

Report
based on the questionnaire results
"Satisfaction of 2nd-5th year students with educational services"
2024-2025 academic year

Department: "Nanotechnology and metallurgy"

Speciality: 6B07103 Materials Science and Technology of New Materials

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 6B07103 "Materials Science and Technology of New Materials", 22 respondents took part in the survey, which is 73.3% of the total number of students (30 people).

- 2nd year – 2 students (50%);
- 3rd year – 3 students (37.5%);
- 4th year – 17 students (94.4%)

Form of study

- Budget – 21 students (95.5%);
- Fee-based – 1 students (4.5%).

The following data were obtained during the questionnaire:
Indicators:

1. Are you satisfied? quality of services provided?

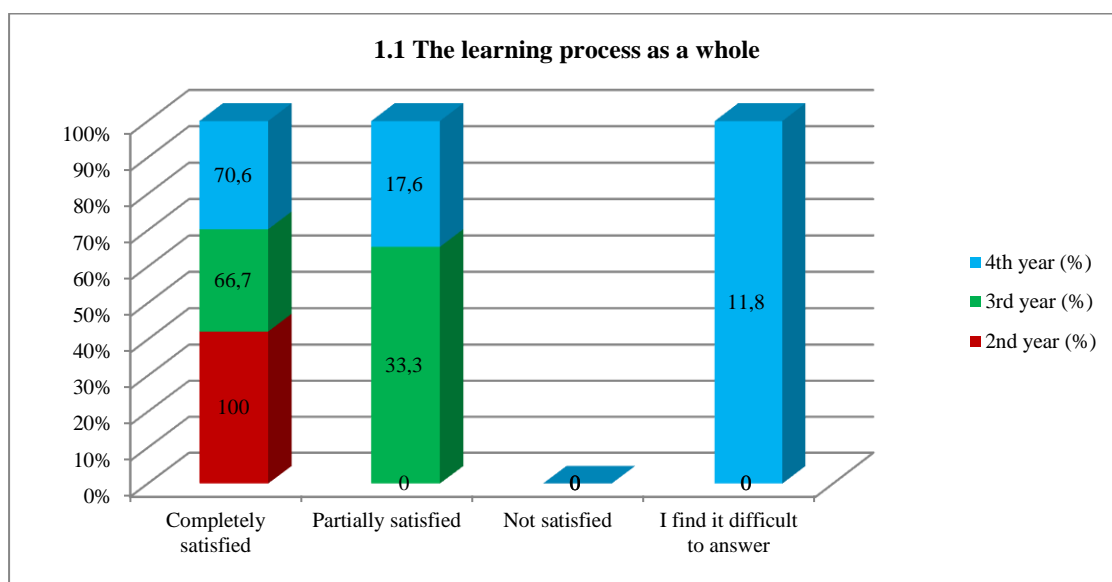
1.1 The learning process as a whole
1.2 Schedule of classes
1.3 Organization of independent work
1.4 Internship
1.5 Organization and implementation of the IWS
1.6 Organization and implementation of laboratory work
1.7 Satisfaction with the library's work
1.8 Possibility of access to full-text databases 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 _____

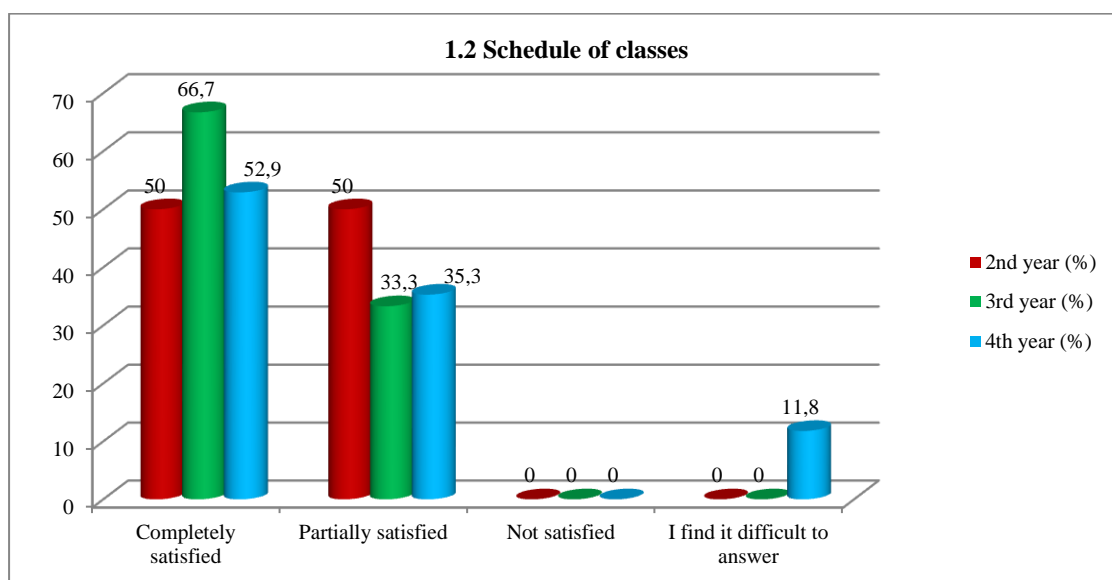
1.1 The learning process as a whole

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Completely satisfied</i>	100% (2 people)	66.7% (2 people)	70.6% (12 person)
<i>Partially satisfied</i>		33.3% (1 person)	17.6% (3 people)
<i>Not satisfied</i>			
<i>I find it difficult to answer</i>			11.8% (2 people)



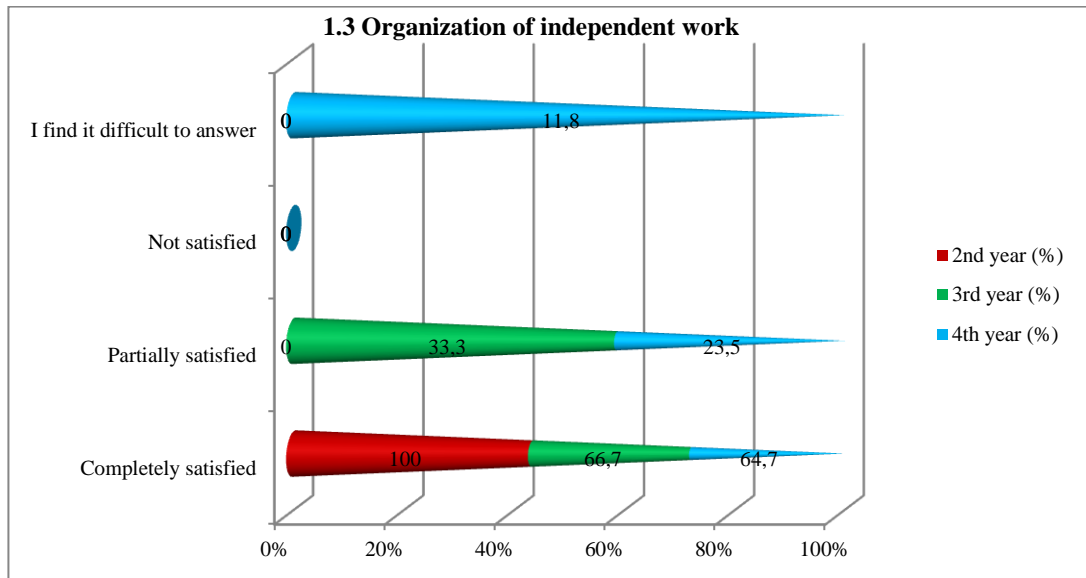
1.2 Schedule of classes

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Completely satisfied</i>	50% (1 person)	66.7% (2 people)	52.9% (9 people)
<i>Partially satisfied</i>	50% (1 person)	33.3% (1 person)	35.3% (6 people)
<i>Not satisfied</i>			
<i>I find it difficult to answer</i>			11.8% (2 people)



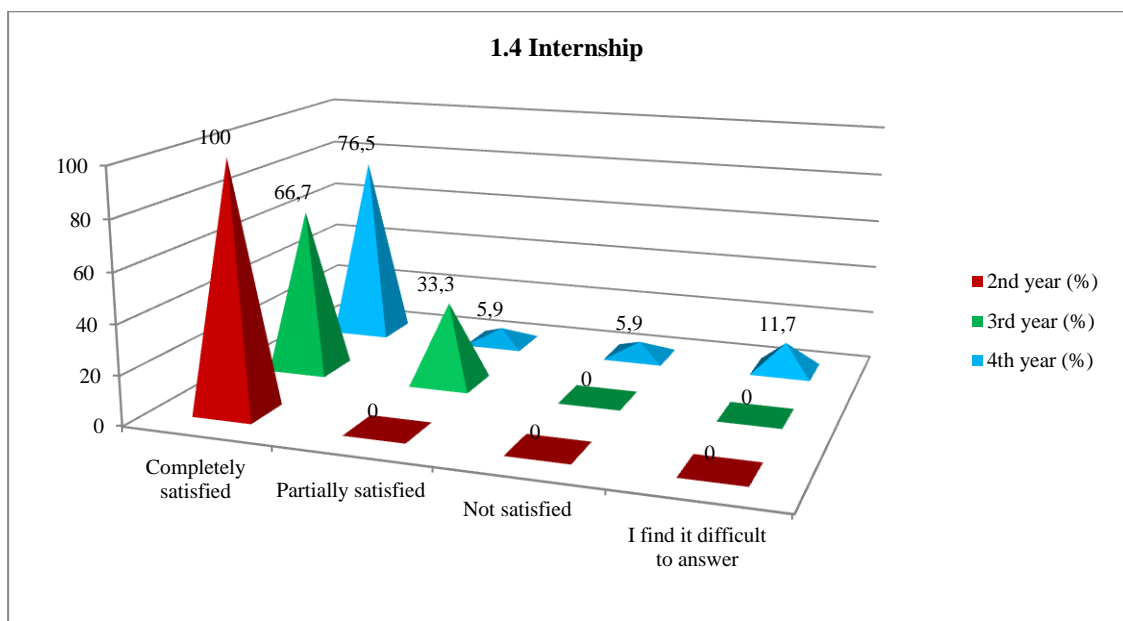
1.3 Organization of independent work

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Completely satisfied</i>	100% (2 people)	66.7% (2 people)	64.7% (11 people)
<i>Partially satisfied</i>		33.3% (1 person)	23.5% (4 people)
<i>Not satisfied</i>			
<i>I find it difficult to answer</i>			11.8% (2 people)



