

Report
on the results of the survey
“Satisfaction of 2-5 year students with educational services”
in 2023 – 2024 academic year
Department: IT Systems and Information technology and security
Specialty: 6B06104 Computing Equipment and Software

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 6B06104 Computing Equipment and Software, 117 respondents took part in the survey:

- 2 year – 42 students (68,9%);
- 3 year – 45 students (91,8%);
- 4 year – 30 students (63,8%).

Mode of training

- Budget – 42 students (35.9%);
- Paid – 75 students (64.1%).

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

Indicators:

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

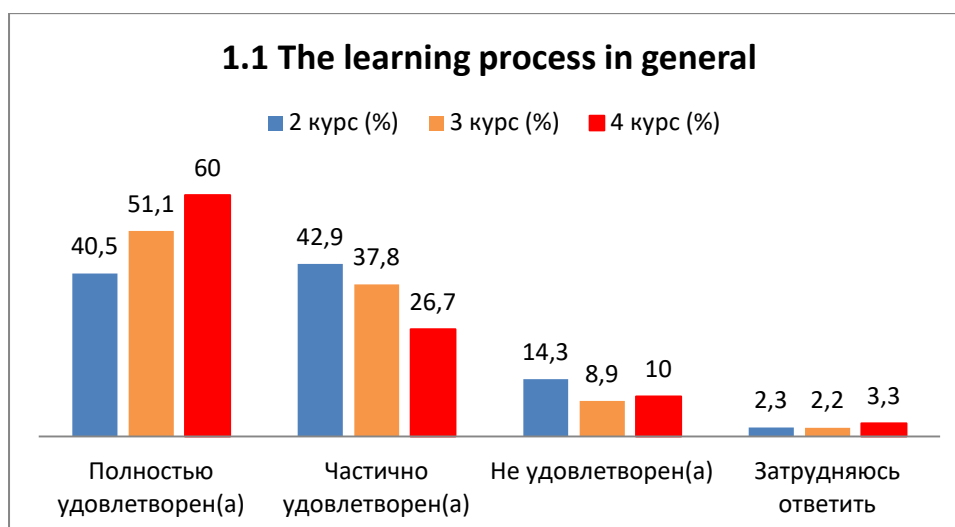
1.1 The learning process in general
1.2 Class schedule
1.3 Organization of independent work
1.4 Practices
1.5 Organizing and conducting SIWT
1.6 Organizing and conducting laboratory work
1.7 Satisfaction with the library work
1.8 Possibility of access to full-text databases of scientific publications
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. _____

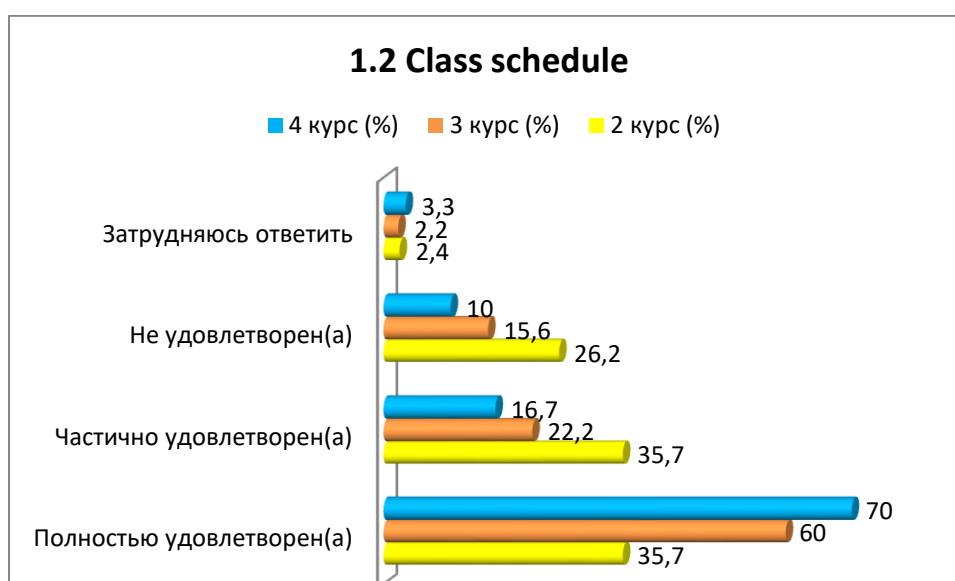
1.1 The learning process in general

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	40.5	51.1	60
<i>Partially satisfied</i>	42.9	37.8	26.7
<i>Not satisfied</i>	14.3	8.9	10
<i>I find it difficult to answer</i>	2.3	2.2	3.3



1.2 Class schedule

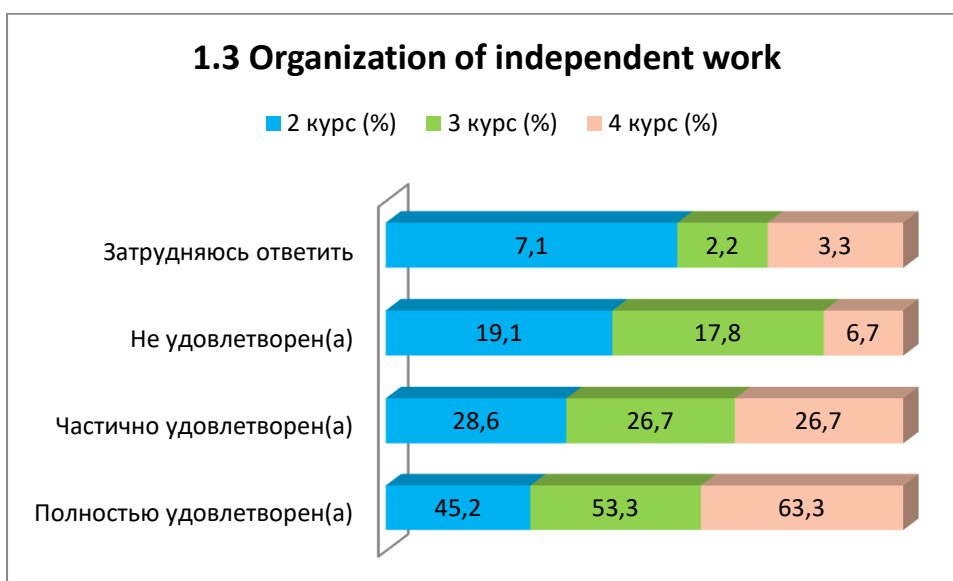
Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	35.7	60	70
<i>Partially satisfied</i>	35.7	22.2	16.7
<i>Not satisfied</i>	26.2	15.6	10
<i>I find it difficult to answer</i>	2.4	2.2	3.3



1.3 Organization of independent work

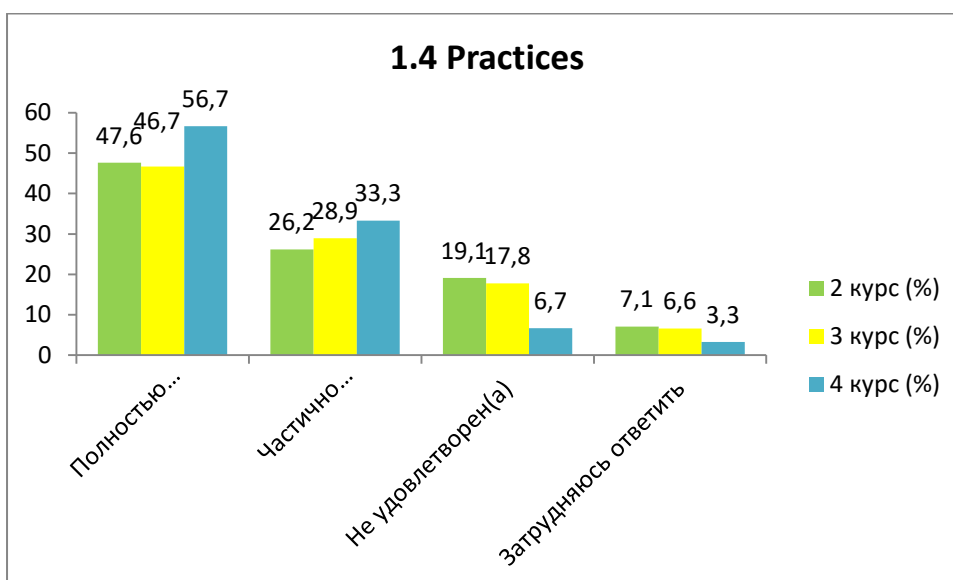
Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	45.2	53.3	63.3

<i>Partially satisfied</i>	28.6	26.7	26.7
<i>Not satisfied</i>	19.1	17.8	6.7
<i>I find it difficult to answer</i>	7.1	2.2	3.3



