

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

Speciality: 6B06202 Network technologies and communication systems

In October 2024, the quality management and accreditation center conducted an annual questionnaire on the satisfaction of 2nd-5th year students with the quality of services provided.

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

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

By specialty 6B06202 «Network technologies and communication systems» 15 respondents took part in the questionnaire, which is 93.75% of the total number of students in this specialty (16 people).

- 2nd year – 15 students (93.75%);

Form of study

- Budget – 15 students (100%);
- Paid – 0

The following data were obtained during the questionnaire:

Indicators:

1. Are you satisfied? quality of services provided?

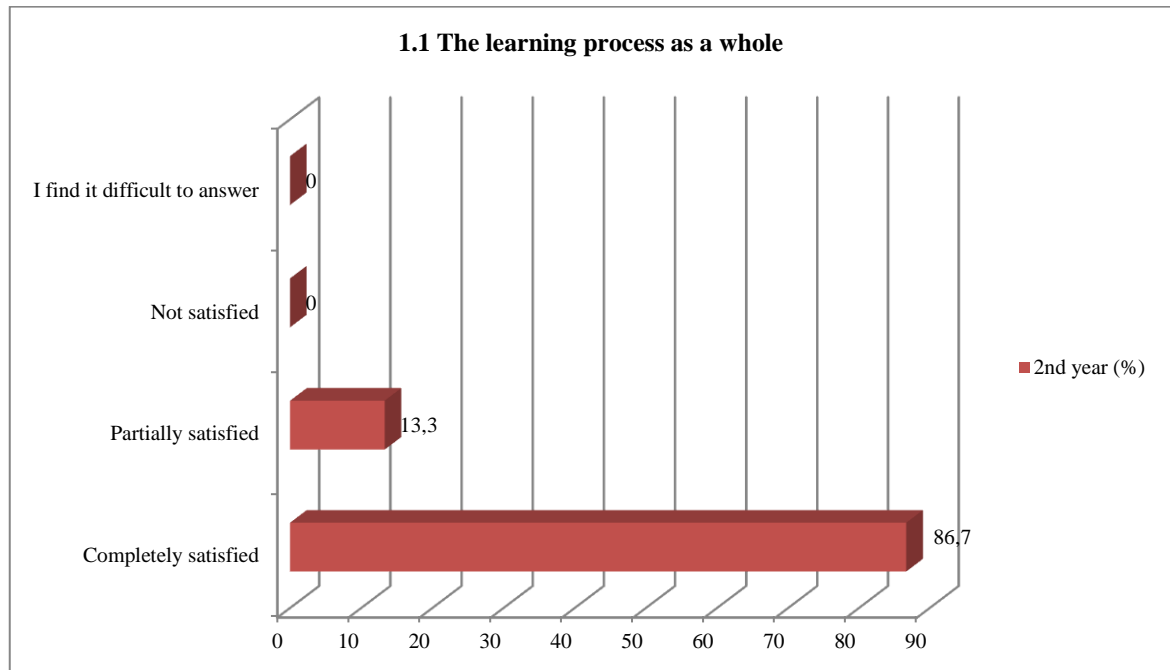
1.1 The learning process as a whole
1.2 Schedule of classes
1.3 Organization of independent work
1.4 Internship
1.5 Organization and implementation of the IWS
1.6 Organization and implementation of laboratory work
1.7 Satisfaction with the library's work
1.8 Possibility of access to full-text databases of scientific publications
1.9 Living conditions in the hostel
1.10 Quality of medical care
1.11 Organization of catering at the university (prices, product range, quality of prepared dishes)

Other _____

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

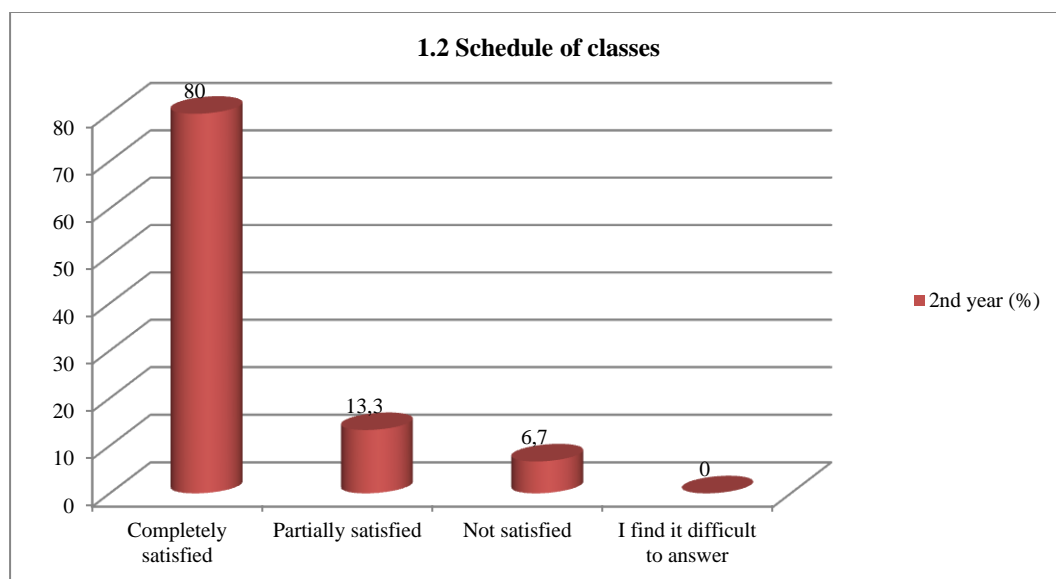
1.1 The learning process as a whole

Answer options	2nd year (%)
<i>Completely satisfied</i>	86.7% (13 people)
<i>Partially satisfied</i>	13.3% (2 people)
<i>Not satisfied</i>	-
<i>I find it difficult to answer</i>	-



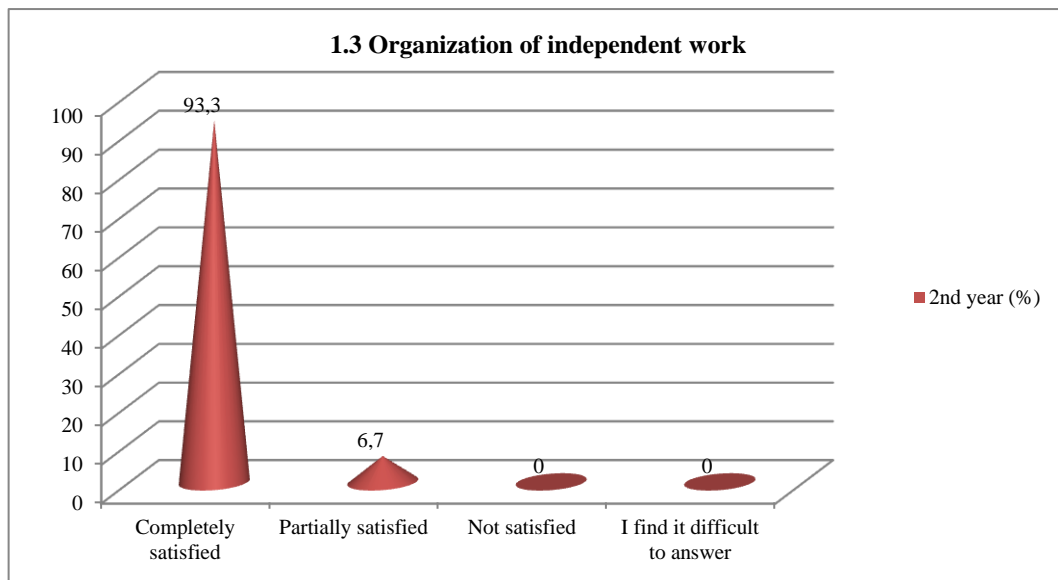
1.2 Schedule of classes

Answer options	2nd year (%)
<i>Completely satisfied</i>	80% (12 people)
<i>Partially satisfied</i>	13.3% (2 people)
<i>Not satisfied</i>	6.7% (1 person)
<i>I find it difficult to answer</i>	-



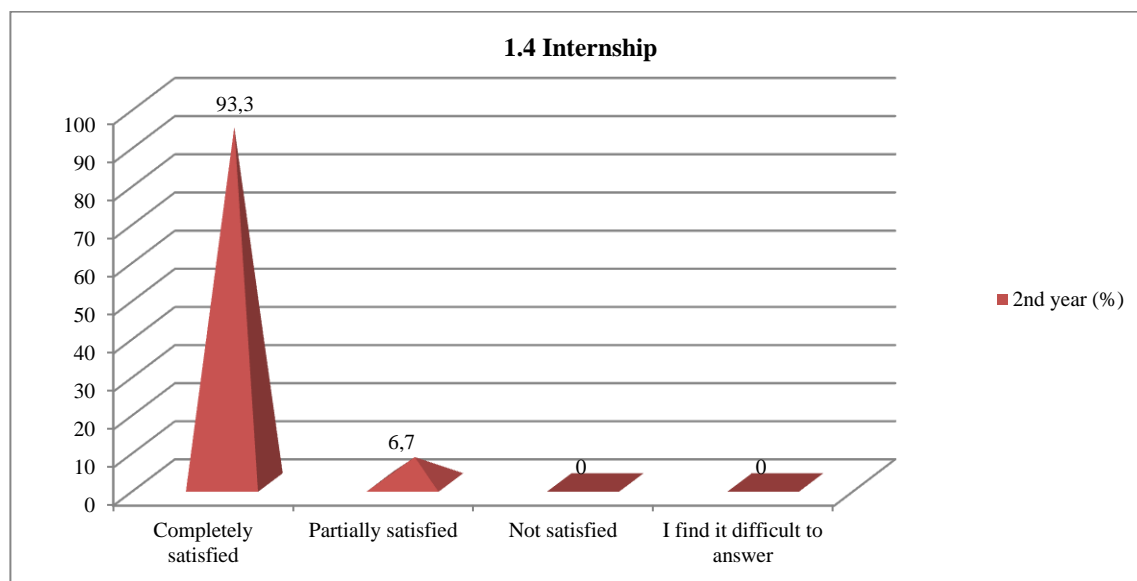
1.3 Organization of independent work

Answer options	2nd year (%)
<i>Completely satisfied</i>	93.3% (14 people)
<i>Partially satisfied</i>	6.7% (1 person)
<i>Not satisfied</i>	-
<i>I find it difficult to answer</i>	-



