

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

**Department:** “Building Materials and Technology”

**Specialty:** 6B07304 Construction

Center for Quality Management and Accreditation, in October 2022 conducted an annual questionnaire on the satisfaction of students of 2-5 courses with the quality of services provided.

**Purpose of the questionnaire:** Identification of the degree of respondents' satisfaction with the quality of educational services and other activities of the university.

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

On specialty 6B07304 Construction 177 respondents took part in the questionnaire.

- 2nd year – 47 students (75%);
- 3rd year – 80 students (78%);
- 4th year – 50 students (74%).

In the process of questionnaire the following data were obtained:

**Indicators:**

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

1.1 The learning process as a whole
1.2 Class schedule
1.3 Organization of independent work
1.4 Internship
1.5 Organization and carrying out of SIWT
1.6 Organization and conduct of laboratory works
1.7 Satisfaction with the work of the library
1.8 Possibility of access to full-text databases of scientific publications
1.9 Living conditions in the dormitory
1.10 Quality of medical service
1.11 Organization of catering at the university (prices, range of products, quality of prepared dishes)

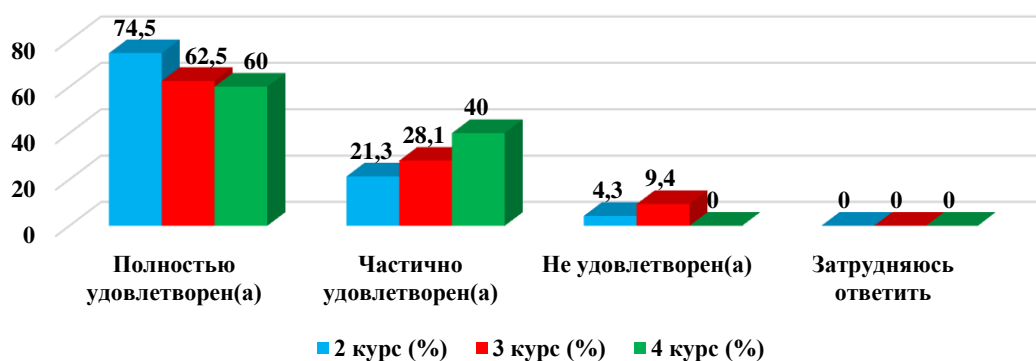
Other \_\_\_\_\_

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

**1.1 The learning process as a whole**

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	74,5	62,5	60
Partially satisfied	21,3	28,1	40
Not satisfied	4,3	9,4	-
Difficult to answer	-	-	-

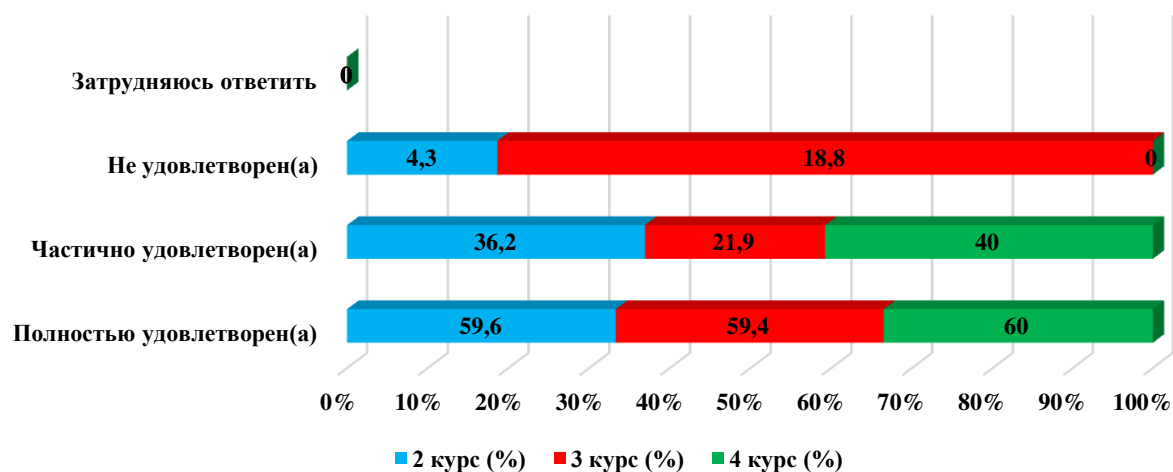
### 1.1 The learning process as a whole



### 1.2 Class schedule

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	59,6	59,4	60
Partially satisfied	36,2	21,9	40
Not satisfied	4,3	18,8	-
Difficult to answer	-	-	-

### 1.2 Class schedule

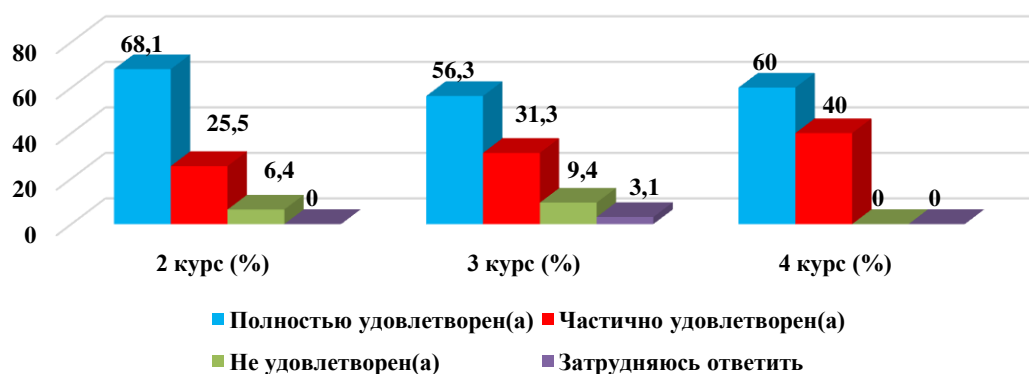


### 1.3 Organization of independent work

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	68,1	56,3	60
Partially satisfied	25,5	31,3	40
Not satisfied	6,4	9,4	-

Difficult to answer	-	3,1	-
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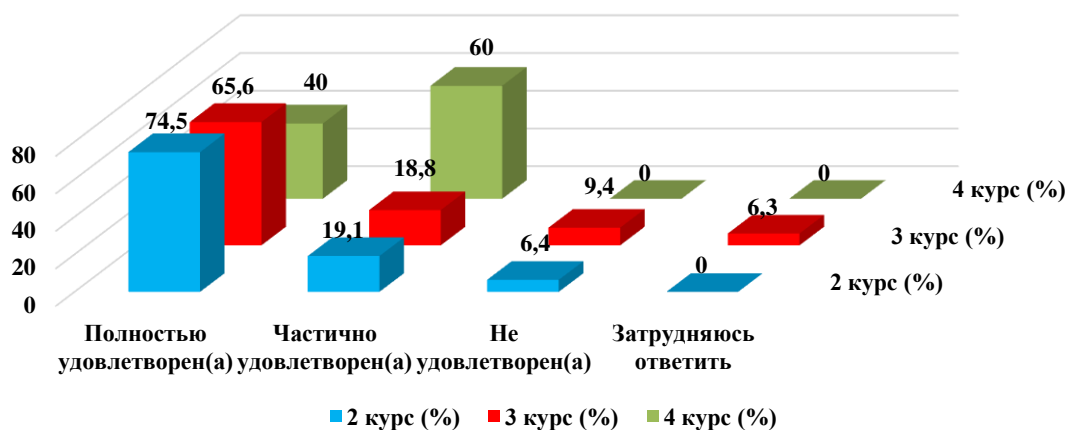
### 1.3 Organization of independent work



### 1.4 Internship

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	74,5	65,6	40
Partially satisfied	19,1	18,8	60
Not satisfied	6,4	9,4	-
Difficult to answer	-	6,3	-

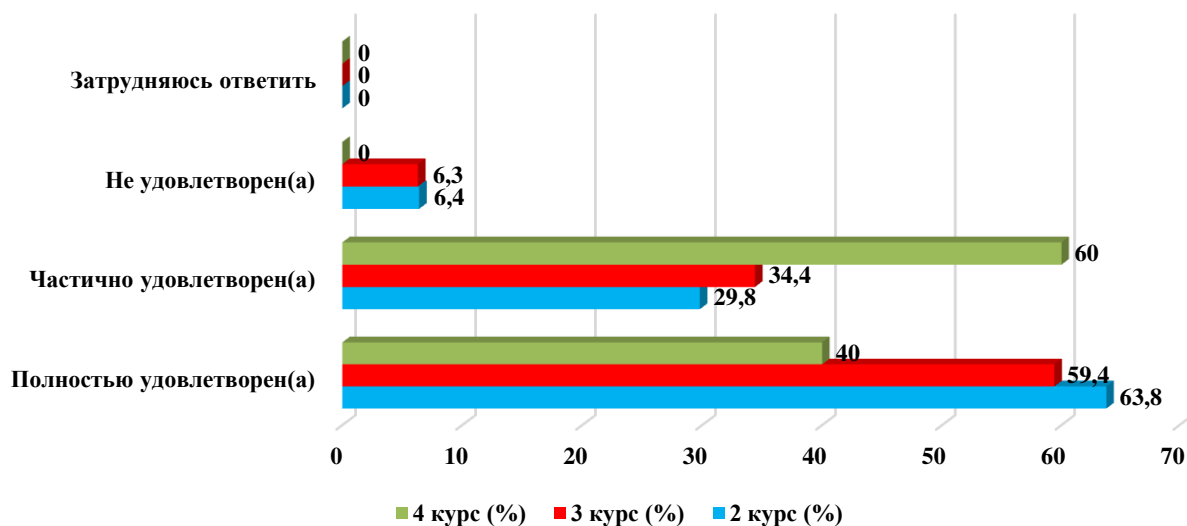
### 1.4 Internship



### 1.5 Organization and carrying out of SIWT

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	63,8	59,4	40
Partially satisfied	29,8	34,4	60
Not satisfied	6,4	6,3	-
Difficult to answer	-	-	-

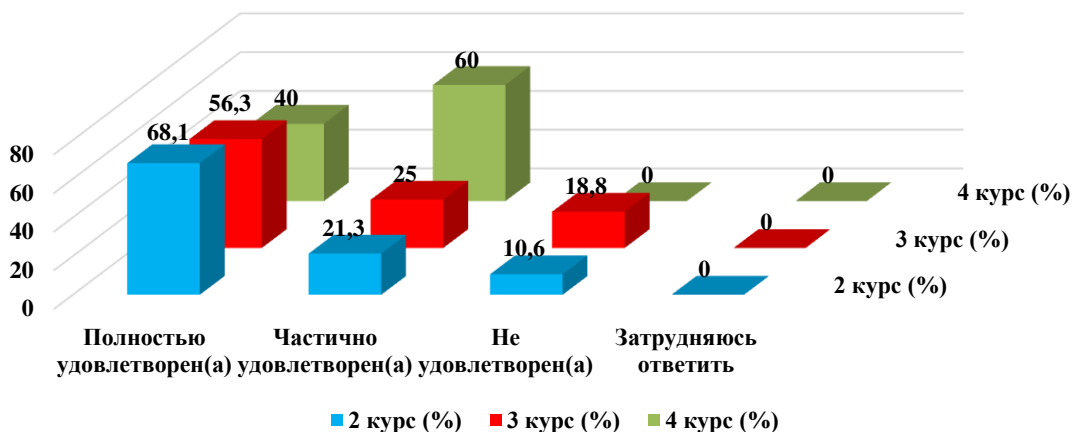
### 1.5 Organization and carrying out of SIWT



