

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

Departments: "Information Computing Systems" and "Information Technologies and Security"

Speciality:6B06104 “Computer technology and software”

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 specialty6B06104 “Computer technology and software”125 respondents took part in the questionnaire.

- 2nd year – 45 students (88.2%);
- 3rd year – 60 students (88.2%);
- 4th year – 20 students (87%).

Form of study

- Budgetary – 88 students (70.4%);
- Paid – 37 students (29.6%).

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)

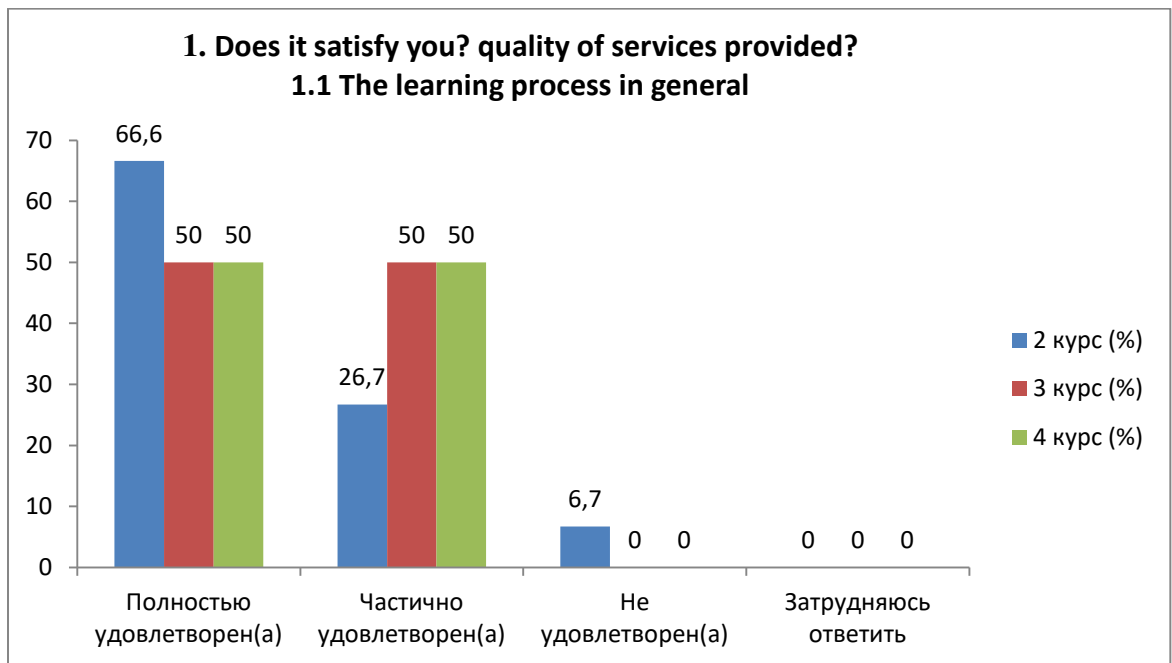
Other

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

Indicators:

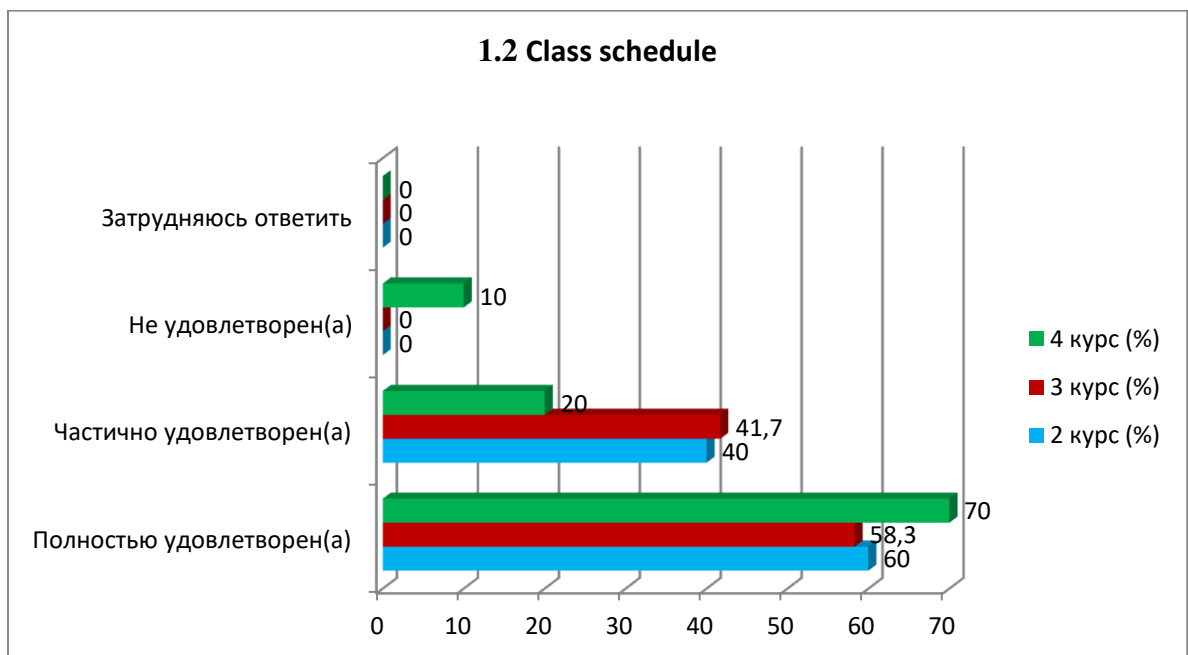
1.1The learning process in general

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	66.6	50	50
Partially satisfied	26.7	50	50
Not satisfied	6.7	-	-
I find it difficult to answer	-	-	-



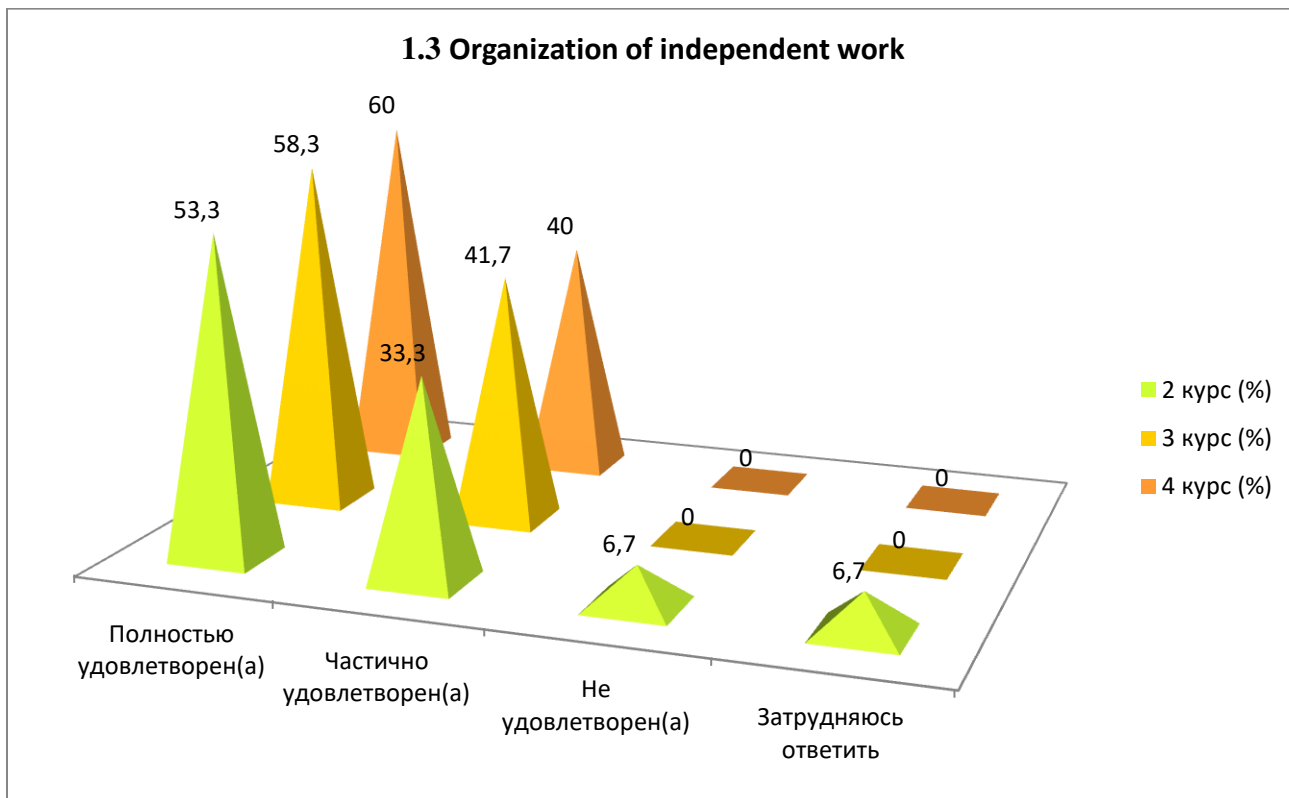
1.2 Class schedule

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	60	58.3	70
Partially satisfied	40	41.7	20
Not satisfied	-	-	10
I find it difficult to answer	-	-	-



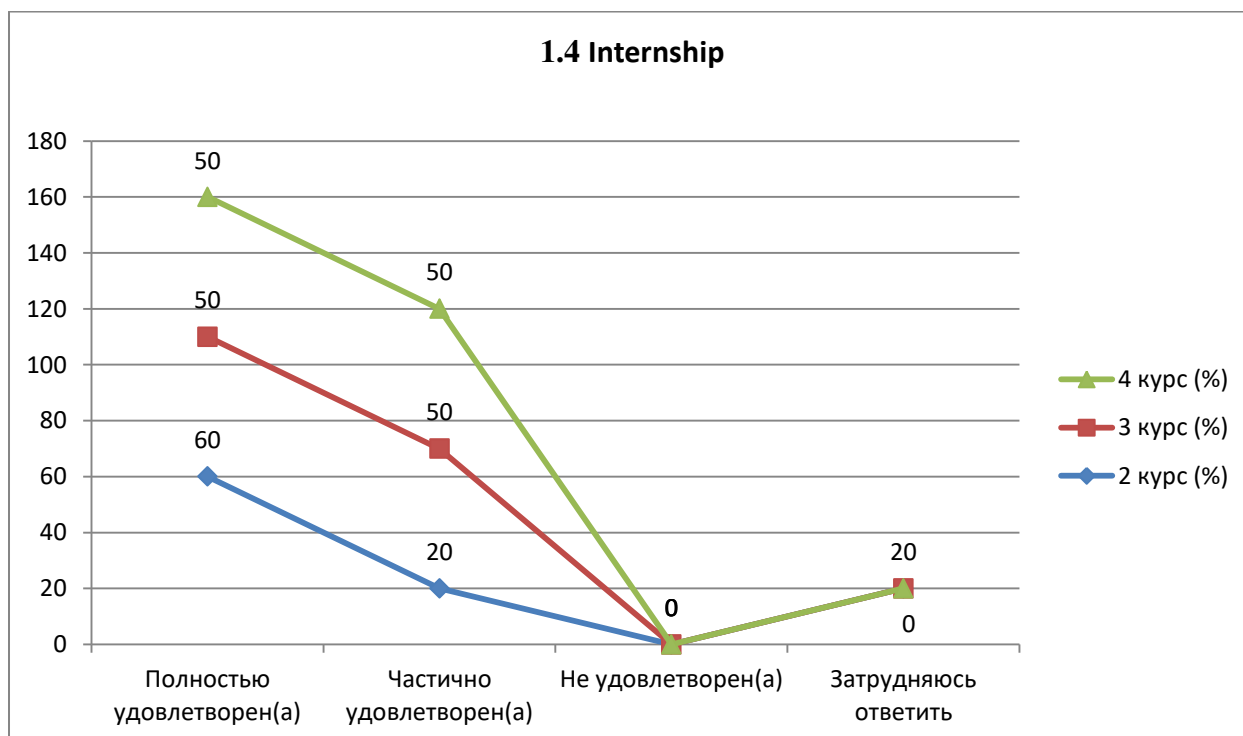
1.3 Organization of independent work

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	53.3	58.3	60
Partially satisfied	33.3	41.7	40
Not satisfied)	6.7	-	-
I find it difficult to answer	6.7	-	-



1.4 Internship

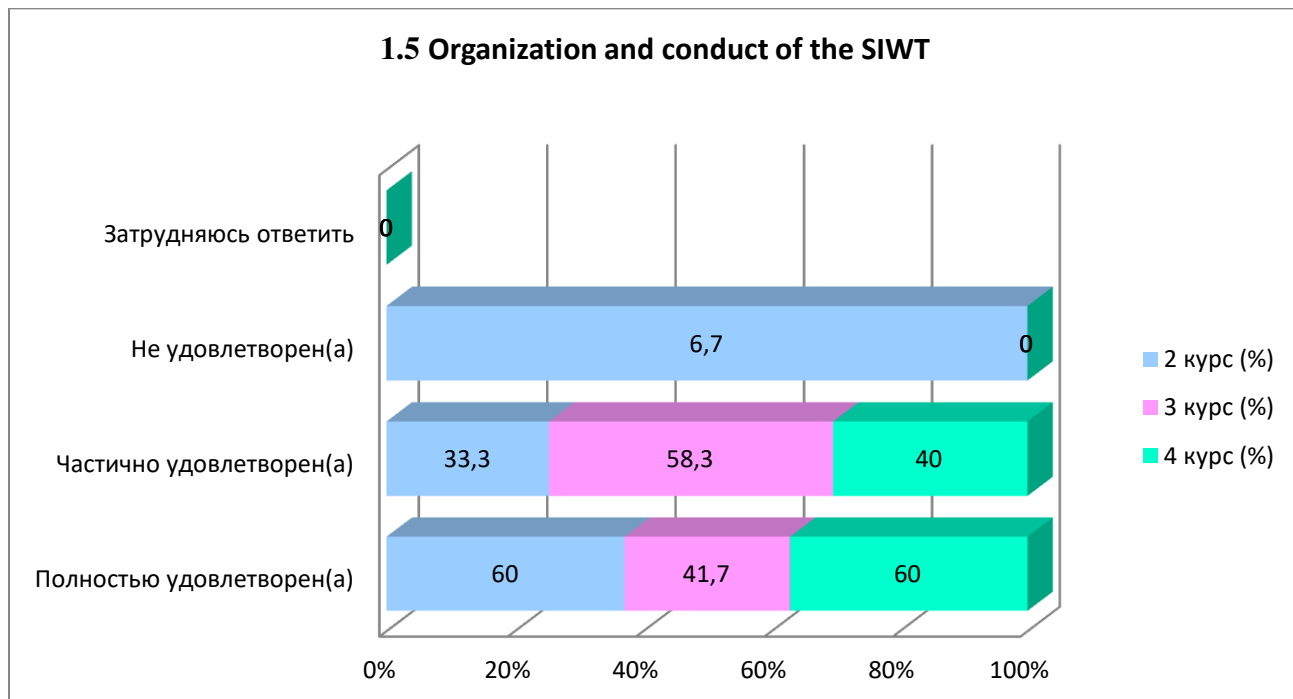
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	60	50	50
Partially satisfied	20	50	50
Not satisfied)	-	-	-
I find it difficult to answer	20	-	-



