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Report
on the results of the questionnaire
"Satisfaction of 2nd-5th year students with educational services"
for the 2022 year
Department: "Architecture and Design"
Specialty: 6B07301 Architecture

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

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

The results of the questionnaire were processed and presented in a summarized form with the guarantee of confidentiality of students' personal opinions.

On specialty 6B07301 Architecture 203 respondents took part in the questionnaire.
- 2nd year - 61 students (66.3%);
- 3rd year – 62 students (76,5%);
- 4th year – 37 students (70%);
- 5th year – 43 students (95,6%).

Form of study
- Budget - 134 students (66%);
- Paid - 69 students (34%).

In the process of questionnaire the following data were obtained:

Indicators:

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 _____

1.1 The learning process as a whole

Answer options	2nd year (%)	3rd year (%)	4th year (%)	5th year (%)
Completely satisfied	57,4	65,9	58,8	53,5
Partially satisfied	36,1	31,7	29,4	39,5
Not satisfied	6,5	2,4	11,8	4,7
Difficult to answer	-	-	-	2,3

1.2 Class schedule

Answer options	2nd year (%)	3rd year (%)	4th year (%)	5th year (%)
Completely satisfied	63,9	53,6	58,8	55,8
Partially satisfied	21,3	41,5	35,3	39,5
Not satisfied	13,1	4,9	5,9	2,3
Difficult to answer	1,6	-	-	2,3
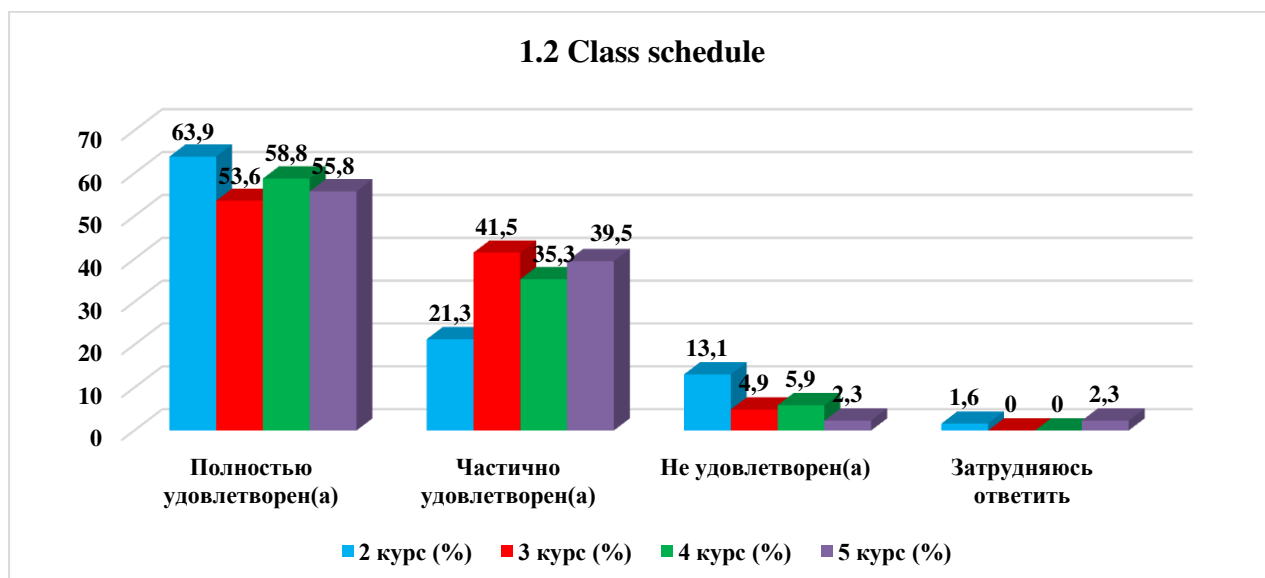
1.3 Organization of independent work

Answer options	2nd year (%)	3rd year (%)	4th year (%)	5th year (%)
Completely satisfied	57,3	61	82,4	53,5
Partially satisfied	34,4	34,1	17,6	44,2
Not satisfied	6,6	2,4	-	-

Difficult to answer	1,6	2,4	-	2,3

1.3 Organization of independent work
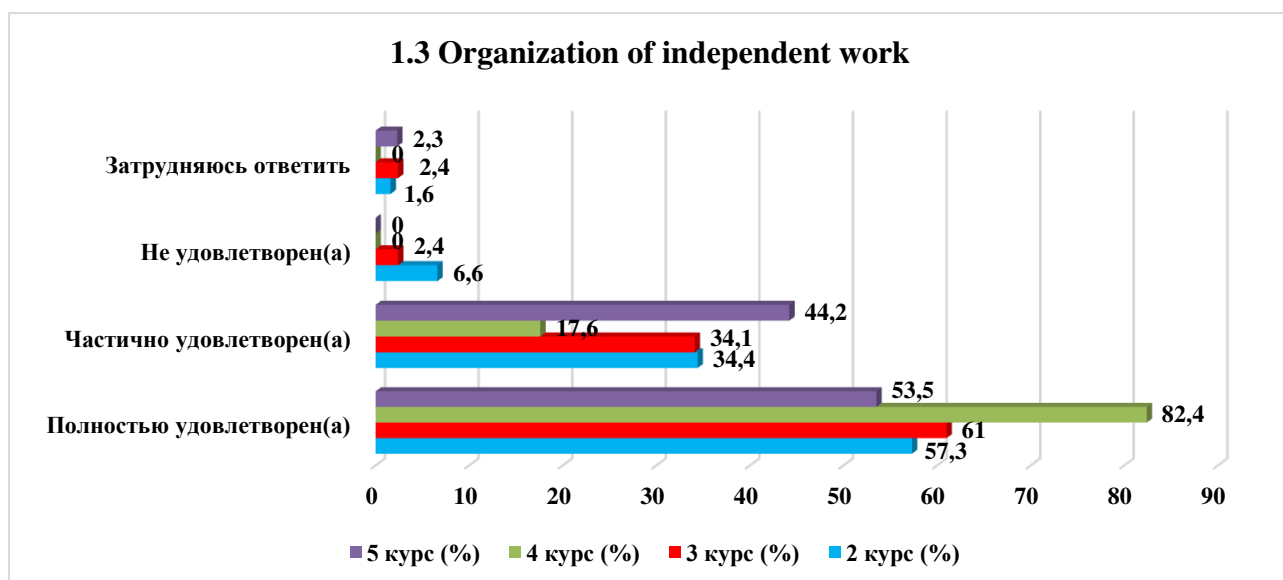
1.4 Internship

Answer options	2nd year (%)	3rd year (%)	4th year (%)	5th year (%)
Completely satisfied	63,9	75,6	70,6	58,1
Partially satisfied	31,1	17,1	29,4	39,5
Not satisfied	4,9	4,9	-	-
Difficult to answer	-	2,4	-	2,3

1.4 Internship
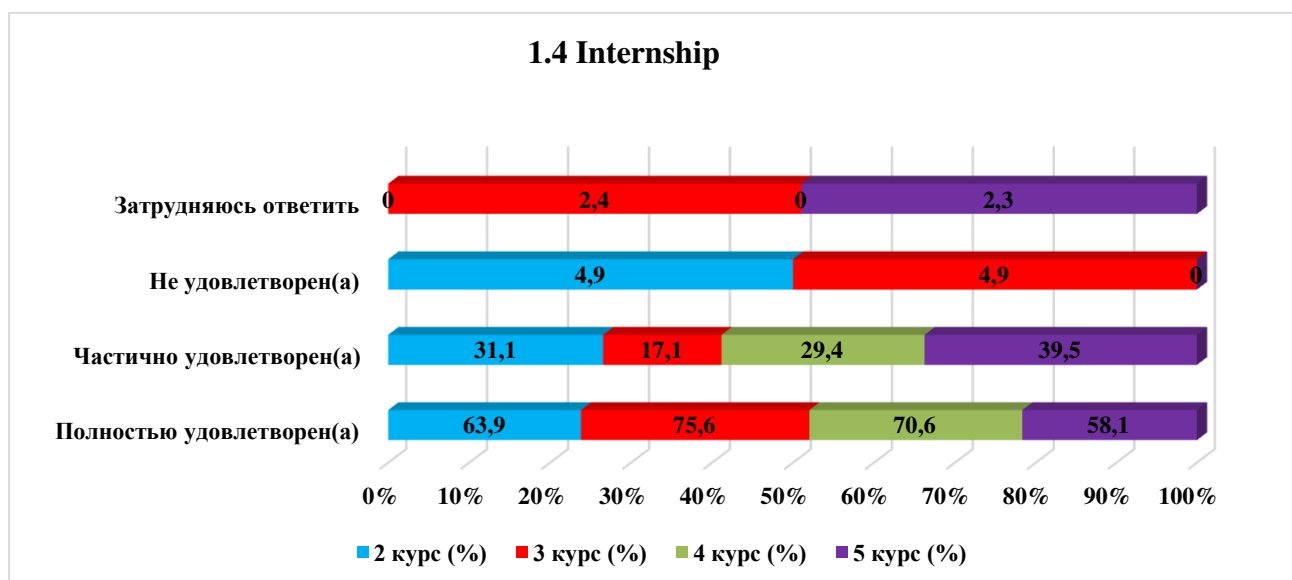
1.5 Organization and carrying out of SIWT

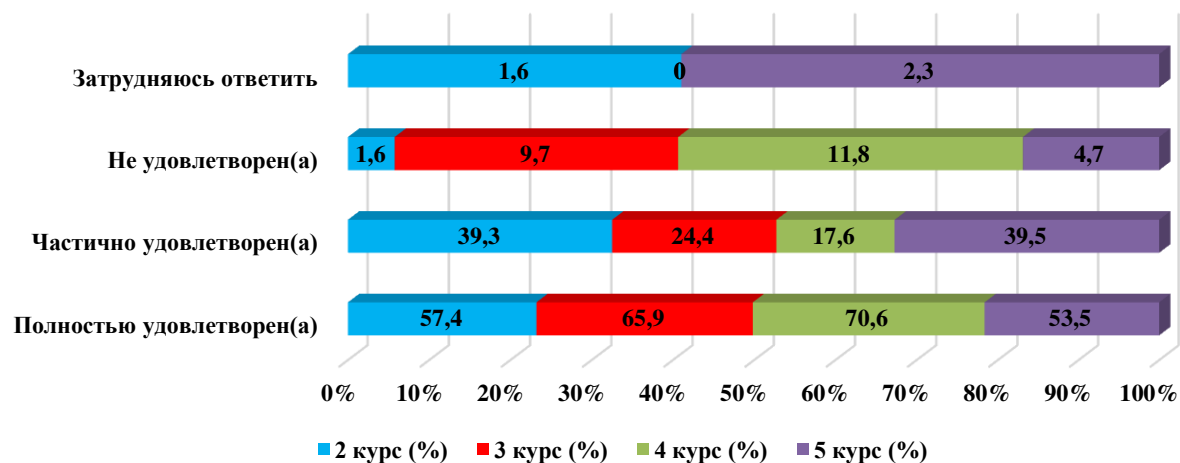| Answer options	2nd year (%)	3rd year (%)	4th year (%)	5th year (%)
Completely satisfied	59	68,3	70,6	46,5
Partially satisfied	36	29,3	17,6	48,8
Not satisfied	5	2,4	11,8	2,3
Difficult to answer	-	-	-	2,3

1.5 Organization and carrying out of SIWT
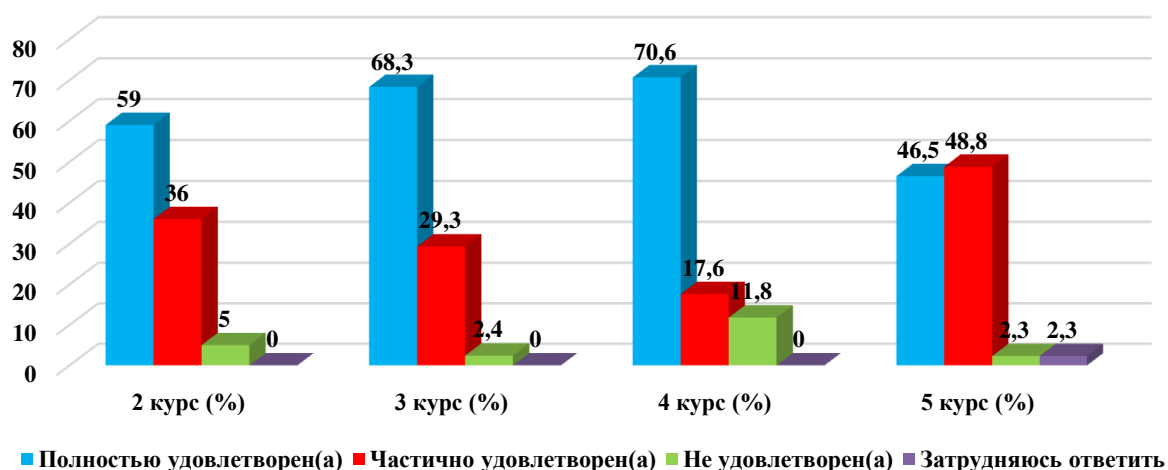
1.6 Organization and conduct of laboratory works

