



**REPORT**  
of the exit survey results  
(2022 graduates)

Center for Career Development and Alumni Relations  
June, 2022

## TABLE OF CONTENTS

INTRODUCTION .....	3
I. STATISTICAL DATA.....	3
II. ASSESSMENT OF THE LEVEL OF SATISFACTION OF THE QUALITY OF GRADUATE EDUCATION.....	6
III. ASSESSMENT OF THE LEVEL OF ORGANIZATION OF INTERNSHIP AT THE UNIVERSITY .....	8
IV. ASSESSMENT OF THE UNIVERSITY DEPARTMENTS.....	10
V. MONITORING THE EMPLOYMENT OF GRADUATES .....	13
APPENDIX.....	21

## Introduction

The employment of a graduate is an indicator of the quality of professional education, the level of training of students and compliance with the requirements of potential employers. The survey and its analysis were conducted by the Center for Career Development and Alumni Relations of Narxoz University in June 2022 among 2022 graduates of NJSC Narxoz University.

The results of the survey will be used to improve the work of the University in terms of providing assistance to graduates in employment and developing recommendations for improving the quality of study programs.

### Purpose of the analysis:

1. assessment of the level of satisfaction with the quality of training of students and the organization of practice at the University;
2. monitoring the employment of graduates;
3. formation of recommendations for providing support to graduates.

### Survey principles:

- reliability - we assume that the data for the survey should be of a high degree of reliability;
- constancy - the survey is conducted on a regular basis;
- efficiency - the results of the survey should be taken into account and used to make decisions based on its results.

### Survey technique:

The survey was conducted from the end of May to the beginning of June 2022 through corporate mail to graduates of undergraduate and graduate programs (2022 graduates), where they were offered to answer 35 questions (Appendix 1). The survey was compiled in Russian, Kazakh and English languages.

The number of respondents (who answered the questions) was 606 people.

The survey was conducted by the Center for Career Development and Alumni Relations at Narxoz University.

## I. STATISTICAL DATA:

Table 1 Graduates

	<b>undergraduate</b>	<b>Master's</b>	<b>Total</b>
<b>Total 2021 graduates</b>	611 (incl DL -41 )	103 ( incl MBA - 32)	714
<b>Responded</b>	522 (85.4% of 611 )	84 (81.5% of 103 )	606 (85% of total respondents )

DL – distance learning

Table 1 presents figures for the number of 2022 graduates of undergraduate and graduate programs. The survey involved 606 people, which is 85% of the total number of 2022 graduates, of which 522 (85.4% of 611) graduates of the undergraduate program and 84 (81.5% of 103) master's programs. Of the 522 graduates of the undergraduate program, 19 graduates studied in the form of DL, the remaining 503 are full-time.

### Language of instruction

Among the 2022 graduates who answered the survey, 51% (311 people) studied in the Kazakh language, 48% (287 people) in Russian and 1% (8 students) in English.

Chart 1 Language of instruction

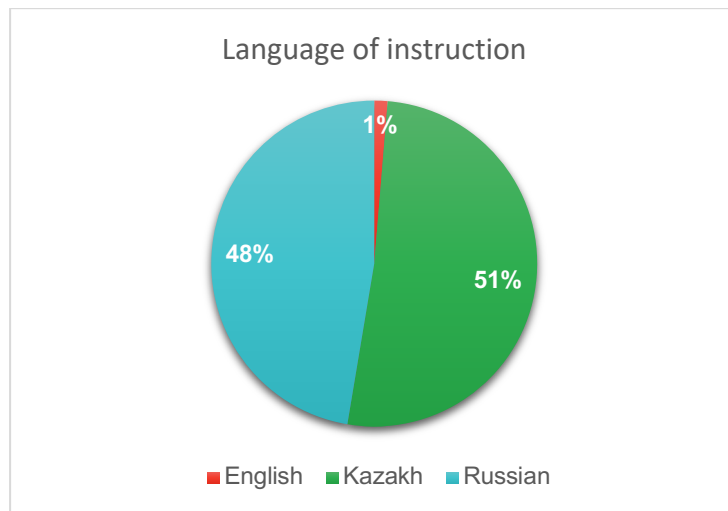


Chart 2. Level of knowledge of foreign languages

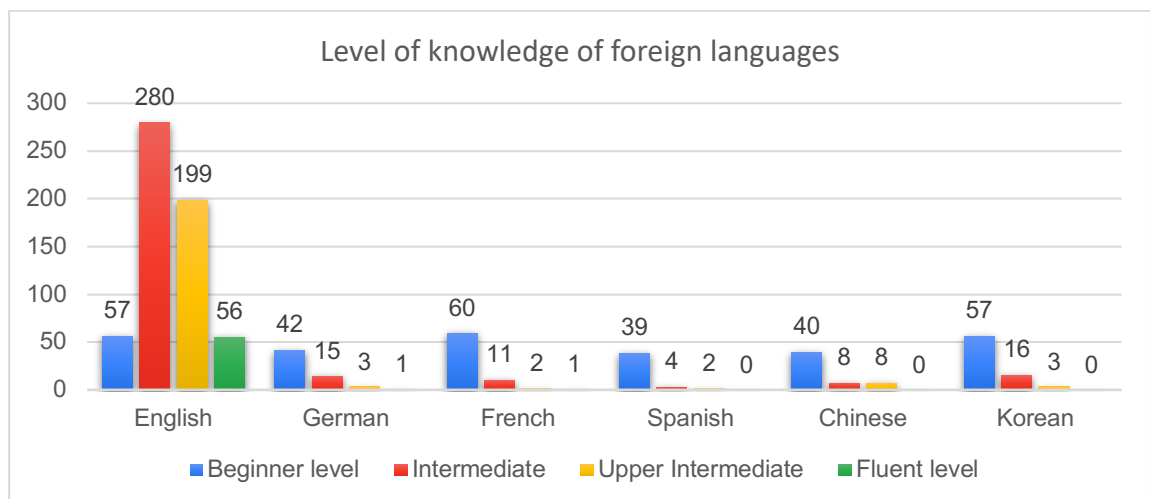


Chart 2 reflects the level of foreign language proficiency among graduates.

Of the 606 respondents 255 people speak English at a high level or fluently, 280 people are at intermediate level, and 57 people have a basic level.

For students with a high level of English, the University offered to study a second foreign language, a certain part of the graduates took advantage of this opportunity. The students studied German, French, Korean and Chinese. Most of the respondents have a basic level of proficiency in a second foreign language.

The distribution by specialties in which graduates were trained is presented in chart 3 and 4 for undergraduate and graduate programs, respectively:

Chart 3. Distribution of bachelor's graduates by specialties:

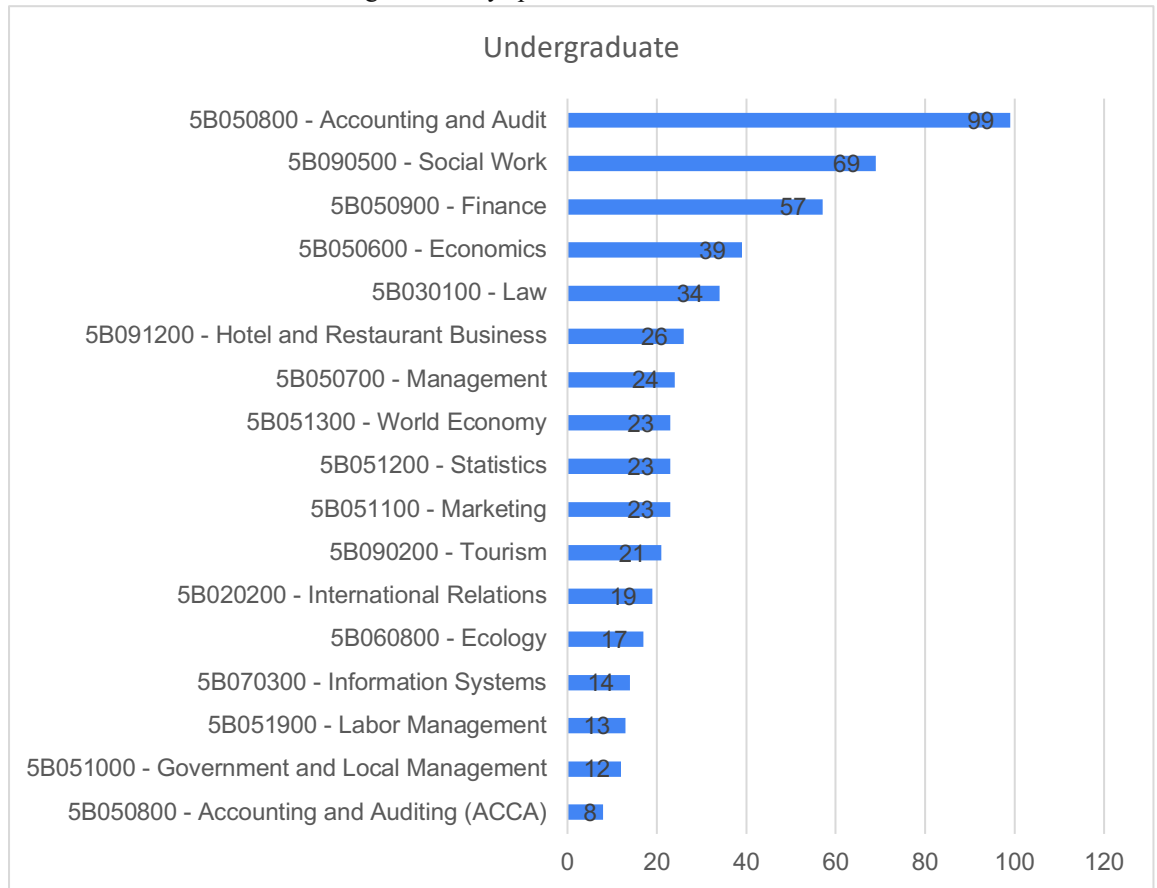
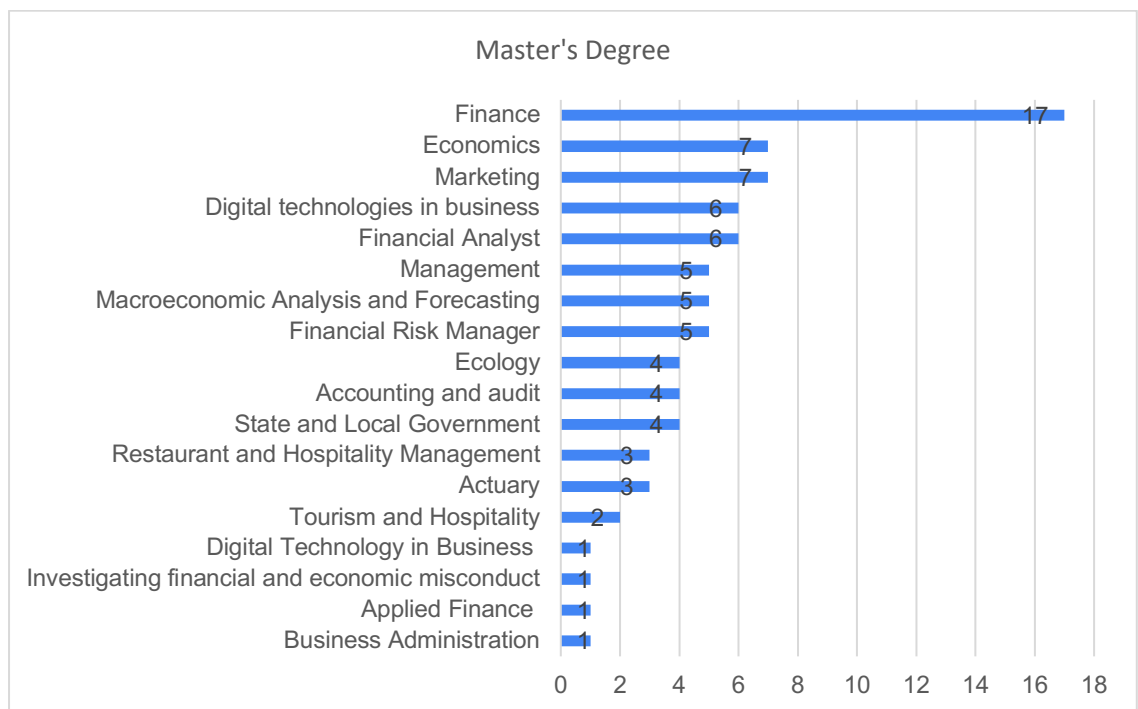