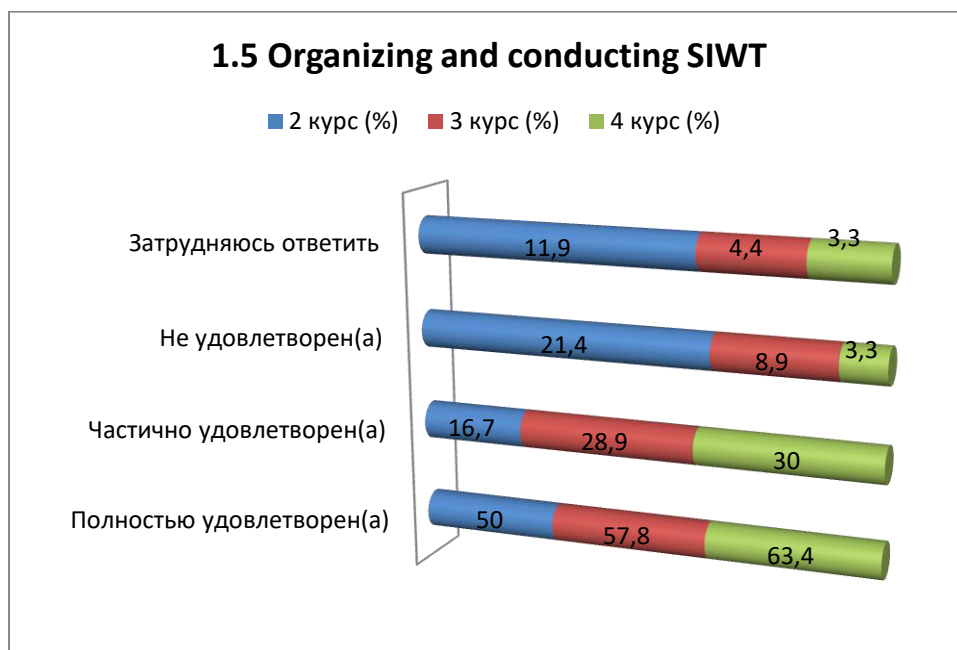
1.4 Practices

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	47.6	46.7	56.7
<i>Partially satisfied</i>	26.2	28.9	33.3
<i>Not satisfied</i>	19.1	17.8	6.7
<i>I find it difficult to answer</i>	7.1	6.6	3.3



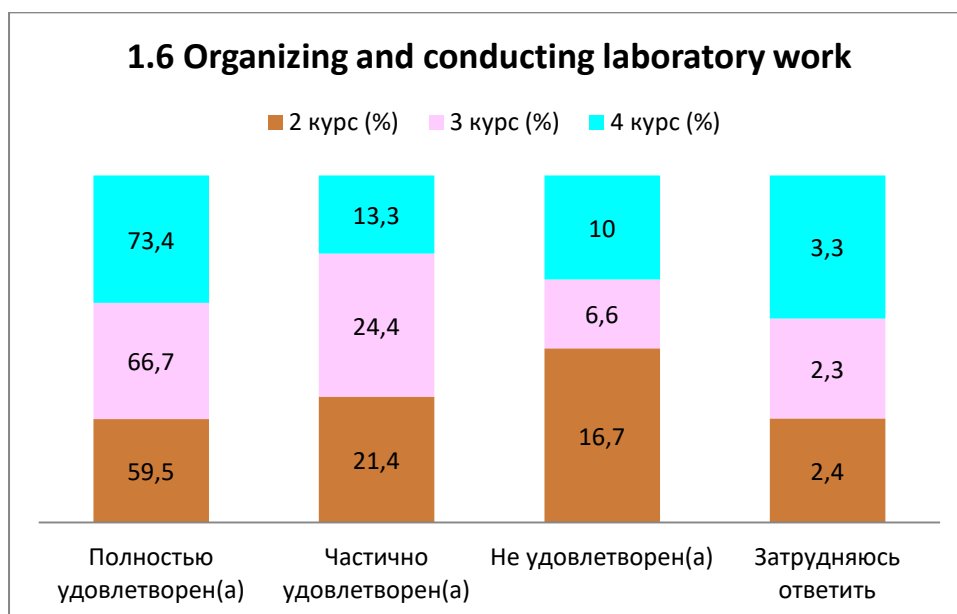
1.5 Organizing and conducting SIWT

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	50	57.8	63.4
<i>Partially satisfied</i>	16.7	28.9	30
<i>Not satisfied</i>	21.4	8.9	3.3
<i>I find it difficult to answer</i>	11.9	4.4	3.3



1.6 Organizing and conducting laboratory work

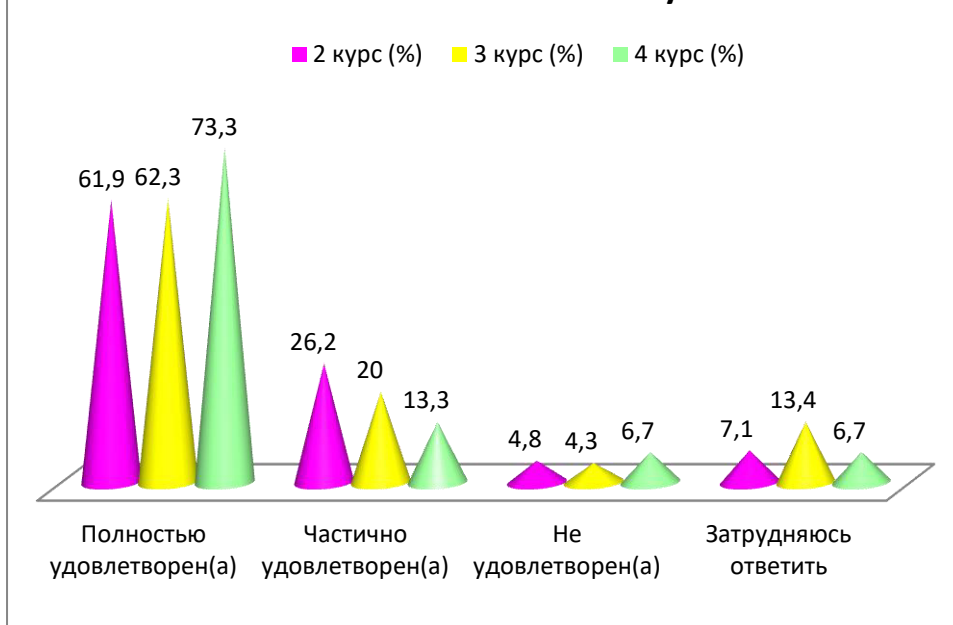
Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	59.5	66.7	73.4
<i>Partially satisfied</i>	21.4	24.4	13.3
<i>Not satisfied</i>	16.7	6.6	10
<i>I find it difficult to answer</i>	2.4	2.3	3.3



1.7 Satisfaction with the library work

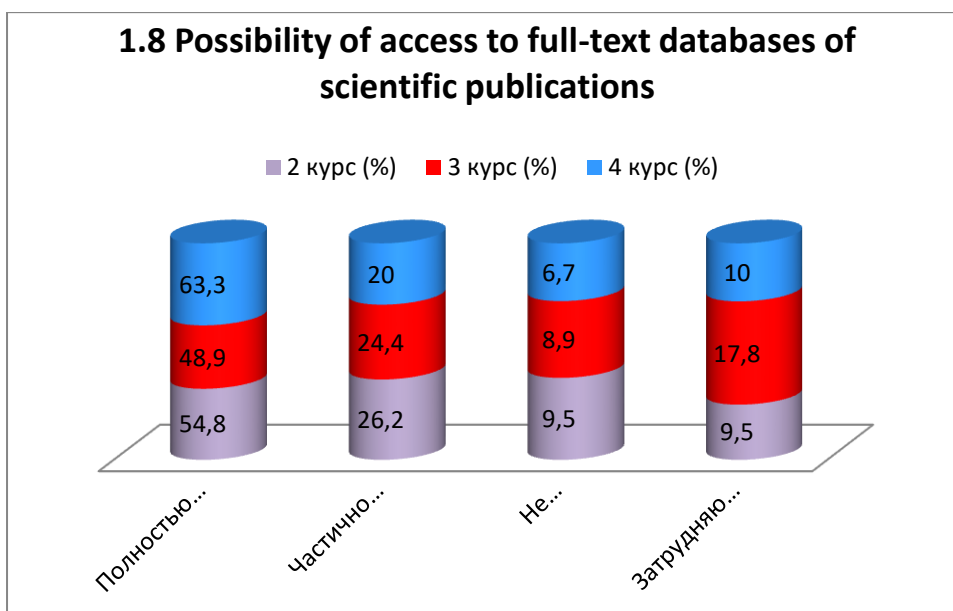
Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	61.9	62.3	73.3
<i>Partially satisfied</i>	26.2	20	13.3
<i>Not satisfied</i>	4.8	4.3	6.7
<i>I find it difficult to answer</i>	7.1	13.4	6.7

1.7 Satisfaction with the library work



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

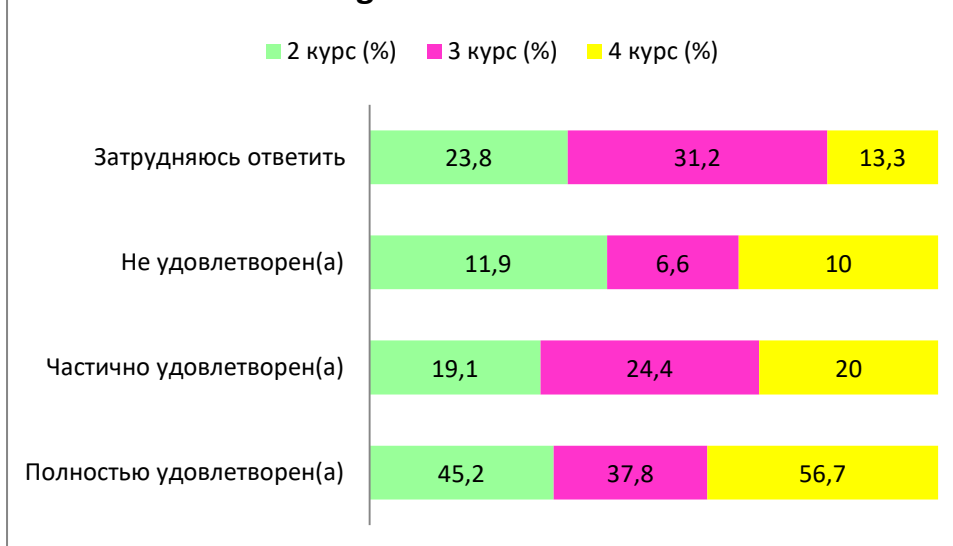
Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	54.8	48.9	63.3
<i>Partially satisfied</i>	26.2	24.4	20
<i>Not satisfied</i>	9.5	8.9	6.7
<i>I find it difficult to answer</i>	9.5	17.8	10



