

Report
on the results of the survey
“Satisfaction of 2-5 year students with educational services”
in 2024-2025 academic year
Department: Automation of Production Processes
Specialty: 6B07102 – Built-in Digital Control Systems

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 6B07102 – Built-in Digital Control Systems, 15 respondents out of 24 took part in the survey, which is 62.5% of the total number of students in this specialty.

- 2 year – 8 students (57,1%);
- 4 year – 7 students (70%);

Mode of training

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

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

Indicators:

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

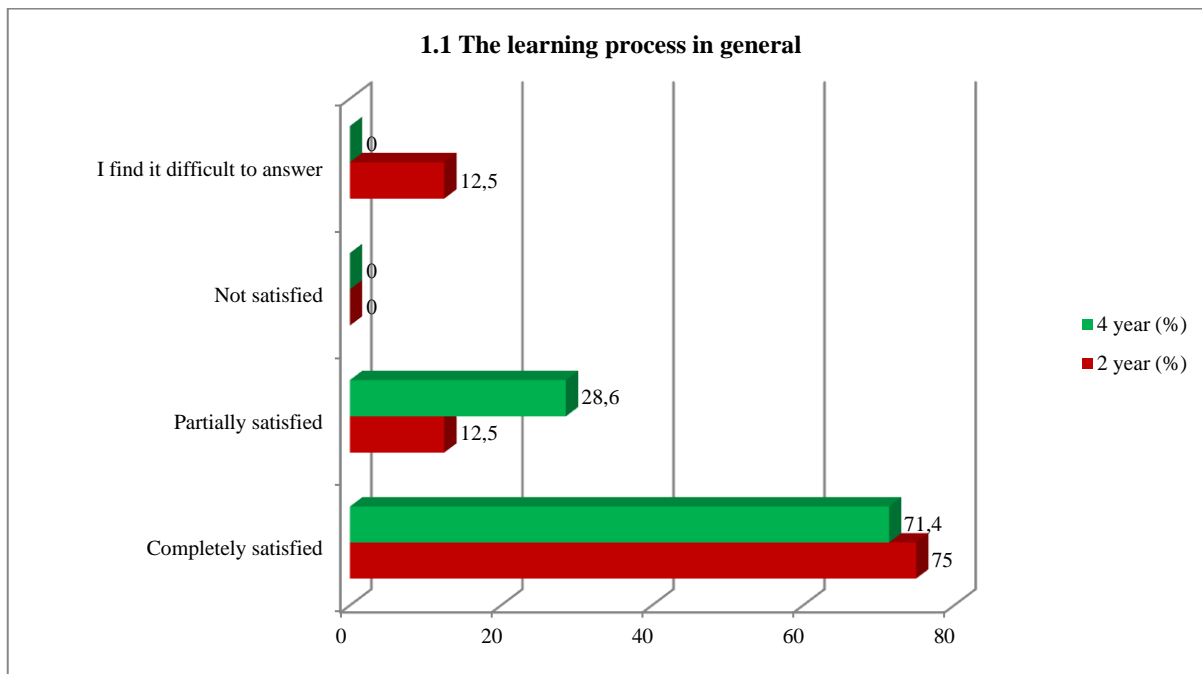
1.1 The learning process in general
1.2 Class schedule
1.3 Organization of independent work
1.4 Practices
1.5 Organizing and conducting SIWT
1.6 Organizing and conducting laboratory work
1.7 Satisfaction with the library work
1.8 Possibility of access to full-text databases of scientific publications
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_____.

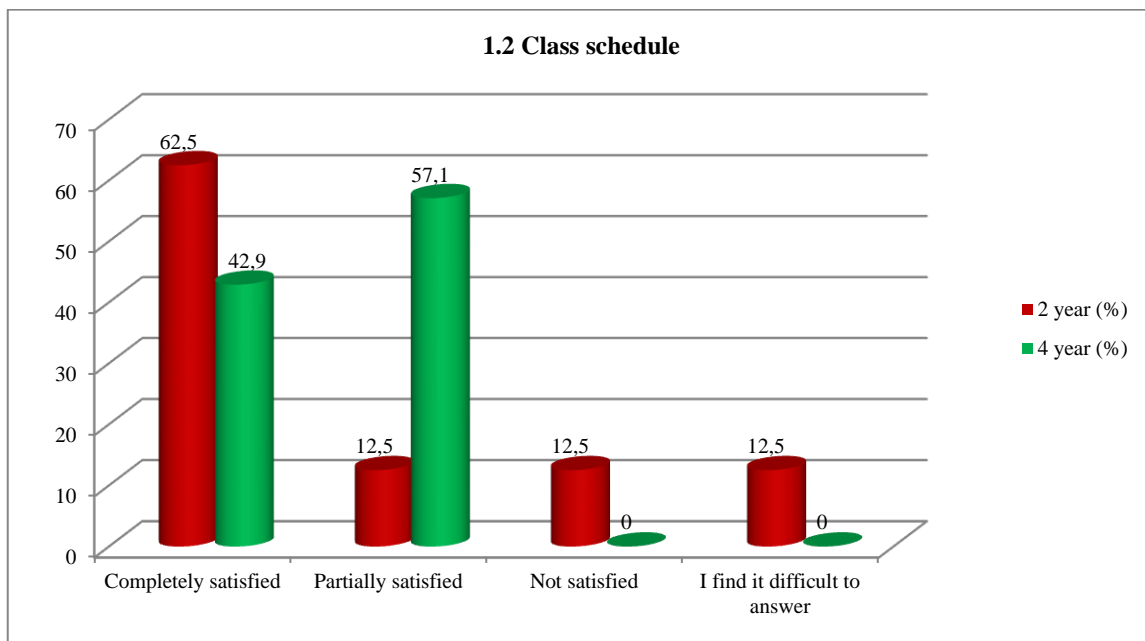
1.1 The learning process in general

Answer options	2 year (%)	4 year (%)
<i>Completely satisfied</i>	75% (6 чел.)	71,4% (5 чел.)
<i>Partially satisfied</i>	12,5% (1 чел.)	28,6% (2 чел.)
<i>Not satisfied</i>	-	-
<i>I find it difficult to answer</i>	12,5% (1 чел.)	-



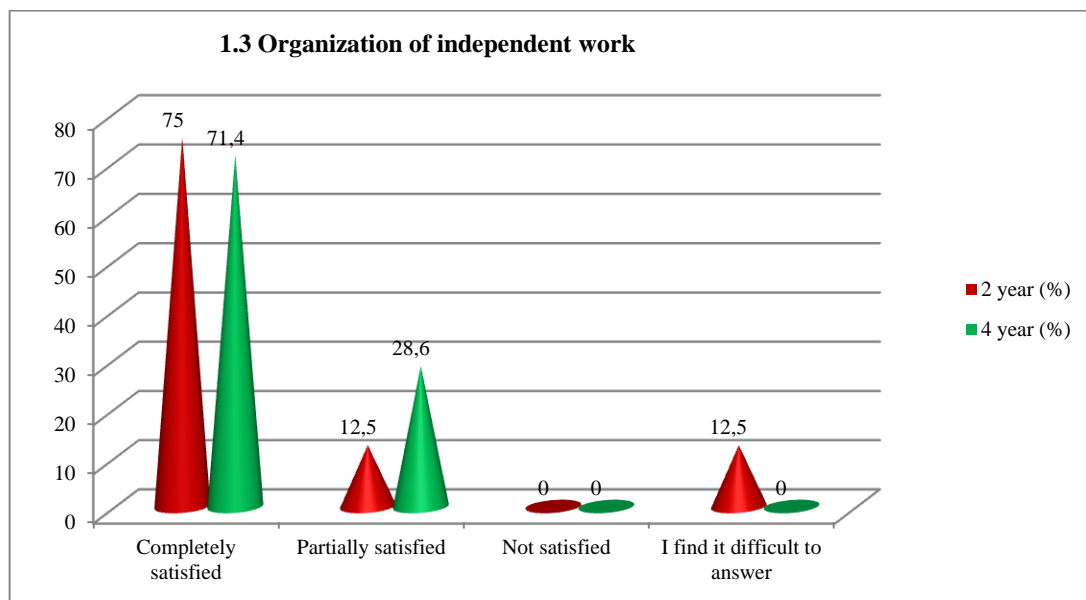
1.2 Class schedule

Answer options	2 year (%)	4 year (%)
<i>Completely satisfied</i>	62,5% (5 чел.)	42,9% (3 чел.)
<i>Partially satisfied</i>	12,5% (1 чел.)	57,1% (4 чел.)
<i>Not satisfied</i>	12,5% (1 чел.)	-
<i>I find it difficult to answer</i>	12,5% (1 чел.)	-



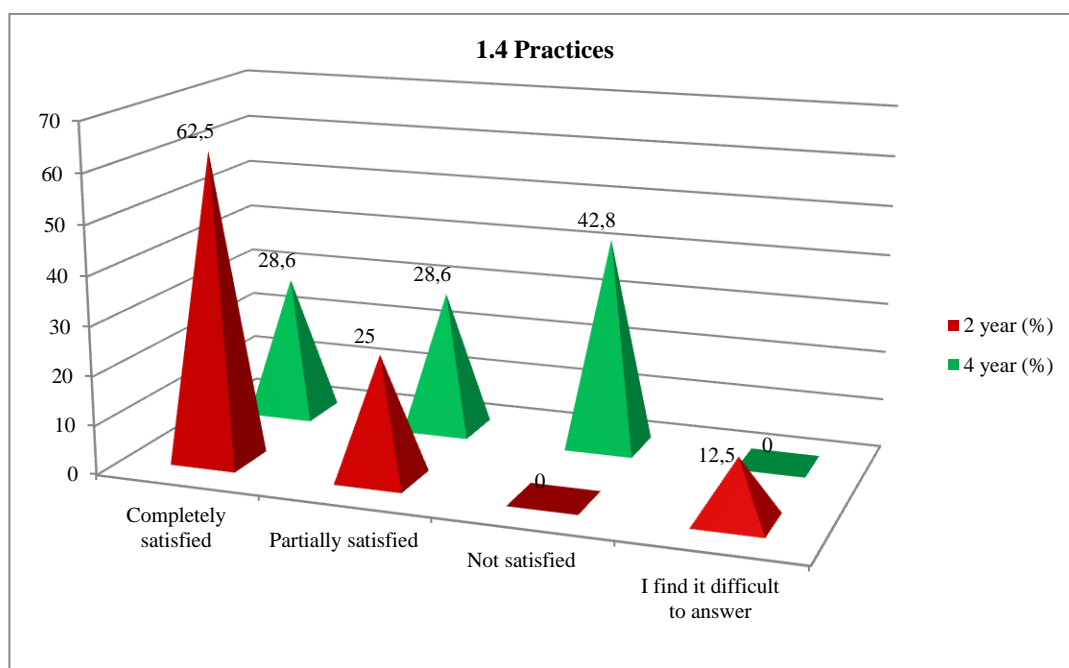
1.3 Organization of independent work

Answer options	2 year (%)	4 year (%)
<i>Completely satisfied</i>	75% (6 чел.)	71,4% (5 чел.)
<i>Partially satisfied</i>	12,5% (1 чел.)	28,6% (2 чел.)
<i>Not satisfied</i>	-	-
<i>I find it difficult to answer</i>	12,5% (1 чел.)	-



