Report
on the results of the survey
"Satisfaction of 2-5 year students with educational services"
in 2023 – 2024 academic year
Department: Chemistry and Chemical Technology
Specialty: 6B05101 Biotechnology

In October 2023, the Center of Quality Management and Accreditation conducted an annual survey on the satisfaction of 2-5 year students with the quality of services provided.

The survey purpose: To identify the degree of respondents' satisfaction with the quality of the educational services provided and the other areas of the University activities.

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

In specialty 6B05101 Biotechnology, 48 respondents took part in the survey:

- 2 year – 8 students (50%);
- 3 year – 11 students (78,6%);
- 4 year – 29 students (93,5%).

Mode of training
- Budget – 32 students (66,7%);
- Paid – 16 students (33,3%).

In the course of the survey there were obtained the following results.

Indicators:

1. Are you satisfied with the quality of the services provided?
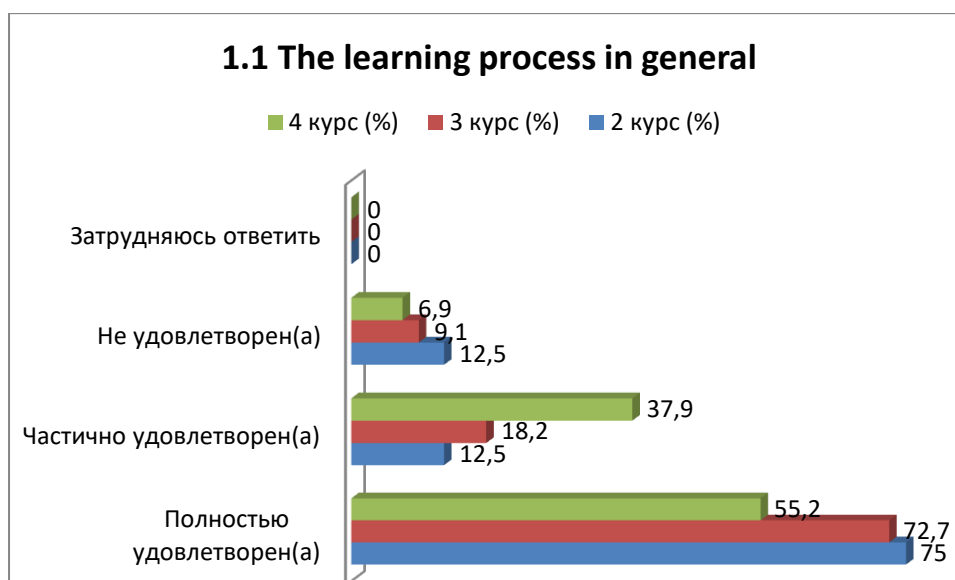
1.1 The learning process in general
1.2 Class schedule
1.3 Organization of independent work
1.4 Practices
1.5 Organizing and conducting SIWT
1.6 Organizing and conducting laboratory work
1.7 Satisfaction with the library work
1.8 Possibility of access to full-text databases of scientific publications
1.9 Living conditions in the hostel
1.10 Quality of medical care
1.11 Catering at the University (prices, product range, quality of prepared dishes)

Other_____

If you answered the previous question "not satisfied", please give recommendations for improving the services provided. _____

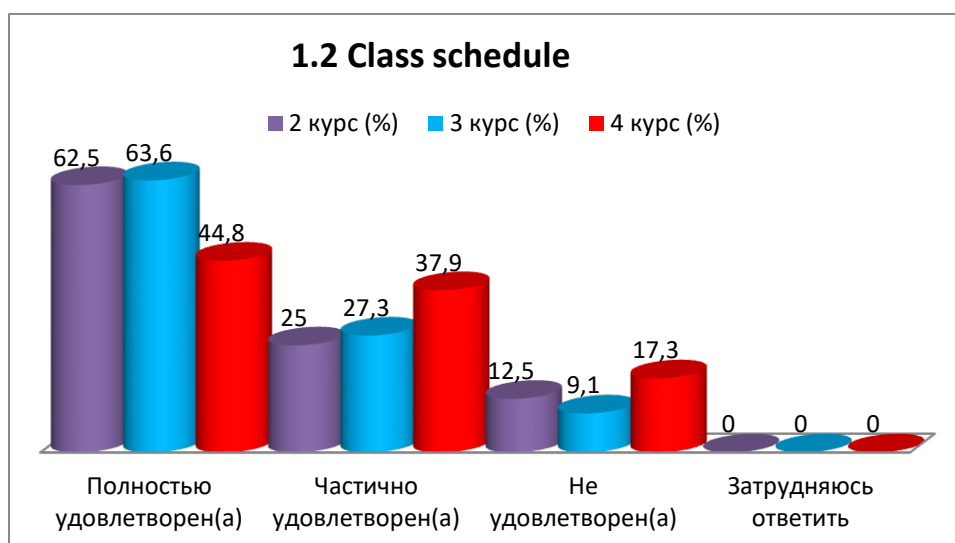### 1.1 The learning process in general

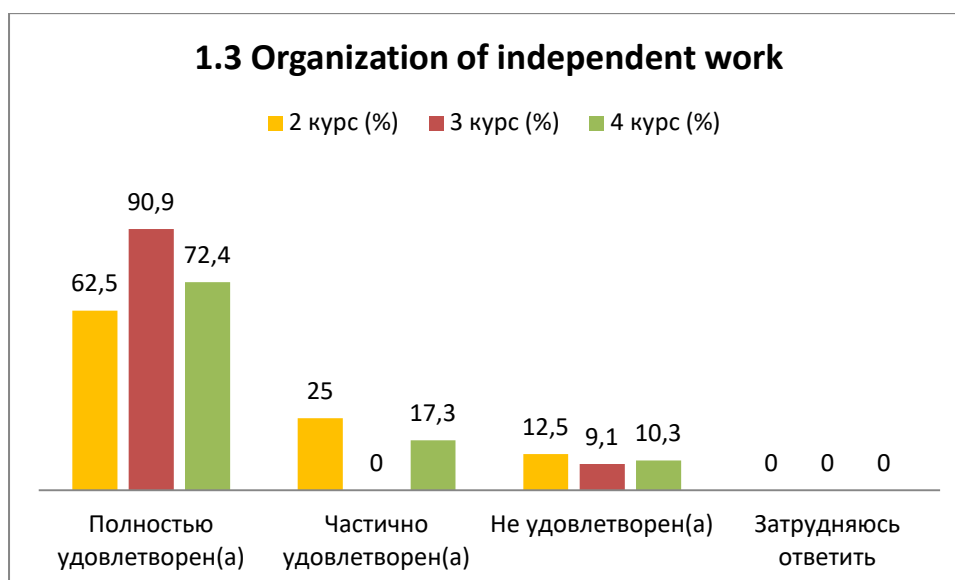| Answer options	2 year (%)	3 year (%)	4 year (%)
Completely satisfied	75	72.7	55.2
Partially satisfied	12.5	18.2	37.9
Not satisfied	12.5	9.1	6.9
I find it difficult to answer	-	-	-

1.1 The learning process in general

■ 4 курс (%) ■ 3 курс (%) ■ 2 курс (%)

Затрудняюсь ответить	0 / 0 / 0
Не удовлетворен(а)	6,9 / 9,1 / 12,5
Частично удовлетворен(а)	37,9 / 18,2 / 12,5
Полностью удовлетворен(а)	55,2 / 72,7 / 75

1.2 Class schedule

Answer options	2 year (%)	3 year (%)	4 year (%)
Completely satisfied	62.5	63.6	44.8
Partially satisfied	25	27.3	37.9
Not satisfied	12.5	9.1	17.3
I find it difficult to answer	-	-	-

1.2 Class schedule

■ 2 курс (%) ■ 3 курс (%) ■ 4 курс (%)

Полностью удовлетворен(а)	Частично удовлетворен(а)	Не удовлетворен(а)	Затрудняюсь ответить
62,5 / 63,6 / 44,8	25 / 27,3 / 37,9	12,5 / 9,1 / 17,3	0 / 0 / 0

1.3 Organization of independent work

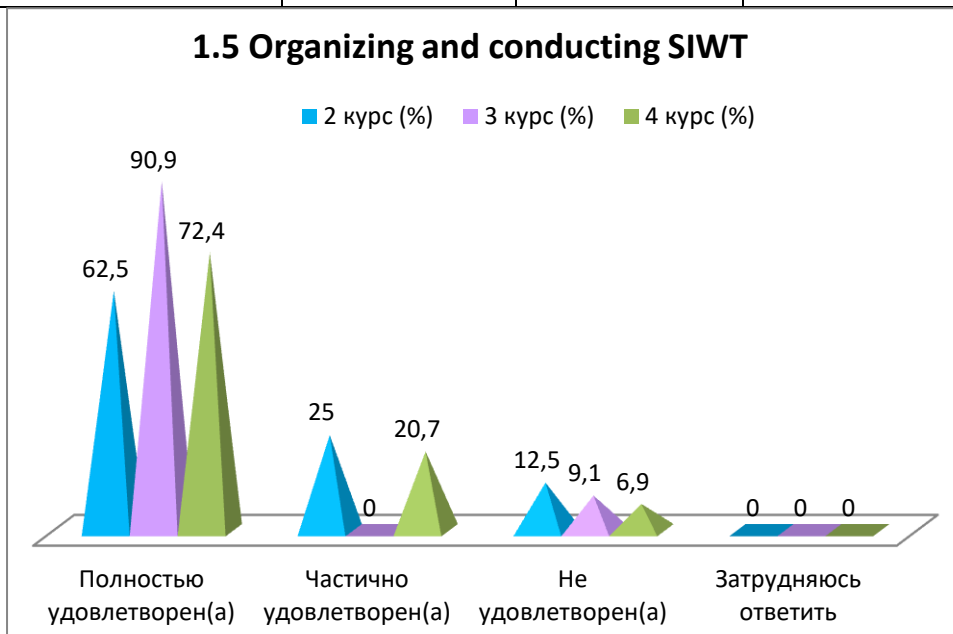| Answer options	2 year (%)	3 year (%)	4 year (%)
Completely satisfied	62.5	90.9	72.4
Partially satisfied	25	-	17.3
Not satisfied	12.5	9.1	10.3
I find it difficult to answer	-	-	-

