

**Report**  
**on the results of the survey**  
**“Satisfaction of 2-5 year students with educational services”**  
**in 2024-2025 academic year**  
**Department:** Chemistry and Chemical Technology  
**Specialty:** 6B07205 – Mineral Processing

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 6B07205 – Mineral Processing, 41 respondents took part in the survey.

- 2 kypc – 22 students (58%);
- 4 year – 19 students (56%).

**Mode of training**

- Budget – 40 students (97,6%);
- Paid – 1 student (2,4%).

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

**Indicators:**

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

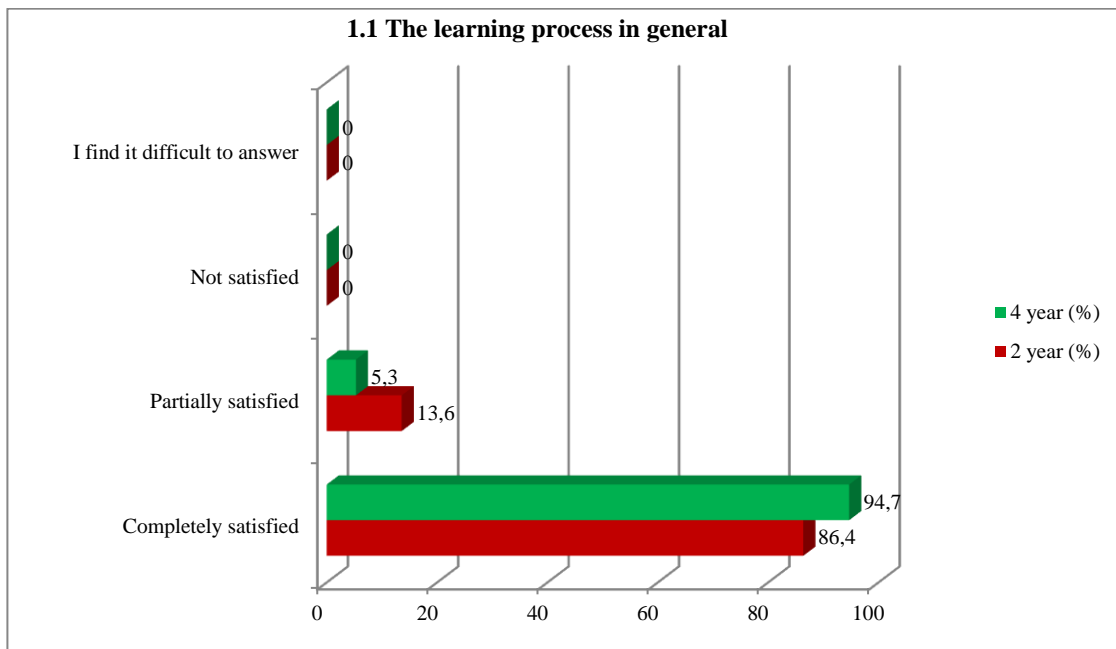
1.1 The learning process in general
1.2 Class schedule
1.3 Organization of independent work
1.4 Practices
1.5 Organizing and conducting SIWT
1.6 Organizing and conducting laboratory work
1.7 Satisfaction with the library work
1.8 Possibility of access to full-text databases of scientific publications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

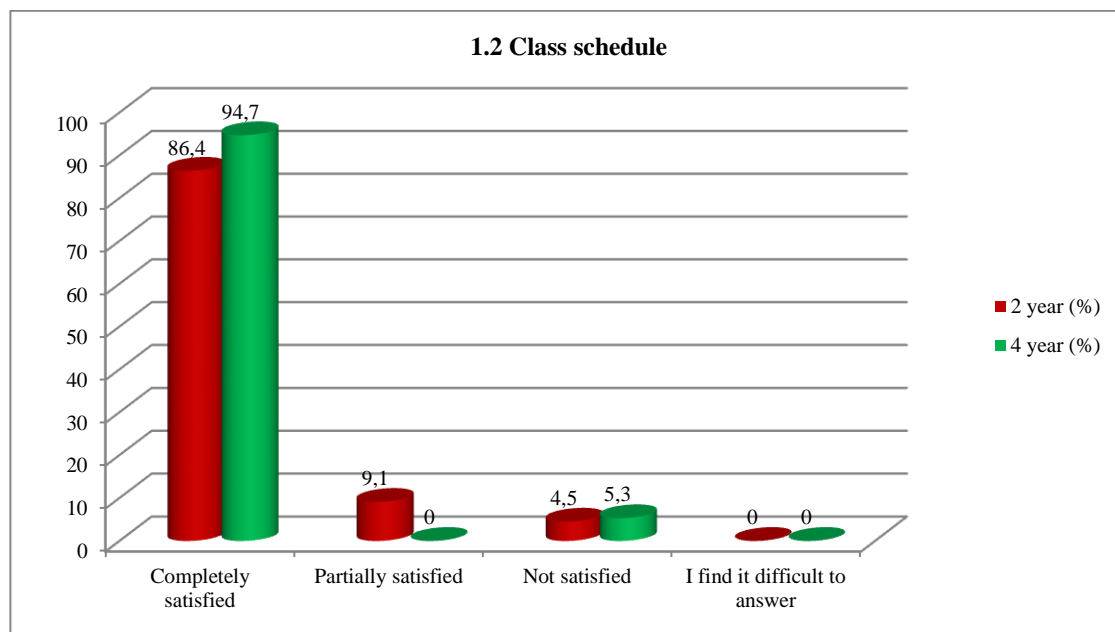
## 1.1 The learning process in general

Answer options	2 year (%)	4 year (%)
<i>Completely satisfied</i>	86,4% (19 чел.)	94,7% (18 чел.)
<i>Partially satisfied</i>	13,6% (3 чел.)	5,3% (1 чел.)
<i>Not satisfied</i>	-	-
<i>I find it difficult to answer</i>	-	-



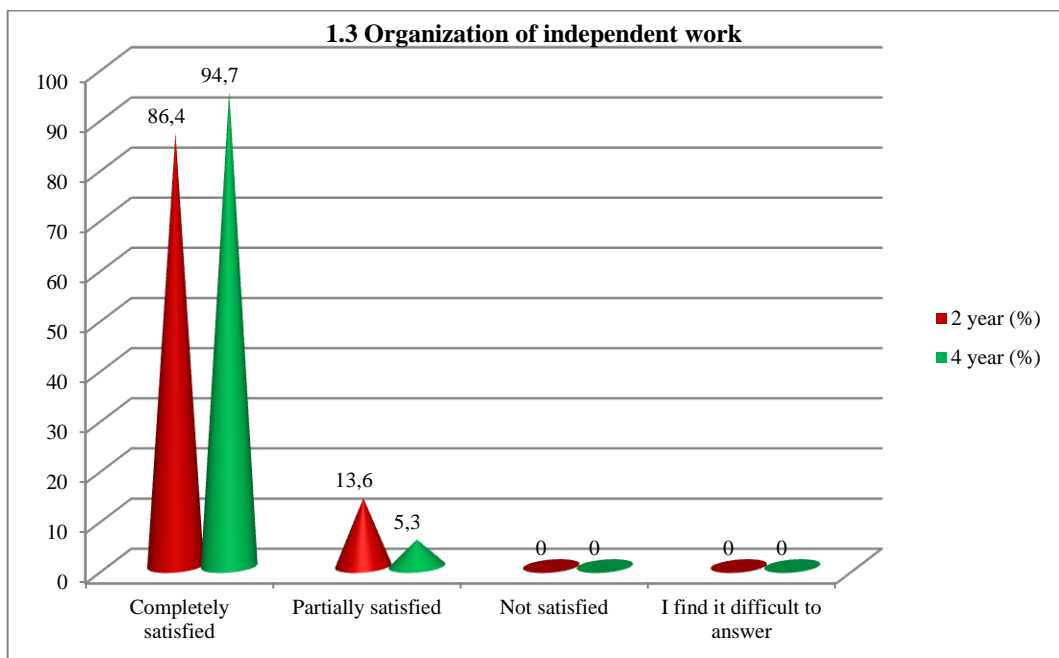
## 1.2 Class schedule

Answer options	2 year (%)	4 year (%)
<i>Completely satisfied</i>	86,4% (19 чел.)	94,7% (18 чел.)
<i>Partially satisfied</i>	9,1% (2 чел.)	-
<i>Not satisfied</i>	4,5% (1 чел.)	5,3% (1 чел.)
<i>I find it difficult to answer</i>	-	-



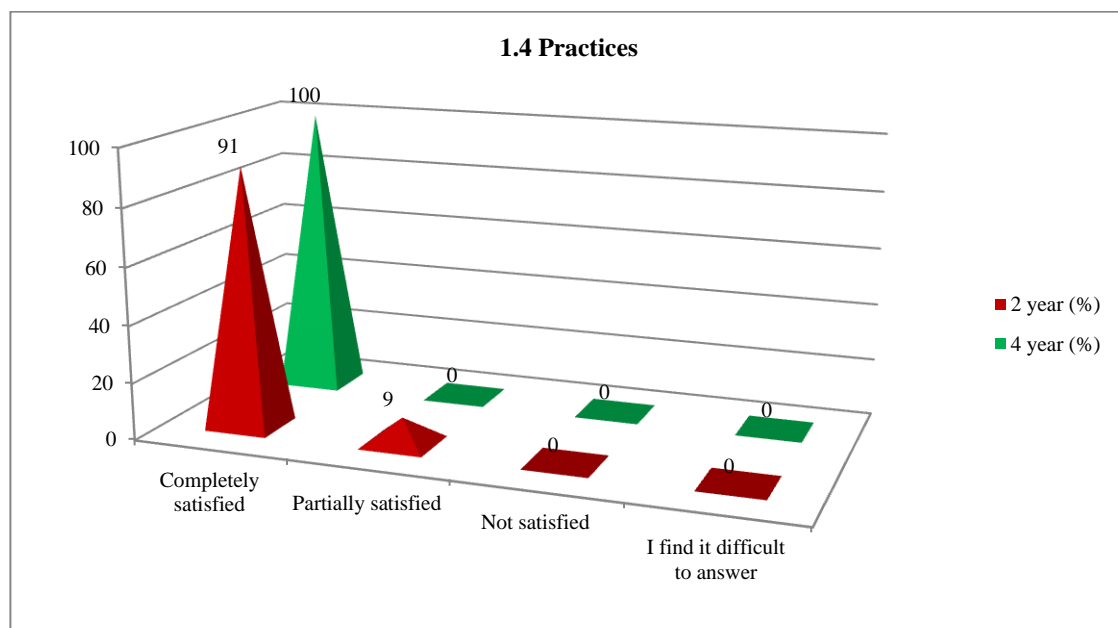
### 1.3 Organization of independent work

Answer options	2 year (%)	4 year (%)
<i>Completely satisfied</i>	86,4% (19 чел.)	94,7% (18 чел.)
<i>Partially satisfied</i>	13,6% (3 чел.)	5,3% (1 чел.)
<i>Not satisfied</i>	-	-
<i>I find it difficult to answer</i>	-	-



