

Report
on the results of the questionnaire
“Satisfaction of 2nd-5th year students with educational services”
for the 2022 year

Department: “Technological Equipment, Mechanical Engineering and Standardization”

Specialty: 6B07111 Technological machines and equipment

Center for Quality Management and Accreditation, in October 2022 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 6B07111 “Technological machines and equipment” students took part in the questionnaire.

- 2nd year – 21 students (84%);
- 3rd year – 34 students (91,2%);
- 4th year – 35 students (77,8%).

In the process of questionnaire, 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)

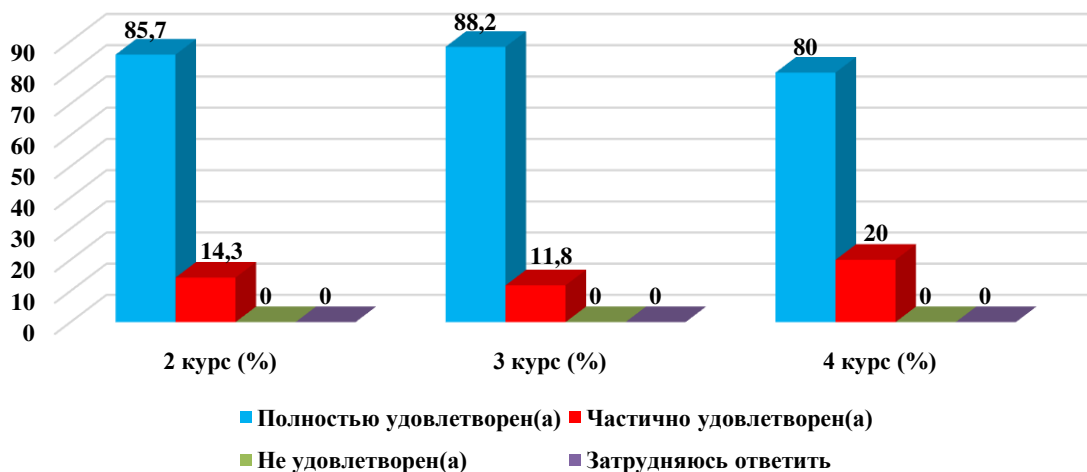
Other _____

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 (%)
Completely satisfied	85,7	88,2	80
Partially satisfied	14,3	11,8	20
Not satisfied	-	-	-
Difficult to answer	-	-	-

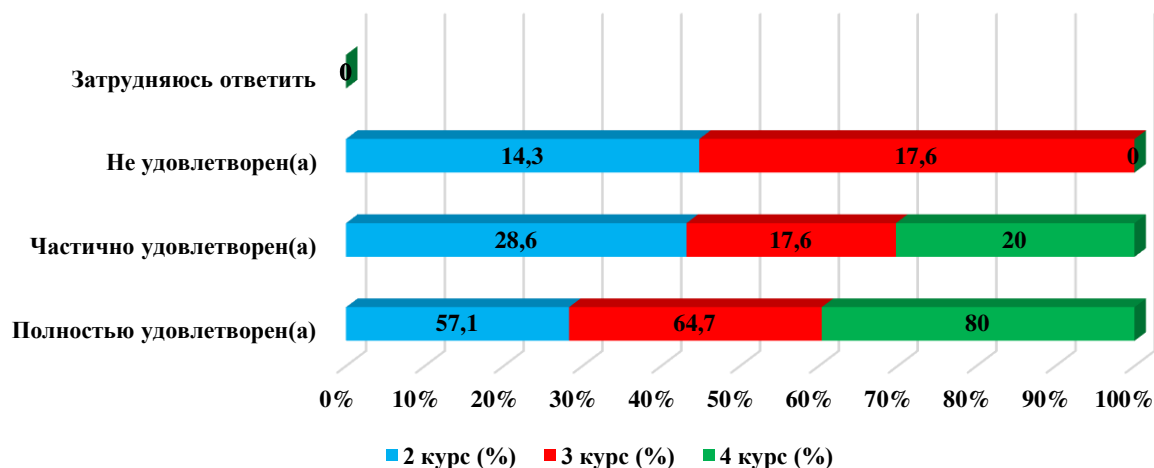
1.1 The learning process as a whole



1.2 Class schedule

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	57,1	64,7	80
Partially satisfied	28,6	17,6	20
Not satisfied	14,3	17,6	-
Difficult to answer	-	-	-

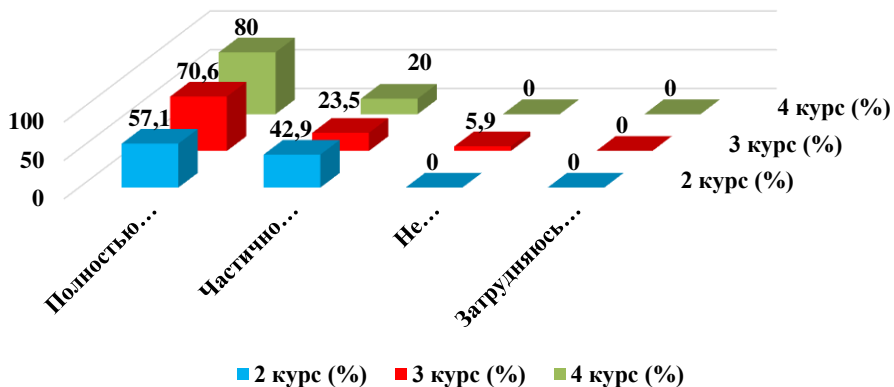
1.2 Class schedule



1.3 Organization of independent work

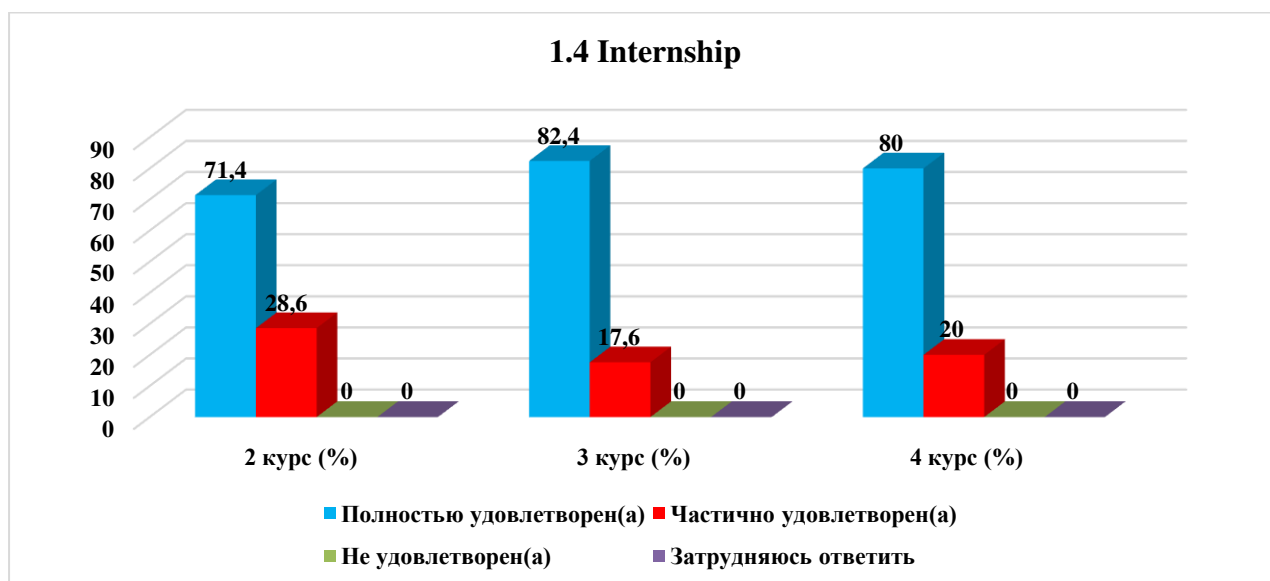
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	57,1	70,6	80
Partially satisfied	42,9	23,5	20
Not satisfied	-	5,9	-
Difficult to answer	-	-	-

1.3 Organization of independent work



1.4 Internship

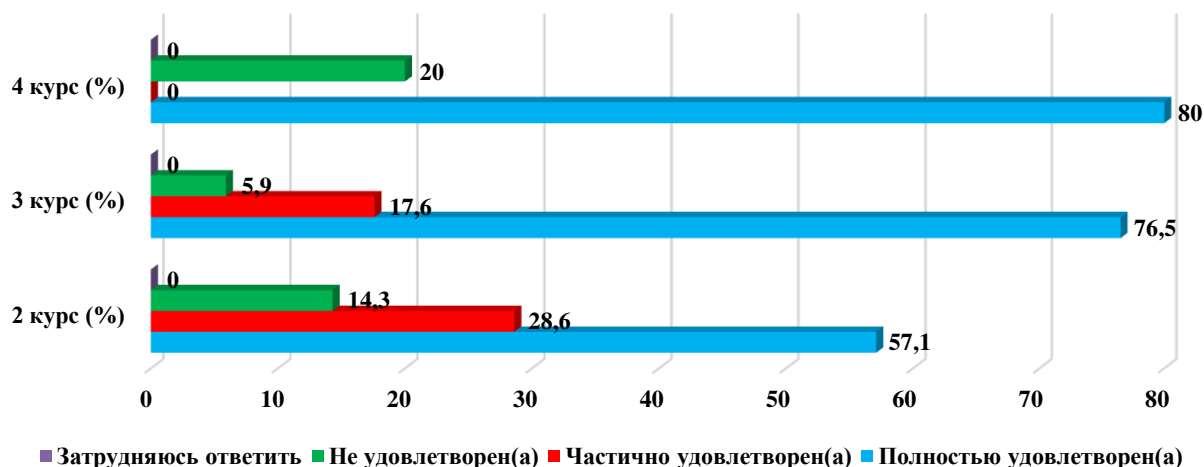
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	71,4	82,4	80
Partially satisfied	28,6	17,6	20
Not satisfied	-	-	-
Difficult to answer	-	-	-



1.5 Organization and carrying out of SIWT

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	57,1	76,5	80
Partially satisfied	28,6	17,6	-
Not satisfied	14,3	5,9	20
Difficult to answer	-	-	-

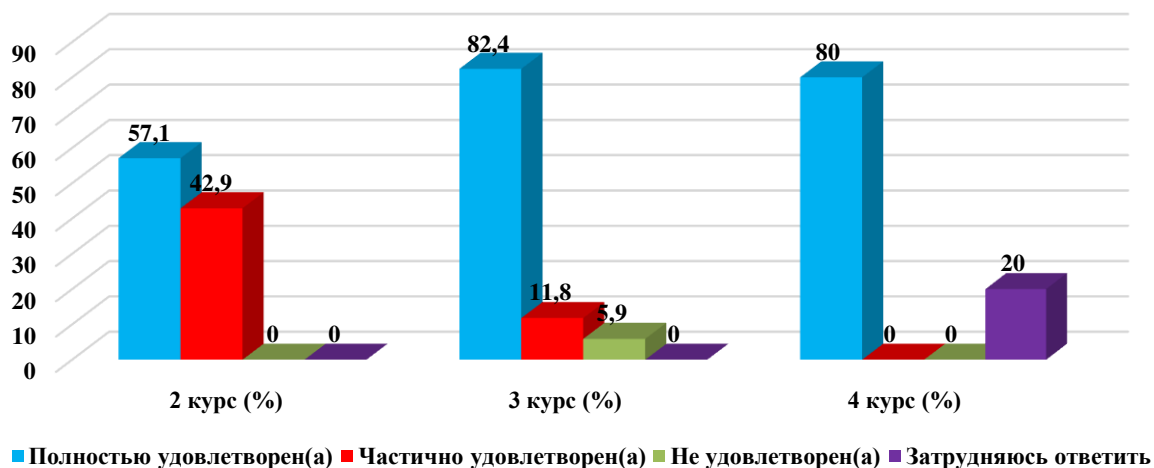
1.5 Organization and carrying out of SIWT