1.4 Practices

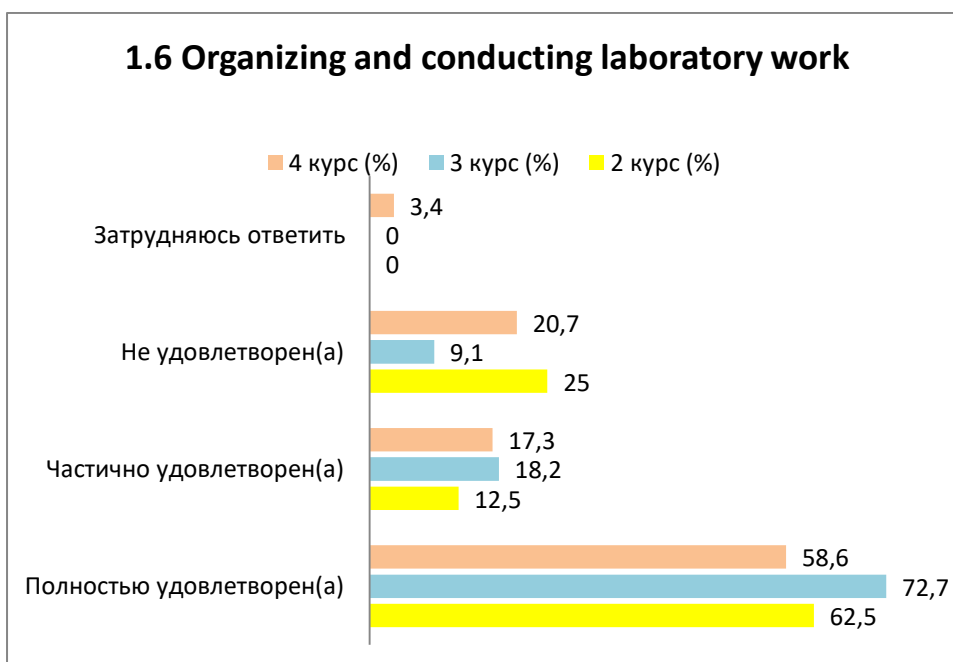| Answer options	2 year (%)	3 year (%)	4 year (%)
Completely satisfied	75	54.5	62.1
Partially satisfied	12.5	27.3	24.1
Not satisfied	12.5	18.2	13.8
I find it difficult to answer	-	-	-

1.5 Organizing and conducting SIWT

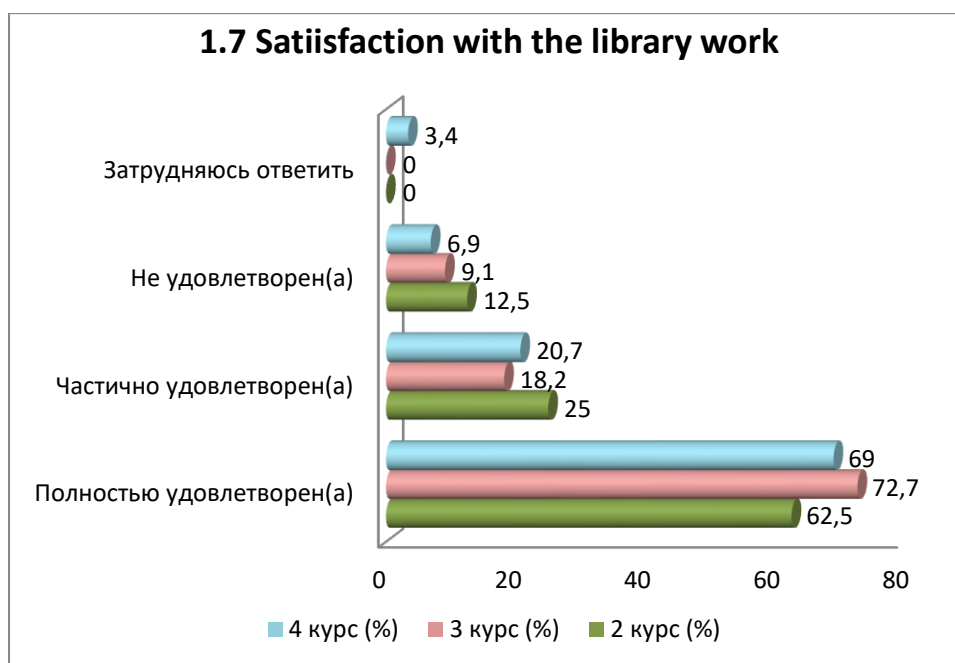| Answer options	2 year (%)	3 year (%)	4 year (%)
Completely satisfied	62.5	90.9	72.4
Partially satisfied	25	-	20.7
Not satisfied	12.5	9.1	6.9
I find it difficult to answer	-	-	-

1.5 Organizing and conducting SIWT

■ 2 курс (%)　■ 3 курс (%)　■ 4 курс (%)

90,9

72,4

62,5

25

0

20,7

12,5　9,1

6,9

0　0　0

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

1.6 Organizing and conducting laboratory work

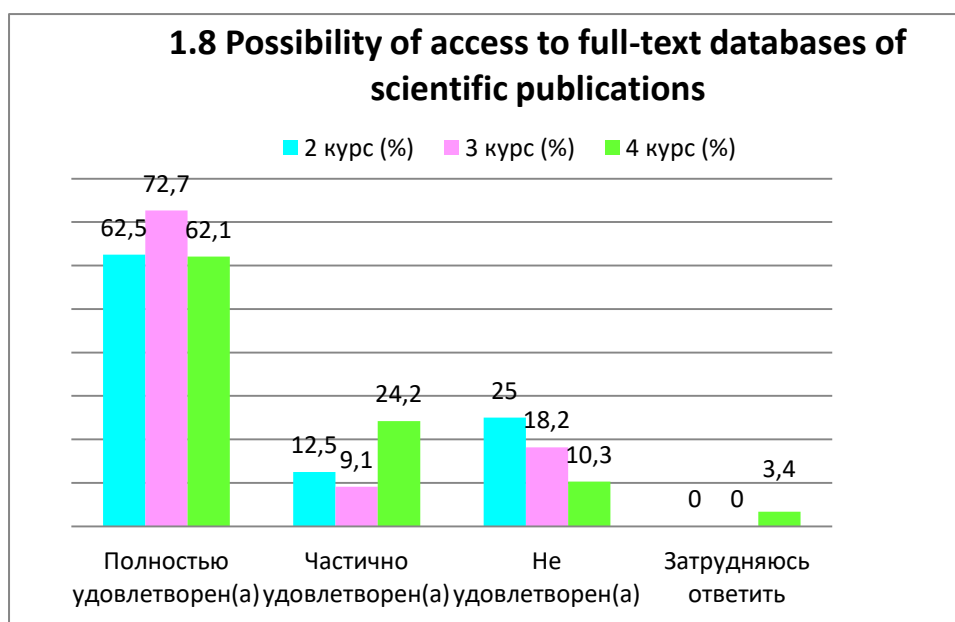| Answer options	2 year (%)	3 year (%)	4 year (%)
Completely satisfied	62.5	72.7	58.6
Partially satisfied	12.5	18.2	17.3
Not satisfied	25	9.1	20.7
I find it difficult to answer	-	-	3.4

1.6 Organizing and conducting laboratory work

■ 4 курс (%)　■ 3 курс (%)　■ 2 курс (%)