Chart 4. Distribution of master's degree graduates by specialties



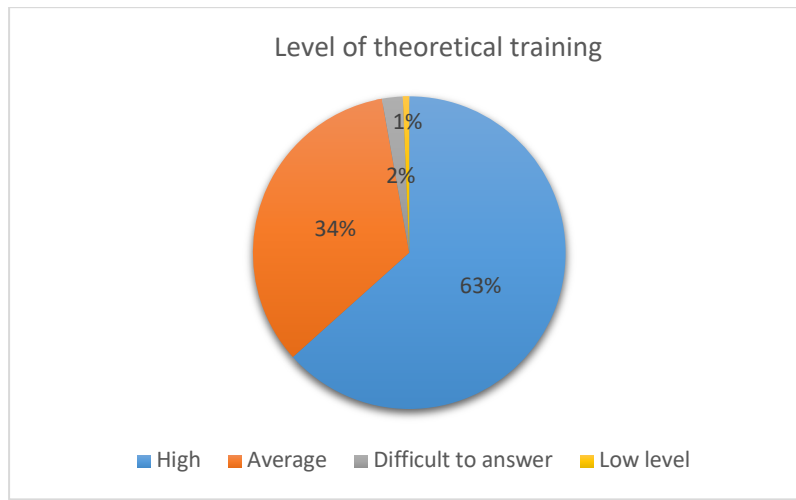
## II. ASSESSMENT OF THE LEVEL OF SATISFACTION OF THE QUALITY OF GRADUATE EDUCATION

To understand the degree of satisfaction/dissatisfaction with the quality of theoretical and practical training of students, the respondents were asked to answer the following questions:

1. How do you assess the level of theoretical training?

In general, graduates highly appreciated the level of theoretical training at the University. 63% of graduates marked it as high, 34% as average, 1% of graduates were dissatisfied with the level of training, and 2% of respondents found it difficult to answer. (Chart 4)

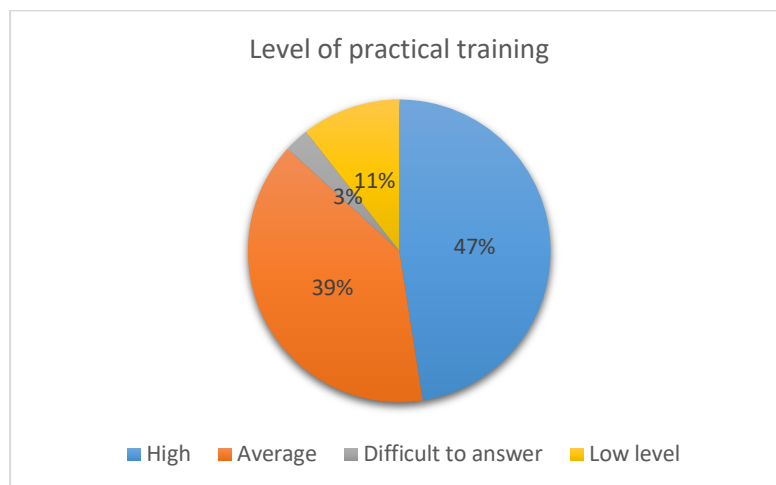
Chart 4. The level of theoretical training in Narxoz



1. How would you rate the level of practical training at Narxoz?

11% of students answered this question “unsatisfactorily”, 3% find it difficult to answer, 39% noted that the level of practical training at the university is average, and 47% of graduates noted practice-oriented training at Narxoz (Chart 5).

Chart 5. Level of practical training in Narxoz



The quality of student training is inextricably linked with the level of professional skills of the teaching staff of the University. 59% are completely satisfied with the level of teaching staff and 29% of respondents are almost satisfied, which indicates the high professionalism of teachers at the University. Partially satisfied 6% and absolutely dissatisfied 1% of respondents. (Chart 6)

Also, graduates were asked to assess the quality of programs and disciplines in their specialty. The picture as a whole correlates with the data on teaching staff and the level of training in Narxoz. 50% of the respondents are completely satisfied with the content of the disciplines they studied at the University. The contingent of "almost satisfied" was about 32%, "partially satisfied" 8%, and "absolutely dissatisfied" 2%, which is the basis for reflection and a field of activity for improving the content of courses and programs taught at the University (Chart 7).

Chart 6. The quality of teaching staff

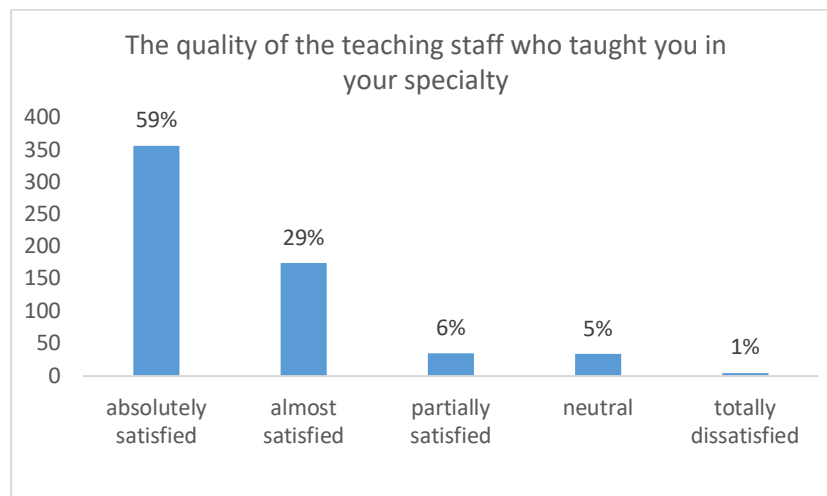
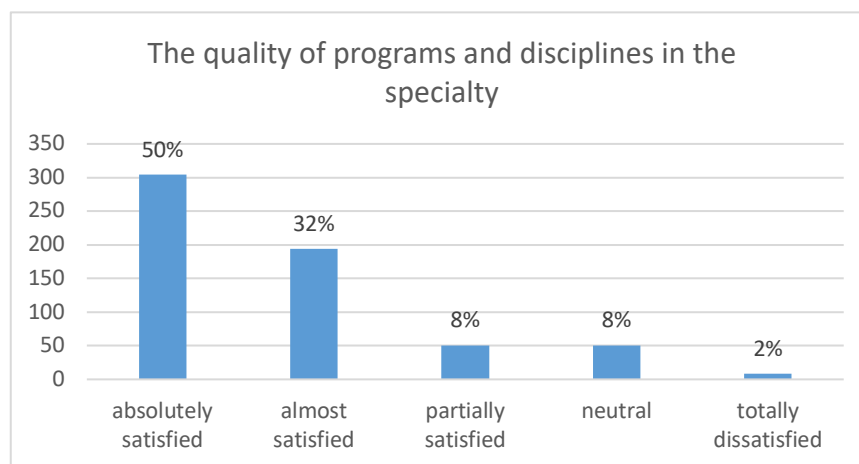


Chart 7. Quality of programs and disciplines

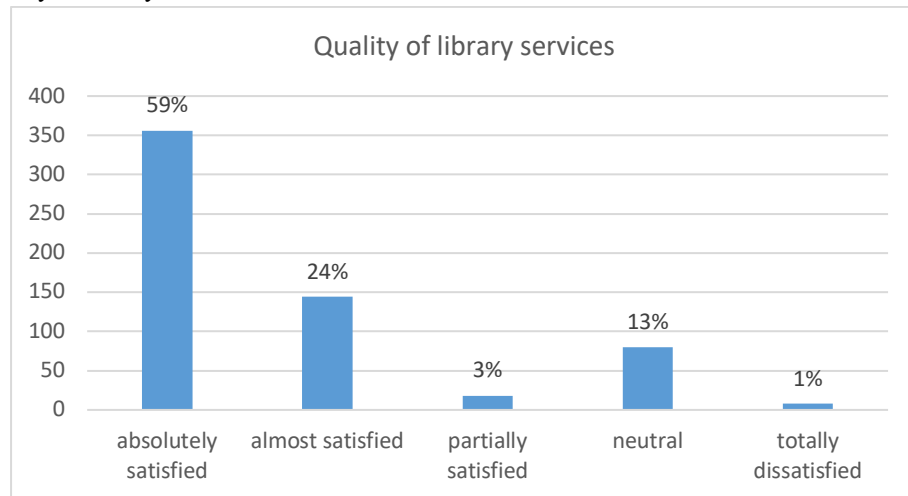


*1. Quality of library services:*

Today the University views the library as a strong support platform for teaching and research. The survey contained one question, the answers to which the quality of library services was revealed. The conducted survey proved that 59% of students received absolutely positive responses to the

students' appeal to the library, and 1% of respondents were absolutely dissatisfied with the quality of library services. More details can be found in the data on the library in the Chart 8.

Chart 8. Quality of library services

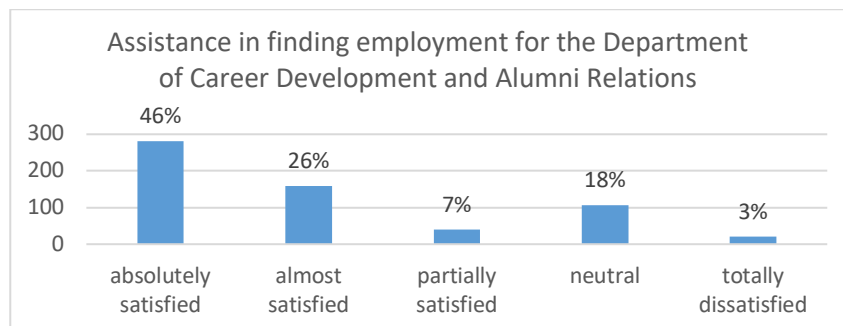


### III. ASSESSMENT OF THE LEVEL OF ORGANIZATION OF INTERNSHIP AT THE UNIVERSITY

Since 2005 the University has been actively working with the Career Center, the main task of which was to help graduate students in matters of employment and professional practice. In 2021 the Career Center was renamed the Center for Career Development and Alumni Relations. Graduates were asked to evaluate the work of this unit by answering questions, in particular:

Do graduates find the help of the University useful in organizing internships? This question was answered “absolutely positively” by 46% of respondents and 26% “almost satisfied” with the help, “absolutely do not consider” the help of the University useful 3% of graduates, and 7% “partially satisfied” (Chart 9).