### 1.6 Organization and conduct of laboratory works

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	68,1	56,3	40
Partially satisfied	21,3	25	60
Not satisfied	10,6	18,8	-
Difficult to answer	-	-	-

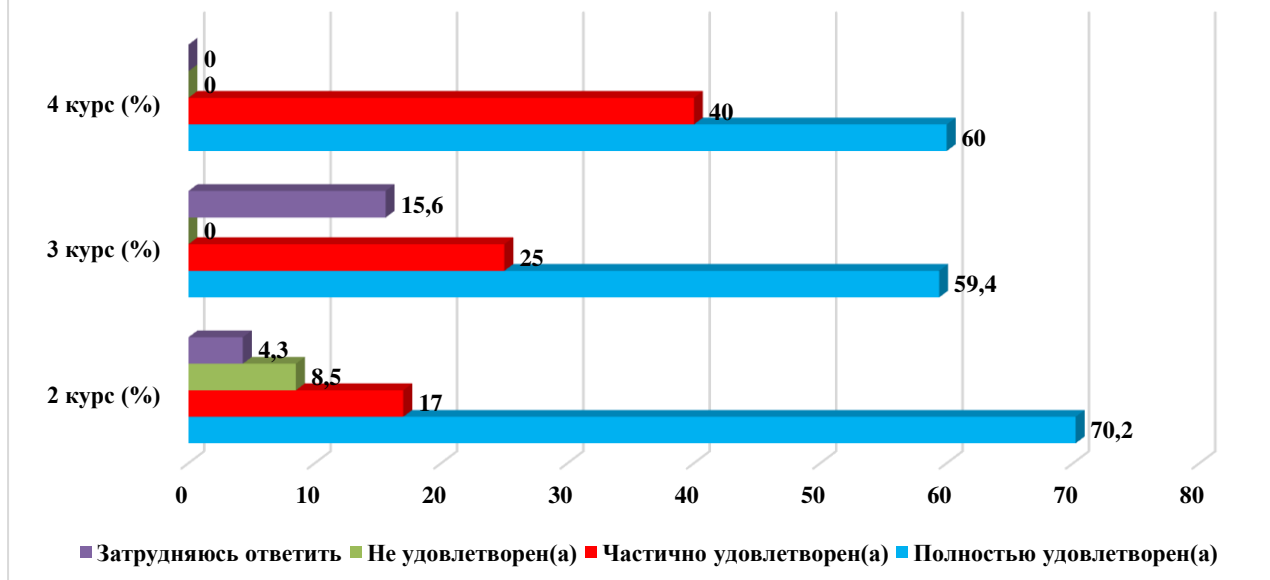
### 1.6 Organization and conduct of laboratory works



### 1.7 Satisfaction with the work of the library

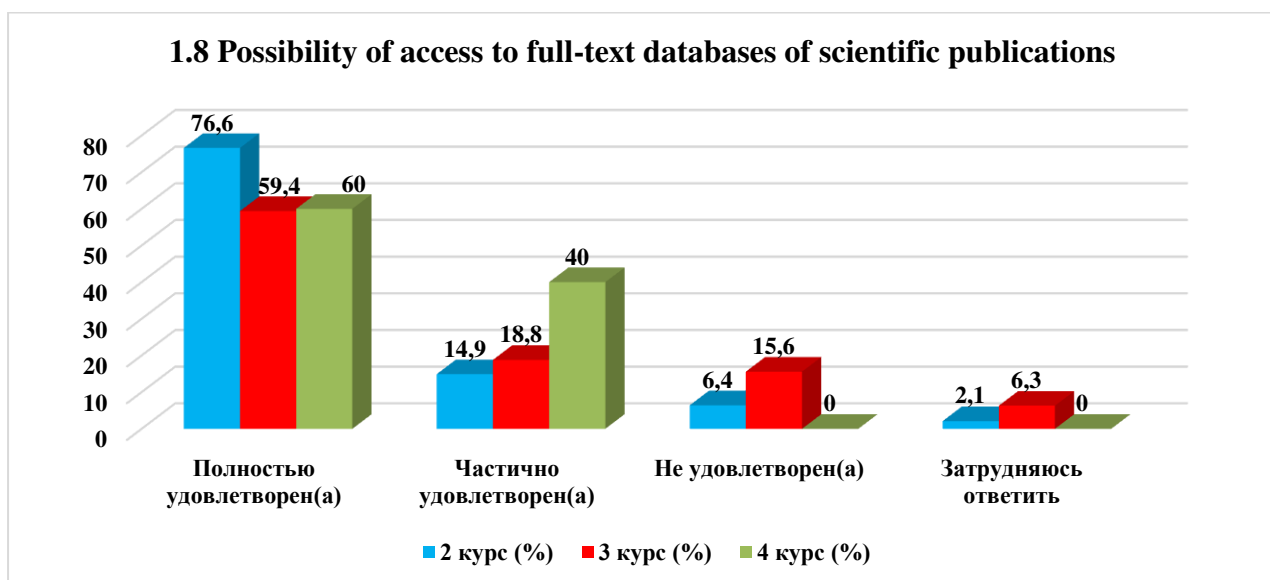
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	70,2	59,4	60
Partially satisfied	17	25	40
Not satisfied	8,5	-	-
Difficult to answer	4,3	15,6	-

### 1.7 Satisfaction with the work of the library



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

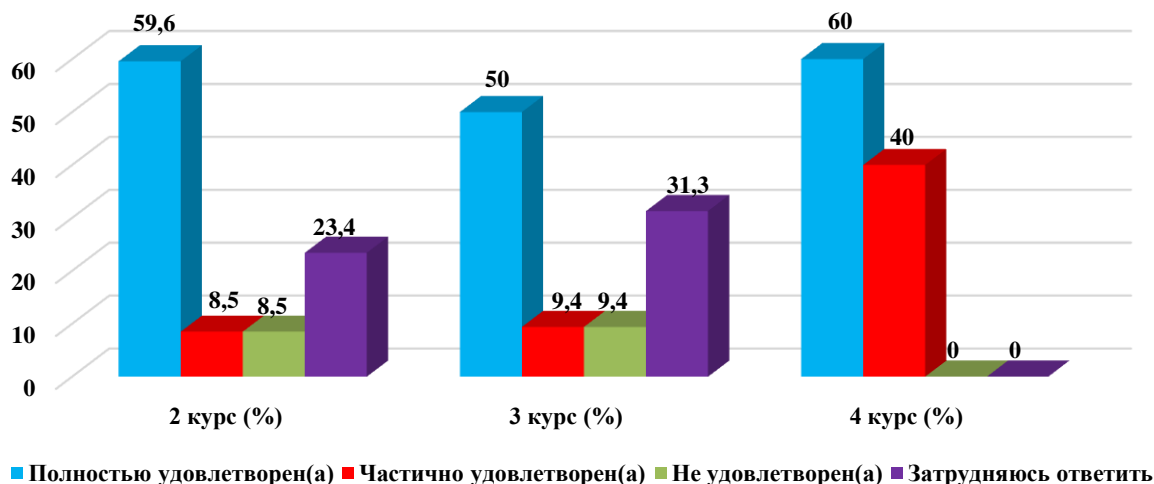
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	76,6	59,4	60
Partially satisfied	14,9	18,8	40
Not satisfied	6,4	15,6	-
Difficult to answer	2,1	6,3	-



### 1.9 Living conditions in the dormitory

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	59,6	50	60
Partially satisfied	8,5	9,4	40
Not satisfied	8,5	9,4	-
Difficult to answer	23,4	31,3	-

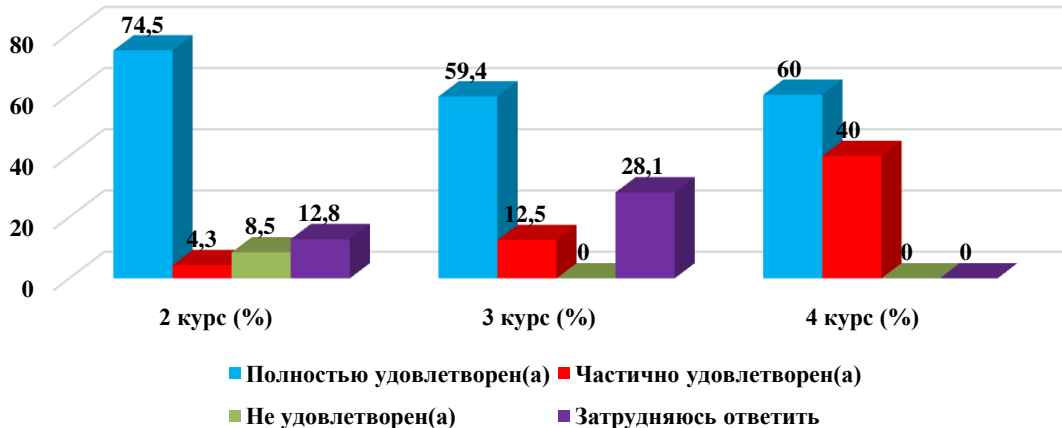
### 1.9 Living conditions in the dormitory



### 1.10 Quality of medical service

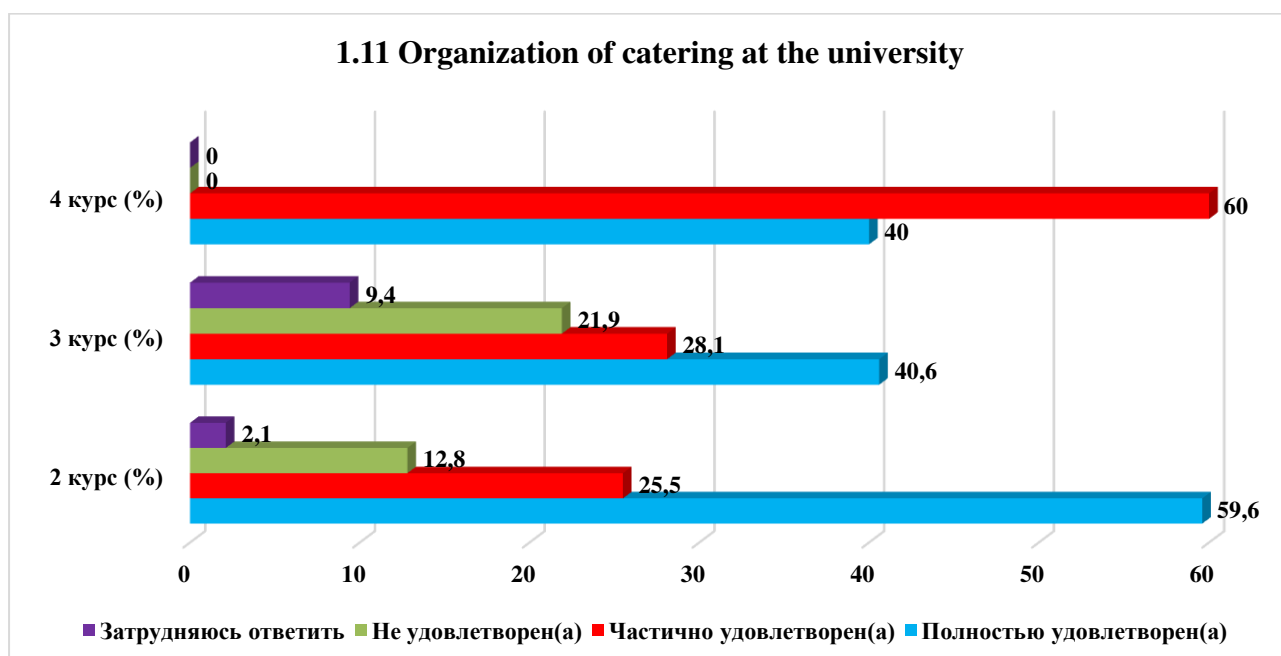
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	74,5	59,4	60
Partially satisfied	4,3	12,5	40
Not satisfied	8,5	-	-
Difficult to answer	12,8	28,1	-

### 1.10 Quality of medical service



### 1.11 Organization of catering at the university (prices, range of products, quality of prepared dishes)

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	59,6	40,6	40
Partially satisfied	25,5	28,1	60
Not satisfied	12,8	21,9	-
Difficult to answer	2,1	9,4	-



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

- no;
- none;
- construction.

