

Report
on the results of the questionnaire
“Satisfaction of 2nd-5th year students with educational services”
for the 2024-2025 year
Department: “Architecture and Design”
Specialty: 6B02101 Design

The Quality Management and Accreditation Center conducted an annual questionnaire in October 2024 to assess the satisfaction of students in the 2nd to 5th years regarding the quality of the educational services provided.

Purpose of the questionnaire: Identify the degree of satisfaction of respondents with the quality of educational services and other areas of university activity.

The results of the questionnaire were processed and presented in a generalized form, ensuring the confidentiality of students' personal opinions.

19 students participated in the questionnaire for the specialty “Design,” which accounts for 100% of the total number of students in this specialty.

- 5th year – 19 students (100%).

Form of study

- Budget-funded – 6 students (31.6%);
- Paid – 13 students (68.4%).

The following data was obtained during the questionnaire:
 Indicators:

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

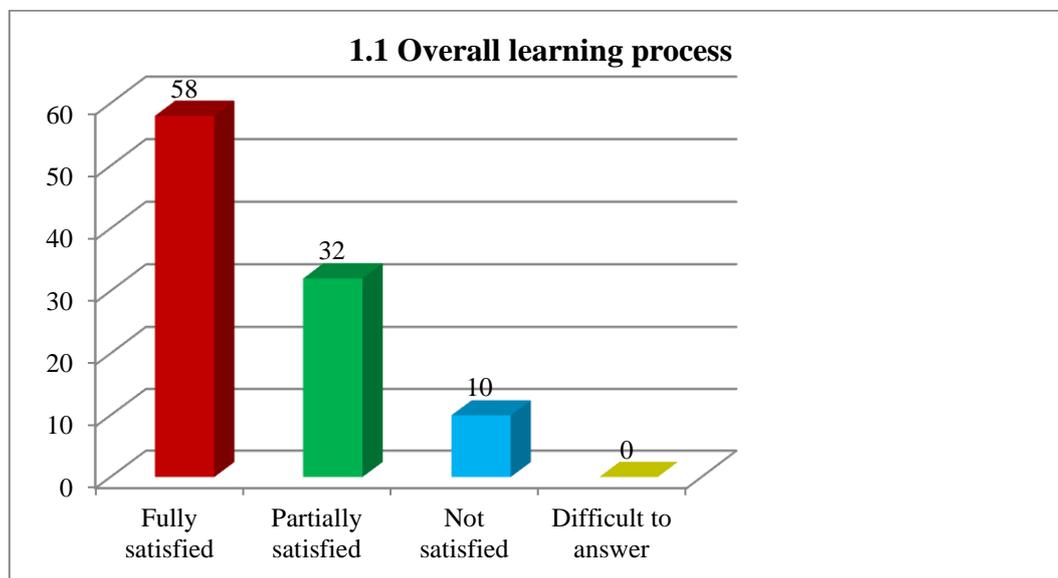
1.1 Overall learning process
1.2 Class schedule
1.3 Organization of independent work
1.4 Internship process
1.5 Organization and conduct of SIWT
1.6 Organization and conduct of laboratory work
1.7 Satisfaction with library services
1.8 Access to full-text databases of scientific publications
1.9 Living conditions in the dormitory
1.10 Quality of medical services
1.11 Organization of catering at the university (prices, product range, quality of prepared meals)

Other _____

If you answered “not satisfied” to the previous question, please provide recommendations for improving the provided services _____

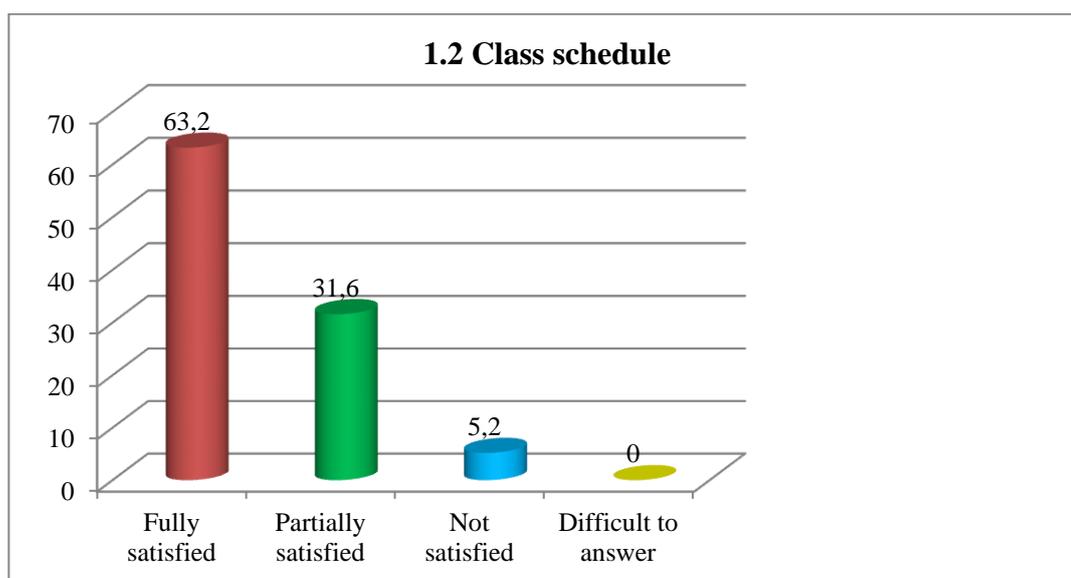
1.1 Overall learning process

Answer options	5th year (%)
<i>Fully satisfied</i>	58% (11 students)
<i>Partially satisfied</i>	32% (6 students)
<i>Not satisfied</i>	10% (2 students)
<i>Difficult to answer</i>	-



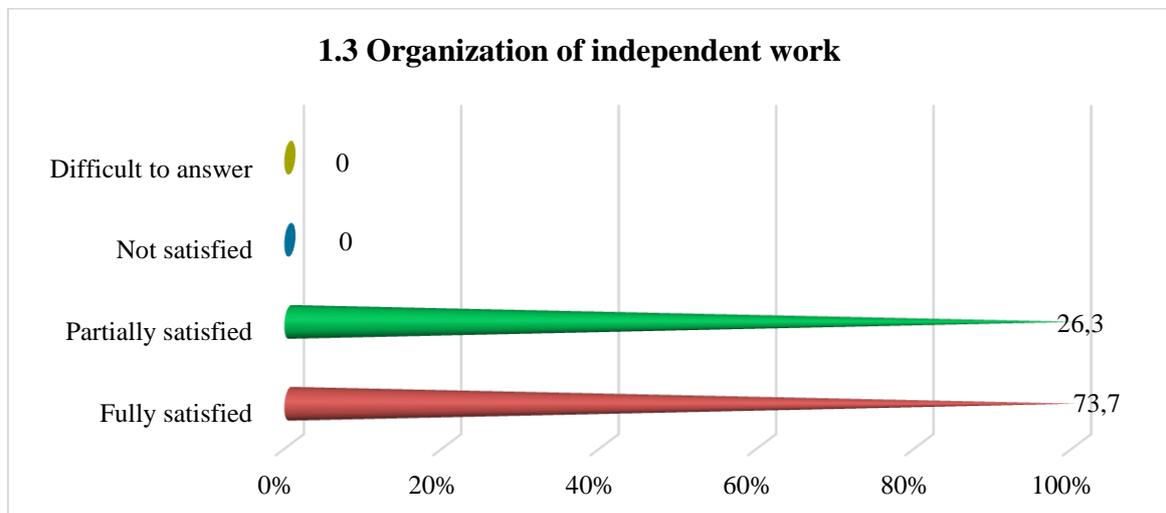
1.2 Class schedule

Answer options	5th year (%)
<i>Fully satisfied</i>	63,2% (12 students)
<i>Partially satisfied</i>	31,6% (6 students)
<i>Not satisfied</i>	5,2% (1 students)
<i>Difficult to answer</i>	-



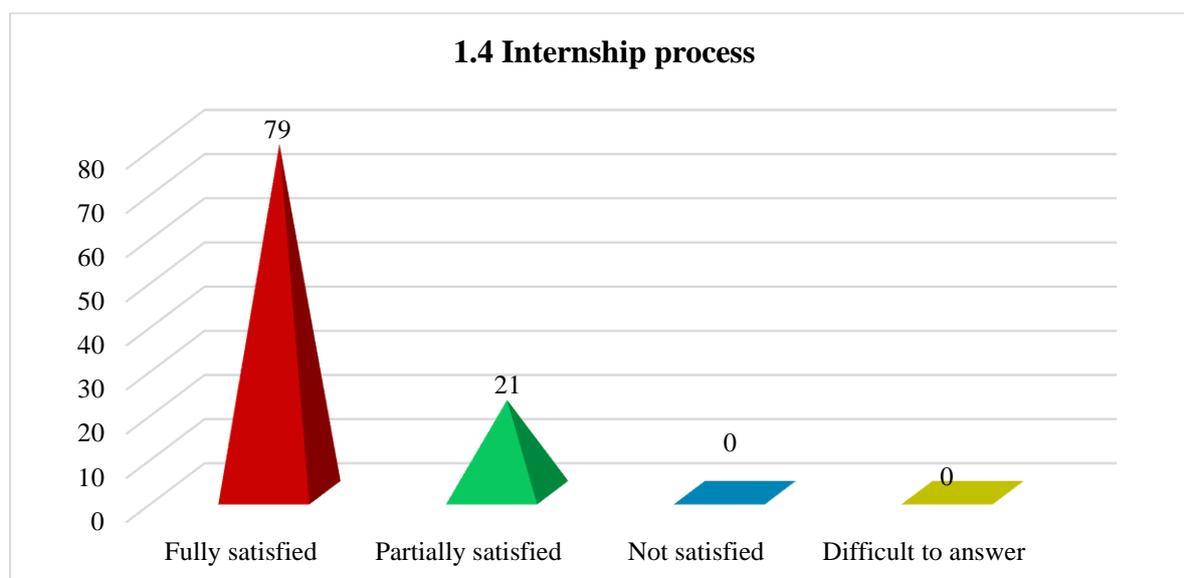
1.3 Organization of independent work

Answer options	5th year (%)
<i>Fully satisfied</i>	73,7% (14 students)
<i>Partially satisfied</i>	26,3% (5 students)
<i>Not satisfied</i>	-
<i>Difficult to answer</i>	-



