

Report
based on questionnaire results
«Satisfaction of 2-5 year students with educational services»
2022

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

The center for quality management and accreditation, in October 2022, conducted an annual questionnaire on the satisfaction of 2-5 year students with the quality of services provided.

Purpose of the survey: Identification of 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 questionnaire were processed and presented in a summarized form, guaranteeing the confidentiality of students' personal opinions.

In specialty 6B07306 Transport construction 55 respondents took part in the questionnaire.

- 2nd year – 17 students (85%);
- 3rd year – 21 students (84%);
- 4th year – 17 students (85%).

During the questionnaire process, the following data was obtained:

Indicators:

1. Does it satisfy you? quality of services provided?

1.1 The learning process in general
1.2 Class schedule
1.3 Organization of independent work
1.4 Internship
1.5 Organization and conduct of the SIWT
1.6 Organization and conduct of laboratory work
1.7 Satisfaction with the library
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)

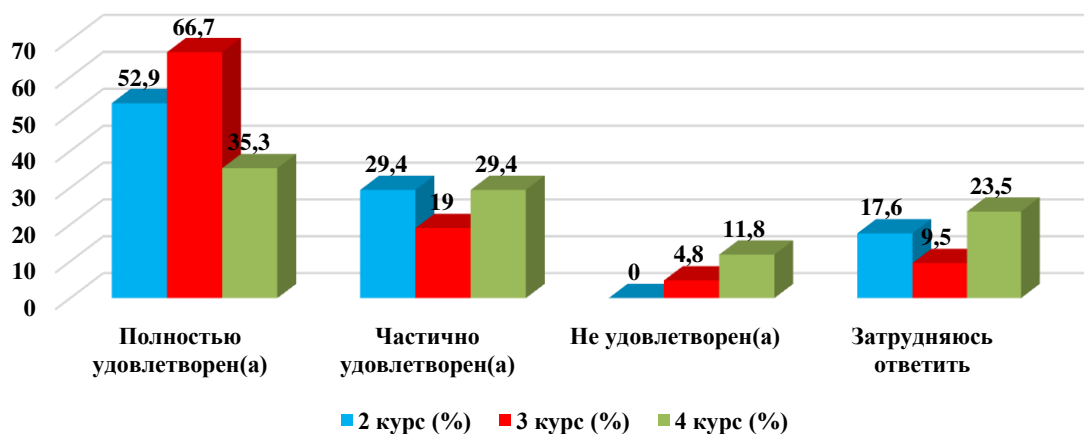
Other _____

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

1.1 The learning process in general

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	52.9	66.7	35.3
Partially satisfied	29.4	19	29.4
Not satisfied)	-	4.8	11.8
I find it difficult to answer	17.6	9.5	23.5

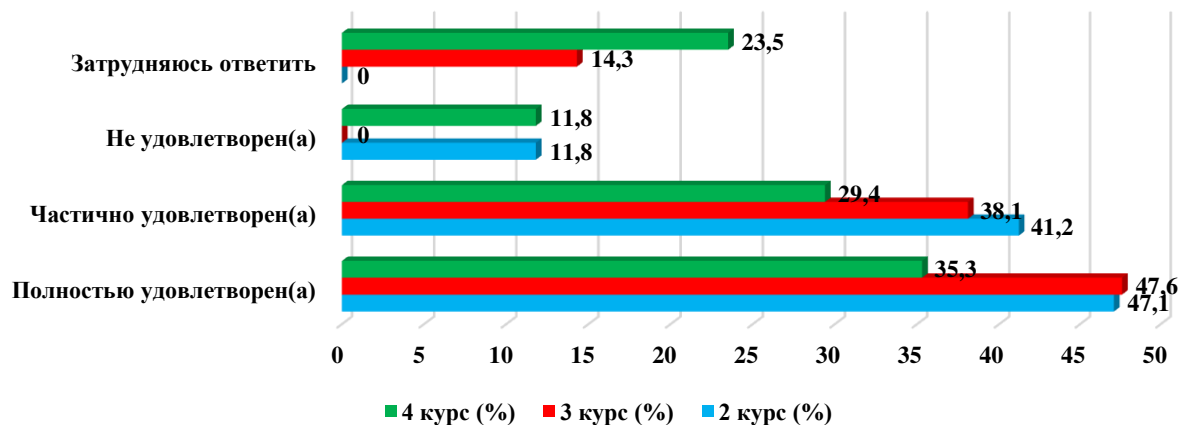
1.1 The learning process in general



1.2 Class schedule

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	47.1	47.6	35.3
Partially satisfied	41.2	38.1	29.4
Not satisfied)	11.8	-	11.8
I find it difficult to answer	-	14.3	23.5

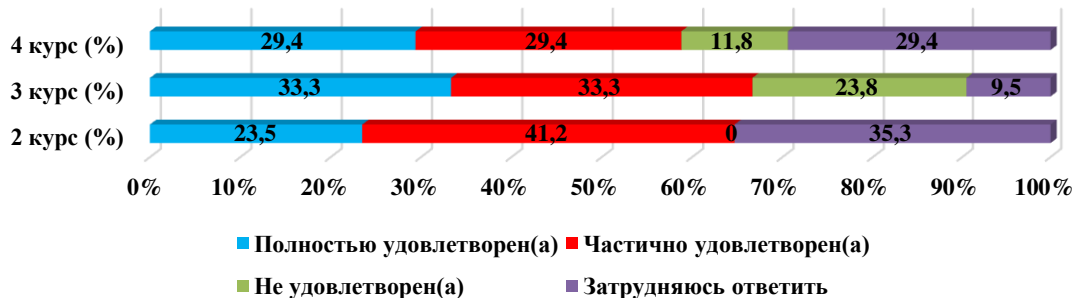
1.2 Class schedule



1.3 Organization of independent work

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	23.5	33.3	29.4
Partially satisfied	41.2	33.3	29.4
Not satisfied)	-	23.8	11.8
I find it difficult to answer	35.3	9.5	29.4

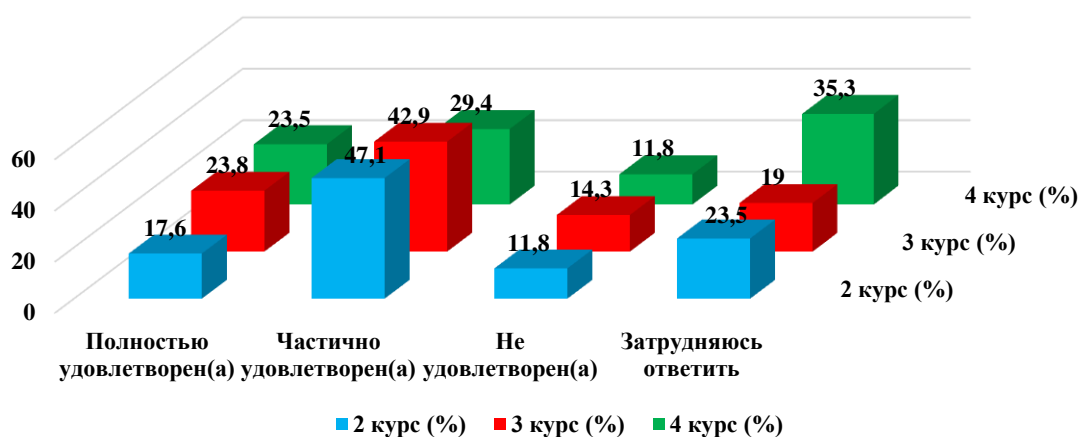
1.3 Organization of independent work



1.4 Internship

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	17.6	23.8	23.5
Partially satisfied	47.1	42.9	29.4
Not satisfied)	11.8	14.3	11.8
I find it difficult to answer	23.5	19	35.3

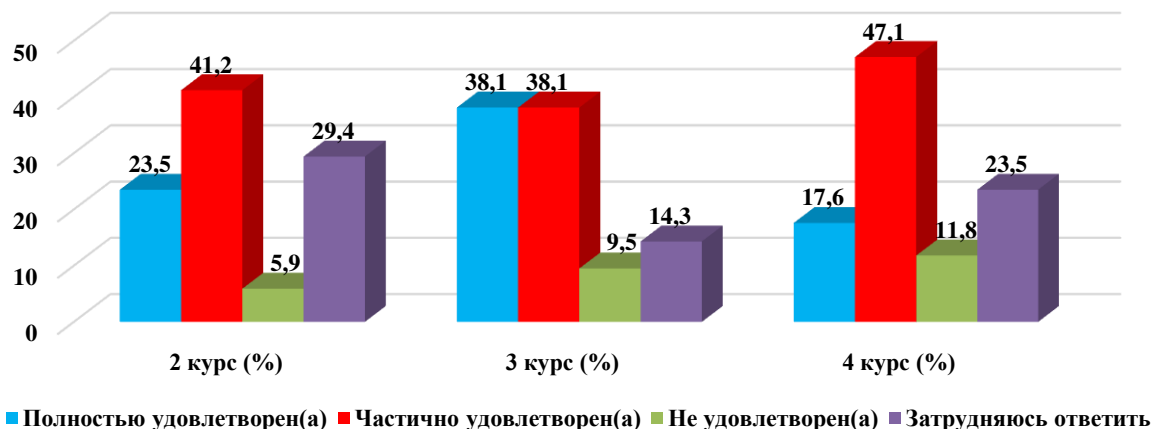
1.4 Internship



1.5 Organization and conduct of the SIWT

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	23.5	38.1	17.6
Partially satisfied	41.2	38.1	47.1
Not satisfied)	5.9	9.5	11.8
I find it difficult to answer	29.4	14.3	23.5

