

Student Satisfaction and Service Evaluation Survey Report

Survey Dates: April 22–24, 2025

Prepared by: Quality Assurance Center

Maximum Number of Students Eligible to Participate in the Survey: 3,461

Number of Students Who Participated in the Survey: 1,042 (30%)

This report presents the results of the “Student Satisfaction and Service Evaluation Survey” conducted at Western Caspian University between April 22–24, 2025.

The main objective of the survey was to determine students’ level of satisfaction with the services provided by the university and to identify areas that need improvement. The survey was conducted anonymously.

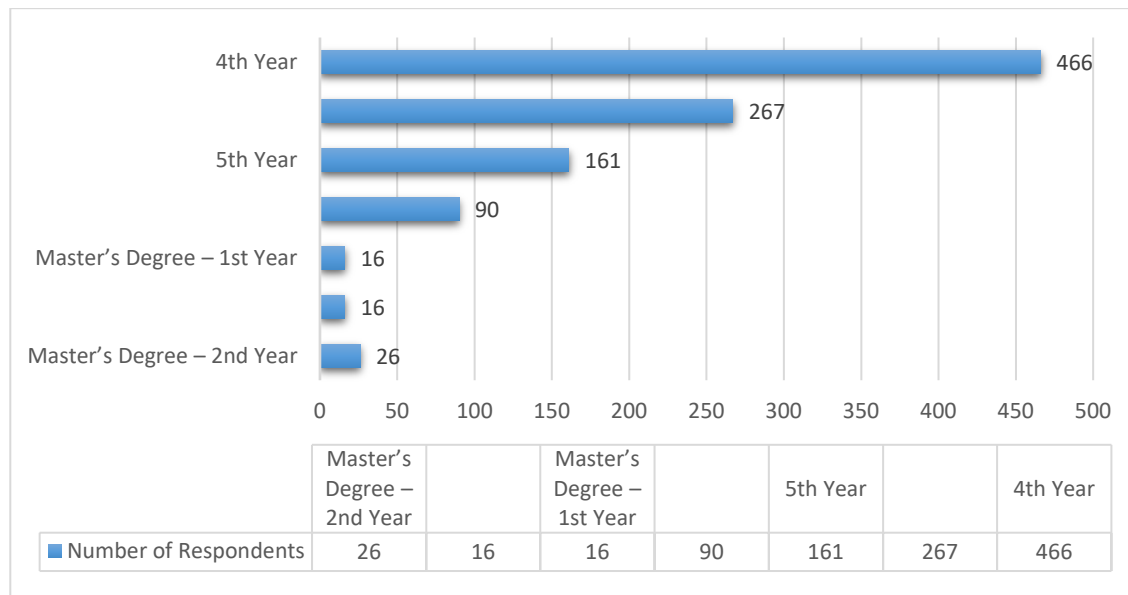
The QR code and the link to the survey are provided below.



https://forms.office.com/Pages/AnalysisPage.aspx?AnalyzerToken=9v6kFdV71eclphYN SVF05EhZBNdm5mV7&id=te9GA_vfr0qhWQecHAMlx0qz-MVZRyVGk1kyRsBSQJpURTFNNUVMNzJKMFpNNVFPWDNKUVpTNU9FNy4

1. Distribution of Participating Students by Year of Study

Students from various specialties and academic levels participated in the survey. The distribution of participants by year of study is as follows:

