Report
on the results of the survey
"Satisfaction of 2-5 year students with educational services"
in 2024-2025 academic year
Department: Enterprise Economy and Management
Специальность: 6B03109 – Assessment (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 the other areas of the University 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 6B03109 – Valuation (by branches), 5 respondents out took part in the survey, which is 62.5% of the total number of students in this specialty (8).

- 3 year – 3 студентов (60%);
- 4 year – 2 студент (66,7%);

Mode of training
- Budget – 2 students (40%);
- Paid – 3 students (60%).

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

Indicators:

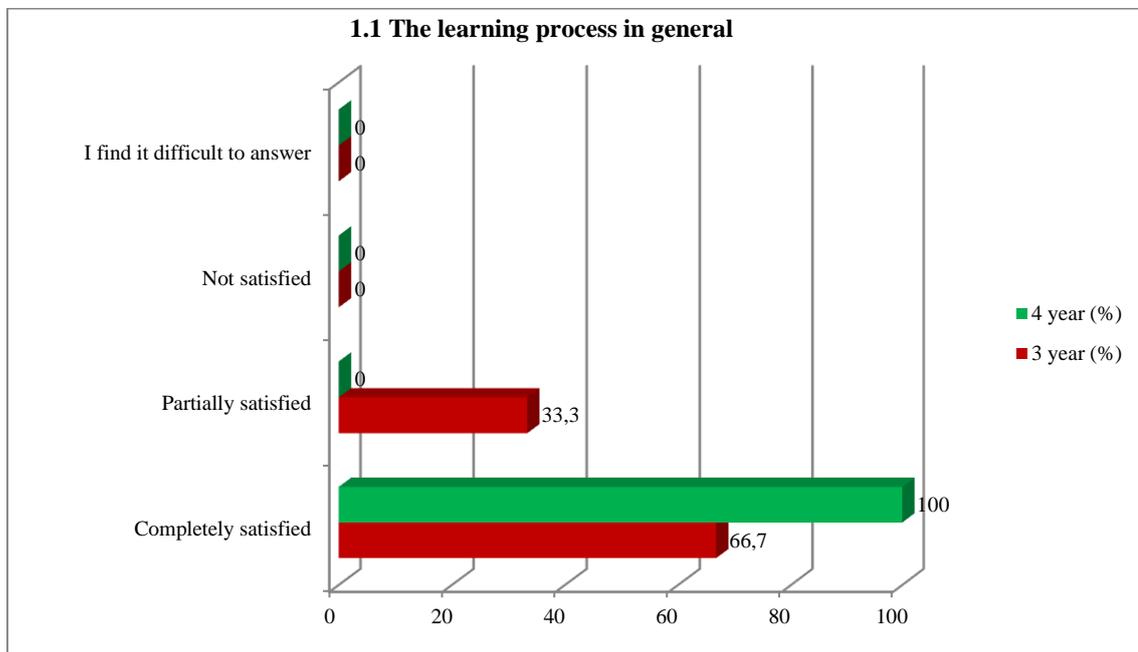**1. Are you satisfied with the quality of the services provided?**

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_____.
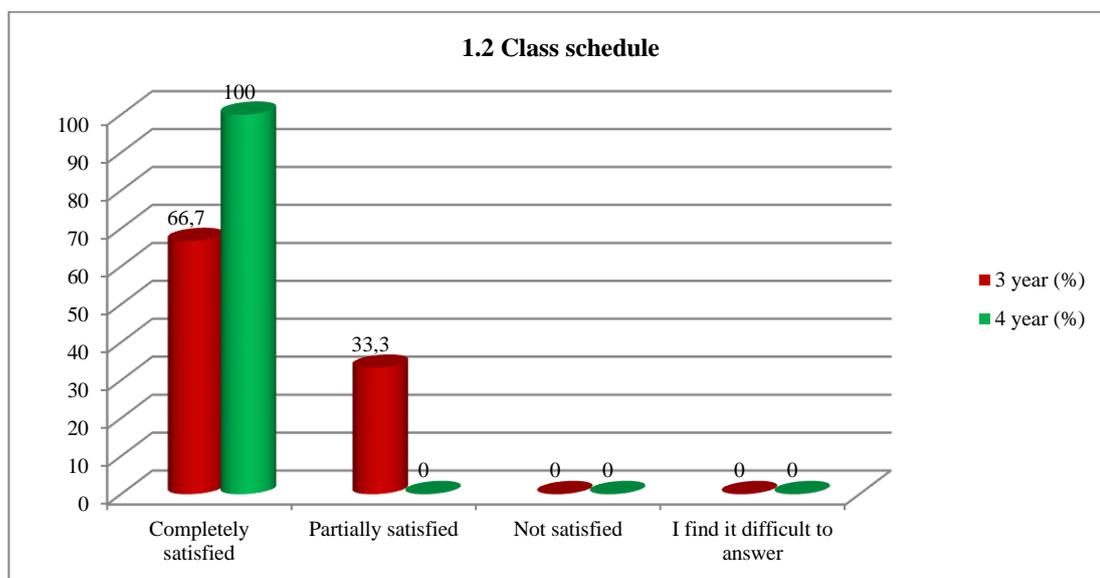
1.1 The learning process in general

