

Survey form
“2-5 Year Students’ Satisfaction with Educational Services”

Dear students!

We ask you to take part in the survey "2-5 year students’ satisfaction with educational services" in order to improve the learning process, to improve the quality of services provided and other activities of the University.

To answer the questions of the survey form, you must carefully read the question and all the answer options. Select from the answers the one that suits you.

The results of this survey will be processed and presented in a generalized form. We guarantee the confidentiality of your personal opinion. Please answer all the questions in this survey form completely.

Faculty _____

Department _____

Year _____

Specialty _____

1. Why did you choose to study at KTU?

- A) One of the leading universities of the Republic of Kazakhstan for the training of technical personnel
- B) He is closer than others to the house
- C) Friends, relatives study there
- D) Heard a lot of good things about it
- E) Other _____

2. Do you know what elective disciplines are?

- A) Yes B) No C) No answer

3. Are the training laboratories provided with the modern equipment you need?

- A) Yes B) No C) No answer

4. Are you satisfied with the technical equipment of the classrooms? (video, audio, computers, etc.)

- A) Yes B) No C) No answer

5. Are you satisfied with the technical equipment of the classrooms (video, audio, computers, etc.)?

- A) Yes B) No C) No answer

6. Please rate the level of satisfaction with organization of the student's independent work (provision of all the needed materials):

- A) High B) Medium C) Low

7. Please rate the level of basic organization of the job placement (whether the materials are available):

- A) High B) Medium C) Low

8. Is the student knowledge assessment system used at the University effective?

- A) A written exam allows objective assessing the knowledge of the student
- B) Testing gives a more objective assessment
- C) An oral exam is more effective
- E) Other _____

9. Is the information of the possibility of studying abroad available to you?

- A) Yes B) No C) No answer

10. If you live at a hostel, are you satisfied with the living conditions of your stay?

- A) Yes B) No C) Other _____

11. Are you satisfied with the catering at the University canteen?

- A) Yes B) No C) Other

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

- A) Sports sections
- B) Creative circles
- C) Student trade union committee "Zhas Orda"
- D) Don't use anything
- E) Other _____

13. Do you have the information of the socio-psychological service of KTU?

- A) yes B) No

13. Have you ever contacted the socio-psychological service of KTU?

- A) yes
- B) No

14. Are you satisfied with your student life on the whole?

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

Please write what questions, in your opinion, should be added to this survey form in order to improve the training program, to improve the quality of services provided and other activities of the University.

Thank you for your participation!