

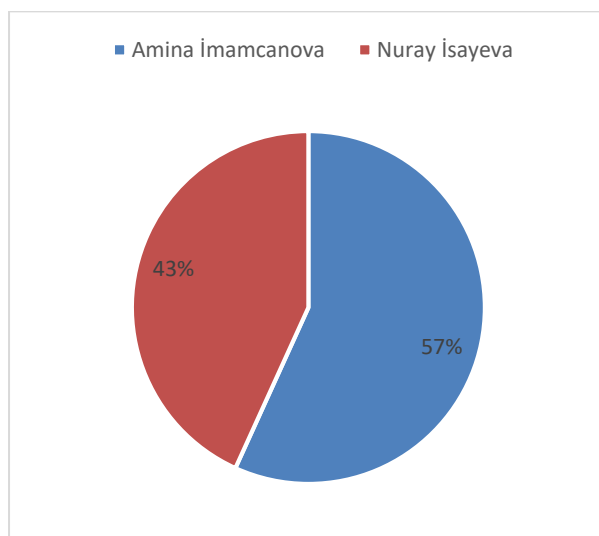
## Analysis of the Activities of the School of Business and Management Based on Survey Results

**Date :**19.05.2025

**Number of respondents:** 162 participants

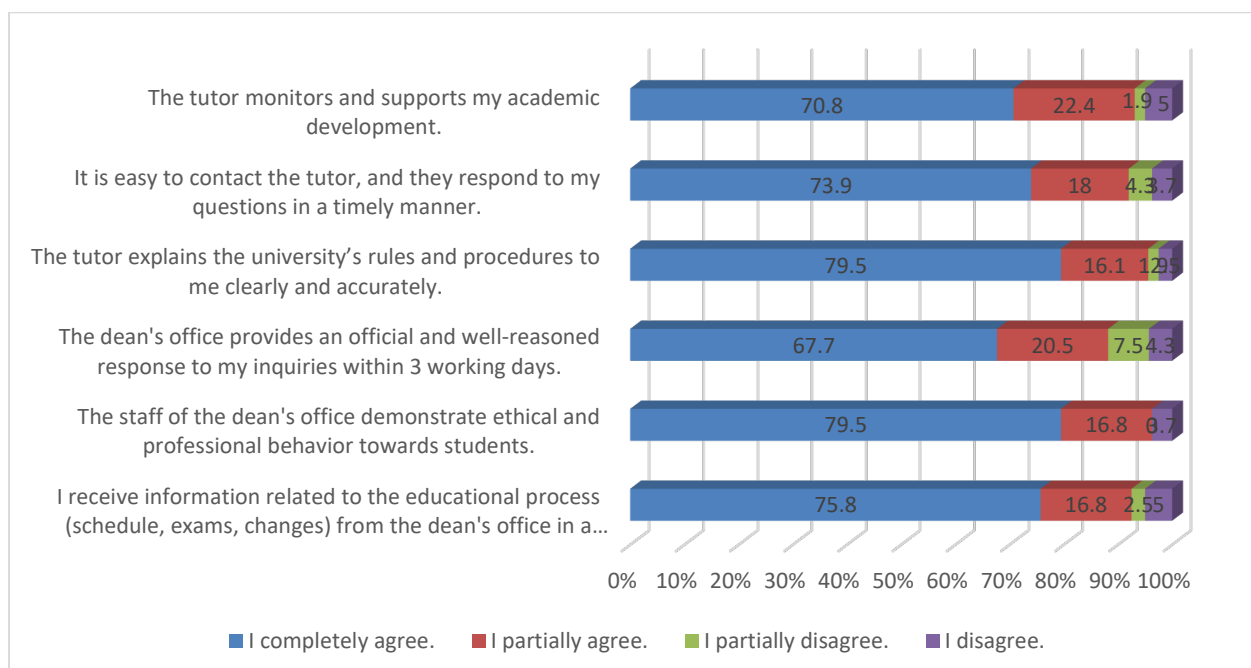
**Purpose of the survey:** The purpose of this survey is to assess the quality level of dean's office and tutor services at the university and to identify improvement measures in the relevant areas.