Answer options	3 year (%)	4 year (%)
Completely satisfied	66,7% (2 чел.)	100% (2 чел.)
Partially satisfied	33,3% (1 чел.)	-
Not satisfied	-	-
I find it difficult to answer	-	-

1.2 Class schedule

Answer options	3 year (%)	4 year (%)
Completely satisfied	66,7% (2 чел.)	100% (2 чел.)
Partially satisfied	33,3% (1 чел.)	-
Not satisfied	-	-
I find it difficult to answer	-	-

1.3 Organization of independent work

Answer options	3 year (%)	4 year (%)
Completely satisfied	66,7% (2 чел.)	50% (1 чел.)
Partially satisfied	33,3% (1 чел.)	50% (1 чел.)
Not satisfied	-	-
I find it difficult to answer	-	-

1.4 Practices

Answer options	3 year (%)	4 year (%)
Completely satisfied	66,7% (2 чел.)	50% (1 чел.)
Partially satisfied	33,3% (1 чел.)	50% (1 чел.)
Not satisfied	-	-
I find it difficult to answer	-	-

1.5 Organizing and conducting SIWT

Answer options	3 year (%)	4 year (%)
Completely satisfied	66,7% (2 чел.)	50% (1 чел.)
Partially satisfied	33,3% (1 чел.)	-
Not satisfied	-	-
I find it difficult to answer	-	50% (1 чел.)

1.6 Organizing and conducting laboratory work

Answer options	3 year (%)	4 year (%)
Completely satisfied	66,7% (2 чел.)	50% (1 чел.)
Partially satisfied	33,3% (1 чел.)	-
Not satisfied	-	-
I find it difficult to answer	-	50% (1 чел.)

1.7 Satisfaction with the library work

Answer options	3 year (%)	4 year (%)
Completely satisfied	66,7% (2 чел.)	50% (1 чел.)
Partially satisfied	33,3% (1 чел.)	50% (1 чел.)
Not satisfied	-	-
I find it difficult to answer	-	-

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

Answer options	3 year (%)	4 year (%)
Completely satisfied	66,7% (2 чел.)	50% (1 чел.)
Partially satisfied	33,3% (1 чел.)	50% (1 чел.)
Not satisfied	-	-
I find it difficult to answer	-	-

1.9 Living conditions in the hostel

Answer options	3 year (%)	4 year (%)
Completely satisfied	66,7% (2 чел.)	-
Partially satisfied	-	50% (1 чел.)
Not satisfied	-	-
I find it difficult to answer	33,3% (1 чел.)	50% (1 чел.)

1.10 Quality of medical care

Answer options	3 year (%)	4 year (%)
Completely satisfied	66,7% (2 чел.)	-
Partially satisfied	33,3% (1 чел.)	50% (1 чел.)
Not satisfied	-	-
I find it difficult to answer	-	50% (1 чел.)

