

Report
based on the questionnaire results
«Satisfaction of 2nd-5th year students with educational services»
2023 – 2024 academic year
Department: «Building materials and technologies»
Speciality: 6B07304 Construction

In October 2023, the quality management and accreditation center conducted an annual questionnaire on the satisfaction of 2nd-5th year students with the quality of services provided.

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

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

In specialty 6B07304 «Construction» 139 respondents took part in the questionnaire.

- 2nd year – 47 students (71.2%);
- 3rd year – 38 students (61.3%);
- 4th year – 54 students (68.4%).

Form of study

- Budget – 120 students (86.3%);
- Fee-paying – 19 students (13.7%).

The following data were obtained during the questionnaire:

Indicators:

1. Are you satisfied? quality of services provided?

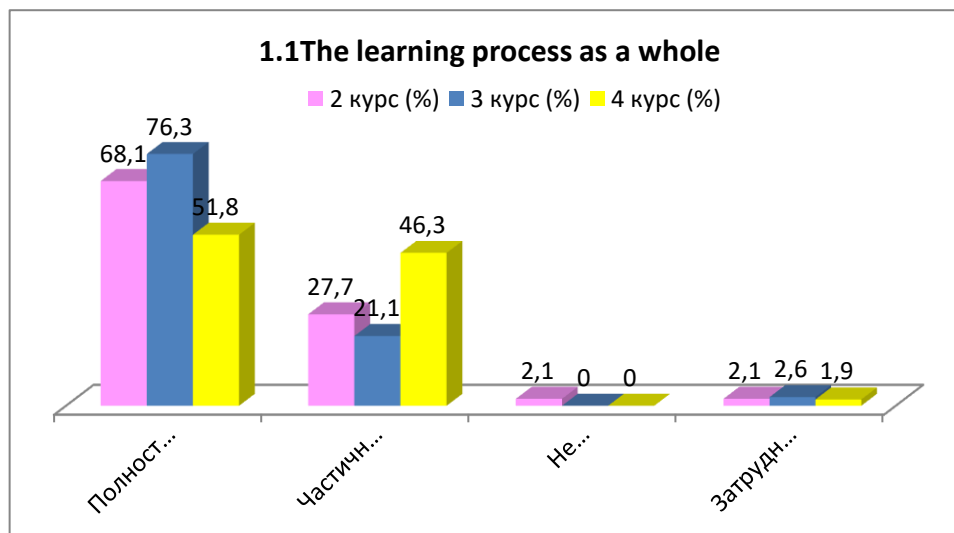
1.1 The learning process as a whole
1.2 Schedule of classes
1.3 Organization of independent work
1.4 Internship
1.5 Organization and implementation of the SIWT
1.6 Organization and implementation of laboratory work
1.7 Satisfaction with the library's work
1.8 Possibility of access to full-text databases of scientific publications
1.9 Living conditions in the hostel
1.10 Quality of medical care
1.11 Organization of catering at the university (prices, range of products, quality of prepared dishes)

Other _____

If you answered «not satisfied» to the previous question, please provide recommendations for improvement provided services _____

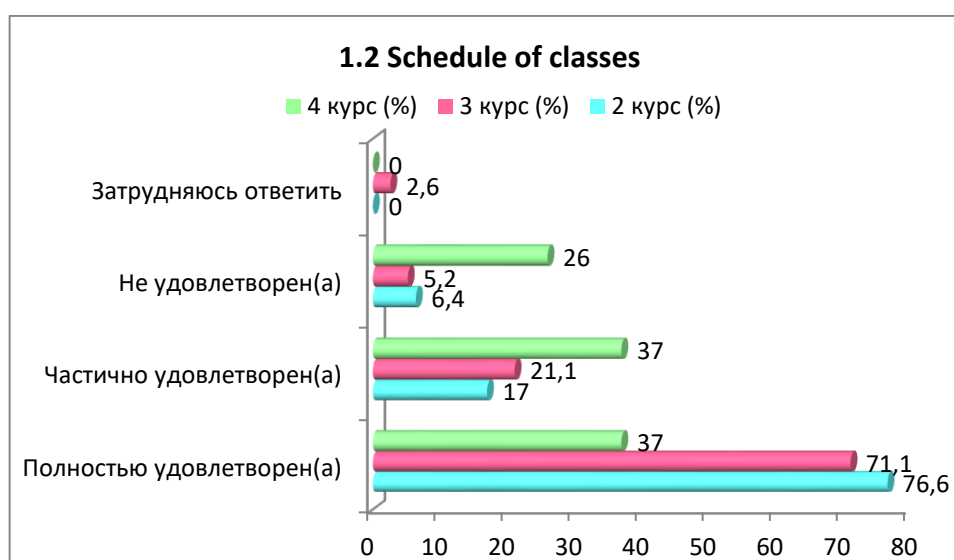
1.1 The learning process as a whole

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Completely satisfied</i>	68.1	76.3	51.8
<i>Partially satisfied</i>	27.7	21.1	46.3
<i>Not satisfied</i>	2.1	-	-
<i>I find it difficult to answer</i>	2.1	2.6	1.9



1.2 Schedule of classes

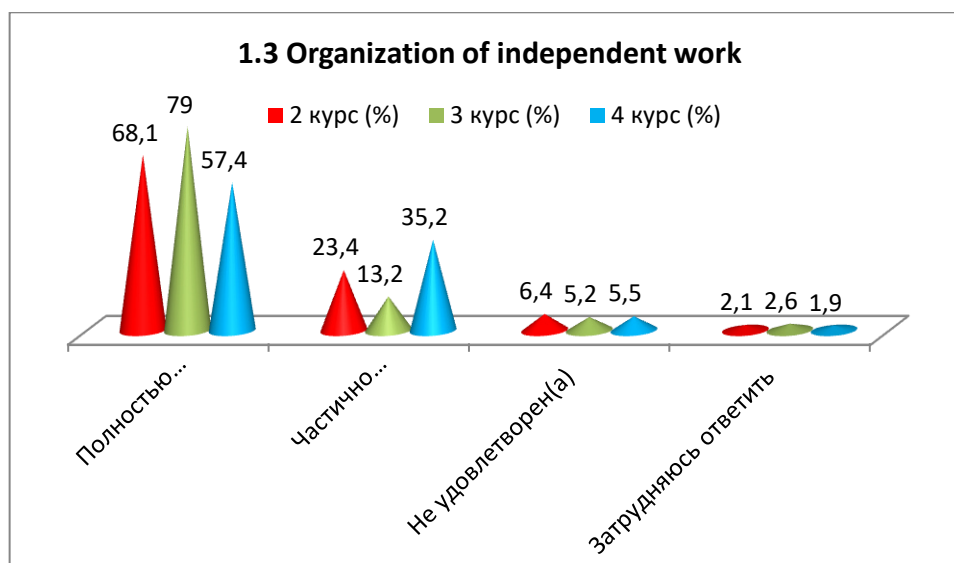
Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Completely satisfied</i>	76.6	71.1	37
<i>Partially satisfied</i>	17	21.1	37
<i>Not satisfied</i>	6.4	5.2	26
<i>I find it difficult to answer</i>	-	2.6	-



1.3 Organization of independent work

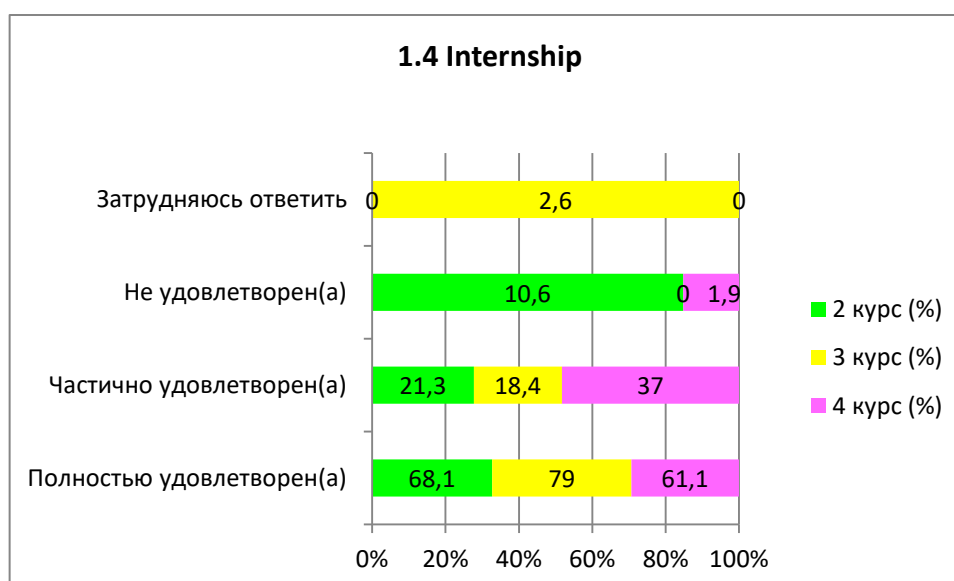
Answer options	2nd year	3rd year	4th year
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	(%)	(%)	(%)
<i>Completely satisfied</i>	68.1	79	57.4
<i>Partially satisfied</i>	23.4	13.2	35.2
<i>Not satisfied</i>	6.4	5.2	5.5
<i>I find it difficult to answer</i>	2.1	2.6	1.9