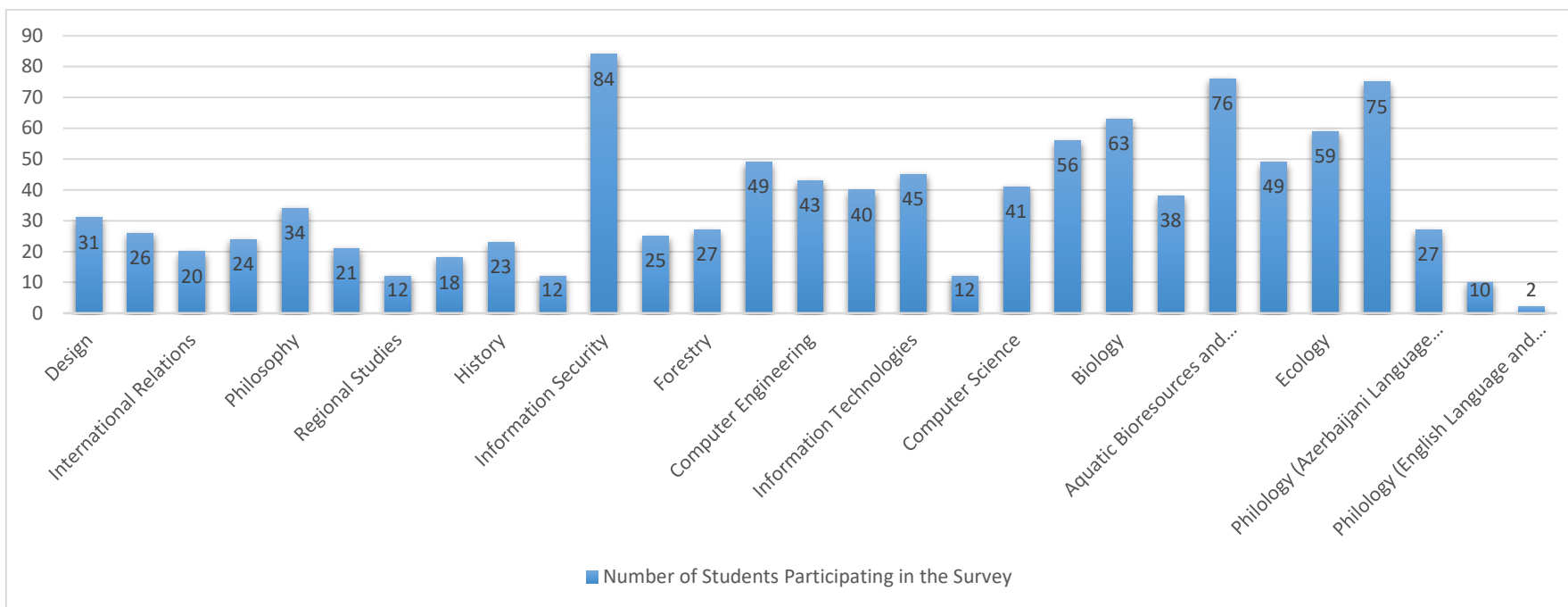


Year of Study	Percentage Indicators
1st Year	45%
2nd Year	26%
3rd Year	15%
4th Year	9%
5th Year	2%
Master's Degree	4%