Затрудняюсь ответить　3,4 / 0 / 0

Не удовлетворен(а)　20,7 / 9,1 / 25

Частично удовлетворен(а)　17,3 / 18,2 / 12,5

Полностью удовлетворен(а)　58,6 / 72,7 / 62,5

1.7 Satisfaction with the library work

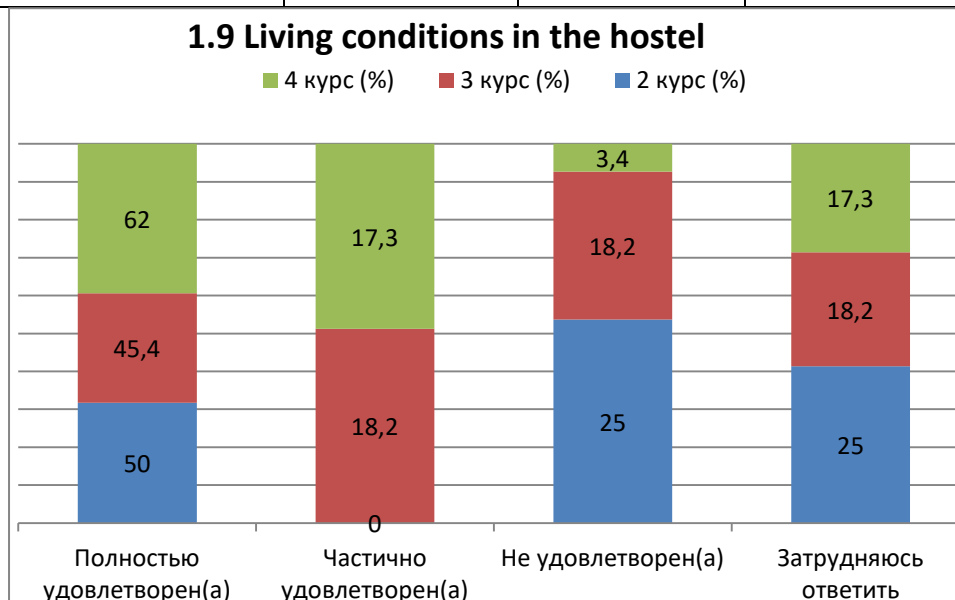| Answer options	2 year (%)	3 year (%)	4 year (%)
Completely satisfied	62.5	72.7	69
Partially satisfied	25	18.2	20.7
Not satisfied	12.5	9.1	6.9
I find it difficult to answer	-	-	3.4

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

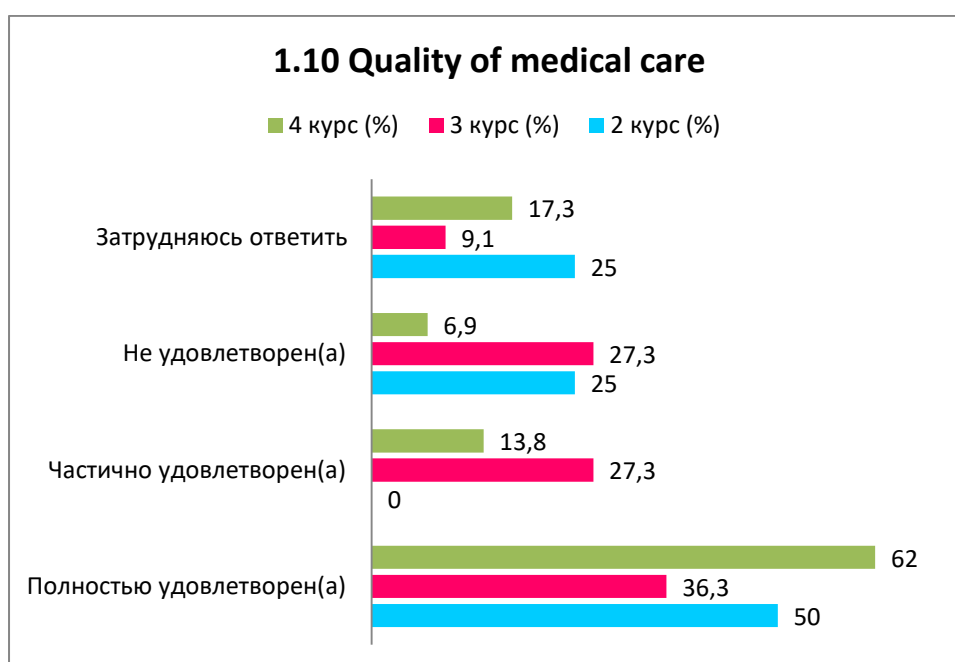| Answer options	2 year (%)	3 year (%)	4 year (%)
Completely satisfied	62.5	72.7	62.1
Partially satisfied	12.5	9.1	24.2
Not satisfied	25	18.2	10.3
I find it difficult to answer	-	-	3.4

1.9 Living conditions in the hostel

Answer options	2 year (%)	3 year (%)	4 year (%)
Completely satisfied	50	45.4	62
Partially satisfied	-	18.2	17.3
Not satisfied	25	18.2	3.4
I find it difficult to answer	25	18.2	17.3

1.10 Quality of medical care

Answer options	2 year (%)	3 year (%)	4 year (%)
Completely satisfied	50	36.3	62
Partially satisfied	-	27.3	13.8
Not satisfied	25	27.3	6.9
I find it difficult to answer	25	9.1	17.3

1.11 Catering at the University (prices, product range, quality of prepared dishes)

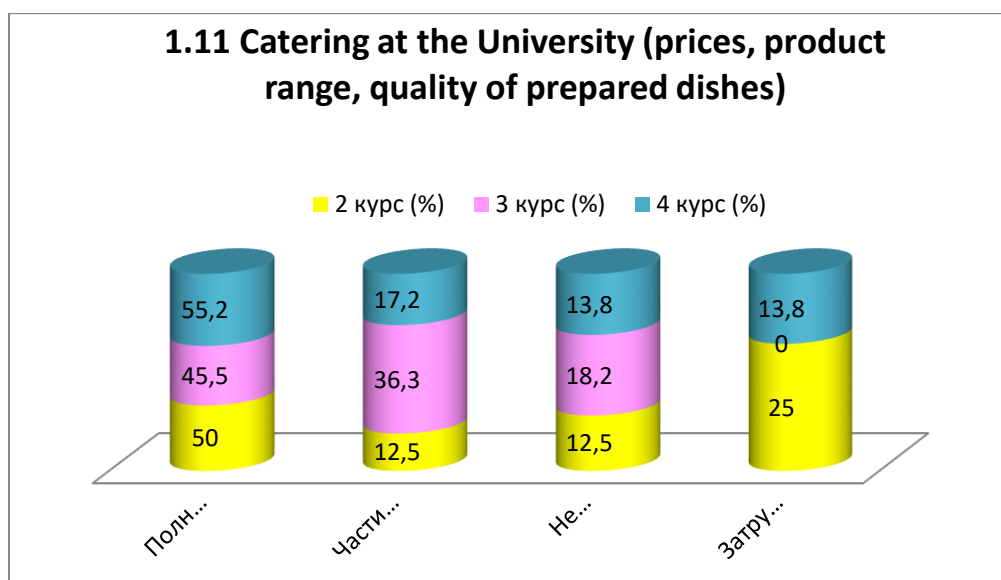| Answer options	2 year (%)	3 year (%)	4 year (%)
Completely satisfied	50	45.5	55.2
Partially satisfied	12.5	36.3	17.2
Not satisfied	12.5	18.2	13.8
I find it difficult to answer	25	-	13.8

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

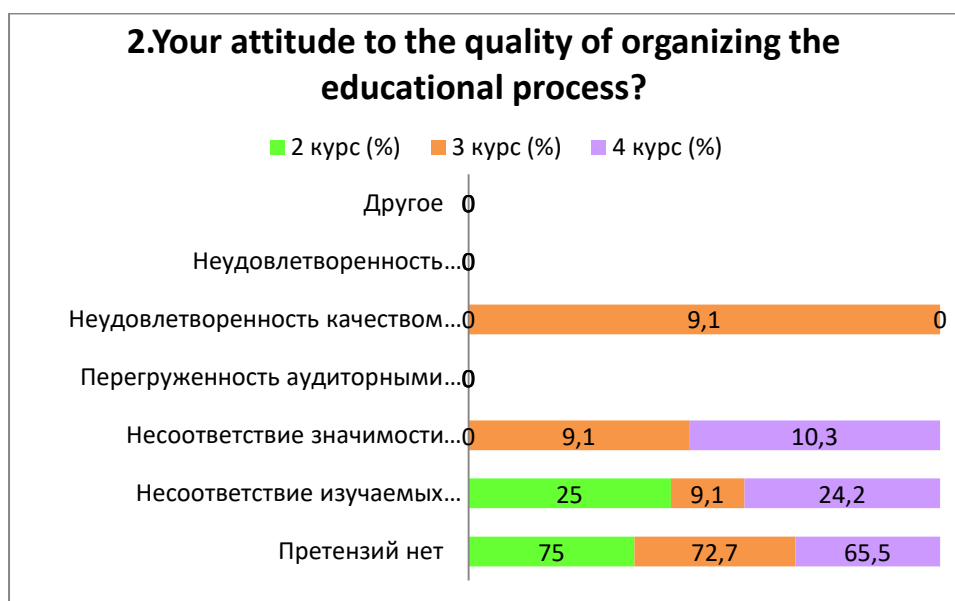| 2 year	3 year	4 year
- Normal	- 👍▨ - So-so - Good - No	- There are too many non-core disciplines, it's time to move forward, engineering graphics, history, embroidery, standardization of parts from machine tools, this was enough at school. The abundance of non-core disciplines is an archaism of education from the times of the Russian Empire and even earlier, from the times of industrialization and the technical revolution where technical skills were valued. Now the world has changed and what is taught now gives such low ratings in the rankings of universities around the world where even the University named after M.S. Lomonosov is in 196th position, to say nothing of Kazakhstani universities. I also cannot help noting the contingent of the University student body, which is distinguished by the low threshold for entrance and state exams. As a student, I cannot help saying that the number of villagers and simply low-intellectual individuals of Kazakh nationality leaves much to be desired

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

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

2 year	3 year	4 year
-	- Nothing - No	- You should place several cash registers: by the time you get to the cash register, the break will be over - An abundance of non-core disciplines and empty demands for cramming and memorization, the material of which is forgotten in half a year by 98%

