

Report
based on the questionnaire results
"Satisfaction of 2nd-5th year students with educational services"
2024 - 2025 academic year
Department: "Architecture and Design"
Speciality: 6B07306 Transport construction

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

By specialty 6B07306 "Transport construction" 29 people took part in the questionnaire respondents out of 51, which is 57% of the total number of students in this specialty.

- 2nd year – 17 students (85%);
- 4th year – 12 students (63.2%).

Form of study

- Budget – 28 students (96.5%);
- Fee-based – 1 students (96.5%).

The following data were obtained during the questionnaire:
Indicators:

1. Are you satisfied? quality of services provided?

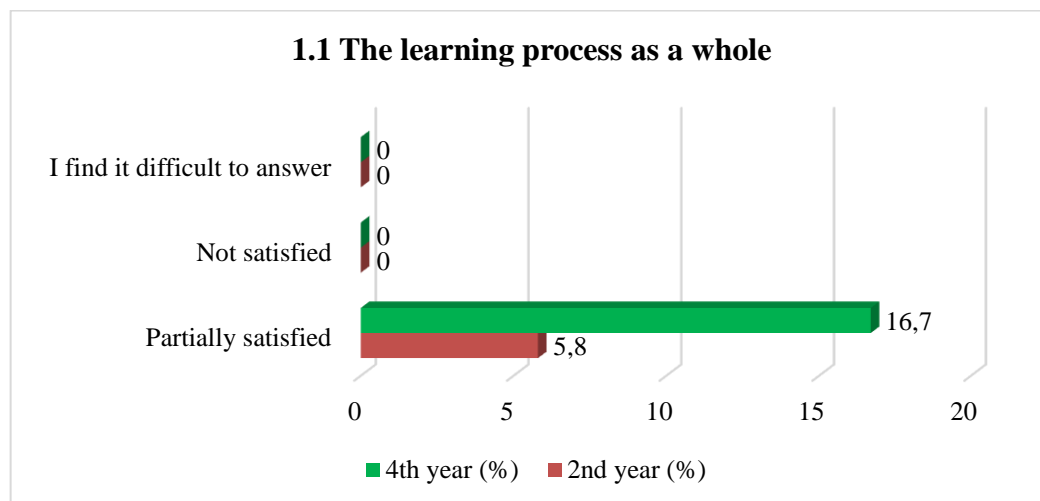
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|---|
| 1.1 The learning process as a whole |
| 1.2 Schedule of classes |
| 1.3 Organization of independent work |
| 1.4 Internship |
| 1.5 Organization and implementation of the IWS |
| 1.6 Organization and implementation of laboratory work |
| 1.7 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, range of products, quality of prepared dishes) |

Other _____

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

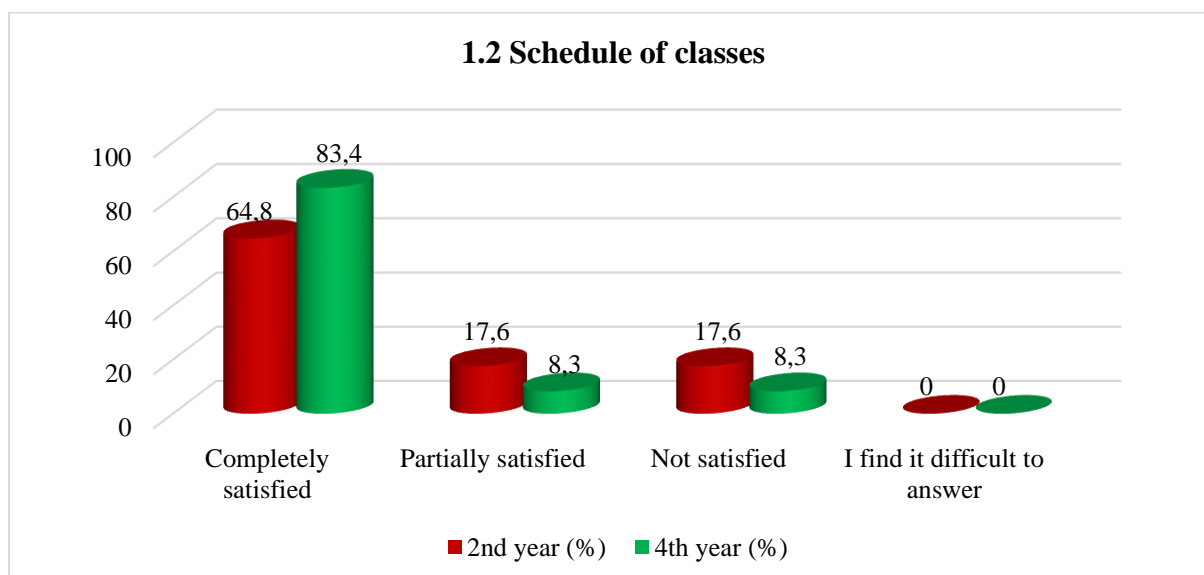
1.1 The learning process as a whole

| Answer options | 2nd year (%) | 4th year (%) |
|--------------------------------------|-------------------|-------------------|
| <i>Completely satisfied</i> | 94.2% (16 people) | 83.3% (10 people) |
| <i>Partially satisfied</i> | 5.8% (1 person) | 16.7% (2 people) |
| <i>Not satisfied</i> | - | - |
| <i>I find it difficult to answer</i> | - | - |



1.2 Schedule of classes

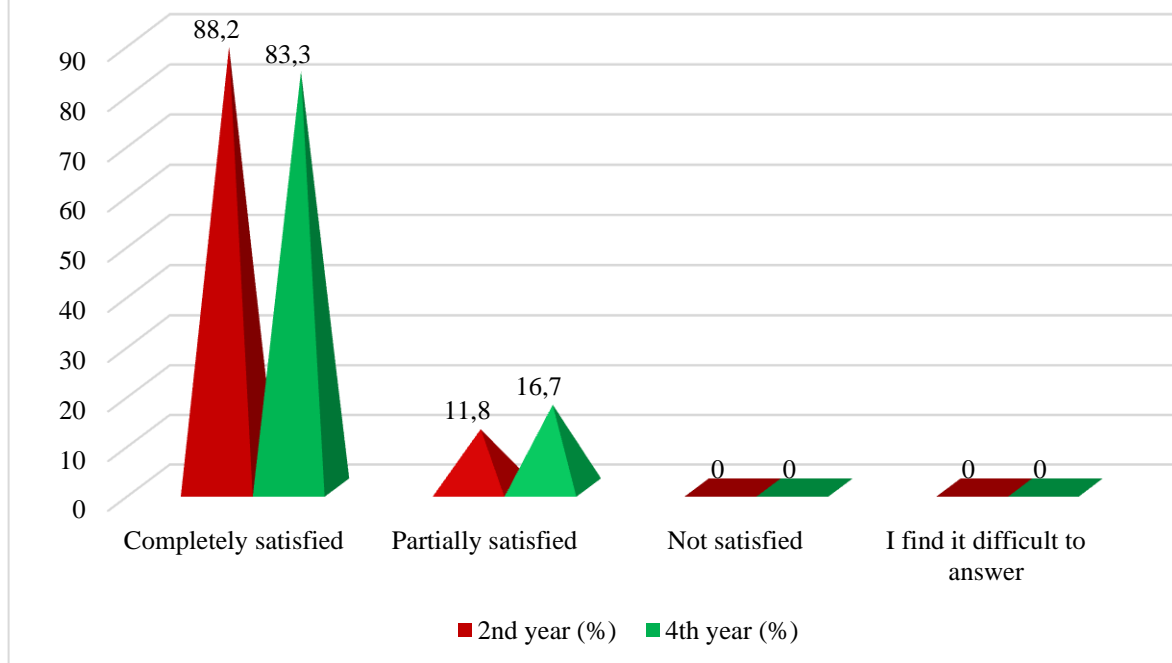
| Answer options | 2nd year (%) | 4th year (%) |
|--------------------------------------|-------------------|-------------------|
| <i>Completely satisfied</i> | 64.8% (11 people) | 83.4% (10 people) |
| <i>Partially satisfied</i> | 17.6% (3 people) | 8.3% (1 person) |
| <i>Not satisfied</i> | 17.6% (3 people) | 8.3% (1 person) |
| <i>I find it difficult to answer</i> | - | - |



1.3 Organization of independent work

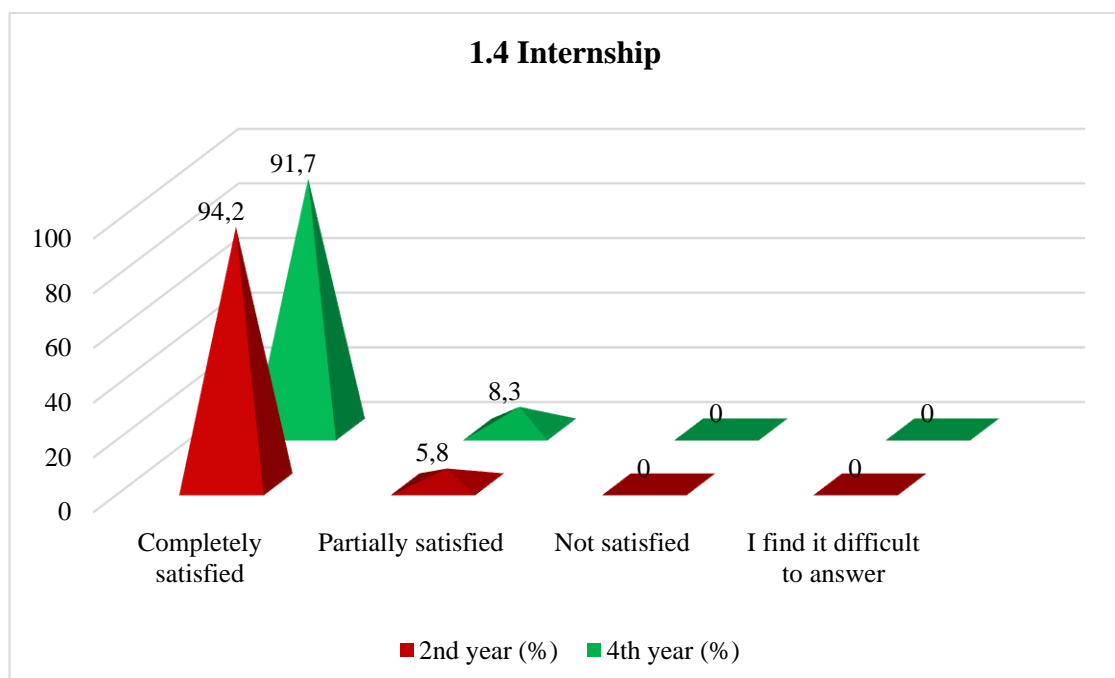
| Answer options | 2nd year (%) | 4th year (%) |
|--------------------------------------|-------------------|-------------------|
| <i>Completely satisfied</i> | 88.2% (15 people) | 83.3% (10 people) |
| <i>Partially satisfied</i> | 11.8% (2 people) | 16.7% (2 people) |
| <i>Not satisfied</i> | - | - |
| <i>I find it difficult to answer</i> | - | - |

