

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

**Department:** “Enterprise Economy and Management”

**Specialty:** 6B04104 State and local government

The Centre for Quality Management and Accreditation conducted an annual questionnaire in October 2023 on the satisfaction of 2nd-5th year students 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.

On specialty 6B04104 “State and local government” 3 respondents took part in the questionnaire.

- 4th year – 3 students (100%).

**Form of training**

- Budget – 1 students (33,3%);
- Paid – 2 students (66,7%).

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)

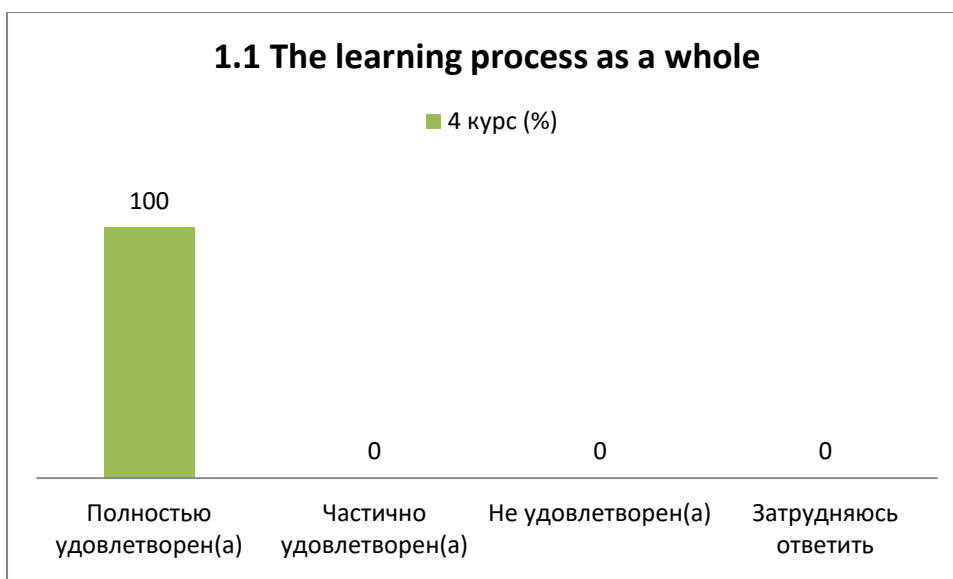
Other \_\_\_\_\_

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

**1.1 The learning process as a whole**

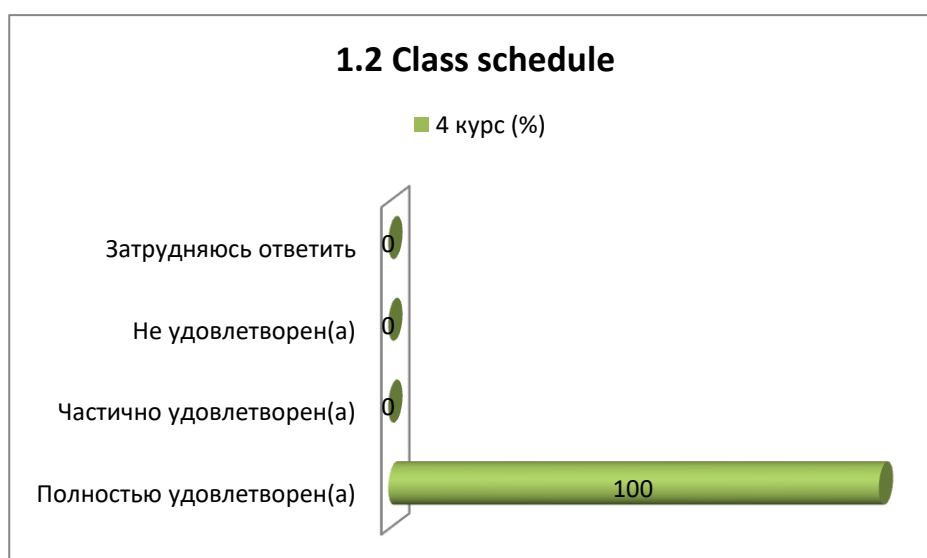
Answer options	4th year (%)
<b>Completely satisfied</b>	100

<b>Partially satisfied</b>	-
<b>Not satisfied</b>	-
<b>Difficult to answer</b>	-



## 1.2 Class schedule

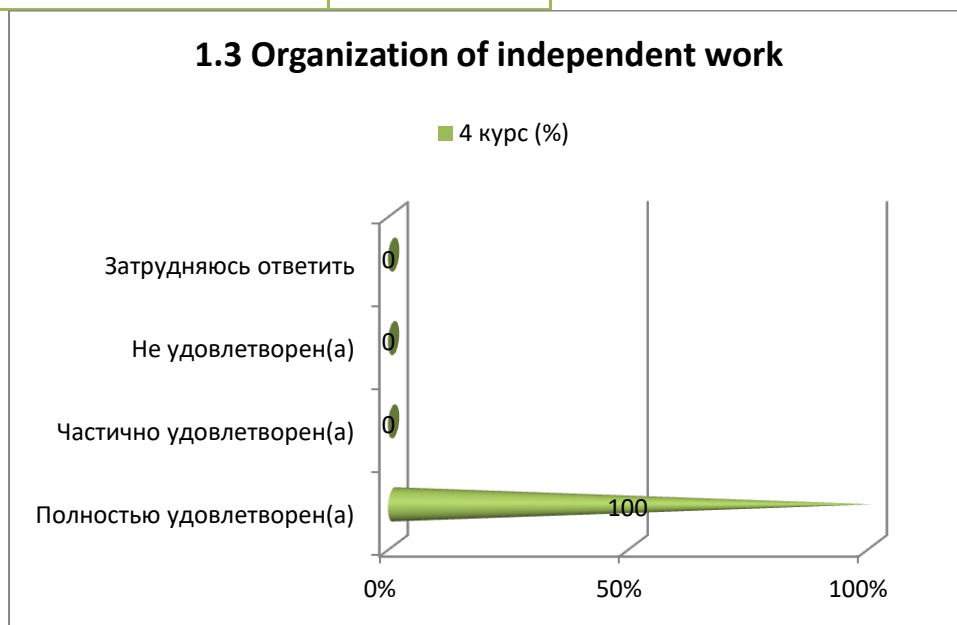
Answer options	<b>4th year (%)</b>
<b>Completely satisfied</b>	100
<b>Partially satisfied</b>	-
<b>Not satisfied</b>	-
<b>Difficult to answer</b>	-



## 1.3 Organization of independent work

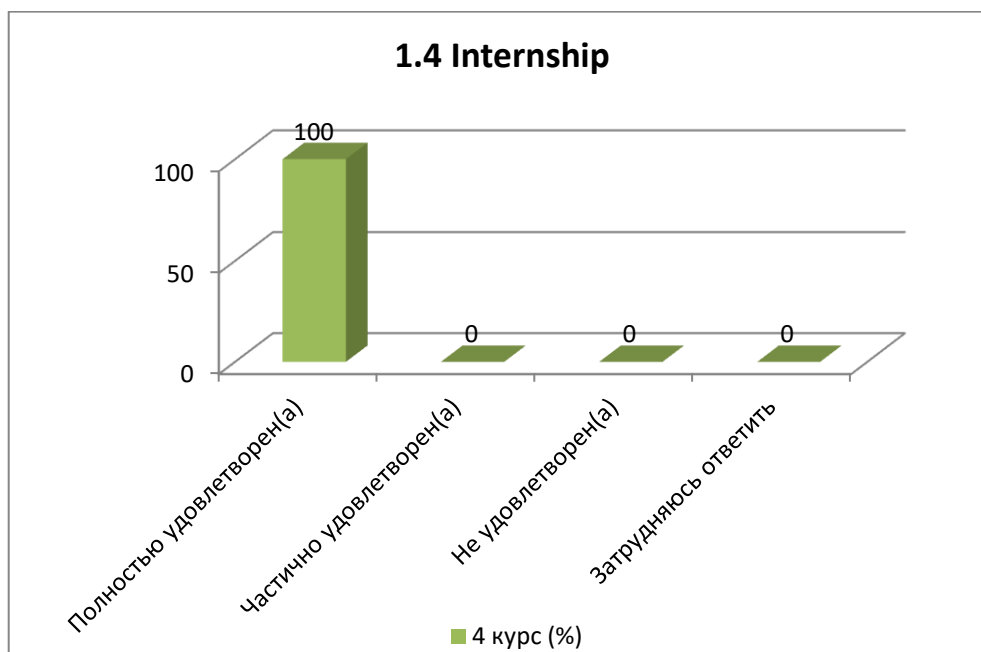
Answer options	<b>4th year (%)</b>
<b>Completely satisfied</b>	100
<b>Partially satisfied</b>	-