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

Answer options	3 year (%)	4 year (%)
Completely satisfied	66,7% (2 чел.)	-
Partially satisfied	33,3% (1 чел.)	50% (1 чел.)
Not satisfied	-	50% (1 чел.)
I find it difficult to answer	-	-

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

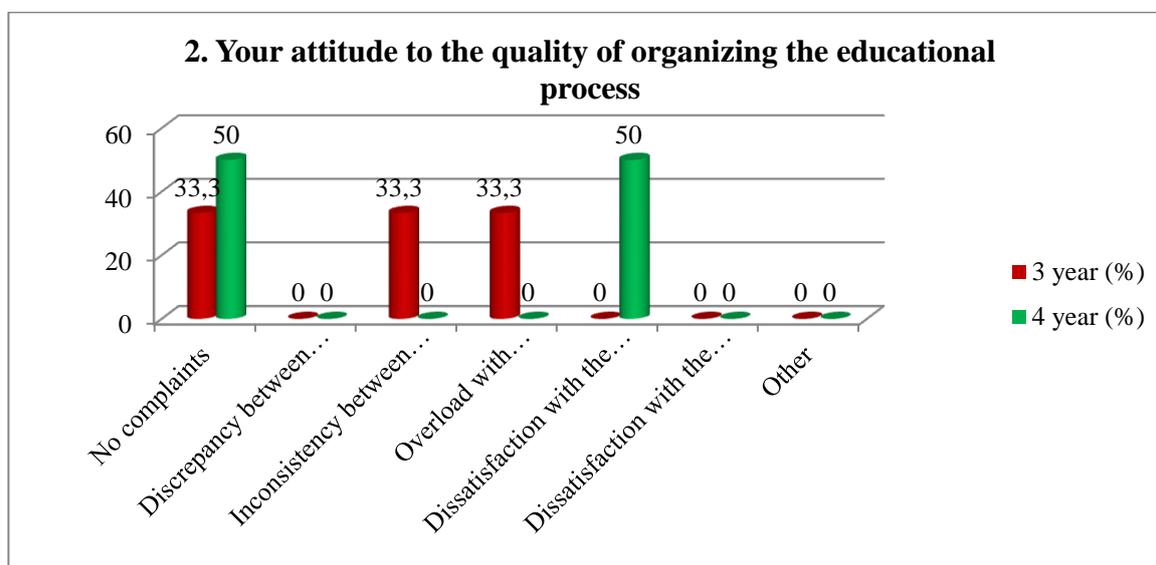To the question "If you answered "not satisfied" to the previous question, please provide recommendations for improving the services provided," respondents did not leave any additional comments.

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

Answer options	3 year (%)	4 year (%)
No complaints	33,3% (1 чел.)	50% (1 чел.)
Discrepancy between the disciplines studied and the specialty obtained	-	-
Inconsistency between the importance of the subject and the number of hours	33,3% (1 чел.)	-
Overload with classroom activities	33,3% (1 чел.)	-
Dissatisfaction with the quality of classes	-	50% (1 чел.)
Dissatisfaction with the organization of tests and exams	-	-
Other	-	-

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

To the question "If you answered "Does not correspond or is not satisfied" to the previous question, please provide recommendations for improvement", respondents did not leave any additional comments.

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

Answer options	3 year (%)	4 year (%)
Yes	100% (3 чел.)	100% (2 чел.)
No	-	-
Othere	-	-

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	3 year (%)	4 year (%)
Friendly	66,7% (2 чел.)	100% (2 чел.)
More friendly than unfriendly	33,3% (1 чел.)	-
More unfriendly than friendly	-	-
Negative	-	-
I find it difficult to answer	-	-

4.1 Between students

4.2 Between teachers and students (in the educational process)

Answer options	3 year (%)	4 year (%)
Friendly	66,7% (2 чел.)	100% (2 чел.)
More friendly than unfriendly	33,3% (1 чел.)	-
More unfriendly than friendly	-	-
Negative	-	-
I find it difficult to answer	-	-

4.2 Between teachers and students (in the educational process)

4.3 Between students and a supervisor

Answer options	3 year (%)	4 year (%)
Friendly	66,7% (2 чел.)	100% (2 чел.)
More friendly than unfriendly	33,3% (1 чел.)	-
More unfriendly than friendly	-	-
Negative	-	-
I find it difficult to answer	-	-

4.3 Between students and a supervisor

4.4 Between students and administration

Answer options	3 year (%)	4 year (%)
Friendly	66,7% (2 чел.)	50% (1 чел.)
More friendly than unfriendly	33,3% (1 чел.)	-
More unfriendly than friendly	-	-
Negative	-	-
I find it difficult to answer	-	50% (1 чел.)

