Report
based on the questionnaire results
"Satisfaction of 2nd-5th year students with educational services"
2024-2025 academic year
Department: "Technological equipment, mechanical engineering and standardization"
Speciality:5B072400 Technological machines and equipment

In October 2024, the quality management and accreditation center conducted an annual questionnaire 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 questionnaire were processed and presented in a generalized form with a guarantee of confidentiality of the students' personal opinions.

In the specialty 5B072400 "Technological machines and equipment", 41 respondents took part in the questionnaire, which is 68.3% of the total number of students (60 people).

- 2nd year – 13 students (76.5%);
- 3rd year – 12 students (63.2%);
- 4th year – 16 students (66.7%).

Form of study
- Budget – 37 students (90.3%);
- Fee-paying – 4 students (9.7%).

The following data were obtained during the questionnaire:
Indicators:

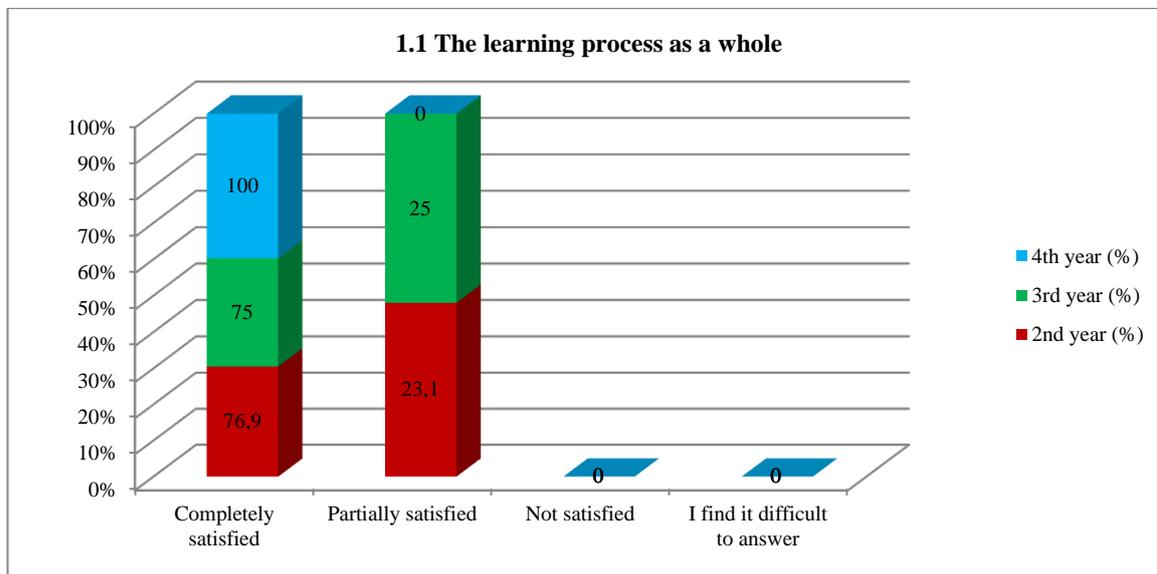**1. Are you satisfied? quality of services provided?**

1.1The 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 IWS
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 _____

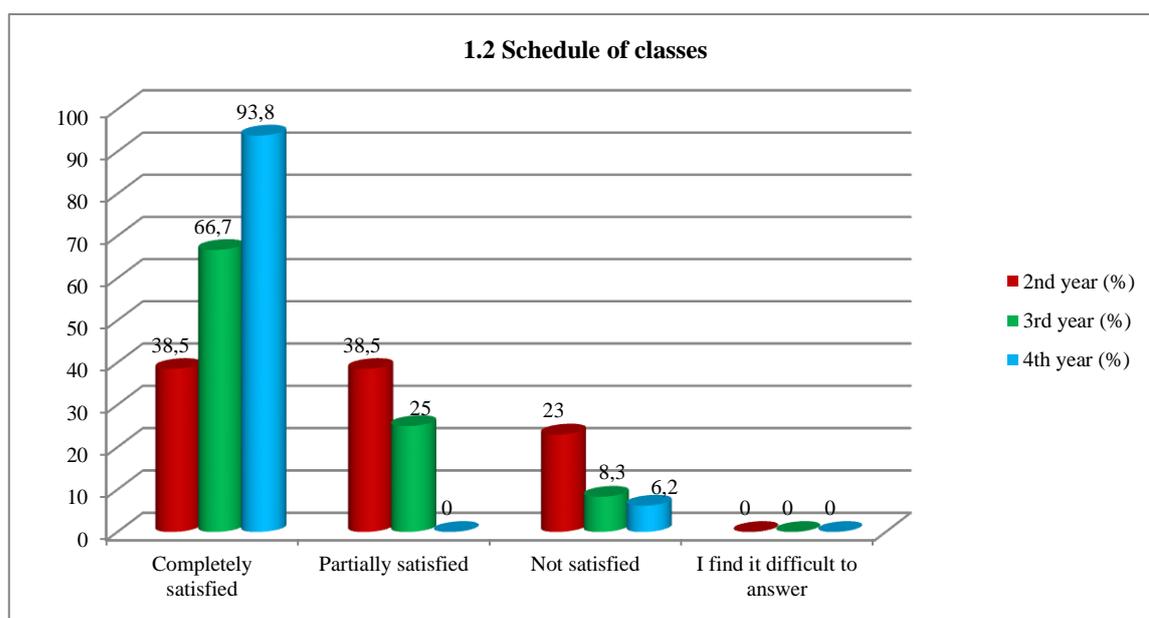## 1.1 The learning process as a whole

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	76.9% (10(person)	75% (9 people)	100% (16(person)
Partially satisfied	23.1% (3 people)	25% (3 people)	
Not satisfied			
I find it difficult to answer			