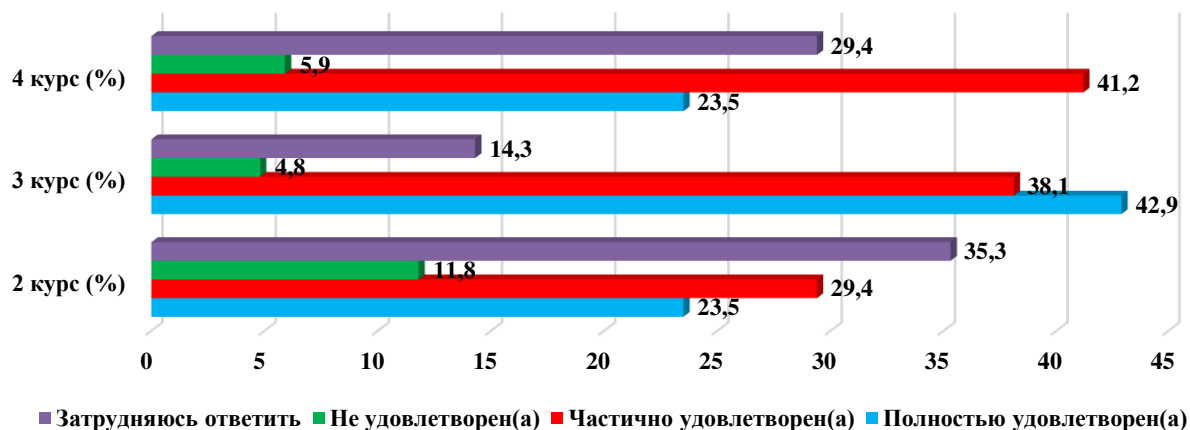
1.5 Organization and conduct of the SIWT



1.6 Organization and conduct laboratory work

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	23.5	42.9	23.5
Partially satisfied	29.4	38.1	41.2
Not satisfied)	11.8	4.8	5.9
I find it difficult to answer	35.3	14.3	29.4

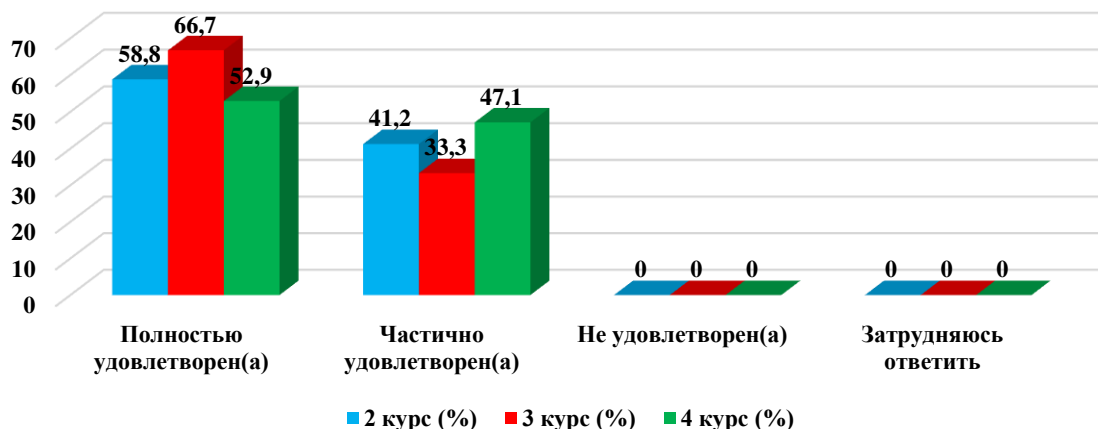
1.6 Organization and conduct laboratory work



1.7 Satisfaction with the library

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	58.8	66.7	52.9
Partially satisfied	41.2	33.3	47.1
Not satisfied)	-	-	-
I find it difficult to answer	-	-	-

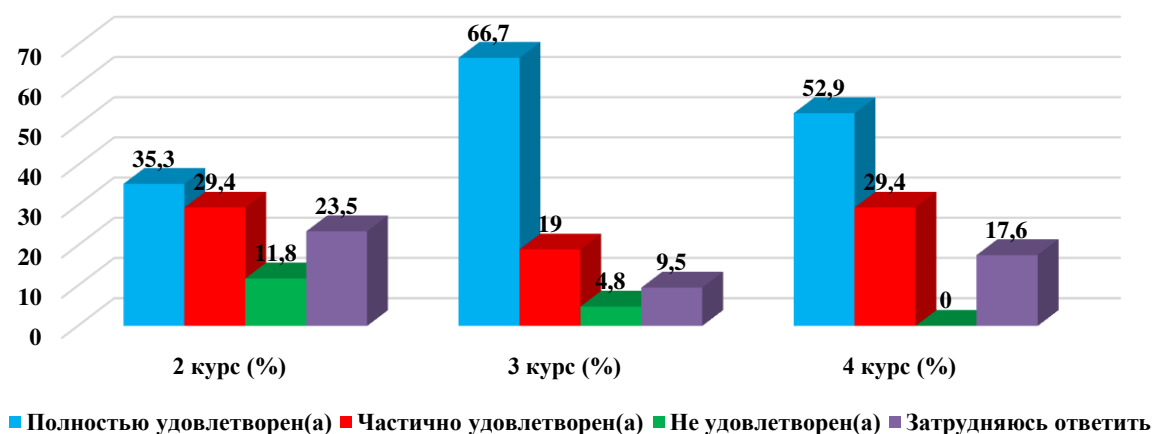
1.7 Satisfaction with the library



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

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	35.3	66.7	52.9
Partially satisfied	29.4	19	29.4
Not satisfied)	11.8	4.8	-
I find it difficult to answer	23.5	9.5	17.6

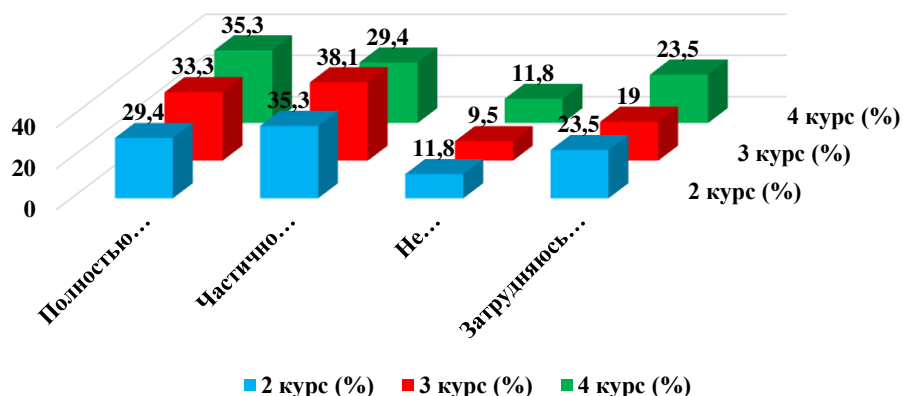
1.8 Possibility of access to full-text databases of scientific publications



1.9 Living conditions in the hostel

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	29.4	33.3	35.3
Partially satisfied	35.3	38.1	29.4
Not satisfied)	11.8	9.5	11.8
I find it difficult to answer	23.5	19	23.5

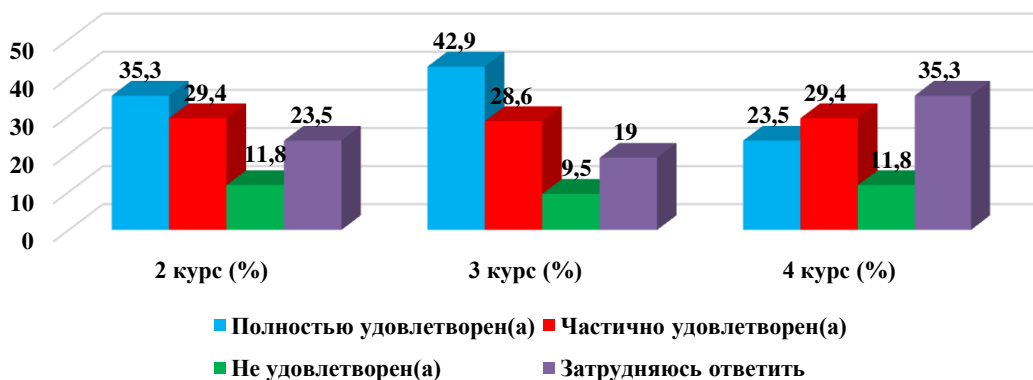
1.9 Living conditions in the hostel



1.10 Quality of medical care

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	35.3	42.9	23.5
Partially satisfied	29.4	28.6	29.4
Not satisfied)	11.8	9.5	11.8
I find it difficult to answer	23.5	19	35.3

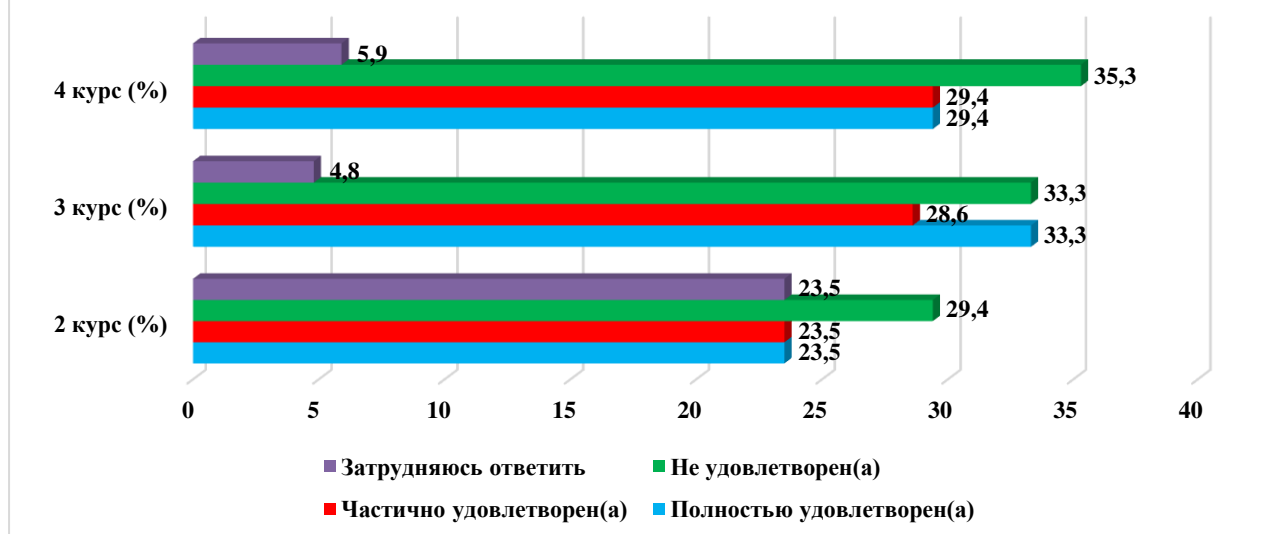
1.10 Quality of medical care



1.11 Catering at the university (prices, product range, quality of prepared dishes)

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	23.5	33.3	29.4
Partially satisfied	23.5	28.6	29.4
Not satisfied)	29.4	33.3	35.3
I find it difficult to answer	23.5	4.8	5.9