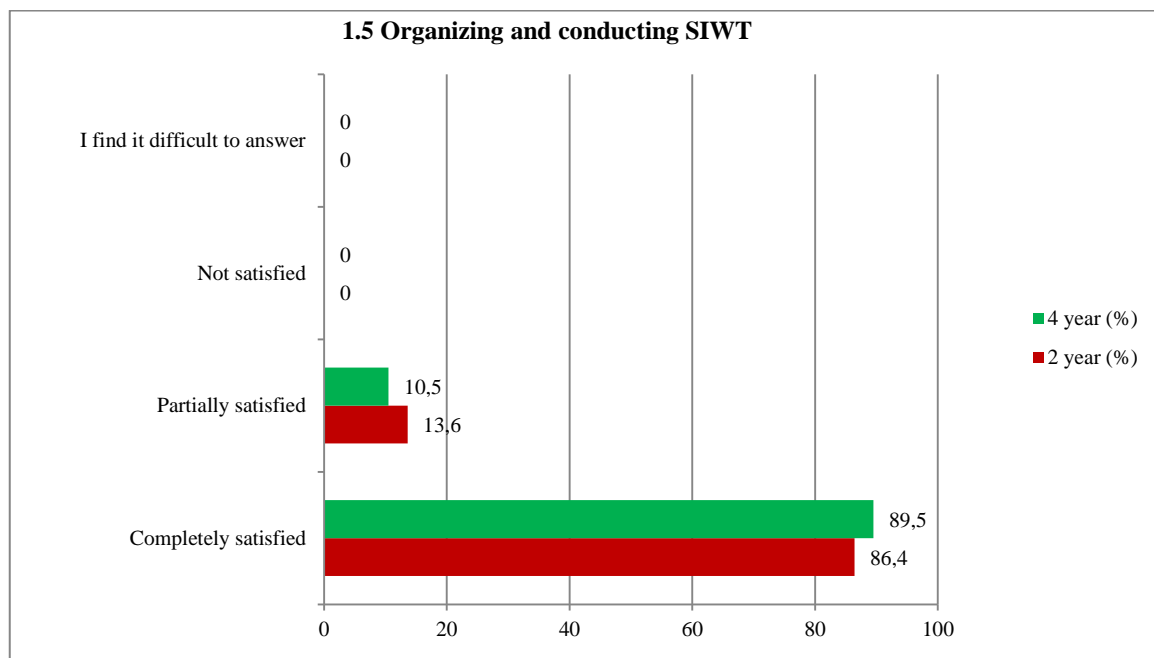
### 1.4 Practices

Answer options	2 year (%)	4 year (%)
<i>Completely satisfied</i>	91% (20 чел.)	100% (19 чел.)
<i>Partially satisfied</i>	9% (2 чел.)	-
<i>Not satisfied</i>	-	-
<i>I find it difficult to answer</i>	-	-



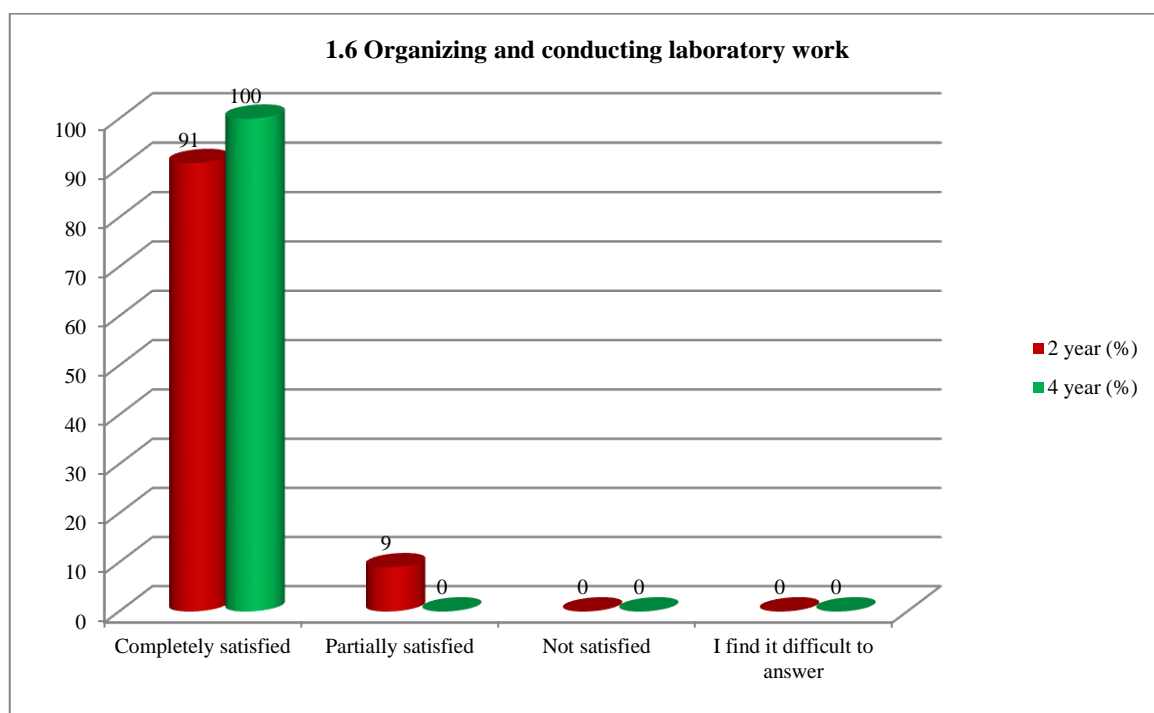
## 1.5 Organizing and conducting SIWT

Answer options	2 year (%)	4 year (%)
<i>Completely satisfied</i>	86,4% (19 чел.)	89,5% (17 чел.)
<i>Partially satisfied</i>	13,6% (3 чел.)	10,5% (2 чел.)
<i>Not satisfied</i>	-	-
<i>I find it difficult to answer</i>	-	-



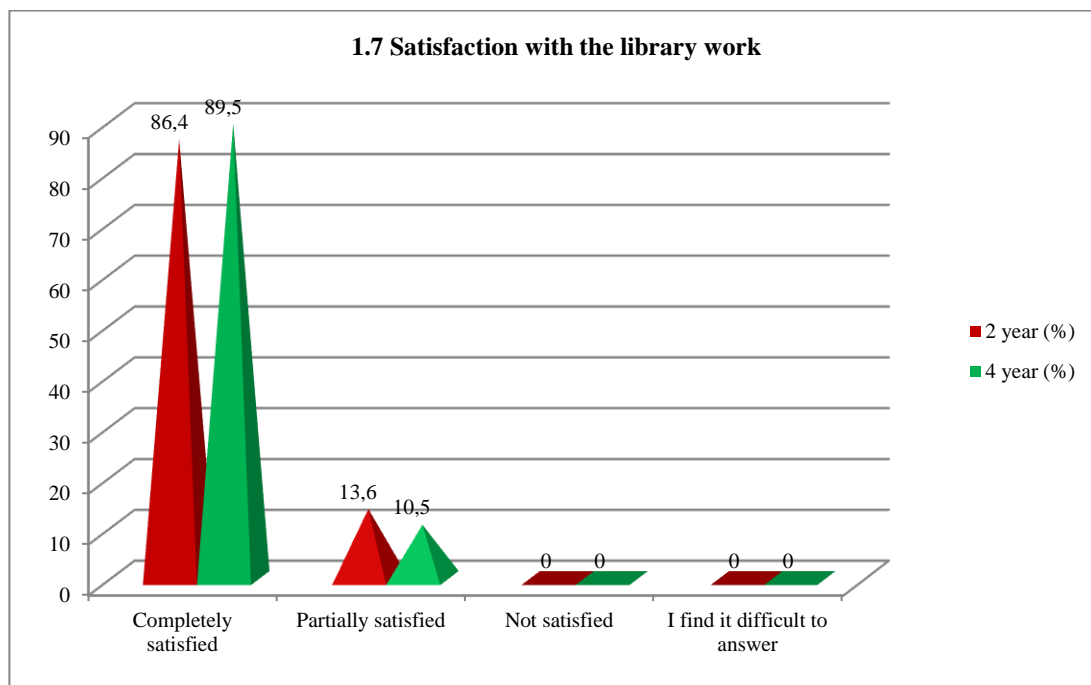
## 1.6 Organizing and conducting laboratory work

Answer options	2 year (%)	4 year (%)
<i>Completely satisfied</i>	91% (20 чел.)	100% (19 чел.)
<i>Partially satisfied</i>	9% (2 чел.)	-
<i>Not satisfied</i>	-	-
<i>I find it difficult to answer</i>	-	-



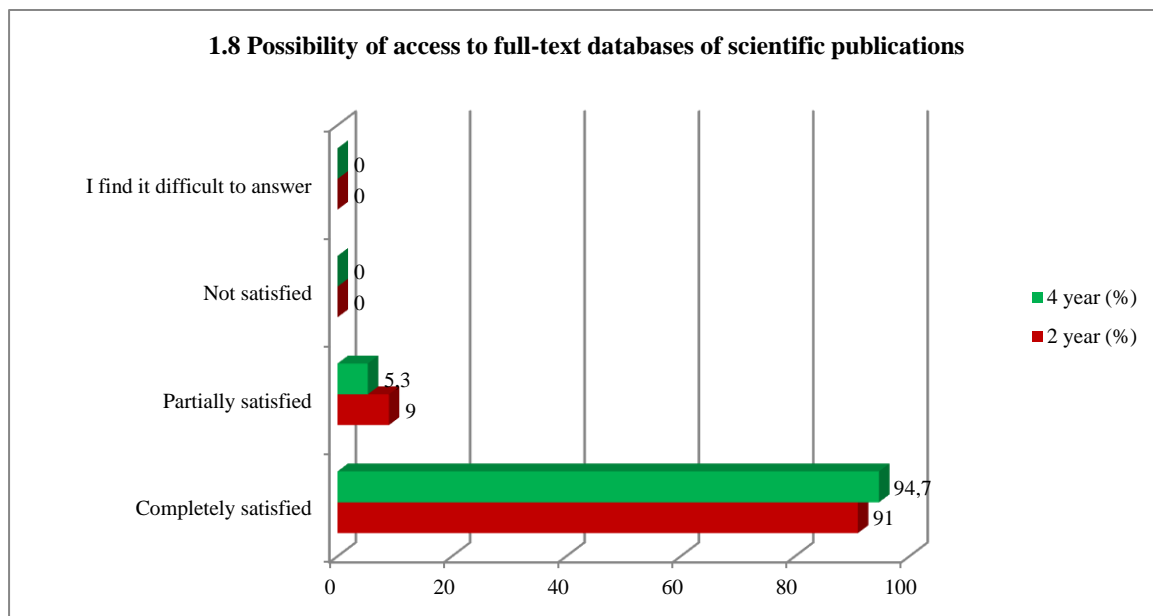
## 1.7 Satisfaction with the library work

Answer options	2 year (%)	4 year (%)
<i>Completely satisfied</i>	86,4% (19 чел.)	89,5% (17 чел.)
<i>Partially satisfied</i>	13,6% (3 чел.)	10,5% (2 чел.)
<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	2 year (%)	4 year (%)
<i>Completely satisfied</i>	91% (20 чел.)	94,7% (18 чел.)
<i>Partially satisfied</i>	9% (2 чел.)	5,3% (1 чел.)
<i>Not satisfied</i>	-	-
<i>I find it difficult to answer</i>	-	-



