Report
on the results of the survey
"Satisfaction of 2-5 year students with educational services"
in 2023 – 2024 academic year
Department: Transport Equipment and Logistic Systems
Specialty: Transport, Transport Equipment and Technology

In October 2023, the Center of Quality Management and Accreditation conducted an annual survey on the satisfaction of 2-5 year students with the quality of services provided.

The survey purpose is to identify the degree of respondents' satisfaction with the quality of the educational services provided and the other areas of the University activities.

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

In specialty Transport, Transport Equipment and Technology, 98 respondents took part in the survey:
- 2 year – 34 students (69,4%);
- 3 year – 35 students (70%);
- 4 year – 29 students (100%).

Mode of training
- Budget – 75 students (76,5%);
- Paid – 23 students (23,5%).

In the course of the survey there were obtained the following results.

Indicators:

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

1.1 The learning process in general
1.2 Class schedule
1.3 Organization of independent work
1.4 Practices
1.5 Organizing and conducting SIWT
1.6 Organizing and conducting laboratory work
1.7 Satisfaction with the library work
1.8 Possibility of access to full-text databases of scientific publications
1.9 Living conditions in the hostel
1.10 Quality of medical care
1.11 Catering at the University (prices, product range, quality of prepared dishes)

Other_____

If you answered the previous question "not satisfied", please give recommendations for improving the services provided_____.
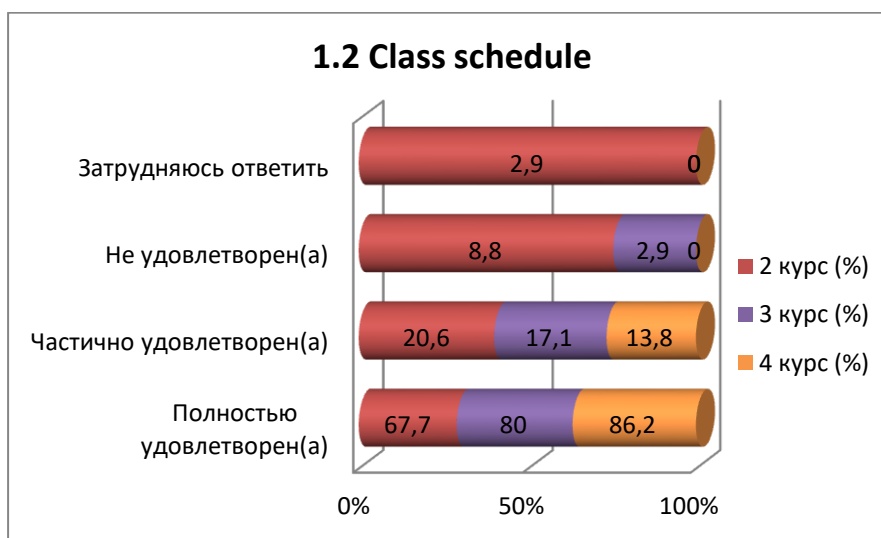
1.1 The learning process in general

Answer options	2 year (%)	3 year (%)	4 year (%)
Completely satisfied	67.7	74.3	86.2
Partially satisfied	23.5	14.3	13.8
Not satisfied	5.9	11.4	-
I find it difficult to answer	2.9	-	-
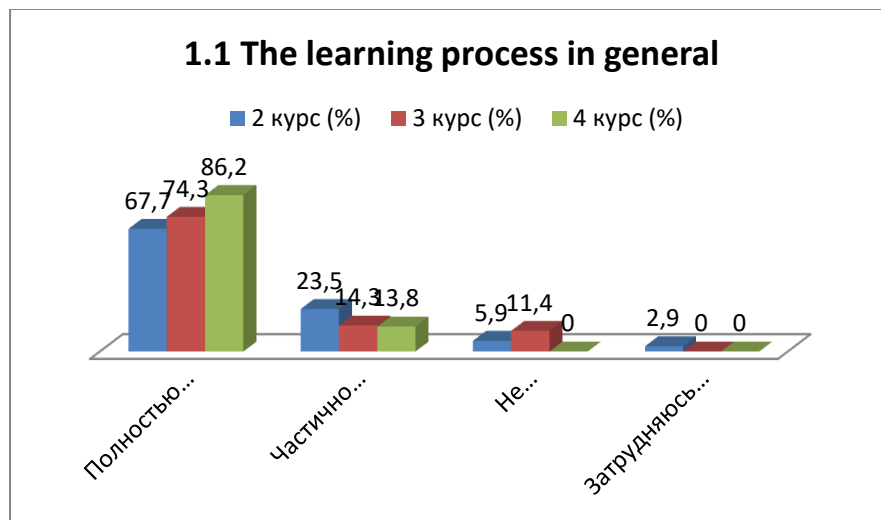
1.2 Class schedule

Answer options	2 year (%)	3 year (%)	4 year (%)
Completely satisfied	67.7	80	86.2
Partially satisfied	20.6	17.1	13.8
Not satisfied	8.8	2.9	-
I find it difficult to answer	2.9	-	-

1.3 Organization of independent work

Answer options	2 year (%)	3 year (%)	4 year (%)
Completely satisfied	67.7	77.1	86.2
Partially satisfied	26.5	17.1	13.8
Not satisfied	2.9	2.9	-
I find it difficult to answer	2.9	2.9	-
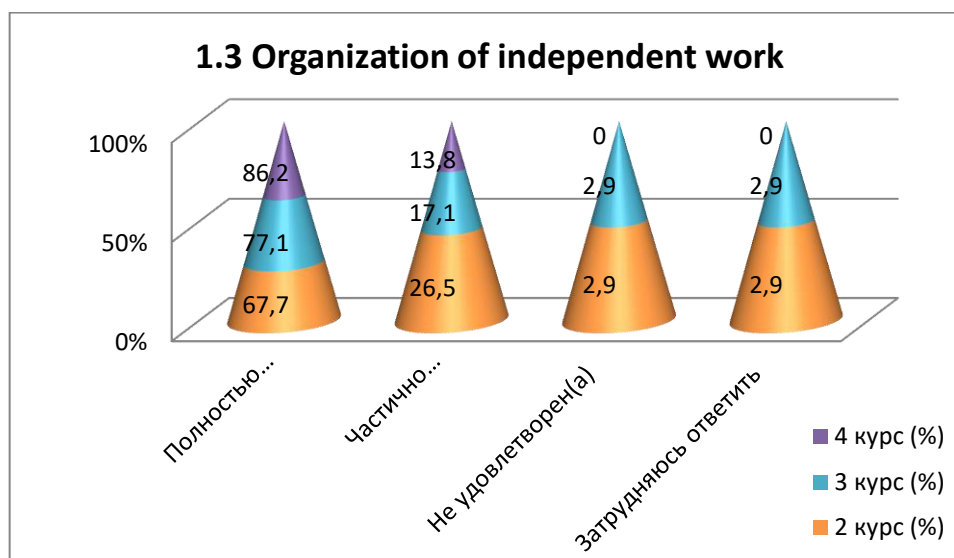
1.4 Practices

Answer options	2 year (%)	3 year (%)	4 year (%)
Completely satisfied	73.6	71.4	86.2
Partially satisfied	23.5	11.4	10.4
Not satisfied	-	8.6	3.4
I find it difficult to answer	2.9	8.6	-
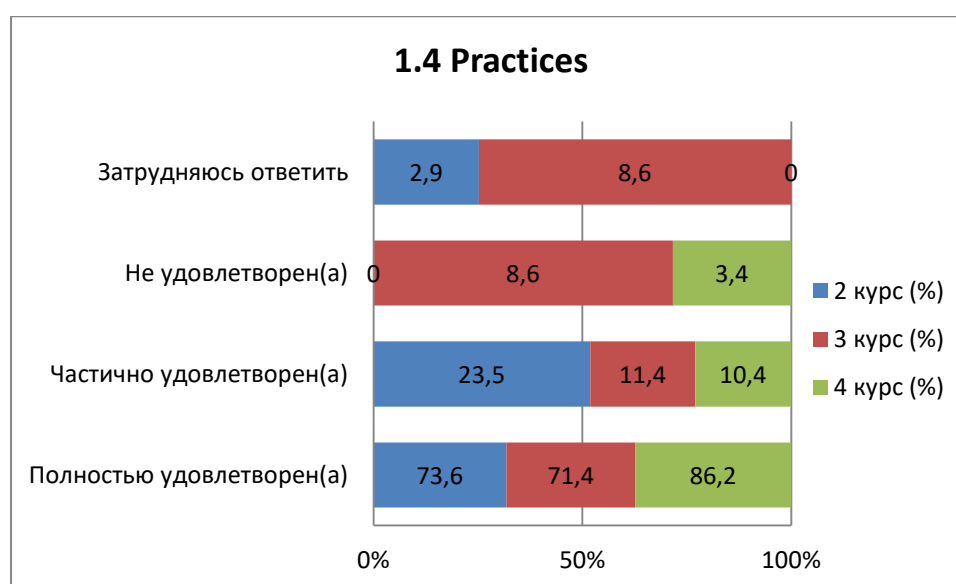
1.5 Organizing and conducting SIWT

