

Report on the results of the questionnaire
«Satisfaction of doctoral students with educational services» for the 2022-2023 academic
year
in the educational program
7M07101 «Automation and control»

In February 2023, the center for quality management and accreditation conducted an anonymous electronic questionnaire «Master students' satisfaction with educational services».

The purpose of the study -measuring consumer satisfaction with the quality of university services provided.

The subject of the study: formed ideas of undergraduates about the organization of the educational process, the degree of satisfaction with its various characteristics.

The results of the questionnaire were processed and presented in a summarized form, guaranteeing the confidentiality of the personal opinions of undergraduates.

An object research - 1st-2nd year master's students.

*This extensive questionnaire is conducted once every 5 years.

46 respondents took part in the questionnaire, which amounted to 92% of the total number of undergraduates.

During the questionnaire process, the following data was obtained:

1. What determined your choice of studying at a university master's program? (choose 3-4 answer options)

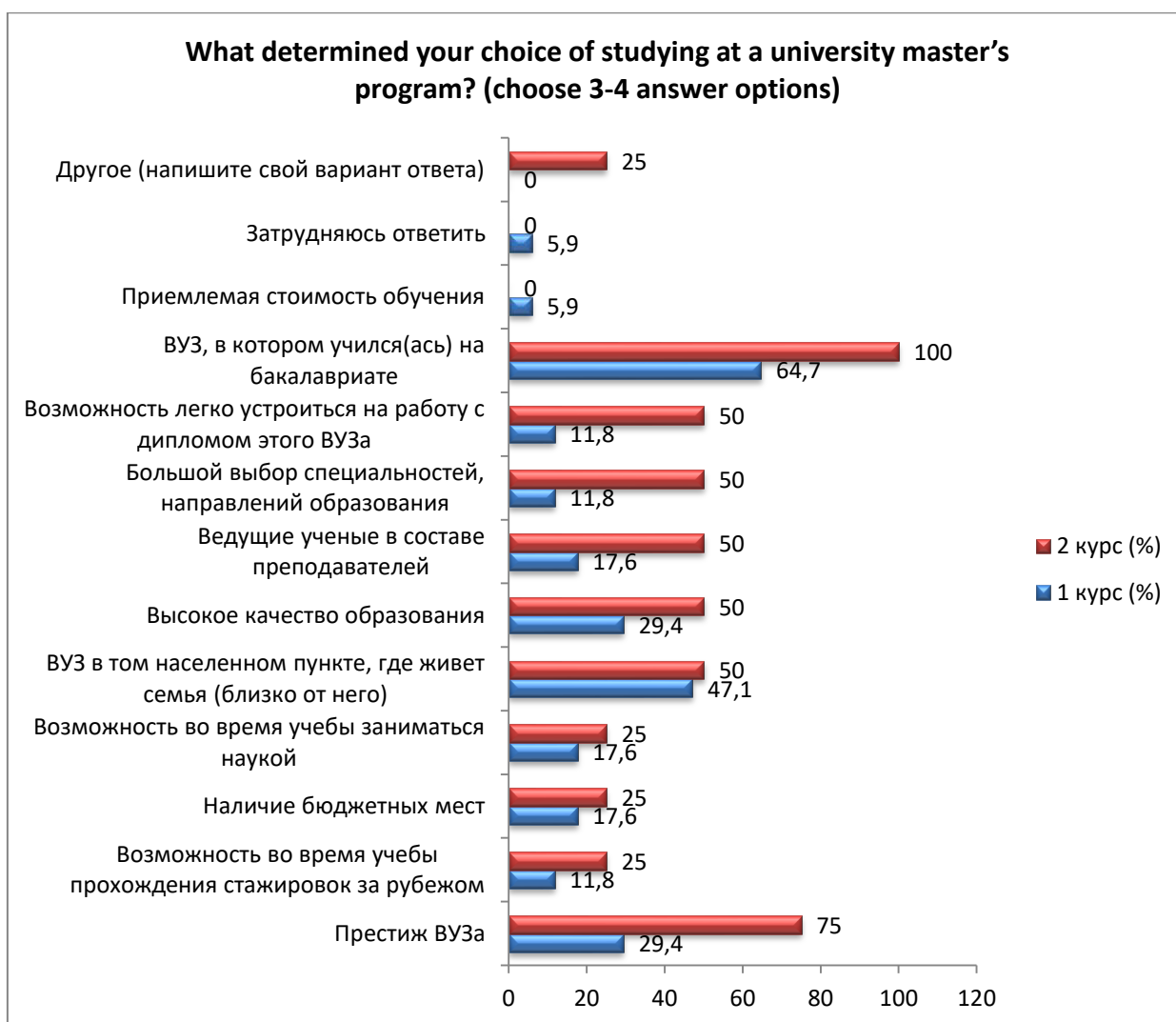
| Answer options | 1 st year (%) | 2nd year (%) |
|--|----------------------|---------------------|
| University prestige | 29.4 | 75 |
| Opportunity for internships abroad while studying | 11.8 | 25 |
| Availability of budget places | 17.6 | 25 |
| Opportunity to do science while studying | 17.6 | 25 |
| University in the locality where the family lives (close to it) | 47.1 | 50 |
| High quality education | 29.4 | 50 |
| Leading scientists on staff | 17.6 | 50 |
| Large selection of specialties and areas of education | 11.8 | 50 |
| An opportunity to easily get a job with a diploma from this university | 11.8 | 50 |
| The university where you studied as an undergraduate | 64.7 | 100 |
| Reasonable cost of training | 5.9 | - |
| I find it difficult to answer | 5.9 | - |
| Other (write your answer) | - | 25 |

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

Students indicated the following options for the "Other" option.*:

- where the family lives (close to him).

*Students' answers are presented in the original. The author's spelling and punctuation have been preserved.



2. How satisfied are you with the availability of information provided by the university in your field of study:

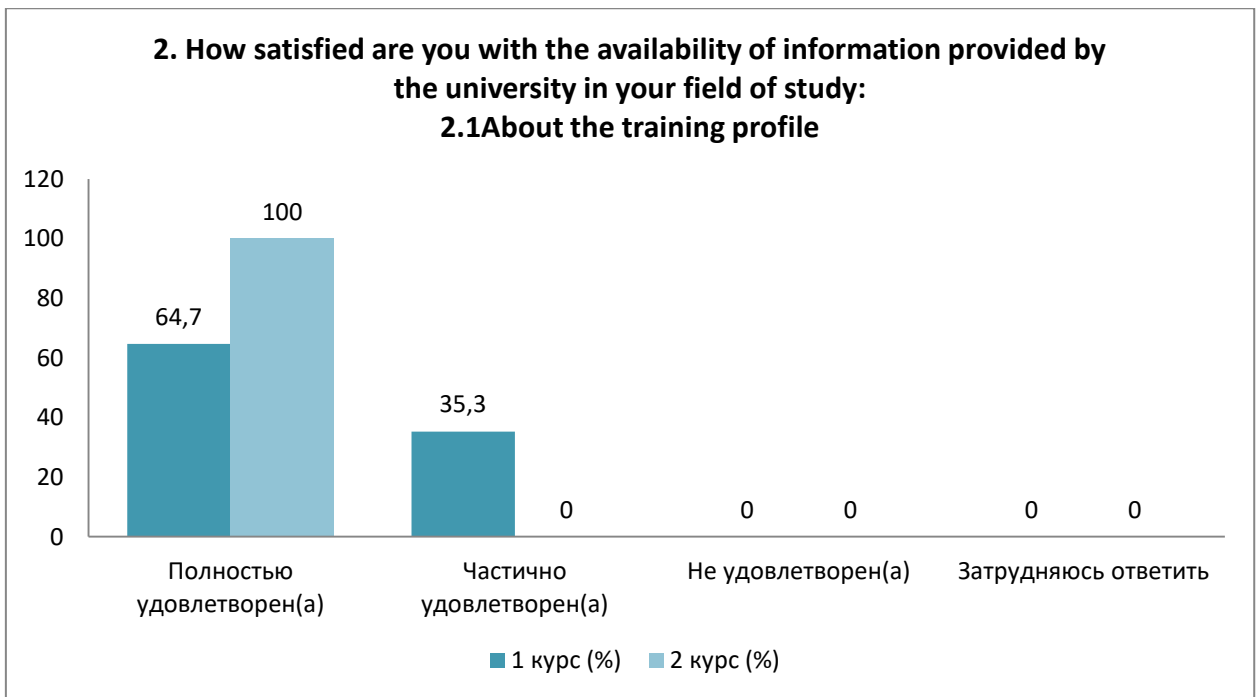
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|--|
| 2.1 About the training profile |
| 2.2 Characteristics of the professional activity of a master's student |
| 2.3 List of developed competencies of master's degree graduates |
| 2.4 List of master's students' practice databases |
| 2.5 Information about scientific supervisors |

Other (write your answer) _____

If you answered «Not satisfied» to the previous question, give recommendations for improving the area of training _____

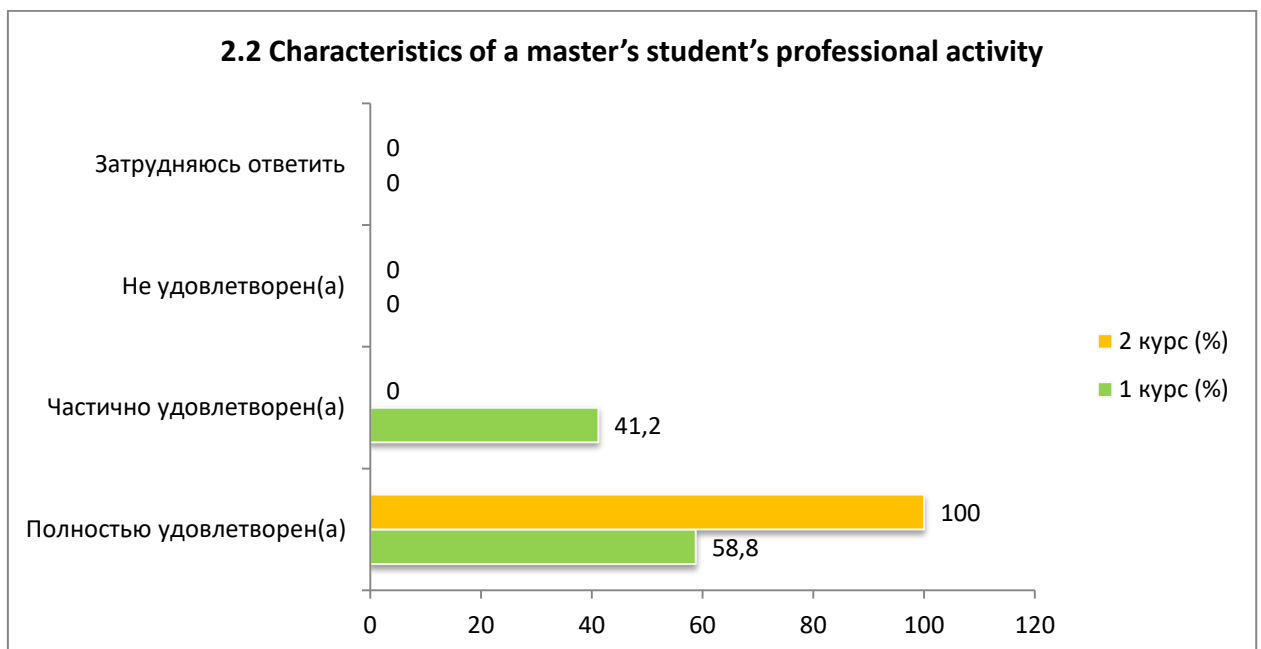
2.1 About the training profile

| Answer options | 1 st year (%) | 2nd year (%) |
|-------------------------------|---------------|--------------|
| Completely satisfied | 64.7 | 100 |
| Partially satisfied | 35.3 | - |
| Not satisfied) | - | - |
| I find it difficult to answer | - | - |



2.2 Characteristics of a master's student's professional activity

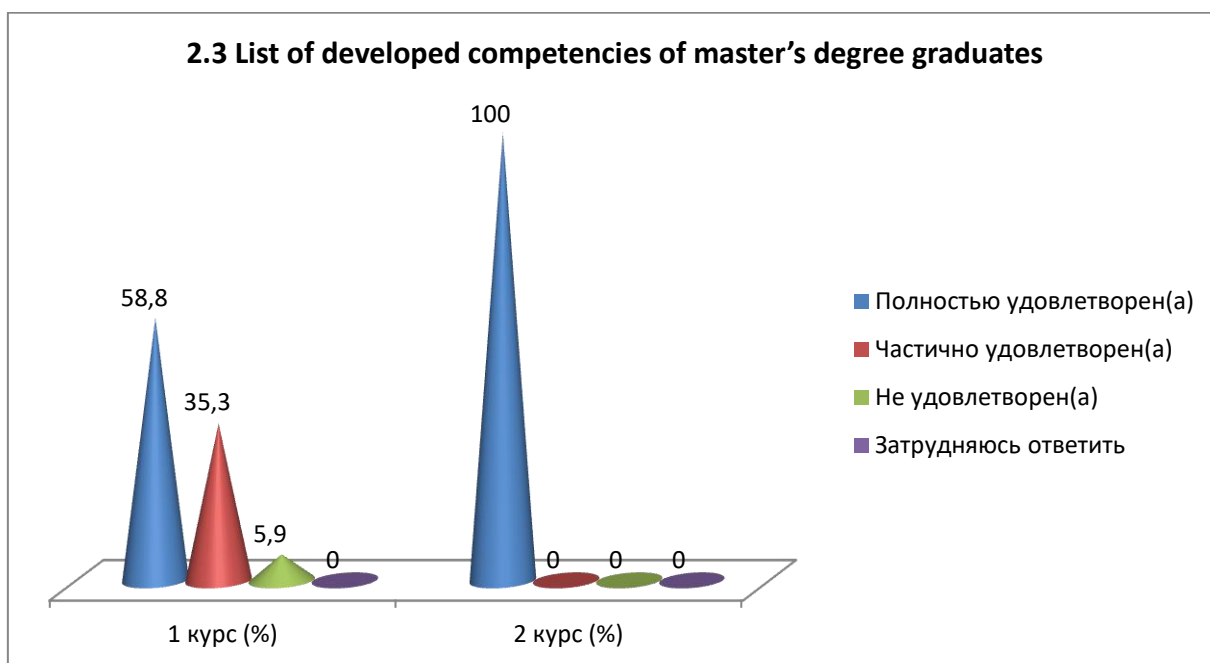
| Answer options | 1 st year (%) | 2nd year (%) |
|-------------------------------|---------------|--------------|
| Completely satisfied | 58.8 | 100 |
| Partially satisfied | 41.2 | - |
| Not satisfied) | - | - |
| I find it difficult to answer | - | - |