<b>Not satisfied</b>	-
<b>Difficult to answer</b>	-



### 1.4 Internship

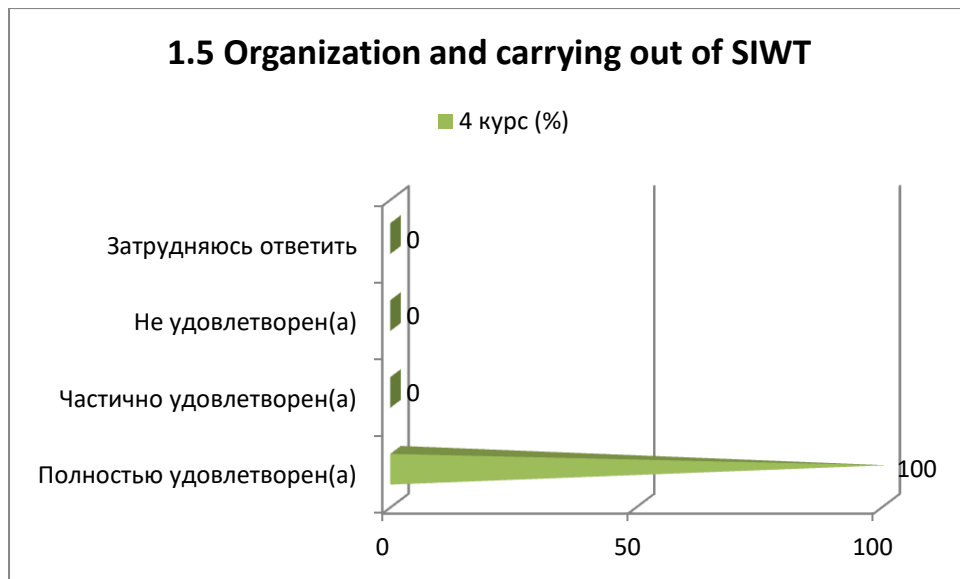
Answer options	<b>4th year (%)</b>
<b>Completely satisfied</b>	100
<b>Partially satisfied</b>	-
<b>Not satisfied</b>	-
<b>Difficult to answer</b>	-



### 1.5 Organization and carrying out of SIWT

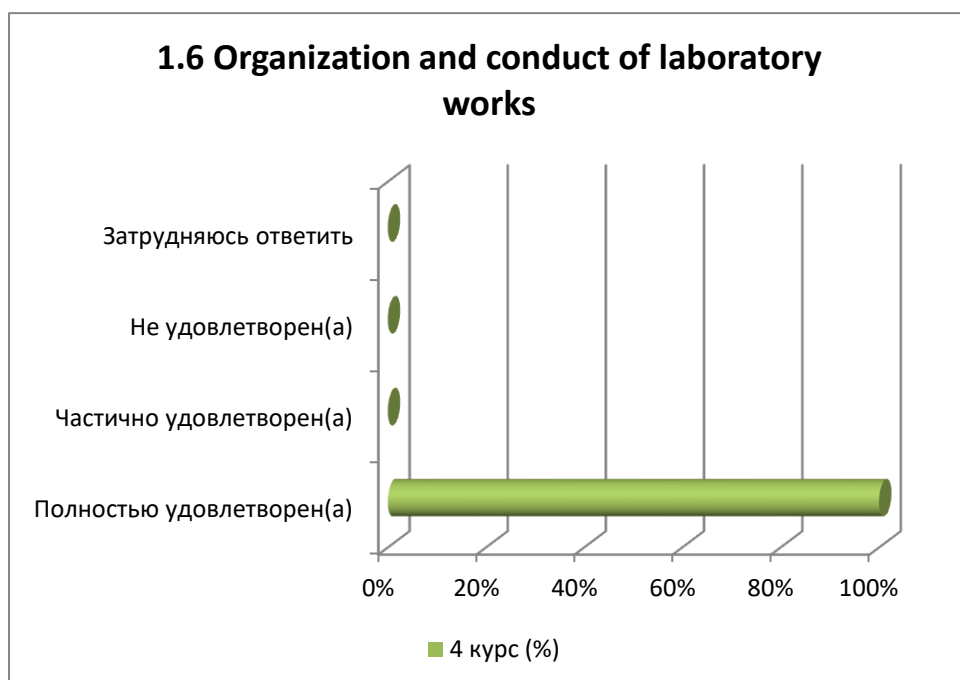
Answer options	<b>4th year (%)</b>
<b>Completely satisfied</b>	100

<b>Partially satisfied</b>	-
<b>Not satisfied</b>	-
<b>Difficult to answer</b>	-



### 1.6 Organization and conduct of laboratory works

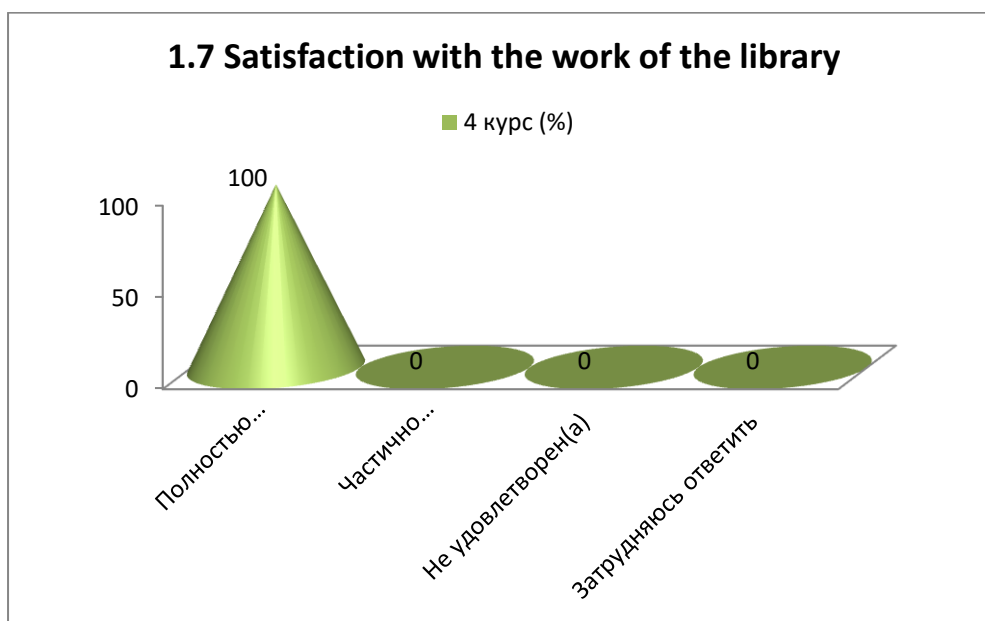
Answer options	<b>4th year (%)</b>
<b>Completely satisfied</b>	100
<b>Partially satisfied</b>	-
<b>Not satisfied</b>	-
<b>Difficult to answer</b>	-



