

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

Department: "Chemistry and chemical technology"

Specialty: 6B07110 Chemical technology of organic substances

In October 2024, the quality management and accreditation center conducted an annual survey 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 6B07110 "Chemical technology of organic substances" the following took part in the questionnaire: 11 respondents out of 16, which is 68.75% of the total number of students in this specialty.

- 2nd year – 3 students (100%);
- 3rd year – 3 students (60%);
- 4th year – 5 students (62.5%).

Form of study

- Budget – 11 students (100%);

The following data were obtained during the questionnaire:

Indicators:

1. Are you satisfied? quality of services provided?

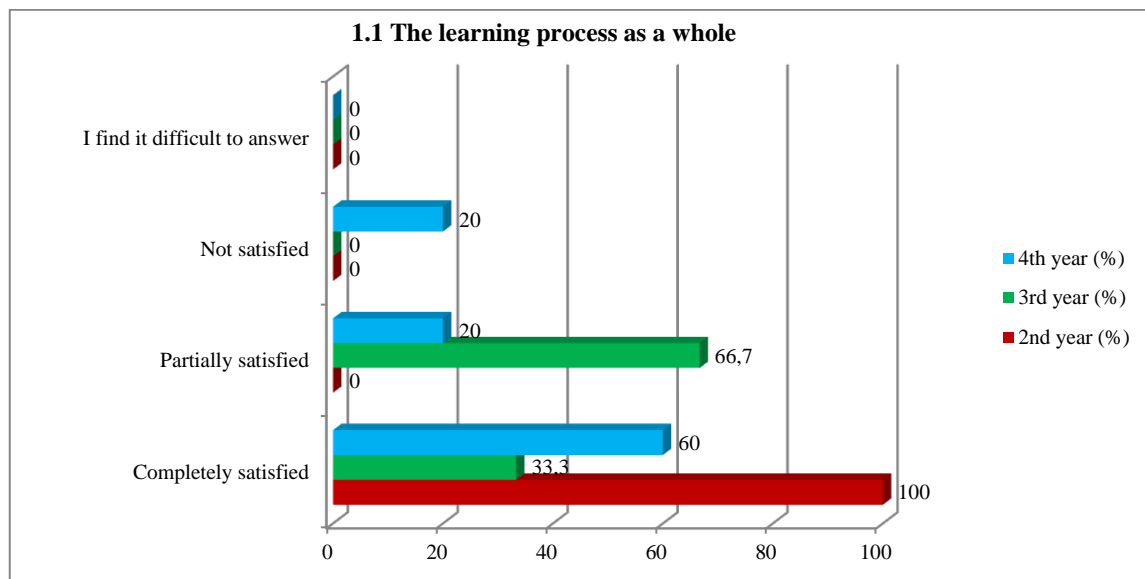
1.1 The learning process as a whole
1.2 Schedule of classes
1.3 Organization of independent work
1.4 Internship
1.5 Organization and implementation of the IWS
1.6 Organization and implementation of laboratory work
1.7 Satisfaction with the library's work
1.8 Possibility of access to full-text databases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

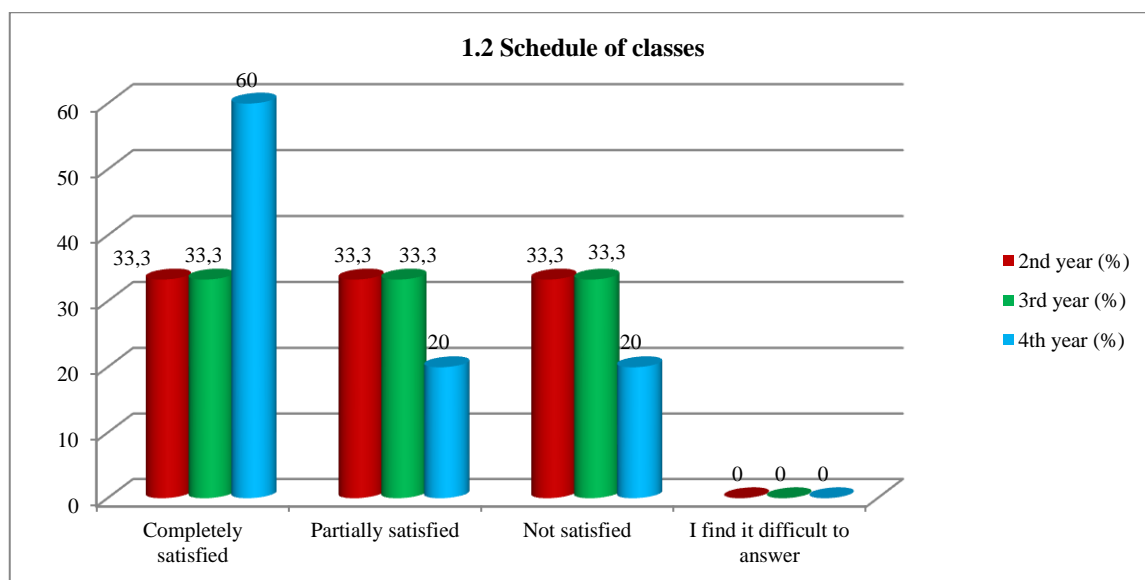
1.1 The learning process as a whole

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Completely satisfied</i>	100% (3 people)	33.3% (1 person)	60% (3 people)
<i>Partially satisfied</i>	-	66.7% (2 people)	20% (1 person)
<i>Not satisfied</i>	-	-	20% (1 person)
<i>I find it difficult to answer</i>	-	-	-



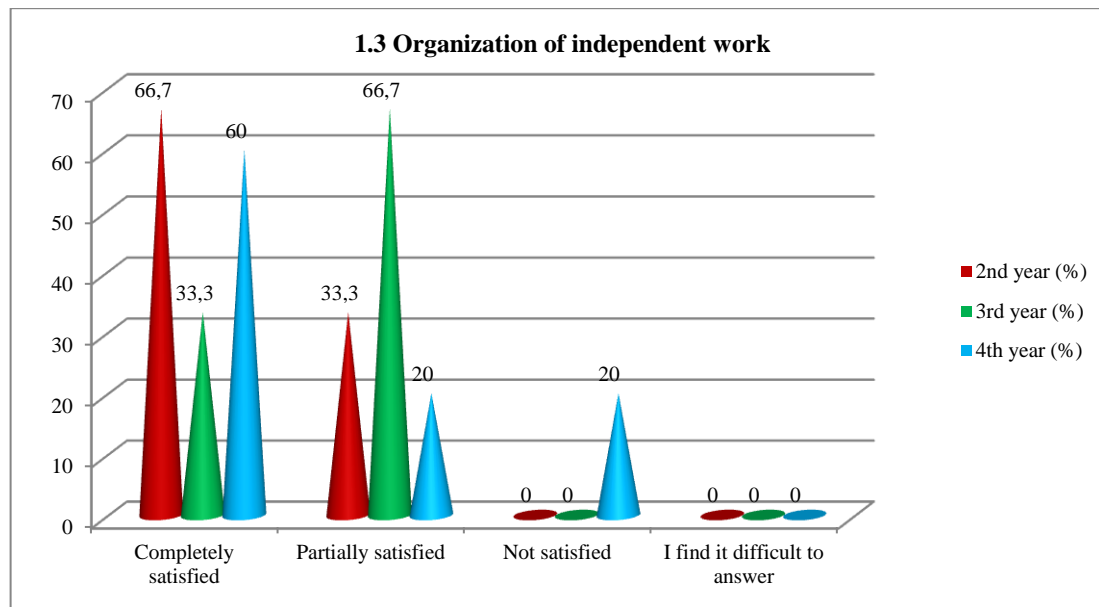
1.2 Schedule of classes

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Completely satisfied</i>	33.3% (1 person)	33.3% (1 person)	60% (3 people)
<i>Partially satisfied</i>	33.3% (1 person)	33.3% (1 person)	20% (1 person)
<i>Not satisfied</i>	33.3% (1 person)	33.3% (1 person)	20% (1 person)
<i>I find it difficult to answer</i>	-	-	-



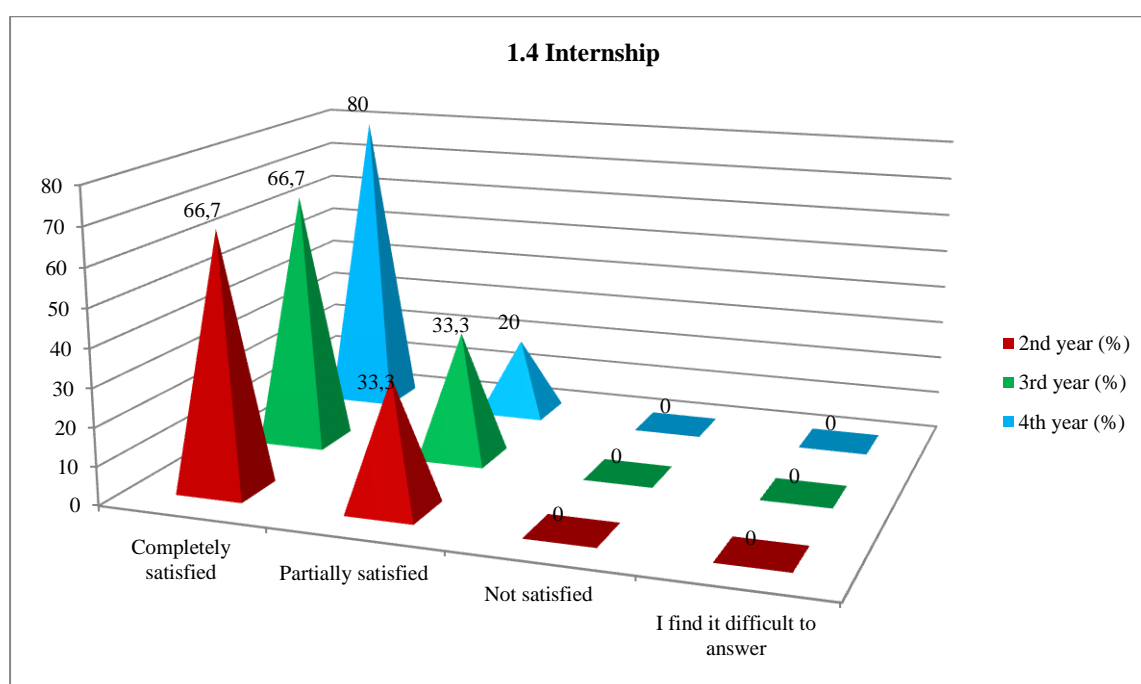
1.3 Organization of independent work

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Completely satisfied</i>	66.7% (2 people)	33.3% (1 person)	60% (3 people)
<i>Partially satisfied</i>	33.3% (1 person)	66.7% (2 people)	20% (1 person)
<i>Not satisfied</i>	-	-	20% (1 person)
<i>I find it difficult to answer</i>	-	-	-