4.4 Between students and administration

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

Answer options	3 year (%)	4 year (%)
Friendly	66,7% (2 чел.)	100% (2 чел.)
More friendly than unfriendly	33,3% (1 чел.)	-
More unfriendly than friendly	-	-
Negative	-	-
I find it difficult to answer	-	-

4.6 Between students and security service

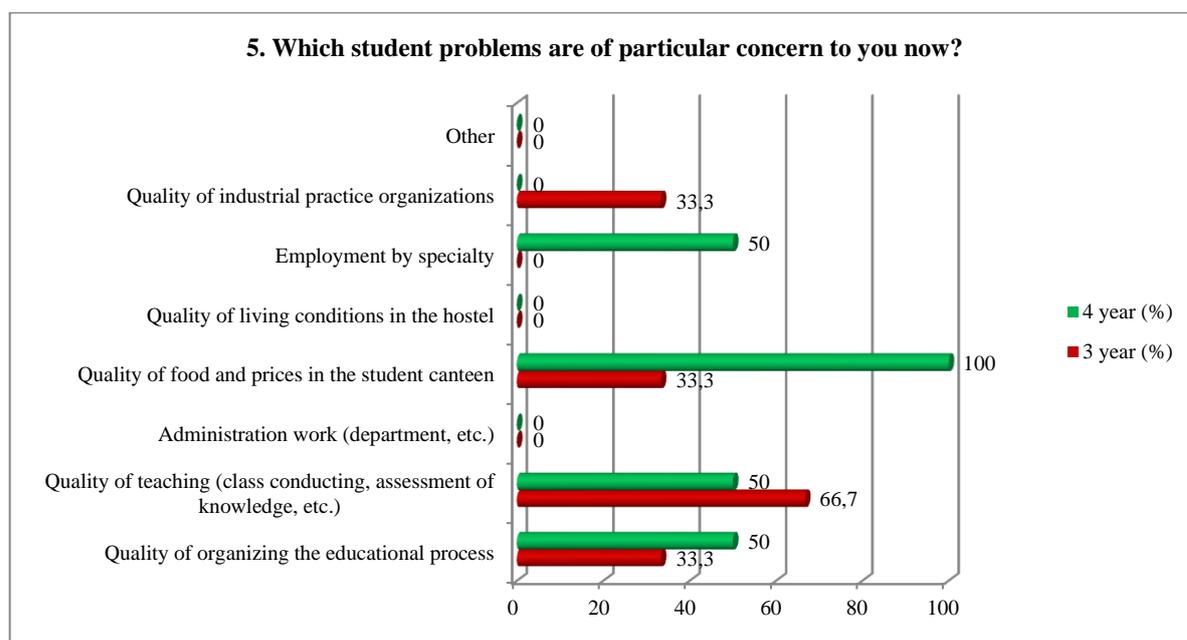| Answer options	3 year (%)	4 year (%)
Friendly	66,7% (2 чел.)	50% (1 чел.)
More friendly than unfriendly	33,3% (1 чел.)	50% (1 чел.)
More unfriendly than friendly	-	-
Negative	-	-
I find it difficult to answer	-	-

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

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

Answer options	3 year (%)	4 year (%)
Quality of organizing the educational process	33,3% (1 чел.)	50% (1 чел.)
Quality of teaching (class conducting, assessment of knowledge, etc.)	66,7% (2 чел.)	50% (1 чел.)
Administration work (department, etc.)	-	-
Quality of food and prices in the student canteen	33,3% (1 чел.)	100% (2 чел.)
Quality of living conditions in the hostel	-	-
Employment by specialty	-	50% (1 чел.)
Quality of industrial practice organizations	33,3% (1 чел.)	-
Other	-	-

* 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	3 year (%)	4 year (%)
Do not participate	66,7% (2 чел.)	50% (1 чел.)
Sometimes, when it is necessary for formal reasons	-	-
In scientific projects of laboratories, centers, etc. under a contract, within a grant, etc.	33,3% (1 чел.)	-
In scientific projects of laboratories, clubs, circles, etc. free of charge	-	-
Attend scientific seminars, clubs and other scientific events	-	50% (1 чел.)
Speaker at a conference (including a student conference), scientific seminar)	-	-
Participated in the competition of scientific student works	-	-
Published the results of his research (including in student collections)	-	-