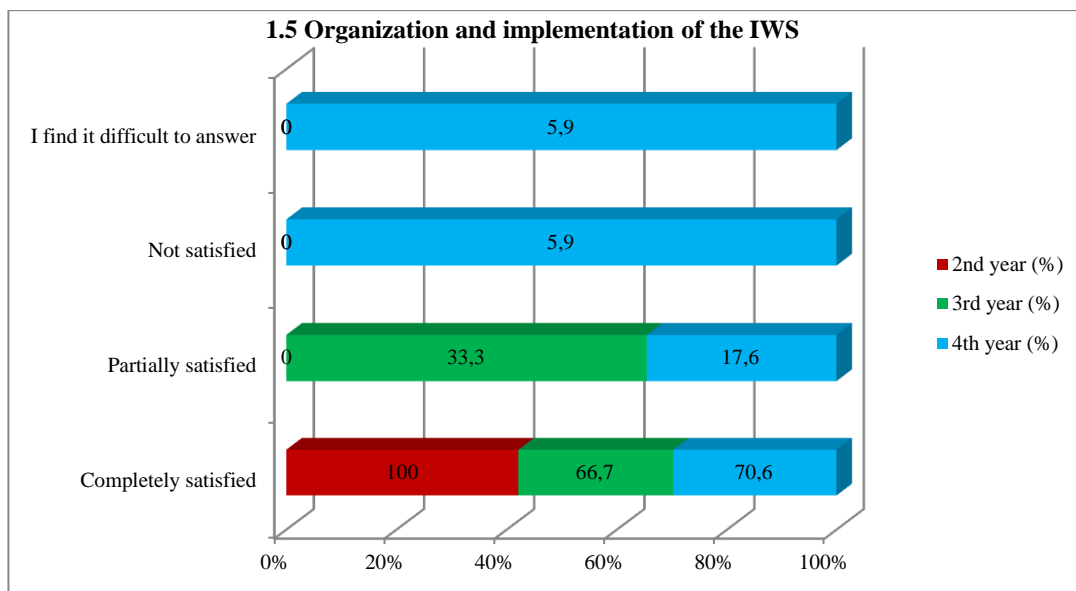
1.4 Internship

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Completely satisfied</i>	100% (2 people)	66.7% (2 people)	76.5% (13 people)
<i>Partially satisfied</i>		33.3% (1 person)	5.9% (1 person)
<i>Not satisfied</i>			5.9% (1 person)
<i>I find it difficult to answer</i>			11.7% (2 people)



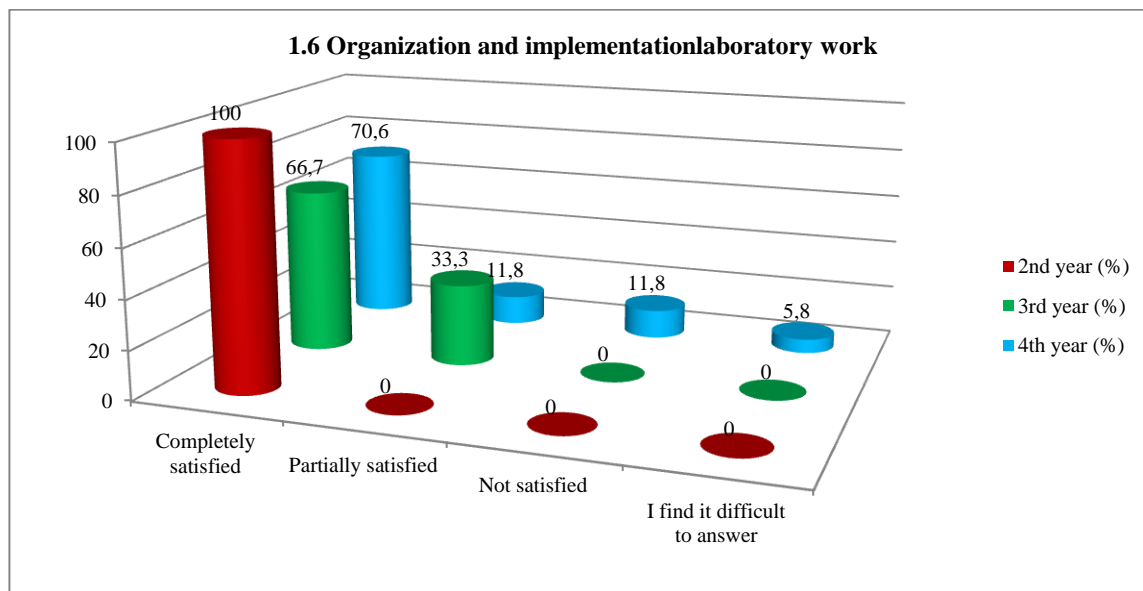
1.5 Organization and implementation of the IWS

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Completely satisfied</i>	100% (2 people)	66.7% (2 people)	70.6% (12 people)
<i>Partially satisfied</i>		33.3% (1 person)	17.6% (3 people)
<i>Not satisfied</i>			5.9% (1 person)
<i>I find it difficult to answer</i>			5.9% (1 person)



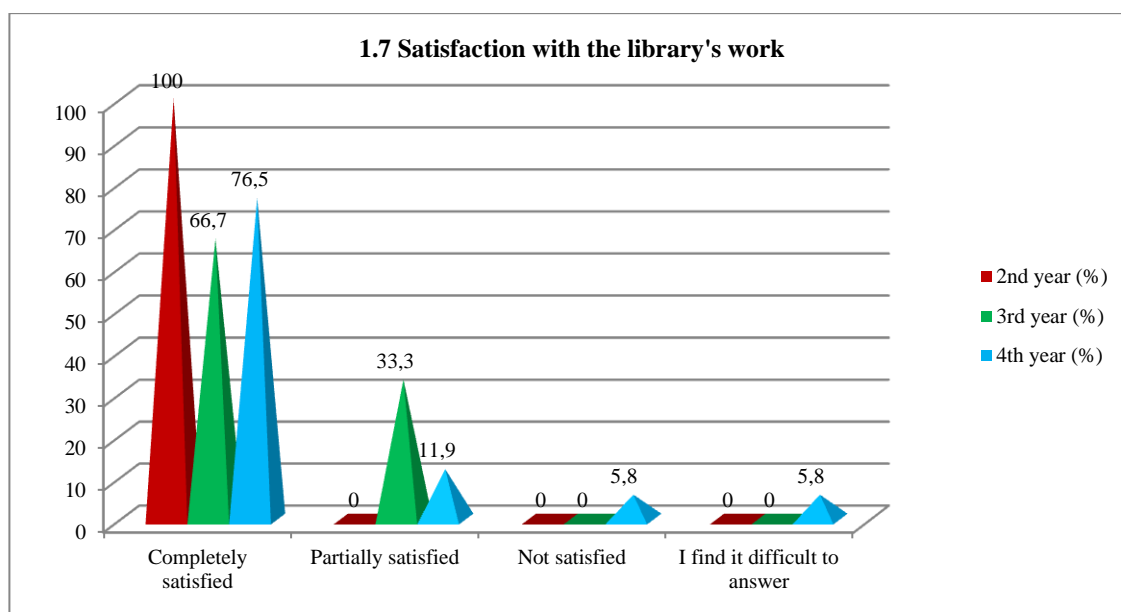
1.6 Organization and implementationlaboratory work

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Completely satisfied</i>	100% (2 people)	66.7% (2 people)	70.6% (12 people)
<i>Partially satisfied</i>		33.3% (1 person)	11.8% (2 people)
<i>Not satisfied</i>			11.8% (2 people)
<i>I find it difficult to answer</i>			5.8% (1 person)



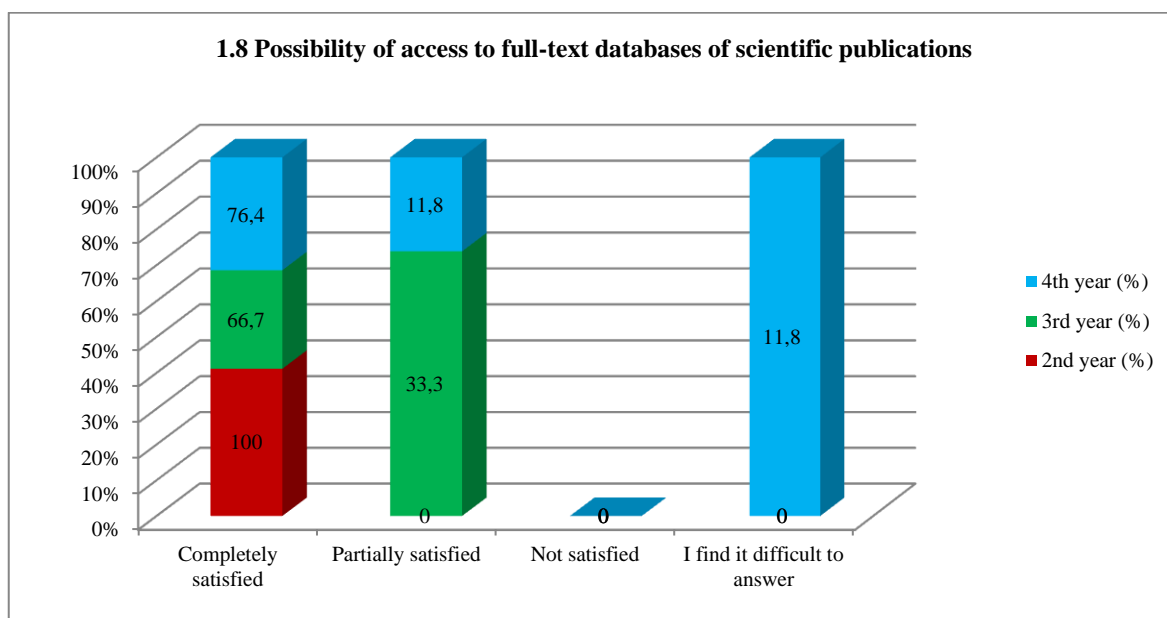
1.7 Satisfaction with the library's work

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Completely satisfied</i>	100% (2 people)	66.7% (2 people)	76.5% (13 people)
<i>Partially satisfied</i>		33.3% (1 person)	11.9% (2 people)
<i>Not satisfied</i>			5.8% (1 person)
<i>I find it difficult to answer</i>			5.8% (1 person)