2. Your attitude to the quality of organizing the educational process

Answer options	2 year (%)	3 year (%)	4 year (%)
No complaints	75	72.7	65.5
Discrepancy between the disciplines studied and the specialty obtained	25	9.1	24.2
Inconsistency between the importance of the subject and the number of hours	-	9.1	10.3
Overload with classroom activities	-	-	-
Dissatisfaction with the quality of classes	-	9.1	-
Dissatisfaction with the organization of tests and exams	-	-	-
Other	-	-	-

For the option "If you answered "Not satisfied" to the previous question, please give recommendations for improvement," students indicated the following options[*]:
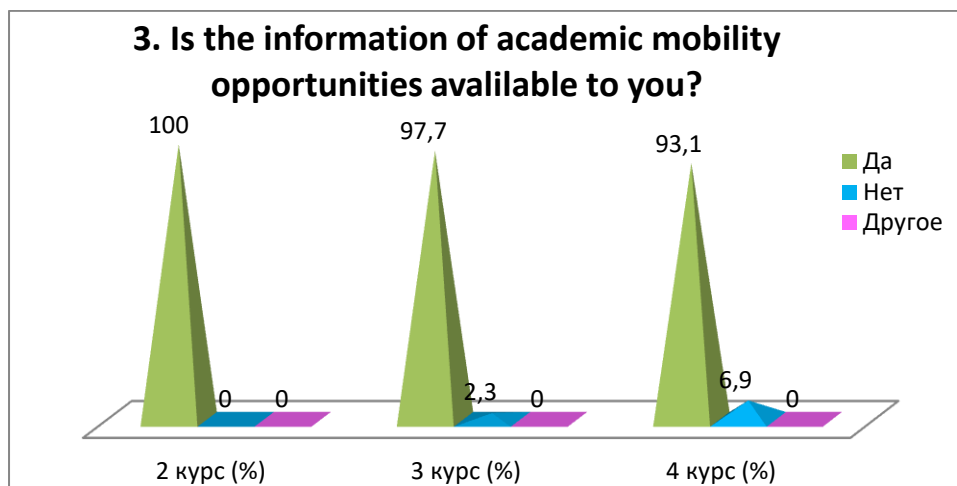
2 year	3 year	4 year
-	- None - Too much physical education	- Look at the USA or at least Finland - Why do we need the subject of standardization when we are not even close to it? - It's better to go to a specialty

3. In the information of academic mobility opportunities available to you?

Answer options	2 year (%)	3 year (%)	4 year (%)
Yes	100	97.7	93.1
No	-	2.3	6.9
Other	-	-	-

For the option **"If you answered "No" the previous question, write why",** students indicated the following answers[*]:

2 year	3 year	4 year
-	- No	- No idea

4. What do you think the relationship is like

4.1 Between students
4.2 Between teachers and students (in the educational process)
4.3 Between a student and a supervisor
4.4 Between students and administration
4.5 Between students and employees of departments (library, student department, etc.)
4.6 Between students and security service

Other_____

If you answered the previous question "More unfriendly than friendly" and "Negative", give recommendations for improvement _____

4.1 Between students

Answer options	2 year (%)	3 year (%)	4 year (%)
Friendly	100	90.9	79.3
More friendly than unfriendly	-	9.1	17.3

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

More unfriendly than friendly	-	-	-
Negative	-	-	-
I find it difficult to answer	-	-	3.4
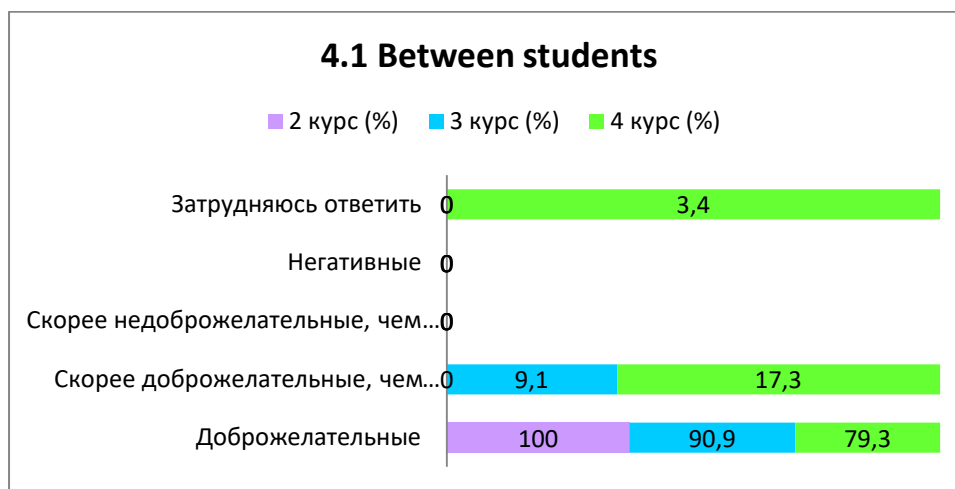
4.1 Between students

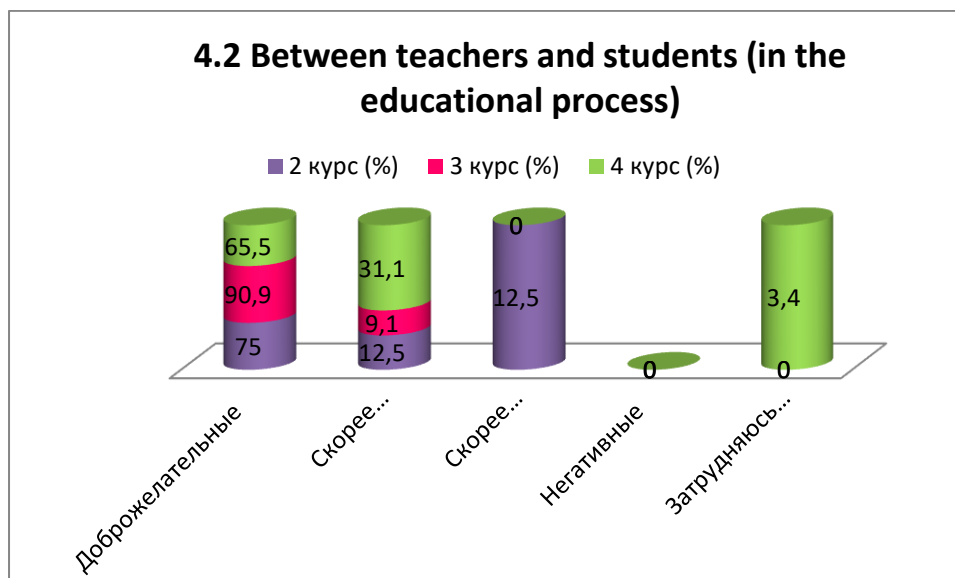**4.2** Between teachers and students (in the educational process)

Answer options	2 year (%)	3 year (%)	4 year (%)
Friendly	75	90.9	65.5
More friendly than unfriendly	12.5	9.1	31.1
More unfriendly than friendly	12.5	-	-
Negative	-	-	-
I find it difficult to answer	-	-	3.4

4.2 Between teachers and students (in the educational process)

4.3 Between a student and a supervisor

Answer options	2 year (%)	3 year (%)	4 year (%)
Friendly	87.5	81.8	86.2
More friendly than unfriendly	12.5	18.2	13.8
More unfriendly than friendly	-	-	-
Negative	-	-	-
I find it difficult to answer	-	-	-

4.3 Between a student and a supervisor
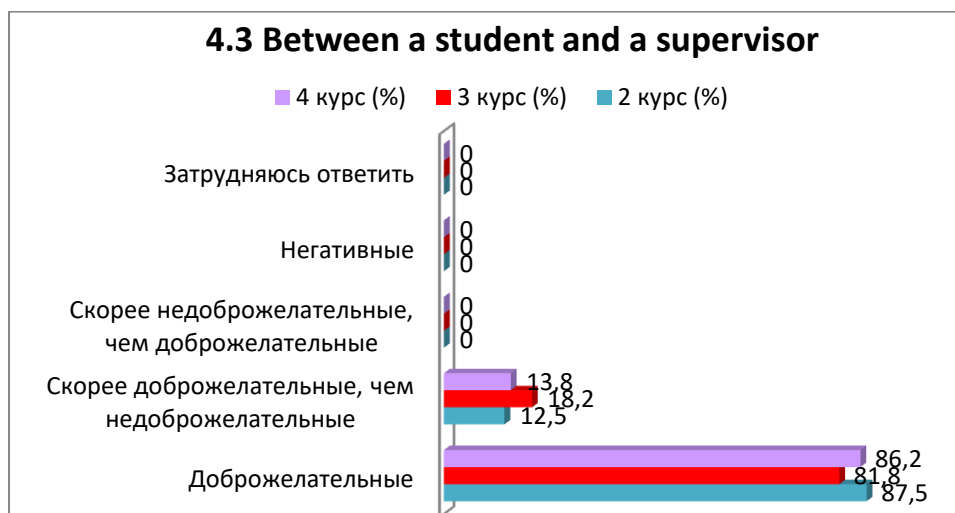
4.4 Between students and administration

Answer options	2 year (%)	3 year (%)	4 year (%)
Friendly	87.5	81.8	62.2
More friendly than unfriendly	12.5	18.2	27.6
More unfriendly than friendly	-	-	3.4
Negative	-	-	3.4
I find it difficult to answer	-	-	3.4