Answer options	2nd year (%)	3rd year (%)	4th year (%)	5th year (%)
Completely satisfied	57,4	65,9	70,6	53,5
Partially satisfied	39,3	24,4	17,6	39,5
Not satisfied	1,6	9,7	11,8	4,7
Difficult to answer	1,6	-	-	2,3

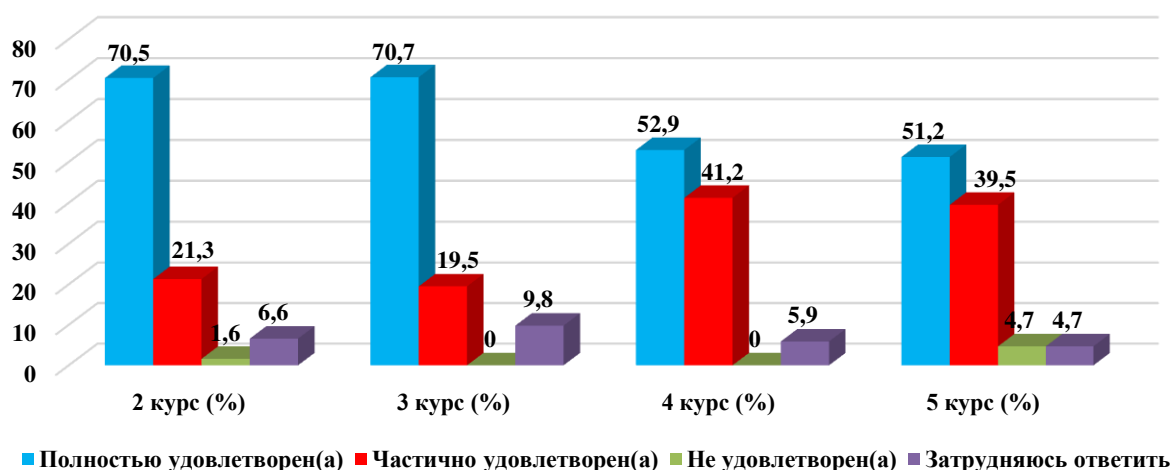**1.6 Organization and conduct of laboratory works**

1.7 Satisfaction with the work of the library

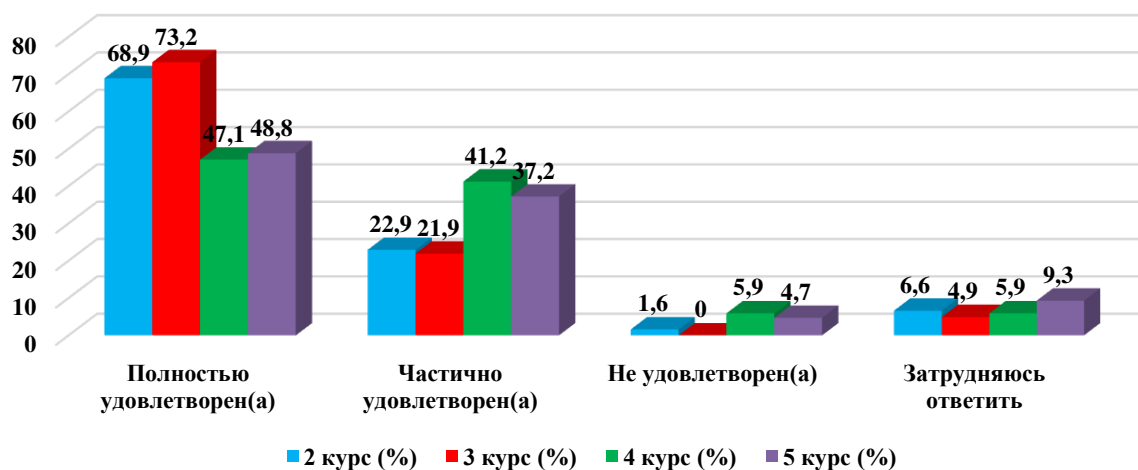| Answer options	2nd year (%)	3rd year (%)	4th year (%)	5th year (%)
Completely satisfied	70,5	70,7	52,9	51,2
Partially satisfied	21,3	19,5	41,2	39,5
Not satisfied	1,6	-	-	4,7
Difficult to answer	6,6	9,8	5,9	4,7

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 (%)	5th year (%)
Completely satisfied	68,9	73,2	47,1	48,8
Partially satisfied	22,9	21,9	41,2	37,2
Not satisfied	1,6	-	5,9	4,7
Difficult to answer	6,6	4,9	5,9	9,3

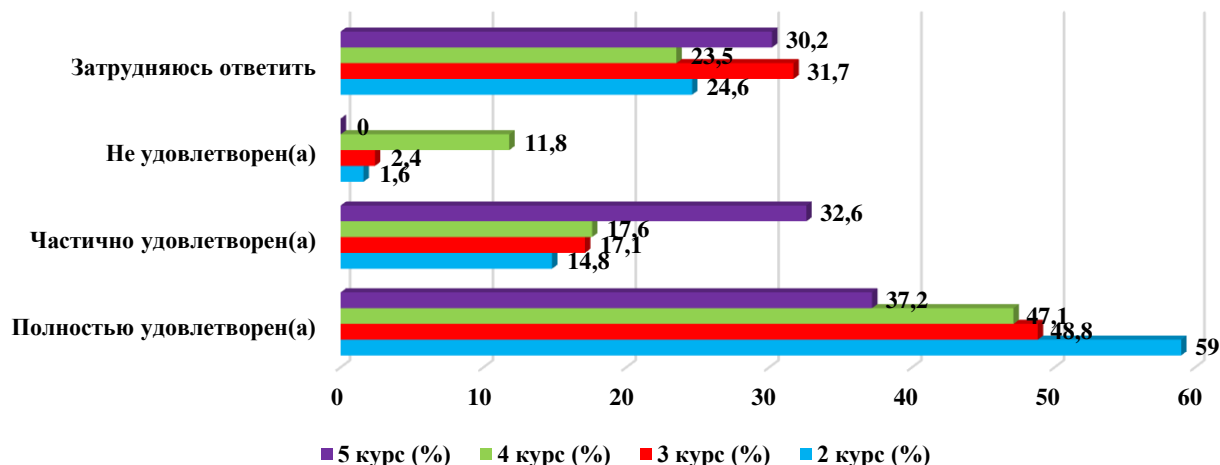**1.8 Possibility of access to full-text databases of scientific publications**

1.9 Living conditions in the dormitory

Answer options	2nd year (%)	3rd year (%)	4th year (%)	5th year (%)
Completely satisfied	59	48,8	47,1	37,2
Partially satisfied	14,8	17,1	17,6	32,6
Not satisfied	1,6	2,4	11,8	-
Difficult to answer	24,6	31,7	23,5	30,2

1.9 Living conditions in the dormitory

Legend: 5 курс (%), 4 курс (%), 3 курс (%), 2 курс (%)

Затрудняюсь ответить: 30,2 / 23,5 / 31,7 / 24,6
Не удовлетворен(а): 0 / 11,8 / 2,4 / 1,6
Частично удовлетворен(а): 32,6 / 17,6 / 17,1 / 14,8
Полностью удовлетворен(а): 37,2 / 47,1 / 48,8 / 59

1.10 Quality of medical service

Answer options	2nd year (%)	3rd year (%)	4th year (%)	5th year (%)
Completely satisfied	67,2	63,4	52,9	48,8
Partially satisfied	14,8	14,6	23,5	30,2
Not satisfied	1,6	2,4	11,8	4,7
Difficult to answer	16,4	19,5	11,8	16,3

1.10 Quality of medical service
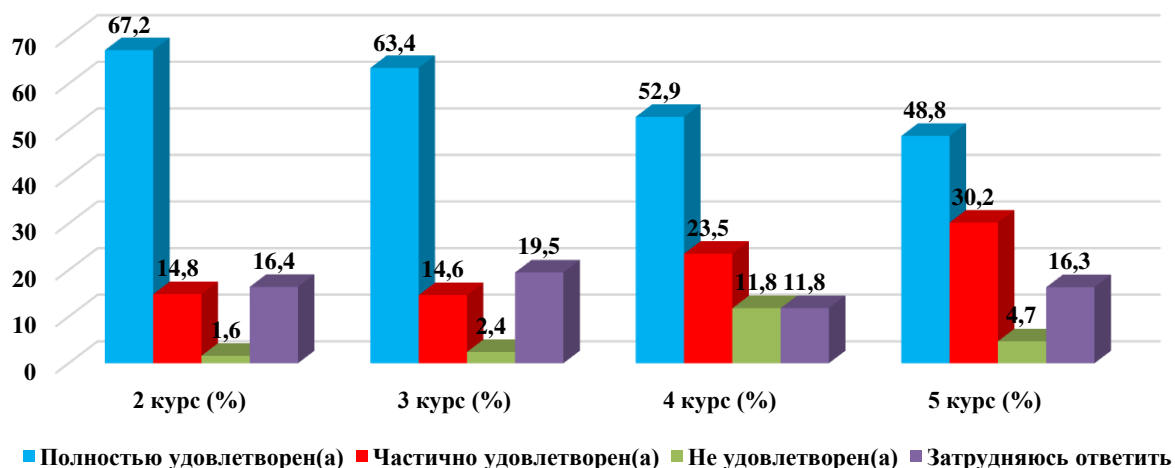
Legend: Полностью удовлетворен(а), Частично удовлетворен(а), Не удовлетворен(а), Затрудняюсь ответить

2 курс (%): 67,2 / 14,8 / 1,6 / 16,4
3 курс (%): 63,4 / 14,6 / 2,4 / 19,5
4 курс (%): 52,9 / 23,5 / 11,8 / 11,8
5 курс (%): 48,8 / 30,2 / 4,7 / 16,3

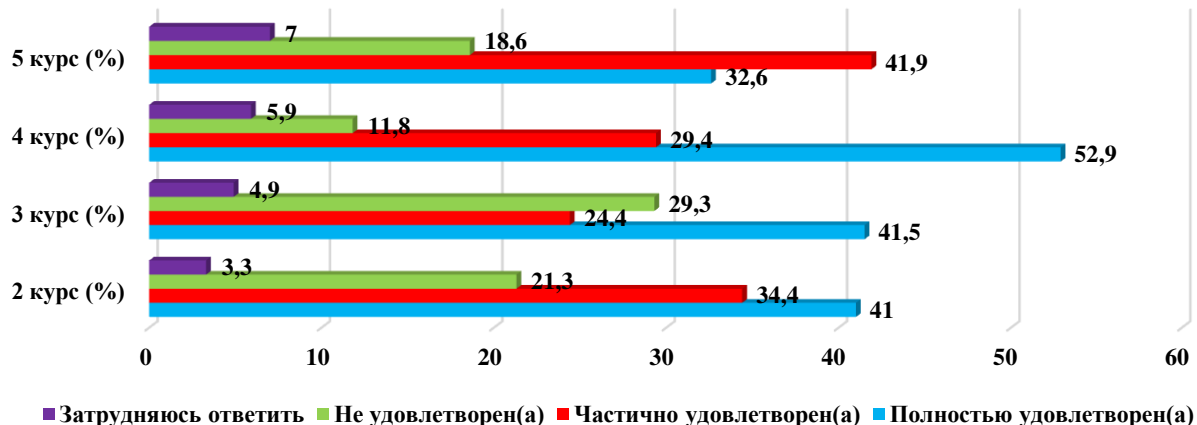## 1.11 Organization of catering at the university (prices, range of products, quality of prepared dishes)

Answer options	2nd year (%)	3rd year (%)	4th year (%)	5th year (%)
Completely satisfied	41	41,5	52,9	32,6
Partially satisfied	34,4	24,4	29,4	41,9
Not satisfied	21,3	29,3	11,8	18,6
Difficult to answer	3,3	4,9	5,9	7

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

5 курс (%)	■ 7 (Затрудняюсь ответить) ■ 18,6 (Не удовлетворен(а)) ■ 41,9 (Частично удовлетворен(а)) ■ 32,6 (Полностью удовлетворен(а))
4 курс (%)	■ 5,9 ■ 11,8 ■ 29,4 ■ 52,9
3 курс (%)	■ 4,9 ■ 29,3 ■ 24,4 ■ 41,5
2 курс (%)	■ 3,3 ■ 21,3 ■ 34,4 ■ 41

■ Затрудняюсь ответить ■ Не удовлетворен(а) ■ Частично удовлетворен(а) ■ Полностью удовлетворен(а)

Students indicated the following options for the **"Other"** option [*]:

2nd year	3rd year	4th year	5th year
- Professionalism of teachers; - Internet is very slow, but I am glad that there are new computers where each student can work when it is convenient for him (no one has anything against it), and also we have a very clean toilet (am I the only one who noticed it? 😊); - satisfied; - In the canteen from drinks only lemonade, last year there was more choice.	- the canteen's expensive schedule doesn't suit me; - No options; - No.	-	

For the option **"If you answered "not satisfied" to the previous question, give recommendations for improving the services provided"** students indicated the following options [*]:

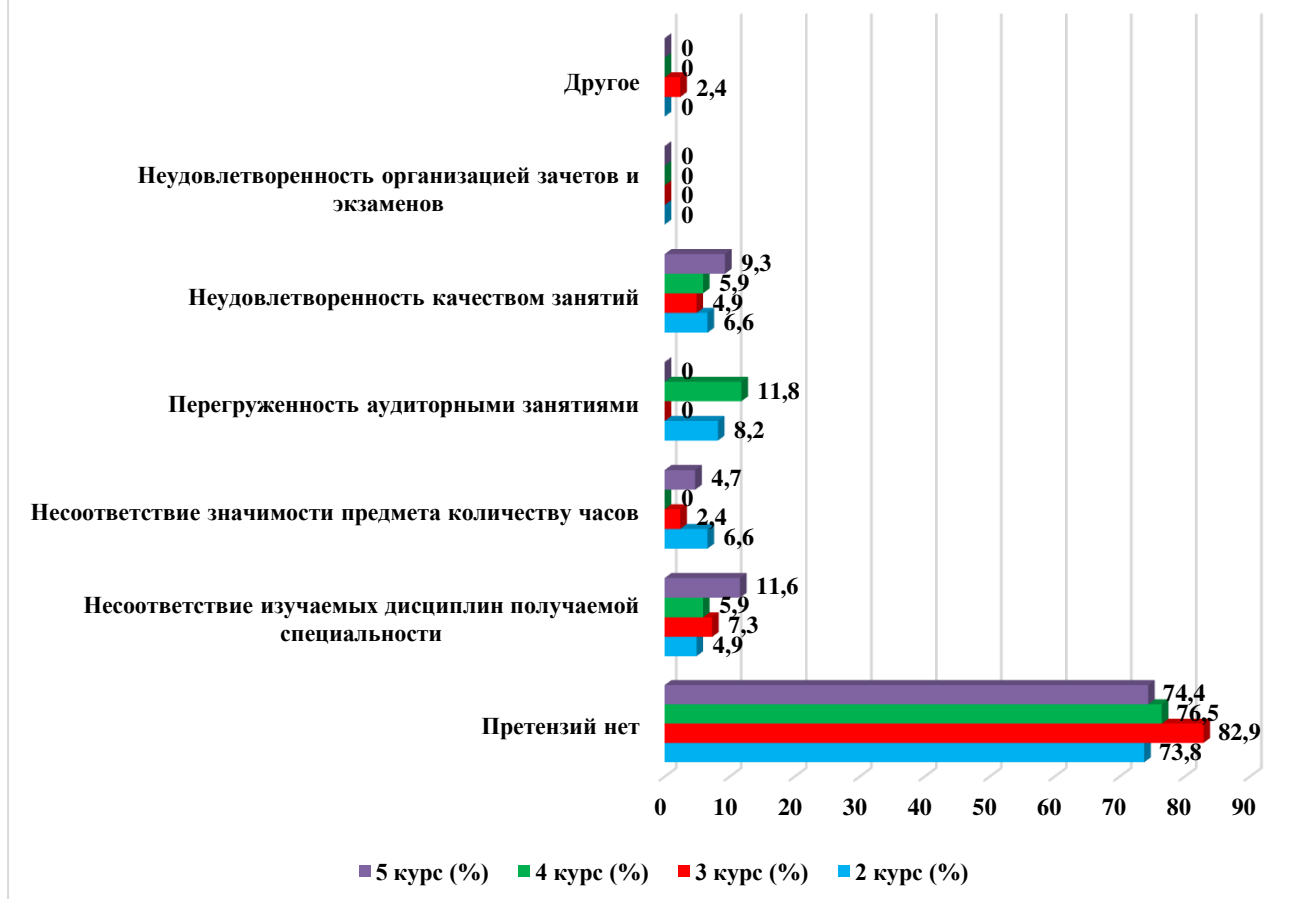| 2nd year	3rd year	4th year	5th year
- The prices and quality of canteen food are not satisfactory; - The quality and quantity of food does not match the price. It would be good to either lower the prices or change the assortment; - Why is the schedule changed during	- Categorically lacking two workers in the canteen. During breaks, the queue is huge. - More new products; - The prices are too high, the assortment is small, you drink either lemonade is not tasty or water. - Completely change the menu, people should eat	-	- no complaints; - to diversify products in canteens, to put an improved exhaust hood

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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.

the academic process? At least a week before the classes can it be done?	healthy food, healthy food means, vegetables, fruits, nuts, healthy drinks. One should also introduce a range of feminine hygiene products, antibacterial wipes, dry wipes.		
- Surveyed the students about it face to face and not by tests; - Prices in the canteen are cosmic (- Satisfied; - Add more drinks like last year; - On the second floor In the canteen a lot of things are not fresh.	- No options; - None; - Remove the lemonade.		

2. "Your attitude towards the quality of the organization of the educational process?"

Answer options	2nd year	3rd year	4th year	5th year
No complaints	73,8	82,9	76,5	74,4
Inconsistency of the disciplines studied with the specialty received	4,9	7,3	5,9	11,6
Inconsistency of the importance of the subject with the number of hours	6,6	2,4	-	4,7
Overload of classroom training	8,2	-	11,8	-
Dissatisfaction with the quality of classes	6,6	4,9	5,9	9,3
Dissatisfaction with the organization of credits and exams	-	-	-	-
Other	-	2,4	-	-

2. "Your attitude towards the quality of the organization of the educational process?"

Legend: ■ 5 курс (%) ■ 4 курс (%) ■ 3 курс (%) ■ 2 курс (%)

Category	5 курс	4 курс	3 курс	2 курс
Другое	0	0	2,4	0
Неудовлетворенность организацией зачетов и экзаменов	0	0	0	0
Неудовлетворенность качеством занятий	9,3	5,9	4,9	6,6
Перегруженность аудиторными занятиями	0	11,8	0	8,2
Несоответствие значимости предмета количеству часов	4,7	0	2,4	6,6
Несоответствие изучаемых дисциплин получаемой специальности	11,6	5,9	7,3	4,9
Претензий нет	74,4	76,5	82,9	73,8

For the option **"Other"** students indicated the following options[*]:

- I would like, just the need, in courses or in additional classes of computer programs: AutoCAD, 3ds Max, ARCHICAD and others.

- We have not replaced the teacher, who was absent for a month due to illness, and accordingly we did not get the knowledge we need.

To the option **"If you answered the previous question "Does not match or does not satisfy," give recommendations for improvement,"** the students indicated the following options [*]:

- Fewer hours are allocated for the analysis of one topic than we would like;

- There are often misunderstandings with the teacher about assignments. It is not clear what is required of the student.

- everything is satisfactory.

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	5th year
In a writing form	86,9	80,5	88,2	85,2
In an oral form	63,9	39	35,3	34,2
In the form of a computerized test	65,6	58,5	23,5	36,7
In the form of a test without using a	19,7	14,6	23,5	22,1

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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.

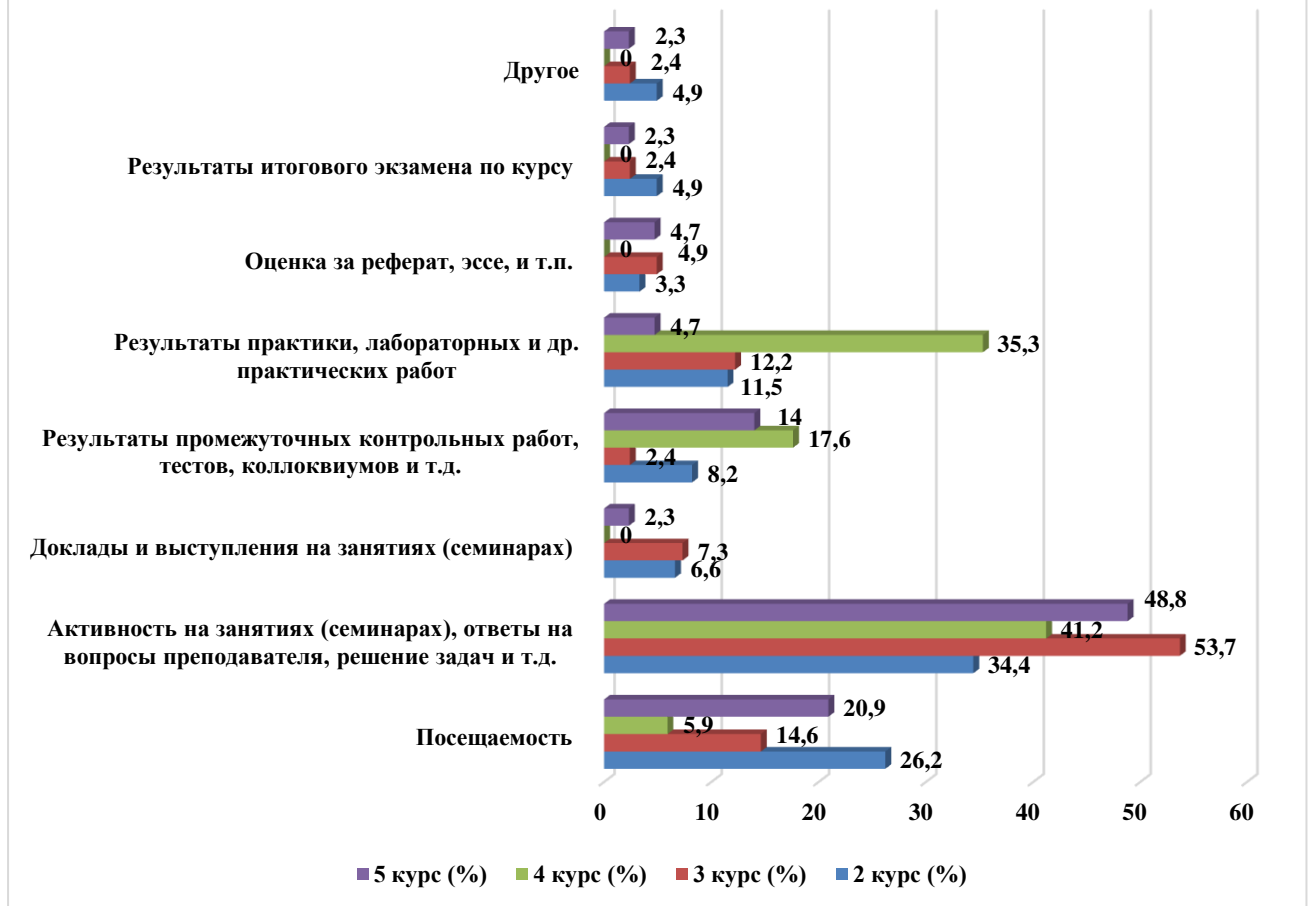|				
computer				
In the form of a colloquium, conference, project defense, etc.	21,3	26,8	23,5	24,6
In the form of qualification examination (student's performance of a work operation, production of a product, labor activity evaluated by experts)	39,3	26,8	11,8	15,2

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

3. What forms of final credit or examination are used in this educational organization?
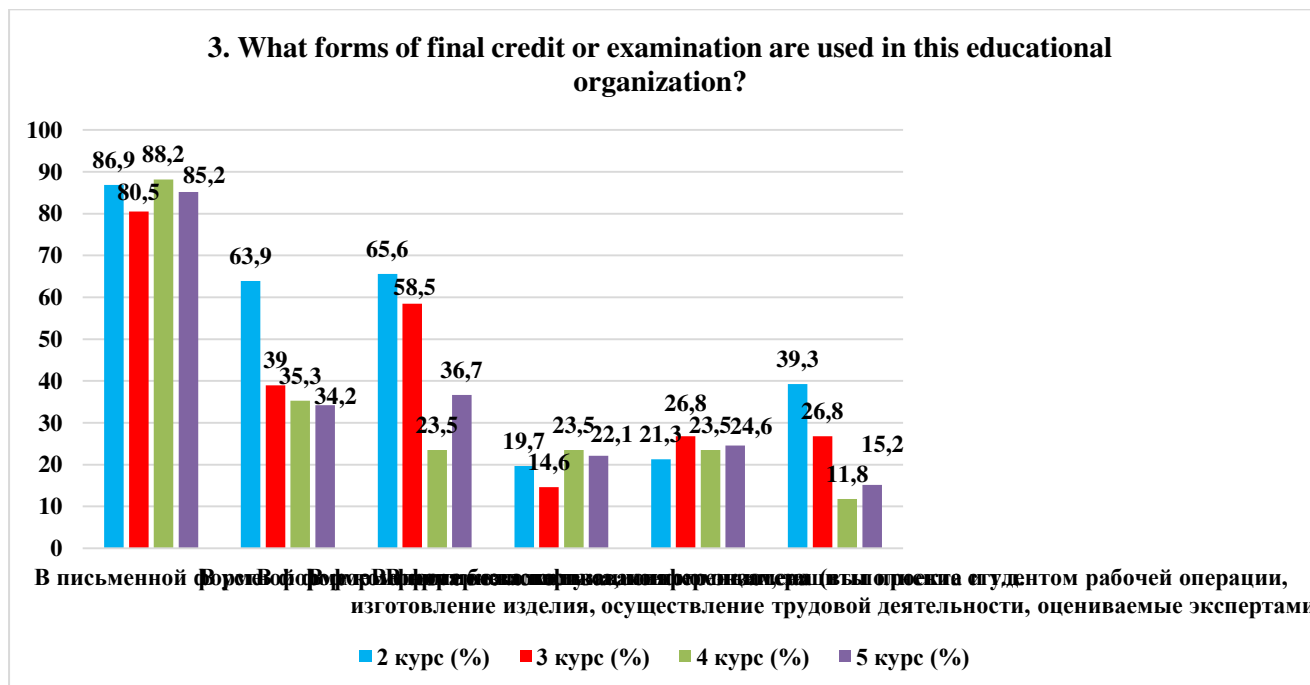
4. What indicators are typically considered by faculty in making final grades?

