

Report on the results of the questionnaire
“Satisfaction of doctoral students with educational services” for the 2022-2023 academic year
in the educational program
8D07103 “Electric Power Engineering”

In February 2023, the center for quality management and accreditation conducted a questionnaire **“Satisfaction of doctoral students with educational services”**.

The purpose of the study – measuring consumer satisfaction with the quality of university services provided.

The subject of the study: formed ideas of doctoral students about the organization of the educational process, the degree of satisfaction with its various characteristics.

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

An object research - doctoral students of 1-3 years.

This extensive questionnaire is conducted once every 5 years.

13 respondents took part in the questionnaire, which amounted to 86,7% of the total number of doctoral students.

During the questionnaire process, the following data was obtained:

1. Are you satisfied with the research work

1.1 Relevance and compliance with your scientific interests of the proposed topic of dissertation research
1.2 Level of organizational, methodological and information support for the preparation of dissertation research
1.3 Professionalism and competence of the scientific supervisor
1.4 Opportunities for testing and publishing the results of dissertation research
1.5 Access to participation in departmental research projects, including funded ones
1.6 The promptness of the University's response to your requests
1.7 Availability, completeness and reliability of information about scientific events held at the University and beyond
1.8 General level of organization and conduct of foreign internships
1.9 The effectiveness of a foreign internship for you

Other (write your answer) _____

If you answered “Not satisfied or completely dissatisfied” to the previous question, give recommendations for improvement _____

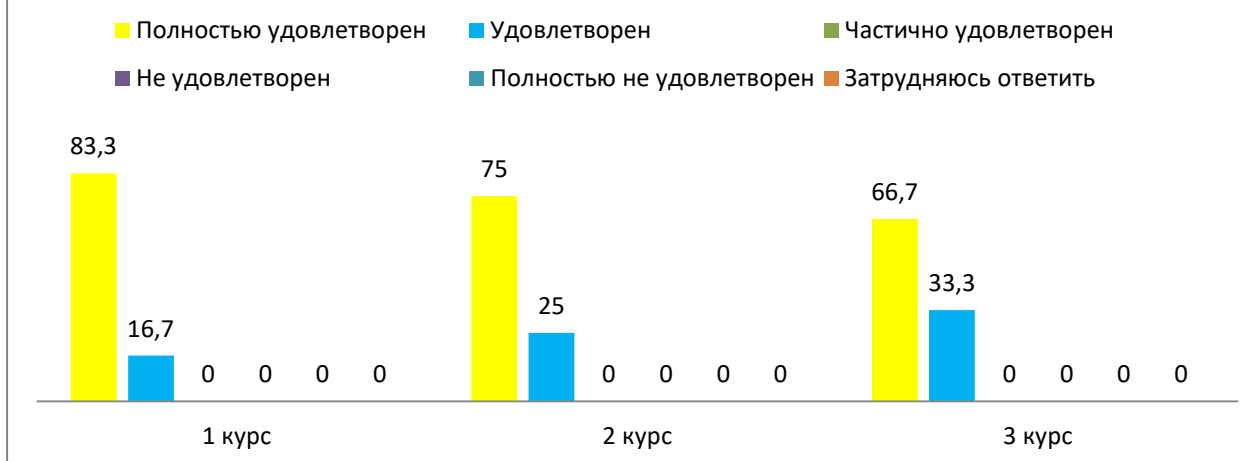
Indicators:

1.1 Relevance and compliance with your scientific interests of the proposed topic of dissertation research

Answer options	1st year	2nd year	3rd year
Completely satisfied	83,3	75	66,7
Satisfied	16,7	25	33,3
Partially satisfied	-	-	-
Not satisfied	-	-	-
Completely unsatisfied	-	-	-
I find it difficult to answer	-	-	-

