

**Report**  
**on the results of the questionnaire**  
**“Satisfaction of 2nd-5th year students with educational services”**  
**for the 2023 – 2024 year**

**Department:** «Technological Equipment, Mechanical Engineering and Standardization»

**Specialty:** 6B07501 Standardization, certification and metrology

Center for Quality Management and Accreditation, in October 2023 conducted an annual questionnaire on the satisfaction of students of 2-5 courses with the quality of services provided.

**Purpose of the questionnaire:** Identification of the degree of respondents' satisfaction with the quality of educational services and other activities of the university.

The results of the questionnaire were processed and presented in a summarized form with the guarantee of confidentiality of students' personal opinions.

On specialty 6B07501 “Standardization, certification and metrology” 31 respondents took part in the questionnaire.

- 2nd year – 8 students (72,7%);
- 3rd year – 13 students (61,9%);
- 4th year – 10 students (71,4%).

**Form of training**

- Budget – 30 students (96,8%);
- Paid – 1 student (3,2%).

In the process of questionnaire survey the following data were obtained:

Indicators:

**1. Are you satisfied with the quality of services provided?**

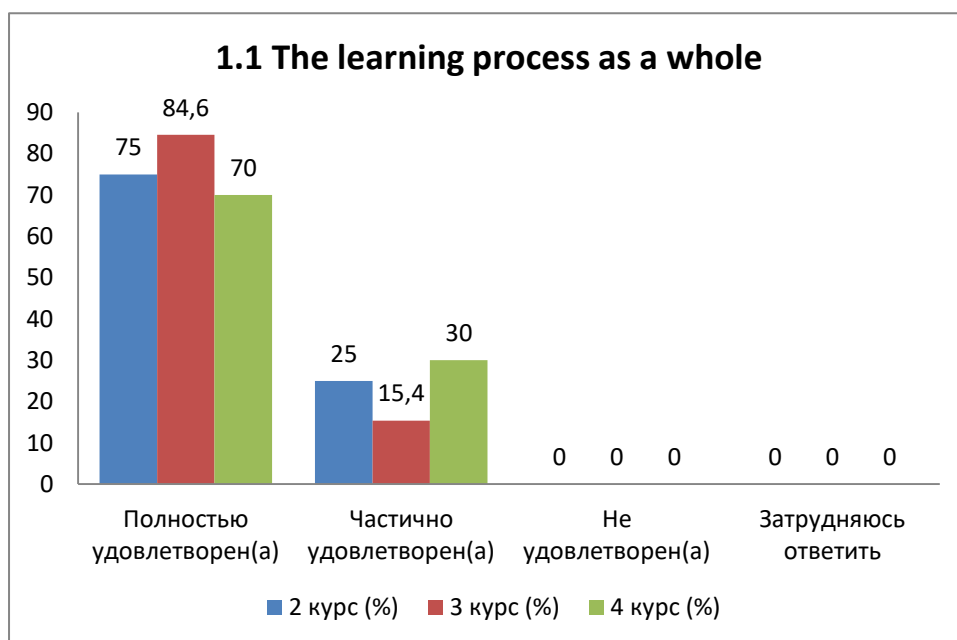
1.1 The learning process as a whole
1.2 Class schedule
1.3 Organization of independent work
1.4 Internship
1.5 Organization and carrying out of SIWT
1.6 Organization and conduct of laboratory works
1.7 Satisfaction with the work of the library
1.8 Possibility of access to full-text databases of scientific publications
1.9 Living conditions in the dormitory
1.10 Quality of medical service
1.11 Organization of catering at the university (prices, range of products, quality of prepared dishes)

Other \_\_\_\_\_

If you answered “not satisfied” to the previous question, make recommendations to improve the services provided \_\_\_\_\_

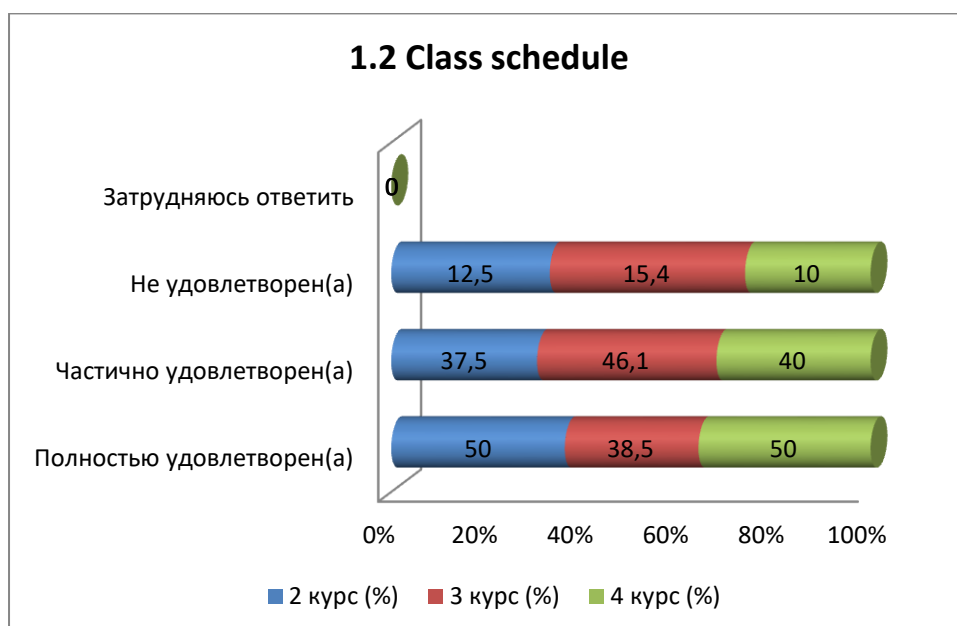
**1.1 The learning process as a whole**

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<b>Completely satisfied</b>	75	84,6	70
<b>Partially satisfied</b>	25	15,4	30
<b>Not satisfied</b>	-	-	-
<b>Difficult to answer</b>	-	-	-



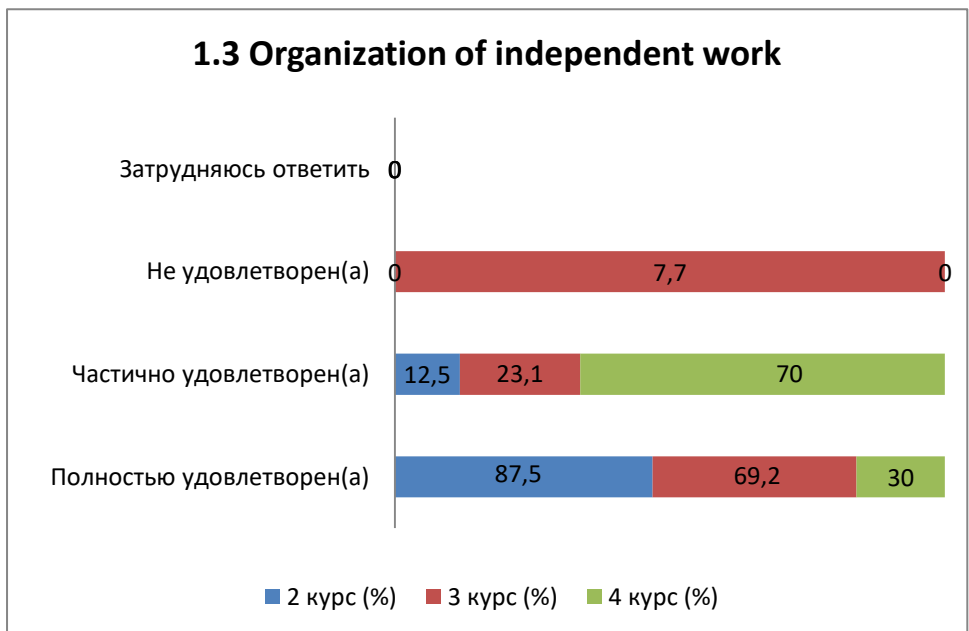
## 1.2 Class schedule

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<b>Completely satisfied</b>	50	38,5	50
<b>Partially satisfied</b>	37,5	46,1	40
<b>Not satisfied</b>	12,5	15,4	10
<b>Difficult to answer</b>	-	-	-



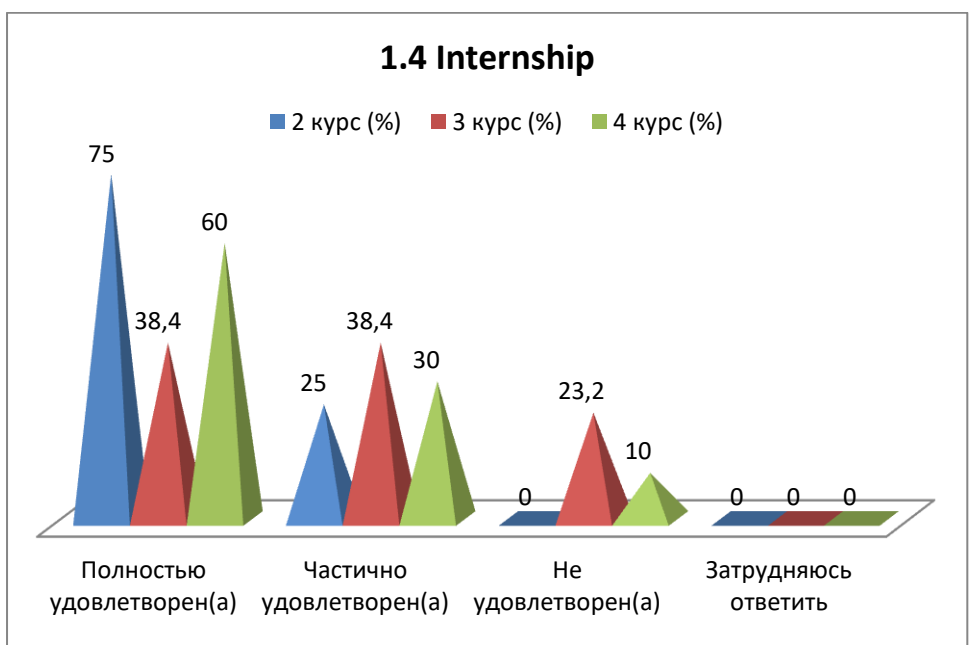
## 1.3 Organization of independent work

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<b>Completely satisfied</b>	87,5	69,2	30
<b>Partially satisfied</b>	12,5	23,1	70
<b>Not satisfied</b>	-	7,7	-
<b>Difficult to answer</b>	-	-	-



