

Results of the Teacher Through the Eyes of Students Survey

Korkyt Ata Kyzylorda University conducted the Teacher Through the Eyes of Students survey following the results of the 2025–2026 academic year. The main purpose of the survey was to examine students' assessments of the professional and pedagogical performance of teaching staff, identify the strengths of the educational process, and determine areas for further improvement in the quality of education. The survey was conducted from 27 April to 27 May 2026.

A total of 4,929 students participated in the survey, representing 47% of the target audience of 10,460 students. Participants evaluated teaching performance against ten key criteria using a ten-point scale. The evaluation covered areas that directly influence the quality of education, including subject knowledge, clarity of presentation, the ability to maintain students' interest, interaction with the audience, the use of interactive methods and modern educational resources, objectivity in assessment, appropriate academic expectations, and a respectful and supportive attitude.

The overall findings indicate a high level of teaching quality at the University. The combined average score across the ten criteria was 8.52 out of 10. Ratings from 8 to 10 accounted for 76.8% of all evaluations, while approximately 59.5% of all responses awarded the maximum score of 10. These findings demonstrate that most students positively assess lecturers' professional competence, teaching methods, and communication culture within the educational process.

The highest average result was recorded for lecturers' subject knowledge and command of course material, which received a score of 8.61. This result reflects a high level of student confidence in the disciplinary competence of the academic staff and their ability to organise course content effectively. Lecturers' ability to inspire and maintain interest in the subject received a score of 8.56. Their ability to present learning material clearly and formulate ideas precisely was also rated at 8.56.

Speech culture and the pace of presenting course material received a score of 8.54. Interaction with students during classes and the ability to maintain consistent engagement with the audience also achieved an average score of approximately 8.54. These findings show that lecturers focus not only on delivering meaningful academic content but also on encouraging active participation and maintaining effective feedback with students.

Modern approaches to the educational process were also positively assessed by students. The use of interactive teaching methods, including discussions, role-playing activities, brainstorming, and case analysis, received a score of 8.48. The use of electronic textbooks, learning materials, video lectures, online resources, and other modern information and educational tools was rated at 8.47. These findings indicate that digital and interactive tools are being systematically integrated into teaching practice.

The level of academic expectations regarding students' knowledge and skills received a score of 8.51. Objectivity in assessing knowledge and skills was rated at 8.48. These results suggest that academic requirements are communicated clearly and that the assessment process is generally perceived as fair. Appropriate academic expectations encourage students to take greater responsibility for their studies and motivate them to develop a deeper understanding of course content.

A supportive and respectful attitude towards students received a score of 8.42. Although this was the comparatively lowest result among the ten criteria, it still represents a high level on the overall scale. This area may therefore be viewed as an opportunity for further improvement while maintaining a positive learning environment.

Open communication with students, accessible academic guidance, and attention to individual learning needs can further strengthen the quality of teaching.

The survey results demonstrate that the University's lecturers effectively combine subject expertise with contemporary pedagogical methods. High ratings were awarded not only to the content of learning materials but also to the quality of their presentation, interaction with the audience, objectivity of assessment, and student-centred communication. The mutually reinforcing nature of these indicators confirms the consistent and effective development of the University's educational environment.

The findings will help preserve the strengths of the educational process and support the wider application of successful practices. Maintaining a high level of subject competence, improving interactive teaching methods, making meaningful use of digital resources, and strengthening feedback with students may become important areas for further development. These measures will contribute to more effective teaching and create favourable conditions for every student to receive a high-quality education.

Overall, the results of the Teacher Through the Eyes of Students survey confirm that students highly value the teaching performance at Korkyt Ata Kyzylorda University. The University considers student opinion an important mechanism for quality assurance and will continue to use feedback to support the systematic improvement of the educational process.

**Department of Strategic Planning and
Quality Assurance**