

Report
on the results of the survey
“Satisfaction of 2-5 year students with educational services”
in 2024-2025 academic year
Department: Building Materials and Technology
Specialty: 6B07307 Engineering Systems of Buildings and 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 6B07307 "Engineering Systems of Buildings and Structures", 25 respondents out of 36 took part in the survey, which is 69.4% of the total number of students in this specialty.

- 2 year – 15 students (71.4%);
- 3 year – 10 students (28.6%);

Mode of training

- Budget – 20 students (80%);
- Paid – 5 students (20%).

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

Indicators:

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

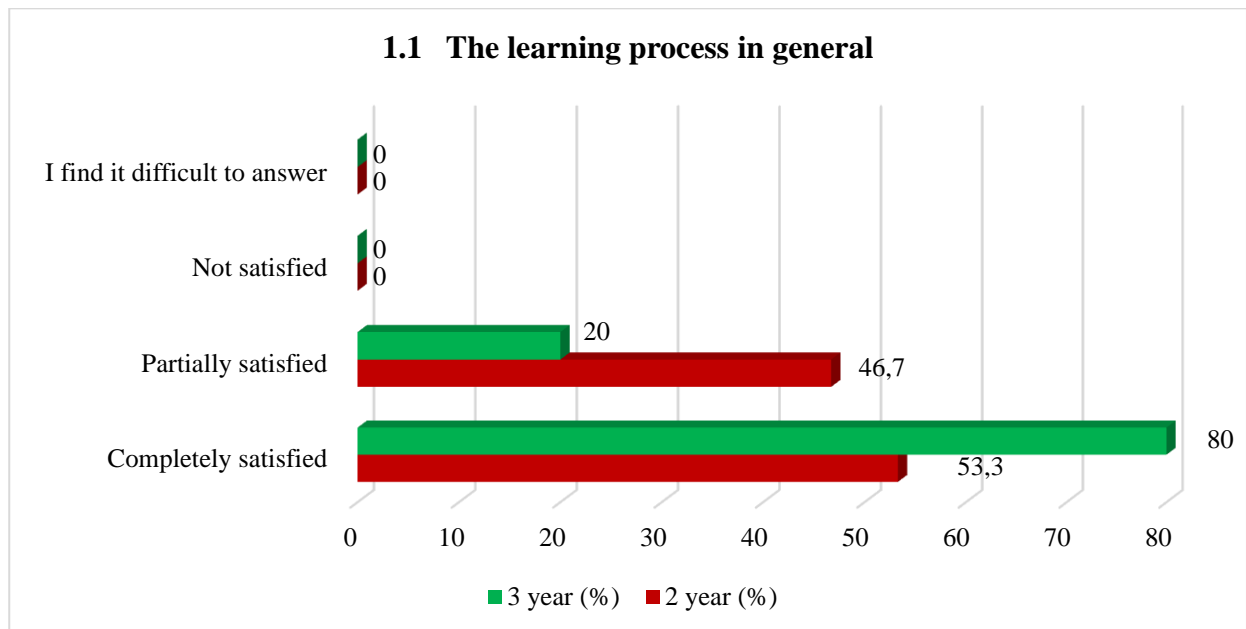
1.1 The learning process in general
1.2 Class schedule
1.3 Organization of independent work
1.4 Practices
1.5 Organizing and conducting SIWT
1.6 Organizing and conducting laboratory work
1.7 Satisfaction with the library work
1.8 Possibility of access to full-text databases of scientific publications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

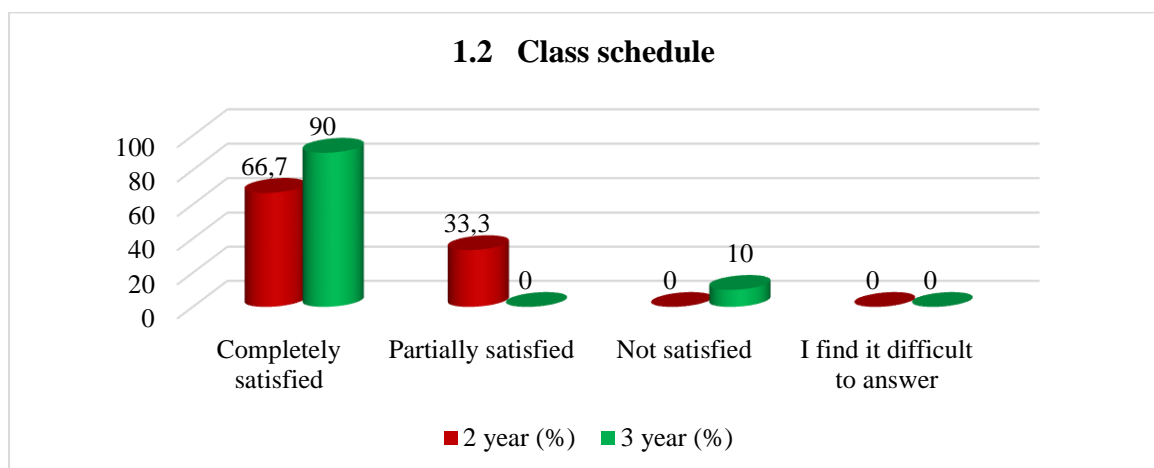
1.1 The learning process in general

Answer options	2 year (%)	3 year (%)
<i>Completely satisfied</i>	53,3% (8 prs.)	80% (8 prs.)
<i>Partially satisfied</i>	46,7% (7 prs.)	20% (2 prs.)
<i>Not satisfied</i>	-	-
<i>I find it difficult to answer</i>	-	-



1.2 Class schedule

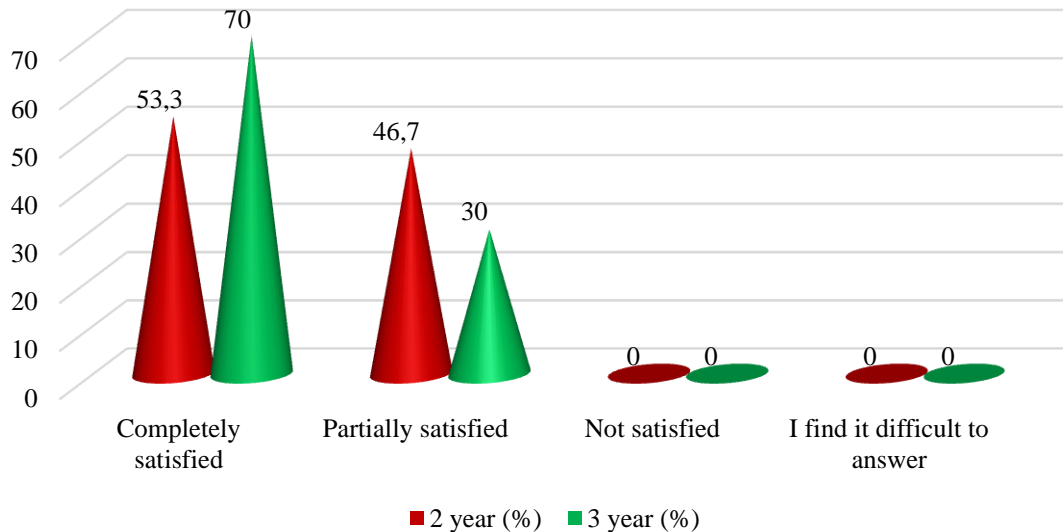
Answer options	2 year (%)	3 year (%)
<i>Completely satisfied</i>	66,7% (10 prs.)	90% (9 prs.)
<i>Partially satisfied</i>	33,3% (5 prs.)	-
<i>Not satisfied</i>	-	10% (1 prs.)
<i>I find it difficult to answer</i>	-	-



1.3 Organization of independent work

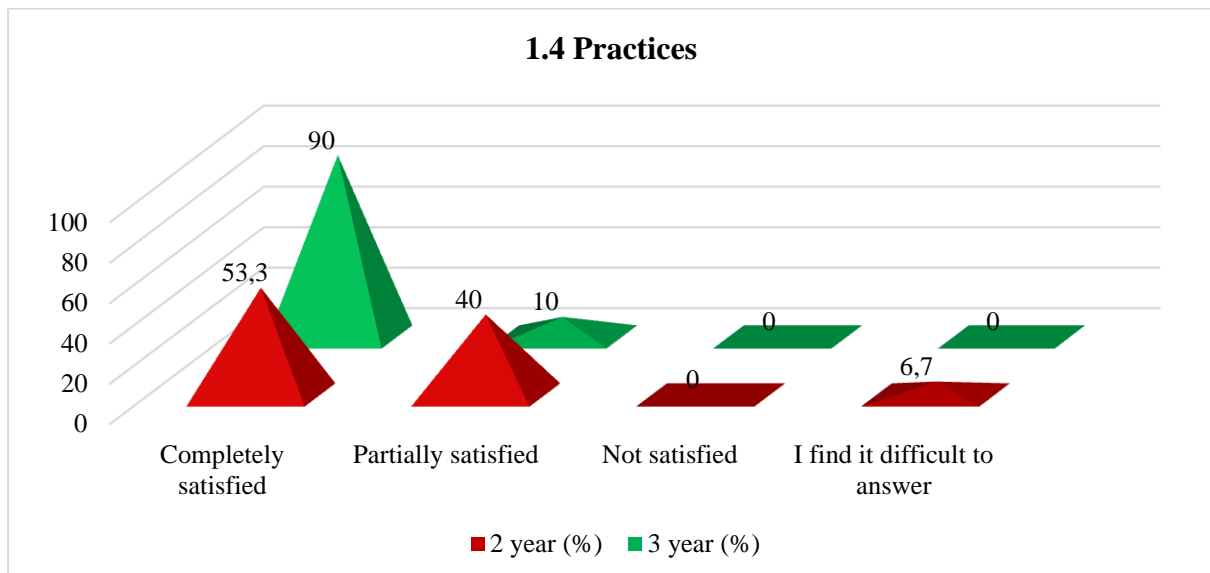
Answer options	2 year (%)	3 year (%)
<i>Completely satisfied</i>	53,3% (8 prs.)	70% (7 prs.)
<i>Partially satisfied</i>	46,7% (7 prs.)	30% (3 prs.)
<i>Not satisfied</i>	-	-
<i>I find it difficult to answer</i>	-	-

