**PERFORMANCE RESULTS**

Report on the results of the study among internal and external stakeholders. Questioning among internal and external stakeholders to monitor their opinions on the quality of educational services provided is one of the forms of monitoring compliance with the requirements of the current legislation of the RK on the implementation of policies in the field of education quality.

✓ The sociologist of the quality assurance department has developed regulations for conducting sociological surveys for the 2022-2023 academic year.

✓ An algorithm for posting the results of sociological research was proposed on the university website to inform external and internal stakeholders https://astanait.edu.kz/sociological-research/
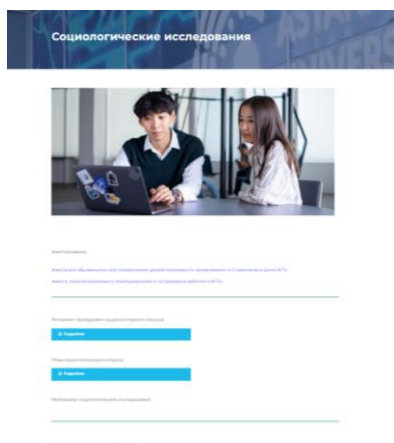
✓ The Information Technology Department was presented with the technical specification of the "Questionnaire" module for conducting a survey on the platform.

According to the sections of the Plan for the 2022-2023 academic year, the following has been done:

The Quality Assurance Department for the 2022-2023 academic year, according to the sections of the Plan, has planned 16 sociological studies of different types.

The object of the study is internal and external stakeholders.

Research methodology.

The research method was a questionnaire survey.

Characteristics of the sample population, formation of a research sample for representativeness. Used: Spontaneous sampling. The most accessible respondents are interviewed. Typical examples of spontaneous samples are surveys in newspapers/magazines, questionnaires given to respondents for self-completion, and most online surveys. The size and composition of spontaneous samples is not known in advance, and is determined only by one parameter - the activity of respondents.

Implementation of feedback

During the academic year, 22 types of surveys were conducted to determine the degree of satisfaction of 5 categories of respondents: students, graduates, employers, teaching staff, employees of Astana IT University. To conduct the research, one of the field research methods was chosen, in particular, research using questionnaires (taking a survey using GOOGLE FORM and FORMS.OFFICE.COM.

Data entry and processing was carried out using the statistical program SPSS (Statistical Package for the Social Sciences), specially designed for processing and analysis of quantitative data.

Stages of conducting sociological research:

- literature review;

- development of tools;

- development of questionnaire layouts and placement in the survey platform;

- sampling of studies;

- testing;

- launch of field research/start of research;

- monitoring of field work;

- data collection;

- control of field research;

- data collection;

- data encoding;

- creation of a matrix for data entry;

- entering questionnaires into the program and monitoring data;

- data cleaning and culling;

- data processing based on special procedures of the SPSS program.

Nature of the study:

Sociological research is descriptive in nature.

Coverage of respondents – from 160 to 3441 people.

Students took part in 17 and stakeholders (employers, graduates, teaching staff and staff) in 5 sociological studies.

In the following areas, sociological research was carried out: academic - 10, socio-educational - 12.

Average satisfaction score: 80.5	
Academic direction	Social and educational direction
83,1	77,5

Information about surveys according to plan and not according to plan.

№	Types of survey	Launch plan	Platforms	Participated
	Academic direction			
1	Survey of students to determine the degree of satisfaction with the quality of practice (based on the results of types of practice in the 2nd and 3rd courses)	09.2022	Googleform	379
2	Student satisfaction with the quality of teaching: EP content, quality of educational materials, quality of lectures "The teacher through the eyes of students - 1st trimester"	12.2022	Googleform	3434
3	Student satisfaction with the quality of teaching: EP content, quality of educational materials, quality of lectures "The teacher through the eyes of students - 2st trimester"	04.2023	Googleform	3441
4	Student satisfaction with the quality of teaching: EP content, quality of educational materials, quality of lectures "The teacher through the eyes of students - 3rd trimester"	06.2023	Googleform	3656
5	Survey to determine students' access and involvement in scientific activities	03.2023	forms.office.com	1370
6	Analysis of graduates' satisfaction with the organization of the educational process and the quality of training	03.2023	Googleform	338
7	Analysis of employers' satisfaction with the organization of the educational process and the quality of training	03.2023	Googleform	278
8	Survey of employers on the compliance of the quality of training of students based on the results of types of internships (compliance with the content of the EP;	09.2022	Outlook.office.com	Career and employm