2. Distribution of Participating Students by Academic Programs



WESTERN
caspi an UNIVERSITY

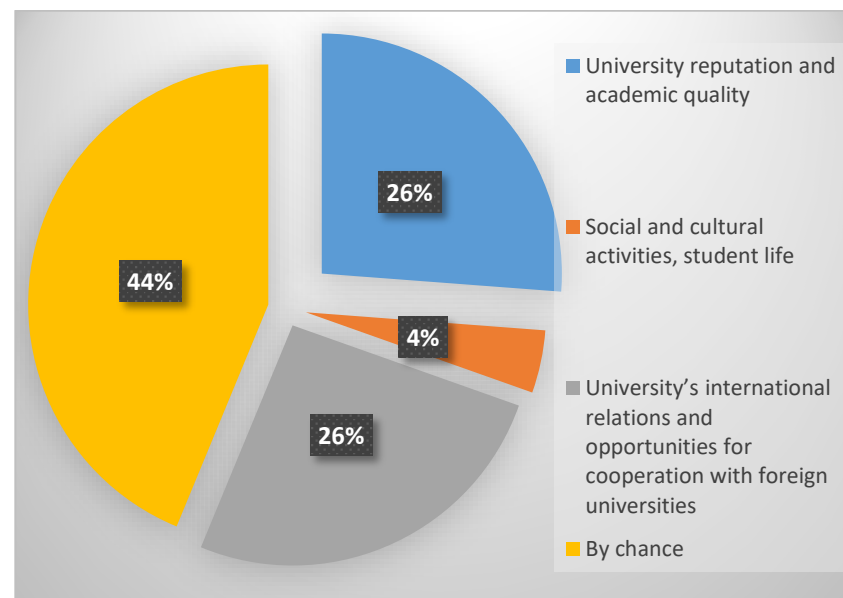
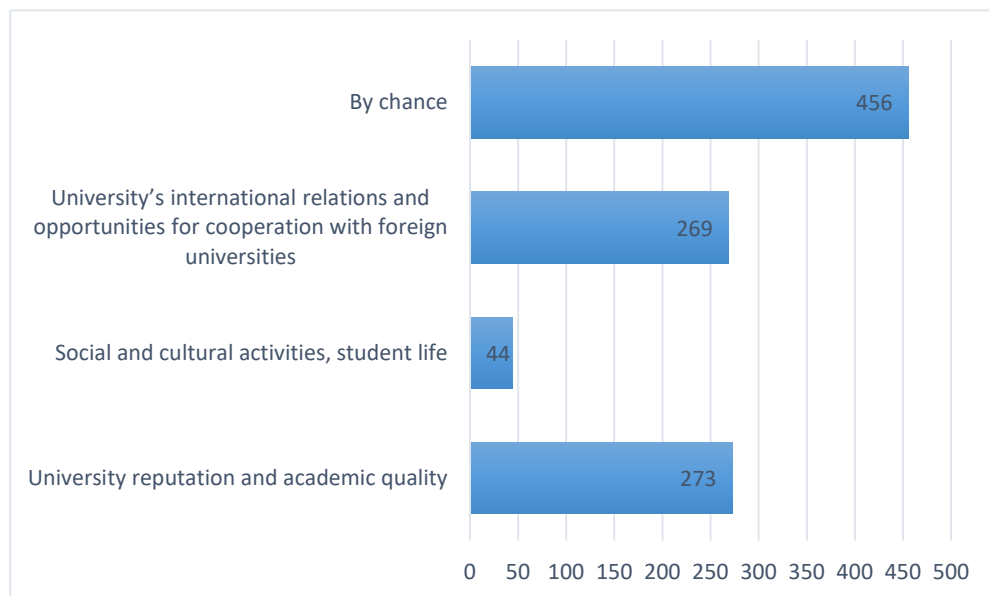


• Schools	Number of Students
• Political and Social Sciences	176
• Business and Management	269
• High Technology and Innovative Engineering	224
• Economics	157
• Psychology	53
• Philology	132
• Design	31



