

Report
based on questionnaire results
“Satisfaction of 2-5 year students with educational services”
2022

Department: "Automation of production processes"

Speciality:6B07102 “Built-in digital control systems”

The center for quality management and accreditation, in October 2022, conducted an annual questionnaire on the satisfaction of 2-5 year students with the quality of services provided.

Purpose of the survey: Identification of the degree of satisfaction of respondents with the quality of educational services provided and other areas of the university’s activities.

In specialty 6B07102 “Built-in digital control systems”49 respondents took part in the questionnaire.

- 2nd year – 9th student (90%);
- 3rd year – 14 students (77.8%);
- 4th year – 26 students (96.3%).

Form of study

- Budgetary – 47 students (95.9%);
- Paid – 2 students (4.1%).

During the questionnaire process, the following data was obtained:

1. Does it satisfy you? quality of services provided?

1.1The learning process in general
1.2 Class schedule
1.3 Organization of independent work
1.4 Internship
1.5 Organization and conduct of the SIWT
1.6 Organization and conduct of laboratory work
1.7 Satisfaction with the library
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 “not satisfied” to the previous question, give recommendations for improving the services provided

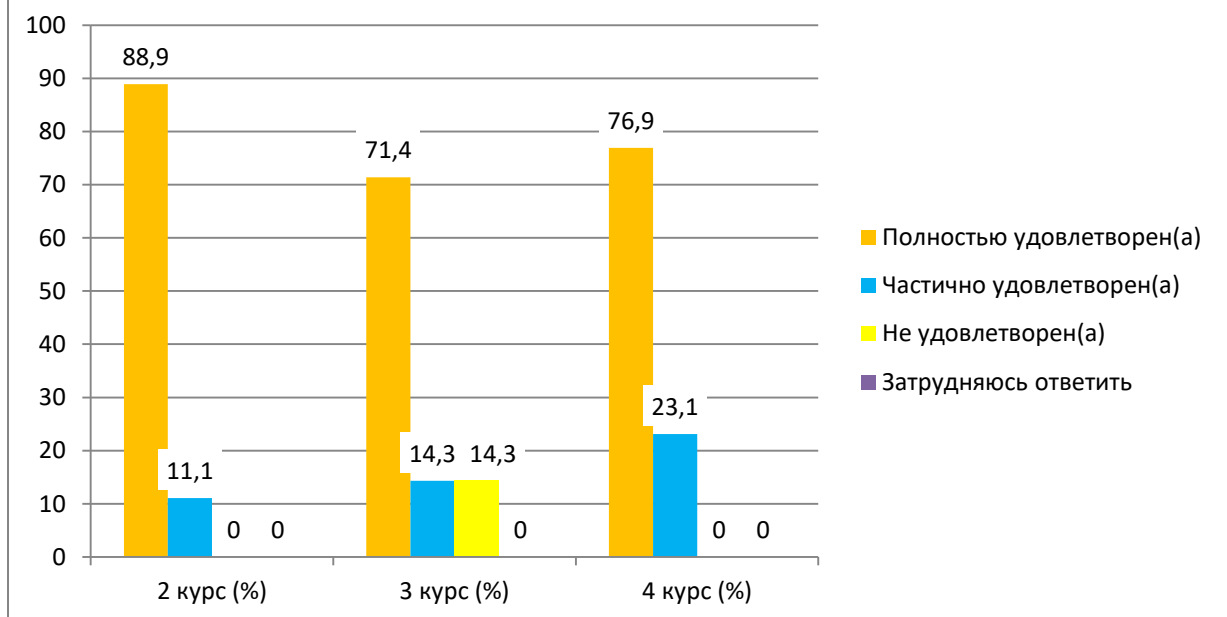
Indicators:

1.1The learning process in general

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	88.9	71.4	76.9
Partially satisfied	11.1	14.3	23.1
Not satisfied	-	14.3	-
I find it difficult to answer	-	-	-

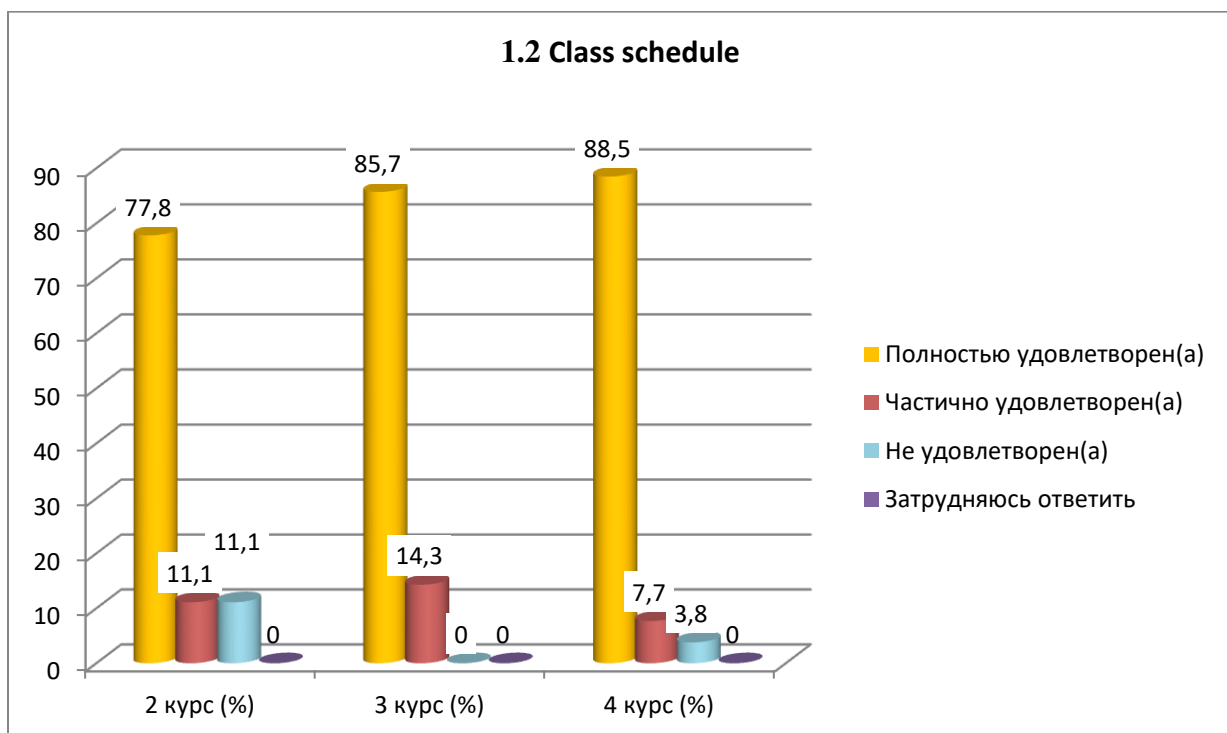
1. Does it satisfy you? quality of services provided?

1.1 The learning process in general



1.2 Class schedule

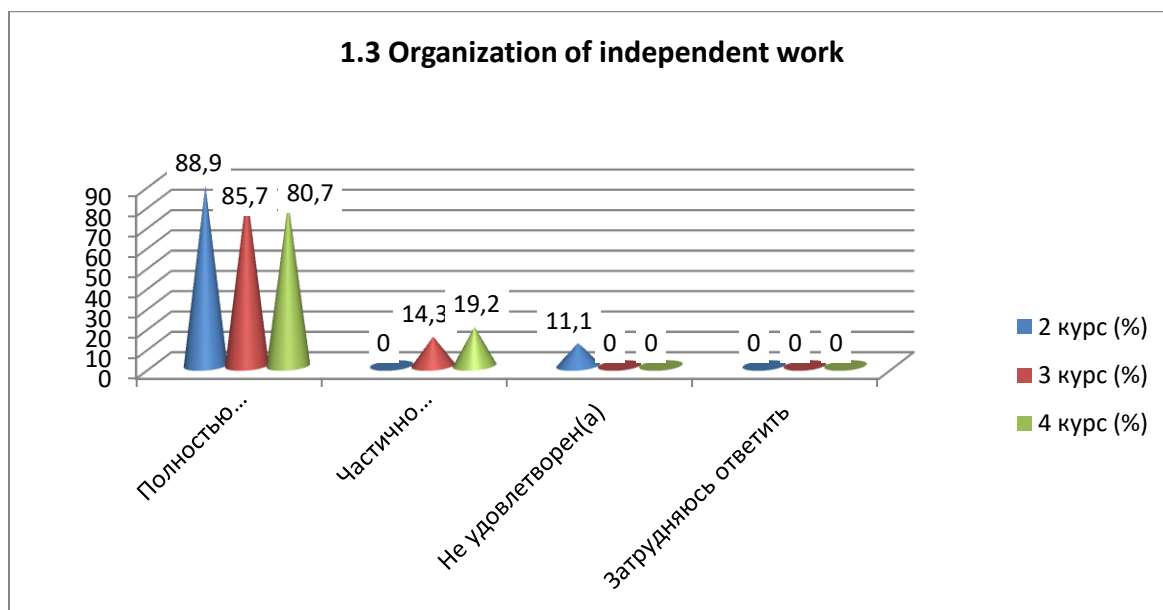
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	77.8	85.7	88.5
Partially satisfied	11.1	14.3	7.7
Not satisfied	11.1	-	3.8
I find it difficult to answer	-	-	-



1.3 Organization of independent work

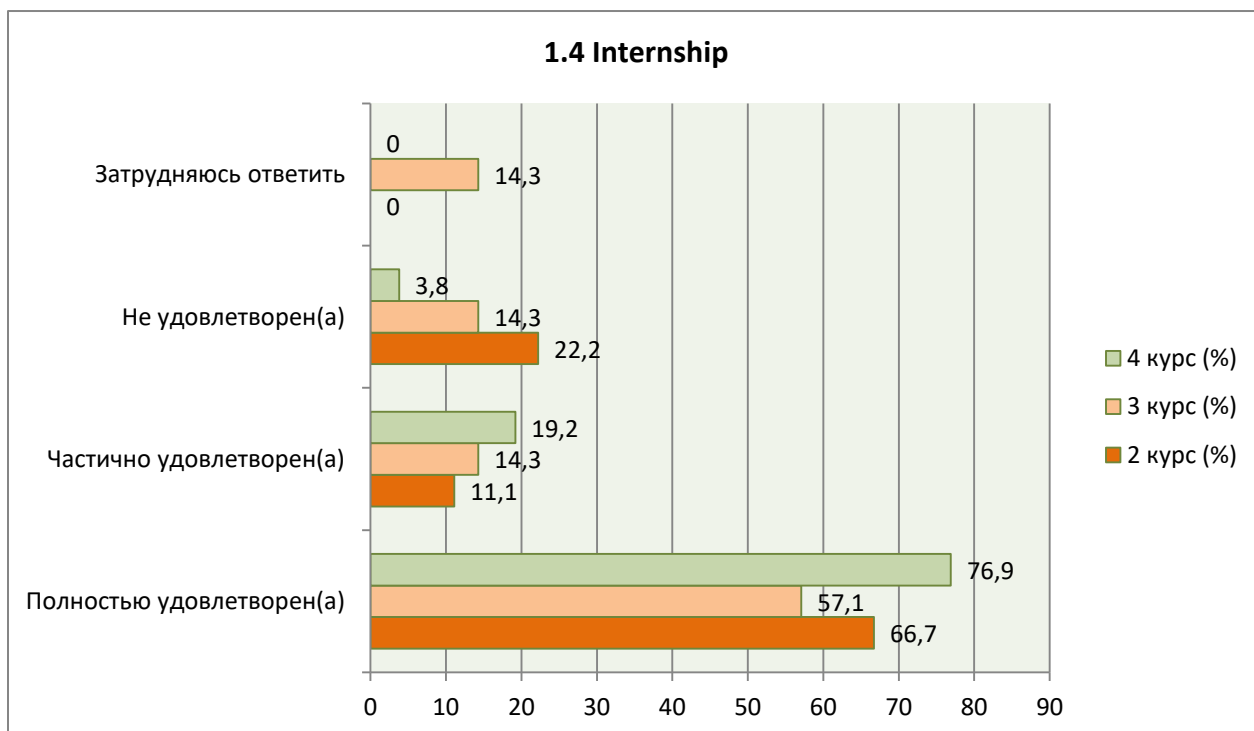
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	88.9	85.7	80.7
Partially satisfied	-	14.3	19.2

Not satisfied	11.1	-	-
I find it difficult to answer	-	-	-



1.4 Internship

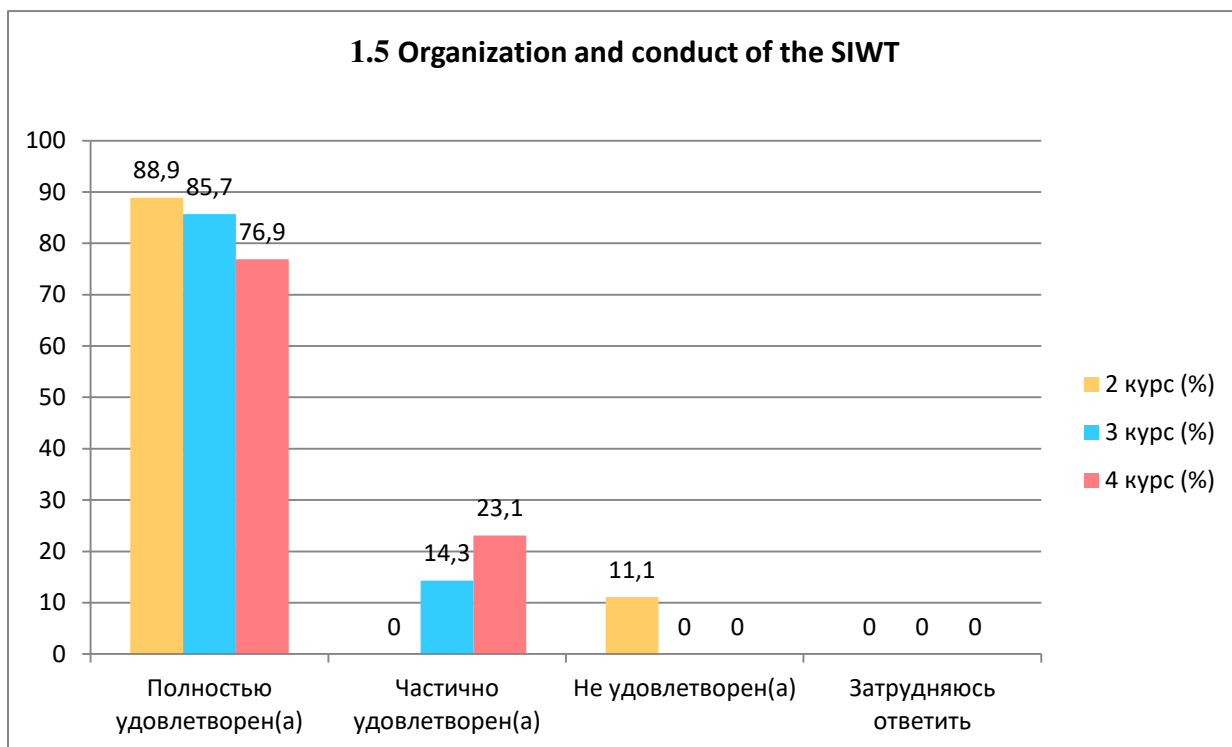
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	66.7	57.1	76.9
Partially satisfied	11.1	14.3	19.2
Not satisfied	22.2	14.3	3.8
I find it difficult to answer	-	14.3	-