1.6 Organization and conduct of laboratory works

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	57,1	82,4	80
Partially satisfied	42,9	11,8	-
Not satisfied	-	5,9	-
Difficult to answer	-	-	20

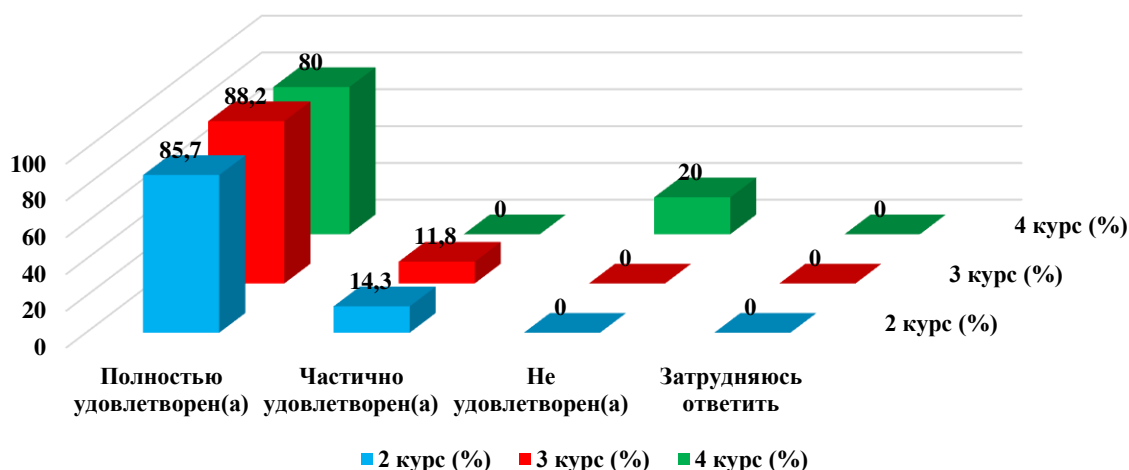
1.6 Organization and conduct of laboratory works



1.7 Satisfaction with the work of the library

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	85,7	88,2	80
Partially satisfied	14,3	11,8	-
Not satisfied	-	-	20
Difficult to answer	-	-	-

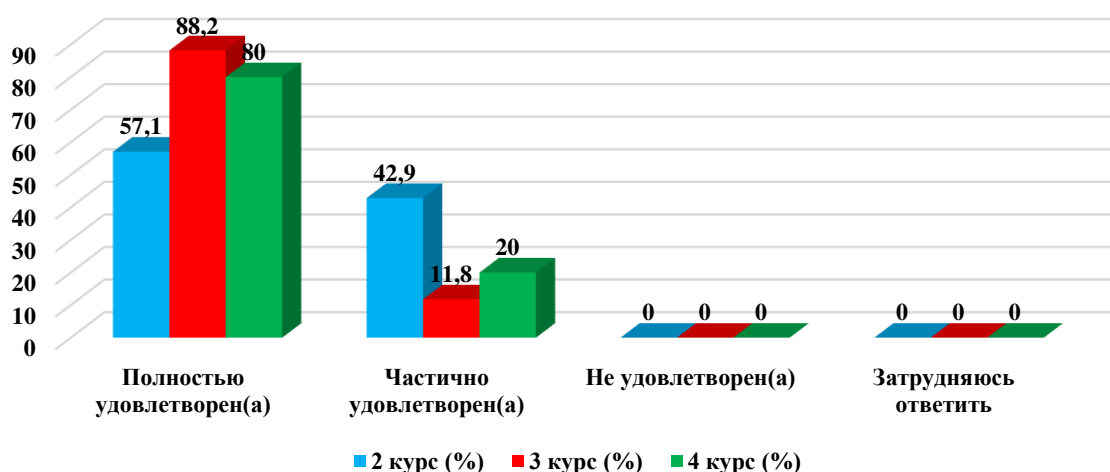
1.7 Satisfaction with the work of the library



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

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	57,1	88,2	80
Partially satisfied	42,9	11,8	20
Not satisfied	-	-	-
Difficult to answer	-	-	-

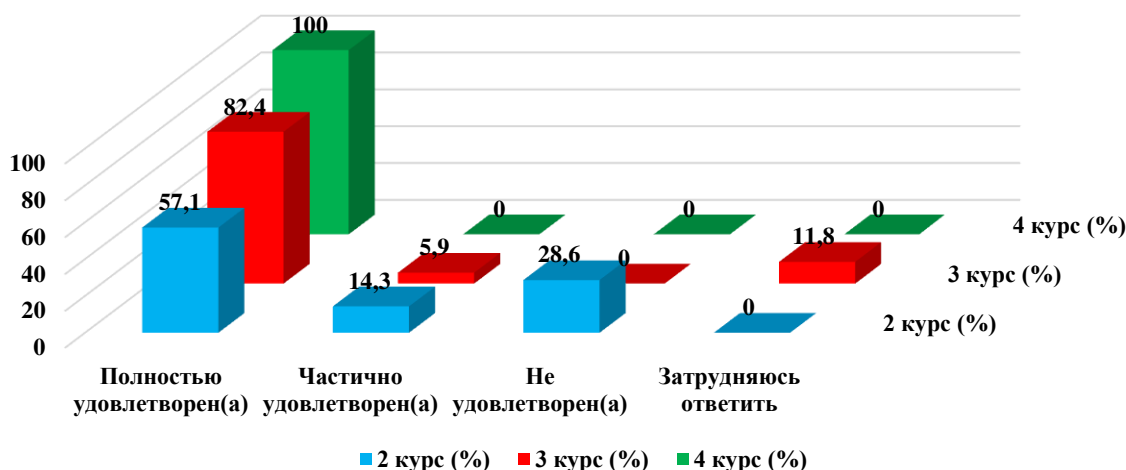
1.8 Possibility of access to full-text databases of scientific publications



1.9 Living conditions in the dormitory

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	57,1	82,4	100
Partially satisfied	14,3	5,9	-
Not satisfied	28,6	-	-
Difficult to answer	-	11,8	-

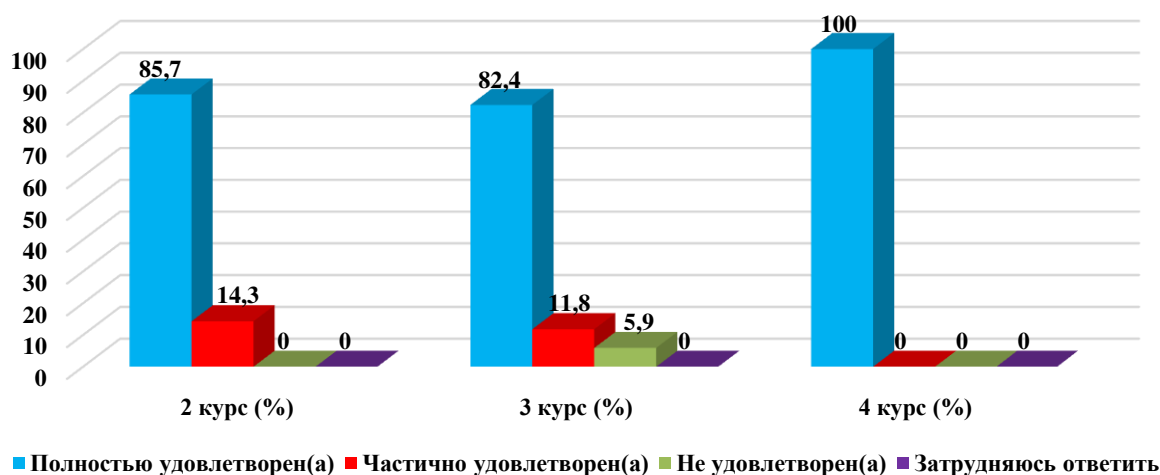
1.9 Living conditions in the dormitory



1.10 Quality of medical service

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	85,7	82,4	100
Partially satisfied	14,3	11,8	-
Not satisfied	-	5,9	-
Difficult to answer	-	-	-

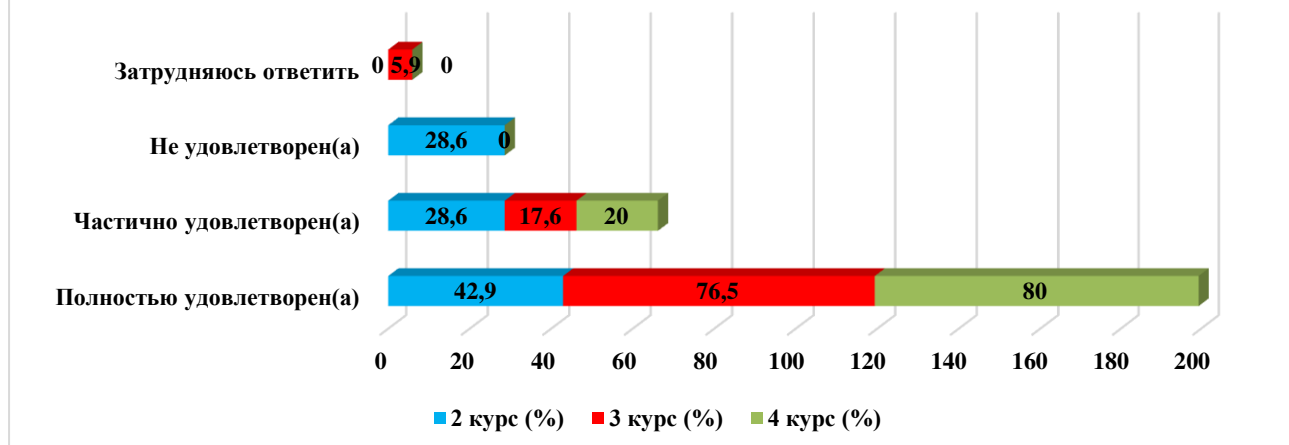
1.10 Quality of medical service



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

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	42,9	76,5	80
Partially satisfied	28,6	17,6	20
Not satisfied	28,6	-	-
Difficult to answer	-	5,9	-

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



For the option “If you answered “not satisfied” to the previous question, give recommendations to improve the services provided”, the students indicated the following options*:

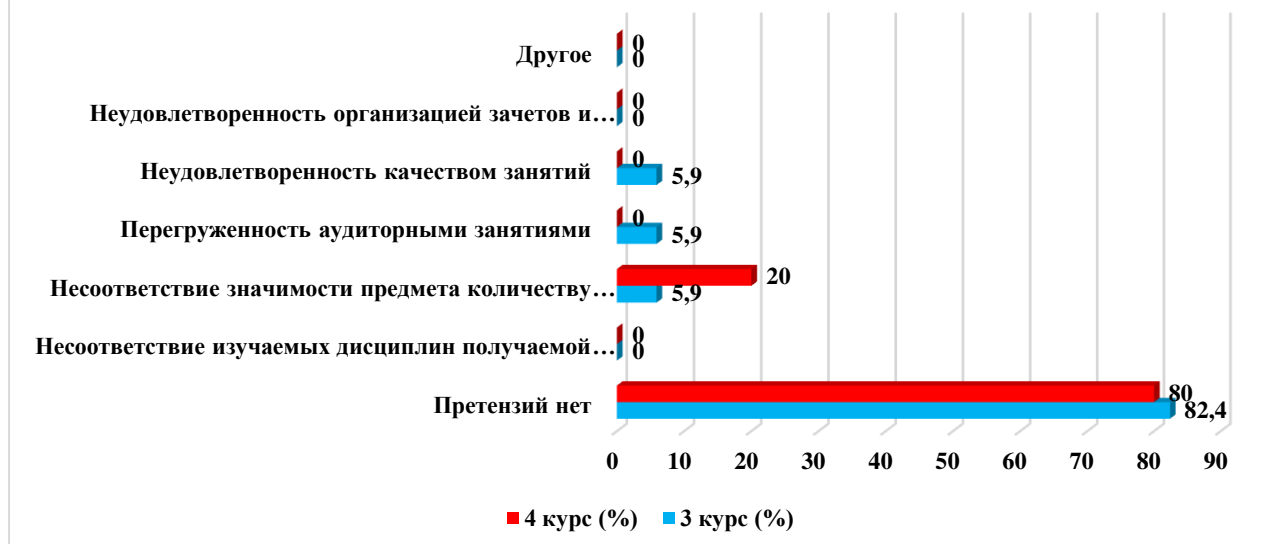
- Change the catering contractors;
- Improve the quality of food, nothing tasty, no choice, everything expensive 🗨️ 🗨️

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

Answer options	2nd year (%)	3rd year (%)	4th year (%)
No complaints	71,4	82,4	80
Discrepancy between the disciplines studied and the specialty obtained	-	-	-
Inconsistency between the importance of the subject and the number of hours	14,3	5,9	20
Overload with classroom activities	-	5,9	-
Dissatisfaction with the quality of classes	-	5,9	-
Dissatisfaction with the organization of tests and exams	14,3	-	-
Other	-	-	-

* 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.

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



For the option “If you answered “Not satisfied” to the previous question, give recommendations for improvement”, the students indicated the following options*:

- By specialty
- The security guards are terrible, they talk rudely.

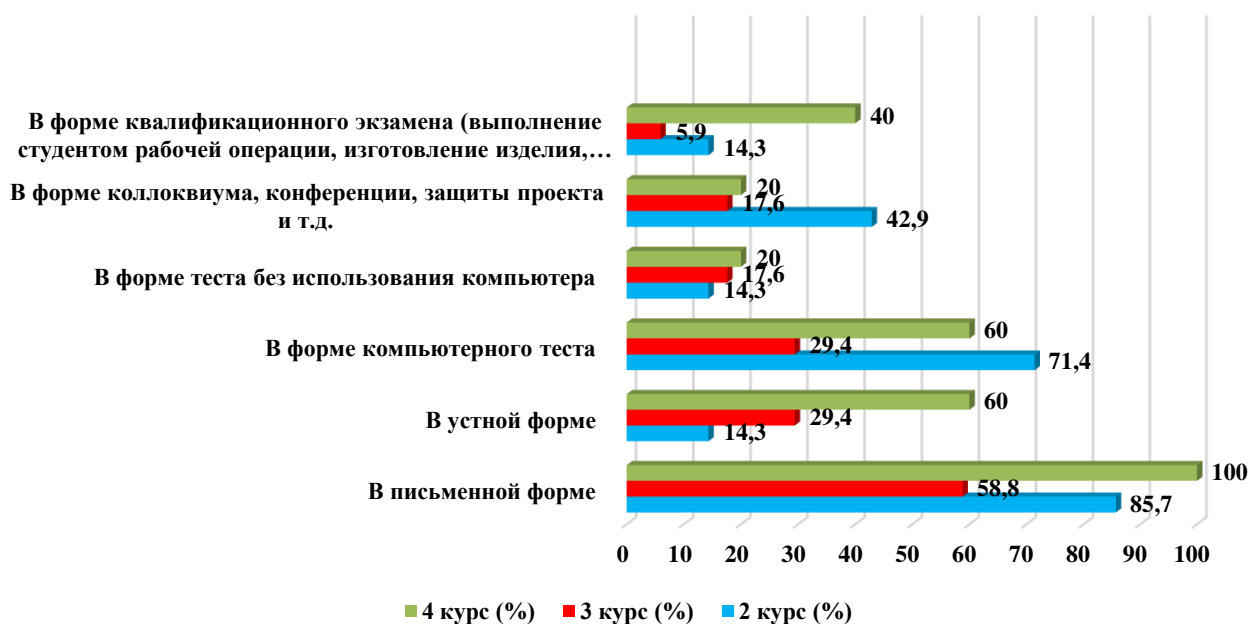
3. What forms of final credit or examination are used in this educational organization? (mark all appropriate answers)

Answer options	2nd year (%)	3rd year (%)	4th year (%)
In a writing form	85,7	58,8	100
In an oral form	14,3	29,4	60
In the form of a computerized test	71,4	29,4	60
In the form of a test without using a computer	14,3	17,6	20
In the form of a colloquium, conference, project defense, etc.	42,9	17,6	20
In the form of qualification examination (student's performance of a work operation, production of a product, labor activity evaluated by experts)	14,3	5,9	40

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

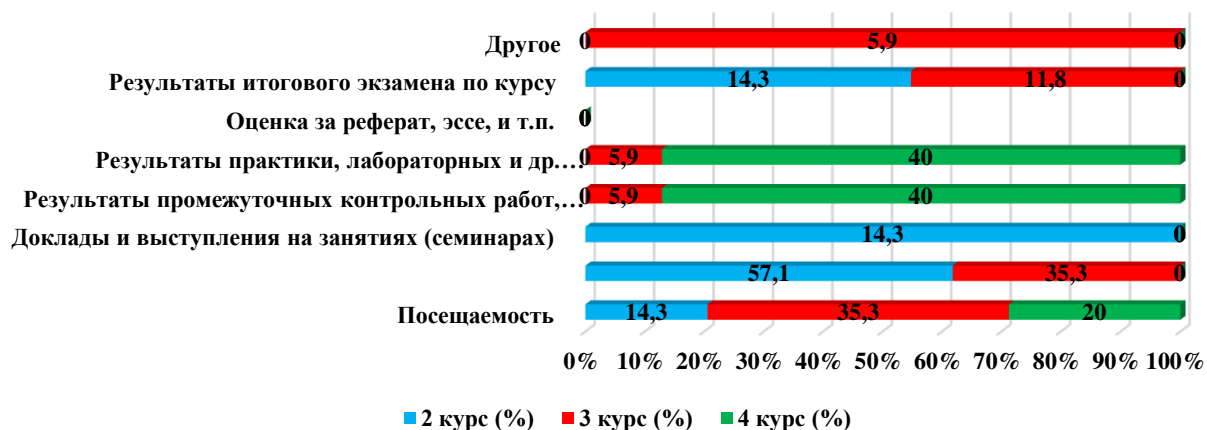
3. What forms of final credit or examination are used in this educational organization?



4. What indicators are typically considered by faculty in making final grades?

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Attendance	14,3	35,3	20
Activity in classes (seminars), answering the teacher's questions, solving problems, etc.	57,1	35,3	-
Reports and speeches at classes (seminars)	14,3	-	-
Results of intermediate control works, tests, colloquiums, etc.	-	5,9	40
Results of internships, laboratory and other practical works	-	5,9	40
Evaluation of abstracts, essays, etc.	-	-	-
Results of the final exam on the course	14,3	11,8	-
Other	-	5,9	-

4. What indicators are typically considered by faculty in making final grades?

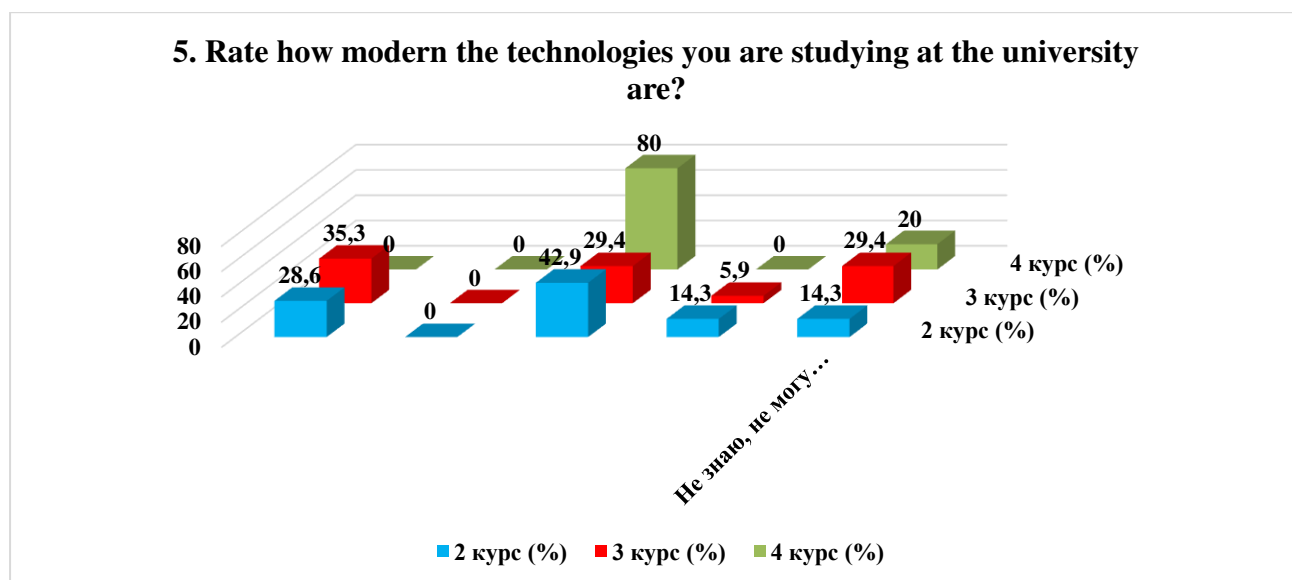


For the option “**Other**” the students indicated the following options* :

- We should include everything in the points.

