Report
on the results of the survey
"Satisfaction of 2-5 year students with educational services"
in 2023 – 2024 academic year
Departments: Automation of Production Processes, Power Engineering Systems
Specialty: 6B07109 Electric Power Engineering

In October 2023, the Center of Quality Management and Accreditation conducted an annual survey on the satisfaction of 2-5 year students with the quality of services provided.

The survey purpose: To identify the degree of respondents' satisfaction with the quality of the educational services provided and the other areas of the University activities.

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

In specialty 6B07109 Electric Power Engineering, 225 respondents took part in the survey:

-
- 2 year – 58 students (49.6%);
- 3 year – 124 students (94.7%);
- 4 year – 43 students (47.8%).

Modes of training
- Budget – 194 students (86.2%);
- Paid – 31 students (13.8%).

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

Indicators:

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

1.1 The learning process in general
1.2 Class schedule
1.3 Organization of independent work
1.4 Practices
1.5 Organizing and conducting SIWT
1.6 Organizing and conducting laboratory work
1.7 Satisfaction with the library work
1.8 Possibility of access to full-text databases of scientific publications
1.9 Living conditions in the hostel
1.10 Quality of medical care
1.11 Catering at the University (prices, product range, quality of prepared dishes)

Other_____

If you answered the previous question "not satisfied", please give recommendations for improving the services provided. _____
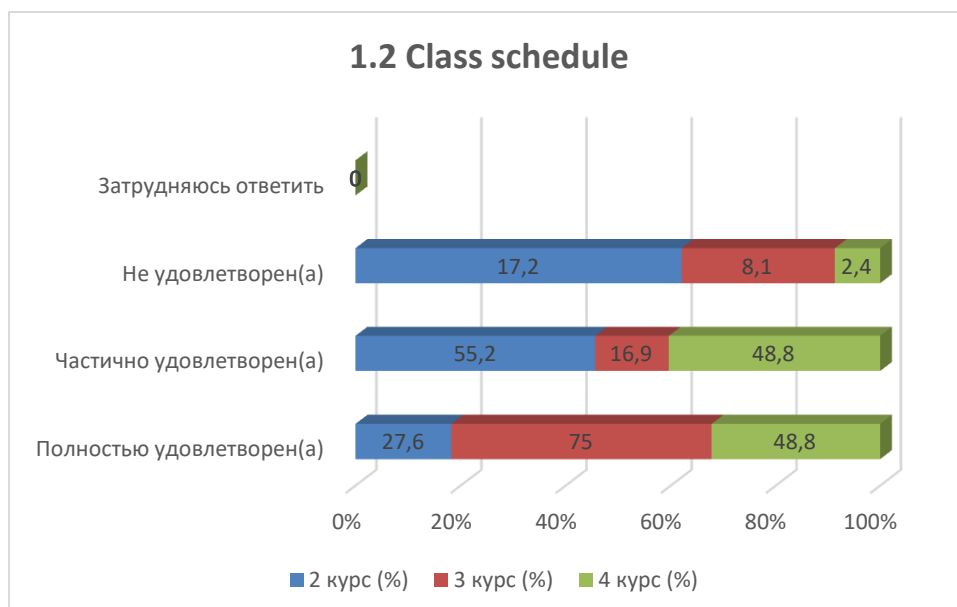
The learning process in general

Answer options	2 year (%)	3 year (%)	4 year (%)
Completely satisfied	65.5	76.6	65.1
Partially satisfied	34.5	21.8	25.
Not satisfied	-	1.6	7
I find it difficult to answer	-	-	2.3
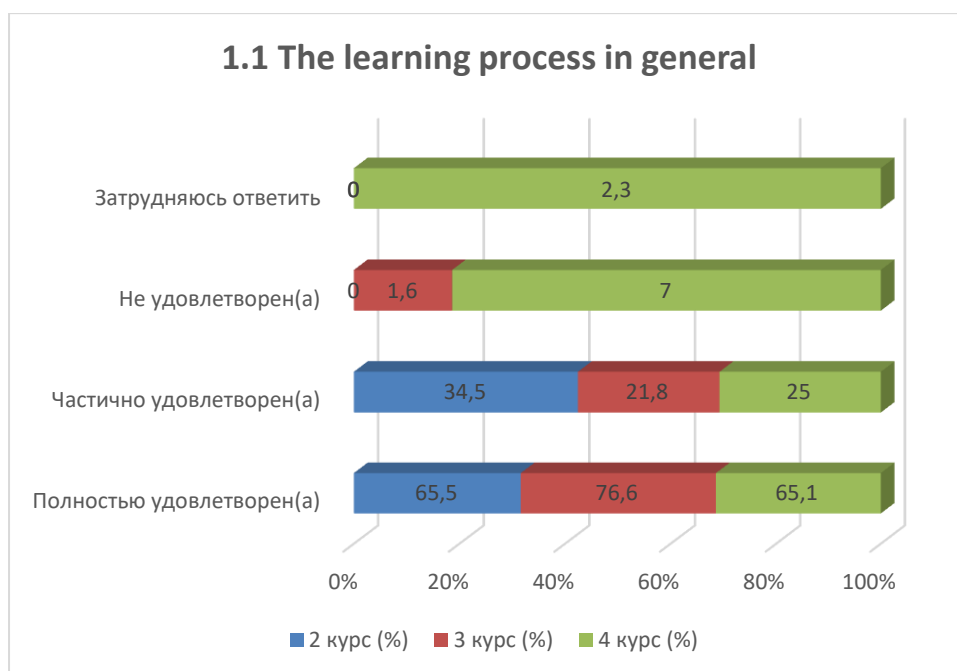
1.2 Class schedule

Answer options	2 year (%)	3 year (%)	4 year (%)
Completely satisfied	27.6	75	48.8
Partially satisfied	55.2	16.9	48.8
Not satisfied	17.2	8.1	2.4
I find it difficult to answer	-	-	-

1.3 Organization of independent work

Answer options	2 year (%)	3 year (%)	4 year (%)
Completely satisfied	43.1	69.4	60.5
Partially satisfied	43.1	29.8	30.2
Not satisfied	12.1	0.8	7
I find it difficult to answer	1.7	-	2.3
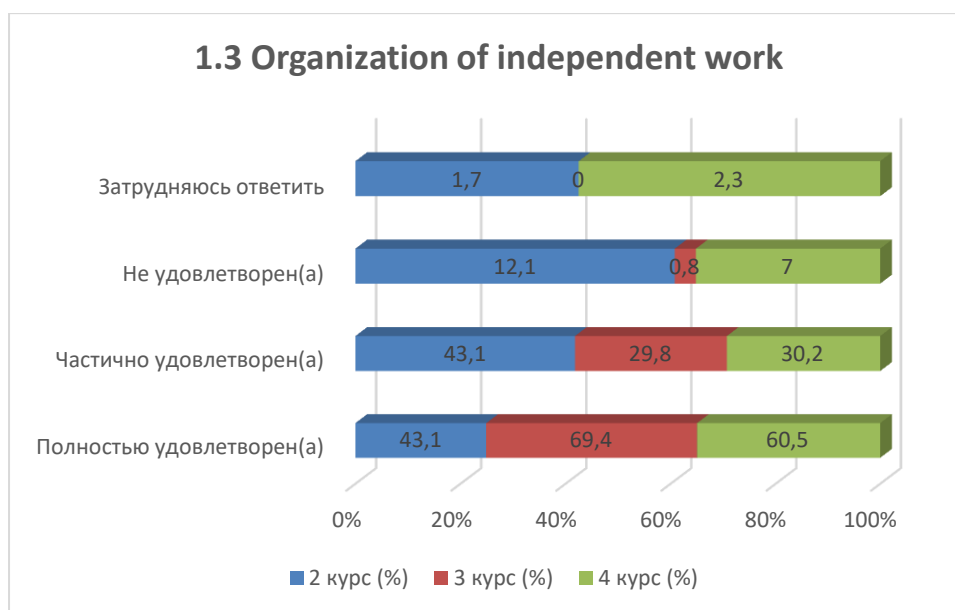
1.4 Practices

