

Report
on the results of the survey
“Satisfaction of 2-5 year students with educational services”
in 2024-2025 academic year

Department: Mineral Deposits Development

Specialty: 6B07207 – Construction of Mining Enterprises and Underground Structures

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 6B07207 – Construction of Mining Enterprises and Underground Structures, 17 respondents took part in the survey, which is 6.7% of the total number of students in this specialty (28).

- 2 year – 10 students (58.8%);
- 4 year – 7 students (63.6%).

Mode of training

- Budget – 17 students (100%);

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

Indicators:

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

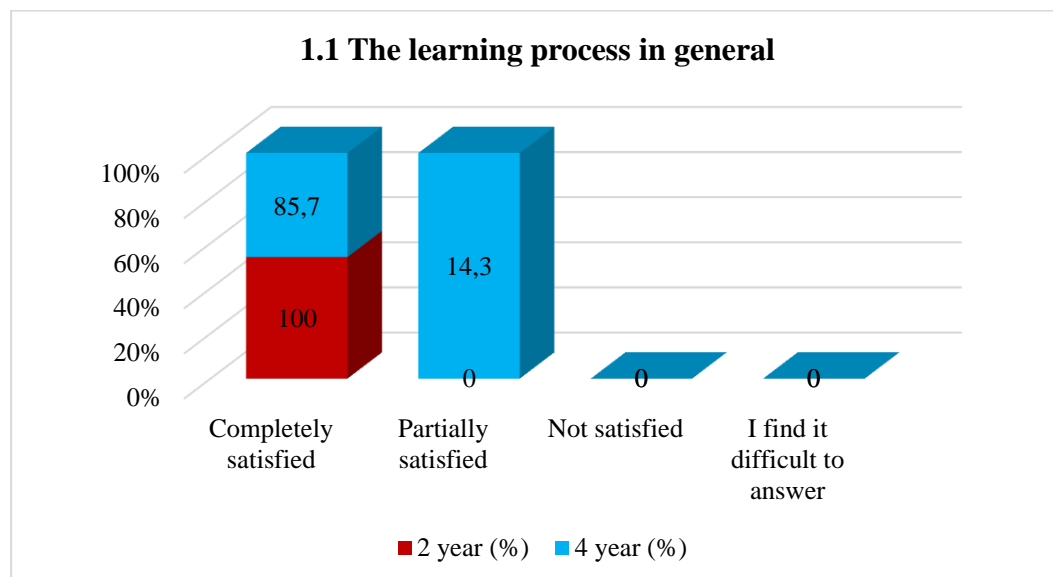
1.1 The learning process in general
1.2 Class schedule
1.3 Organization of independent work
1.4 Practices
1.5 Organizing and conducting SIWT
1.6 Organizing and conducting laboratory work
1.7 Satisfaction with the library work
1.8 Possibility of access to full-text databases of scientific publications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

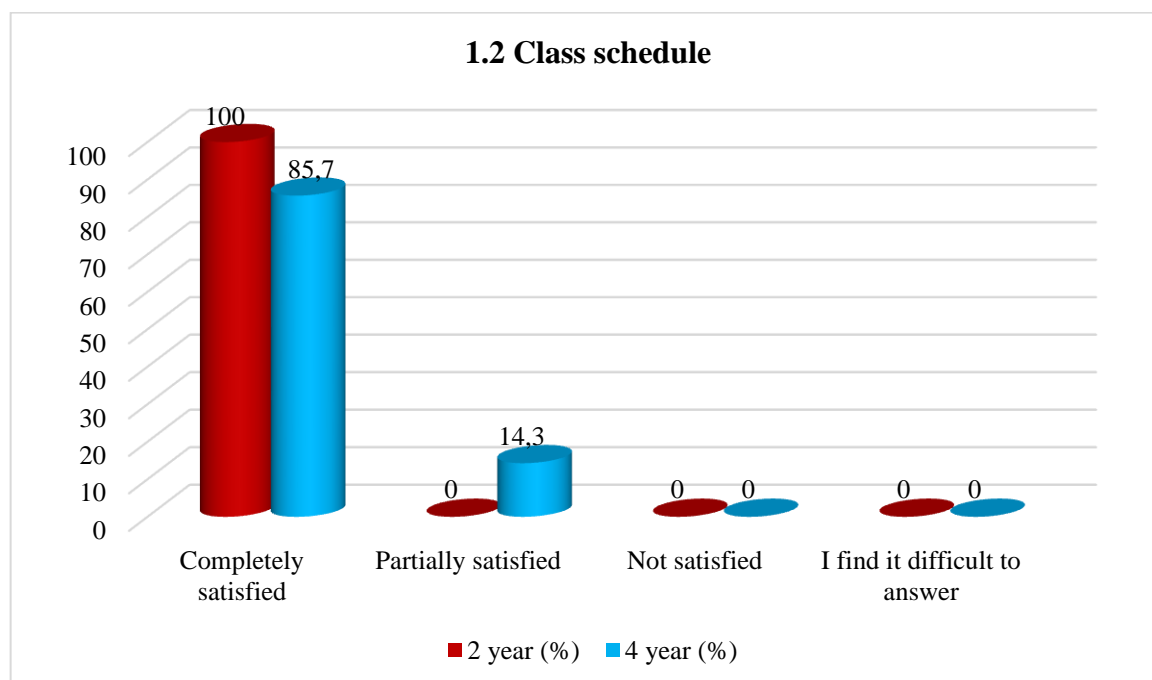
1.1 The learning process in general

Answer options	2 year (%)	4 year (%)
<i>Completely satisfied</i>	100% (10 prs.)	85,7% (6 prs.)
<i>Partially satisfied</i>		14,3% (1 prs.)
<i>Not satisfied</i>		
<i>I find it difficult to answer</i>		



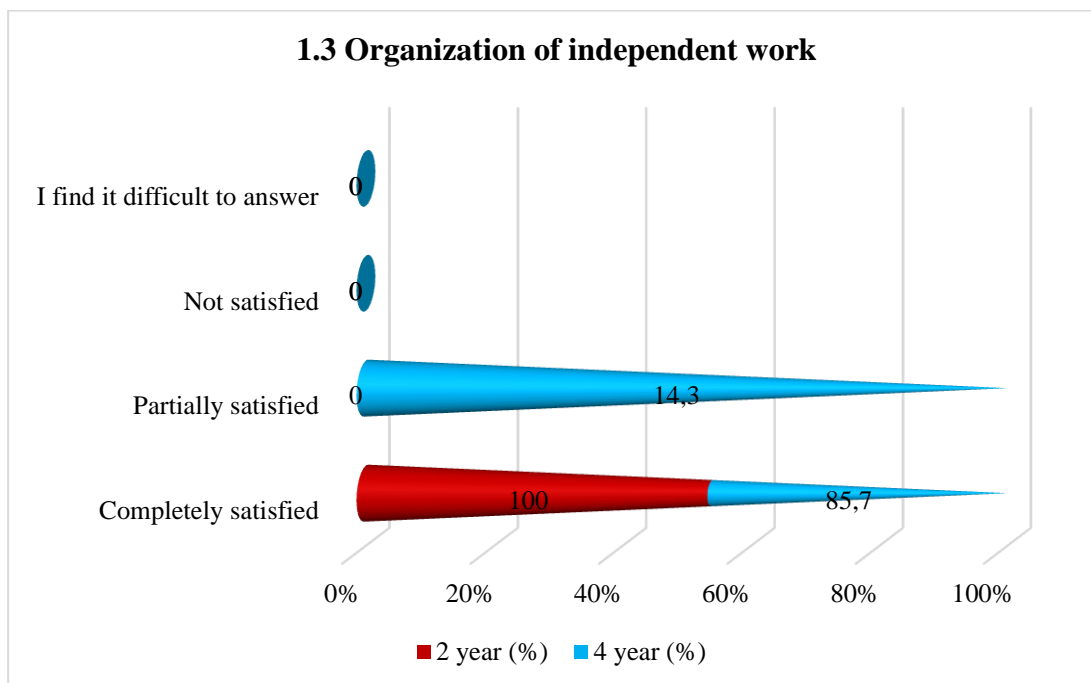
1.2 Class schedule

Answer options	2 year (%)	4 year (%)
<i>Completely satisfied</i>	100% (10 prs.)	85,7% (6 prs.)
<i>Partially satisfied</i>		14,3% (1 prs.)
<i>Not satisfied</i>		
<i>I find it difficult to answer</i>		



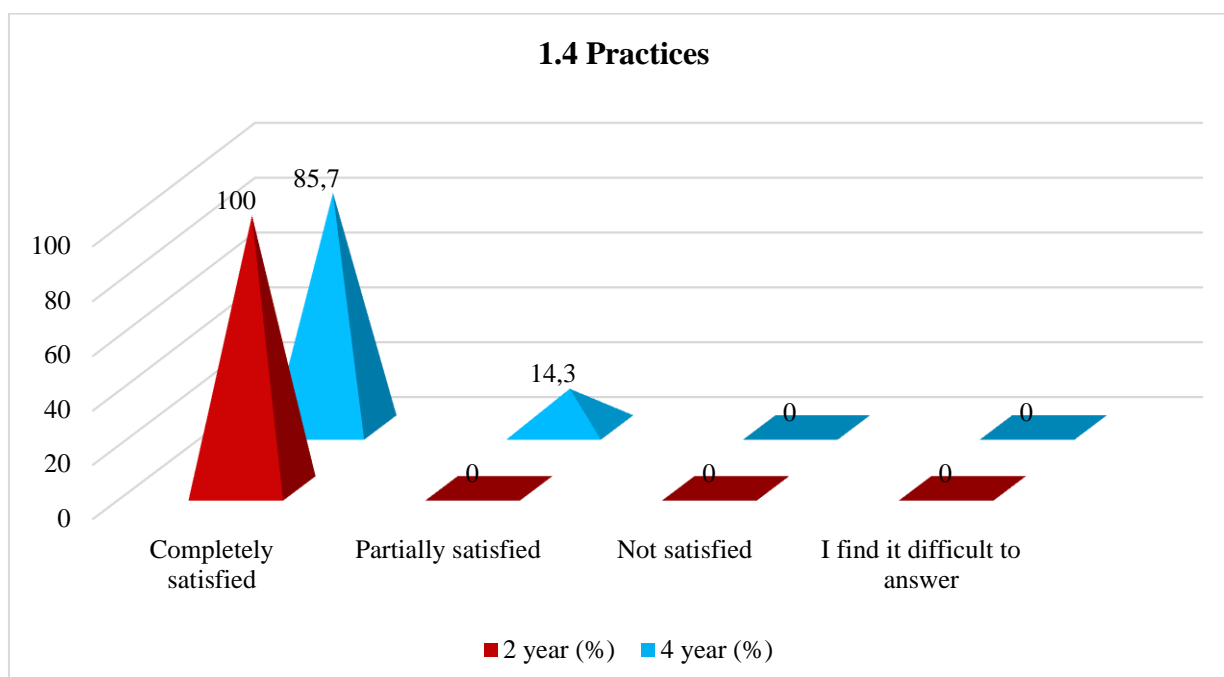
1.3 Organization of independent work

Answer options	2 year (%)	4 year (%)
<i>Completely satisfied</i>	100% (10 prs.)	85,7% (6 prs.)
<i>Partially satisfied</i>		14,3% (1 prs.)
<i>Not satisfied</i>		
<i>I find it difficult to answer</i>		