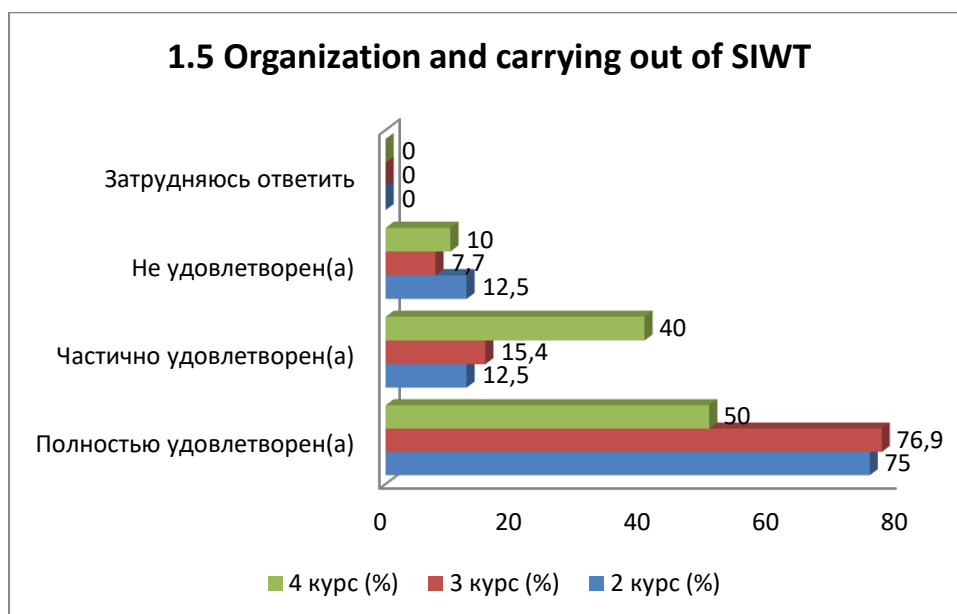
### 1.4 Internship

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<b>Completely satisfied</b>	75	38,4	60
<b>Partially satisfied</b>	25	38,4	30
<b>Not satisfied</b>	-	23,2	10
<b>Difficult to answer</b>	-	-	-



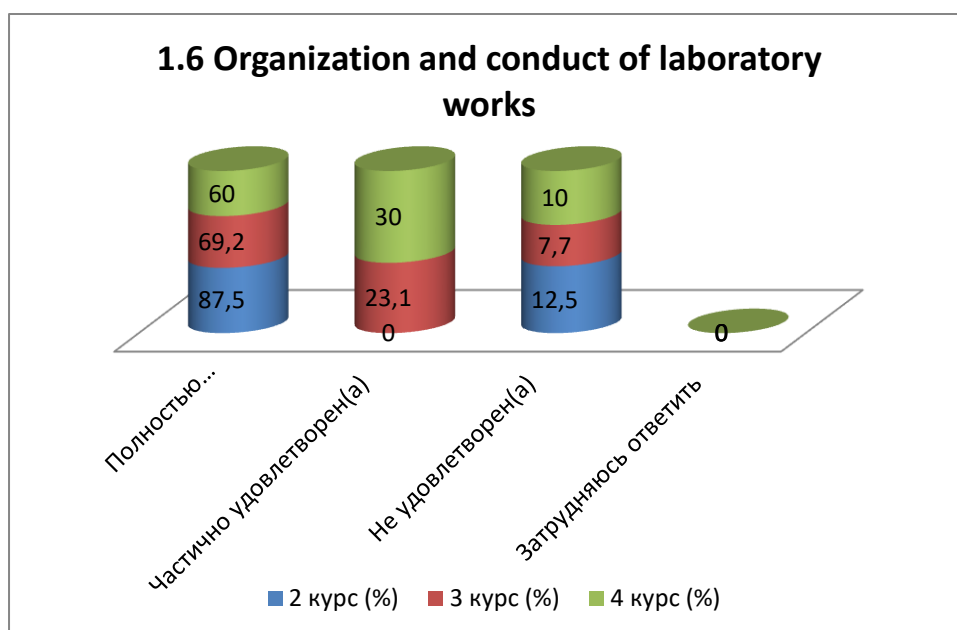
### 1.5 Organization and carrying out of SIWT

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<b>Completely satisfied</b>	75	76,9	50
<b>Partially satisfied</b>	12,5	15,4	40
<b>Not satisfied</b>	12,5	7,7	10
<b>Difficult to answer</b>	-	-	-



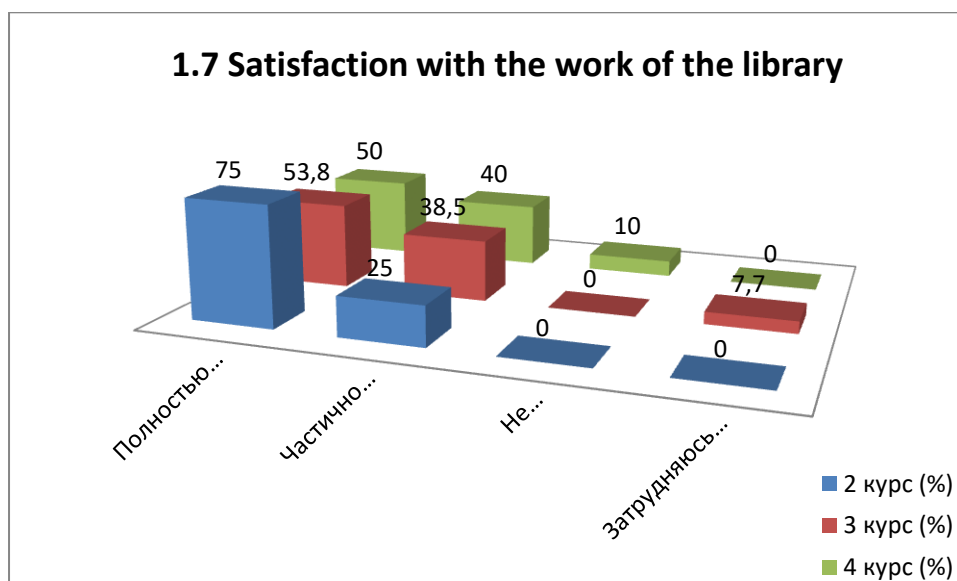
### 1.6 Organization and conduct of laboratory works

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<b>Completely satisfied</b>	87,5	69,2	60
<b>Partially satisfied</b>	-	23,1	30
<b>Not satisfied</b>	12,5	7,7	10
<b>Difficult to answer</b>	-	-	-



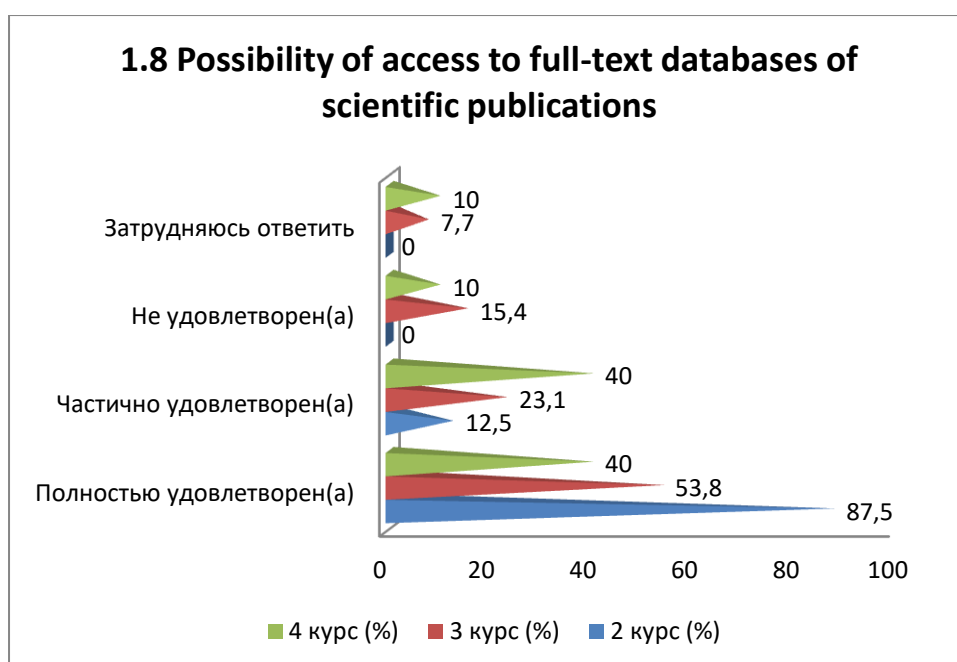
### 1.7 Satisfaction with the work of the library