1.3 Organization of independent work



1.4 Practices

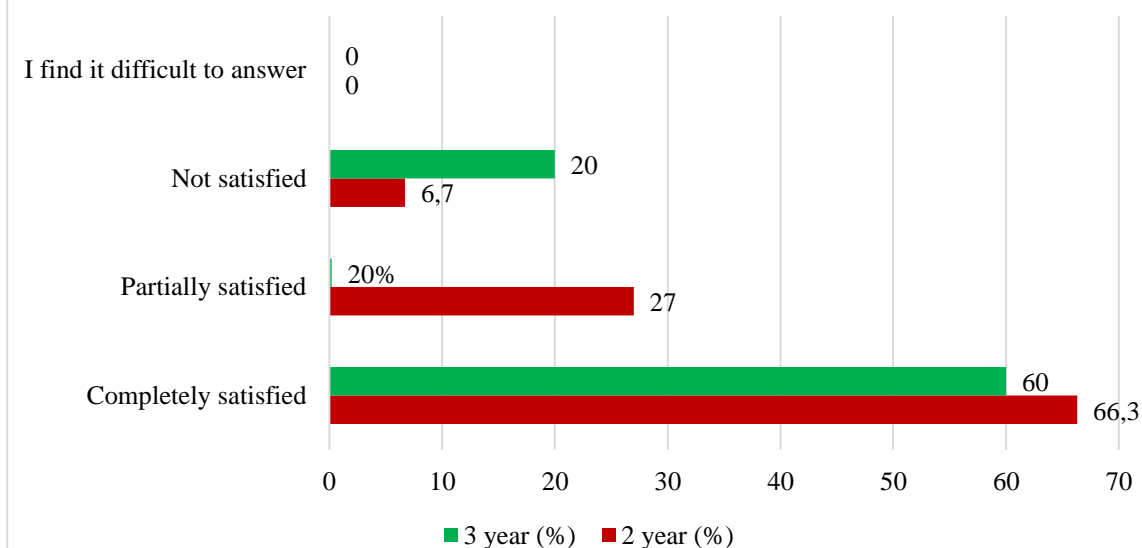
Answer options	2 year (%)	3 year (%)
<i>Completely satisfied</i>	53,3% (8 prs.)	90% (9 prs.)
<i>Partially satisfied</i>	40% (6 prs.)	10% (1 prs.)
<i>Not satisfied</i>	-	-
<i>I find it difficult to answer</i>	6,7% (1 prs.)	-



1.5 Organizing and conducting SIWT

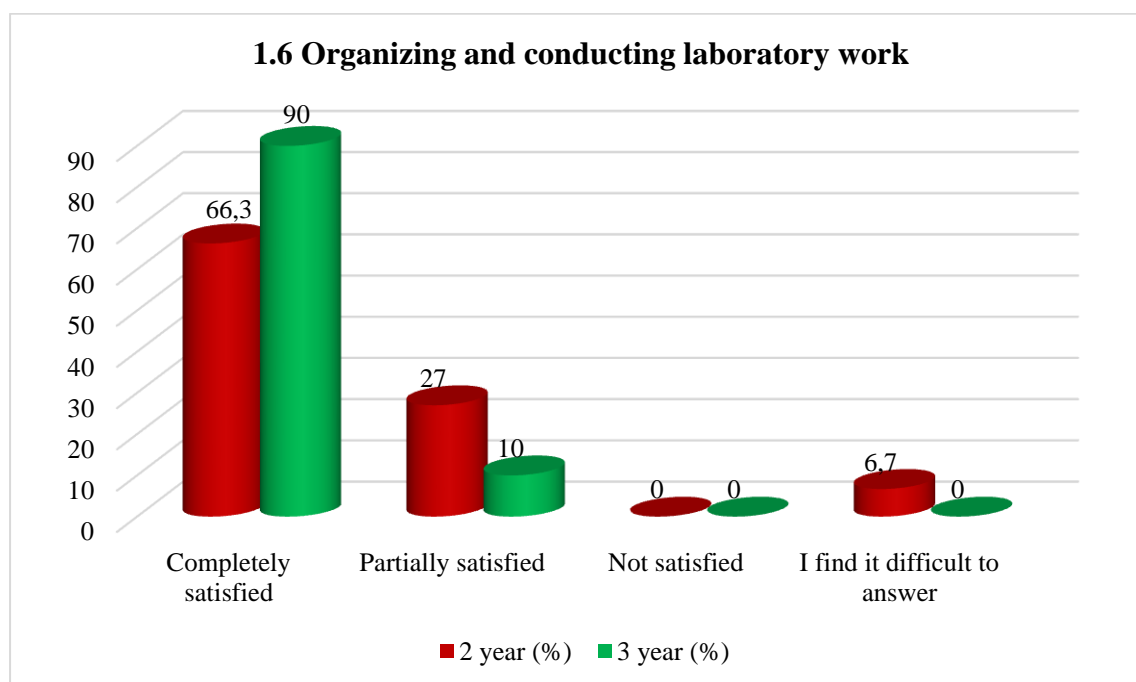
Answer options	2 year (%)	3 year (%)
<i>Completely satisfied</i>	66,3% (10 prs.)	60% (6 prs.)
<i>Partially satisfied</i>	27% (4 prs.)	20% (2 prs.)
<i>Not satisfied</i>	6,7% (1 prs.)	20% (2 prs.)
<i>I find it difficult to answer</i>	-	-

1.5 Organizing and conducting SIWT



1.6 Organizing and conducting laboratory work

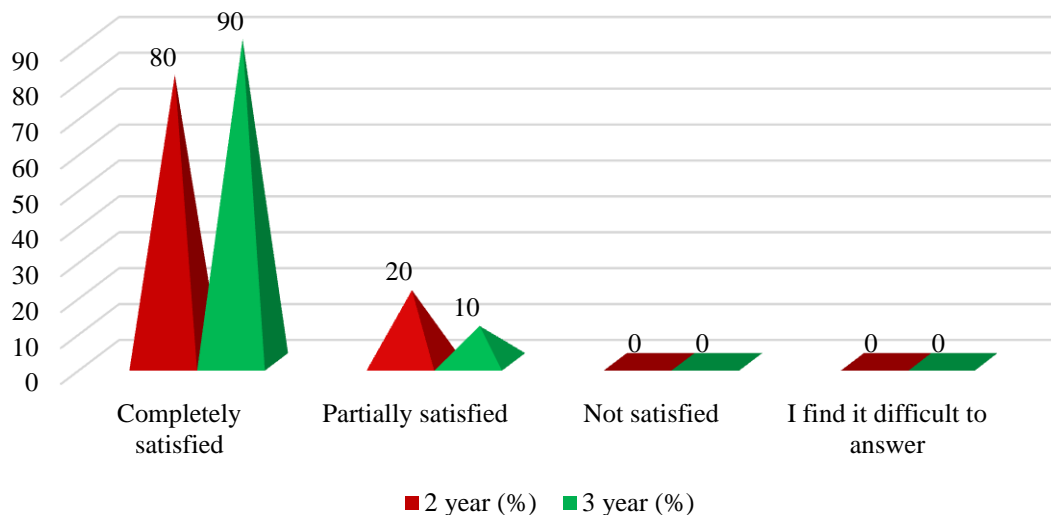
Answer options	2 year (%)	3 year (%)
<i>Completely satisfied</i>	66,3% (10 prs.)	90% (9 prs.)
<i>Partially satisfied</i>	27% (4 prs.)	10% (1 prs.)
<i>Not satisfied</i>	-	-
<i>I find it difficult to answer</i>	6,7% (1 prs.)	-



1.7 Satisfaction with the library work

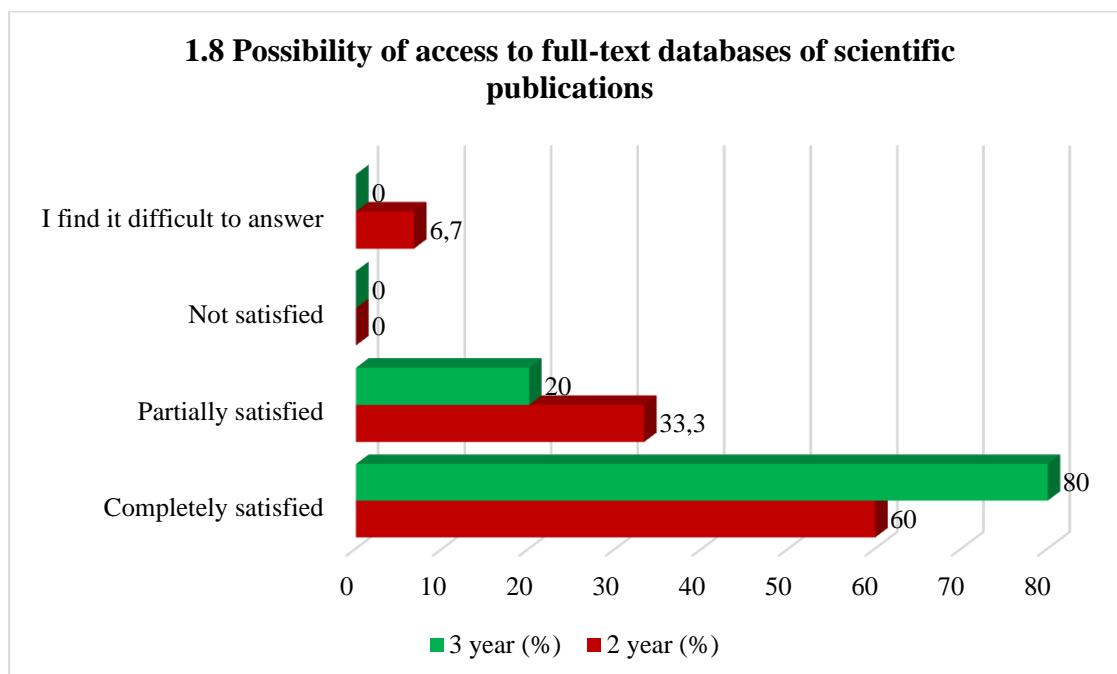
Answer options	2 year (%)	3 year (%)
<i>Completely satisfied</i>	80% (12 prs.)	90% (9 prs.)
<i>Partially satisfied</i>	20% (3 prs.)	10% (1 prs.)
<i>Not satisfied</i>	-	-
<i>I find it difficult to answer</i>	-	-

1.7 Satisfaction with the library work



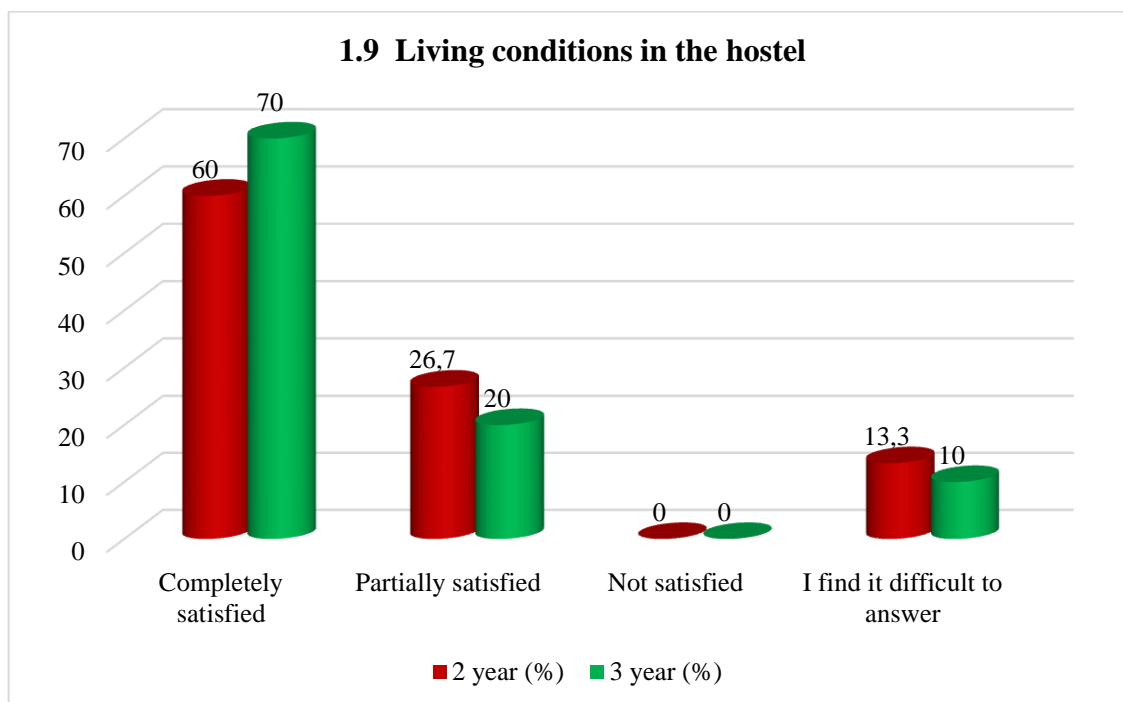
1.8 Possibility of access to full-text databases of scientific publications

