"On the results of the surveys conducted in the 2023–2024 academic year at JSC 'Almaty Technological University'".

The student survey is conducted to gather information about the strengths and weaknesses of educational services, to develop plans for their improvement, and to assess the professional competence and academic integrity of the teaching staff and employees of JSC 'ATU'."

The results of the survey are reviewed at Rectorate meetings and, if necessary, are considered at the meetings of the Commission on Discipline, Ethics, Academic Integrity and Anti-Corruption, as well as the Academic Quality Council.

To achieve the goal and implement the set objectives, several surveys were conducted in the 2023–2024 academic year in both online and offline formats, in two languages. The survey results are presented in a generalized form.

- In order to assess the social status of students, a survey was conducted from September 29 to October 3, 2023. A total of 2,082 students from 1st to 5th year participated in the survey, including 1,507 students from Kazakh-language groups and 575 students from Russian-language groups. The survey was conducted anonymously in an online Google format. The study included questions about the social attitudes of youth, their lifestyle, health, habits, and leisure activities. More importantly, the survey also aimed to explore issues such as dependence on debt obligations — loans, installment plans, and other debts — as well as the level of student satisfaction with the quality of education and their psycho-emotional state.
- In November 2023, a survey was conducted to study the level of social well-being among students with disabilities. The results will be used to obtain statistical data in order to further improve work in this area. A total of 28 out of 40 students with disabilities participated in the 'Satisfaction with Education of Students with Disabilities at ATU' survey, including 23 students from Kazakh-language groups and 5 students from Russian-language groups.
- To assess the quality of education from the perspective of graduates, a survey was conducted from April 15 to April 24, 2024. A total of 708 4th- and 5th-year students participated in the survey, including 474 students from Kazakh-language groups and 234 from Russian-language groups. The survey was conducted anonymously in an online format (Google questionnaire).
- From April 19 to April 26, 2024, a sociological study was conducted on the activities of academic advisors (curators). A total of 1,314 1st- to 3rd-year students participated in the survey, including 550 students from Kazakh-language groups and 764 from Russian-language groups. The survey was conducted anonymously in an online format (Google questionnaire).
- In order to foster legal awareness, active civic engagement among students, and intolerance toward violations of the anti-corruption legislation of the Republic of Kazakhstan, surveys were conducted as part of the 'Clean Session' campaign during the winter and spring examination periods — from December 25 to 28, 2023, and from May 13 to 23, 2024 — among 1st- to 4th-year students.

The opinions and suggestions of students were submitted to the management of JSC 'ATU'. Overall, the results of the student surveys show a trend of satisfaction with the quality and comfort of education at ATU. The survey findings, along with student feedback and suggestions, were reviewed at a Rectorate meeting, and the necessary decisions were made. Thus, addressing the identified issues and developing plans for corrective and preventive actions aimed at

improving the quality of educational services will contribute to increasing the level of student satisfaction.