

Results of an individual, detailed anonymous survey of students and teaching staff in terms of satisfaction with the quality of internet resources at the university (including WiFi coverage), access to computer resources

In accordance with the action plan for the implementation of the recommendations of the external expert commission of the independent accreditation and rating agency of Korkyt Ata Kyzylorda University aimed at further improving the quality of education of the University, in February 2024, an individual, detailed anonymous survey of students and teaching staff was conducted in each building of the University in terms of satisfaction with the quality of available internet resources (including Wi-Fi coverage), access to computer resources.

Research objectives:

- Satisfaction with the level of access to modern information technologies at the University (the ability to work at a computer, use Internet resources);
- Need to access a computer / laptop connected to the internet at the University;
- Access to computers/laptops connected to the internet at the University;
- Full provision of the educational building with a wireless network (Wi-Fi);
- Assessment of the level of access to modern information technologies (the ability to work at a computer, use internet resources) in an educational institution;
- Indicators of free access to information resources in the academic building through the system of wireless communication networks (Wi-Fi) ;
- Assessment of the quality of communication through the system of wireless communication networks (Wi-Fi) at the University;
- -The most pressing problems of the humanitarian and Pedagogical Institute with the quality of available internet resources (including WiFi), access to computer resources.

Object of research: students of 5 Institutes of the University.

Time of study: 2024

Research sample:

		Student	Teaching staff	in total	
				unit of measurement	%
1	Institute of pedagogy and Traditional Arts	205	46	251	18,5
2	Institute of Natural Sciences	423	7	430	31,6
3	humanitarian and Pedagogical Institute	197	17	214	15,7
4	Institute of Economics and law	206	43	249	18,3
5	Engineering and Technological Institute	206	10	216	15,9
	Total	1237	123	1360	100

The method used in the study:

The survey was conducted using the "face to face" method. The survey methodology allows you to obtain a large amount of information from the respondent with the highest degree of accuracy. The questions under study are revealed quite fully during a personalized interview. An individual request is made by professional interviewers without the participation of a third party.

The data obtained through the survey process from respondents are subjected to statistical processing and analysis. The answers of the respondents who answered the questions of the research questionnaire based on the results of the request to the customer are provided in the form of a report, distributed in the form of graphs and tables.

Methodology used in the study:

A standard questionnaire of 35 questions, compiled in accordance with the objectives of the study.

The questionnaire used in the course of the study was compiled by specialists of the service group for information and expert work.

Since the questionnaire is filled out together with a specially trained individual interviewer, it allows you to increase the completeness of the initial social data and the process of accuracy.

According to the results of the survey, the most relevant issues related to the quality of available internet resources (including WiFi), access to computer resources

- Increase the level of access to modern information technologies at the University (the ability to work at a computer, use Internet resources)
- Computerization of teaching methods
- Improving the quality of communication through the system of wireless communication networks (Wi-Fi) at the University
- Improving the information infrastructure of the University
- Development of information internet resources
- Provision of broadband internet
- Introduction of new technologies in the organization of reception campaigns
- Information and technological support of the educational process