1.5 Organization and conduct of the SIWT

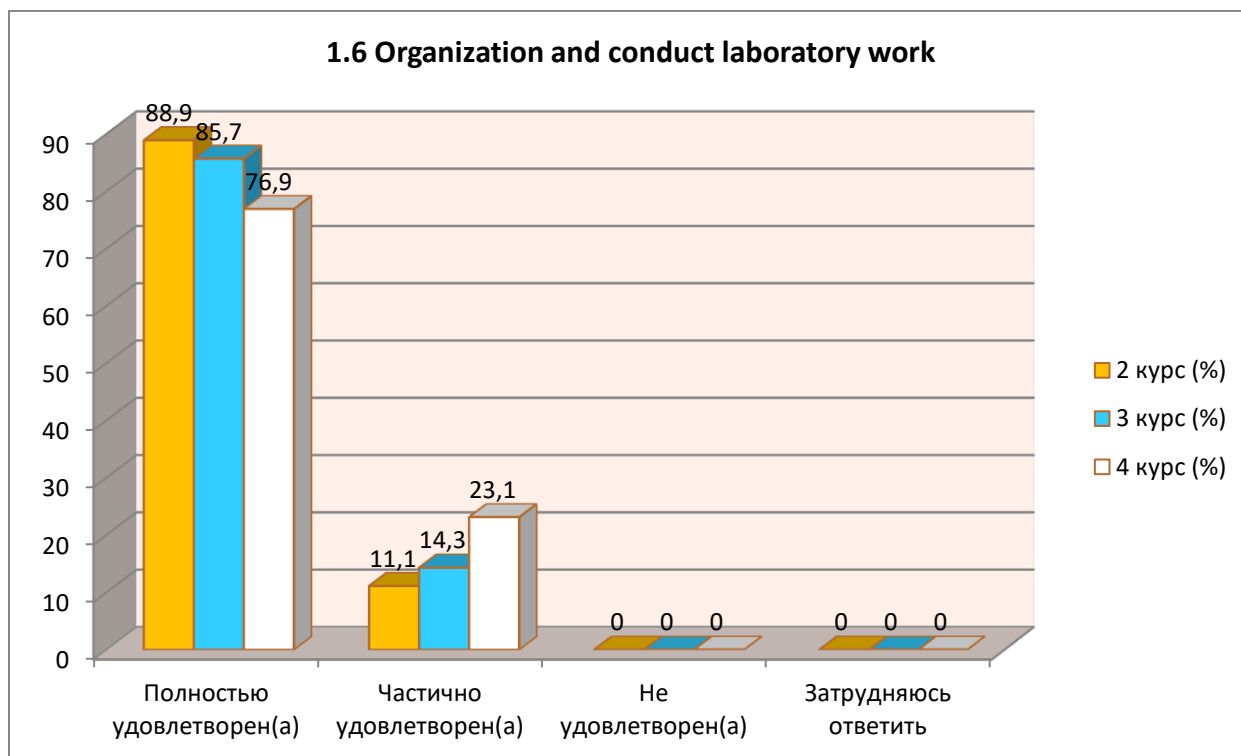
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	88.9	85.7	76.9
Partially satisfied	-	14.3	23.1
Not satisfied	11.1	-	-

I find it difficult to answer	-	-	-
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1.6 Organization and conduct laboratory work

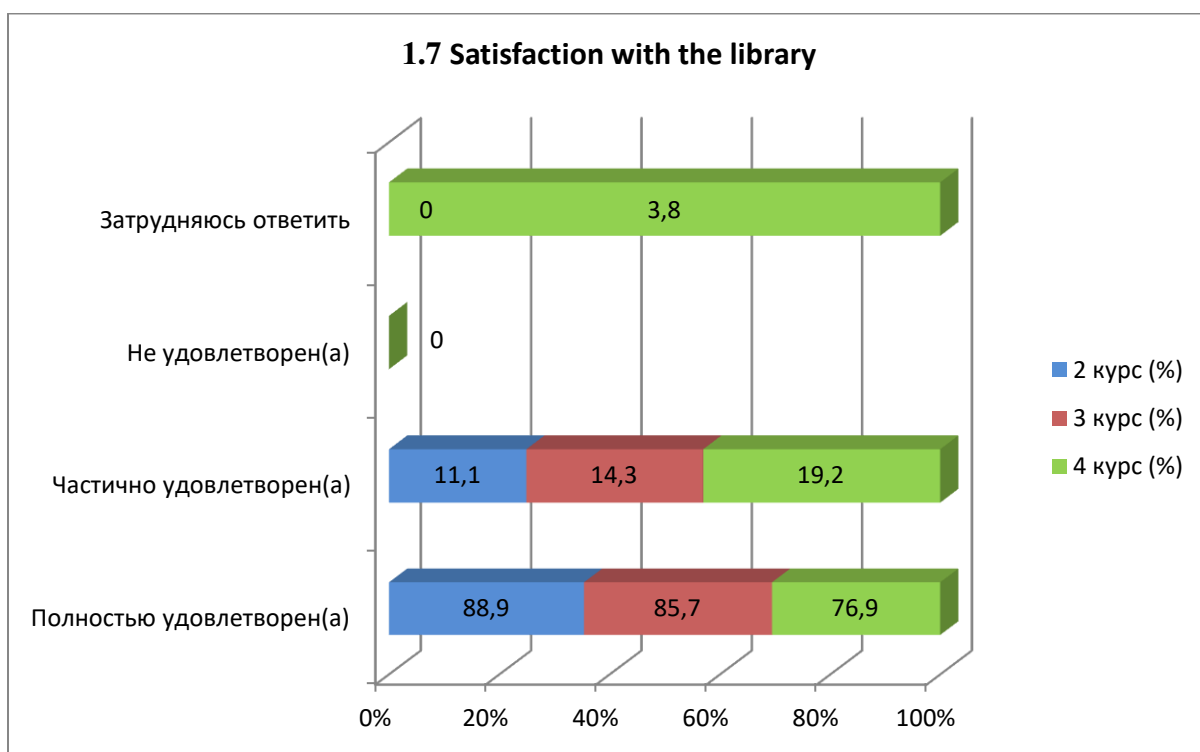
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	88.9	85.7	76.9
Partially satisfied	11.1	14.3	23.1
Not satisfied)	-	-	-
I find it difficult to answer	-	-	-



1.7 Satisfaction with the library

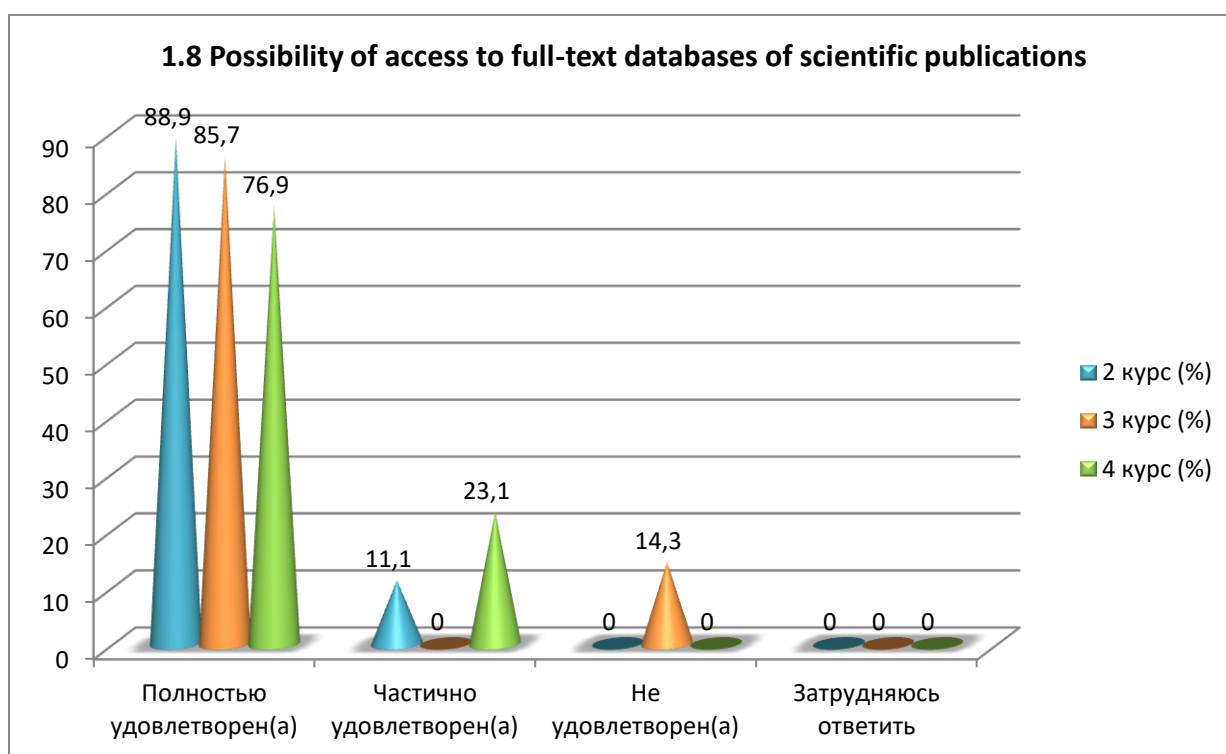
Answer options	2nd year (%)	3rd year (%)	4th year (%)
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Completely satisfied	88.9	85.7	76.9
Partially satisfied	11.1	14.3	19.2
Not satisfied	-	-	-
I find it difficult to answer	-	-	3.8



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

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	88.9	85.7	76.9
Partially satisfied	11.1	-	23.1
Not satisfied	-	14.3	-
I find it difficult to answer	-	-	-



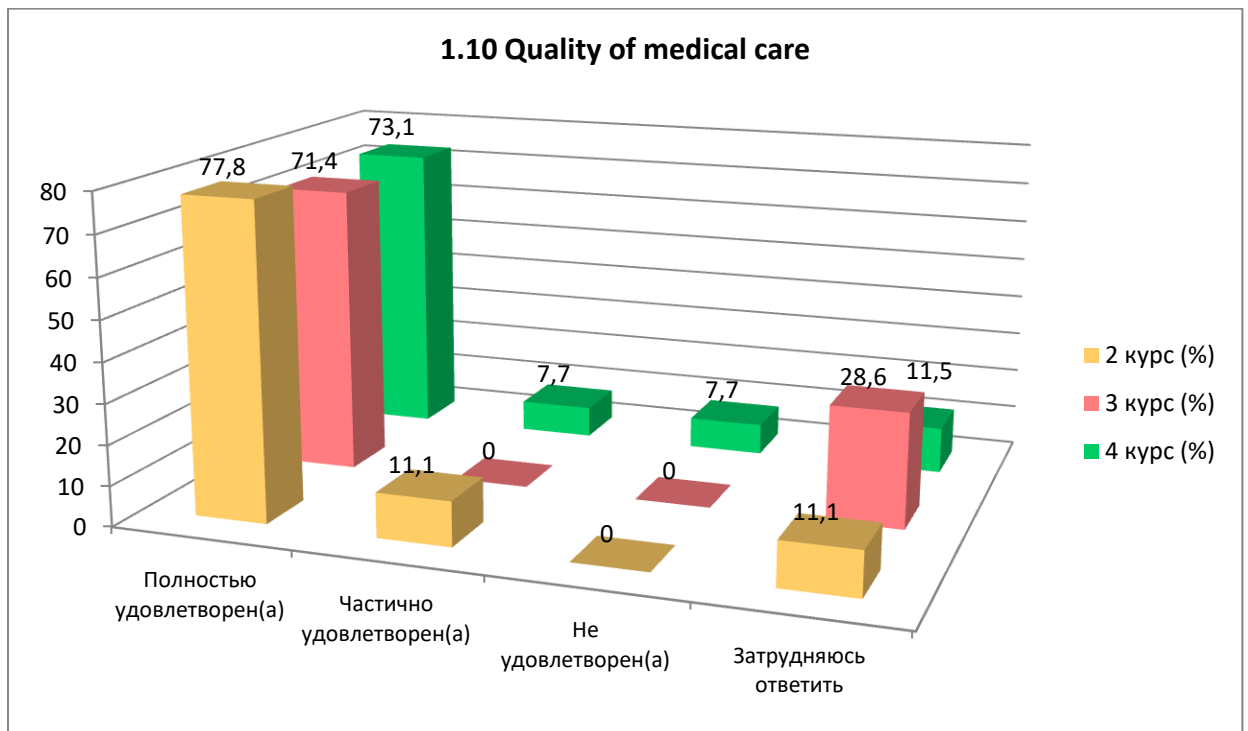
1.9 Living conditions in the hostel

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	66.7	71.4	76.9
Partially satisfied	22.2	-	11.5
Not satisfied)	-	-	-
I find it difficult to answer	11.1	28.6	11.5



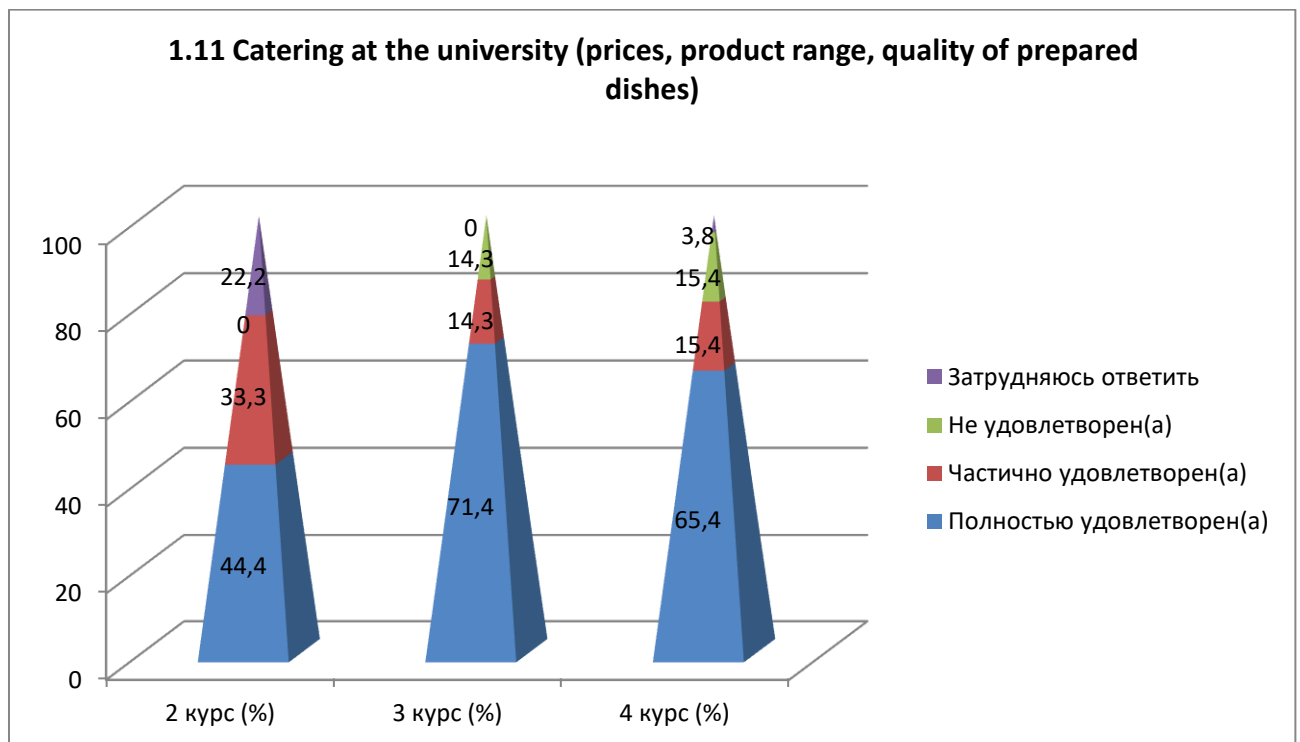
1.10 Quality of medical care

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	77.8	71.4	73.1
Partially satisfied	11.1	-	7.7
Not satisfied	-	-	7.7
I find it difficult to answer	11.1	28.6	11.5



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

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	44.4	71.4	65.4
Partially satisfied	33.3	14.3	15.4
Not satisfied	-	14.3	15.4
I find it difficult to answer	22.2	-	3.8



Students indicated the following options for the “Other” option:*

2nd year	3rd year	4th year
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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.