Answer options	2nd year	3rd year	4th year	5th year
Attendance	26,2	14,6	5,9	20,9
Activity in classes (seminars), answering the teacher's questions, solving problems, etc.	34,4	53,7	41,2	48,8
Reports and speeches at classes (seminars)	6,6	7,3	-	2,3
Results of intermediate control works, tests, colloquiums, etc.	8,2	2,4	17,6	14
Results of internships, laboratory and other practical works	11,5	12,2	35,3	4,7
Evaluation of abstracts, essays, etc.	3,3	4,9	-	4,7
Results of the final exam on the course	4,9	2,4	-	2,3
Other	4,9	2,4	-	2,3

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

Category	5 курс (%)	4 курс (%)	3 курс (%)	2 курс (%)
Другое	2,3	0	2,4	4,9
Результаты итогового экзамена по курсу	2,3	0	2,4	4,9
Оценка за реферат, эссе, и т.п.	4,7	0	4,9	3,3
Результаты практики, лабораторных и др. практических работ	4,7	35,3	12,2	11,5
Результаты промежуточных контрольных работ, тестов, коллоквиумов и т.д.	14	17,6	2,4	8,2
Доклады и выступления на занятиях (семинарах)	2,3	0	7,3	6,6
Активность на занятиях (семинарах), ответы на вопросы преподавателя, решение задач и т.д.	48,8	41,2	53,7	34,4
Посещаемость	20,9	5,9	14,6	26,2

For the **"Other"** option, students indicated the following options[*]:
- all of the above;
- all;
- homework.

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

Answer options	2nd year	3rd year	4th year	5th year
These are the most advanced technologies, they are not yet available in real production	11,5	24,4	17,6	9,3
These are modern technologies, they are used by leading companies	-	-	-	-
These are quite modern technologies, they are used, but I know more modern ones.	59	53,7	47,1	58,1
These are technologies of yesterday that are no longer on the market.	9,8	14,6	17,6	25,6
I don't know, I can't estimate	19,7	7,3	17,6	7

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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.

**5. Appreciate how up-to-date is the technology you student at the university?**
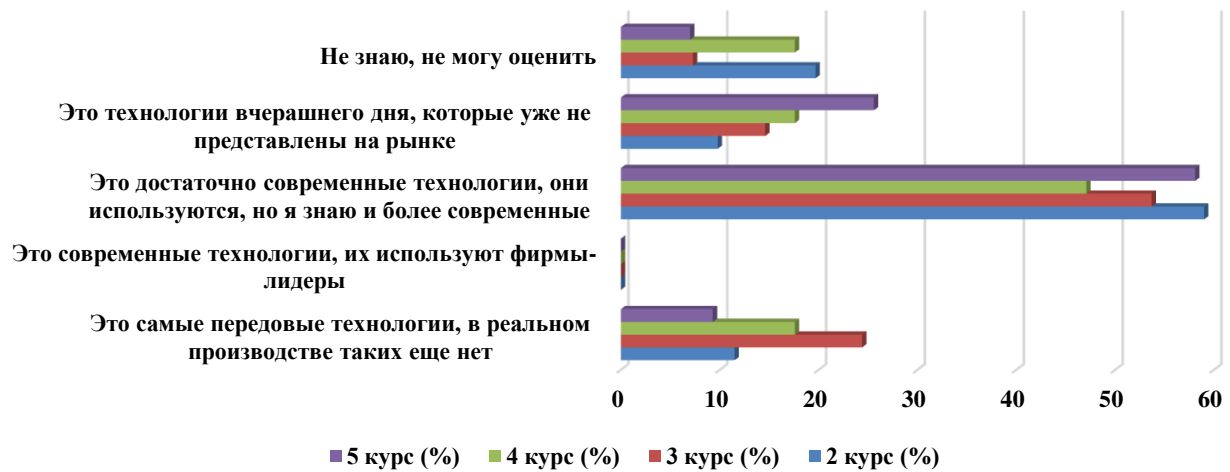
For the option **"If you answered "Don't know, can't estimate" to the previous question, give recommendations for improvement"** students indicated the following options[*]:

- how can you make a recommendation if you don't know what to compare it to?
- I don't know, have no idea;
- How should I know?

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

Answer options	2nd year	3rd year	4th year	5th year
Yes	88,5	90,2	88,2	90,7
No	6,6	9,8	11,8	9,3
Other	4,9	-	-	-

6. Is information about academic mobility opportunities available to you?
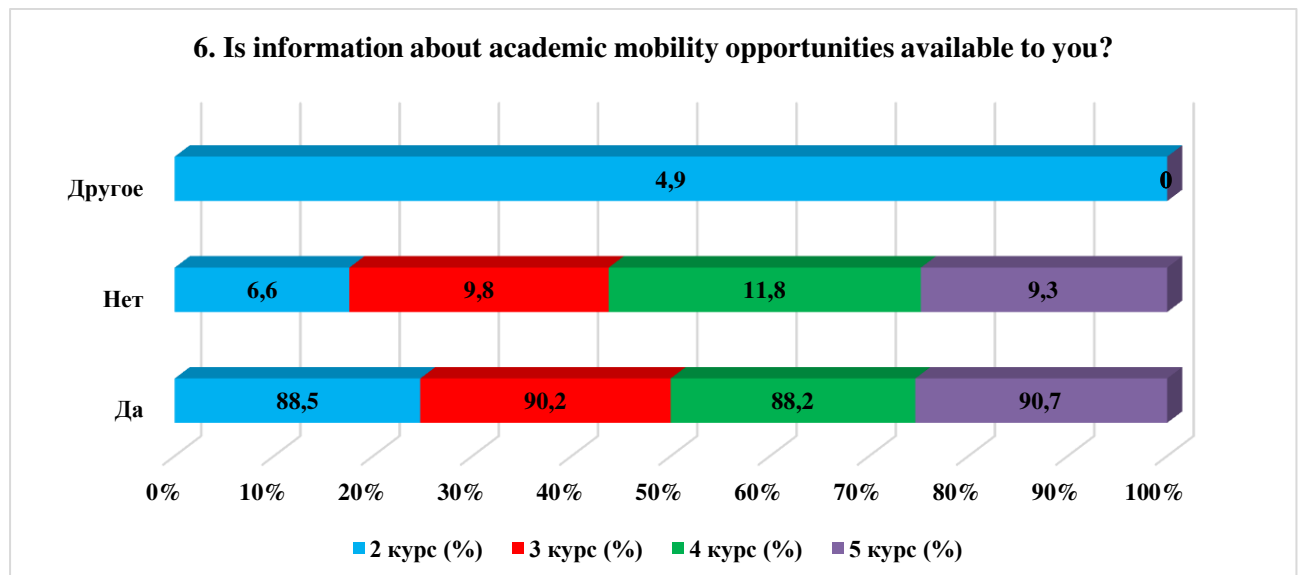
For the **"Other"** option, students indicated the following options[*]:
- don't know;
- difficult to answer.

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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.

For the option **"If you answered "No" to the previous question, write why"**, students indicated the following options [*]:
- yes;
- no;
- because I don't know;
- I haven't heard about it.

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 **"Rather not benevolent than benevolent"** and **"Negative"** to the previous question, give recommendations for improvement _____

7.1 Between students

Answer options	2nd year	3rd year	4th year	5th year
Benevolent	82	87,8	94,1	76,7
Rather benevolent than not benevolent	18	12,2	5,9	14
Rather not benevolent than benevolent	-	-	-	4,7
Negative	-	-	-	-
Difficult to answer	-	-	-	4,7
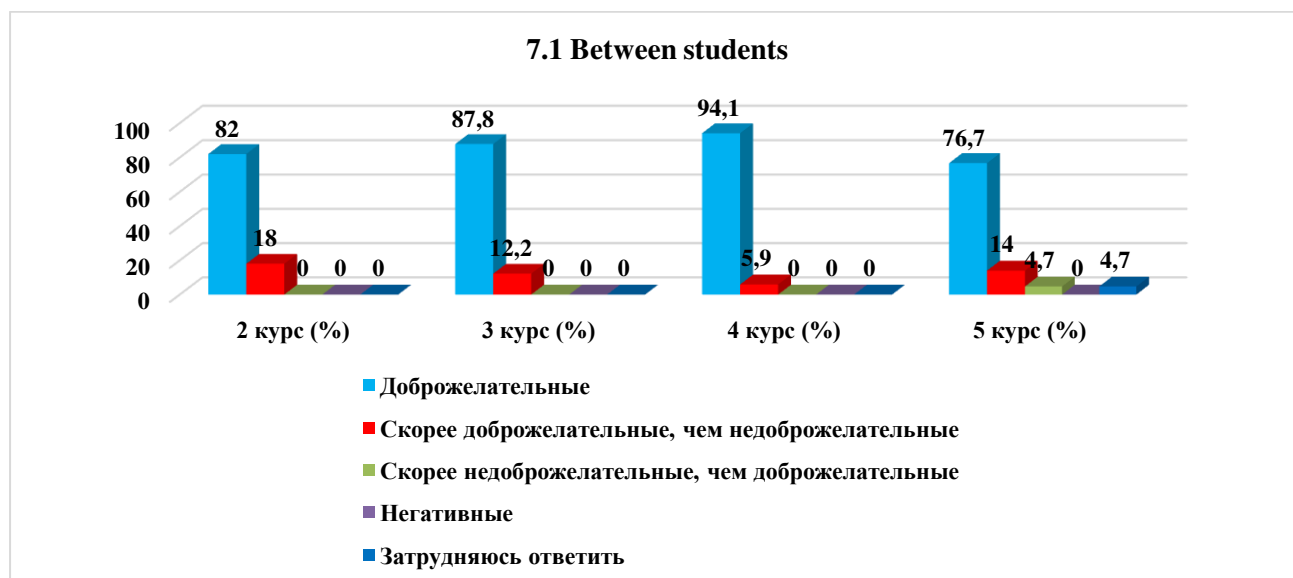
7.2 Between teachers and students (in the learning process)

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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..

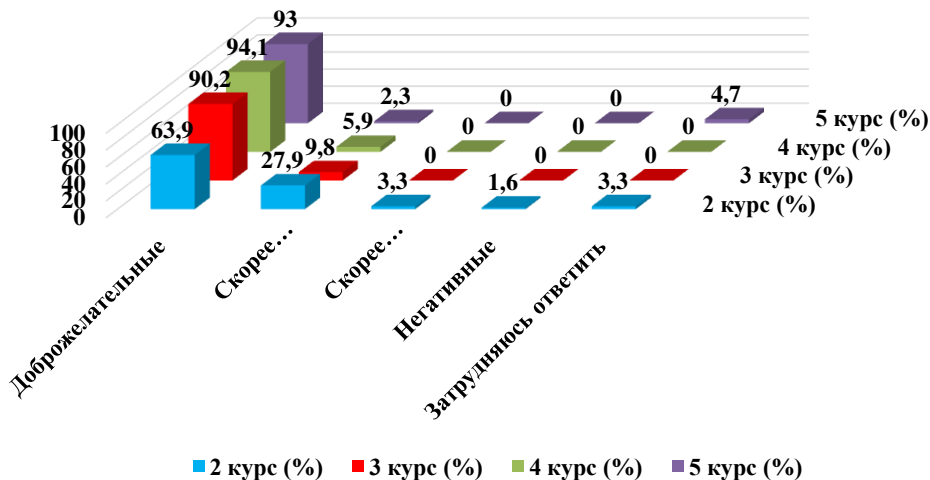| Answer options	2nd year	3rd year	4th year	5th year
Benevolent	59	82,9	82,4	79,1
Rather benevolent than not benevolent	36,1	17,1	17,6	16,3
Rather not benevolent than benevolent	4,9	-	-	-
Negative	-	-	-	-
Difficult to answer	-	-	-	4,7

7.2 Between teachers and students (in the learning process)

7.3 Between students and supervisor

Answer options	2nd year	3rd year	4th year	5th year
Benevolent	63,9	90,2	94,1	93
Rather benevolent than not benevolent	27,9	9,8	5,9	2,3
Rather not benevolent than benevolent	3,3	-	-	-
Negative	1,6	-	-	-
Difficult to answer	3,3	-	-	4,7

