

**Report**  
**based on survey results**  
**“Satisfaction of 2-5 year students with educational services” 2023 – 2024**  
**academic year.**

**Department:** "Industrial transport"

**Speciality:** 6B11301 Organization of transportation, traffic and operation of transport

In October 2023, the Center for Quality Management and Accreditation conducted an annual survey 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.

In specialty 6B11301 "Organization of transportation, traffic and operation of transport," 68 respondents took part in the survey.

- 2nd year – 23 students (88.4%);
- 3rd year – 25 students (78.1%);
- 4th year – 20 students (100%).

**Form of study**

- Budgetary – 18 students (26.5%);
- Paid – 50 students (73.5%).

The following data were obtained during the survey:

Indicators:

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

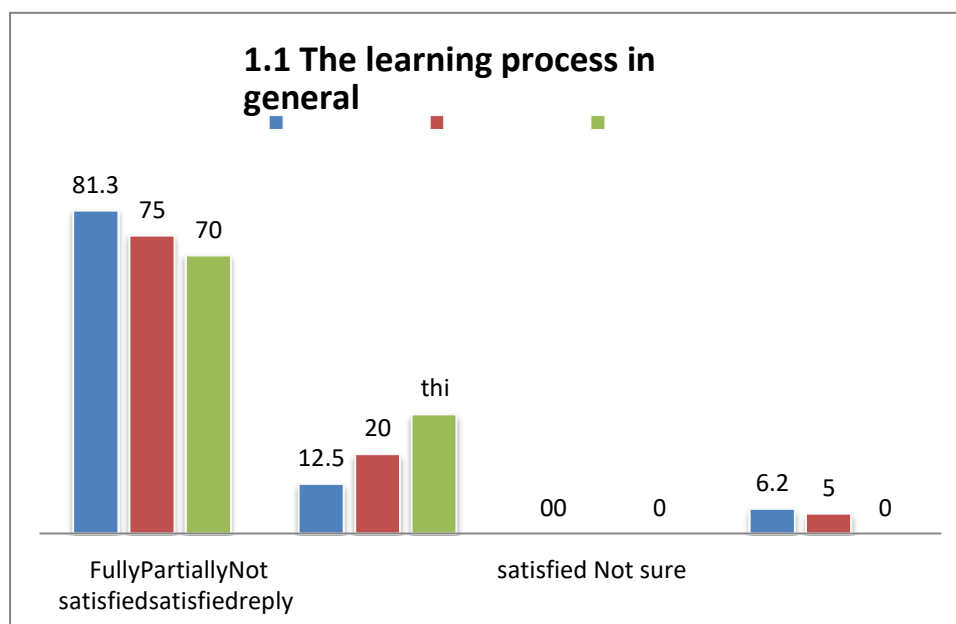
1.1 The learning process in general
1.2 Class schedule
1.3 Organization of independent work
1.4 Internship
1.5 Organization and conduct of the SRSP
1.6 Organization and conduct of laboratory work
1.7 Satisfaction with the library
1.8 Possibility of access to full-text databases of scientific publications
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 "dissatisfied" to the previous question,  
give recommendations for improving the  
services provided \_\_\_\_\_

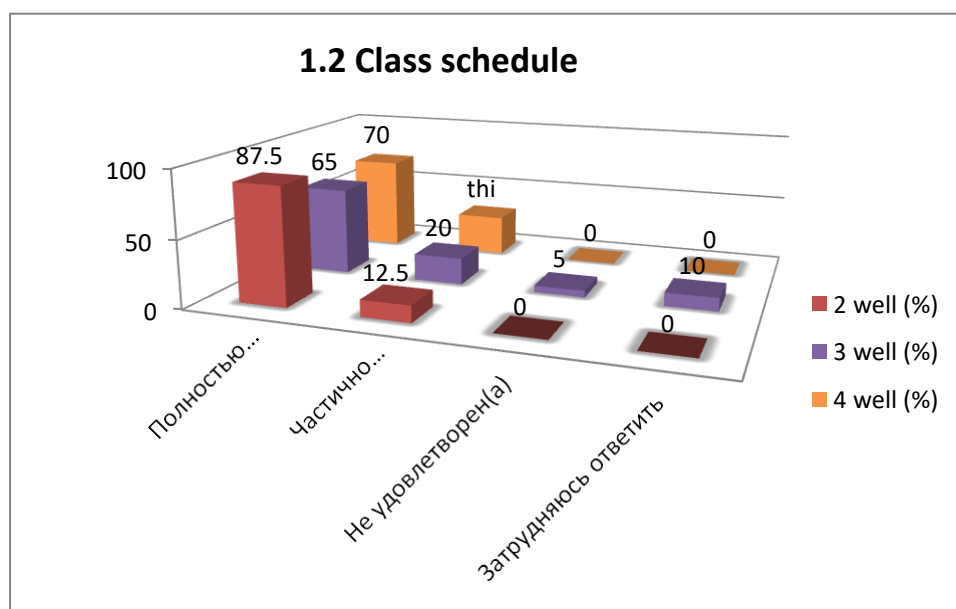
## 1.1 The learning process in general

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<b>Completely satisfied</b>	81.3	75	70
<b>Partially satisfied</b>	12.5	20	thirty
<b>Not satisfied)</b>	-	-	-
<b>I find it difficult to answer</b>	6.2	5	-



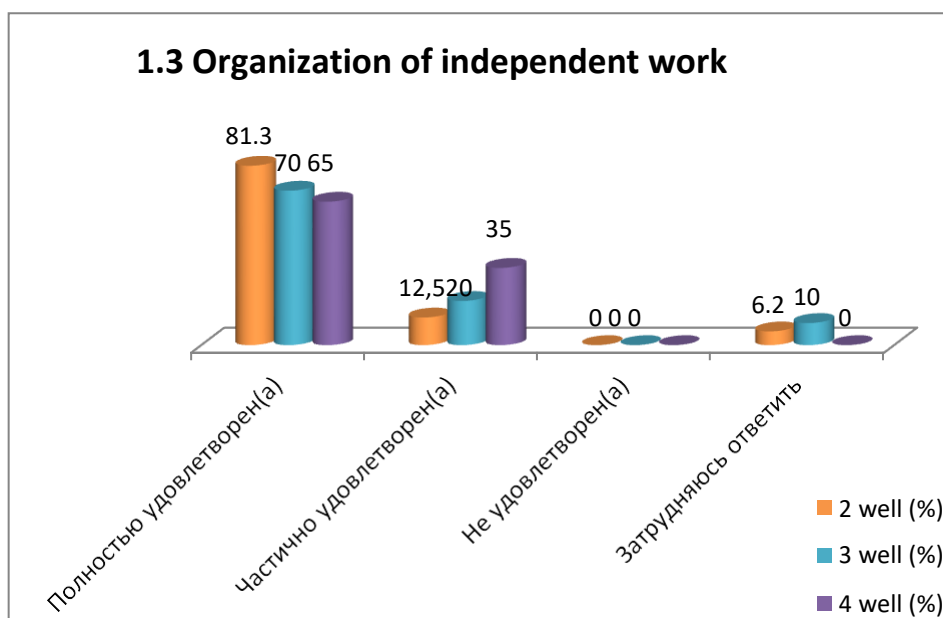
## 1.2 Timetable of classes

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<b>Completely satisfied</b>	87.5	65	70
<b>Partially satisfied</b>	12.5	20	thirty
<b>Not satisfied)</b>	-	5	-
<b>I find it difficult to answer</b>	-	10	-



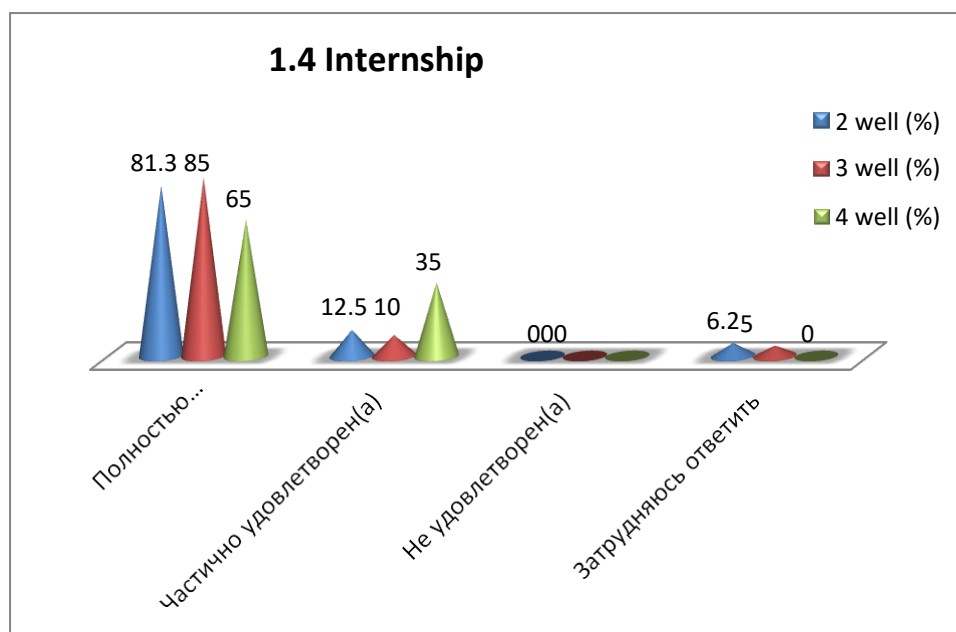
### 1.3 Organization of independent work

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	81.3	70	65
Partially satisfied	12.5	20	35
Not satisfied)	-	-	-
I find it difficult to answer	6.2	10	-