1.5 Organization and conduct of the SIWT

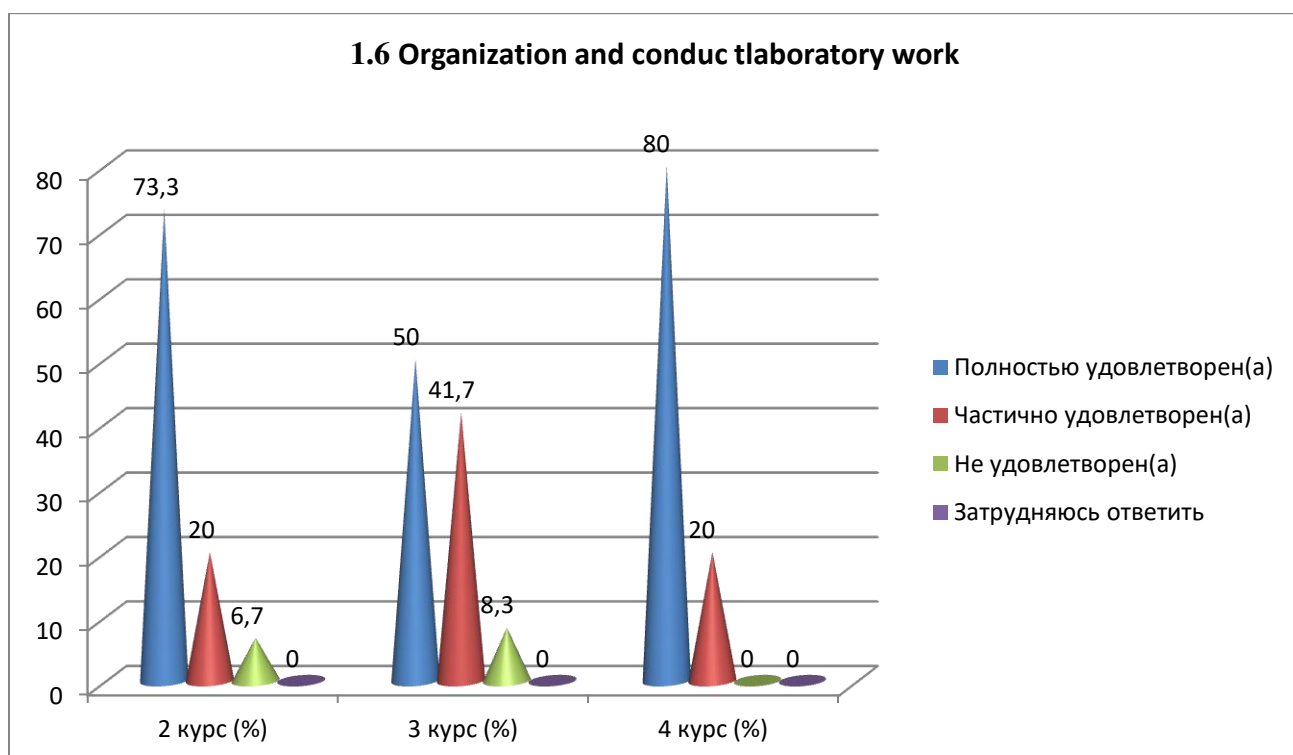
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	60	41.7	60

Partially satisfied	33.3	58.3	40
Not satisfied)	6.7	-	-
I find it difficult to answer	-	-	-



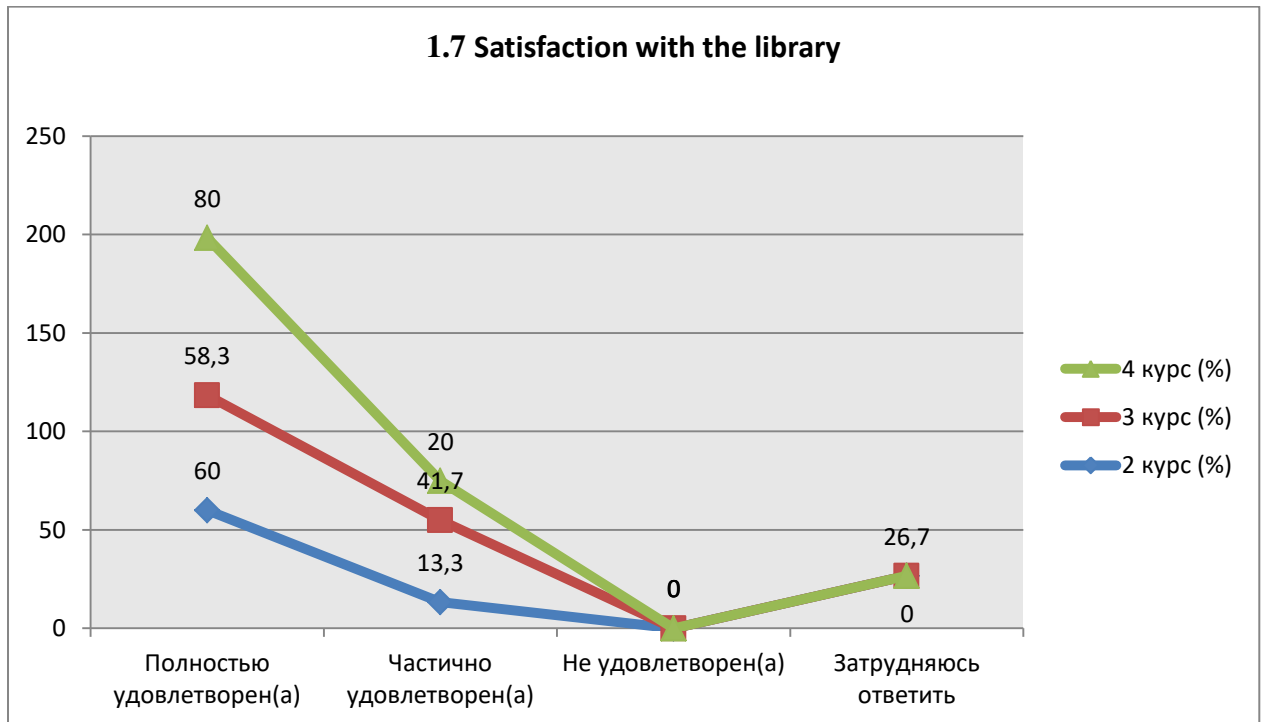
1.6 Organization and conduc laboratory work

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	73.3	50	80
Partially satisfied	20	41.7	20
Not satisfied)	6.7	8.3	-
I find it difficult to answer	-	-	-



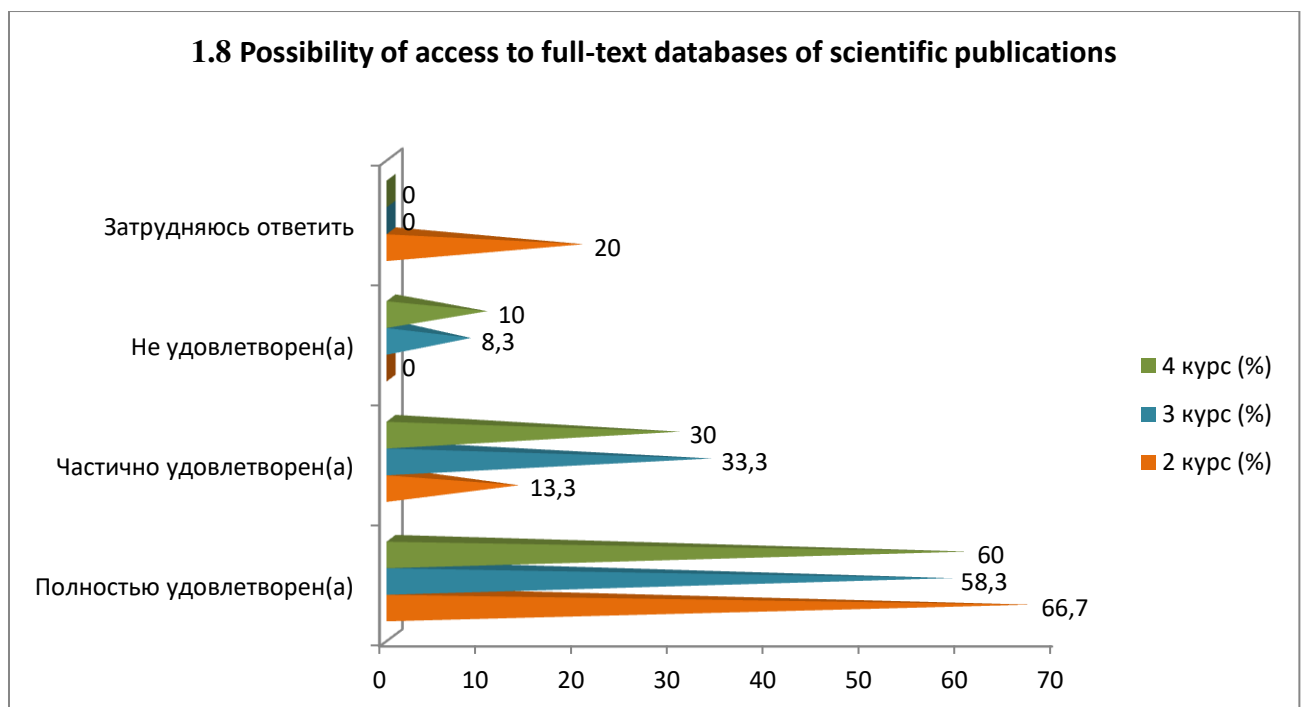
1.7 Satisfaction with the library

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	60	58.3	80
Partially satisfied	13.3	41.7	20
Not satisfied)	-	-	-
I find it difficult to answer	26.7	-	-



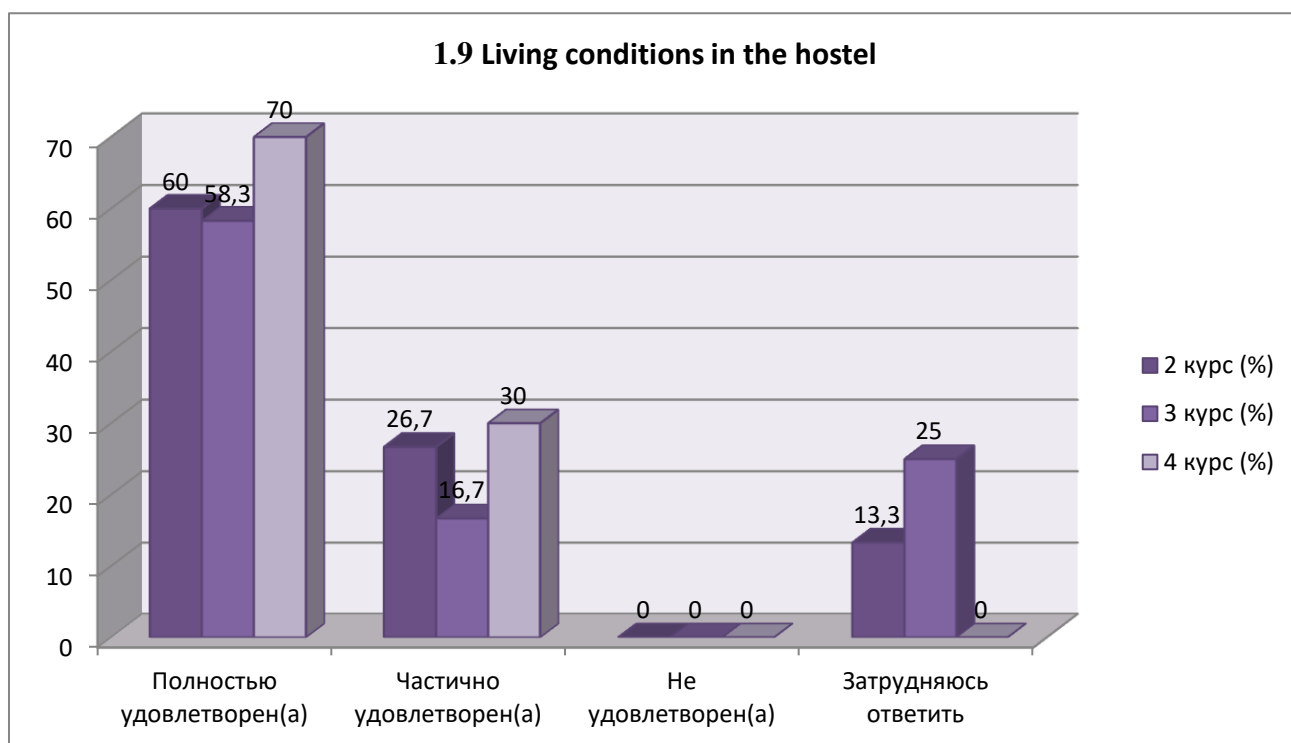
1.8 Possibility of access to full-text databases of scientific publications

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	66.7	58.3	60
Partially satisfied	13.3	33.3	thirty
Not satisfied)	-	8.3	10
I find it difficult to answer	20	-	-



