

The issue of satisfaction of Academic Staff and students with the quality of educational services and the ecosystem was considered

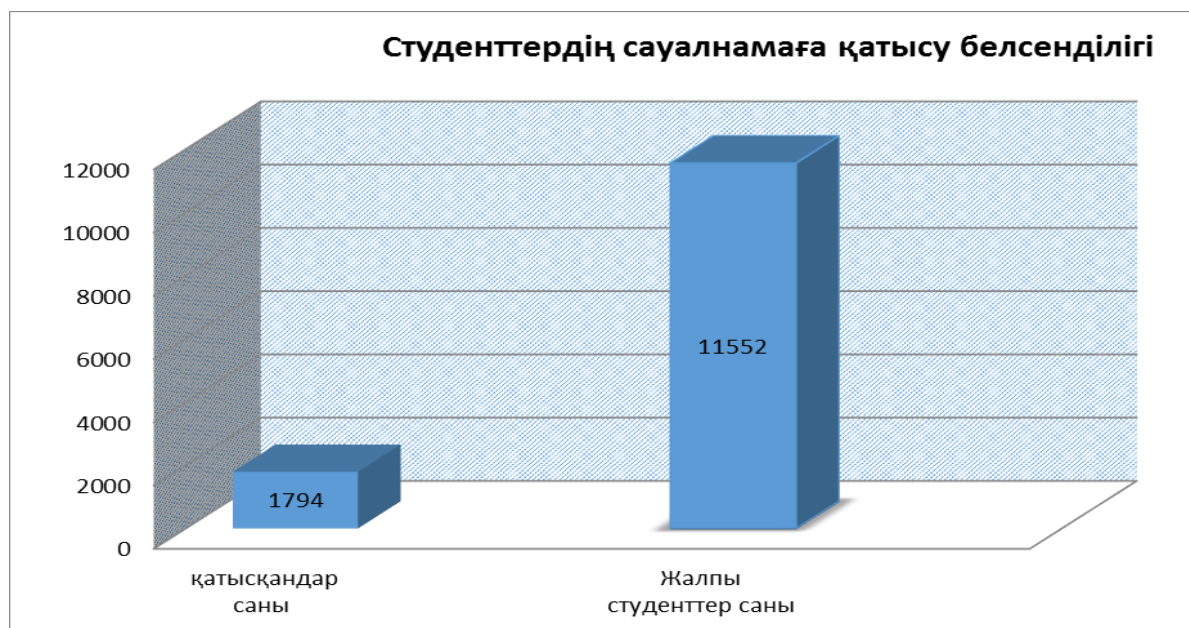
On November 28, a meeting of the Quality Committee was held in the Rector's Office of Dulary University, organized by the Department of Strategic Development. During the meeting, one of the reviewed issues was discussed and relevant decisions were made — the results of the survey of academic staff and students regarding satisfaction with the quality of educational services and the university ecosystem.



In order to improve the quality of educational services and the ecosystem at M. Kh. Dulary Taraz University, a survey was conducted in October–November of the 2025–2026 academic year among academic staff and students to determine the quality of educational services and the level of satisfaction with the university ecosystem.

Participation in the survey:

- ✓ Students – 15,5%
- ✓ Academic staff – 34%.



The questionnaire for both faculty members and students consisted of 20 questions.

A total of 11,552 students are enrolled at the university. Of these, 1,794 students participated in the survey, representing 15.5% of the total student population. This level of participation 15.5% reflects a moderate degree of student engagement in the survey process. The indicator highlights the need to enhance information outreach, motivational activities, and survey engagement mechanisms to increase student participation in the future.

A significant proportion of students expressed a positive opinion regarding the development of their abilities, the quality of student life, information accessibility, classroom conditions, and laboratory facilities. This indicates the systematic implementation of academic, social, and cultural support mechanisms by the university. At the same time, the considerable number of students who were partially satisfied or dissatisfied with certain aspects of the survey points to the need for further improvement of existing services and processes. The main areas identified for development include:

- ✓ insufficient information provision;
- ✓ accessibility of certain services;
- ✓ the need for infrastructure modernization;
- ✓ strengthening organizational efforts in developing an inclusive environment;
- ✓ enhancing psychological and medical support services;
- ✓ standardizing feedback mechanisms;

