

AL-FARABI KAZAKH NATIONAL UNIVERSITY

**CENTER FOR SOCIOLOGICAL RESEARCH
AND SOCIAL ENGINEERING**



**The sociological dimension of the
educational process - 2019**

**«STUDENT SATISFACTION
ASSESSMENT».**

REPORT ON THE RESULTS OF THE 2019 SURVEY

ALMATY, 2019

1. OVERALL SATISFACTION ASSESSMENT STUDENTS

1.1. The main indicators of satisfaction assessment

The University's participation in the Bologna process provides for the mandatory provision of information on the assessment of student satisfaction with the quality of educational activities, as well as the general conditions provided by the university. According to QS University Rankings Methodology, the Student Satisfaction assessment must contain an assessment based on at least two criteria: 1) Overall satisfaction (Student Satisfaction – Overall), including an assessment of the campus, social problems, etc.; 2) Satisfaction with teaching and learning (Student Satisfaction – Teaching).

An analysis of international experience shows that satisfaction surveys are conducted using a relatively standardized methodology that includes the above basic parameters and differs in the number of criteria.

For the first time, a survey to assess student satisfaction was conducted in 2018. In 2018-2019, the survey in the Univer system was conducted from 11.03 to 09.04 2019. During the survey, students were asked the following questions:

«Student Satisfaction Assessment» Survey

1. Evaluate your level of satisfaction with the quality of your professional education in the specialty
2. Evaluate your level of satisfaction with the professionalism of the teachers
3. Evaluate the variety of training courses offered
4. Evaluate the quality of work of the dean's office of your faculty
5. Evaluate your level of satisfaction with library resources
6. Evaluate the availability and accessibility of computers
7. Evaluate the Internet access, the information environment of the university
8. Evaluate the general conditions of stay at the Kazgugrad University campus
9. Evaluate academic buildings and scientific infrastructure (laboratories, technopark, etc.)
10. Evaluate satisfaction with accessibility and living conditions in the hostel
11. Rate your satisfaction with the KazNU Medical Center
12. Evaluate the additional services of the campus (banks, parking, catering outlets, shops, etc.).
13. Evaluate the overall quality of social and cultural life at the university
14. Evaluate your level of satisfaction with the work of the Keremet Student Service Center
15. Evaluate your level of satisfaction with the work of student support services (student union, community council, etc.).
16. Evaluate your satisfaction with compliance with the norms of corporate culture by the staff of the security service of buildings and dormitories
17. Evaluate the possibilities of a social environment for students with disabilities

In the 2018-2019 academic year, 10,746 students took part in the survey – **46.8%**, **which is less than the results** of the 2017-2018 academic year - 11,052 students – **57.4%**.

1.2. General Satisfaction Index

As part of the survey, a traditional scale from 1 to 5 was used for all questions, where 1.0 means the lowest level of satisfaction, and 5.0 means the highest.

Rating scale:

1. **Completely dissatisfied**
2. **Generally not satisfied**
3. **Partially satisfied**
4. **Mostly satisfied**
5. **Yes, I am completely satisfied.**

The assessment for each indicator was carried out within the interval values, where each interval corresponds to a certain level of student satisfaction (Table 1).

Table 1 - The ratio of interval values to the level of student satisfaction with the organization of the educational process

№	The interval value	Student satisfaction level	Indicator evaluation map
1	is from 1 to 3.3	Risk	Falling into this interval value indicates an extremely low level of student satisfaction with a specific indicator.
2	from 3.4 – 3.9	Weakness	Falling into this interval value indicates a weak level of student satisfaction and indicates the need to pay special attention to those aspects of management that have received a low estimated value, since they are a problem area.
3	from 4.0 – 4.3	Standard	This value of the interval indicates the degree of student satisfaction at the normal level , i.e. there is a lack of tangible problem areas, but at the same time, there are no obvious competitive advantages.
4	from 4.4 – 4.6	Dignity	Falling into this interval value indicates overall satisfaction and organization of a certain process at a level above the average for this indicator
5	over 4.6	Competitive advantage	Falling into this interval value indicates a high efficiency of the organization of the educational process , which corresponds to a high level of quality of education and the presence of competitive advantages

Table 2 – A model for analyzing student satisfaction with the organization of the educational process

INDICATORS	LEVELS				
	Risk	Weakness	Standard	Dignity	Advantage
Indicator 1					
Indicator 2					
Indicator 3					
Indicator 4					
Indicator 5					

This methodology allowed us to obtain a general satisfaction index for faculties and the university as a whole by deducing interval values across the entire data set.

