

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: 6B07111 Technological machines and equipment

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 6B07111 “Technological machines and equipment” 54 respondents took part in the questionnaire.

- 2nd year – 16 students (80%);
- 3rd year – 10 students (40%);
- 4th year – 28 students (77,8%).

Form of training

- Budget – 50 students (92,6%);
- Paid – 4 students (7,4%).

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

Indicators:

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

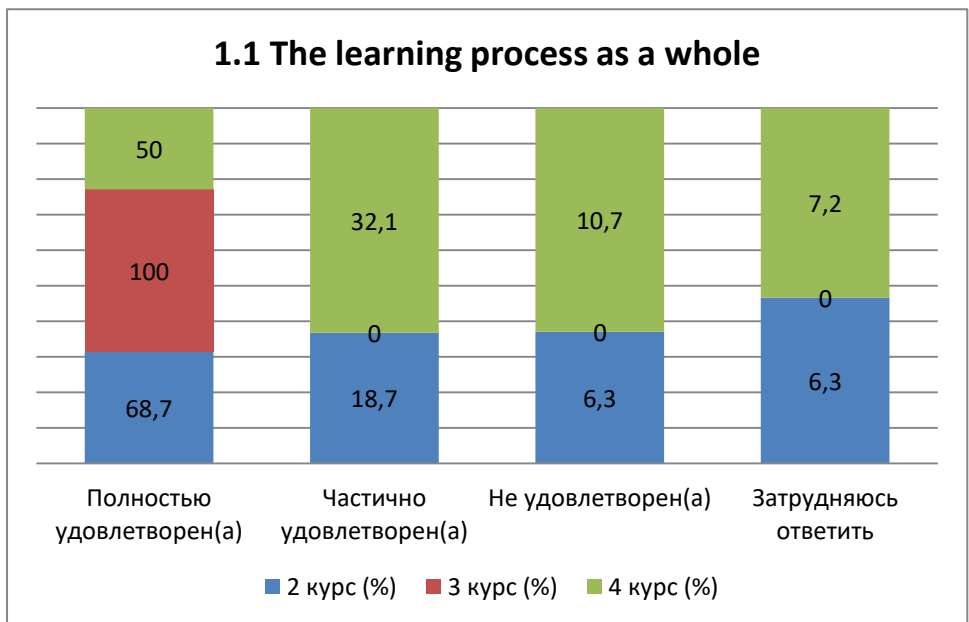
1.1 The learning process as a whole
1.2 Class schedule
1.3 Organization of independent work
1.4 Internship
1.5 Organization and carrying out of SIWT
1.6 Organization and conduct of laboratory works
1.7 Satisfaction with the work of the library
1.8 Possibility of access to full-text databases of scientific 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 _____

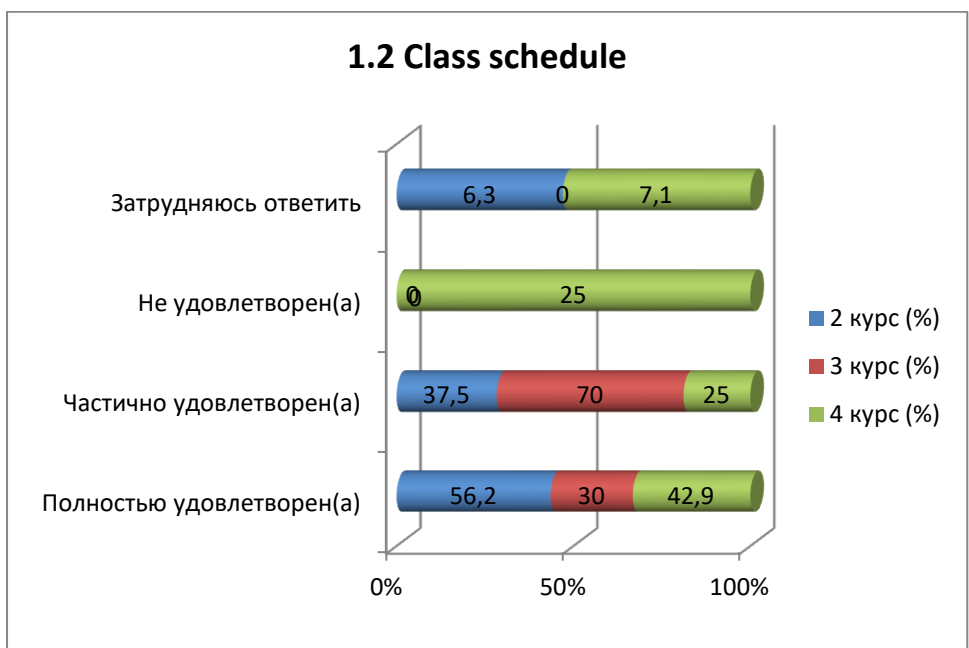
1.1 The learning process as a whole

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	68,7	100	50
Partially satisfied	18,7	-	32,1
Not satisfied	6,3	-	10,7
Difficult to answer	6,3	-	7,2



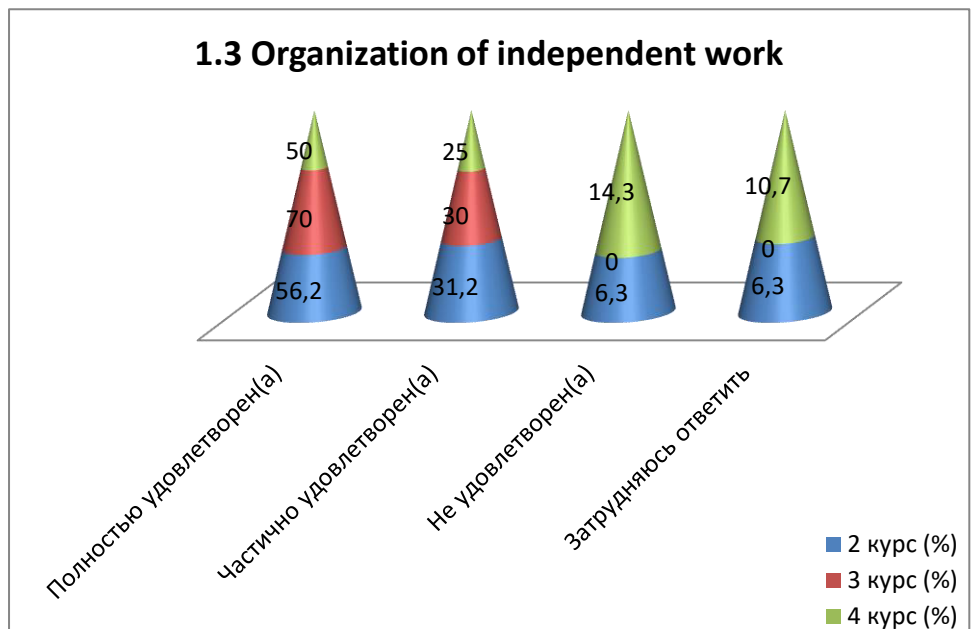
1.2 Class schedule

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	56,2	30	42,9
Partially satisfied	37,5	70	25
Not satisfied	-	-	25
Difficult to answer	6,3	-	7,1



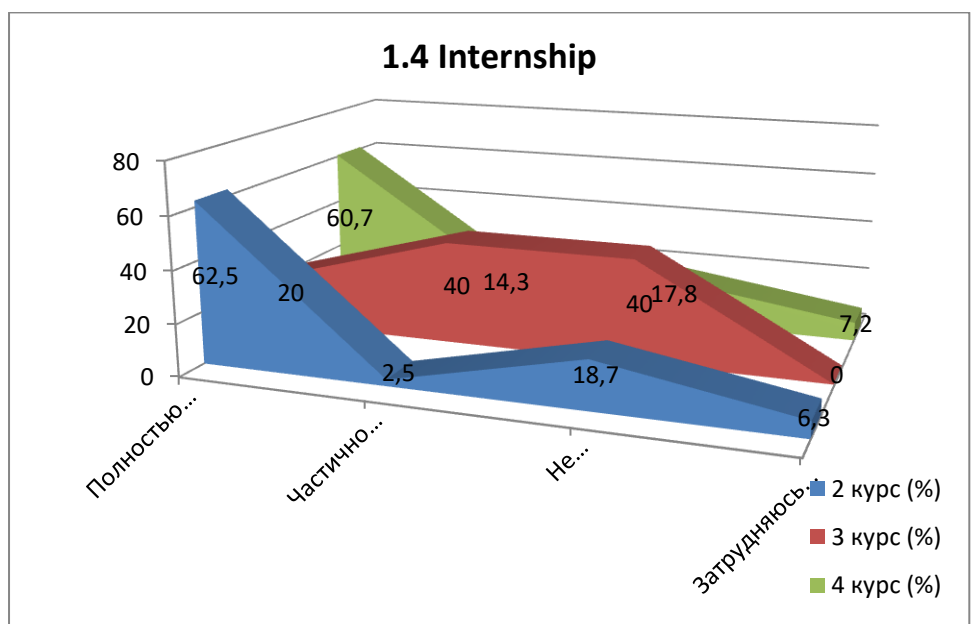
1.3 Organization of independent work

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	56,2	70	50
Partially satisfied	31,2	30	25
Not satisfied	6,3	-	14,3
Difficult to answer	6,3	-	10,7



