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
Specialty: 6B04107 – Industrial Economics

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

The survey purpose: To identify the degree of satisfaction of respondents with the quality of educational services provided and other areas of the university's activities.

The results of the survey were processed and presented in a generalized form with a guarantee of confidentiality of students' personal opinions.

In specialty 6B04107 – Industrial Economics, 55 respondents out of 93 took part in the survey, which is 60% of the total number of students in this specialty.

- 2 year – 20 students (74,1%);
- 3 year – 25 students (61%);
- 4 year – 10 students (40%).

Mode of training

- Budget – 3 students (5,5%);
- Paid – 52 students (94,5%).

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

Indicators:

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

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

Other_____

If you answered the previous question "not satisfied", please give recommendations for improving the services provided_____.

1.1 The learning process in general

Answer options	2 year (%)	3 year (%)	4 year (%)
Completely satisfied	70% (14 чел.)	68% (17 чел.)	40% (4 чел.)
Partially satisfied	25% (5 чел.)	32% (8 чел.)	60% (6 чел.)
Not satisfied	5% (1 чел.)	-	-
I find it difficult to answer	-	-	-
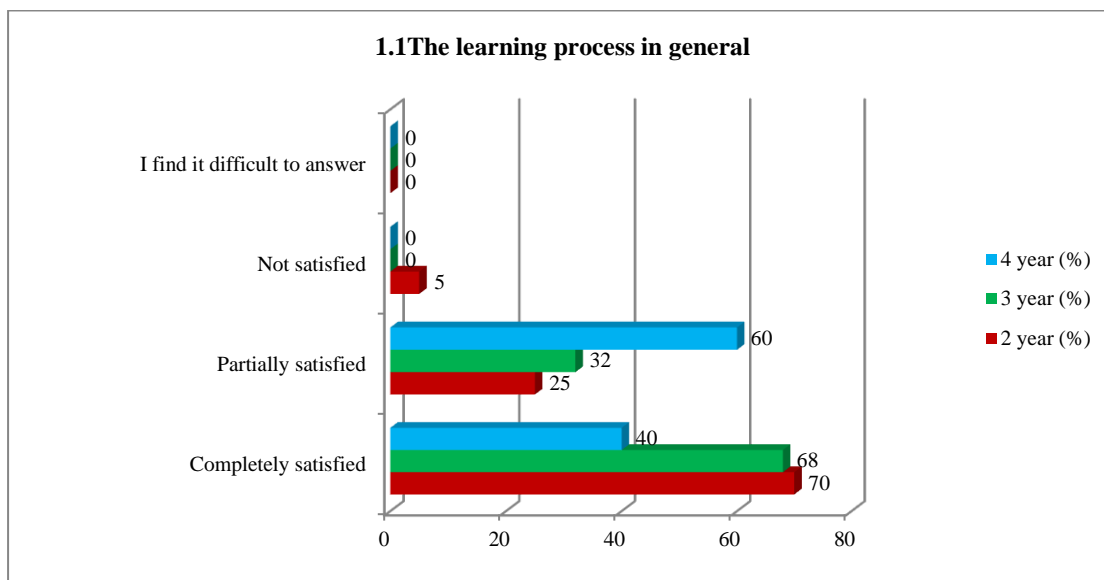
1.2 Class schedule

Answer options	2 year (%)	3 year (%)	4 year (%)
Completely satisfied	65% (13 чел.)	84% (21 чел.)	50% (5 чел.)
Partially satisfied	25% (5 чел.)	8% (2 чел.)	40% (4 чел.)
Not satisfied	5% (1 чел.)	8% (2 чел.)	10% (1 чел.)
I find it difficult to answer	5% (1 чел.)	–	-
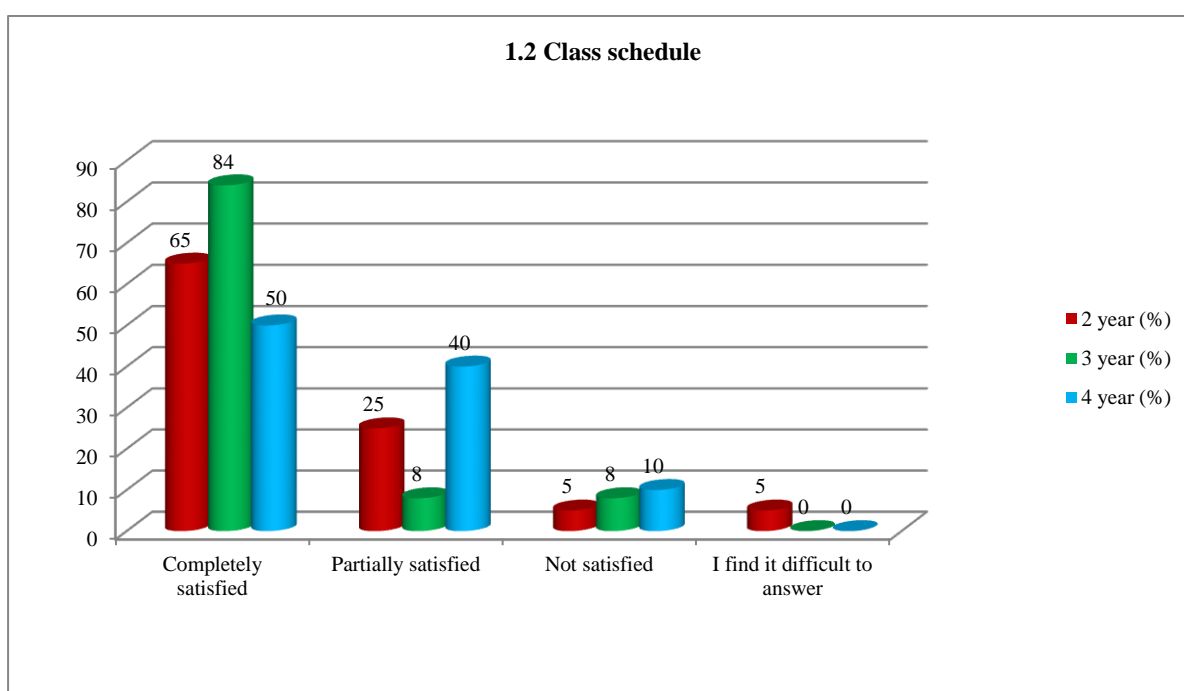
1.3 Organization of independent work

Answer options	2 year (%)	3 year (%)	4 year (%)
Completely satisfied	75% (15 чел.)	76% (19 чел.)	60% (6 чел.)
Partially satisfied	15% (3 чел.)	16% (4 чел.)	40% (4 чел.)
Not satisfied	5% (1 чел.)	8% (2 чел.)	-
I find it difficult to answer	5% (1 чел.)	–	-
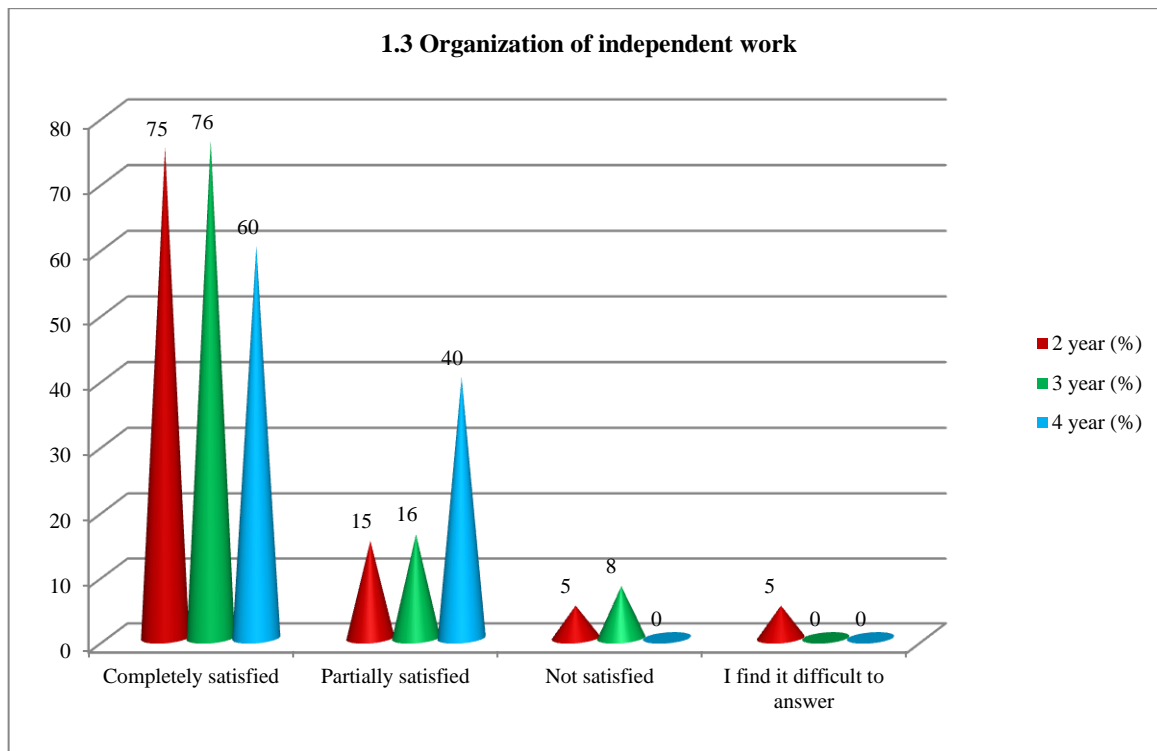
1.4 Practices

Answer options	2 year (%)	3 year (%)	4 year (%)
Completely satisfied	60% (12 чел.)	84% (21 чел.)	40% (4 чел.)
Partially satisfied	25% (5 чел.)	4% (1 чел.)	40% (4 чел.)
Not satisfied	-	4% (1 чел.)	20% (2 чел.)
I find it difficult to answer	15% (3 чел.)	8% (2 чел.)	-
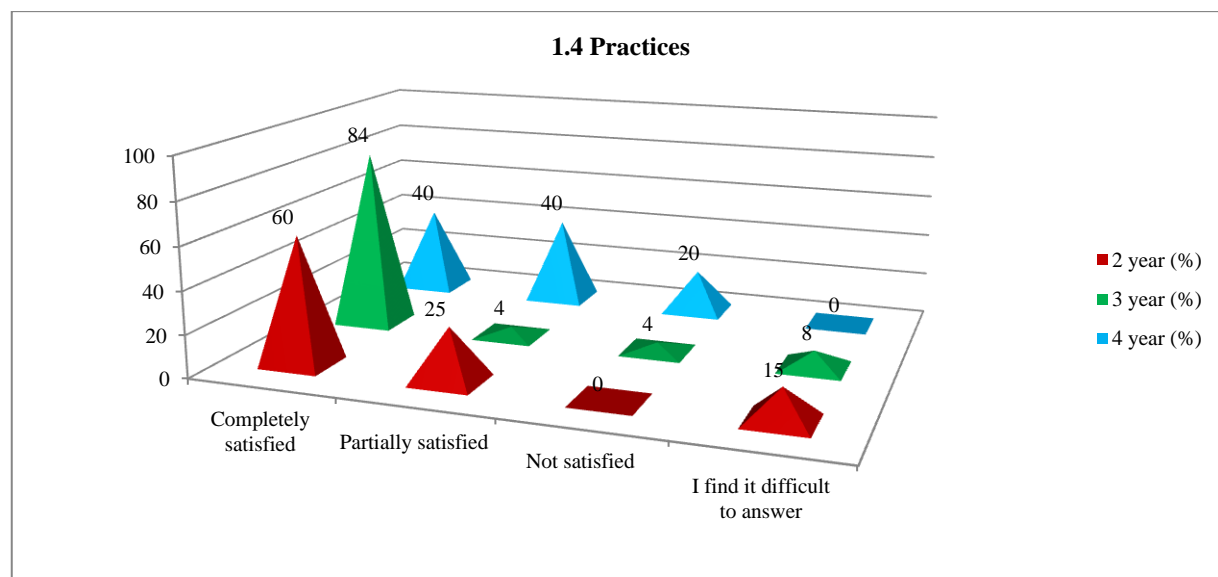
1.5 Organizing and conducting SIWT