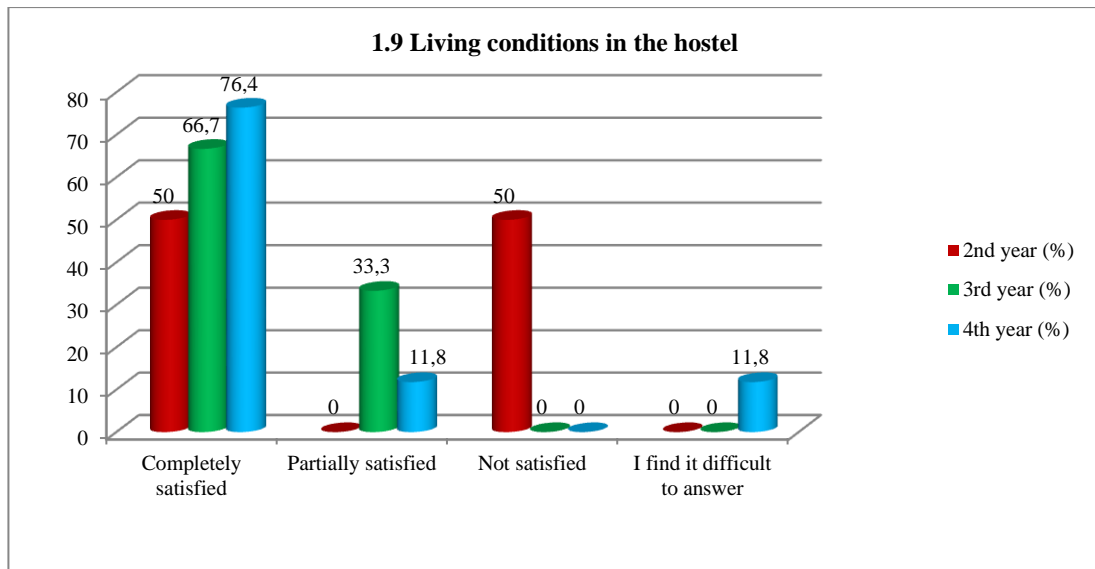
1.8 Possibility of access to full-text databases of scientific publications

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Completely satisfied</i>	100% (2 people)	66.7% (2 people)	76.4% (13 people)
<i>Partially satisfied</i>		33.3% (1 person)	11.8% (2 people)
<i>Not satisfied</i>			
<i>I find it difficult to answer</i>			11.8% (2 people)



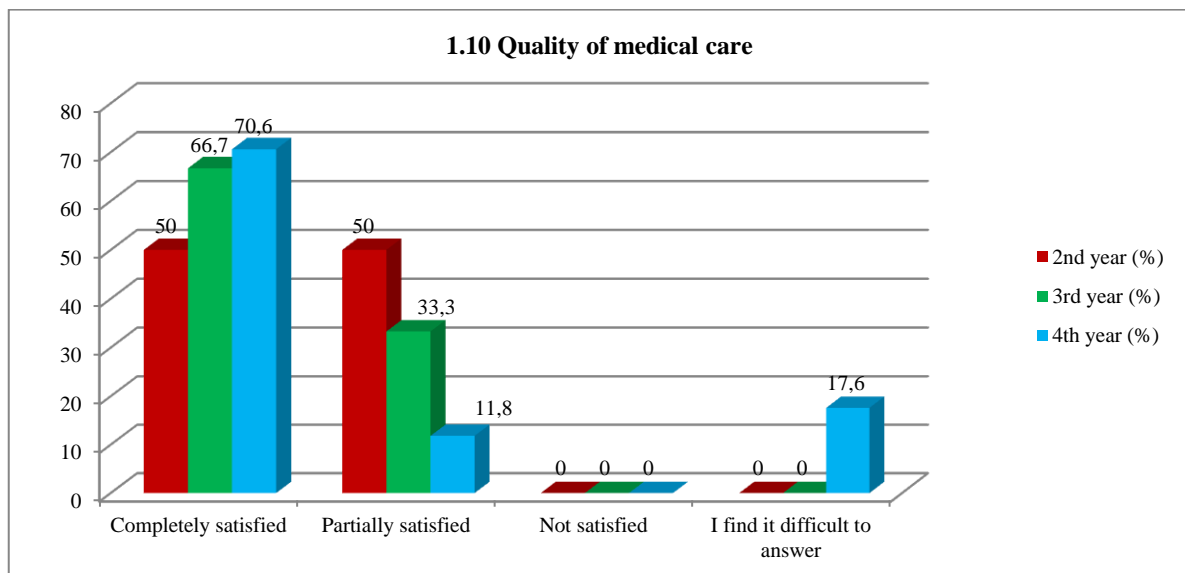
1.9 Living conditions in the hostel

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Completely satisfied</i>	50% (1 person)	66.7% (2 people)	76.4% (13 people)
<i>Partially satisfied</i>		33.3% (1 person)	11.8% (2 people)
<i>Not satisfied</i>	50% (1 person)		
<i>I find it difficult to answer</i>			11.8% (2 people)



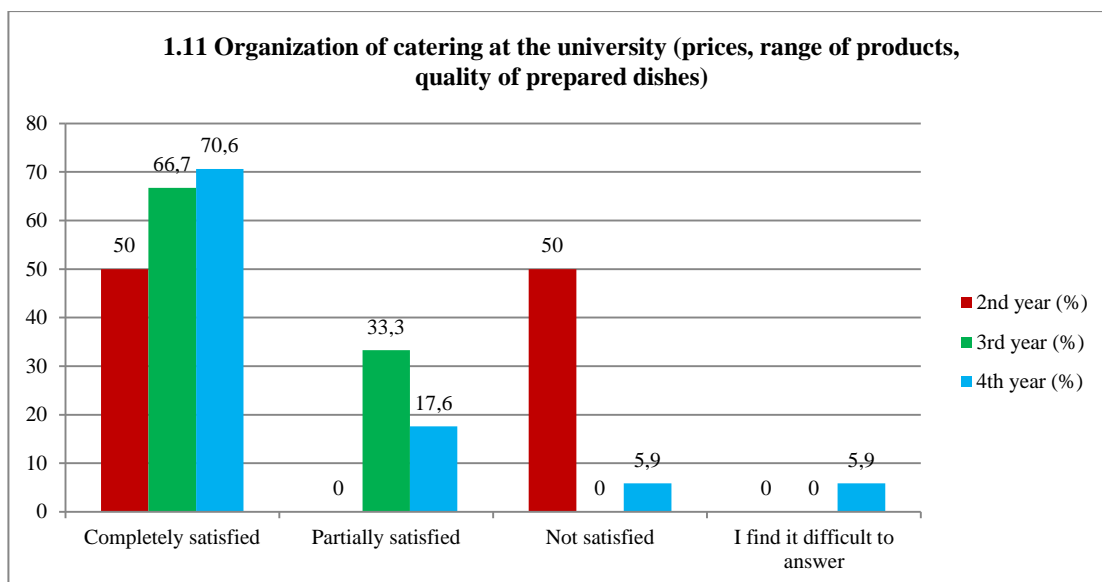
1.10 Quality of medical care

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Completely satisfied</i>	50% (1 person)	66.7% (2 people)	70.6% (12 people)
<i>Partially satisfied</i>	50% (1 person)	33.3% (1 person)	11.8% (2 people)
<i>Not satisfied</i>			
<i>I find it difficult to answer</i>			17.6% (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 (%)
<i>Completely satisfied</i>	50% (1 person)	66.7% (2 people)	70.6% (12 people)
<i>Partially satisfied</i>		33.3% (1 person)	17.6% (3 people)
<i>Not satisfied</i>	50% (1 person)		5.9% (1 person)
<i>I find it difficult to answer</i>			5.9% (1 person)



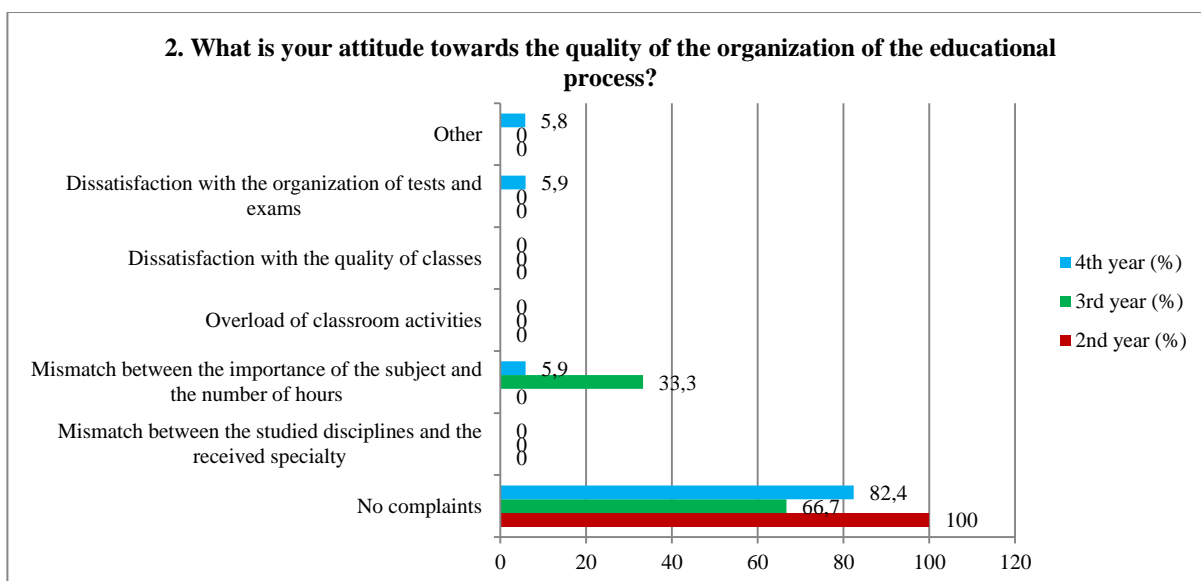
For the option "If you answered "not satisfied" to the previous question, please provide recommendations for improvement. provided services» students indicated the following options*:

2nd year	3rd year	4th year
- the fact that the hostel closes at 22:00 I would like at least 23:00 since some students work, for example me - No		

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

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>No complaints</i>	100% (2 people)	66.7% (2 people)	82.4% (14 people)
<i>Mismatch between the studied disciplines and the received specialty</i>			
<i>Mismatch between the importance of the subject and the number of hours</i>		33.3% (1 person)	5.9% (1 person)
<i>Overload of classroom activities</i>			
<i>Dissatisfaction with the quality of classes</i>			

<i>Dissatisfaction with the organization of tests and exams</i>			5.9% (1 person)
<i>Other</i>			5.8% (1 person)



