

Survey Results on Student and Faculty Satisfaction with Medical Services in Each University Academic Building

In accordance with the Action Plan for Implementing the Recommendations of the External Expert Commission of the Independent Accreditation and Rating Agency aimed at further improving the quality of education at Korkyt Ata Kyzylorda University, an anonymous survey was conducted in March 2025 among students and teaching staff regarding their satisfaction with medical services provided in the university's academic buildings.

A total of **3,441 respondents** participated in the survey. The study provided objective feedback from students and staff, made it possible to assess their level of awareness of the medical unit, evaluate the accessibility and quality of medical care, and identify areas for further improvement of medical services.

Overall Assessment of the Results

Overall, the **survey results are positive** and indicate that the university has an operating system of medical support for students and staff.

One of the key positive findings is that **62% of respondents rated the quality of medical services as “good” or “very good.”** Thus, the majority of survey participants have a positive perception of the medical unit and the quality of medical care provided.

In addition, **21% of respondents rated the quality of services as satisfactory.** This means that, in total, **83% of participants did not give a negative assessment of the medical unit, which indicates that the existing medical service system is generally functioning and meets the basic needs of the university community.**

Another positive indicator is the level of satisfaction with the quality and accessibility of medical care. **46% of respondents are fully satisfied with the quality and accessibility of medical care, another 12% are rather satisfied than dissatisfied, and 10% are satisfied but not completely.** Thus, a significant proportion of participants generally assess the accessibility and quality of medical services positively.

Awareness and Accessibility of the Medical Unit

The survey results show that the university's medical unit is known to a significant proportion of students and staff. **62% of respondents are aware of the existence of the medical unit,** including 44% who know directly about its existence and 18% who have at least heard about it.

This result provides a good basis for further increasing awareness and utilization of medical services. At the same time, the university has an opportunity to significantly improve awareness among students, particularly first-year students, through regular dissemination of information on official information resources, via email and social media, and through information materials placed in academic buildings.

It should also be noted that **68% of respondents do not visit the medical unit regularly.** This indicator may be viewed not only as an opportunity to increase the utilization of medical services, but also as evidence that a significant proportion of students seek medical assistance primarily when a need arises.

In this regard, a promising area is the further development of the preventive component of the medical unit's activities, including consultations, preventive initiatives,

Health Days, information campaigns, and other activities aimed at promoting a culture of health and well-being.

Convenience of Working Hours

The survey results show that students and staff consider it important to have the opportunity to receive medical assistance at a convenient time.

45% of respondents prefer to visit the medical unit throughout the day, 36% prefer the first half of the day, and 19% prefer the second half of the day.

These findings indicate a high demand for an accessible and flexible working schedule for the medical unit. At the same time, daytime availability remains the most preferred option, which should be taken into account when further improving the organization of medical services.

Quality of Interaction with Medical Staff

A positive finding is that **46% of respondents have not encountered cases where they were refused an appointment by medical staff**. This indicates that, in most cases, requests for medical assistance are handled in the normal course of service.

At the same time, the survey results identify additional opportunities for improving service quality. In particular, it is important to continue developing a culture of friendly and attentive treatment of patients, improve communication between medical staff and students and employees, and ensure that the procedure for receiving medical assistance is clear and understandable.

This approach will contribute to strengthening trust in the medical unit and increasing user satisfaction.

Main Positive Aspects of Medical Services

Based on the survey results, the following positive aspects can be identified:

- **62% of respondents positively assessed the quality of medical services as good or very good;**
- **46% are fully satisfied with the quality and accessibility of medical care;**
- **another 12% are rather satisfied than dissatisfied;**
- **36% of respondents indicated that they are satisfied with all major aspects of medical services;**
- **46% have not encountered cases where they were refused an appointment;**
- the medical unit performs an important function in ensuring access to primary medical care at the university;
- the survey results provide the university with direct feedback from 3,441 students and staff members and can be used to further improve the medical service system.

Thus, the survey results confirm that **medical services are an important component of the social and infrastructural support provided to the university community**.

Areas for Further Improvement

At the same time, the survey results identify a number of areas whose implementation will contribute to further improving the quality of medical services.

First and foremost, information and awareness activities should be continued. Increasing students' awareness of the location of the medical unit, its working hours, the

types of assistance provided, and the procedure for seeking medical care will help increase its utilization.

An important area is the **development of preventive healthcare activities**. The medical unit should be positioned not only as a place to seek assistance in case of illness, but also as a center for preventive and advisory support. Organizing Health Days, preventive screenings, consultations, and awareness-raising activities will help increase the engagement of students and staff.

It is also advisable to consider opportunities to **optimize the working hours of the medical** unit based on the actual preferences of its users. Particular attention should be paid to ensuring access to medical care throughout the academic day.

To further improve service quality, it is recommended to continue efforts to strengthen the material and technical facilities and staffing capacity, as well as to expand diagnostic and advisory services.

Conclusion

The anonymous survey, which involved **3,441 respondents**, showed that medical services at the university are generally **viewed positively by students and teaching staff**.

The majority of respondents positively assessed the quality of medical services: **62% rated them as “good” or “very good,”** while another **21% rated them as satisfactory**. A significant proportion of participants also expressed satisfaction with the quality and accessibility of medical care.

The results indicate that the university has established and operates a medical support system that is utilized by students and staff. At the same time, the study identified specific areas for further development, including increasing awareness, expanding preventive activities, improving working hours, enhancing interaction with patients, and further strengthening the material, technical, and staffing capacity.

Overall, the survey results can be considered **positive**, while the identified comments and areas for improvement should be viewed as guidelines for further enhancing the quality and accessibility of medical services. Implementation of the planned measures will help strengthen the trust of students and staff, increase the utilization of the medical unit, and further develop a comfortable and safe educational environment at the university.

**Department of Strategic Planning
and Quality Assurance**