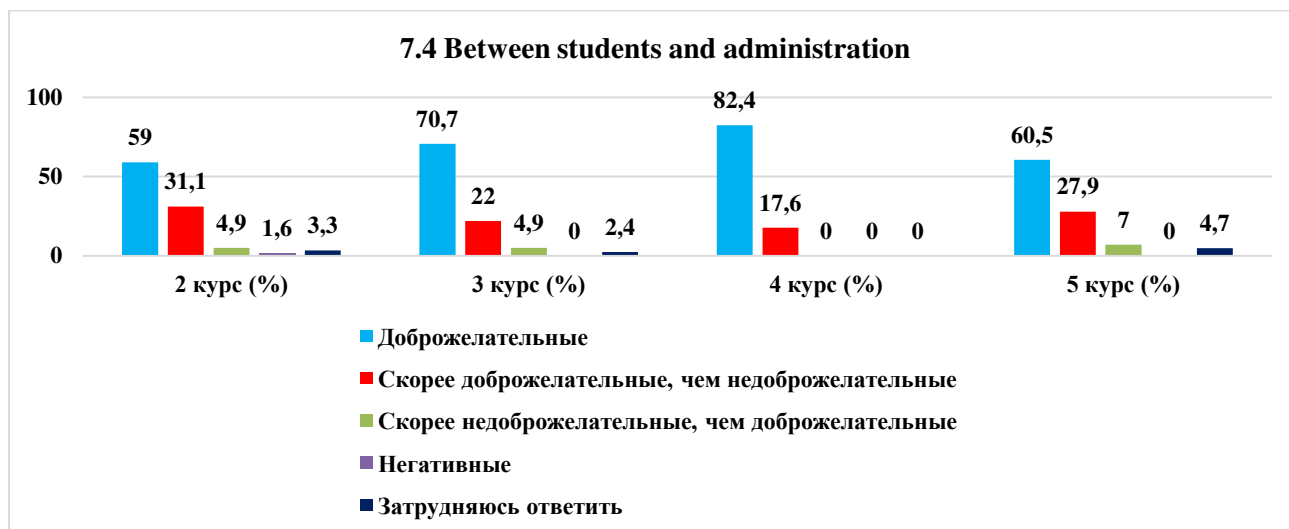### 7.3 Between students and supervisor

7.4 Between students and administration

Answer options	2nd year	3rd year	4th year	5th year
Benevolent	59	70,7	82,4	60,5
Rather benevolent than not benevolent	31,1	22	17,6	27,9

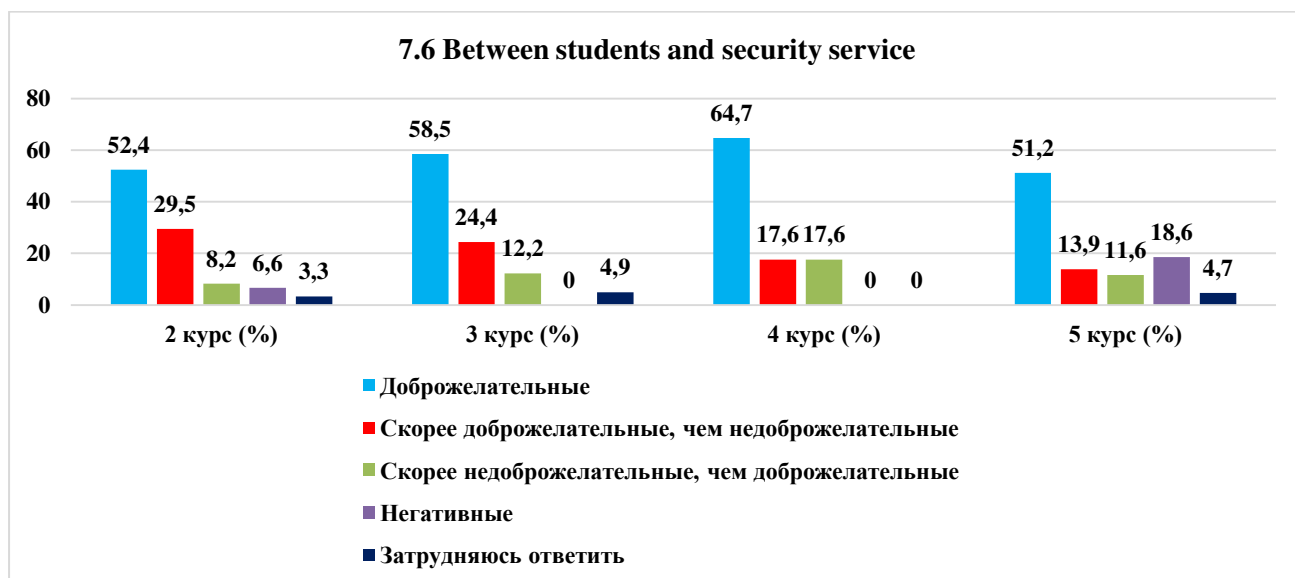|				
Rather not benevolent than benevolent	4,9	4,9	-	7
Negative	1,6	-	-	-
Difficult to answer	3,3	2,4	-	4,7

7.4 Between students and administration

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

Answer options	2nd year	3rd year	4th year	5th year
Benevolent	63,9	70,7	70,6	62,8
Rather benevolent than not benevolent	29,5	24,4	29,4	25,6
Rather not benevolent than benevolent	-	2,4	-	7
Negative	1,6	-	-	-
Difficult to answer	4,9	2,4	-	4,7

7.5 Between students and staff of departments (library, student department, etc.)
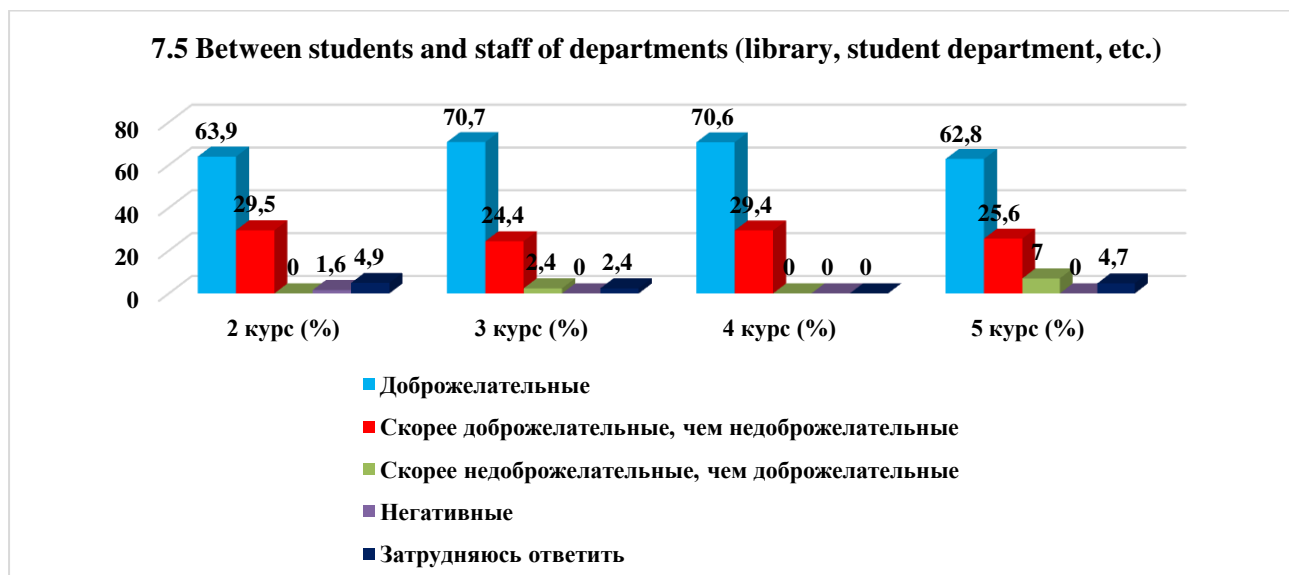
7.6 Between students and security service

Answer options	2nd year	3rd year	4th year	5th year
Benevolent	52,4	58,5	64,7	51,2
Rather benevolent than not benevolent	29,5	24,4	17,6	13,9
Rather not benevolent than benevolent	8,2	12,2	17,6	11,6
Negative	6,6	-	-	18,6
Difficult to answer	3,3	4,9	-	4,7

7.6 Between students and security service

	2 курс (%)	3 курс (%)	4 курс (%)	5 курс (%)
Доброжелательные	52,4	58,5	64,7	51,2
Скорее доброжелательные, чем недоброжелательные	29,5	24,4	17,6	13,9
Скорее недоброжелательные, чем доброжелательные	8,2	12,2	17,6	11,6
Негативные	6,6	0	0	18,6
Затрудняюсь ответить	3,3	4,9	0	4,7

For the **"Other"** option, students indicated the following options[*]:
- benevolent;
- Security guards are rude, constantly check backpacks of boys (girls are ignored).

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 [*]:
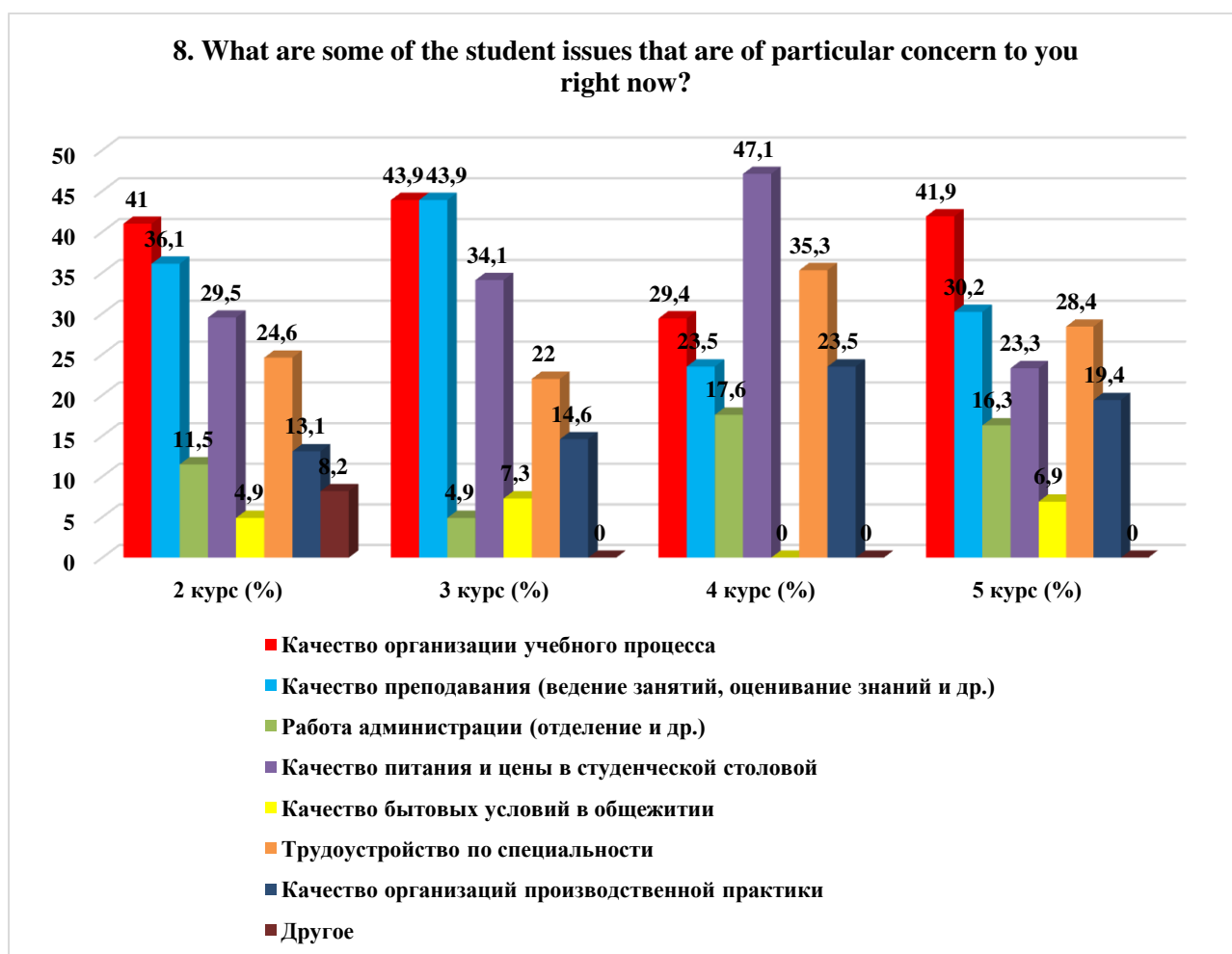- Sometimes security guards can be rude when entering the university;
- Trying to understand the student and not just look from their own side. The supervisor should solve problems and make contact not only when he/she needs something from students.
- Security at the entrance of the university is not understandable . They talk about the charter of the university about appearance . They talk about what is not written in the statute, which is why there are problems with entering the university. Some students, loaded with bags (because of work for classes) start checking all bags, selectively checking bags (quite aggressively).
- friendly;
- Let them stop picking on students for every reason;
- The security guards are very rude and unfriendly. They constantly check the bag, check the uniform, do not let you pass with a student card if you forget the card, etc
- Hire normal guards, and allow you to walk around in shorts and a cap;
- I'll be honest, the guards allow themselves too much, I'm talking about the first building, as I mainly study there. Not a drop of respect for students, although I try to be kind to everyone, but to them it is just impossible. They consider themselves the most important in the university, so they do not pay attention to the boundaries of other people. Moreover, the whole security is like this.
- There are no complaints;
- The security guards are not polite.

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

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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.