1.11 Catering at the university (prices, product range, quality of prepared dishes)



For the option «If you answered «not satisfied» to the previous question, give recommendations for improvement provided services» students indicated the following options*:

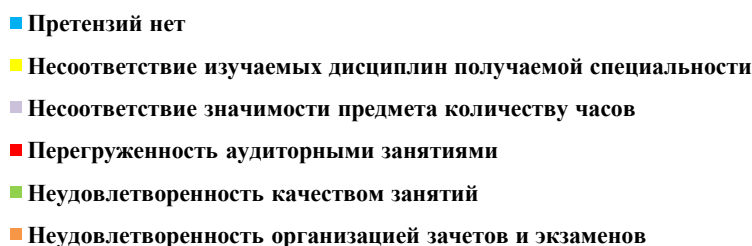
- Replenishment of teaching staff.

2. «What is your attitude to the quality of organization of the educational process?»

Answer options	2nd year (%)	3rd year (%)	4th year (%)
No complaints	52.9	57.1	47.1
Discrepancy between the disciplines studied and the specialty obtained	-	4.8	5.9
Inconsistency between the importance of the subject and the number of hours	-	4.8	-
Overload with classroom activities	5.9	9.5	5.9
Dissatisfaction with the quality of classes	5.9	9.5	5.9
Dissatisfaction with the organization of tests and exams	-	-	-
Other	35.3	14.3	35.3

*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. «What is your attitude to the quality of organization of the educational process? »



Students indicated the following options for the «Other» option.*:

- Lack of time to prepare a diploma project.

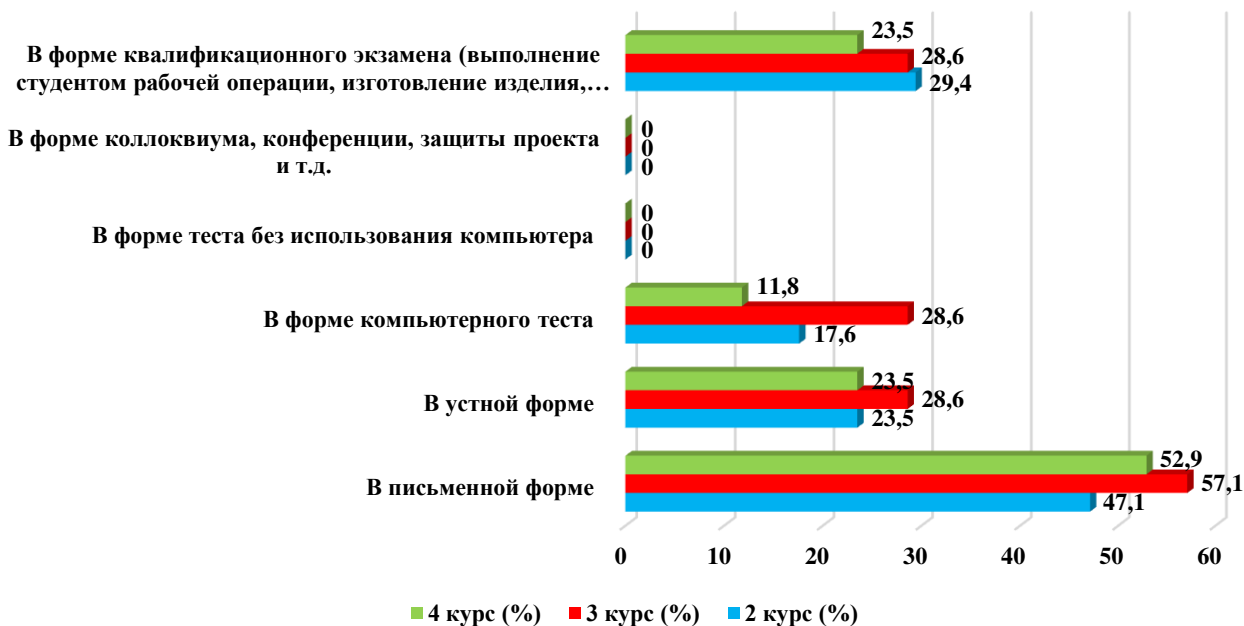
3. What forms of final testing or examination are used in this educational organization? (check all that apply)

Answer options	2nd year (%)	3rd year (%)	4th year (%)
In writing	47.1	57.1	52.9
In oral form	23.5	28.6	23.5
In the form of a computer test	17.6	28.6	11.8
In the form of a test without using a computer	-	-	-
In the form of a colloquium, conference, project defense, etc.	-	-	-
In the form of a qualification exam (the student performs a work operation, manufactures a product, carries out labor activities, assessed by experts)	29.4	28.6	23.5

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

*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.

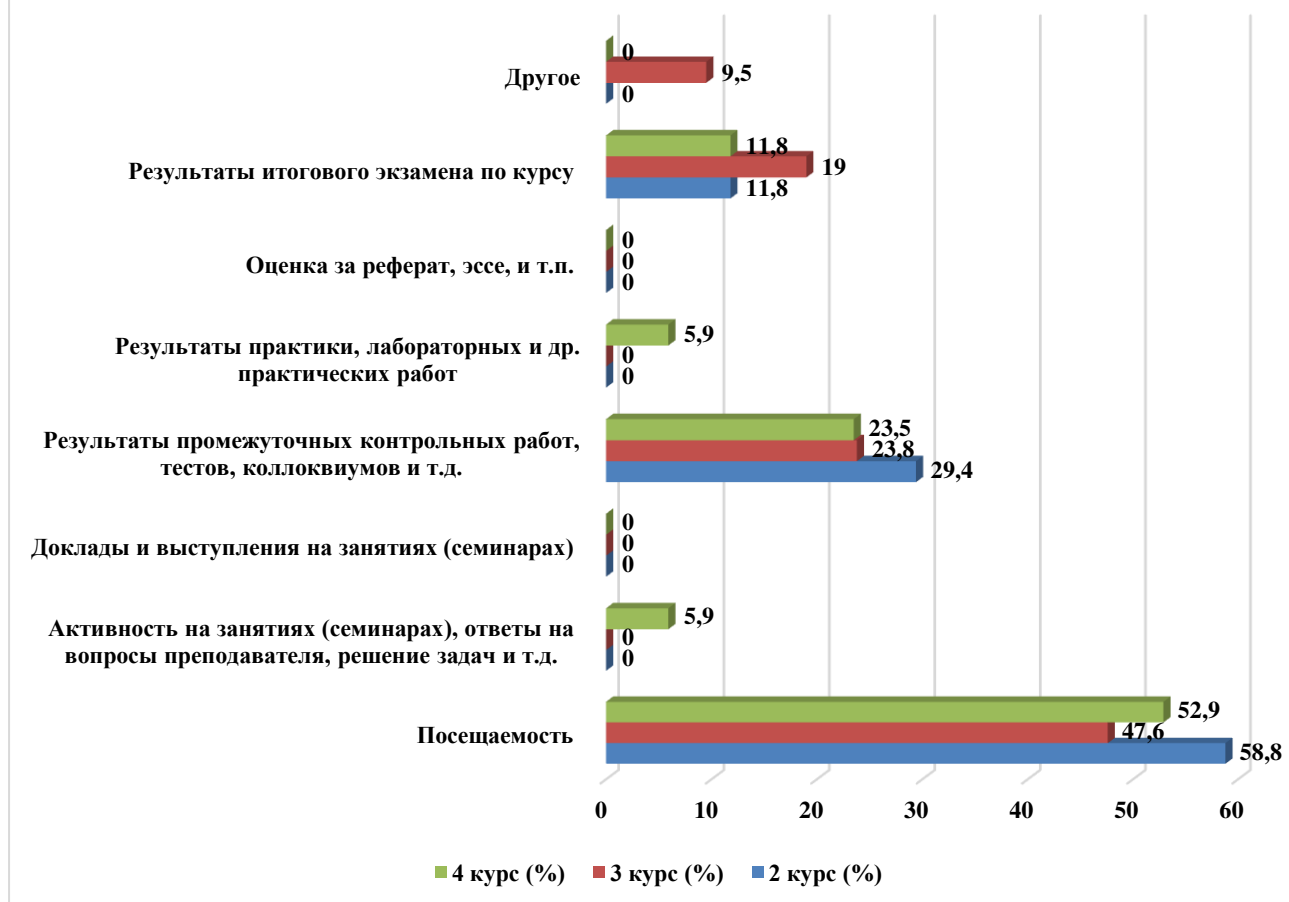
3. What forms of final testing or examination are used in this educational organization?