Answer options	2 year (%)	3 year (%)	4 year (%)
Completely satisfied	65% (13 чел.)	68% (17 чел.)	60% (6 чел.)
Partially satisfied	25% (5 чел.)	32% (8 чел.)	40% (4 чел.)
Not satisfied	10% (2 чел.)	-	-
I find it difficult to answer	-	-	-
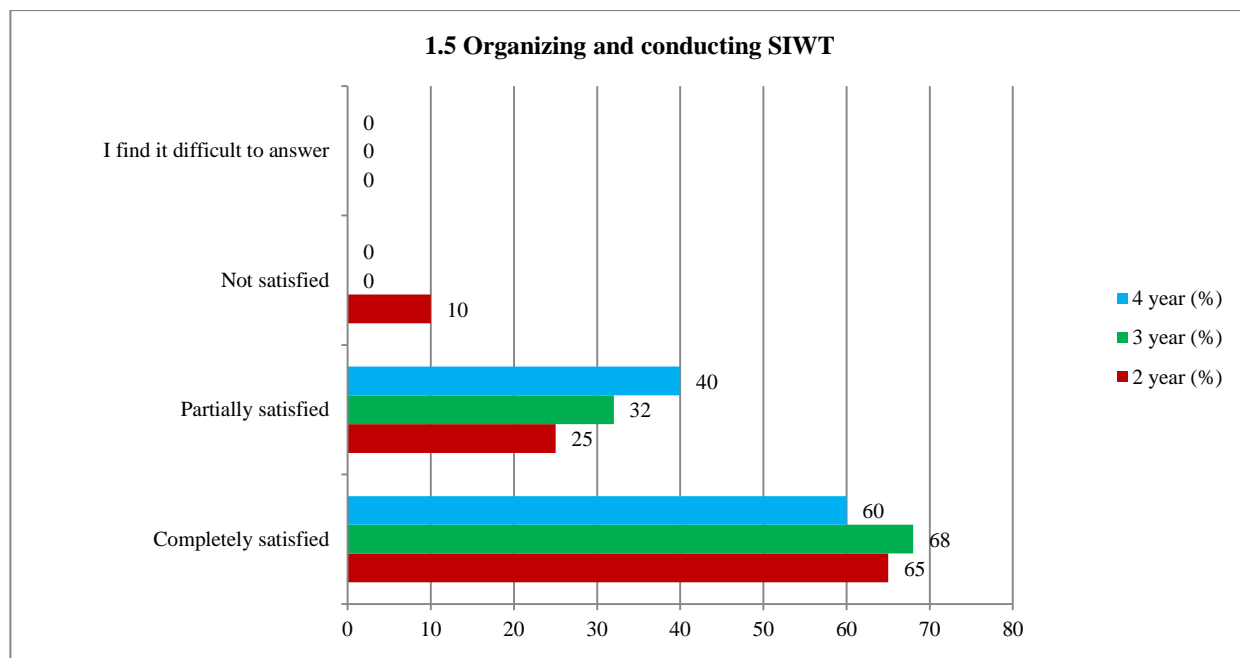
1.6 Organizing and conducting laboratory work

Answer options	2 year (%)	3 year (%)	4 year (%)
Completely satisfied	65% (13 чел.)	84% (21 чел.)	40% (4 чел.)
Partially satisfied	20% (4 чел.)	4% (1 чел.)	60% (6 чел.)
Not satisfied	10% (2 чел.)	4% (1 чел.)	-
I find it difficult to answer	5% (1 чел.)	8% (2 чел.)	-
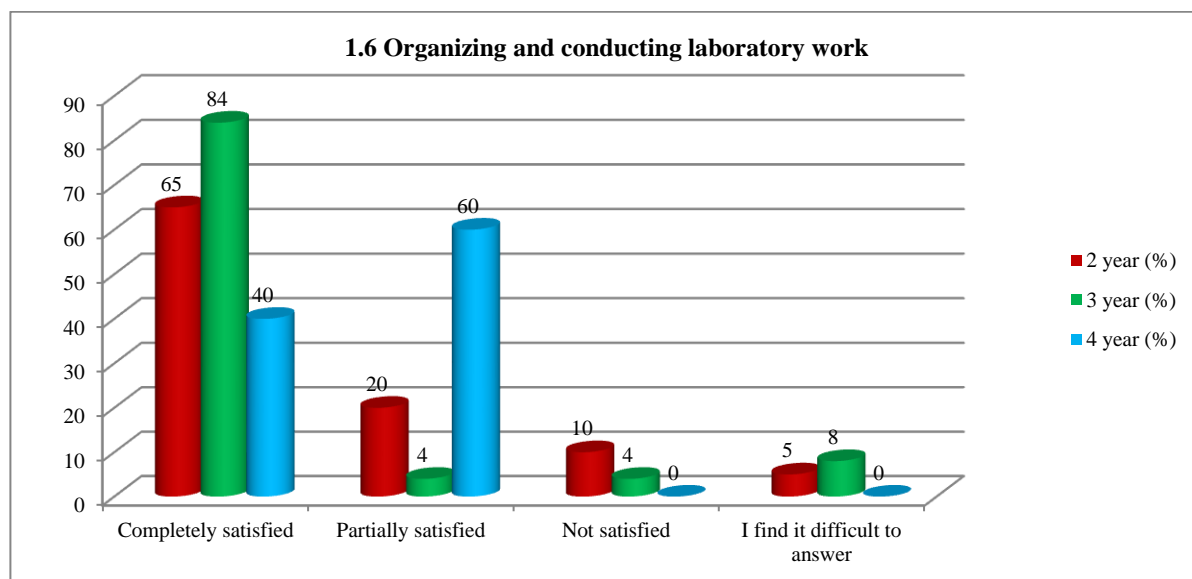
1.7 Satisfaction with the library work

Answer options	2 year (%)	3 year (%)	4 year (%)
Completely satisfied	75% (15 чел.)	84% (21 чел.)	60% (6 чел.)
Partially satisfied	20% (4 чел.)	16% (4 чел.)	40% (4 чел.)
Not satisfied	-	-	-
I find it difficult to answer	5% (1 чел.)	-	-
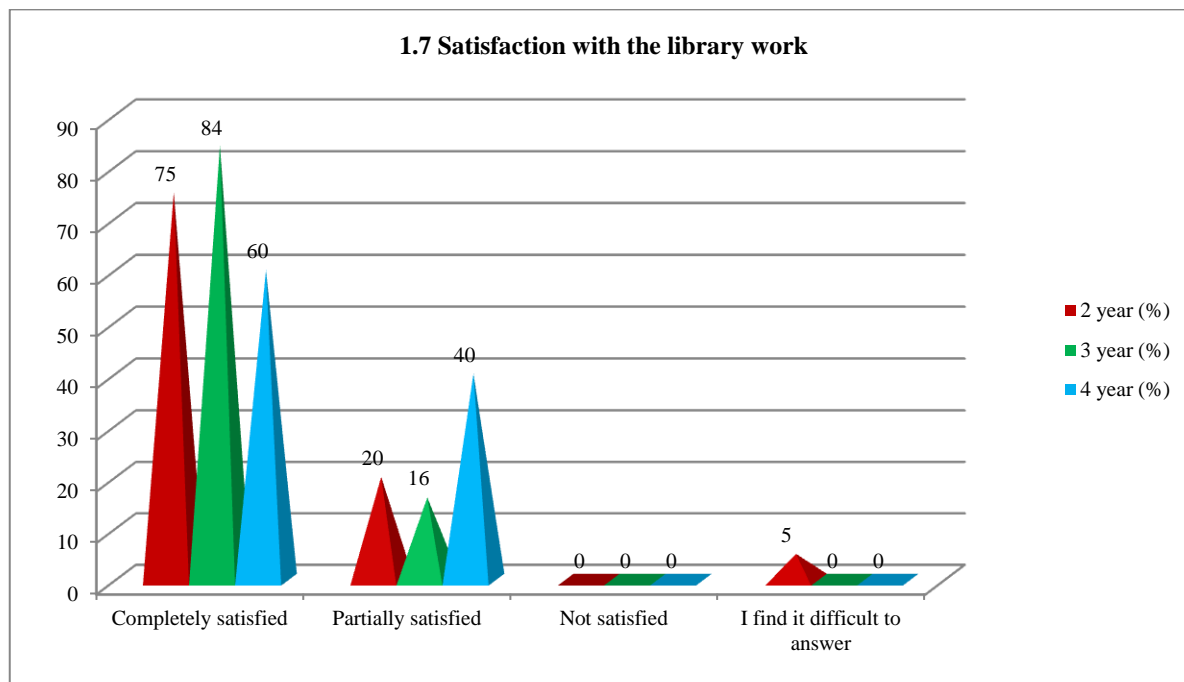
## 1.8 Possibility of access to full-text databases of scientific publications

Answer options	2 year (%)	3 year (%)	4 year (%)
Completely satisfied	75% (15 чел.)	68% (17 чел.)	60% (6 чел.)
Partially satisfied	20% (4 чел.)	20% (5 чел.)	40% (4 чел.)
Not satisfied	5% (1 чел.)	12% (3 чел.)	-
I find it difficult to answer	-	-	-
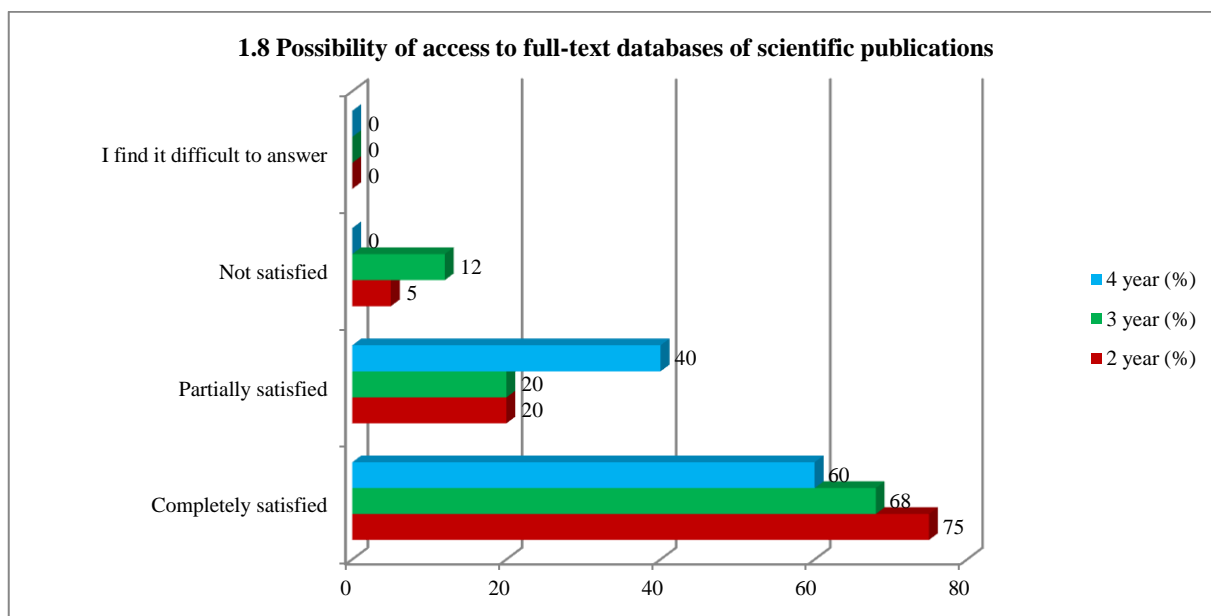
1.9 Living conditions in the hostel