1.9 Living conditions in the hostel

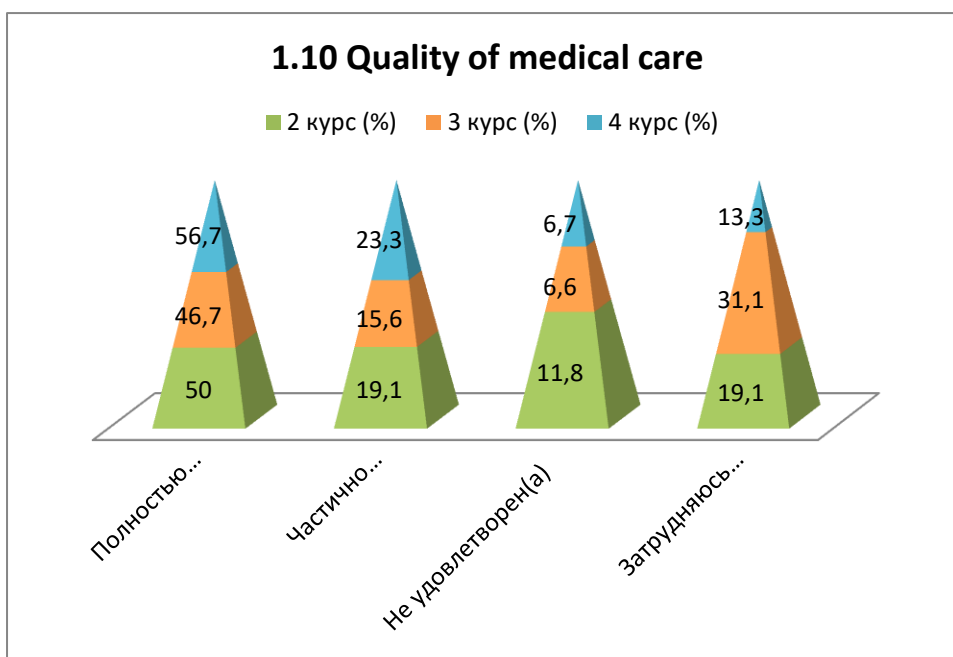
Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	45.2	37.8	56.7
<i>Partially satisfied</i>	19.1	24.4	20
<i>Not satisfied</i>	11.9	6.6	10
<i>I find it difficult to answer</i>	23.8	31.2	13.3

1.9 Living conditions in the hostel



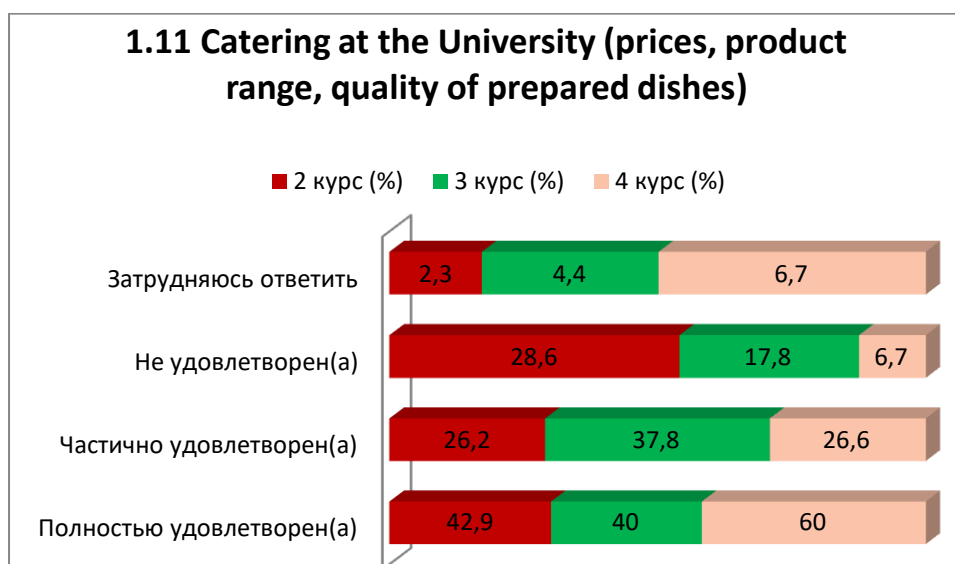
1.10 Quality of medical care

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	50	46.7	56.7
<i>Partially satisfied</i>	19.1	15.6	23.3
<i>Not satisfied</i>	11.8	6.6	6.7
<i>I find it difficult to answer</i>	19.1	31.1	13.3



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

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	42.9	40	60
<i>Partially satisfied</i>	26.2	37.8	26.6
<i>Not satisfied</i>	28.6	17.8	6.7
<i>I find it difficult to answer</i>	2.3	4.4	6.7



For the option “Other”, students gave the following answers*:

2 year	3 year	4 year
<ul style="list-style-type: none"> - Fine - Parking and food. - No - SIWT is poorly conducted - It can be much better. 	<ul style="list-style-type: none"> - No - I am completely satisfied with all the conditions of the university 	<ul style="list-style-type: none"> - I want sofas to be installed to sit on

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*:

2 year	3 year	4 year
<ul style="list-style-type: none"> - There are not enough paid or free parking spaces and healthy food in canteens/buffets. With parking, a solution to the problem is to cut down the trees, which occupy 1/4 of the parking spaces, and make paid or free parking in the university area, with food, for example, you can simply add fresh salads to the menu, breakfasts like scrambled egg porridge, etc. . - The schedule must be set at the same time, every day at a 	<ul style="list-style-type: none"> - No - Revise teaching methods - Beautiful dining room, more food 	<ul style="list-style-type: none"> - Food: change the menu and make a coffee machine

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

<p>different time, this is very inconvenient.</p> <ul style="list-style-type: none"> - There is too little time to write in lectures, which makes it impossible to understand the topic - I had to use the library only once and then I couldn't find the book I needed, recommended by the teacher - There are several teachers who greatly torment them with their SSR. People with military backgrounds have a hard time. - Improve the living conditions of the hostel <p>There is nothing really in the dining room from 1 and 2. The schedule is strange, some days there are 4 pairs and some there is one</p> <ul style="list-style-type: none"> - Find a conscience. - Expensive - There are schedules until 19:00, we don't have time to get anywhere 		
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2. Your attitude to the quality of organizing the educational process

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>No complaints</i>	54.8	55.6	70
<i>Discrepancy between the disciplines studied and the specialty obtained</i>	16.7	17.8	10
<i>Inconsistency between the importance of the subject and the number of hours</i>	9.5	4.4	13.3
<i>Overload with classroom activities</i>	7.1	6.6	-
<i>Dissatisfaction with the quality of classes</i>	11.9	13.4	3.3
<i>Dissatisfaction with the organization of tests and exams</i>	-	-	3.3
<i>Other</i>	-	2.2	-



For the option “Other”, students gave the following answers* :

2 year	3 year	4 year
-	- Unnecessary subjects to occupy time spent for studying	-

For the option “If you answered “Not satisfied” to the previous question, please give recommendations for improvement,” students indicated the following options* :

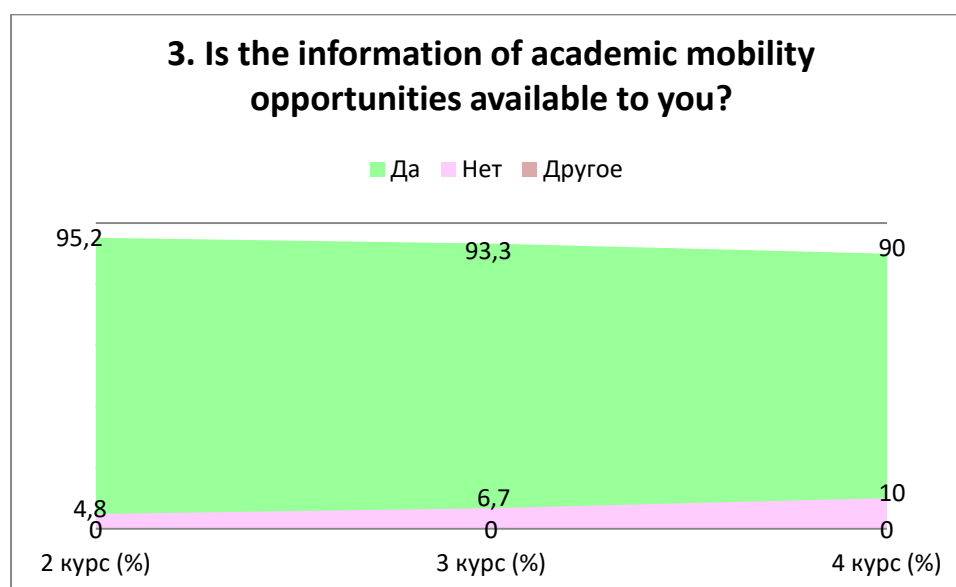
2 year	3 year	4 year
<ul style="list-style-type: none"> - Lectures should be slower so that students not only can write the lecture but also can understand the topic - Remove unnecessary items - We study subjects that are taught more than subjects by profession - Teach what is needed, and remove all nonsense. 	<ul style="list-style-type: none"> - I would like a more narrow training program. When entering the programmer specialty, I did not expect an in-depth program in physics, sociology, and so on. - A more modern approach is needed - The transition to a system of free choice of subjects instead of choosing the so-called “vector” (subjects in which are almost the same) will allow students interested in a certain field to gain more knowledge and spend less time on unnecessary knowledge in their field of activity. - Laboratory classes do not correspond with lectures or, on the 	-

* 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.

	contrary, I would like the teachers to agree on the subject among themselves	
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3. Is the information of academic mobility opportunities available to you?

