

Report
based on the questionnaire results
«Satisfaction of 2nd-5th year students with educational services»
2023 - 2024 academic year

Department: «Architecture and design»
Specialty: 6B07306 Transport construction

In October 2023, the quality management and accreditation center conducted an annual survey on the satisfaction of 2nd-5th year students with the quality of services provided.

Purpose of the survey: To determine the degree of satisfaction of respondents with the quality of educational services provided and other areas of the university's activities.

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

In specialty 6B07306 «Transport construction» 43 respondents took part in the questionnaire.

- 2nd year – 14 students (100%);
- 3rd year – 14 students (73.7%);
- 4th year – 15 students (75%).

Form of study

- Budget – 35 students (81.4%);
- Fee-paying – 8 students (18.6%).

The following data were obtained during the questionnaire:

Indicators:

1. Are you satisfied? quality of services provided?

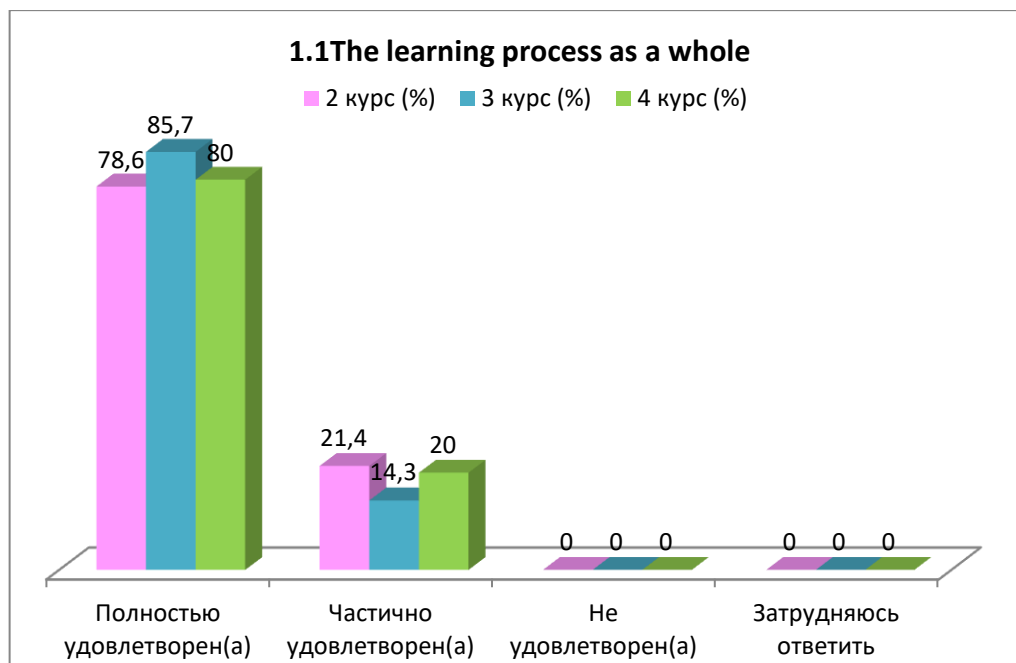
1.1 The learning process as a whole
1.2 Schedule of classes
1.3 Organization of independent work
1.4 Internship
1.5 Organization and implementation of the SIWT
1.6 Organization and implementation of laboratory work
1.7 Satisfaction with the library's work
1.8 Possibility of access to full-text databases of scientific publications
1.9 Living conditions in the hostel
1.10 Quality of medical care
1.11 Organization of catering at the university (prices, range of products, quality of prepared dishes)

Other _____

If you answered «not satisfied» to the previous question, please provide recommendations for improvement provided services _____

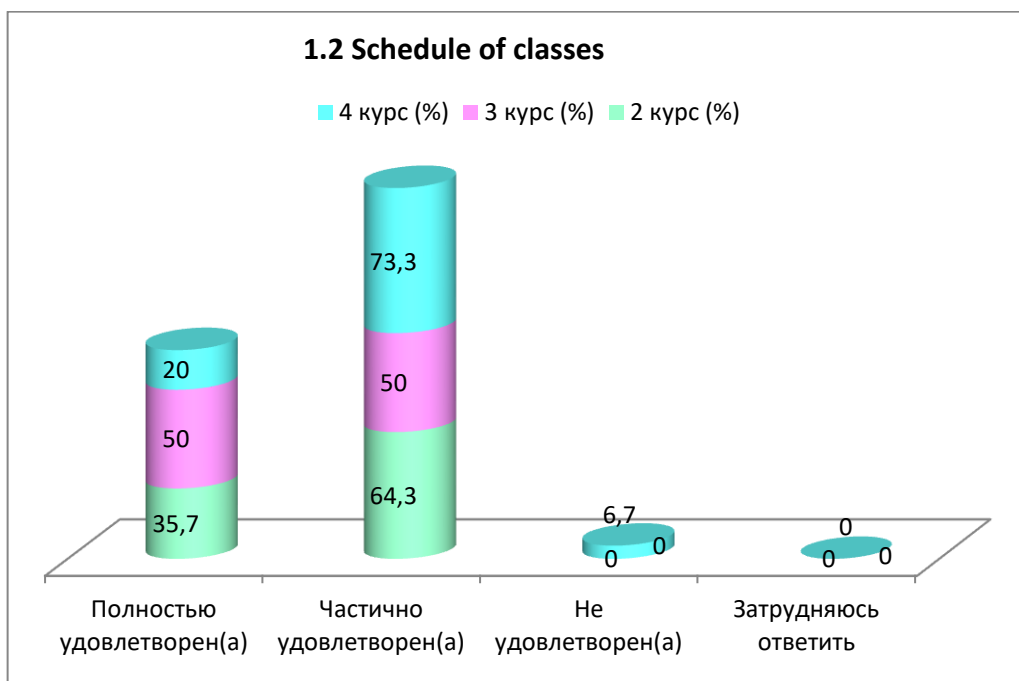
1.1 The learning process as a whole

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Completely satisfied</i>	78.6	85.7	80
<i>Partially satisfied</i>	21.4	14.3	20
<i>Not satisfied</i>	-	-	-
<i>I find it difficult to answer</i>	-	-	-



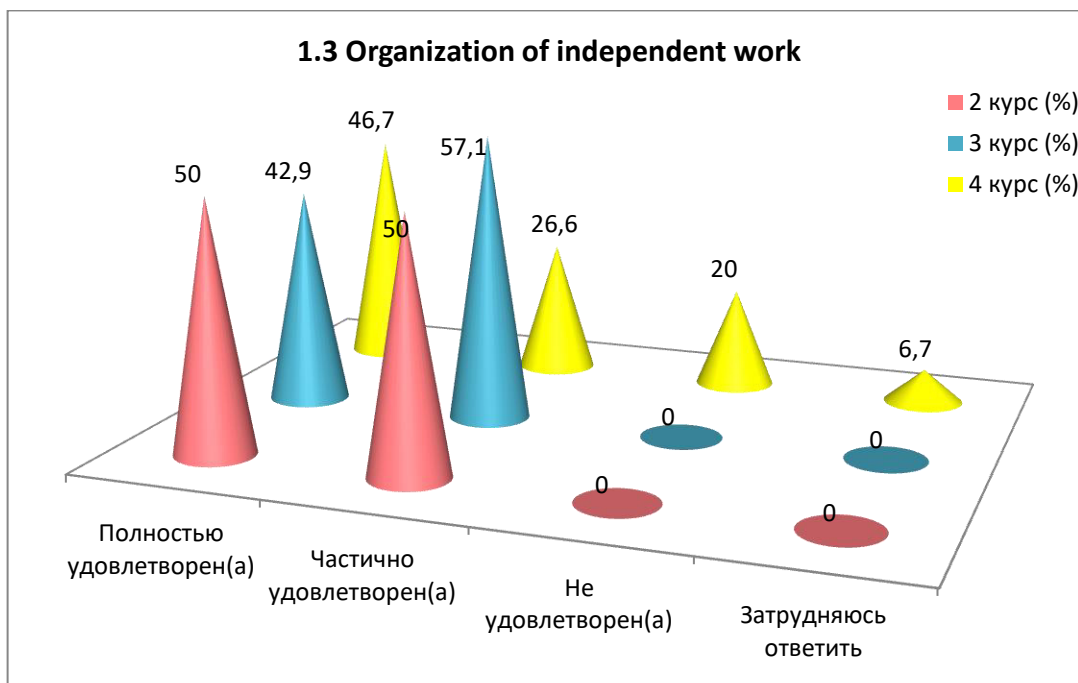
1.2 Schedule of classes

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Completely satisfied</i>	35.7	50	20
<i>Partially satisfied</i>	64.3	50	73.3
<i>Not satisfied</i>	-	-	6.7
<i>I find it difficult to answer</i>	-	-	-



1.3 Organization of independent work

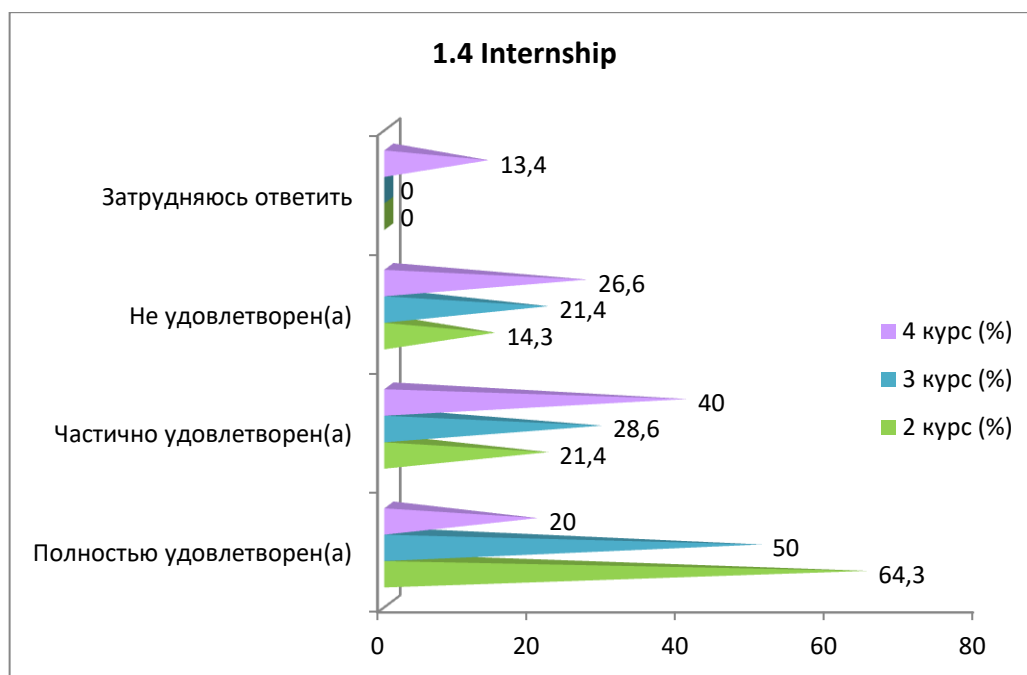
Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Completely satisfied</i>	50	42.9	46.7
<i>Partially satisfied</i>	50	57.1	26.6
<i>Not satisfied</i>	-	-	20
<i>I find it difficult to answer</i>	-	-	6.7