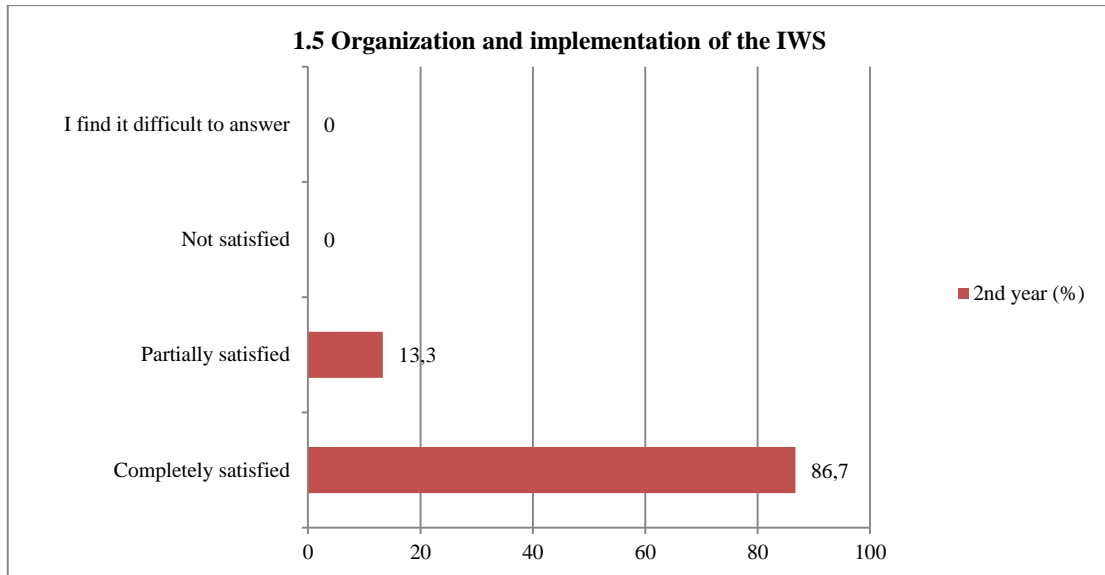
1.4 Internship

Answer options	2nd year (%)
<i>Completely satisfied</i>	93.3% (14 people)
<i>Partially satisfied</i>	6.7% (1 person)
<i>Not satisfied</i>	-
<i>I find it difficult to answer</i>	-



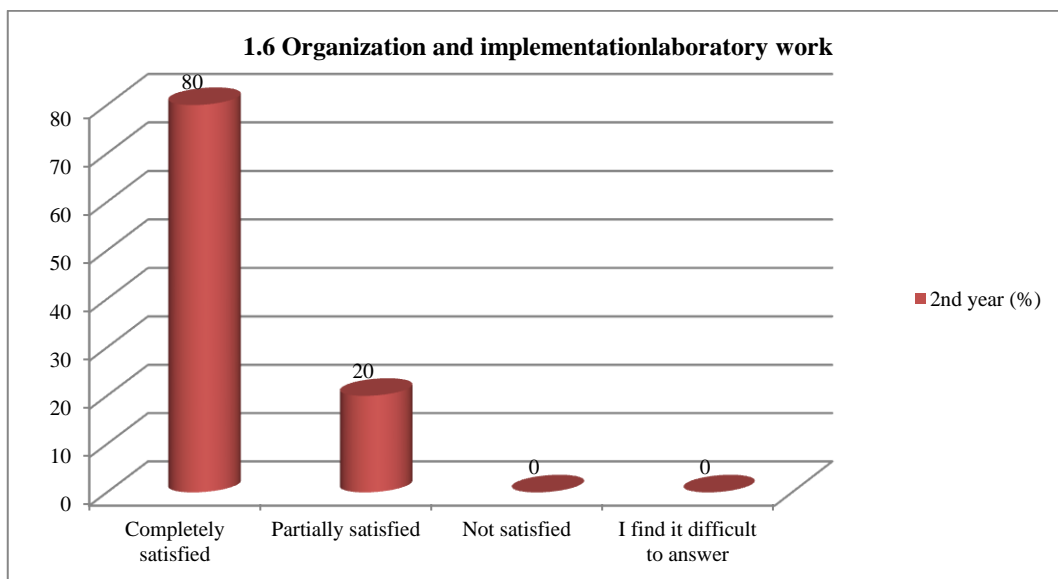
1.5 Organization and implementation of the IWS

Answer options	2nd year (%)
<i>Completely satisfied</i>	86.7% (13 people)
<i>Partially satisfied</i>	13.3% (2 people)
<i>Not satisfied</i>	-
<i>I find it difficult to answer</i>	-



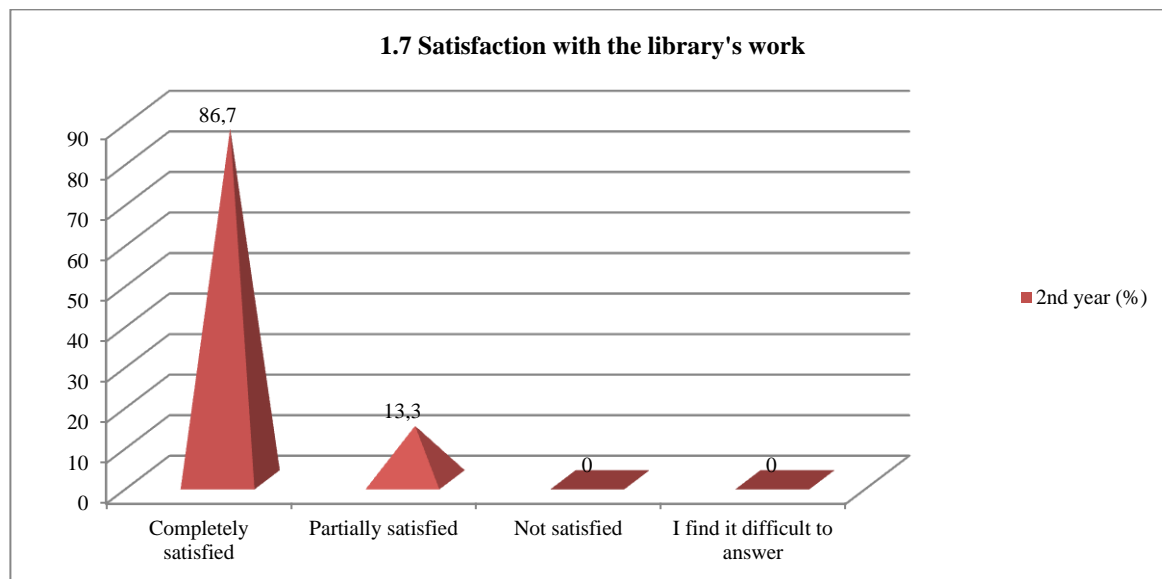
1.6 Organization and implementationlaboratory work

Answer options	2nd year (%)
<i>Completely satisfied</i>	80% (12 people)
<i>Partially satisfied</i>	20% (3 people)
<i>Not satisfied</i>	-
<i>I find it difficult to answer</i>	-



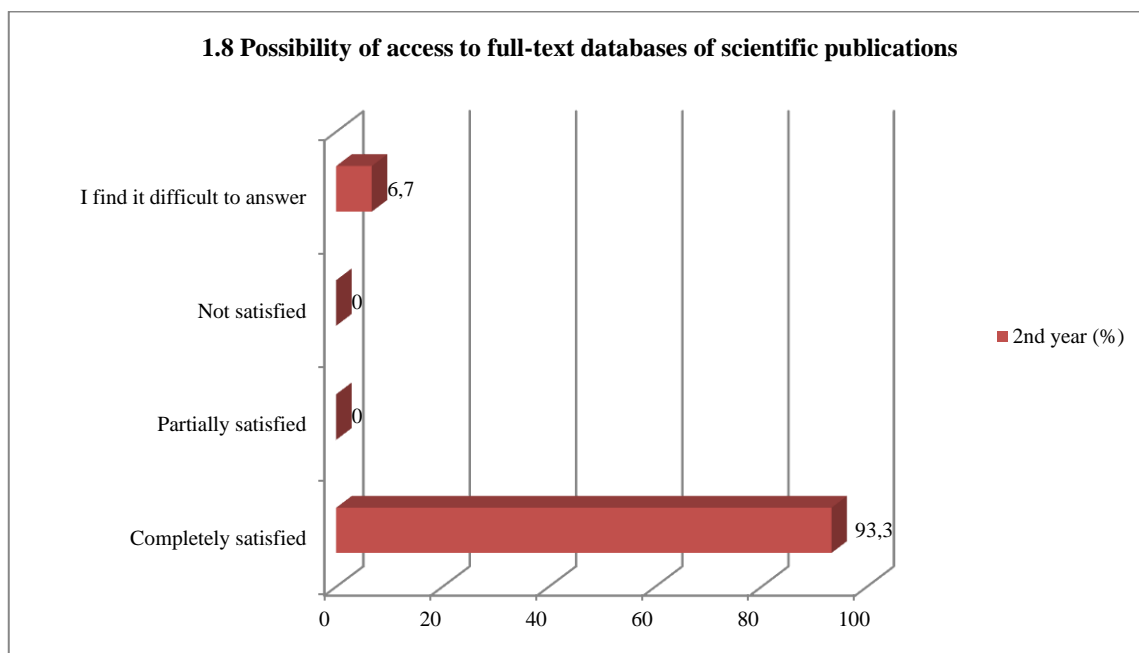
1.7 Satisfaction with the library's work

Answer options	2nd year (%)
<i>Completely satisfied</i>	86.7% (13 people)
<i>Partially satisfied</i>	13.3% (2 people)
<i>Not satisfied</i>	-
<i>I find it difficult to answer</i>	-