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

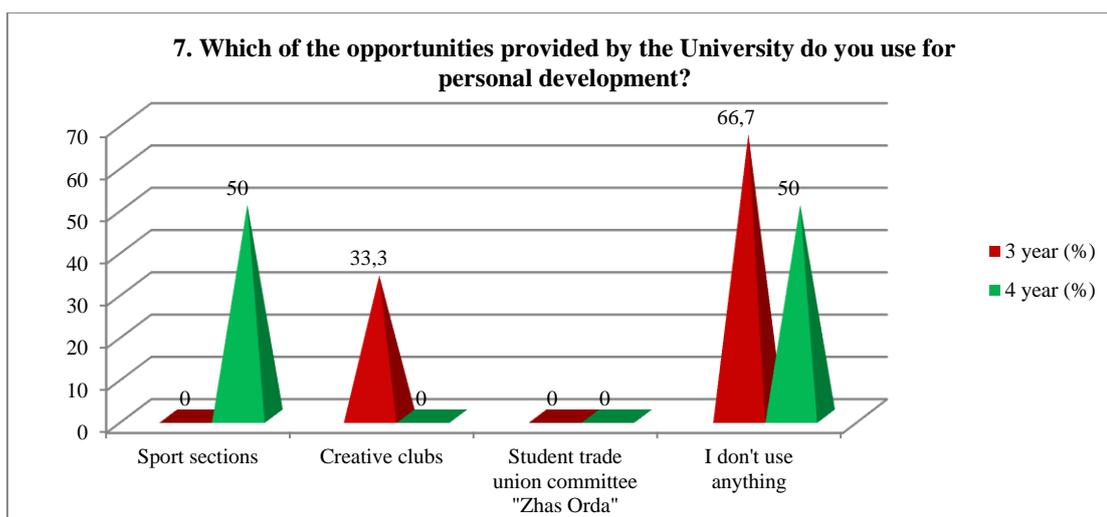In response to the question "If you answered "Did not participate" to the previous question, please write why," the students did not leave any additional comments.

6. Do you take part in the scientific work of the University? If yes, in what forms

Published the results of his research (including in student collections)	0 / 0
Participated in the competition of scientific student works	0 / 0
Speaker at a conference (including a student conference), scientific seminar)	0 / 0
Attend scientific seminars, clubs and other scientific events	50 (4 year) / 0 (3 year)
In scientific projects of laboratories, clubs, circles, etc. free of charge	0 / 0
In scientific projects of laboratories, centers, etc. under a contract, within a grant, etc.	0 (4 year) / 33,3 (3 year)
Sometimes, when it is necessary for formal reasons	0 / 0
Do not participate	50 (4 year) / 66,7 (3 year)

Legend: ■ 4 year (%) ■ 3 year (%)

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

Answer options	3 year (%)	4 year (%)
Sport sections	-	50% (1 чел.)
Creative clubs	33,3% (1 чел.)	-
Student trade union committee "Zhas Orda"	-	-
I don't use anything	66,7% (3 чел.)	50% (1 чел.)
Other	-	-

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

	Sport sections	Creative clubs	Student trade union committee "Zhas Orda"	I don't use anything
3 year (%)	0	33,3	0	66,7
4 year (%)	50	0	0	50

There are no answers to the question "If you answered "I don't use anything" to the previous question, please write why."

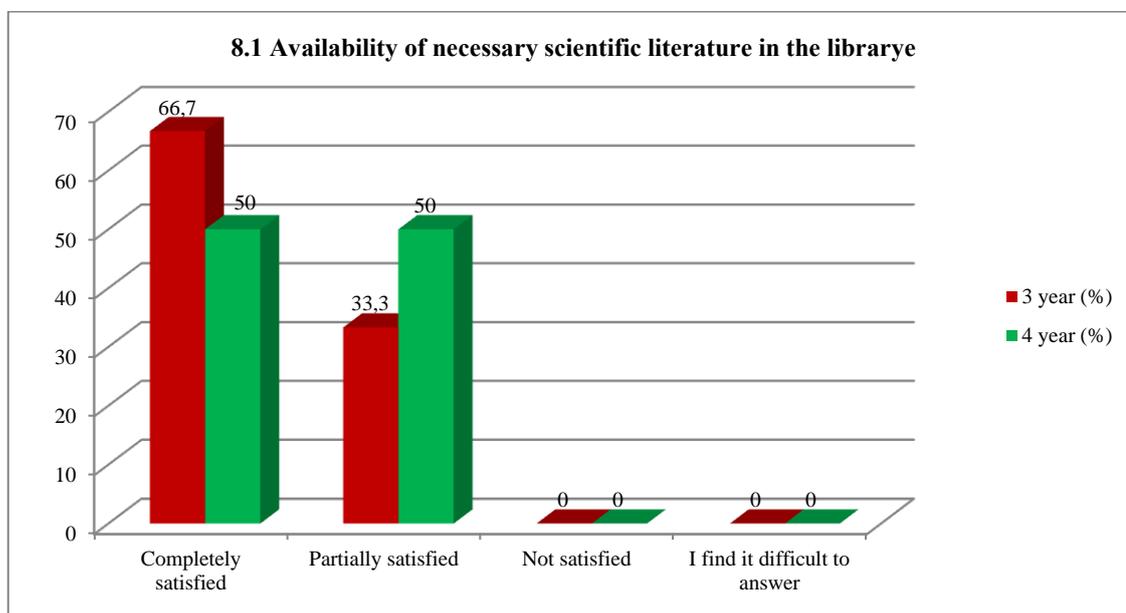**8. How much are you satisfied with the material resources of our University?**