1.4 Internship

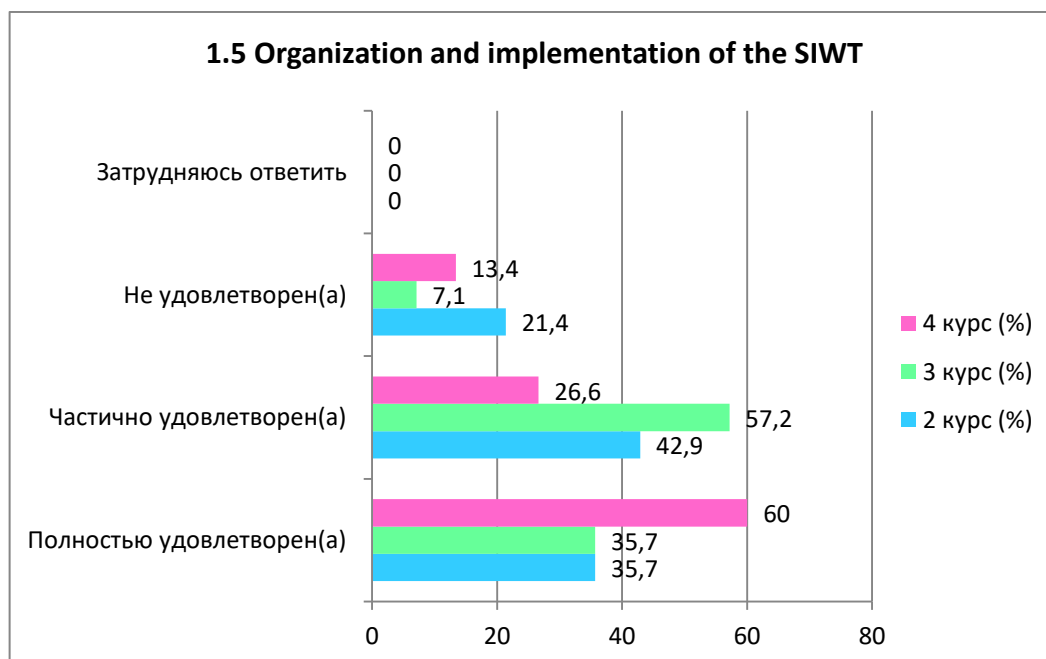
Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Completely satisfied</i>	64.3	50	20
<i>Partially satisfied</i>	21.4	28.6	40
<i>Not satisfied</i>	14.3	21.4	26.6

<i>I find it difficult to answer</i>	-	-	13.4
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1.5 Organization and implementation of the SIWT

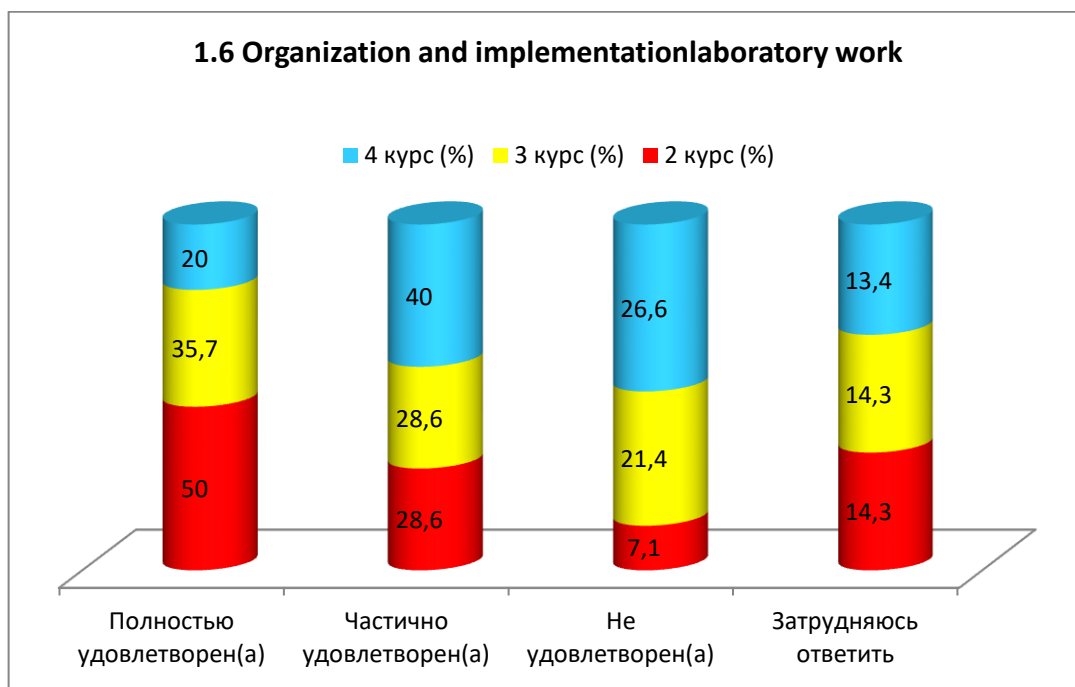
Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Completely satisfied</i>	35.7	35.7	60
<i>Partially satisfied</i>	42.9	57.2	26.6
<i>Not satisfied</i>	21.4	7.1	13.4
<i>I find it difficult to answer</i>	-	-	-



1.6 Organization and implementation laboratory work

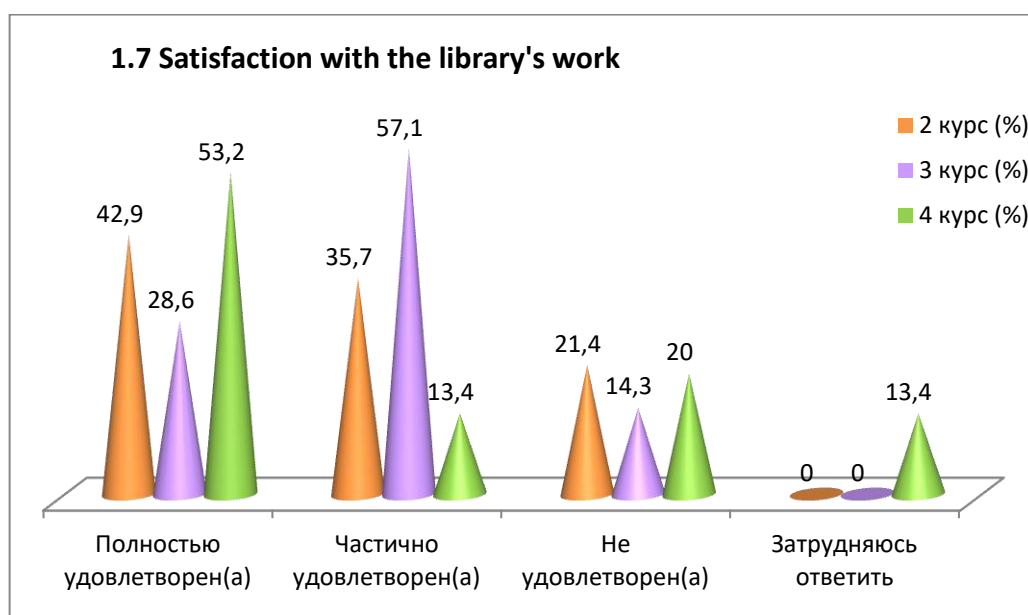
Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Completely satisfied</i>	50	35.7	20

<i>Partially satisfied</i>	28.6	28.6	40
<i>Not satisfied</i>	7.1	21.4	26.6
<i>I find it difficult to answer</i>	14.3	14.3	13.4



1.7 Satisfaction with the library's work

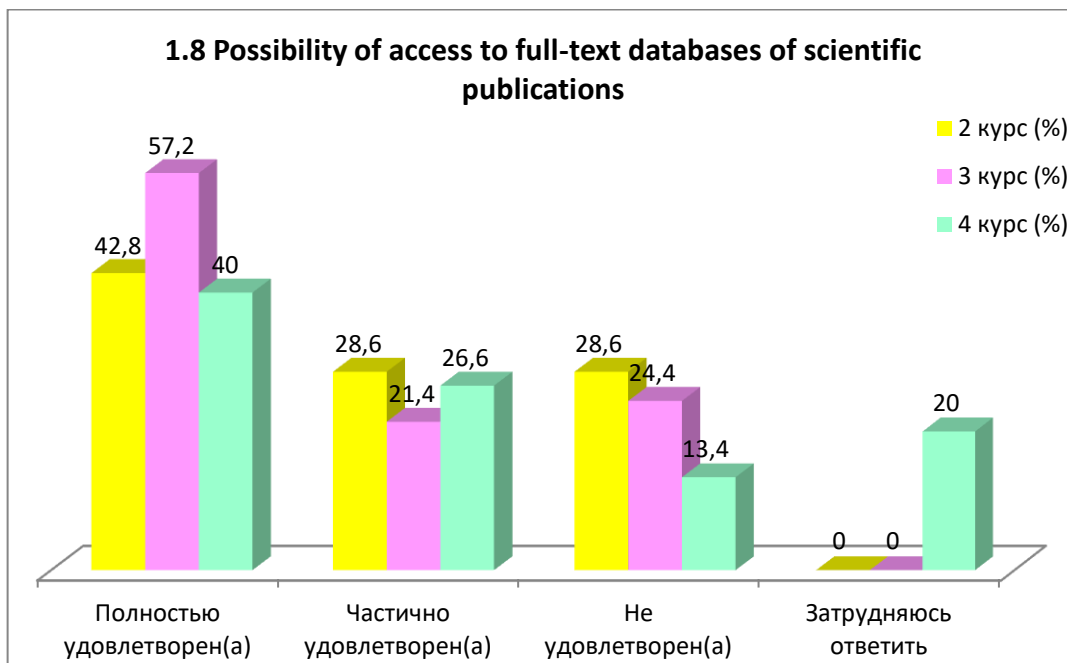
Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Completely satisfied</i>	42.9	28.6	53.2
<i>Partially satisfied</i>	35.7	57.1	13.4
<i>Not satisfied</i>	21.4	14.3	20
<i>I find it difficult to answer</i>	-	-	13.4