1.2 Schedule of classes

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	38.5% (5 people)	66.7% (8 people)	93.8% (15 people)
Partially satisfied	38.5% (5 people)	25% (3 people)	
Not satisfied	23% (3 people)	8.3% (1 person)	6.2% (1 person)
I find it difficult to answer			

1.3 Organization of independent work

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	76.9% (10 people)	58.4% (7 people)	93.8% (15 people)
Partially satisfied	23.1% (3 people)	33.3% (4 people)	
Not satisfied		8.3% (1 person)	6.2% (1 person)
I find it difficult to answer			

1.4 Internship

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	76.9% (10 people)	66.7% (8 people)	93.8% (15 people)
Partially satisfied	23.1% (3 people)	33.3% (4 people)	
Not satisfied			6.2% (1 person)
I find it difficult to answer			

1.5 Organization and implementation of the IWS

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	69.2% (9 people)	58.4% (7 people)	100% (16 people)
Partially satisfied	30.8% (4 people)	33.3% (4 people)	
Not satisfied		8.3% (1 person)	
I find it difficult to answer			

1.6 Organization and implementation laboratory work

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	76.9% (10 people)	66.7% (8 people)	93.8% (15 people)
Partially satisfied	23.1% (3 people)	25% (3 people)	6.2% (1 person)
Not satisfied		8.3% (1 person)	
I find it difficult to answer			

1.7 Satisfaction with the library's work

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	84.6% (11 people)	75% (9 people)	93.8% (15 people)
Partially satisfied	15.4% (2 people)	25% (3 people)	6.2% (1 person)
Not satisfied			
I find it difficult to answer			

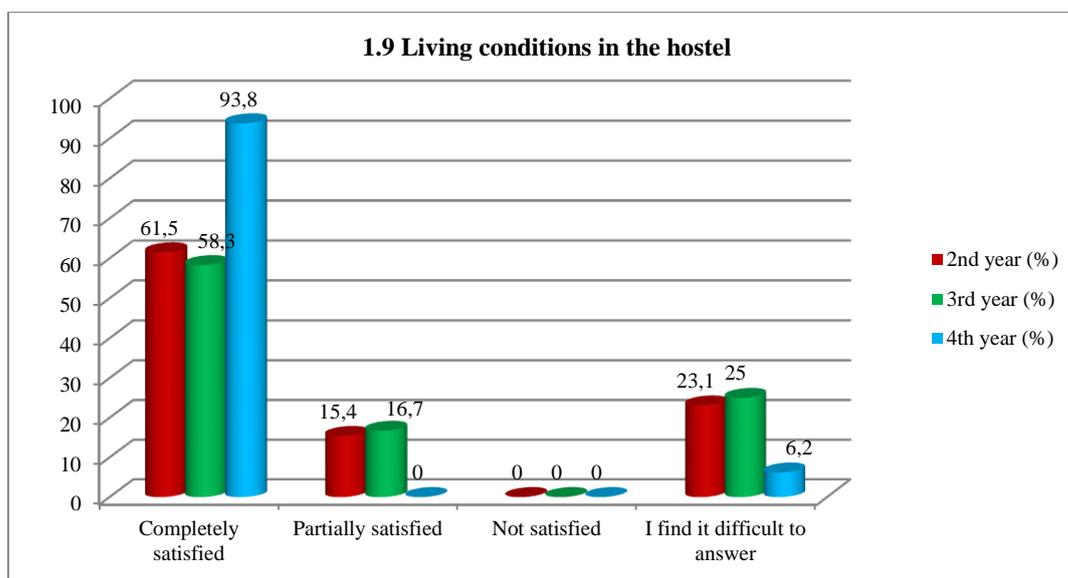## 1.8 Possibility of access to full-text databases of scientific publications

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	69.2% (9 people)	58.4% (7 people)	93.8% (15 people)
Partially satisfied	30.8% (4 people)	33.3% (4 people)	6.2% (1 person)
Not satisfied			
I find it difficult to answer		8.3% (1 person)	

1.9 Living conditions in the hostel

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	61.5% (8 people)	58.3% (7 people)	93.8% (15 people)
Partially satisfied	15.4% (2 people)	16.7% (2 people)	
Not satisfied			
I find it difficult to answer	23.1% (3 people)	25% (3 people)	6.2% (1 person)

1.10 Quality of medical care

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	53.8% (7 people)	58.3% (7 people)	93.8% (15 people)
Partially satisfied	23.1% (3 people)	16.7% (2 people)	6.2% (1 person)
Not satisfied	23.1% (3 people)		
I find it difficult to answer		25% (3 people)	