Answer options	2 year (%)	3 year (%)	4 year (%)
Completely satisfied	64.8	82.8	89.6
Partially satisfied	29.4	14.3	10.4
Not satisfied	2.9	2.9	-
I find it difficult to answer	2.9	-	-
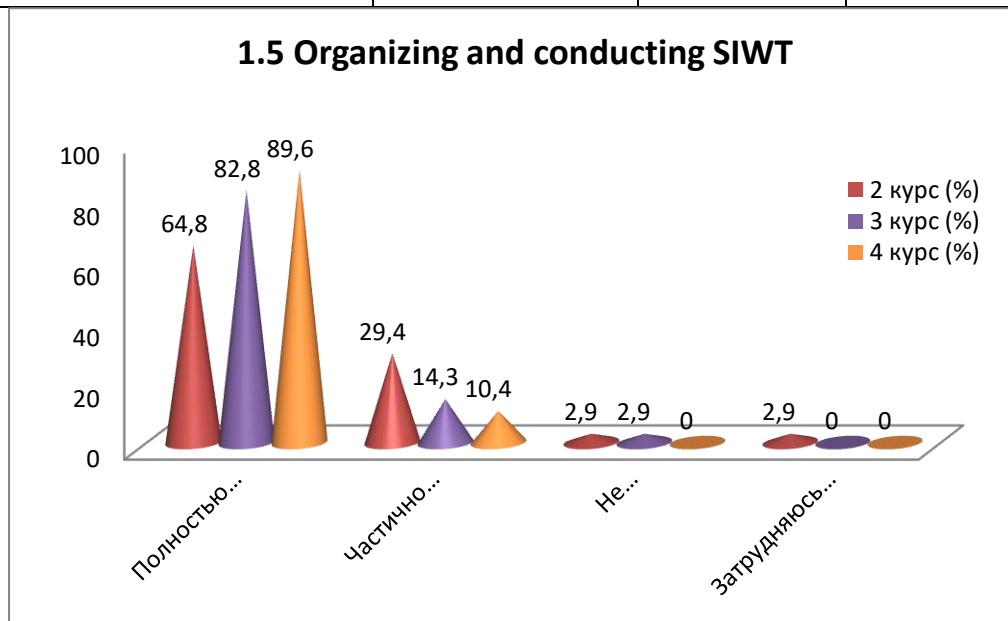
1.6 Organizing and conducting laboratory work

Answer options	2 year (%)	3 year (%)	4 year (%)
Completely satisfied	73.6	82.8	82.7
Partially satisfied	23.5	17.2	17.3
Not satisfied	-	-	-
I find it difficult to answer	2.9	-	-
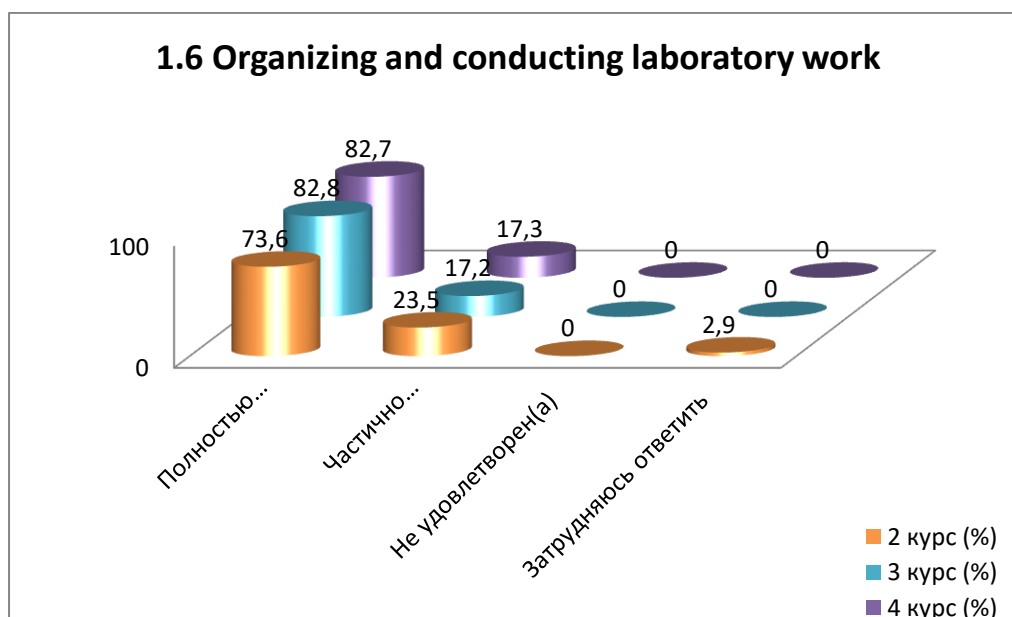
1.7 Satisfaction with the library work

Answer options	2 year (%)	3 year (%)	4 year (%)
Completely satisfied	73.6	85.7	75.9
Partially satisfied	23.5	11.4	24.1
Not satisfied	-	2.9	-
I find it difficult to answer	2.9	-	-

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

Answer options	2 year (%)	3 year (%)	4 year (%)
Completely satisfied	70.6	80	72.4
Partially satisfied	26.5	14.2	27.6
Not satisfied	-	2.9	-
I find it difficult to answer	2.9	2.9	-
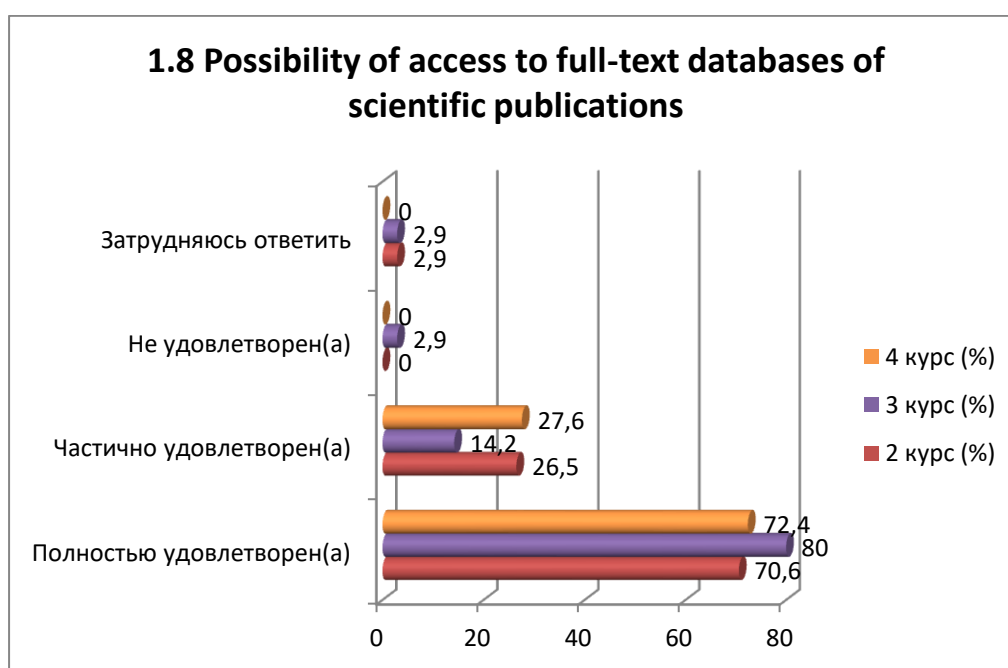
1.9 Living conditions in the hostel

Answer options	2 year (%)	3 year (%)	4 year (%)
Completely satisfied	61.8	71.4	79.3
Partially satisfied	17.6	2.9	13.8
Not satisfied	-	-	-
I find it difficult to answer	20.6	25.7	6.9
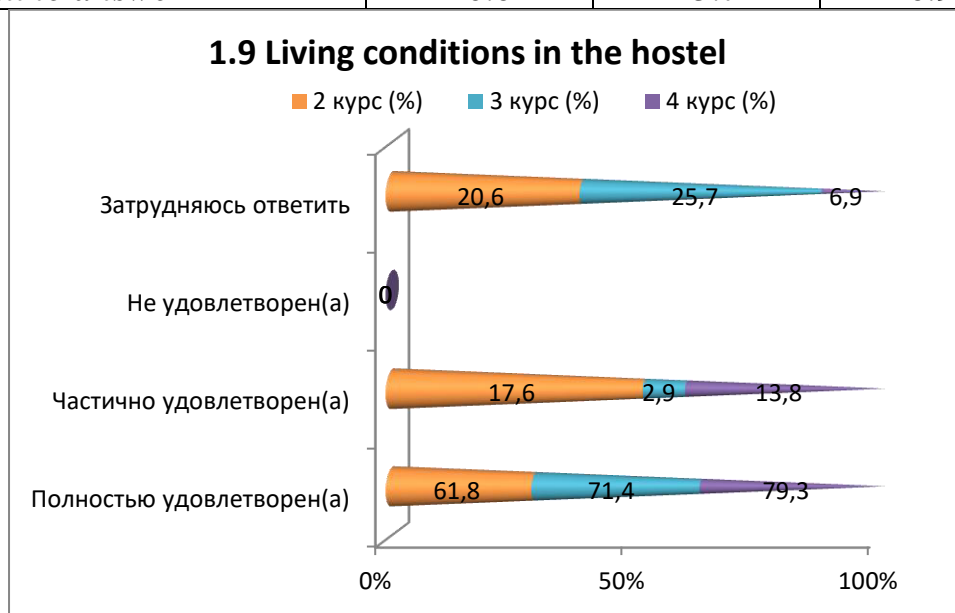
1.10 Quality of medical care

