

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

Department: Chemistry and Chemical Technologies

Specialty: 6B05101 Biotechnology

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.

On specialty 6B05101 Biotechnology students took part in the questionnaire.

- 2nd year – 12 (80 %);
- 3rd year – 27 students (84,4 %);
- 4th year – 45 students (88%)

Form of study

- Budgetary - 50 students (59,5%);
- Paid - 34 students (40.5%).

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

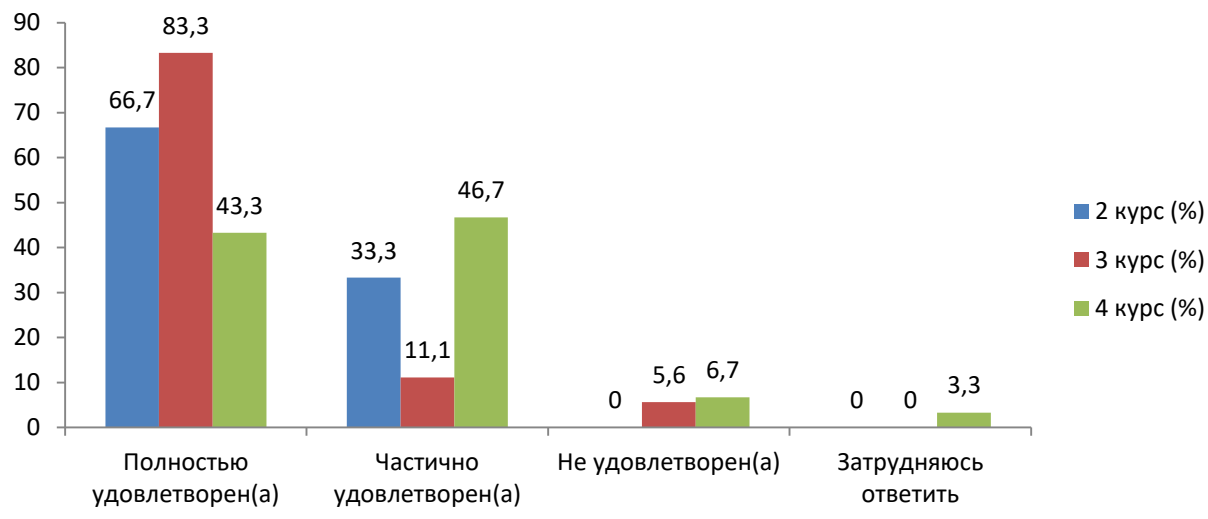
Indicators:

1.1 The learning process as a whole

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	66,7	83,3	43,3
Partially satisfied	33,3	11,1	46,7
Not satisfied	-	5,6	6,7
Difficult to answer	-	-	3,3

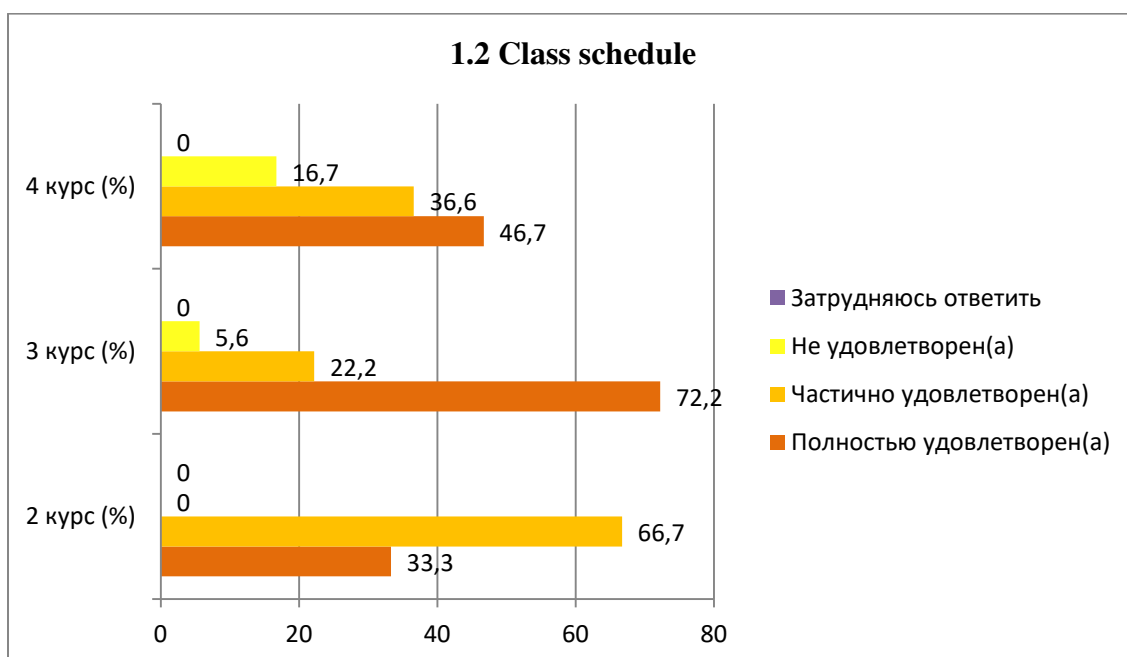
1. Are you satisfied with the quality of services provided?

1.1 The learning process as a whole



1.2 Class schedule

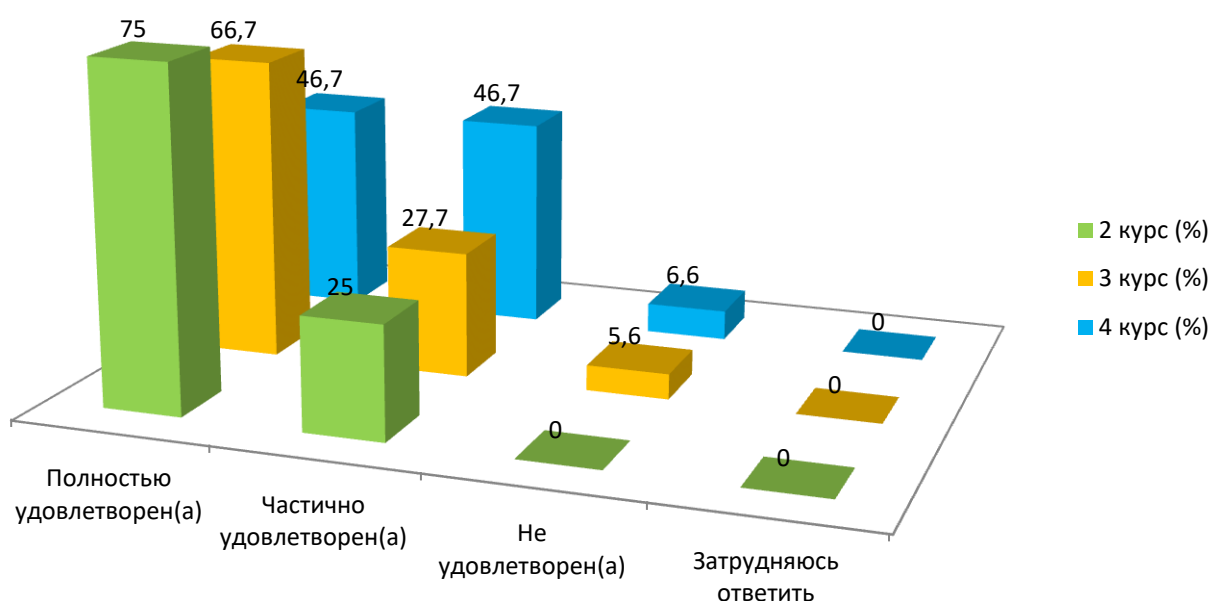
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	33,3	72,2	46,7
Partially satisfied	66,7	22,2	36,6
Not satisfied	-	5,6	16,7
Difficult to answer	-	-	-



1.3 Organization of independent work

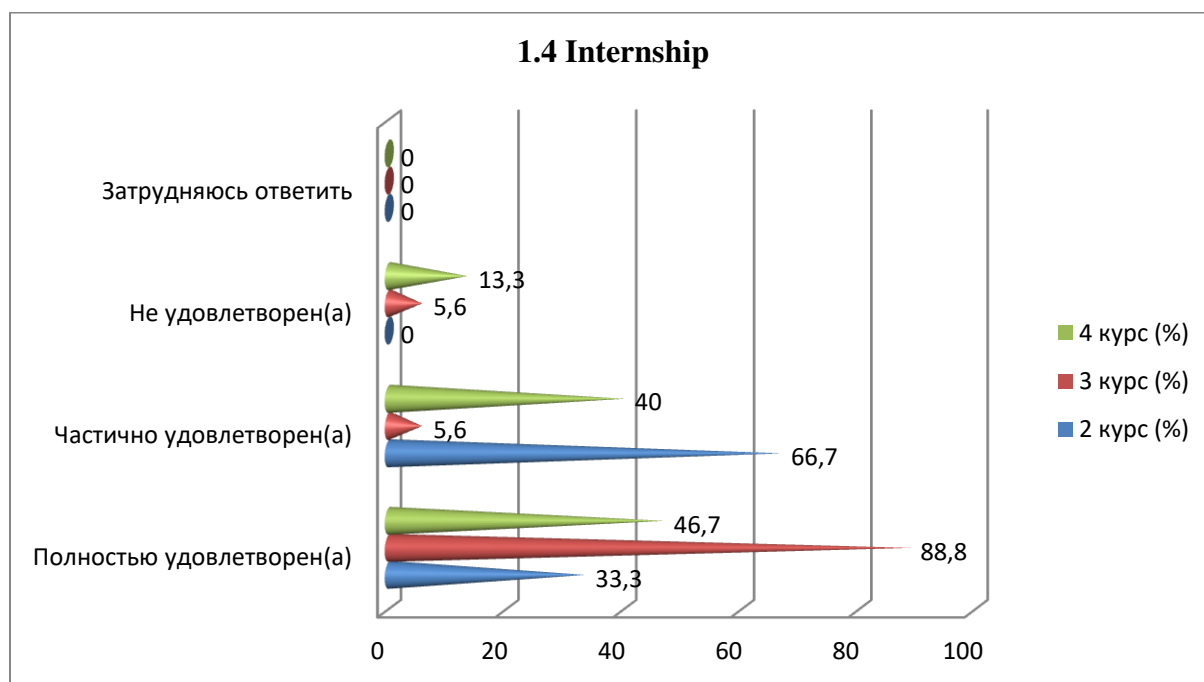
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	75	66,7	46,7
Partially satisfied	25	27,7	46,7
Not satisfied	-	5,6	6,6
Difficult to answer	-	-	-

1.3 Organization of independent work



1.4 Internship

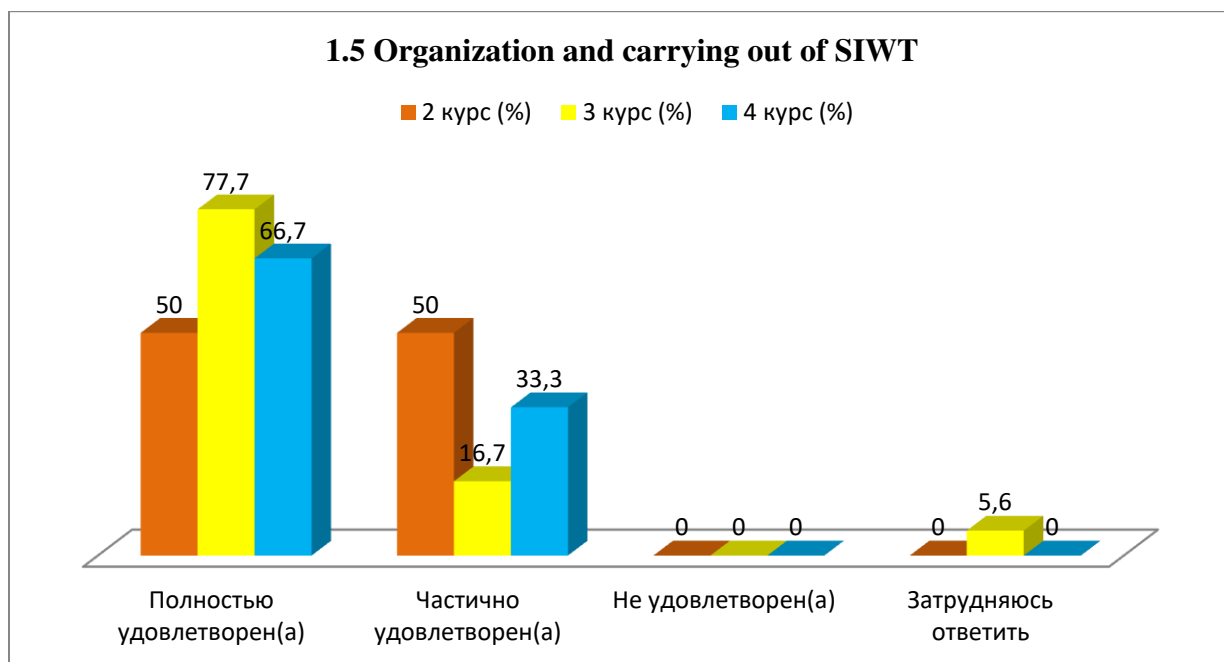
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	33,3	88,8	46,7
Partially satisfied	66,7	5,6	40
Not satisfied	-	5,6	13,3
Difficult to answer	-	-	-