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

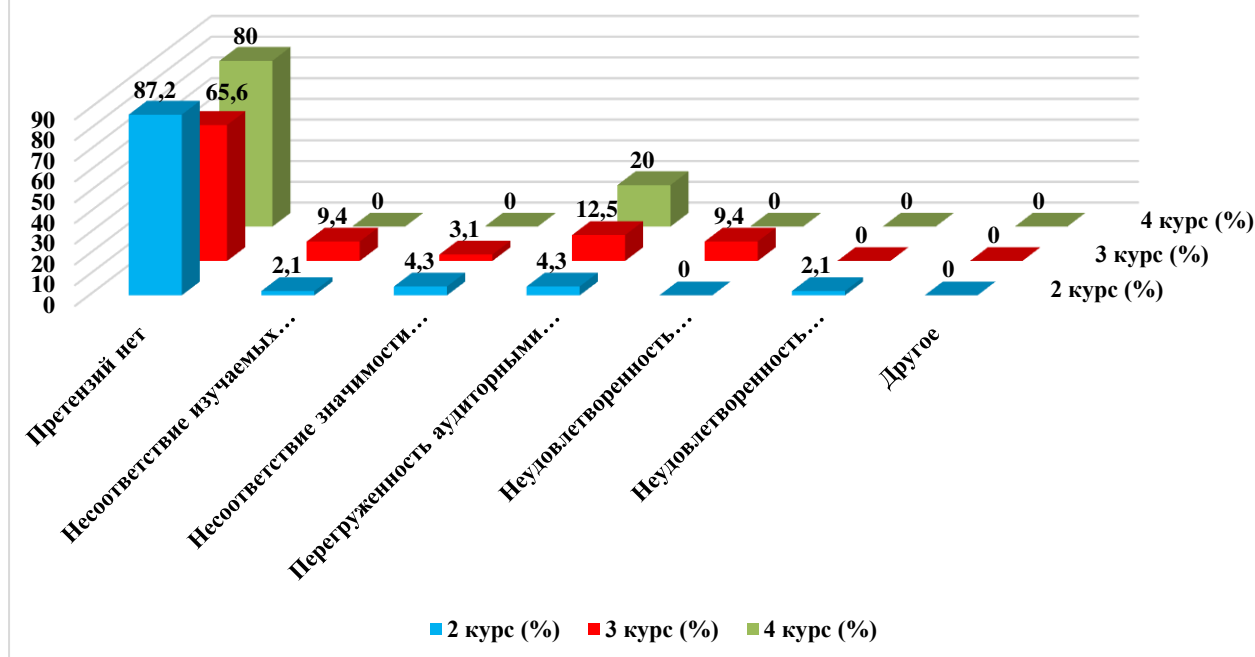
- No;
- It is very cold in laboratory rooms and there is no warm water, and therefore it is not possible to conduct laboratory works. Also the organization of catering provides a very small choice of assortment (drinking drinks);
- Unpalatable and expensive food in the canteen.

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

Answer options	2nd year	3rd year	4th year
No complaints	87,2	65,6	80
Inconsistency of the disciplines studied with the specialty received	2,1	9,4	-
Inconsistency of the importance of the subject with the number of hours	4,3	3,1	-
Overload of classroom training	4,3	12,5	20
Dissatisfaction with the quality of classes	-	9,4	-
Dissatisfaction with the organization of credits and exams	2,1	-	-
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.

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



For the option “If you answered “Not satisfied” to the previous question, give recommendations for improvement”, the students indicated the following options\*:  
 - improvement of teachers' qualifications.

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

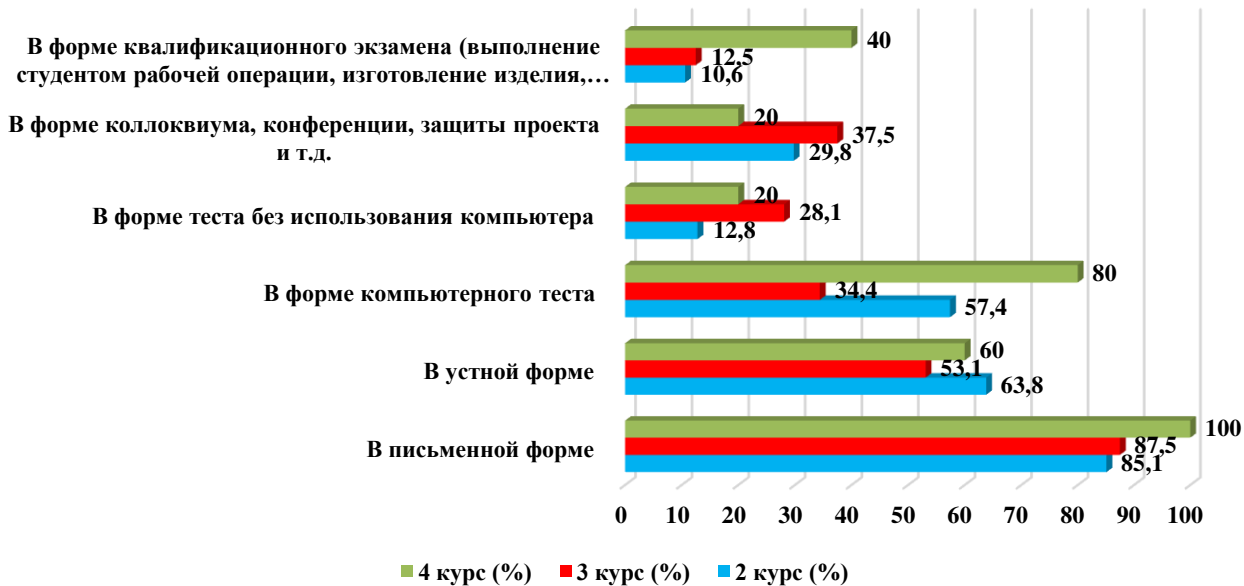
Answer options	2nd year	3rd year	4th year
In a writing form	85,1	87,5	100
In an oral form	63,8	53,1	60
In the form of a computerized test	57,4	34,4	80
In the form of a test without using a computer	12,8	28,1	20
In the form of a colloquium, conference, project defense, etc.	29,8	37,5	20
In the form of qualification examination (student's performance of a work operation, production of a product, labor activity evaluated by experts)	10,6	12,5	40

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

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



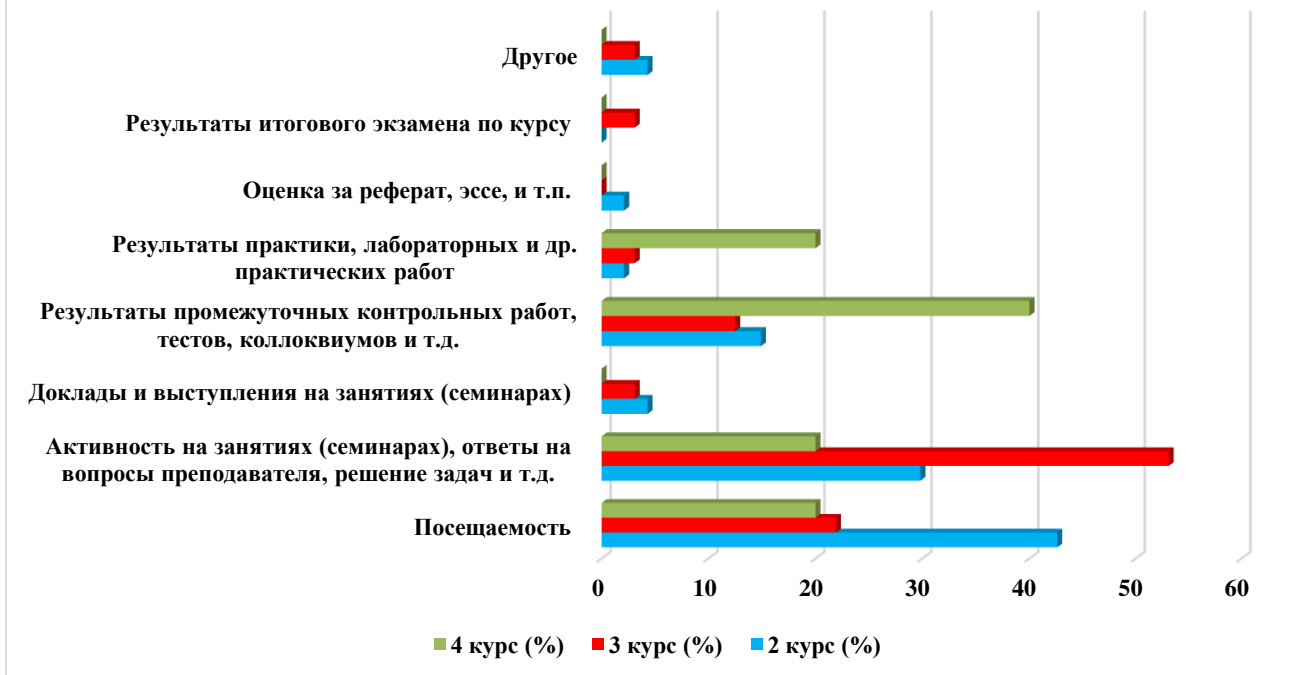
### 3. What forms of final credit or examination are used in this educational organization?



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

Answer options	2nd year	3rd year	4th year
Attendance	42,6	21,9	20
Activity in classes (seminars), answering the teacher's questions, solving problems, etc.	29,8	53,1	20
Reports and speeches at classes (seminars)	4,3	3,1	-
Results of intermediate control works, tests, colloquiums, etc.	14,9	12,5	40
Results of internships, laboratory and other practical works	2,1	3,1	20
Evaluation of abstracts, essays, etc.	2,1	-	-
Results of the final exam on the course	-	3,1	-
Other	4,3	3,1	-

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



For the “**Other**” option, students indicated the following options\*:  
- all together.