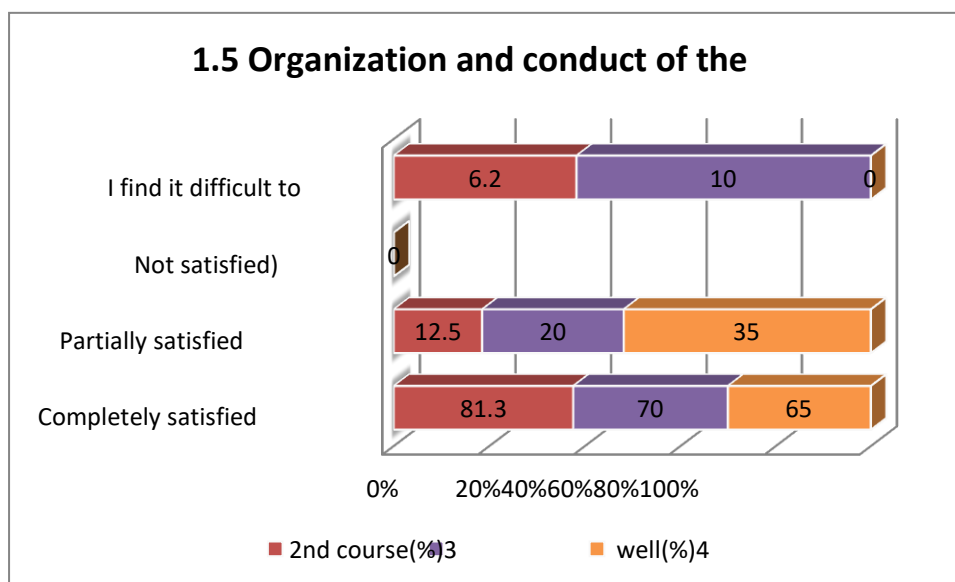
### 1.4 Internship

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	81.3	85	65
Partially satisfied	12.5	10	35
Not satisfied)	-	-	-
I find it difficult to answer	6.2	5	-



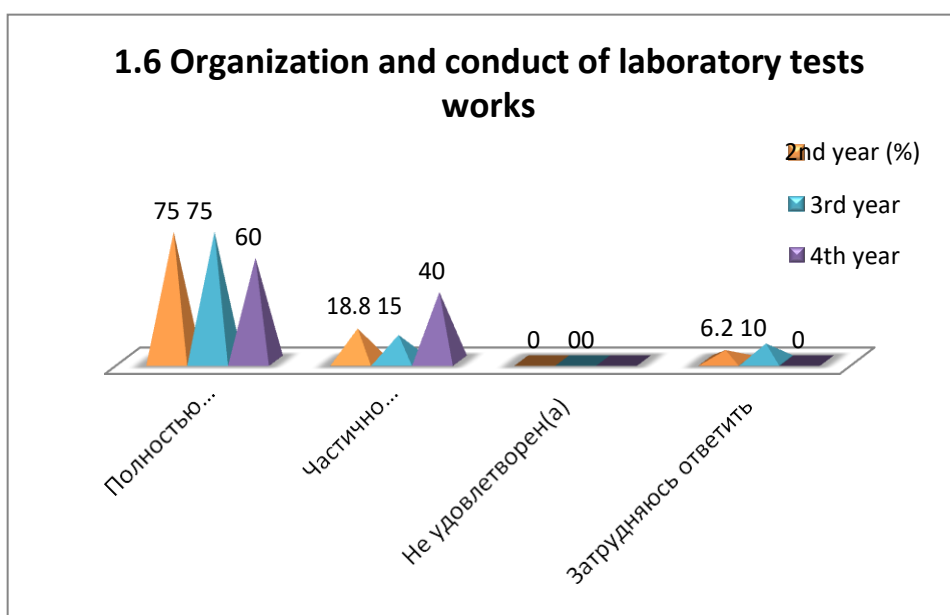
## 1.5 Organization and conduct of the SRSP

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<b>Completely satisfied</b>	81.3	70	65
<b>Partially satisfied</b>	12.5	20	35
<b>Not satisfied)</b>	-	-	-
<b>I find it difficult to answer</b>	6.2	10	-



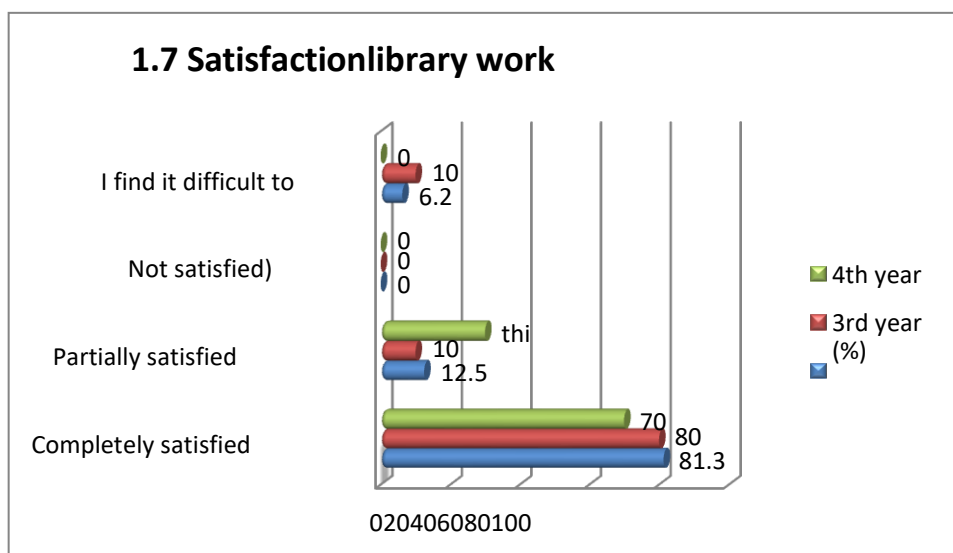
## 1.6 Organization and conduct of laboratory work

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<b>Completely satisfied</b>	75	75	60
<b>Partially satisfied</b>	18.8	15	40
<b>Not satisfied)</b>	-	-	-
<b>I find it difficult to answer</b>	6.2	10	-



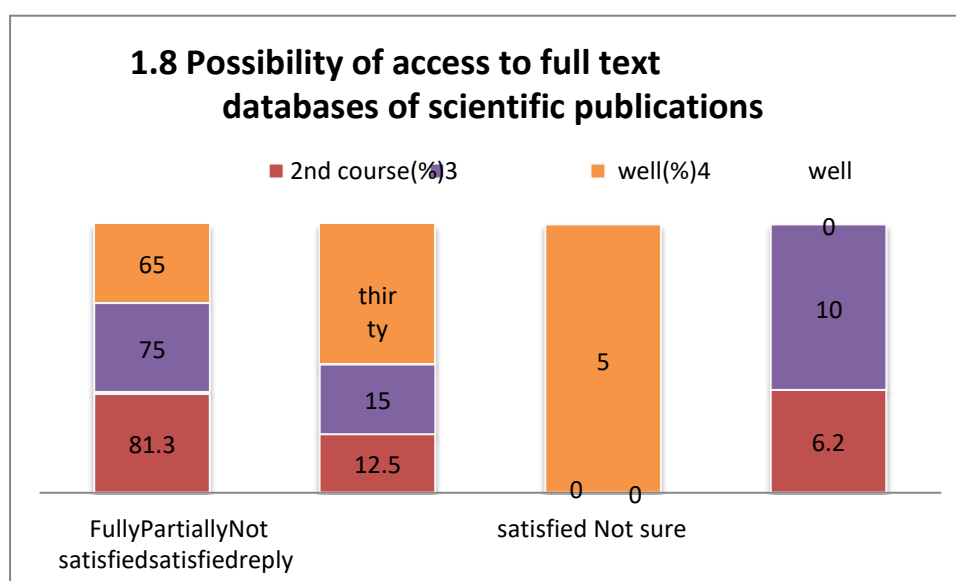
## 1.7 Satisfaction with the library

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<b>Completely satisfied</b>	81.3	80	70
<b>Partially satisfied</b>	12.5	10	thirty
<b>Not satisfied)</b>	-	-	-
<b>I find it difficult to answer</b>	6.2	10	-



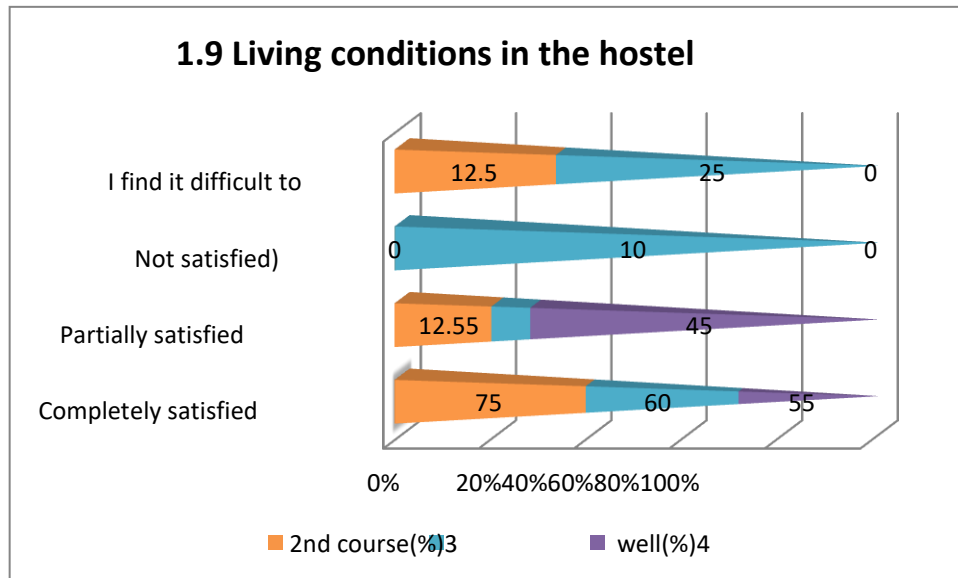
## 1.8 Possibility of access to full-text databases of scientific publications