1.5 Organization and carrying out of SIWT

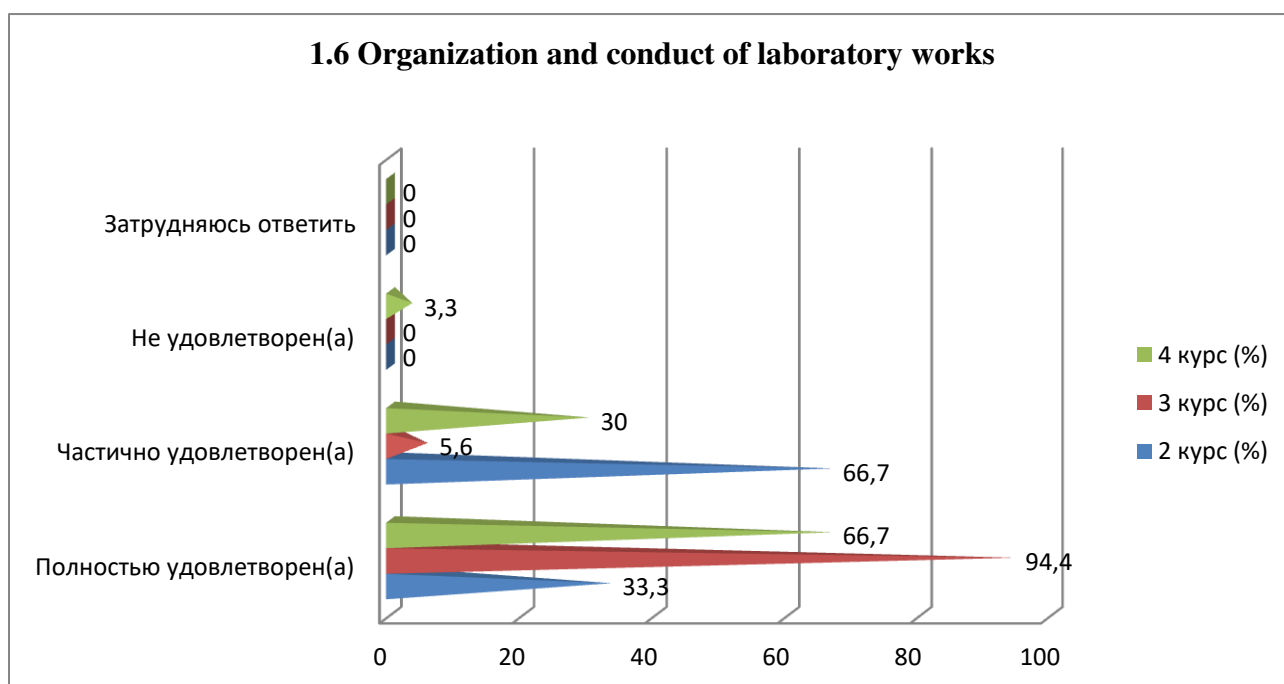
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	50	77,7	66,7
Partially satisfied	50	16,7	33,3

Not satisfied	-	-	-
Difficult to answer	-	5,6	-



1.6 Organization and conduct of laboratory works

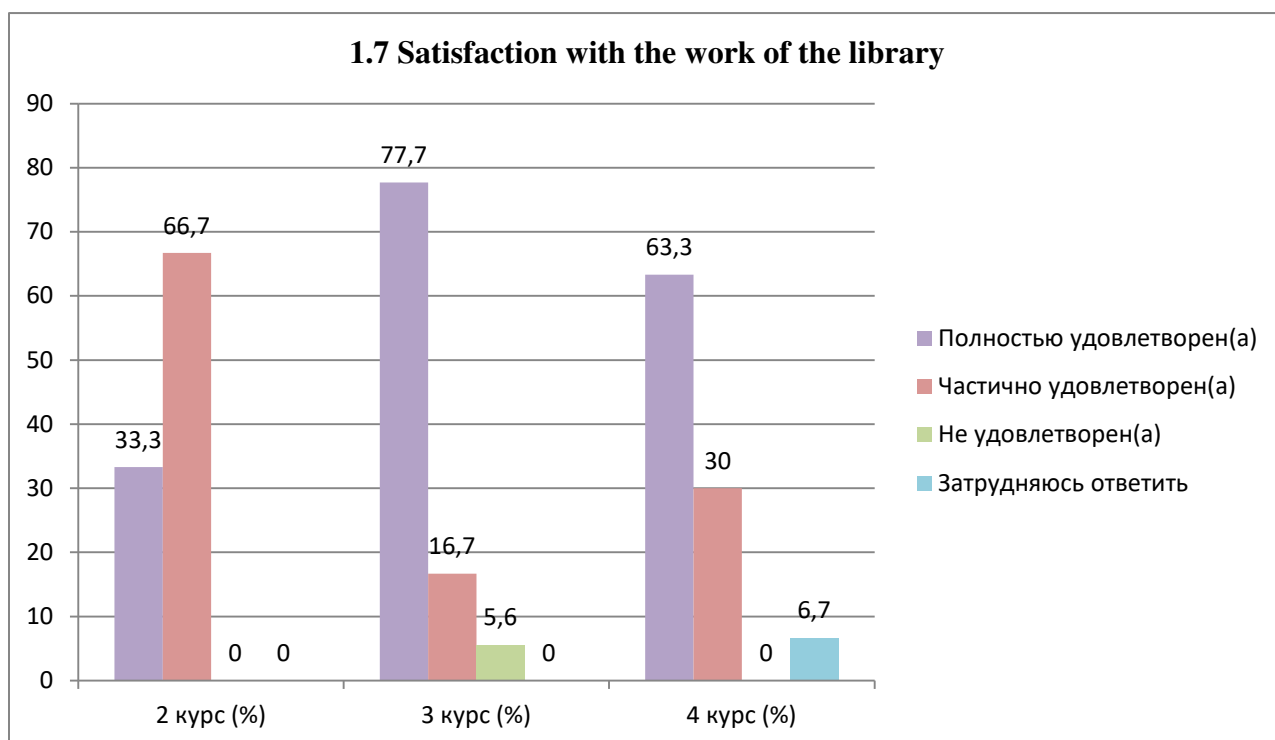
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	33,3	94,4	66,7
Partially satisfied	66,7	5,6	30
Not satisfied	-	-	3,3
Difficult to answer	-	-	-



1.7 Satisfaction with the work of the library

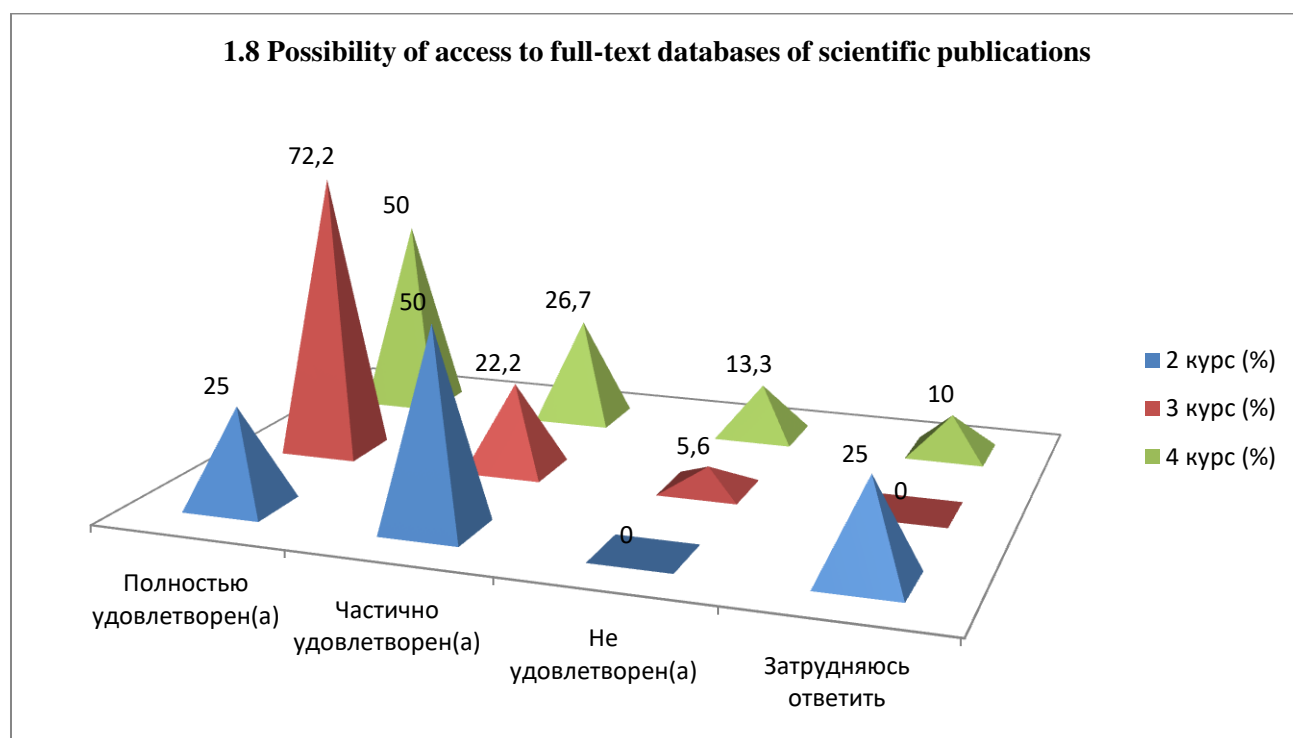
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	33,3	77,7	63,3
Partially satisfied	66,7	16,7	30
Not satisfied	-	5,6	-

Difficult to answer	-	-	6,7
---------------------	---	---	-----



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

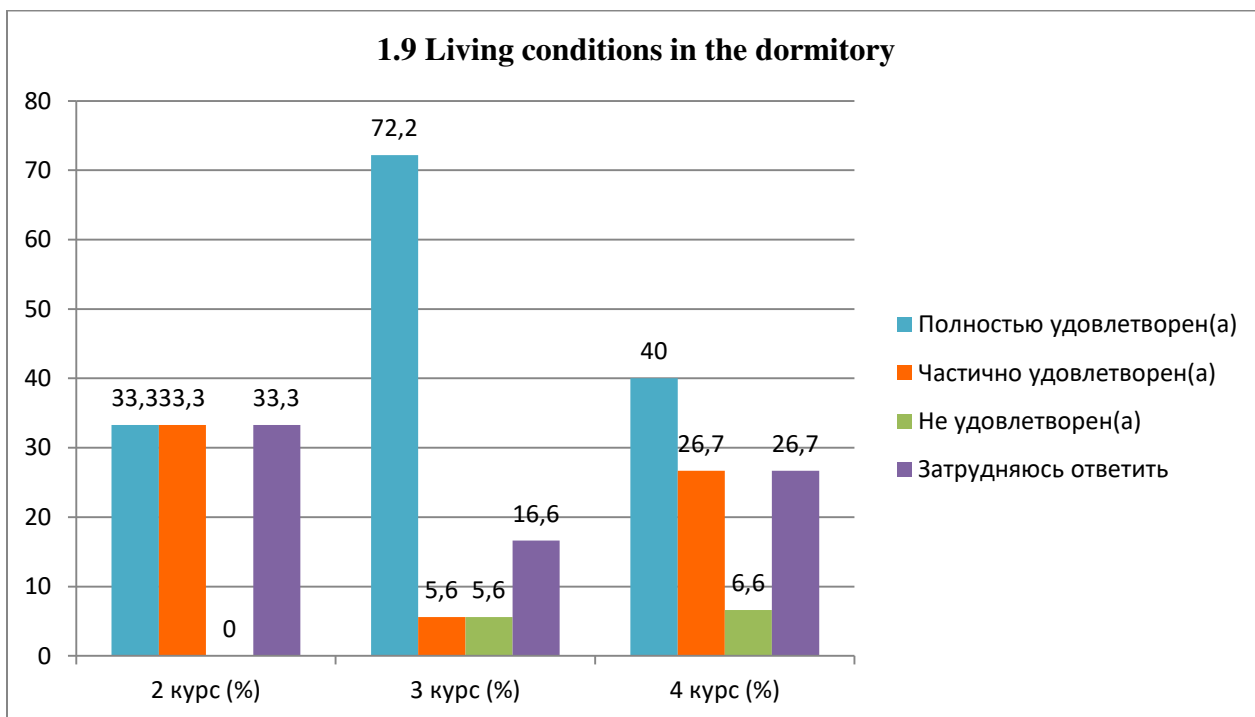
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	25	72,2	50
Partially satisfied	50	22,2	26,7
Not satisfied	-	5,6	13,3
Difficult to answer	25	-	10



1.9 Living conditions in the dormitory

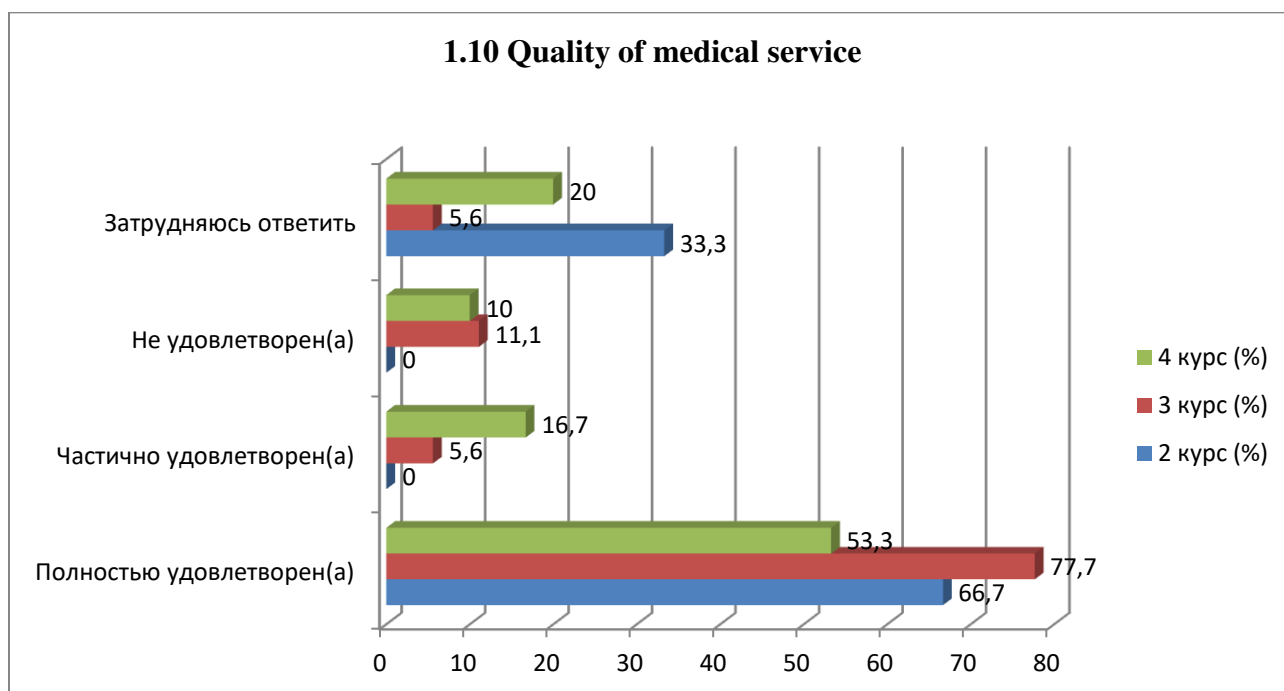
Answer options	2nd year (%)	3rd year (%)	4th year (%)
----------------	--------------	--------------	--------------

Completely satisfied	33,3	72,2	40
Partially satisfied	33,3	5,6	26,7
Not satisfied	-	5,6	6,6
Difficult to answer	33,3	16,6	26,7



