



WESTERN  
cas p ian UNIVERSITY

## **Student Satisfaction and Service Evaluation Survey Report Survey**

**Dates:** 25 September – 1 October 2025

**Prepared by:** Student Support Center

**Number of Students Who Participated in the Survey:** 1,124 (38.46%)

This report presents the results of the “Student Satisfaction and Service Evaluation Survey” conducted at Western Caspian University between 25 September – 1 October 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.

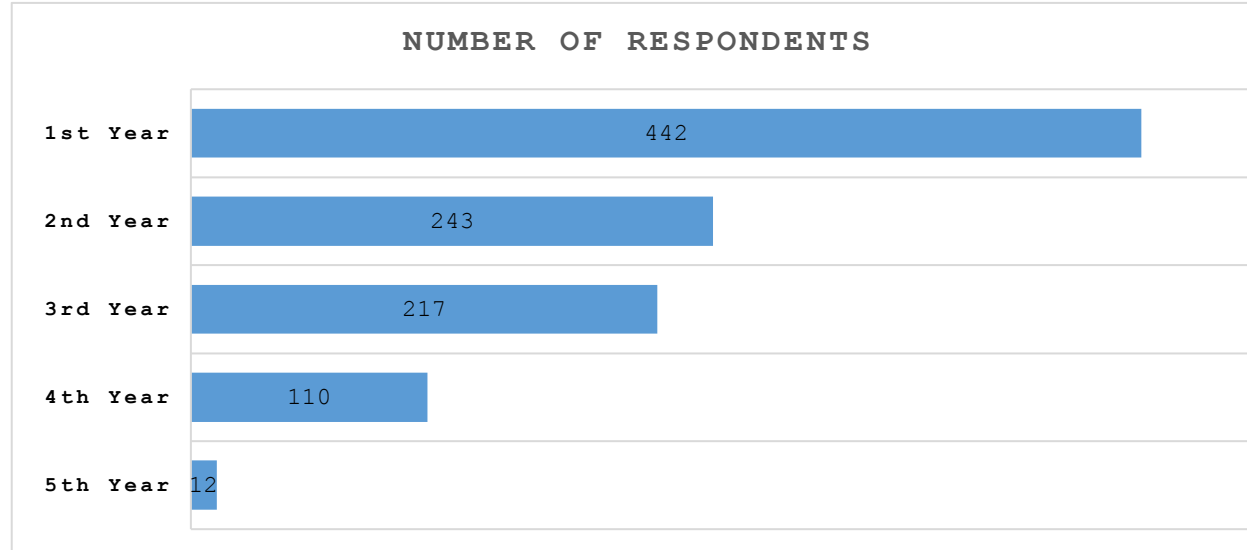
**The QR code and the link to the survey are provided below.**



**[https://docs.google.com/forms/d/e/1FAIpQLSc76WF4Gj4s8JEtZ7ek\\_qEziL06WChhJRolosD5FZ6l4AfBoA/viewform?usp=dialog](https://docs.google.com/forms/d/e/1FAIpQLSc76WF4Gj4s8JEtZ7ek_qEziL06WChhJRolosD5FZ6l4AfBoA/viewform?usp=dialog)**