### 1.7 Satisfaction with the work of the library

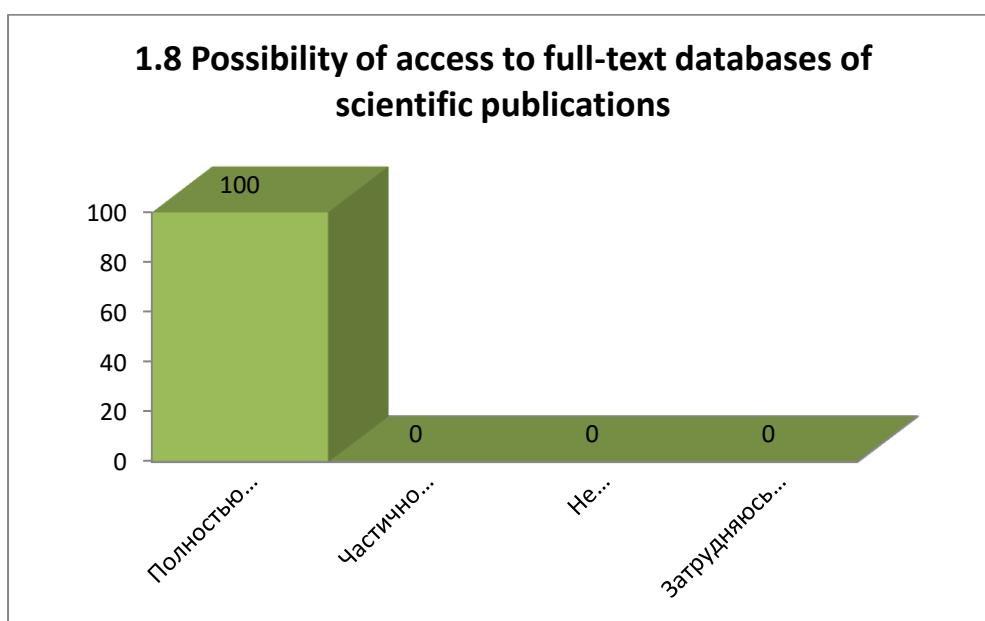
Answer options	<b>4th year</b>
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	(%)
<b>Completely satisfied</b>	100
<b>Partially satisfied</b>	-
<b>Not satisfied</b>	-
<b>Difficult to answer</b>	-



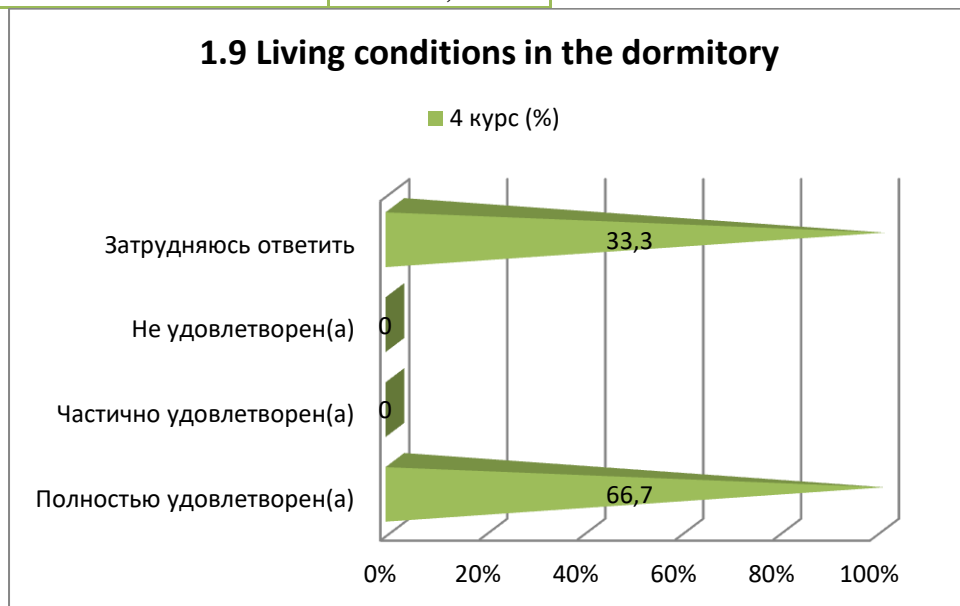
### 1.8 Possibility of access to full-text databases of scientific publications

Answer options	4th year (%)
<b>Completely satisfied</b>	100
<b>Partially satisfied</b>	-
<b>Not satisfied</b>	-
<b>Difficult to answer</b>	-



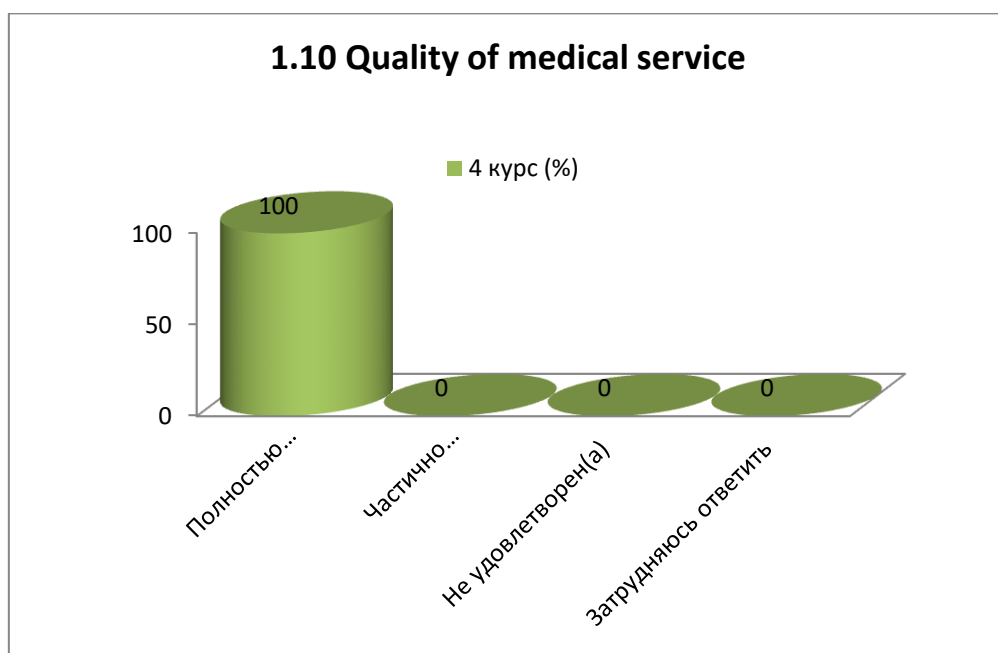
### 1.9 Living conditions in the dormitory

Answer options	4th year (%)
<b>Completely satisfied</b>	66,7
<b>Partially satisfied</b>	-
<b>Not satisfied</b>	-
<b>Difficult to answer</b>	33,3



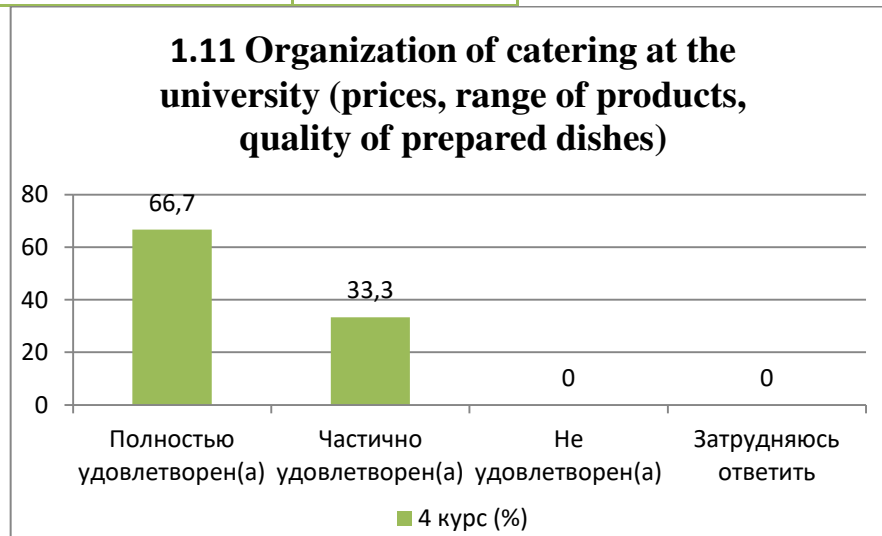
### 1.10 Quality of medical service

Answer options	4th year (%)
<b>Completely satisfied</b>	100
<b>Partially satisfied</b>	-
<b>Not satisfied</b>	-
<b>Difficult to answer</b>	-



