

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

Department: Automation of Production Processes, Power Engineering Systems

Specialty: 6B07109 Electric Power Engineering

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

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

On specialty 6B07109 Electric Power Engineering 306 students took part in the questionnaire.

- 2nd year – 121 students (90,3%);
- 3rd year– 105 students (88,9%);
- 4nd year– 80 students (90,9%).

Form of study

- Budgetary – 250 students (81,7%);
- Paid – 56 students (18,3%).

In the process of questionnaire, the following data were obtained:

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

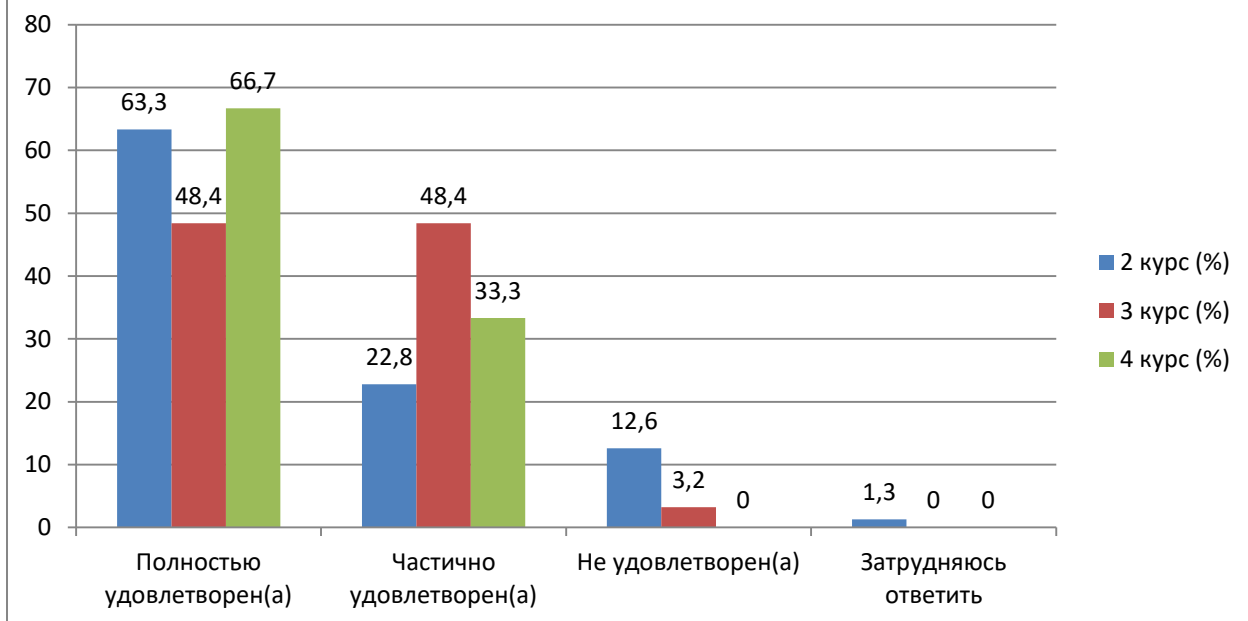
Indicators:

1.1 The learning process as a whole

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	63,3	48,4	66,7
Partially satisfied	22,8	48,4	33,3
Not satisfied	12,6	3,2	-
Difficult to answer	1,3	-	-

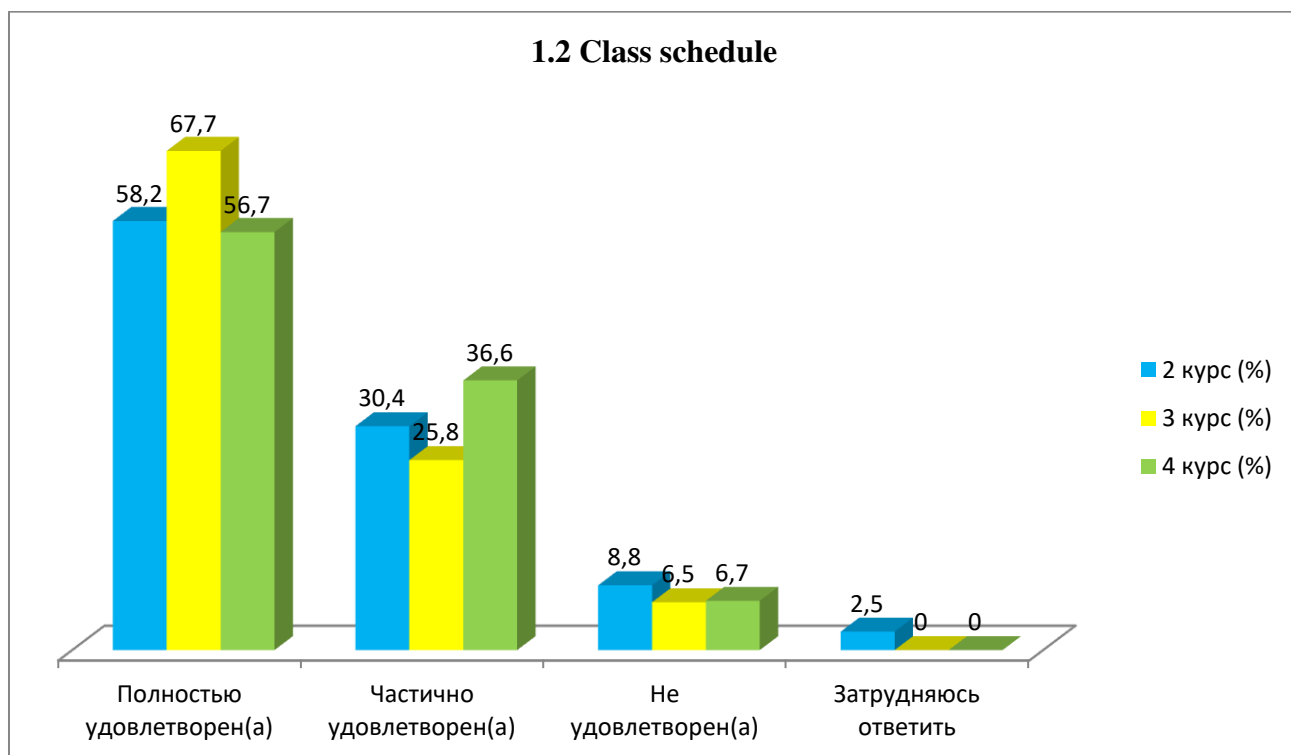
1. Are you satisfied with the quality of services provided?

1.1 The learning process as a whole



1.2 Class schedule

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	58,2	67,7	56,7
Partially satisfied	30,4	25,8	36,6
Not satisfied	8,8	6,5	6,7
Difficult to answer	2,5	-	-



1.3 Organization of independent work

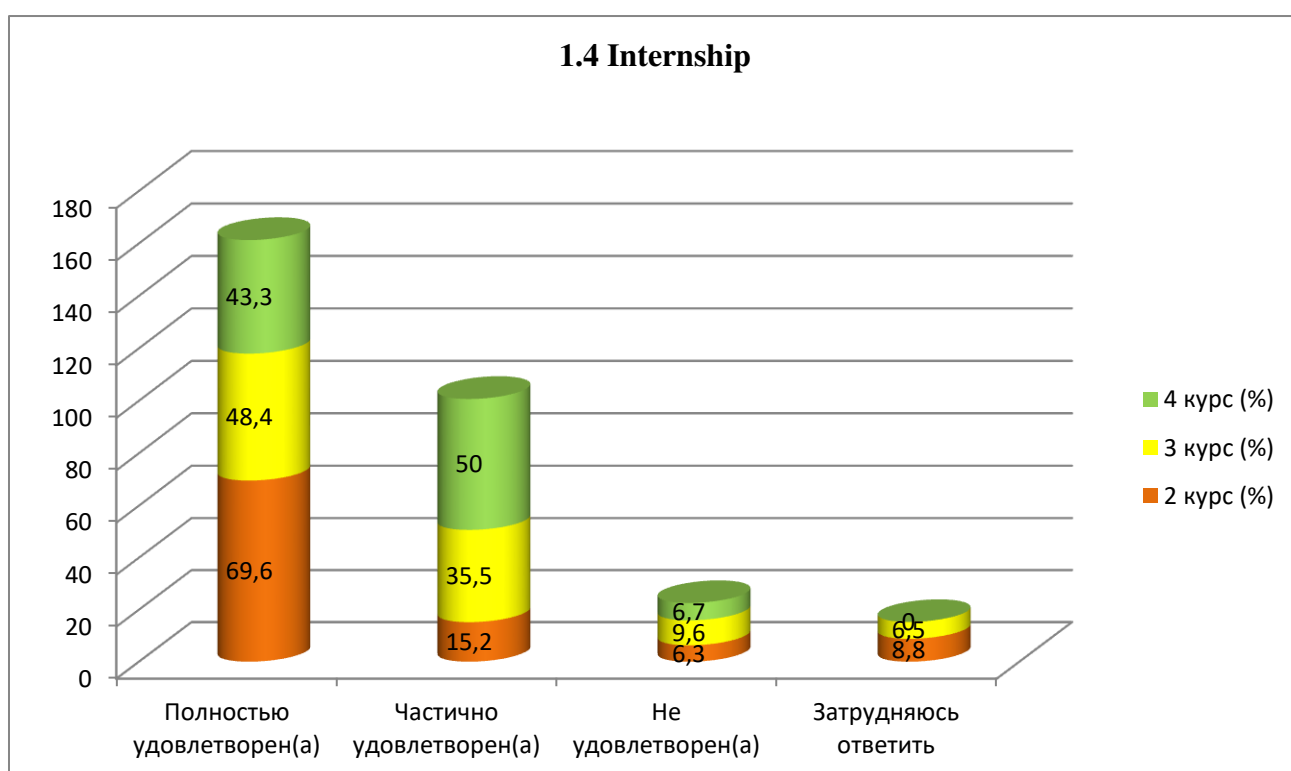
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	63,3	64,5	63,3

Partially satisfied	20,3	29	33,3
Not satisfied	13,9	6,5	-
Difficult to answer	2,5	-	3,3



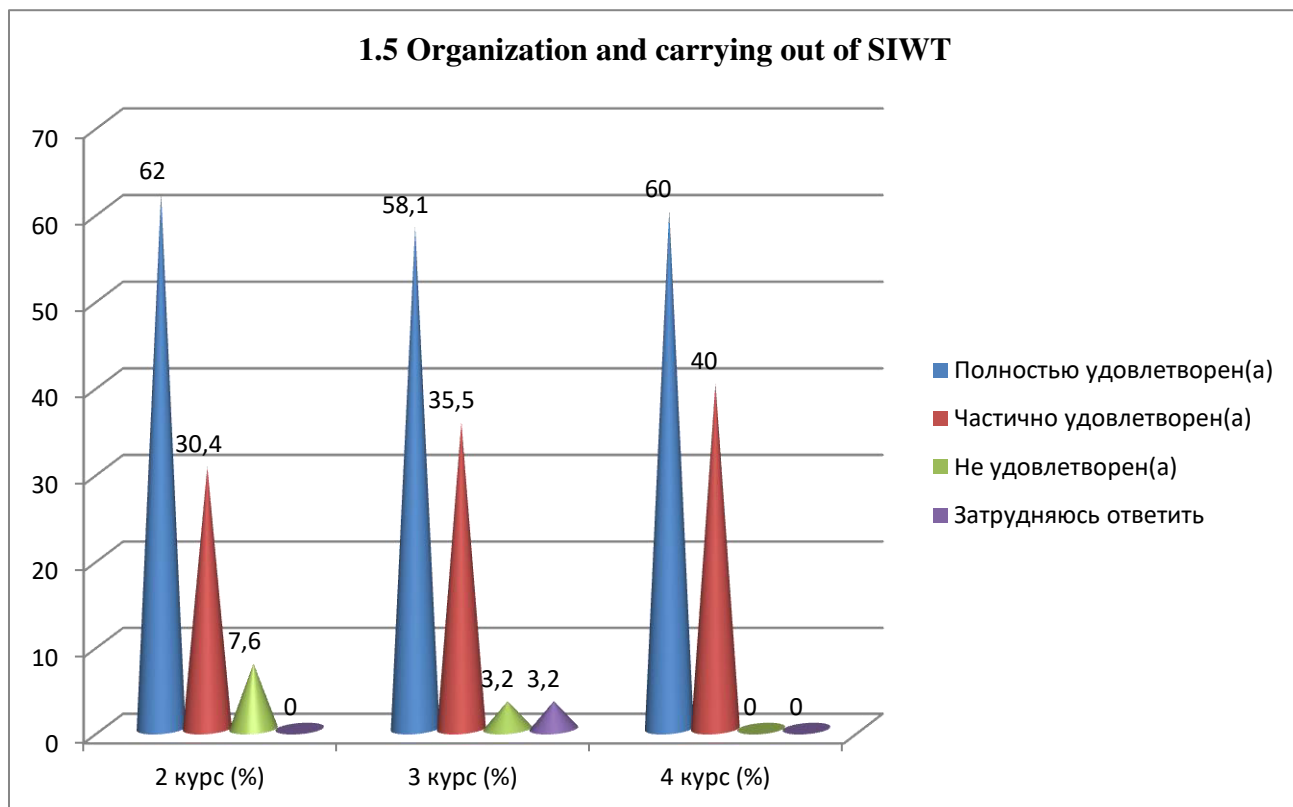
1.4 Internship

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	69,6	48,4	43,3
Partially satisfied	15,2	35,5	50
Not satisfied	6,3	9,6	6,7
Difficult to answer	8,8	6,5	-



1.5 Organization and carrying out of SIWT

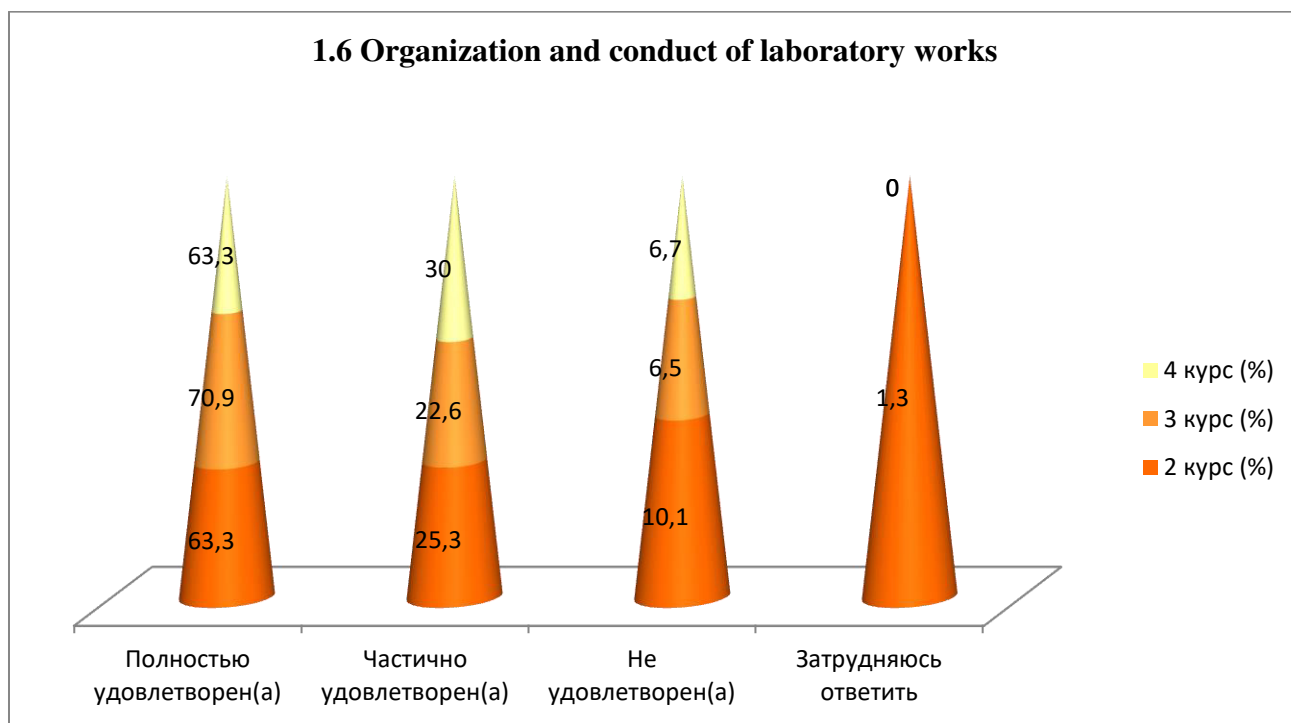
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	62	58,1	60
Partially satisfied	30,4	35,5	40
Not satisfied	7,6	3,2	-
Difficult to answer	-	3,2	-