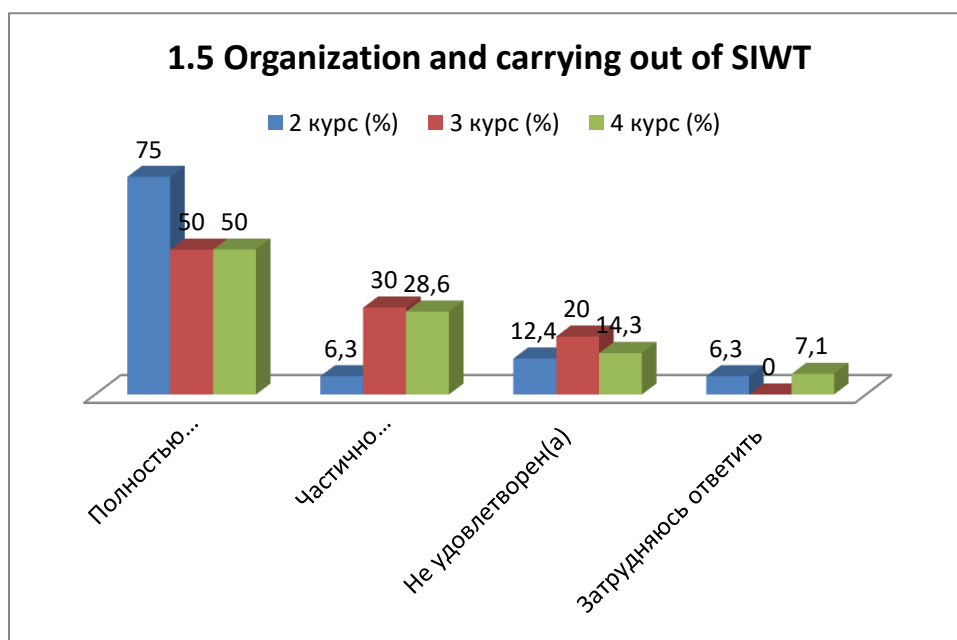
1.4 Internship

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	62,5	20	60,7
Partially satisfied	2,5	40	14,3
Not satisfied	18,7	40	17,8
Difficult to answer	6,3	-	7,2



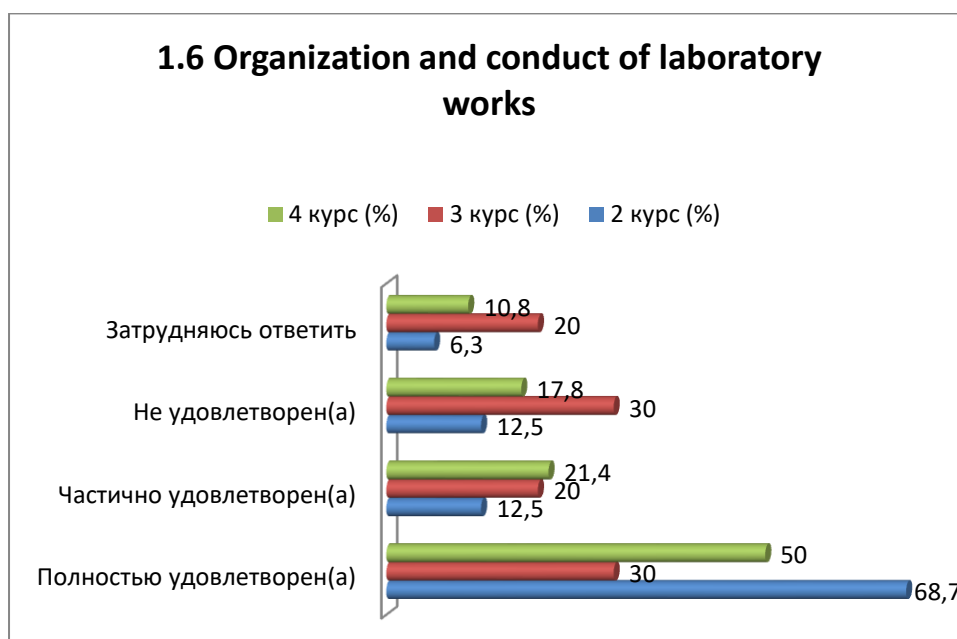
1.5 Organization and carrying out of SIWT

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	75	50	50
Partially satisfied	6,3	30	28,6
Not satisfied	12,4	20	14,3
Difficult to answer	6,3	-	7,1



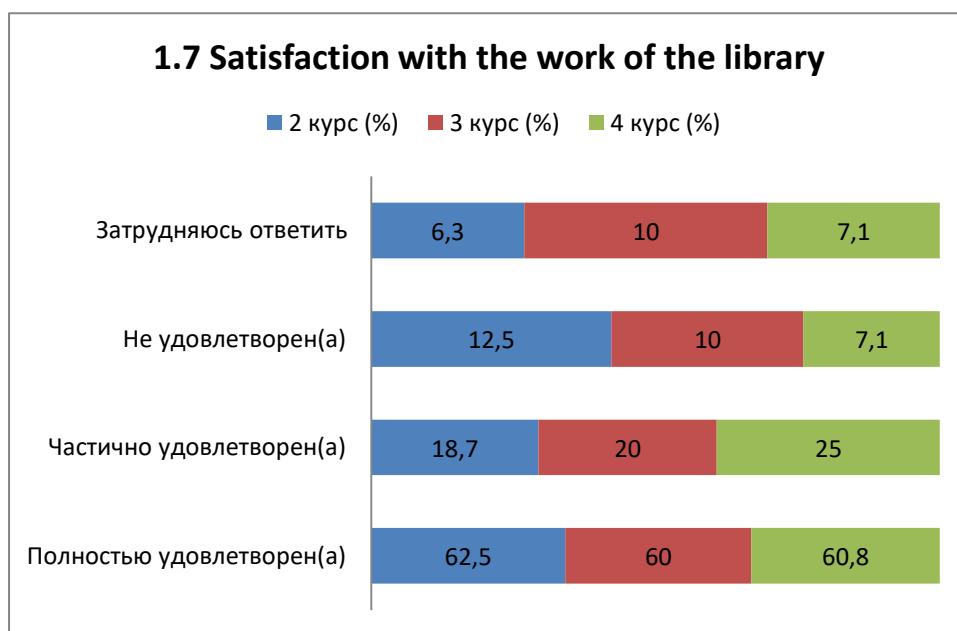
1.6 Organization and conduct of laboratory works

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	68,7	30	50
Partially satisfied	12,5	20	21,4
Not satisfied	12,5	30	17,8
Difficult to answer	6,3	20	10,8



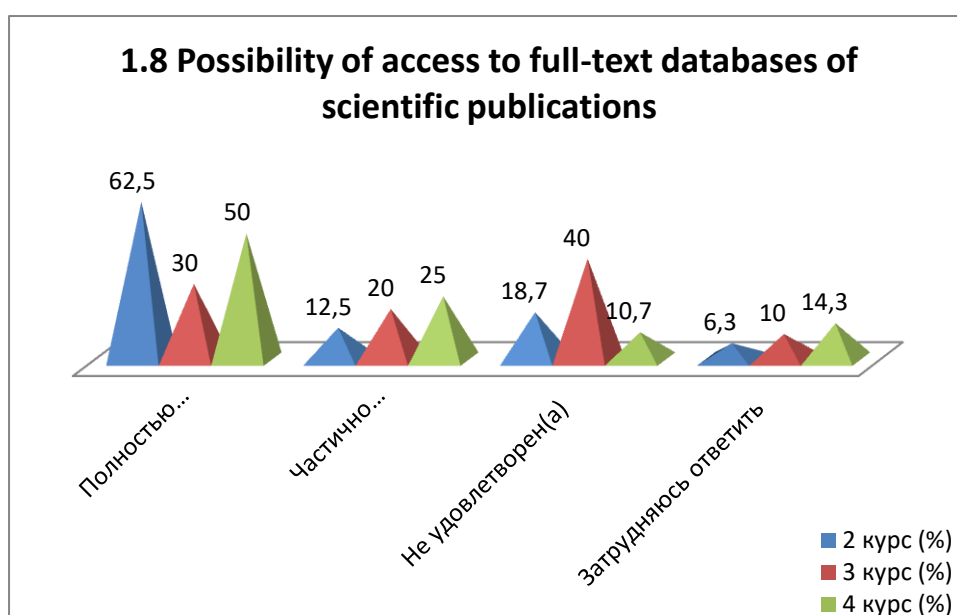
1.7 Satisfaction with the work of the library