Answer options	2 year (%)	3 year (%)	4 year (%)
Completely satisfied	55% (11 чел.)	56% (14 чел.)	40% (4 чел.)
Partially satisfied	10% (2 чел.)	4% (1 чел.)	20% (2 чел.)
Not satisfied	5% (1 чел.)	4% (1 чел.)	-
I find it difficult to answer	30% (6 чел.)	36% (9 чел.)	40% (4 чел.)
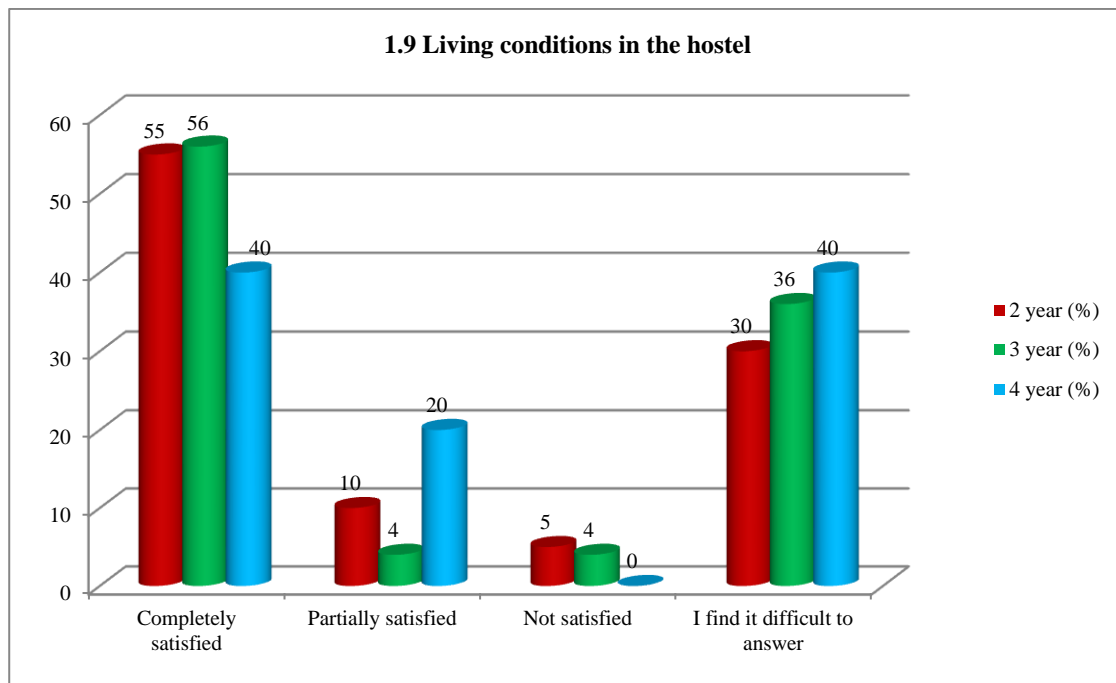
1.10 Quality of medical care

Answer options	2 year (%)	3 year (%)	4 year (%)
Completely satisfied	60% (12 чел.)	68% (17 чел.)	40% (4 чел.)
Partially satisfied	5% (1 чел.)	-	20% (2 чел.)
Not satisfied	5% (1 чел.)	4% (1 чел.)	-
I find it difficult to answer	30% (6 чел.)	28% (7 чел.)	40% (4 чел.)
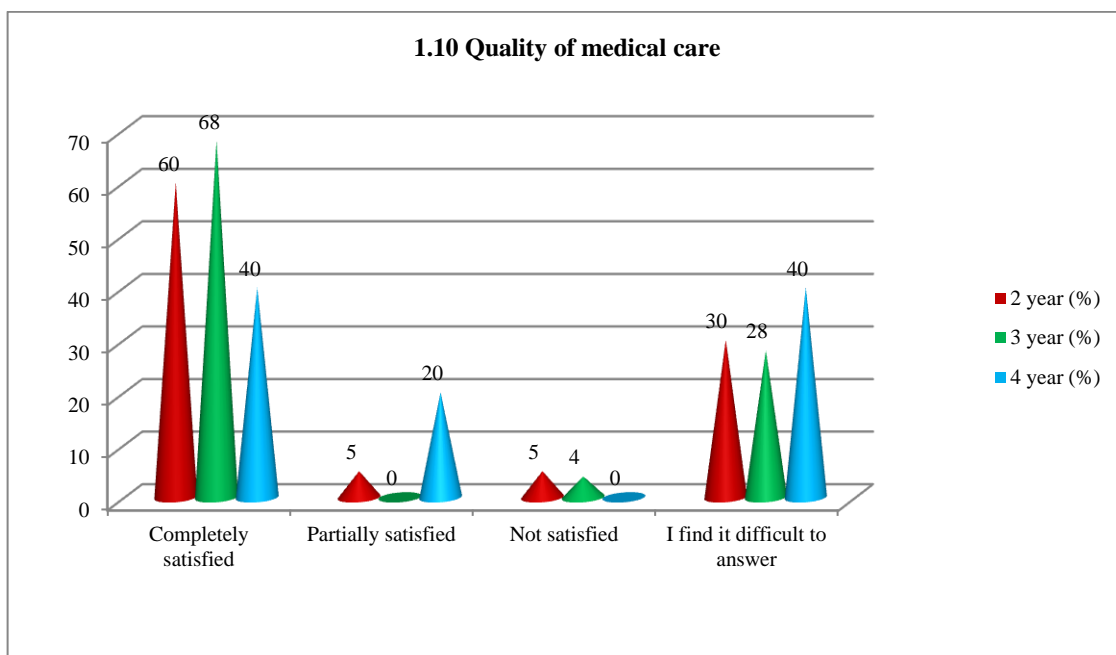
1.11 Catering at the University (prices, product range, quality of cooked dishes)

Answer options	2 year (%)	3 year (%)	4 year (%)
Completely satisfied	65% (13 чел.)	68% (17 чел.)	40% (4 чел.)
Partially satisfied	15% (3 чел.)	24% (6 чел.)	40% (4 чел.)
Not satisfied	15% (3 чел.)	8% (2 чел.)	20% (2 чел.)
I find it difficult to answer	5% (1 чел.)	-	-
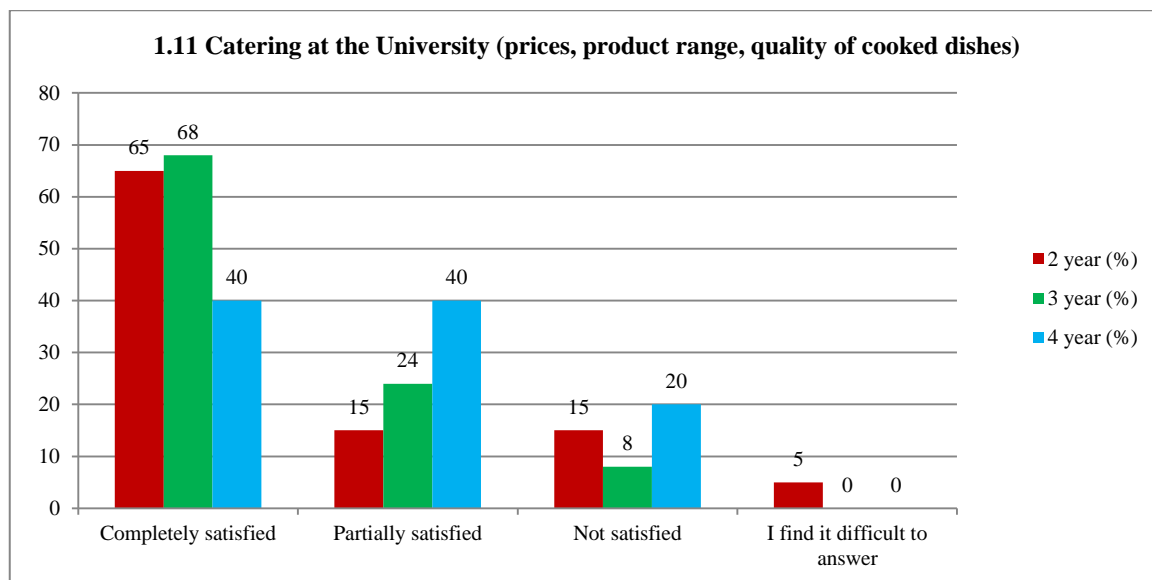
To the answer "Other", respondents (2 years) indicated the following answers:
- I would like more options in the buffets
- Everything is good

To the question "If you answered "not satisfied" to the previous question, give recommendations for improving the services provided", respondents answered as follows:

2 year	3 year	4 year
- I would like more options in the buffets - Update the program - No	-	- provide access to the elevator for EEM students

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

Answer options	2 year (%)	3 year (%)	4 year (%)
No complaints	80% (16 чел.)	100% (25 чел.)	80% (8 чел.)
Discrepancy between the disciplines studied and the specialty obtained	-	-	10% (1 чел.)
Inconsistency between the importance of the subject and the number of hours	5% (1 чел.)	-	-
Overload with classroom activities	10% (2 чел.)	-	-
Dissatisfaction with the quality of classes	5% (1 чел.)	-	10% (1 чел.)
Dissatisfaction with the organization of tests and exams	-	-	-
Other	-	-	-

**2. Your attitude to the quality of organizing the educational process**
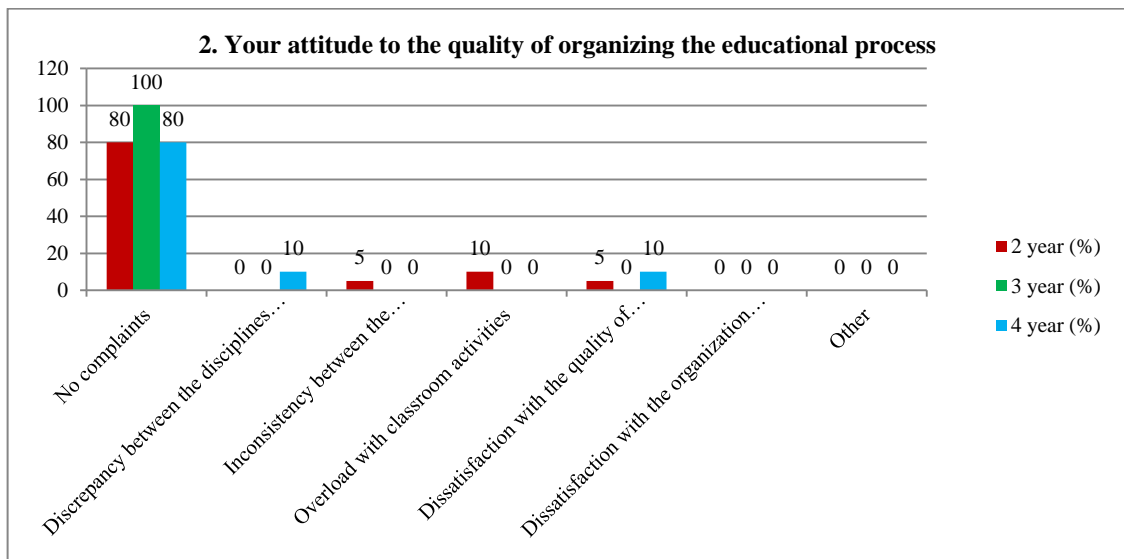
To the question "If you answered "Does not correspond or is not satisfied" to the previous question, please provide recommendations for improvement," respondents answered as follows:

2 year	3 year	4 year
- At least make normal presentations - I wouldn't want to study subjects that don't relate to my specialty	-	- It is necessary to devote more time to practice than theory. Often, a lot of attention is given only to conducting lectures, and not to seminars. It is also necessary to provide classrooms with computers, since in some places they are absent, and in the classrooms where they are, the computers work very slowly.