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

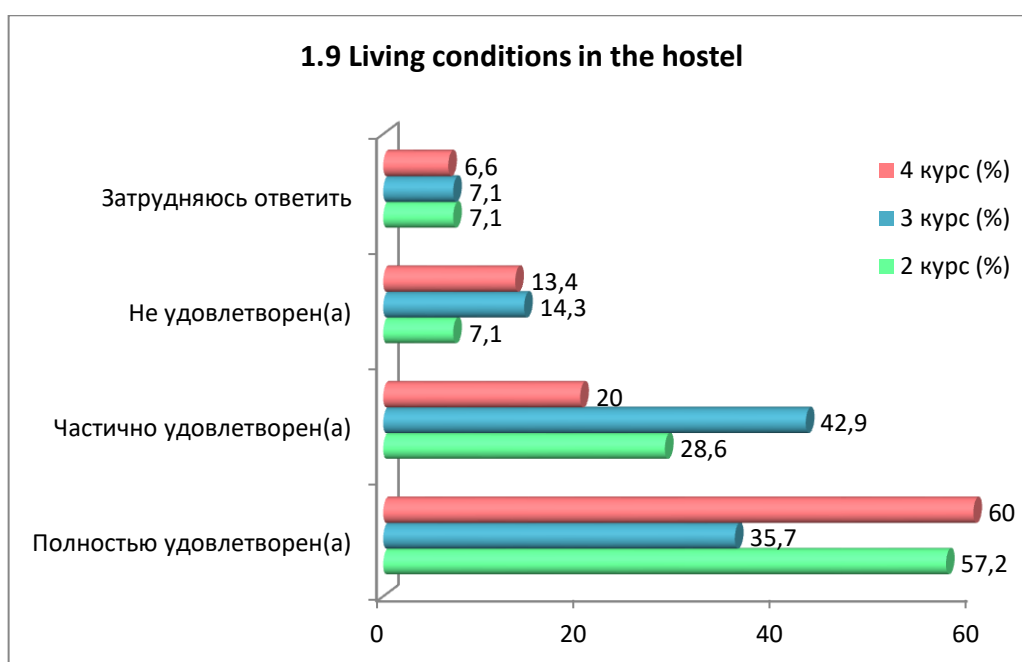
Answer options	2nd year (%)	3rd year (%)	4th year (%)
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<i>Completely satisfied</i>	42.8	57.2	40
<i>Partially satisfied</i>	28.6	21.4	26.6
<i>Not satisfied</i>	28.6	24.4	13.4
<i>I find it difficult to answer</i>	-	-	20



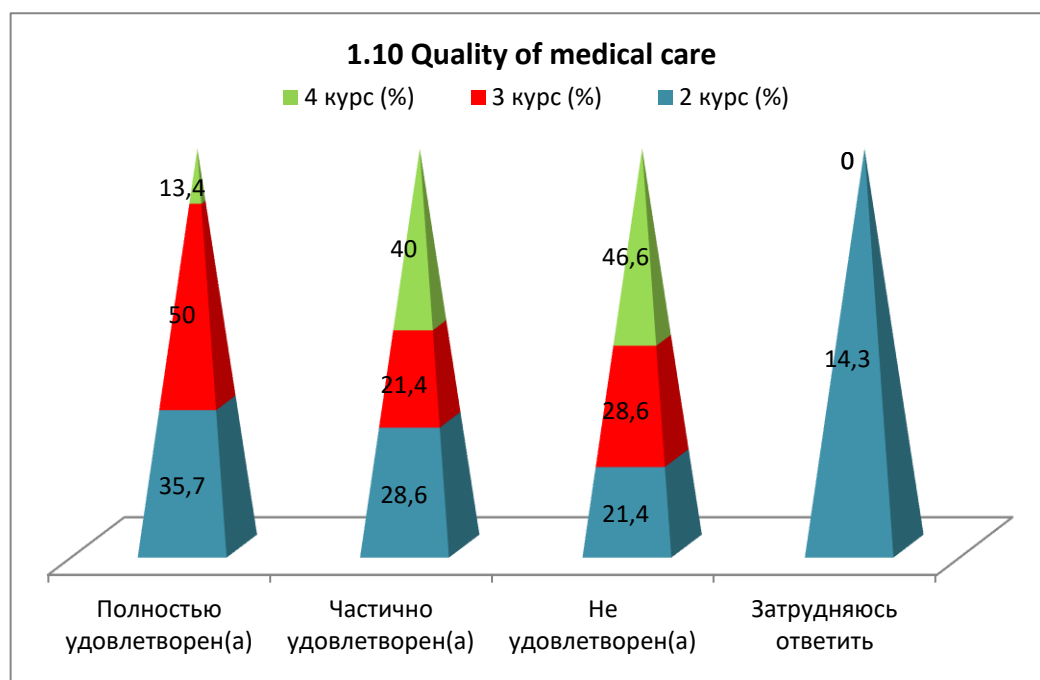
1.9 Living conditions in the hostel

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Completely satisfied</i>	57.2	35.7	60
<i>Partially satisfied</i>	28.6	42.9	20
<i>Not satisfied</i>	7.1	14.3	13.4
<i>I find it difficult to answer</i>	7.1	7.1	6.6



1.10 Quality of medical care

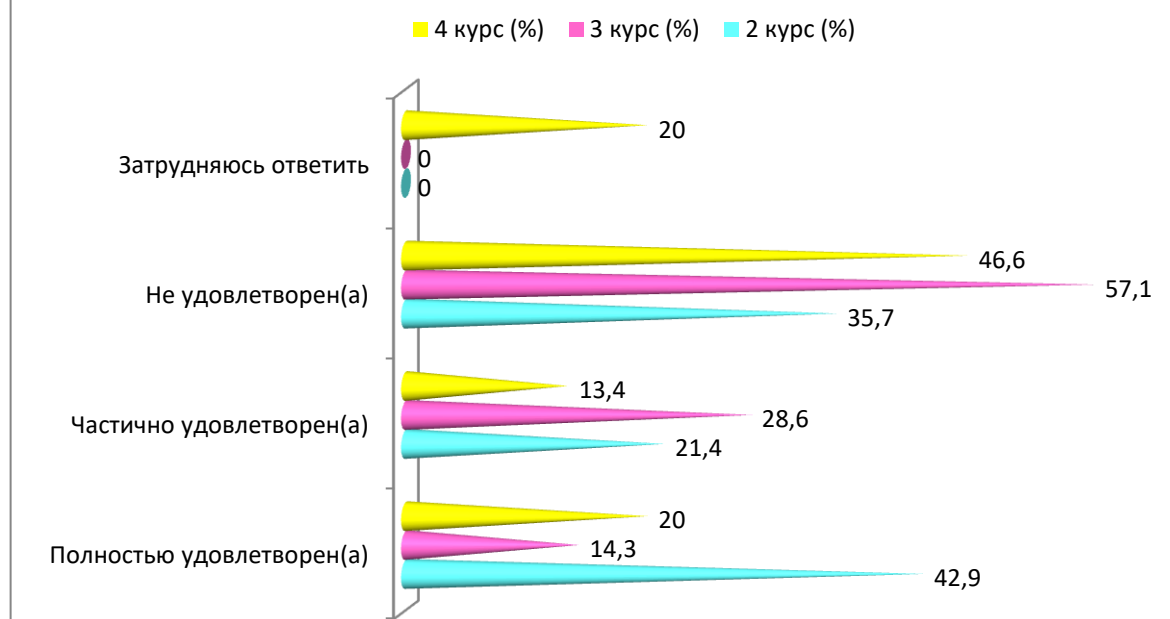
Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Completely satisfied</i>	35.7	50	13.4
<i>Partially satisfied</i>	28.6	21.4	40
<i>Not satisfied</i>	21.4	28.6	46.6
<i>I find it difficult to answer</i>	14.3	-	-



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

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Completely satisfied</i>	42.9	14.3	20
<i>Partially satisfied</i>	21.4	28.6	13.4
<i>Not satisfied</i>	35.7	57.1	46.6
<i>I find it difficult to answer</i>	-	-	20

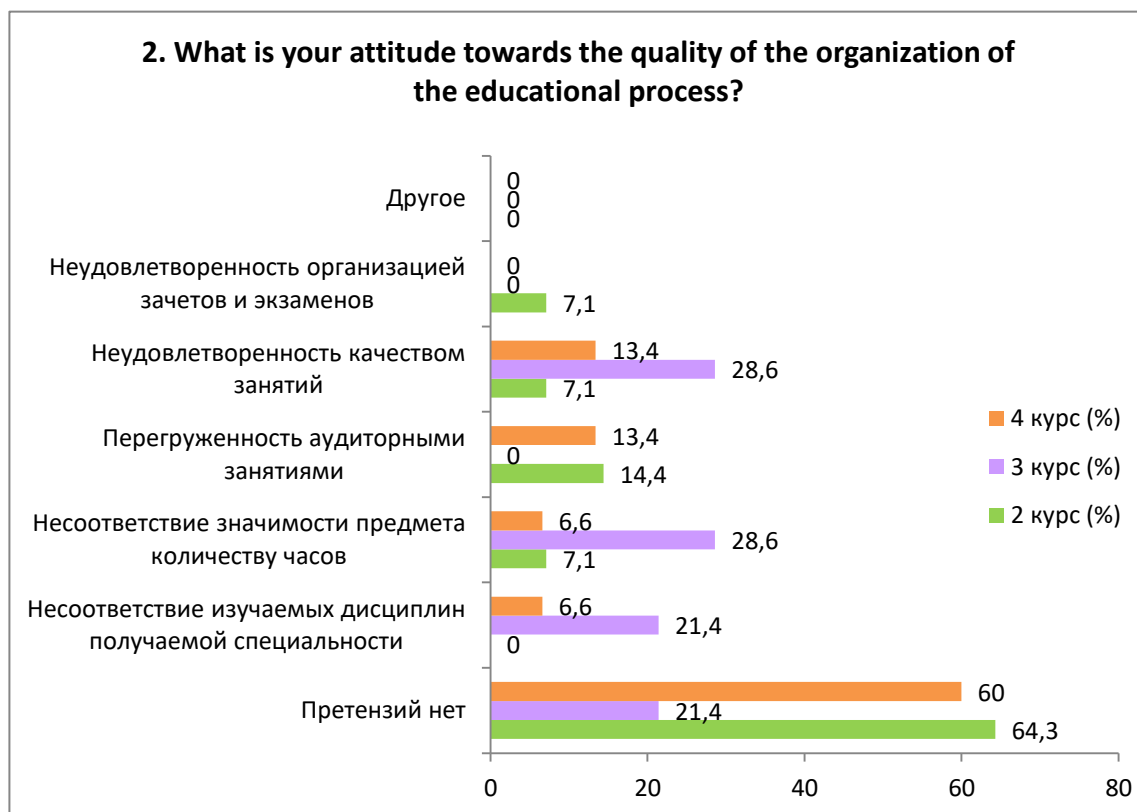
1.11 Organization of catering at the university (prices, range of products, quality of prepared dishes)