Answer options	2 year (%)	3 year (%)	4 year (%)
Completely satisfied	61.8	85.7	82.8
Partially satisfied	23.5	8.6	13.8
Not satisfied	2.9	-	-
I find it difficult to answer	11.8	5.7	3.4
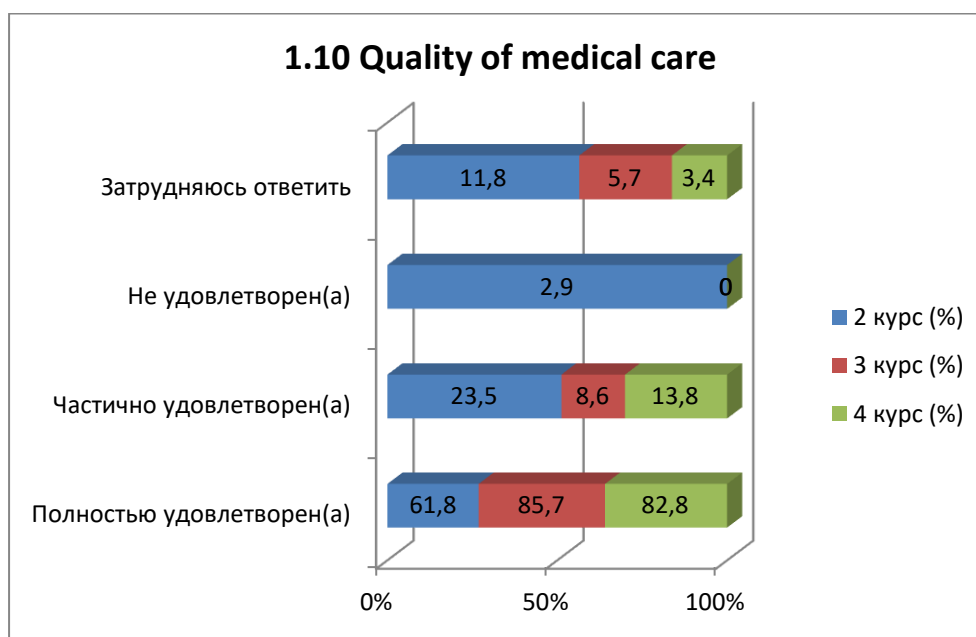
1.11 Catering at the University (prices, product range, quality of prepared dishes)

Answer options	2 year (%)	3 year (%)	4 year (%)
Completely satisfied	55.9	68.6	75.8
Partially satisfied	29.4	11.4	13.8
Not satisfied	8.8	11.4	10.4
I find it difficult to answer	5.9	8.6	-
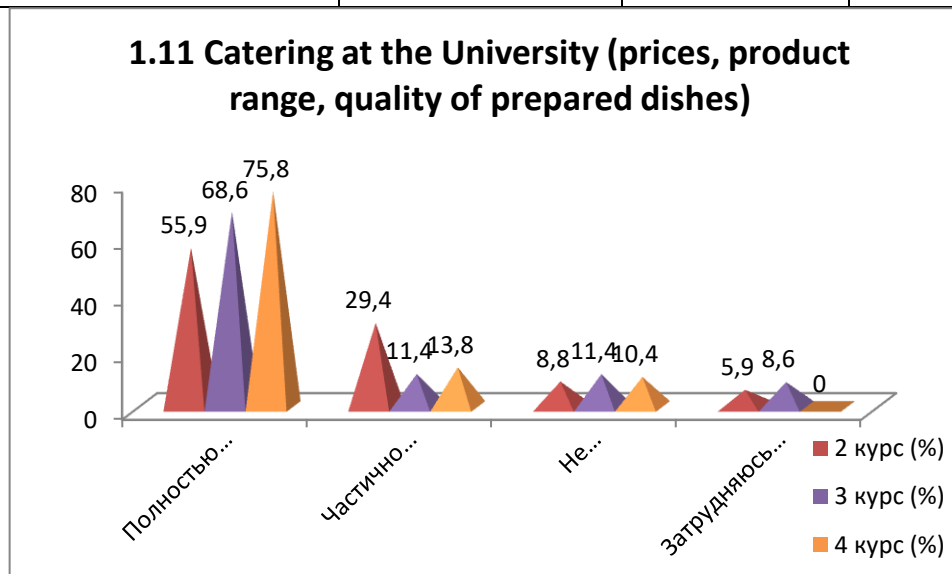
For the "Other" option, students indicated the following options*:
- The cafeteria is expensive, we are students after all, it could have been cheaper
- Everything is great
- Great
- The schedules are not satisfactory
- Everything is fine
- Normal
- The prices are high
- Good.

For the option **"If you answered "not satisfied" to the previous question, please give recommendations for improving the services provided,"** students indicated the following options*:
- The schedule needs to be made so that we always leave at the same time
- Make the prices in the canteen cheaper and everything will be fine
- Reconsider the attitude towards the working class
- Prices in the buffet are expensive
- Everything is great
- Schedules need to be changed
- I answered satisfactorily
- Satisfied

2. Your attitude to the quality of organizing the educational process

Answer options	2 year (%)	3 year (%)	4 year (%)
No complaints	76.5	80	100
Discrepancy between the disciplines	2.9	5.7	-

studied and the specialty obtained			
Inconsistency between the importance of the subject and the number of hours	2.9	5.7	-
Overload with classroom activities	11.9	5.7	-
Dissatisfaction with the quality of classes	2.9	-	-
Dissatisfaction with the organization of tests and exams	2.9	2.9	-
Other	-	-	-

2. Your attitude to the quality of organizing the educational process
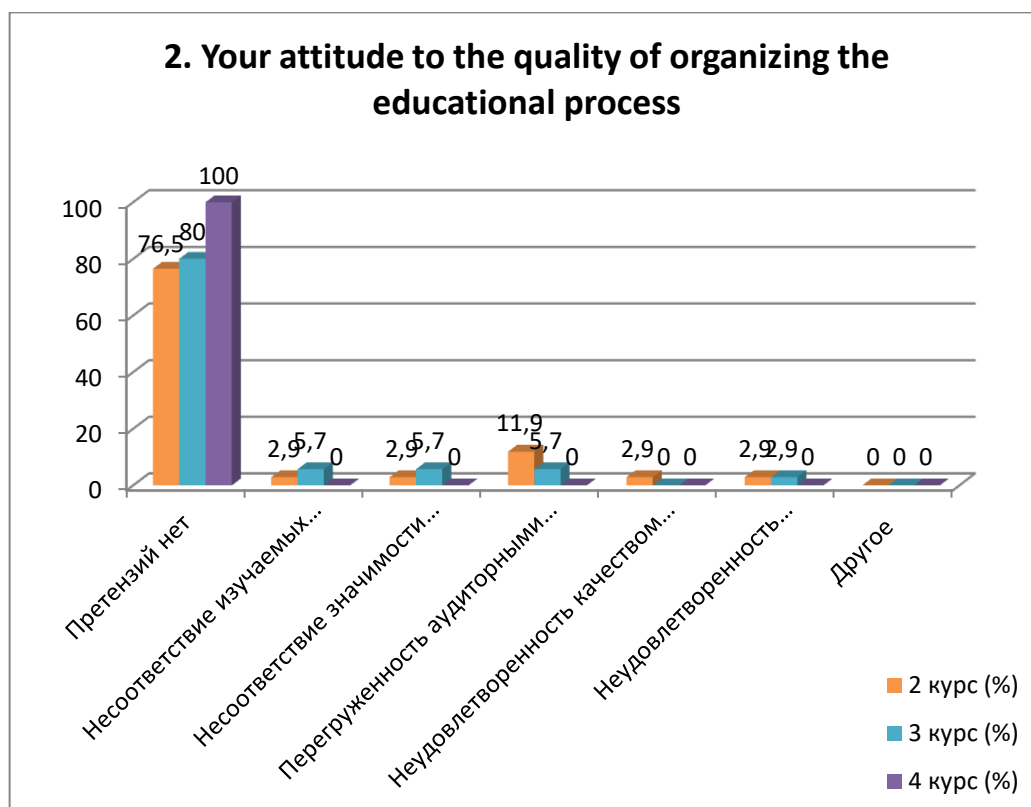
For the option "If you answered "Does not correspond or does not satisfy" to the previous question, provide recommendations for improvement," students indicated the following options*:

- Review the importance of subjects
- No complaints.

3. . Is the information of academic mobility opportunities available to you?

Answer options	2 year (%)	3 year (%)	4 year (%)
Yes	94.1	97.1	86.2
No	5.9	2.9	13.8
Other	-	-	-

3. Is the information of academic mobility opportunities available to you?

Курс	Да	Нет	Другое
4 курс (%)	86,2	13,8	0
3 курс (%)	97,1	2,9	0
2 курс (%)	94,1	5,9	0
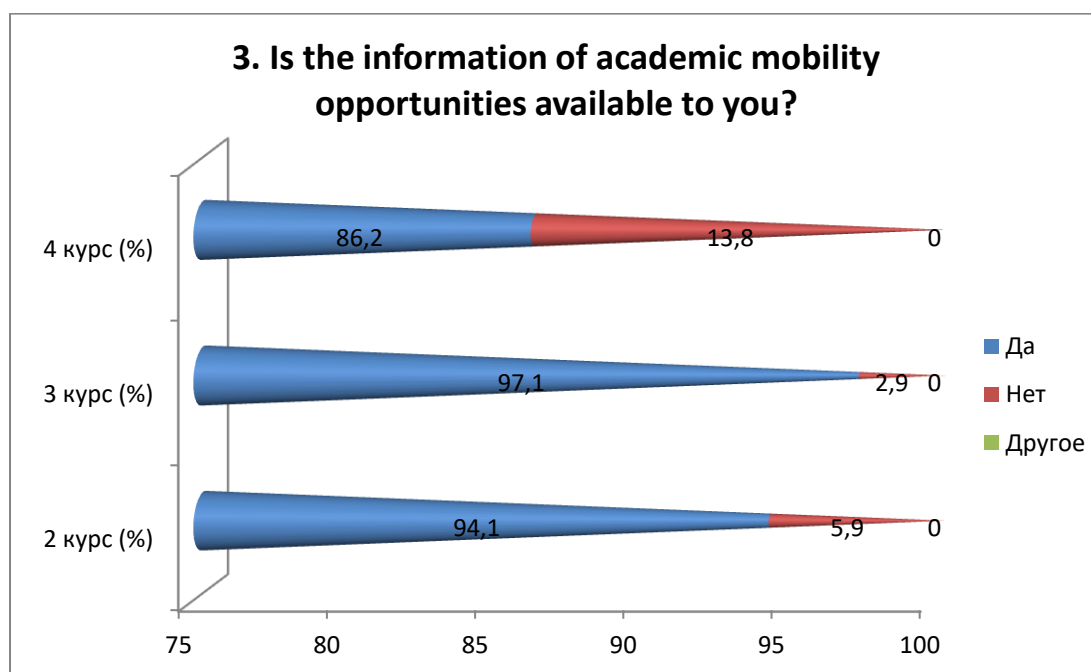
For the option "If you answered "No" to the previous question, write why," the students indicated the following options*:
- No
- Yes
- Nobody informed.