1.4 Internship

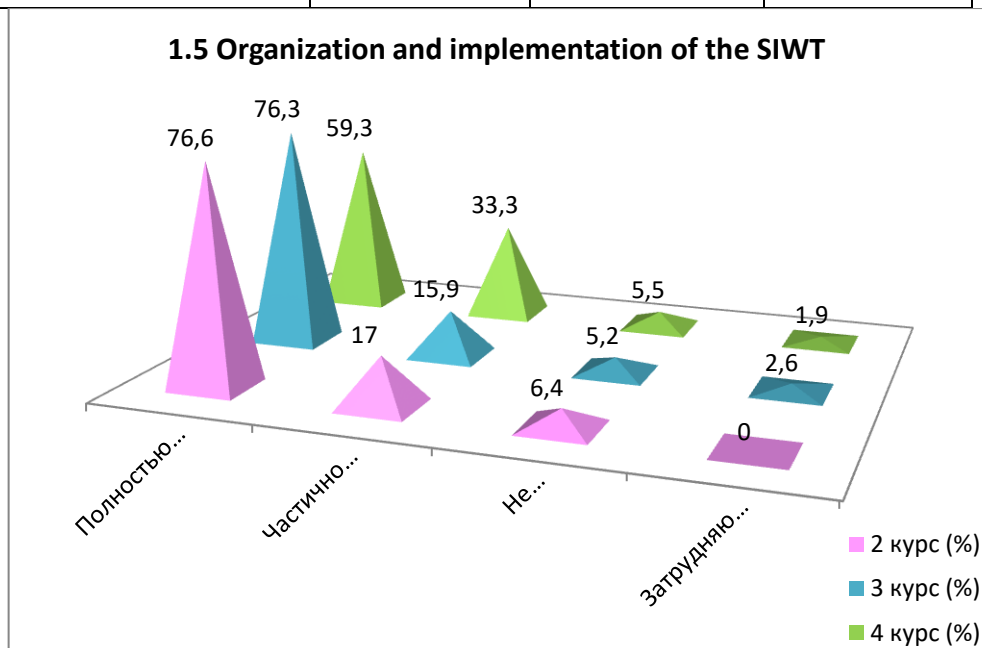
Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Completely satisfied</i>	68.1	79	61.1
<i>Partially satisfied</i>	21.3	18.4	37
<i>Not satisfied</i>	10.6	-	1.9
<i>I find it difficult to answer</i>	-	2.6	-



1.5 Organization and implementation of the SIWT

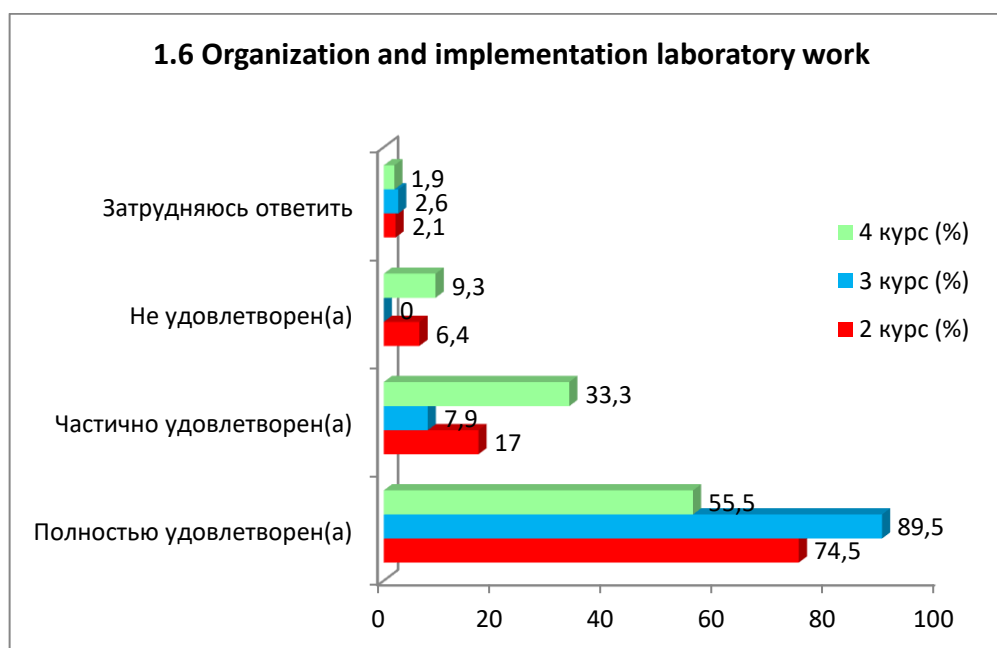
Answer options	2nd year (%)	3rd year (%)	4th year (%)

<i>Completely satisfied</i>	76.6	76.3	59.3
<i>Partially satisfied</i>	17	15.9	33.3
<i>Not satisfied</i>	6.4	5.2	5.5
<i>I find it difficult to answer</i>	-	2.6	1.9



1.6 Organization and implementation laboratory work

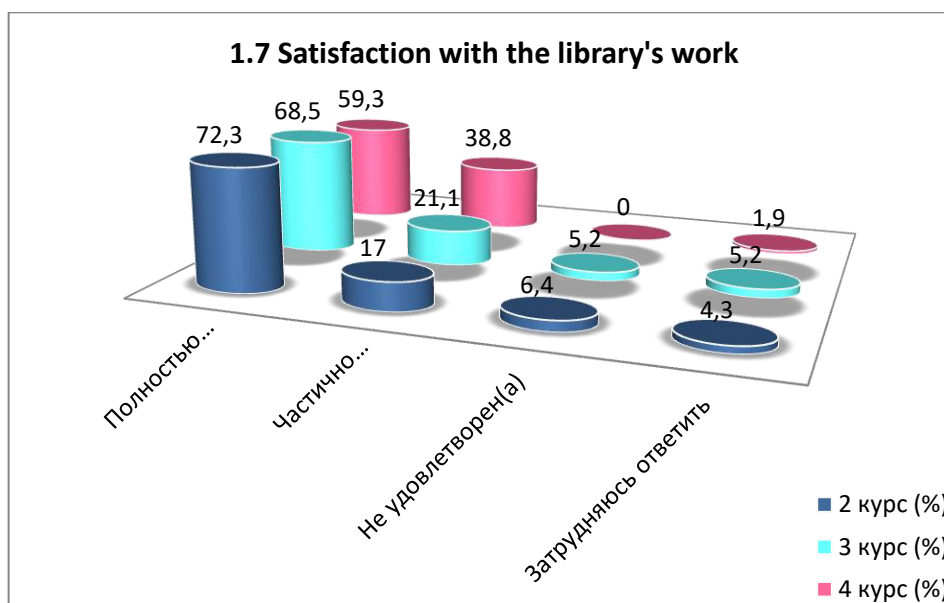
Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Completely satisfied</i>	74.5	89.5	55.5
<i>Partially satisfied</i>	17	7.9	33.3
<i>Not satisfied</i>	6.4	-	9.3
<i>I find it difficult to answer</i>	2.1	2.6	1.9



1.7 Satisfaction with the library's work

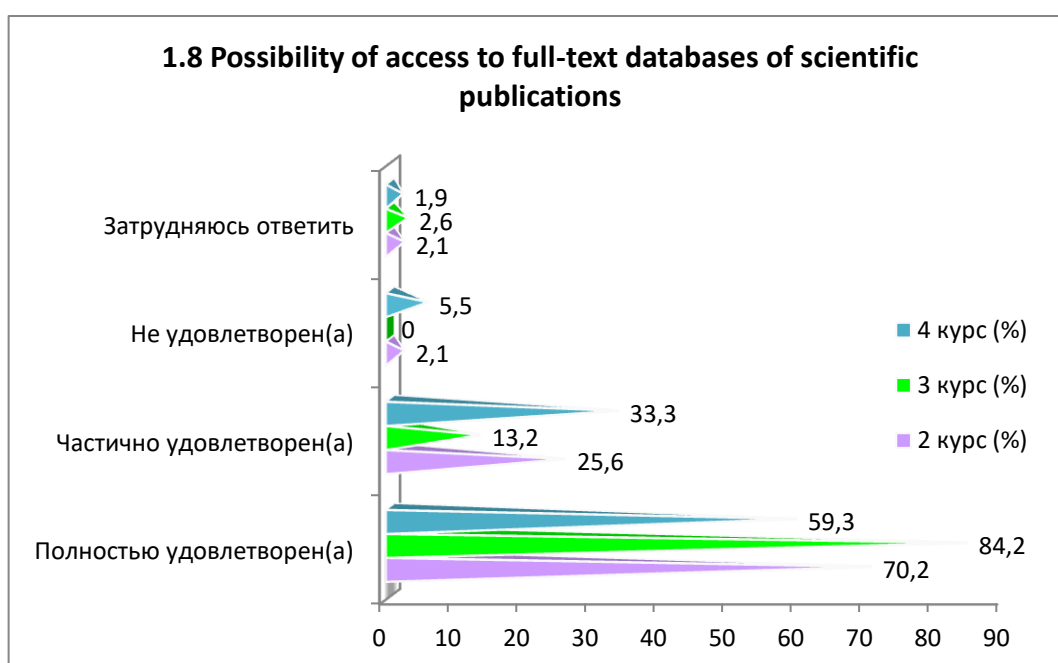
Answer options	2nd year	3rd year	4th year
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	(%)	(%)	(%)
<i>Completely satisfied</i>	72.3	68.5	59.3
<i>Partially satisfied</i>	17	21.1	38.8
<i>Not satisfied</i>	6.4	5.2	-
<i>I find it difficult to answer</i>	4.3	5.2	1.9



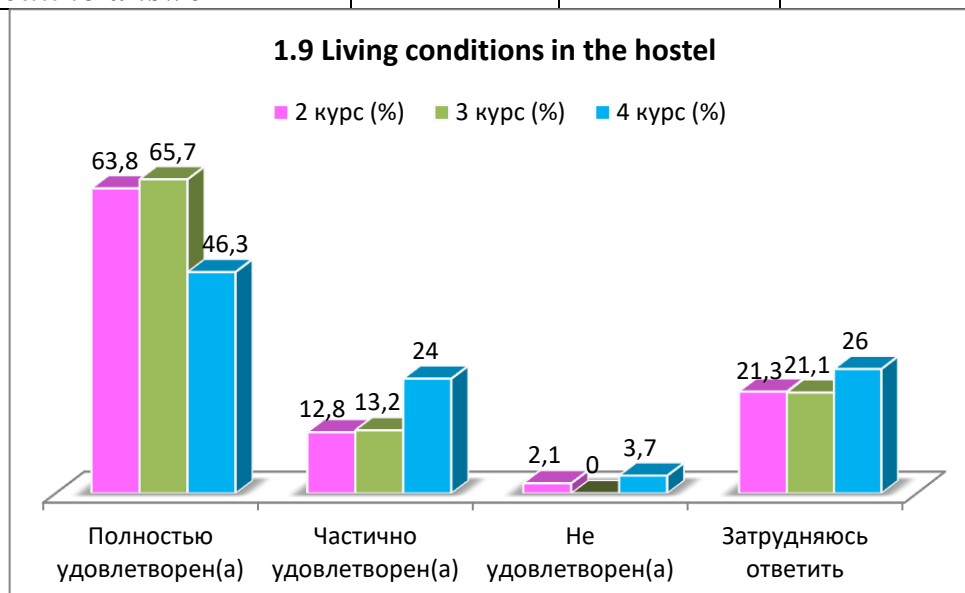
1.8 Possibility of access to full-text databases of scientific publications