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

Answer options	4th year (%)
<b>Completely satisfied</b>	66,7
<b>Partially satisfied</b>	33,3
<b>Not satisfied</b>	-
<b>Difficult to answer</b>	-



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

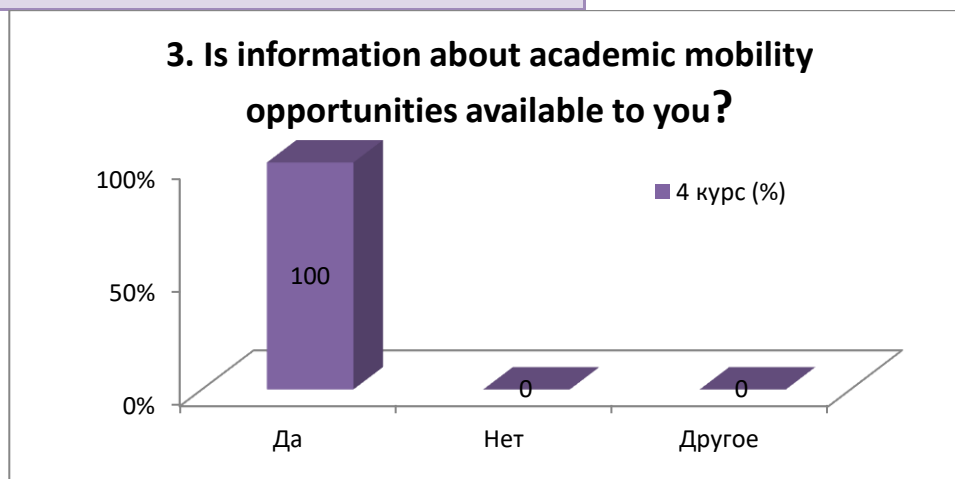
Answer options	4th year (%)
No complaints	100
Discrepancy between the disciplines studied and the specialty obtained	-
Inconsistency between the importance of the subject and the number of hours	-
Overload with classroom activities	-
Dissatisfaction with the quality of classes	-
Dissatisfaction with the organization of tests and exams	-
Other(write your answer)	-

## 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	4th year (%)
Yes	100
No	-
Other	-



## 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

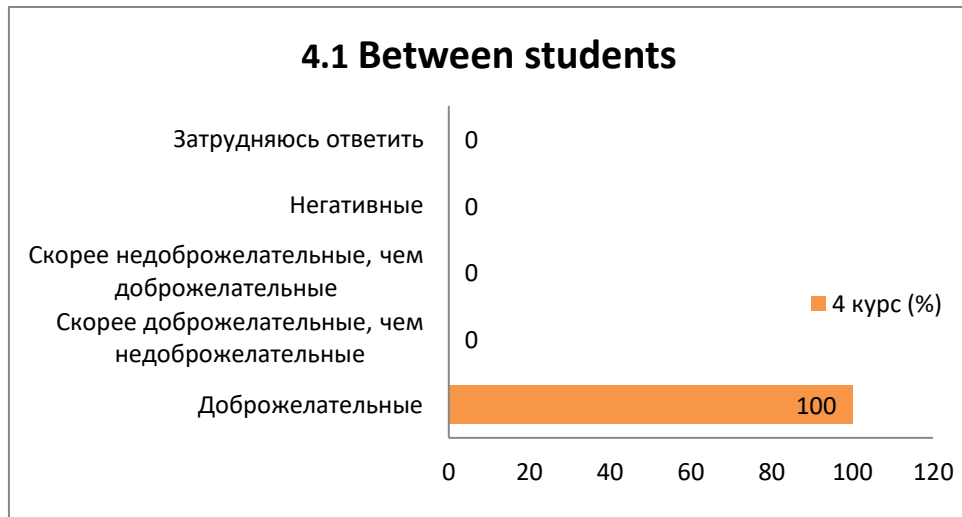
Other \_\_\_\_\_



If you answered **‘not satisfied’** to the previous question, make recommendations to improve the services provided \_\_\_\_\_

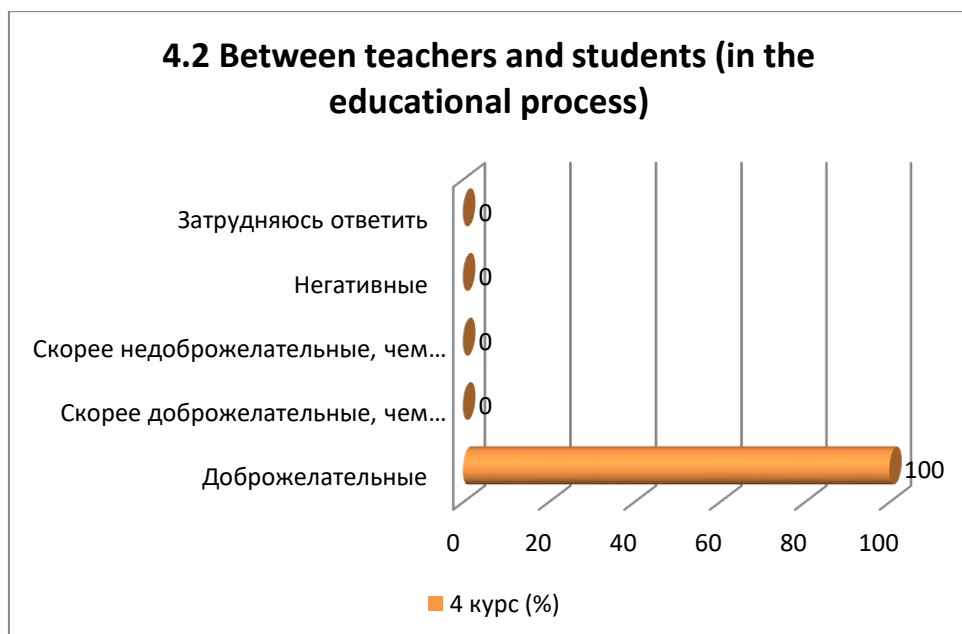
#### 4.1 Between students

Answer options	4th year (%)
<b>Benevolent</b>	100
<b>Rather benevolent than unfriendly</b>	-
<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	4th year (%)
<b>Benevolent</b>	100
<b>Rather benevolent than unfriendly</b>	-
<b>Rather unfriendly than benevolent</b>	-
<b>Negative</b>	-
<b>Difficult to answer</b>	-