4.4 Between students and administration

4.5 Between students and employees of departments (library, student department, etc.)

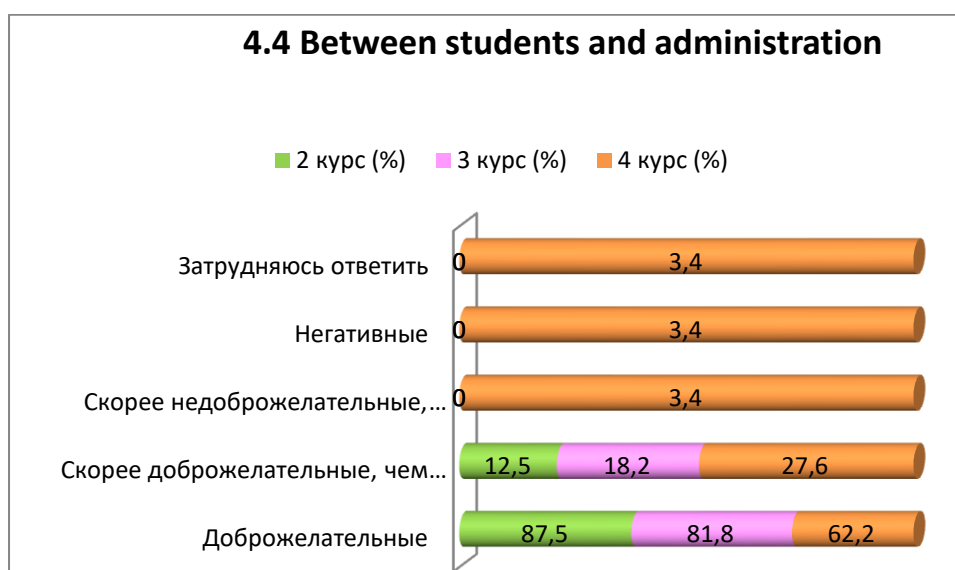| Answer options	2 year (%)	3 year (%)	4 year (%)
Friendly	100	81.8	65.5
More friendly than unfriendly	-	18.2	27.6
More unfriendly than friendly	-	-	-
Negative	-	-	-
I find it difficult to answer	-	-	6.9

4.5 Between students and employees of departments (library, student department, etc)

■ 2 курс (%) ■ 3 курс (%) ■ 4 курс (%)

Затрудняюсь ответить	0 — 6,9
Негативные	0
Скорее недоброжелательные, чем…	0
Скорее доброжелательные, чем…	0 — 18,2 — 27,6
Доброжелательные	100 — 81,8 — 65,5

4.6 Between students and security service

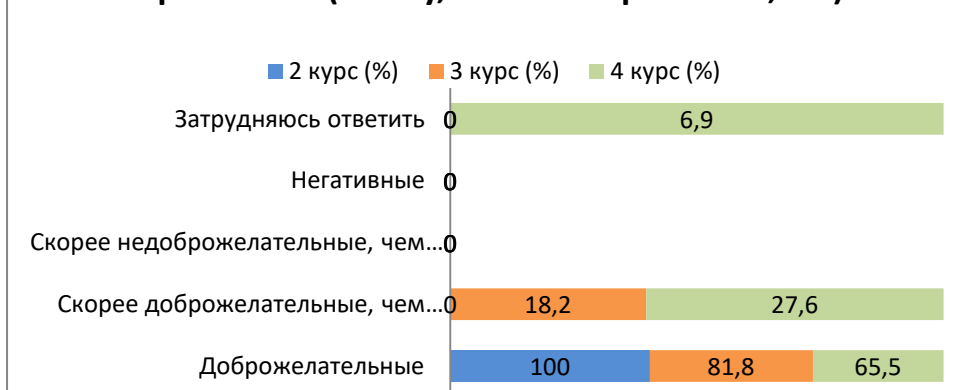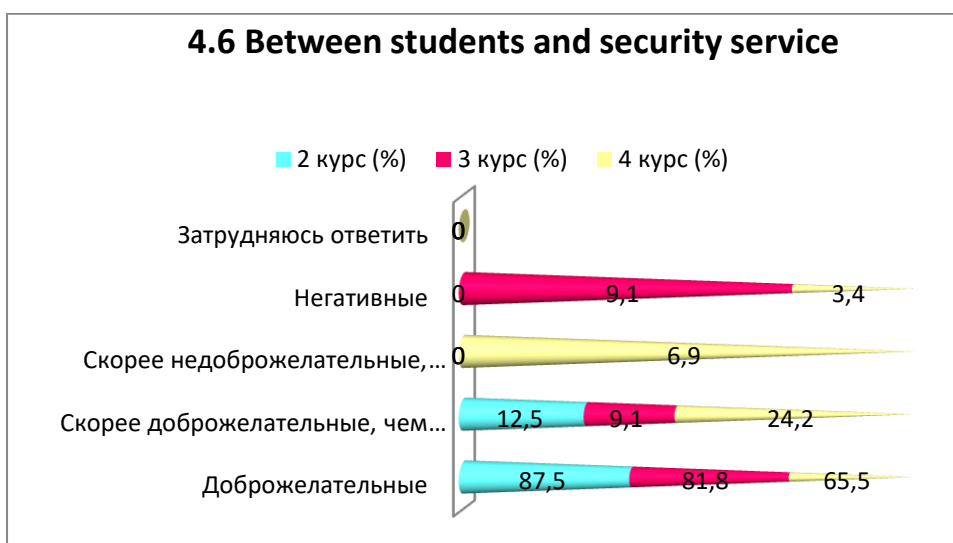| Answer options	2 year (%)	3 year (%)	4 year (%)
Friendly	87.5	81.8	65.5
More friendly than unfriendly	12.5	9.1	24.2
More unfriendly than friendly	-	-	6.9
Negative	-	9.1	3.4
I find it difficult to answer	-	-	-

4.6 Between students and security service

■ 2 курс (%) ■ 3 курс (%) ■ 4 курс (%)

Затрудняюсь ответить	0
Негативные	0 — 9,1 — 3,4
Скорее недоброжелательные,…	0 — 6,9
Скорее доброжелательные, чем…	12,5 — 9,1 — 24,2
Доброжелательные	87,5 — 81,8 — 65,5

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

2 year	3 year	4 year
-	- No	- Students and teachers differ but mostly disappoint

To the option "If you answered the previous question "More unfriendly than friendly" and "Negative", give recommendations for improvement," students indicated the following options[*]:
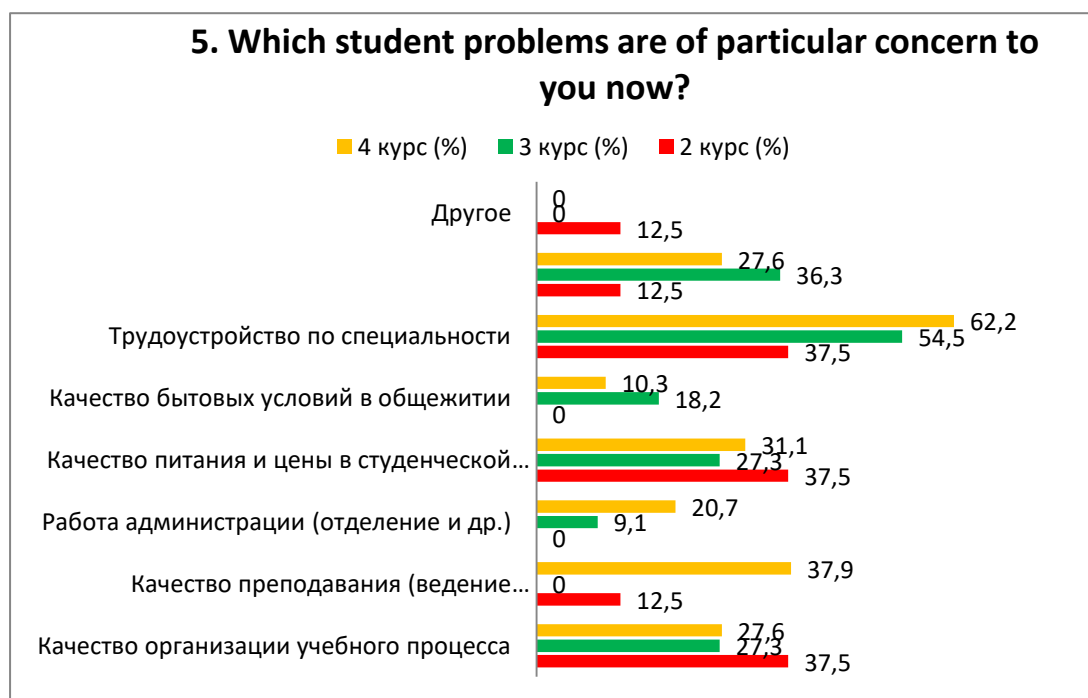
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[*] Students' answers to the option "other" and "if you answered "not satisfied..." to the previous question are presented in the original. The author's spelling and punctuation have been preserved.