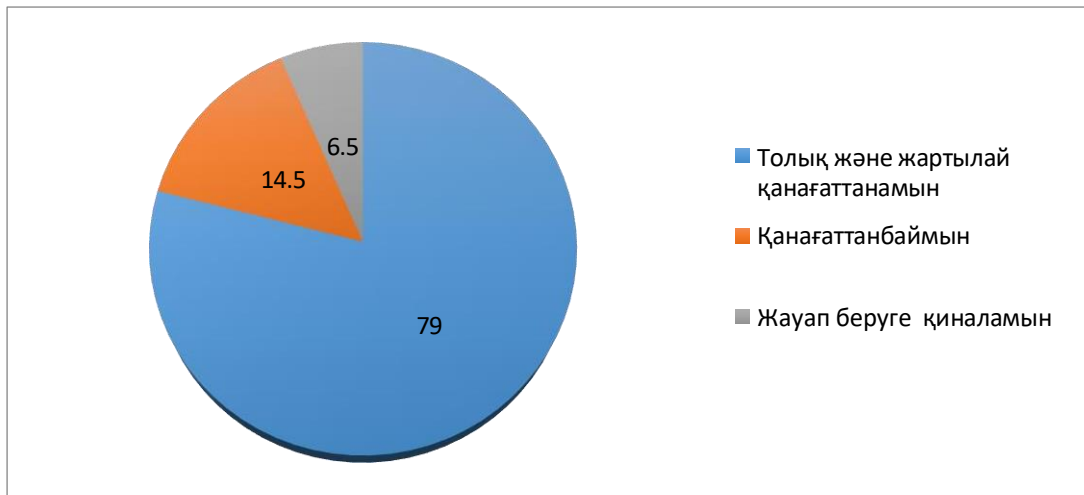
The presence of respondents who found it difficult to answer some questions emphasizes the importance of strengthening information and explanatory work.

Overall, the survey demonstrates that a quality culture has been established at the university, a student-oriented service system is in place, and a supportive environment has been developed. However, continuous improvement remains essential. The results of the survey indicate a relatively high overall level of student satisfaction with the quality of education, student life, infrastructure, and support services at the university. The majority of respondents positively evaluated their satisfaction with the theoretical knowledge acquired, the organization of professional practice and internships, sports and cultural activities, and access to the library resources.

The degree of students' satisfaction with the quality of educational services and the university ecosystem at Dulaty University, %

№	Fully satisfied	Satisfied, but not completely	Not satisfied	Difficult to answer
	1	2	3	4
1.	57,6%	21,6%	17,1%	3,7%
2	64,4%	11,6%	7,5%	16,5%
3	59,4%	9,6%	20,3%	10,7%
4	61,9%	8,7%	24,3%	5,1%
5	65,4%	10,7%	19,8%	4,1%
6	78,4%	8,4%	8,8%	4,4%
7	61,3%	18,5%	14,7%	5,5%
8	59,8%	26,5%	11,8%	1,9%
9	69,1%	11,7%	8,5%	10,7%
10	62,3%	13,7%	21,1%	2,9%
11	65,7%	16,4%	9,9%	8,0%
12	62,4%	13,7%	18,4%	5,5%
13	69,0%	12,8%	12,2%	6,0%
14	64,2%	18,9%	10,9%	6,0%
15	60,0%	21,6%	13,7%	4,7%
16	58,6%	21,8%	15,2%	4,4%
17	66,5%	8,6%	17,0%	7,9%
18	63,0%	16,4%	10,5%	10,1%
19	59,1%	21,3%	16,1%	3,5%
20	61,9%	17,5%	12,4%	8,2%
	1270	310	290	128
	63,5%	15,5%	14,5%	6,5%
	79 %		14,5%	6,5%

Quality of educational services and indicators of satisfaction with the university ecosystem (% , November 2025)



The total number of academic staff at the university is 817. Of these, 277 employees participated in the survey, representing approximately 34% of the total staff.



The Academic staff survey results indicate that the university's development is at a stable level, and the corporate culture within the organization is partially formed in the right direction. However, several processes that directly influence institutional success require further improvement. These include:

- ✓ enhancing the quality of personal interaction with students, strengthening information support, and systematizing educational mentorship activities;
- ✓ improving the effectiveness of academic advising curatorial work;
- ✓ increasing competencies in inclusive education }

The degree of Academic Staff satisfaction with the quality of educational services and the university ecosystem at Dulaty University, %

№	Fully satisfied	Satisfied, but not completely	Not satisfied	Difficult to answer
	1	2	3	4
1.	63,5%	13,4%	17%	6,1%
2	55,6%	35%	5,1%	4,3%
3	62,8%	29,2%	4,3%	3,6%
4	55,2%	36,2%	5,8%	2,5%
5	40,1%	39,4%	17%	3,6%
6	44,8%	30%	5,4%	19,9%
7	58,1%	32,1%	7,6%	2,2%
8	49,1%	35,4%	5,4%	10,1%
9	46,2%	37,9%	7,6%	8,3%
10	54,9%	37,9%	4,3%	2,9%
11	50,2%	40,8%	3,6%	5,4%
12	63,5%	22%	11,2%	3,2%
13	48,7%	29,2%	16,2%	5,8%
14	33,2%	27,1%	10,8%	28,9%
15	32,5%	38,6%	20,6%	8,3%
16	30%	43,3%	18,4%	8,3%
17	44%	29,6%	3,6%	22,7%
18	31,8%	41,2%	13,4%	13,7%
19	19,5%	41,5%	39%	-
20	27,1%	37,2%	35,7%	-
	44,6%	35%	11,9%	8,5%
	79,6%		11,9%	8,5%

Indicators of Academic Staff satisfaction with the quality of educational services and the university ecosystem at Dulaty University (% , November 2025)