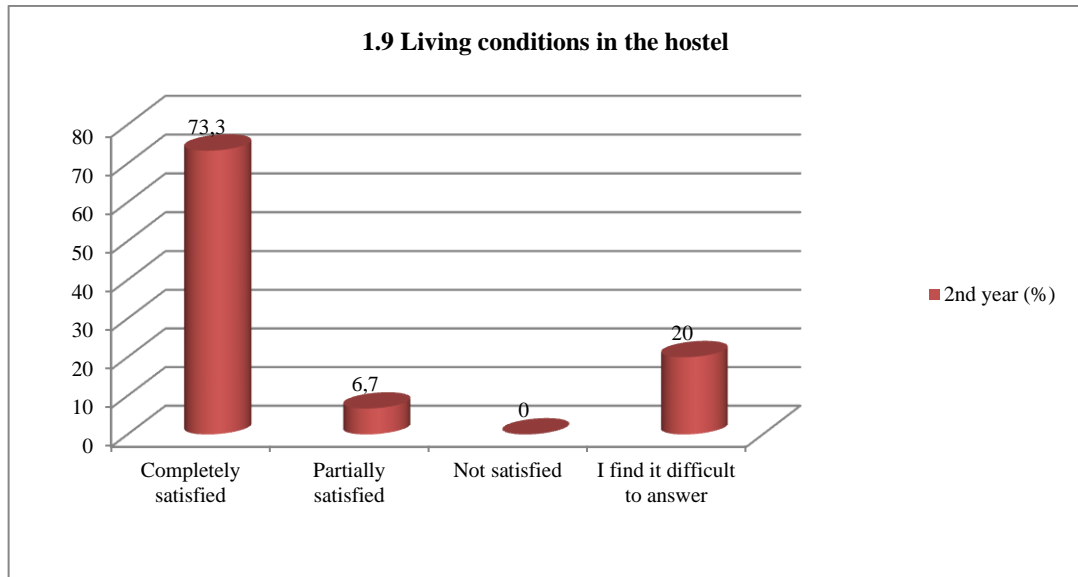
1.8 Possibility of access to full-text databases of scientific publications

Answer options	2nd year (%)
<i>Completely satisfied</i>	93.3% (14 people)
<i>Partially satisfied</i>	-
<i>Not satisfied</i>	-
<i>I find it difficult to answer</i>	6.7% (1 person)



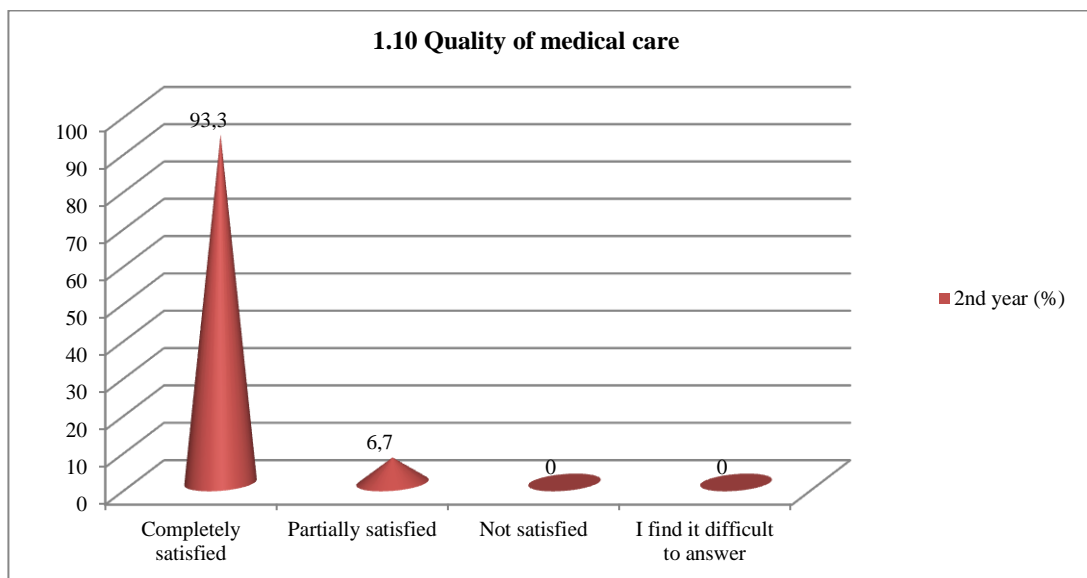
1.9 Living conditions in the hostel

Answer options	2nd year (%)
<i>Completely satisfied</i>	73.3% (11 people)
<i>Partially satisfied</i>	6.7% (1 person)
<i>Not satisfied</i>	-
<i>I find it difficult to answer</i>	20% (3 people)



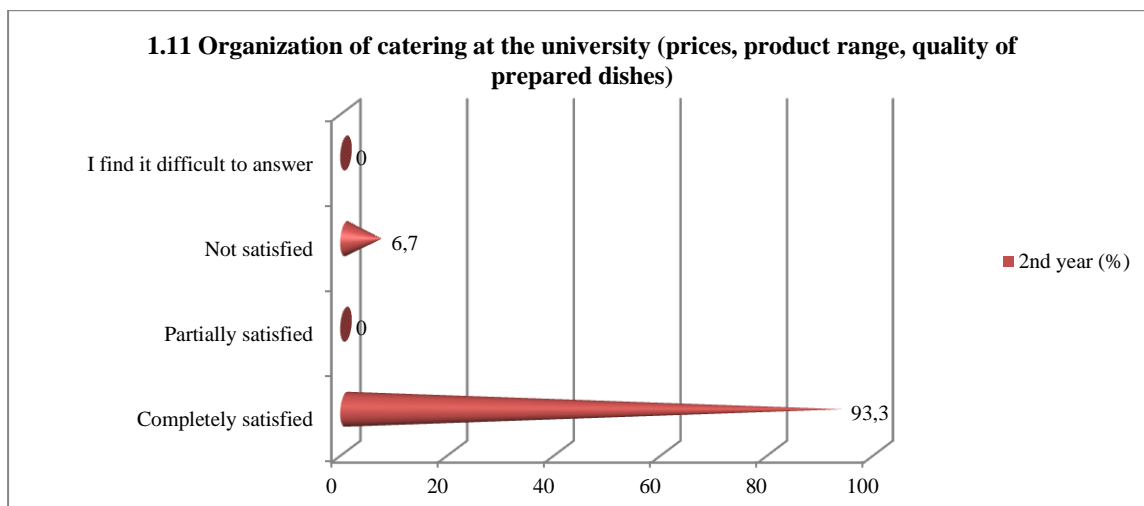
1.10 Quality of medical care

Answer options	2nd year (%)
<i>Completely satisfied</i>	93.3% (14 people)
<i>Partially satisfied</i>	6.7% (1 person)
<i>Not satisfied</i>	-
<i>I find it difficult to answer</i>	-



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

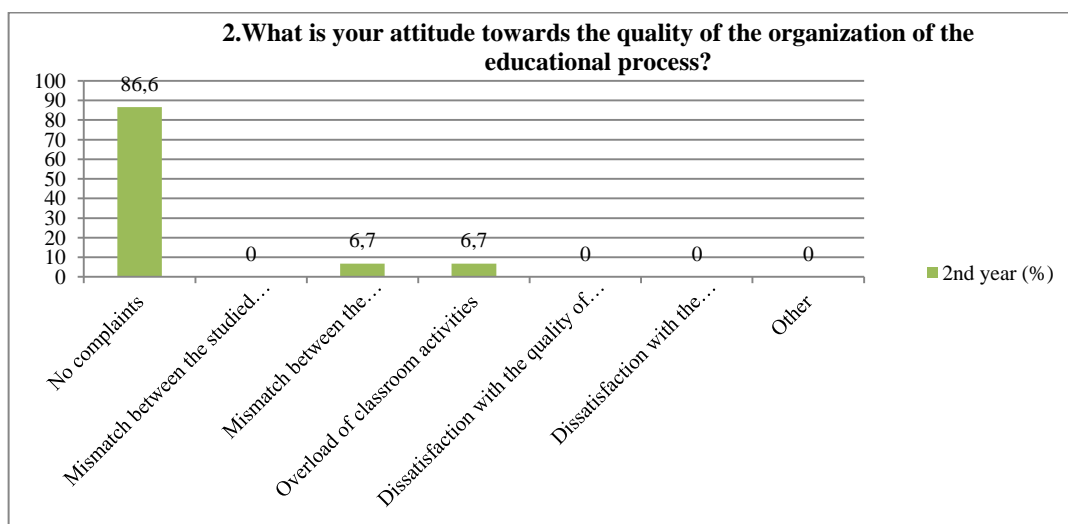
Answer options	2nd year (%)
<i>Completely satisfied</i>	93.3% (14 people)
<i>Partially satisfied</i>	-
<i>Not satisfied</i>	6.7% (1 person)
<i>I find it difficult to answer</i>	-



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

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

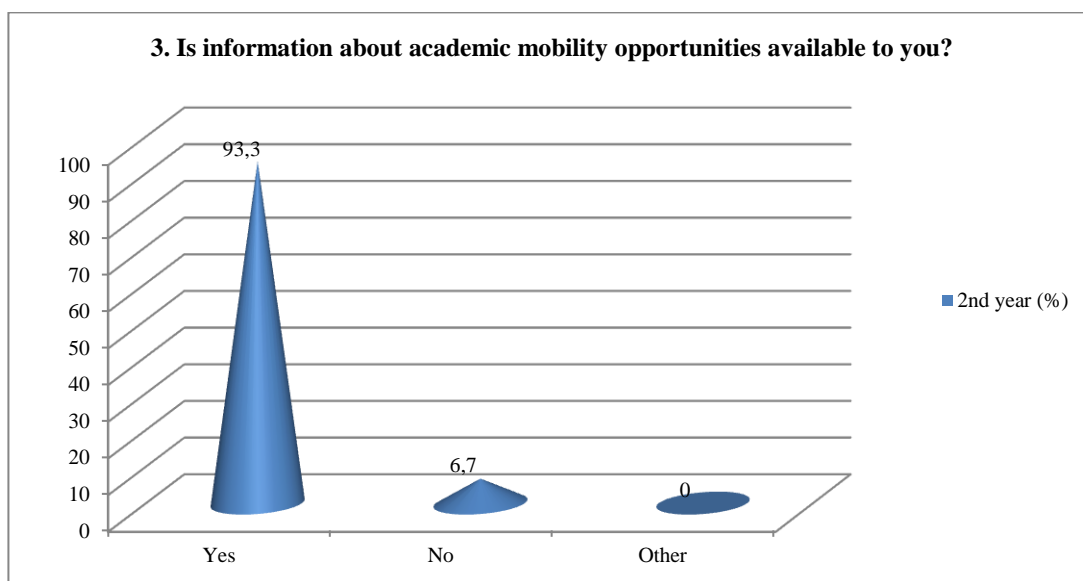
Answer options	2nd year (%)
<i>No complaints</i>	86.6% (13 people)
<i>Mismatch between the studied disciplines and the received specialty</i>	-
<i>Mismatch between the importance of the subject and the number of hours</i>	6.7% (1 person)
<i>Overload of classroom activities</i>	6.7% (1 person)
<i>Dissatisfaction with the quality of classes</i>	-
<i>Dissatisfaction with the organization of tests and exams</i>	-
<i>Other</i>	-



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

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

Answer options	2nd year (%)
Yes	93.3% (14 people)
No	6.7% (1 person)
Other	-



To the question "If you answered "No" to the previous question, please write why." Respondents did not leave any additional comments.