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

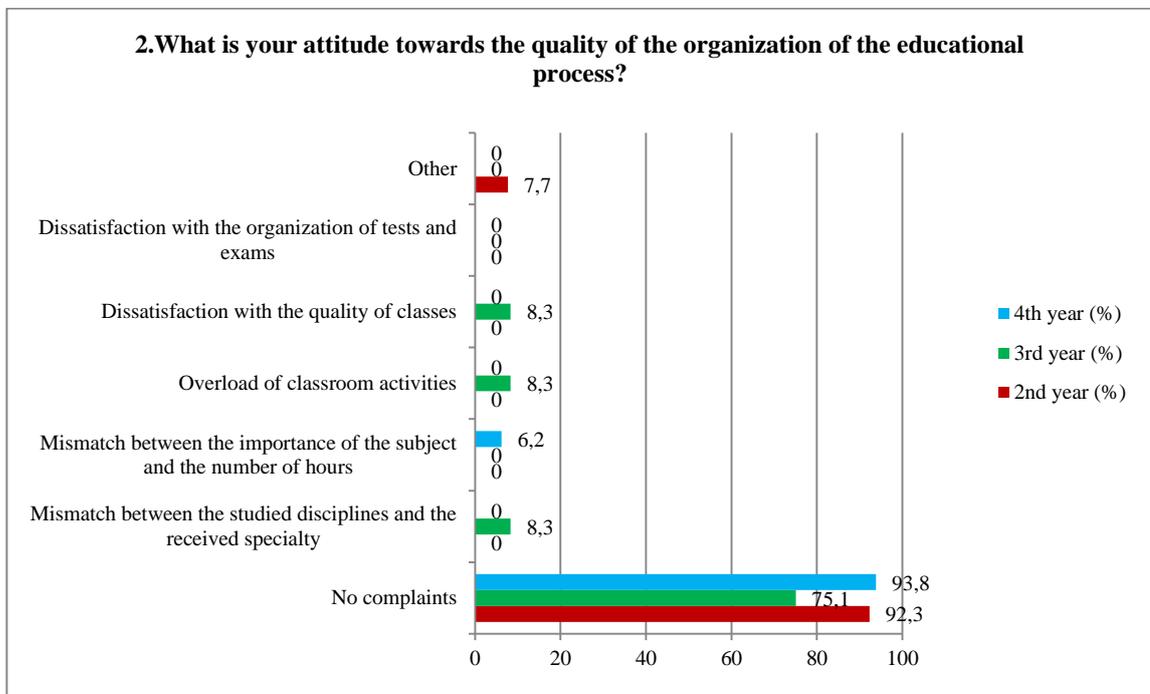| Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	69.2% (9 people)	50% (6 people)	93.8% (15 people)
Partially satisfied	23.1% (3 people)	25% (3 people)	
Not satisfied	7.7% (1 person)	8.3% (1 person)	
I find it difficult to answer		16.7% (2 people)	6.2% (1 person)

For the option "**If you answered "not satisfied" to the previous question, please provide recommendations for improvement. provided services»** Students indicated the following options*:

2nd year	3rd year	4th year
- I don't know, the schedule is somehow complicated. - 10 pairs in 4 days is a lot	-Fine	- No

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

Answer options	2nd year (%)	3rd year (%)	4th year (%)
No complaints	92.3% (12 people)	75.1% (9 people)	93.8% (15 people)
Mismatch between the studied disciplines and the received specialty		8.3% (1 person)	
Mismatch between the importance of the subject and the number of hours			6.2% (1 person)
Overload of classroom activities		8.3% (1 person)	
Dissatisfaction with the quality of classes		8.3% (1 person)	
Dissatisfaction with the organization of tests and exams			
Other	7.7% (1 person)		

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

For the "Other" option, students indicated the following options*:
-Overload of classroom activities

For the option "**If you answered "Does not correspond or is not satisfactory" to the previous question, please provide recommendations for improvement"**: no answers

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

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Yes	84.6% (11 people)	91.7% (11 people)	100% (16 people)
No	7.7% (1 person)	8.3% (1 person)	
Other	7.7% (1 person)		

For the "Other" option, students indicated the following options*:
- Don't know

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

For the option "**If you answered "No" to the previous question, write why»**: no answers

4. What do you think the relationship is like:

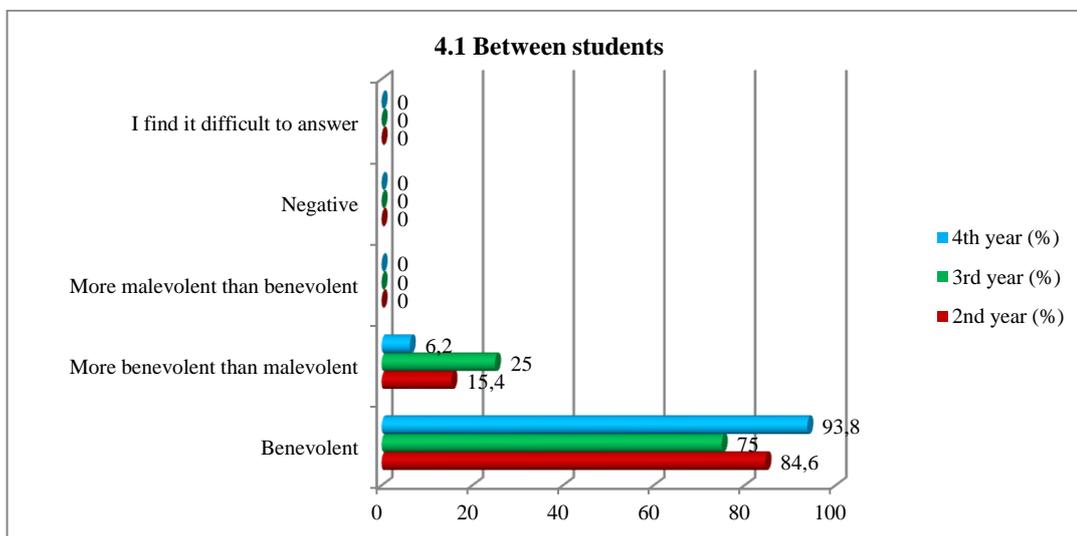| |
|---|
| 4.1 Between students |
| 4.2 Between teachers and students (in the educational process) |
| 4.3 Between the student and the supervisor |
| 4.4 Between students and administration |
| 4.5 Between students and department staff (library, student department, etc.) |
| 4.6 Between students and security service |