4. What indicators are usually taken into account by teachers when making the final grade?

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Attendance	58.8	47.6	52.9
Activity in classes (seminars), answers to teacher questions, problem solving, etc.	-	-	5.9
Reports and speeches at classes (seminars)	-	-	-
Results of intermediate tests, tests, colloquiums, etc.	29.4	23.8	23.5
Results of practice, laboratory and other practical work	-	-	5.9
Score for an abstract, essay, etc.	-	-	-
Results of the final exam for the course	11.8	19	11.8
Other	-	9.5	-

4. What indicators are usually taken into account by teachers when making the final grade?



Students indicated the following options for the «Other» option: *

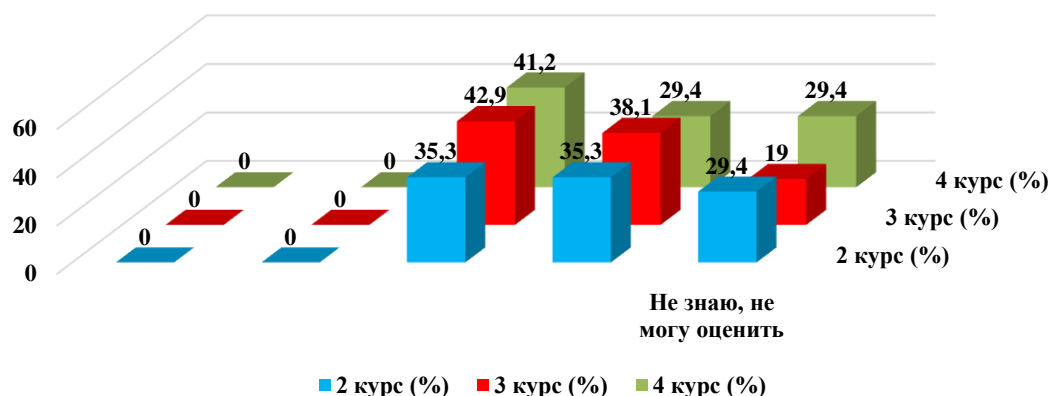
-Attendance, results of intermediate tests, tests, colloquiums.

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; there are no such technologies in real production yet.	-	-	-
These are modern technologies, they are used by leading companies	-	-	-
These are quite modern technologies, they are used, but I know more modern ones	35.3	42.9	41.2
These are yesterday's technologies that are no longer on the market.	35.3	38.1	29.4
I don't know, I can't rate it	29.4	19	29.4

*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.

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



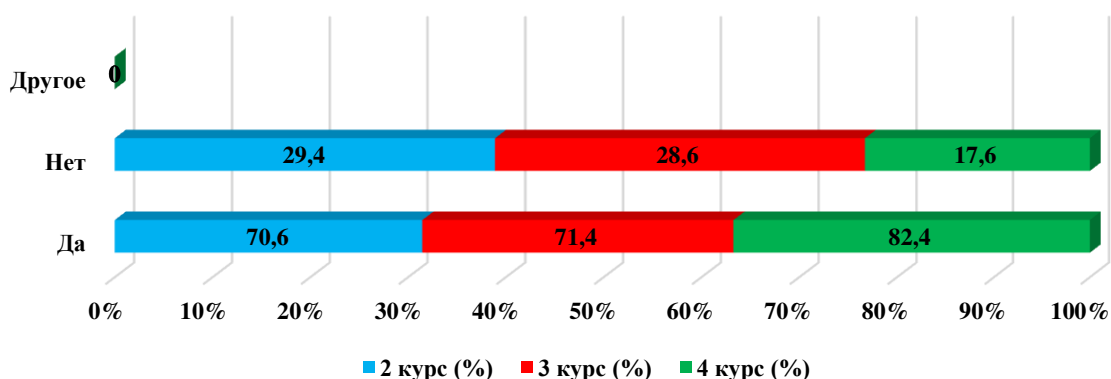
For the option «If you answered the previous question «I don't know, I can't rate it», give recommendations for improvement» students indicated the following options*:

- nothing works;
- insufficient basic technical equipment with sockets for laptops (for working in programs and conducting projects). Possibility of introducing computer rooms to reproduce the project in popular programs directly during the seminars.

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

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Yes	70.6	71.4	82.4
No	29.4	28.6	17.6
Other	-	-	-

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



7. What do you think the relationship is like:

7.1 Between students
7.2 Between teachers and students (in the educational process)

*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.

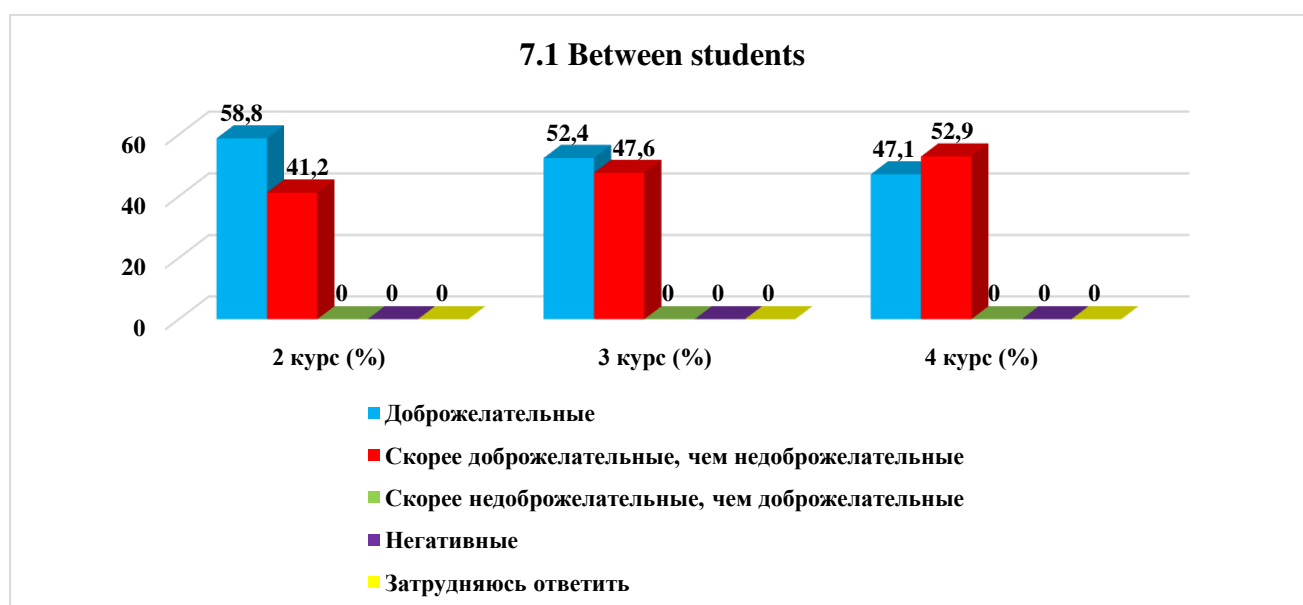
7.3	Between the student and the curator
7.4	Between students and administration
7.5	Between students and employees of departments (library, student department, etc.)
7.6	Between students and security service

Other _____

If you answered the previous question «More unfriendly than friendly» and «Negative», give recommendations for improvement _____

7.1 Between students

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Friendly	58.8	52.4	47.1
More friendly than unfriendly	41.2	47.6	52.9
More unfriendly than friendly	-	-	-
Negative	-	-	-
I find it difficult to answer	-	-	-



7.2 Between teachers and students (in the educational process)

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Friendly	47.1	47.6	35.3
More friendly than unfriendly	35.3	33.3	35.3
More unfriendly than friendly	-	-	-
Negative	-	-	-
I find it difficult to answer	17.6	19	29.4

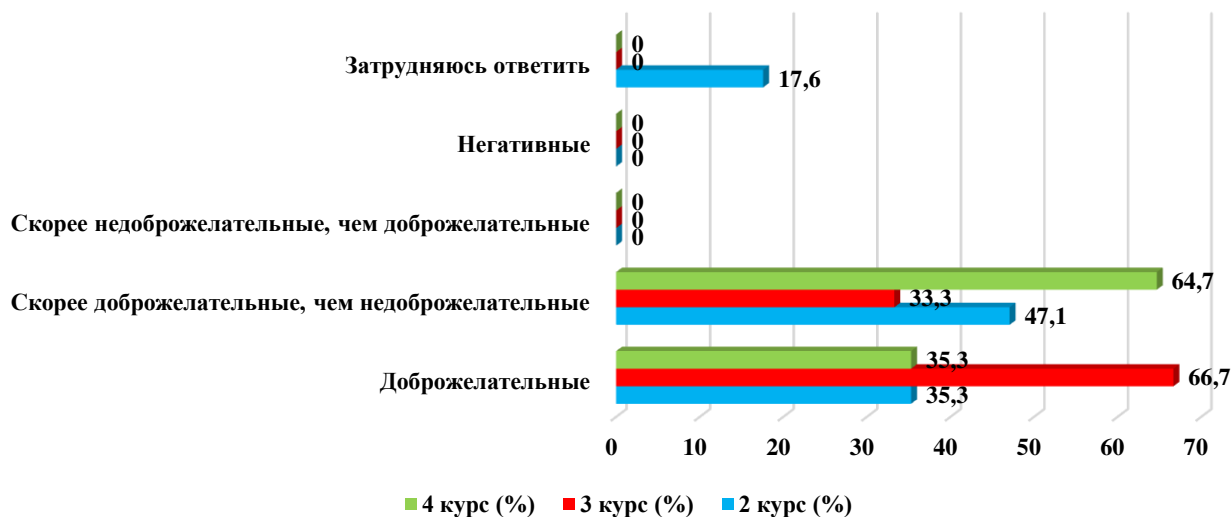
7.2 Between teachers and students (in the educational process)



7.3 Between the student and the curator

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Friendly	35.3	66.7	35.3
More friendly than unfriendly	47.1	33.3	64.7
More unfriendly than friendly	-	-	-
Negative	-	-	-
I find it difficult to answer	17.6	-	-