2.3 List of developed competencies of master's degree graduates

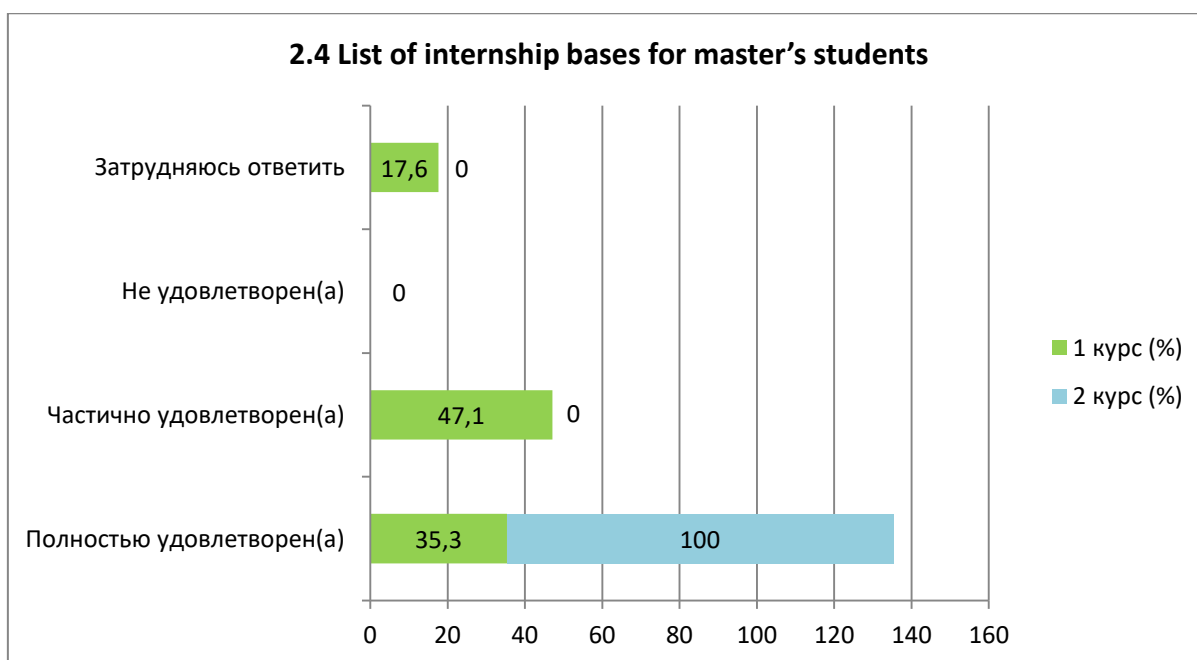
| Answer options | 1 st year (%) | 2nd year (%) |
|----------------------|---------------|--------------|
| Completely satisfied | 58.8 | 100 |
| Partially satisfied | 35.3 | - |

| | | |
|-------------------------------|-----|---|
| Not satisfied) | 5.9 | - |
| I find it difficult to answer | - | - |



2.4 List of internship bases for master's students

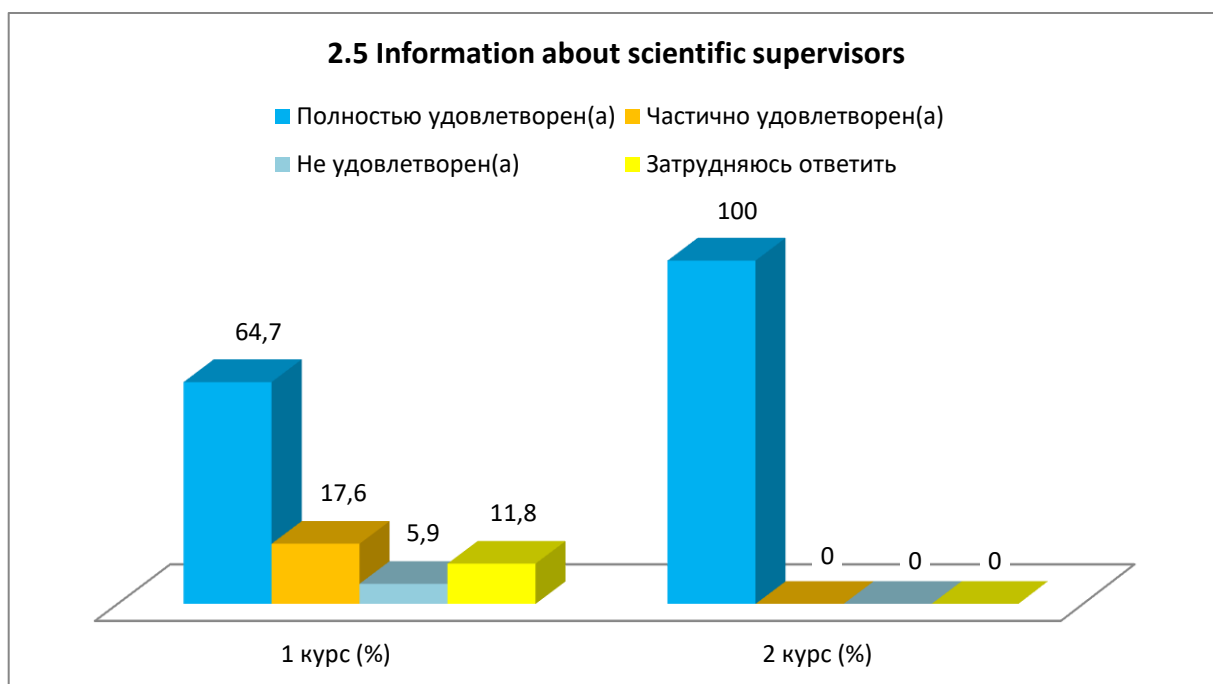
| Answer options | 1 st year (%) | 2nd year (%) |
|-------------------------------|---------------|--------------|
| Completely satisfied | 35.3 | 100 |
| Partially satisfied | 47.1 | - |
| Not satisfied) | - | - |
| I find it difficult to answer | 17.6 | - |



2.5 Information about scientific supervisors

| Answer options | 1 st year (%) | 2nd year (%) |
|----------------|---------------|--------------|
|----------------|---------------|--------------|

| | | |
|-------------------------------|------|-----|
| Completely satisfied | 64.7 | 100 |
| Partially satisfied | 17.6 | - |
| Not satisfied) | 5.9 | - |
| I find it difficult to answer | 11.8 | - |



To the option «If you answered «Not satisfied» to the previous question, please give recommendations for improving the direction of training,» the master's students indicated the following options*:

- No;
- False choice of practice base, in fact everything goes only to one place without choice.

3. How would you overall rate the teaching staff of your master's program?

| |
|---|
| 3.1 Knowledge, qualifications |
| 3.2 Pedagogical qualities |
| 3.3 Objectivity and impartiality of assessments |
| 3.4 Teaching methods used |

Other (write your answer) _____

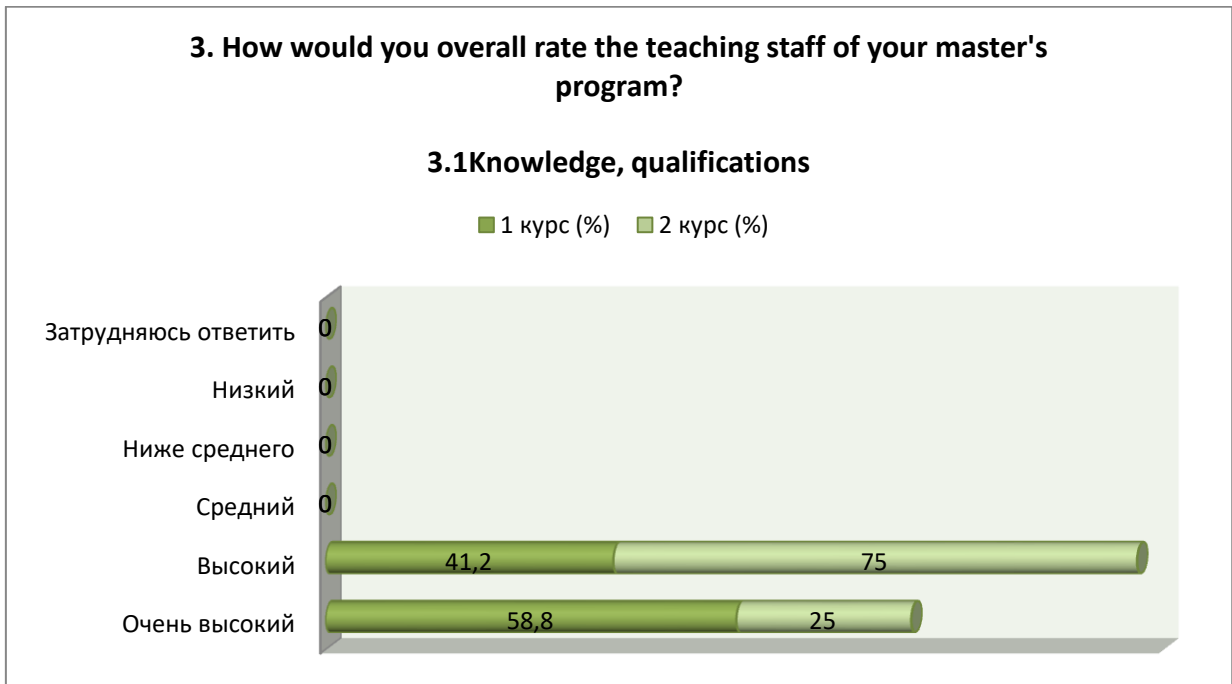
If you answered «Low» to the previous question, give recommendations for improving the teaching staff _____

3.1 Knowledge, qualifications

| Answer options | 1 st year (%) | 2nd year (%) |
|-------------------|---------------|--------------|
| Very tall | 58.8 | 25 |
| High | 41.2 | 75 |
| Average | - | - |
| Below the average | - | - |

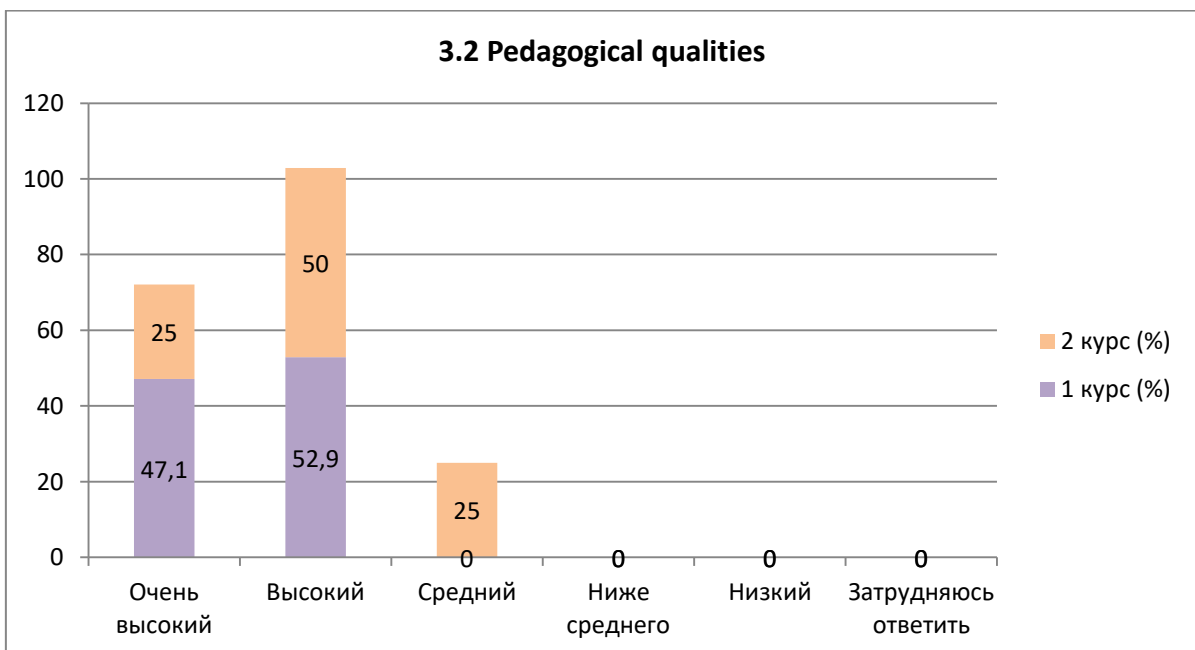
*Students' answers are presented in the original. The author's spelling and punctuation have been preserved.