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<b>Completely satisfied</b>	81.3	75	65
<b>Partially satisfied</b>	12.5	15	thirty
<b>Not satisfied)</b>	-	-	5
<b>I find it difficult to answer</b>	6.2	10	-



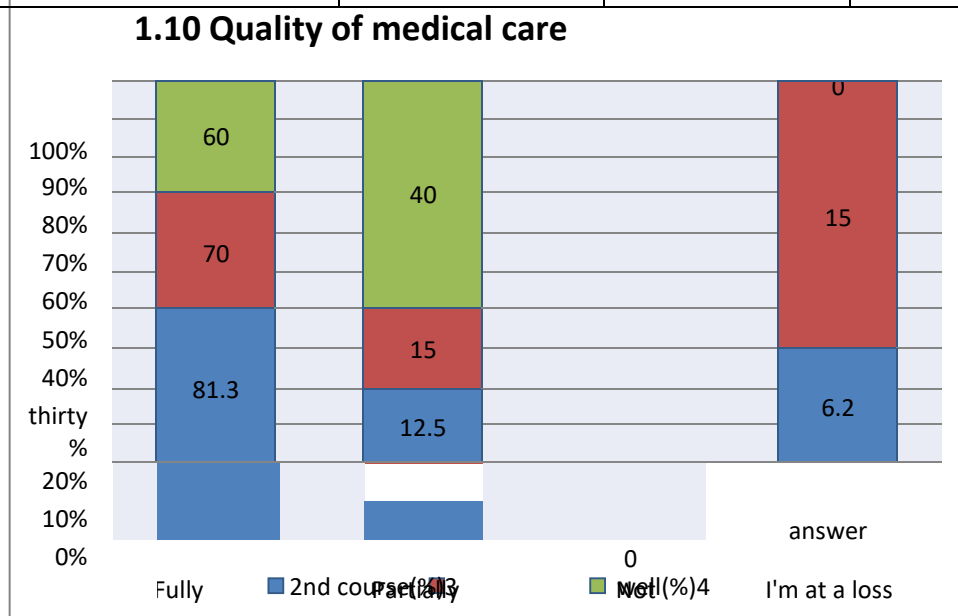
## 1.9 Living conditions in the hostel

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<b>Completely satisfied</b>	75	60	55
<b>Partially satisfied</b>	12.5	5	45
<b>Not satisfied)</b>	-	10	-
<b>I find it difficult to answer</b>	12.5	25	-



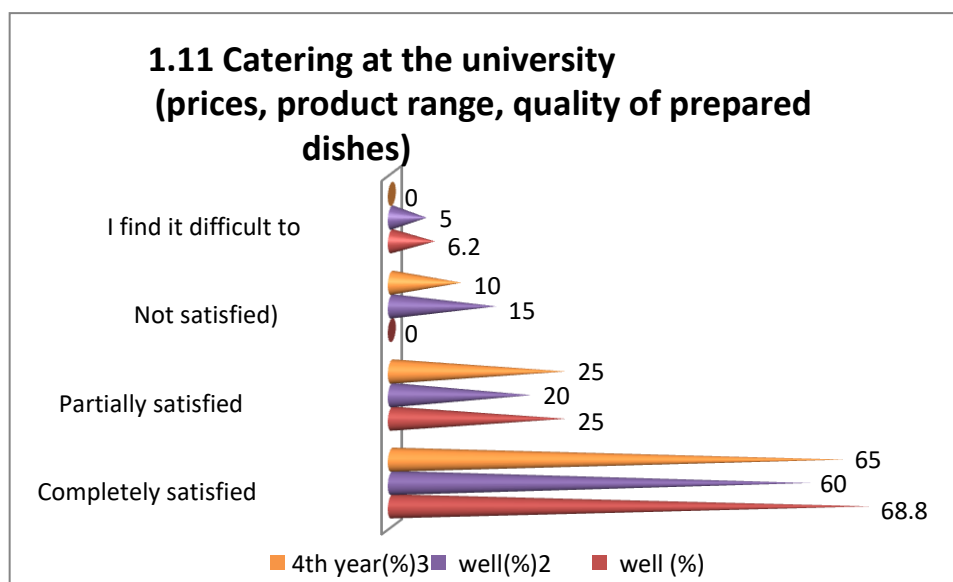
## 1.10 Quality of medical care

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<b>Completely satisfied</b>	81.3	70	60
<b>Partially satisfied</b>	12.5	15	40
<b>Not satisfied)</b>	-	-	-
<b>I find it difficult to answer</b>	6.2	15	-



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

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<b>Completely satisfied</b>	68.8	60	65
<b>Partially satisfied</b>	25	20	25
<b>Not satisfied)</b>	-	15	10
<b>I find it difficult to answer</b>	6.2	5	-



Students indicated the following options for the “Other” option:

- Great
- No (4)
- Bari zhaksy
- The dining room is small and there are a lot of students, there are few tables for lunch at all, the seller in the canteen in the first building on the first floor is the best 🍷
- Normal

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□:

- No (3)
- High prices, low quality
- more canteens
- Dormitory kop koldanatyn zattar eskirgen, bathrooms mixerdar en birinshi ornatylygannan take ally auystyrmylmagan, shirip suy ketip zhatady (armandastar ordasy), ol eskirgen zattardy studentter amalyzdan auystyru kerek bolada bolmasa evictionge ketesin, tere zelerdin resinalary shirip zhukaryp ketken, kysta da zhazda da zhel sogyp turada, kazir heating zhok room suyk, terezeden zhel soksa odan sayyn suyp ketedi, et saktaytyn freezer siyaqty tura, nege barlyk zattardy uakytyly zhanartyp

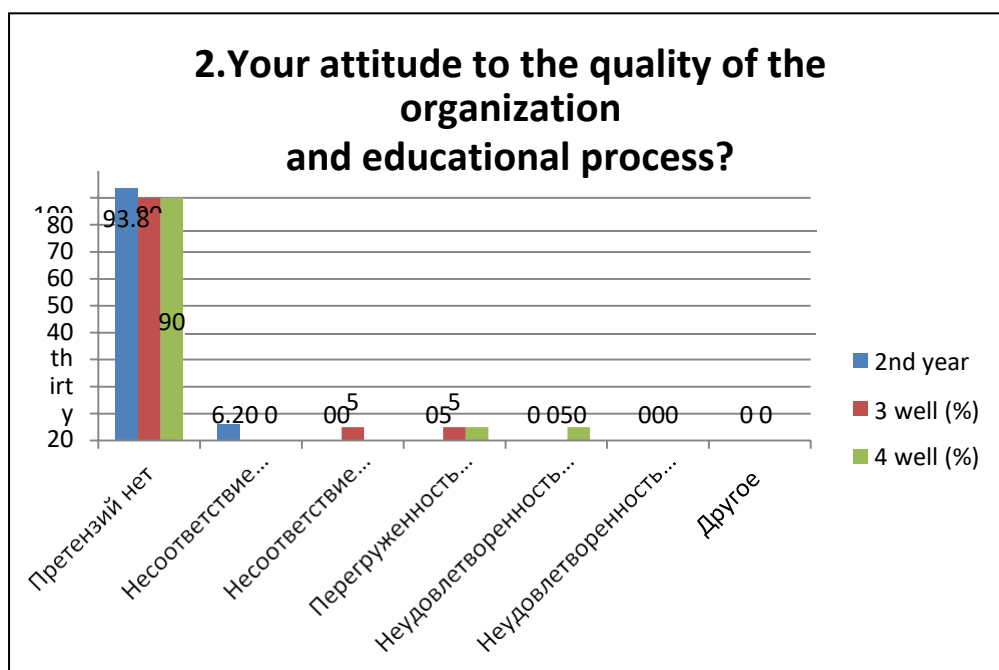
\* Students’ answers to the option “other” and “if you answered “not” to the previous questionsatisfied” ..... presented in the original. The author’s spelling and punctuation have been preserved.

otyrmaidy?barlyk zattardyn qoldanys srogy otip ketken, ystyk su bukil obschetiege zhetpeidi, systemadagy su zhetkiliksiz zhuynyp zhatyp ystyk su bitse tastay suga zhuynasyn, ogan qosa rusty su.

- The dining room is not satisfactory, because there are very few seats and the food is not very high quality
- Reduce prices.

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

Answer options	2nd year (%)	3rd year (%)	4th year (%)
No complaints	93.8	90	90
Study mismatch disciplines	6.2	-	-
Inconsistency subject number of hours	-	5	-
Congestion classrooms	-	5	5
Dissatisfaction quality of classes	-	-	5
Dissatisfaction with the organization of tests and exams	-	-	-
Other	-	-	-



For the option “If you answered the previous question “Does not correspond or does not satisfy,” please give recommendations for improvement,” students indicated the following options:

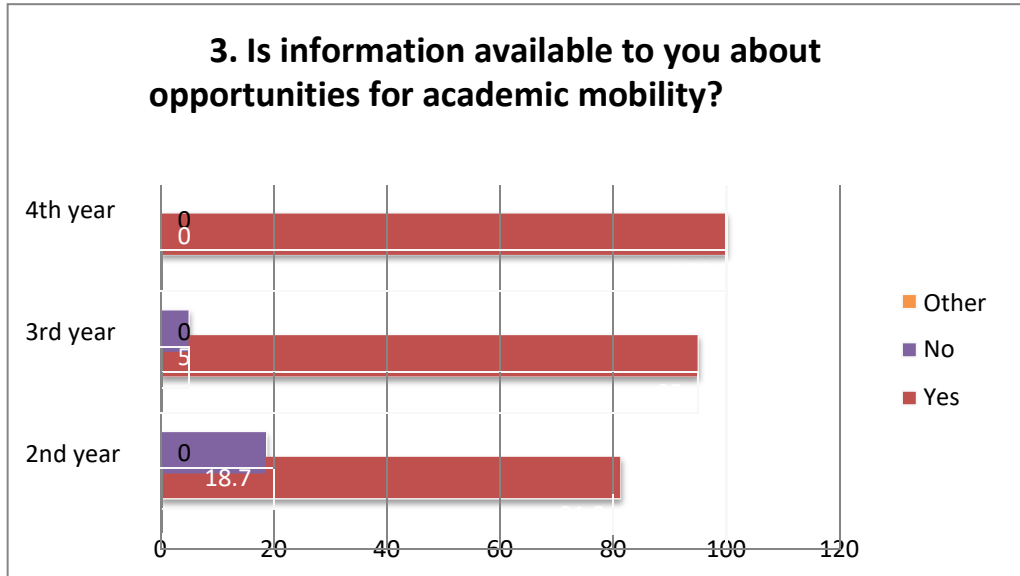
- No (3).