Answer options	2 year (%)	3 year (%)
<i>Completely satisfied</i>	60% (9 prs.)	80% (8 prs.)
<i>Partially satisfied</i>	33,3% (5 prs.)	20% (2 prs.)
<i>Not satisfied</i>	-	-
<i>I find it difficult to answer</i>	6,7% (1 prs.)	-



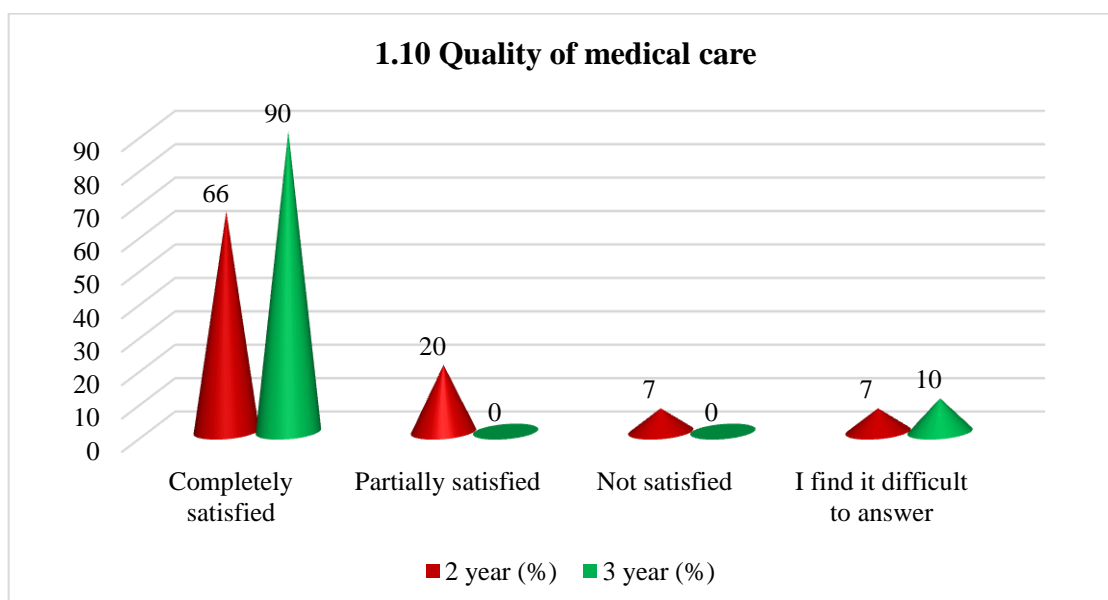
1.9 Living conditions in the hostel

Answer options	2 year (%)	3 year (%)
<i>Completely satisfied</i>	60% (9 prs.)	70% (7 prs.)
<i>Partially satisfied</i>	26,7% (4 prs.)	20% (2 prs.)
<i>Not satisfied</i>	-	-
<i>I find it difficult to answer</i>	13,3% (2 prs.)	10% (1 prs.)



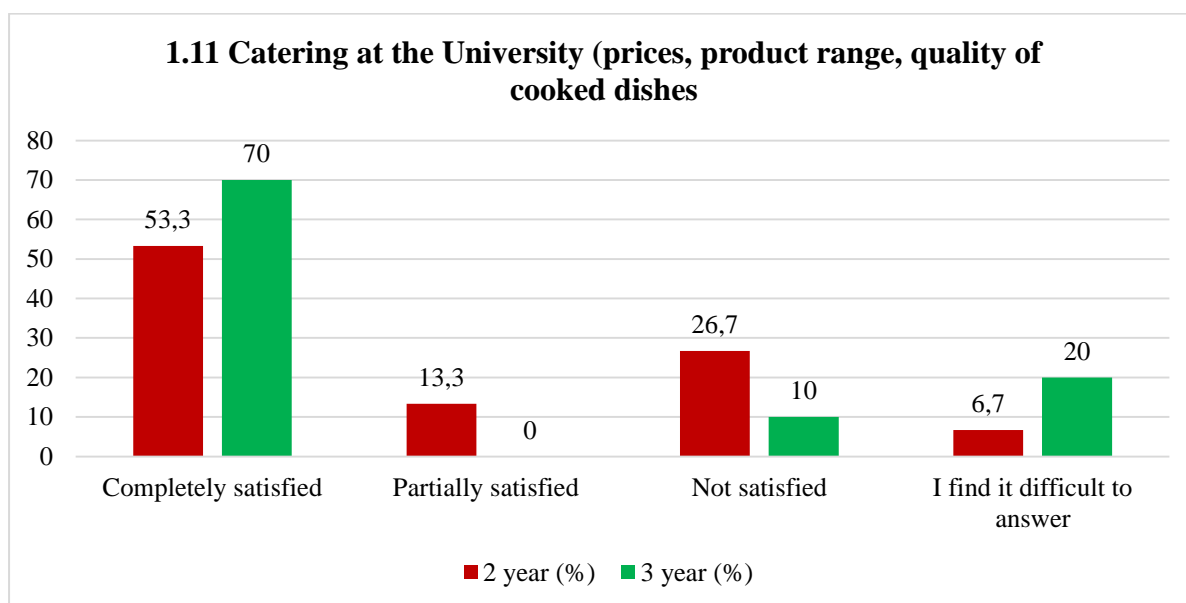
1.10 Quality of medical care

Answer options	2 year (%)	3 year (%)
<i>Completely satisfied</i>	66% (10 prs.)	90% (9 prs.)
<i>Partially satisfied</i>	20% (3 prs.)	-
<i>Not satisfied</i>	7% (1 prs.)	-
<i>I find it difficult to answer</i>	7% (1 prs.)	10% (1 prs.)



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

Answer options	2 year (%)	3 year (%)
<i>Completely satisfied</i>	53,3% (8 prs.)	70% (7 prs.)
<i>Partially satisfied</i>	13,3% (2 prs.)	-
<i>Not satisfied</i>	26,7% (4 prs.)	10% (1 prs.)
<i>I find it difficult to answer</i>	6,7% (1 prs.)	20% (2 prs.)



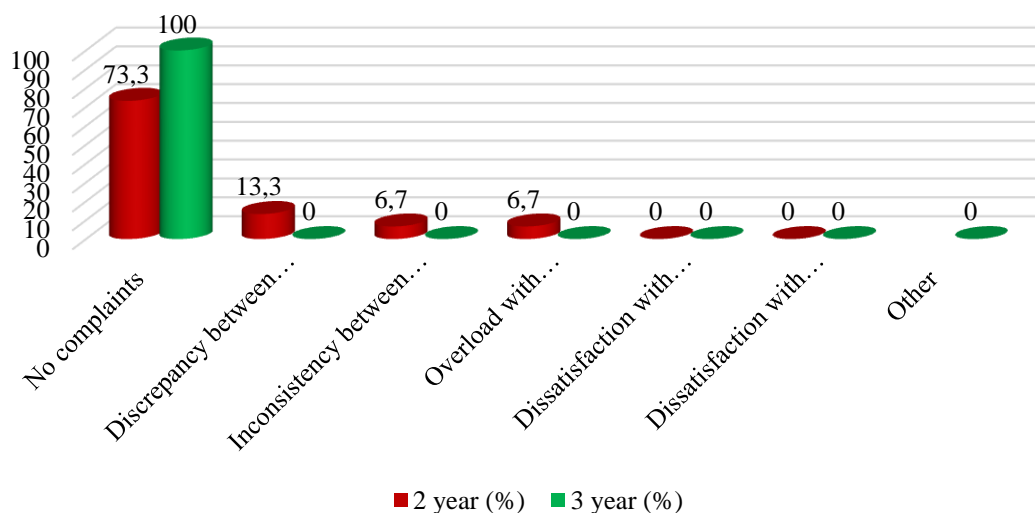
For the option “If you answered “not satisfied” to the previous question, please give recommendations for improving the services provided,” students indicated the following options*:

2 year	3 year
- Review of the food provided and its pricing in the university canteens - I think everything is good	- Everything is good

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

Answer options	2 year (%)	3 year (%)
<i>No complaints</i>	73,3% (11 prs.)	100% (10 prs.)
<i>Discrepancy between the disciplines studied and the specialty obtained</i>	13,3% (2 prs.)	-
<i>Inconsistency between the importance of the subject and the number of hours</i>	6,7% (1 prs.)	-
<i>Overload with classroom activities</i>	6,7% (1 prs.)	-
<i>Dissatisfaction with the quality of classes</i>	-	-
<i>Dissatisfaction with the organization of tests and exams</i>	-	-
<i>Other</i>	-	-

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

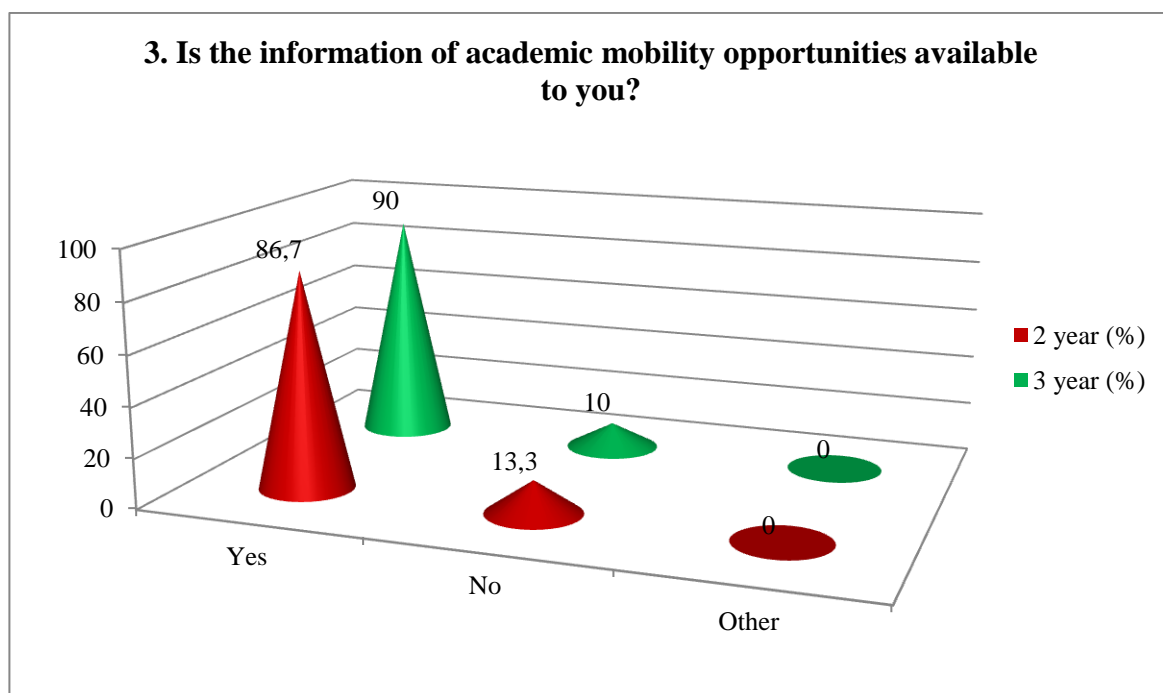


To the question “If you answered “Does not correspond or is not satisfied” to the previous question, please provide recommendations for improvement,” respondents answered as follows:

2 year	3 year
- no answer	-

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

Answer options	2 year (%)	3 year (%)
Yes	86,7% (13 prs.)	90% (9 prs.)
No	13,3% (2 prs.)	10% (1 prs.)
Other	-	-



4. What do you think the relationship is like

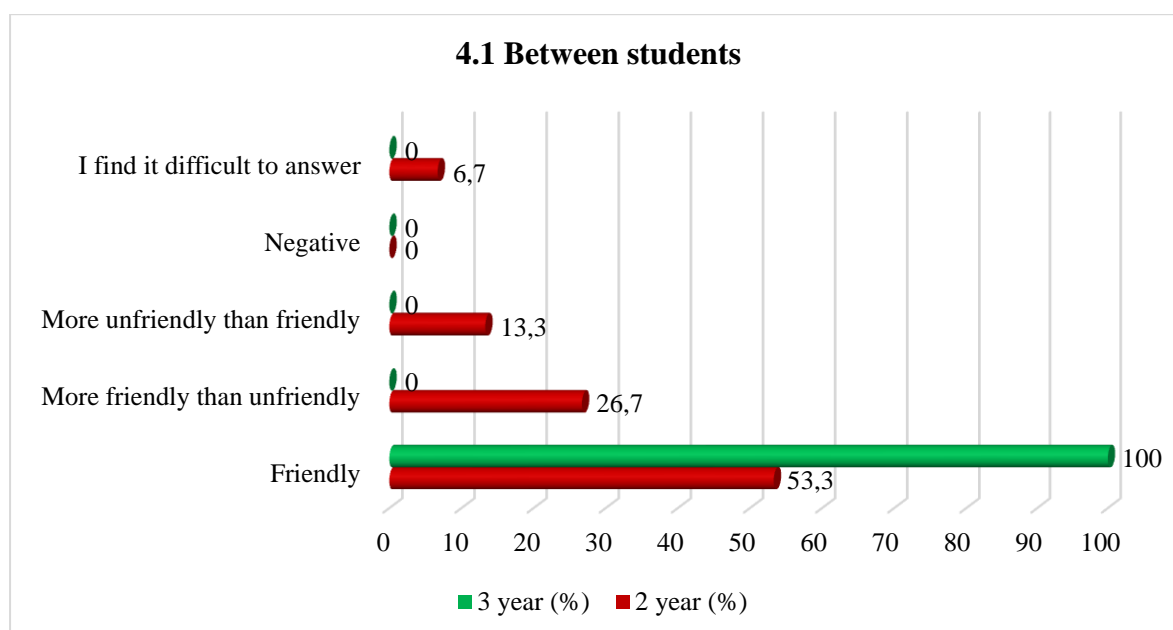
4.1 Between students
4.2 Between teachers and students (in the educational process)
4.3 Between a student and a supervisor
4.4 Between students and administration
4.5 Between students and employees of departments (library, student department, etc.)
4.6 Between students and security service

Other _____

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

4.1 Between students

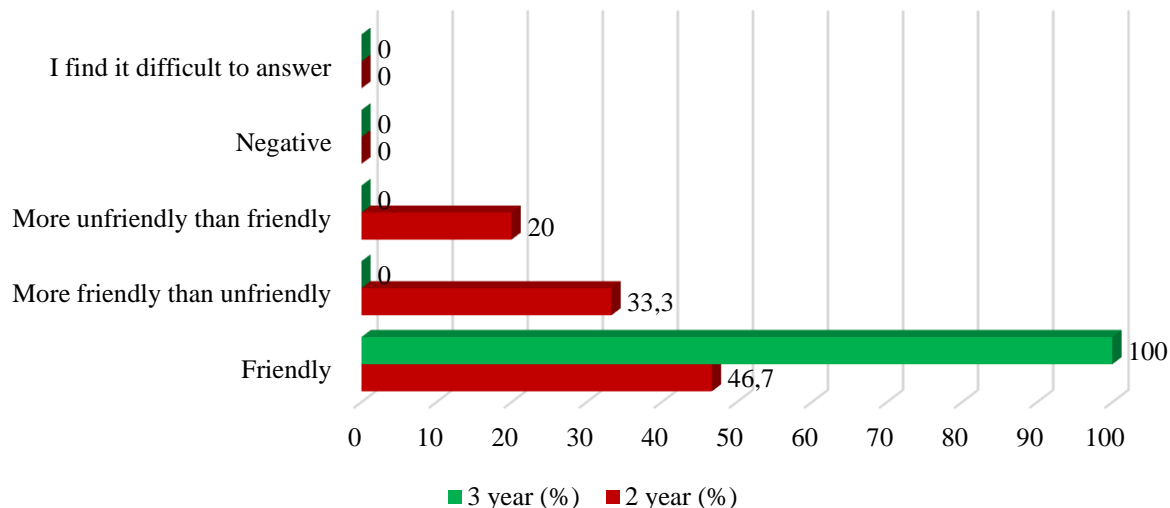
Answer options	2 year (%)	3 year (%)
<i>Friendly</i>	53,3% (8 prs.)	100% (10 prs.)
<i>More friendly than unfriendly</i>	26,7% (4 prs.)	-
<i>More unfriendly than friendly</i>	13,3% (2 prs.)	-
<i>Negative</i>	-	-
<i>I find it difficult to answer</i>	6,7% (1 prs.)	-



4.2 Between teachers and students (in the educational process)

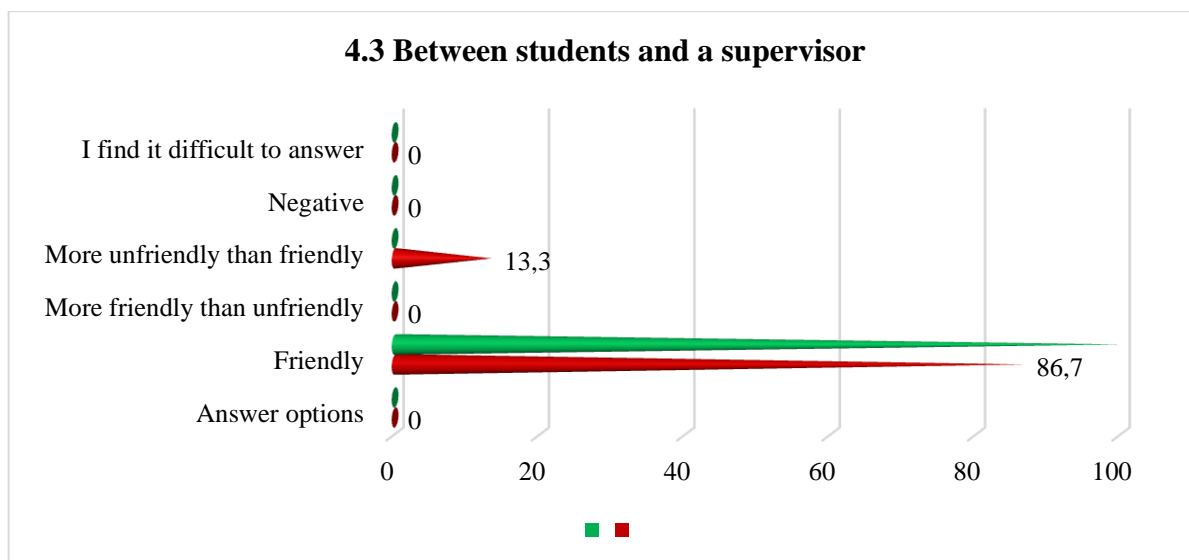
Answer options	2 year (%)	3 year (%)
<i>Friendly</i>	46,7% (7 prs.)	100% (10 prs.)
<i>More friendly than unfriendly</i>	33,3% (5 prs.)	-
<i>More unfriendly than friendly</i>	20% (3 prs.)	-
<i>Negative</i>	-	-
<i>I find it difficult to answer</i>	-	-

4.2 Between teachers and students (in the educational process)



4.3 Between students and a supervisor

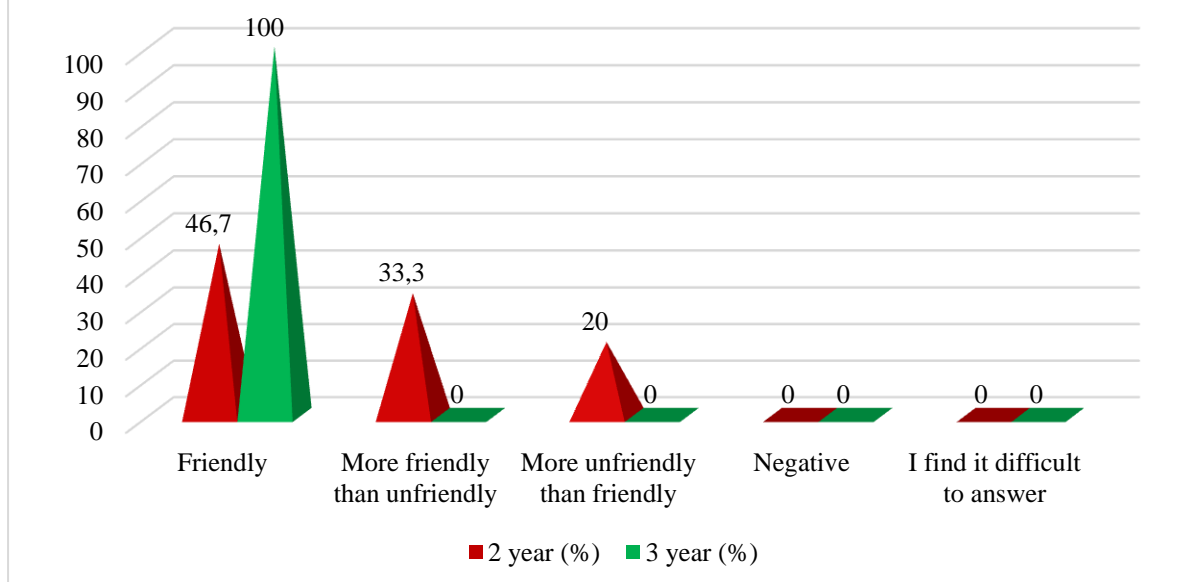
Answer options	2 year (%)	3 year (%)
<i>Friendly</i>	86,7% (13 prs.)	100% (10 prs.)
<i>More friendly than unfriendly</i>	-	-
<i>More unfriendly than friendly</i>	13,3% (2 prs.)	-
<i>Negative</i>	-	-
<i>I find it difficult to answer</i>	-	-



