

**Report**  
**on the results of the survey**  
**“Satisfaction of 2-5 year students with educational services”**  
**in 2024-2025 academic year**

**Department:** Technological Equipment, Mechanical Engineering, and Standardization  
**Specialty:** 5B073200 – Standardization and Certification (by branches)

In October 2024, the Center of Quality Management and Accreditation conducted an annual survey on the satisfaction of 2-5 year students with the quality of services provided.

**The survey purpose:** To identify 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 survey were processed and presented in a generalized form with a guarantee of confidentiality of students' personal opinions.

In specialty 5B073200 – Standardization and Certification, 26 respondents took part in the survey, which is 60% of the total number of students in this specialty (44).

- 2 year – 9 students (69,2%);
- 3 year – 7 students (70%);
- 4 year – 10 students (47,6%).

**Mode of training**

- Budget – 18 students (69,2%);
- Paid – 8 students (30,8%).

In the course of the survey there were obtained the following results.

**Indicators:**

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

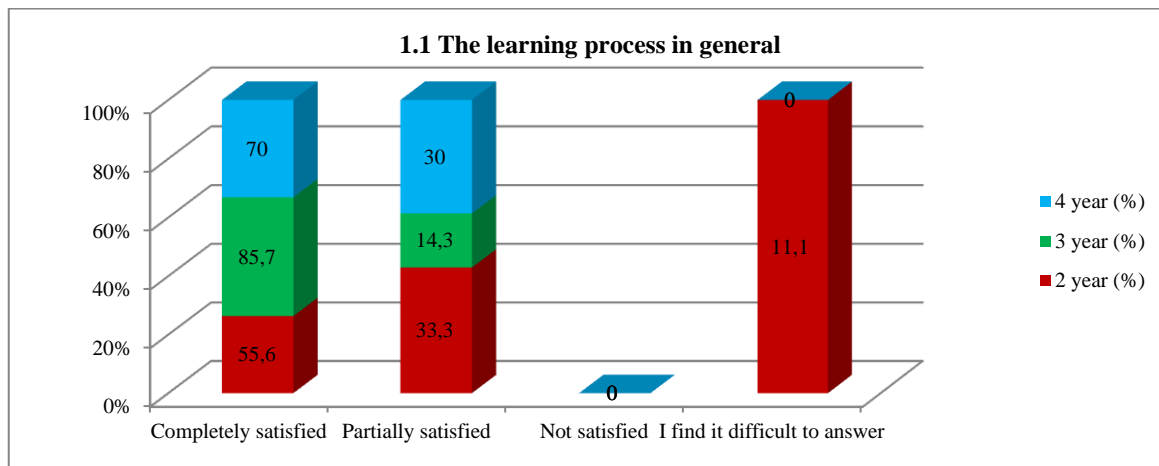
1.1 The learning process in general
1.2 Class schedule
1.3 Organization of independent work
1.4 Practices
1.5 Organizing and conducting SIWT
1.6 Organizing and conducting laboratory work
1.7 Satisfaction with the library work
1.8 Possibility of access to full-text databases of scientific publications
1.9 Living conditions in the hostel
1.10 Quality of medical care
1.11 Catering at the University (prices, product range, quality of prepared dishes)

**Other**\_\_\_\_\_

If you answered the previous question “not satisfied”, please give recommendations for improving the services provided\_\_\_\_\_.

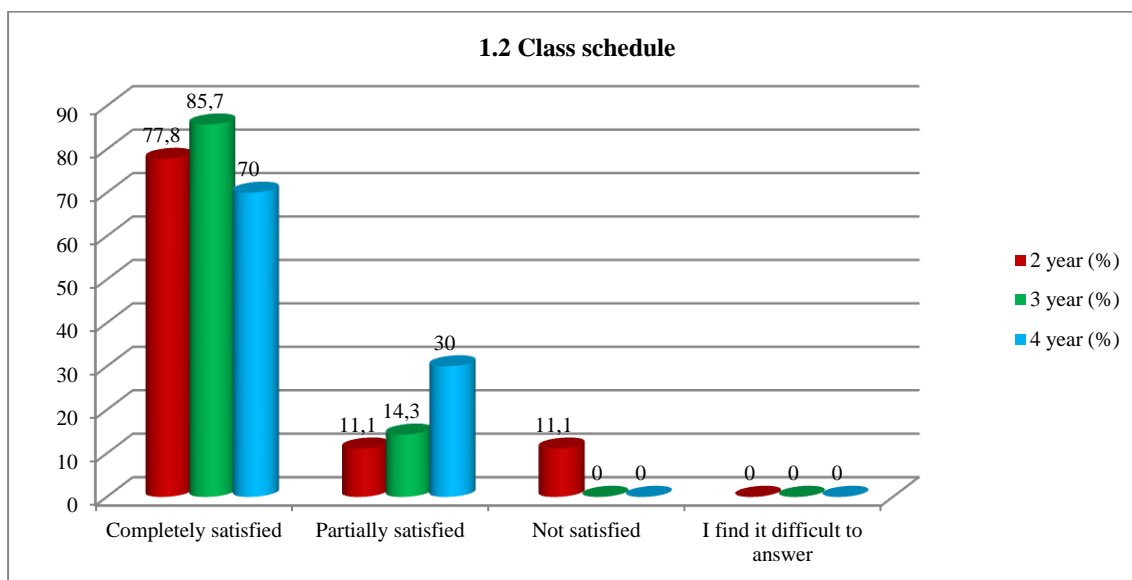
## 1.1 The learning process in general

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	55,6% (5 чел.)	85,7% (6 чел.)	70% (7 чел.)
<i>Partially satisfied</i>	33,3% (3 чел.)	14,3% (1 чел.)	30% (3 чел.)
<i>Not satisfied</i>			
<i>I find it difficult to answer</i>	11,1% (1 чел.)		



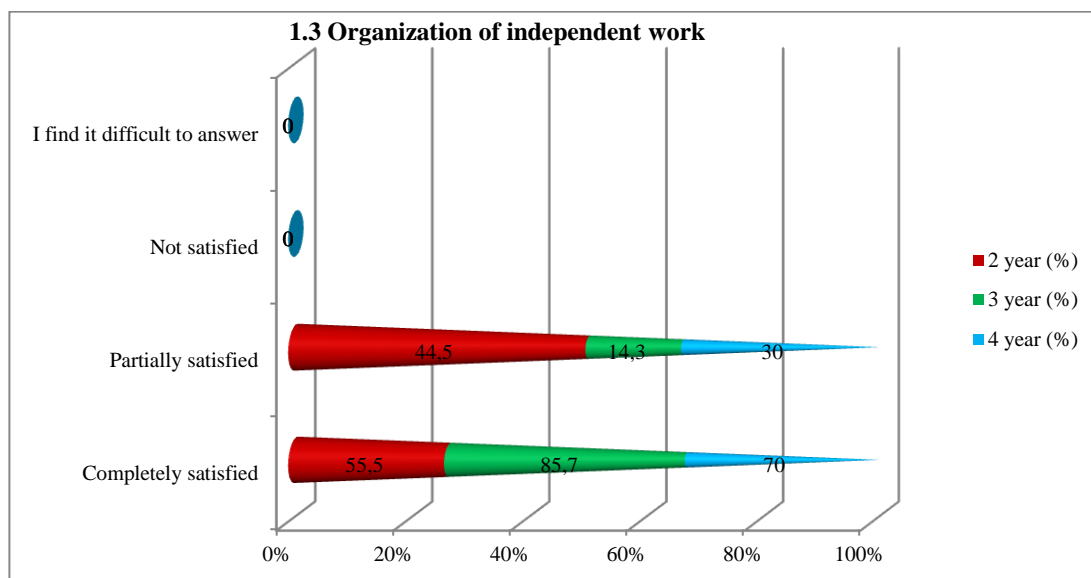
## 1.2 Class schedule

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	77,8% (7 чел.)	85,7% (6 чел.)	70% (7 чел.)
<i>Partially satisfied</i>	11,1% (1 чел.)	14,3% (1 чел.)	30% (3 чел.)
<i>Not satisfied</i>	11,1% (1 чел.)		
<i>I find it difficult to answer</i>			



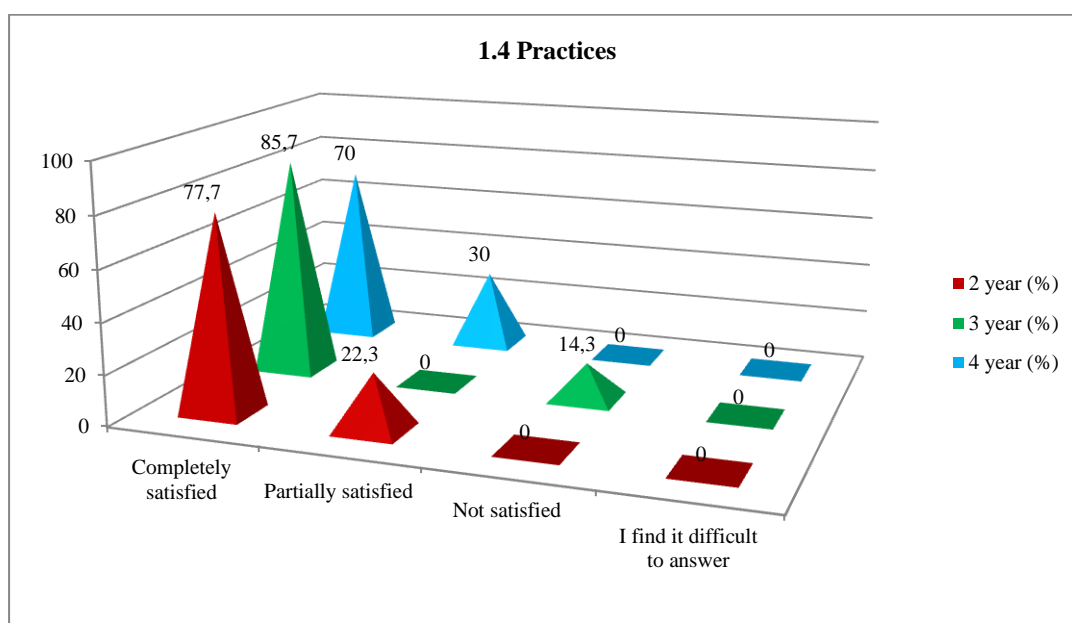
## 1.3 Organization of independent work

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	55,5% (5 чел.)	85,7% (6 чел.)	70% (7 чел.)
<i>Partially satisfied</i>	44,5% (4 чел.)	14,3% (1 чел.)	30% (3 чел.)
<i>Not satisfied</i>			
<i>I find it difficult to answer</i>			