4. What do you think the relationship is like:

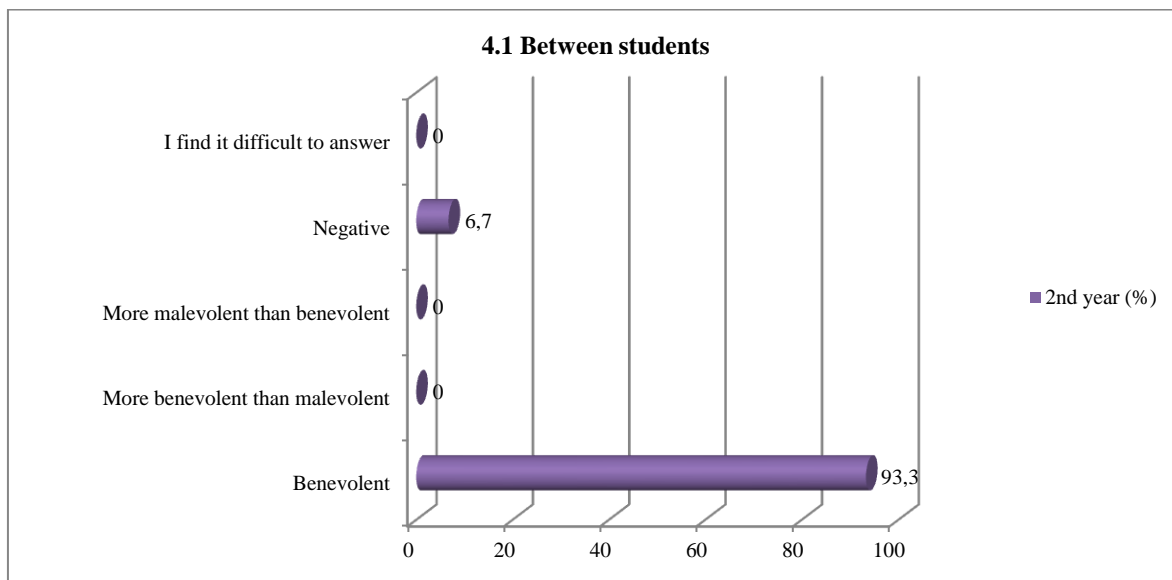
4.1 Between students
4.2 Between teachers and students (in the educational process)
4.3 Between the student and the supervisor
4.4 Between students and administration
4.5 Between students and department staff (library, student department, etc.)
4.6 Between students and security service

Other _____

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

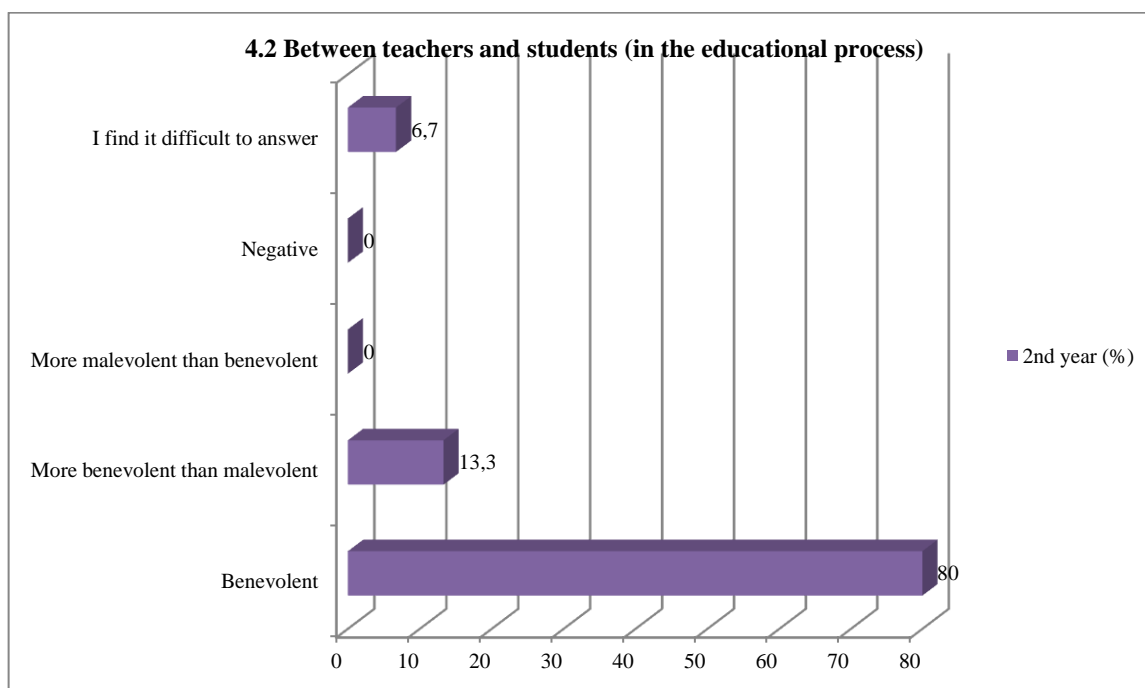
4.1 Between students

Answer options	2nd year (%)
<i>Benevolent</i>	93.3% (14 people)
<i>More benevolent than malevolent</i>	-
<i>More malevolent than benevolent</i>	-
<i>Negative</i>	6.7% (1 person)
<i>I find it difficult to answer</i>	-



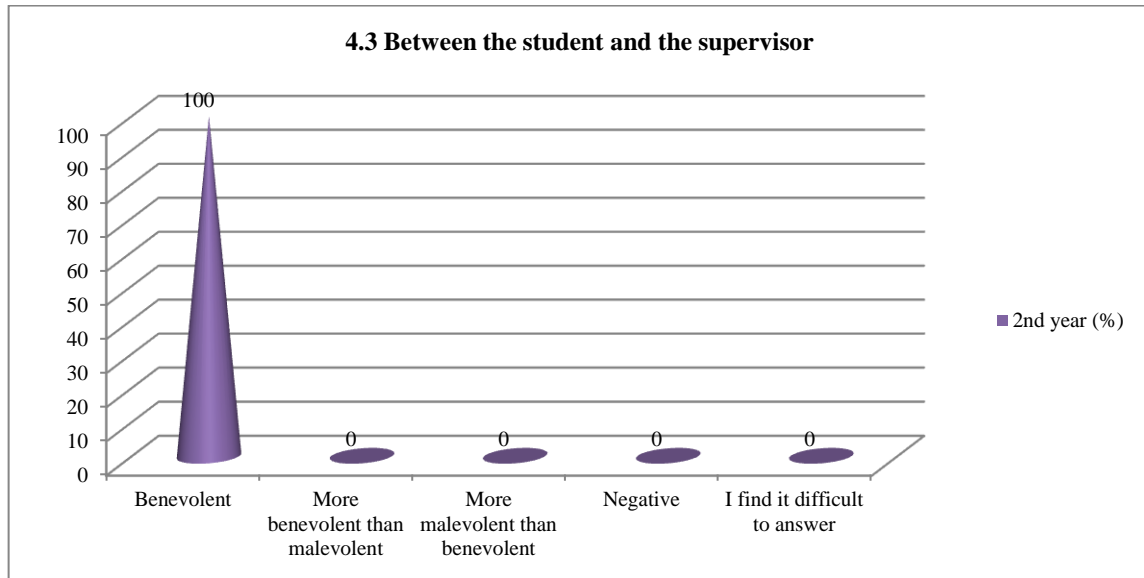
4.2 Between teachers and students (in the educational process)

Answer options	2nd year (%)
<i>Benevolent</i>	80% (12 people)
<i>More benevolent than malevolent</i>	13.3% (2 people)
<i>More malevolent than benevolent</i>	-
<i>Negative</i>	-
<i>I find it difficult to answer</i>	6.7% (1 person)



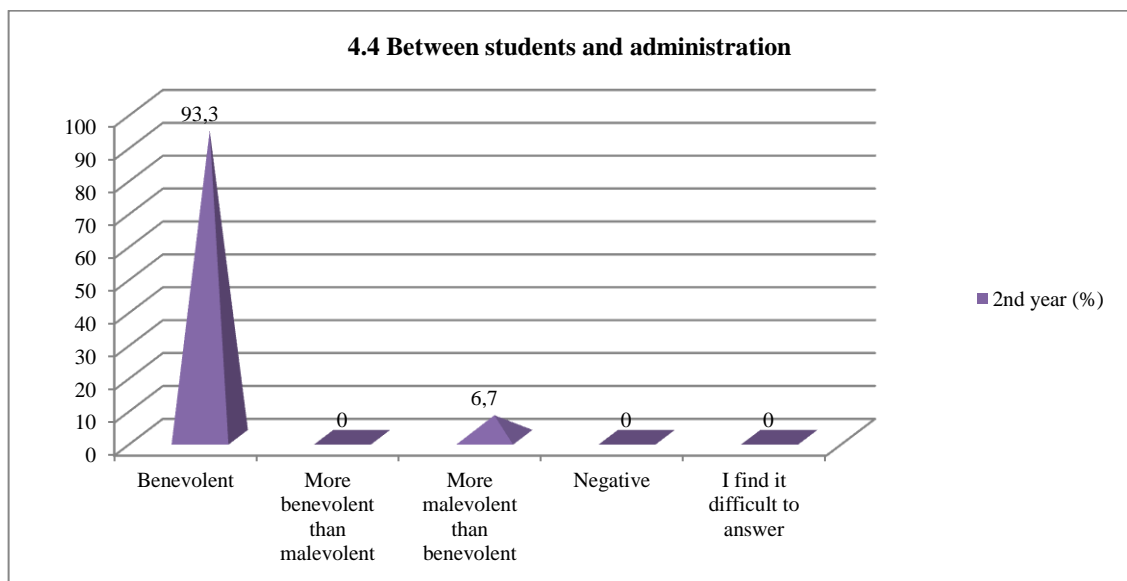
4.3 Between the student and the supervisor