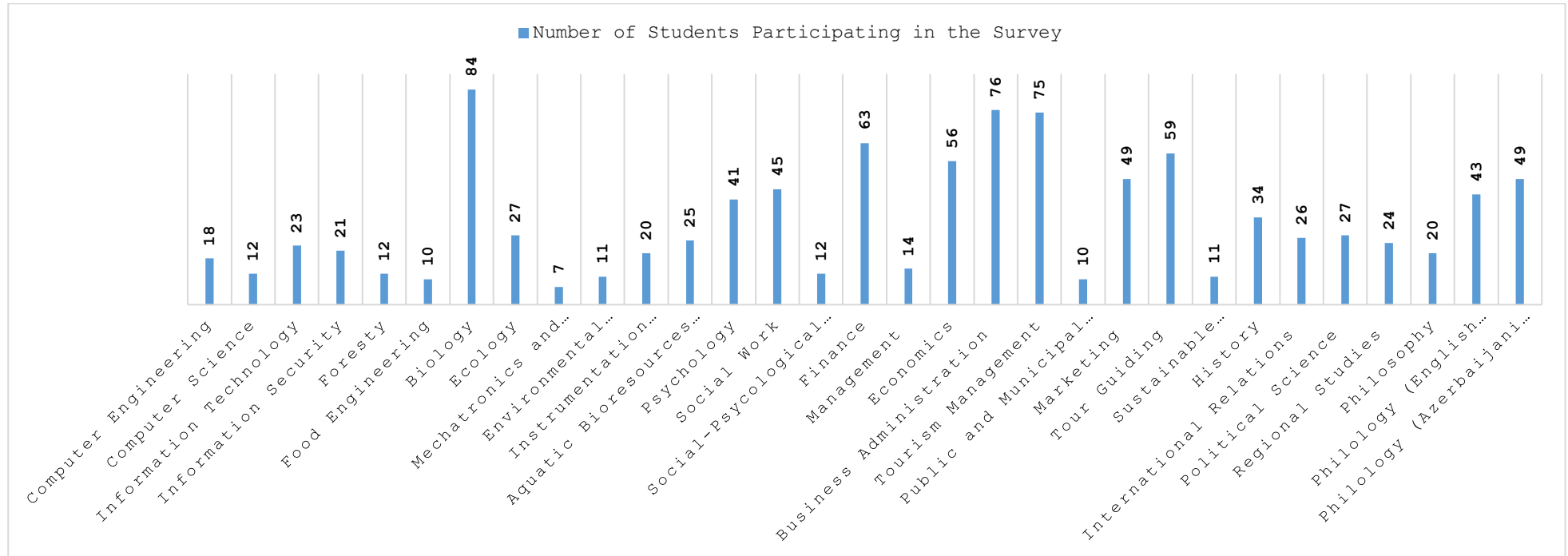
## 1. Distribution of Participating Students by Year of Study

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	29.7%
2nd Year	25.6%
3rd Year	23.8%
4th Year	20.1%
5th Year	0.84%

## 2. Distribution of Participating Students by Academic Programs

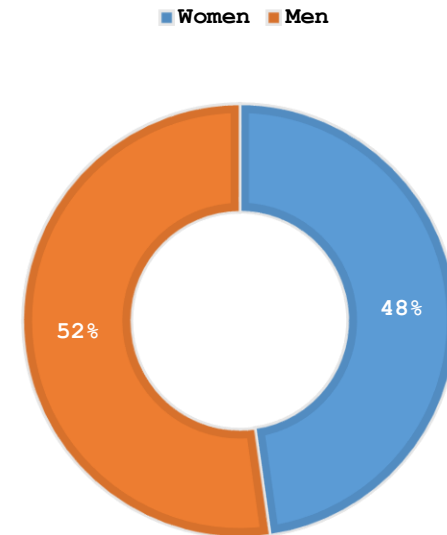


Schools	Number of Students
High Technology and Innovative Engineering	272
Psychology	98
Economics	157
Business and Management	294
Political and Social Sciences	140
Design	31
Philology	132