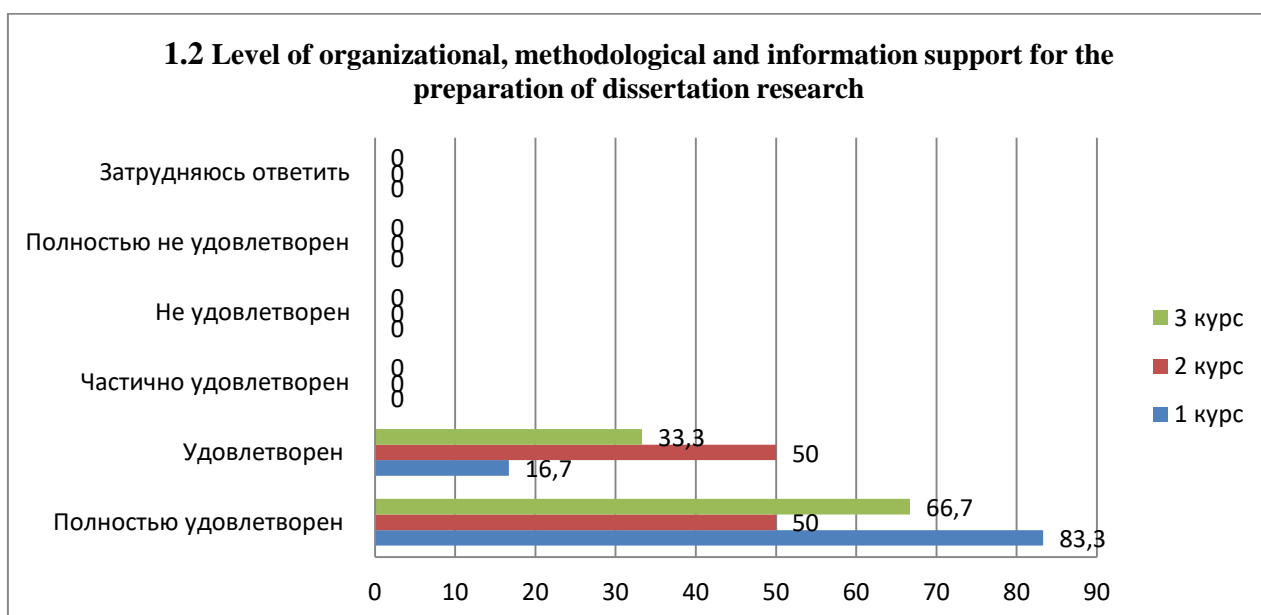
1. Are you satisfied with the research work

1.1 Relevance and compliance with your scientific interests of the proposed topic of dissertation research



1.2 Level of organizational, methodological and information support for the preparation of dissertation research

Answer options	1st year	2nd year	3rd year
Completely satisfied	83,3	50	66,7
Satisfied	16,7	50	33,3
Partially satisfied	-	-	-
Not satisfied	-	-	-
Completely unsatisfied	-	-	-
I find it difficult to answer	-	-	-