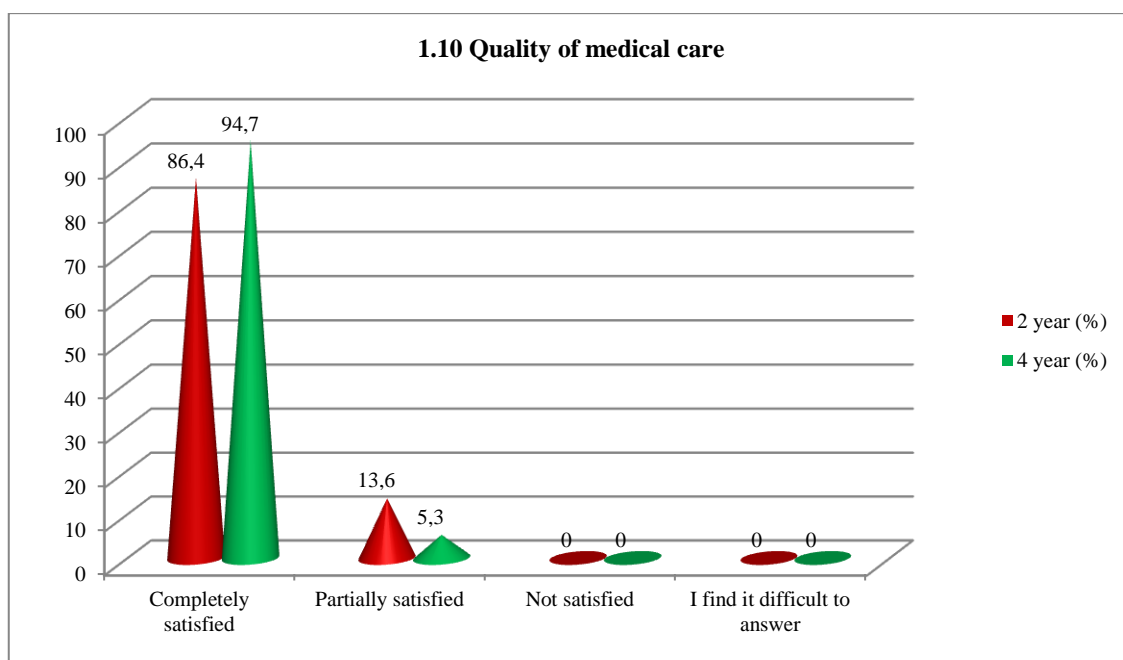
## 1.9 Living conditions in the hostel

Answer options	2 year (%)	4 year (%)
<b><i>Completely satisfied</i></b>	91% (20 чел.)	100% (19 чел.)
<b><i>Partially satisfied</i></b>	4,5% (1 чел.)	-
<b><i>Not satisfied</i></b>	-	-
<b><i>I find it difficult to answer</i></b>	4,5% (1 чел.)	-



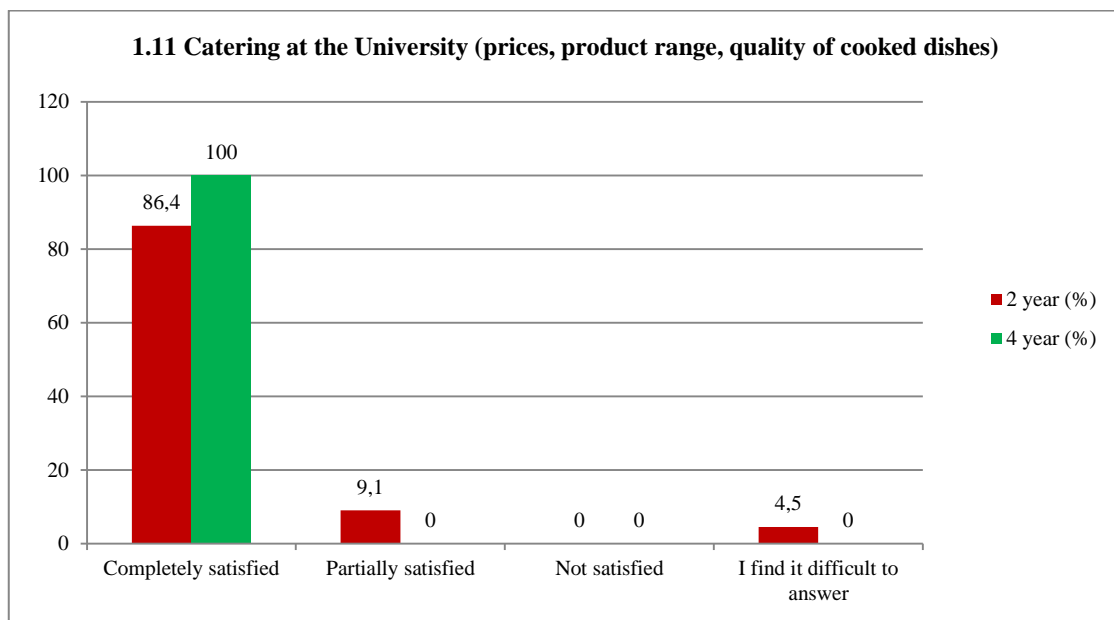
## 1.10 Quality of medical care

Answer options	2 year (%)	4 year (%)
<b><i>Completely satisfied</i></b>	86,4% (19 чел.)	94,7% (18 чел.)
<b><i>Partially satisfied</i></b>	13,6% (3 чел.)	5,3% (1 чел.)
<b><i>Not satisfied</i></b>	-	-
<b><i>I find it difficult to answer</i></b>	-	-



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

Answer options	2 year (%)	4 year (%)
<b><i>Completely satisfied</i></b>	86,4% (19 чел.)	100% (19 чел.)
<b><i>Partially satisfied</i></b>	9,1% (2 чел.)	-
<b><i>Not satisfied</i></b>	-	-
<b><i>I find it difficult to answer</i></b>	4,5% (1 чел.)	-

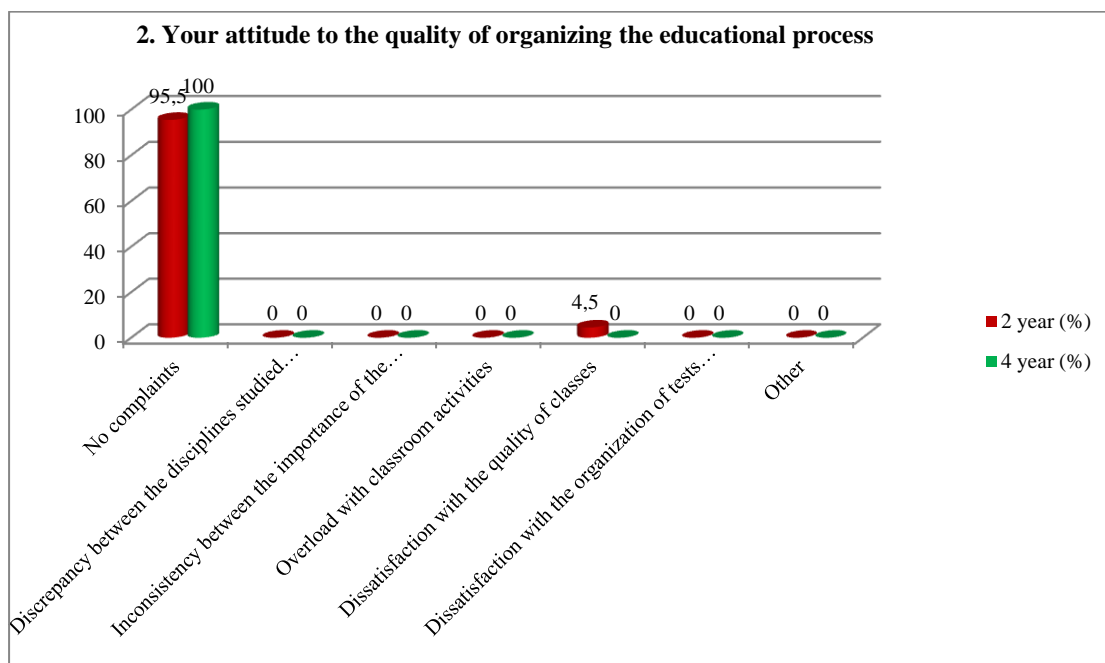


To the question “If you answered “not satisfied” to the previous question, please provide recommendations for improving the services provided,” respondents answered as follows:

2 year	4 year
- No - Normal - All right	- No - Nothing - OK - Everything is good

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

Answer options	2 year (%)	4 year (%)
<b><i>No complaints</i></b>	95,5% (21 чел.)	100% (19 чел.)
<b><i>Discrepancy between the disciplines studied and the specialty obtained</i></b>	-	-
<b><i>Inconsistency between the importance of the subject and the number of hours</i></b>	-	-
<b><i>Overload with classroom activities</i></b>	-	-
<b><i>Dissatisfaction with the quality of classes</i></b>	4,5% (1 чел.)	-
<b><i>Dissatisfaction with the organization of tests and exams</i></b>	-	-
<b><i>Other</i></b>	-	-

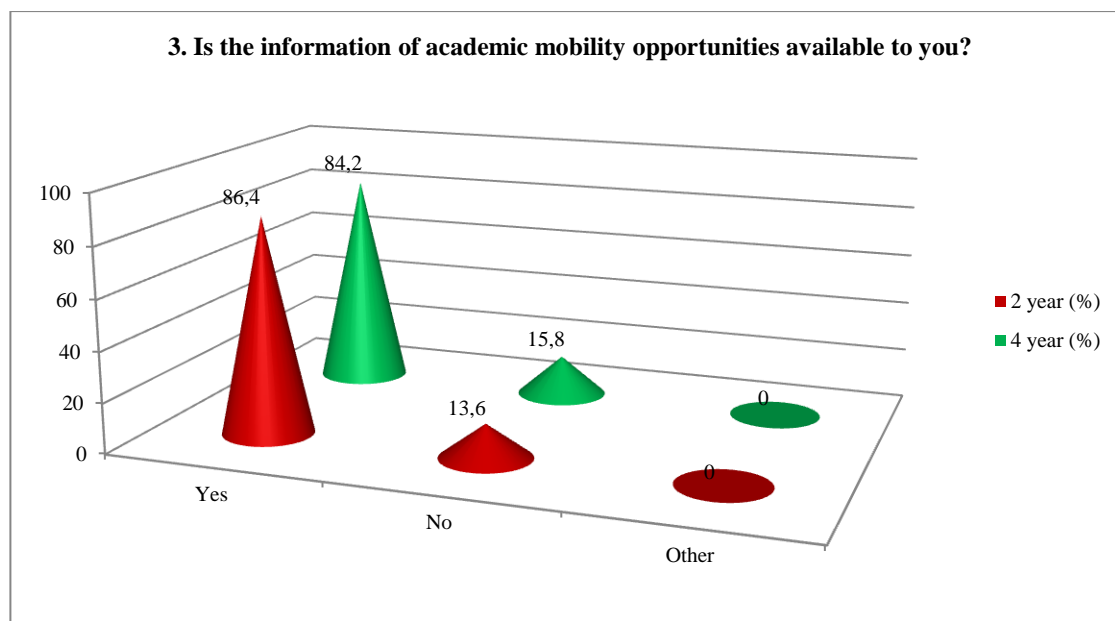


To the question “If you answered “Does not correspond or is not satisfied” to the previous question, please provide recommendations for improvement,” respondents answered as follows:

2 year	4 year
The department day on Thursday can be transferred to Friday	- No - Normal
- no	
- Everything is fine	

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

Answer options	2 year (%)	4 year (%)
<b>Yes</b>	86,4% (19 чел.)	84,2% (16 чел.)
<b>No</b>	13,6% (3 чел.)	15,8% (3 чел.)
<b>Other</b>	-	-





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

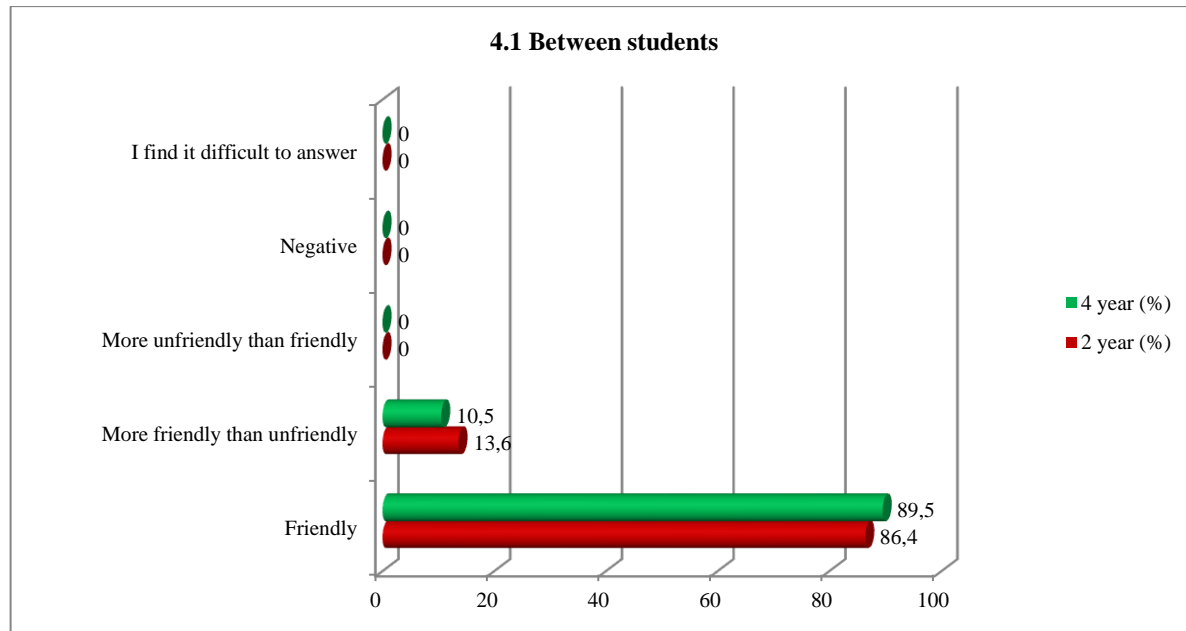
4.1 Between students
4.2 Between teachers and students (in the educational process)
4.3 Between a student and a supervisor
4.4 Between students and administration
4.5 Between students and employees of departments (library, student department, etc.)
4.6 Between students and security service

Other \_\_\_\_\_

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

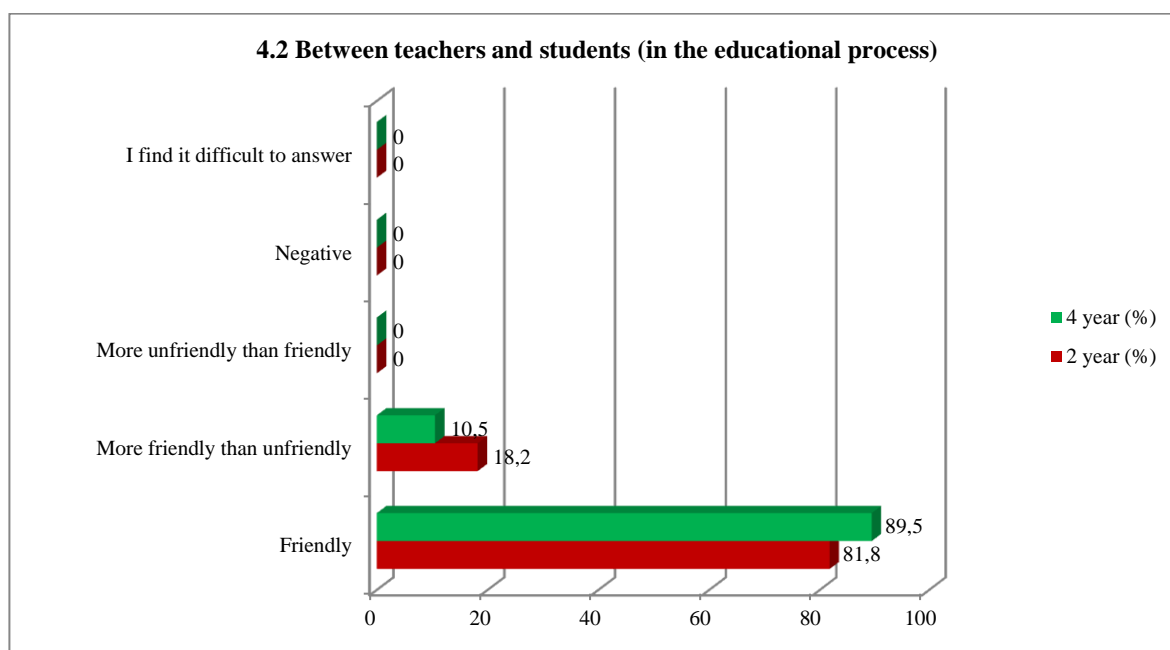
##### 4.1 Between students

Answer options	2 year (%)	4 year (%)
<b><i>Friendly</i></b>	86,4% (19 чел.)	89,5% (17 чел.)
<b><i>More friendly than unfriendly</i></b>	13,6% (3 чел.)	10,5% (2 чел.)
<b><i>More unfriendly than friendly</i></b>	-	-
<b><i>Negative</i></b>	-	-
<b><i>I find it difficult to answer</i></b>	-	-



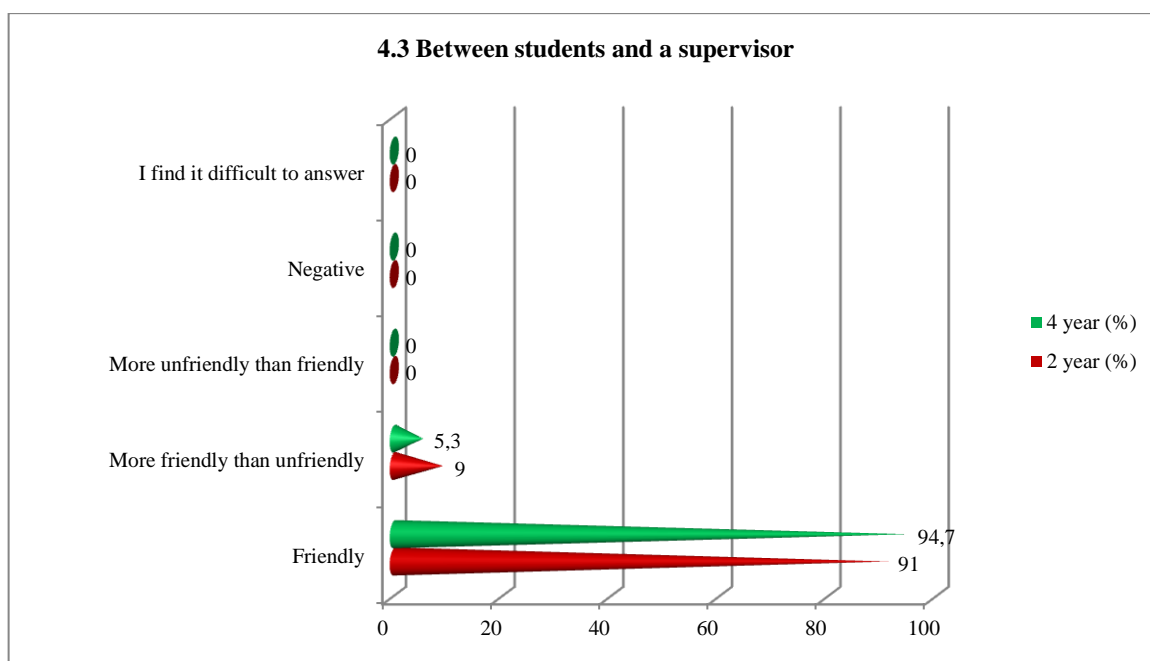
##### 4.2 Between teachers and students (in the educational process)

Answer options	2 year (%)	4 year (%)
<b><i>Friendly</i></b>	81,8% (18 чел.)	89,5% (17 чел.)
<b><i>More friendly than unfriendly</i></b>	18,2% (4 чел.)	10,5% (2 чел.)
<b><i>More unfriendly than friendly</i></b>	-	-
<b><i>Negative</i></b>	-	-
<b><i>I find it difficult to answer</i></b>	-	-



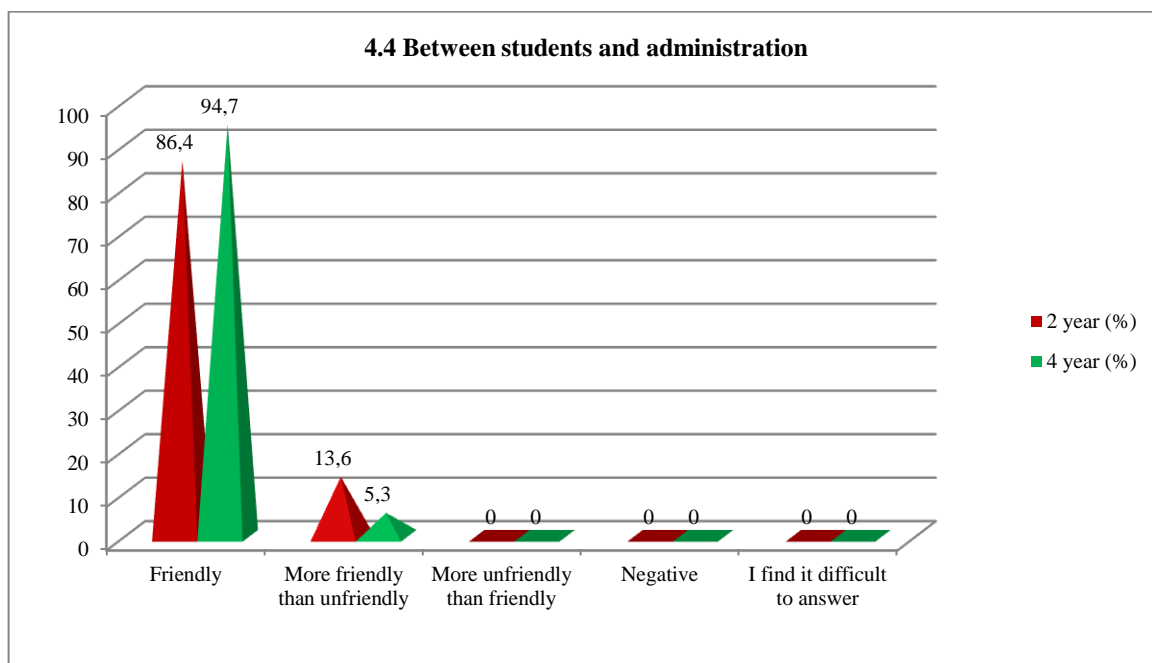
### 4.3 Between students and a supervisor

Answer options	2 year (%)	4 year (%)
<i><b>Friendly</b></i>	91% (20 чел.)	94,7% (18 чел.)
<i><b>More friendly than unfriendly</b></i>	9% (2 чел.)	5,3% (1 чел.)
<i><b>More unfriendly than friendly</b></i>	-	-
<i><b>Negative</b></i>	-	-
<i><b>I find it difficult to answer</b></i>	-	-



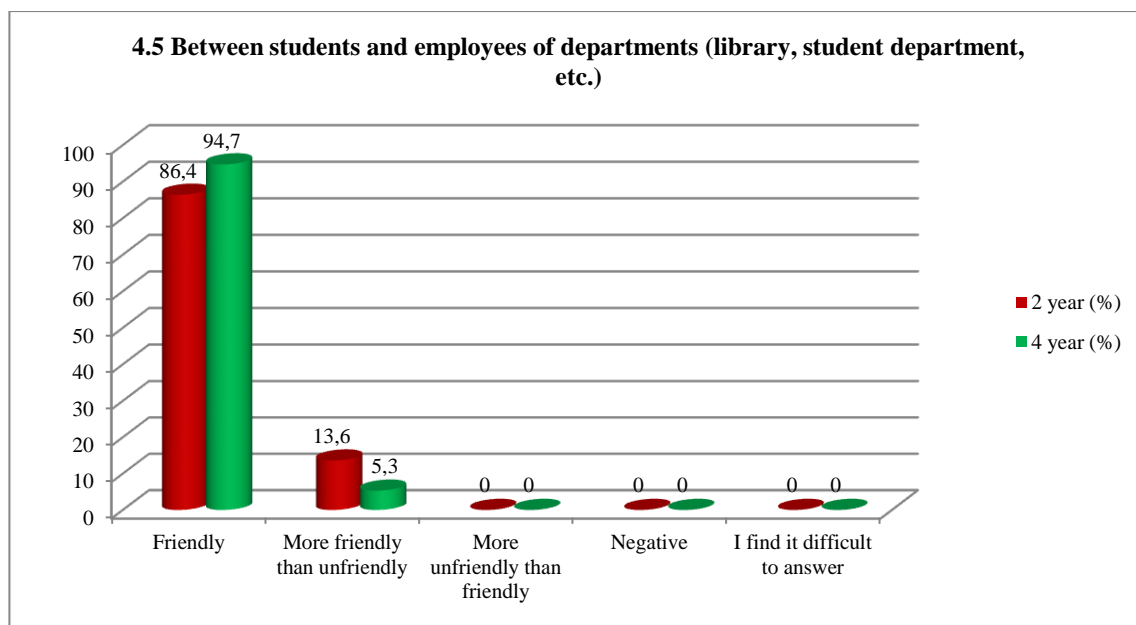
### 4.4 Between students and administration

Answer options	2 year (%)	4 year (%)
<i><b>Friendly</b></i>	86,4% (19 чел.)	94,7% (18 чел.)
<i><b>More friendly than unfriendly</b></i>	13,6% (3 чел.)	5,3% (1 чел.)
<i><b>More unfriendly than friendly</b></i>	-	-
<i><b>Negative</b></i>	-	-
<i><b>I find it difficult to answer</b></i>	-	-



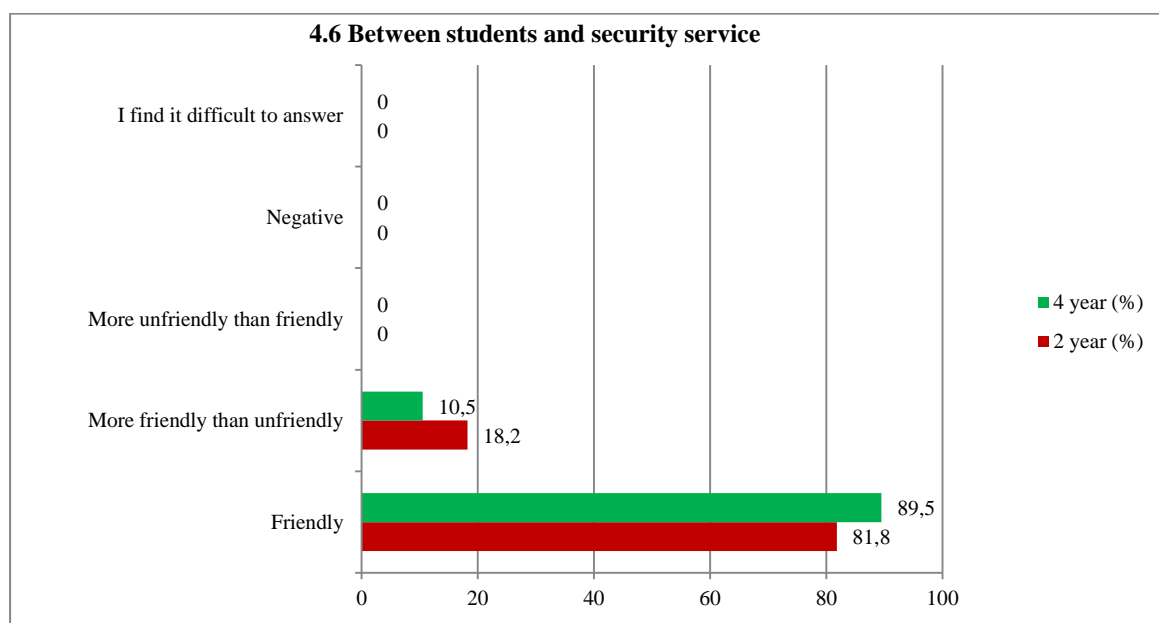
#### 4.5 Between students and employees of departments (library, student department, etc.)

Answer options	2 year (%)	4 year (%)
<i>Friendly</i>	86,4% (19 чел.)	94,7% (18 чел.)
<i>More friendly than unfriendly</i>	13,6% (3 чел.)	5,3% (1 чел.)
<i>More unfriendly than friendly</i>	-	-
<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>	81,8% (18 чел.)	89,5% (17 чел.)
<i>More friendly than unfriendly</i>	18,2% (4 чел.)	10,5% (2 чел.)
<i>More unfriendly than friendly</i>	-	-
<i>Negative</i>	-	-
<i>I find it difficult to answer</i>	-	-



For the option Other, students gave the following answers:

2 year	4 year
- No	- No
- Normal	- Nothing

To the question “If you answered “Rather unfriendly than friendly” and “Negative” to the previous question, please provide recommendations for improvement,” respondents answered as follows:

2 year	4 year
- No	- No
- Normal	

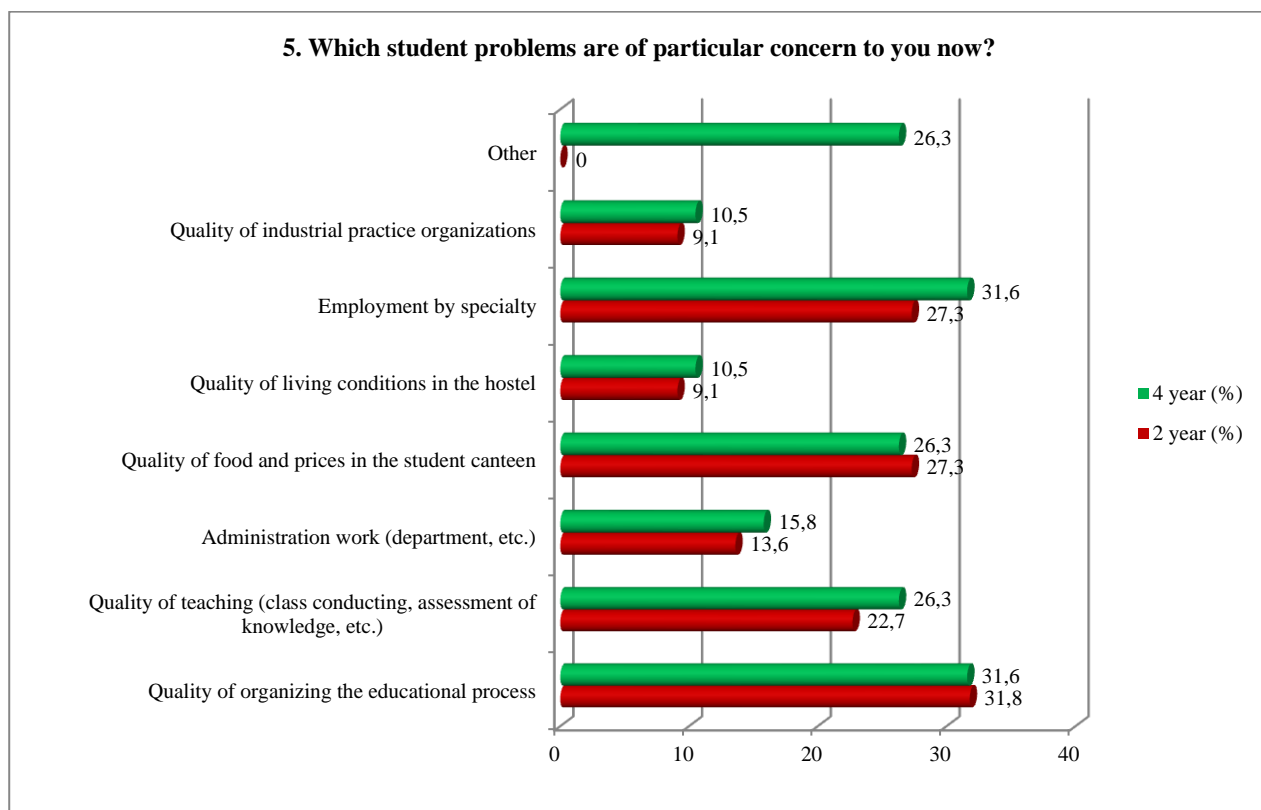
**5. Which student problems are of particular concern to you now?** (*choose no more than 3 answer options*))

Answer options	2 year (%)	4 year (%)
<b><i>Quality of organizing the educational process</i></b>	31,8% (7 чел.)	31,6% (6 чел.)
<b><i>Quality of teaching (class conducting, assessment of knowledge, etc.)</i></b>	22,7% (5 чел.)	26,3% (5 чел.)
<b><i>Administration work (department, etc.)</i></b>	13,6% (3 чел.)	15,8% (3 чел.)
<b><i>Quality of food and prices in the student canteen</i></b>	27,3% (6 чел.)	26,3% (5 чел.)
<b><i>Quality of living conditions in the hostel</i></b>	9,1% (2 чел.)	10,5% (2 чел.)
<b><i>Employment by specialty</i></b>	27,3% (6 чел.)	31,6% (6 чел.)
<b><i>Quality of industrial practice organizations</i></b>	9,1% (2 чел.)	10,5% (2 чел.)
<b><i>Other</i></b>	-	26,3% (5 чел.)