2. What is your attitude towards the quality of the organization of the educational process?

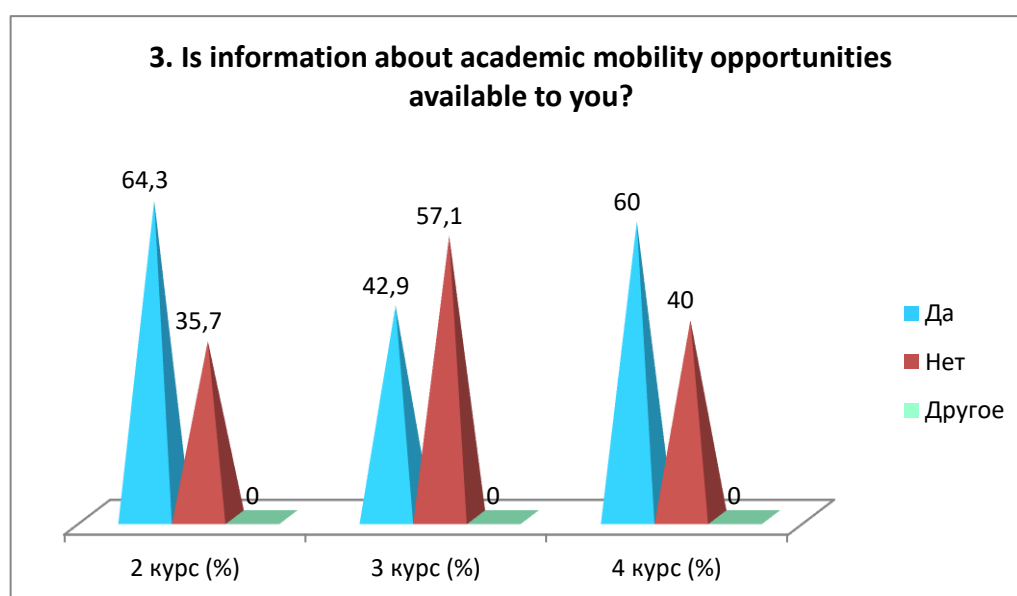
Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>No complaints</i>	64.3	21.4	60
<i>Mismatch between the studied disciplines and the received specialty</i>	-	21.4	6.6
<i>Mismatch between the importance of the subject and the number of hours</i>	7.1	28.6	6.6
<i>Overload of classroom activities</i>	14.4	-	13.4
<i>Dissatisfaction with the quality of classes</i>	7.1	28.6	13.4
<i>Dissatisfaction with the organization of tests and exams</i>	7.1	-	-
<i>Other</i>	-	-	-

2. What is your attitude towards the quality of the organization of the educational process?



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

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Yes</i>	64.3	42.9	60
<i>No</i>	35.7	57.1	40
<i>Other</i>	-	-	-



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 the student and the supervisor
4.4 Between students and administration

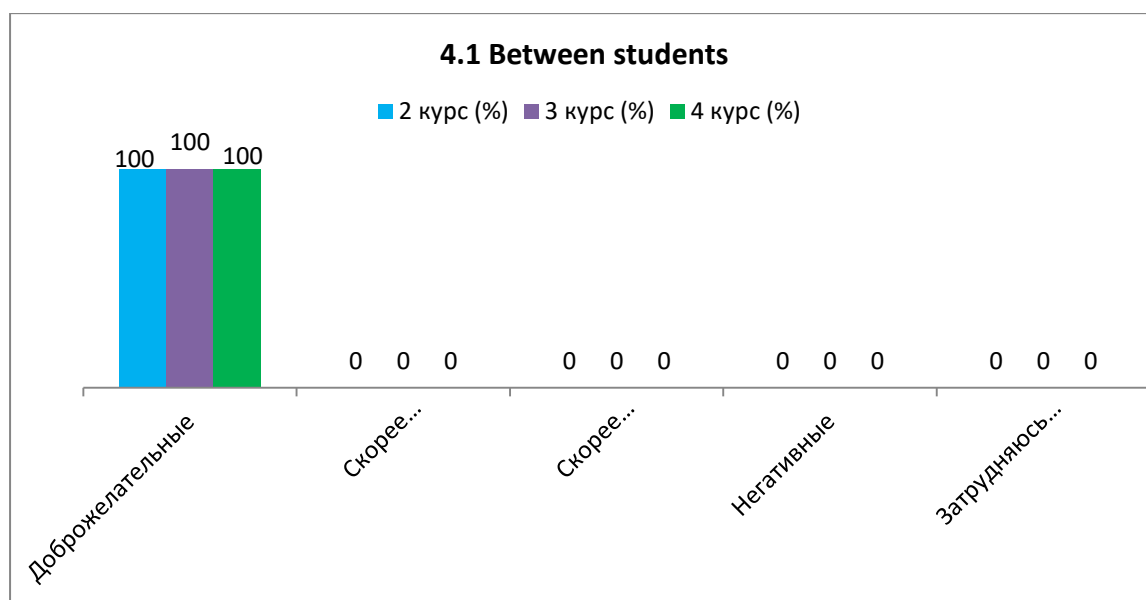
4.5 Between students and department staff (library, student department, etc.)
4.6 Between students and security service

Other _____

If you answered «Rather unfriendly than friendly» and «Negative» to the previous question, please provide recommendations for improvement. _____

4.1 Between students

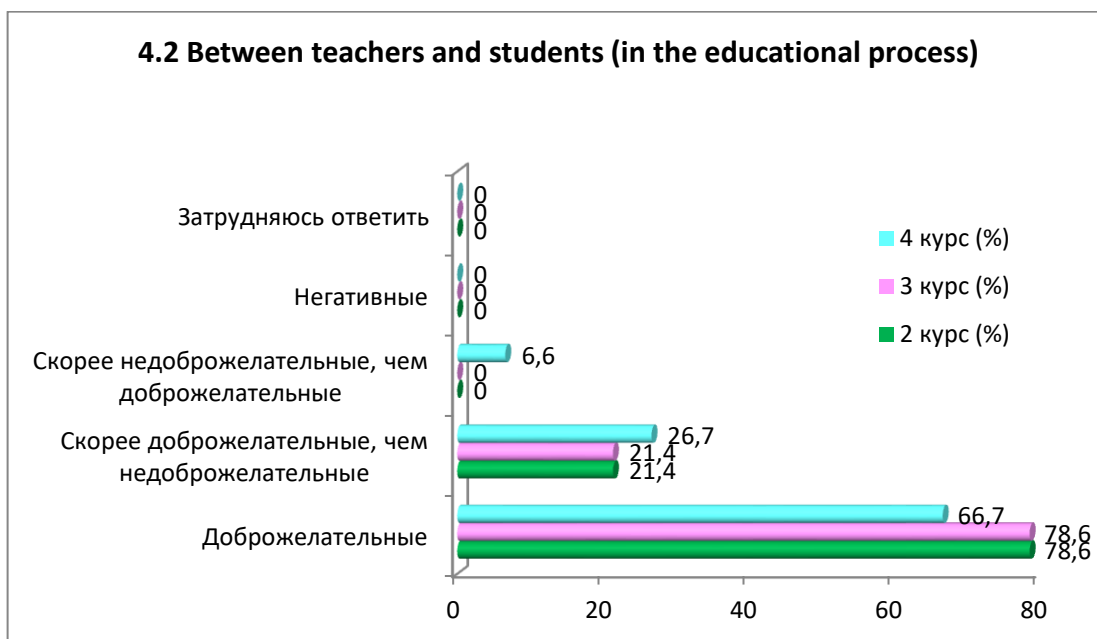
Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Benevolent</i>	100	100	100
<i>More benevolent than malevolent</i>	-	-	-
<i>More malevolent than benevolent</i>	-	-	-
<i>Negative</i>	-	-	-
<i>I find it difficult to answer</i>	-	-	-



4.2 Between teachers and students (in the educational process)

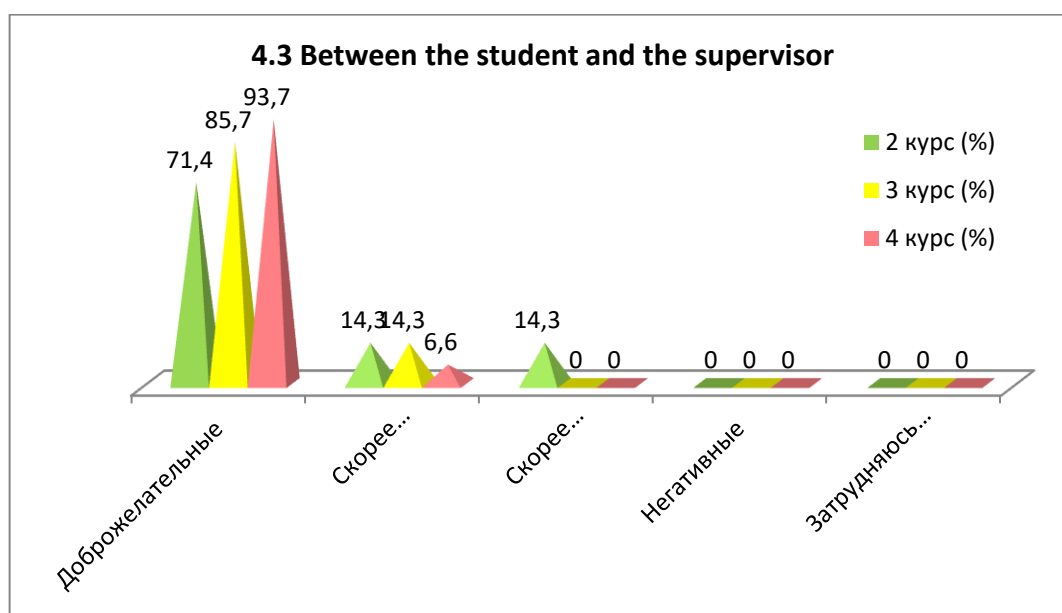
Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Benevolent</i>	78.6	78.6	66.7
<i>More benevolent than malevolent</i>	21.4	21.4	26.7
<i>More malevolent than benevolent</i>	-	-	6.6
<i>Negative</i>	-	-	-
<i>I find it difficult to answer</i>	-	-	-

4.2 Between teachers and students (in the educational process)



4.3 Between the student and the supervisor

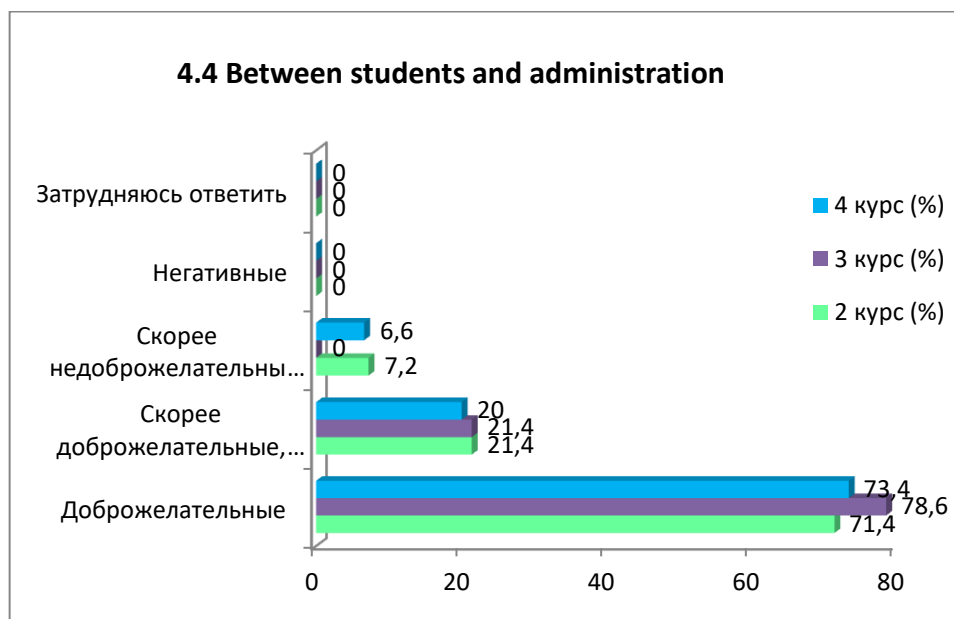
Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Benevolent</i>	71.4	85.7	93.7
<i>More benevolent than malevolent</i>	14.3	14.3	6.6
<i>More malevolent than benevolent</i>	14.3	-	-
<i>Negative</i>	-	-	-
<i>I find it difficult to answer</i>	-	-	-