| | | |
|-------------------------------|---|---|
| Short | - | - |
| I find it difficult to answer | - | - |



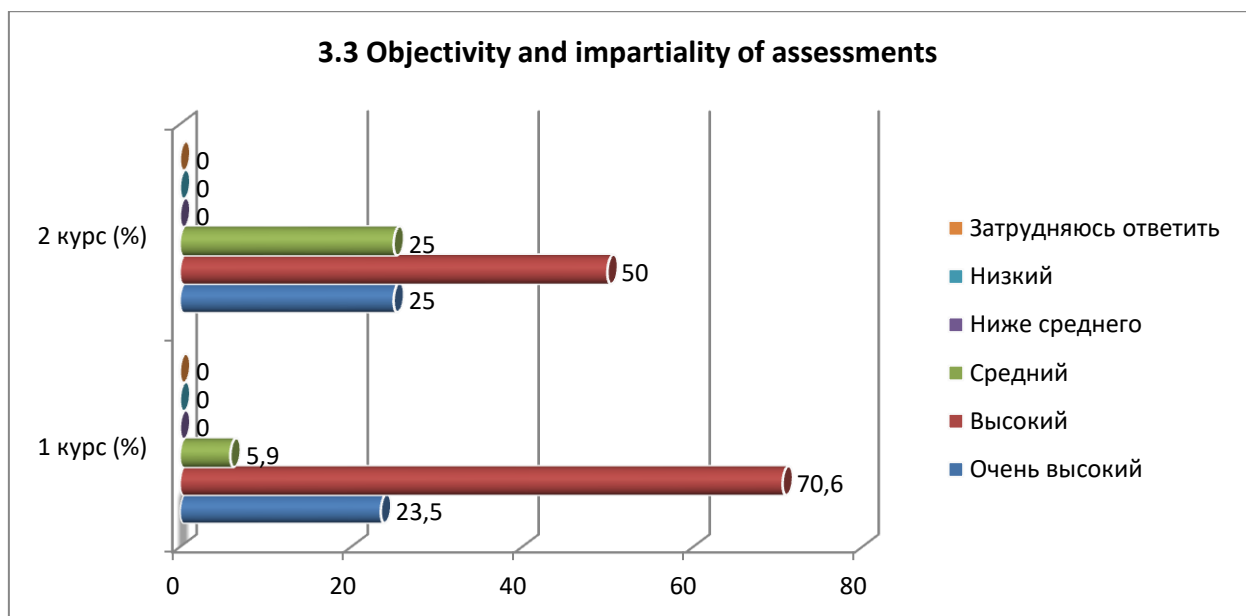
3.2 Pedagogical qualities

| Answer options | 1 st year (%) | 2nd year (%) |
|-------------------------------|---------------|--------------|
| Very tall | 47.1 | 25 |
| High | 52.9 | 50 |
| Average | - | 25 |
| Below the average | - | - |
| Short | - | - |
| I find it difficult to answer | - | - |



3.3 Objectivity and impartiality of assessments

| Answer options | 1 st year (%) | 2nd year (%) |
|-------------------------------|---------------|--------------|
| Very tall | 23.5 | 25 |
| High | 70.6 | 50 |
| Average | 5.9 | 25 |
| Below the average | - | - |
| Short | - | - |
| I find it difficult to answer | - | - |



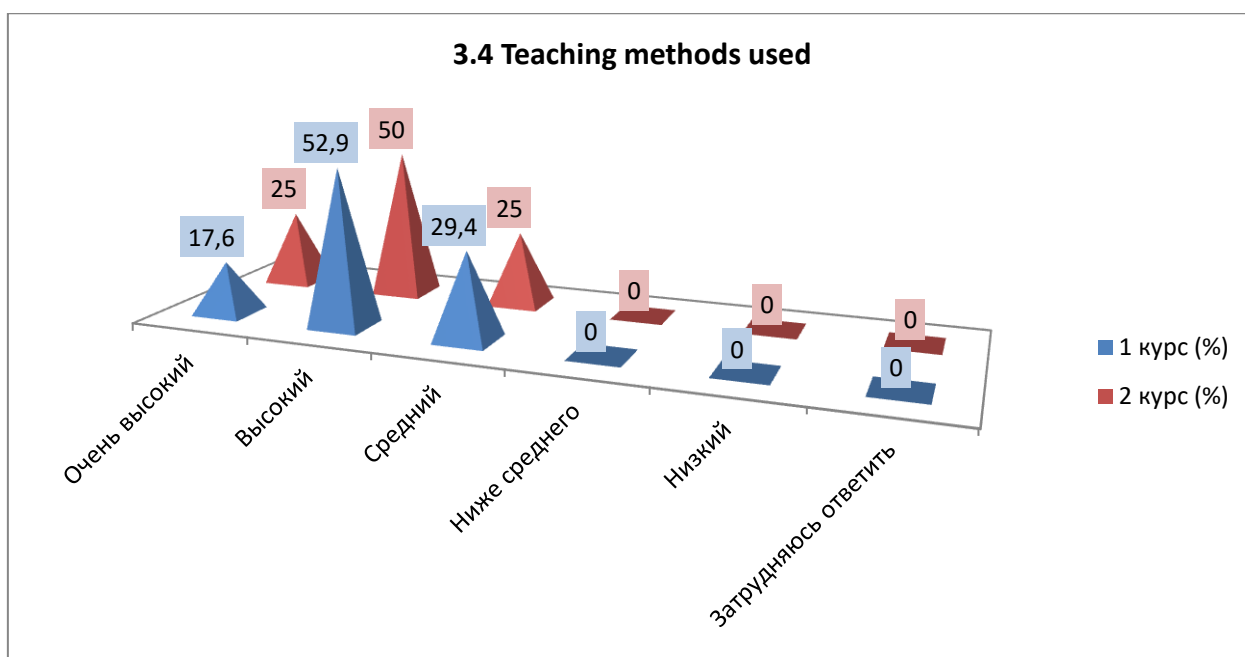
3.4 Teaching methods used

| Answer options | 1 st year (%) | 2nd year (%) |
|-------------------------------|---------------|--------------|
| Very tall | 17.6 | 25 |
| High | 52.9 | 50 |
| Average | 29.4 | 25 |
| Below the average | - | - |
| Short | - | - |
| I find it difficult to answer | - | - |

Students indicated the following options for the «Other» option*:

- No.

*Students' answers are presented in the original. The author's spelling and punctuation have been preserved.



To the option «If you answered «Low» to the previous question, give recommendations for improving the teaching staff,» undergraduates indicated the following options*:

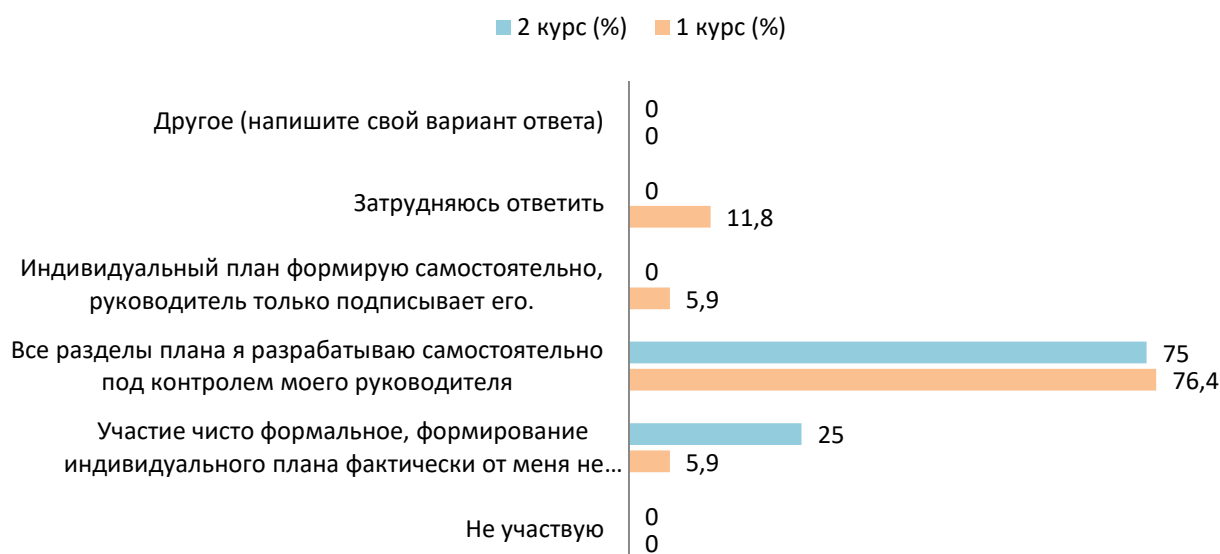
-No.

4. Evaluate your participation in the formation of an individual work plan for a master's student.

| Answer options | 1 st year (%) | 2nd year (%) |
|--|---------------|--------------|
| I don't participate | - | - |
| Participation is purely formal; the formation of an individual plan actually does not depend on me | 5.9 | 25 |
| I develop all sections of the plan independently under the supervision of my supervisor. | 76.4 | 75 |
| I formulate an individual plan myself, the manager only signs it. | 5.9 | - |
| I find it difficult to answer | 11.8 | - |
| Other (write your answer) | - | - |

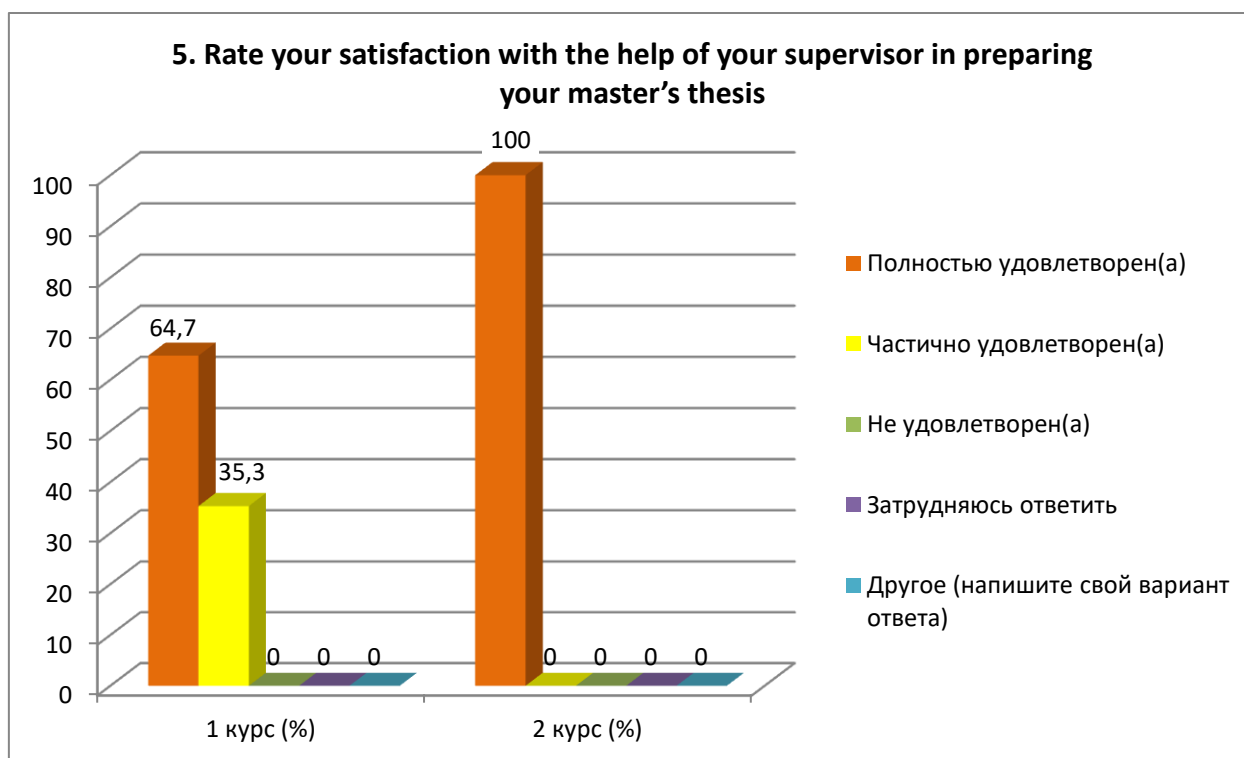
*Students' answers are presented in the original. The author's spelling and punctuation have been preserved.

4. Evaluate your participation in the formation of an individual work plan for a master's student.



5. Rate your satisfaction with the help of your supervisor in preparing your master's thesis

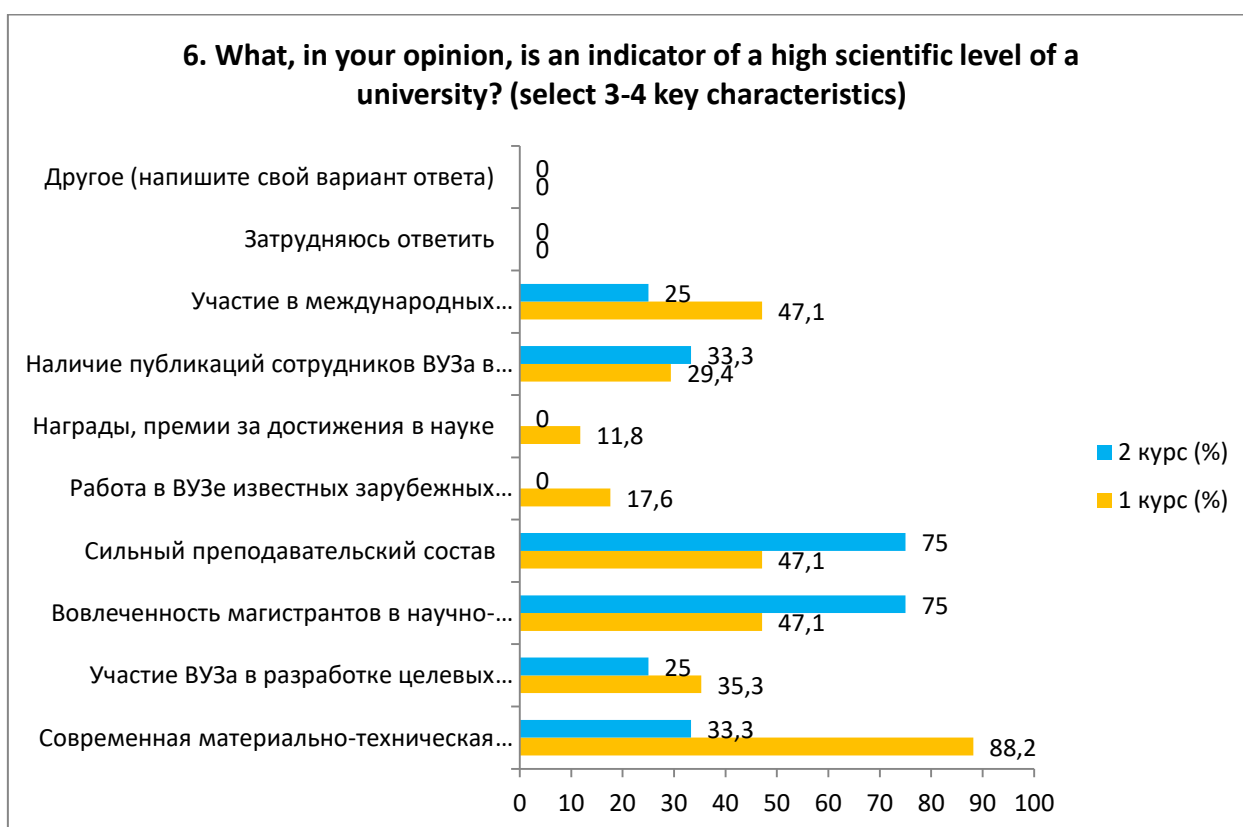
| Answer options | 1 st year (%) | 2nd year (%) |
|-------------------------------|---------------|--------------|
| Completely satisfied | 64.7 | 100 |
| Partially satisfied | 35.3 | - |
| Not satisfied) | - | - |
| I find it difficult to answer | - | - |
| Other (write your answer) | - | - |



6. What, in your opinion, is an indicator of a high scientific level of a university? (select 3-4 key characteristics)

| Answer options | 1 st year (%) | 2nd year (%) |
|---|---------------|--------------|
| Modern material and technical base | 88.2 | 33.3 |
| Participation of the university in the development of targeted programs for the socio-economic development of the region, cities, and enterprises | 35.3 | 25 |
| Involvement of undergraduates in research projects | 47.1 | 75 |
| Strong teaching staff | 47.1 | 75 |
| Work at the university of famous foreign scientists | 17.6 | - |
| Awards, prizes for achievements in science | 11.8 | - |
| Availability of publications by university staff in international publications | 29.4 | 33.3 |
| Participation in international research projects | 47.1 | 25 |
| I find it difficult to answer | - | - |
| Other (write your answer) | - | - |

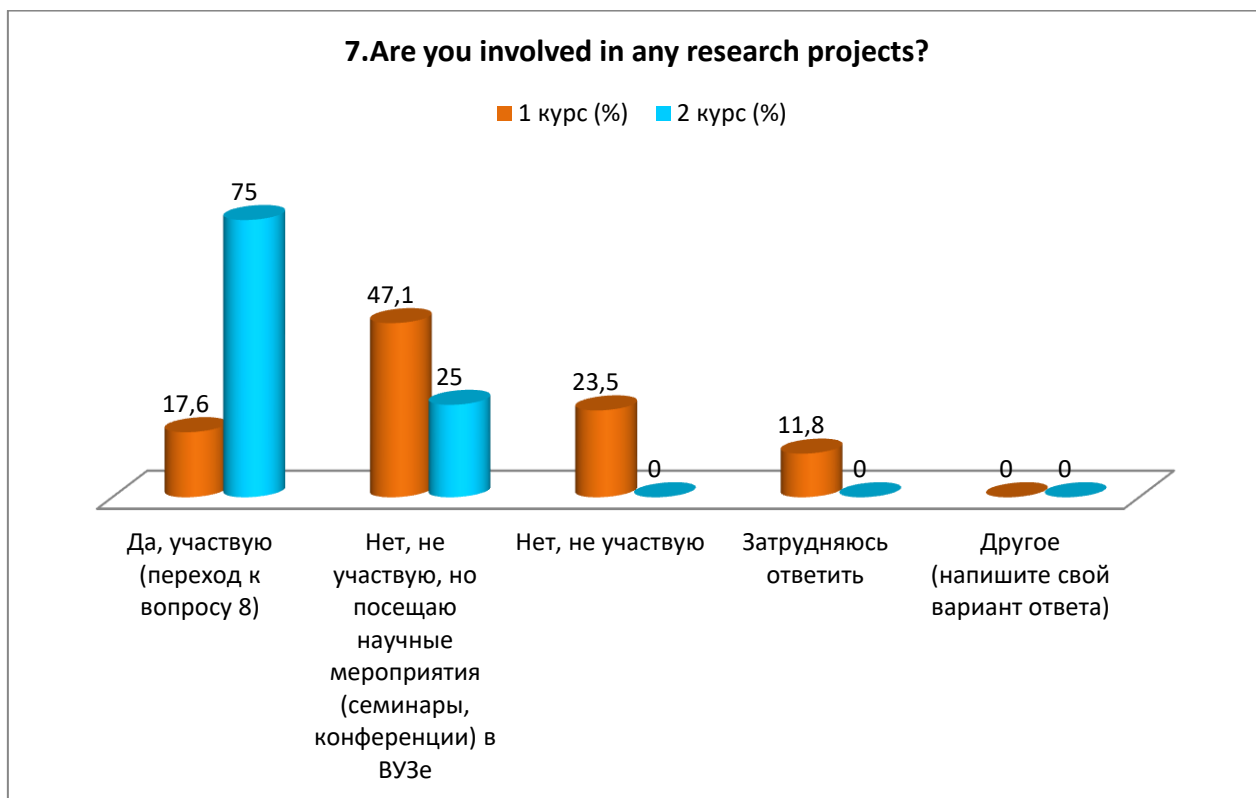
**The amount in % is not equal to 100, because multiple answer options were expected*



7. Are you involved in any research projects?

| Answer options | 1 st year (%) | 2nd year (%) |
|---|---------------|--------------|
| Yes, I participate (go to question 8) | 17.6 | 75 |
| No, I don't participate, but I attend scientific events (seminars, conferences) at the university | 47.1 | 25 |
| No, I'm not participating | 23.5 | - |
| I find it difficult to answer | 11.8 | - |

| | | |
|---------------------------|---|---|
| Other (write your answer) | - | - |
|---------------------------|---|---|



To the option «If you answered «No, I don't participate» to the previous question, write why,» the undergraduates indicated the following options*:

-The research carried out at the university is not suitable for my dissertation.

8. Please indicate which research projects you are involved in (select all that apply)

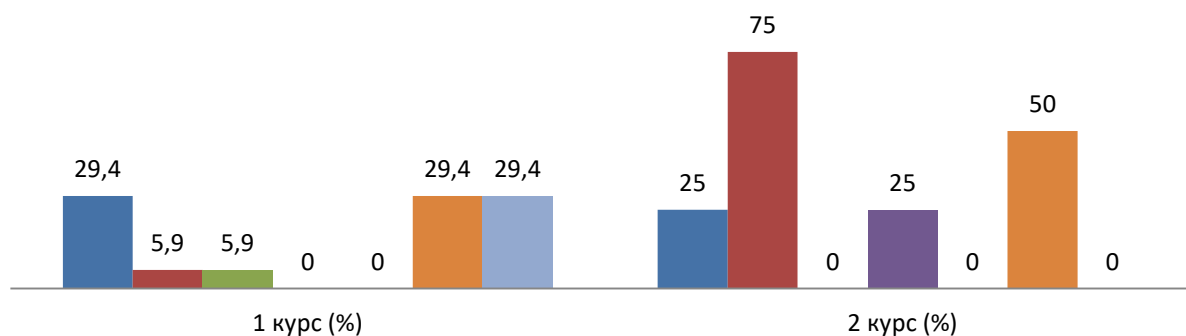
| Answer options | 1 st year (%) | 2nd year (%) |
|--|---------------|--------------|
| I participate in the activities of scientific departments at my university | 29.4 | 25 |
| I am participating in a project led by my supervisor/other teacher | 5.9 | 75 |
| Working on a research project with friends | 5.9 | - |
| I am participating in a research project at another university | - | 25 |
| I am participating in a research project with foreign universities | - | - |
| I find it difficult to answer | 29.4 | 50 |
| Other (write your answer) | 29.4 | - |

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

*Students' answers are presented in the original. The author's spelling and punctuation have been preserved.

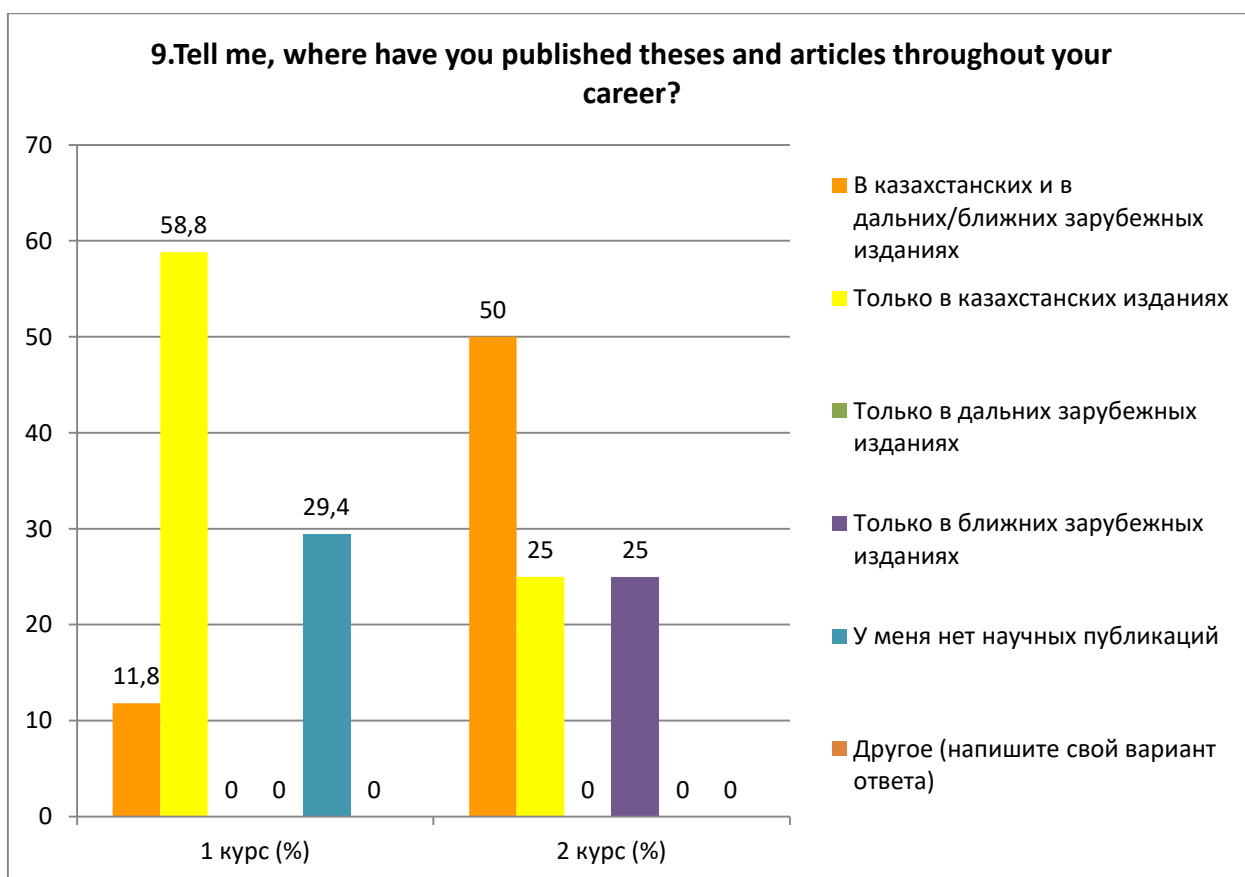
8. Please indicate which research projects you are involved in (select all that apply)

- Участвую в деятельности научных подразделений в своем вузе
- Участвую в проекте, который ведет мой научный руководитель/другой преподаватель
- Работаю над исследовательским проектом совместно с друзьями
- Участвую в исследовательском проекте в другом вузе
- Участвую в исследовательском проекте с зарубежными вузами
- Затрудняюсь ответить
- Другое (напишите свой вариант ответа)



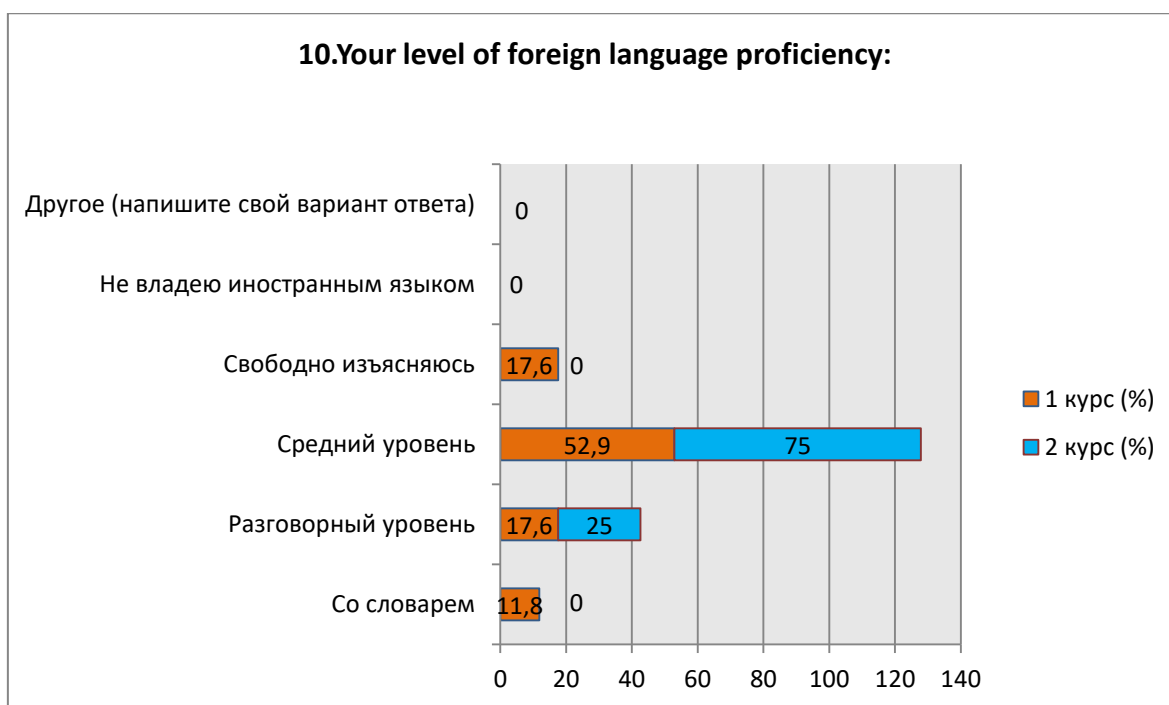
9. Tell me, where have you published theses and articles throughout your career?

| Answer options | 1 st year (%) | 2nd year (%) |
|--|---------------|--------------|
| In Kazakhstan and in distant/near foreign publications | 11.8 | 50 |
| Only in Kazakhstan publications | 58.8 | 25 |
| Only in distant foreign publications | - | - |
| Only in nearby foreign publications | - | 25 |
| I have no scientific publications | 29.4 | - |
| Other (write your answer) | - | - |



10. Your level of foreign language proficiency:

| Answer options | 1 st year (%) | 2nd year (%) |
|----------------------------------|---------------|--------------|
| With dictionary | 11.8 | - |
| Speaking level | 17.6 | 25 |
| Average level | 52.9 | 75 |
| I express myself freely | 17.6 | - |
| I don't speak a foreign language | - | - |
| Other (write your answer) | - | - |



11. Assess the level of your participation in the following types of work of the department

| |
|---|
| 11.1 Research work of the department (design, development, technological, etc.) as a full participant |
| 11.2 Writing scientific articles |
| 11.3 Participation in presentations at conferences and seminars |
| 11.4 Preparation of research reports and abstracts |

Other (write your answer) _____

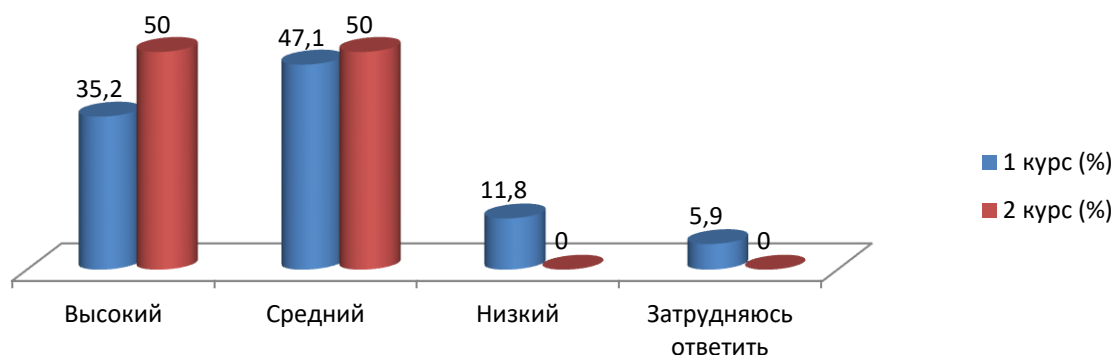
If you answered “Low” to the previous question, give recommendations for improving the participation of undergraduates in the work of the department

11.1 Research work of the department (design, development, technological, etc.) as a full participant

| Answer options | 1 st year (%) | 2nd year (%) |
|-------------------------------|---------------|--------------|
| High | 35.2 | 50 |
| Average | 47.1 | 50 |
| Short | 11.8 | - |
| I find it difficult to answer | 5.9 | - |

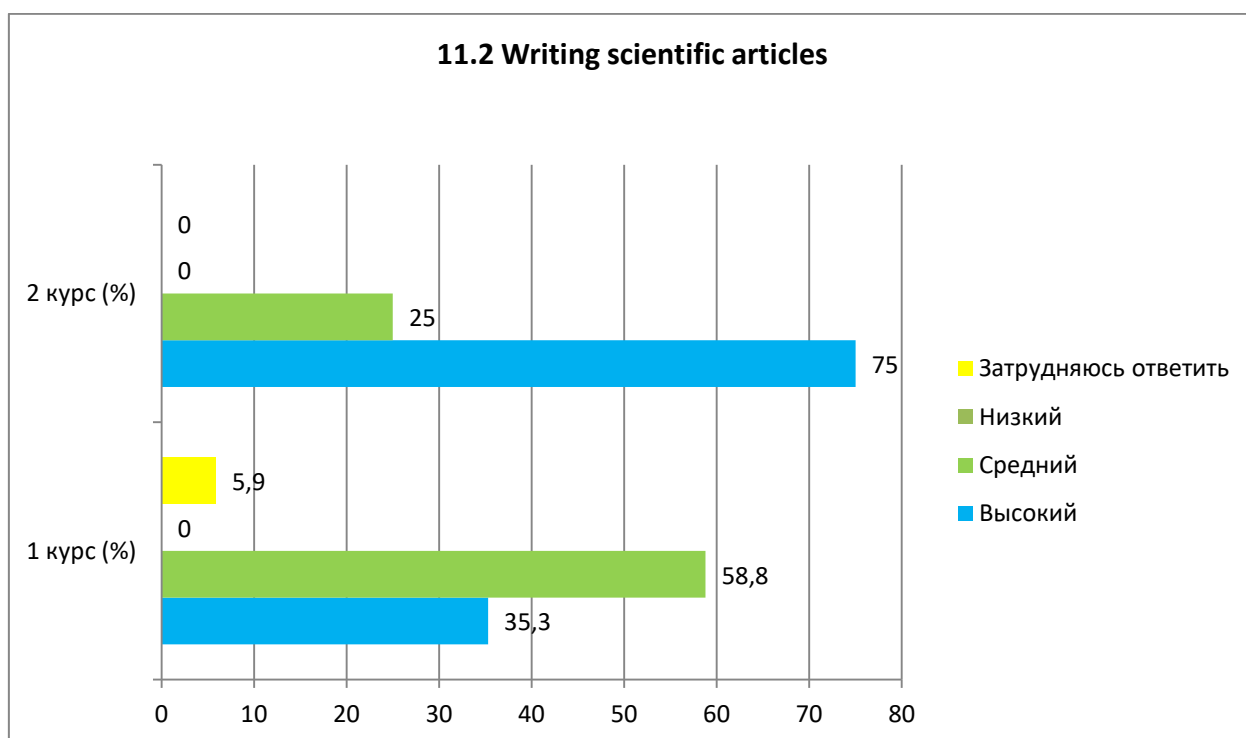
11. Assess the level of your participation in the following types of work of the department

11.1 Research work of the department (design, development, technological, etc.) as a full participant



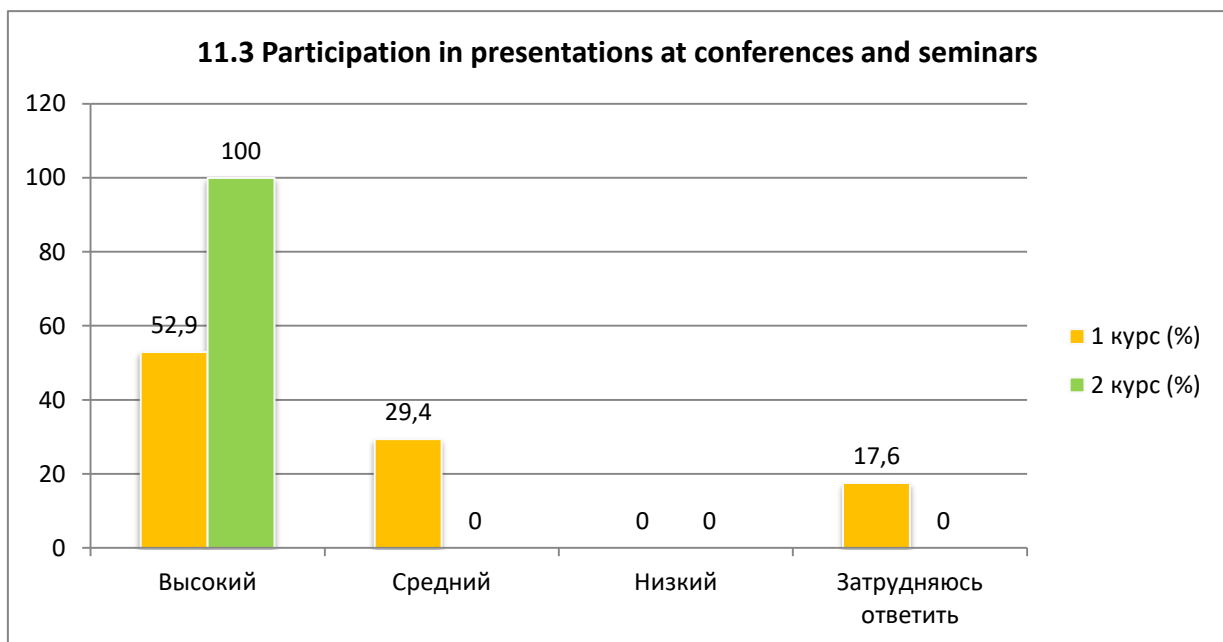
11.2 Writing scientific articles

| Answer options | 1 st year (%) | 2nd year (%) |
|-------------------------------|---------------|--------------|
| High | 35.3 | 75 |
| Average | 58.8 | 25 |
| Short | - | - |
| I find it difficult to answer | 5.9 | - |



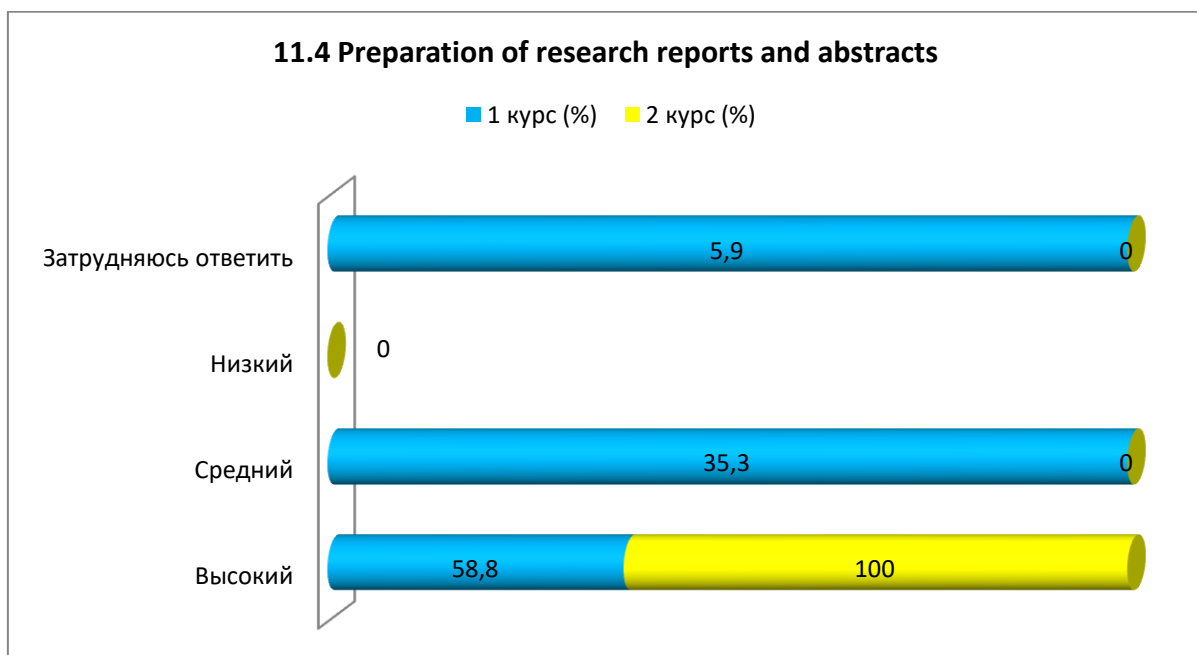
11.3 Participation in presentations at conferences and seminars

| Answer options | 1 st year (%) | 2nd year (%) |
|-------------------------------|---------------|--------------|
| High | 52.9 | 100 |
| Average | 29.4 | - |
| Short | - | - |
| I find it difficult to answer | 17.6 | - |