Answer options	2nd year	3rd year	4th year	5th year
Quality of the organization of the educational process	41	43,9	29,4	41,9
Quality of teaching (conducting classes, assessment of knowledge, etc.).	36,1	43,9	23,5	30,2
Work of administration (department, etc.)	11,5	4,9	17,6	16,3
Quality of food and prices in the student canteen	29,5	34,1	47,1	23,3
Quality of living conditions in the dormitory	4,9	7,3	-	6,9
Employment in the specialty	24,6	22	35,3	28,4
Quality of internship organizations	13,1	14,6	23,5	19,4
Other	8,2	-	-	-

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

8. What are some of the student issues that are of particular concern to you right now?

Legend:
- Качество организации учебного процесса
- Качество преподавания (ведение занятий, оценивание знаний и др.)
- Работа администрации (отделение и др.)
- Качество питания и цены в студенческой столовой
- Качество бытовых условий в общежитии
- Трудоустройство по специальности
- Качество организаций производственной практики
- Другое

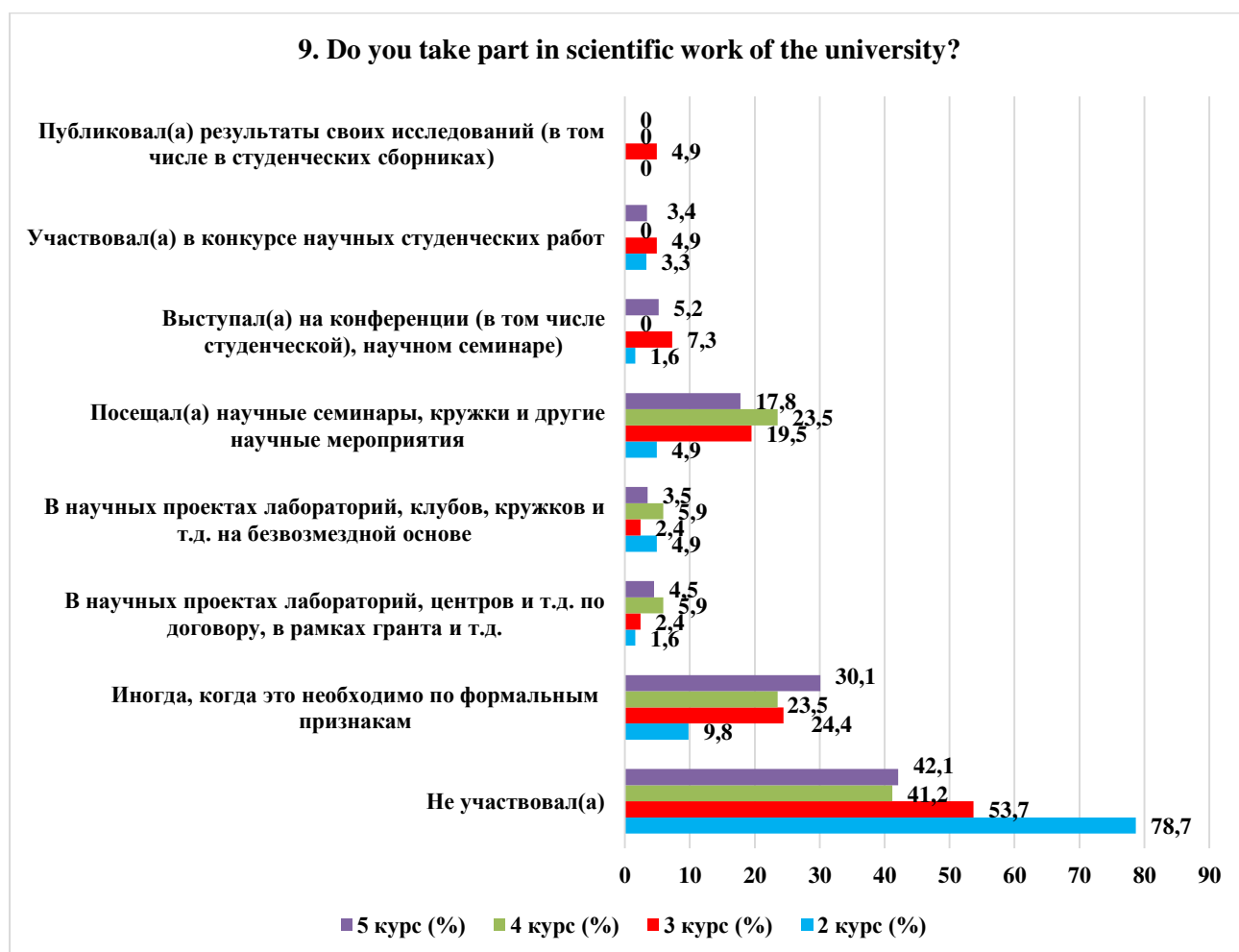For the **"Other"** option, students indicated the following options[*]:
- no;
- none;
- no problems at all;
- Production of work;
- None of the above.

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

Answer options	2nd year	3rd year	4th year	5th year
Did not participate	78,7	53,7	41,2	42,1
Sometimes, when it is necessary on formal grounds	9,8	24,4	23,5	30,1
In scientific projects of laboratories, centers, etc. under a contract, grant, etc.	1,6	2,4	5,9	4,5
In scientific projects of laboratories, clubs, circles, etc. on a gratuitous basis.	4,9	2,4	5,9	3,5
In scientific projects of laboratories, optional classes, circles, etc. on a gratuitous basis.	4,9	19,5	23,5	17,8
Attended scientific seminars, clubs and other scientific events.	1,6	7,3	-	5,2
Participated in the competition of scientific student works	3,3	4,9	-	3,4
Published(s) the results of his/her research (including in student collections)	-	4,9	-	-

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

9. Do you take part in scientific work of the university?

For the option **"If you answered "Did not participate" to the previous question, write why"** students indicated the following options[*]:

- Maybe because it is impossible to allocate time for everything?
- Because studying will take up all the free time. There is no energy even for household chores, not to mention scientific work;
- Why;

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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.

- Considered not competent enough and slow..
- I didn't want to;
- I consider it unnecessary and I don't have time even for myself;
- I didn't have time;
- I don't have enough time for it;
- I'm not interested;
- I will participate in the future, but not now;
- I haven't had time yet;
- First I've heard;
- No time;
- I'm not interested;
- Not attracted to this kind of event;
- Haven't heard of it;
- Don't observe any tangible benefit;
- not interested.

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

Answer options	2nd year	3rd year	4th year	5th year
Yes, I am already doing research work	8,2	14,6	5,9	11,6
Yes, I plan to do it in the future	50,8	48,8	82,4	37,2
I would like to, but I don't know where to start	21,3	12,2	-	20,9
No	18	24,4	11,8	30,2
Other	1,6	-	-	-

10. Are you interested in scientific activity within the chosen field/specialty?
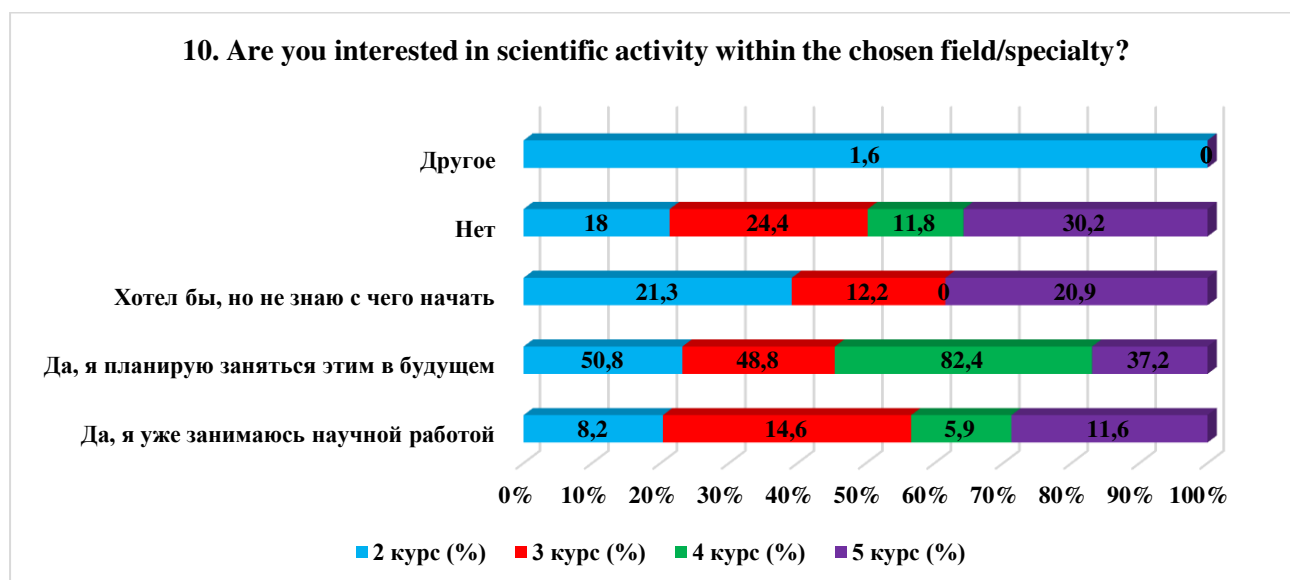
On "other" students indicated[*]:
- Difficult to answer.

For the option **"If you answered 'I would like to, but don't know where to start' or "No" to the previous question, write why",** students indicated the following options[*]:
- I just don't know what to do;
- not interested;

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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.

- I don't know where to start;
- planning;
- Not interested;
- I know everything.
- No one has interested me in this;
- I'm not interested in it.

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

Answer options	2nd year	3rd year	4th year	5th year
Sports sections	18	12,2	11,8	2,3
Creative clubs	14,8	14,6	29,4	18,6
Student Trade Union "Zhas Orda"	8,2	12,2	-	-
I don't use anything	59	61	58,8	76,7
Other	-	-	-	2,3

11. Which of the opportunities provided by the university do you utilize for personal development?
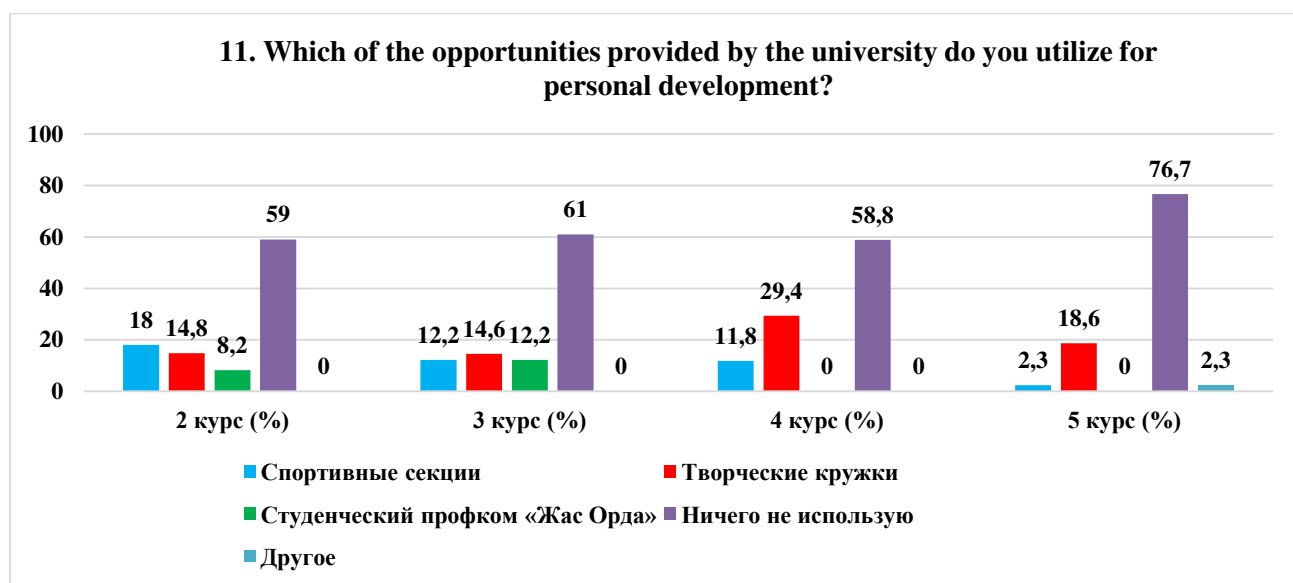
For the option **"If you answered "I don't use anything" to the previous question, write down why"** students indicated the following options[*]:
- Not interested, because there are more useful and productive activities;
- No time or energy;
- I don't have time for it;
- All my time is spent on studying;
- I direct my energy and time only on training;
- No full information where to sign up and when no one summarizes;
- I am not interested in it;
- No time and desire;
- I don't have enough time because of my busy studies;
- because I entered during quarantine;
- Theoretical background;
- I didn't know that there are additional clubs at the university;
- There is nothing interesting for me personally;

[*] 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.

- not offered.