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\* Students' answers to the option "other" and "if you answered "not" to the previous questionsatisfied" .....  
presented in the original. The author's spelling and punctuation have been preserved.

**3. Available for you information about opportunities academicmobility?**

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<b>Yes</b>	81.3	95	100
<b>No</b>	18.7	5	-
<b>Other</b>	-	-	-



For the option “If you answered “No” to the previous question, write why,” students indicated the following options :

- Just
- Because
- Don't want
- Great
- No.

**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 student and 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

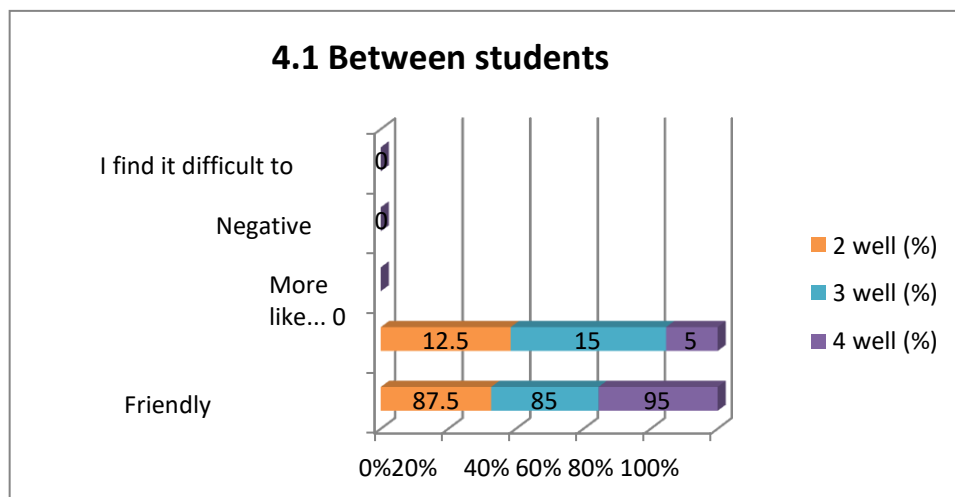
Other \_\_\_\_\_

If you answered the previous question “More unfriendly than friendly” and “Negative”, give recommendations for improvement \_\_\_\_\_

\* Students’ answers to the option “other” and “if you answered “not” to the previous questionsatisfied” ..... presented in the original. The author’s spelling and punctuation have been preserved.

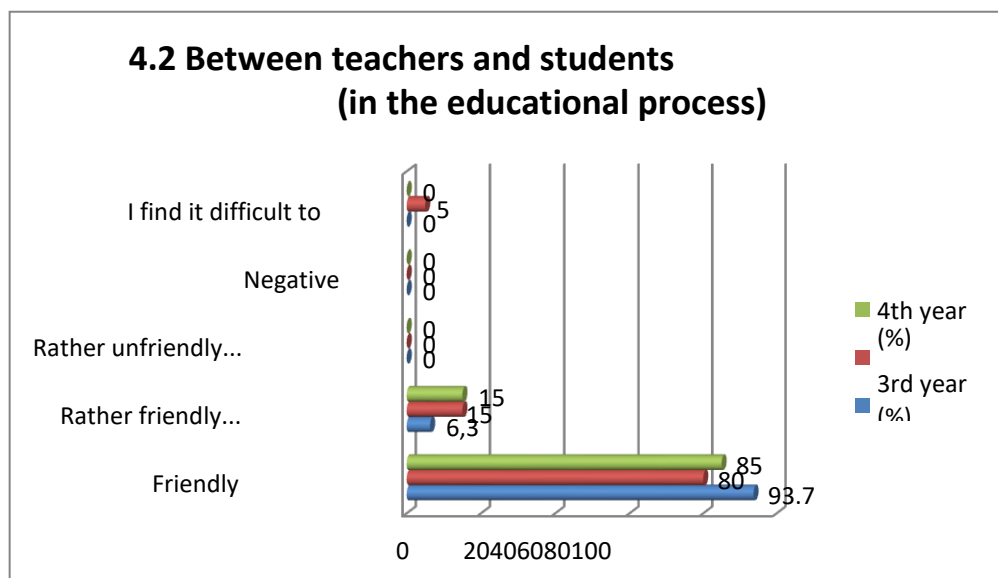
#### 4.1 Between students

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<b>Friendly</b>	87.5	85	95
<b>Quicker friendly, than unfriendly</b>	12.5	15	5
<b>Rather unkind, than friendly</b>	-	-	-
<b>Negative</b>	-	-	-
<b>I find it difficult to answer</b>	-	-	-



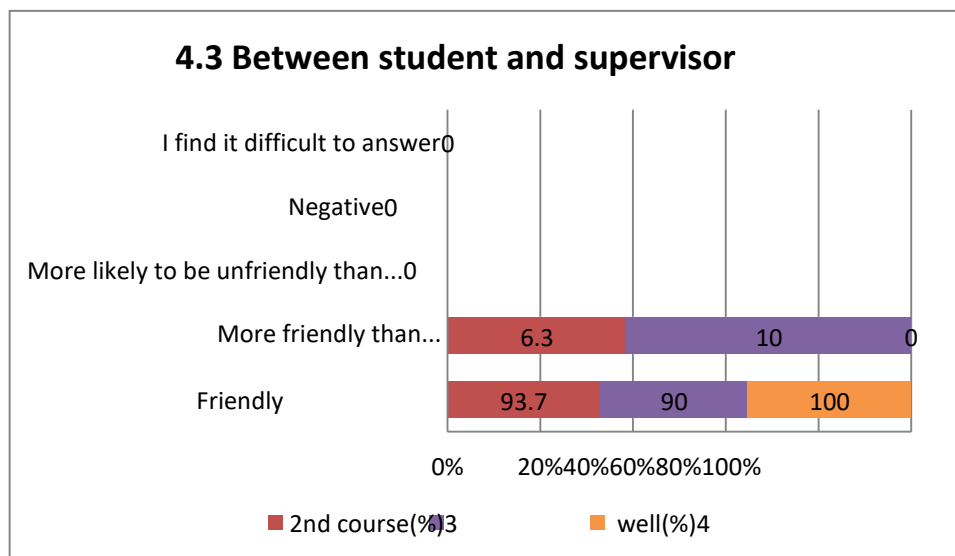
#### 4.2 Between teachers and students (in the educational process)

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<b>Friendly</b>	93.7	80	85
<b>Rather friendly than unfriendly</b>	6.3	15	15
<b>Quicker unfriendly, than friendly</b>	-	-	-
<b>Negative</b>	-	-	-
<b>I find it difficult to answer</b>	-	5	-



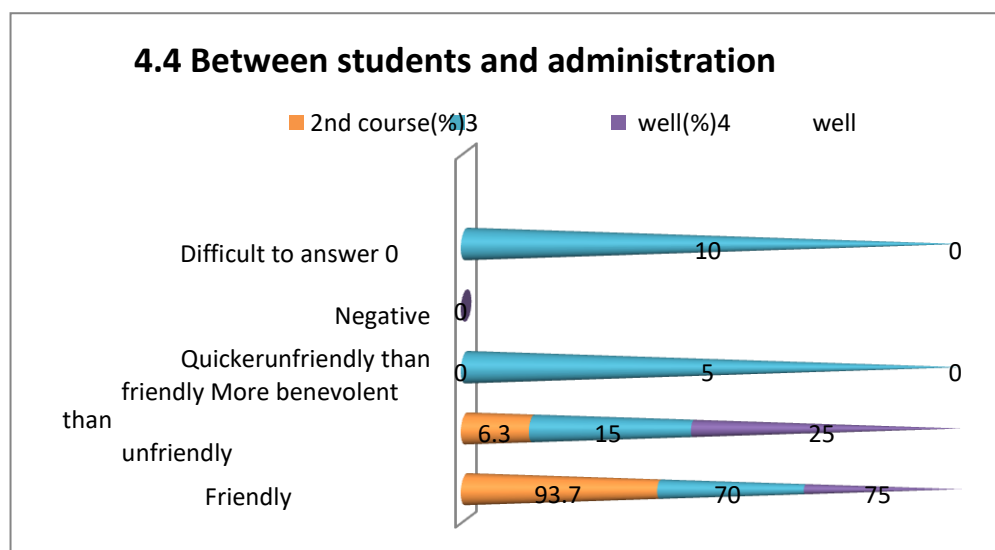
### 4.3 Between the student and the curator

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<b>Friendly</b>	93.7	90	100
<b>Rather friendly, howunfriendly</b>	6.3	10	-
<b>Rather unkind than friendly</b>	-	-	-
<b>Negative</b>	-	-	-
<b>I find it difficult to answer</b>	-	-	-



