

**Report**  
**on the results of the questionnaire**  
**“Satisfaction of 2nd-5th year students with educational services”**  
**for the 2022 year**

**Department:** Enterprise Economy and Management

**Specialty:** 6B04108 Accounting and auditing in industry

Center for Quality Management and Accreditation, in October 2022, conducted an annual questionnaire on the satisfaction of students of 2-5 years of study with the quality of provided services.

**Purpose of the questionnaire:** Identification of the degree of respondents' satisfaction with the quality of educational services and other activities of the university.

On specialty 6B04108 Accounting and auditing in industry 53 students took part in the questionnaire.

- 2nd year – 12 students (75%);
- 3rd year – 20 students (90,9%);
- 4rd year – 21 students (95,5%).

**Form of study**

- Budgetary – 10 students (18,9%);
- Paid – 43 students (81,1%).

In the process of questionnaire, the following data were obtained:

**1. Are you satisfied with the quality of services provided?**

1.1 The learning process as a whole
1.2 Class schedule
1.3 Organization of independent work
1.4 Internship
1.5 Organization and carrying out of SIWT
1.6 Organization and conduct of laboratory works
1.7 Satisfaction with the work of the library
1.8 Possibility of access to full-text databases of scientific publications
1.9 Living conditions in the dormitory
1.10 Quality of medical service
1.11 Organization of catering at the university (prices, range of products, quality of prepared dishes)

**Other** \_\_\_\_\_

**If you answered “not satisfied” to the previous question, make recommendations to improve the services provided**

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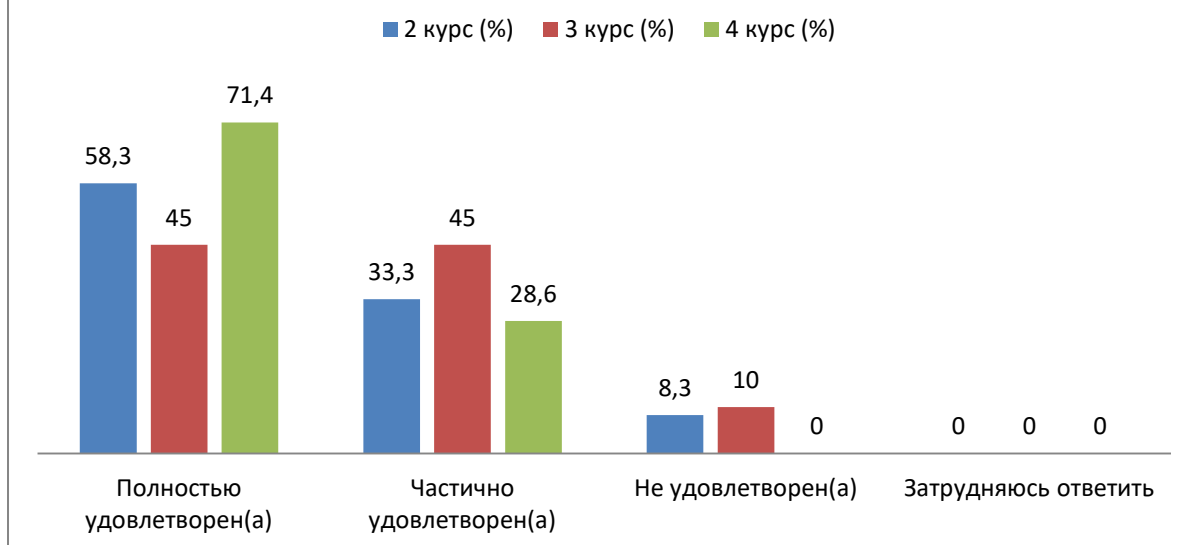
**Indicators:**

**1.1 The learning process as a whole**

<b>Answer options</b>	<b>2nd year (%)</b>	<b>3rd year (%)</b>	<b>4th year (%)</b>
Completely satisfied	58,3	45	71,4
Partially satisfied	33,3	45	28,6
Not satisfied	8,3	10	-
Difficult to answer	-	-	-

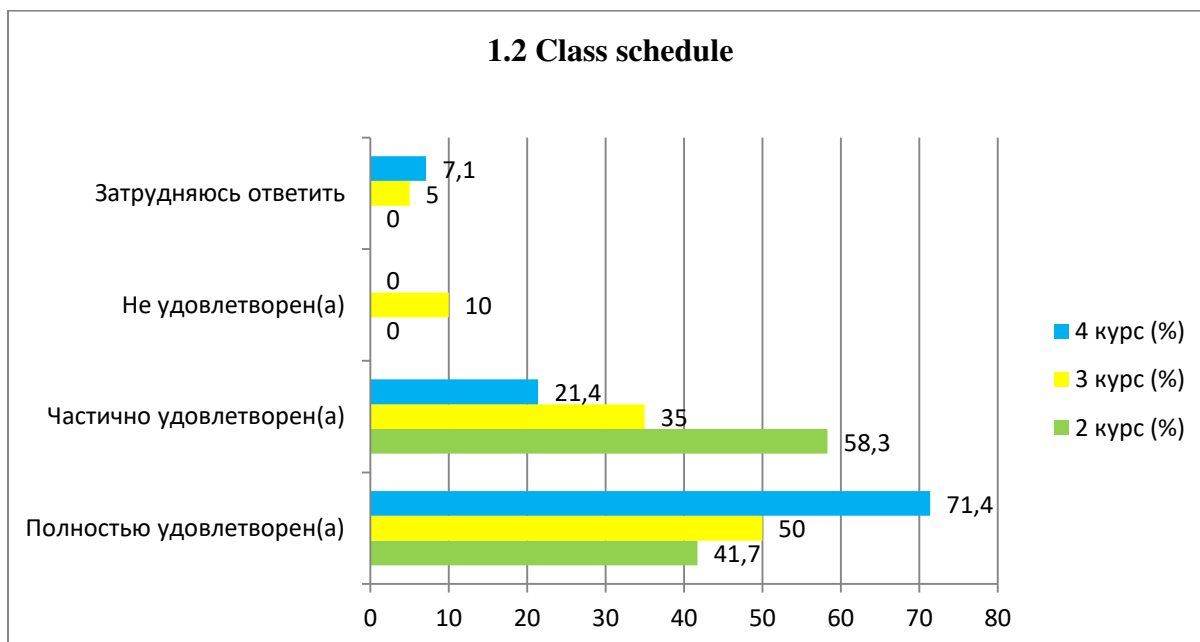
# 1. Are you satisfied with the quality of services provided?

## 1.1 The learning process as a whole



## 1.2 Class schedule

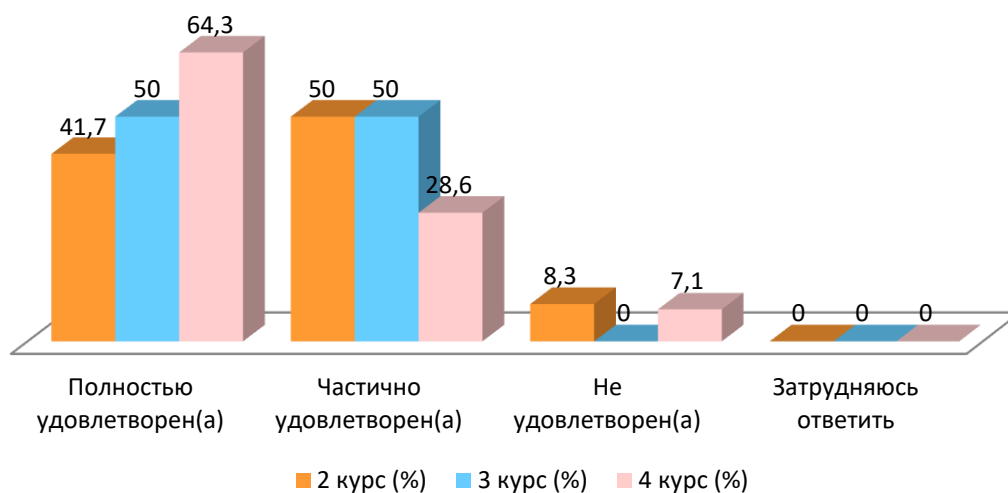
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	41,7	50	71,4
Partially satisfied	58,3	35	21,4
Not satisfied	-	10	-
Difficult to answer	-	5	7,1



## 1.3 Organization of independent work

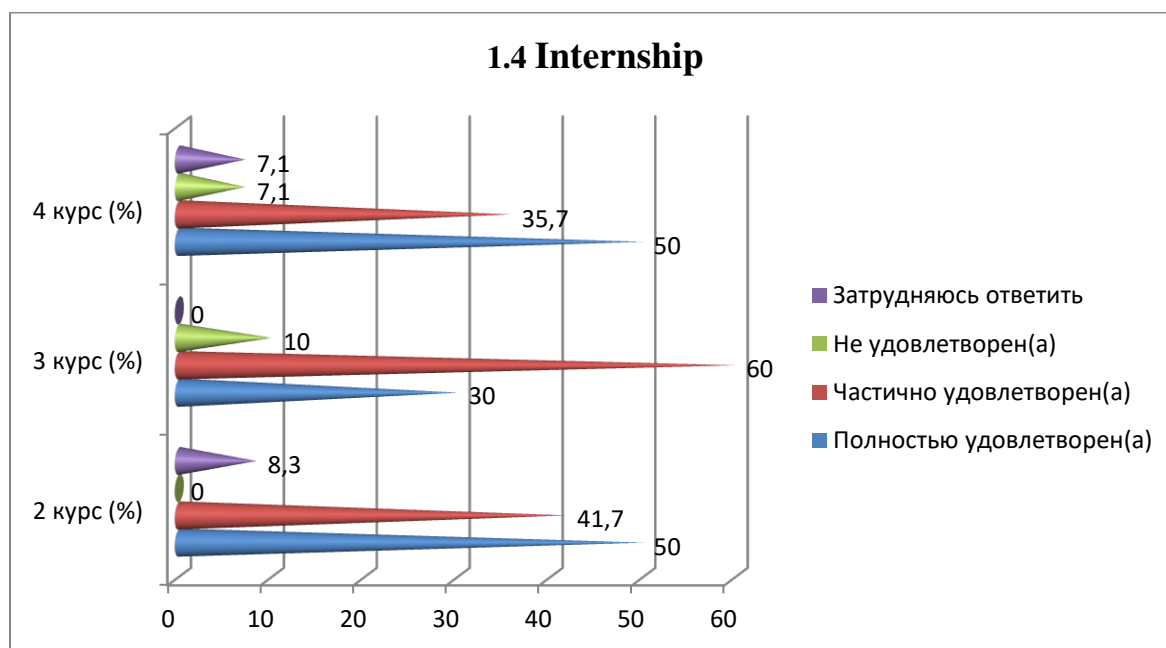
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	41,7	50	64,3
Partially satisfied	50	50	28,6
Not satisfied	8,3	-	7,1
Difficult to answer	-	-	-

### 1.3 Organization of independent work



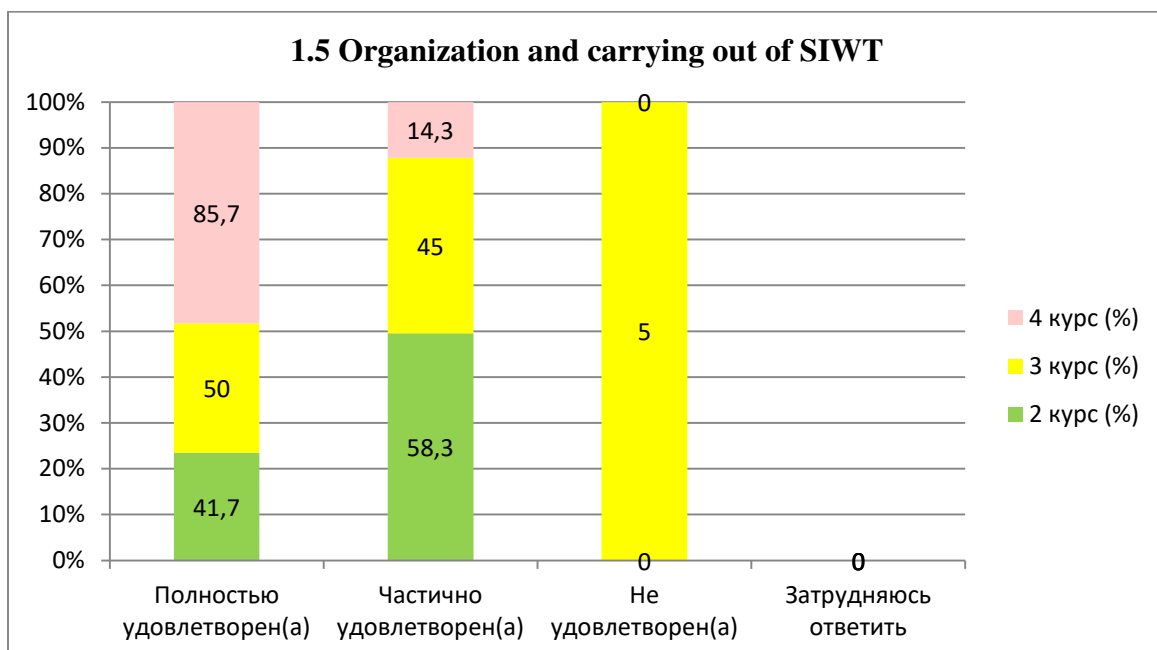
### 1.4 Internship

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	50	30	50
Partially satisfied	41,7	60	35,7
Not satisfied	-	10	7,1
Difficult to answer	8,3	-	7,1