2 year	3 year	4 year
-	- No	- Looking at the current student body, negative relationships are quite justified

5. Which student problems are of particular concern to you now? *(choose no more than 3 answer options)*

Answer options	2 year (%)	3 year (%)	4 year (%)
Quality of organizing the educational process	37.5	27.3	27.6
Quality of teaching (class conducting, assessment of knowledge, etc.)	12.5	-	37.9
Administration work (department, etc.)	-	9.1	20.7
Quality of food and prices in the student canteen	37.5	27.3	31.1
Quality of living conditions in the hostel	-	18.2	10.3
Employment by specialty	37.5	54.5	62.2
Quality of industrial practice organizations	12.5	36.3	27.6
Other	12.5	-	-

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

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

2 year	3 year	4 year
- Satisfied with everything	-	-

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6. Do you take part in the scientific work of the University? If yes, in what forms
(check all that apply)

Answer options	2 year (%)	3 year (%)	4 year (%)
Do not participate	87.5	45.5	51.7
Sometimes, when it is necessary for formal reasons	-	27.3	27.6
In scientific projects of laboratories, centers, etc. under a contract, within a grant, etc.	-	-	6.9
In scientific projects of laboratories, clubs, circles, etc. free of charge	-	-	3.4
Attend scientific seminars, clubs and other scientific events	-	-	-
Speaker at a conference (including a student conference), scientific seminar)	12.5	27.3	13.8
Participated in the competition of scientific student works	-	9.1	13.8
Published the results of his research (including in student collections)	-	-	-

* The amount in % is not equal to 100, because multiple answer options were expected
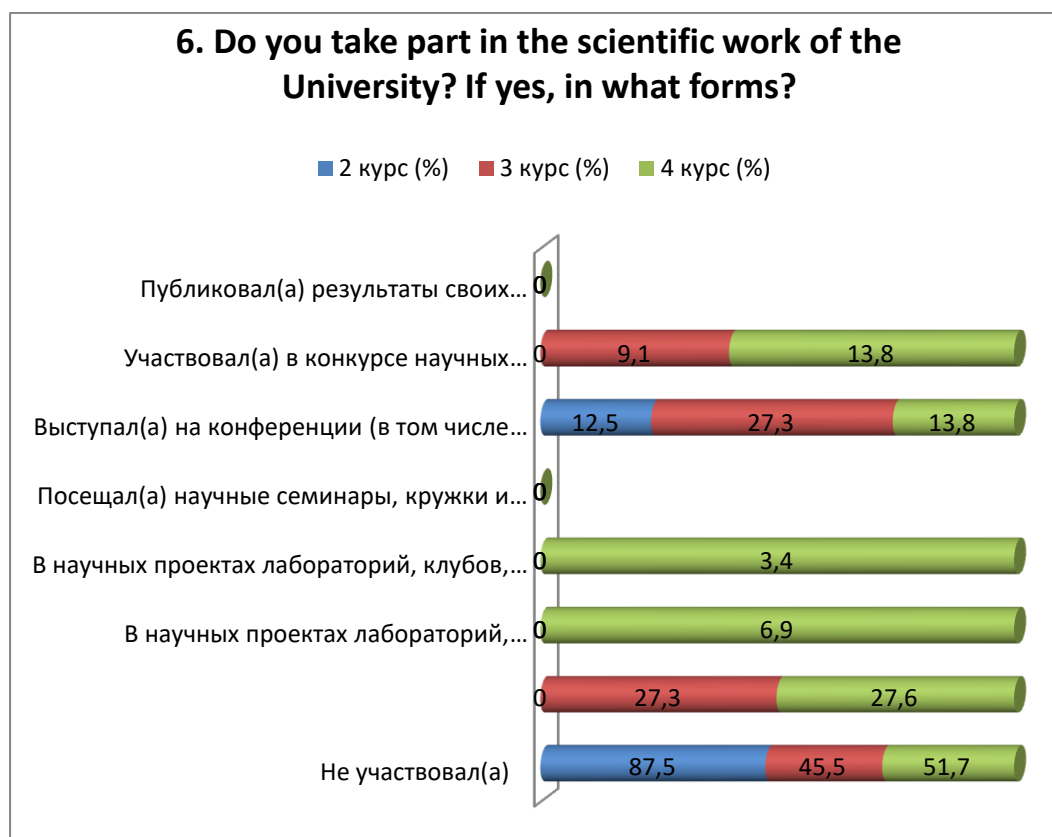
For the option **"If you answered "Did not participate" to the previous question, write why,"** students indicated the following options[*]:

2 year	3 year	4 year
- Lack of time - No time	- Poor alternatives for my specialty	- It is not interesting - Work after studying - Was not interested due to lack of connection with my target disciplines - Not interested - Don't know

7. Which of the opportunities provided by the University do you use for personal development?

Answer options	2 year (%)	3 year (%)	4 year (%)
Sport sections	-	-	6.9
Creative clubs	-	9.1	3.4
Student trade union committee "Zhas Orda"	-	18.2	20.8
I don't use anything	100	72.7	65.5
Other	-	-	3.4

For the option "Other", students indicated the following answers*:

2 year	3 year	4 year
-	-	- I wanted to use the University gym, but the price was higher than that in the gym of much better quality and near my home

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

2 year	3 year	4 year
- Lack of time for participation	- I don't want - No time - Not intersting	- Not interested - I don't know about those - Do not have time - I wanted to use the University gym, but the price was higher than that in the gym of much better quality and near my home - Don't know

8. How satisfied are you with the material resources of our University?

8.1 Availability of necessary scientific literature in the library
8.2 Modernity of computer equipment
8.3 Internet channel width, its speed
8.4 Software modernity
8.5 Availability of educational and scientific equipment
8.6 Availability of laboratories and specialized classrooms
8.7 Availability of sports equipment

Other_____

If you answered the previous question "not satisfied", give recommendations for improving the services provided _____

8.1 Availability of necessary scientific literature in the library

Answer options	2 year (%)	3 year (%)	4 year (%)
Completely satisfied	87.5	45.4	69
Partially satisfied	-	45.4	20.7
Not satisfied	-	-	3.4
I find it difficult to answer	12.5	9.2	6.9

8.1 Availability of necessary scientific literature in the library
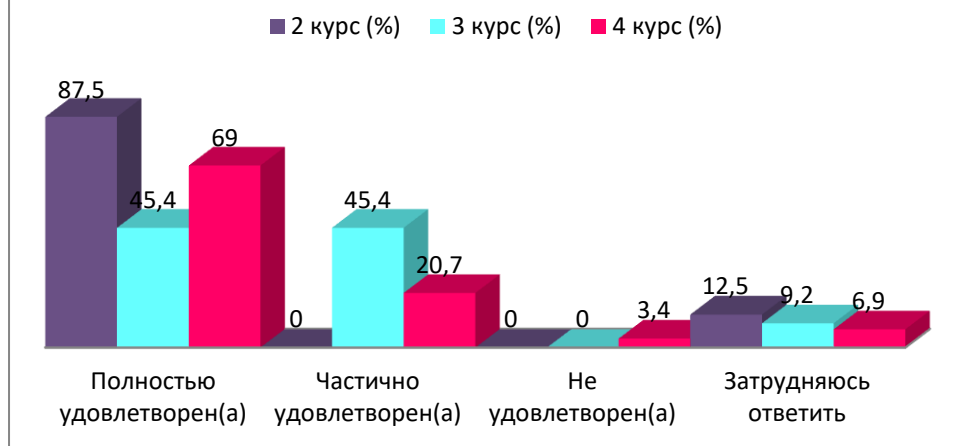
8.2 Modernity of computer equipment

Answer options	2 year (%)	3 year (%)	4 year (%)
Completely satisfied	62.5	63.6	65.5
Partially satisfied	12.5	27.3	24.2
Not satisfied	12.5	-	10.3
I find it difficult to answer	12.5	9.1	-