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	62,5	60	60,8
Partially satisfied	18,7	20	25
Not satisfied	12,5	10	7,1
Difficult to answer	6,3	10	7,1



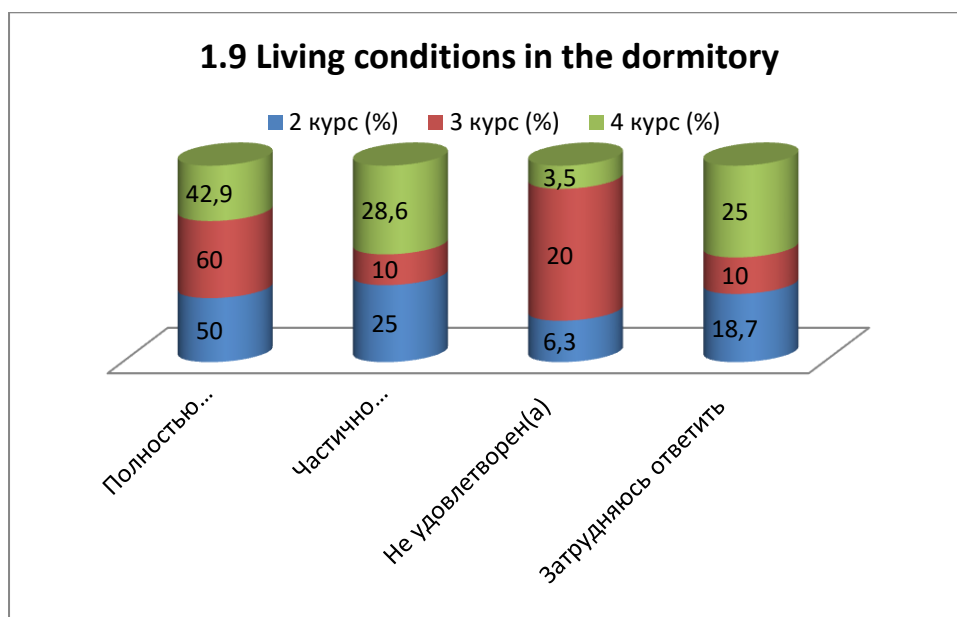
1.8 Possibility of access to full-text databases of scientific publications

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	62,5	30	50
Partially satisfied	12,5	20	25
Not satisfied	18,7	40	10,7
Difficult to answer	6,3	10	14,3



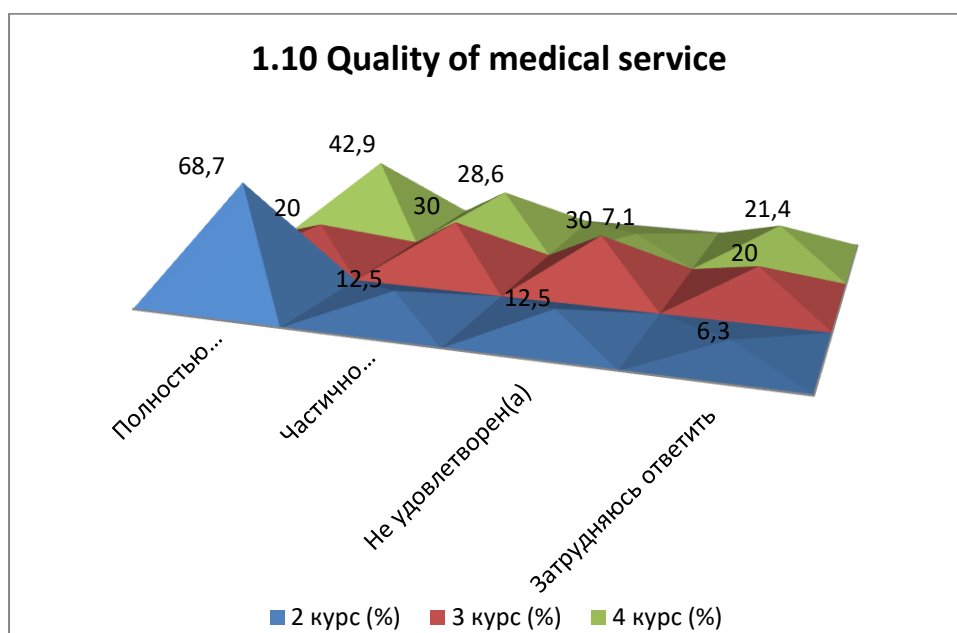
1.9 Living conditions in the dormitory

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	50	60	42,9
Partially satisfied	25	10	28,6
Not satisfied	6,3	20	3,5
Difficult to answer	18,7	10	25



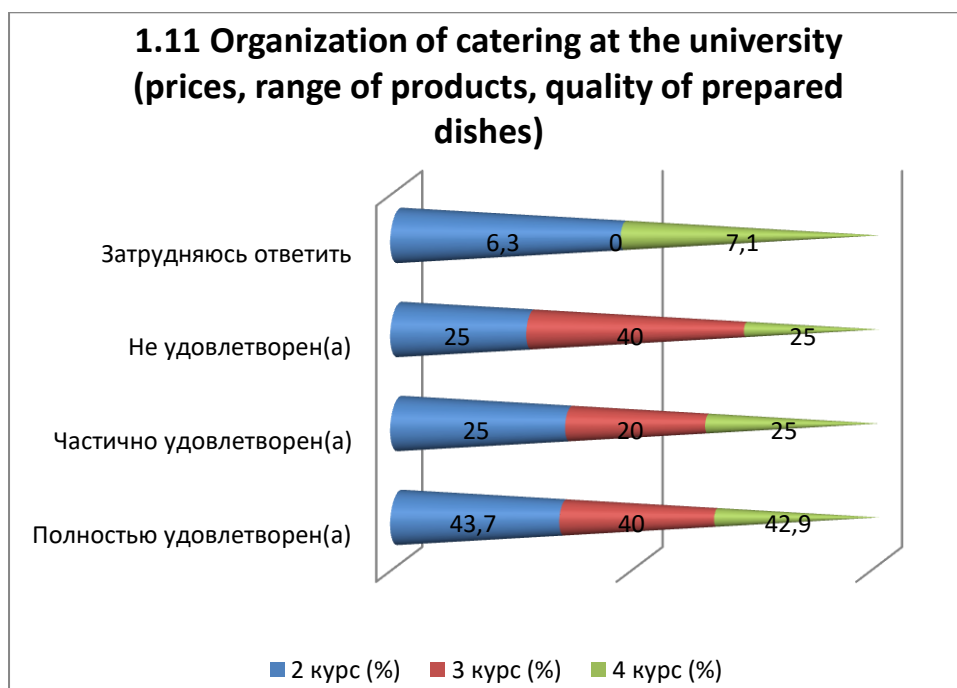
1.10 Quality of medical service

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	68,7	20	42,9
Partially satisfied	12,5	30	28,6
Not satisfied	12,5	30	7,1
Difficult to answer	6,3	20	21,4



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	43,7	40	42,9
Partially satisfied	25	20	25
Not satisfied	25	40	25
Difficult to answer	6,3	-	7,1



For the option **‘Other’** the students indicated the following options*:

- Everything is good
- Nothing
- No
- Nothing is not satisfied, all are boorish.