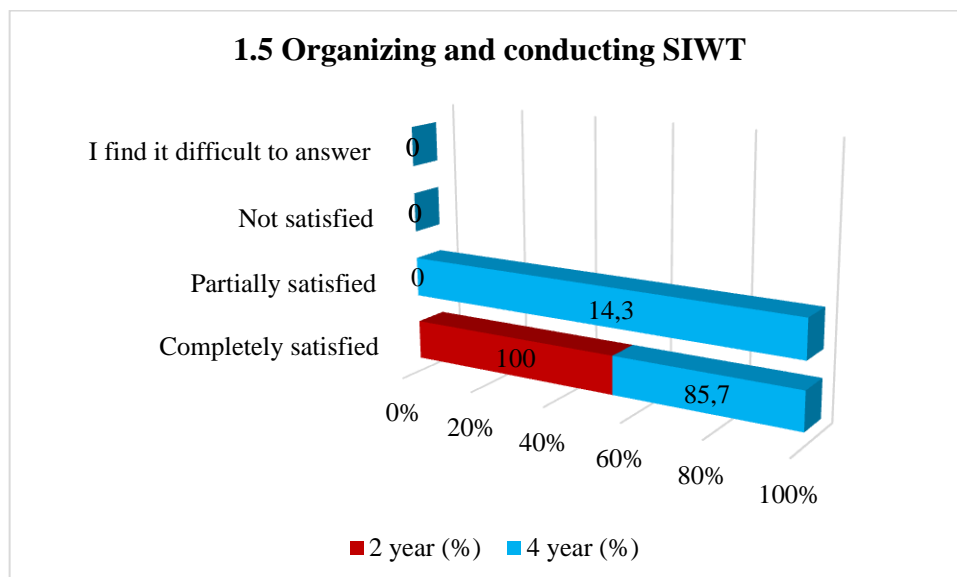
1.4 Practices

Answer options	2 year (%)	4 year (%)
<i>Completely satisfied</i>	100% (10 prs.)	85,7% (6 prs.)
<i>Partially satisfied</i>		14,3% (1 prs.)
<i>Not satisfied</i>		
<i>I find it difficult to answer</i>		



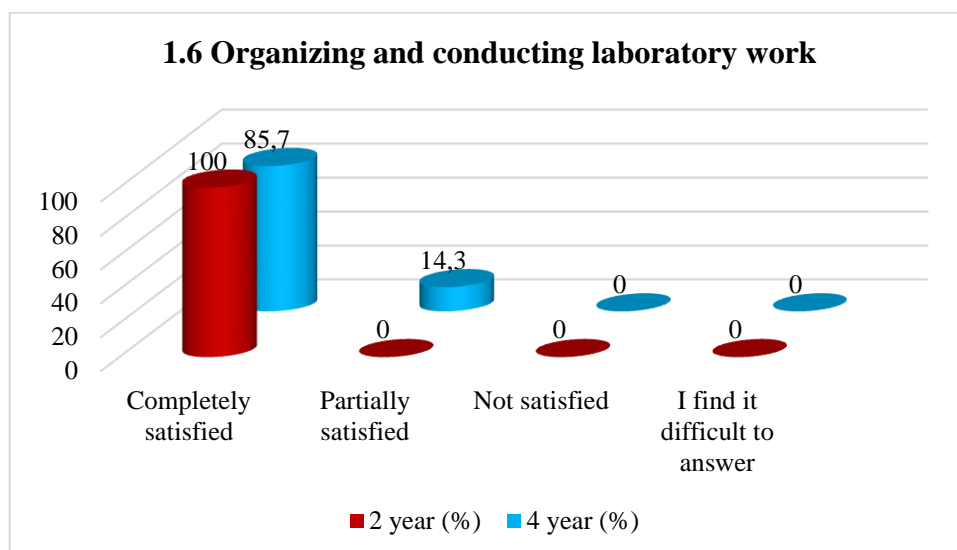
1.5 Organizing and conducting SIWT

Answer options	2 year (%)	4 year (%)
<i>Completely satisfied</i>	100% (10 prs.)	85,7% (6 prs.)
<i>Partially satisfied</i>		14,3% (1 prs.)
<i>Not satisfied</i>		
<i>I find it difficult to answer</i>		



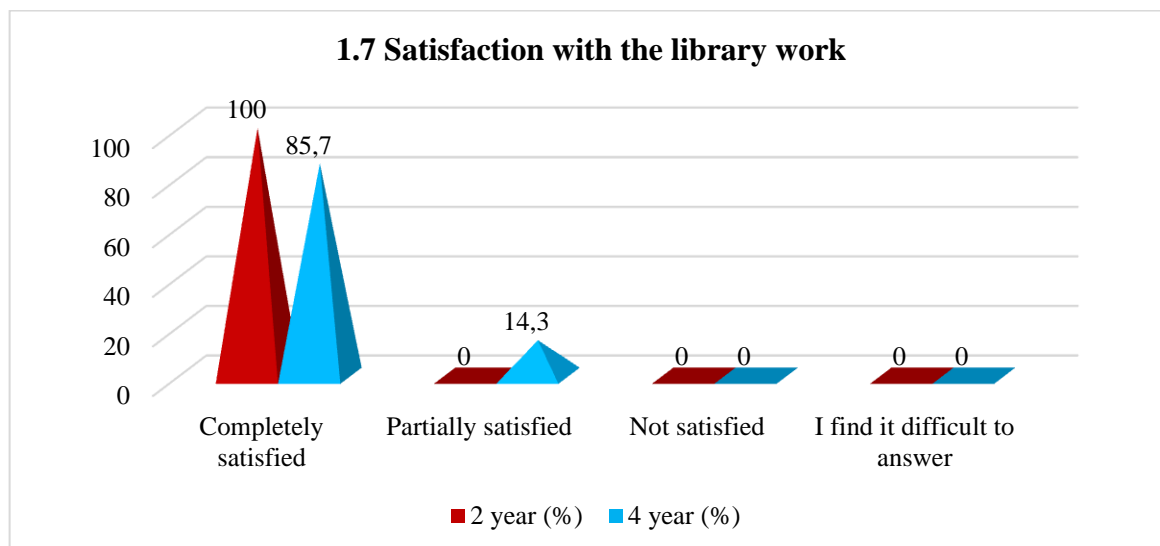
1.6 Organizing and conducting laboratory work

Answer options	2 year (%)	4 year (%)
<i>Completely satisfied</i>	100% (10 prs.)	85,7% (6 prs.)
<i>Partially satisfied</i>		14,3% (1 prs.)
<i>Not satisfied</i>		
<i>I find it difficult to answer</i>		



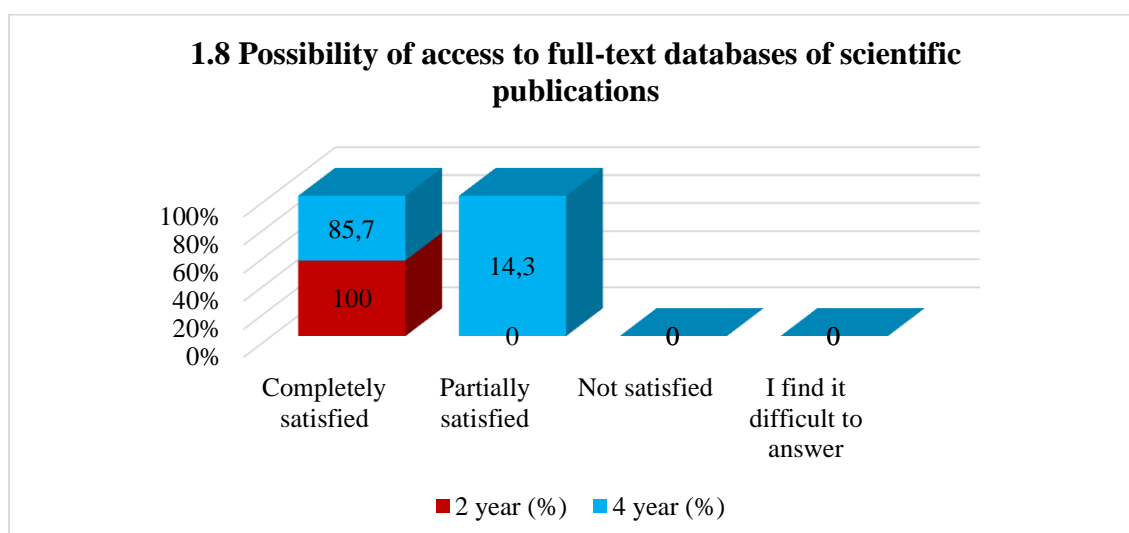
1.7 Satisfaction with the library work

Answer options	2 year (%)	4 year (%)
<i>Completely satisfied</i>	100% (10 prs.)	85,7% (6 prs.)
<i>Partially satisfied</i>		14,3% (1 prs.)
<i>Not satisfied</i>		
<i>I find it difficult to answer</i>		