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Yes</i>	95.2	93.3	90
<i>No</i>	4.8	6.7	10
<i>Other</i>	-	-	-



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

2 year	3 year	4 year
- I answered yes - This topic is not discussed much at the university..	- No	- I don't understand what the question is about, which means I don't have this information - Don't know

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

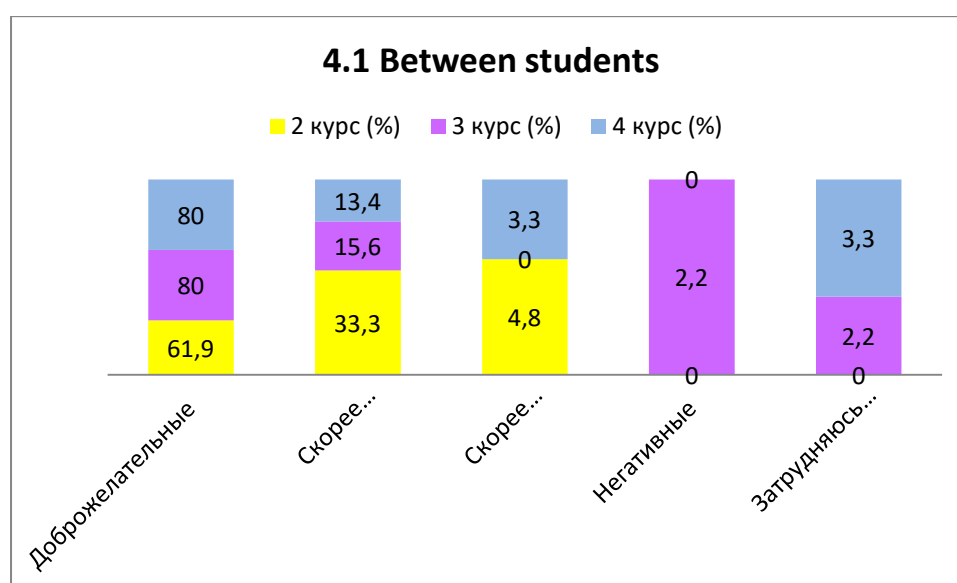
* Students' answers to the option “other” and “if you answered “not satisfied...” to the previous question are presented in the original. The author's spelling and punctuation have been preserved.

Other _____

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

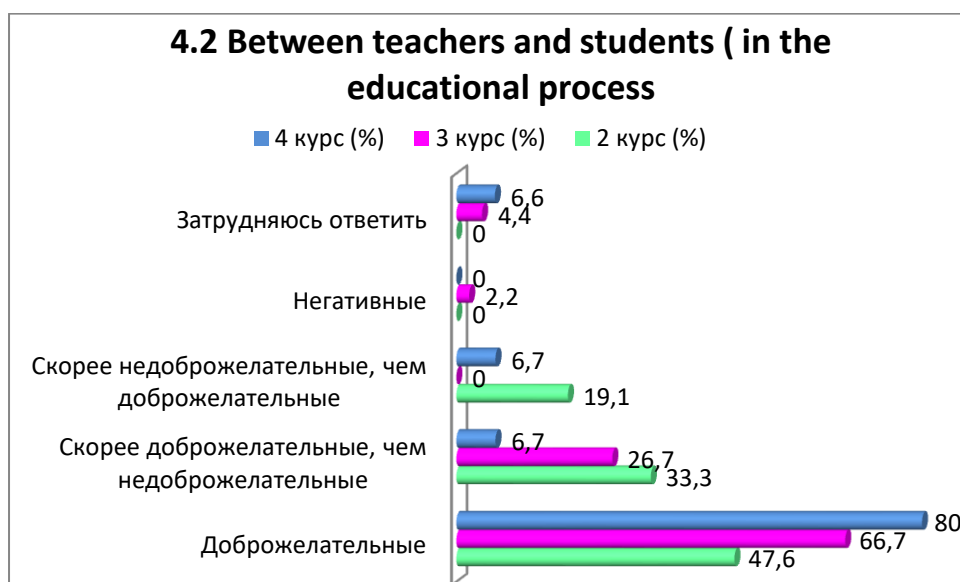
4.1 Between students

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Friendly</i>	61.9	80	80
<i>More friendly than unfriendly</i>	33.3	15.6	13.4
<i>More unfriendly than friendly</i>	4.8	-	3.3
<i>Negative</i>	-	2.2	-
<i>I find it difficult to answer</i>	-	2.2	3.3



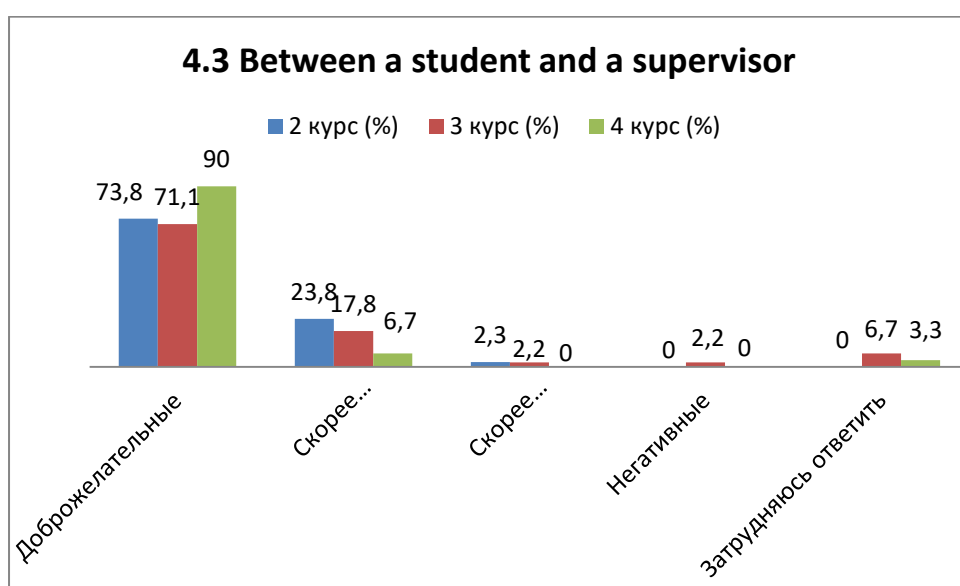
4.2 Between teachers and students (in the educational process)

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Friendly</i>	47.6	66.7	80
<i>More friendly than unfriendly</i>	33.3	26.7	6.7
<i>More unfriendly than friendly</i>	19.1	-	6.7
<i>Negative</i>	-	2.2	-
<i>I find it difficult to answer</i>	-	4.4	6.6



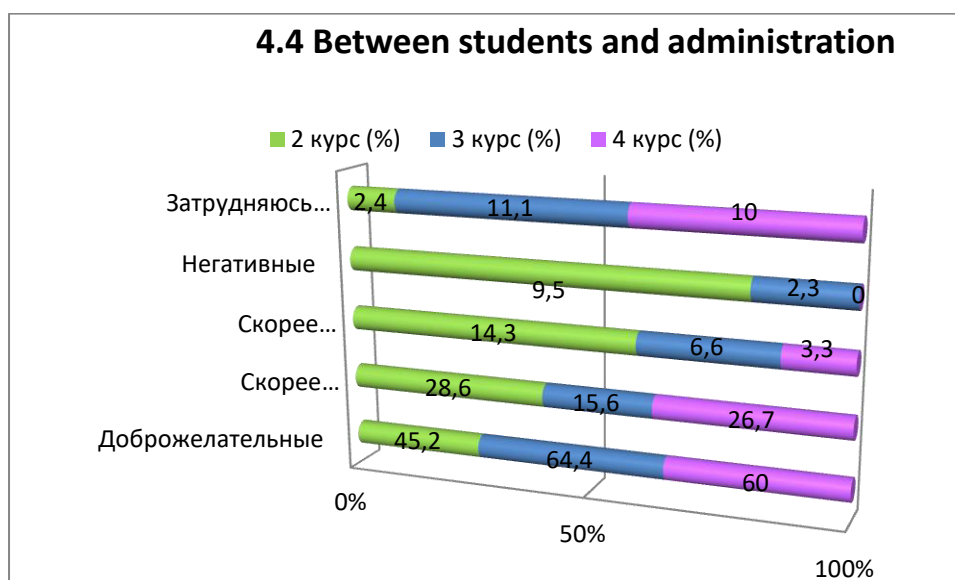
4.3 Between a student and a supervisor

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Friendly</i>	73.8	71.1	90
<i>More friendly than unfriendly</i>	23.8	17.8	6.7
<i>More unfriendly than friendly</i>	2.3	2.2	-
<i>Negative</i>	-	2.2	-
<i>I find it difficult to answer</i>	-	6.7	3.3