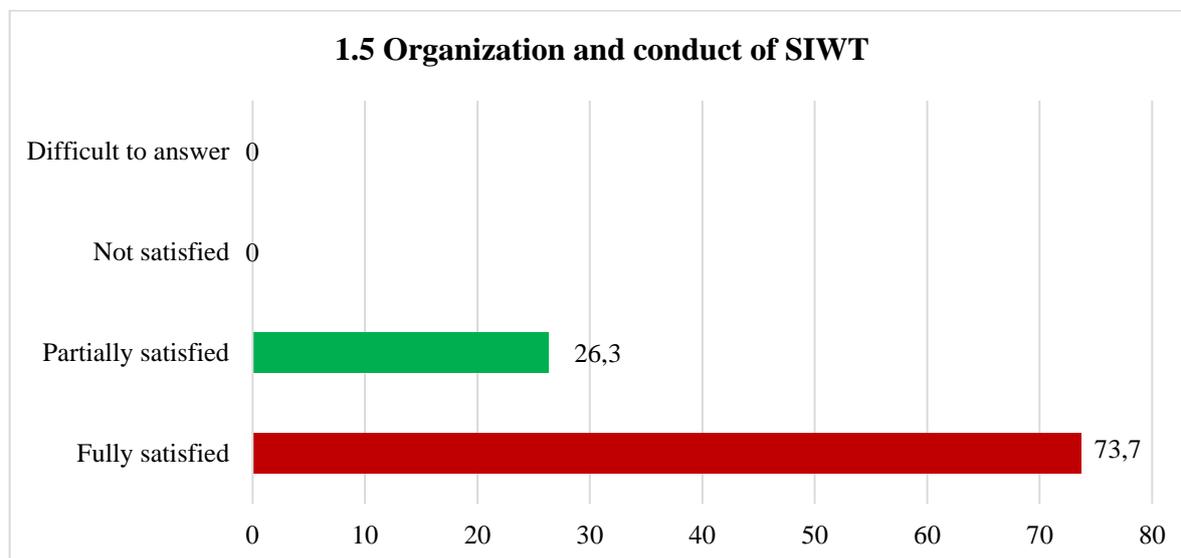
1.4 Internship process

Answer options	5th year (%)
<i>Fully satisfied</i>	79% (15 students)
<i>Partially satisfied</i>	21% (4 students)
<i>Not satisfied</i>	-
<i>Difficult to answer</i>	-



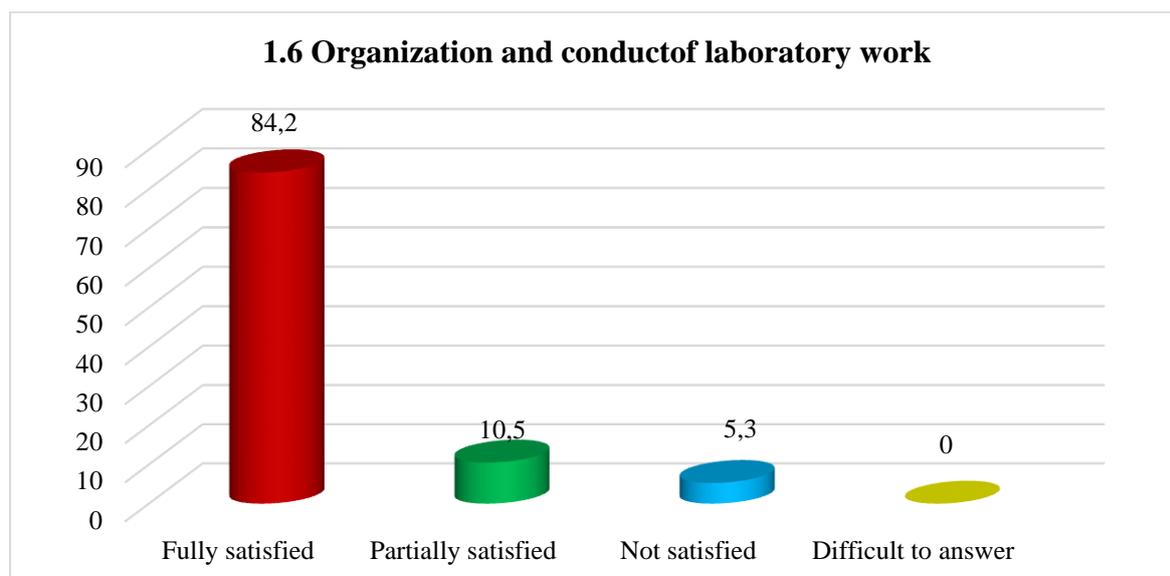
1.5 Organization and conduct of SIWT

Answer options	5th year (%)
<i>Fully satisfied</i>	73,7% (14 students)
<i>Partially satisfied</i>	26,3% (5 students)
<i>Not satisfied</i>	-
<i>Difficult to answer</i>	-



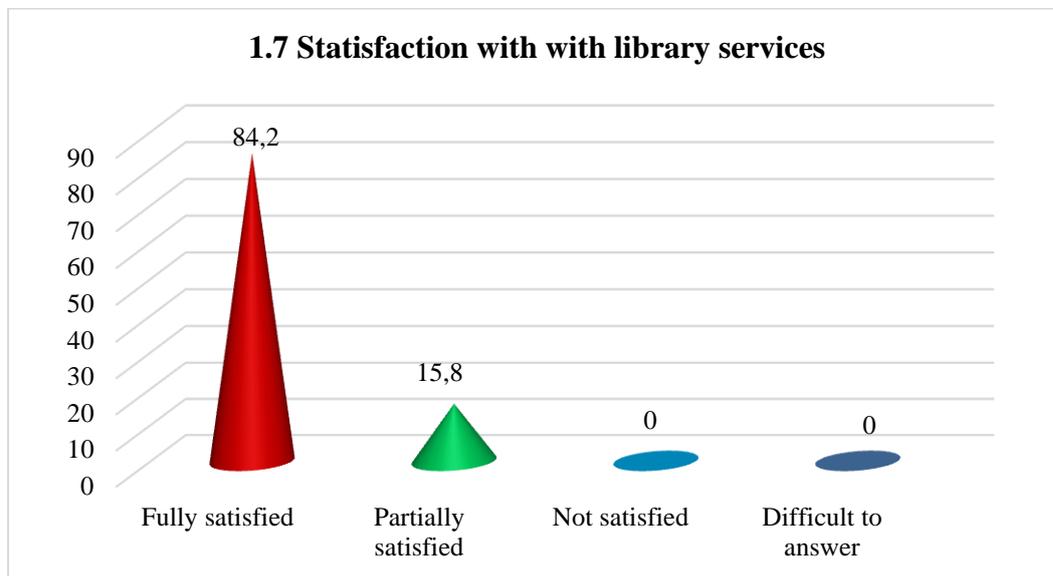
1.6 Organization and conduct of laboratory work

Answer options	5th year (%)
<i>Fully satisfied</i>	84,2% (16 students)
<i>Partially satisfied</i>	10,5% (2 students)
<i>Not satisfied</i>	5,3% (1 students)
<i>Difficult to answer</i>	-



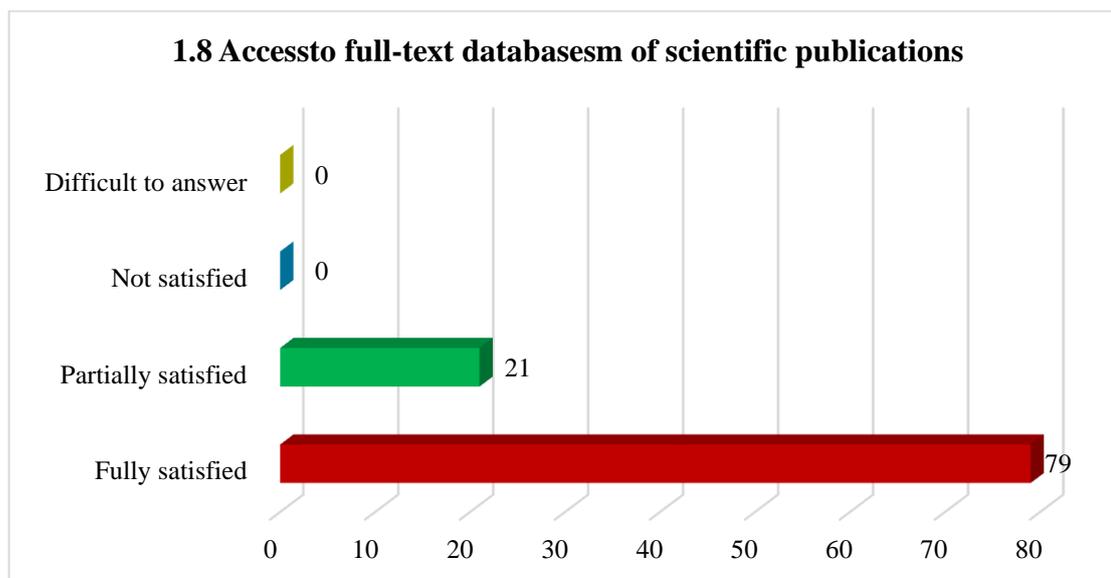
1.7 Satisfaction with library services

Answer options	5th year (%)
<i>Fully satisfied</i>	84,2% (16 students)
<i>Partially satisfied</i>	15,8% (3 students)
<i>Not satisfied</i>	-
<i>Difficult to answer</i>	-