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Completely satisfied</i>	70.2	84.2	59.3
<i>Partially satisfied</i>	25.6	13.2	33.3
<i>Not satisfied</i>	2.1	-	5.5
<i>I find it difficult to answer</i>	2.1	2.6	1.9



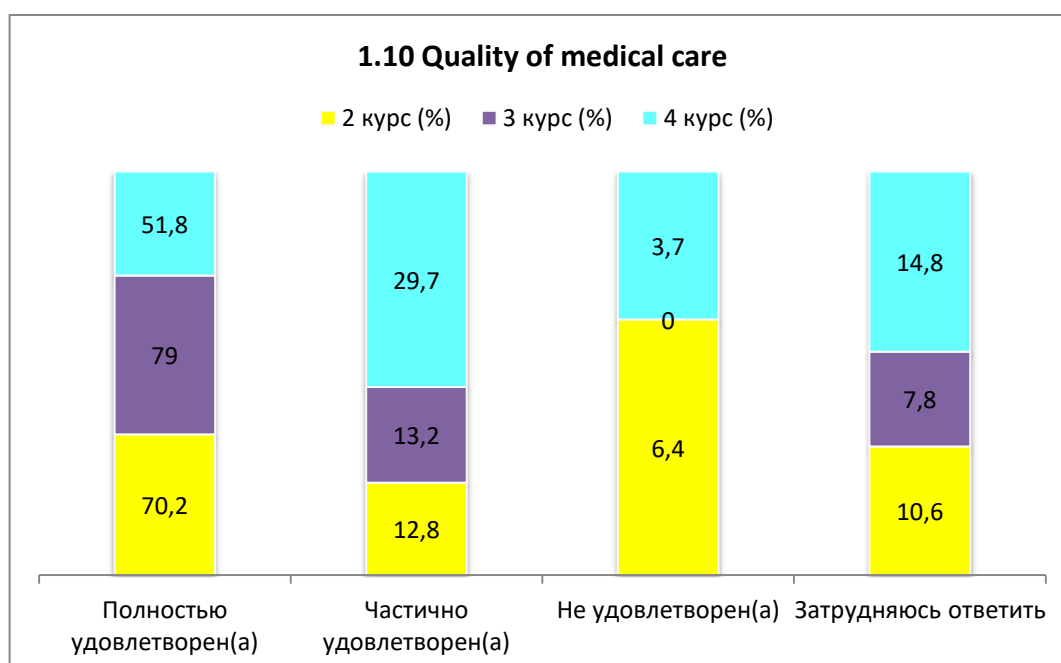
1.9 Living conditions in the hostel

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Completely satisfied</i>	63.8	65.7	46.3
<i>Partially satisfied</i>	12.8	13.2	24
<i>Not satisfied</i>	2.1	-	3.7
<i>I find it difficult to answer</i>	21.3	21.1	26



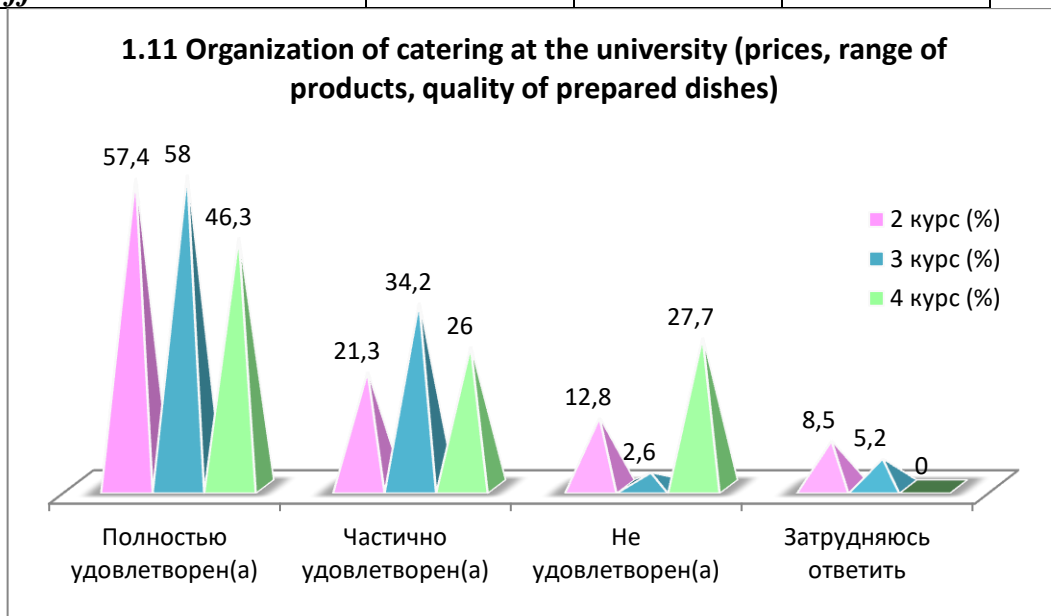
1.10 Quality of medical care

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Completely satisfied</i>	70.2	79	51.8
<i>Partially satisfied</i>	12.8	13.2	29.7
<i>Not satisfied</i>	6.4	-	3.7
<i>I find it difficult to answer</i>	10.6	7.8	14.8



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

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Completely satisfied</i>	57.4	58	46.3
<i>Partially satisfied</i>	21.3	34.2	26
<i>Not satisfied</i>	12.8	2.6	27.7
<i>I find it difficult to answer</i>	8.5	5.2	-



For the «Other» option, students indicated the following options*:

- Everything is satisfactory.
- I don't live in a dorm, I didn't use the university medicine, and the prices in the cafeteria are expensive.
- satisfied
- No (2)
- It would be cool to have a good coffee machine.

For the option «**If you answered «not satisfied» to the previous question, please provide recommendations for improvement provided services»** Students indicated the following options*:

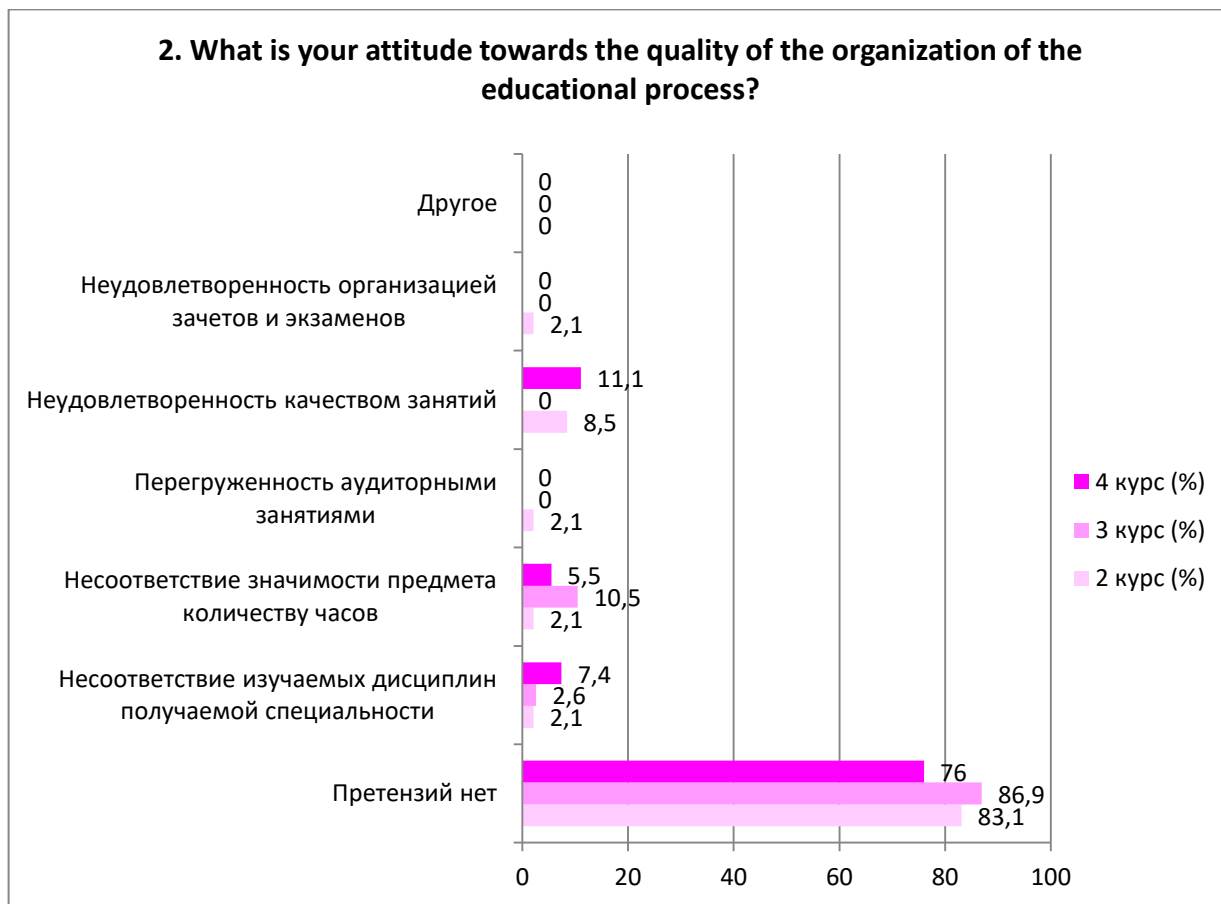
- Everything is satisfactory.
- The selection in the canteen is poor. The schedule is arranged in the most inconvenient way. For example, we have a seminar first and a lecture next. So, this task is stretched out over a week, when it could be done immediately after the lecture and in unclear moments immediately clarify at the seminar
 - Reduce prices, increase the variety of food
 - Improving the quality of nutrition
 - The hot dishes are not very good.
- The canteen's selection can be improved, and the schedule can be changed more conveniently.