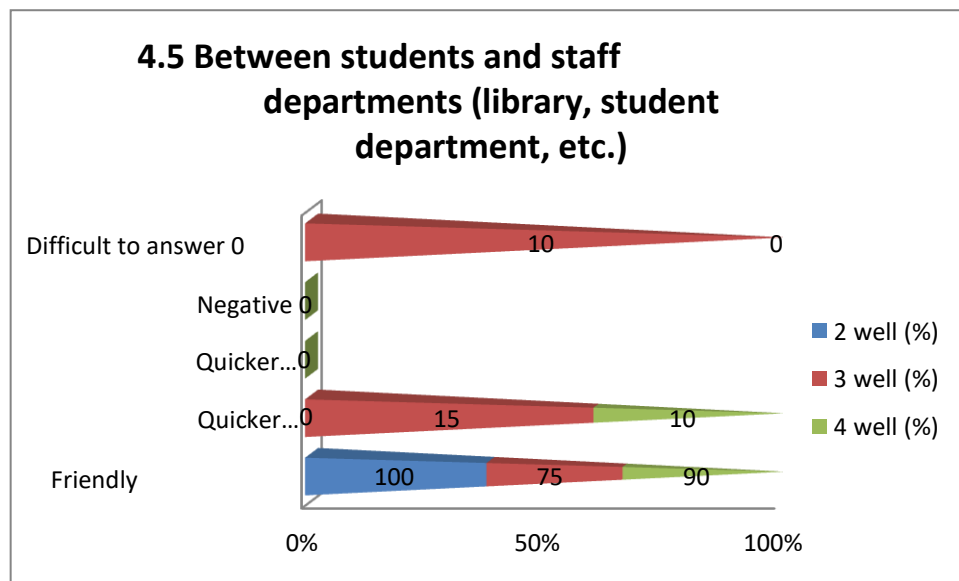
### 4.4 Between students and administration

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<b>Friendly</b>	93.7	70	75
<b>Rather friendly than unfriendly</b>	6.3	15	25
<b>Rather unkind, howfriendly</b>	-	5	-
<b>Negative</b>	-	-	-
<b>I find it difficult to answer</b>	-	10	-



#### 4.5 Between students and employees of departments (library, student department, etc.)

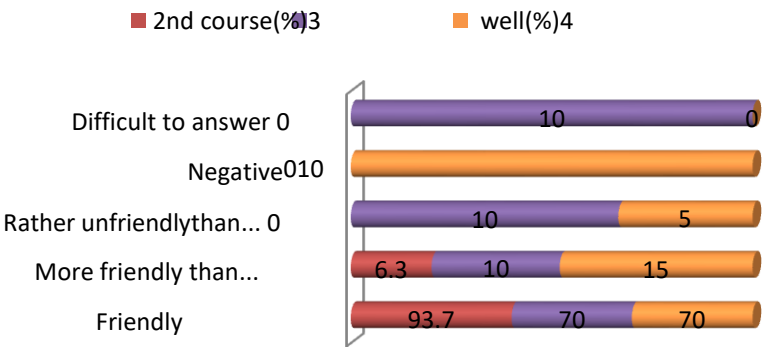
Answer options	2nd year (%)	3rd year (%)	4th year (%)
<b>Friendly</b>	100	75	90
<b>Rather friendly, howunfriendly</b>	-	15	10
<b>Rather unkind, howfriendly</b>	-	-	-
<b>Negative</b>	-	-	-
<b>I find it difficult to answer</b>	-	10	-



#### 4.6 Between students and security service

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<b>Friendly</b>	93.7	70	70
<b>Rather friendly, howunfriendly</b>	6.3	10	15
<b>Rather unkind, howfriendly</b>	-	10	5
<b>Negative</b>	-	-	10
<b>I find it difficult to answer</b>	-	10	-

### 4.6 Between students and service security



Students indicated the following options for the “Other” option:

- Normal

- Great

- No (2)

- The security guards absolutely everything, there is a feeling that everyone is always beholden to them.

To the option “If you answered the previous question “More unfriendly than friendly” and “Negative”, give recommendations for improvement,” students indicated the following options□:

- Great

- No

- Bibliotekadagi tateler Uryskak 1 korpusa yes main korpusa yes,surap kelsen: a dese mæ dep betine tukirip turad

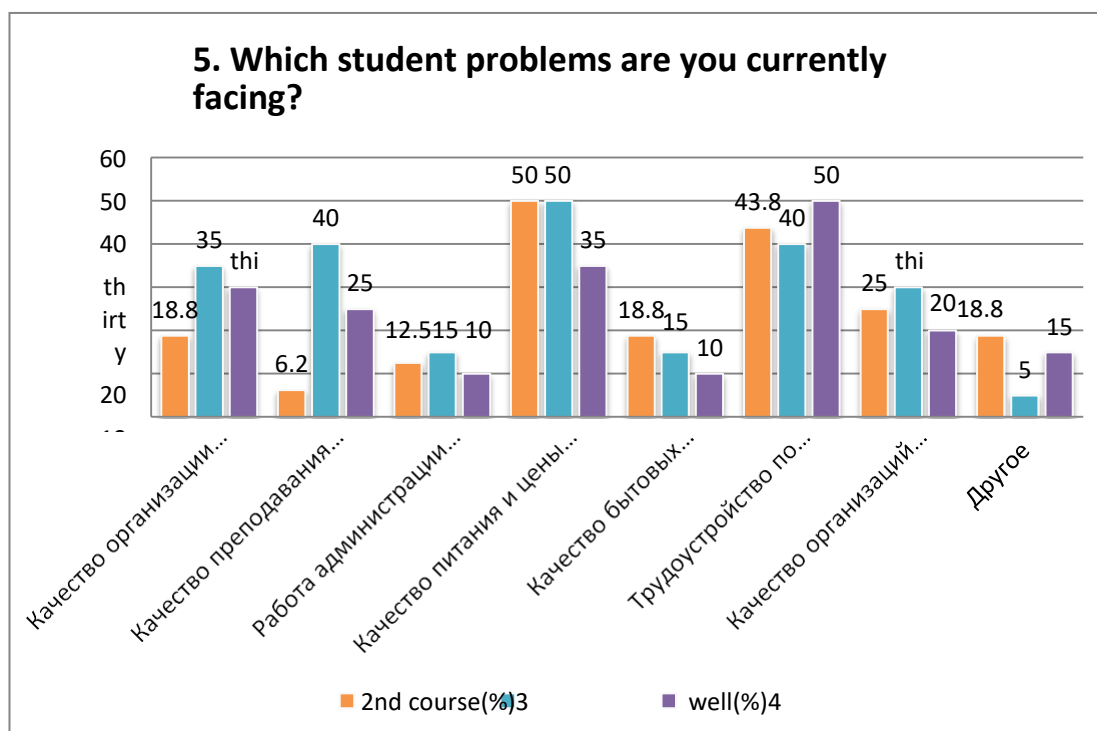
- The security service is people who stupidly follow incomprehensible rules. They may not let you into the university if you lose your electronic pass, even though you show them your student ID. There is a general compulsion to hand over outerwear to the wardrobe in the winter, which often takes more than 10 minutes to take it back. Overall quite rude attitude.

**5. 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 (%)
<b>Quality of organization educational process</b>	18.8	35	thirty
<b>Quality of teaching (conducting classes, assessment of knowledge, etc.)</b>	6.2	40	25
<b>Administration work (department, etc.)</b>	12.5	15	10
<b>Food quality and prices V student canteen</b>	50	50	35
<b>Quality of living conditions V hostel</b>	18.8	15	10
<b>Employment by specialty</b>	43.8	40	50
<b>Quality organizations industrial practice</b>	25	thirty	20
<b>Other</b>	18.8	5	15

*\*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" to the previous questionsatisfied" .....  
presented in the original. The author's spelling and punctuation have been preserved.



Students indicated the following options for the “Other” option:

- No complaints
- No (3)
- No
- Arranges
- Nothing.

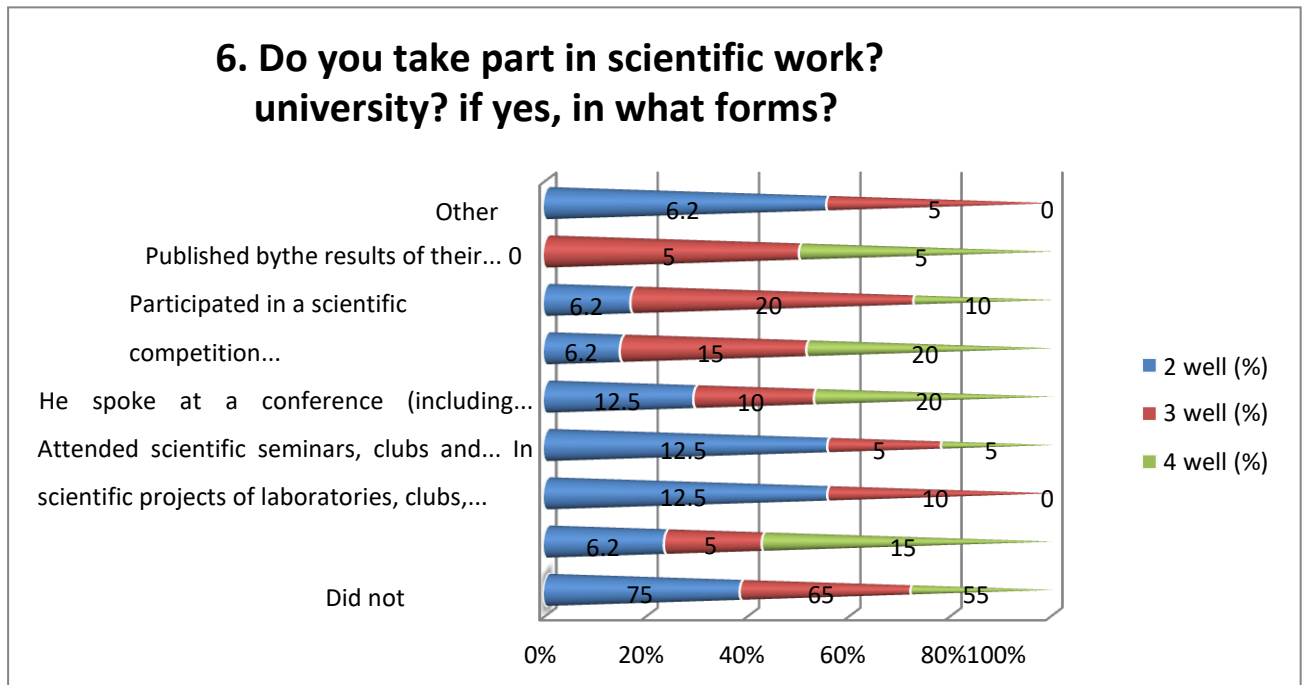
### 6. Do you take part in the scientific work of the university? if yes, in what forms? (check all that apply)

