Report
on the results of the questionnaire
"Satisfaction of 2nd-5th year students with educational services"
for the 2024-2025 year
Department: "Enterprise Economy and Management"
Specialty: 6B04108 Accounting and audit in industry

In October 2024, the Center for Quality Management and Accreditation conducted an annual questionnaire on student satisfaction with the quality of services provided.

Purpose of the questionnaire: To assess the degree of satisfaction of respondents with the quality of educational services and other activities of the university.

In the specialty 6B04108 "Accounting and audit in industry" 23 respondents took part in the questionnaire, which is 62.2% of the total number of students in this specialty (37 people).

- 2nd year – 11 students (68,75%);
- 3rd year – 4 students (66,7%);
- 4th year – 8 students (53,3%).

Form of study
- Budget-funded – 0
- Paid – 23 students (100%).

The following data was obtained during the questionnaire:

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

1.1 The educational process as a whole
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 the 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 meals at the university (prices, product assortment, quality of prepared meals)

Other _____

If you answered "not satisfied" to the previous question, please provide recommendations for improving the services provided _____
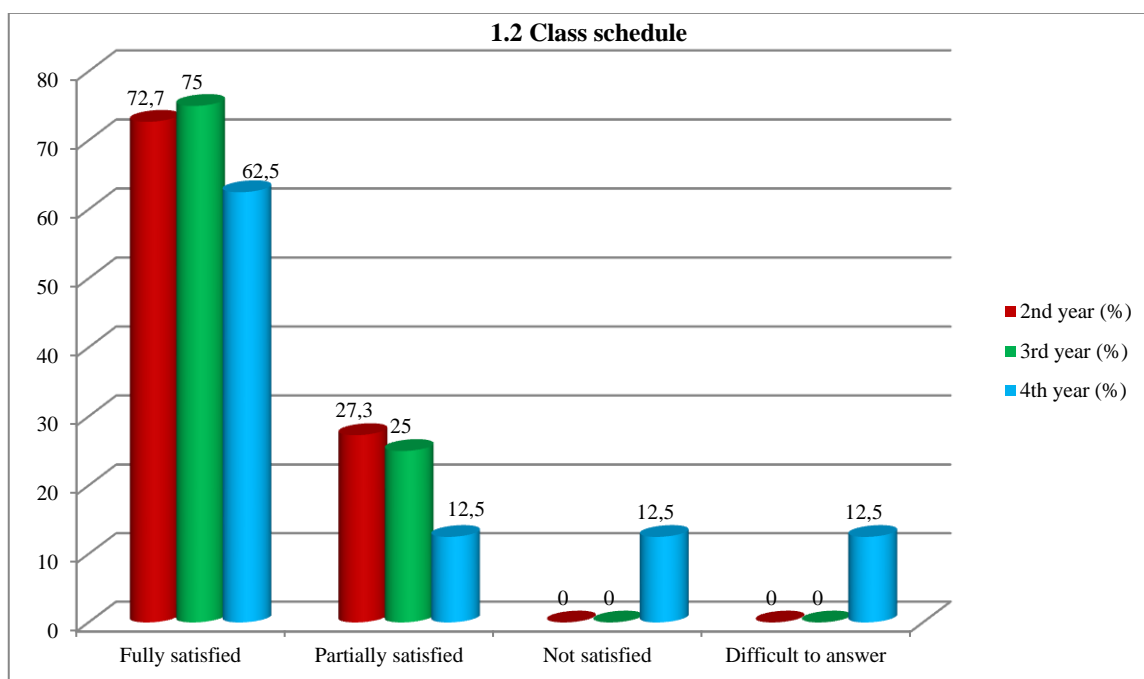
1.1 The educational process as a whole

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Fully satisfied	72,7% (8 students)	75% (3 students)	75% (6 students)
Partially satisfied	27,3% (3 students)	25% (1 student)	12,5% (1 student)
Not satisfied	-	-	-
Difficult to answer	-	-	12,5% (1 student)
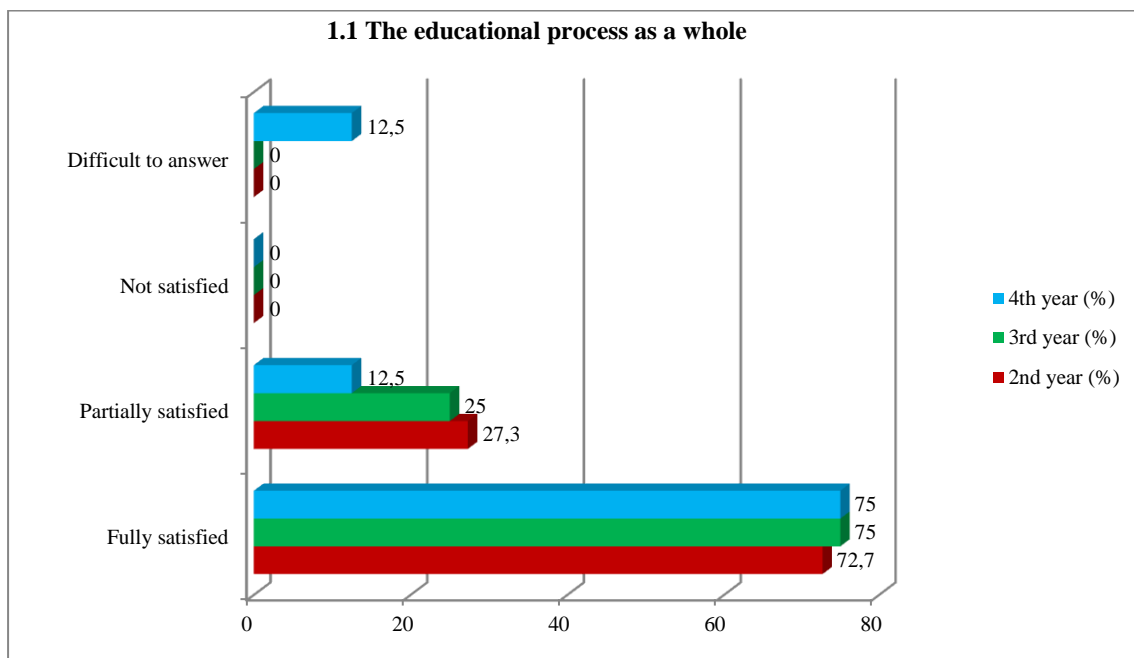
1.2 Class schedule

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Fully satisfied	72,7% (8 students)	75% (3 students)	62,5% (8 students)
Partially satisfied	27,3% (3 students)	25% (1 student)	12,5% (1 student)
Not satisfied	-	-	12,5% (1 student)
Difficult to answer	-	-	12,5% (1 student)

1.3 Organization of independent work

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Fully satisfied	81,8% (9 students)	75% (3 students)	75% (6 students)
Partially satisfied	9,1% (1 student)	25% (1 student)	12,5% (1 student)
Not satisfied	9,1% (1 student)	-	-
Difficult to answer	-	-	12,5% (1 student)
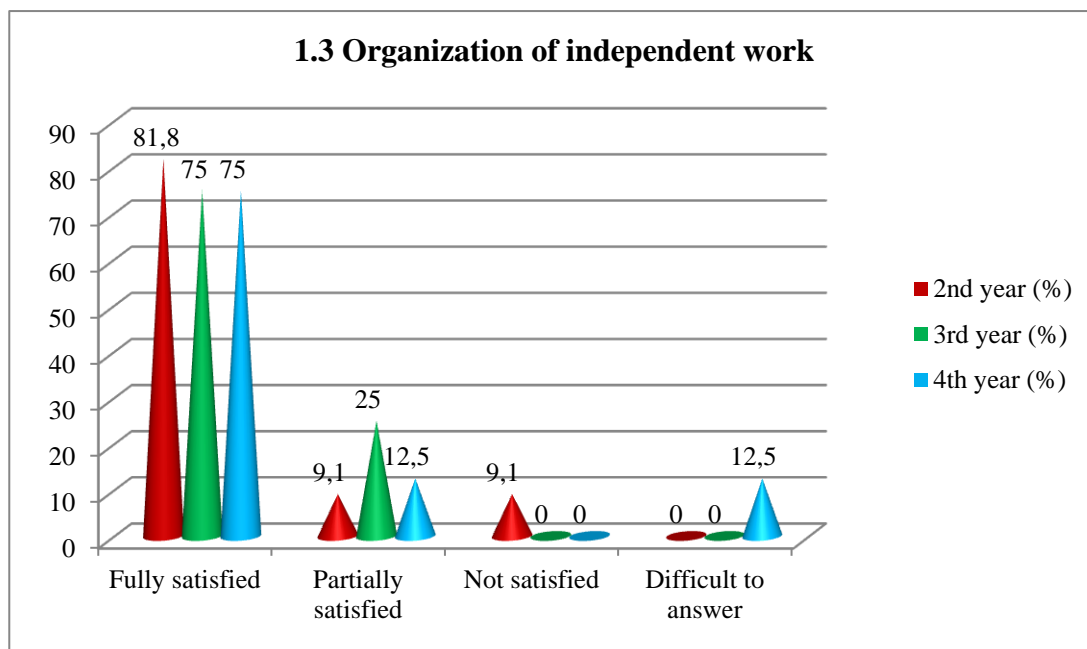
1.4 Internship process

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Fully satisfied	72,7% (8 students)	75% (3 students)	62,5% (5 students)
Partially satisfied	9,1% (1 student)	-	25% (2 students)
Not satisfied	18,2% (2 students)	25% (1 student)	-
Difficult to answer	-	-	12,5% (1 student)
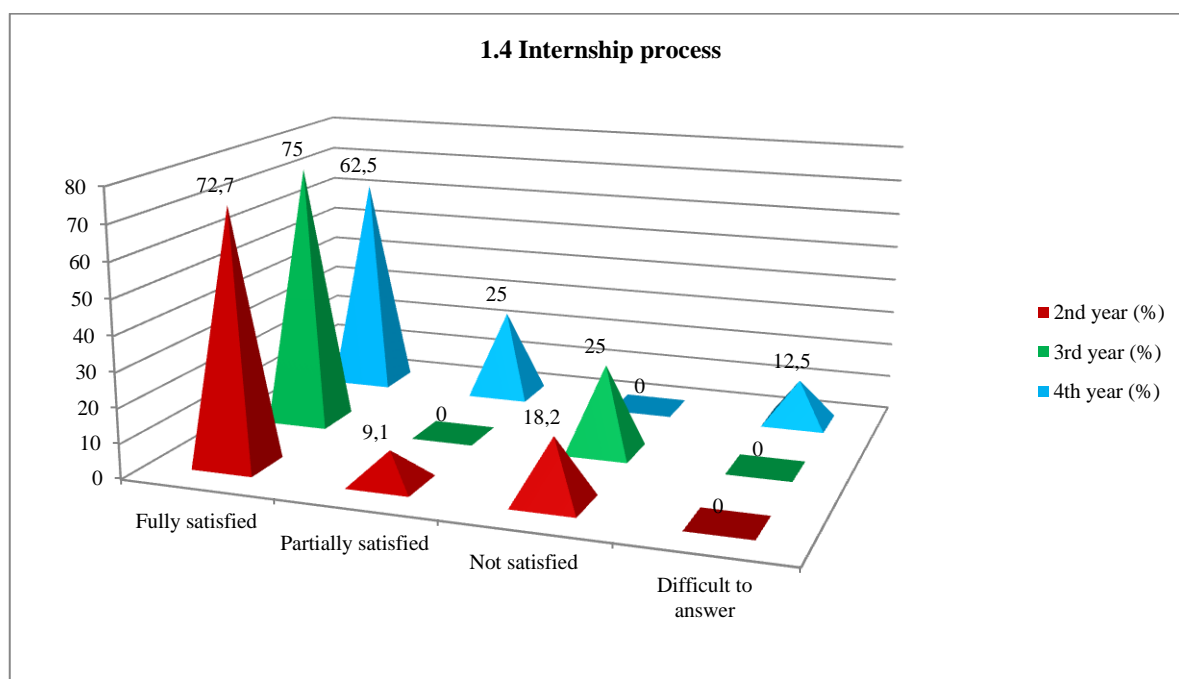
1.5 Organization and conduct of SIWT