Answer options	2 year (%)	3 year (%)	4 year (%)
Completely satisfied	51.7	71	58.1
Partially satisfied	36.2	22.6	20.9
Not satisfied	1.7	4.8	16.3
I find it difficult to answer	10.4	1.6	4.7
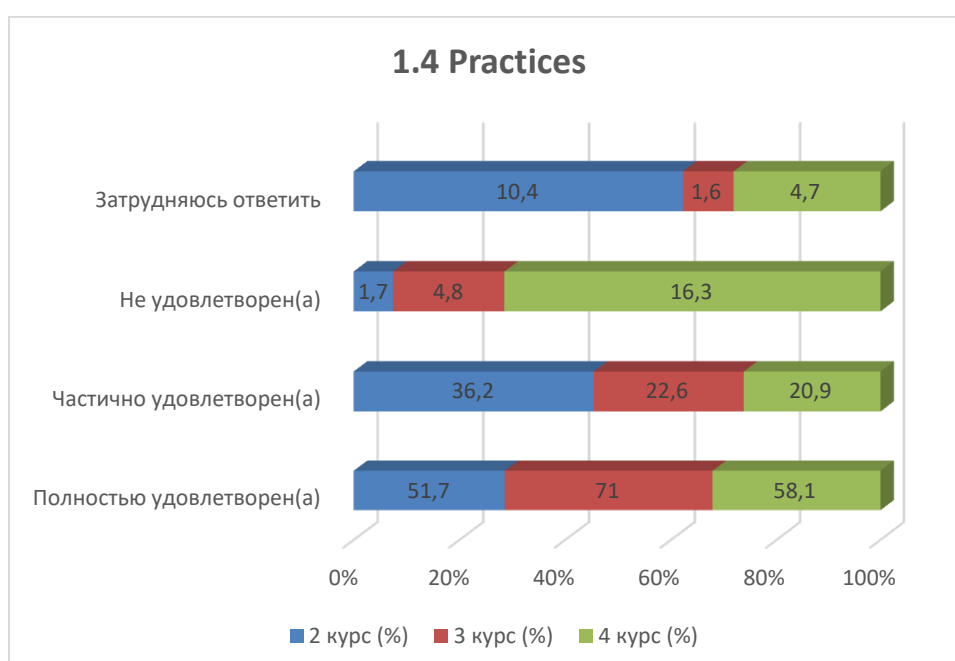
1.5 Organizing and conducting SIWT

Answer options	2 year (%)	3 year (%)	4 year (%)
Completely satisfied	53.4	79	62.8
Partially satisfied	32.8	18.5	34.9
Not satisfied	12.1	2.5	2.3
I find it difficult to answer	1.7	-	-
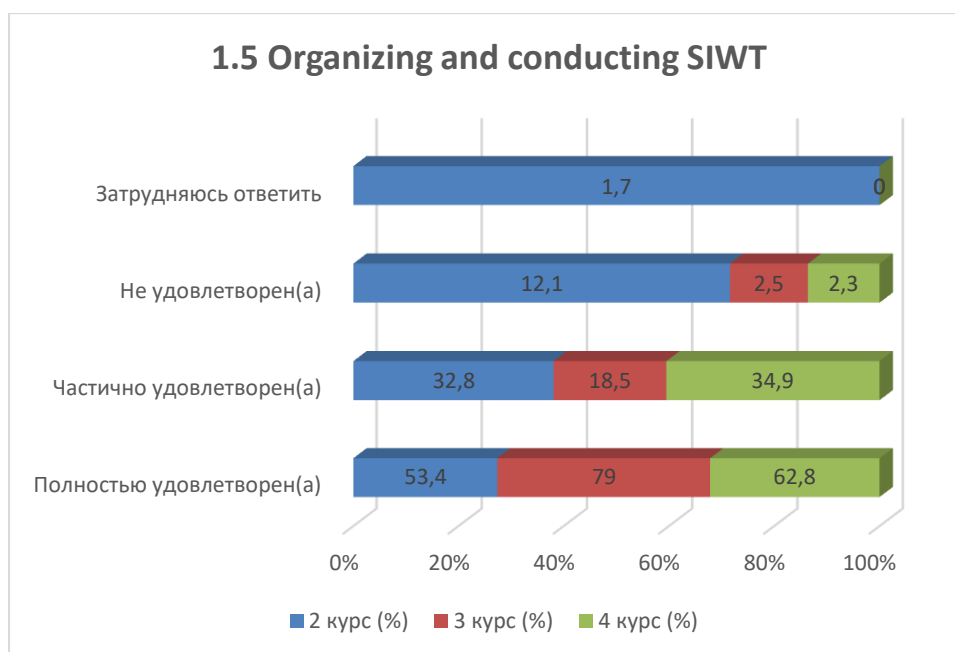
1.6 Organizing and conducting laboratory work

Answer options	2 year (%)	3 year (%)	4 year (%)
Completely satisfied	48.3	75	65.1
Partially satisfied	43.1	22.6	34.9
Not satisfied	5.2	2.4	7
I find it difficult to answer	3.4	-	2.3
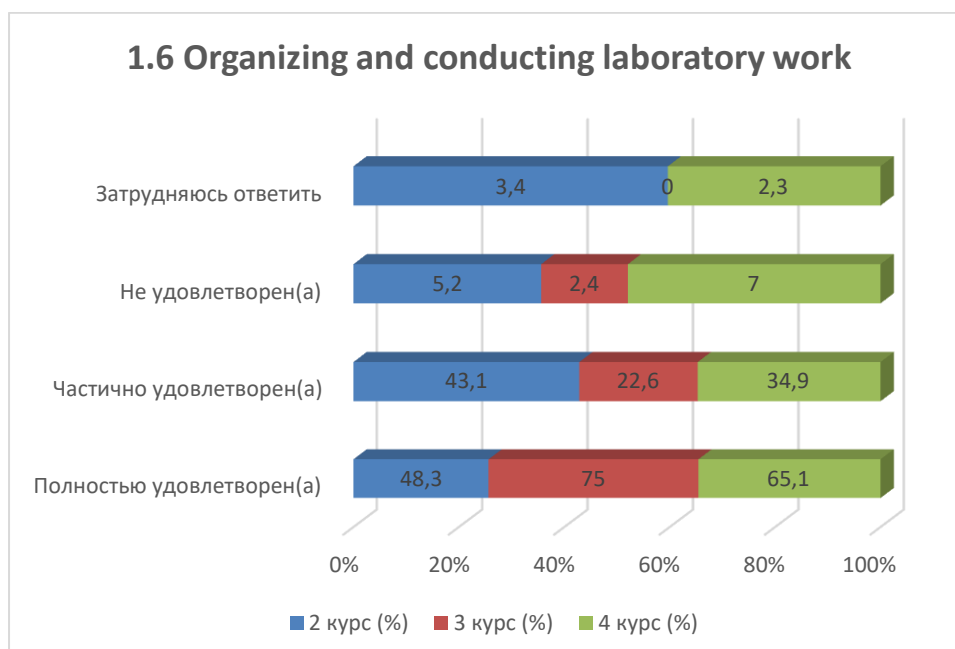
1.7 Satisfaction with the library work

Answer options	2 year (%)	3 year (%)	4 year (%)
Completely satisfied	60.3	80.7	76.7
Partially satisfied	25.9	16.1	16.3
Not satisfied	13.8	2.4	7
I find it difficult to answer	-	0.8	-
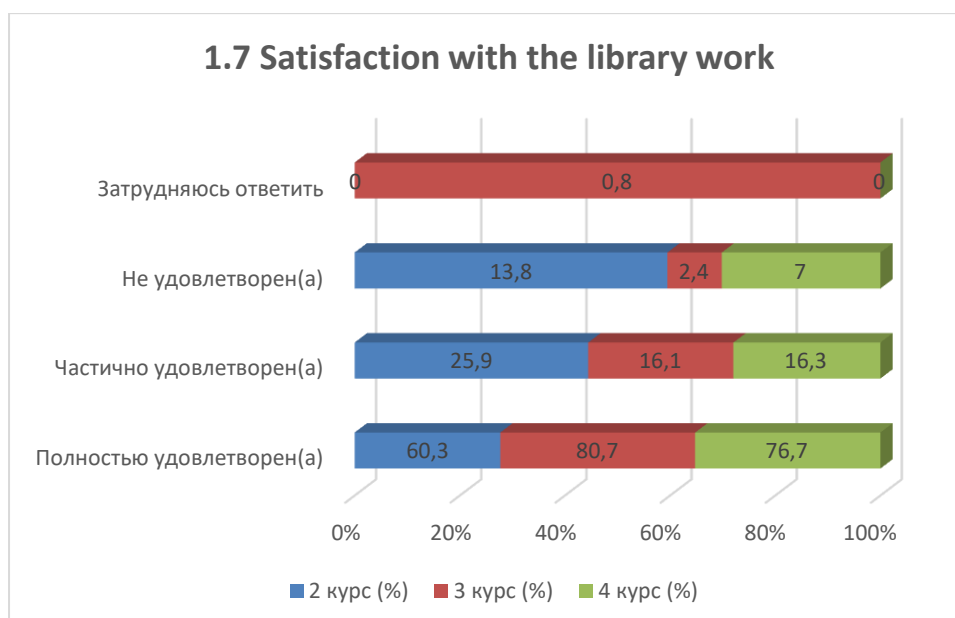
1.8 Possibility of access to full-text databases of scientific publications

