

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

**Department:** Automation of Production Processes

**Specialty:** 6B07101 Automation and control

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 6B07101 Automation and control 192 students took part in the questionnaire.

- 2nd year – 61 students (85,9%);
- 3rd year – 56 students (82,4%);
- 4nd year – 75 students (88,2%).

**Form of study**

- Budgetary – 150 students (78,1%);
- Paid – 42 students (21,9%).

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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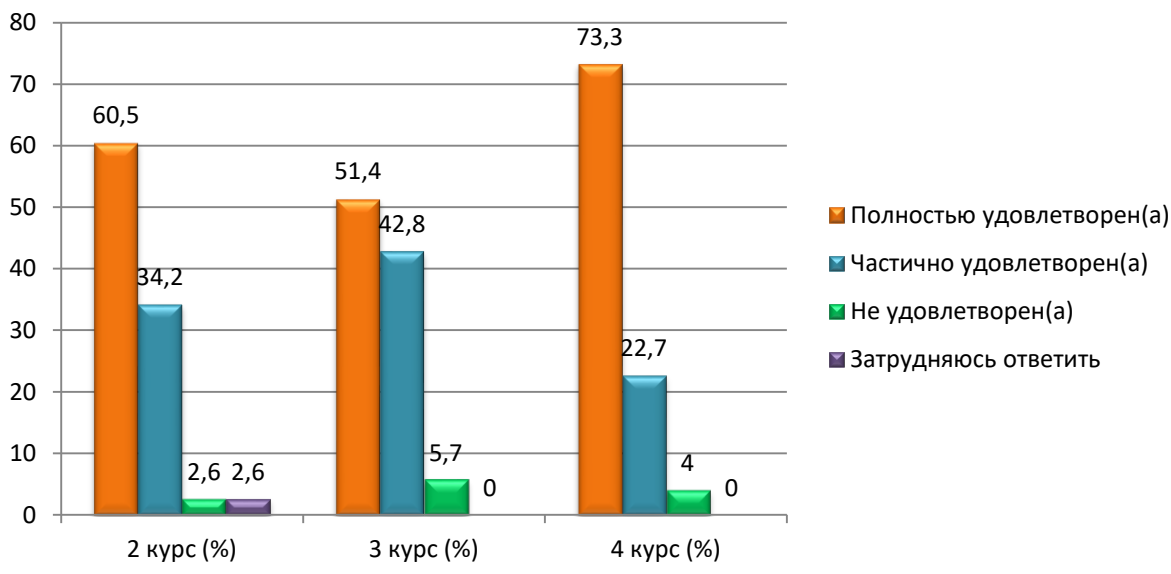
**Indicators:**

**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	60,5	51,4	73,3
Partially satisfied	34,2	42,8	22,7
Not satisfied	2,6	5,7	4
Difficult to answer	2,6	-	-

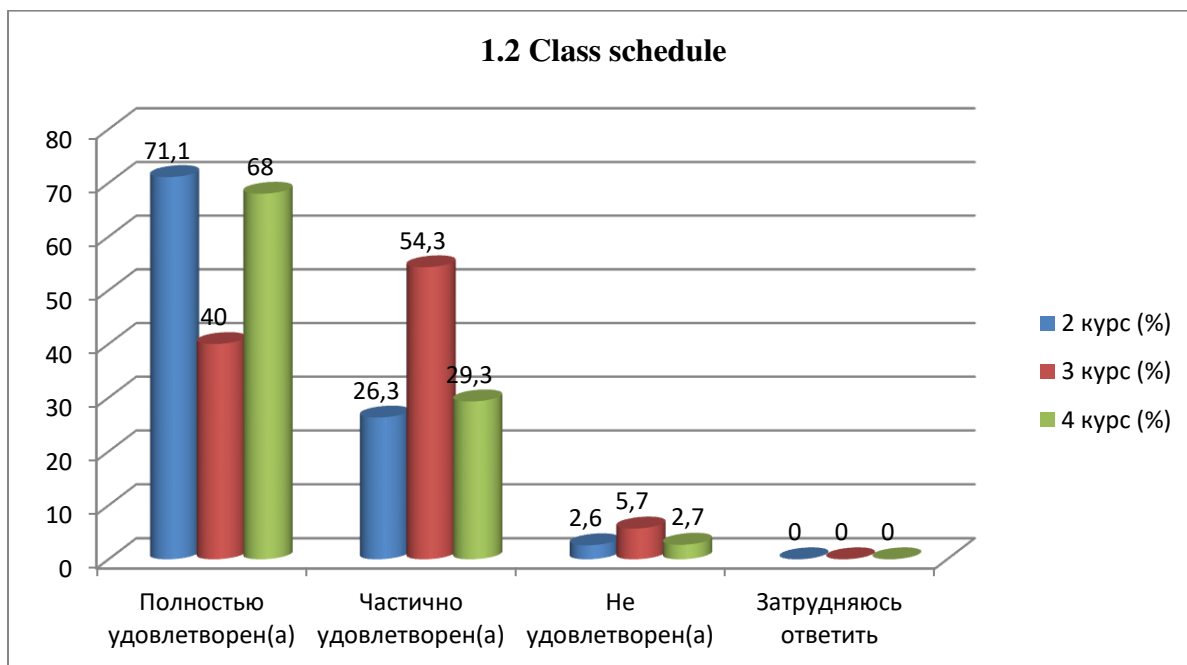
# 1. Are you satisfied with the quality of services provided?

## 1.1 The learning process as a whole



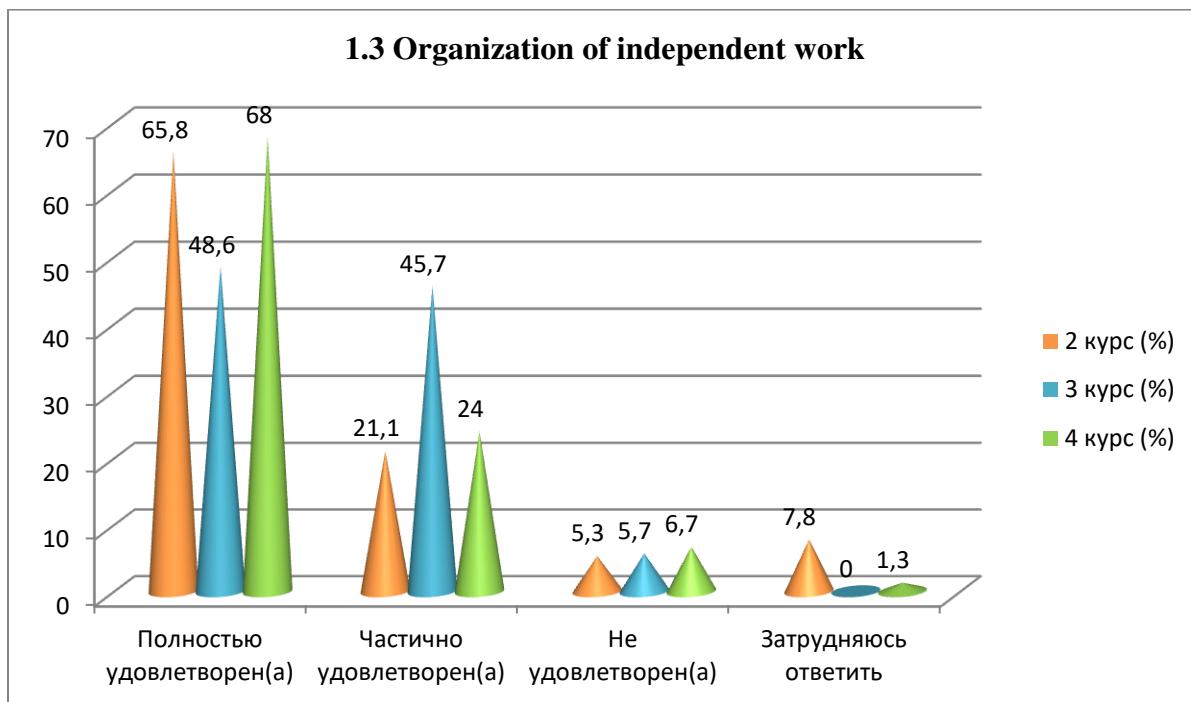
## 1.2 Class schedule

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	71,1	40	68
Partially satisfied	26,3	54,3	29,3
Not satisfied	2,6	5,7	2,7
Difficult to answer	-	-	-



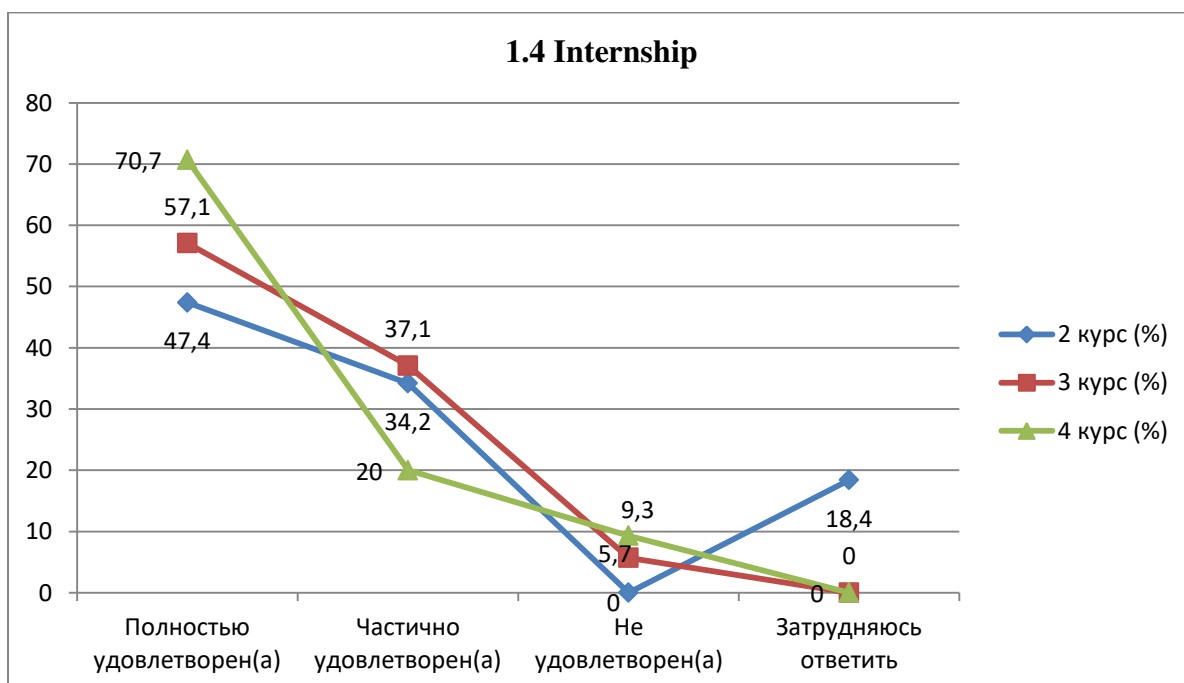
## 1.3 Organization of independent work

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	65,8	48,6	68
Partially satisfied	21,1	45,7	24
Not satisfied	5,3	5,7	6,7
Difficult to answer	7,8	-	1,3



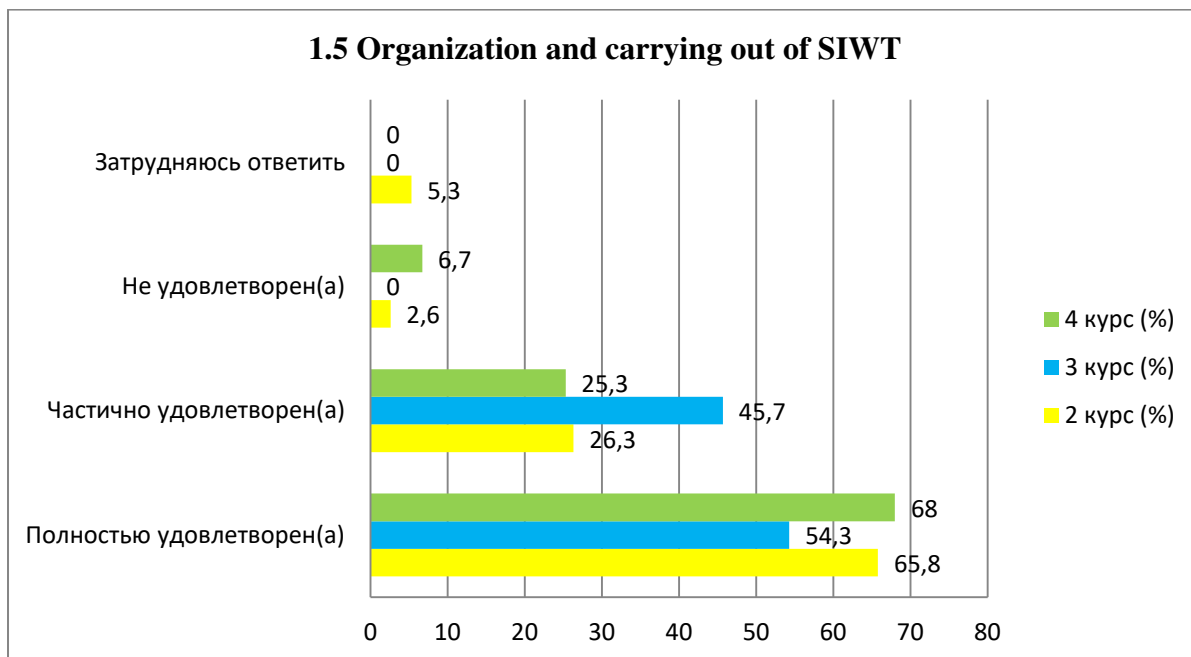
### 1.4 Internship

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	47,4	57,1	70,7
Partially satisfied	34,2	37,1	20
Not satisfied	-	5,7	9,3
Difficult to answer	18,4	-	-