1.3 Professionalism and competence of the scientific supervisor

Answer options	1st year	2nd year	3rd year
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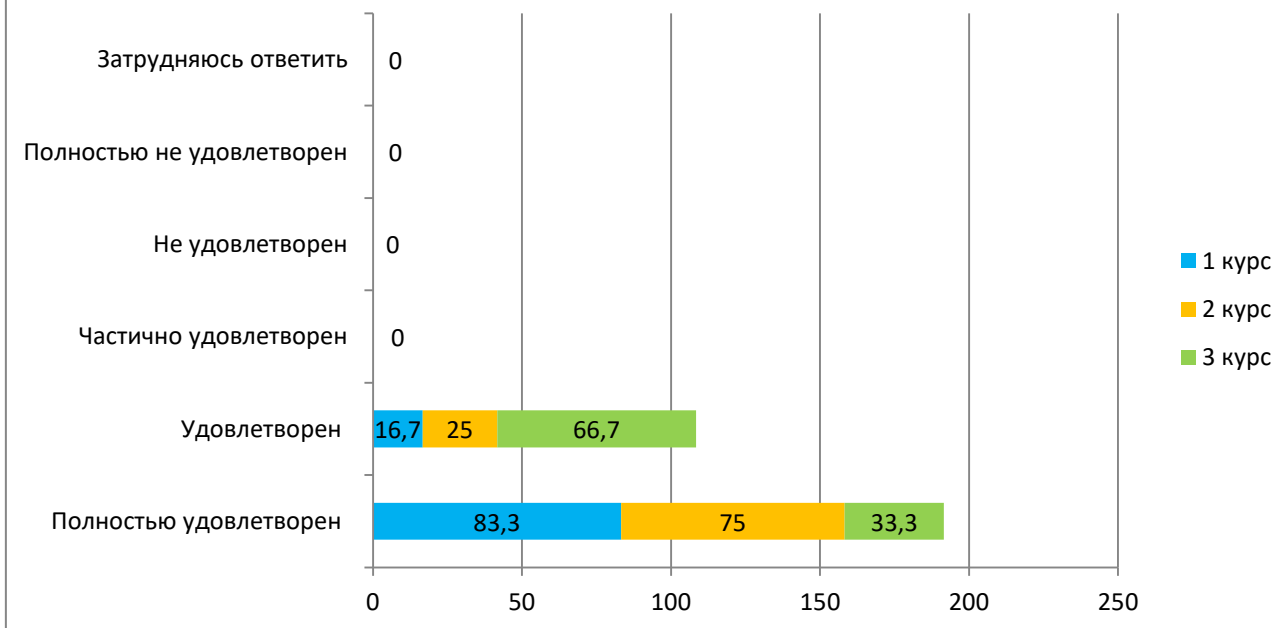
Completely satisfied	100	100	66,7
Satisfied	-	-	33,3
Partially satisfied	-	-	-
Not satisfied	-	-	-
Completely unsatisfied	-	-	-
I find it difficult to answer	-	-	-



1.4 Possibilities testing and publication of the dissertation research results

Answer options	1st year	2nd year	3rd year
Completely satisfied	83,3	75	33,3
Satisfied	16,7	25	66,7
Partially satisfied	-	-	-
Not satisfied	-	-	-
Completely unsatisfied	-	-	-
I find it difficult to answer	-	-	-

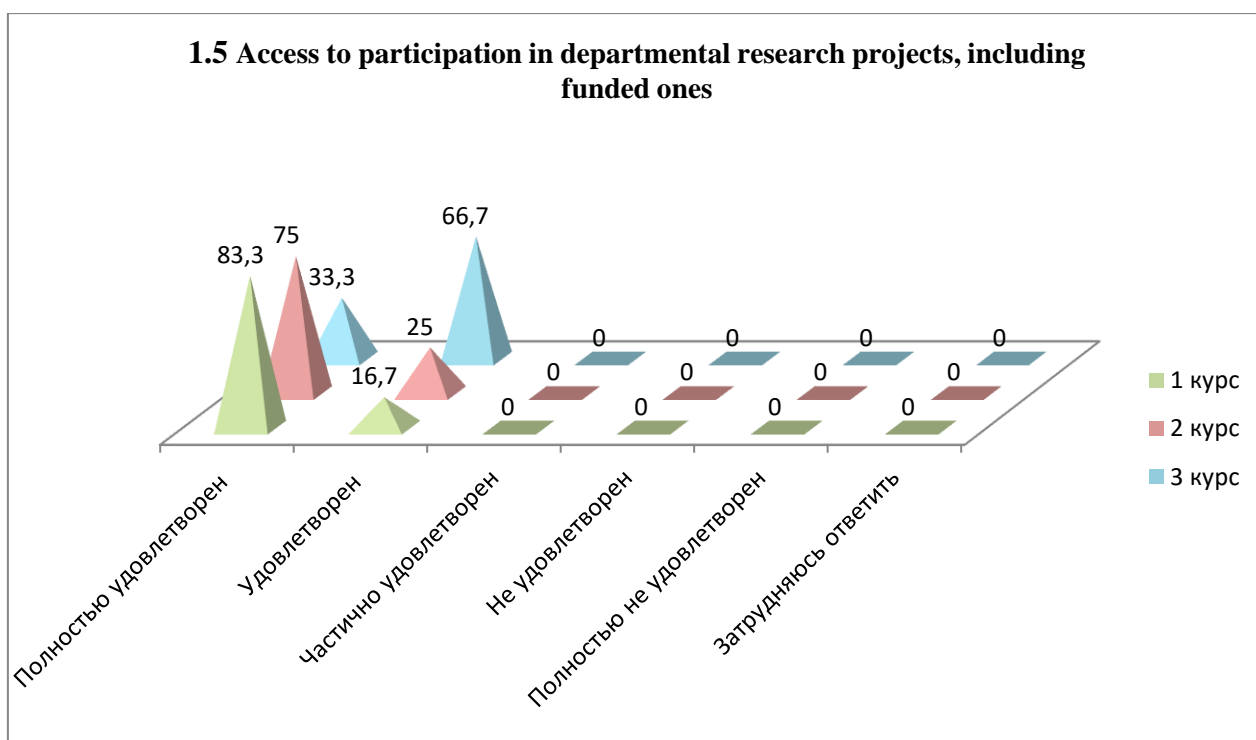
1.4 Possibilities testing and publication of the dissertation research results