8.2 Modernity of computer equipment
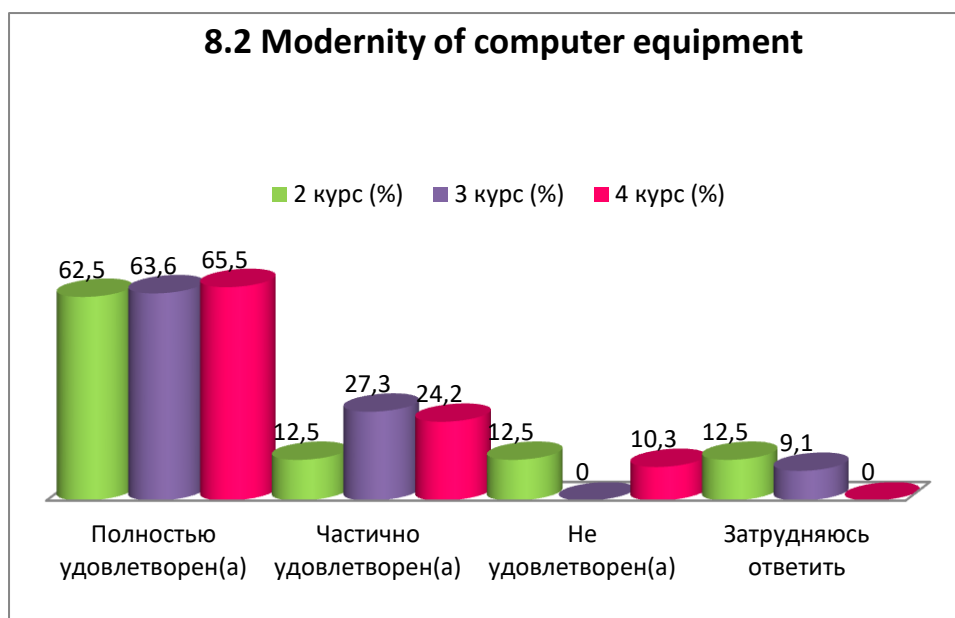
8.3 Internet channel width, its speed

Answer options	2 year (%)	3 year (%)	4 year (%)
Completely satisfied	75	63.6	58.6
Partially satisfied	12.5	9.1	27.7
Not satisfied	12.5	18.2	10.3
I find it difficult to answer	-	9.1	3.4
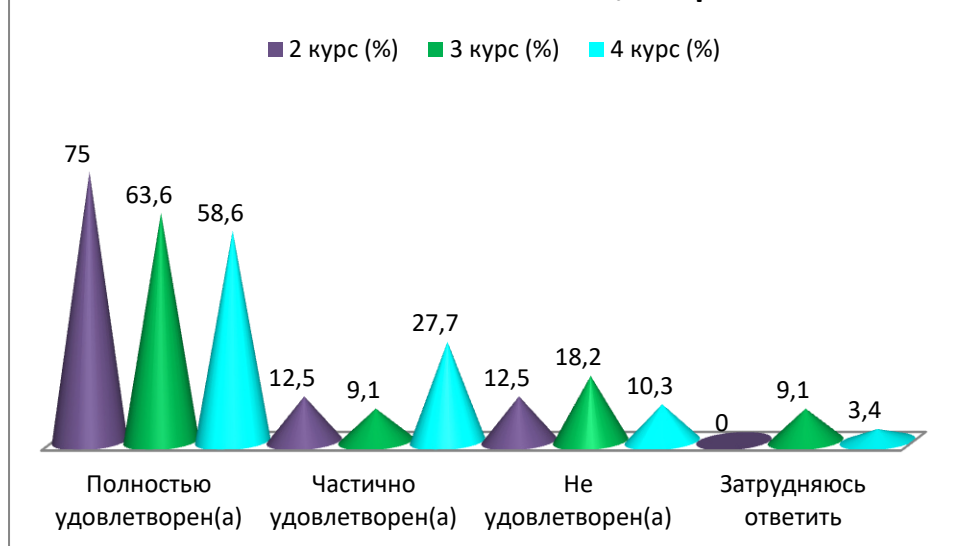
8.4 Software modernity

Answer options	2 year (%)	3 year (%)	4 year (%)
Completely satisfied	75	63.6	65.5
Partially satisfied	25	27.3	13.8
Not satisfied	-	-	17.3
I find it difficult to answer	-	9.1	3.4
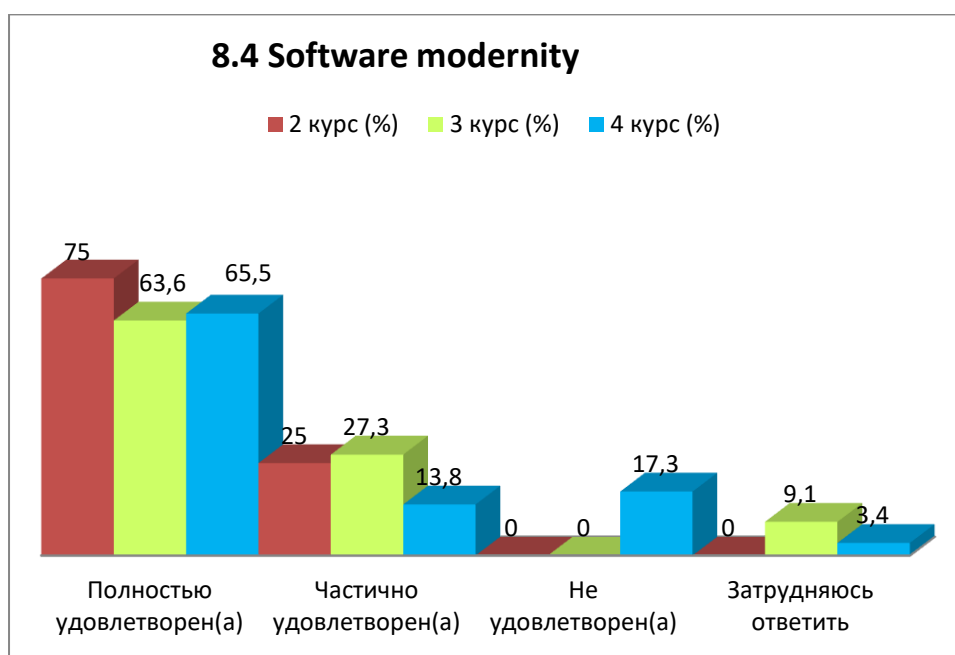
8.5 Availability of educational and scientific equipment

Answer options	2 year (%)	3 year (%)	4 year (%)
Completely satisfied	75	54.5	69
Partially satisfied	12.5	36.3	20.7
Not satisfied	12.5	-	10.3
I find it difficult to answer	-	9.2	-
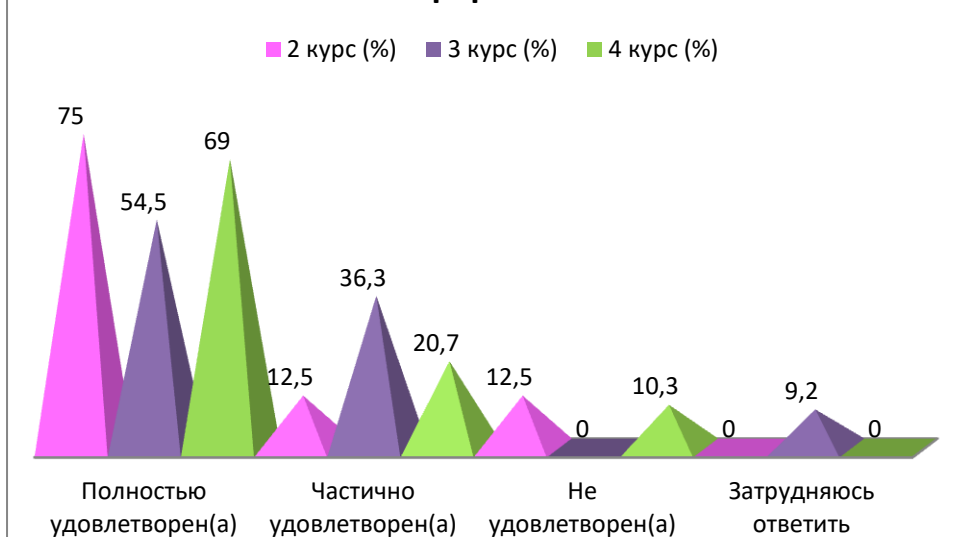
8.6 Availability of laboratories and specialized classrooms

Answer options	2 year (%)	3 year (%)	4 year (%)
Completely satisfied	100	54.5	69
Partially satisfied	-	27.3	17.2
Not satisfied	-	9.1	17.2
I find it difficult to answer	-	9.1	-
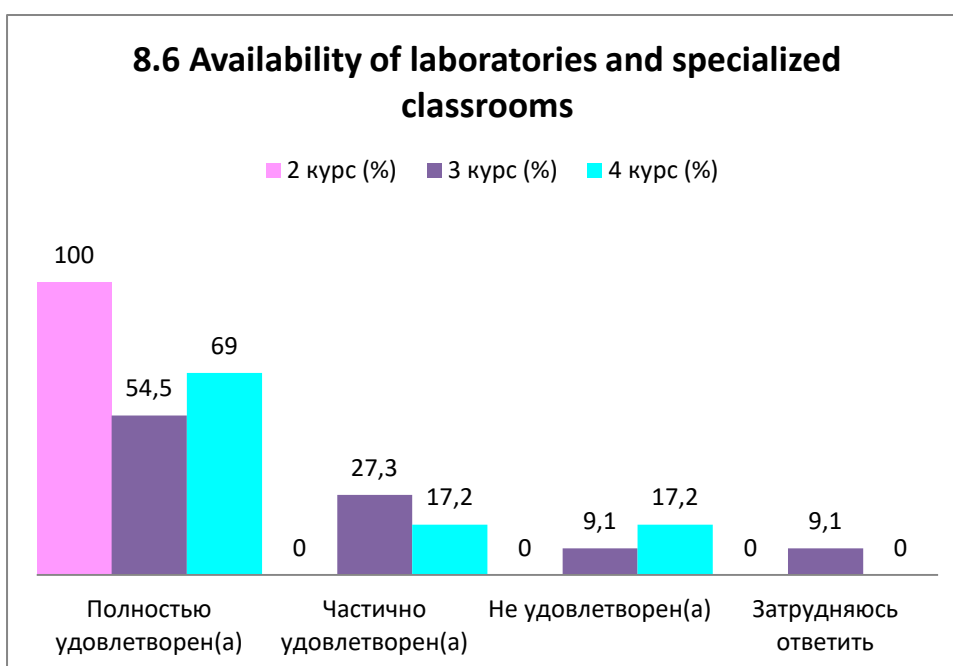
8.7 Availability of sports equipment

Answer options	2 year (%)	3 year (%)	4 year (%)
Completely satisfied	100	63.6	62.1
Partially satisfied	-	27.3	27.6
Not satisfied	-	-	10.3
I find it difficult to answer	-	9.1	-