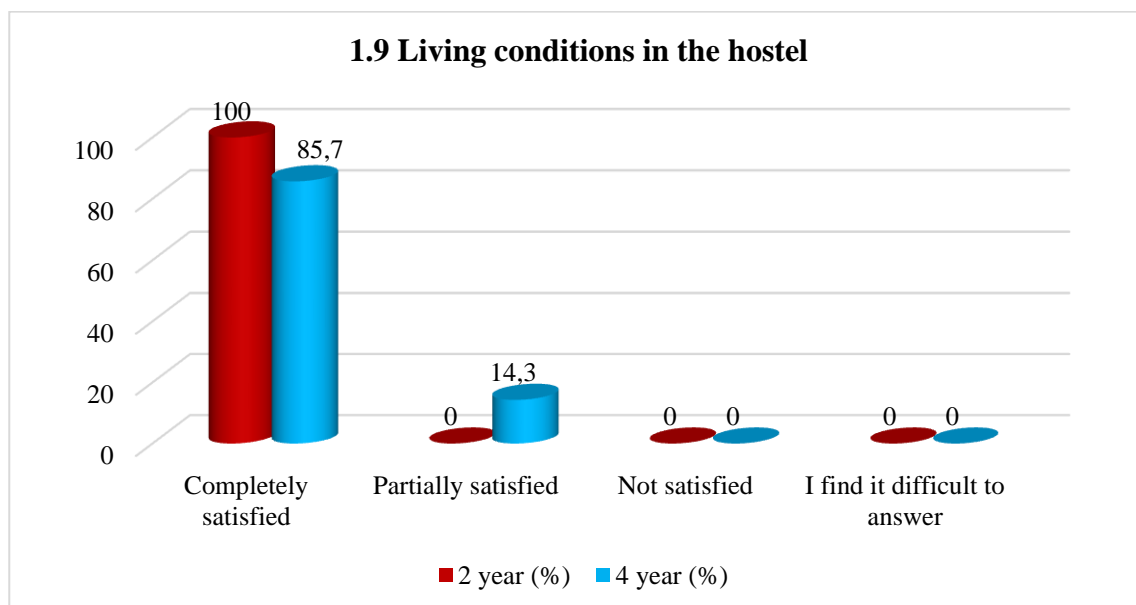
1.8 Possibility of access to full-text databases of scientific publications

Answer options	2 year (%)	4 year (%)
<i>Completely satisfied</i>	100% (10 prs.)	85,7% (6 prs.)
<i>Partially satisfied</i>		14,3% (1 prs.)
<i>Not satisfied</i>		
<i>I find it difficult to answer</i>		



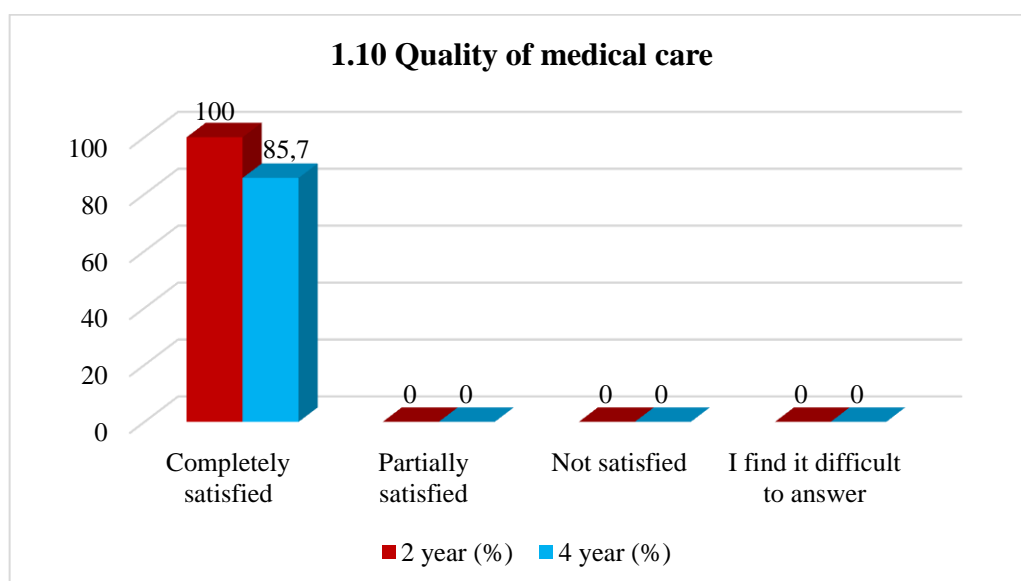
1.9 Living conditions in the hostel

Answer options	2 year (%)	4 year (%)
<i>Completely satisfied</i>	100% (10 prs.)	85,7% (6 prs.)
<i>Partially satisfied</i>		14,3% (1 prs.)
<i>Not satisfied</i>		
<i>I find it difficult to answer</i>		



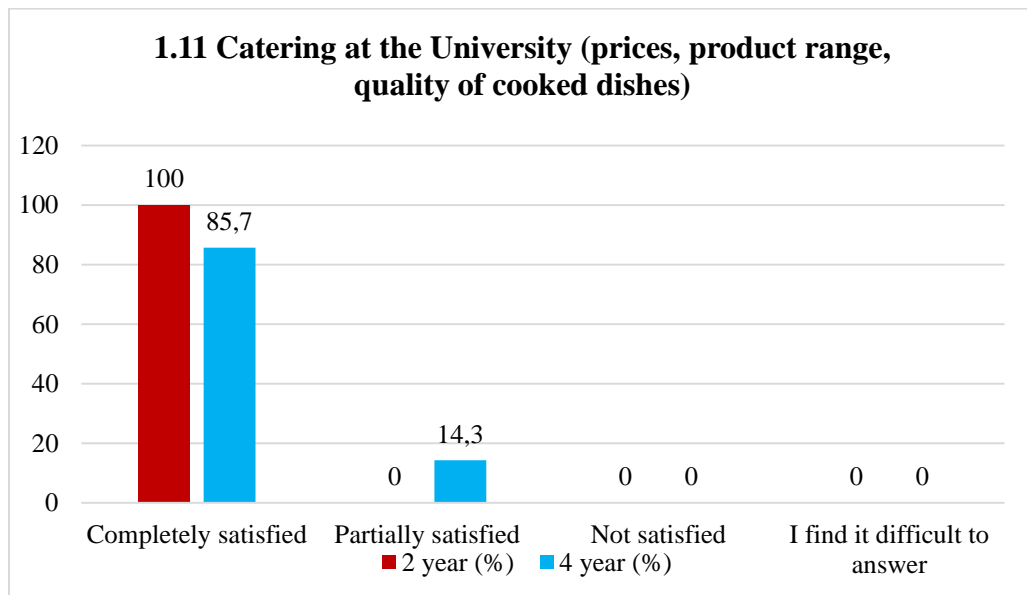
1.10 Quality of medical care

Answer options	2 year (%)	4 year (%)
<i>Completely satisfied</i>	100% (10 prs.)	85,7% (6 prs.)
<i>Partially satisfied</i>		14,3% (1 prs.)
<i>Not satisfied</i>		
<i>I find it difficult to answer</i>		



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

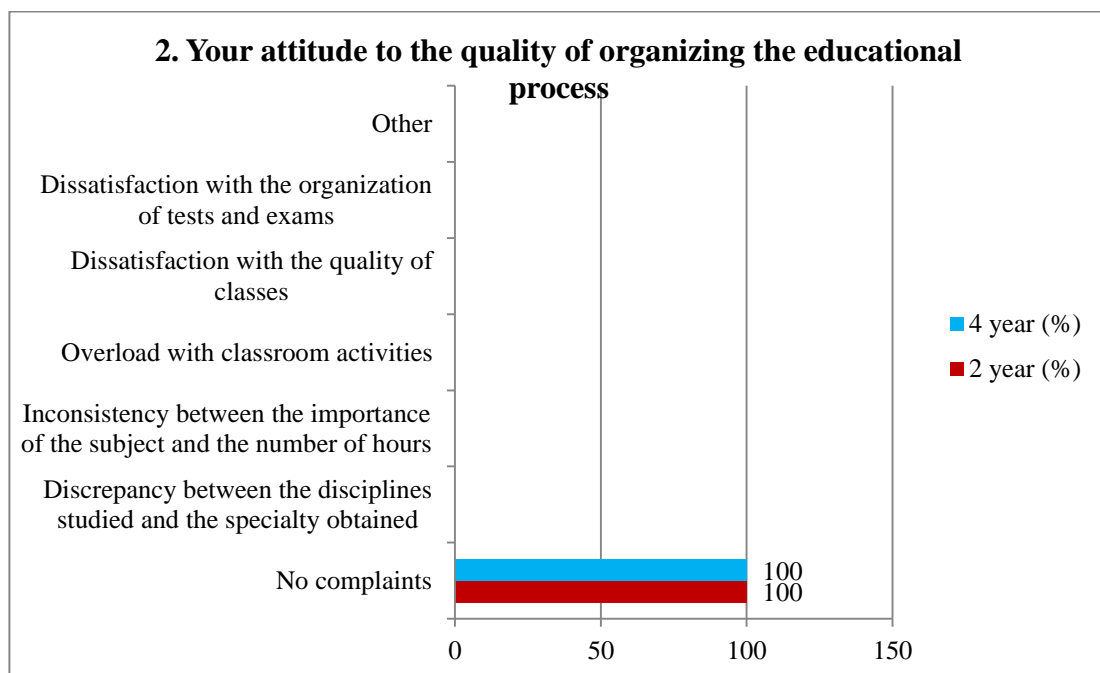
Answer options	2 year (%)	4 year (%)
<i>Completely satisfied</i>	100% (10 prs.)	85,7% (6 prs.)
<i>Partially satisfied</i>		14,3% (1 prs.)
<i>Not satisfied</i>		
<i>I find it difficult to answer</i>		



There are no answers to the option "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

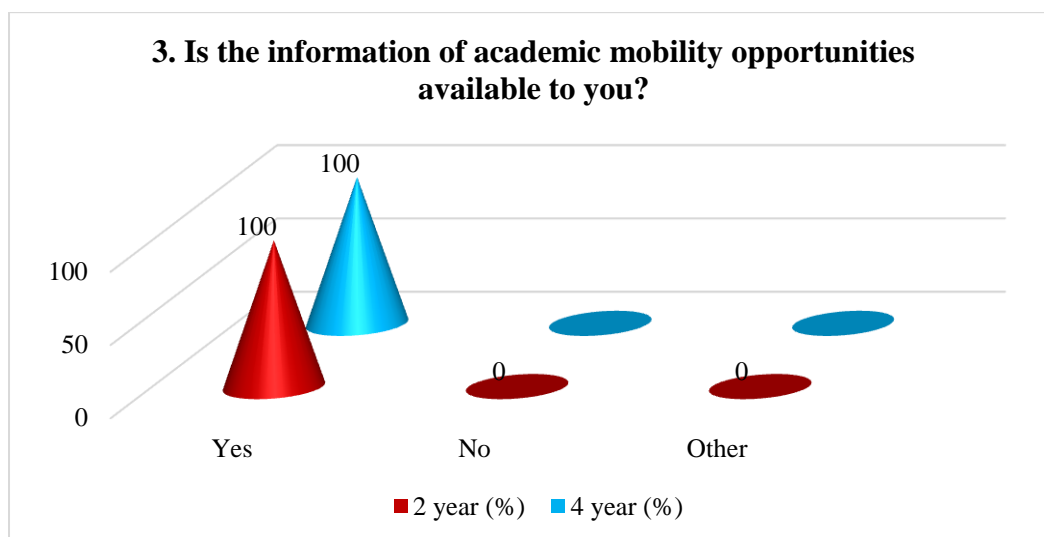
Answer options	2 year (%)	4 year (%)
<i>No complaints</i>	100% (10 prs.)	100% (7 prs.)
<i>Discrepancy between the disciplines studied and the specialty obtained</i>		
<i>Inconsistency between the importance of the subject and the number of hours</i>		
<i>Overload with classroom activities</i>		
<i>Dissatisfaction with the quality of classes</i>		
<i>Dissatisfaction with the organization of tests and exams</i>		
<i>Other</i>		



For the option "If you answered "Does not correspond or is not satisfactory" to the previous question, please provide recommendations for improvement" there are no answers.