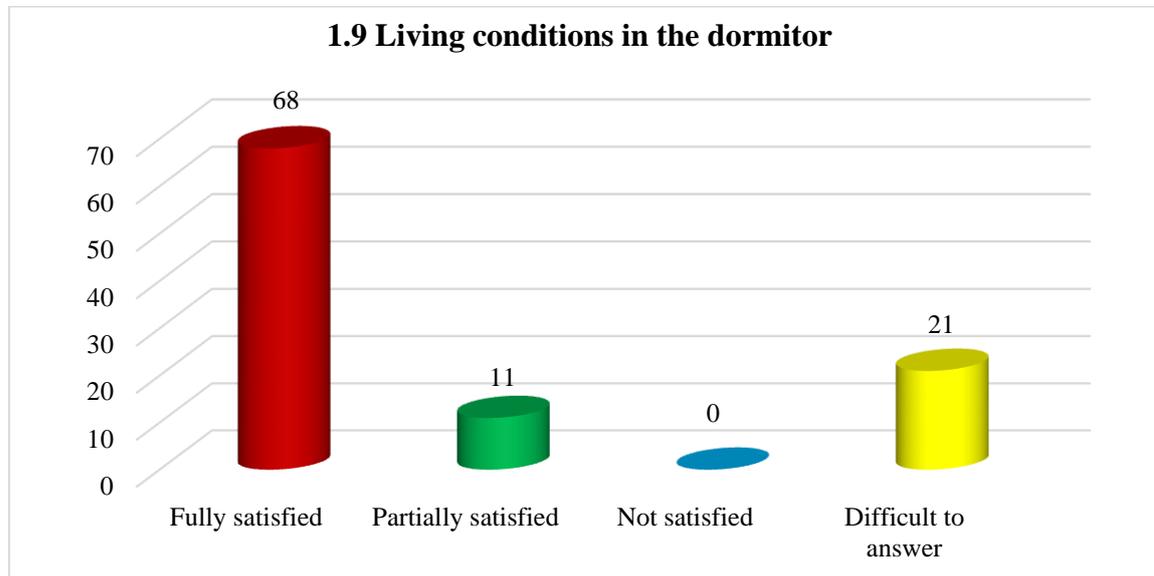
1.8 Access to full-text databases of scientific publications

Answer options	5th year (%)
<i>Fully satisfied</i>	79% (15 students)
<i>Partially satisfied</i>	21% (4 students)
<i>Not satisfied</i>	-
<i>Difficult to answer</i>	-



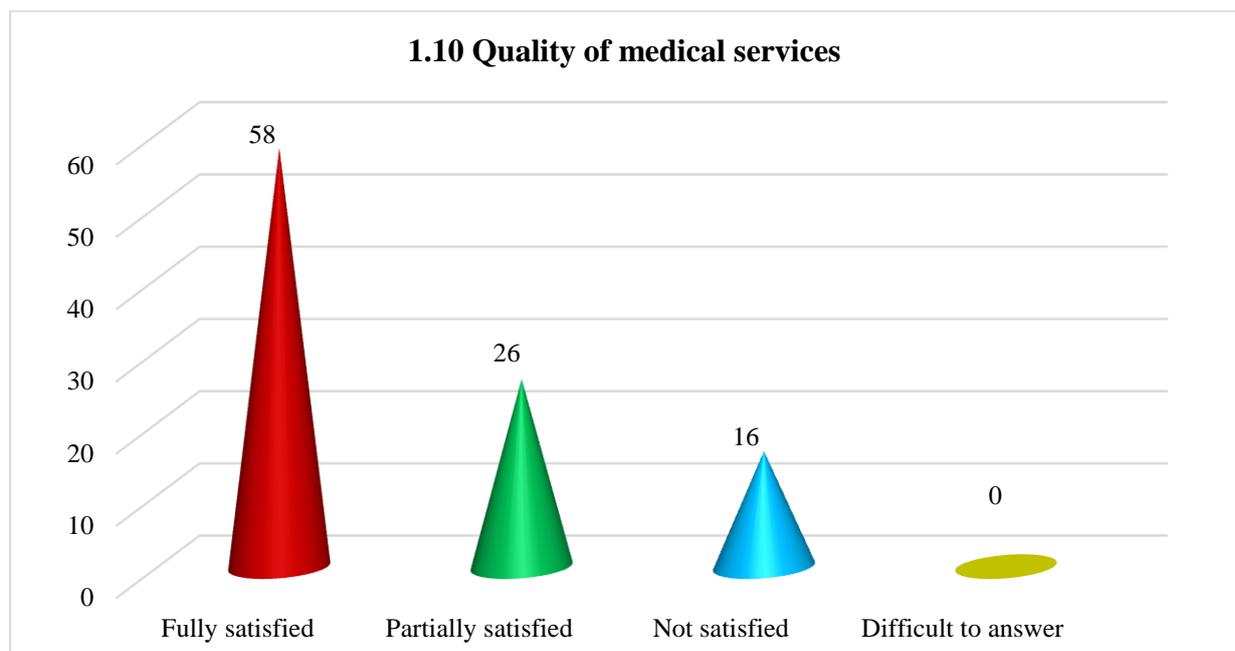
1.9 Living conditions in the dormitory

Answer options	5th year (%)
<i>Fully satisfied</i>	68% (13 students)
<i>Partially satisfied</i>	11% (2 students)
<i>Not satisfied</i>	-
<i>Difficult to answer</i>	21% (4 students)



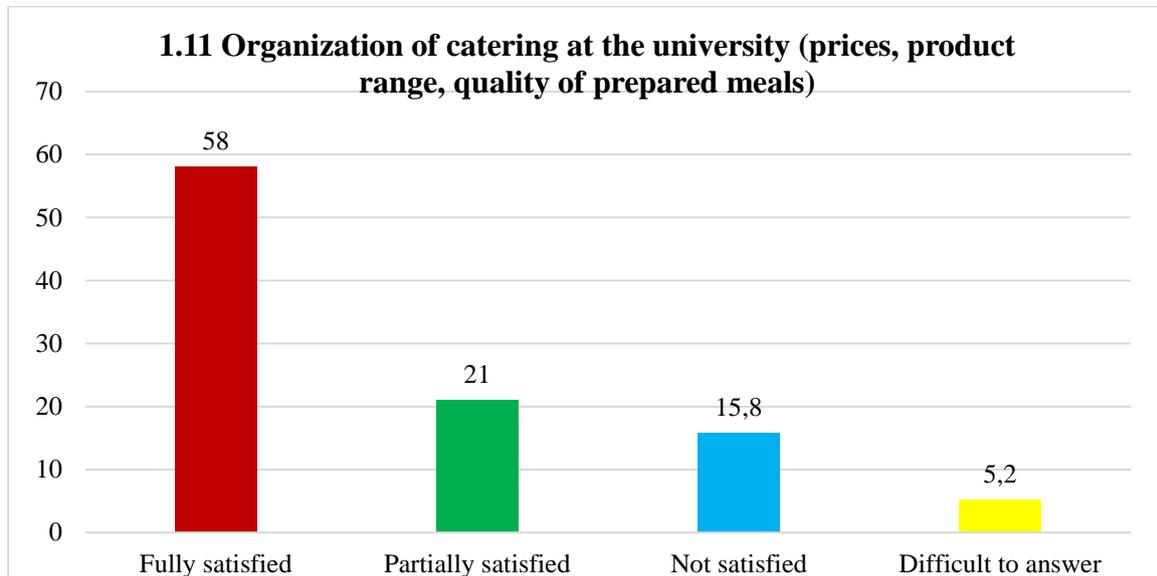
1.10 Quality of medical services

Answer options	5th year (%)
<i>Fully satisfied</i>	58% (11 students)
<i>Partially satisfied</i>	26% (5 students)
<i>Not satisfied</i>	16% (3 students)
<i>Difficult to answer</i>	-



1.11 Organization of catering at the university (prices, product range, quality of prepared meals)

Answer options	5th year (%)
<i>Fully satisfied</i>	58% (11 students)
<i>Partially satisfied</i>	21% (4 students)
<i>Not satisfied</i>	15,8% (3 students)
<i>Difficult to answer</i>	5,2% (1 students)



For the “**Other**” option, students provided the following responses*:

- No internet, even mobile signal is weak
- No internet, not enough sockets
- None (2).

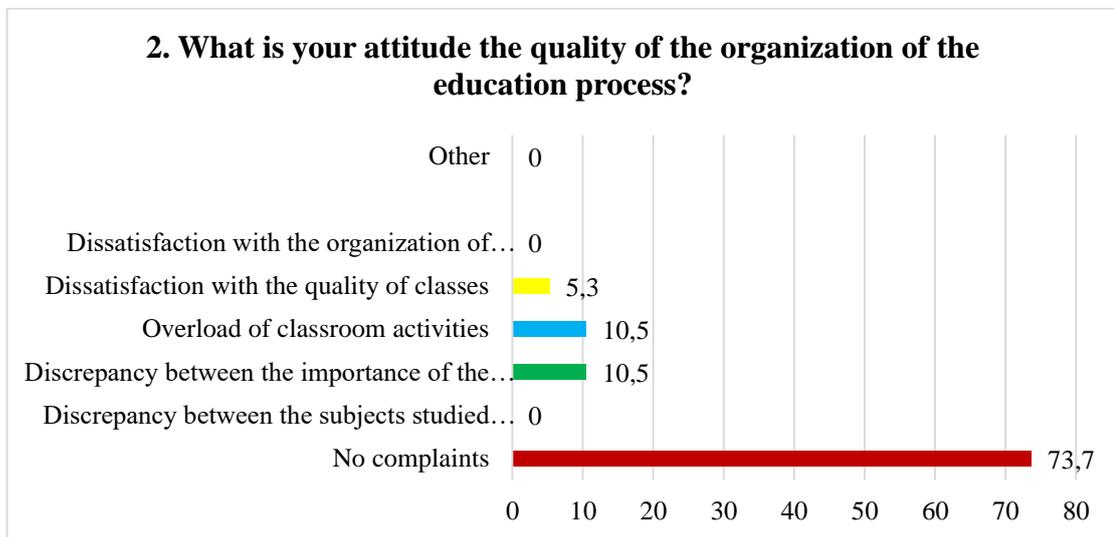
For the question “**If you answered 'not satisfied,' please give recommendations on how to improve the provided services,**” students mentioned the following responses*:

- There are not enough sockets in the classrooms
- Internet doesn't work

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

Answer options	5th year (%)
<i>No complaints</i>	73,7% (14 students)
<i>Discrepancy between the subjects studied and the specialty received</i>	-
<i>Discrepancy between the importance of the subject and the number of hours</i>	10,5% (2 students)
<i>Overload of classroom activities</i>	10,5% (2 students)
<i>Dissatisfaction with the quality of classes</i>	5,3% (1 students)
<i>Dissatisfaction with the organization of exams and tests</i>	-
<i>Other</i>	-

* The responses of students to the "other" option and “if you answered “dissatisfied” to the previous question” are presented in the original form. The spelling and punctuation of the author have been preserved.