4.4 Between students and administration

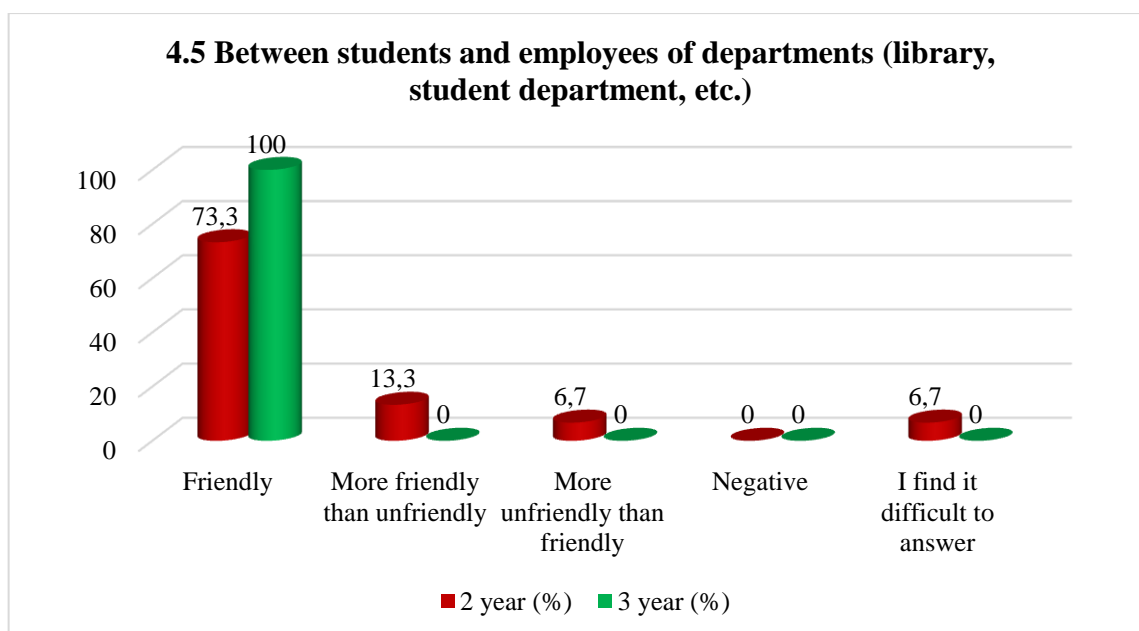
Answer options	2 year (%)	3 year (%)
<i>Friendly</i>	46,7% (7 prs.)	100% (10 prs.)
<i>More friendly than unfriendly</i>	33,3% (5 prs.)	-
<i>More unfriendly than friendly</i>	20% (3 prs.)	-
<i>Negative</i>	-	-
<i>I find it difficult to answer</i>	-	-

4.4 Between students and administration



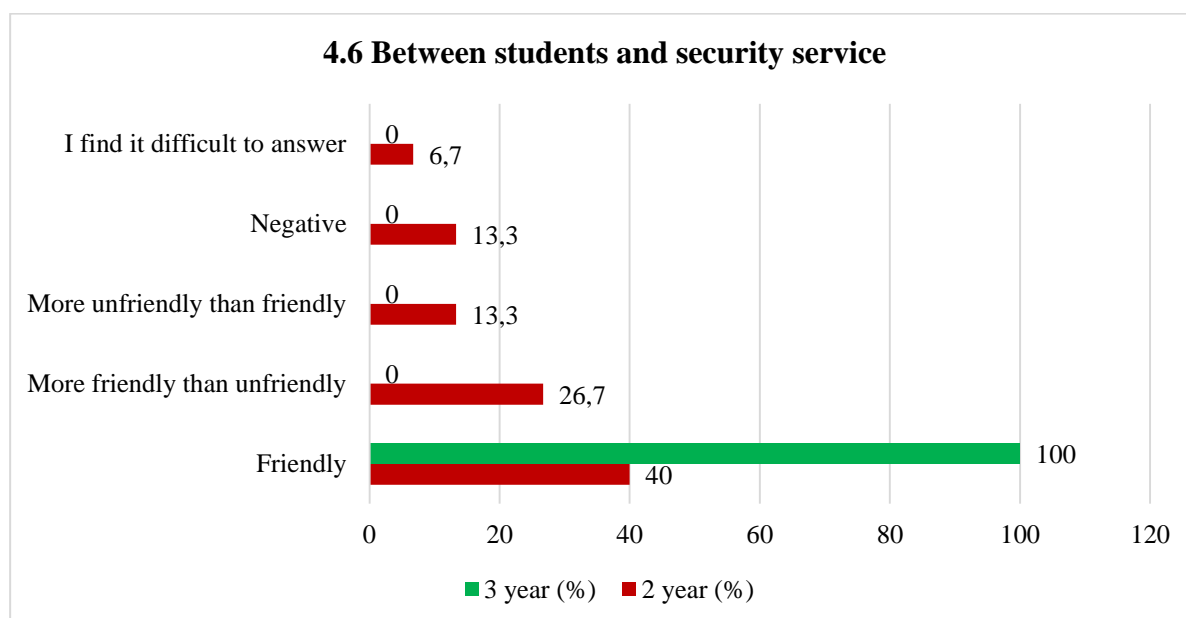
4.5 Between students and employees of departments (library, student department, etc.)

Answer options	2 year (%)	3 year (%)
<i>Friendly</i>	73,3% (11 prs.)	100% (10 prs.)
<i>More friendly than unfriendly</i>	13,3% (2 prs.)	-
<i>More unfriendly than friendly</i>	6,7% (1 prs.)	-
<i>Negative</i>	-	-
<i>I find it difficult to answer</i>	6,7% (1 prs.)	-



4.6 Between students and security service

Answer options	2 year (%)	3 year (%)
<i>Friendly</i>	40% (6 prs.)	100% (10 prs.)
<i>More friendly than unfriendly</i>	26,7% (4 prs.)	-
<i>More unfriendly than friendly</i>	13,3% (2 prs.)	-
<i>Negative</i>	13,3% (2 prs.)	-
<i>I find it difficult to answer</i>	6,7% (1 prs.)	-



In response to the answer “Other”, respondents indicated the following answers*:

2 year	3 year
- normal	- everything is good

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:

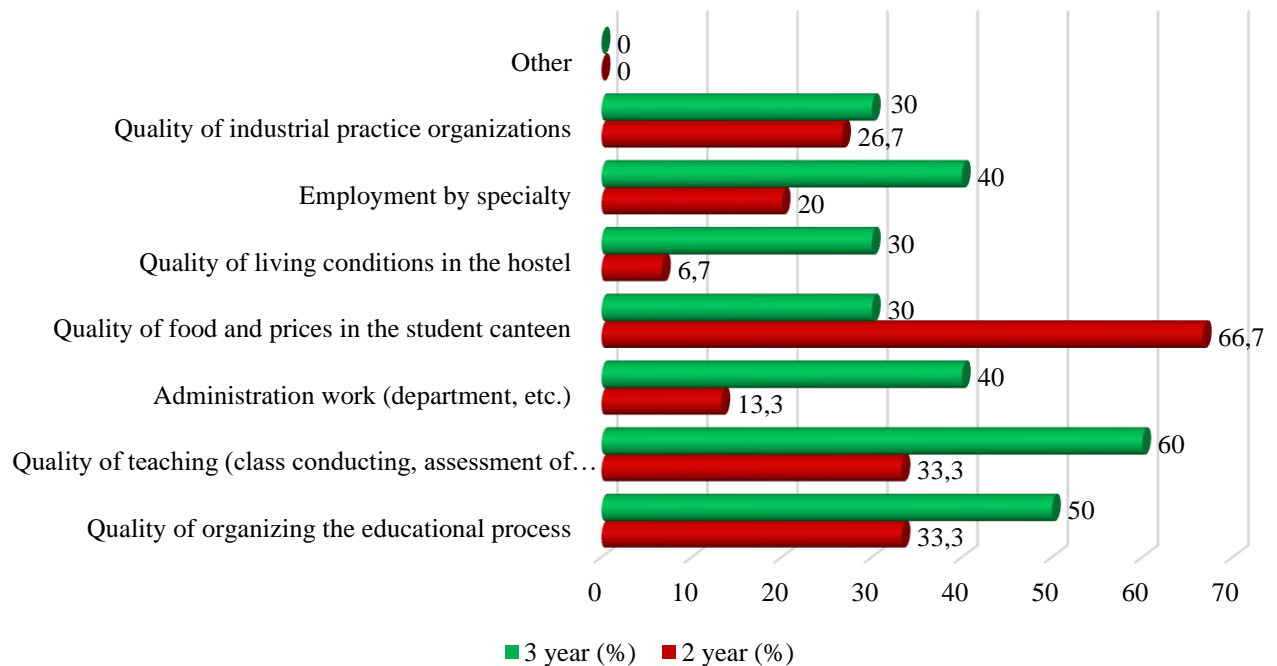
2 year	3 year
- seems that friendly	-

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

Answer options	2 year (%)	3 year (%)
<i>Quality of organizing the educational process</i>	33,3% (5 prs.)	50% (5 prs.)
<i>Quality of teaching (class conducting, assessment of knowledge, etc.)</i>	33,3% (5 prs.)	60% (6 prs.)
<i>Administration work (department, etc.)</i>	13,3% (2 prs.)	40% (4 prs.)
<i>Quality of food and prices in the student canteen</i>	66,7% (10 prs.)	30% (3 prs.)
<i>Quality of living conditions in the hostel</i>	6,7% (1 prs.)	30% (3 prs.)
<i>Employment by specialty</i>	20% (3 prs.)	40% (4 prs.)
<i>Quality of industrial practice organizations</i>	26,7% (4 prs.)	30% (3 prs.)
<i>Other</i>	-	-