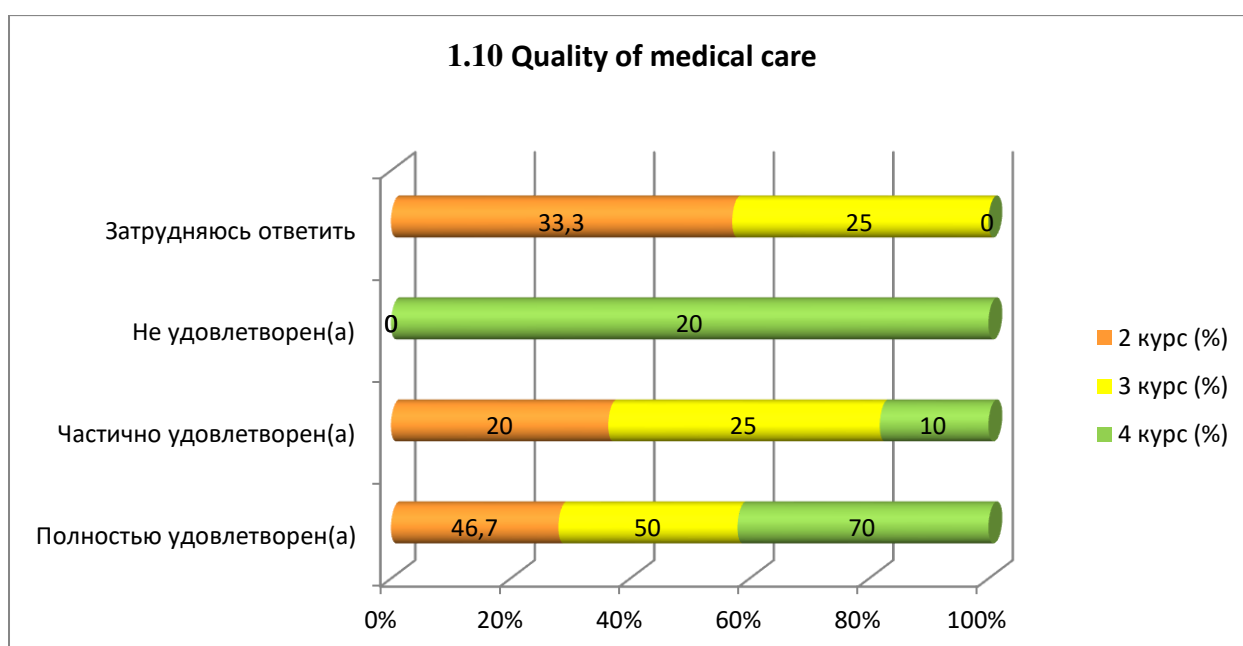
1.9 Living conditions in the hostel

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	60	58.3	70
Partially satisfied	26.7	16.7	thirty
Not satisfied)	-	-	-
I find it difficult to answer	13.3	25	-



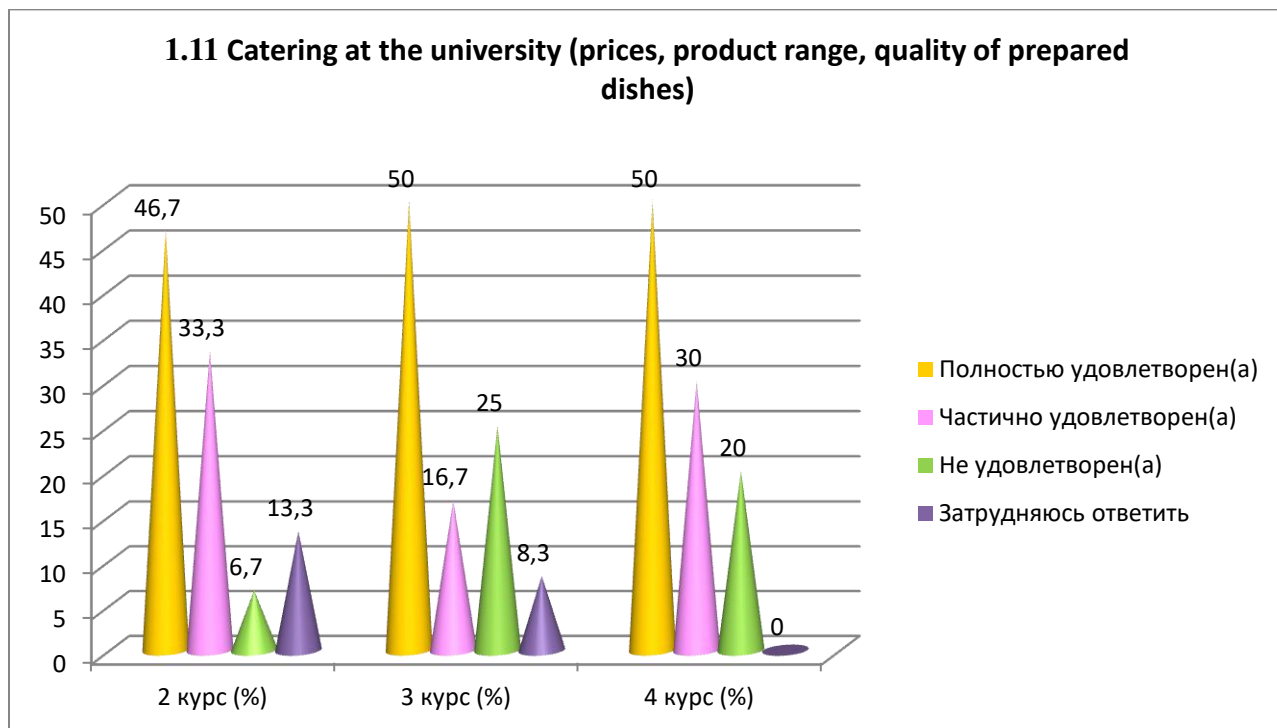
1.10 Quality of medical care

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	46.7	50	70
Partially satisfied	20	25	10
Not satisfied	-	-	20
I find it difficult to answer	33.3	25	-



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

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	46.7	50	50
Partially satisfied	33.3	16.7	thirty
Not satisfied)	6.7	25	20
I find it difficult to answer	13.3	8.3	-



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

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

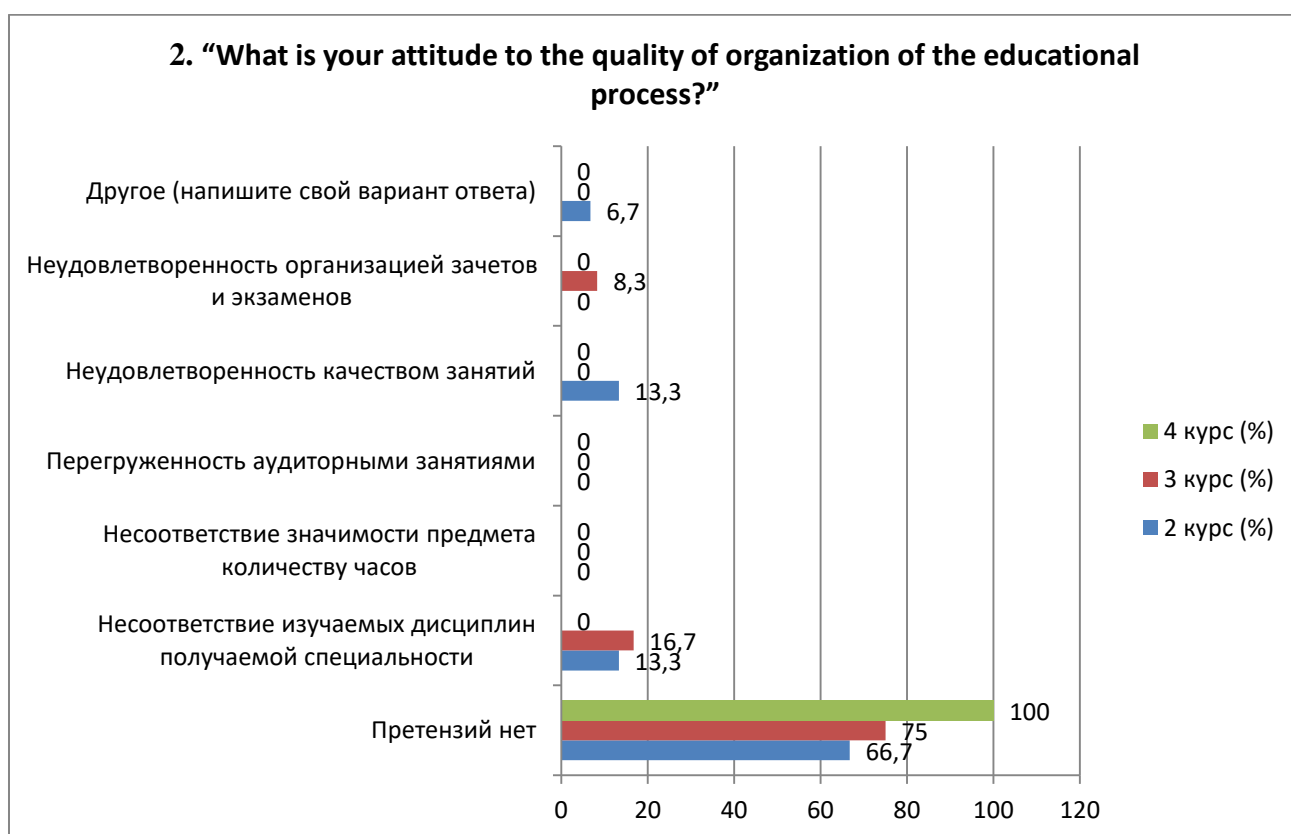
For the option "If you answered “not satisfied” to the previous question, give recommendations for improvement provided services» students indicated the following options* :

2nd year	3rd year	4th year
- Level of teaching - school, college. Please look at Harvard lectures and see how teachers deliver them. It would be great for guys in the IT field to conduct lectures, as they do in cs50 harvard yale, an example of a lecture is https://youtu.be/zrCLRC3Ci1c . The teachers do not show any initiative in preparing and researching the material being taught. They teach technologies that are already outdated.	- No; - Long queues and the fact that the food is imported and not prepared at the university..	- to reduce the prices at the buffet, which are too expensive for a student.

*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. “What is your attitude to the quality of organization of the educational process?”

Answer options	2nd year (%)	3rd year (%)	4th year (%)
No complaints	66.7	75	100
Discrepancy between the disciplines studied and the specialty obtained	13.3	16.7	-
Inconsistency between the importance of the subject and the number of hours	-	-	-
Overload with classroom activities	-	-	-
Dissatisfaction with the quality of classes	13.3	-	-
Dissatisfaction with the organization of tests and exams	-	8.3	-
Other(write your answer)	6.7	-	-



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

2nd year	3rd year	4th year
- We teach economics like economists.	-	-

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

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

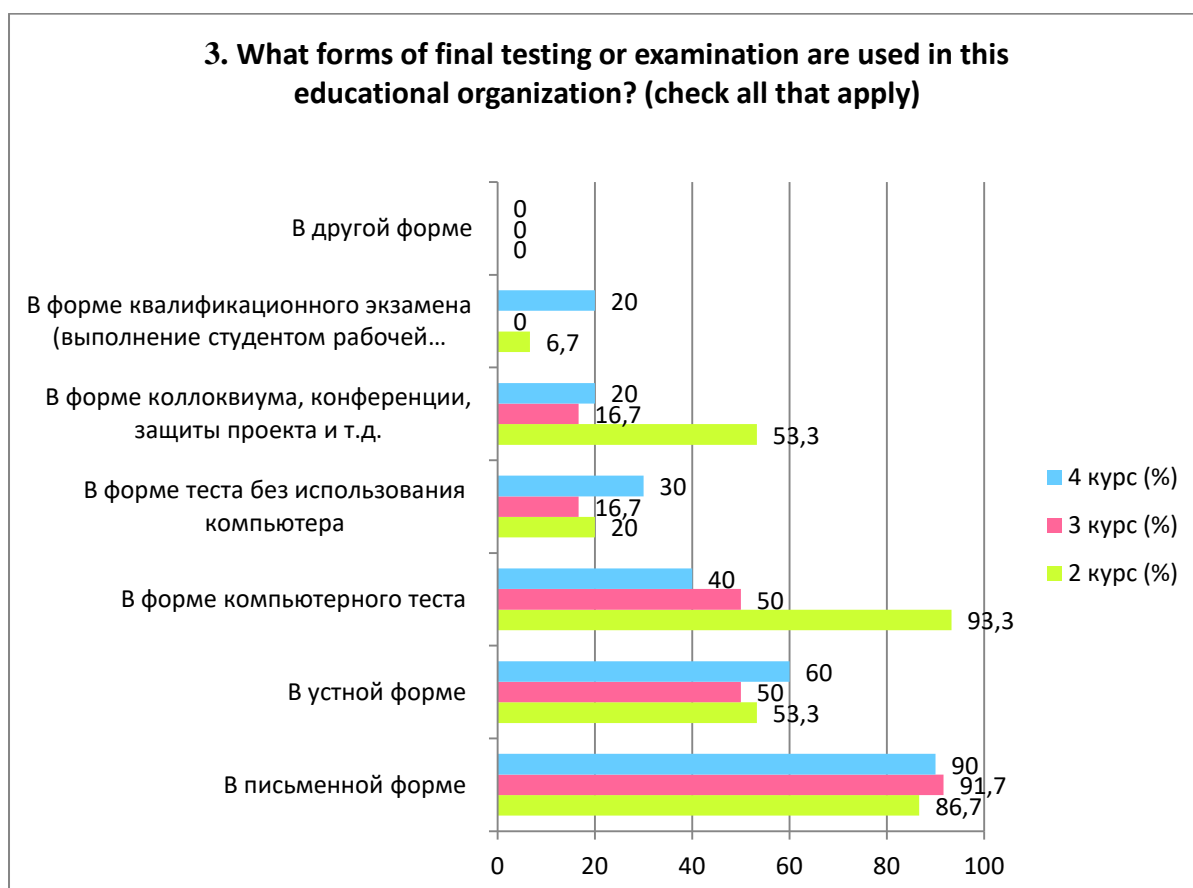
*Students’ answers to the option “other” and “if you answered “not satisfied...” to the previous question are presented in the original. The author’s spelling and punctuation have been preserved.