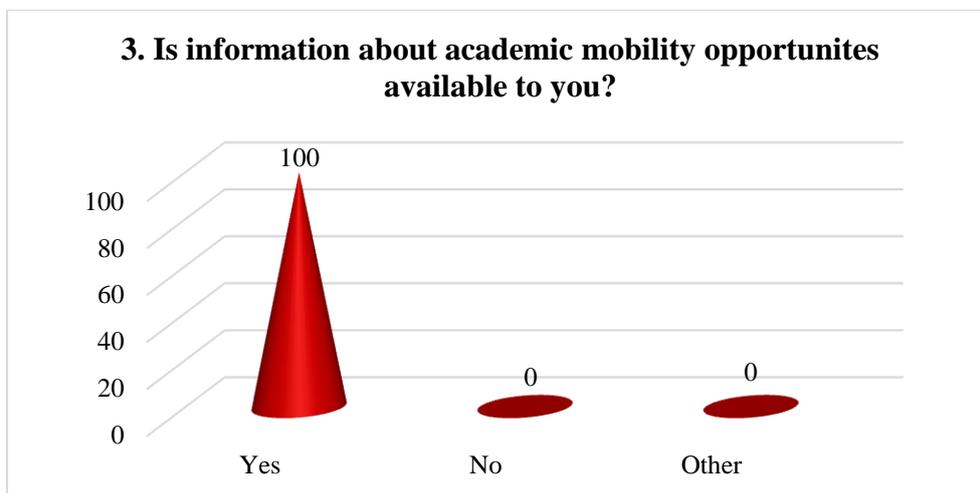


For the “**Other**” option, students provided the following responses* :
 - Internet doesn't work and there aren't enough sockets

For the question “**If you answered "Does not meet or does not satisfy" to the previous question, please provide recommendations for improvement,**” there are no responses.

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

Answer options	5th year (%)
Yes	100% (19 students)
No	-
Other	-



4. What are your opinions on the following relations:

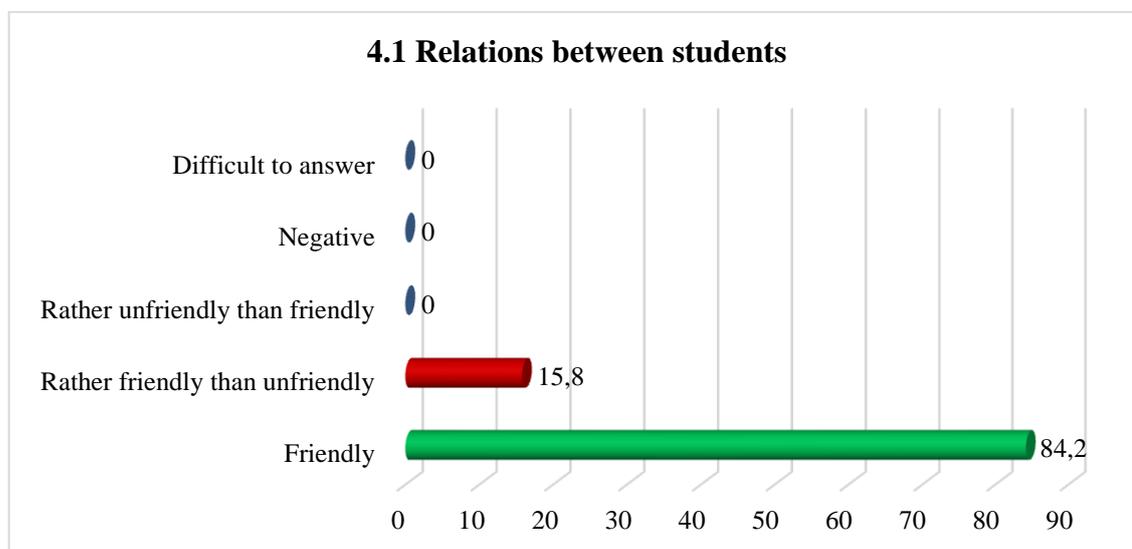
4.1 Relations between students
4.2 Relations between teachers and students (in the educational process)
4.3 Relations between students and supervisors
4.4 Relations between students and the administration
4.5 Relations between students and staff of departments (library, student office, etc.)
4.6 Relations between students and the security service

Other _____

If you answered “Rather unfriendly than friendly” or “Negative,” please provide recommendations for improvement _____

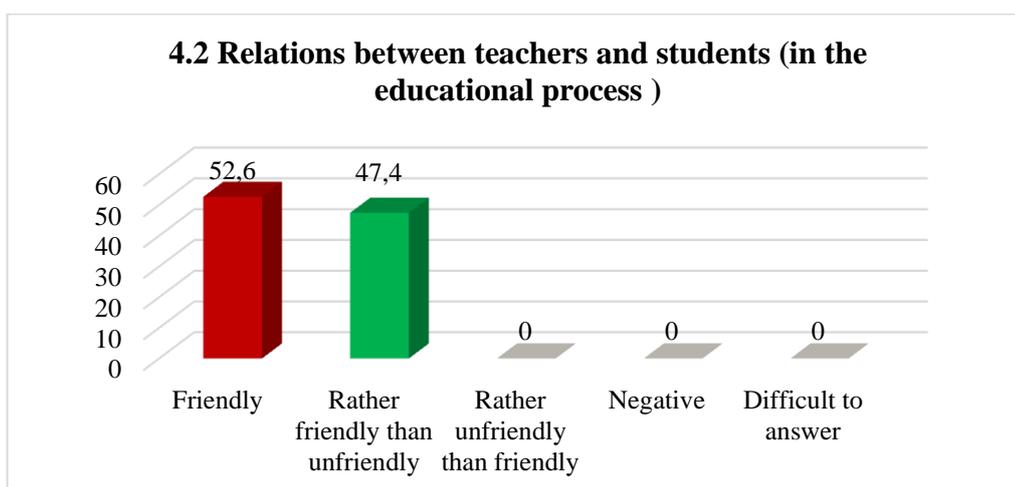
4.1 Relations between students

Answer options	5th year (%)
<i>Friendly</i>	84,2% (16 students)
<i>Rather friendly than unfriendly</i>	15,8% (3 students)
<i>Rather unfriendly than friendly</i>	-
<i>Negative</i>	-
<i>Difficult to answer</i>	-



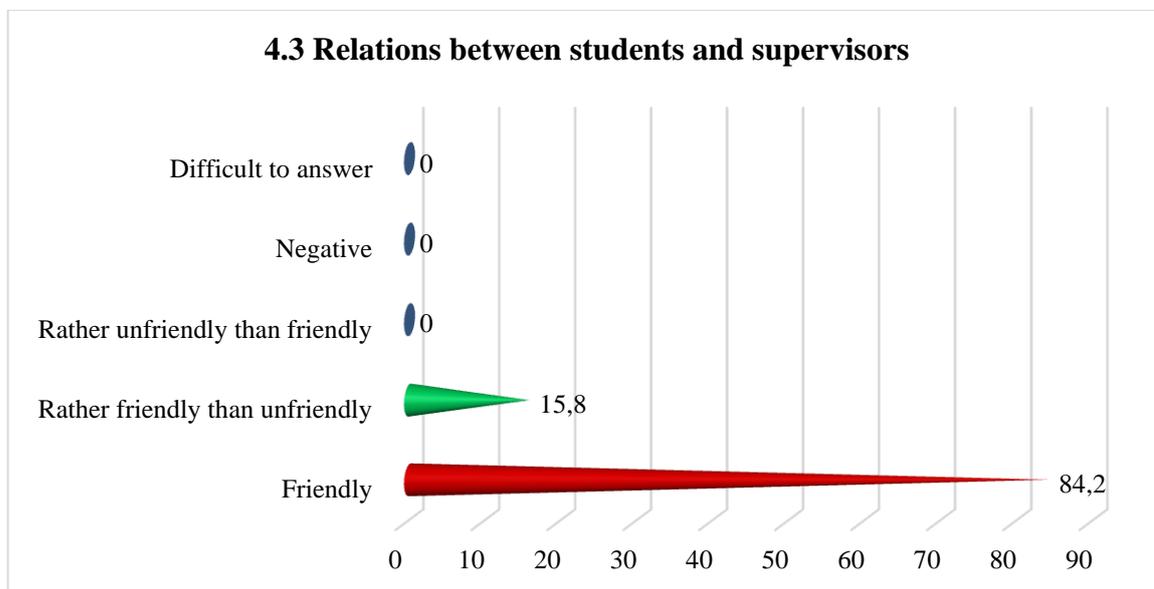
4.2 Relations between teachers and students (in the educational process)

Answer options	5th year (%)
<i>Friendly</i>	52,6% (10 students)
<i>Rather friendly than unfriendly</i>	47,4% (9 students)
<i>Rather unfriendly than friendly</i>	-
<i>Negative</i>	-
<i>Difficult to answer</i>	-