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

Answer options	2 year (%)	4 year (%)
<i>Yes</i>	100% (10 prs.)	100% (7 prs.)
<i>No</i>		
<i>Other</i>		



There are no answers to the option "If you answered "No" to the previous question, please write why":

4. What do you think the relationship is like

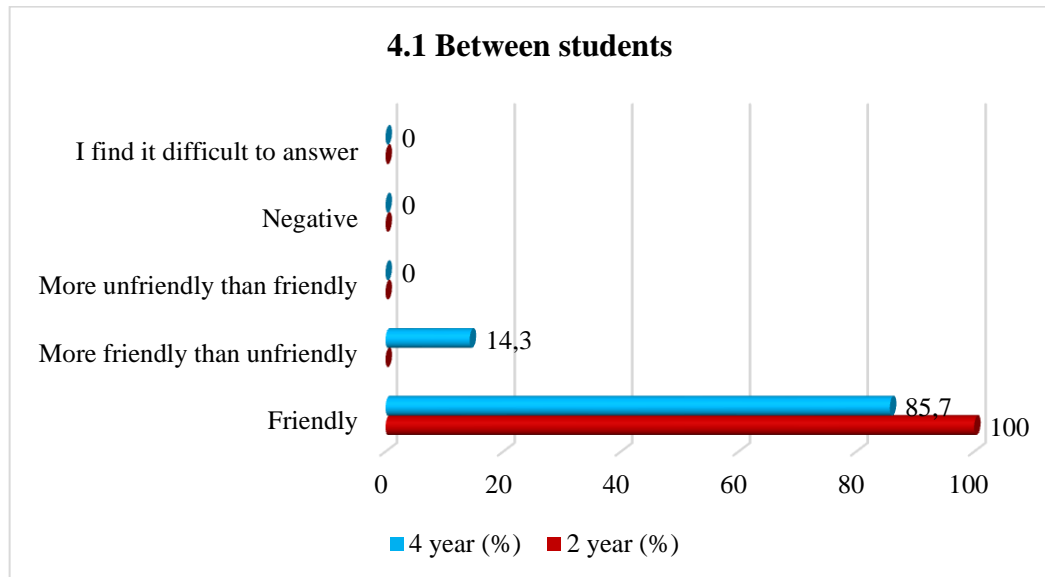
4.1 Between students
4.2 Between teachers and students (in the educational process)
4.3 Between a student and a supervisor
4.4 Between students and administration
4.5 Between students and employees of departments (library, student department, etc.)
4.6 Between students and security service

Other _____

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

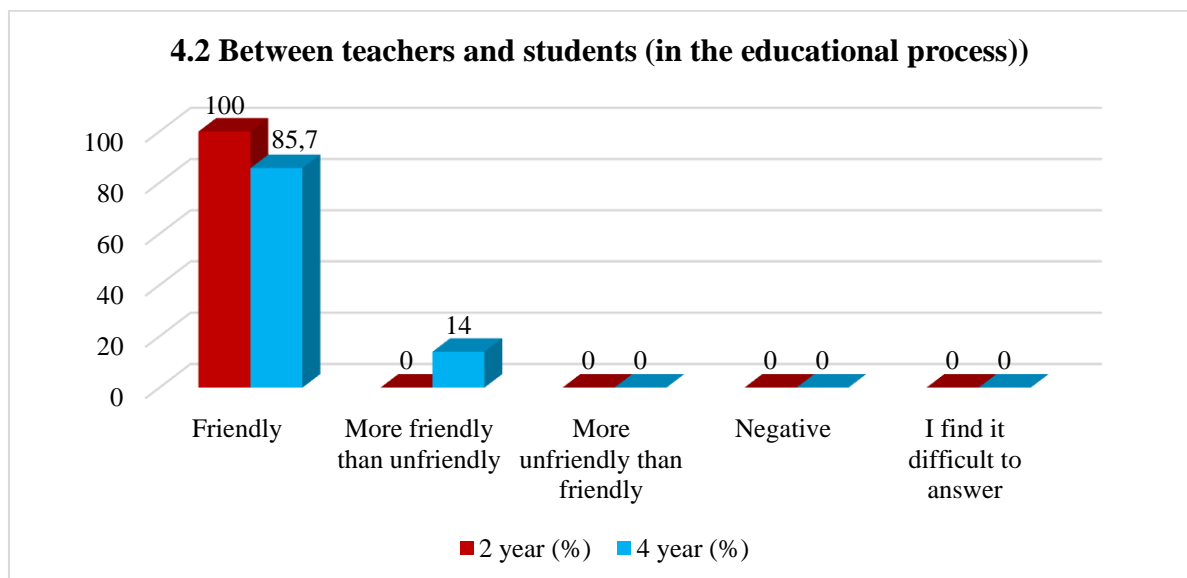
4.1 Between students

Answer options	2 year (%)	4 year (%)
<i>Friendly</i>	100% (10 prs.)	85,7% (6 prs.)
<i>More friendly than unfriendly</i>		14,3% (1 prs.)
<i>More unfriendly than friendly</i>		
<i>Negative</i>		
<i>I find it difficult to answer</i>		



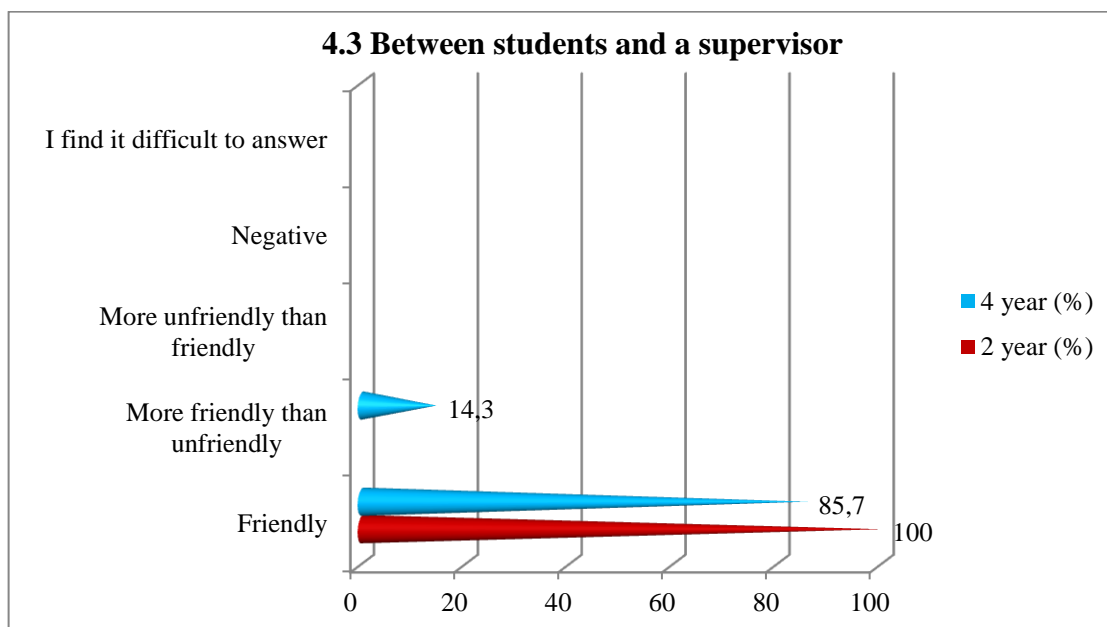
4.2 Between teachers and students (in the educational process))

Answer options	2 year (%)	4 year (%)
<i>Friendly</i>	100% (10 prs.)	85,7 % (6 prs.)
<i>More friendly than unfriendly</i>		14,3% (1 prs.)
<i>More unfriendly than friendly</i>		
<i>Negative</i>		
<i>I find it difficult to answer</i>		



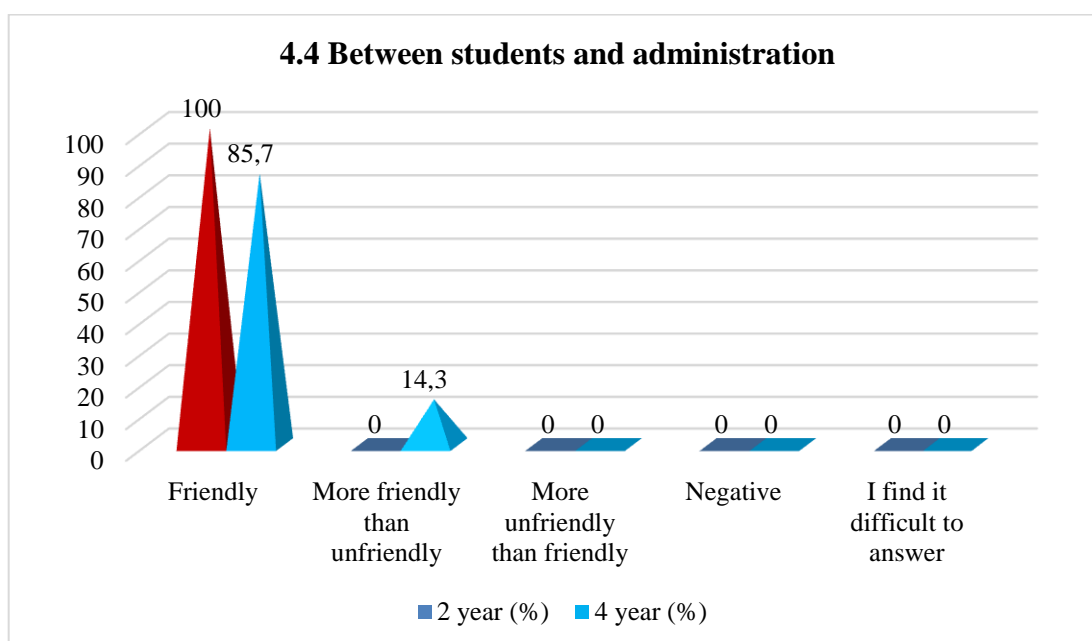
4.3 Between students and a supervisor

Answer options	2 year (%)	4 year (%)
<i>Friendly</i>	100% (10 prs.)	85,7% (6 prs.)
<i>More friendly than unfriendly</i>		14,3% (1 prs.)
<i>More unfriendly than friendly</i>		
<i>Negative</i>		
<i>I find it difficult to answer</i>		