5. Rate how modern the technologies you are studying at the university are?

Answer options	2nd year (%)	3rd year (%)	4th year (%)
These are the most advanced technologies, they are not yet available in real production	28,6	35,3	-
These are modern technologies, they are used by leading companies	-	-	-
These are quite modern technologies, they are used, but I know more modern ones.	42,9	29,4	80
These are technologies of yesterday that are no longer on the market.	14,3	5,9	-
I don't know, I can't estimate	14,3	29,4	20



For the option “If you answered “Don't know, can't estimate” to the previous question, give recommendations for improvement” students indicated the following options* :

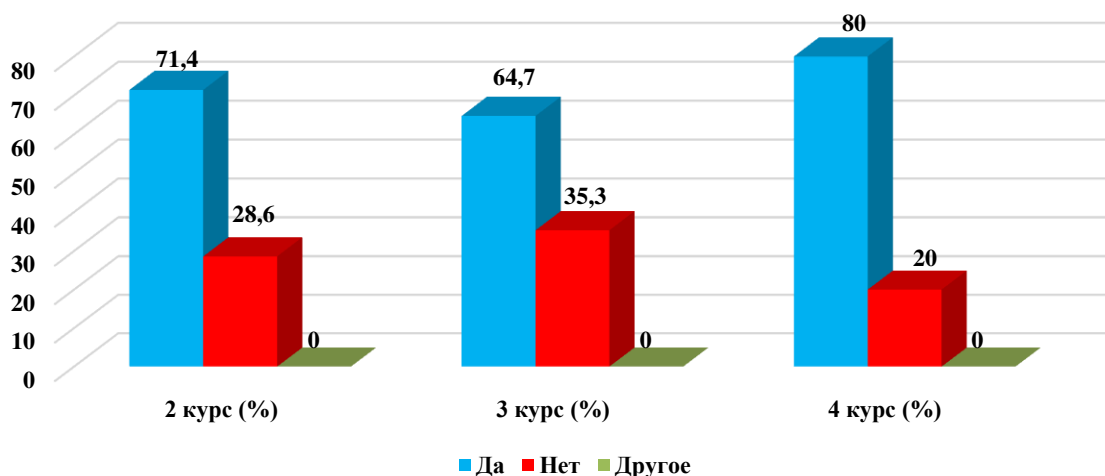
- I don't know anything.

6. Is information about academic mobility opportunities available to you?

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Yes	71,4	64,7	80
No	28,6	35,3	20
Other	-	-	-

* 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.

6. Is information about academic mobility opportunities available to you?



For the option “If you answered “No” to the previous question, write down why”, students indicated the following options*:

- information is not getting through.

7. In your opinion, what is the relationship:

7.1 Between students
7.2 Between teachers and students (in the learning process)
7.3 Between students and supervisor
7.4 Between students and administration
7.5 Between students and staff of departments (library, student department, etc.)
7.6 Between students and security service

Other _____

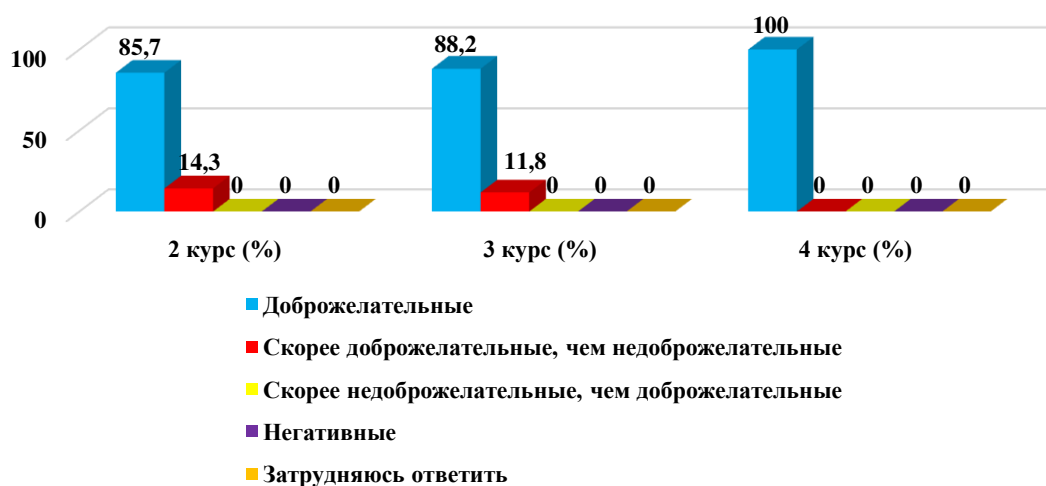
If you answered “not satisfied” to the previous question, make recommendations to improve the services provided _____

7.1 Between students

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Benevolent	85,7	88,2	100
Rather benevolent than not benevolent	14,3	11,8	-
Rather not benevolent than benevolent	-	-	-
Negative	-	-	-
Difficult to answer	-	-	-

* 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.

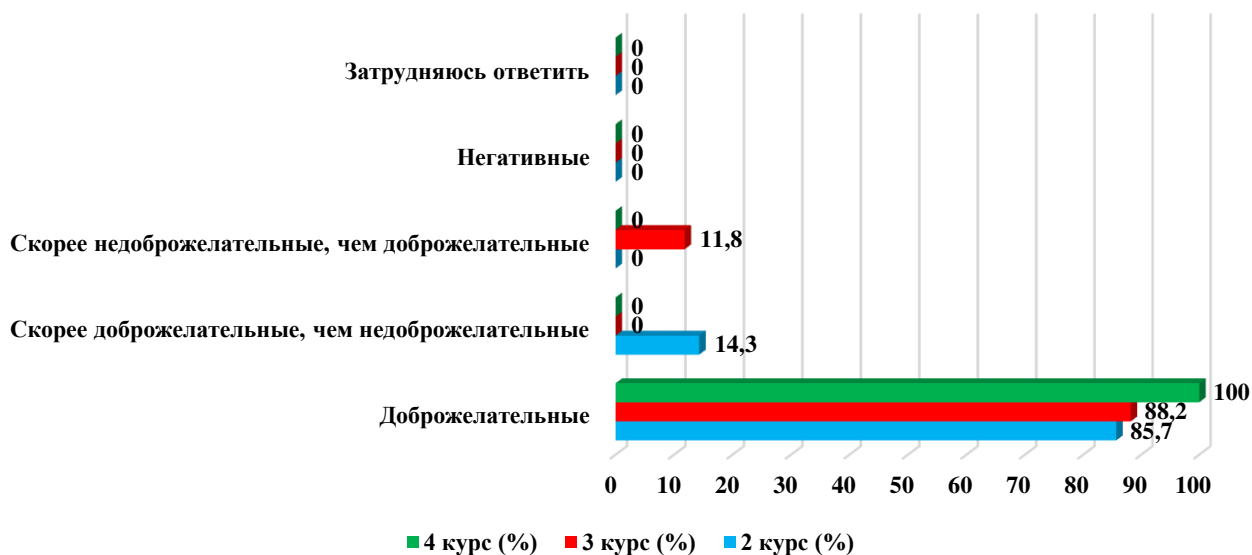
7.1 Between students



7.2 Between teachers and students (in the learning process)

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Benevolent	85,7	88,2	100
Rather benevolent than not benevolent	14,3	-	-
Rather not benevolent than benevolent	-	11,8	-
Negative	-	-	-
Difficult to answer	-	-	-

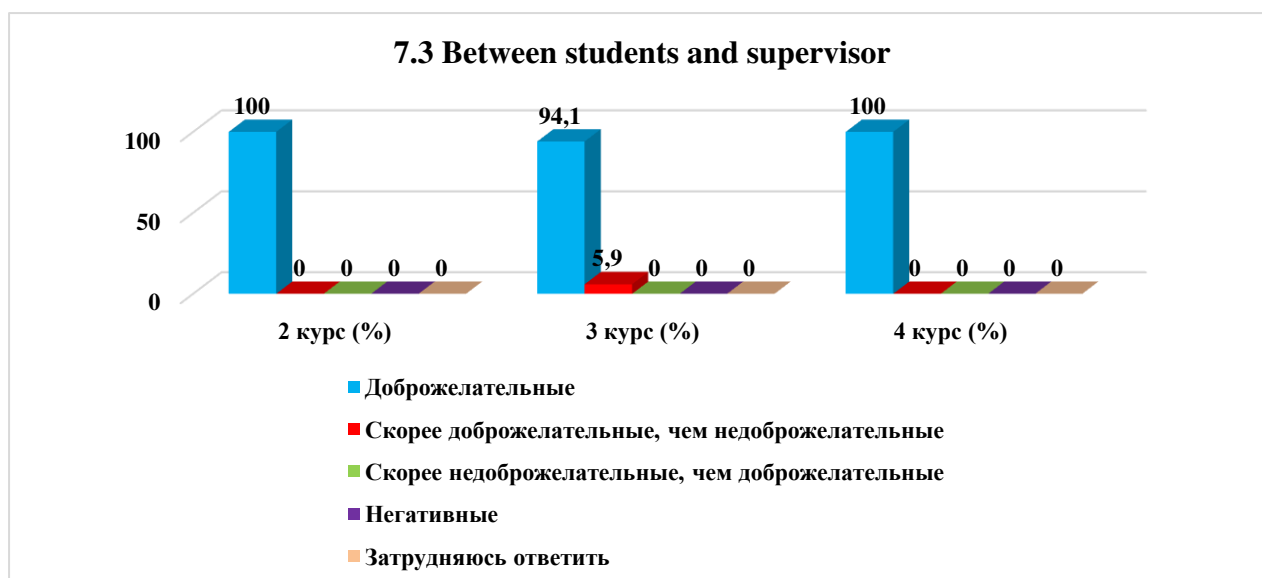
7.2 Between teachers and students (in the learning process)



7.3 Between students and supervisor

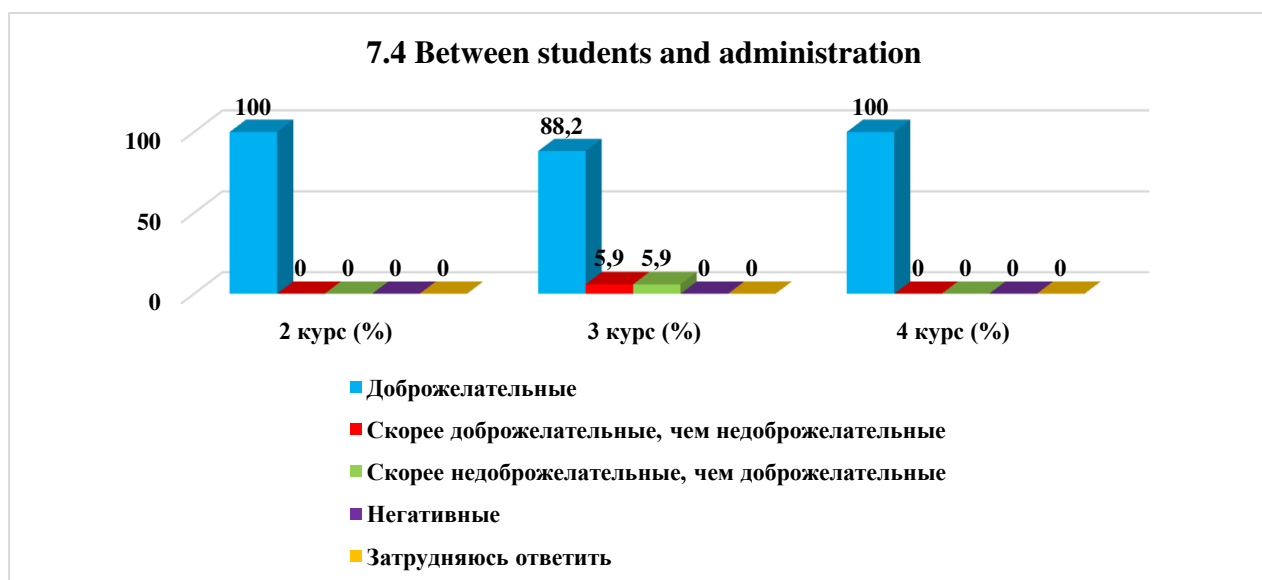
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Benevolent	100	94,1	100
Rather benevolent than not benevolent	-	5,9	-
Rather not benevolent than benevolent	-	-	-
Negative	-	-	-