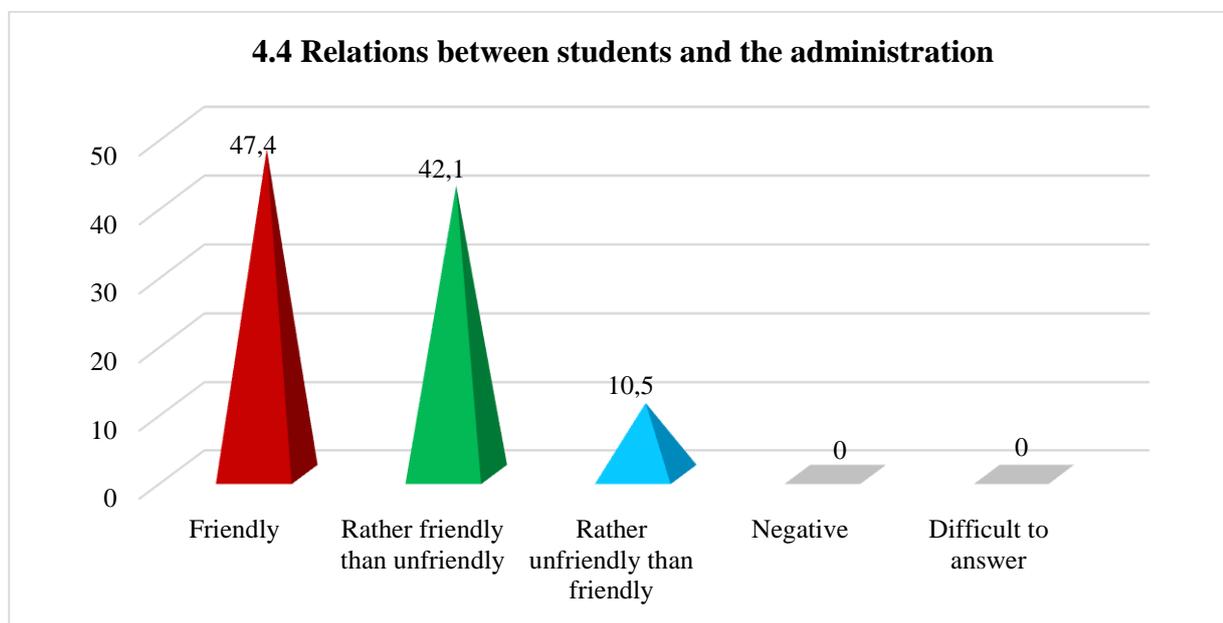
4.3 Relations between students and supervisors

Answer options	5th year (%)
<i>Friendly</i>	84,2% (16 students)
<i>Rather friendly than unfriendly</i>	15,8% (3 students)
<i>Rather unfriendly than friendly</i>	-
<i>Negative</i>	-
<i>Difficult to answer</i>	-



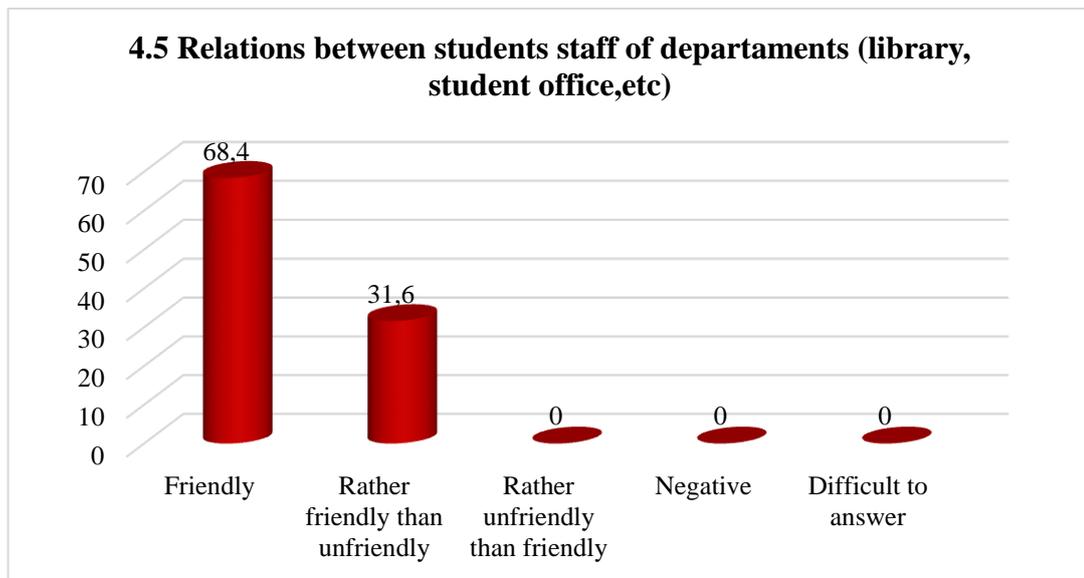
4.4 Relations between students and the administration

Answer options	5th year (%)
<i>Friendly</i>	47,4% (9 students)
<i>Rather friendly than unfriendly</i>	42,1% (8 students)
<i>Rather unfriendly than friendly</i>	10,5% (2 students)
<i>Negative</i>	-
<i>Difficult to answer</i>	-



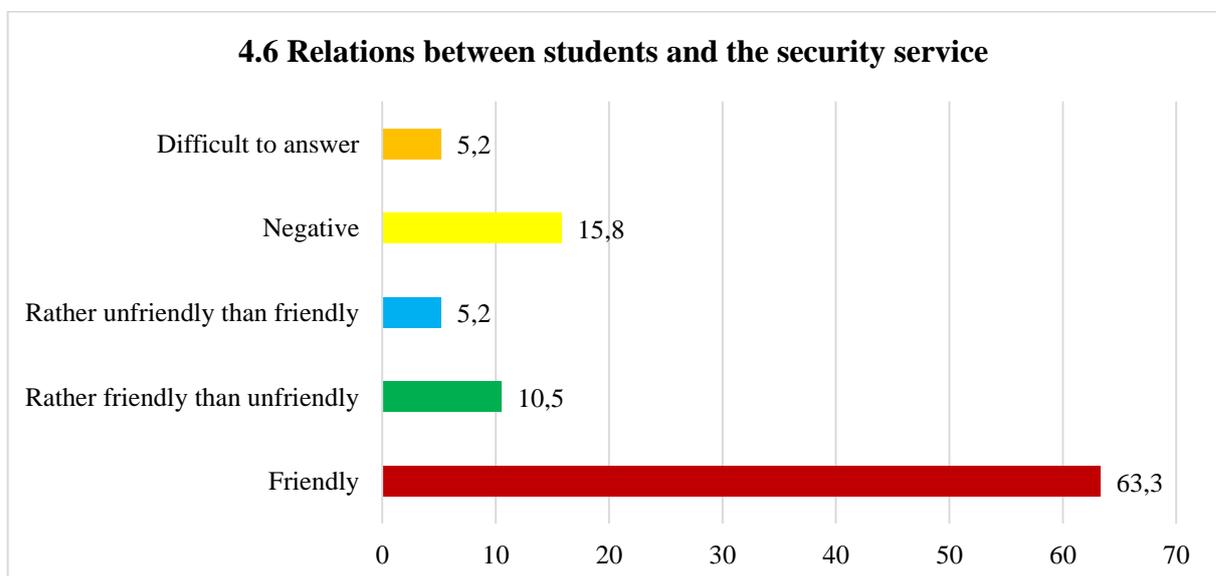
4.5 Relations between students and staff of departments (library, student office, etc.)

Answer options	5th year (%)
<i>Friendly</i>	68,4% (13 students)
<i>Rather friendly than unfriendly</i>	31,6% (6 students)
<i>Rather unfriendly than friendly</i>	-
<i>Negative</i>	-
<i>Difficult to answer</i>	-



4.6 Relations between students and the security service

Answer options	5th year (%)
<i>Friendly</i>	63,3% (12 students)
<i>Rather friendly than unfriendly</i>	10,5% (2 students)
<i>Rather unfriendly than friendly</i>	5,2% (1 students)
<i>Negative</i>	15,8% (3 students)
<i>Difficult to answer</i>	5,2% (1 students)



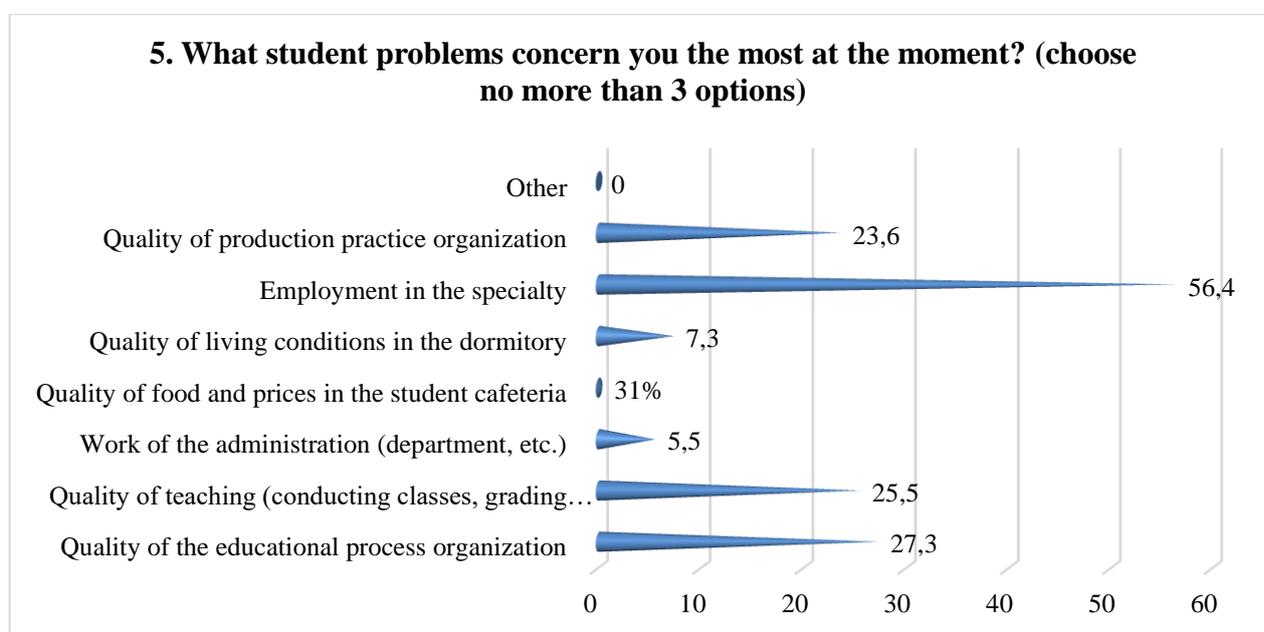
For the question “**If you answered 'Rather unfriendly than friendly' or 'Negative,' please provide recommendations for improvement,**” students provided the following responses*:

- The security guards are awful

5. What student problems concern you the most at the moment? (choose no more than 3 options)

Answer options	5th year (%)
<i>Quality of the educational process organization</i>	27,3% (15 students)
<i>Quality of teaching (conducting classes, grading knowledge, etc.)</i>	25,5% (14 students)
<i>Work of the administration (department, etc.)</i>	5,5% (3 students)
<i>Quality of food and prices in the student cafeteria</i>	31% (17 students)
<i>Quality of living conditions in the dormitory</i>	7,3% (4 students)
<i>Employment in the specialty</i>	56,4% (31 students)
<i>Quality of production practice organization</i>	23,6% (13 students)
<i>Other</i>	-

* Sum of percentages is not 100 because multiple answers were allowed



For the “**Other**” option, students provided the following responses*:

- Everything is fine
- No problems

6. Do you participate in the university's research work? If yes, in what forms? (mark all that apply)

Answer options	5th year (%)
<i>Did not participate(s)</i>	42,1% (8 students)
<i>Sometimes, when it is necessary on formal grounds</i>	21% (4 students)
<i>In scientific projects of laboratories, centers, etc. under a contract, grant, etc.</i>	10,5% (2 students)

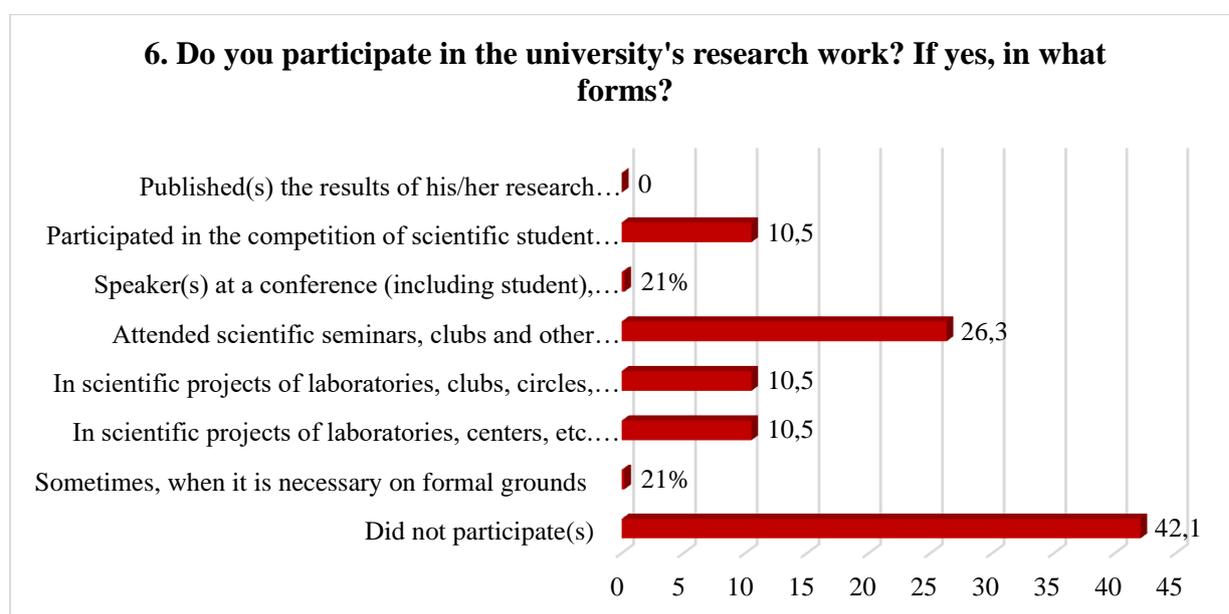
* The responses of students to the “other” option and “if you answered “dissatisfied” to the previous question” are presented in the original form. The spelling and punctuation of the author have been preserved.

<i>In scientific projects of laboratories, clubs, circles, etc. on a gratuitous basis.</i>	10,5% (2 students)
<i>Attended scientific seminars, clubs and other scientific events.</i>	26,3% (5 students)
<i>Speaker(s) at a conference (including student), scientific seminar)</i>	21% (4 students)
<i>Participated in the competition of scientific student works</i>	10,5% (2 students)
<i>Published(s) the results of his/her research (including in student collections)</i>	-

**The percentage sum does not equal 100 because multiple response options were allowed*

For the question “**If you answered 'I do not participate' to the previous question, please explain why,**” the students provided the following responses*:

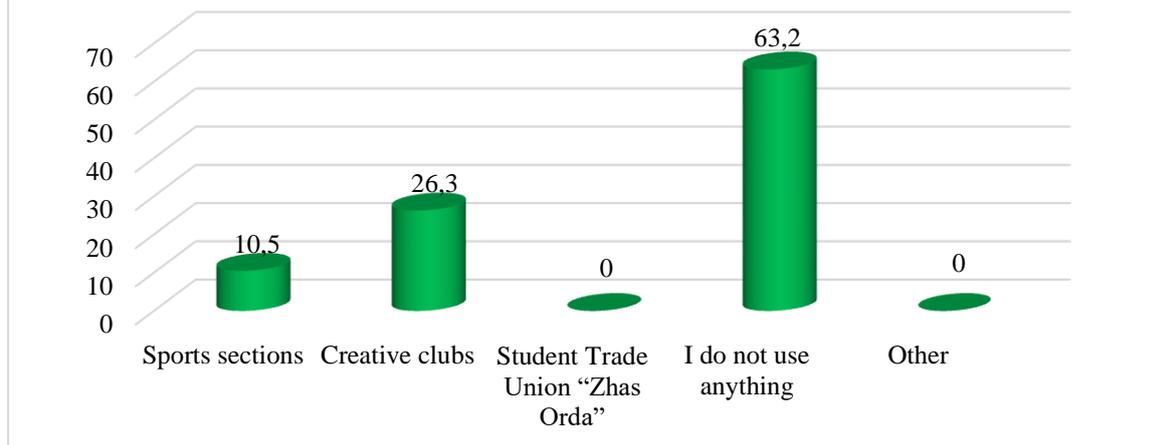
- Нету интереса
- Не хочу



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

Answer options	5th year (%)
<i>Sports sections</i>	10,5% (2 students)
<i>Creative clubs</i>	26,3% (5 students)
<i>Student Trade Union “Zhas Orda”</i>	-
<i>I do not use anything</i>	63,2% (12 students)
<i>Other</i>	-

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



For the question “**If you answered 'I do not use anything' to the previous question, please explain why,**” the students provided the following responses* :

- No time
- There is no information about sections and clubs
- No time

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

8.1 Availability of necessary scientific literature in the library
8.2 Modernity of computer equipment
8.3 Internet bandwidth and 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

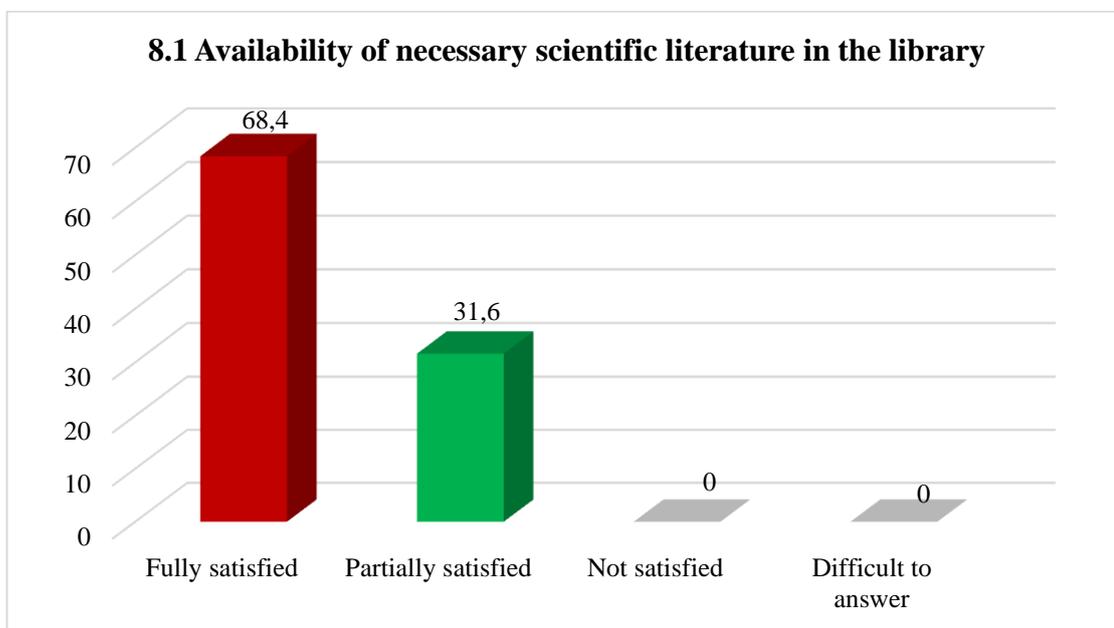
Other _____

If you answered “**Not satisfied**” to the previous question, please provide recommendations for improving the services _____

8.1 Availability of necessary scientific literature in the library

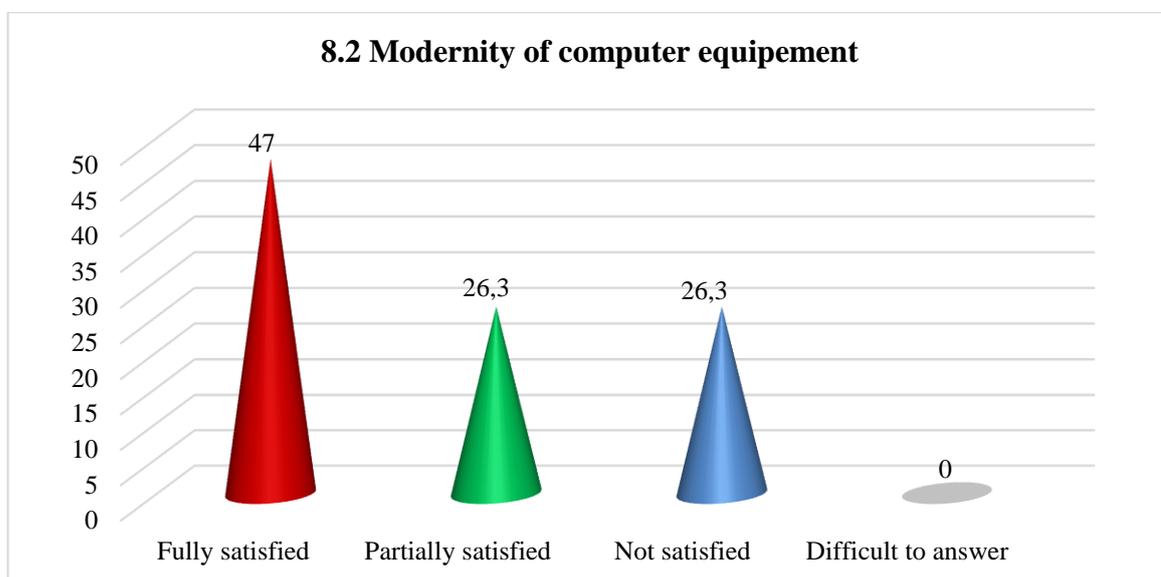
Answer options	5th year (%)
<i>Fully satisfied</i>	68,4% (13 students)
<i>Partially satisfied</i>	31,6% (6 students)
<i>Not satisfied</i>	-
<i>Difficult to answer</i>	-