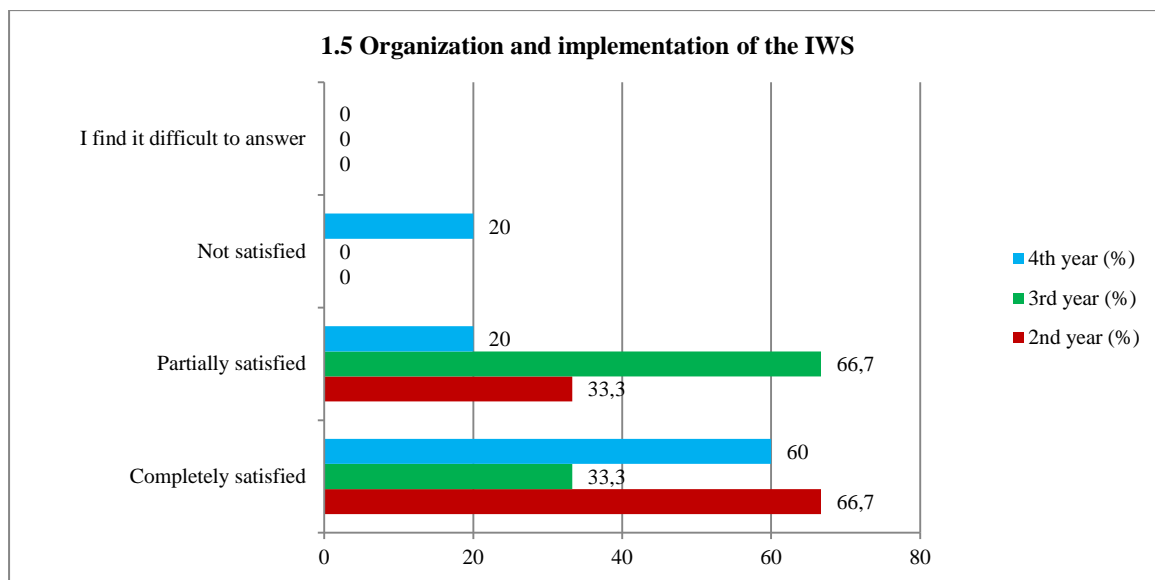
1.4 Internship

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Completely satisfied</i>	66.7% (2 people)	66.7% (2 people)	80% (4 people)
<i>Partially satisfied</i>	33.3% (1 person)	33.3% (1 person)	20% (1 person)
<i>Not satisfied</i>	-	-	-
<i>I find it difficult to answer</i>	-	-	-



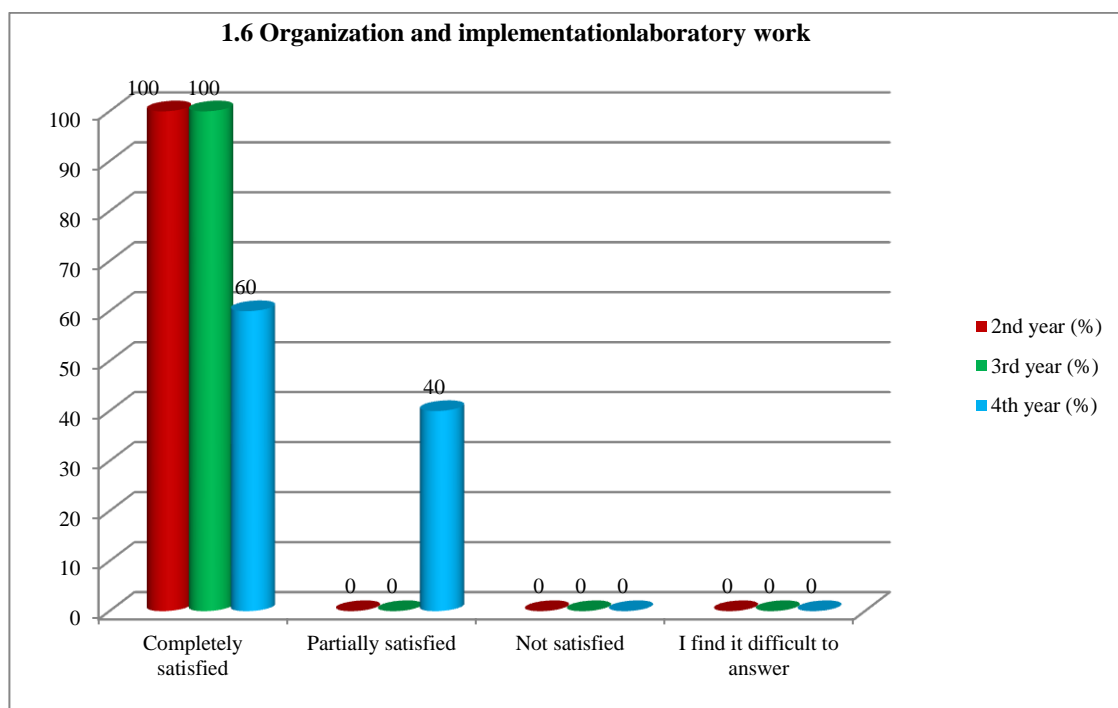
1.5 Organization and implementation of the IWS

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Completely satisfied</i>	66.7% (2 people)	33.3% (1 person)	60% (3 people)
<i>Partially satisfied</i>	33.3% (1 person)	66.7% (2 people)	20% (1 person)
<i>Not satisfied</i>	-	-	20% (1 person)
<i>I find it difficult to answer</i>	-	-	-



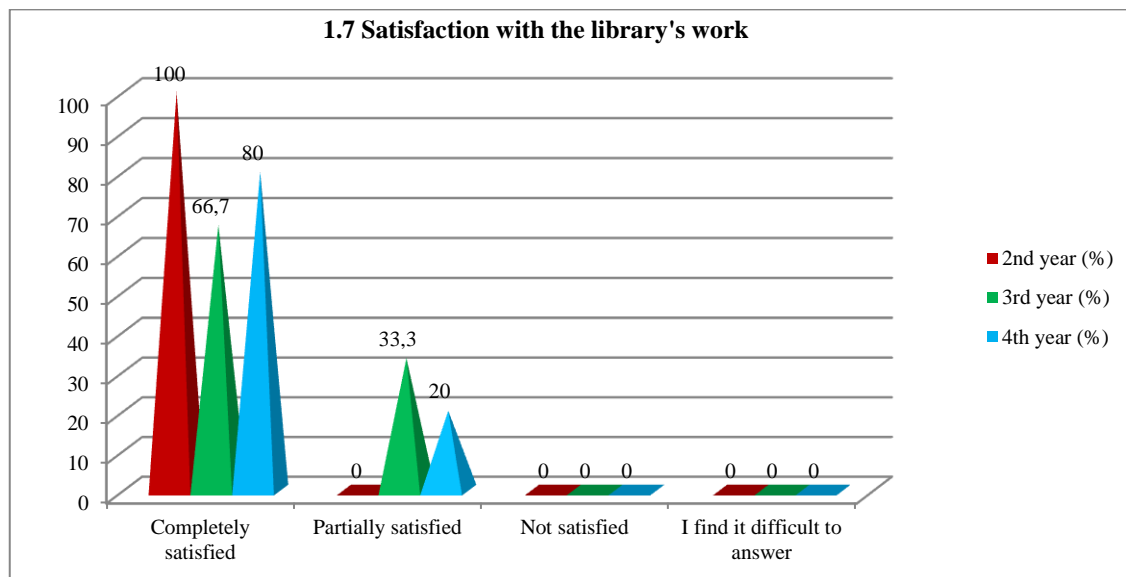
1.6 Organization and implementationlaboratory work

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Completely satisfied</i>	100% (3 people)	100% (3 people)	60% (3 people)
<i>Partially satisfied</i>	-	-	40% (2 people)
<i>Not satisfied</i>	-	-	-
<i>I find it difficult to answer</i>	-	-	-



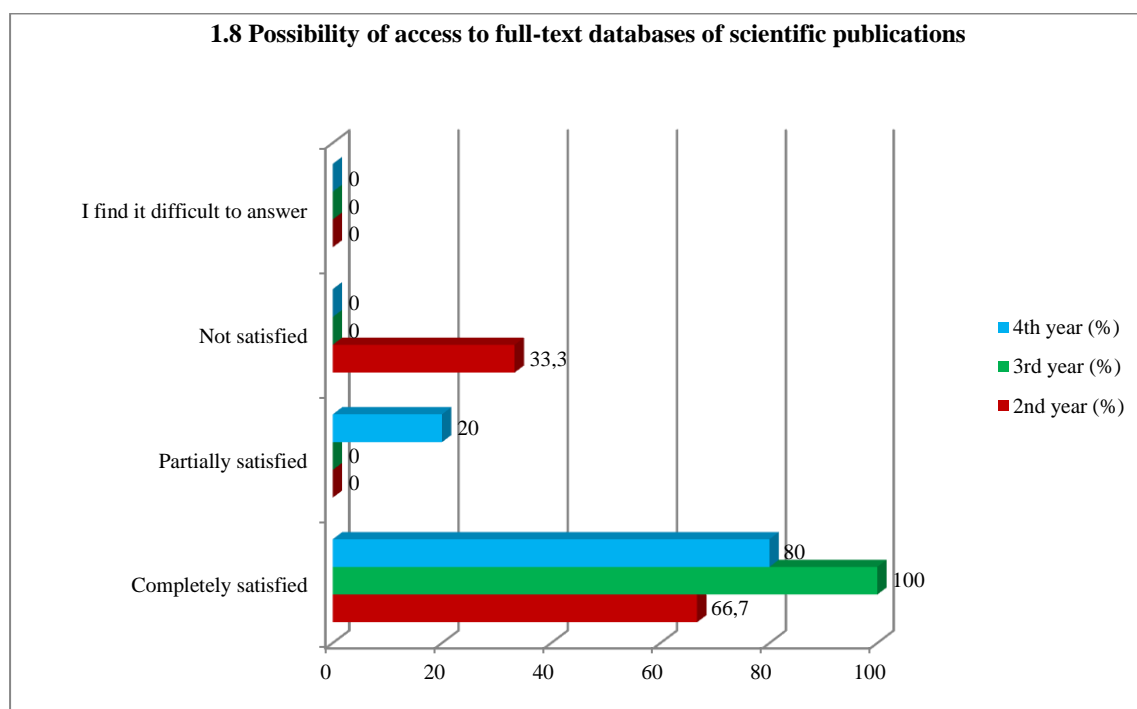
1.7 Satisfaction with the library's work

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Completely satisfied</i>	100% (3 people)	66.7% (2 people)	80% (4 people)
<i>Partially satisfied</i>	-	33.3% (1 person)	20% (1 person)
<i>Not satisfied</i>	-	-	-
<i>I find it difficult to answer</i>	-	-	-