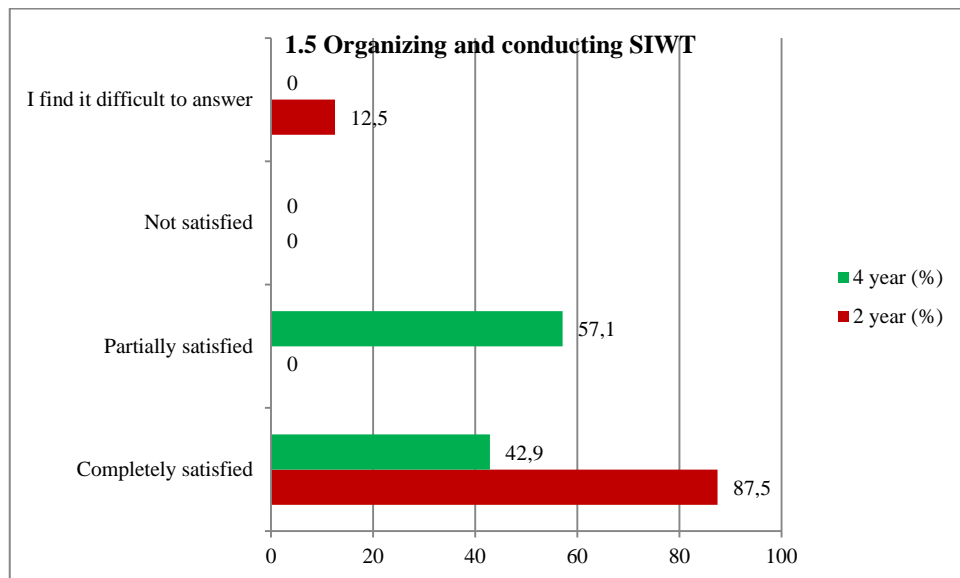
1.4 Practices

Answer options	2 year (%)	4 year (%)
<i>Completely satisfied</i>	62,5% (5 чел.)	28,6% (2 чел.)
<i>Partially satisfied</i>	25% (2 чел.)	28,6% (2 чел.)
<i>Not satisfied</i>	-	42,8% (3 чел.)
<i>I find it difficult to answer</i>	12,5% (1 чел.)	-



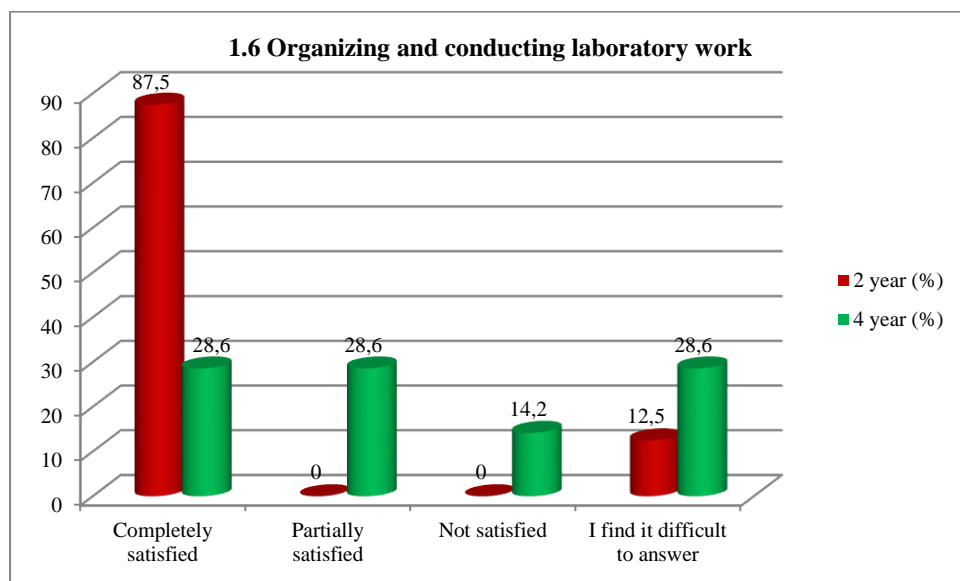
1.5 Organizing and conducting SIWT

Answer options	2 year (%)	4 year (%)
<i>Completely satisfied</i>	87,5% (7 чел.)	42,9% (3 чел.)
<i>Partially satisfied</i>	-	57,1% (4 чел.)
<i>Not satisfied</i>	-	-
<i>I find it difficult to answer</i>	12,5% (1 чел.)	-



1.6 Organizing and conducting laboratory work

Answer options	2 year (%)	4 year (%)
<i>Completely satisfied</i>	87,5% (7 чел.)	28,6% (2 чел.)
<i>Partially satisfied</i>	-	28,6% (2 чел.)
<i>Not satisfied</i>	-	14,2% (1 чел.)
<i>I find it difficult to answer</i>	12,5% (1 чел.)	28,6% (2 чел.)



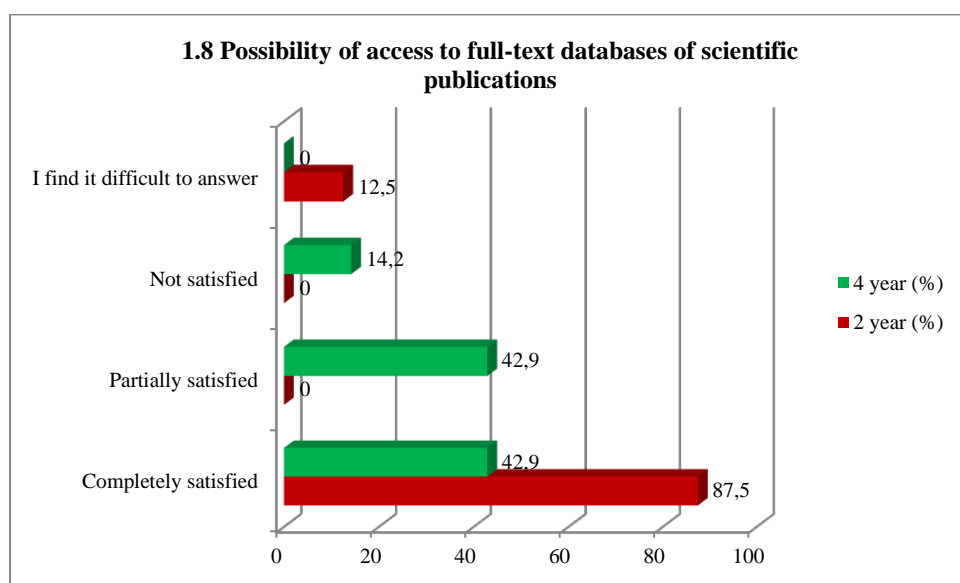
1.7 Satisfaction with the library work

Answer options	2 year (%)	4 year (%)
<i>Completely satisfied</i>	87,5% (7 чел.)	57,1% (4 чел.)
<i>Partially satisfied</i>	-	42,9% (3 чел.)
<i>Not satisfied</i>	-	-
<i>I find it difficult to answer</i>	12,5% (1 чел.)	-



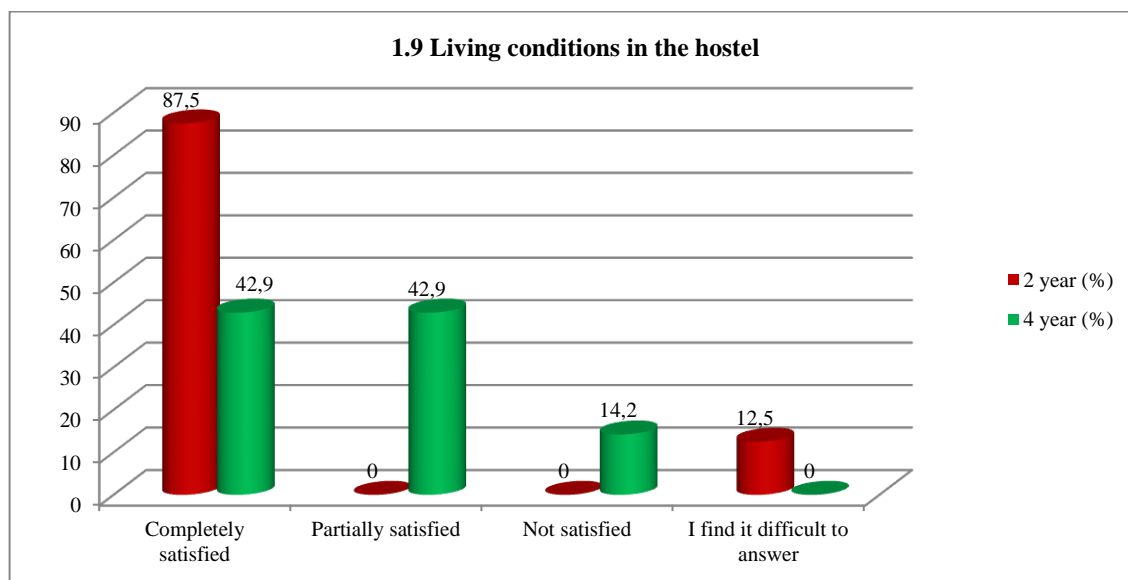
1.8 Possibility of access to full-text databases of scientific publications

Answer options	2 year (%)	4 year (%)
<i>Completely satisfied</i>	87,5% (7 чел.)	42,9% (3 чел.)
<i>Partially satisfied</i>	-	42,9% (3 чел.)
<i>Not satisfied</i>	-	14,2% (1 чел.)
<i>I find it difficult to answer</i>	12,5% (1 чел.)	-