Chart 9. The benefits of university assistance in organizing practice



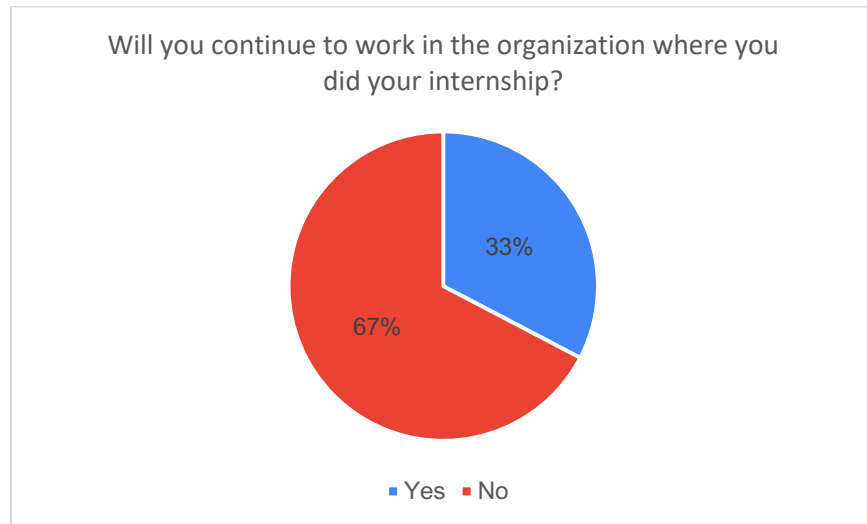
Most graduates positively note the work of the structural unit of the University, but recommend actively helping students in matters of employment through expanding the pool of internship bases. Almost all respondents would like to increase the number of practical hours in their curricula and pay attention to solving specific cases. The graduates themselves are asked to start the



preparatory work on the organization of practice already from the 2nd and 3rd courses, and not from the second half of the 4th year. Also, inviting people from the real sector of the economy and business and strengthening the control by the University of the quality of internships.

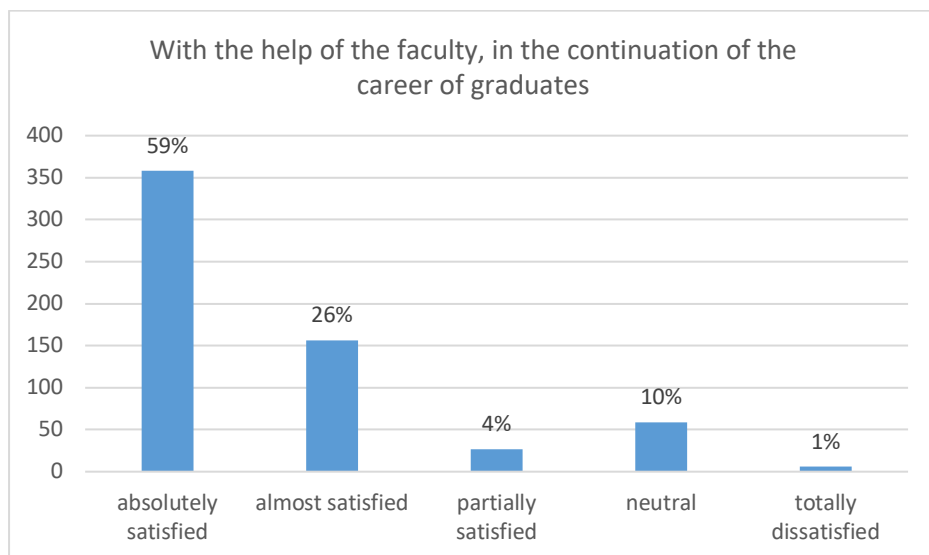
When asked if you continued to work in the organization in which you had an internship, only 33% of the respondents answered positively. Unfortunately, 67% of graduates do not stay in the companies where they had their professional practice.

Chart 10. Employment in the organization in which the practice took place



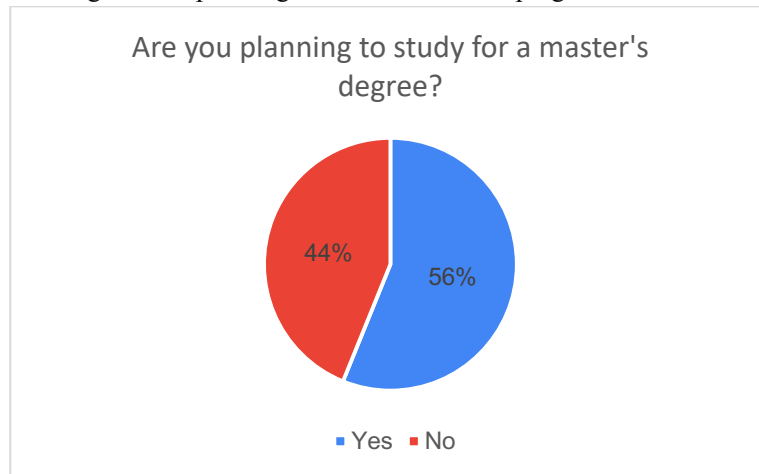
Assistance from the teaching staff and the participation of teachers in building a career was received and highly appreciated by 59% of respondents, 26% were “almost satisfied” and 1% did not feel support from the teaching staff in their professional life. More details in Chart 11.

Chart 11. Career development assistance of teaching faculty



Recommendations of graduates on improving the work of the university in all of the above items are demonstrated in Chart 3, Table 3.

Chart 12. The share of graduates planning to enter the master's program



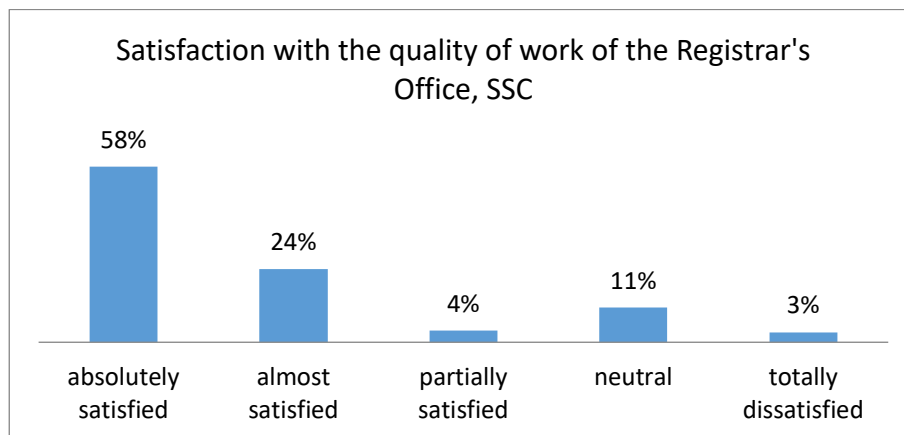
Of the graduates who responded 293 (56%) plan to enroll in a master's program and continue their studies, while 229 (44%) do not plan to continue their studies at the time of the survey. There was also a question about which university graduates would like to enter, if they plan to continue their studies, the answers can be seen in Appendix 2, Table 2.

#### IV. ASSESSMENT OF THE WORK OF UNIVERSITY DEPARTMENTS

Important when analyzing the satisfaction of graduates with their studies at Narxoz University is their satisfaction with the work of departments, to which graduates could resort to assistance during the period of study.

Students for the entire period of study resort to the help of the Registrar's Office and the Student Service Center (SSC). Below is a graph of satisfaction of graduates with this department. According to the answers, 58% answered that they are completely satisfied, 24% are almost satisfied, 4% are partially satisfied, 11% are neutral and 3% are not at all satisfied.

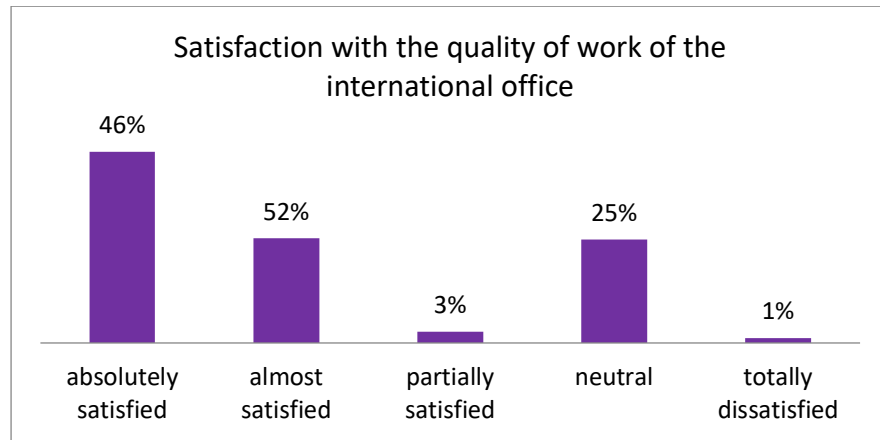
Chart 13. Satisfaction of graduates with the quality of work of the Office of the Registrar, SSC



The International Department is also involved in student development. According to the survey, 46% of graduates are completely satisfied with the quality of the work of the international

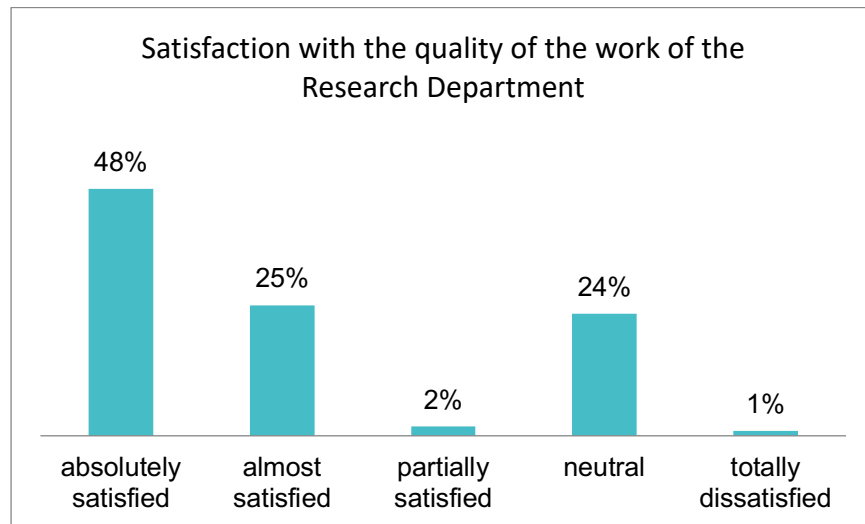
department, 52% are “almost satisfied”, 3% are “partially satisfied”, 25% are “neutral” and 1% are “absolutely dissatisfied.”