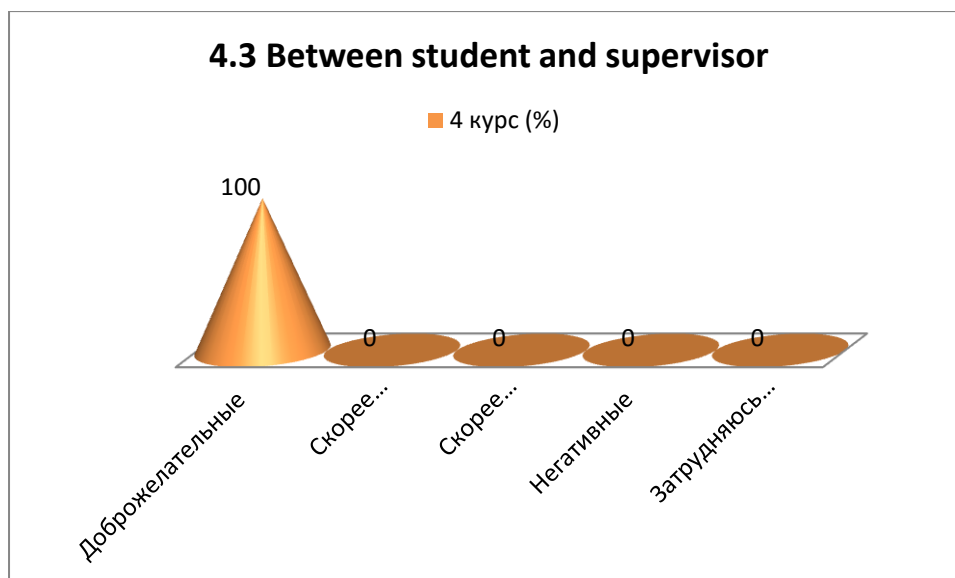


### 4.3 Between student and supervisor

Answer options

4th year (%)

<b>Benevolent</b>	100
<b>Rather benevolent than unfriendly</b>	-
<b>Rather unfriendly than benevolent</b>	-
<b>Negative</b>	-
<b>Difficult to answer</b>	-

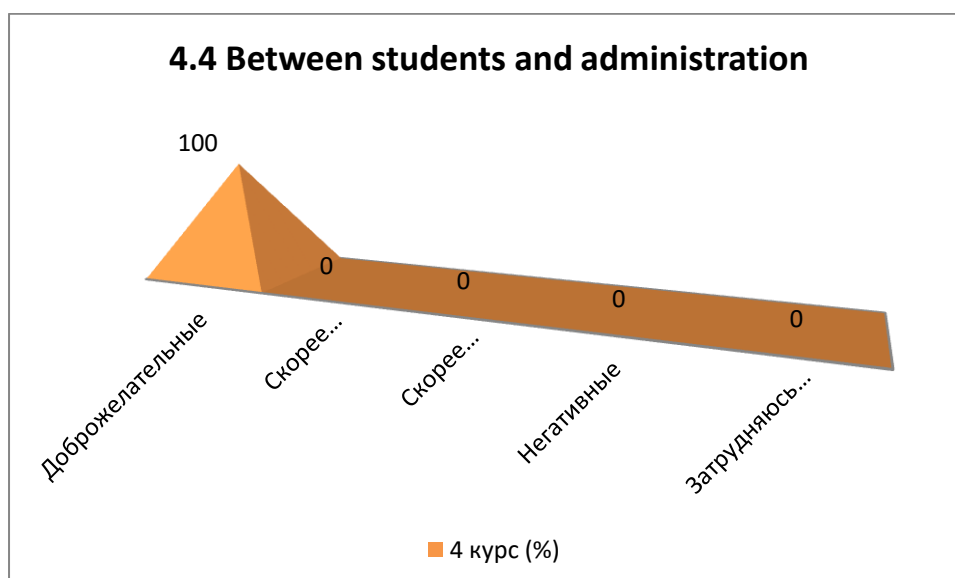


### 4.4 Between students and administration

Answer options

4th year (%)

<b>Benevolent</b>	100
<b>Rather benevolent than unfriendly</b>	-
<b>Rather unfriendly than benevolent</b>	-
<b>Negative</b>	-
<b>Difficult to answer</b>	-



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

Answer options

4th year (%)

**Benevolent**

100

**Rather benevolent than unfriendly**

-

**Rather unfriendly than benevolent**

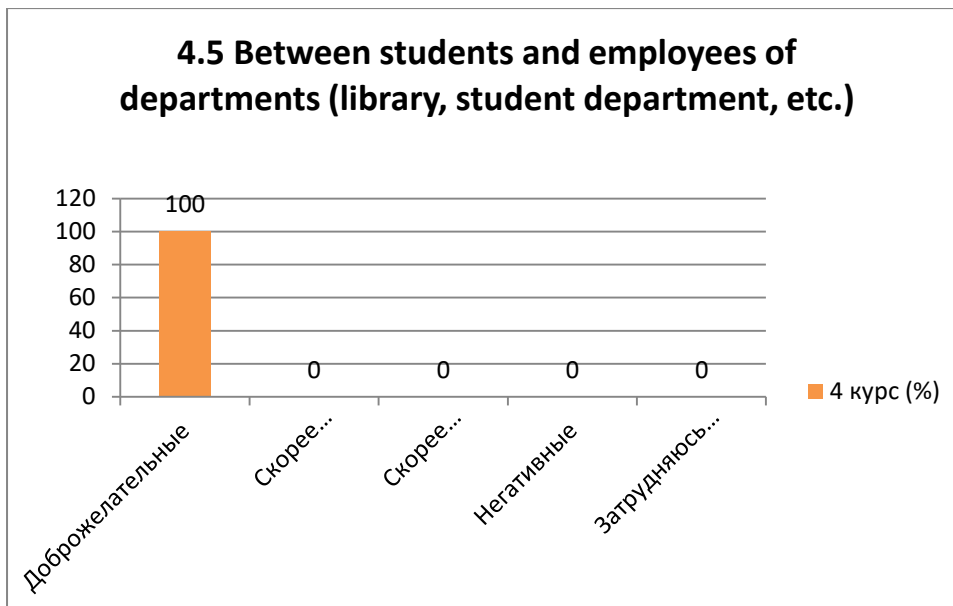
-

**Negative**

-

**Difficult to answer**

-



#### 4.6 Between students and security service

Answer options

4th year (%)

**Benevolent**

66,7

**Rather benevolent than unfriendly**

-

**Rather unfriendly than benevolent**

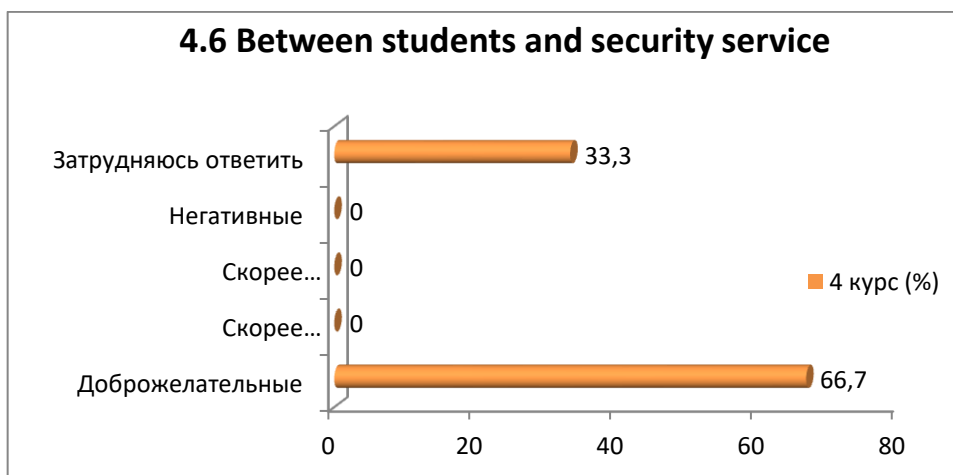
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**Negative**

-

**Difficult to answer**

33,3



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

(choose no more than 3 answers)

Answer options	4th year (%)
<b>Quality of the organization of the educational process</b>	33,3
<b>Quality of teaching (conducting classes, assessment of knowledge, etc.).</b>	66,7
<b>Work of administration (department, etc.)</b>	33,3
<b>Quality of food and prices in the student canteen</b>	33,3
<b>Quality of living conditions in the dormitory</b>	66,7
<b>Employment in the specialty</b>	33,3
<b>Quality of internship organizations</b>	33,3
<b>Other</b>	-

