

**AL-FARABI KAZAKH NATIONAL UNIVERSITY**

**CENTER FOR SOCIOLOGICAL RESEARCH  
AND SOCIAL ENGINEERING**



# «STUDENT SATISFACTION ASSESSMENT»

REPORT ON THE RESULTS OF THE 2021 SURVEY

ALMATY, 2021

## OVERALL SATISFACTION ASSESSMENT STUDENTS

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).

The student satisfaction survey has been conducted since 2018. In the 2020-2021 academic year, the survey in the Univer system took place from 10.03 to 12.04 2021. 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, public council, etc.).
16. Evaluate your satisfaction with the observance of corporate culture standards 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 2019-2020 academic year, 13,237 students took part in the survey – 42.1%, which is less than the results of both 2019 - 46.8% and 2018 – 57.4%. Despite the decrease in the proportion (percent), there is a slight increase in the number of participants. The 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 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:

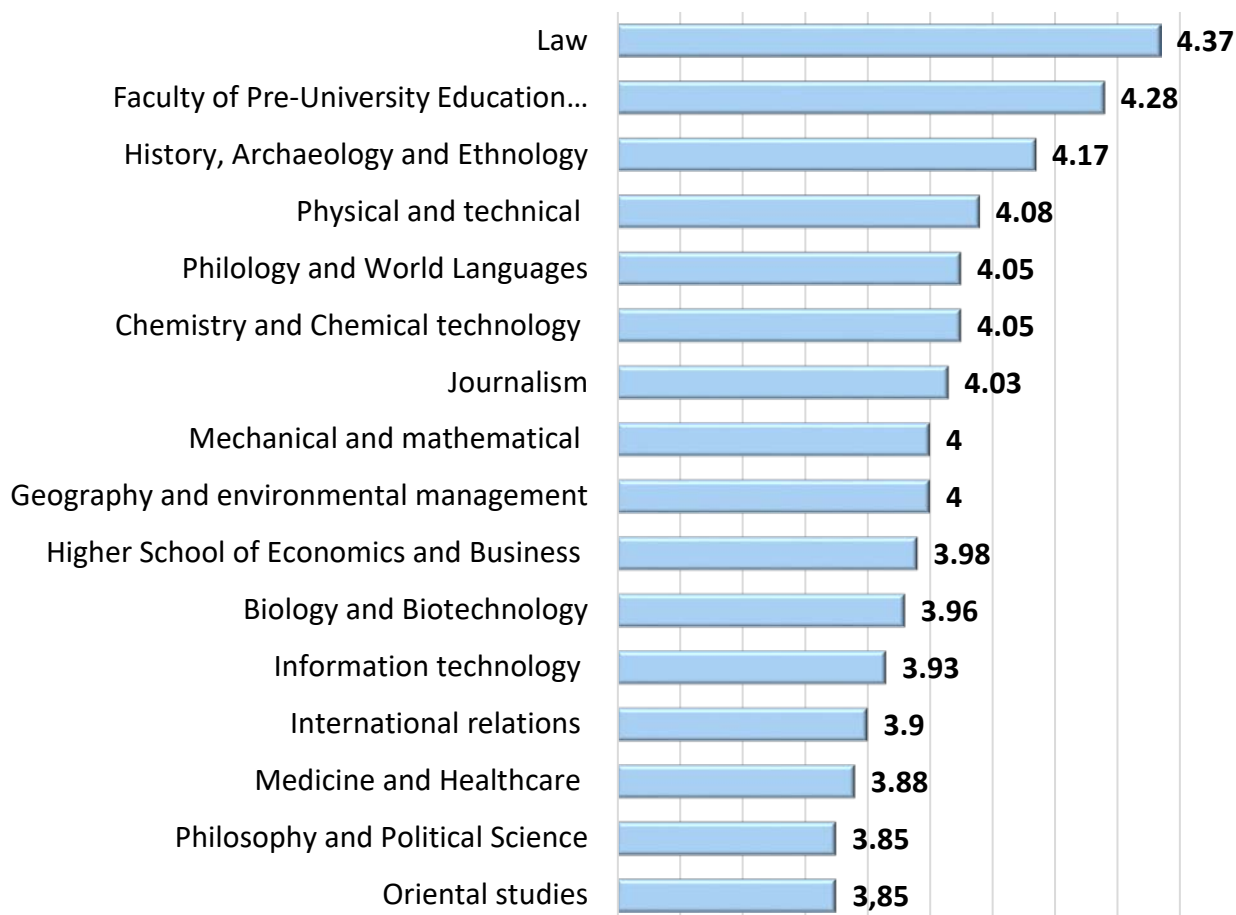
1. **Completely dissatisfied**
2. **Generally not satisfied**
3. **Partially satisfied**
4. **Mostly satisfied**
5. **Yes, I am completely satisfied.**

The assessment for each indicator was carried out within the interval values, where each interval corresponds to a certain level of student satisfaction (Table 17).

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

№	Interval value	Student satisfaction level	Indicator evaluation map
1	from 1 to 3,3	Risk	Falling into this interval value indicates <b>an extremely low level</b> of student satisfaction with a specific indicator.
2	from 3,4-3,9	Weakness	Falling into this interval value indicates <b>a weak level of student satisfaction</b> 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	XXXX 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

**Fig.1. Ranking of faculties by student satisfaction level, 2021**



## Assessment of student satisfaction according to the main indicators

Table 2 shows the average values for the main parameters of student satisfaction assessment for the university as a whole, all indicators decreased slightly compared to 2020.

**Table 2 – The main indicators of student satisfaction**

Questions	Values		
	2021	2020	2019
Evaluate your level of satisfaction with the quality of your professional education in the specialty	4,13	4,26	4,25
Evaluate your level of satisfaction with the professionalism of the teachers	4,17	4,31	4,31

Evaluate the variety of training courses offered	4,06	4,17	4,17
Evaluate the quality of work of the dean's office of your faculty	4,13	4,24	4,26
Evaluate your level of satisfaction with library resources	4,14	4,31	4,31
Evaluate academic buildings and scientific infrastructure (laboratories, technopark, etc.)	4,0	4,10	4,11
Evaluate Internet access, the information environment of the university	3,87	3,81	3,78
Evaluate the availability and accessibility of computers	4,02	4,03	4,07
Evaluate the general conditions of your stay at the Kazgugrad University campus	4,08	4,28	4,27
Evaluate your level of satisfaction with the work of the Keremet Student Service Center	4,02	4,17	4,19
Evaluate your level of satisfaction with the work of student support services (student union, public council, etc.).	3,96	4,01	4,01
Evaluate your satisfaction with the KazNU Medical Center	4,04	4,14	4,11
Evaluate your satisfaction with compliance with the norms of corporate culture by the staff of the security service of buildings and dormitories	4,08	4,26	4,29
Rate the additional services of the campus (banks, parking, catering outlets, shops, etc.).	4,04	4,12	4,08
Evaluate the overall quality of social and cultural life at the university	4,07	4,23	4,22
Assess your satisfaction with the availability and living conditions in the hostel	3,81	3,89	3,90
Evaluate the possibilities of a social environment for students with disabilities	4,0	4,10	4,11