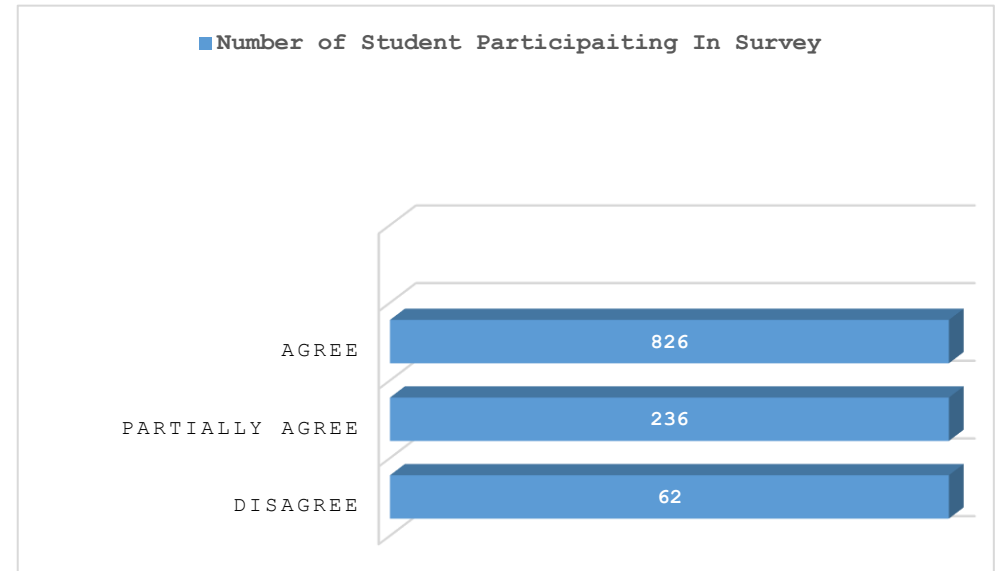
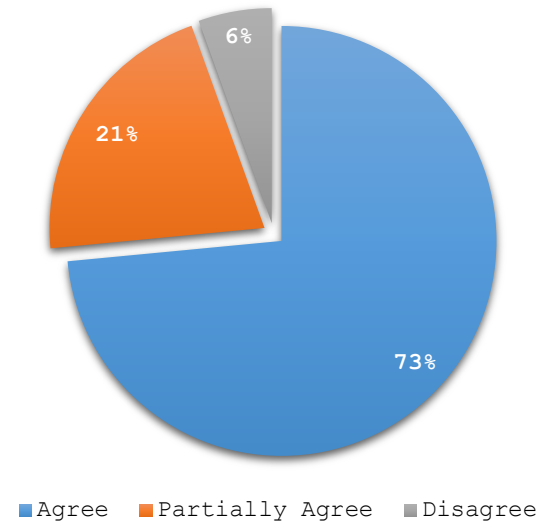
### 3. Specify your gender:

- **Men** 537 individuals
- **Women** 587 individuals





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

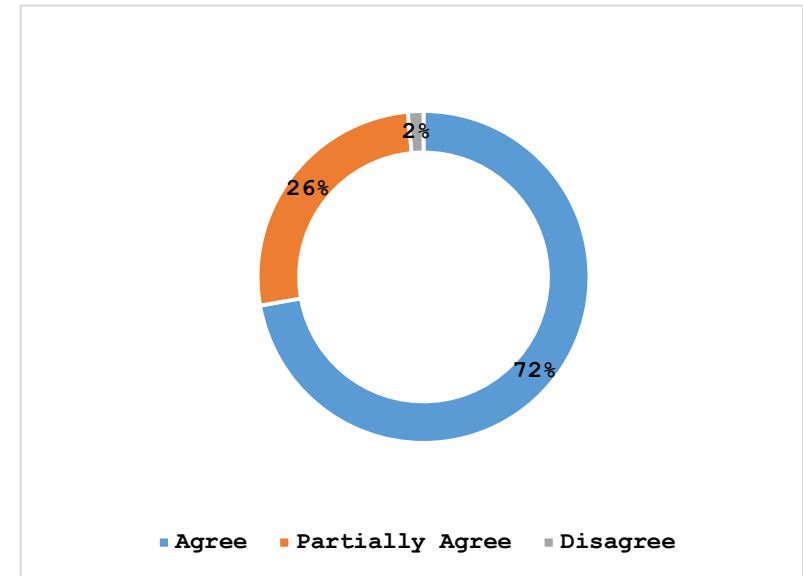


Schools	Disagree – Number of Student
Philology and Translation	5
Desing	8
Psychology	10
Political and Sosial Science	6
Economics	7
Business and Management	12
Hish Technologies and Innovative Engineering	14



