AL-FARABI KAZAKH NATIONAL UNIVERSITY

**CENTER FOR SOCIOLOGICAL RESEARCH
AND SOCIAL ENGINEERING**

«STUDENT SATISFACTION ASSESSMENT»

REPORT ON THE RESULTS OF THE 2020 SURVEY

ALMATY, 2020

OVERALL SATISFACTION ASSESSMENT STUDENTS

The main indicators of satisfaction assessment

According to QS University Rankings Methodology satisfaction assessment (Student Satisfaction) 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).

The Student Satisfaction survey has been conducted since 2018. In the 2019-2020 academic year, the survey in the Univer system took place from 12.03 to 19.04 2020. During the survey, students were asked the following questions:

Student Satisfaction Assessment Survey

1. Evaluate your level of satisfaction with the quality ofyour professional education in 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, technology parks, 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 (SSC)
15. Evaluate your level of satisfaction with the work of student support services (student trade union, public council, etc .).
16. Evaluate your satisfaction with the observance of the norms of corporate culture by the staff of the security service of buildings and dormitoriess
17. Evaluate the possibilities of a social environment for students with disabilities

In the 2019-2020 academic year, 11331 students participated in the survey– **42.1**%, which is less than the results of both 2019 - 46.8% and 2018 – **57.4%.** Representativeness of the

results remains: 99.7% («accuracy») - confidence probability, 1.07 (confidence interval) - sampling error.

Overall satisfaction index

As part of the survey, a traditional school from 1 to 5 was used for all questions, where 1.0 means the lowest level of satisfaction, and 5.0 – 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 framework of interval values, where each interval corresponds to a certain level of student satisfaction (Table 17).

Table 17 is the ratio of interval values to the level of student satisfaction with the organization of the educational process
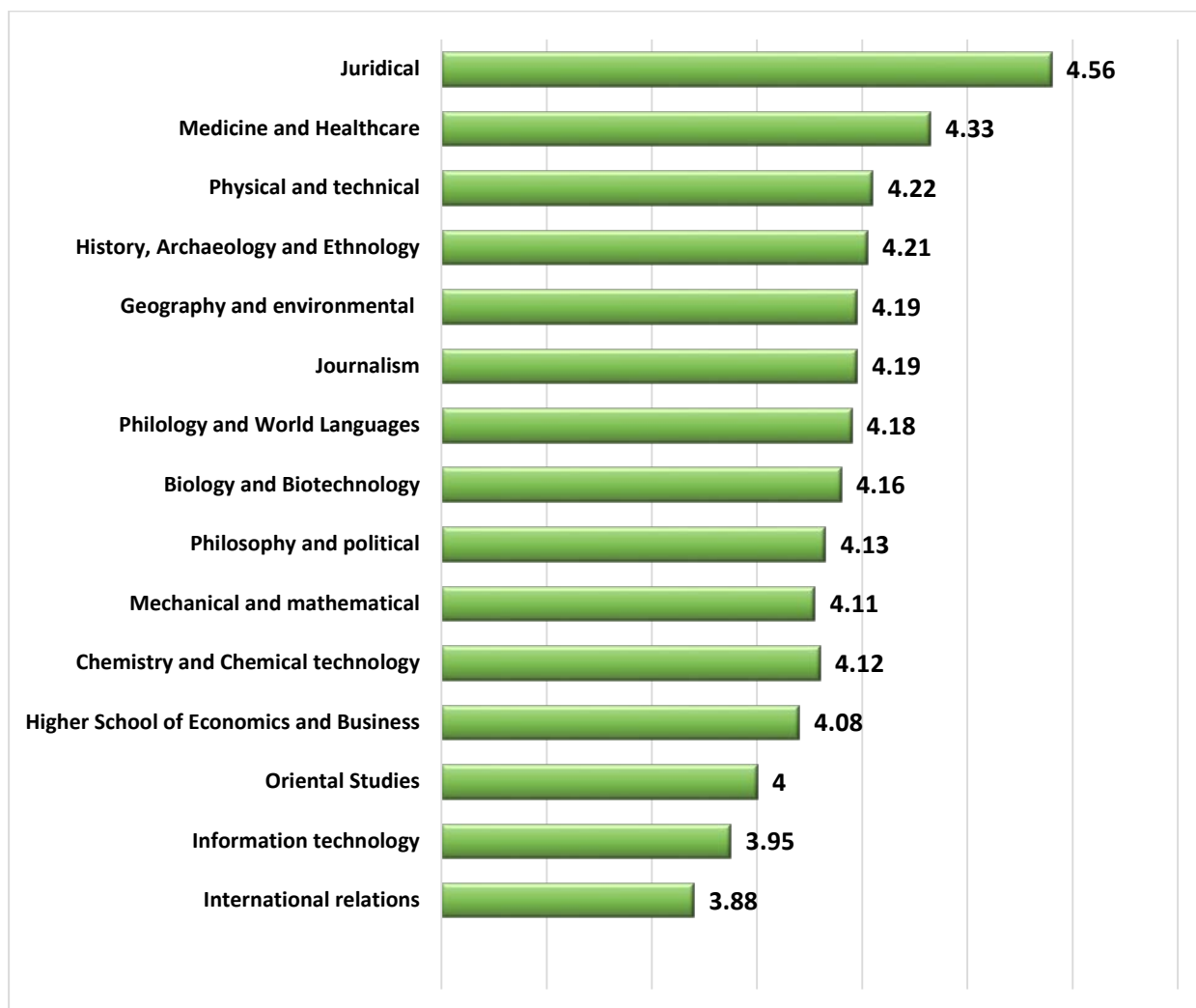
№	Interval value	Student satisfaction level	Map for evaluating indicators
1	from 1 to 3.3	Risk	Falling into this interval value indicates an **extremely low level** of student satisfaction with a specific indicator.
2	from 3,4 – 3,9	Weakness	Getting into this interval value indicates a **weak level** of student satisfaction and indicates the need to pay special attention to the management of those aspects of the activity that received a low assessment value, since they are a problem area.
3	from 4.0-4.3	Norm	This value of the interval indicates the degree of satisfaction of students at **the level of the norm**, i.e. there is no noticeable problem areas, but at the same time, there are no obvious competitive advantages.
4	from 4,4 -4,6	Dignity	Getting into this interval value indicates **the overall satisfaction** and organization of a certain process at a level higher than 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