1.6 Organization and conduct of laboratory works

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	63,3	70,9	63,3
Partially satisfied	25,3	22,6	30
Not satisfied	10,1	6,5	6,7
Difficult to answer	1,3	-	-

1.6 Organization and conduct of laboratory works



1.7 Satisfaction with the work of the library

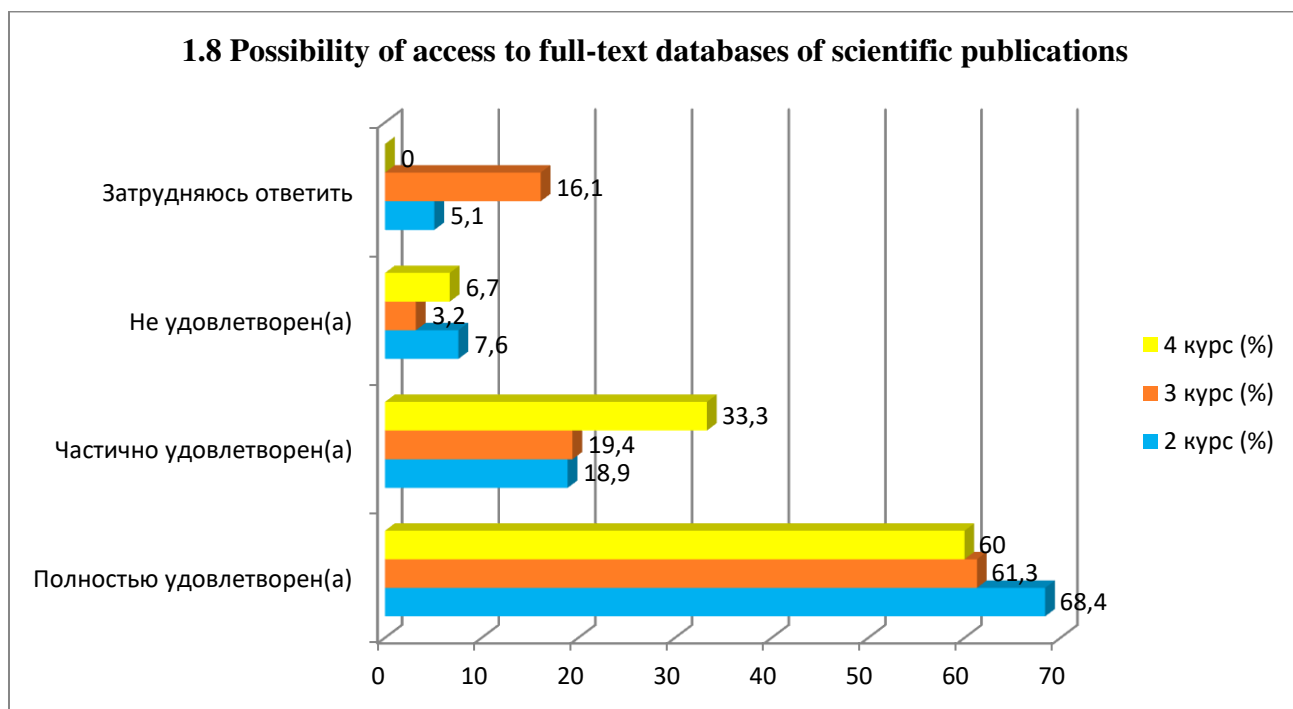
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	75,9	67,7	83,3
Partially satisfied	15,2	19,4	13,3
Not satisfied	3,8	-	3,3
Difficult to answer	5,1	12,9	-



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

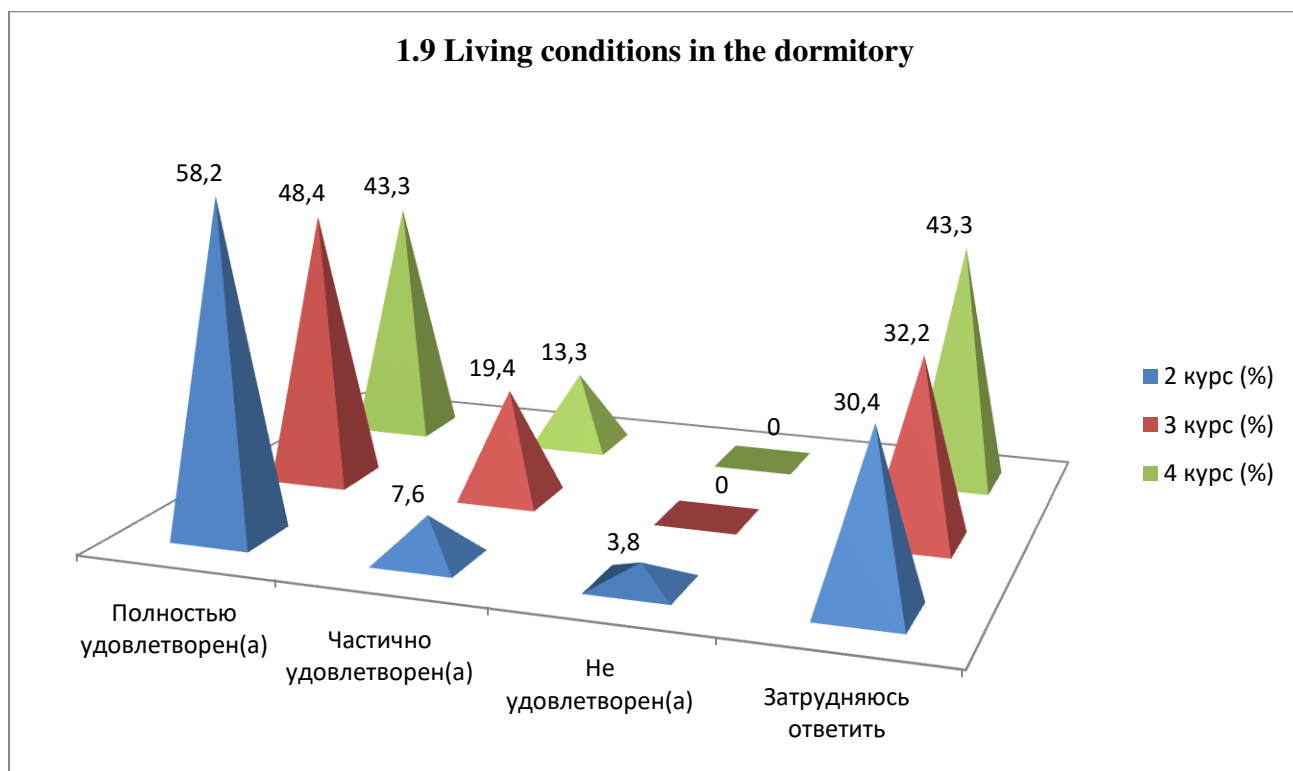
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	68,4	61,3	60
Partially satisfied	18,9	19,4	33,3
Not satisfied	7,6	3,2	6,7

Difficult to answer	5,1	16,1	-
---------------------	-----	------	---



1.9 Living conditions in the dormitory

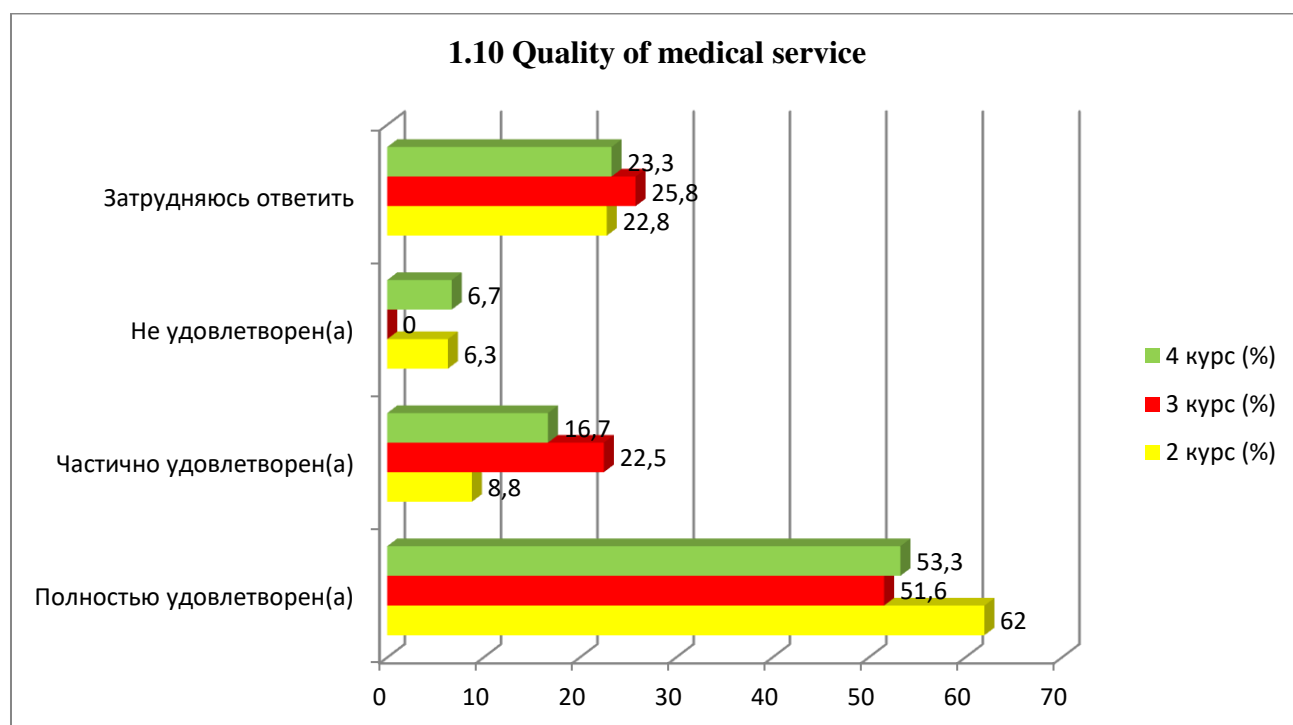
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	58,2	48,4	43,3
Partially satisfied	7,6	19,4	13,3
Not satisfied	3,8	-	-
Difficult to answer	30,4	32,2	43,3



1.10 Quality of medical service

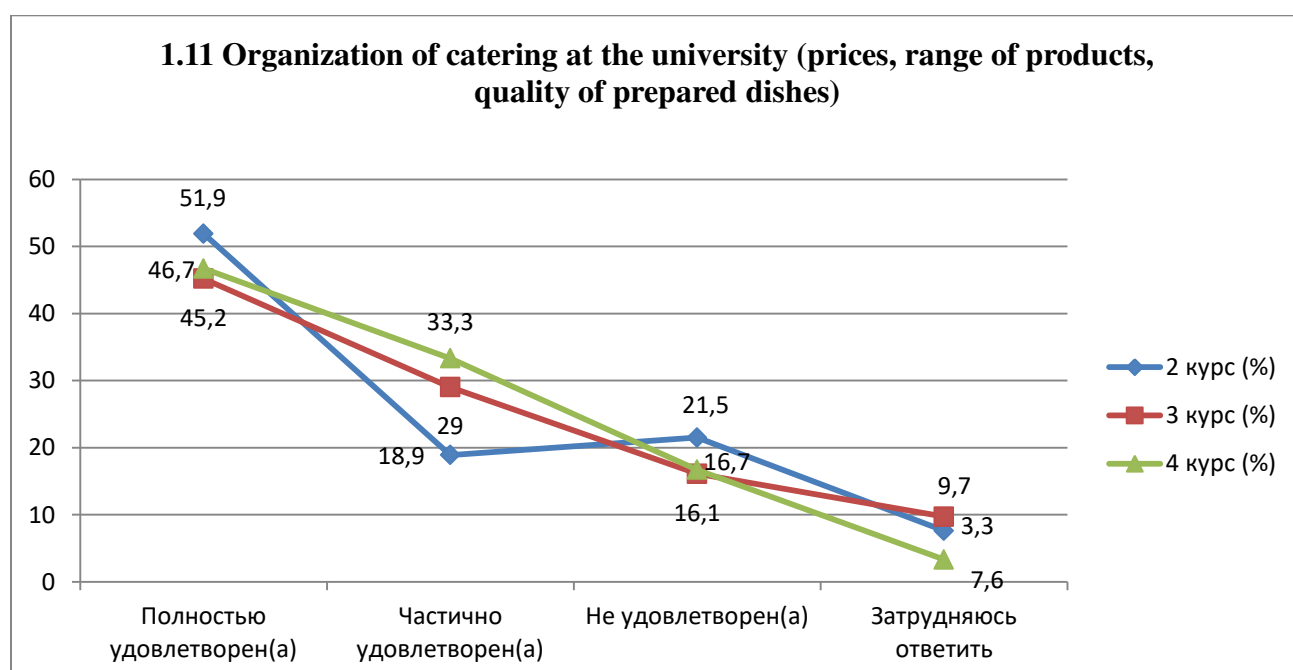
Answer options	2nd year (%)	3rd year (%)	4th year (%)
----------------	--------------	--------------	--------------

Completely satisfied	62	51,6	53,3
Partially satisfied	8,8	22,5	16,7
Not satisfied	6,3	-	6,7
Difficult to answer	22,8	25,8	23,3



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	51,9	45,2	46,7
Partially satisfied	18,9	29	33,3
Not satisfied	21,5	16,1	16,7
Difficult to answer	7,6	9,7	3,3



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

2nd year	3rd year	4th year
<ul style="list-style-type: none"> - Dormitory; - None; - All good; - Not satisfied. 	<ul style="list-style-type: none"> - Student canteen is very expensive for a pie 150 tenge robbery, this is a student canteen make normal food and hot food, people go to the canteen only because they do not want to go outside, please make your own kitchen food comes ready, no production, please fix. 	<ul style="list-style-type: none"> - No; - Everything is great; - Everything is good overall; - Change the menu in the canteen; - Overall all good.

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

2nd year	3rd year	4th year
<ul style="list-style-type: none"> - Those disciplines that we need once a week, for example TOE, a lot of time is spent on humanities, and if it comes to any tasks on technical subjects, you in 70% of cases do everything yourself rarely when something is explained properly; - there are no books in the library that are recommended by teachers, so the scientific knowledge base is limited; - Teachers have no interest in teaching <p>Explain the lesson thoroughly, not as it will be;</p> <ul style="list-style-type: none"> - We need to at least make cheaper canteen and quality of food. And the quality of acquiring knowledge is very low teacher is not interested in his subject there is no dedication; - No; - Satisfied; - The interest of some teachers in teaching students is not well enough expressed or absolutely absent; - The process of teaching on an outdated program, it would be worth reconsidering the views on the education system. 	<ul style="list-style-type: none"> - On the organization of independent work, so much on your own that you don't know how to do the assignments. Some assignments were given on the 6th week when the boundary is on the 8th week; - The timetable is very inconvenient for everyone; - Student canteen is very expensive for a pie 150 tenge robbery, it is a student canteen make normal food and hot food, people go to the canteen only because they do not want to go outside, please make your own kitchen food comes ready, no production, please fix ..; - Need more physical practice, 3rd year of training, have not seen anything but keyboard and mouse. 	<ul style="list-style-type: none"> - No; - Consider places related to the profession, make sure the student is practicing! - Books should be sold or made like in school so that the book and the curriculum completely coincide...; - To diversify the dish.