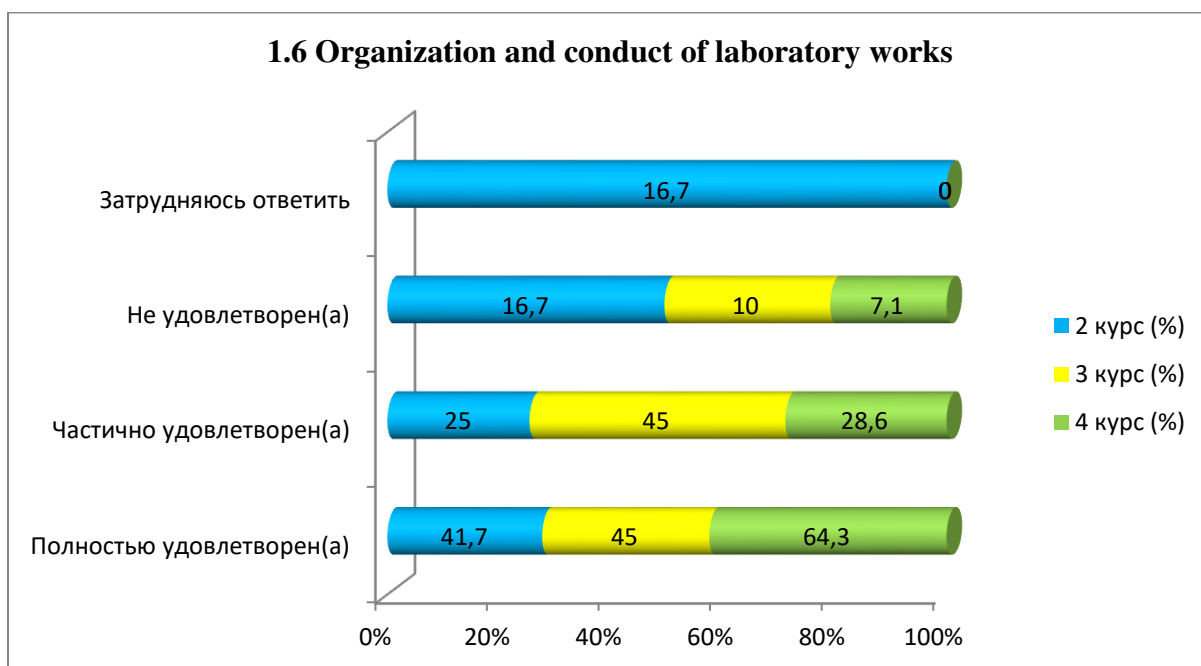
### 1.5 Organization and carrying out of SIWT

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	41,7	50	85,7
Partially satisfied	58,3	45	14,3
Not satisfied	-	5	-
Difficult to answer	-	-	-



### 1.6 Organization and conduct of laboratory works

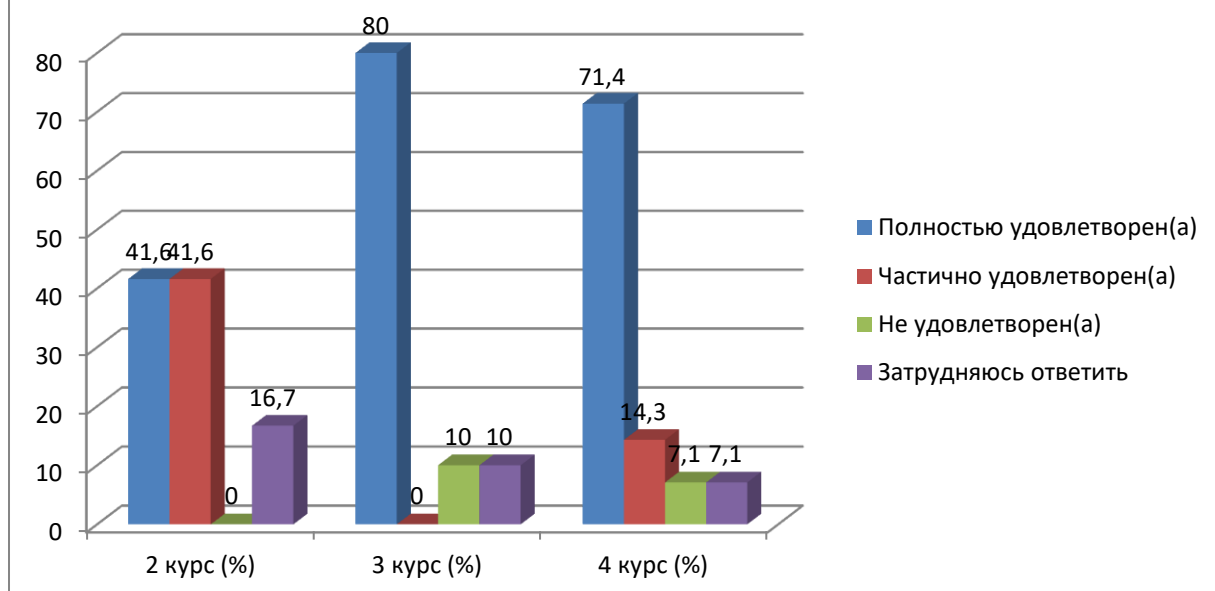
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	41,7	45	64,3
Partially satisfied	25	45	28,6
Not satisfied	16,7	10	7,1
Difficult to answer	16,7	-	-



### 1.7 Satisfaction with the work of the library

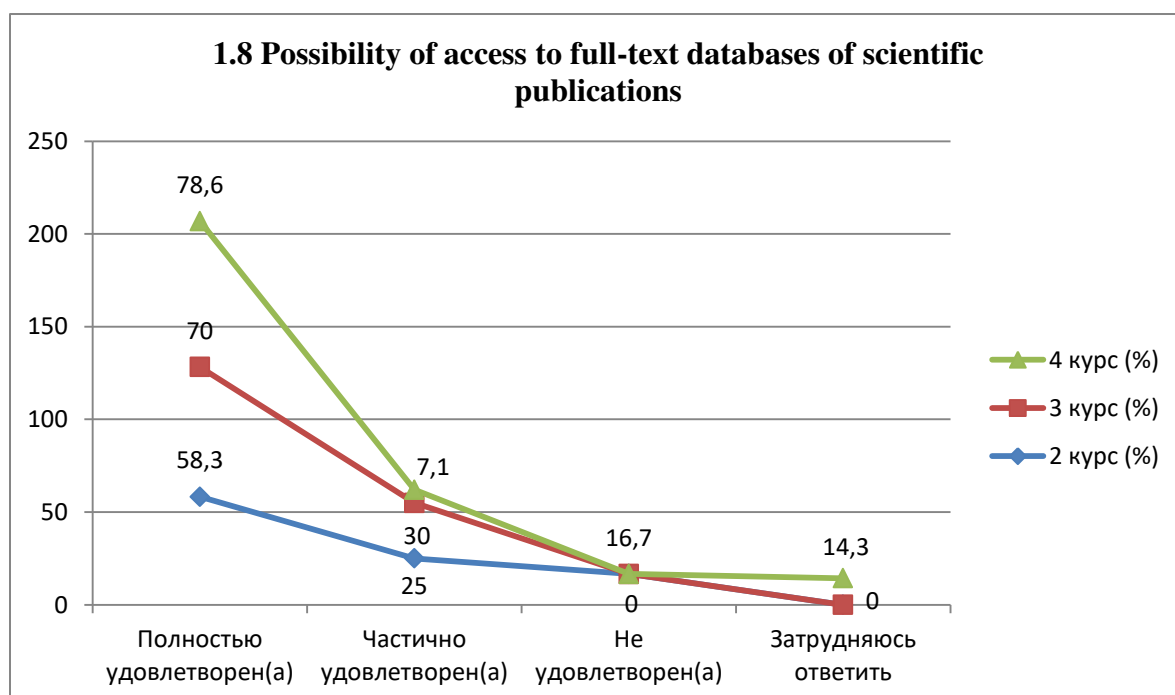
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	41,6	80	71,4
Partially satisfied	41,6	-	14,3
Not satisfied	-	10	7,1
Difficult to answer	16,7	10	7,1

### 1.7 Satisfaction with the work of the library



### 1.8 Possibility of access to full-text databases of scientific publications

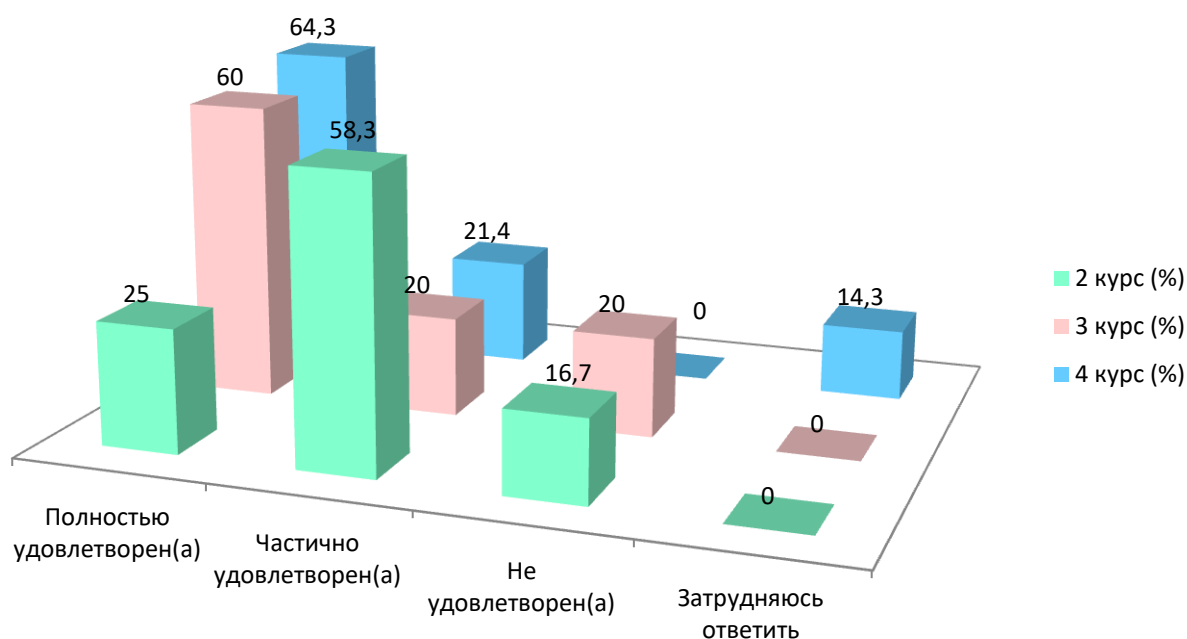
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	58,3	70	78,6
Partially satisfied	25	30	7,1
Not satisfied	16,7	-	-
Difficult to answer	-	-	14,3



### 1.9 Living conditions in the dormitory

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	25	60	64,3
Partially satisfied	58,3	20	21,4
Not satisfied	16,7	20	-
Difficult to answer	-	-	14,3

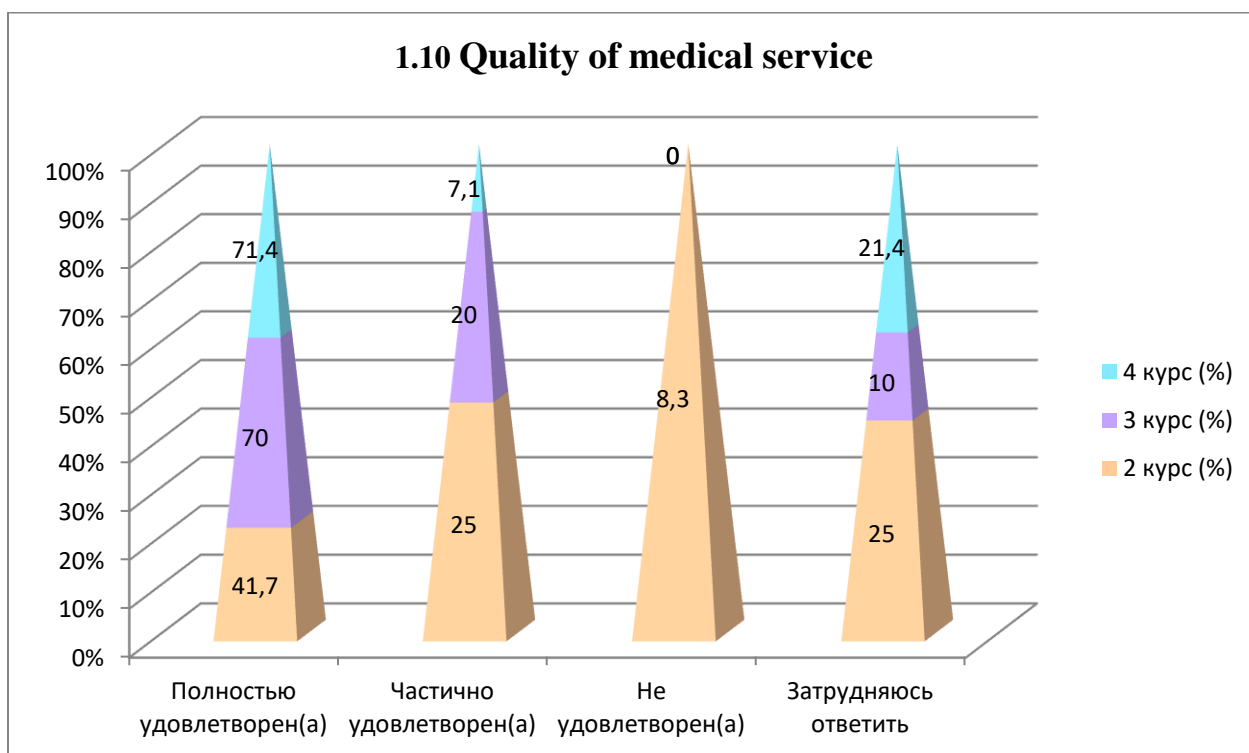
### 1.9 Living conditions in the dormitory



### 1.10 Quality of medical service

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	41,7	70	71,4
Partially satisfied	25	20	7,1
Not satisfied	8,3	-	-
Difficult to answer	25	10	21,4