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<b>Completely satisfied</b>	75	53,8	50
<b>Partially satisfied</b>	25	38,5	40
<b>Not satisfied</b>	-	-	10
<b>Difficult to answer</b>	-	7,7	-



### 1.8 Possibility of access to full-text databases of scientific publications

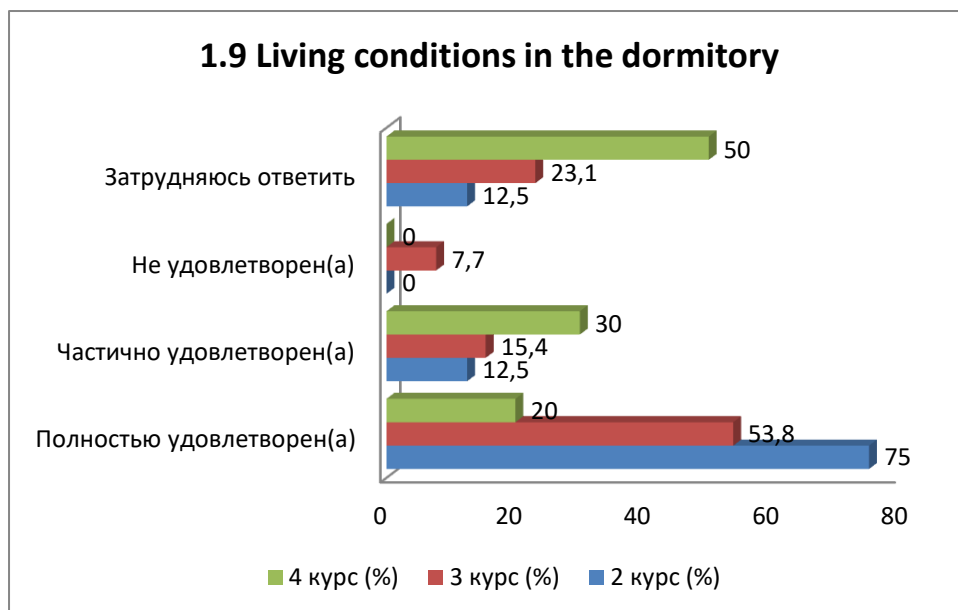
Answer options	2nd year (%)	3rd year (%)	4th year (%)
<b>Completely satisfied</b>	87,5	53,8	40
<b>Partially satisfied</b>	12,5	23,1	40
<b>Not satisfied</b>	-	15,4	10
<b>Difficult to answer</b>	-	7,7	10



### 1.9 Living conditions in the dormitory

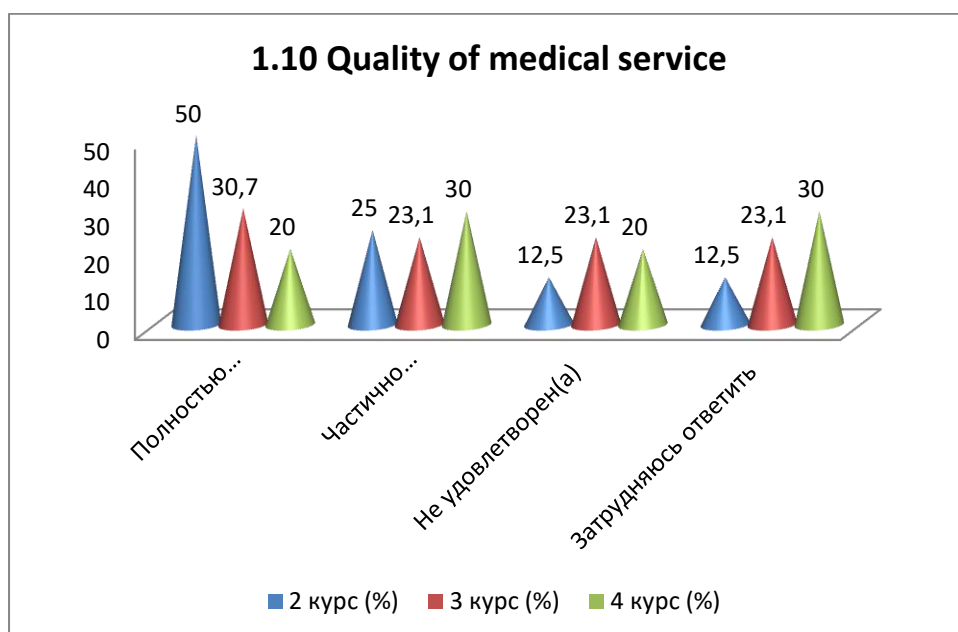
Answer options	2nd year (%)	3rd year (%)	4th year (%)
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<b>Completely satisfied</b>	75	53,8	20
<b>Partially satisfied</b>	12,5	15,4	30
<b>Not satisfied</b>	-	7,7	-
<b>Difficult to answer</b>	12,5	23,1	50



### 1.10 Quality of medical service

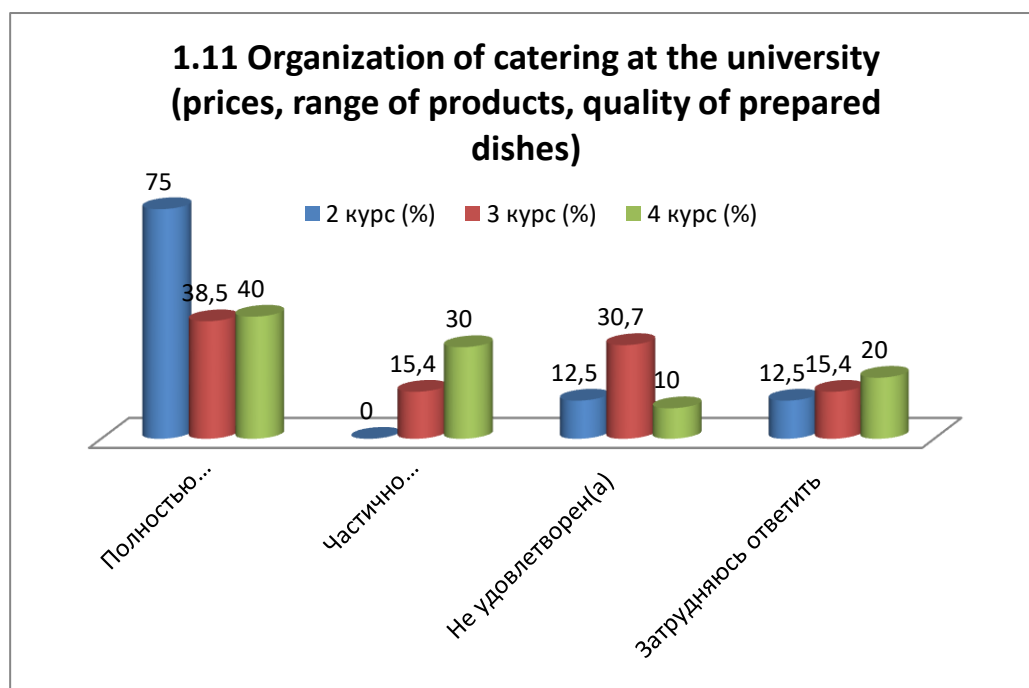
Answer options	2nd year (%)	3rd year (%)	4th year (%)
<b>Completely satisfied</b>	50	30,7	20
<b>Partially satisfied</b>	25	23,1	30
<b>Not satisfied</b>	12,5	23,1	20
<b>Difficult to answer</b>	12,5	23,1	30



### 1.11 Organization of catering at the university (prices, range of products, quality of prepared dishes)

Answer options	2nd year (%)	3rd year (%)	4th year (%)
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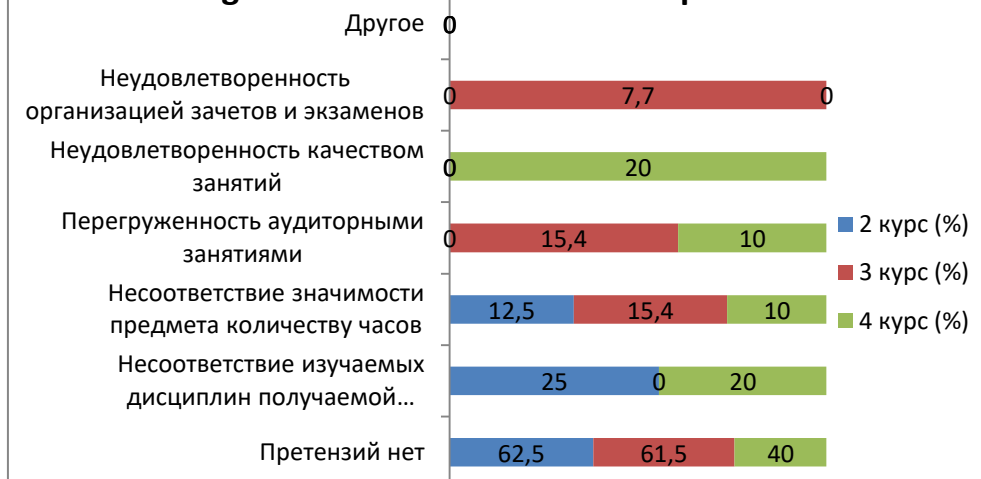
<b>Completely satisfied</b>	75	38,5	40
<b>Partially satisfied</b>	-	15,4	30
<b>Not satisfied</b>	12,5	30,7	10
<b>Difficult to answer</b>	12,5	15,4	20