*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.

- No (2)
- The food in the canteen should be tasty and reasonably priced for students. At the moment the food there is not fresh, not worth the price.
- There is little space in the buffet and it is expensive.
- Improving the qualifications of teachers.

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

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>No complaints</i>	83.1	86.9	76
<i>Inconsistency between the studied disciplines and the received specialty</i>	2.1	2.6	7.4
<i>Mismatch between the importance of the subject and the number of hours</i>	2.1	10.5	5.5
<i>Overload of classroom activities</i>	2.1	-	-
<i>Dissatisfaction with the quality of classes</i>	8.5	-	11.1
<i>Dissatisfaction with the organization of tests and exams</i>	2.1	-	-
<i>Other</i>	-	-	-

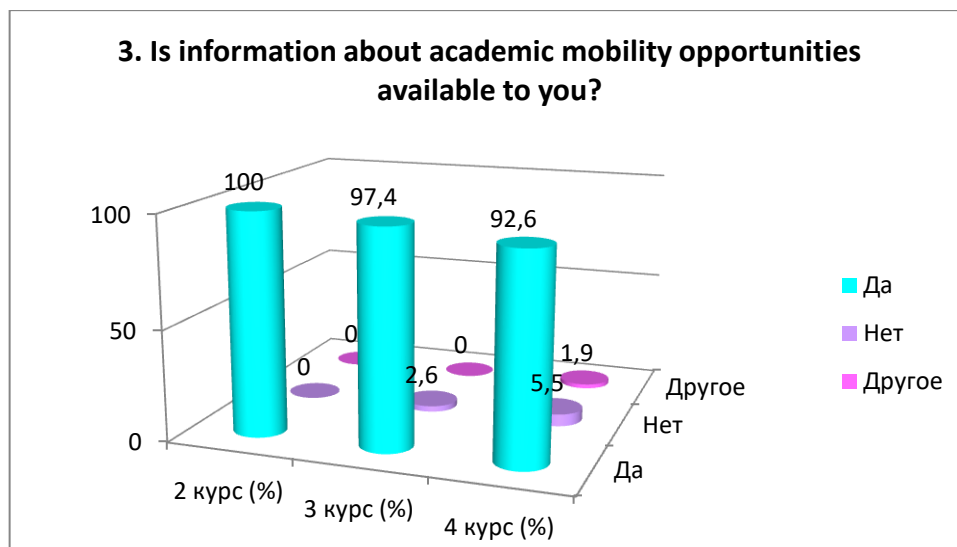


For the option «If you answered «to the previous question not satisfied», please provide recommendations for improvement» students indicated the following options*:

- Everything matches.
- Some subjects require too much attention, although these subjects do not particularly affect the chosen specialty.
- Personal hostility of teachers
- No
- Teachers are not interested, there is a lot of unnecessary information, little practice, and no good teaching aids.

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

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Yes	100	97.4	92.6
No	-	2.6	5.5
Other	-	-	1.9



For the «Other» option, students indicated the following options*:

- Not all information can be found out.

For the option «If you answered «No» to the previous question, please write why.» Students indicated the following options*:

- Everything is available
- Yes.
- No
- I'm a last year student.

4. What do you think the relationship is like:

*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.

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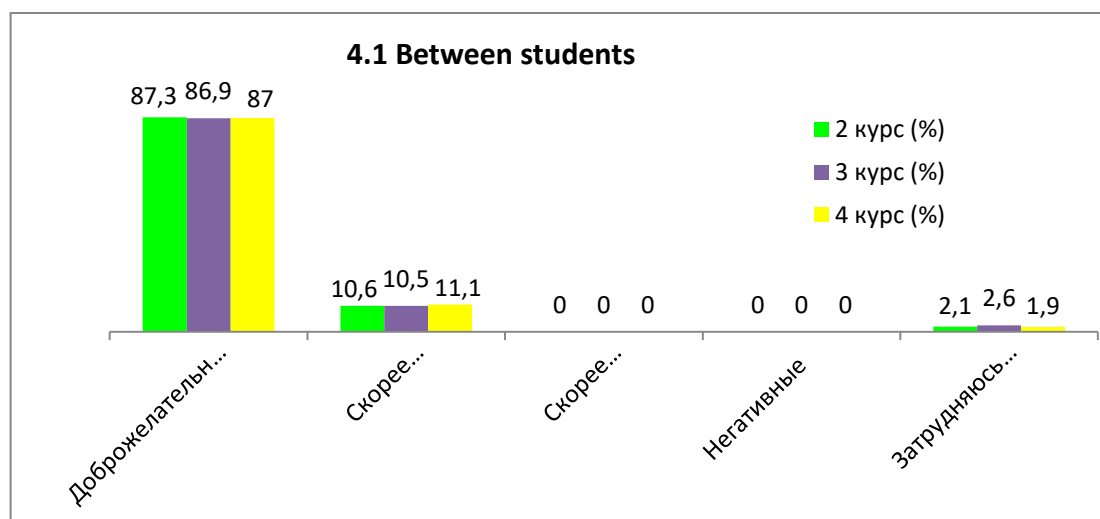
4.1 Between students
4.2 Between teachers and students (in the educational process)
4.3 Between the student and the supervisor
4.4 Between students and administration
4.5 Between students and department staff (library, student department, etc.)
4.6 Between students and security service

Other _____

If you answered «Rather unfriendly than friendly» and «Negative» to the previous question, please provide recommendations for improvement. _____

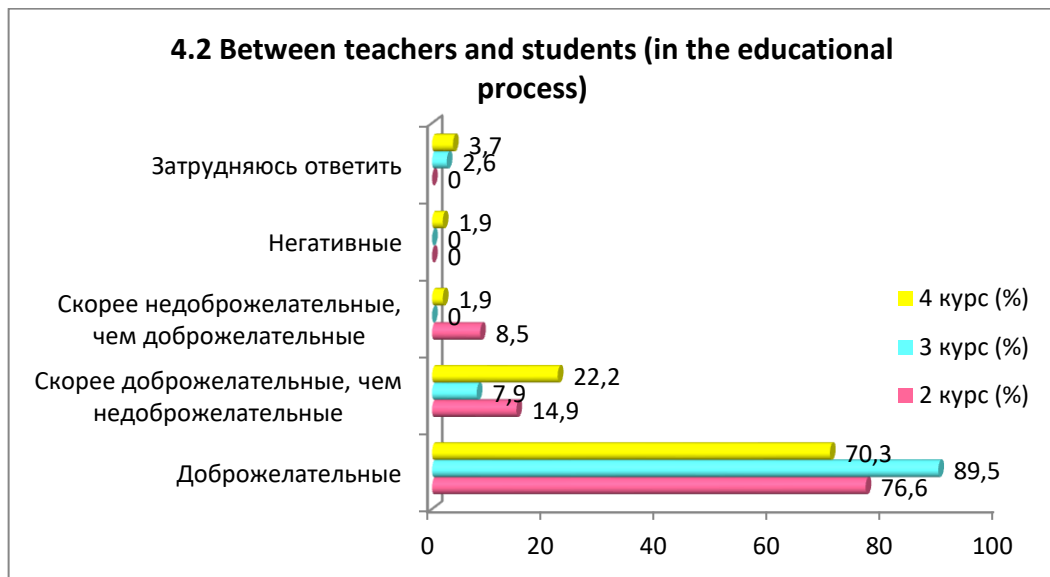
4.1 Between students

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Benevolent</i>	87.3	86.9	87
<i>More benevolent than malevolent</i>	10.6	10.5	11.1
<i>More malevolent than benevolent</i>	-	-	-
<i>Negative</i>	-	-	-
<i>I find it difficult to answer</i>	2.1	2.6	1.9



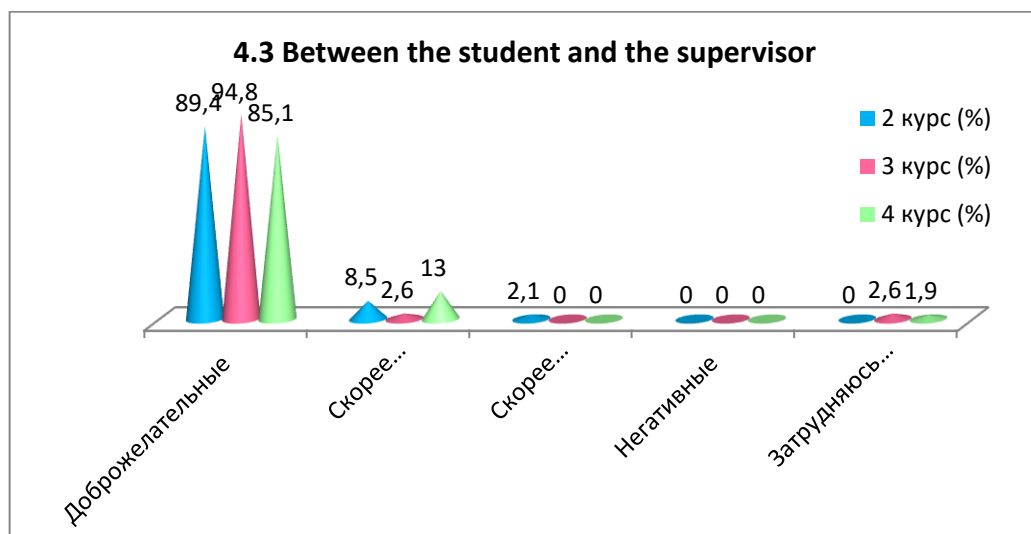
4.2 Between teachers and students (in the educational process)

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Benevolent</i>	76.6	89.5	70.3
<i>More benevolent than malevolent</i>	14.9	7.9	22.2
<i>More malevolent than benevolent</i>	8.5	-	1.9
<i>Negative</i>	-	-	1.9
<i>I find it difficult to answer</i>	-	2.6	3.7