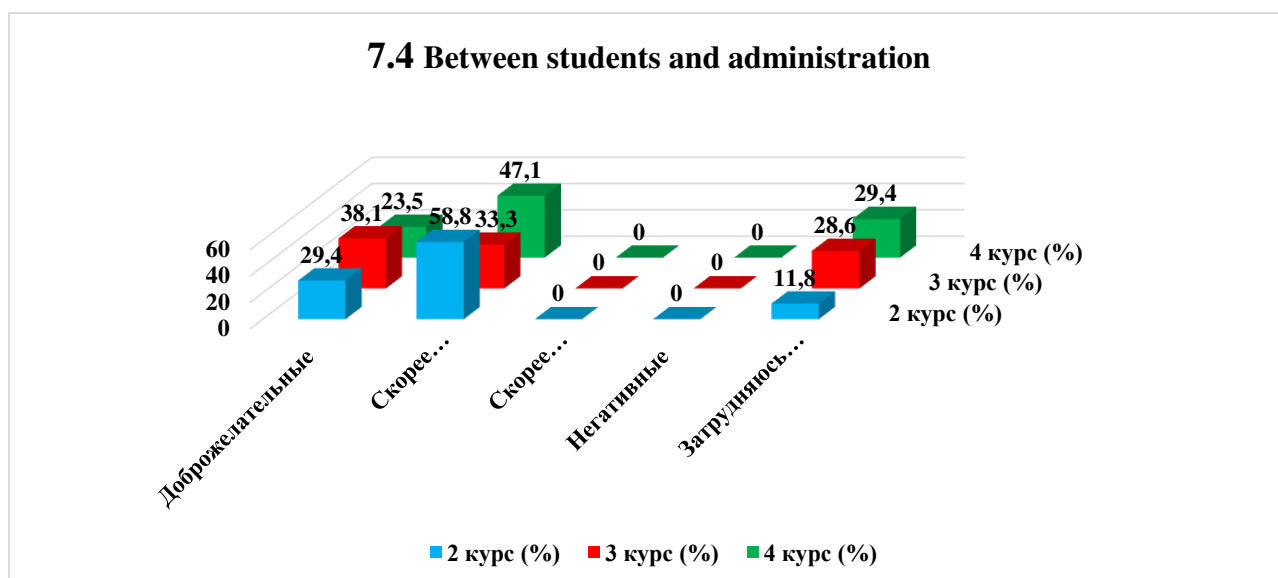
7.3 Between the student and the curator



7.4 Between students and administration

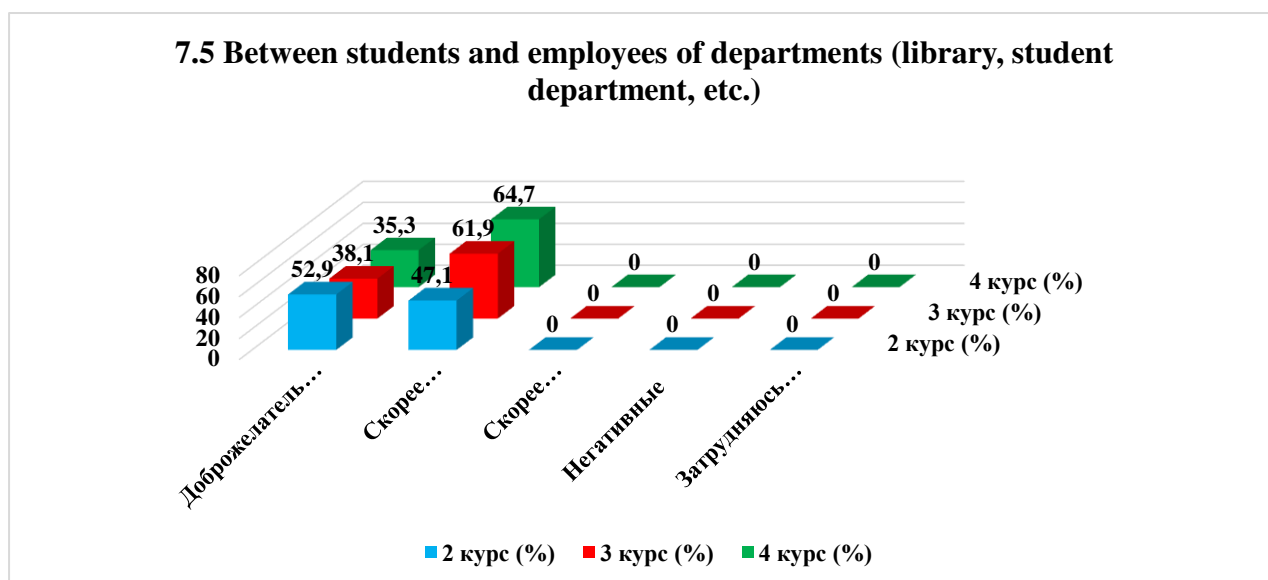
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Friendly	29.4	38.1	23.5
More friendly than unfriendly	58.8	33.3	47.1
More unfriendly than friendly	-	-	-
Negative	-	-	-

I find it difficult to answer	11.8	28.6	29.4
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7.5 Between students and employees of departments (library, student department, etc.)

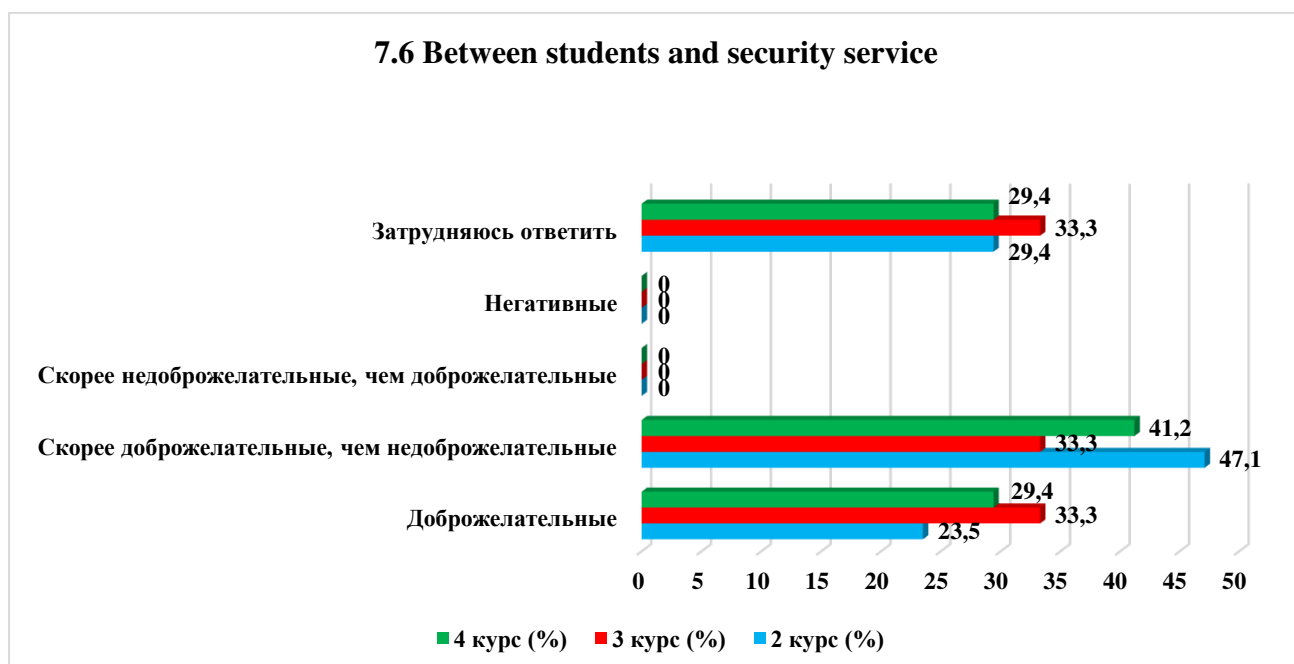
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Friendly	52.9	38.1	35.3
More friendly than unfriendly	47.1	61.9	64.7
More unfriendly than friendly	-	-	-
Negative	-	-	-
I find it difficult to answer	-	-	-



7.6 Between students and security service

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Friendly	23.5	33.3	29.4
More friendly than unfriendly	47.1	33.3	41.2
More unfriendly than friendly	-	-	-
Negative	-	-	-

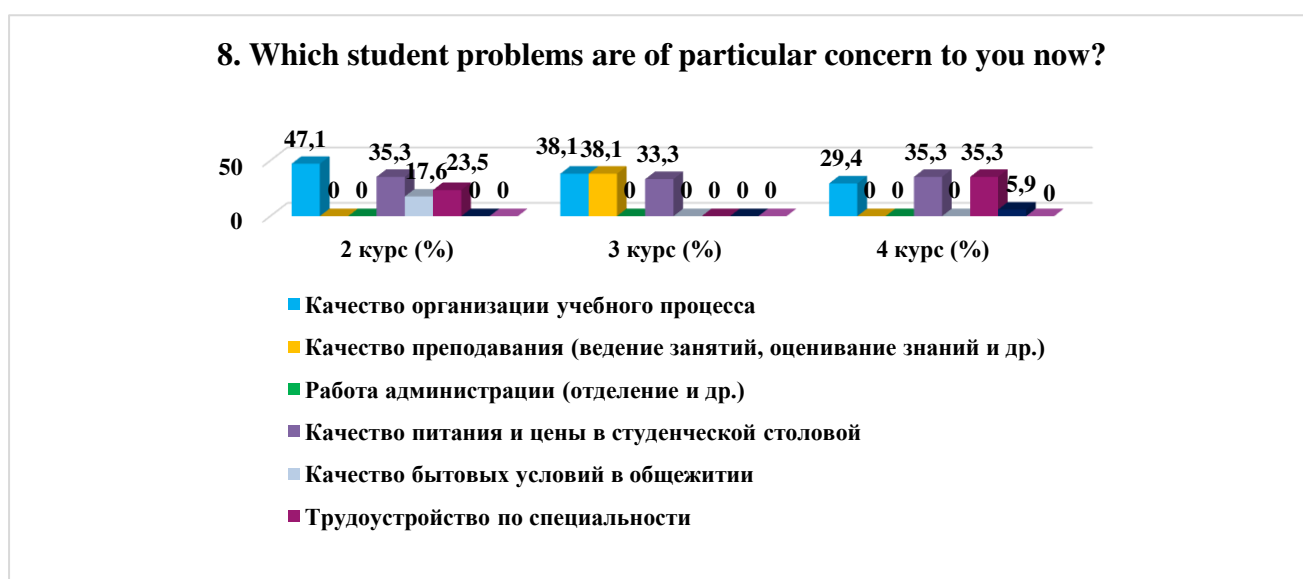
I find it difficult to answer	29.4	33.3	29.4
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8. Which student problems are of particular concern to you now? (choose no more than 3 answer options)