#### 5. Appreciate how up-to-date is the technology you student at the university?

Answer options	2nd year	3rd year	4th year
These are the most advanced technologies, they are not yet available in real production	19,1	6,3	-
These are modern technologies, they are used by leading companies	-	-	-
These are quite modern technologies, they are used, but I know more modern ones.	63,8	53,1	80
These are technologies of yesterday that are no longer on the market.	10,6	34,4	20
I don't know, I can't estimate	6,4	6,3	-

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

### 5. Appreciate how up-to-date is the technology you student at the university?



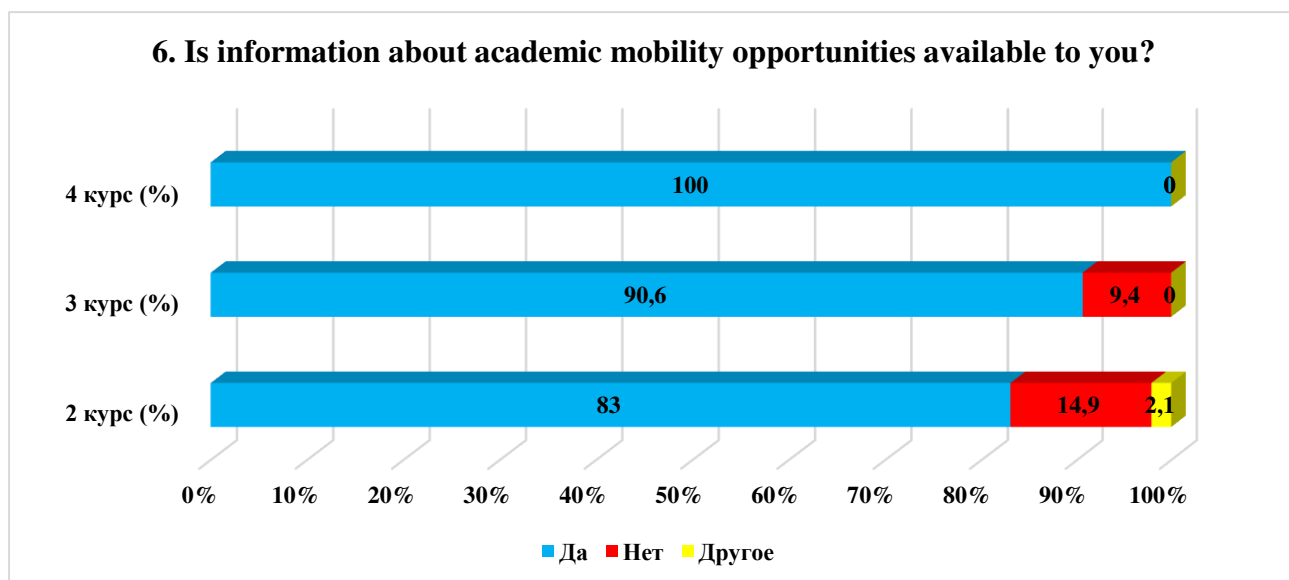
For the option “If you answered “Don't know, can't estimate” to the previous question, give recommendations for improvement” students indicated the following options\*:

- Autocad update 2022.

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

Answer options	2nd year	3rd year	4th year
Yes	83	90,6	100
No	14,9	9,4	-
Other	2,1	-	-

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



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

- I found out too late.

For the option “If you answered “No” to the previous question, write why”, 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.

- Available.

## 7. In your opinion, what is the relationship:

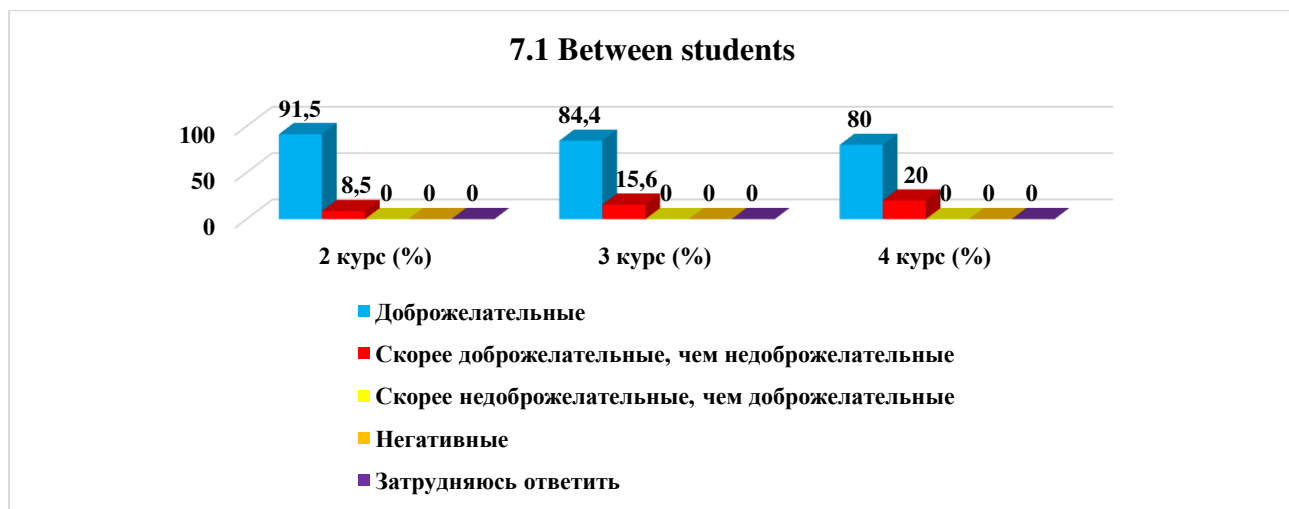
7.1 Between students
7.2 Between teachers and students (in the learning process)
7.3 Between students and supervisor
7.4 Between students and administration
7.5 Between students and staff of departments (library, student department, etc.)
7.6 Between students and security service

Other \_\_\_\_\_

If you answered “Rather not benevolent than benevolent” and “Negative” to the previous question, give recommendations for improvement \_\_\_\_\_

### 7.1 Between students

Answer options	2nd year	3rd year	4th year
Benevolent	91,5	84,4	80
Rather benevolent than not benevolent	8,5	15,6	20
Rather not benevolent than benevolent	-	-	-
Negative	-	-	-
Difficult to answer	-	-	-

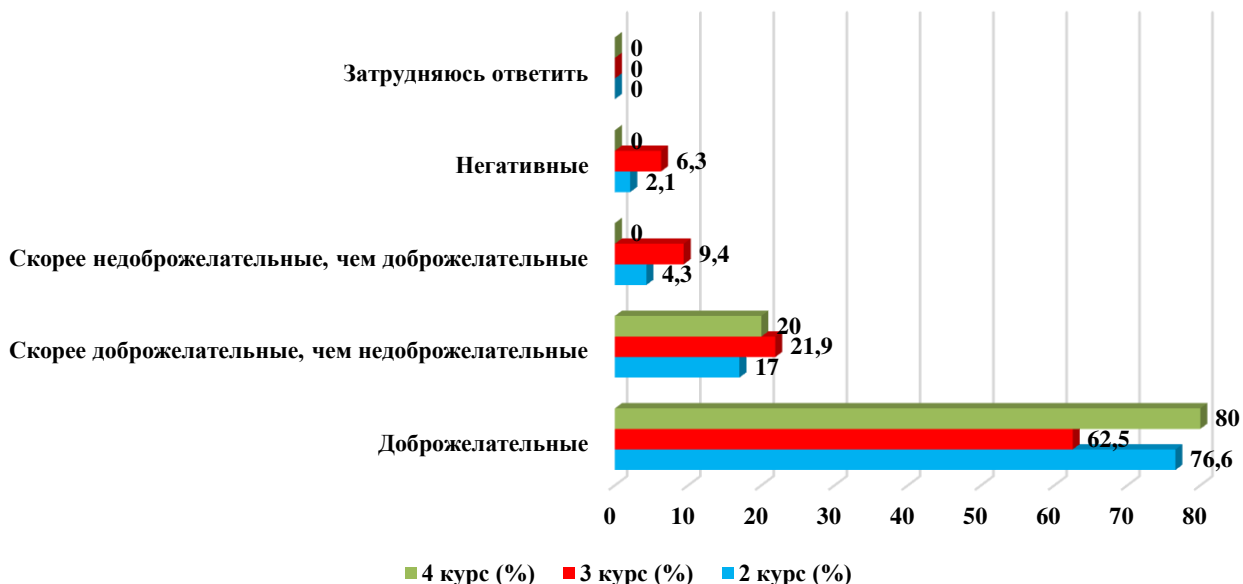


### 7.2 Between teachers and students (in the learning process)

Answer options	2nd year	3rd year	4th year
Benevolent	76,6	62,5	80
Rather benevolent than not benevolent	17	21,9	20
Rather not benevolent than benevolent	4,3	9,4	-
Negative	2,1	6,3	-
Difficult to answer	-	-	-

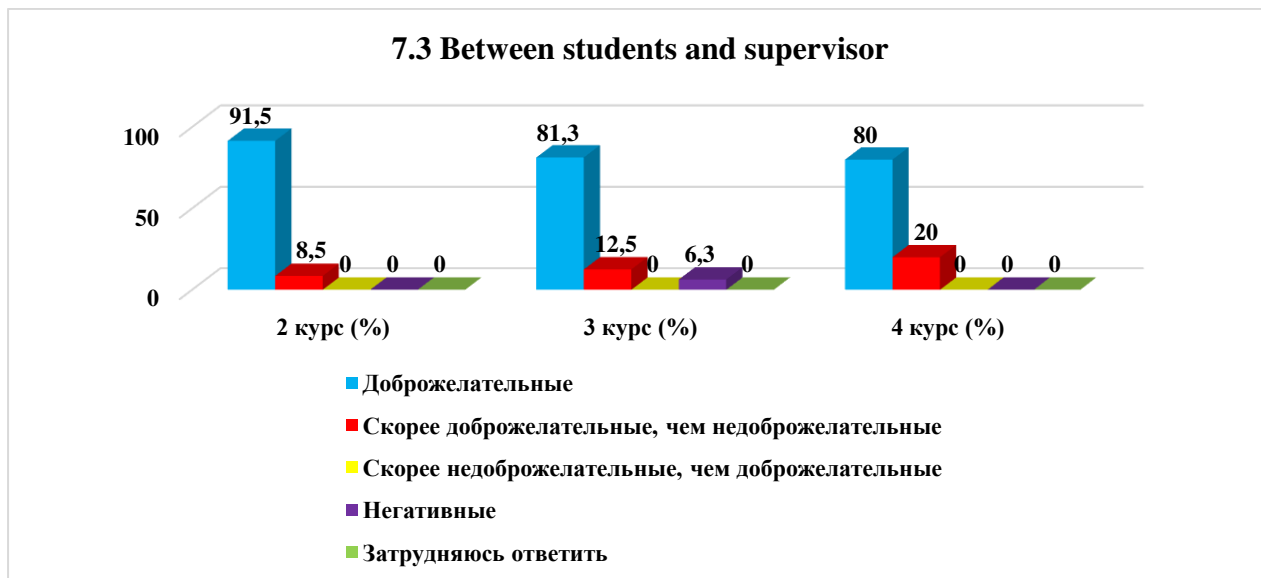
\* Students' answers to the option “other” and “if you answered “not satisfied.....” to the previous question are presented in the original. The author's spelling and punctuation have been preserved.