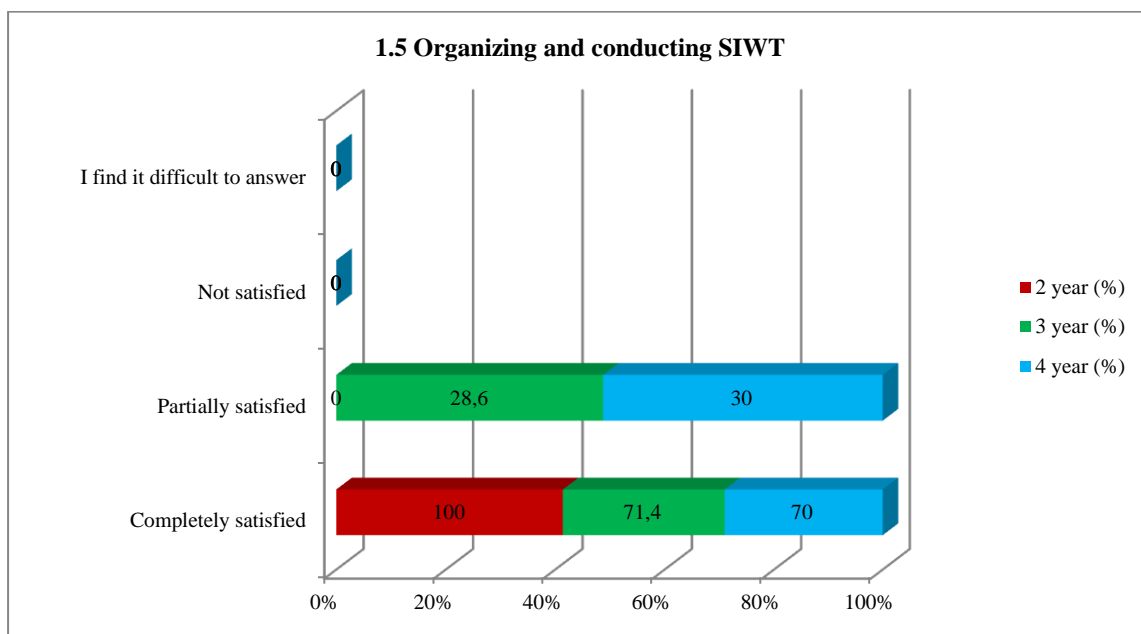
## 1.4 Practices

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	77,7% (7 чел.)	85,7% (6 чел.)	70% (7 чел.)
<i>Partially satisfied</i>	22,3% (2 чел.)		30% (3 чел.)
<i>Not satisfied</i>		14,3% (1 чел.)	
<i>I find it difficult to answer</i>			



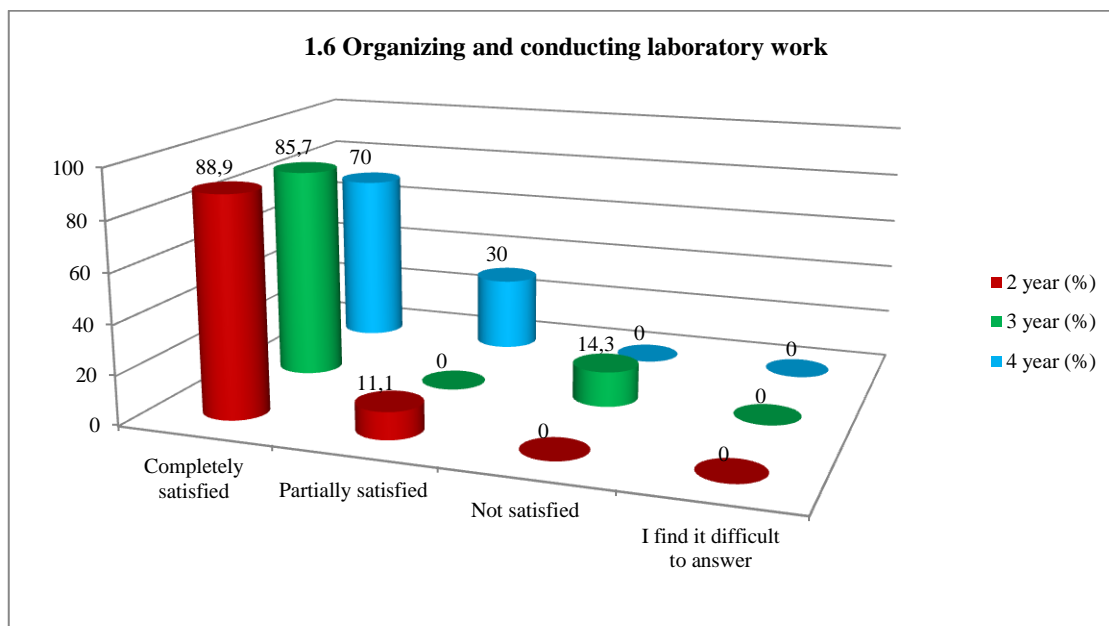
## 1.5 Organizing and conducting SIWT

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	100% (9 чел.)	71,4% (5 чел.)	70% (7 чел.)
<i>Partially satisfied</i>		28,6% (2 чел.)	30% (3 чел.)
<i>Not satisfied</i>			
<i>I find it difficult to answer</i>			



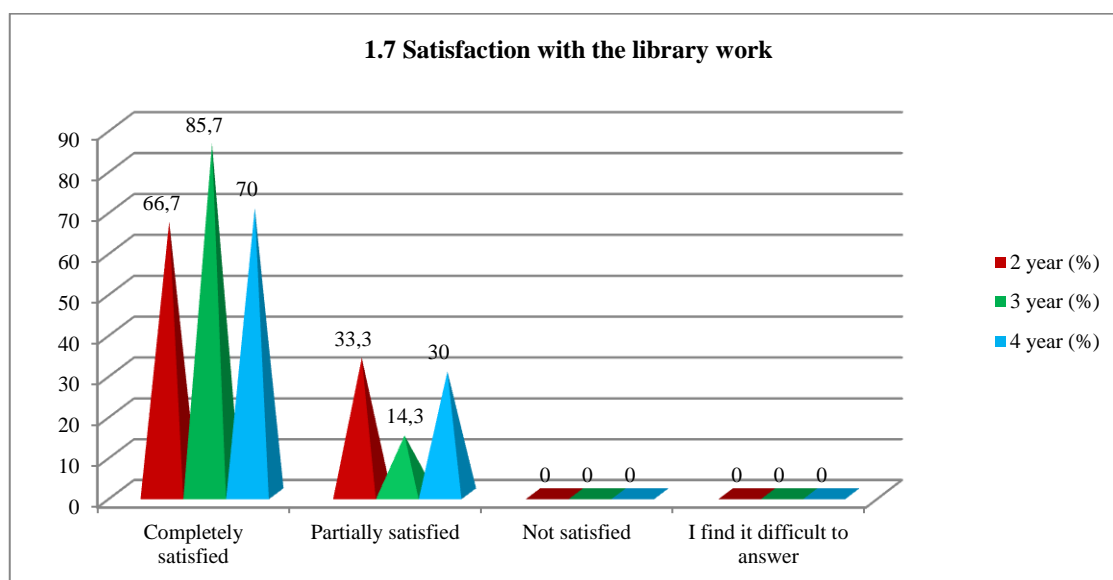
## 1.6 Organizing and conducting laboratory work

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	88,9% (8 чел.)	85,7% (6 чел.)	70% (7 чел.)
<i>Partially satisfied</i>	11,1% (1 чел.)		30% (3 чел.)
<i>Not satisfied</i>		14,3% (1 чел.)	
<i>I find it difficult to answer</i>			



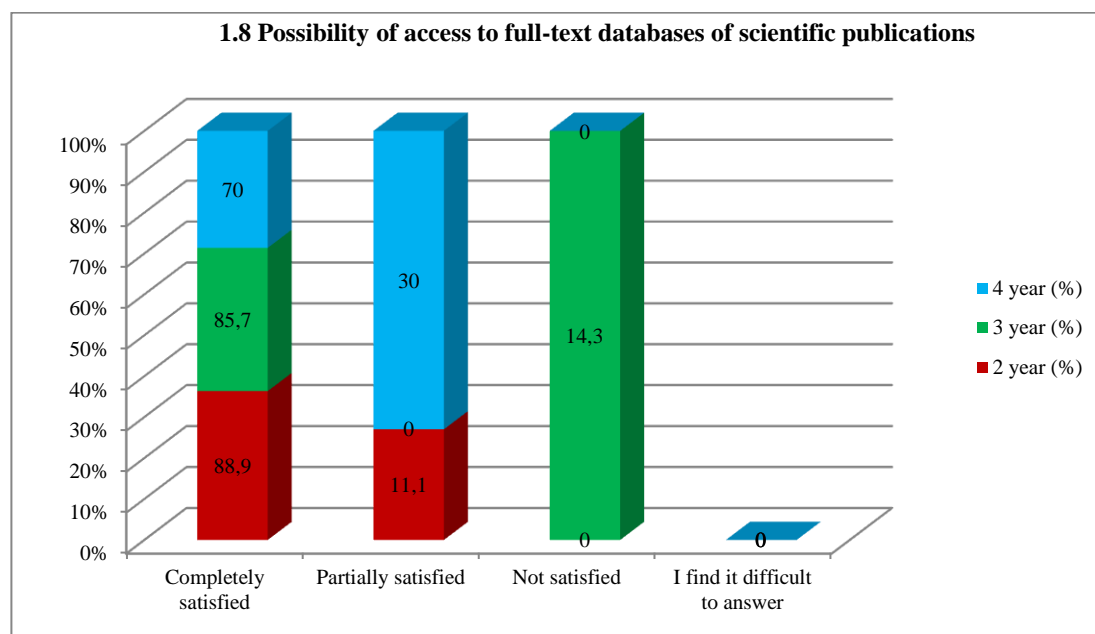
## 1.7 Satisfaction with the library work

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	66,7% (6 чел.)	85,7% (6 чел.)	70% (7 чел.)
<i>Partially satisfied</i>	33,3% (3 чел.)	14,3% (1 чел.)	30% (3 чел.)
<i>Not satisfied</i>			
<i>I find it difficult to answer</i>			