Difficult to answer	-	-	-
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7.4 Between students and administration

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Benevolent	100	88,2	100
Rather benevolent than not benevolent	-	5,9	-
Rather not benevolent than benevolent	-	5,9	-
Negative	-	-	-
Difficult to answer	-	-	-

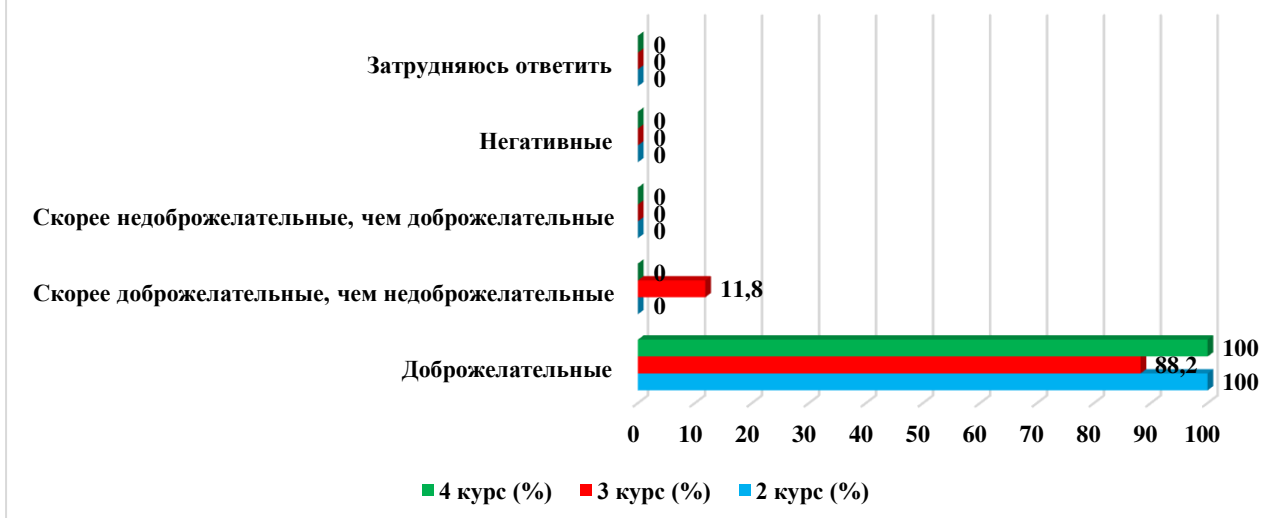


7.5 Between students and staff of departments (library, student department, etc.)

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Benevolent	100	88,2	100
Rather benevolent than not benevolent	-	11,8	-
Rather not benevolent than benevolent	-	-	-
Negative	-	-	-

Difficult to answer	-	-	-
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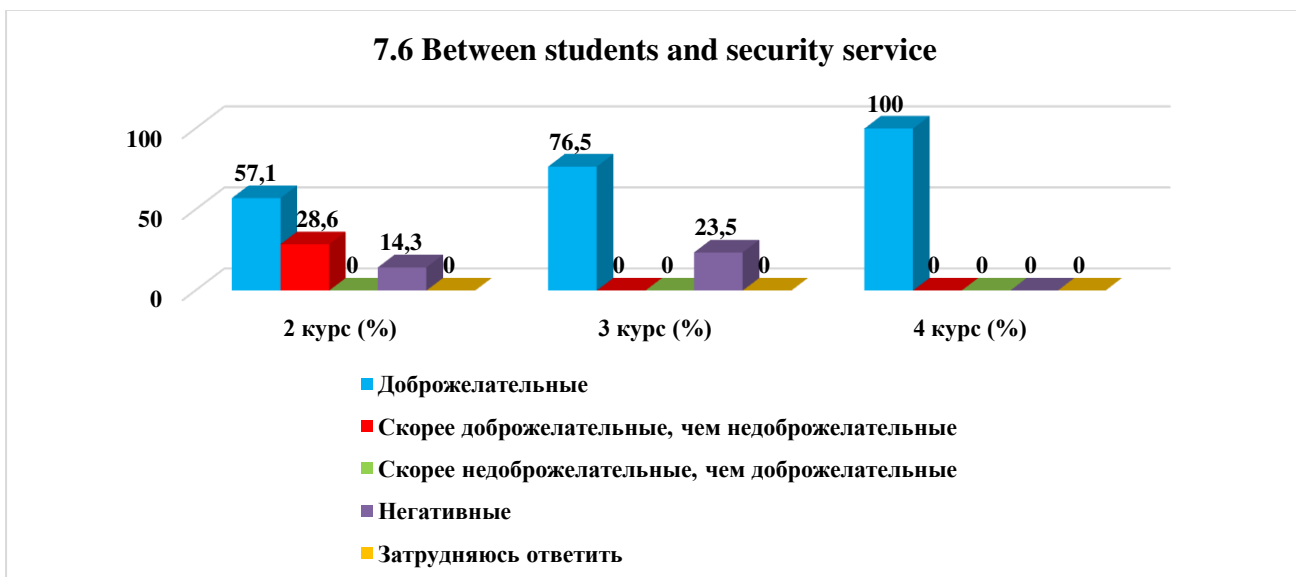
7.5 Between students and staff of departments (library, student department, etc.)



7.6 Between students and security service

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Benevolent	57,1	76,5	100
Rather benevolent than not benevolent	28,6	-	-
Rather not benevolent than benevolent	-	-	-
Negative	14,3	23,5	-
Difficult to answer	-	-	-

7.6 Between students and security service



For the option “If you answered “Rather benevolent than not benevolent” and “Negative” to the previous question, give recommendations for improvement,” students indicated the following options*:

- security guards are annoying;

* 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.

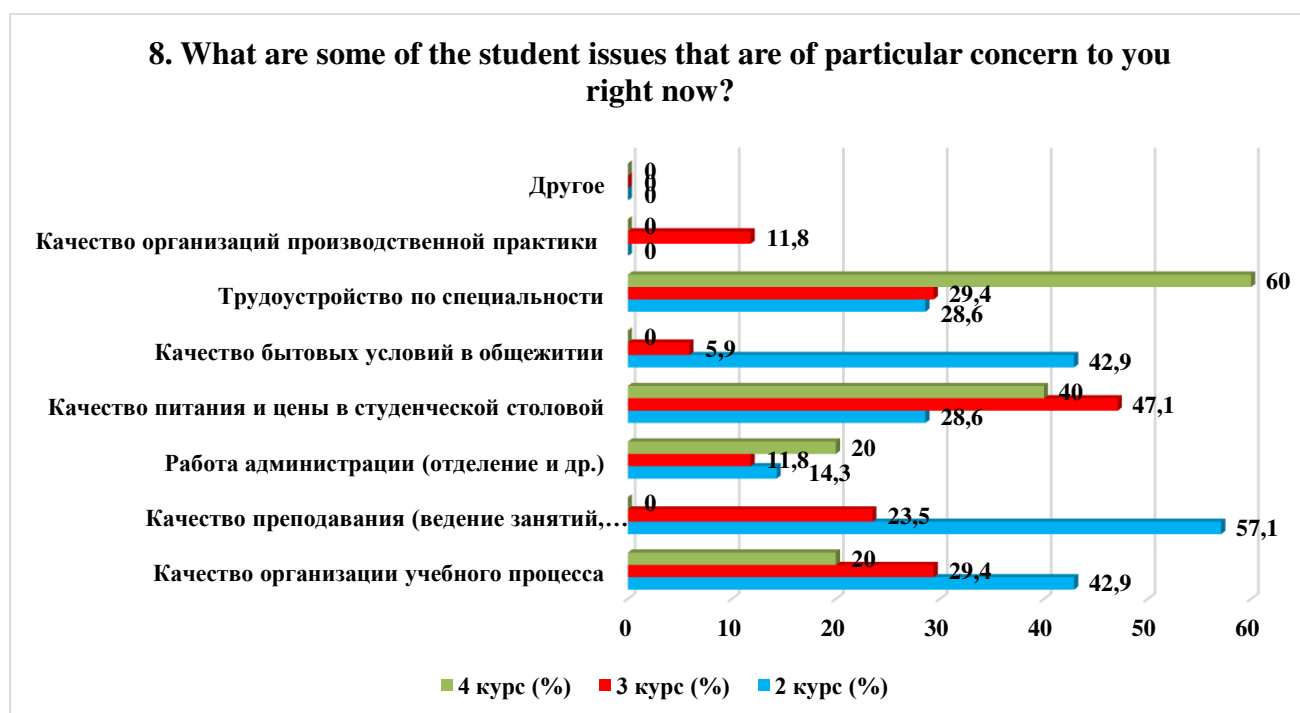
- Take your wards in your hands!

8. What are some of the student issues that are of particular concern to you right now?

(choose up to 3 options)

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Quality of the organization of the educational process	42,9	29,4	20
Quality of teaching (conducting classes, assessment of knowledge, etc.).	57,1	23,5	-
Work of administration (department, etc.)	14,3	11,8	20
Quality of food and prices in the student canteen	28,6	47,1	40
Quality of living conditions in the dormitory	42,9	5,9	-
Employment in the specialty	28,6	29,4	60
Quality of internship organizations	-	11,8	-
Other	-	-	-

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



For the option “**Other**” the students indicated the following options*:

- nothing.

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

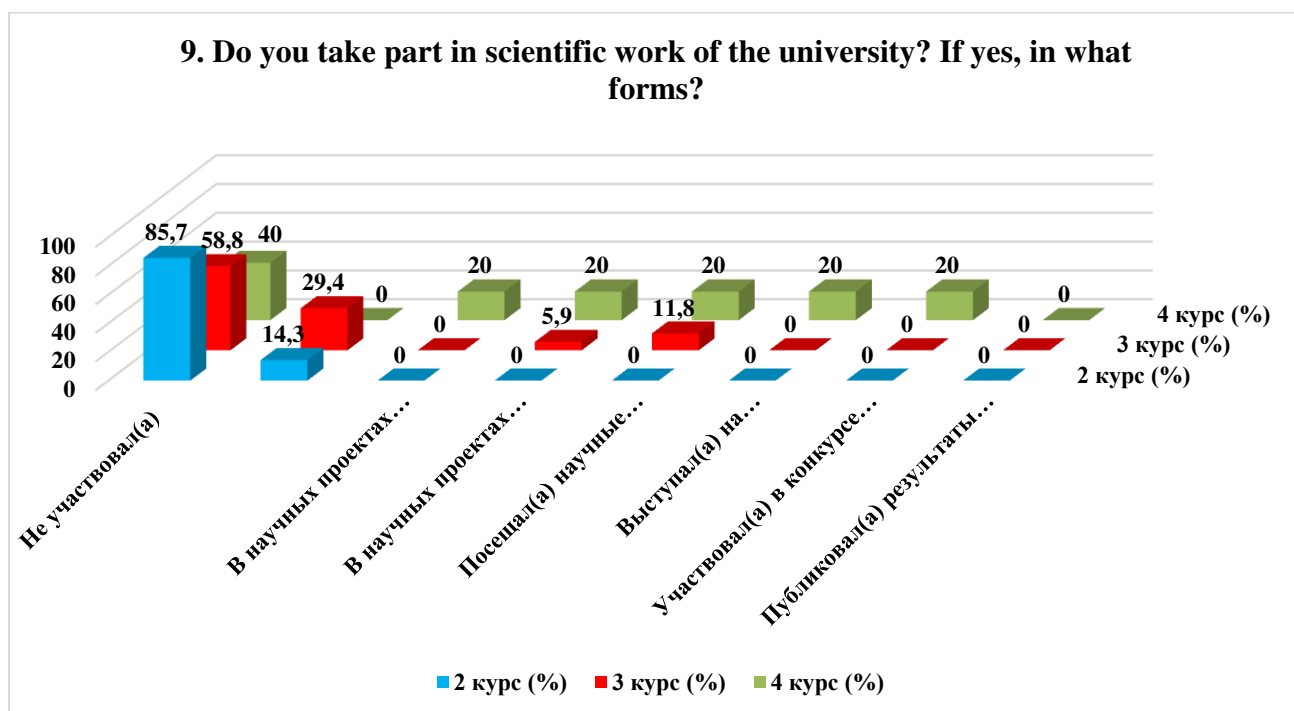
(mark all appropriate answers)