## 2. Your attitude towards the quality of the organization of the educational process?

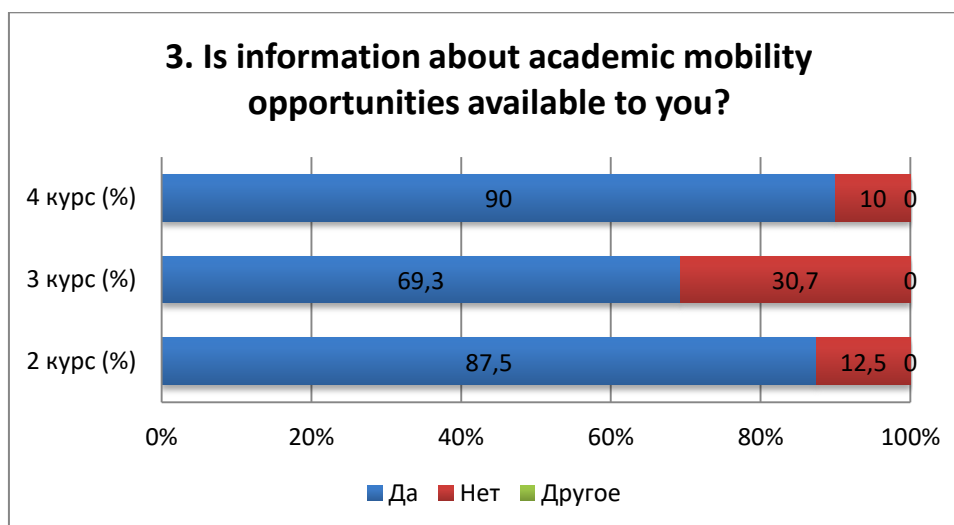
Answer options	2nd year (%)	3rd year (%)	4th year (%)
<b>No complaints</b>	62,5	61,5	40
<b>Discrepancy between the disciplines studied and the specialty obtained</b>	25	-	20
<b>Inconsistency between the importance of the subject and the number of hours</b>	12,5	15,4	10
<b>Overload with classroom activities</b>	-	15,4	10
<b>Dissatisfaction with the quality of classes</b>	-	-	20
<b>Dissatisfaction with the organization of tests and exams</b>	-	7,7	-
<b>Other</b>	-	-	-

## 2. Your attitude towards the quality of the organization of the educational process?



## 3. Is information about academic mobility opportunities available to you?

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<b>Yes</b>	87,5	69,3	90
<b>No</b>	12,5	30,7	10
<b>Other</b>	-	-	-



## 4. What do you think the relationship is:

4.1 Between students
4.2 Between teachers and students (in the educational process)
4.3 Between student and supervisor
4.4 Between students and administration
4.5 Between students and employees of departments (library, student department, etc.).
4.6 Between students and security service

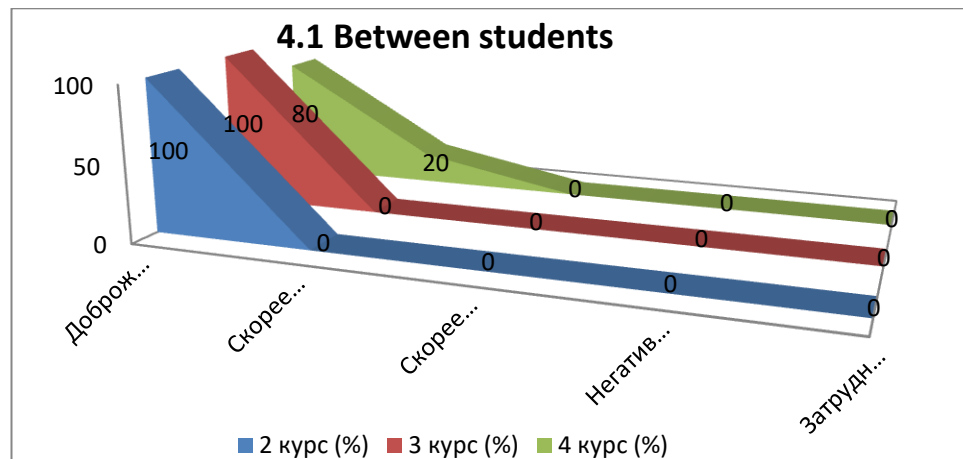
Other \_\_\_\_\_



If you answered “Rather unfriendly than benevolent” and “Negative” to the previous question, give recommendations for improvement \_\_\_\_\_

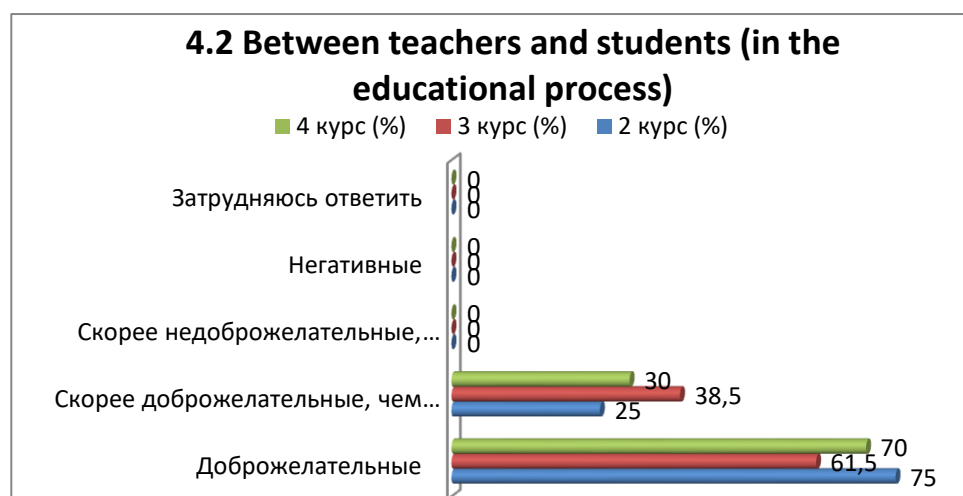
#### 4.1 Between students

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<b>Benevolent</b>	100	100	80
<b>Rather benevolent than unfriendly</b>	-	-	20
<b>Rather unfriendly than benevolent</b>	-	-	-
<b>Negative</b>	-	-	-
<b>Difficult to answer</b>	-	-	-



#### 4.2 Between teachers and students (in the educational process)

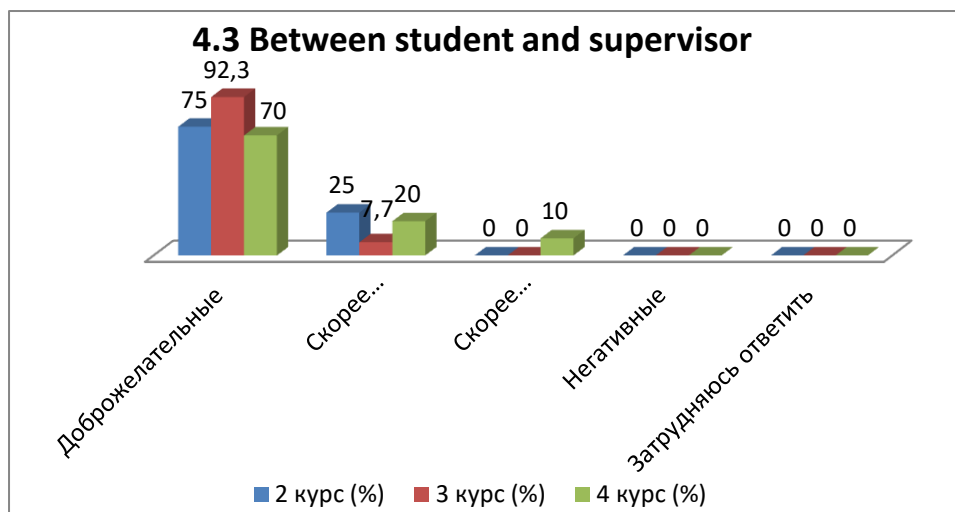
Answer options	2nd year (%)	3rd year (%)	4th year (%)
<b>Benevolent</b>	75	61,5	70
<b>Rather benevolent than unfriendly</b>	25	38,5	30
<b>Rather unfriendly than benevolent</b>	-	-	-
<b>Negative</b>	-	-	-
<b>Difficult to answer</b>	-	-	-