4.4 Between students and administration

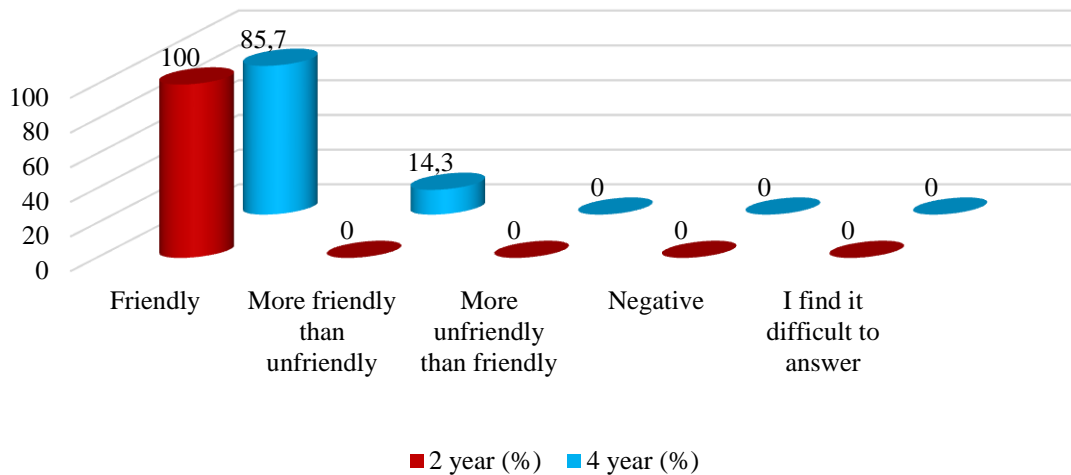
Answer options	2 year (%)	4 year (%)
<i>Friendly</i>	100% (10 prs.)	85,7% (6 prs.)
<i>More friendly than unfriendly</i>		14,3% (1 prs.)
<i>More unfriendly than friendly</i>		
<i>Negative</i>		
<i>I find it difficult to answer</i>		



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

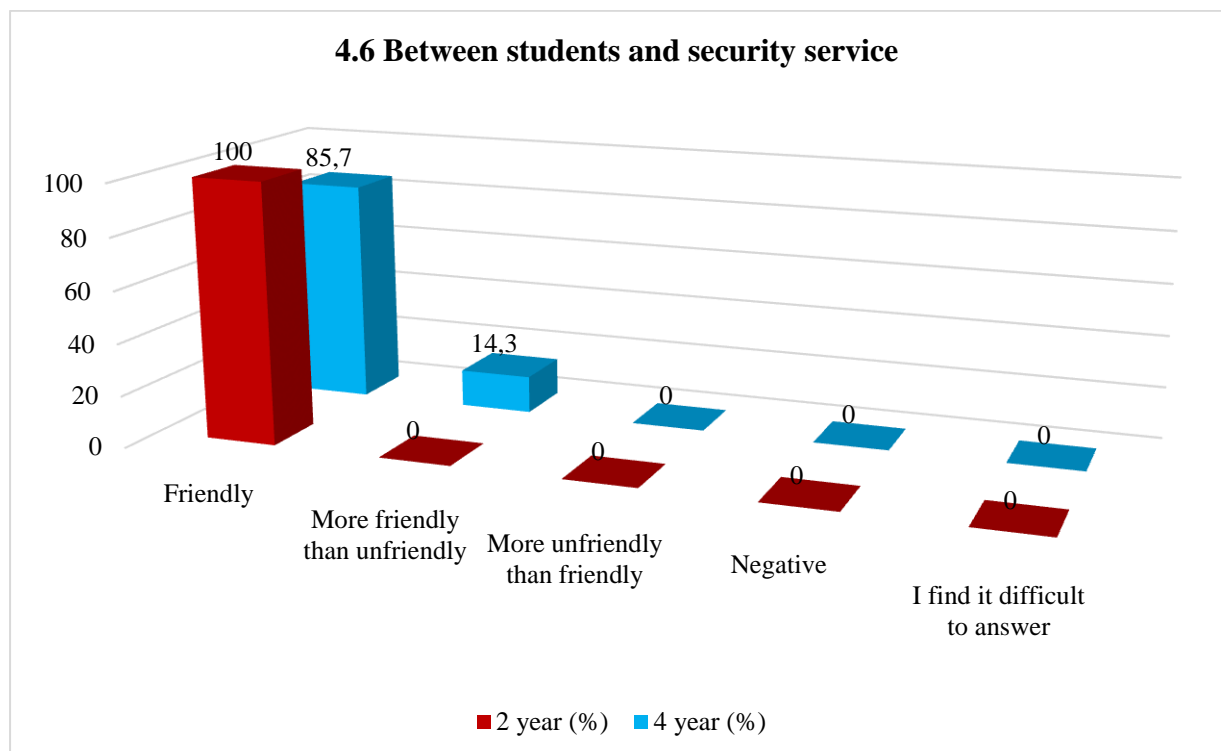
Answer options	2 year (%)	4 year (%)
<i>Friendly</i>	100% (10 prs.)	85,7% (6 prs.)
<i>More friendly than unfriendly</i>		14,3% (1 prs.)
<i>More unfriendly than friendly</i>		
<i>Negative</i>		
<i>I find it difficult to answer</i>		

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



4.6 Between students and security service

Answer options	2 year (%)	4 year (%)
<i>Friendly</i>	100% (10 prs.)	85,7% (6 prs.)
<i>More friendly than unfriendly</i>		14,3% (1 prs.)
<i>More unfriendly than friendly</i>		
<i>Negative</i>		
<i>I find it difficult to answer</i>		

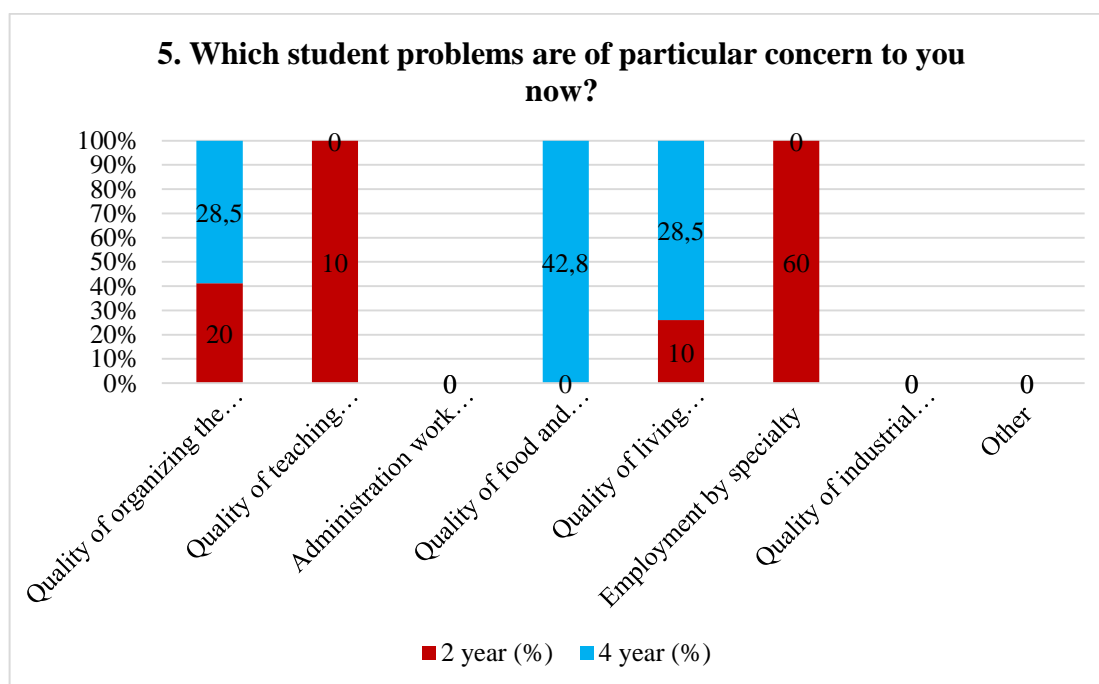


For the option "If you answered "Rather unfriendly than friendly" and "Negative" to the previous question, please provide recommendations for improvement" there are no answers.

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>	20% (2 prs.)	28,5% (2 prs.)
<i>Quality of teaching (class conducting, assessment of knowledge, etc.)</i>	10% (1 prs.)	
<i>Administration work (department, etc.)</i>		
<i>Quality of food and prices in the student canteen</i>		42,8% (3 prs.)
<i>Quality of living conditions in the hostel</i>	10% (1 prs.)	28,5% (2 prs.)
<i>Employment by specialty</i>	60% (6 prs.)	
<i>Quality of industrial practice organizations</i>		
<i>Other</i>		

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



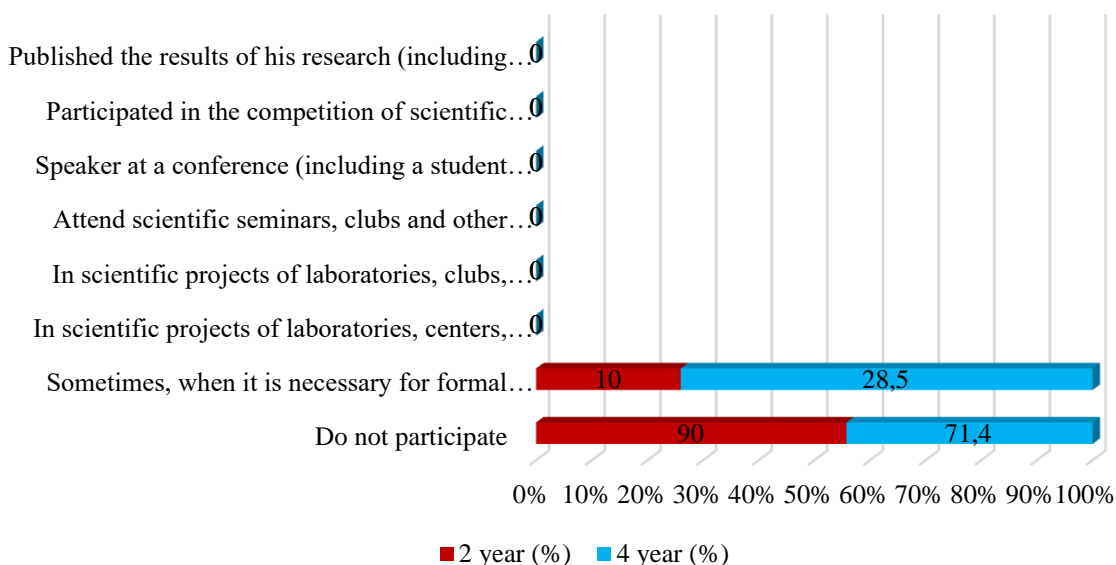
6. Do you take part in the scientific work of the University? If yes, in what forms (check all that apply)

Answer options	2 year (%)	4 year (%)
<i>Do not participate</i>	90% (9 prs.)	71,4% (5 prs.)
<i>Sometimes, when it is necessary for formal reasons</i>	10% (1 prs.)	28,5% (2 prs.)
<i>In scientific projects of laboratories, centers, etc. under a contract, within a grant, etc.</i>		
<i>In scientific projects of laboratories, clubs, circles, etc. free of charge</i>		
<i>Attend scientific seminars, clubs and other scientific events</i>		
<i>Speaker at a conference (including a student conference), scientific seminar</i>		
<i>Participated in the competition of scientific student works</i>		
<i>Published the results of his research (including in student collections)</i>		

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

For the option “If you answered “Did not participate” to the previous question, please write why”* there are no answers.