11.4 Preparation of research reports and abstracts

| Answer options | 1 st year (%) | 2nd year (%) |
|-------------------------------|---------------|--------------|
| High | 58.8 | 100 |
| Average | 35.3 | - |
| Short | - | - |
| I find it difficult to answer | 5.9 | - |



12. Are you satisfied with the scientific and educational environment of the university during your master's studies?

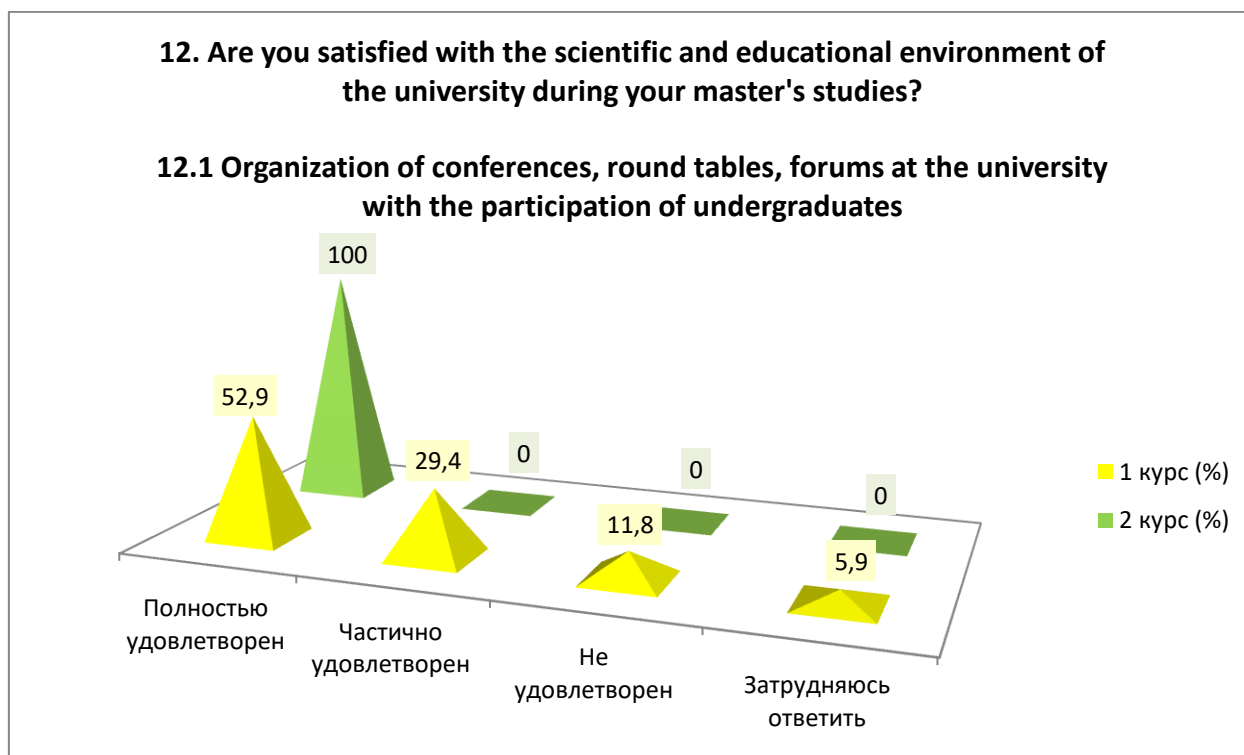
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|---|
| 12.1 Organization of conferences, round tables, forums at the university with the participation of undergraduates |
| 12.2 Logistics support for applied scientific research |
| 12.3 Availability for undergraduates of technology, computers necessary for the educational process and scientific activities |
| 12.4 General level of organization and conduct of foreign internships |
| 12.5 Availability of library collections, electronic databases and Internet resources |
| 12.6 Availability of scientific equipment, instruments, materials |
| 12.7 Availability of laboratories, specialized facilities and experimental sites |

Other (write your answer) _____

If you answered «Not satisfied» to the previous question, give recommendations for improving the scientific and educational environment of the university _____

12.1 Organization of conferences, round tables, forums at the university with the participation of undergraduates

| Answer options | 1 st year (%) | 2nd year (%) |
|-------------------------------|---------------|--------------|
| Completely satisfied | 52.9 | 100 |
| Partially satisfied | 29.4 | - |
| Not satisfied | 11.8 | - |
| I find it difficult to answer | 5.9 | - |



12.2 Logistics support for applied scientific research

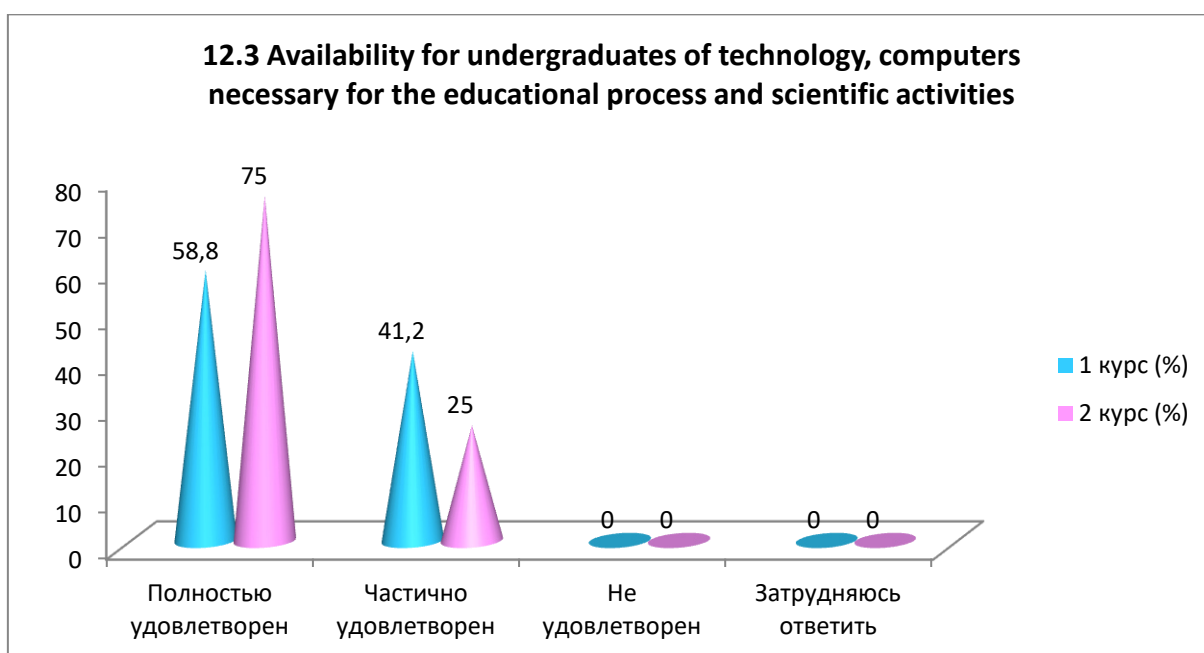
| Answer options | 1 st year (%) | 2nd year (%) |
|----------------|---------------|--------------|
|----------------|---------------|--------------|

| | | |
|-------------------------------|------|----|
| Completely satisfied | 52.9 | 50 |
| Partially satisfied | 23.5 | 50 |
| Not satisfied | 17.6 | - |
| I find it difficult to answer | 5.9 | - |



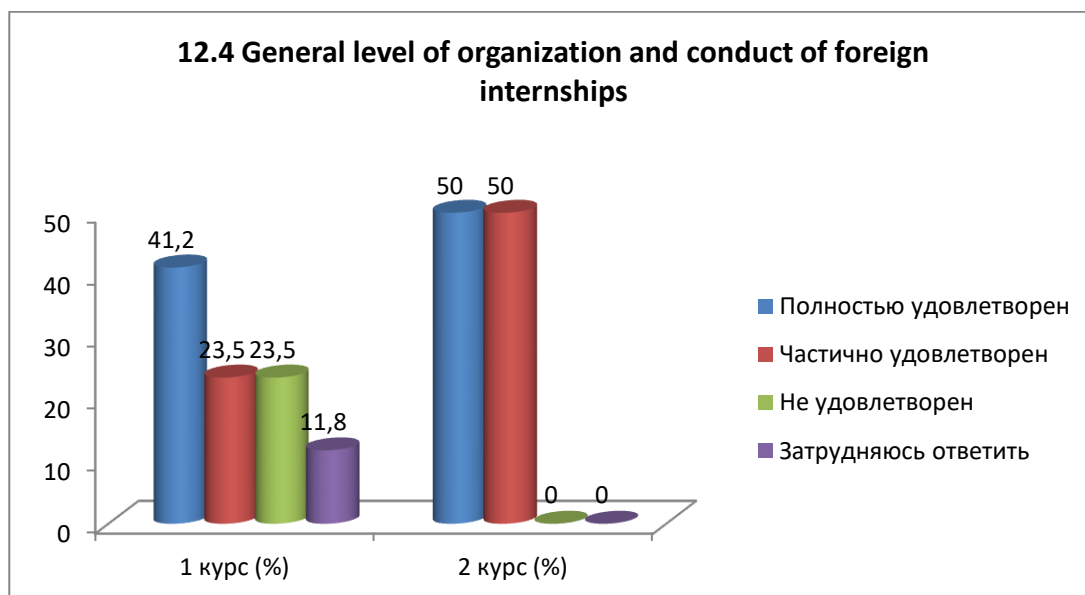
12.3 Availability for undergraduates of technology, computers necessary for the educational process and scientific activities

| Answer options | 1 st year (%) | 2nd year (%) |
|-------------------------------|---------------|--------------|
| Completely satisfied | 58.8 | 75 |
| Partially satisfied | 41.2 | 25 |
| Not satisfied | - | - |
| I find it difficult to answer | - | - |



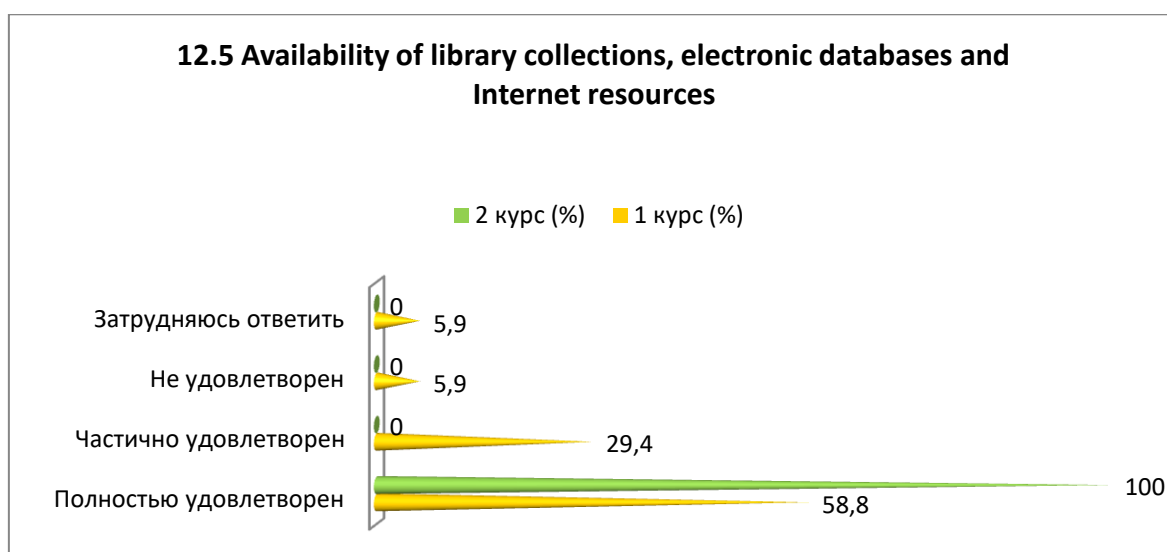
12.4 General level of organization and conduct of foreign internships

| Answer options | 1 st year (%) | 2nd year (%) |
|-------------------------------|---------------|--------------|
| Completely satisfied | 41.2 | 50 |
| Partially satisfied | 23.5 | 50 |
| Not satisfied | 23.5 | - |
| I find it difficult to answer | 11.8 | - |