Answer options	2 year (%)	3 year (%)	4 year (%)
Completely satisfied	50	77.4	58.1
Partially satisfied	37.9	19.4	30.2
Not satisfied	6.9	0.8	9.3
I find it difficult to answer	5.2	2.4	2.3
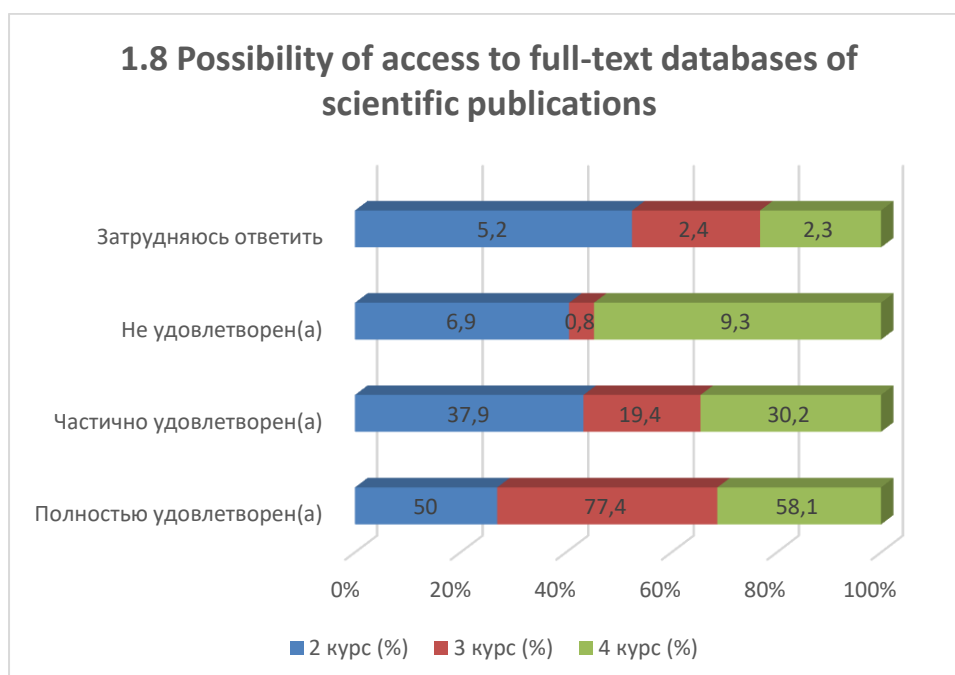
1.9 Living conditions in the hostel

Answer options	2 year (%)	3 year (%)	4 year (%)
Completely satisfied	39.7	63.7	55.8
Partially satisfied	27.6	13.7	16.3
Not satisfied	13.8	3.2	9.3
I find it difficult to answer	18.9	19.4	18.6
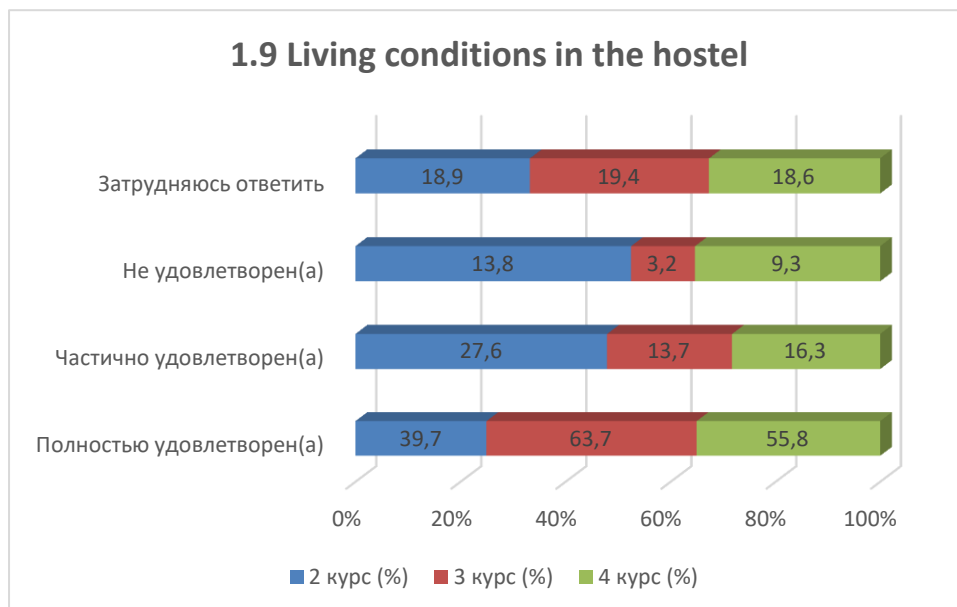
1.10 Quality of medical care

Answer options	2 year (%)	3 year (%)	4 year (%)
Completely satisfied	44.8	75	46.5
Partially satisfied	29.3	12.1	20.9
Not satisfied	10.4	3.2	9.3
I find it difficult to answer	15.5	9.7	23.3
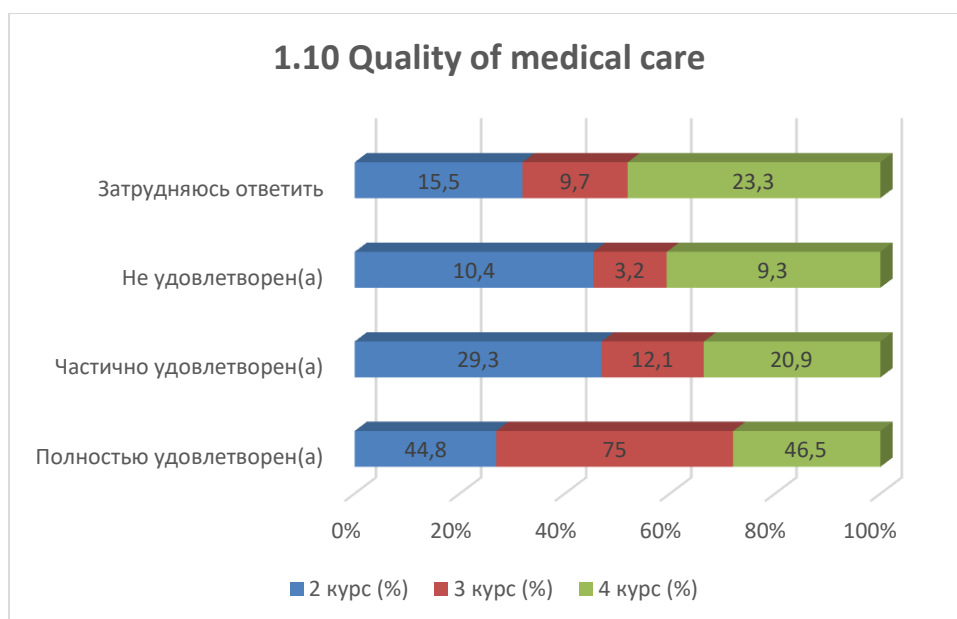
1.11 Catering at the University (prices, product range, quality of prepared dishes)

Answer options	2 year (%)	3 year (%)	4 year (%)
Completely satisfied	37.9	70.2	46.5
Partially satisfied	29.3	22.6	14
Not satisfied	22.4	6.4	27.9
I find it difficult to answer	10.4	0.8	11.6

For the option Other, students gave the following answers[*]:

2 year	3 year	4 year
- I don't live in the hostel - I'm quite satisfied	- No - No complaints or wishes. - I don't live in the hostel - I'm not satisfied with the class schedule - Military department - Everything is fine	- The University does not have enough textbooks on some subjects

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

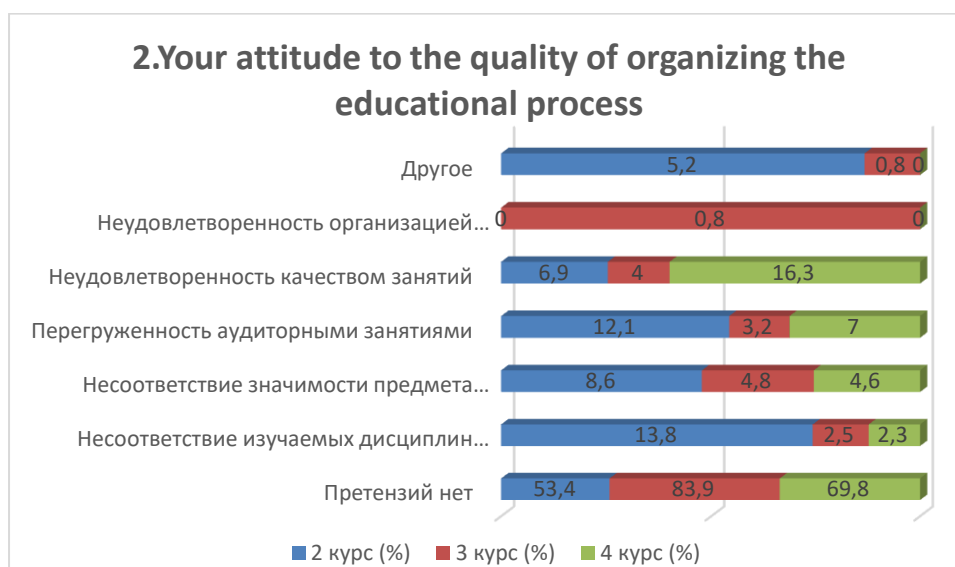| 2 year	3 year	4 year
- Raise the standard of living in the dormitory Improve the schedule - Improve the schedule - Physical education, if possible, more fashionable pairs - If possible, put the seminar	Everything is fine. - Overload - It's very hard to walk 6-7 hours at the university - The schedule is all until 5, the canteen is being renovated and there are few products	- The canteen is terrible, there is little choice of hot dishes, you have to leave the university to eat