1.3 Organization of independent work



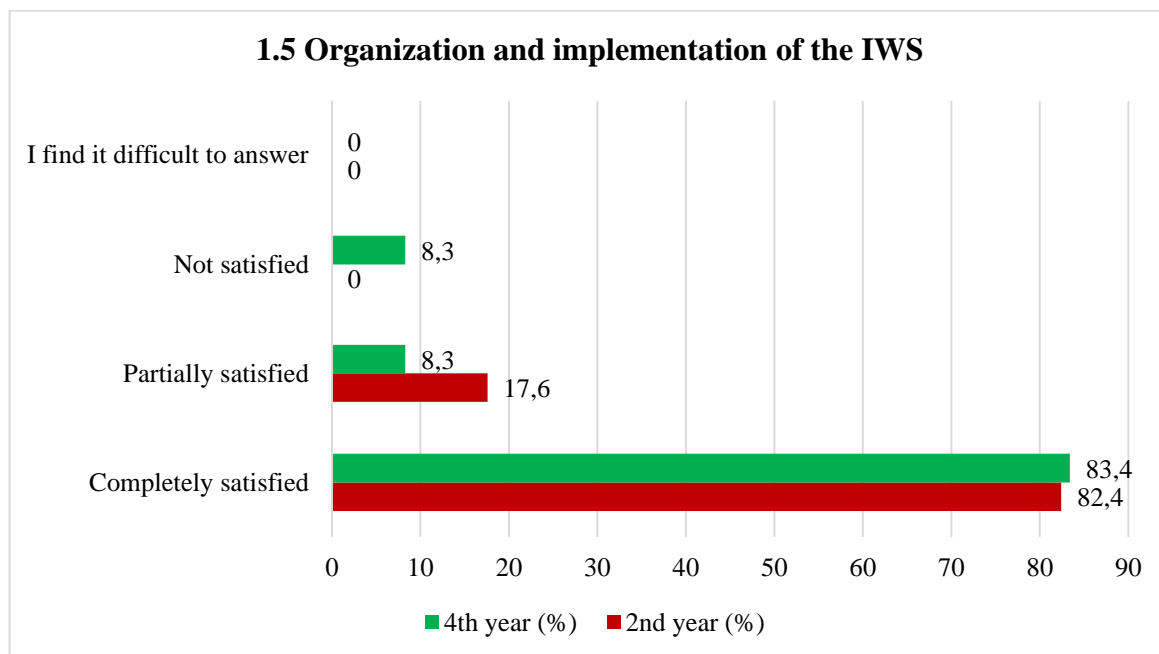
1.4 Internship

| Answer options | 2nd year (%) | 4th year (%) |
|--------------------------------------|-------------------|-------------------|
| <i>Completely satisfied</i> | 94.2% (16 people) | 91.7% (11 people) |
| <i>Partially satisfied</i> | 5.8% (1 person) | 8.3% (1 person) |
| <i>Not satisfied</i> | - | - |
| <i>I find it difficult to answer</i> | - | - |



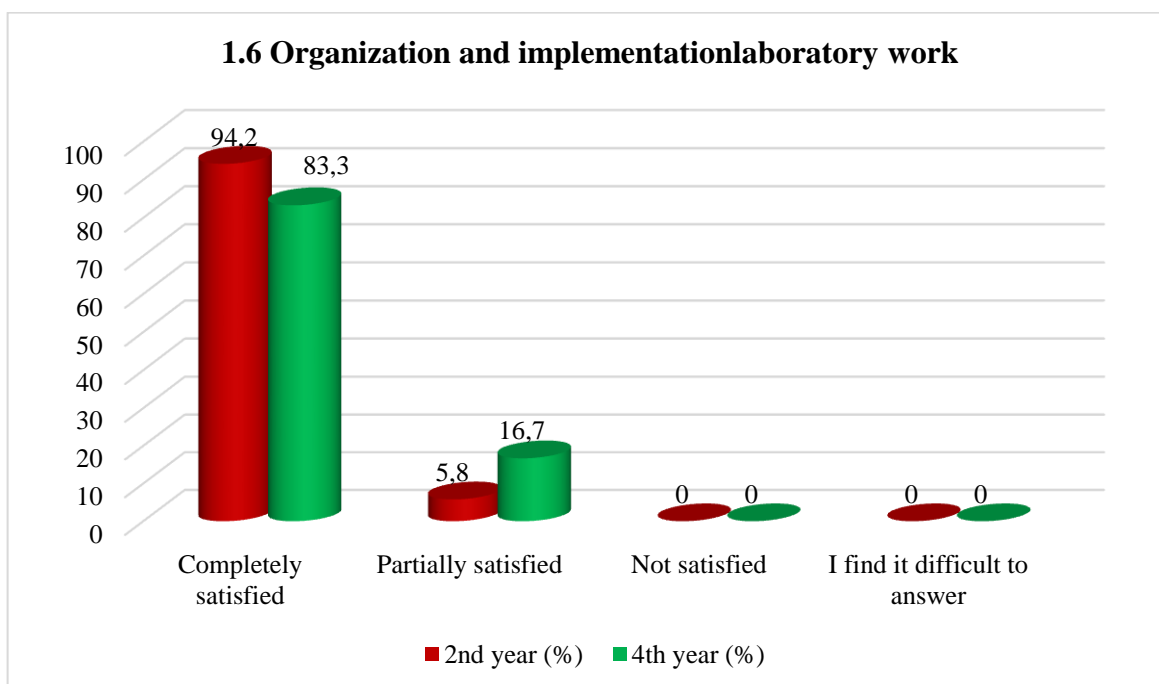
1.5 Organization and implementation of the IWS

| Answer options | 2nd year (%) | 4th year (%) |
|--------------------------------------|-------------------|-------------------|
| <i>Completely satisfied</i> | 82.4% (14 people) | 83.4% (10 people) |
| <i>Partially satisfied</i> | 17.6% (3 people) | 8.3% (1 person) |
| <i>Not satisfied</i> | - | 8.3% (1 person) |
| <i>I find it difficult to answer</i> | - | - |



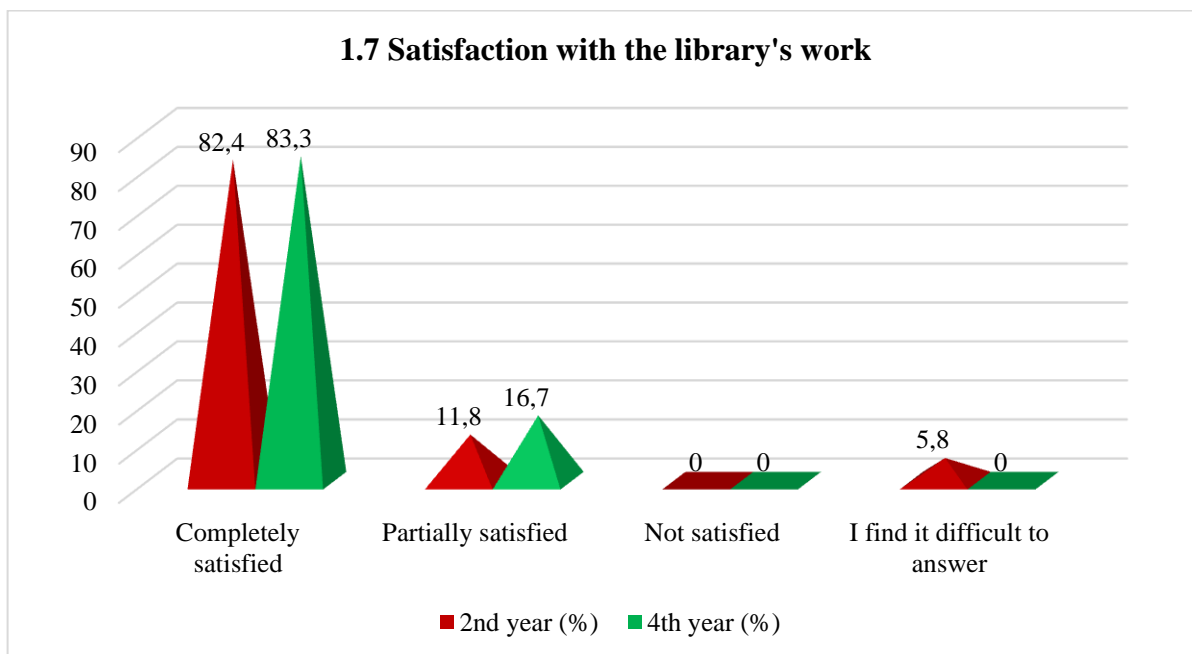
1.6 Organization and implementationlaboratory work

| Answer options | 2nd year (%) | 4th year (%) |
|--------------------------------------|-------------------|-------------------|
| <i>Completely satisfied</i> | 94.2% (16 people) | 83.3% (10 people) |
| <i>Partially satisfied</i> | 5.8% (1 person) | 16.7% (2 people) |
| <i>Not satisfied</i> | - | - |
| <i>I find it difficult to answer</i> | - | - |



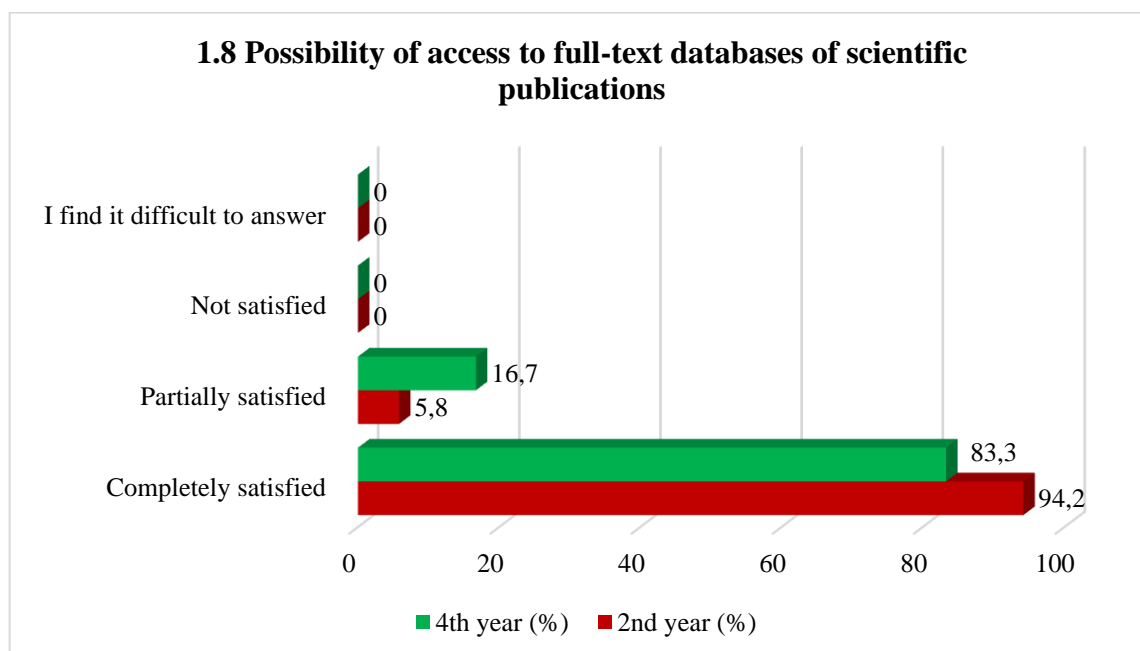
1.7 Satisfaction with the library's work

| Answer options | 2nd year (%) | 4th year (%) |
|--------------------------------------|-------------------|-------------------|
| <i>Completely satisfied</i> | 82.4% (14 people) | 83.3% (10 people) |
| <i>Partially satisfied</i> | 11.8% (2 people) | 16.7% (2 people) |
| <i>Not satisfied</i> | - | - |
| <i>I find it difficult to answer</i> | 5.8% (1 person) | - |