- Everyone is satisfied; - No.	-	- the buffet is expensive - we don't have time to eat because of the queues in the dining room.
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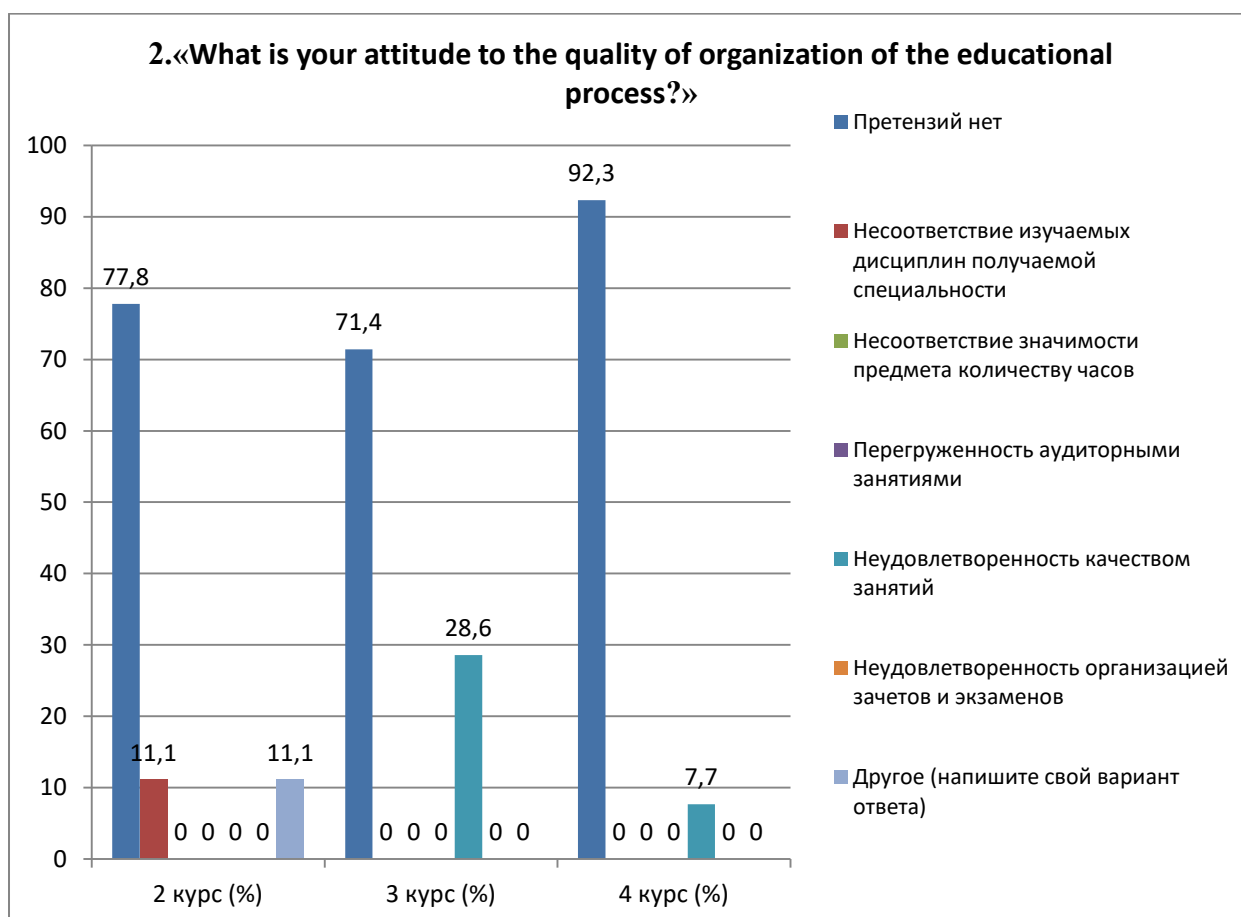
For the option "If you answered "not satisfied" to the previous question, give recommendations for improvement provided services» students indicated the following options* :

2nd year	3rd year	4th year
- No; - Food is not expensive, there is no practice; - Food is not expensive.	-	- No.

2. "What is your attitude to the quality of organization of the educational process?"

Answer options	2nd year (%)	3rd year (%)	4th year (%)
No complaints	77.8	71.4	92.3
Discrepancy between the disciplines studied and the specialty obtained	11.1	-	-
Inconsistency between the importance of the subject and the number of hours	-	-	-
Overload with classroom activities	-	-	-
Dissatisfaction with the quality of classes	-	28.6	7.7
Dissatisfaction with the organization of tests and exams	-	-	-
Other (write your answer)	11.1	-	-

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

2nd year	3rd year	4th year
- Not enough practice.	-	-

For the option "If you answered “Does not correspond or does not satisfy” to the previous question, give recommendations for improvement»students indicated the following options*:

2nd year	3rd year	4th year
- No; - No.	- Buy computers!	- Teach students new materials; - No.

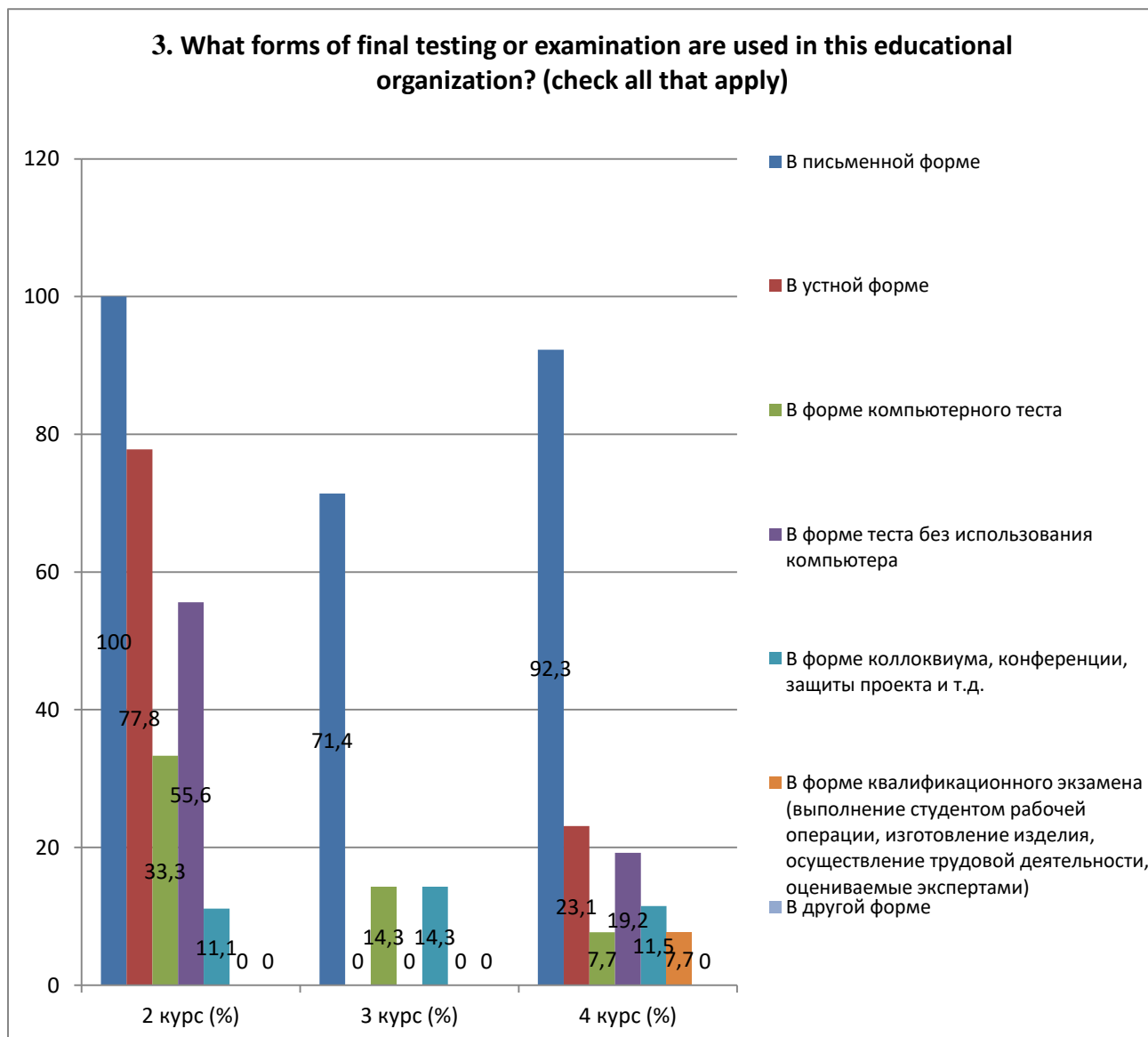
3. What forms of final testing or examination are used in this educational organization? (check all that apply)

Answer options	2nd year (%)	3rd year (%)	4th year (%)
In writing	100	71.4	92.3
In oral form	77.8	-	23.1
In the form of a computer test	33.3	14.3	7.7
In the form of a test without using a computer	55.6	-	19.2
In the form of a colloquium, conference, project defense, etc.	11.1	14.3	11.5

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

In the form of a qualification exam (the student performs a work operation, manufactures a product, carries out labor activities, assessed by experts)	-	-	7.7
In another form	-	-	-

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



Students indicated the following options for the “Other” option:*

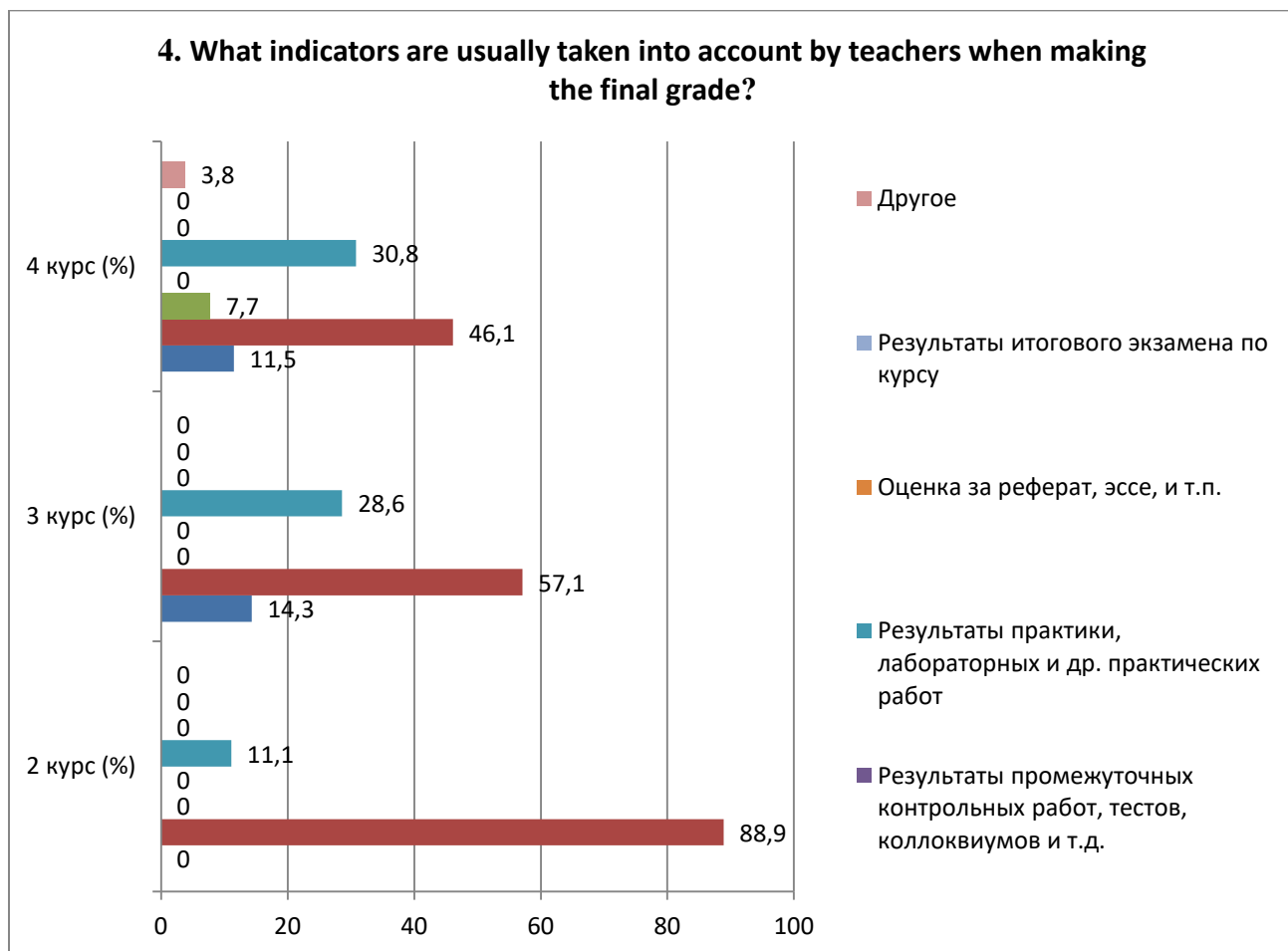
2nd year	3rd year	4th year
-	-	-

4. What indicators are usually taken into account by teachers when making the final grade?

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Attendance	-	14.3	11.5
Activity in classes (seminars), answers to	88.9	57.1	46.1

*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.

teacher questions, problem solving, etc.			
Reports and speeches at classes (seminars)	-	-	7.7
Results of intermediate tests, tests, colloquiums, etc.	-	-	-
Results of practice, laboratory and other practical work	11.1	28.6	30.8
Score for an abstract, essay, etc.	-	-	-
Results of the final exam for the course	-	-	-
Other	-	-	3.8



