



Astana IT University
Department of Quality assurance

Regulations for conducting opinion polls

Astana

2023

1. Scope of application

1. This Regulation on Conducting opinion polls (hereinafter referred to as the Regulation) defines the procedure for conducting surveys to assess the satisfaction of internal and external stakeholders of the University with the quality of educational services provided.

2. Designations and abbreviations

University - Astana IT University

EP – educational program

3. Purpose and objectives

1. The goal is to implement the Quality Assurance Policy of Astana IT University

2. Main tasks:

Development and updating of the tools of sociological research/surveys

Establishing feedback with stakeholders;

Identification of the main factors affecting the satisfaction of stakeholders with the educational service of the University.

4. The procedure for conducting surveys

1. A question at the University means a questionnaire involving filling out a questionnaire in paper or online format by University stakeholders.

2. The procedure for organizing and conducting surveys consists of the following stages:

- Definition of the goals, objectives and subjects of the survey (respondents);
- Forming the sample size;
- Choosing the data collection method;
- Development of questionnaires and measurement scales;
- Conducting a survey;
- Checking the correctness of filling out questionnaires and monitoring the completion of questionnaires;
- Processing of the received data;
- Analysis of the results obtained and preparation of reports;
- Presentation of the survey results to management and interested departments;
- Taking measures to improve activities based on the results of the survey;
- Informing the stakeholders of the University about the measures taken based on the results of surveys.

3. Surveys are conducted in order to study opinions, assess students' satisfaction with the quality of teaching disciplines and learning conditions;

- faculty and staff of the University working conditions;
- graduates by the quality of educational services provided by the University;
- employers with the quality of University graduates' training.

4. Surveys are conducted anonymously.

5. The frequency of the survey is determined depending on the purpose of the survey.

5. Sample size formation

1. The sample of survey subjects should be representative and have a ratio according to the type of sample (probabilistic and improbable). The Internet survey uses "spontaneous sampling". The most available respondents are interviewed. Typical examples of spontaneous samples are surveys in newspapers/magazines, questionnaires given to respondents for self-completion, most Internet surveys. The size and composition of spontaneous samples is not known in advance, and is determined by only one parameter – the activity of respondents.

2. To obtain the most complete (reliable) information, it is recommended to use calculators to calculate statistical indicators and determine the significance of differences.

3. In the survey to assess students' satisfaction with the quality of teaching disciplines, conducting practice and learning conditions, the following students take part:

- Bachelor's students;
- Master's students;
- University graduates;
- employers.

4. Representatives of organizations in which University graduates have been working for at least 1 (one) year participate in a survey to assess employers' satisfaction with the quality of University graduates' training. Questionnaires are sent to organizations by the Center of Career and Employment of the University or departments of the University.

5. The survey to assess the satisfaction of teaching staff and employees with working conditions at the University involves: teaching staff, employees.

6. Survey requirements

1. The questionnaires indicate the topic and purpose of the survey, explanations on the answers to the questions (on filling out the questionnaire), at the end of the questionnaire – thanks for participating in the survey and the information provided.

2. The questionnaire may contain:

- questions with a numerical answer;
- questions with a verbal answer;
- in closed form – formalized answer options;
- in an open form – a free presentation of the answer.

3. Questionnaire questions should fully disclose the goals and objectives of the questionnaire and, if necessary, provide an additional opportunity for analysis (gender analysis, analyses in the context of faculties, educational programs, languages of instruction, levels of education, etc.).

The questionnaire can contain from 5 to 25 questions. The survey languages are Kazakh, Russian (if necessary in other languages).

4. Depending on the number of participants and the nature of the survey, data collection can be carried out:

- in paper form, while entering into the database is done manually or by scanning;
- in the form of a computer questionnaire on Google forms, the University's Internet platform;
- through external Internet resources.

5. Survey materials (questionnaires) must be stored: on paper – for 1 (one) year, on electronic – for 3 (three) years.

7. Checking the correctness of filling out questionnaires, monitoring the filling out of questionnaires, processing the received data

1. To cover the necessary sample, the involvement of stakeholders in the survey is monitored, in case of insufficient number of respondents, measures are taken to enhance the involvement of stakeholders in this survey.

2. Before processing the received data, the questionnaires are checked for correctness of filling. Questionnaires filled out incorrectly are excluded from the total number of questionnaires.

3. Questionnaires that have been checked for correctness are processed.

4. For each question of the questionnaire, the percentage distribution of the proposed formalized answers is calculated.

5. Answers reflecting the degree of satisfaction: "Excellent – Good – Satisfactory – Weak/Bad – Very weak/Bad", "Fully satisfied – Rather satisfied – Rather not satisfied – Not satisfied", "Yes – Partially – No", can be represented in numbers.

6. For the questions of the questionnaire with numerical data, depending on the criteria of the questionnaire, the maximum, average and minimum values are calculated.

7. Processing of questionnaires and preparation of information on the results of the survey is carried out regardless of the number of survey participants (according to the principles of student-centered learning).

8. Questionnaires are processed using specialized programs and/or MS Excel, which is a standard application in the MS Office complex or in the SPSS program.

8. Analysis of the results and preparation of reports

1. The analysis of the results obtained is presented in a report containing the following data:

- number of respondents who took part in the survey;
- satisfaction assessment for each question of the questionnaire;
- overall satisfaction assessment of respondents by department/EP;
- respondents' answers to open-ended questions with the preservation of the respondent's spelling and punctuation;

- the main conclusions obtained from the analysis;
- suggestions and recommendations for improving the University's activities.

2. The report should be structured and specific. Graphic materials (summary tables, graphs, diagrams) can be attached for clarity.

9. Presentation of the survey results to management and interested structural units

1. The results of the surveys are presented to the University administration, the dean of the department, the directors of departments, heads of structural divisions and a short version can be posted on the website.

2. The information obtained as a result of surveys is intended for official (internal) use at the University. The use of survey results outside the University: the content and volume of information presented at seminars and conferences, publication of survey results in the scientific and public press, as well as their announcement in the mass media, is coordinated with the University management.

3. The results of surveys are discussed at meetings of collegial bodies of the University, departments and are taken into account when making managerial decisions. Information about the measures taken based on the results of the surveys is brought to stakeholders.

Annex 1. Description of the project and data collection tools

1. The name of the project within which the survey is being conducted
2. Project objective
3. Responsible person (full name, position)
4. Contact information of the responsible employee (e-mail, phone)
5. The department in which the project is being implemented
6. The timing of the survey
7. Description of the sample and methods of access to respondents
8. Tools
9. Analysis of the results