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

For the option Other, students gave the following answers:

- No problem
- Nothing
- None



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

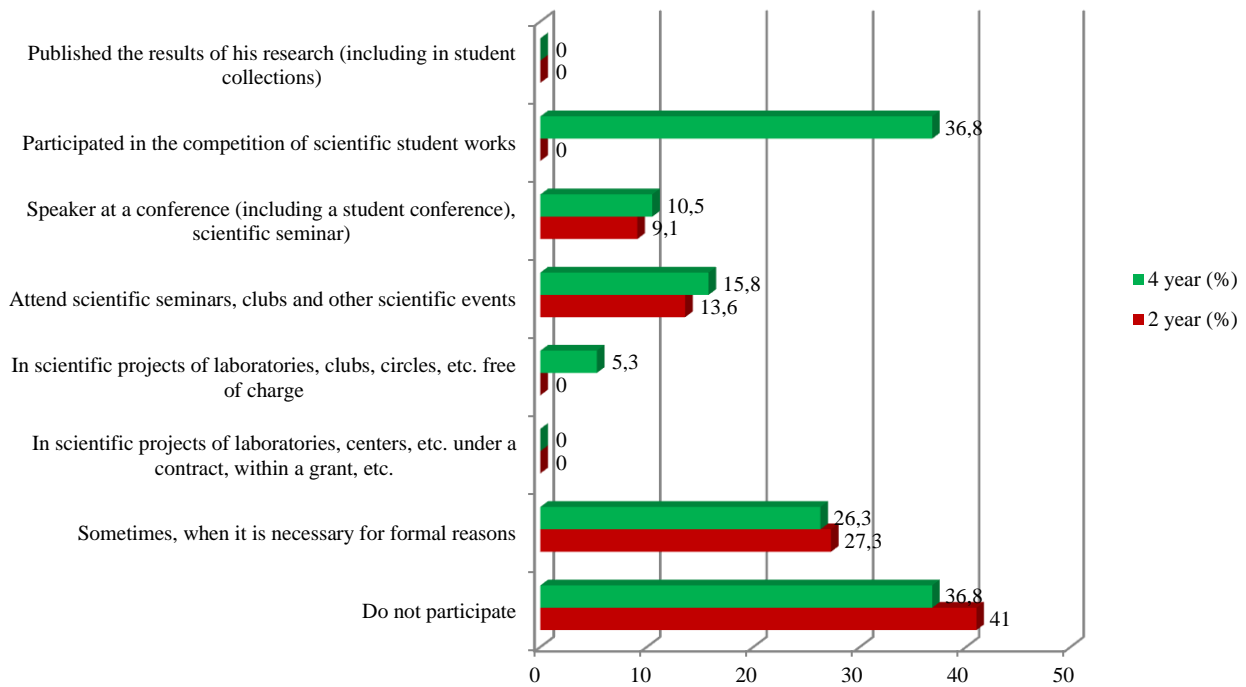
Answer options	2 year (%)	4 year (%)
<b><i>Do not participate</i></b>	41% (9 чел.)	36,8% (7 чел.)
<b><i>Sometimes, when it is necessary for formal reasons</i></b>	27,3% (6 чел.)	26,3% (5 чел.)
<b><i>In scientific projects of laboratories, centers, etc. under a contract, within a grant, etc.</i></b>	-	-
<b><i>In scientific projects of laboratories, clubs, circles, etc. free of charge</i></b>	-	5,3% (1 чел.)
<b><i>Attend scientific seminars, clubs and other scientific events</i></b>	13,6% (3 чел.)	15,8% (3 чел.)
<b><i>Speaker at a conference (including a student conference), scientific seminar)</i></b>	9,1% (2 чел.)	10,5% (2 чел.)
<b><i>Participated in the competition of scientific student works</i></b>	-	36,8% (7 чел.)
<b><i>Published the results of his research (including in student collections)</i></b>	-	-

\* 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, please write why” the students indicated the following options\*:

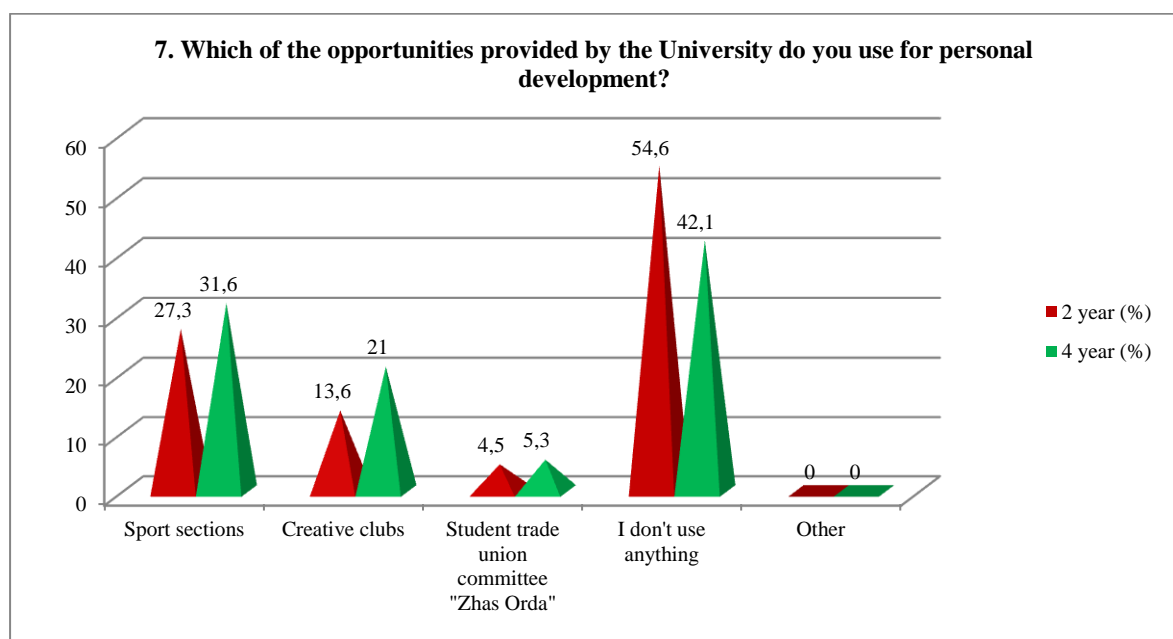
2 year	4 year
- I don't know	- No
- No	- I don't want
- I don't want	- No interest
- No interest	- Everything is good

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



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

Answer options	2 year (%)	4 year (%)
<i><b>Sport sections</b></i>	27,3% (6 чел.)	31,6% (6 чел.)
<i><b>Creative clubs</b></i>	13,6% (3 чел.)	21% (4 чел.)
<i><b>Student trade union committee "Zhas Orda"</b></i>	4,5% (1 чел.)	5,3% (1 чел.)
<i><b>I don't use anything</b></i>	54,6% (12 чел.)	42,1% (8 чел.)
<i><b>Other</b></i>	-	-



To the question “If you answered “I don’t use anything” to the previous question, write why,” students indicated the following options\*:

2 year	4 year
- No time, I live for from the University	- I go to sports clubs outside the university - My hobby - No - Everything is fine

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

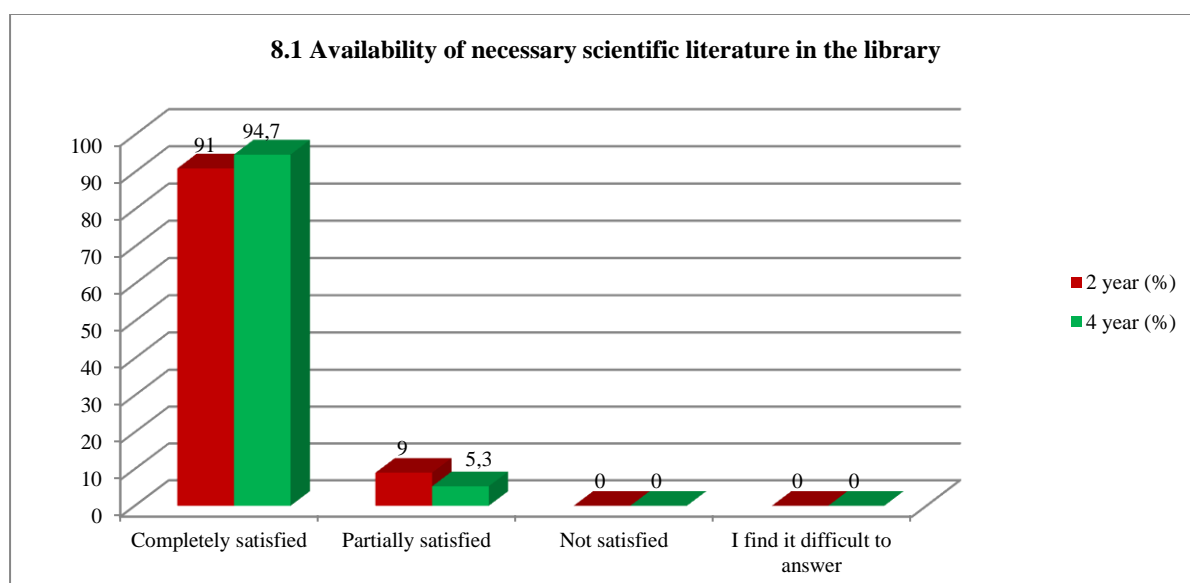
8.1 Availability of necessary scientific literature in the library
8.2 Modernity of computer equipment
8.3 Internet channel width, its speed
8.4 Software modernity
8.5 Availability of educational and scientific equipment
8.6 Availability of laboratories and specialized classrooms
8.7 Availability of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

Other \_\_\_\_\_

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

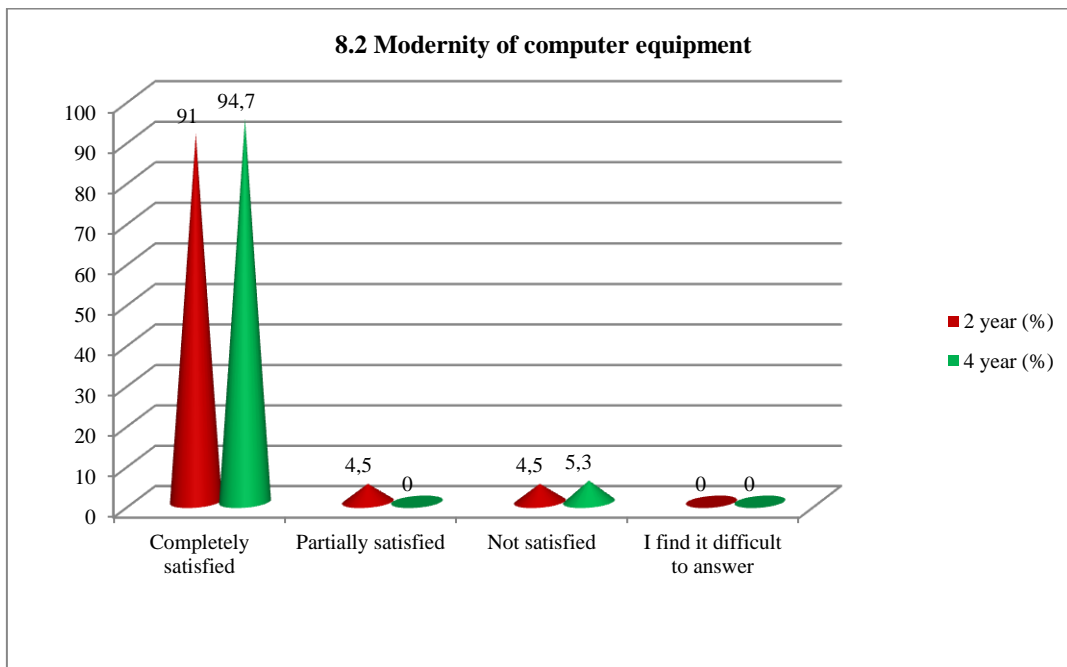
### 8.1 Availability of necessary scientific literature in the library

Answer options	2 year (%)	4 year (%)
<i>Completely satisfied</i>	91% (20 чел.)	94,7% (18 чел.)
<i>Partially satisfied</i>	9% (2 чел.)	5,3% (1 чел.)
<i>Not satisfied</i>	-	-
<i>I find it difficult to answer</i>	-	-



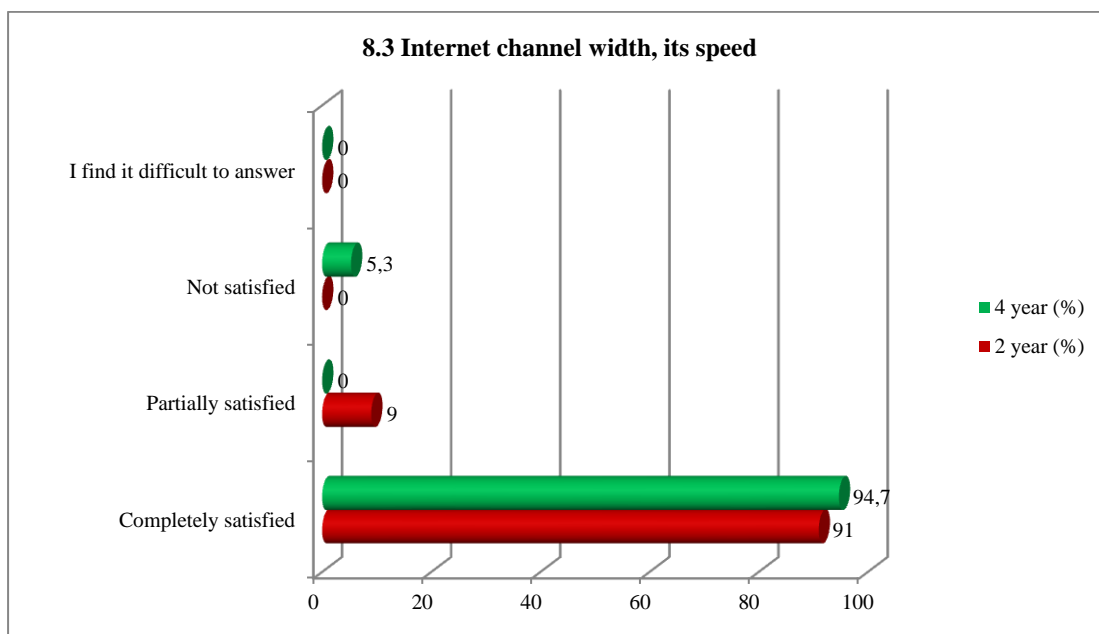
## 8.2 Modernity of computer equipment

Answer options	2 year (%)	4 year (%)
<i>Completely satisfied</i>	91% (20 чел.)	94,7% (18 чел.)
<i>Partially satisfied</i>	4,5% (1 чел.)	-
<i>Not satisfied</i>	4,5% (1 чел.)	5,3% (1 чел.)
<i>I find it difficult to answer</i>	-	-



## 8.3 Internet channel width, its speed

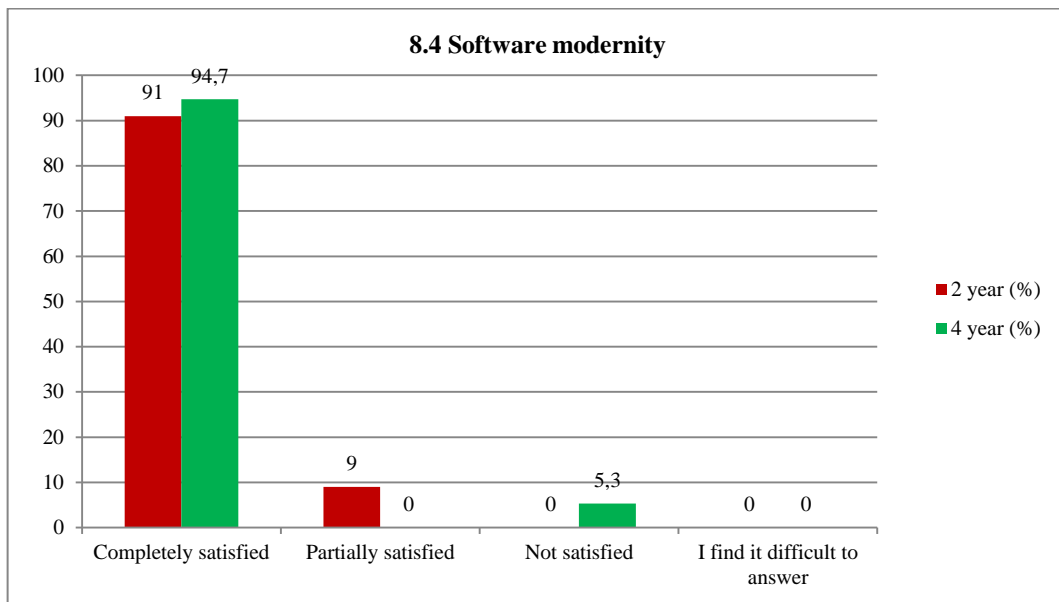
Answer options	2 year (%)	4 year (%)
<i>Completely satisfied</i>	91% (20 чел.)	94,7% (18 чел.)
<i>Partially satisfied</i>	9% (2 чел.)	-
<i>Not satisfied</i>	-	5,3% (1 чел.)
<i>I find it difficult to answer</i>	-	-





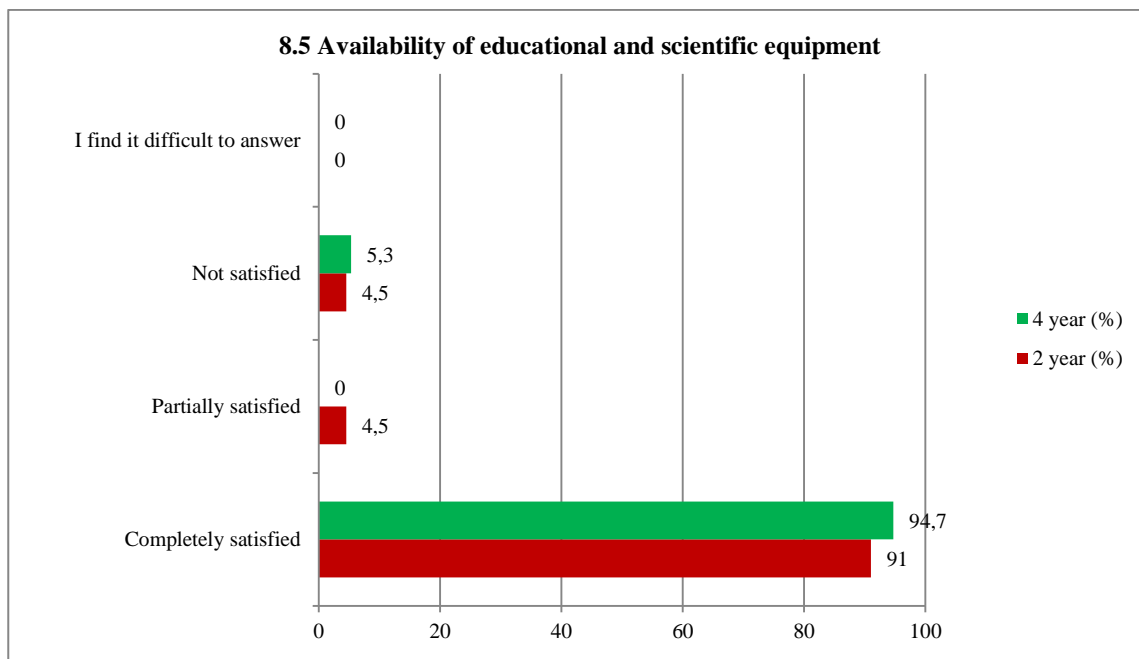
## 8.4 Software modernity

Answer options	2 year (%)	4 year (%)
<i>Completely satisfied</i>	91% (20 чел.)	94,7% (18 чел.)
<i>Partially satisfied</i>	9% (2 чел.)	-
<i>Not satisfied</i>	-	5,3% (1 чел.)
<i>I find it difficult to answer</i>	-	-



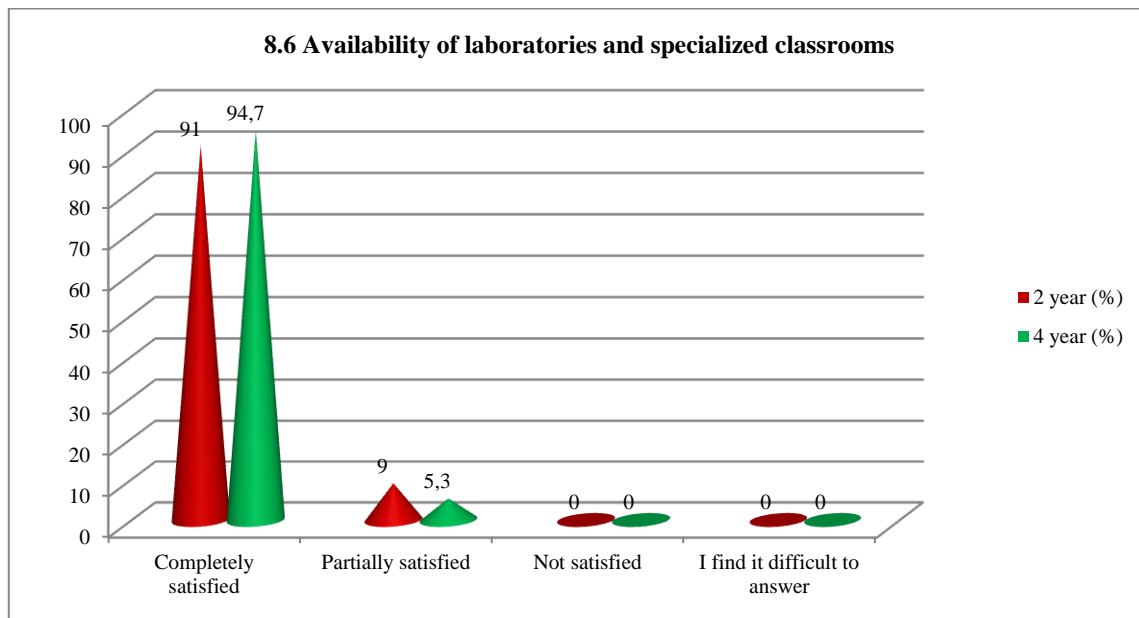
## 8.5 Availability of educational and scientific equipment

Answer options	2 year (%)	4 year (%)
<i>Completely satisfied</i>	91% (20 чел.)	94,7% (18 чел.)
<i>Partially satisfied</i>	4,5% (1 чел.)	-
<i>Not satisfied</i>	4,5% (1 чел.)	5,3% (1 чел.)
<i>I find it difficult to answer</i>	-	-