Chart 14. Satisfaction of graduates with the quality of work of the international office



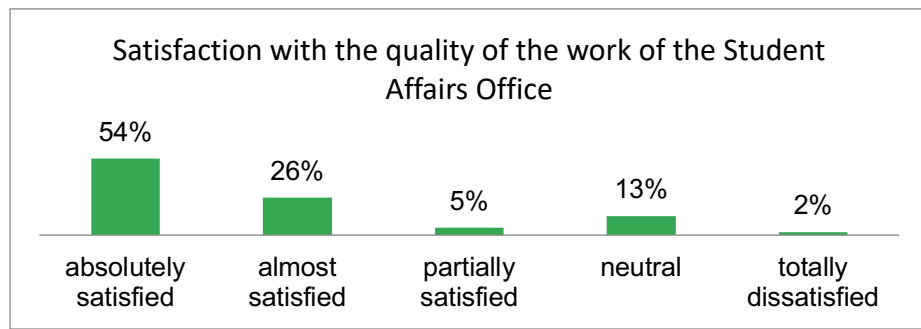
Not all students resort to the help of the R&D department, but many of them already from the first year participate in scientific conferences organized by the R&D department, publish articles, etc. On the question of satisfaction with the quality of R&D work, graduates answered as follows: completely satisfied - 48%, almost satisfied - 25%, partially satisfied - 2%, neutral - 24% and 1% - absolutely dissatisfied (Chart 15).

Chart 15. Satisfaction with the quality of the work of the Research Department



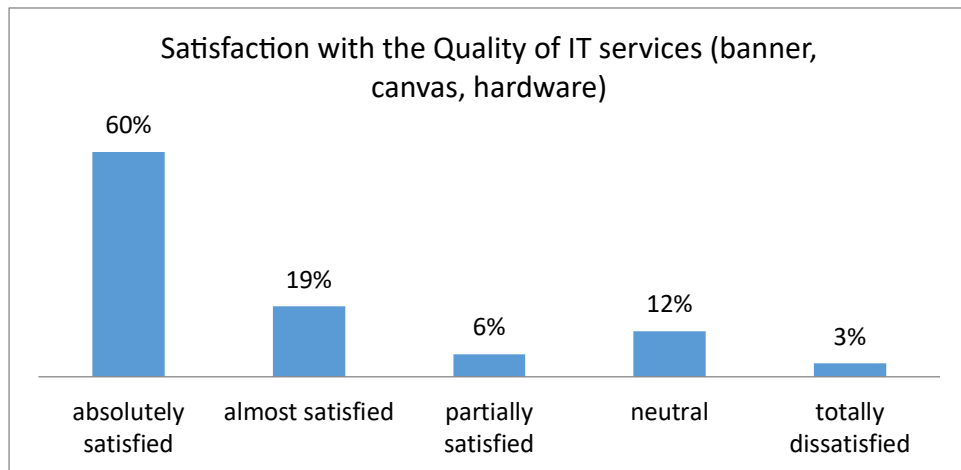
When surveying the satisfaction of graduates with the period of study, of course, it is necessary to take into account the work of the Student affairs office. According to the survey, 54% answered that they are completely satisfied with their work, 26% are almost satisfied, 5% are partially satisfied, 13% are neutral, 2% are not at all satisfied (Chart 16).

Chart 16. Satisfaction of graduates with the quality of Student affairs office



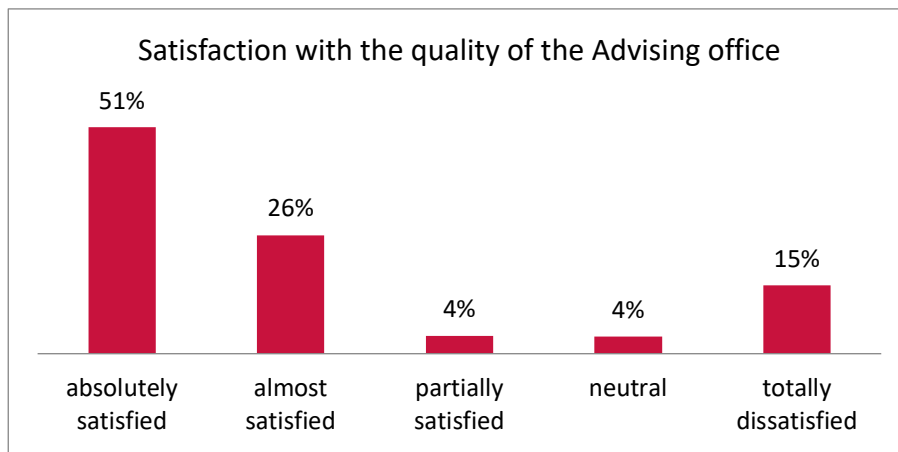
The level of satisfaction of graduates with the quality of IT services (banner, canvas, equipment) is also important. The survey reveals that 60% of graduates were “completely satisfied”, 19% “almost satisfied”, 6% “partly satisfied” and 3% “absolutely dissatisfied”, the remaining 13% refrained from answering (Chart 17).

Chart 17. Satisfaction of graduates with the quality of IT services (banner, canvas, equipment)



Not so long ago, the Office of advisers began to work at the university. Office staff are also involved in improving the learning environment for students and help them in various matters. According to the survey results 51% of students are “completely satisfied” with the work of this department, 26% are “almost satisfied”, 4% are “partially satisfied”, 4% are “absolutely dissatisfied” and 15% refrained from answering (Chart 18).

Chart 18. Satisfaction of graduates with the quality of work of the advisory office



Alumni recommendations for all of the above items can be seen in Appendix 3, Table 3.

## V. MONITORING THE EMPLOYMENT OF GRADUATES

The Career Development and Alumni Relations Team is designed to keep in touch with alumni after graduation, this cooperation can be mutually beneficial for both parties. The university should know about the fate of its graduates and their career growth. It is important for us to observe changes in the skills required in a career. We view a graduate's career as a structured and conscious professional project.

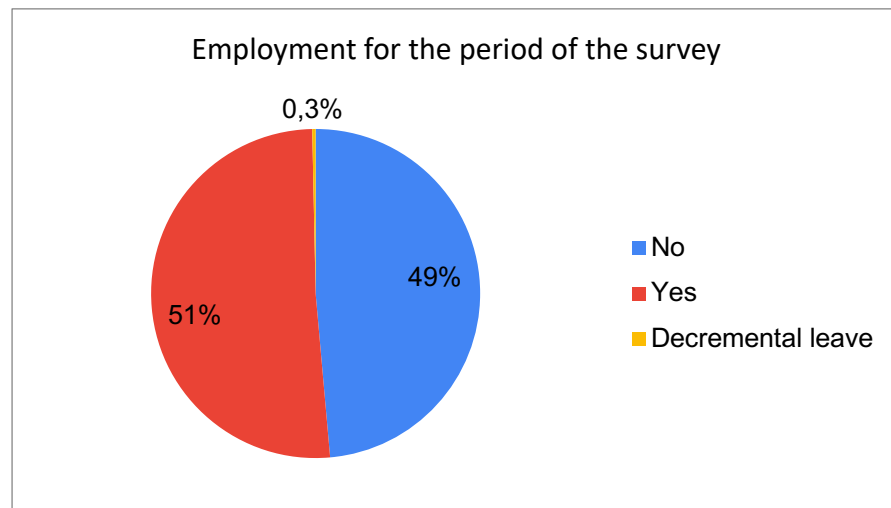
Since the age of the respondents is in the range of 22-27 years, it would be logical to understand what plans our graduates made after graduation. Almost a third (30%) of the respondents plan to continue working in the organization or start working, 17% - to start their own business, 16% - planned to continue their studies at Narxoz University, 14% - to continue their studies abroad, 9% - to change jobs, 8% continue their studies at another Kazakhstani university, 3% - become a freelancer and travel, and 1% - are not planning to work or study at this point (Chart 19).

Chart 19. Alumni plans for the next 3 years



At the time of the survey 51% of the respondents (33% of 100% of the respondents continued to work in the organization where they had an internship, therefore 18% found a job themselves or were invited) were employed and 49% were not employed, of which 0.3% were on maternity leave.

Chart 20. Employment for the period of the survey



The geography of distribution of graduates is presented as follows: the highest share of the participants lives and work in the city of Almaty - 196, the rest of the regions have 1-6 graduates of the Narxoz University.

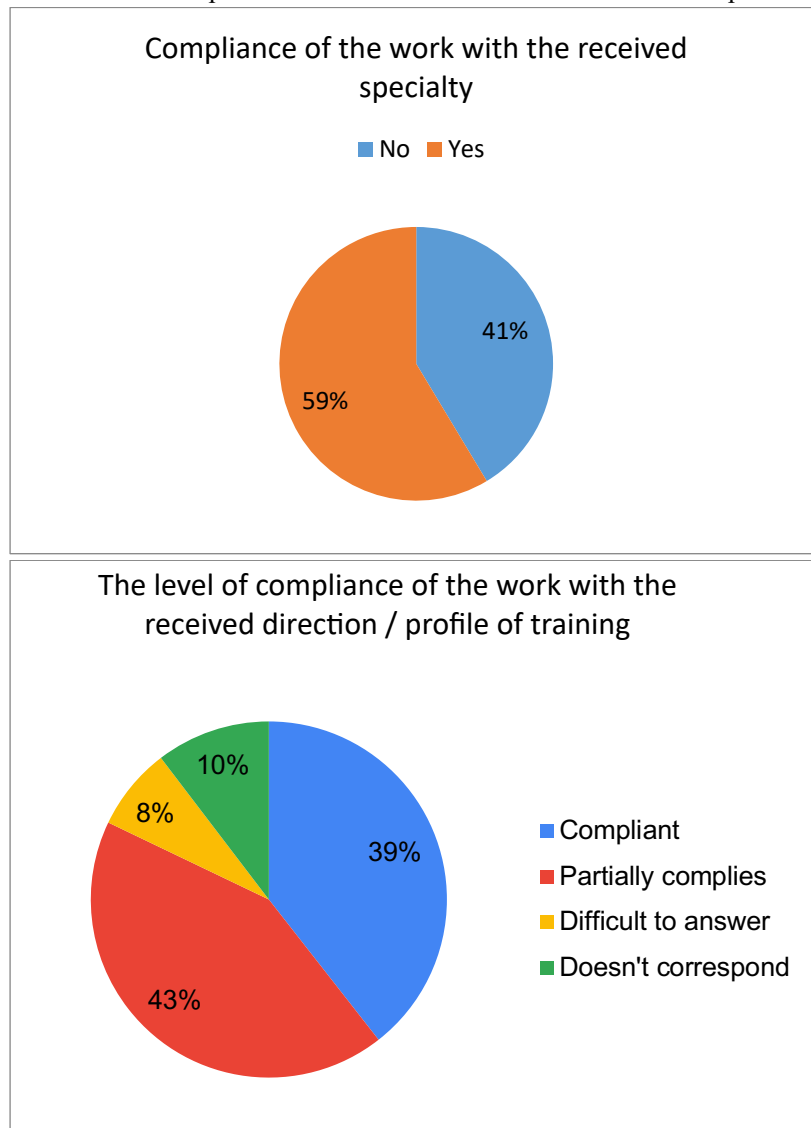
The survey data showed that Narxoz graduates, in most cases, work in the field of finance, audit, consulting, banking, in private companies, they are also employed in the civil service and in

international companies. The full name of the organizations in which graduates work and their positions can be found in Table No. 6, Appendix No. 6.