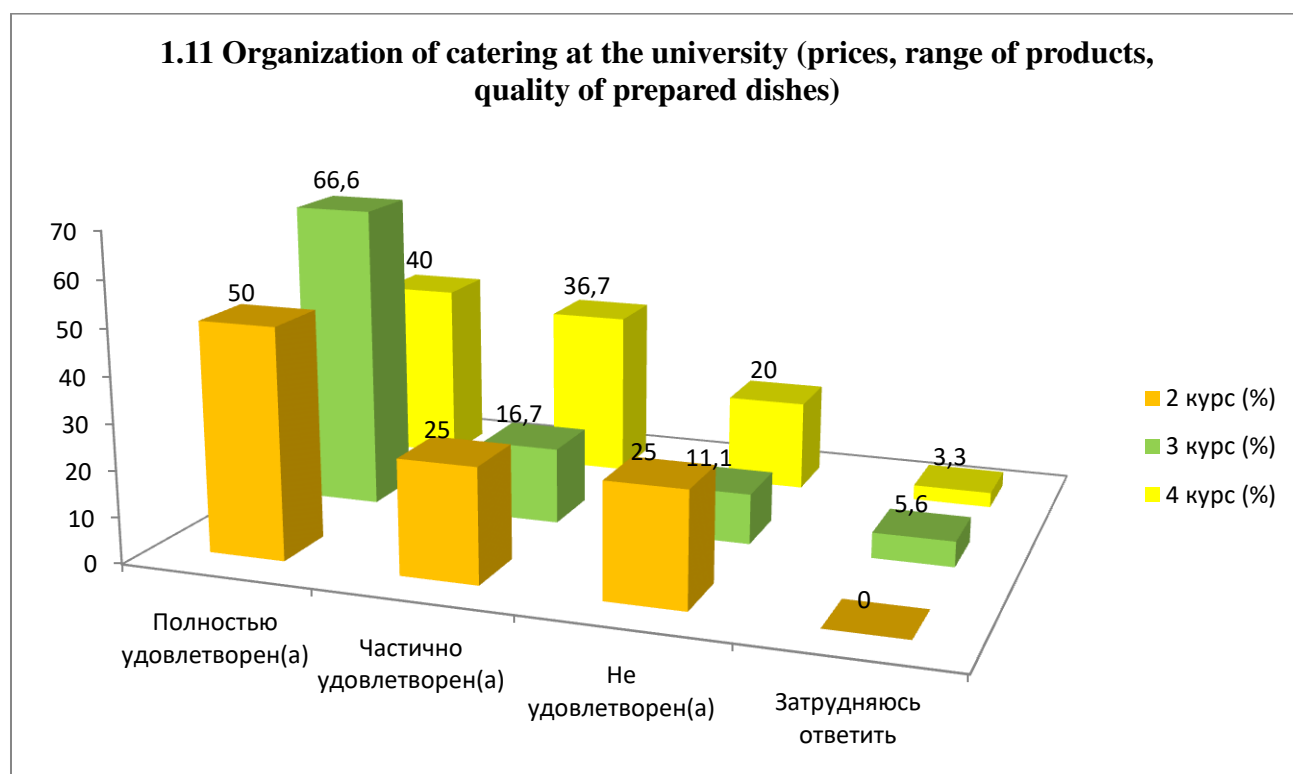
1.10 Quality of medical service

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	66,7	77,7	53,3
Partially satisfied	-	5,6	16,7
Not satisfied	-	11,1	10
Difficult to answer	33,3	5,6	20



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	50	66,6	40
Partially satisfied	25	16,7	36,7
Not satisfied	25	11,1	20
Difficult to answer	-	5,6	3,3



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

2nd year	3rd year	4th year
- Checkroom, lost a jacket.	-	- Building 5, there's no cafeteria.

For the option “**If you answered “not satisfied” to the previous question, give recommendations to improve the services provided**”, the students indicated the following options *:

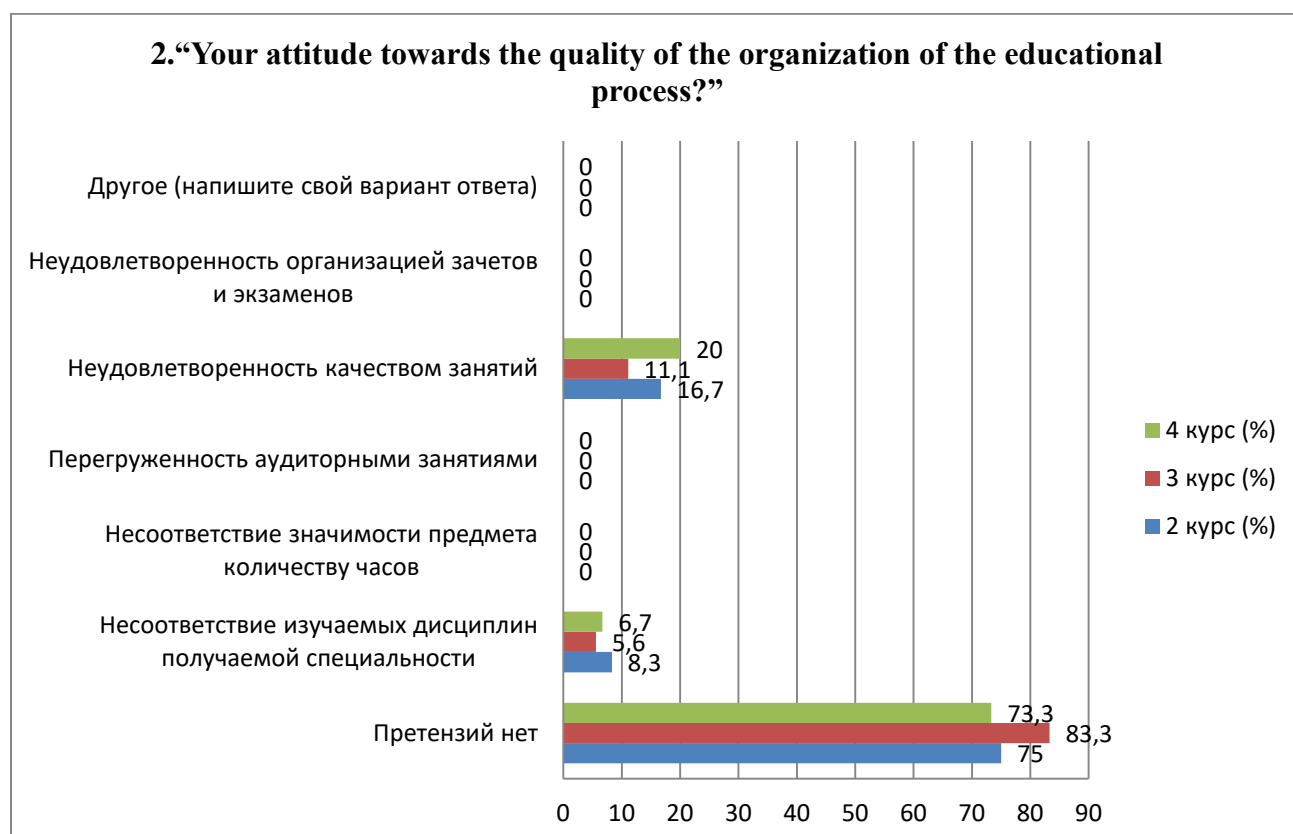
2nd year	3rd year	4th year
- Don't hand jackets.	-	- I would like to see the food in the canteens improved; - BUY REACTIVES to the fifth building; - GIVE STUDENTS ACCESS to SCIENCEDIRECT and SCOPUS. Currently, only faculty and master's/doctoral students have access to Elsevier's scientific article databases, as far as I know.

* 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.

		<p>There is also in the library, but as you understand, it is not always convenient to get to it and work from there (especially considering that we study mostly in the fifth building, and many live very far away, not even within the city). In all leading universities in our country and neighboring countries, bachelors have access to the above resources;</p> <p>- No.</p>
--	--	---

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

Answer options	2nd year (%)	3rd year (%)	4th year (%)
No complaints	75	83,3	73,3
Discrepancy between the disciplines studied and the specialty obtained	8,3	5,6	6,7
Inconsistency between the importance of the subject and the number of hours	-	-	-
Overload with classroom activities	-	-	-
Dissatisfaction with the quality of classes	16,7	11,1	20
Dissatisfaction with the organization of tests and exams	-	-	-
Other	-	-	-



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

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

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

2nd year	3rd year	4th year
-	-	- Нет.

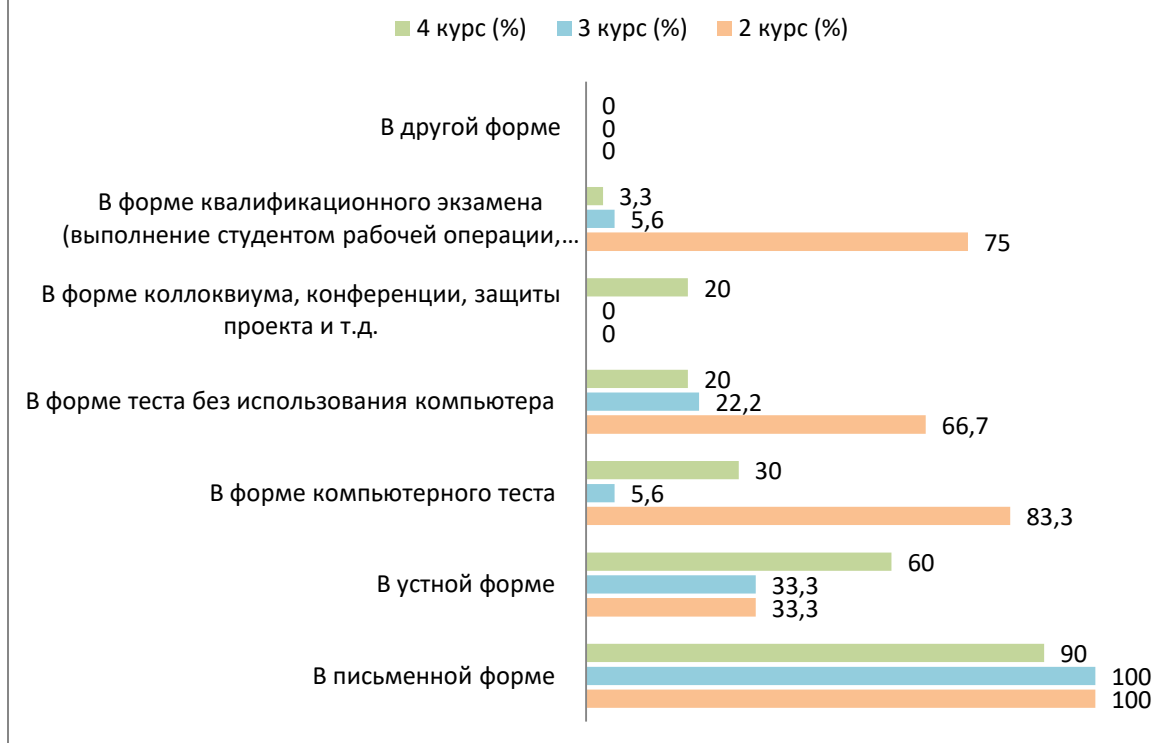
3. What forms of final credit or examination are used in this educational organization? (mark all appropriate answers)

Answer options	2nd year (%)	3rd year (%)	4th year (%)
In a writing form	100	100	90
In an oral form	33,3	33,3	60
In the form of a computerized test	83,3	5,6	30
In the form of a test without using a computer	66,7	22,2	20
In the form of a colloquium, conference, project defense, etc.	-	-	20
In the form of qualification examination (student's performance of a work operation, production of a product, labor activity evaluated by experts)	75	5,6	3,3
In a writing form	-	-	-

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

* 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)



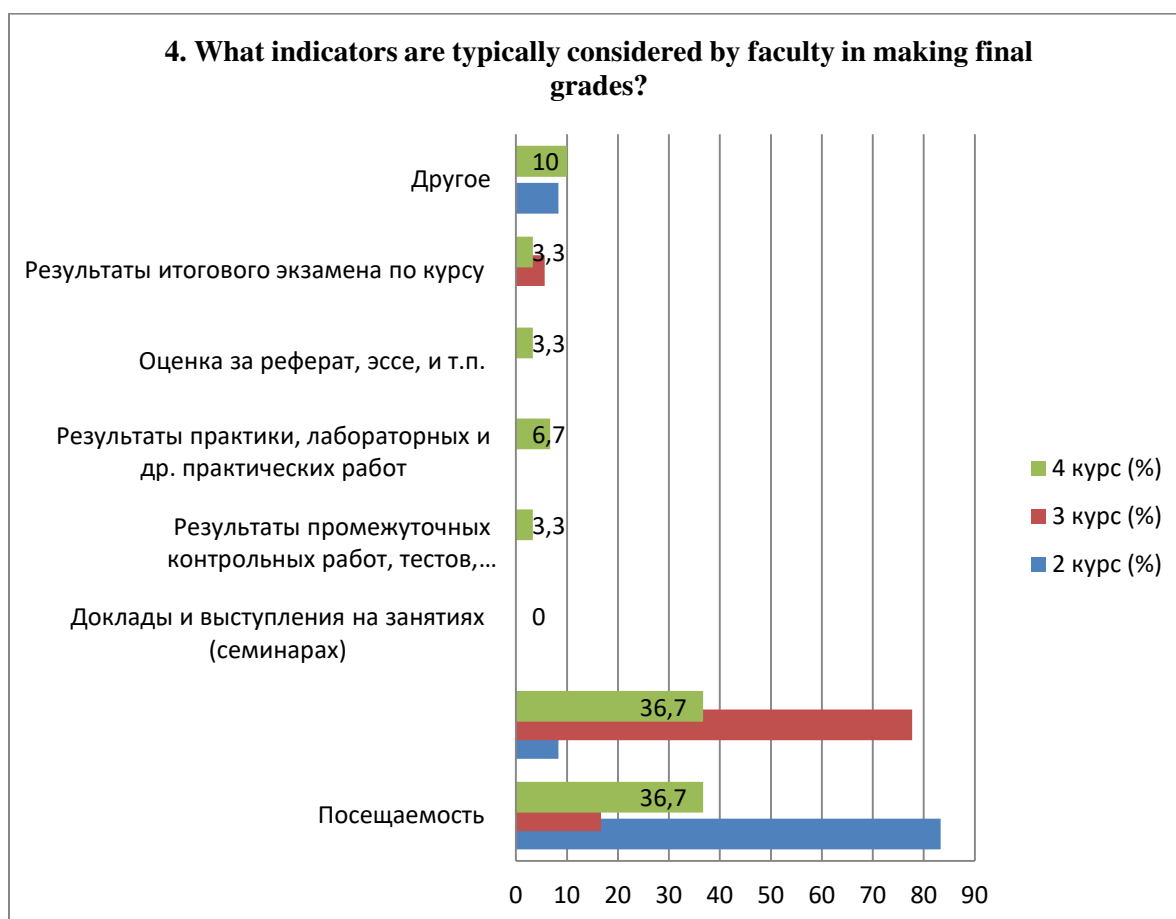
For the option “Other” the students indicated the following options*:

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

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

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Attendance	83,3	16,7	36,7
Activity in classes (seminars), answering the teacher's questions, solving problems, etc.	8,3	77,7	36,7
Reports and speeches at classes (seminars)	-	-	-
Results of intermediate control works, tests, colloquiums, etc.	-	-	3,3
Results of internships, laboratory and other practical works	-	-	6,7
Evaluation of abstracts, essays, etc.	-	-	3,3
Results of the final exam on the course	-	5,6	3,3
Other	8,3	-	10

* 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*:

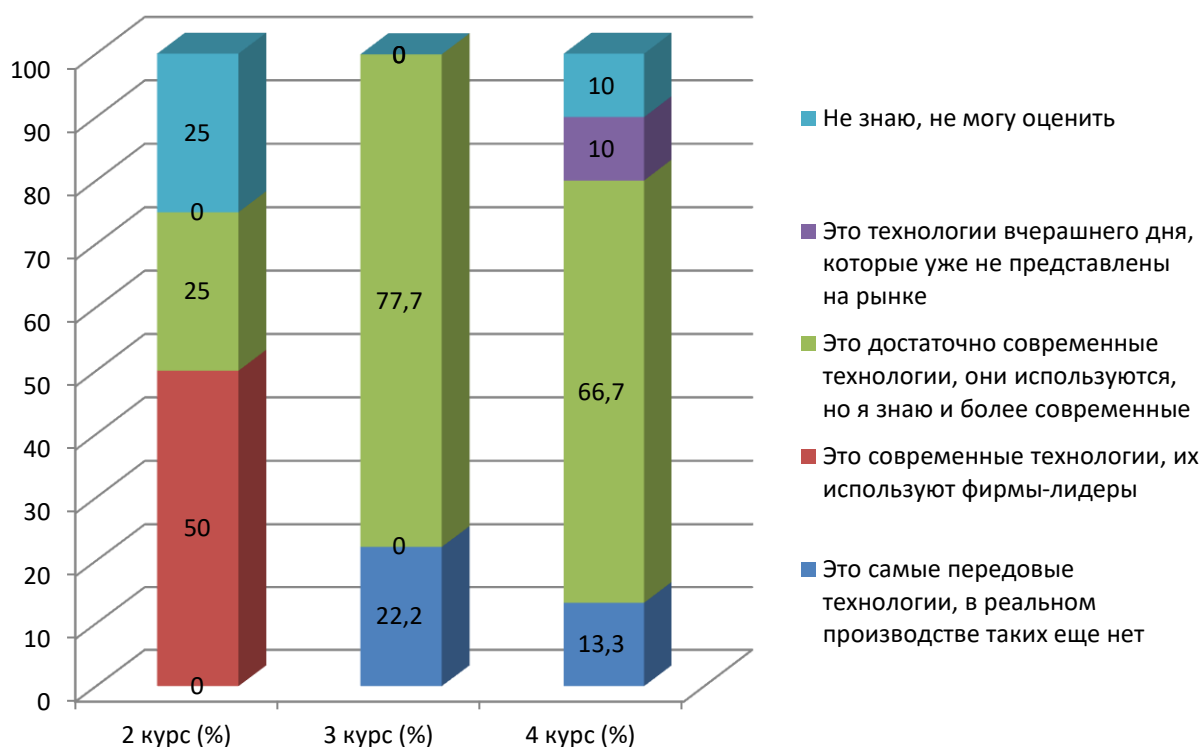
2nd year	3rd year	4th year
- All of it. Every teacher and almost every subject is different.	-	- All things considered; - 1, 2, 3, 4, 5, 7, make it possible to select multiple answers in this question.

5. Оцените, насколько современны технологии, которым вы обучаетесь в университете?

Answer options	2nd year (%)	3rd year (%)	4th year (%)
These are the most advanced technologies, they are not yet available in real production	-	22,2	13,3
These are modern technologies, they are used by leading companies	50	-	
These are quite modern technologies, they are used, but I know more modern ones.	25	77,7	66,7
These are technologies of yesterday that are no longer on the market.	-	-	10
I don't know, I can't estimate	25	-	10

* 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. Rate how modern the technologies you are studying at the university are?

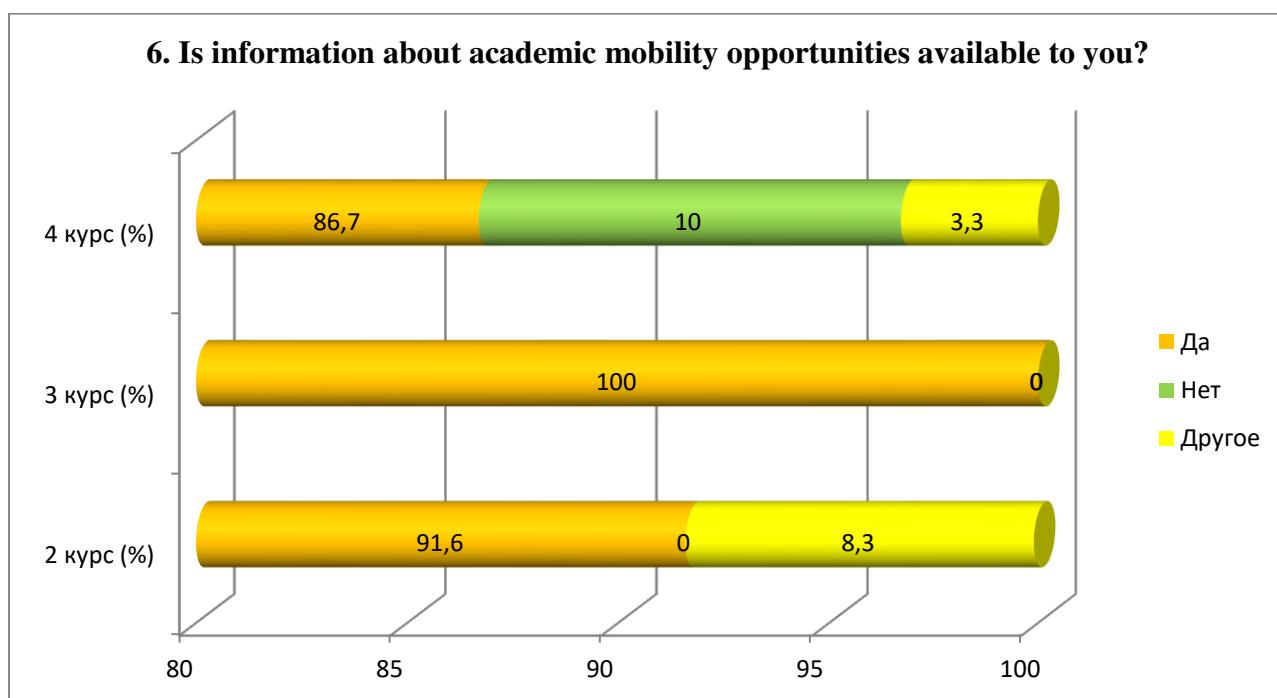


For the option “If you answered “Don't know, can't estimate” to the previous question, give recommendations for improvement” students indicated the following options*:

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

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

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Yes	91,6	100	86,7
No	-	-	10
Other	8,3	-	3,3



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

2nd year	3rd year	4th year
- I wasn't interested.	-	- Didn't think about it.

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

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

7. In your opinion, what is the relationship:

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

Other _____

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

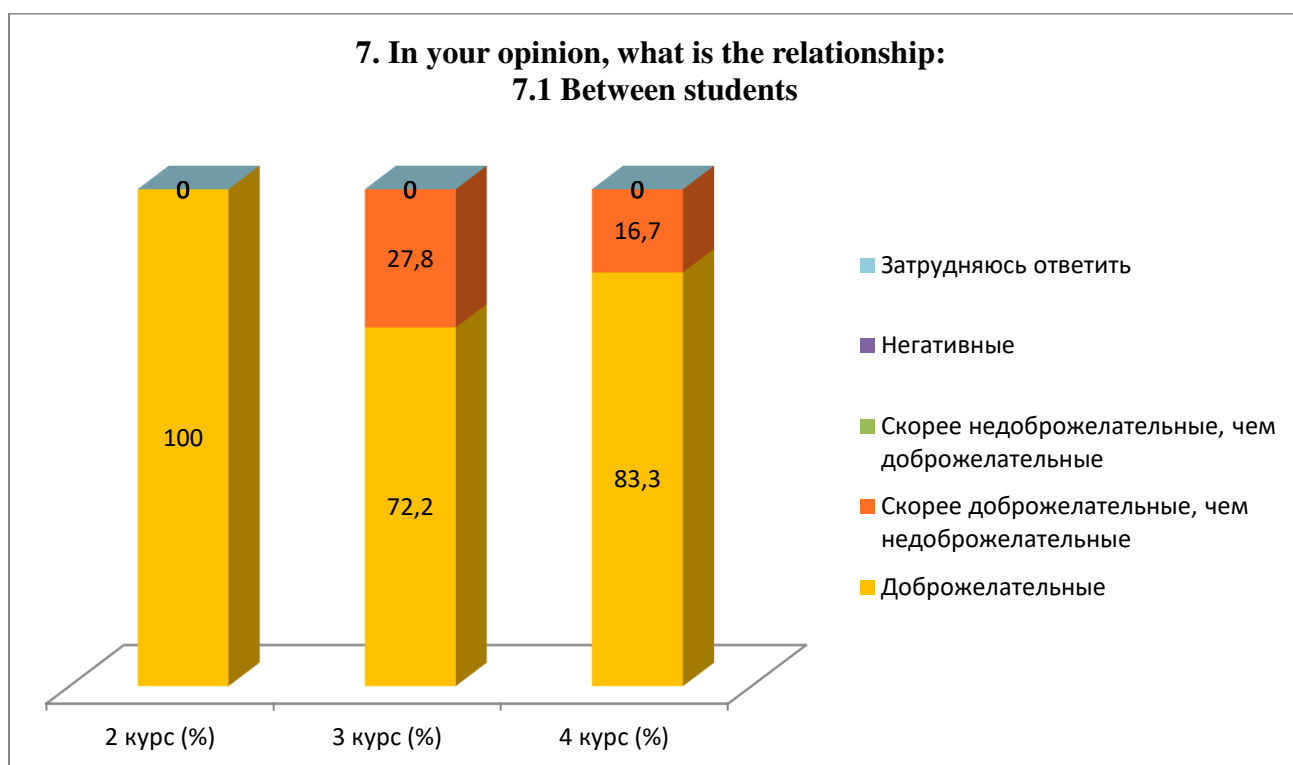
Indicators:

7.1 Between students

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Benevolent	100	72,2	83,3

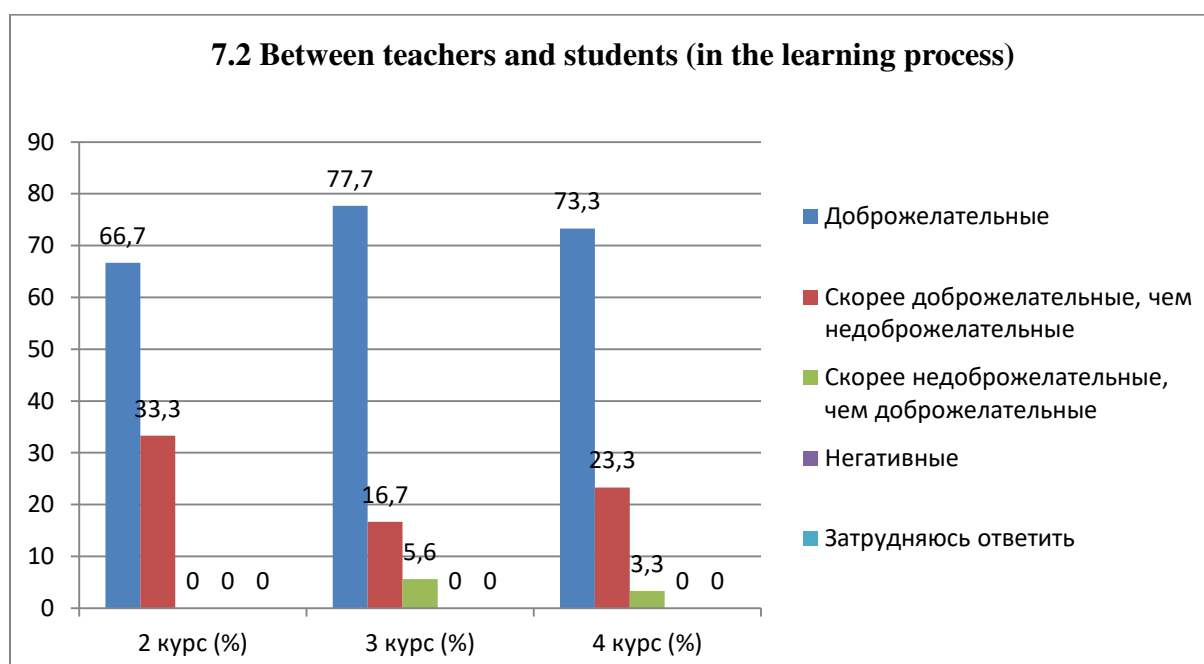
* Students' answers to the option “other” and “if you answered “not satisfied.....” to the previous question are presented in the original. The author's spelling and punctuation have been preserved.