Students indicated the following options for the “Other” option:^{*}

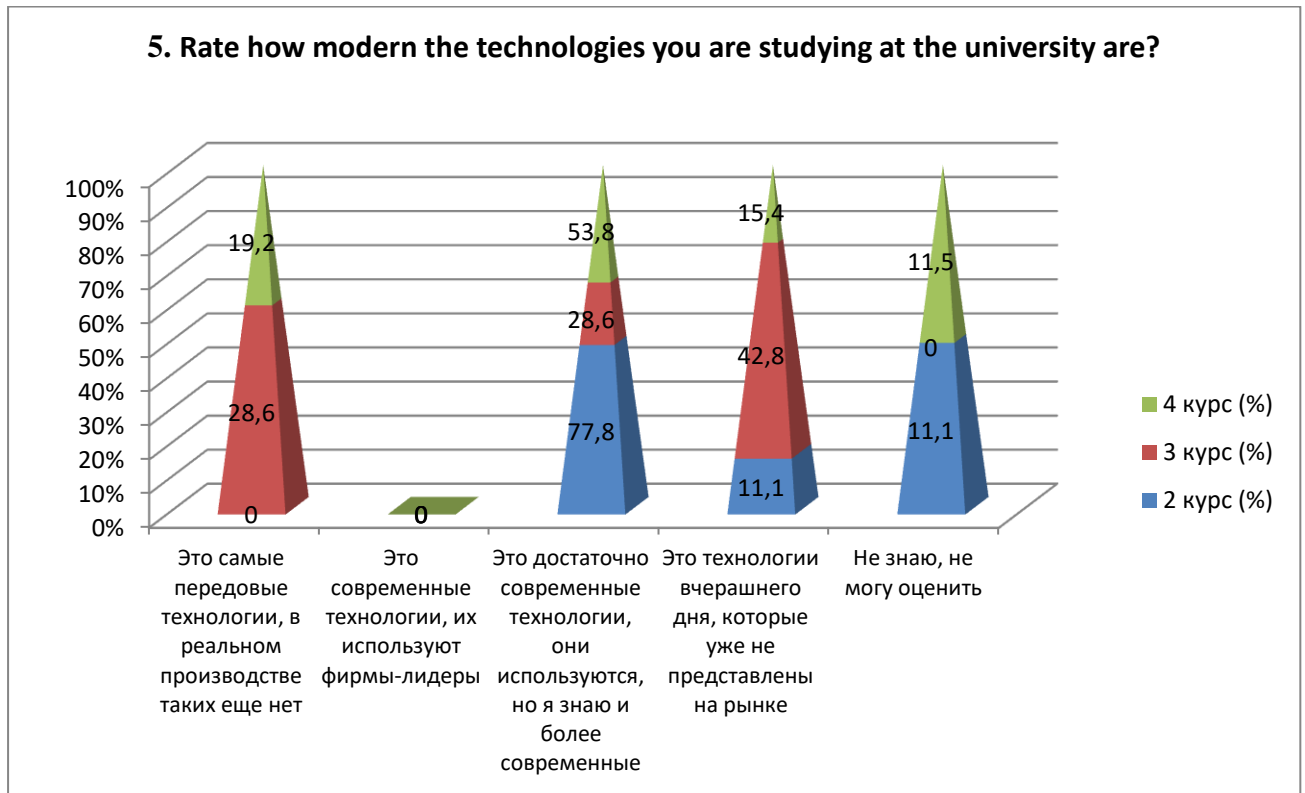
2nd year	3rd year	4th year
-	-	- Results of practice, laboratory and other practical work, results of the final exam for the course, results of intermediate tests, tests, colloquiums, etc.

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

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

These are the most advanced technologies; there are no such technologies in real production yet.	-	28.6	19.2
These are modern technologies, they are used by leading companies	-	-	-
These are quite modern technologies, they are used, but I know more modern ones	77.8	28.6	53.8
These are yesterday's technologies that are no longer on the market.	11.1	42.8	15.4
I don't know, I can't rate it	11.1	-	11.5



For the option "If you answered the previous question "I don't know, I can't rate it", give recommendations for improvement» students indicated the following options*:

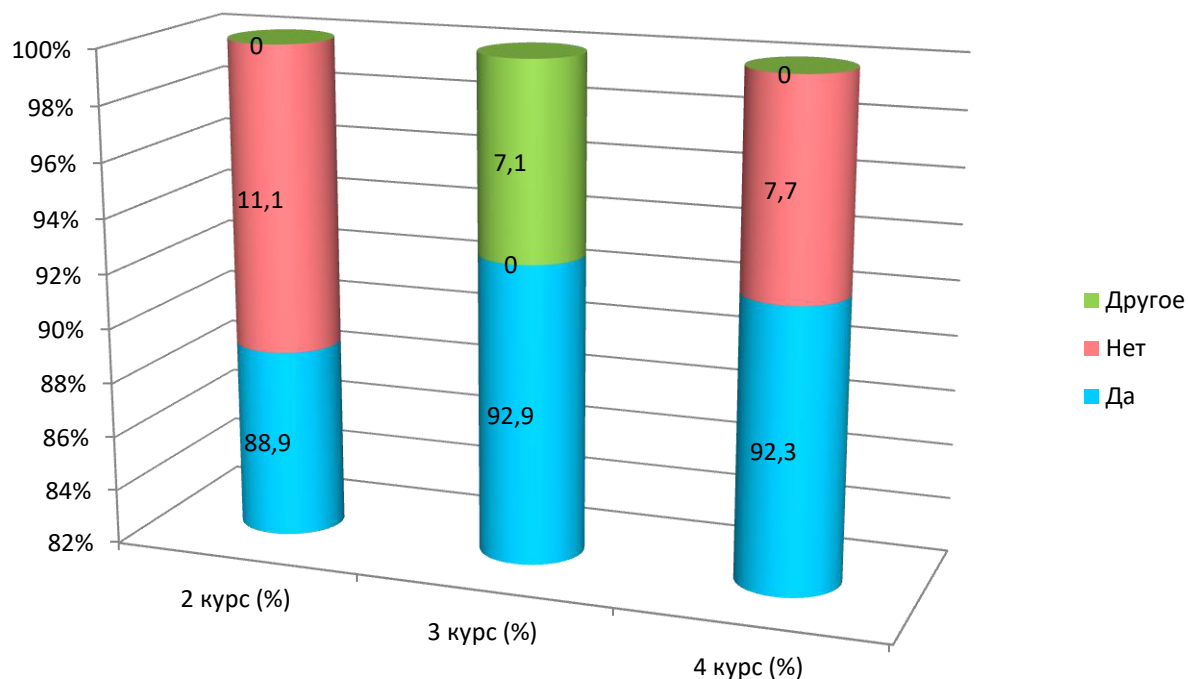
2nd year	3rd year	4th year
- We need more new equipment.	-	- No.

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

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Yes	88.9	92.9	92.3
No	11.1	-	7.7
Other	-	7.1	-

*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.

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



Students indicated the following options for the “Other” option*:

2nd year	3rd year	4th year
-	- Don't know.	-

For the option "If you answered "No» to the previous question, write why»students indicated the following options*:

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

7. What do you think the relationship is like:

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

Other _____

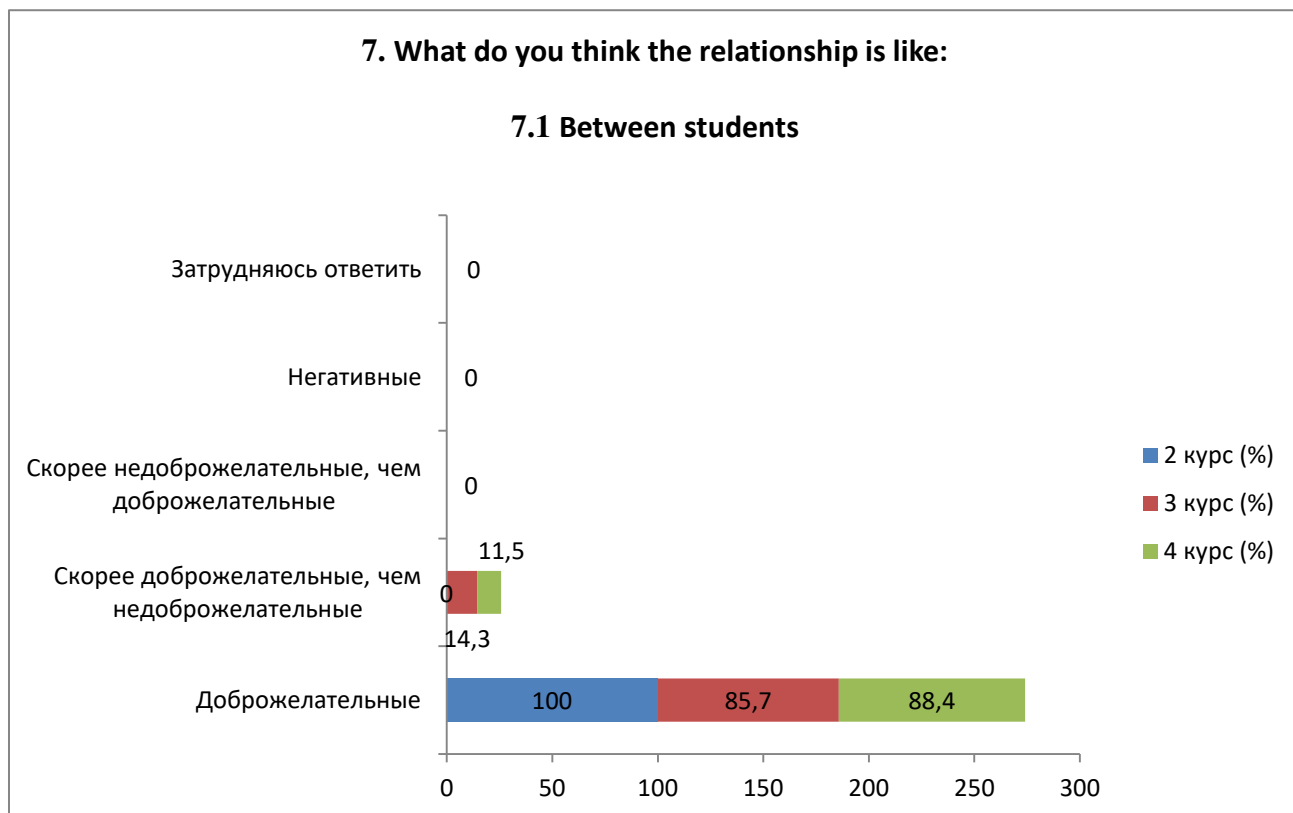
If you answered “not satisfied” to the previous question, give recommendations for improving the services provided _____

Indicators: _____

*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.

7.1 Between students

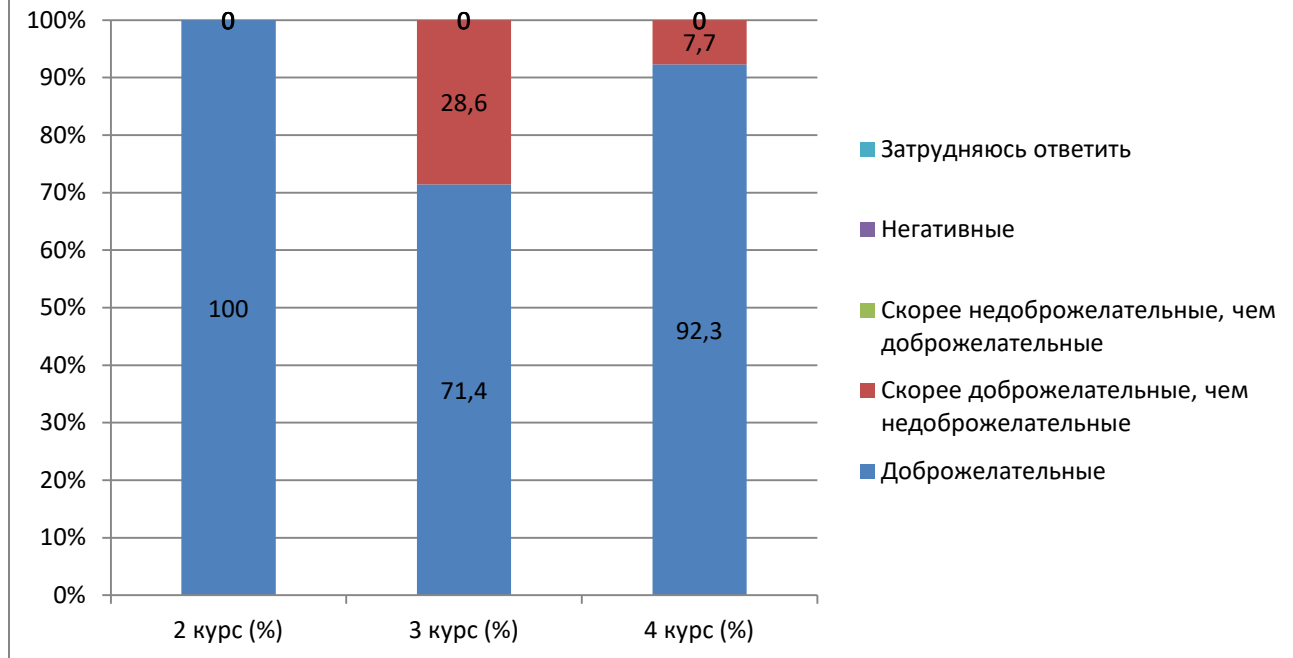
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Friendly	100	85.7	88.4
More friendly than unfriendly	-	14.3	11.5
More unfriendly than friendly	-	-	-
Negative	-	-	-
I find it difficult to answer	-	-	-



7.2 Between teachers and students (in the educational process)

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Friendly	100	71.4	92.3
More friendly than unfriendly	-	28.6	7.7
More unfriendly than friendly	-	-	-
Negative	-	-	-
I find it difficult to answer	-	-	-

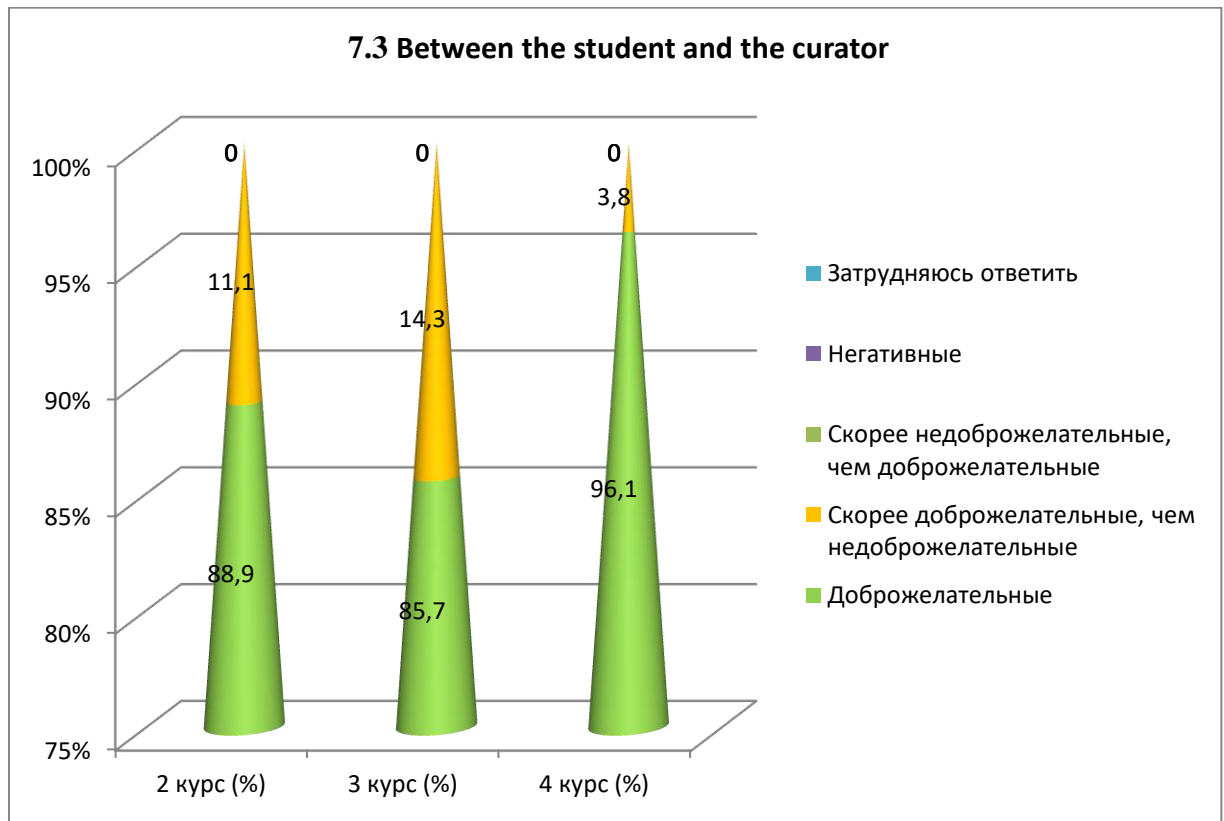
7.2 Between teachers and students (in the educational process)