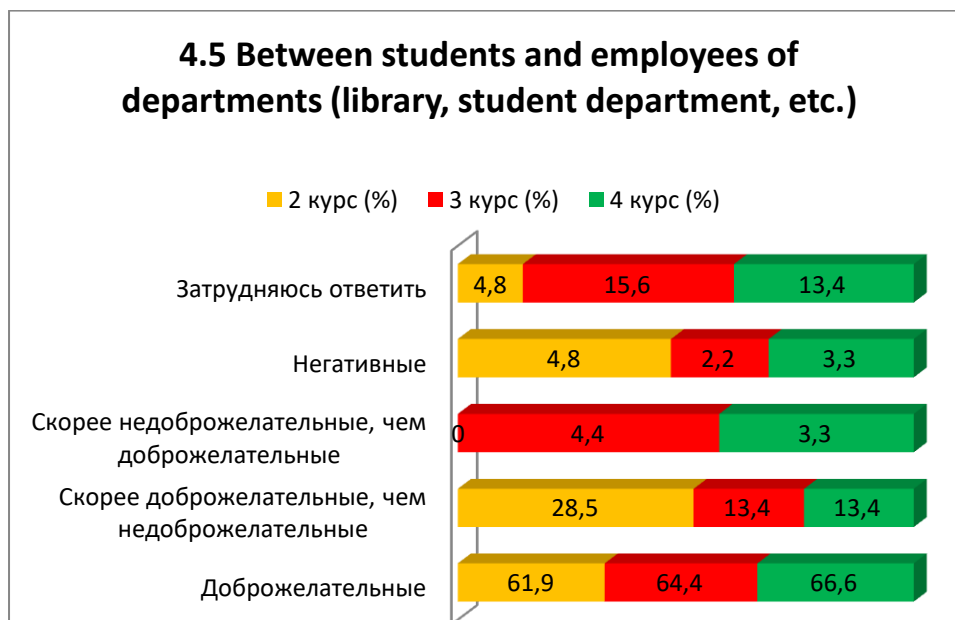
4.4 Between students and administration

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Friendly</i>	45.2	64.4	60
<i>More friendly than unfriendly</i>	28.6	15.6	26.7
<i>More unfriendly than friendly</i>	14.3	6.6	3.3
<i>Negative</i>	9.5	2.3	-
<i>I find it difficult to answer</i>	2.4	11.1	10



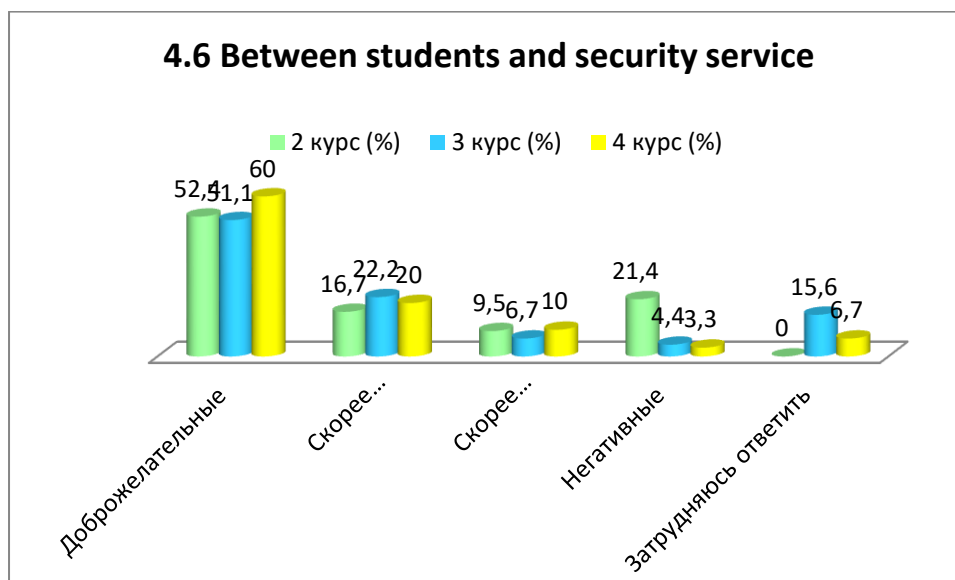
4.5 Between students and employees of departments (library, student department, etc.)

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Friendly</i>	61.9	64.4	66.6
<i>More friendly than unfriendly</i>	28.5	13.4	13.4
<i>More unfriendly than friendly</i>	-	4.4	3.3
<i>Negative</i>	4.8	2.2	3.3
<i>I find it difficult to answer</i>	4.8	15.6	13.4



4.6 Between students and security service

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Friendly</i>	52.4	51.1	60
<i>More friendly than unfriendly</i>	16.7	22.2	20
<i>More unfriendly than friendly</i>	9.5	6.7	10
<i>Negative</i>	21.4	4.4	3.3
<i>I find it difficult to answer</i>	-	15.6	6.7



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

2 year	3 year	4 year
- No	- No - There are no complaints about SS but the option is not noted	- I like the employees of the canteen

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

2 year	3 year	4 year
<ul style="list-style-type: none"> - I personally don't have conflict situations with students, but I know that there have often been conflict situations lately. As for me, I feel indifference or rare hostility from some teachers and rarely from the curator. - No - The guards don't know how to behave calmly, I can shout or be rude - Be human. - The guards are rude - Уволить охрану 	<ul style="list-style-type: none"> - No - Last school year, my groupmate was stopped by security for wearing a hood indoors. They wrote a report and sent it to the dean. I consider this action unreasonable, since even the dean himself did not have the same complaints against the student that the security officers had. - Here my laziness is to blame in relations with the curator, but he wants the best for us 	<ul style="list-style-type: none"> - Before becoming a teacher, have a secondary education in psychology - You can be more polite, explain clearly, treat with respect, and not poke. Be human, be friendly, and not take your failures out on other people

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

5. 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 (%)
<i>Quality of organizing the educational process</i>	45.2	37.8	40
<i>Quality of teaching (class conducting, assessment of knowledge, etc.)</i>	50	24.4	26.7
<i>Administration work (department, etc.)</i>	19.1	13.4	10
<i>Quality of food and prices in the student canteen</i>	38.1	37.8	20
<i>Quality of living conditions in the hostel</i>	21.4	6.7	16.7
<i>Employment by specialty</i>	45.2	53.3	50
<i>Quality of industrial practice organizations</i>	21.4	35.6	20
<i>Other</i>	2.3	-	6.7

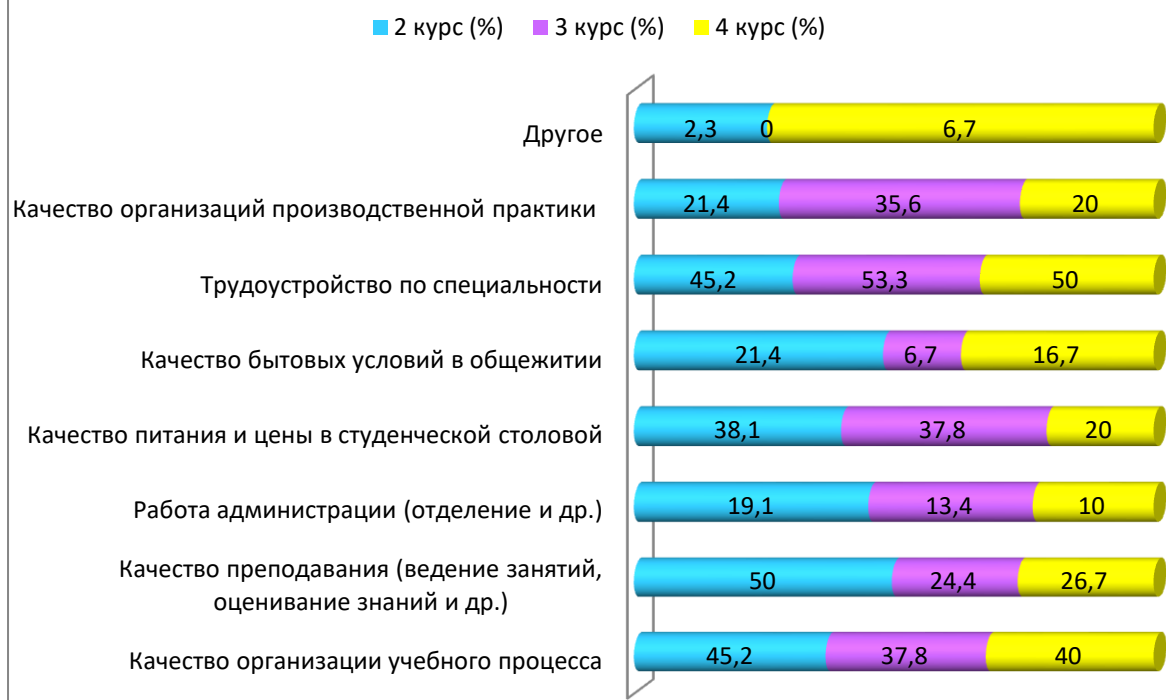
* The amount in % is not equal to 100, because multiple answer options were expected

For the option “Other”, students gave the following answers*:

2 year	3 year	4 year
- Everything is all right	-	- Don't care - Quality of organization of the educational process, Quality of teaching (class conducting, assessment of knowledge, etc.), Schedule and breaks, it is not possible to have a normal lunch

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

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



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 (%)
<i>Do not participate</i>	59.5	62.3	56.7
<i>Sometimes, when it is necessary for formal reasons</i>	16.7	20	33.3
<i>In scientific projects of laboratories, centers, etc. under a contract, within a grant, etc.</i>	4.8	2.3	13.3
<i>In scientific projects of laboratories, clubs, circles, etc. free of charge</i>	11.9	2.3	3.3
<i>Attend scientific seminars, clubs and other scientific events</i>	16.7	6.7	3.3
<i>Speaker at a conference (including a student conference), scientific seminar</i>	11.9	2.3	3.3
<i>Participated in the competition of scientific student works</i>	11.9	17.8	6.7
<i>Published the results of his research (including in student collections)</i>	2.4	4.5	3.3