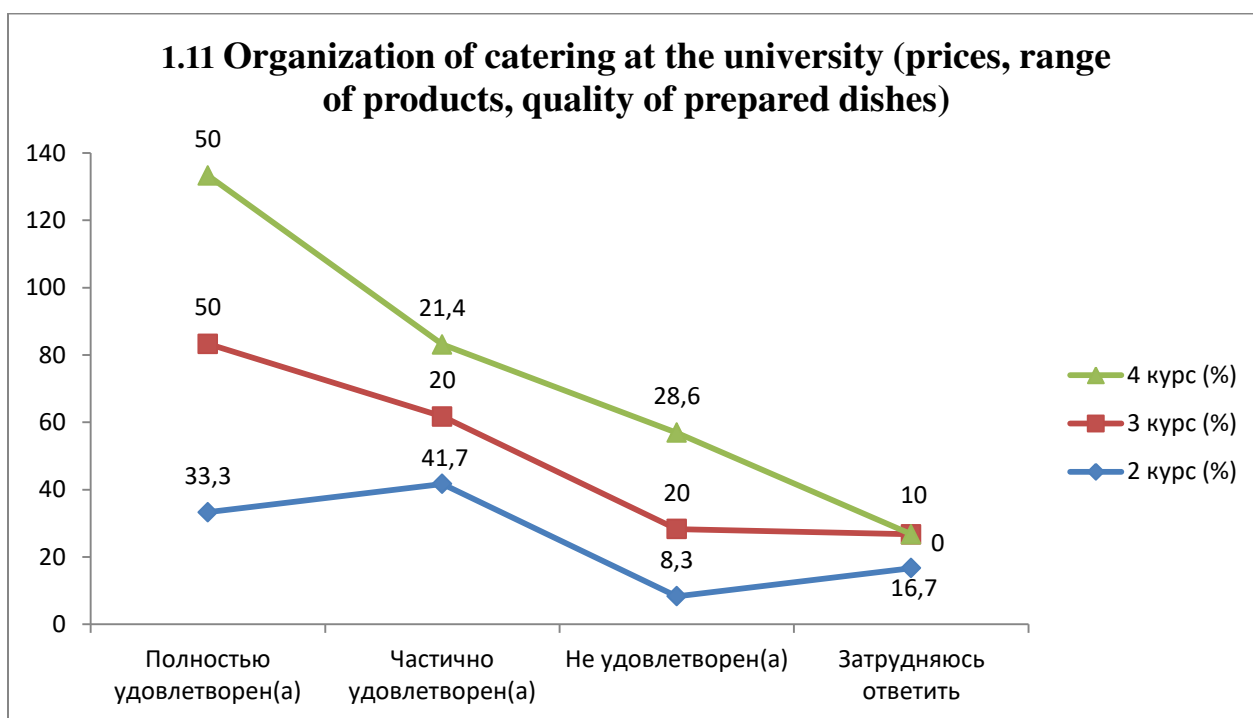
### 1.10 Quality of medical service



### 1.11 Organization of catering at the university (prices, range of products, quality of prepared dishes)

Answer options	2nd year (%)	3rd year (%)	4th year (%)
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Completely satisfied	33,3	50	50
Partially satisfied	41,7	20	21,4
Not satisfied	8,3	20	28,6
Difficult to answer	16,7	10	-



For the option “Other” the students indicated the following options\*:

2nd year	3rd year	4th year
-	-	- Everything is top-notch.

If you answered “not satisfied” to the previous question, make recommendations to improve the services provided\*:

2nd year	3rd year	4th year
-	-	- I would like to see lunches in the cafeteria in Building 4, not just pastries; - It's all good.

## 2. “Your attitude towards the quality of the organization of the educational process?”

Answer options	2nd year (%)	3rd year (%)	4th year (%)
No complaints	58,3	75	92,9
Discrepancy between the disciplines studied and the specialty obtained	16,7	15	-
Inconsistency between the importance of the subject and the number of hours	-	10	7,1
Overload with classroom activities	8,3	-	-
Dissatisfaction with the quality of classes	16,7	-	-
Dissatisfaction with the organization of tests and exams	-	-	-

\* Students' answers to the option “other” and “if you answered “not satisfied.....” to the previous question are presented in the original. The author's spelling and punctuation have been preserved.

Other	-	-	-
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For the option “Other” the students indicated the following options \*:

2nd year	3rd year	4th year
-	-	-

For the option “If you answered “Does not meet or not satisfied” to the previous question, give recommendations for improvement,” students indicated the following options \*:

2nd year	3rd year	4th year
-	- Revise the schedule	- -Make fewer hours of non-major subjects. It would be better to put them all in the 1st year.

**3. What forms of final credit or examination are used in this educational organization? (mark all appropriate answers)**

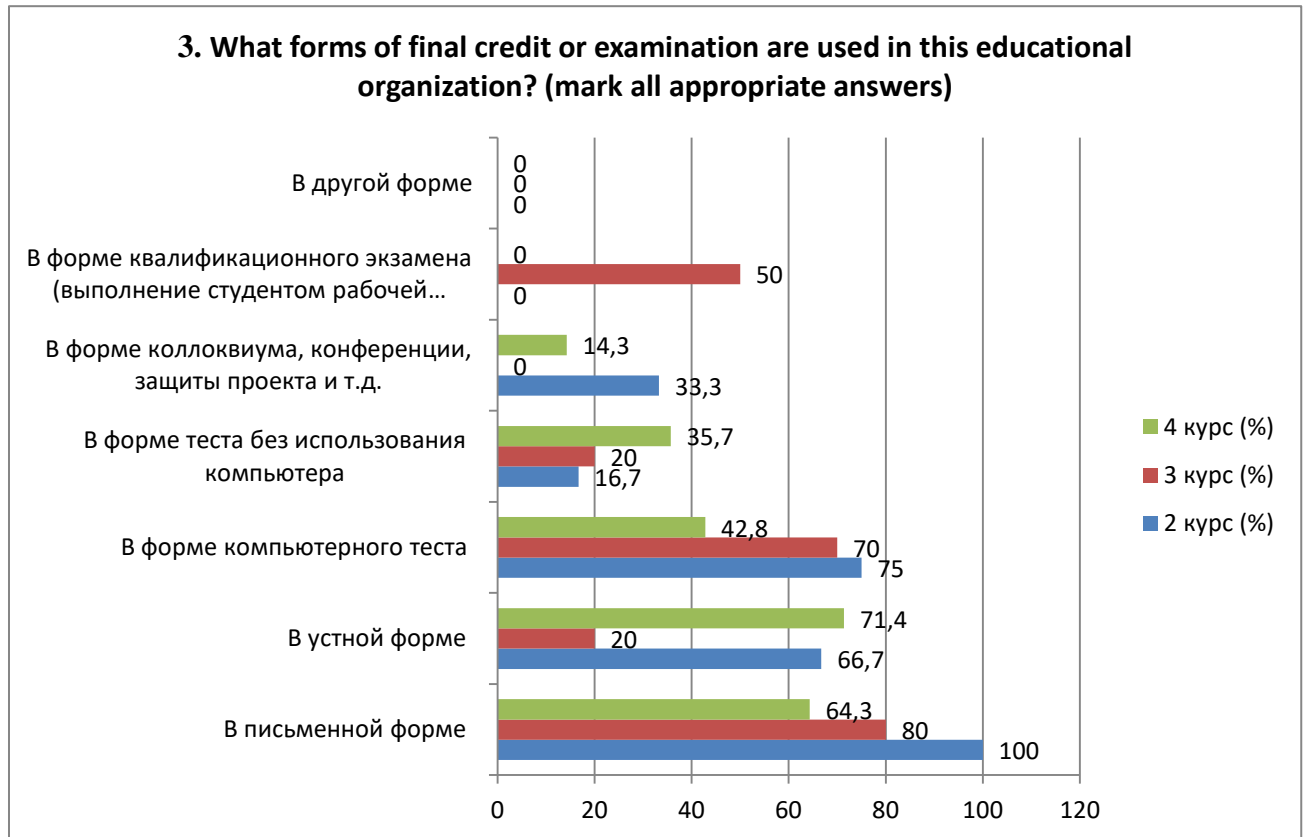
Answer options	2nd year (%)	3rd year (%)	4th year (%)
In a writing form	100	80	64,3
In an oral form	66,7	20	71,4
In the form of a computerized test	75	70	42,8
In the form of a test without using a computer	16,7	20	35,7
In the form of a colloquium, conference, project defense, etc.	33,3	-	14,3

\* Students' answers to the option “other” and “if you answered “not satisfied.....” to the previous question are presented in the original. The author's spelling and punctuation have been preserved.



In the form of qualification examination (student's performance of a work operation, production of a product, labor activity evaluated by experts)	-	50	-
In a writing form	-	-	-

\* The amount in % is not equal to 100, because it was assumed that there were several possible answers



For the option “Other” the students indicated the following options\*:

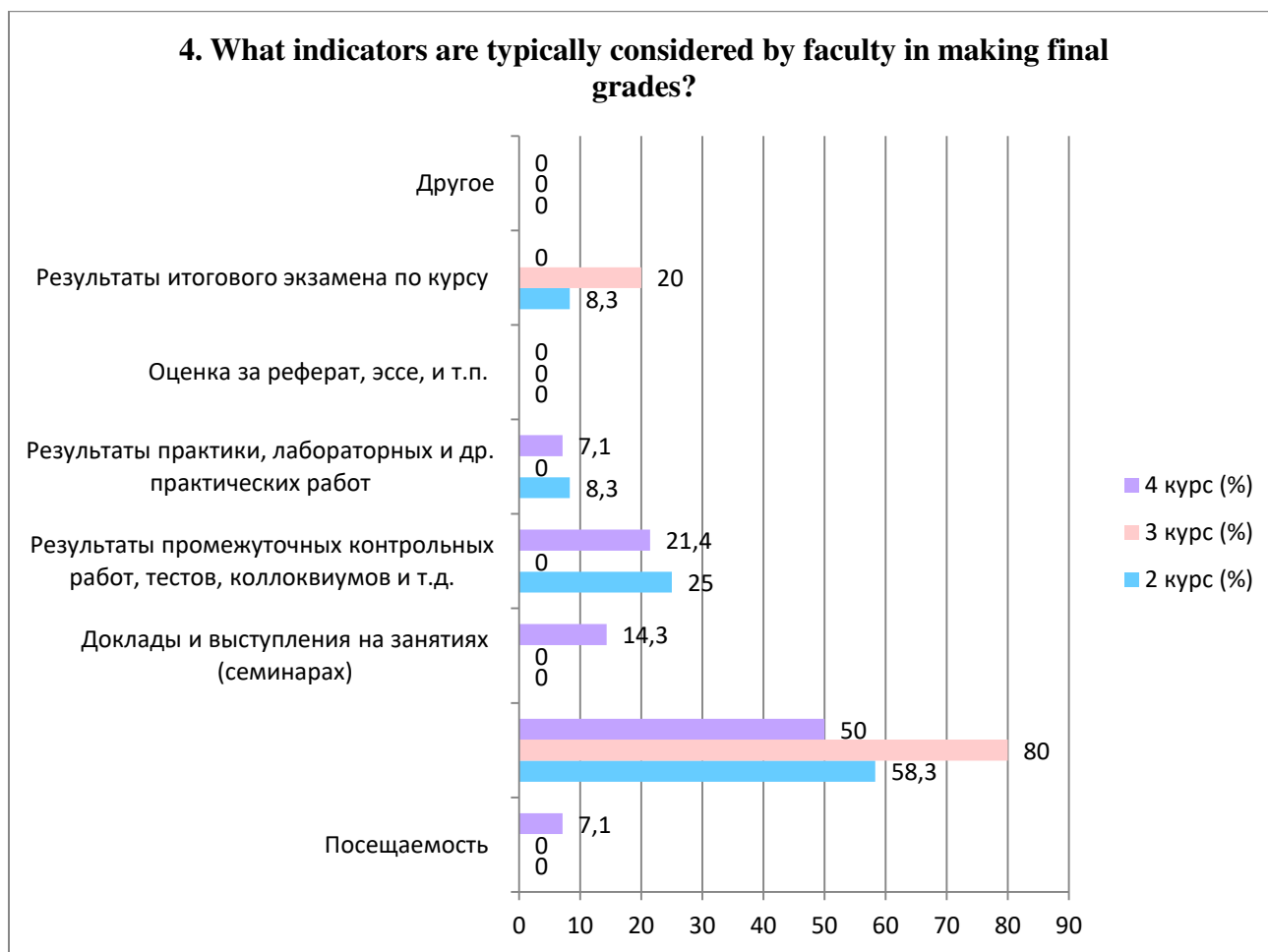
2nd year	3rd year	4th year
-	-	-

#### 4. What indicators are typically considered by faculty in making final grades?

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Attendance	-	-	7,1
Activity in classes (seminars), answering the teacher's questions, solving problems, etc.	58,3	80	50
Reports and speeches at classes (seminars)	-	-	14,3
Results of intermediate control works, tests, colloquiums, etc.	25	-	21,4
Results of internships, laboratory and other practical works	8,3	-	7,1
Evaluation of abstracts, essays, etc.	-	-	-

\* Students' answers to the option “other” and “if you answered “not satisfied.....” to the previous question are presented in the original. The author's spelling and punctuation have been preserved.

Results of the final exam on the course	8,3	20	-
Other	-	-	-



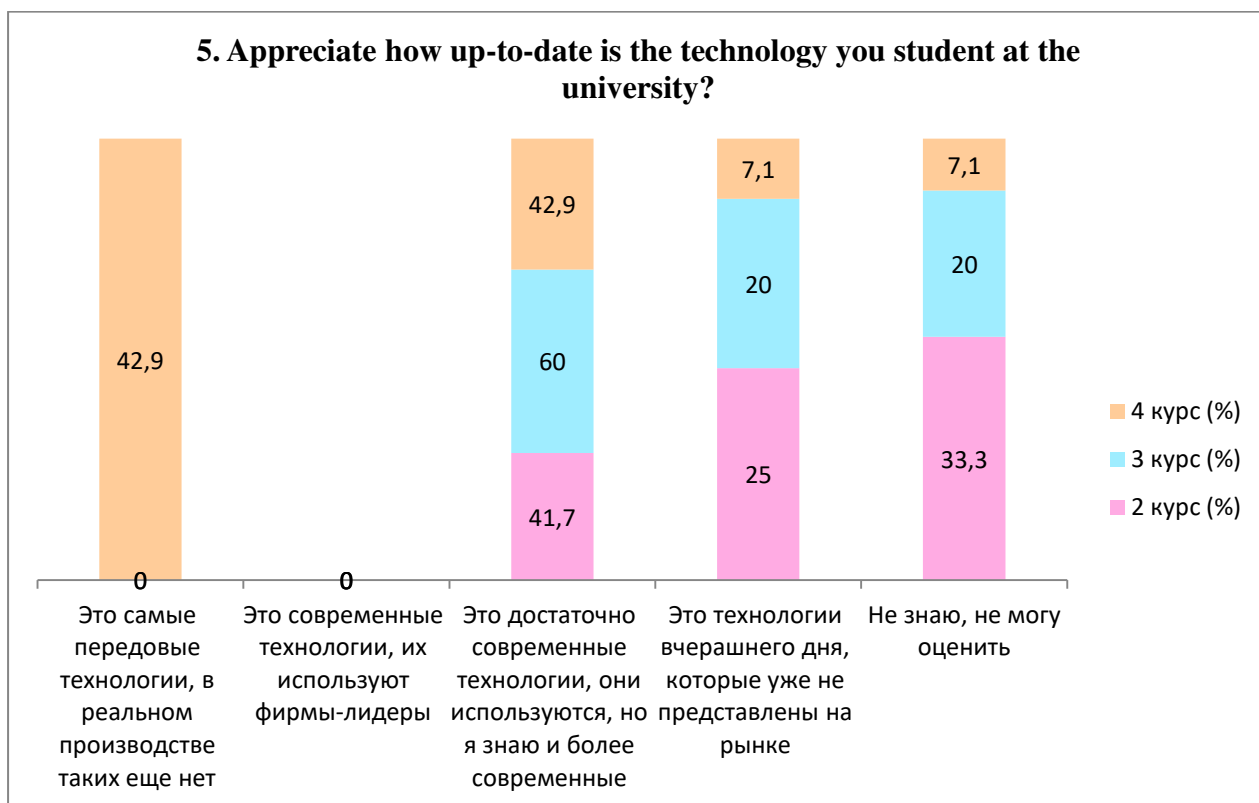
For the option “**Other**” the students indicated the following options\*:

2nd year	3rd year	4th year
-	-	-

**5. Appreciate how up-to-date is the technology you student at the university?**

Answer options	2nd year (%)	3rd year (%)	4th year (%)
These are the most advanced technologies, they are not yet available in real production	-	-	42,9
These are modern technologies, they are used by leading companies	-	-	-
These are quite modern technologies, they are used, but I know more modern ones.	41,7	60	42,9
These are technologies of yesterday that are no longer on the market.	25	20	7,1
I don't know, I can't estimate	33,3	20	7,1

\* Students' answers to the option “other” and “if you answered “not satisfied.....” to the previous question are presented in the original. The author's spelling and punctuation have been preserved.