Working graduates occupy such positions as Auditor, auditor's assistant, accountant, project manager, sales department development manager, teacher, etc. Among them there are directors and managers. Full job titles of working graduates can be found in Table No. 7, Appendix No. 7. As well as the location of companies in which graduates work can be seen in Table 4, Appendix 4.

Compliance of employment with the received training profile is demonstrated in Chart 21.1. 39% of respondents work in their professional field, 43% of respondents have employment partially coincides with their studies at the University and 10% of the respondents work outside their profession (Chart 21).

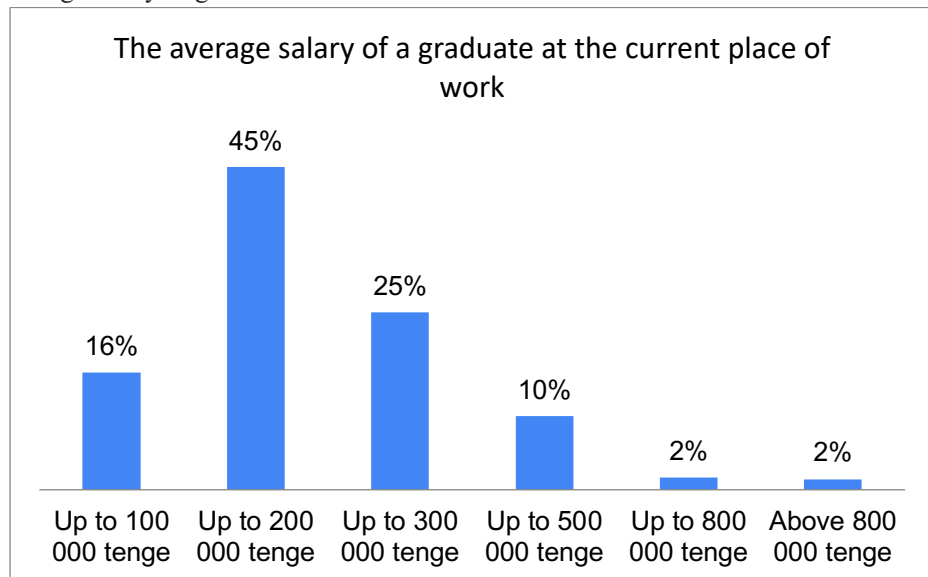
Chart 21 and 21.1 The level of compliance of the work with the received direction / profile of training



The age range of the interviewed graduates is 22-27 years. The level of salaries of young specialists is presented in the chart below. A survey of graduates showed that 16% of employed graduates have a low salary level, which is less than 100,000 tenge. 45% of respondents answered that their salary level is about 200,000 tenge. Despite the young age of the survey participants,

25% of them receive a decent salary, which is about 300,000 tenge, 10% - up to 500,000 tenge, and 2% each earn up to and over 800,000 tenge (Chart 22).

Chart 22. Average salary of graduates



The conducted survey revealed the priorities of graduates. Below is a list of companies where Narxoz University graduates would like to get a job.

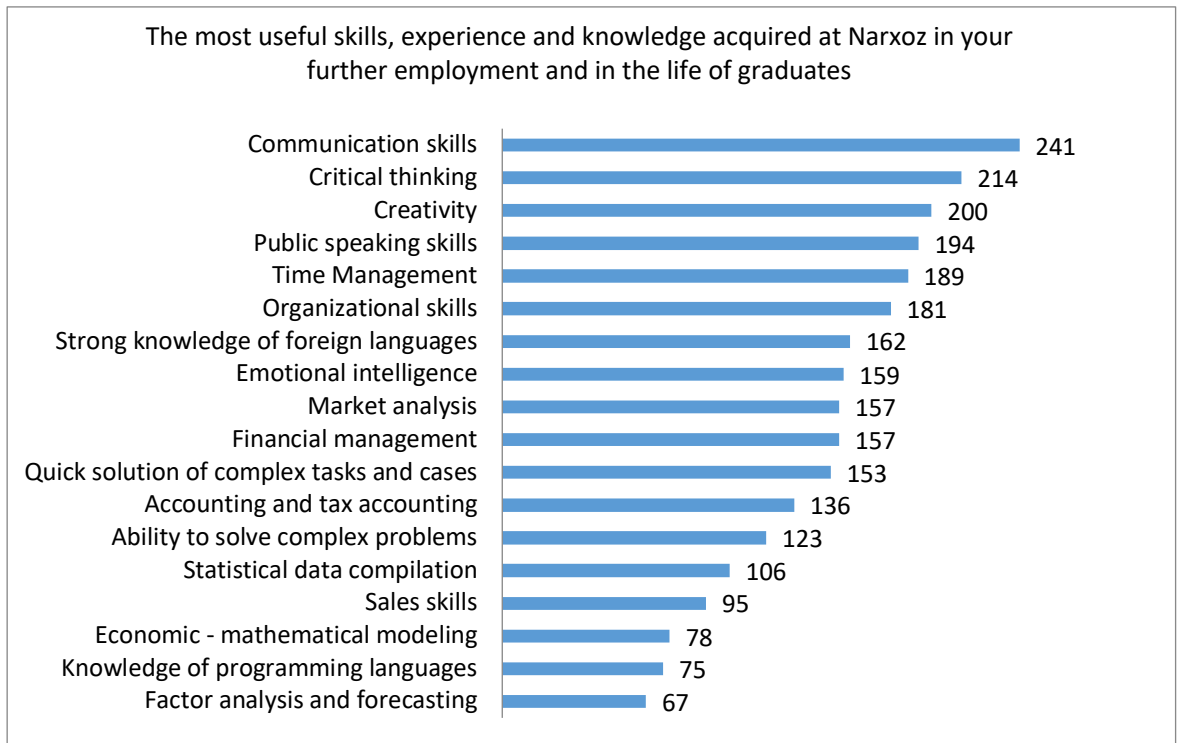
List of companies:

SpaceX, Amazon, Meta, KASE, UN, UNESCO, Hilton, Google, McKinsey&Co, Apple, Microsoft, Mars, Disney, Big 4 (KPMG, Deloitte, PwC, Ernst&Young), SpaceX, Coca-cola, Amazon, JJI, Halyk Bank, Chocofamily, National Bank of the Republic of Kazakhstan, EFES, KASE, Kazatomprom, DAMU, Samruk Qazyna, Rixos, Plaza, Marriott, Air Astana, Jusan Bank, Kaspi bank, Sberbank, Ministry of Foreign Affairs and other state organizations, BI group, Astana Motors, Bazis, Chocoflife, RG Brands, Freedom finance, TCO, Tengiz Chevrolet, Samsung, Mars, Ritz Carlton. Most people dream of starting their own business.

It was also important for the creators of the questionnaire to know what skills acquired during their studies at the University were useful for graduates in finding a job. Each of the 606 respondents was asked to choose the priority skills. Chart 23 below presents the results of this study. The top skills were: 1. Communication skills, 2. Critical thinking and 3. Creativity.

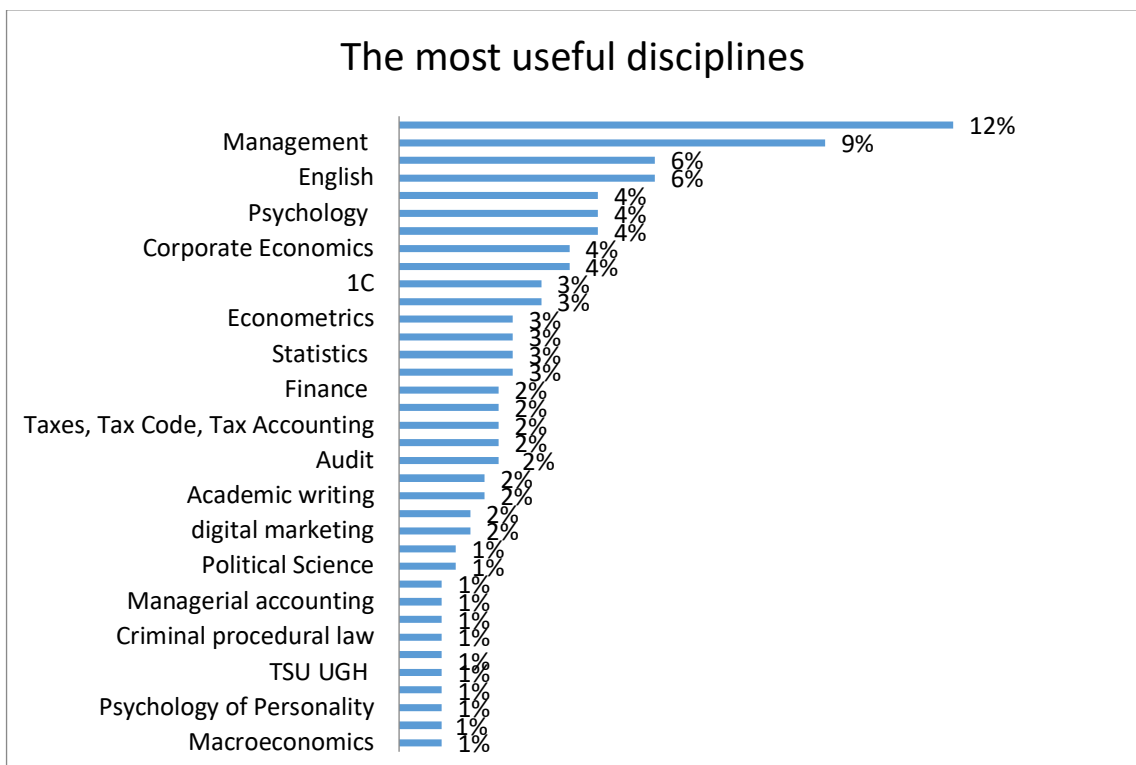
Chart 23 The most useful skills, experience and knowledge acquired at Narxoz in your further employment and in the life of graduates





The results of the survey revealed a list of disciplines taken at the University that were necessary and useful for employment. Among others (Chart 24):

Chart 24. The most useful discipline according to the results of the survey



And also, the following Minor programs were highlighted:

Minor "Applied Ethics"

Minor "Business Law"

Minor "Big Data"

Minor "Ethics of thinking"