## 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 _____

12.1 Availability of necessary scientific literature in the library

Answer options	2nd year	3rd year	4th year	5th year
Completely satisfied	67,2	68,3	82,4	58,1
Partially satisfied	27,9	22	17,6	27,9
Not satisfied	3,3	-	-	7
Difficult to answer	1,6	9,8	-	7

12.1 Availability of necessary scientific literature in the library
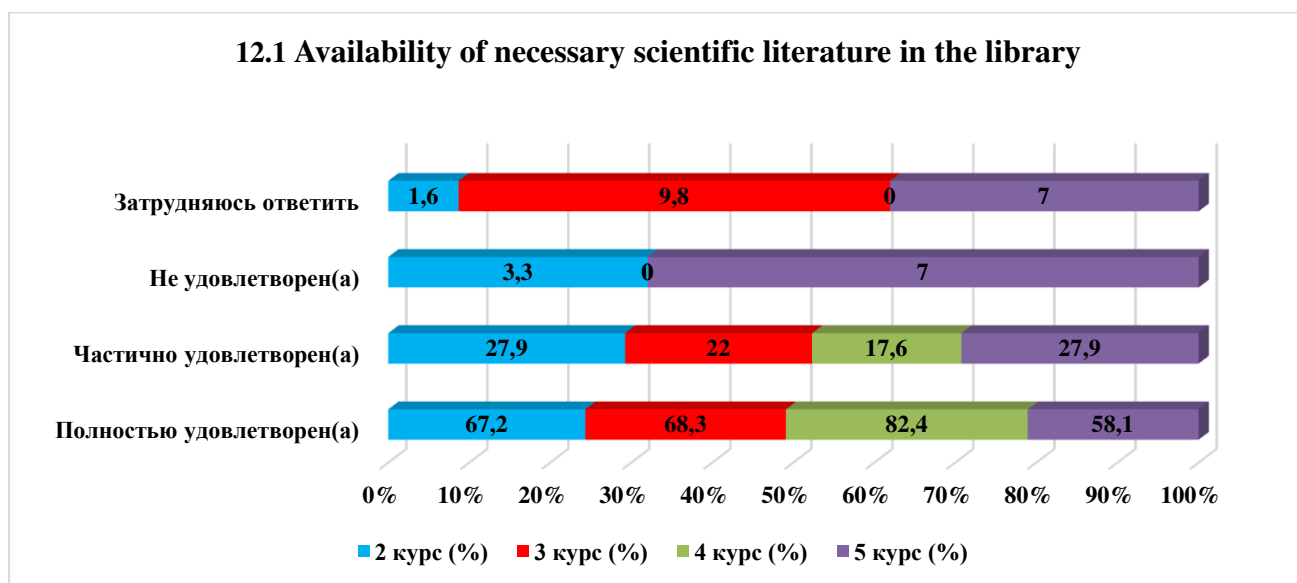
12.2 Modernity of computer equipment

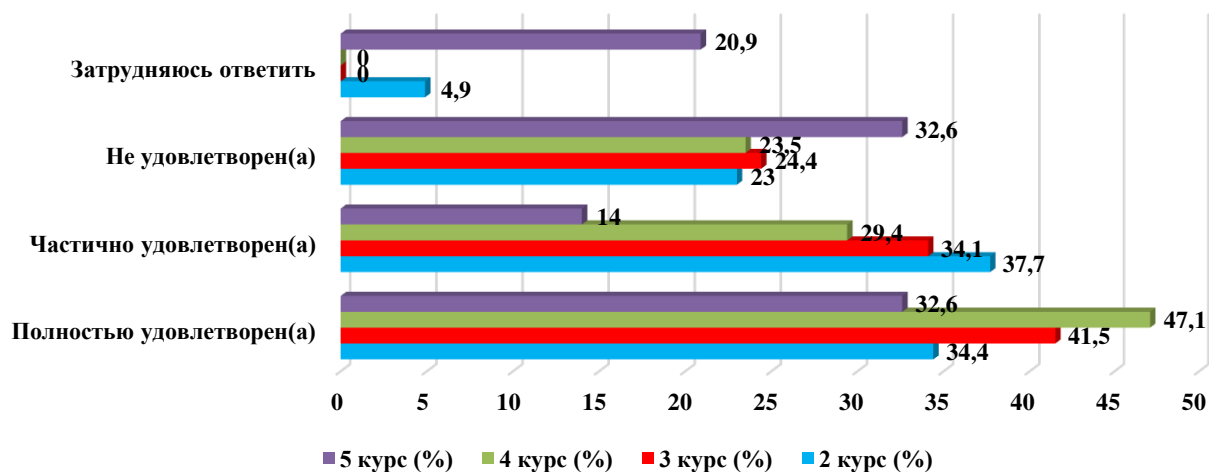| Answer options	2nd year	3rd year	4th year	5th year
Completely satisfied	54,1	51,2	52,9	41,9
Partially satisfied	29,5	34,1	23,5	32,6
Not satisfied	14,8	9,8	17,6	16,3
Difficult to answer	1,6	4,9	5,9	9,3

12.2 Modernity of computer equipment
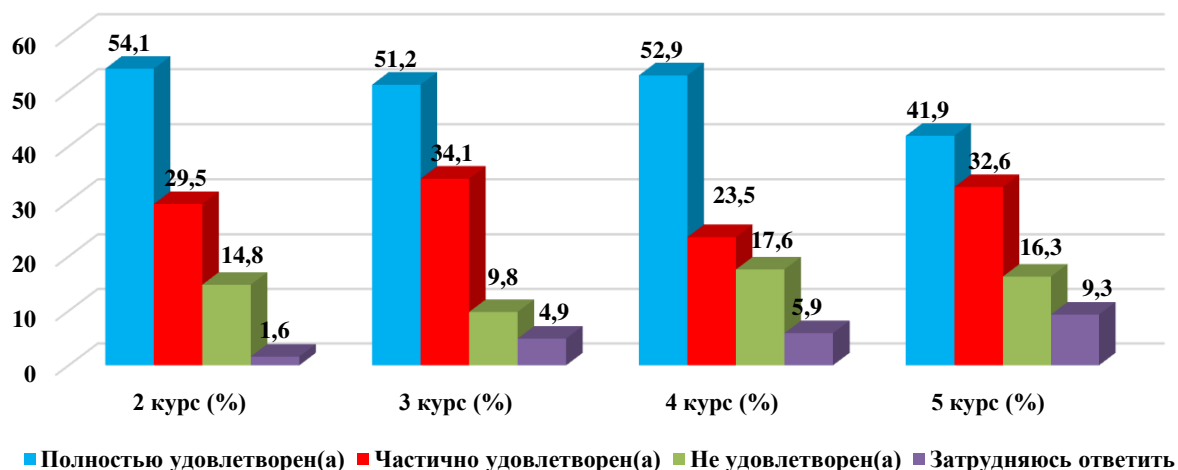
12.3 Internet channel width and speed

Answer options	2nd year	3rd year	4th year	5th year
Completely satisfied	34,4	41,5	47,1	32,6
Partially satisfied	37,7	34,1	29,4	14
Not satisfied	23	24,4	23,5	32,6
Difficult to answer	4,9	-	-	20,9

12.3 Internet channel width and speed

12.4 Modernity of software

Answer options	2nd year	3rd year	4th year	5th year
Completely satisfied	54,1	70,7	70,6	39,5
Partially satisfied	37,7	24,4	17,6	30,2
Not satisfied	6,6	2,4	11,8	16,3
Difficult to answer	1,6	2,4	-	14
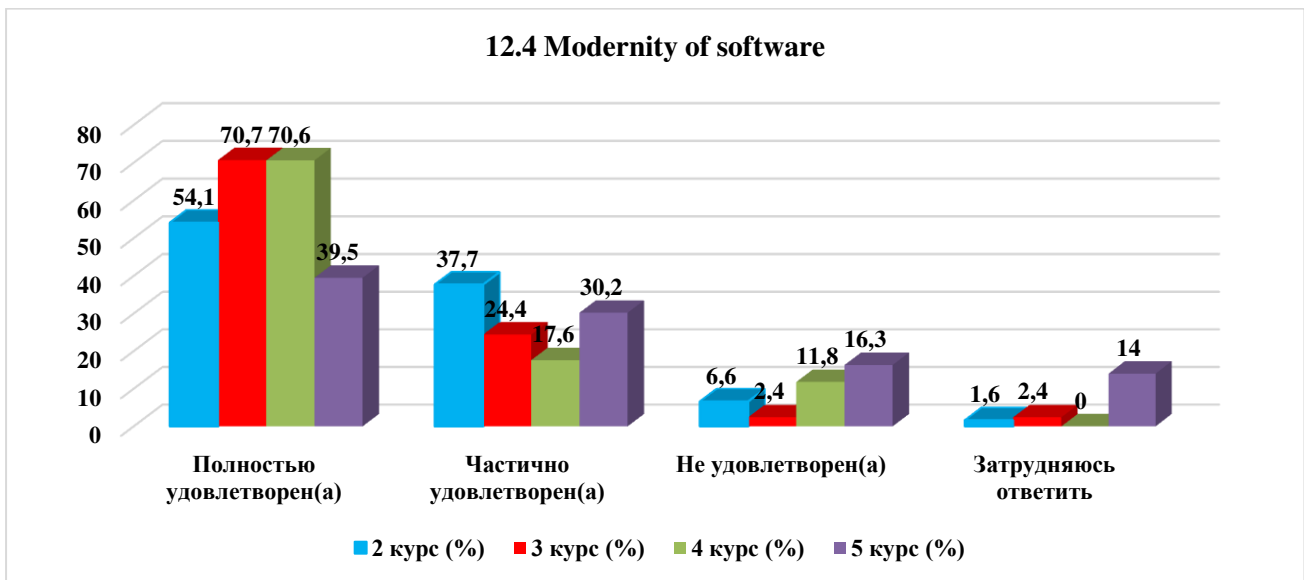
12.5 Availability of educational and scientific equipment

Answer options	2nd year	3rd year	4th year	5th year
Completely satisfied	52,5	63,4	70,6	46,5
Partially satisfied	34,4	19,5	17,6	27,9
Not satisfied	11,5	7,3	11,8	16,3
Difficult to answer	1,6	9,8	-	9,3
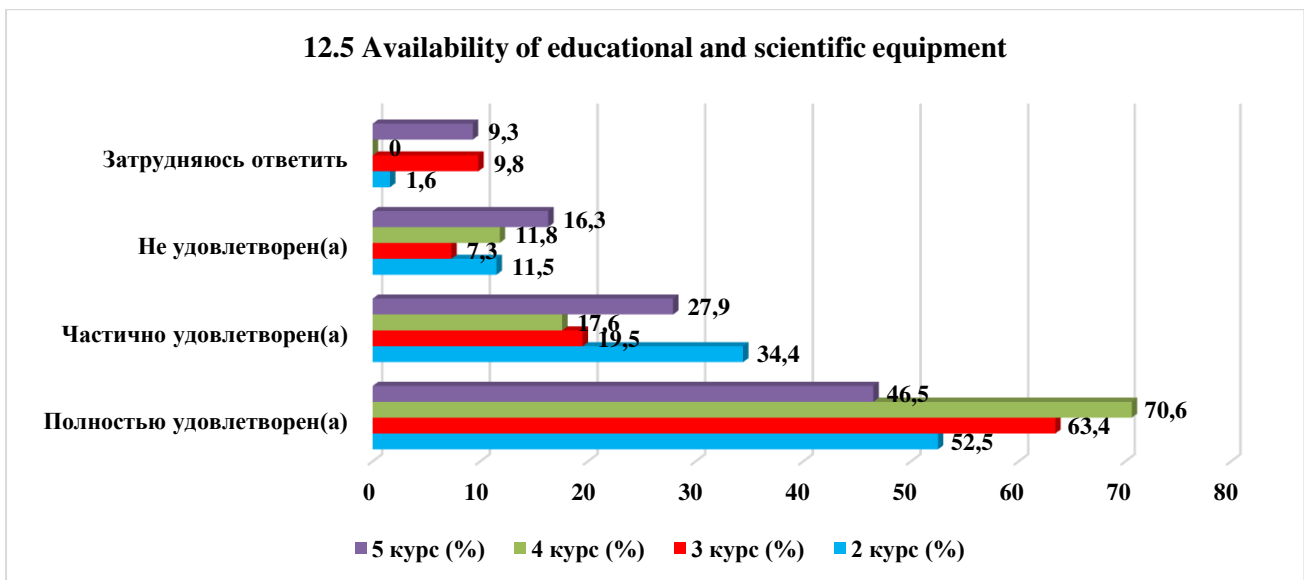
12.6 Availability of laboratories and specialized classrooms

Answer options	2nd year	3rd year	4th year	5th year
Completely satisfied	59	70,7	64,7	53,5
Partially satisfied	29,5	14,6	23,5	23,3
Not satisfied	1,6	2,4	11,8	14
Difficult to answer	9,8	12,2	-	9,3

12.6 Availability of laboratories and specialized classrooms

5 курс (%)	9,3 / 14 / 23,3 / 53,5
4 курс (%)	0 / 11,8 / 23,5 / 64,7
3 курс (%)	12,2 / 2,4 / 14,6 / 70,7
2 курс (%)	9,8 / 1,6 / 29,5 / 59