4. What do you think the relationship is like

4.1 Between students
4.2 Between teachers and students (in the educational process)
4.3 Between a student and a 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 the previous question "More unfriendly than friendly" and "Negative", give recommendations for improvement _____

4.1 Between students

Answer options	2 year (%)	3 year (%)	4 year (%)
Friendly	88.3	91.4	89.6
More friendly than unfriendly	8.8	8.6	10.4
More unfriendly than friendly	-	-	-
Negative	-	-	-
I find it difficult to answer	2.9	-	-
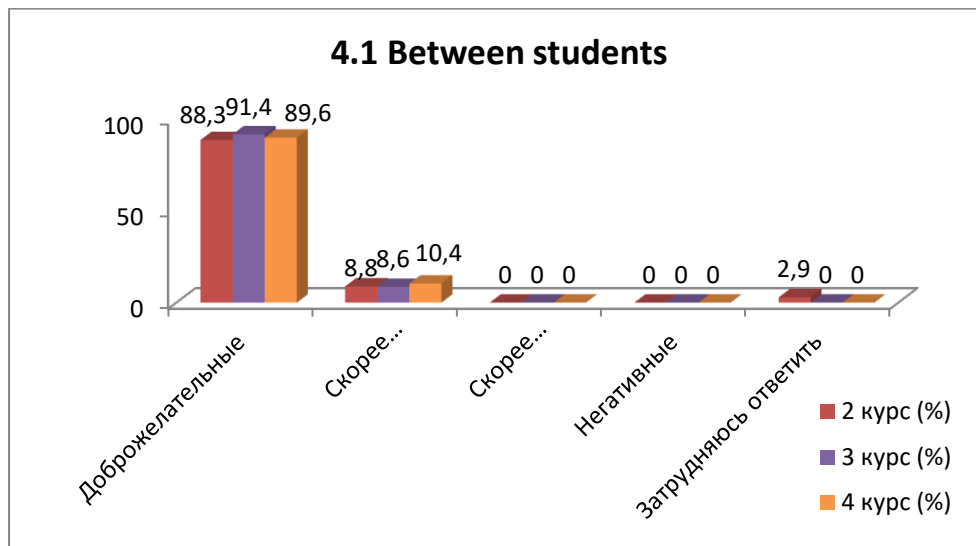
4.1 Between students

4.2 Between teachers and students (in the educational process)

Answer options	2 year (%)	3 year (%)	4 year (%)
Friendly	82.4	82.9	89.6
More friendly than unfriendly	8.8	11.4	10.4
More unfriendly than friendly	2.9	-	-
Negative	-	5.7	-
I find it difficult to answer	5.9	-	-

4.2 Between teachers and syidemts (in the educational process)
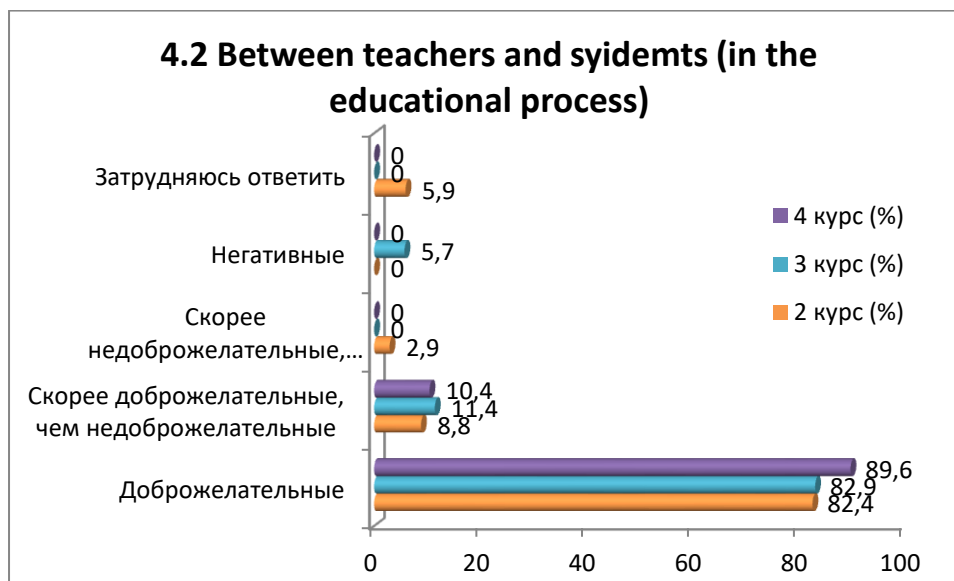
4.3 Between a student and a supervisor

Answer options	2 year (%)	3 year (%)	4 year (%)
Friendly	82.4	91.3	93.1
More friendly than unfriendly	14.7	2.9	6.9
More unfriendly than friendly	-	2.9	-
Negative	-	-	-
I find it difficult to answer	2.9	2.9	-

4.3 Between a student and a supervisor
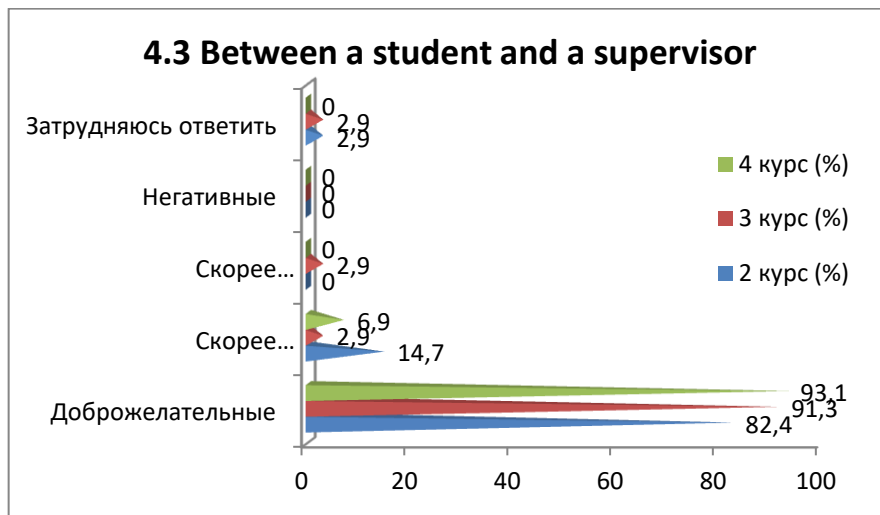
4.4 Between students and administration

Answer options	2 year (%)	3 year (%)	4 year (%)
Friendly	82.4	82.9	86.2
More friendly than unfriendly	14.7	8.6	13.8
More unfriendly than friendly	-	5.7	-
Negative	-	-	-
I find it difficult to answer	2.9	2.9	-

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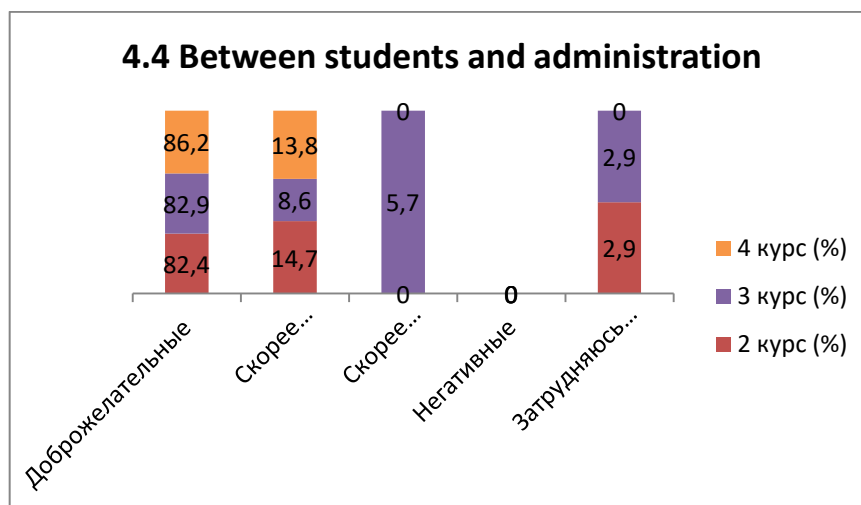
4.5 Between students and employees of department (library, student department, etc.)

Answer options	2 year (%)	3 year (%)	4 year (%)
Friendly	82.4	88.5	79.3
More friendly than unfriendly	11.8	8.6	20.7
More unfriendly than friendly	2.9	2.9	-
Negative	-	-	-
I find it difficult to answer	2.9	-	-