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<b>Did not participate</b>	75	65	55
<b>Sometimes, when it is necessary for formal reasons</b>	6.2	5	15
<b>In scientific projects of laboratories, centers, etc. according to the agreement, in within the framework of a grant, etc.</b>	12.5	10	-
<b>In scientific projects of laboratories, clubs, circles, etc. on free of charge</b>	12.5	5	5
<b>Attended scientific seminars, clubs and other scientific events</b>	12.5	10	20
<b>Speaker at a conference (including a student conference), scientific seminar)</b>	6.2	15	20
<b>Participated in a scientific competition</b>	6.2	20	10

\* Students' answers to the option "other" and "if you answered "not" to the previous questionsatisfied" ..... presented in the original. The author's spelling and punctuation have been preserved.

<b>student works</b>			
<b>Published the results of his research (including in student collections)</b>	-	5	5
<b>Other</b>	6.2	5	-

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



Students indicated the following options for the “Other” option\*:

- Don't want
- No.

For the option “If you answered “Did not participate” to the previous question, write why,” students indicated the following options□:

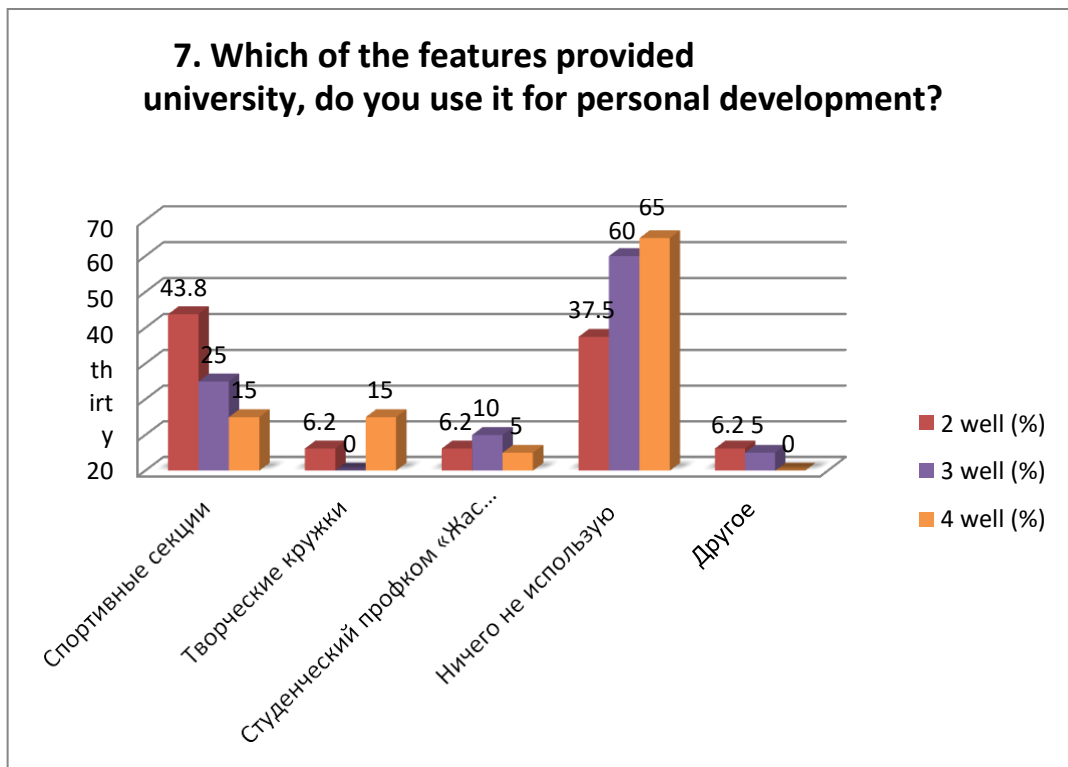
- not interested
- Don't want
- No (2)
- Due to the fact that I am an out-of-town student and have to live on my own funds, there is an urgent need to earn money in addition to the grant
- I'm not eager.

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

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<b>Sport sections</b>	43.8	25	15
<b>Creative clubs</b>	6.2	-	15

\* Students’ answers to the option “other” and “if you answered “not” to the previous questionsatisfied” ..... presented in the original. The author's spelling and punctuation have been preserved.

<b>Student trade union committee "Zhas Orda"</b>	6.2	10	5
<b>I don't use anything</b>	37.5	60	65
<b>Other</b>	6.2	5	-



Students indicated the following options for the “Other” option\*:

- None
- No.

To the option “If you answered “I don’t use anything” to the previous question, write why,” students indicated the following options□:

- Not necessary. I can do without it
- no time (2)
- No
- 1kurskatuskenlebundaysectionlarbarekeninbiomedim

eshkandayinformation zhiberiomedi 2 shi kursta too 3 kursta

katysyp keregi zhok

- Not interested (2).

### 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 Software modernity
8.5 Availability of educational and scientific equipment
8.6 Availability of laboratories and specialized classrooms

\* Students’ answers to the option “other” and “if you answered “not” to the previous questionsatisfied” ..... presented in the original. The author's spelling and punctuation have been preserved.

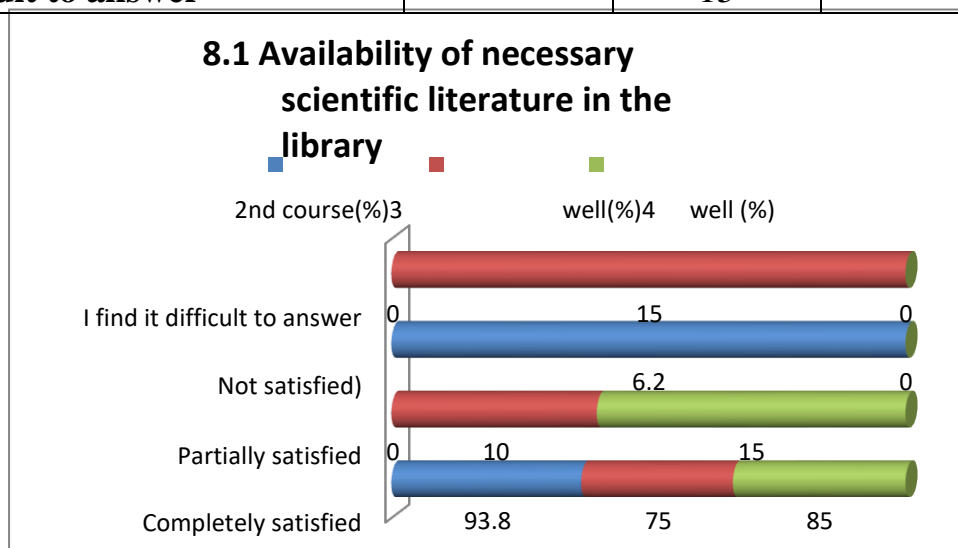
8.7 Availability of sports equipment

Other \_\_\_\_\_

If you answered “unsatisfied” to the previous question, please give recommendations for improving the services provided \_\_\_\_\_

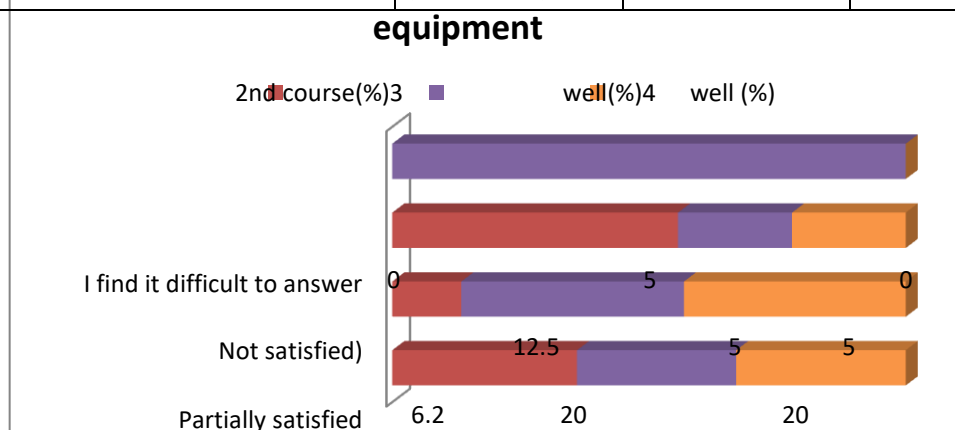
8.1 Availability of necessary scientific literature in the library

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	93.8	75	85
Partially satisfied	-	10	15
Not satisfied)	6.2	-	-
I find it difficult to answer	-	15	-