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*:

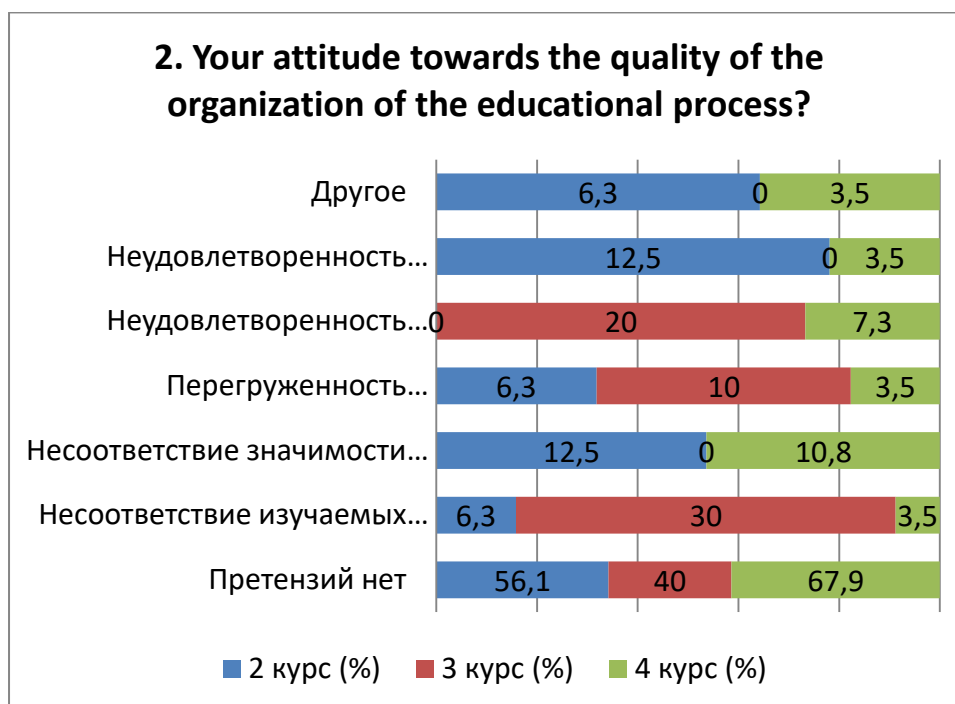
- Another answer
- Nothing
- Increase the range of food at the university
- less handwriting, more talking through the material, discussing it with students
- water 0,5 200 tg
- No
- Make good conditions.

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

Answer options	2nd year (%)	3rd year (%)	4th year (%)
No complaints	56,1	40	67,9

* 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.

Discrepancy between the disciplines studied and the specialty obtained	6,3	30	3,5
Inconsistency between the importance of the subject and the number of hours	12,5	-	10,8
Overload with classroom activities	6,3	10	3,5
Dissatisfaction with the quality of classes	-	20	7,3
Dissatisfaction with the organization of tests and exams	12,5	-	3,5
Other	6,3	-	3,5



For the option **‘Other’**, the students indicated the following options ^{*}:

- I have no complaints
- The teachers are very old, and don't explain elementary things.

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

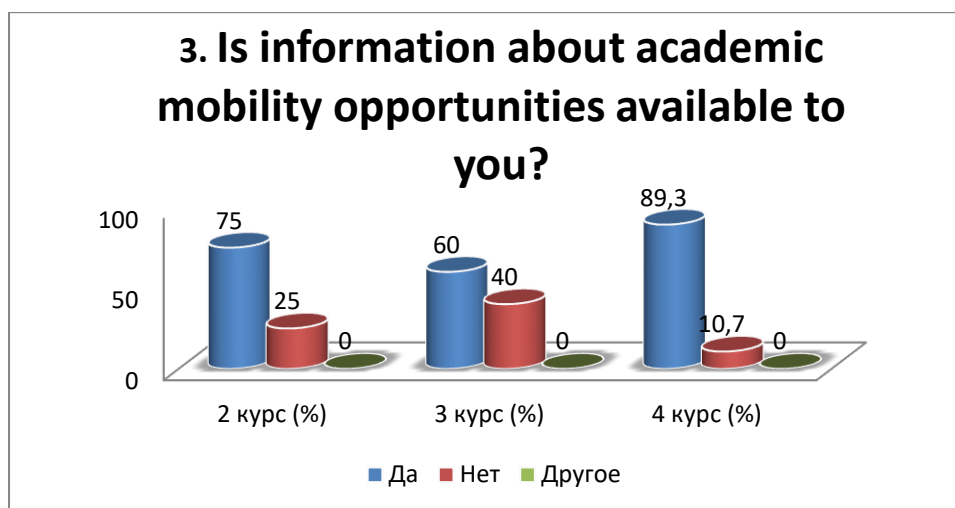
- Difficult to answer
- Nothing
- Students should be taught according to the new programme, not the Soviet one.
- If we decide to do term work, why do we have to take a session? And why do we study till April? Why is there little time for the diploma?! It's a complete mess.

3. Доступна ли для Вас информация о возможностях академической мобильности?

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Yes	75	60	89,3
No	25	40	10,7

^{*} 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.

Other	-	-	-
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For the option ‘If you answered “No” to the previous question, write the reason why’, students gave the following options*:

- Yes
- Nothing
- No.

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 _____

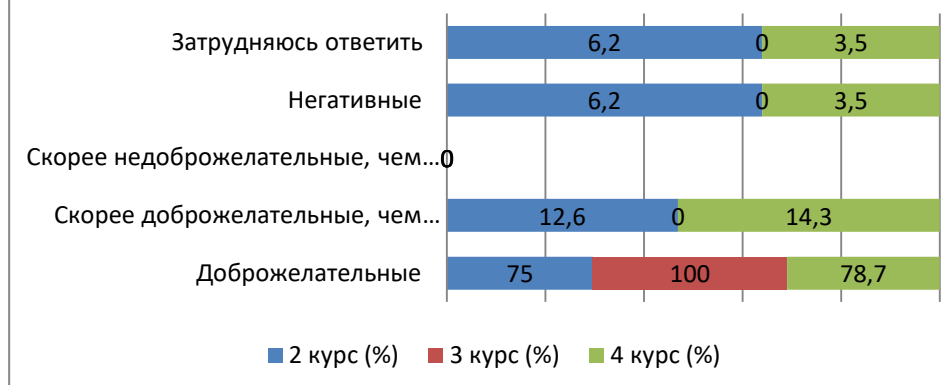
If you answered “Rather unfriendly than benevolent” and “Negative” to the previous question, give recommendations for improvement _____

4.1 Between students

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Benevolent	75	100	78,7
Rather benevolent than unfriendly	12,6	-	14,3
Rather unfriendly than benevolent	-	-	-
Negative	6,2	-	3,5
Difficult to answer	6,2	-	3,5

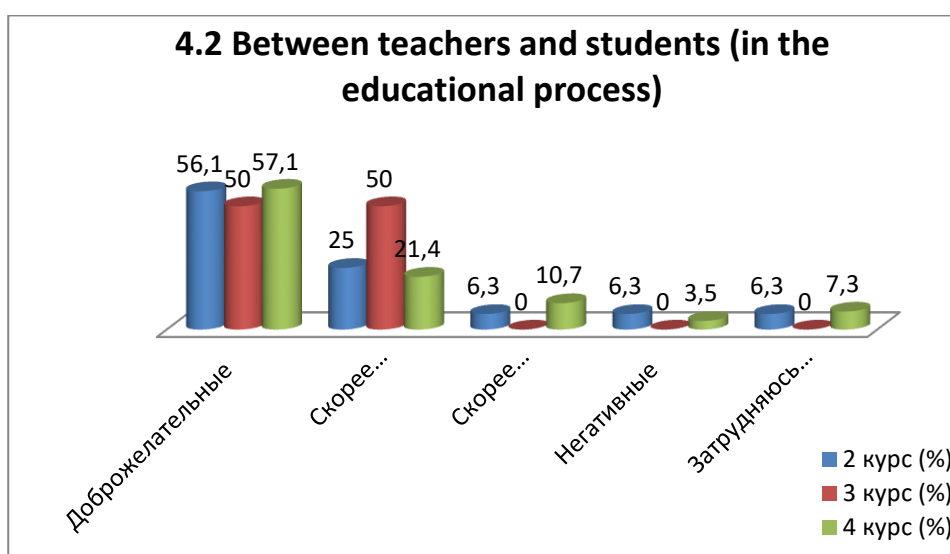
* Students' answers to the option “other” and “if you answered “not satisfied.....” to the previous question are presented in the original. The author's spelling and punctuation have been preserved.