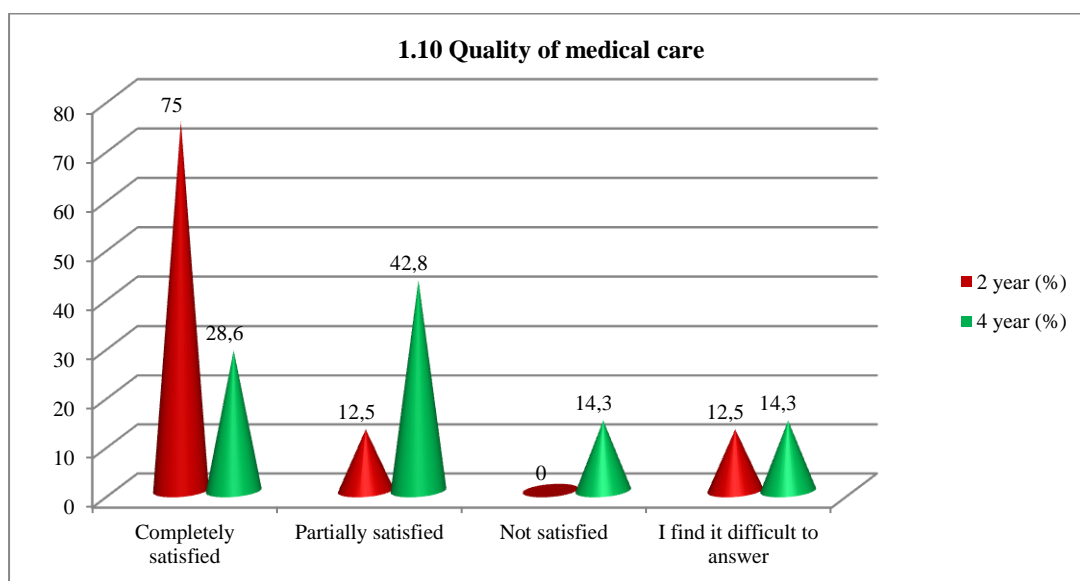
1.9 Living conditions in the hostel

Answer options	2 year (%)	4 year (%)
<i>Completely satisfied</i>	87,5% (7 чел.)	42,9% (3 чел.)
<i>Partially satisfied</i>	-	42,9% (3 чел.)
<i>Not satisfied</i>	-	14,2% (1 чел.)
<i>I find it difficult to answer</i>	12,5% (1 чел.)	-



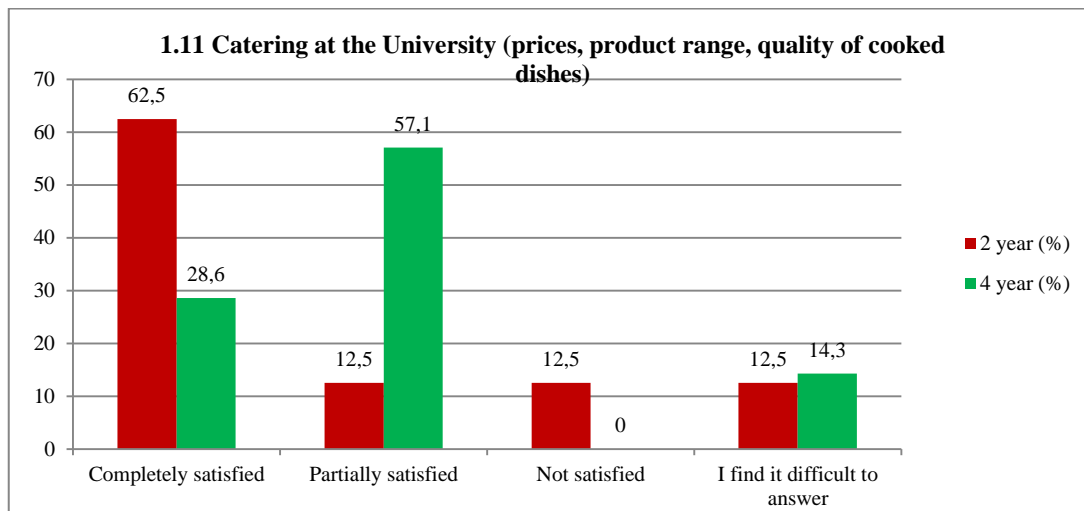
1.10 Quality of medical care

Answer options	2 year (%)	4 year (%)
<i>Completely satisfied</i>	75% (6 чел.)	28,6% (2 чел.)
<i>Partially satisfied</i>	12,5% (1 чел.)	42,8% (3 чел.)
<i>Not satisfied</i>	-	14,3% (1 чел.)
<i>I find it difficult to answer</i>	12,5% (1 чел.)	14,3% (1 чел.)



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

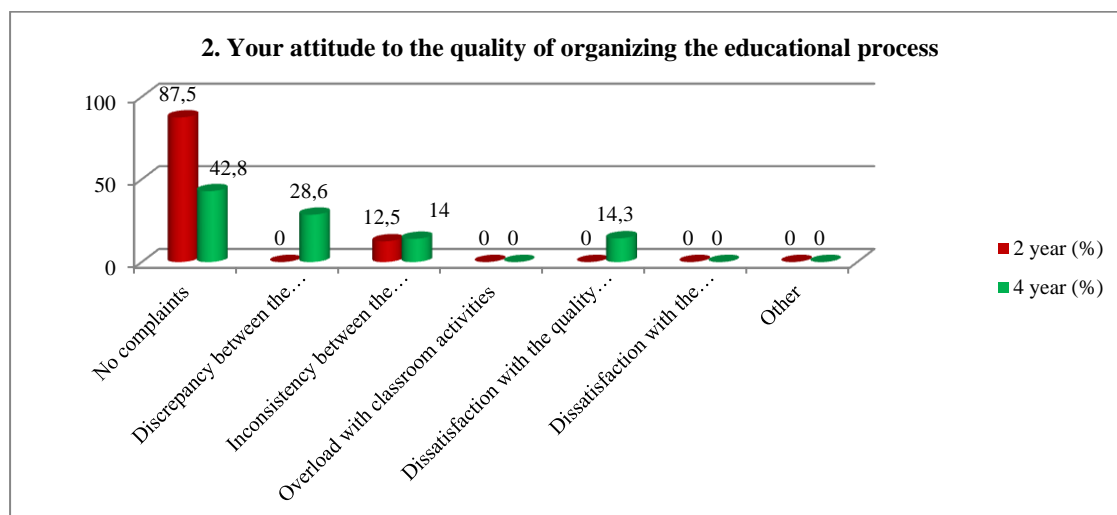
Answer options	2 year (%)	4 year (%)
<i>Completely satisfied</i>	62,5% (5 чел.)	28,6% (2 чел.)
<i>Partially satisfied</i>	12,5% (1 чел.)	57,1% (4 чел.)
<i>Not satisfied</i>	12,5% (1 чел.)	-
<i>I find it difficult to answer</i>	12,5% (1 чел.)	14,3% (1 чел.)



There are no answers to the question “If you answered “not satisfied” to the previous question, please provide recommendations for improving the services provided”.

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

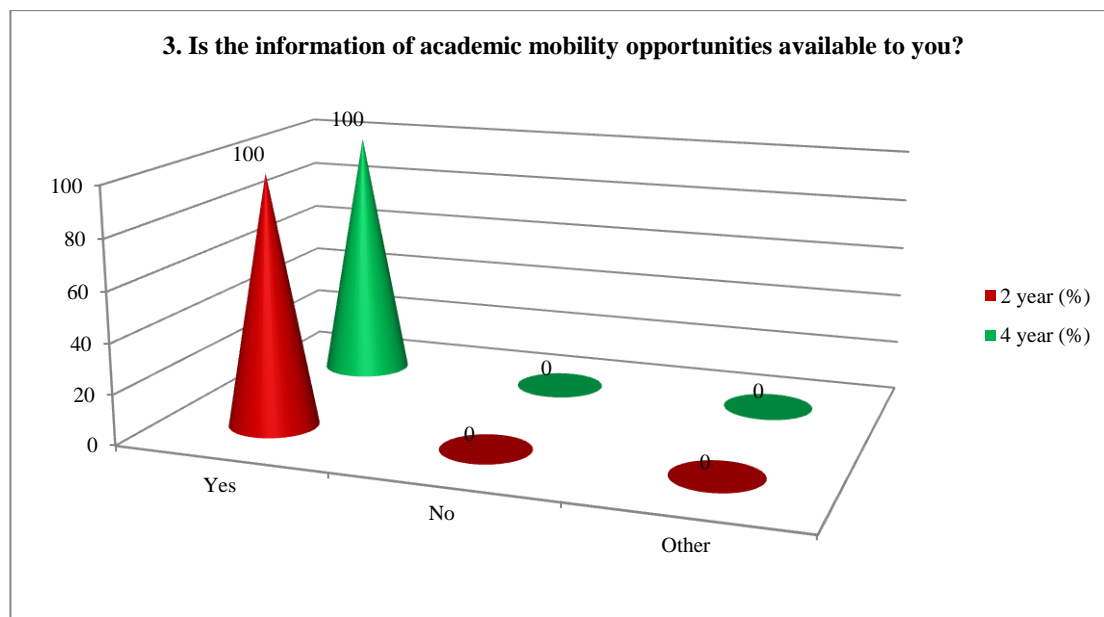
Answer options	2 year (%)	4 year (%)
<i>No complaints</i>	87,5% (7 чел.)	42,8% (3 чел.)
<i>Discrepancy between the disciplines studied and the specialty obtained</i>	-	28,6% (2 чел.)
<i>Inconsistency between the importance of the subject and the number of hours</i>	12,5% (1 чел.)	14,3% (1 чел.)
<i>Overload with classroom activities</i>	-	-
<i>Dissatisfaction with the quality of classes</i>	-	14,3% (1 чел.)
<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 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	2 year (%)	4 year (%)
<i>Yes</i>	100% (8 чел.)	100% (7 чел.)
<i>No</i>	-	-
<i>Other</i>	-	-