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 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 _____
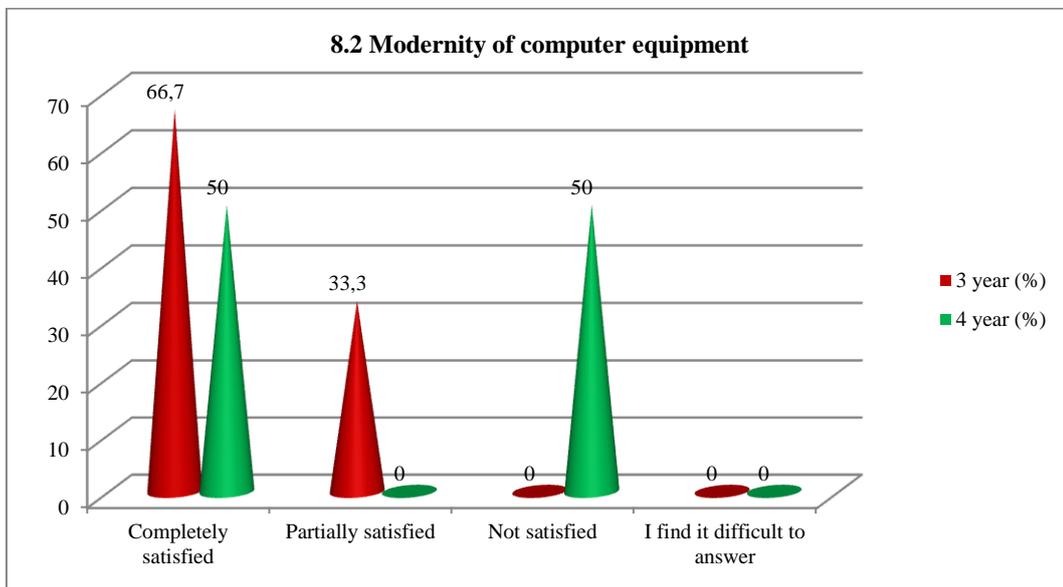
8.1 Availability of necessary scientific literature in the librarye

Answer options	3 year (%)	4 year (%)
Completely satisfied	66,7% (2 чел.)	50% (1 чел.)
Partially satisfied	33,3% (1 чел.)	50% (1 чел.)
Not satisfied	-	-
I find it difficult to answer	-	-

8.2 Modernity of computer equipment

Answer options	3 year (%)	4 year (%)
Completely satisfied	66,7% (2 чел.)	50% (1 чел.)
Partially satisfied	33,3% (1 чел.)	-
Not satisfied	-	50% (1 чел.)
I find it difficult to answer	-	-

8.2 Modernity of computer equipment

8.3 Internet channel width, its speed

Answer options	3 year (%)	4 year (%)
Completely satisfied	66,7% (2 чел.)	50% (1 чел.)
Partially satisfied	33,3% (1 чел.)	-
Not satisfied	-	50% (1 чел.)
I find it difficult to answer	-	-

8.3 Internet channel width, its speed

8.4 Software modernity

Answer options	3 year (%)	4 year (%)
Completely satisfied	66,7% (2 чел.)	50% (1 чел.)
Partially satisfied	33,3% (1 чел.)	50% (1 чел.)
Not satisfied	-	-
I find it difficult to answer	-	-