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

-Lack of laboratory equipment

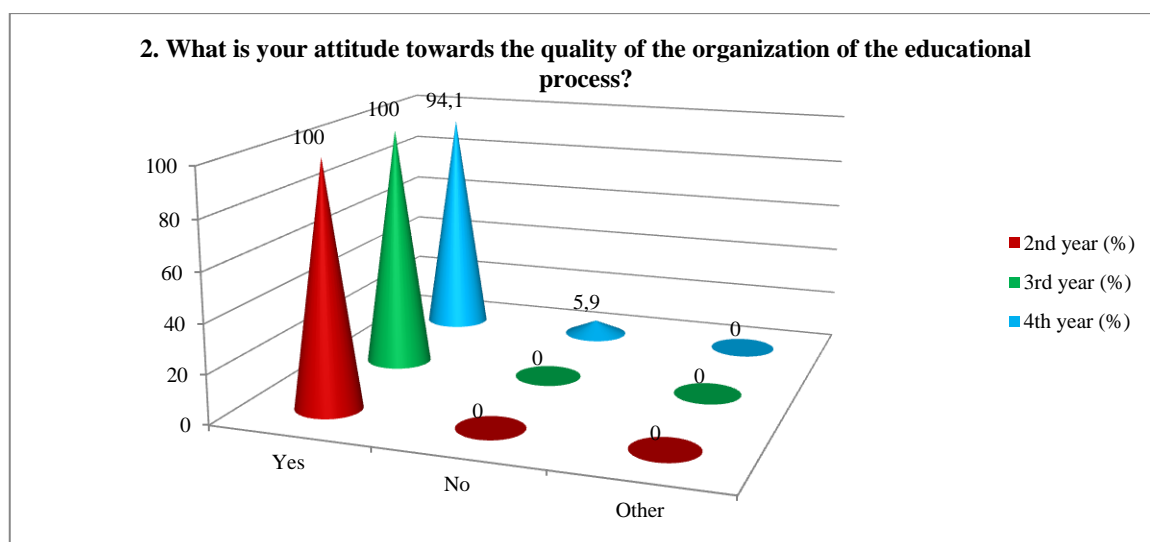
For the option "If you answered "Does not correspond or is not satisfactory" to the previous question, please provide recommendations for improvement.» students indicated the following options* :

-Buy equipment that will work

- No

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

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Yes</i>	100% (2 people)	100% (3 people)	94.1% (16 people)
<i>No</i>			5.9% (1 person)
<i>Other</i>			



*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.

For the option "If you answered "No" "to the previous question, write why» students indicated the following options*:

-Yes

4. What do you think the relationship is like:

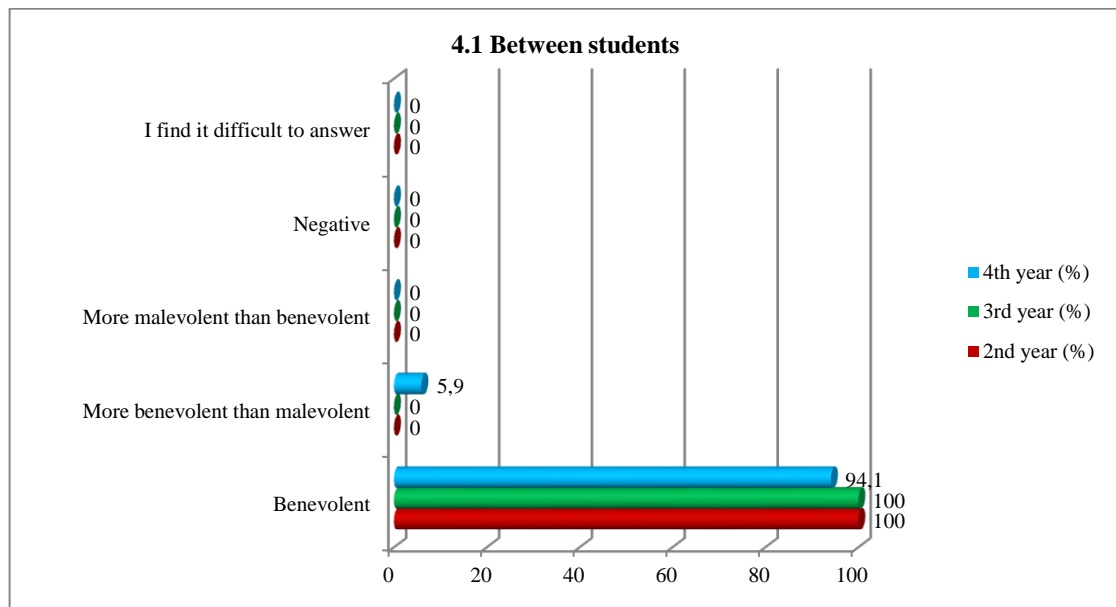
4.1 Between students
4.2 Between teachers and students (in the educational process)
4.3 Between the student and the supervisor
4.4 Between students and administration
4.5 Between students and department staff (library, student department, etc.)
4.6 Between students and security service

Other_____

If you answered “Rather unfriendly than friendly” and “Negative” to the previous question, please provide recommendations for improvement. _____

4.1 Between students

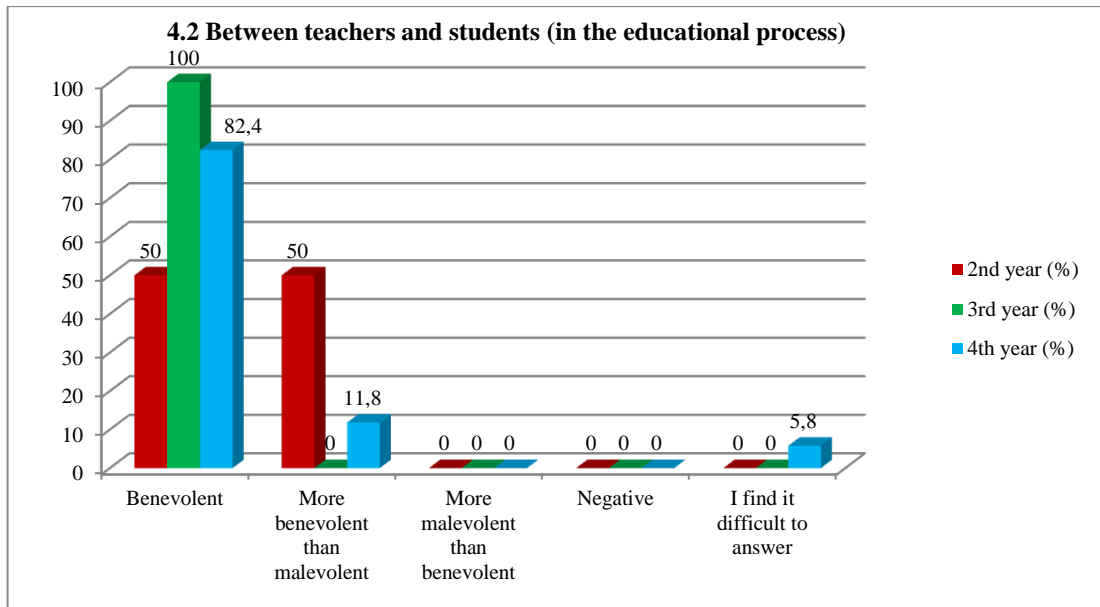
Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Benevolent</i>	100% (2 people)	100% (3 people)	94.1% (16 people)
<i>More benevolent than malevolent</i>			5.9% (1 person)
<i>More malevolent than benevolent</i>			
<i>Negative</i>			
<i>I find it difficult to answer</i>			



* 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.

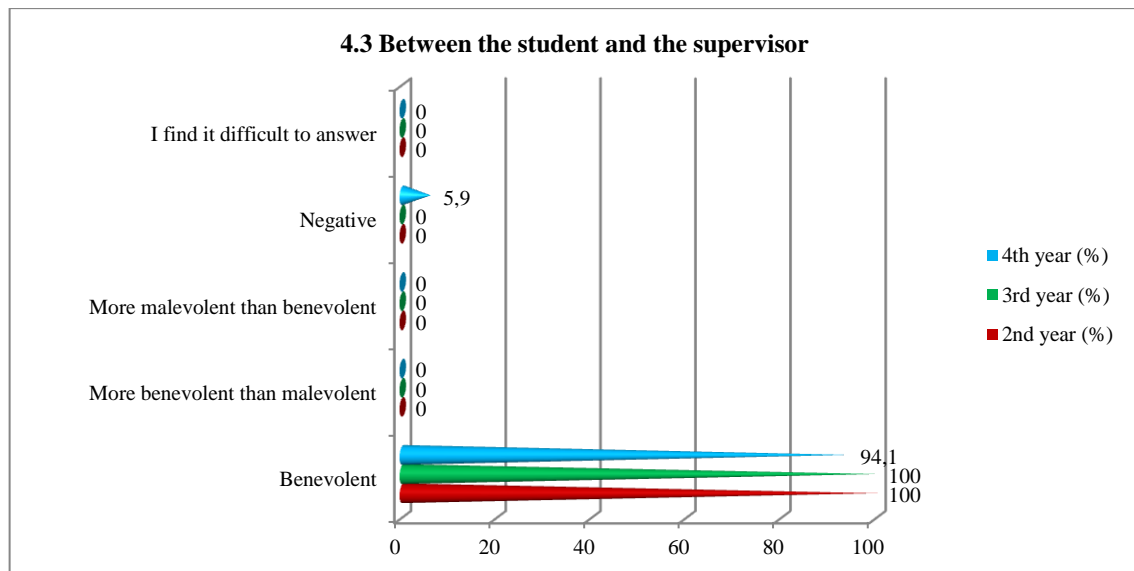
4.2 Between teachers and students (in the educational process)

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Benevolent</i>	50% (1 person)	100% (3 people)	82.4% (14 people)
<i>More benevolent than malevolent</i>	50% (1 person)		11.8% (2 people)
<i>More malevolent than benevolent</i>			
<i>Negative</i>			
<i>I find it difficult to answer</i>			5.8% (1 person)



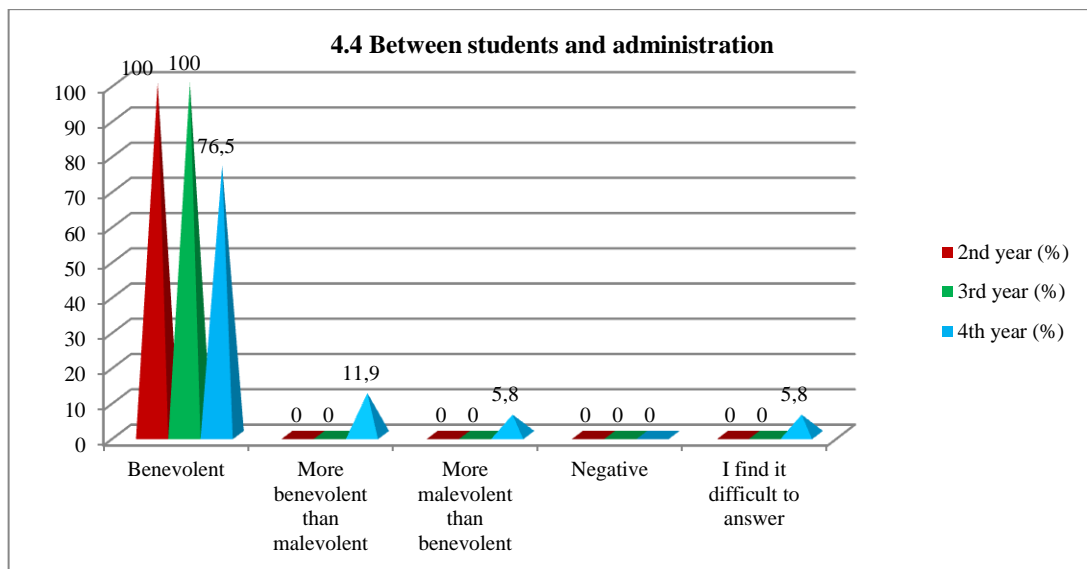
4.3 Between the student and the supervisor