4. What do you think the relationship is like

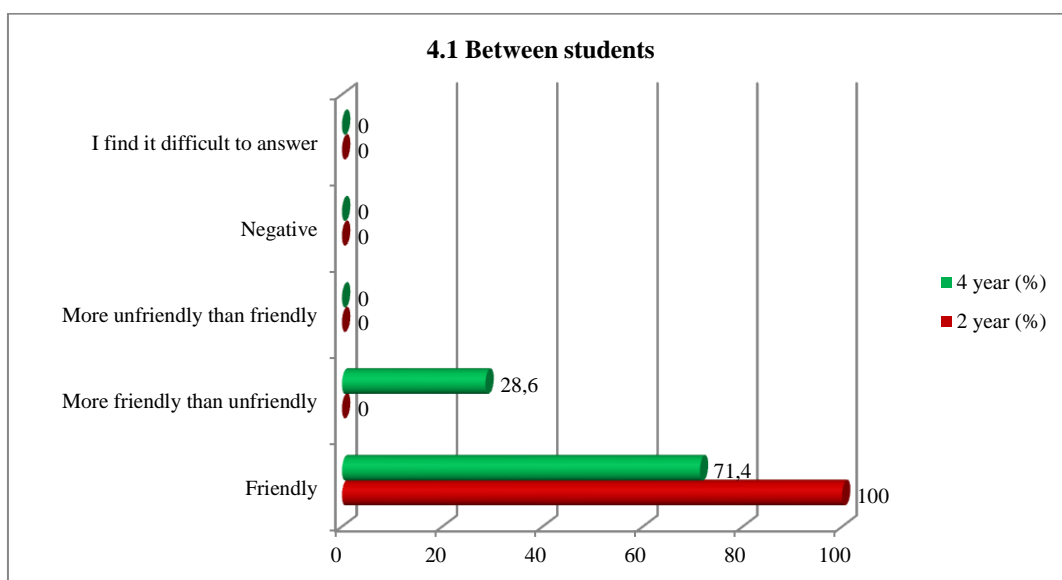
4.1 Between students
4.2 Between teachers and students (in the educational process)
4.3 Between a student and a supervisor
4.4 Between students and administration
4.5 Between students and employees of departments (library, student department, etc.)
4.6 Between students and security service

Other _____

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

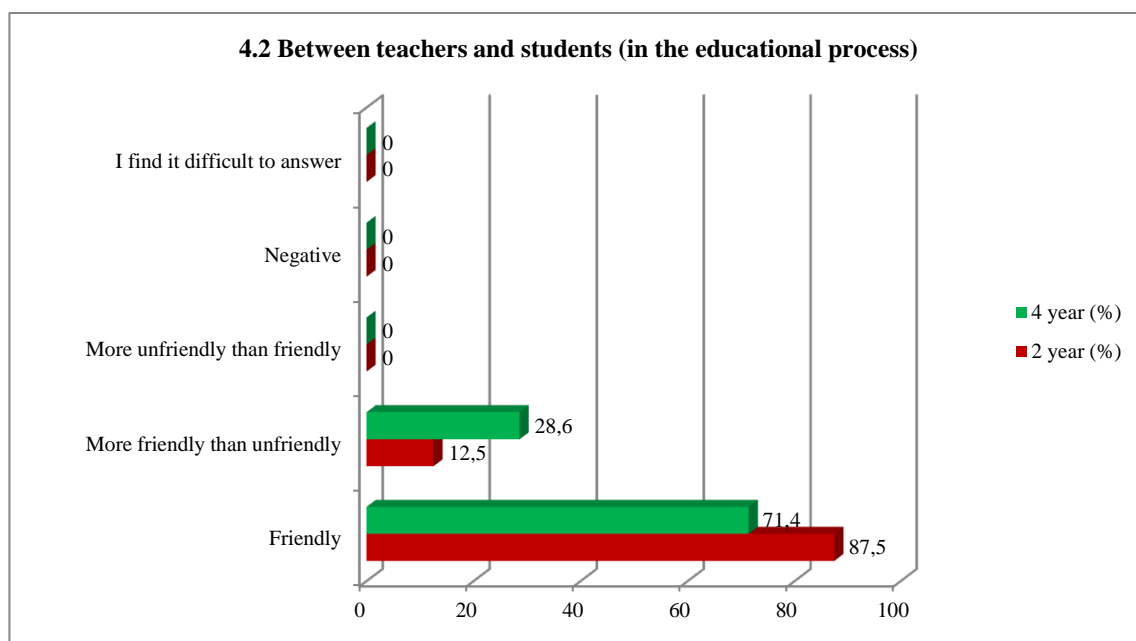
4.1 Between students

Answer options	2 year (%)	4 year (%)
<i>Friendly</i>	100% (8 чел.)	71,4% (5 чел.)
<i>More friendly than unfriendly</i>	-	28,6% (2 чел.)
<i>More unfriendly than friendly</i>	-	-
<i>Negative</i>	-	-
<i>I find it difficult to answer</i>	-	-



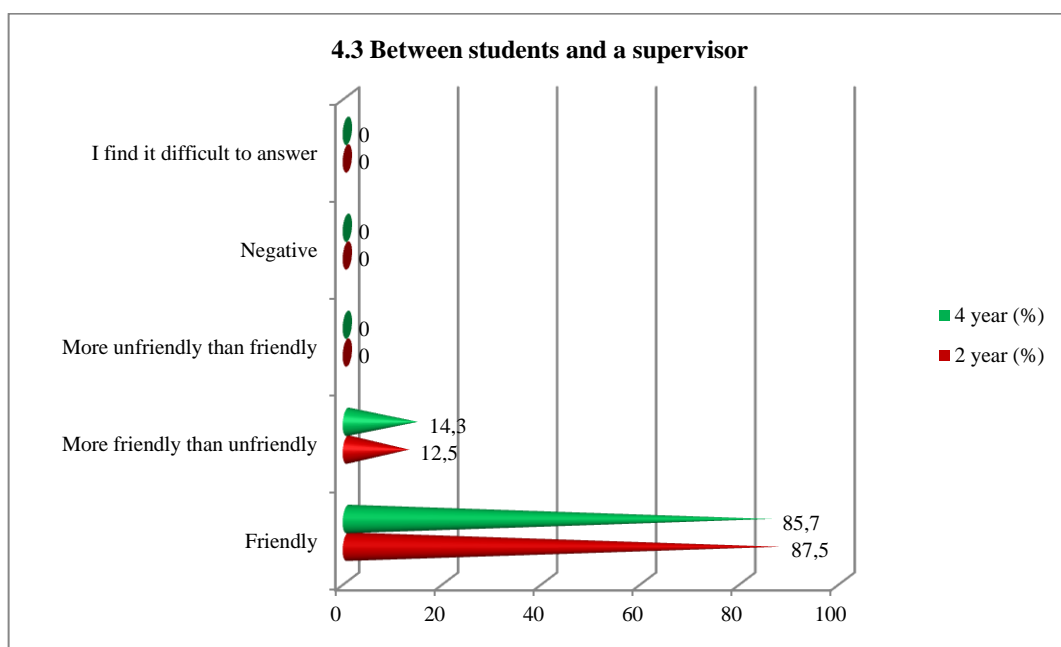
4.2 Between teachers and students (in the educational process)

Answer options	2 year (%)	4 year (%)
<i>Friendly</i>	87,5% (7 чел.)	71,4% (5 чел.)
<i>More friendly than unfriendly</i>	12,5% (1 чел.)	28,6% (2 чел.)
<i>More unfriendly than friendly</i>	-	-
<i>Negative</i>	-	-
<i>I find it difficult to answer</i>	-	-



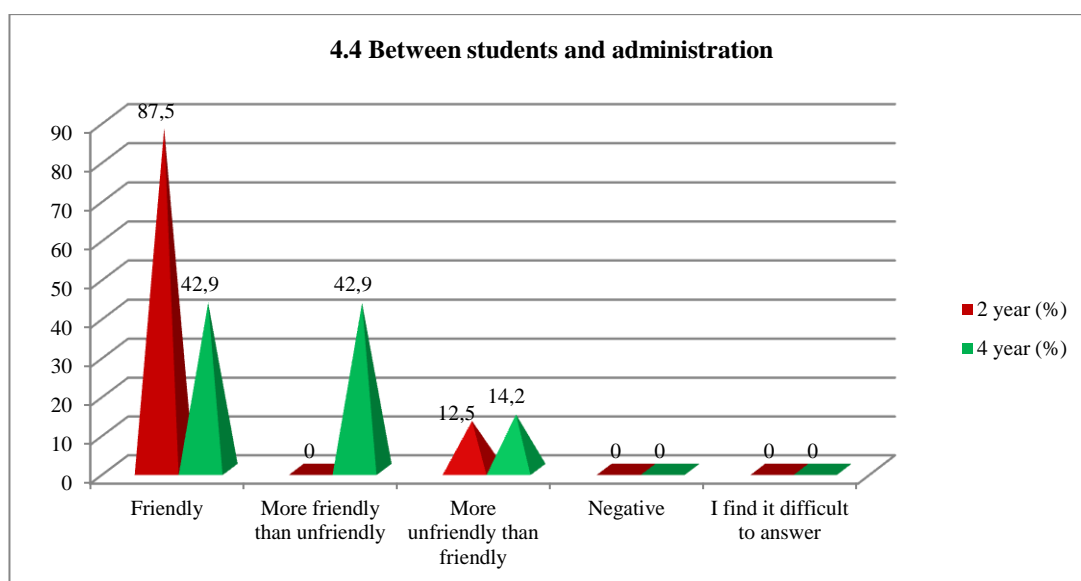
4.3 Between students and a supervisor

Answer options	2 year (%)	4 year (%)
<i>Friendly</i>	87,5% (7 чел.)	85,7% (6 чел.)
<i>More friendly than unfriendly</i>	12,5% (1 чел.)	14,3% (1 чел.)
<i>More unfriendly than friendly</i>	-	-
<i>Negative</i>	-	-
<i>I find it difficult to answer</i>	-	-