#### 4.3 Between student and supervisor

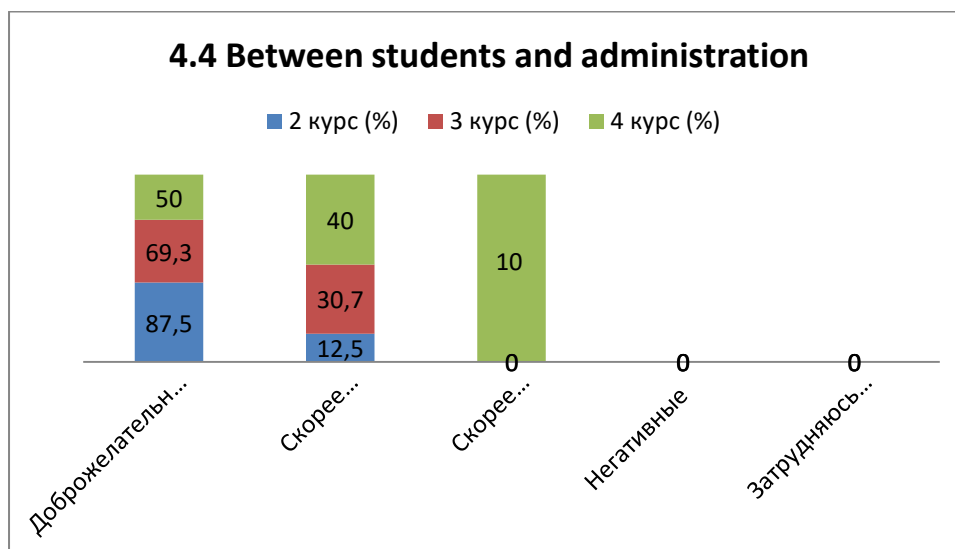
Answer options	2nd year (%)	3rd year (%)	4th year (%)
<b>Benevolent</b>	75	92,3	70

<b>Rather benevolent than unfriendly</b>	25	7,7	20
<b>Rather unfriendly than benevolent</b>	-	-	10
<b>Negative</b>	-	-	-
<b>Difficult to answer</b>	-	-	-



#### 4.4 Between students and administration

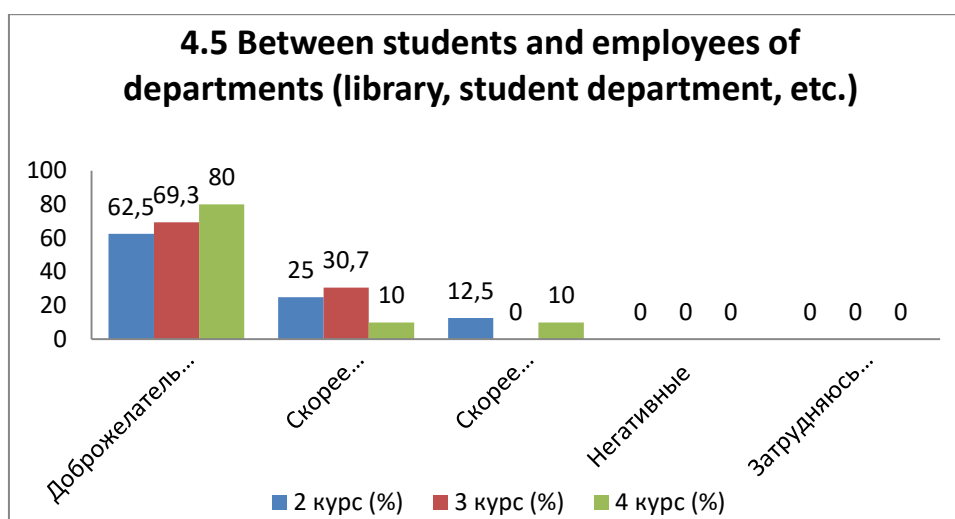
Answer options	2nd year (%)	3rd year (%)	4th year (%)
<b>Benevolent</b>	87,5	69,3	50
<b>Rather benevolent than unfriendly</b>	12,5	30,7	40
<b>Rather unfriendly than benevolent</b>	-	-	10
<b>Negative</b>	-	-	-
<b>Difficult to answer</b>	-	-	-



#### 4.5 Between students and employees of departments (library, student department, etc.)

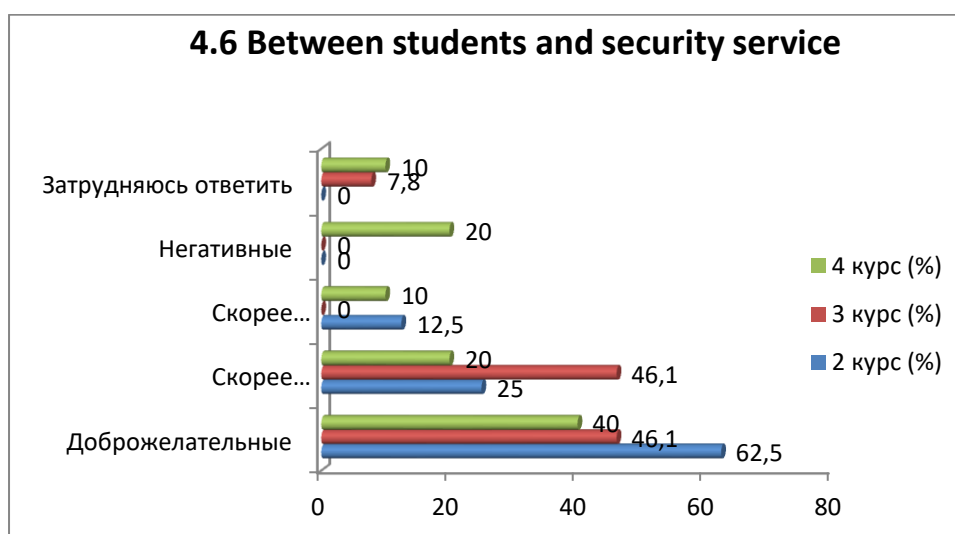
Answer options	2nd year (%)	3rd year (%)	4th year (%)
<b>Benevolent</b>	62,5	69,3	80
<b>Rather benevolent than unfriendly</b>	25	30,7	10
<b>Rather unfriendly than benevolent</b>	12,5	-	10
<b>Negative</b>	-	-	-

Difficult to answer	-	-	-
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#### 4.6 Between students and security service

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<b>Benevolent</b>	62,5	46,1	40
<b>Rather benevolent than unfriendly</b>	25	46,1	20
<b>Rather unfriendly than benevolent</b>	12,5	-	10
<b>Negative</b>	-	-	20
<b>Difficult to answer</b>	-	7,8	10



For the option “If you answered ‘Rather unfriendly than benevolent’ and ‘Negative’ to the previous question, give recommendations for improvement,” students indicated the following options\*:

- Please ask security personnel to be more friendly to students;
- Rude behaviour of security guards, both to students and teachers;
- Teach the guards manners and education, they treat students in a rude manner.

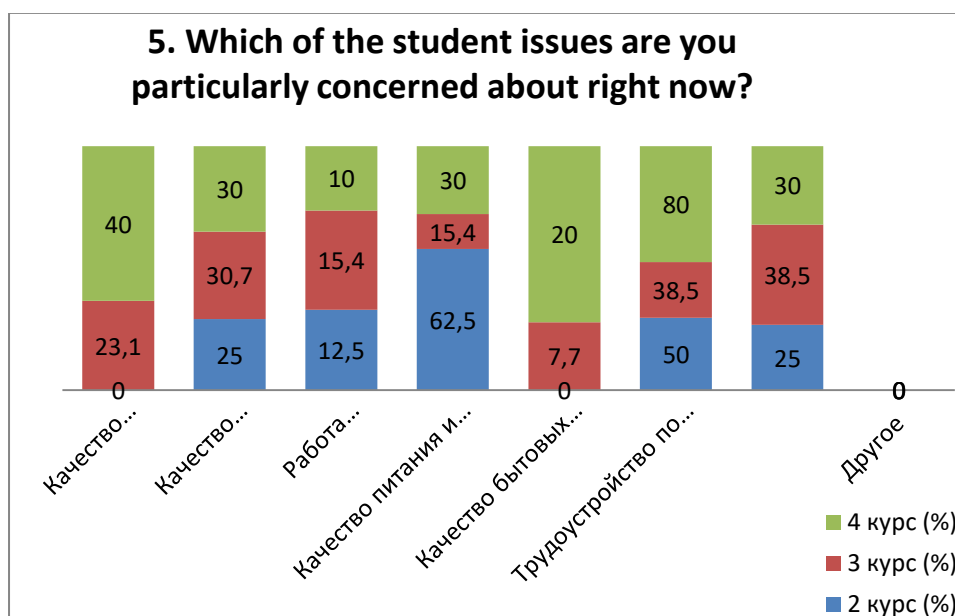
#### 5. Which of the student issues are you particularly concerned about right now?

(choose no more than 3 answers)

\* Students' answers to the option “other” and “if you answered “not satisfied.....” to the previous question are presented in the original. The author's spelling and punctuation have been preserved.