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

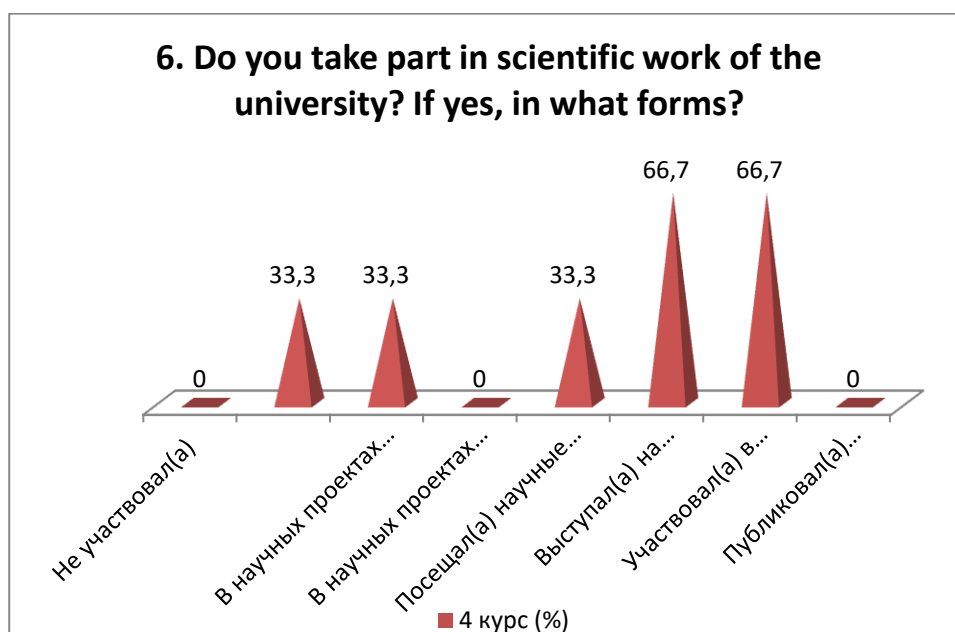


### 6. Do you take part in scientific work of the university? If yes, in what forms?

(mark all appropriate answers)

Answer options	4th year (%)
<b>Did not participate</b>	-
<b>Sometimes, when it is necessary on formal grounds</b>	33,3
<b>In scientific projects of laboratories, centers, etc. under a contract, grant, etc.</b>	33,3
<b>In scientific projects of laboratories, clubs, circles, etc. on a gratuitous basis.</b>	-
<b>Attended scientific seminars, clubs and other scientific events.</b>	33,3
<b>Speaker(s) at a conference (including student), scientific seminar)</b>	66,7
<b>Participated in the competition of scientific student works</b>	66,7
<b>Published(s) the results of his/her research (including in student collections)</b>	-

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



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

Answer options	4th year (%)
Sports sections	66,7
Creative clubs	-
Student Trade Union "Zhas Orda"	-
I don't use anything	33,3
Other (write your answer)	-



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

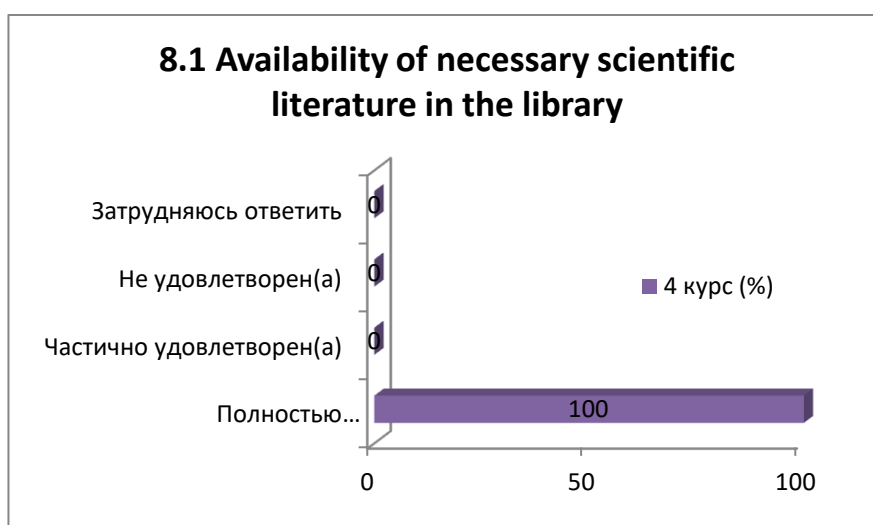
8.1 Availability of necessary scientific literature in the library
8.2 Modernity of computer equipment
8.3 Internet channel width and speed
8.4 Modernity of software
8.5 Availability of educational and scientific equipment
8.6 Availability of laboratories and specialized classrooms
8.7 Availability of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

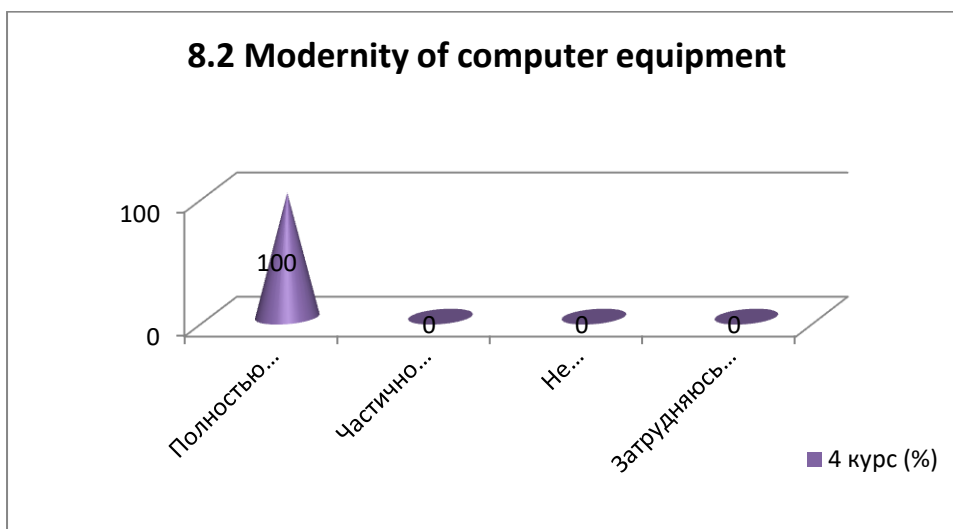
Answer options	4th year (%)
<b>Completely satisfied</b>	100
<b>Partially satisfied</b>	-
<b>Not satisfied</b>	-
<b>Difficult to answer</b>	-



### 8.2 Modernity of computer equipment

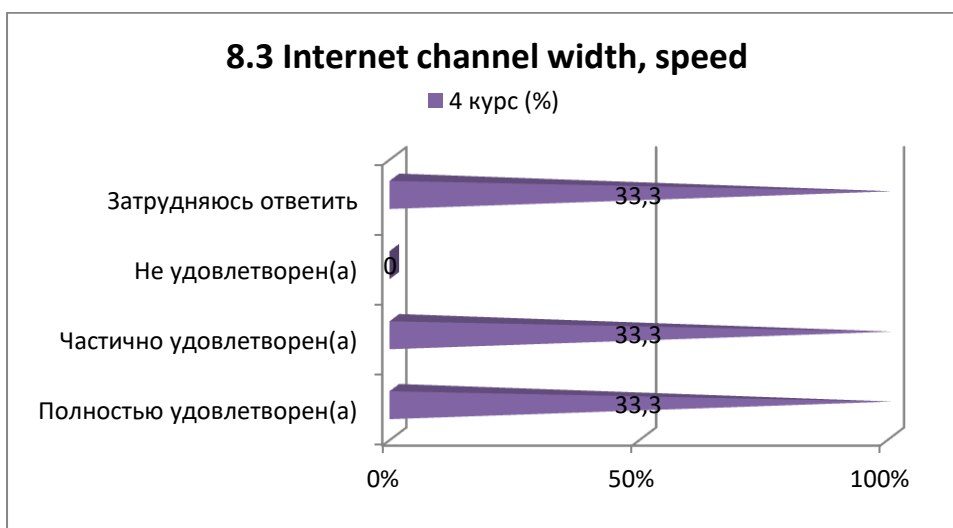
Answer options	4th year (%)
<b>Completely satisfied</b>	100
<b>Partially satisfied</b>	-
<b>Not satisfied</b>	-
<b>Difficult to answer</b>	-