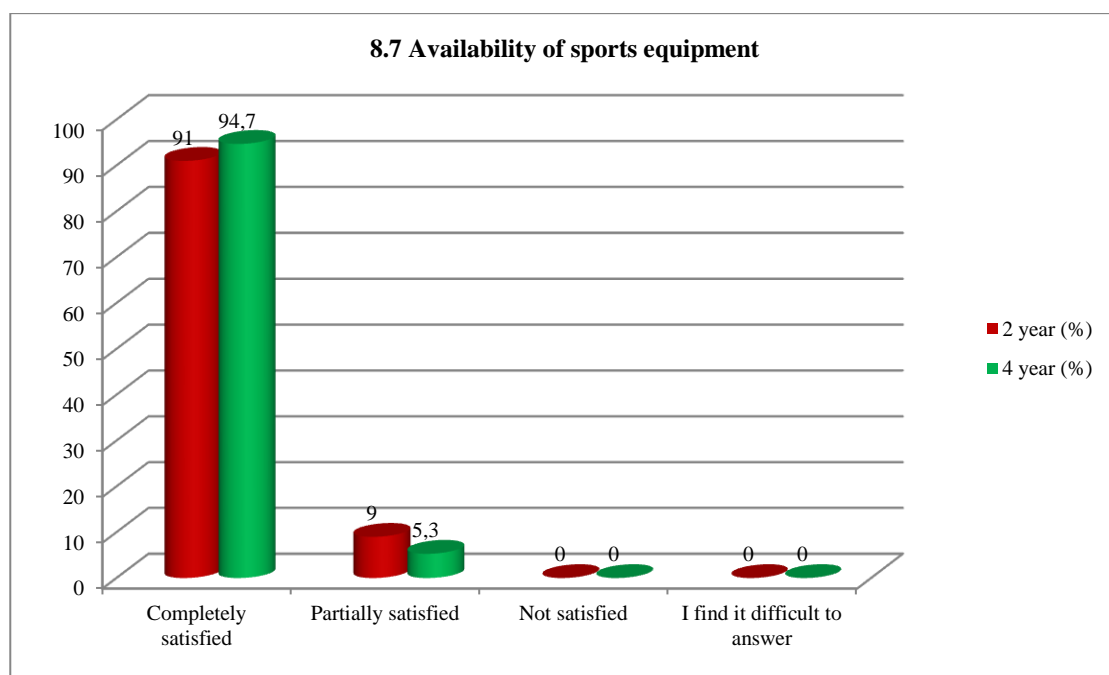
## 8.6 Availability of laboratories and specialized classrooms

Answer options	2 year (%)	4 year (%)
<b><i>Completely satisfied</i></b>	91% (20 чел.)	94,7% (18 чел.)
<b><i>Partially satisfied</i></b>	9% (2 чел.)	5,3% (1 чел.)
<b><i>Not satisfied</i></b>	-	-
<b><i>I find it difficult to answer</i></b>	-	-



## 8.7 Availability of sports equipment

Answer options	2 year (%)	4 year (%)
<b><i>Completely satisfied</i></b>	91% (20 чел.)	94,7% (18 чел.)
<b><i>Partially satisfied</i></b>	9% (2 чел.)	5,3% (1 чел.)
<b><i>Not satisfied</i></b>	-	-
<b><i>I find it difficult to answer</i></b>	-	-



To the question “If you answered “Not satisfied” to the previous question, please provide recommendations for improvement,” the students indicated the following options\*:

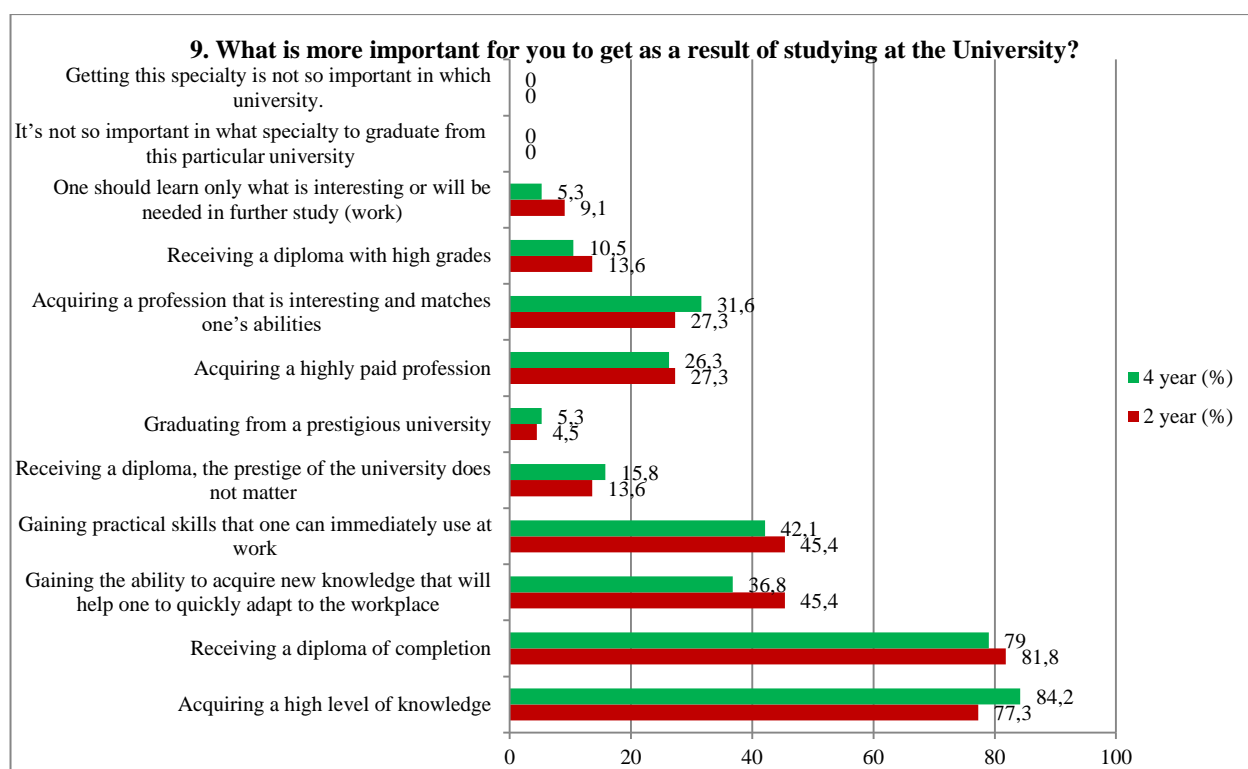
2 year	4 year
- No - Nothing	- Everything is normal

## 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>	77,3% (17 чел.)	84,2% (16 чел.)
<i>Receiving a diploma of completion</i>	81,8% (18 чел.)	79% (15 чел.)
<i>Gaining the ability to acquire new knowledge that will help one to quickly adapt to the workplace</i>	45,4% (10 чел.)	36,8% (7 чел.)
<i>Gaining practical skills that one can immediately use at work</i>	45,4% (10 чел.)	42,1% (8 чел.)
<i>Receiving a diploma, the prestige of the university does not matter</i>	13,6% (3 чел.)	15,8% (3 чел.)
<i>Graduating from a prestigious university</i>	4,5% (1 чел.)	5,3% (1 чел.)
<i>Acquiring a highly paid profession</i>	27,3% (6 чел.)	26,3% (5 чел.)
<i>Acquiring a profession that is interesting and matches one's abilities</i>	27,3% (6 чел.)	31,6% (6 чел.)
<i>Receiving a diploma with high grades</i>	13,6% (3 чел.)	10,5% (2 чел.)
<i>One should learn only what is interesting or will be needed in further study (work)</i>	9,1% (2 чел.)	5,3% (1 чел.)
<i>It's not so important in what specialty to graduate from this particular university</i>	-	-
<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 the surveyed students majoring in "Mineral Processing" (100%) expressed satisfaction with the educational process as a whole. For ease of analysis, we will consider the aspects at the following satisfaction levels:

Students rated the following criteria as "excellent quality" (all satisfaction indicators are above 80%), reporting their complete or partial satisfaction:

- class schedule (95.1%);
- organization of independent work (100%);
- quality of practices (100%);
- organizing and conducting SIWT (100%);
- organizing and conducting laboratory work (100%);
- satisfaction with the work of the library (100%);
- access to full-text databases of scientific publications (100%);
- living conditions in the hostel (97.75%);
- quality of medical care (100%);
- organization of catering at the University (97.75%).

In general, 2- and 4-year students are satisfied with the quality of the organization of the educational process. Among 2nd year students, 95.5% noted the absence of complaints, and 100% of 4th year respondents were satisfied. Isolated cases of dissatisfaction with the quality of classes in the 2nd year (4.5%) do not concern systemic problems, but represent individual comments. At the same time, no significant problems, such as overload of classes, discrepancies between disciplines of the specialty or hours, were recorded.

Among the suggestions for improvement, a small change in the schedule was mentioned (moving the "Department Day" from Thursday to Friday).

Information about the possibilities of academic mobility is available to most students (86.4% in the 2nd year and 84.2% in the 4th year), which indicates a high level of awareness on this issue.

Relations between students, teachers, curators, administration and department staff are generally characterized as friendly. 86-95% of students in the 2nd and 4th years evaluate the interaction positively. The largest number of positive responses concerns the relationship with curators and administration, where the satisfaction level is 91-94.7%. A small number of students evaluate the relationship as more friendly than unfriendly, which does not indicate serious problems in communication.

Student problems such as the quality of organizing the educational process, teaching and employment are the main ones for students in the 2nd and 4th years. The quality of food and prices in the canteen also worry a significant number of respondents. However, in the 4th year, there is a tendency for a larger number of answers in the "Other" category, where respondents noted the absence of any problems, which may indicate greater satisfaction.

As for participation in scientific work, in the 2nd year, 41% (9 people) of students do not participate in scientific projects, and in the 4th year, this figure decreases to 36.8% (7 people). At the same time, among 4th year students, the proportion of students participating in conferences, scientific seminars and scientific conferences is growing.

However, some students still do not show interest, indicating a lack of time or desire. When it comes to opportunities for personal development, students choose sports sections and creative clubs, although a significant number of students, especially in the 2nd year, do not use university resources for personal growth (54.6% / 12 people), which may be due to lack of time or personal interest.

The material resources of the University cause a high level of satisfaction among students, both in the 2nd and 4th years, in all areas. Students are satisfied with the availability of scientific literature, modern computer equipment, Internet channel width, software, educational and scientific equipment, as well as laboratories and specialized classrooms. In most cases, satisfaction is 91-94.7%, with only a small proportion of 2nd-year students partially satisfied in these areas, and in the 4th year - only in some, such as equipment and laboratories (5.3%/1 person). As for sports equipment, its availability is also assessed positively, with approximately the same level of satisfaction in the 2nd and 4th years.

Regarding the question of what students consider more important for themselves as a result of their studies, in the 2nd year, most students are focused on obtaining a diploma and high knowledge. In the 4th year, preference is also given to high knowledge and obtaining a diploma, however, with a noticeable increase in the number of students who value obtaining a profession that matches their interests and abilities. The analysis of the questionnaire shows that students are generally satisfied with the educational services, learning conditions and material resources at the university. The majority of students express a high degree of satisfaction in various aspects of the educational process, including the organization of the educational process, practice and scientific activity.

The overall satisfaction of students majoring in "Mineral Processing" with educational services is 98.5%, 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.