8.1 Availability of necessary scientific literature in the library



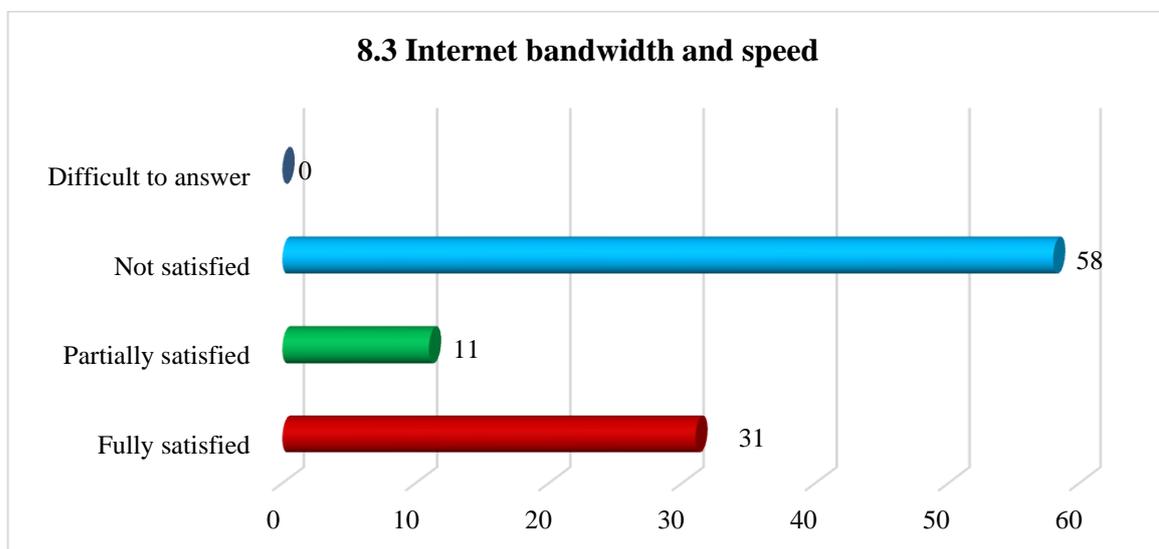
8.2 Modernity of computer equipment

Answer options	5th year (%)
<i>Fully satisfied</i>	47,4% (9 students)
<i>Partially satisfied</i>	26,3% (5 students)
<i>Not satisfied</i>	26,3% (5 students)
<i>Difficult to answer</i>	-



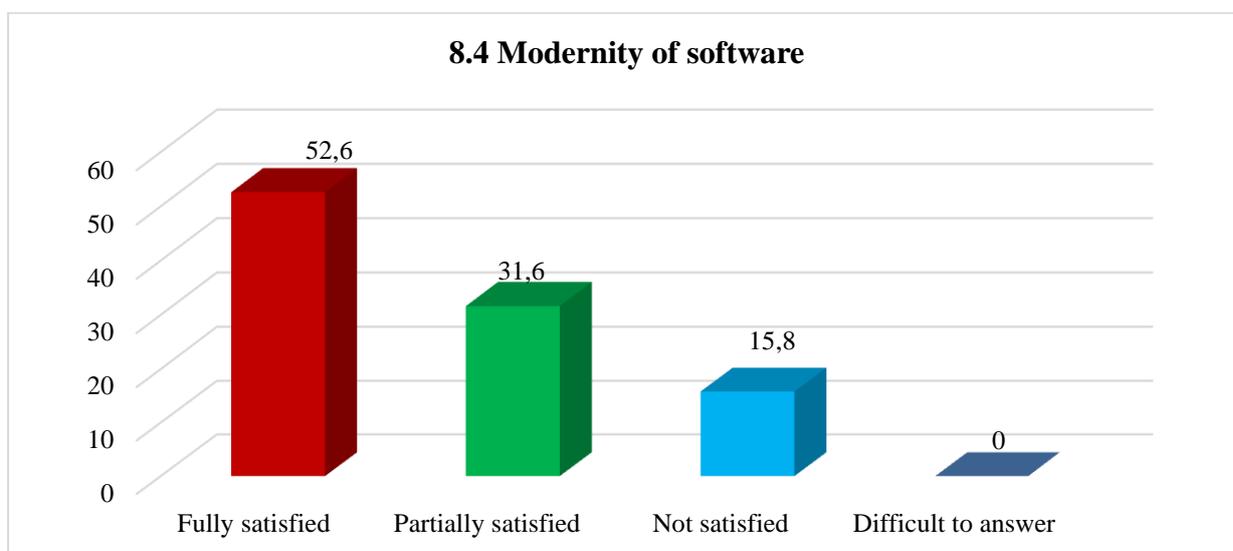
8.3 Internet bandwidth and speed

Answer options	5th year (%)
<i>Fully satisfied</i>	31% (6 students)
<i>Partially satisfied</i>	11% (2 students)
<i>Not satisfied</i>	58% (11 students)
<i>Difficult to answer</i>	-



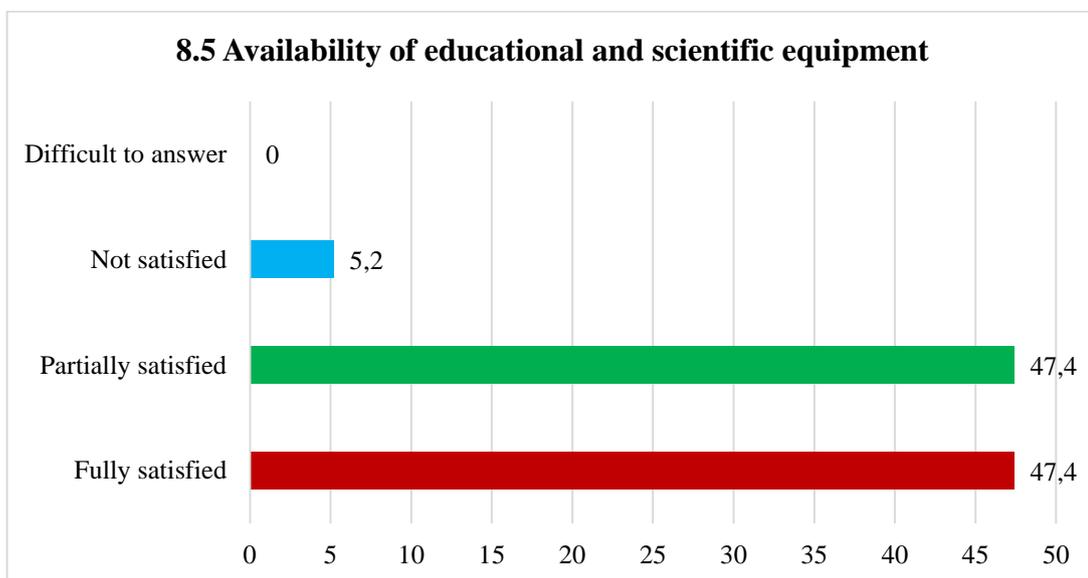
8.4 Modernity of software

Answer options	5th year (%)
<i>Fully satisfied</i>	52,6% (10 students)
<i>Partially satisfied</i>	31,6% (6 students)
<i>Not satisfied</i>	15,8% (3 students)
<i>Difficult to answer</i>	-



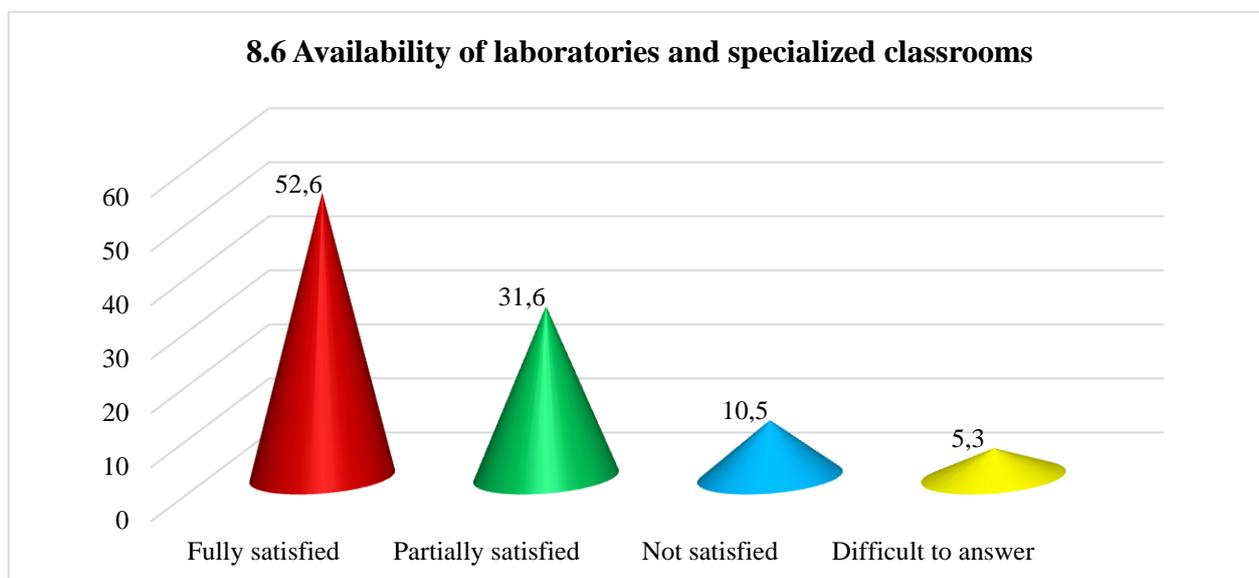
8.5 Availability of educational and scientific equipment