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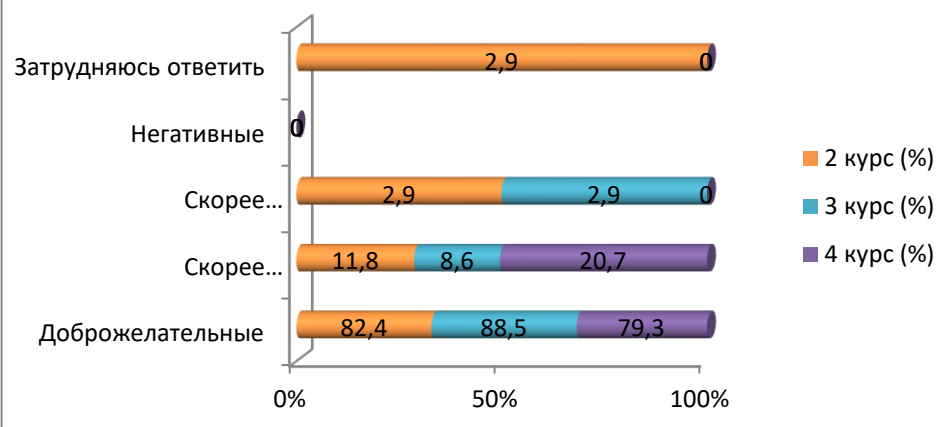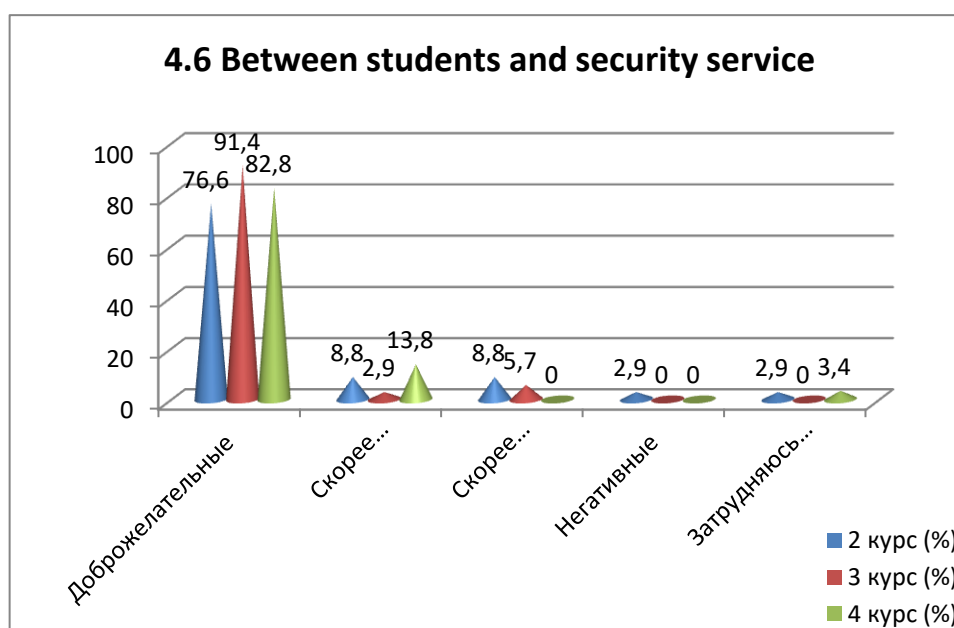
4.6 Between students and security service

Answer options	2 year (%)	3 year (%)	4 year (%)
Friendly	76.6	91.4	82.8
More friendly than unfriendly	8.8	2.9	13.8
More unfriendly than friendly	8.8	5.7	-
Negative	2.9	-	-
I find it difficult to answer	2.9	-	3.4

4.6 Between students and security service

For the option "Other", students indicated the following options*:
- Good relations
- Friendly.

For the option "If you answered "Rather unfriendly than friendly" and "Negative" to the previous question, give recommendations for improvement", students indicated the following options*:
- Review relations with the working class
- Excellent.

5. Which student problems are of particular concern to you now? *(choose no more than 3 answer options)*

Answer options	2 year (%)	3 year (%)	4 year(%)
Quality of organizing the educational process	26.5	37.1	34.5
Quality of teaching (class conducting, assessment of knowledge, etc.)	38.2	20	27.6
Administration work (department, etc.)	5.9	8.6	13.8
Quality of food and prices in the student canteen	41.2	45.7	41.4
Quality of living conditions in the hostel	11.8	20	10.4
Employment by specialty	32.3	28.6	44.8
Quality of industrial practice organizations	17.6	17.2	27.6
Other	2.9	5.7	10.4

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

For the "Other" option, students indicated the following options*:
- None
- Nothing bothers me
- Everything is fine
- Everything is good
- Everything is great.
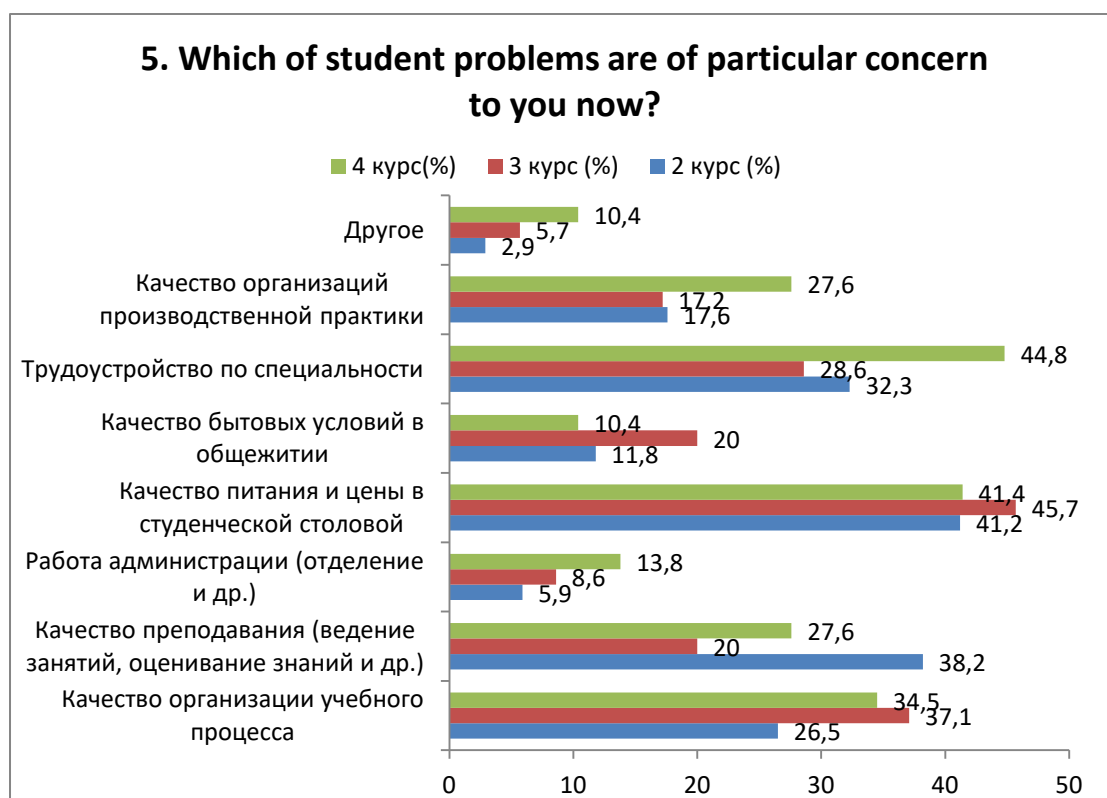
6. Do you take part in the scientific work of the University? If yes, in what forms
(check all that apply)

Answer options	2 year (%)	3 year (%)	4 year (%)
Do not participate	76.6	74.3	65.5
Sometimes, when it is necessary for formal reasons	14.7	14.3	13.8
In scientific projects of laboratories, centers, etc. under a contract, within a grant, etc.	11.8	8.6	-
In scientific projects of laboratories, clubs, circles, etc. free of charge	2.9	8.6	-
Attend scientific seminars, clubs and other scientific events	8.8	11.4	13.8
Speaker at a conference (including a student conference), scientific seminar)	8.8	5.7	6.9
Participated in the competition of scientific student works	11.8	11.4	10.4
Published the results of his research (including in student collections)	2.9	2.9	3.4
Other	-	-	6.9

* The amount in % is not equal to 100, because multiple answer options were expected
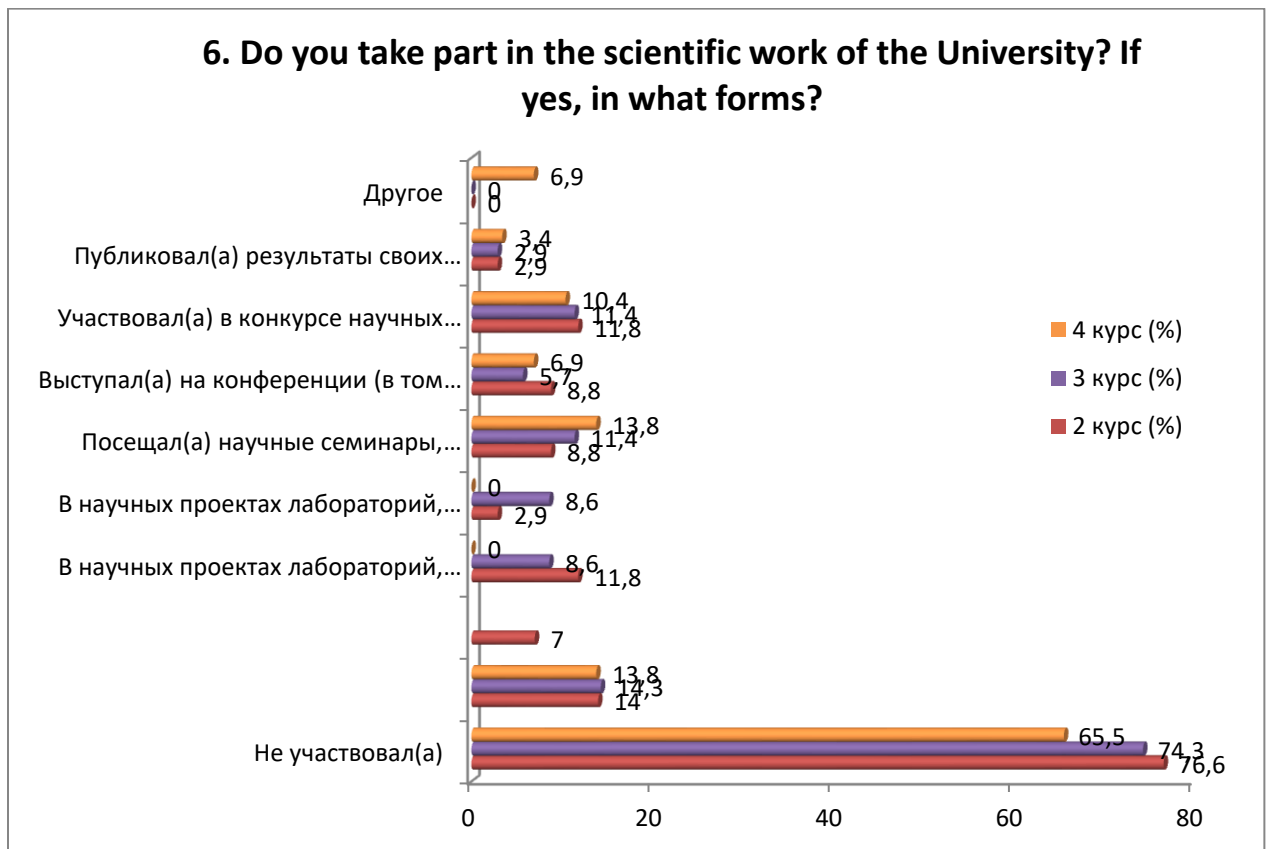
For the option "Other", the students indicated the following options*:
- Did not participate
- Zhas Orda.