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



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

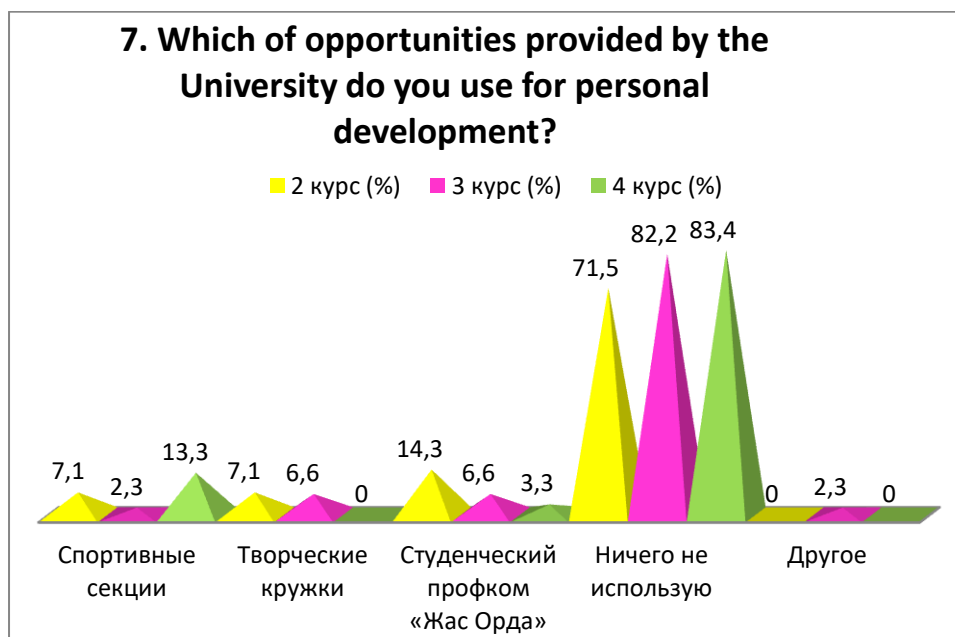
2 year	3 year	4 year
<ul style="list-style-type: none"> - There was no opportunity. - I don't have time and I'm not interested - Not interested - Because living conditions, food and study worry me more and I don't have time to participate in scientific work. - Unprofitable - Not interested - They don't give money - I participate when required - Not interested 	<ul style="list-style-type: none"> - Not interested - No - The opportunity didn't come up - I'm not interested in scientific activities - No time - Don't want 	<ul style="list-style-type: none"> - Not interested

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

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Sport sections</i>	7.1	2.3	13.3
<i>Creative clubs</i>	7.1	6.6	-

* 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.

<i>Student trade union committee "Zhas Orda"</i>	14.3	6.6	3.3
<i>I don't use anything</i>	71.5	82.2	83.4
<i>Other</i>	-	2.3	-



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

2 year	3 year	4 year
-	- Working	-

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
<ul style="list-style-type: none"> - Not interested in these opportunities. - Not interested - I don't have time and I'm not interested - Not in a year about them - I used to use the gym, but now due to a collarbone injury I can't go to sports clubs - There are no opportunities here, what are you talking about? - Unprofitable - No need 	<ul style="list-style-type: none"> - I'm not interested in various sports, I don't have any suitable hobbies - The opportunity never came up - I am not aware of creative clubs, sports sections take place at inconvenient times for me, student activities. I am not interested in the trade union committee "Zhas Orda" - Not interested - I don't consider them suitable for my personal development; I don't have time, далеко вато живу 	<ul style="list-style-type: none"> - No time - Not interested - In my free time I practice programming and learn new knowledge - Not aware. - I don't know which ones exist, what they do, how to get there

	- Participated in the 1 year, now not	
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8. How satisfied are you with the material resources of our University?

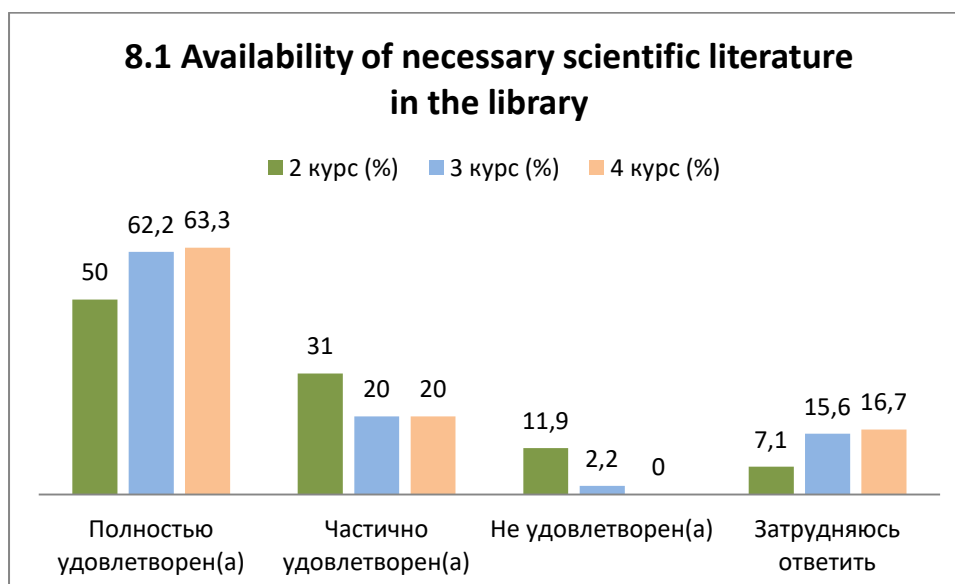
8.1 Availability of necessary scientific literature in the library
8.2 Modernity of computer equipment
8.3 Internet channel width, its speed
8.4 Software modernity
8.5 Availability of educational and scientific equipment
8.6 Availability of laboratories and specialized classrooms
8.7 Availability of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

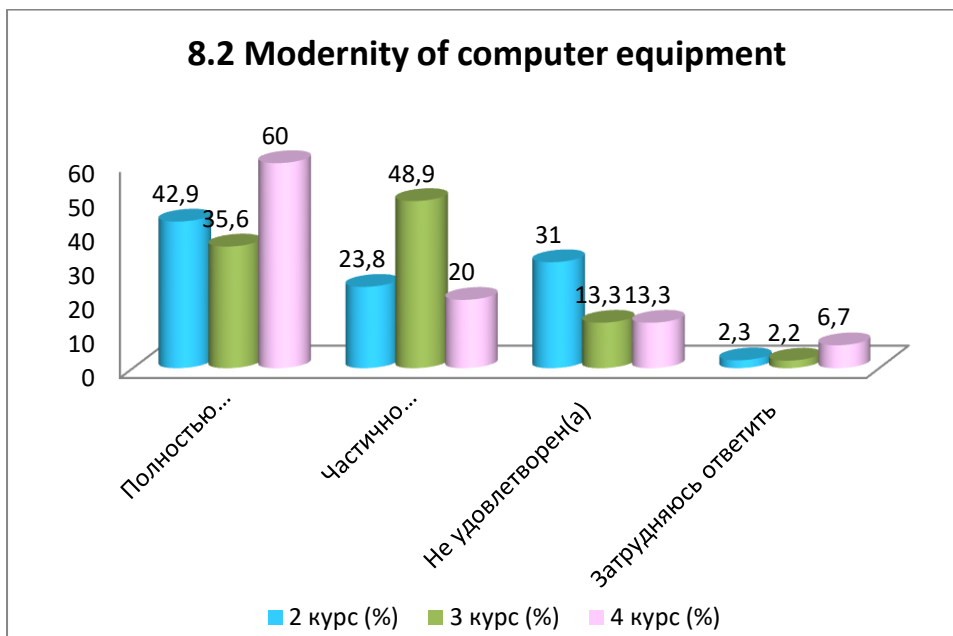
Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	50	62.2	63.3
<i>Partially satisfied</i>	31	20	20
<i>Not satisfied</i>	11.9	2.2	-
<i>I find it difficult to answer</i>	7.1	15.6	16.7



8.2 Modernity of computer equipment

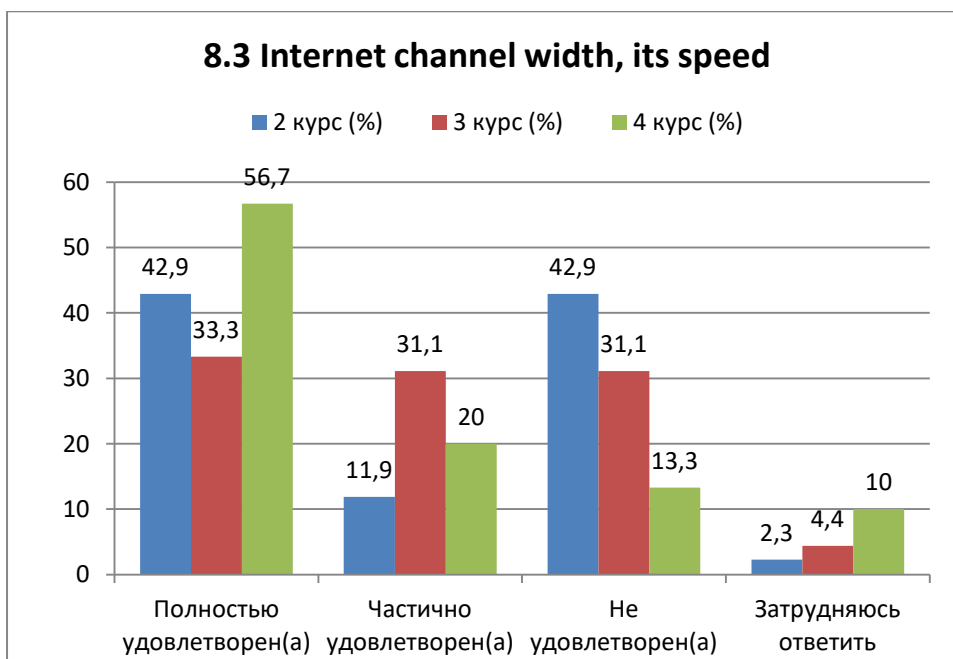
Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	42.9	35.6	60
<i>Partially satisfied</i>	23.8	48.9	20
<i>Not satisfied</i>	31	13.3	13.3
<i>I find it difficult to answer</i>	2.3	2.2	6.7