12.5 Availability of library collections, electronic databases and Internet resources

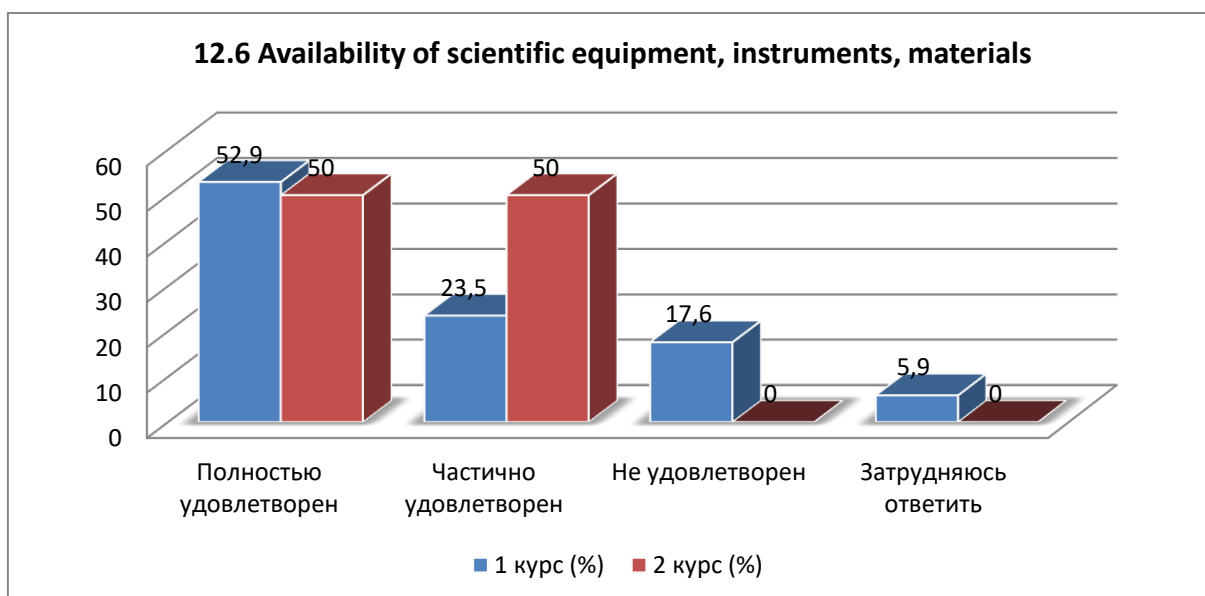
| Answer options | 1 st year (%) | 2nd year (%) |
|-------------------------------|---------------|--------------|
| Completely satisfied | 58.8 | 100 |
| Partially satisfied | 29.4 | - |
| Not satisfied | 5.9 | - |
| I find it difficult to answer | 5.9 | - |



12.6 Availability of scientific equipment, instruments, materials

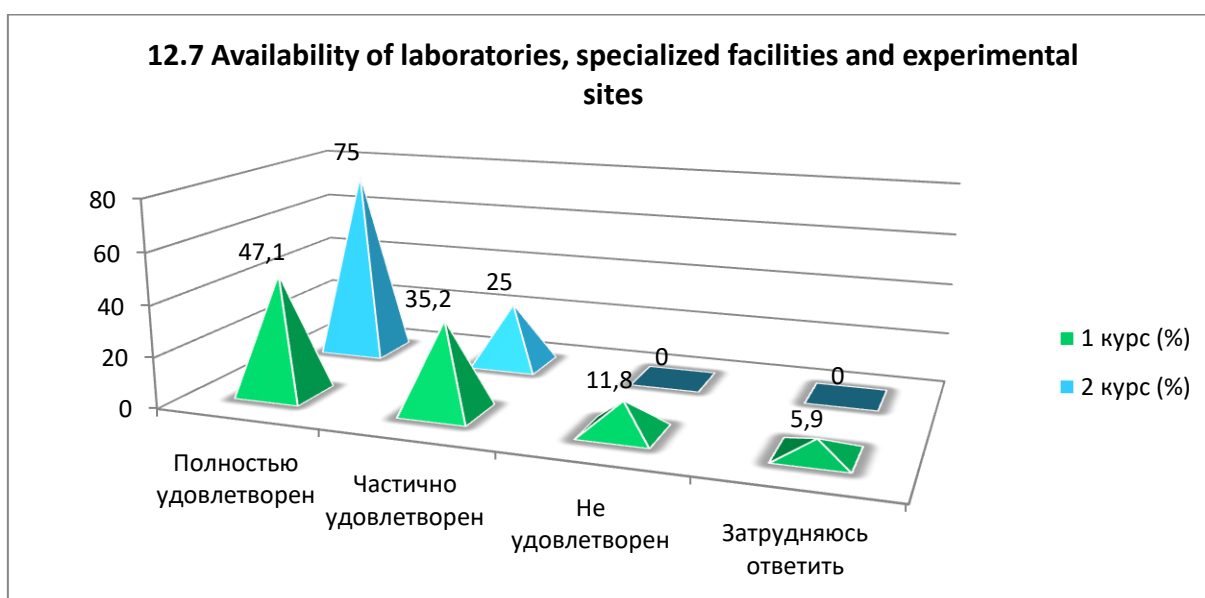
| Answer options | 1 st year (%) | 2nd year (%) |
|----------------|---------------|--------------|
|----------------|---------------|--------------|

| | | |
|-------------------------------|------|----|
| Completely satisfied | 52.9 | 50 |
| Partially satisfied | 23.5 | 50 |
| Not satisfied | 17.6 | - |
| I find it difficult to answer | 5.9 | - |



12.7 Availability of laboratories, specialized facilities and experimental sites

| Answer options | 1 st year (%) | 2nd year (%) |
|-------------------------------|---------------|--------------|
| Completely satisfied | 47.1 | 75 |
| Partially satisfied | 35.2 | 25 |
| Not satisfied | 11.8 | - |
| I find it difficult to answer | 5.9 | - |



For the option «If you answered «Not satisfied» to the previous question, give recommendations for improving the scientific and educational environment of the university» master's students indicated the following options*:

*Students' answers are presented in the original. The author's spelling and punctuation have been preserved.

-Lack of opportunities for internships abroad, insufficient material resources for conducting research. Research in laboratories is carried out only within a narrow circle of specialists;

-Recommendation: Organize different forums; create a separate classroom where you can engage in scientific work in a relaxed manner.

13.Are you satisfied?

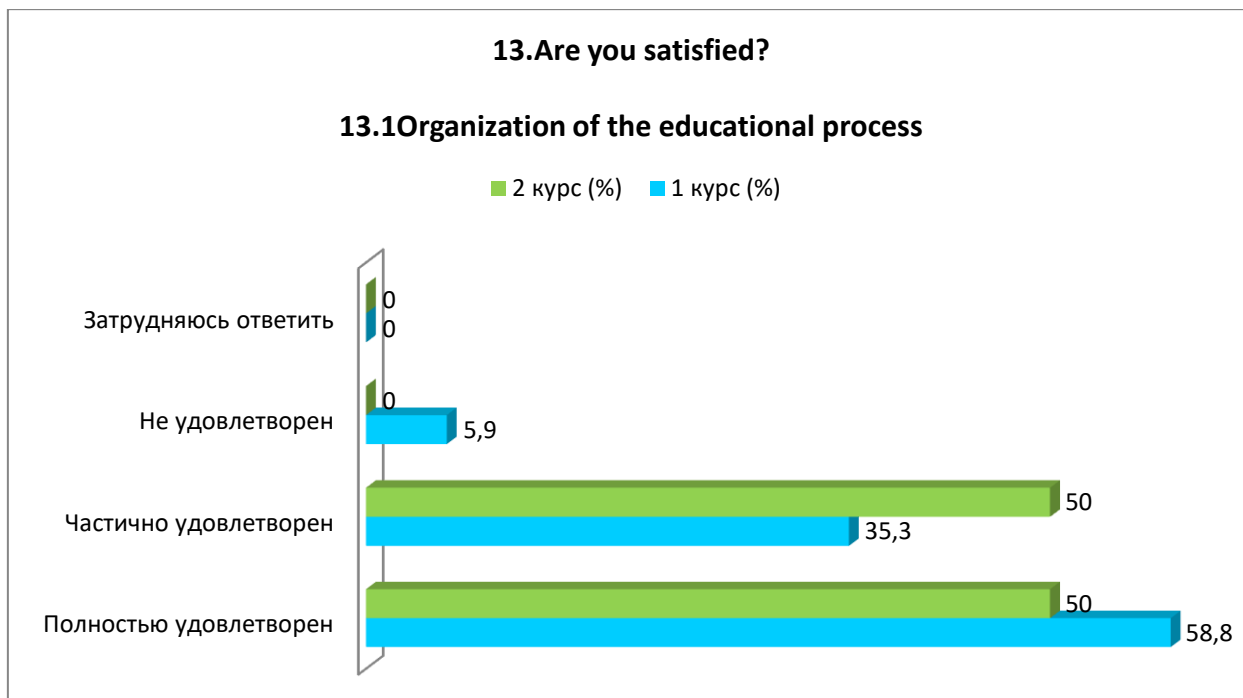
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| 13.1 Organization of the educational process |
| 13.2 Living conditions in the hostel |
| 13.3 Organization of free time |
| 13.4 Catering organization |
| 13.5 Organization of industrial practice |

Other (write your answer) _____

If you answered «Not satisfied» to the previous question, give recommendations for improvement _____

13.1 Organization of the educational process

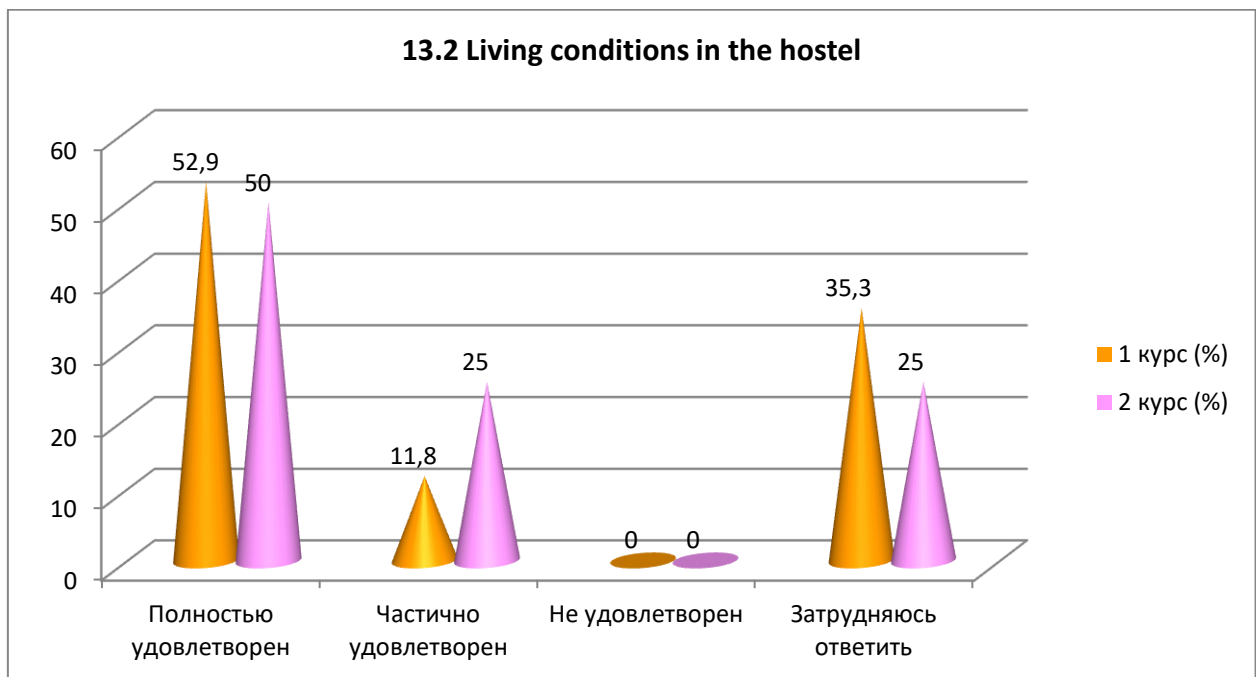
| Answer options | 1 st year (%) | 2nd year (%) |
|-------------------------------|---------------|--------------|
| Completely satisfied | 58.8 | 50 |
| Partially satisfied | 35.3 | 50 |
| Not satisfied | 5.9 | - |
| I find it difficult to answer | - | - |



13.2 Living conditions in the hostel

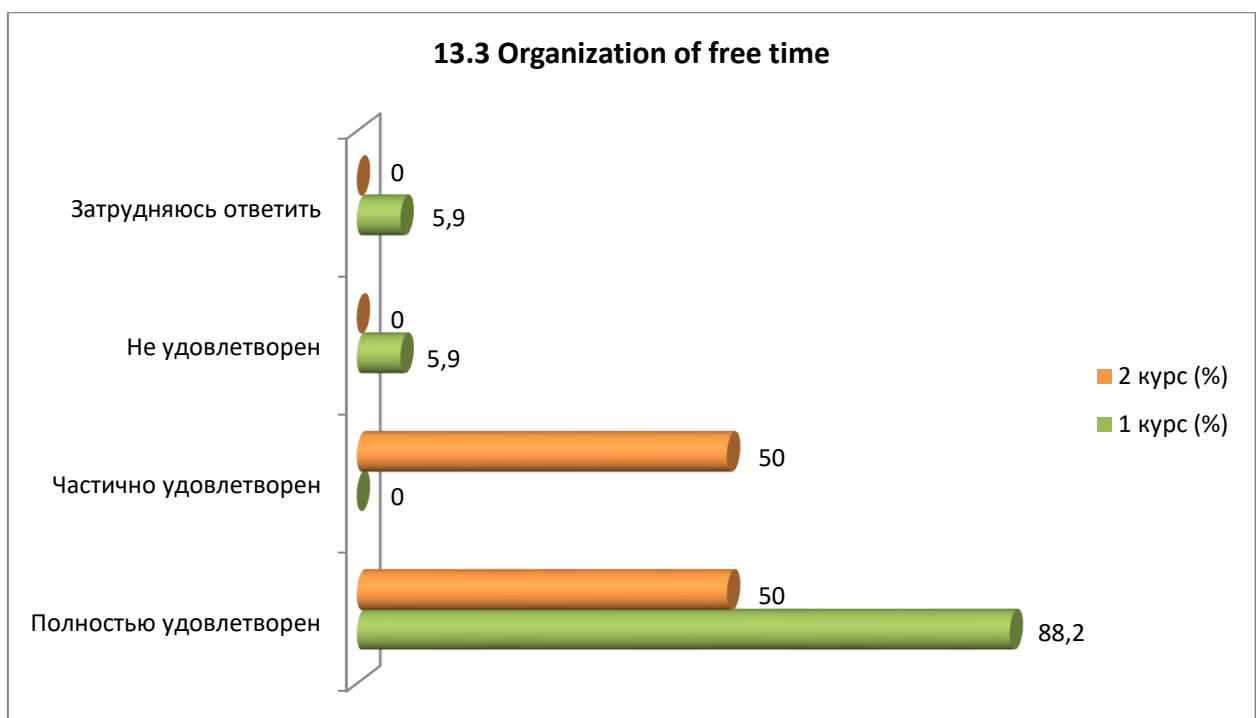
| Answer options | 1 st year (%) | 2nd year (%) |
|----------------------|---------------|--------------|
| Completely satisfied | 52.9 | 50 |
| Partially satisfied | 11.8 | 25 |

| | | |
|-------------------------------|------|----|
| Not satisfied | - | - |
| I find it difficult to answer | 35.3 | 25 |