4.1 Between students



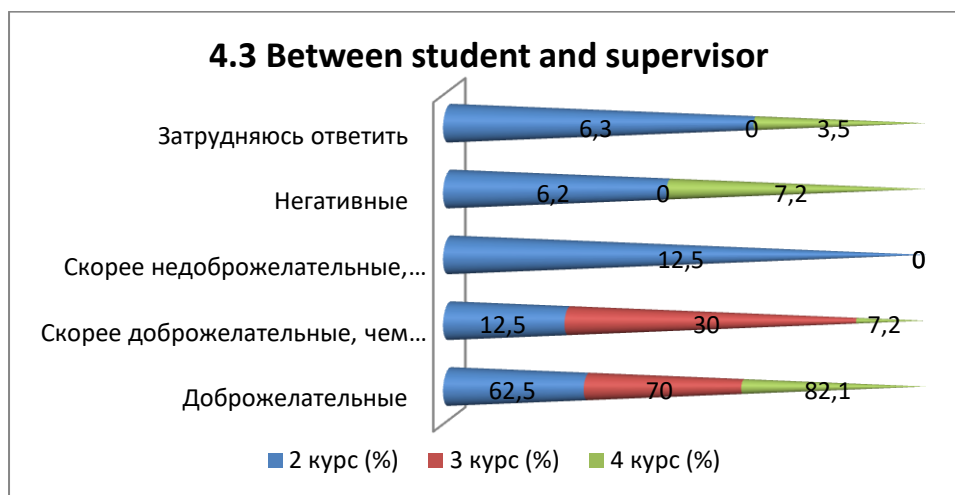
4.2 Between teachers and students (in the educational process)

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Benevolent	56,1	50	57,1
Rather benevolent than unfriendly	25	50	21,4
Rather unfriendly than benevolent	6,3	-	10,7
Negative	6,3	-	3,5
Difficult to answer	6,3	-	7,3



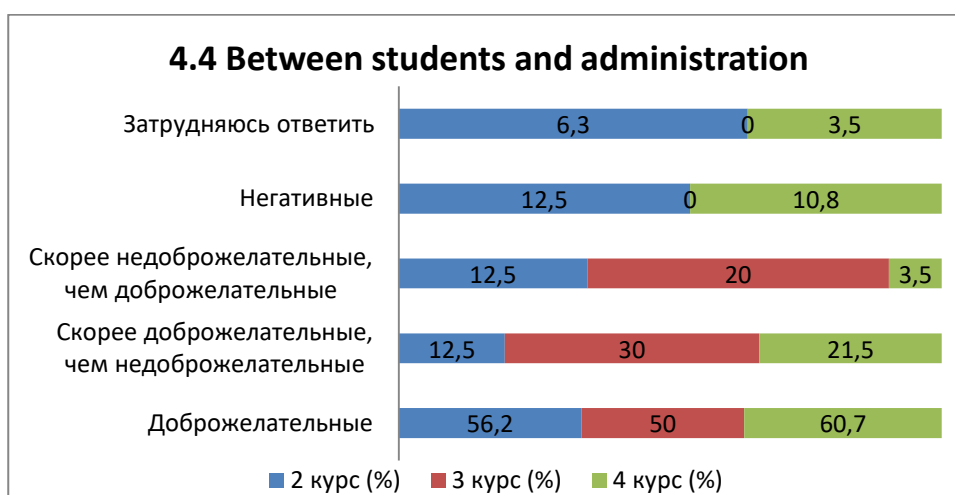
4.3 Between student and supervisor

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Benevolent	62,5	70	82,1
Rather benevolent than unfriendly	12,5	30	7,2
Rather unfriendly than benevolent	12,5	-	-
Negative	6,2	-	7,2
Difficult to answer	6,3	-	3,5



4.4 Between students and administration

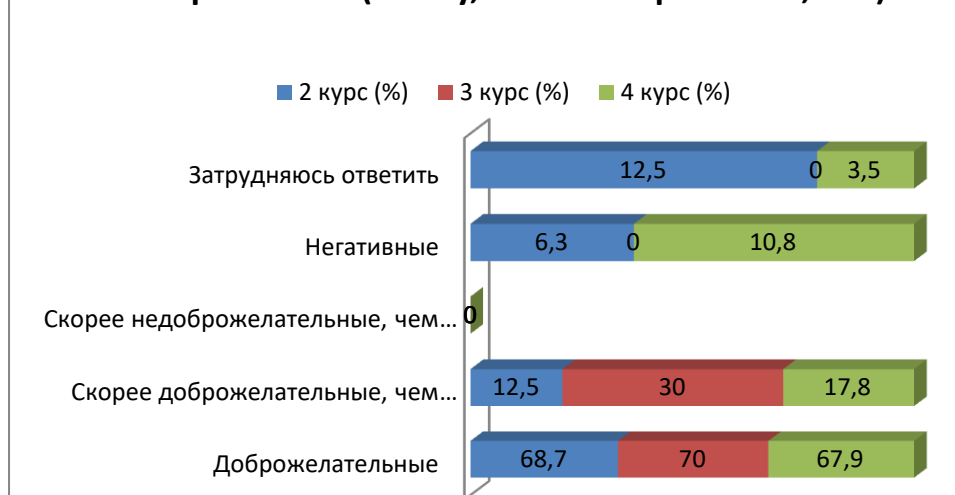
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Benevolent	56,2	50	60,7
Rather benevolent than unfriendly	12,5	30	21,5
Rather unfriendly than benevolent	12,5	20	3,5
Negative	12,5	-	10,8
Difficult to answer	6,3	-	3,5



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

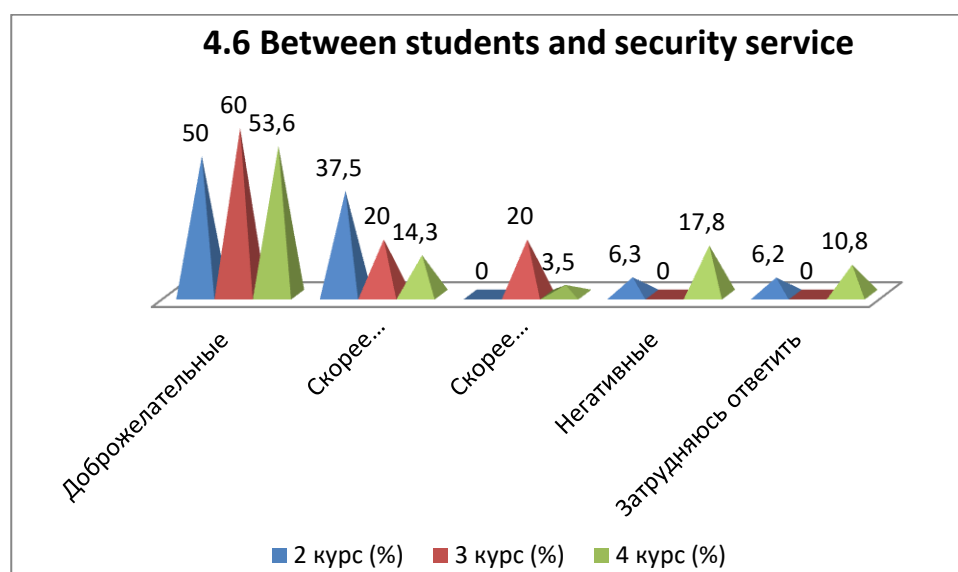
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Benevolent	68,7	70	67,9
Rather benevolent than unfriendly	12,5	30	17,8
Rather unfriendly than benevolent	-	-	-
Negative	6,3	-	10,8
Difficult to answer	12,5	-	3,5

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



4.6 Between students and security service

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Benevolent	50	60	53,6
Rather benevolent than unfriendly	37,5	20	14,3
Rather unfriendly than benevolent	-	20	3,5
Negative	6,3	-	17,8
Difficult to answer	6,2	-	10,8



For the option ‘Other’, the students indicated the following options*:

- Difficult to answer

- Nothing

- The guards are inadequate

- The guards are rude, make of themselves I do not know who, except for the first building. And in other buildings guards can’t even ask politely or even just answer a question without negativity, even was such that I was pushed by the guard of the main building (I am a girl) naturally I could not do anything.

* 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.

- No
- A little bit some people lose their temper, do not know how to behave.

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* :

- Difficult to answer.
- Nothing.
- He's checking us out like we're terrorists.
- No.
- Answered.

