



WESTERN
caspi an UNIVERSITY

Student Satisfaction and Service Evaluation Survey Report

Survey date- 09.10.2024-27.10.2024

Survey developer- Quality Assurance Center

Maximum number of students who can participate in the survey- 3461

Number of students who participated in the survey- 595 (17%)

This report presents the results of the “Student Satisfaction and Service Evaluation Survey” conducted at Western Caspian University from 09–27 October 2024. The main objective of the survey is to determine the level of satisfaction of students with the services provided at the university and areas for improvement. The survey was conducted anonymously.

The QR code and link to the survey are posted below.

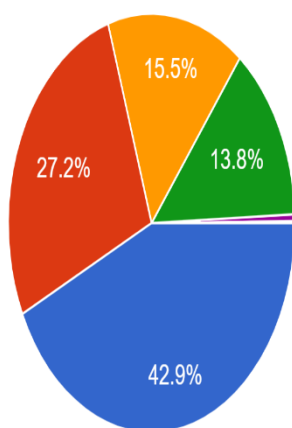


<https://forms.gle/LJRyWeXizHF8f1k8A>



1. Course performance of students participating in the survey.

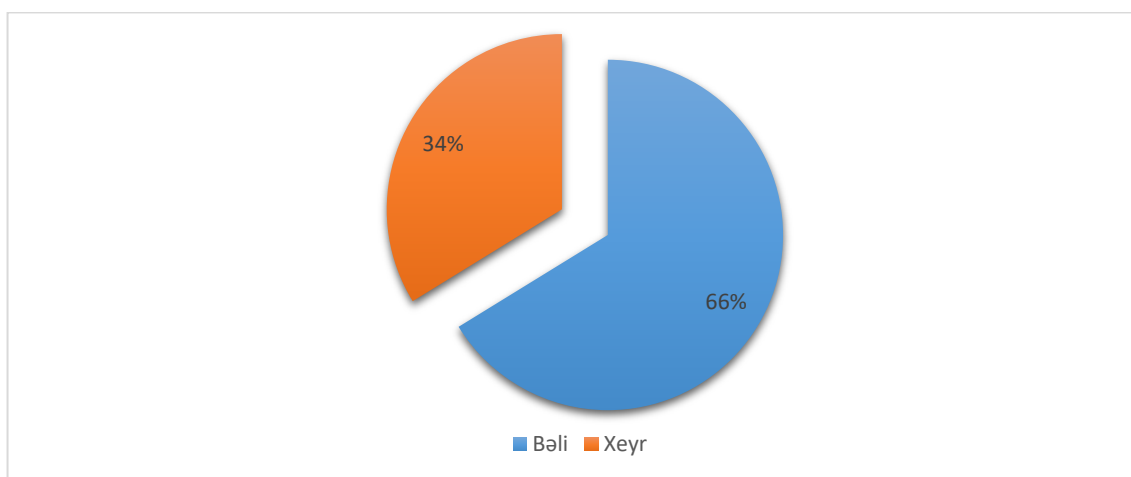
Students from various majors and levels of education participated in the survey. The breakdown of participants by course is as follows:



- I
- II
- III
- IV
- V
- Magistr I
- Magistr II

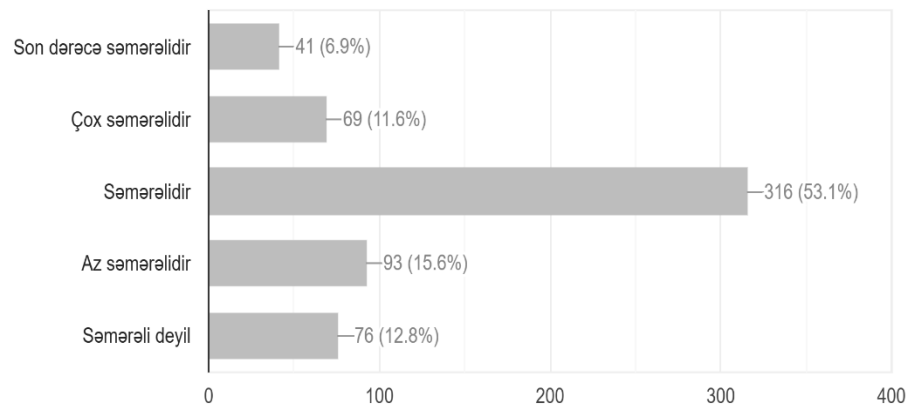
Course	Number of Students
I	255
II	162
III	92
IV	82
Master Degree	3