[*]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

and lectures on the same day - Do not put physical education as the first pair in the schedule, preferably put it last - The presence of humanities in the technical faculty is the most annoying. I can understand economics, but other subjects are learned in life. And cultural studies is generally the history of Kazakhstan has been studied for the 4th time from the very beginning (from beginning to end we studied the history of Kazakhstan in grades 5-9, grades 10-11, 1 year 1 term and now again. But this is just a stain on the background of high-quality education at the university.	- The schedule is not convenient - The schedules are very inconvenient when you walk at one time in the denominator and at another time in the numerator. I want to develop not only in my profession at the university, but also in other areas of my life - At least give an answer when we ask a question during the preparation of the annual work

2. You attitude to the quality of organizing the educational process

Answer options	2 year (%)	3 year (%)	4 year (%)
No complaints	53.4	83.9	69.8
Discrepancy between the disciplines studied and the specialty obtained	13.8	2.5	2.3
Inconsistency between the importance of the subject and the number of hours	8.6	4.8	4.6
Overload with classroom activities	12.1	3.2	7
Dissatisfaction with the quality of classes	6.9	4	16.3
Dissatisfaction with the organization of tests and exams	-	0.8	-
Other	5.2	0.8	-

2.Your attitude to the quality of organizing the educational process

Category	2 курс (%)	3 курс (%)	4 курс (%)
Другое	5,2	0,8	0
Неудовлетворенность организацией…	0	0,8	0
Неудовлетворенность качеством занятий	6,9	4	16,3
Перегруженность аудиторными занятиями	12,1	3,2	7
Несоответствие значимости предмета…	8,6	4,8	4,6
Несоответствие изучаемых дисциплин…	13,8	2,5	2,3
Претензий нет	53,4	83,9	69,8

For the option Other, students gave the following answers [*]:

2 year	3 year	4 year
- Improve the schedule - Not satisfied that the teacher's requirements differ from the requirements in the syllabus compiled by the same teacher. - positive	- Satisfied	-

To the option "If you answered "Not satisfied" to the previous question, please provide recommendations for improvement", students indicated the following options*:

2 year	3 year	4 year
- No need for physical education - Give the right to challenge the points given or not given - Remove unnecessary subjects - The same as I wrote above.	- No complaints - Reduce the number of hours for humanities and increase the number of technical subjects - Reduce the number of hours for subjects that are not related to the specialty and profession - They gave us a year's work and did not explain how to do it, and gave us a deadline of 3 weeks	- Preparation of laboratory works according to my lectures. In some subjects, the laboratory work does not coincide with the lecture

3. Is the information of academic mobility opportunities available to you?

Answer options	2 year (%)	3 year (%)	4 year (%)
Yes	84.5	95.2	79.1
No	15.5	4.8	20.9
Other	-	-	-
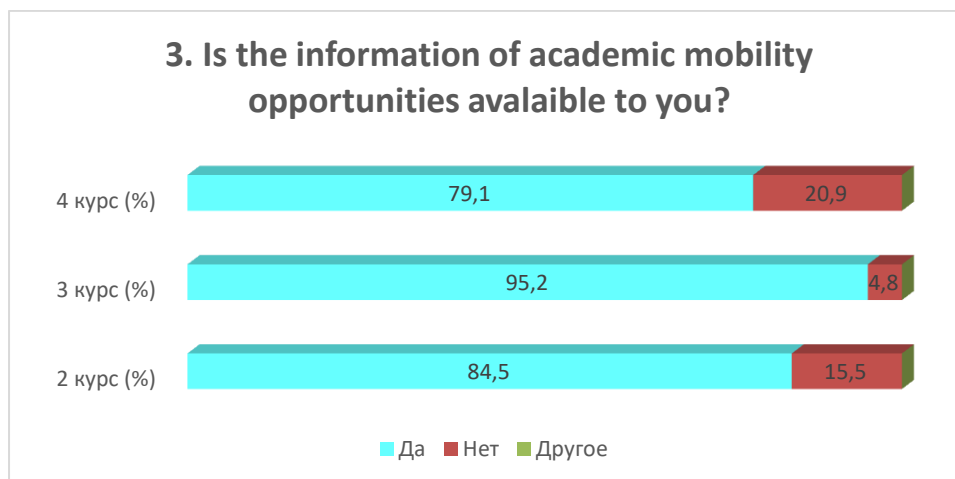
For the option "If you answered "No" to the previous question, write why," students indicated the following options*:

2 year	3 year	4 year
- Yes	- Yes - No announcements - Not interested	- Get aware post-factum

4. What do you think the relationship is like

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

Other_____

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

4.1 Between students

Answer options	2 year (%)	3 year (%)	4 year (%)
Friendly	81	88.7	83.7
More friendly than unfriendly	15.5	10.5	16.3

More unfriendly than friendly	3.5	-	-
Negative	-	-	-
I find it difficult to answer	-	0.8	-

4.1 Between students

4.2 Between teachers and students (in the educational process)

Answer options	2 year (%)	3 year (%)	4 year (%)
Friendly	51.7	84.7	76.8
More friendly than unfriendly	39.7	13.7	20.9
More unfriendly than friendly	6.9	1.6	2.3
Negative	-	-	-
I find it difficult to answer	1.7	-	-

4.2 Between teachers and students (in the educational process)
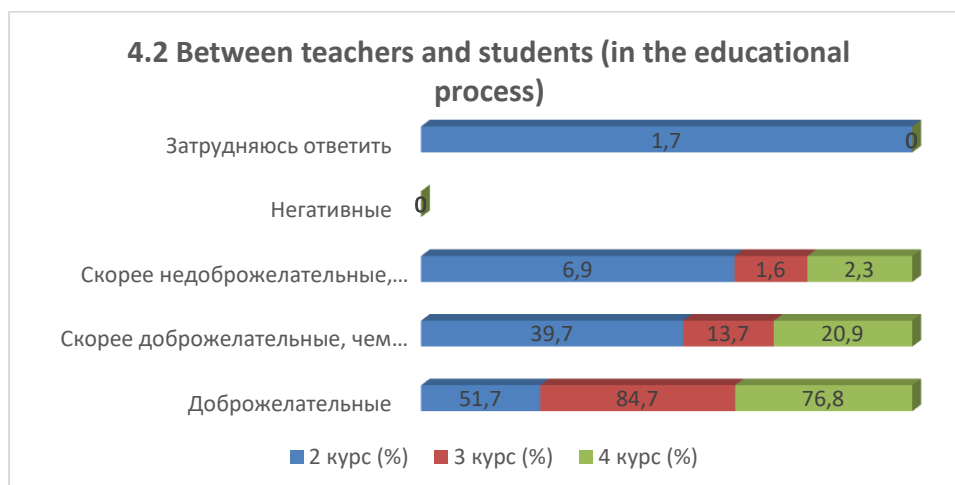
4.3 Between a student and a supervisor

Answer options	2 year (%)	3 year (%)	4 year (%)
Friendly	50	79.8	74.4
More friendly than unfriendly	41.4	16.9	23.3
More unfriendly than friendly	6.9	3.3	2.3
Negative	-	-	-
I find it difficult to answer	1.7	-	-

4.3 Between a student and a supervisor

Answer	2 курс (%)	3 курс (%)	4 курс (%)
Затрудняюсь ответить	1,7		0
Негативные	0		
Скорее недоброжелательные,…	6,9	3,3	2,3
Скорее доброжелательные, чем…	41,4	16,9	23,3
Доброжелательные	50	79,8	74,4
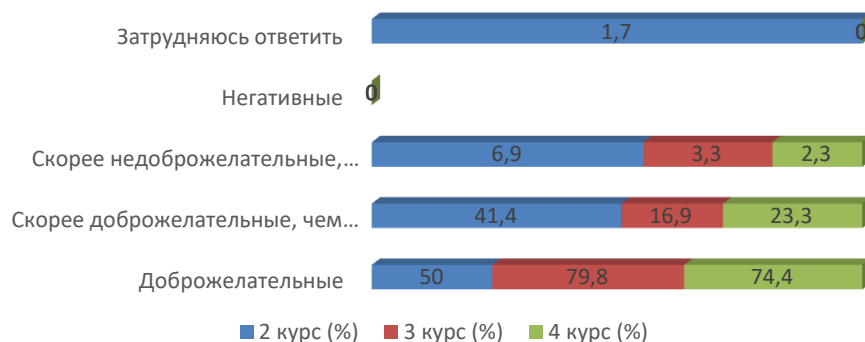
4.4 Between students and administration