Answer options	2nd year (%)
<i>Benevolent</i>	100% (15 people)
<i>More benevolent than malevolent</i>	-
<i>More malevolent than benevolent</i>	-
<i>Negative</i>	-
<i>I find it difficult to answer</i>	-



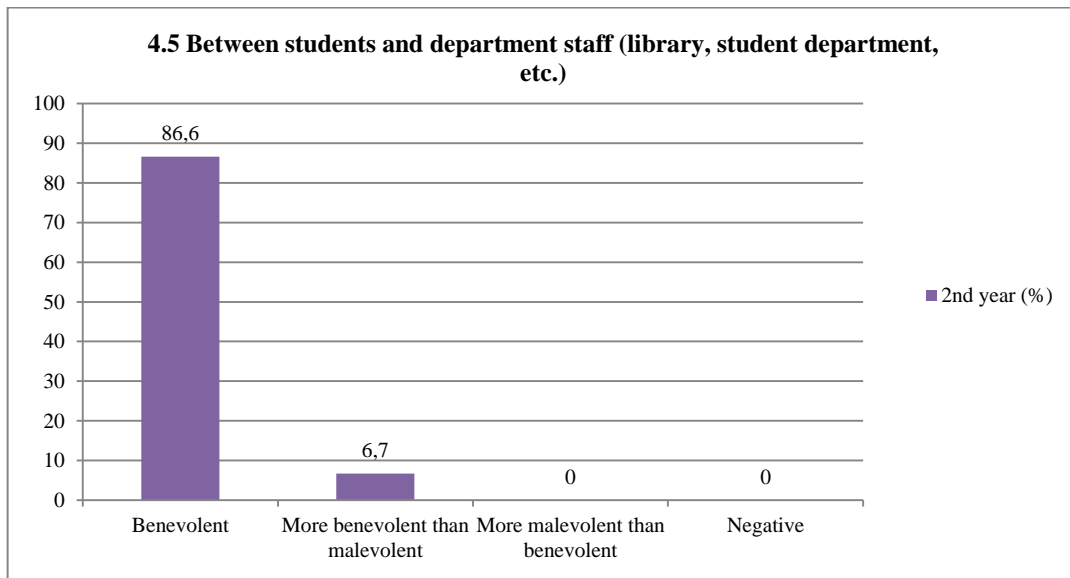
4.4 Between students and administration

Answer options	2nd year (%)
<i>Benevolent</i>	93.3% (14 people)
<i>More benevolent than malevolent</i>	-
<i>More malevolent than benevolent</i>	6.7% (1 person)
<i>Negative</i>	-
<i>I find it difficult to answer</i>	-



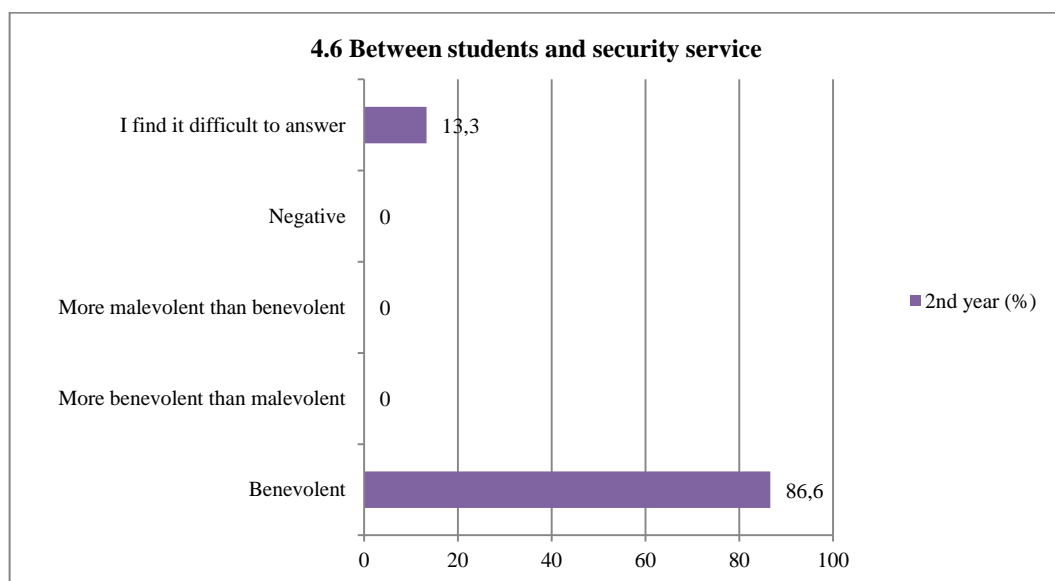
4.5 Between students and department staff (library, student department, etc.)

Answer options	2nd year (%)
<i>Benevolent</i>	86.6% (13 people)
<i>More benevolent than malevolent</i>	6.7% (1 person)
<i>More malevolent than benevolent</i>	-
<i>Negative</i>	-
<i>I find it difficult to answer</i>	6.7% (1 person)



4.6 Between students and security service

Answer options	2nd year (%)
<i>Benevolent</i>	86.6% (13 people)
<i>More benevolent than malevolent</i>	-
<i>More malevolent than benevolent</i>	-
<i>Negative</i>	-
<i>I find it difficult to answer</i>	13.3% (2 people)

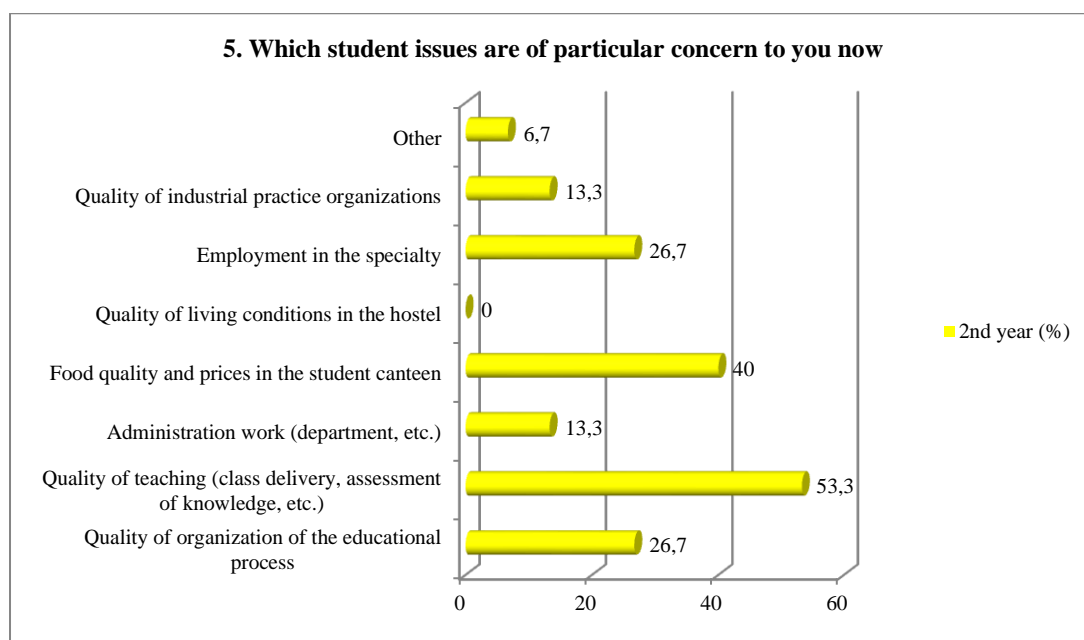


To the question "If you answered "Rather unfriendly than friendly" and "Negative" to the previous question, please provide recommendations for improvement.",no answers.

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

Answer options	2nd year (%)
<i>Quality of organization of the educational process</i>	26.7% (4 people)
<i>Quality of teaching (class delivery, assessment of knowledge, etc.)</i>	53.3% (8 people)
<i>Administration work (department, etc.)</i>	13.3% (2 people)
<i>Food quality and prices in the student canteen</i>	40% (6 people)
<i>Quality of living conditions in the hostel</i>	-
<i>Employment in the specialty</i>	26.7% (4 people)
<i>Quality of industrial practice organizations</i>	13.3% (2 people)
<i>Other</i>	6.7% (1 person)

