

NLC "Karaganda Technical University"	Methodological Guidelines Monitoring the quality of educational services by means of questioning students	KTU MG IV- 02-2021 Version 02 Dated 2021.09.27 Page 1 of 11
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Approved by
Quality Management Representative

G.S. Zhetessova

"05" 10 2021

METHODOLOGICAL GUIDELINES

MONITORING THE QUALITY OF EDUCATIONAL SERVICES BY MEANS OF QUESTIONING STUDENTS

KTU MG IV - 02 – 2021

Developed by: Head of the Center of
Quality Management and Accreditation

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Karaganda

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NLC “Karaganda Technical University”	Methodological Guidelines Monitoring the quality of educational services by means of questioning students	KTU MG IV- 02-2021 Version 02 Dated 2021.09.27 Page 2 of 11
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Table of contents

1 Scope	3
2 General provisions	3
3 Frequency and procedure of questioning	3
4 Procedure of summing up the results of questioning	4
5 Coordination and implementation	4
6 Replication and distribution of the document	5
7 Storage	5
8 Making changes to the document	5
Appendix A Questionnaire “Satisfaction of the 2-5 year students”	6
Appendix B Questionnaire “Teacher as seen by the eyes of students”	9
Appendix C Coordination sheet	10
Appendix D Familiarization sheet	11

NLC "Karaganda Technical University"	Methodological Guidelines Monitoring the quality of educational services by means of questioning students	KTU MG IV- 02-2021 Version 02 Dated 2021.09.27 Page 3 of 11
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Effective date 2021.10.05
(year, month, day)

1 Scope

1.1 This Methodological guidelines determines goals, tasks, frequency and procedure of questioning students (bachelor's degree program, master's degree program, doctoral program) of the university in terms of satisfaction with quality of the educational process (hereinafter - Questionnaire).

2 General provisions

2.1 Questioning the students to monitor their opinion on the quality of provided educational services is one of the forms of control over the realization of state policy in the field of education.

2.2 The purpose of questioning is to obtain information about a state of the educational process and the quality of teaching activity of the teachers.

2.3 Tasks of questioning are:

- expanding participation of the students in the management of a higher educational institution, activation of their civic position (giving "feedback" in the teaching process);
- providing teachers with necessary information that allows them to purposefully improve certain aspects of their teaching activity, to improve its quality;
- providing the university leadership with information about various aspects of the teaching activity of teachers;
- development of activities, aimed at improving a work of the university, increasing the effectiveness of teaching work, formation of the motivation of academic teaching staff;
- frequency: obtaining the data of dynamics of the students' satisfaction with the quality of the educational process by establishing certain frequency of research.

3 Frequency and procedure of questioning

3.1 Questioning is carried out annually.

3.2 Content of the questionnaire can vary, depending on relevant tasks of assessing the quality of the educational process by the students at the university (examples of the questionnaires are presented in the Appendices A, B).

3.3 An initiator is responsible for organizing, questioning, processing the received data.

3.4 The initiator develops a questionnaire to study the satisfaction of the students

NLC “Karaganda Technical University”	Methodological Guidelines Monitoring the quality of educational services by means of questioning students	KTU MG IV- 02-2021 Version 02 Dated 2021.09.27 Page 4 of 11
---	--	--

with the quality of the educational process with determination of the appropriate criteria and indicators.

3.5 The initiator determines objects of questioning, timeframes of questioning.

3.6 Questioning is carried out by anonymous filling the questionnaires by the students on their own, in accordance with a manual of filling the questionnaire. Questioning is complemented with an explanation of its goals and tasks, content of the questions.

3.7 At the end of questioning, the filled questionnaires are given to the initiator for processing and analysis of the received data.

3.8 An analytical reference (report) is drawn up, based on the results of questioning, which includes the generalized obtained data, with an indication of the percentage of choice for each question in the form of diagrams, tables or other means of statistical presentation of the information, their quantitative and qualitative analysis.

3.9 The results of questioning are communicated to a compliance officer, deans, the heads of departments.

3.11 The results of questioning are considered at the meeting of departments, based on the results of which, an annual report and an action plan are drawn up to improve the quality of the educational services, the work of the teaching staff and sent to a quality management representative, the compliance officer and posted on the website of the departments.

4 Procedure of summing up the results of questioning

4.1 To ensure accuracy and reliability of the obtained results, at least 65% of the total number of students must participate in questioning. If it is impossible to comply with this condition, a smaller number of the students can participate in questioning, wherefore organizers of questioning need to obtain the consent of the questioned teacher.

4.2 The initiators keep the results of questioning and are responsible for observance of confidentiality.

4.3 The results of questioning the student about his satisfaction with the educational process are given to the compliance officer, after consideration by a committee, they are analyzed by leaders of the structural divisions to provide effective feedback, and at their level, it is obligatory to develop specific activities of eliminating comments and realization of proposals.

NLC “Karaganda Technical University”	Methodological Guidelines Monitoring the quality of educational services by means of questioning students	KTU MG IV- 02-2021 Version 02 Dated 2021.09.27 Page 5 of 11
--------------------------------------	--	--

4.4 The results of the questionnaire “Teacher as seen by the eyes of students” are given to the compliance officer, after consideration by the committee, the results are submitted for analysis by the teacher himself, who must identify the reasons of student dissatisfaction (if they exist), develop a system of measures to improve his teaching activity. In addition, the results of the questionnaire can be discussed and analyzed at the meetings of a supervising prorector, director of the Department of Academic Affairs, the head of the department and used to make personnel decisions, as well as be a basis for the development and execution of activities to improve qualification and retraining of teachers.