## 7.2 Between teachers and students (in the learning process)



## 7.3 Between students and supervisor

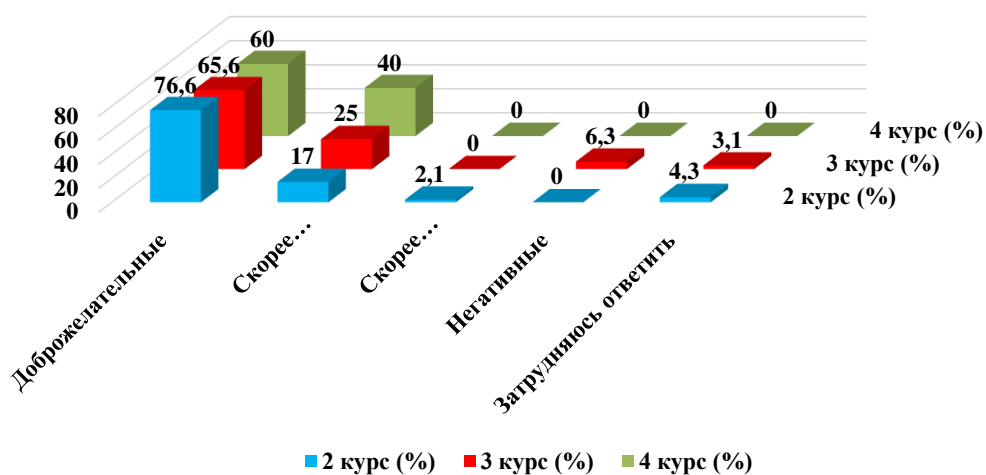
Answer options	2nd year	3rd year	4th year
Benevolent	91,5	81,3	80
Rather benevolent than not benevolent	8,5	12,5	20
Rather not benevolent than benevolent	-	-	-
Negative	-	6,3	-
Difficult to answer	-	-	-



## 7.4 Between students and administration

Answer options	2nd year	3rd year	4th year
Benevolent	76,6	65,6	60
Rather benevolent than not benevolent	17	25	40
Rather not benevolent than benevolent	2,1	-	-
Negative	-	6,3	-
Difficult to answer	4,3	3,1	-

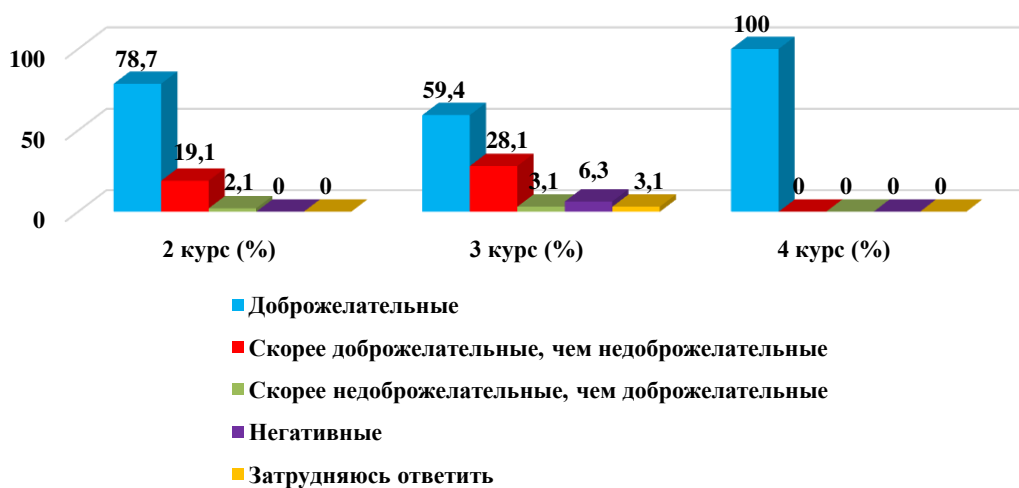
### 7.4 Between students and administration



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

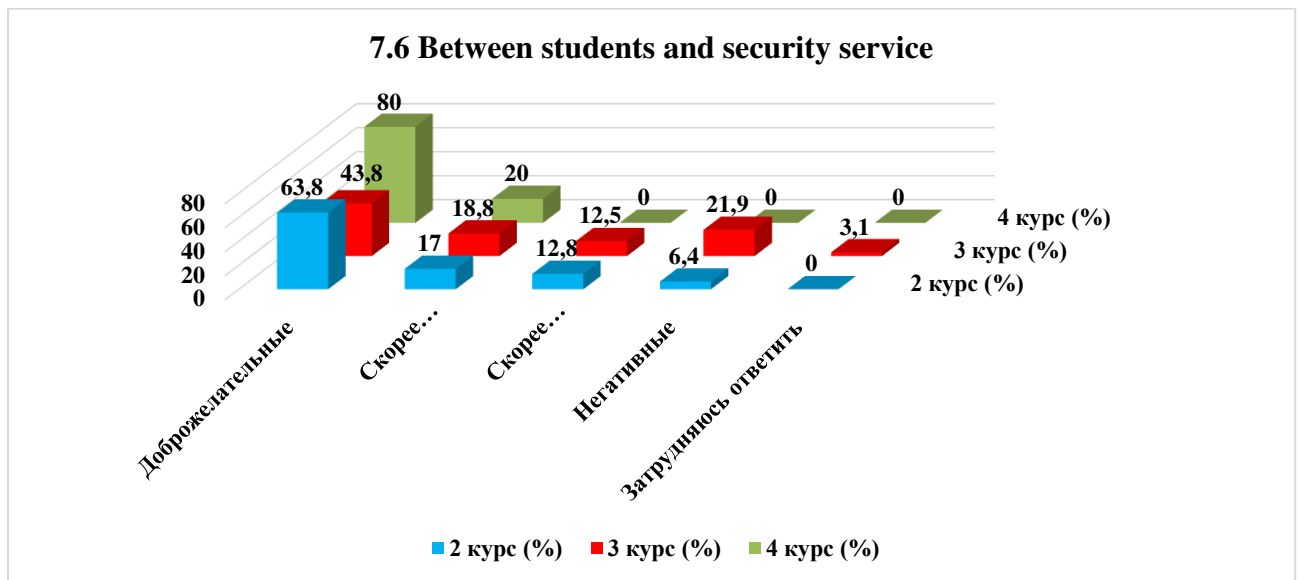
Answer options	2nd year	3rd year	4th year
Benevolent	78,7	59,4	100
Rather benevolent than not benevolent	19,1	28,1	-
Rather not benevolent than benevolent	2,1	3,1	-
Negative	-	6,3	-
Difficult to answer	-	3,1	-

### 7.5 Between students and staff of departments



### 7.6 Between students and security service

Answer options	2nd year	3rd year	4th year
Benevolent	63,8	43,8	80
Rather benevolent than not benevolent	17	18,8	20
Rather not benevolent than benevolent	12,8	12,5	-
Negative	6,4	21,9	-
Difficult to answer	-	3,1	-



For the option “If you answered “Rather benevolent than not benevolent” and “Negative” to the previous question, give recommendations for improvement,” students indicated the following options\* :

- should be a little kinder));
- Security could be a little less strict;
- We need to be a little more friendly. And do not allow actions of a personal nature.

### 8. What are some of the student issues that are of particular concern to you right now?

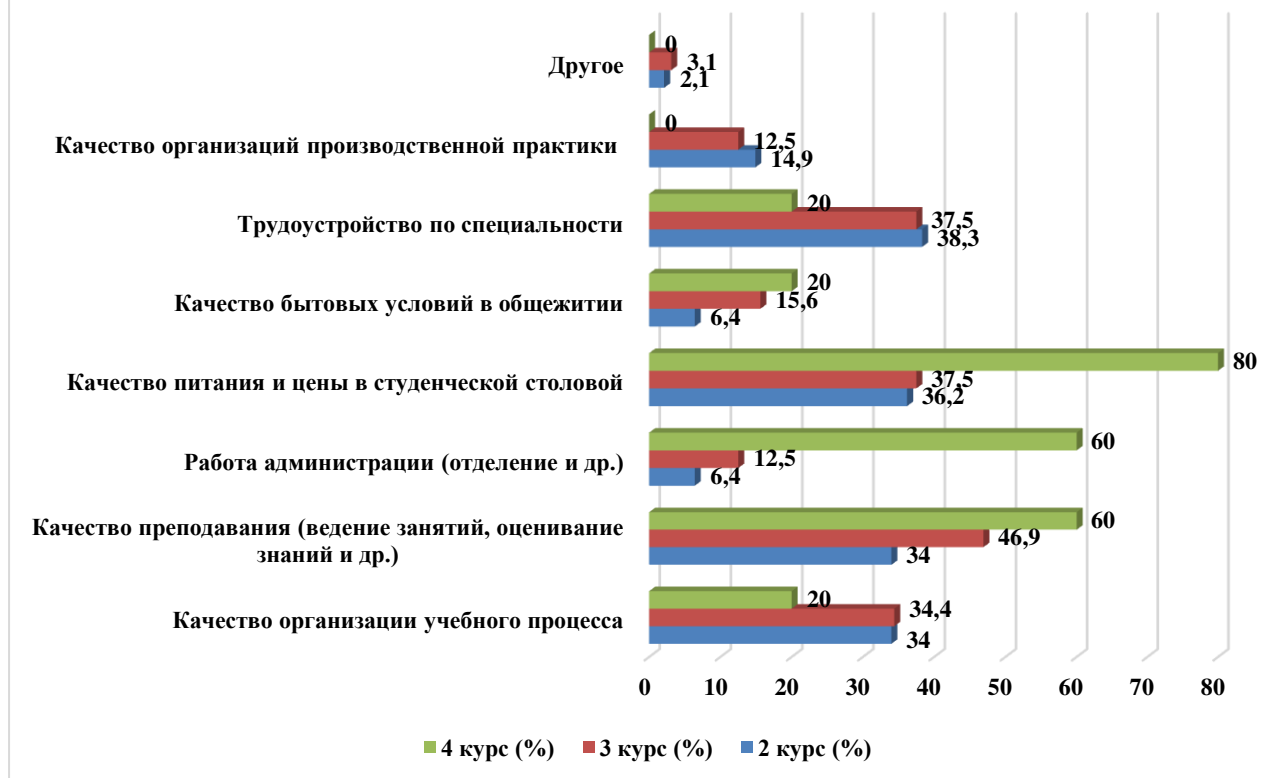
(choose up to 3 options)

Answer options	2nd year	3rd year	4th year
Quality of the organization of the educational process	34	34,4	20
Quality of teaching (conducting classes, assessment of knowledge, etc.).	34	46,9	60
Work of administration (department, etc.)	6,4	12,5	60
Quality of food and prices in the student canteen	36,2	37,5	80
Quality of living conditions in the dormitory	6,4	15,6	20
Employment in the specialty	38,3	37,5	20
Quality of internship organizations	14,9	12,5	-
Other	2,1	3,1	-

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

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

## 8. What are some of the student issues that are of particular concern to you right now?



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

- All of the above;
- schedule.