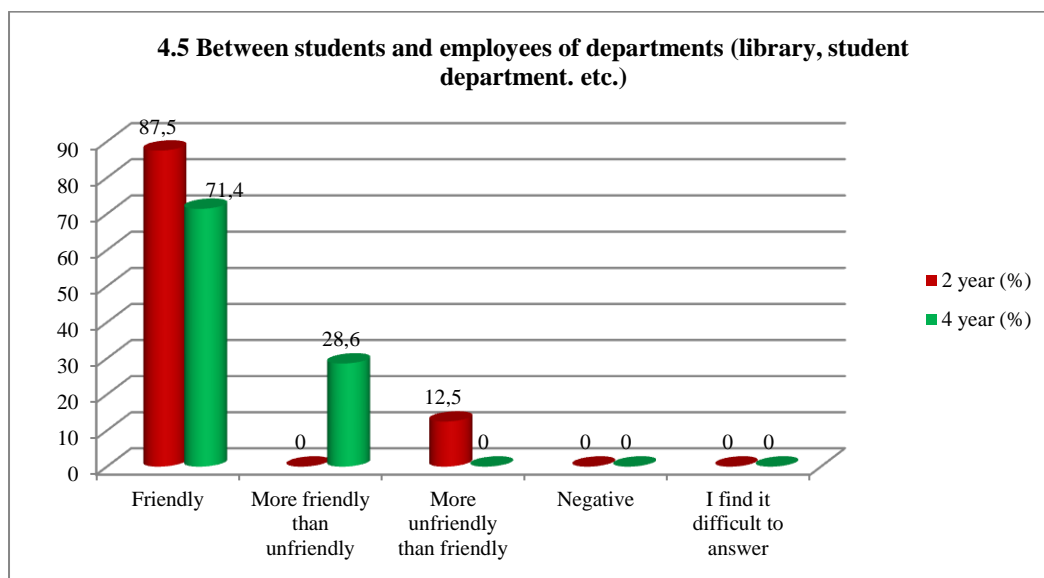
4.4 Between students and administration

Answer options	2 year (%)	4 year (%)
<i>Friendly</i>	87,5% (7 чел.)	42,9% (3 чел.)
<i>More friendly than unfriendly</i>	-	42,9% (3 чел.)
<i>More unfriendly than friendly</i>	12,5% (1 чел.)	14,2% (1 чел.)
<i>Negative</i>	-	-
<i>I find it difficult to answer</i>	-	-



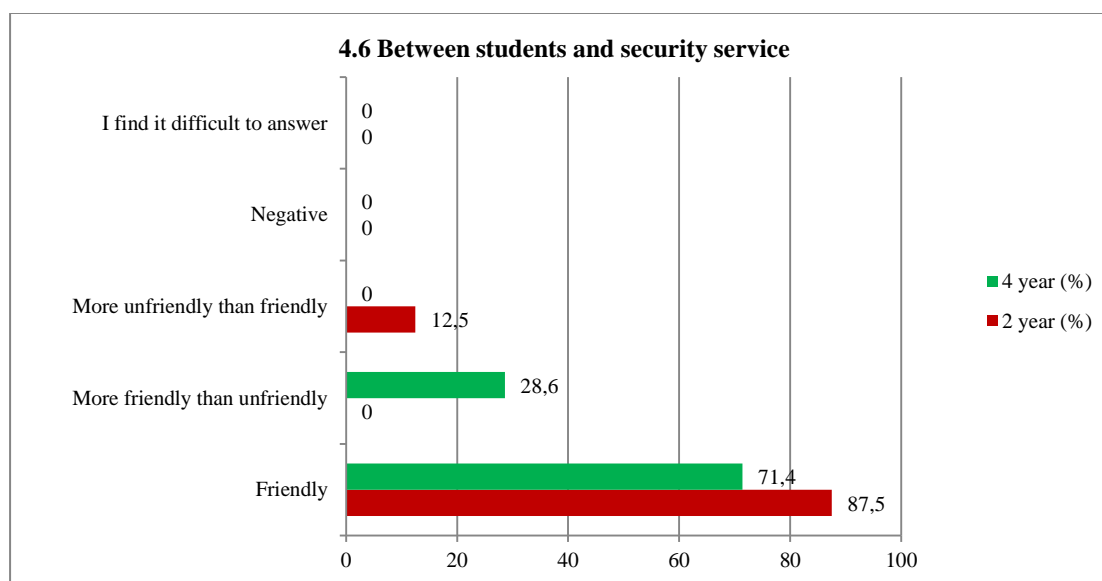
4.5 Between students and employees of departments (library, student department. etc.)

Answer options	2 year (%)	4 year (%)
<i>Friendly</i>	87,5% (7 чел.)	71,4% (5 чел.)
<i>More friendly than unfriendly</i>	-	28,6% (2 чел.)
<i>More unfriendly than friendly</i>	12,5% (1 чел.)	-
<i>Negative</i>	-	-
<i>I find it difficult to answer</i>	-	-



4.6 Between students and security service

Answer options	2 year (%)	4 year (%)
<i>Friendly</i>	87,5% (7 чел.)	71,4% (5 чел.)
<i>More friendly than unfriendly</i>	-	28,6% (2 чел.)
<i>More unfriendly than friendly</i>	12,5% (1 чел.)	-
<i>Negative</i>	-	-
<i>I find it difficult to answer</i>	-	-



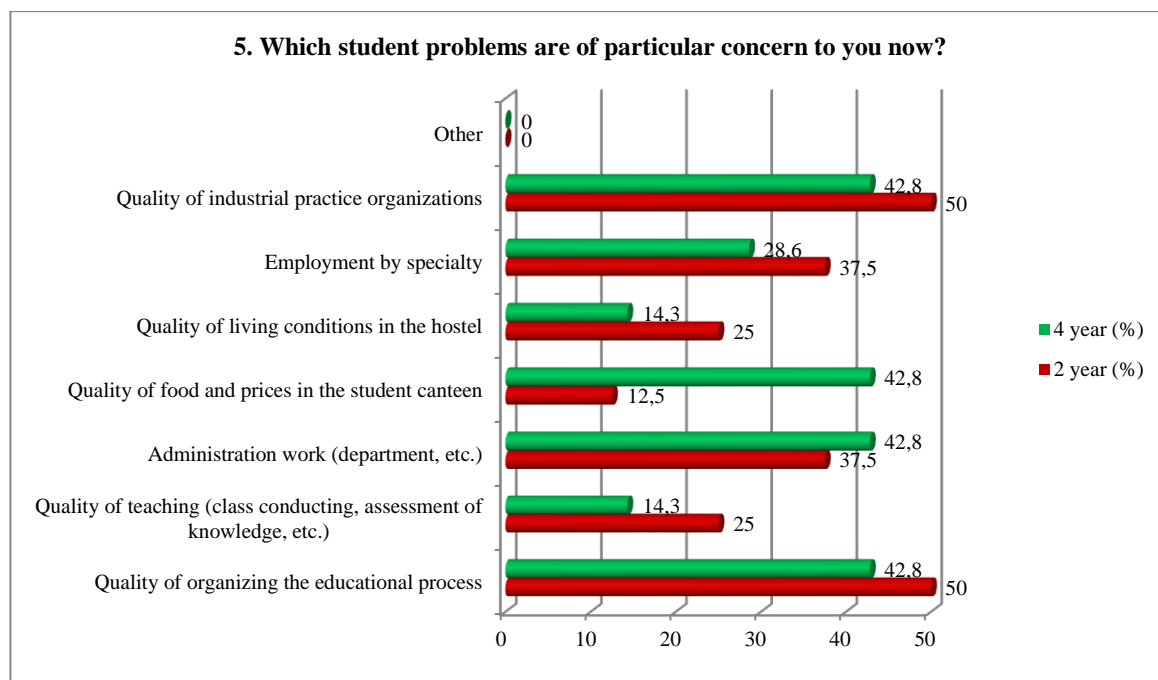
There are no answers to the question “If you answered “Rather unfriendly than friendly” and “Negative” to the previous question, please provide recommendations for improvement”.

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

Answer options	2 year (%)	4 year (%)
<i>Quality of organizing the educational process</i>	50% (4 чел.)	42,8% (3 чел.)
<i>Quality of teaching (class conducting, assessment of knowledge, etc.)</i>	25% (2 чел.)	14,3% (1 чел.)
<i>Administration work (department, etc.)</i>	37,5% (3 чел.)	42,8% (3 чел.)

<i>Quality of food and prices in the student canteen</i>	12,5% (1 чел.)	42,8% (3 чел.)
<i>Quality of living conditions in the hostel</i>	25% (2 чел.)	14,3% (1 чел.)
<i>Employment by specialty</i>	37,5% (3 чел.)	28,6% (2 чел.)
<i>Quality of industrial practice organizations</i>	50% (4 чел.)	42,8% (3 чел.)
<i>Other</i>	-	-

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



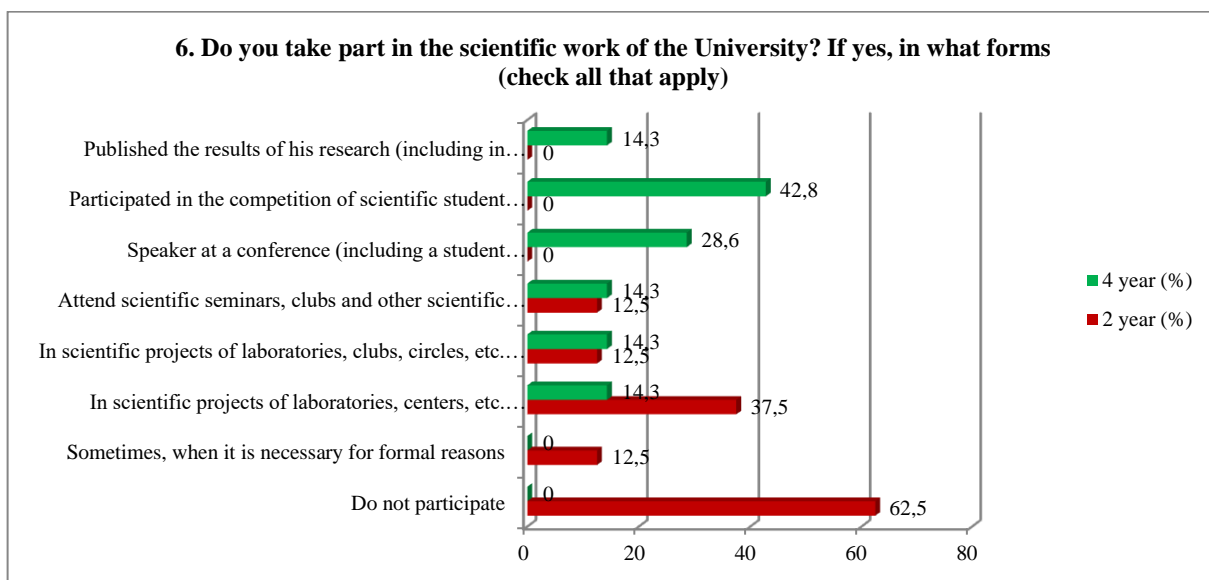
6. Do you take part in the scientific work of the University? If yes, in what forms
(check all that apply)

Answer options	2 year (%)	4 year (%)
<i>Do not participate</i>	62,5% (5 чел.)	-
<i>Sometimes, when it is necessary for formal reasons</i>	12,5% (1 чел.)	-
<i>In scientific projects of laboratories, centers, etc. under a contract, within a grant, etc.</i>	37,5% (3 чел.)	14,3% (1 чел.)
<i>In scientific projects of laboratories, clubs, circles, etc. free of charge</i>	12,5% (1 чел.)	14,3% (1 чел.)
<i>Attend scientific seminars, clubs and other scientific events</i>	12,5% (1 чел.)	14,3% (1 чел.)
<i>Speaker at a conference (including a student conference), scientific seminar</i>	-	28,6% (2 чел.)
<i>Participated in the competition of scientific student works</i>	-	42,8% (3 чел.)
<i>Published the results of his research (including in student collections)</i>	-	14,3% (1 чел.)