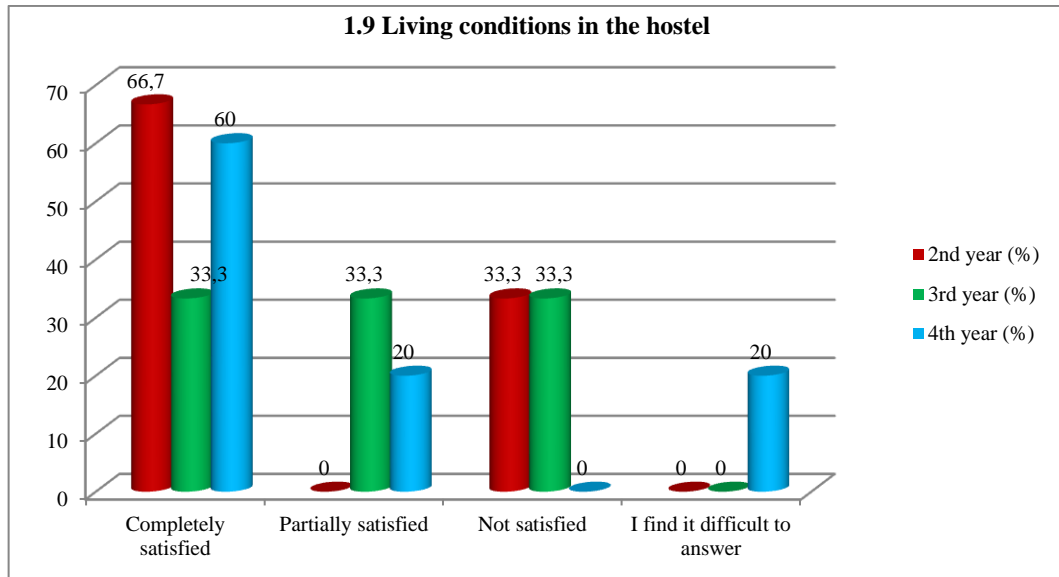
1.8 Possibility of access to full-text databases of scientific publications

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Completely satisfied</i>	66.7% (2 people)	100% (3 people)	80% (4 people)
<i>Partially satisfied</i>	-	-	20% (1 person)
<i>Not satisfied</i>	33.3% (1 person)	-	-
<i>I find it difficult to answer</i>	-	-	-



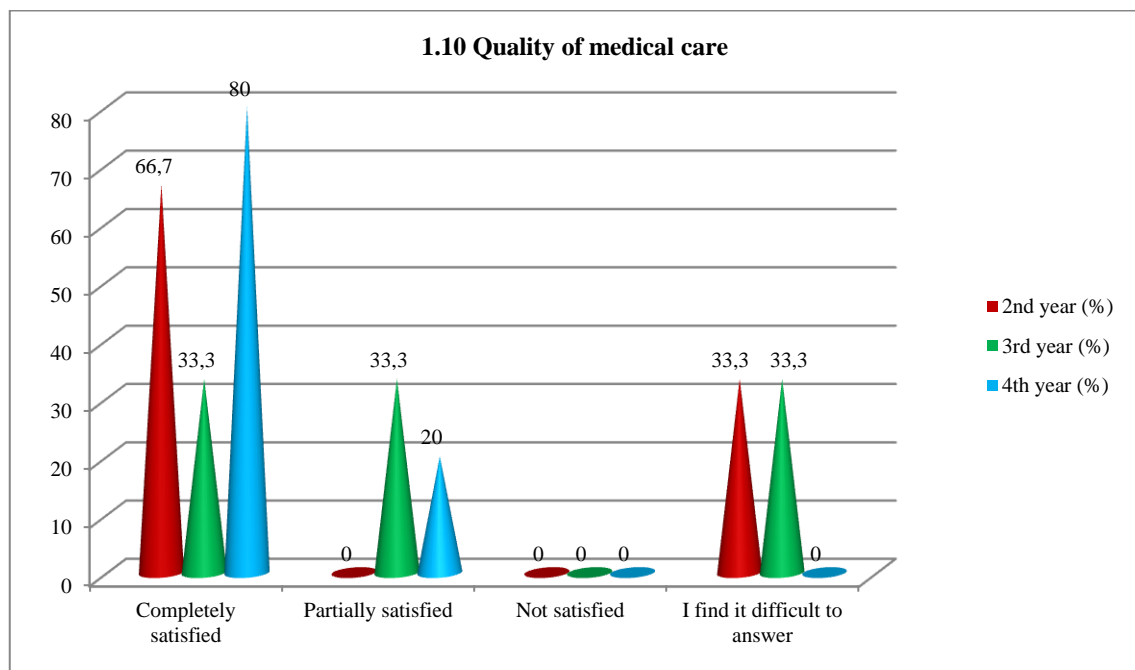
1.9 Living conditions in the hostel

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Completely satisfied</i>	66.7% (2 people)	33.3% (1 person)	60% (3 people)
<i>Partially satisfied</i>	-	33.3% (1 person)	20% (1 person)
<i>Not satisfied</i>	33.3% (1 person)	33.3% (1 person)	-
<i>I find it difficult to answer</i>	-	-	20% (4 people)



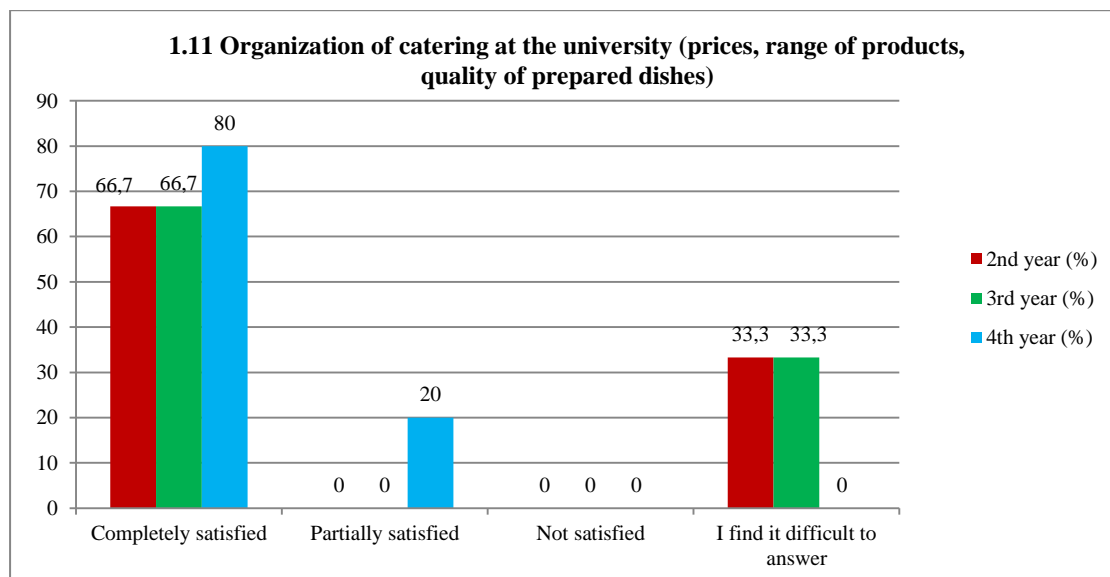
1.10 Quality of medical care

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Completely satisfied</i>	66.7% (2 people)	33.3% (1 person)	80% (4 people)
<i>Partially satisfied</i>	-	33.3% (1 person)	20% (1 person)
<i>Not satisfied</i>	-	-	-
<i>I find it difficult to answer</i>	33.3% (1 person)	33.3% (1 person)	-



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

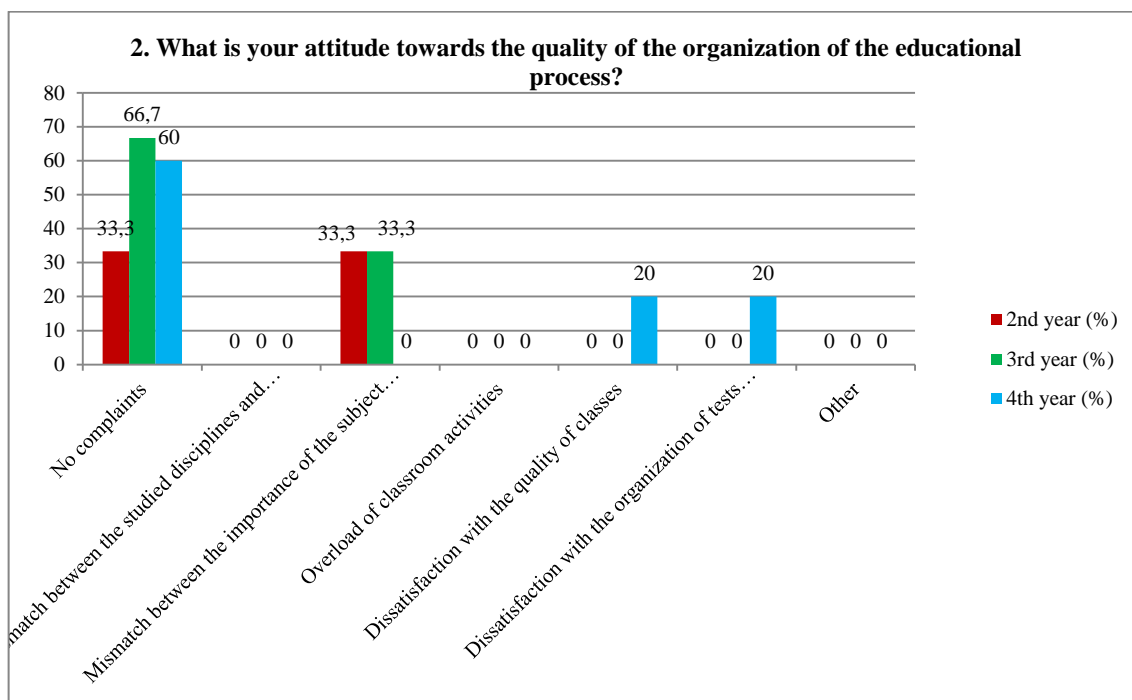
Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Completely satisfied</i>	66.7% (2 people)	66.7% (2 people)	80% (4 people)
<i>Partially satisfied</i>	-	-	20% (1 person)
<i>Not satisfied</i>	-	-	-
<i>I find it difficult to answer</i>	33.3% (1 person)	33.3% (1 person)	-



To the question "If you answered "not satisfied" to the previous question, please provide recommendations for improvement. provided services», no answers.