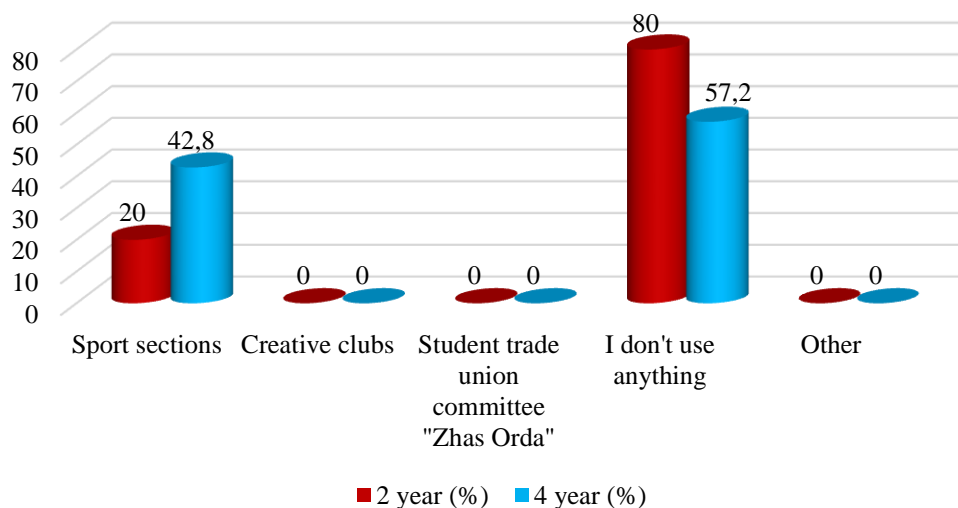
6. Do you take part in the scientific work of the University? If yes, in what forms



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

Answer options	2 year (%)	4 year (%)
<i>Sport sections</i>	20% (2 prs.)	42,8% (3 prs.)
<i>Creative clubs</i>		
<i>Student trade union committee "Zhas Orda"</i>		
<i>I don't use anything</i>	80% (8 prs.)	57,2% (4 prs.)
<i>Other</i>		

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



For the option "If you answered "I don't use anything" to the previous question, please write why": no answers.

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

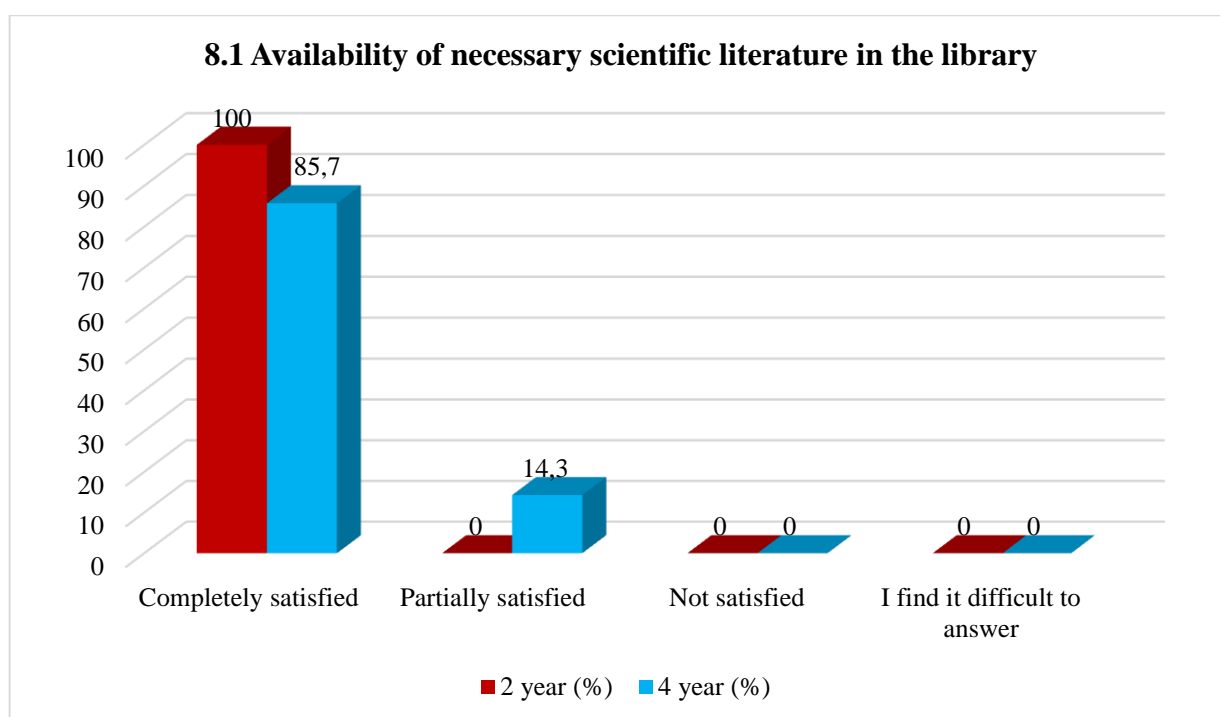
8.1 Availability of necessary scientific literature in the library
8.2 Modernity of computer equipment
8.3 Internet channel width, its speed
8.4 Software modernity
8.5 Availability of educational and scientific equipment
8.6 Availability of laboratories and specialized classrooms
8.7 Availability of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

Other _____

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

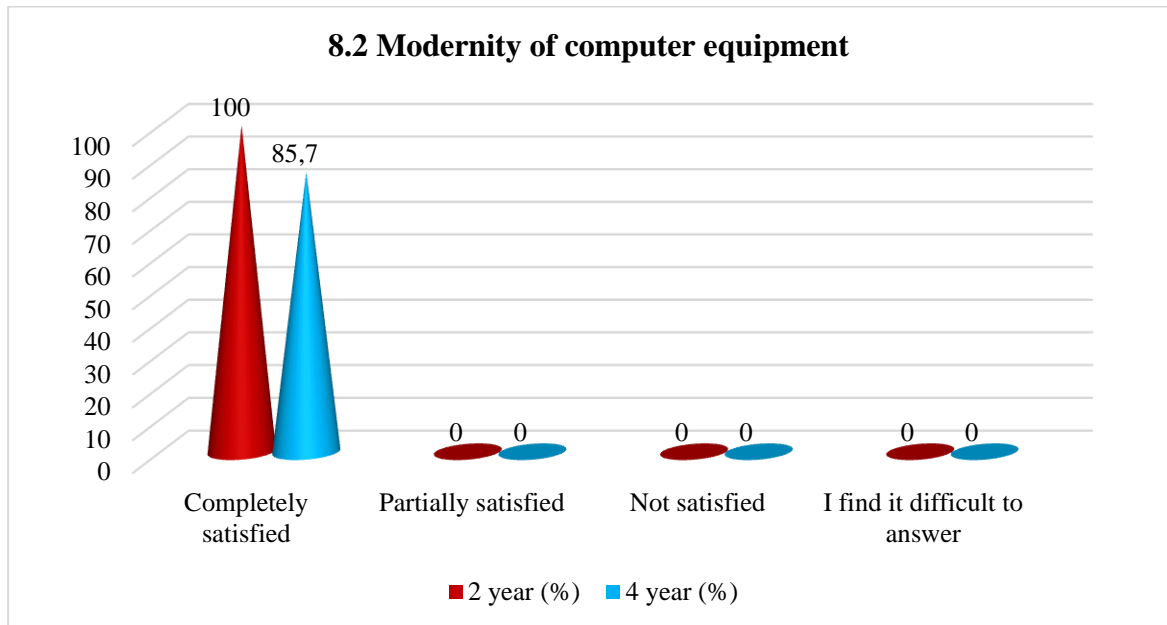
8.1 Availability of necessary scientific literature in the library

Answer options	2 year (%)	4 year (%)
<i>Completely satisfied</i>	100% (10 prs.)	85,7% (6 prs.)
<i>Partially satisfied</i>		14,3% (1 prs.)
<i>Not satisfied</i>		
<i>I find it difficult to answer</i>		