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

To the question “If you answered “Did not participate” to the previous question, write why,” the students indicated the following options*:

2 year	4 year
- I don't see the point in this.	-

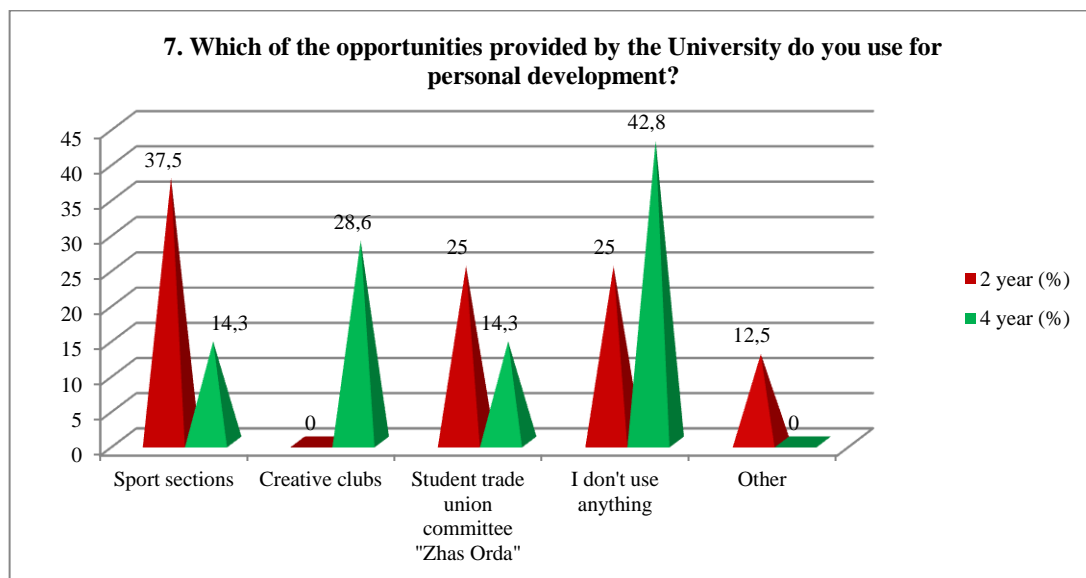


7. Which of the opportunities provided by the University do you use for personal development?

Answer options	2 year (%)	4 year (%)
<i>Sport sections</i>	37,5% (3 чел.)	14,3% (1 чел.)
<i>Creative clubs</i>	-	28,6% (2 чел.)
<i>Student trade union committee "Zhas Orda"</i>	25% (2 чел.)	14,3% (1 чел.)
<i>I don't use anything</i>	25% (2 чел.)	42,8% (3 чел.)
<i>Other</i>	12,5% (1 чел.)	-

For the “Other” option, students indicated the following options*:

- Not interested



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?

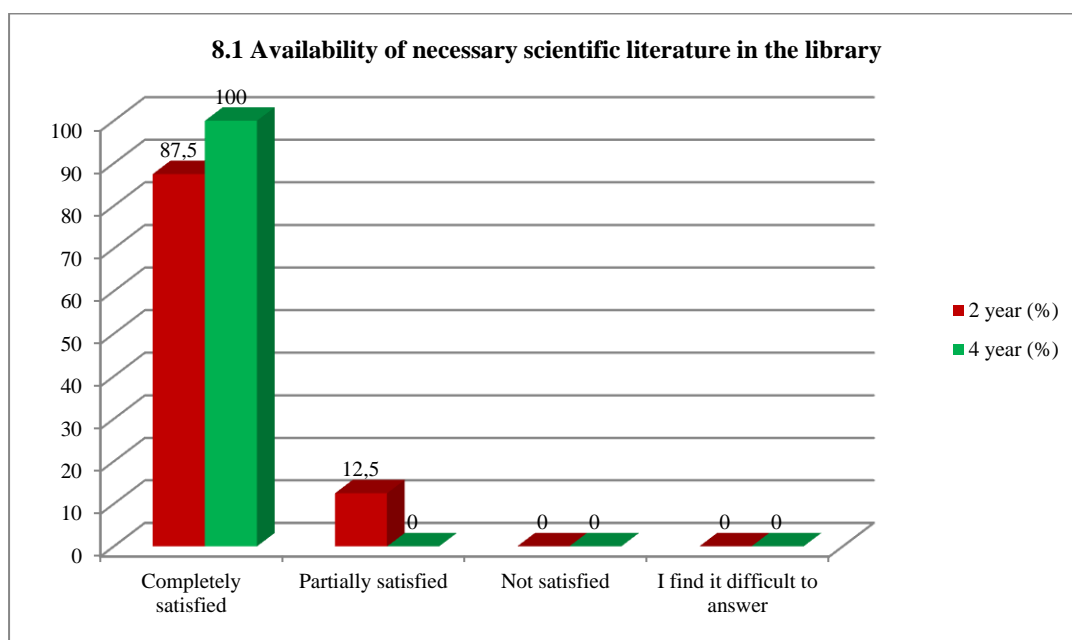
8.1 Availability of necessary scientific literature in the library
8.2 Modernity of computer equipment
8.3 Internet channel width, its speed
8.4 Software modernity
8.5 Availability of educational and scientific equipment
8.6 Availability of laboratories and specialized classrooms
8.7 Availability of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

Other _____

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

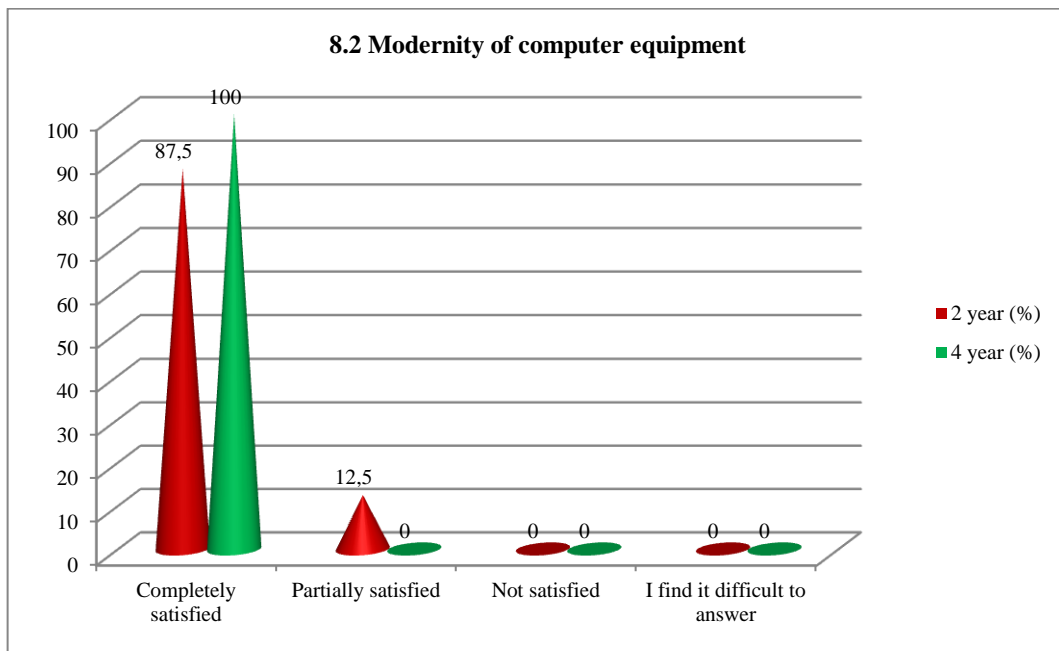
8.1 Availability of necessary scientific literature in the library

Answer options	2 year (%)	4 year (%)
<i>Completely satisfied</i>	87,5% (7 чел.)	100% (7 чел.)
<i>Partially satisfied</i>	12,5% (1 чел.)	-
<i>Not satisfied</i>	-	-
<i>I find it difficult to answer</i>	-	-