## 9. Do you take part in scientific work of the university? If yes, in what forms?

(mark all appropriate answers)

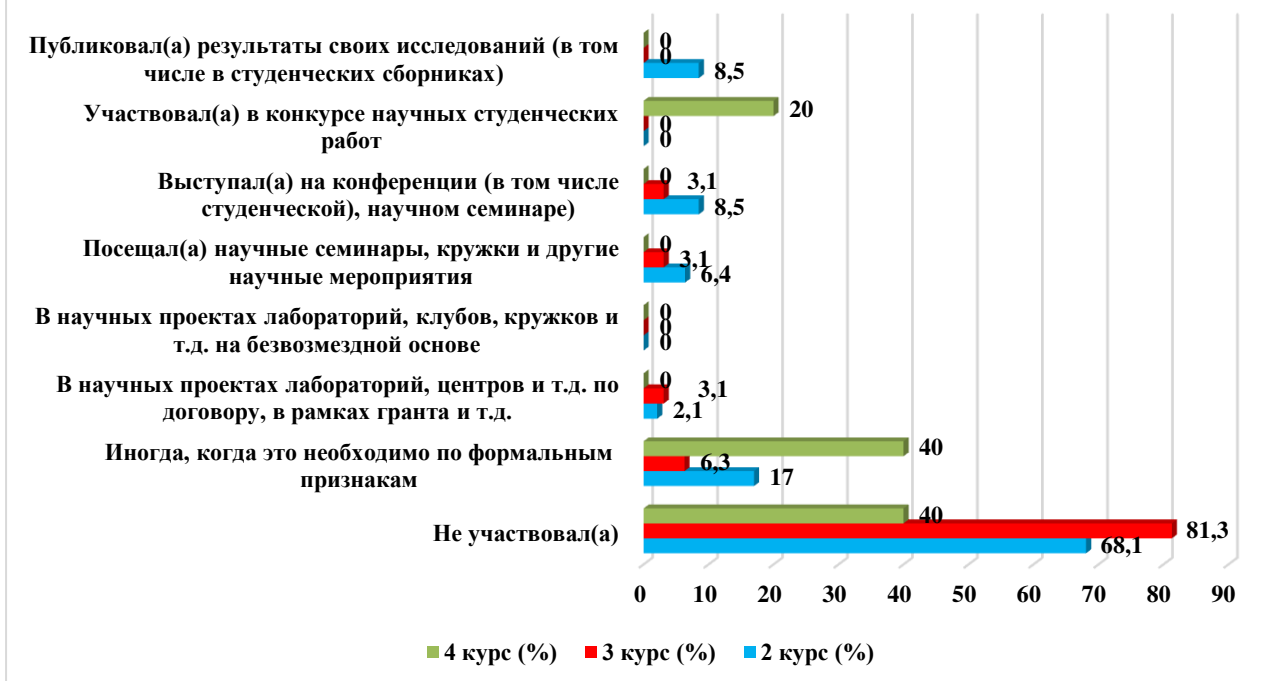
Answer options	2nd year	3rd year	4th year
Did not participate	68,1	81,3	40
Sometimes, when it is necessary on formal grounds	17	6,3	40
In scientific projects of laboratories, centers, etc. under a contract, grant, etc.	2,1	3,1	-
In scientific projects of laboratories, clubs, circles, etc. on a gratuitous basis.	-	-	-
In scientific projects of laboratories, optional classes, circles, etc. on a gratuitous basis.	6,4	3,1	-
Attended scientific seminars, clubs and other scientific events.	8,5	3,1	-
Participated in the competition of scientific student works	-	-	20
Published(s) the results of his/her research (including in student collections)	8,5	-	-

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

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



### 9. Do you take part in scientific work of the university? If yes, in what forms?



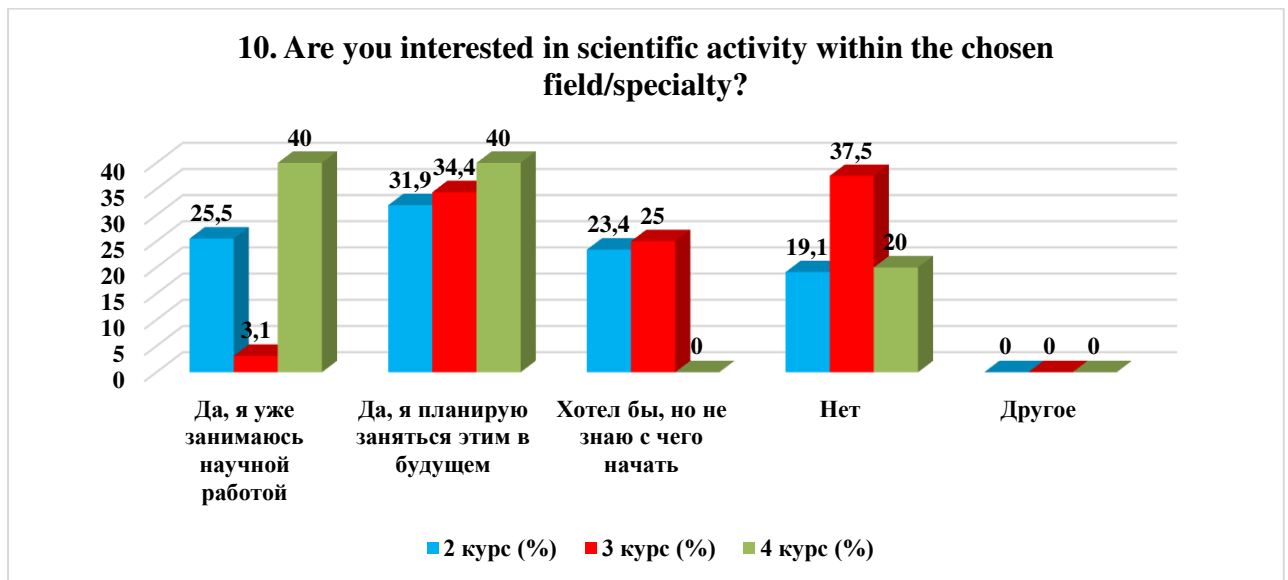
For the option “If you answered “Did not participate” to the previous question, write why” students indicated the following options \*:

- Not up to date with events;
- It's not interesting;
- Did not offer;
- There is no information about the scientific work of the university;
- There is not enough time;
- I'm not interested.

### 10. Are you interested in scientific activity within the chosen field/specialty?

Answer options	2nd year	3rd year	4th year
Yes, I am already doing research work	25,5	3,1	40
Yes, I plan to do it in the future	31,9	34,4	40
I would like to, but I don't know where to start	23,4	25	-
No	19,1	37,5	20
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 don't know where to start” or “No” to the previous question, write why”, students indicated the following options\*:

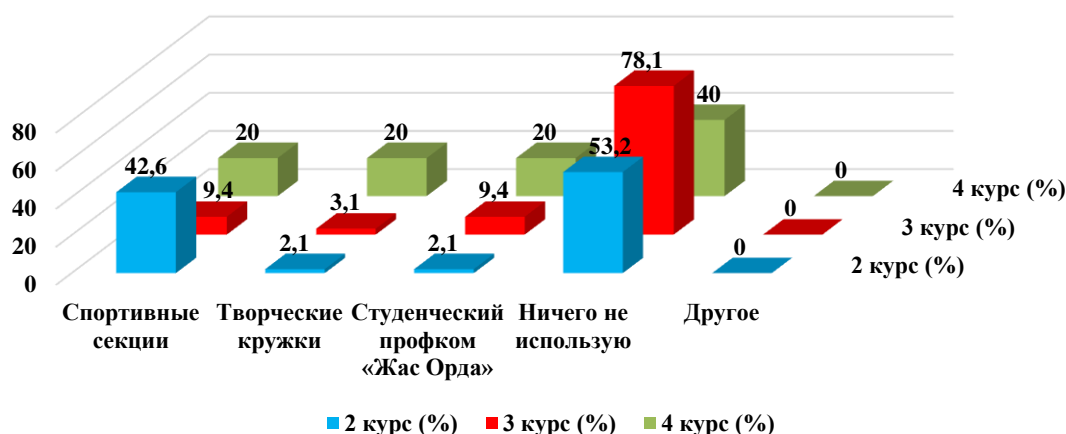
- There isn't much time;
- There is no time;
- I am not interested in scientific activity;
- That's how it happened;
- I don't know;
- I'm not interested.

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

Answer options	2nd year	3rd year	4th year
Sports sections	42,6	9,4	20
Creative clubs	2,1	3,1	20
Student Trade Union “Zhas Orda”	2,1	9,4	20
I don't use anything	53,2	78,1	40
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.

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



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

- not interested;
- I don't know;
- I wanted to go to the gym, but it's old and in bad shape;
- I don't want to;
- I'm in another club;
- I'm going to do it in the future;
- Business;
- Not developed;
- Leaving Zhas Orda;
- Not interested in anything;
- Did not know about these opportunities;
- I am self-directed in my creative endeavors.

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

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

Other \_\_\_\_\_

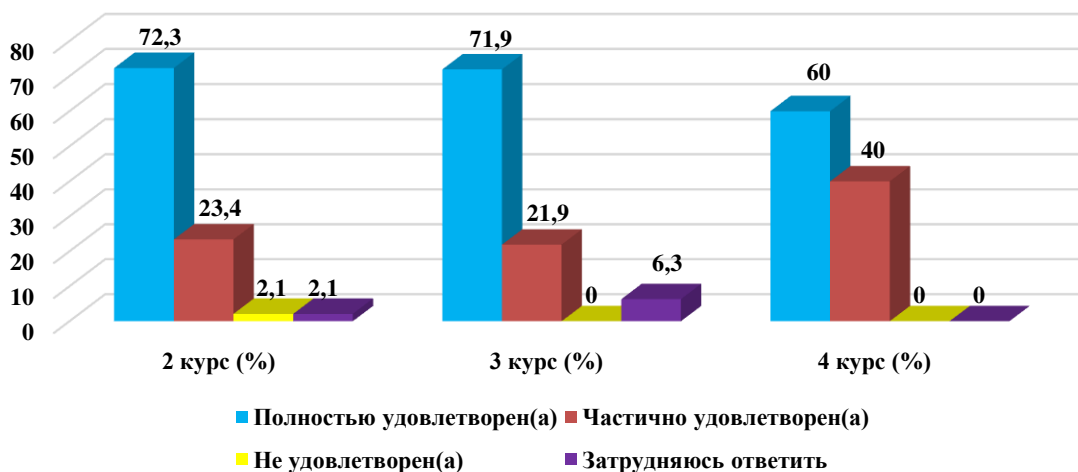
If you answered “not satisfied” to the previous question, make recommendations to improve the services provided \_\_\_\_\_

#### 12.1 Availability of necessary scientific literature in the library

\* 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
Completely satisfied	72,3	71,9	60
Partially satisfied	23,4	21,9	40
Not satisfied	2,1	-	-
Difficult to answer	2,1	6,3	-

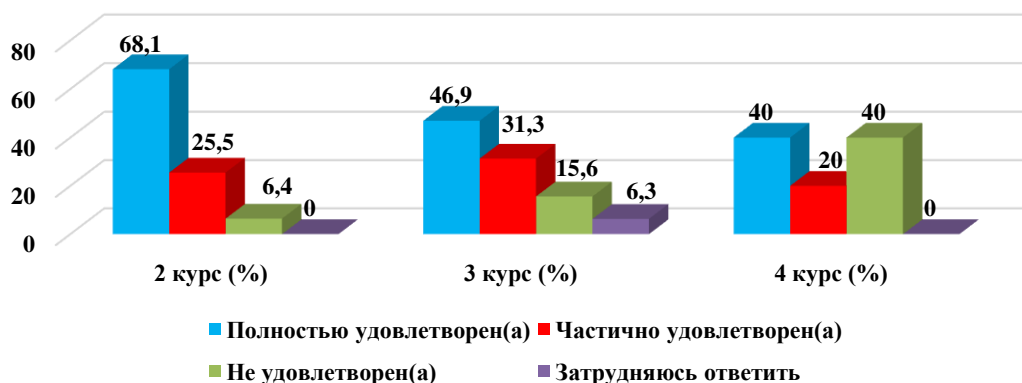
### 12.1 Availability of necessary scientific literature in the library



### 12.2 Modernity of computer equipment

Answer options	2nd year	3rd year	4th year
Completely satisfied	68,1	46,9	40
Partially satisfied	25,5	31,3	20
Not satisfied	6,4	15,6	40
Difficult to answer	-	6,3	-