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Fully satisfied	90,9% (10 students)	50% (2 students)	87,5% (7 students)
Partially satisfied	9,1% (1 student)	50% (2 students)	-
Not satisfied	-	-	-
Difficult to answer	-	-	12,5% (1 student)
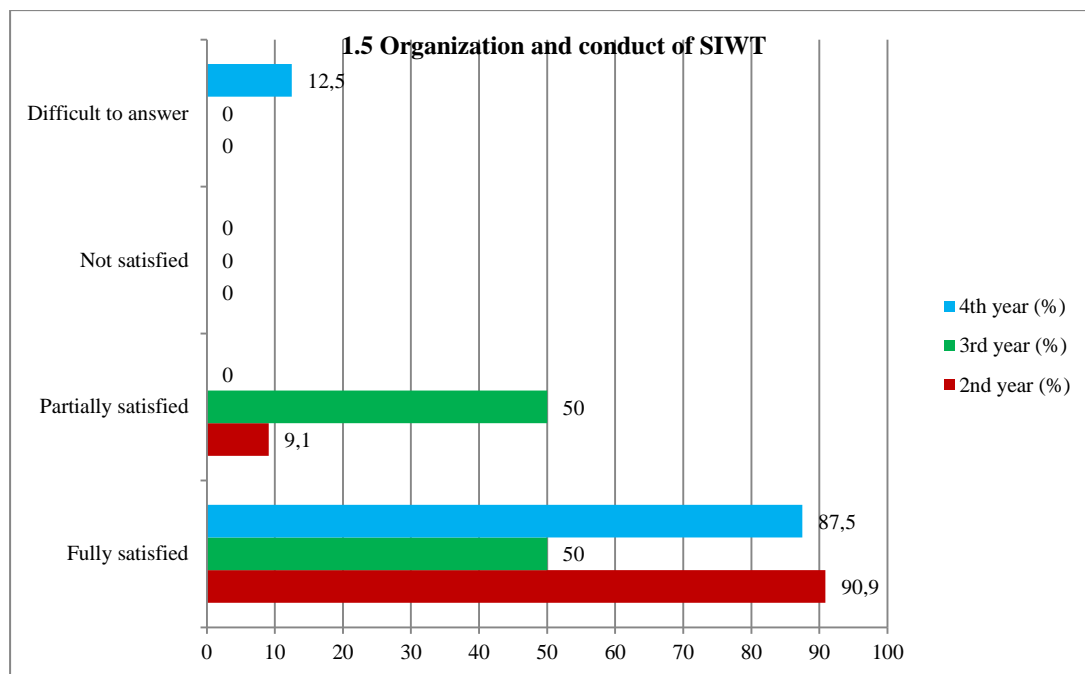
1.6 Organization and conduct of laboratory work

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Fully satisfied	81,8% (9 students)	75% (3 students)	87,5% (7 students)
Partially satisfied	9,1% (1 student)	-	-
Not satisfied	9,1% (1 student)	25% (1 student)	-
Difficult to answer	-	-	12,5% (1 student)
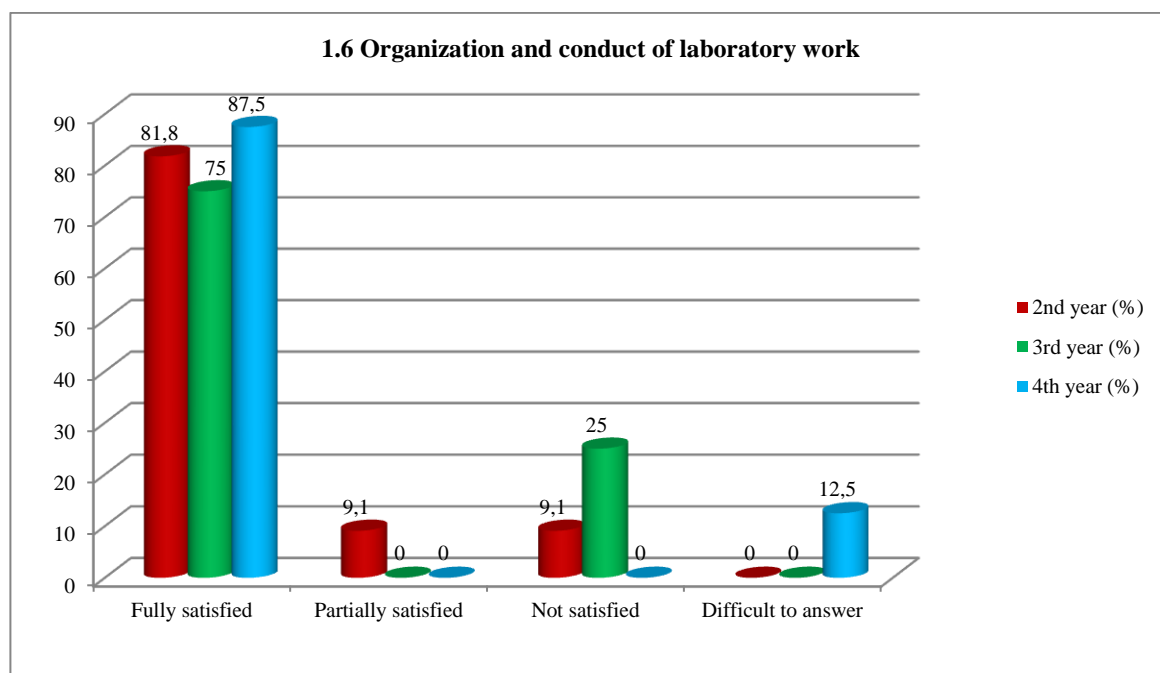
1.7 Satisfaction with the library services

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Fully satisfied	72,7% (8 students)	75% (3 students)	87,5% (7 students)
Partially satisfied	18,2% (2 students)	25% (1 student)	-
Not satisfied	9,1% (1 student)	-	-
Difficult to answer	-	-	12,5% (1 student)
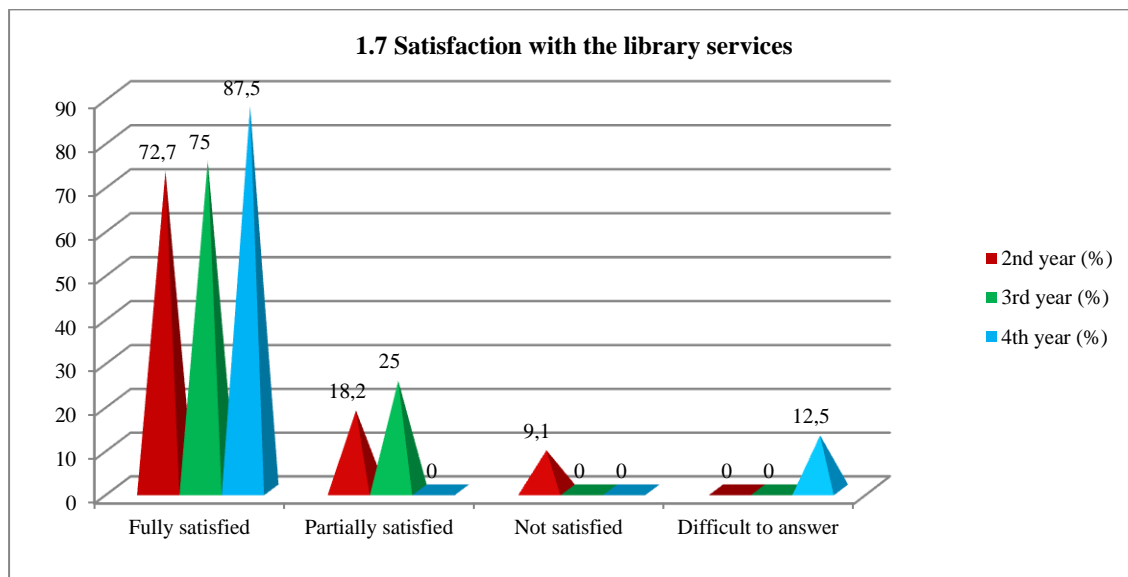
1.8 Access to full-text databases of scientific publications

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Fully satisfied	63,6% (7 students)	75% (3 students)	75% (6 students)
Partially satisfied	27,3% (3 students)	-	12,5% (1 student)
Not satisfied	9,1% (1 student)	25% (1 student)	-
Difficult to answer	-	-	12,5% (1 student)
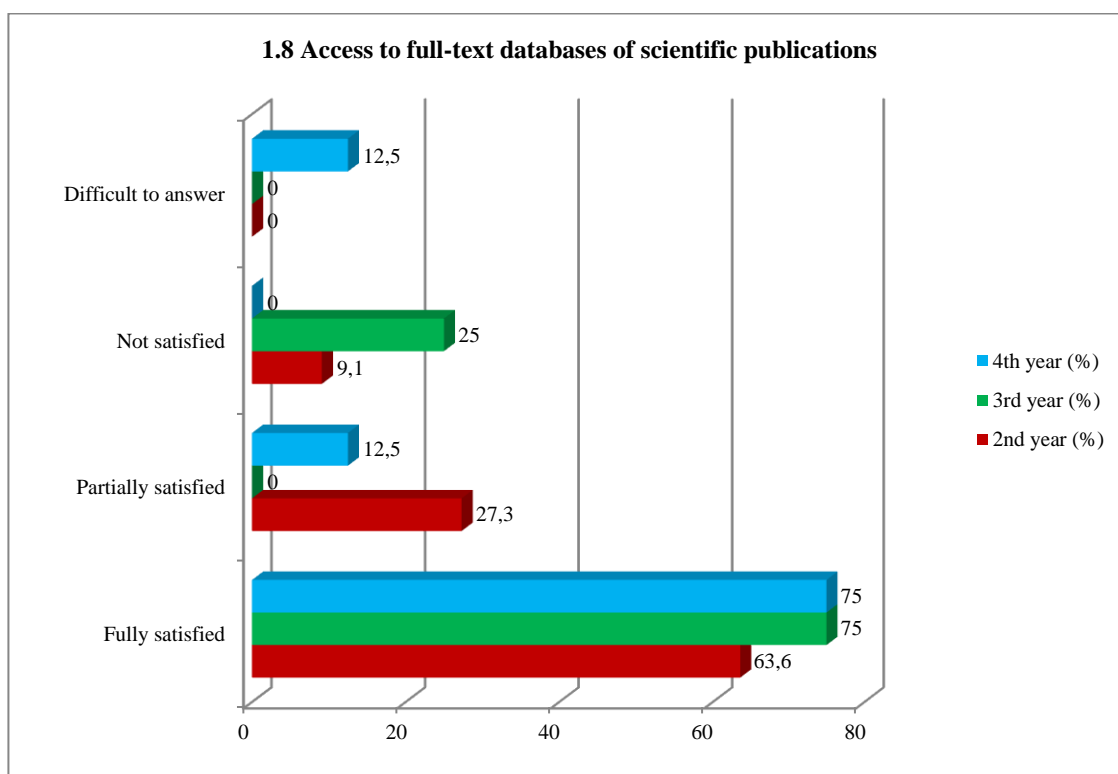
1.9 Living conditions in the dormitory

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Fully satisfied	72,7% (8 students)	75% (3 students)	87,5% (7 students)
Partially satisfied	9,1% (1 student)	-	-
Not satisfied	-	25% (1 student)	-
Difficult to answer	18,2% (2 students)	-	12,5% (1 student)
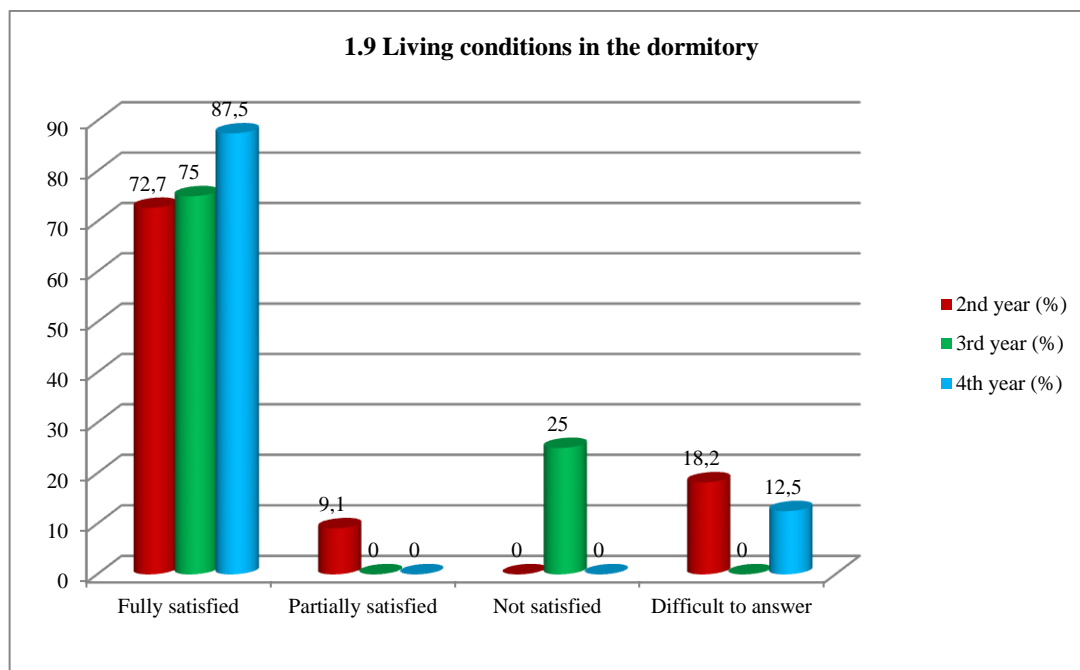
1.10 Quality of medical services

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Fully satisfied	72,7% (8 students)	50% (2 students)	75% (6 students)
Partially satisfied	9,1% (1 student)	25% (1 student)	12,5% (1 student)
Not satisfied	9,1% (1 student)	-	-
Difficult to answer	9,1% (1 student)	25% (1 student)	12,5% (1 student)
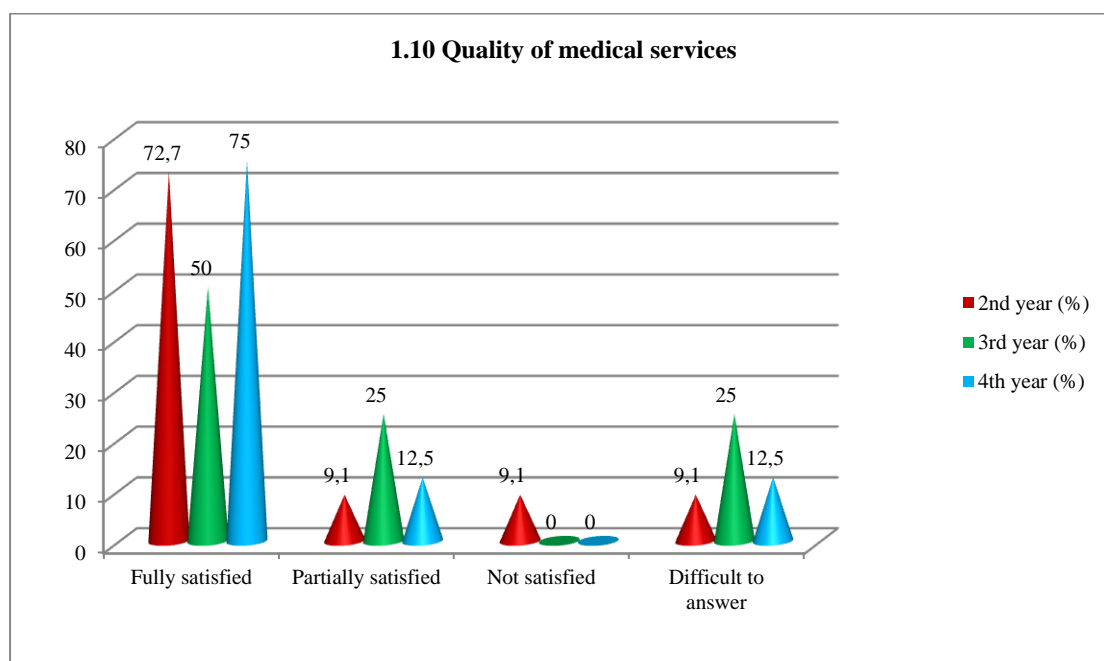
**1.11 Organization of meals at the university (prices, product assortment, quality of prepared meals)**

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Fully satisfied	54,5% (6 students)	50% (2 students)	62,5% (5 students)
Partially satisfied	45,5% (5 students)	25% (1 student)	12,5% (1 student)
Not satisfied	-	25% (1 student)	12,5% (1 student)
Difficult to answer	-	-	12,5% (1 student)
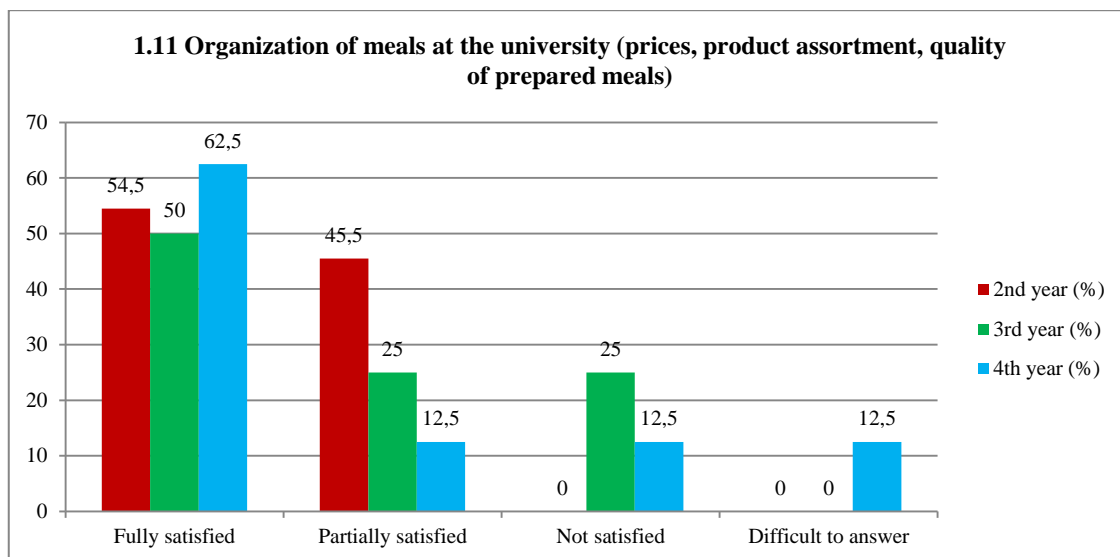
For the question **"If you answered 'not satisfied' to the previous question, give recommendations for improving the services provided",** respondents did not provide additional comments.

2. Your attitude toward the quality of the organization of the educational process?

Answer options	2nd year (%)	3rd year (%)	4th year (%)
No complaints	90,9% (10 students)	100% (4 students)	87,5% (7 students)
Mismatch between the subjects studied and the chosen specialty	9,1% (1 student)	-	-
Mismatch between the importance of the subject and the number of hours allocated	-	-	12,5% (1 student)
Overload of classroom activities	-	-	-
Dissatisfaction with the quality of classes	-	-	-
Dissatisfaction with the organization of credits and exams	-	-	-
Other	-	-	-

2. Your attitude toward the quality of the organization of the educational process?
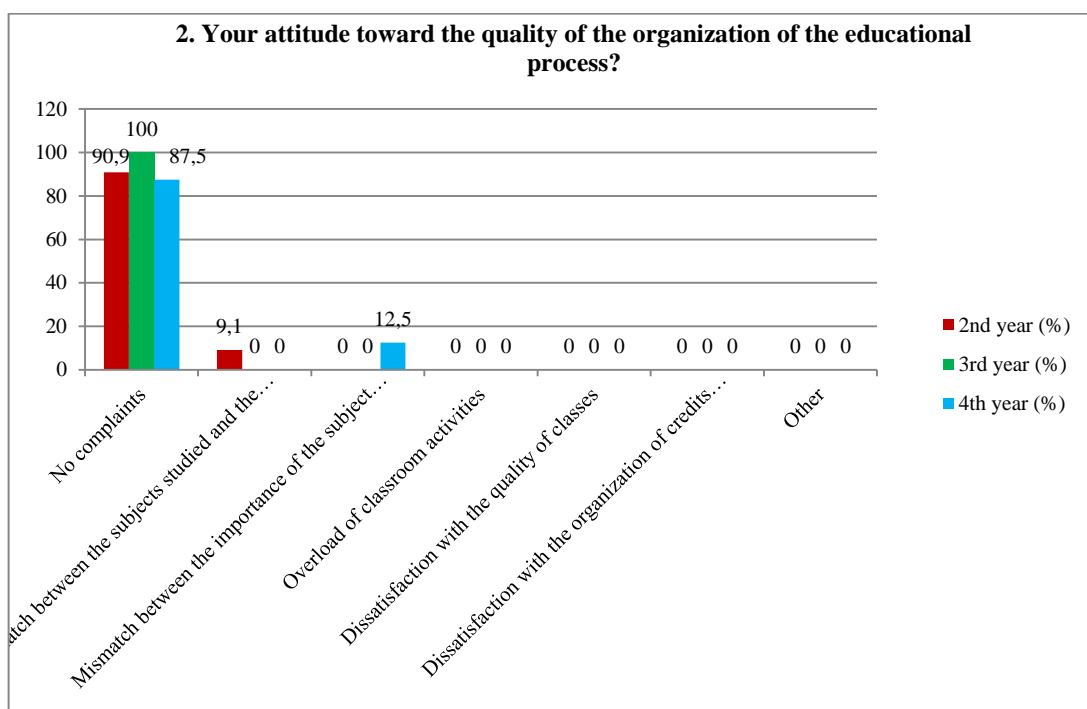
For the question, **"If you answered 'Does not meet or satisfy' to the previous question, give recommendations for improvement,"** respondents did not provide additional comments.