7.3 Between the student and the curator

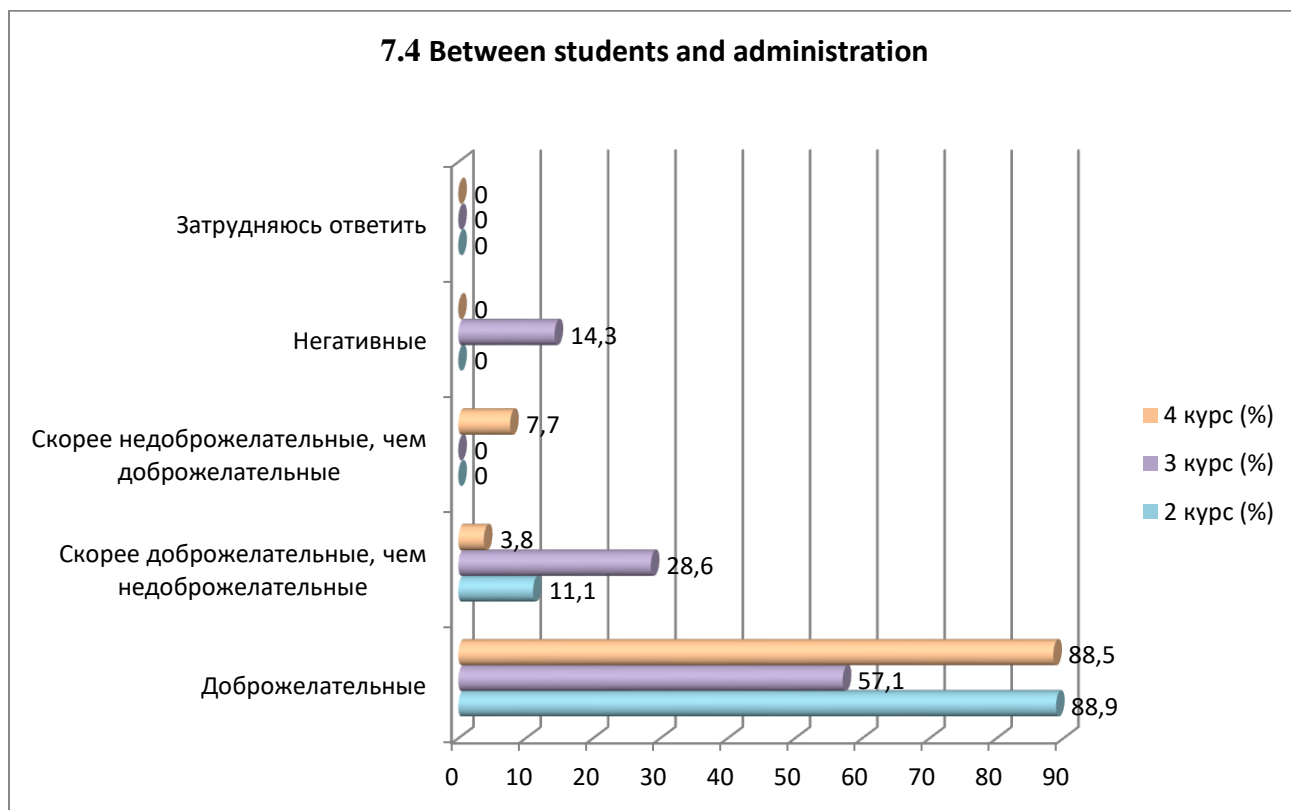
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Friendly	88.9	85.7	96.1
More friendly than unfriendly	11.1	14.3	3.8
More unfriendly than friendly	-	-	-
Negative	-	-	-
I find it difficult to answer	-	-	-

7.3 Between the student and the curator



7.4 Between students and administration

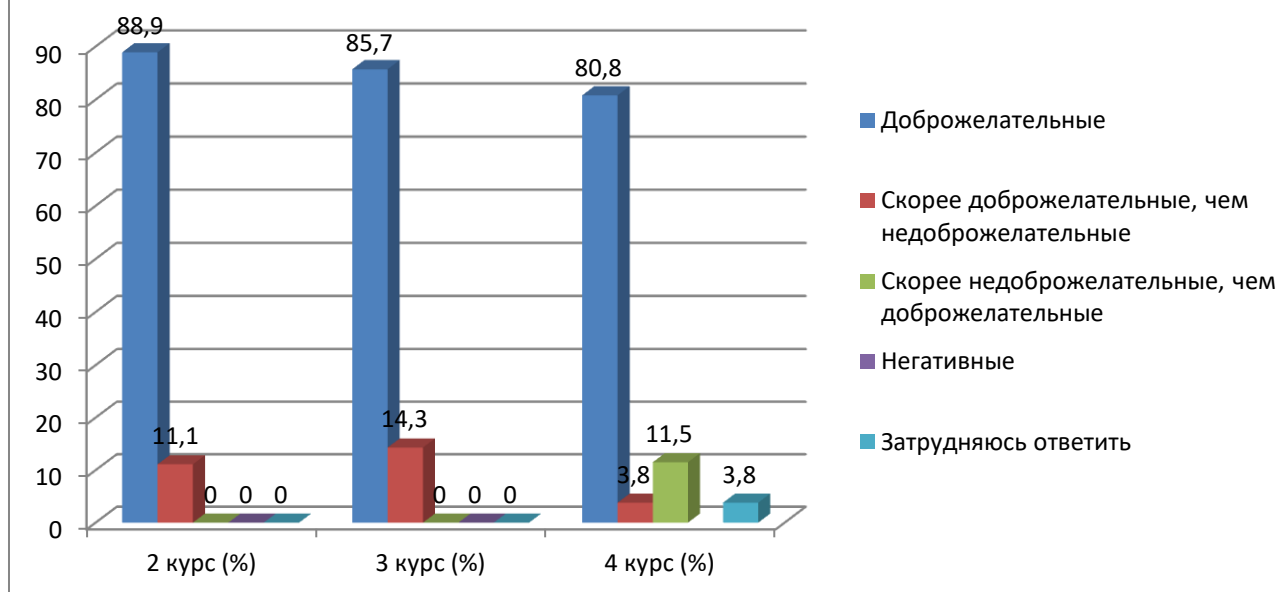
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Friendly	88.9	57.1	88.5
More friendly than unfriendly	11.1	28.6	3.8
More unfriendly than friendly	-	-	7.7
Negative	-	14.3	-
I find it difficult to answer	-	-	-



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

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Friendly	88.9	85.7	80.8
More friendly than unfriendly	11.1	14.3	3.8
More unfriendly than friendly	-	-	11.5
Negative	-	-	-
I find it difficult to answer	-	-	3.8

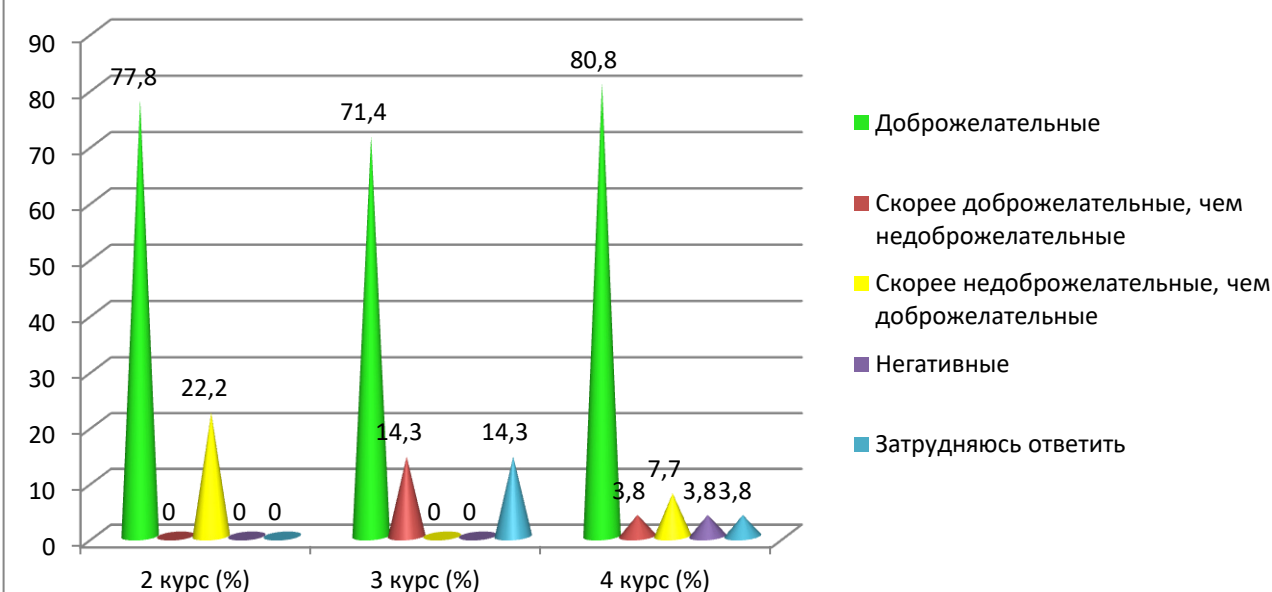
7.5 Between students and employees of departments (library, student department, etc.)



7.6 Between students and security service

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Friendly	77.8	71.4	80.8
More friendly than unfriendly	-	14.3	3.8
More unfriendly than friendly	22.2	-	7.7
Negative	-	-	3.8
I find it difficult to answer	-	14.3	3.8

7.6 Between students and security service



Students indicated the following options for the “Other” option*:

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

For the option "If you answered the previous question “More unfriendly than friendly” and “Negative”, give recommendations for improvement» students indicated the following options*:

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

8. Which student problems are of particular concern to you now?

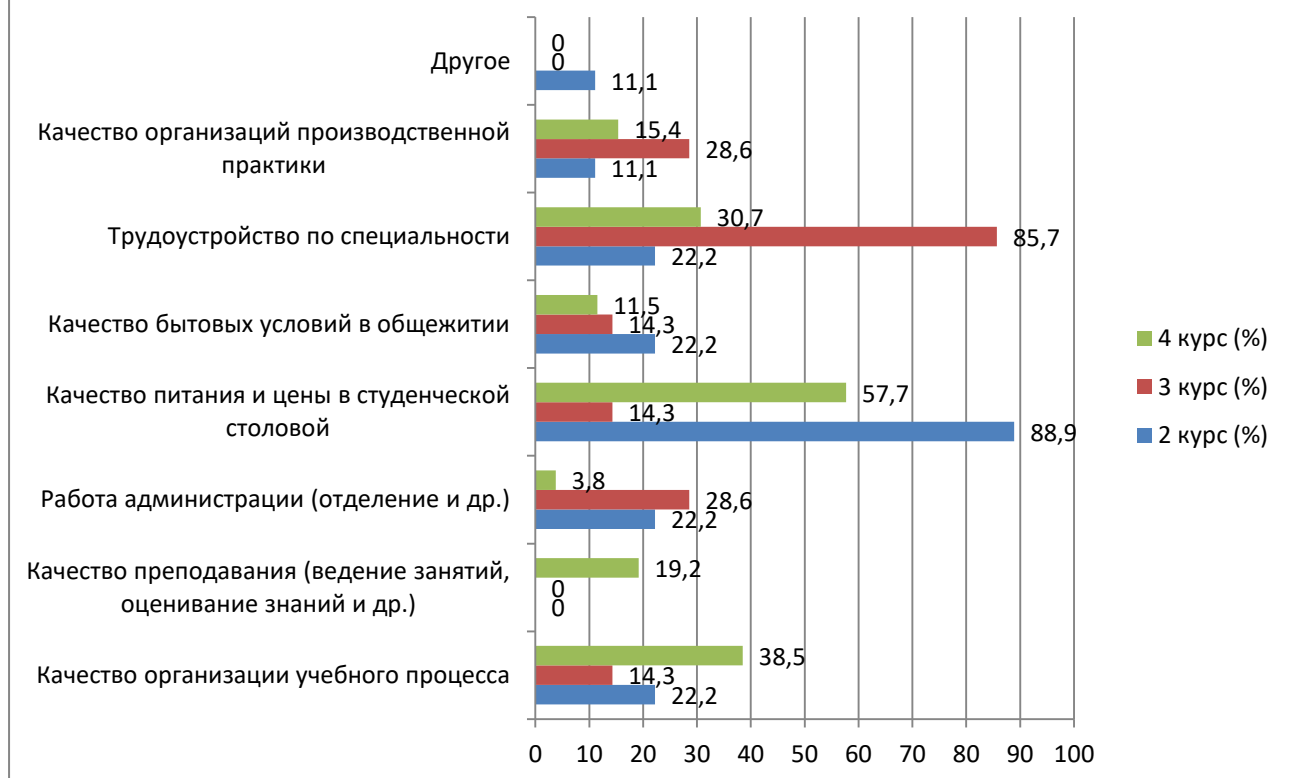
(choose no more than 3 answer options)

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Quality of organization of the educational process	22.2	14.3	38.5
Quality of teaching (class conducting, assessment of knowledge, etc.)	-	-	19.2
Administration work (department, etc.)	22.2	28.6	3.8
Quality of food and prices in the student canteen	88.9	14.3	57.7
Quality of living conditions in the hostel	22.2	14.3	11.5
Employment by specialty	22.2	85.7	30.7
Quality of industrial practice organizations	11.1	28.6	15.4
Other	11.1	-	-

**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.

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



Students indicated the following options for the “Other” option*:

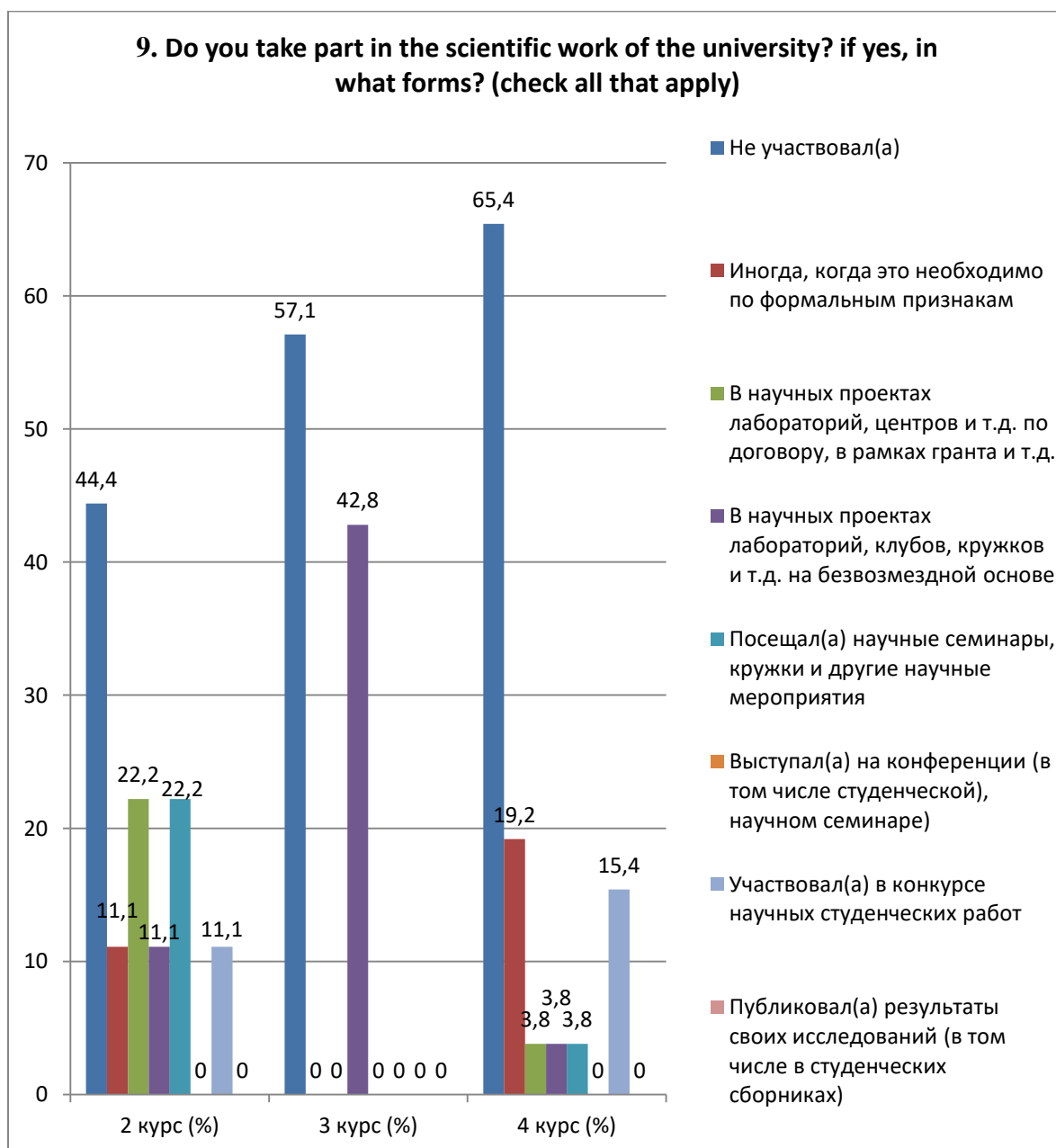
2nd year	3rd year	4th year
- Nothing.	-	-

9. Do you take part in the scientific work of the university? if yes, in what forms? (check all that apply)

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Did not participate	44.4	57.1	65.4
Sometimes, when it is necessary for formal reasons	11.1	-	19.2
In scientific projects of laboratories, centers, etc. under a contract, within a grant, etc.	22.2	-	3.8
In scientific projects of laboratories, clubs, circles, etc. free of charge	11.1	42.8	3.8
Attended scientific seminars, clubs and other scientific events	22.2	-	3.8
Speaker at a conference (including a student conference), scientific seminar)	-	-	-
Participated in a student scientific work competition	11.1	-	15.4
Published the results of his research (including in student collections)	-	-	-

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

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



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

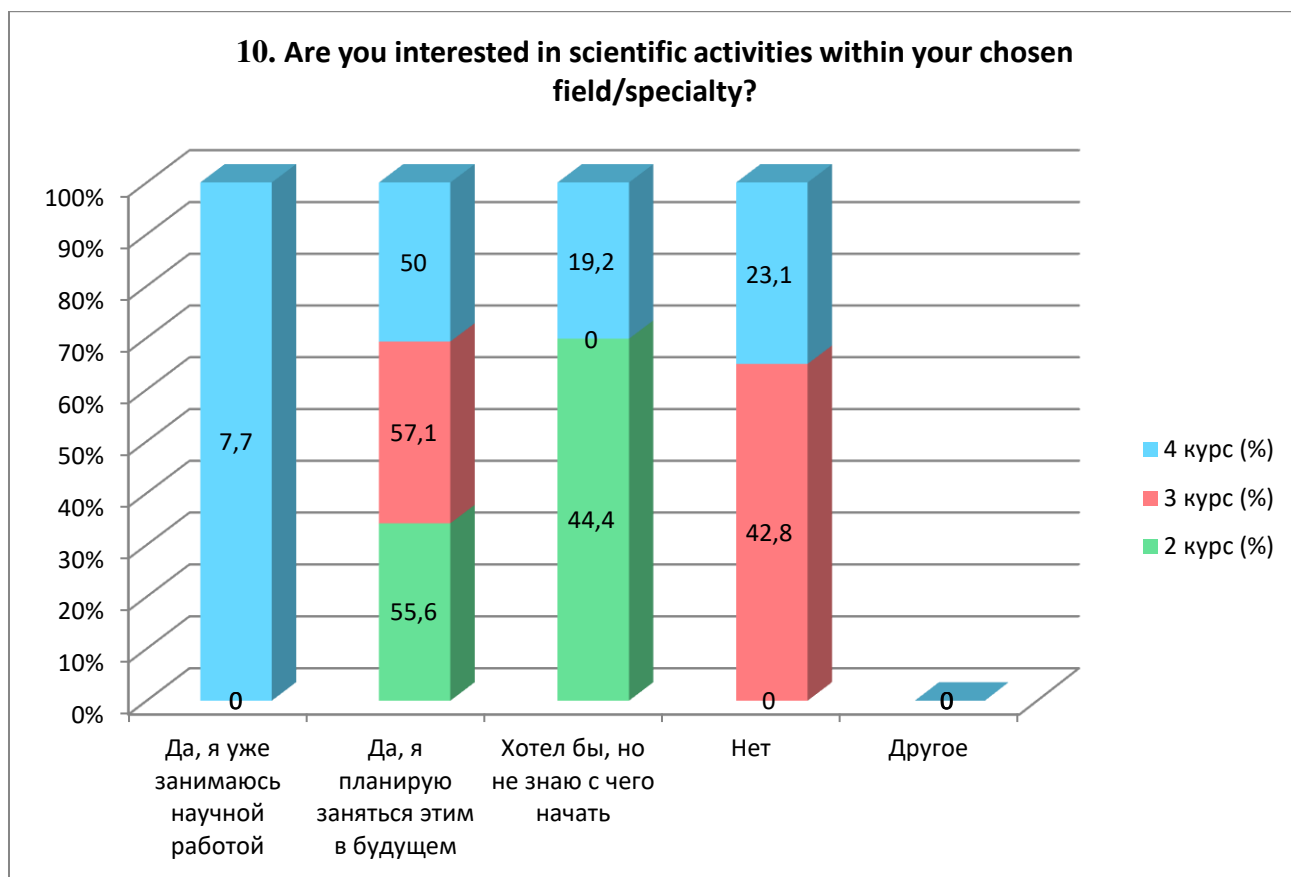
2nd year	3rd year	4th year
- No time.	-	- Not interested; - No.

10. Are you interested in scientific activities within your chosen field/specialty?

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Yes, I'm already doing scientific work	-	-	7.7
Yes, I plan to do this in the future	55.6	57.1	50
I would like to, but I don't know where to start	44.4	-	19.2

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

No	-	42.8	23.1
Other	-	-	-



For the option "If you answered "I would like to, but I don't know where to start" or "No" to the previous question, write why»students indicated the following options*:

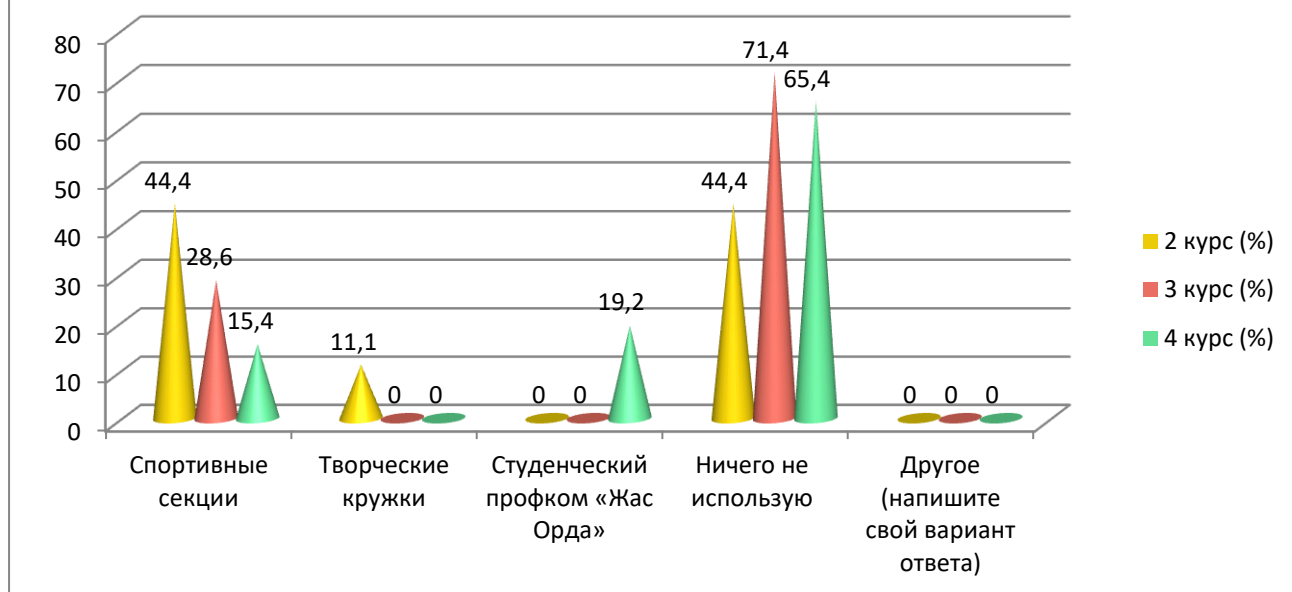
2nd year	3rd year	4th year
-	-	- No.

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

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Sport sections	44.4	28.6	15.4
Creative clubs	11.1	-	-
Student trade union committee "Zhas Orda"	-	-	19.2
I don't use anything	44.4	71.4	65.4
Other (write your answer)	-	-	-

*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.

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



Students indicated the following options for the “Other” option:*

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

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

2nd year	3rd year	4th year
- Little time.	-	- Lack of free time for this; - No.

12. How satisfied are you with the material resources of our university?

12.1 Availability of necessary scientific literature in the library
12.2 Modernity of computer equipment
12.3 Internet channel width, its speed
12.4 Software modernity
12.5 Availability of educational and scientific equipment
12.6 Availability of laboratories and specialized classrooms
12.7 Availability of sports equipment

Other _____

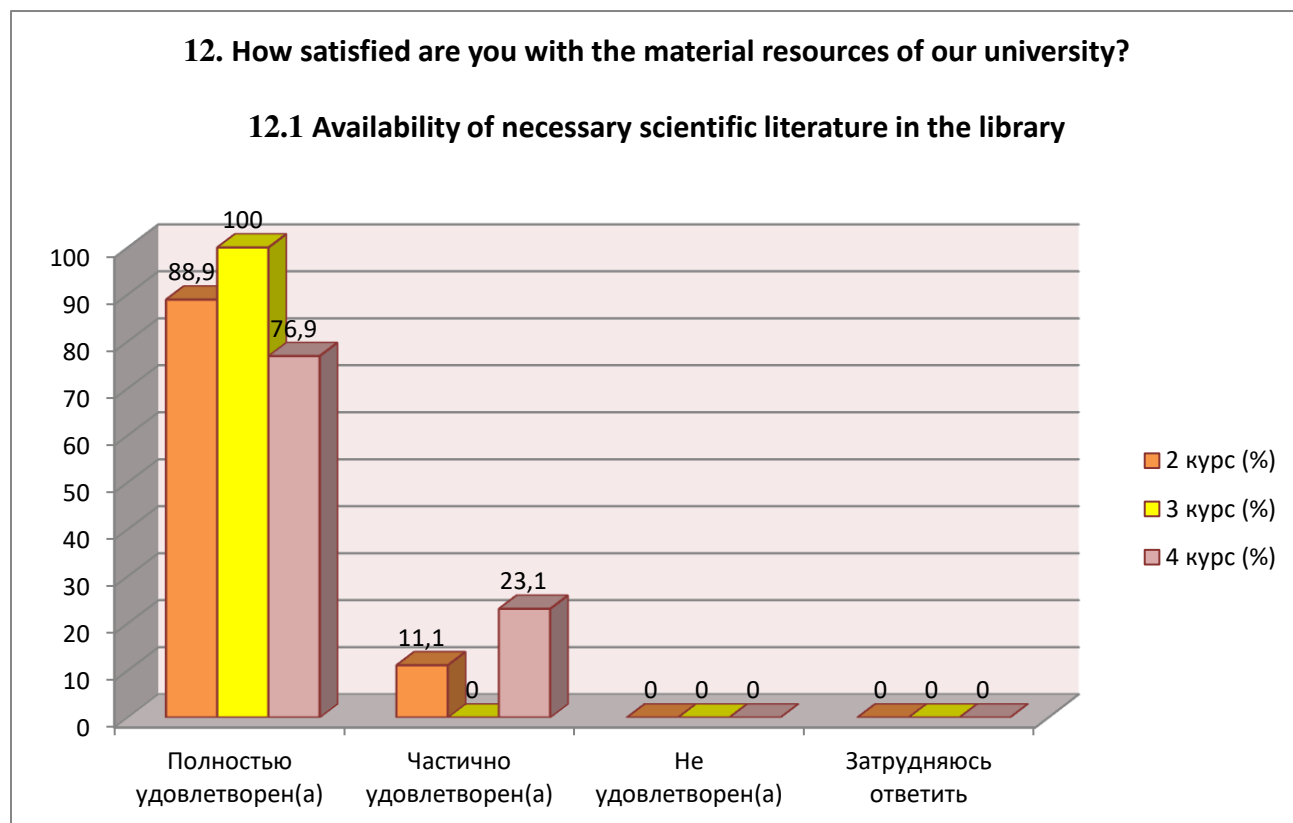
If you answered “not satisfied” to the previous question, give recommendations for improving the services provided _____

*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.