Answer options	2 year (%)	3 year (%)	4 year (%)
Friendly	63.8	80.6	60.5
More friendly than unfriendly	31	15.3	30.2
More unfriendly than friendly	5.2	3.3	7
Negative	-	0.8	2.3
I find it difficult to answer	-	-	-

4.4 Between students and administration

Answer	2 курс (%)	3 курс (%)	4 курс (%)
Затрудняюсь ответить	0		
Негативные	0	0,8	2,3
Скорее недоброжелательные,…	5,2		7
Скорее доброжелательные, чем…	31		30,2
Доброжелательные	63,8		60,5
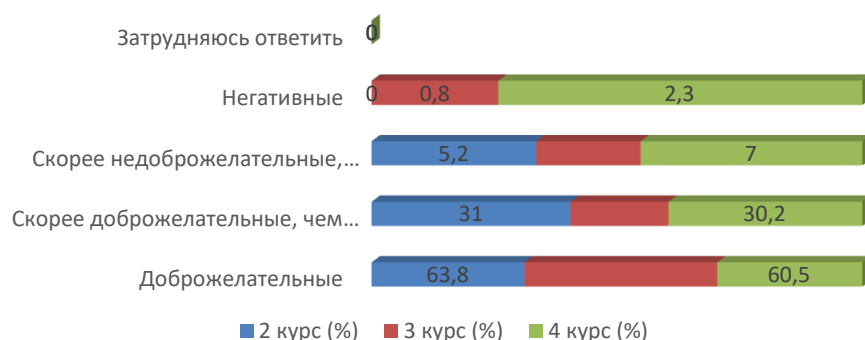
4.5 Between students and employees of departments (library, student department, etc.)

Answer options	2 year (%)	3 year (%)	4 year (%)
Friendly	69	83.1	81,4
More friendly than unfriendly	29.3	12.9	16,3
More unfriendly than friendly	-	2.4	2,3
Negative	1.7	1.6	-
I find it difficult to answer	-	-	-

4.5 Between students and employees of departments (library, students department. etc.)
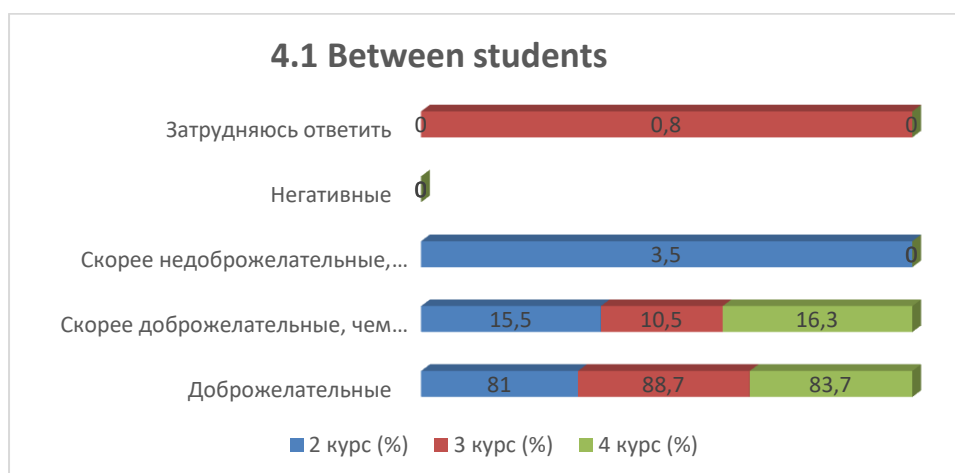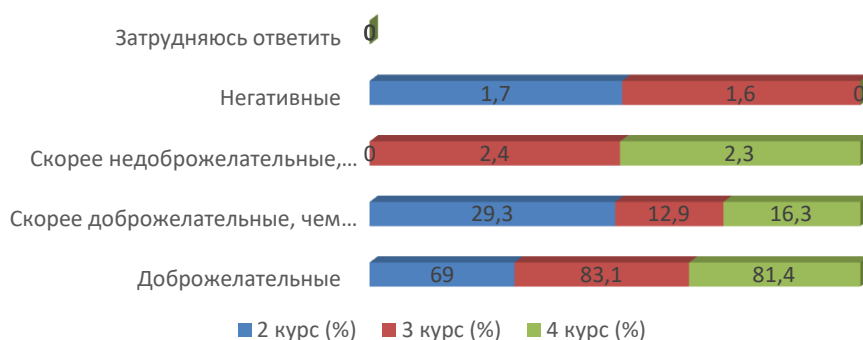
4.6 Between students and security service

Answer options	2 year (%)	3 year (%)	4 year (%)
Friendly	51.7	71	48.8
More friendly than unfriendly	27.6	15.3	25.6
More unfriendly than friendly	6.9	4.8	14.
Negative	10.3	6.5	11.6
I find it difficult to answer	3.4	2.4	-

4.6 Between students and security service
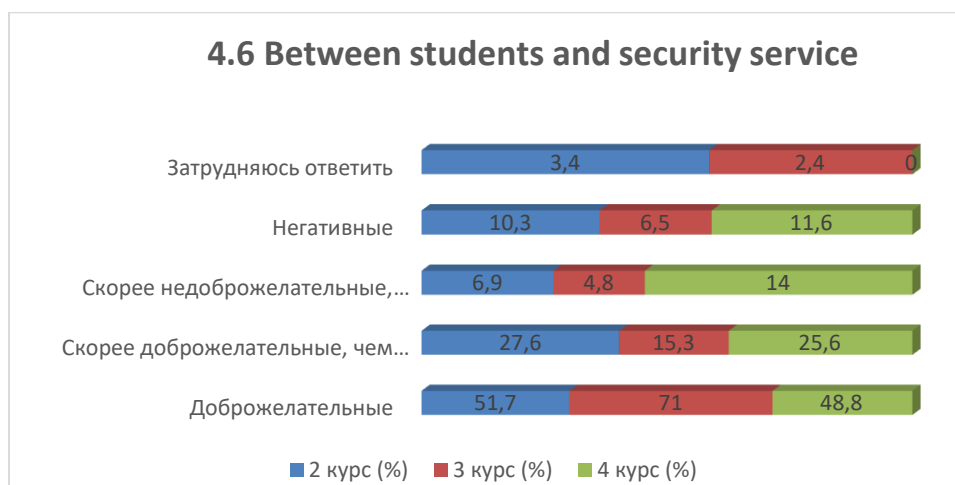
For the option Other, students gave the following answers [*]:

2 year	3 year	4 year
-	- Friendly	- Unfriendly

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

2 year	3 year	4 year
- Stop being arrogant on the	- Between the students, I	- Security loyalty

---

[*]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

|		
part of security guards if a student has forgotten a pass or student ID - Security service exceeds its duties	didn't find a common language with everyone, the relationship with the curator is strained - The security needs to be simpler - Let the security not search bags	- Terrible attitude of security personnel towards students and employees of the University - Security is terrible, negative, evil, megalomaniac

5. Which of the student problems are you particularly concerned about now?
(choose no more than 3 answer options)

Answer options	2 year (%)	3 year (%)	4 year (%)
Quality of organizing the educational process	24.1	29.8	30.2
Quality of teaching (class conducting, assessment of knowledge, etc.)	20.7	26.6	20.9
Administration work (department, etc.)	13.8	11.3	16.3
Quality of food and prices in the student canteen	43.1	44.4	55.8
Quality of living conditions in the hostel	15.5	13.7	16.3
Employment by specialty	39.7	43.5	23.3
Quality of industrial practice organizations	13.8	25.8	23.3
Other	6.9	4.8	4.7

*The sum in % is not equal to 100, since several answer options were supposed to be selected
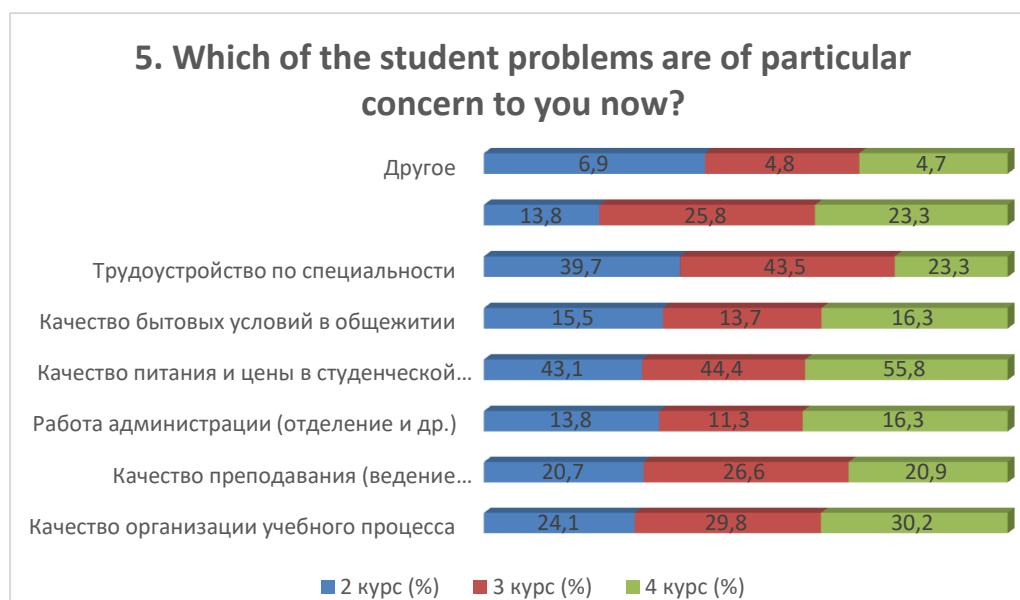
For the option Other, students gave the following answers [*]:

2 year	3 year	4 year
- No problems bother me - Points - I'm just worried, haven't taken it yet - Class schedule	- No problem - None of the above - Laboratory stands do not work, no funding - no complaints	I only care about the scholarship, I don't give a shit about the rest - No problem

6. Do you participate in the scientific work of the University? If yes, in what forms? (*mark all appropriate answers*)

Answer options	2 year (%)	3 year (%)	4 year (%)
Do not participate	56.9	57.3	51.2
Sometimes, when it is necessary for formal reasons	13.8	19.4	20.9
In scientific projects of laboratories, centers, etc. under a contract, within a grant, etc.	-	9.7	9.3
In scientific projects of laboratories, clubs, circles, etc. free of charge	5.2	6.5	2.3
Attend scientific seminars, clubs and other scientific events	8.6	12.1	9.3
Speaker at a conference (including a student conference), scientific seminar)	13.8	8.1	9.3
Participated in the competition of scientific student works	12.1	8.1	7
Published the results of his research (including in student collections)	1.7	0.8	-

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

6. Do you take part in the scientific work of the University? If yes, in what forms

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

2 year	3 year	4 year
- Not interested	- No time	- Not interested
- Didn't invite	- Because I play for the University football team	- No time
- No desire	- Not informed about the events	
- No time	- Not interested	
- Never had to	- Don't know about it	
- Not interested yet	- I'm not interested in scientific work	
- Lack of time to participate in these	- Don't like it	

events	- I don't have much time - Didn't want to	

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

Answer options	2 year (%)	3 year (%)	4 year (%)
Sport sections	15.5	43.5	16.3
Creative clubs	6.9	4.8	7
Student trade union committee "Zhas Orda"	6.9	10.5	4.7
I don't use anything	69	39.6	72
Other	1.7	1.6	-

For the option Other, students gave the following answers[*]:

2 year	3 year	4 year
- Military department	- English courses - Chess club and volunteer head-quarter	-

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

2 year	3 year	4 year
- Not interested - No desire - No time - I have neither desire nor time - Since I am not particularly interested in these areas - No time, I have my own extra-curricular activities	- Not interested - No opportunity - I go to training outside of school. - Not well informed and not particularly interested - No time - Busy with main activities - Boxing is missing from sports - There are no sections (clubs) that interest me - Because there is no club or club that interests me for development, only 3 are listed here and that is too little	- I'm not interested - I'm studying on my own - I've never even heard of them - I didn't have time

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

	2 курс (%)	3 курс (%)	4 курс (%)
Другое	1,7	1,6	0
Ничего не использую	69	39,6	72
Студенческий профком «Жас Орда»	6,9	10,5	4,7
Творческие кружки	6,9	4,8	7
Спортивные секции	15,5	43,5	16,3
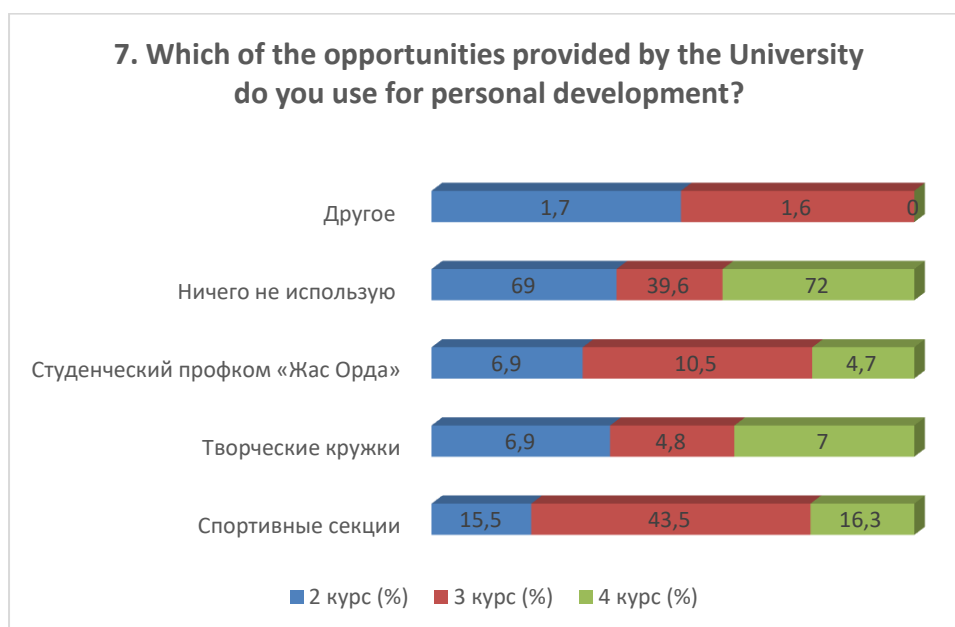
8. How much satisfied are you with the material resources of our University?

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

Other_____

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

8.1 Availability of scientific literature in the library

Answer options	2 year (%)	3 year (%)	4 year (%)
Completely satisfied	77.6	90.3	76.7
Partially satisfied	15.6	7.3	16.3
Not satisfied	3.4	1.6	2.3
I find it difficult to answer	3.4	0.8	4.7

Availability of scientific literature in the library

Затрудняюсь ответить	3,4	0,8	4,7
Не удовлетворен(а)	3,4	1,6	2,3
Частично удовлетворен(а)	15,6	7,3	16,3
Полностью удовлетворен(а)	77,6	90,3	76,7

■ 2 курс (%) ■ 3 курс (%) ■ 4 курс (%)
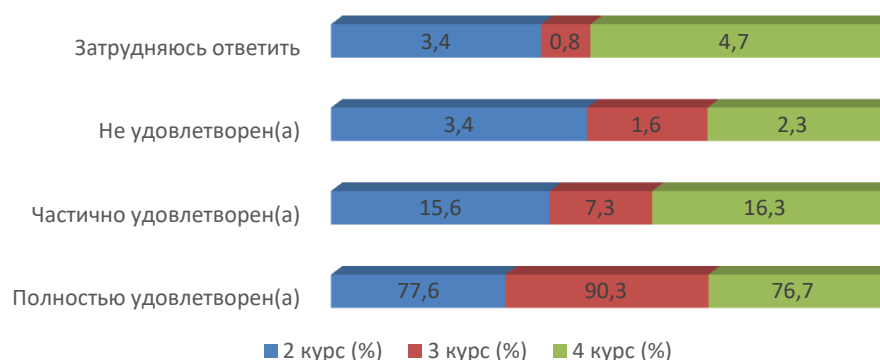
8.2 Modernity of computer equipment

Answer options	2 year (%)	3 year (%)	4 year (%)
Completely satisfied	62.1	86.3	53.5
Partially satisfied	25.9	8.9	30.2
Not satisfied	12.1	4.8	14.
I find it difficult to answer	-	-	2.3

8.2 Modernity of computer equipment

Затрудняюсь ответить	0		2,3
Не удовлетворен(а)	12,1	4,8	14
Частично удовлетворен(а)	25,9	8,9	30,2
Полностью удовлетворен(а)	62,1	86,3	53,5

■ 2 курс (%) ■ 3 курс (%) ■ 4 курс (%)
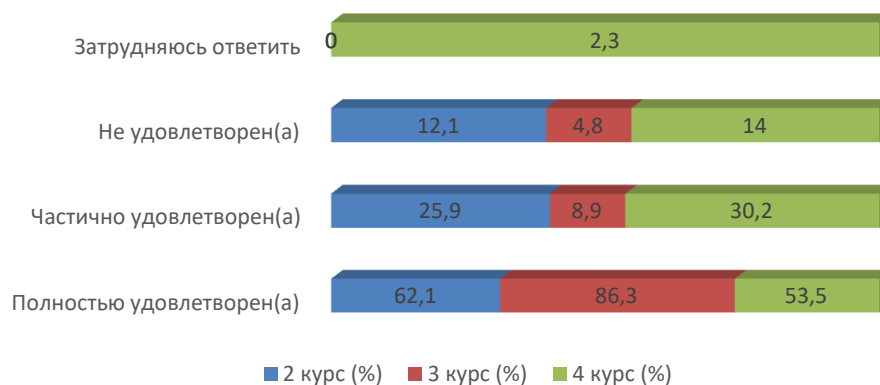
8.3 Internet channel width, its speed