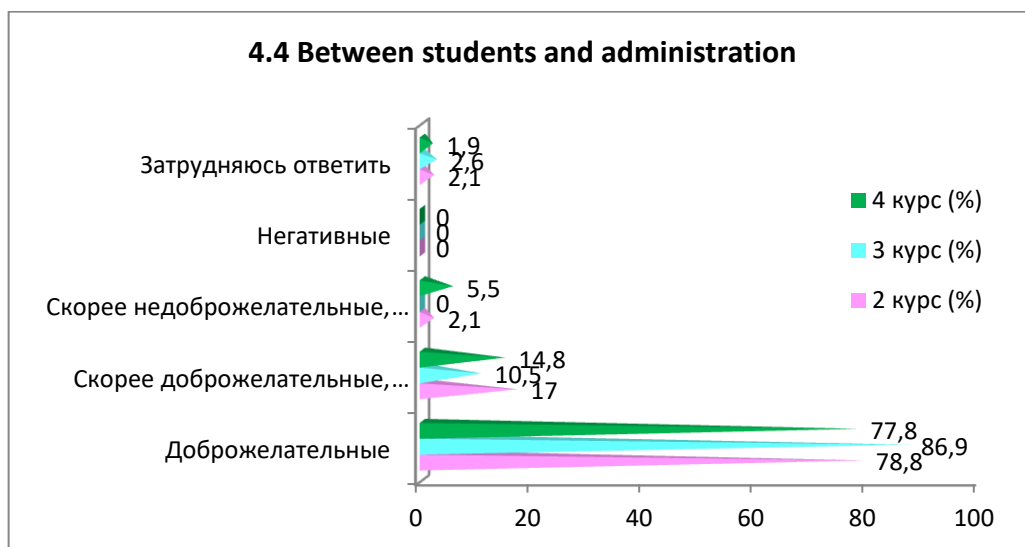
4.3 Between the student and the supervisor

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Benevolent</i>	89.4	94.8	85.1
<i>More benevolent than malevolent</i>	8.5	2.6	13
<i>More malevolent than benevolent</i>	2.1	-	-
<i>Negative</i>	-	-	-
<i>I find it difficult to answer</i>	-	2.6	1.9



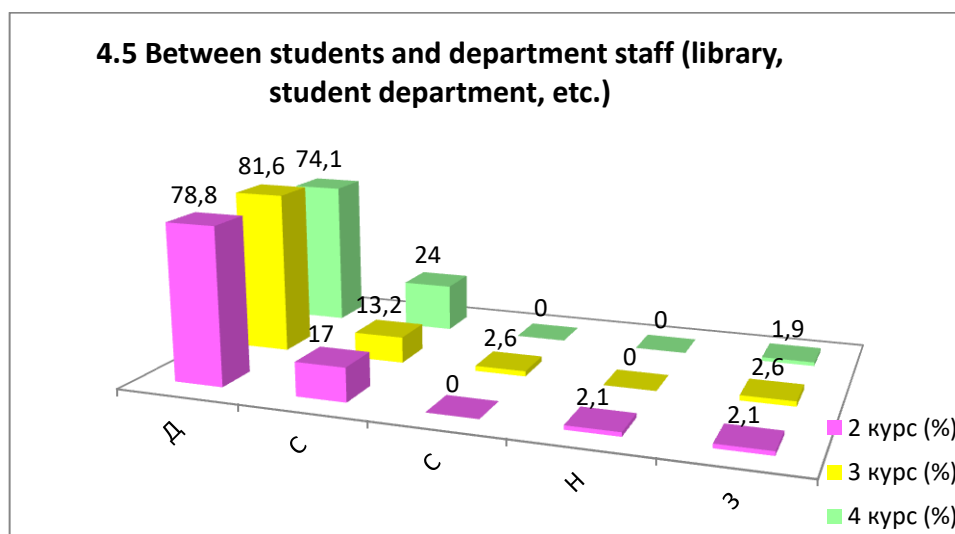
4.4 Between students and administration

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Benevolent</i>	78.8	86.9	77.8
<i>More benevolent than malevolent</i>	17	10.5	14.8
<i>More malevolent than benevolent</i>	2.1	-	5.5
<i>Negative</i>	-	-	-
<i>I find it difficult to answer</i>	2.1	2.6	1.9



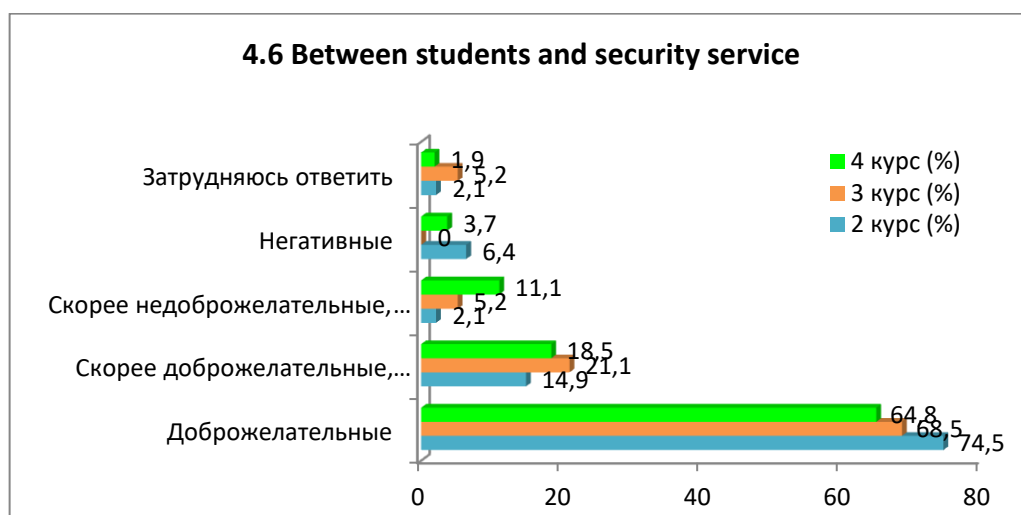
4.5 Between students and department staff (library, student department, etc.)

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Benevolent</i>	78.8	81.6	74.1
<i>More benevolent than malevolent</i>	17	13.2	24
<i>More malevolent than benevolent</i>	-	2.6	-
<i>Negative</i>	2.1	-	-
<i>I find it difficult to answer</i>	2.1	2.6	1.9



4.6 Between students and security service

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Benevolent</i>	74.5	68.5	64.8
<i>More benevolent than malevolent</i>	14.9	21.1	18.5
<i>More malevolent than benevolent</i>	2.1	5.2	11.1
<i>Negative</i>	6.4	-	3.7
<i>I find it difficult to answer</i>	2.1	5.2	1.9



For the «Other» option, students indicated the following options*:

- No
- No.

For the option «If you answered «Rather unfriendly than friendly» and «Negative» to the previous question, please provide recommendations for improvement.» students indicated the following options*:

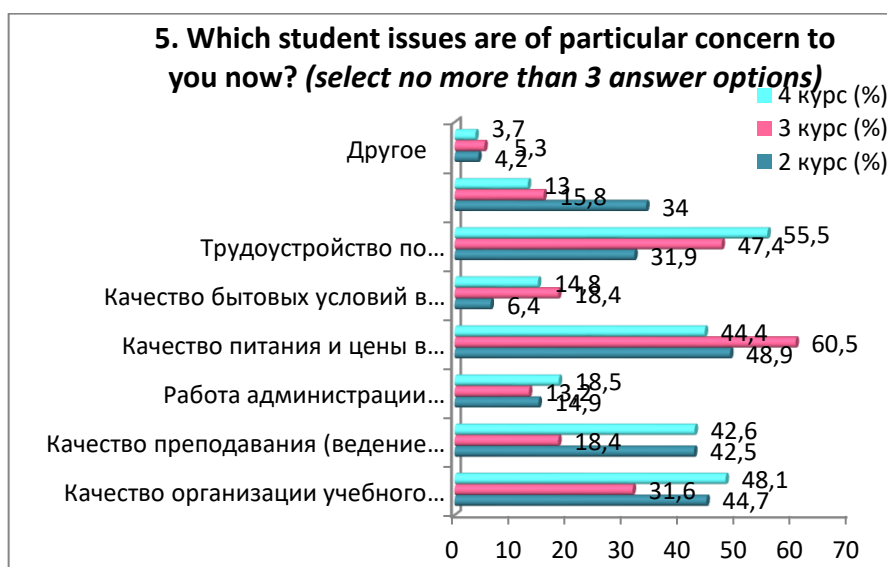
- Benevolent
- They work as if for free, most of them do their work through «I don't want»
- Is understanding towards students
- Politeness
- Communicate more and listen to each other
- Be simpler
- The security service uses excessive power.

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

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Quality of organization of the educational process</i>	44.7	31.6	48.1
<i>Quality of teaching (class delivery, assessment of knowledge, etc.)</i>	42.5	18.4	42.6
<i>Administration work (department, etc.)</i>	14.9	13.2	18.5
<i>Food quality and prices in the student canteen</i>	48.9	60.5	44.4
<i>Quality of living conditions in the hostel</i>	6.4	18.4	14.8
<i>Employment in the specialty</i>	31.9	47.4	55.5
<i>Quality of industrial practice organizations</i>	34	15.8	13
<i>Other</i>	4.2	5.3	3.7

*The sum in % is not equal to 100, since several answer options were supposed to be selected

*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.