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

Answer options	2 year (%)	3 year (%)	4 year (%)
Yes	85% (17 чел.)	100% (25 чел.)	100% (10 чел.)
No	15% (3 чел.)	-	-
Other	-	-	-

3. Is the information of academic mobility opportunities available to you?
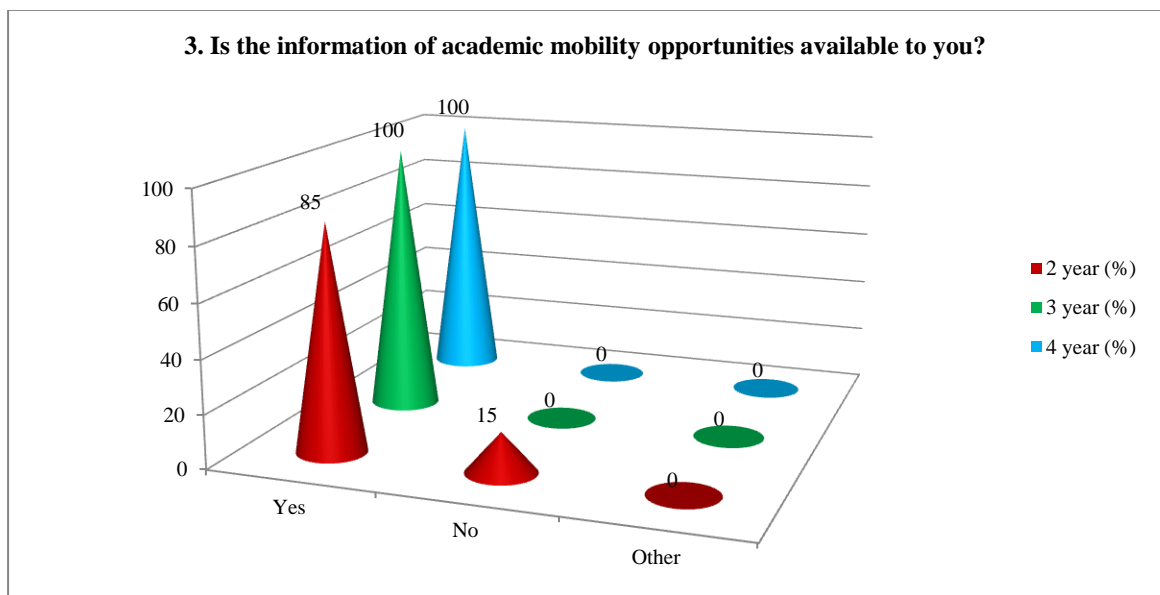
To the question "If you answered "No" to the previous question, please write why," respondents (2 years) answered as follows:
- I have no idea how to use it
- How would I know why it is not available

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

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

Other_____

If you answered the previous question "More unfriendly than friendly" and "Negative", give recommendations for improvement _____

4.1 Between students

Answer options	2 year (%)	3 year (%)	4 year (%)
Friendly	75% (15 чел.)	76% (19 чел.)	90% (9 чел.)
More friendly than unfriendly	25% (5 чел.)	24% (6 чел.)	10% (1 чел.)
More unfriendly than friendly	-	-	-
Negative	-	-	-
I find it difficult to answer	-	-	-
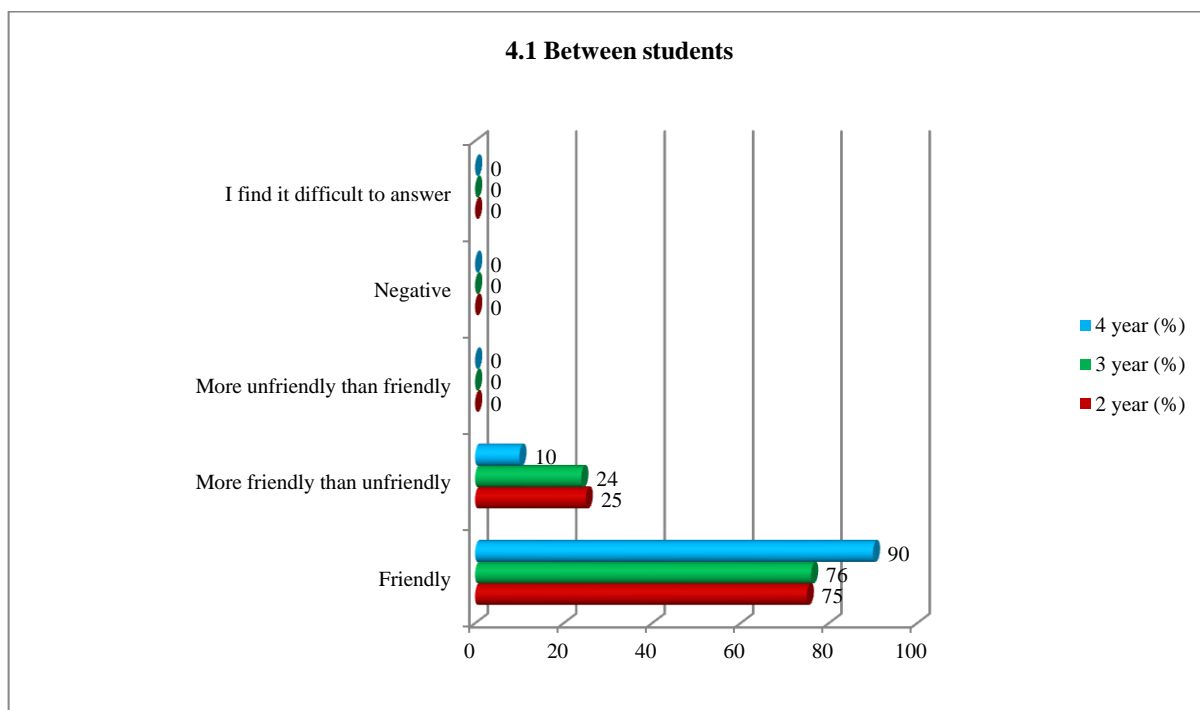
4.1 Between students

4.2 Between teachers and students (on the educational process)

Answer options	2 year (%)	3 year (%)	4 year (%)
Friendly	70% (14 чел.)	68% (17 чел.)	60% (6 чел.)
More friendly than unfriendly	25% (5 чел.)	32% (8 чел.)	40% (4 чел.)
More unfriendly than friendly	-	-	-
Negative	-	-	-
I find it difficult to answer	5% (1 чел.)	-	-

4.2 Between teachers and students (on the educational process)
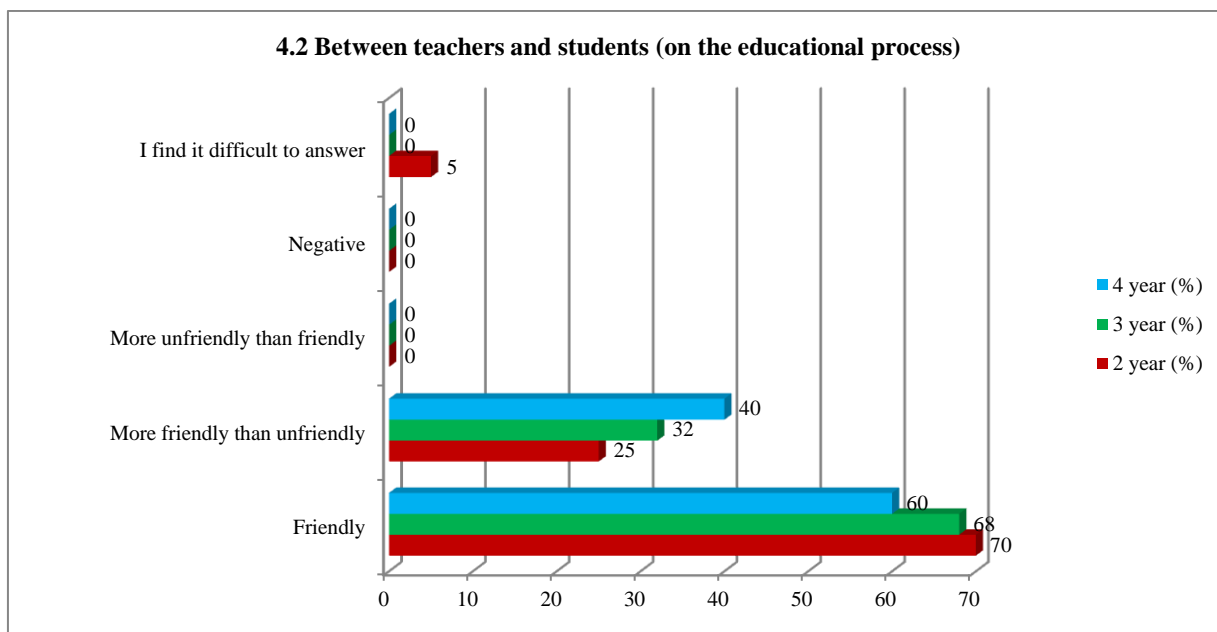
4.3 Between students and a supervisor

Answer options	2 year (%)	3 year (%)	4 year (%)
Friendly	85% (17 чел.)	84% (21 чел.)	80% (8 чел.)
More friendly than unfriendly	10% (2 чел.)	16% (4 чел.)	20% (2 чел.)
More unfriendly than friendly	-	-	-
Negative	-	-	-
I find it difficult to answer	5% (1 чел.)	-	-