Answer options	5th year (%)
<i>Fully satisfied</i>	47,4% (9 students)
<i>Partially satisfied</i>	47,4% (9 students)
<i>Not satisfied</i>	5,2% (1 students)
<i>Difficult to answer</i>	-



8.6 Availability of laboratories and specialized classrooms

Answer options	5th year (%)
<i>Fully satisfied</i>	52,6% (10 students)
<i>Partially satisfied</i>	31,6% (6 students)
<i>Not satisfied</i>	10,5% (2 students)
<i>Difficult to answer</i>	5,3% (1 students)



8.7 Availability of sports equipment

Answer options	5th year (%)
<i>Fully satisfied</i>	63,1% (12 students)
<i>Partially satisfied</i>	26,3% (5 students)
<i>Not satisfied</i>	5,3% (1 students)
<i>Difficult to answer</i>	5,3% (1 students)



For the “**Other**” option, students provided the following responses*:

- From the entire group, we kindly ask that you please provide stable internet access!!!
- There are not enough outlets, and the internet is not working

For the “**If you answered “Not satisfied” to the previous question, please provide recommendations for improvement**” question, students provided the following responses*:

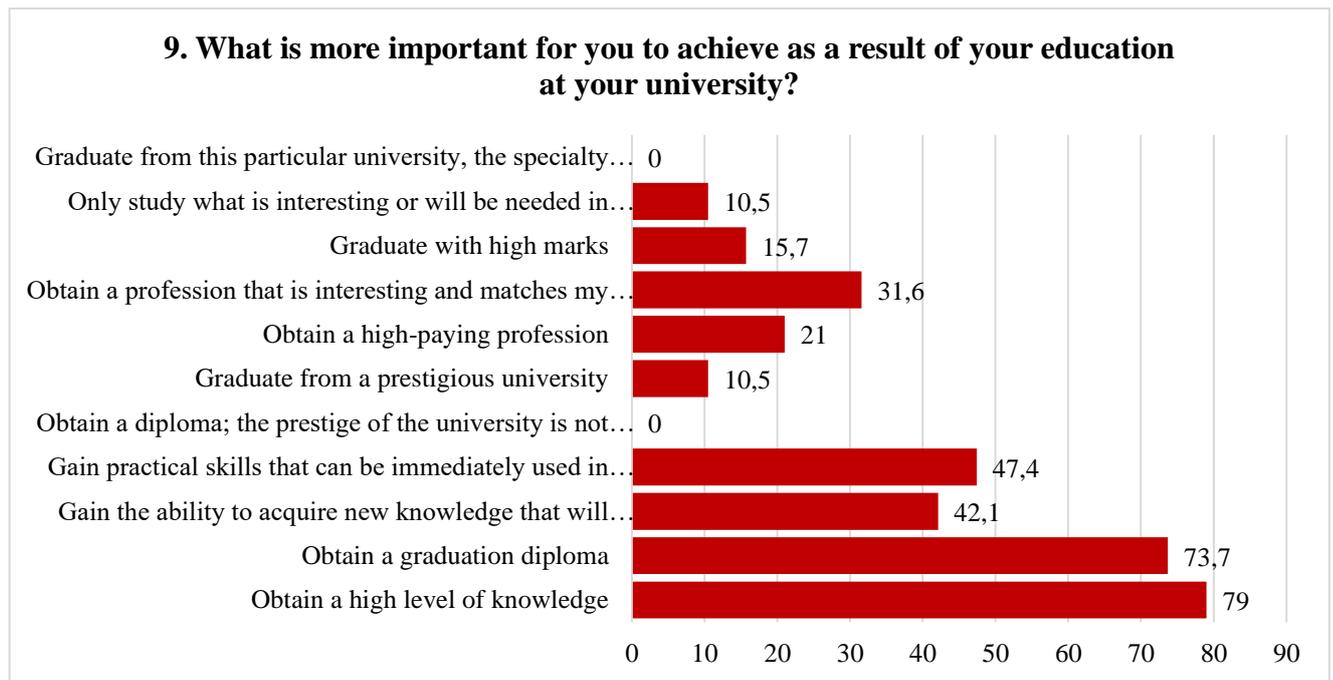
- I cannot provide recommendations for the internet, it just needs to work and be set up for a large number of users
- The internet doesn’t work at all, everything is blocked. How can we work with programs under such conditions? Neither the teacher can show anything, nor can we send anything. The internet used to work well not long ago. What’s the point of having "internet" if you can’t use it? For example, I can’t share my mobile data.
- The internet is not working

9. What is more important for you to achieve as a result of your education at your university? (You can choose one or more options)

Answer options	5th year (%)
<i>Obtain a high level of knowledge</i>	79% (15 students)
<i>Obtain a graduation diploma</i>	73,7% (14 students)
<i>Gain the ability to acquire new knowledge that will help quickly adapt to the workplace</i>	42,1% (8 students)
<i>Gain practical skills that can be immediately used in work</i>	47,4% (9 students)
<i>Obtain a diploma; the prestige of the university is not important</i>	-
<i>Graduate from a prestigious university</i>	10,5% (2 students)
<i>Obtain a high-paying profession</i>	21% (4 students)
<i>Obtain a profession that is interesting and matches my abilities</i>	31,6% (6 students)
<i>Graduate with high marks</i>	15,7% (3 students)
<i>Only study what is interesting or will be needed in future studies (work)</i>	10,5% (2 students)
<i>Graduate from this particular university, the specialty does not matter</i>	-
<i>Obtain this specialty, the university does not matter</i>	-

*The responses of students to the “other” option and “if you answered “dissatisfied” to the previous question” are presented in the original form. The spelling and punctuation of the author have been preserved.

* The percentage sum does not equal 100 because multiple response options were allowed



Based on the results of the questionnaire “Student Satisfaction with Educational Services for 2nd-5th Year Students,” the following conclusions can be made:

The analysis of the results of filling out the questionnaire “Student Satisfaction with Educational Services for 2nd-5th Year Students” indicates a positive attitude of students to the conditions, content, organization and quality of the educational process at the university. The main part of the surveyed students of the specialty “Design” (90%) expressed full satisfaction with the learning process in general. For convenience of analysis, let us consider the aspects according to the following levels of satisfaction:

Students rated the following criteria as “excellent quality” (satisfaction levels above 80%), indicating complete or partial satisfaction:

- Class schedule (94,8%);
- Organization of independent work (100%);
- Quality of internships (100%);
- Organization and implementation of SIWT (100%);
- Organization and implementation of laboratory work (94,7%)
- Satisfaction with the library (100%);
- Access to full-text databases of scientific publications (100%);
- Quality of medical services (84%),

Students rated the following criteria as "good quality" (satisfaction rates below 80%) the following criteria: living conditions in the dormitory (79%), organization of university catering (79%).

The analysis shows that students generally have a positive assessment of the educational process organization. However, certain issues were noted that affect the comfort of studying, particularly the lack of stable internet, insufficient outlets in classrooms, and unsuitable conditions for completing academic tasks. To address these issues, it is recommended to improve the technical facilities of classrooms, provide stable internet access, and create more comfortable working conditions for students.

73.7% of students are satisfied with the organization of the educational process. However, 10.5% mentioned overcrowding in classroom activities and the mismatch between the importance of subjects and the number of hours allocated. One student expressed dissatisfaction with the quality of the lessons.

All 5th-year students (100%) confirmed that they have access to information about academic mobility opportunities.

Most 5th-year students assess relationships as friendly: between students (84.2%), between students and teachers (100%), and with supervisors (84.2%). Relationships with administration and staff are generally positive, although 10.5% of students noted a lack of friendliness. Negative aspects were observed in relations with security (15.8%), with recommendations to improve interactions.

The main concerns for students include employment in their specialty and the quality of food in the cafeteria. Students are also concerned about the organization of the educational process and the quality of teaching. Some students noted problems with the lack of necessary equipment in classrooms and poor internet quality.

42.1% of students do not participate in the university's scientific work. Among those who do, most limit themselves to attending scientific events or participating for formal reasons. Reasons for non-participation include lack of interest and desire.

63.2% of 5th-year students do not use the opportunities provided by the university for personal development. Among those who do, the majority participate in creative clubs (26.3%), while 10.5% participate in sports sections. The main reasons for not participating are a lack of time and lack of information about sections and clubs.

The majority of 5th-year students are satisfied with the university's material base, especially the availability of scientific literature in the library (68.4%) and sports equipment (63.1%). However, there are issues with the modernity of computer equipment, internet connectivity, and access to high-speed internet. 58% of students are dissatisfied with the internet speed, and 26.3% are dissatisfied with the state of the computer equipment. There are also complaints about internet connectivity, which often does not work properly, hindering the educational process.

For 5th-year students, the most important goals in their education are obtaining a high level of knowledge (79%) and obtaining a diploma (73.7%). There is also significant attention to gaining practical skills that can be immediately used in work (47.4%) and the ability to acquire new knowledge to quickly adapt to the workplace (42.1%). The prestige of the university, a high-paying profession, and a diploma with high grades play a lesser role for the majority of students.

In general, the survey results indicate that students are satisfied with most aspects of the educational process and the university's material base. However, issues with internet connectivity and modern equipment remain. There is also a low level of student participation in scientific and extracurricular activities, suggesting a need to create more accessible conditions for their involvement.

The overall satisfaction of 5th-year students in the "Design" specialty with educational services is 89.5%, indicating a high level of satisfaction despite some problems and areas for improvement.

Recommendations:

The Center of Quality Management and Accreditation recommends that the students be informed about the survey results and that they be discussed during mentor hours. This

will allow students to provide their suggestions for improving the educational process and learning condition.