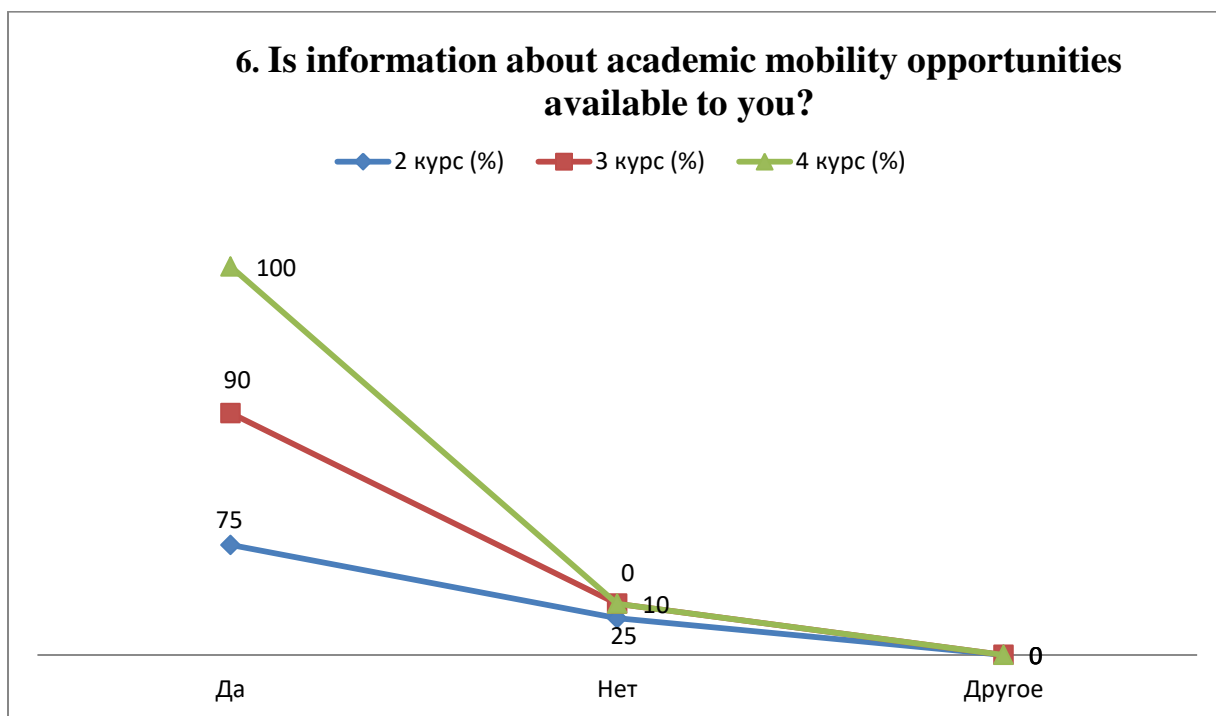
For the option “If you answered “Don't know, can't estimate” to the previous question, give recommendations for improvement” students indicated the following options\*:

2nd year	3rd year	4th year
-	-	-

**6. Is information about academic mobility opportunities available to you?**

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Yes	75	90	100
No	25	10	-
Other	-	-	-

\* Students' answers to the option “other” and “if you answered “not satisfied.....” to the previous question are presented in the original. The author's spelling and punctuation have been preserved.



For the option “Other” the students indicated the following options\*:

2nd year	3rd year	4th year
-	-	-

For the option “If you answered “No” to the previous question, write down why”, students indicated the following options\*:

2nd year	3rd year	4th year
-	- Unreported.	-

**7. In your opinion, what is the relationship:**

7.1 Between students
7.2 Between teachers and students (in the learning process)
7.3 Between students and supervisor
7.4 Between students and administration
7.5 Between students and staff of departments (library, student department, etc.)
7.6 Between students and security service

Other \_\_\_\_\_

If you answered “not satisfied” to the previous question, make recommendations to improve the services provided \_\_\_\_\_

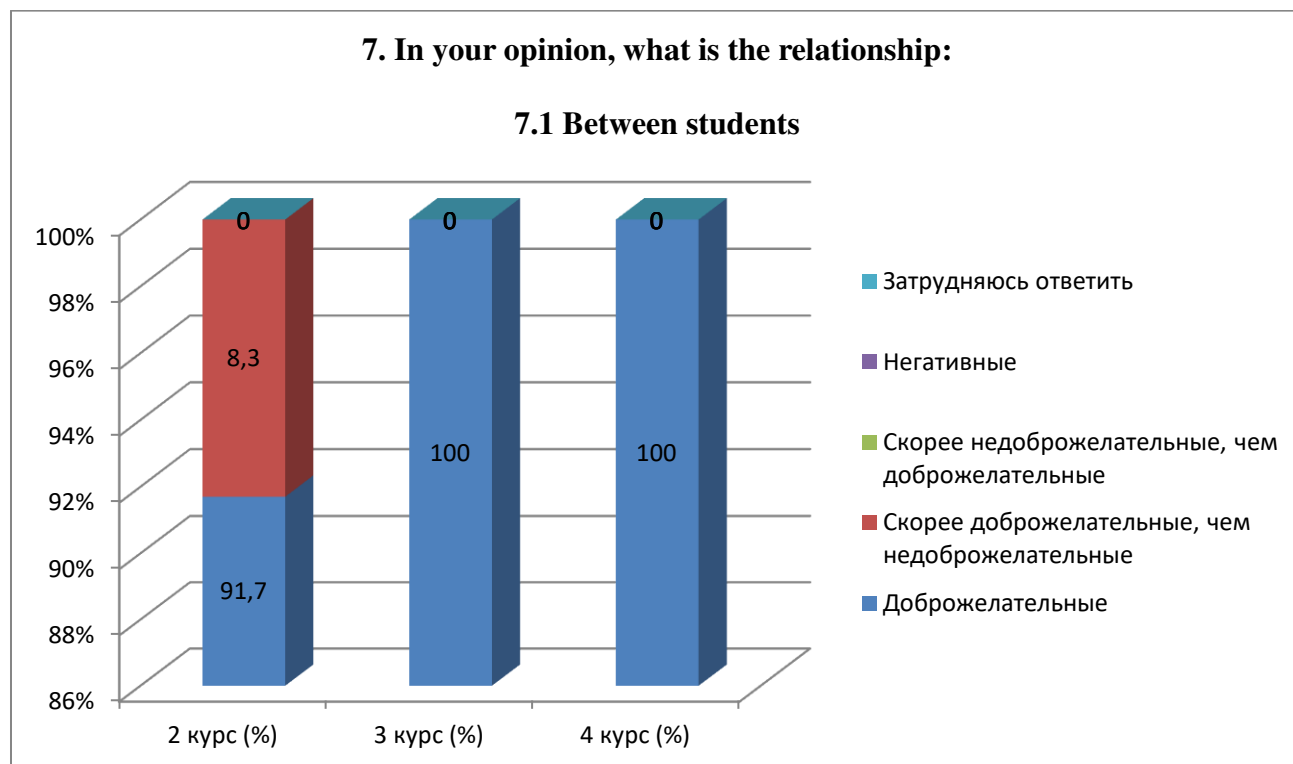
**Indicators:**

**7.1 Between students**

Answer options	2nd year (%)	3rd year (%)	4th year (%)
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\* Ответы обучающихся на вариант «другое» и «если на предыдущий вопрос Вы ответили «не удовлетворен.....» представлены в оригинале. Орфография и пунктуация автора сохранены.

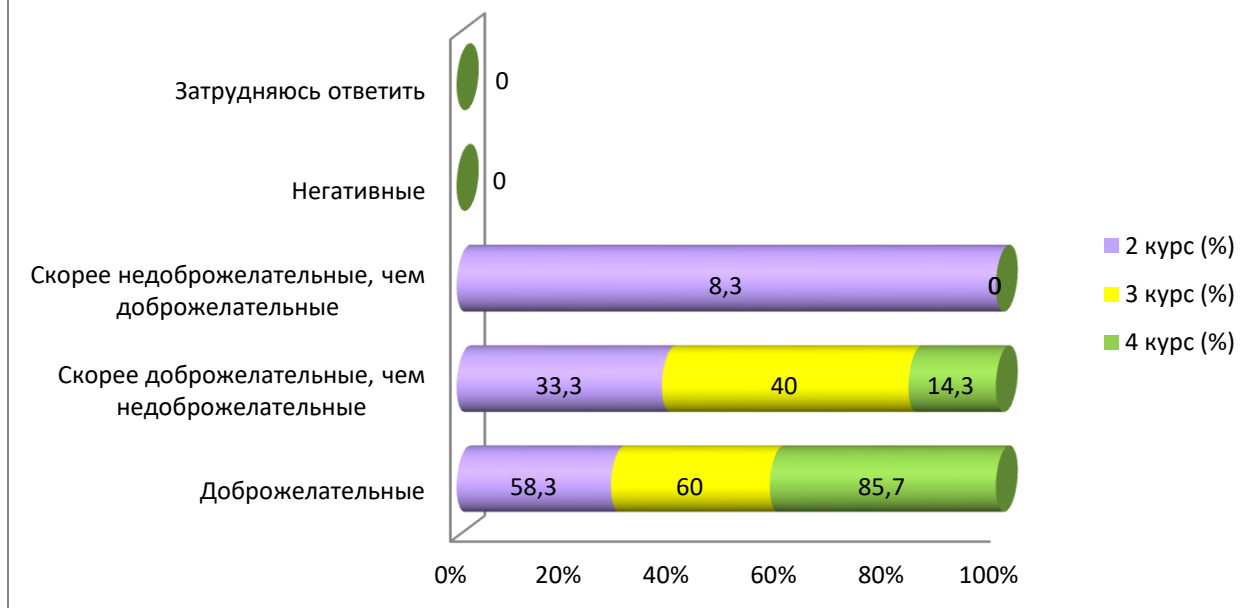
Benevolent	91,7	100	100
Rather benevolent than not benevolent	8,3	-	-
Rather not benevolent than benevolent	-	-	-
Negative	-	-	-
Difficult to answer	-	-	-



**7.2 Between teachers and students (in the learning process)**

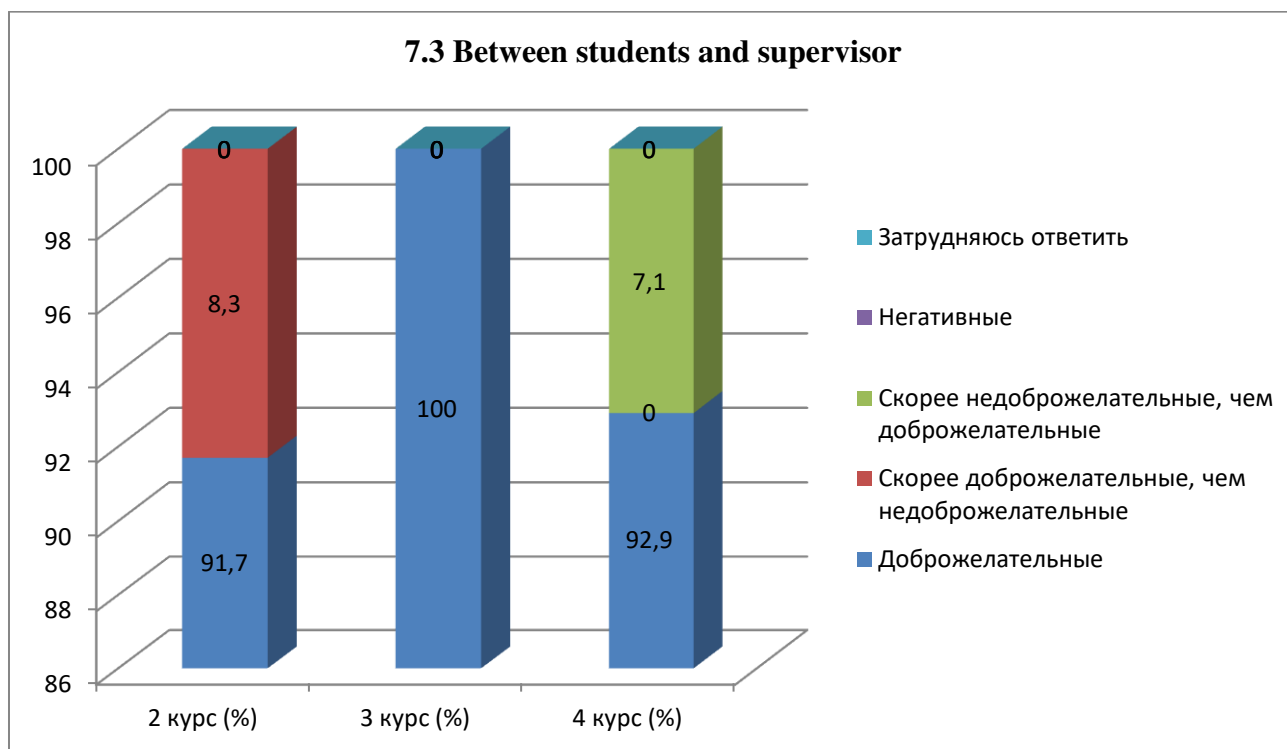
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Benevolent	58,3	60	85,7
Rather benevolent than not benevolent	33,3	40	14,3
Rather not benevolent than benevolent	8,3	-	-
Negative	-	-	-
Difficult to answer	-	-	-