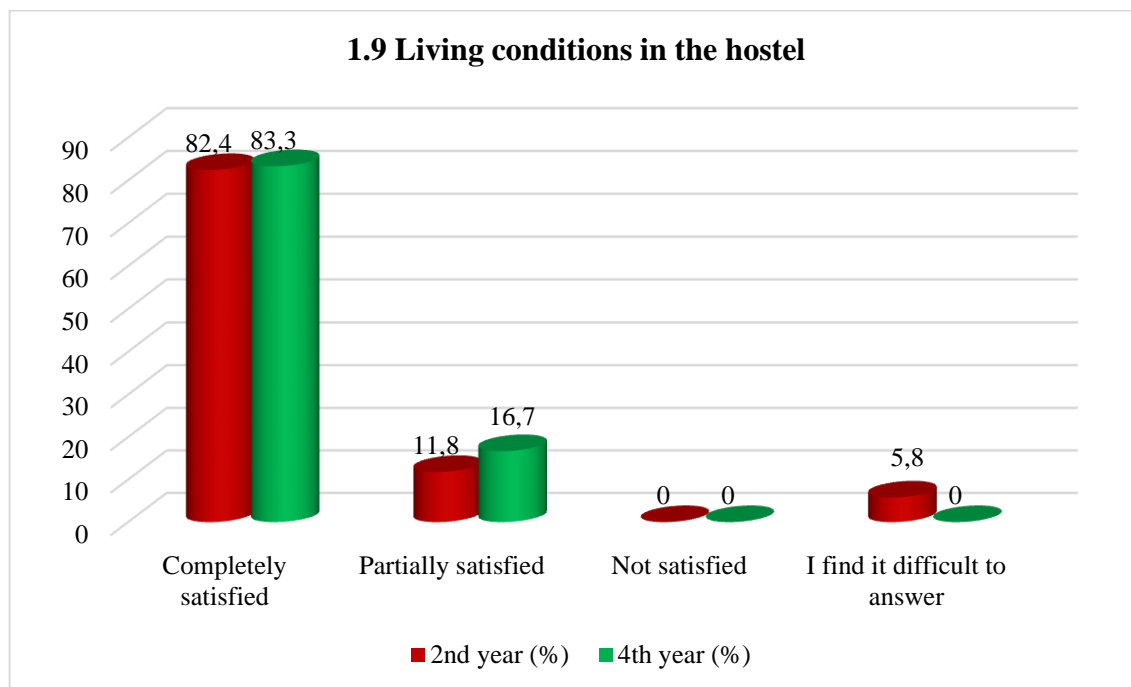
1.8 Possibility of access to full-text databases of scientific publications

| Answer options | 2nd year (%) | 4th year (%) |
|--------------------------------------|-------------------|-------------------|
| <i>Completely satisfied</i> | 94.2% (16 people) | 83.3% (10 people) |
| <i>Partially satisfied</i> | 5.8% (1 person) | 16.7% (2 people) |
| <i>Not satisfied</i> | - | - |
| <i>I find it difficult to answer</i> | - | - |



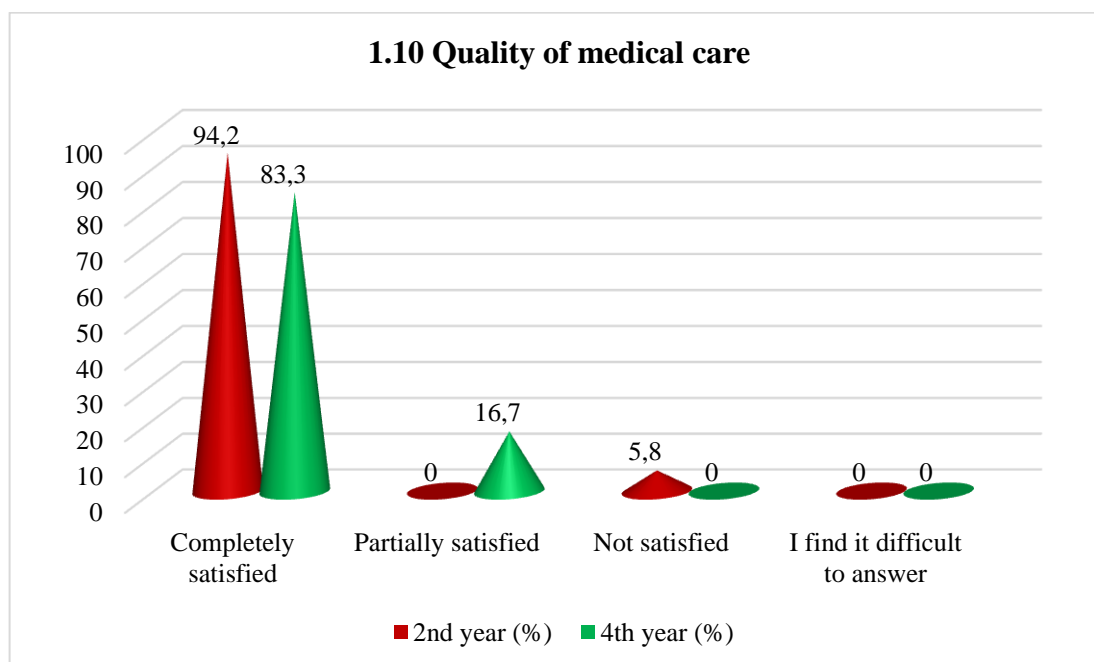
1.9 Living conditions in the hostel

| Answer options | 2nd year (%) | 4th year (%) |
|--------------------------------------|-------------------|-------------------|
| <i>Completely satisfied</i> | 82.4% (14 people) | 83.3% (10 people) |
| <i>Partially satisfied</i> | 11.8% (2 people) | 16.7% (2 people) |
| <i>Not satisfied</i> | - | - |
| <i>I find it difficult to answer</i> | 5.8% (1 person) | - |



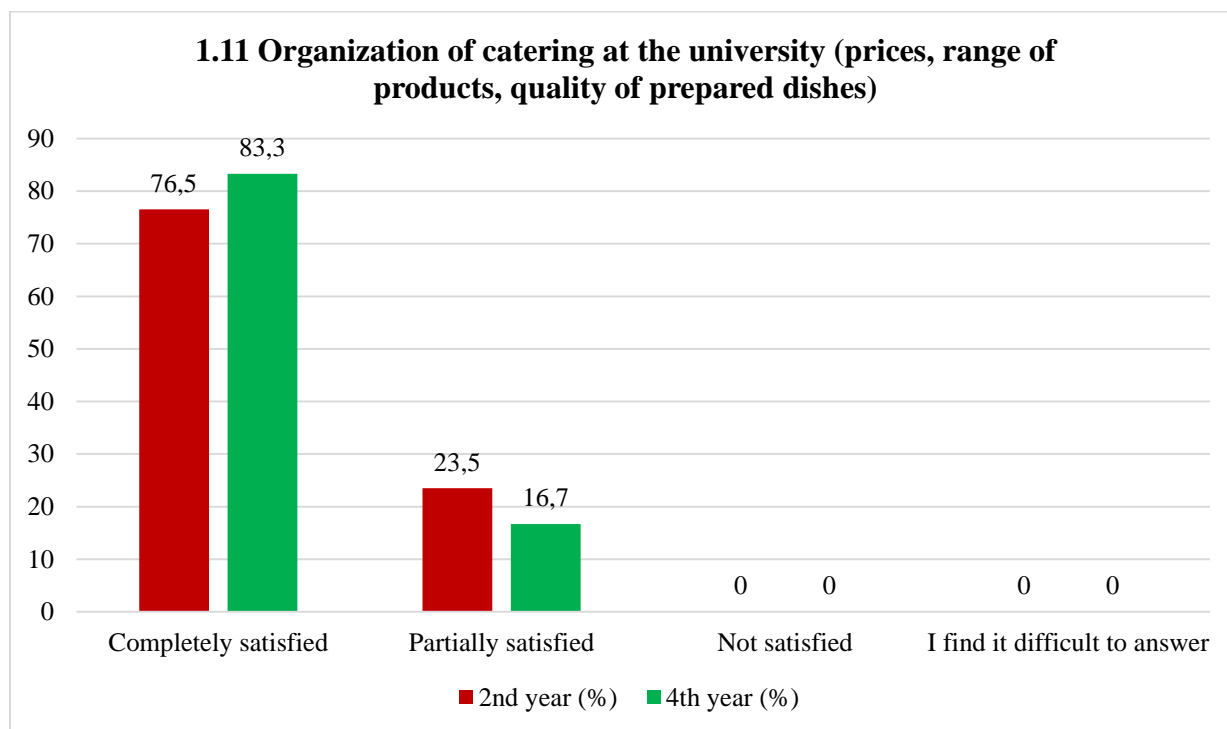
1.10 Quality of medical care

| Answer options | 2nd year (%) | 4th year (%) |
|--------------------------------------|-------------------|-------------------|
| <i>Completely satisfied</i> | 94.2% (16 people) | 83.3% (10 people) |
| <i>Partially satisfied</i> | - | 16.7% (2 people) |
| <i>Not satisfied</i> | 5.8% (1 person) | - |
| <i>I find it difficult to answer</i> | - | - |



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

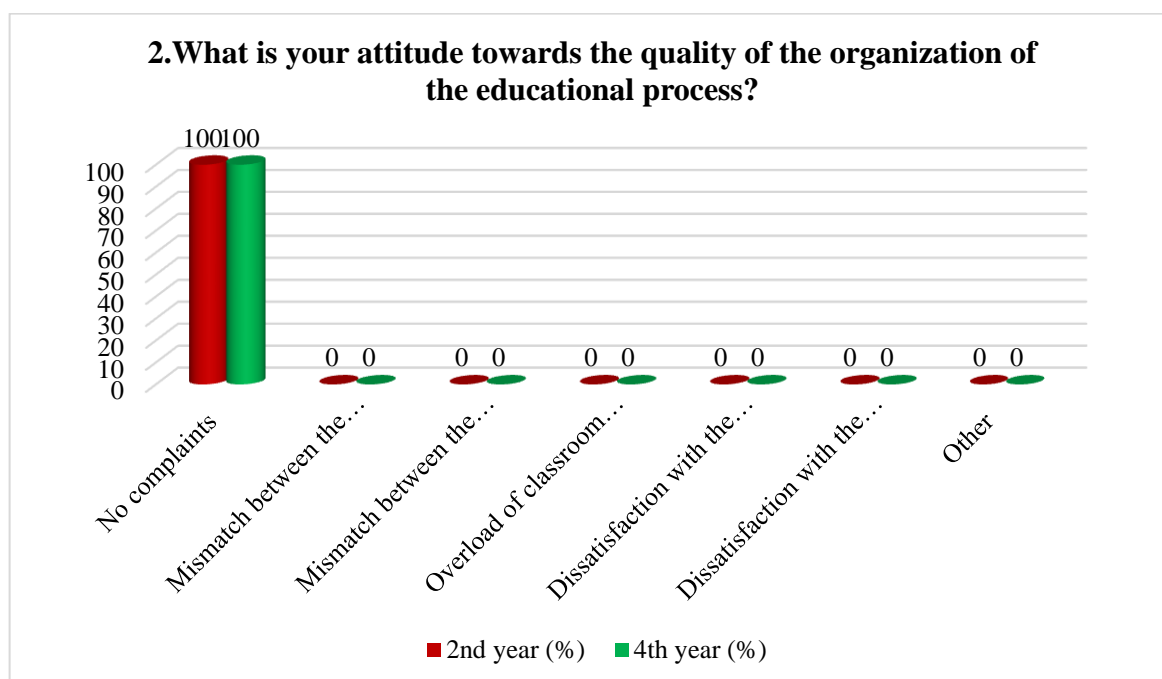
| Answer options | 2nd year (%) | 4th year (%) |
|--------------------------------------|-------------------|-------------------|
| <i>Completely satisfied</i> | 76.5% (13 people) | 83.3% (10 people) |
| <i>Partially satisfied</i> | 23.5% (4 people) | 16.7% (2 people) |
| <i>Not satisfied</i> | - | - |
| <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 .provided services» no answers.