For the option "If you answered "Did not participate" to the previous question, write why", the students indicated the following options*:
- For fun
- No desire (2)
- No time (2)
- Participated
- Did not want to (4)
- Did not have the desire and time
- Not interested
- I don't know

6. Do you take part in the scientific work of the University? If yes, in what forms?
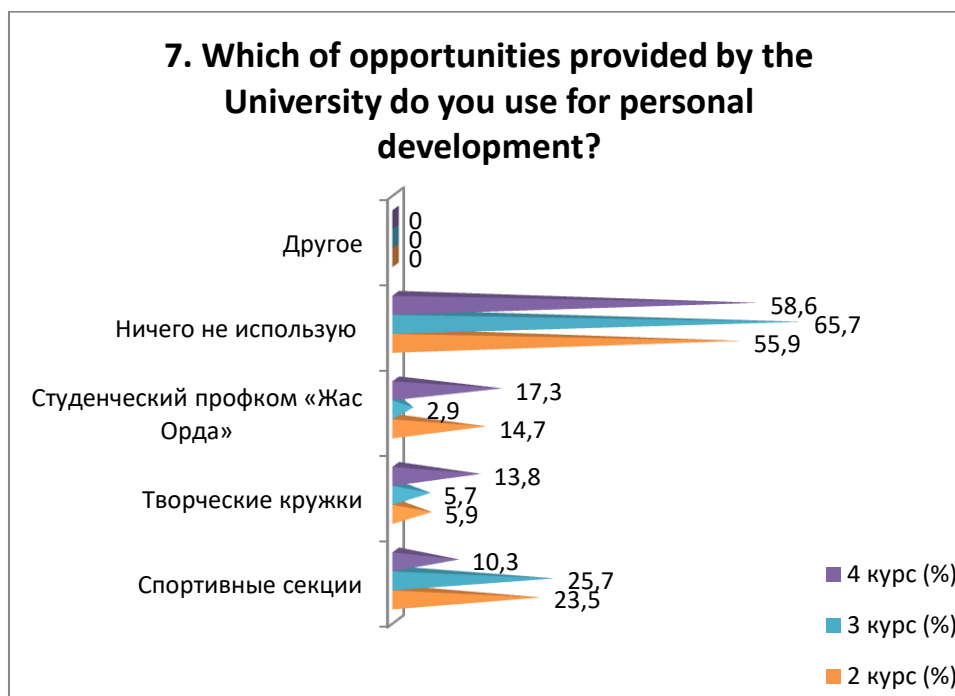
Legend:
- 4 курс (%)
- 3 курс (%)
- 2 курс (%)

Categories (top to bottom):
- Другое: 6,9 / 0 / 0
- Публиковал(а) результаты своих…: 3,4 / 2,9 / 2,9
- Участвовал(а) в конкурсе научных…: 10,4 / 11,8 / 11,8
- Выступал(а) на конференции (в том…: 6,9 / 5,7 / 8,8
- Посещал(а) научные семинары,…: 13,8 / 11,4 / 8,8
- В научных проектах лабораторий,…: 0 / 8,6 / 2,9
- В научных проектах лабораторий,…: 0 / 8,6 / 11,8
- (unlabeled): 7
- Не участвовал(а): 13,8 / 14,3 / 14 / 65,5 / 74,3 / 76,6

7. Which of the opportunities provided by the University do you use for personal development?

Answer options	2 year (%)	3 year (%)	4 year (%)
Sport sections	23.5	25.7	10.3
Creative clubs	5.9	5.7	13.8
Student trade union committee "Zhas Orda"	14.7	2.9	17.3
I don't use anything	55.9	65.7	58.6
Other	-	-	-

For the option "If you answered "I don't use anything" to the previous question, write why" the students indicated the following options:
- I don't have a hobby that I'm interested in
- I live far away
- I don't want to
- I don't have time (3)
- I'm not interested (2)
- I'm not interested
- There are clubs near my house that I need - I don't need
- I go to my section

7. Which of opportunities provided by the University do you use for personal development?

Другое	0 / 0 / 0
Ничего не использую	58,6 / 65,7 / 55,9
Студенческий профком «Жас Орда»	17,3 / 2,9 / 14,7
Творческие кружки	13,8 / 5,7 / 5,9
Спортивные секции	10,3 / 25,7 / 23,5

Legend: ■ 4 курс (%) ■ 3 курс (%) ■ 2 курс (%)

8. How much satisfied are you with the material resources of our University?

| |
|---|
| 8.1 Availability of necessary scientific literature in the library |
| 8.2 Modernity of computer equipment |
| 8.3 Internet channel width, its speed |
| 8.4 Software modernity |
| 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 the previous question "not satisfied", give recommendations for improving the services provided _____

8.1 Availability of necessary scientific literature in the library

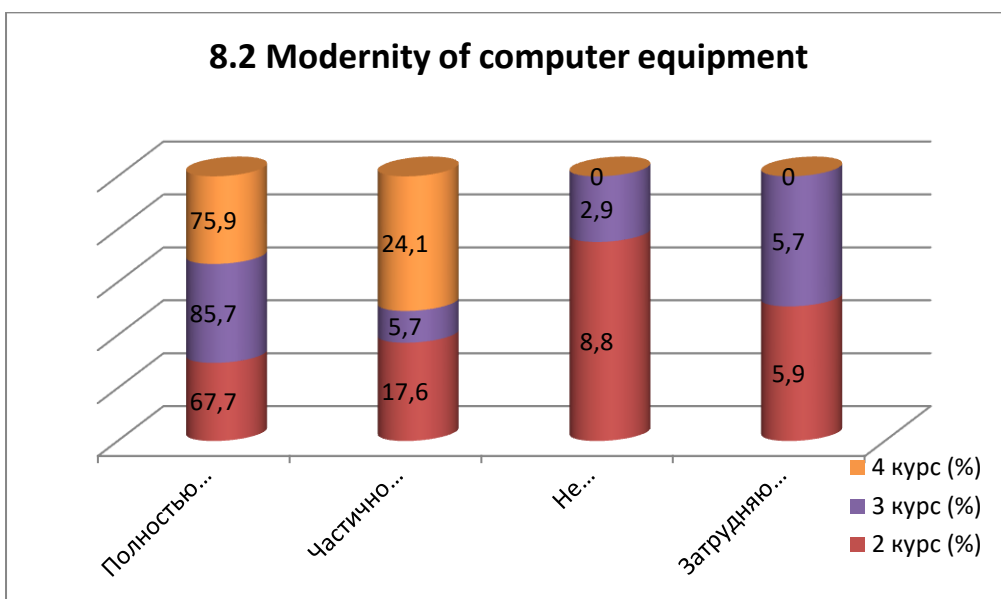| Answer options	2 year (%)	3 year (%)	4 year (%)
Completely satisfied	85.3	85.7	72.4
Partially satisfied	8.9	11.4	24.2
Not satisfied	2.9	2.9	-
I find it difficult to answer	2.9	-	3.4

8.1 Availability of necessary scientific literature in the library
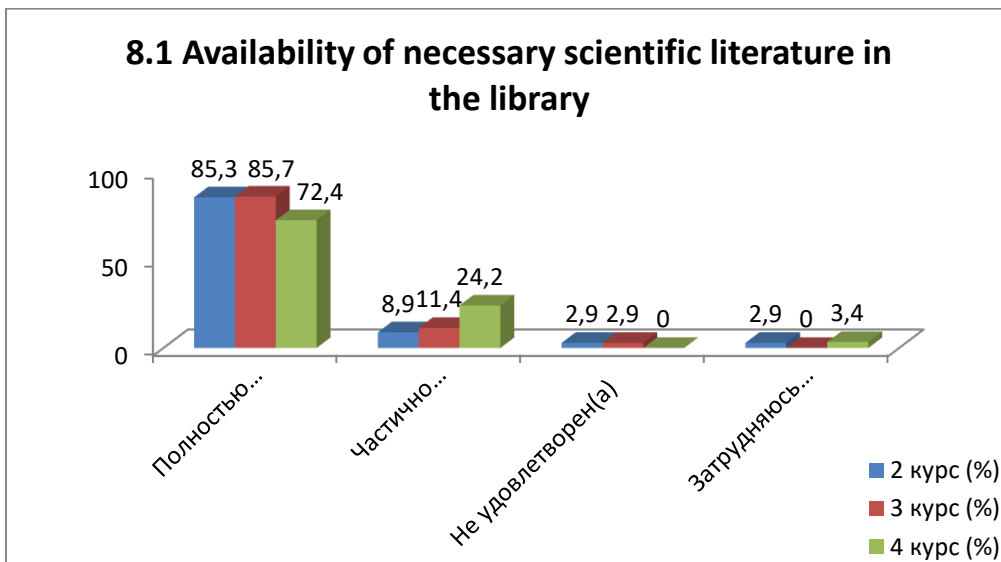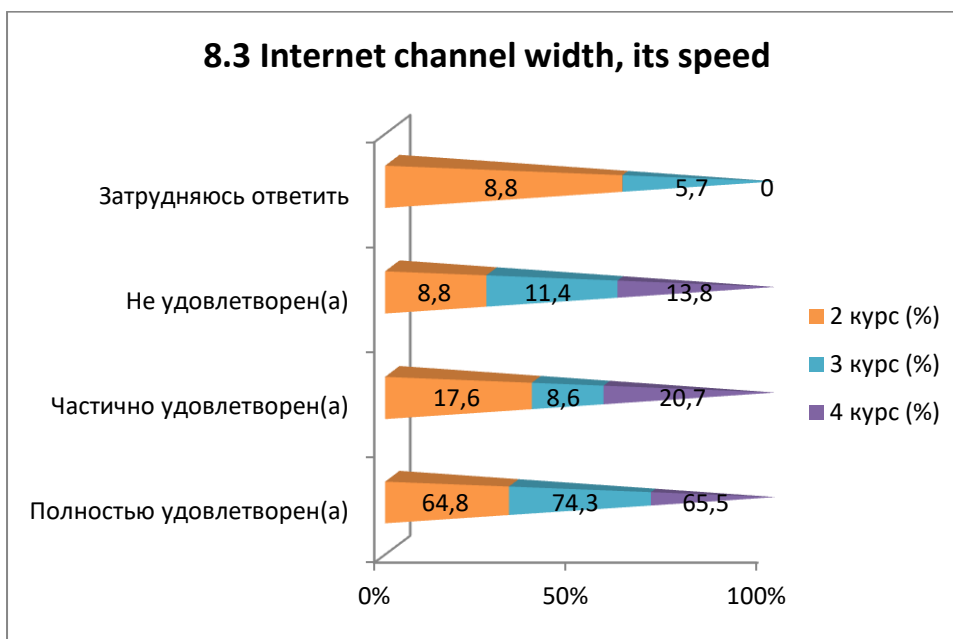
8.2 Modernity of computer equipment