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

* 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 (%)
No complaints	73,4	70,9	80
Discrepancy between the disciplines studied and the specialty obtained	8,8	3,2	3,3
Inconsistency between the importance of the subject and the number of hours	6,3	9,7	16,7
Overload with classroom activities	-	-	-
Dissatisfaction with the quality of classes	10,1	6,5	-
Dissatisfaction with the organization of tests and exams	1,3	-	-
Other (write your answer)	-	9,7	-



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

2nd year	3rd year	4th year
-	- Overloaded with laboratory work; - Constant change of training programs, both teachers and students suffer.	-

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

For the option “**If you answered “Does not meet or not satisfied” to the previous question, give recommendations for improvement,**” students indicated the following options *:

2nd year	3rd year	4th year
- Increase the hours of major subjects; - Change the schedule and	- What can be learned new about corruption during 150 hours? It is desirable to	- No; - For example, I would like the time of minor

* 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.

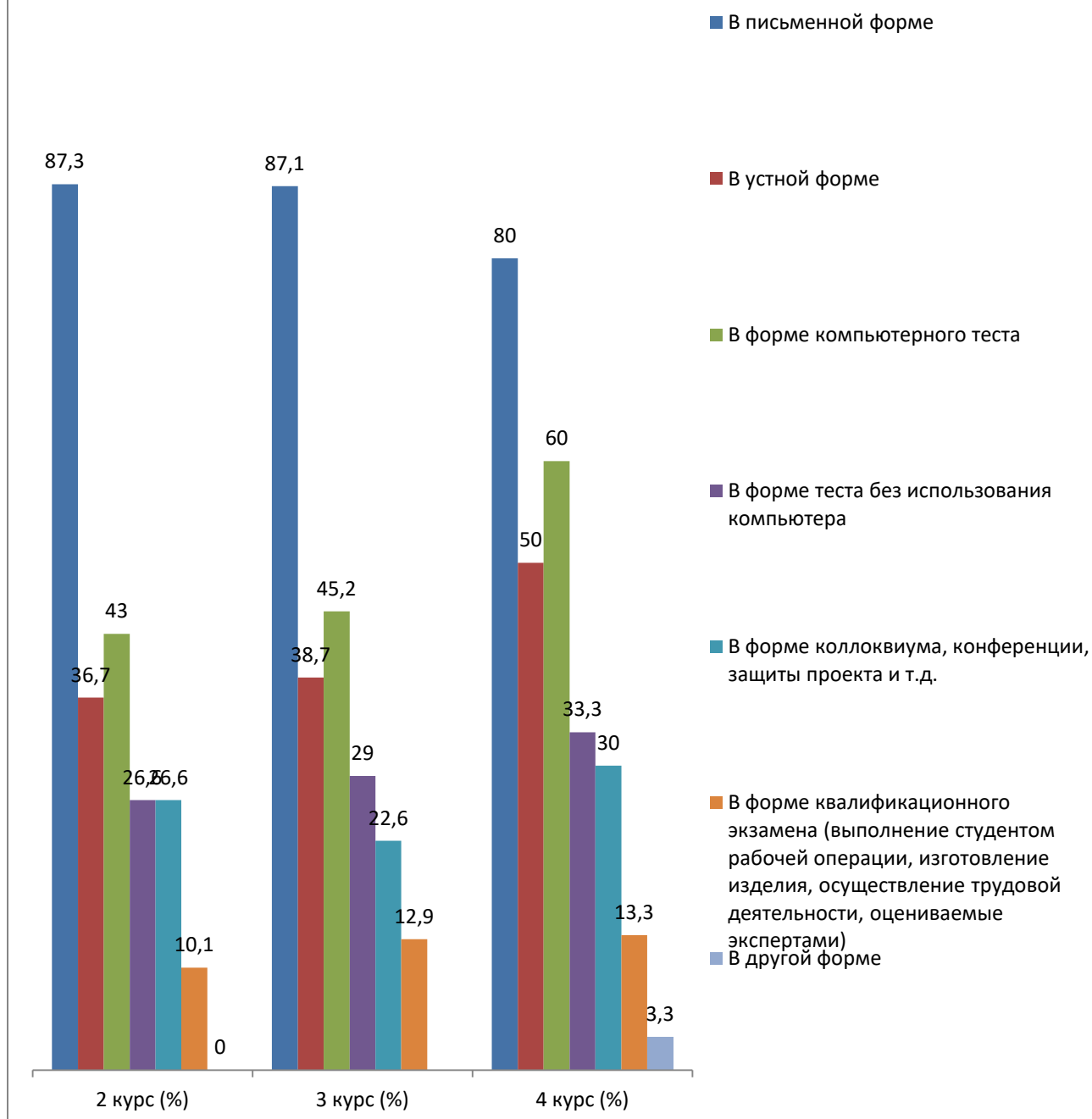
emphasize the subjects that relate to our specialty; - For example, a lot of assignments in philosophy when there should be a lot of assignments in electrical engineering, in my opinion...; - Explain the lesson normally; - Too strict; - Remove unnecessary disciplines and allocate hours for practice already during the term.	reduce it to 90-100 hours; - We do not work at stands, all work is done on the computer; - A lot of theory, little practice.	subjects to be shorter and the time of special subjects to be longer.
--	--	---

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	87,3	87,1	80
In an oral form	36,7	38,7	50
In the form of a computerized test	43	45,2	60
In the form of a test without using a computer	26,6	29	33,3
In the form of a colloquium, conference, project defense, etc.	26,6	22,6	30
In the form of qualification examination (student's performance of a work operation, production of a product, labor activity evaluated by experts)	10,1	12,9	13,3
In other form	-		3,3

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

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



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

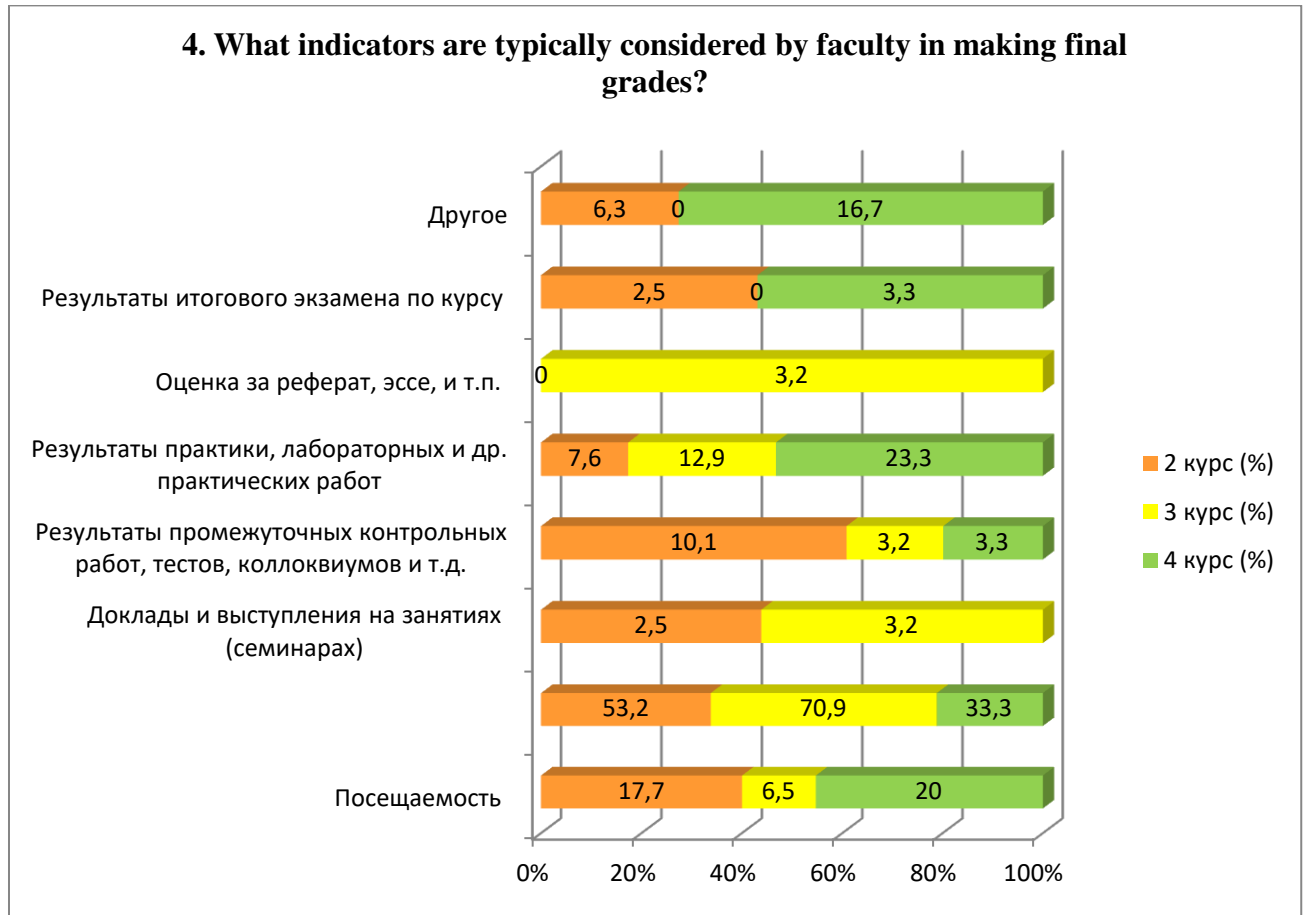
2nd year	3rd year	4th year
-	-	- All forms are included.

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

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Attendance	17,7	6,5	20
Activity in classes (seminars), answering the teacher's questions, solving problems, etc.	53,2	70,9	33,3
Reports and speeches at classes	2,5	3,2	

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

(seminars)			
Results of intermediate control works, tests, colloquiums, etc.	10,1	3,2	3,3
Results of internships, laboratory and other practical works	7,6	12,9	23,3
Evaluation of abstracts, essays, etc.	-	3,2	
Results of the final exam on the course	2,5	-	3,3
Other	6,3	-	16,7



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

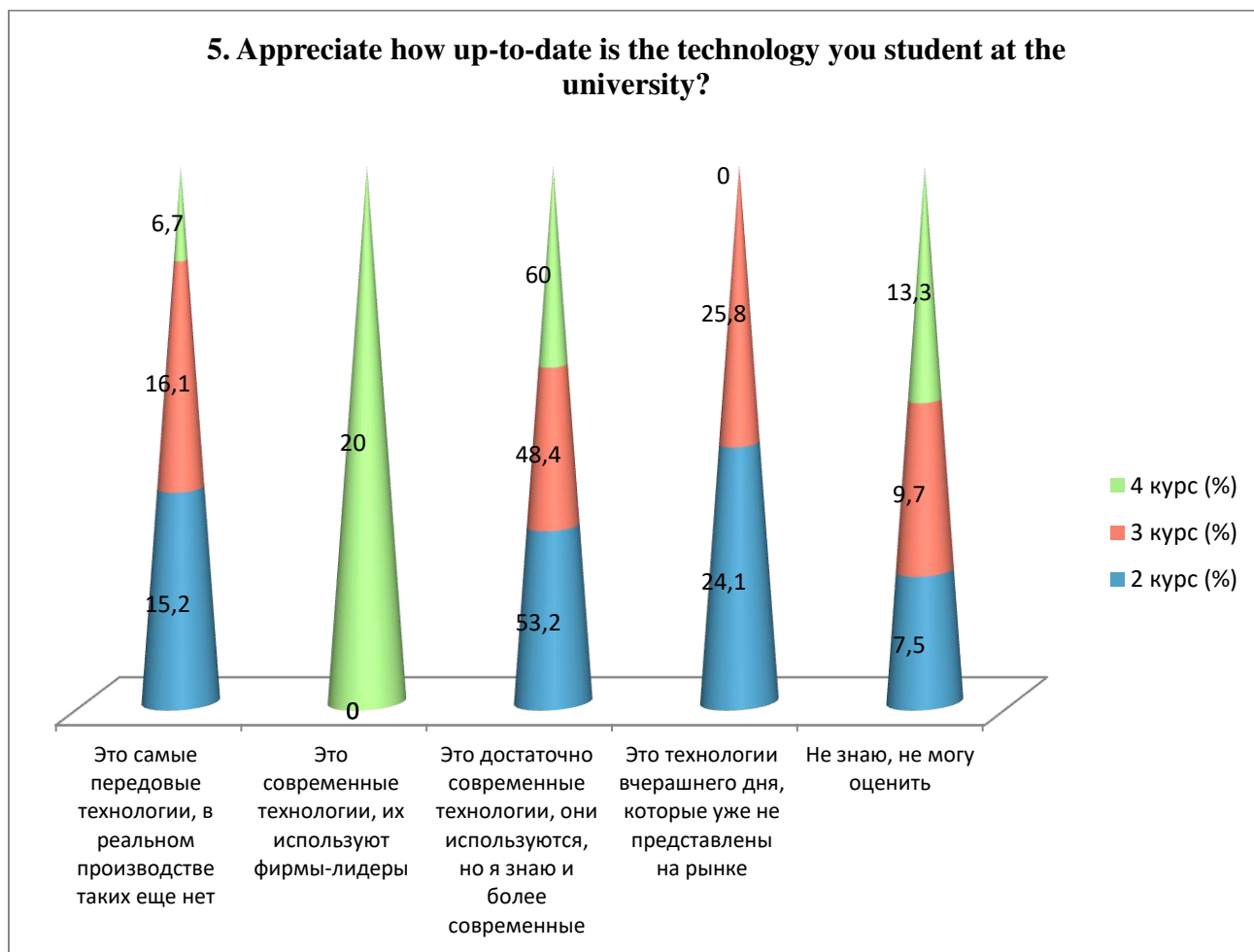
2nd year	3rd year	4th year
<ul style="list-style-type: none"> - Everything; - Attendance, class participation, completing extra SIWT assignments...; - All of these items; - all have their own grading policies; - all of the above. 	-	<ul style="list-style-type: none"> - Attendance, grades, correct completion of assignment; -Anything can be above listed; - Everything; - Everything that is written here.