For the «Other» option, students indicated the following options:*

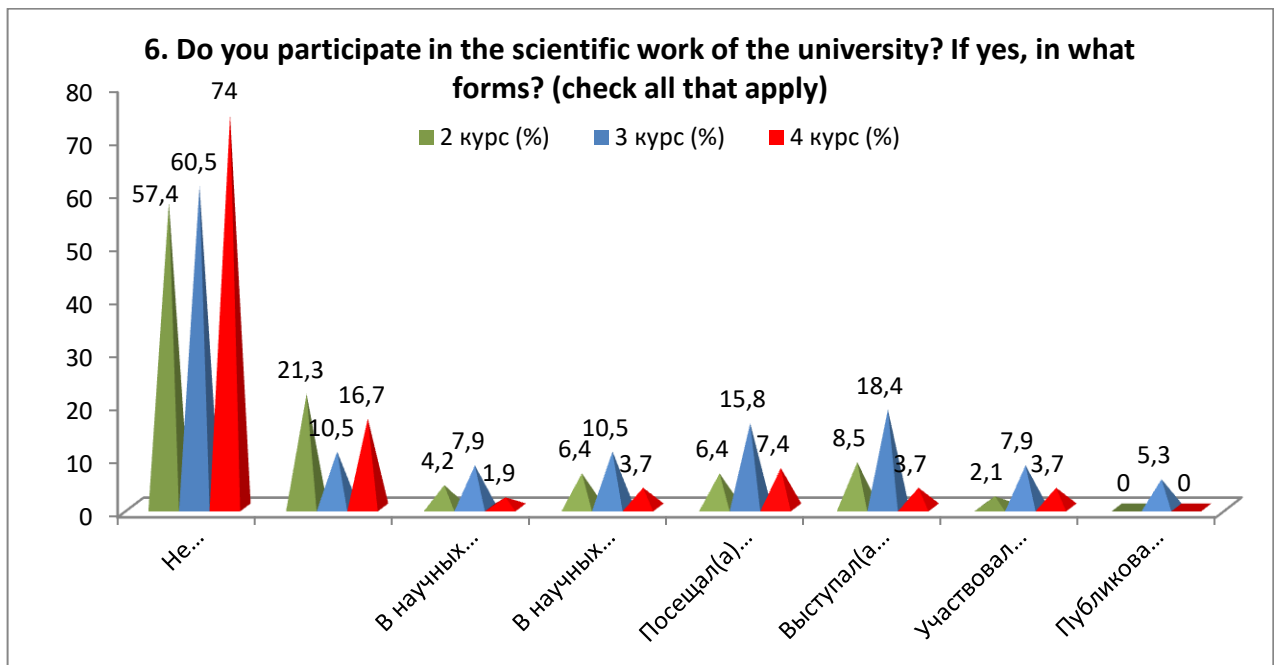
- It's damp and cold, do something that we pay money for it.
- Nothing
- None.
- None.
- No problem.

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

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Did not participate</i>	57.4	60.5	74
<i>Sometimes, when it is necessary for formal reasons</i>	21.3	10.5	16.7
<i>In scientific projects of laboratories, centers, etc. under a contract, within the framework of a grant, etc.</i>	4.2	7.9	1.9
<i>In scientific projects of laboratories, clubs, circles, etc. on a gratuitous basis</i>	6.4	10.5	3.7
<i>Attended scientific seminars, clubs and other scientific events</i>	6.4	15.8	7.4
<i>Presented at a conference (including a student conference), scientific seminar)</i>	8.5	18.4	3.7
<i>Participated in a competition of student scientific papers</i>	2.1	7.9	3.7
<i>Published the results of his/her research (including in student collections)</i>	-	5.3	-

*The sum in % is not equal to 100, since several answer options were supposed to be selected

*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.



For the «Other» option, students indicated the following option*:

- Competitions among universities in chess - took 1st place.

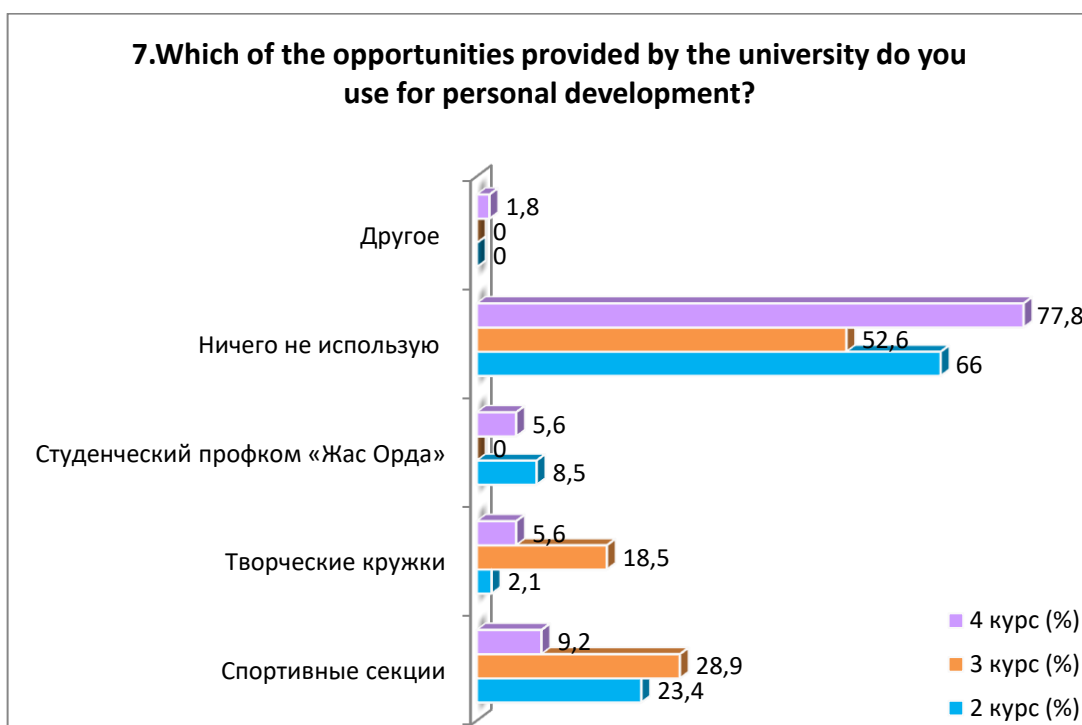
For the option «If you answered «Did not participate» to the previous question, please write why.» students indicated the following options*:

- I didn't want to.
- Well done
- Don't want
- No time (5)
- There was no desire (2)
- I am currently in my 4th year and I want to devote more time to my diploma work and upcoming internship.
- I was not aware of any such events.
- There is no time to engage in such activities.
- I haven't participated yet.
- I'm not interested.
- There was no opportunity.

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

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Sports sections</i>	23.4	28.9	9.2
<i>Creative circles</i>	2.1	18.5	5.6
<i>Student trade union «zhas orda»</i>	8.5	-	5.6
<i>I don't use anything</i>	66	52.6	77.8
<i>Other</i>	-	-	1.8

*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.



For the «Other» option, students indicated the following option*:

- The gym is a paid place, so I don't go there.

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

- There is no time
- I don't want
- I don't have time
- It used to be the case
- There is no benefit whatsoever.
- I didn't know
- Information about creative circles is not available. It is not clear where to find out, where to go.
- Used
- Are there any classes outside of university?
- I want to devote more time to my diploma work and practice.
- Not interested (4)
- Working
- There is no time to do unpaid work
- No desire.
- Not interested
- I'm not interested in it.

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

*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.

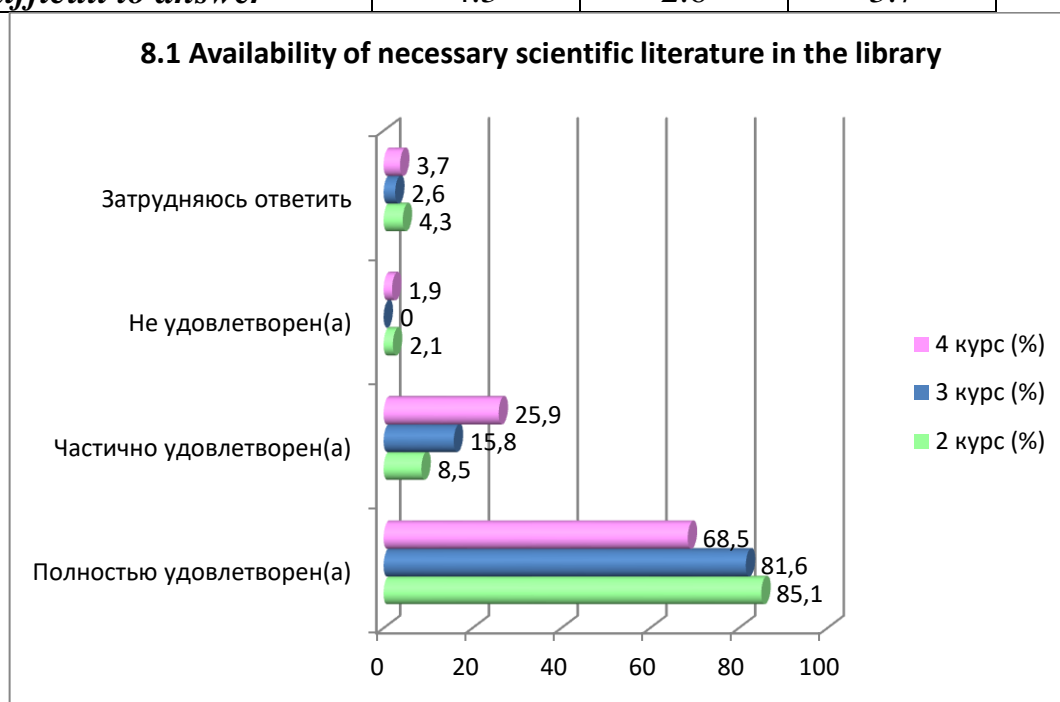
8.3 Internet channel width, its speed
8.4 Modernity of software
8.5 Availability of educational and scientific equipment
8.6 Availability of laboratories and specialized classrooms
8.7 Availability of sports equipment

Other _____

If you answered «not satisfied» to the previous question, please provide recommendations for improvement provided services _____

