

Survey form
«Satisfaction of 2-5 year students with educational services»
2023-2024 academic year

In order to improve the learning process, to improve the quality of services provided and other activities of the University, the Center of Quality Management and Accreditation conducts an electronic anonymous survey.

We ask you to read carefully the questions of the questionnaire and to circle those answers with which you agree, and if there are no such variants, then briefly state your answer in the “Other” column. Some of the questions are in the form of a table. This will make it easier for you to answer them. Please answer for each line or column.

The results of this survey will be processed and presented in the generalized form. We guarantee the confidentiality of your personal opinion.

Faculty*

1. Architecture and Construction faculty
2. Mining faculty
3. Mechanical Engineering faculty
4. Transport and Road faculty
5. Engineering economics and management faculty
6. Innovation Technology faculty
7. Faculty of power Engineering, Automation and Telecommunications

Department*

1. «Building materials and technologies»
2. «Architecture and design»
3. «Development of mineral deposits»
4. «Mine surveying and geodesy»
5. «Mine aerology and labor protection»
6. «Geology and exploration of mineral deposits»
7. «Nanotechnology and metallurgy»
8. «Technological equipment, engineering and standardization»
9. «Transport equipment and logistic systems»
- 10.«Industrial transport»
- 11.«Enterprise Economy and Management»
- 12.«Information Technology and Security» (ITS)
- 13.«Information and Computing Systems» (ICS)
- 14.«Chemistry and chemical technologies»
- 15.«Automation of manufacturing processes»
- 16.«Technology of communication systems»
- 17.«Energy systems»

Year*

1. 2nd year
2. 3rd year
3. 4th year
4. 5th year

Specialty* _____**Mode of training***

- A) Budget
- B) Fee-paying basis

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

Indicator	Completely satisfied	Partly satisfied	Not satisfied	No answer
The whole learning process				
Timetable of classes				
Organizing independent work				
Practice				
Organizing and conducting SIWT				
Organizing and conducting laboratory work				
Ability to access full-text databases of scientific publications				
Living conditions in the hostel				
Quality of medical care				
Organization of catering at the University (prices, product range, quality of prepared dishes)				

Other (write your answer variant) _____

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

2. Your attitude to the quality of the teaching process organization*

- A) No complaints
- B) Inconsistency of the studied disciplines with the received specialty

- C) Discrepancy between the significance of the subject and the number of hours
- D) Classroom overload
- E) Dissatisfaction with the quality of classes
- F) Dissatisfaction with the organization of tests and examinations
- G) Other (write your answer) _____

If you answered the previous question **“Does not meet or does not satisfy”**, give recommendations for improving _____

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

- A) Yes
- B) No
- C) Other (write your answer variant) _____

If you answered "No" to the previous question, write why

4. What do you think the relationship is:*

	Well-wishing	Rather well-wishing than malicious	Rather malicious than well-wishing	Negative	No answer
Between students					
Between teachers and students (in the educational process)					
Between students and tutors					
Between students and administration					
Between students and employees of the departments (library, student department, etc.)					
Between students and security					

Other (write your answer variant) _____

If you answered the previous question **“Rather malicious than well-wishing”** and **“Negative”**, give recommendations for improving

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

- A) The quality of the educational process organization.
- B) The quality of teaching (conducting classes, assessing knowledge, etc.)
- C) The work of the administration (department, etc.)
- D) The quality of food and prices in the student canteen
- E) The quality of living conditions in the hostel
- F) Employment in the specialty
- G) Quality of job placement organization
- H) Others (write your own answer)_____

6. Do you take part in scientific work of the University? if so, in what forms? (circle all that apply)*

- A) do not participate
- B) Sometimes, when it is necessary for formal reasons
- C) In scientific projects of laboratories, centers, etc. under a contract, within the framework of a grant, etc.
- D) In scientific projects of laboratories, clubs, circles, etc. free of charge
- E) Attended scientific seminars, circles and other scientific events
- F) Spoke at conferences (including student ones), scientific seminars
- G) Participated in the competition of scientific student works
- H) Published the results of the research (including in student collections)
- I) Other forms (write your answer) _____

If you answered the previous question "**Do not participate**", please write why_____

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

- A) Sports clubs
- B) Creative circles
- C) Student trade union committee "Zhas Orda"
- D) I don't use anything
- E) Other (write your answer) _____

If you answered the previous question "**I don't use anything**", write why_____

8. How are you satisfied with the University material base?*

Indicator	Completely satisfied	Partly satisfied	Not satisfied	No answer
Availability of the necessary scientific literature in the library				

Modernity of computer hardware				
Internet channel width, its speed				
Modernity of software				
Availability of educational and scientific equipment				
Availability of laboratories and specialized classrooms				
Availability of sports equipment				

Other (write your answer variant) _____

If you answered the previous question “**Not Satisfied**”, give recommendations for improving the material base _____

9. What is more important for you to get as a result of studying at your university? (You can choose one or more answers)*

- A) To acquire a high level of knowledge
- B) To gain a diploma
- C) To gain the ability to acquire new knowledge that will help quick adapting to the workplace
- D) To get practical skills that can be immediately used in work
- E) To gain a diploma, the prestige of the University does not matter
- F) To graduate from a prestigious university
- G) To get a high-paying profession
- H) To get a profession that is interesting, corresponds to abilities
- I) To gain a diploma with high marks
- K) To study only what is interesting or required in further study (work)
- L) To graduate from this particular university, it is not so important in what specialty
- M) To get this specialty, it is not so important at which university.

Please write what questions, in your opinion, should be added to this questionnaire in order to improve the training program, to improve the quality of services provided and other activities of the University. _____

In case of incorrect filling out of the survey forms, if you have any questions, please write to e-mail cqma_kstu@mail.ru.

This information will be used only by structural divisions of the University

Thank you for your participation!