4.3 Between students and a supervisor
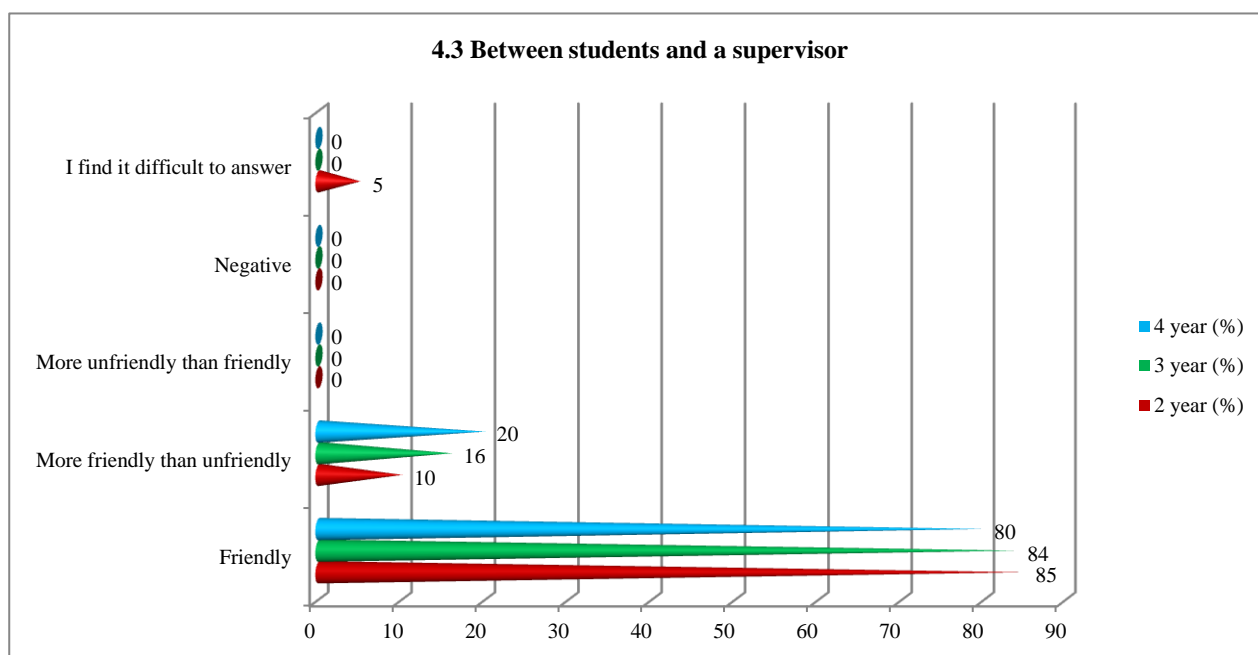
4.4 Between students and administration

Answer options	2 year (%)	3 year (%)	4 year (%)
Friendly	70% (14 чел.)	72% (18 чел.)	60% (6 чел.)
More friendly than unfriendly	15% (3 чел.)	24% (6 чел.)	40% (4 чел.)
More unfriendly than friendly	10% (2 чел.)	4% (1 чел.)	-
Negative	5% (1 чел.)	-	-
I find it difficult to answer	-	-	-
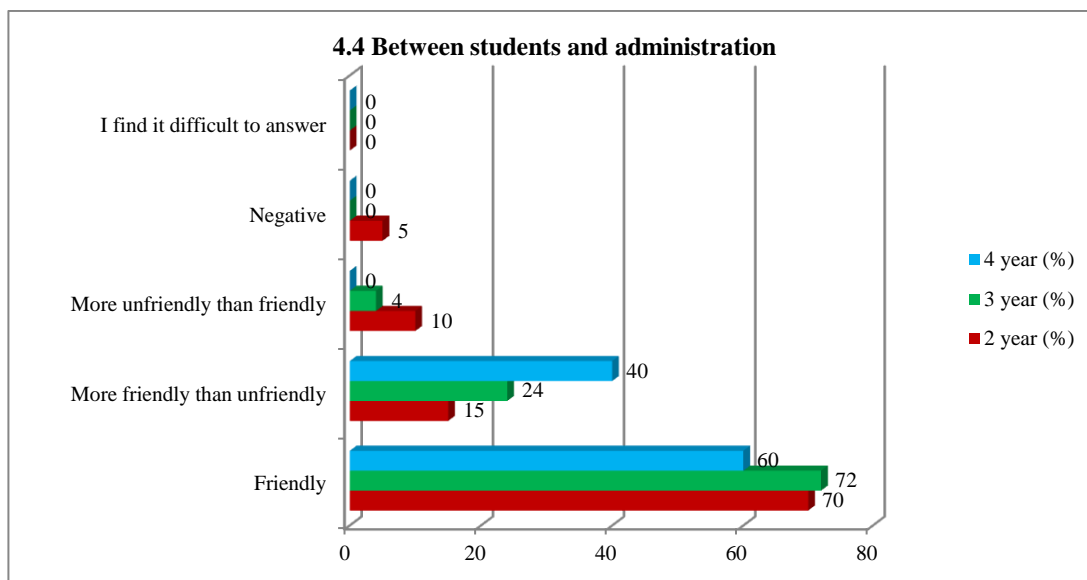
4.5 Between students and employees of departments (library, student department, etc.)

Answer options	2 year (%)	3 year (%)	4 year (%)
Friendly	75% (15 чел.)	72% (18 чел.)	60% (6 чел.)
More friendly than unfriendly	15% (3 чел.)	28% (7 чел.)	40% (4 чел.)
More unfriendly than friendly	-	-	-
Negative	10% (2 чел.)	-	-
I find it difficult to answer	-	-	-
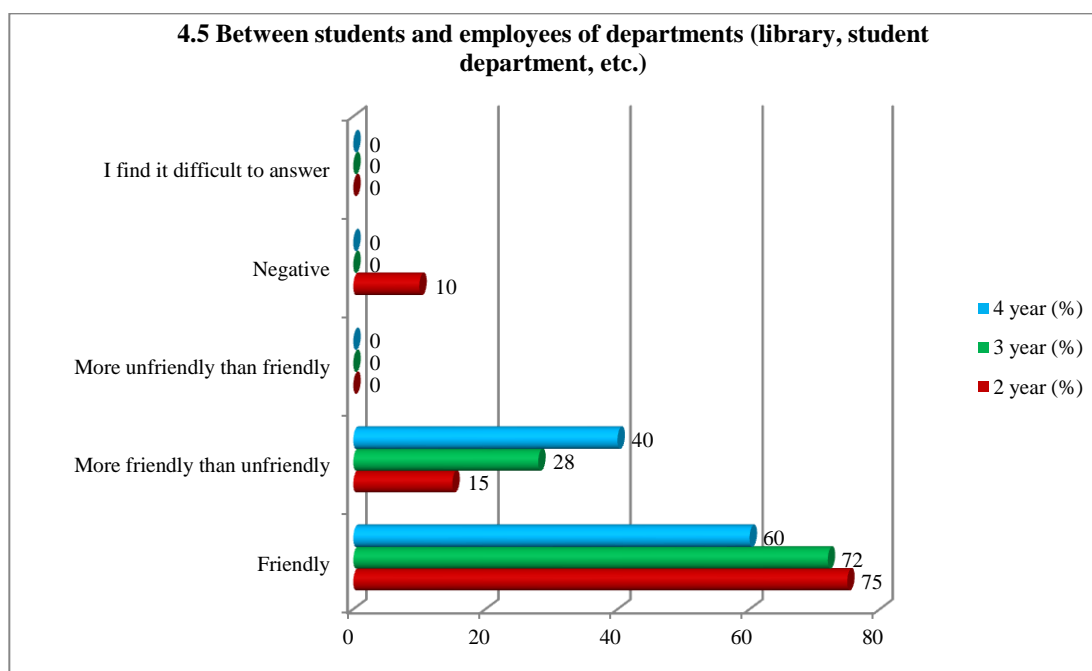
4.6 Between students and security service

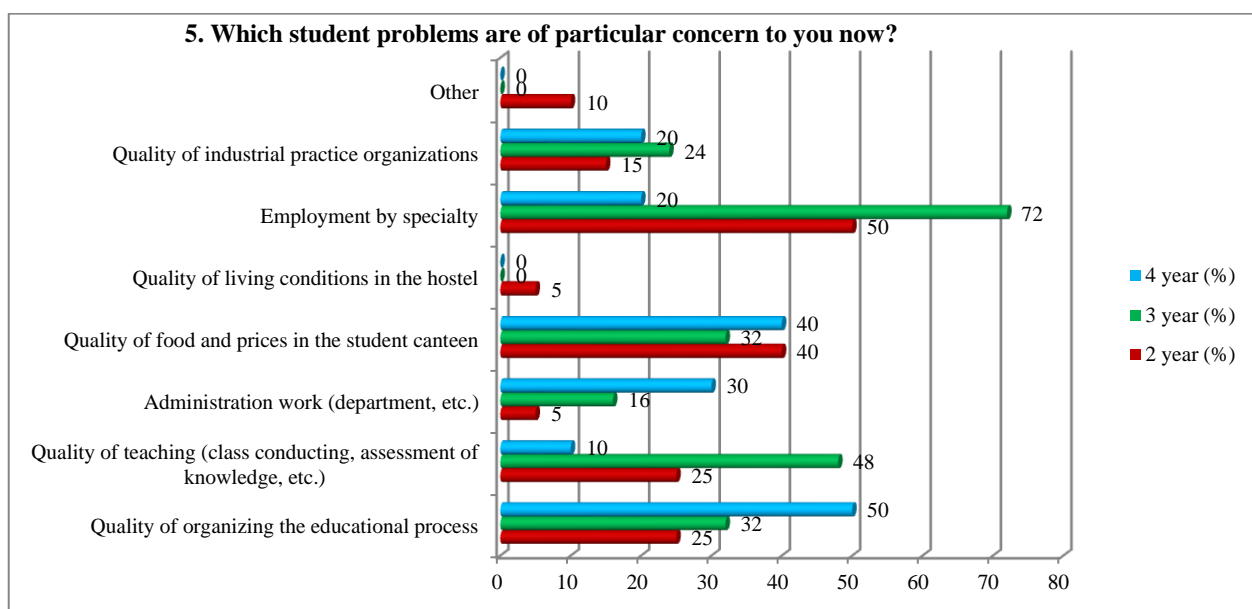| Answer options	2 year (%)	3 year (%)	4 year (%)
Friendly	65% (13 чел.)	68% (17 чел.)	60% (6 чел.)
More friendly than unfriendly	15% (3 чел.)	28% (7 чел.)	40% (4 чел.)
More unfriendly than friendly	-	4% (1 чел.)	-
Negative	15% (3 чел.)	-	-
I find it difficult to answer	5% (1 чел.)	-	-
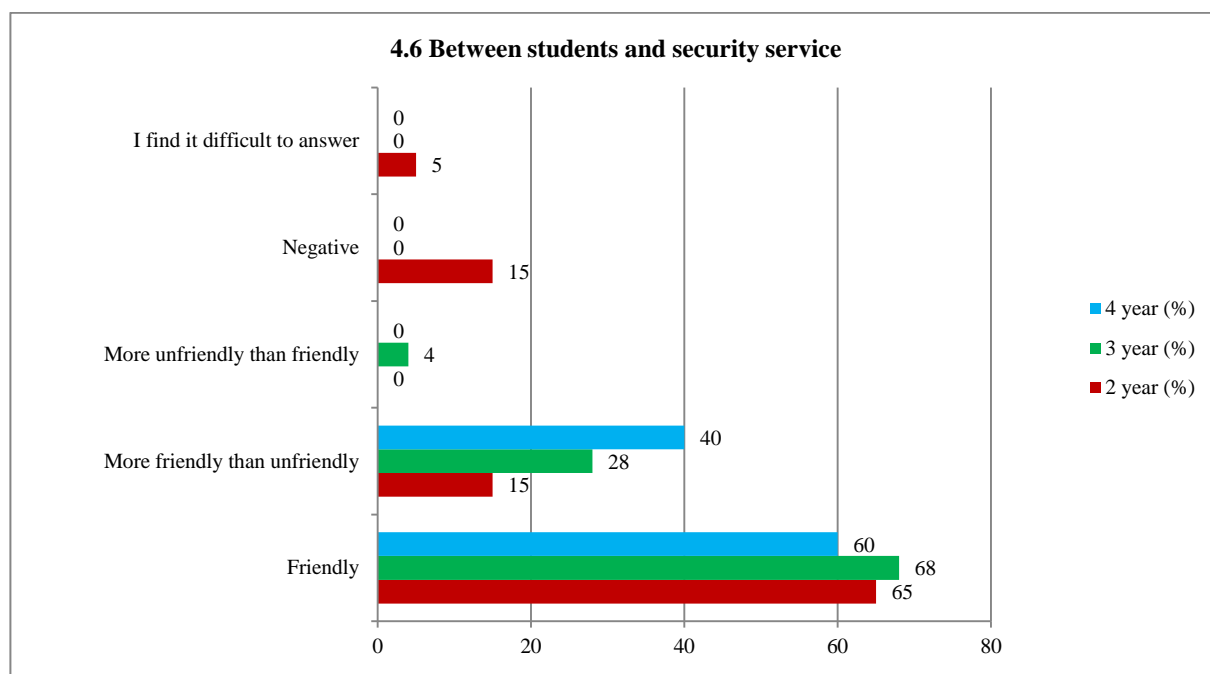
To the question "If you answered "Rather unfriendly than friendly" and "Negative" to the previous question, please provide recommendations for improvement", respondents (2 years) indicated the following answers:

- Weaken the security system, it feels like they are guarding a military facility

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

Answer options	2 year (%)	3 year (%)	4 year (%)
Quality of organizing the educational process	25% (5 чел.)	32% (8 чел.)	50% (5 чел.)
Quality of teaching (class conducting, assessment of knowledge, etc.)	25% (5 чел.)	48% (12 чел.)	10% (1 чел.)
Administration work (department, etc.)	5% (1 чел.)	16% (4 чел.)	30% (3 чел.)
Quality of food and prices in the student canteen	40% (8 чел.)	32% (8 чел.)	40% (4 чел.)
Quality of living conditions in the hostel	5% (1 чел.)	-	-
Employment by specialty	50% (8 чел.)	72% (18 чел.)	20% (2 чел.)
Quality of industrial practice organizations	15% (3 чел.)	24% (6 чел.)	20% (2 чел.)
Other	10% (2 чел.)	-	-