## 8.2 Modernity of computer equipment



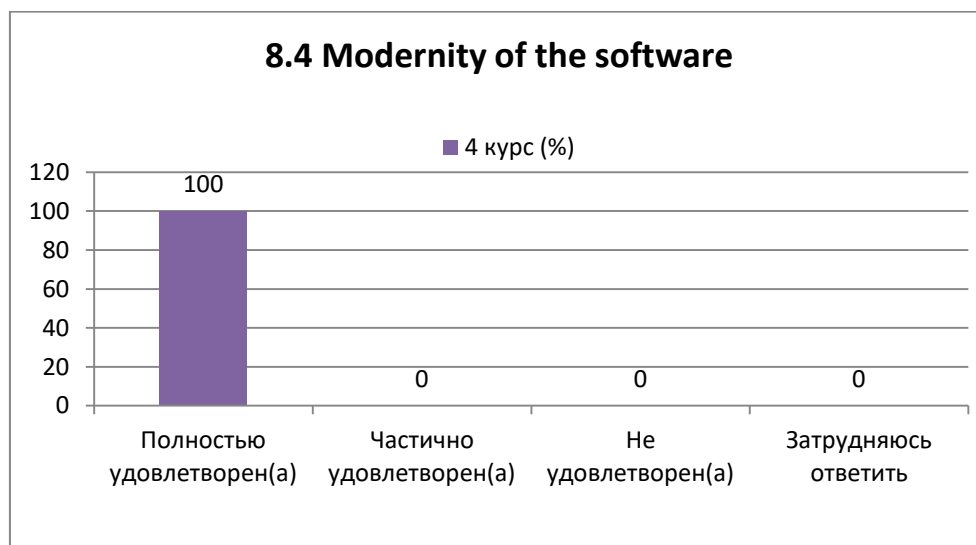
## 8.3 Internet channel width, speed

Answer options	4th year (%)
Completely satisfied	33,3
Partially satisfied	33,3
Not satisfied	-
Difficult to answer	33,3



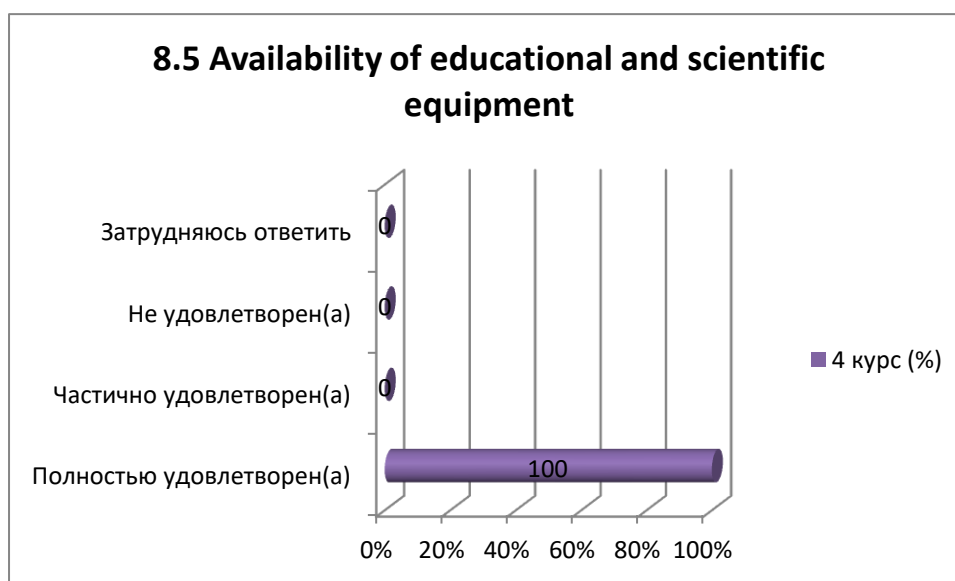
## 8.4 Modernity of the software

Answer options	4th year (%)
Completely satisfied	100
Partially satisfied	-
Not satisfied	-
Difficult to answer	-



### 8.5 Availability of educational and scientific equipment

Answer options	4th year (%)
<b>Completely satisfied</b>	100
<b>Partially satisfied</b>	-
<b>Not satisfied</b>	-
<b>Difficult to answer</b>	-

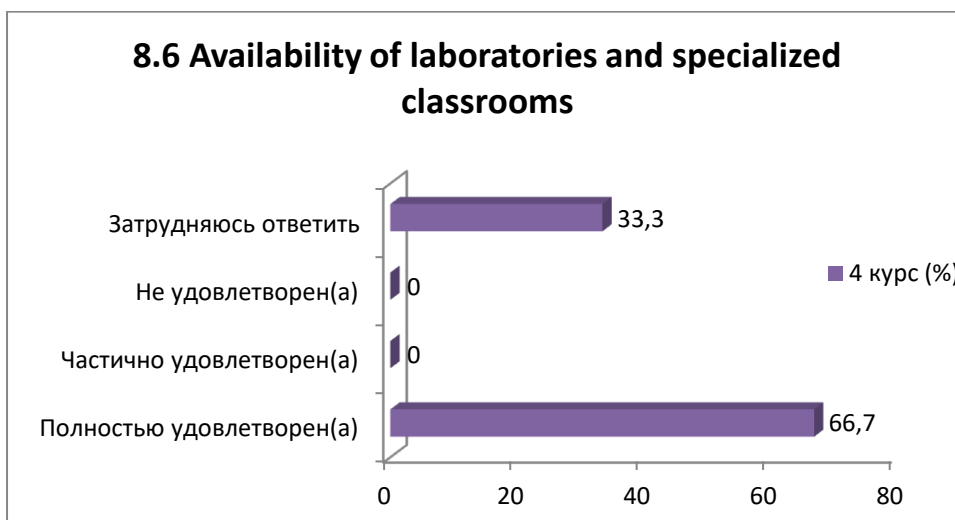


### 8.6 Availability of laboratories and specialized classrooms

Answer options	4th year (%)
<b>Completely satisfied</b>	66,7
<b>Partially satisfied</b>	-
<b>Not satisfied</b>	-
<b>Difficult to answer</b>	33,3

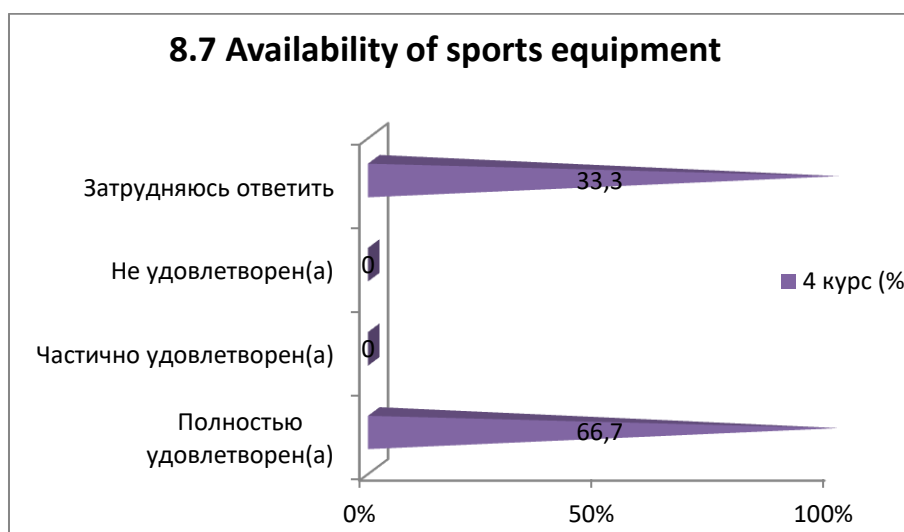


### 8.6 Availability of laboratories and specialized classrooms



### 8.7 Availability of sports equipment

Answer options	4th year (%)
<b>Completely satisfied</b>	66,7
<b>Partially satisfied</b>	-
<b>Not satisfied</b>	-
<b>Difficult to answer</b>	33,3