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

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Yes	90,9% (10 students)	100% (4 students)	87,5% (7 students)
No	9,1% (1 student)	-	12,5% (1 student)
Other	-	-	-

3. Is information about academic mobility opportunities available to you?
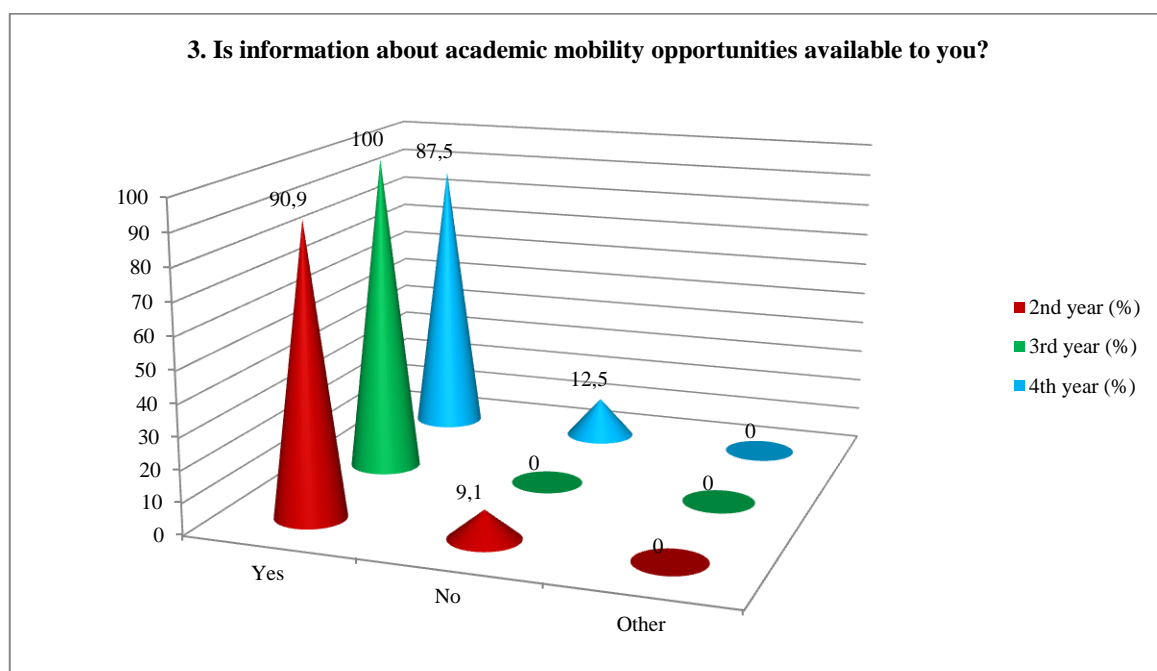
There are no answers to the question **"If you answered 'No' to the previous question, write why".**

## 4. What do you think about the relationships?

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	2nd year (%)	3rd year (%)	4th year (%)
Friendly	100% (11 students)	75% (3 students)	100% (8 students)
Rather friendly than unfriendly	-	25% (1 student)	-
Rather unfriendly than friendly	-	-	-
Negative	-	-	-
Difficult to answer	-	-	-
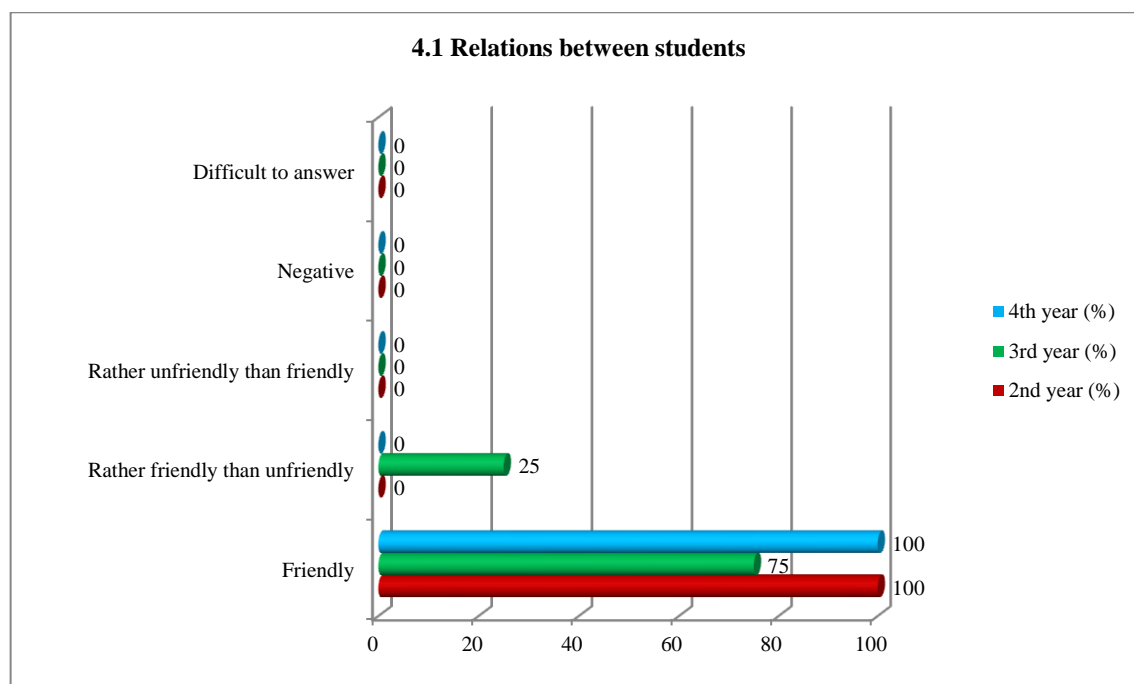
4.2 Relations between teachers and students (in the educational process)

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Friendly	100% (11 students)	50% (2 students)	87,5% (7 students)
Rather friendly than unfriendly	-	50% (2 students)	12,5% (1 student)
Rather unfriendly than friendly	-	-	-
Negative	-	-	-
Difficult to answer	-	-	-

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

Category	4th year (%)	3rd year (%)	2nd year (%)
Difficult to answer	0	0	0
Negative	0	0	0
Rather unfriendly than friendly	0	0	0
Rather friendly than unfriendly	12,5	50	0
Friendly	87,5	50	100
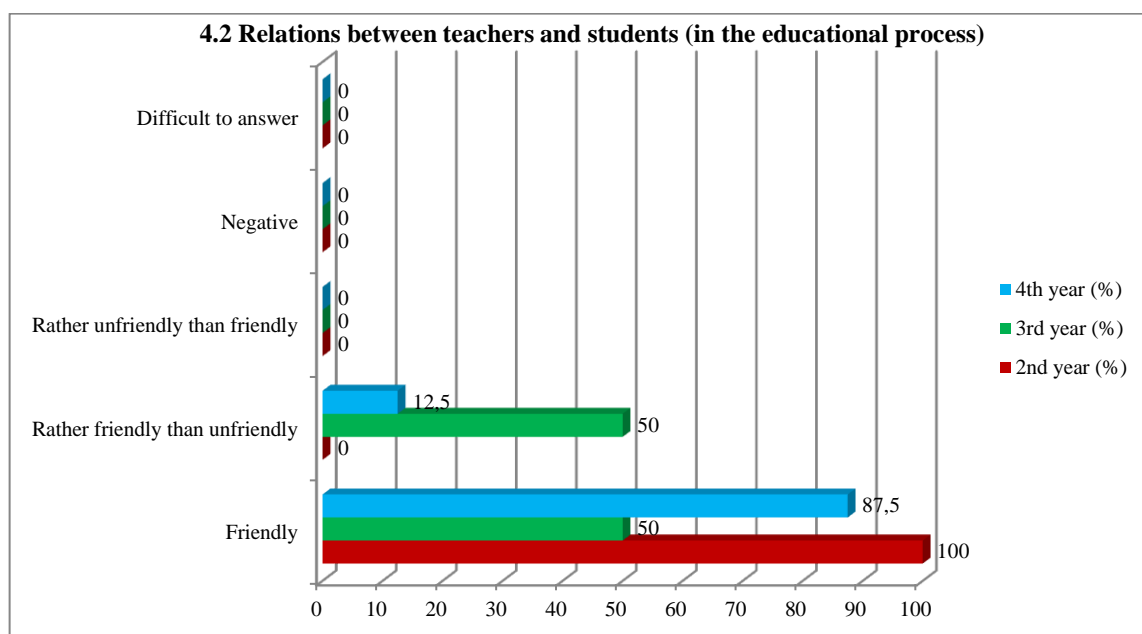
4.3 Relations between students and supervisors

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Friendly	100% (11 students)	100% (4 students)	87,5% (7 students)
Rather friendly than unfriendly	-	-	12,5% (1 student)
Rather unfriendly than friendly	-	-	-
Negative	-	-	-
Difficult to answer	-	-	-

4.3 Relations between students and supervisors

Category	4th year (%)	3rd year (%)	2nd year (%)
Difficult to answer	0	0	0
Negative	0	0	0
Rather unfriendly than friendly	0	0	0
Rather friendly than unfriendly	12,5	0	0
Friendly	87,5	100	100
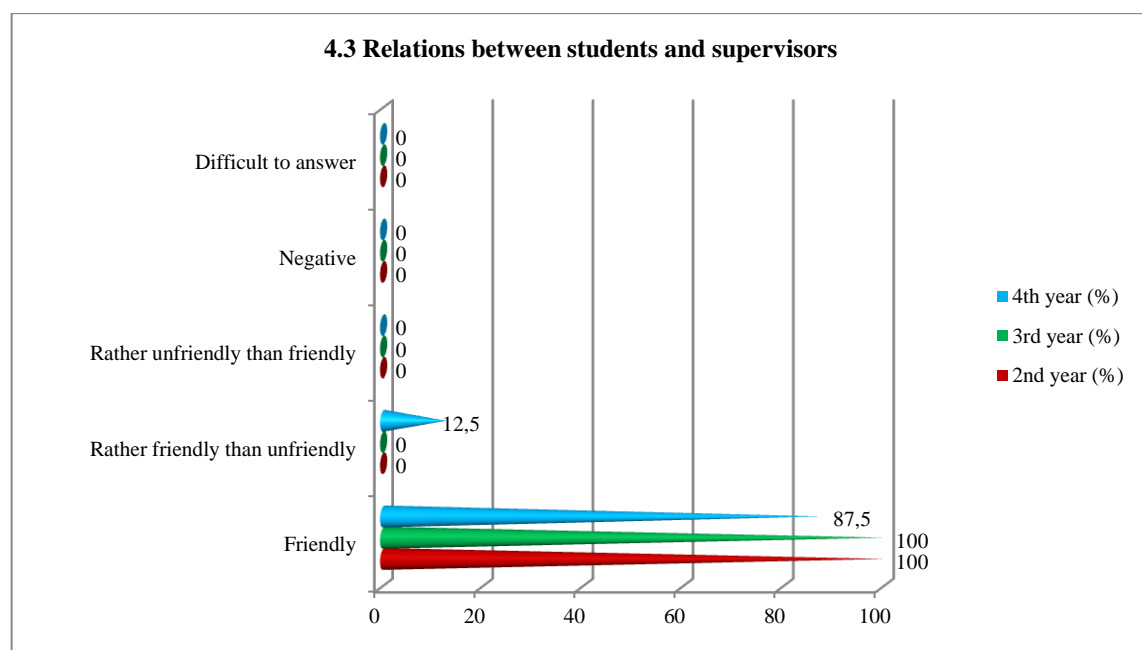
4.4 Relations between students and the administration