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

5. Which student problems are of particular concern to you now?

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

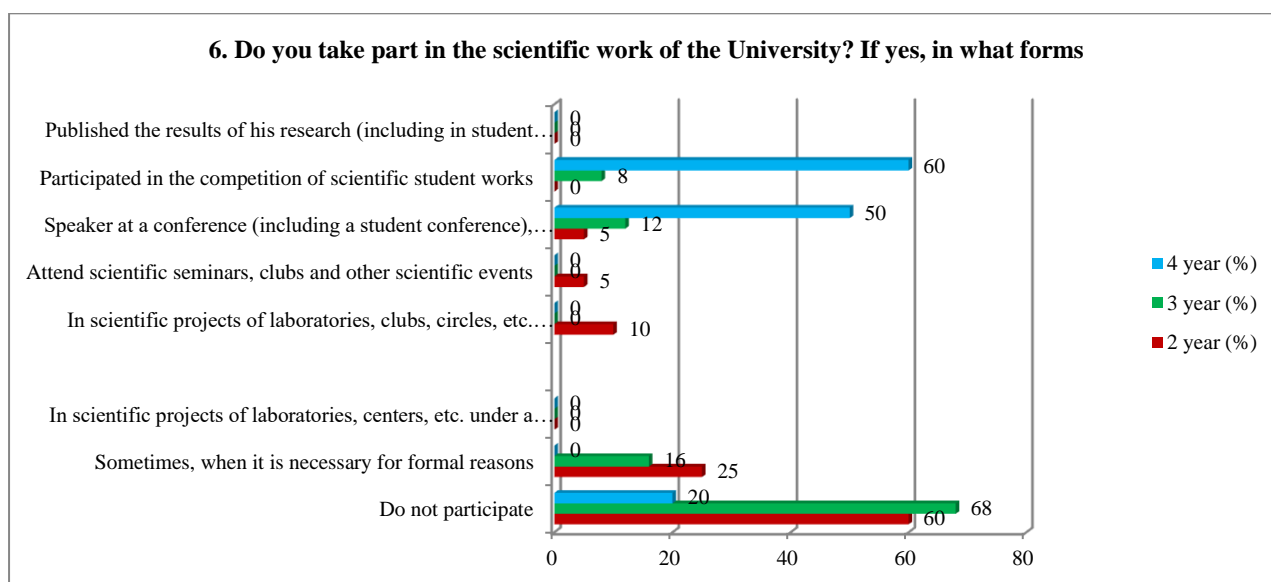| Answer options	2 year (%)	3 year (%)	4 year (%)
Do not participate	60% (12 чел.)	68% (17 чел.)	20% (2 чел.)
Sometimes, when it is necessary for formal reasons	25% (5 чел.)	16% (4 чел.)	-
In scientific projects of laboratories, centers, etc. under a contract, within a grant, etc.	-	-	-
In scientific projects of laboratories, clubs, circles, etc. free of charge	10% (2 чел.)	-	-
Attend scientific seminars, clubs and other scientific events	5% (1 чел.)	-	-
Speaker at a conference (including a student conference), scientific seminar)	5% (1 чел.)	12% (3 чел.)	50% (5 чел.)
Participated in the competition of scientific student works	-	8% (2 чел.)	60% (6 чел.)
Published the results of his research (including in student collections)	-	-	-

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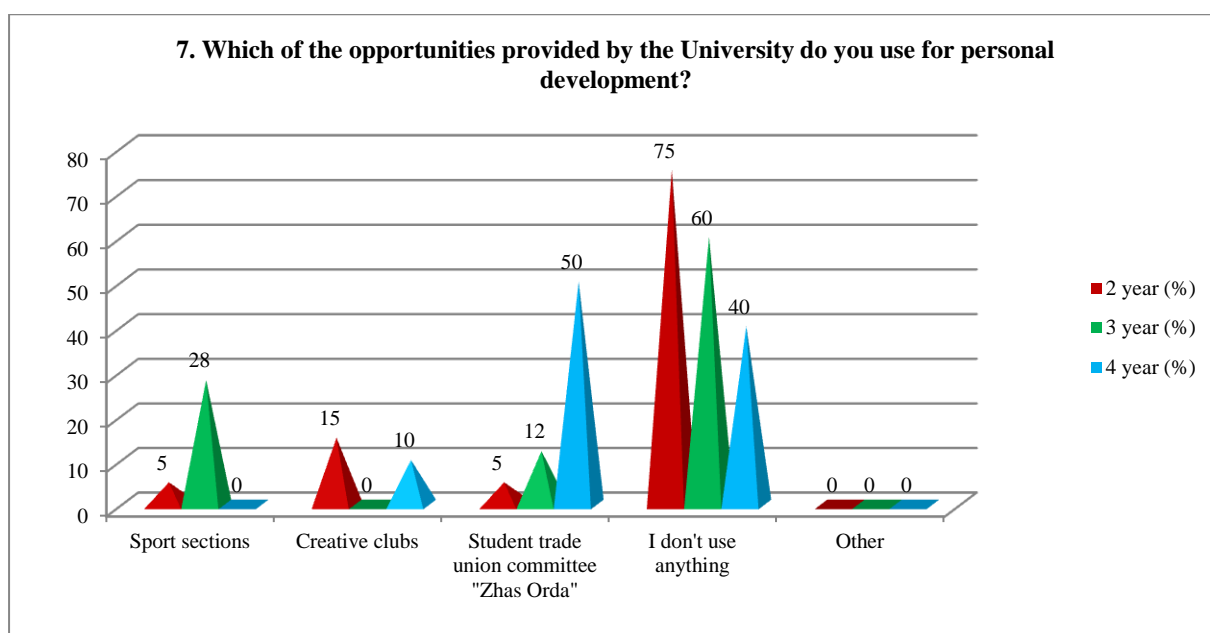
To the question "If you answered "Did not participate" to the previous question, please write why," the students provided the following answers:

2 year	3 year	4 year
- I don't know - no - Lack of awareness, as well as lack of motivation to participate at the moment - I have never had the chance to participate in training work	- No - I don't want to - There was no opportunity to choose a topic that wasn't in my specialty	-

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

Answer options	2 year (%)	3 year (%)	4 year (%)
Sport sections	5% (1 чел.)	28% (7 чел.)	-
Creative clubs	15% (3 чел.)	-	10% (1 чел.)
Student trade union committee "Zhas Orda"	5% (1 чел.)	12% (3 чел.)	50% (5 чел.)
I don't use anything	75% (15 чел.)	60% (15 чел.)	40% (4 чел.)
Other	-	-	-

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

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

2 year	3 year	4 year
- No need - no - No time - I don't want to - I don't want to - It's not interesting - I didn't join any clubs	- No - I d not want	- A small number of sections of a scientific nature, rather than creative.

- I'm not interested - I just want to study and that's it		

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 library

Answer options	2 year (%)	3 year (%)	4 year (%)
Completely satisfied	75% (15 чел.)	76% (19 чел.)	90% (9 чел.)
Partially satisfied	15% (3 чел.)	16% (4 чел.)	10% (1 чел.)
Not satisfied	-	8% (2 чел.)	-
I find it difficult to answer	10% (2 чел.)	-	-
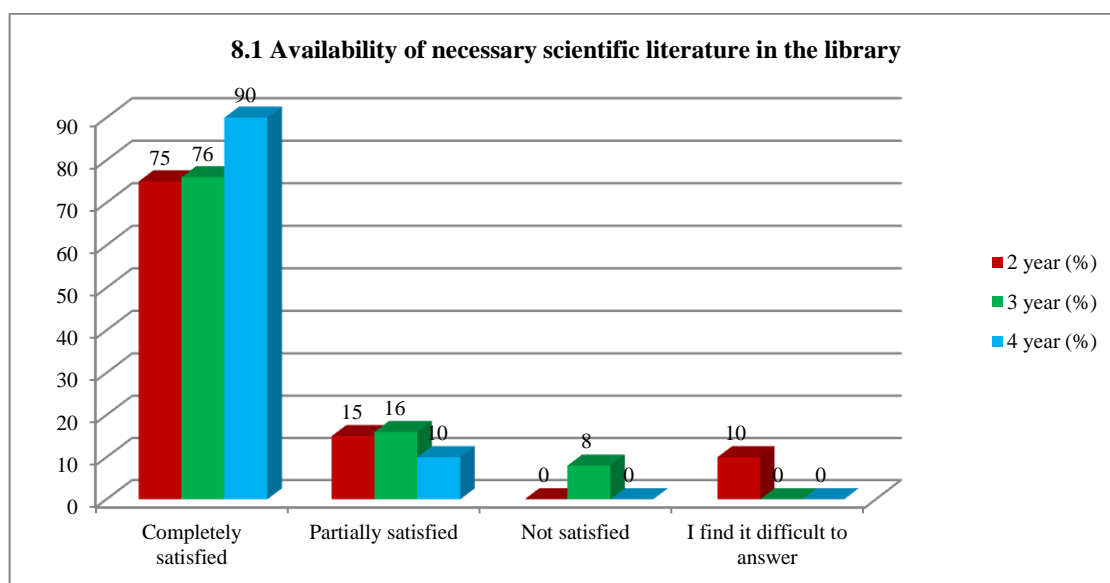
8.2 Modernity of computer equipment

Answer options	2 year (%)	3 year (%)	4 year (%)
Completely satisfied	30% (6 чел.)	64% (16 чел.)	40% (4 чел.)
Partially satisfied	50% (10 чел.)	24% (6 чел.)	20% (2 чел.)
Not satisfied	20% (4 чел.)	12% (3 чел.)	40% (4 чел.)
I find it difficult to answer	-	-	-

8.2 Modernity of computer equipment
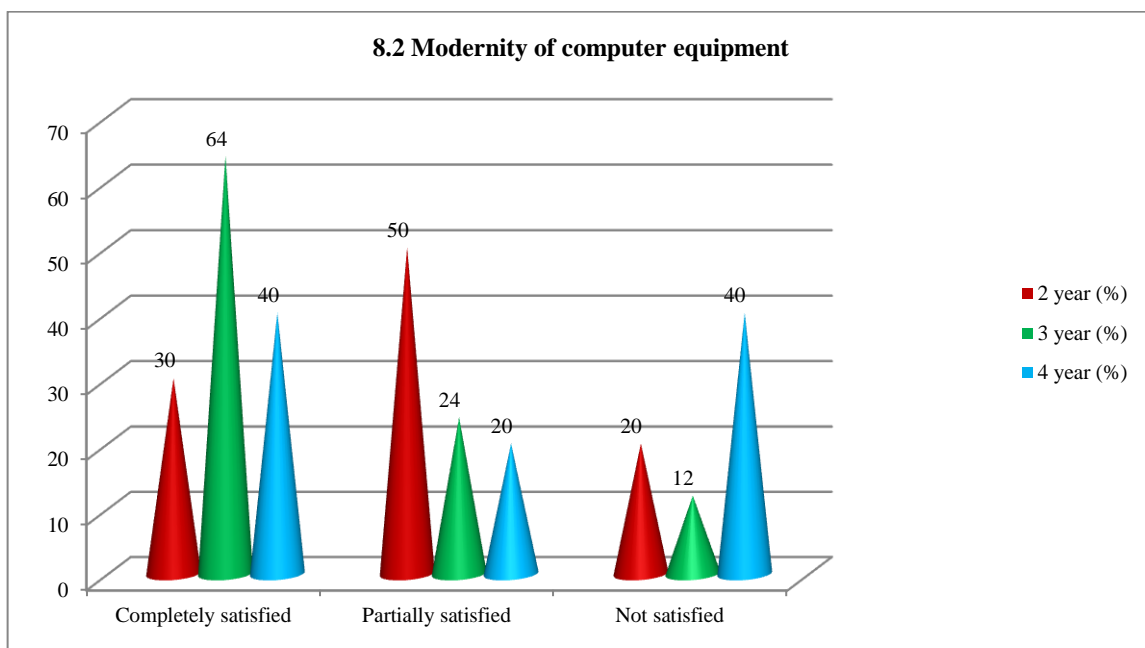
8.3 Internet channel width, its speed

Answer options	2 year (%)	3 year (%)	4 year (%)
Completely satisfied	45% (9 чел.)	52% (13 чел.)	30% (3 чел.)
Partially satisfied	20% (4 чел.)	36% (9 чел.)	20% (2 чел.)
Not satisfied	35% (7 чел.)	12% (3 чел.)	50% (5 чел.)
I find it difficult to answer	-	-	-