8.2 Modernity of computer equipment



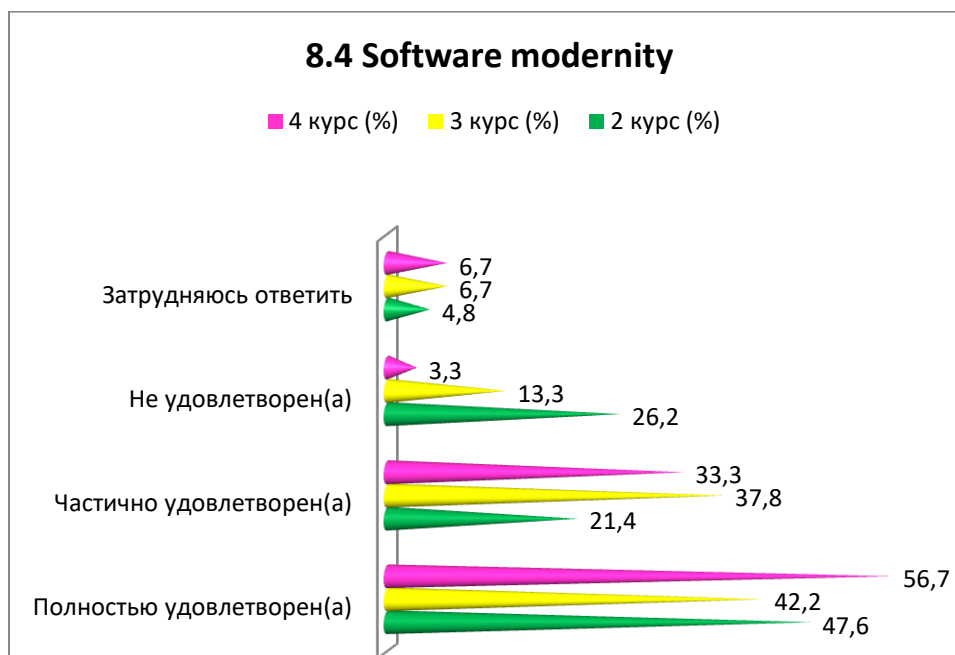
8.3 Internet channel width, its speed

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	42.9	33.3	56.7
<i>Partially satisfied</i>	11.9	31.1	20
<i>Not satisfied</i>	42.9	31.1	13.3
<i>I find it difficult to answer</i>	2.3	4.4	10



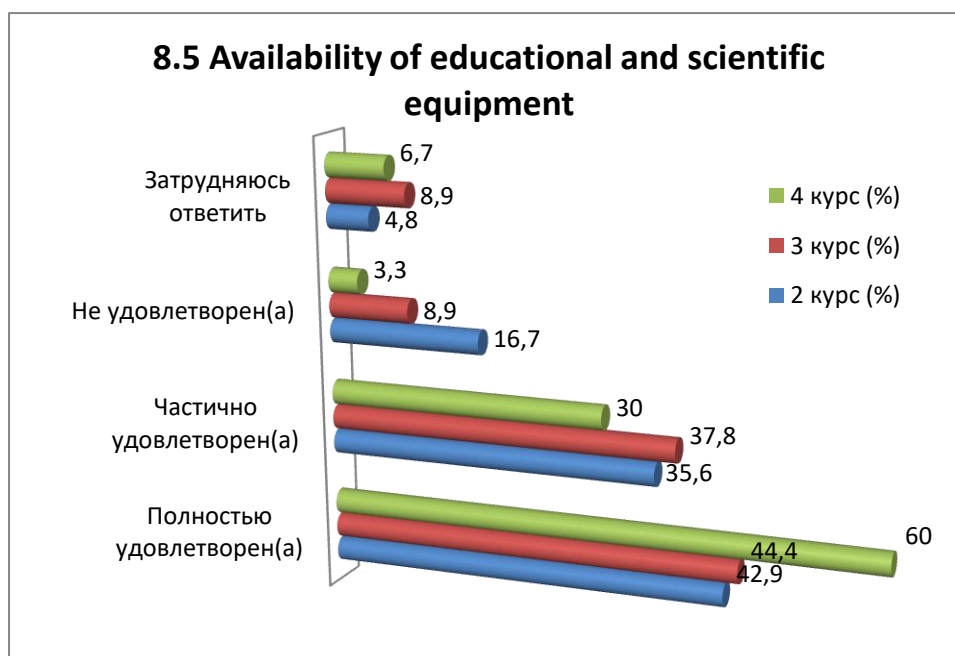
8.4 Software modernity

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	47.6	42.2	56.7
<i>Partially satisfied</i>	21.4	37.8	33.3
<i>Not satisfied</i>	26.2	13.3	3.3
<i>I find it difficult to answer</i>	4.8	6.7	6.7



8.5 Availability of educational and scientific equipment

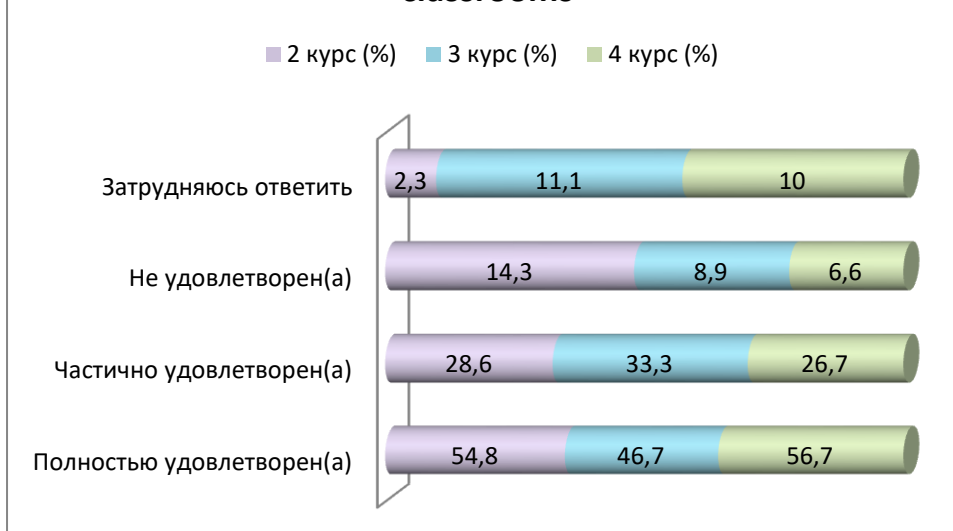
Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	42.9	44.4	60
<i>Partially satisfied</i>	35.6	37.8	30
<i>Not satisfied</i>	16.7	8.9	3.3
<i>I find it difficult to answer</i>	4.8	8.9	6.7



8.6 Availability of laboratories and specialized classrooms

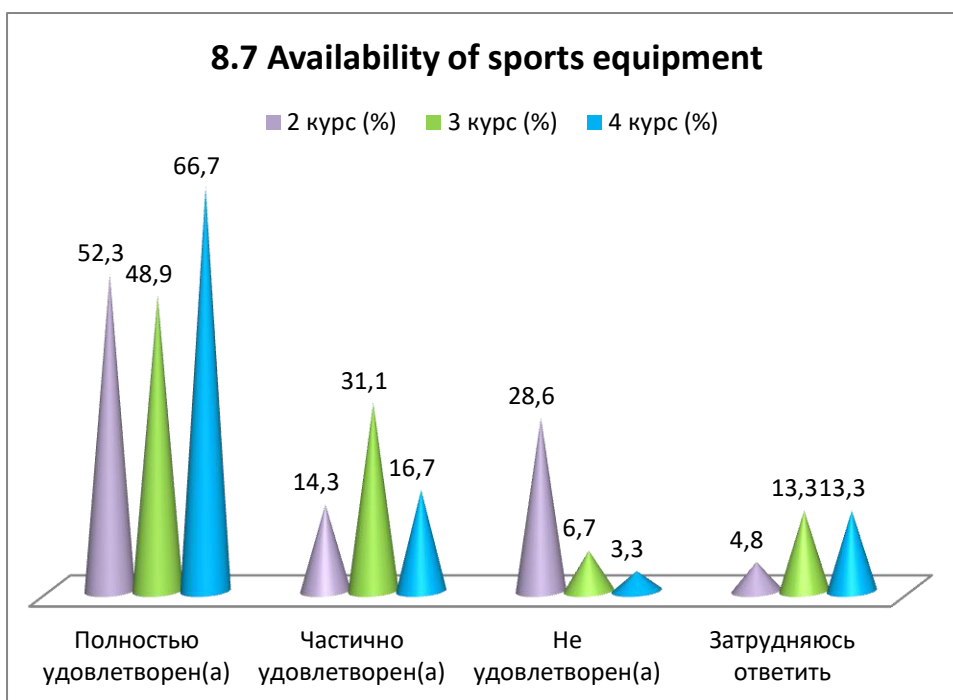
Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	54.8	46.7	56.7
<i>Partially satisfied</i>	28.6	33.3	26.7
<i>Not satisfied</i>	14.3	8.9	6.6
<i>I find it difficult to answer</i>	2.3	11.1	10