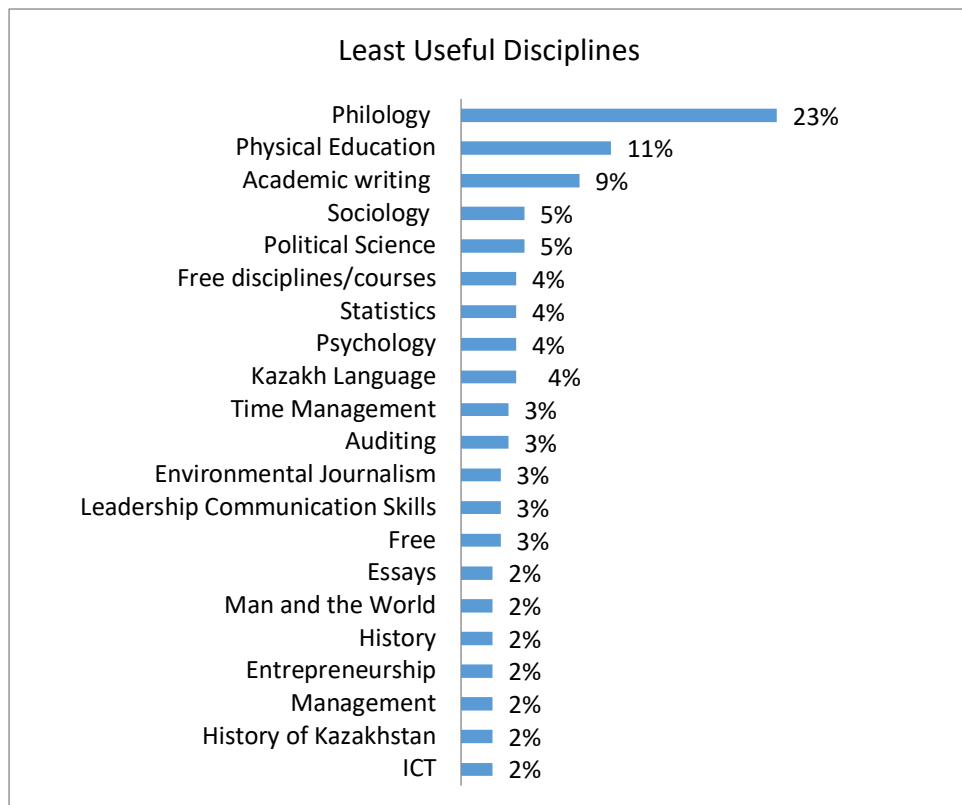
Minor "Tourism"

Minor "Finance"

What disciplines at the university were the least useful in your future employment and life?

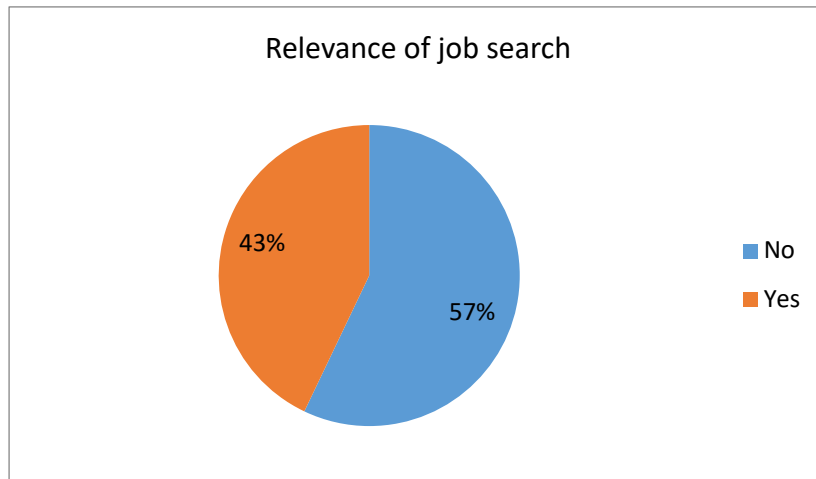
The results of the graduates' answers are shown below.

Chart 25 The least useful discipline according to the results of the survey



Graduates' recommendations for improving programs and disciplines can be found in Table 5, Annex 5

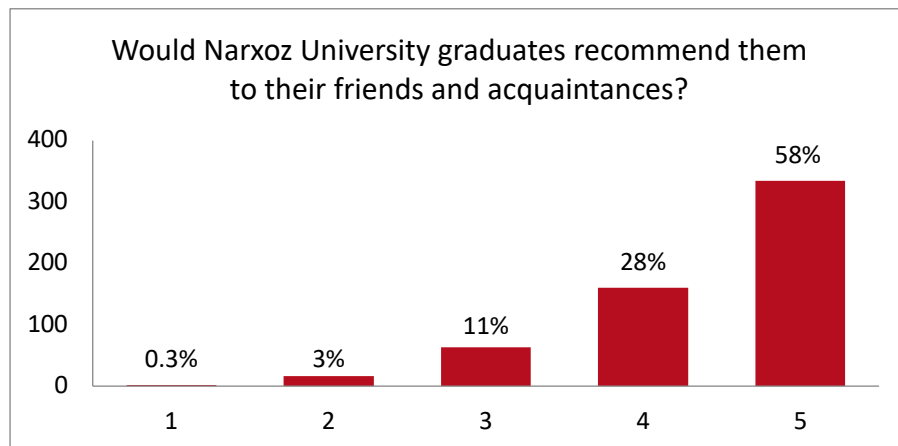
Chart 26 Relevance of job search.



Of those surveyed 57% are not looking for a job because some are already employed, some are on maternity leave, some are not yet willing to start working since the survey was conducted in June 2022, and 43% are already looking for work.

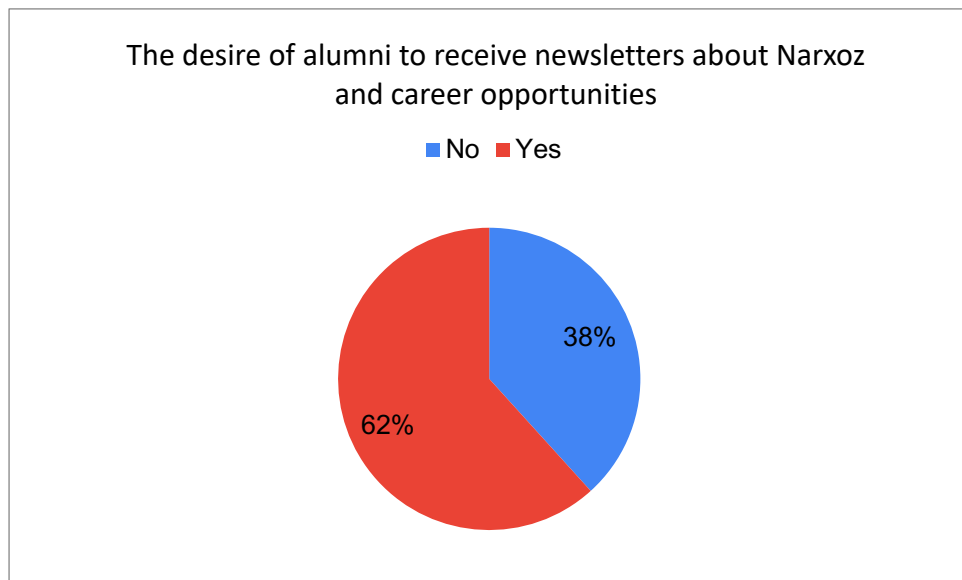
An important question for the Center for Career Development and Alumni Relations was the question to the respondents - Would you recommend Narxoz University to your friends and acquaintances? The results of the responses to this question are presented below.

Chart 27. Chart of satisfaction with the study experience at Narxoz University



On a five-point scale, where 1 - "definitely do not recommend" and 5 - "definitely recommend" out of the total number of graduates who answered, 0.3% chose 1 point, 3% chose 2 points, 11% chose 3 points, 28% chose 4 points, 58% chose 5 points. Average score - 4.4 points

Chart 28. Desire of graduates to receive newsletter from Narxoz University



62% of respondents would like to stay up to date with the events that take place at the University, and 38% of respondents believe that we are spreading spam (Chart 28).

## Appendix 1

### 2021 Graduate Survey Questions

- 1) full name
- 2) Date of birth
- 3) Mobile phone and what's app phone
- 4) Your personal email
- 5) Can we continue to conduct surveys after you have completed your studies?
  - Yes
  - Not
- 6) Form of study
  - Full-time
  - DLT
  - Part time
- 7) Language of instructions
  - Kazakh
  - Russian
  - English
- 8) Specialties
  - 5 B 020200 - International relations
  - 5 V 030100 - Jurisprudence
  - 5 V 050600 - Economics
  - 5B050700 - Management
  - 5B050800 - Accounting and audit
  - 5B050900 - Finance
  - 5 B 051000 - State and local government

- 5B051100 - Marketing
  - 5B051200 - Statistics
  - 5 V 051300 - World economy
  - 5B051900 - Organization and regulation of labor
  - 5B060800 - Ecology
  - 5B070300 - Information systems
  - 5B070400 - Computers and software
  - 5B073200 - Standardization and certification (by industry)
  - 5B090200 – Tourism
  - 5B090500 - Social work
  - 5B090800 - Assessment
  - 5B091200 - Catering and hotel business
  - Other
- 9) Do you plan to study in the Master’s degree?
- Yes
  - Not

10) If so, what university do you plan to study at?

GENERAL QUESTIONNAIRE QUESTIONS

1) How do you assess the level of theoretical training at Narxoz ?

- High
- Average
- Satisfied
- Low
- Difficult to answer
- Other

2) Do you evaluate the level of practical training at Narxoz ?

- High
- Average
- Low
- Difficult to answer
- Other

3) Rate your satisfaction with each item:

	Completely satisfied	almost satisfied	Neutral	Partly satisfied	Absolutely not satisfied
The quality of the teaching staff who taught you in your specialty					
The quality of library services					
Help from the faculty that taught you to continue your career					
Assistance in finding					

employment for the Department of Career Development and Alumni Relations					
The quality of work of the Registrar's Office (DSP)					
The quality of the work of the international office					
The quality of the work of the research department					
The quality of the work of the Dean's office for work with students					
Quality of IT services (banner, canvas, hardware)					
The quality of work of the advisors office					

1) What are your suggestions for improving the work on all of the above points? (if not, you can skip)

2) Will you continue to work in the organization where did you do your internship?

- Yes
- Not

3) What are your plans for the next 3 years? (you can choose more than one)

- Continue education at Narxoz University
- Continue education in another Kazakh university
- Continue studying abroad
- Continue to work for the organization
- Change jobs
- Start your own business
- Not going to work or study
- Become a freelancer
- Other

4) Knowledge of foreign languages

	Basic	Average	Above average	Fluent
English				
Deutsch				
French				
Spanish				
Chinese				
Korean				
Another				

1) Are you currently working? (if you answered “no”, then go to question #25)

- Yes
- Not

2) yes, do you work in your specialty?

- Yes
- Not

3) What city do you work in?

4) Full name of the organization where you work

5) Position held

6) Assess the level of compliance of your work with the received direction / profile of training:

- Compliant
- Partially compliant
- Does not match
- Difficult to answer

7) Please indicate the average salary level at the current place of work:

- up to 100,000 tenge
- up to 200,000 tenge
- up to 300,000 tenge
- up to 500,000 tenge
- up to 800,000 tenge
- over 800,000 tenge
- Other

8) What skills, experience and knowledge acquired at Narxoz were the most useful in your further employment and in life? (you can choose more than one)

- Financial management
- Accounting and tax accounting
- Economic - mathematical modeling
- Knowledge of programming languages
- Sales skills
- Market analysis
- Factor analysis and forecasting
- Compilation of statistical data
- Foreign language skills
- Organization skills
- Quick solution of complex tasks and cases
- Communication skills
- Ability to solve complex problems
- Speaking in front of an audience
- Critical thinking

- Creativity
- Emotional intelligence
- Work with e-mail
- Making the right resume
- Other

9) What disciplines at the university were the most useful in your further employment and in life?

