

Questionnaire survey: “Satisfaction of students with the quality of educational programs”

Dear student! You are invited to give your assessment of the quality of education provided by the university, its departments in the educational program of your choice. We hope for an unbiased, at the same time principled assessment of the questions of the questionnaire. The questionnaire is anonymous, you should only indicate the code and name of the educational program, course of study. We propose to make an assessment on the following scale:

- “5” - satisfied (a) to the highest degree
- “4” - satisfied
- “3” - rather satisfied (a) than not satisfied (a)
- “2” - rather unsatisfied than satisfied.
- “1” - not at all satisfied.

Thank you in advance for your participation in the survey! After analyzing the results of the survey, necessary decisions will be made to improve the quality of educational activities at the university.

Specify:

1. Name and code of the educational program you are studying.
2. Specify the code of the group in which you are studying.

No. n/a Question Content Levels of assessment

1 2 3 4 5

Section 1: “Satisfaction with the structure of the program”

1. Does the structure of the educational program meet your expectations?
2. In your opinion, is the amount of time allocated to lecture classes sufficient?
3. In your opinion, is the amount of time allocated for practical classes sufficient?
4. Assess how well the learning outcomes (competencies) planned in the educational program meet your expectations?
5. Does the set of elective courses of your chosen individual educational trajectory in the educational program you are studying meet your needs?

Section 2. “Satisfaction with the educational-methodical support of the program”

6. Are you satisfied with the funds of the library and reading room?
7. Assess the availability and accessibility of literature in your chosen language of instruction (Kazakh, Russian or English)
8. Assess the availability of literature and periodical scientific editions necessary for you to achieve the expected learning outcomes in electronic form.
9. How satisfied are you with the quality of textbooks, teaching and methodical manuals, scientific literature, etc. provided by the educational program?

10. Evaluate the quality of methodical manuals for practical work?
11. Evaluate the quality and completeness of educational-methodical complexes for disciplines (UMKD) of the educational program?
12. Assess the quality and completeness of syllabuses?
13. Evaluate the timeliness of access to electronic versions of UMKD, syllabuses?

Section 3: “Satisfaction with the conditions of the program implementation”

14. Does the quality of lecture classes meet your needs?
15. What is your satisfaction with the quality of organization and conduct of practical classes?
16. How satisfied are you with the quality of organization and conduct of practices in your educational program, practice bases?
17. How satisfied are you with the quality and organization of extracurricular activities?
18. Evaluate the quality of organization of research work (opportunity to participate in research work, publish results, participate in scientific circles, sections of the Business Incubator, startup projects, etc.)?
19. Evaluate the opportunities for participation in academic mobility programs provided by the educational program.
20. How complete is the information about the main educational programs posted on the university website?
21. How do you evaluate the possibility to get individual consultation of the teacher during the semester?
22. How informed are you about the opportunity to live in a dormitory, receive financial aid, increased scholarship, participate in grants and competitions?

Section 4: “Satisfaction with the material and technical support of the program”

23. How sufficient do you consider the provision of the educational process with in-line and departmental classrooms?
24. Does the equipment of teaching laboratories meet your needs?
25. Evaluate the level of use of information and communication technologies by teachers in the classroom.
26. Are you satisfied with the university's ability to access the Internet, electronic databases Scopus, Web of Science, availability of Wi-Fi points?

Section 5: “Overall satisfaction with the quality of educational services provided under the program”

27. Are you satisfied with the extent to which the set of your knowledge, skills, competencies acquired in the course of mastering the educational program is individual and depends on the student's choice?
28. Evaluate the opportunities for creative self-expression and development (cultural, sports, etc. sections, clubs)?
29. How benevolent were the relations between teachers and students during the mastering of the educational program?

30. Evaluate the possibilities of communicating your needs to the faculty, department head, adviser, supervisor?

31. How satisfied are you with the fact that you are studying at this university and in this educational program?

32. Your suggestions for improving the quality of the educational program. What, in your opinion, disciplines should be included in your educational program (you can specify if available)?