2nd year	3rd year	4th year
- reduction in the number of disciplines such as: fundamentals of economics, philosophy, cultural studies/disciplines “for general development” for the specialty “VTiPO” and similar ones.	-	-

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	86.7	91.7	90
In oral form	53.3	50	60
In the form of a computer test	93.3	50	40
In the form of a test without using a computer	20	16.7	thirty
In the form of a colloquium, conference, project defense, etc.	53.3	16.7	20
In the form of a qualification exam (the student performs a work operation, manufactures a product, carries out labor activities, assessed by experts)	6.7	-	20
In another form	-	-	-

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

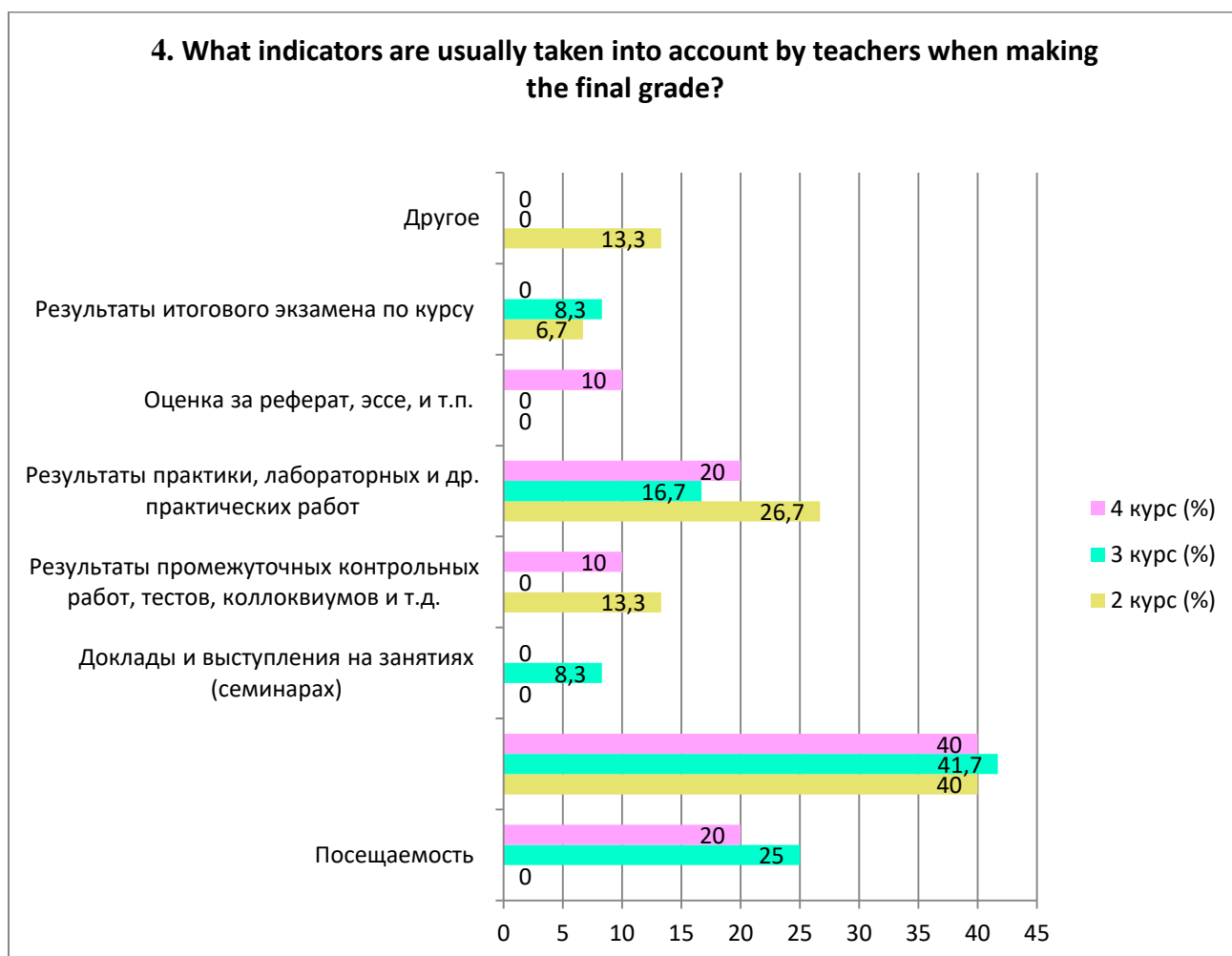


Students indicated the following options for the “Other” option:*

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	-	25	20
Activity in classes (seminars), answers to teacher questions, problem solving, etc.	40	41.7	40
Reports and speeches at classes (seminars)	-	8.3	-
Results of intermediate tests, tests, colloquiums, etc.	13.3	-	10
Results of practice, laboratory and other practical work	26.7	16.7	20
Score for an abstract, essay, etc.	-	-	10
Results of the final exam for the course	6.7	8.3	-
Other	13.3	-	-



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

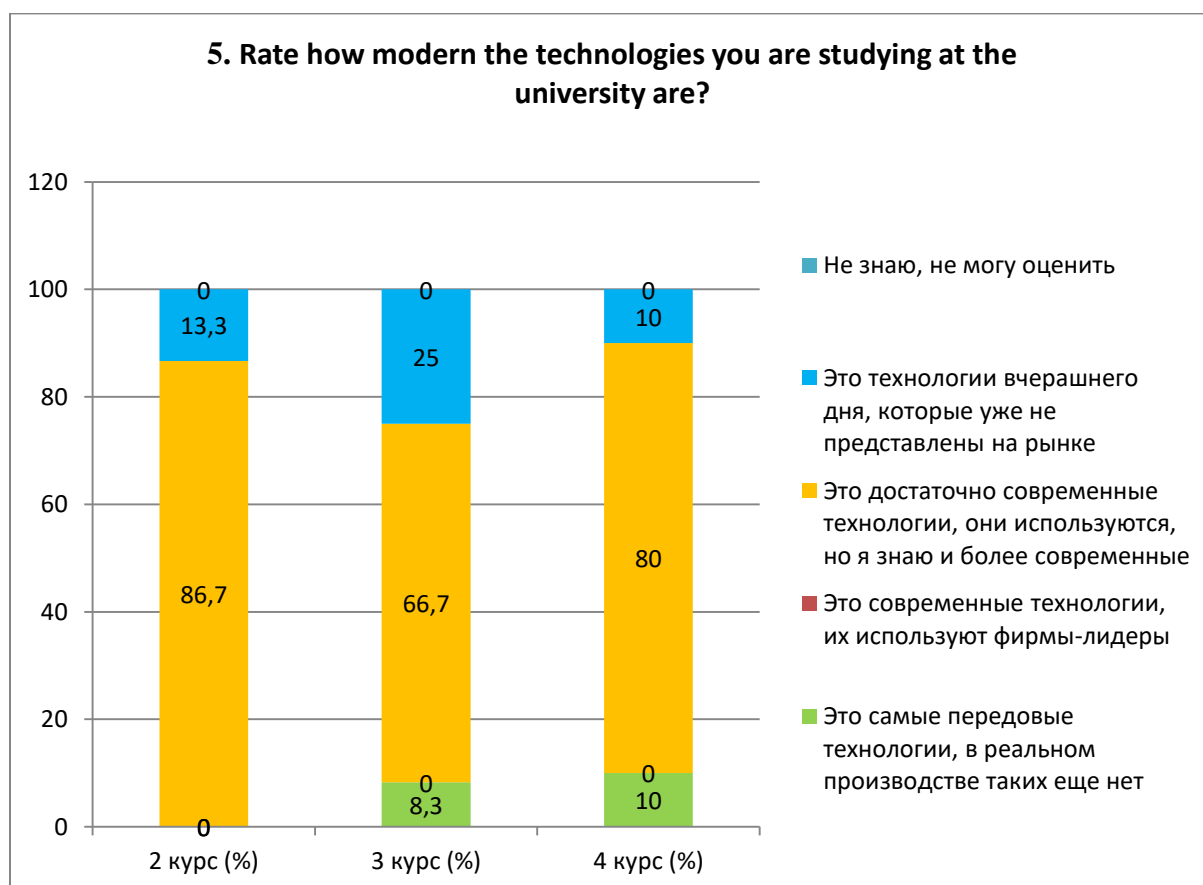
*Students' answers to the option “other” and “if you answered “not satisfied...” to the previous question are presented in the original. The author's spelling and punctuation have been preserved.

*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
- all at once; - Attendance and participation in classes. I think it's time to move away from forced attendance at lectures and not take attendance into account in certification and exams; in a day of practice I can learn in more than 2 hours at a lecture.	-	-

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

Answer options	2nd year (%)	3rd year (%)	4th year (%)
These are the most advanced technologies; there are no such technologies in real production yet.	-	8.3	10
These are modern technologies, they are used by leading companies	-	-	-
These are quite modern technologies, they are used, but I know more modern ones	86.7	66.7	80
These are yesterday's technologies that are no longer on the market.	13.3	25	10
I don't know, I can't rate it	-	-	-

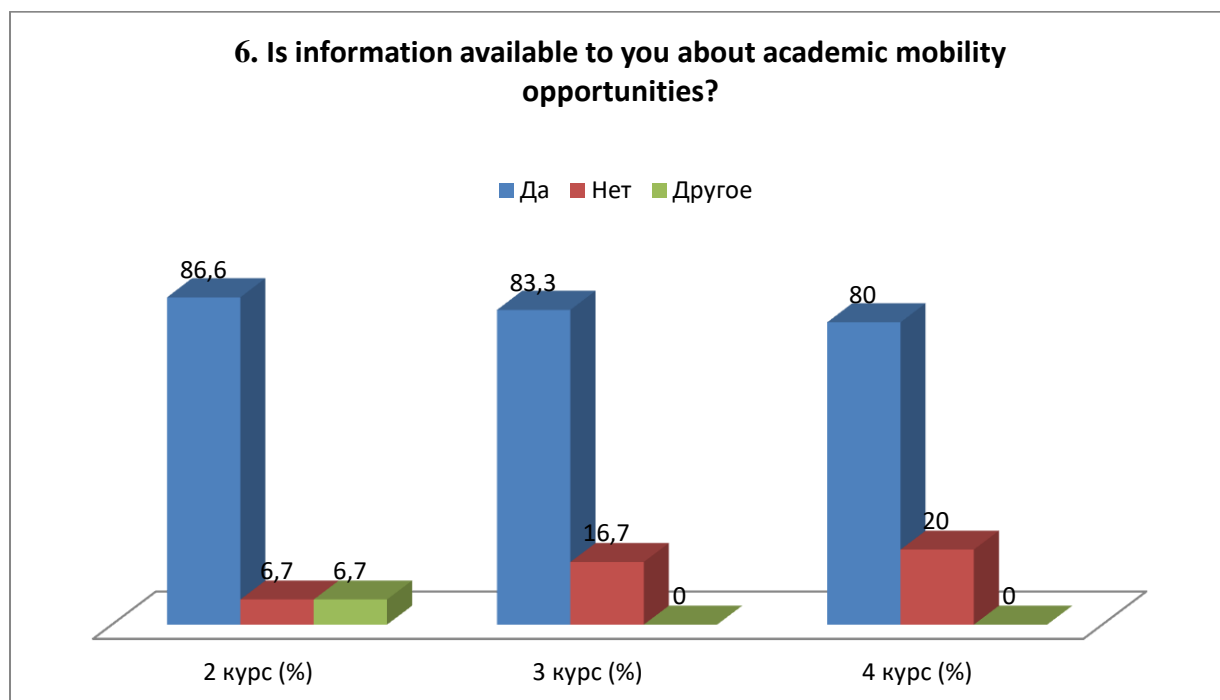


For the option "If you answered the previous question "I don't know, I can't rate it", give recommendations for improvement»students indicated the following options* :

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

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

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Yes	86.6	83.3	80
No	6.7	16.7	20
Other	6.7	-	-



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

2nd year	3rd year	4th year
- Not really, I would like to know the details.	-	-

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

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

7. What do you think the relationship is like:

*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.

*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
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

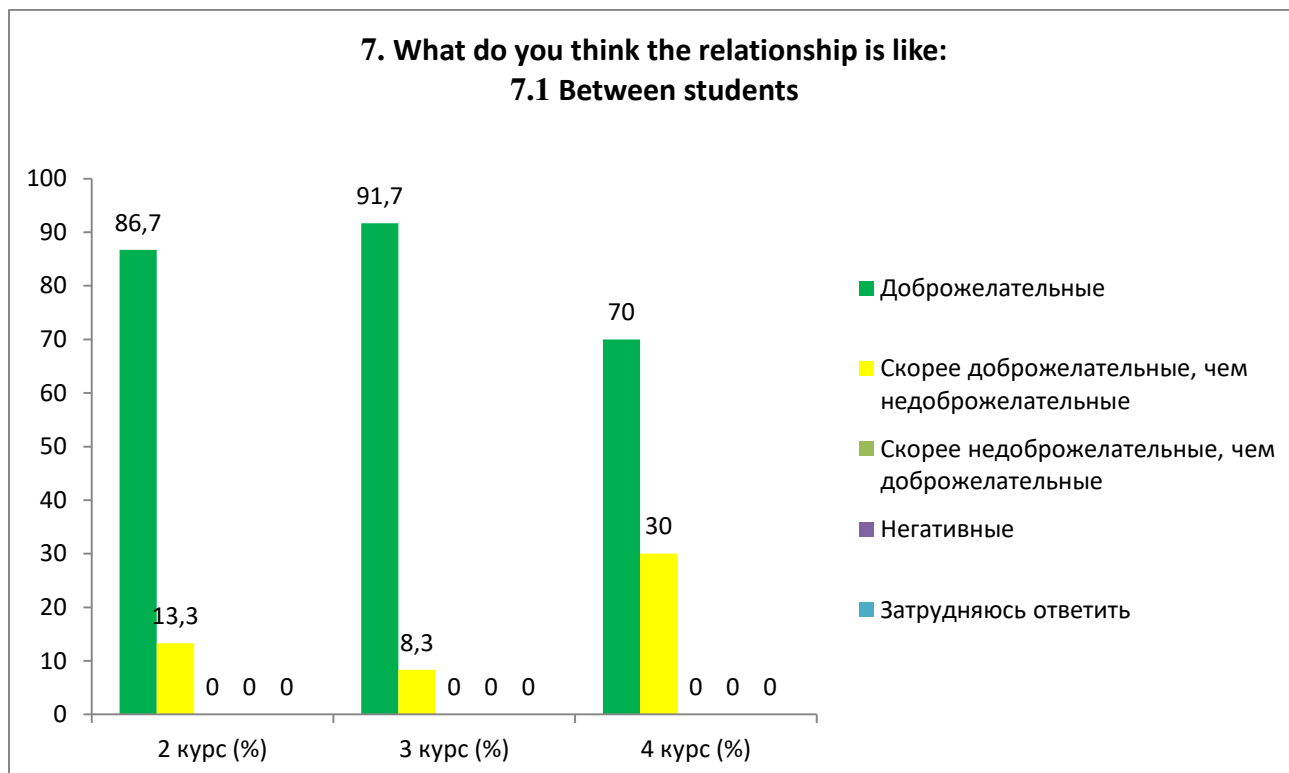
Other _____

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

Indicators:

7.1 Between students

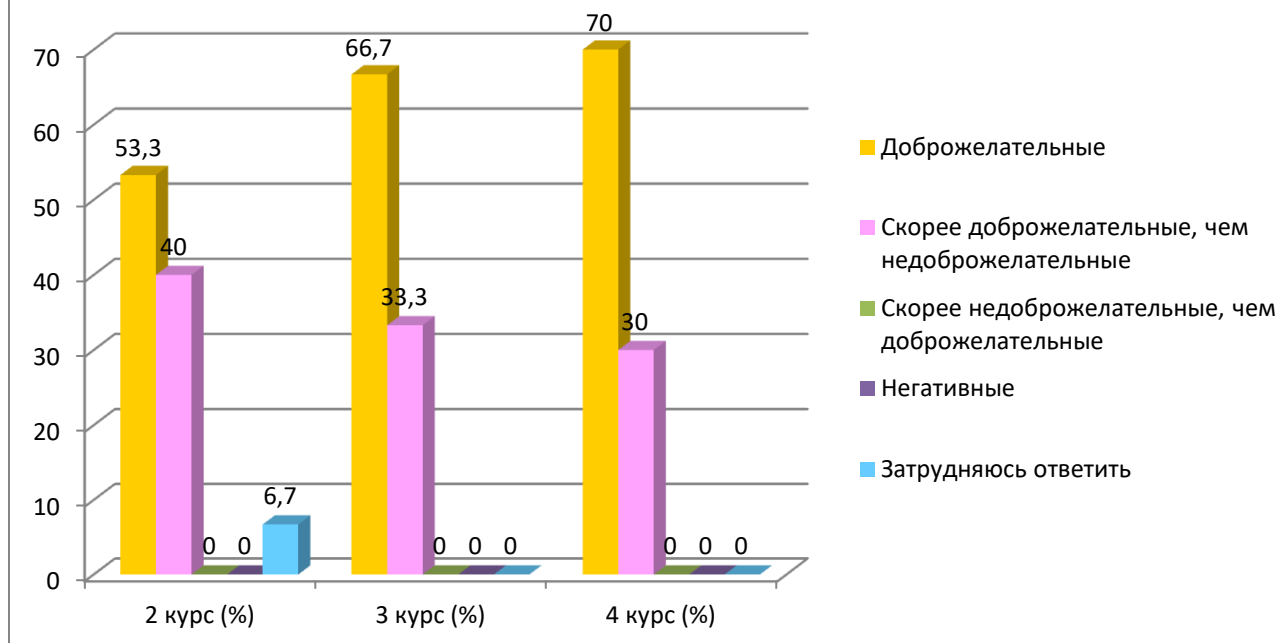
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Friendly	86.7	91.7	70
More friendly than unfriendly	13.3	8.3	thirty
More unfriendly than friendly	-	-	-
Negative	-	-	-
I find it difficult to answer	-	-	-



7.2 Between teachers and students (in the educational process)

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Friendly	53.3	66.7	70
More friendly than unfriendly	40	33.3	thirty
More unfriendly than friendly	-	-	-
Negative	-	-	-
I find it difficult to answer	6.7	-	-

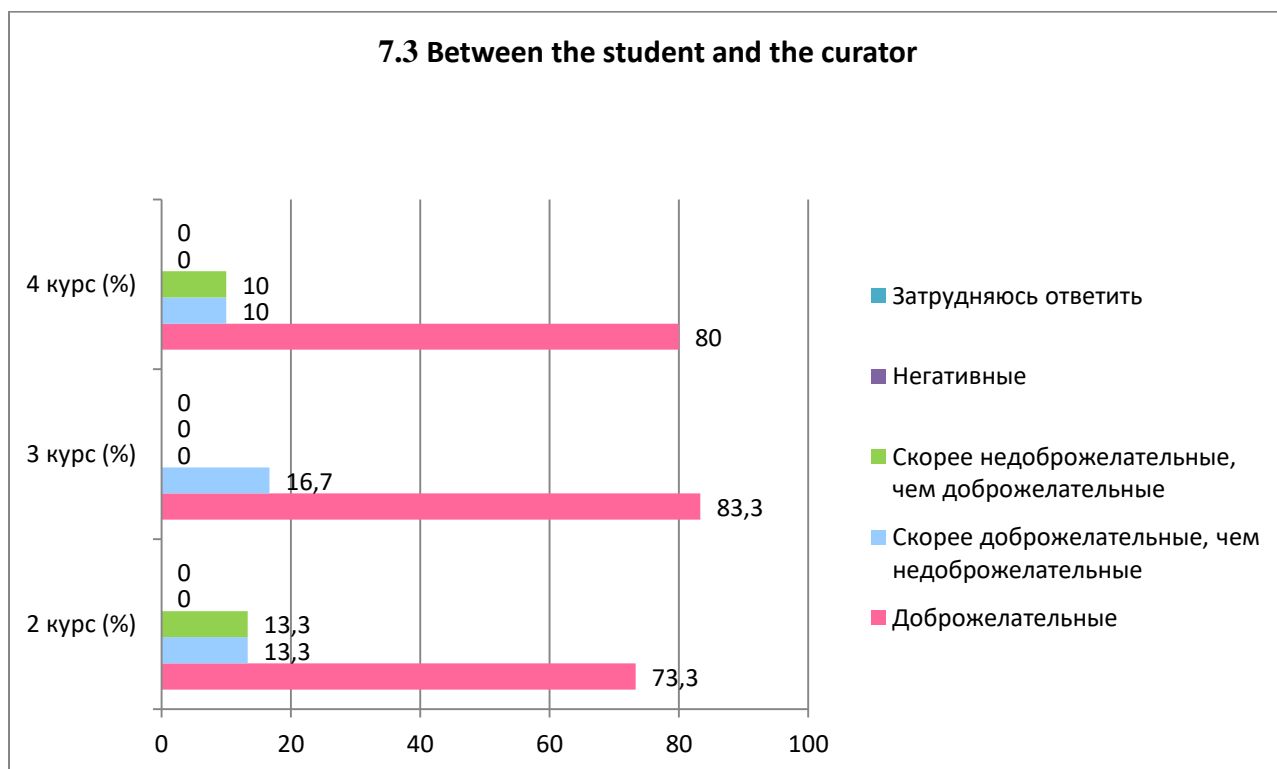
7.2 Between teachers and students (in the educational process)



7.3 Between the student and the curator

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Friendly	73.3	83.3	80
More friendly than unfriendly	13.3	16.7	10
More unfriendly than friendly	13.3	-	10
Negative	-	-	-
I find it difficult to answer	-	-	-

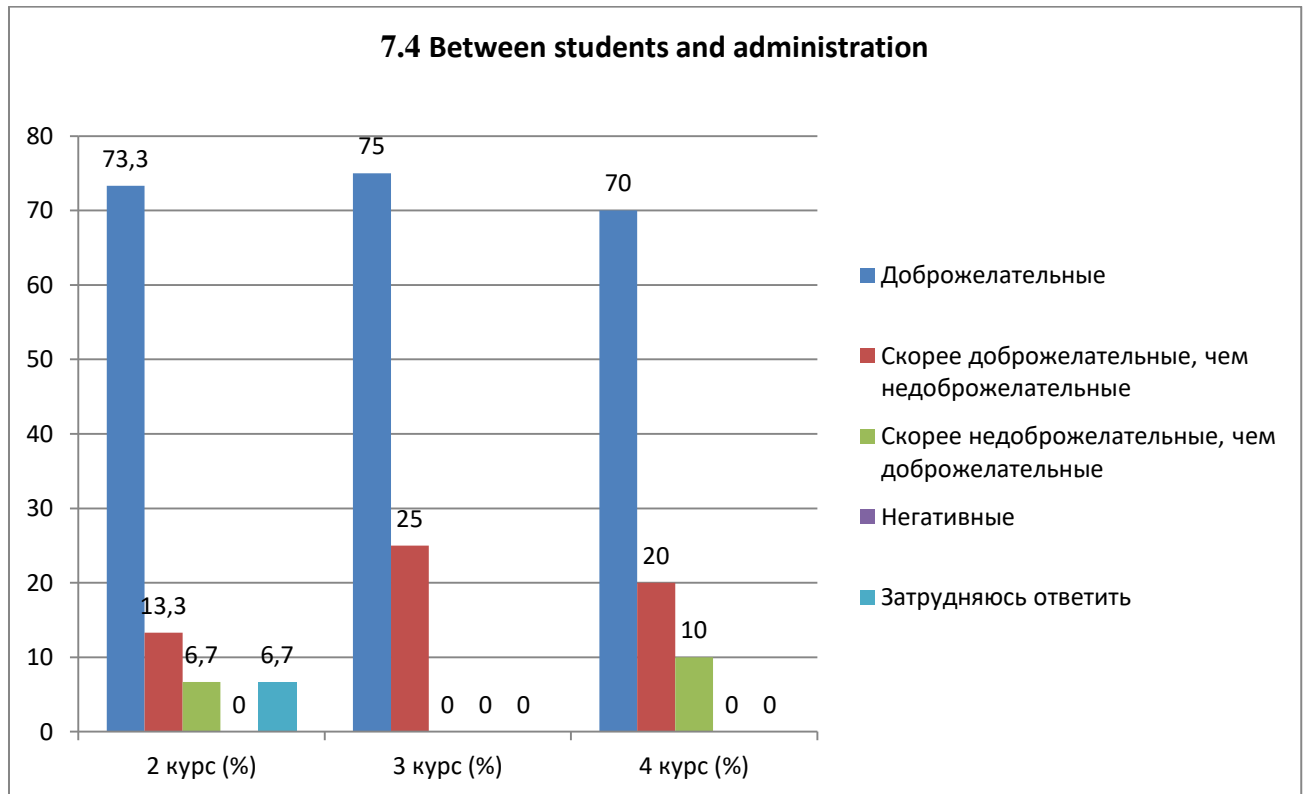
7.3 Between the student and the curator



7.4 Between students and administration

Answer options	2nd year (%)	3rd year (%)	4th year (%)
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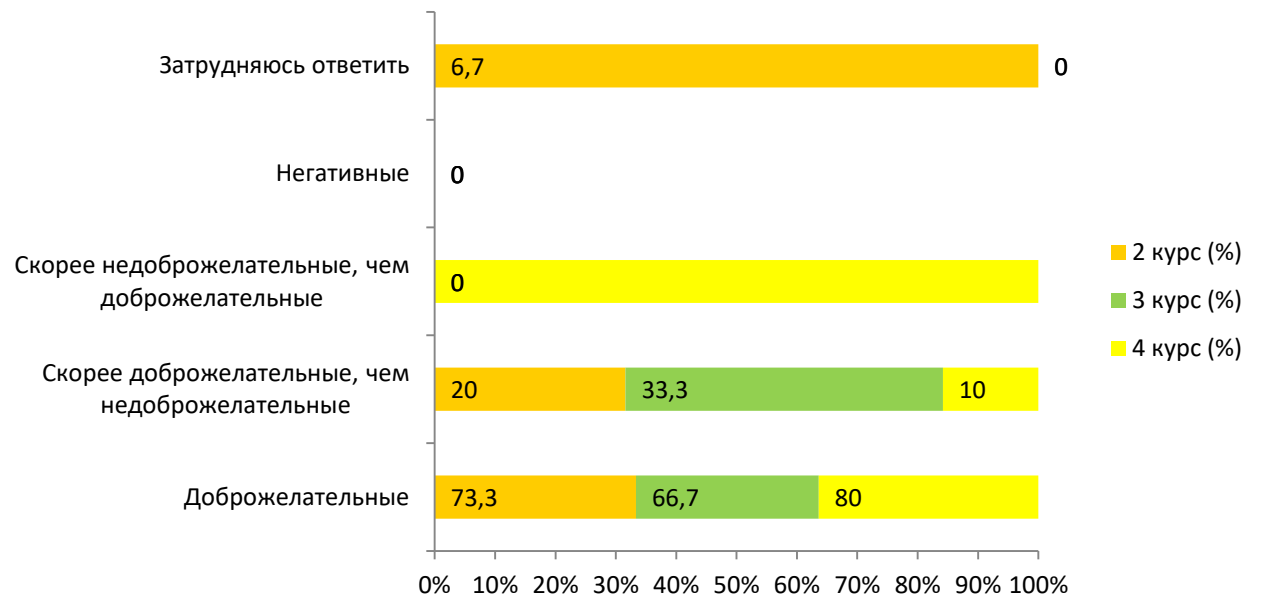
Friendly	73.3	75	70
More friendly than unfriendly	13.3	25	20
More unfriendly than friendly	6.7	-	10
Negative	-	-	-
I find it difficult to answer	6.7	-	-



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

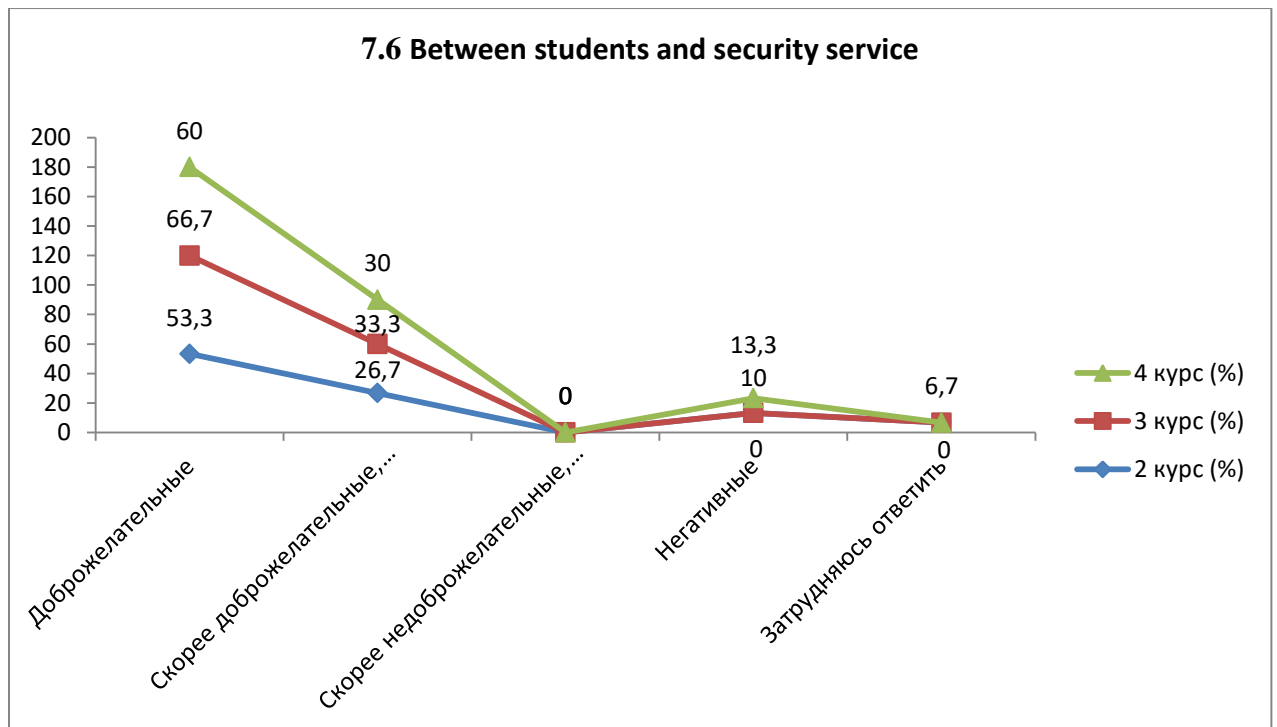
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Friendly	73.3	66.7	80
More friendly than unfriendly	20	33.3	10
More unfriendly than friendly	-	-	10
Negative	-	-	-
I find it difficult to answer	6.7	-	-

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	53.3	66.7	60
More friendly than unfriendly	26.7	33.3	thirty
More unfriendly than friendly	-	-	-
Negative	13.3	-	10
I find it difficult to answer	6.7	-	-



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

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

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
- The security service is always rude. I'm not at all sure about the profitability of its existence, since they are not competent, none of them have the physical training or professional knowledge that they should have in their position.	- mostly kind and smiling people.	-

