

Survey Results on Students' Satisfaction with the Quality of Internet Resources and Availability of Computer Resources

As part of the measures aimed at further improving the quality of the educational process at Korkyt Ata Kyzylorda University, an anonymous survey was conducted among students to assess the accessibility and quality of Internet resources, the Wi-Fi network, computer equipment, and digital capabilities in the university's academic buildings.

A total of **3,441 students** participated in the study. The results obtained make it possible to assess the level of students' satisfaction with the university's digital infrastructure and identify promising areas for its further development.

High Overall Assessment of Digital Infrastructure

One of the key results of the survey is the high overall level of students' satisfaction with the university's Internet and computer resources.

76% of respondents positively assess the quality and accessibility of information and communication resources.

This indicator demonstrates that the university's digital infrastructure generally provides students with the necessary conditions for education, access to information resources, and the use of modern educational technologies.

The high level of student satisfaction confirms the importance of the university's ongoing efforts to develop its digital environment and create comfortable learning conditions.

University Computer Infrastructure Is in Demand Among Students

The survey showed that the university's computer resources are of significant practical importance to students.

58% of participants use university computers or laptops due to the lack of their own equipment, while another 12% use them to work with the necessary software that is not available on their personal devices.

Thus, the university's computer infrastructure is an important resource that ensures equal opportunities for students and supports access to the necessary digital tools.

At the same time, **53% of students have the opportunity to use Internet-connected computers at any time, including outside academic hours**, while another 30% have access to computer equipment as part of their classes.

Overall, **83% of students have the opportunity to use university computer resources in one form or another, which confirms the availability of a well-developed technical infrastructure.**

Positive Assessment of Access to Modern Technologies

The accessibility of modern information technologies also received predominantly positive assessments.

45% of respondents rated this indicator at the maximum score of 5 points, while another 21% gave it a score of 4 points.

Thus, 66% of participants gave a high or very high assessment of the accessibility of modern information technologies at the university.

This result reflects students' positive perception of the digital opportunities provided by the educational environment and creates a basis for the further implementation of modern educational solutions.

Developed Wi-Fi Infrastructure

An important component of the digital educational environment is wireless Internet access.

According to the survey results, **49% of participants indicated that Wi-Fi works well anywhere in the academic building, providing full access to the network.**

Another **36% of respondents have access to Wi-Fi in designated areas**, which generally confirms the availability of wireless infrastructure in most learning spaces.

Thus, **85% of participants report having Wi-Fi access in one form or another.**

Positive assessments were also received regarding the quality of the Internet connection: **83% of respondents rate the quality of Wi-Fi as high or average, with 39% giving a high assessment of connection quality.**

Access to Information Resources

One of the important indicators of the effectiveness of the digital environment is the ability to access the necessary information resources through the university's Wi-Fi network.

65% of students confirmed that they have free access to information resources via Wi-Fi.

This indicates that, for the majority of students, the university's wireless network serves as a full-fledged tool for accessing educational materials, electronic services, and other digital resources.

The results obtained also make it possible to identify areas for further infrastructure development, primarily the expansion of stable coverage areas and improvement of connection quality in certain learning spaces.

Digital Environment as a Resource for Education Quality

The survey results confirm that Internet and computer resources play an important role in the university's educational process.

High overall satisfaction, a significant proportion of students with access to computer equipment, positive assessments of modern information technologies, and widespread Wi-Fi availability create the necessary conditions for:

- the use of digital educational platforms;
- access to electronic libraries and information resources;
- independent student work;
- completion of educational and research assignments;
- application of modern educational technologies;
- development of students' digital competencies.

Thus, the university's digital infrastructure is an important component of the modern educational environment and supports the university's commitment to continuously improving the quality of education.

Prospects for Further Development

The survey results show that the university's digital infrastructure is generally perceived positively by students. At the same time, student feedback is an important tool for further improving learning conditions.

As promising areas for further development, **the university will continue its efforts to upgrade computer equipment, expand Wi-Fi coverage, improve the stability of the Internet connection, and expand opportunities for access to computer resources outside academic hours.**

Particular attention may be paid to further developing digital services, informing students about available electronic resources, and improving feedback mechanisms.

The survey showed **that the majority of students positively assess the level of development of the Internet and computer infrastructure at Korkyt Ata Kyzylorda University.**

The high overall satisfaction rate of **76%**, broad availability of computer resources and Wi-Fi, as well as the positive assessment of modern information technologies confirm that the university has established the necessary digital foundation for a modern educational process.

The results obtained serve as an important reference point for the further development of the digital environment and enable the university to consistently improve its infrastructure in accordance with the actual needs of students.

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