8.3 Internet channel width, its speed
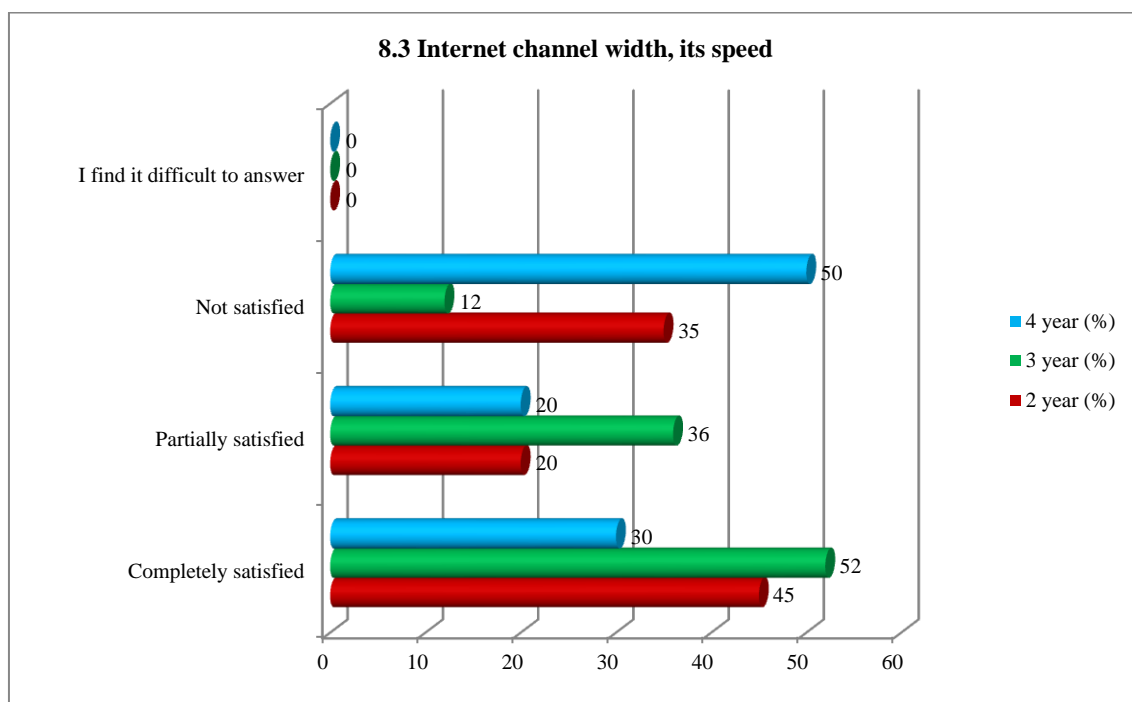
8.4 Software modernity

Answer options	2 year (%)	3 year (%)	4 year (%)
Completely satisfied	70% (14 чел.)	60% (15 чел.)	40% (4 чел.)
Partially satisfied	15% (3 чел.)	40% (10 чел.)	40% (4 чел.)
Not satisfied	10% (2 чел.)	-	20% (2 чел.)
I find it difficult to answer	5% (1 чел.)	-	-

8.4 Software modernity
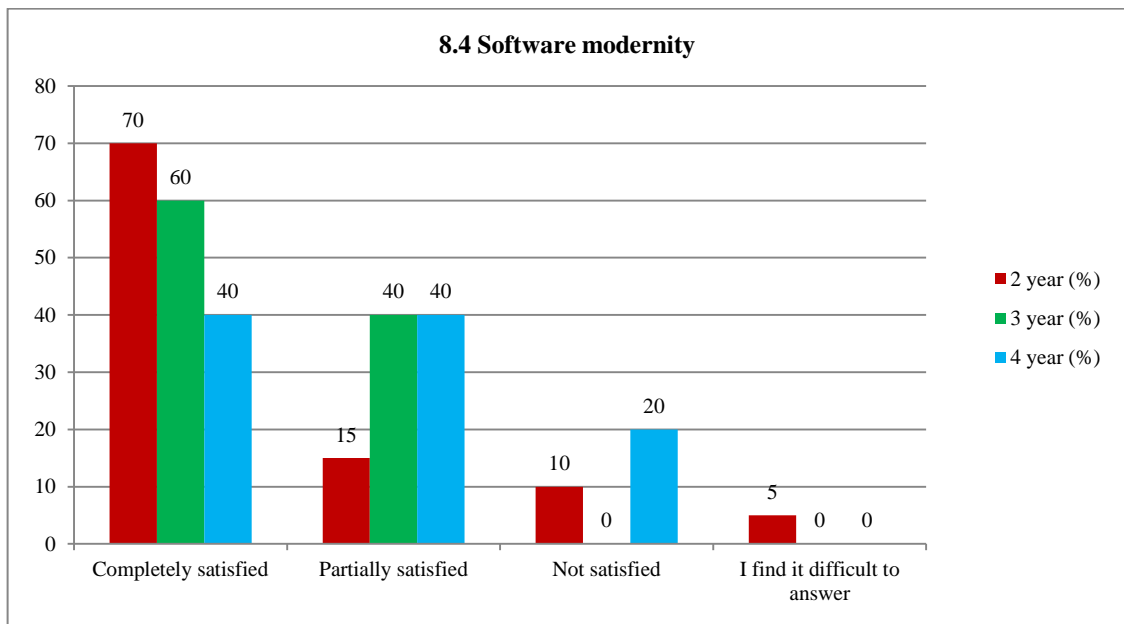
8.5 Availability of educational and scientific equipment

Answer options	2 year (%)	3 year (%)	4 year (%)
Completely satisfied	60% (12 чел.)	76% (19 чел.)	40% (4 чел.)
Partially satisfied	15% (3 чел.)	20% (5 чел.)	40% (4 чел.)
Not satisfied	20% (4 чел.)	4% (1 чел.)	20% (2 чел.)
I find it difficult to answer	5% (1 чел.)	-	-

8.5 Availability of educational and scientific equipment
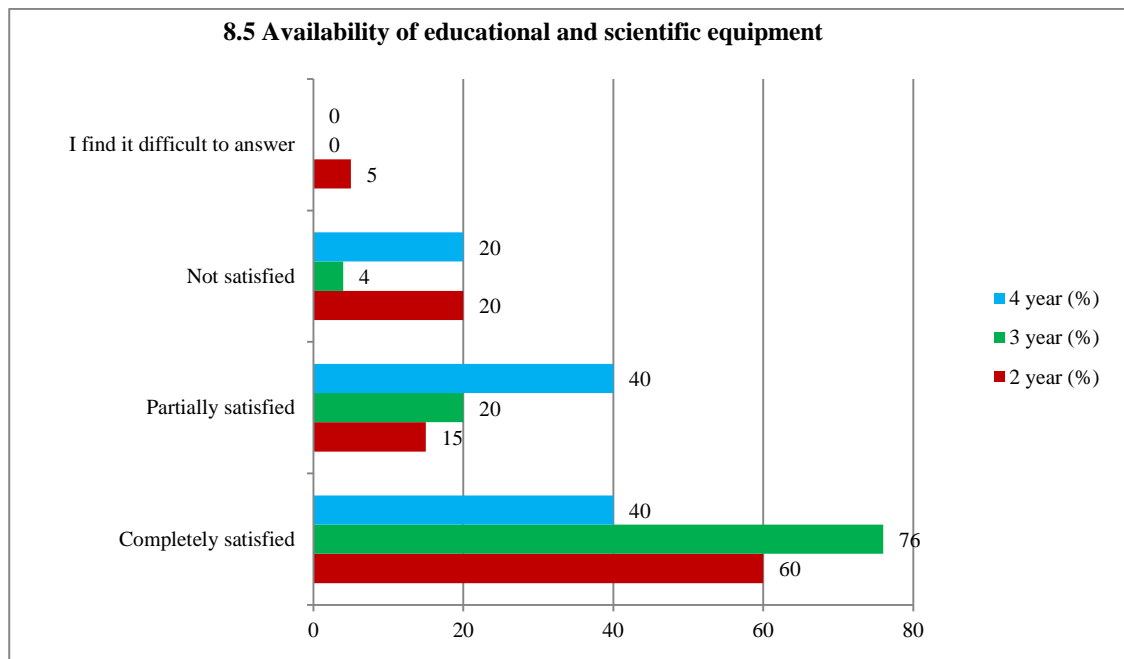
8.6 Availability of laboratories and specialized classrooms

Answer options	2 year (%)	3 year (%)	4 year (%)
Completely satisfied	75% (15 чел.)	88% (22 чел.)	40% (4 чел.)
Partially satisfied	15% (3 чел.)	-	20% (2 чел.)
Not satisfied	5% (1 чел.)	4% (1 чел.)	40% (4 чел.)
I find it difficult to answer	5% (1 чел.)	8% (2 чел.)	-

8.6 Availability of laboratories and specialized classrooms
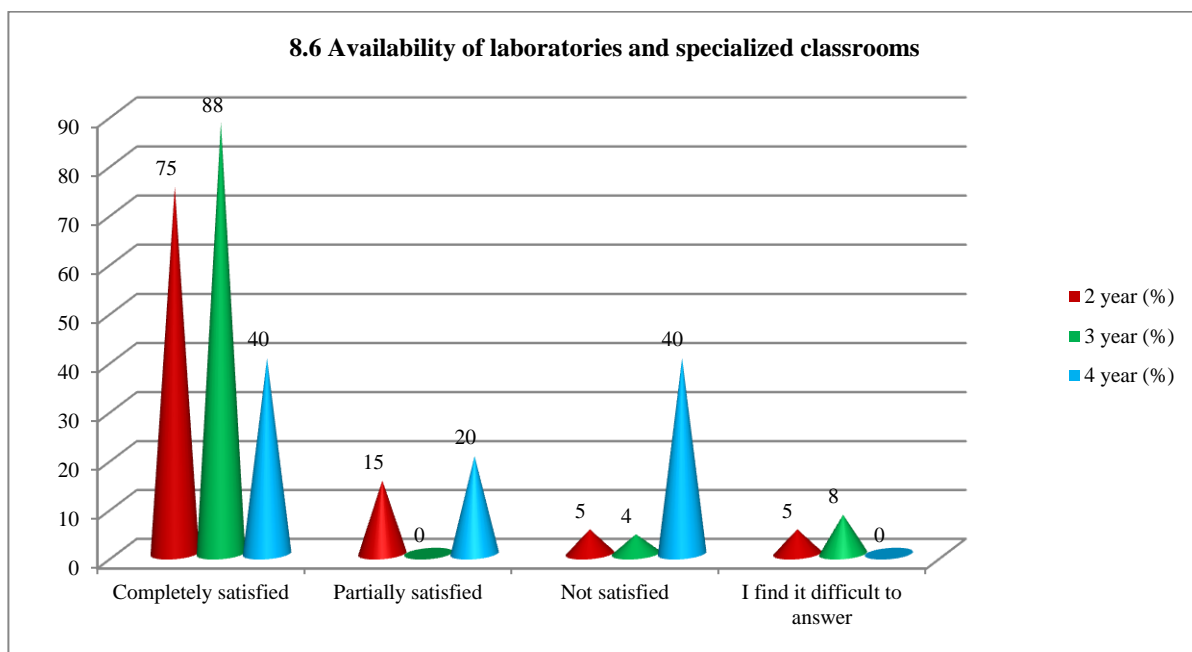
8.7 Availability of sports equipment