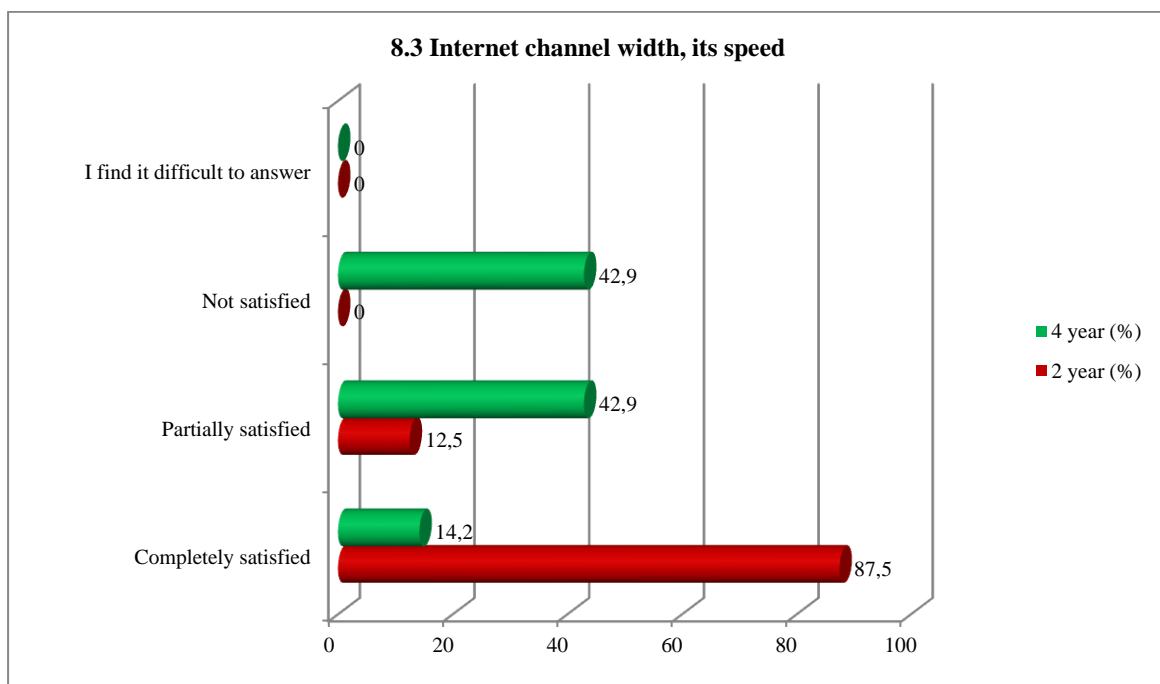
8.2 Modernity of computer equipment

Answer options	2 year (%)	4 year (%)
<i>Completely satisfied</i>	87,5% (7 чел.)	100% (7 чел.)
<i>Partially satisfied</i>	12,5% (1 чел.)	-
<i>Not satisfied</i>	-	-
<i>I find it difficult to answer</i>	-	-



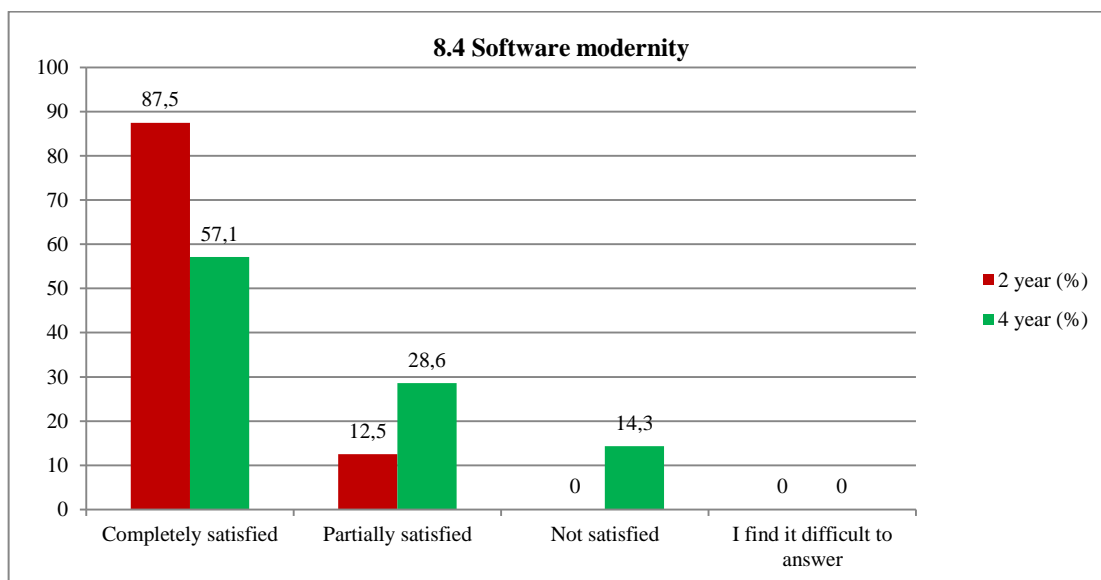
8.3 Internet channel width, its speed

Answer options	2 year (%)	4 year (%)
<i>Completely satisfied</i>	87,5% (7 чел.)	14,2% (1 чел.)
<i>Partially satisfied</i>	12,5% (1 чел.)	42,9% (3 чел.)
<i>Not satisfied</i>	-	42,9% (3 чел.)
<i>I find it difficult to answer</i>	-	-



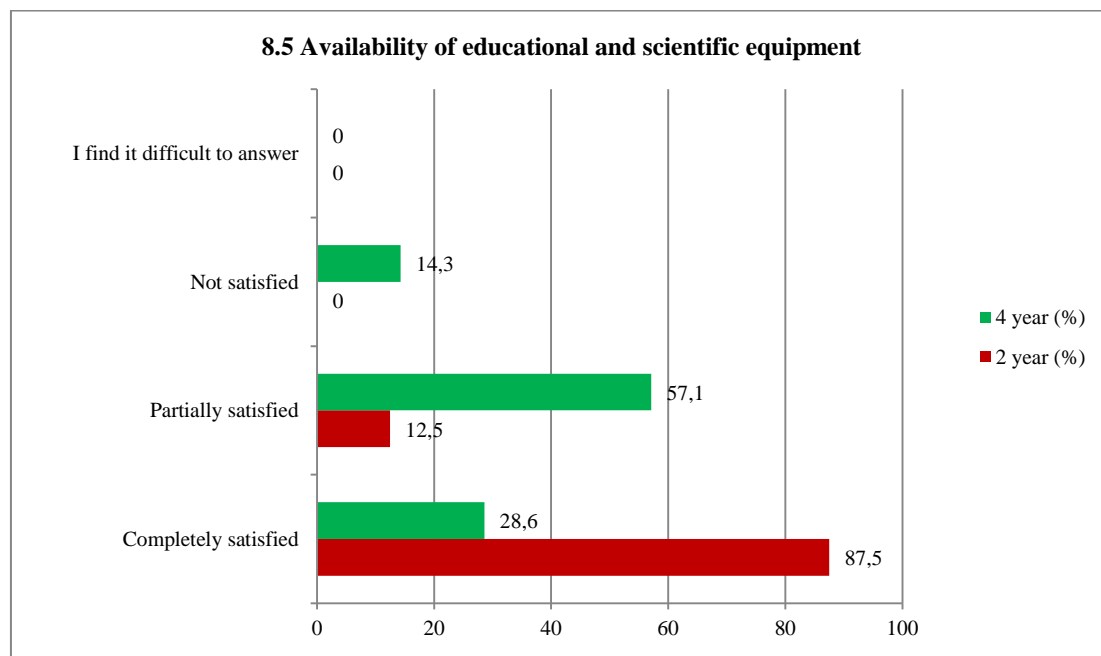
8.4 Software modernity

Answer options	2 year (%)	4 year (%)
<i>Completely satisfied</i>	87,5% (7 чел.)	57,1% (4 чел.)
<i>Partially satisfied</i>	12,5% (1 чел.)	28,6% (2 чел.)
<i>Not satisfied</i>	-	14,3% (1 чел.)
<i>I find it difficult to answer</i>	-	-



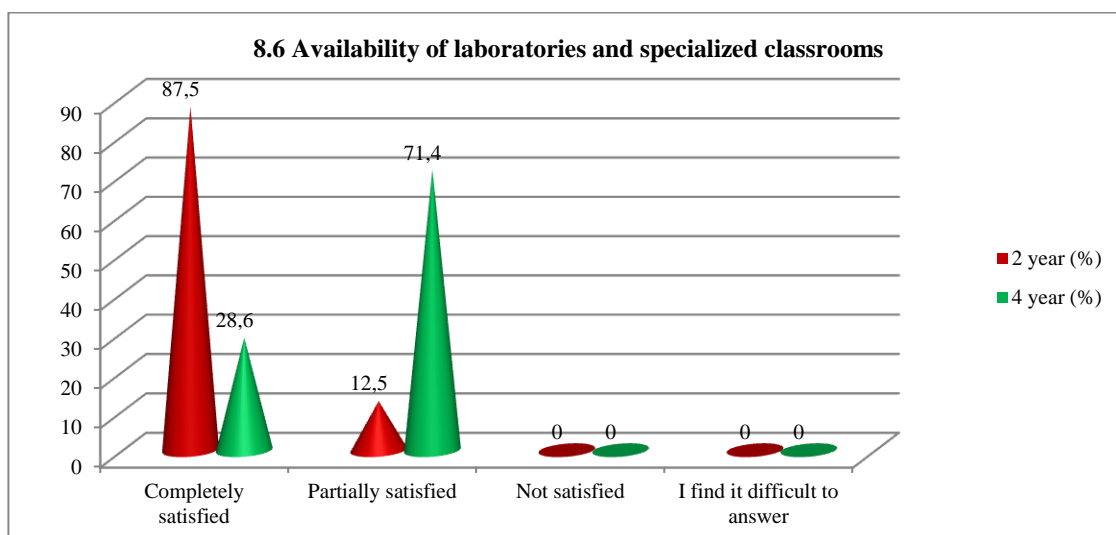
8.5 Availability of educational and scientific equipment

Answer options	2 year (%)	4 year (%)
<i>Completely satisfied</i>	87,5% (7 чел.)	28,6% (2 чел.)
<i>Partially satisfied</i>	12,5% (1 чел.)	57,1% (4 чел.)
<i>Not satisfied</i>	-	14,3% (1 чел.)
<i>I find it difficult to answer</i>	-	-



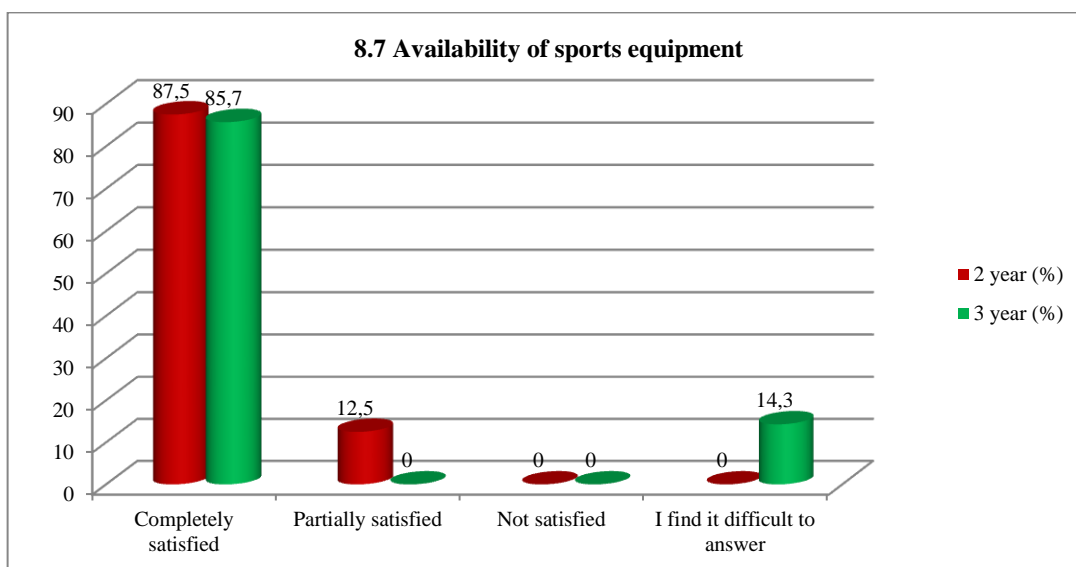
8.6 Availability of laboratories and specialized classrooms