8.7 Availability of sports equipment
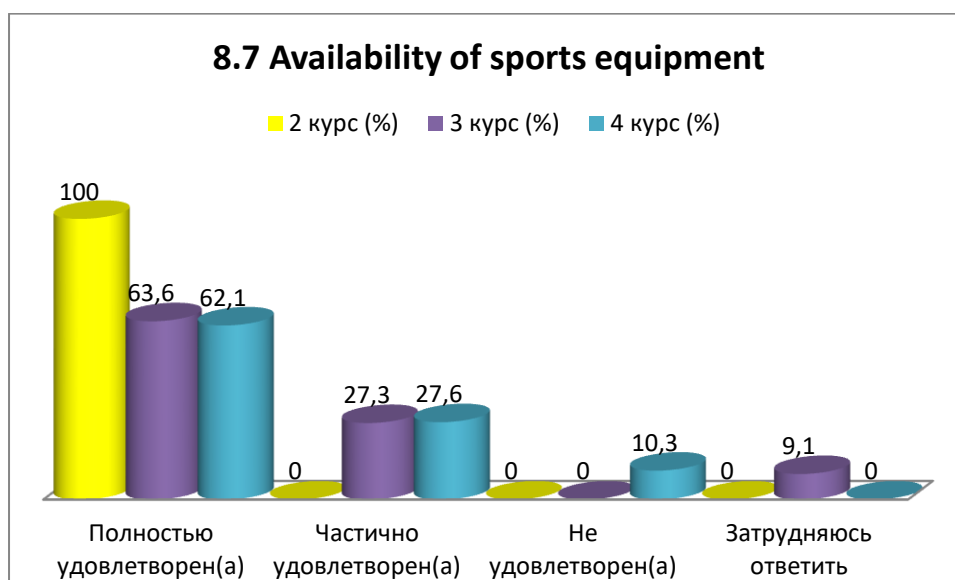
For the option "Other", students indicated the following answers [*]:

2 year	3 year	4 year
-	- No	-

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

2 year	3 year	4 year
-	- No	- Wi-Fi passwords seem to have been updated and canceled for 3 and 4 years, passwords are given for some reason only to freshmen, although senior students can update their phone, for example, this is possible even with our inflation and scholarships

9. What is more important for you to get as a result of studying at the University?
*(You can select one or more answer options)*

Answer options	2 year (%)	3 year (%)	4 year (%)
Acquiring a high level of knowledge	75	81.8	65.5
Receiving a diploma of completion	62.5	63.6	65.5
Gaining the ability to acquire new knowledge that will help one to quickly adapt to the workplace	50	45.4	31.1
Gaining practical skills that one can immediately use at work	37.5	45.4	37.9

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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..

Receiving a diploma, the prestige of the university does not matter	12,5	-	3,4
Graduating from a prestigious university	25	9,1	6,9
Acquiring a highly paid profession	25	18,2	24,1
Acquiring a profession that is interesting and matches one's abilities	37,5	54,5	24,1
Receiving a diploma with high grades	12,5	9,1	6,9
One should learn only what is interesting or will be needed in further study (work)	37,5	-	13,8
It's not so important in what specialty to graduate from this particular university	12,5	-	-
Getting this specialty is not so important in which university.	37,5	-	-

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

9. What is more important for you to get as a result of studying at the University?

■ 4 курс (%) ■ 3 курс (%) ■ 2 курс (%)

	4 курс (%)	3 курс (%)	2 курс (%)
Получить данную специальность, не так важно, в каком именно вузе.	0	0	37,5
Окончить именно этот вуз, не так важно, по какой специальности	0	0	12,5
Нужно учиться только тому, что интересно или потребуется в дальнейшей учебе (работе)	13,8	0	37,5
Получить диплом с высокими оценками	6,9	9,1	12,5
Получить профессию, которая интересна, соответствует способностям	24,1	54,5	37,5
Получить высоко-оплачиваемую профессию	24,1	18,2	25
Окончить престижный вуз	6,9	9,1	25
Получить диплом, престиж вуза не имеет значения	3,4	0	12,5
Получить практические навыки, которые можно сразу использовать в работе	37,9	45,4	37,5
Получить умение овладевать новыми знаниями, которые помогут быстро адаптироваться на рабочем…	31,1	45,4	50
Получить диплом об окончании	65,5	63,6	62,5
Получить высокий уровень знаний	65,5	81,8	75

Please write your suggestions, wishes, as well as what questions in your opinion need to 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 the other areas of the University activities. *(Students' answers are presented in the original. The author's spelling and punctuation have been preserved):*

- None
- Does the main contingent of the University student body satisfy or does it not bother you? Isn't the entry threshold too low for an institution called "University"? Is the number

of non-core disciplines sufficient? Do empty requirements for empty knowledge in non-core disciplines satisfy teachers?

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

The quality of educational services at the University depends on a whole range of factors. A special place in it belongs to the educational process. Correct and effective organization of the educational process is the key to successful and high-quality training of specialists. The results of the survey "Satisfaction of 2-5 year students with educational services" indicate a high degree of satisfaction of respondents with the learning process at the University. 90.5% of respondents are satisfied with the learning process. For convenience of the analysis, let us consider in more detail the criteria by which respondents assessed their satisfaction with educational services.

The highest values of the satisfaction indicators correspond to the criteria: "organizing and conducting SIWT" (90.5%); "organization of independent work" (89.4%); "satisfaction with the library work" (89.4%); "class schedule" (87%); "practices" (85.2%); "the possibility to access full-text databases of scientific publications" (81.1%); "organizing and conducting laboratory work" (80.6%).

Students rated the following criteria as "good quality": "catering at the University (prices, range of products, quality of prepared dishes)" (72.2%); "living conditions in the hostel" (64.3%); "quality of medical care" (63.1%).

Regarding the question "What is your attitude to the quality of organizing the educational process?", the majority of students responded that there were no special complaints: 2 year – 75%, 3 year – 72.7%, 4 year – 65.5%. The data obtained indicate a decrease in the quality of organization of the educational process by 6.1% compared to the 2022-2023 academic year. Among those surveyed who noted the following answer options there is:

- discrepancy between the disciplines studied and the specialty being acquired – 19.4%;
- discrepancy between the importance of the subject and the number of hours – 6.5%;
- dissatisfaction with the quality of classes – 3%.

The following suggestions were received from students related to the discrepancy between the disciplines being studied and the specialty being acquired: "Why do we need the subject of standardization when we are not even close to it," "It is better to go for a specialty".

Regarding the question "Is the information of academic mobility opportunities available to you?", 97.7% of respondents chose the answer option Yes. Based on this, it can be understood that the University is successfully implementing the program of outgoing and incoming academic mobility, which helps improving the quality of higher education, increasing the efficiency of scientific research, establishing internal and external integration links, and use global educational resources.

It can be seen from the presented results that the relationships between students, teachers and students (in the educational process), supervisors and students are mainly rated by respondents "friendly" and "more friendly than unfriendly," respectively, which fully corresponds to the high level of satisfaction, is a good indicator of the moral and psychological climate in the student environment.

For the remaining indicators, student responses were distributed as follows:

- Between students and administration: 4 year students (3.4%) chose the answer option "More unfriendly than friendly," and indicated a negative relationship (3.4%). There were students in the zone of uncertainty (4 year - 3.4%), who found it difficult to answer this question.

- Between students and employees of departments (library, student department, etc.): 4-year students (6.9%) found it difficult to answer.

- Between students and security service: 4 year students (6.9%) chose the answer option "Rather unfriendly than friendly", as well as students of 2 years (9.1%), 3 year (3.4%) indicated "Negative" relationships for this indicator.

Compared to the 2022-2023 academic year, there have been changes in how students identify the most important student problems for them. Respondents put employment in their specialty in first place – 51.4%. Next is the quality of food and prices in the student canteen – 32%. In third position is the organization of the educational process - 30.8%.

In their free time from studying, some students prefer sports (2.3%) and creativity (4.2%). 13% of the students surveyed joined the student trade union committee "Zhas Orda". However, the survey revealed the majority of students who do not use the opportunities provided by the University for personal development. 79.4% of respondents are either not interested or cannot take advantage of this opportunity due to the high price or lack of time. Since students in the option "If you answered "I don't use anything" to the previous question, write why" indicated the following*: "Lack of time to participate", "Didn't want", "Not interested", "I wanted to use the University gym, but the price turned out to be higher than that of the gym with much better quality and close to my home," etc.

The question "What is more important for you to get as a result of studying at your university?", students answered "Acquiring a high level of knowledge" in first place – 74.1%; next - "Receiving a diploma of completion" - 63.9%. In third position is "Gaining the ability to acquire new knowledge that will help you quickly adapt in the workplace" – 42.2%.

In general, based on the results of the survey of student satisfaction with the quality of educational services, we can conclude that it is assessed positively. The material and technical base of the University fully satisfies the needs of the majority of students surveyed. The moral atmosphere at the University, according to many respondents, is friendly. To improve performance, it is necessary to pay attention to all the shortcomings listed in the report and identified by students and to develop an action plan to eliminate them.

Recommendations:

The head of the department needs to familiarize the staff and students with the results of the survey and to discuss them during supervisory hours; if necessary, to develop an action plan to improve the quality of educational services.

Students can request the survey results by email from the Center of Quality Management and Accreditation cqma_kstu@mail.ru.