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Benevolent</i>	100% (2 people)	100% (3 people)	94.1% (16 people)
<i>More benevolent than malevolent</i>			
<i>More malevolent than benevolent</i>			
<i>Negative</i>			5.9% (1 person)
<i>I find it difficult to answer</i>			



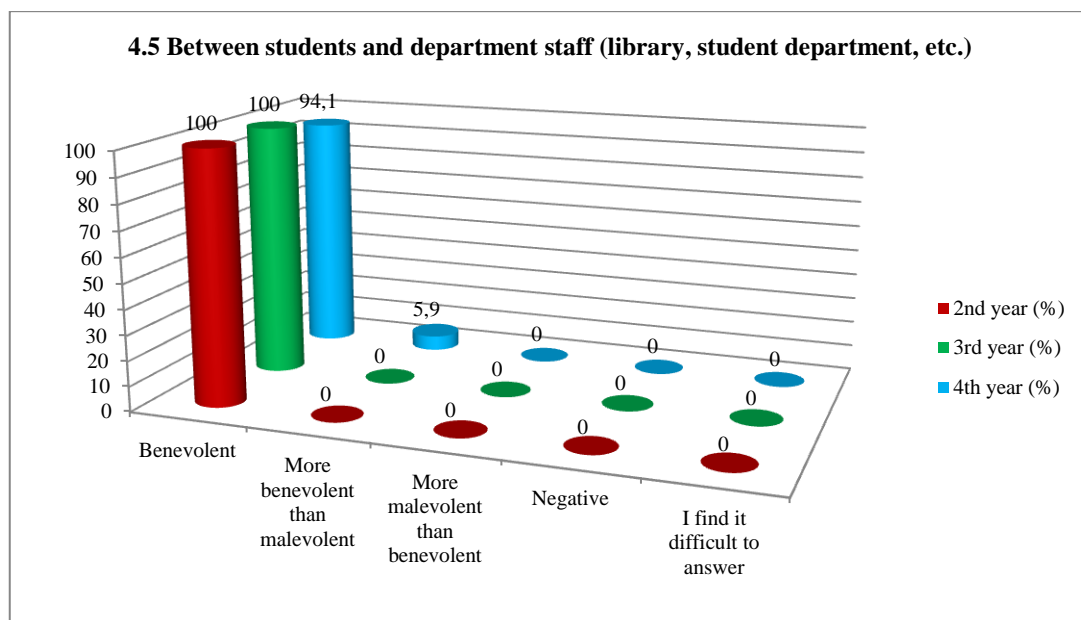
4.4 Between students and administration

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Benevolent</i>	100% (2 people)	100% (3 people)	76.5% (13 people)
<i>More benevolent than malevolent</i>			11.9% (2 people)
<i>More malevolent than benevolent</i>			5.8% (1 person)
<i>Negative</i>			
<i>I find it difficult to answer</i>			5.8% (1 person)



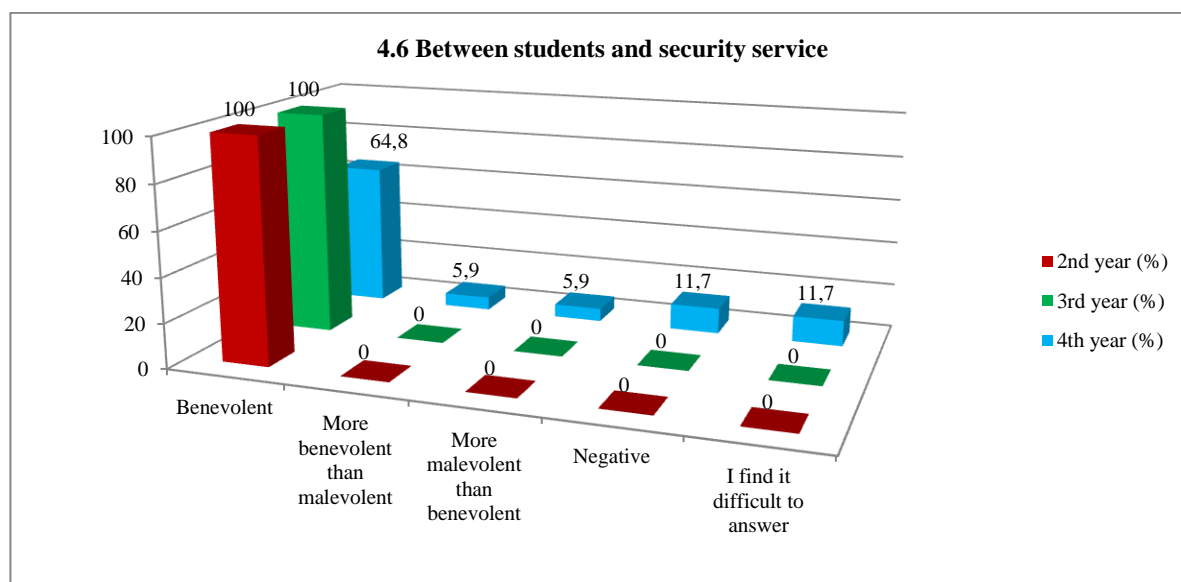
4.5 Between students and department staff (library, student department, etc.)

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Benevolent</i>	100% (2 people)	100% (3 people)	94.1% (16 people)
<i>More benevolent than malevolent</i>			5.9% (1 person)
<i>More malevolent than benevolent</i>			
<i>Negative</i>			
<i>I find it difficult to answer</i>			



4.6 Between students and security service

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Benevolent</i>	100% (2 people)	100% (3 people)	64.8% (11 people)
<i>More benevolent than malevolent</i>			5.9% (1 person)
<i>More malevolent than benevolent</i>			5.9% (1 person)
<i>Negative</i>			11.7% (2 people)
<i>I find it difficult to answer</i>			11.7% (2 people)



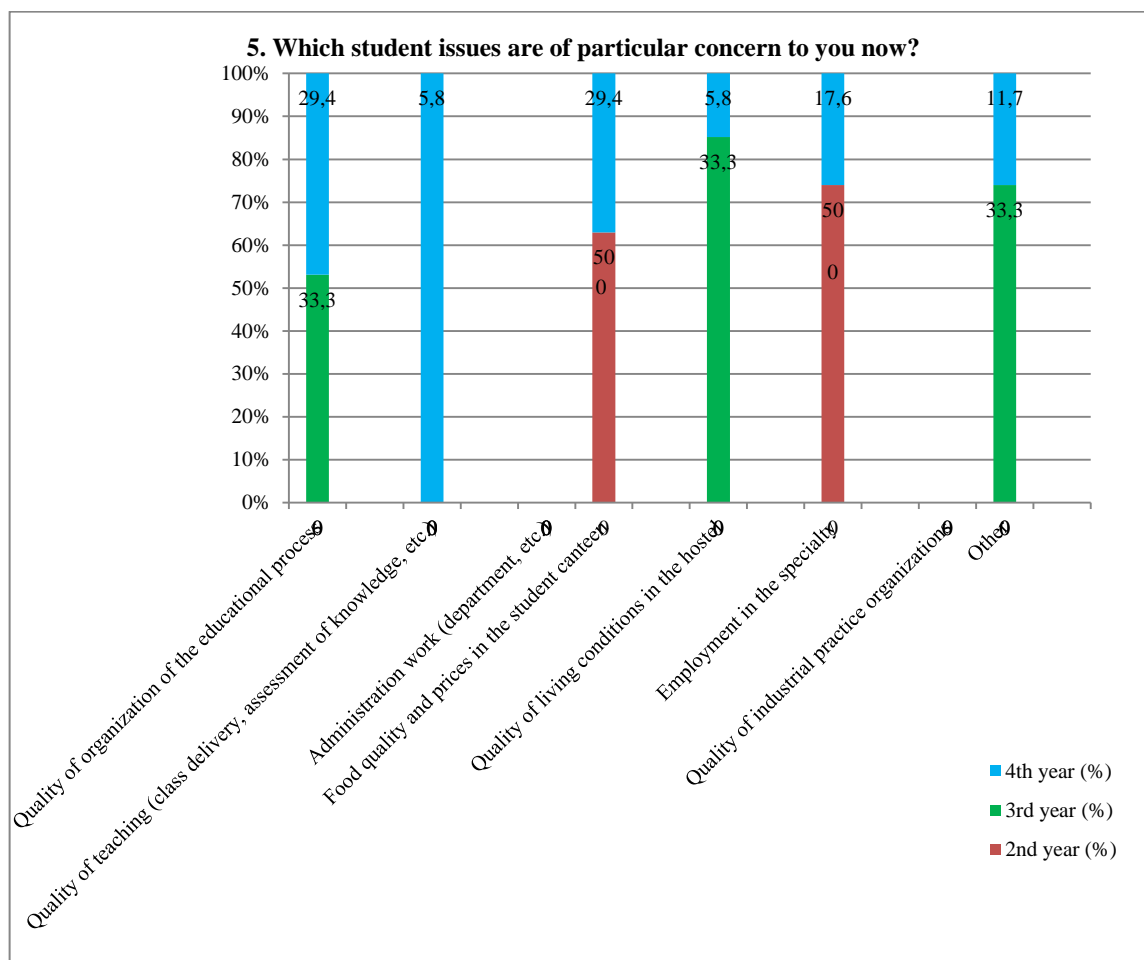
- Everything is fine.