### 1. Your Tutor:



Tutor	Number of Students
Amina İmamcanova	92
Nuray İsayeva	70

### 2. Assessment of Activities:



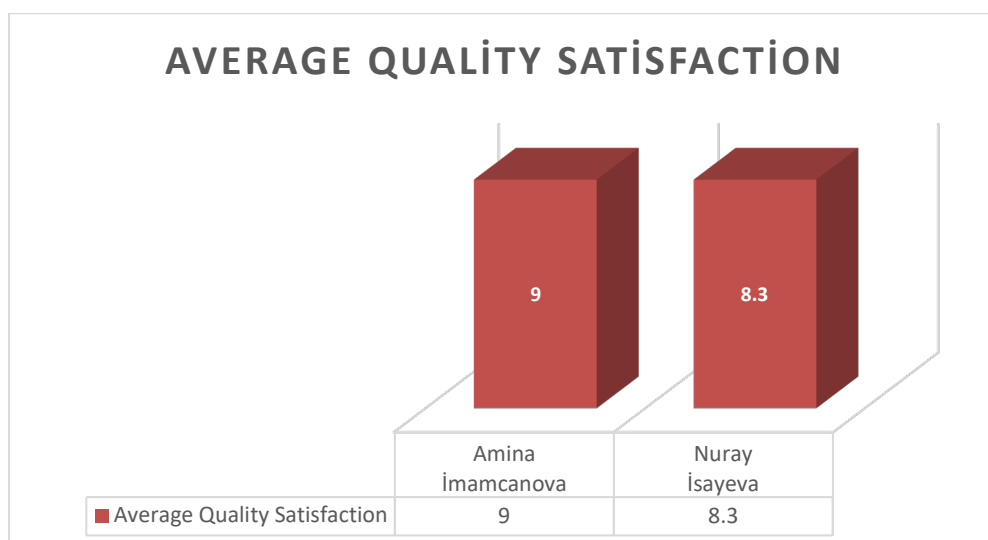
## 2. How do you overall evaluate the performance of your tutor?

Score Range	Evaluation Category	Quality Interpretation
0.0 – 5.9	Unsatisfactory	Immediate improvement required
6.0 – 7.9	Partially satisfactory	Mostly adequate, but there are areas for development
8.0 – 8.4	Satisfactory	Generally positive, but certain improvements are recommended
8.5 – 10.0	High quality	<b>High Evaluation Category</b> satisfaction; the service largely meets student expectations

Immediate improvement is required

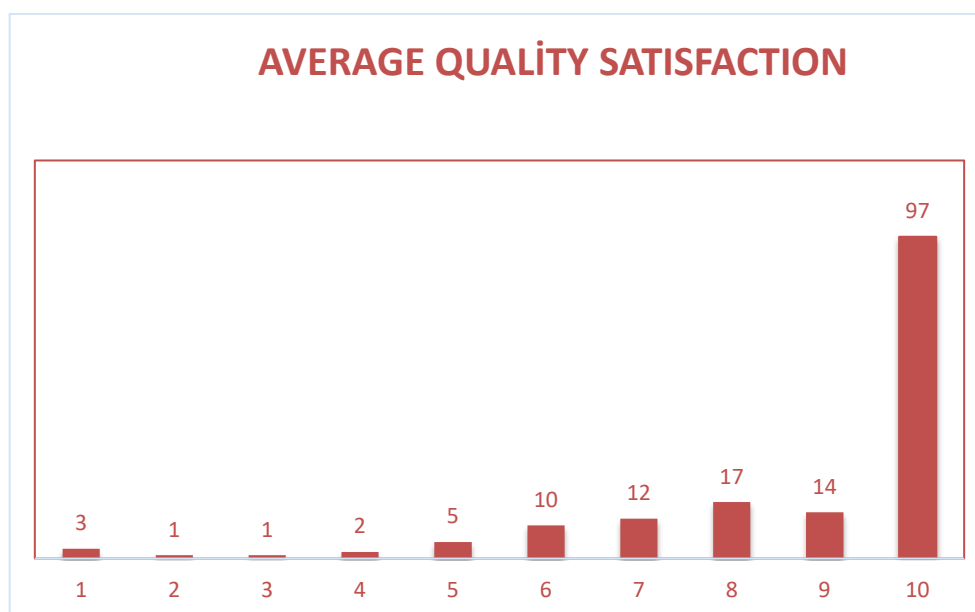


Based on the students' responses, the average satisfaction score regarding the tutor's performance was 8.8. According to the European standard scale, this result corresponds to the **"High Quality"** level and indicates that the service is generally evaluated positively.



Average Quality Satisfaction Indicators of Tutors			
Tutor's Name	Average Satisfaction Score	Category	Comment
Amina İmamcanova	9	Satisfactory	Rated with high satisfaction by students
Nuray İsayeva	8.3	High quality	Overall evaluated positively, but improvements are possible in some areas.

### 3. How would you evaluate Natig Mirzayev's overall performance?



### How would you evaluate the overall performance of Dean Natig Mirzayev?

The student satisfaction score regarding Dean Natig Mirzayev's performance was 8.8 points. According to the European standard scale, this result corresponds to a "high quality" level and indicates that the service generally meets student expectations to a large extent.

### 4. General Analysis of Open-Ended Responses from the School of Business and Management Activity Survey

#### Overall Satisfaction Level

The majority of survey participants reported being generally satisfied with the activities of the School of Business and Management, particularly with the tutor

and dean's office staff. The repeated use of expressions such as "very satisfied," "excellent," "they do a great job," and "thank you" in the responses reflects a high level of satisfaction in this area.

### **Concise General Analysis of Open-Ended Responses**

The analysis of students' responses revealed the following key points: