



**KYRGYZ STATE MEDICAL ACADEMY
I.K.AKHUNBAEV**

Survey report:

**"Assessment of students' satisfaction with
educational services and infrastructure of the
KSMA I.K. AKHUNBAEV»**

Bishkek -2017 year

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Introduction

According to *the education Development Strategy of the Kyrgyz Republic 2012-2020*, education must meet international educational standards. At 2020, the higher education system in Kyrgyzstan should have an optimized network of educational organizations, have broad academic and economic independence and *несущих* are responsible for the quality *предоставляемых* of services provided.

To date, improving the quality of education is the main direction of strategic development of the KSMA I. K.Akhunbaye. Realizing the quality of education will increase competitiveness in the domestic and global market of educational services, KSMA establishes a system of monitoring and evaluation of activities to strengthen quality assurance mechanisms at all levels of the education system. One of the monitoring and evaluation tools is to study the satisfaction of recipients of educational services with the quality of education and the educational environment.

Along with the study of students' satisfaction with the quality of educational services and infrastructure conducted by the administration of KSMA, it is practiced to conduct monitoring studies with the involvement of students, using the peer-to-peer method. This approach makes possible to improve the accuracy of student satisfaction assessment results by providing a more trusting environment of conducting surveys.

Brief justification of the study.

Today, the competitiveness of a university is determined not only by the quality of education, also development of infrastructure.

Assessment of students ' satisfaction with the educational services and infrastructure of higher education institutions is updated for a number of reasons. First of all, this is the emergence of the educational services market. The growing competition field of education, increased demands of students as consumers, lead to the fact of orientation of students need should become a key principle in the organization of the educational process. The implementation of this principle helps to create a system of interaction between the university and students, to determine their needs, as well as the degree of satisfaction with the services received.

This report presents the results of a sociological study conducted of the KSMA student community within the framework of the project “*Assessment of the degree of satisfaction with educational services and infrastructure in pilot universities in Bishkek Kyrgyz Republic*” with the support of Institute of Youth Development(IYD).

The project was aimed in ensuring accountability and transparency of budget management of the part of administration and management of pilot universities Kyrgyzstan at KSMA.

1. Research methodology

1.1. Research goals and objectives :

- 1) Conducting a study to assess the degree of student satisfaction with the quality of educational services and infrastructure provided by KSMA.
- 2) Development of recommendations for improving the quality of educational services and developing the infrastructure of KSMA for the management and administration.

Conducting the study includes the following tasks:

1. Assessment of the quality level of educational programs and training
 - facilities: evaluation of the quality of educational programs;
 - ways to improve the program based on determining its innovative potential and the real value of the knowledge contained at the moment.
2. Assessment of the quality level of teaching and teaching staff through the eyes of a student (teacher rating among the student audience):
 - elements of professional and pedagogical culture of the teaching staff;
 - constant striving to improve the quality of the teaching staff's
 - activities;
 - effectiveness of the teaching and upbringing methods used; pedagogical skills,
 - results of scientific research,
 - attitude to work, level of professionalism, past achievements.
3. Assessment of the degree of compliance of educational services with the needs and expectations of service recipients:
 - quality of training sessions and individual work with students; active
 - involvement of students at all levels of the university
(organization of the educational process, carrying out educational work, awareness of the formation of the university budget).
4. Assessment of students' opinions on the quality of university infrastructure (the infrastructure covers the entire set of their working conditions): using new
 - technologies in the educational process;
 - quality of social infrastructure (dormitories, canteens, sports halls, public places of higher education, etc.);
 - internet availability;
 - equipped classrooms with material and technical resources, availability of Internet and computer software.

1.2. Object, methods, and target group of the study.

The object of research is students of KSMA

The subject of the study is student satisfaction with educational services and university infrastructure.

Research methods:

- 1) semi-structured interview with students, questionnaire survey. The survey methodology provides for conducting a questionnaire survey for students of pilot universities based on the developed questionnaires. This method allows you to reach the largest number of students, and also provides an opportunity to assess the degree of their satisfaction. The triangulation approach in this study is applied not by the traditional method, as it is implemented using the questionnaire method and SWOT analysis of project participants during the workshop on "Social methods" and statistical data of higher education institutions.
- 2) For a deeper study of the problem of student satisfaction with learning, in addition to the questionnaire survey, focus group discussions were conducted with students of 1-5 courses, including international students.

1.3. Forming a research sample.

The main number was compiled on the basis of statistical data on the number of students studying at KSMA.

Table J. J. Number of students studying at KSMA

	Faculty	1 course	total					
1.	General Medicine	411	611	581	621	519	494	3237
2.	Stomatology	170	174	190	238	225	0	997
3.	Pediatrics	78	132	135	143	131	72	691
4.	Pharmacy	136	147	165	96	98	0	642
5.	Medico-preventive case	83	78	84	41	47	0	333
6.	Higher nursing case	29	18	12	12	11	0	84
7.	Faculty of Foreign Citizens		64	81	39	46	15	245
Total number of students for 2016-2017								6229

The sample number of students was compiled on the basis of a multi-stage quota sample, from the total number of students studying in universities, faculties and courses.

Focus group discussions were held from 6 to 15 April 2017 on the territory of the KSMA. A total of 47 people participated in focus groups (FGS) of the KSMA 47. Socio-demographic composition of focus group participants: 58% were women and 42% were men.

Respondents were grouped into focus groups by course to better understand the needs of students at different years of study. The average duration of focus groups was 60-67 minutes. Discussions were held mainly in Russian, but students could also respond in Kyrgyz.

Table 1.2. Number of samples at KSMA

	Faculty	1 course	total					
1.	General Medicine	10	18	16	17	14	13	88
2.	Stomatology	4	5	5	7	6	0	27
3.	Pediatrics	2	4	3	5	4	1	19
4.	Pharmacy	3	4	6	2	2	0	17
5.	Medico-professional case	2	2	2	1	1	0	8
6.	Higher nursing case	1	1	1	1	1	0	5
7.	Faculty of Foreign Citizens		3	2	1	1	1	8
Total number of the sample population								172

1.4. Research tools and training of interviewers.

1. To conduct the study, a questionnaire of 23 questions was developed to determine the degree of student satisfaction. The survey of students was conducted anonymously.

Student council members were trained as interviewers.

2. For conducting a survey Focus Groups (FG) guide was prepared for the moderator, which was prepared on the basis of desk research and included the following information:

- Moderator's greeting, explanations about the topic of the discussion, the duration of the conversation, explanation of the rules of the FG, appointment of a recording on a voice recorder, guarantees of confidentiality of information;
- Introduction, introductory questions to form a trusting environment and involve all participants in the conversation;
- The main questions of the topic, probing the answers; questions were asked with the focus to learn the existing practice.
- Summarizing the discussion results, making comments, and unnamed important aspects of the research topic under discussion.

At the end of the discussion, in order to obtain a socio-demographic cross-section and statistical data of the focus group participants, the respondents answered the closed questionnaire questions related to budget awareness and social development. Online practices.

1.5. Data collection, control, and processing.

The respondents were selected using a quota sample. The questionnaire was completed during a personal meeting with the respondent. The survey duration ranged from 25 to 35 minutes.

Data entry and processing was carried out using the Statistical Package (Statistical Package for the Social Sciences (SPSS)), which is specially designed for processing and analyzing quantitative data.

This stage consisted of several components:

- Data encoding;
- creating a matrix for data entry;
- entering questionnaires into the program and monitoring data;
- clearing and calling data;

- data processing based on special procedures of the SPSS program. To check and control the work of interviewers, a 10% selection of respondents was carried out, and control interview was conducted using a telephone survey to clarify the duration of the survey, the correctness of the selection of the respondent, compliance with the ethics of conducting a semi-structured interview, questions were asked for verification the accuracy of the information of the questionnaire.

The practical significance of the study lies in the fact of results can be applied in the following cases:: development of the concept of development of the Institute of higher education; improvement of the educational process and teaching methods; mechanism of formation of competitive advantages; development of programs for modernization and improvement of the university infrastructure.

2. Research results

The planned sample size was 172 respondents. The actual sample size was 173 respondents (101%), so the sample is representative of the parameters presented. In the course of the study 173 students took part.

Number of girls surveyed (58%) exceeds the number of guys (42%). The distribution of respondents by specialties and courses is presented in the sample set of the study, which is located in the methodological part.

Choosing a university is a very important aspect in a young person's life. Some do it consciously, while others do it unconsciously, due to external circumstances. In Kyrgyzstan, it is the choice of educational institution and specialty that leads to objective and subjective problems. The main objective problems are unemployment among graduates who are not in demand in their specialty, as well as the profile bias of graduates with legal and economic education. The subjective problem is the lack of desire to work in the specialty, because the profession was incorrectly chosen when entering the university.

The study showed, that the main motivation of the respondents is a high-quality university education. So, 71.1% of KSMA students chose this university because it provides a good education in the field of medicine. Other relatively significant criteria were: "friends advised" - 9% and "university reputation" - 11.2%.

The degree of satisfaction with their educational institutions showed that respondents were generally satisfied with the quality of education. Indicators such as "fully satisfied» (39.3%) and "rather satisfied than not" (44.1%) received the highest scores, totaling 83.4%. 2.6% of respondents said that they were completely dissatisfied with their educational institution. This shows that the educational process and everything connected with it meets the requirements of its clients of educational services in general.

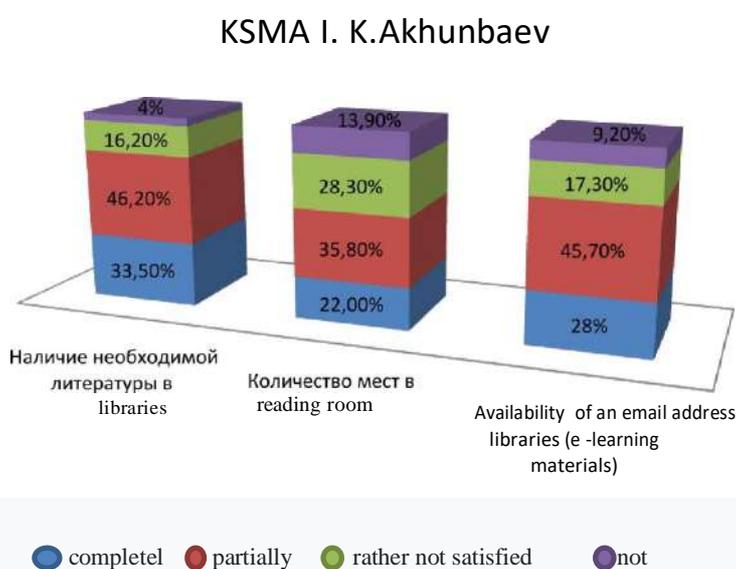
However, if we look in more detail at such criteria as educational, organizational processes and infrastructure, it will allow us to more effectively and objectively assess student satisfaction.

Libraries in a higher educational institution form the informational, educational and scientific basis of the training process.

The role of libraries is growing due to the informatization of higher education, increasing demand for educational services, as the library is required to respond quickly to various changes. Free and fast access to information is an important factor for the development and competitiveness of the university. Therefore, the assessment of library activity and the availability of its stock is one of the main aspects of evaluating the educational process.

Chart 2.1

Satisfaction with the library and library stock students of the KSMA. I.K. Akhunbayev



KSMA students are satisfied with the library stock, but there are difficulties with the availability of seats in the reading room and electronic educational materials. Only 22% of respondents were completely satisfied with the number of seats in the reading rooms of KSMA. 35.8% were partially satisfied, mainly students of the Faculty of Pharmacy gave this answer (58.8%). 28.3% of students were rather dissatisfied and 13.9% were completely dissatisfied with the number of seats in the reading room of KSMA. Students of the Higher Nursing and Pediatrics departments mostly gave a negative answer.

The most important condition for academic and scientific activities is an established system of information support for students' needs. This is especially true if academic buildings are located in different parts of the city.

№	Indicators	KSMA I.K. Akhunbayev			
		Satisfi ed	satisfied	unsatisf ied	unsatisf ied
1.	Availability of computers used in the educational process	19.1%	41%	26.6%	13.3%
2.	Internet Availability	19,1%	25,4%	29,5%	26%
3.	Equipped classrooms with projectors	20,8%	35,3%	28,3%	30,6%
4.	Availability of computer labs for independent work	13,9%	27,2%	28,3%	30,6%
5.	Availability of laboratories and specialized classrooms	14,5%	20,6%	31,8%	32,4%

Internet and information and communication technologies (ICTs) they act as the main tool for improving the quality and efficiency of educational services. The Internet has made significant changes in traditional concepts and forms of learning. The main changes in the traditional training system are related to the removal of time and spatial constraints associated with resources and training. Thanks to ICTs and the Internet, the opportunities for studying in higher education institutions have expanded. Therefore, technical equipment is the key of quality education in the era of the information society. Students are satisfied with the availability of computers used in the educational process, but are not satisfied with the availability of computer laboratories for self -organization of work. This was the response of 30.6% of the KSMA. The problem for KSMA students is laboratories and specialized classrooms for classes, as 31.8% are rather unsatisfied, and 32.4% of respondents are completely unsatisfied.

The task of ensuring high quality of education is largely determined by favorable conditions and infrastructure of the university. Recreational and sports support are an integral part of the educational process. In order to identify the conditions for playing sports at the university, students were asked the question: "Does your school have gyms and equipment?"

KSMA students assess the condition of sports halls and the availability of sports equipment as average.

There is a positive trend in the assessment of knowledge and qualifications of the KSMA teaching staff KSMA by students. This is quite understandable in our opinion, given the fact that the university is a profile in its field and training is carried out by specialization. Such qualities as objectivity and impartiality are evaluated positively by 29.5% of KSMA students. KSMA respondents also rated their pedagogical qualities and teaching skills KSMA well - 30.1%. However, skills in using interactive teaching methods are rated relatively low. Thus, only 17.3% of KSMA students were satisfied with the use of interactive methods in teaching.

The organization of the educational process and scientific activities is one of the important components of each university. In the course of the study, we tried to find out how students evaluate their participation of organizing these aspects in the activities of their universities.

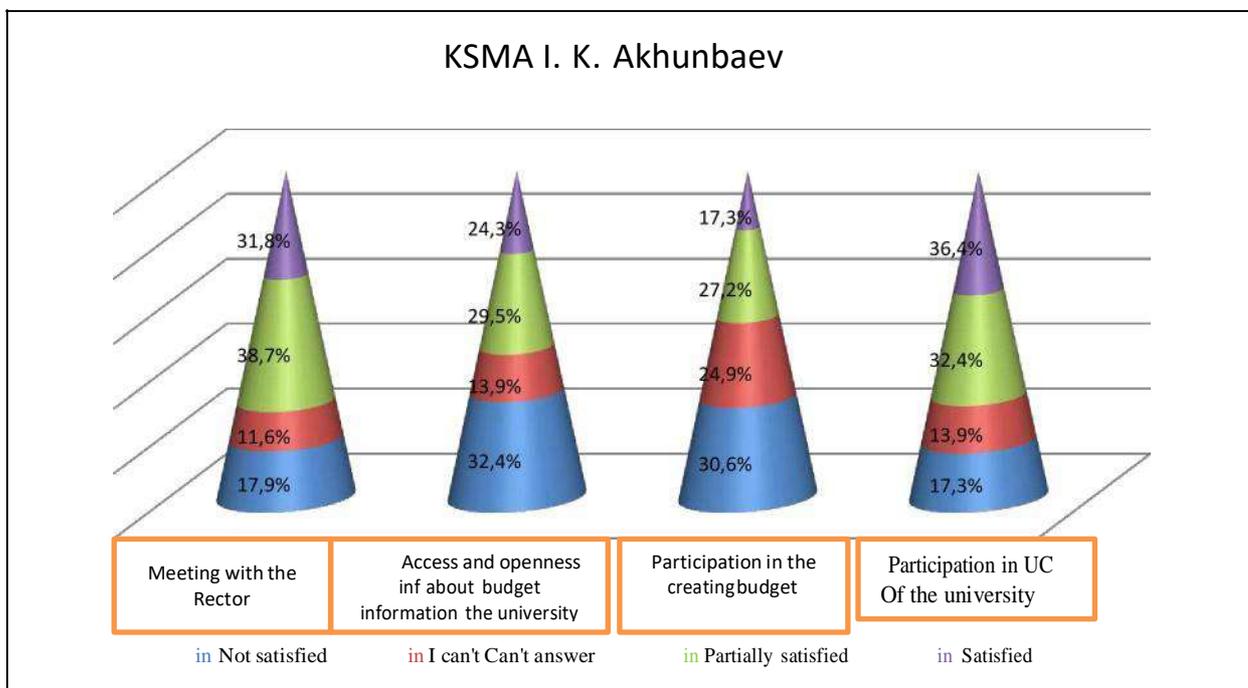
An important part of extracurricular activities is the formation of students' social activity, which is determined by participation in various events, including scientific and practical conferences. KSMA students rate their participation in organizing interuniversity conferences quite well (44.6%) and holding scientific conferences (40.5%). Their opinion in choosing elective courses (31.6%) and participation on the organization of the educational process itself (39.6%) are not taken into account. The forms of participation were not determined by the students themselves in the course of the study.

Regarding participation on the organization of educational work, the opinion of KSMA students was divided as follows: 31.6% believe that it is taken into account, 34% are partially taken into account, the rest answered that it is not taken into account or found it difficult to answer.

In the course of the study, we set the tasks of assessing the availability of the university's top management, represented by the rector, with students of discussing important issues.

KSMA students rated very well the availability with the rector of the university to discuss urgent issues (70.5%) and their participation in the academic meeting. Council of the university (36.4%). The management team is open to communication with students and involves them in the decision-making process about the university's activities. 32.4% of students rated the availability and openness of information about the university budget and the possibility of participating in the formation of the university budget poorly (30.6%). 24.9% of respondents found it difficult to answer на this question.

Chart 2.2

Evaluation of communication with the university administration:

This shows that students are not aware of their opportunities and rights. If we take into account the fact that tuition fees go to the maintenance of the university there is a need for students to be involved on this process. This will increase the university's competitiveness in the educational market.

When evaluating the infrastructure KSMA students rated such an indicator as public places, in particular the condition of toilets, the least low, and the improvement of the territory was also low .

There was an excessive amount of academic load, unprofessional attitude on the part of the staff of departments/dean's office, insufficient provision of educational and methodological literature. It is revealed that the incompetence of individual teachers, the lack of employment prospects and the need to combine study and work do not pose any special difficulties for KSMA students due to the specifics of training, which automatically eliminates these difficulties. Students noted that KSMA is one of the leading state universities in the field of medicine, so the best staff of the specialty works there, graduates are well employed upon completion of their studies.

To the question: "What can contribute to increasing interest in studying?" the respondents' answers were as follows:

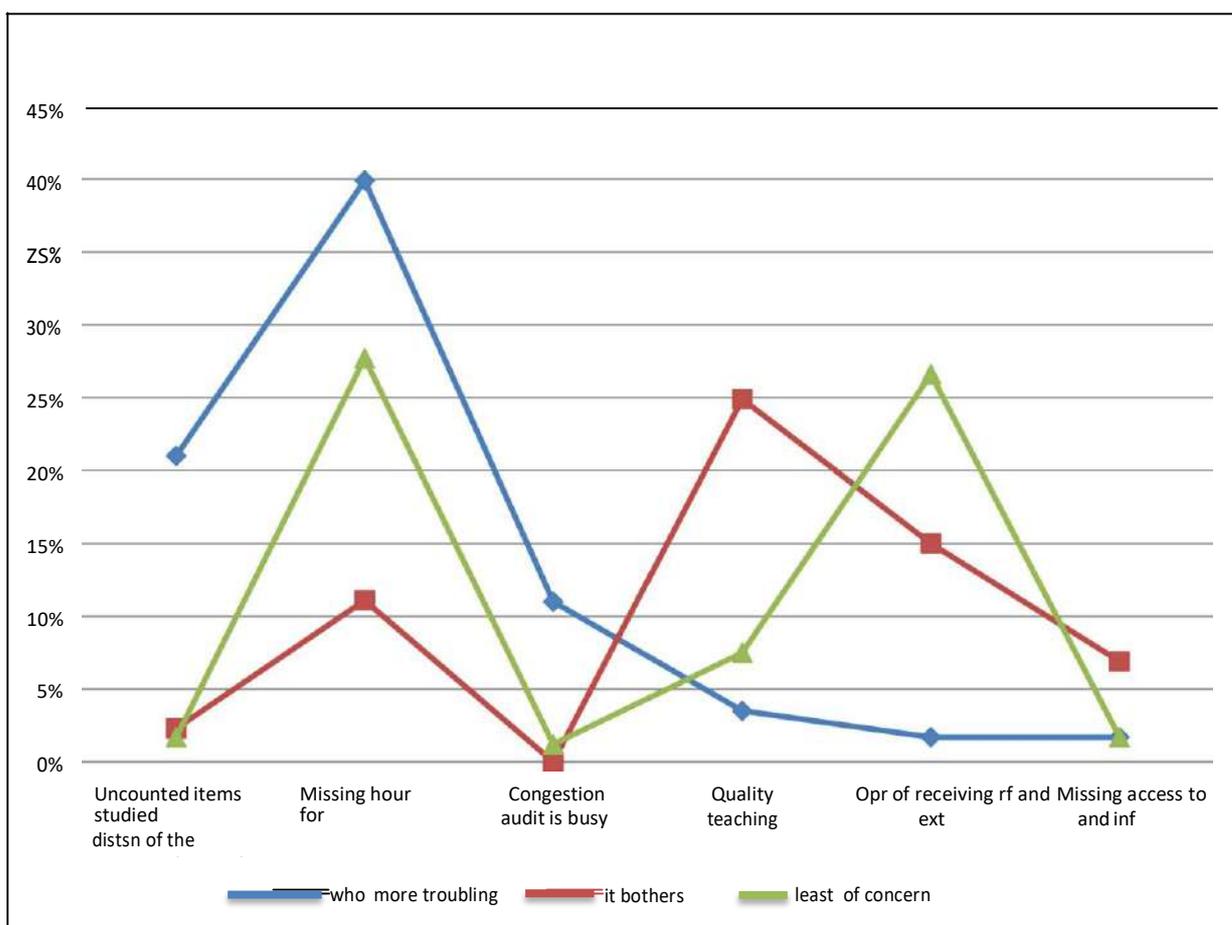
- professional development of teachers,
- availability of interactive whiteboards and their use during training
- improving forms of knowledge control,
- opportunity to participate in international exchange programs,
- introduction of new teaching methods, introduction of new and improvement of existing training courses and programs, taking into account the opinions of students, as well as practical study of the future profession.

An actual problem for secondary students is the employment and combination of 20% of KSMA students during their studies. KSMA students would like to combine work and study, but this is very difficult, as they are busy with their studies and there is no time left for part-time work.

Diagram 2.3.

Problems in the organization of the educational process:

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Insufficient number of hours allocated for the most important subjects is the most pressing issue for KSMA students, as 40% of students answered. 25% of the surveyed students are relatively concerned about the quality of teaching. Students are least concerned (27%) about the problems of organizing the admission of tests and exams.

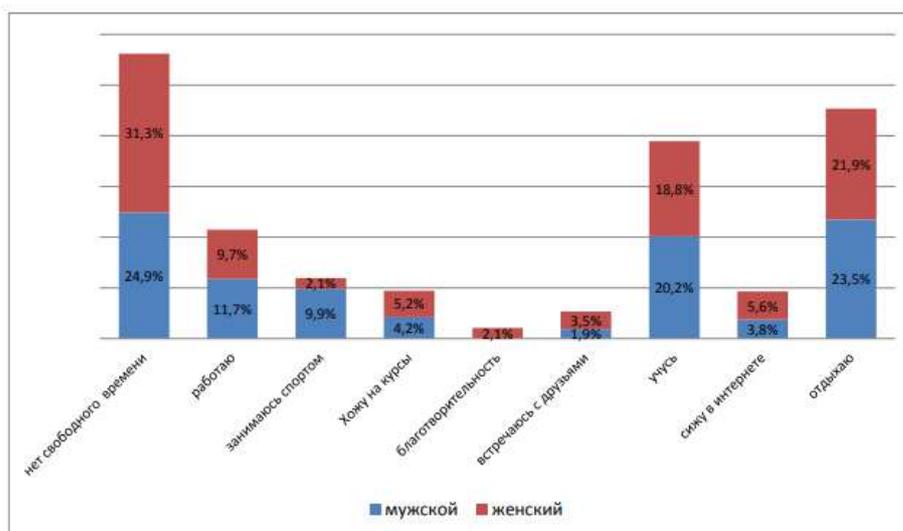
An urgent problem that needs to be addressed immediately is the improvement of the social and living infrastructure of the university, which creates favorable conditions for learning, as 35% of respondents identified this problem, and as the main one they noted the poor condition of bathrooms in their university.

In terms of the availability of new computers and their software in KSMA, the lowest indicator was the presence of multimedia audiences (15.8%). Computer software meets only 19.7% of the requirements. 22.9% of respondents are satisfied with Internet access in higher 22,9% education institutions. 23.5% of respondents are satisfied with the e-learning system. The availability of new computers pleases 24.9% of respondents. 27.7% of KSMA students noted that there are computers, but they are outdated.

The majority of respondents are not satisfied with Internet access, 43.9% are concerned about this issue.

The main difficulties in performing scientific works for KSMA students are the lack of up-to-date information on the problem under study (26.6%) and outdated material base, lack of equipment and consumables (25.4%) and workload of students (25.4%). Lack of knowledge about the rules of conducting research is the main barrier to performing scientific work. 20.8% of respondents agreed with this opinion. 18.5% of respondents. They would like to conduct active scientific work, but due to insufficient information about conferences, grants, competitions and internships, they cannot realize their desire.

Students generally agree that universities most often take students' opinions into account when organizing events, but students spend their leisure time outside the walls of their alma mater. The majority of respondents noted "that they have no free time". This answer is in principle consistent with the previous responses of the study participants, when they stated that combining study and is the main problem for them.



KSMA students have a busy schedule of classes. 20.2% of the surveyed boys and 18.8% of girls have leisure time, in one way or another, connected with study. Male students (11.7%) are more likely to work than female students (9.7%). 23.5% of boys and 21.9% of girls said that they "just relax" without specifying what exactly they do. 9.2% of students said that in their free time they take courses to improve their skills in order to be competitive in the labor market. 9.9% of male students are engaged in sports, while only 2.1% of female respondents go to the gym. The development and ubiquitous presence of ICTs and new technologies is reflected in the daily life of students, not only in their studies, but also in the leisure part of their life. 9.4% of respondents said that they spend their free time on the Internet, while girls are more susceptible, to this than boys.

To the question "What should the university do to improve its infrastructure?" the vast majority could not answer specifically. The most important thing for respondents from KSMA is to improve the technical equipment of the Academy, provide multimedia classrooms and interactive whiteboards (24.9%), the

second most important thing is to improve the social infrastructure of the university (13.3%), в first of all, this applies to the repair of public toilets in the university.

Students suggested to improve the quality of education at the university, the development of a new and convenient training system (28.3%). The second most important proposal is to increase the salaries of university faculty members (13.3%). Introducing more hands-on activities was a very important category for respondents (12.1%). Students suggested improving the technical support of classrooms (8.7%). In general, suggestions such as: employment of graduates, more books and reading rooms, fighting corruption, improving infrastructure, returning the old education system, loyal attitude to students and eliminating bureaucracy received less than 5% of the total number of respondents.

2. Survey findings and recommendations

- The total number of students enrolled in the 2016-2017 academic year at KSMA is 6229 students in 7 faculties.
- The main activity is educational at all levels, i.e. KSMA offers higher and scientific level training.

- In addition to training professional certified specialists, universities offer scientific training at the postgraduate and doctoral levels.

Evaluation of educational clients

- The average age of students is 18-24 years.
- The main motivation of the chosen university is the profile of the university. So 71.1% of KSMA students chose this university because it provides a good education medicine. Thanks to targeted admission, you can state a high level of satisfaction with your university.
- The library fund forms the informational, educational and scientific basis of the educational and research process. In general, KSMA students are satisfied with the library stock, but there are difficulties with the availability of seats in the reading room and electronic educational materials.
- In general, students are satisfied with the availability of computers used in their studies, and they are not satisfied with the availability of computer laboratories for independent training. So 30.6% of KSMA.
- B The study found that students are satisfied with the availability of sports equipment and gyms.
- In assessing the knowledge and qualifications of the teaching staff, all students responded positively. However, skills in using interactive teaching methods are rated relatively low compared to other categories. Only 17.3% of KSMA respondents were satisfied with the use of interactive methods in teaching.
- The availability of the rector and university administration for communication with students, including in such a general governing body of the university as the academic Council, is not particularly difficult for students. But there is a low level of availability and openness of information about the university budget and the lack of mechanisms for participation in the formation of the university budget. The main reason is that there is no knowledge about the mechanisms of the main financial document.
- Infrastructure. The territory, alleys, and paths are not enough. Classroom conditions and gyms, playgrounds and sports facilities

inventory items, public areas (corridors, stairs, etc), benches and trash bins need to be improved. Parking spaces near universities and dormitories require attention. KSMA students assessed the state of public places, in particular the state of bathrooms.

- As you know, KSMA is a leading state educational institution in medicine. Students do not have such problems as incompetence of individual teachers, lack of employment prospects and the need to combine study and work.
- The main problems for KSMA students are the insufficient number of hours allocated for important subjects (40%) and the quality of teaching (25%).

The focus group discussions conducted showed:

1. Despite на different motivations for admission to higher education institutions (at the insistence of parents, the optimal price for tuition, etc.), all students noted certain features of the profile of the university they entered. From the students ' opinions expressed during the FG, the following definitions of universities were formed:

- KSMA is the oldest specialized university with its own clinical base, with a high concentration of teachers with scientific and practical experience in various medical fields.

2. Reasons affecting the reduction of students ' learning motivation,

ARE:

There is a discrepancy between the information that the applicant receives about the university upon admission, about, about interuniversity exchange programs, about specialization, quality of training, etc. and the reality of training that students face.

- Lack of effective feedback from teachers. Its absence leads to a decrease in understanding of the material being studied, does not encourage or support students ' efforts in mastering the material, leads to a loss of orientation in the learning process, to a decrease in confidence in teachers, and leads to formalization of interaction with students.

- Ambiguity in the purpose of some subjects taught, requirements for the learning process, and expected learning outcomes in some disciplines.

- Students ' lack of understanding of the logic and meaning of curriculum formation.

Students' lack of understanding of certain subjects (especially general education.) they influence the final result and the formation of professional competencies.

- There is a discrepancy between the material that is taught and what is evaluated on the final tests in some subjects.
- Monotonous lecturing in some subjects that makes students tired.
- Lack of real practice with obtaining active modern skills in the specialty.
- Participants of the FG noted that too large groups of interns are formed for one place of practice, which does not allow the student to get more attention and more skills.
- FG participants would like to know more precise steps and procedures for repeated completion of the subject on an outstanding loan.
- The participants of the FG noted the limited number of places for internships
- Lack or absence of role models, successful stories of graduates, specialists, guest speeches and presentations that inspire students to study, specialize, etc. in the career guidance of the university.

Lack of communication and exchange of experience between first-year students and senior students.

Monitoring and evaluation

Final surveys among students lack confidence in the confidentiality of information, as they are often conducted through group leaders. The university administration does not always inform students about the measures taken based on the results of surveys. Therefore, students are less motivated to report problems they experience during their studies. And in some cases, after taking measures to solve the problems of students (for example, replacing teachers), the situation of students worsens even more.

Infrastructure

- Almost all participants of the FG noted the limited Internet channel in the university and the limitations of Wi-Fi coverage areas, which also include libraries.
- All students noted the lack of space in the university for self-training and recreation areas or communication platforms for communication.
- All participants of the FG noted poor sanitary and hygienic conditions of toilet rooms (smell, lack of hot water, soap, toilet paper, irregular cleaning of these rooms)