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

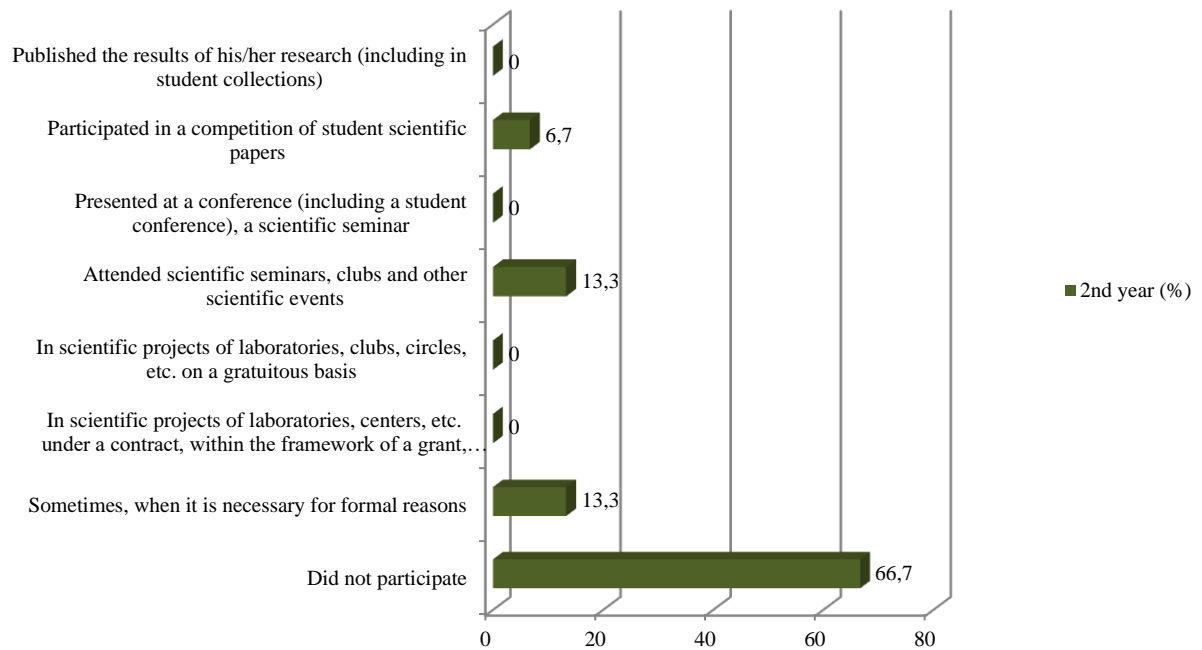


6. Do you participate in the scientific work of the university? If yes, in what forms? (check all that apply)

Answer options	2nd year (%)
<i>Did not participate</i>	66.7% (10 people)
<i>Sometimes, when it is necessary for formal reasons</i>	13.3% (2 people)
<i>In scientific projects of laboratories, centers, etc. under a contract, within the framework of a grant, etc.</i>	-
<i>In scientific projects of laboratories, clubs, circles, etc. on a gratuitous basis</i>	-
<i>Attended scientific seminars, clubs and other scientific events</i>	13.3% (2 people)
<i>Presented at a conference (including a student conference), a scientific seminar</i>	-
<i>Participated in a competition of student scientific papers</i>	6.7% (1 person)
<i>Published the results of his/her research (including in student collections)</i>	-

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

6. Do you participate in the scientific work of the university? If yes, in what forms?

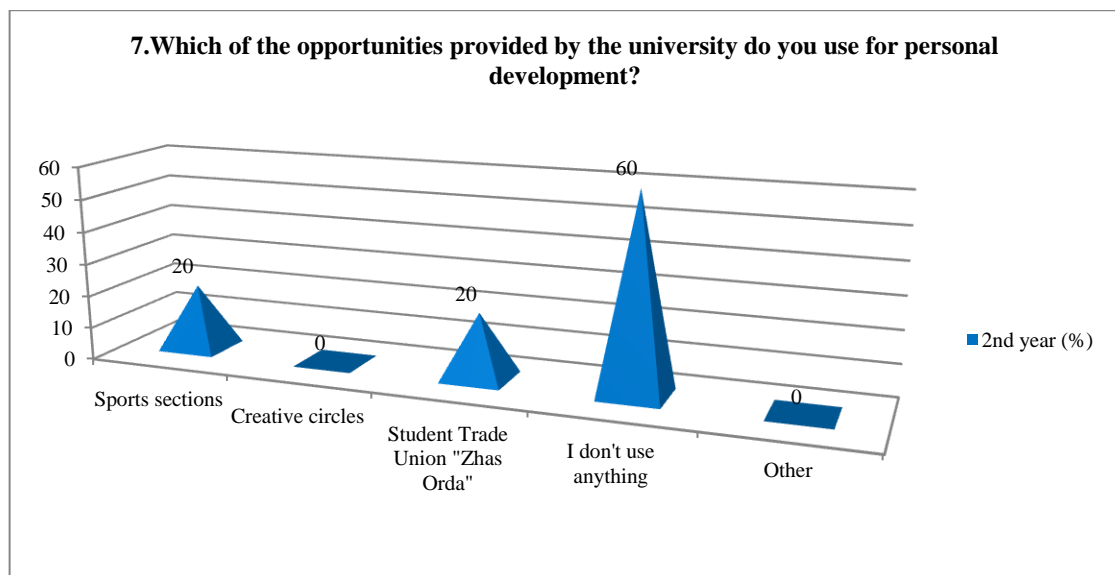


To the question "If you answered "Did not participate" to the previous question, please write why.» Respondents provided the following answers:

- I didn't want to.
- I can't.

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

Answer options	2nd year (%)
<i>Sports sections</i>	20% (3 people)
<i>Creative circles</i>	-
<i>Student Trade Union "Zhas Orda"</i>	20% (3 people)
<i>I don't use anything</i>	60% (9 people)
<i>Other</i>	-



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

- Don't know
- For now I need to study.

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

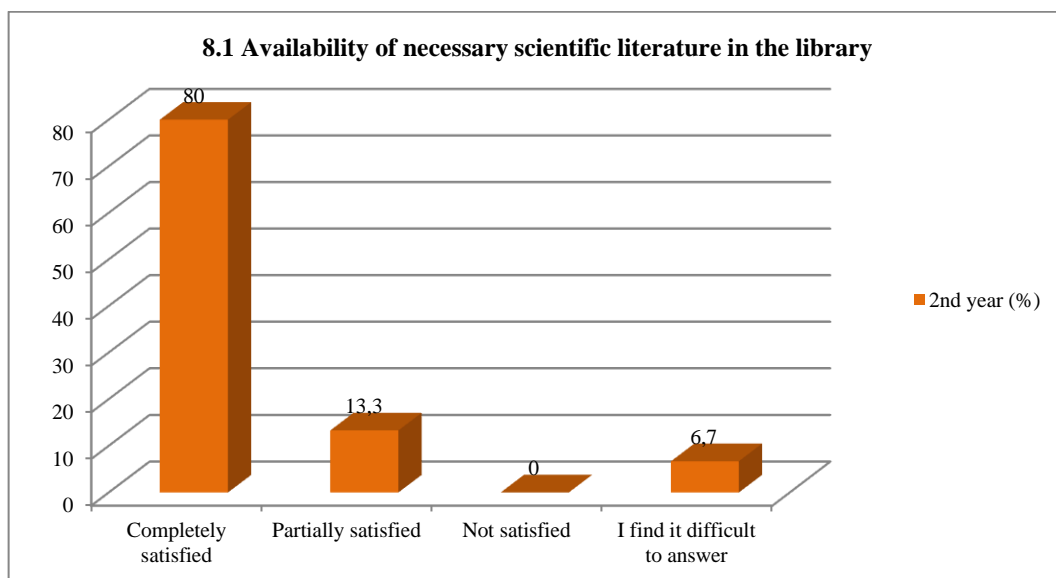
8.1Availability of necessary scientific literature in the library
8.2Modernity of computer equipment
8.3Internet channel width, its speed
8.4Modernity of software
8.5Availability of educational and scientific equipment
8.6Availability of laboratories and specialized classrooms
8.7Availability of sports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

Other_____

If you answered "not satisfied" to the previous question, please provide recommendations for improvement.providedservices_____

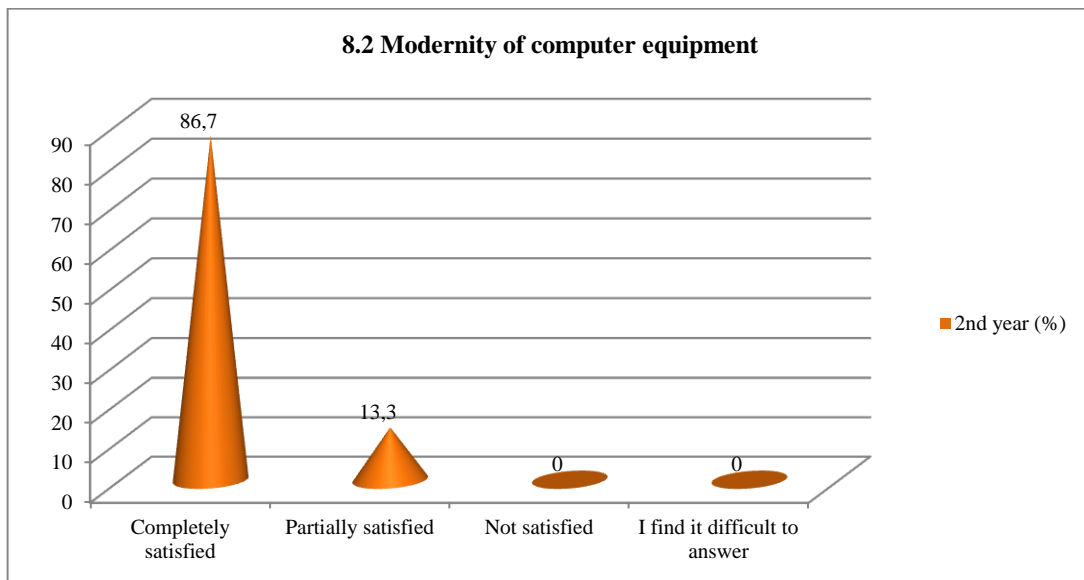
8.1 Availability of necessary scientific literature in the library

Answer options	2nd year (%)
<i>Completely satisfied</i>	80% (12 people)
<i>Partially satisfied</i>	13.3% (2 people)
<i>Not satisfied</i>	-
<i>I find it difficult to answer</i>	6.7% (1 person)