8.1 Availability of necessary scientific literature in the library

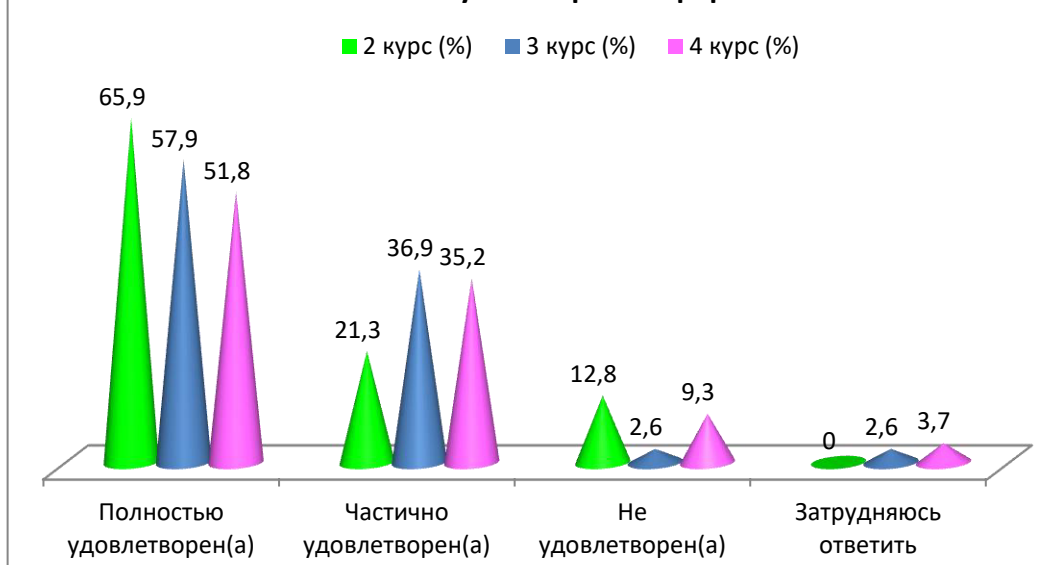
Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Completely satisfied</i>	85.1	81.6	68.5
<i>Partially satisfied</i>	8.5	15.8	25.9
<i>Not satisfied</i>	2.1	-	1.9
<i>I find it difficult to answer</i>	4.3	2.6	3.7



8.2 Modernity of computer equipment

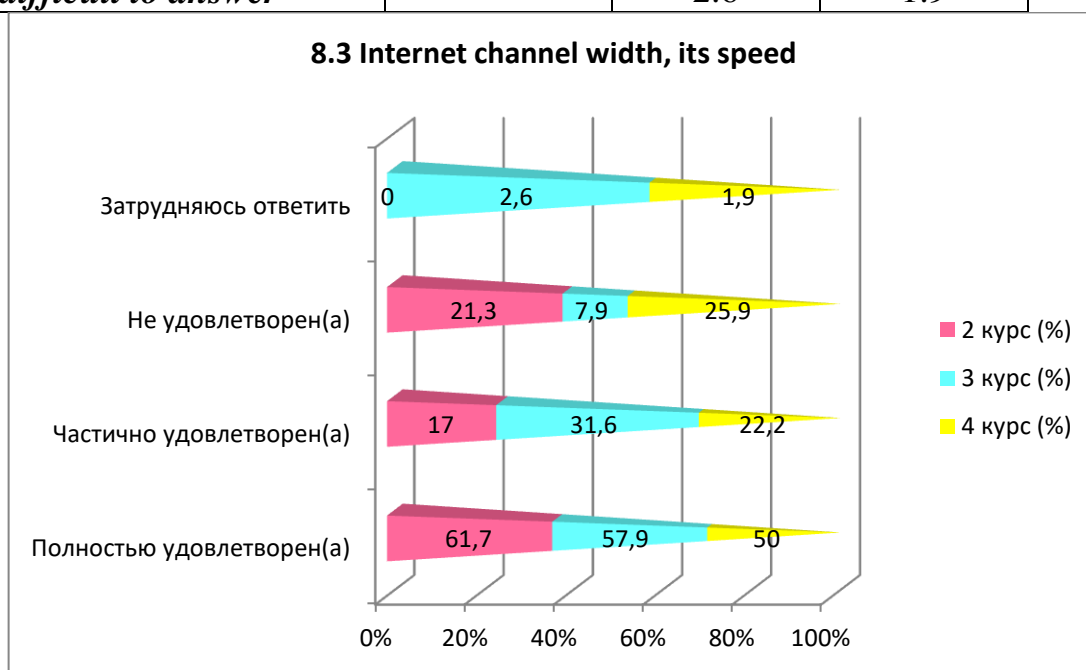
Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Completely satisfied</i>	65.9	57.9	51.8
<i>Partially satisfied</i>	21.3	36.9	35.2
<i>Not satisfied</i>	12.8	2.6	9.3
<i>I find it difficult to answer</i>	-	2.6	3.7

8.2 Modernity of computer equipment



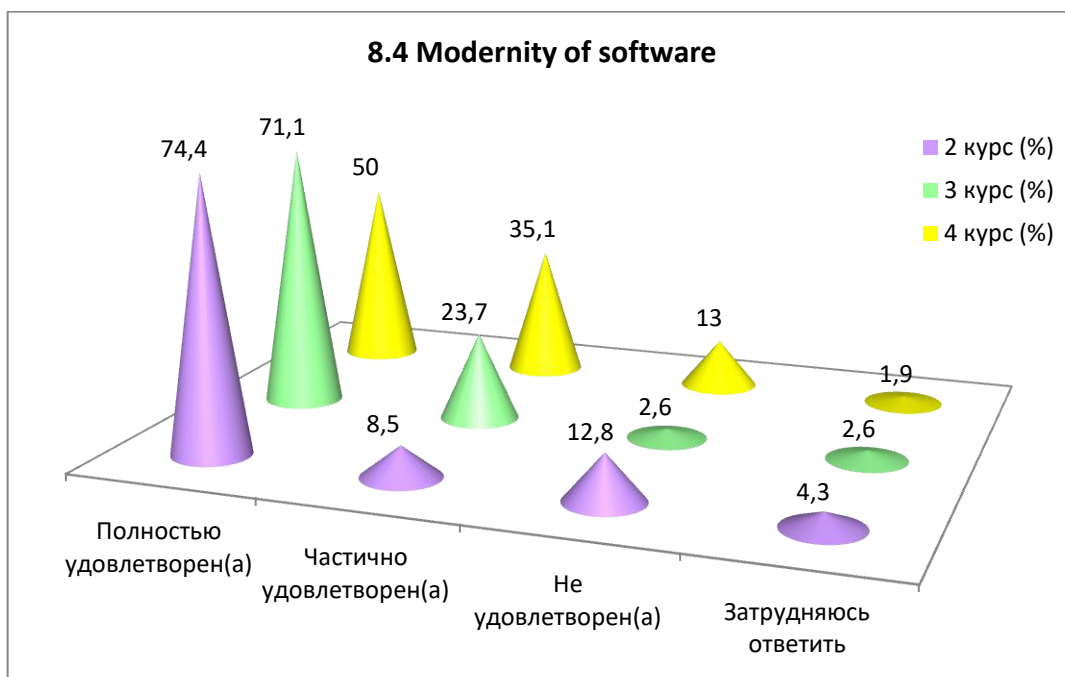
8.3 Internet channel width, its speed

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Completely satisfied</i>	61.7	57.9	50
<i>Partially satisfied</i>	17	31.6	22.2
<i>Not satisfied</i>	21.3	7.9	25.9
<i>I find it difficult to answer</i>	-	2.6	1.9



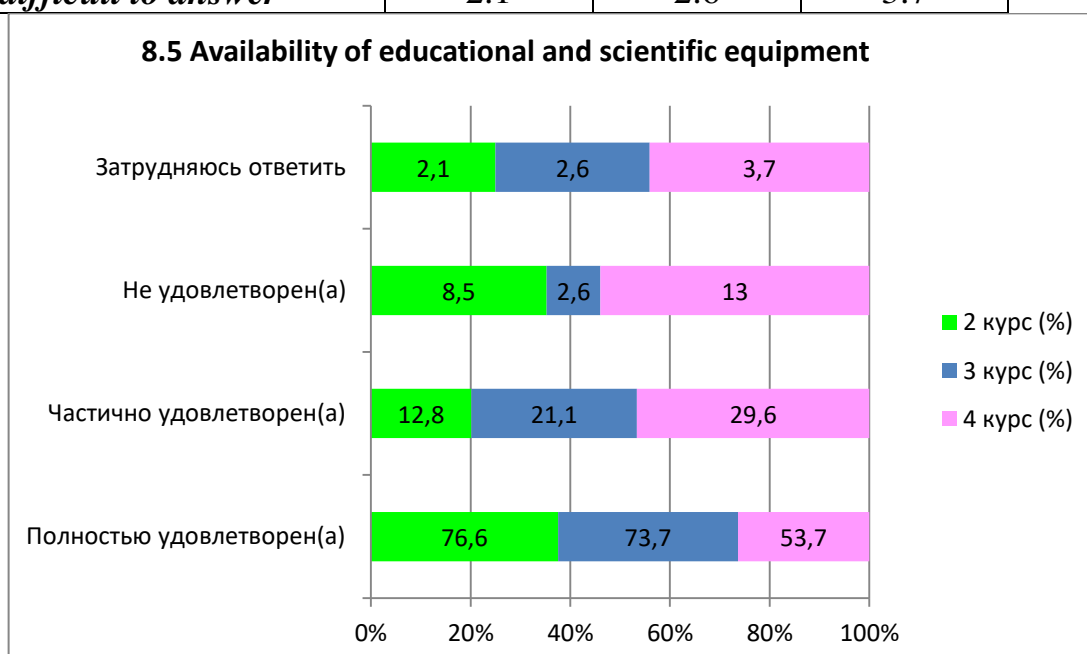
8.4 Modernity of software

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Completely satisfied</i>	74.4	71.1	50
<i>Partially satisfied</i>	8.5	23.7	35.1
<i>Not satisfied</i>	12.8	2.6	13
<i>I find it difficult to answer</i>	4.3	2.6	1.9