Rather benevolent than not benevolent	-	27,8	16,7
Rather not benevolent than benevolent	-	-	-
Negative	-	-	-
Difficult to answer	-	-	-



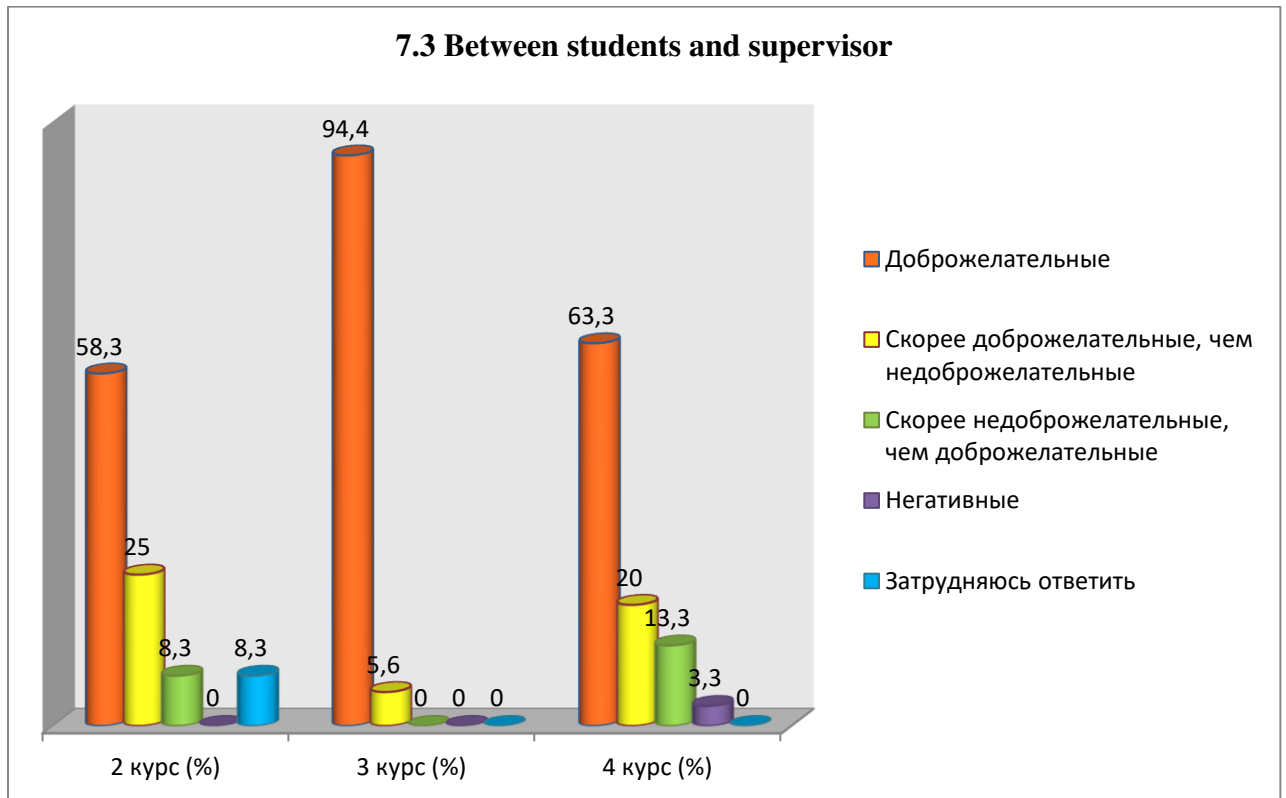
7.2 Between teachers and students (in the learning process)

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Benevolent	66,7	77,7	73,3
Rather benevolent than not benevolent	33,3	16,7	23,3
Rather not benevolent than benevolent	-	5,6	3,3
Negative	-	-	-
Difficult to answer	-	-	-



7.3 Between students and supervisor

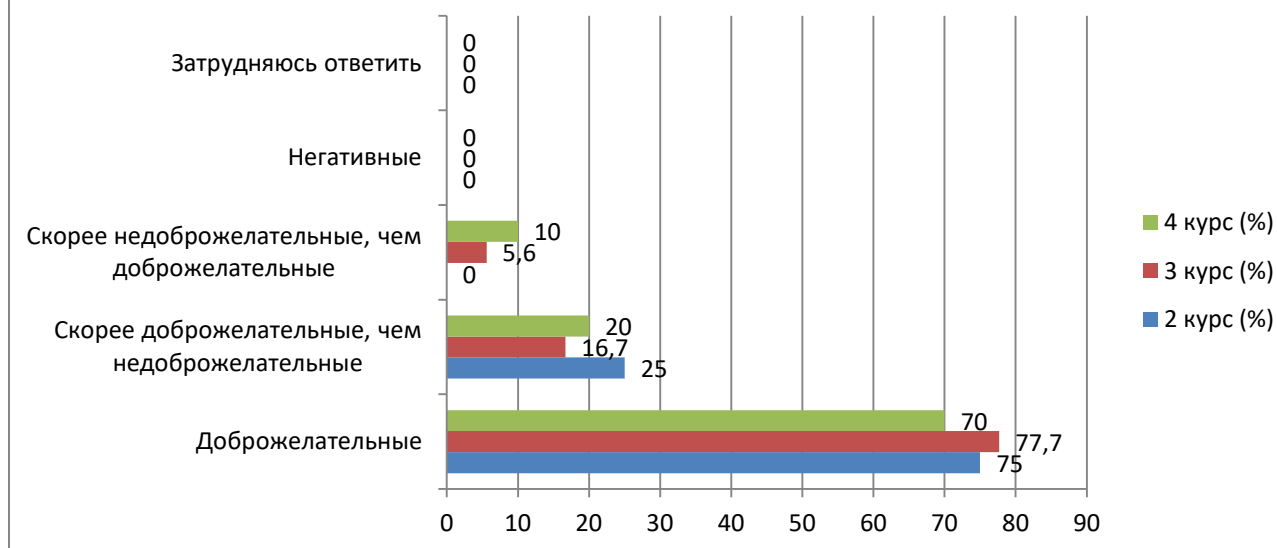
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Benevolent	58,3	94,4	63,3
Rather benevolent than not benevolent	25	5,6	20
Rather not benevolent than benevolent	8,3	-	13,3
Negative	-	-	3,3
Difficult to answer	8,3	-	-



7.4 Between students and administration

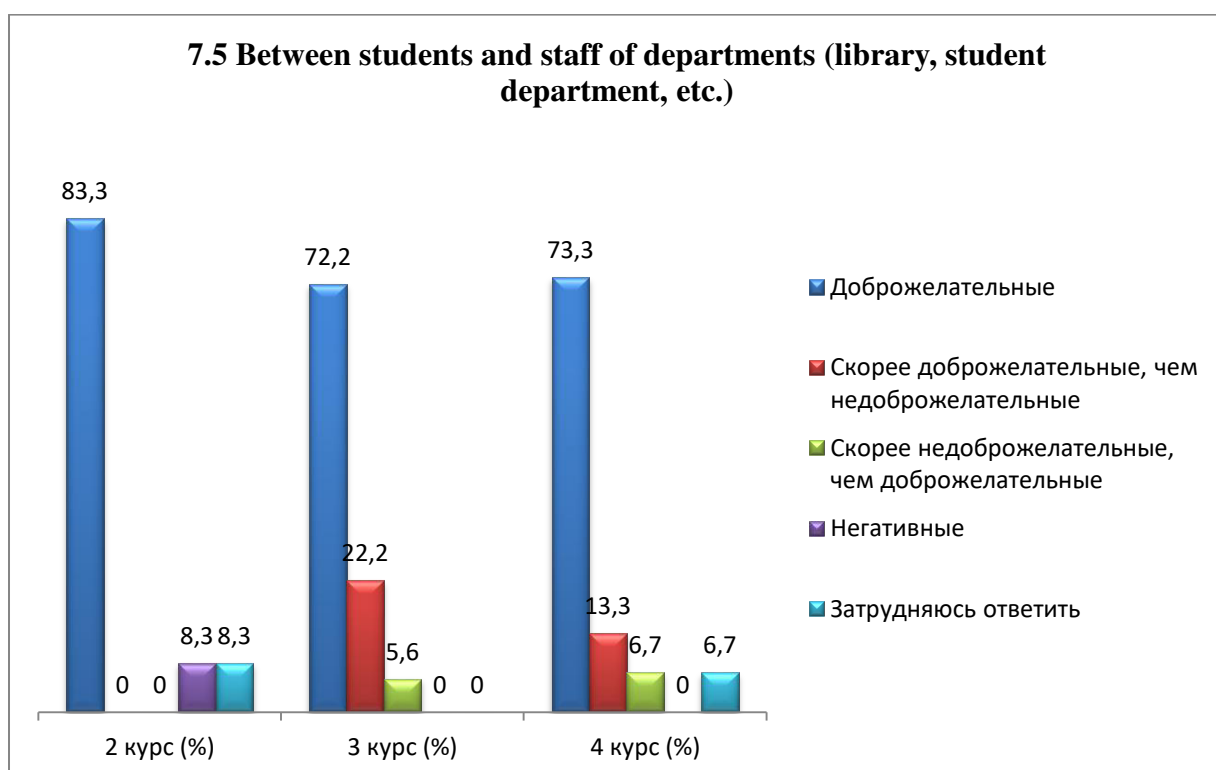
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Benevolent	75	77,7	70
Rather benevolent than not benevolent	25	16,7	20
Rather not benevolent than benevolent	-	5,6	10
Negative	-	-	-
Difficult to answer	-	-	-

7.4 Between students and administration



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

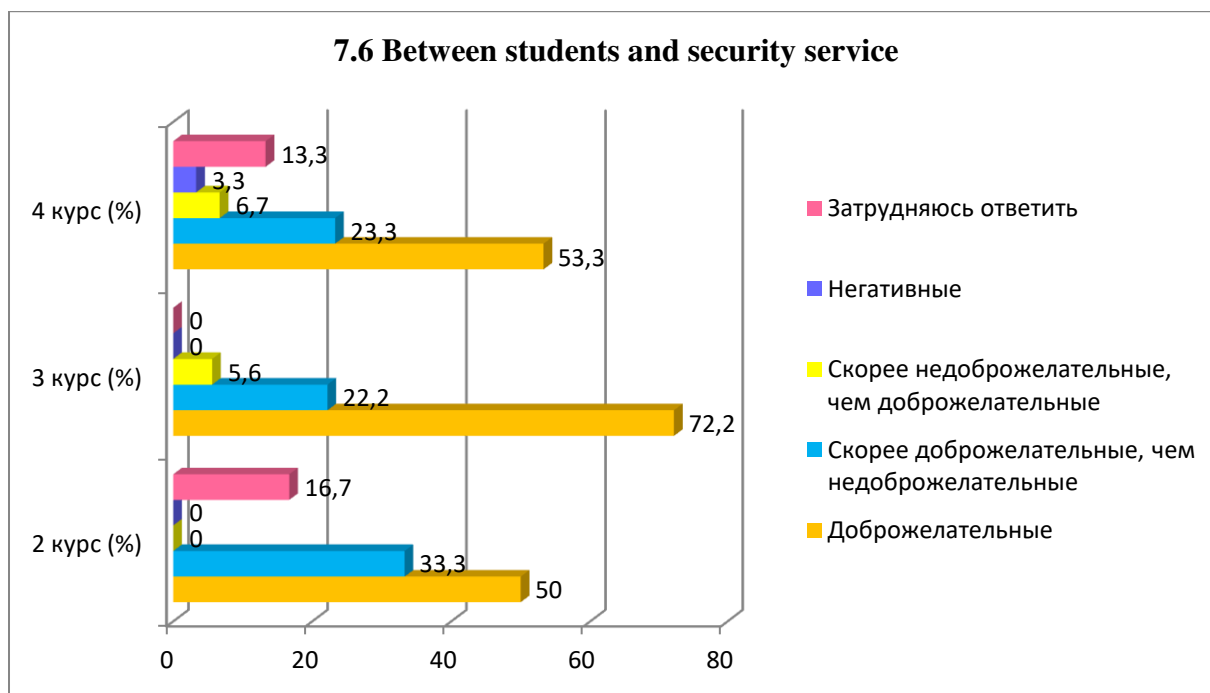
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Benevolent	83,3	72,2	73,3
Rather benevolent than not benevolent	-	22,2	13,3
Rather not benevolent than benevolent	-	5,6	6,7
Negative	8,3	-	-
Difficult to answer	8,3	-	6,7



7.6 Between students and security service

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Benevolent	50	72,2	53,3
Rather benevolent than not benevolent	33,3	22,2	23,3
Rather not benevolent than benevolent	-	5,6	6,7

Negative	-	-	3,3
Difficult to answer	16,7	-	13,3



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

2nd year	3rd year	4th year
-	-	<p>In the first (more often) and in the main building (less often) we encountered incompetent, rude and disrespectful behavior of the security staff. Of course, this does not apply to all employees.</p> <p>But additional confirmation of the very existence of the fact of such precedents are also reviews of the corresponding corps in 2gis. It is worth noting that, fortunately, there are no such problems in the fifth building.</p>

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
-	-	- Well, changing the staff involved - there are few

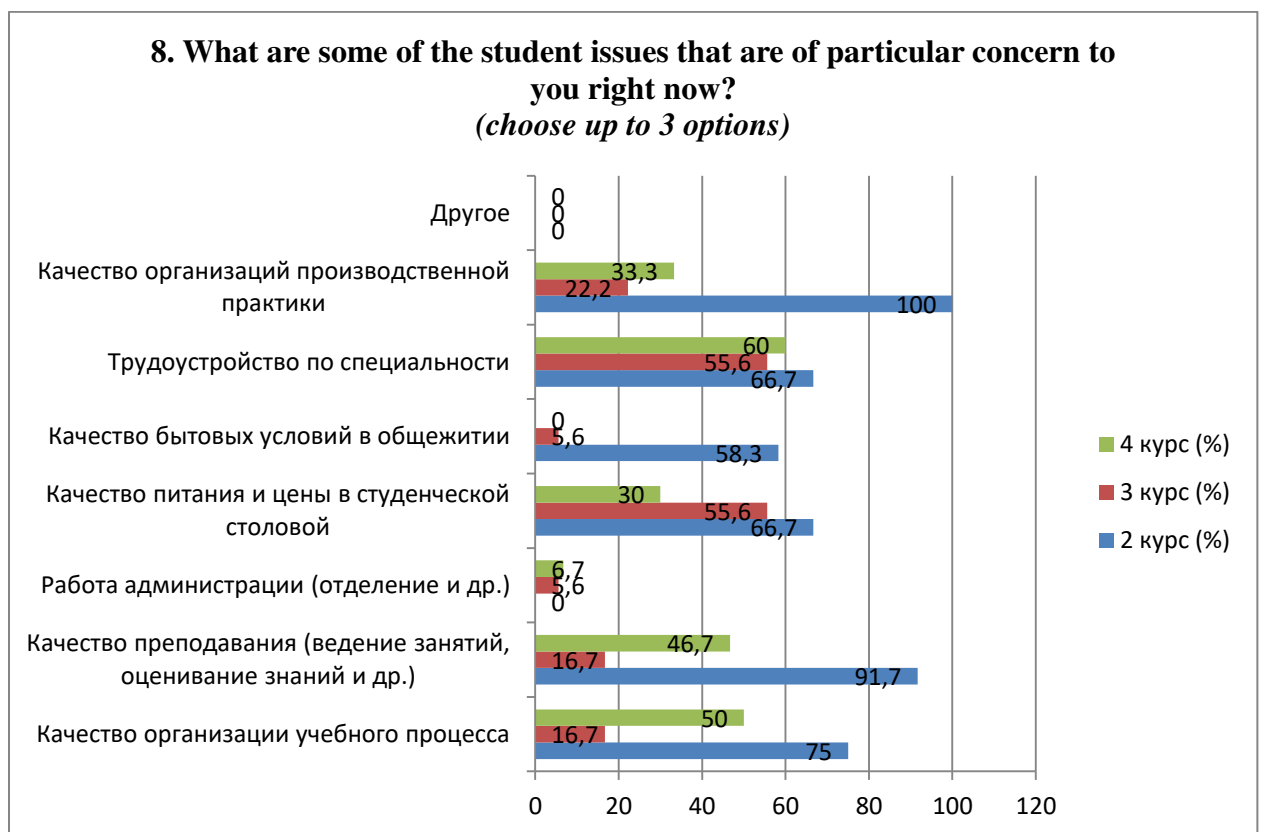
* Students' answers to the option “other” and “if you answered “not satisfied.....” to the previous question are presented in the original. The author's spelling and punctuation have been preserved.

other options, I think.