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Did not participate	85,7	58,8	40
Sometimes, when it is necessary for formal reasons	14,3	29,4	-
In scientific projects of laboratories, centers, etc. under a	-	-	20

* 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.

contract, within a grant, etc.			
In scientific projects of laboratories, clubs, circles, etc. free of charge	-	5,9	20
Attended scientific seminars, clubs and other scientific events	-	11,8	20
Speaker at a conference (including a student conference), scientific seminar)	-	-	20
Participated in a student scientific work competition	-	-	20
Published the results of his research (including in student collections)	-	-	-

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



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

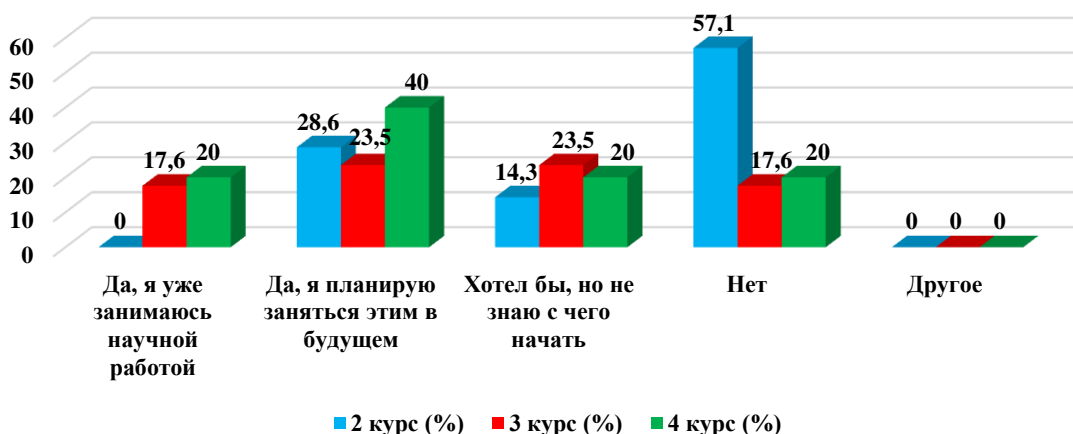
- not interested.

10. Are you interested in scientific activity within the chosen field/specialty?

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Yes, I am already doing scientific work	-	17,6	20
Yes, I plan to do it in the future	28,6	23,5	40
I would like to, but I don't know where to start	14,3	23,5	20
No	57,1	17,6	20
Other	-	-	-

* 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.

10. Are you interested in scientific activity within the chosen field/specialty?



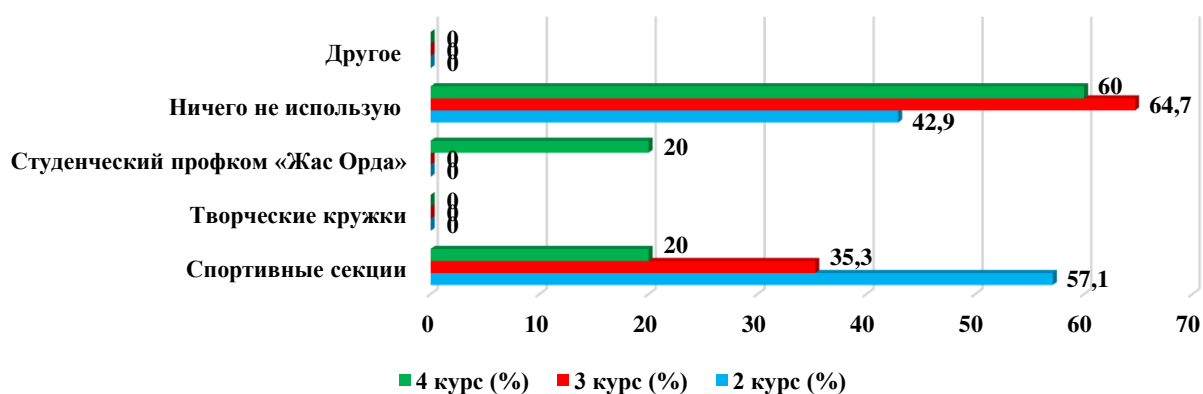
For the option “If you answered “I would like to, but don't know where to start” or “No” to the previous question, write why”, students indicated the following options*:

- I don't have time;
- I'm afraid it won't work.

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

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Sports sections	57,1	35,3	20
Creative clubs	-	-	-
Student Trade Union “Zhas Orda”	-	-	20
I don't use anything	42,9	64,7	60
Other	-	-	-

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



* 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*:

- playing sports;
- not interested;
- no time.

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

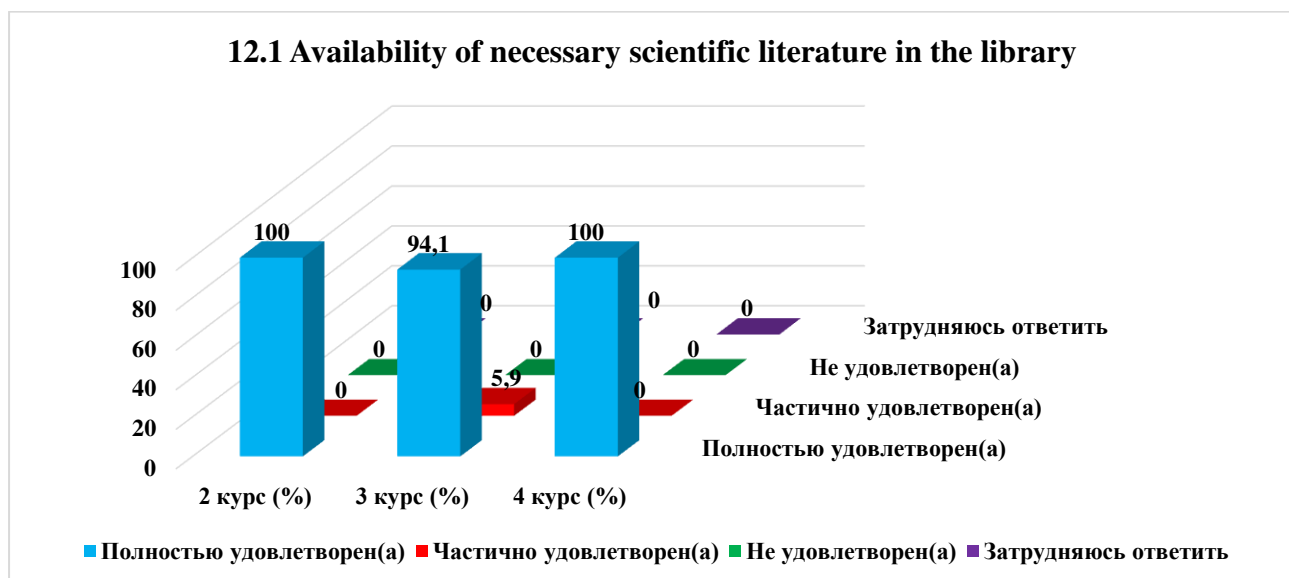
12.1 Availability of necessary scientific literature in the library
12.2 Modernity of computer equipment
12.3 Internet channel width and speed
12.4 Modernity of software
12.5 Availability of educational and scientific equipment
12.6 Availability of laboratories and specialized classrooms
12.7 Availability of sports equipment

Other _____

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

12.1 Availability of necessary scientific literature in the library

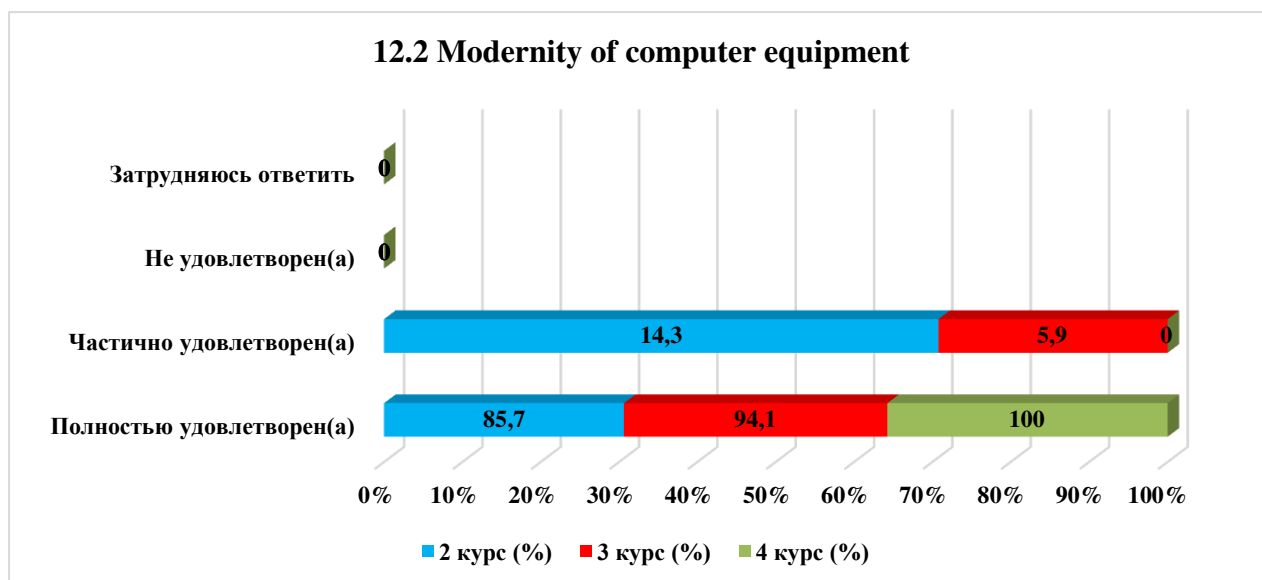
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	100	94,1	100
Partially satisfied	-	5,9	-
Not satisfied	-	-	-
Difficult to answer	-	-	-



* 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.