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

(choose no more than 3 answers)

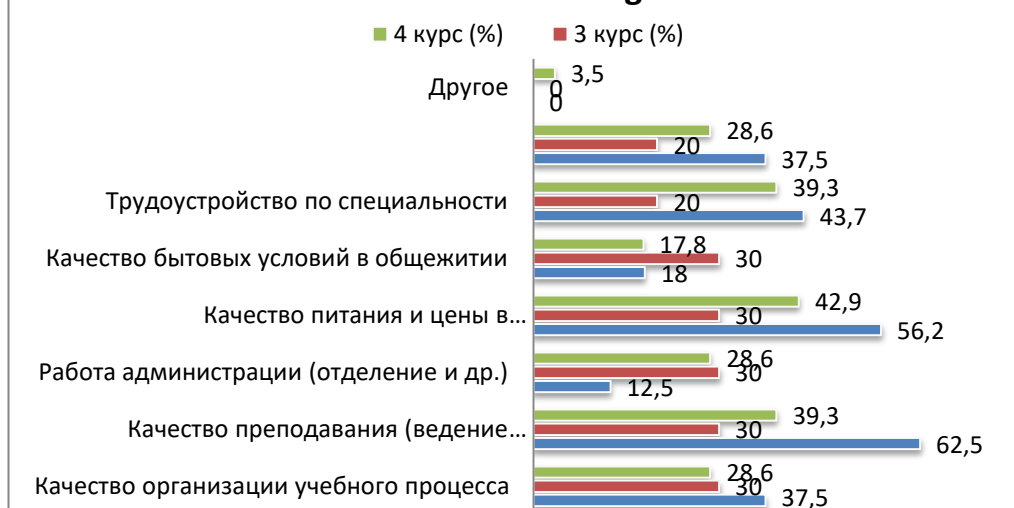
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Quality of the organization of the educational process	37,5	30	28,6
Quality of teaching (conducting classes, assessment of knowledge, etc.).	62,5	30	39,3
Work of administration (department, etc.)	12,5	30	28,6
Quality of food and prices in the student canteen	56,2	30	42,9
Quality of living conditions in the dormitory	18,	30	17,8
Employment in the specialty	43,7	20	39,3
Quality of internship organizations	37,5	20	28,6
Other	-	-	3,5

** 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.

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



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 (%)
Did not participate	68,7	10	64,3
Sometimes, when it is necessary on formal grounds	18,7	-	21,4
In scientific projects of laboratories, centers, etc. under a contract, grant, etc.	12,5	10	7,1
In scientific projects of laboratories, clubs, circles, etc. on a gratuitous basis.	25	30	7,1
Attended scientific seminars, clubs and other scientific events.	6,3	20	14,3
Speaker(s) at a conference (including student), scientific seminar)	18,7	20	10,8
Participated in the competition of scientific student works	6,3	40	14,3
Published(s) the results of his/her research (including in student collections)	12,5	10	14,3

* 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 *:

- No interest
- Nothing
- Not interested
- I don't care
- don't know
- No.
- Not interested.

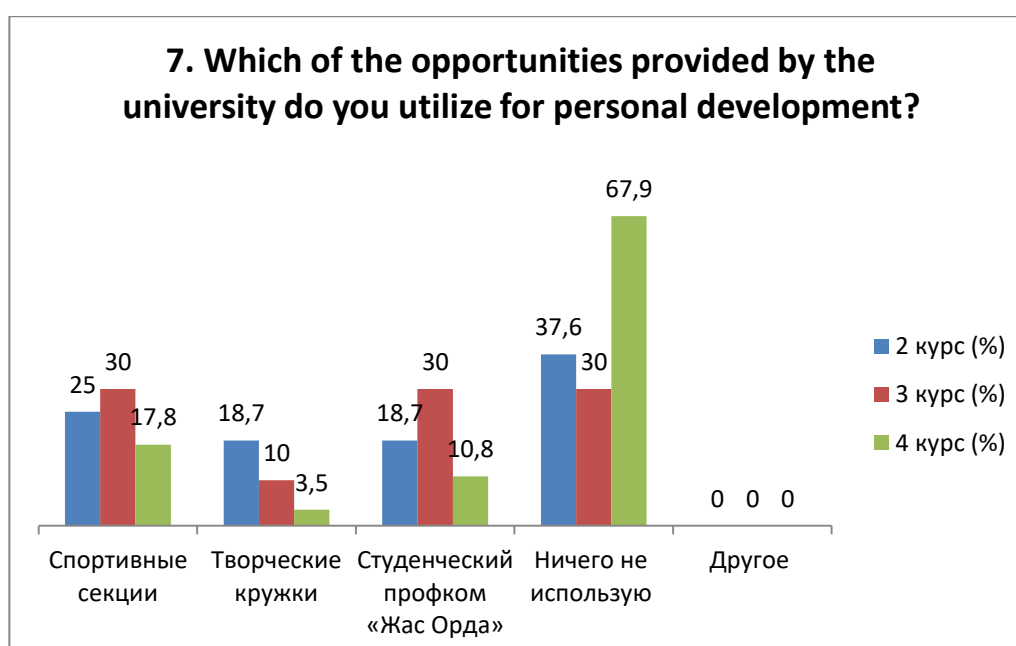
* Students' answers to the option “other” and “if you answered “not satisfied.....” to the previous question are presented in the original. The author's spelling and punctuation have been preserved.

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



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

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Спортивные секции	25	30	17,8
Творческие кружки	18,7	10	3,5
Студенческий профком «Жас Орда»	18,7	30	10,8
Ничего не использую	37,6	30	67,9
Другое	-	-	-



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

- There's no prentence.
- Nothing
- No time
- I don't have time
- I just don't use it.
- I only found out about it in 4th year.
- No time and generally no information about them
- No time.
- I have my hobbies.

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

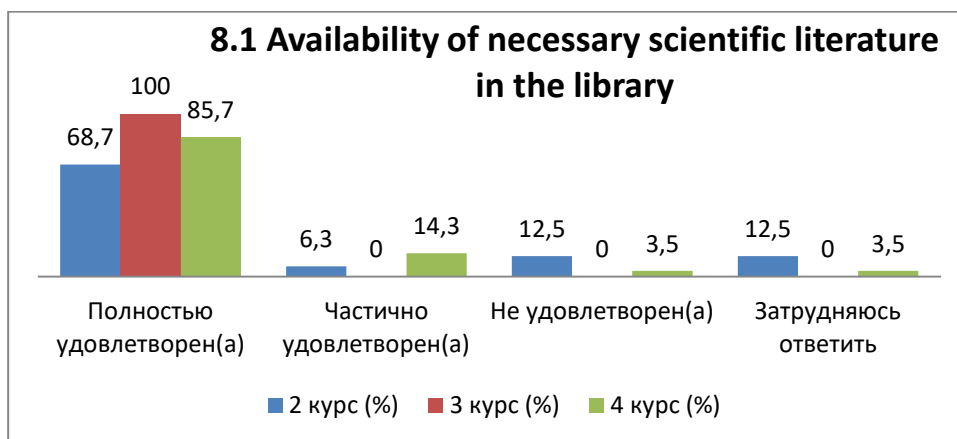
Other _____

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

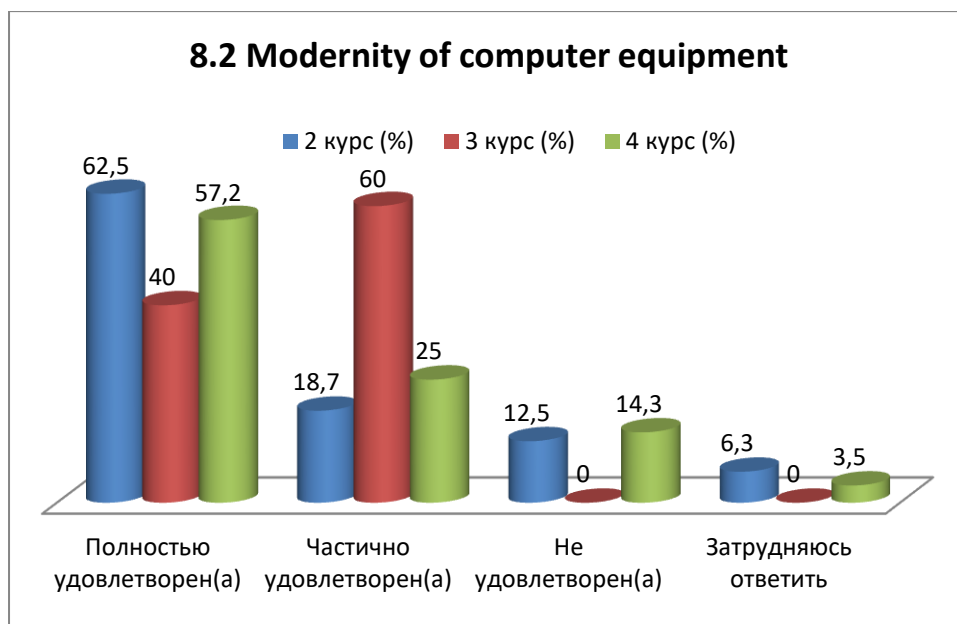
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	68,7	100	85,7
Partially satisfied	6,3	-	14,3
Not satisfied	12,5	-	3,5
Difficult to answer	12,5	-	3,5

* 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.