8.2 Modern computer equipment

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	81.3	70	75
Partially satisfied	6.2	20	20
Not satisfied)	12.5	5	5
I find it difficult to answer	0	5	-



Completely satisfied

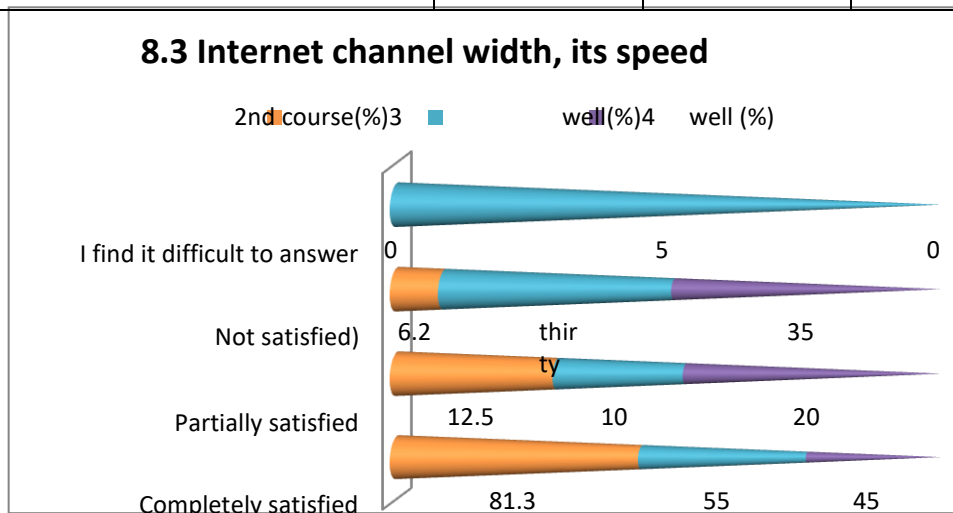
81.3

70

75

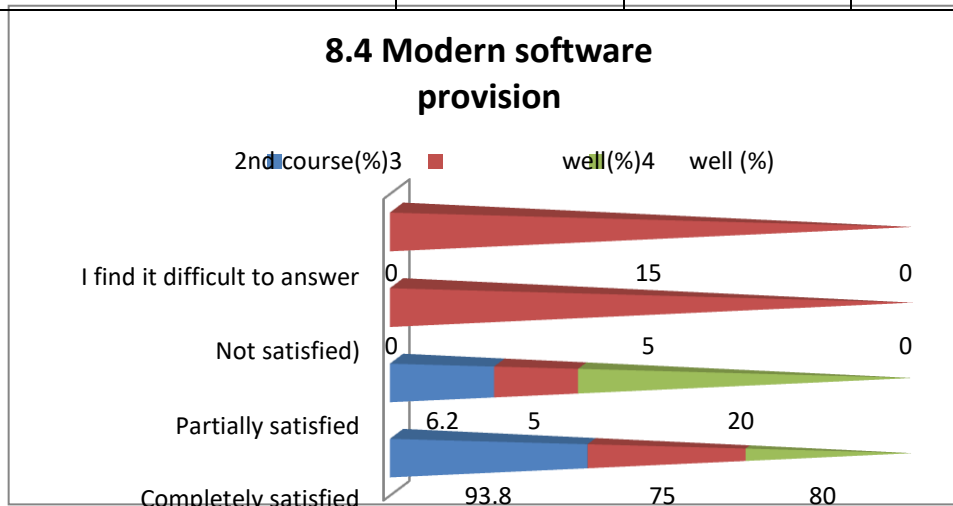
### 8.3 Internet channel width, its speed

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<b>Completely satisfied</b>	81.3	55	45
<b>Partially satisfied</b>	12.5	10	20
<b>Not satisfied)</b>	6.2	thirty	35
<b>I find it difficult to answer</b>	-	5	-



### 8.4 Modern software

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<b>Completely satisfied</b>	93.8	75	80
<b>Partially satisfied</b>	6.2	5	20
<b>Not satisfied)</b>	-	5	-
<b>I find it difficult to answer</b>	-	15	-

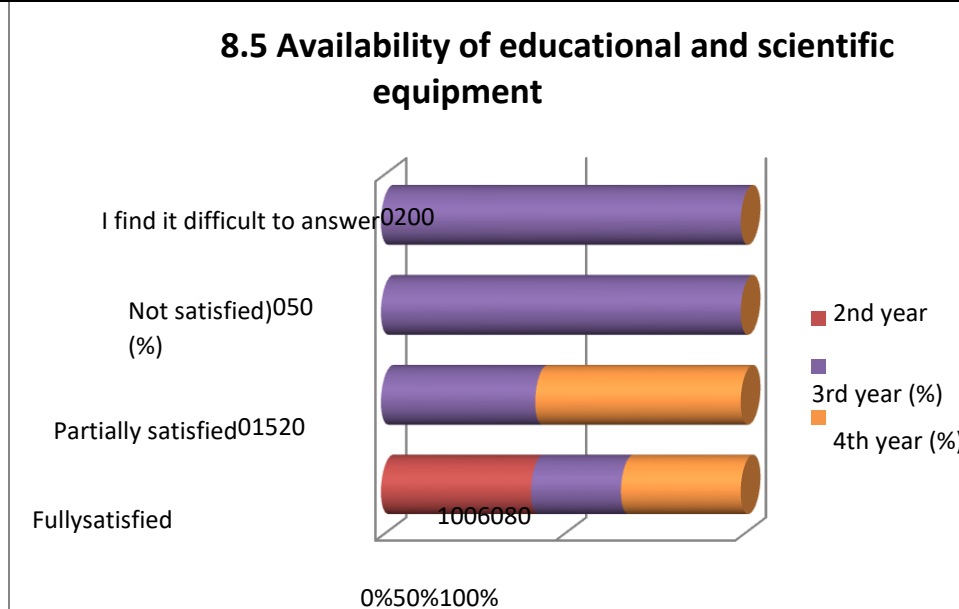


### 8.5 Availability of educational and scientific equipment

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<b>Completely satisfied</b>	100	60	80
<b>Partially satisfied</b>	-	15	20

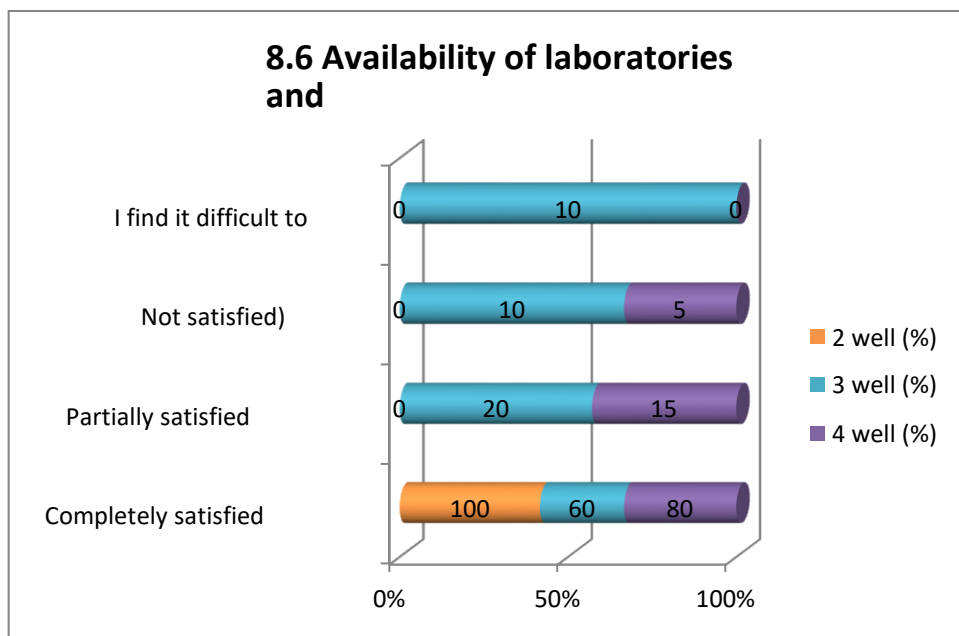
<b>Not satisfied)</b>	-	5	-
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<b>I find it difficult to answer</b>	-	20	-
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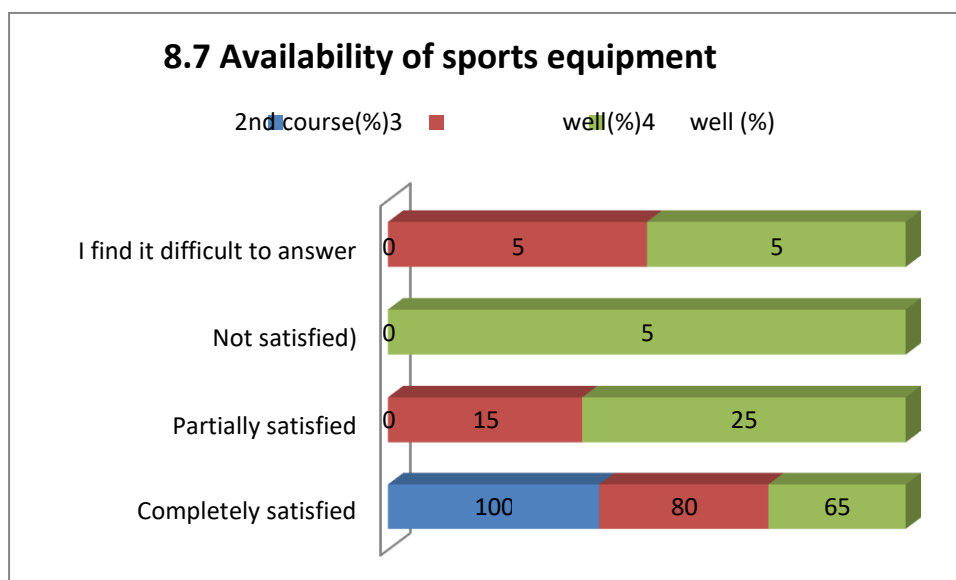
### 8.6 Availability of laboratories and specialized classrooms

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<b>Completely satisfied</b>	100	60	80
<b>Partially satisfied</b>	-	20	15
<b>Not satisfied)</b>	-	10	5
<b>I find it difficult to answer</b>	-	10	-



### 8.7 Availability of sports equipment

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<b>Completely satisfied</b>	100	80	65
<b>Partially satisfied</b>	-	15	25
<b>Not satisfied)</b>	-	-	5
<b>I find it difficult to answer</b>	-	5	5



If you answered the previous question “

**Unsatisfied**

”,

give recommendations for improving the material

base:

- Univerdin de obschagvyn and internet tartpaydy, equipment zhok zhazda practice otyp ne mamandyk okyp zhurgenimdi 3 kursk otyp birak buildim
- It is necessary to at least establish Internet coverage territoriesuniversity.
- No (3)
- The Internet does not always work, sometimes it doesn't even connect.