Answer options	2 year (%)	3 year (%)	4 year (%)
Completely satisfied	67.7	85.7	75.9
Partially satisfied	17.6	5.7	24.1
Not satisfied	8.8	2.9	-
I find it difficult to answer	5.9	5.7	-

8.2 Modernity of computer equipment

8.3 Internet channel width, its speed

Answer options	2 year (%)	3 year (%)	4 year (%)
Completely satisfied	64.8	74.3	65.5
Partially satisfied	17.6	8.6	20.7
Not satisfied	8.8	11.4	13.8
I find it difficult to answer	8.8	5.7	-

8.3 Internet channel width, its speed

8.4 Software modernity

Answer options	2 year (%)	3 year (%)	4 year (%)
Completely satisfied	70.6	80	75.9
Partially satisfied	14.7	8.6	24.1
Not satisfied	8.8	8.6	-
I find it difficult to answer	5.9	2.8	-

8.4 Software modernity
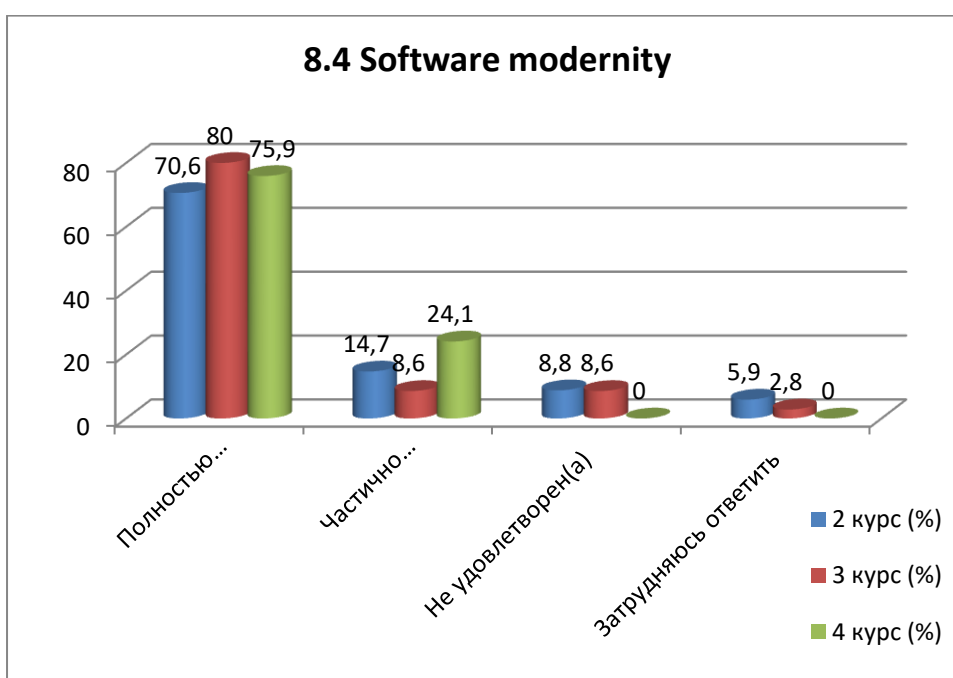
8.5 Availability of educational and scientific equipment

Answer options	2 year (%)	3 year (%)	4 year (%)
Completely satisfied	73.6	77.1	75.9
Partially satisfied	17.6	11.4	24.1
Not satisfied	2.9	5.7	-
I find it difficult to answer	5.9	2.8	-

8.5 Availability of educational and scientific equipment
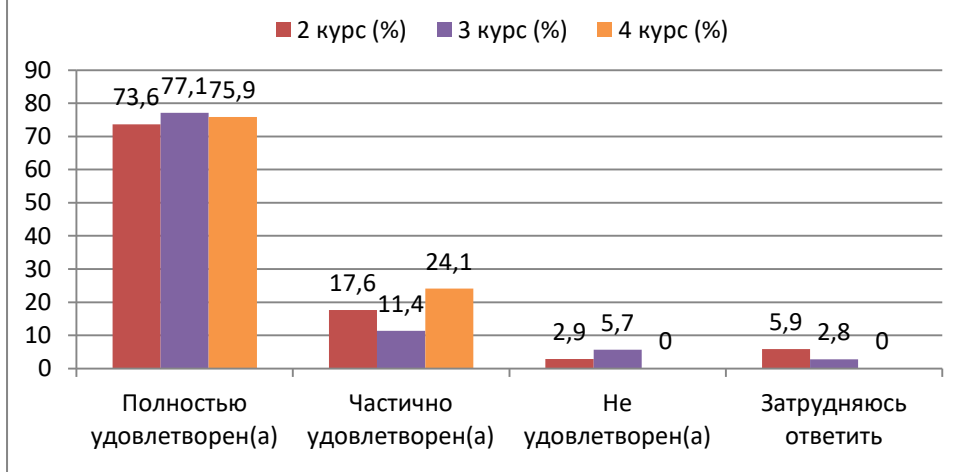
8.6 Availability of laboratories and specialized classrooms

Answer options	2 year (%)	3 year (%)	4 year (%)
Completely satisfied	70.6	85.7	79.3
Partially satisfied	17.6	2.8	20.7
Not satisfied	8.8	8.7	-
I find it difficult to answer	2.9	2.8	-

8.6 Availability of laboratories and specialized classrooms
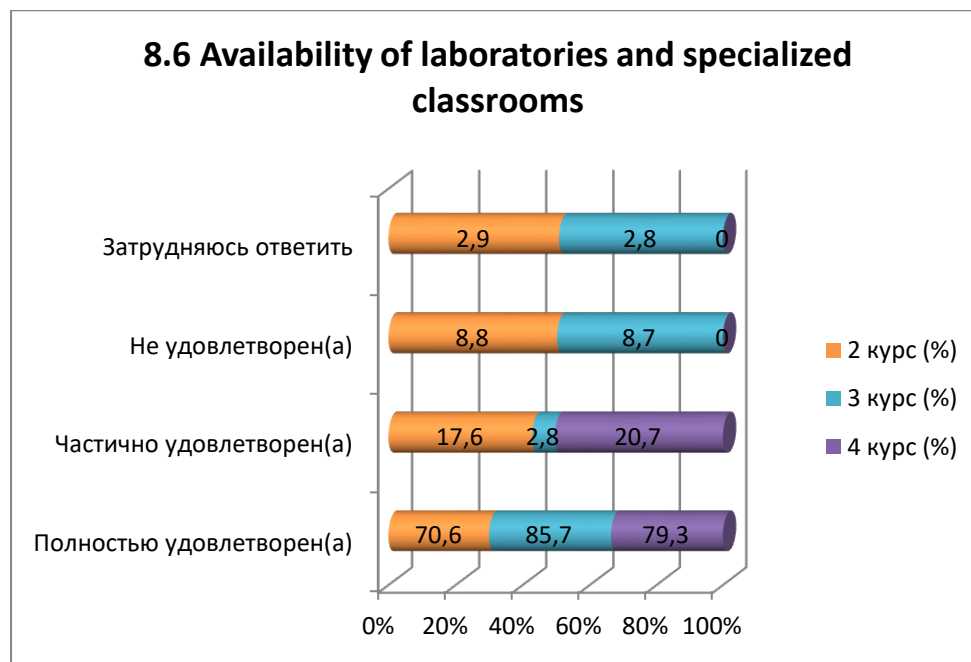
8.7 Availability of sports equipment

Answer options	2 year (%)	3 year (%)	4 year (%)
Completely satisfied	67.7	80	79.3
Partially satisfied	14.7	14.3	20.7
Not satisfied	8.8	-	-
I find it difficult to answer	8.8	5.7	-

8.7 Availability of sports equipment
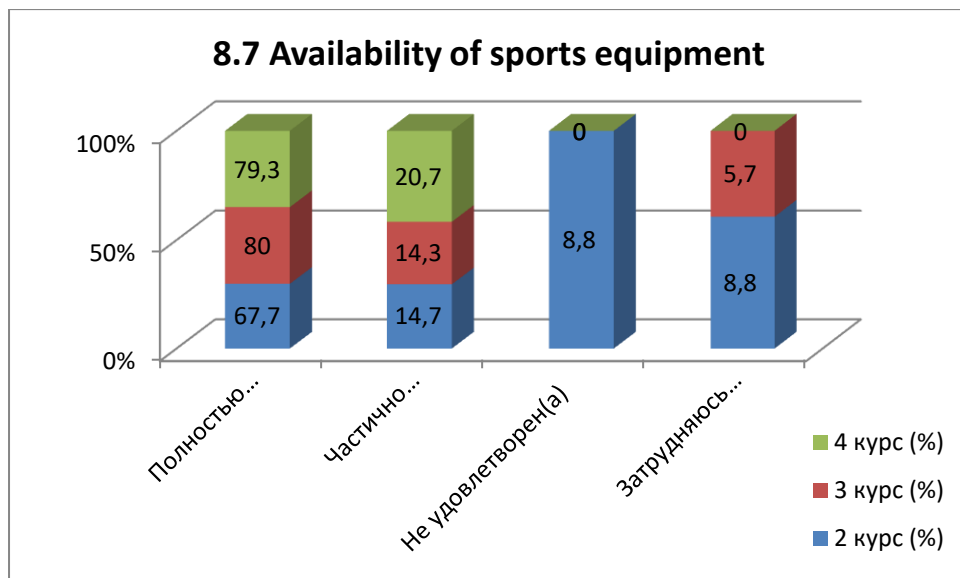
For the "Other" option, students indicated the following options□:
- Everything is good
- The Internet is terrible
- Good.