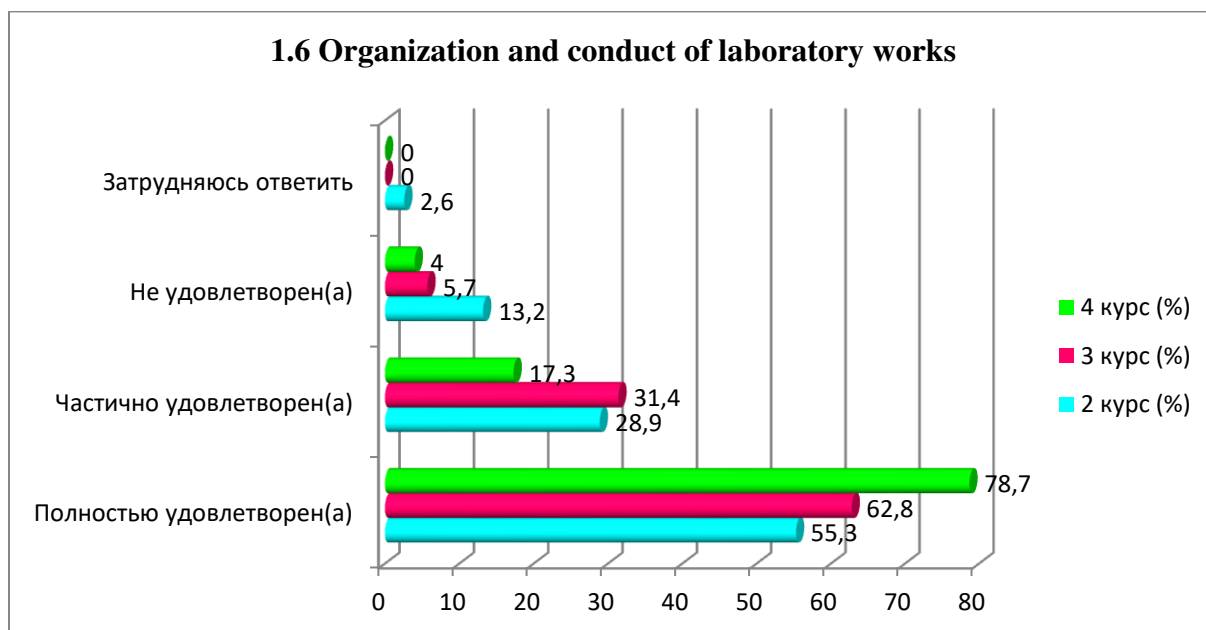
### 1.5 Organization and carrying out of SIWT

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	65,8	54,3	68
Partially satisfied	26,3	45,7	25,3
Not satisfied	2,6	-	6,7
Difficult to answer	5,3	-	-



### 1.6 Organization and conduct of laboratory works

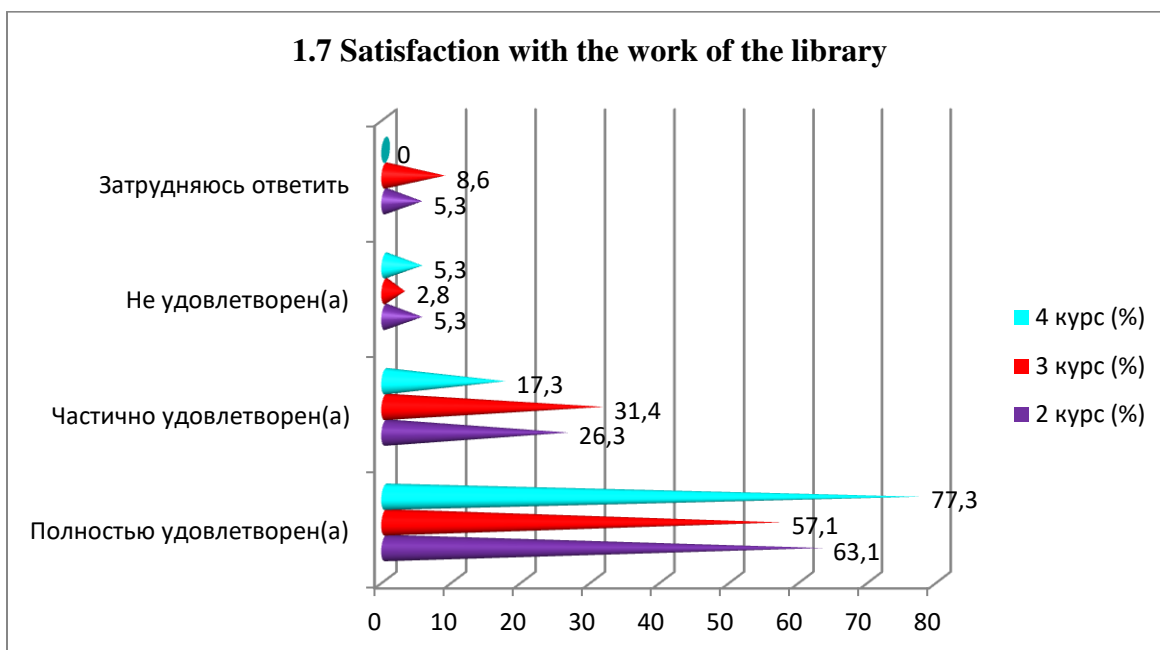
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	55,3	62,8	78,7
Partially satisfied	28,9	31,4	17,3
Not satisfied	13,2	5,7	4
Difficult to answer	2,6	-	-



### 1.7 Satisfaction with the work of the library

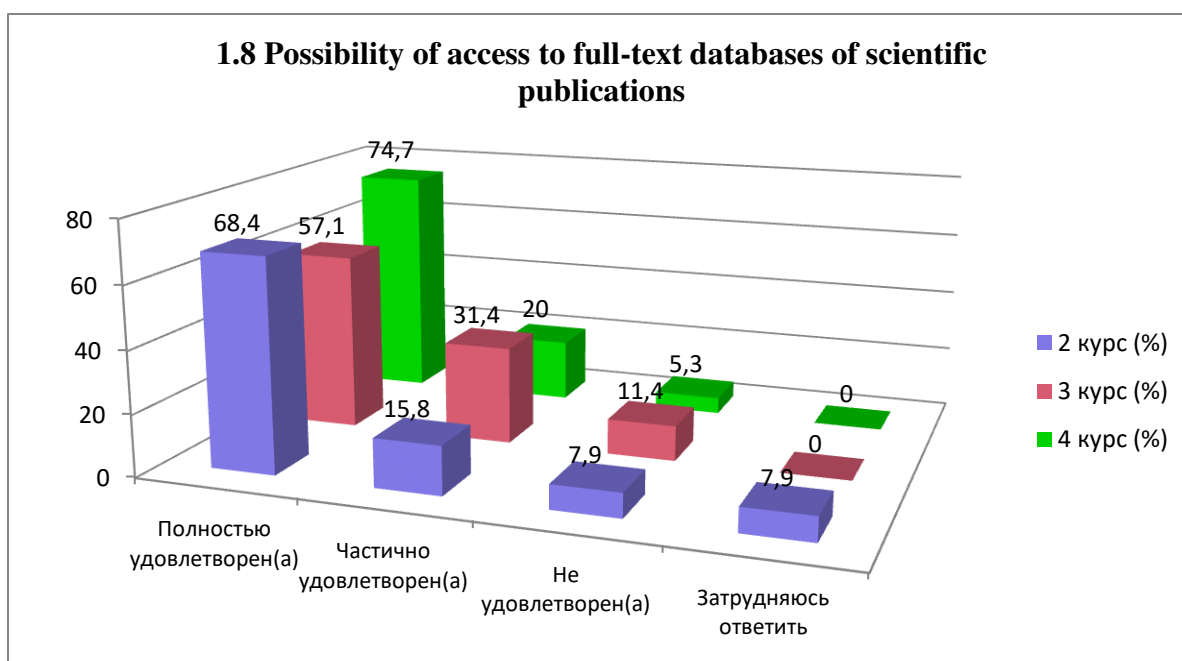
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	63,1	57,1	77,3
Partially satisfied	26,3	31,4	17,3
Not satisfied	5,3	2,8	5,3
Difficult to answer	5,3	8,6	-

### 1.7 Satisfaction with the work of the library



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

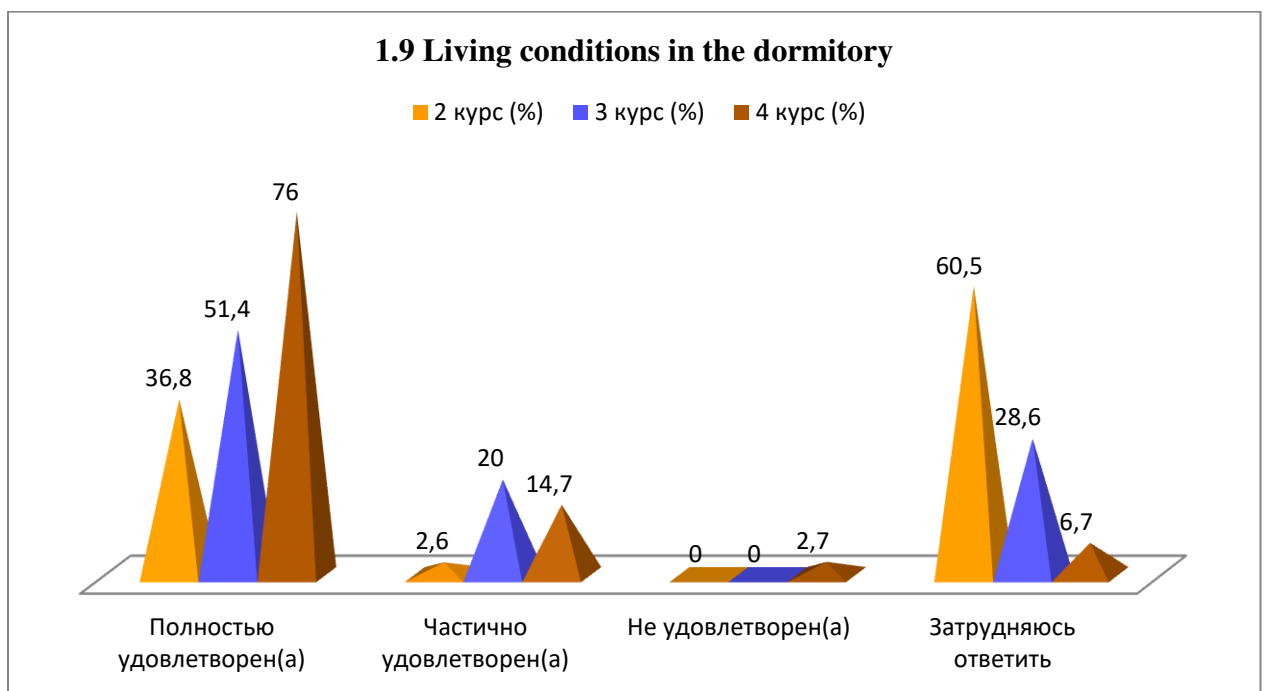
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	68,4	57,1	74,7
Partially satisfied	15,8	31,4	20
Not satisfied	7,9	11,4	5,3
Difficult to answer	7,9	-	-



### 1.9 Living conditions in the dormitory

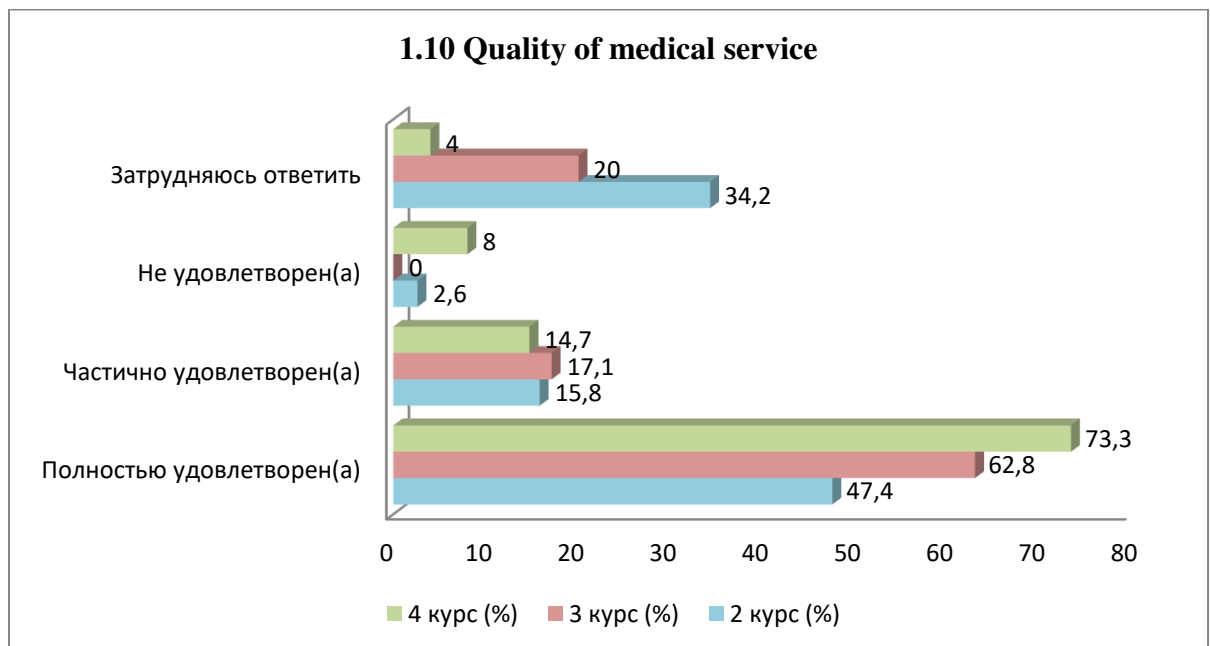
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	36,8	51,4	76
Partially satisfied	2,6	20	14,7
Not satisfied	-	-	2,7
Difficult to answer	60,5	28,6	6,7

### 1.9 Living conditions in the dormitory



### 1.10 Quality of medical service

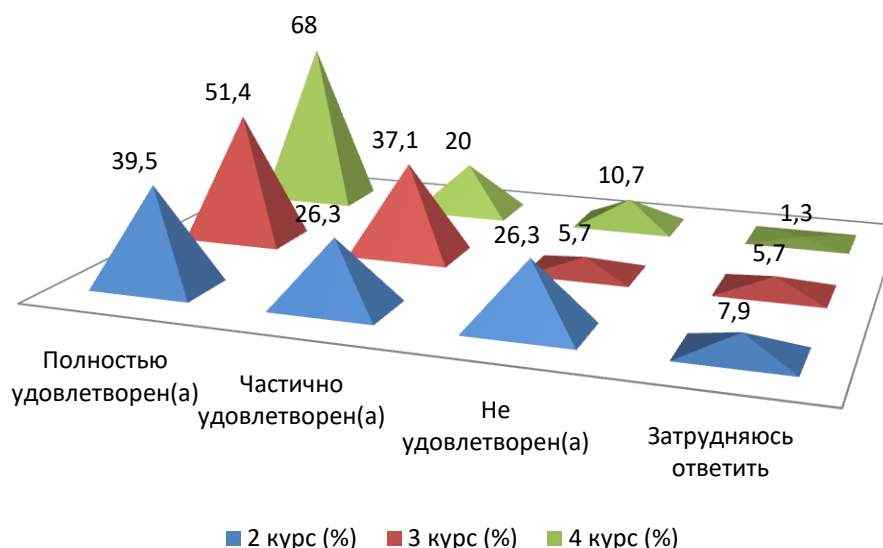
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	47,4	62,8	73,3
Partially satisfied	15,8	17,1	14,7
Not satisfied	2,6	-	8
Difficult to answer	34,2	20	4



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

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	39,5	51,4	68
Partially satisfied	26,3	37,1	20
Not satisfied	26,3	5,7	10,7
Difficult to answer	7,9	5,7	1,3

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



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

2nd year	3rd year	4th year
<ul style="list-style-type: none"> <li>- I'm completely satisfied;</li> <li>- The checkroom attendants are rude. The people in the library are also rude. The canteen has a terrible assortment. It's scary to eat;</li> <li>- Satisfied.</li> </ul>	-	<ul style="list-style-type: none"> <li>- No;</li> <li>- Need to improve the practical part. So that students can choose where to do their own internship;</li> <li>- The medical office is not a normal place to be seen.</li> </ul>

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

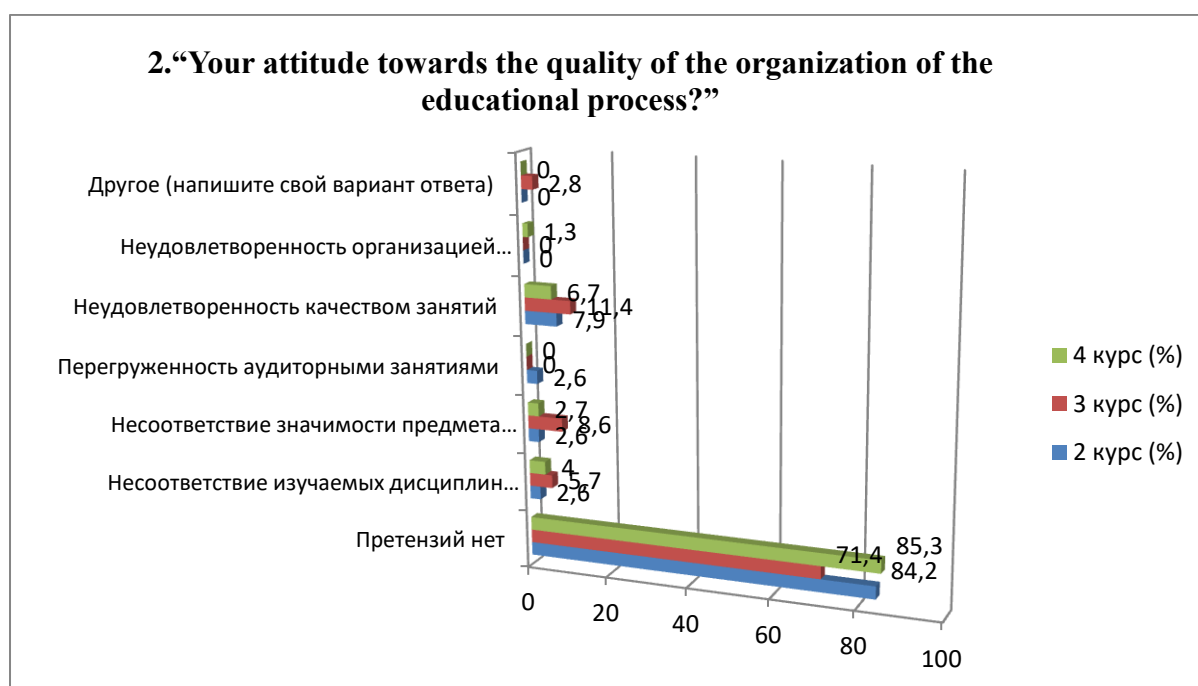
2nd year	3rd year	4th year
<ul style="list-style-type: none"> <li>- There are too many queues in the canteen;</li> <li>- Reduce prices for food, improve the quality of classes;</li> <li>- Unreasonably high prices for food and water in the canteen;</li> <li>- I am completely satisfied;</li> <li>- Find ways to communicate with students even if they are behind in their knowledge;</li> <li>- Provide more examples from real work, explaining each point along the way;</li> <li>- Make the food tastier and cheaper;</li> <li>- Some nurses behave inappropriately. The assortment in</li> </ul>	<ul style="list-style-type: none"> <li>- Change canteen rations and quality.</li> </ul>	<ul style="list-style-type: none"> <li>- It's okay;</li> <li>- Nothing's gonna change anyway!</li> </ul>

\* 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 canteen is partially satisfying, not satisfied with the big queue because of which it is not always possible to have lunch in time...; - Change the staff. Change the menu in the canteen; - Satisfied with the services provided.		
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## 2. “Your attitude towards the quality of the organization of the educational process?”

Answer options	2nd year (%)	3rd year (%)	4th year (%)
No complaints	84,2	71,4	85,3
Discrepancy between the disciplines studied and the specialty obtained	2,6	5,7	4
Inconsistency between the importance of the subject and the number of hours	2,6	8,6	2,7
Overload with classroom activities	2,6	-	-
Dissatisfaction with the quality of classes	7,9	11,4	6,7
Dissatisfaction with the organization of tests and exams	-	-	1,3
Other	-	2,8	-



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

2nd year	3rd year	4th year
-	- Too many non-major subjects;	-

\* 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 “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
- I am completely satisfied; - I would like more work with programmed subjects.	- Allocate more hours to the core subjects of the specialty; - Eliminate humanities subjects.	- Teachers' attitudes toward students; - Bring back SCADA; - No; - More booths and hands-on activities, please.

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

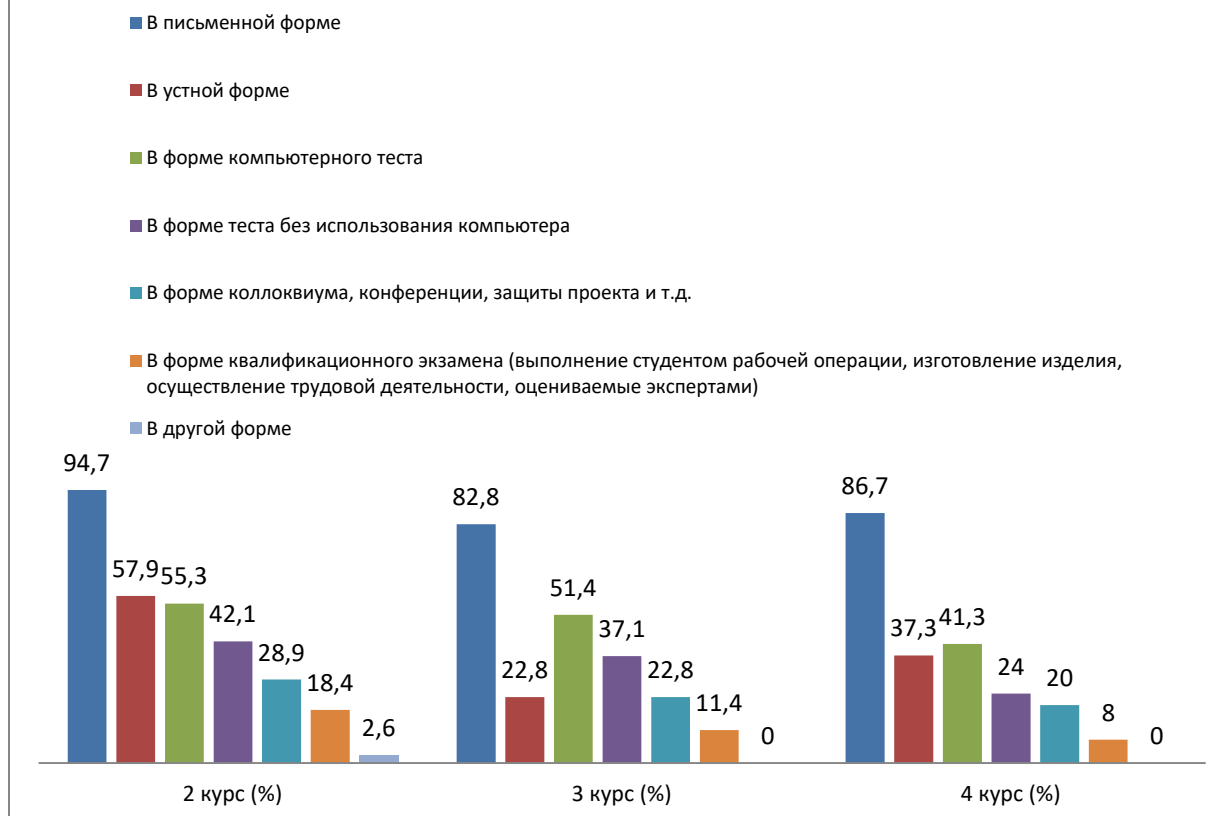
Answer options	2nd year (%)	3rd year (%)	4th year (%)
In a writing form	94,7	82,8	86,7
In an oral form	57,9	22,8	37,3
In the form of a computerized test	55,3	51,4	41,3
In the form of a test without using a computer	42,1	37,1	24
In the form of a colloquium, conference, project defense, etc.	28,9	22,8	20
In the form of qualification examination (student's performance of a work operation, production of a product, labor activity evaluated by experts)	18,4	11,4	8
In other form	2,6	-	-

\* 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.

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



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

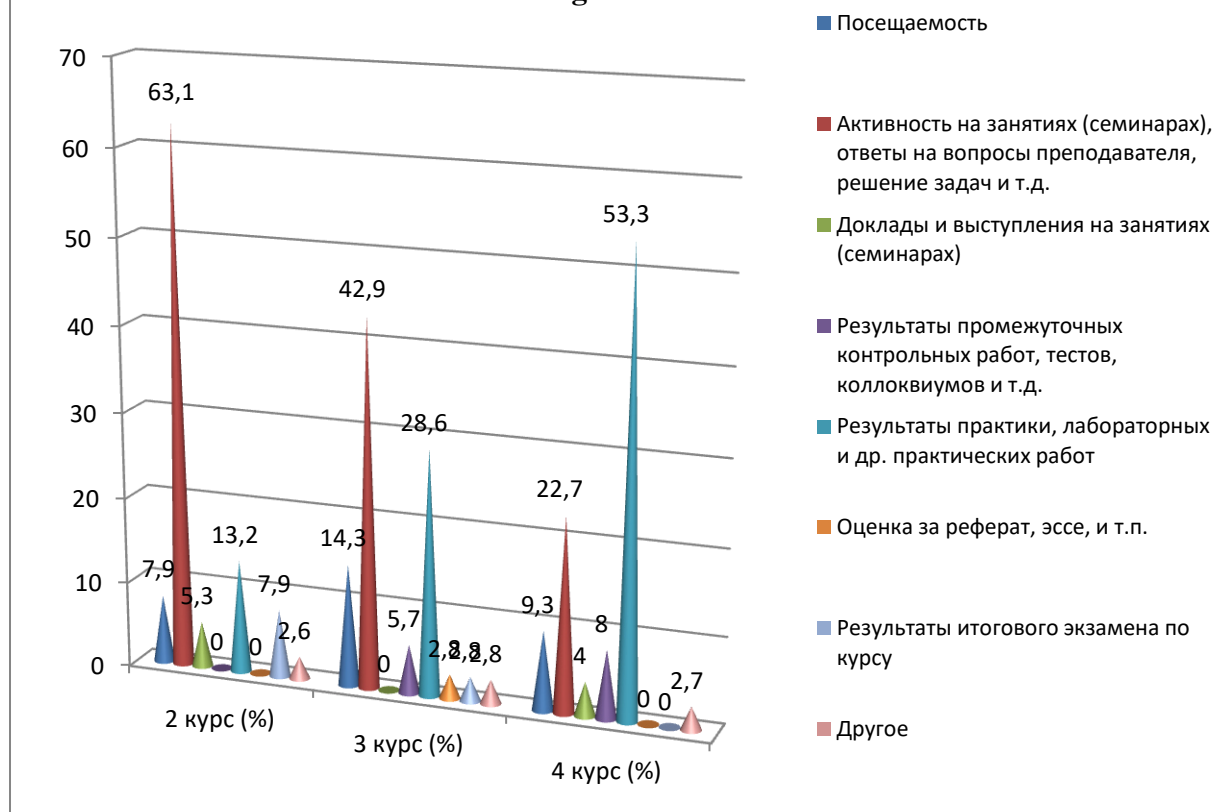
2nd year	3rd year	4th year
- Test format.	-	-

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

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Attendance	7,9	14,3	9,3
Activity in classes (seminars), answering the teacher's questions, solving problems, etc.	63,1	42,9	22,7
Reports and speeches at classes (seminars)	5,3	-	4
Results of intermediate control works, tests, colloquiums, etc.	-	5,7	8
Results of internships, laboratory and other practical works	13,2	28,6	53,3
Evaluation of abstracts, essays, etc.	-	2,8	-
Results of the final exam on the course	7,9	2,8	-
Other	2,6	2,8	2,7

\* 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.

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



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

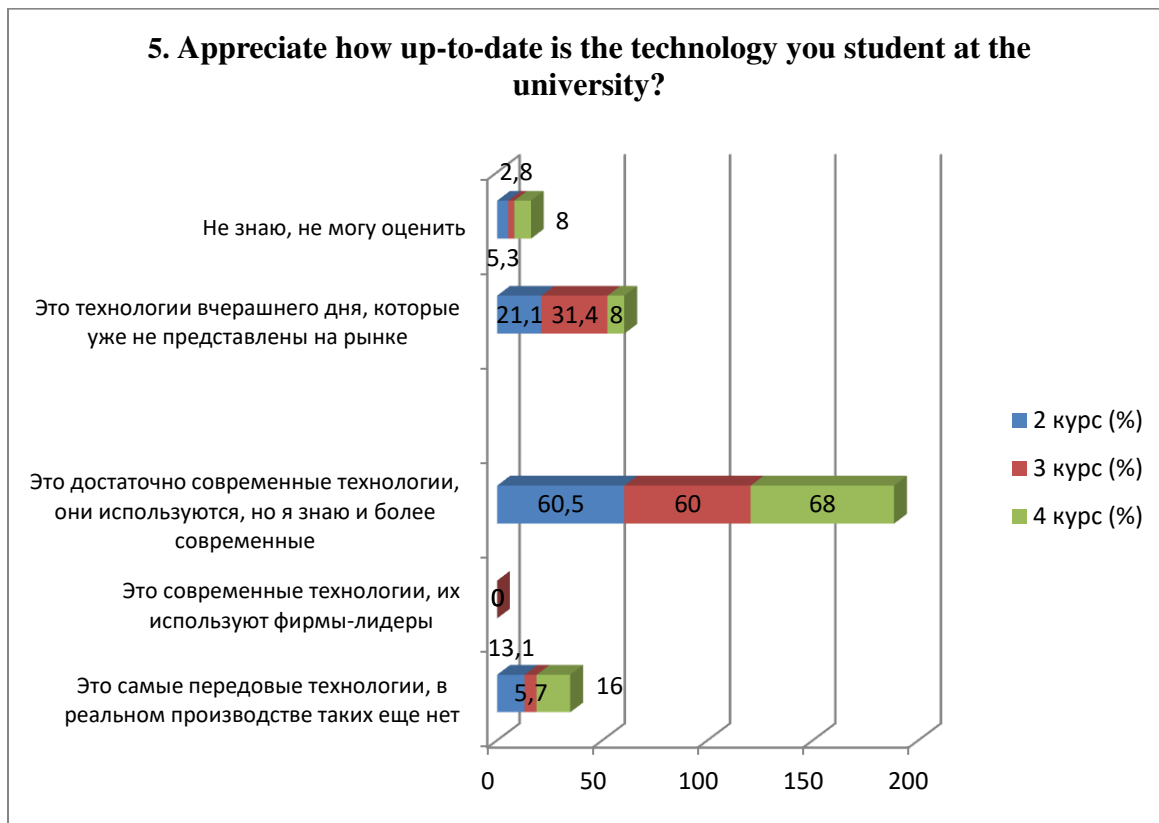
2nd year	3rd year	4th year
- Attendance, activity, exam results.	- all categories.	- Everything; - All of the above.

#### 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	13,1	5,7	16
These are modern technologies, they are used by leading companies	-	-	-
These are quite modern technologies, they are used, but I know more modern ones.	60,5	60	68
These are technologies of yesterday that are no longer on the market.	21,1	31,4	8
I don't know, I can't estimate	5,3	2,8	8

\* 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?



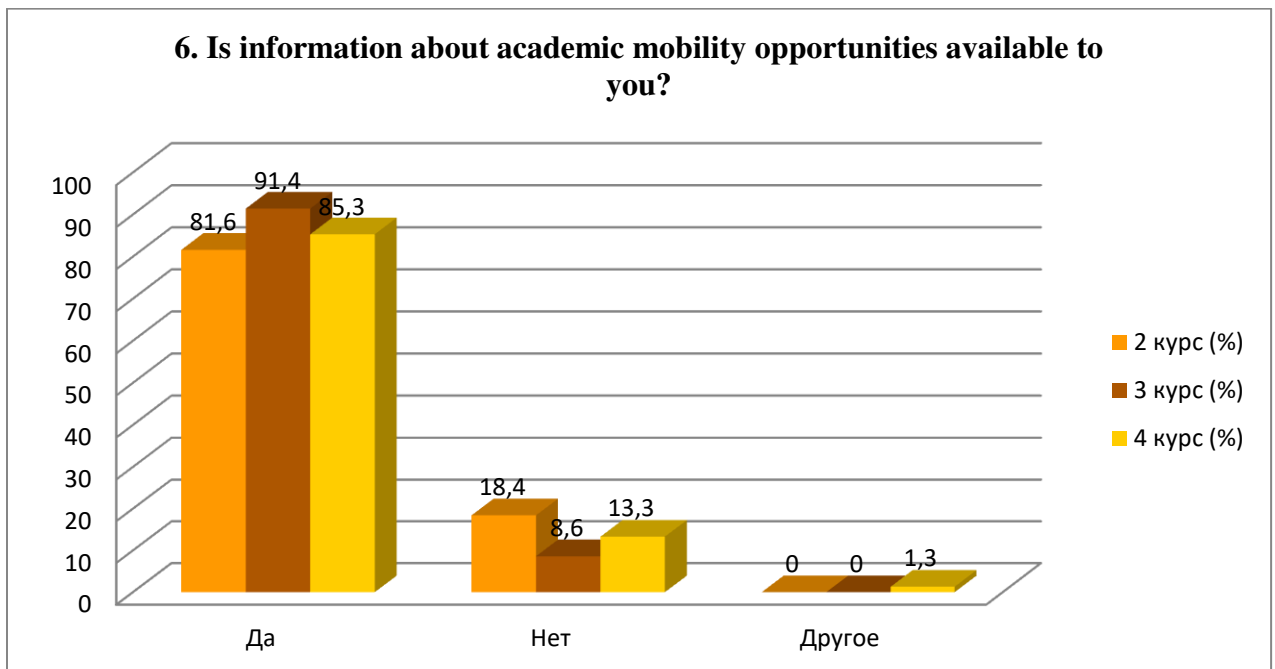
For the option “If you answered “Don't know, can't estimate” to the previous question, give recommendations for improvement” students indicated the following options \*:

2nd year	3rd year	4th year
- The programs used in laboratory classes are too old and have not been used anywhere for a long time. In the first year of the Mechanics laboratory, we did all calculations in a simulator program, even though we had working benches.	-	- Uh, no; - we don't use techniques in our training.

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

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Yes	81,6	91,4	85,3
No	18,4	8,6	13,3
Other	-	-	1,3

\* 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.



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

2nd year	3rd year	4th year
-	-	- It's too late. Only a week before the deadline.

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

2 курс	3 курс	4 курс
<ul style="list-style-type: none"> <li>- In my opinion, there should be discussions with students to inform them about these opportunities;</li> <li>- No one has come to us about academic mobility, I have inquired;</li> <li>- I was not informed that it was possible. I was not informed.</li> </ul>	-	<ul style="list-style-type: none"> <li>- There is no information;</li> <li>- No;</li> <li>- They inform us too late, there is only a week or two to collect the documents;</li> <li>- We are not informed.</li> </ul>

**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** \_\_\_\_\_

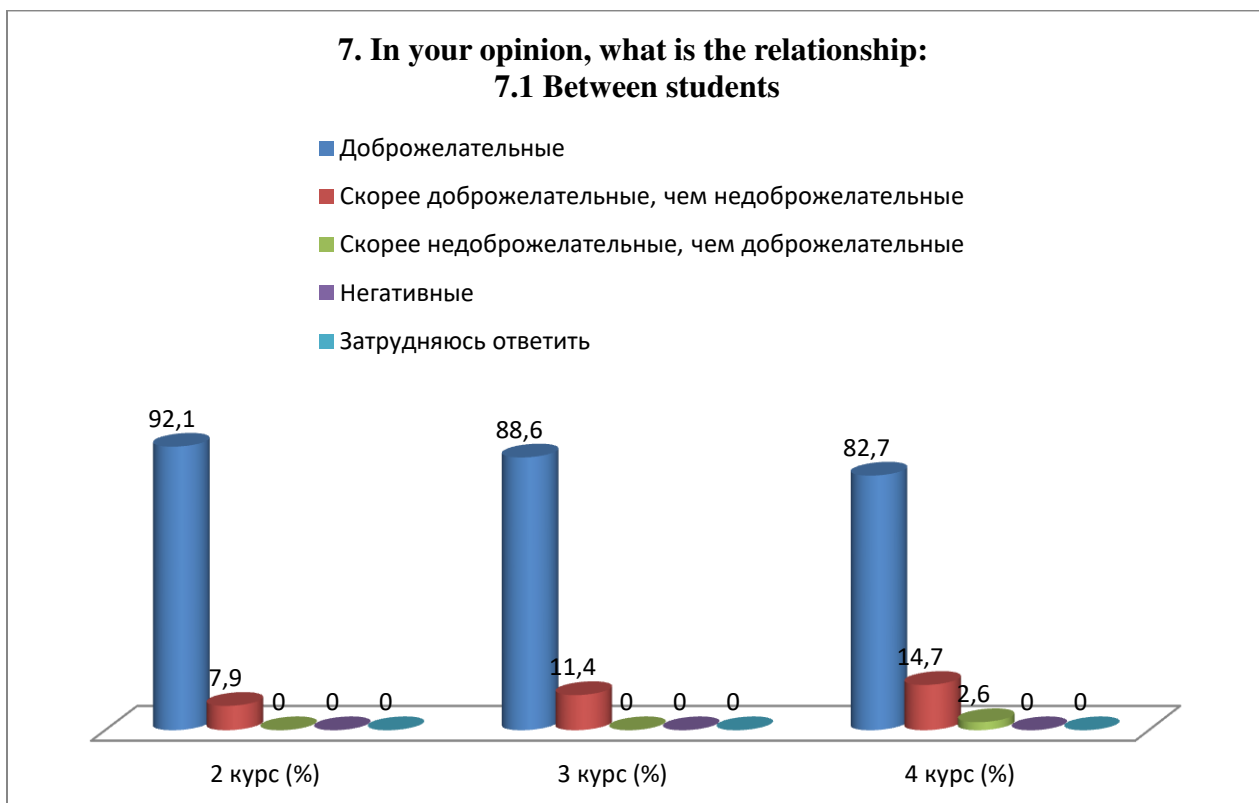
\* Students' answers to the option “other” and “if you answered “not satisfied.....” to the previous question are presented in the original. The author's spelling and punctuation have been preserved.

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

**Indicators:**

**7.1 Between students**

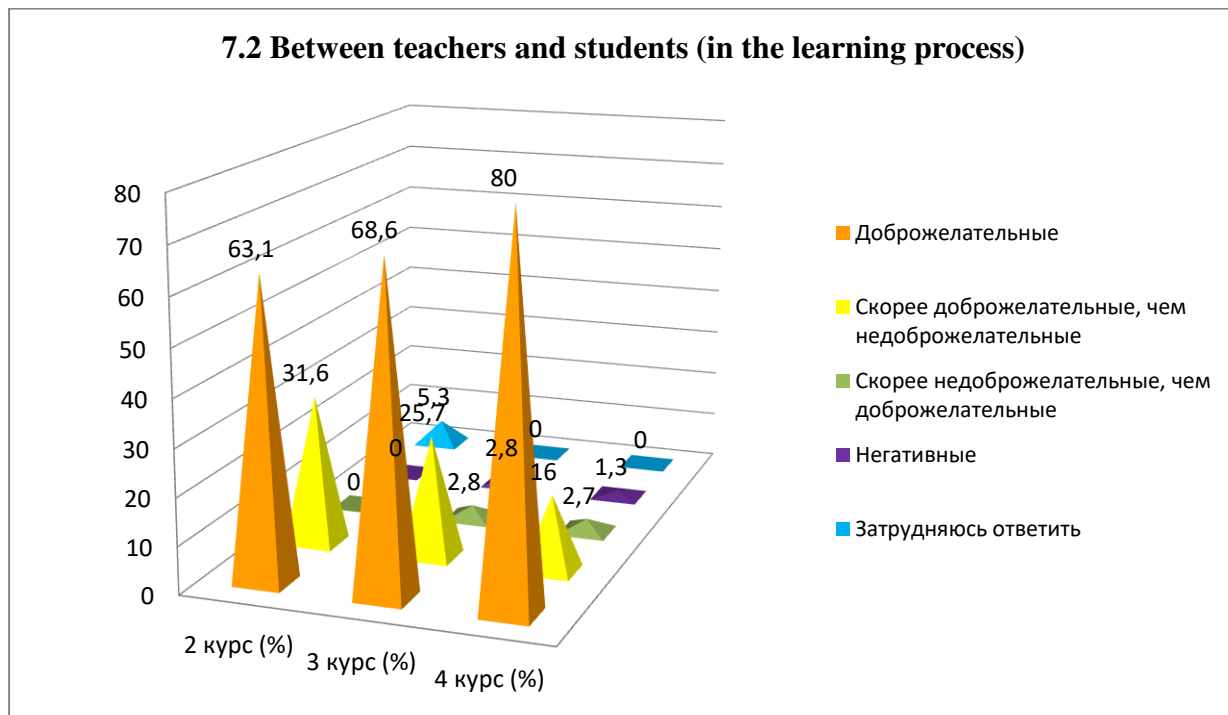
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Benevolent	92,1	88,6	82,7
Rather benevolent than not benevolent	7,9	11,4	14,7
Rather not benevolent than benevolent	-	-	2,6
Negative	-	-	-
Difficult to answer	-	-	-



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

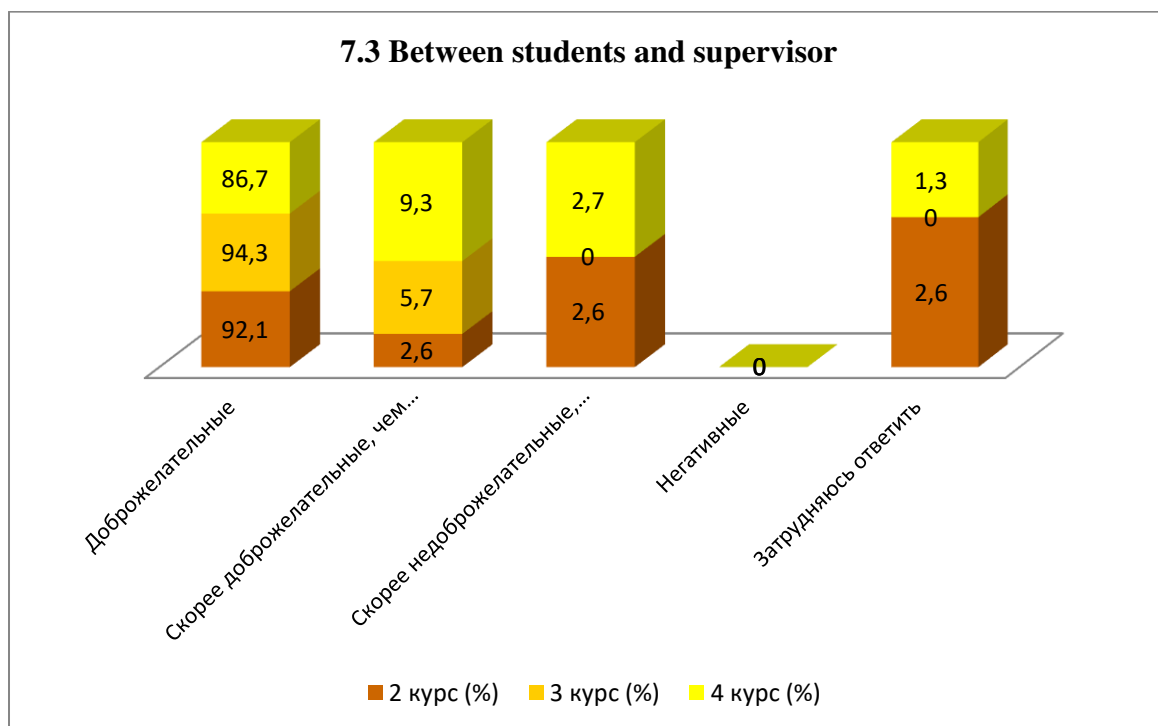
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Benevolent	63,1	68,6	80
Rather benevolent than not benevolent	31,6	25,7	16
Rather not benevolent than benevolent	-	2,8	2,7
Negative	-	2,8	1,3
Difficult to answer	5,3	-	-

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



### 7.3 Between students and supervisor

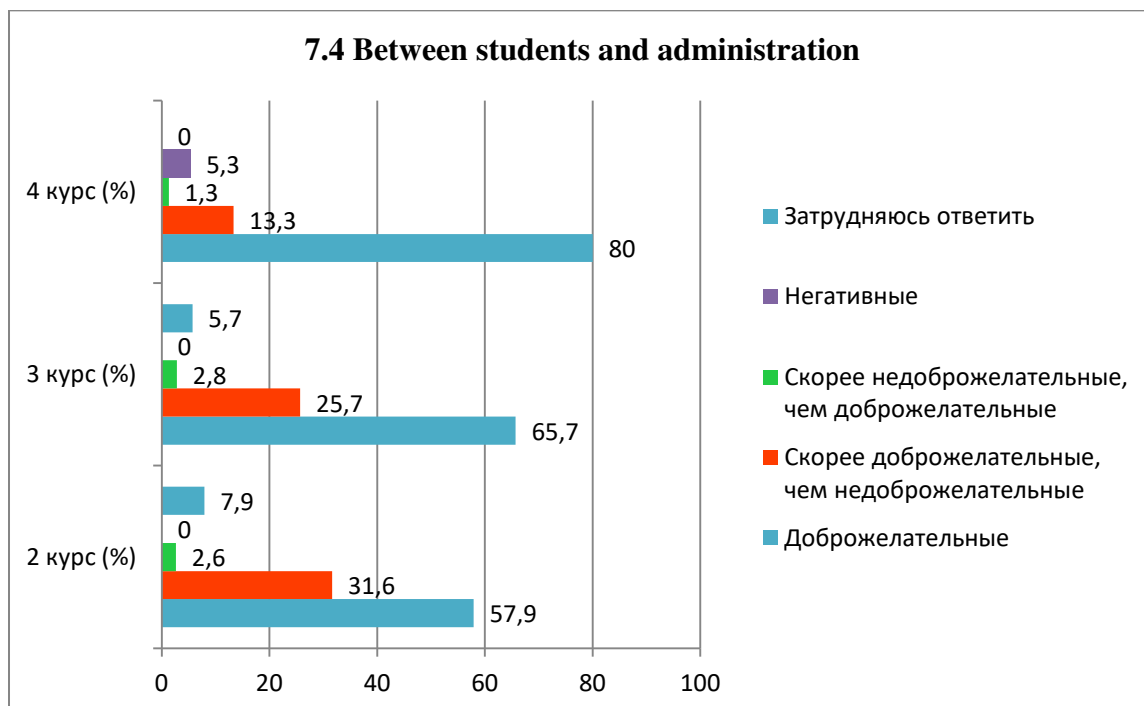
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Benevolent	92,1	94,3	86,7
Rather benevolent than not benevolent	2,6	5,7	9,3
Rather not benevolent than benevolent	2,6	-	2,7
Negative	-	-	-
Difficult to answer	2,6	-	1,3



### 7.4 Between students and administration

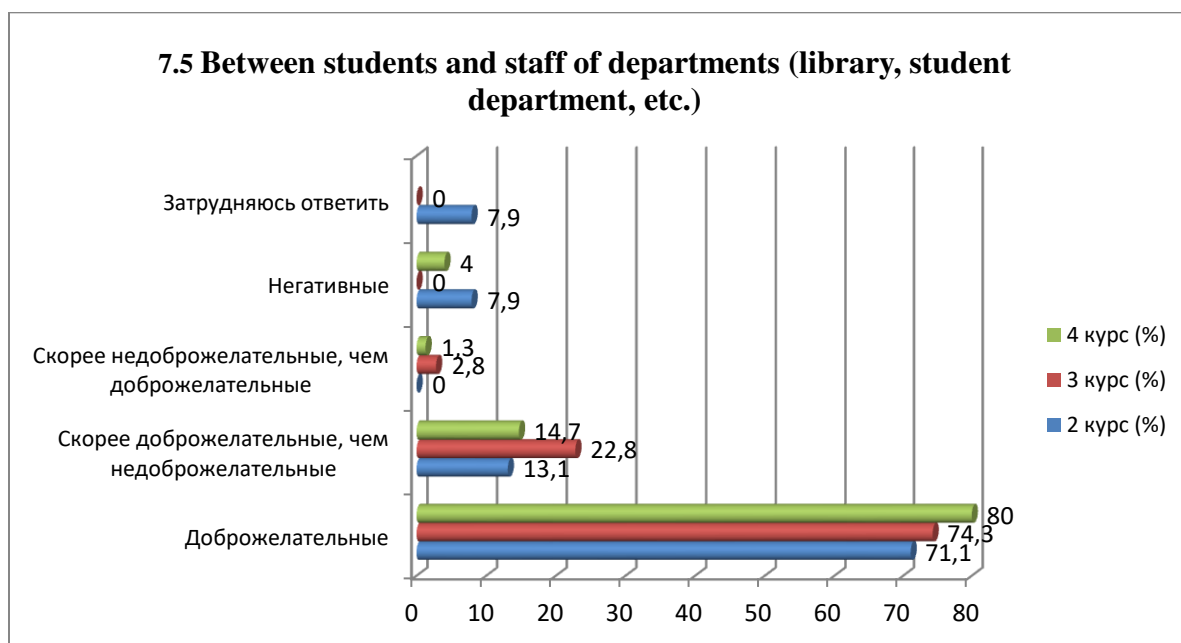
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Benevolent	57,9	65,7	80
Rather benevolent than not benevolent	31,6	25,7	13,3

Rather not benevolent than benevolent	2,6	2,8	1,3
Negative	-	-	5,3
Difficult to answer	7,9	5,7	-



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

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Benevolent	71,1	74,3	80
Rather benevolent than not benevolent	13,1	22,8	14,7
Rather not benevolent than benevolent	-	2,8	1,3
Negative	7,9	-	4
Difficult to answer	7,9	-	-

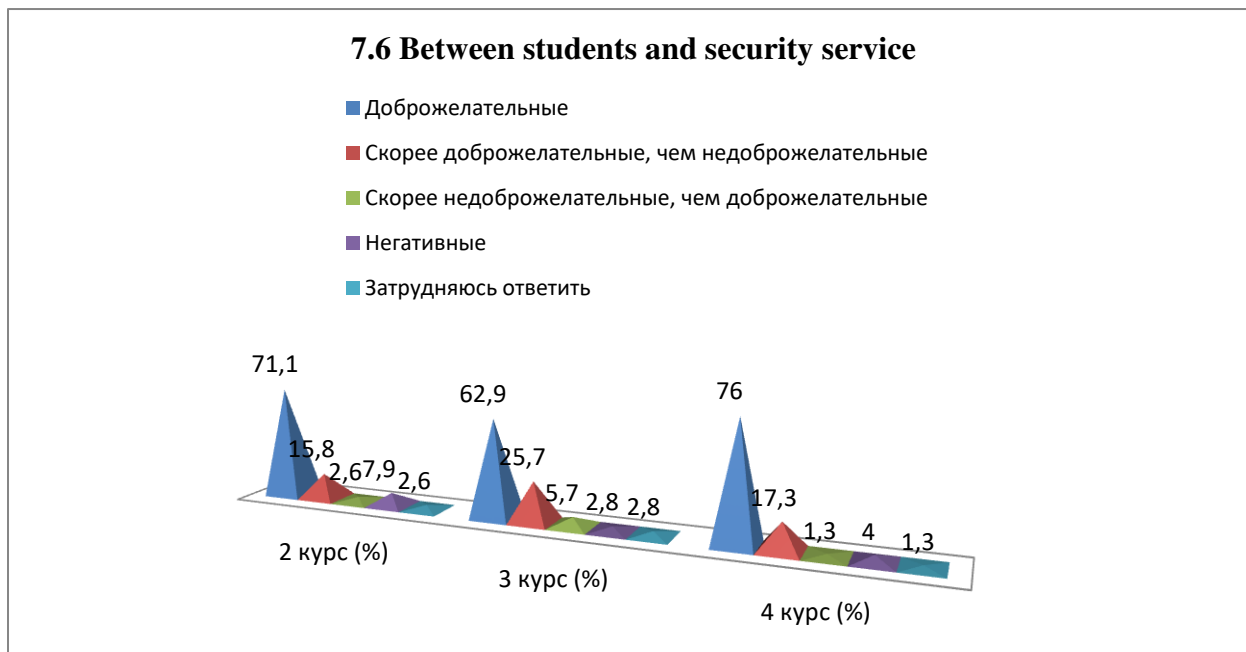


#### 7.6 Between students and security service

Answer options	2nd year (%)	3rd year (%)	4th year (%)
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Benevolent	71,1	62,9	76
Rather benevolent than not benevolent	15,8	25,7	17,3
Rather not benevolent than benevolent	2,6	5,7	1,3
Negative	7,9	2,8	4
Difficult to answer	2,6	2,8	1,3



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

2nd year	3rd year	4th year
-	-	No.

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
- The supervisor told the teacher about my problem, pointing to the group where I was studying.	-	- Some teachers are not friendly with students. They close the evaluation without asking the seniors or the student if his/her grade is satisfactory! They also divide students! - No.

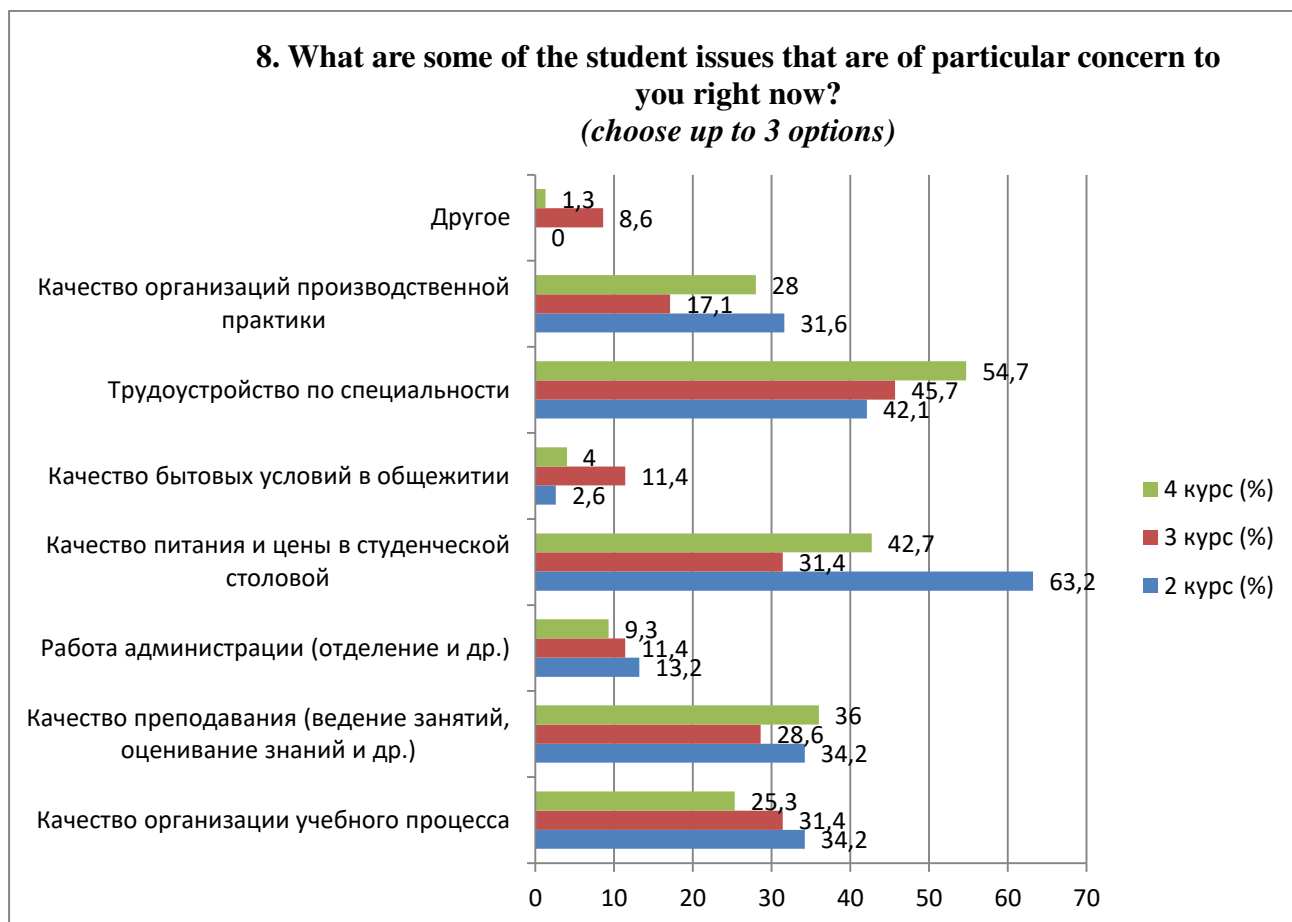
**8. What are some of the student issues that are of particular concern to you right now?**  
(choose up to 3 options)

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Quality of the organization of the educational process	34,2	31,4	25,3

\* 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.

Quality of teaching (conducting classes, assessment of knowledge, etc.).	34,2	28,6	36
Work of administration (department, etc.)	13,2	11,4	9,3
Quality of food and prices in the student canteen	63,2	31,4	42,7
Quality of living conditions in the dormitory	2,6	11,4	4
Employment in the specialty	42,1	45,7	54,7
Quality of internship organizations	31,6	17,1	28
Other	-	8,6	1,3

\* 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
None.	-	No.

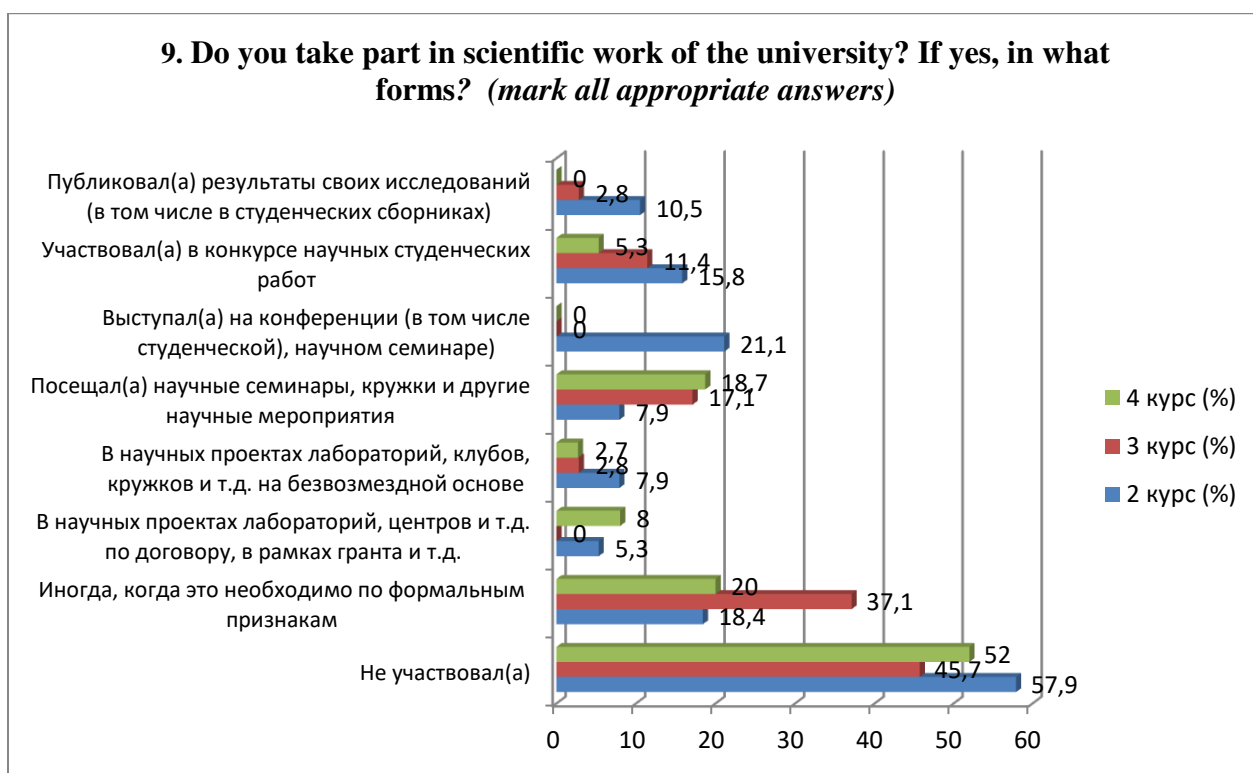
**9. Do you take part in scientific work of the university? If yes, in what forms? (mark all appropriate answers)**

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Did not participate	57,9	45,7	52
Sometimes, when it is necessary for formal reasons	18,4	37,1	20

\* 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 scientific projects of laboratories, centers, etc. under a contract, within a grant, etc.	5,3	-	8
In scientific projects of laboratories, clubs, circles, etc. free of charge	7,9	2,8	2,7
Attended scientific seminars, clubs and other scientific events	7,9	17,1	18,7
Speaker at a conference (including a student conference), scientific seminar)	21,1	-	-
Participated in a student scientific work competition	15,8	11,4	5,3
Published the results of his research (including in student collections)	10,5	2,8	-

\* 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\*:

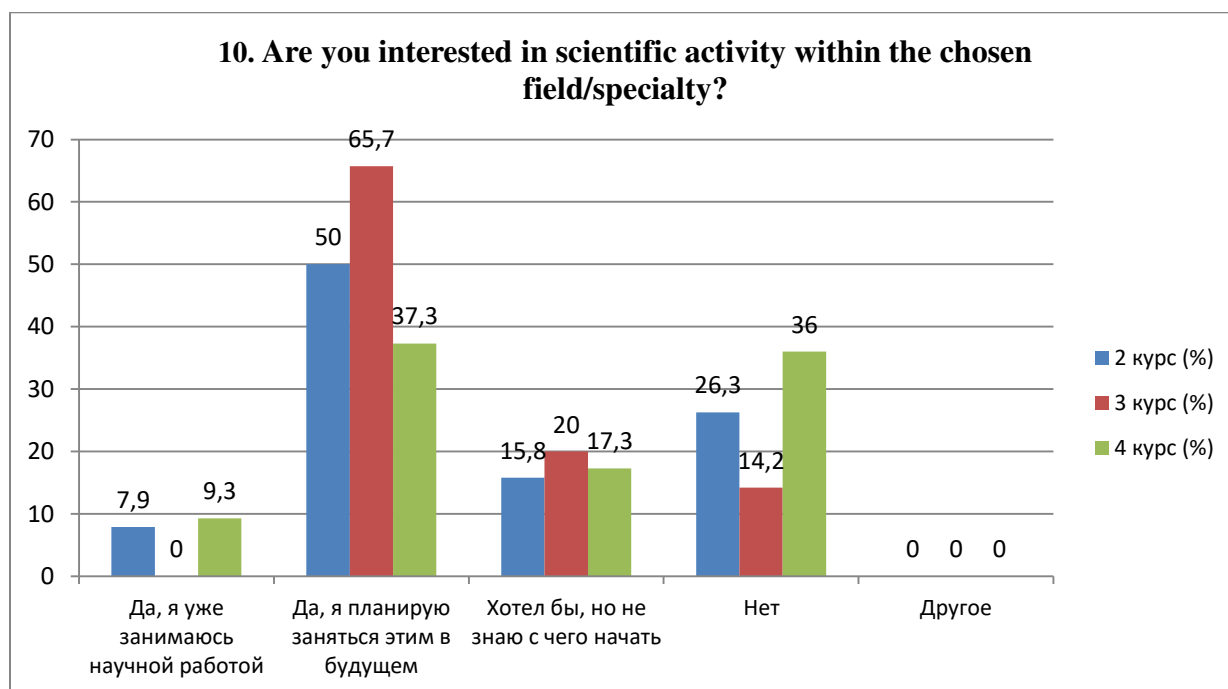
2nd year	3rd year	4th year
- Not interested; - Was not interested; - Have not been asked to participate; - Do not have free time.	- Not enough time; - Difficult to answer.	- There was no opportunity; - There is no desire; - No.

### 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	7,9	-	9,3

\* Ответы обучающихся на вариант «другое» и «если на предыдущий вопрос Вы ответили «не удовлетворен.....» представлены в оригинале. Орфография и пунктуация автора сохранены.

Yes, I plan to do it in the future	50	65,7	37,3
I would like to, but I don't know where to start	15,8	20	17,3
No	26,3	14,2	36
Other	-	-	-



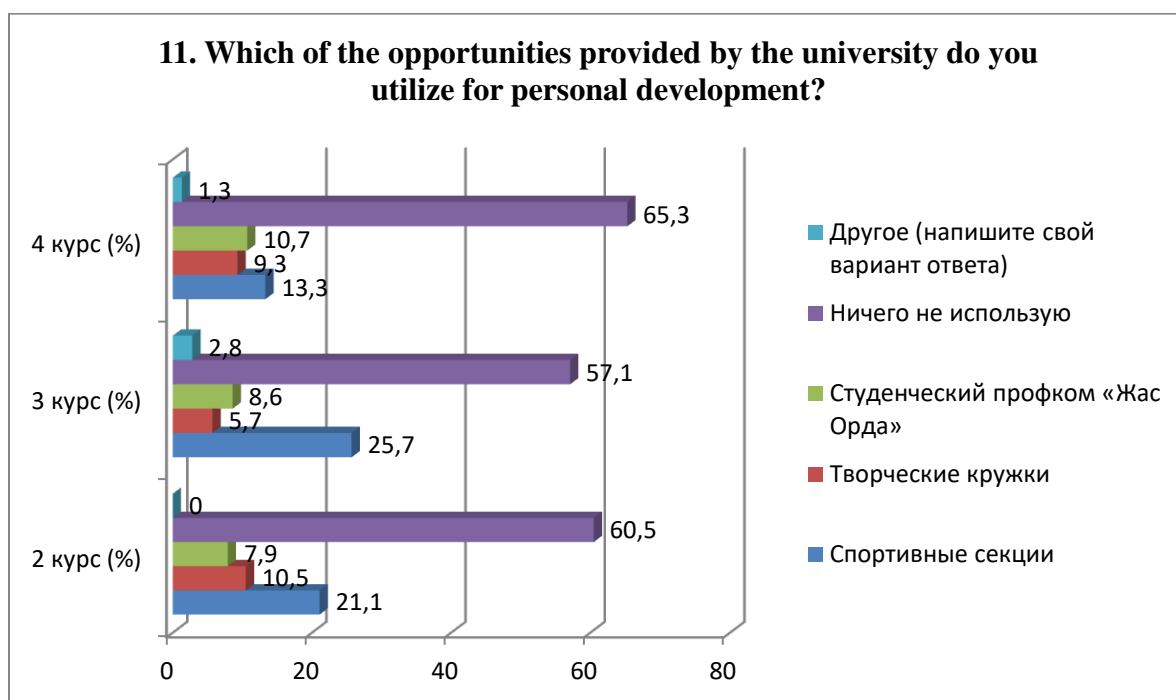
For the option “If you answered “I would like to, but don't know where to start” or “No” to the previous question, write down why”, learners indicated the following options \*:

2nd year	3rd year	4th year
<ul style="list-style-type: none"> <li>- Not interested;</li> <li>- Still thinking;</li> <li>- No time for that at the moment;</li> <li>- Not interested yet.</li> </ul>	-	<ul style="list-style-type: none"> <li>- I don't use anything;</li> <li>- Student Trade Union “Zhas Orda”.</li> </ul>

**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	21,1	25,7	13,3
Creative clubs	10,5	5,7	9,3
Student Trade Union “Zhas Orda”	7,9	8,6	10,7
I don't use anything	60,5	57,1	65,3
Other	-	2,8	1,3

\* 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.



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

2nd year	3rd year	4th year
-	- I'm talking to smart people.	- None.

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
<ul style="list-style-type: none"> <li>- Not interested;</li> <li>- Not interested yet;</li> <li>- Don't see the need;</li> <li>- Not informed;</li> <li>- At home;</li> <li>- Time will come.</li> </ul>	<ul style="list-style-type: none"> <li>- it was in Zhas Orda but they were kicked out;</li> <li>- I don't know what kind of clubs we have.</li> </ul>	<ul style="list-style-type: none"> <li>- no information where or how;</li> <li>- Because there are no facilities;</li> <li>- I don't think it's necessary;</li> <li>- Not interested in any of them;</li> <li>- Don't advertise themselves.</li> </ul>

**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** \_\_\_\_\_

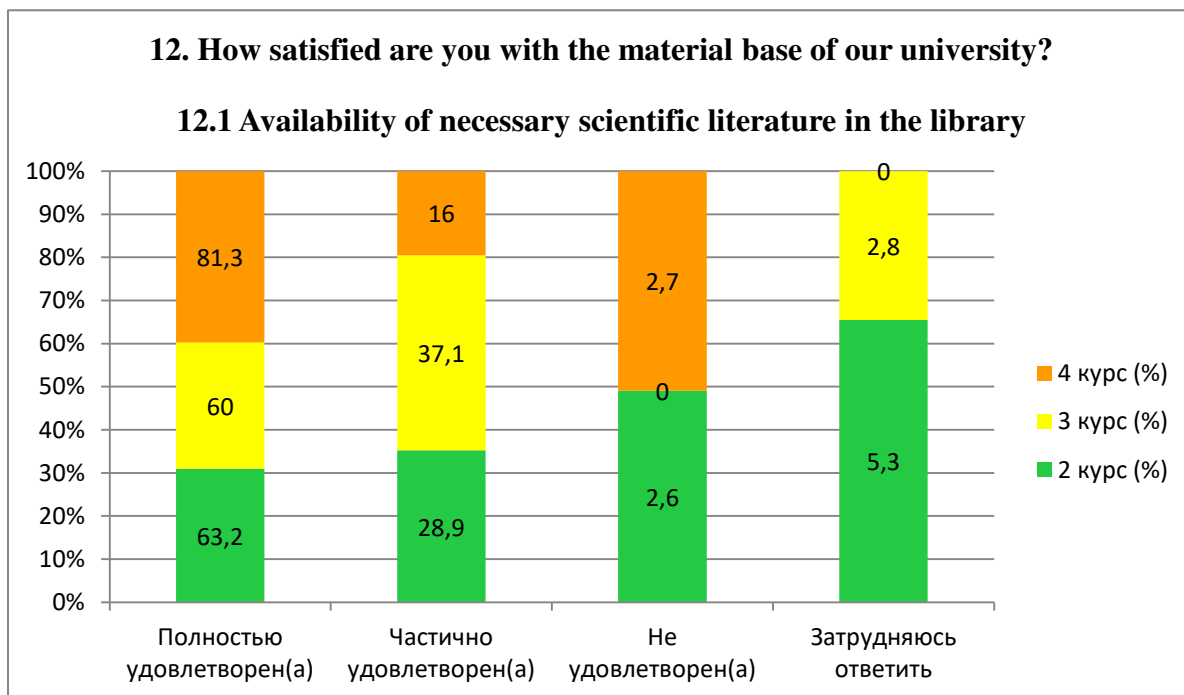
\* Students' answers to the option “other” and “if you answered “not satisfied.....” to the previous question are presented in the original. The author's spelling and punctuation have been preserved.

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

**Indicators:**

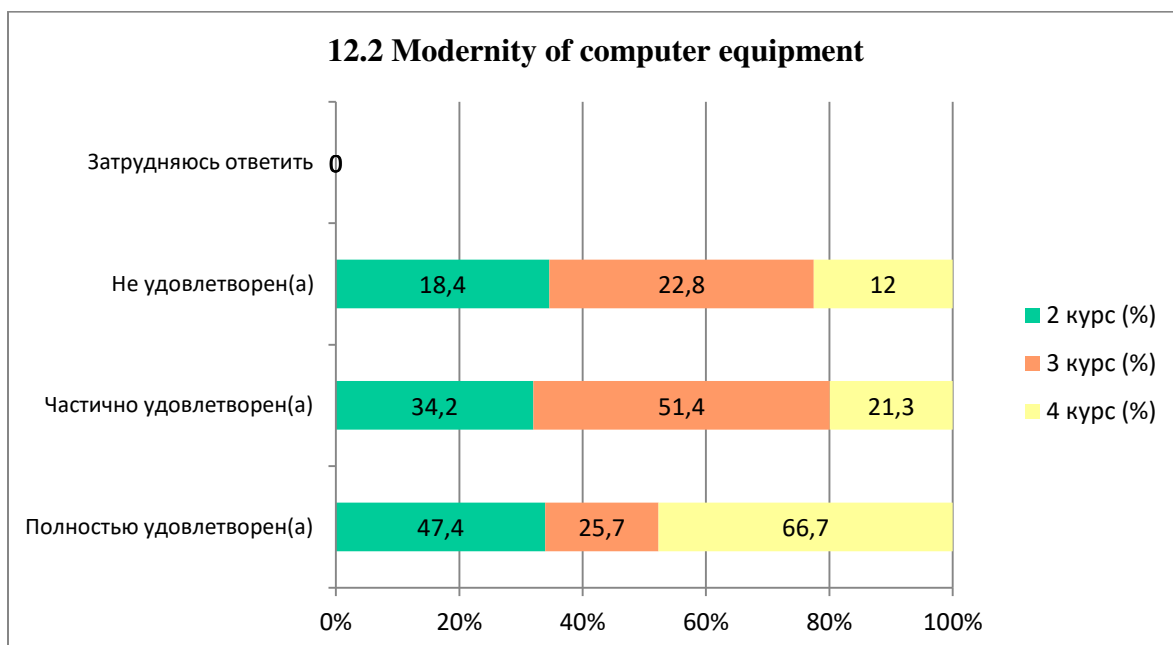
**12.1 Availability of necessary scientific literature in the library**

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	63,2	60	81,3
Partially satisfied	28,9	37,1	16
Not satisfied	2,6	-	2,7
Difficult to answer	5,3	2,8	-



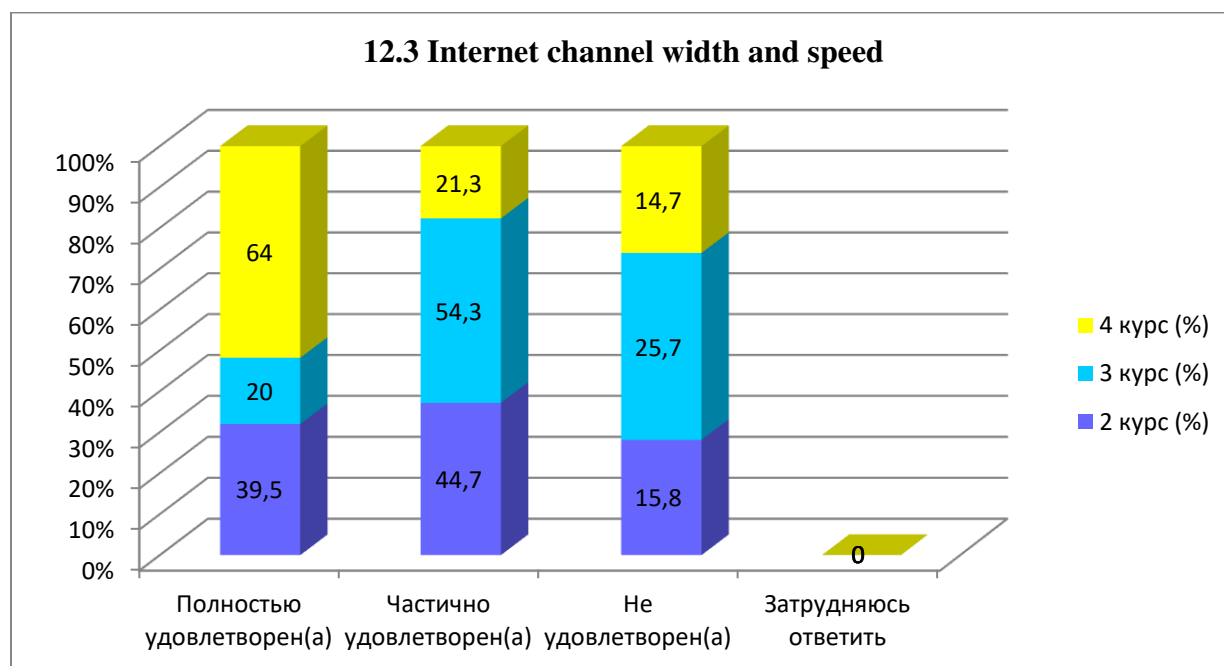
**12.2 Modernity of computer equipment**

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	47,4	25,7	66,7
Partially satisfied	34,2	51,4	21,3
Not satisfied	18,4	22,8	12
Difficult to answer	-	-	-



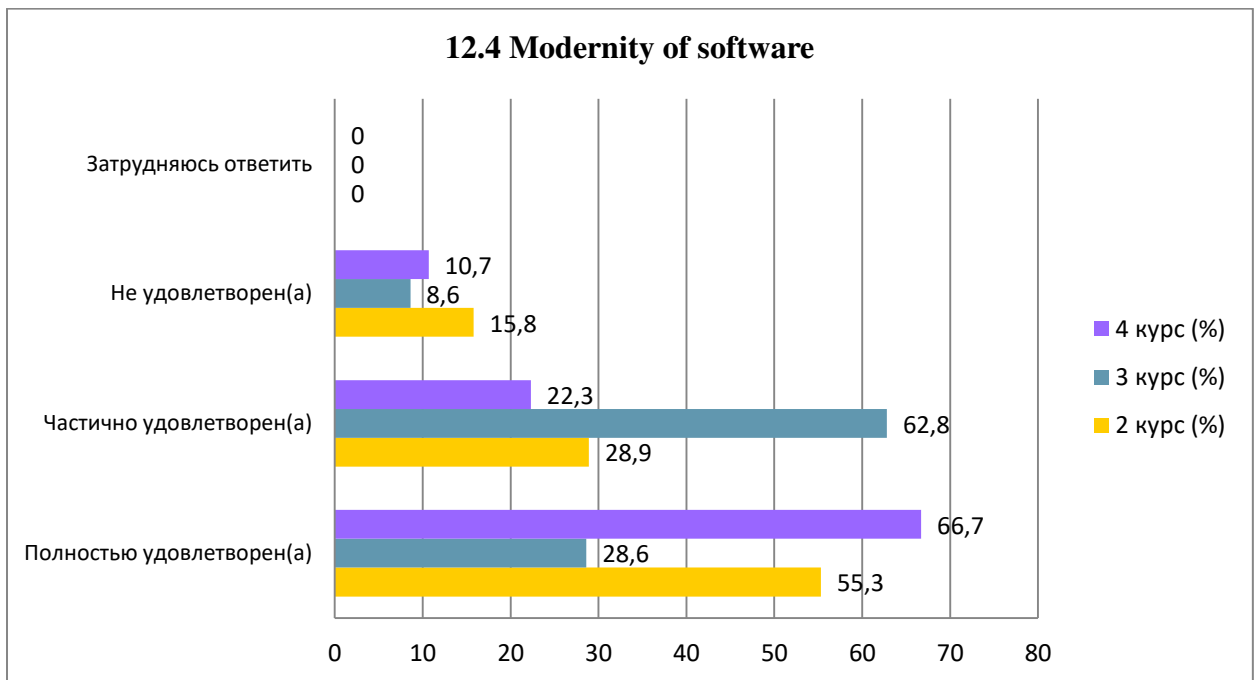
### 12.3 Internet channel width and speed

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	39,5	20	64
Partially satisfied	44,7	54,3	21,3
Not satisfied	15,8	25,7	14,7
Difficult to answer	-	-	-



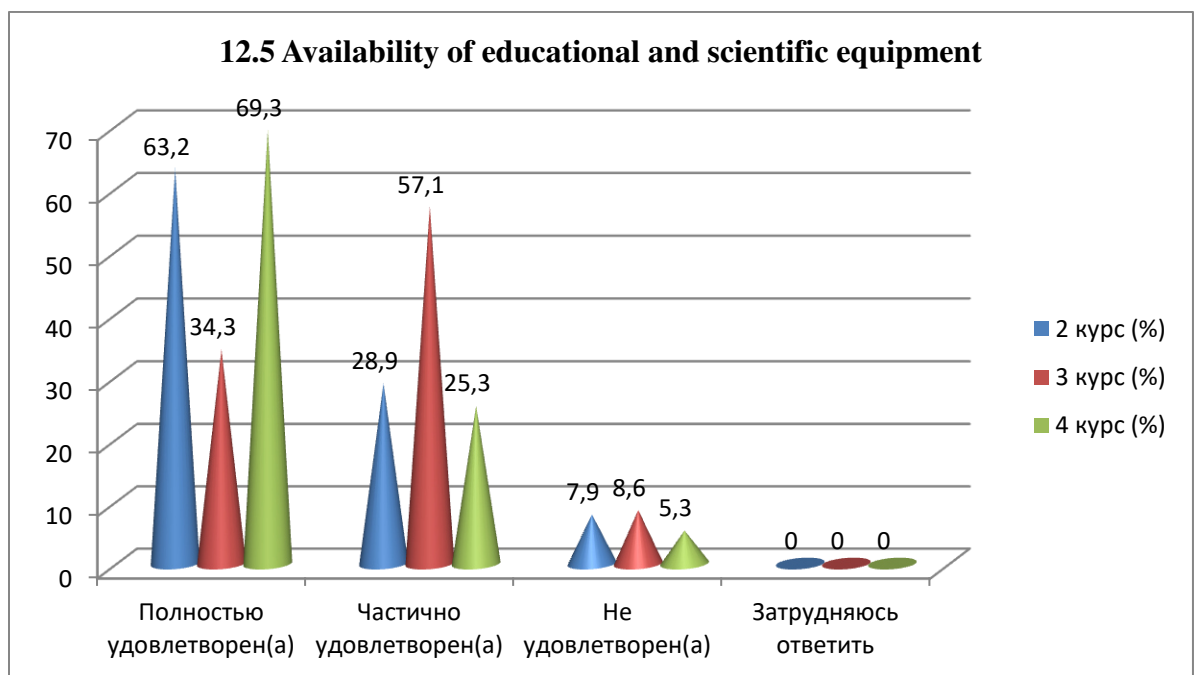
### 12.4 Modernity of software

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	55,3	28,6	66,7
Partially satisfied	28,9	62,8	22,3
Not satisfied	15,8	8,6	10,7
Difficult to answer	-	-	-



### 12.5 Availability of educational and scientific equipment

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	63,2	34,3	69,3
Partially satisfied	28,9	57,1	25,3
Not satisfied	7,9	8,6	5,3
Difficult to answer	-	-	-

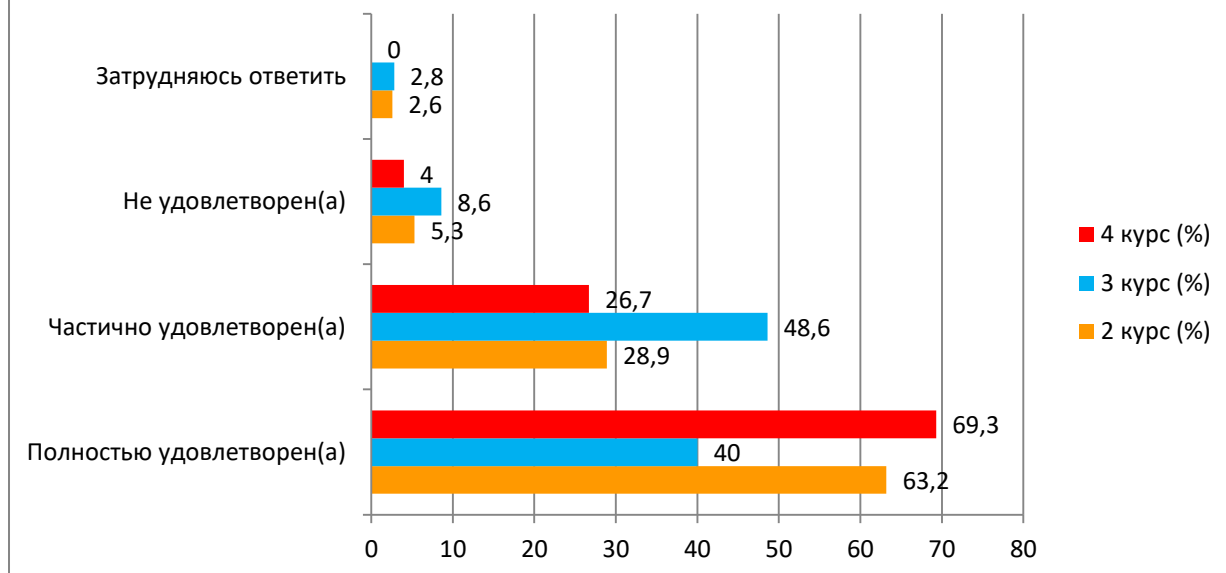


### 12.6 Availability of laboratories and specialized classrooms

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	63,2	40	69,3
Partially satisfied	28,9	48,6	26,7
Not satisfied	5,3	8,6	4
Difficult to answer	2,6	2,8	-

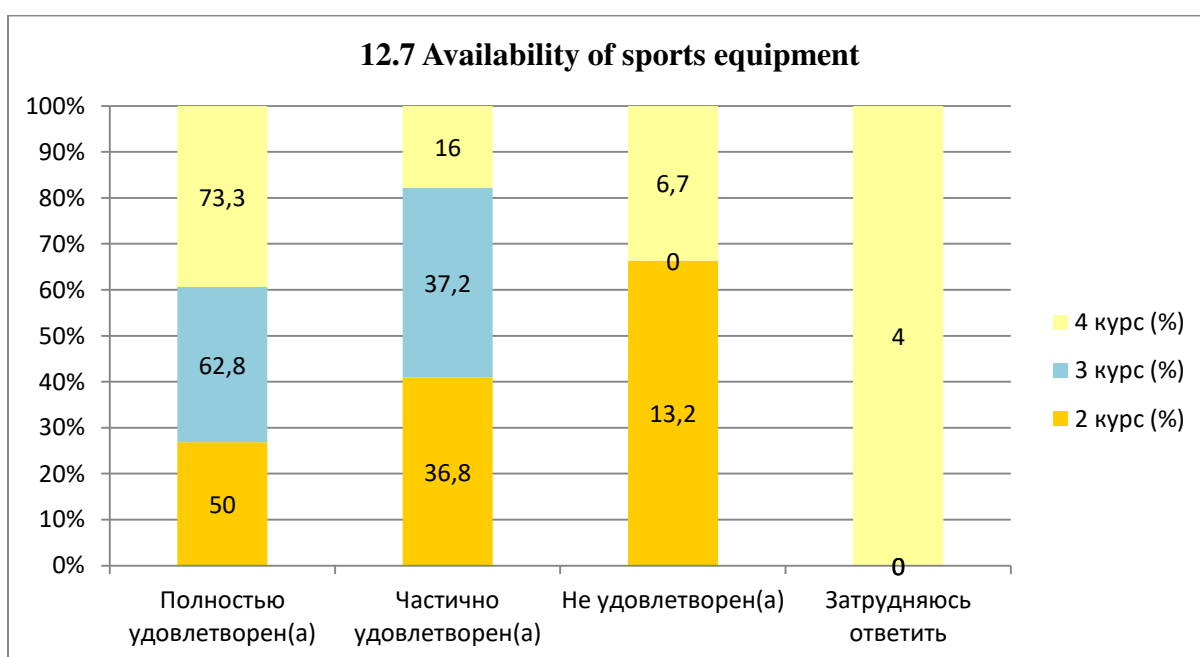


### 12.6 Availability of laboratories and specialized classrooms



### 12.7 Availability of sports equipment

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	50	62,8	73,3
Partially satisfied	36,8	37,2	16
Not satisfied	13,2	-	6,7
Difficult to answer	-	-	4



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

2nd year	3rd year	4th year
-	-	-Internet is weak, computers don't have internet;

\* 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.