**5. Are you satisfied with the services provided by the tutors:**

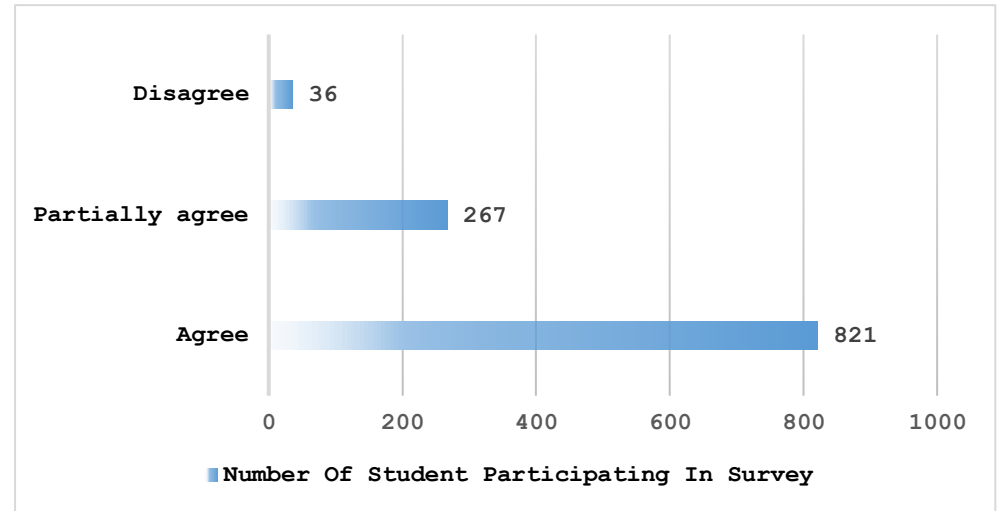
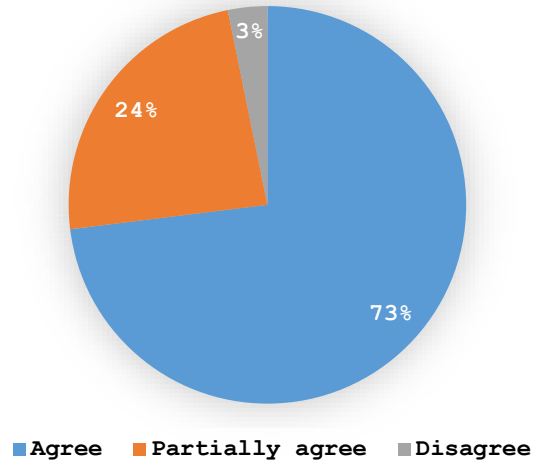
- **Agree**                    812 individuals
- **Partially Agree**        295 individuals
- **Disagree**                 17 individuals



Schools	Disagree – Number of Student
Philology and Translation	0
Desing	2
Psychology	5
Political and Sosial Science	4
Economics	2
Business and Management	3
Hish Technologies and Innovative Engineering	2

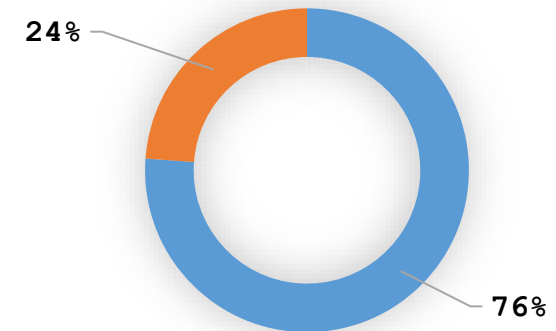


**6. How satisfied are you with the quality of teaching at the university?**



**7. Teachers try to conduct the lessons in an interactive and practical way.**

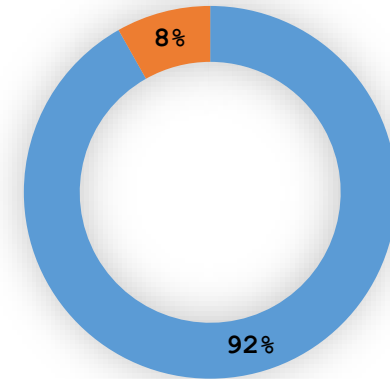
- Yes** 856 individuals
- No** 268 individuals