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<b>Quality of the organization of the educational process</b>	-	23,1	40
<b>Quality of teaching (conducting classes, assessment of knowledge, etc.).</b>	25	30,7	30
<b>Work of administration (department, etc.)</b>	12,5	15,4	10
<b>Quality of food and prices in the student canteen</b>	62,5	15,4	30
<b>Quality of living conditions in the dormitory</b>	-	7,7	20
<b>Employment in the specialty</b>	50	38,5	80
<b>Quality of internship organizations</b>	25	38,5	30
<b>Other</b>	-	-	-

\* The amount in % is not equal to 100, because it was assumed that there were several possible answers



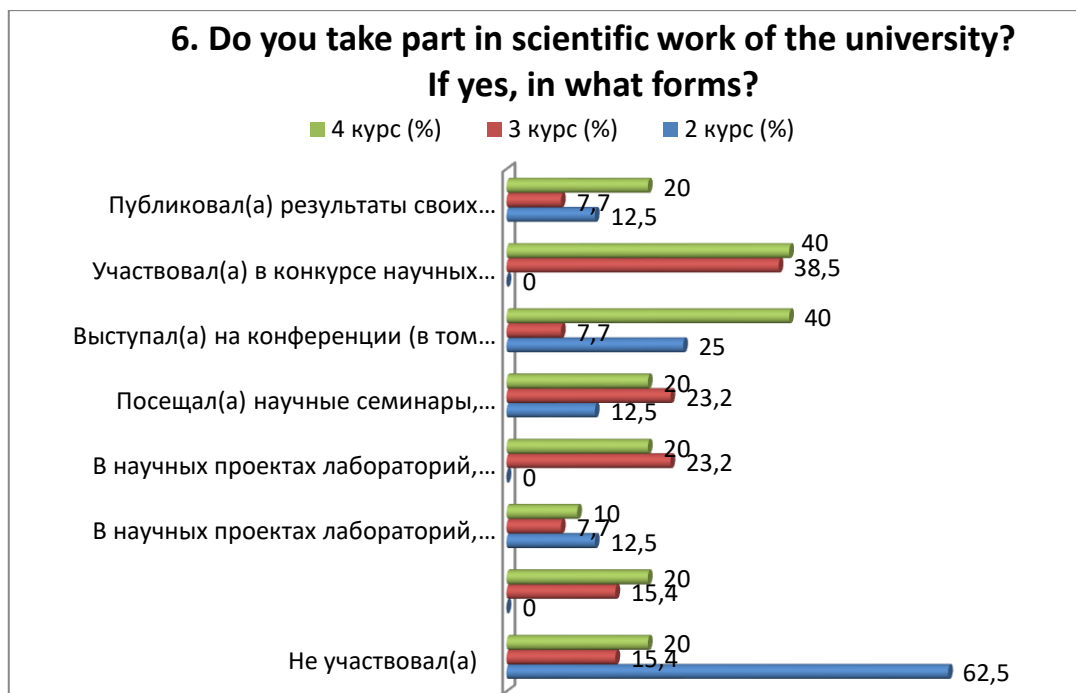
## 6. Do you take part in scientific work of the university? If yes, in what forms?

(mark all appropriate answers)

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<b>Did not participate</b>	62,5	15,4	20
<b>Sometimes, when it is necessary on formal grounds</b>	-	15,4	20
<b>In scientific projects of laboratories, centers, etc. under a contract, grant, etc.</b>	12,5	7,7	10
<b>In scientific projects of laboratories, clubs, circles, etc. on a gratuitous basis.</b>	-	23,2	20
<b>Attended scientific seminars, clubs and other scientific events.</b>	12,5	23,2	20
<b>Speaker(s) at a conference (including student), scientific seminar)</b>	25	7,7	40
<b>Participated in the competition of</b>	-	38,5	40

<b>scientific student works</b>			
<b>Published(s) the results of his/her research (including in student collections)</b>	12,5	7,7	20

\* The amount in % is not equal to 100, because it was assumed that there were several possible answers



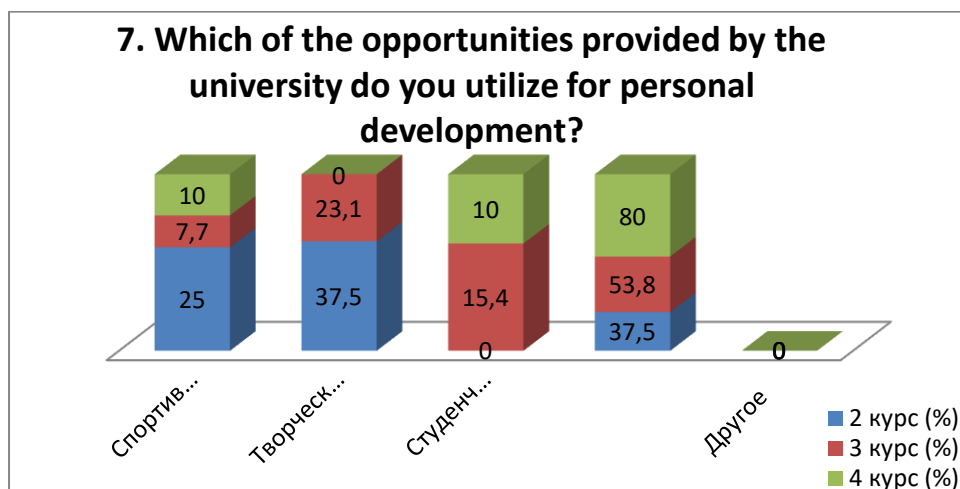
For the option “If you answered ‘Did not participate’ to the previous question, write why”, students indicated the following options\*:

- not interested.

**7. Which of the opportunities provided by the university do you utilize for personal development?**

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<b>Sports sections</b>	25	7,7	10
<b>Creative clubs</b>	37,5	23,1	-
<b>Student Trade Union “Zhas Orda”</b>	-	15,4	10
<b>I don't use anything</b>	37,5	53,8	80
<b>Other</b>	-	-	-

\* Students' answers to the option “other” and “if you answered “not satisfied.....” to the previous question are presented in the original. The author's spelling and punctuation have been preserved.



For the option “If you answered ‘I don't use anything’ to the previous question, write down why”, students indicated the following options \* :

- I'm only interested in studying and working
- no time
- Not informed
- No swimming pool.
- No time.

### 8. How satisfied are you with the material base of our university?

8.1 Availability of necessary scientific literature in the library
8.2 Modernity of computer equipment
8.3 Internet channel width and speed
8.4 Modernity of software
8.5 Availability of educational and scientific equipment
8.6 Availability of laboratories and specialized classrooms
8.7 Availability of sports equipment

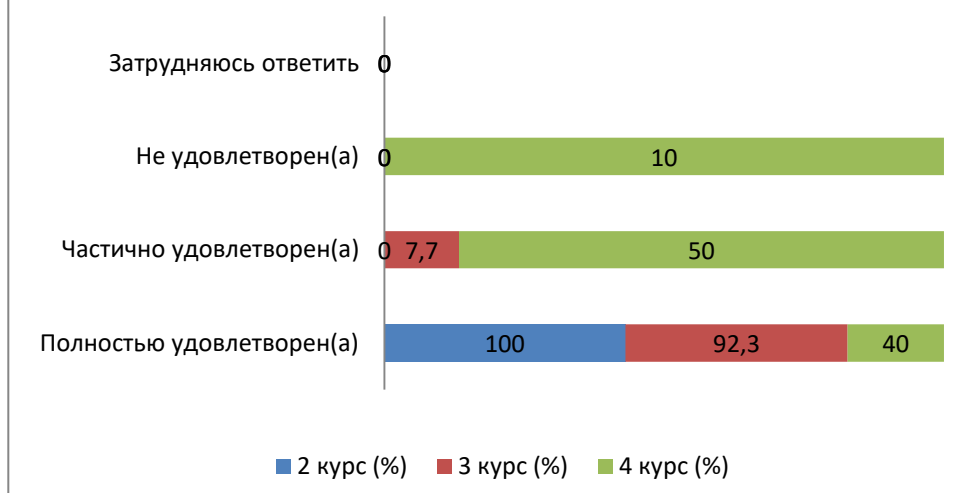
Other \_\_\_\_\_

If you answered “not satisfied” to the previous question, make recommendations to improve the services provided \_\_\_\_\_

### 8.1 Availability of necessary scientific literature in the library

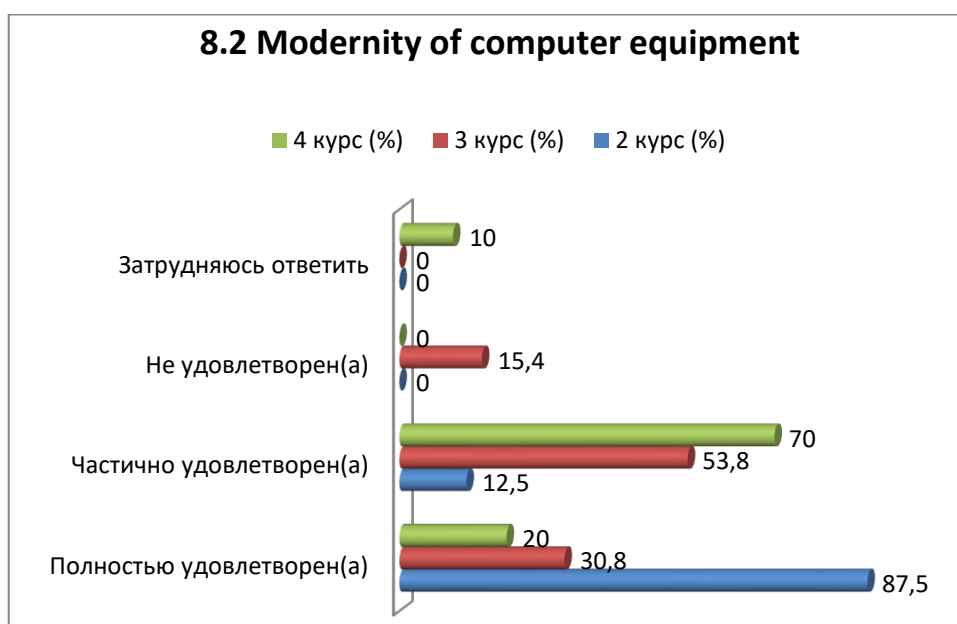
Answer options	2nd year (%)	3rd year (%)	4th year (%)
<b>Completely satisfied</b>	100	92,3	40
<b>Partially satisfied</b>	-	7,7	50
<b>Not satisfied</b>	-	-	10
<b>Difficult to answer</b>	-	-	-