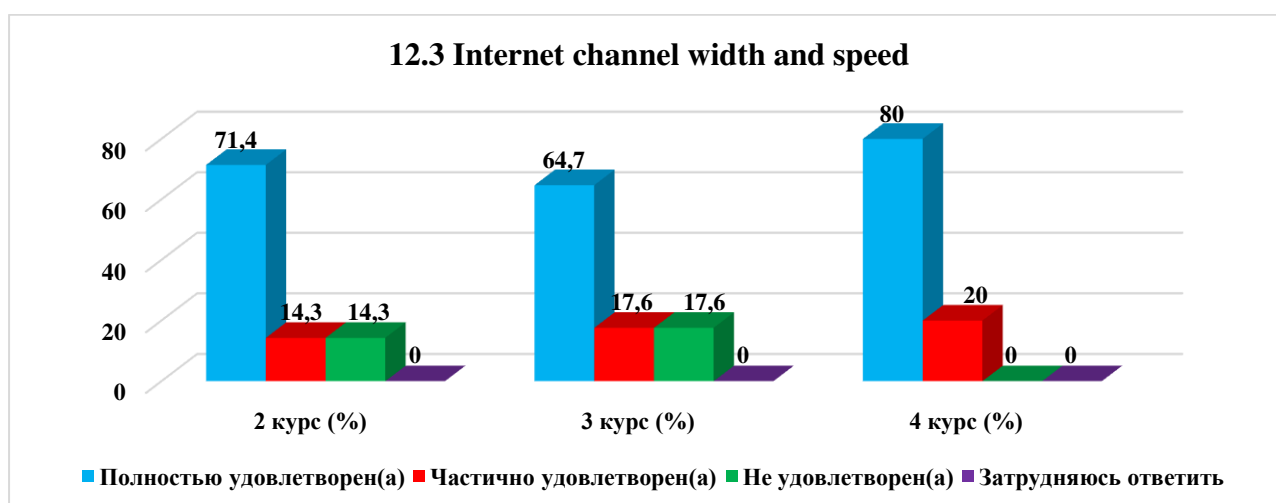
12.2 Modernity of computer equipment

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	85,7	94,1	100
Partially satisfied	14,3	5,9	-
Not satisfied	-	-	-
Difficult to answer	-	-	-



12.3 Internet channel width and speed

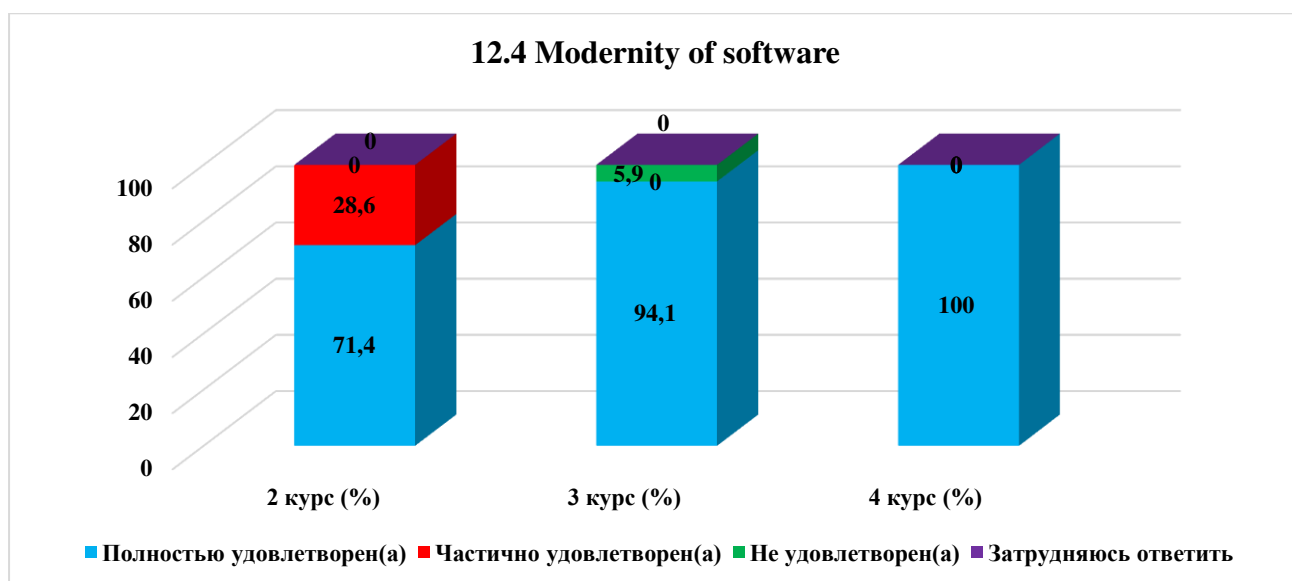
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	71,4	64,7	80
Partially satisfied	14,3	17,6	20
Not satisfied	14,3	17,6	-
Difficult to answer	-	-	-



12.4 Modernity of software

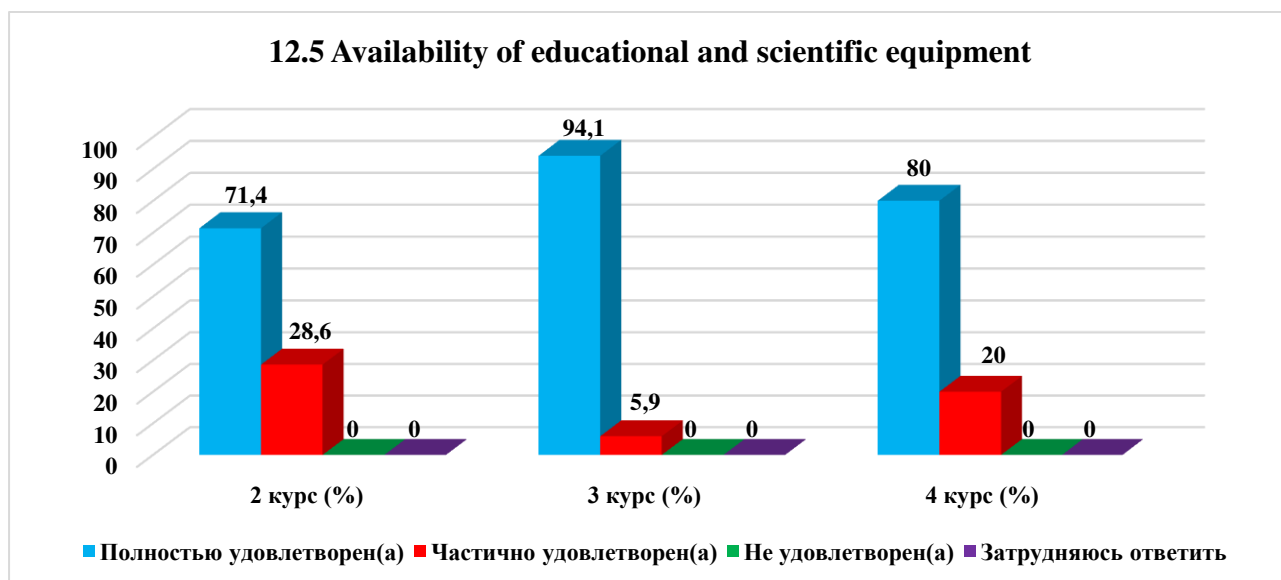
Answer options	2nd year (%)	3rd year (%)	4th year (%)
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Completely satisfied	71,4	94,1	100
Partially satisfied	28,6	-	-
Not satisfied	-	5,9	-
Difficult to answer	-	-	-



12.5 Availability of educational and scientific equipment

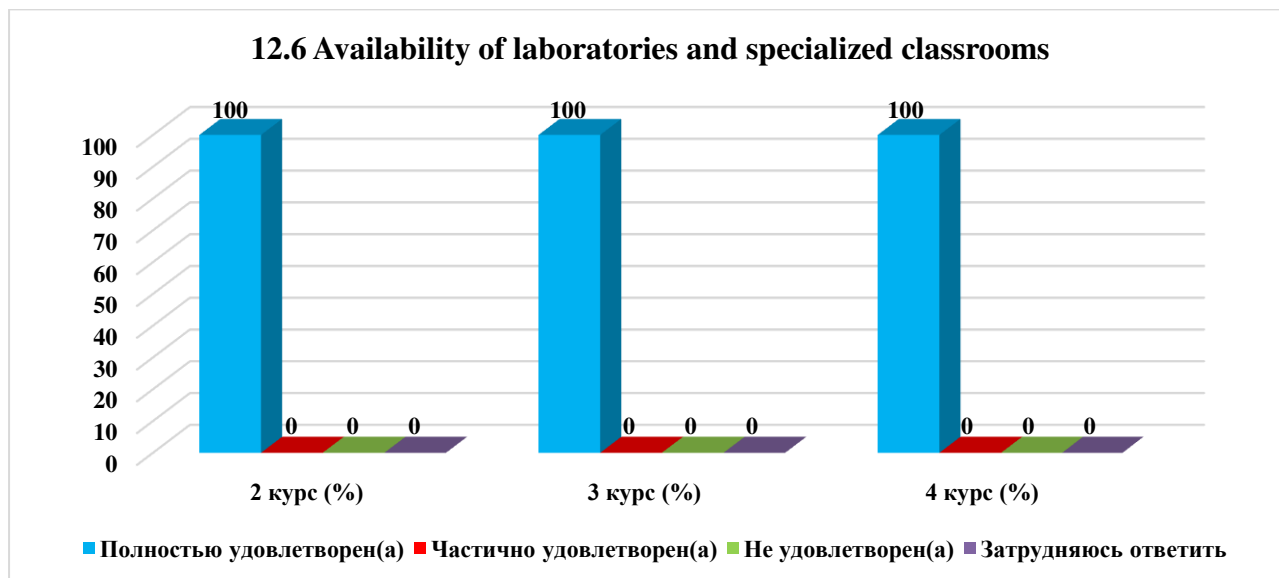
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	71,4	94,1	80
Partially satisfied	28,6	5,9	20
Not satisfied	-	-	-
Difficult to answer	-	-	-



12.6 Availability of laboratories and specialized classrooms

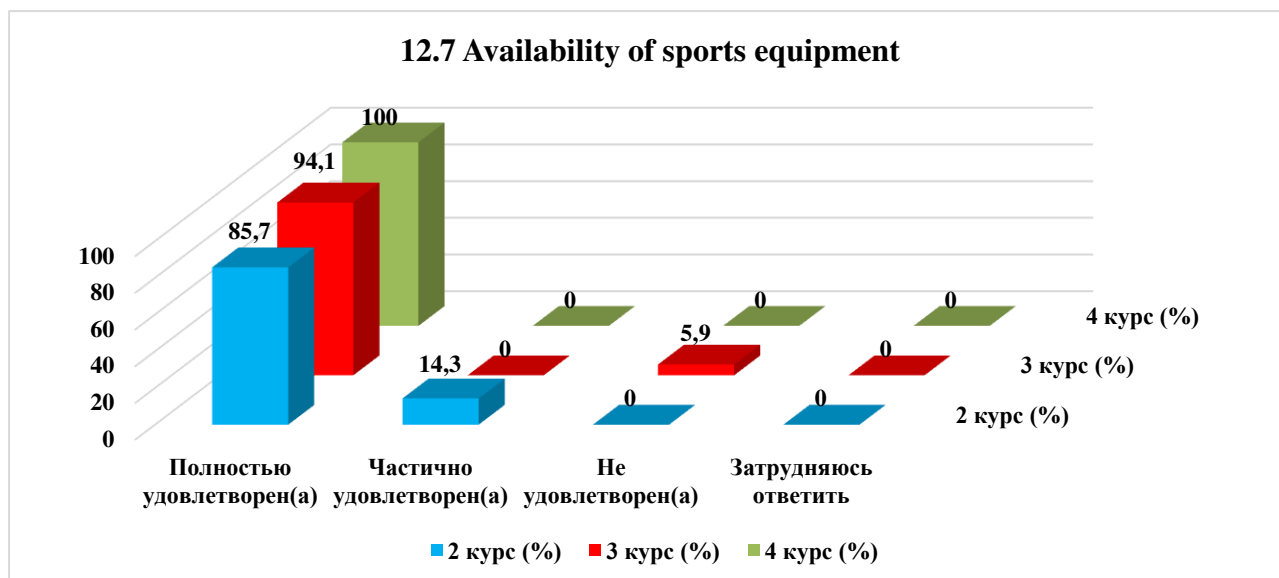
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	100	100	100
Partially satisfied	-	-	-
Not satisfied	-	-	-
Difficult to answer	-	-	-