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Friendly	100% (11 students)	50% (2 students)	87,5% (7 students)
Rather friendly than unfriendly	-	50% (2 students)	-
Rather unfriendly than friendly	-	-	12,5% (1 student)
Negative	-	-	-
Difficult to answer	-	-	-

4.4 Relations between students and the administration

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

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Friendly	90,9% (10 students)	50% (2 students)	87,5% (7 students)
Rather friendly than unfriendly	-	50% (2 students)	-
Rather unfriendly than friendly	9,1% (1 student)	-	12,5% (1 student)
Negative	-	-	-
Difficult to answer	-	-	-

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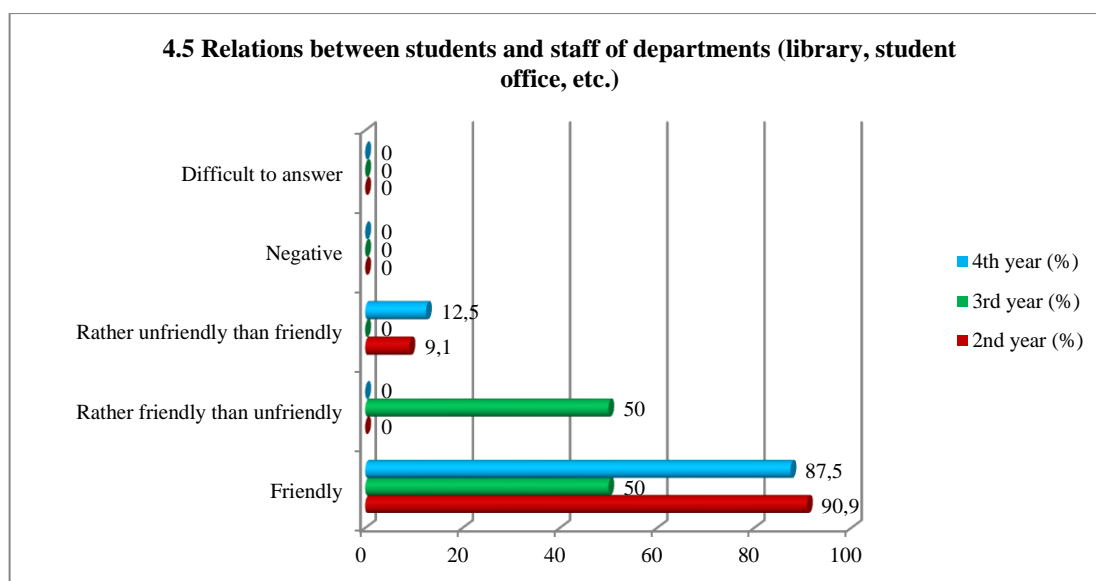
4.6 Relations between students and the security service

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Friendly	81,8% (9 students)	25% (1 student)	87,5% (7 students)
Rather friendly than unfriendly	-	75% (3 students)	-
Rather unfriendly than friendly	-	-	12,5% (1 student)
Negative	-	-	-
Difficult to answer	18,2% (2 students)	-	-

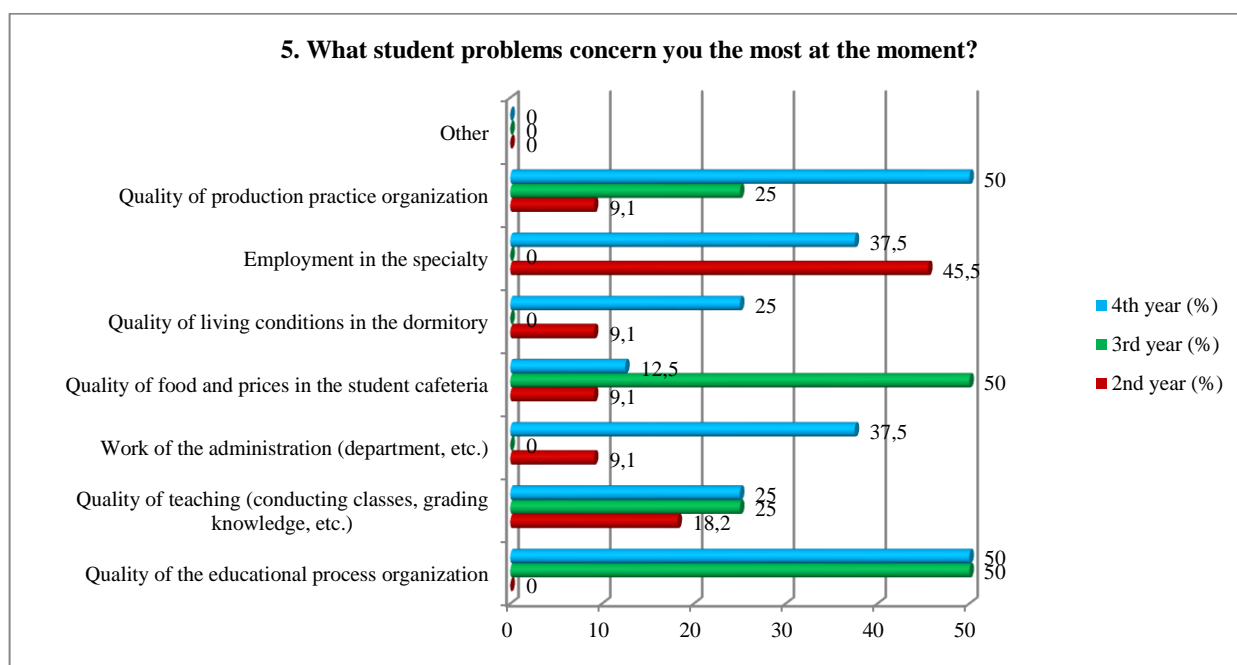**4.6 Relations between students and the security service**
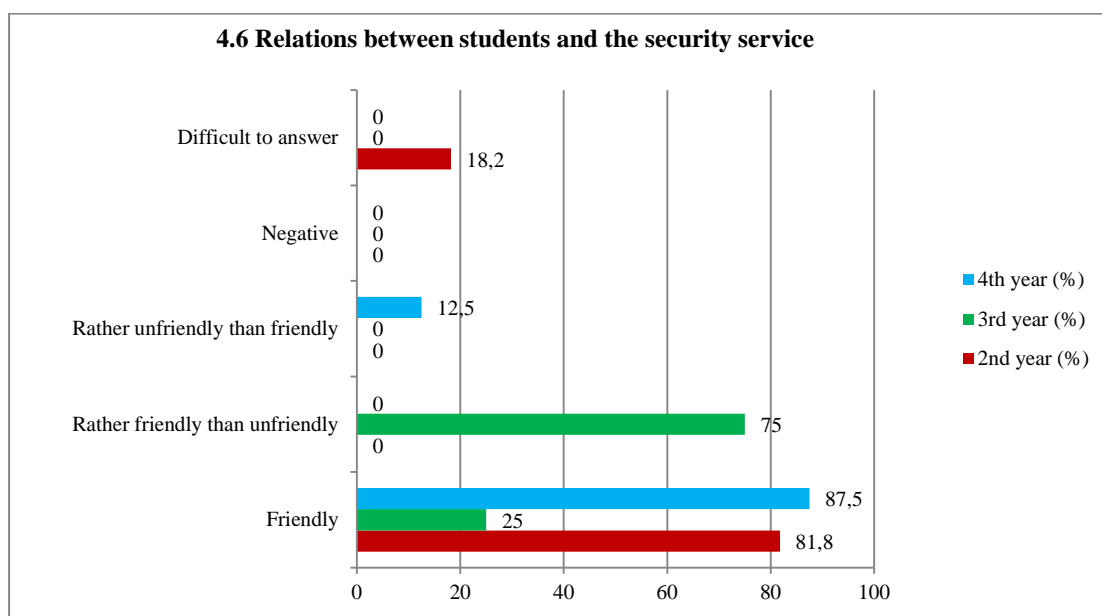
For the question, **"If you answered ''Rather unfriendly than friendly'' and ''Negative'' to the previous question, give recommendations for improvement,"** respondents did not provide additional comments.

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

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Quality of the educational process organization	-	50% (2 students)	50% (4 students)
Quality of teaching (conducting classes, grading knowledge, etc.)	18,2% (2 students)	25% (1 student)	25% (2 students)
Work of the administration (department, etc.)	9,1% (1 student)	-	37,5% (3 students)
Quality of food and prices in the student cafeteria	9,1% (1 student)	50% (2 students)	12,5% (1 student)
Quality of living conditions in the dormitory	9,1% (1 student)	-	25% (2 students)
Employment in the specialty	45,5% (5 students)	-	37,5% (3 students)
Quality of production practice organization	9,1% (1 student)	25% (1 student)	50% (4 students)
Other	-	-	-

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

5. What student problems concern you the most at the moment?

Chart categories (from top to bottom), with values for 4th year (%), 3rd year (%), 2nd year (%):

- Other: 0 / 0 / 0
- Quality of production practice organization: 50 / 25 / 9,1
- Employment in the specialty: 37,5 / 0 / 45,5
- Quality of living conditions in the dormitory: 25 / 0 / 9,1
- Quality of food and prices in the student cafeteria: 12,5 / 50 / 9,1
- Work of the administration (department, etc.): 37,5 / 0 / 9,1
- Quality of teaching (conducting classes, grading knowledge, etc.): 25 / 25 / 18,2
- Quality of the educational process organization: 50 / 50 / 0

Legend:
- ■ 4th year (%)
- ■ 3rd year (%)
- ■ 2nd year (%)

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

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Did not participate(s)	36,4% (4 students)	75% (3 students)	62,5% (5 students)
Sometimes, when it is necessary on formal grounds	9,1% (1 student)	-	12,5% (1 student)
In scientific projects of laboratories, centers, etc. under a contract, grant, etc.	-	-	37,5% (3 students)
In scientific projects of laboratories, clubs, circles, etc. on a gratuitous basis.	27,3% (3 students)	-	12,5% (1 student)
Attended scientific seminars, clubs and other scientific events.	9,1% (1 student)	-	12,5% (1 student)
Speaker(s) at a conference (including student), scientific seminar)	18,2% (2 students)	-	-
Participated in the competition of scientific student works	-	25% (1 student)	-
Published the results of his/her research (including in student anthologies)	-	-	-