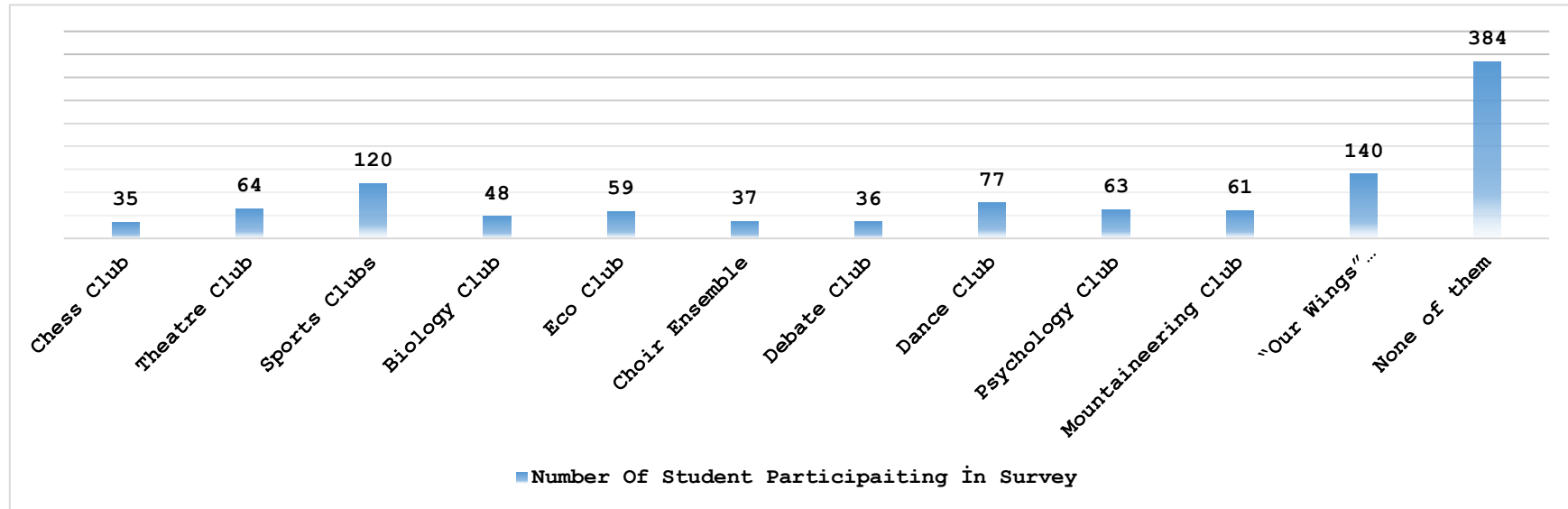
**8. Are you familiar with the clubs operating at the university?**

- ✓ **Yes** 1032 individuals
- ✓ **No** 92 individuals





**9. Which club did you join?**



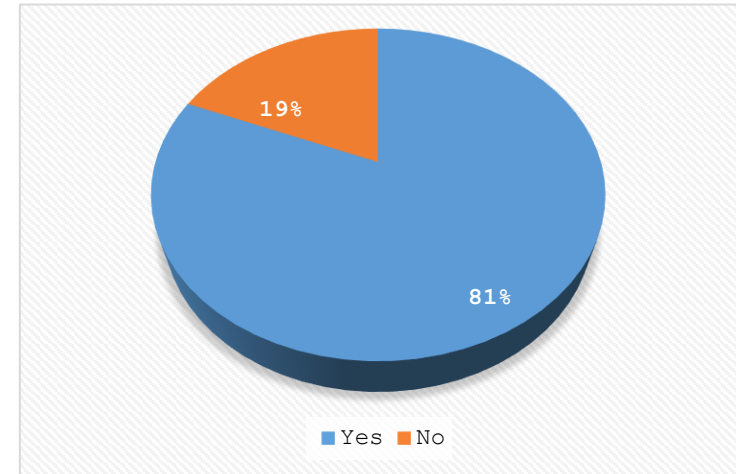
**Number of students who did not respond:**