12.6 Availability of laboratories and specialized classrooms



12.7 Availability of sports equipment

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	85,7	94,1	100
Partially satisfied	14,3	-	-
Not satisfied	-	5,9	-
Difficult to answer	-	-	-



For the option “If you answered “Not satisfied” to the previous question, give recommendations to improve the material base”, the students indicated the following options*:

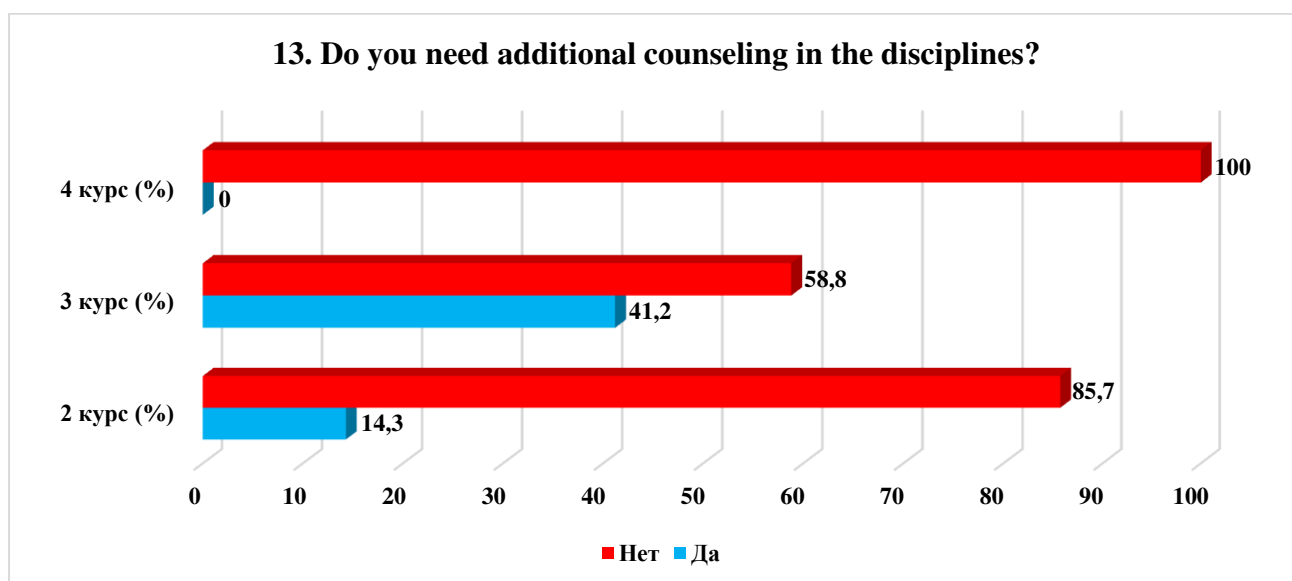
- change the router, I don't know.

13. Do you need additional counseling in the disciplines?

Answer options	2nd year	3rd year	4th year
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* 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.

	(%)	(%)	(%)
Yes	14,3	41,2	-
No	85,7	58,8	100



For the option “If you answered “Yes” to the previous question, then write down the discipline in which you need additional counseling” the students indicated the following options *:

- study.

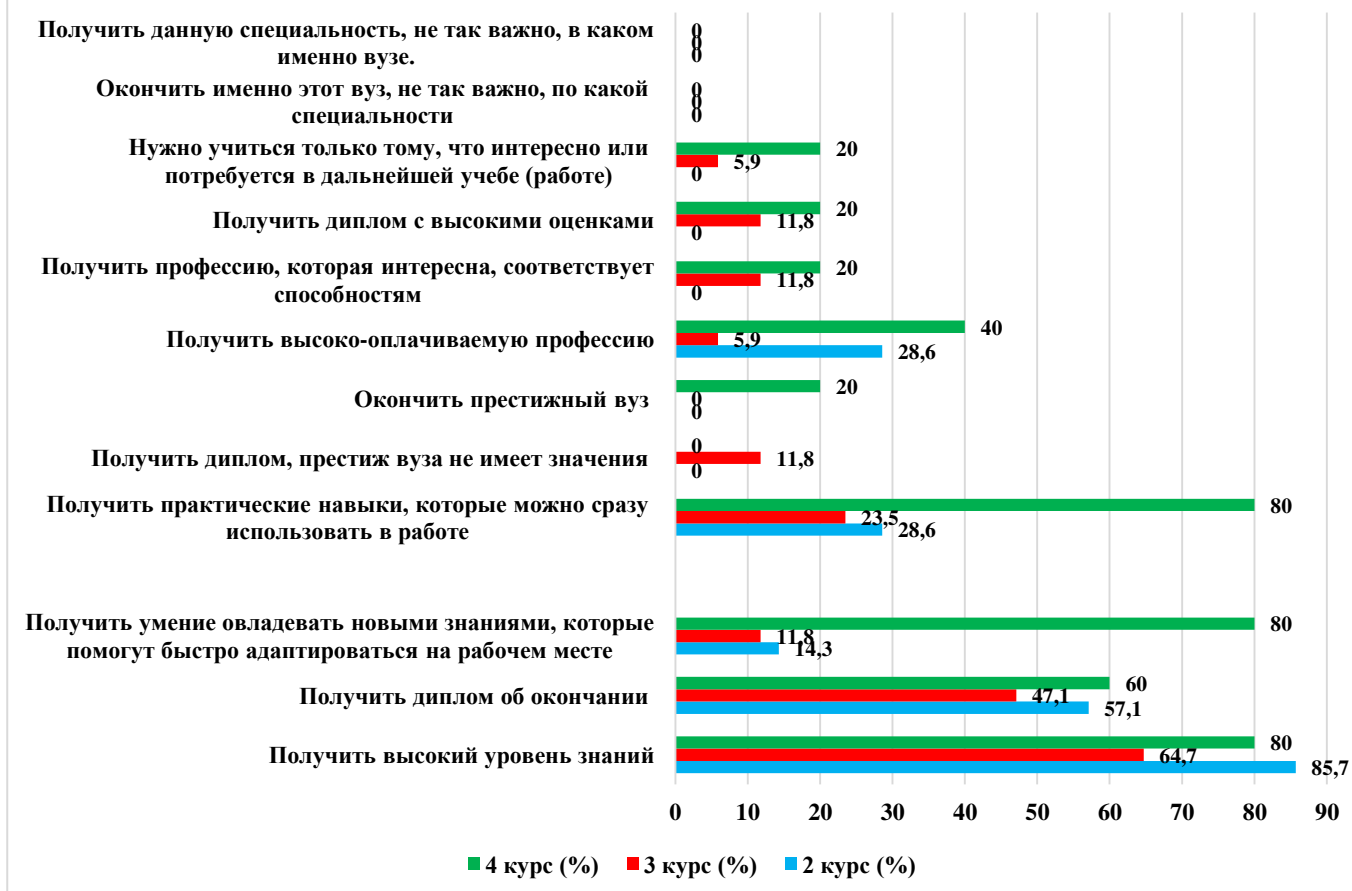
14. What is more important for you to get as a result of studying at your university?

(You can select one or more answer options)

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Get a high level of knowledge	85,7	64,7	80
Receive a diploma of completion	57,1	47,1	60
Gain the ability to acquire new knowledge that will help you quickly adapt in the workplace	14,3	11,8	80
Gain practical skills that you can immediately use at work	28,6	23,5	80
Get a diploma, the prestige of the university does not matter	-	11,8	-
Graduate from a prestigious university	-	-	20
Get a highly paid profession	28,6	5,9	40
Get a profession that is interesting and matches your abilities	-	11,8	20
Get a diploma with high grades	-	11,8	20
You need to learn only what is interesting or will be needed in further study (work)	-	5,9	20
It's not so important to graduate from this particular university, in what specialty	-	-	-
Getting this specialty is not so important in which	-	-	-

* 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.

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



Please, write your suggestions, wishes, as well as what questions in your opinion should be added to this questionnaire to improve the training program, to improve the quality of services provided, to improve the quality of distance learning and other activities of the university. (Students' answers are presented in the original. The author's spelling and punctuation have been preserved):

- How often do students skip classes;
- Canteen;
- None;
- I don't know;
- None;
- No;
- Everything is fine;
- There are no questions;
- There is no my university program on the apple store;
- About how you feel during couples;
- My university is not on the iPhone;
- What kind of uniform do they not let you wear to university?

Based on the results of the questionnaire, the following **conclusions** can be drawn:

The majority of students report their full satisfaction with the quality of services provided, based on which it can be stated that according to these indicators, the quality of services provided at the University met the expectations of students and thus fulfilled its purpose.

To the question **“What is your attitude to the quality of the organization of the educational process?”** the majority of students answered that there are no special complaints: 2nd year - 71.4%, 3rd year - 82.4%, 4th year - 80%. The obtained data indicate an improvement in the quality of the organization of the educational process and educational services of the university.

Nevertheless, there is a small part of respondents who noted such answer options as "Inconsistency of subject importance with the number of hours" (2nd year - 14.3%, 3rd year - 5.9%, 4th year - 20%), "Overload of classroom lessons" (3rd year - 5.9%), "Dissatisfaction with the quality of lessons" (3rd year - 5.9%), "Dissatisfaction with the organization of tests and examinations" (2nd year - 14.3%).

To the question: **“What indicators, as a rule, are taken into account by teachers when making the final grade?”** 30.8% of students indicated the option “activity in classes (seminars), answers to the teacher's questions, solving problems, etc.”, in second place - 23.2% “Attendance” and in third place - 15.3% “Results of interim control works, tests, colloquiums, etc.” and “Results of practice, laboratory and other practical works”.

Relationships “between students”, “between teachers and students (in the educational 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.

However, it should be noted that a small part of respondents noted such answer options as **“rather not benevolent than benevolent”** and **“negative”** in the relations **“Between teachers and students (in the educational process)”**, **“Between students and supervisor”**, **“Between students and administration”**, **“Between students and employees of departments (library, student department, etc.)”**, **“Between students and security service”**.

To the option **“If you answered “Rather not benevolent than benevolent” and “Negative” to the previous question, give recommendations for improvement,”** students indicated: “the security guards are annoying”, “Take your wards in your hands!”

To the question **“What student problems are of particular concern to you now?”** the first place is given to “Employment in the specialty” - 39.3%. Next – “Quality of food and prices in the student canteen” - 38.6%. The third position is “Quality of the organization of the educational process” - 30.8%.

On the question **“Do you need additional counseling on disciplines?”** 81.5% of students answered that they do not need additional counseling.

Recommendations:

Head of the department to familiarize the staff and students with the results of the questionnaire, if necessary, to develop an action plan to improve the quality of educational services.