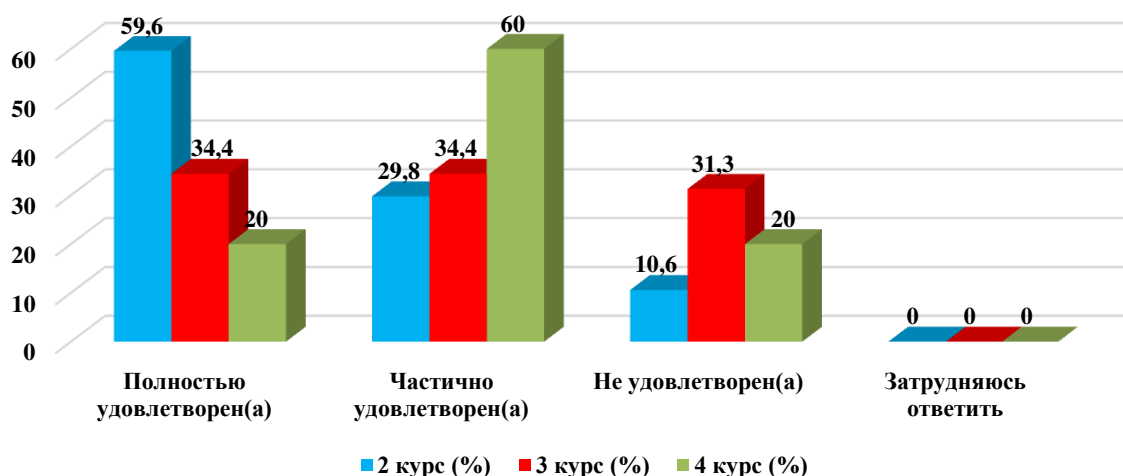
### 12.2 Modernity of computer equipment



### 12.3 Internet channel width and speed

Answer options	2nd year	3rd year	4th year
Completely satisfied	59,6	34,4	20
Partially satisfied	29,8	34,4	60
Not satisfied	10,6	31,3	20
Difficult to answer	-	-	-

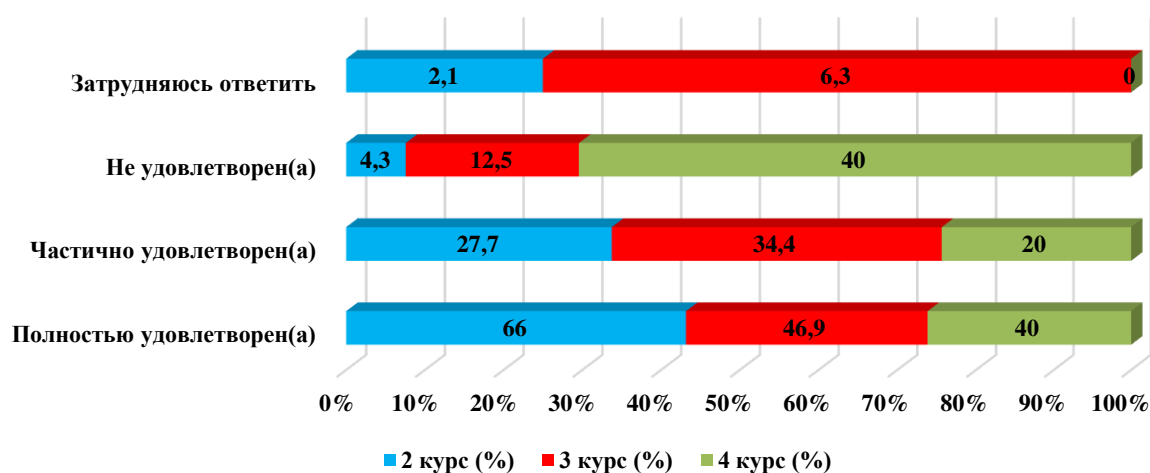
### 12.3 Internet channel width and speed



### 12.4 Modernity of software

Answer options	2nd year	3rd year	4th year
Completely satisfied	66	46,9	40
Partially satisfied	27,7	34,4	20
Not satisfied	4,3	12,5	40
Difficult to answer	2,1	6,3	-

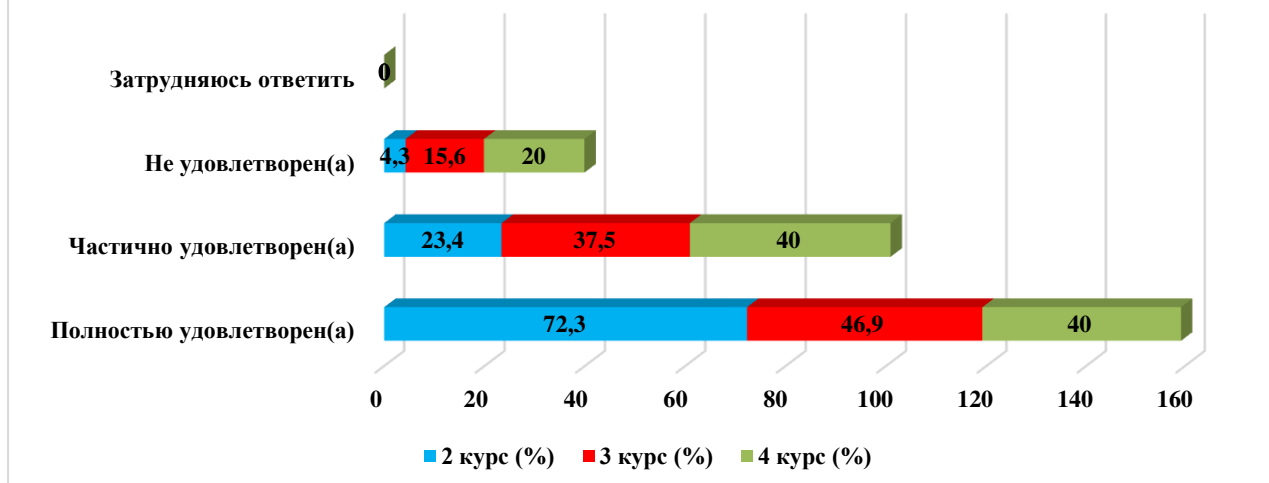
### 12.4 Modernity of software



### 12.5 Availability of educational and scientific equipment

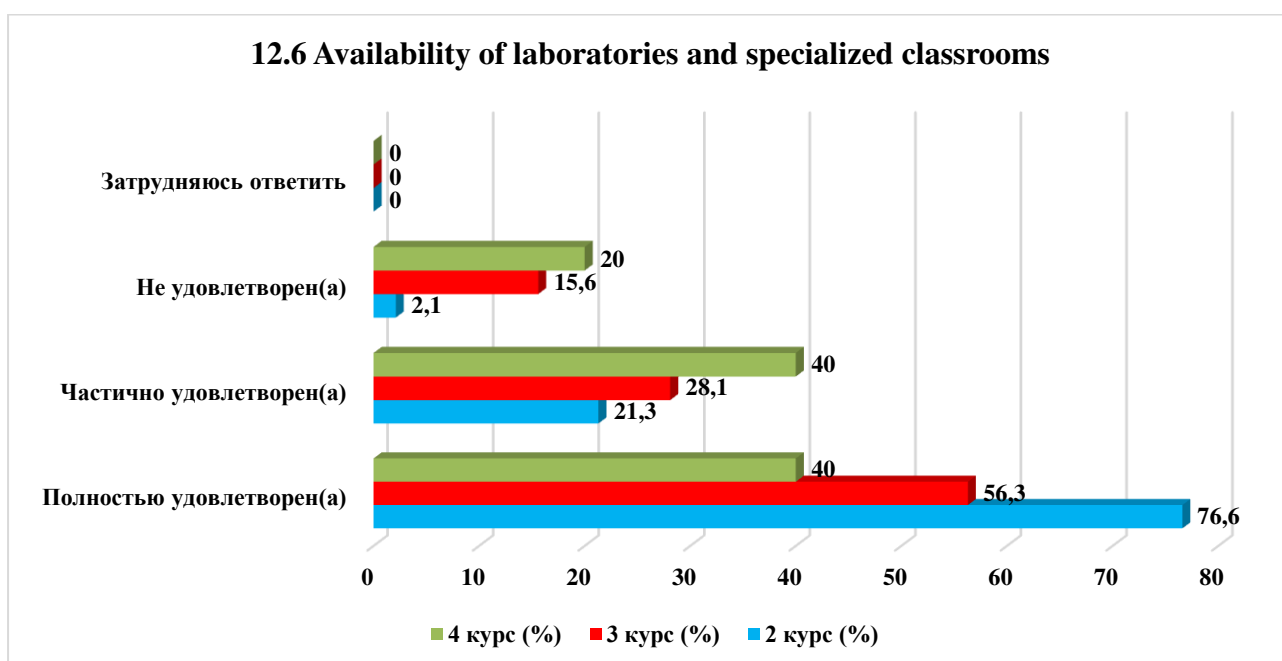
Answer options	2nd year	3rd year	4th year
Completely satisfied	72,3	46,9	40
Partially satisfied	23,4	37,5	40
Not satisfied	4,3	15,6	20
Difficult to answer	-	-	-

### 12.5 Availability of educational and scientific equipment



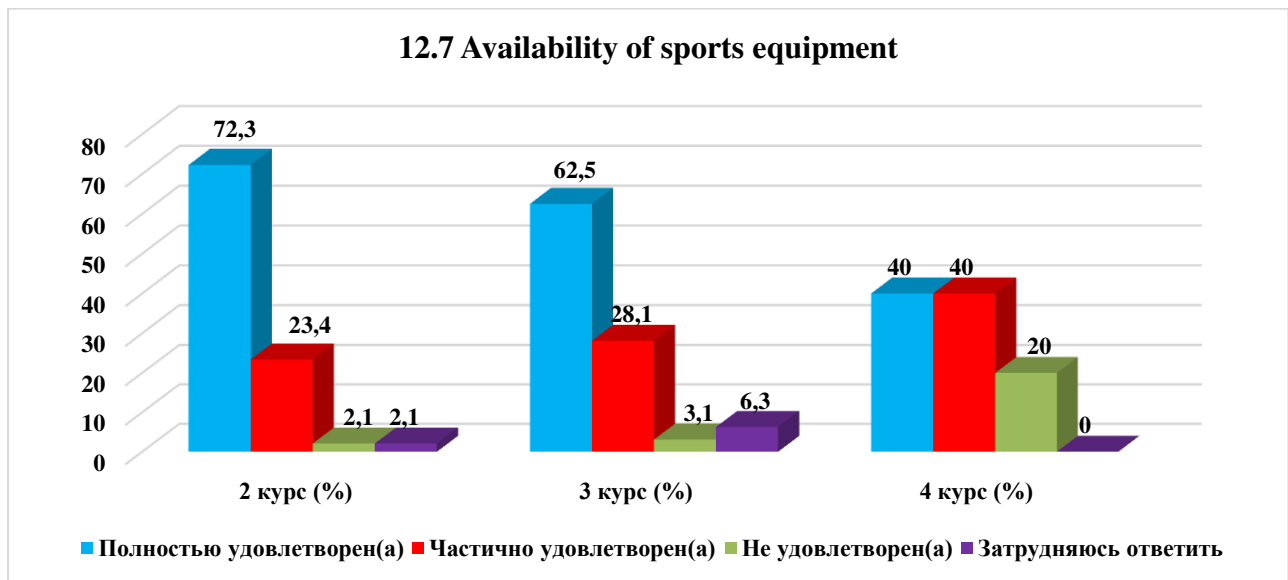
### 12.6 Availability of laboratories and specialized classrooms

Answer options	2nd year	3rd year	4th year
Completely satisfied	76,6	56,3	40
Partially satisfied	21,3	28,1	40
Not satisfied	2,1	15,6	20
Difficult to answer	-	-	-



### 12.7 Availability of sports equipment

Answer options	2nd year	3rd year	4th year
Completely satisfied	72,3	62,5	40
Partially satisfied	23,4	28,1	40
Not satisfied	2,1	3,1	20
Difficult to answer	2,1	6,3	-