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

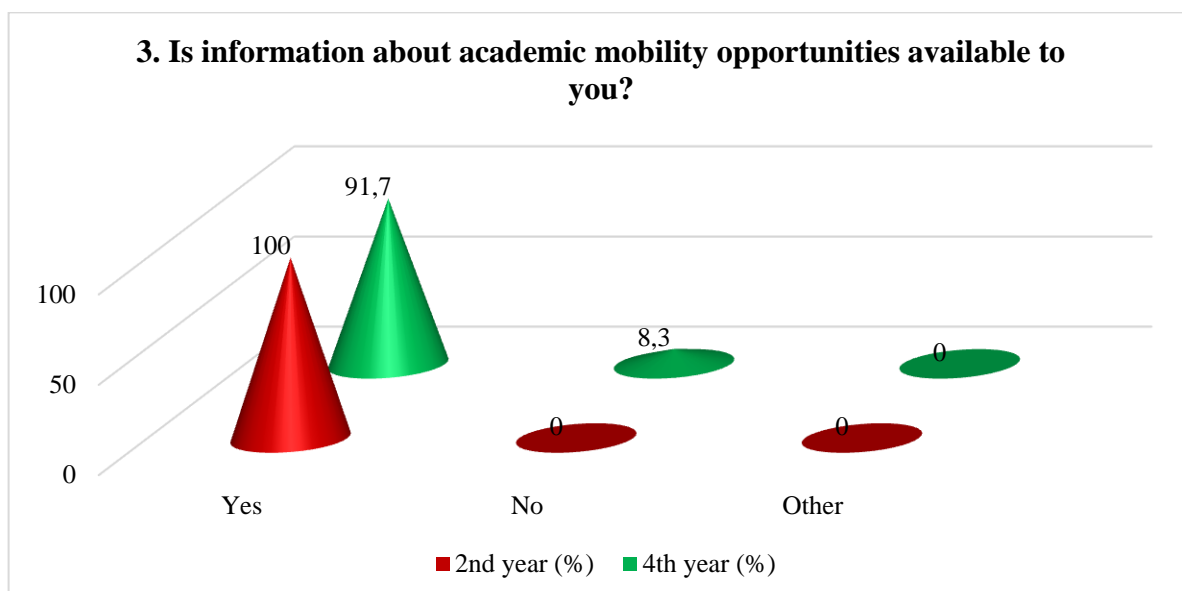
| Answer options | 2nd year (%) | 4th year (%) |
|---|------------------|------------------|
| <i>No complaints</i> | 100% (17 people) | 100% (12 people) |
| <i>Mismatch between the studied disciplines and the received specialty</i> | - | - |
| <i>Mismatch between the importance of the subject and the number of hours</i> | - | - |
| <i>Overload of classroom activities</i> | - | - |
| <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» no answers.

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

| Answer options | 2nd year (%) | 4th year (%) |
|----------------|------------------|-------------------|
| <i>Yes</i> | 100% (17 people) | 91.7% (11 people) |
| <i>No</i> | - | 8.3% (1 person) |
| <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 the student and the supervisor |
| 4.4 Between students and administration |

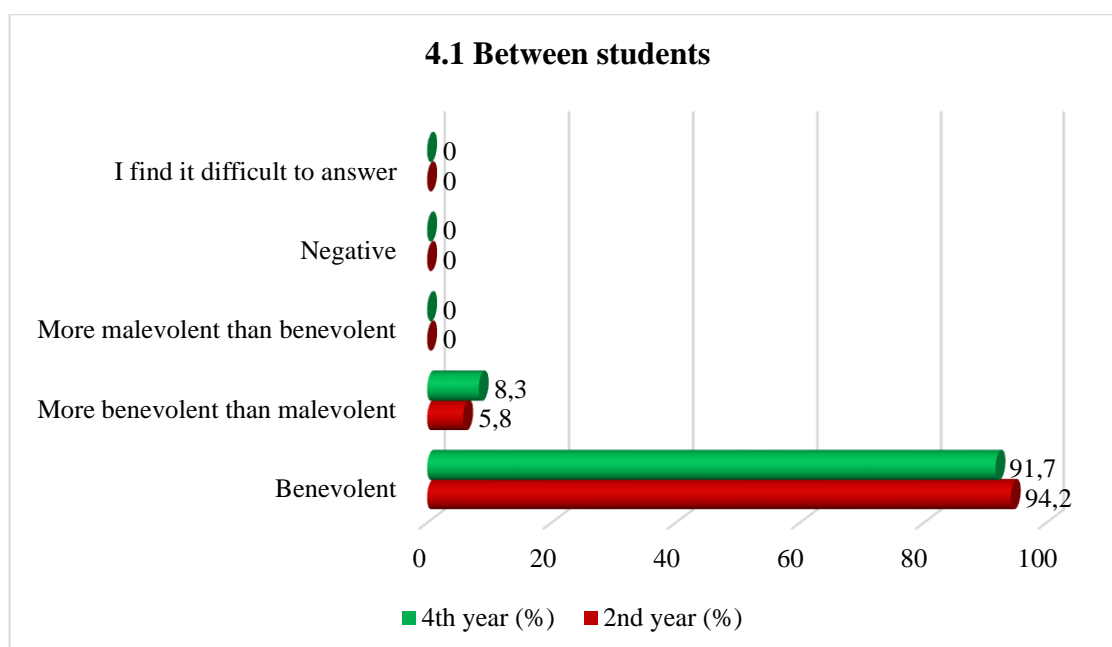
| |
|---|
| 4.5 Between students and department staff (library, student department, etc.) |
| 4.6 Between students and security service |

Other _____

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

4.1 Between students

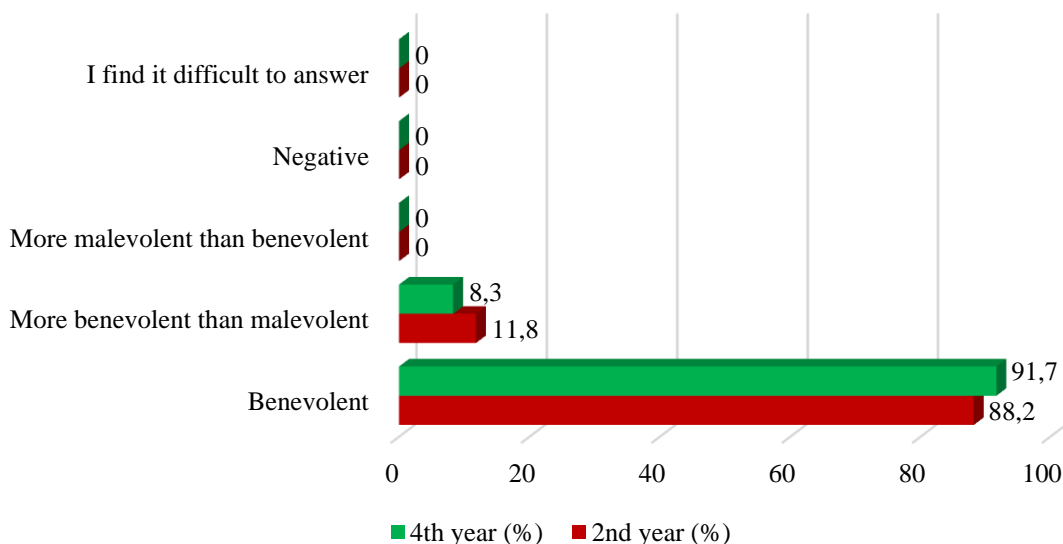
| Answer options | 2nd year (%) | 4th year (%) |
|---|-------------------|-------------------|
| <i>Benevolent</i> | 94.2% (16 people) | 91.7% (11 people) |
| <i>More benevolent than malevolent</i> | 5.8% (1 person) | 8.3% (1 person) |
| <i>More malevolent than benevolent</i> | - | - |
| <i>Negative</i> | - | - |
| <i>I find it difficult to answer</i> | - | - |



4.2 Between teachers and students (in the educational process)

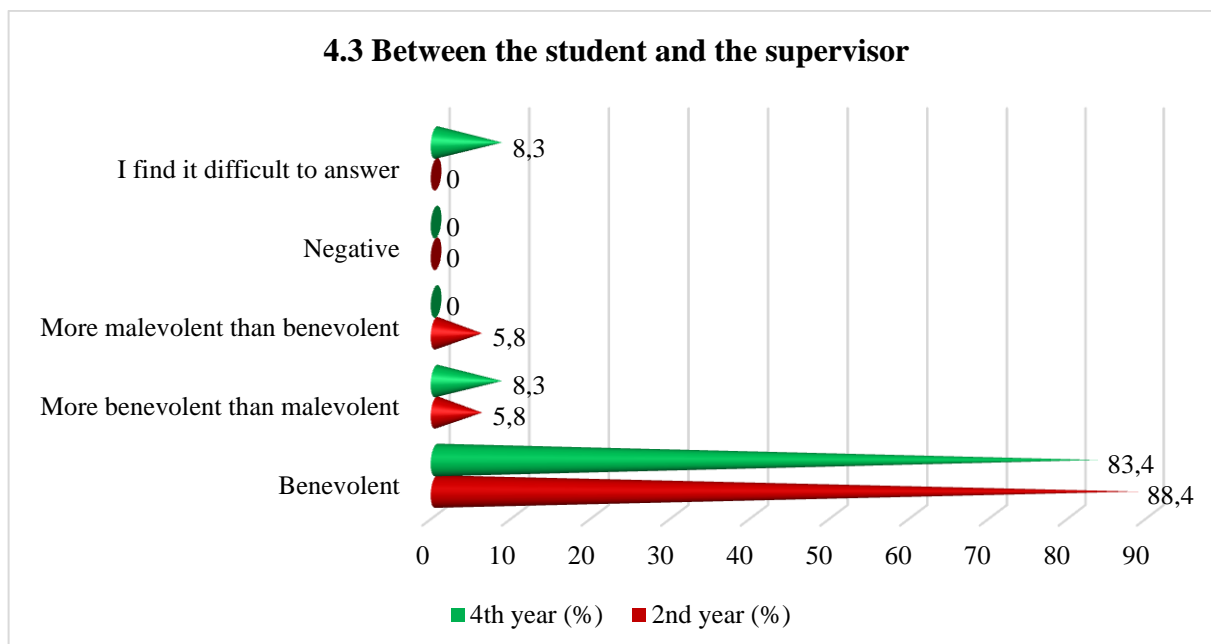
| Answer options | 2nd year (%) | 4th year (%) |
|---|-------------------|-------------------|
| <i>Benevolent</i> | 88.2% (15 people) | 91.7% (11 people) |
| <i>More benevolent than malevolent</i> | 11.8% (2 people) | 8.3% (1 person) |
| <i>More malevolent than benevolent</i> | - | - |
| <i>Negative</i> | - | - |
| <i>I find it difficult to answer</i> | - | - |