2. Is the syllabus distributed in the first week of the semester?

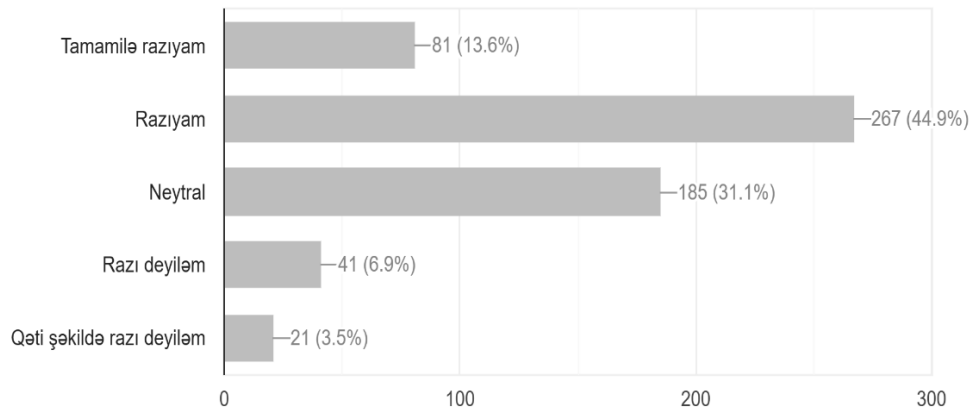




3. How do you evaluate the effectiveness of practical and laboratory classes?

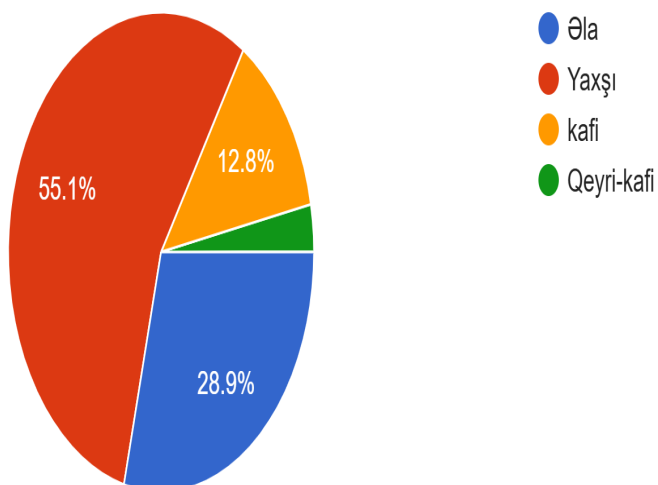


4. Has the content of the training organized so far met your expectations?

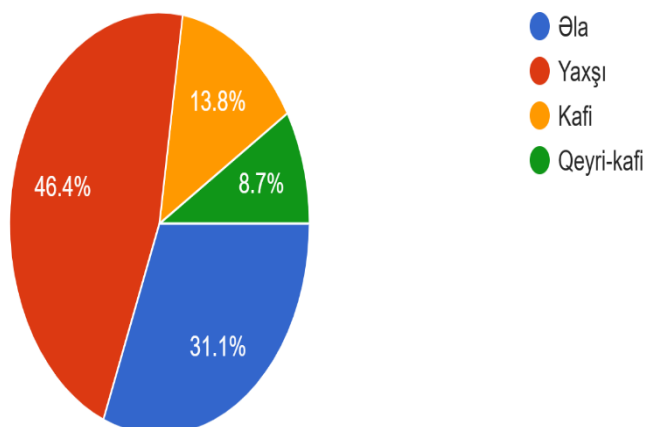




5. How do you evaluate the quality of education at the university?

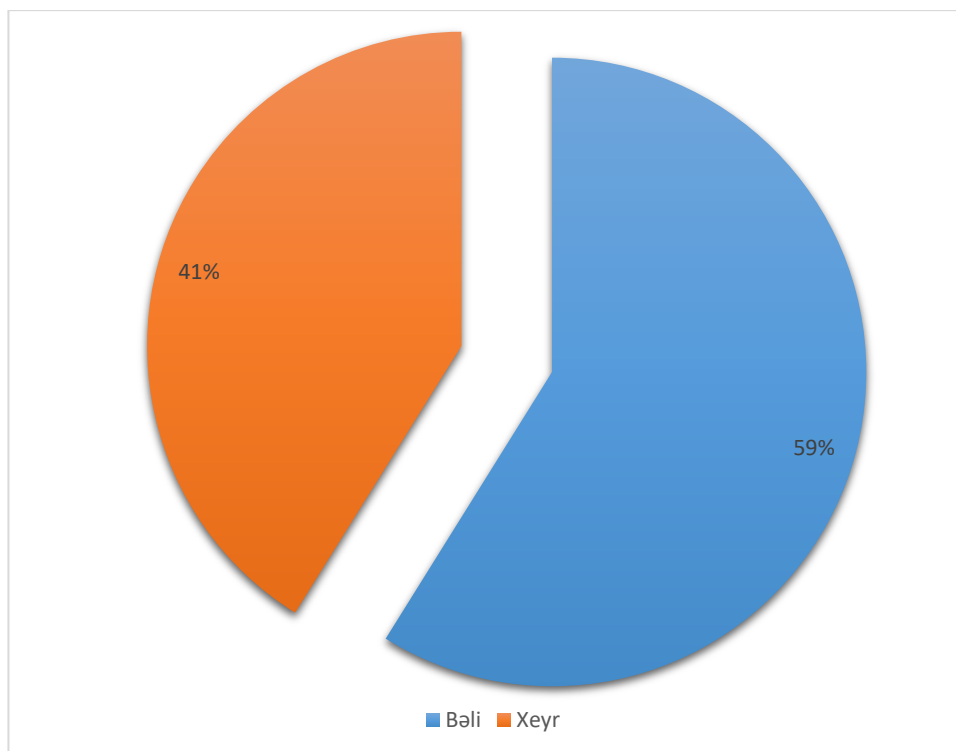


5. Are you satisfied with the tutors' service?

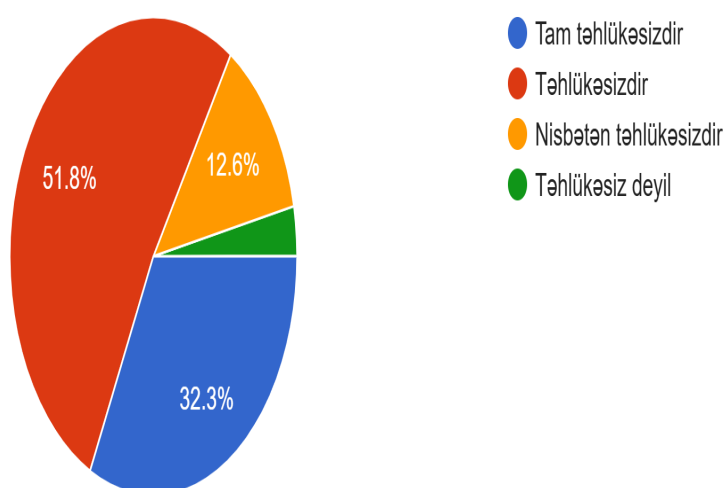




6. Do you use the university library?

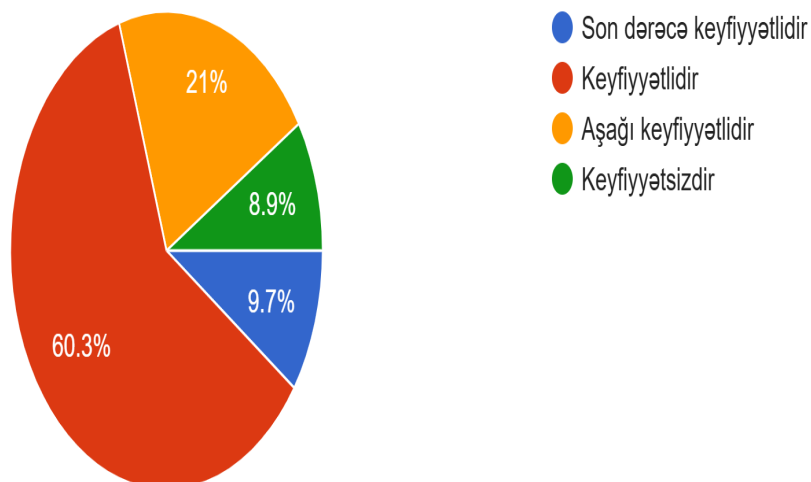


9. How do you assess the level of security at the university?

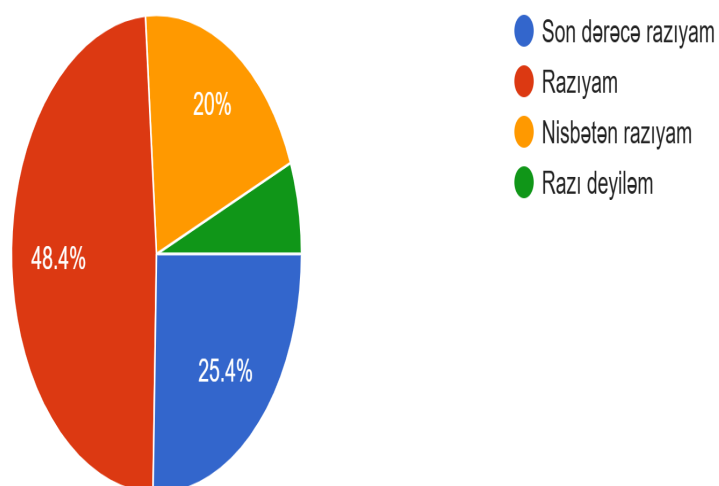




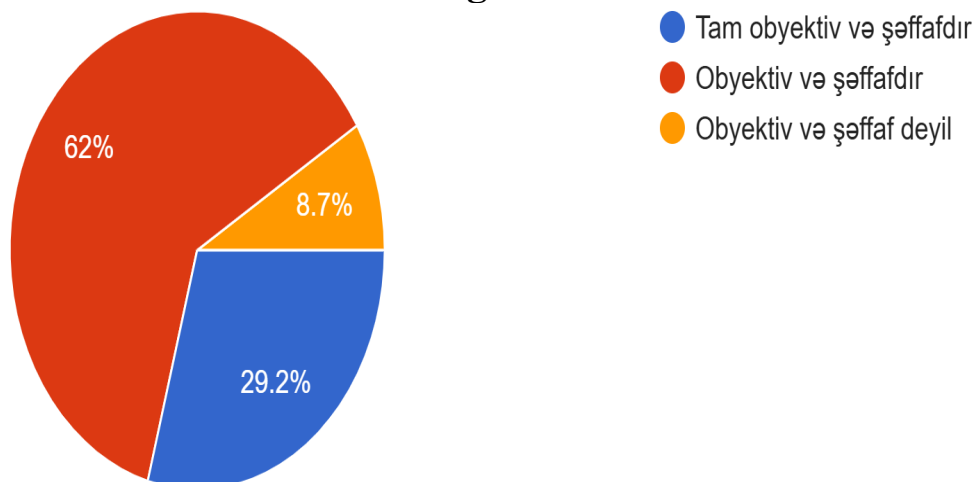
7. What is your opinion about the quality of food offered at the student cafeteria?