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>	33.3% (1 person)	66.7% (2 people)	60% (3 people)
<i>Mismatch between the studied disciplines and the received specialty</i>	33.3% (1 person)	-	-
<i>Mismatch between the importance of the subject and the number of hours</i>	33.3% (1 person)	33.3% (1 person)	-
<i>Overload of classroom activities</i>	-	-	-
<i>Dissatisfaction with the quality of classes</i>	-	-	20% (1 person)
<i>Dissatisfaction with the organization of tests and exams</i>	-	-	20% (1 person)
<i>Other</i>	-	-	-

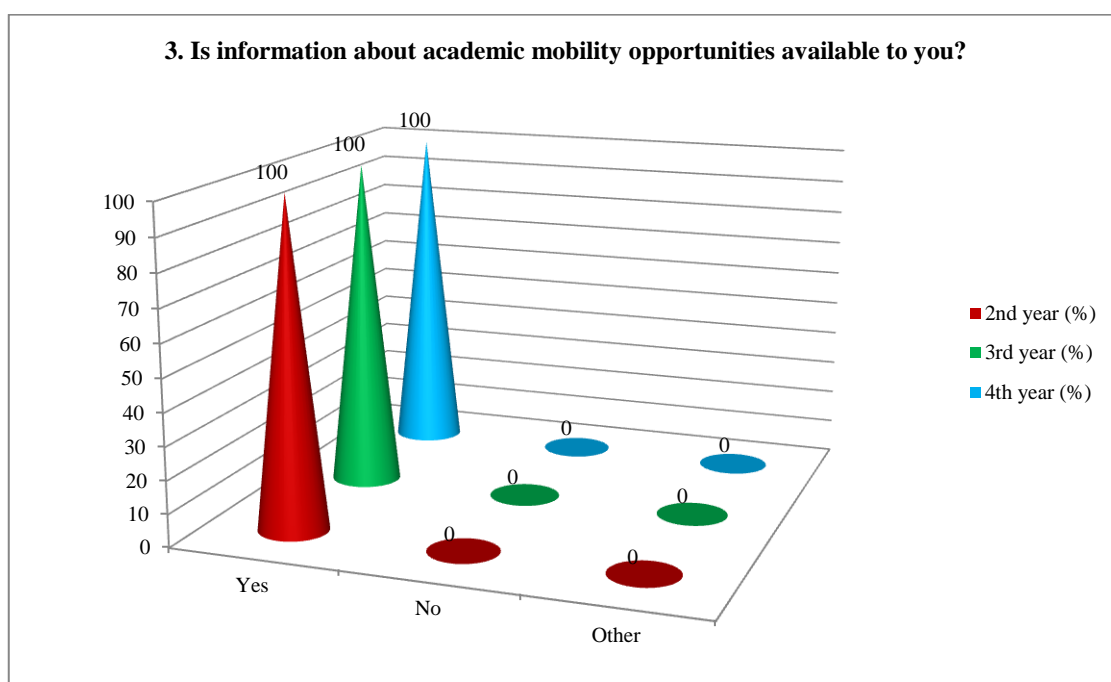


To the question "If you answered “Does not correspond or is not satisfactory” to the previous question, please provide recommendations for improvement.»The respondents answered as follows:

- Physics 2 times a week, chemistry 1 time a week, that's not enough

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

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Yes	100% (3 people)	100% (3 people)	100% (5 people)
No	-	-	-
Other	-	-	-



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

4. What do you think the relationship is like:

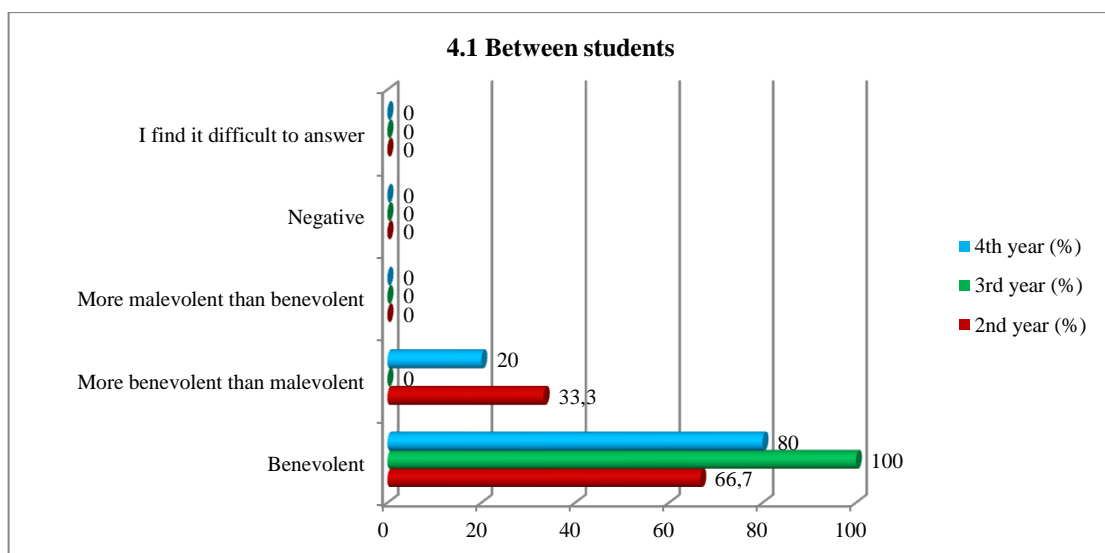
4.1 Between students
4.2 Between teachers and students (in the educational process)
4.3 Between the student and the supervisor
4.4 Between students and administration
4.5 Between students and department staff (library, student department, etc.)
4.6 Between students and security service

Other _____

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

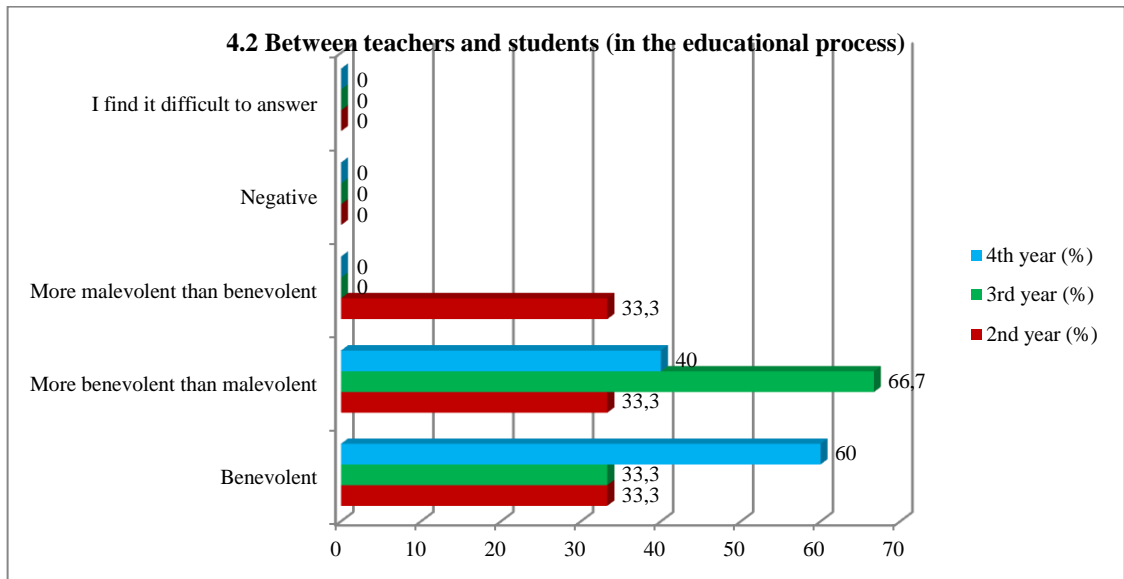
4.1 Between students

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Benevolent</i>	66.7% (2 people)	100% (3 people)	80% (4 people)
<i>More benevolent than malevolent</i>	33.3% (1 person)	-	20% (1 person)
<i>More malevolent than benevolent</i>	-	-	-
<i>Negative</i>	-	-	-
<i>I find it difficult to answer</i>	-	-	-



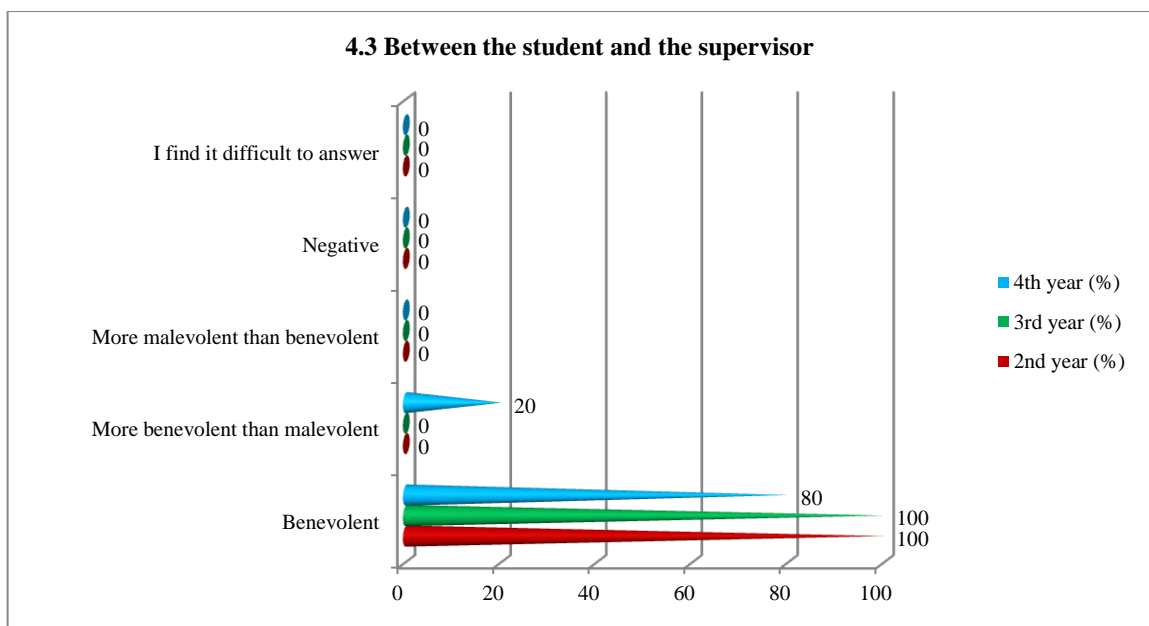
4.2 Between teachers and students (in the educational process)

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Benevolent</i>	33.3% (1 person)	33.3% (1 person)	60% (3 people)
<i>More benevolent than malevolent</i>	33.3% (1 person)	66.7% (2 people)	40% (2 people)
<i>More malevolent than benevolent</i>	33.3% (1 person)	-	-
<i>Negative</i>	-	-	-
<i>I find it difficult to answer</i>	-	-	-



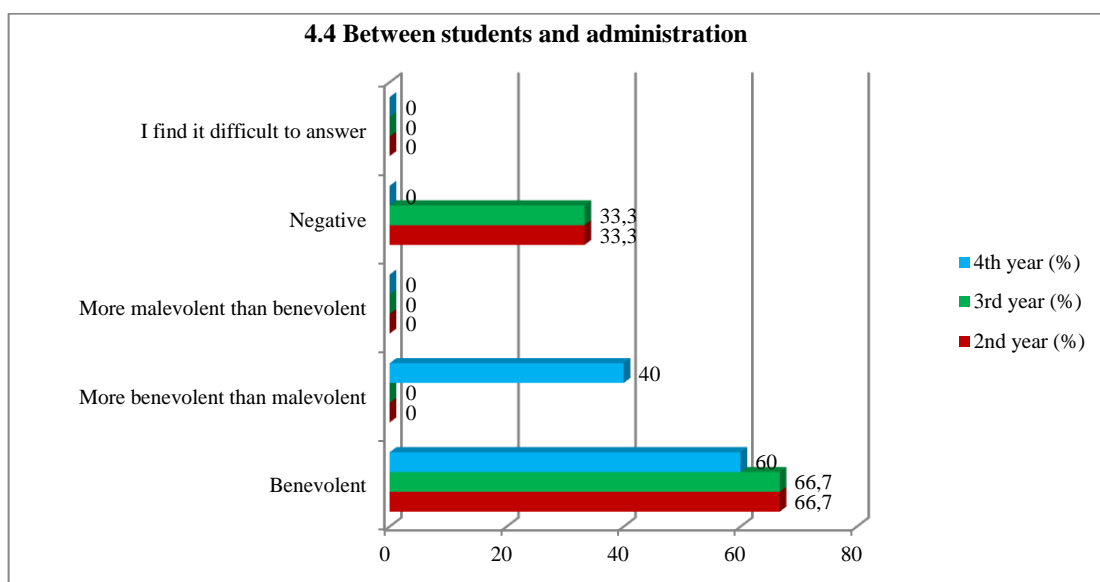
4.3 Between the student and the supervisor

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Benevolent</i>	100% (3 people)	100% (3 people)	80% (4 people)
<i>More benevolent than malevolent</i>	-	-	20% (1 person)
<i>More malevolent than benevolent</i>	-	-	-
<i>Negative</i>	-	-	-
<i>I find it difficult to answer</i>	-	-	-



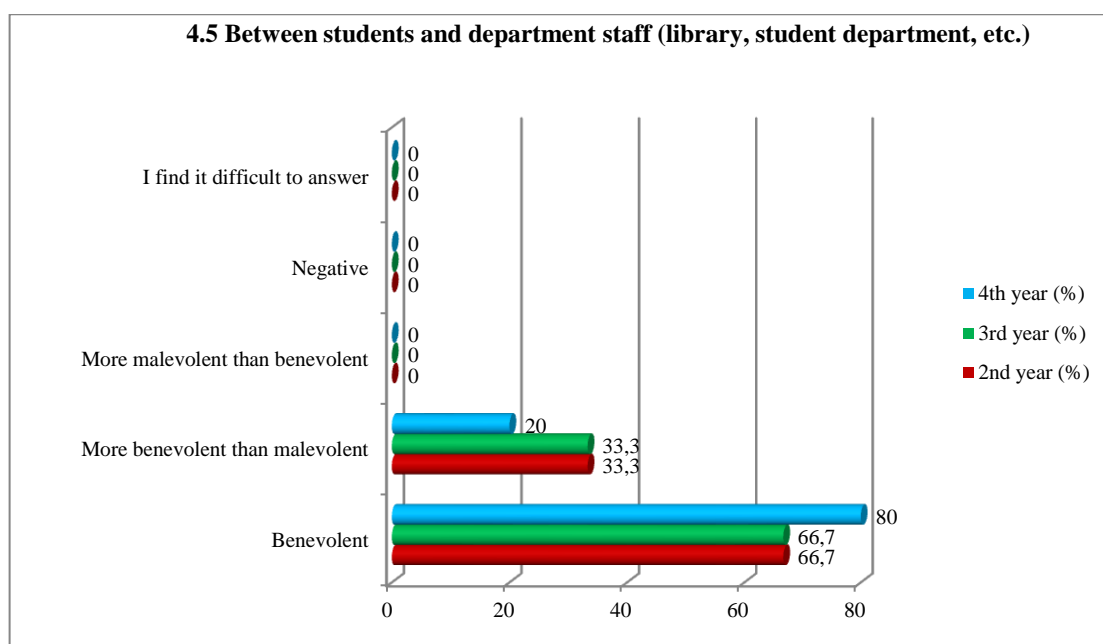
4.4 Between students and administration

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Benevolent</i>	66.7% (2 people)	66.7% (2 people)	60% (3 people)
<i>More benevolent than malevolent</i>	-	-	40% (2 people)
<i>More malevolent than benevolent</i>	-	-	-
<i>Negative</i>	33.3% (1 person)	33.3% (1 person)	-
<i>I find it difficult to answer</i>	-	-	-



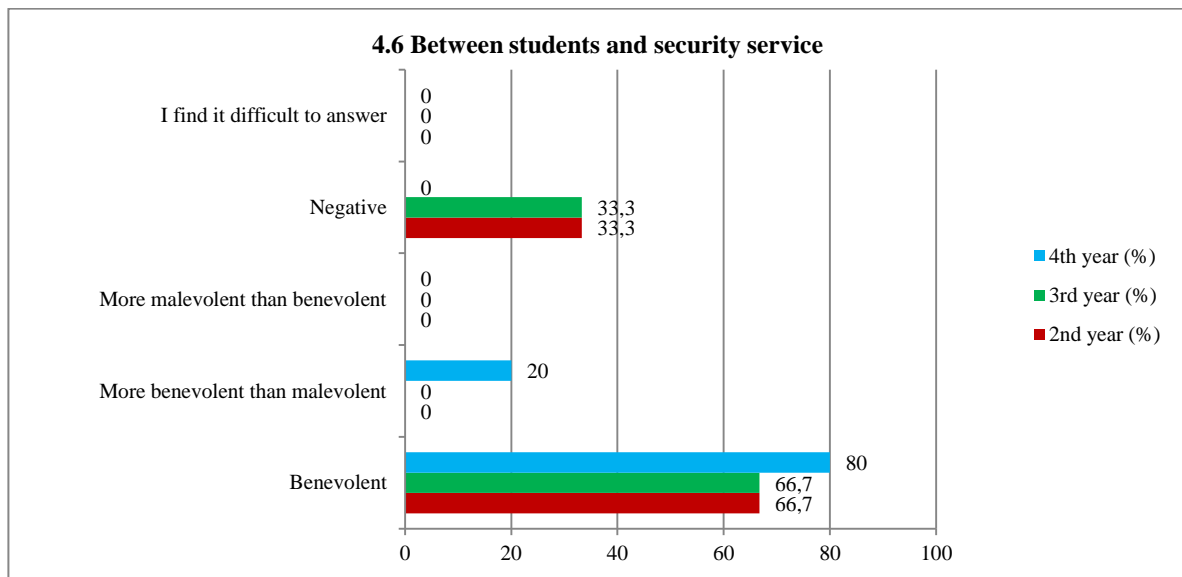
4.5 Between students and department staff (library, student department, etc.)

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Benevolent</i>	66.7% (2 people)	66.7% (2 people)	80% (4 people)
<i>More benevolent than malevolent</i>	33.3% (1 person)	33.3% (1 person)	20% (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>	66.7% (2 people)	66.7% (2 people)	80% (4 people)
<i>More benevolent than malevolent</i>	-	-	20% (1 person)
<i>More malevolent than benevolent</i>	-	-	-
<i>Negative</i>	33.3% (1 person)	33.3% (1 person)	-
<i>I find it difficult to answer</i>	-	-	-

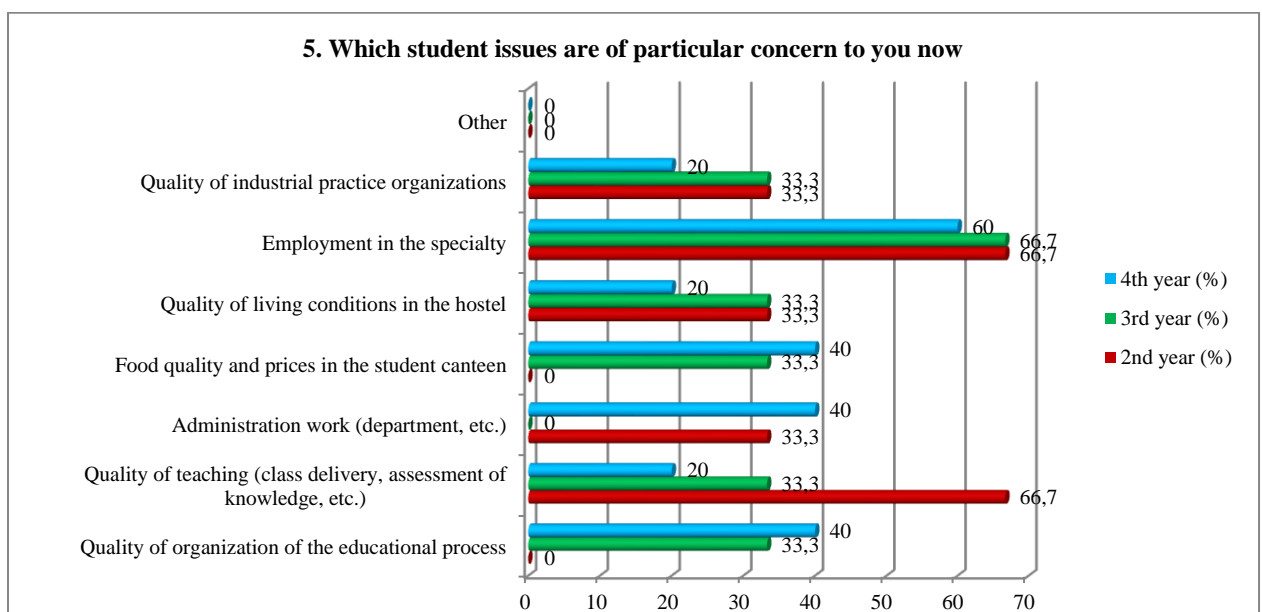


To the question "If you answered “Rather unfriendly than friendly” and “Negative” to the previous question, please provide recommendations for improvement.", no answers.

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)	40% (2 people)
<i>Quality of teaching (class delivery, assessment of knowledge, etc.)</i>	66.7% (2 people)	33.3% (1 person)	20% (1 person)
<i>Administration work (department, etc.)</i>	33.3% (1 person)	-	40% (2 people)
<i>Food quality and prices in the student canteen</i>	-	33.3% (1 person)	40% (2 people)
<i>Quality of living conditions in the hostel</i>	33.3% (1 person)	33.3% (1 person)	20% (1 person)
<i>Employment in the specialty</i>	66.7% (2 people)	66.7% (2 people)	60% (3 people)
<i>Quality of industrial practice organizations</i>	33.3% (1 person)	33.3% (1 person)	20% (1 person)
<i>Other</i>	-	-	-