The average level of student satisfaction at the university as a whole is quite within the norm – 4.14, which is slightly higher than last year (2018 - **4.06**)

Table 3 – The overall average satisfaction level by faculty

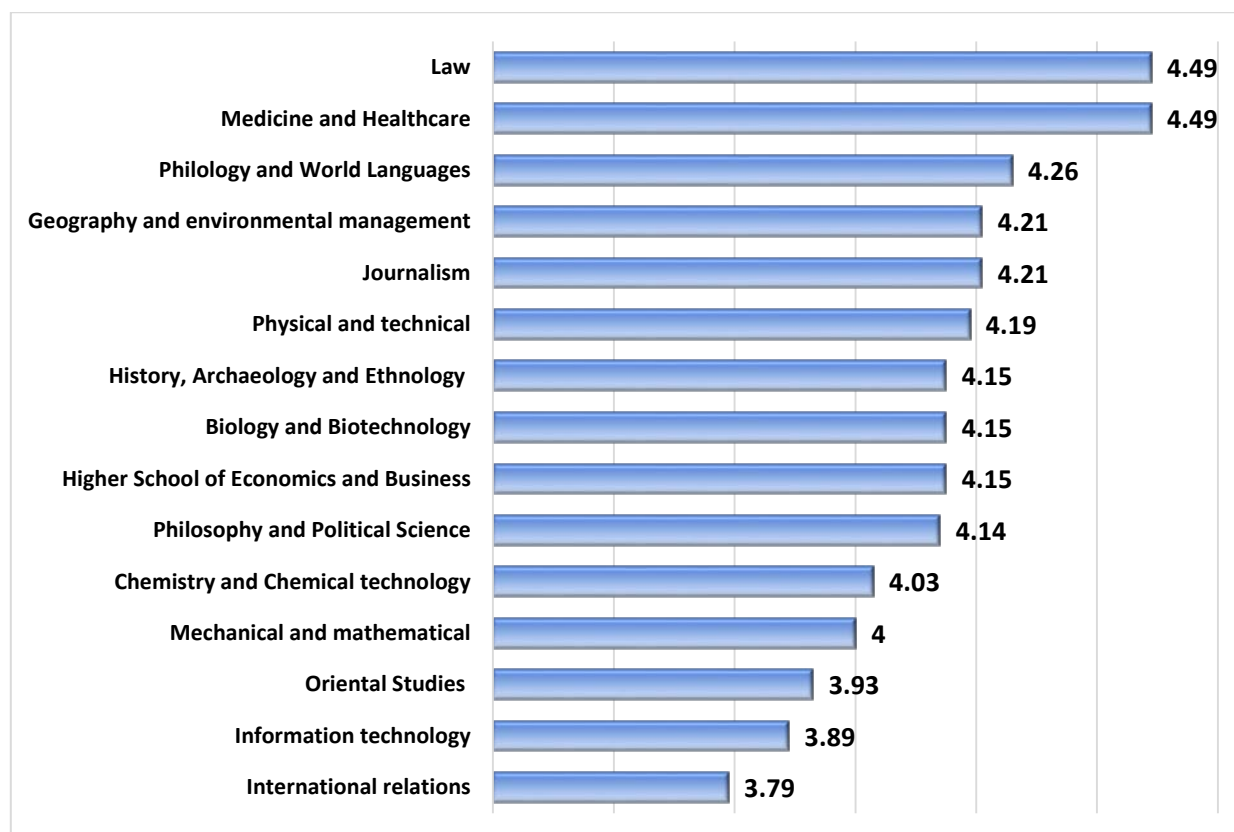
Faculty	Average score	
	2019	2018
Juridical	4,49	4,67
Faculty of Medicine - Higher School of Public Health	4,49	4,30
History, Archaeology and Ethnology	4,15	4,24
Philology and World Languages	4,26	4,19
Philosophy and Political Science	4,14	4,17
Physical and technical	4,19	4,16
Biology and Biotechnology	4,15	4,12
Higher School of Economics and Business	4,15	4,11
Geography and environmental management	4,21	4,05
Chemistry and Chemical technology	4,03	4,01
Journalism	4,21	3,98
Mechanics and Mathematics	4,00	3,96
Of Information Technology	3,89	3,96
International relations	3,79	3,91

Oriental Studies	3,93	3,77
Faculty of Pre-university Education (college, specialized school)**	4,21	3,27

* The data on the faculty of pre-university education are not representative and are not further taken into account in the ranking

Fig. 1

Ranking of faculties by student satisfaction level, 2019r.



2. BRIEF CONCLUSIONS

The results of the study show that the overall satisfaction of students of al-Farabi Kazakh National University with various parameters of the educational process at various faculties ranges from high to normal.

Thus, the results of the study showed that **85.3%** of the surveyed students are fully or partially satisfied with the quality of their professional education in their specialty.

✓ The professionalism of the teachers is	4,31
✓ The quality of work of the dean of his faculty is	4,26
✓ The quality of professional education received in the specialty is	4,25
✓ The variety of training courses offered	4,17

1. The information environment was rated significantly lower by students – 3.78, however, this indicator is gradually improving (3.66 – 2018).

2. Ниже среднего уровня удовлетворены студенты **доступностью и условиями проживания в общежитии** – 3,90. Этот показатель практически не увеличился (3,84 – 2018 г.)

3. Students are satisfied with **the accessibility and living conditions in the dormitory** below the average level – 3.90. This indicator has practically not increased (3.84 – 2018):

4. The general conditions of stay at the university campus of Kazgugrad were assessed positively - 4.27, including:

✓ KazNU Medical Center	4,11
✓ Additional campus services (banks, parking, catering points, shops, etc.).	4,08
✓ The work of student support services (student union, community council, etc.).	4,01