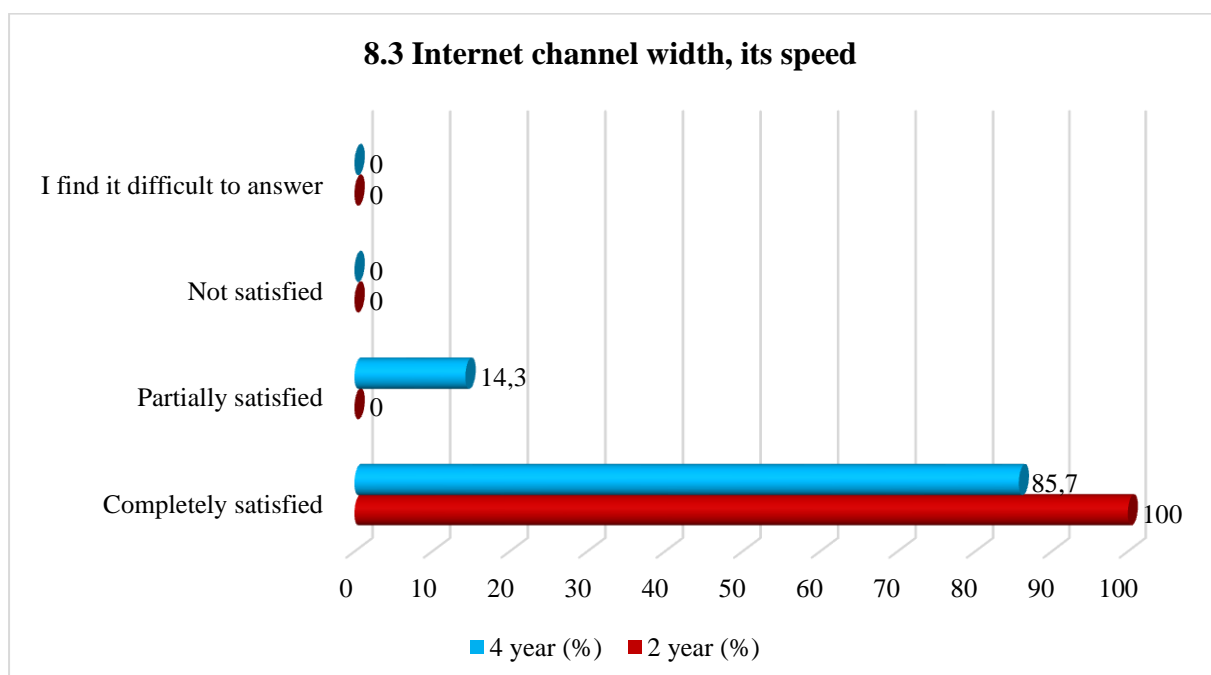
8.2 Modernity of computer equipment

Answer options	2 year (%)	4 year (%)
<i>Completely satisfied</i>	100% (10 prs.)	85,7% (6 prs.)
<i>Partially satisfied</i>		14,3% (1 prs.)
<i>Not satisfied</i>		
<i>I find it difficult to answer</i>		



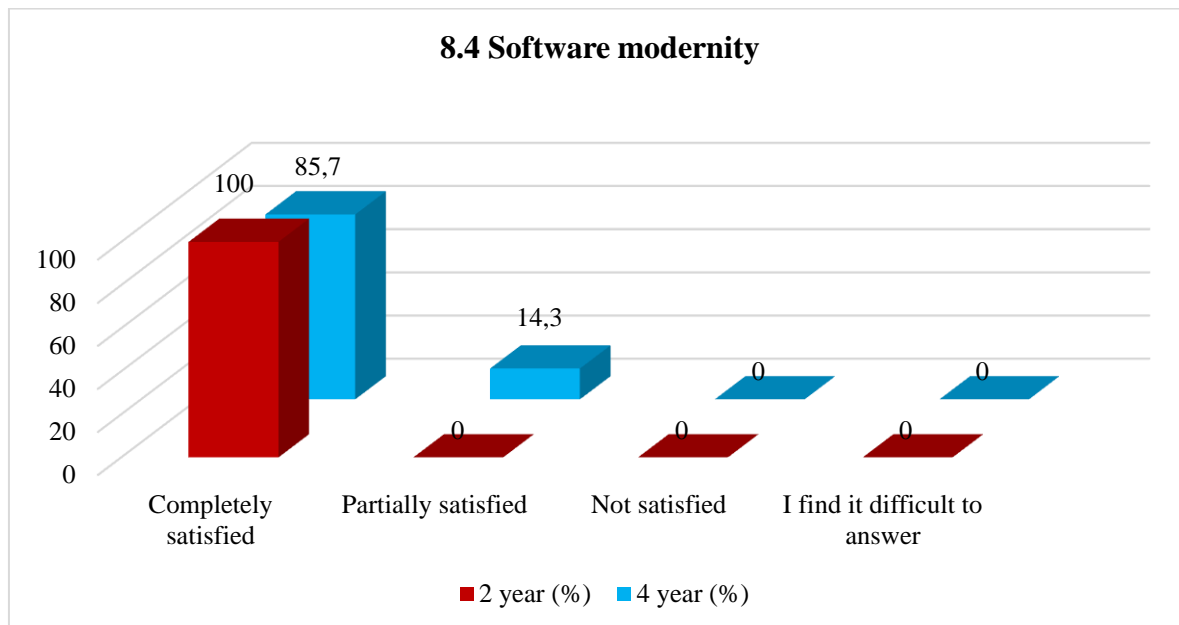
8.3 Internet channel width, its speed

Answer options	2 year (%)	4 year (%)
<i>Completely satisfied</i>	100% (10 prs.)	85,7% (6 prs.)
<i>Partially satisfied</i>		14,3% (1 prs.)
<i>Not satisfied</i>		
<i>I find it difficult to answer</i>		



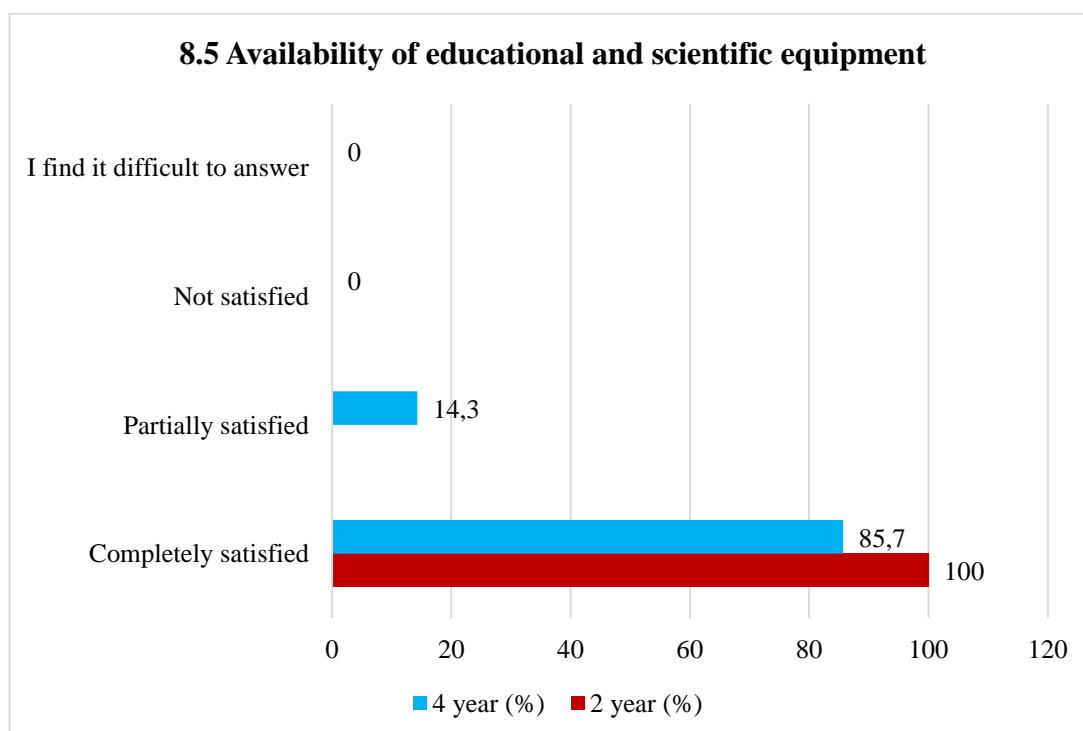
8.4 Software modernity

Answer options	2 year (%)	4 year (%)
<i>Completely satisfied</i>	100% (10 prs.)	85,7% (6 prs.)
<i>Partially satisfied</i>		14,3% (1 prs.)
<i>Not satisfied</i>		
<i>I find it difficult to answer</i>		



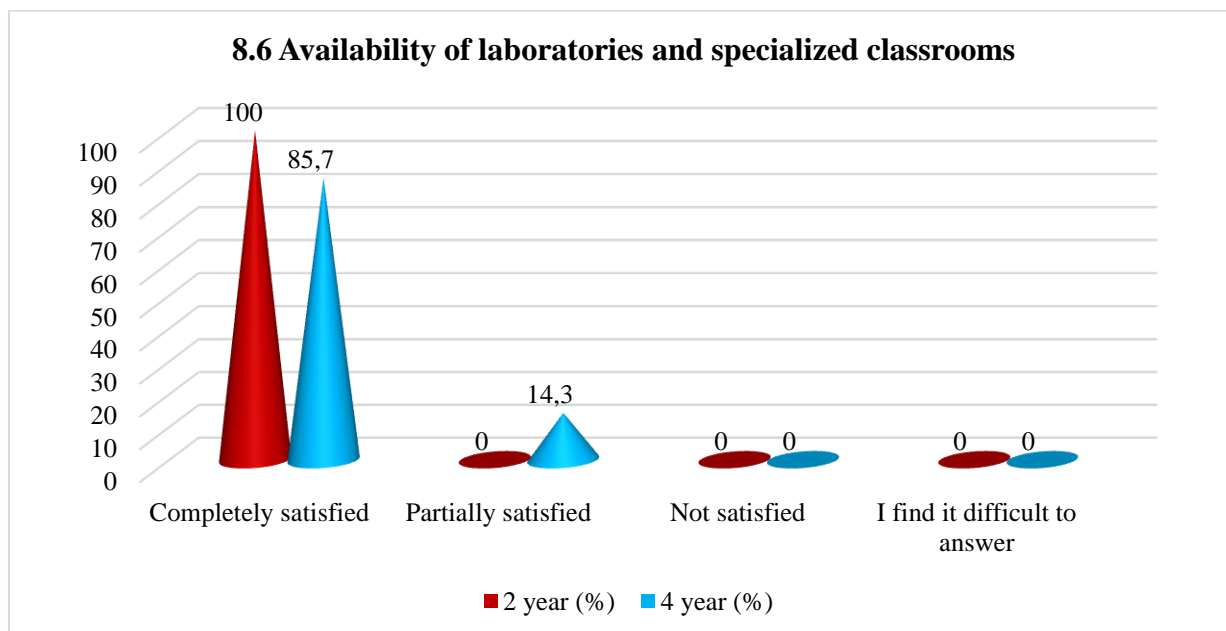
8.5 Availability of educational and scientific equipment

Answer options	2 year (%)	4 year (%)
<i>Completely satisfied</i>	100% (10 prs.)	85,7% (6 prs.)
<i>Partially satisfied</i>		14,3% (1 prs.)
<i>Not satisfied</i>		
<i>I find it difficult to answer</i>		