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

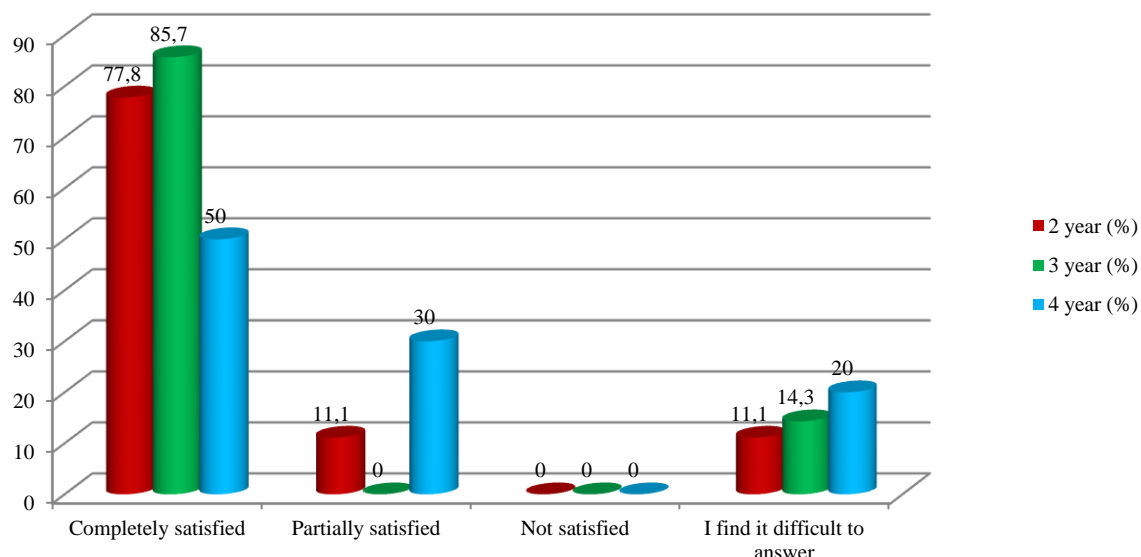
Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	88,9% (8 чел.)	85,7% (6 чел.)	70% (7 чел.)
<i>Partially satisfied</i>	11,1% (1 чел.)		30% (3 чел.)
<i>Not satisfied</i>		14,3% (1 чел.)	
<i>I find it difficult to answer</i>			



## 1.9 Living conditions in the hostel

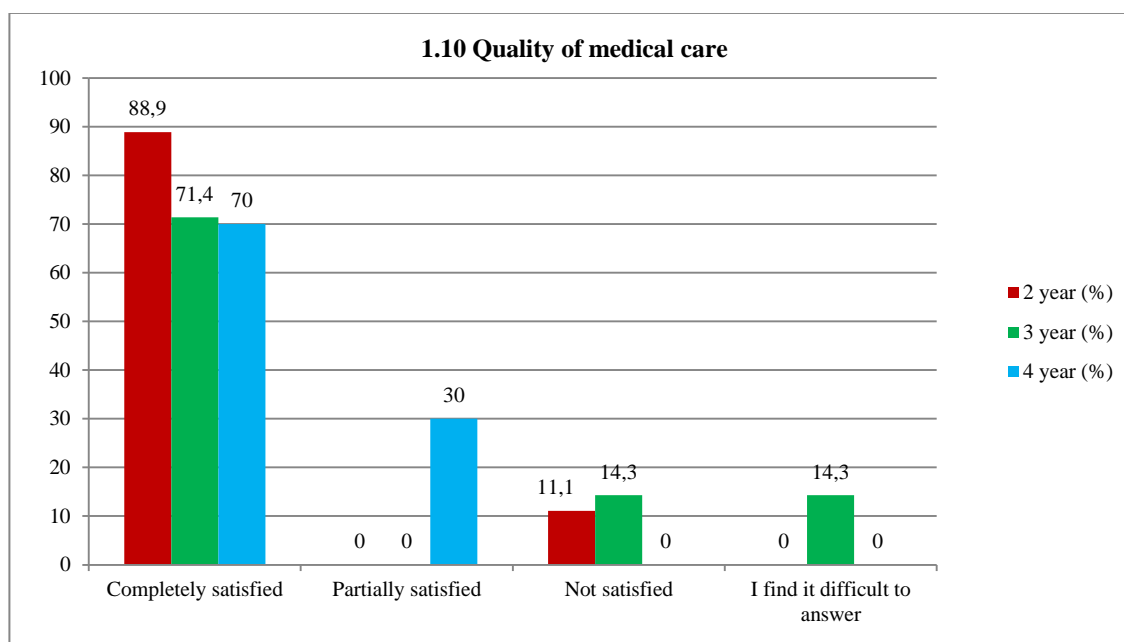
Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	77,8% (7 чел.)	85,7% (6 чел.)	50% (5 чел.)
<i>Partially satisfied</i>	11,1% (1 чел.)		30% (3 чел.)
<i>Not satisfied</i>			
<i>I find it difficult to answer</i>	11,1% (1 чел.)	14,3% (1 чел.)	20% (2 чел.)

### 1.9 Living conditions in the hostel



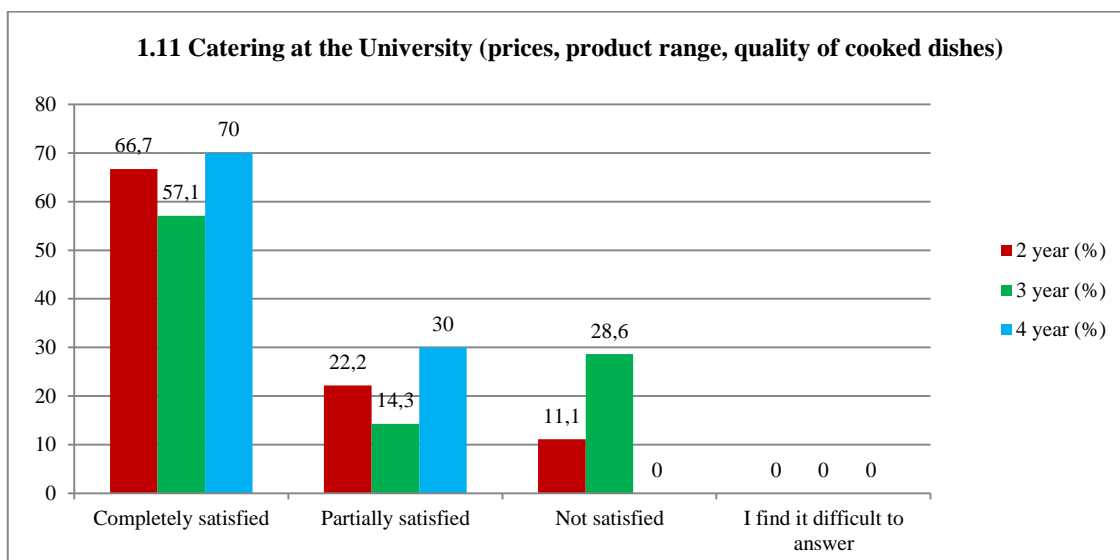
### 1.10 Quality of medical care

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	88,9% (8 чел.)	71,4% (5 чел.)	70% (7 чел.)
<i>Partially satisfied</i>			30% (3 чел.)
<i>Not satisfied</i>	11,1% (1 чел.)	14,3% (1 чел.)	
<i>I find it difficult to answer</i>		14,3% (1 чел.)	



### 1.11 Catering at the University (prices, product range, quality of cooked dishes)

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	66,7% (6 чел.)	57,1% (4 чел.)	70% (7 чел.)
<i>Partially satisfied</i>	22,2% (2 чел.)	14,3% (1 чел.)	30% (3 чел.)
<i>Not satisfied</i>	11,1% (1 чел.)	28,6% (2 чел.)	
<i>I find it difficult to answer</i>			



For the option “Other”, the students indicated the following options\*:

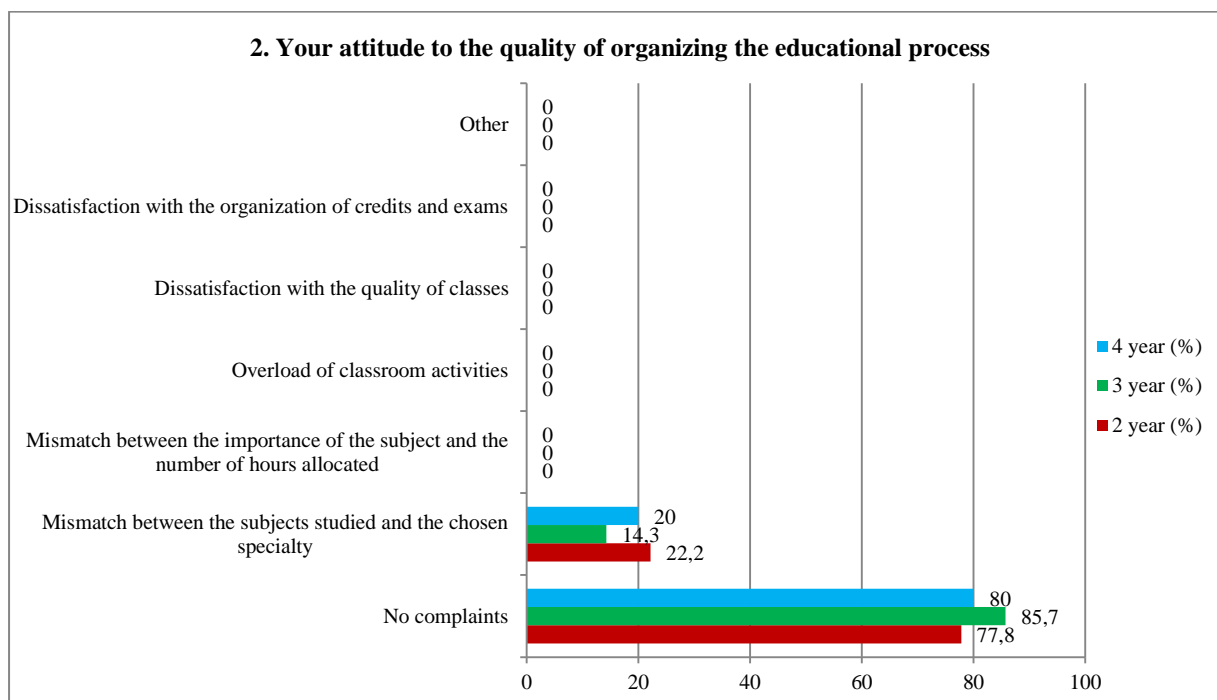
- The range of products and the quality of the dishes are not satisfactory
- No

For the option “If you answered “not satisfied” to the previous question, give recommendations for improving the services provided”, the students indicated the following options\*:

- Improving the quality of the products, lowering prices, matching the size of the gram. (3 years).