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

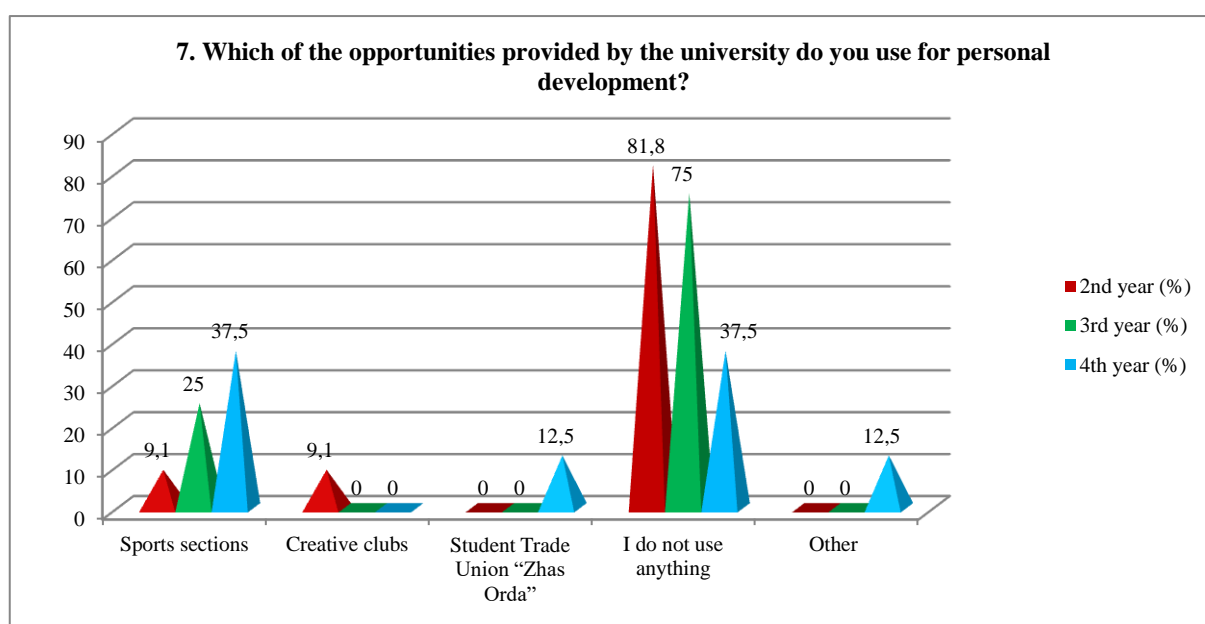**6. Do you participate in the university's research work? If yes, in what forms?**
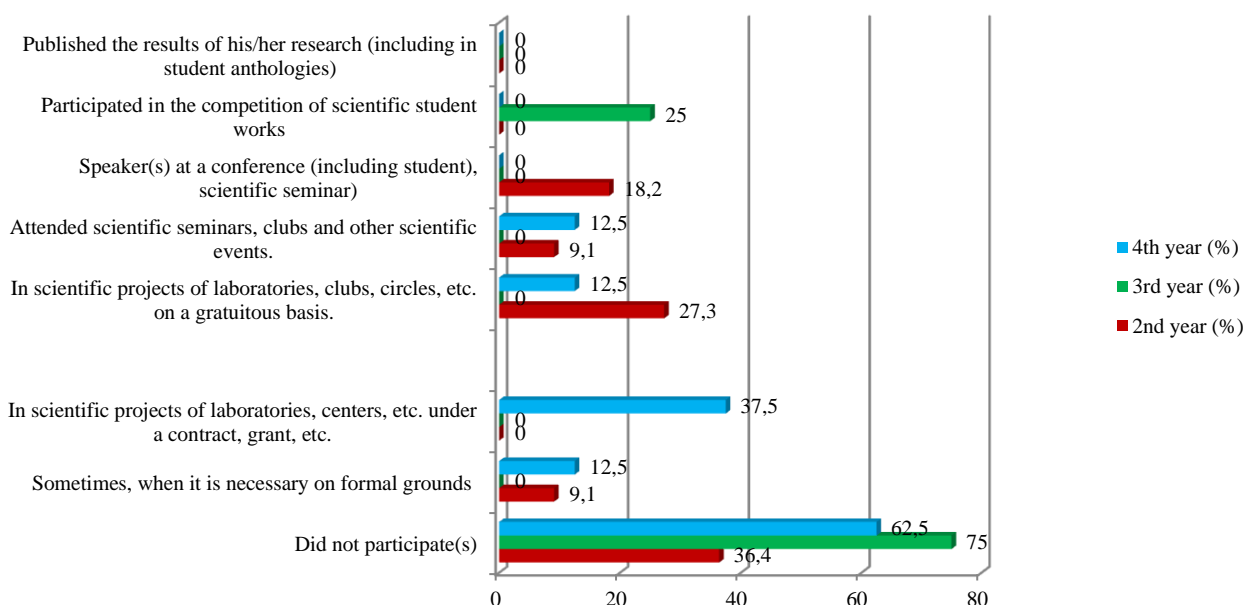
For the question "**If you answered 'Did not participate' to the previous question, please write why"** students (2nd year) indicated the following answers:
- No time

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

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Sports sections	9,1% (1 student)	25% (1 student)	37,5% (3 students)
Creative clubs	9,1% (1 student)	-	-
Student Trade Union "Zhas Orda"	-	-	12,5% (1 student)
I do not use anything	81,8% (9 students)	75% (3 students)	37,5% (3 students)
Other	-	-	12,5% (1 student)

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

For the question **"If you answered 'I don't use anything' to the previous question, write down why"**, the students (2nd year) indicated the following options [*]:
- I'm not interested

## 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 _____
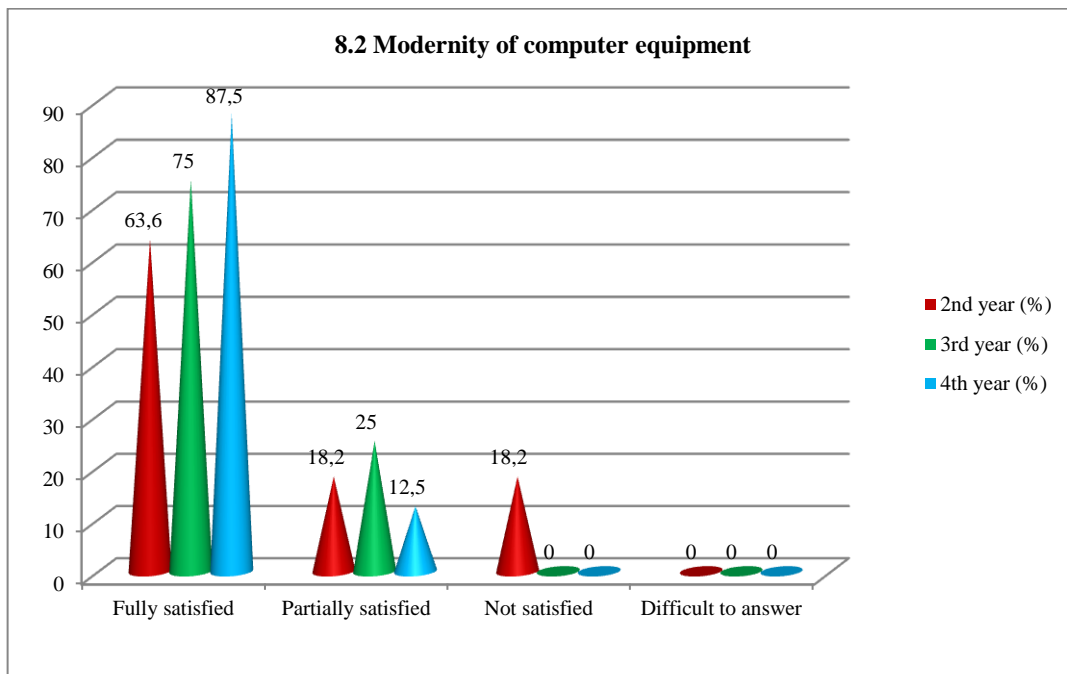
8.1 Availability of necessary scientific literature in the library

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Fully satisfied	81,8% (9 students)	75% (3 students)	87,5% (7 students)
Partially satisfied	-	25% (1 student)	12,5% (1 student)
Not satisfied	9,1% (1 student)	-	-
Difficult to answer	9,1% (1 student)	-	-
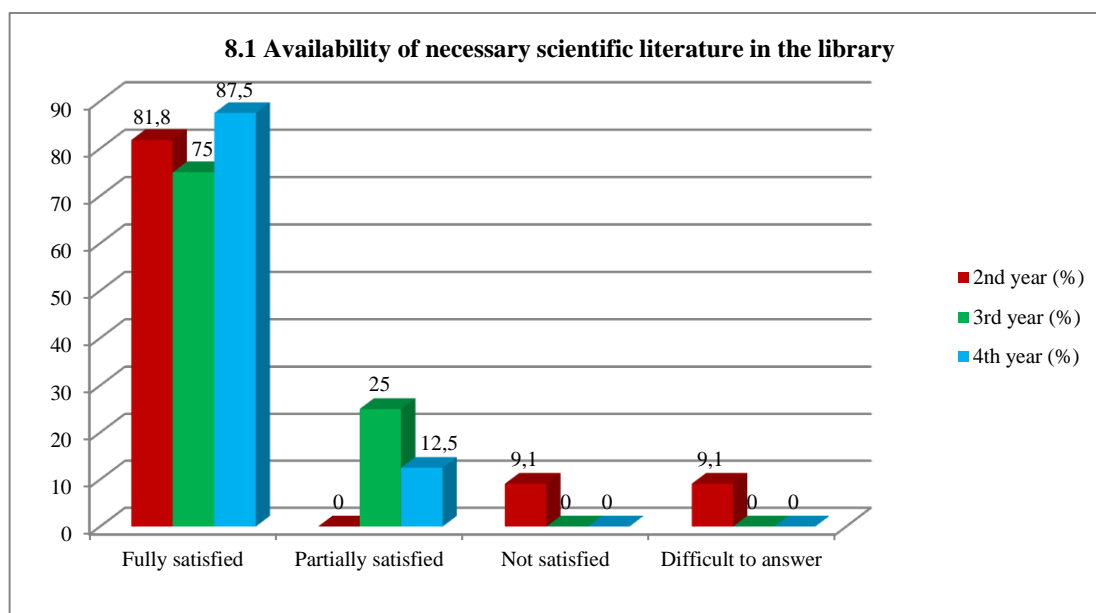
8.2 Modernity of computer equipment

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Fully satisfied	63,6% (7 students)	75% (3 students)	87,5% (7 students)
Partially satisfied	18,2% (2 students)	25% (1 student)	12,5% (1 student)
Not satisfied	18,2% (2 students)	-	-
Difficult to answer	-	-	-