5 Coordination and implementation

This MG is agreed in accordance with the KTU DP II - 01 and is drawn up in the “Coordination sheet” (Appendix C).

6 Replication and distribution of the document

Replication and distribution this MG must be carried out in accordance with the KTU DP II - 01.

7 Storage

This guide must be kept in accordance with the KTU DP II - 01.

8 Making changes to the document

Making changes in this MG must be carried out in accordance with the KTU DP II - 01.

NLC “Karaganda Technical University”	Methodological Guidelines Monitoring the quality of educational services by means of questioning students	KTU MG IV- 02-2021 Version 02 Dated 2021.09.27 Page 6 of 11
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Appendix A
(informative)

QUESTIONNAIRE
“Satisfaction of the 2-5 year students with educational services”

Dear students!

We ask you to take part in the questionnaire “Satisfaction of the 2-5 year students with educational services” in order to improve a learning process, to improve the quality of provided services and other areas of the university’s activity.

To answer questions of the questionnaire, you must carefully read the question and all variants of answers. Choose the answer, which suits you among other answers.

The results of this questionnaire will be processed and presented in a generalized form. We ensure confidentiality of your personal opinion. Please, fully answer all questions of this questionnaire.

Faculty _____

Department _____

Academic year _____

Speciality (abbreviation) _____

1. What is your occupation?

- A) Student
- B) Graduate student
- C) Doctoral student

2. Did you have any previous training experience with the usage of distance learning technologies, before introduction of the pandemic (COVID-19)?

- A) Yes
- B) No
- C) It is difficult to answer
- D) Other _____

3. What difficulties do you have in the distance learning?

- A) There are no difficulties
- B) Low internet speed
- C) Low-quality teaching materials of the teachers
- D) Teachers answer late
- E) There is not feedback from teachers
- F Large amount of tasks from teachers
- G) Large amount of the received information
- H) Other _____

NLC “Karaganda Technical University”	Methodological Guidelines Monitoring the quality of educational services by means of questioning students	KTU MG IV- 02-2021 Version 02 Dated 2021.09.27 Page 7 of 11
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4. Highlight benefits of the distance learning?

- A) Economy
- B) Availability (regardless of geographic and temporary location)
- C) Flexible schedule
- D) Mobility
- E) Technologies
- F) Other _____

5. Please, evaluate a level of the organization’s satisfaction with a student's independent work (providing all necessary materials):

- A) High
- B) Average
- C) Low
- D) Other _____

6. Is the student's knowledge assessment system effective at the university?

- A) A written exam allows to objectively assess the student's knowledge
- B) Testing gives a more objective assessment
- C) An oral exam is more effective
- D) Other _____

7. Please, evaluate a level of the basic organization of practice (are materials available):

- A) High
- B) Average
- C) Low
- D) Other _____

8. Do you have any information about a social and psychological service of KTU?

- A) Yes
- B) No
- C) Other _____

9. Did you have to contact the social and psychological service of KTU?

- A) Yes
- B) No
- C) Other _____

10. Are you generally satisfied with your student life?

- A) I am completely satisfied
- B) I am rather satisfied
- C) I am not very satisfied
- D) I am not satisfied at all

NLC “Karaganda Technical University”	Methodological Guidelines Monitoring the quality of educational services by means of questioning students	KTU MG IV- 02-2021 Version 02 Dated 2021.09.27 Page 8 of 11
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E) Other _____

Please, write what questions need to be added to this questionnaire in your opinion, to improve an educational program, to improve the quality of the provided services, to improve the quality of the distance learning and other areas of the university activity.

Thank you for your participation!

NLC “Karaganda Technical University”	Methodological Guidelines Monitoring the quality of educational services by means of questioning students	KTU MG IV- 02-2021 Version 02 Dated 2021.09.27 Page 9 of 11
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Appendix B (informative)

Dear students!

The purpose of this questionnaire is to determine teacher's rating as seen by the eyes of student. We ask you to think and sincerely answer the questions offered to you. You should evaluate a level of teaching on each question, as per the following scale:

5 – Excellent; 4 – Very good; 3 - Good; 2 – Adequate;
1 – Inadequate, bad.

Department _____

Full name of the teacher _____

No.	Quality	Appraised by points
1	Quality of giving lectures	
2	Quality of giving seminars and practical classes	
3	Quality of giving laboratory classes	
4	Holding additional consultations	
5	Culture of speech	
6	Pace of material explanation	
7	Ethics of teacher's behavior	
8	A teacher's ability to interest a student	
9	Exactingness to students and objectivity in assessing their knowledge	
10	Practical significance of the learning material	
11	The usage of modern technical teaching aids (multimedia applications, digital laboratory works, video films, computer tests, video plots, training programs, electronic textbooks, etc.)	
12	Providing a discipline with educational and methodological material	
13	You can send your proposals, wishes, comments on this questionnaire by e-mail: cqma_kstu@mail.ru	

Group _____

Faculty _____

F. 05 - 2020

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