Other_____

If you answered "Rather unfriendly than friendly" and "Negative" to the previous question, please provide recommendations for improvement._____
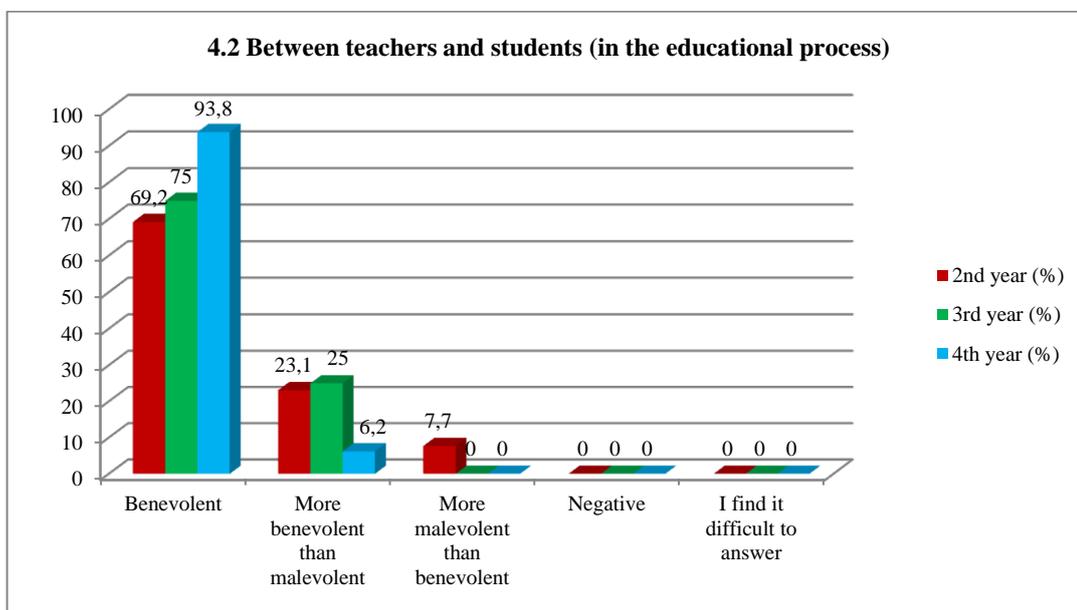
4.1 Between students

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Benevolent	84.6% (11 people)	75% (9 people)	93.8% (15 people)
More benevolent than malevolent	15.4% (2 people)	25% (3 people)	6.2% (1 person)
More malevolent than benevolent			
Negative			
I find it difficult to answer			

4.2 Between teachers and students (in the educational process)

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Benevolent	69.2% (9 people)	75% (9 people)	93.8% (15 people)
More benevolent than malevolent	23.1% (3 people)	25% (3 people)	6.2% (1 person)
More malevolent than benevolent	7.7% (1 person)		
Negative			
I find it difficult to answer			

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 (%)
Benevolent	69.2% (9 people)	100% (12 people)	100% (16 people)
More benevolent than malevolent	7.7% (1 person)		
More malevolent than benevolent	23.1% (3 people)		
Negative			
I find it difficult to answer			

4.3 Between the student and the supervisor

4.4 Between students and administration

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Benevolent	76.9% (10 people)	58.4% (7 people)	93.8% (15 people)
More benevolent than malevolent	15.4% (2 people)	33.3% (4 people)	6.2% (1 person)
More malevolent than benevolent	7.7% (1 person)	8.3% (1 person)	
Negative			
I find it difficult to answer			

4.4 Between students and administration

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

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Benevolent	84.6% (11 people)	83.3% (10 people)	93.8% (15 people)
More benevolent than malevolent	15.4% (2 people)	16.7% (2 people)	
More malevolent than benevolent			
Negative			
I find it difficult to answer			6.2% (1 person)

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

4.6 Between students and security service

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Benevolent	76.9% (10 people)	50% (6 people)	87.6% (14 people)
More benevolent than malevolent	23.1% (3 people)	41.7% (5 people)	
More malevolent than benevolent		8.3% (1 person)	
Negative			6.2% (1 person)
I find it difficult to answer			6.2% (1 person)

4.6 Between students and security service

For the option "**If you answered "Rather unfriendly than friendly" and "Negative" to the previous question, please provide recommendations for improvement»** Students indicated the following options*:
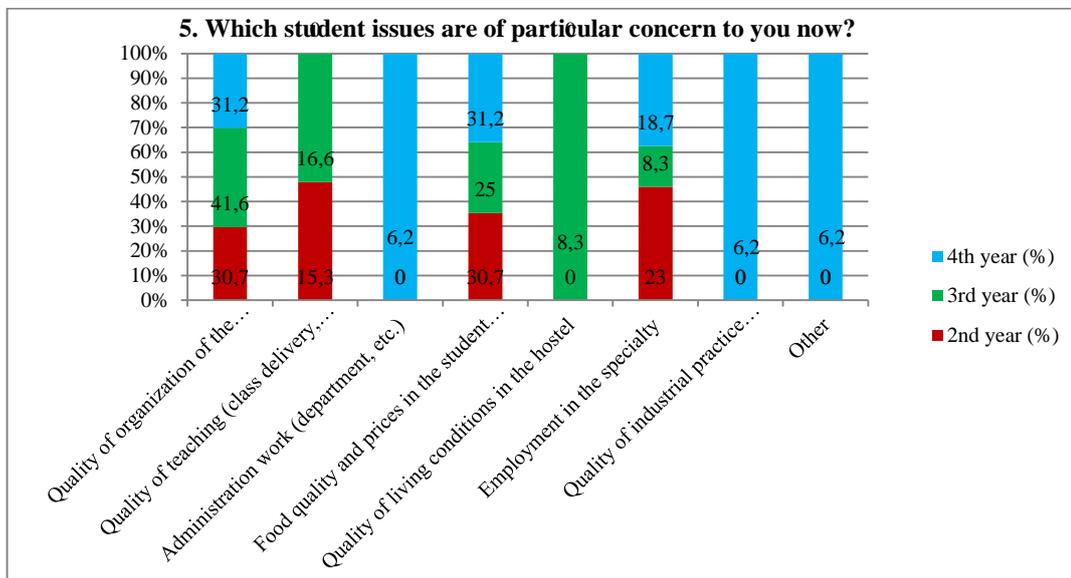
- Teachers don't want to help if you don't understand the assignments and their solutions, they just say "NO", especially adult teachers from the soviet union.