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	15,2	16,1	6,7

* 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.

technologies, they are not yet available in real production			
These are modern technologies, they are used by leading companies	-	-	20
These are quite modern technologies, they are used, but I know more modern ones.	53,2	48,4	60
These are technologies of yesterday that are no longer on the market.	24,1	25,8	-
I don't know, I can't estimate	7,5	9,7	13,3



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*:

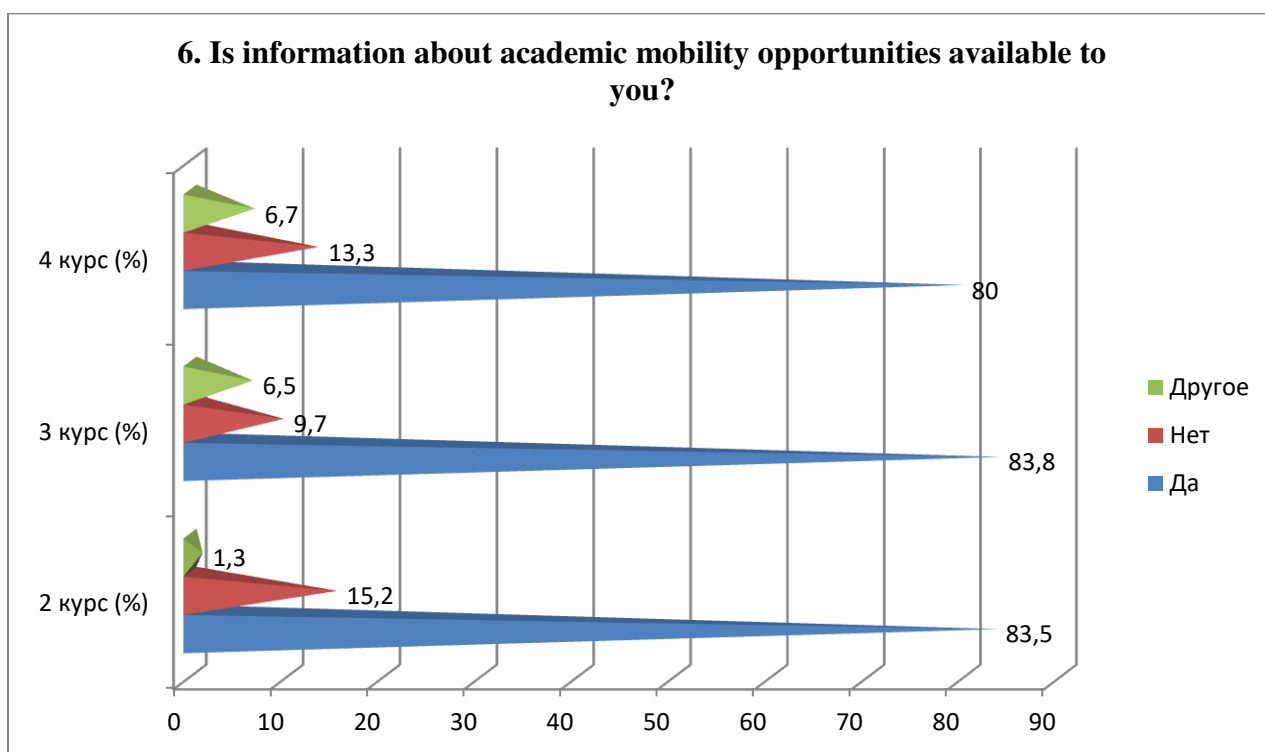
2nd year	3rd year	4th year
<ul style="list-style-type: none"> - Computers are old max 4 RAM And hdd memory. This is not cutting edge technology it's old stuff that even chrome can't open; - It's not cutting edge technology that needs revitalization and improvement; - For example, in IS University, you 	<ul style="list-style-type: none"> - It was already the third year of training, and we worked at the stand only 2 times, and that was defective. 	<ul style="list-style-type: none"> - No.

* 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>can't attach files larger than 5mb. That is, for example, presentations, which can get more than 5mb, it is impossible to attach. And you have to upload it to the cloud and attach a link to it. Which is not convenient, and sometimes some teachers may refuse to click on it...;</p> <p>- No; - Not yet; - It's old. You have to change the technology.</p>		
--	--	--

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

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Yes	83,5	83,8	80
No	15,2	9,7	13,3
Other	1,3	6,5	6,7



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

2nd year	3rd year	4th year
- Yes it is available, our curator tries to always send us the latest information about A.M. in time.	- I don't know what that is; - You take the initiative, you take an interest, then they give you information.	- I don't know; - Yes and no; - I don't know.

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

2nd year	3rd year	4th year
<ul style="list-style-type: none"> - I don't know what that is; - Not interested in what it absolutely means;; - Not explained in detail; - No explanation was given on the subject. 	<ul style="list-style-type: none"> - I don't know; - You take the initiative, you ask, then they give you information. 	-

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 “not satisfied” to the previous question, make recommendations to improve the services provided _____

Indicators:

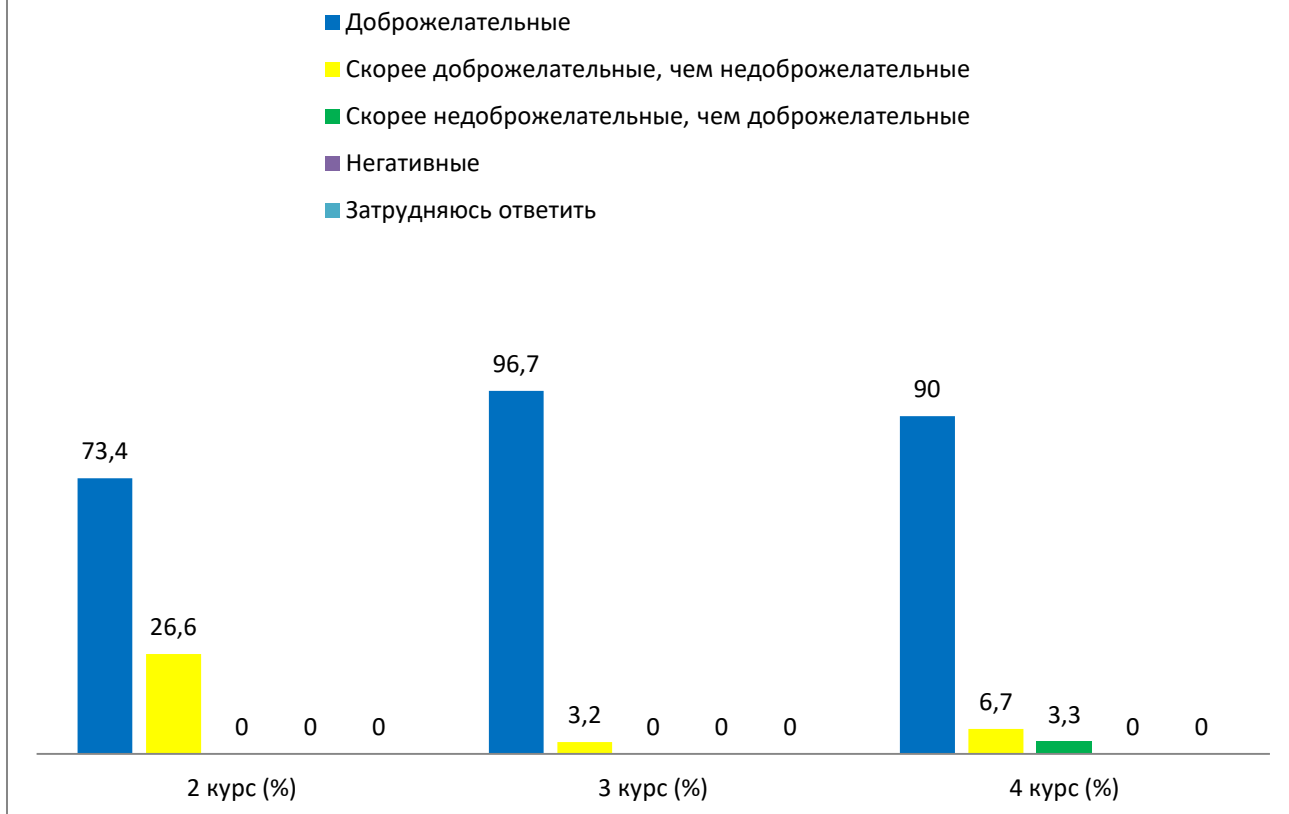
7.1 Between students

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Benevolent	73,4	96,7	90
Rather benevolent than not benevolent	26,6	3,2	6,7
Rather not benevolent than benevolent	-	-	3,3
Negative	-	-	-
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. In your opinion, what is the relationship:

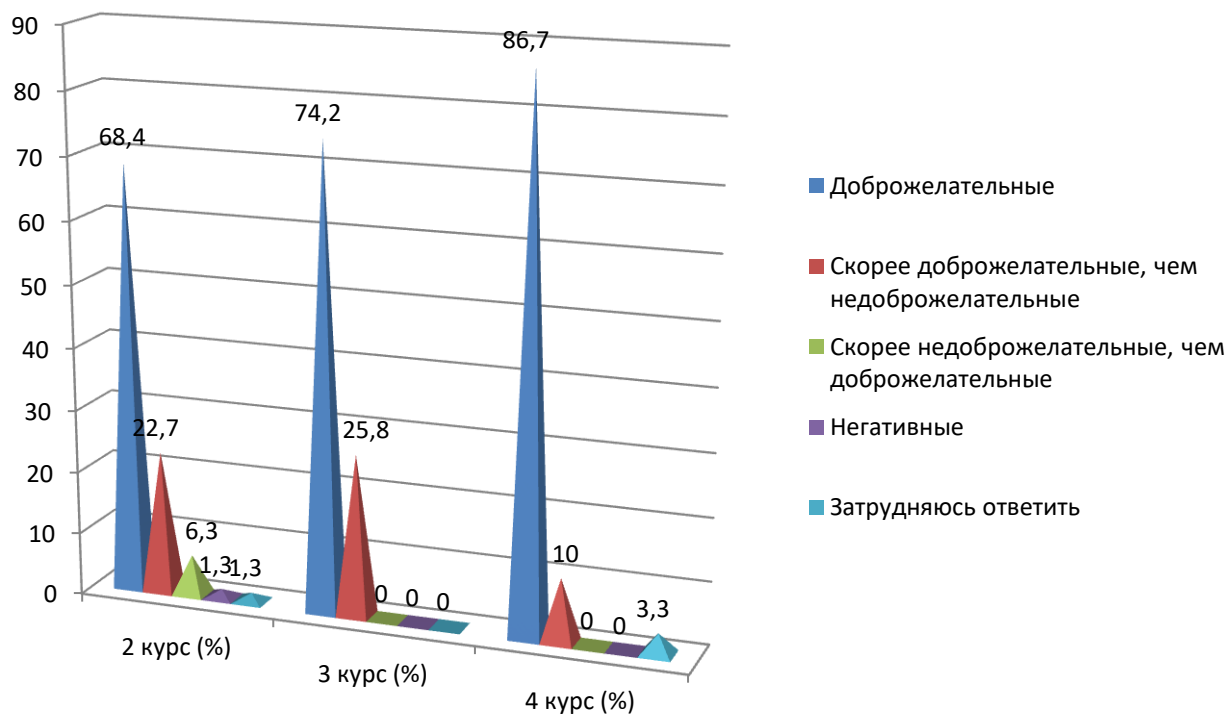
7.1 Between students



7.2 Between teachers and students (in the learning process)

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Benevolent	68,4	74,2	86,7
Rather benevolent than not benevolent	22,7	25,8	10
Rather not benevolent than benevolent	6,3	-	-
Negative	1,3	-	-
Difficult to answer	1,3	-	3,3

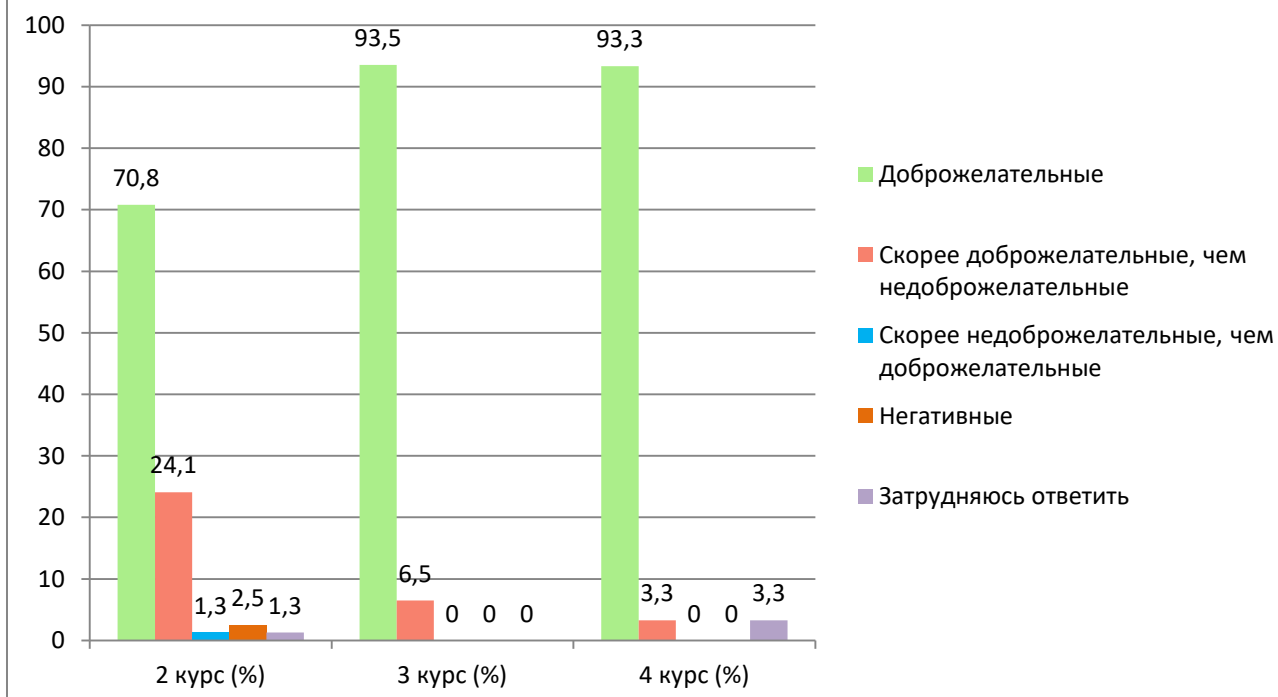
7.2 Between teachers and students (in the learning process)



7.3 Between students and supervisor

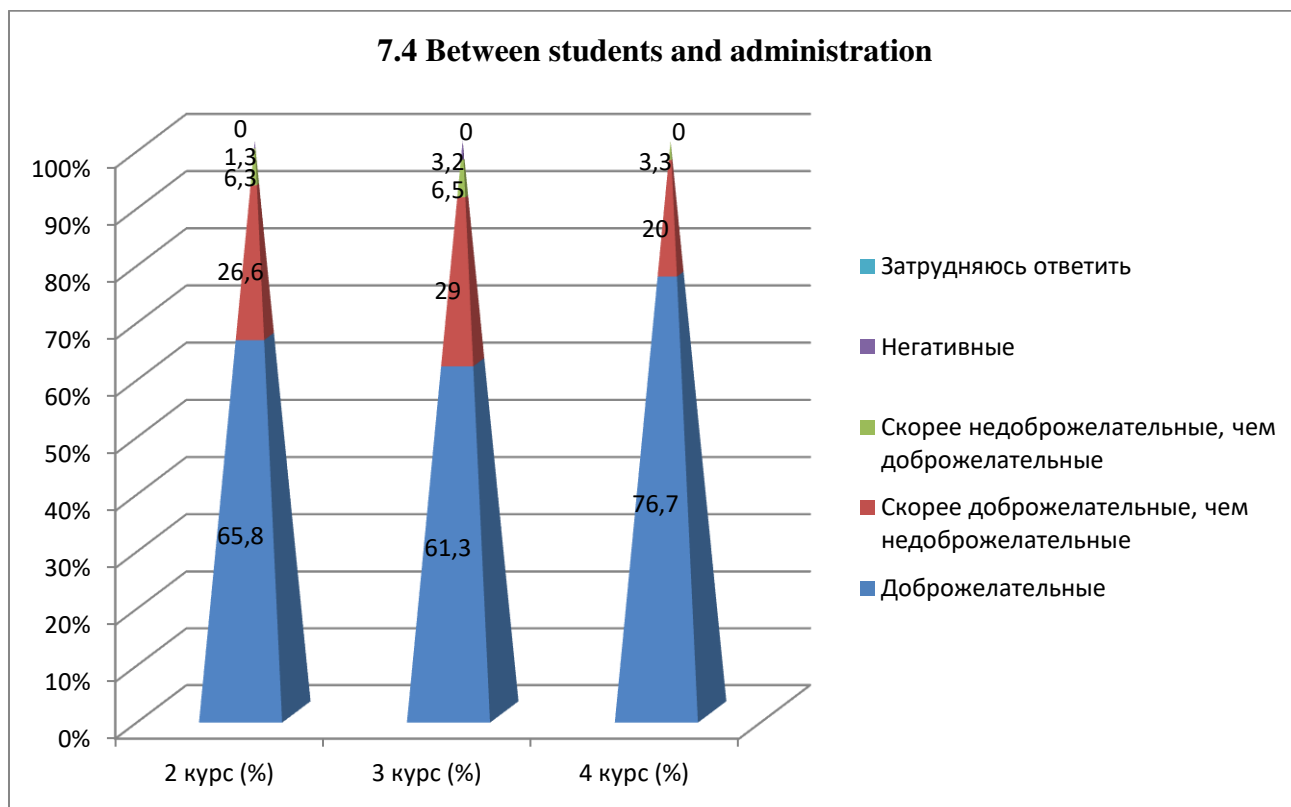
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Benevolent	70,8	93,5	93,3
Rather benevolent than not benevolent	24,1	6,5	3,3
Rather not benevolent than benevolent	1,3	-	-
Negative	2,5	-	-
Difficult to answer	1,3	-	3,3