WESTERN
caspi anUNIVERSITY

2. Indicators for the question: The main reason for choosing Western Caspian University.



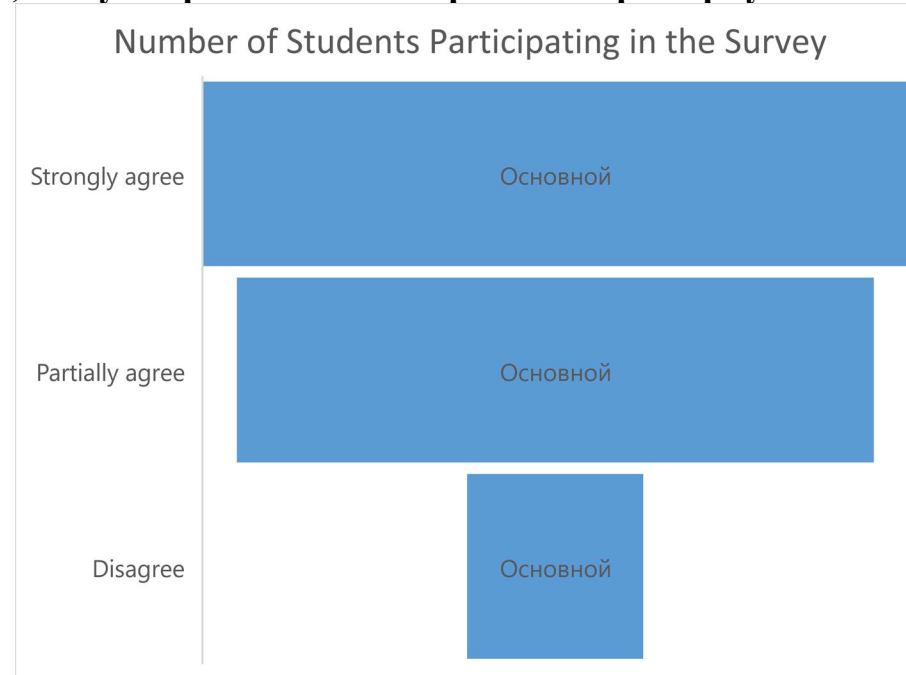
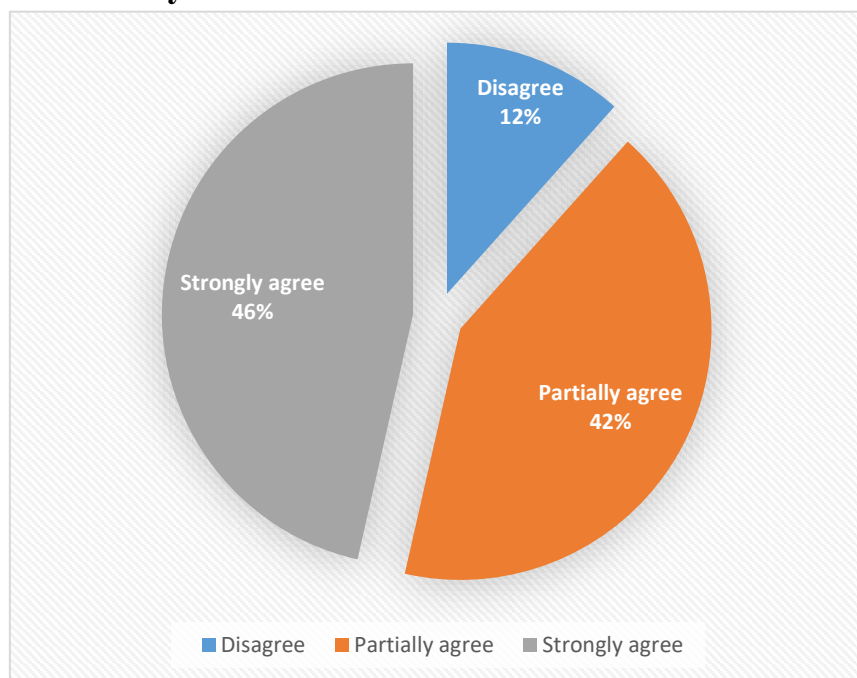


Majors chosen by chance	Number of Students
• International Relations	9
• Biology	33
• Business Management	30
• Device Engineering	1
• Design	12
• Public and Municipal Administration	4
• Ecology	17
• Philosophy	10
• Philology (Azerbaijani Language and Literature)	17
• Philology (English Language and Literature)	20
• Information Security	11
• Information Technology	14
• Economics	26
• Computer Science	7
• Computer Engineering	8
• Finance	24
• Marketing	27
• Forestry	5
• Accounting	19
• Political Science	10
• Psychology	16
• Regional Studies	10



• Social Work	23
• Water Bioresources and Aquaculture	4
• History	10
• Social-Psychological Services in Education	3
• Translation (English)	14
• Tourism Guiding	27
• Tourism Management	38