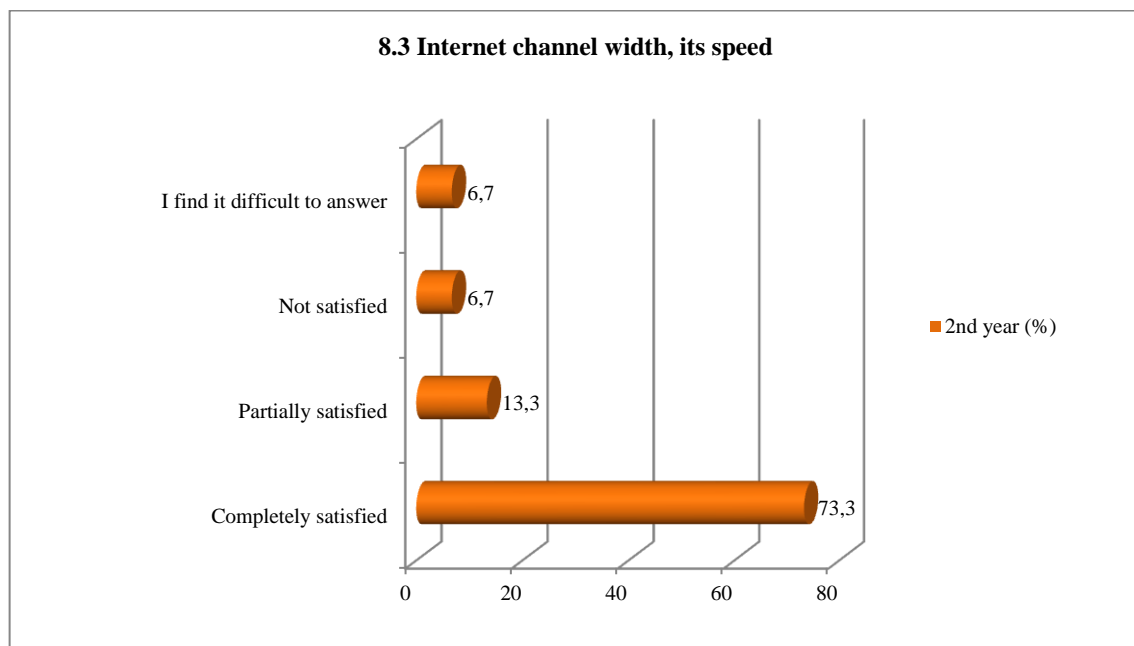
8.2 Modernity of computer equipment

Answer options	2nd year (%)
<i>Completely satisfied</i>	86.7% (13 people)
<i>Partially satisfied</i>	13.3% (2 people)
<i>Not satisfied</i>	-
<i>I find it difficult to answer</i>	-



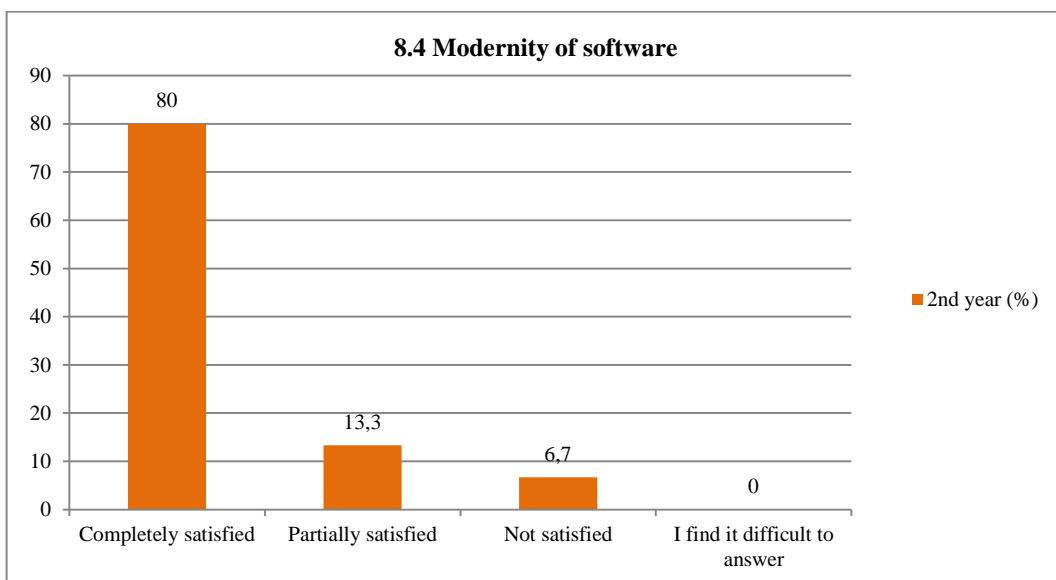
8.3 Internet channel width, its speed

Answer options	2nd year (%)
<i>Completely satisfied</i>	73.3% (11 people)
<i>Partially satisfied</i>	13.3% (2 people)
<i>Not satisfied</i>	6.7% (1 person)
<i>I find it difficult to answer</i>	6.7% (1 person)



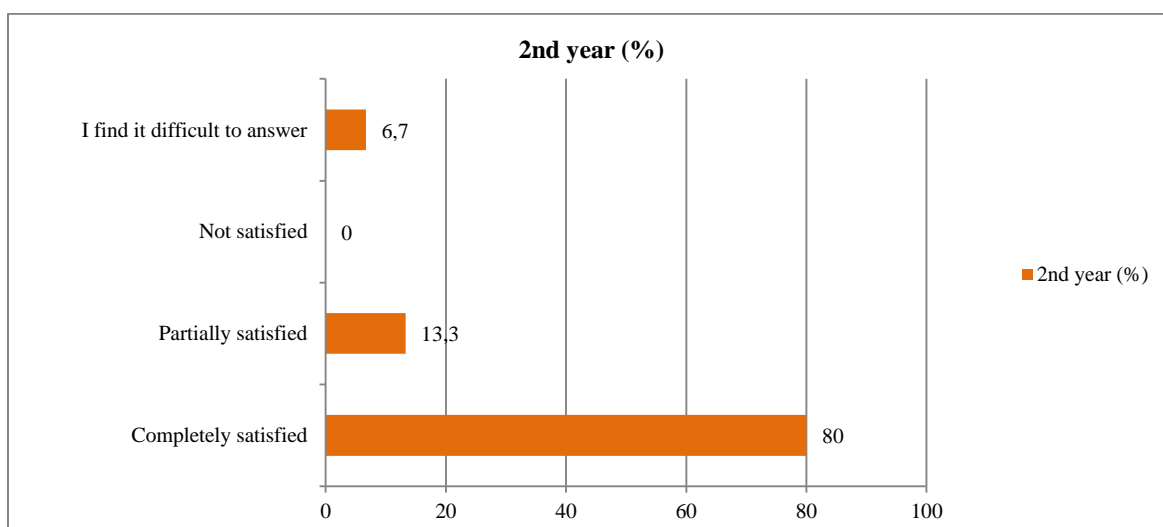
8.4 Modernity of software

Answer options	2nd year (%)
<i>Completely satisfied</i>	80% (12 people)
<i>Partially satisfied</i>	13.3% (2 people)
<i>Not satisfied</i>	6.7% (1 person)
<i>I find it difficult to answer</i>	-



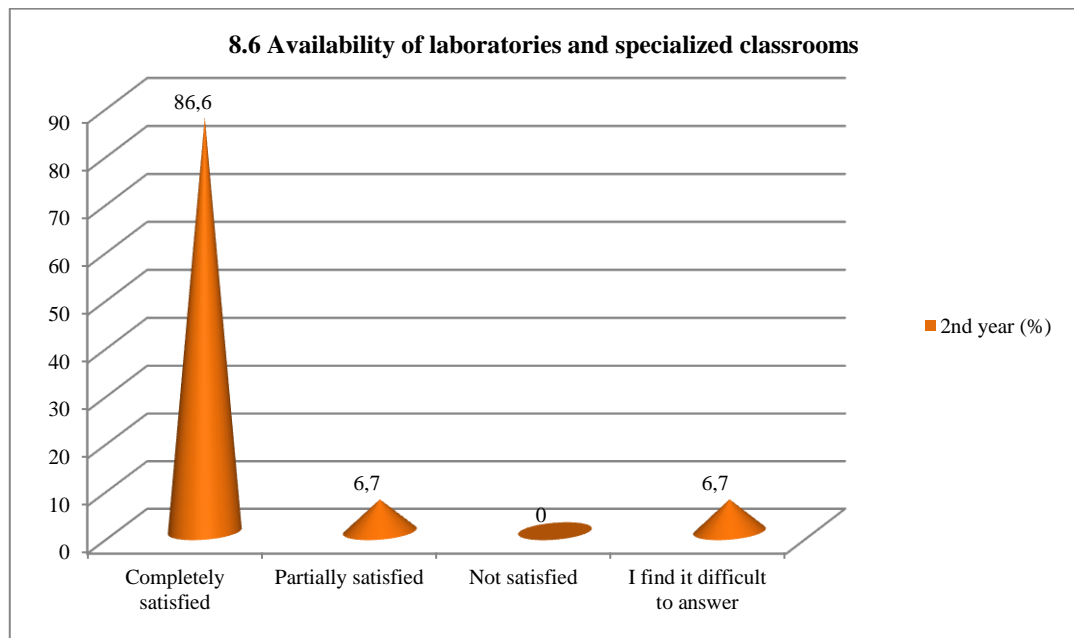
8.5 Availability of educational and scientific equipment

Answer options	2nd year (%)
<i>Completely satisfied</i>	80% (12 people)
<i>Partially satisfied</i>	13.3% (2 people)
<i>Not satisfied</i>	-
<i>I find it difficult to answer</i>	6.7% (1 person)