1.5 Access to participation in departmental research projects, including funded ones

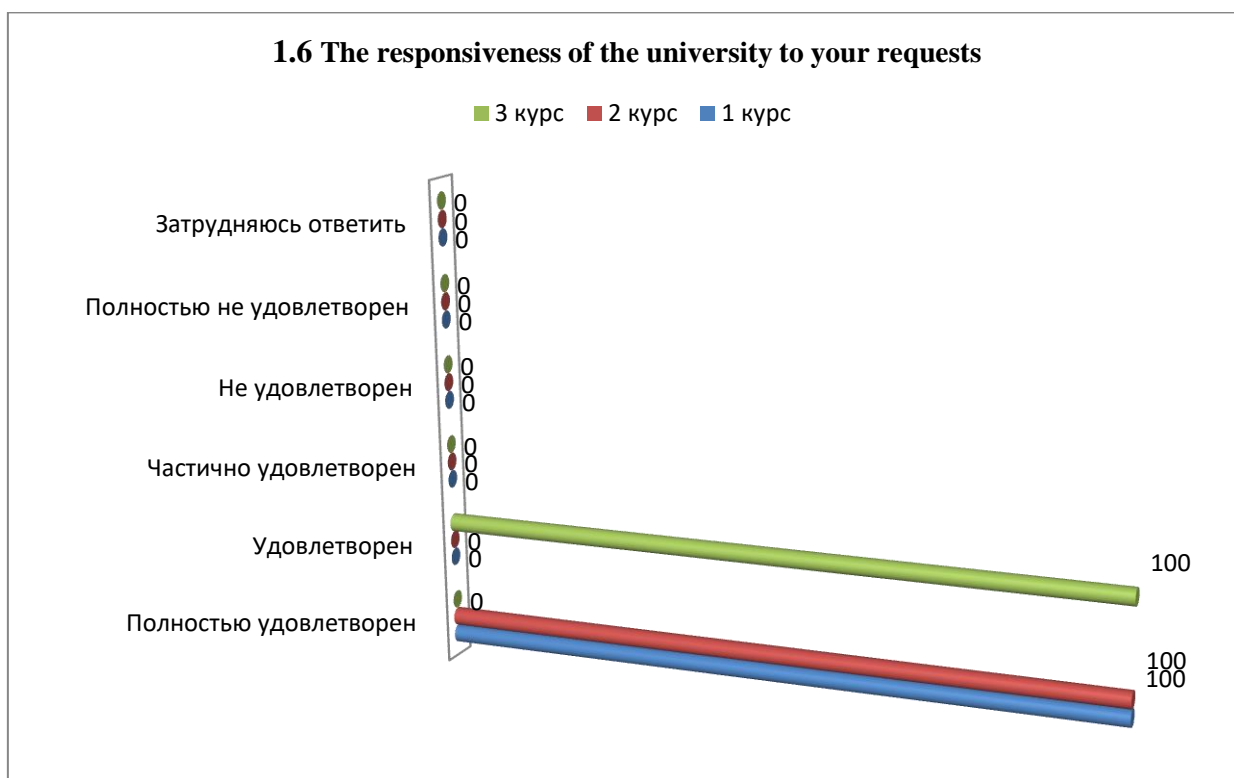
Answer options	1st year	2nd year	3rd year
Completely satisfied	83,3	75	33,3
Satisfied	16,7	25	66,7
Partially satisfied	-	-	-
Not satisfied	-	-	-
Completely unsatisfied	-	-	-
I find it difficult to answer	-	-	-