### 7.2 Between teachers and students (in the learning process)



### 7.3 Between students and supervisor

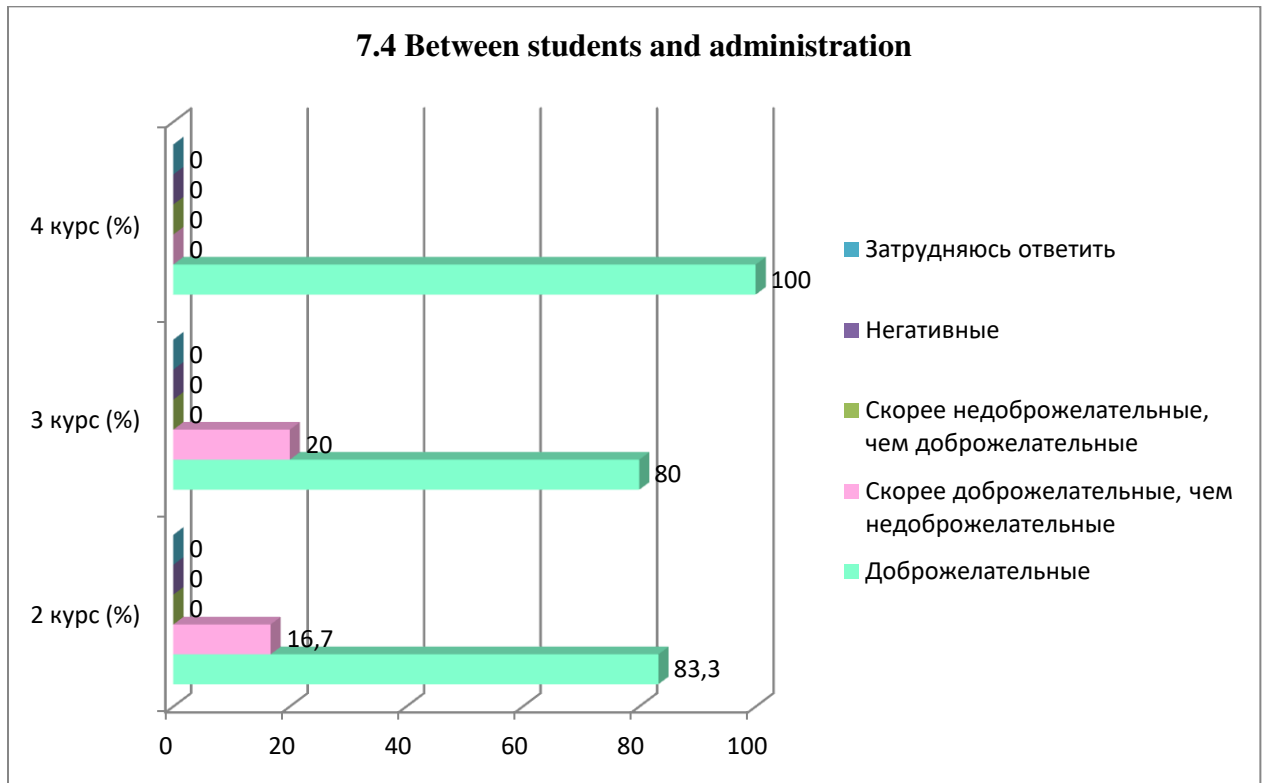
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Benevolent	91,7	100	92,9
Rather benevolent than not benevolent	8,3	-	-
Rather not benevolent than benevolent	-	-	7,1
Negative	-	-	-
Difficult to answer	-	-	-



### 7.4 Between students and administration

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Benevolent	83,3	80	100
Rather benevolent than not benevolent	16,7	20	-

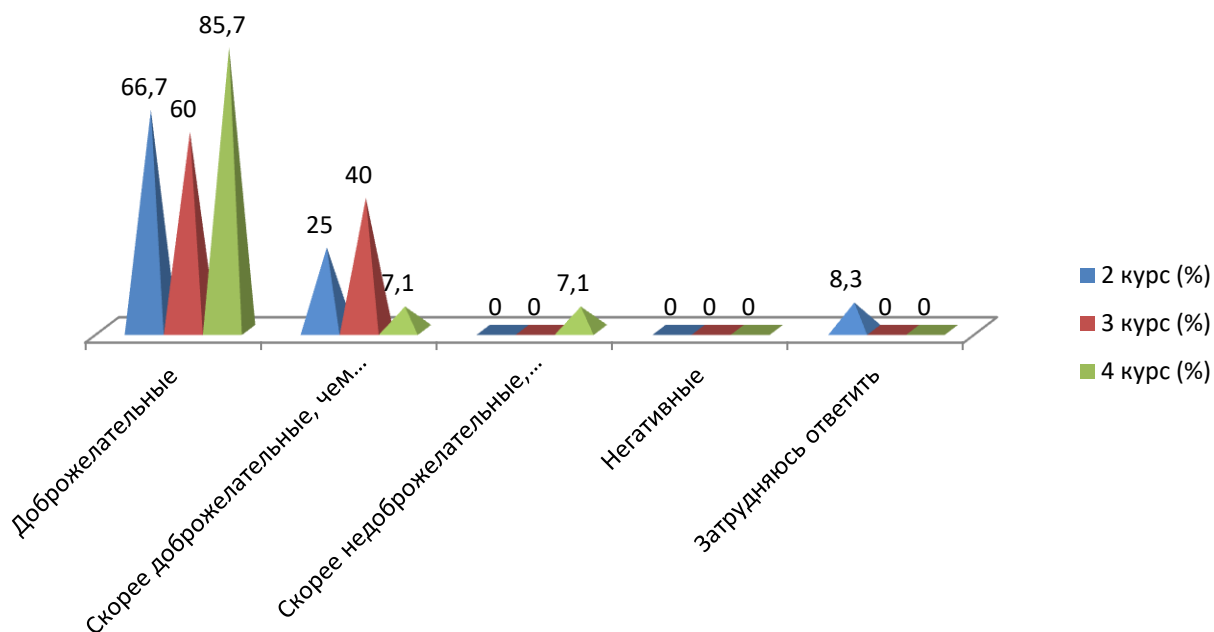
Rather not benevolent than benevolent	-	-	-
Negative	-	-	-
Difficult to answer	-	-	-



**7.5 Between students and staff of departments (library, student department, etc.)**

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Benevolent	66,7	60	85,7
Rather benevolent than not benevolent	25	40	7,1
Rather not benevolent than benevolent	-	-	7,1
Negative	-	-	-
Difficult to answer	8,3	-	-

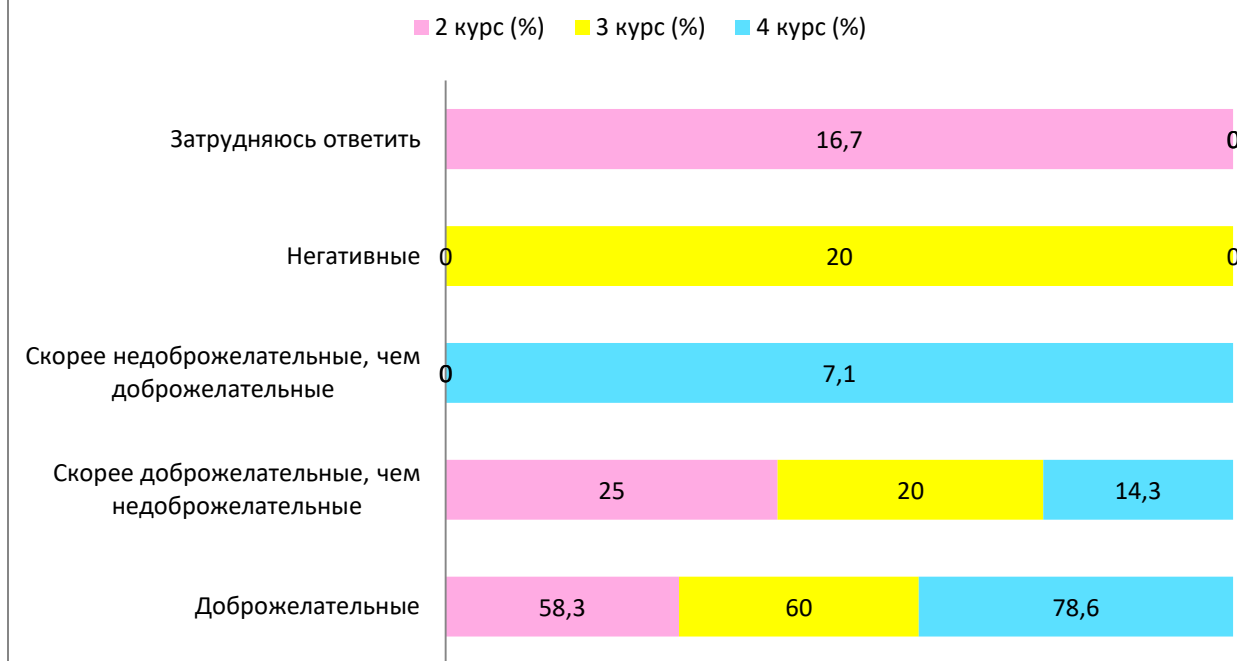
### 7.5 Between students and staff of departments (library, student department, etc.)



### 7.6 Between students and security service

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Benevolent	58,3	60	78,6
Rather benevolent than not benevolent	25	20	14,3
Rather not benevolent than benevolent	-	-	7,1
Negative	-	20	-
Difficult to answer	16,7	-	-

### 7.6 Between students and security service





For the option “**Other**” the students indicated the following options\* :

2nd year	3rd year	4th year
-	-	-

For the option “**If you answered “Rather not benevolent than benevolent” and “Negative” to the previous question, give recommendations for improvement,**” students indicated the following options\* :

2nd year	3rd year	4th year
-	-	-

**8. What are some of the student issues that are of particular concern to you right now?**  
(choose up to 3 options)

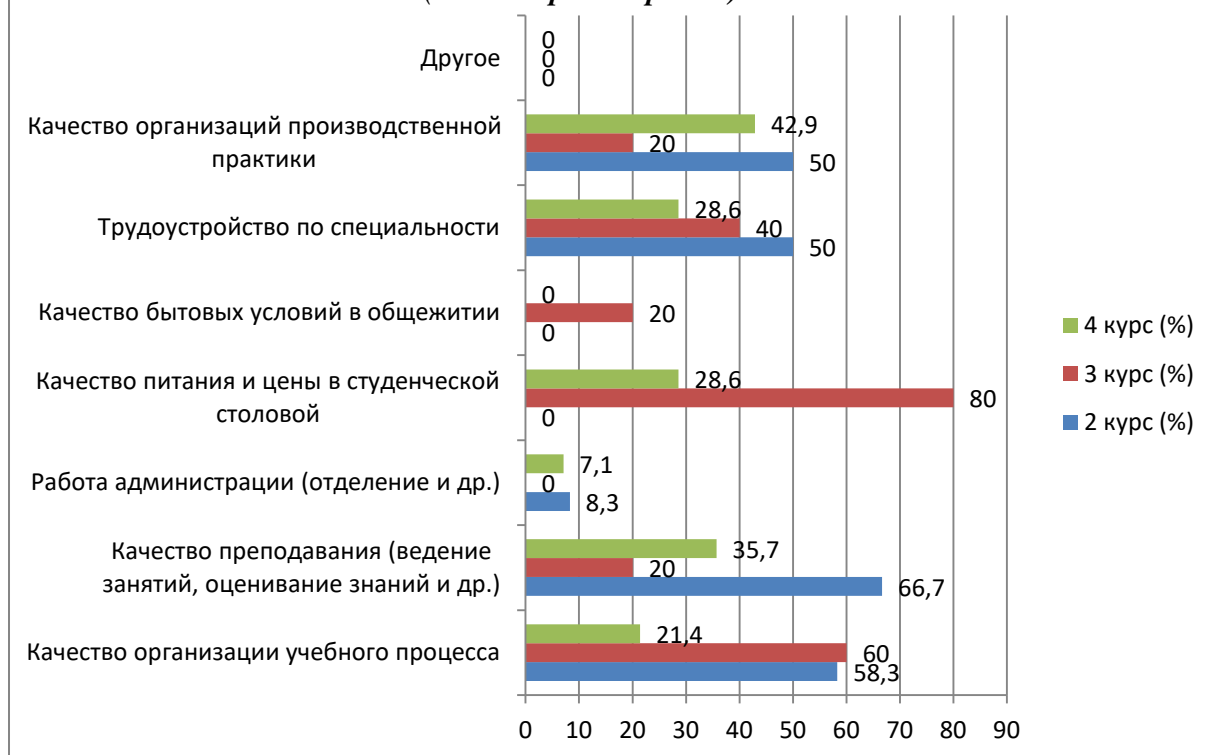
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Quality of the organization of the educational process	58,3	60	21,4
Quality of teaching (conducting classes, assessment of knowledge, etc.).	66,7	20	35,7
Work of administration (department, etc.)	8,3	-	7,1
Quality of food and prices in the student canteen	-	80	28,6
Quality of living conditions in the dormitory	-	20	-
Employment in the specialty	50	40	28,6
Quality of internship organizations	50	20	42,9
Quality of the organization of the educational process	-	-	-

\* The amount in % is not equal to 100, because it was assumed that there were several possible answers

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\* Students' answers to the option “other” and “if you answered “not satisfied.....” to the previous question are presented in the original. The author's spelling and punctuation have been preserved.