4.2 Between teachers and students (in the educational process)



4.3 Between the student and the supervisor

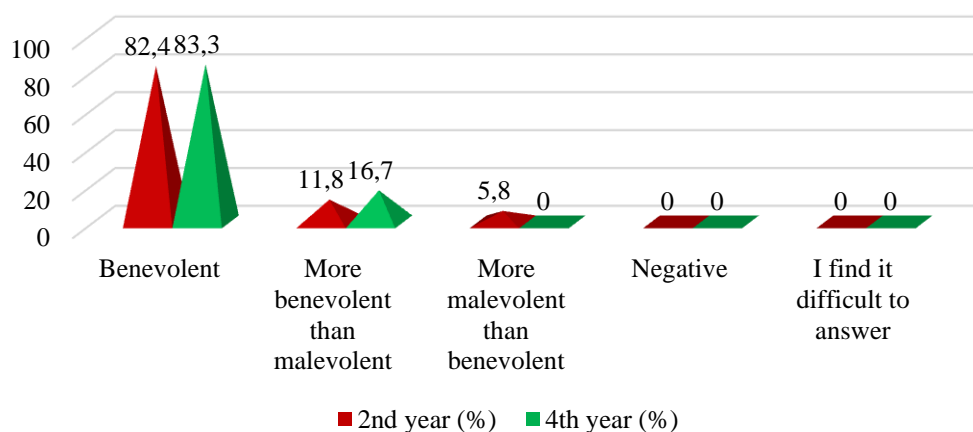
| Answer options | 2nd year (%) | 4th year (%) |
|---|-------------------|-------------------|
| <i>Benevolent</i> | 88.4% (15 people) | 83.4% (10 people) |
| <i>More benevolent than malevolent</i> | 5.8% (1 person) | 8.3% (1 person) |
| <i>More malevolent than benevolent</i> | 5.8% (1 person) | - |
| <i>Negative</i> | - | - |
| <i>I find it difficult to answer</i> | - | 8.3% (1 person) |



4.4 Between students and administration

| Answer options | 2nd year (%) | 4th year (%) |
|---|-------------------|-------------------|
| <i>Benevolent</i> | 82.4% (14 people) | 83.3% (10 people) |
| <i>More benevolent than malevolent</i> | 11.8% (2 people) | 16.7% (2 people) |
| <i>More malevolent than benevolent</i> | 5.8% (1 person) | - |
| <i>Negative</i> | - | - |
| <i>I find it difficult to answer</i> | - | - |

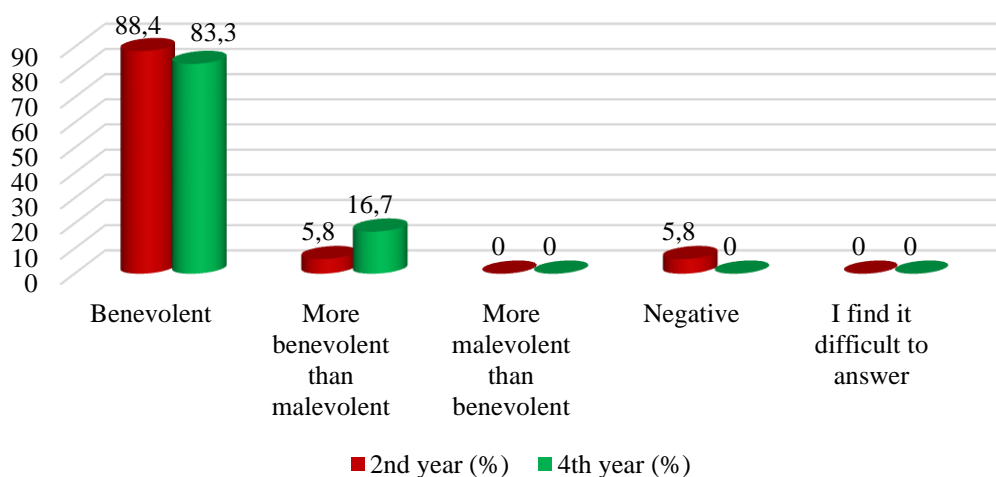
4.4 Between students and administration



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

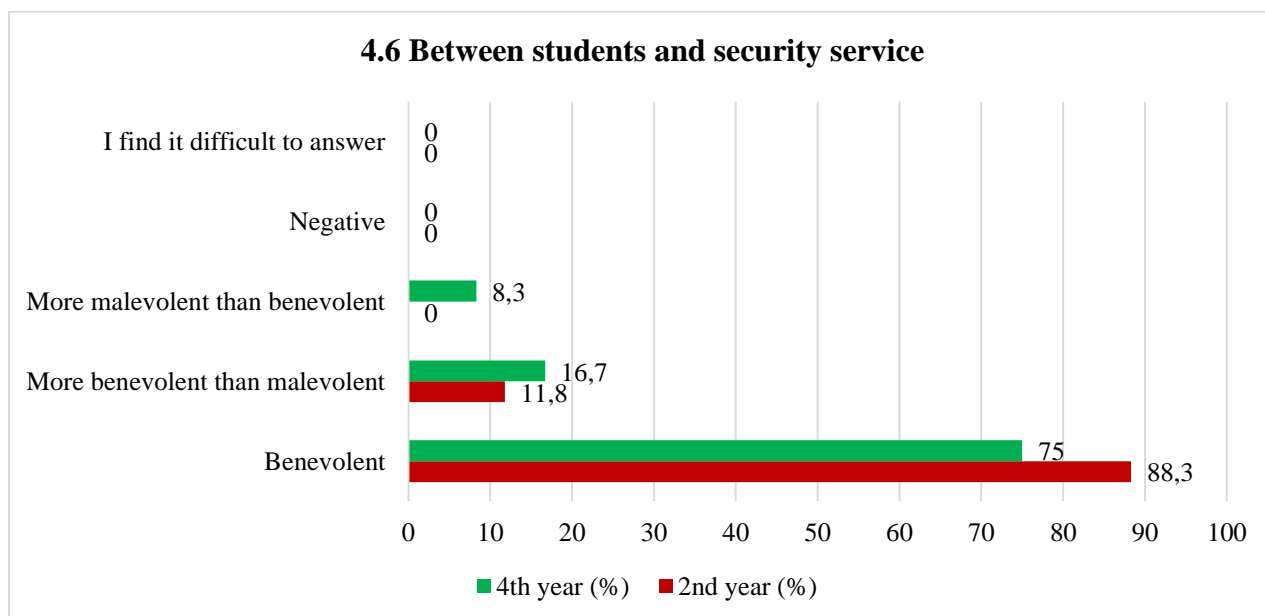
| Answer options | 2nd year (%) | 4th year (%) |
|---|-------------------|-------------------|
| <i>Benevolent</i> | 88.4% (14 people) | 83.3% (10 people) |
| <i>More benevolent than malevolent</i> | 5.8% (1 person) | 16.7% (2 people) |
| <i>More malevolent than benevolent</i> | - | - |
| <i>Negative</i> | 5.8% (1 person) | - |
| <i>I find it difficult to answer</i> | - | - |

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



4.6 Between students and security service

| Answer options | 2nd year (%) | 4th year (%) |
|---|-------------------|------------------|
| <i>Benevolent</i> | 88.3% (15 people) | 75% (9 people) |
| <i>More benevolent than malevolent</i> | 11.8% (2 people) | 16.7% (2 people) |
| <i>More malevolent than benevolent</i> | - | 8.3% (1 person) |
| <i>Negative</i> | - | - |
| <i>I find it difficult to answer</i> | - | - |

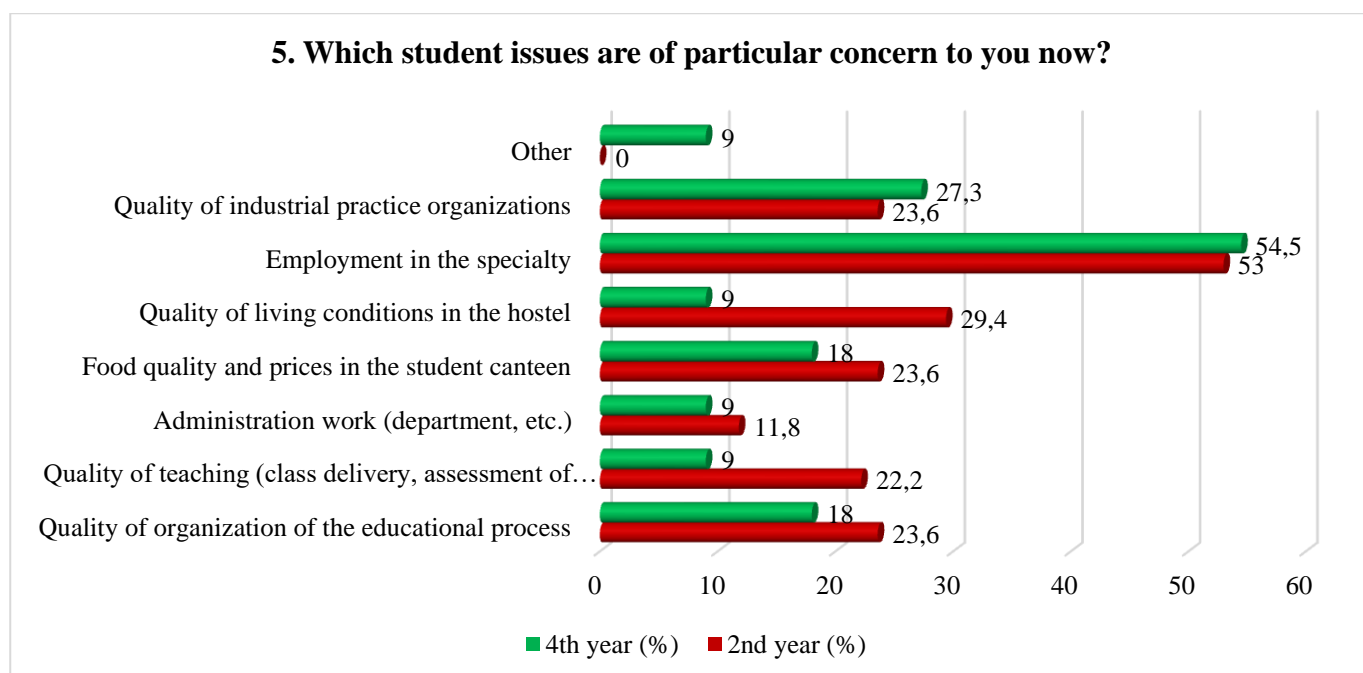


To the question “If you answered “Rather unfriendly than friendly” and “Negative” to the previous question, please provide recommendations for improvement.» no answers.