Answer options	2 year (%)	3 year (%)	4 year (%)
Completely satisfied	50	77.4	48.8
Partially satisfied	20.7	12.1	18.7
Not satisfied	29.3	8.9	30.2
I find it difficult to answer	-	1.6	2.3

8.3 Internet channel width, its speed

Затрудняюсь ответить: 0 / 1,6 / 2,3

Не удовлетворен(а): 29,3 / 8,9 / 30,2

Частично удовлетворен(а): 20,7 / 12,1 / 18,7

Полностью удовлетворен(а): 50 / 77,4 / 48,8

■ 2 курс (%) ■ 3 курс (%) ■ 4 курс (%)
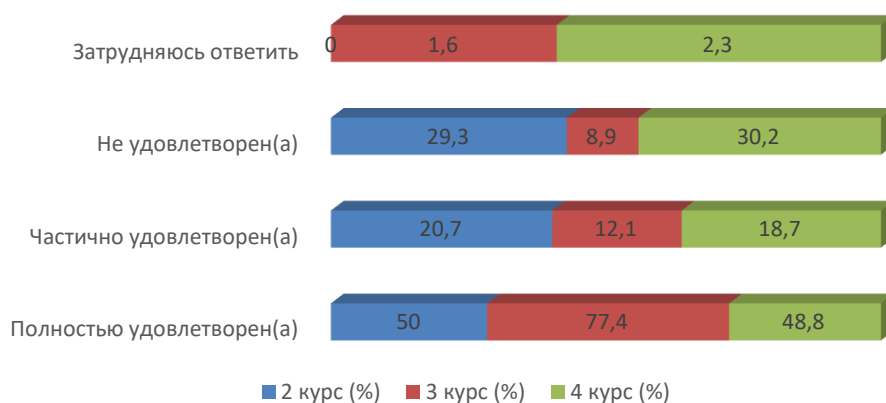
8.4 Software modernity

Answer options	2 year (%)	3 year (%)	4 year (%)
Completely satisfied	56.9	86.3	48.8
Partially satisfied	29.3	8.9	32.6
Not satisfied	12.1	4.8	11.6
I find it difficult to answer	1.7	-	7

8.4 Software modernity

Затрудняюсь ответить: 1,7 / 0 / 7

Не удовлетворен(а): 12,1 / 4,8 / 11,6

Частично удовлетворен(а): 29,3 / 8,9 / 32,6

Полностью удовлетворен(а): 56,9 / 86,3 / 48,8

■ 2 курс (%) ■ 3 курс (%) ■ 4 курс (%)
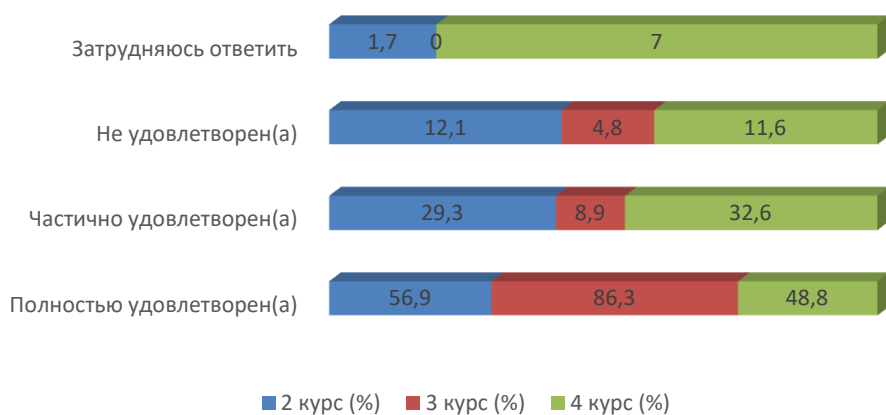
8.5 Availability of educational and scientific equipment

Answer options	2 year (%)	3 year (%)	4 year (%)
Completely satisfied	62ғ1	84.7	60.5
Partially satisfied	29.3	12.1	32.6
Not satisfied	6.9	2.4	6.9
I find it difficult to answer	1.7	0.8	-

8.5 Availability of educational and scientific equipment

	2 курс (%)	3 курс (%)	4 курс (%)
Затрудняюсь ответить	1,7	0,8	0
Не удовлетворен(а)	6,9	2,4	6,9
Частично удовлетворен(а)	29,3	12,1	32,6
Полностью удовлетворен(а)	0	84,7	60,5
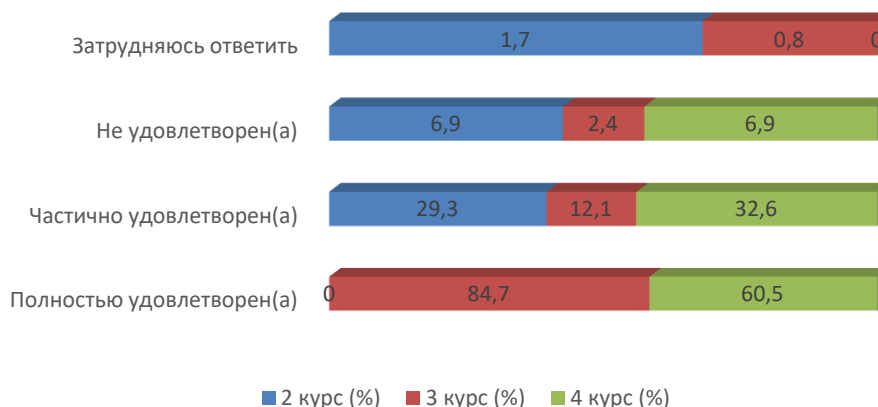
8.6 Availability of laboratories and specialized classrooms

Answer options	2 year (%)	3 year (%)	4 year (%)
Completely satisfied	69	87.9	65.1
Partially satisfied	22.4	8.9	23.3
Not satisfied	5.2	2.4	9.3
I find it difficult to answer	3.4	0.8	2.3

8.6 Availability of laboratories annnd specialized classrooms

	2 курс (%)	3 курс (%)	4 курс (%)
Затрудняюсь ответить	3,4	0,8	2,3
Не удовлетворен(а)	5,2	2,4	9,3
Частично удовлетворен(а)	22,4	8,9	23,3
Полностью удовлетворен(а)	69	87,9	65,1
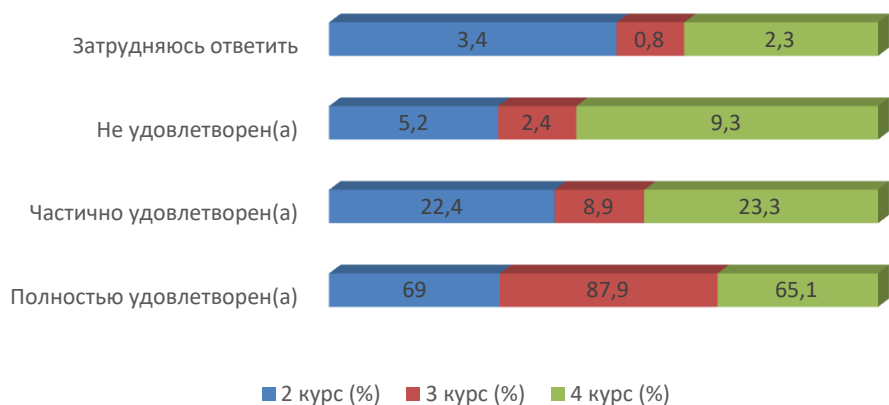
8.7 Availability of sports equipment

Answer options	2 year (%)	3 year (%)	4 year (%)
Completely satisfied	67.2	87.9	62.8
Partially satisfied	19	8.9	20.9
Not satisfied	10.3	0.8	7
I find it difficult to answer	3.5	2.4	9.3

8.7 Availability of sports equipment

	2 курс (%)	3 курс (%)	4 курс (%)
Затрудняюсь ответить	3,5	2,4	9,3
Не удовлетворен(а)	10,3	0,8	7
Частично удовлетворен(а)	19	8,9	20,9
Полностью удовлетворен(а)	67,2	87,9	62,8

For the option Other, students gave the following answers [*]:

2 year	3 year	4 year
-	- Modernity of computer equipment is acceptable. All programs work without problems, only problems with access to software from home (personal PCs) arise	- The software is old, you have to use pirated software to work, the university internet is absolutely awful, it never works, it doesn't connect, the sports complex (gym) is outdated, the equipment is old, there are not enough exercise machines - Not satisfied

For the option "If you answered "Partly satisfied" and "Not satisfied the previous question, give recommendations for improvement", students indicated the following options*:

2 year	3 year	4 year
- Computers freeze, programs have been used since the 1960s, the Internet is terrible - Even mobile Internet does not work - Computers have low performance and peripherals are tortured, the Internet does not work constantly - Improve the Internet if possible	- Improve internet and computer equipment would make a difference - The offices have outdated computers and no internet - yesterday's computers	- It is necessary to let students work with this equipment - Internet, update the servers software Purchase a license for the software - Low internet speed