8.2 Modernity of computer equipment

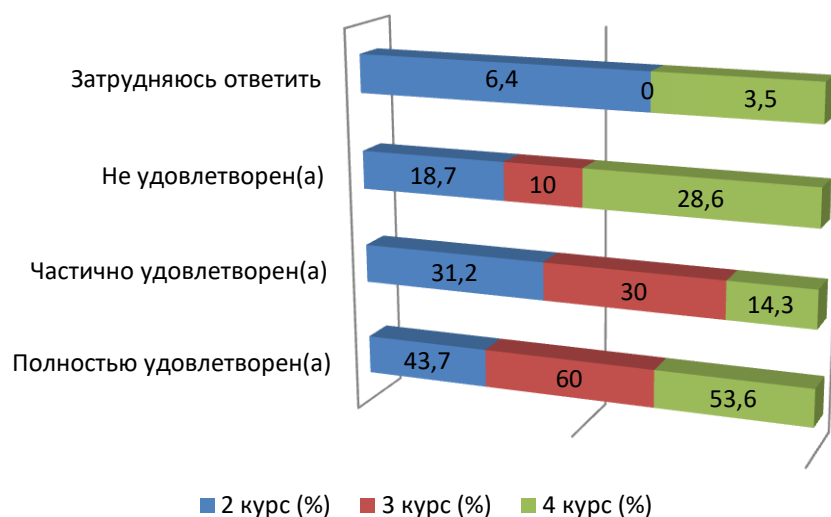
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	62,5	40	57,2
Partially satisfied	18,7	60	25
Not satisfied	12,5	-	14,3
Difficult to answer	6,3	-	3,5



8.3 Internet channel width, speed

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	43,7	60	53,6
Partially satisfied	31,2	30	14,3
Not satisfied	18,7	10	28,6
Difficult to answer	6,4	-	3,5

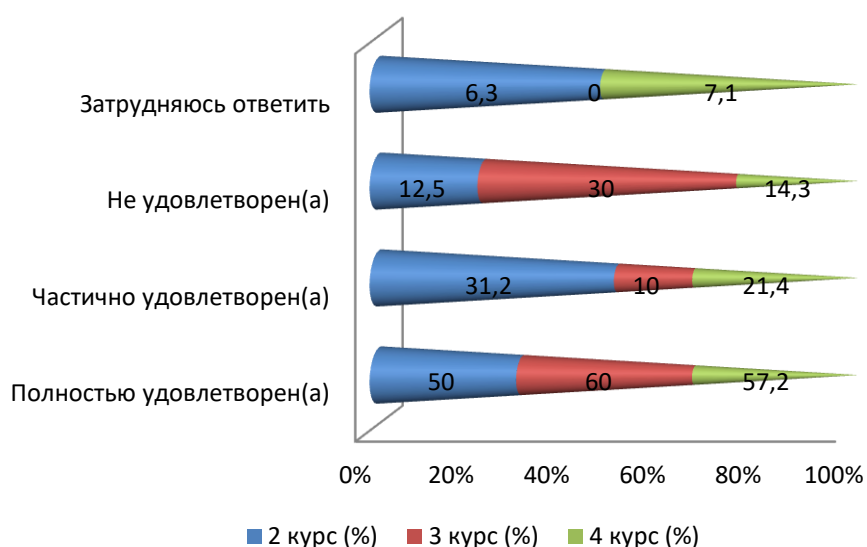
8.3 Internet channel width, speed



8.4 Modernity of the software

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	50	60	57,2
Partially satisfied	31,2	10	21,4
Not satisfied	12,5	30	14,3
Difficult to answer	6,3	-	7,1

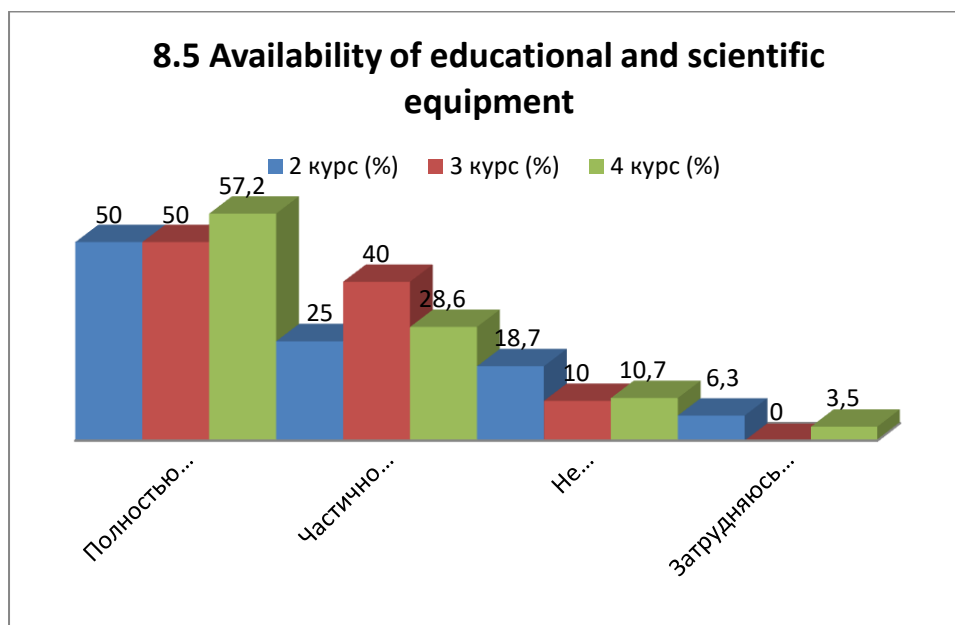
8.4 Modernity of the software



8.5 Availability of educational and scientific equipment

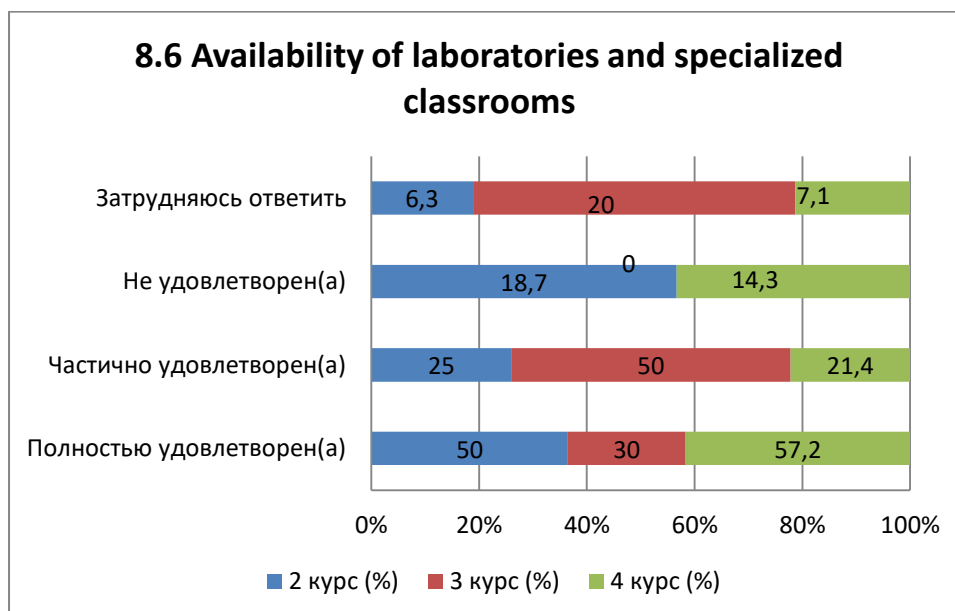
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	50	50	57,2
Partially satisfied	25	40	28,6

Not satisfied	18,7	10	10,7
Difficult to answer	6,3	-	3,5



8.6 Availability of laboratories and specialized classrooms

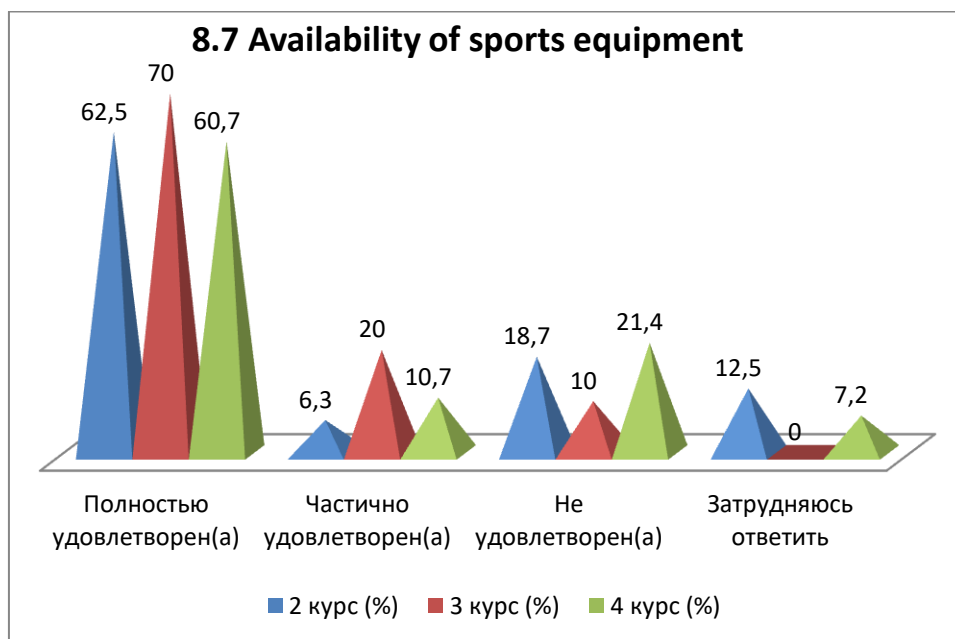
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	50	30	57,2
Partially satisfied	25	50	21,4
Not satisfied	18,7	-	14,3
Difficult to answer	6,3	20	7,1