If you answered "not satisfied" to the previous question, please provide recommendations for improving the services provided*:
- Purchase equipment from America
- Everything is good
- The Internet is terrible
- The computer room is very old
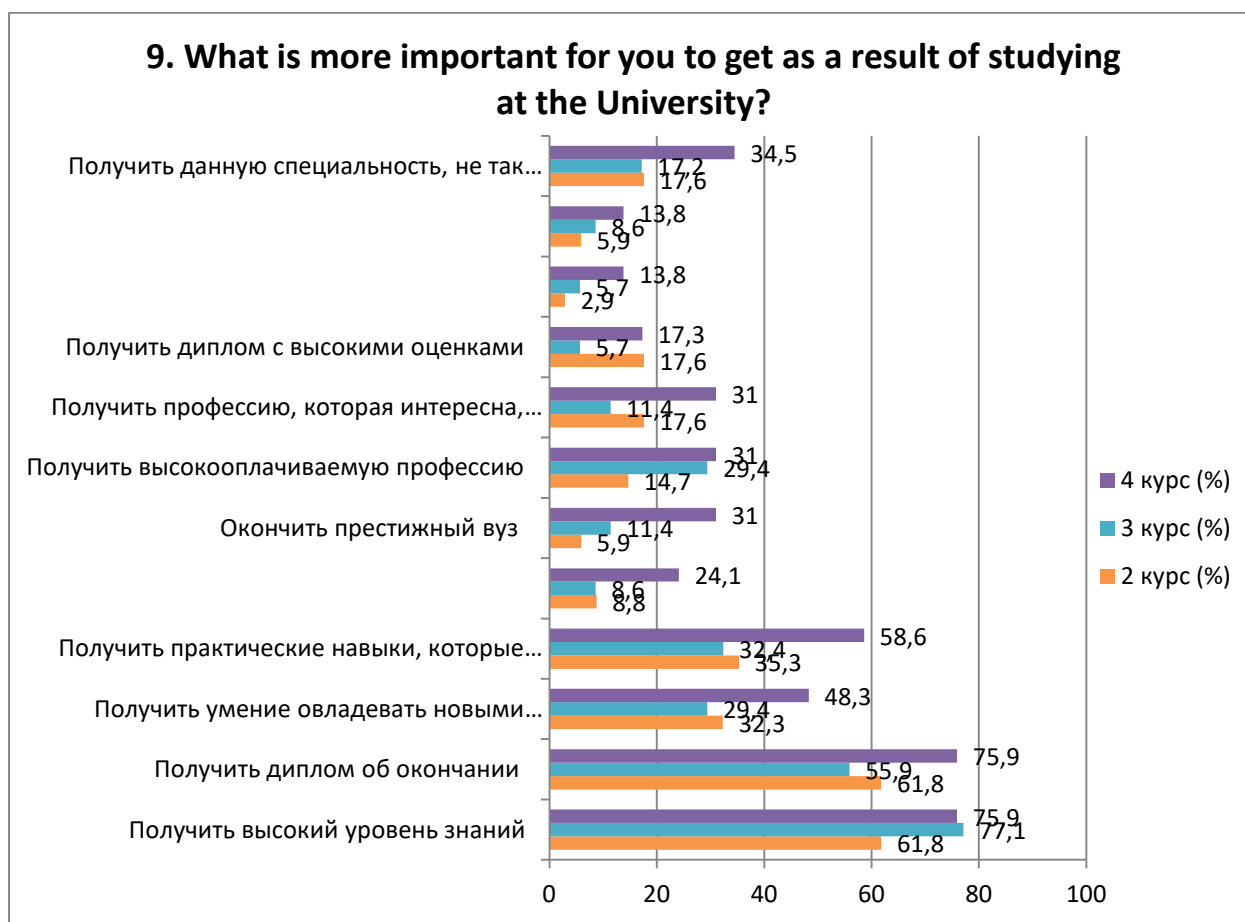- New computers and programs are needed.

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

Answer options	2 year (%)	3 year (%)	4 year (%)
Acquiring a high level of knowledge	61.8	77.1	75.9
Receiving a diploma of completion	61.8	55.9	75.9
Gaining the ability to acquire new knowledge that will help one to quickly adapt to the workplace	32.3	29.4	48.3
Gaining practical skills that one can immediately use at work	35.3	32.4	58.6
Receiving a diploma, the prestige of the university does not matter	8.8	8.6	24.1
Graduating from a prestigious university	5.9	11.4	31
Acquiring a highly paid profession	14.7	29.4	31
Acquiring a profession that is interesting and matches one's abilities	17.6	11.4	31
Receiving a diploma with high grades	17.6	5.7	17.3

One should learn only what is interesting or will be needed in further study (work)	2.9	5.7	13.8
It's not so important in what specialty to graduate from this particular university	5.9	8.6	13.8
Getting this specialty is not so important in which university.	17.6	17.2	34.5

* The amount in % is not equal to 100, because several answer options were supposed to be selected.

9. What is more important for you to get as a result of studying at the University?

	2 курс (%)	3 курс (%)	4 курс (%)
Получить данную специальность, не так…	17,6	17,2	34,5
	5,9	8,6	13,8
	2,9	5,7	13,8
Получить диплом с высокими оценками	17,6	5,7	17,3
Получить профессию, которая интересна,…	17,6	11,4	31
Получить высокооплачиваемую профессию	14,7	29,4	31
Окончить престижный вуз	5,9	11,4	31
	8,8	8,6	24,1
Получить практические навыки, которые…	35,3	32,4	58,6
Получить умение овладевать новыми…	32,3	29,4	48,3
Получить диплом об окончании	61,8	55,9	75,9
Получить высокий уровень знаний	61,8	77,1	75,9

Please write your suggestions, wishes, as well as what questions in your opinion need to 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 the other areas of the University activities. *(Students' answers are presented in the original. The author's spelling and punctuation have been preserved):*

- No
- If the student work
- Everything is good
- None
- Everything is good.

Based on the survey results, the following conclusions can be made.

The results of the survey of 2-5 year students of educational services showed generally positive student satisfaction with the quality of the educational process at the University.

The majority of students (93.3%) are satisfied with the extent to which the educational process corresponds to their inclinations, interests and capabilities.

The highest satisfaction rates were obtained for the following criteria: quality of practices (92.2%), class schedule (95.2%), organization of independent work (97.1%), organizing and conduction SIWT (96.1%), satisfaction with the library work (98.1%), organizind and conducting laboratory work (99%), quality of medical care (92.1%), access to full-text databases of scientific publications (97.1%), organization of catering at the University (85%), and living conditions in the hostel (82.2%). In these cases, students report their full or partial satisfaction, based on which it can be stated that according to these criteria, the educational program at the University met the expectations of students.

Despite these positive results, there is always room for improvement and further development. To improve the educational program and increase the quality of services provided, students wrote their suggestions☐: "The schedule should be made so that everyone goes at the same time", "Make the prices in the canteen cheaper and everything will be fine", "Revise the attitude towards the working class", "the schedules need to be changed", etc.

92.5% of respondents have information of academic mobility. Based on this, it can be understood that the University successfully implements the program of outgoing and incoming academic mobility, which contributes to improving the quality of higher education, increasing the effectiveness of scientific research, establishing internal and external integration links, and using global educational resources.

The psychological climate at the University is characterized by friendly relations between students, teachers, and university staff. Such a climate creates a supportive and inspiring environment for student learning and development.

72.1% of students do not participate in the University scientific work. Students explain their non-participation in scientific activities by various factors, such as being overloaded with studies and work, absence of motivation and of interest in scientific work.

More than half of the students (61%) of the University do not use the opportunities offered for personal development, such as sports sections, creative circles, and the student trade union "Zhas Orda". The reasons are limited time or absence of desire to use these opportunities.

The material resources of the University fully satisfy the needs of most of the students surveyed. However, students did leave comments, where the main suggestions were related to updating software and improving internet speed and computer quality.

The majority of students (71.6%) believe that obtaining a high level of knowledge is the most important result of studying at a university. In the second place in importance is obtaining a diploma of completion (64.5%). The third place is occupied by obtaining practical skills that can be immediately used in work (42.1%).

Overall, the survey results indicate the need for further improvement of the University work to improve the quality of the organization of the educational process, as well as to form conditions for the active involvement of students in scientific and extracurricular activities.

Recommendations:

The head of the department needs to familiarize the staff and students with the results of the survey and to discuss them during supervisory hours; if necessary, to develop an action plan to improve the quality of educational services.

Students can request the results of the survey by e-mail to the Center for Quality Management and Accreditation cqma_kstu@mail.ru.