1.5 Access to participation in departmental research projects, including funded ones



1.6 The responsiveness of the university to your requests

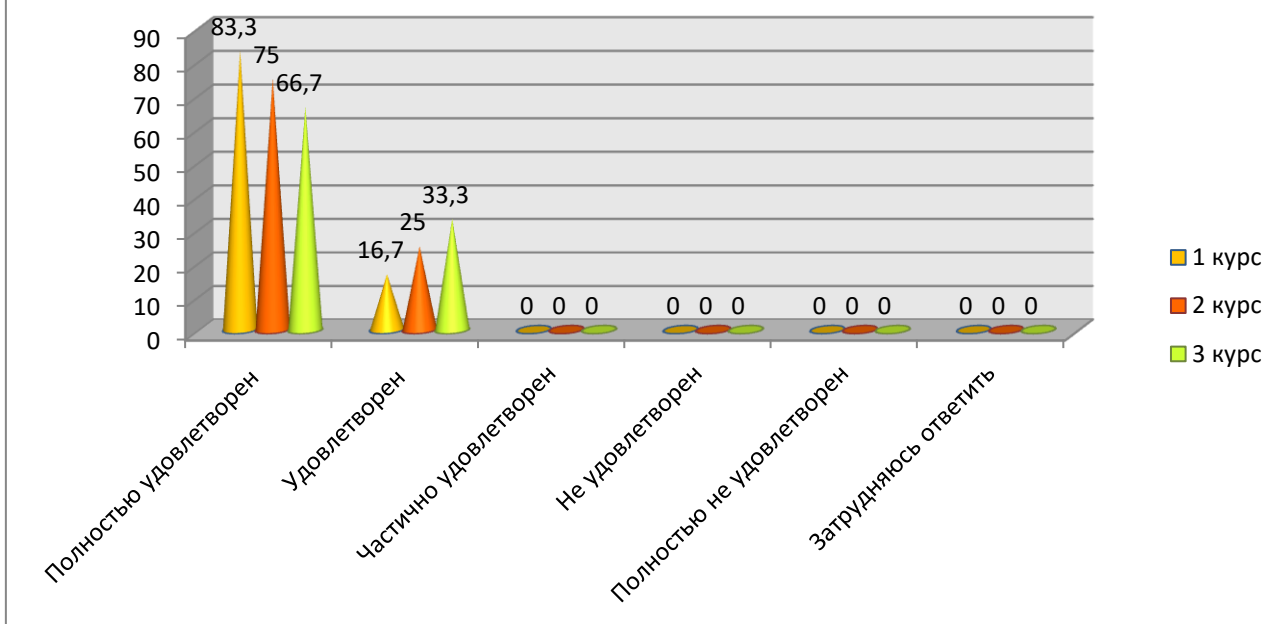
Answer options	1st year	2nd year	3rd year
Completely satisfied	100	100	-
Satisfied	-	-	100
Partially satisfied	-	-	-
Not satisfied	-	-	-
Completely unsatisfied	-	-	-
I find it difficult to answer	-	-	-