### 8.1 Availability of necessary scientific literature in the library



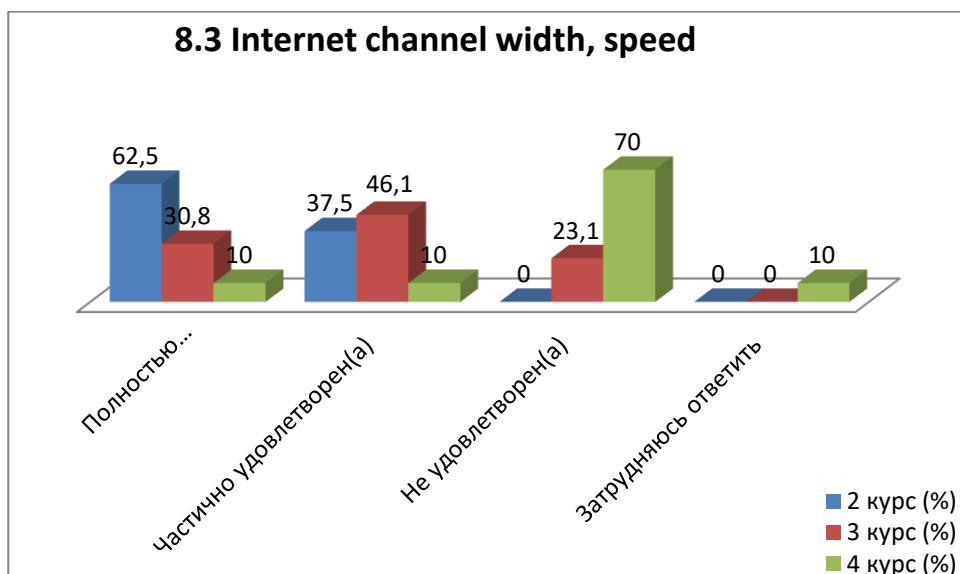
### 8.2 Modernity of computer equipment

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<b>Completely satisfied</b>	87,5	30,8	20
<b>Partially satisfied</b>	12,5	53,8	70
<b>Not satisfied</b>	-	15,4	-
<b>Difficult to answer</b>	-	-	10



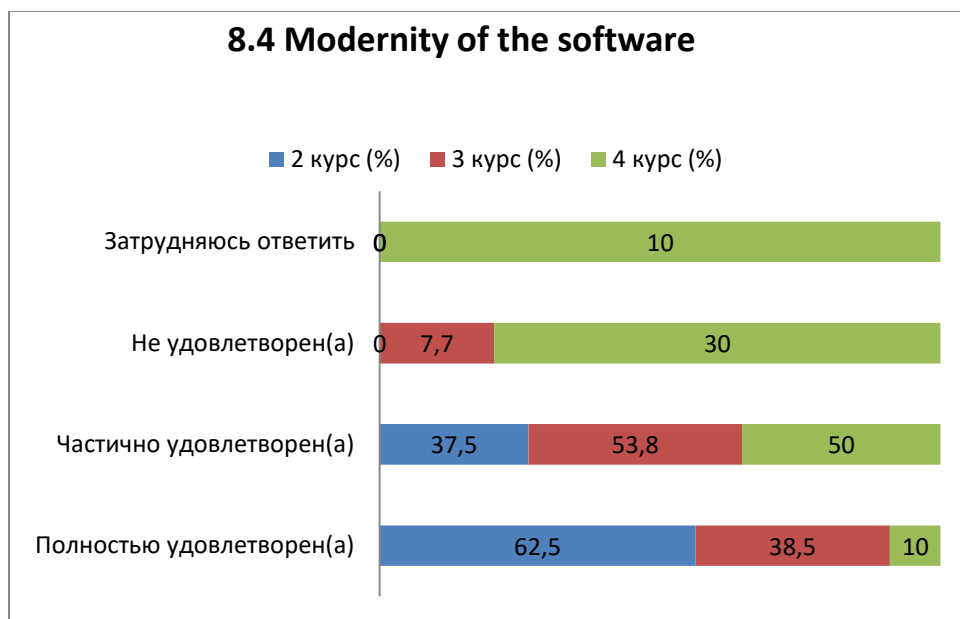
### 8.3 Internet channel width, speed

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<b>Completely satisfied</b>	62,5	30,8	10
<b>Partially satisfied</b>	37,5	46,1	10
<b>Not satisfied</b>	-	23,1	70
<b>Difficult to answer</b>	-	-	10



### 8.4 Modernity of the software

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<b>Completely satisfied</b>	62,5	38,5	10
<b>Partially satisfied</b>	37,5	53,8	50
<b>Not satisfied</b>	-	7,7	30
<b>Difficult to answer</b>	-	-	10

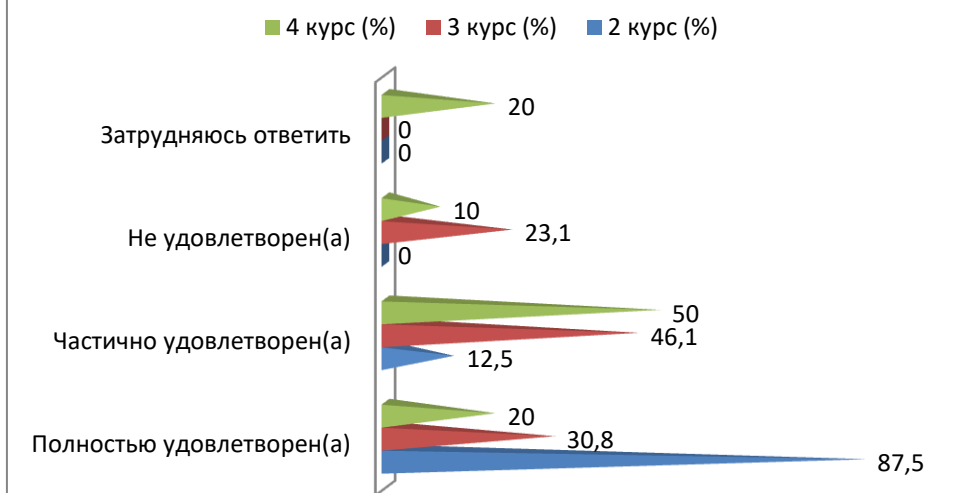


### 8.5 Availability of educational and scientific equipment

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<b>Completely satisfied</b>	87,5	30,8	20
<b>Partially satisfied</b>	12,5	46,1	50
<b>Not satisfied</b>	-	23,1	10
<b>Difficult to answer</b>	-	-	20

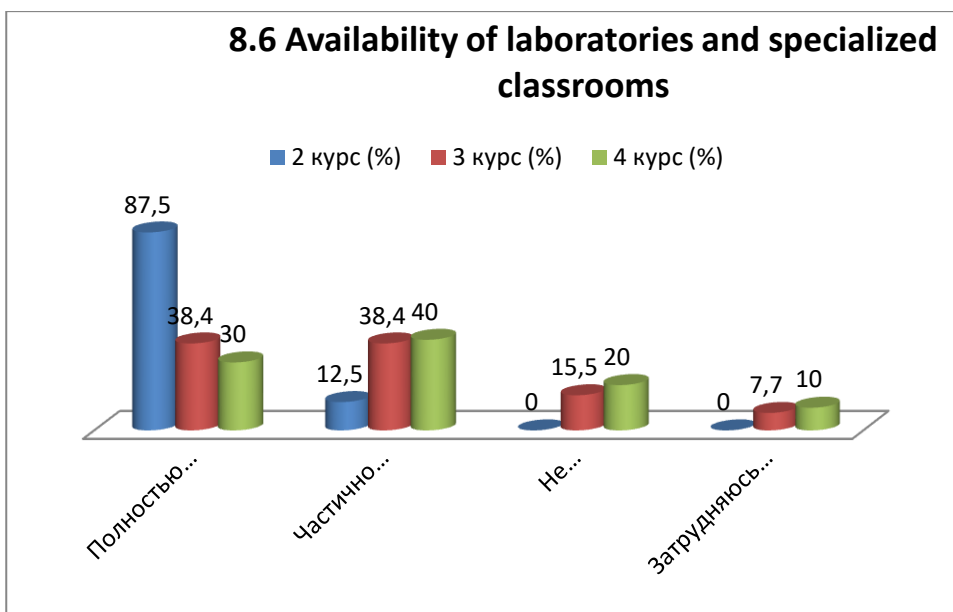


### 8.5 Availability of educational and scientific equipment



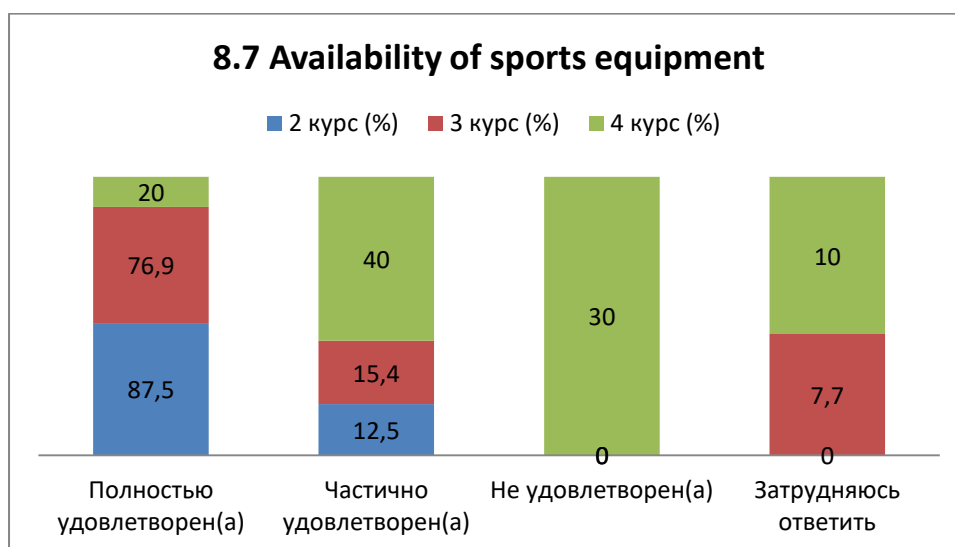
### 8.6 Availability of laboratories and specialized classrooms