	compliance of the competencies of AITU students with the demands of the labor market, etc.)			ent center
Social and educational direction				
1	Survey of 1st year students why they chose "Astana IT University" to study and their expectations	09.2022	Googleform	1936
2	Social portrait of an AITU student	11.2022	Googleform	1192
3	Questionnaire on students' readiness to take part in the social life of the university	10.2022	Googleform	1322
4	Questioning of 1st year students to determine adaptability to learning conditions	10.2022	Googleform	1617
5	Questionnaire for students to determine the level of satisfaction with living in student homes	11.2022	Googleform	565
6	Questionnaire for students to determine the level of satisfaction with living in student homes	05.2023	Googleform	466
7	A survey to determine students' satisfaction with social life, the atmosphere of the student community, and social events.	05.2023	Googleform	165
8	Youth groups and their influence on social processes at the university	11.2022	Googleform	1506
9	Sociological research on the effectiveness of military-patriotic work conducted among students of "Astana IT University" and "College of Information Technologies"	03.2023	Googleform	605
10	Questioning students to determine their level of involvement in the activities of collegial bodies, student government and volunteer activities; quality of interaction between services and openness of management bodies (top management).	01.2023	Googleform	1253
11	Students' satisfaction with the learning conditions and quality of services (availability of counseling on personal issues, healthcare services, accessibility of scientific laboratories, availability of feedback based on survey results, etc.)	04.2023	Googleform	1370
Survey among teaching staff and staff				
1	Satisfaction of the team with the management of the university, the influence of the microclimate on the activities of the team	02.2023	Googleform	160
2	Survey to determine the access and involvement of teaching staff and employees in scientific activities	03.2023	Googleform	165
3	Satisfaction of teaching staff with working conditions: material and technical base, quality of services (service in the library, canteen, registrar's office) and level of security.	05.2023	Googleform	160

The results of the surveys are sent to departments for discussion at department decision-making meetings and bringing information about the measures taken to the attention of stakeholders.

The results of the surveys are posted in the Microsoft Outlook cloud in the "Sociological Research" folder.

Link and QR code to the results of electronic reports

Conclusions and recommendations

The results of sociological surveys and corresponding recommendations for decision-making were presented at meetings of the Rectorate, EMS, working groups, and meetings.

The information presented about the results of the study and the analysis performed is reliable and reliable, since the sample was representative.

Based on the results of the study, it can be concluded that, in general, the results indicate a high degree of satisfaction.

In general, based on the range of indicators of positive answers to the questions, it can be assumed that students are quite satisfied with the organization and completion of practical training. But it is necessary to pay attention to the above comments and suggestions for improving the organization of practice and take them into account.

Respondents are aware of AITU through social networks (36.2%) through (32.5%) parents, acquaintances and the official website of the university (16.9%).

68.3% have experienced and are experiencing difficulties in adapting to student life.

The attitude towards the chosen specialty/direction of training has not changed (59.6%).

The results revealed that students have some information barrier: they do not know who to contact and about what problem. Probably, representatives of the university administration can be recommended to more active communication with first-year students.

The majority of respondents (85.6%) are informed about the activities of the student government.

Satisfaction according to criteria:

№	CRITERIA	(%)
1.	Method of teaching	88,5
2.	Quality of educational material	88,5
3.	Objectivity of assessment	89
4.	Feedback quality	88
5.	Quality of communication	88,5
6.	Ready for classes	88,5
7.	Evaluating your teachers	88,5
8.	Quality of course teaching	87,5
9	Taking the course in English	81,3
10	Would recommend this course to others	77,7
11	Quality of events held at the university	76,5
12	Satisfaction with the results of practice	68,3
13	Satisfaction with the help and support of the practice manager	77,9
14	Effectiveness of practice	87,8
15	Awareness of the activities of the student government	85,6
16	Patriot of Kazakhstan	75,9
17	Participation in events of a patriotic or military-patriotic nature	64,5
18	Satisfaction with life in general	76
19	Satisfaction with living conditions in student housing	88,1
20	Satisfaction with working conditions and workplace equipment	66,6
21	Satisfaction with the organization of work in the department	70,5
22	Satisfaction with the uniform distribution of workload among employees	64,7
23	Satisfaction with the relationship with your immediate supervisor	89,9

24	Satisfaction with the activities of the administration	65,4
25	Satisfaction with the activities of the accounting department	89,9
26	Satisfaction with human resource management activities	80,5
Average satisfaction rating by criteria		*80,5*

Recommendations:

Please note information about survey results for 2022–2023;

The Director of the Department of Academic Activities, the Dean, and the Directors of the departments of educational programs should bring information to the attention of the teaching staff and carry out work based on the results of the survey;

Maintain and improve the rules of pedagogical ethics;

Students described cases of unkind treatment on the part of teaching staff, as well as cases of unfair assessment on their part. It is possible to conduct a conversation with the teaching staff and training on assessing the student's studies;

Department directors take appropriate action on the proposed proposals and comments;

Carrying out educational and various events throughout the year with the involvement of students, graduates, active career guidance and propaganda work not only for schoolchildren in megacities, but also in other cities and among rural schoolchildren;

Take measures to improve the qualifications of teaching staff, introduce measurable indicators for monitoring and evaluating the work of teachers, carry out activities for professional development, advanced training, and improve the digital competencies of teachers. Improving the language training of teaching staff and monitoring the conduct of lessons in English;

Conduct various PR events to increase awareness and recognition of our university;

Expand the opportunity for internship;

Based on the results of the student survey, inform students about actions taken to improve quality at university meetings, on the website, through university mailing lists and university social networks;

Useful links/presentations where you can see how to correctly fill out internship procedures;

Increase the number of contracts with large companies.