**8. What are some of the student issues that are of particular concern to you right now?  
(choose up to 3 options)**



For the option “Other” the students indicated the following options\*:

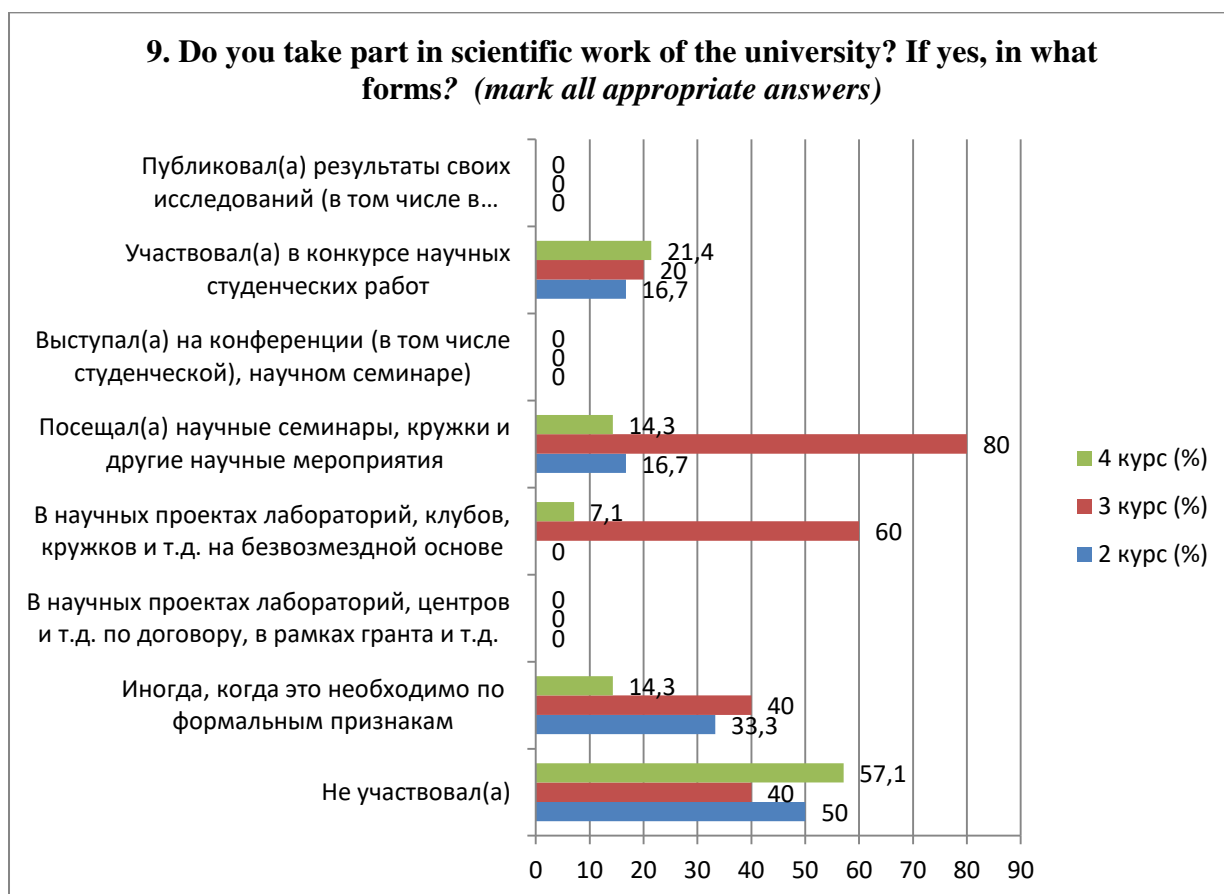
2nd year	3rd year	4th year
-	-	-

**9. Do you take part in scientific work of the university? If yes, in what forms? (mark all appropriate answers)**

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Did not participate	50	40	57,1
Sometimes, when it is necessary for formal reasons	33,3	40	14,3
In scientific projects of laboratories, centers, etc. under a contract, within a grant, etc.	-	-	-
In scientific projects of laboratories, clubs, circles, etc. free of charge	-	60	7,1
Attended scientific seminars, clubs and other scientific events	16,7	80	14,3
Speaker at a conference (including a student conference), scientific seminar	-	-	-
Participated in a student scientific work competition	16,7	20	21,4
Published the results of his research (including in student collections)	-	-	-

\* Students' answers to the option “other” and “if you answered “not satisfied.....” to the previous question are presented in the original. The author's spelling and punctuation have been preserved.

\* The amount in % is not equal to 100, because multiple answer options were expected



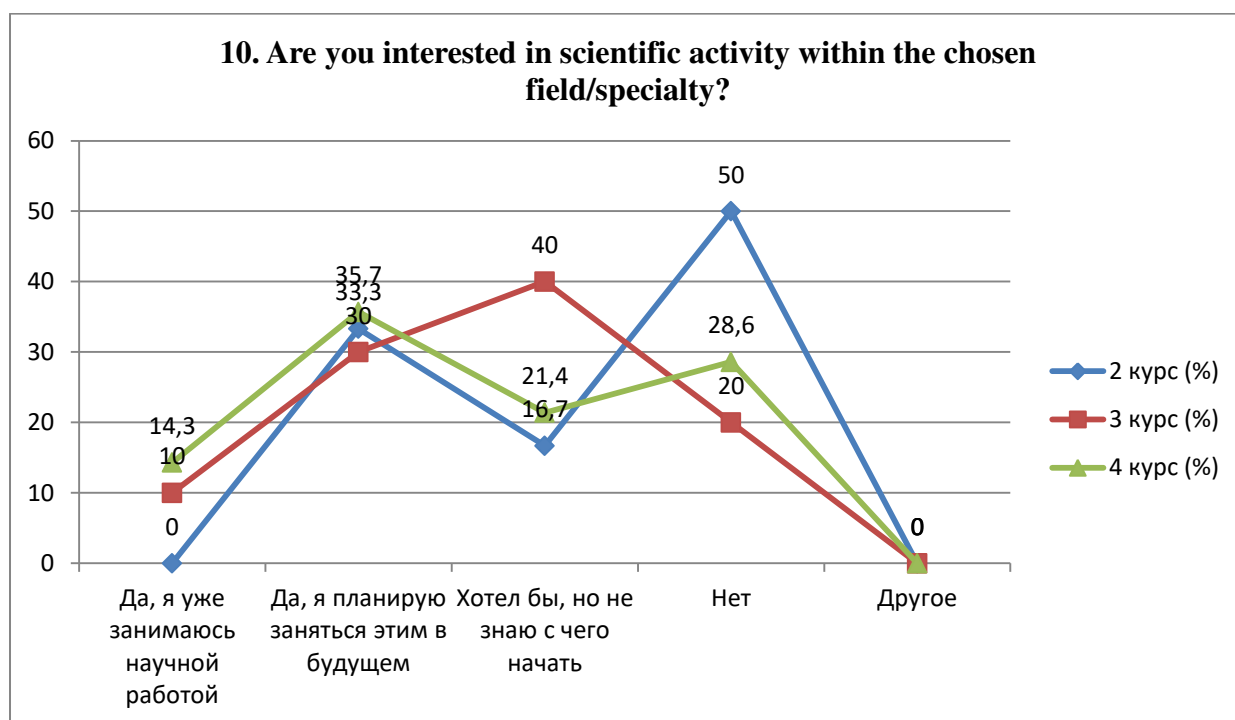
For the option “If you answered “Did not participate” to the previous question, write why”, students indicated the following options\*:

2nd year	3rd year	4th year
-	- Because there is no information to participate in scientific works.	- I don't have the desire; - I don't see the point of spending time on it;; - Yes.

**10. Are you interested in scientific activity within the chosen field/specialty?**

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Yes, I am already doing scientific work	-	10	14,3
Yes, I plan to do it in the future	33,3	30	35,7
I would like to, but I don't know where to start	16,7	40	21,4
No	50	20	28,6
Other	-	-	-

\* Students' answers to the option “other” and “if you answered “not satisfied.....” to the previous question are presented in the original. The author's spelling and punctuation have been preserved.



For the option “If you answered “I would like to, but don't know where to start” or “No” to the previous question, write down why”, learners indicated the following options \*:

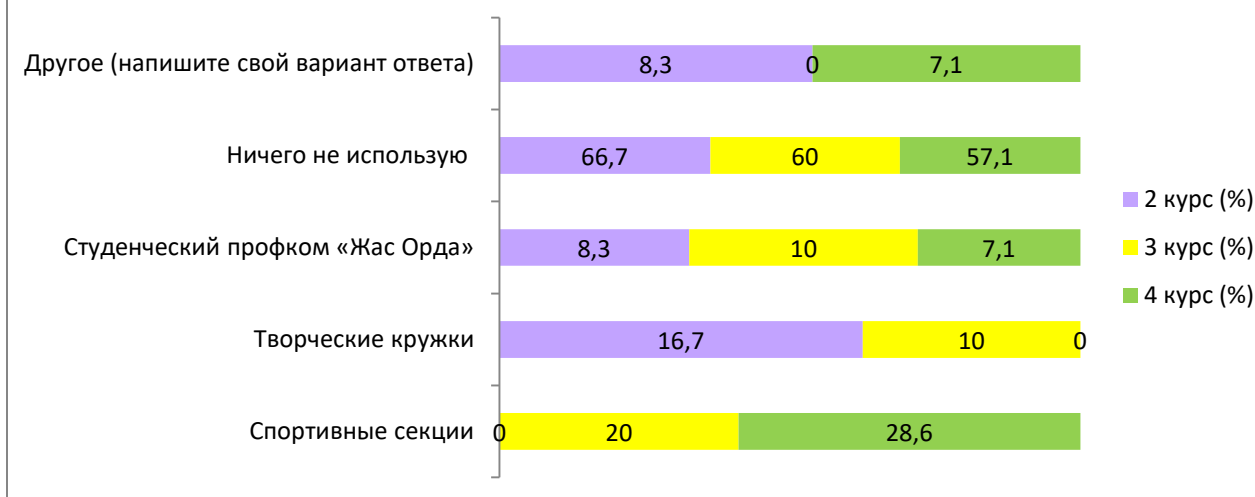
2nd year	3rd year	4th year
- Because I don't want to.	-	- I don't see any perspective in this specialty.

**11. Which of the opportunities provided by the university do you utilize for personal development?**

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Sports sections	-	20	28,6
Creative clubs	16,7	10	-
Student Trade Union “Zhas Orda”	8,3	10	7,1
I don't use anything	66,7	60	57,1
Other	8,3	-	7,1

\* Students' answers to the option “other” and “if you answered “not satisfied.....” to the previous question are presented in the original. The author's spelling and punctuation have been preserved.

### 11. Which of the opportunities provided by the university do you utilize for personal development?



For the option “**Other**” the students indicated the following options\* :

2nd year	3rd year	4th year
- visiting the library.	-	- Additional clubs.

For the option “**If you answered “I don't use anything” to the previous question, write down why**” students indicated the following options\* :

2nd year	3rd year	4th year
- There's no time.	-	- No time; - No knowledge of clubs.

### 12. How satisfied are you with the material base of our university?

12.1 Availability of necessary scientific literature in the library
12.2 Modernity of computer equipment
12.3 Internet channel width and speed
12.4 Modernity of software
12.5 Availability of educational and scientific equipment
12.6 Availability of laboratories and specialized classrooms
12.7 Availability of sports equipment

Other \_\_\_\_\_

If you answered “not satisfied” to the previous question, make recommendations to improve the services provided \_\_\_\_\_

#### Indicators:

##### 12.1 Availability of necessary scientific literature in the library

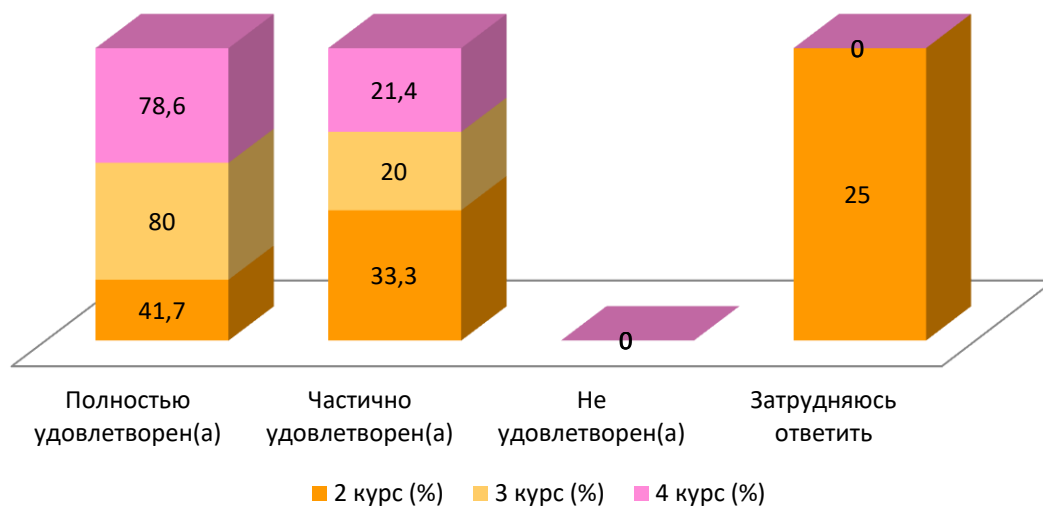
Answer options	2nd year (%)	3rd year (%)	4th year (%)
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\* Students' answers to the option “other” and “if you answered “not satisfied.....” to the previous question are presented in the original. The author's spelling and punctuation have been preserved.