8.4 Software modernity

8.5 Availability of educational and scientific equipment

Answer options	3 year (%)	4 year (%)
Completely satisfied	66,7% (2 чел.)	-
Partially satisfied	33,3% (1 чел.)	100% (2 чел.)
Not satisfied	-	-
I find it difficult to answer	-	-

8.5 Availability of educational and scientific equipment

8.6 Availability of laboratories and specialized classrooms

Answer options	3 year (%)	4 year (%)
Completely satisfied	66,7% (2 чел.)	50% (1 чел.)
Partially satisfied	33,3% (1 чел.)	50% (1 чел.)
Not satisfied	-	-
I find it difficult to answer	-	-

8.6 Availability of laboratories and specialized classrooms

8.7 Availability of sports equipment

Answer options	**3 year (%)**	**4 year (%)**
Completely satisfied	66,7% (2 чел.)	-
Partially satisfied	33,3% (1 чел.)	100% (2 чел.)
Not satisfied	-	-
I find it difficult to answer	-	-

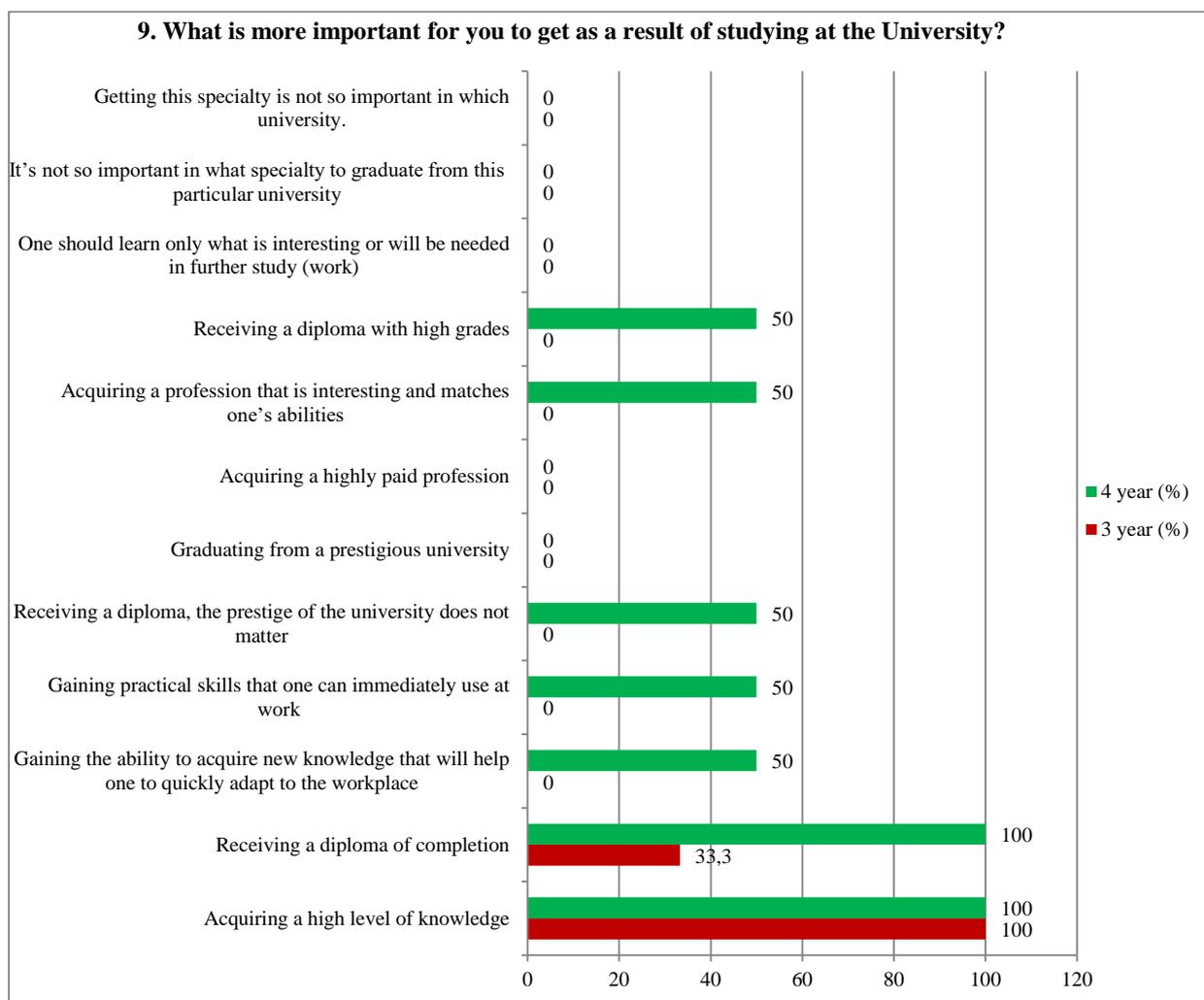
8.7 Availability of sports equipment

To the question "If you answered "Not satisfied" to the previous question, please provide recommendations for improvement," respondents did not leave any additional comments.

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	3 year (%)	4 year (%)
Acquiring a high level of knowledge	100% (3 чел.)	100% (2 чел.)
Receiving a diploma of completion	33,3% (1 чел.)	100% (2 чел.)
Gaining the ability to acquire new knowledge that will help one to quickly adapt to the workplace	-	50% (1 чел.)
Gaining practical skills that one can immediately use at work	-	50% (1 чел.)
Receiving a diploma, the prestige of the university does not matter	-	50% (1 чел.)
Graduating from a prestigious university	-	-
Acquiring a highly paid profession	-	-
Acquiring a profession that is interesting and matches one's abilities	-	50% (1 чел.)
Receiving a diploma with high grades	-	50% (1 чел.)
One should learn only what is interesting or will be needed in further study (work)	-	-
It's not so important in what specialty to graduate from this particular university	-	-
Getting this specialty is not so important in which university.	-	-

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

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

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 surveyed students of the specialty "Assessment (by btanches)" (100%) 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 (100%);
- organization of independent work (100%);
- quality of practices (100%);
- satisfaction with the library (100%);
- the ability to access full-text databases of scientific publications (100%);
The following criteria were rated as "good quality" (satisfaction rates below 80%):
- organizing and conducting SIWT (75%);
- organizing and conducting laboratory work (75%);
- living conditions in the hostel (58.35%);
- quality of medical care (75%);
- organization of catering at the University (75%).