7.3 Between students and supervisor



7.4 Between students and administration

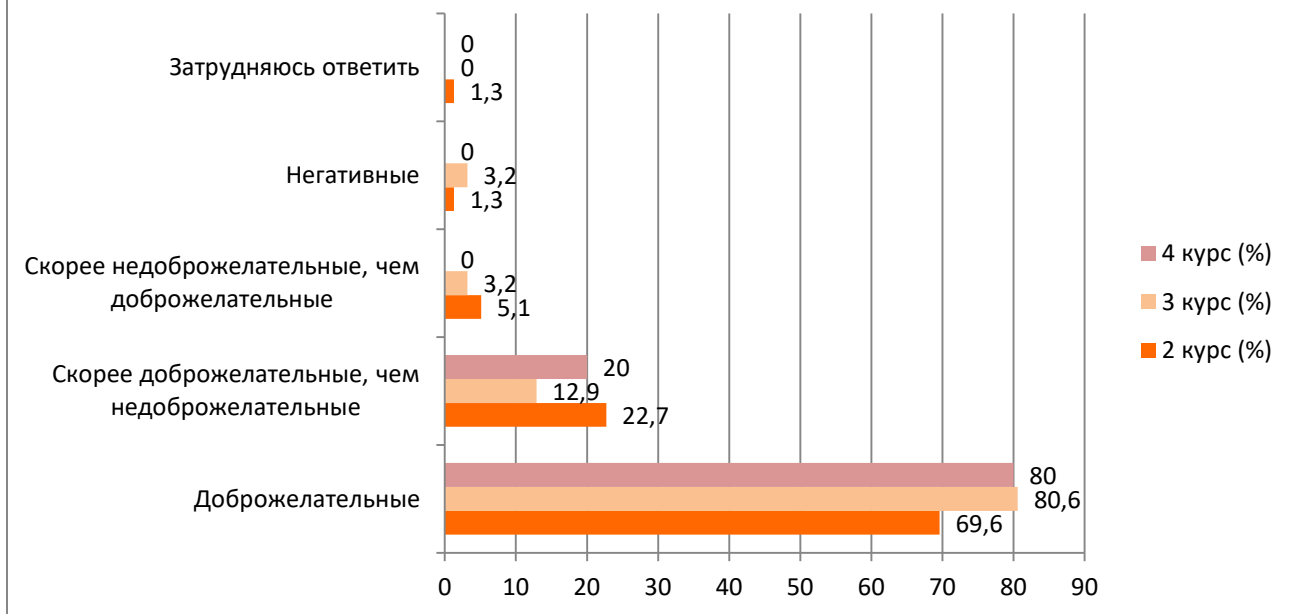
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Benevolent	65,8	61,3	76,7
Rather benevolent than not benevolent	26,6	29	20
Rather not benevolent than benevolent	6,3	6,5	3,3
Negative	1,3	3,2	-
Difficult to answer	-	-	-



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

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Benevolent	69,6	80,6	80
Rather benevolent than not benevolent	22,7	12,9	20
Rather not benevolent than benevolent	5,1	3,2	-
Negative	1,3	3,2	-
Difficult to answer	1,3	-	-

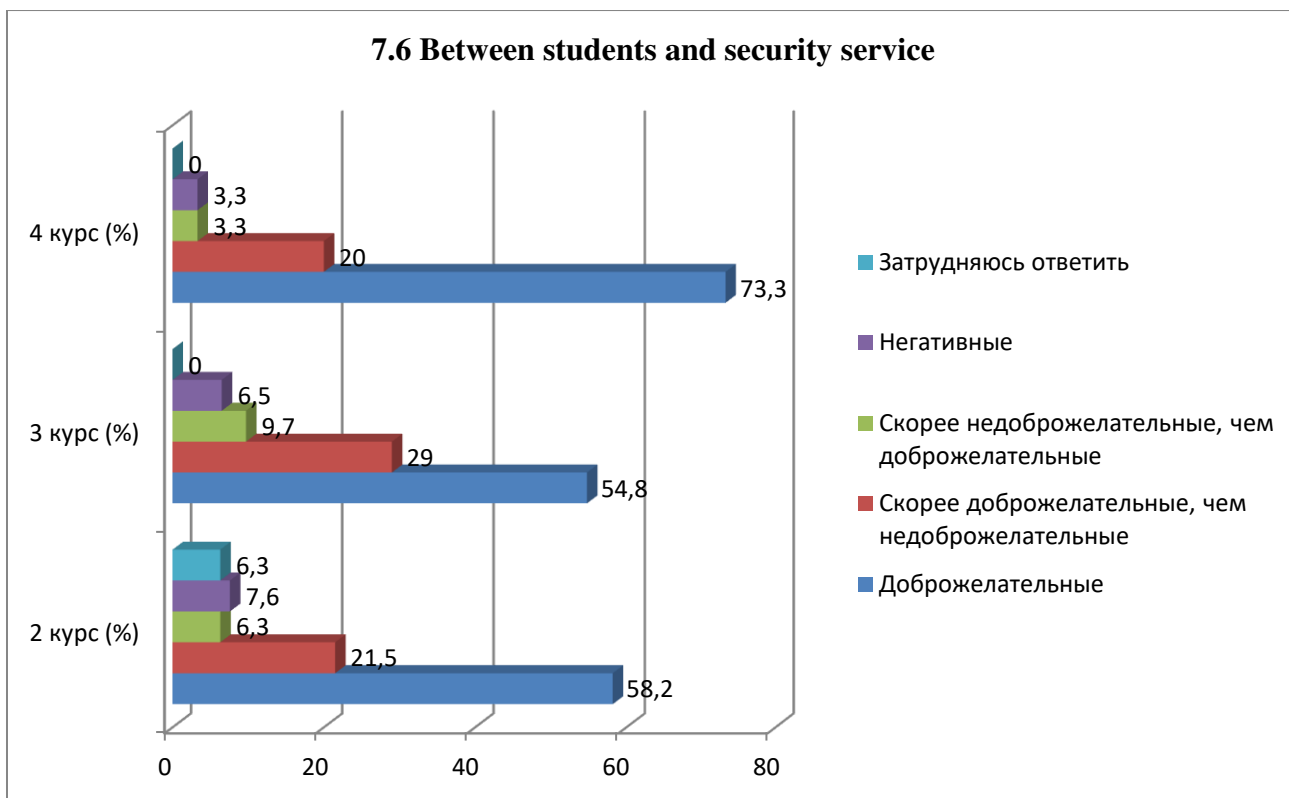
7.5 Between students and staff of departments (library, student department, etc.)



7.6 Between students and security service

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Benevolent	58,2	54,8	73,3
Rather benevolent than not benevolent	21,5	29	20
Rather not benevolent than benevolent	6,3	9,7	3,3
Negative	7,6	6,5	3,3
Difficult to answer	6,3	-	-

7.6 Between students and security service



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

2nd year	3rd year	4th year
- None; - Neutral.	- Security guards are too responsible and not responsible at the same time. It all depends on the situation.	- Yes.

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

2nd year	3rd year	4th year
- Often security officers unreasonably demand to open the backpack and show the contents! - Their behavior depends on their mood; - There is no dedication on the part of the teacher; - The curator does not do his job and everything is for show. The security is rude and as if they are guarding the president; - Too strict; - No; - it depends on the person and his behavior too.	- When checking bags, either have them check completely or absolutely do not check and don't waste students' time.	- The guards need to be changed. They're too cocky, like they're guarding the president's house; - Maybe.

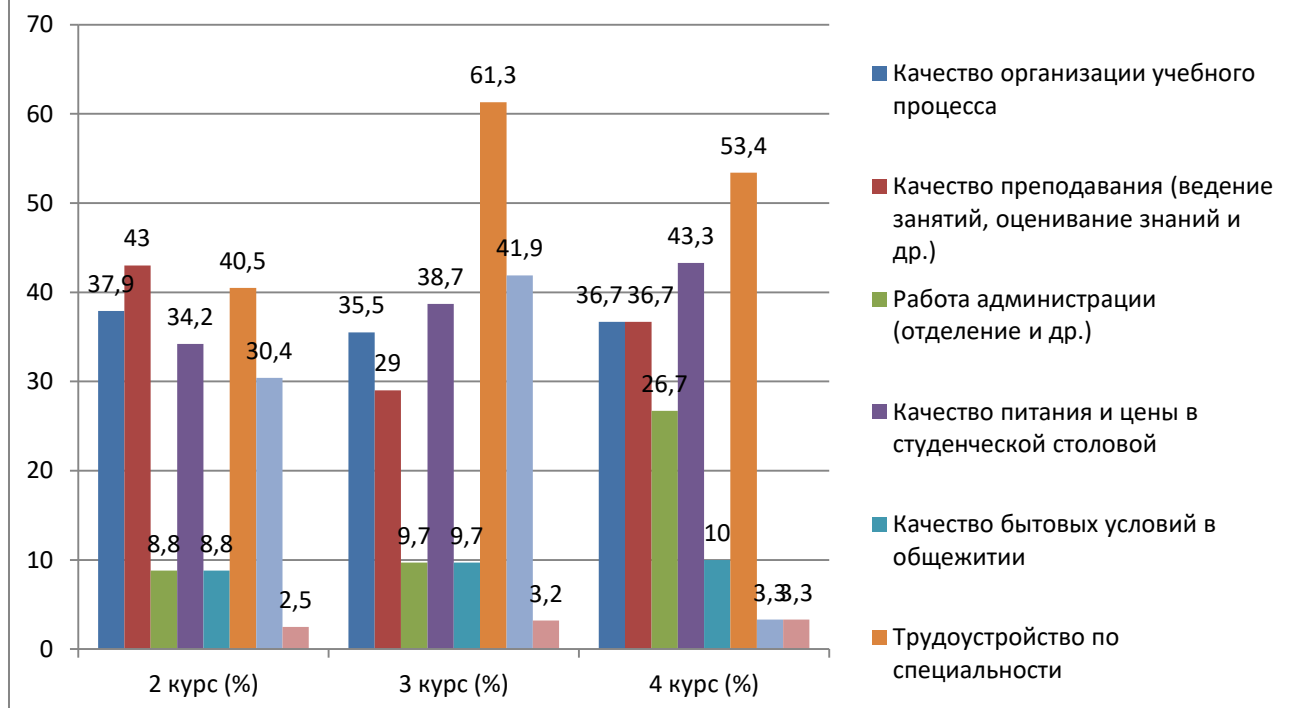
8. What are some of the student issues that are of particular concern to you right now?
(choose up to 3 options)

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Quality of the organization of the educational process	37,9	35,5	36,7
Quality of teaching (conducting classes, assessment of knowledge, etc.).	43	29	36,7
Work of administration (department, etc.)	8,8	9,7	26,7
Quality of food and prices in the student canteen	34,2	38,7	43,3
Quality of living conditions in the dormitory	8,8	9,7	10
Employment in the specialty	40,5	61,3	53,4
Quality of internship organizations	30,4	41,9	3,3
Other	2,5	3,2	3,3

* 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?
(choose up to 3 options)**



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

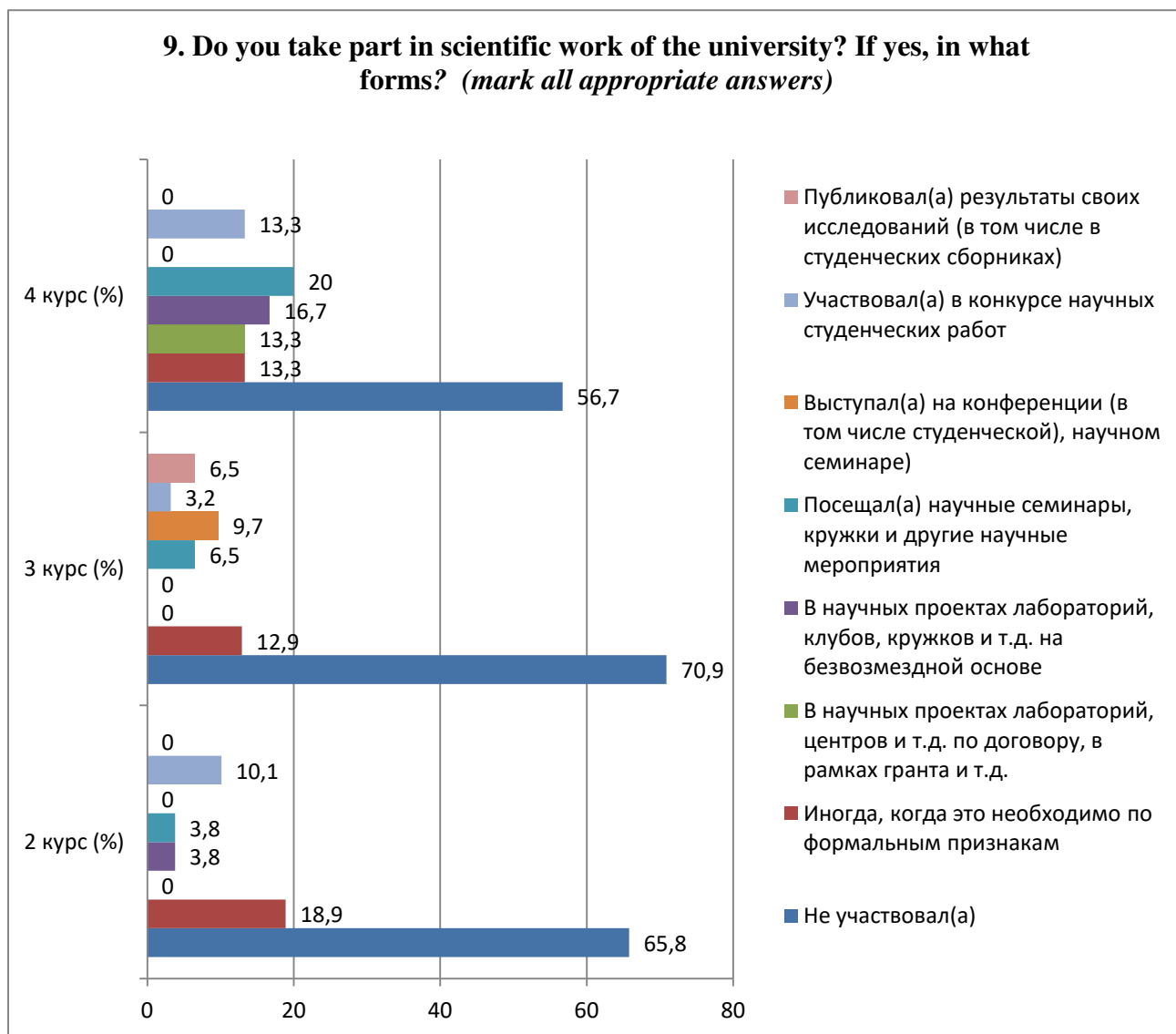
2nd year	3rd year	4th year
- Number of points received; - None.	- nothing.	- No.