Schools	Number of Students
Hish Technologies and Innovative Engineering	94
Psychology	45
Economics	36
Business and managment	69
Political and Sosial Science	56
Design	12
Philology and Translation	72



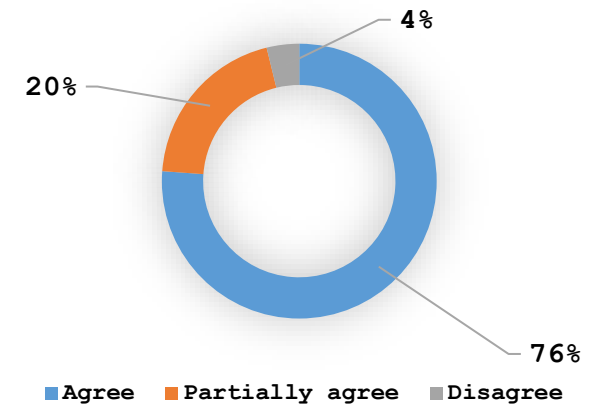
**10. Are the laboratories and technical equipment at the university accessible to you?**

- 1. Yes**      915 individuals
- 2. No**      209 individuals



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

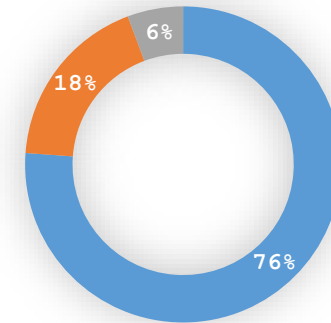
- Agree      856 individuals
- Partially agree      225 individuals
- Disagree      43 individuals





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

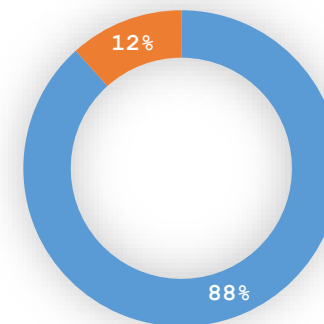
- Agree 856
- Partially Agree 204
- Disagree 64



■ Agree ■ Partially Agree ■ Disagree

**13. Are you satisfied with the cleanliness of the WCs in the university building?**

- ✓ Yes 993
- ✓ No 131



■ Yes ■ No



## REPORT

**The main problems identified as a result of a survey conducted to learn about students' opinions regarding the academic and social environment at Western Caspian University are summarized as follows:**

- 1. Long class hours** – Students reported that classes are 90 minutes long. Having classes last 80 minutes or organized in a 45 + 45-minute format would be beneficial for maintaining students' attention and reducing fatigue. This allows students to grasp the lesson more effectively and comfortably compared to listening to a 90-minute class without a break.
- 2. Buffets not operating in the Old City and Philology buildings** – When students go to the markets in the Old City and Philology buildings, they end up arriving late for classes. This wastes time and often leads to littering from food brought from outside. Therefore, opening buffets in these buildings would improve convenience for students and help maintain cleanliness on campus.
- 3. Practical training not just lectures and seminars** – Students noted that, in addition to lectures and seminars, practical training is important. Sending students to internships or practice sites relevant to their field, under the supervision of teachers or assigned staff, would be beneficial. This would not only increase students' motivation but also help them develop their professional skills.
- 4. Grouping in “Patok” classes** – When 5–6 groups are combined in Patok classes, students are distracted by the noise and cannot follow the lesson properly, and teachers are unable to fully deliver the material. Reducing the number of groups to 2–3 would help improve the quality of teaching.

**Student Support Center Specialist: Samir Sadigov.**