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

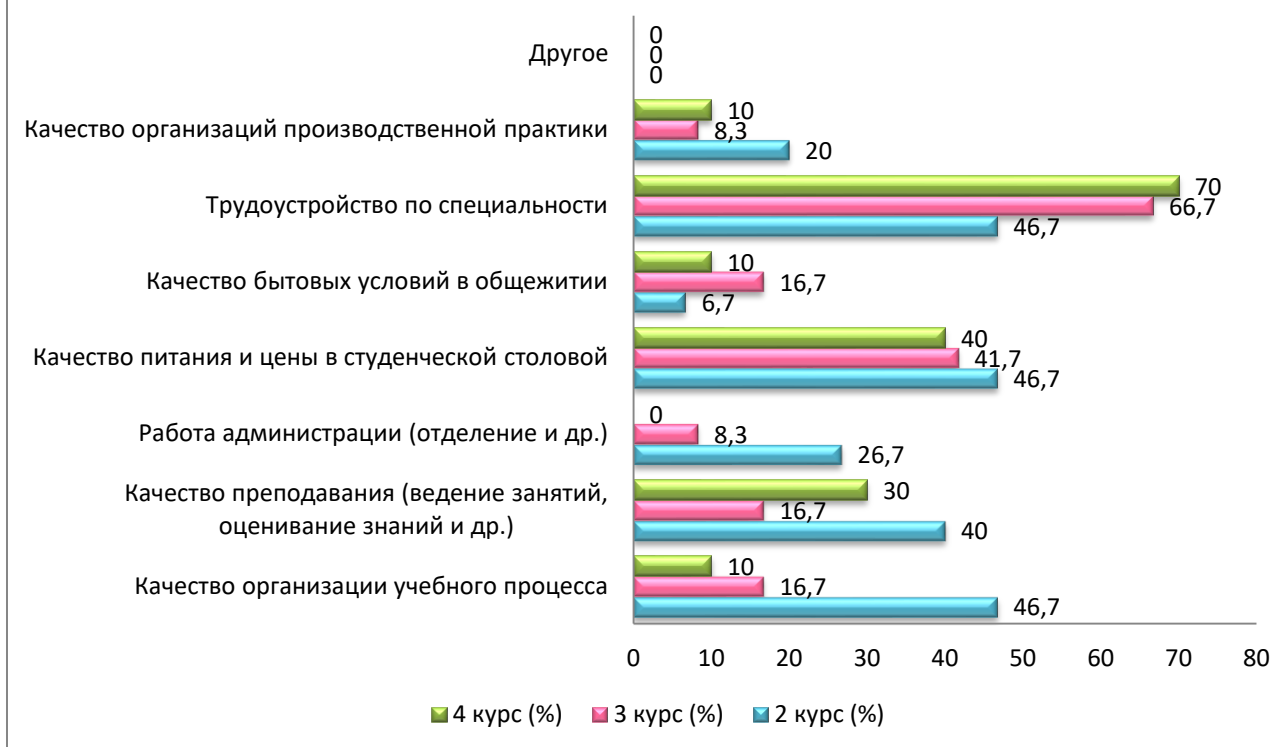
(choose no more than 3 answer options)

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Quality of organization of the educational process	46.7	16.7	10
Quality of teaching (class conducting, assessment of knowledge, etc.)	40	16.7	thirty
Administration work (department, etc.)	26.7	8.3	-
Quality of food and prices in the student canteen	46.7	41.7	40
Quality of living conditions in the hostel	6.7	16.7	10
Employment by specialty	46.7	66.7	70
Quality of industrial practice organizations	20	8.3	10
Other	-	-	-

**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:*

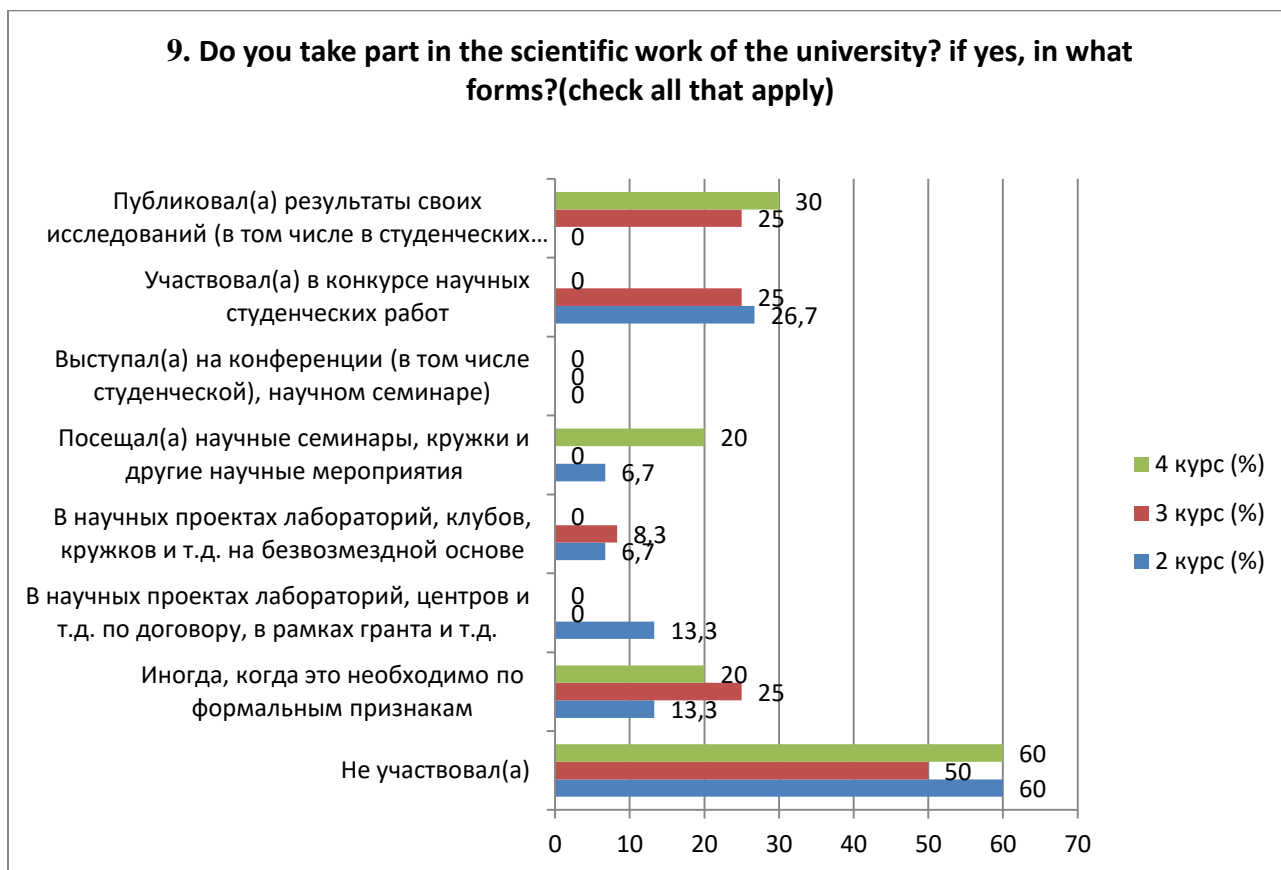
2nd year	3rd year	4th year
-	-	-

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	60	50	60
Sometimes, when it is necessary for formal reasons	13.3	25	20
In scientific projects of laboratories, centers, etc. under a contract, within a grant, etc.	13.3	-	-
In scientific projects of laboratories, clubs, circles, etc. free of charge	6.7	8.3	-
Attended scientific seminars, clubs and other scientific events	6.7	-	20
Speaker at a conference (including a student conference), scientific seminar)	-	-	-
Participated in a student scientific work competition	26.7	25	-
Published the results of his research (including in student collections)	-	25	thirty

*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



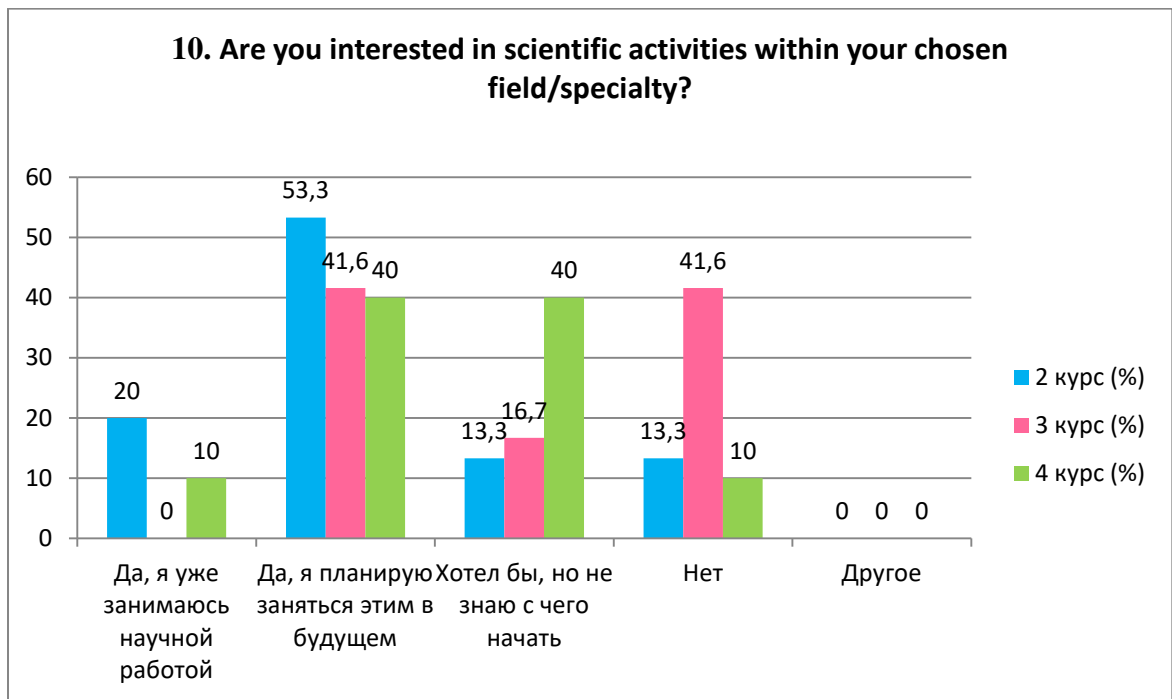
For the option "If you answered "Did not participate" to the previous question, write why»students indicated the following options*:

2nd year	3rd year	4th year
<ul style="list-style-type: none"> - There is not enough time for anything other than studying; - not interested; - wasn't able/wasn't interested; - No time. 	<ul style="list-style-type: none"> - Not interested; - Not interested. 	-

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	20	-	10
Yes, I plan to do this in the future	53.3	41.6	40
I would like to, but I don't know where to start	13.3	16.7	40
No	13.3	41.6	10
Other	-	-	-

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



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*:

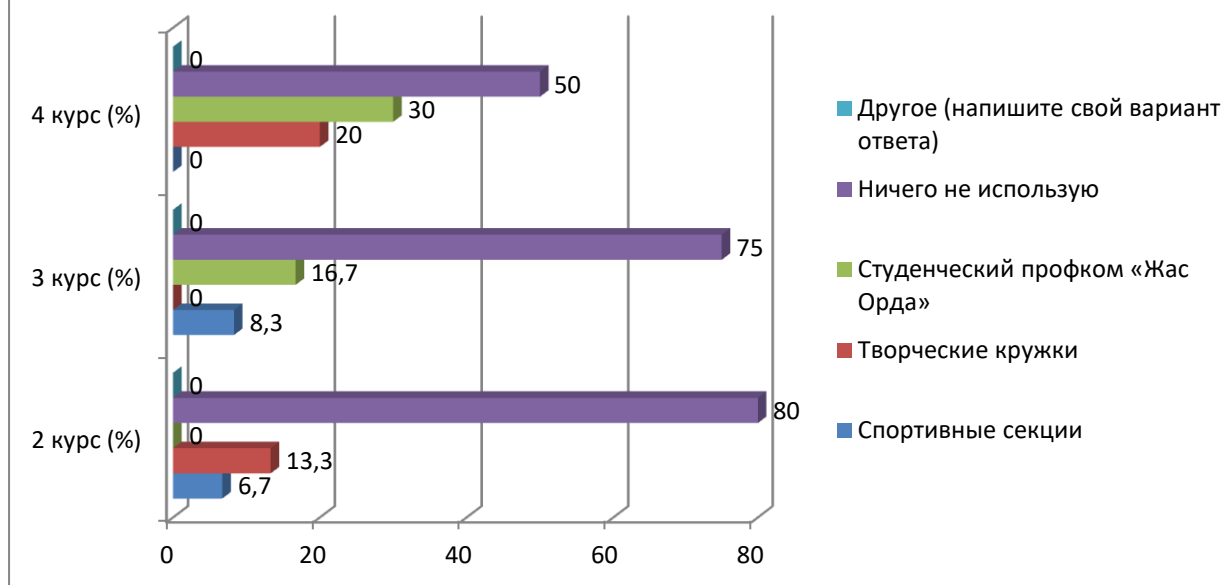
2nd year	3rd year	4th year
-	-	-

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	6.7	8.3	-
Creative clubs	13.3	-	20
Student trade union committee "Zhas Orda"	-	16.7	thirty
I don't use anything	80	75	50
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
<ul style="list-style-type: none"> - 1. I live far away, 2. my health does not allow it; - Not interested; - Uninformed; - I develop personally outside of university. 	<ul style="list-style-type: none"> - I wanted to get creative; it didn’t work out; - I don `t want; - I am not aware of the existence of the above-described circles. 	-