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	65,8	70,9	56,7
Sometimes, when it is necessary for formal reasons	18,9	12,9	13,3
In scientific projects of laboratories, centers, etc. under a contract, within a grant, etc.	-	-	13,3
In scientific projects of laboratories, clubs, circles, etc. free of charge	3,8	-	16,7
Attended scientific seminars, clubs and other scientific events	3,8	6,5	20
Speaker at a conference (including a student conference), scientific seminar	-	9,7	-
Participated in a student scientific work competition	10,1	3,2	13,3
Published the results of his research (including in student collections)	-	6,5	-

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

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



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

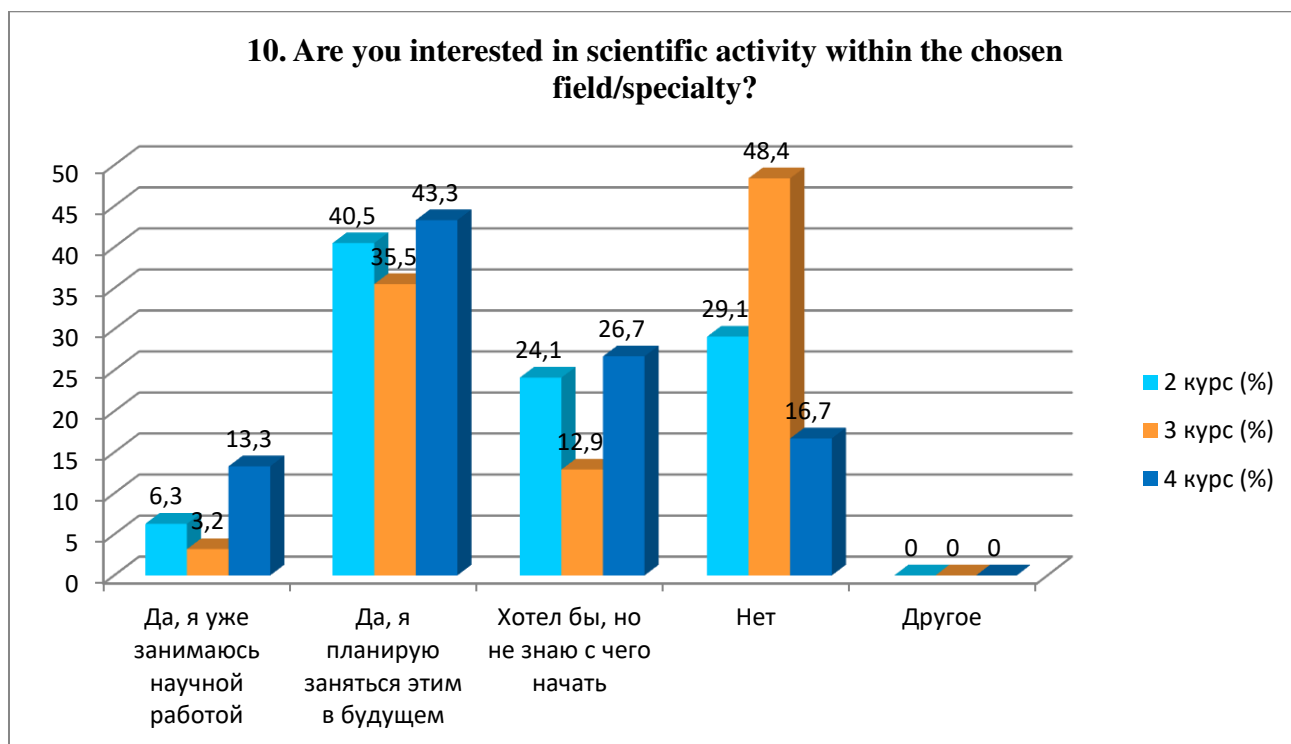
2nd year	3rd year	4th year
<ul style="list-style-type: none"> - not interested; - No time; - Did not show much desire, because of the load on disciplines; - I didn't want to; - It just didn't affect me; - Not interested; - Planning to; - Don't want to participate; - Not interested; - Often find out after deadlines have passed; - Lack of knowledge and 	<ul style="list-style-type: none"> - I didn't want to; - My knowledge did not reach, to scientific papers; - Boredom and your lack of organization is not inspiring; - There was no direction in the research papers that interested me; - I don't know; - No interest or time for it. 	<ul style="list-style-type: none"> - No; - The fact is that there are very few disciplines teaching society. For example Oriental Studies through Kazakh thinkers and heroes Abay, Shakarim, Alikhan, Akhmed, Makhambet Otemis, Bukau Zhyrau and so on; - There is no time; - Connections with

* 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.

professionalism; - Not much interest.		circumstances.
--	--	----------------

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 scientific work	6,3	3,2	13,3
Yes, I plan to do it in the future	40,5	35,5	43,3
I would like to, but I don't know where to start	24,1	12,9	26,7
No	29,1	48,4	16,7
Other	-	-	-



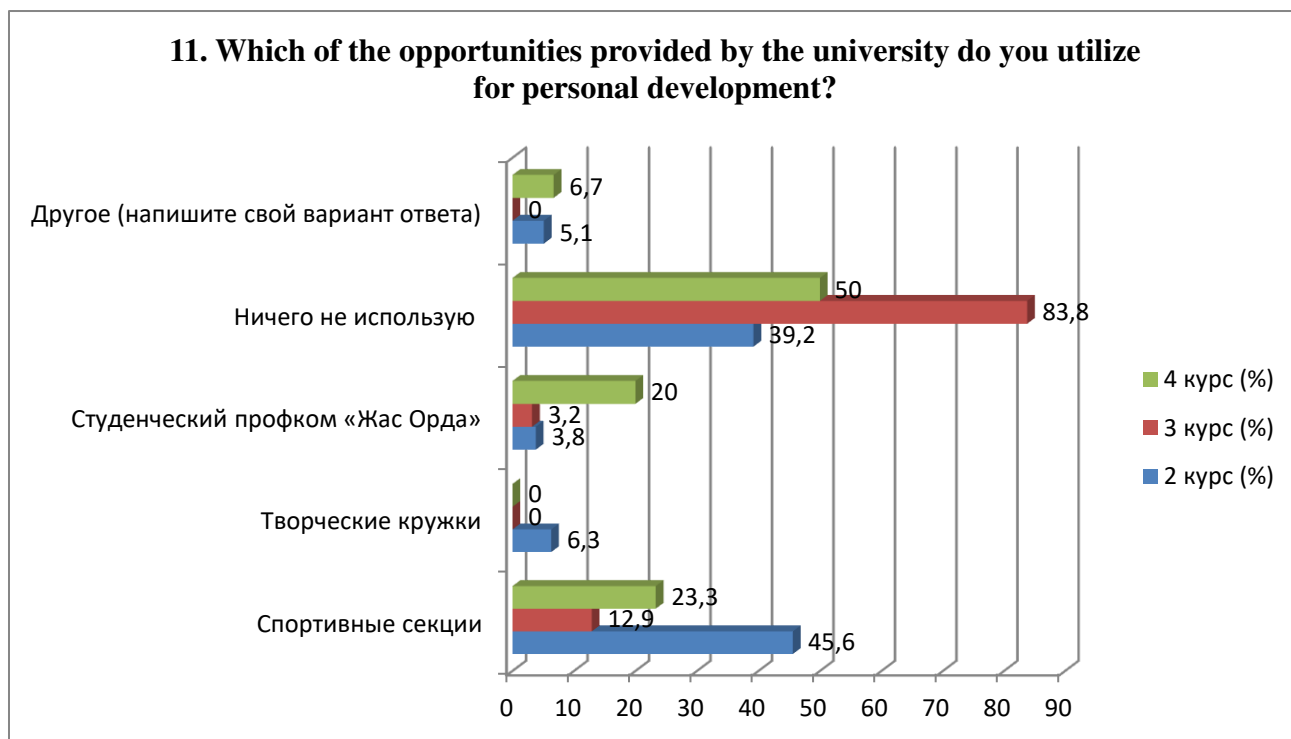
For the option “If you answered “I would like to, but don't know where to start” or “No” to the previous question, write down why”, learners indicated the following options *:

2nd year	3rd year	4th year
<ul style="list-style-type: none"> - No experience in this; - No particular set of knowledge; - Not interested; - I don't think I can do it; - No; - Not sure yet; - Lack of knowledge and professionalism; - Busy; - because no one will tell me or tell me where to start or what to look for; - Not really interested. 	<ul style="list-style-type: none"> - I'm clearly not the right person to bring something new to this specialty; - I'm not interested anymore; - I don't know. 	<ul style="list-style-type: none"> - No; - A lot of bureaucracy, a lot of problems, that's one of them. I have no experience in general; - I'm not interested; - Not offered, have no idea what topics.

* 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?

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Sports sections	45,6	12,9	23,3
Creative clubs	6,3	-	-
Student Trade Union “Zhas Orda”	3,8	3,2	20
I don't use anything	39,2	83,8	50
Other (write your answer)	5,1	-	6,7



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

2nd year	3rd year	4th year
<ul style="list-style-type: none"> - Additional courses; - Language; - Sports sections, I would like to go to creative circles. But there mostly teach students who already have talents and skills...; - Additional courses in scientific and technical translation. 	-	<ul style="list-style-type: none"> - TPU online courses; - Libraries, comp room.

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

2nd year	3rd year	4th year
<ul style="list-style-type: none"> - there's nothing of quality; - I'm overloaded with school and 	<ul style="list-style-type: none"> - lack of time; - Working out at places with 	<ul style="list-style-type: none"> - No time; - I like to work in 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.

* 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.

home, what else is there to explain; - I'm not interested; - Because I work in my spare time.; - I don't have enough time; - I'm fully engaged in my studies; - Because I have other things to do; - I don't need it; - I'm not interested in it; - no desire; - I would like to learn to play the dombyra, but I don't have a dombyra.	better equipment; - don't want to; - Not interested yet; - I go to other clubs; - I don't know much about them; - I don't know; - I have my own places to spend my leisure time.	military sphere; - no time; - No time; - I don't find them interesting.
--	--	--

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 _____

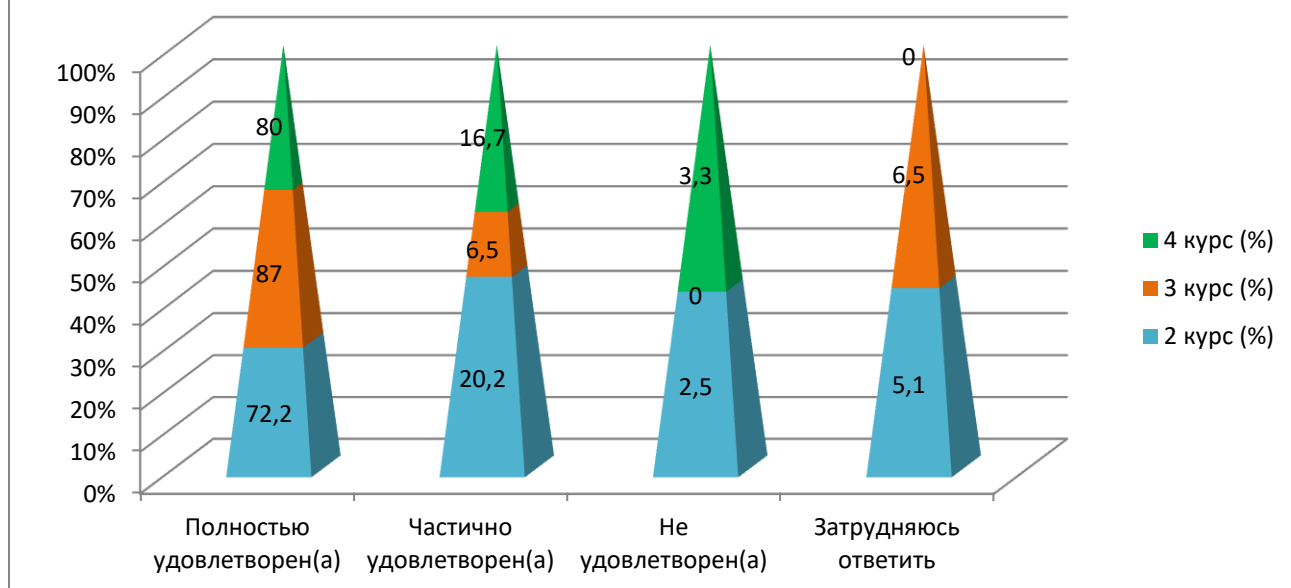
Indicators:

12.1 Availability of necessary scientific literature in the library

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	72,2	87	80
Partially satisfied	20,2	6,5	16,7
Not satisfied	2,5	-	3,3
Difficult to answer	5,1	6,5	-

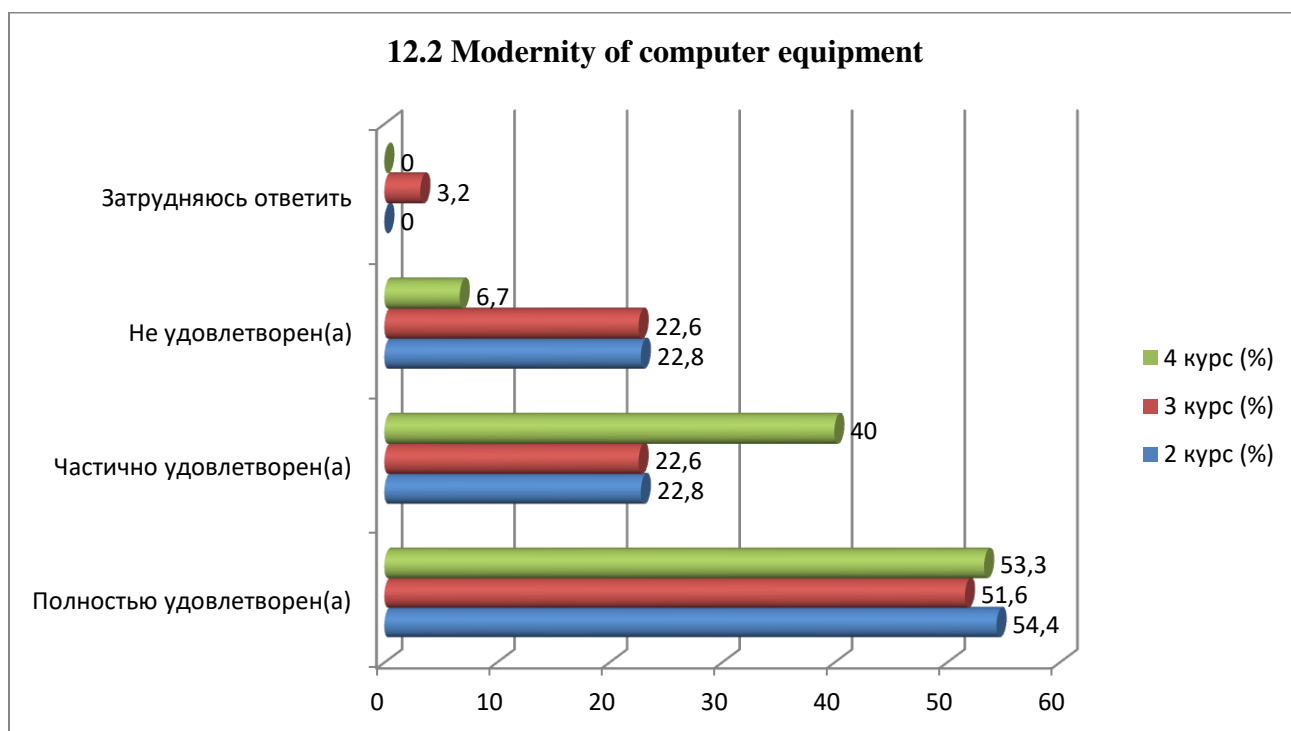
12. How satisfied are you with the material base of our university?