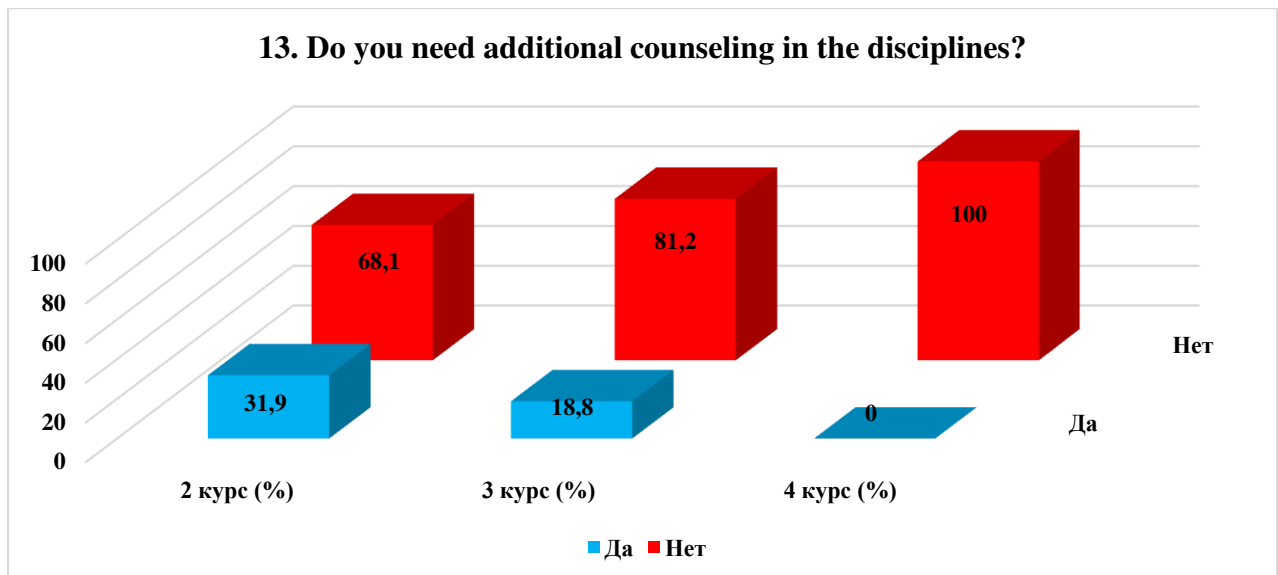


For the option “If you answered “Not satisfied” to the previous question, give recommendations for improvement” students indicated the following options\* :

- The university's Internet does not work at all, you can say;
- Very bad Internet.

### 13. Do you need additional counseling in the disciplines?

Answer options	2nd year	3rd year	4th year
Yes	31,9	18,8	-
No	68,1	81,2	100



For the option “If you answered “Yes” to the previous question, please write down the discipline for which you need additional counseling” 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.

\* 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.

- Architecture of Civil Buildings;
- Architecture of civil buildings, course project consultation;
- Construction materials;
- on specialized disciplines.

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

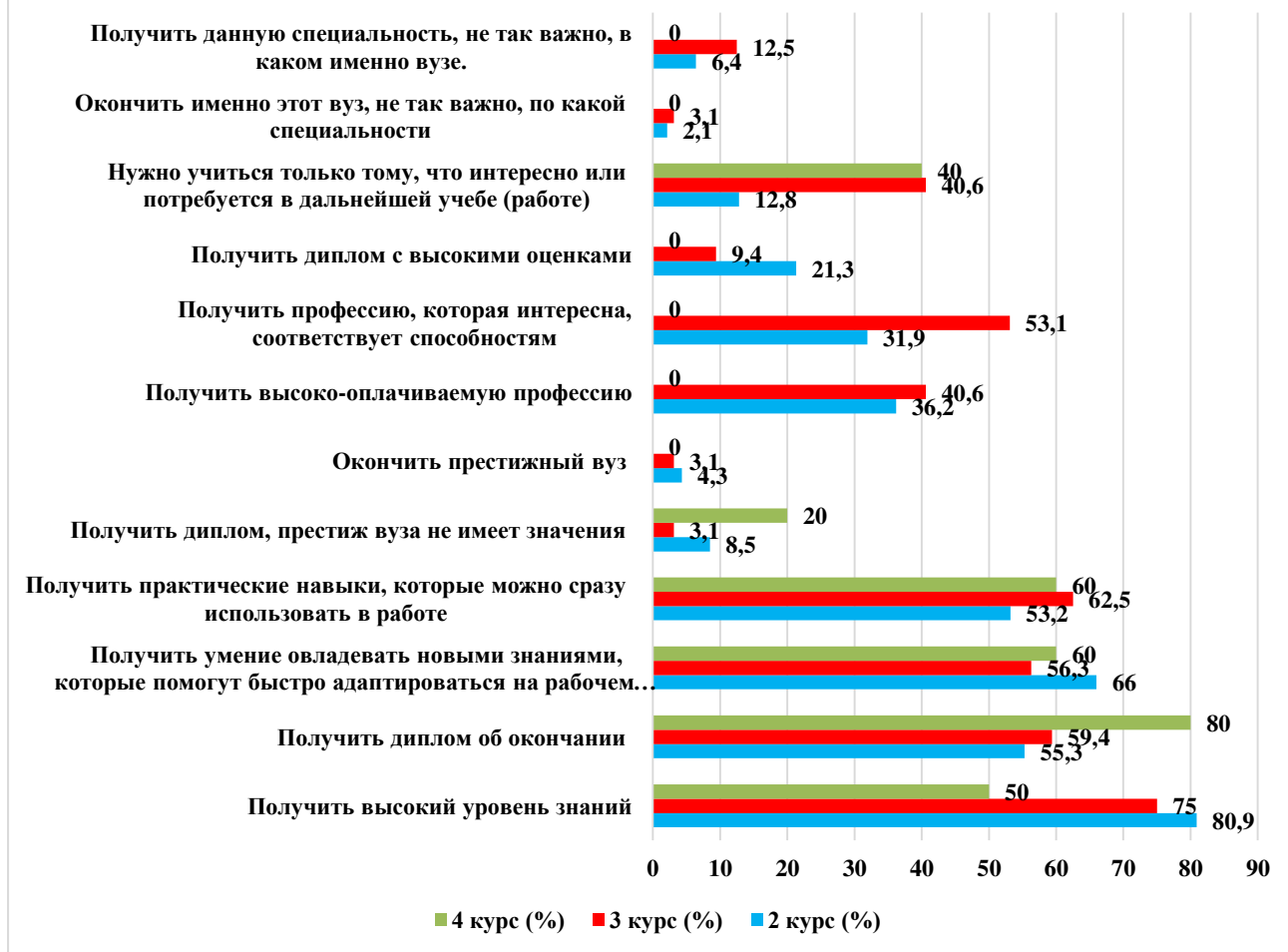
*(You can select one or more answer options)*

<b>Answer options</b>	<b>2nd year</b>	<b>3rd year</b>	<b>4th year</b>
Get a high level of knowledge	80,9	75	50
Get a diploma of completion	55,3	59,4	80
Get the ability to learn new knowledge that will help you adapt quickly in the workplace	66	56,3	60
Get practical skills that can be immediately used in the workplace	53,2	62,5	60
Get a diploma, the prestige of the university does not matter	8,5	3,1	20
Graduate from a prestigious university	4,3	3,1	-
Get a high-paying profession	36,2	40,6	-
To get a profession that is interesting, corresponds to abilities	31,9	53,1	-
Get a diploma with high grades	21,3	9,4	-
It is necessary to study only what is interesting or will be needed in further studies (work).	12,8	40,6	40
To graduate from this particular university, no matter what specialty	2,1	3,1	-
To get this specialty, it is not so important in which university.	6,4	12,5	-

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



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



Please, write your suggestions, wishes, as well as what questions in your opinion should be added to this questionnaire to improve the training program, to improve the quality of services provided, to improve the quality of distance learning and other activities of the university. (Students' answers are presented in the original. The author's spelling and punctuation have been preserved):

- Good;
- None;
- Are you satisfied with the academic mobility opportunities?
- Can't answer;
- With which teachers do you constantly have conflict;
- Teacher's attitude;
- All questions are well posed;
- Which supervisor takes on too much;
- How do you see yourself in your professional life?
- No complaints;
- these questions are enough;
- everything is satisfactory;
- Are students satisfied with the availability of supervisory hours? (No);
- can't say;
- Sufficient;
- The questionnaire is satisfactory;

- Remove disciplines not in specialty and old disciplines;
- How to effectively organize the life of a modern student? What to study and what to prepare oneself for? What opportunities existing in our university should students pay special attention to?
- Nothing comes to mind;
- Questions about the price in the canteen;
- Questions are enough;
- Choice of disciplines to the student himself;
- Are you satisfied with the state of the university and the novelty of knowledge.

According to the results of the questionnaire, the following **conclusions** can be drawn:

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

To the question **“What is your attitude to the quality of the organization of the educational process?”** the majority of students answered that there are no special complaints: 2nd year - 87.2%, 3rd year - 65.6%, 4th year - 80%. The obtained data indicate the improvement of the quality of the organization of the educational process and educational services of the university.

Nevertheless, there is a small part of respondents who noted such answer options as "Non-compliance of the studied disciplines with the received specialty" (2nd year - 2.1%, 3rd year - 9.4%), "Non-compliance of the subject importance with the number of hours" (2nd year - 4, 3%, 3 course - 3.1%), "Overload of classroom classes" (2 course - 4.3%, 3 course - 12.5%, 4 course - 20%), "Dissatisfaction with the quality of classes" (3 course - 9.4%), "Dissatisfaction with the organization of credits and examinations" (2 course - 2.1%).

To the question: "What indicators, as a rule, are taken into account by teachers when making the final grade?". 34.3% of students indicated the option "activity in classes (seminars), answers to the teacher's questions, solving problems, etc.", in second place - 28.2% "Attendance" and in third place - 22.5% "Results of interim control works, tests, colloquiums, etc."

Relationships "between students", "between teachers and students (in the educational process)", "between student and supervisor", "between students and administration", "between students and employees of departments (library, student department, etc.)", "between students and security service" are assessed by respondents, mainly as "benevolent" and "rather benevolent than unfriendly" respectively, which fully corresponds to a high level of satisfaction with the moral and psychological climate in the student environment.

However, it should be noted that a small part of respondents noted such answer options as **“rather not benevolent than benevolent”** and **“negative”** in the relations **“Between teachers and students (in the educational process)”**, **“Between students and supervisor”**, **“Between students and administration”**, **“Between students and employees of departments (library, student department, etc.)”**, **“Between students and security service”**.

For the option **“If you answered “Rather not benevolent than benevolent” and “Negative” to the previous question, give recommendations for improvement”**, the

students indicated: “We need to be a little kinder”, “The security service could be a little less strict”, “We need to be more benevolent. And do not allow actions of a personal nature”.

To the question “**What student problems are of particular concern to you now?**” the students put “Quality of food and prices in the student canteen” in the first place - 51.2%. Then – “Quality of teaching (conducting classes, assessment of knowledge, etc.)” - 47%. - 47%. The third position is "Employment in the specialty" - 31.9%.

To the question “**Do you need additional counseling in disciplines?**” 16.9% of respondents answered that they need additional counseling. Among the disciplines indicated were: Architecture of civil buildings, counseling on term project, Construction materials, on profile disciplines.

### **Recommendations:**

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