

L.N. Gumilyov urasian National University  
Department of Information Security

**EXTRACT**  
**from the minutes of the meeting of the Department of Information Security**  
**dated February 28, 2022, No. 7**

Nur-Sultan

Chairman - Head of the Department Satybaldina D.Zh.

Secretary - Aimicheva G.I.

Present: 23 people

**AGENDA**

1. Discussion of the results of the survey of students. Discussing and planning corrective actions for student satisfaction.

**4. HEARD: senior curator Zharaskhan Nazira** – presented reporting information on the results of the survey "Taza sessiya" and "Assessment of student satisfaction with the quality of teaching disciplines for the first semester of the 2021-2022 academic year." (Full text of the report is attached)

The survey included a number of questions to obtain feedback from students in the following categories: the form and methodology of teaching, the personal qualities of teaching staff, the provision of educational literature, laboratories, methods for assessing tasks and the use of various forms and methods of teaching, the availability of distance technologies. Analysis of the results shows that students are generally satisfied with the quality of the educational process within 71-84%. The remaining percentages are distributed between the answers "almost satisfied" and 5% of the respondents are dissatisfied with the quality of the educational process.

During curatorial hours on the topic "Analysis of the results of questioning and interviewing students for satisfaction with the quality of education", conducted by curators in supervised groups, constructive proposals were received from students to improve the educational process. Among them:

**1 category of proposals - "Ecosystem of the student":**

1. providing a canteen in the building;
2. installation of sources of clean drinking water in the building;
3. organize an additional coworking area to prepare for classes and rest students during breaks, long breaks between classes;
4. install paid printers for printing materials by students;

**2nd category of proposals - "Organization of the educational process and the content of the Educational Program":**

5. Revision of the number of general education disciplines in the first year, to provide for three-year educational programs; increase in the number of hours of practical training;
6. When choosing an individual curriculum, it is not possible to choose elective courses individually for each student, disciplines are selected only by groups of students;
7. Schedule optimization for students: 1) classes are placed in different buildings and it is impossible to reach the building in 10 minutes; 2) transfer physical education classes from the distant building (the area of the old railway station) to the nearby buildings with the faculty, since the road takes 1-1.5 hours; 3) Optimize the principle of division into subgroups, which differs by language disciplines and leads to gaps in the schedule;

8. Increase the number of equipped laboratory classrooms, improve the quality of the network and the number of outlets in classrooms in the FIT building;
9. Introduce the subject "Financial Literacy", remove the disciplines "Digital Circuit Engineering", "Physics" from the Educational Program.
10. Involve practitioners - specialists, improve the quality of practical classes.
11. Control of the objectivity of assessment by teachers, increase the deadlines for completing tasks for IWS.

### **3 category of proposals - "Questioning procedure"**

12. Improve the survey interface; shorten long questions; provide for page-by-page display of questions on the screen, rather than one list, since in the event of a system freeze, it is often necessary to complete the survey again with a lower degree of quality of the answers; reschedule the survey to the end of the semester;

**Adviser of the 2nd course Shakhmetova G.B.** – brought to the attention the results of an additional survey of students with disabilities (Ilya Alekseev, a student of the SIB-22 group) to determine the degree of satisfaction with the quality of education. In the course of the survey, it was found that this category of students was informed about the possibility of switching to distance learning in case of deterioration in health. However, it was found that students are willing to attend classes in the traditional format, as the state of health allows them to study in the usual format..

**Responsible for employment Sabyrova M.E.** – brought to the attention the results of the survey “Employers' assessment of the quality of personnel training”. 14 employers participated in the survey and it was found that they are satisfied with the quality of training by the graduates. And also employers were offered to increase the number of practical classes and work experience.

Also, a report on the results of a survey of graduates “Assessment of satisfaction of graduates with the quality of educational services provided by L.N. Gumilyov ENU”. The survey showed that graduates are not satisfied with the material and technical base of the faculty. Since there are not enough outlets and other means for learning in the classrooms. All survey items were also considered. And it is established to take note and correct these points.

**Head of the Department Satybaldina D.Zh.** – noted that most of the proposals are related to the organization of the educational process. In this regard, she instructed Tashenova Zh.M., responsible for the TMW to organize a methodological seminar of the department to determine corrective actions for all suggestions and comments of the category "Organization of the educational process and the content of the Educational Program". For other proposals, note to the senior curator and find out from the relevant services and departments.

**RESOLVED:** 1) Take note of the information and provide proposals in three categories (the student's ecosystem, the organization of the educational process and the content of the educational program, the questionnaire procedure) to form appropriate corrective actions for the university management. 2) Organize an educational and methodological seminar of the department to discuss corrective actions to increase student satisfaction on the content of the educational program. 3) Communicate the results of the survey and the decisions made to the stakeholders. 4) Bring corrective actions to the attention of students by April 10, 2022.

**Chairman**



**Satybaldina D.Zh.**

**Secretary**



**Aimicheva G. I.**