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

| Answer options | 2nd year (%) | 4th year (%) |
|--|------------------|------------------|
| <i>Quality of organization of the educational process</i> | 23.6% (4 people) | 18% (2 people) |
| <i>Quality of teaching (class delivery, assessment of knowledge, etc.)</i> | 22.2% (3 people) | 9% (1 person) |
| <i>Administration work (department, etc.)</i> | 11.8% (2 people) | 9% (1 person) |
| <i>Food quality and prices in the student canteen</i> | 23.6% (4 people) | 18% (2 people) |
| <i>Quality of living conditions in the hostel</i> | 29.4% (5 people) | 9% (1 person) |
| <i>Employment in the specialty</i> | 53% (9 people) | 54.5% (6 people) |
| <i>Quality of industrial practice organizations</i> | 23.6% (4 people) | 27.3% (3 people) |
| <i>Other</i> | - | 9% (2 people) |

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



For the option "**Other**" respondents (4th year) answered as follows:

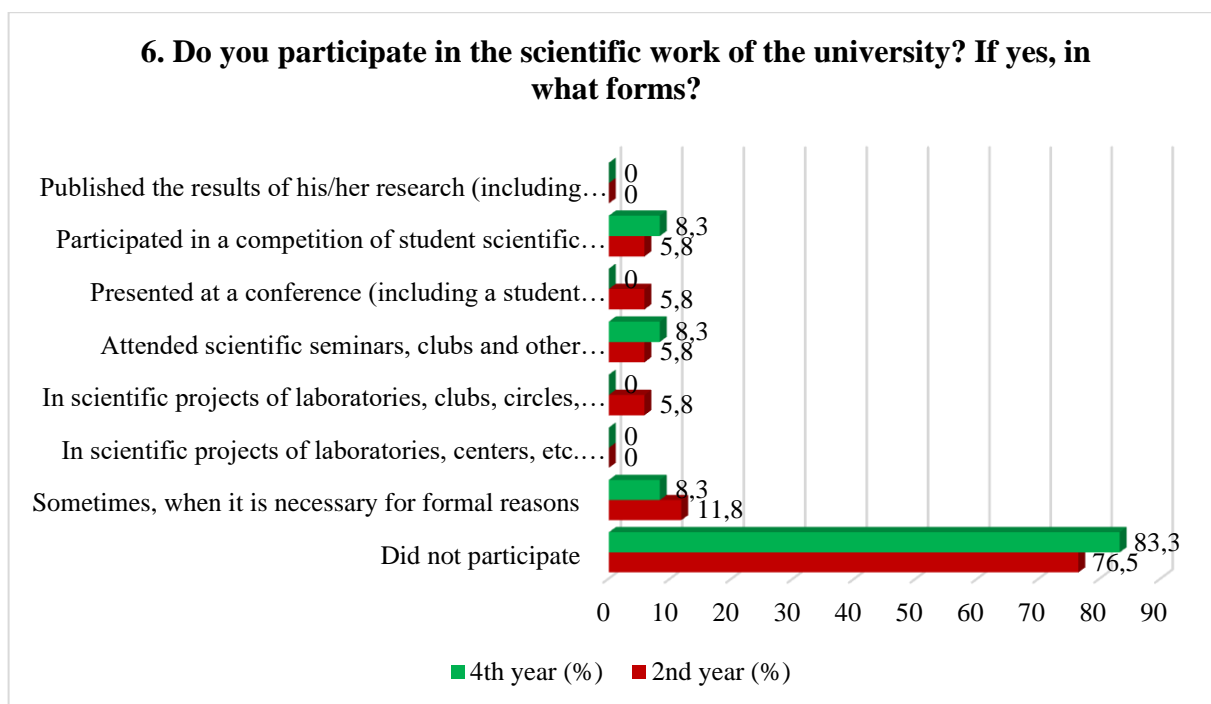
- Everything is fine
- Nothing

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

| Answer options | 2nd year (%) | 4th year (%) |
|--|-------------------|-------------------|
| <i>Did not participate</i> | 76.5% (13 people) | 83.3% (10 people) |
| <i>Sometimes, when it is necessary for formal reasons</i> | 11.8% (2 people) | 8.3% (1 person) |
| <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> | 5.8% (1 person) | - |
| <i>Attended scientific seminars, clubs and other scientific events</i> | 5.8% (1 person) | 8.3% (1 person) |
| <i>Presented at a conference (including a student conference), scientific seminar)</i> | 5.8% (1 person) | - |
| <i>Participated in a competition of student scientific papers</i> | 5.8% (1 person) | 8.3% (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

To the question "**If you answered "Did not participate" to the previous question, please write why**» no answers.

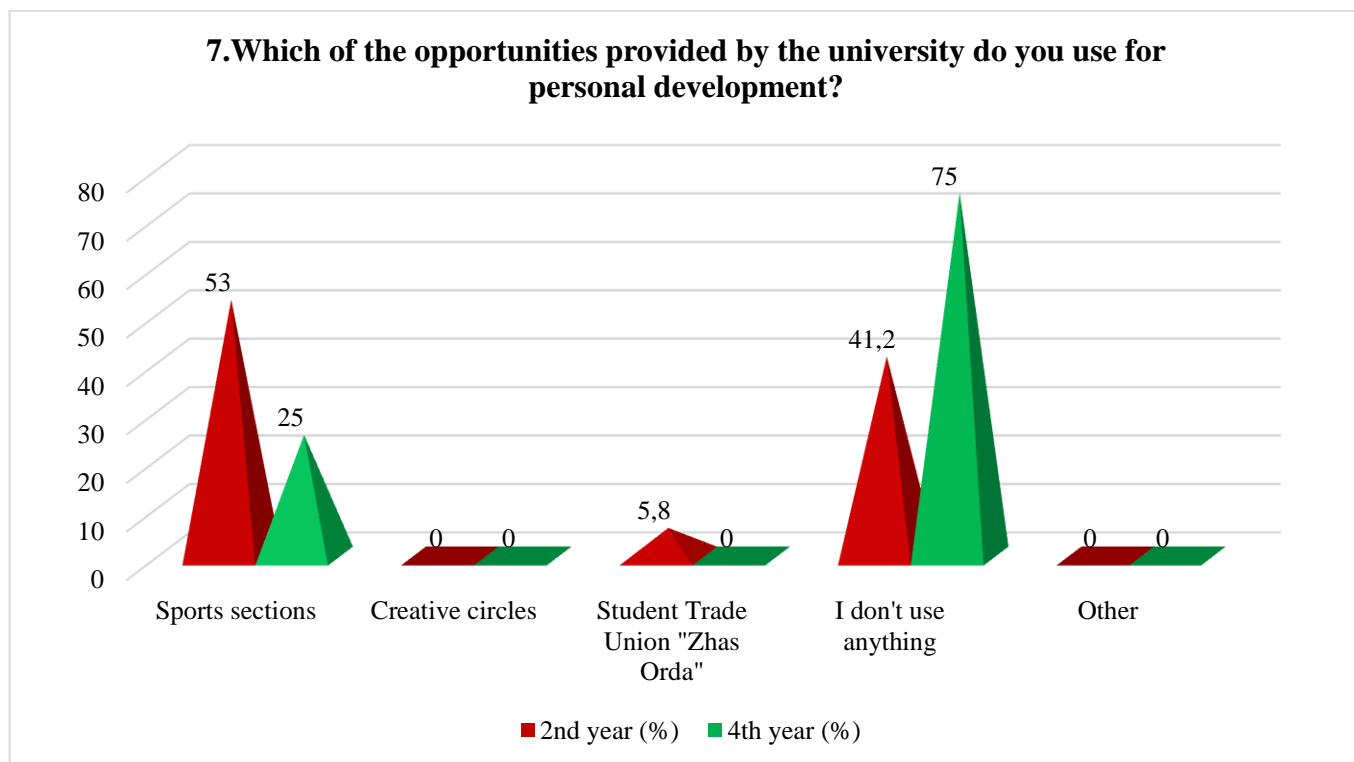


To the question "**If you answered "Did not participate" to the previous question, please write why**.» Students (4th year) indicated the following options:

- I didn't want to.

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

| Answer options | 2nd year (%) | 4th year (%) |
|--|------------------|----------------|
| <i>Sports sections</i> | 53% (9 people) | 25% (3 people) |
| <i>Creative circles</i> | - | - |
| <i>Student Trade Union "Zhas Orda"</i> | 5.8% (1 person) | - |
| <i>I don't use anything</i> | 41.2% (7 people) | 75% (9 people) |
| <i>Other</i> | - | - |



To the question "**If you answered 'I don't use anything' to the previous question, please write why**" Students (4th year) indicated the following options:

- I'm not interested.
- Don't know

8. How 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 Modernity of software |
| 8.5 Availability of educational and scientific equipment |
| 8.6 Availability of laboratories and specialized classrooms |
| 8.7 Availability of sports equipment |

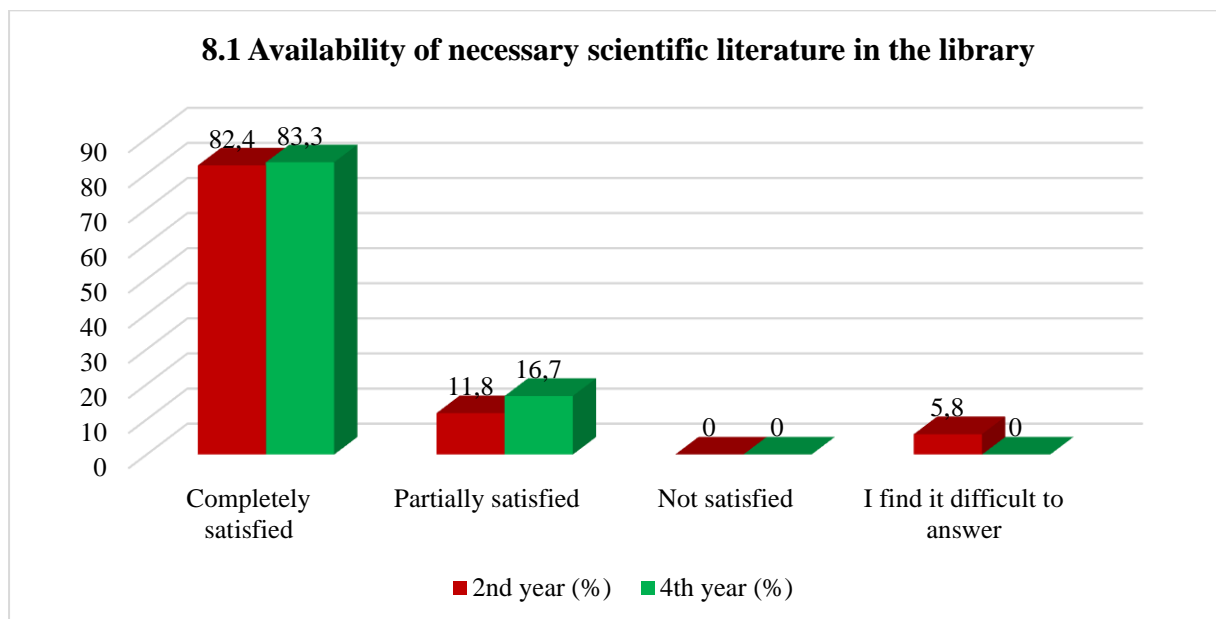
Other _____

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

8.1 Availability of necessary scientific literature in the library

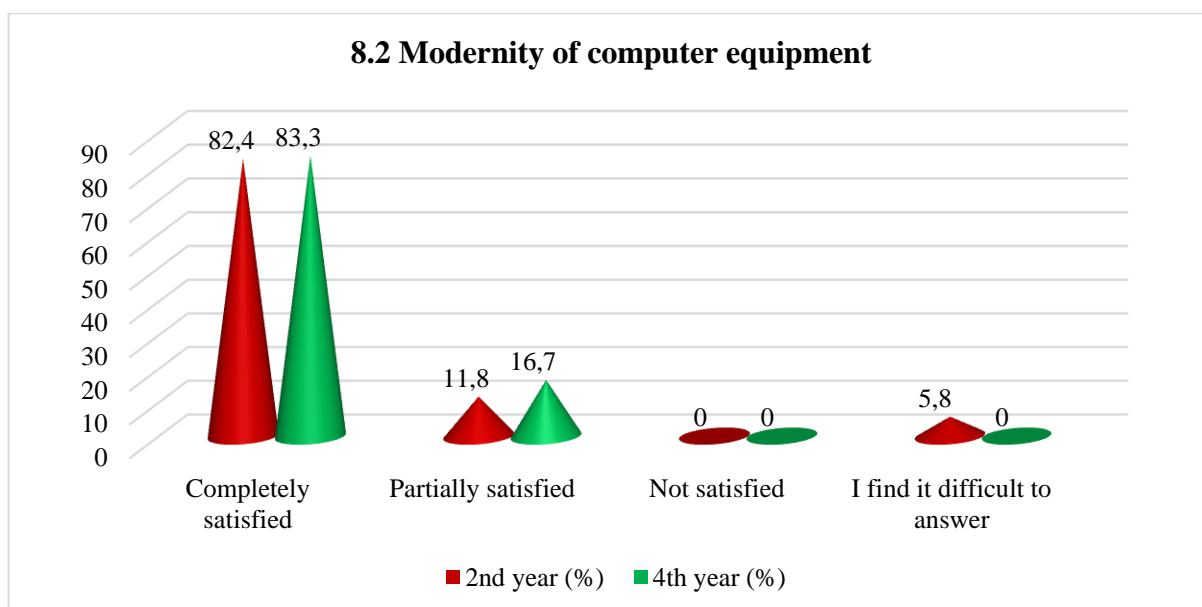
| Answer options | 2nd year (%) | 4th year (%) |
|-----------------------------|-------------------|-------------------|
| <i>Completely satisfied</i> | 82.4% (14 people) | 83.3% (10 people) |

| | | |
|--------------------------------------|------------------|------------------|
| <i>Partially satisfied</i> | 11.8% (2 people) | 16.7% (2 people) |
| <i>Not satisfied</i> | - | - |
| <i>I find it difficult to answer</i> | 5.8% (1 person) | - |