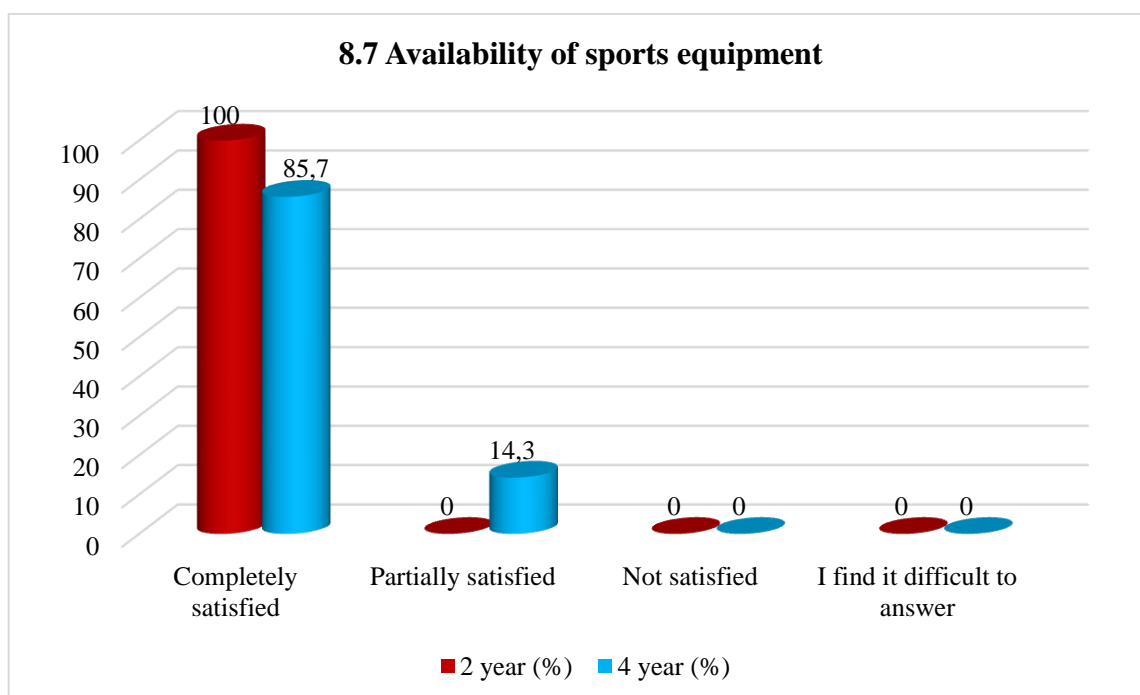
8.6 Availability of laboratories and specialized classrooms

Answer options	2 year (%)	4 year (%)
<i>Completely satisfied</i>	100% (10 prs.)	85,7% (6 prs.)
<i>Partially satisfied</i>		14,3% (1 prs.)
<i>Not satisfied</i>		
<i>I find it difficult to answer</i>		



8.7 Availability of sports equipment

Answer options	2 year (%)	4 year (%)
<i>Completely satisfied</i>	100% (10 prs.)	85,7% (6 prs.)
<i>Partially satisfied</i>		14,3% (1 prs.)
<i>Not satisfied</i>		
<i>I find it difficult to answer</i>		



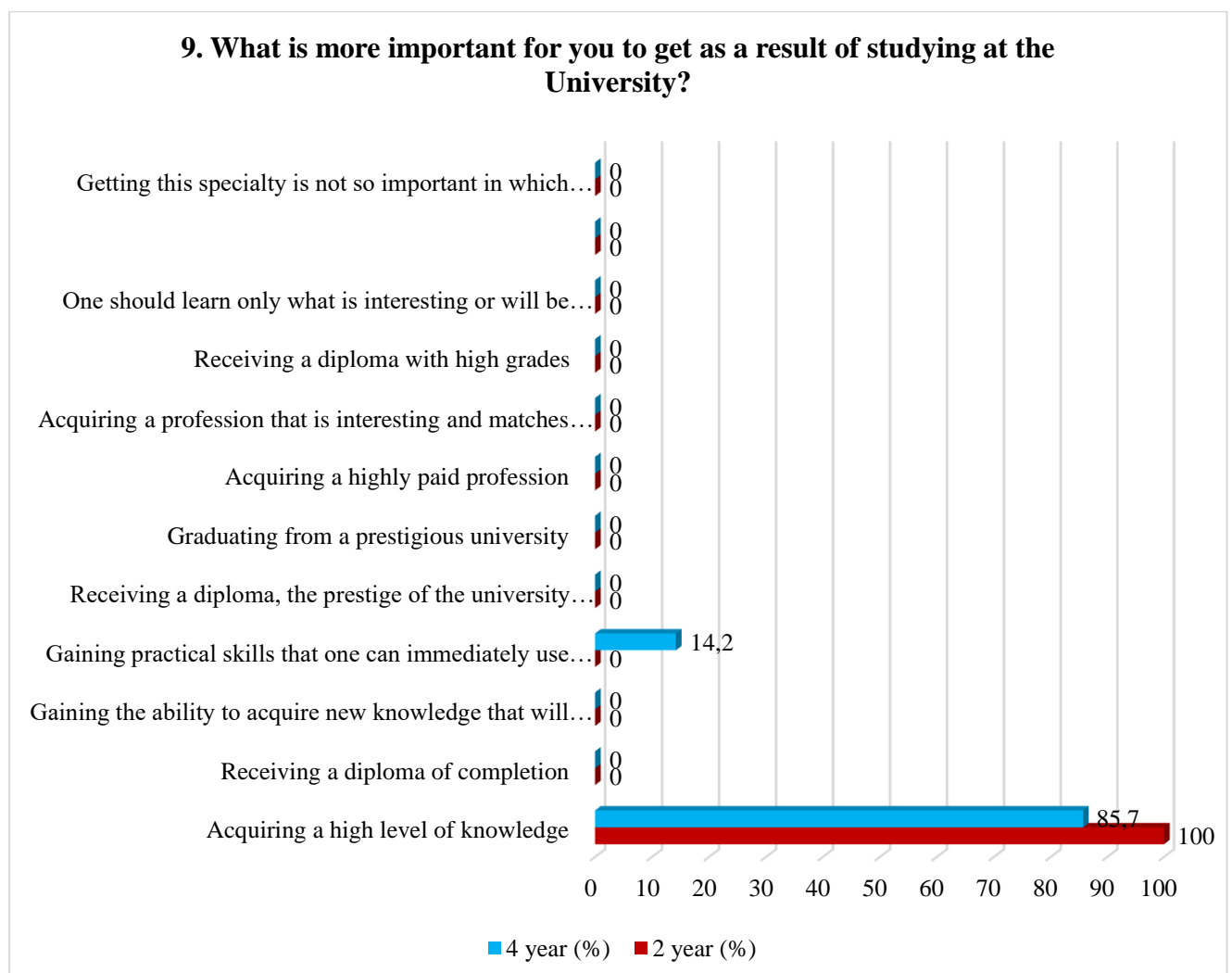
For the option "If you answered "I don't use anything" to the previous question, please write why" there are no answers.

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>	100% (10 prs.)	85,7% (6 prs.)
<i>Receiving a diploma of completion</i>		
<i>Gaining the ability to acquire new knowledge that will help one to quickly adapt to the workplace</i>		
<i>Gaining practical skills that one can immediately use at work</i>		14,2% (1 prs.)
<i>Receiving a diploma, the prestige of the university does not matter</i>		
<i>Graduating from a prestigious university</i>		
<i>Acquiring a highly paid profession</i>		
<i>Acquiring a profession that is interesting and matches one's abilities</i>		
<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>		
<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



Please write your suggestions, wishes, and what questions you think should be added to this questionnaire to improve the training program, improve the quality of services provided, improve the quality of distance learning and other areas of the university's activities. *(The students' answers are presented in the original. The author's spelling and punctuation have been preserved).*

No answers.

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 "Construction of Mining Enterprises and Underground Structures" (99.9%) expressed satisfaction with the educational 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 (99.9%);
- organization of independent work (99.9%);
- quality of practices (99.9%);
- organizing and conducting SIWT (99.9%);
- organizing and conducting laboratory work (99.9%);
- satisfaction with the work of the library (99.9%);
- access to full-text databases of scientific publications (99.9%);
- living conditions in the hostel (99.9%);
- quality of medical care (99.9%);
- organization of catering at the University (99.9%).

2- and 4-year students are generally satisfied with the quality of organizing the educational process (100% of positive responses). No complaints were found regarding the subjects, number of hours, overload or quality of classes and organization of exams.

The issue of the availability of information on academic mobility also raises no complaints: all respondents (2- and 4-year students) reported that the information is available.

2- and 4-year students generally evaluate the relationships at the university positively. All 2-year students consider the relationships between students to be friendly, as do 85.7% of 4-year students. The remaining 14.3% of 4-year students evaluate the relationships between students as more friendly than unfriendly.

There is also a friendly atmosphere between teachers and students: 100% of 2-year students and 85.7% of 4th year students consider the relationships to be friendly. 14.3% of 4-year students evaluate them as more friendly. The relationship between the student and the supervisor is also perceived as friendly by 100% of 2-year students and 85.7% of students.

Regarding student issues, students are concerned about various aspects of their academic and social life. For 2-year students, the most pressing issues are employment in their field (60%) and the quality of the educational process (20%). 4-year students are more concerned about the quality of food and prices in the student canteen (42.8%) and

the quality of living conditions in the dormitory (28.5%). In addition, 28.5% of 4- year students highlight issues related to the quality of the educational process.

As for participation in scientific work, 90% of 2-year students and 71.4% of 4th year students do not participate in scientific projects. The rest participate sometimes on formal grounds or within the framework of other scientific events.

For personal development, the majority of 2-year students (80%) do not use the opportunities offered by the university. For 4-year students, this figure is 57.2%. In general, 4-year students are more actively involved in sports sections (42.8%).

The majority of students (2- and 4-year students) are completely satisfied with the material base of the university. All 2-year students (100%) and 85.7% of 4-year students are satisfied with the availability of the necessary scientific literature, modern computer equipment, Internet channel width, modern software, educational and scientific equipment, laboratories and specialized classrooms, as well as sports equipment. The remaining 4th year students (14.3%) were partially satisfied with these aspects. No recommendations for improvement were received.

For 2-year students, the greatest importance is to obtain a high level of knowledge (100% of respondents). Among 4-year students, 85.7% consider this a priority. Among 2-year students, one person (14.2%) chose the option of obtaining practical skills that can be immediately used in work.

Other aspects, such as obtaining a diploma, the prestige of the university, obtaining a highly paid profession, or a profession that matches interests and abilities, did not find such a wide response. In general, the main focus of students is on obtaining a quality education and skills useful for a future career.

The overall satisfaction of students in the specialty "Construction of Mining Enterprises and Underground Structures" with educational services is 99.8%, 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.