8.2 Modernity of computer equipment

8.3 Internet bandwidth and speed

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Fully satisfied	72,7% (8 students)	75% (3 students)	87,5% (7 students)
Partially satisfied	9,1% (1 student)	-	12,5% (1 student)
Not satisfied	18,2% (2 students)	25% (1 student)	-
Difficult to answer	-	-	-

8.3 Internet bandwidth and speed
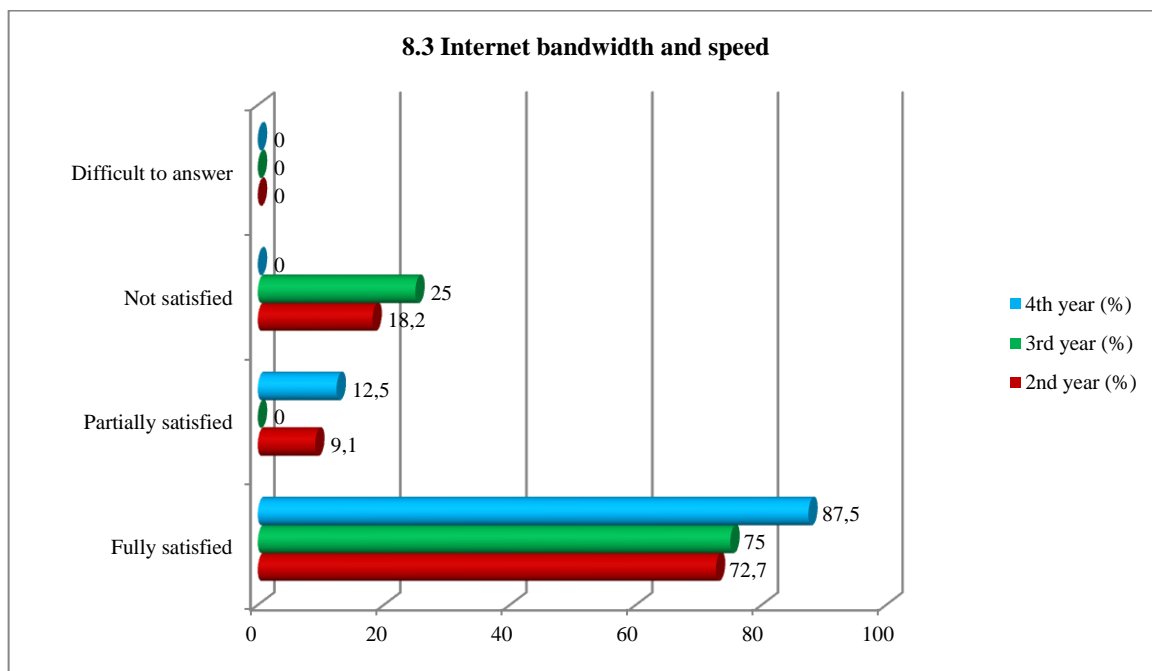
8.4 Modernity of software

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Fully satisfied	72,7% (8 students)	75% (3 students)	87,5% (7 students)
Partially satisfied	9,1% (1 student)	25% (1 student)	12,5% (1 student)
Not satisfied	18,2% (2 students)	-	-
Difficult to answer	-	-	-

8.4 Modernity of software
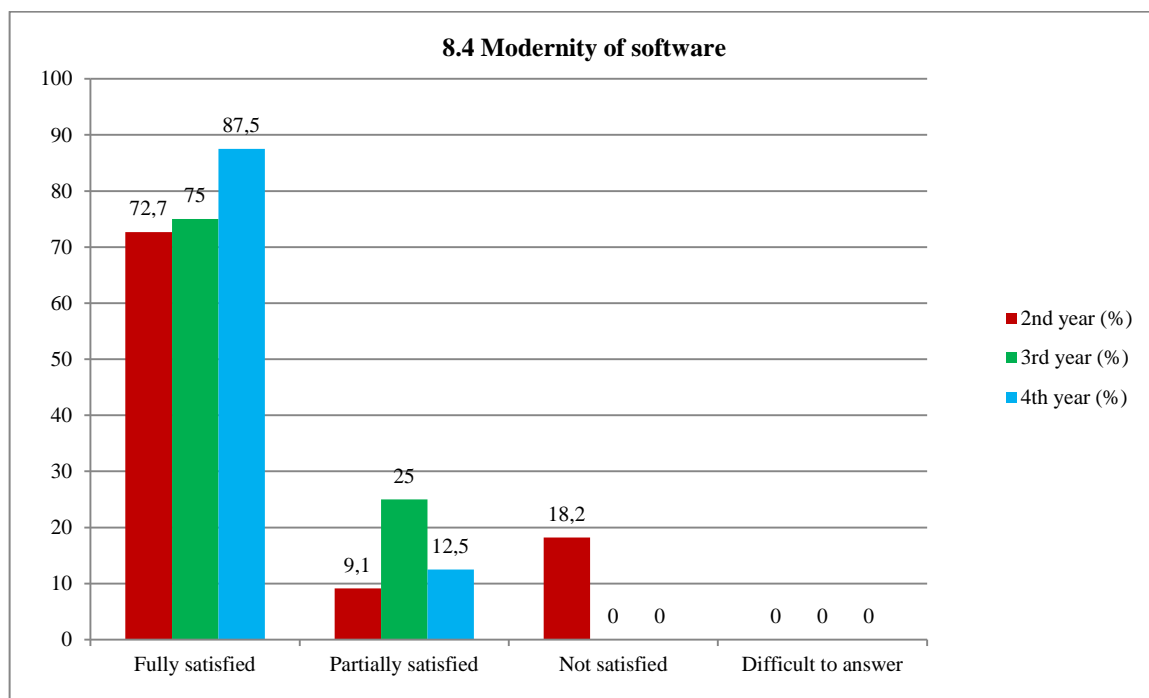
8.5 Availability of educational and scientific equipment

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Fully satisfied	63,6% (7 students)	75% (3 students)	87,5% (7 students)
Partially satisfied	18,2% (2 students)	-	12,5% (1 student)
Not satisfied	18,2% (2 students)	25% (1 student)	-
Difficult to answer	-	-	-
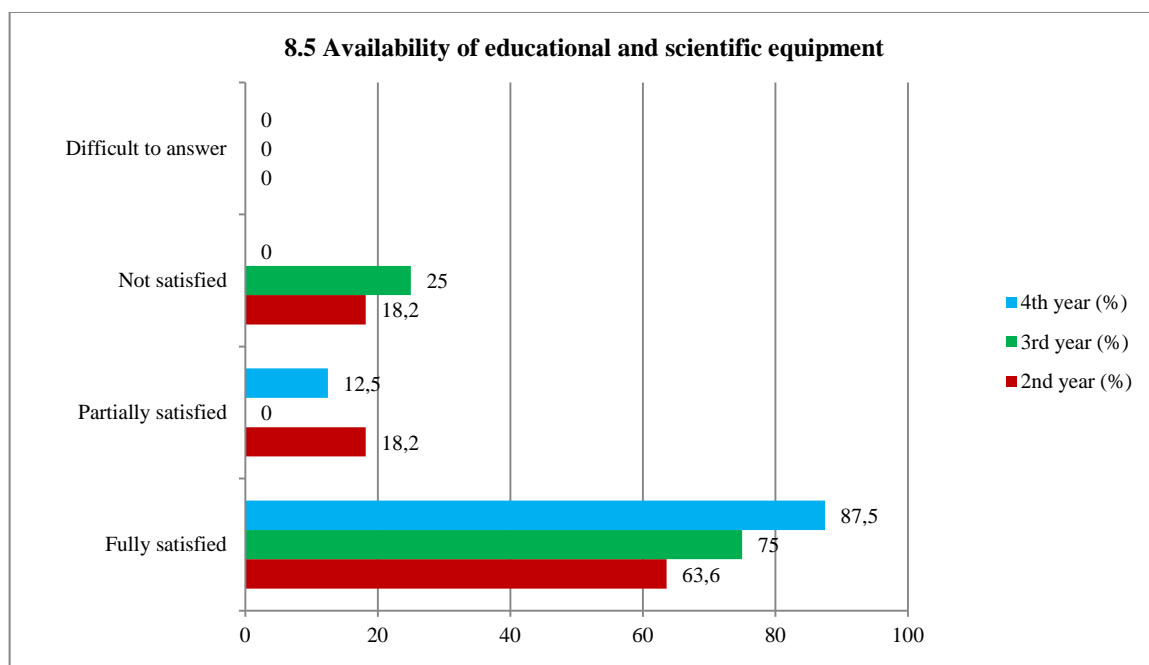
8.6 Availability of laboratories and specialized classrooms

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Fully satisfied	81,8% (9 students)	75% (3 students)	87,5% (7 students)
Partially satisfied	-	-	12,5% (1 student)
Not satisfied	18,2% (2 students)	25% (1 student)	-
Difficult to answer	-	-	-

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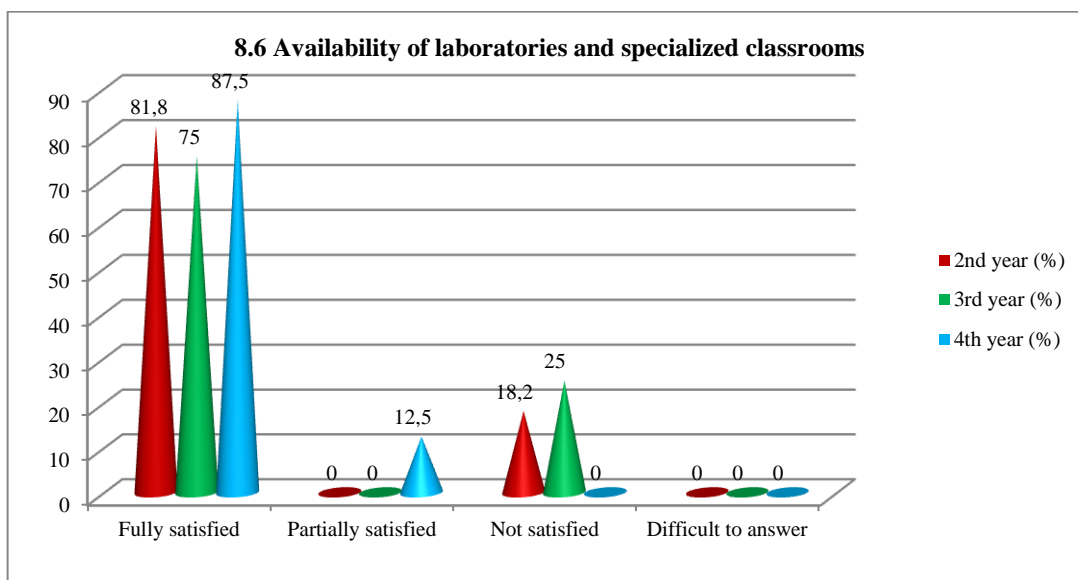
8.7 Availability of sports equipment