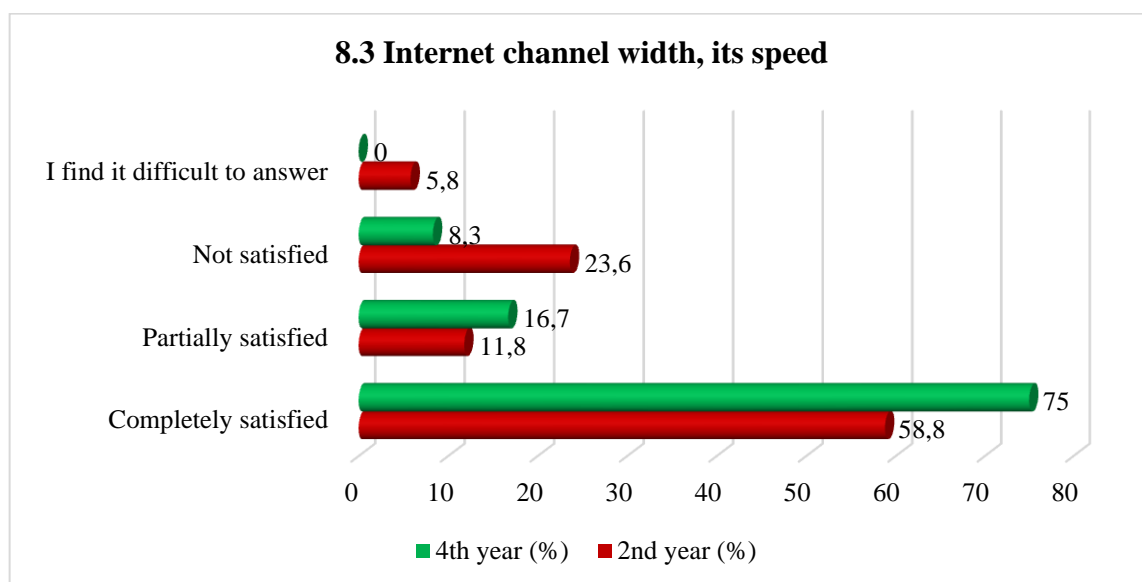
8.2 Modernity of computer equipment

| Answer options | 2nd year (%) | 4th year (%) |
|--------------------------------------|-------------------|-------------------|
| <i>Completely satisfied</i> | 82.4% (14 people) | 83.3% (10 people) |
| <i>Partially satisfied</i> | 11.8% (2 people) | 16.7% (2 people) |
| <i>Not satisfied</i> | - | - |
| <i>I find it difficult to answer</i> | 5.8% (1 person) | - |



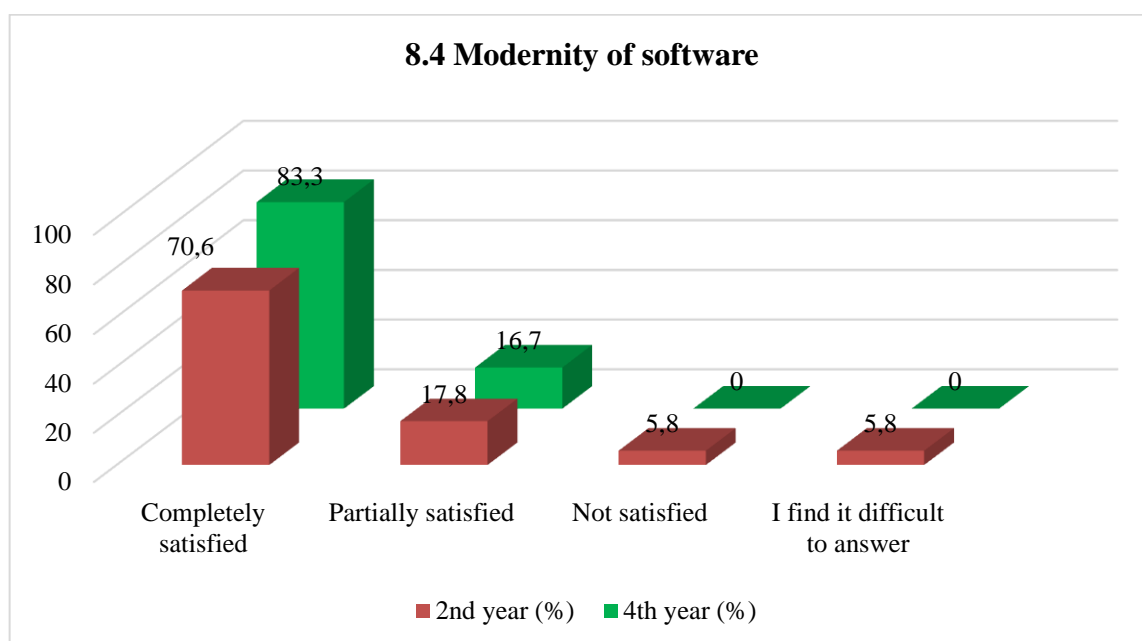
8.3 Internet channel width, its speed

| Answer options | 2nd year (%) | 4th year (%) |
|--------------------------------------|-------------------|------------------|
| <i>Completely satisfied</i> | 58.8% (10 people) | 75% (9 people) |
| <i>Partially satisfied</i> | 11.8% (2 people) | 16.7% (2 people) |
| <i>Not satisfied</i> | 23.6% (4 people) | 8.3% (1 person) |
| <i>I find it difficult to answer</i> | 5.8% (1 person) | - |



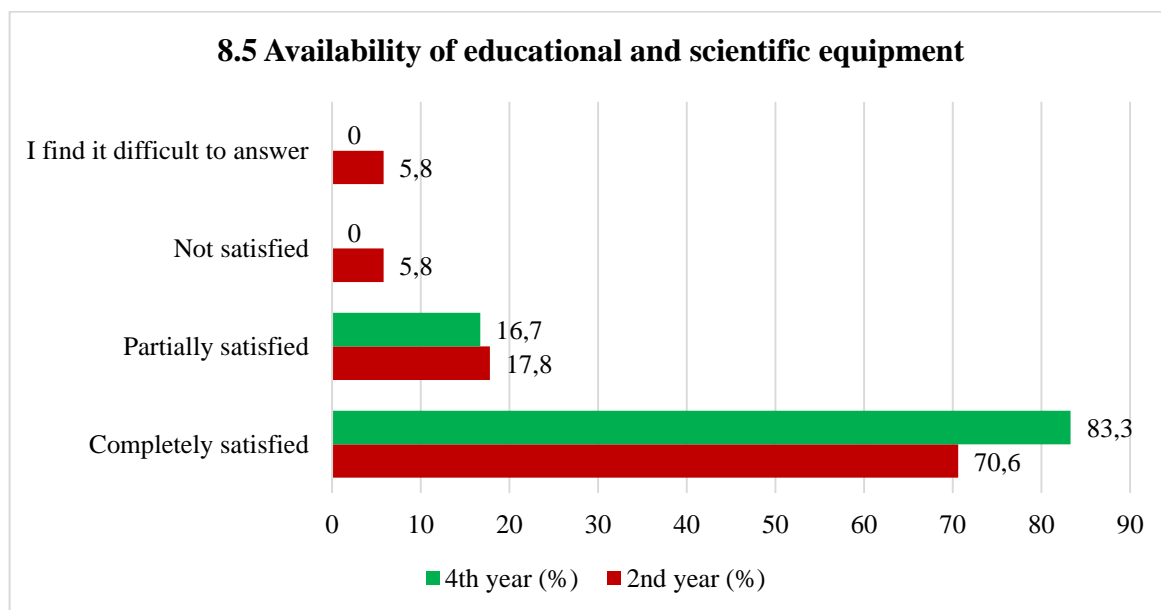
8.4 Modernity of software

| Answer options | 2nd year (%) | 4th year (%) |
|--------------------------------------|-------------------|-------------------|
| <i>Completely satisfied</i> | 70.6% (12 people) | 83.3% (10 people) |
| <i>Partially satisfied</i> | 17.8% (3 people) | 16.7% (2 people) |
| <i>Not satisfied</i> | 5.8% (1 person) | - |
| <i>I find it difficult to answer</i> | 5.8% (1 person) | - |



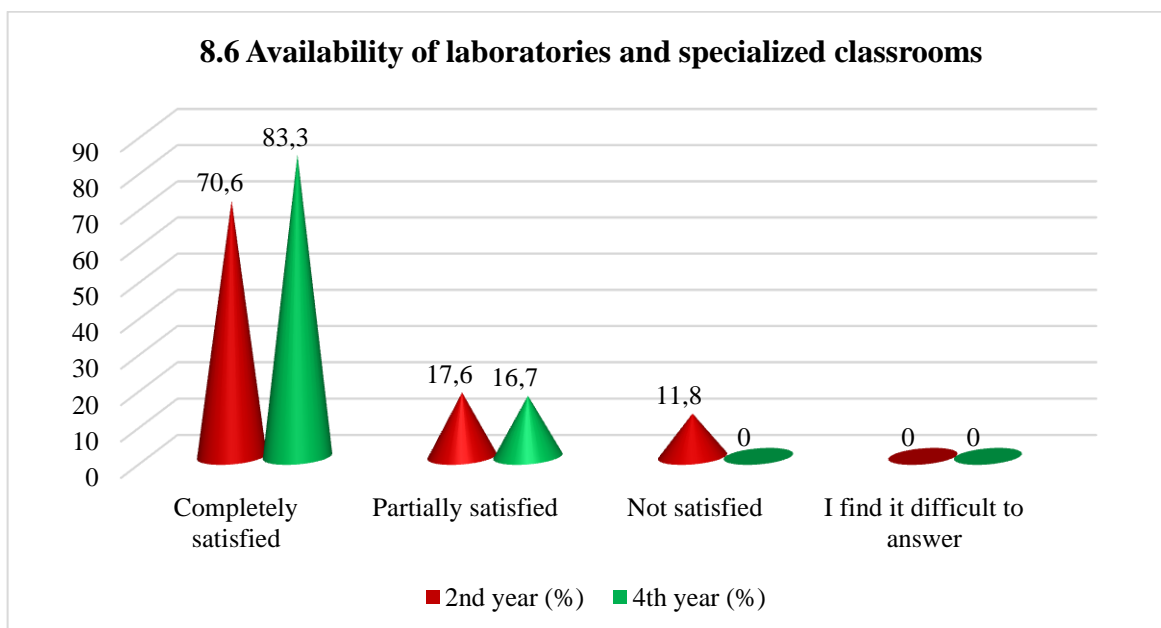
8.5 Availability of educational and scientific equipment

| Answer options | 2nd year (%) | 4th year (%) |
|--------------------------------------|-------------------|-------------------|
| <i>Completely satisfied</i> | 70.6% (12 people) | 83.3% (10 people) |
| <i>Partially satisfied</i> | 17.8% (3 people) | 16.7% (2 people) |
| <i>Not satisfied</i> | 5.8% (1 person) | - |
| <i>I find it difficult to answer</i> | 5.8% (1 person) | - |