## 2. Your attitude to the quality of organizing the educational process

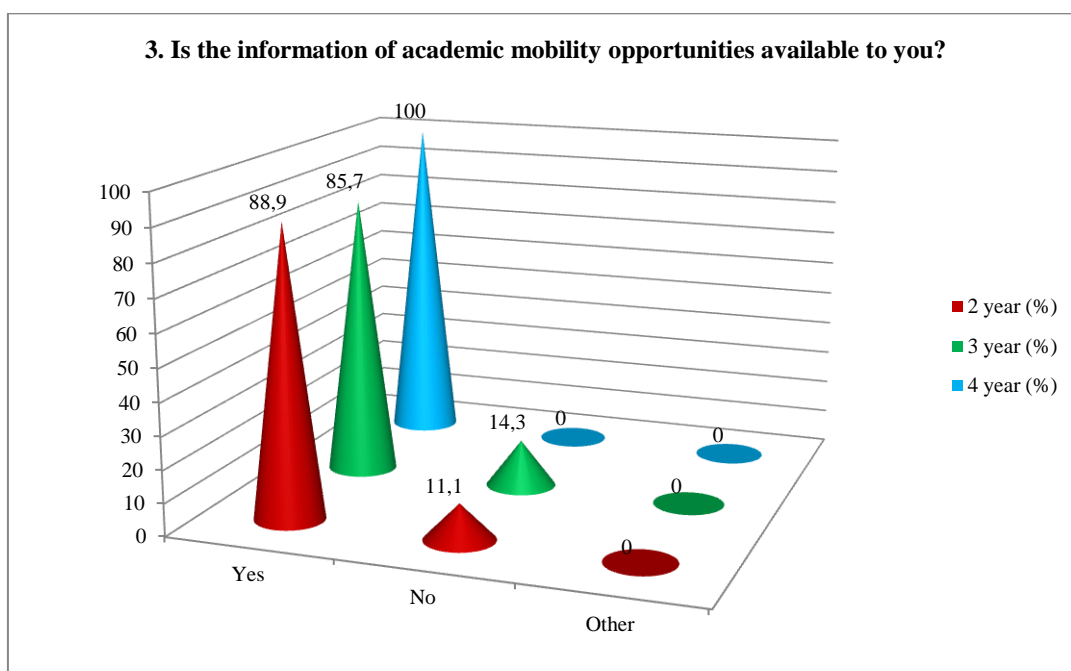
Варианты ответов	2 year (%)	3 year (%)	4 year (%)
<i>No complaints</i>	77,8% (7 чел.)	85,7% (6 чел.)	80% (8 чел.)
<i>Mismatch between the subjects studied and the chosen specialty</i>	22,2% (2 чел.)	14,3% (1 чел.)	20% (2 чел.)
<i>Mismatch between the importance of the subject and the number of hours allocated</i>			
<i>Overload of classroom activities</i>			
<i>Dissatisfaction with the quality of classes</i>			
<i>Dissatisfaction with the organization of credits and exams</i>			
<i>Other</i>			



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

### 3. Is the information of academic mobility opportunities available to you?

Answer options	2 year (%)	3 year (%)	4 year (%)
<b>Yes</b>	88,9% (8 чел.)	85,7% (6 чел.)	100% (10 чел.)
<b>No</b>	11,1% (1 чел.)	14,3% (1 чел.)	
<b>Other</b>			



There are no answers to the option "If you answered "No" to the previous question, please write why".



#### 4. What do you think the relationship is like

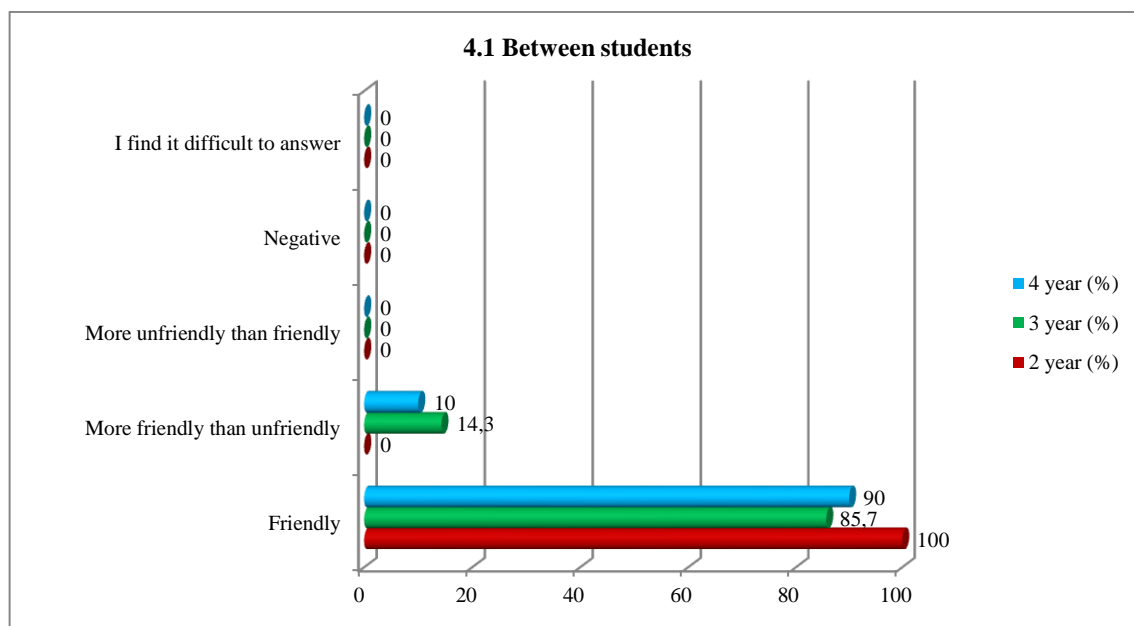
4.1 Between students
4.2 Between teachers and students (in the educational process)
4.3 Between a student and a supervisor
4.4 Between students and administration
4.5 Between students and employees of departments (library, student department, etc.)
4.6 Between students and security service

Other \_\_\_\_\_

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

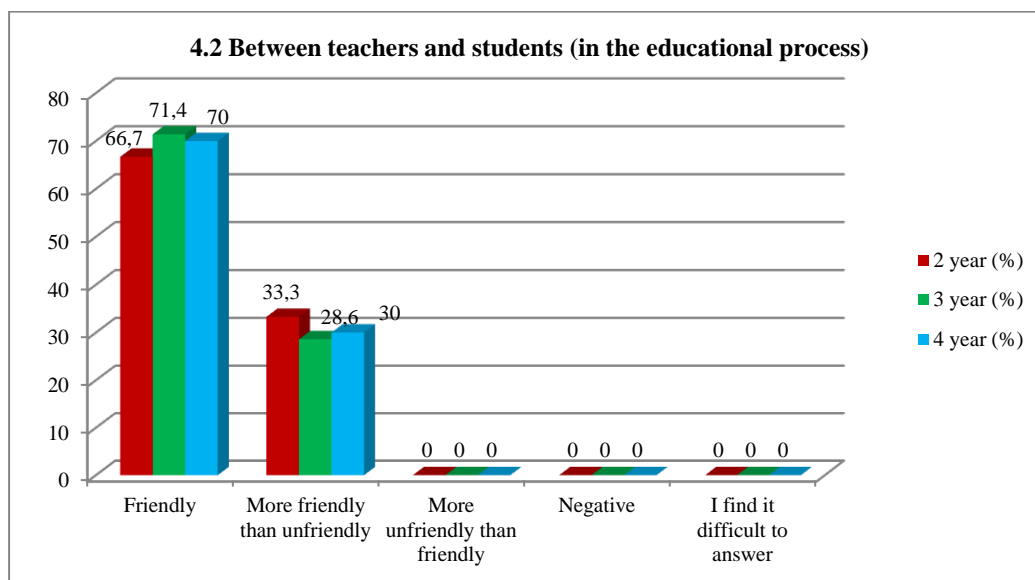
##### 4.1 Between students

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Friendly</i>	100% (9 чел.)	85,7% (6 чел.)	90% (9 чел.)
<i>More friendly than unfriendly</i>		14,3% (1 чел.)	10% (1 чел.)
<i>More unfriendly than friendly</i>			
<i>Negative</i>			
<i>I find it difficult to answer</i>			



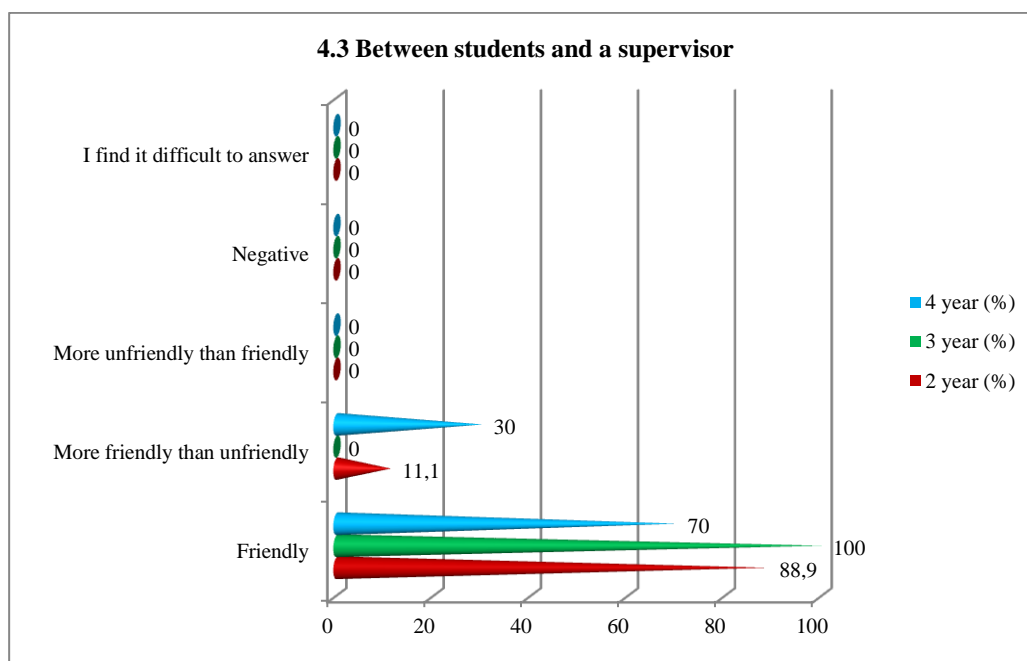
##### 4.2 Between teachers and students (in the educational process)

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Friendly</i>	66,7% (6 чел.)	71,4% (5 чел.)	70 % (7 чел.)
<i>More friendly than unfriendly</i>	33,3% (3 чел.)	28,6% (2 чел.)	30% (3 чел.)
<i>More unfriendly than friendly</i>			
<i>Negative</i>			
<i>I find it difficult to answer</i>			