Indicators:

12.1 Availability of necessary scientific literature in the library

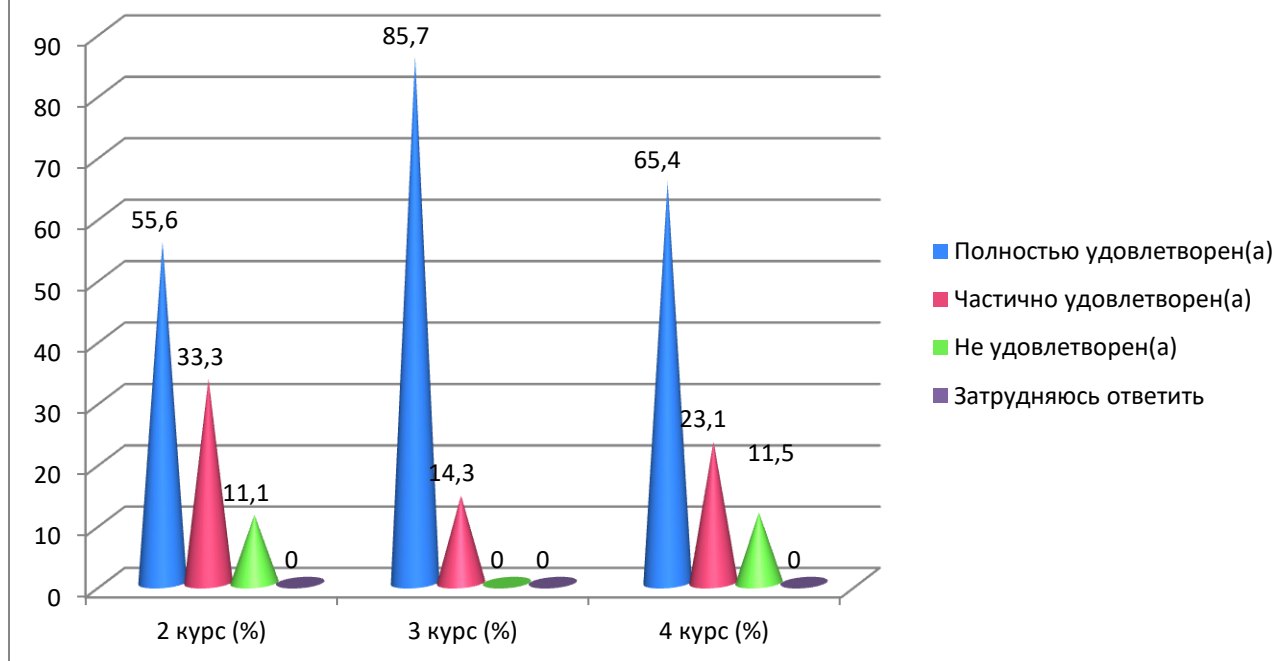
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	88.9	100	76.9
Partially satisfied	11.1	-	23.1
Not satisfied	-	-	-
I find it difficult to answer	-	-	-



12.2 Modern computer equipment

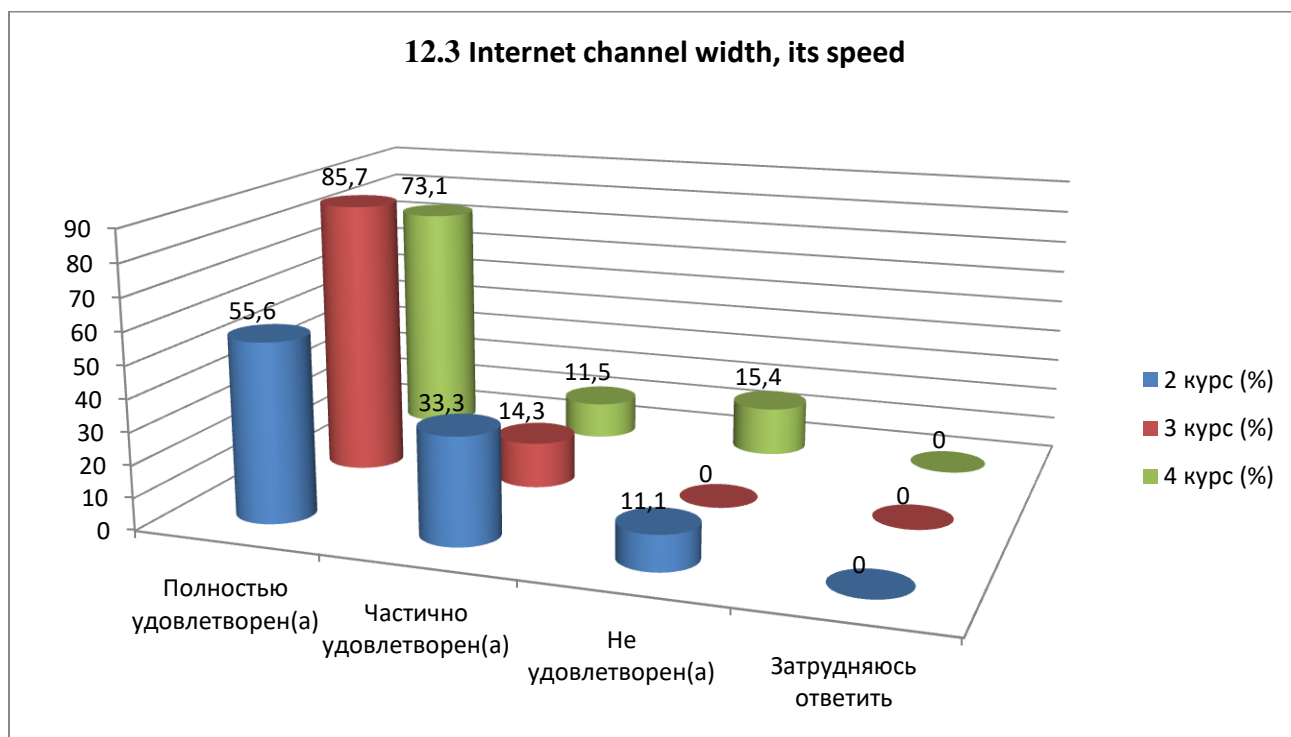
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	55.6	85.7	65.4
Partially satisfied	33.3	14.3	23.1
Not satisfied	11.1	-	11.5
I find it difficult to answer	-	-	-

12.2 Modern computer equipment



12.3 Internet channel width, its speed

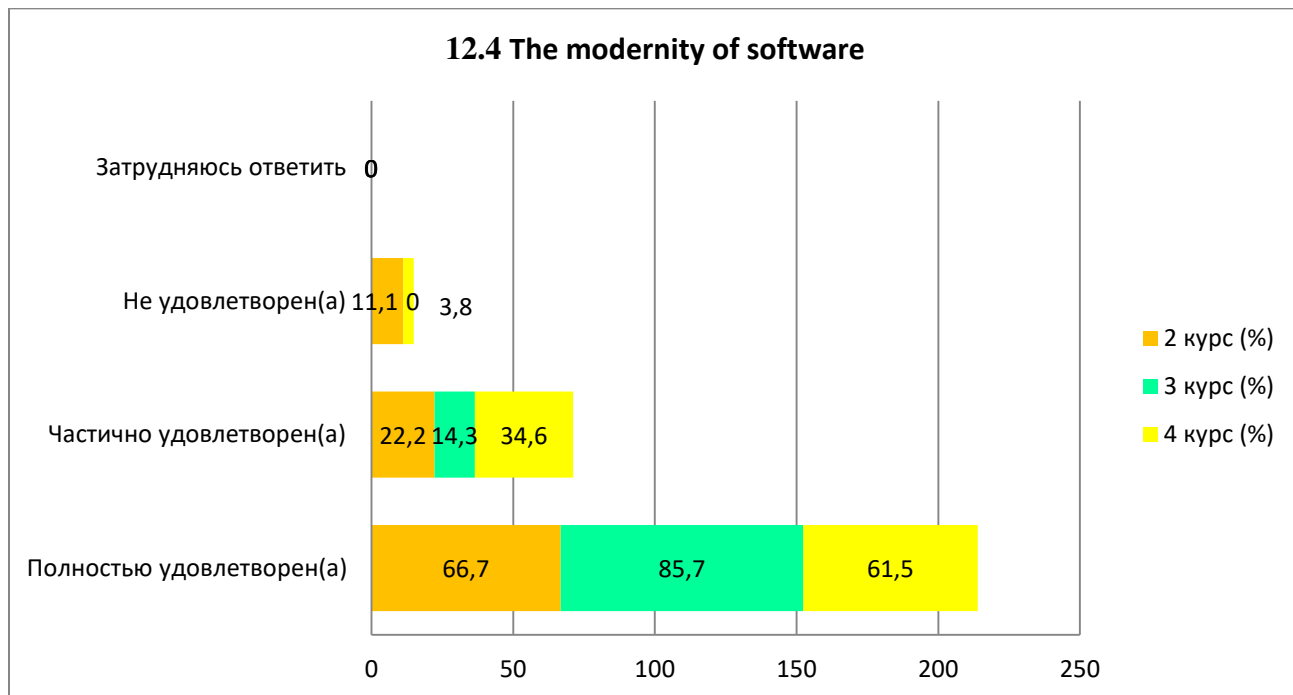
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	55.6	85.7	73.1
Partially satisfied	33.3	14.3	11.5
Not satisfied	11.1	-	15.4
I find it difficult to answer	-	-	-



12.4 Modern software

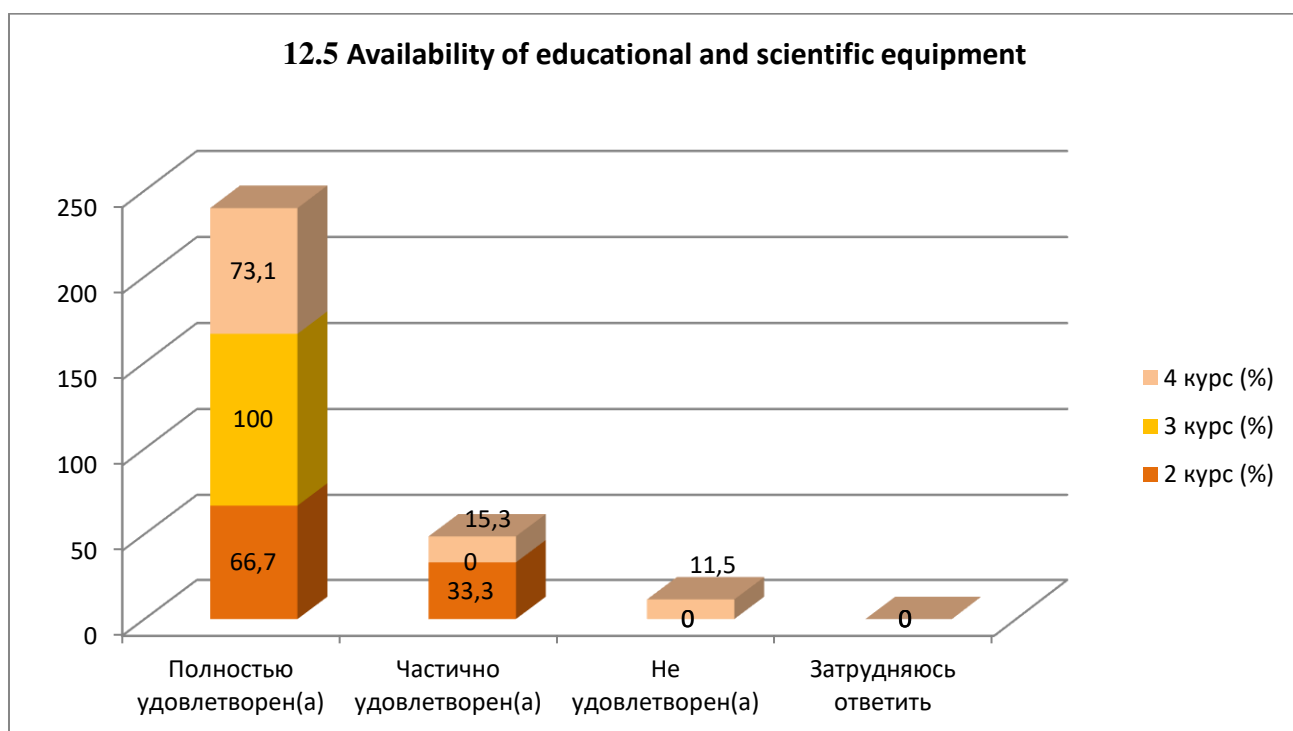
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	66.7	85.7	61.5

Partially satisfied	22.2	14.3	34.6
Not satisfied)	11.1	-	3.8
I find it difficult to answer	-	-	-



12.5 Availability of educational and scientific equipment

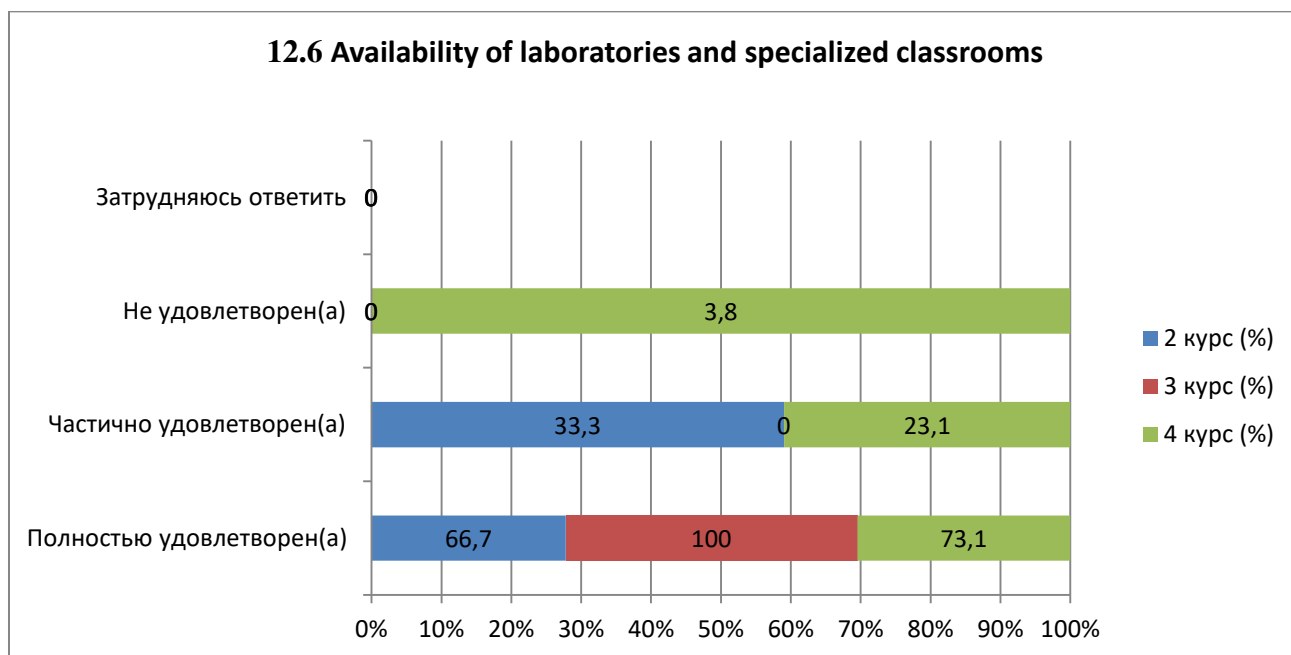
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	66.7	100	73.1
Partially satisfied	33.3	-	15.3
Not satisfied)	-	-	11.5
I find it difficult to answer	-	-	-