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Quality of organization of the educational process	47.1	38.1	29.4
Quality of teaching (class conducting, assessment of knowledge, etc.)	-	38.1	-
Administration work (department, etc.)	-	-	-
Quality of food and prices in the student canteen	35.3	33.3	35.3
Quality of living conditions in the hostel	17.6	-	-
Employment by specialty	23.5	-	35.3
Quality of industrial practice organizations	-	-	5.9
Other	-	-	-

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

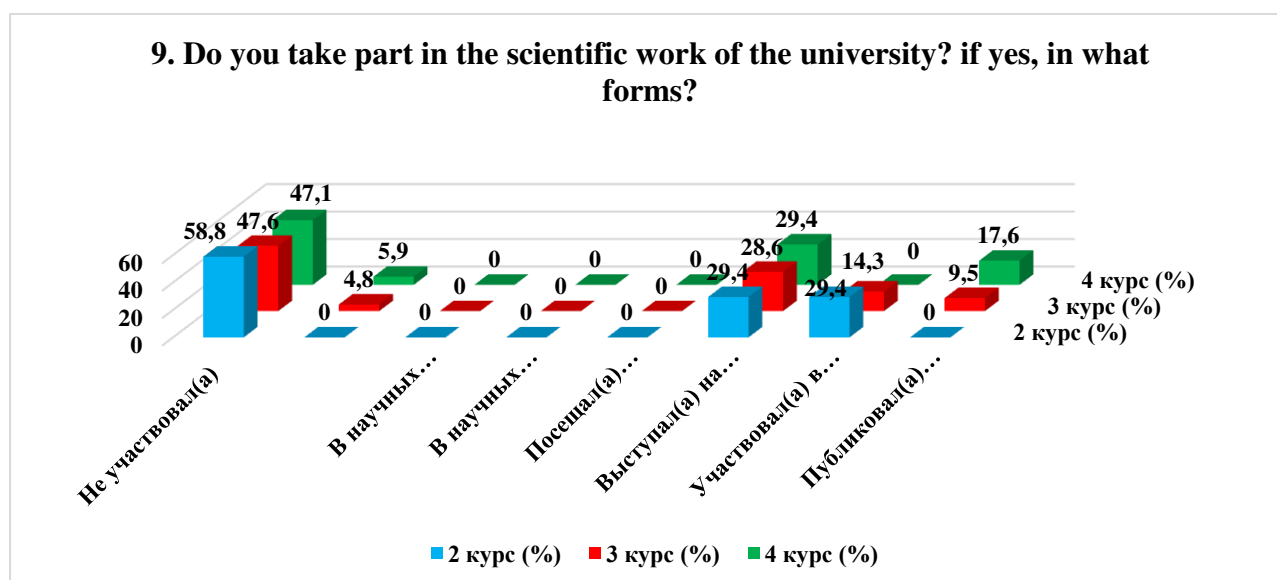


9. Do you take part in the scientific work of the university? if yes, in what forms?

(check all that apply)

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Did not participate	58.8	47.6	47.1
Sometimes, when it is necessary for formal reasons	-	4.8	5.9
In scientific projects of laboratories, centers, etc. under a contract, within a grant, etc.	-	-	-
In scientific projects of laboratories, clubs, circles, etc. free of charge	-	-	-
Attended scientific seminars, clubs and other scientific events	-	-	-
Speaker at a conference (including a student conference), scientific seminar)	29.4	28.6	29.4
Participated in a student scientific work competition	29.4	14.3	-
Published the results of his research (including in student collections)	-	9.5	17.6

*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*:

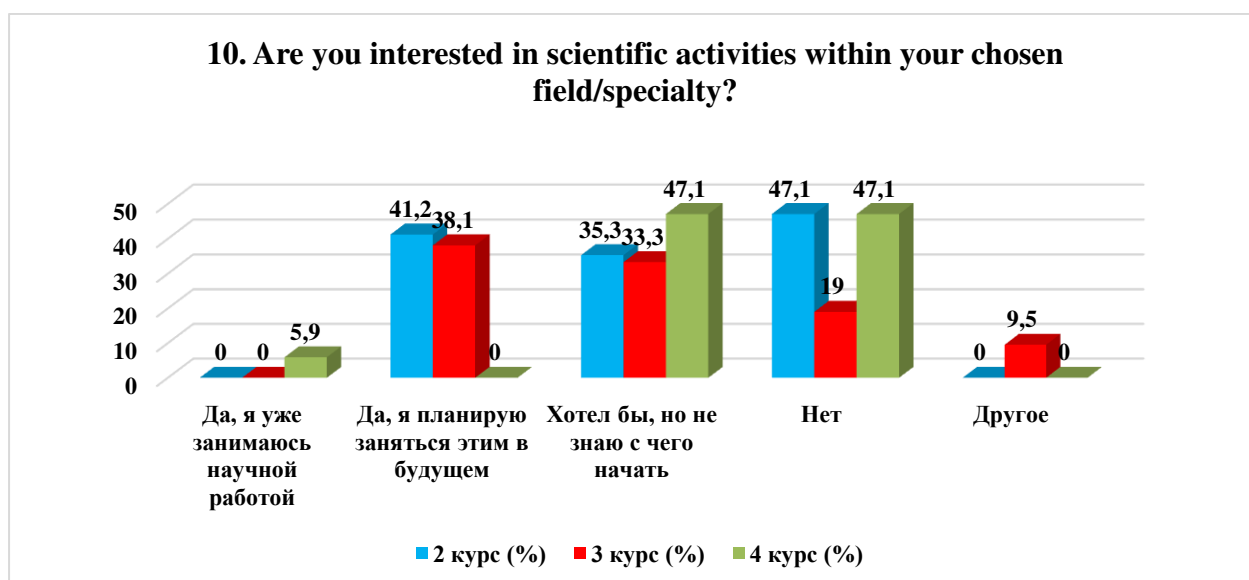
- I don't want;
- Lack of time for competitive projects.

10. Are you interested in scientific activities within your chosen field/specialty?

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Yes, I'm already doing scientific work	-	-	5.9
Yes, I plan to do this in the future	41.2	38.1	-
I would like to, but I don't know where to start	35.3	33.3	47.1
No	47.1	19	47.1

*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	-	9.5	-
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Students pointed to «other»*:

- interested

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

- There is no time to compile a worthy scientific work without compromising the ongoing completion of coursework and dissertations.

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

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Sport sections	-	14.3	-
Creative clubs	-	-	-
Student trade union committee «Zhas Orda»	-	-	-
I don't use anything	82.4	76.2	76.5
Other	17.6	9.5	23.5

*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.

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



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

- Working;
- Do not need;
- There is no urgent need for those listed.

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

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

Other _____

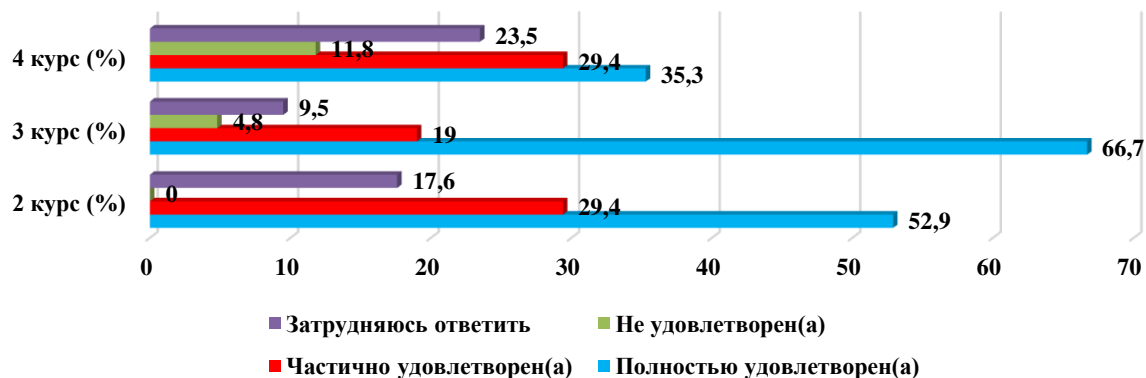
If you answered «not satisfied» to the previous question, give recommendations for improvement provided services _____

12.1 Availability of necessary scientific literature in the library

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	52.9	66.7	35.3
Partially satisfied	29.4	19	29.4
Not satisfied)	-	4.8	11.8
I find it difficult to answer	17.6	9.5	23.5

*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.