8.5 Availability of educational and scientific equipment

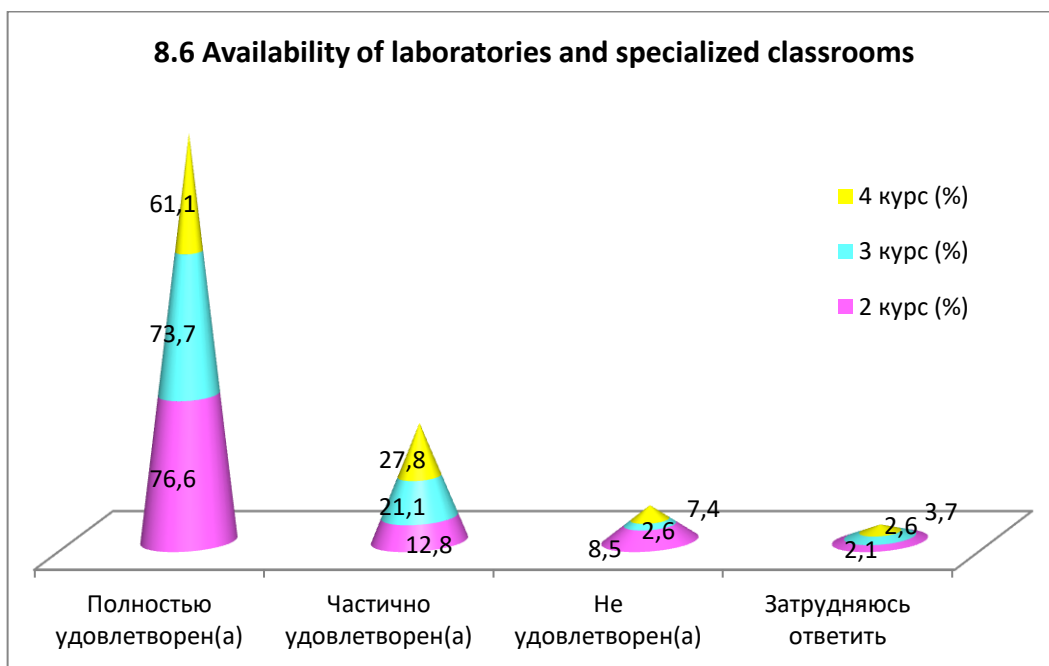
Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Completely satisfied</i>	76.6	73.7	53.7
<i>Partially satisfied</i>	12.8	21.1	29.6
<i>Not satisfied</i>	8.5	2.6	13
<i>I find it difficult to answer</i>	2.1	2.6	3.7



8.6 Availability of laboratories and specialized classrooms

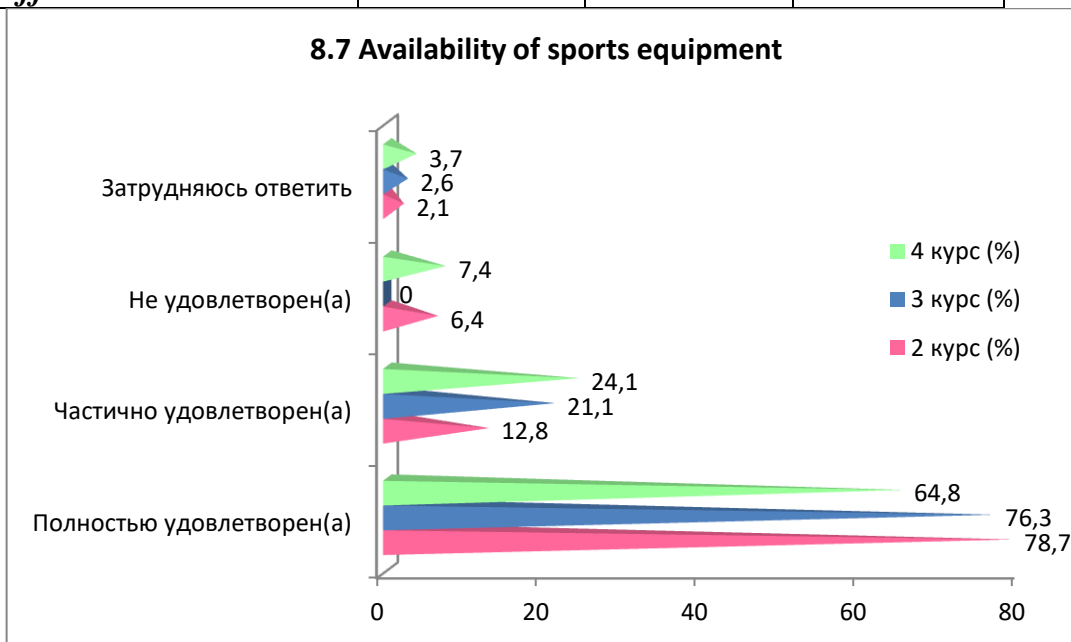
Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Completely satisfied</i>	76.6	73.7	61.1
<i>Partially satisfied</i>	12.8	21.1	27.8

<i>Not satisfied</i>	8.5	2.6	7.4
<i>I find it difficult to answer</i>	2.1	2.6	3.7



8.7 Availability of sports equipment

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Completely satisfied</i>	78.7	76.3	64.8
<i>Partially satisfied</i>	12.8	21.1	24.1
<i>Not satisfied</i>	6.4	-	7.4
<i>I find it difficult to answer</i>	2.1	2.6	3.7



For the «Other» option, students indicated the following options*:

- I didn't look for scientific literature in the library.
- No
- No.

For the option «If you answered «Not satisfied» to the previous question, please provide recommendations for improving the material base.» students indicated the following options*:

- Improving qualities
- Modern equipment ≠ map
- Everything in the sports complex is old.
- No
- At the moment, the Internet, Wi-Fi for students works very poorly, very slowly. And in some places/offices at the university it does not work at all. Also for some reason the network at the university works very poorly, due to which the mobile Internet works very poorly.
- No
- Update equipment.

9. What is most important for you to get as a result of studying at your university? (You can choose one or more answer options)

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Obtain a high level of knowledge</i>	74.5	94.7	79.6
<i>Receive a diploma of completion</i>	51.1	50	59.3
<i>Gain the ability to master new knowledge that will help you quickly adapt to the workplace</i>	48.9	65.8	44.4
<i>Gain practical skills that you can immediately use in your work</i>	44.7	73.7	42.6
<i>Get a diploma, the prestige of the university does not matter</i>	10.6	7.9	13
<i>Graduate from a prestigious university</i>	8.5	15.8	18.5
<i>Get a high-paying profession</i>	38.3	42.1	27.7
<i>Get a profession that is interesting and matches your abilities</i>	23.4	47.4	31.5
<i>Get a diploma with high marks</i>	10.6	13.2	11.1
<i>You only need to learn what is interesting or will be needed in your future studies (work)</i>	14.9	18.4	13
<i>Graduate from this particular university, it doesn't matter what specialty</i>	-	2.6	3.7
<i>It doesn't really matter which university you go to to get this specialty.</i>	6.4	2.6	3.7

*The sum in % is not equal to 100, since several answer options were supposed to be selected

*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.

9. What is most important for you to get as a result of studying at your university? (You can choose one or more answer options)



Please write your suggestions, wishes, and what questions, in your opinion, should 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. *(The students' answers are presented in the original. The author's spelling and punctuation have been preserved):*

- Great questions, I have everything.
- What is the meaning of life?
- Don't know
- None.
- The canteen is very expensive.

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

An analysis of the results of students filling out the questionnaire «Satisfaction of 2nd-5th year students with educational services» shows a generally positive attitude of students towards the conditions created at the university for obtaining an education, the content, organization and quality of the educational process.

To the question «Are you satisfied with the learning process as a whole?» 97.1% of respondents were satisfied to varying degrees with the quality of education at the university, only 0.7% were dissatisfied. 2.2% of respondents declined to answer.

The highest satisfaction rates were obtained for the following criteria: «organization and implementation of laboratory work» (73.2%), «ability to access full-text databases of scientific publications» (71.2%), «organization and implementation of independent professional work» (70.7%).

Students rated the following criteria as «good quality»: «quality of practical training» (69.4%), «organization of independent work» (68.2%), «quality of medical care» (67%), «satisfaction with the library» (66.7%), «class schedule» (61.5%). Based on this, it can be stated that according to these criteria, the educational program at the university meets the expectations of students.

According to the survey results, the following 2 parameters can be named as the weak points of the curriculum: «living conditions in the dormitory» and «organization of food at the university» (prices, product range, quality of prepared dishes). As the data obtained show, the students criticize the organization of food at the university the most (27.2% are partially satisfied and 14.4% are not satisfied). The following shortcomings were identified: a small range of dishes offered, inflated prices, lack of certain assortments, a long queue of consumers that forms during peak hours of the canteen, etc.

As for the living conditions in the dormitory, the students rated it at 75.3%. This indicates that the dormitory has created the optimal conditions necessary to support the educational aspirations of students, to successfully complete homework. 14.5% of students expressed dissatisfaction, but did not indicate the reason. In addition, 22.8% of respondents found it difficult to answer. Perhaps this is due to the uncertainty in their assessment of the living conditions in the dormitory.

«What is your attitude towards the quality of the organization of the educational process?» this was the next question. 82% of respondents have no complaints about the quality of the organization of the educational process. And yet, among those surveyed who noted the following answers, there are «Dissatisfaction with the quality of classes» (6.5%), «Inconsistency of the importance of the subject with the number of hours» (6.1%), «Inconsistency of the studied disciplines with the received specialty» (4%), «Dissatisfaction with the organization of tests and exams» (0.7%), «Overload of classroom studies» (0.7%).

In response to the option «If you answered «Does not correspond or is not satisfactory» to the previous question, please provide recommendations for improvement», students indicated the following: *«Some subjects require too much attention, although these subjects do not particularly affect the chosen specialty.», «Personal hostility of teachers», «Teachers are not interested, a lot of unnecessary information, little practice, no good teaching aids» and others.

*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.

95.6% of respondents have information about academic mobility. Based on this, it can be understood that the university successfully implements the program of outgoing and incoming academic mobility, which contributes to improving the quality of higher education, increasing the effectiveness of scientific research, establishing internal and external integration links, and using global educational resources.

The psychological climate at the university is characterized by friendly relations between students, teachers and university staff. Such a climate creates a supportive and inspiring environment for students' learning and development.

64% of students do not participate in the university's scientific work. Students explain their lack of participation in scientific work by various factors, such as being overloaded with studies and work, lack of motivation, and lack of interest in scientific work.

The survey also revealed 65.5% of students who do not use the opportunities provided by the university for personal development, such as sports sections, creative clubs and the student trade union «zhas orda». The reasons are limited time or lack of desire to use these opportunities.

The university's material resources fully satisfy the needs of most of the students surveyed. However, students still left comments where the main suggestions are related to improving the speed of the Internet.

Overall, the survey results indicate the need for further improvement of the university's work to improve the quality 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 must familiarize the staff and students with the results of the survey and discuss them during curatorial hours. If necessary, develop an action plan to improve the quality of educational services.

Students can request the survey results by email from the quality management and accreditation center. cqma_kstu@mail.ru.