---

[*]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.
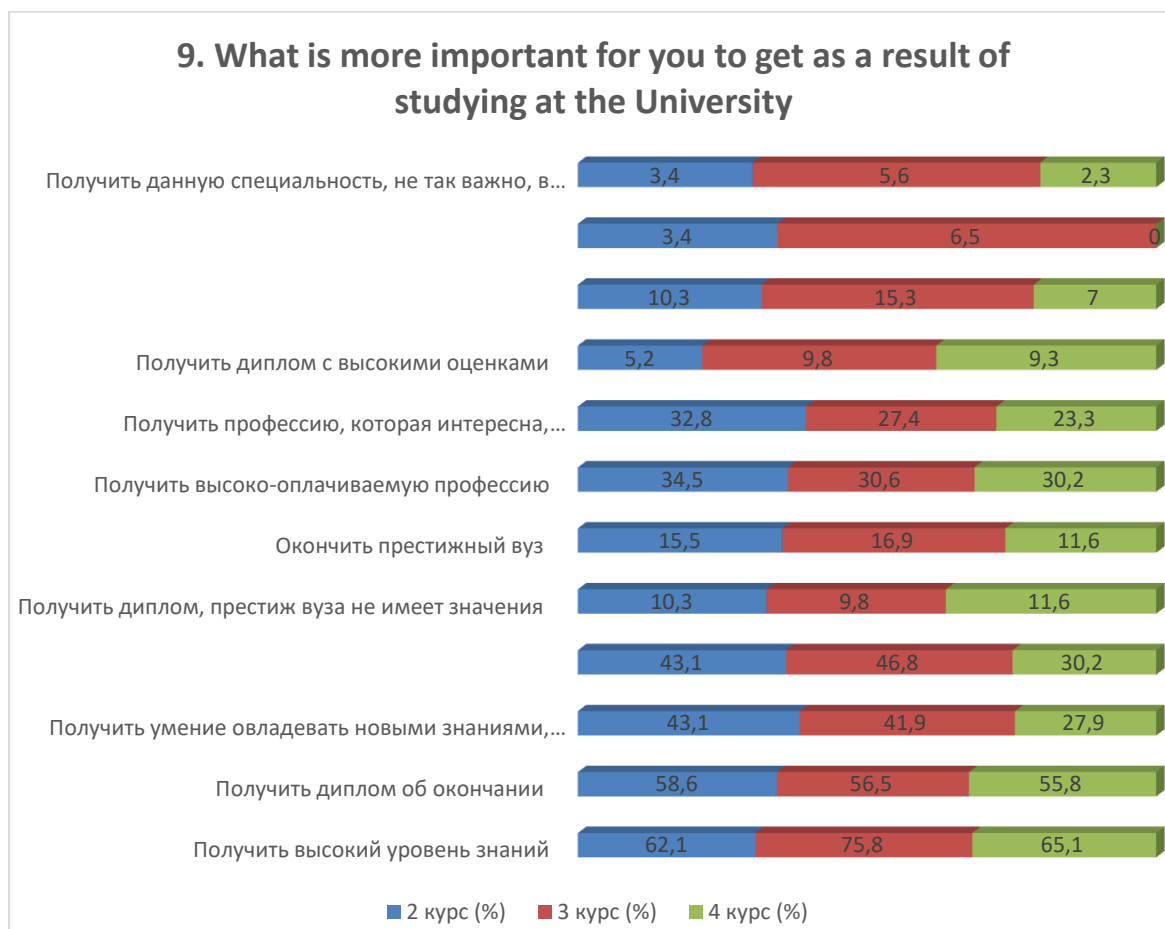
9. What is more important for you to get as a result of studying at the University?
(You can select one or more answer options)

Answer options	2 year (%)	3 year (%)	4 year (%)
Acquiring a high level of knowledge	62.1	75.8	65.1
Receiving a diploma of completion	58.6	56.5	55.8
Gaining the ability to acquire new knowledge that will help one to quickly adapt to the workplace	43.1	41.9	27.9
Gaining practical skills that one can immediately use at work	43.1	46.8	30.2
Receiving a diploma, the prestige of the university does not matter	10.3	9.8	11.6
Graduating from a prestigious university	15.5	16.9	11.6
Acquiring a highly paid profession	34.5	30.6	30.2
Acquiring a profession that is interesting and matches one's abilities	32.8	27.4	23.3
Receiving a diploma with high grades	5.2	9.8	9.3
One should learn only what is interesting or will be needed in further study (work)	10.3	15.3	7
It's not so important in what specialty to graduate from this particular university	3.4	6.5	-
Getting this specialty is not so important in which university.	3.4	5.6	2.3

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

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

	2 курс (%)	3 курс (%)	4 курс (%)
Получить данную специальность, не так важно, в…	3,4	5,6	2,3
	3,4	6,5	0
	10,3	15,3	7
Получить диплом с высокими оценками	5,2	9,8	9,3
Получить профессию, которая интересна,…	32,8	27,4	23,3
Получить высоко-оплачиваемую профессию	34,5	30,6	30,2
Окончить престижный вуз	15,5	16,9	11,6
Получить диплом, престиж вуза не имеет значения	10,3	9,8	11,6
	43,1	46,8	30,2
Получить умение овладевать новыми знаниями,…	43,1	41,9	27,9
Получить диплом об окончании	58,6	56,5	55,8
Получить высокий уровень знаний	62,1	75,8	65,1

Please write your suggestions, wishes, as well as what questions in your opinion need to be added to this questionnaire to improve the training program, to improve the quality of services provided, to improve the quality of distance learning and the other areas of the University activities. *(Students' answers are presented in the original. The author's spelling and punctuation have been preserved):*- Никакие
- Quality of food, competitions, etc.
- No recommendations
- I think that the given number of questions and their content are sufficient in this questionnaire
- New material
- The testing is well composed, all questions are on topic.
- I think that the questions are very good and do not need to be supplemented
- No need to add
- I don't know
- Questions about corruption at the university.

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

The quality of educational services at the University depends on a whole range of factors. A special place in it belongs to the educational process. Correct and effective organization of the educational process is the key to successful and high-quality training of specialists. The results of the questionnaire "Satisfaction of 2-5 year old students with educational services" indicate a high degree of satisfaction of respondents with the educational process at the University. 96.3% of respondents are satisfied with the educational process. For ease of analysis, let us consider in more detail the criteria by which respondents assessed their satisfaction with educational services.

The highest satisfaction rates (rating "excellent quality") were obtained for the following criteria:

- organizing and conducting laboratory work (96.3%);
- organizinf and conducting SIWT (93.8%);
- organization of independent work (92.1%);
- satisfaction with the library work (92%);
- access to full-text databases of scientific publications (91%);
- class schedule (90.8%).

In these cases, the majority of students report their complete or partial satisfaction, which suggests that the educational program at the University met the students' expectations according to these criteria.

Students rated the following criteria as "good quality": practices (86.9%), quality of medical care (76.2%), living conditions in the hostel (72.3%), and organization of catering at the University (73.5%).

Such satisfaction rates indicate that the University successfully fulfills its main task: providing quality education to students. However, despite these positive results, there is always room for improvement and further development. To improve the curriculum and improve the quality of services provided, students wrote their proposals*: "The schedule should be extended to 3 years!!!", "Raise the standard of living in the hostel", "Physical education should not be the first class in the schedule, it is advisable to put it last", "Reduce the number of hours for humanities and increase the number of technical subjects", "Improve the schedule.

86.3% of respondents have the information of 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 the improvement of the quality of higher education, increasing the effectiveness of scientific research, establishing internal and external integration links, and using global educational resources.

Psychological climate is an important characteristic of the comfort of the educational environment, which is considered as the immediate environment of a person, as well as the conditions within which he interacts with this environment. It can be seen from the presented results, the relationship between students, teachers and students (in the educational process), curators and students, administration and students, employees of departments (library, student department, etc.) and students, security service and students are mainly assessed by respondents as "friendly" and "more friendly than unfriendly", respectively, which fully corresponds to the high level of satisfaction, is a good indicator of the moral and psychological climate in the student environment.

55.1% 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.

More than half of the students (60.2%) of the University do not use the opportunities offered for personal development, such as sports sections, creative clubs and the student trade union "Zhas Orda". The reasons are limited time or absence of desire to use these opportunities.

The University material resources fully satisfy the needs of most of the students surveyed. However, students left comments, where the main suggestions are related to updating the software, improving the speed of the Internet and the quality of computers.

In general, the survey results indicate the need to further improve the University work to increase students' awareness of the possibilities of academic mobility, improve the quality of the educational process, and form conditions for the active involvement of students in scientific and extracurricular activities.

Recommendations:

The head of the department needs to familiarize the staff and students with the results of the survey and to discuss them during supervisory hours; if necessary, to develop an action plan to improve the quality of educational services.

Students can request the survey results by email from the Center of Quality Management and Accreditation cqma_kstu@mail.ru.