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 (%)
Quality of organization of the educational process	30.7% (4 people)	41.6% (5 people)	31.2% (5 people)
Quality of teaching (class delivery, assessment of knowledge, etc.)	15.3% (2 people)	16.6% (2 people)	
Administration work (department, etc.)			6.2%(1 person)
Food quality and prices in the student canteen	30.7% (4 people)	25% (3 people)	31.2% (5 people)
Quality of living conditions in the hostel		8.3% (1 person)	
Employment in the specialty	23% (3 people)	8.3% (1 person)	18.7% (3 people)
Quality of industrial practice organizations			6.2% (1 person)
Other			6.2% (1 person)

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

5. Which student issues are of particular concern to you now?

Chart values (stacked bar, by year):

- 4th year (%) — blue
- 3rd year (%) — green
- 2nd year (%) — red

Quality of organization of the…: 2nd year 30,7; 3rd year 41,6; 4th year 31,2
Quality of teaching (class delivery,…): 2nd year 15,3; 3rd year —; 4th year 16,6
Administration work (department, etc.): 2nd year 0; 4th year 6,2
Food quality and prices in the student…: 2nd year 30,7; 3rd year 25; 4th year 31,2
Quality of living conditions in the hostel: 2nd year 0; 3rd year 8,3
Employment in the specialty: 2nd year 23; 3rd year 8,3; 4th year 18,7
Quality of industrial practice…: 2nd year 0; 4th year 6,2
Other: 2nd year 0; 4th year 6,2

For the "Other" option, students indicated the following options[*]:

- Nothing

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 (%)
Did not participate	61.5% (8 people)	66.6% (8 people)	75% (12 people)
Sometimes, when it is necessary for formal reasons	15.3% (2 people)	33.3% (4 people)	18.7% (3 people)
In scientific projects of laboratories, centers, etc. under a contract, within the framework of a grant, etc.			6.2% (1 person)
In scientific projects of laboratories, clubs, circles, etc. on a gratuitous basis	7.6% (1 person)		
Attended scientific seminars, clubs and other scientific events			
Presented at a conference (including a student conference), scientific seminar)	7.6% (1 person)		
Participated in a competition of student scientific papers	7.6% (1 person)		
Published the results of his/her research (including in student collections)			

*The sum in % is not equal to 100, since several answer options were supposed to be selected
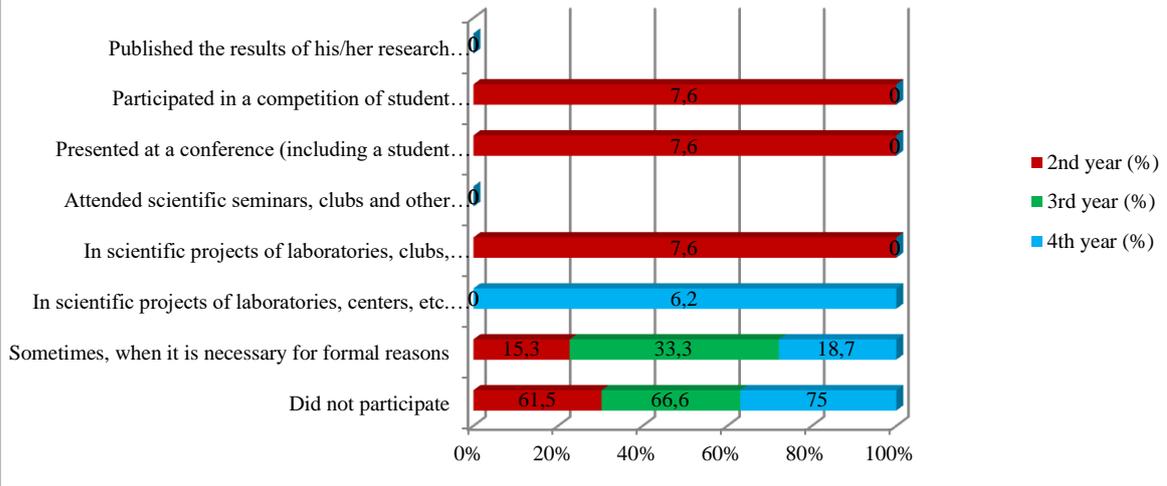
For the option "**If you answered "Did not participate" to the previous question, please write why**" students indicated the following options[*]:

- Don't want
- Why

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6. Do you participate in the scientific work of the university? If yes, in what forms?