12.6 Availability of laboratories and specialized classrooms

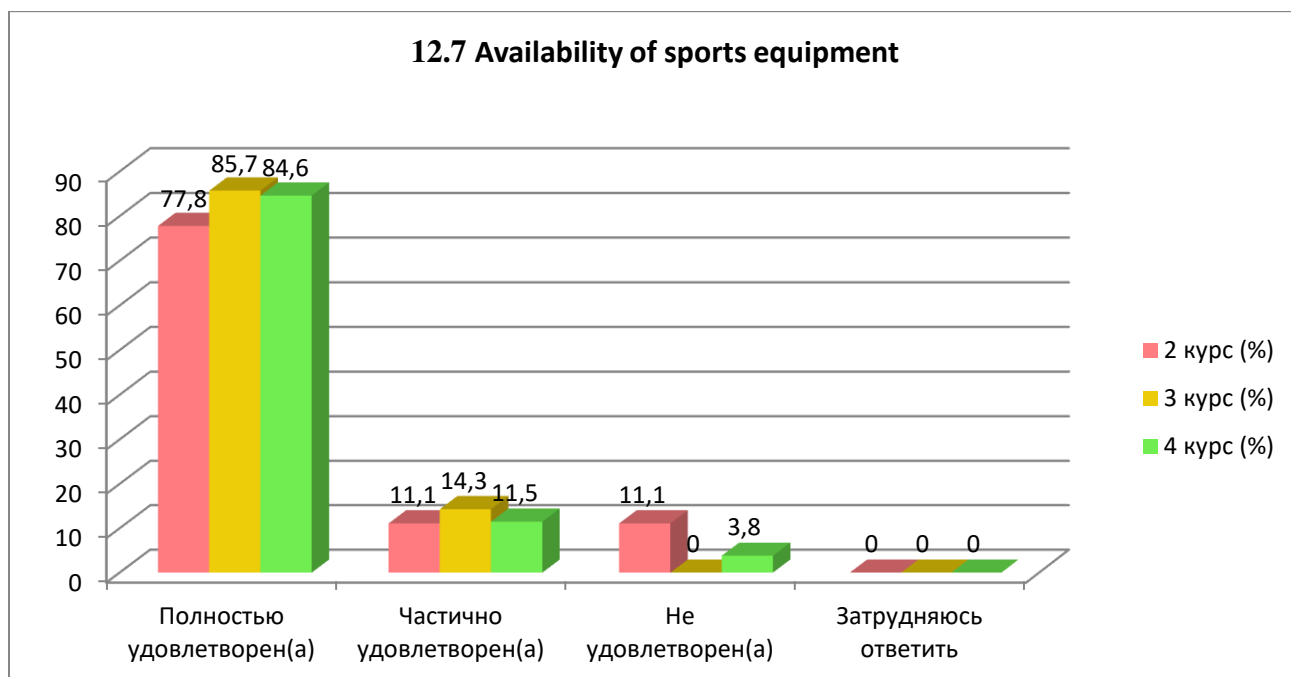
Answer options	2nd year (%)	3rd year (%)	4th year (%)
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Completely satisfied	66.7	100	73.1
Partially satisfied	33.3	-	23.1
Not satisfied)	-	-	3.8
I find it difficult to answer	-	-	-



12.7 Availability of sports equipment

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	77.8	85.7	84.6
Partially satisfied	11.1	14.3	11.5
Not satisfied	11.1	-	3.8
I find it difficult to answer	-	-	-



Students indicated the following options for the “Other” option: *

*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.

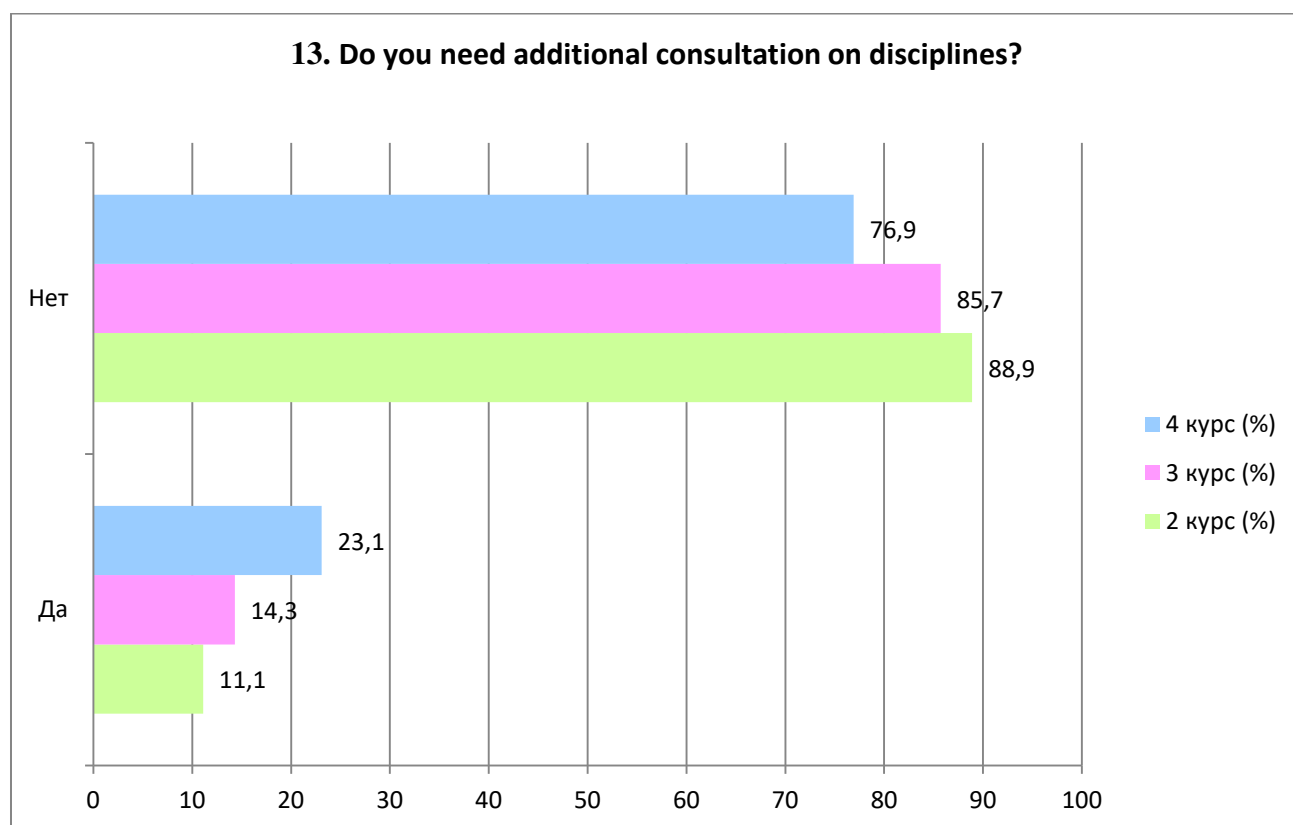
2nd year	3rd year	4th year
-	-	- No.

For the option "If you answered the previous question "More unfriendly than friendly" and "Negative", give recommendations for improvement»students indicated the following options*:

2nd year	3rd year	4th year
	-	- solve the problem with Wi-Fi, improve speed; - No.

13. Do you need additional consultation on disciplines?

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Yes	11.1	14.3	23.1
No	88.9	85.7	76.9



For the option "If you answered "Yes" to the previous question, then indicate the discipline on which you need additional advice.»students indicated the following options*:

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

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)

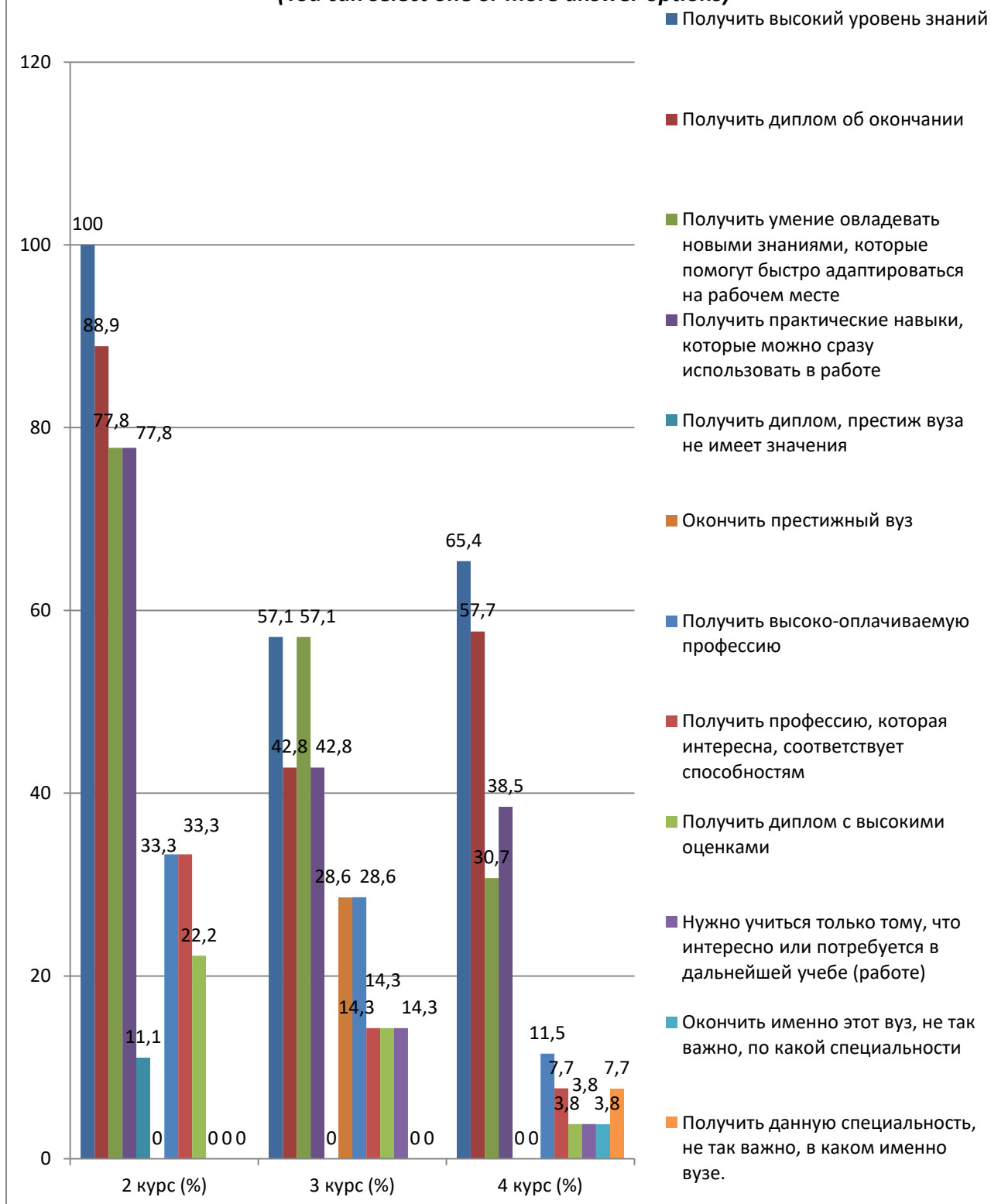
*Students' answers to the option "other" and "if you answered "not satisfied..." to the previous question are presented in the original. The author's spelling and punctuation have been preserved.

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Get a high level of knowledge	100	57.1	65.4
Receive a diploma of completion	88.9	42.8	57.7
Gain the ability to acquire new knowledge that will help you quickly adapt in the workplace	77.8	57.1	30.7
Gain practical skills that you can immediately use at work	77.8	42.8	38.5
Get a diploma, the prestige of the university does not matter	11.1	-	-
Graduate from a prestigious university	-	28.6	-
Get a highly paid profession	33.3	28.6	11.5
Get a profession that is interesting and matches your abilities	33.3	14.3	7.7
Get a diploma with high grades	22.2	14.3	3.8
You need to learn only what is interesting or will be needed in further study (work)	-	14.3	3.8
It's not so important to graduate from this particular university, in what specialty	-	-	3.8
Getting this specialty is not so important in which university.	-	-	7.7

**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 need to be added to this questionnaire to improve the training program, improve the quality of services provided, improve the quality of distance learning and other areas of the university's activities. (Students' answers are presented in the original. The author's spelling and punctuation have been preserved.)

2nd year	3rd year	4th year
- Nothing; - Don't know;	- No; - Doesn't let you go to work	- No; - Don't know;

<ul style="list-style-type: none"> - There are no questions, everything triples; - Food conditions and provision of free food; - Free food; - No. 	<p>and travel, prevents you from developing;</p> <ul style="list-style-type: none"> - Improve the quality of the Internet. 	<ul style="list-style-type: none"> - no ideas; - Do you combine work and study?; - No offers; - from sports; - Everything is fine.
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Based on the results of the questionnaire, the following conclusions can be drawn:

Analysis of the data obtained shows that the student is, to one degree or another, satisfied with all of the indicated indicators of the services provided. For ease of analysis, consider indicators for the following levels of satisfaction:

A high level of satisfaction (more than 50% of respondents are completely satisfied) of students was recorded for such moments of training as:

- The learning process in general;
- Organization of independent work;
- Organization and implementation of the SIWT;
- Organization and conduct of laboratory work.

In these cases, the majority of students report their complete satisfaction, based on which it can be argued that, according to these indicators, the quality of services provided at the University met the expectations of students and, thereby, fulfilled its task.

The average level of student satisfaction is observed in the following learning indicators. For example, this applies to such indicators as class schedules, library work and access to scientific publication databases.

The students also chose the alternative option “difficult to answer” on the following indicators such as living conditions in the hostel (32.3%) and quality of medical care (24.6%). Student associations can be divided into favorable, unfavorable or neutral for these indicators.

In addition, students studying the other option wrote their opinions such as: “the buffet is expensive”, “We don’t have time to eat because of the queues in the cafeteria”, “Food is not expensive, there is no practice! etc.

Only one aspect of teaching can be considered problematic in comparative terms. As the data obtained show, students criticize the food at the university the most.

Recommendations for improving the work of canteens include, first of all, increasing their operating hours. Also, to optimize the work of canteens, you should think about expanding the range of dishes, especially in the evening, reducing prices for assortments of dishes and reducing service time.

Thus, the set of proposed measures will solve a number of problems that arise in the work of the canteen, which will ultimately improve the quality of the services provided.

To the question “What is your attitude to the quality of the organization of the educational process?” the majority of students responded that there were no special complaints: 2nd year – 77.8%, 3rd year – 71.4%, 4th year – 92.3%. The data obtained indicate an improvement in the quality of organization of the educational process and educational services of the university.

Nevertheless, there is a small part among the respondents who noted such answer options as “Discrepancy between the disciplines studied and the specialty obtained”(2nd year – 11.1%), “Dissatisfaction with the quality of classes”(3rd year – 28.6%, 4th year – 7.7%).

To the question: “What forms of final tests or exams are used in this educational organization? (you could tick several answers)” the majority of respondents - 87.9% answered “in writing”, in second place “orally” - 33.6%, and in third place “in the form of a computer test” - 18.4 %.

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

Despite the different forms of conducting a final test or exam that the university uses, the student must prepare thoroughly, answer the questions posed and get a well-deserved “result”.

To the question: “What indicators are usually taken into account by teachers when making the final grade?” 64% of students indicated the option “activity in classes (seminars), answers to teacher questions, problem solving, etc.”, in second place - 23.5% “results of practice, laboratory and other practical work” and in third place is 8.6% “attendance”.

Relations “between students”, “between teachers and students (in the educational process)”, “between students and curators”, “between students and administration”, “between students and employees of departments (library, student department, etc.)”, “between students and the security service” are being assessed by respondents, mainly as “friendly” and “with rather benevolent than unkind.”

To the question “Which student problems are of particular concern to you now?” Students put “Quality of food and prices in the student canteen” in first place – 53.6%. Further - "Employment by specialty» – 46.2%. In third position – “Quality of teaching (class conducting, assessment of knowledge, etc.)”– 25%.

To the question “**What is more important for you to get as a result of studying at your university?** » students put “Get a high level of knowledge”- 74.1%. Further - "Receive a diploma of completion"- 63.1%. In third position – “Gain the ability to acquire new knowledge that will help you quickly adapt in the workplace»– 55.2%.

Recommendations:

1. The head of the department should familiarize staff and students with the results of the questionnaire and, if necessary, develop an action plan to improve the quality of educational services.