4.4 Between students and administration

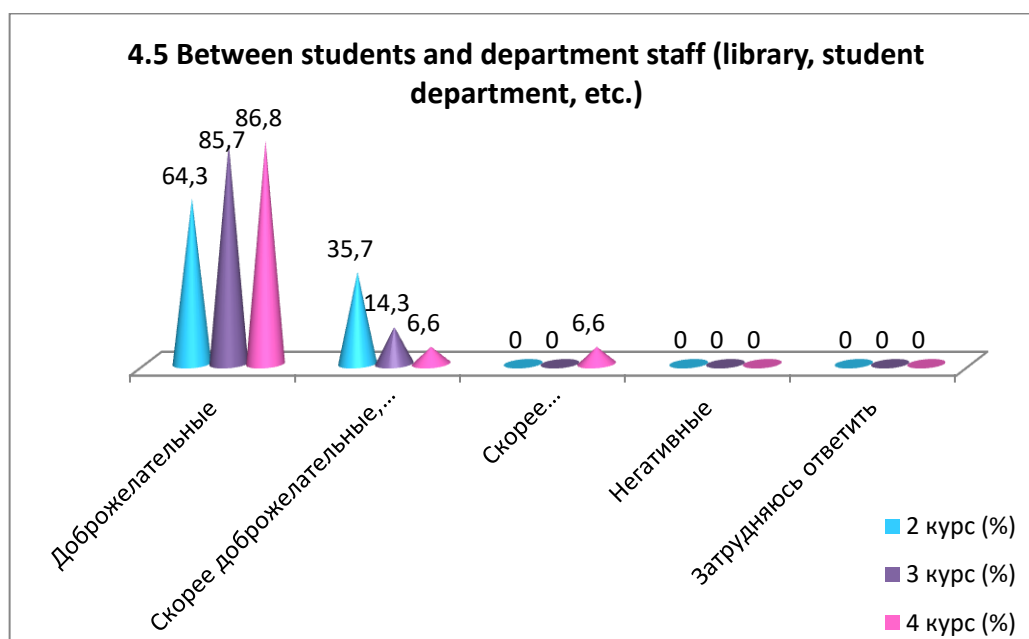
Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Benevolent</i>	71.4	78.6	73.4
<i>More benevolent than malevolent</i>	21.4	21.4	20
<i>More malevolent than benevolent</i>	7.2	-	6.6

<i>Negative</i>	-	-	-
<i>I find it difficult to answer</i>	-	-	-



4.5 Between students and department staff (library, student department, etc.)

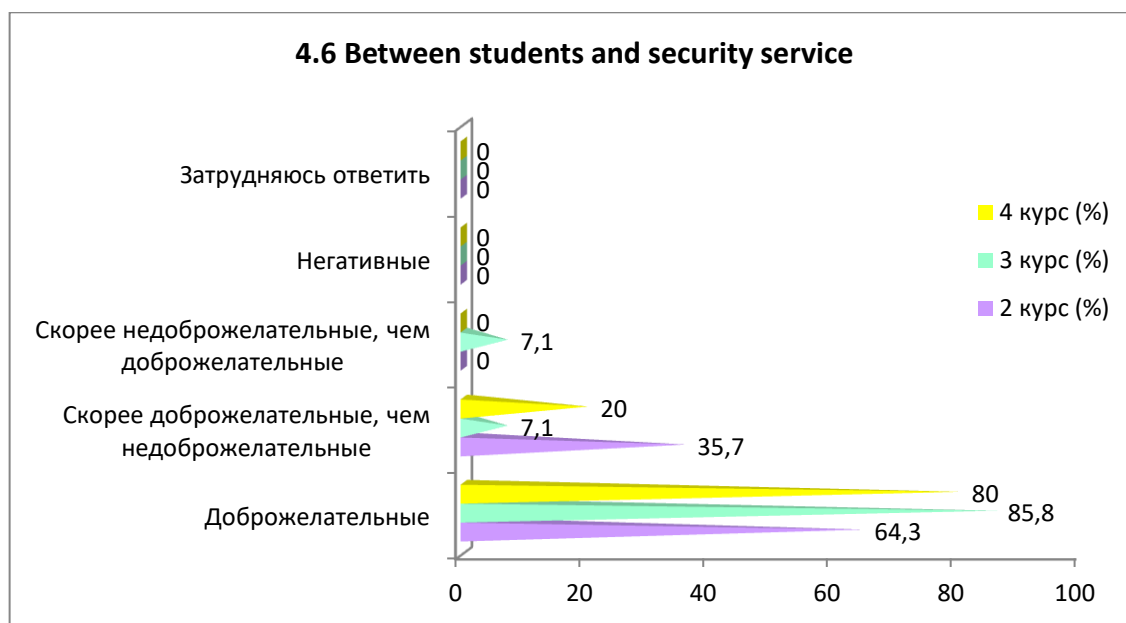
Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Benevolent</i>	64.3	85.7	86.8
<i>More benevolent than malevolent</i>	35.7	14.3	6.6
<i>More malevolent than benevolent</i>	-	-	6.6
<i>Negative</i>	-	-	-
<i>I find it difficult to answer</i>	-	-	-



4.6 Between students and security service

Answer options	2nd year (%)	3rd year (%)	4th year (%)

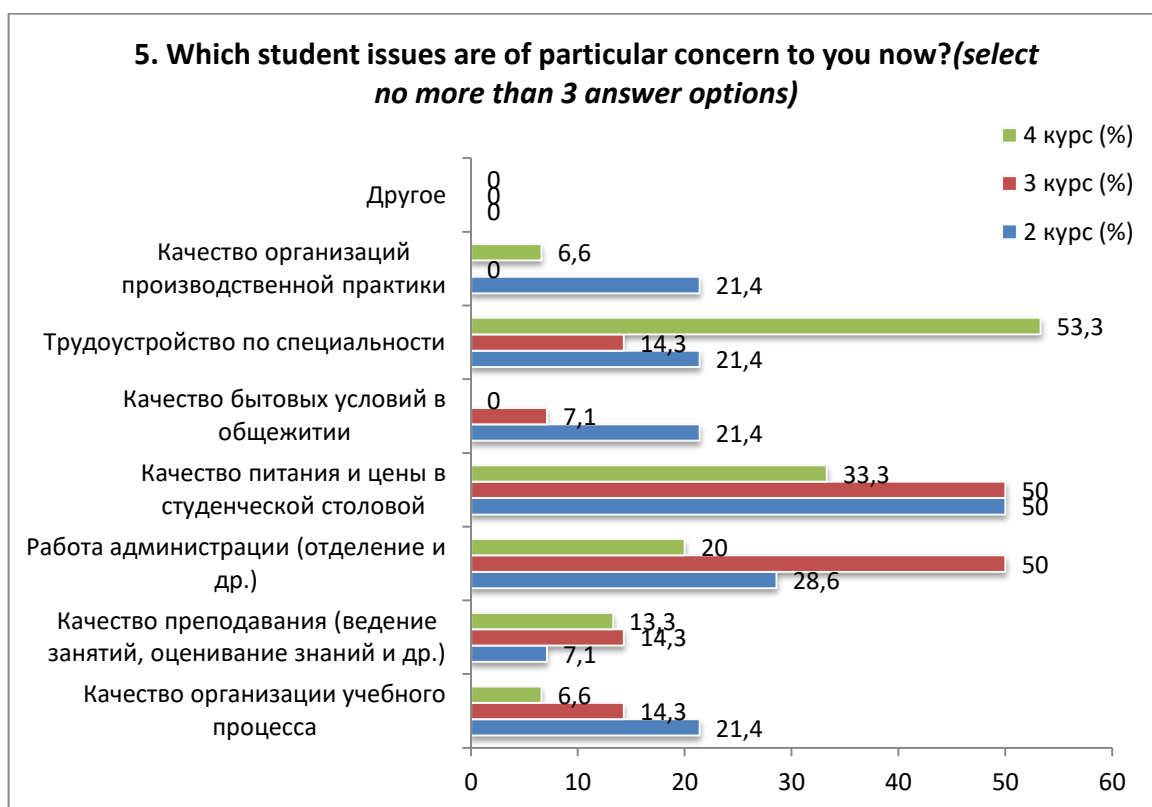
<i>Benevolent</i>	64.3	85.8	80
<i>More benevolent than malevolent</i>	35.7	7.1	20
<i>More malevolent than benevolent</i>	-	7.1	-
<i>Negative</i>	-	-	-
<i>I find it difficult to answer</i>	-	-	-



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

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Quality of organization of the educational process</i>	21.4	14.3	6.6
<i>Quality of teaching (class delivery, assessment of knowledge, etc.)</i>	7.1	14.3	13.3
<i>Administration work (department, etc.)</i>	28.6	50	20
<i>Food quality and prices in the student canteen</i>	50	50	33.3
<i>Quality of living conditions in the hostel</i>	21.4	7.1	-
<i>Employment in the specialty</i>	21.4	14.3	53.3
<i>Quality of industrial practice organizations</i>	21.4	-	6.6
<i>Other</i>	-	-	-