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

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Sports sections	23.1% (3 people)	16.7% (2 people)	25% (4 people)
Creative circles	7.7% (1 person)	8.3% (1 person)	
Student Trade Union "Zhas Orda"	15.4% (2 people)	8.3% (1 person)	
I don't use anything	53.8% (7 people)	66.7% (8 people)	75% (12 people)
Other			

For the option "**If you answered "I don't use anything" to the previous question, please write why**" Students indicated the following options*:
- no time
- not interesting
- Don't want
- no desire

- I have my own hobbies

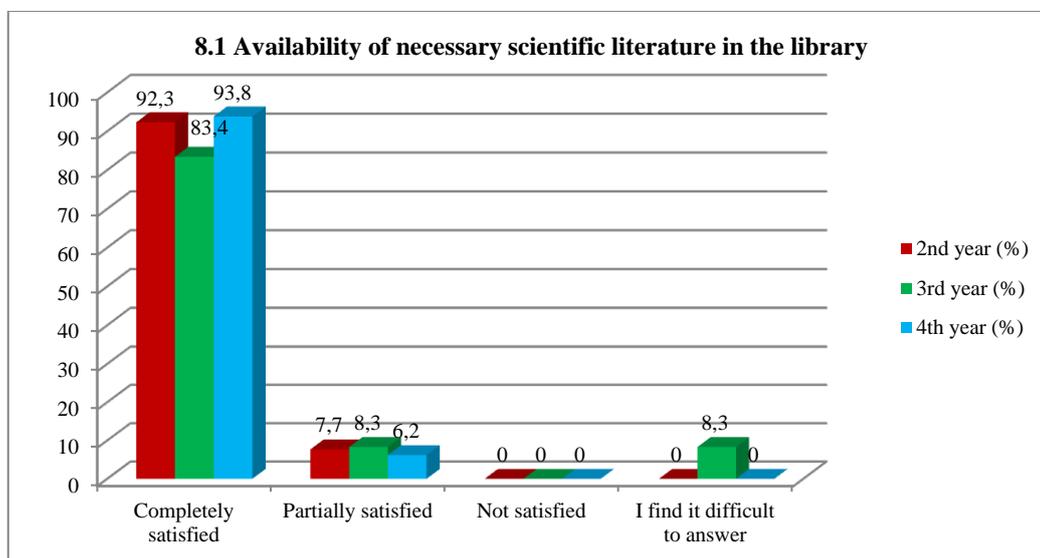**8. How satisfied are you with the material resources of our university?**

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 _____

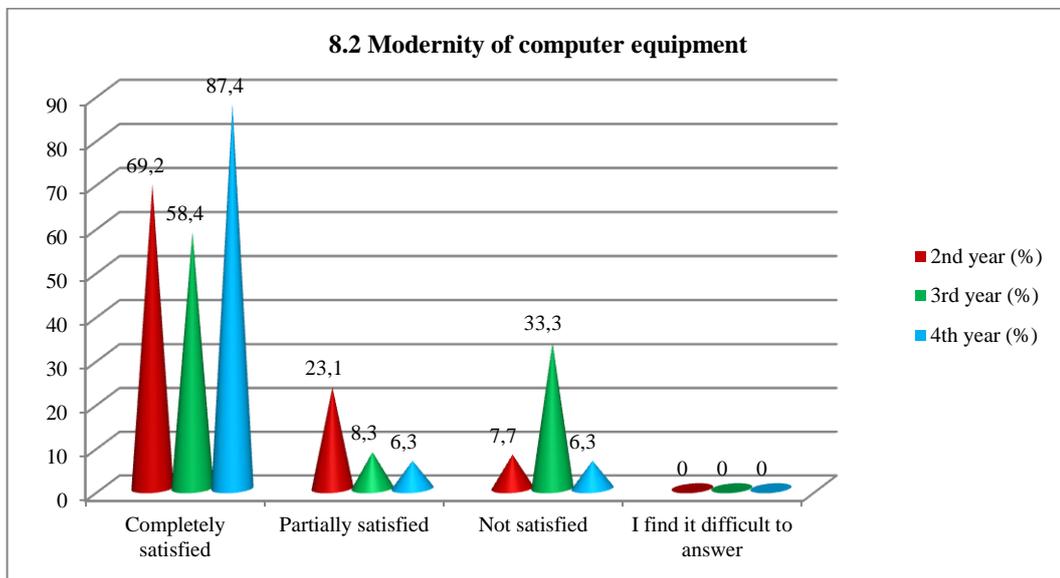### 8.1 Availability of necessary scientific literature in the library

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	92.3% (12 people)	83.4% (10 people)	93.8% (15 people)
Partially satisfied	7.7% (1 person)	8.3% (1 person)	6.2% (1 person)
Not satisfied			
I find it difficult to answer		8.3% (1 person)	

8.2 Modernity of computer equipment

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	69.2% (9 people)	58.4% (7 people)	87.4% (14 people)
Partially satisfied	23.1% (3 people)	8.3% (1 person)	6.3% (1 person)
Not satisfied	7.7% (1 person)	33.3% (4 people)	6.3% (1 person)
I find it difficult to answer			

8.2 Modernity of computer equipment

8.3 Internet channel width, its speed

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	38.5% (5 people)	50% (6 people)	81.2% (13 people)
Partially satisfied	30.8% (4 people)	16.7% (2 people)	
Not satisfied	23% (3 people)	33.3% (4 people)	18.8% (3 people)
I find it difficult to answer	7.7% (1 person)		

8.3 Internet channel width, its speed

8.4 Modernity of software

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	53.8% (7 people)	58.3% (7 people)	87.5% (14 people)
Partially satisfied	38.5% (5 people)	25% (3 people)	
Not satisfied		16.7% (2 people)	12.5% (2 people)
I find it difficult to answer	7.7% (1 person)		

8.4 Modernity of software

8.5 Availability of educational and scientific equipment

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	61.5% (8 people)	58.4% (7 people)	87.5% (14 people)
Partially satisfied	30.8% (4 people)	25% (3 people)	6.2% (1 person)
Not satisfied		8.3% (1 person)	6.2% (1 person)
I find it difficult to answer	7.7% (1 person)	8.3% (1 person)	

8.5 Availability of educational and scientific equipment

8.6 Availability of laboratories and specialized classrooms

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	69.2% (9 people)	83.4% (10 people)	87.6% (14 people)
Partially satisfied	30.8% (4 people)	8.3% (1 person)	6.2% (1 person)
Not satisfied		8.3% (1 person)	6.2% (1 person)
I find it difficult to answer			

8.6 Availability of laboratories and specialized classrooms

8.7 Availability of sports equipment

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	69.2% (9 people)	75% (9 people)	93.8% (15 people)
Partially satisfied	30.8% (4 people)	25% (3 people)	
Not satisfied			6.2% (1 person)
I find it difficult to answer			

8.7 Availability of sports equipment

For the option "**If you answered "Not satisfied" to the previous question, please provide recommendations for improvement**" students indicated the following options[*]:
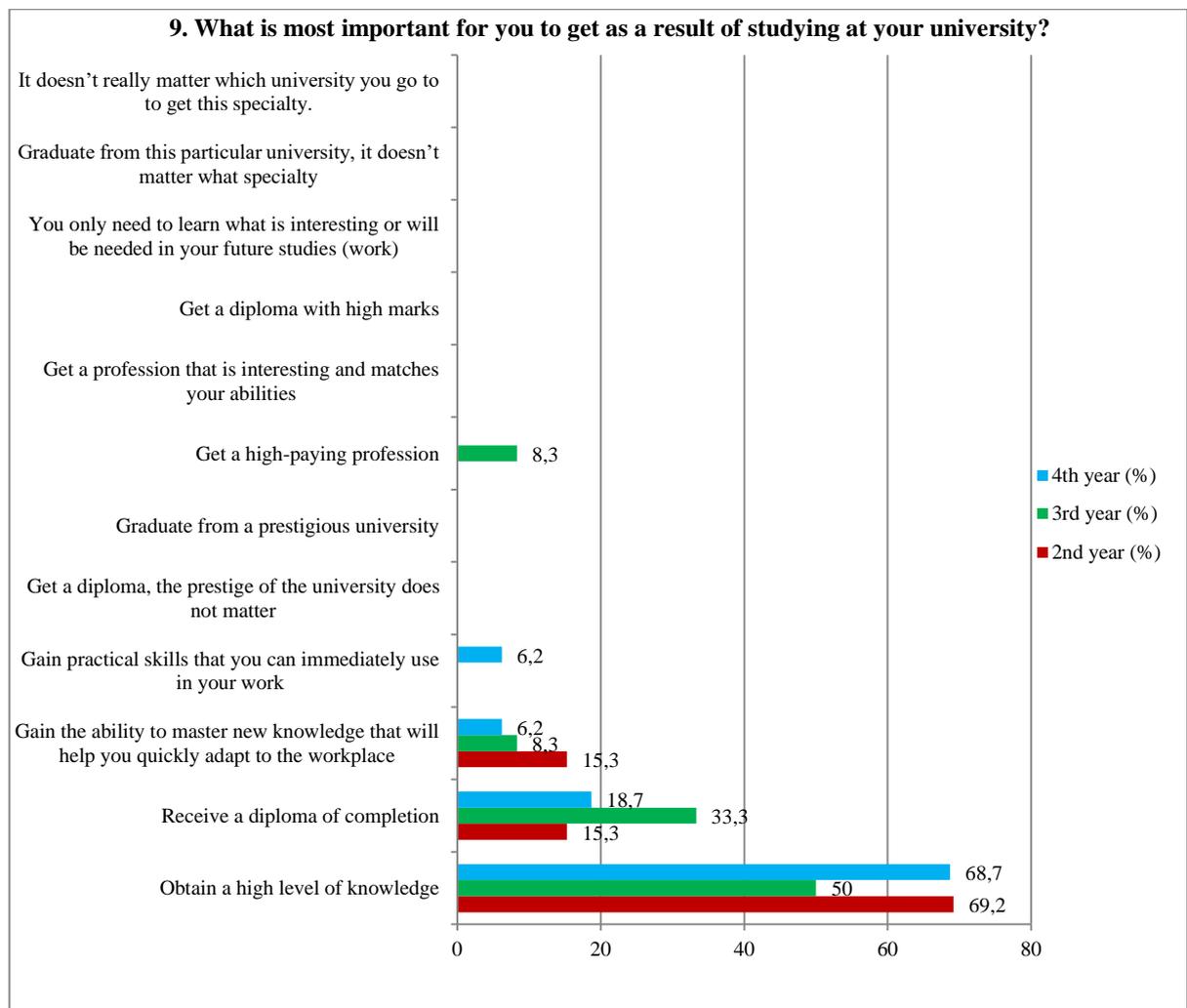- I do not agree with the improvement of the software.

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[*]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.