11. Are you satisfied with the activities of the Dean's Office?



12. How do you assess the objectivity and transparency of the assessment of students' knowledge?





WESTERN CASPIAN UNIVERSITY

Quality Assurance Center

Final Report on Student Feedback and Suggestions

Date: 28.10.2024

1. As a result of the analysis of the opinions and suggestions submitted by student organizations, the following main issues were identified:
2. 1. Language issues: Incomplete provision of the Russian department, lack of materials in Russian, insufficient language skills of some teachers.
3. 2. Teaching process: Weakness of teacher responsibility, dominance of theoretical knowledge, lack of practical classes.
4. 3. Infrastructure: Elevator and internet problems, insufficient technical equipment (projector, ventilation systems) in classrooms, limited library resources, need for repairs in the university building.
5. 4. Student welfare: High buffet prices, lack of recess periods, insufficient security measures, delays in issuing student cards.
6. 5. Management: Failure to provide timely and complete information by tutors and deaneries, delays in responding to student applications.
7. 6. Practice and social activities: Increasing practical training, organizing field experiences, intensifying social and educational activities.
8. 7. Special groups: Not applying individual approaches to students belonging to the sub-bachelor and family categories.
9. 8. General wishes: Improving the educational and social environment based on humanistic principles, ensuring an operational approach to student applications.

Conclusion:

It is recommended that the identified issues be investigated and an action plan be prepared and implemented by the relevant structural units.

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