Answer options	2 year (%)	3 year (%)	4 year (%)
Completely satisfied	70% (14 чел.)	84% (21 чел.)	60% (6 чел.)
Partially satisfied	10% (2 чел.)	4% (1 чел.)	40% (4 чел.)
Not satisfied	10% (2 чел.)	8% (2 чел.)	-
I find it difficult to answer	10% (2 чел.)	4% (1 чел.)	-
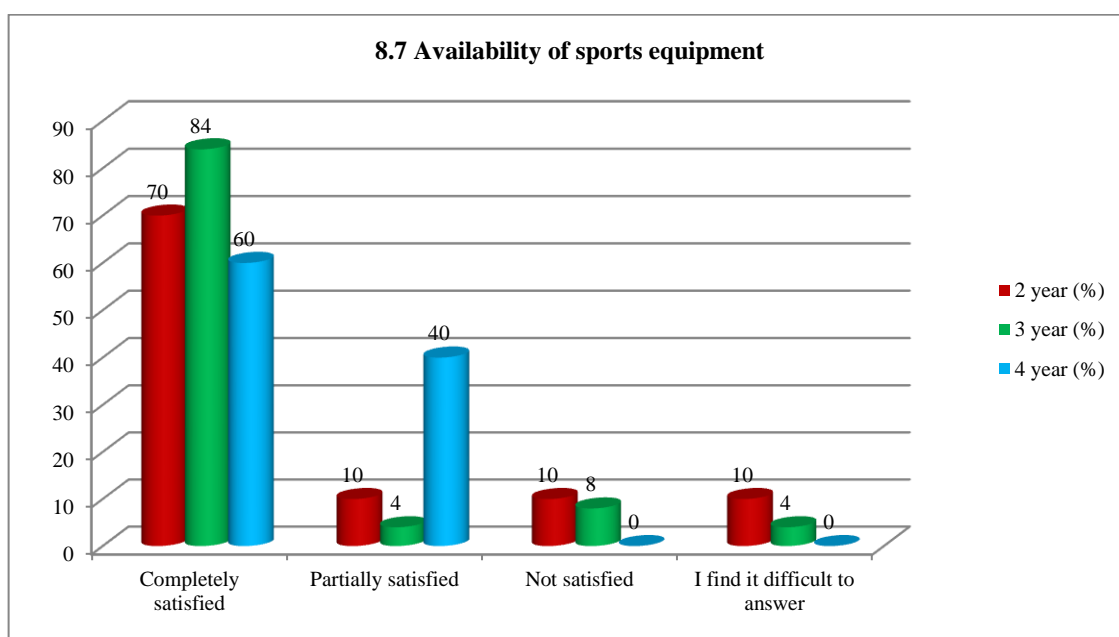
8.7 Availability of sports equipment

To the question "If you answered "Not satisfied" to the previous question, please provide recommendations for improvement," respondents indicated the following answers:

2 year	3 year	4 year
- All computers are too old - no - Internet doesn't work Wi-Fi doesn't work computers are old and there is no computer on the 6th floor	- No	-

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

(You can select one or more answer options)

Answer options	2 year (%)	3 year (%)	4 year (%)
Acquiring a high level of knowledge	70% (14 чел.)	36% (9 чел.)	50% (5 чел.)
Receiving a diploma of completion	75% (15 чел.)	32% (8 чел.)	20% (2 чел.)
Gaining the ability to acquire new knowledge that will help one to quickly adapt to the workplace	30% (6 чел.)	40% (10 чел.)	50% (5 чел.)
Gaining practical skills that one can immediately use at work	40% (8 чел.)	44% (11 чел.)	10% (1 чел.)
Receiving a diploma, the prestige of the university does not matter	10% (2 чел.)	8% (2 чел.)	20% (2 чел.)
Graduating from a prestigious university	-	4% (1 чел.)	10% (1 чел.)
Acquiring a highly paid profession	10% (2 чел.)	40% (10 чел.)	-
Acquiring a profession that is interesting and matches one's abilities	30% (6 чел.)	16% (4 чел.)	20% (2 чел.)
Receiving a diploma with high grades	10% (2 чел.)	16% (4 чел.)	30% (3 чел.)
One should learn only what is interesting or will be needed in further study (work)	20% (4 чел.)	10% (4 чел.)	-
It's not so important in what specialty to graduate from this particular university	-	-	-
Getting this specialty is not so important in which university.	10% (2 чел.)	4% (1 чел.)	-

The amount in % is not equal to 100, because multiple answer options were expected
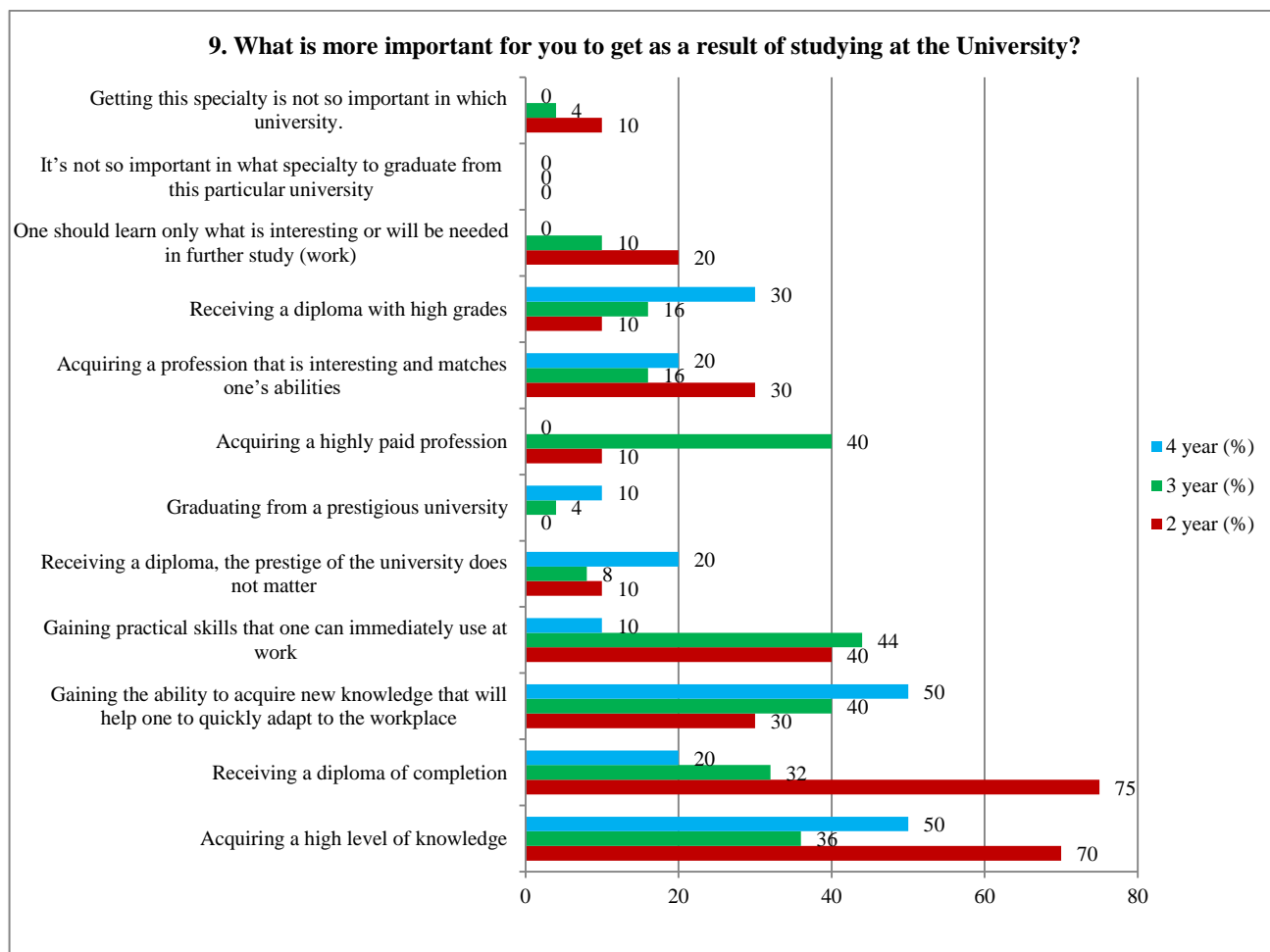
The following conclusions can be drawn from the survey results:

The analysis of the results of students filling out the questionnaire "Satisfaction of 2-5 year old students with educational services" indicates a positive attitude of students to the conditions, content, organization and quality of the educational process at the university. The majority of the surveyed students majoring in "Industrial Economics" (98.3%) 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%):
- class schedule (90.6%);
- organization of independent work (94%);
- quality of practices (84.3%);
- organizing and conducting SIWT (96.6%);
- organizing and conducting laboratory work (91%);
- satisfaction with the work of the library (98.3%);
- the ability to access full-text databases of scientific publications (94.4%);
- organization of catering at the University (84%).

The following criteria were rated by respondents as "good quality" (satisfaction rates below 80%):
- quality of medical care (64.3%);
- living conditions in the dormitory (61.6%).

According to the survey results, 2-year students expressed wishes regarding improvement of the material base, including expansion of the assortment in the canteens, and also suggested opening access to the elevator for EEM students. Among the recommendations for improving the educational process, the need to update the program was mentioned.

Most students have no complaints about the organization of the educational process, but 2-year students expressed dissatisfaction with the overload of classroom studies, and in the 4-year some students noted dissatisfaction with the quality of classes, and also suggested devoting more time to practice, and not only lectures, and providing computers to classrooms where they are absent or work slowly.

Information about academic mobility opportunities is available to most students, especially in their senior years. However, several 2-year students do not know how to use it, or are not sure why it is not available to them.

The majority of students in all years consider the relations between students to be friendly (75-90%). The relations between teachers and students are generally assessed as friendly, although in the 4-year the share of students noting friendliness is slightly lower (60%). The relations between students and curators are also generally friendly, although in the 4th year there is a slight decrease. The situation with the relations between students and the administration is slightly worse: in the 4th year 60% consider them friendly, but in the 2- and 3-years the percentage of such students reaches 70-72%. The relations between students and the staff of the departments are also generally positive, but in the 4th year there is a decrease to 60%. 10% of students in the 2nd year consider the relations with the staff of the departments to be negative. As for the relations with the security service, the majority of students in the 2- and 3-years rated them as friendly, however in the 2nd year 15% of students consider them negative. In the responses of 2-year students to the question about negative attitudes towards security, it is mentioned that security creates the

impression of increased security, which is perceived as excessive strictness. In the responses to the question about the most pressing student issues, the first place for 2- and 3-year students is occupied by "quality of food and prices in the student canteen". "Quality of teaching" and "employment in the specialty" are pressing issues for 3-year students.

Regarding participation in scientific work, the majority of students in the 2nd (60%) and 3rd years (68%) do not participate in scientific projects. Those who participate most often note participation in scientific seminars and presentations at conferences. In the 4th year, there is an increase in activity: 50% of students participate in conferences, and 60% of students participate in a student scientific work conference.

In the question of personal development, in the 3rd year, the student trade union "Zhas Orda" is most actively used (50%), and there are also students who use creative circles (10%) and sports sections (28%). However, a significant number of students in all years do not use the offered opportunities for personal development, especially in the 2nd year (75%).

In general, the results of the questionnaire show that students are generally satisfied with the material base of the university, but there are areas that require attention. Most students are satisfied with the availability of scientific literature, sports equipment and laboratories. Problems arise with outdated computer equipment, internet connections and modern software, where there is a significant share of dissatisfaction, especially among students in the younger years.

Students in different years attach different importance to learning outcomes. For most 2-year students, the most important thing is obtaining a diploma (75%/15 people) and a high level of knowledge (70%/14 people). Practical skills and the ability to adapt to the workplace are also important, but to a lesser extent. 3-year students focus on obtaining practical skills (44%/11 people), a high-paying profession (40%/10 people) and the ability to quickly adapt to the workplace (40%/10 people). For 4-year students, the most important thing is obtaining a high level of knowledge and the ability to master new knowledge that will help quickly adapt to the workplace. Obtaining a diploma also remains important, but occupies a less significant place compared to other years.

The overall satisfaction of students in the Industrial Economics major with educational services is 88.5%, 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.