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

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 (%)
<i>Quality of organization of the educational process</i>		33.3% (1 person)	29.4% (5 people)
<i>Quality of teaching (class delivery, assessment of knowledge, etc.)</i>			5.8% (1 person)
<i>Administration work (department, etc.)</i>			
<i>Food quality and prices in the student canteen</i>	50% (1 person)		29.4% (5 people)
<i>Quality of living conditions in the hostel</i>		33.3% (1 person)	5.8% (1 person)
<i>Employment in the specialty</i>	50% (1 person)		17.6% (3 persons)
<i>Quality of industrial practice organizations</i>			
<i>Other</i>		33.3% (1 person)	11.7% (2 persons)

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



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

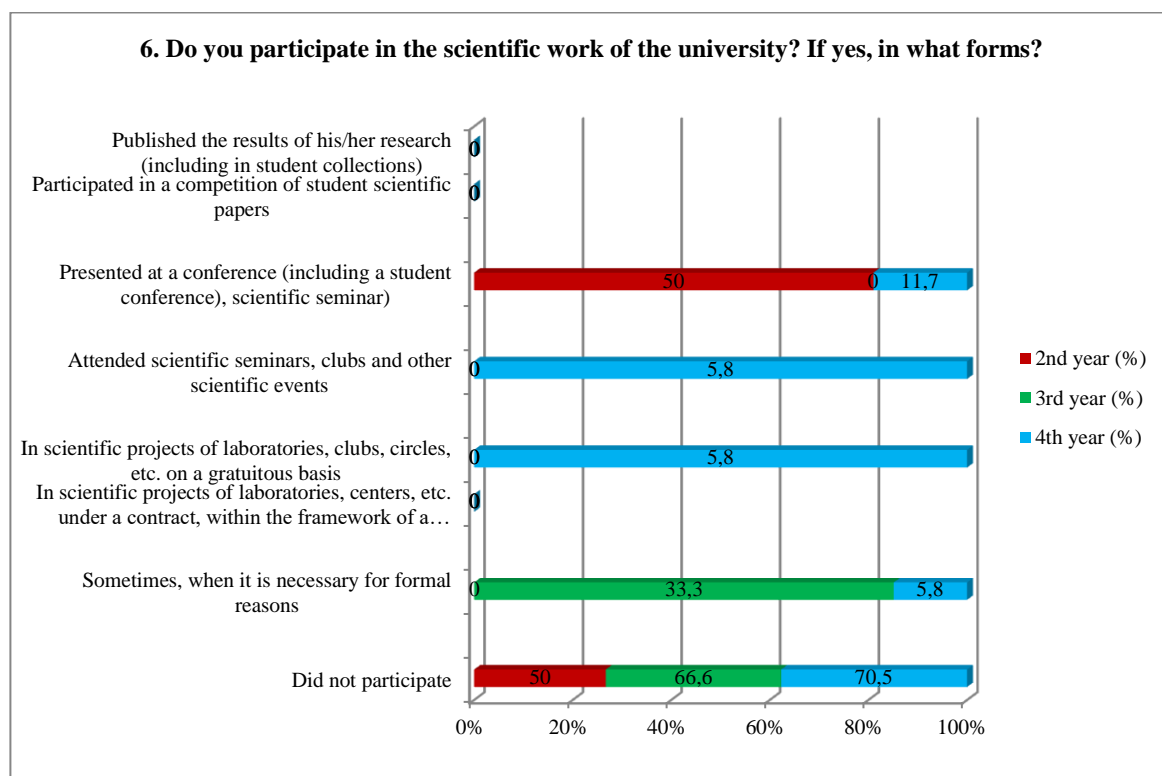
- I don't care
- Don't know

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 (%)
<i>Did not participate</i>	50% (1 person)	66.6% (2 persons)	70.5% (12 people)
<i>Sometimes, when it is necessary for formal reasons</i>		33.3% (1 person)	5.8% (1 person)
<i>In scientific projects of laboratories, centers, etc. under a contract, within the framework of a grant, etc.</i>			
<i>In scientific projects of laboratories, clubs, circles, etc. on a gratuitous basis</i>			5.8% (1 person)
<i>Attended scientific seminars, clubs and other scientific events</i>			5.8% (1 person)
<i>Presented at a conference (including a student conference), scientific seminar</i>	50% (1 person)		11.7% (2 persons)
<i>Participated in a competition of student scientific papers</i>			
<i>Published the results of his/her research (including in student collections)</i>			

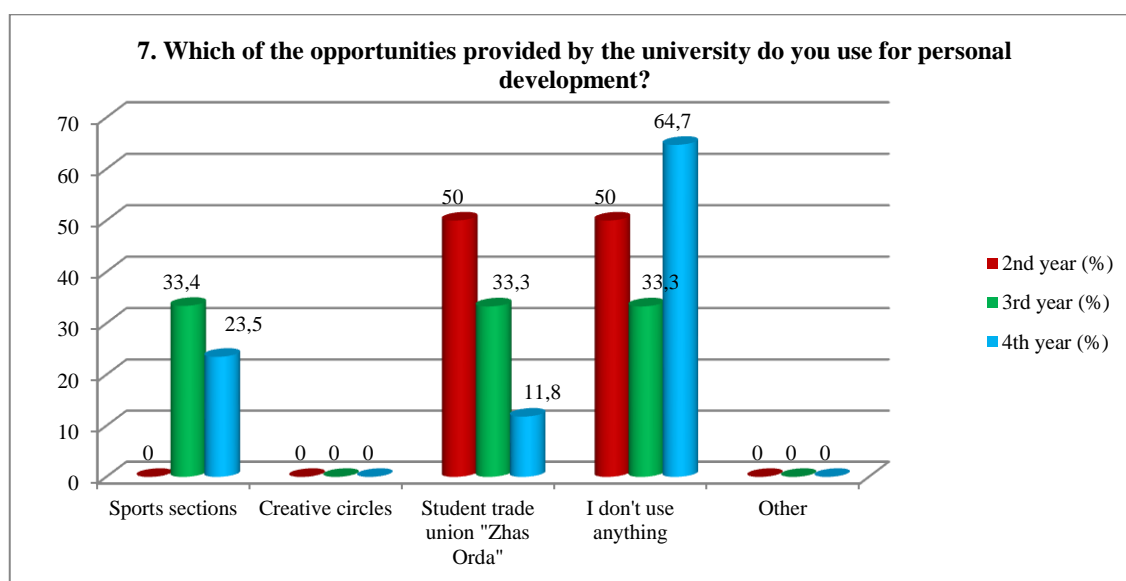
*The sum in % is not equal to 100, since several answer options were supposed to be selected

For the option "If you answered "Did not participate" to the previous question, please write why: no answers



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

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Sports sections</i>		33.4% (1 person)	23.5% (4 people)
<i>Creative circles</i>			
<i>Student trade union "Zhas Orda"</i>	50% (1 person)	33.3% (1 person)	11.8% (2 people)
<i>I don't use anything</i>	50% (1 person)	33.3% (1 person)	64.7% (11 people)
<i>Other</i>			



For the option "If you answered "I don't use anything" to the previous question, please write why» Students indicated the following options:

- Just
- I don't need it

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

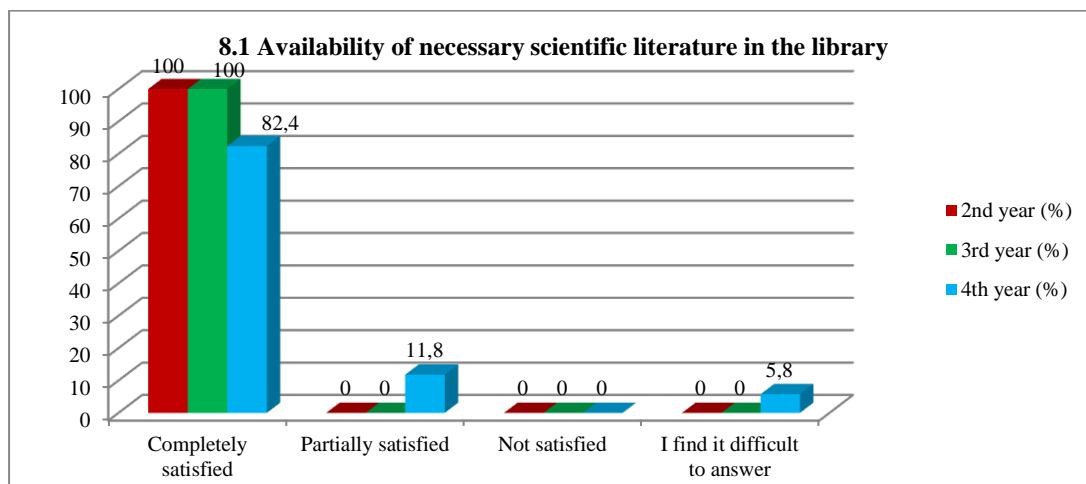
8.1 Availability of necessary scientific literature in the library
8.2 Modernity of computer equipment
8.3 Internet channel width, its speed
8.4 Modernity of software
8.5 Availability of educational and scientific equipment
8.6 Availability of laboratories and specialized classrooms
8.7 Availability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

Other _____

If you answered "not satisfied" to the previous question, please provide recommendations for improvement. provided services _____

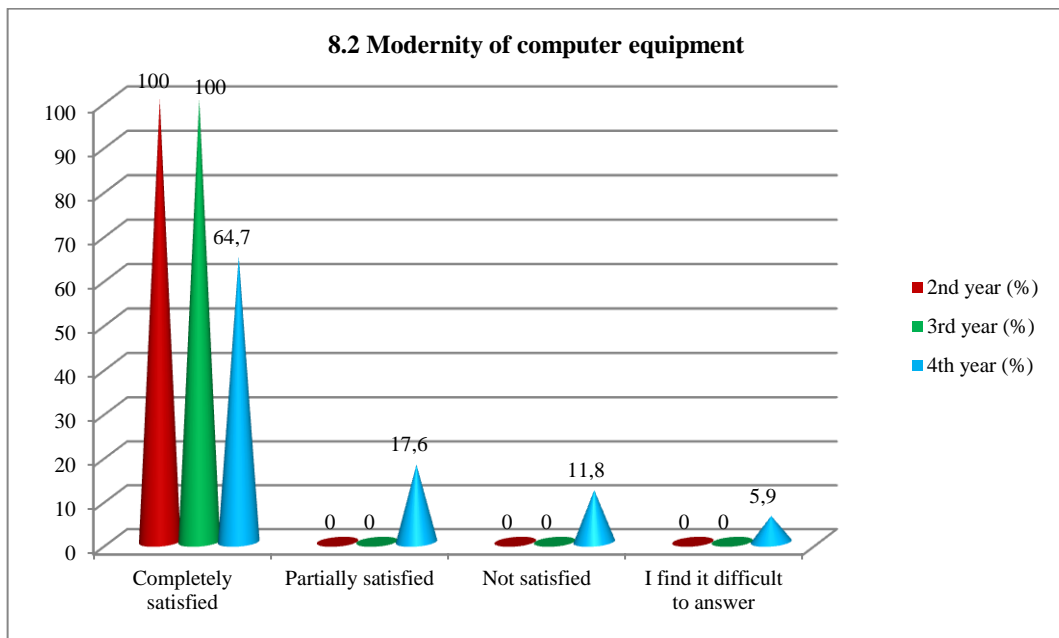
8.1 Availability of necessary scientific literature in the library