Completely satisfied	41,7	80	78,6
Partially satisfied	33,3	20	21,4
Not satisfied	-	-	-
Difficult to answer	25	-	-

## 12. How satisfied are you with the material base of our university?

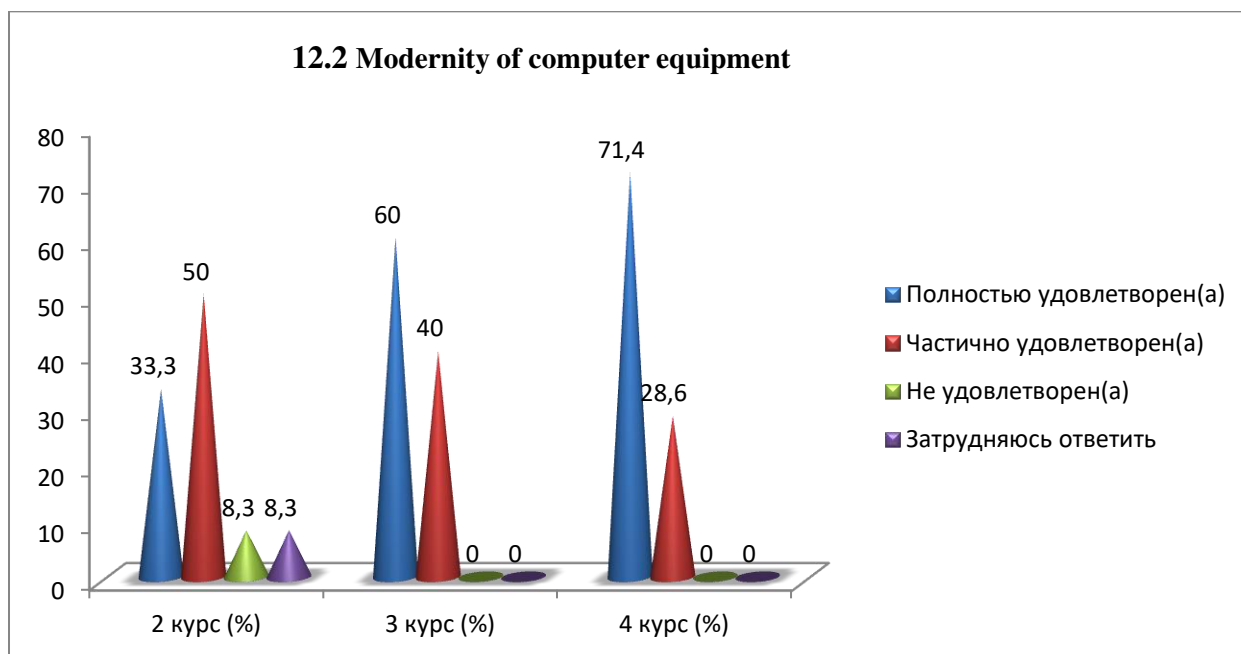
### 12.1 Availability of necessary scientific literature in the library



### 12.2 Modernity of computer equipment

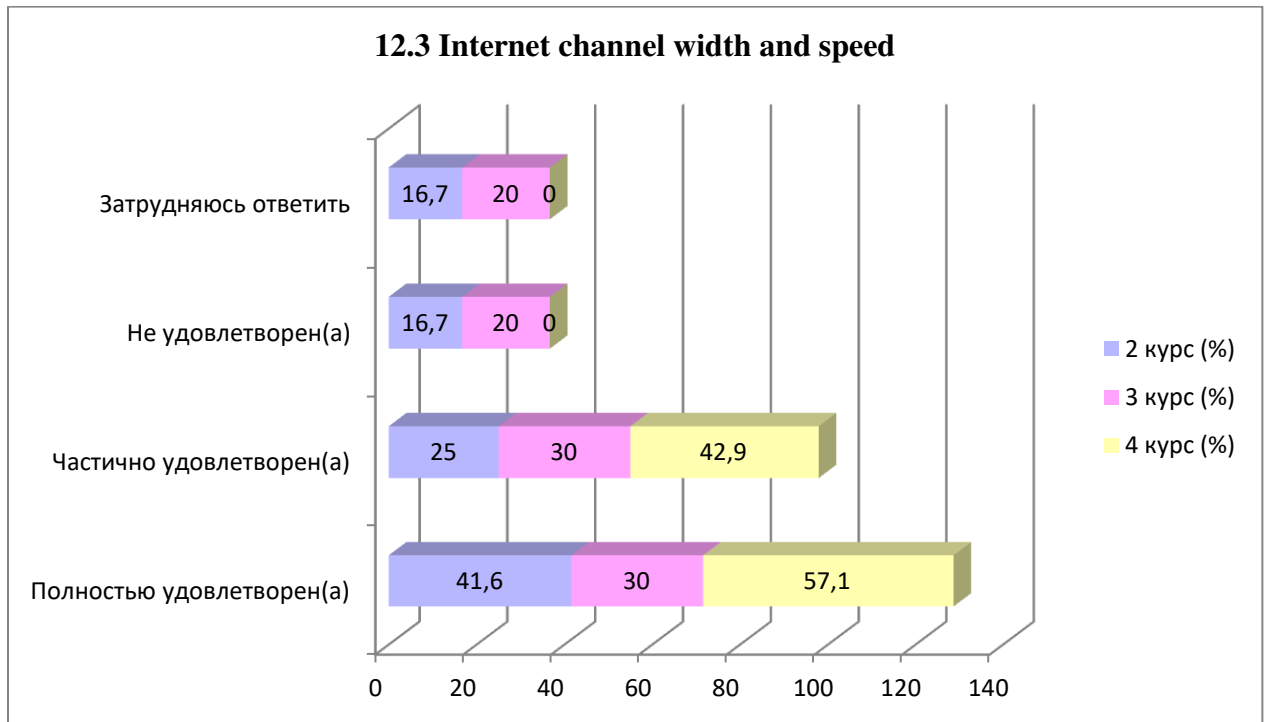
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	33,3	60	71,4
Partially satisfied	50	40	28,6
Not satisfied	8,3	-	-
Difficult to answer	8,3	-	-

### 12.2 Modernity of computer equipment



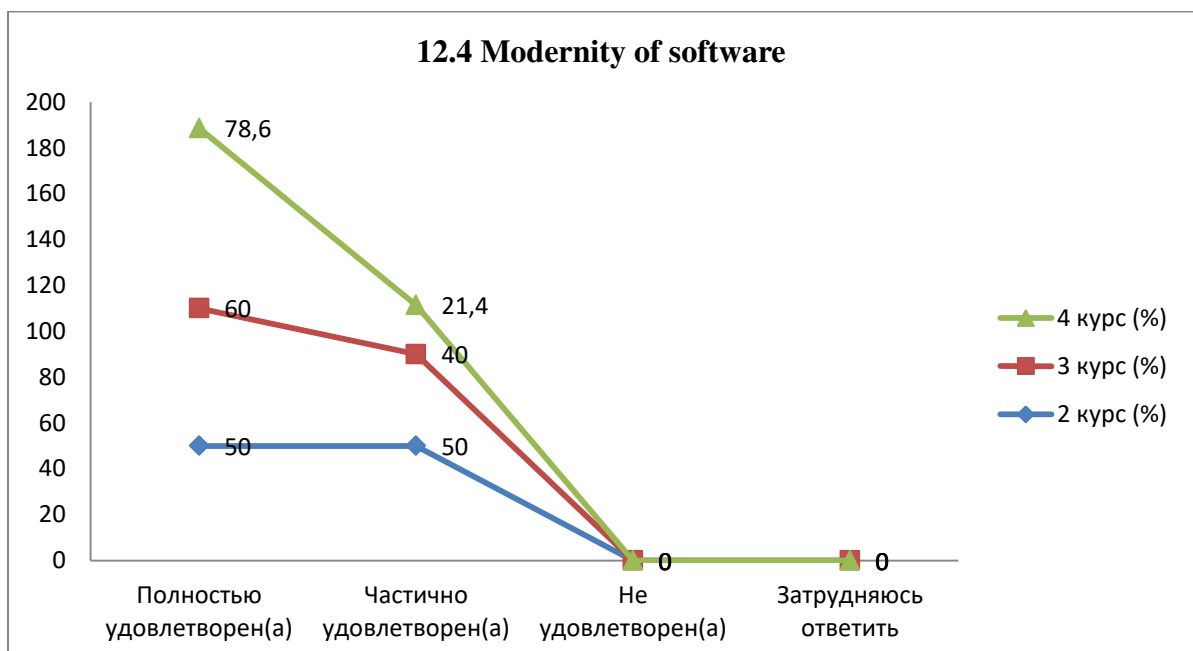
### 12.3 Internet channel width and speed

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	41,6	30	57,1
Partially satisfied	25	30	42,9
Not satisfied	16,7	20	-
Difficult to answer	16,7	20	-



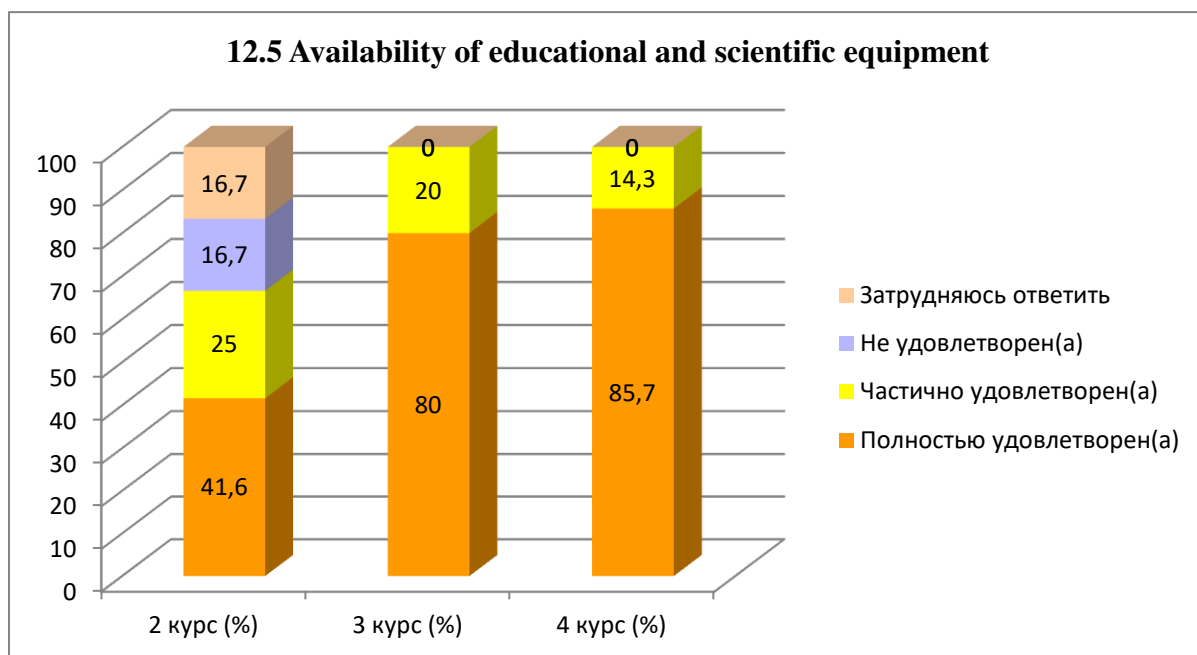
#### 12.4 Modernity of software

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	50	60	78,6
Partially satisfied	50	40	21,4
Not satisfied	-	-	-
Difficult to answer	-	-	-



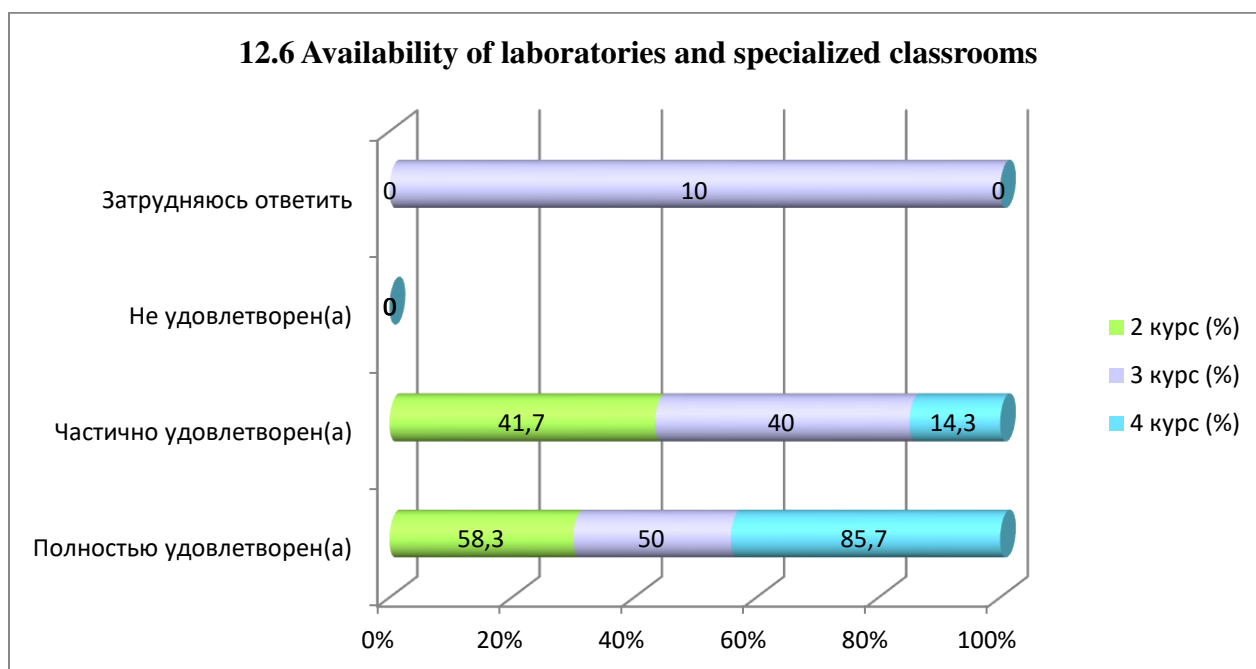
#### 12.5 Availability of educational and scientific equipment

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	41,6	80	85,7
Partially satisfied	25	20	14,3
Not satisfied	16,7	-	-
Difficult to answer	16,7	-	-



### 12.6 Availability of laboratories and specialized classrooms

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	58,3	50	85,7
Partially satisfied	41,7	40	14,3
Not satisfied	-	-	-
Difficult to answer	-	10	-