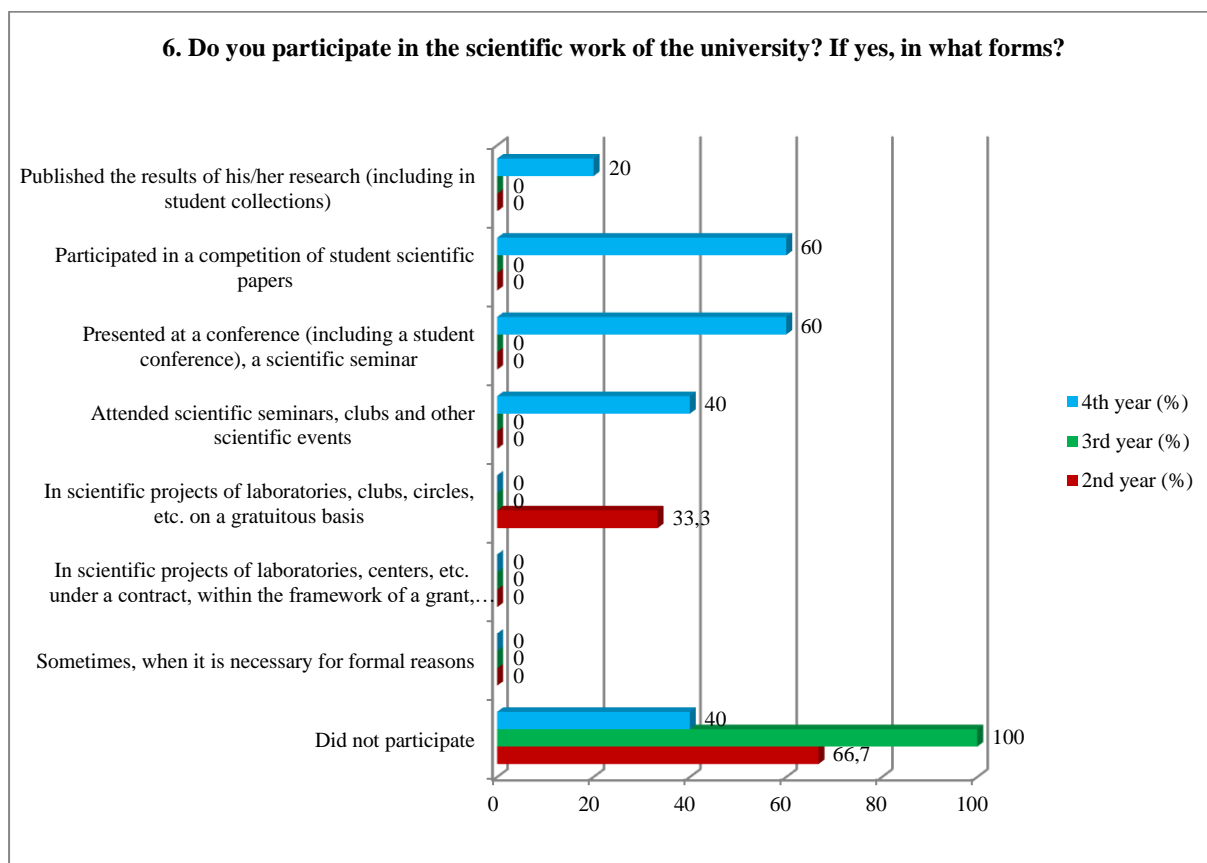
*The sum in % is not equal to 100, since several answer options were supposed to be selected



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>	66.7% (2 people)	100% (3 people)	40% (2 people)
<i>Sometimes, when it is necessary for formal reasons</i>	-	-	-
<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>	33.3% (1 person)	-	-
<i>Attended scientific seminars, clubs and other scientific events</i>	-	-	40% (2 people)
<i>Presented at a conference (including a student conference), a scientific seminar</i>	-	-	60% (3 people)
<i>Participated in a competition of student scientific papers</i>	-	-	60% (3 people)
<i>Published the results of his/her research (including in student collections)</i>	-	-	20% (1 person)

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



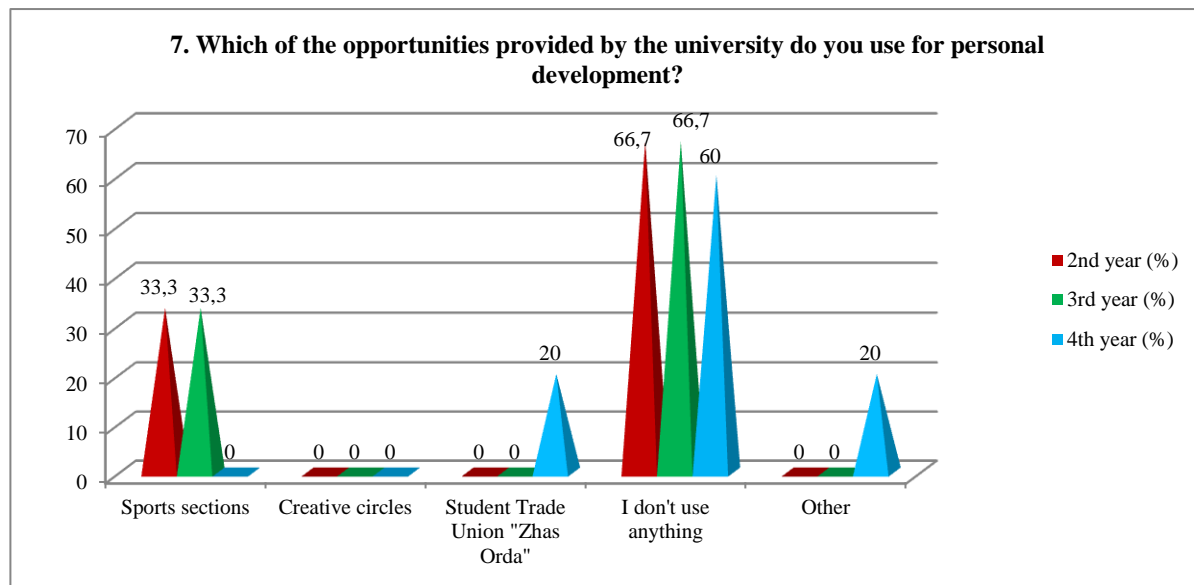
To the question "If you answered "Did not participate" to the previous question, please write why» The students indicated the following answers:

2nd year	3rd year	4th year
- Don't want - they don't offer, they don't notify	- Don't want - They don't offer	- Neither recommended nor elected

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>	33.3% (1 person)	33.3% (1 person)	-
<i>Creative circles</i>	-	-	-
<i>Student Trade Union "Zhas Orda"</i>	-	-	20% (people)
<i>I don't use anything</i>	66.7% (2 people)	66.7% (2 people)	60% (3 people)
<i>Other</i>	-	-	20% (1 person)

In response to the answer “Other”, respondents indicated the following answers:
 - I have been participating in Zhas Orda for a long time.



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

2nd year	3rd year	4th year
- Don't want - no time	- I don't want to (2)	- Not

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

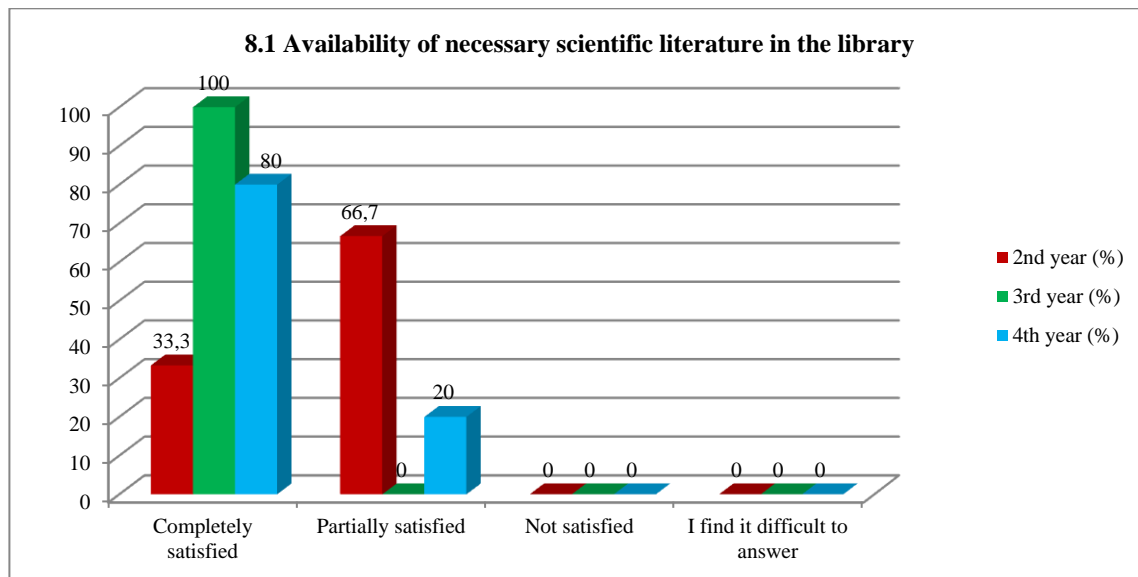
8.1 Availability of necessary scientific literature in the library
8.2 Modernity of computer equipment
8.3 Internet channel width, its speed
8.4 Modernity of software
8.5 Availability of educational and scientific equipment
8.6 Availability of laboratories and specialized classrooms
8.7 Availability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

Other _____

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

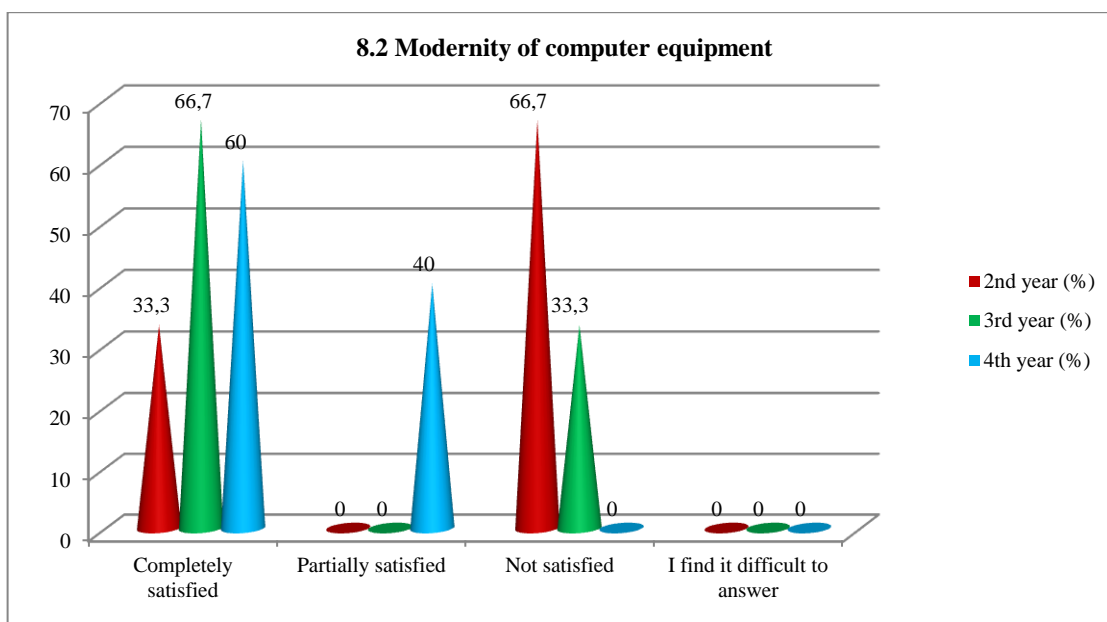
8.1 Availability of necessary scientific literature in the library

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Completely satisfied</i>	33.3% (1 person)	100% (3 people)	80% (4 people)
<i>Partially satisfied</i>	66.7% (2 people)	-	20% (1 person)
<i>Not satisfied</i>	-	-	-
<i>I find it difficult to answer</i>	-	-	-