10) What disciplines at the university were the least useful in your further employment and life?

11) What are your recommendations for improving the quality of existing programs and disciplines?

12) Are you currently looking for a job?

- Yes
- Not

13) In what companies would you like (dream) to work? (no more than 3)

14) Would you like to become a speaker and give interesting lectures for students? If not, skip this question, if yes, then you can write down the topic of the speech that is close to you

15) Would you like to participate in the mentoring (mentoring) program for our students?\*

- Yes
- Not

16) Would you like to receive newsletters about career opportunities / events / events from Narxoz University?

- Yes
- Not

17) Would you recommend Narxoz University to your friends and acquaintances?

• Scale from 1 to 5, where 1 - definitely do not recommend, and 5 - definitely recommend

18) Have you joined the Narxoz University Alumni Association? (If not, you can join at [alumni.narxoz.kz](http://alumni.narxoz.kz))

- Yes
- Not

## Appendix 2

**Table 2** Universities in which graduates plan to enroll in a master's program (comments of graduates unchanged)



10) If so, what university do you plan to study at?	
University name	number of repetitions
ENU	
Imperial College London	
KIMEP, NARXOZ	
Le cordon blue	
Narxoz university	130
Narxoz or foreign universities	
Narxoz , UIB, AlmaU	
Narxoz , Kazakh State University	
Narxoz KazNU	
Narxoz,UIB	
Narxoz . Turan	
Narxoz . KazSU	
NARXOZ	
university of Padua	
Academy of Arts	
USA	
Almaty Institute of Statistics	
Almaty or Shymkent	
Astana University	
AUPET	
In China or other foreign countries	
At Narxoz University	
Possibly in Narxoz , but not exactly	
maybe Narxoz	
Harvard	
ENU	
Yessenov	
I don't know yet, maybe Narxoz again	
Abroad	eight
Difficult to answer	
KazSJA	
KazNU	3
Treasury, Narxoz	
KBTU	2
KBTU, SDU, KIMEP (but I may not apply this year)	
Kimep	
Korkyt Ata University	
No plan	
MIP, NARXOZ, ZHENPU	
possiblyat Narxozda	

Named after Mukhtar Auezov Kazakh National Univeraity	
Named after Mukhtar Auezov Kazakh National Univeraity	
Narxoz , KazNU	
Narxoz Almay	
Narxoz or abroad	
Narxoz or MIP	
Narxoz KazNU	
Narxoz or ATU	
Narxoz University	
Narxoz universities	
Narxoz universities	
Narxoz University	
Narxoz University	
Narxoz University	
Narxoz ,	
Narxoz , KBTU, foreign universities	
Narxoz , AlmaU	
Narxoz , Almayu	
Narxoz , Almayu , Kimep	
Narxoz , ATU , ASU	
Narxoz , AUES , UIB , Turkey	
Narxoz , ENU	
Narxoz , Treasury	
Narxoz , KazNU	
Narxoz , KBTU	
Narxoz , kbtu	
NARXOZ, KIMEP, KBTU, SDU	
Narxoz , Turan	
Narxoz / AlmaU / abroad	
Narxoz / AlmaU / Turan	
Narxoz / Kazgas	
University of Tsukuba	
USA	
Foreign country	
Turkey	

### Appendix 3

**Table 3.** Recommendations of graduates on improving work on all the above points (*comments of graduates unchanged*)

**14) What are your suggestions for improving the work on all the above points? (if not, you can skip)**

<p>1) improve the work of canvases and create a support service for both students and teachers; 2) DSPs very often respond rudely and practically do not answer if you write to the mail of the front; 3) payment, in the contract one, actually another. In terms of the fact that you need to immediately notify students that there will be such and such payment for this semester (our entire group had questions about debts); 4) notify students in advance about sessions, milestones , presentations (and read the event) because we don't even have time to purchase tickets and plan our affairs! 5) to think over for students, especially for the first year, the passage of disciplines (we had a lot of windows (some for 3-4 hours).</p>
<p>More practice for students</p>
<p>More practice, cases relevant in our time and in the future. More relevant, complete and logical study programs which will help the student the opportunity to become competitive in the labor market.</p>
<p>More practice sessions</p>
<p>There were cases when you ask a question and do not give an exact answer.</p>
<p>Be more responsive</p>
<p>Be more friendly to students</p>
<p>In my time, the library was just in a terrible state, I went there to really study, but the conditions there were poor, the students were constantly noisy, there were not enough laptops.</p>
<p>Please return the regular student service center, otherwise Help desk is just a terrible system or improve it to perfection to submit any application it's just a whole test</p>
<p>Hire more practitioners, some teachers don't know their discipline</p>
<p>Deadline times need to be flexible</p>
<p>Focus more on the practical than the theoretical. I see no reason to study general education disciplines that are not related to the specialty (for example, philosophy, academic writing)</p>
<p></p>
<p>Acquaintance with the adviser , his help. More in-depth disciplines in the specialty.</p>
<p></p>
<p></p>
<p></p>
<p>We were just studying at a time when no one cared about us. I hope this doesn't happen with new entrants.</p>
<p>In the first year (2018), the composition of the teachers was better. Invite good teachers to lectures from other universities/countries</p>
<p>Recruit new teachers, check once a year the teacher for knowledge of their disciplines.</p>
<p>Recruit more enterprising and modern teachers, improve the quality of teaching in English</p>
<p>- It is necessary to teach more useful subjects at once. There were 3 subjects that could help me in a real company and only 3-4 courses. -Dean of Student Affairs should be doing more activities for students (but I admit I might not have noticed their work)</p>
<p>We need to work on the quality of feedback, improve the service.</p>

Hire more young teachers, give knowledge that will really be needed at work. More practical classes where students learn real working conditions. Invite speakers who work in international companies and have gone through a career path from junior to middle positions in order to clearly understand how career progression is going. A career center can host a whole event with mid-level specialists in international companies so that students can get to know them and learn more about their work, because most often the speakers are big directors who can give little to students. And another important point is to focus on the quality of the syllabus , do not make the curriculum too extensive!!! Students don't need to know the whole history of marketing to learn how to advertise. Questions like "Who came up with the concept of marketing and in what year?" no one needs.
Learn to resolve all issues in advance and also notify students in advance of changes. Calculate the server load so that there are no interruptions during the exams
We need a new, experienced in practice, teaching staff. The teacher should be as knowledgeable in his discipline and our profession as possible, give assignments and knowledge on the topic in the area we need. Less theoretical aspects and more practical knowledge. Also, the teacher must be able to use all the platforms on which the university operates. Plus, the work of these platforms should be adjusted to 100%, in order to avoid unpleasant situations.
Update technique
Notify ALL students of upcoming events or activities in advance
The registrar's office responds with reluctance, once again I hesitate to write to them, but they always answer, thanks for that. There are few teachers at the Department of International Relations. The course "Culture and Art of the West and the East" is generally better not to put on the 4th year, this is a school program. They did not receive a spoken second language within the framework of the MO program.
More teachers like Andrey Shenin !!!
To select a cultural professorial and teaching staff who will observe subordination and not name-calling students
Get your priorities right
Almost everyone works at the university in the middle. 1) Give employees normal instructions BEFORE. To avoid the fact that before passing the diploma a couple of days, the requirements for registration are changing. 2) The quality and usefulness of disciplines. Instead of the required foreign language, we studied the nonsense from the 6th grade curriculum in the subject of culture. This is not a university level. It's not even college level. 3) Equipment in the classrooms. Somewhere the chairs are broken, the heating does not work in winter, the blinds are all full of holes. This is not what a student wants to get for such an amount per year. Focus more on quality than marketing
Work on the organization. Everything is always chaotic and disorganized, graduation was especially bad
It is worth reviewing the level of teaching staff, as some teachers do not give any knowledge at all
Improvement of the program, eradicate obsolete teaching methods,
Improve teaching staff.
Improve Turnitin , stuck at times

it was not possible to contact the desired place of practice
As for teachers, I can only say that a lot depends on them. I don't want to come to classes with the thought that the teacher will painfully tell something without attracting the attention of the audience. The importance of a teacher is indescribable, as I met one in my 4th year who likes to share useful and relevant information. Perhaps the point is that the teacher has information, but he has not yet learned how to share it correctly.
more communication
The computers were weak. Poor lighting in the building, very hard on the eyes. cold cabinets
Carefully review the courses that are provided to students, at the end so that the student understands who he can work with
I would like to receive more practical training that will help gain experience and skills for further work.

**Appendix 4**

**Table 4.** Location of the company where graduates work

<b>20) What city do you work in?</b>	
<b>Cities</b>	<b>Qty. answers</b>
Almaty	269
Nur -Sultan	10
Aktau	9
Shymkent	6
Kyzylorda	4
Aktobe	2
Atyrau	2
Taldykorgan	2
Borovoe	1
Zhanozen	1
Konaev	1
Semey	1
Taraz	1
Tengiz	1
Ust-Kamenogorsk	1
Usharal	1
Schwäbisch Gmünd , Germany	1

**Appendix 5**

**Table 5.** Recommendations of graduates on improving the quality of existing programs and disciplines (*comments of graduates unchanged*)

28) What recommendations would you have for improving the quality of existing programs and disciplines?
More practical disciplines
More programming languages to add
More interactive
More cases
Rely more on specialized disciplines
More practice and less of the "old" approach. Use more interactive, platforms, different sites
More practice in the classroom, reinforcing topics with questions/tests with teachers
More hands-on experience
More work with excel
Introduce more practice on real cases
introduce psychology as a compulsory subject. even at the university you need to prepare for life situations.
Take your students to work with you in parallel with training and teach them how to work in a corporate system
Give practice and study the subject in depth, and not scatter the attention of students on useless free and miners. Most of the items are identical in content.
Give the right lessons to students and not what their work does not concern
For economists, add auditing, accounting, IFRS
Add such disciplines as accounting and introduction to finance to the program of study in the specialty economics.
Add discipline training excel , 1C
Add foreign languages for MO specialty
Add more practical exercises to consolidate the knowledge gained
It is in the PPF program that everything suits, I don't think it makes sense to change anything
Qualified teaching staff
Change teaching staff
I would like more business cases to be solved in practical exercises.
Mygalimderdi auystyrus seems
a set of professors who know their subject
Do not force students to study in an inappropriate program
Don't make useless fries
Do not fill the students' schedule with the first disciplines that come across that do not belong to the specialty, or are not thought out to their logical conclusion, repetitive disciplines with different names
Business Items Needed Intelligence
Updating the database of materials for training
Updating of information, more practical bias, adequate assessment according to the criteria,
Again, more teachers, like Andrey Shenin .
Select only the subjects needed on the market so that the student can use this knowledge in practice

Talk to students about new disciplines or conduct a survey
Revision and updating of programs. To be relevant and appropriate to the level of education received.
More meetings with professionals.
give more individual assignments
More feedback from teachers, some are tired of work, they don't like it
More specialized disciplines, the presence of a second language and fewer repeating and relevant disciplines
Solve more business cases in practical classes
More special items
raise the demand for students
Increasing the diversity of theoretical material
Less water
Change the teaching staff, some have very old methods. Hire more practitioners, since rdgb is mostly about practice.
Change the composition of teachers
Allow students to self-check work in Turnitin , only then upload the finished work, rather than bothering teachers with checking
Teachers should be interested in their subject themselves, give knowledge that will be useful in practice, and not just in theory. I like the teaching technique Duskaliev A.S., Sigaeva E.
Teachers should spend more time preparing presentations
Draw items according to the profile that will definitely be relevant and in demand not only by name, but also by content. Make the IEP more logical. To have more practice and real tasks in the specialty. Employability from 3-4 year. In-depth study of English and preparation for IELTS.
The program is of sufficient quality, but the teachers who teach do not fully provide knowledge and skills
Work with the Society to update rates for real reais
Develop financial literacy among students
Develop a learning plan
Expansion of the scientific base, I would like more complex lectures
The most important thing is a good teacher, which more often in our university does not correspond to
Free choice of disciplines
Make them more modern and interactive. If the discipline involves teaching in English, then it should be taught by a teacher with an appropriate level of knowledge of the language.
Make subjects more specialized and improve the quality of teaching and materials
Make programs more modern, for example, in the discipline of project management, add innovative programs, university technologies and licenses to use applications. Add more practice and strive to develop situational cases for future managers, attract areas of management - so that students studying a wide-profile program by the end understand which direction they want to go
monitor whether teachers give a good enough explanation and knowledge of the subject, so that later ask students about it
Change some teachers.