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	75	16,7	50
Quality of teaching (conducting classes, assessment of knowledge, etc.).	91,7	16,7	46,7
Work of administration (department, etc.)	-	5,6	6,7
Quality of food and prices in the student canteen	66,7	55,6	30
Quality of living conditions in the dormitory	58,3	5,6	-
Employment in the specialty	66,7	55,6	60
Quality of internship organizations	100	22,2	33,3
Quality of the organization of the educational process	-	-	-

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



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

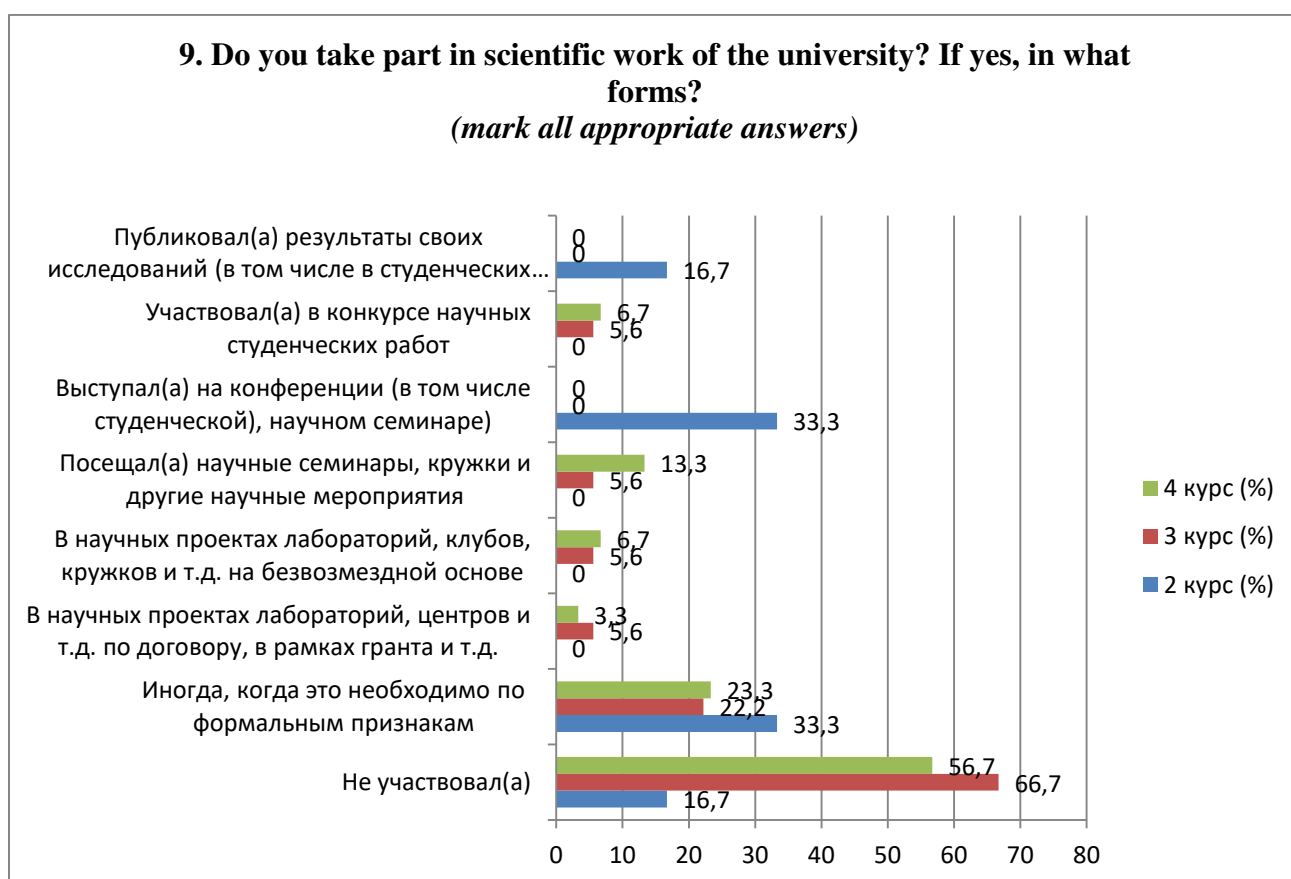
2nd year	3rd year	4th year
-	-	-

* 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.

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	16,7	66,7	56,7
Sometimes, when it is necessary for formal reasons	33,3	22,2	23,3
In scientific projects of laboratories, centers, etc. under a contract, within a grant, etc.	-	5,6	3,3
In scientific projects of laboratories, clubs, circles, etc. free of charge	-	5,6	6,7
Attended scientific seminars, clubs and other scientific events	-	5,6	13,3
Speaker at a conference (including a student conference), scientific seminar	33,3	-	-
Participated in a student scientific work competition	-	5,6	6,7
Published the results of his research (including in student collections)	16,7	-	-

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



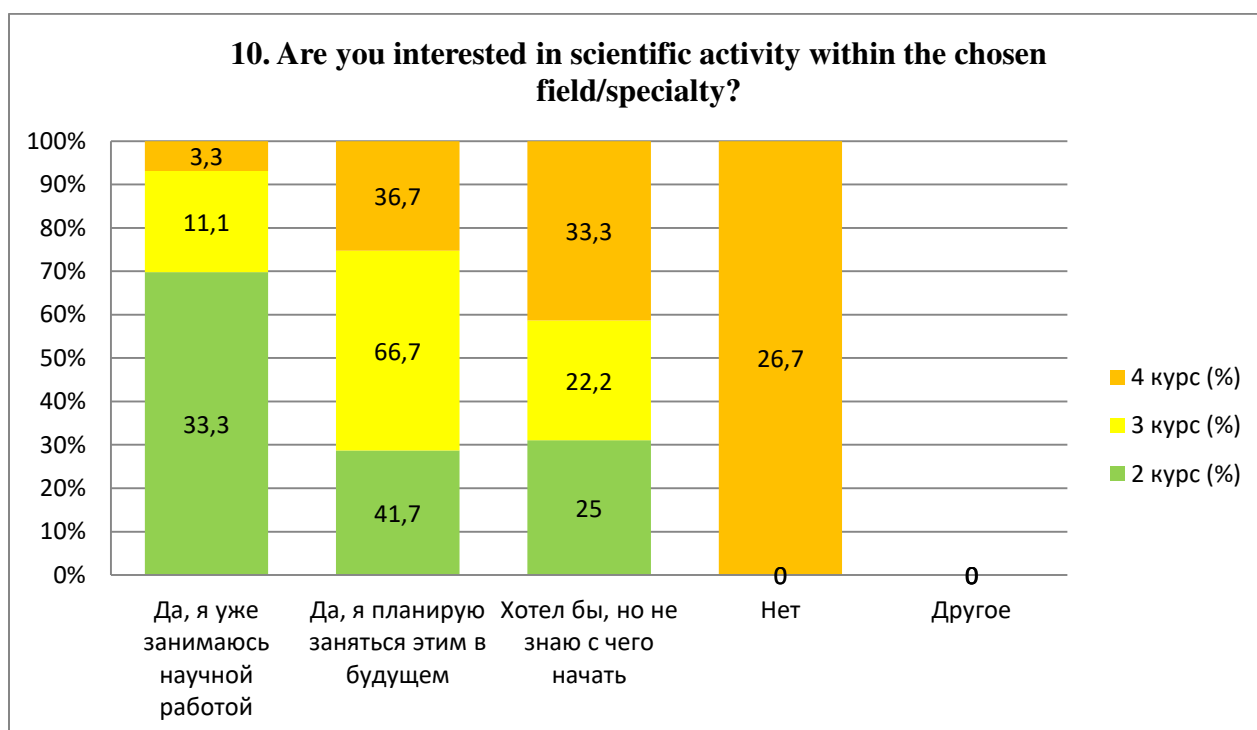
* Students' answers to the option "other" and "if you answered "not satisfied....." to the previous question are presented in the original. The author's spelling and punctuation have been preserved.

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

2nd year	3rd year	4th year
- The opportunity didn't come up, the seats were already taken, I personally didn't have the right topics; - I didn't have the time.	-	- Not interested; - Not invited; - No desire; - Don't want to; - I am not interested.

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	33,3	11,1	3,3
Yes, I plan to do it in the future	41,7	66,7	36,7
I would like to, but I don't know where to start	25	22,2	33,3
No	-	-	26,7
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 *:

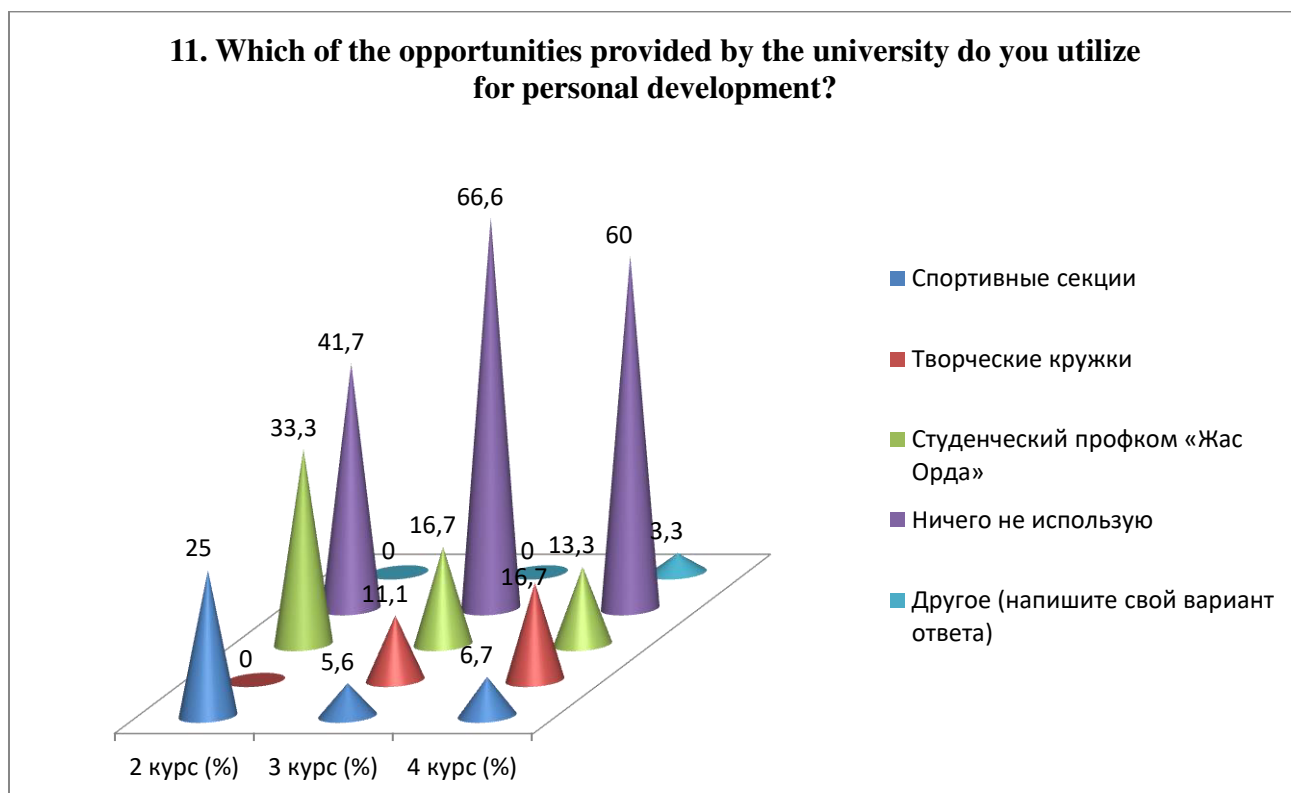
2nd year	3rd year	4th year
- I'm undecided; - because I haven't decided what I want yet.	-	- Not sure if the specialty is in demand; - Don't find it necessary; - Not interested.

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

Answer options	2nd year (%)	3rd year (%)	4th year (%)
----------------	--------------	--------------	--------------

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

Sports sections	25	5,6	6,7
Creative clubs	-	11,1	16,7
Student Trade Union "Zhas Orda"	33,3	16,7	13,3
I don't use anything	41,7	66,6	60
Other	-	-	3,3



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

2nd year	3rd year	4th year
-	-	- Academic mobility.

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
- No time; - Don't want; - No needed.	-	- No time; - Nothing to do; - Studying outside of school; - Not interested.

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

* 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.