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 (%)
Obtain a high level of knowledge	69.2% (9 people)	50% (6 people)	68.7% (11 people)
Receive a diploma of completion	15.3% (2 people)	33.3% (4 people)	18.7% (3 people)
Gain the ability to master new knowledge that will help you quickly adapt to the workplace	15.3% (2 people)	8.3% (1 person)	6.2% (1 person)
Gain practical skills that you can immediately use in your work			6.2% (1 person)
Get a diploma, the prestige of the university does not matter			
Graduate from a prestigious university			
Get a high-paying profession		8.3% (1 person)	
Get a profession that is interesting and matches your abilities			
Get a diploma with high marks			
You only need to learn what is interesting or will be needed in your future studies (work)			
Graduate from this particular university, it doesn't matter what specialty			
It doesn't really matter which university you go to to get this specialty.			

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?

Please write your suggestions, wishes, and what questions you think should 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. *(The students' answers are presented in the original. The author's spelling and punctuation have been preserved).*

2nd year	3rd year	4th year
-I think that to improve this university, help from teachers will be needed: if a student does not understand a paragraph, it is necessary to explain, if a student does not understand now, then in the future in a promising job there will be problems, a student does not know anything because of this they can fire him or even not hire him at all, many do not know and do not want to get a job. Our future is important not from the students themselves, but from the teachers who teach. Teachers should ask a lot of questions and thereby improve the student's skills, if he does not know or does not understand something, explain in more detail how this happens. Thank you. - you can add components teachers to students, etc.		

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

The analysis of the results of students filling out the questionnaire "Satisfaction of 2nd-5th year students with educational services" indicates a positive attitude of students to the conditions, content, organization and quality of the educational process at the university. The majority of the surveyed students of the specialty "Technological machines and equipment" (99.9%) expressed complete satisfaction with the learning process as a whole. For ease of analysis, let us consider aspects according to the following levels of satisfaction:

Students rated the following criteria as "excellent quality" (satisfaction rates above 80%), reporting complete or partial satisfaction:
- class schedule (87.4%);
- organization of independent work (95.1%);
- quality of internship (97.9%);
- organization and implementation of the IWS (97.1%);
- organization and implementation of laboratory work (97.2%)
- satisfaction with the library's work (99.9%);
- the ability to access full-text databases of scientific publications (97.2%);
- living conditions in the hostel (81.9%);
- quality of medical care (83.9%);
- organization of food services at the university (87%).

Students are generally satisfied with the quality of the organization of the educational process, especially in the 2nd and 4th years, where the overwhelming majority (92.3% and 93.8%) have no complaints. However, in the 3rd year, the proportion of students who expressed complaints slightly increases (8.3%), and they point to the discrepancy between the studied disciplines and the specialty, overload of classroom studies, and dissatisfaction with the quality of classes.

In response to the question about the possibilities of academic mobility, the majority of students claim that the information is available (in the 2nd year - 84.6%, in the 3rd year - 91.7%, in the 4th year - 100%). A certain number of students indicate a lack of information or do not know about such a possibility.

Relationships between students are generally characterized as friendly, especially in the senior years, where 93.8% of students rated them positively. However, in the earlier years, such relationships were less pronounced. Regarding the attitude of teachers to students, most rated them as friendly, especially in the senior years. Relationships with curators are generally friendly, and relationships with the administration and department staff are generally positive, although some decline in ratings is noted in some years. The security service evokes different reactions, especially in the 3rd year, where more than 40% of students rated the relationship as reserved.

In response to a question about possible improvements in the case of negative or reserved relationships, students noted that teachers, especially older ones, are often unwilling to help if the student does not understand the material and simply refuse, which creates difficulties in learning.

Students are particularly concerned about the quality of the organization of the educational process, food, and employment in their specialty. These problems are actively noted in different courses. Problems with the quality of teaching and the work of the administration affect only a minority of students.

As for participation in the scientific work of the university, most students do not take part in it. Some participate in scientific projects only on formal grounds or on a voluntary basis, but such students are few. The reasons for refusing to participate are varied, including lack of interest and desire.

In terms of opportunities for personal development, many students do not use the resources offered by the university. The reasons for this choice range from lack of time to lack of interest. Creative clubs and student sections attract only a small proportion of students.

Most students are satisfied with the material base of the university, including the availability of necessary scientific literature in the library, modern computer equipment, speed and width of the Internet channel, modernity of software, as well as the availability of educational and scientific equipment, laboratories and specialized classrooms. A particularly high level of satisfaction is observed among 4th-year students. However, among 2nd and 3rd-year students there are some comments regarding the modernity of computer equipment and the width of the Internet channel.

For students, the most important learning outcome is obtaining a high level of knowledge, which is especially relevant for 2nd and 4th year students. About 50% of 3rd year students also attach importance to this value. Obtaining a diploma of completion is less important for 2nd and 4th year students, but this goal was noted more often among 3rd year students. The ability to master new knowledge and gain practical skills for application in work are important aspects for a smaller number of students, and interest in the profession and compliance with abilities also affected certain categories of students.

To improve the curriculum, enhance the quality of services provided, and improve the quality of distance learning, students suggest more active involvement of teachers in the process. If a student does not understand the material, teachers should explain it in more detail, as misunderstanding can affect the student's future and career prospects. Teachers should ask questions more often to improve students' skills, and in case of difficulties, give more detailed explanations. It is also suggested to add components that will improve interaction between teachers and students.

Overall satisfaction of students in the specialty "Technological machines and equipment" educational services amount to 92.4%, which indicates a high level of student satisfaction overall, despite individual problems and areas for improvement.

Recommendations:

The center for quality management and accreditation recommends that students be familiarized with the survey results and discussed during curatorial hours. This will allow students to make their own suggestions for improving the educational process and learning conditions.