12.1 Availability of necessary scientific literature in the library



12.2 Modernity of computer equipment

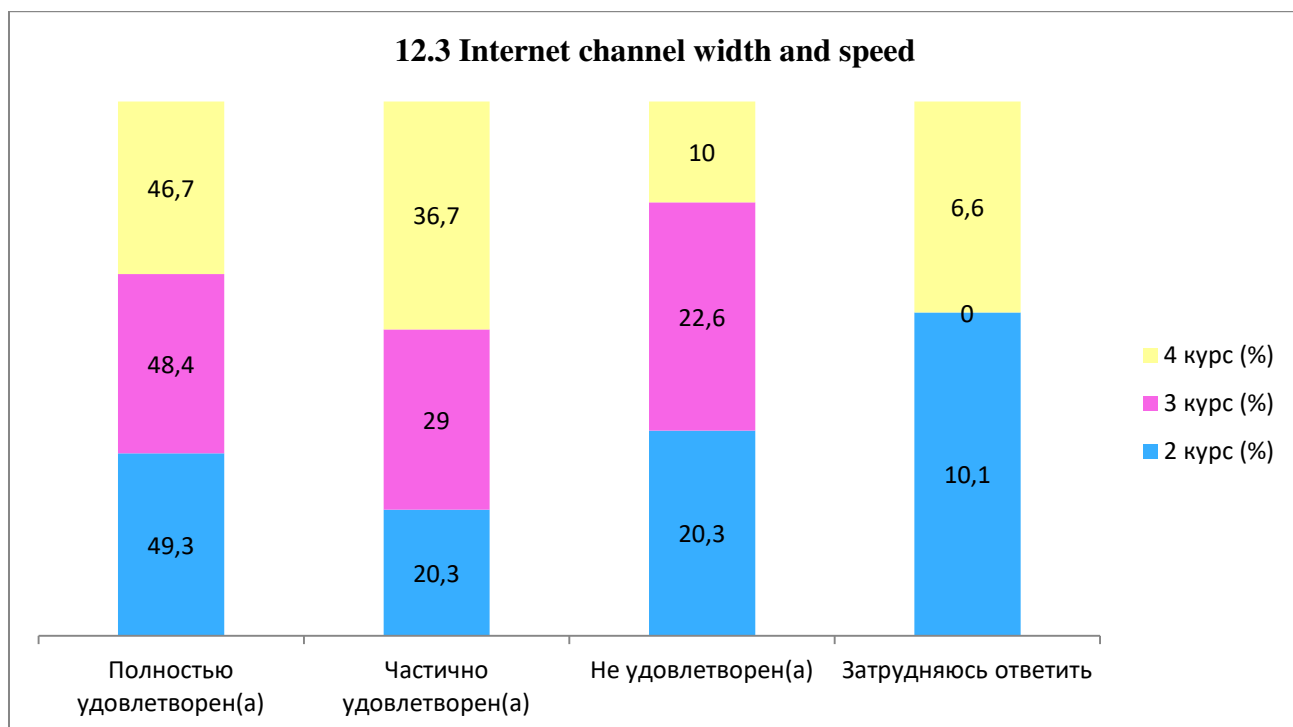
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	54,4	51,6	53,3
Partially satisfied	22,8	22,6	40
Not satisfied	22,8	22,6	6,7
Difficult to answer	-	3,2	-



12.3 Internet channel width and speed

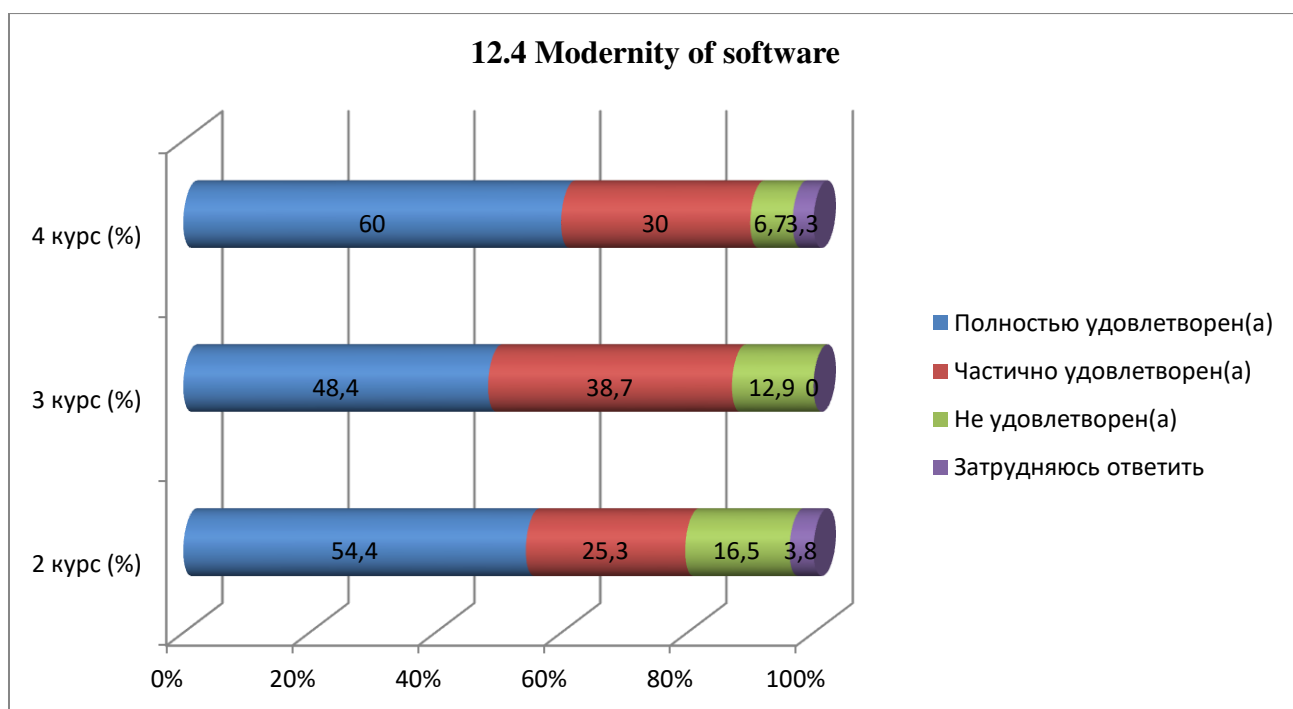
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	49,3	48,4	46,7
Partially satisfied	20,3	29	36,7

Not satisfied	20,3	22,6	10
Difficult to answer	10,1	-	6,6



12.4 Modernity of software

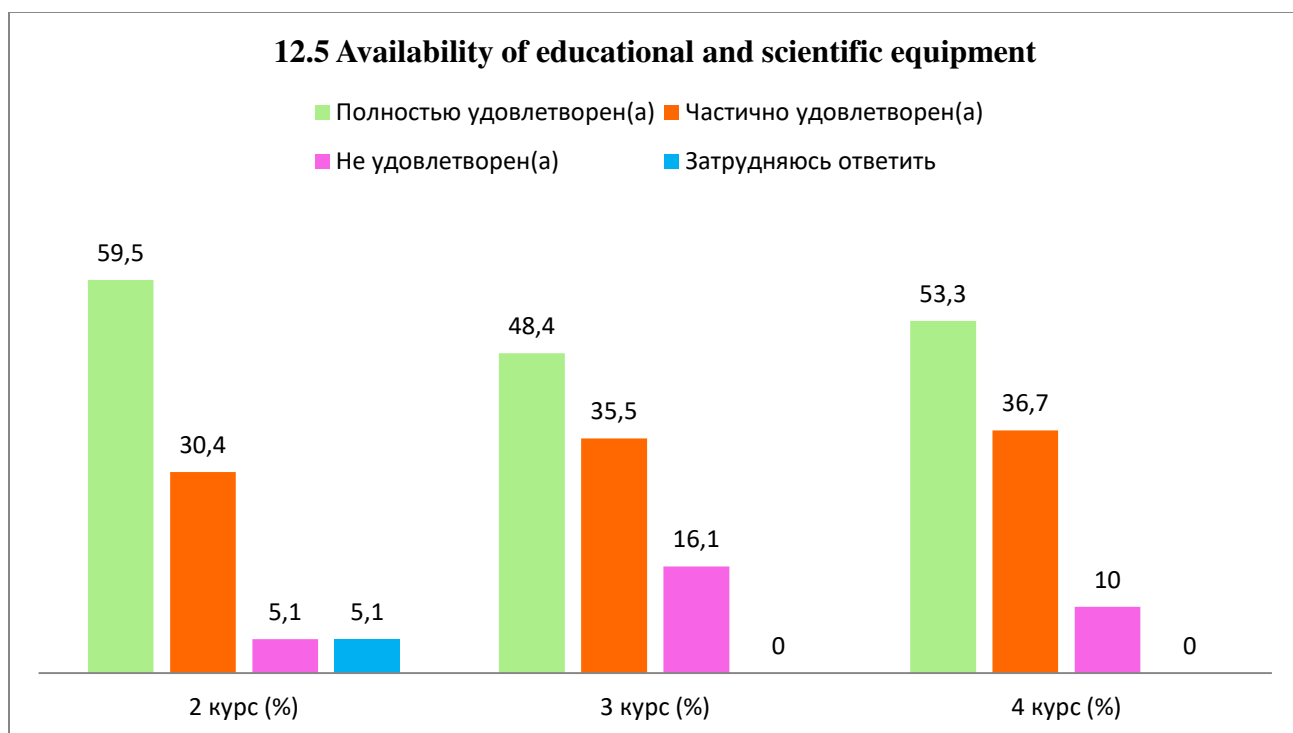
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	54,4	48,4	60
Partially satisfied	25,3	38,7	30
Not satisfied	16,5	12,9	6,7
Difficult to answer	3,8	-	3,3



12.5 Availability of educational and scientific equipment

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

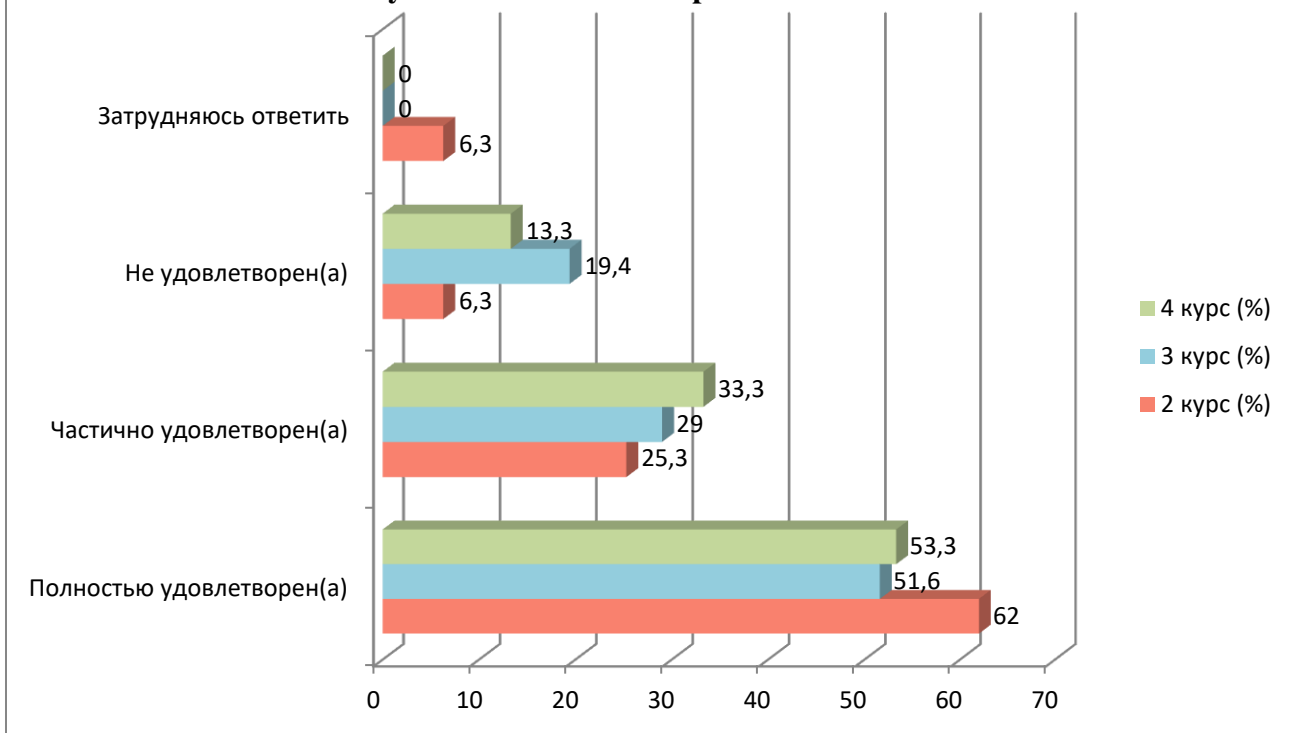
Completely satisfied	59,5	48,4	53,3
Partially satisfied	30,4	35,5	36,7
Not satisfied	5,1	16,1	10
Difficult to answer	5,1	-	-



12.6 Availability of laboratories and specialized classrooms

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	62	51,6	53,3
Partially satisfied	25,3	29	33,3
Not satisfied	6,3	19,4	13,3
Difficult to answer	6,3	-	-

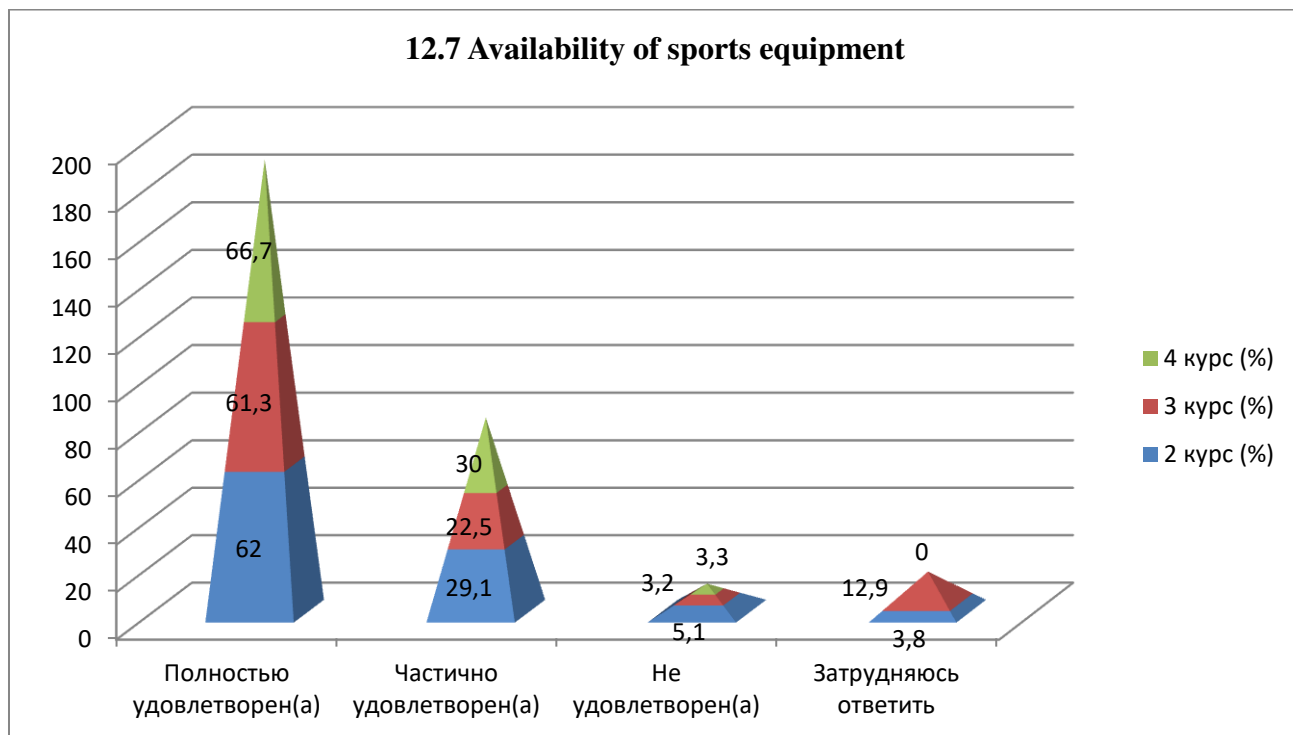
12.6 Availability of laboratories and specialized classrooms