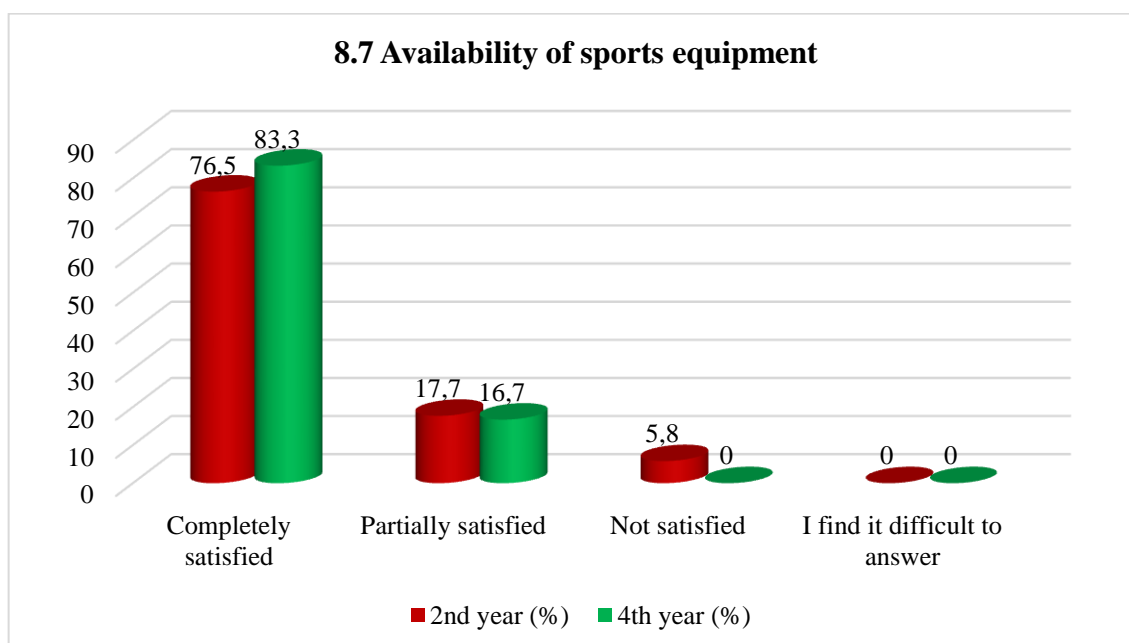
8.6 Availability of laboratories and specialized classrooms

| Answer options | 2nd year (%) | 4th year (%) |
|--------------------------------------|-------------------|-------------------|
| <i>Completely satisfied</i> | 70.6% (12 people) | 83.3% (10 people) |
| <i>Partially satisfied</i> | 17.6% (3 people) | 16.7% (2 people) |
| <i>Not satisfied</i> | 11.8% (2 people) | - |
| <i>I find it difficult to answer</i> | - | - |



8.7 Availability of sports equipment

| Answer options | 2nd year (%) | 4th year (%) |
|--------------------------------------|-------------------|-------------------|
| <i>Completely satisfied</i> | 76.5% (13 people) | 83.3% (10 people) |
| <i>Partially satisfied</i> | 17.7% (3 people) | 16.7% (2 people) |
| <i>Not satisfied</i> | 5.8% (1 person) | - |
| <i>I find it difficult to answer</i> | - | - |

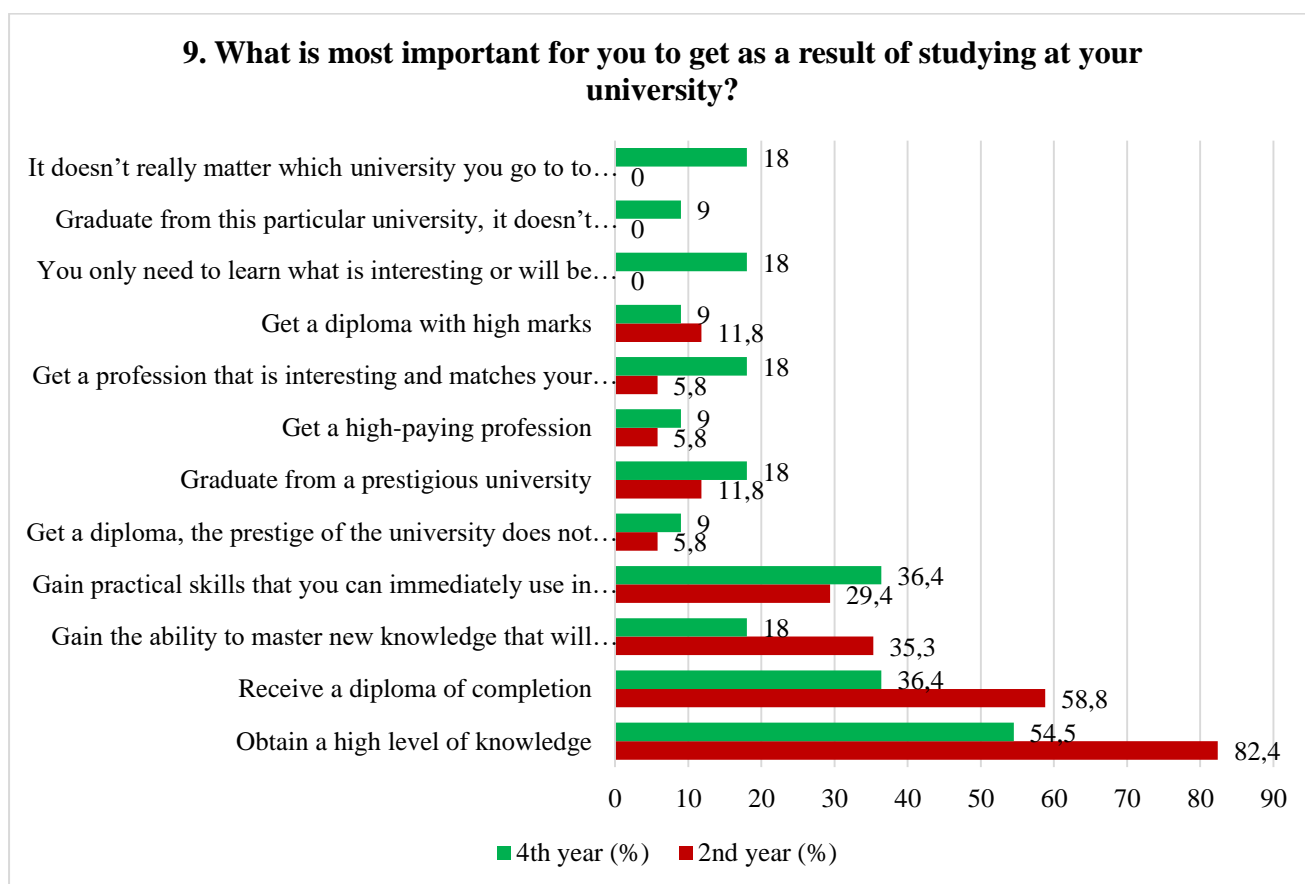


To the question "If you answered "Not satisfied" to the previous question, please provide recommendations for improvement» no answers.

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 (%) | 4th year (%) |
|---|-------------------|------------------|
| <i>Obtain a high level of knowledge</i> | 82.4% (14 people) | 54.5% (6 people) |
| <i>Receive a diploma of completion</i> | 58.8% (10 people) | 36.4% (4 people) |
| <i>Gain the ability to master new knowledge that will help you quickly adapt to the workplace</i> | 35.3% (6 people) | 18% (2 people) |
| <i>Gain practical skills that you can immediately use in your work</i> | 29.4% (5 people) | 36.4% (4 people) |
| <i>Get a diploma, the prestige of the university does not matter</i> | 5.8% (1 person) | 9% (1 person) |
| <i>Graduate from a prestigious university</i> | 11.8% (2 people) | 18% (2 people) |
| <i>Get a high-paying profession</i> | 5.8% (1 person) | 9% (1 person) |
| <i>Get a profession that is interesting and matches your abilities</i> | 5.8% (1 person) | 18% (2 people) |
| <i>Get a diploma with high marks</i> | 11.8% (2 people) | 9% (1 person) |
| <i>You only need to learn what is interesting or will be needed in your future studies (work)</i> | - | 18% (2 people) |
| <i>Graduate from this particular university, it doesn't matter what specialty</i> | - | 9% (1 person) |
| <i>It doesn't really matter which university you go to to get this specialty.</i> | - | 18% (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 “Transport construction» (100%) expressed complete satisfaction with the learning process as a whole. For convenience of analysis, let us consider aspects according to the following levels of satisfaction:

Students rated the following criteria as “excellent quality” (satisfaction rates above 80%), reporting complete or partial satisfaction:

- class schedule (87%);
- organization of independent work (100%);
- quality of internship (100%);
- organization and implementation of the IWS (96%);
- organization and implementation of laboratory work (100%)
- satisfaction with the library’s work (97%);
- the ability to access full-text databases of scientific publications (100%);
- living conditions in the hostel (97%);
- quality of medical care (97%);
- organization of meals at the university (100%).

The survey results demonstrate a high level of student satisfaction with the educational process. These data indicate the high quality of the educational environment and the effectiveness of the university.

All 2nd year students are aware of the opportunities for academic mobility (100%), among 4th year students–91.7%, indicating a high level of information availability among students. However, the remaining 8.3% of students noted that they do not have access to

information, which may indicate the need to improve communication and information channels.

Assessments of relationships at the university show generally positive dynamics.

The greatest concerns of students are employment in their specialty and the quality of food in the canteen, including high prices. Problems with the organization of the educational process and the quality of teaching also remain relevant for students, especially in the 2nd year.

76.5% of 2nd year students and 83.3% of 4th year students do not participate in the university's scientific work. The reasons for this were not given.

In addition, 41.2% of second-year students and 75% of fourth-year students do not use university opportunities for personal development, such as sports sections, creative clubs, and the student union. The main reasons why students do not participate in these activities include lack of interest and ignorance of such opportunities.

The university's material resources generally satisfy students, with the greatest satisfaction in such aspects as the availability of necessary scientific literature in the library, educational and scientific equipment, and the availability of laboratories and specialized classrooms. For most students, these issues do not cause any comments, although some note partial satisfaction in matters of Internet channel width and speed and the modernity of software.

In terms of the more important learning outcome, the main priority for 2nd year students is to obtain a high level of knowledge, as well as to obtain a diploma upon completion. 4th year students also value knowledge, but are more focused on obtaining a diploma, as well as developing the ability to master new knowledge and adapt to the workplace.

The survey revealed that the university needs to improve the organization of the educational process and increase opportunities for students to participate in scientific and extracurricular activities.

Overall satisfaction of students in the specialty "Transport construction» educational services is 96.4%, 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.