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

5. Which student problems are of particular concern to you now?



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

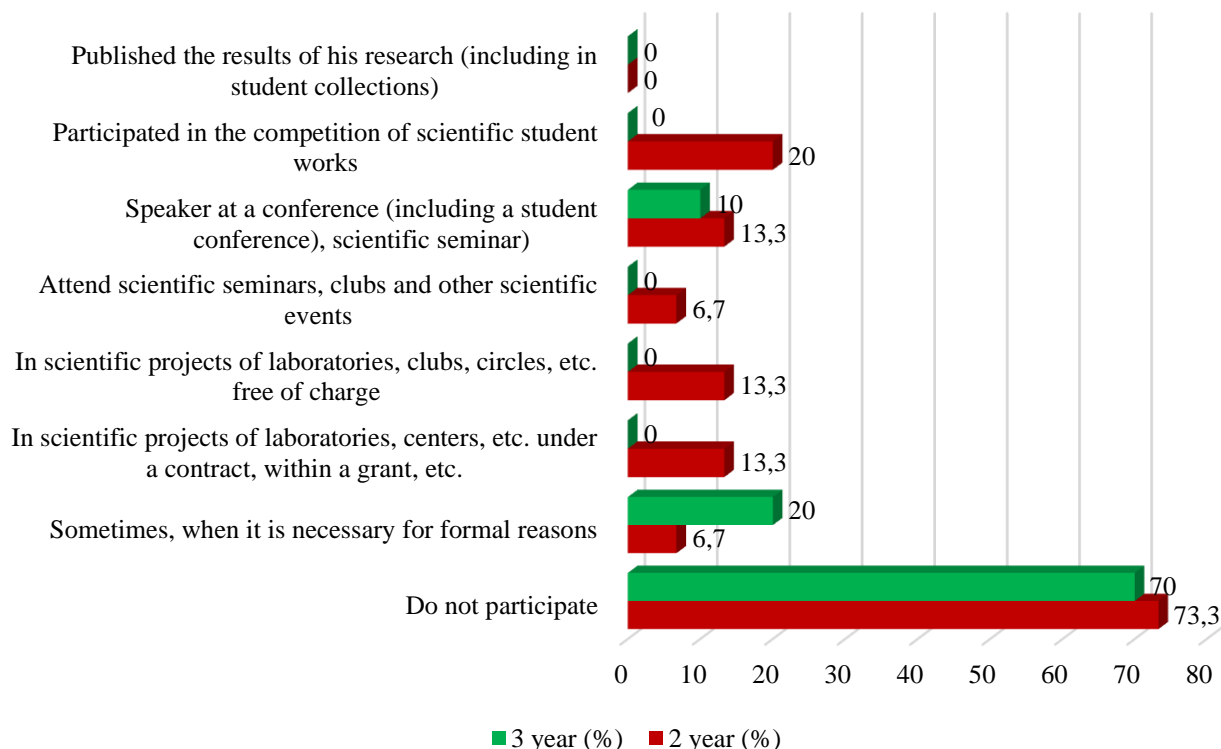
Answer options	2 year (%)	3 year (%)
<i>Do not participate</i>	73,3% (11 prs.)	70% (7 prs.)
<i>Sometimes, when it is necessary for formal reasons</i>	6,7% (1 prs.)	20% (2 prs.)
<i>In scientific projects of laboratories, centers, etc. under a contract, within a grant, etc.</i>	13,3% (2 prs.)	-
<i>In scientific projects of laboratories, clubs, circles, etc. free of charge</i>	13,3% (2 prs.)	-
<i>Attend scientific seminars, clubs and other scientific events</i>	6,7% (1 prs.)	-
<i>Speaker at a conference (including a student conference), scientific seminar</i>	13,3% (2 prs.)	10% (1 prs.)
<i>Participated in the competition of scientific student works</i>	20% (3 prs.)	-
<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

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

2 year	3 year
- No, never - Not yet, may be later on	- I am not interested - Not yet, no time

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?

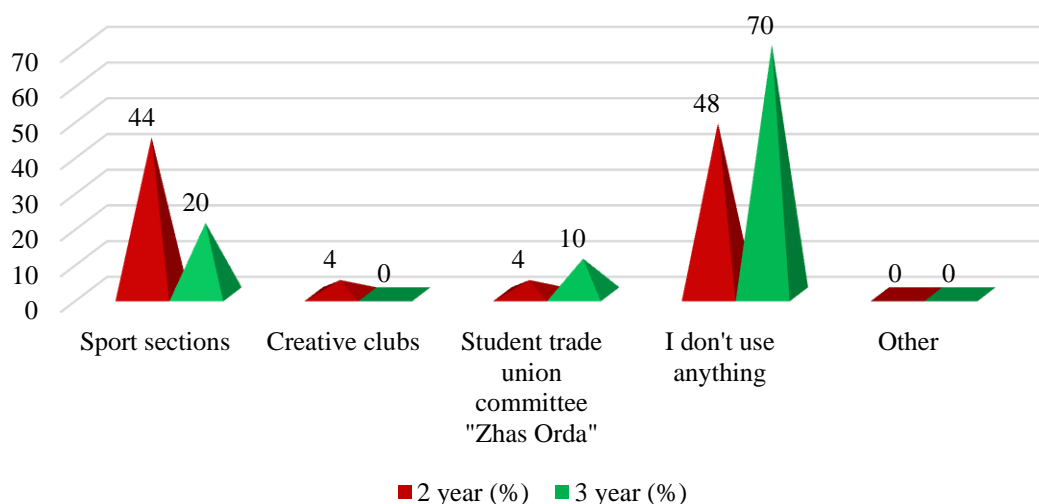
Answer options	2 year (%)	3 year (%)
<i>Sport sections</i>	44% (11 prs.)	20% (2 prs.)
<i>Creative clubs</i>	4% (1 prs.)	-
<i>Student trade union committee "Zhas Orda"</i>	4% (1 prs.)	10% (1 prs.)
<i>I don't use anything</i>	48% (12 prs.)	70% (7 prs.)
<i>Other</i>	-	-

For the option “Other” students gave the following answers* :

2 year	3 year
-	- I am not interested - No time and interest

* Students’ answers to the option “other” and “if you answered “not satisfied...” to the previous question are presented in the original. The author's spelling and punctuation have been preserved.

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



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

2 year	3 year
- I do not see anything interesting for me	-

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

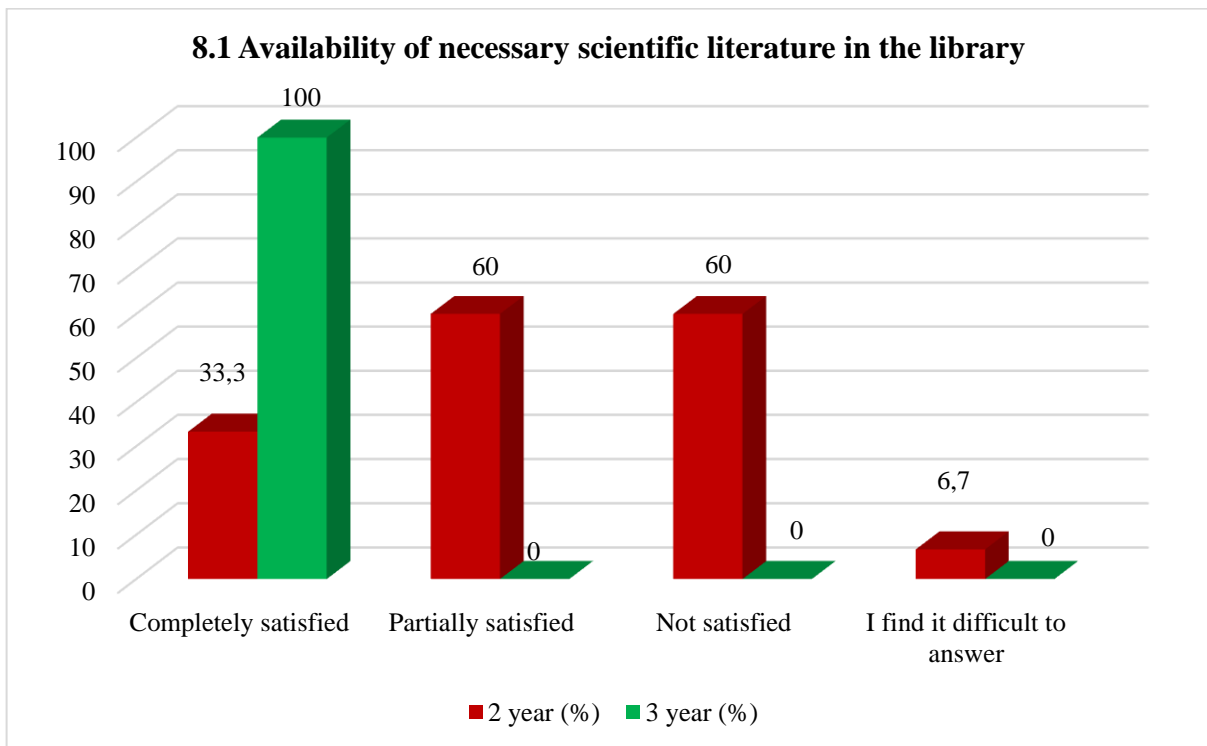
8.1 Availability of necessary scientific literature in the library
8.2 Modernity of computer equipment
8.3 Internet channel width, its speed
8.4 Software modernity
8.5 Availability of educational and scientific equipment
8.6 Availability of laboratories and specialized classrooms
8.7 Availability of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

Other _____

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

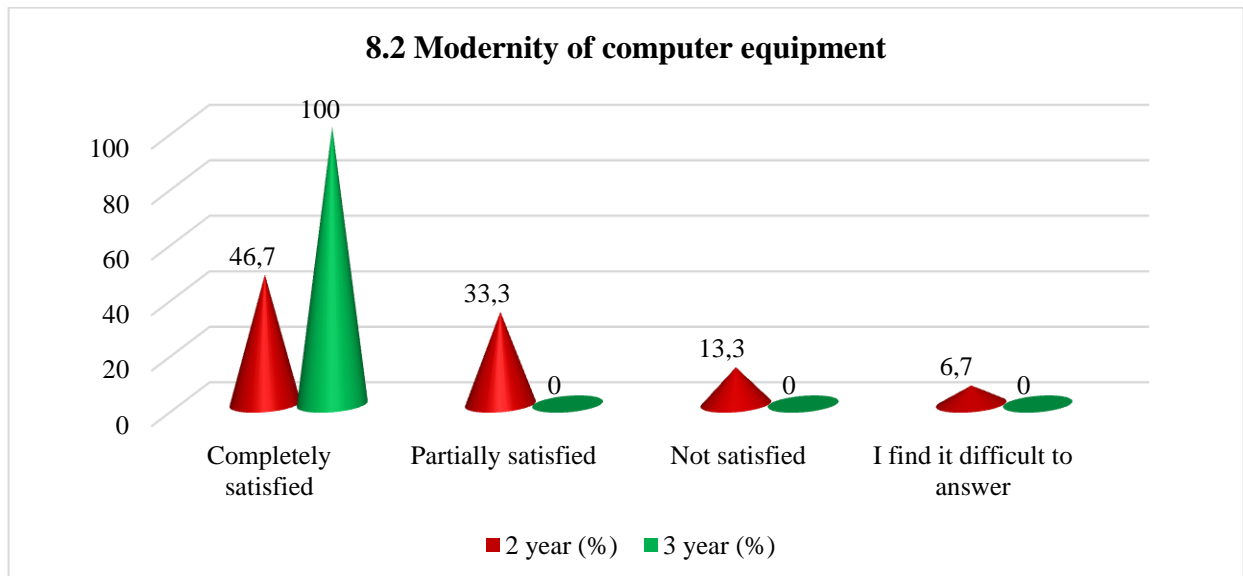
8.1 Availability of necessary scientific literature in the library

Answer options	2 year (%)	3 year (%)
<i>Completely satisfied</i>	33,3% (5 prs.)	100% (10 prs.)
<i>Partially satisfied</i>	60% (9 prs.)	-
<i>Not satisfied</i>	-	-
<i>I find it difficult to answer</i>	6,7% (1 prs.)	-