### 9. 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 (%)
<b>Get a high level of knowledge</b>	62.5	65	80
<b>Receive a diploma of completion</b>	81.2	55	85
<b>Gain the ability to acquire new knowledge that will help you quickly adapt in the workplace</b>	31.2	35	55
<b>Get practical skills, which can be used immediately at work</b>	25	5	10
<b>Get a diploma, the prestige of the university does not matter</b>	37.5	10	20
<b>Graduate from a prestigious university</b>	37.5	15	55
<b>Get highly paid profession</b>	18.8	15	35
<b>Get a profession which interesting, corresponds abilities</b>	18.8	10	15

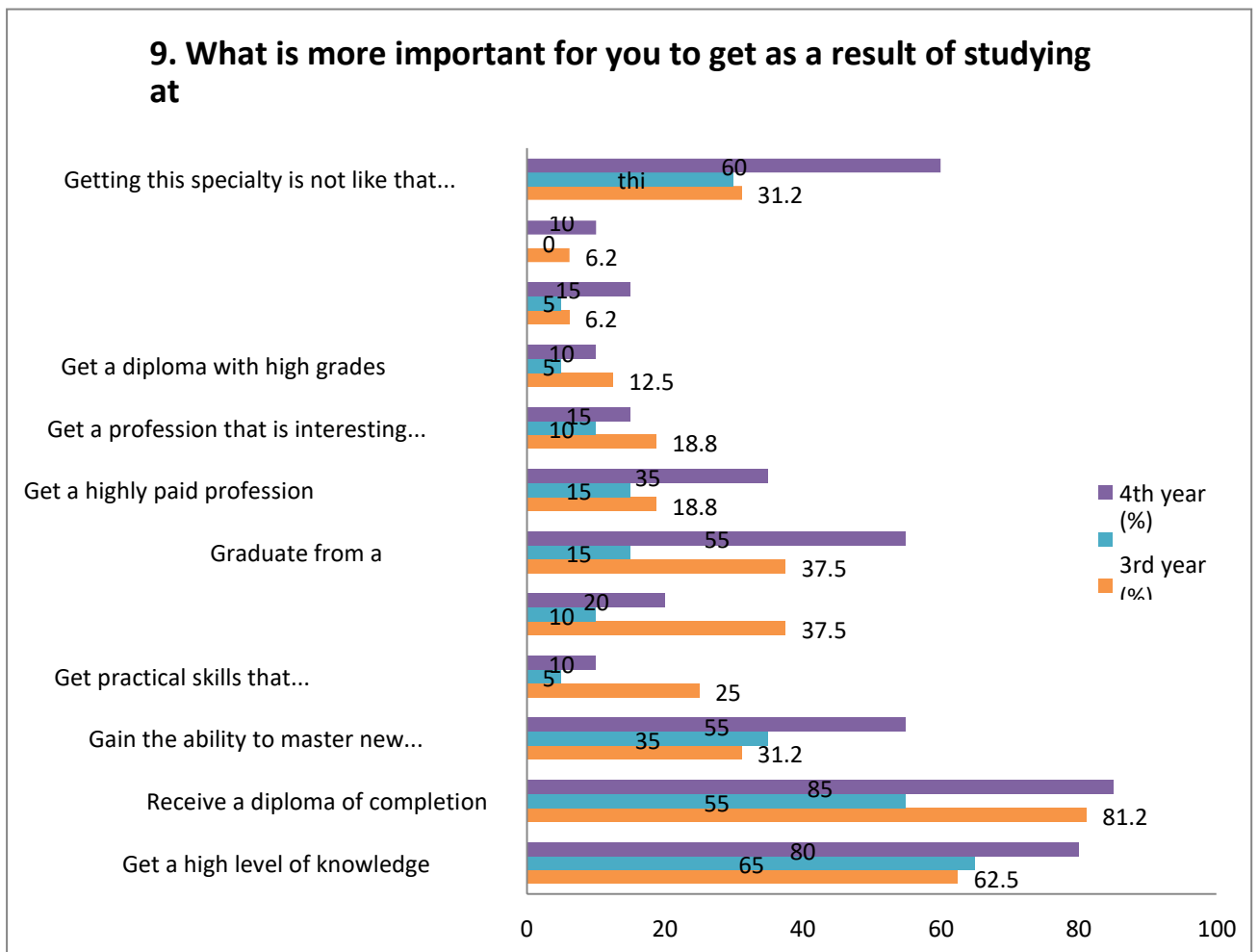
<b>Get a high diploma</b>	12.5	5	10
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\* Students' answers to the option "other" and "if you answered "not" to the previous questionsatisfied" .....  
presented in the original. The author's spelling and punctuation have been preserved.

<b>estimates</b>			
<b>You only need to learn what interesting or needed further study (work)</b>	6.2	5	15
<b>It's not so important to graduate from this particular university, in what specialty</b>	6.2	-	10
<b>Get this specialty It's not so important which university.</b>	31.2	thirty	60

\*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.)**

- Yeshten main thing is bukilin okyp minustardy plus kylyp bersender zhetet bizge
- No questions.
- Great
- No (2).

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

An analysis of the results of students filling out the questionnaire “Satisfaction of 2-5 year students with educational services” shows a generally positive attitude of students towards the conditions created at the university for receiving education, the content, organization and quality of the educational process.

To the question “Are you satisfied with the learning process as a whole?” 96.2% of respondents were satisfied to varying degrees with the quality of education at the university (75.4% completely satisfied, 20.8% partially satisfied), and 3.8% of respondents declined to answer.

Students rated the following criteria as “excellent quality” (satisfaction rates above 80%), reporting their full or partial satisfaction: quality of internship (96.3%), class schedule (95%), organization and conduct of SRSP (94.6 %), organization of independent work (94.6%), satisfaction with the work of the library (94.6%), organization and conduct of laboratory work (94.6%), quality of medical care (92.9%), ability to access full-text databases according to scientific publications (89.6%), catering at the university (87.9%), living conditions in the hostel (84.1%). Such satisfaction indicators indicate that the university is successfully fulfilling its main task - providing quality education to students.

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 – 93.75%, 3rd year – 90%, 4th year – 90%. The data obtained, compared with the results of last year, indicate an improvement in the quality of the university’s educational process by 13.9%.

Nevertheless, there is a small part among the respondents who noted such answer options as “Overload with classroom activities” (3.3%), “Inconsistency of the disciplines studied with the specialty obtained” (2.1%), “Inconsistency of the importance of the subject with the number of hours” (1.7 %), “Dissatisfaction with the quality of classes” (1.7%). But this fact is difficult to establish, since respondents do not write explanations for their answers.

To the question “Is information about academic mobility opportunities available to you?” 92.1% of respondents chose the answer option yes. Based on this, it can be understood that the university is successfully implementing a program of outgoing and incoming academic mobility, which helps improve the quality of higher education, increase the efficiency of scientific research, establish internal and external integration links, and use global educational resources.

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 assessed by respondents mainly as “benevolent” and “rather benevolent than unkind,” which indicates a positive moral and psychological climate at the university.

However, it should be noted that a small part of respondents noted such answer options as “rather unfriendly than friendly” and “negative” in the relationship “between students and the security service.”

To the option “If you answered the previous question “More unfriendly than friendly” and “Negative”, give recommendations for improvement,” students indicated the following answer options\*:

“Library tateler Uryskak of the 1st building and the main building yes, surap kelsen: and dese mæ dep betine tukirip turad”, “the security service is people who stupidly follow incomprehensible rules. They may not let you into the university if you lose your electronic pass, even though you show them your student ID. There is a general compulsion to hand over outerwear to the wardrobe in the winter, which often takes more than 10 minutes to take it back. In general, a rather rude attitude,” etc.

65% of students do not participate in the university’s scientific work. Students explain the reasons for non-participation in scientific activities by various factors, such as work and study load, lack of motivation and lack of interest in scientific work.

The survey also revealed 54.2% of students who do not use the opportunities provided by the university for personal development, such as sports sections, creative clubs and the student trade union committee "Zhas Orda". The reasons are limited time or lack of desire to use these opportunities.

To the question “What is more important for you to get as a result of studying at your university?” Students put “Get a diploma of completion” in first place – 73.7%. Next, “Obtain a high level of knowledge” – 69.2%. In third position is “Get the ability to acquire new knowledge that will help you quickly adapt in the workplace” – 40.4%.

In general, the survey results indicate the need to further improve the work of the university to improve the quality of organization 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 needs to familiarize staff and students with the results of the survey and discuss them during supervisory hours. If necessary, develop an action plan to improve the quality of educational services.

Students can request survey results by email from the Center for Quality Management and Accreditation [cqma\\_kstu@mail.ru](mailto:cqma_kstu@mail.ru).