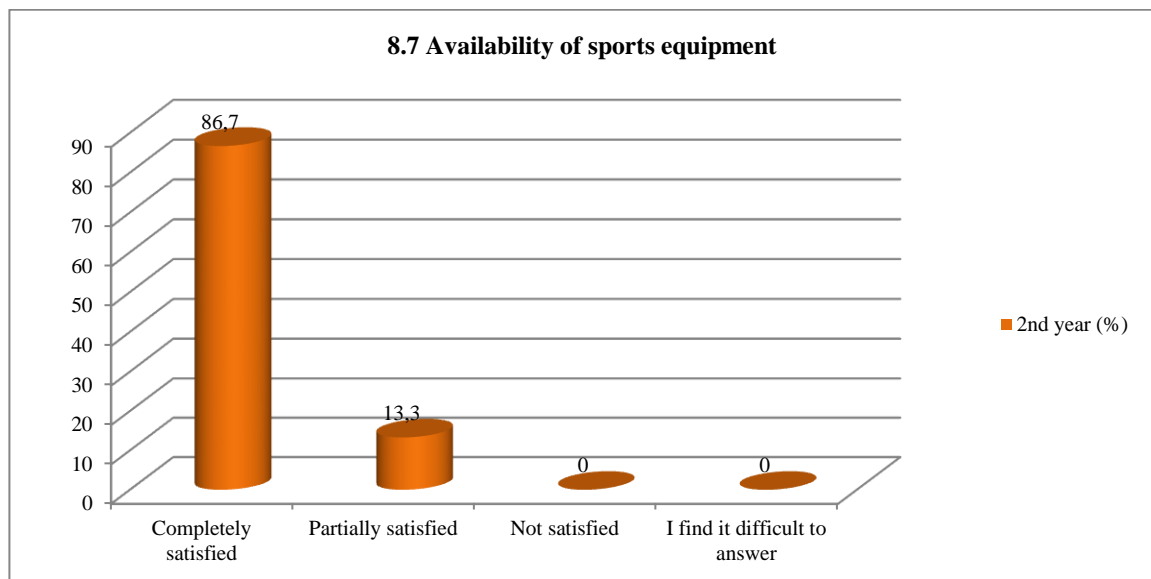
8.6 Availability of laboratories and specialized classrooms

Answer options	2nd year (%)
<i>Completely satisfied</i>	86.6% (13 people)
<i>Partially satisfied</i>	6.7% (1 person)
<i>Not satisfied</i>	-
<i>I find it difficult to answer</i>	6.7% (1 person)



8.7 Availability of sports equipment

Answer options	2nd year (%)
<i>Completely satisfied</i>	86.7% (13 people)
<i>Partially satisfied</i>	13.3% (2 people)
<i>Not satisfied</i>	-
<i>I find it difficult to answer</i>	-

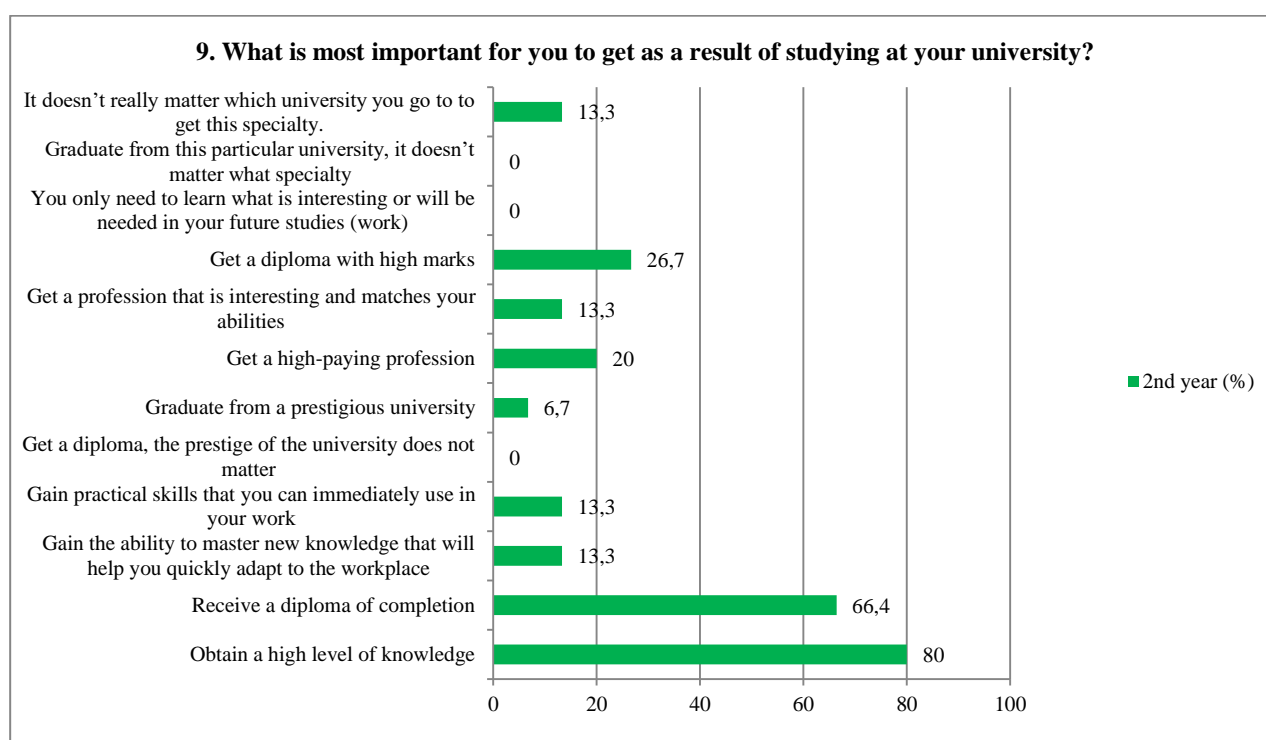


To the question **"If you answered "Not satisfied" to the previous question, please provide recommendations for improvement."**, Respondents did not leave any additional comments.

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

Answer options	2nd year (%)
<i>Obtain a high level of knowledge</i>	80% (12 people)
<i>Receive a diploma of completion</i>	66.4% (10 people)
<i>Gain the ability to master new knowledge that will help you quickly adapt to the workplace</i>	13.3% (2 people)
<i>Gain practical skills that you can immediately use in your work</i>	13.3% (2 people)
<i>Get a diploma, the prestige of the university does not matter</i>	-
<i>Graduate from a prestigious university</i>	6.7% (1 person)
<i>Get a high-paying profession</i>	20% (3 people)
<i>Get a profession that is interesting and matches your abilities</i>	13.3% (2 people)
<i>Get a diploma with high marks</i>	26.7% (4 people)
<i>You only need to learn what is interesting or will be needed in your future studies (work)</i>	-
<i>Graduate from this particular university, it doesn't matter what specialty</i>	-
<i>It doesn't really matter which university you go to to get this specialty.</i>	13.3% (2 people)

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



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

An analysis of the results of students filling out the questionnaire “Satisfaction of 2nd-5th year 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 in the specialty “Network technologies and communication systems» (100%) expressed satisfaction with the learning process as a whole. For ease of analysis, let us consider aspects at the following levels of satisfaction:

The following criteria were rated as “excellent quality” by students (satisfaction rates above 80%):

- class schedule (93.3%);
- organization of independent work (100%);
- quality of internship (100%);

- organization and implementation of the IWS (100%);
- organization and implementation of laboratory work (100%);
- satisfaction with the library's work (100%);
- the ability to access full-text databases of scientific publications (93.3%);
- living conditions in a hostel (80%);
- quality of medical care (100%);
- organization of food services at the university (93.3%).

Most 2nd year students (86.6%) have no complaints about the quality of the organization of the educational process. A small number of students indicated a discrepancy between the importance of the subject and the number of hours and an overload of classroom activities (6.7% / 1 person each). No additional recommendations for improving the educational process were received.

The vast majority of students (93.3%) believe that information about academic mobility opportunities is available. Only one student (6.7%) answered negatively, but did not indicate the reasons for the lack of access to information.

Relationships in the educational environment:

- Between students: Most students (93.3%) report friendly relations, however one student (6.7%) rated them as negative.

- Relations between teachers and students in the educational process are assessed as friendly (80%) or rather friendly (13.3%); one student (6.7%) found it difficult to answer.

- All students (100%) note the friendly relationship between the student and the supervisor.

- Between students and administration: The majority (93.3%) consider the relationship to be friendly, but one student (6.7%) noted that it was rather unfriendly.

- Between students and department staff: 86.6% of students consider the relations to be friendly, however, one student (6.7%) noted them as rather friendly or found it difficult to answer.

- Between students and the security service: 86.6%, namely thirteen students assess the relationship as friendly, however two students (13.3%) found it difficult to answer.

No additional recommendations for improving relations in the educational environment were received from students.

53.3% of 2nd year students (8 people) noted the quality of teaching as one of the most pressing issues. Considerable attention is also paid to the quality of food and prices in the student canteen (40%), the organization of the educational process (26.7%) and issues of employment in the specialty (26.7%). Some students pointed out the work of the administration (13.3%) and the quality of the organization of industrial practice (13.3%).

The majority of respondents (66.7%) do not participate in the university's scientific work, citing reasons such as "I didn't want to" and "I can't". Only 13.3% of students attend scientific events or participate in them formally. One student (6.7%) took part in a competition of student scientific papers. Participation in scientific projects of laboratories, clubs or publication of research was not recorded.

60% of students do not use the opportunities for personal development provided by the university, citing ignorance or the need to focus on their studies. Among those who actively use the opportunities, 20% attend sports sections, and 20% participate in the activities of the student trade union committee "Zhas Orda". Creative circles remain unclaimed.

Most second-year students are satisfied with the material resources of the university. Thus, 80% of students are completely satisfied with the availability of scientific literature

in the library, the modernity of the software and the availability of educational and scientific equipment. The modernity of the computer equipment and the availability of sports equipment were highly rated by 86.7% of respondents. The laboratories and specialized classrooms also received the highest positive assessment (86.6%). Individual aspects, such as the width of the Internet channel, its speed, received more restrained assessments: 73.3% are completely satisfied, but 6.7% expressed dissatisfaction.

In terms of learning outcomes, 80% of students consider obtaining a high level of knowledge to be the most important. A significant proportion (66.4%) are also focused on obtaining a diploma upon completion. Fewer students highlighted the importance of obtaining a highly paid profession (20%) or a diploma with high grades (26.7%). Few respondents noted the importance of the ability to adapt to the workplace (13.3%), practical skills (13.3%) and choosing an interesting profession (13.3%). Only one student (6.7%) indicated graduation from a prestigious university, while the item “Get a diploma, the prestige of the university does not matter” was not selected.

Overall satisfaction of students in the specialty "Network technologies and communication systems» educational services is 94%, which indicates a high level of satisfaction among students in general, despite individual problems and areas for improvement.

Recommendations:

The center for quality management and accreditation recommends that students be familiarized with the survey results and discussed during curatorial hours. This will allow students to make their own suggestions for improving the educational process and learning conditions.