Students' attitude to the quality of the organization of the educational process: in the 3rd year, a third of respondents (33.3%) have no complaints about the organization of the educational process, while another third (33.3%) noted the discrepancy between the importance of the subjects and the number of hours allocated. In the 4th year, half of the respondents (50%) are satisfied with the quality of the organization of the educational process, but the other half expressed dissatisfaction with the quality of classes. Respondents did not provide comments or recommendations for improvement.

All 3- and 4-year respondents (100%) confirmed that the information of academic mobility opportunities is available. There are no complaints or additional comments on this issue.

In most years, relations between participants in the educational process are assessed as friendly. Students note the positive nature of interaction with both classmates and teachers, curators and department staff. In senior years, there is a tendency for more positive assessments of relations. Interaction with the administration and security service is perceived as generally positive, but some students find it difficult to assess. The participants did not provide any recommendations for improving the relationship.

Students are mostly concerned with issues related to the quality of the organization of the educational process, teaching, as well as food and prices in the student canteen. In the senior years, interest in employment and living conditions increases.

Participation in the scientific work of the university remains low: most students either do not participate (58.35%) or do so minimally. Only a few students attend scientific events or participate in projects, but additional reasons for non-participation are not indicated.

Many students (58.35%) do not use the opportunities provided by the university for personal development. Only a few attend sports sections or creative clubs, but no reasons for refusing to participate are provided either.

Students are generally satisfied with the availability of scientific literature, modern equipment and software, but partial dissatisfaction is noted on some points. Among the problems, low satisfaction with the speed of the Internet connection and the state of educational equipment in the senior years (50%) stand out. As students progress in their studies, they become more critical of the availability and up-to-dateness of resources, which may be due to increased demands on the performance of research and academic work. Despite this, no specific recommendations for improvement were provided.

3- and 4-year students unanimously consider obtaining a high level of knowledge to be a priority goal of education. At the same time, 4-year students place more emphasis on practical skills, adaptability to the workplace and the significance of the diploma. These differences may indicate a growing focus of graduates on professional implementation and demand in the labor market as they approach the end of their studies.

The overall satisfaction of students majoring in "Assessment (by branches)" with educational services is 89.4%, 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.