8.6 Availability of laboratories and specialized classrooms



8.7 Availability of sports equipment

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	52.3	48.9	66.7
<i>Partially satisfied</i>	14.3	31.1	16.7
<i>Not satisfied</i>	28.6	6.7	3.3
<i>I find it difficult to answer</i>	4.8	13.3	13.3



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

2 year	3 year	4 year
- What is the material base? The roof is leaking in the	- None	-

* 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..

hostel and at the university! Where is the material base here?		
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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
<ul style="list-style-type: none"> - Exercise ball and fast internet - Not the best picture quality on a computer - There are no necessary books in the required quantity - Computers are old and weak - All the equipment in the sports complex is outdated, the gyms have not been renovated for a long time - Few 	<ul style="list-style-type: none"> - The Internet sometimes does not work at all both at the university and in the hostel 	<ul style="list-style-type: none"> - You can make classrooms with Apple, Mac mini, iMac equipment, there is mobile development for iOS, it can only be taught on this equipment

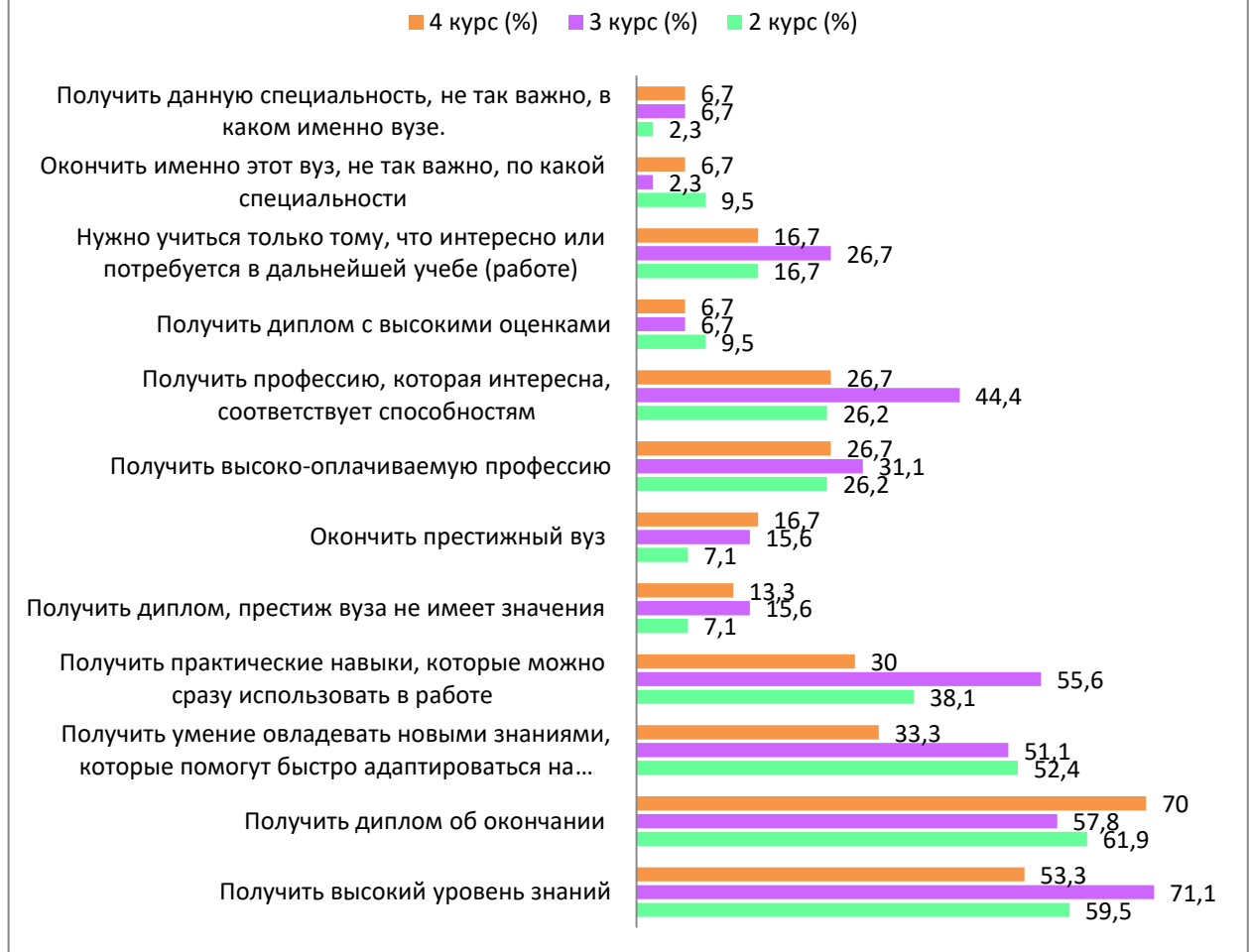
9. What is more important for you to get as a result of studying at the University?

(You can select one or more answer options)

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Acquiring a high level of knowledge</i>	59.5	71.1	53.3
<i>Receiving a diploma of completion</i>	61.9	57.8	70
<i>Gaining the ability to acquire new knowledge that will help one to quickly adapt to the workplace</i>	52.4	51.1	33.3
<i>Gaining practical skills that one can immediately use at work</i>	38.1	55.6	30
<i>Receiving a diploma, the prestige of the university does not matter</i>	7.1	15.6	13.3
<i>Graduating from a prestigious university</i>	7.1	15.6	16.7
<i>Acquiring a highly paid profession</i>	26.2	31.1	26.7
<i>Acquiring a profession that is interesting and matches one's abilities</i>	26.2	44.4	26.7
<i>Receiving a diploma with high grades</i>	9.5	6.7	6.7
<i>One should learn only what is interesting or will be needed in further study (work)</i>	16.7	26.7	16.7
<i>It's not so important in what specialty to graduate from this particular university</i>	9.5	2.3	6.7
<i>Getting this specialty is not so important in which university.</i>	2.3	6.7	6.7

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

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



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):

- Add a point about a person's moral health and whether he can cope with the difficulties of student life.
- No need to add
- None
- Questions regarding the relevance of the curriculum
- In what circles would you like to show yourself? What is the importance of your profession in your life?

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

The analysis of the results of students filling out the questionnaire “Satisfaction of 2-5 year students with educational services” indicates a positive attitude of students towards the conditions, content, organization and quality of the educational process at the University. The majority of students surveyed (86.3%) expressed complete satisfaction with the learning process in general. For convenience of the analysis, let us consider in more detail the criteria by which respondents assessed their satisfaction with educational services.

According to the data obtained, 80.1% of respondents are satisfied with the class schedule, which indicates a satisfactory level of its organization. Meanwhile, 17.3% of students expressed dissatisfaction with the class schedule, indicating the following in the open-ended answer: “The schedule should be set at the same time, every day at different time is very inconvenient”, “There are schedules up to 19:00, we can’t get anywhere”, “The schedule is strange, some days there are 4 pairs and some other days there only one”, etc.

The quality of mastering the discipline depends not only on the quality of the classes but also on the level of organization of students’ independent work. Among 2-year students, dissatisfaction with organization of independent work is more common than among 3-4 year students. This can be caused by the fact that students in their early years are still getting acquainted with the educational system and can experience difficulties with time management, self-organization and goal setting. With increasing experience and duration of study, students in later years can better cope with organizing independent work.

79.8% of the students surveyed are satisfied with organization of practices. This suggests that the majority of students have a positive impression of the practice and consider it to be fairly well organized. 14.5% of students expressed dissatisfaction with the practice process but did not indicate the reason for their dissatisfaction. In addition, 5.7% of respondents found it difficult to answer. This can be caused by the uncertainty in their assessment of the practice.

The level of organizing and conducting laboratory work can be assessed at a high level; it was positively noted by 86.2% of the students surveyed. 11.1% expressed their dissatisfaction. Only one of the students indicated in the open version the reason for their dissatisfaction*: “The laboratory classes do not correspond with the lectures or vice versa. I would like the teachers to agree on the subject among themselves”.

In general, students are satisfied with the level of organization of independent work with teachers (82.3%) and catering at the University (77.8%), as well as the work of the library (85.6%), living conditions in the hostel (67.7%), the quality of medical care (70.4%).

A survey of students about the availability of information of academic mobility at the University revealed that 92.8% of respondents are informed of academic mobility opportunities. This indicates successful implementation of the program of outgoing and incoming academic mobility, aimed at improving the quality of higher education, the effectiveness of scientific research and the establishment of integration ties.

The psychological climate at the University is characterized by friendly relations between students, teachers and the other University employees, which creates positive motivation to receive quality education and the formation of appropriate civic and personal positions among students.

The survey also reveals the majority of students (79%) who do not use the opportunities provided by the University for personal development, such as sports sections, creative clubs and the student trade union committee "Zhas Orda". The reasons are limited time or absence of desire to use these opportunities.

In general, the survey results indicate the need to further improve the work of the University to improve the quality of teaching and organization of the educational process, as well as to create conditions for the active involvement of students in scientific and extracurricular activities.

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.