1.7 Availability, completeness and reliability of information about scientific events held at the university and beyond

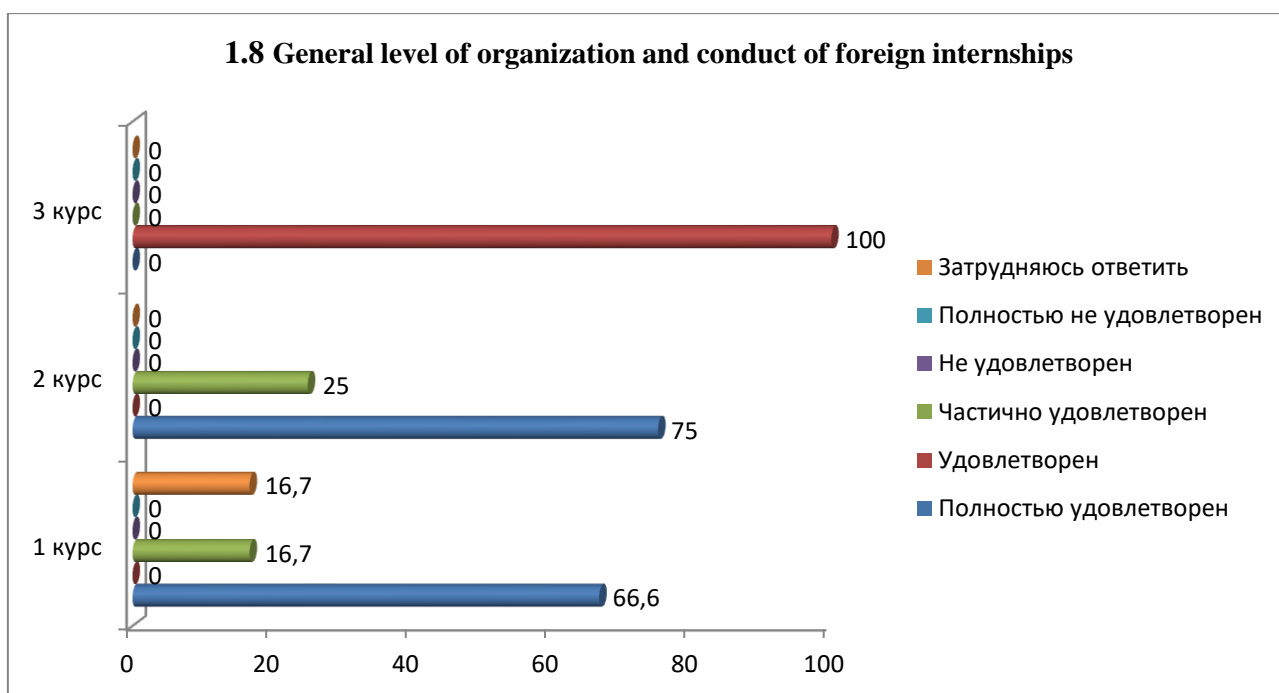
Answer options	1st year	2nd year	3rd year
Completely satisfied	83,3	75	66,7
Satisfied	16,7	25	33,3
Partially satisfied	-	-	-
Not satisfied	-	-	-
Completely unsatisfied	-	-	-
I find it difficult to answer	-	-	-