■ Затрудняюсь ответить ■ Не удовлетворен(а) ■ Частично удовлетворен(а) ■ Полностью удовлетворен(а)
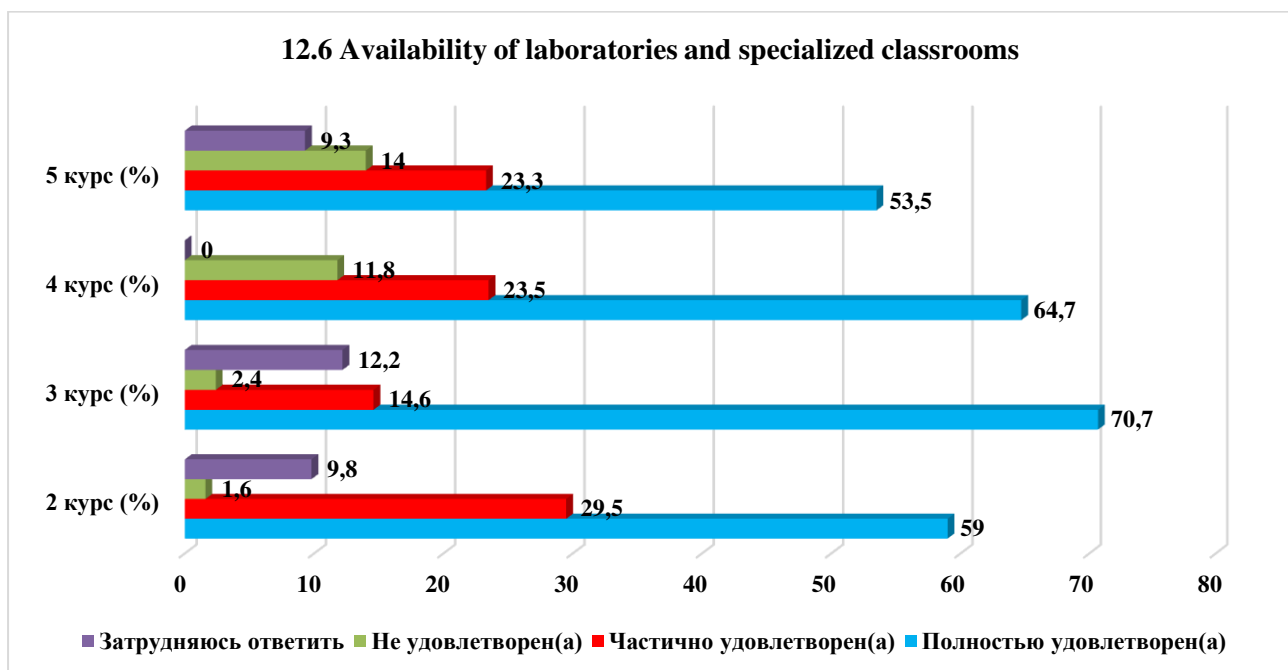
12.7 Availability of sports equipment

Answer options	2nd year	3rd year	4th year	5th year
Completely satisfied	67,2	63,4	70,6	53,5
Partially satisfied	27,9	19,5	17,6	30,2
Not satisfied	3,3	7,3	11,8	4,7
Difficult to answer	1,6	9,8	-	11,6
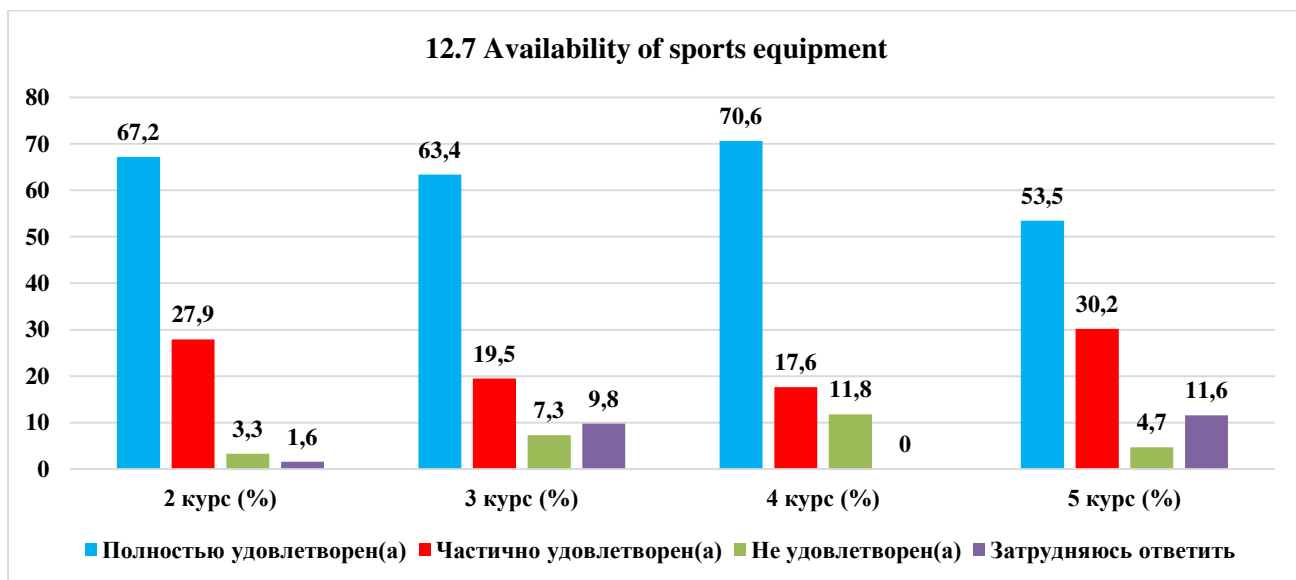
12.7 Availability of sports equipment

■ Полностью удовлетворен(а) ■ Частично удовлетворен(а) ■ Не удовлетворен(а) ■ Затрудняюсь ответить

For the option **"If you answered "Not satisfied" to the previous question, give recommendations for improvement"** students indicated the following options[*]:

- Bad internet speed, for architects who work in programs especially, we even turn on our cell phones for this;

- INTERNET;

- Old software and computers, internet outages, lack of interactive whiteboards in classrooms.
- Some disciplines have no equipment. The university website cannot access the Internet because it gives an error. Old computers, many of them have no internet connection. In some classrooms there is no interactive whiteboard to demonstrate presentations. Projectors in classrooms do not transmit images in normal quality.
- Improve the software.

13. Do you need additional counseling in the disciplines?

Answer options	2nd year	3rd year	4th year	5th year
Yes	21,3	34,1	17,6	23,3
No	78,7	65,9	82,4	76,7

13. Do you need additional counseling in the disciplines?

Нет: 78,7 | 65,9 | 82,4 | 76,7
Да: 21,3 | 34,1 | 17,6 | 23,3

■ 2 курс (%) ■ 3 курс (%) ■ 4 курс (%) ■ 5 курс (%)
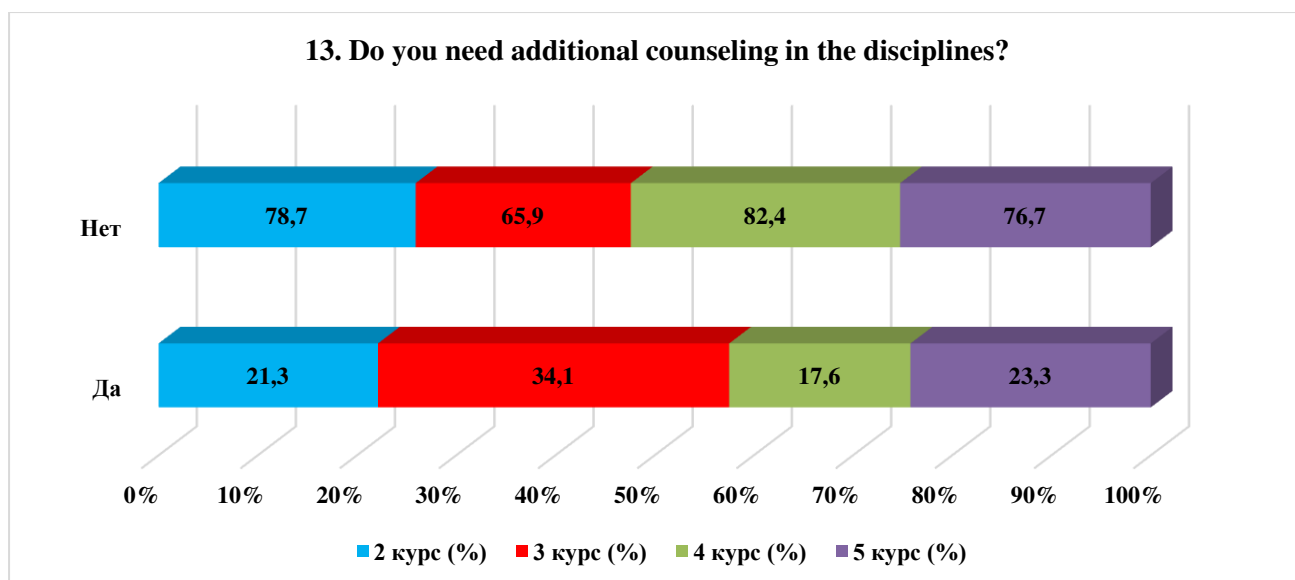
For the option **"If you answered "Yes" to the previous question, please write down the discipline for which you need additional counseling"** students indicated the following options[*]:
- on everything;
- Computer Graphics Rather;
- Small Architectural Forms, Fundamentals of Computer Graphics, Fundamentals of Architectural Design;
- 3D modeling, Methodology of Formation in Architectural Design;
- In my major disciplines;
- all disciplines in my major usually require additional advising;
- 3ds Max, AutoCAD, ARCHICAD and others;
- Specialty disciplines.
- thesis;
- on course work.

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)

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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.

Answer options	2nd year	3rd year	4th year	5th year
Get a high level of knowledge	75,4	70,7	70,6	72,4
Get a diploma of completion	50,9	46,3	52,9	51,8
Get the ability to learn new knowledge that will help you adapt quickly in the workplace	52,5	31,7	52,9	53,2
Get practical skills that can be immediately used in the workplace	45,9	56,1	35,3	44,5
Get a diploma, the prestige of the university does not matter	1,6	-	5,9	2,3
Graduate from a prestigious university	1,6	4,9	-	-
Get a high-paying profession	11,5	4,9	29,4	20,1
To get a profession that is interesting, corresponds to abilities	1,6	7,3	29,4	19,3
Get a diploma with high grades	-	-	5,9	-
It is necessary to study only what is interesting or will be needed in further studies (work).	3,3	4,9	-	-
To graduate from this particular university, no matter what specialty	-	-	-	-
To get this specialty, it is not so important in which university.	-	-	-	-

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

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

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	5th year
- I don't know, maybe it would be better to survey students in person and what they specifically want to see at the university. - no questions asked, everything's on point; - Everything is perfect, nothing more needs to be added; - I think that	- I can't add anything at the moment; - Regarding the administration of the university, namely the security guards. Are we satisfied with their work, if not then why, and how to reduce their rights; - About the staff; - It is worth adding questions about teachers (whether they are satisfied with their work, etc.);	- I don't know, everything's great! - none; - Question regarding satisfaction with the dispatch office and more questions regarding the pairing schedule. - No suggestions; - Annoying questionnaire every month.	-Elevator question! - Is the knowledge taught in your training institution relevant enough to be applied in practice? - Question about satisfaction with the effectiveness of the administration, organization of classes,

nothing more needs to be added; - Competence of teachers; - Question about students' interest in the learning process itself. - Do you keep up with the learning process? (turn in assignments on time, understand the material the first time); - I can't give you an exact answer. Answer; - there are enough questions from this questionnaire to improve the quality of the training program; - None; - No need to add more questions to the questionnaire; - Add more specific questions.	- These are enough; - a question about the proper writing of the syllabus; - Are you satisfied with the curatorial hours; - Provide courses either in additional classes in computer programs: AutoCAD, 3ds Max, ARCHICAD and others; - Quality of hostel; - Degree of teaching by teachers; - More independent work of SSC for everything depends on the dean's office; - Invitation of students to sports sections.		availability of qualified personnel in certain subjects, relevance of knowledge. - The question about "are you not tired of taking this test!" - About payment.

According to 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 argued 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 questionnaire it should be noted that most of the recommendations to improve the provided services 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, it is possible to suggest thinking 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 an increase in the quality of services provided.

To the question **"Your attitude to the quality of the organization of the educational process?"** the majority of students responded that there are *no special complaints*: 2nd year - 73.8%, 3rd year - 82.9%, 4th year - 76.5%, 5th year - 74.4%. The obtained data

indicate an improvement in 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' inconsistency with the specialty they study" (2nd year - 4.9%, 3rd year - 7.3%, 4th year - 5.9%, 5th year - 11.6%), "Inconsistency of the subject importance with the number of hours" (2nd year - 6.6%, 3rd year - 2.4%, 5th year - 4.7%), "Overload of classroom lessons" (2nd year - 8.2%, 4th year - 11.8%), "Dissatisfaction with the quality of lessons" (2nd year - 6.6%, 3rd year - 4.9%, 4th year - 5.9%, 5th year - 9.3%).

To the question: **"What indicators, as a rule, are taken into account by teachers when making the final grade?"** 44.5% of students indicated the option "activity in classes (seminars), answers to the teacher's questions, solving problems, etc.", in second place - 16.9% "attendance" and in third place 15.9% "results of practice, laboratory and other practical works".

Relationships "between students", "between teachers and students (in the educational process)", "between students 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 not benevolent" respectively, which fully corresponds to a high level of satisfaction with the moral and psychological climate in the student environment.

However, it should be noted that a small part of respondents noted such answer options as **"rather not benevolent than benevolent"** and **"negative"** in the relationship **"between students and security service".**

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 answer options[*]: "Security guards are rude, constantly checking backpacks of boys", "Sometimes guards are rude at the entrance to the university", "Some students, loaded with bags (for work for classes) starts checking all bags, selectively checking bags (quite aggressively)", "Guards are very rude and unfriendly", etc.

On the question **"What student problems are of particular concern to you now?"** students put "Quality of the organization of the educational process" in the first place - 39.1%. Next – "Quality of food and prices in the student canteen" - 33.5%. In the third position – "Quality of teaching (conducting classes, assessment of knowledge, etc.)" - 33.4%. - 33,4%.

On the question **"Do you need additional counseling in disciplines?"** 24.1% of respondents answered that they need additional counseling. Among the disciplines indicated were: Small Architectural Forms, Fundamentals of Computer Graphics, Fundamentals of Architectural Design, Small Architectural Forms, Fundamentals of Computer Graphics, Fundamentals of Architectural Design, 3ds Max, AutoCAD, ARCHICAD and others.

Recommendations:

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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.

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.