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Fully satisfied	72,7% (8 students)	75% (3 students)	87,5% (7 students)
Partially satisfied	9,1% (1 student)	-	12,5% (1 student)
Not satisfied	18,2% (2 students)	-	-
Difficult to answer	-	25% (1 student)	-
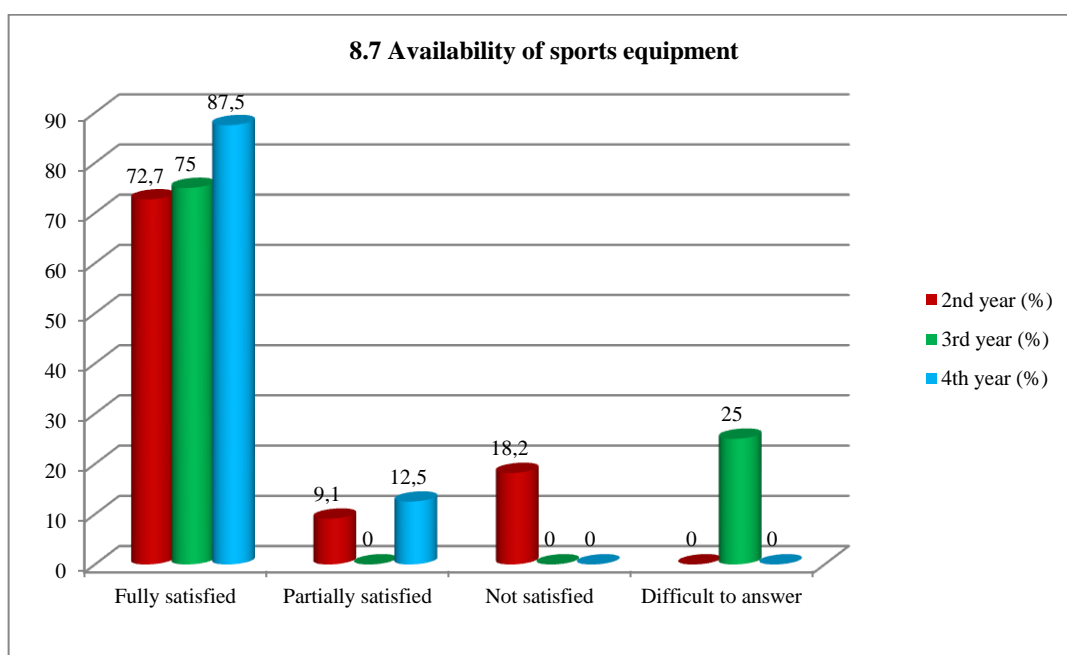
8.7 Availability of sports equipment

For the question, **"If you answered 'Not Satisfied' to the previous question, give recommendations for improvement,"** respondents did not provide additional comments.

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	2nd year (%)	3rd year (%)	4th year (%)
Obtain a high level of knowledge	18,2% (2 students)	75% (3 students)	62,5% (5 students)
Obtain a graduation diploma	-	75% (3 students)	62,5% (5 students)

Gain the ability to acquire new knowledge that will help quickly adapt to the workplace	27,3% (3 students)	25% (1 student)	12,5% (1 student)
Gain practical skills that can be immediately used in work	18,2% (2 students)	25% (1 student)	12,5% (1 student)
Obtain a diploma; the prestige of the university is not important	-	-	-
Graduate from a prestigious university	-	-	12,5% (1 student)
Obtain a high-paying profession	27,3% (3 students)	-	-
Obtain a profession that is interesting and matches my abilities	9,1% (1 student)	-	12,5% (1 student)
Graduate with high marks	-	-	-
Only study what is interesting or will be needed in future studies (work)	-	-	-
Graduate from this particular university, the specialty does not matter	-	-	-
Obtain this specialty, the university does not matter	18,2% (2 students)	-	-

* Sum of percentages is not 100 because multiple answers were allowed
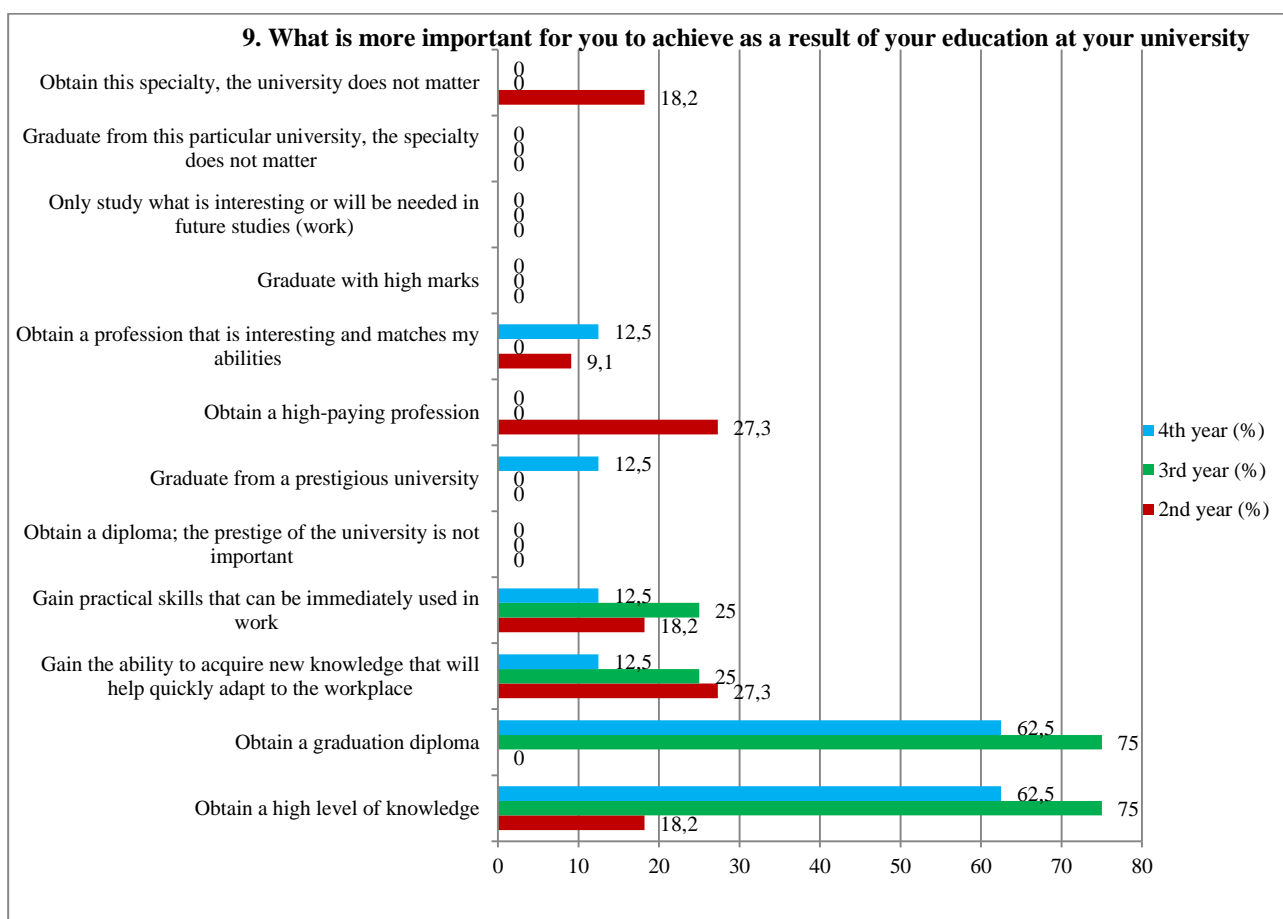
Based on the questionnaire results, the following conclusions can be drawn:

The analysis of the results of the questionnaire "Student Satisfaction with Educational Services for 2nd-5th Year Students" shows a positive attitude of students towards the conditions, content, organization, and quality of the educational process at the university. The main part of the surveyed students of the specialty "Accounting and Audit in Industry" (95.8%) expressed 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 rates above 80%):
- class schedule (91.7%);
- organization of independent work (92.8%);
- quality of internship (81.5%);
- organization and conduct of SRSP (95.8%);
- organization and conduct of laboratory works (84,4%);
- satisfaction with the work of the library (92.8%);
- possibility of access to full-text databases of scientific publications (84,5%);
- living conditions in the dormitory (81.4%);
- quality of medical service (81.4%);
- organization of catering at the university (83.4%).

The most of students positively assess the quality of the organization of the educational process. Complaints were expressed only by some respondents: a 2nd year student noted the discrepancy between the disciplines studied and the specialty received, and a 4th year student pointed out the discrepancy between the importance of the subject and the number of hours. Respondents who expressed dissatisfaction did not provide additional recommendations.

Information about academic mobility opportunities is generally available to students. However, among the surveyed 2nd and 4th year students there were those who noted that this information was not available to them. This may indicate the need to improve information support on academic mobility.

Relationships in the educational environment, in most cases, are assessed as benevolent. Relationships between students remain positive, although in the 3rd year there is a slight decrease to the level of "rather friendly".

Relationships between students and staff in units such as the library or student services are generally positive. However, in 2nd and 4th year single respondents marked the relationship as "rather unfriendly". The relationship with the security service also records fluctuations: in the 3rd year, the most of the students evaluated it as "rather friendly", while in the 2nd and 4th year single cases of difficulty in evaluation or negative answers were registered. It is important to emphasize that the respondents who indicated dissatisfaction or ill-will in relationships did not offer specific recommendations for improving the situation.

According to the results of the questionnaire, students in the 2nd year are most concerned about employment in their specialty, as well as the quality of the organization of the educational process. For 3rd year students the most important problems are the quality of organization of the educational process and food in the student canteen. Students of the 4th year express concern about the quality of the educational process and the work of the administration. Problems with the quality of teaching and living conditions in dormitories are of less concern to students.

Participation in scientific activities, the majority of 2nd and 3rd year students are not involved in scientific work, although there are participants of scientific projects among 4th year students. Some students participate in scientific research, both paid and unpaid.

In terms of personal development, the largest number of students (64.8%)do not use the university opportunities for self-realization. Those who do, most often participate in sports sections, but the total number of such students remains limited, especially among the younger courses.

According to the results of the questionnaire, students' satisfaction with the material base of the university in general is quite high. The majority of students (in the 2nd and 3rd year) are fully satisfied with the availability of necessary scientific literature in the library, as well as modern computer equipment, the width of the Internet channel and software. However, in the 2nd year and to a lesser extent in the 3rd year there is some dissatisfaction with the modernity of the software and the quality of the Internet connection, which may indicate the need for additional updates and improvements.

Regarding teaching and research equipment, most students are also satisfied with this aspect, although there is some dissatisfaction in the 2nd year. Students in all years of study are generally satisfied with the availability of laboratories and specialized classrooms, but there are minor comments among senior years of study.

Satisfaction with sports equipment in 2nd and 4th year of study is quite high, although 25% of 3rd year students expressed dissatisfaction.

In terms of what is important to students as a result of their studies, the predominant aspiration is to obtain a high level of knowledge and a graduation diploma. The 2nd and 3rd year students also value the opportunity to obtain skills that will help to adapt in the workplace, and the 4th year students prefer to get a diploma from a prestigious university.

The final satisfaction of students of the specialty "Accounting and Audit in Industry" with educational services is 90.6%, which indicates a high level of satisfaction of students in general, despite individual problems and areas for improvement.

Recommendations:

The Center for Quality Management and Accreditation recommends sharing the questionnaire results with students and discussing them during curatorial hours. This will allow students to offer their suggestions for improving the educational process and learning conditions.