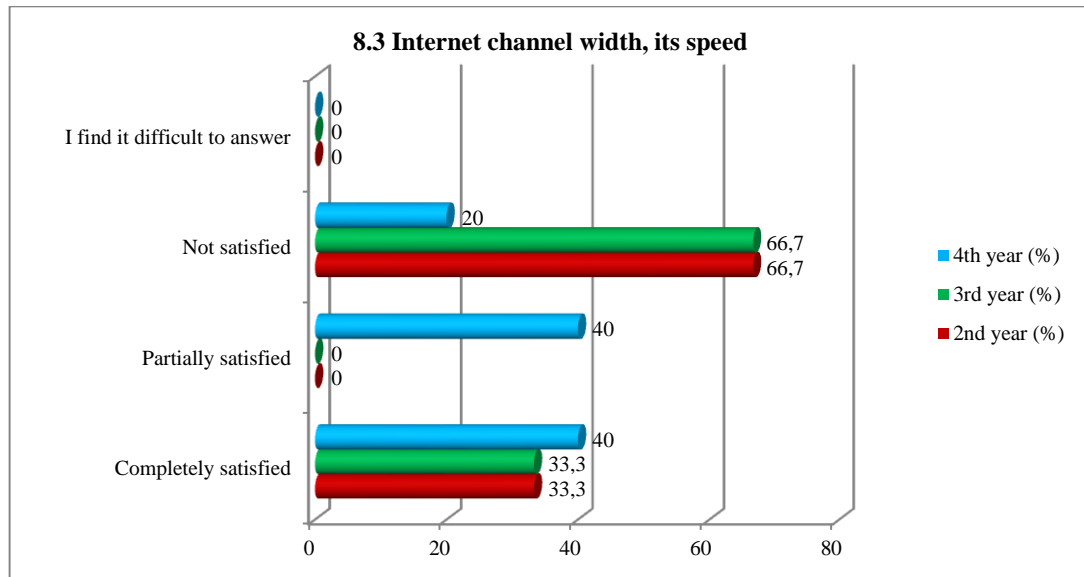
8.2 Modernity of computer equipment

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Completely satisfied</i>	33.3% (1 person)	66.7% (2 people)	60% (3 people)
<i>Partially satisfied</i>	-	-	40% (2 people)
<i>Not satisfied</i>	66.7% (2 people)	33.3% (1 person)	-
<i>I find it difficult to answer</i>	-	-	-



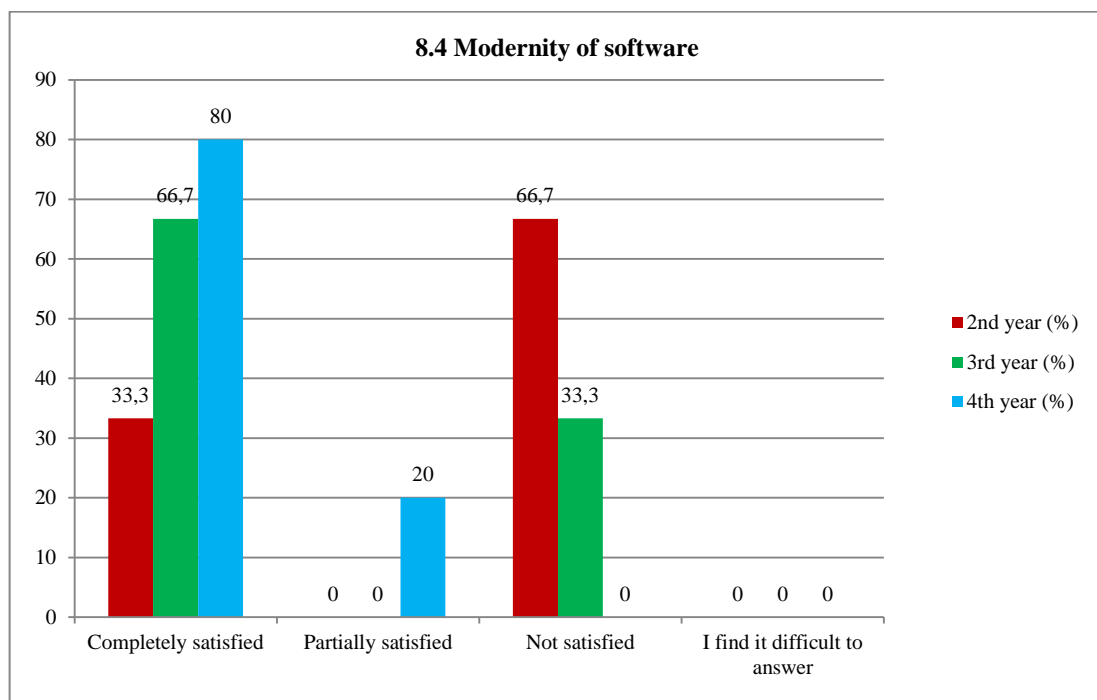
8.3 Internet channel width, its speed

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Completely satisfied</i>	33.3% (1 person)	33.3% (1 person)	40% (2 people)
<i>Partially satisfied</i>	-	-	40% (2 people)
<i>Not satisfied</i>	66.7% (2 people)	66.7% (2 people)	20% (1 person)
<i>I find it difficult to answer</i>	-	-	-



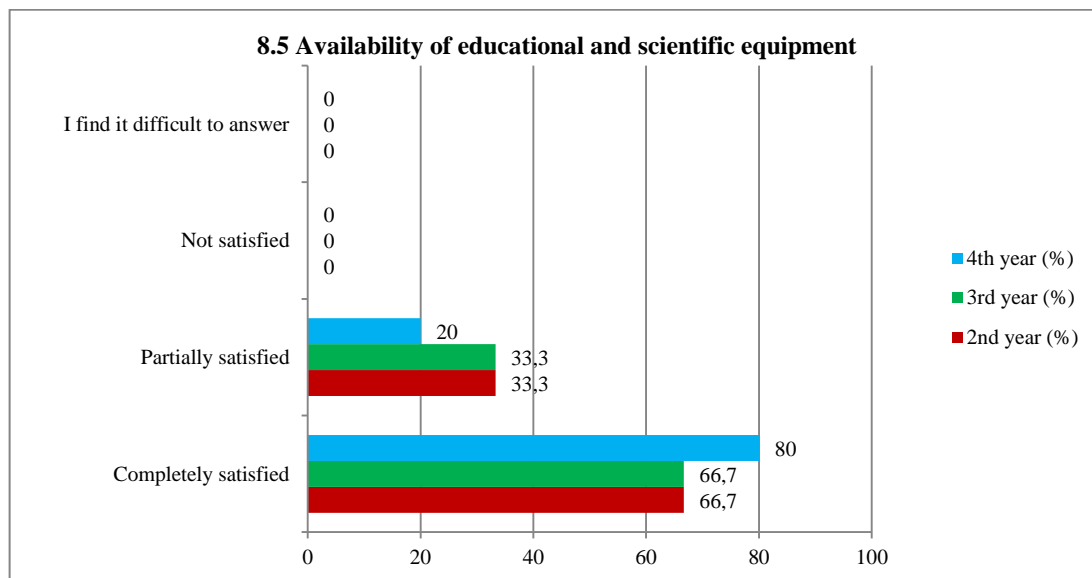
8.4 Modernity of software

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Completely satisfied</i>	33.3% (1 person)	66.7% (2 people)	80% (4 people)
<i>Partially satisfied</i>	-	-	20% (1 person)
<i>Not satisfied</i>	66.7% (2 people)	33.3% (1 person)	-
<i>I find it difficult to answer</i>	-	-	-



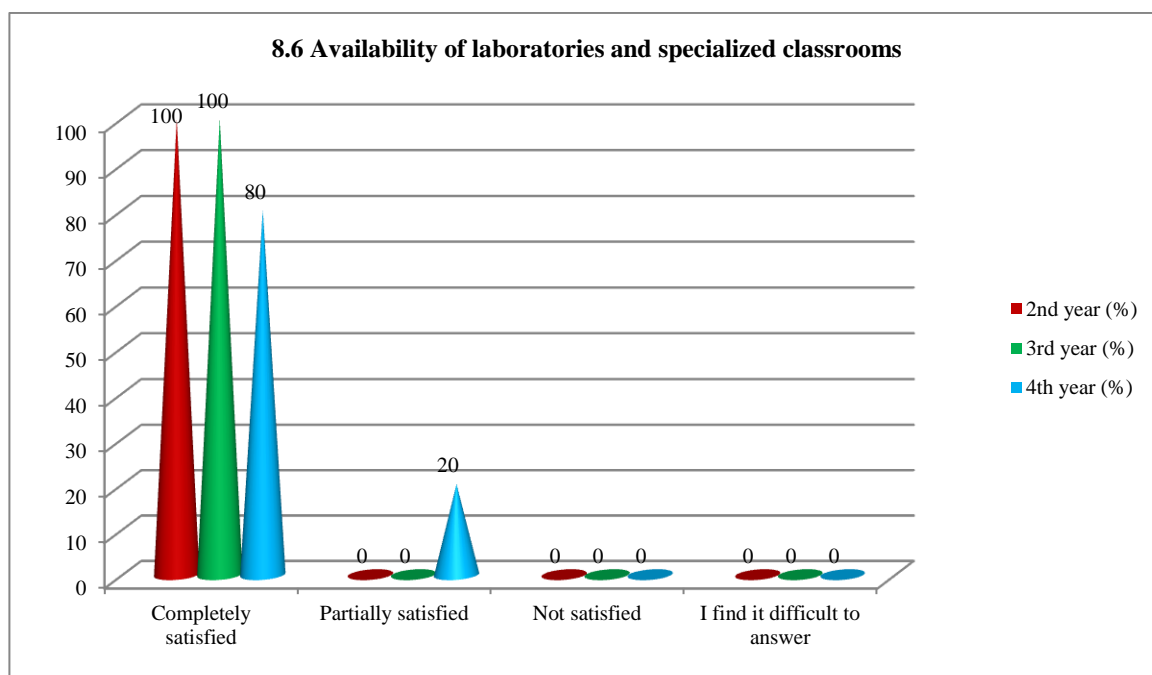
8.5 Availability of educational and scientific equipment

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Completely satisfied</i>	66.7% (2 people)	66.7% (2 people)	80% (4 people)
<i>Partially satisfied</i>	33.3% (1 person)	33.3% (1 person)	20% (1 person)
<i>Not satisfied</i>	-	-	-
<i>I find it difficult to answer</i>	-	-	-