Looking at what is required in the market, it seems that they have not been updated for many years already. Look for young practitioners. We had only 1 such person in 4 years, and then, the department fired him. And he was the most helpful for us.
Remove food tourism as the item is useless
Remove disciplines not related to our specialty
Remove free disciplines
Increasing the volume of practical activities in the disciplines of social work
I would like to learn SMM, targeting and 1 C

## Appendix 6

**Table 6.** Full name of the organization in which graduates work (*comments of graduates unchanged*)

<b>20) Full name of the organization where you work</b>	
<b>Company name</b>	<b>number of repetitions</b>
"Damu express"	
"Dobro Dent"	
"FreePay"	
"Itour"	
"КаР - Тел", ТМ Beeline	6
"Национальный центр бухгалтерского обслуживания"	
"Нестле Фуд Казахстан"	
"ПрайсуотерхаусКуперс"	
"ТЕМА РЕТЭЙЛ КЗ"	
"ЭВБИКА"	
«Applecity Corps»	
«Green Generation Industry»	
«Magnum Cash & Carry»	
«Комфорт в Дом»	
Accounting & Consulting Company	
AlmaExpress	
Brave Talents	
Causa iusta	
Databoom	
dveriline	
Fashion Retail Kazakhstan	
IKMEN	
Is Global	
Is Global	
Is Global	
NBK	
PricewaterhouseCoopers	four
Schneider Group	



SFAI Kazakhstan	
ZARA	
Бэйж	
Вимм Билль Данн Центральная Азия Алматы	
Делойт	four
ДӘРІ-ФАРМ(КАЗАХСТАН)	
Жора сауда	
ИКМЕН	
ИЛЬБЕРС	
КННК интернационал	
Комфорт в дом	
МедМедиа Евразия	
ПростоБэкОфис	
ТЕМА РЕТЭЙЛ КЗ	
Техноград	
Фриком Азия	
"SOS Детская деревня Алматы"	
“Fun&Sun” company	
«Ernst and Young»	four
Advance	
Alina Group	
АО Halyk Bank	
Arbuz Group (Арбуз Групп) ЖШМ	
Aspan	
Atrium Home	
Aviata&Chocotravel	
Batys transit	
BCC Invest	
BDO Kazakhstan	9
Beeline Kazakhstan	2
Bugatti	
Chocofamily	
Cicada	
Deloitte LLP	7
Dtv group	
Ernst & Young Kazakhstan	3
Esentai mall	
First Heartland Jysan Bank	5
ForteBank	
Freedom Finance	2
Gal partners	
Gingko ЖИПС	
Glovo Kazakhstan	
Happy Fruts	
IBC group	

Inditex company	
Institut für Oberflächentechnik GmbH	
Is Global	
JTI	
Kaspi Bank	four
Kazminerals	
KPMG	eight
Mars, Wrigley CEAB&Turkey	
Mybuh	
Nazaly	
One technologies	
PwC	
Qazaq Republic	
QBI Analytics	
Ritz-Carlton	
Rixos Almaty	
Sragem	
The Flow	
The Ritz Carlton Astana	
Turan Auto Kz	
Агентство республики казахстан по регулированию и развитию финансового рынка	
Актерская Мастерская Давыдова	
Алматы қаласы “жұмыспен қамту және әлеуметтік бағдарламалар” басқармасы	
Алматы қаласы Әлеуметтік әл-ауқат басқармасы	
Алматы қаласы әл-ауқат басқармасы	
Алматы қаласы жұмыспен қамту және әлеуметтік бағдарламалар басқармасы	
АлматыИнжСтрой	
Альхадая	
АО "Евразийский банк"	3
АО "СК "Jusan garant"	
АО "СК "Казахмыс"	
АО “Қазақтелеком”	
АО «ForteBank»	four
АО «Technodom operator»	
АО «Қазақстанская фондовая биржа»	
АО BCC Invest	
АО CAIFC INVESTMENT GROUP	
АО Technodom Operator	
АО АТУ	
АО Группа компаний Allur	
АО Евразийский банк	
АО Казахтелеком	
АО КБТУ	

АО Народный Банк	2
АО СК FREEDOM FINANCE INSURANCE	
Ао Ск Фридом Финанс Иншуранс	
АО СНПС Айдан Мунай	
АО Технодом Оператор	
Бакытты Отбасы Бостандыкского района	
ДБ АО «Хоум Кредит банк»	
ДБ АО Сбербанк	2
Әлі белгісіз	
Жилстрой банк	
ИВЦ РГП НА ПХВ	
Инвестиционный финансовый дом RESMI	
Индивидуальный предприниматель "Фортуна"	
Интертоп ЦА	
Ип "AiAru kids"	
ИП "Кыдырбаева К.А"	
ИП «Баймахамбетов Сайлау Ибрагимович»	
ИП «Ерболганова Л.Р»	
ИП LIGHT DENT	
ИП Атыханова	
ИП Еркенова А.Е	
ИП ЕрСтройсервис	
ИП Қыдыралы Аружан	
Ип Нарбаев М.К	
Ип Султан	
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Нархоз колледжі	
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Өркен оқу орталығы	
Партия Аманат	
Первое кредитное бюро	

Прачка Фламинго	
РБК Банк	2
РГП на ПХВ ИВЦ БНС АСПиР РК, ыилиал в г.Алматы	
Реалист магазин мужской и женской одежды	
РОП	
С начала июля 2022г устаиваюсь в Prima distribution, до этого 9 месяцев работала в Вимм-Биль-Данн центральная Азия Алматы	
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Страховая компания Халык	
Студия йоги и стретчинга Balance ( "BLNCME")	
СЭР	
ТД"Алма-Ата"	
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ТП Алаколь	
ТЭЦ-3	
Фонд развития парламентаризма в Казахстане	
фриланс	
Фрилансер больш жұмыс істеймін, мекеме емес	
ЦБС	
Цветочная студия	
Цооц	
ЧСИ	
Эко центр банк	
Эфес Казахстан	
Языковой центр Level Up Education	

## Appendix 7

Table 7. Positions held by graduates (*comments of graduates unchanged*)

<b>21) Position held</b>	
<b>Job Title</b>	<b>number of repetitions</b>
Accounting assistant	
Advanced Staff	
Assistant 1	2
Assistant A1	3
Assurance specialist A1	
audit Assistant 1	3
Auditor consultant	
Backend developer	

Barthender	
brand manager	
brand Marketing Intern	
call center	
Data Governor	
Devops engineer	
Employer branding Specialist	
Executive 1	
HR	
HR manager	
HR	
Intern at Tax&Legal Department	
Intern in Consulting Department (Performance Improvement group)	
IT specialist	2
Receptionist Administrator - cashier department Front office	
Sales manager	
SHIFT SUPERVISOR	
SMM manager	
SMM manager	
SMM / Digital Brand Manager JAC	
Project manager assistant	
Agent	
Club Lounge Agent	
Administrator	5
recycling center manager	
UGK administrator	
Analyst	
database analyst	2
Assistant	
Auditor's assistant	3
Auditor's assistant 1st level (A1)	3
producer assistant	
Project manager assistant	
Assistant 1st year	
Auditor	four
Barista	
Bartender	
Assistant accountant	
Business analyst	
Business Administrator	
Biotechnologist	
Accountant	fourteen
Accountant cashier	
Top manager	
Lead account manager	
Lead account manager	

Leading Specialist	
Leading Sales Specialist	
Leading specialist in actuarial calculations	
Chief Specialist	2
Graphic designer	
case production	
director	5
Social service	
Head of the youth wing of the Zhetisu district of Almaty	
Individual entrepreneur	
Design engineer	
Yip	
KAM	
Cashier	2
Confectioner	
Concierge	
Consultant	3
Audit Consultant	
Content manager	
content manager, manager	
Coordinator	
Project coordinator	
Credit Manager	
Credit manager	
Coursemaker ; business analyst in IS	
Social service	
laboratory assistant	
Marketer	four
Manager	twenty
DDO manager	
Card department manager	
manager consultant	
Booking department manager	
Purchasing department manager	2
Purchasing Manager, Sales Manager	
customer acquisition manager	
Sales Manager	
Manager for work with non-residents	
Account Manager	2
Business Development Manager	
Customer Care Service Manager (Shop on Kaspi.kz)	
UE manager	
junior brand manager	
junior accountant	2
Junior Audit Consultant	

Junior Specialist of the Audit Department	
Youth practice	
Teacher	
Head of Human Resources and Business Administration	
social activist	
Teacher	
Call center operator	four
voice group operator	
Warehouse operator	
Operations Department	
Operations Specialist	
Assistant accountant	
Assistant Vice President for Finance Questions	
Assistant manager not officially yet	
opera assistant	
portfolio manager	
Laundress	
Seller - consultant	5
Project coordinator	
Project coordinator of the Fund for the Development of Parliamentarism in Kazakhstan	
Project manager	
RPA developer	
Tutor	
English tutor	
Receptionist	
Supervisor	
Head of Customer Service Department	
Head of Sales Department	
Self-employment - graphic designer	
smm	
Specialist	
back specialist office	
Customer Service Team Specialist	
Budgeting and Controlling Specialist	
Online Insurance Specialist	
Adaptation Specialist	
Compensation and Benefits Specialist	
Document Processing Specialist	
Legal Entity Specialist	
Accounting department specialist	
Recruitment Specialist	2
Sales Manager	
Specialist in working with customers	
Insurance specialist	
internal audit specialist	

trainee	5
Intern in Marketing Department	
Labor Relations Intern	
New Business Service Intern	
Intern, since September assistant auditor	
Customs declarant	
Manager	
District surveyor	
Founder/Director	
Financier	
Financial analyst	2
freelancer	
Economist	3
Expert auditor	