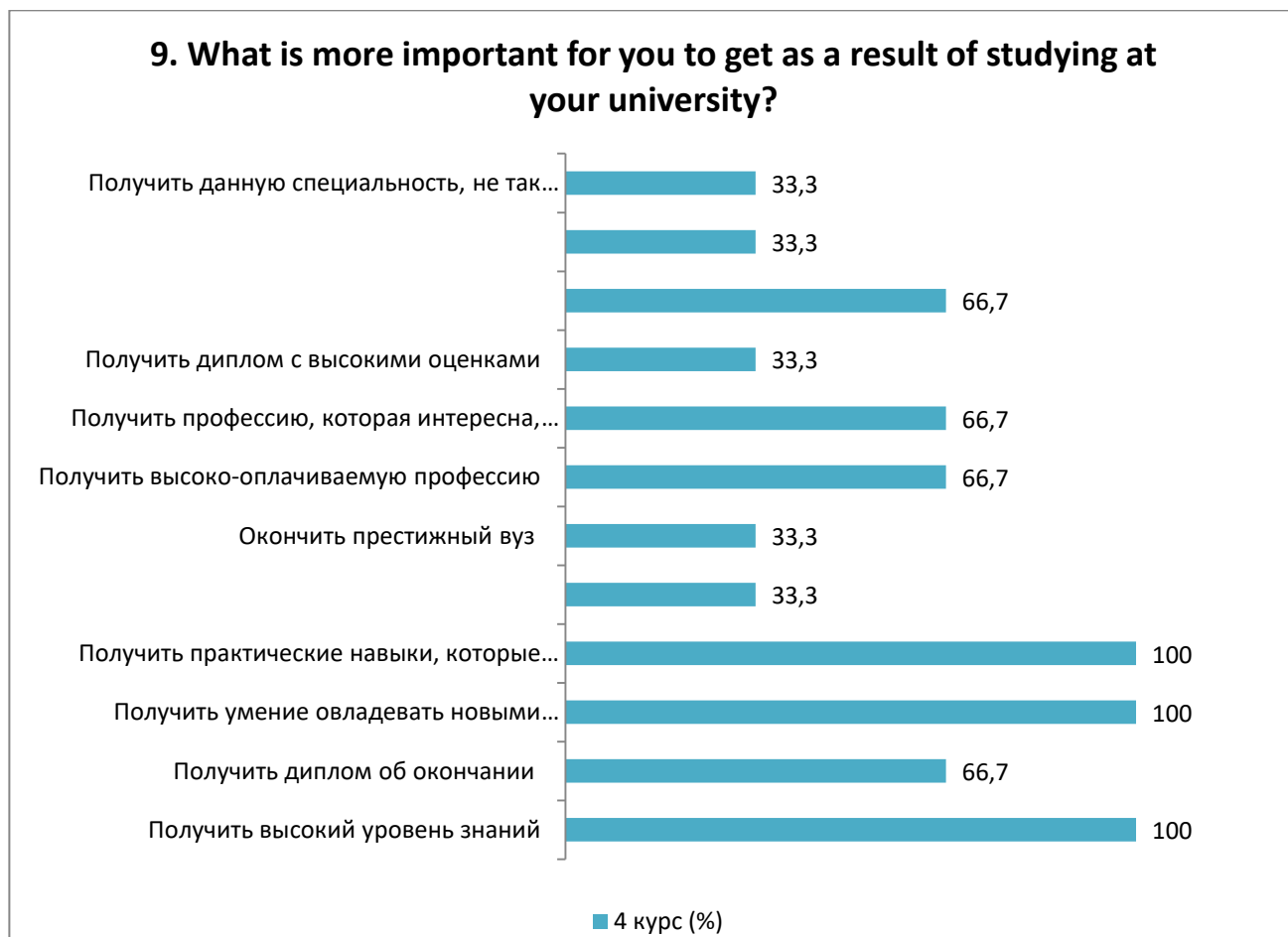


9. What is more important for you to get as a result of studying at your university? (You can choose one or more answer options)

Answer options	4th year (%)
<b>Gain a high level of knowledge</b>	100
<b>Get a diploma of completion</b>	66,7
<b>Gain the ability to learn new knowledge that will help you adapt quickly in the workplace</b>	100
<b>Get practical skills that can be immediately used in the workplace</b>	100
<b>Get a diploma, the prestige of the university does not matter</b>	33,3
<b>Graduate from a prestigious university</b>	33,3
<b>Get a high-paying profession</b>	66,7

<b>To get a profession that is interesting, corresponds to abilities</b>	66,7
<b>Get a diploma with high grades</b>	33,3
<b>It is necessary to study only what is interesting or will be needed in further studies (work).</b>	66,7
<b>To graduate from this particular university, no matter what specialty</b>	33,3
<b>To get this specialty, it is not so important in which university.</b>	33,3

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



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

The absolute majority of students who took part in the questionnaire ‘Satisfaction of 2nd-5th year students with educational services’ are satisfied with the practices organised by the University, conditions for independent work, availability of information related to the educational process and extracurricular activities, highly evaluate the level of theoretical and practical training, as well as the quality of education in the educational programme as a whole.

‘**Are you satisfied with the learning process in general?**’ was the first question. The students are fully satisfied with the quality of the educational process and evaluated the following criteria as ‘excellent quality’: class schedule, organisation of independent work, internship, organisation and conduct of SIWT, organisation and conduct of laboratory works, satisfaction with the work of the library, the possibility of access to full-text databases of scientific publications, living conditions in the dormitory, quality of medical care, catering at the university (prices, range of products, quality of prepared meals). The share of respondents who noted full or partial satisfaction with these criteria was 100%. Based on this, we can say that according to these criteria, the educational programme at the university meets the expectations of students.

As for the living conditions in the dormitory, students evaluated it by 66.7%, with 33.3% of respondents finding it difficult to give an answer. This is probably due to the uncertainty in their assessment of the living conditions in the dormitory.

To the question ‘**Is information about academic mobility opportunities available to you?**’ 100% chose the answer option yes. 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 links, using global educational resources.

Psychological climate is an important characteristic of the comfort of the educational environment, which is considered as the immediate environment of a person, as well as the conditions under which he interacts with this environment. The relations ‘between students’, ‘between teachers and students (in the learning process)’, ‘between student and supervisor’, ‘between students and administration’, ‘between students and employees of departments (library, student department, etc.)’, ‘between students and security service’ are assessed by respondents, mainly as ‘benevolent’ and ‘rather benevolent than unfriendly’ respectively, which fully corresponds to a high level of satisfaction with the moral and psychological climate in the student environment

Less than half of the university students (33.3%) do not use the offered opportunities for personal development, such as sports sections, creative circles and student trade union ‘Zhas Orda’. The reasons for non-participation were not indicated by students in the questionnaire.

In general, the results of the survey indicate the need for further improvement of the university to improve the quality of the organisation of the educational process, as well as to create conditions for the active involvement of students in 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).