Answer options	2 year (%)	4 year (%)
<i>Completely satisfied</i>	87,5% (7 чел.)	28,6% (2 чел.)
<i>Partially satisfied</i>	12,5% (1 чел.)	71,4% (5 чел.)
<i>Not satisfied</i>	-	-
<i>I find it difficult to answer</i>	-	-



8.7 Availability of sports equipment

Answer options	2 year (%)	3 year (%)
<i>Completely satisfied</i>	87,5% (7 чел.)	85,7% (6 чел.)
<i>Partially satisfied</i>	12,5% (1 чел.)	-
<i>Not satisfied</i>	-	-
<i>I find it difficult to answer</i>	-	14,3% (1 чел.)



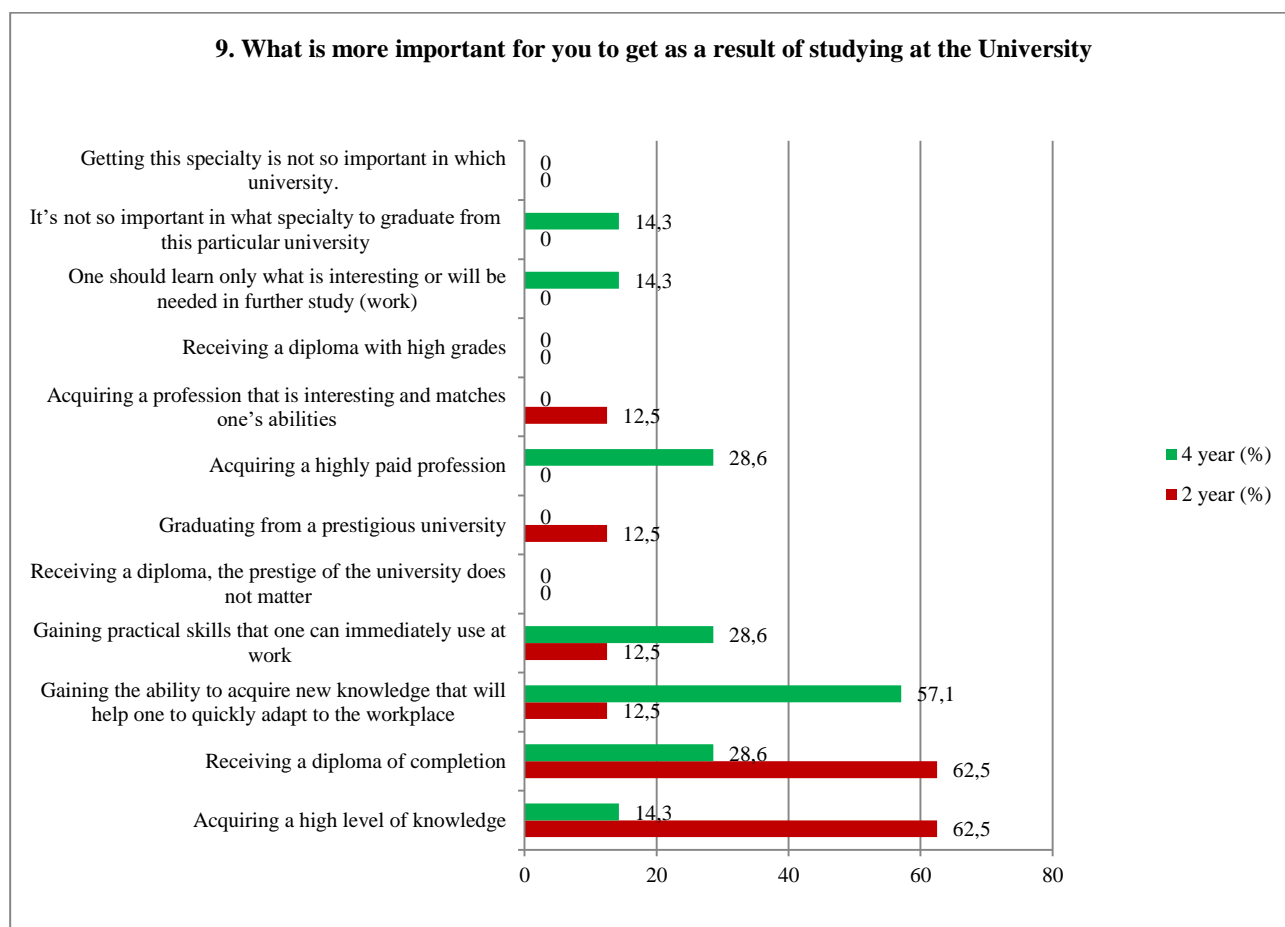
To the question “If you answered “Not satisfied” to the previous question, please provide recommendations for improvement,” the students gave no answers.

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 (%)	4 year (%)
<i>Acquiring a high level of knowledge</i>	62,5% (5 чел.)	14,3% (1 чел.)
<i>Receiving a diploma of completion</i>	62,5% (5 чел.)	28,6% (2 чел.)
<i>Gaining the ability to acquire new knowledge that will help one to quickly adapt to the workplace</i>	12,5% (1 чел.)	57,1% (4 чел.)
<i>Gaining practical skills that one can immediately use at work</i>	12,5% (1 чел.)	28,6% (2 чел.)
<i>Receiving a diploma, the prestige of the university does not matter</i>	-	-
<i>Graduating from a prestigious university</i>	12,5% (1 чел.)	-
<i>Acquiring a highly paid profession</i>	-	28,6% (2 чел.)
<i>Acquiring a profession that is interesting and matches one's abilities</i>	12,5% (1 чел.)	-
<i>Receiving a diploma with high grades</i>	-	-
<i>One should learn only what is interesting or will be needed in further study (work)</i>	-	14,3% (1 чел.)
<i>It's not so important in what specialty to graduate from this particular university</i>	-	14,3% (1 чел.)
<i>Getting this specialty is not so important in which university.</i>	-	-

*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 surveyed students majoring in "Built-in Digital Control Systems" (93.75%) expressed satisfaction with the learning process as a whole. For ease of analysis, we will consider 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 (87.5%);
 - organization of independent work (93.75%);
 - organizing and conducting SIWT (93.75%);
 - satisfaction with the work of the library (100%);
 - the ability to access full-text databases of scientific publications (86.65%);
 - living conditions in the hostel (86.65%);
 - organization of catering at the University (80.35%).
- The following criteria are rated as "good quality" (satisfaction rates below 80%):
- quality of practices (72.35%);
 - organizing and conducting laboratory work (72.35%);
 - quality of medical care (79.45%).

The survey results demonstrate a high degree of student satisfaction with the quality of the organization of the educational process in the 2nd year (87.5% of respondents have no complaints). In the 4th year, this figure is lower - 42.8%, which can indicate an accumulation of critical comments, such as the discrepancy between the studied disciplines and the specialty (28.6%) and the significance of the subject in the number of hours (14.3%).

The information of academic mobility opportunities is fully available to all students (100% of respondents in both years).

Relations in the educational environment are generally characterized as friendly. Among the 2-year students, 100% of respondents gave a completely positive assessment, while in the 4-year this value dropped to 71.4%, with a partial assessment of "rather friendly" by 28.6%. Relationships between teachers and students are considered friendly by 87.5% of 2-year students and 71.4% of 4-year students. Relationships with curators remain at a high level, while individual respondents indicated "rather friendly" relations. A similar trend is observed in relations with department employees and the security service, where the majority of respondents in both years assess them as friendly. Special attention should be paid to the decrease in positive assessments in relations with the administration: only 42.9% of 4th year respondents indicated them as friendly, which contrasts with 87.5% in the 2nd year. A possible factor is the increased involvement of senior year students in administrative processes and the difficulties associated with it.

Among 2- and 4-year students, the greatest concern is caused by the quality of organizing the educational process and industrial practice. The issues related to the work of the administration are also highlighted, and among 4-year students, there is a noticeable interest in improving the quality of food and prices in the canteen.

Most 2-year students do not participate in scientific activities, indicating a lack of motivation or meaning. However, some students are involved in scientific projects, especially under grants or contracts. 4-year students demonstrate a wider range of

activities, including presentations at conferences, participation in conventions and publications.

The use of the University opportunities for personal development also depends on the year. 2-year students more often attend sports sections and participate in the activities of the trade union, while 4-year students show greater interest in creative clubs. At the same time, a significant part of students, especially in the 4th year, do not use any opportunities, explaining this by a lack of interest.

2-year students are more satisfied with the availability of scientific literature, the modernity of computer equipment and software, as well as the conditions for study, including sports equipment, laboratories and specialized classrooms. The level of satisfaction of 4-year students on these indicators is significantly lower, especially in terms of the availability of educational and scientific equipment, specialized classrooms and the width of the Internet channel. Among 4-year students, only 14.3% are completely satisfied with the Internet speed, while 42.9% noted their dissatisfaction. A similar situation is observed with the modernity of software, the availability of educational equipment and laboratories, which requires attention to improve the learning conditions of senior students.

In terms of expectations from education, second-year students often focus on obtaining a high level of knowledge and a university diploma, while fourth-year students prefer the ability to quickly adapt to the workplace and acquire practical skills. Interest in a highly paid profession has also become more pronounced among 4-year students.

The results show that the priorities of 2- and 4-year students differ. Junior students focus on obtaining a quality education and a diploma, while senior students focus on practical skills, professional adaptation and career prospects.

The overall satisfaction of students in the Built-in Digital Control Systems specialty with educational services is 90.1%, which indicates a high level of student satisfaction 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.