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<b>Completely satisfied</b>	87,5	38,4	30
<b>Partially satisfied</b>	12,5	38,4	40
<b>Not satisfied</b>	-	15,5	20
<b>Difficult to answer</b>	-	7,7	10



### 8.7 Availability of sports equipment

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<b>Completely satisfied</b>	87,5	76,9	20
<b>Partially satisfied</b>	12,5	15,4	40
<b>Not satisfied</b>	-	-	30
<b>Difficult to answer</b>	-	7,7	10



For the option ‘If you answered “Rather unfriendly than benevolent” and “Negative” to the previous question, give recommendations for improvement’, the students indicated the following options:

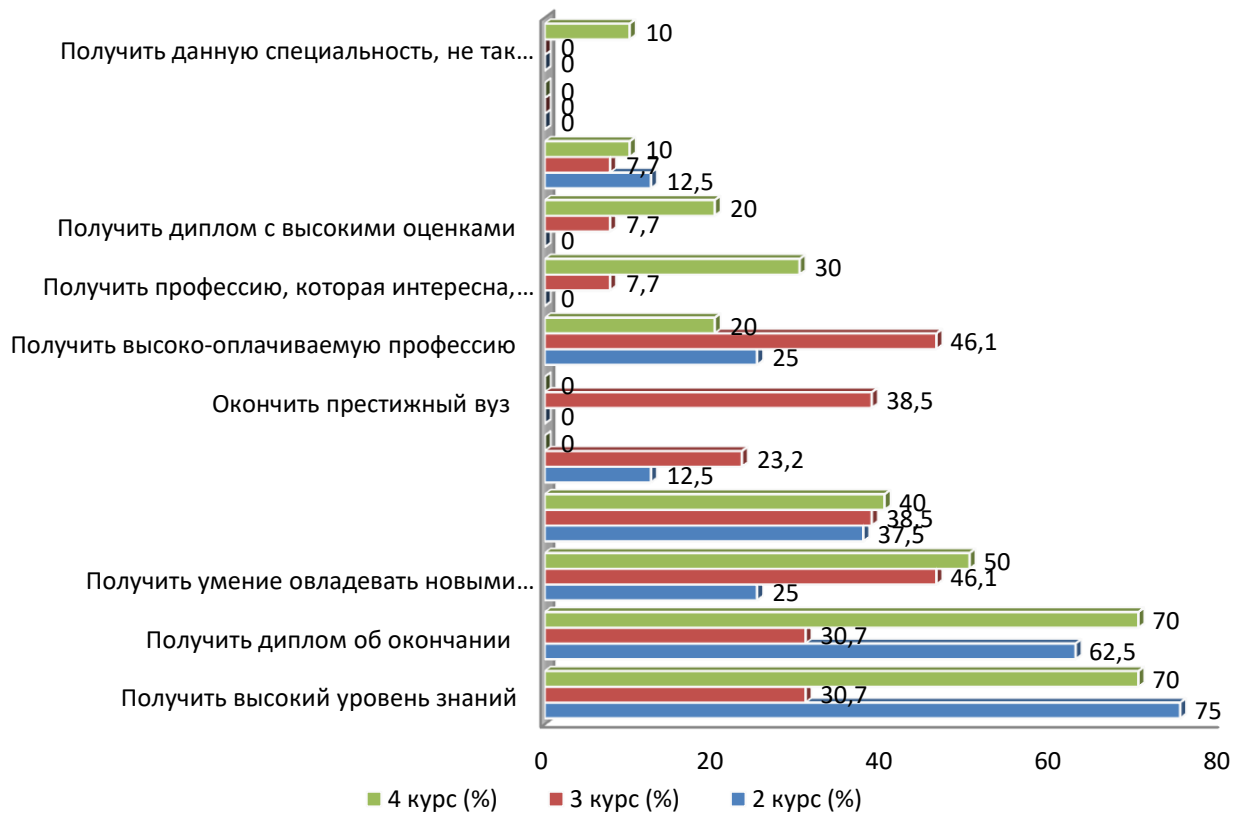
- Internet is not working well in some places.

**9. What is more important for you to get as a result of studying at your university?** (You can choose one or more answer options)

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<b>Gain a high level of knowledge</b>	75	30,7	70
<b>Get a diploma of completion</b>	62,5	30,7	70
<b>Gain the ability to learn new knowledge that will help you adapt quickly in the workplace</b>	25	46,1	50
<b>Get practical skills that can be immediately used in the workplace</b>	37,5	38,5	40
<b>Get a diploma, the prestige of the university does not matter</b>	12,5	23,2	-
<b>Graduate from a prestigious university</b>	-	38,5	-
<b>Get a high-paying profession</b>	25	46,1	20
<b>To get a profession that is interesting, corresponds to abilities</b>	-	7,7	30
<b>Get a diploma with high grades</b>	-	7,7	20
<b>It is necessary to study only what is interesting or will be needed in further studies (work).</b>	12,5	7,7	10
<b>To graduate from this particular university, no matter what specialty</b>	-	-	-
<b>To get this specialty, it is not so important in which university.</b>	-	-	10

\* The amount in % is not equal to 100, because multiple answer options were expected

## 9. What is more important for you to get as a result of studying at your university?



According to the results of the questionnaire, the following **conclusions** can be drawn:

The analysis of the results of filling in the questionnaire 'Satisfaction of students of 2-5 years of study with educational services' shows in general a positive attitude of students to the conditions for education, content, organization and quality of the educational process created at the University.

On the scale '**satisfaction of the educational process in general**' 76.5% of students have average values prevail, which indicates that these students are satisfied with the extent to which the educational process provides educational needs in accordance with their aptitudes, interests and opportunities. Students with an underestimated level on this scale (23.5%) are not fully satisfied with the content of the educational process. They believe that the educational process does not fully contribute to the development of creative, intellectual potential and is not able to form the necessary professional qualities. For the convenience of analysis, let us consider in more detail the criteria by which respondents assessed their satisfaction with educational services.

Students rated the following criteria as 'excellent quality' (satisfaction rates above 80%), reporting their full or partial satisfaction:

- Organisation of independent work (97.4%);
- satisfaction with the library (94.1%);
- organisation and conduct of SIWT (89.9%);
- organisation and carrying out of laboratory works (89,9%);
- quality of internship (88.9%);
- class schedule (87.4%);
- possibility of access to full-text databases of scientific publications (85.6%).

Students rated the following criteria as 'good quality' (satisfaction rates below 80%): living conditions in the dormitory (68.9%), catering at the university (66.3%), quality of medical services (58%).

82.3% of respondents have information about academic mobility. Based on this, it can be understood that the university successfully implements the programme of outgoing and incoming academic mobility, which contributes to improving the quality of higher education, increasing the efficiency of scientific research, establishing internal and external integration ties, and using global educational resources.

The psychological climate at the university is characterized by benevolent relations between students, teachers and university staff. This climate creates a supportive and inspiring environment for students' learning and development.

Compared to the 2022-2023 academic year, there have been changes in the students' identification of the most important student problems for them. Now the respondents put employment in their speciality in the first place - 56.2%. Next is the quality of food and prices in the student canteen - 36%. The third position is occupied by the quality of internship organisations - 31.2%.

32.6% of students do not participate in scientific work of the university. One of the students explained the reason for non-participation in scientific activities by lack of interest.

The survey also revealed 57.1% of students who do not use the opportunities provided by the university for personal development, such as sports sections, creative clubs and student trade union 'Zhas Orda'. The reasons are limited time or lack of desire to use these opportunities.

The material base of the university quite satisfies the needs of most of the surveyed students. But still students left comments, where the main suggestions are related to improving the quality of Internet speed.

More than a half (58.6%) of students believe that the most important result of studying at HEI is obtaining a high level of knowledge. This is followed by obtaining a graduation diploma (54.4%). In the third place is the ability to master new knowledge, which will help to quickly adapt in the workplace (40.4%).

In general, the results of the survey indicate the need for further improvement of the university's work on raising students' awareness of academic mobility opportunities, improving the quality of the organisation of the educational process, as well as creating conditions for the active involvement of students in academic and extracurricular activities.

### **Recommendations:**

The head of the department should familiarize the staff and students with the results of the questionnaire and discuss at supervisory hours. If necessary, develop an action plan to improve the quality of educational services.

Students may request survey results by emailing the Center of Quality Management and Accreditation [cqma\\_kstu@mail.ru](mailto:cqma_kstu@mail.ru).