2. It is easy to obtain information from the dean's office, and your problems are responded to promptly

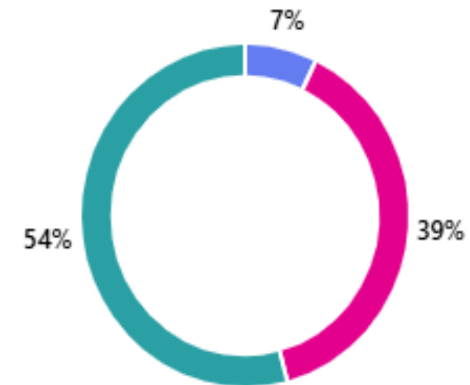




Schools	Disagree – Number of Studenst
• Political and Social Sciences	41
• Business and Management	30
• High Technology and Innovative Engineering	27
• Economics	11
• Psychology	6
• Philology	4
• Design	2

Are you satisfied with the services provided by the tutors?

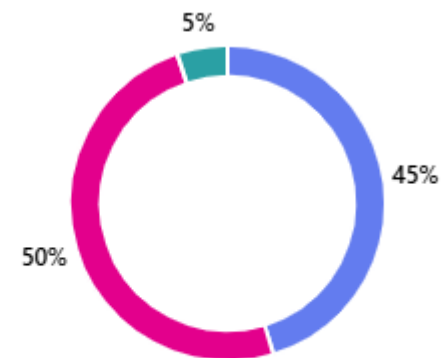
● Razi deyiləm	74
● Qismən razıyam	404
● Tam razıyam	564



Schools	Disagree – Number of Studenst
• Political and Social Sciences	26
• Business and Management	14
• High Technologies and Innovative Engineering	22
• Economics	3
• Psychology	3
• Philology	5
• Design	1

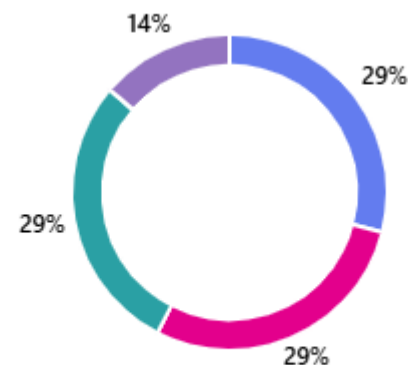
2. How do you evaluate the objectivity and transparency of student knowledge assessment?

• Çox yaxşı, qiymətləndirmə prosesi tam şəffafdır və obyektivdir	472
• Orta səviyyədə, bəzi hallarda qiymətləndirmə şəffaf deyil, amma ümumilikdə obyektivdir	516
• Zəif, qiymətləndirmə prosesi qeyri-şəffaf və subyektivdir	54



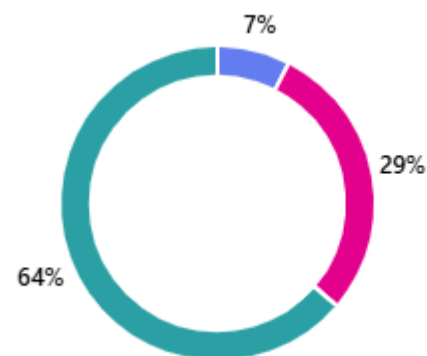
2. How is students' leisure time organized at the university?

● Müntəzəm və müxtəlif tədbirlər təşkil olunur	303
● Bəzi tədbirlər var, lakin artırıla bilər	297
● Tədbirlər az və qeyri-kafidir	299
● Açıq cavab (istəyə bağlı):	143



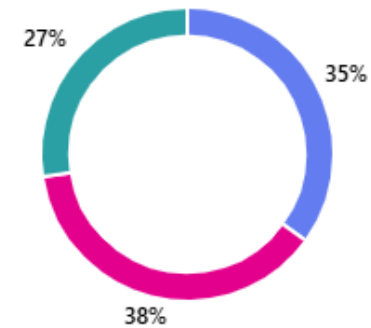
3. How satisfied are you with the general conditions of the library and the ease of access/use?