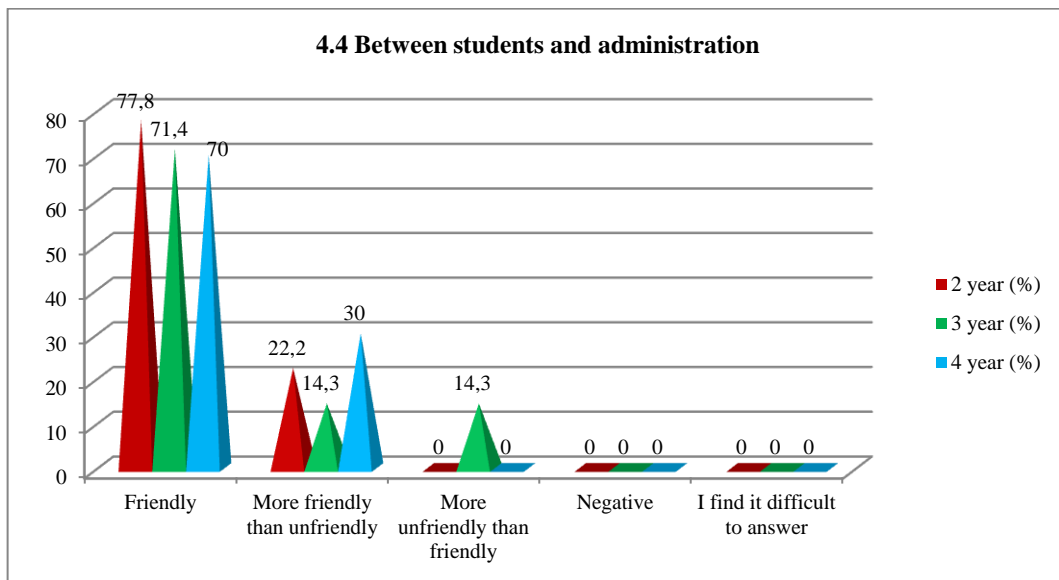
### 4.3 Between students and a supervisor

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Friendly</i>	88,9% (8 чел.)	100% (7 чел.)	70% (7 чел.)
<i>More friendly than unfriendly</i>	11,1% (1 чел.)		30% (3 чел.)
<i>More unfriendly than friendly</i>			
<i>Negative</i>			
<i>I find it difficult to answer</i>			



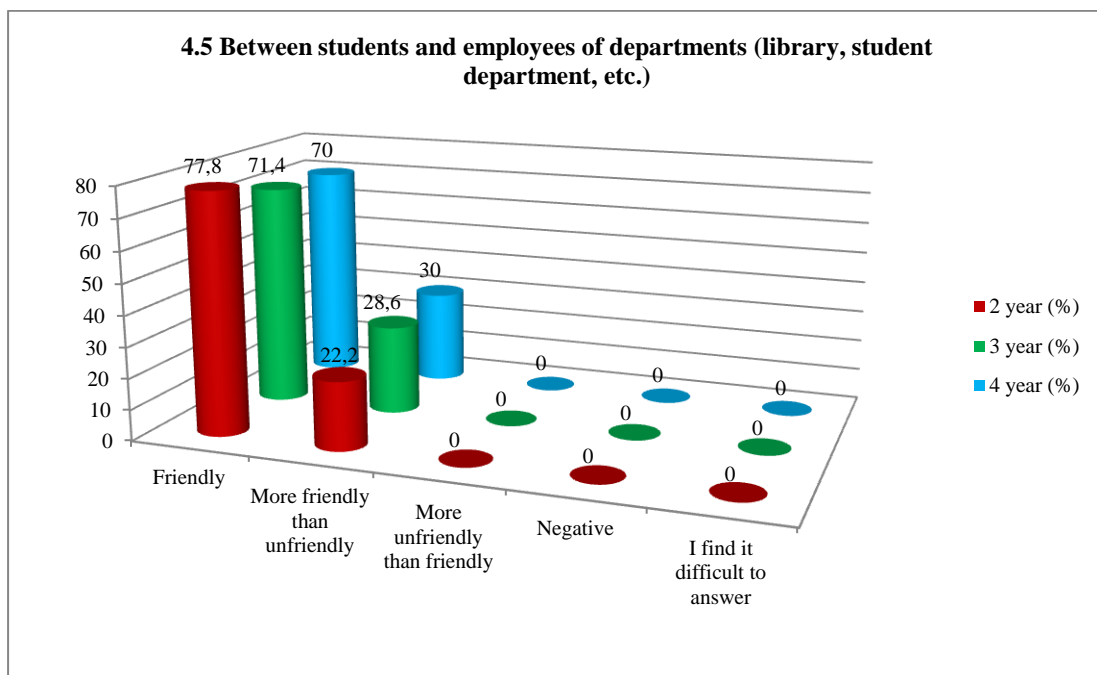
### 4.4 Between students and administration

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Friendly</i>	77,8% (7 чел.)	71,4% (5 чел.)	70% (7 чел.)
<i>More friendly than unfriendly</i>	22,2% (2 чел.)	14,3% (1 чел.)	30% (3 чел.)
<i>More unfriendly than friendly</i>		14,3% (1 чел.)	
<i>Negative</i>			
<i>I find it difficult to answer</i>			



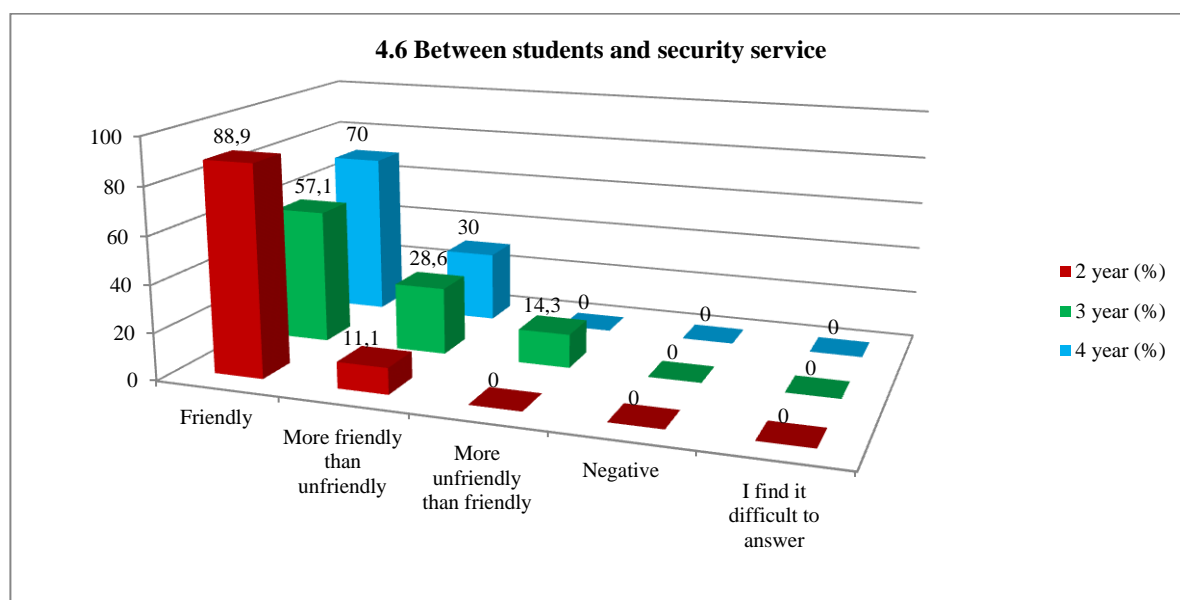
#### 4.5 Between students and employees of departments (library, student department, etc.)

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Friendly</i>	77,8% (7 чел.)	71,4% (5 чел.)	70% (7 чел.)
<i>More friendly than unfriendly</i>	22,2% (2 чел.)	28,6% (2 чел.)	30% (3 чел.)
<i>More unfriendly than friendly</i>			
<i>Negative</i>			
<i>I find it difficult to answer</i>			



#### 4.6 Between students and security service

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Friendly</i>	88,9% (8 чел.)	57,1% (4 чел.)	70% (7 чел.)
<i>More friendly than unfriendly</i>	11,1% (1 чел.)	28,6% (2 чел.)	30% (3 чел.)
<i>More unfriendly than friendly</i>		14,3% (1 чел.)	
<i>Negative</i>			
<i>I find it difficult to answer</i>			

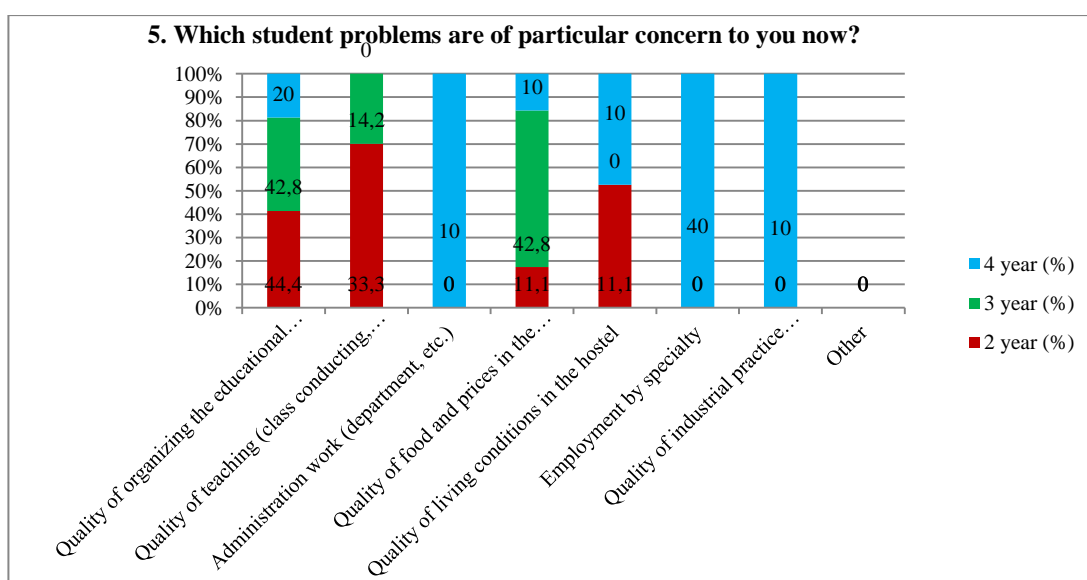


For the option "If you answered "Rather unfriendly than friendly" and "Negative" to the previous question, please provide recommendations for improvement" there are no answers.