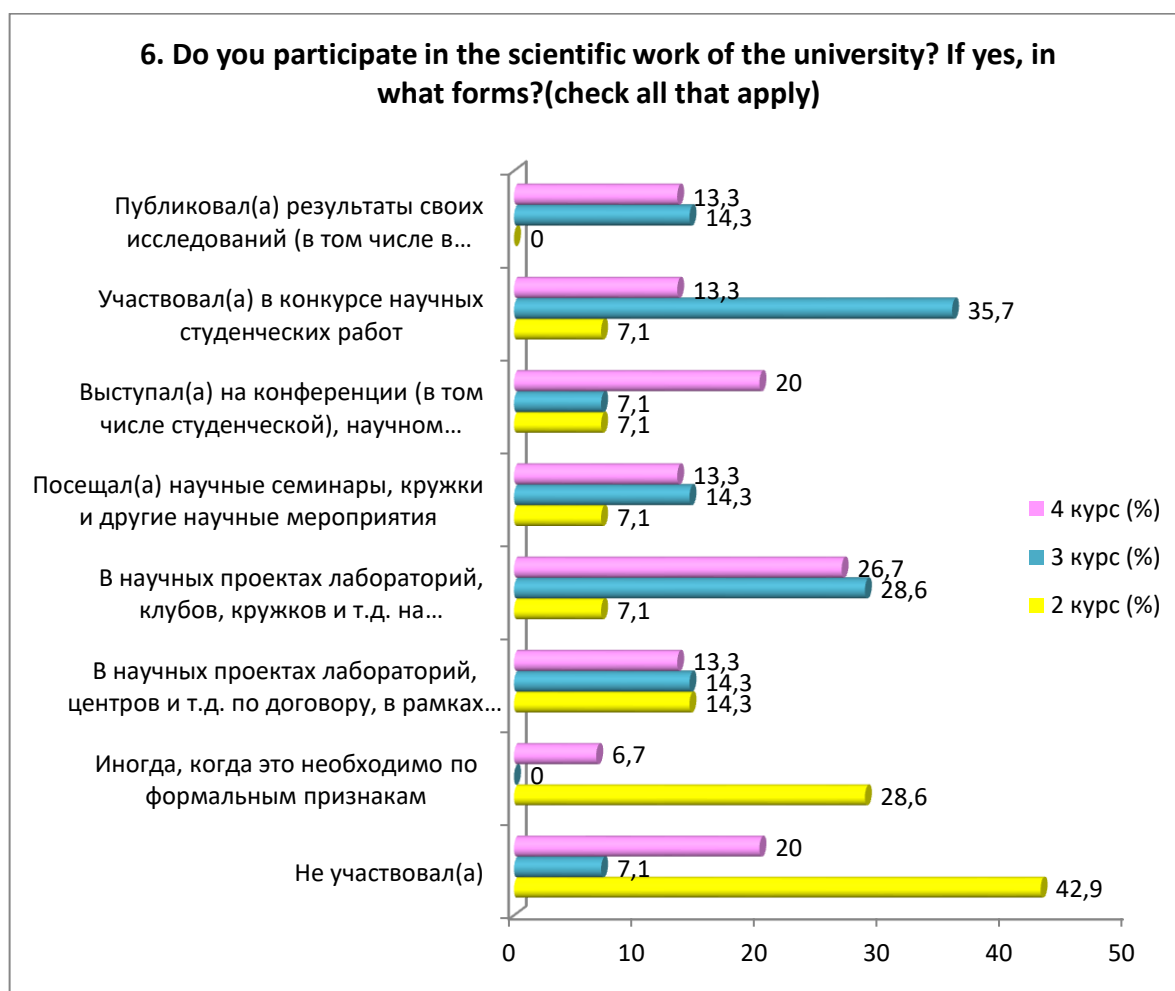
*The sum in % is not equal to 100, since several answer options were supposed to be selected



6. Do you participate in the scientific work of the university? If yes, in what forms?(check all that apply)

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Did not participate</i>	42.9	7.1	20
<i>Sometimes, when it is necessary for formal reasons</i>	28.6	-	6.7
<i>In scientific projects of laboratories, centers, etc. under a contract, within the framework of a grant, etc.</i>	14.3	14.3	13.3
<i>In scientific projects of laboratories, clubs, circles, etc. on a gratuitous basis</i>	7.1	28.6	26.7
<i>Attended scientific seminars, clubs and other scientific events</i>	7.1	14.3	13.3
<i>Presented at a conference (including a student conference), scientific seminar)</i>	7.1	7.1	20
<i>Participated in a competition of student scientific papers</i>	7.1	35.7	13.3
<i>Published the results of his/her research (including in student collections)</i>	-	14.3	13.3

*The sum in % is not equal to 100, since several answer options were supposed to be selected



For the option «If you answered «Did not participate» to the previous question, please write why.» The students indicated the following options:

- Not enough information.

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

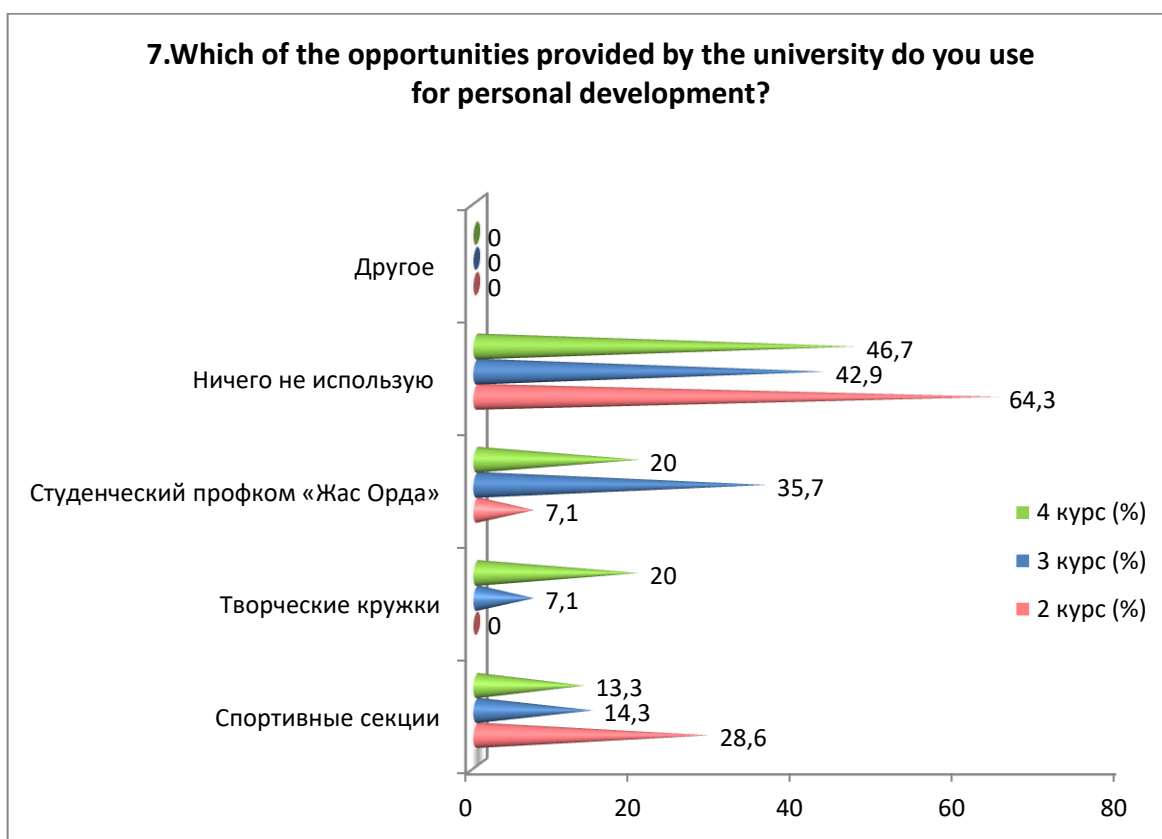
Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Sports sections</i>	28.6	14.3	13.3
<i>Creative circles</i>	-	7.1	20
<i>Student Trade Union "Zhas Orda"</i>	7.1	35.7	20
<i>I don't use anything</i>	64.3	42.9	46.7
<i>Other</i>	-	-	-

For the option «If you answered «I don't use anything» to the previous question, please write why.» students indicated the following options*:

- Don't want
- I have no desires.

*The 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. Which of the opportunities provided by the university do you use for personal development?



8. How 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 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

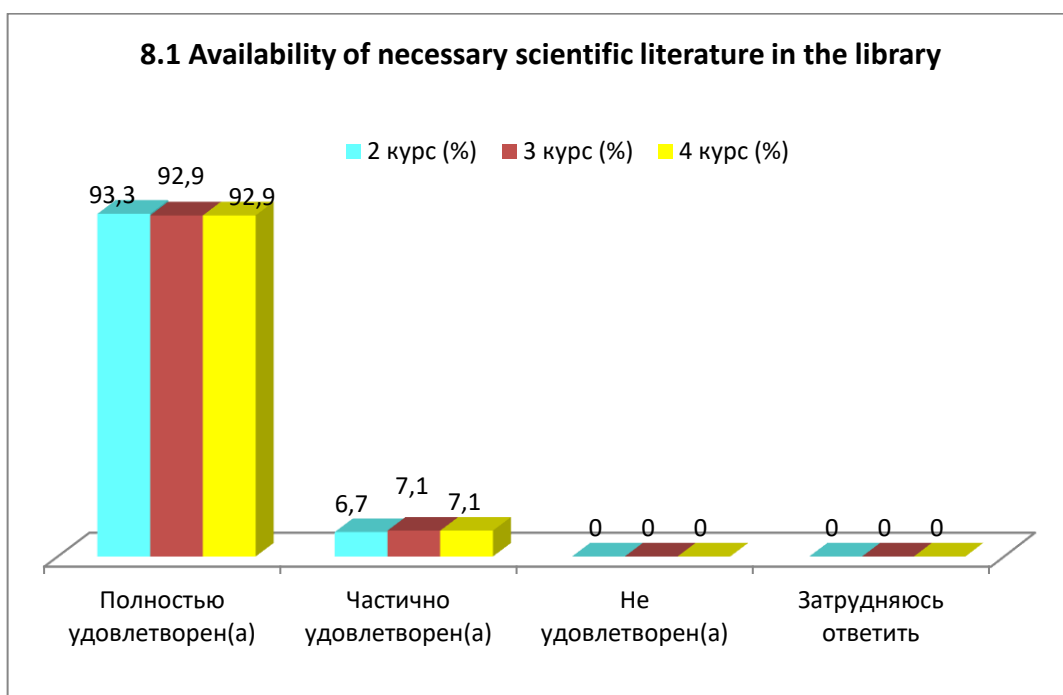
Other _____

If you answered «not satisfied» to the previous question, please provide recommendations for improvement provided services _____

8.1 Availability of necessary scientific literature in the library

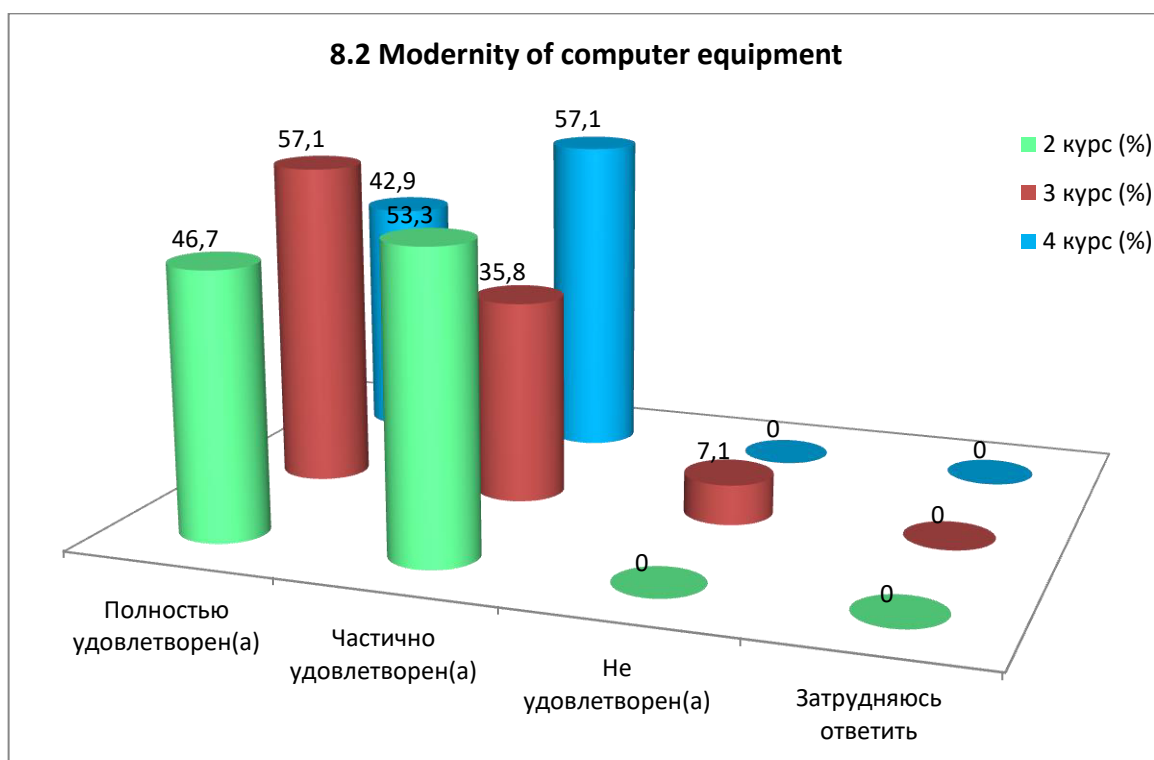
Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Completely satisfied</i>	93.3	92.9	92.9
<i>Partially satisfied</i>	6.7	7.1	7.1
<i>Not satisfied</i>	-	-	-
<i>I find it difficult to answer</i>	-	-	-

8.1 Availability of necessary scientific literature in the library



8.2 Modernity of computer equipment

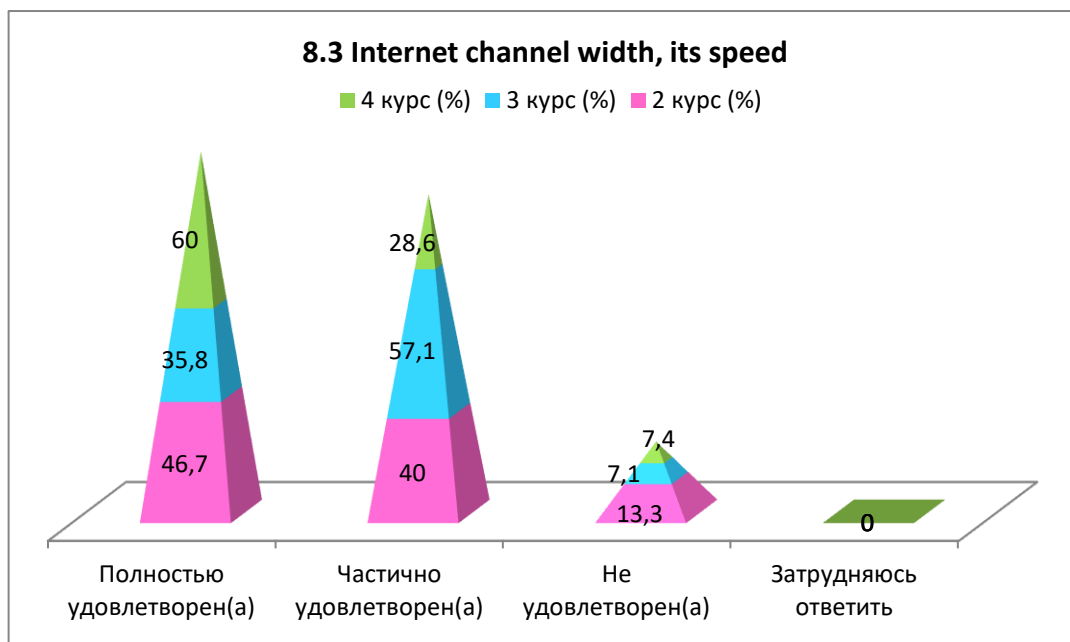
Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Completely satisfied</i>	46.7	57.1	42.9
<i>Partially satisfied</i>	53.3	35.8	57.1
<i>Not satisfied</i>	-	7.1	-
<i>I find it difficult to answer</i>	-	-	-



8.3 Internet channel width, its speed

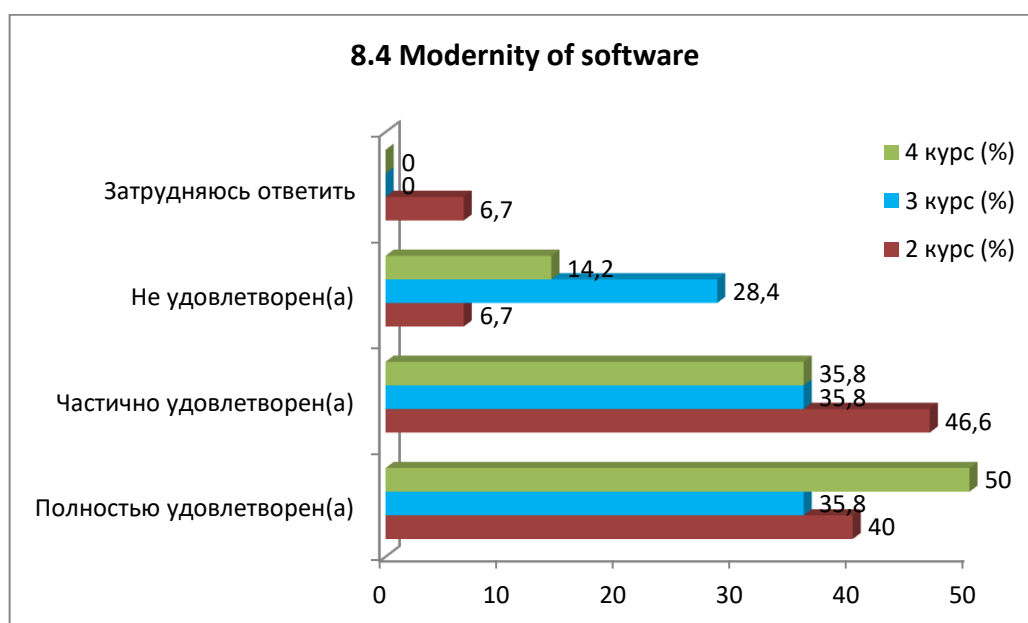
Answer options	2nd year (%)	3rd year (%)	4th year (%)

<i>Completely satisfied</i>	46.7	35.8	60
<i>Partially satisfied</i>	40	57.1	28.6
<i>Not satisfied</i>	13.3	7.1	17.4
<i>I find it difficult to answer</i>	-	-	-



8.4 Modernity of software

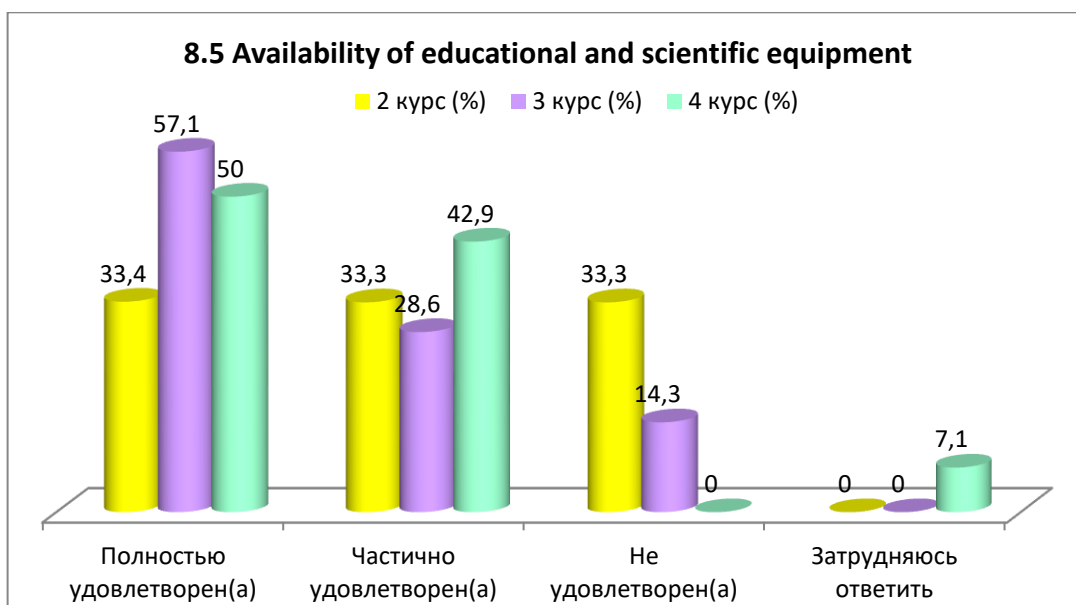
Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Completely satisfied</i>	40	35.8	50
<i>Partially satisfied</i>	46.6	35.8	35.8
<i>Not satisfied</i>	6.7	28.4	14.2
<i>I find it difficult to answer</i>	6.7	-	-



8.5 Availability of educational and scientific equipment

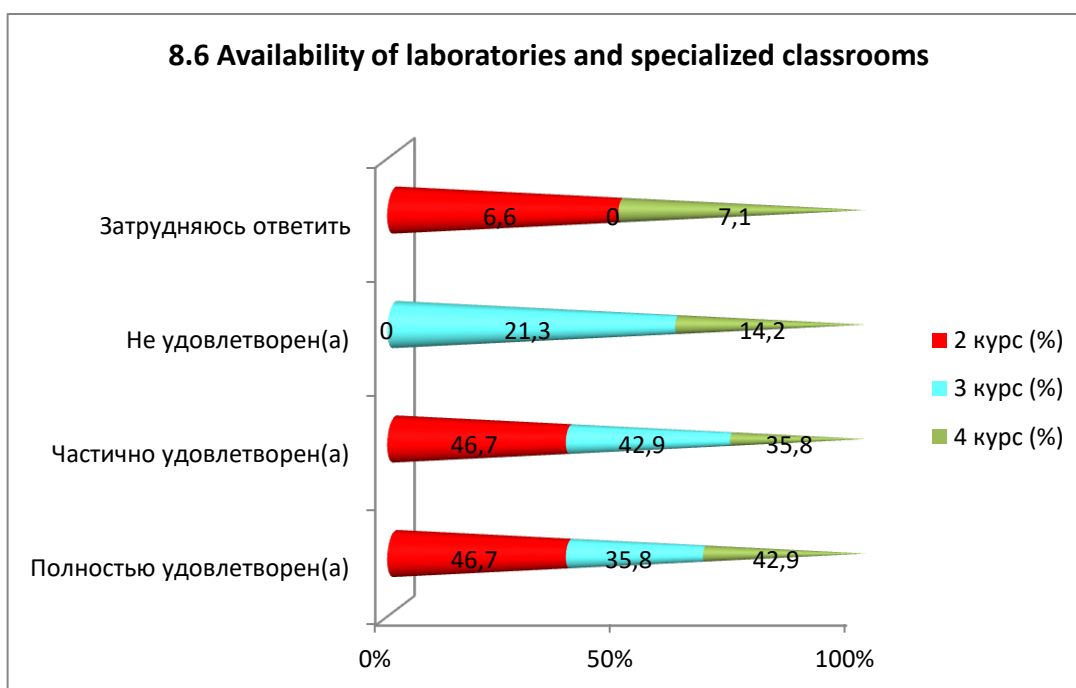
Answer options	2nd year	3rd year	4th year
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	(%)	(%)	(%)
<i>Completely satisfied</i>	33.4	57.1	50
<i>Partially satisfied</i>	33.3	28.6	42.9
<i>Not satisfied</i>	33.3	14.3	-
<i>I find it difficult to answer</i>	-	-	7.1



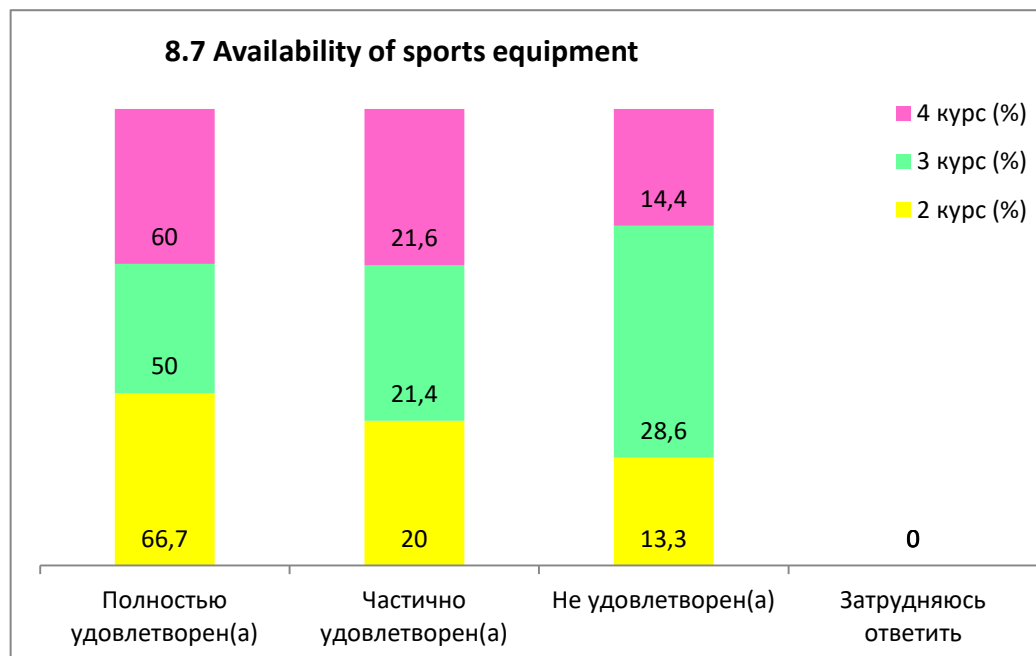
8.6 Availability of laboratories and specialized classrooms

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Completely satisfied</i>	46.7	35.8	42.9
<i>Partially satisfied</i>	46.7	42.9	35.8
<i>Not satisfied</i>	-	21.3	14.2
<i>I find it difficult to answer</i>	6.6	-	7.1



8.7 Availability of sports equipment

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Completely satisfied</i>	66.7	50	60
<i>Partially satisfied</i>	20	21.4	21.6
<i>Not satisfied</i>	13.3	28.6	14.4
<i>I find it difficult to answer</i>	-	-	-

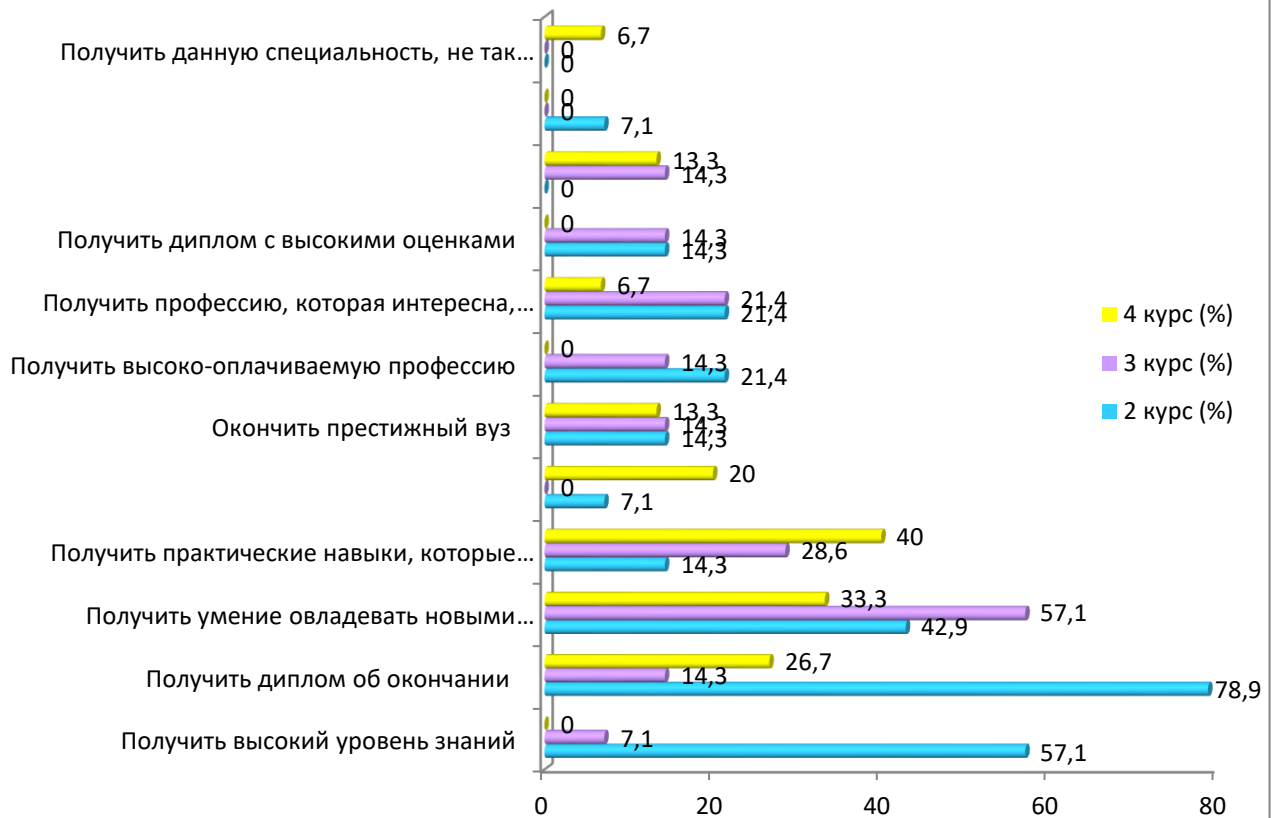


9. What is most important for you to get as a result of studying at your university? (You can choose one or more answer options)

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Obtain a high level of knowledge</i>	57.1	7.1	-
<i>Receive a diploma of completion</i>	78.9	14.3	26.7
<i>Gain the ability to master new knowledge that will help you quickly adapt to the workplace</i>	42.9	57.1	33.3
<i>Gain practical skills that you can immediately use in your work</i>	14.3	28.6	40
<i>Get a diploma, the prestige of the university does not matter</i>	7.1	-	20
<i>Graduate from a prestigious university</i>	14.3	14.3	13.3
<i>Get a high-paying profession</i>	21.4	14.3	-
<i>Get a profession that is interesting and matches your abilities</i>	21.4	21.4	6.7
<i>Get a diploma with high marks</i>	14.3	14.3	-
<i>You only need to learn what is interesting or will be needed in your future studies (work)</i>	-	14.3	13.3
<i>Graduate from this particular university, it doesn't matter what specialty</i>	7.1	-	-
<i>It doesn't really matter which university you go to to get this specialty.</i>	-	-	6.7

*The sum in % is not equal to 100, since several answer options were supposed to be selected

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



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

The quality of educational services at the university depends on a whole range of factors. A special place in it belongs to the educational process. Correct and effective organization of the educational process is the key to successful and high-quality training of specialists. The results of the questionnaire «Satisfaction of 2-5 year students with educational services» indicate a high degree of satisfaction among respondents learning process at the university. 81.4% of respondents are completely satisfied with the learning process, 18.6% are partially satisfied. For ease of analysis, let us consider in more detail the criteria by which respondents assessed their satisfaction with educational services.

According to the data obtained, 97.7% of respondents are satisfied with the class schedule, which indicates a high level of its organization. 2.3% of respondents expressed dissatisfaction, but did not indicate the reason.

Conducting independent work of students with teachers of the department is also at a high level. More than 86% are satisfied with the independent work of students. The number of dissatisfied remains around 14%.

77.7% of the students surveyed were satisfied with the organization of the internship. This indicates that most students had a positive impression of the internship and considered it to be well organized. 20.7% of students expressed dissatisfaction with the internship process, but did not indicate the reason. In addition, 4.4% of respondents found it difficult to answer. Perhaps this is due to uncertainty in their assessment of the internship.

The level of organization and implementation of laboratory work can be assessed as above average, it was positively noted by 67.6% of the surveyed students. 18.4% expressed their dissatisfaction, but did not write explanations for their answers.

Regarding the organization of catering at the university, 46.5% of students are not satisfied with it. The lack of explanations from respondents makes it difficult to identify specific problems related to the organization of catering.

In general, students are satisfied with the level of organization of independent work (91.1%), living conditions in the hostel (81.5%), the work of the library (76.6%), access to full-text databases of scientific publications (72.2%), as well as the quality of medical care (63%).

55.7% of respondents have information about academic mobility. The relatively low level of students' awareness of academic mobility (44.3% of students do not have information) indicates the need to improve the university's work to increase students' awareness of academic mobility opportunities.

Relationships «between students», «between teachers and students (in the educational process)», «between a student and a curator», «between students and the administration», «between students and department staff (library, student department, etc.)», «between students and security service» are being evaluated respondents, mainly as «friendly» and «with rather benevolent than malevolent» accordingly, which fully corresponds to the high level of satisfaction with the moral and psychological climate in the student environment.

23.3% of students do not participate in the university's scientific work. Only one student explained the reason for not participating in scientific work by saying that he was not informed enough.

The survey also revealed that 51.3% of students do not use the opportunities provided by the university for personal development, such as sports sections, creative clubs and the

student trade union «Zhas Orda». The reason is the lack of desire to use these opportunities.

Among the conditions for ensuring the quality of education, the material base of the university occupies an important place. The availability of laboratories and specialized classrooms is considered sufficient by more than half of the respondents (83.6%). At the same time, the share of respondents who noted full and partial satisfaction with the criterion of "availability of necessary scientific literature in the library" is very high (100%).

The modernity of software and computer equipment satisfies the majority of respondents (81.3% and 97.6%, respectively). The availability of educational and scientific equipment is also assessed positively (81.7%), while sports equipment satisfies a slightly smaller number of respondents (79.9%).

12.6% of respondents are not satisfied with the speed of the Internet. At the same time, the majority of students (87.4%) report an increased level of satisfaction on this scale.

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

Recommendations:

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

Students can request the survey results by email from the quality management and accreditation center. cqma_kstu@mail.ru.