The average level of student satisfaction at the university in 2020 did not change in comparison with 2019 and amounted - **to 4.14.**

Table 18 – Overall average satisfaction level by faculty

Faculty	Average score		
	2020	**2019**	**2020**
Juridical	4,56 ↑	4,49	4,67
Medicine and Healthcare	4,33 ↓	4,49	4,30
History, Archaeology and Ethnology	4,21 ↑	4,15	4,24
Philology and World Languages	4,18 ↓	4,26	4,19
Philosophy and Political Science	4,13 ↓	4,14	4,17
Physical and technical	4,22 ↑	4,19	4,16
Biology and Biotechnology	4,16 ↑	4,15	4,12
Higher School of Economics and Business	4,08 ↓	4,15	4,11
Geography and environmental management	4,19 ↓	4,21	4,05
Chemistry and chemical technology	4,12 ↑	4,03	4,01
Journalism	4,19 ↓	4,21	3,98
Mechanics and Mathematics	4,11 ↑	4,00	3,96
Information technology	3,95 ↑	3,89	3,96
International relations	3,88 ↑	3,79	3,91
Oriental Studies	4,00 ↑	3,93	3,77
Faculty of Pre-university Education (college, specialized school)	3,96 ↓	4,21	3,27

Figure 1. Ranking of faculties by student satisfaction level,2020

Faculty	Value
Juridical	4.56
Medicine and Healthcare	4.33
Physical and technical	4.22
History, Archaeology and Ethnology	4.21
Geography and environmental	4.19
Journalism	4.19
Philology and World Languages	4.18
Biology and Biotechnology	4.16
Philosophy and political	4.13
Mechanical and mathematical	4.11
Chemistry and Chemical technology	4.12
Higher School of Economics and Business	4.08
Oriental Studies	4
Information technology	3.95
International relations	3.88

Assessment of student satisfaction according to the main indicators

Table 19 shows the average values for the main parameters of student satisfaction assessment for the university as a whole, all indicators increased slightly compared to 2018.

Table 19 - The main indicators of student satisfaction

Questions	Values		
	2020	2019	2018

Evaluate your level of satisfaction with the quality of your professional education in the specialty	4,26	4,25	4,15
Evaluate your level of satisfaction with the professionalism of the teachers	4,31	4,31	4,21
Evaluate the variety of training courses offered	4,17	4,17	4,10
Evaluate the quality of work of the dean's office of your faculty	4,24	4,26	4,18
Evaluate your level of satisfaction with library resources	4,31	4,31	4,20
Evaluate academic buildings and scientific infrastructure (laboratories, technopark, etc.)	4,10	4,11	4,05
Evaluate Internet access, the information environment of the university	3,81	3,78	3,66
Evaluate the availability and accessibility of computers	4,03	4,07	4,02
Evaluate the general conditions of your stay at the Kazgugrad University campus	4,28	4,27	4,25
Evaluate your level of satisfaction with the work of the Keremet Student Service Center	4,17	4,19	4,09
Evaluate your level of satisfaction with the work of student support services (student union, public council, etc.).	4,01	4,01	3,90
Evaluate your satisfaction with the KazNU Medical Center	4,14	4,11	3,99
Evaluate your satisfaction with compliance with the norms of corporate culture by the staff of the security service of buildings and dormitories	4,26	4,29	4,17
Rate the additional services of the campus (banks, parking, catering outlets, shops, etc.).	4,12	4,08	3,99
Evaluate the overall quality of social and cultural life at the university	4,23	4,22	4,15
Assess your satisfaction with the availability and living conditions in the hostel	3,89	3,90	3,84
Evaluate the possibilities of a social environment for students with disabilities	4,10	4,11	4,05