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Completely satisfied</i>	100% (2 people)	100% (3 people)	82.4% (14 people)
<i>Partially satisfied</i>			11.8% (2 people)
<i>Not satisfied</i>			
<i>I find it difficult to answer</i>			5.8% (1 person)



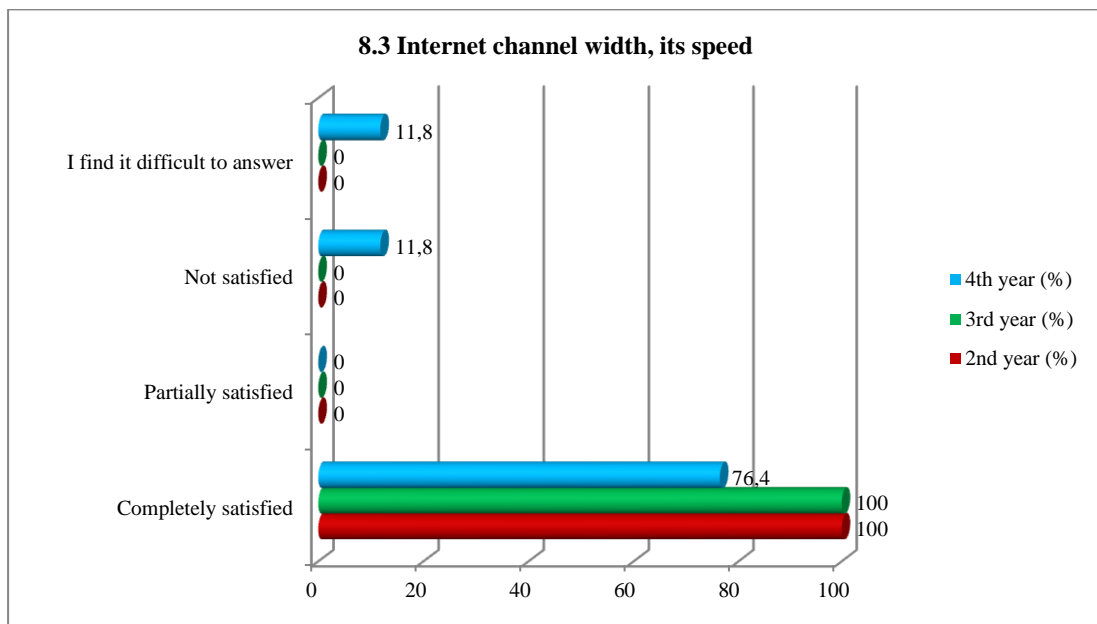
8.2 Modernity of computer equipment

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Completely satisfied</i>	100% (2 people)	100% (3 people)	64.7% (11 people)
<i>Partially satisfied</i>			17.6% (3 people)
<i>Not satisfied</i>			11.8% (2 people)
<i>I find it difficult to answer</i>			5.9% (1 person)



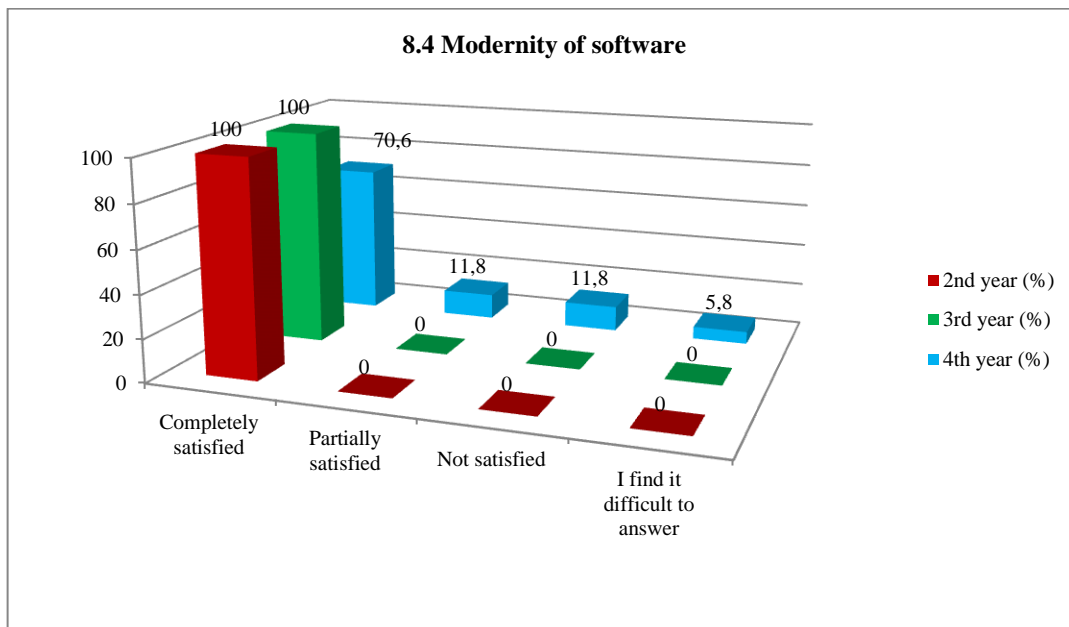
8.3 Internet channel width, its speed

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Completely satisfied</i>	100% (2 people)	100% (3 people)	76.4% (13 people)
<i>Partially satisfied</i>			
<i>Not satisfied</i>			11.8% (2 people)
<i>I find it difficult to answer</i>			11.8% (2 people)



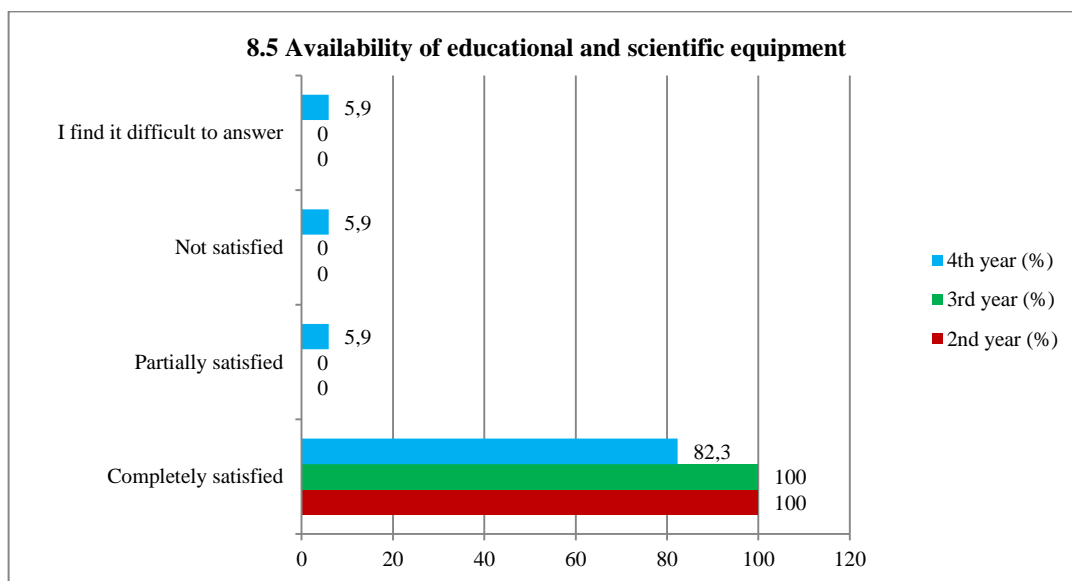
8.4 Modernity of software

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Completely satisfied</i>	100% (2 people)	100% (3 people)	70.6% (12 people)
<i>Partially satisfied</i>			11.8% (2 people)
<i>Not satisfied</i>			11.8% (2 people)
<i>I find it difficult to answer</i>			5.8% (1 person)



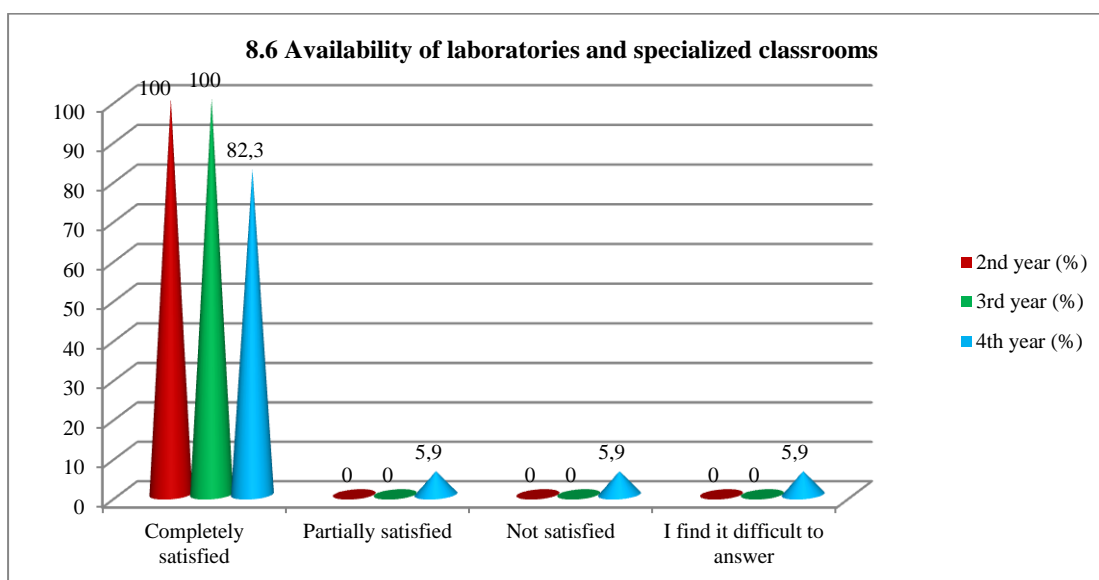
8.5 Availability of educational and scientific equipment

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Completely satisfied</i>	100% (2 people)	100% (3 people)	82.3% (14 people)
<i>Partially satisfied</i>			5.9% (1 person)
<i>Not satisfied</i>			5.9% (1 person)
<i>I find it difficult to answer</i>			5.9% (1 person)



