

**MINISTRY OF EDUCATION AND SCIENCE OF THE KYRGYZ REPUBLIC
MINISTRY OF HEALTH OF THE KYRGYZ REPUBLIC
"SALYMBEK UNIVERSITY" INSTITUTION**



APPROVED
at the meeting of the Academic Council of
"Salymbekov University" Institution
Protocol No. _____ "_____" _____ 20____

APPROVED
Rector of the "Salymbekov University"
Institution Zhumadilov E.Zh.
Order No. _____ "_____" _____ 20____

**REGULATIONS ON STUDENTS SURVEY
FOR THE QUALITY ASSESSMENT OF THE
PROVIDED EDUCATIONAL SERVICES**

Bishkek 2019

1. General regulations

1.1. This Regulation defines the goals, objectives, the procedure for conducting questionnaires among students at the “Salymbekov University” Institution (hereinafter referred to as “SU”).

1.2. The survey is carried out in order to obtain information about the state of the educational process and the quality of the teaching activities of teachers, as well as the degree of student satisfaction.

1.3. The main tasks of the questionnaire: receiving feedback from students as participants in the educational process; providing the teacher with information that allows you to purposefully improve certain aspects of your pedagogical activity, improve its quality; providing the university leadership with information on various aspects of the teaching activities of teachers; development of measures aimed at improving the work of the university, increasing the efficiency of the educational process, the formation of motivation of the teaching staff.

1.4. Basic principles of the questionnaire: correspondence of the content of the questionnaires to the strategic goals and objectives of the university; anonymity; consistency and consistency of survey procedures; use of standardized procedures and evaluation criteria; continuity; informativeness.

2. Procedure for conducting a survey

2.1. The questionnaire is carried out by filling out the questionnaires anonymously (attachments 1, 2) in the presence of a representative of the educational unit.

2.2. At the beginning of the academic year, a schedule is drawn up for the survey, which is approved by the rector of the university. The questioning of students according to the approved schedule is carried out by representatives of the educational unit.

2.3. When preparing the schedule, the list of teachers who conducted training sessions in the current semester, the date of the last lesson in each group are taken into account.

2.4. A survey on student satisfaction with the quality of the organization of the educational process is carried out once a year according to the approved schedule.

2.5. A survey on student satisfaction with the quality of the work of teachers is carried out at the end of the study of the discipline (after passing the test / exam) in the first month of the next semester. The questioning of graduate students is carried out in the last week of the semester, and information is transmitted to teachers after passing the state exam.

2.6. An unscheduled survey is carried out as needed by order of the rector.

2.7. Students of all courses and specialties represented in the faculty take part in the survey.

2.8. Before the start of the questionnaire, an explanatory conversation is held with the students about the goals and procedure for conducting the questionnaire, as well as the seriousness of the procedure.

3. Summing up the results of the survey

3.1. The processing and analysis of the questionnaires is carried out by the educational part of the faculty.

3.2. The collected questionnaires are checked by the members of the working group for completeness and correctness of filling. The questionnaire is considered to be correctly completed, in which all the questions are answered. Incomplete or partially completed questionnaires are not processed.

3.3. Based on the results of the questionnaire, an analytical report is formed for the rector, and its results are discussed at the methodological council of the faculty in order to organize the elimination of the shortcomings identified during the questionnaire. Based on the results of the questionnaire, in addition to the report, the rating of the faculty teachers is formed.

3.4. Answers to questions regarding the teaching of a particular discipline are provided to the teacher who reads this discipline.

- 3.5. The results of the questionnaire are analyzed by the teacher himself, who must identify the reasons for student dissatisfaction (if any takes place), develop a system of measures to improve his pedagogical activity.
- 3.6. The results of the questionnaire can be used to make personnel decisions, during the certification of teachers, and also serve as the basis for the development and implementation of measures to improve the qualifications and retraining of teachers.
- 3.7. The best teachers according to the results of testing are given gratitude, they can be awarded a prize.
38. The survey procedure should provide an opportunity to compare the results of the conducted and previous surveys.

QUESTIONNAIRE

Hello,

Please take a few minutes of your time to fill out the following questionnaire.

1) How good is the teaching of the subjects?

Very high quality

Qualitatively

Rather high quality

Rather poor quality

Poor quality

Very poor quality

2) Does the teacher know his subject well enough, rate on a 5-point scale

No.	Full name	Subject	1 (doesn't know at all)	2 (knows very little)	3 (satisfactory)	4 (knows well)	5 (knows very well)
1							
2							
3							
4							
5							
6							
7							
8							
9							
10							

3) Does the teacher speak the language at a sufficient level?

No.	Full name	Subject	1 (doesn't know at all)	2 (knows very little)	3 (satisfactory)	4 (speaks well)	5 (fluent)
1							
2							
3							
4							
5							
6							
7							

4) Your favorite teacher and his qualities

FULL NAME and subject

- 1.
- 2.
- 3.

5) Your least favorite teacher and his qualities

FULL NAME and subject

- 1.
- 2.
- 3.

6) How high is the quality of the work of the Rector of the University?

Very high quality

High quality

Rather high quality

Rather substandard

Poor quality

Completely substandard

7) Is the work of the Rector of the University of high quality?

Very high quality

High quality

Rather high quality

Rather substandard

Poor quality

Completely substandard

8) Is the work of the dean's office of high quality?

Very high quality

High quality

Rather high quality
Rather substandard
Poor quality
Completely substandard

9) How good is the work of the student senate?

Very high quality
High quality
Rather high quality
Rather substandard
Poor quality
Completely substandard

10) Do you think that the educational premises of the university are properly equipped?

Yes, completely
Yes, enough
Rather yes
Probably not
Not enough
Not

11) Do you feel safe at the university?

Completely safe
Rather safe
Rather unsafe
I don't feel safe

12) How are your relations with fellow students developing?

Good relationship with everyone
There are students who don't like
There are students who behave aggressively

13) How do you assess the work of the contractors?

Very satisfied

Satisfied

Rather happy

Normally satisfied

Rather dissatisfied

Dissatisfied

Very dissatisfied

14) How satisfied are you with your studies at this university?

Very satisfied

Satisfied

Rather happy

Normally satisfied

Rather dissatisfied

Dissatisfied

Very dissatisfied

15) Were there any cases when the teacher demanded money / bribe?

Yes, they were

Not

Personally, I have not, but I have seen or heard from others

16) If there were cases of bribes from teachers, then write the name and subject

1.

2.

3.

17) How are your relations with local residents developing?

All people are friendly

There were cases of conflict with local residents

There were cases of discrimination due to nationality

There have been cases of discrimination due to religion

All people are mean and rude

18) Your suggestions and wishes for improving the work of the University:

[illegible]

APPROVAL AND RECOGNITION SHEET

Rector of "Salymbekov University"

Institution

Zhumadilov E.Zh.

Dean of the Faculty

Head of department NH

Registration of changes

[illegible]