**5. Which student problems are of particular concern to you now?** (*choose no more than 3 answer options*)

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Quality of organizing the educational process</i>	44,4% (4 чел.)	42,8% (3 чел.)	20% (2 чел.)
<i>Quality of teaching (class conducting, assessment of knowledge, etc.)</i>	33,3% (3 чел.)	14,2% (1 чел.)	
<i>Administration work (department, etc.)</i>			10% (1 чел.)
<i>Quality of food and prices in the student canteen</i>	11,1% (1 чел.)	42,8% (3 чел.)	10% (1 чел.)
<i>Quality of living conditions in the hostel</i>	11,1% (1 чел.)		10% (1 чел.)
<i>Employment by specialty</i>			40% (4 чел.)
<i>Quality of industrial practice organizations</i>			10% (1 чел.)
<i>Other</i>			

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



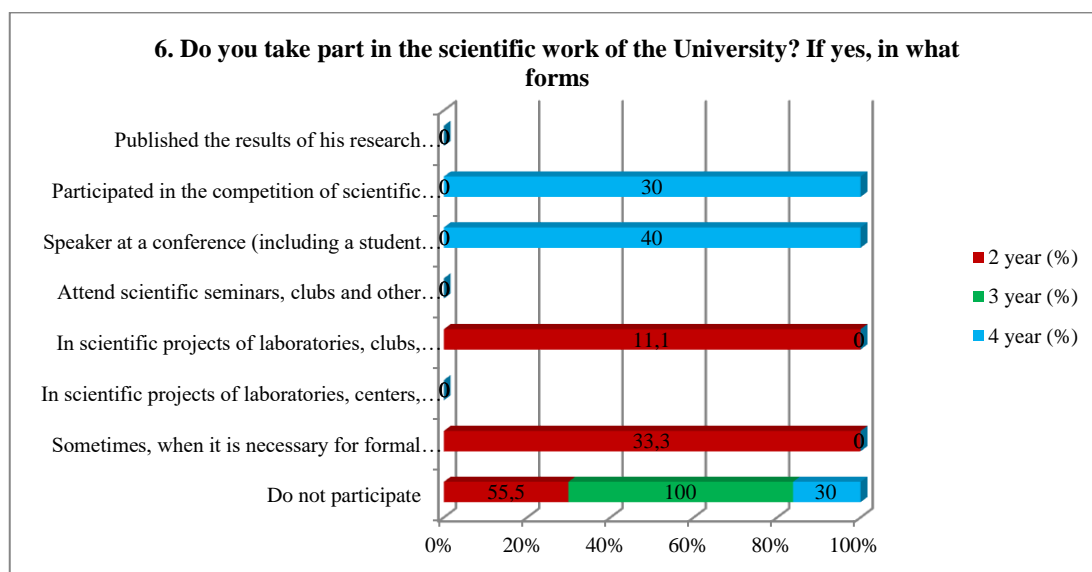
**6. Do you take part in the scientific work of the University? If yes, in what forms**  
(check all that apply)

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Do not participate</i>	55,5% (5 чел.)	100% (7 чел.)	30% (3 чел.)
<i>Sometimes, when it is necessary for formal reasons</i>	33,3% (3 чел.)		
<i>In scientific projects of laboratories, centers, etc. under a contract, within a grant, etc.</i>			
<i>In scientific projects of laboratories, clubs, circles, etc. free of charge</i>	11,1% (1 чел.)		
<i>Attend scientific seminars, clubs and other scientific events</i>			
<i>Speaker at a conference (including a student conference), scientific seminar</i>			40% (4 чел.)
<i>Participated in the competition of scientific student works</i>			30% (3 чел.)
<i>Published the results of his research (including in student collections)</i>			

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

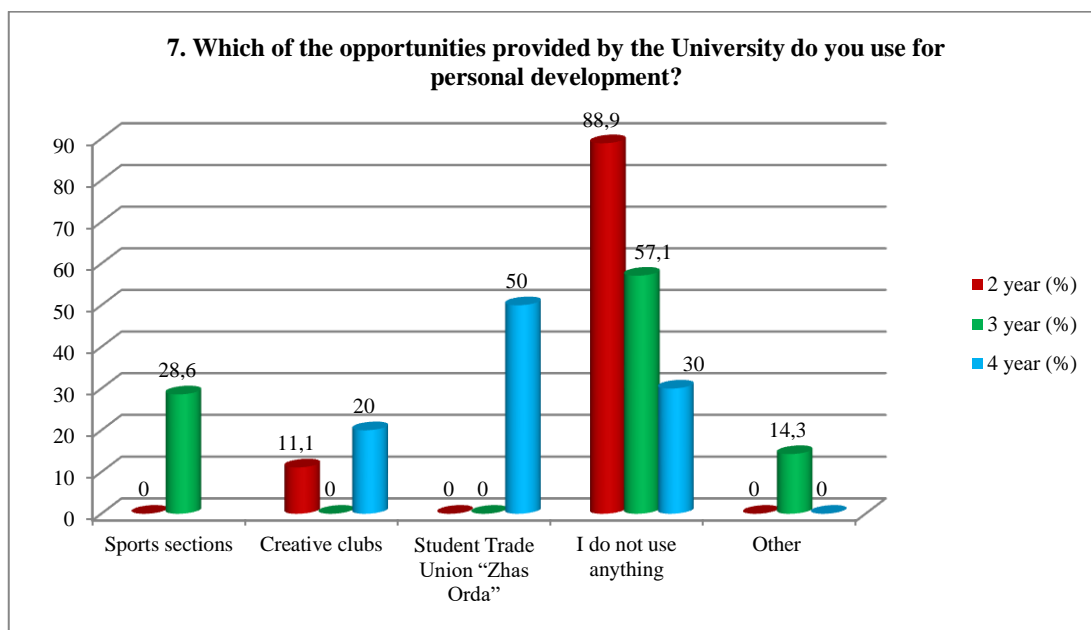
To the option “If you answered “Did not participate” to the previous question, write why” the students indicated the following options\*:

- No interest
- I don't want to



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

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Sports sections</i>		28,6% (2 чел.)	
<i>Creative clubs</i>	11,1% (1 чел.)		20% (2 чел.)
<i>Student Trade Union “Zhas Orda”</i>			50% (5 чел.)
<i>I do not use anything</i>	88,9% (8 чел.)	57,1% (4 чел.)	30% (3 чел.)
<i>Other</i>		14,3 % (1 чел.)	



For the "Other" option, students indicated the following options\*:  
- English year

For the option "If you answered "I don't use anything" to the previous question, write why": 2 year - busy with things

## 8. How much are you satisfied with the material resources of the University?

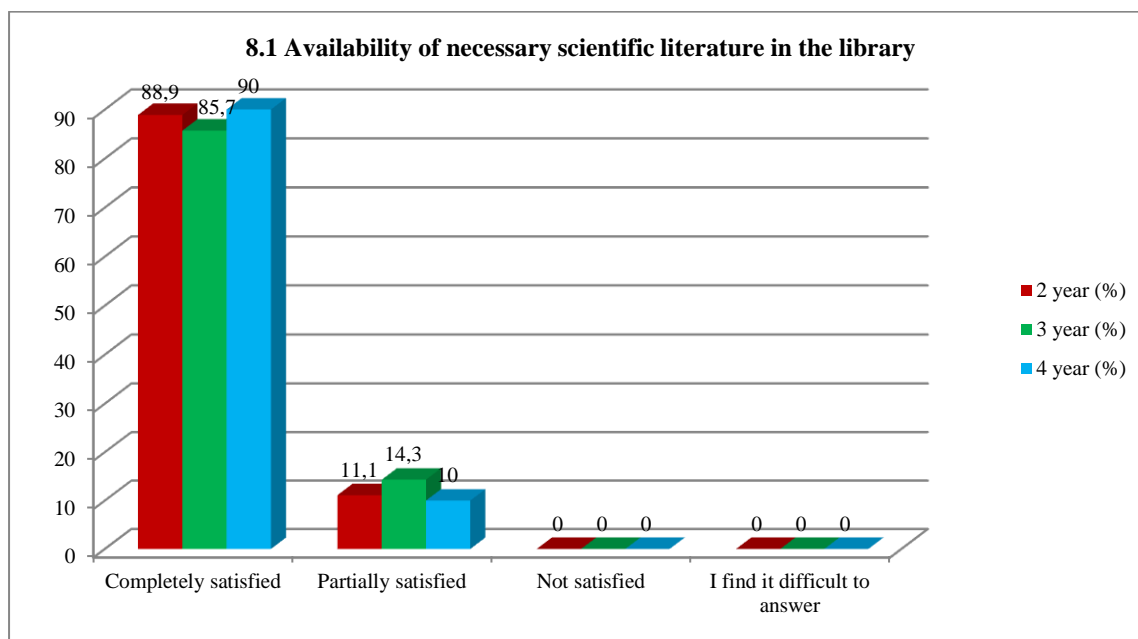
8.1 Availability of necessary scientific literature in the library
8.2 Modernity of computer equipment
8.3 Internet channel width, its speed
8.4 Software modernity
8.5 Availability of educational and scientific equipment
8.6 Availability of laboratories and specialized classrooms
8.7 Availability of sports equipment

Other \_\_\_\_\_

If you answered the previous question "not satisfied", give recommendations for improving the services provided \_\_\_\_\_

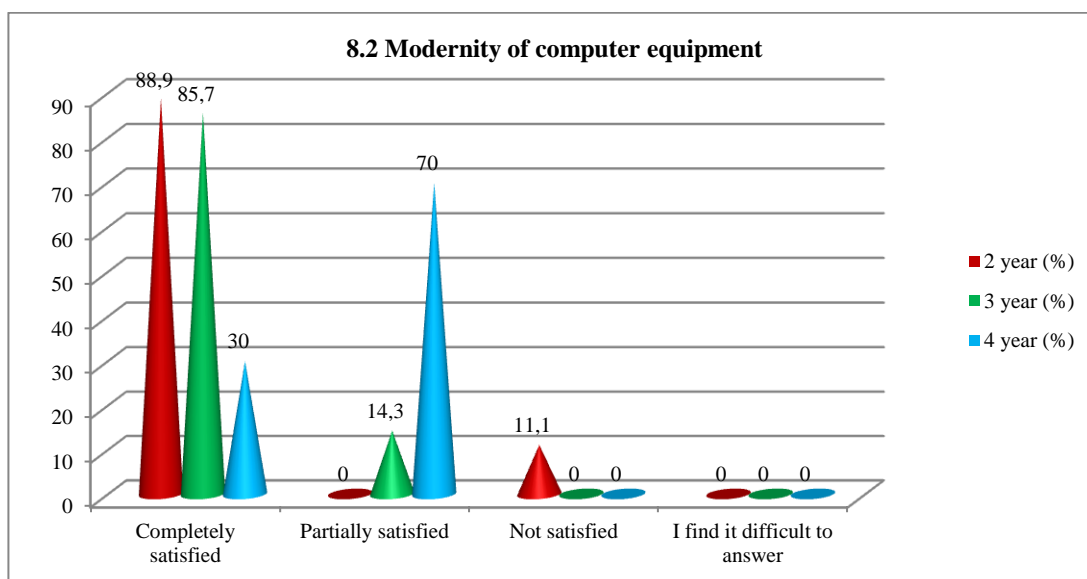
### 8.1 Availability of necessary scientific literature in the library

Answer options	2 year (%)	3 year (%)	4 year (%)
<b>Completely satisfied</b>	88,9% (8 чел.)	85,7% (6 чел.)	90% (9 чел.)
<b>Partially satisfied</b>	11,1% (1 чел.)	14,3% (1 чел.)	10% (1 чел.)
<b>Not satisfied</b>			
<b>I find it difficult to answer</b>			