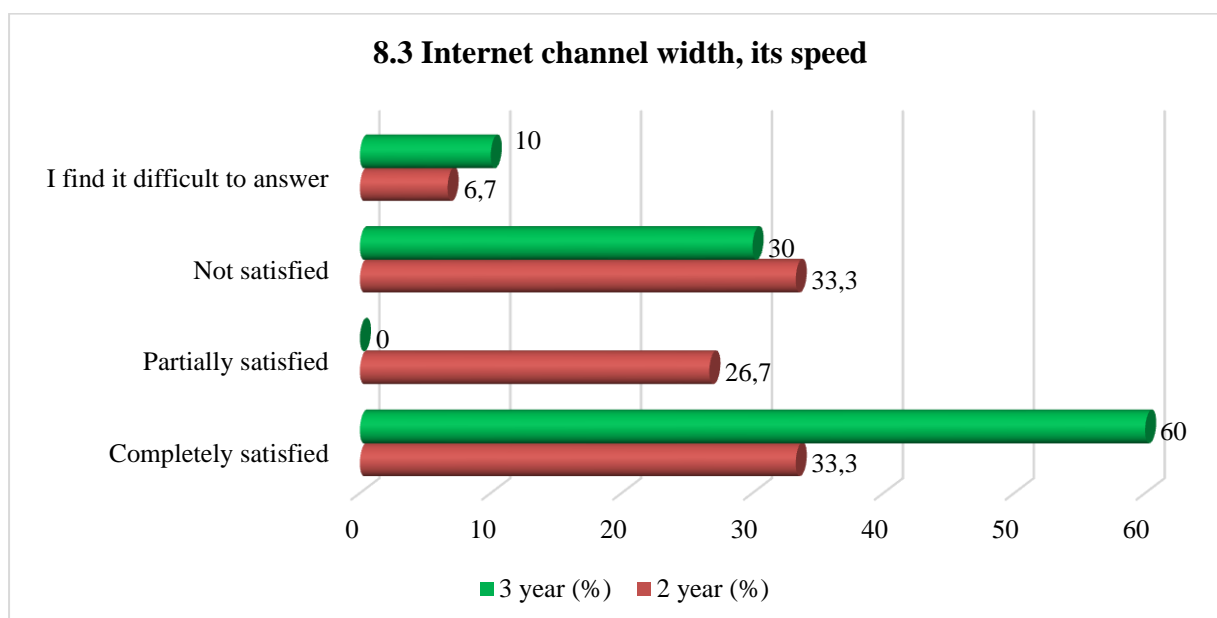
8.2 Modernity of computer equipment

Answer options	2 year (%)	3 year (%)
<i>Completely satisfied</i>	46,7% (7 prs.)	100% (10 prs.)
<i>Partially satisfied</i>	33,3% (5 prs.)	-
<i>Not satisfied</i>	13,3% (2 prs.)	-
<i>I find it difficult to answer</i>	6,7% (1 prs.)	-



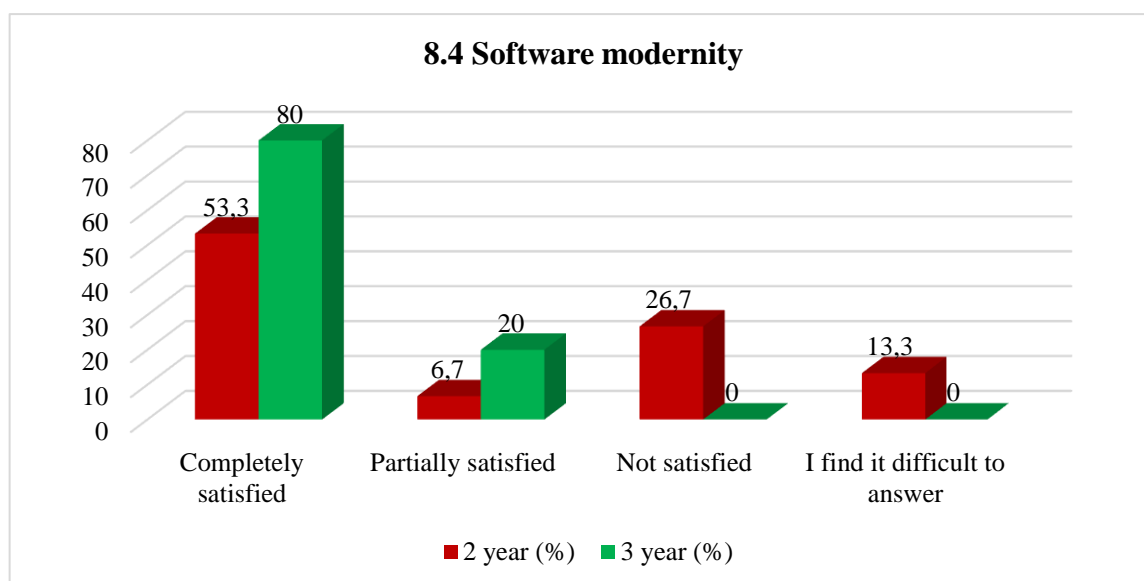
8.3 Internet channel width, its speed

Answer options	2 year (%)	3 year (%)
<i>Completely satisfied</i>	33,3% (5 prs.)	60% (6 prs.)
<i>Partially satisfied</i>	26,7% (4 prs.)	-
<i>Not satisfied</i>	33,3% (5 prs.)	30% (3 prs.)
<i>I find it difficult to answer</i>	6,7% (1 prs.)	10% (1 prs.)



8.4 Software modernity

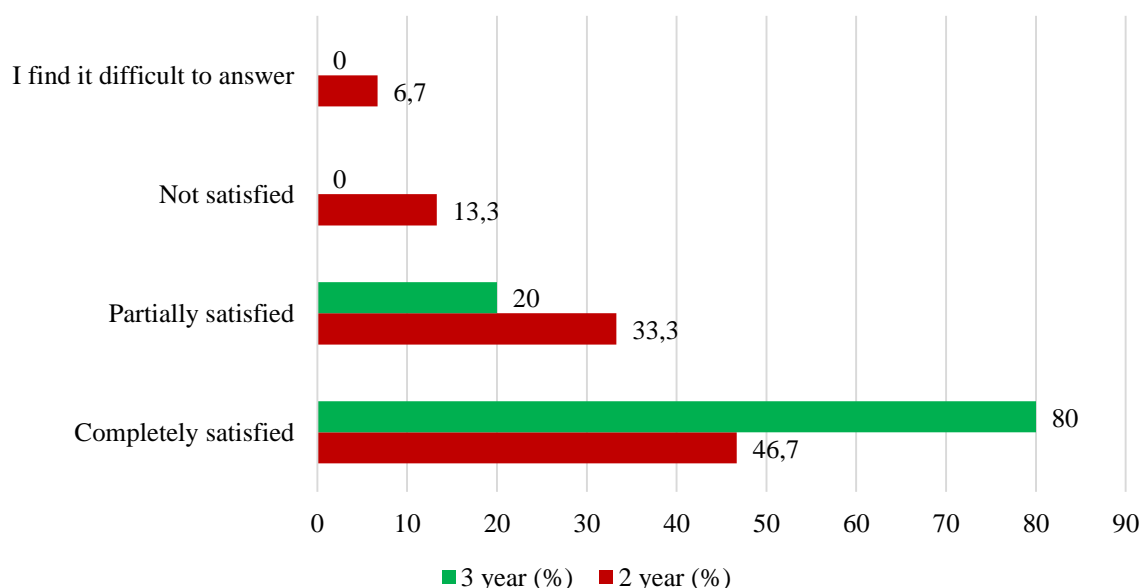
Answer options	2 year (%)	3 year (%)
<i>Completely satisfied</i>	53,3% (8 prs.)	80% (8 prs.)
<i>Partially satisfied</i>	6,7% (1 prs.)	20% (2 prs.)
<i>Not satisfied</i>	26,7% (4 prs.)	-
<i>I find it difficult to answer</i>	13,3% (2 prs.)	-



8.5 Availability of educational and scientific equipment

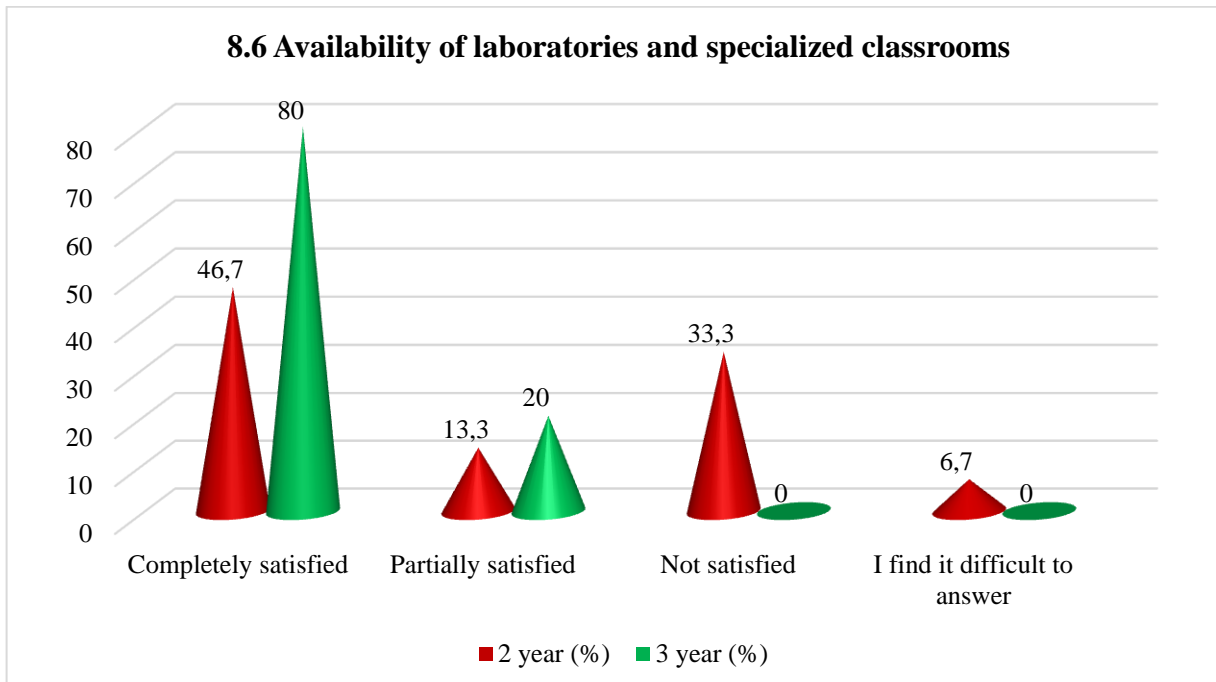
Answer options	2 year (%)	3 year (%)
<i>Completely satisfied</i>	46,7% (7 prs.)	80% (8 prs.)
<i>Partially satisfied</i>	33,3% (5 prs.)	20% (2 prs.)
<i>Not satisfied</i>	13,3% (2 prs.)	-
<i>I find it difficult to answer</i>	6,7% (1 prs.)	-