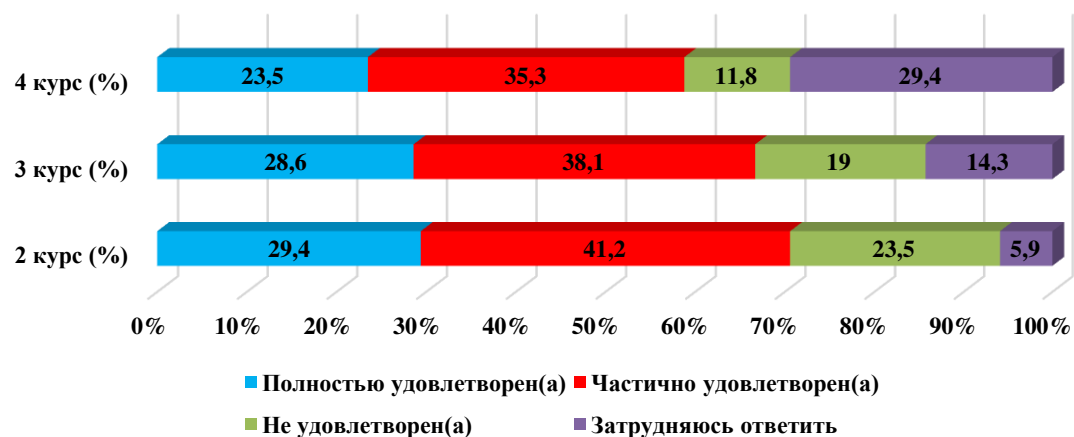
12.1 Availability of necessary scientific literature in the library



12.2 Modern computer equipment

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	29.4	28.6	23.5
Partially satisfied	41.2	38.1	35.3
Not satisfied)	23.5	19	11.8
I find it difficult to answer	5.9	14.3	29.4

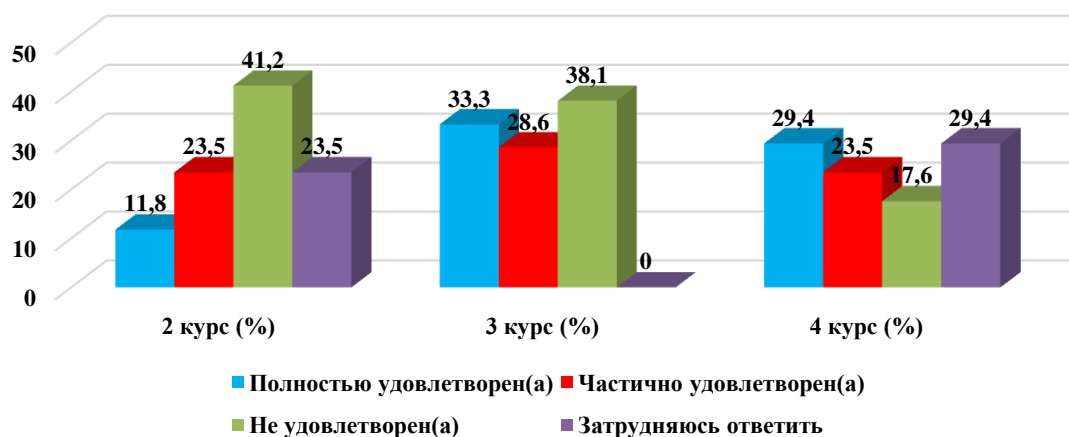
12.2 Modern computer equipment



12.3 Internet channel width, its speed

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	11.8	33.3	29.4
Partially satisfied	23.5	28.6	23.5
Not satisfied)	41.2	38.1	17.6
I find it difficult to answer	23.5	-	29.4

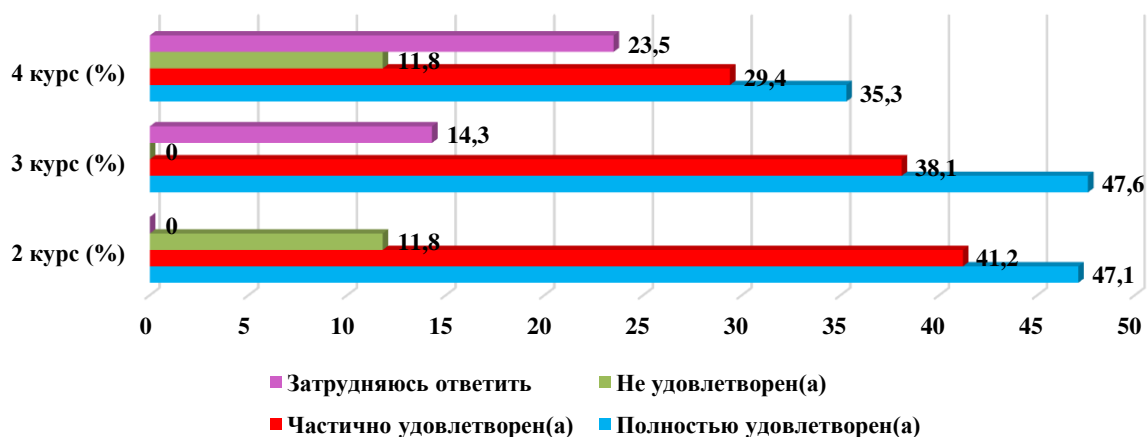
12.3 Internet channel width, its speed



12.4 Modern software

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	47.1	47.6	35.3
Partially satisfied	41.2	38.1	29.4
Not satisfied)	11.8	-	11.8
I find it difficult to answer	-	14.3	23.5

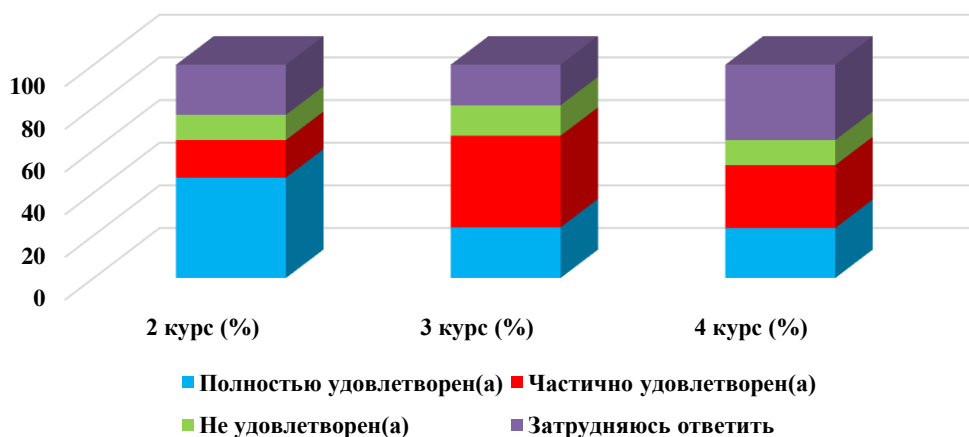
12.4 Modern software



12.5 Availability of educational and scientific equipment

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	47.1	23.8	23.5
Partially satisfied	17.6	42.9	29.4
Not satisfied)	11.8	14.3	11.8
I find it difficult to answer	23.5	19	35.3

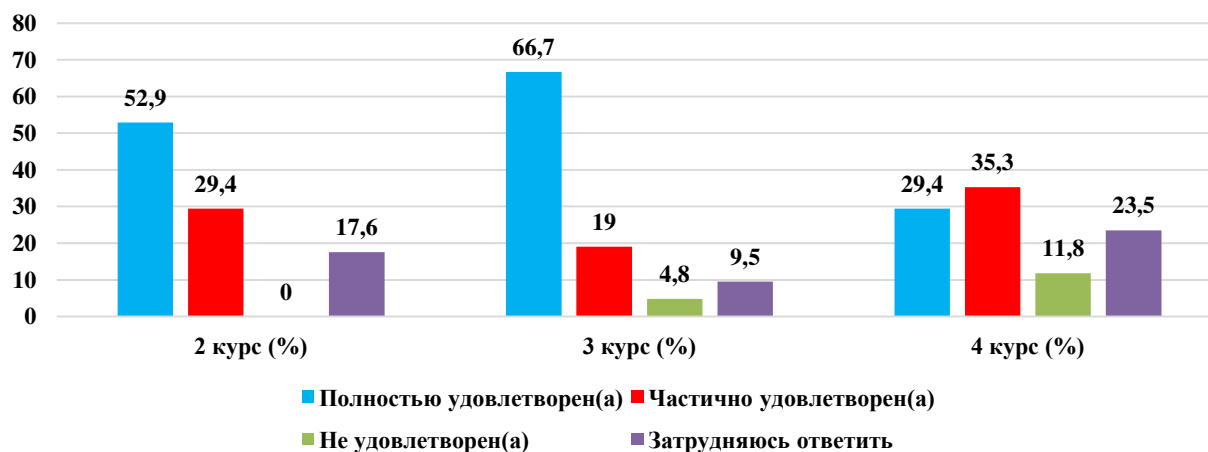
12.5 Availability of educational and scientific equipment



12.6 Availability of laboratories and specialized classrooms

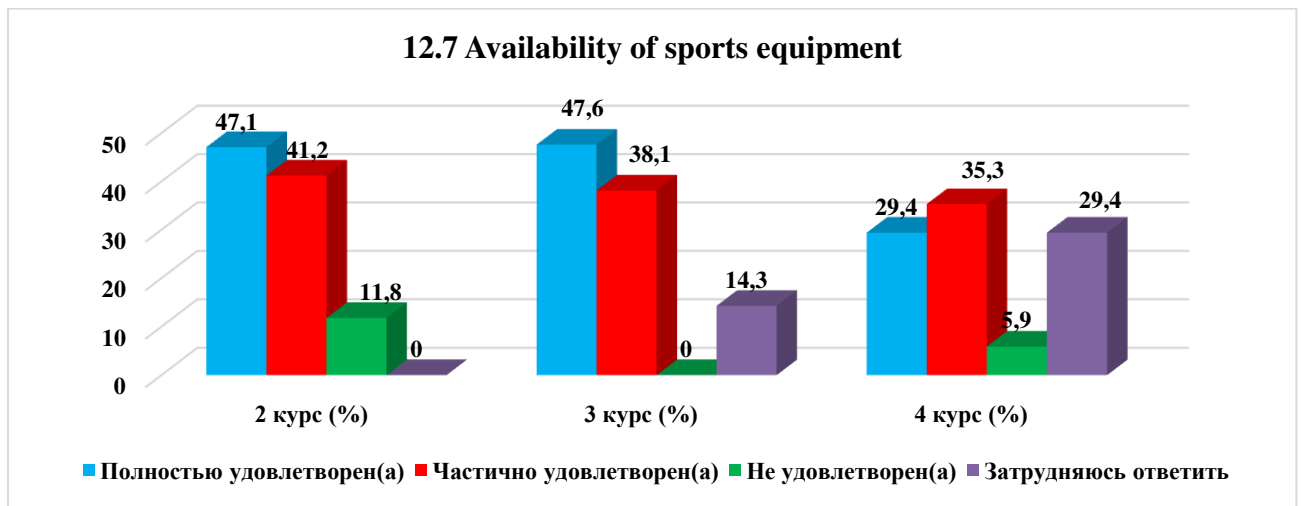
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	52.9	66.7	29.4
Partially satisfied	29.4	19	35.3
Not satisfied)	-	4.8	11.8
I find it difficult to answer	17.6	9.5	23.5