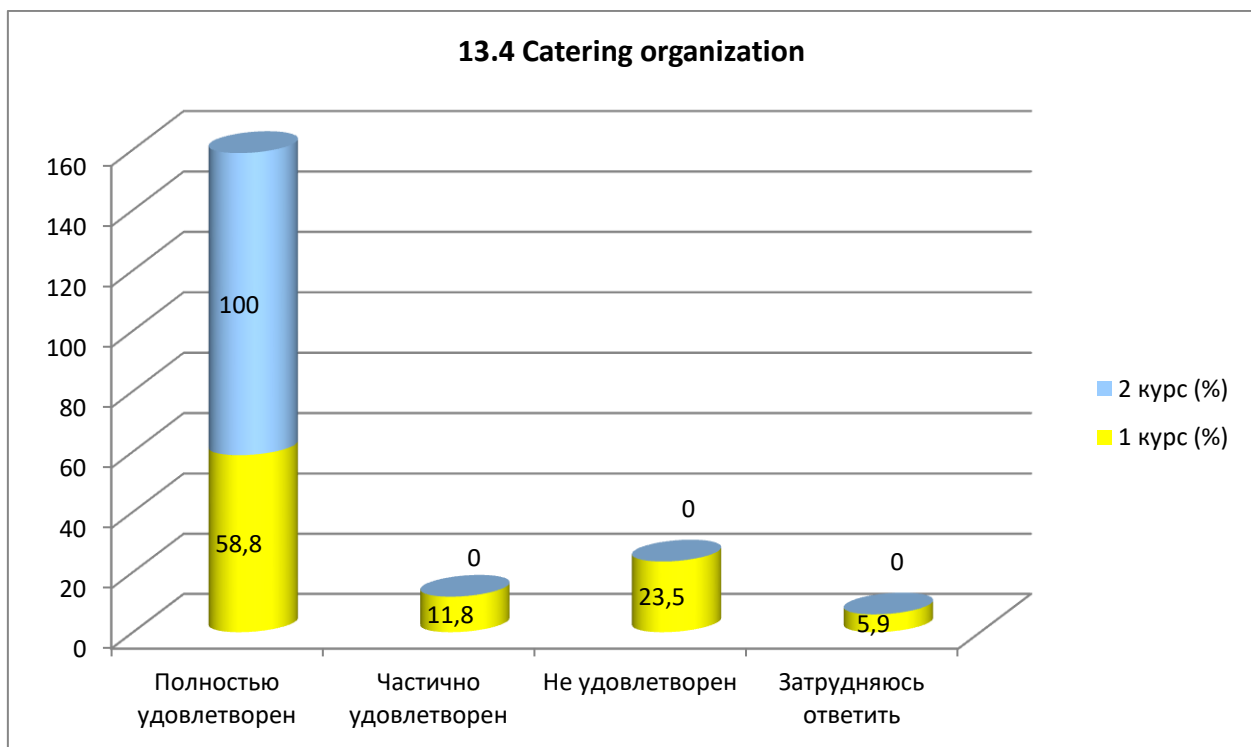
13.3 Organization of free time

| Answer options | 1 st year (%) | 2nd year (%) |
|-------------------------------|---------------|--------------|
| Completely satisfied | 88.2 | 50 |
| Partially satisfied | - | 50 |
| Not satisfied | 5.9 | - |
| I find it difficult to answer | 5.9 | - |



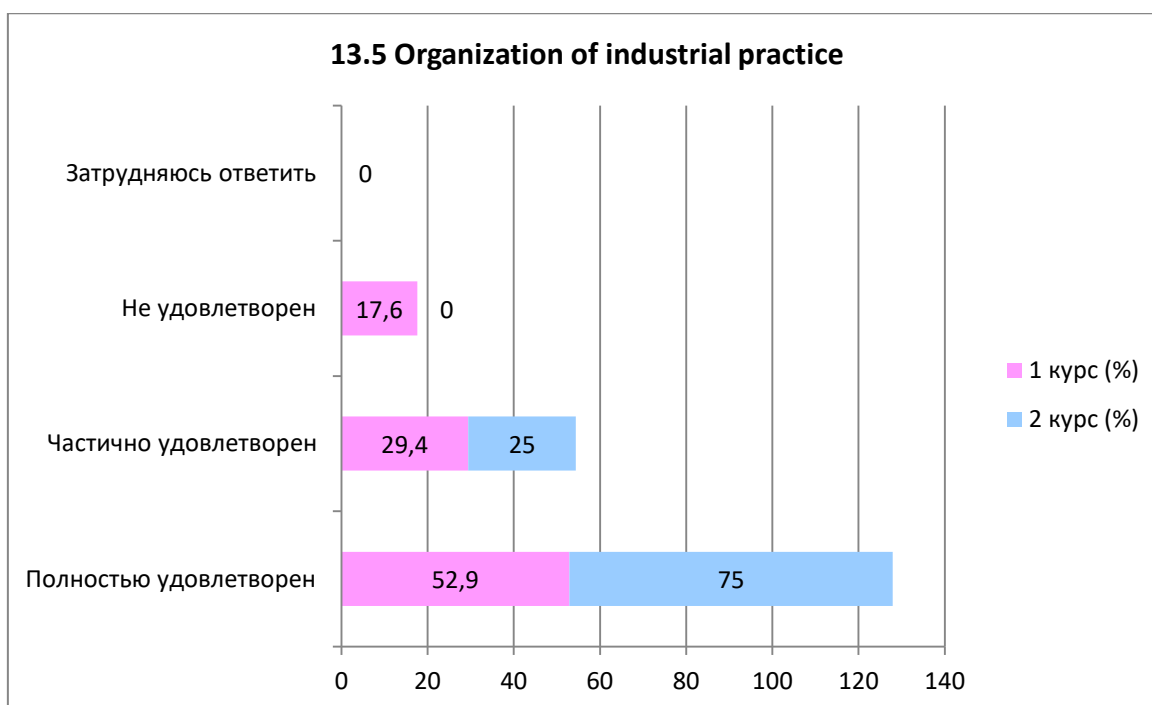
13.4 Catering organization

| Answer options | 1 st year (%) | 2nd year (%) |
|-------------------------------|---------------|--------------|
| Completely satisfied | 58.8 | 100 |
| Partially satisfied | 11.8 | - |
| Not satisfied | 23.5 | - |
| I find it difficult to answer | 5.9 | - |



13.5 Organization of industrial practice

| Answer options | 1 st year (%) | 2nd year (%) |
|-------------------------------|---------------|--------------|
| Completely satisfied | 52.9 | 75 |
| Partially satisfied | 29.4 | 25 |
| Not satisfied | 17.6 | - |
| I find it difficult to answer | - | - |



14.If you are experiencing difficulties while studying for a master's degree, what is causing them? (write)

| 1 st year (%) | 2nd year (%) |
|--------------------------------|--------------|
| - I don't live in a dormitory; | - |
| - I don't feel it. | - |

Please write what questions in your opinion need to be added to this questionnaire to improve the training program, improve the quality of services provided and other areas of the university's activities.

| 1 st year (%) | 2nd year (%) |
|-------------------------------|--------------|
| - There is no offer; | - |
| - these questions are enough. | |

Based on the results of the questionnaire, the following conclusions can be drawn:

Studying for a master's degree is a conscious choice of an adult, no longer made under the influence of parents or the situation, obtaining professional competencies in accordance with the chosen specialty, the next educational level after a bachelor's degree. To the question "What determined your choice of studying at a university master's program? (choose 3-4 answer options)" the majority of master's students, 82.4%, indicated «the university where they studied as an undergraduate». The undergraduates also noted such options as: «University prestige» - 52.2%, «University in the locality where the family lives (close to it)» - 48.6%.

To the question «How satisfied are you with the availability of information provided by the university in your field of study»: the following information was received:

- «About the training profile» Master's students' satisfaction was 100%;
- «Characteristics of a master's student's professional activity» Master's students' satisfaction was 100%;
- «List of developed competencies of master's degree graduates» master's students' satisfaction was 97.1%, not satisfied 2.9% satisfied;

- «List of master's students' practice databases» the satisfaction of undergraduates was 91.1% and 8.8% found it difficult to answer;

- «Information about scientific supervisors» Master's students' satisfaction was 91.2%, not satisfied 2.9% were satisfied and 5.9% found it difficult to answer.

«If you answered «Not satisfied» to the previous question, please give recommendations for improving the area of training.» master's students indicated the following: «No» and «False choice of base of practices, in fact everything goes only to one place without choice.»

The teaching staff is rated quite highly by respondents. For all criteria presented in the questionnaire (knowledge, qualifications, objectivity, pedagogical qualities, teaching methods used), more than 86.2% of respondents gave «very high» and «high» marks.

In general, undergraduates are satisfied with their participation in the formation of an individual work plan. According to the data obtained, 76.4% of first-year respondents and 75% of second-year respondents develop all sections of the plan independently under the control of their supervisor. However, there are also 5.9% of first-year master's students who note that they form an individual plan on their own. There are also respondents who found it difficult to answer (1st year – 11.8%), and participate purely formally in the formation of individual work plans for master's students (1st year – 5.9%, 2nd year – 25%). Probably, scientific supervisors of master's programs should pay attention to planning the cognitive and research activities of master's students with their more active participation.

To the question: «Rate your satisfaction with the help of your supervisor in preparing your master's thesis» the satisfaction of the master's students was 100%.

When answering the question **«What do you thinkview, is an indicator of the high scientific level of the university? (select 3-4 key characteristics)»** 60.8% of respondents chose the option «with modern material and technical base», the same percentages of 61.1% were distributed between the options «involvement of undergraduates in research projects» and «strong teaching staff»

Publication of scientific articles and theses is one of the main conditions for a successful start of scientific work for undergraduates. Published articles and theses, their quantity and quality determine the master's student's ability to independently work with large volumes of information, organize scientific activities, apply methods in work, obtain results, form correct conclusions, and comply with the requirements for the general design and content of scientific works. Master's students publish their articles and theses both in Kazakh publications and in distant/near foreign publications (1st year - 11.8%, 2nd year - 50%). There are also master's students who are published only in Kazakh publications (1st year – 58.8%, 2nd year – 25%), others only in nearby foreign publications (2nd year – 25%). However, 29.4% of first-year respondents indicated that they do not have scientific publications.

To the question «Your level of foreign language proficiency:» the respondents' answers were distributed as follows: «average level» - 63.9%, «conversational level» - 21.3%, «I can express myself freely» - 8.8% and «with a dictionary» - 5.9%.

The assessment of the level of participation of undergraduates in the work of the department is at a high level – 63.4%. At the same time, the largest percentage of respondents who rated their level of participation as «high» in the preparation of research reports (79.4%). Least of all undergraduates participate in the research work of the department – «low» 5.9%.

To the question «Are you satisfied with the scientific and educational environment of the university during your master's studies?» The following information was received:

- «Organization of conferences, round tables, forums at the university, with the participation of undergraduates» Master's students' satisfaction was 91.2%, not satisfied 5.9% were satisfied and 2.9% found it difficult to answer;

- «Material and technical support for applied scientific research» Master's students' satisfaction was 88.3%, not satisfied 8.8% were satisfied and 2.9% found it difficult to answer;

- «Availability for undergraduates of technology, computers necessary for the educational process and scientific activities» Master's students' satisfaction was 100%;

- «General level of organization and conduct of foreign internships» Master's students' satisfaction was 82.4%, not satisfied 11.7% were satisfied and 5.9% found it difficult to answer;

- «Accessibility of library collections, electronic databases and Internet resources» Master's students' satisfaction was 94.1%, not satisfied 2.9% were satisfied and 2.9% found it difficult to answer;
- «Availability of scientific equipment, tools, materials» Master's students' satisfaction was 88.3%, not satisfied 8.8% were satisfied and 2.9% found it difficult to answer;
- «Availability of laboratories, specialized facilities and experimental sites» Master's students' satisfaction was 91.2%, not satisfied 5.9% were satisfied and 2.9% found it difficult to answer;

In general, respondents do not experience any difficulties when studying for a master's degree. At the end of the questionnaire, it was proposed to add questions that, in the students' opinion, should be added to this questionnaire to improve the training program, improve the quality of services provided and other areas of the university's activities. However, respondents limited themselves to the following answers: «there is no offer» and «these questions are enough.»

Recommendations:

-The head of the department, PO, get acquainted with the results of the questionnaire and, if necessary, develop an action plan to improve the quality of the services provided.

*Students' answers are presented in the original. The author's spelling and punctuation have been preserved.