12.7 Availability of sports equipment

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	62	61,3	66,7
Partially satisfied	29,1	22,5	30
Not satisfied	5,1	3,2	3,3
Difficult to answer	3,8	12,9	-

12.7 Availability of sports equipment



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

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

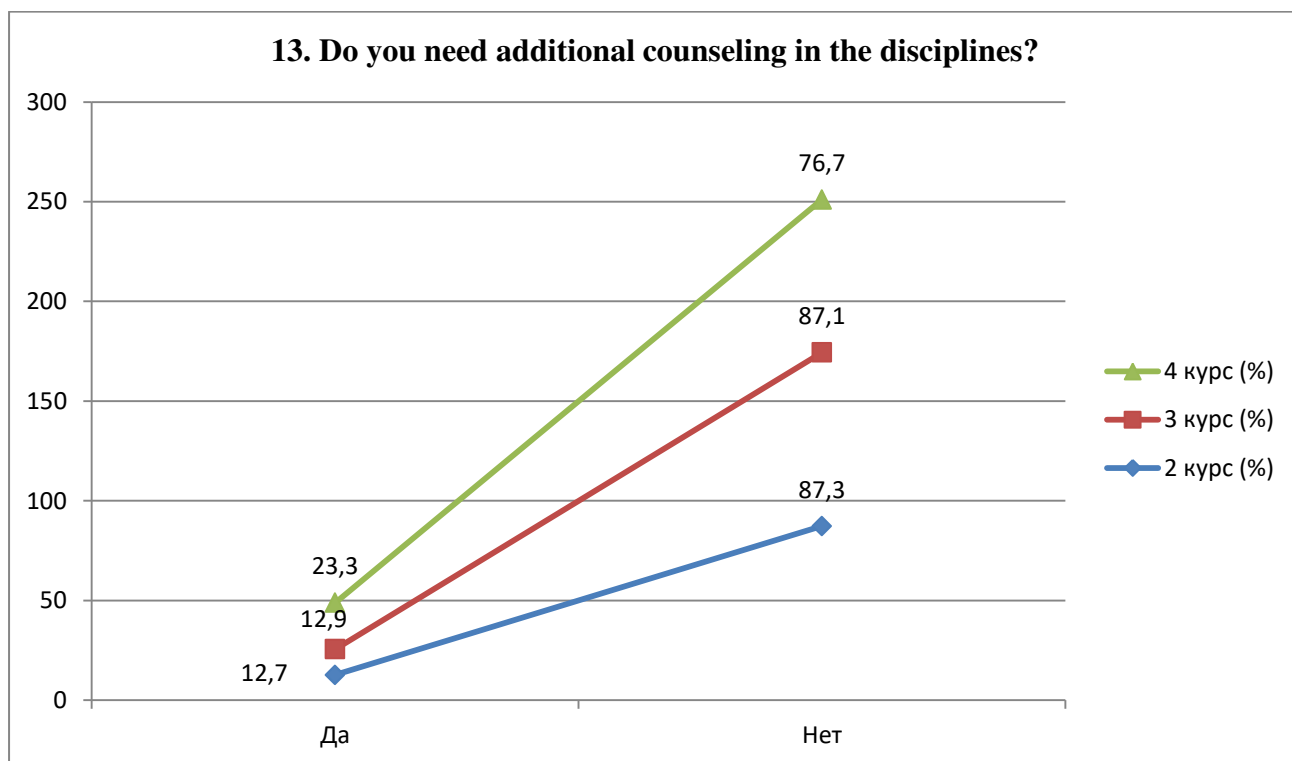
For the option “**If you answered “Rather not benevolent than benevolent” and “Negative” to the previous question, give recommendations for improvement,**” students indicated the following options* :

2nd year	3rd year	4th year
<ul style="list-style-type: none"> - Need to buy high quality sports equipment (balls) and upgrade pc; - Computers have been outdated for a long time about the software is the same, sports equipment is very old and most of the time it is not enough, the internet is slow and sometimes disappears; - My recommendations: update the material base; - Update the characteristics of computers old computers from the 20th century; - The technology of yesterday; - Internet have low speed, in addition my password, and login erased from the site. Although the account to log in to the network exists. Thankfully, I still have a screenshot, with login and password. Some of the stands do not work, which makes it difficult to get into the lab work. There's also the question of why we, being students of this university, should pay for the sports section..; - No; - why don't we just buy new equipment? 	<ul style="list-style-type: none"> - Everything related to technology is early noughties, 2010 at best; - Computers are 20 years old, and this is the equipment that is updated the fastest, the maximum age of the PC should be 10 years; - To evaluate the equipment, you need to use it at least 2-3 times. 	<ul style="list-style-type: none"> - No; - Internet speed is bad. There is no network coverage at the university.

13. Do you need additional counseling in the disciplines?

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Yes	12,7	12,9	23,3
No	87,3	87,1	76,7

* 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 “Yes” to the previous question, then write down the discipline in which you need additional counseling” the students indicated the following options*:

2nd year	3rd year	4th year
<ul style="list-style-type: none"> - TOE, PSM; - Toe; - Toe; - Higher math, TOE, TAU; - None; - Practice; - TOE. 	-	<ul style="list-style-type: none"> - Electric car, Energy, Programming; - Yes and no.

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

(You can select one or more answer options)

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Get a high level of knowledge	73,4	61,3	73,3
Receive a diploma of completion	49,4	54,8	80
Gain the ability to acquire new knowledge that will help you quickly adapt in the workplace	51,9	45,2	70
Gain practical skills that you can immediately use at work	62	41,9	73,3
Get a diploma, the prestige of the university does not matter	11,4	9,7	13,3
Graduate from a prestigious university	12,7	9,7	10
Get a highly paid profession	25,3	29	40
Get a profession that is interesting and matches your abilities	30,4	16,1	30

* 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.

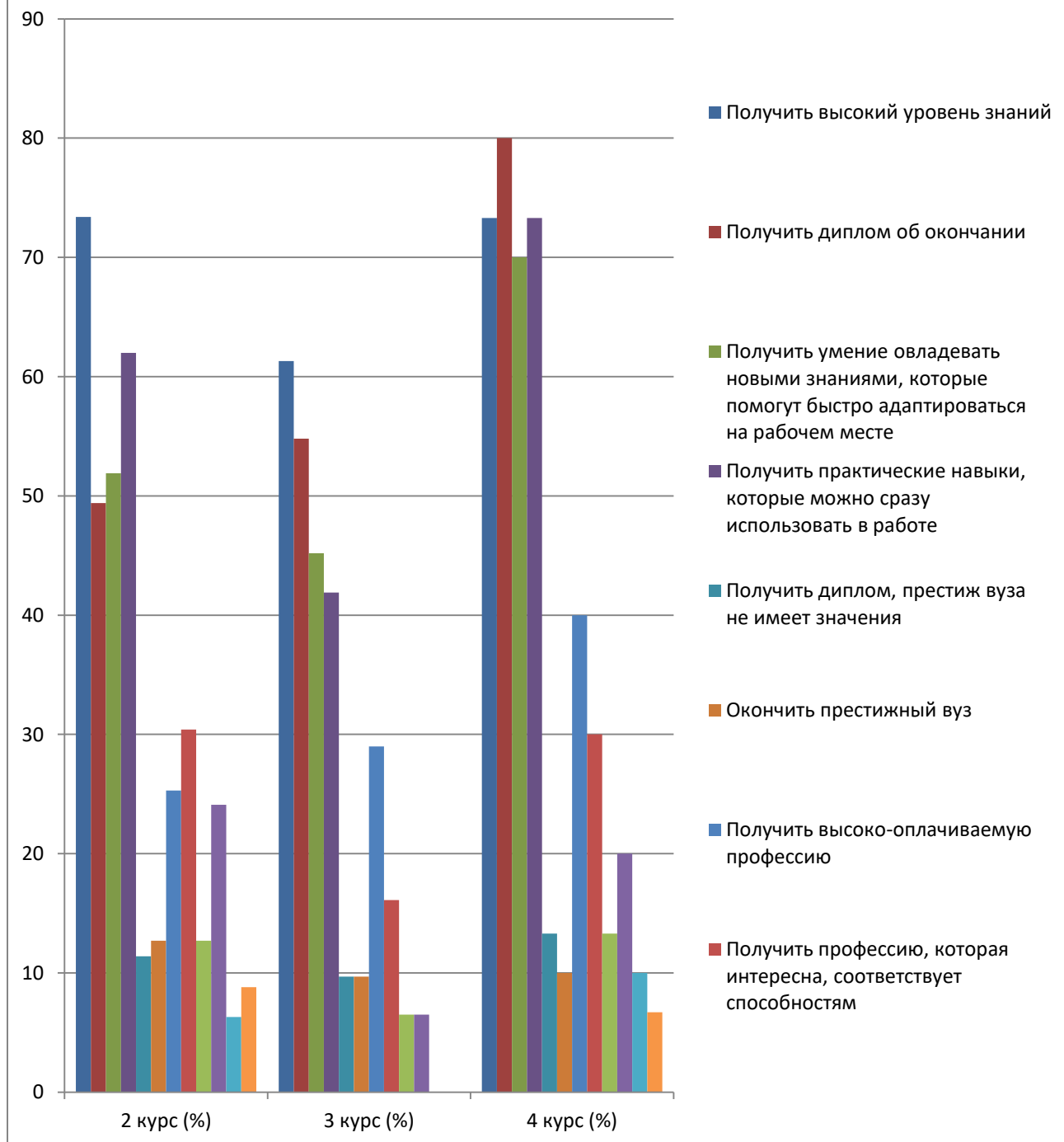
Get a diploma with high grades	12,7	6,5	13,3
You need to learn only what is interesting or will be needed in further study (work)	24,1	6,5	20
It's not so important to graduate from this particular university, in what specialty	6,3	-	10
To get this specialty, it is not so important in which university.	8,8	-	6,7

** 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.

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

(You can select one or more answer options)



Please, write your suggestions, wishes, as well as what questions in your opinion 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).

2nd year	3rd year	4th year
<ul style="list-style-type: none"> - basically all the questions are there; - Any; - Do you want to change anything at university? - Do you think there is a need to study subjects unrelated to the 	<ul style="list-style-type: none"> - none; - I can't answer that; - I don't know); - Would you like to change the schedule? - All questions were Completely satisfied; 	<ul style="list-style-type: none"> - No; - Difficult to answer; - These questions are sufficient to improve activities, training program and services; - The basic questions are;

<p>profession?</p> <ul style="list-style-type: none"> - I think that the questions were enough, and they gave an opportunity to give an overall assessment of the university today..; - "How do you have classes in such and such discipline?"; <ul style="list-style-type: none"> - No idea, all the important questions are available;; - the canteen; - We need to pay attention to the teachers; <ul style="list-style-type: none"> - question: how do you like the restrooms? Is there toilet paper? <ul style="list-style-type: none"> - In my opinion, all the most important aspects of a student's education at the university are covered. I haven't seen any suggestions for additions; - There are problems with the internet; - Change the structure and design of the main building; <ul style="list-style-type: none"> - Change the look of the uni; - Change the price of food in the canteen; <ul style="list-style-type: none"> - It's okay! - Lower the price of food in the canteen; - There's a line in the Cloakroom; - Recommendations for practical classes; <ul style="list-style-type: none"> - In what form do you think the exams would be better organized? - Evaluation of the teachers of the faculty and direction that the student has chosen; - Question of importance of some subjects; - Toilets in the dormitory, it is necessary to make cubicles; 	<ul style="list-style-type: none"> - What organization are you going to work for when you get your degree? <ul style="list-style-type: none"> - Do you have any competitions? (like soccer, basketball, volleyball, etc.); - All relevant questions have already been added; <ul style="list-style-type: none"> - No recommendations; <ul style="list-style-type: none"> - That's fine; - Should we have a faculty sports competition. 	<ul style="list-style-type: none"> - Don't know; - Do you consider secondary disciplines in your profession to be necessary? - Relocation or renovation, i.e. construction of new academic buildings; - Which teachers cause you negative emotions? <ul style="list-style-type: none"> - Basically all the questions are..; - they're all fine; - You don't need to add questions; <ul style="list-style-type: none"> - I have no idea; - No suggestions.
---	---	--

Based on 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 stated that according to these indicators, the quality of services provided at the University met the expectations of students and thus fulfilled its purpose.

However, during the survey it should be noted that most of the recommendations to improve the services provided were given in relation to the organization of catering at the university. The following disadvantages were identified: small assortment of offered dishes, a large queue that is formed during peak hours of the canteen, overpriced dishes, food quality does not match the price, etc. All the identified shortcomings significantly affect the effectiveness of the canteen and, most importantly, the public opinion of the visitors of the canteen.

As recommendations for improving the work of canteens we can suggest to think about expanding the range of dishes, reducing the prices for the range of dishes and reducing the time for service.

Thus, a set of proposed measures will allow to solve a number of problems arising in the work of the canteen, which will result in improving the quality of services provided.

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 - 73.4%, 3rd year - 70.9%, 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 “Disciplines studied do not correspond to the specialty they receive” (2nd year - 8.8%, 3rd year - 3.2%, 4th year - 3.3%), “Subjects' importance does not correspond to the number of hours” (2nd year - 6.3%, 3rd year - 9.7%, 4th year - 16.7%), “Dissatisfaction with the quality of lessons” (2nd year - 10.1%, 3rd year - 6.5%).

To the question: **“What indicators, as a rule, are taken into account by teachers when making the final grade?”** 52.4% of students indicated the option “activity in classes (seminars), answers to the teacher's questions, solving problems, etc.”, in second place - 14.6% “results of practice, laboratory and other practical works” and in third place 14.7% “attendance”.

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.

To the option **“If you answered “Rather not benevolent than benevolent” and “Negative” to the previous question, give recommendations for improvement”** the students indicated the following answer options *: “Often security personnel unreasonably demand to open the backpack and show the contents!”, “There is no dedication on the part of the teacher”, “When checking bags either let them check completely or absolutely do not check and do not waste students' time”, etc.

On the question **“Do you need additional counseling in disciplines?”** 16.3% of respondents answered that they need additional counseling. Among the disciplines indicated were: Higher Mathematics, TOE, PSM, TAU, Electrical Engineering, Power Engineering, Programming and others.

Recommendations:

1. 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