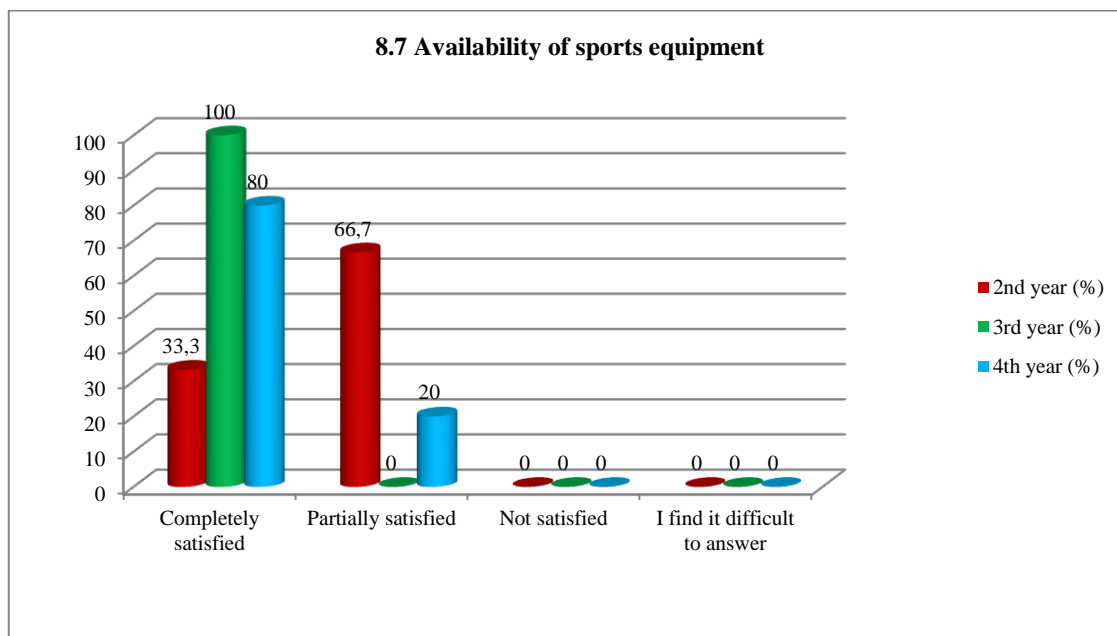
8.6 Availability of laboratories and specialized classrooms

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Completely satisfied</i>	100% (3 people)	100% (3 people)	80% (4 people)
<i>Partially satisfied</i>	-	-	20% (1 person)
<i>Not satisfied</i>	-	-	-
<i>I find it difficult to answer</i>	-	-	-



8.7 Availability of sports equipment

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	33.3% (1 person)	100% (3 people)	80% (4 people)
Partially satisfied	66.7% (2 people)	-	20% (1 person)
Not satisfied	-	-	-
I find it difficult to answer	-	-	-



To the question "If you answered "Not satisfied" to the previous question, please provide recommendations for improvement.» Respondents provided the following answers:

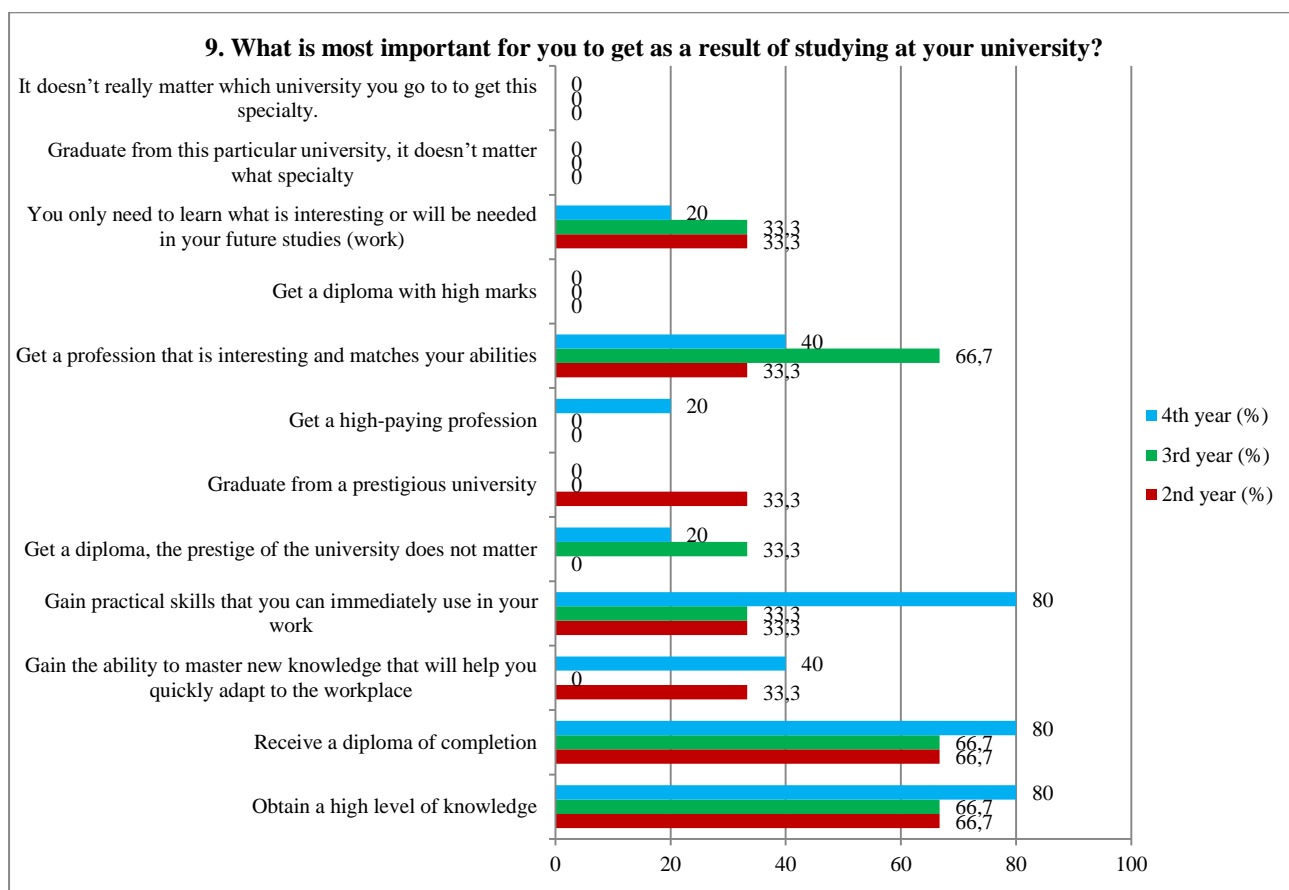
2nd year	3rd year	4th year
-	- The internet is too weak	- The Internet works poorly, there is no network. It is impossible to study and do homework

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	66.7% (2 people)	66.7% (2 people)	80% (4 people)
Receive a diploma of completion	66.7% (2 people)	66.7% (2 people)	80% (4 people)
Gain the ability to master new knowledge that will help you quickly adapt to the workplace	33.3% (1 person)	-	40% (2 people)
Gain practical skills that you can immediately use in your work	33.3% (1 person)	33.3% (1 person)	80% (4 people)
Get a diploma, the prestige of the university does not matter	-	33.3% (1 person)	20% (1 person)
Graduate from a prestigious university	33.3% (1 person)	-	-
Get a high-paying profession	33.3% (1 person)	-	20% (1 person)

<i>Get a profession that is interesting and matches your abilities</i>	33.3% (1 person)	66.7% (2 people)	40% (2 people)
<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>	33.3% (1 person)	33.3% (1 person)	20% (1 person)
<i>Graduate from this particular university, it doesn't matter what specialty</i>	-	-	-
<i>It doesn't really matter which university you go to to get this specialty.</i>	-	-	-

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



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

The analysis of the results of students filling out the questionnaire "Satisfaction of students of 2-5 years 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 "Chemical technology of organic substances» (93.5%) expressed satisfaction with the learning process as a whole. For ease of analysis, let us consider aspects at the following levels of satisfaction:

Students rated the following criteria as "excellent quality" (satisfaction rates above 80%):

- organization of independent work (93.3%);
- quality of internship (100%);
- organization and implementation of the IWS (93.3%);
- organization and implementation of laboratory work (100%);
- satisfaction with the library's work (100%);
- the ability to access full-text databases of scientific publications (89%).

The following criteria were rated by respondents as “good quality” (satisfaction rates below 80%):

- class schedule (71.1%);
- living conditions in a hostel (71.1%).
- quality of medical care (77.8%);
- organization of food services at the university (77.8%).

The largest number of respondents (66.7%) of the third year have no complaints about the quality of the organization of the educational process. However, among the second year students there are complaints about the discrepancy between the studied disciplines and the received specialty and the importance of the subject in the number of hours (one mention of each). Separately mentioned are the wishes to increase the hours in physics and chemistry, which may indicate a lack of hours in these disciplines for full assimilation of the material.

All surveyed students of all courses indicated that information about academic mobility opportunities is available to them (100%).

Relations at the university are generally assessed by students as friendly at all levels of interaction: between students, teachers, curators, administration, department staff and security. However, there are some negative assessments concerning interactions with the administration, security and, in rare cases, with teachers.

The students' recommendations include revising the academic workload for individual disciplines, working to improve communication between all participants in the educational process, and maintaining a high level of student awareness of academic mobility opportunities.

Relations within the university can generally be described as favorable. Friendly or rather friendly relations prevail between students. Relations between students and curators are mostly friendly, without negative assessments, with the exception of individual cases in the 4th year, where neutral assessments were noted. Despite the lack of specific recommendations from respondents, work to strengthen mutual understanding and improve the communication system remains relevant.

The greatest concern of students is focused on the problems of employment in the specialty. This problem was noted by 66.7% (2 people) of the 2nd year respondents, 66.7% (2 people) of the 3rd year and 60% (3 people) of the 4th year. The quality of teaching worries 66.7% of the 2nd year students, 33.3% of the 3rd year and 20% of the 4th year. Considerable attention is also paid to the quality of living conditions in the hostel and the quality of food in the canteen.

Students' participation in scientific work remains limited: 66.7% of 2nd-year students and 100% of 3rd-year students indicated that they do not participate in scientific activities. Among 4th-year students, the share of such respondents is lower - 40%. At the same time, 60% of 4th-year students stated that they participate in conferences and competitions of student scientific papers. The main reasons for the lack of involvement were: "I don't want to" (2nd and 3rd years), "they don't offer" (2nd and 3rd years), and "they didn't recommend" (4th year).

For personal development, 66.7% (2 people each) of 2nd and 3rd year students and 60% of 4th year students do not use the university's opportunities. Sports sections are attended by 33.3% of 2nd and 3rd year respondents, but creative circles do not attract a single student. Only 20% of 4th year students noted participation in the "Zhas Orda" trade

union committee, and in response to the "other" answer, they indicated that they had previously participated in this area.

Students generally rate the university's facilities positively, including the availability of laboratories, specialized classrooms, sports equipment, and educational and scientific equipment. However, problems with the Internet connection were noted, which complicates the educational process, as well as partial dissatisfaction with the modernity of computer equipment and software.

The most significant learning outcomes for students of all years are obtaining a high level of knowledge (noted by 67-80% of respondents) and a university diploma. Significant emphasis is also placed on practical skills that can be immediately used in work (especially among 4th year students - 80%).

More than half of the 3rd year students and 40% of the 4th year students expressed interest in a profession that matches their abilities. Less attention is paid to the prestige of the university, a highly paid profession or the opportunity to study only what is interesting. Based on the results, it can be concluded that students are focused on acquiring knowledge and skills that will ensure professional adaptation and preparation for work.

Overall satisfaction of students in the specialty "Chemical technology of organic substances» educational services is 86.4%, 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 familiar with the survey results and discuss them during curatorial hours. This will allow students to make their own suggestions for improving the educational process and learning conditions.