

**AL-FARABI KAZAKH NATIONAL UNIVERSITY**  
**CENTER FOR SOCIOLOGICAL RESEARCH AND SOCIAL**  
**ENGINEERING**



**«A TEACHER THROUGH THE EYES OF  
STUDENTS. ASSESSMENT OF THE  
QUALITY OF EDUCATION AND TEACHING -  
2019».**

**REPORT ON THE RESULTS OF THE 2019 SURVEY**

**ALMATY, 2019**

## 2. GENERAL RESULTS OF THE SURVEY «TEACHER THROUGH THE EYES OF STUDENTS- 2019»

### 1.1 Conducting research

The questionnaire «Teacher through the eyes of students» in the 2018-2019 academic year. It took place in the «Universe» system from 08.11.2018 to 10.12.2018 (following the results of the autumn semester) and from 11.03.2019 to 11.04.2019 (following the results of the spring semester).

#### **The survey «Teacher through the eyes of students»**

1. Personal qualities of the teacher (has high erudition, demeanor and appearance)
2. The teacher is demanding
3. The teacher presents the material on the discipline in an accessible, clear and logical way, comments on difficult points, highlights the main thing in the topic
4. The teacher is interested in the success of the students
5. The teacher uses interactive tools and Internet technologies
6. The teacher is objective in assessing knowledge
7. The teacher focuses on the use of the studied material in future professional activities
8. The teacher focuses on the use of the studied material in writing graduate and master's papers
9. The teacher focuses on the use of the studied material in conducting scientific research
10. The teacher focuses on the use of the studied material in practice
11. The teacher shows creativity, creativity and interest in his work
12. The teacher is able to arouse and maintain interest in the subject, monitors the reaction of the audience
13. How satisfied are you with the quality of the knowledge you receive in your specialty
14. To what extent does the teacher adhere to the principles of transparency and openness in assessing your knowledge
15. The course promotes personal self-improvement
16. The course promotes the acquisition of new knowledge
17. The course promotes the acquisition of professional competencies (knowledge and skills in the specialty)
18. The course promotes the development of thinking, worldview and broaden horizons

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

#### **Rating scale:**

**5 points quality is ALMOST ALWAYS manifested;**

**4 points – quality is OFTEN manifested;**

**3 points – quality is manifested by 50%**

**2 points – quality is RARELY manifested**

**1 point – the quality is practically non-existent.**

## 1.1 Results by departments: qualitative and quantitative statistics

Students of various faculties took a less active part in the survey in 2018-2019 academic year – **40.45%**. The average score at the university is **4.79**.

Percentage of student participation in the survey:

1. 50% or more - 15 departments. The largest percentage of students participating in the survey is the Department of Customs, Financial and Environmental Law (67.85%)
2. Less than 50% - **45 departments**.
3. Less than 10% - **6 departments**.

The results of the survey showed that the main indicators of the work of teaching staff of departments range from 4.28 to 4.99 points.

**Table 4 – The main results of the questionnaire «Teacher through the eyes of students-2019» by departments**

Faculty	Department	Overall average score	Percentage of occupancy
<b>Biology and Biotechnology</b>	Biodiversity and bioresources	4,84	34,18
	Biotechnology	4,70	46,13
	Biophysics and Biomedicine	4,82	58,42
	Molecular Biology and Genetics	4,70	44,95
	<b>Total by faculty</b>	<b>4,76</b>	<b>42,83</b>
<b>Oriental Studies</b>	The Far East	4,71	54,44
	Department of the Middle East and South Asia	4,82	44,03
	Chinese Studies	4,82	28,26
	Turkic	4,87	39,54
	<b>Total by faculty</b>	<b>4,81</b>	<b>42,13</b>
<b>Higher School of Economics and Business</b>	Management and Marketing	4,78	22,65
	Accounting and auditing	4,78	42,60
	Finance	4,89	50,75
	Economy	4,68	43,89
	<b>Total by faculty</b>	<b>4,78</b>	<b>35,79</b>
<b>Geography and environmental management</b>	Geography, land management and cadastre	4,83	49,48
	Cartography and geoinformatics	4,88	60,76
	Meteorology and Hydrology	4,73	43,87
	Recreational geography and tourism	4,92	60,95
	UNESCO for Sustainable Development	4,81	26,66
	<b>Total by faculty</b>	<b>4,83</b>	<b>48,05</b>