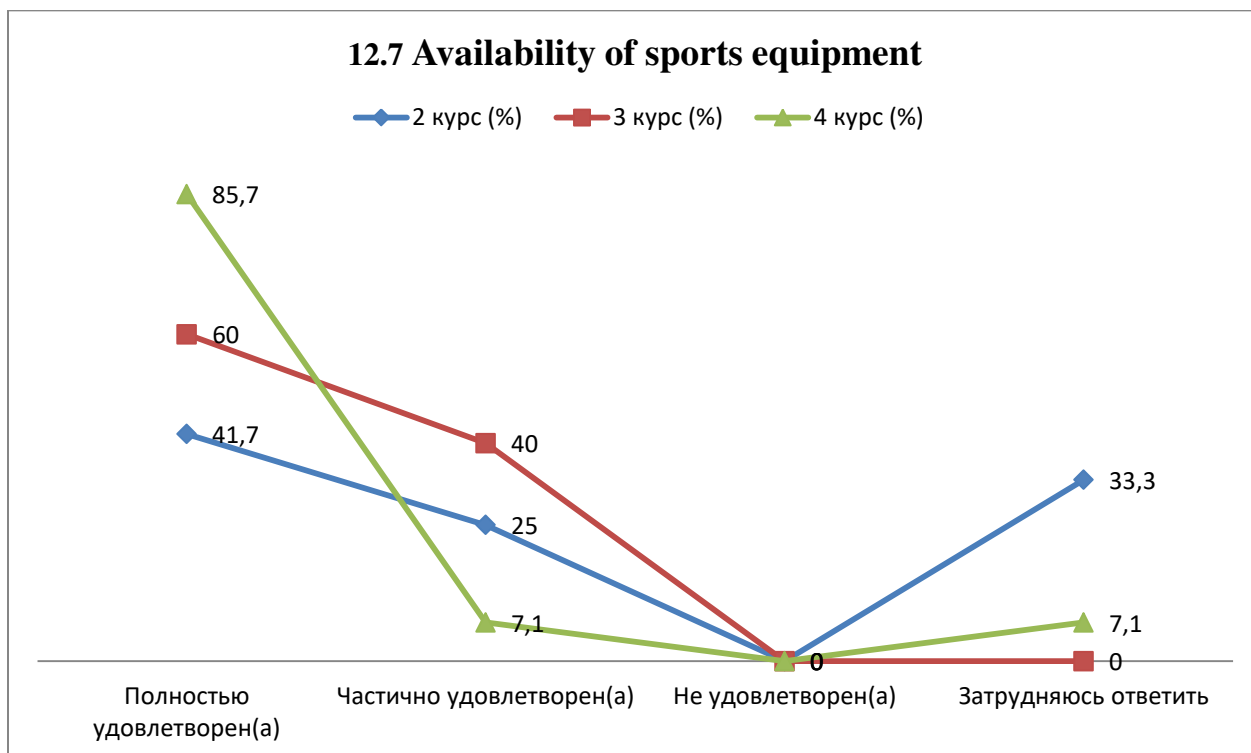


### 12.7 Availability of sports equipment

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	41,7	60	85,7



Partially satisfied	25	40	7,1
Not satisfied	-	-	-
Difficult to answer	33,3	-	7,1



For the option “**Other**” the students indicated the following options\* :

2nd year	3rd year	4th year
-	-	-

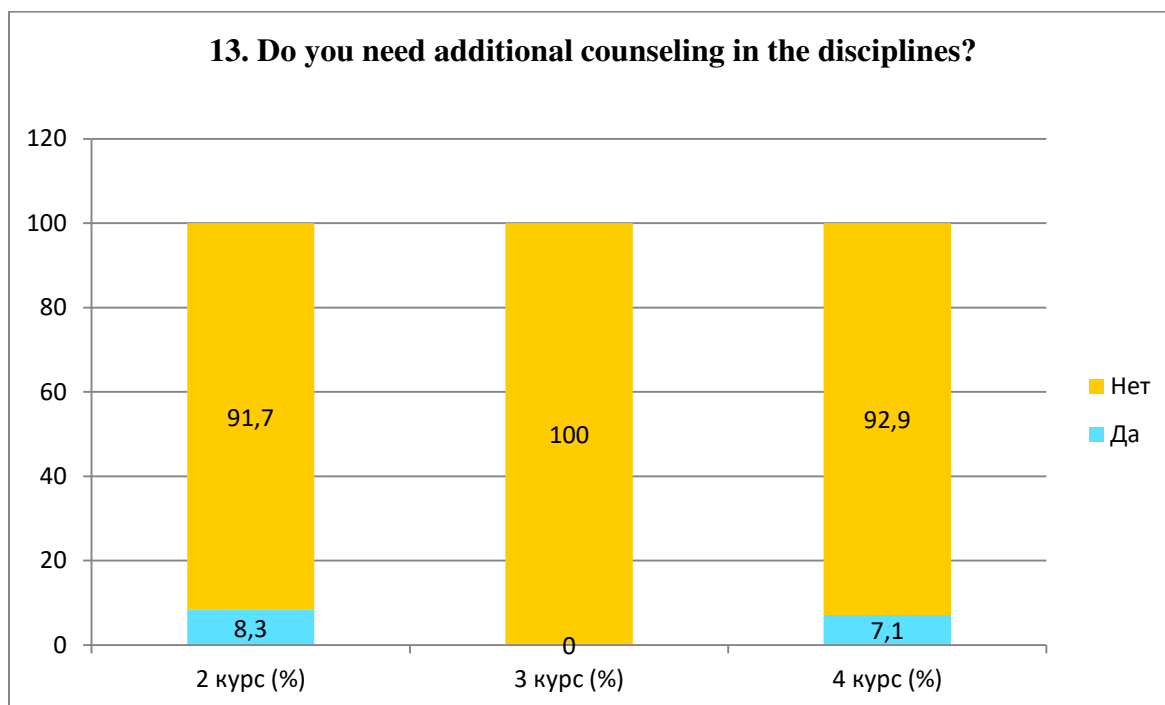
For the option “**If you answered “Rather not benevolent than benevolent” and “Negative” to the previous question, give recommendations for improvement,**” students indicated the following options\* :

2nd year	3rd year	4th year
-	-	-

### 13. Do you need additional counseling in the disciplines?

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Yes	8,3	-	7,1
No	91,7	100	92,9

\* Students' answers to the option “other” and “if you answered “not satisfied.....” to the previous question are presented in the original. The author's spelling and punctuation have been preserved.



For the option “If you answered “Yes” to the previous question, then write down the discipline in which you need additional counseling” the students indicated the following options\*:

2nd year	3rd year	4th year
- Accounting.	-	

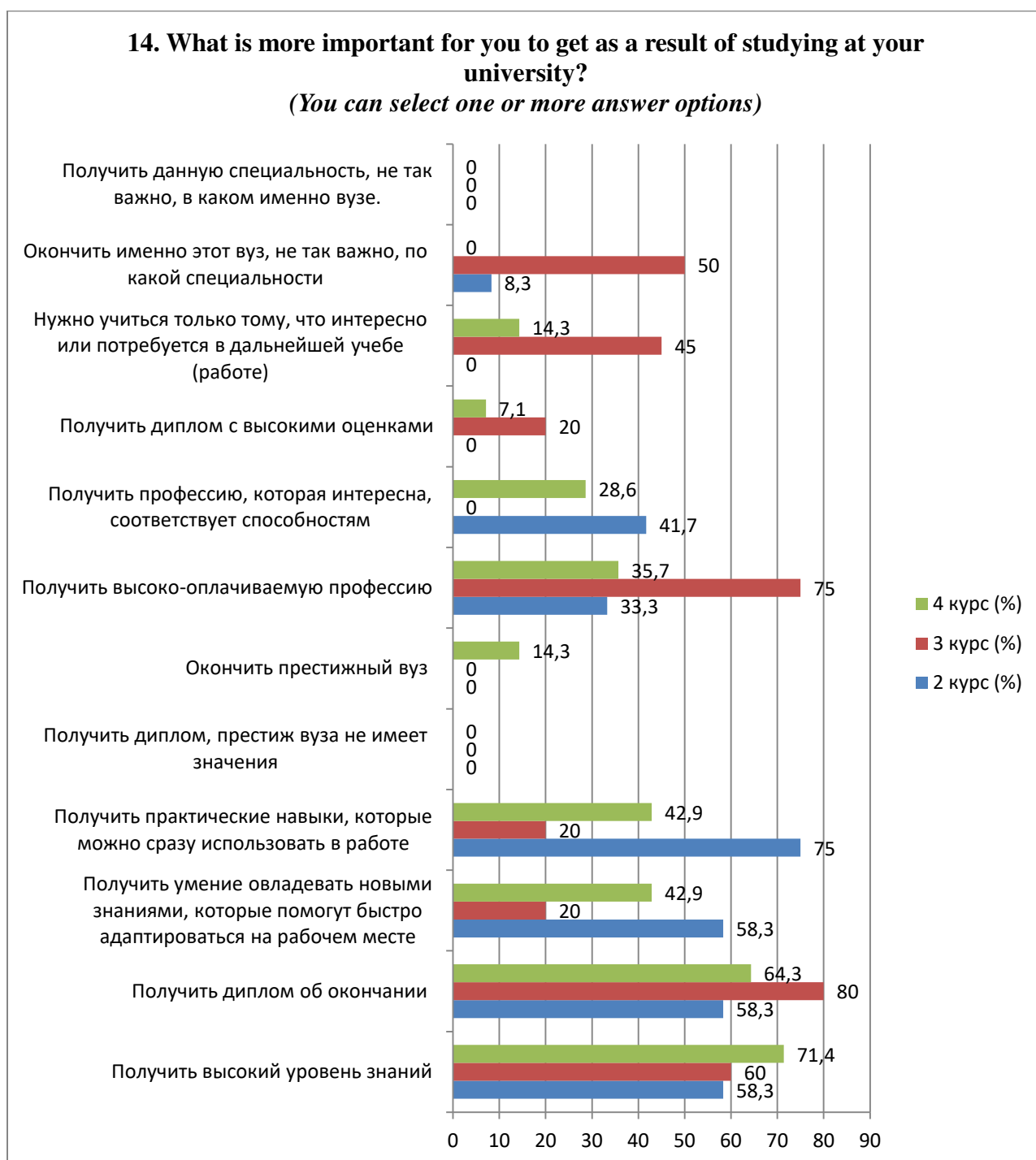
**14. What is more important for you to get as a result of studying at your university?**

*(You can select one or more answer options)*

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Get a high level of knowledge	58,3	60	71,4
Receive a diploma of completion	58,3	80	64,3
Gain the ability to acquire new knowledge that will help you quickly adapt in the workplace	58,3	20	42,9
Gain practical skills that you can immediately use at work	75	20	42,9
Get a diploma, the prestige of the university does not matter	-	-	-
Graduate from a prestigious university	-	-	14,3
Get a highly paid profession	33,3	75	35,7
Get a profession that is interesting and matches your abilities	41,7	-	28,6
Get a diploma with high grades	-	20	7,1
You need to learn only what is interesting or will be needed in further study (work)	-	45	14,3
It's not so important to graduate from this particular university, in what specialty	8,3	50	-
Get a high level of knowledge	-	-	-

\* Students' answers to the option “other” and “if you answered “not satisfied.....” to the previous question are presented in the original. The author's spelling and punctuation have been preserved.

\* The amount in % is not equal to 100, because multiple answer options were expected



Please, write your suggestions, wishes, as well as what questions in your opinion should be added to this questionnaire to improve the training program, to improve the quality of services provided, to improve the quality of distance learning and other activities of the university. (Students' answers are presented in the original. The author's spelling and punctuation have been preserved).

2nd year	3rd year	4th year
<ul style="list-style-type: none"> <li>- All questions added;</li> <li>- Don't know;</li> <li>- Completely satisfied.</li> </ul>	<ul style="list-style-type: none"> <li>- None;</li> <li>- Is complete information about the university given to applicants for admission;</li> <li>- None.</li> </ul>	<ul style="list-style-type: none"> <li>- No questions;</li> <li>- About the student teaching practicum classes that were introduced this academic year;</li> <li>- None; All are at the highest level;</li> </ul>

		- Difficult to answer; - I don't think anything needs to be supplemented).
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Based on the results of the questionnaire, the following **conclusions** can be drawn:

The majority of students report their full satisfaction with the quality of services provided, based on which it can be stated that according to these indicators, the quality of services provided at the University met the expectations of students and thus fulfilled its purpose.

However, during the survey it should be noted that most of the recommendations to improve the services provided were given in relation to the organization of catering at the university. The following disadvantages were identified: small assortment of offered dishes, a large queue that is formed during peak hours of the canteen, overpriced dishes, food quality does not match the price, etc. All the identified shortcomings significantly affect the effectiveness of the canteen and, most importantly, the public opinion of the visitors of the canteen.

As recommendations for improving the work of canteens we can suggest to think about expanding the range of dishes, reducing the prices for the range of dishes and reducing the time for service.

Thus, a set of proposed measures will allow to solve a number of problems arising in the work of the canteen, which will result in improving the quality of services provided.

To the question **“What is your attitude to the quality of the organization of the educational process?”** the majority of students answered that there are no special complaints: 2nd year - 58.3%, 3rd year - 75%, 4th year - 92.9%. The obtained data indicate the improvement of the quality of the organization of the educational process and educational services of the university.

Nevertheless, there is a small part of respondents who noted such answer options as “Disciplines studied do not correspond to the specialty they receive” (2nd year - 16.7%, 3rd year - 15%), “Subject importance does not correspond to the number of hours” (3rd year - 10%, 4th year - 7.1%), “Overload of classroom lessons” (2nd year - 8.3%), “Dissatisfaction with the quality of lessons” (2nd year - 16.7%).

To the question: **“What indicators, as a rule, are taken into account by teachers when making the final grade?”** 62.7% of students indicated the option “activity in classes (seminars), answers to the teacher's questions, solving problems, etc.”, in second place - 15.5% “results of interim control works, tests, colloquiums, etc.” and in third place 9.4% “results of the final exam on the course”.

Relationships “between students”, “between teachers and students (in the educational process)”, “between student and supervisor”, “between students and administration”, “between students and employees of departments (library, student department, etc.)”, “between students and security service” are assessed by respondents, mainly as “benevolent” and “rather benevolent than unfriendly” respectively, which fully corresponds to a high level of satisfaction with the moral and psychological climate in the student environment.

On the question **“What student problems are you especially concerned about now?”** the first place is given to “Quality of the organization of the educational process” - 46.6%. Then – “Quality of teaching (conducting classes, assessment of knowledge, etc.)” - 39.5%. - 39,5%. The third position is “Employment in the specialty”- 39.5%.

To the question **“Do you need additional counseling in disciplines?”** 5.1% of respondents answered that they need additional counseling. Among the disciplines were indicated: Accounting and others.

### **Recommendations:**

**1.** Head of the department to familiarize the staff and students with the results of the questionnaire, if necessary, to develop an action plan to improve the quality of educational services.

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\* The students' answers are presented in the original. The spelling and punctuation of the author have been preserved.