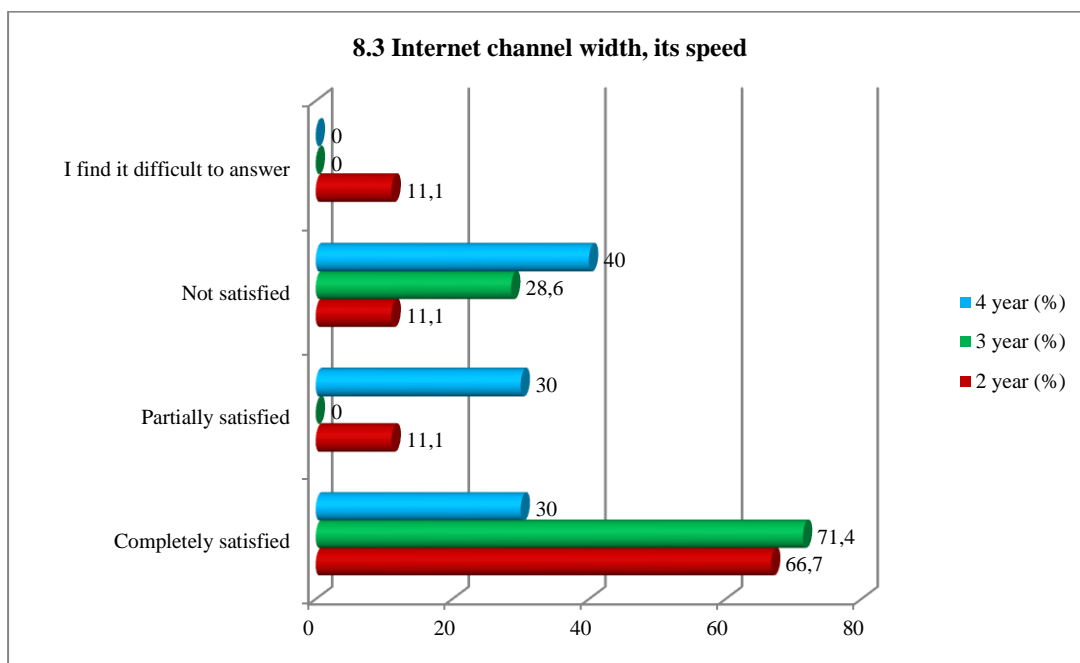
## 8.2 Modernity of computer equipment

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	88,9% (8 чел.)	85,7% (6 чел.)	30% (3 чел.)
<i>Partially satisfied</i>		14,3% (1 чел.)	70% (7 чел.)
<i>Not satisfied</i>	11,1% (1 чел.)		
<i>I find it difficult to answer</i>			



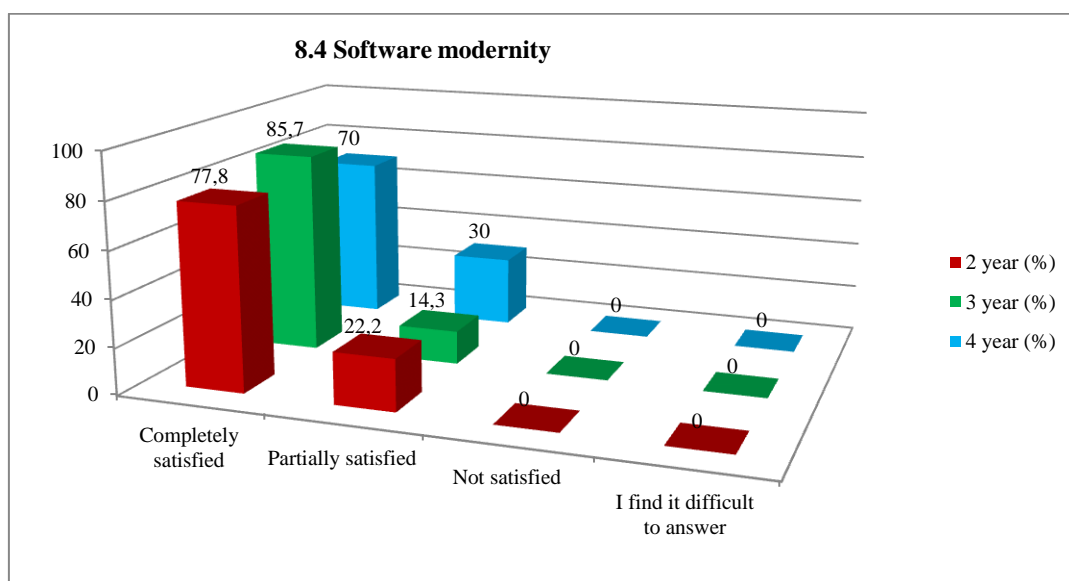
## 8.3 Internet channel width, its speed

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	66,7% (6 чел.)	71,4% (5 чел.)	30% (3 чел.)
<i>Partially satisfied</i>	11,1% (1 чел.)		30% (3 чел.)
<i>Not satisfied</i>	11,1% (1 чел.)	28,6% (2 чел.)	40% (4 чел.)
<i>I find it difficult to answer</i>	11,1% (1 чел.)		



## 8.4 Software modernity

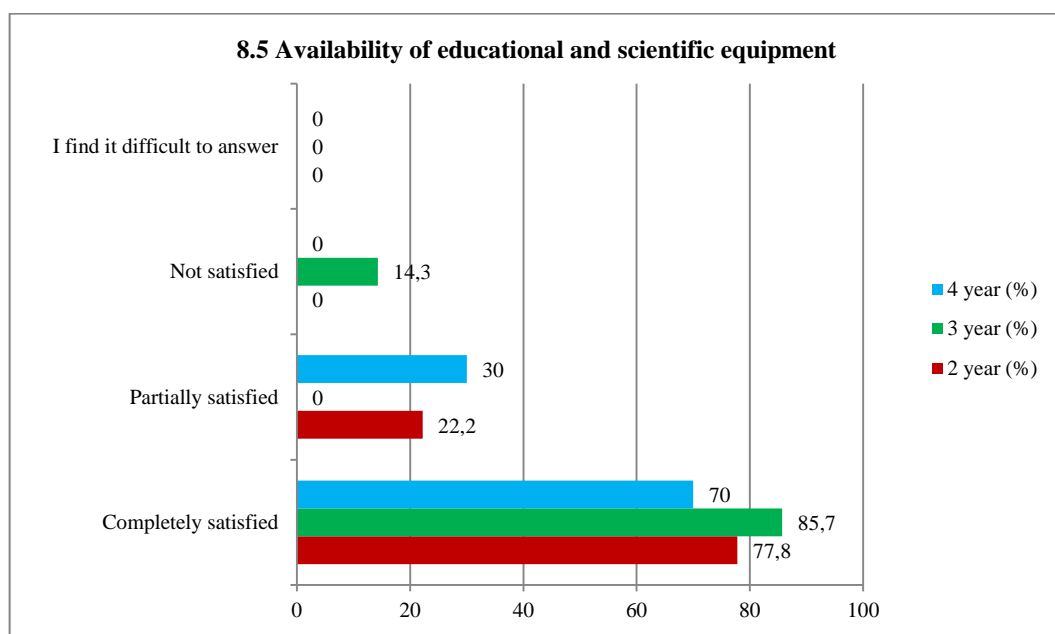
Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	77,8% (7 чел.)	85,7% (6 чел.)	70% (7 чел.)
<i>Partially satisfied</i>	22,2% (2 чел.)	14,3% (1 чел.)	30% (3 чел.)
<i>Not satisfied</i>			
<i>I find it difficult to answer</i>			



## 8.5 Availability of educational and scientific equipment

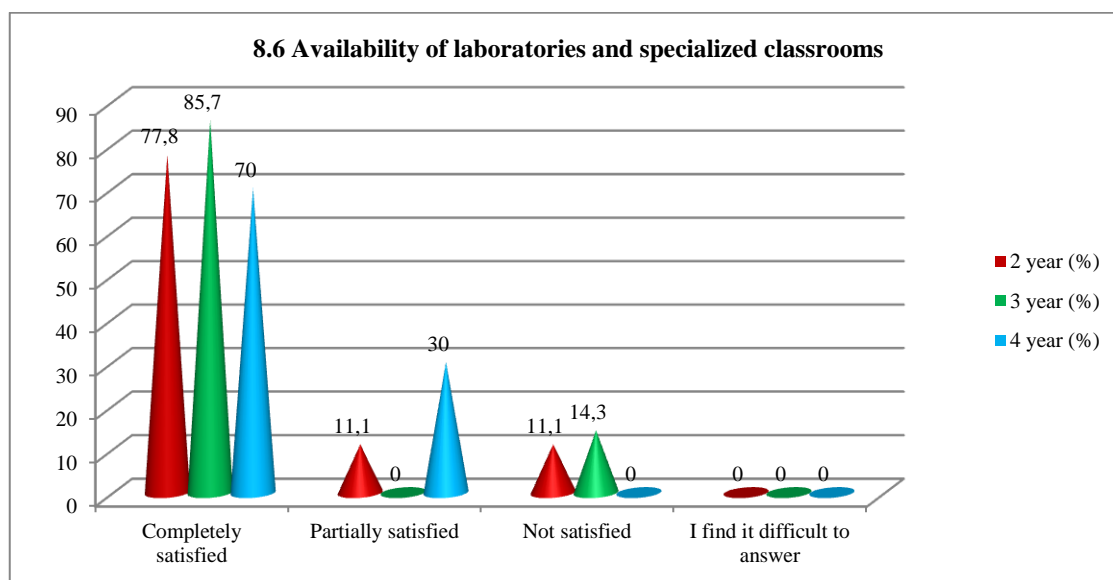
Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	77,8% (7 чел.)	85,7% (6 чел.)	70% (7 чел.)
<i>Partially satisfied</i>	22,2% (2 чел.)		30% (3 чел.)
<i>Not satisfied</i>		14,3% (1 чел.)	
<i>I find it difficult to answer</i>			





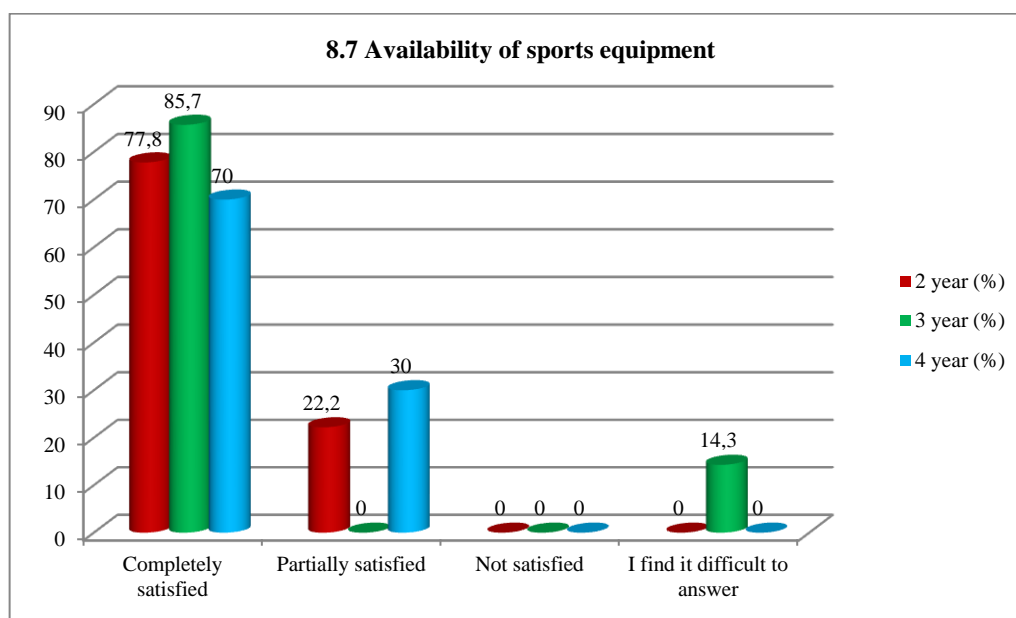
## 8.6 Availability of laboratories and specialized classrooms