Razı deyiləm	
● Razı deyiləm	78
● Qismən razıyam	300
● Tam razıyam	664



9. How satisfied are you with the cafeteria services and the quality of the food?

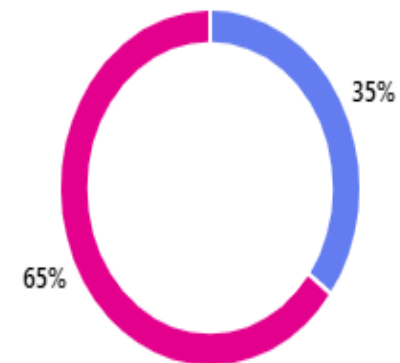
● Razı deyiləm	365
● Qismən razıyam	391
● Tam razıyam	286



10. Canteen prices are right for you:

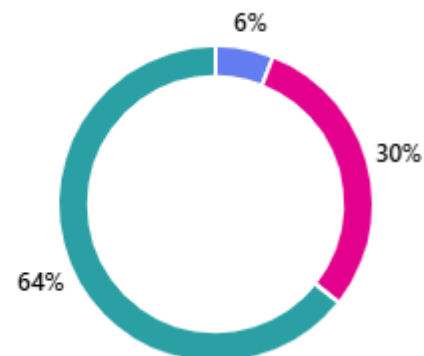
Bəli, qiymətlər münasibdir və mənim büdcəmə uyğundur

● Bəli, qiymətlər münasibdir və mənim büdcəmə uyğundur	366
● Xeyr, qiymətlər çox bahadır və uyğun gəlmir	676



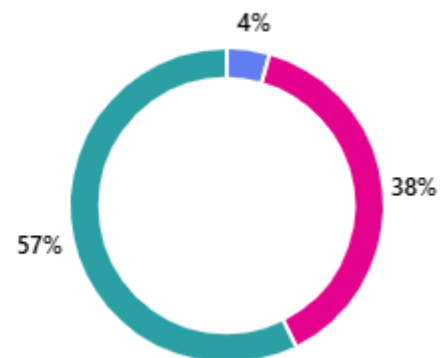
11. How do you assess the level of security at the university:

● Razi deyiləm	62
● Qismən razıyam	310
● Tam razıyam	670



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

● Razi deyiləm	46
● Qismən razıyam	399
● Tam razıyam	597



April 25, 2025

Report

The main problems that emerged as a result of a survey conducted to find out the opinions of students about the educational and social environment at Western Caspian University are summarized as follows.

1. Late approval of class schedules: The majority of survey participants expressed dissatisfaction with the fact that class schedules are not approved at the beginning of the semester and are frequently changed. This creates difficulties for students in adapting to classes.
2. Lack of efficiency in announcing exam results: Students stated that the late announcement of exam results has a negative impact on the efficient organization of educational activities and issues related to scholarship awards.
3. Dissatisfaction with the buffet: According to the survey participants, the prices of the meals served at the university buffet are not considered affordable for students, and the limited variety of products on the menu causes dissatisfaction.
4. Technical malfunctions in the personal cabinet platform: Students are dissatisfied with the frequent technical problems that arise in the personal cabinet system. These problems create difficulties in registration, tracking grades, and using other functions.



WESTERN
caspian UNIVERSITY

5. Library services: According to the survey results, students are dissatisfied with the fact that they are not allowed to take library books home.

6. Cleanliness and sanitary conditions: Some of the survey participants noted that the level of cleanliness in the sanitary facilities is unsatisfactory, as well as some technical equipment - especially hand dryers - is not in working order.

□ At the Faculty of Political and Social Sciences and Design, the activities of the administrative staff (especially the School of Political and Social Sciences), the lack of a cafeteria and a gym, organizing events only in the main building, and improper management of objectivity issues in the evaluation process were noted by students as the main topics of dissatisfaction.

□ At the Faculty of High Technologies and Innovative Engineering, computer malfunctions, the inoperability of the elevator for students, and the limited use of laboratory equipment were reported by students as the main topics of dissatisfaction.

□ At the Faculty of Philology, students want the building to be moved to the main building in order to improve the lack of a cafeteria and teaching conditions.

Quality Assurance Center Specialist: **Nazrin Jafarova**