12.6 Availability of laboratories and specialized classrooms



12.7 Availability of sports equipment

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	47.1	47.6	29.4
Partially satisfied	41.2	38.1	35.3
Not satisfied)	11.8	-	5.9
I find it difficult to answer	-	14.3	29.4

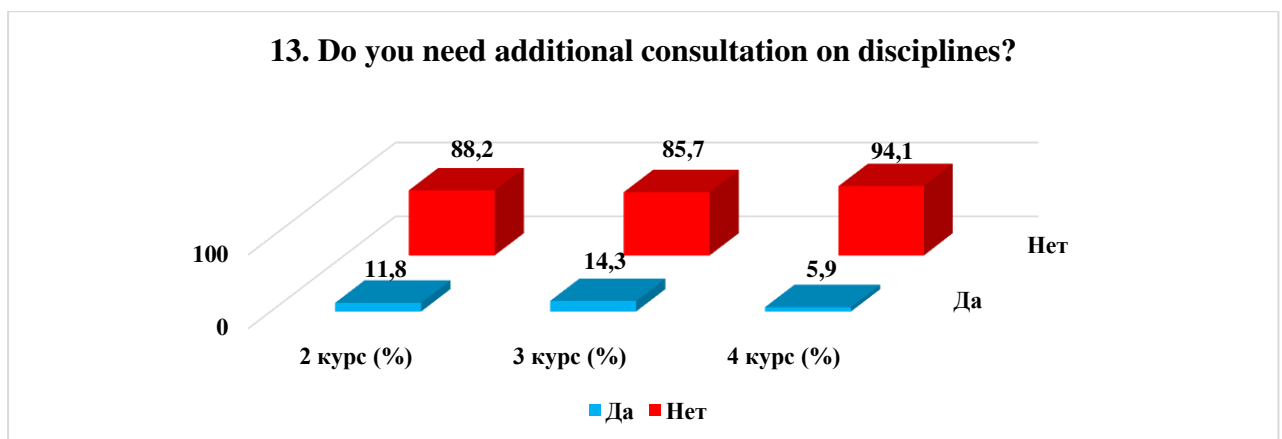


For the option «If you answered «Not satisfied» to the previous question, give recommendations for improvement» students indicated the following options*:

- Bad Internet;
- update the software.

13. Do you need additional consultation on disciplines?

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Yes	11.8	14.3	5.9
No	88.2	85.7	94.1



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

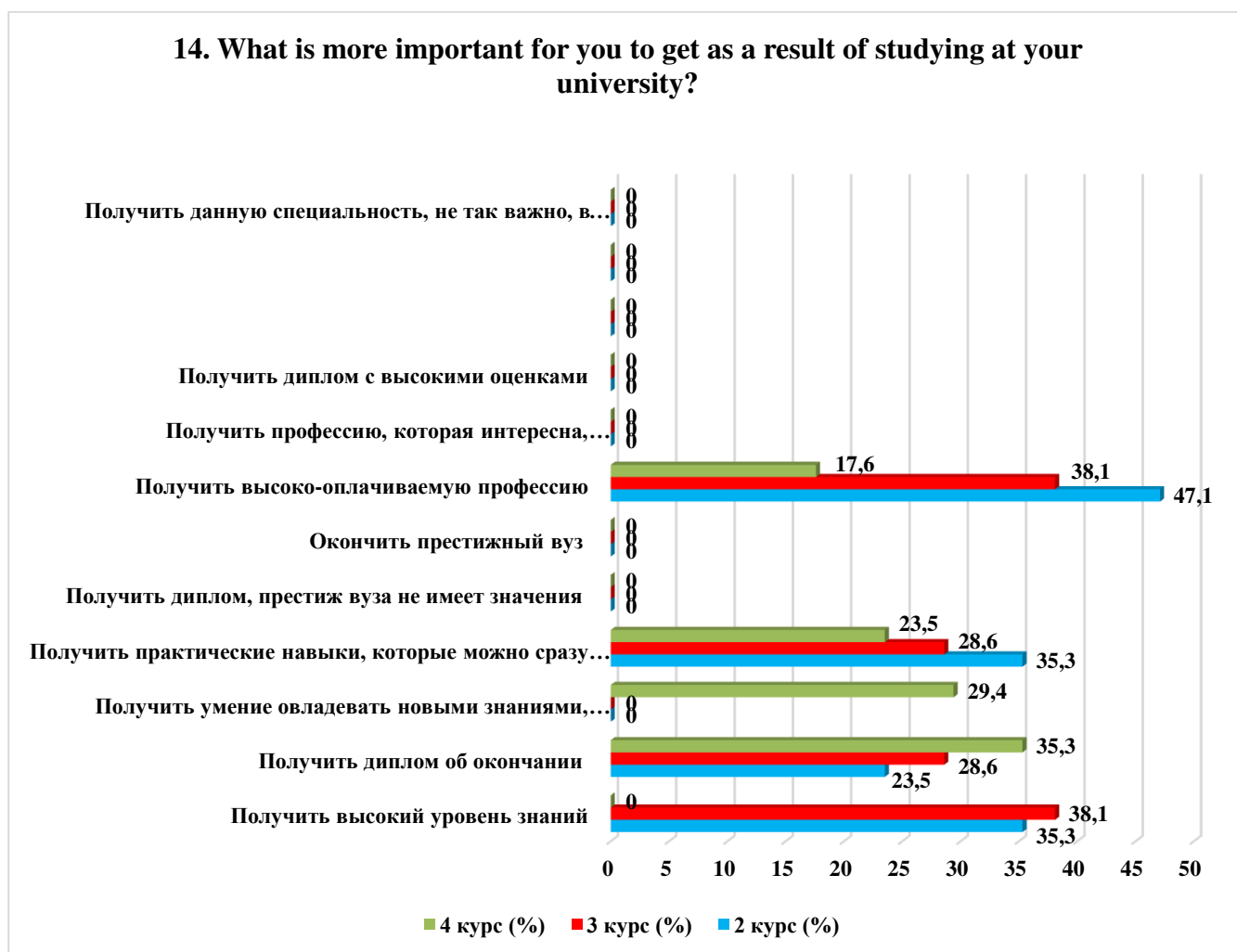
(You can select one or more answer options)

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Get a high level of knowledge	35.3	38.1	-
Receive a diploma of completion	23.5	28.6	35.3
Gain the ability to acquire new knowledge that will help you quickly adapt in the workplace	-	-	29.4
Gain practical skills that you can immediately use at	35.3	28.6	23.5

*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.

work			
Get a diploma, the prestige of the university does not matter	-	-	-
Graduate from a prestigious university	-	-	-
Get a highly paid profession	47.1	38.1	17.6
Get a profession that is interesting and matches your abilities	-	-	-
Get a diploma with high grades	-	-	-
You need to learn only what is interesting or will be needed in further study (work)	-	-	-
It's not so important to graduate from this particular university, in what specialty	-	-	-
Getting this specialty is not so important in which university.	-	-	-

**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 need to be added to this questionnaire to improve the training program, improve the quality of services provided, improve the quality of distance learning and other areas of the university's activities. (Students' answers are presented in the original. The author's spelling and punctuation have been preserved):

- I find it difficult to answer;
- Are you satisfied with the training in general?
- Equipment of offices;
- Everything suits me.

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

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

To the question «What is your attitude to the quality of the organization of the educational process? » the majority of students responded that there were no special complaints: 2nd year – 52.9%, 3rd year – 57.1%, 4th year – 47.1%. The data obtained indicate an improvement in the quality of organization of the educational process and educational services of the university.

Nevertheless, there is a small part among those surveyed who noted such answer options as «Inconsistency between the disciplines studied and the specialty being acquired.»(3rd year – 4.8%, 4th year – 5.9%), «Inconsistency between the importance of the subject and the number of hours» (3rd year - 4.8%), «Overload with classroom activities» (2nd year - 5.9%, 3rd year - 9.5%, 4th year - 5.9%), «Dissatisfaction with quality classes» (2nd year - 5.9%, 3rd year - 9.5%, 4th year - 5.9%).

To the question: «What indicators are usually taken into account by teachers when making the final grade? » 53.1% of students indicated the option «attendance», in second place - 25.6% «Results of intermediate tests, tests, colloquiums, etc.»

Relations «between students», «between teachers and students (in the educational process)», «between students and curators», «between students and administration», «between students and employees of departments (library, student department, etc.)», «between students and the security service» are being assessed by respondents, mainly as «friendly» and «with more benevolent than unfriendly» accordingly, which fully corresponds to the high level of satisfaction with the moral and psychological climate in the student environment.

To the question «Which student problems are of particular concern to you now? » students put «Quality of organization of the educational process»- 38.2%. Next – «quality of food and prices in the student canteen» - 34.6%. In the third position – «Employment by specialty»– 19.6%.

To the question «**Do you need additional consultation on disciplines?** » **89.3%** respondents responded that they did not need additional consultation.

Recommendations:

The head of the department should familiarize staff and students with the results of the survey and, if necessary, develop an action plan to improve the quality of educational services.