8.5 Availability of educational and scientific equipment



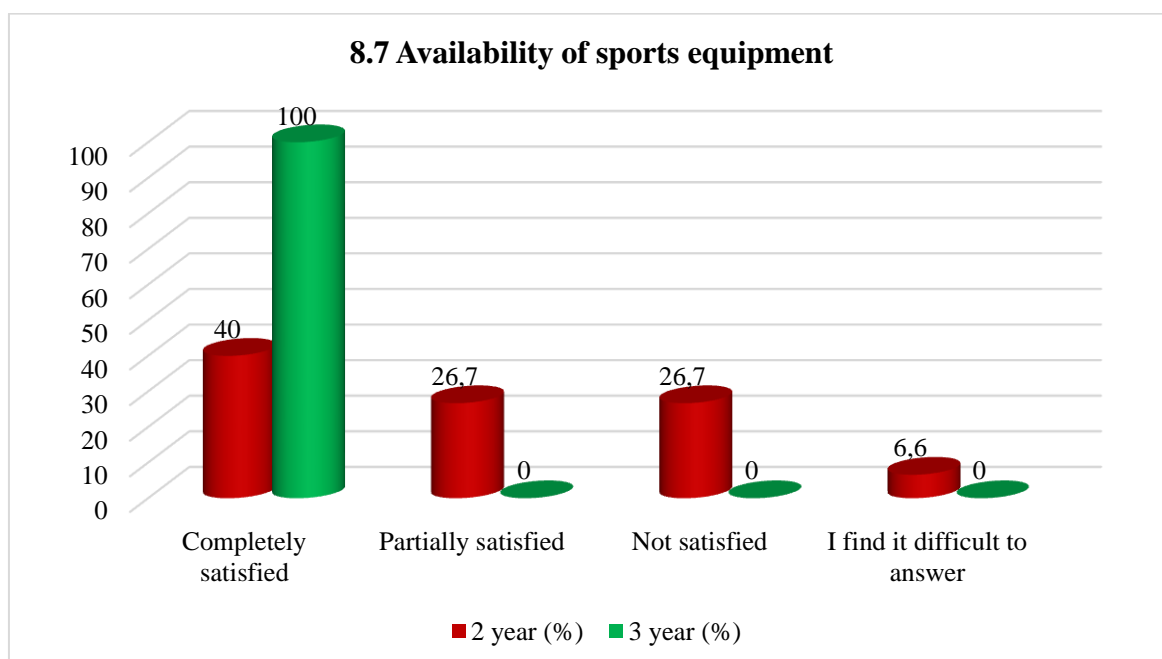
8.6 Availability of laboratories and specialized classrooms

Answer options	2 year (%)	3 year (%)
<i>Completely satisfied</i>	46,7% (7 prs.)	80% (8 prs.)
<i>Partially satisfied</i>	13,3% (2 prs.)	20% (2 prs.)
<i>Not satisfied</i>	33,3% (5 prs.)	-
<i>I find it difficult to answer</i>	6,7% (1 prs.)	-



8.7 Availability of sports equipment

Answer options	2 year (%)	3 year (%)
<i>Completely satisfied</i>	40% (6 prs.)	100% (10 prs.)
<i>Partially satisfied</i>	26,7% (4 prs.)	-
<i>Not satisfied</i>	26,7% (4 prs.)	-
<i>I find it difficult to answer</i>	6,6% (1 prs.)	-



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	3 year
<ul style="list-style-type: none"> - Outdated computers, outdated or missing laboratory equipment - Not all equipment is in good condition 	<ul style="list-style-type: none"> - Internet is bad - Internet is not working properly

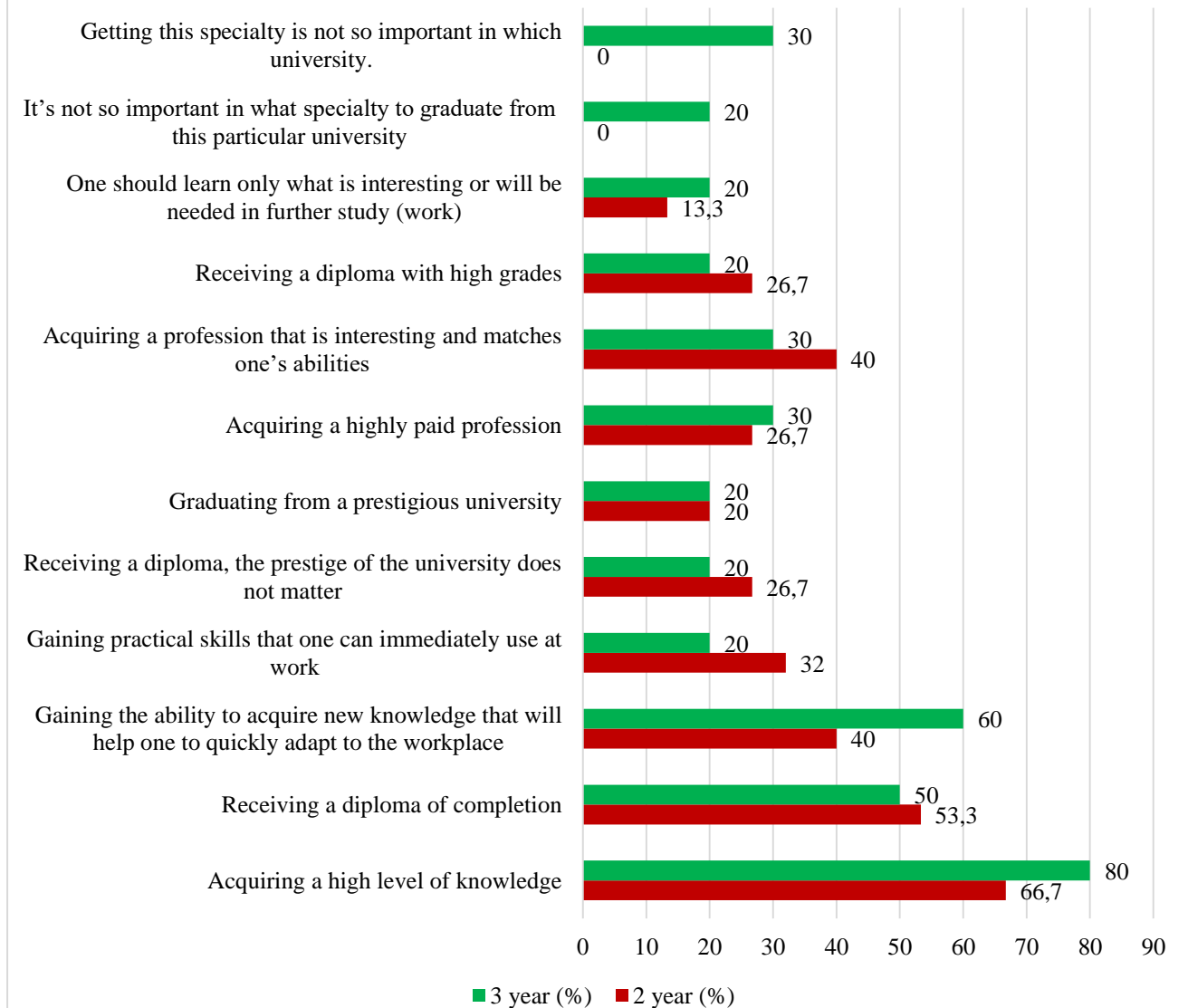
9. What is more important for you to get as a result of studying at the University?

(You can select one or more answer options)

Answer options	2 year (%)	3 year (%)
<i>Acquiring a high level of knowledge</i>	66,7% (10 prs.)	80% (8 prs.)
<i>Receiving a diploma of completion</i>	53,3% (8 prs.)	50% (5 prs.)
<i>Gaining the ability to acquire new knowledge that will help one to quickly adapt to the workplace</i>	40% (6 prs.)	60% (6 prs.)
<i>Gaining practical skills that one can immediately use at work</i>	32% (7 prs.)	20% (2 prs.)
<i>Receiving a diploma, the prestige of the university does not matter</i>	26,7% (4 prs.)	20% (2 prs.)
<i>Graduating from a prestigious university</i>	20% (3 prs.)	20% (2 prs.)
<i>Acquiring a highly paid profession</i>	26,7% (4 prs.)	30% (3 prs.)
<i>Acquiring a profession that is interesting and matches one's abilities</i>	40% (6 prs.)	30% (3 prs.)
<i>Receiving a diploma with high grades</i>	26,7% (4 prs.)	20% (2 prs.)
<i>One should learn only what is interesting or will be needed in further study (work)</i>	13,3% (2 prs.)	20% (2 prs.)
<i>It's not so important in what specialty to graduate from this particular university</i>	-	20% (2 prs.)
<i>Getting this specialty is not so important in which university.</i>	-	30% (3 prs.)

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

9. What is more important for you to get as a result of studying at the University?



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 "Engineering Systems of Buildings and Structures" (100%) 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 (95%);
- organization of independent work (100%);
- quality of internship (96.65%);
- organizing and conducting independent work (86.65%);
- organizing and conducting laboratory work (96.65%)
- satisfaction with the work of the library (100%);
- access to full-text databases of scientific publications (96.65%);
- living conditions in the hostel (88.35%);

- quality of medical care (88%).

Students rated organization of catering at the University as "good quality" (satisfaction rates below 80%), scoring 68.3%.

Based on the students' responses to the question about recommendations for improving the services provided, it can be concluded that 2-year students are concerned about the quality of food and pricing policy in the university canteens, suggesting a revision of these aspects. 3-year students, on the contrary, are completely satisfied, without making suggestions for improvement.

Most students, especially in the 3 year, are satisfied with the quality of the organization of the educational process (100%). However, 13.3% of 2-year students noted the discrepancy between the subjects studied and the specialty they are receiving and the overload of classroom studies. 2-year students suggested revising the food provided and its pricing in the university canteens.

As for academic mobility, most 2- and 3-year students have access to information about academic mobility opportunities. A small number of students (13.3% of 2-year and 10% of 3-year students) report a lack of awareness, which can require improved communication channels on this issue.

The assessments of relationships at the university are generally positive, however, some dissatisfaction with the relationships with teachers and the administration is observed among 2-year students. While 3-year students are completely satisfied with the atmosphere of interaction with teachers, curators and the administration, among 2-year students there is a share of those who assess the relationships with teachers and the administration as rather unfriendly. A particularly important aspect requiring attention is the work of the security service, where 13.3% of 2-year students expressed dissatisfaction.

The main problems of students include dissatisfaction with the quality of teaching and organization of the educational process, especially among 3-year students. Problems with the quality of food and the work of the administration are also of concern. Majority of students (71.65%) do not participate in research activities and do not use opportunities for personal development, which is due to absence of time or interest.

Most students are satisfied with the material resources of the University, especially in such aspects as availability of scientific literature in the library, modernity of computer equipment and availability of sports equipment. However, there are still problems with the Internet channel, software, educational and scientific equipment, as well as specialized classrooms and laboratories. Among 2-year students, there are shortcomings in the Internet speed and availability of outdated equipment for laboratory work, as well as problems with its condition. Senior students also express dissatisfaction with the Internet quality.

Students are mainly focused on obtaining a high level of knowledge, and this answer is more common among senior students (80%). The second most important thing for the majority is obtaining a diploma (56.65%), as well as the ability to quickly adapt to the workplace, which is especially important for 3-year students (60%). Practical skills are important for 2-year students, but less so for 3-year students, as is obtaining a diploma with high grades. Interest in graduating from a prestigious university is weakly expressed among both groups.

Based on the survey results, students of all the years focus on the importance of obtaining a high level of knowledge and practical skills. With increasing the year, the need for professional training and obtaining a diploma increases, which reflects the desire for successful employment and career development.

The overall satisfaction of students in specialty "Engineering Systems of Buildings and Structures" with educational services is 90%, 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.