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 _____

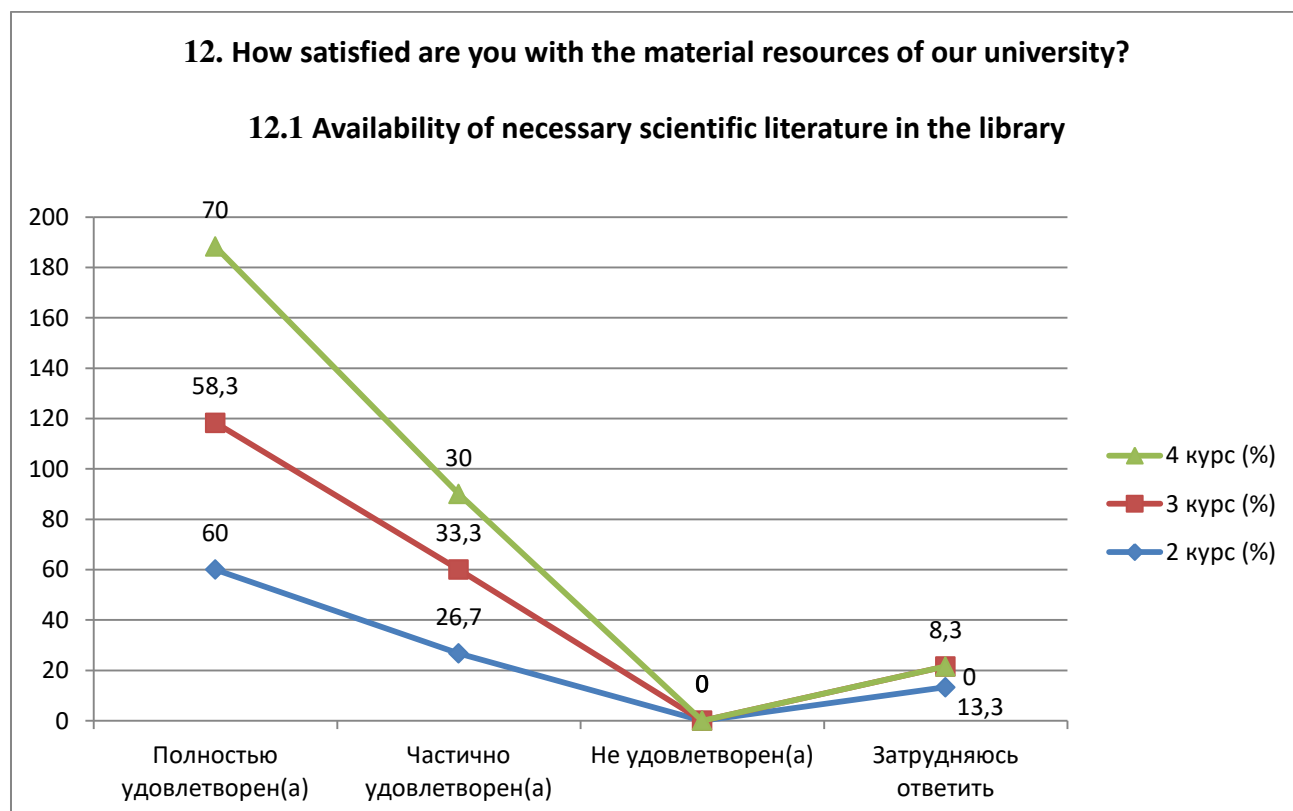
If you answered “not satisfied” to the previous question, give recommendations for improving the services provided _____

*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:

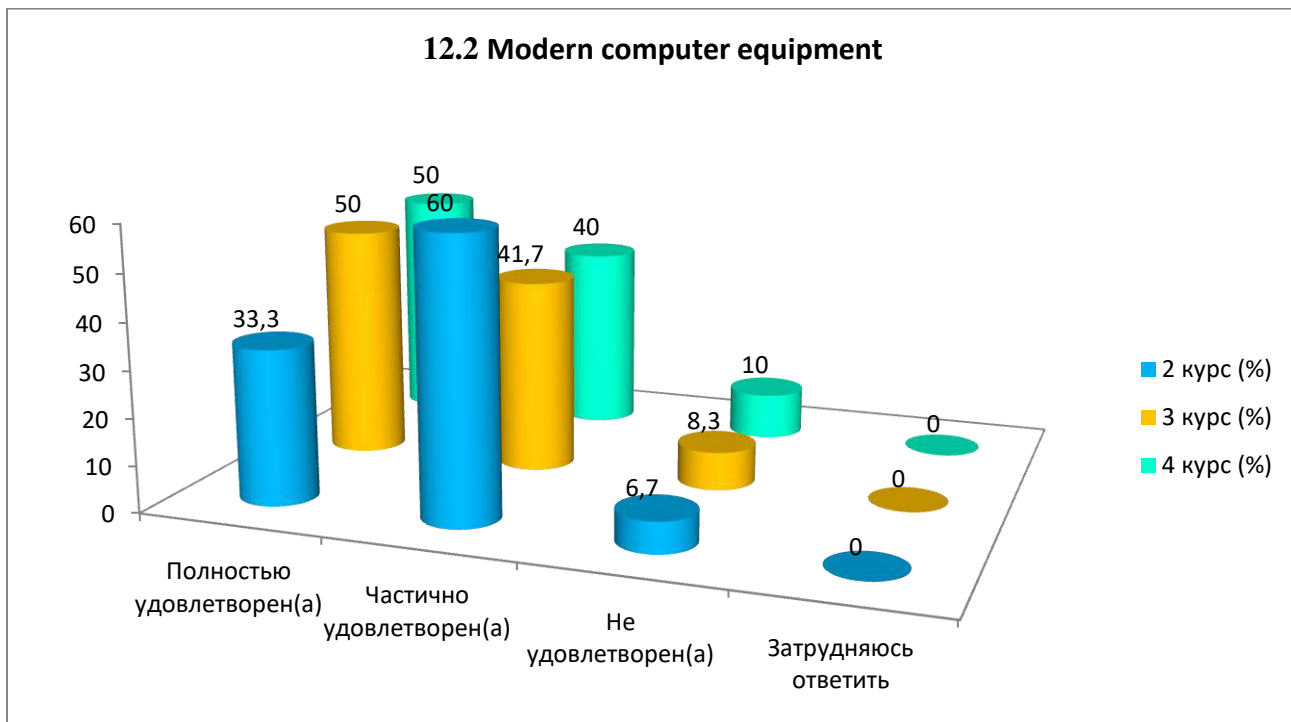
12.1 Availability of necessary scientific literature in the library

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	60	58.3	70
Partially satisfied	26.7	33.3	thirty
Not satisfied)	-	-	-
I find it difficult to answer	13.3	8.3	-



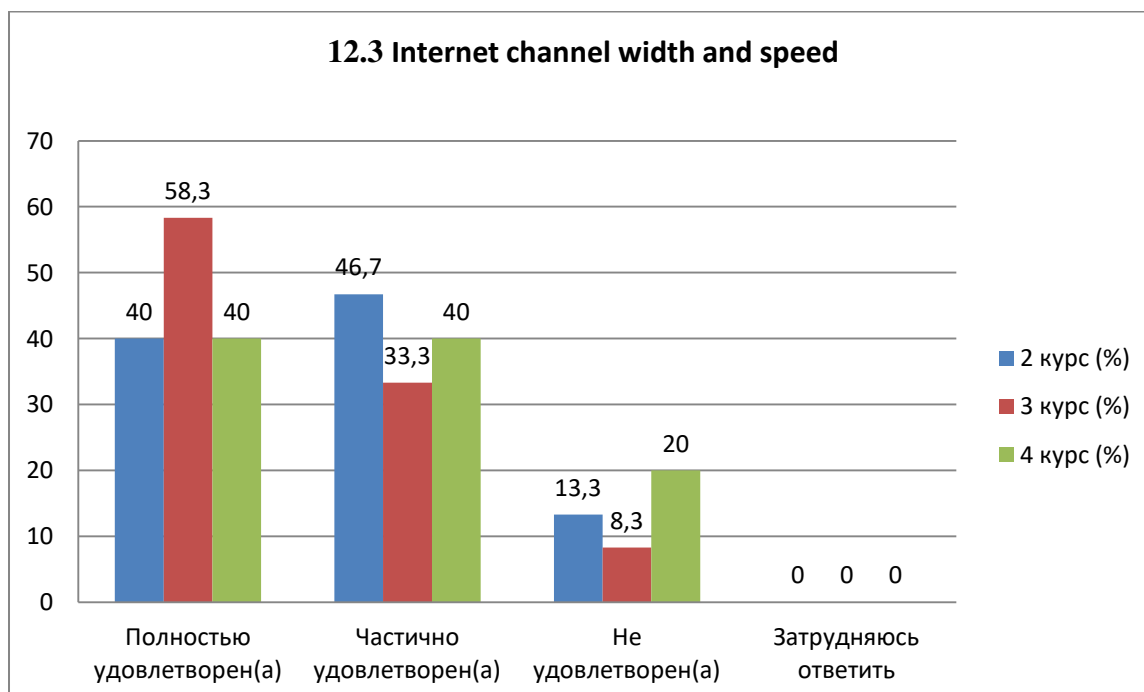
12.2 Modern computer equipment

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	33.3	50	50
Partially satisfied	60	41.7	40
Not satisfied)	6.7	8.3	10
I find it difficult to answer	-	-	-



12.3 Internet channel width and speed

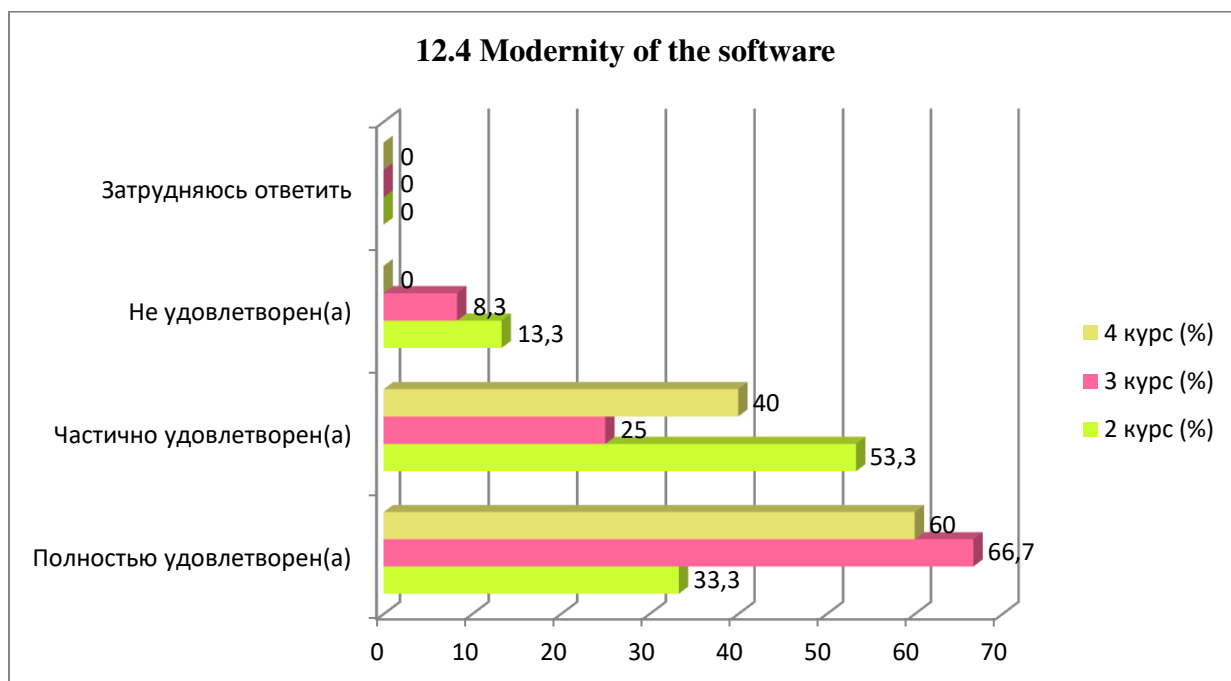
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	40	58.3	40
Partially satisfied	46.7	33.3	40
Not satisfied)	13.3	8.3	20
I find it difficult to answer	-	-	-



12.4 Modern software

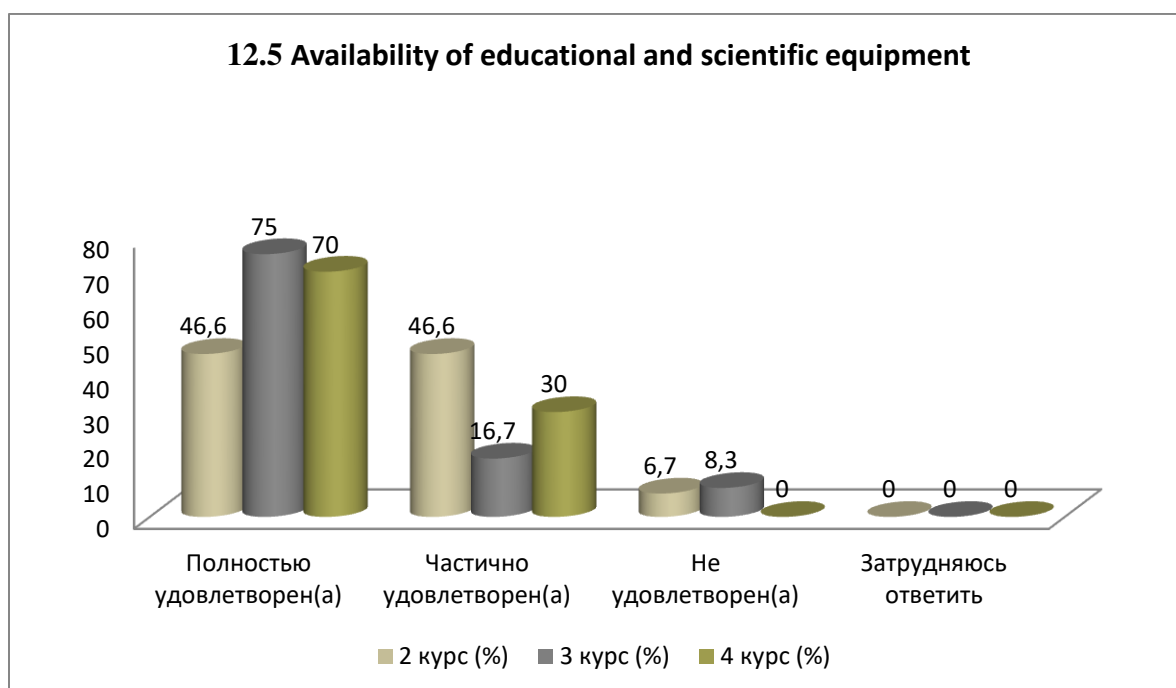
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	33.3	66.7	60
Partially satisfied	53.3	25	40
Not satisfied)	13.3	8.3	-
I find it difficult to answer	-	-	-