<b>Journalism</b>	Publishing, editorial and design art	4,92	29,04
	Print and electronic media	4,86	38,72
	UNESCO, international journalism and media in society	4,95	55,04
	<b>Total by faculty</b>	<b>4,91</b>	<b>41,34</b>
<b>Information technology</b>	Computer Science	4,58	38,78
	Information systems	4,68	26,50
	Department of Artificial Intelligence and Big Data	4,39	24,34
	<b>Total by faculty</b>	<b>4,55</b>	<b>31,42</b>
<b>History, archaeology and ethnology</b>	Archaeology, Ethnology and Museology	4,92	25,45
	World history, historiography and source studies	4,82	38,34
	The history of Kazakhstan	4,81	46,10
	<b>Total by faculty</b>	<b>4,85</b>	<b>40,35</b>
<b>Medicine and Healthcare</b>	Department of Epidemiology, Biostatistics and Evidence-Based Medicine	4,74	31,67
	Clinical disciplines	4,28	2,41
	Health policy makers and organizations	4,99	10,52
	Theoretical disciplines	4,92	16,23
	Physical education and sports	4,98	5,26
	<b>Total by faculty</b>	<b>4,78</b>	<b>8,87</b>
<b>International relations</b>	Diplomatic translation	4,89	45,71
	International law	4,88	42,13
	International relations and the global economy	4,89	24,11
	<b>Total by faculty</b>	<b>4,89</b>	<b>32,48</b>
<b>Mechanical and mathematical</b>	Differential equations and control theory	4,62	42,34
	Mathematical and computer modeling	4,61	33,61
	Mechanics	4,56	33,33
	Fundamental mathematics	4,49	33,05
	<b>Total by faculty</b>	<b>4,57</b>	<b>35,29</b>
<b>Faculty of Pre-university Education (college, specialized school)</b>	Pre-university training	4,91	37,68
	College	4,98	8,18
	Language and general education training for foreigners	4,79	9,02
	<b>Total by faculty</b>	<b>4,89</b>	<b>12,19</b>
<b>Physical and technical</b>	Theoretical and nuclear physics	4,75	40,77

	Thermophysics and technical physics	4,78	47,66
	Plasma physics and computer physics	4,65	45,96
	Solid state physics and nonlinear physics	4,71	38,45
	<b>Total by faculty</b>	<b>4,72</b>	<b>42,36</b>
<b>Philology and World Languages</b>	Foreign Language	4,76	54,65
	Foreign Philology and Translation	4,71	44,69
	Kazakh linguistics	4,81	43,48
	Kazakh literature and theory of literature	4,93	47,05
	General Linguistics and European Languages	4,77	38,11
	Russian Philology and World Literature	4,88	48,55
	<b>Total by faculty</b>	<b>4,81</b>	<b>48,26</b>
<b>Philosophy and Political Science</b>	General and Applied Psychology	4,80	51,07
	Pedagogy and educational management	4,67	54,64
	Political Science and Political Technology	4,83	36,89
	Religious studies and cultural studies	4,94	42,32
	Sociology and Social Work	4,73	50,13
	Philosophy	4,61	53,61
	<b>Total by faculty</b>	<b>4,76</b>	<b>50,72</b>
<b>Chemistry and Chemical technology</b>	Analytical, colloidal chemistry and technology of rare elements	4,73	35,43
	General and inorganic Chemistry	4,79	38,75
	Physical chemistry, catalysis and petrochemistry	4,67	35,21
	Chemistry and technology of organic substances, natural compounds and polymers	4,85	43,95
	Chemical Physics and Materials Science	4,75	41,40
	<b>Total by faculty</b>	<b>4,76</b>	<b>38,42</b>
	<b>Law</b>	Civil law and civil procedure, labor law	4,95
Customs, financial and environmental law		4,94	67,85

	Theory and history of State and law, constitutional and administrative law	4,94	57,29
	Criminal law and criminal procedure, criminology	4,95	61,09
	<b>Total by faculty</b>	<b>4,95</b>	<b>59,65</b>
<b>TOTAL BY UNIVERSITY</b>			<b>40,45</b>

In general, according to the results of the 2018-2019 academic year, the work of 80.7% of teachers – 1921 teachers – was rated quite highly – the range from 4.99 to 4.0 points. The score is 5.0 – 394 teachers.