12.5 Availability of educational and scientific equipment
12.6 Availability of laboratories and specialized classrooms
12.7 Availability of sports equipment

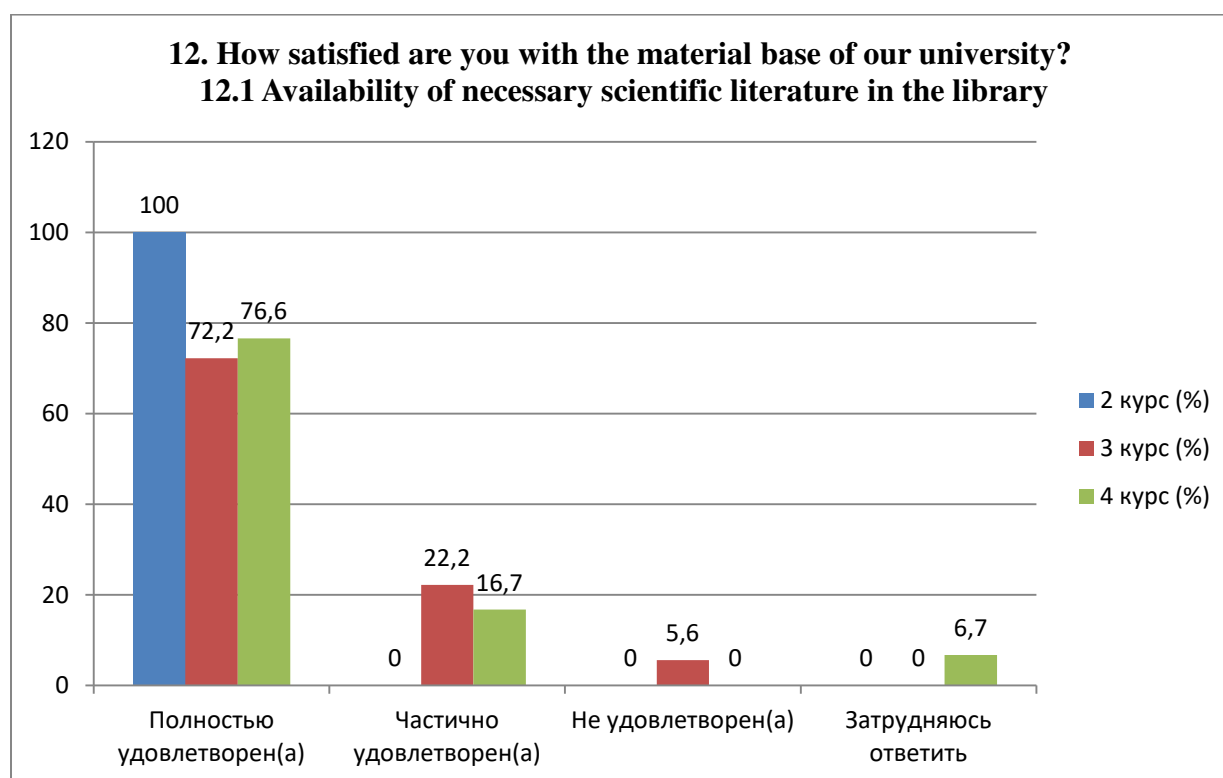
Other _____

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

Indicators:

12.1 Availability of necessary scientific literature in the library

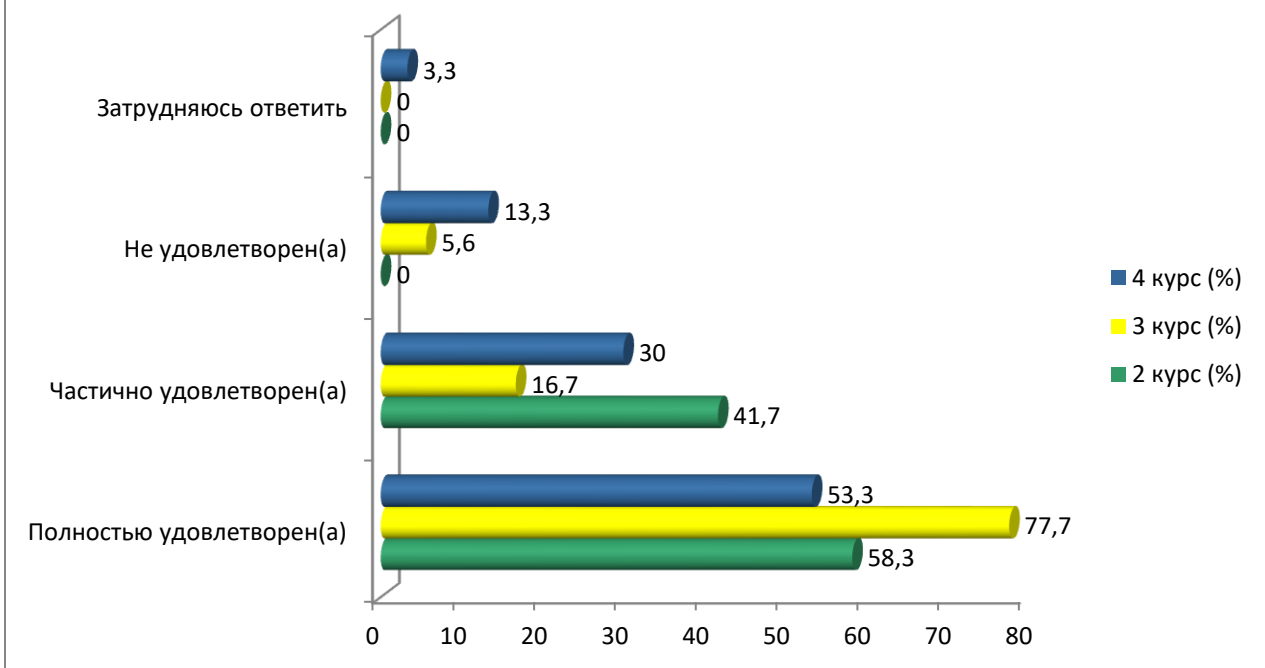
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	100	72,2	76,6
Partially satisfied	-	22,2	16,7
Not satisfied	-	5,6	-
Difficult to answer	-	-	6,7



12.2 Modernity of computer equipment

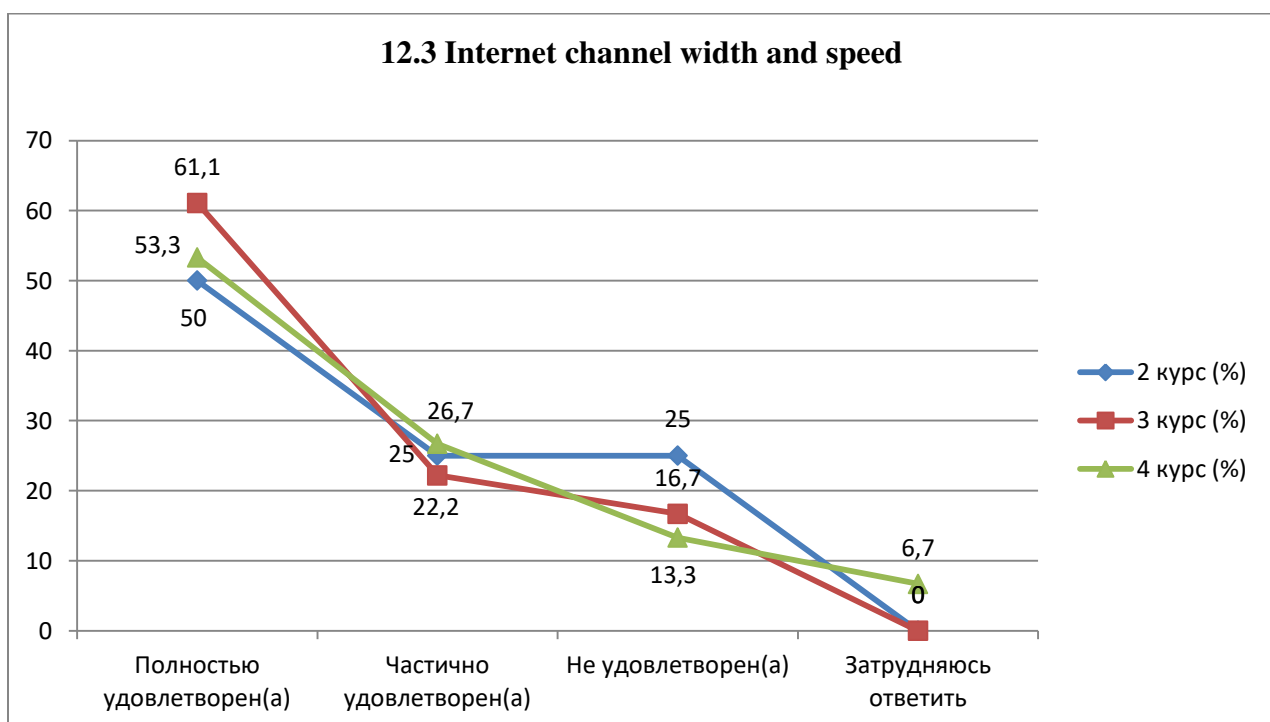
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	58,3	77,7	53,3
Partially satisfied	41,7	16,7	30
Not satisfied	-	5,6	13,3
Difficult to answer	-	-	3,3

12.2 Modernity of computer equipment



12.3 Internet channel width and speed

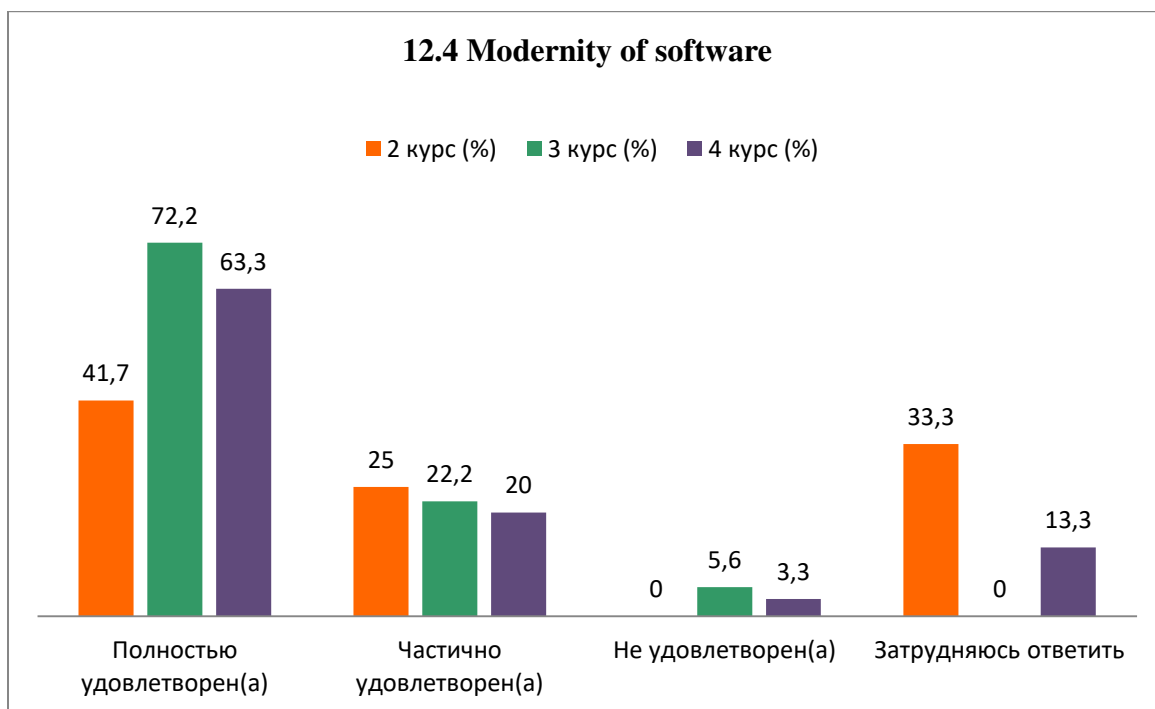
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	50	61,1	53,3
Partially satisfied	25	22,2	26,7
Not satisfied	25	16,7	13,3
Difficult to answer	-	-	6,7



12.4 Modernity of software

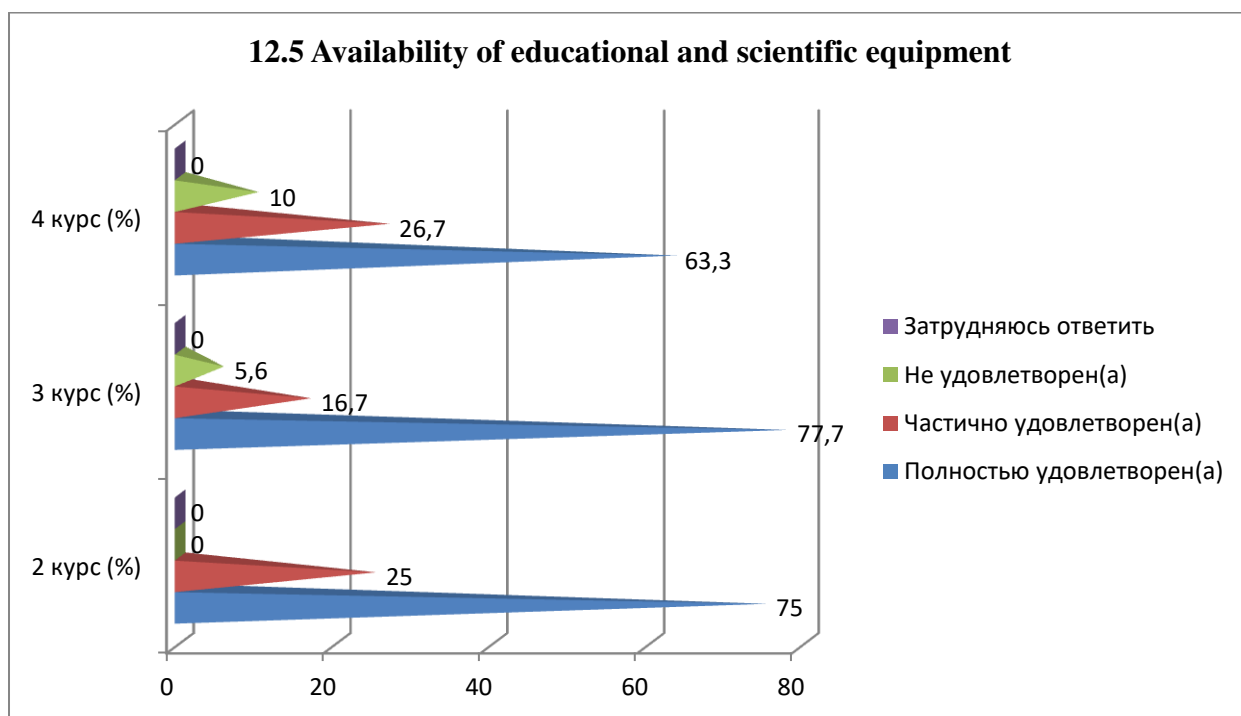
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	41,7	72,2	63,3
Partially satisfied	25	22,2	20