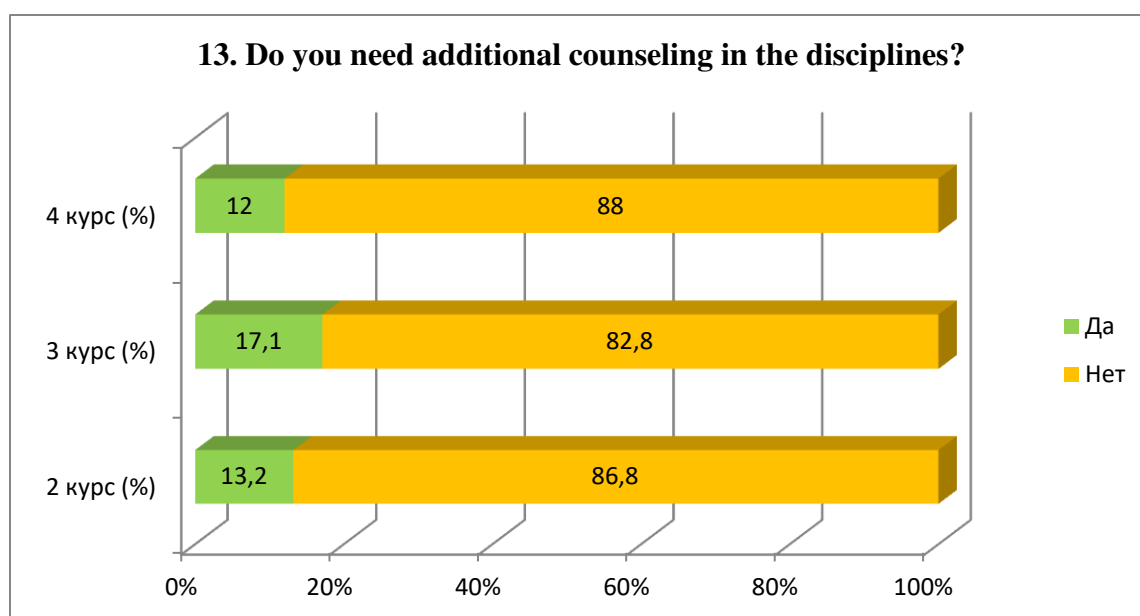
		-No.
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For the option “If you answered “Rather not benevolent than benevolent” and “Negative” to the previous question, give recommendations for improvement,” students indicated the following options\*:

2nd year	3rd year	4th year
- Procure sports equipment of proper quality; - Improve equipment, computers. Utilization of equipment.	-	- Internet is weak and you can't download programs; - No; - more classes on lab benches, please.

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

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Yes	13,2	17,1	12
No	86,8	82,8	88



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
- Programming methods and technologies, Modeling software tools.	-	- On ElMech and PLCs. To familiarize ourselves better. + I would like experts and engineers in our profession to mentor students to familiarize them more with their profession; - No; - "Mentorship is a career

\* 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.

		development and self-development tool. By sharing their experience, a mentor can help take a career or launch a business project to the next level. "I would like to learn more about my profession from predecessors who already have experience.
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**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)*

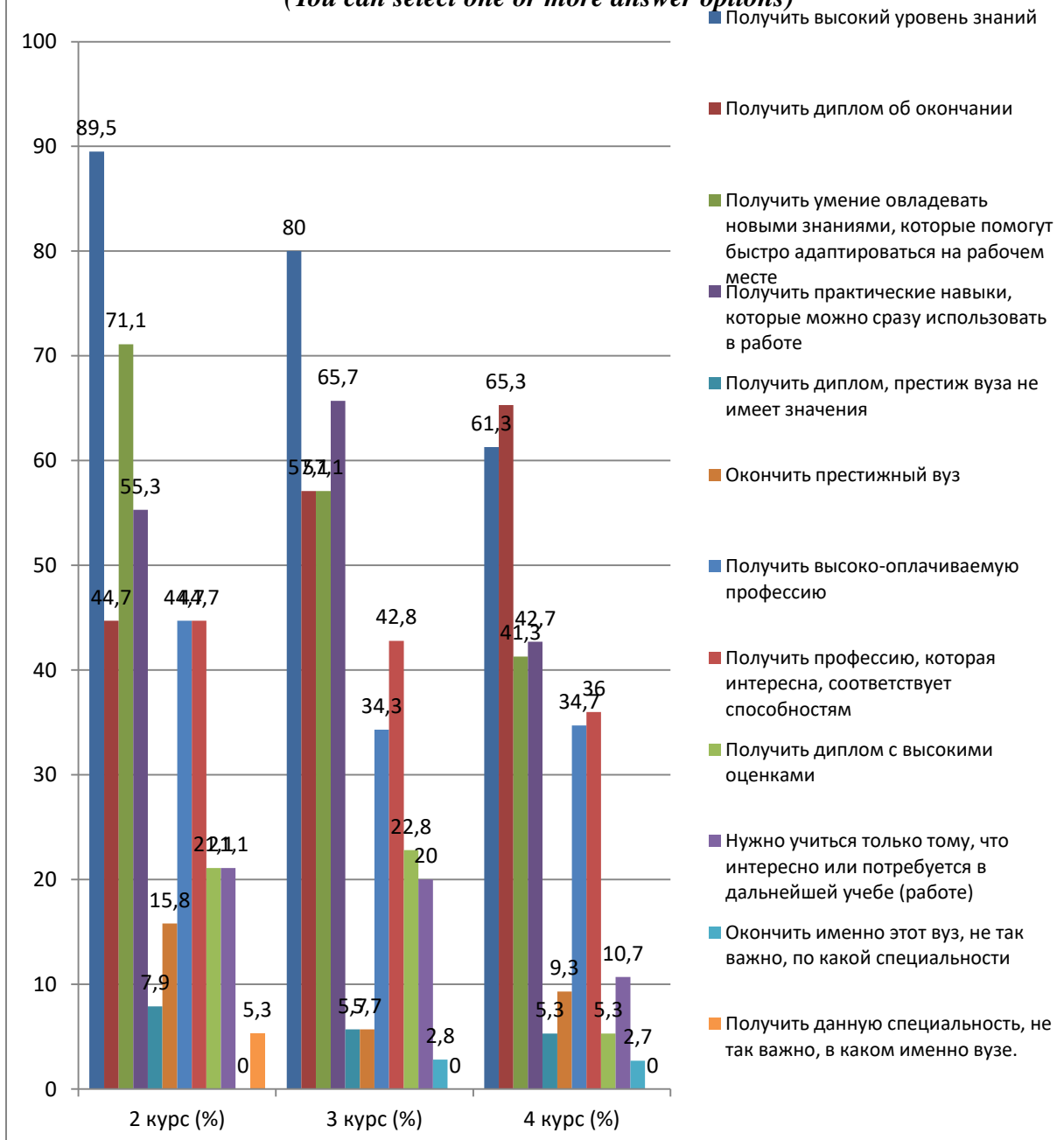
<b>Answer options</b>	<b>2nd year (%)</b>	<b>3rd year (%)</b>	<b>4th year (%)</b>
Get a high level of knowledge	89,5	80	61,3
Receive a diploma of completion	44,7	57,1	65,3
Gain the ability to acquire new knowledge that will help you quickly adapt in the workplace	71,1	57,1	41,3
Gain practical skills that you can immediately use at work	55,3	65,7	42,7
Get a diploma, the prestige of the university does not matter	7,9	5,7	5,3
Graduate from a prestigious university	15,8	5,7	9,3
Get a highly paid profession	44,7	34,3	34,7
Get a profession that is interesting and matches your abilities	44,7	42,8	36
Get a diploma with high grades	21,1	22,8	5,3
You need to learn only what is interesting or will be needed in further study (work)	21,1	20	10,7
It's not so important to graduate from this particular university, in what specialty	-	2,8	2,7
To get this specialty, it is not so important in which university.	5,3	-	-

*\*Сумма в % не равна 100, т.к. предполагался выбор нескольких вариантов ответов*

\* 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.

### 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)



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>- About student motivations;</li> <li>- no questions asked;</li> <li>- Question about scholarship;</li> <li>- I think everything is thoroughly thought out and there is no need to add anything;</li> <li>- No need to add questions;</li> <li>- I think these questions are sufficient;</li> <li>- All questions are present;</li> </ul>	<ul style="list-style-type: none"> <li>- It's okay;</li> <li>- don't know;</li> <li>- No questions;</li> <li>- How is knowledge of disciplines assessed?</li> <li>- I don't think it's right to put up new stands, materials, devices with a new modern training base. I think it is better to build new programs</li> </ul>	<ul style="list-style-type: none"> <li>- Nothing so far;</li> <li>- Price;</li> <li>- Need to solve the issue of practice (production, educational), make contracts with large corporations. Disagree on the terms and conditions and solve the issues of interest to students in</li> </ul>

<ul style="list-style-type: none"> <li>- I am completely satisfied;</li> <li>- Understand the diverse needs and abilities of learners....; <ul style="list-style-type: none"> <li>- None;</li> </ul> </li> <li>- Do you feel prejudiced by the teacher? <ul style="list-style-type: none"> <li>- I don't know;</li> </ul> </li> <li>- Working with the instructor, must pay attention to the students; <ul style="list-style-type: none"> <li>- I don't know;</li> </ul> </li> <li>- How do you evaluate the conduct and organization of the internship? <ul style="list-style-type: none"> <li>- None, I am completely satisfied with everything;</li> <li>- More about the quality of the catering..;</li> <li>- Add how much you like the canteen or how organized the teachers are and the degree of their teaching; <ul style="list-style-type: none"> <li>- I don't know;</li> </ul> </li> <li>- Attitude towards the University itself?</li> </ul> </li> <li>- I am completely satisfied with the list of questions;</li> <li>- How would you rate the quality of the supplementary materials provided by the faculty; <ul style="list-style-type: none"> <li>- Nothing to add;</li> <li>- Good luck;</li> <li>- No questions;</li> </ul> </li> <li>- In my opinion there is no need to add any questions to this questionnaire.</li> </ul>	<p>and materials, including New Kazakhstan;</p> <ul style="list-style-type: none"> <li>- everything you need is already in place; <ul style="list-style-type: none"> <li>- no offers;</li> </ul> </li> <li>- I would like a better physmath base;</li> <li>- Have you worked at the university's practical stands? How often do you work at them. What are you satisfied with? What not? <ul style="list-style-type: none"> <li>- Food;</li> <li>- I don't know, these questions are quite satisfying;</li> <li>- I think the questions are sufficient;</li> <li>- The instructors are conscientious about the students' scores;</li> <li>- How the classes are conducted.</li> </ul> </li> </ul>	<p>practice. That is, that the practice was paid, the attitude to students, not as a free labor force, but as a future specialist.</p> <ul style="list-style-type: none"> <li>- Is labor counseling required?</li> <li>- Various activities creative and sports; <ul style="list-style-type: none"> <li>- All satisfactory;</li> <li>- Labor conditions;</li> </ul> </li> <li>- Classroom facilities are terrible, interactive whiteboards don't work, computers in computer labs don't work or are ancient;</li> <li>- Equipped classrooms;</li> <li>- Promotion of exchange programs with foreign universities, creation of opportunities for internships abroad;</li> <li>- How satisfied are you with the quality of our university's internet?</li> <li>- What would help the student to better familiarize himself/herself with the future. That the student would be able to know exactly what to do after graduation..; <ul style="list-style-type: none"> <li>- Practical training on professions at the university;</li> <li>- Is the student satisfied with the tuition fees to add to the questionnaire!!!</li> <li>- "How people can be helped by a mentor and how to organize working with a mentor if you have never done it before.";</li> <li>- All questions are*.</li> </ul> </li> </ul>
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The students' answers are presented in the original. The spelling and punctuation of the author have been preserved

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 - 84.2%, 3rd year - 71.4%, 4th year - 85.3%. 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 “Dissatisfaction with the quality of lessons” (2nd year - 7.9%, 3rd year - 11.4%, 4th year - 6.7%), “Inconsistency of subject importance with the number of hours” (2nd year - 2.6%, 3rd year - 8.6%, 4th year - 2.7%), “Inconsistency of the studied disciplines with the specialty received” (2nd year - 2.6%, 3rd year - 5.7%, 4th year - 4%).

To the question: **“What indicators, as a rule, are taken into account by teachers when making the final grade?”** 42.9% of students indicated the option “activity in classes (seminars), answers to the teacher's questions, solving problems, etc.”, in second place - 31.7% “results of practice, laboratory and other practical works” and in third place 10.5% “attendance”.

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.

To the option **“If you answered “Rather not benevolent than benevolent” and “Negative” to the previous question, give recommendations for improvement”** the students indicated the following answer options \*: “The supervisor told about my problem to the teacher, pointing to the group where I study.”, “Sometimes security guards are rude when entering the university”, “Some teachers are not friendly with students. They close the certification without asking the head teachers or the student if his/her grade is satisfactory! They also divide students!” etc.

On the question **“What student problems are of particular concern to you now?”** the students put “Employment in the specialty” in the first place - 47.5%. Next – “Quality of food and prices in the student canteen” - 45.7%. On the third position – “Quality of teaching (conducting classes, assessment of knowledge, etc.)” and “Quality of organization of the educational process” - 30.3%.

To the question **“Do you need additional counseling in disciplines?”** 14.1% of respondents answered that they need additional counseling. Among the disciplines indicated were: Programming Methods and Technologies, Software Modeling Tools, On ElMech and PLC, Mentorship lessons 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.