12.4 Modernity of the software



12.5 Availability of educational and scientific equipment

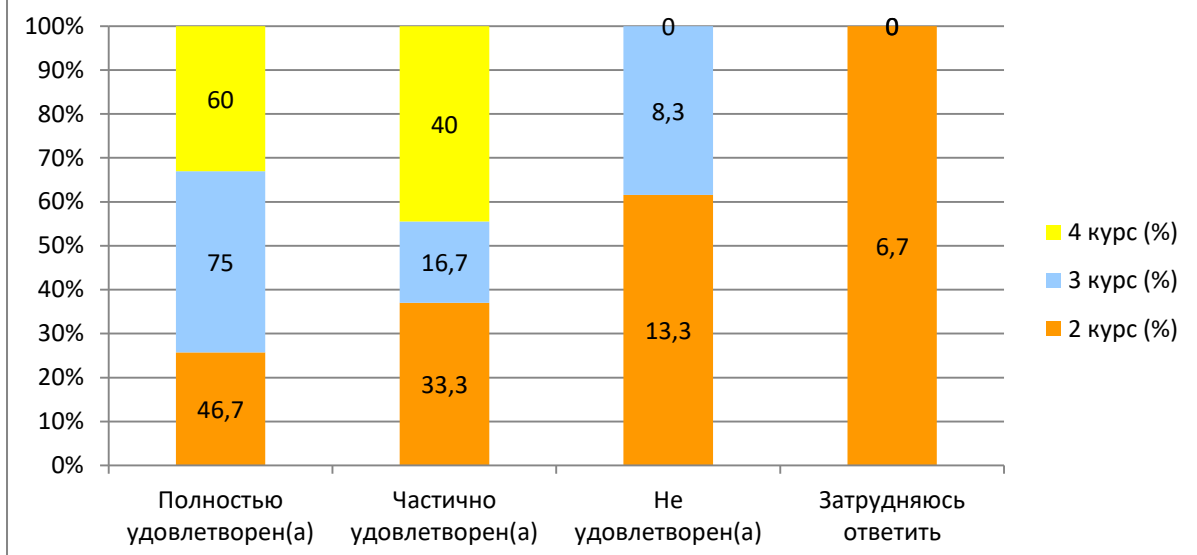
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	46.6	75	70
Partially satisfied	46.6	16.7	thirty
Not satisfied)	6.7	8.3	-
I find it difficult to answer	-	-	-



12.6 Availability of laboratories and specialized classrooms

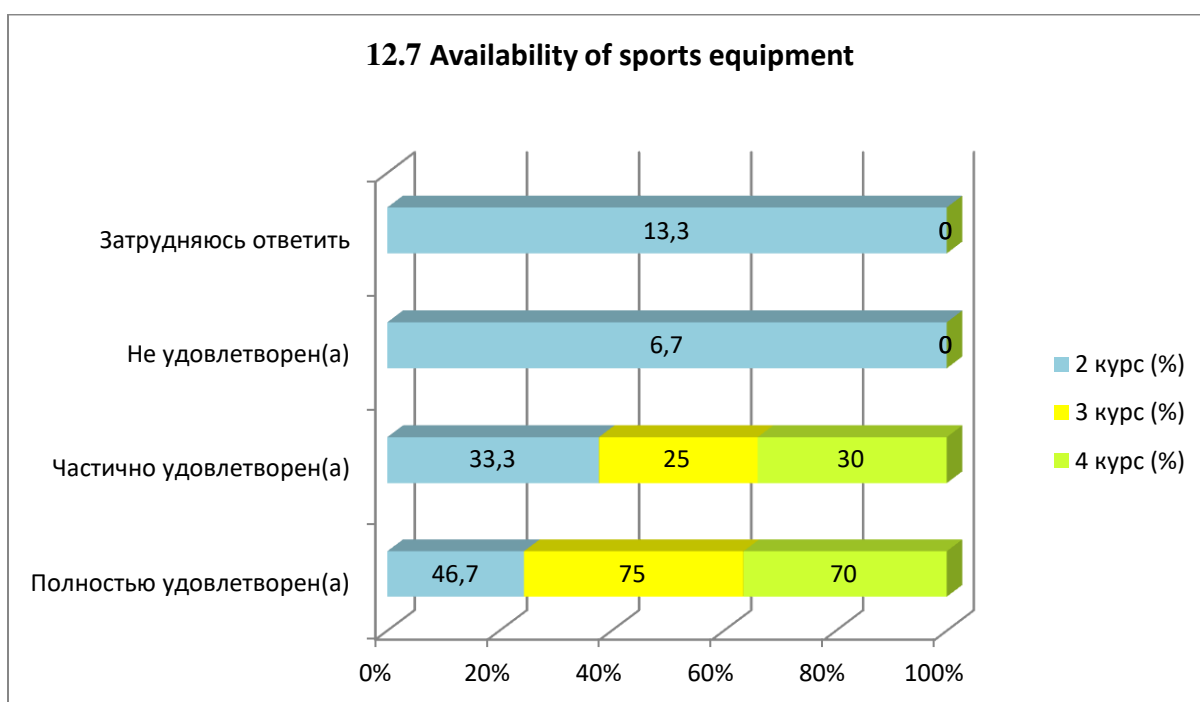
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	46.7	75	60
Partially satisfied	33.3	16.7	40
Not satisfied)	13.3	8.3	-
I find it difficult to answer	6.7	-	-

12.6 Availability of laboratories and specialized classrooms



12.7 Availability of sports equipment

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	46.7	75	70
Partially satisfied	33.3	25	thirty
Not satisfied)	6.7	-	-
I find it difficult to answer	13.3	-	-



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

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

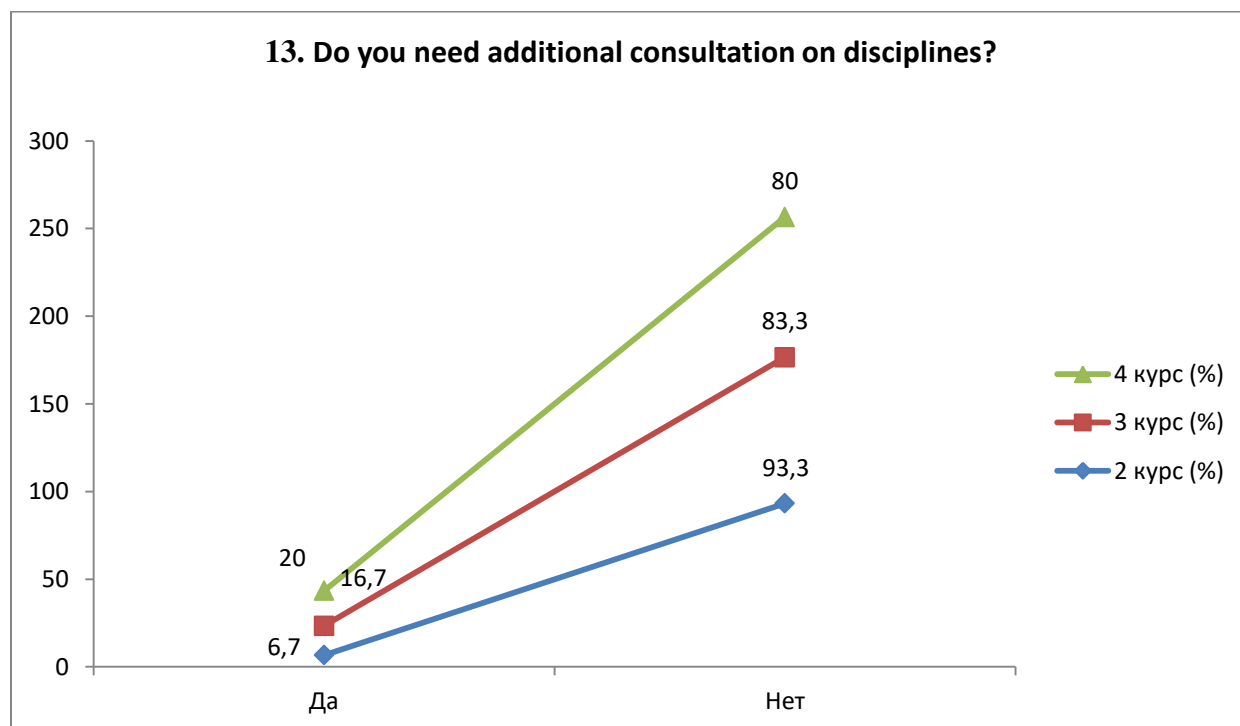
*Students' answers to the option “other” and “if you answered “not satisfied...” to the previous question are presented in the original. The author's spelling and punctuation have been preserved.

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
-	-	-

13. Do you need additional consultation on disciplines?

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Yes	6.7	16.7	20
No	93.3	83.3	80



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
- Methods of analysis and synthesis of design solutions, multimedia technologies.	-	-

14. What is more important for you to get as a result of studying at your university?

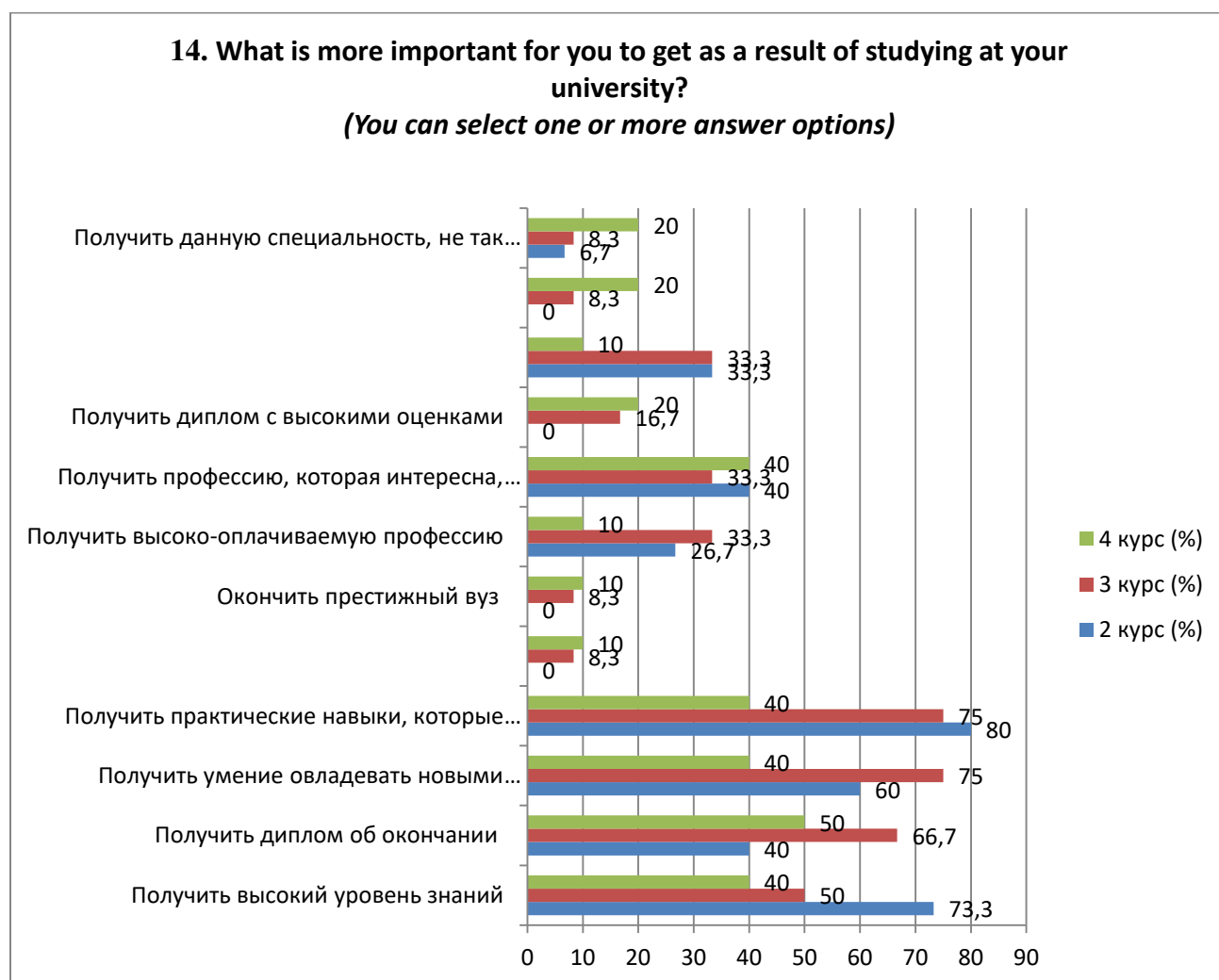
(You can select one or more answer options)

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Get a high level of knowledge	73.3	50	40
Receive a diploma of completion	40	66.7	50
Gain the ability to acquire new knowledge that will help you quickly adapt in the workplace	60	75	40

*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.

Gain practical skills that you can immediately use at work	80	75	40
Get a diploma, the prestige of the university does not matter	-	8.3	10
Graduate from a prestigious university	-	8.3	10
Get a highly paid profession	26.7	33.3	10
Get a profession that is interesting and matches your abilities	40	33.3	40
Get a diploma with high grades	-	16.7	20
You need to learn only what is interesting or will be needed in further study (work)	33.3	33.3	10
It's not so important to graduate from this particular university, in what specialty	-	8.3	20
Getting this specialty is not so important in which university.	6.7	8.3	20

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



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
<ul style="list-style-type: none"> - There are enough questions that are already present; - None, the questionnaire is detailed; - Everything suits me; <li style="padding-left: 20px;">- no ideas; - It's better to organize a development headquarters and try, together with students, to develop the quality of lectures and much more.; - Difficulties with certain, compulsory subjects; - No idea. 	<ul style="list-style-type: none"> - Change computers; <li style="padding-left: 20px;">- Don't know; - There are no questions to add; - Quality of food; - No questions; <li style="padding-left: 20px;">- None. 	<ul style="list-style-type: none"> - I think all the questions presented here are sufficient.; <li style="padding-left: 20px;">- No; - Don't know.

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

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

However, in During the questionnaire, it should be noted that most of the recommendations for improving the services provided were given regarding the organization of catering at the university. The following shortcomings were identified: a small assortment of dishes offered, a large queue that forms during peak dining hours, inflated prices for dishes, the quality of food does not correspond to the price, etc. All identified shortcomings significantly affect the efficiency of the canteen and, most importantly, the public opinion of visitors to this canteen.

As recommendations for improving the work of canteens, it is possible to consider expanding the range of dishes, 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 – 66.7%, 3rd year – 75%, 4th year – 100%. 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 – 13.3%, 3rd year – 16.7%), "Dissatisfaction with the quality of classes"(2nd year - 13.3%), "Dissatisfaction with the organization of tests and exams"(3rd year - 8.3%).

To the question: "What indicators are usually taken into account by teachers when making the final grade?" 40.6% of students indicated the option "activity in classes (seminars), answers to teacher questions, problem solving, etc.", in second place - 21.1% "results of practice, laboratory and other practical work" and in third place is 15% "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."

For the option **"If you answered the previous question "More unfriendly than friendly" and "Negative", give recommendations for improvement**»students indicated the following answer options*: "The security service is always rude. I'm not at all sure about the profitability of its existence, since they are not competent, none of them have the physical training or professional knowledge that they should have in their position.", "mostly kind and smiling people." etc.

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

To the question “Which student problems are of particular concern to you now?” students put “Employment by specialty”- 61.1%. Next – “Quality of food and prices in the student canteen” – 42.8%. In third position – “Quality of teaching (class conducting, assessment of knowledge, etc.)”– 28.9%.

To the question “**Do you need additional consultation on disciplines?**” **14.5%**respondents responded that they needed additional consultation. Among the disciplines were listed: Methods of analysis and synthesis of design solutions, multimedia technologiesand others.

Recommendations:

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