8.7 Availability of sports equipment

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	62,5	70	60,7
Partially satisfied	6,3	20	10,7

Not satisfied	18,7	10	21,4
Difficult to answer	12,5	-	7,2



For the option ‘Other’, the students indicated the following options* :

- No claim
- Nothing
- None.

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* :

- That's my other answer.
- Nothing.
- No
- Make normal food and prices are not tasty at all, water from the tap, coffee that costs a penny.

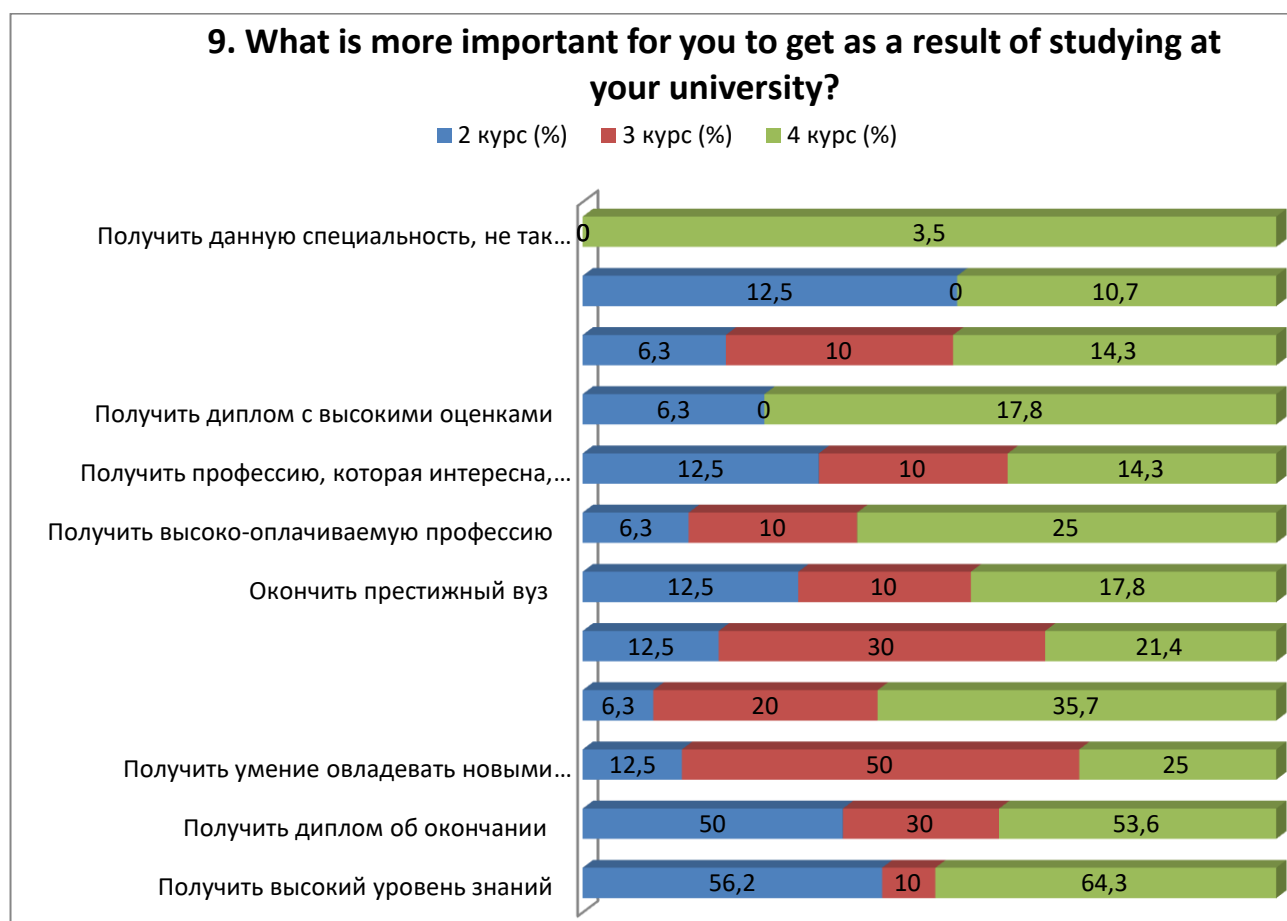
9. What is more important for you to get as a result of studying at your university? (You can choose one or more answer options)

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Gain a high level of knowledge	56,2	10	64,3
Get a diploma of completion	50	30	53,6
Gain the ability to learn new knowledge that will help you adapt quickly in the workplace	12,5	50	25
Get practical skills that can be immediately used in the workplace	6,3	20	35,7

* 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.

Get a diploma, the prestige of the university does not matter	12,5	30	21,4
Graduate from a prestigious university	12,5	10	17,8
Get a high-paying profession	6,3	10	25
To get a profession that is interesting, corresponds to abilities	12,5	10	14,3
Get a diploma with high grades	6,3	-	17,8
It is necessary to study only what is interesting or will be needed in further studies (work).	6,3	10	14,3
To graduate from this particular university, no matter what specialty	12,5	-	10,7
To get this specialty, it is not so important in which university.	-	-	3,5

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



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

- All inclusive
- None
- Nothing
- The canteen does not correspond to such a university people a lot of people, the queue is boundless.

- No.

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

The results of the questionnaire survey of students of 2-5 years of educational services have shown generally positive satisfaction of students with the quality of the educational process at the university. The main part of students (89.8%) are satisfied with the extent to which the educational process corresponds to their aptitudes, interests and opportunities.

The highest values of the satisfaction indicator (assessment 'excellent quality') for the criteria:

- organisation of independent work (87.4%);
- timetable of classes (87.2%);
- satisfaction with the work of the library (82.3%);
- organisation and conduct of SIWT (79.9%).

In these cases, the bulk of students report their full or partial satisfaction, based on which it can be argued that according to these criteria, the educational programme at the university met the expectations of students.

Students rated as 'good quality' the following criteria: living conditions in the dormitory (72.2%), the quality of internship (70%), the organisation and conduct of laboratory work (67.6%), the quality of medical care (67.6%), the ability to access full-text databases of scientific publications (66.7%), the organisation of meals at the university (65.5%).

Such satisfaction indicators show that the university successfully fulfils its main task - providing quality education to students. However, despite these positive results, there is always room for improvement and further development. In order to improve the study programme and the quality of services provided, students wrote their suggestions: 'Increase the range of food at the university', 'Less manuscripts, more talk through the material, discuss it with students', 'Make good conditions.', 'Students should be taught according to the new programme, not the Soviet one', and others.

The survey of students about the **availability of information** about academic mobility at the university revealed that 74.8% of respondents have this information. This indicates the implementation of the programme of outgoing and incoming academic mobility, aimed at improving the quality of higher education, the effectiveness of research and the establishment of integration links.

The psychological climate at the university is characterised by friendly relations between students, teachers and other university staff, which creates a positive motivation

to receive quality education, the formation of appropriate civic and personal positions of students.

47.7% of students do not participate in scientific work of the university. Students explain the reasons for non-participation in scientific activities by various factors, such as lack of motivation and lack of interest in scientific work.

Despite the availability of various opportunities for personal development, such as sports sections, creative circles and student trade union 'Zhas Orda', less than half of the students (45.2%) do not use them. The reasons are limited time or lack of desire to use these opportunities.

On the question 'What is more important for you to get as a result of studying at your university?' the first place is given to 'To get a graduation diploma' - 44.5%. Next - 'To get a high level of knowledge' - 43.5%. In the third position - 'To get the ability to master new knowledge that will help to quickly adapt in the workplace' - 29.2%.

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.