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	77,8% (7 чел.)	85,7% (6 чел.)	70% (7 чел.)
<i>Partially satisfied</i>	11,1% (1 чел.)		30% (3 чел.)
<i>Not satisfied</i>	11,1% (1 чел.)	14,3% (1 чел.)	
<i>I find it difficult to answer</i>			



## 8.7 Availability of sports equipment

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	77,8% (7 чел.)	85,7% (6 чел.)	70% (7 чел.)
<i>Partially satisfied</i>	22,2% (2 чел.)		30% (3 чел.)
<i>Not satisfied</i>			
<i>I find it difficult to answer</i>		14,3% (1 чел.)	



To the option "If you answered "Not satisfied" to the previous question, please provide recommendations for improvement" the students indicated the following options□:

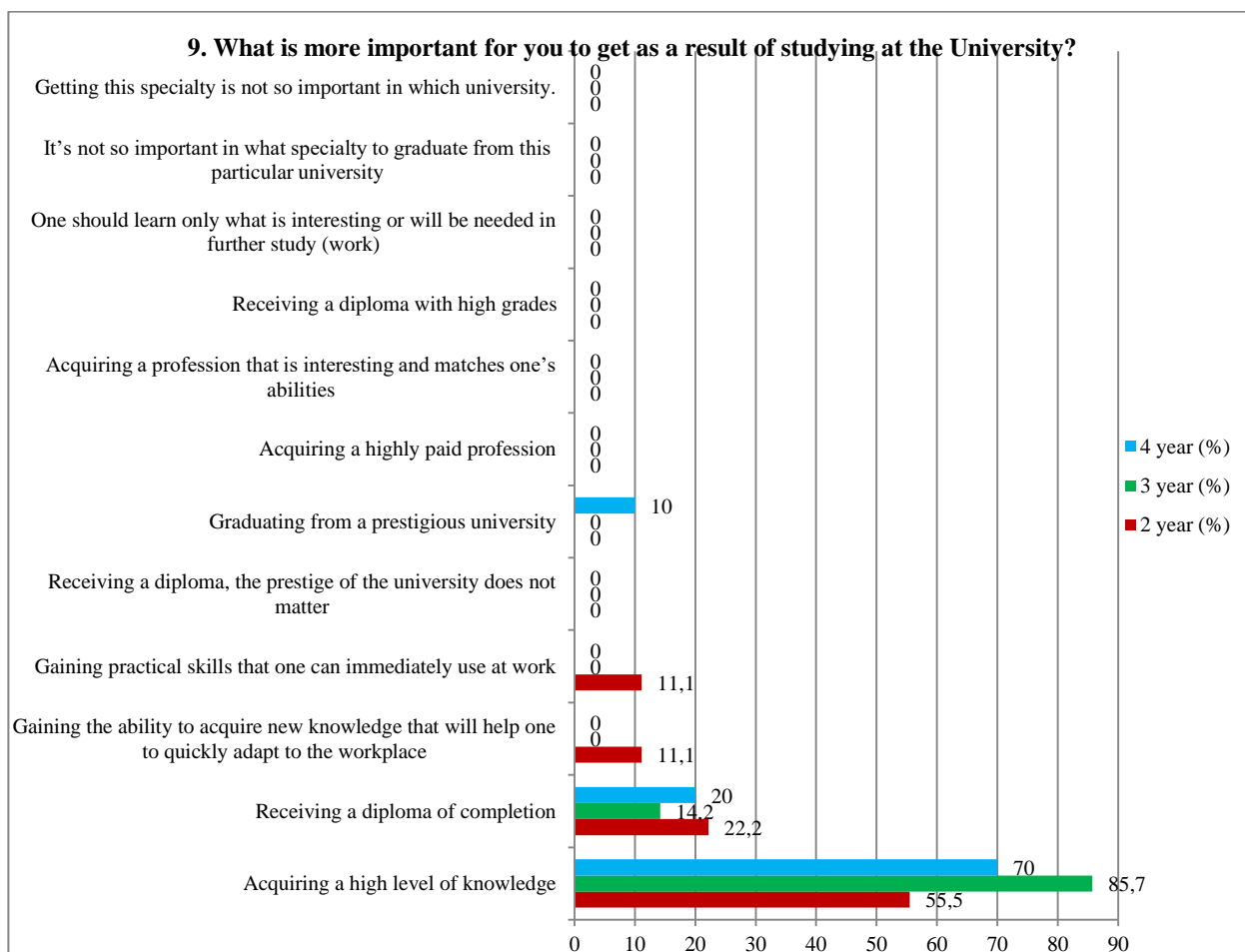
- There is no Internet connection in the main building. Student Internet after 1 year is impossible to access.

## 9. What is more important for you to get as a result of studying at the University?

(You can select one or more answer options)

Answer options	2 year (%)	3 year (%)	4 year (%)
<b><i>Acquiring a high level of knowledge</i></b>	55,5% (5 чел.)	85,7% (6 чел.)	70% (7 чел.)
<b><i>Receiving a diploma of completion</i></b>	22,2% (2 чел.)	14,2% (1 чел.)	20% (2 чел.)
<b><i>Gaining the ability to acquire new knowledge that will help one to quickly adapt to the workplace</i></b>	11,1% (1 чел.)		
<b><i>Gaining practical skills that one can immediately use at work</i></b>	11,1% (1 чел.)		
<b><i>Receiving a diploma, the prestige of the university does not matter</i></b>			
<b><i>Graduating from a prestigious university</i></b>			10% (1 чел.)
<b><i>Acquiring a highly paid profession</i></b>			
<b><i>Acquiring a profession that is interesting and matches one's abilities</i></b>			
<b><i>Receiving a diploma with high grades</i></b>			
<b><i>One should learn only what is interesting or will be needed in further study (work)</i></b>			
<b><i>It's not so important in what specialty to graduate from this particular university</i></b>			
<b><i>Getting this specialty is not so important in which university.</i></b>			

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



The following conclusions can be drawn from the survey results.

The analysis of the results of students filling out the questionnaire "Satisfaction of 2-5 year old 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 "Standardization and Certification (by branches)" (96.2%) expressed satisfaction with the educational process as a whole. For ease of analysis, we will consider the aspects at the following satisfaction levels:

Students rated the following criteria as "excellent quality" (satisfaction rates above 80%), reporting their full or partial satisfaction:

- class schedule (96.2%);
- organization of independent work (100%);
- quality of practices (95.2%);
- organizing and conducting SIWT (99.9%);
- organizing and conducting laboratory work (95.2%)
- satisfaction with the work of the library (100%);
- access to full-text databases of scientific publications (95.2%);
- living conditions in the hostel (84.8%);
- quality of medical care (86.7%);
- organization of catering at the University (86.7%).

In response to the question about additional wishes and the "Other" option, students indicated the unsatisfactory quality of food and the range of products.

With regard to the educational process organization, most students are satisfied (77.8%-85.7%), however, 14.3%-22.2% noted the discrepancy between the studied

disciplines and the specialty being obtained. No specific recommendations for improvement were offered.

The information of academic mobility opportunities is available to the vast majority of students (88.9%-100%). Only 11.1%-14.3% of respondents noted that the information is unavailable, but they did not provide reasons or comments on this matter.

Most students assess the relationships in the educational environment as friendly, including interaction between students, with teachers, curators, administration, department staff, and security service. However, in some years there were cases when relations were perceived as more friendly than unfriendly, and isolated cases of unfriendly attitude, especially in relations with the administration and security service. The students did not provide recommendations for improving the situation. The greatest number of students are concerned about the quality of the organization of the educational process, especially among 2- and 3-year students, while 4-year students are less concerned about this problem. Also, for senior students, the problem of employment in their specialty is relevant.

In terms of participation in the scientific work of the university, most 3rd year students do not participate in scientific projects, while 2-year students demonstrate some participation, and 4th year students are more active in scientific activities, including participation in conferences and contests.

The issue of personal development through the university's opportunities is also of interest. Most 2-year students do not use university resources for personal growth, focusing on other activities. However, among 3- and 4- year students, active participation in the student trade union committee and creative circles can be noted.

As for the material base of the University, students are generally satisfied with the availability of scientific literature in the library, especially in the 2- and 3-year student, where more than 85% of students express complete satisfaction. At the same time, satisfaction with the modernity of computer equipment varies significantly. In the 2nd and 3rd years, most students are completely satisfied, but in the 4th year, there is a sharp decrease in satisfaction, where 70% of students are partially satisfied or not satisfied at all.

The issue of the bandwidth and speed of the Internet channel causes more dissatisfaction among senior students. 40% of 4-year students express dissatisfaction, while among 2- and 3-year students this figure is much lower. Regarding the modernity of the software, most 2- and 3-year students also express a high degree of satisfaction, however, in the 4th year the situation worsens, with an increase in the number of partially satisfied students.

Regarding the availability of educational and scientific equipment and specialized classrooms, most students in all years are generally satisfied, with a small number of partial dissatisfactions in the 4th year.

Regarding sports equipment, the satisfaction of 2- and 3-year students is high, although there is a certain decrease in the 4th year.

Students in all years are mainly focused on obtaining a high level of knowledge, especially in the 3rd year (85.7%). Obtaining a diploma is also important for students, but the greatest attention is paid to developing practical skills that will help in finding a job. Students also show interest in obtaining a profession that matches their interests and abilities. Interest in the prestige of the university and diplomas with high grades is present, but they play a less significant role as they progress in their studies.

The overall satisfaction of students in the specialty "Standardization and Certification (by branches)" with educational services is 90.4%, which indicates a high level of

satisfaction among students in general, despite individual problems and areas for improvement.

### **Recommendations**

The Center of Quality Management and Accreditation recommends to make students be familiarized with the survey results and discussed during curator hours. This will allow students to make their own suggestions for improving the educational process and learning conditions.