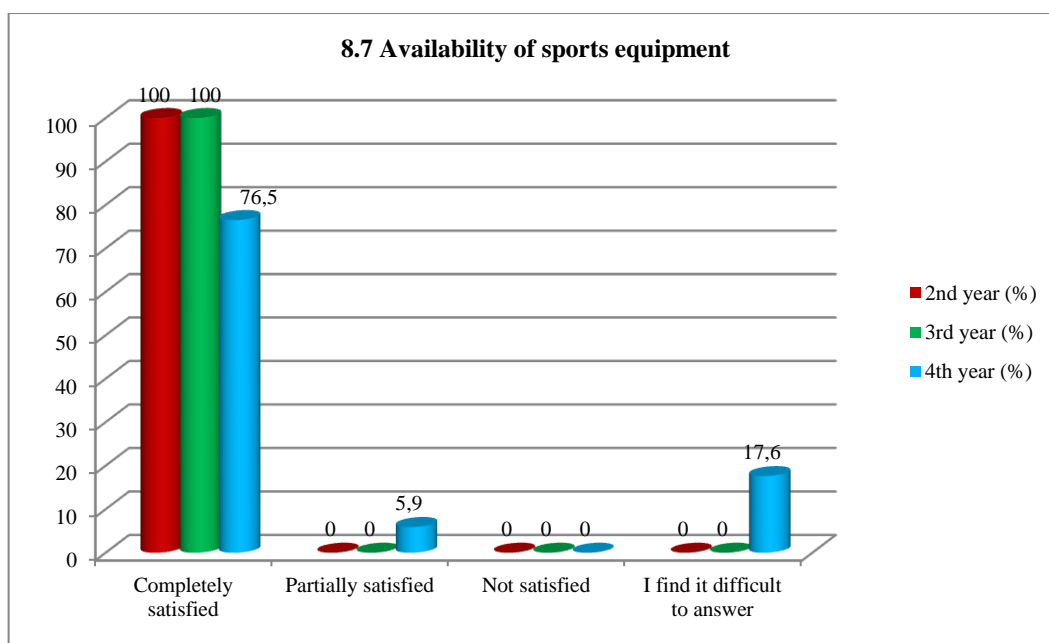
8.6 Availability of laboratories and specialized classrooms

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Completely satisfied</i>	100% (2 people)	100% (3 people)	82.3% (14 people)
<i>Partially satisfied</i>			5.9% (1 person)
<i>Not satisfied</i>			5.9% (1 person)
<i>I find it difficult to answer</i>			5.9% (1 person)



8.7 Availability of sports equipment

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Completely satisfied</i>	100% (2 people)	100% (3 people)	76.5% (13 people)
<i>Partially satisfied</i>			5.9% (1 person)
<i>Not satisfied</i>			
<i>I find it difficult to answer</i>			17.6% (3 people)



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

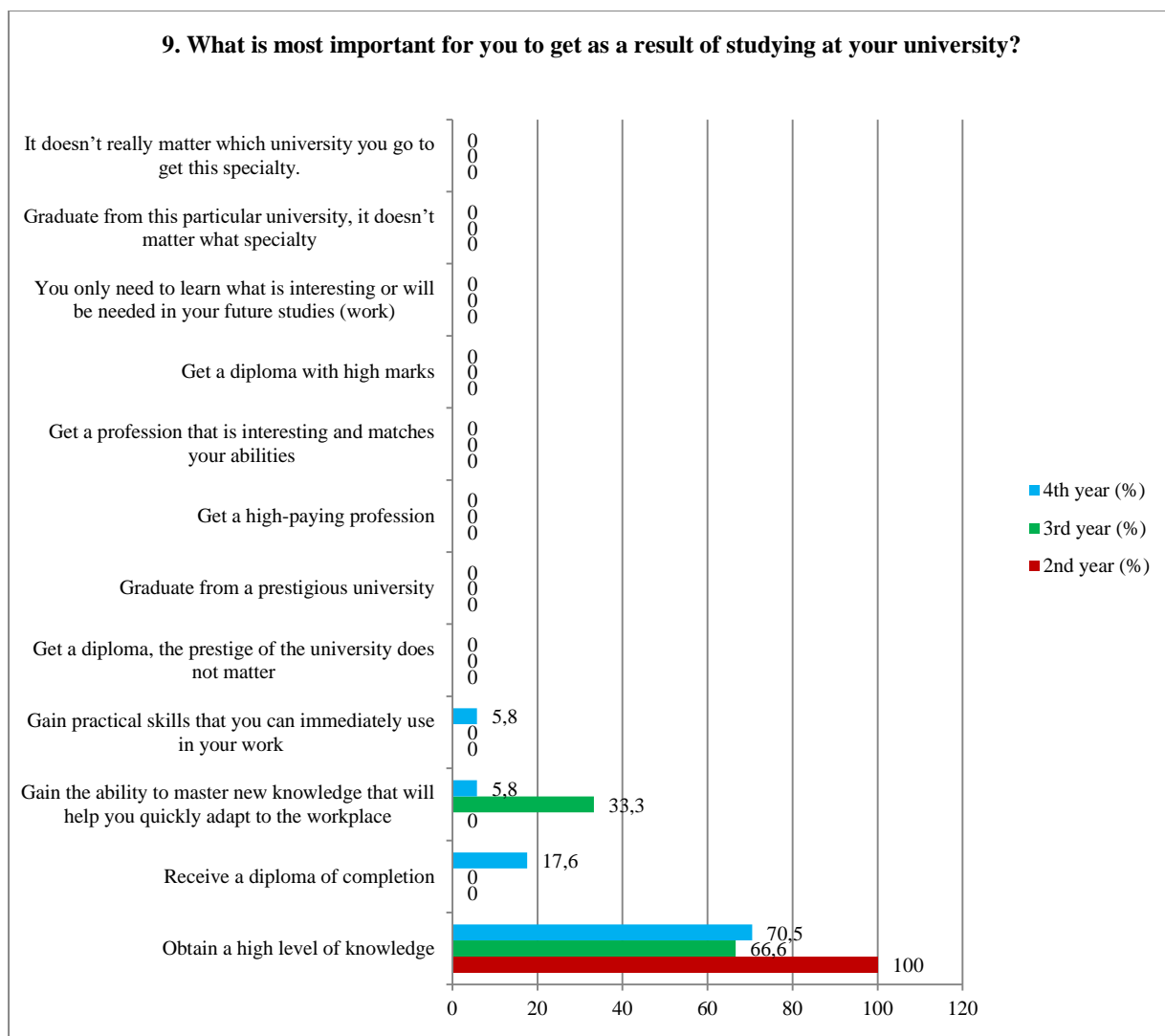
- everything is fine

*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 (%)
<i>Obtain a high level of knowledge</i>	100% (2 people)	66.6% (2 people)	70.5% (12 people)
<i>Receive a diploma of completion</i>			17.6% (3 people)
<i>Gain the ability to master new knowledge that will help you quickly adapt to the workplace</i>		33.3% (1 person)	5.8% (1 person)
<i>Gain practical skills that you can immediately use in your work</i>			5.8% (1 person)
<i>Get a diploma, the prestige of the university does not matter</i>			
<i>Graduate from a prestigious university</i>			
<i>Get a high-paying profession</i>			
<i>Get a profession that is interesting and matches your abilities</i>			
<i>Get a diploma with high marks</i>			
<i>You only need to learn what is interesting or will be needed in your future studies (work)</i>			
<i>Graduate from this particular university, it doesn't matter what specialty</i>			
<i>It doesn't really matter which university you go to get this specialty.</i>			

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



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):*

- no questions (2nd year)

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 "Materials Science and Technology of new materials" (96%) expressed satisfaction with the learning process as a whole. For convenience 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 (96%);
- organization of independent work (96%);
- quality of internship (94%);
- organization and implementation of the IWS (96%);
- organization and implementation of laboratory work (94.1%);
- satisfaction with the library's work (96%);
- the ability to access full-text databases of scientific publications (96%);
- quality of medical care (94.1%);

Satisfaction rates below 80%:

- living conditions in the hostel (79.3%);
- organization of food services at the university (79.3%).

Most students in the IT Medicine specialty rated the quality of the organization of the educational process positively, but some comments were identified. Among them were the discrepancy between the importance of subjects and the number of hours, dissatisfaction with the organization of tests and exams, and a lack of laboratory equipment. To improve the situation, students suggested upgrading the educational equipment.

Information about academic mobility opportunities is generally available to most students of all years. However, in the 4th year, a small proportion of respondents (5.9%) noted its absence, which indicates the need to strengthen information work in this area.

In general, relations between students, teachers, curators, administration and department staff are characterized as friendly, which is confirmed by the majority of respondents. However, in senior years, individual students noted some shortcomings in interaction with the administration and security service, including cases of unfriendly attitude. There are no recommendations for improvement.

The greatest concern among students is the quality of the organization of the educational process, which was noted by 33.3% of 3rd year students and 29.4% of 4th year students. The quality of food and prices in the canteen also turned out to be important, which is of concern to 50% of 2nd year students and 29.4% of 4th year students. Employment in the specialty worries 50% of 2nd year students and 17.6% of 4th year

students. The quality of living conditions in the dormitory was indicated by 33.3% of 3rd year students and 5.8% of 4th year students. Other reasons were indicated by 33.3% of 3rd year students and 11.7% of 4th year students, but specific options included only general answers such as "does not care" or "don't know".

Most students do not participate in the university's research work: 50% of 2nd-year students, 66.6% of 3rd-year students, and 70.5% of 4th-year students. Only a small proportion noted occasional participation, for example, 33.3% of 3rd-year students are formally involved, and 5.8% of 4th-year students attend seminars or clubs. Presentations at conferences were indicated by 50% of 2nd-year students and 11.7% of 4th-year students. There were no responses regarding the reasons for non-participation.

For personal development, 33.4% of 3rd year students and 23.5% of 4th year students attend sports sections, and 50% of 2nd year students and 11.8% of 4th year students participate in the student trade union. At the same time, 50% of 2nd year students, 33.3% of 3rd year students and 64.7% of 4th year students do not use the opportunities provided by the university, explaining this by the lack of need.

The analysis of satisfaction with the material base of the university shows that the majority of 2nd and 3rd year students are fully satisfied with all aspects, including scientific literature, computer equipment, Internet channel, software, educational and scientific equipment, laboratories, specialized classrooms and sports equipment. Among 4th year students, the level of satisfaction is slightly lower: the majority also express full satisfaction, but there are cases of partial dissatisfaction or difficulty in answering, especially in matters of the modernity of equipment and the Internet. This indicates a stable positive assessment of the material base, with minor comments from senior students. As for recommendations, all students noted that "everything is fine."

When it comes to learning outcomes, 2nd year students in full (100%) chose the importance of obtaining a high level of knowledge, while 66.6% of 3rd year students and 70.5% of 4th year students noted this as an important goal. Obtaining a diploma as the main learning outcome was chosen by 17.6% of 4th year students. The ability to acquire new knowledge that will help quickly adapt to the workplace was chosen by 33.3% of 3rd year students and 5.8% of 4th year students. Practical skills that can be immediately used in work are of interest to 5.8% of 4th year students.

Among the 2nd year students who did not put forward additional suggestions for improvement, it can be noted that they did not have any questions to add to the questionnaire.

Overall satisfaction of students in the specialty "Materials Science and Technology of New Materials» educational services is 94%, which indicates a high level of satisfaction among students in general, 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.