Not satisfied	-	5,6	3,3
Difficult to answer	33,3	-	13,3



12.5 Availability of educational and scientific equipment

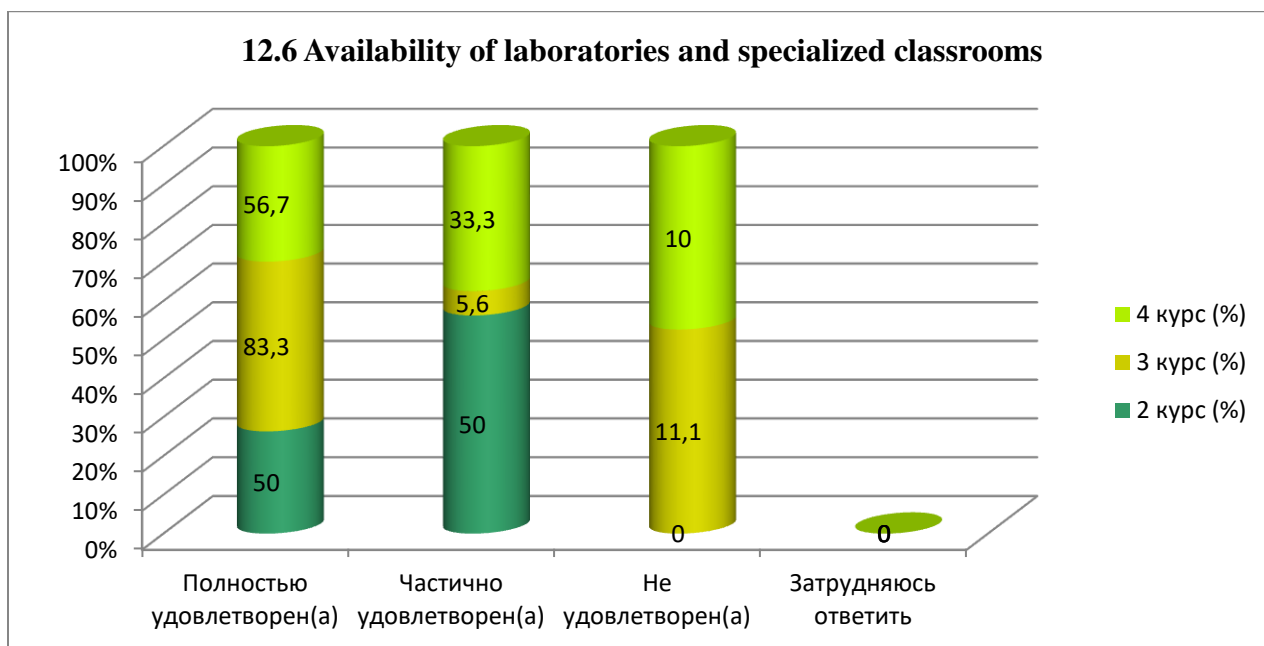
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	75	77,7	63,3
Partially satisfied	25	16,7	26,7
Not satisfied	-	5,6	10
Difficult to answer	-	-	-



12.6 Availability of laboratories and specialized classrooms

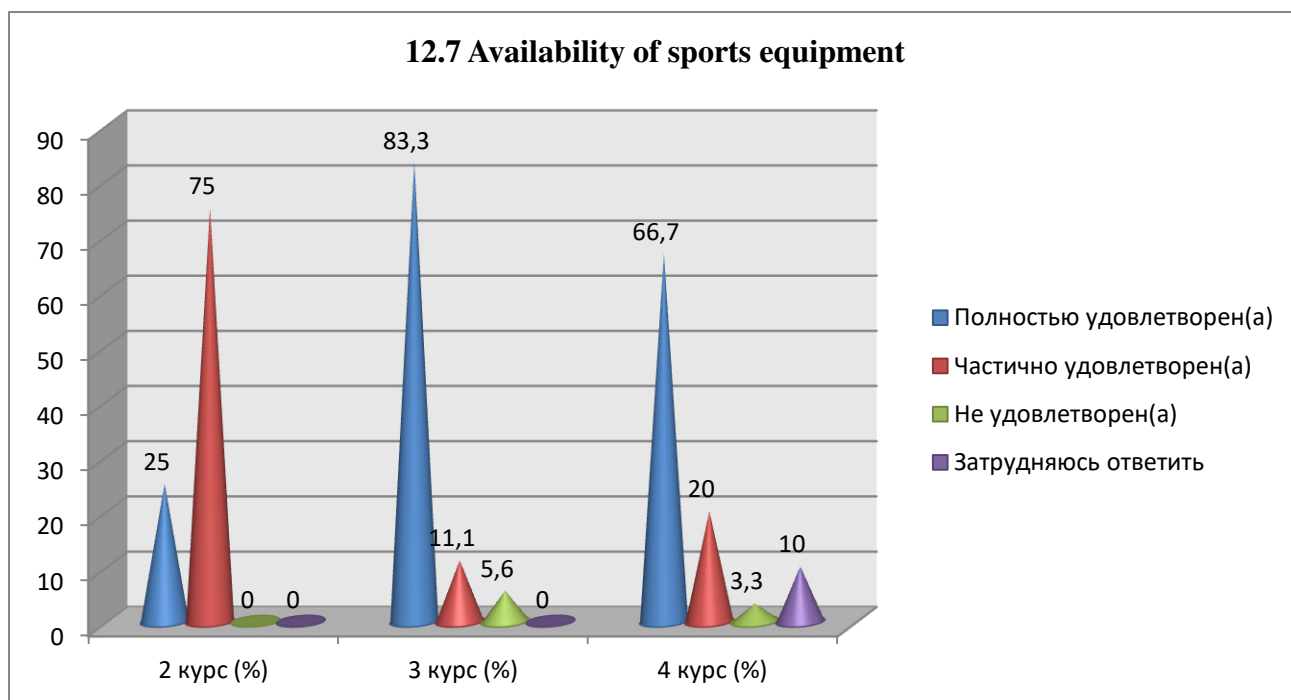
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	50	83,3	56,7

Partially satisfied	50	5,6	33,3
Not satisfied	-	11,1	10
Difficult to answer	-	-	-



12.7 Availability of sports equipment

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	25	83,3	66,7
Partially satisfied	75	11,1	20
Not satisfied	-	5,6	3,3
Difficult to answer	-	-	10



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

* 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.

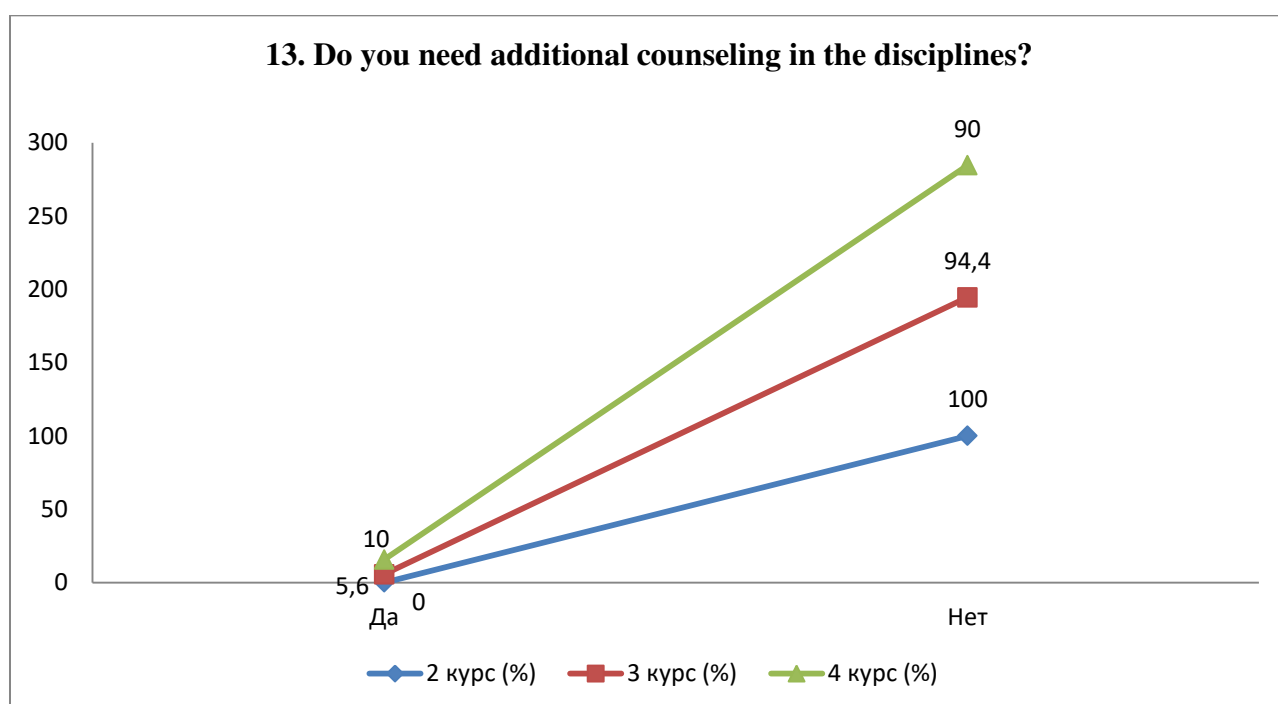
2nd year	3rd year	4th year
- No.	-	-

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
- Improvement.	-	- Procure reagents for the fifth corp; - Replenish and update reagents and other props for laboratory work; - Equipping laboratories with new reagents; - Improvement.

13. Do you need additional counseling in the disciplines?

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Yes	-	5,6	10
No	100	94,4	90



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
-	-	-

* 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?

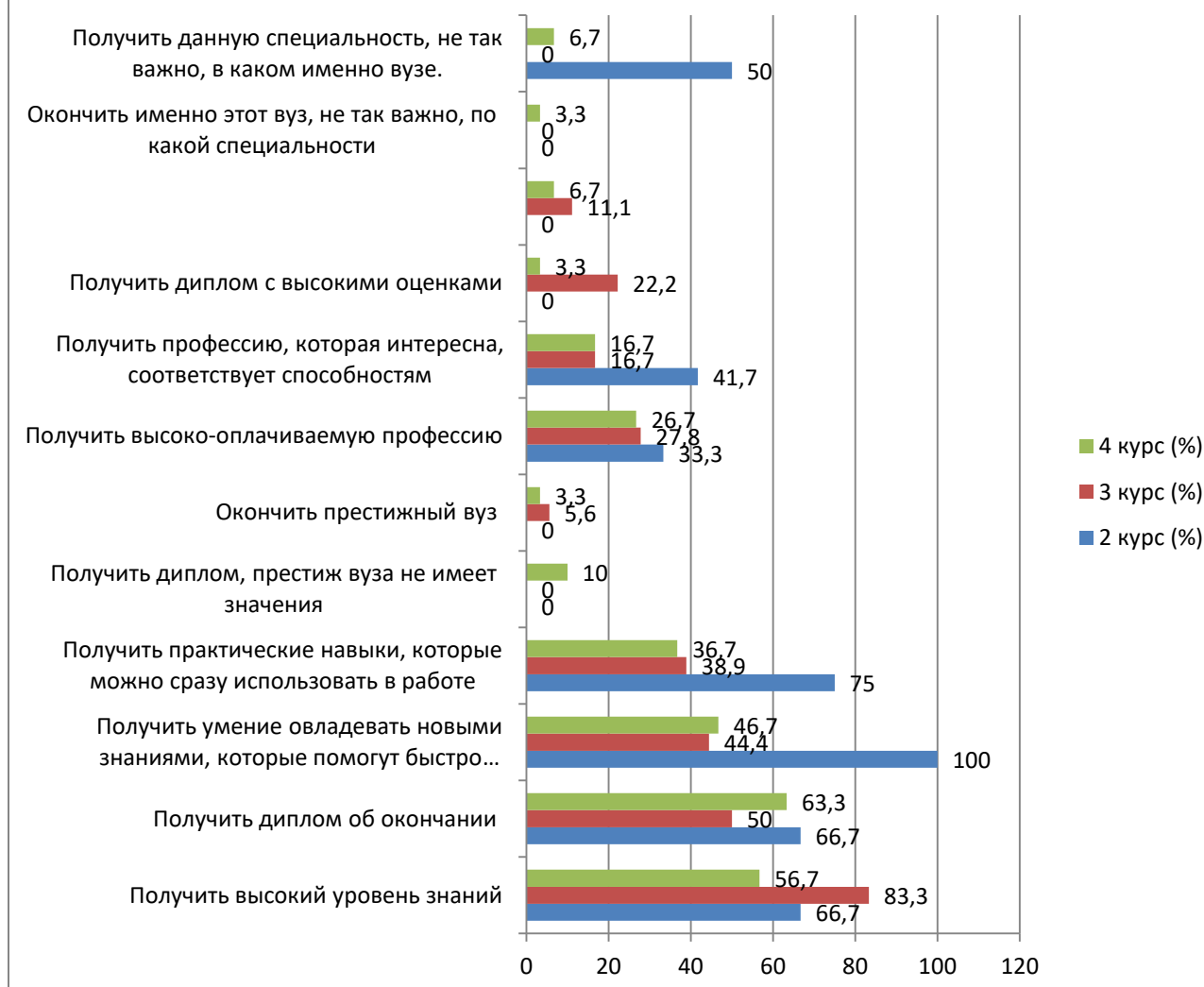
(You can select one or more answer options)

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Get a high level of knowledge	66,7	83,3	56,7
Receive a diploma of completion	66,7	50	63,3
Gain the ability to acquire new knowledge that will help you quickly adapt in the workplace	100	44,4	46,7
Gain practical skills that you can immediately use at work	75	38,9	36,7
Get a diploma, the prestige of the university does not matter	-	-	10
Graduate from a prestigious university	-	5,6	3,3
Get a highly paid profession	33,3	27,8	26,7
Get a profession that is interesting and matches your abilities	41,7	16,7	16,7
Get a diploma with high grades	-	22,2	3,3
You need to learn only what is interesting or will be needed in further study (work)	-	11,1	6,7
It's not so important to graduate from this particular university, in what specialty	-	-	3,3
Get a high level of knowledge	50	-	6,7

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

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"> - "What items are you satisfied with completely?(or options: partially, a little, few)"; - None; - Don't know. 	<ul style="list-style-type: none"> - That's enough; - no questions asked; - What are some of the problems encountered during the training? - Nothing; - Pay more attention to industrial practice; - Very good; - No complaints. 	<ul style="list-style-type: none"> - No questions; - I don't think any additional questions are needed, the questions generally cover everything; - None; - Questions about the thesis; - No options; - everything is fine; - I think all the questions are already in the form; - All are satisfied; - Work/study problems; - Do you like standing in lines in the

		fall/winter/spring and being late for classes? - I'm fine.
--	--	---

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.

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 – 75%, 3rd year– 83,3%, 4th year – 73,3%. 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 “Non-compliance of the studied disciplines with the received specialty” (2nd year - 8.3%, 3rd year - 5.6%, 4th year - 6.7%), “Dissatisfaction with the quality of classes” (2nd year - 16.7%, 3rd year - 11.1%, 4th year - 20%).

To the question: **“What indicators, as a rule, are taken into account by teachers when making the final grade?”**. 45.6% of students indicated the option “attendance”, in second place - 40.9% “activity in classes (seminars), answers to the teacher's questions, solving problems, etc.” and in third place 6.1% option “other”.

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 answers*: “In the first (more often) and in the main building (less often) we encountered incompetent, rude and disrespectful behavior of the security staff. Of course, this does not apply to all employees. But additional confirmation of the very existence of the fact of such precedents are also reviews of the corresponding corps in 2gis. It is worth noting that, fortunately, there are no such problems in the fifth building”, “Well, changing the relevant staff - there are few other options here, it seems to me.” etc.

On the question **“What student problems are of particular concern to you now?”** the first place is given to “Employment in the specialty” – 60,7%. Next – “Quality of food and prices in the student canteen” – 51,8%. In the third position – “Quality of teaching (conducting classes, evaluation of knowledge, etc.)” – 51,7%.

On the question **“Do you need additional counseling in disciplines?”** 5,2% students answered that they need additional counseling. However, they did not specify what kind of additional counseling on disciplines is needed.

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.