1.7 Availability, completeness and reliability of information about scientific events held at the university and beyond



1.8 General level of organization and conduct of foreign internships

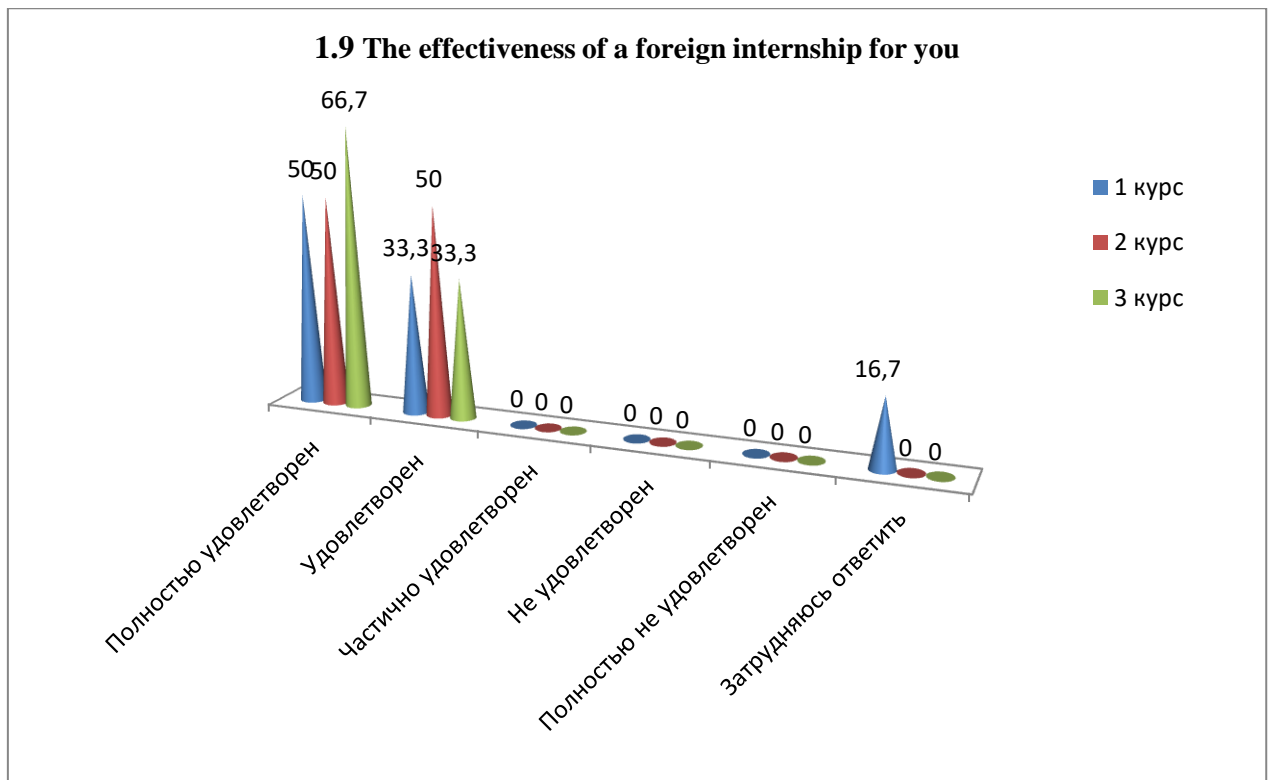
Answer options	1st year	2nd year	3rd year
Completely satisfied	66,6	75	-
Satisfied	-	-	100
Partially satisfied	16,7	25	-
Not satisfied	-	-	-
Completely unsatisfied	-	-	-
I find it difficult to answer	16,7	-	-



1.9 The effectiveness of a foreign internship for you

Answer options	1st year	2nd year	3rd year
Completely satisfied	50	50	66,7
Satisfied	33,3	50	33,3
Partially satisfied	-	-	-
Not satisfied	-	-	-
Completely unsatisfied	-	-	-
I find it difficult to answer	16,7	-	-

For the “Other” option, students indicated the following options *:
 - There was no internship yet.



For the option “If you answered “not satisfied or completely unsatisfied” to the previous question, doctoral students indicated the following options*:

- No.

- The issues of foreign scientific internship should be solved at the level of university supervisors. A doctoral student is not the person who should be engaged in organizational work. The department assists in formalizing the internship, but in my opinion, this is not their task either. There is a need for a special person who will organize and supervise the scientific internships of doctoral students.

2. Assess the professional skills of a domestic consultant in the field of research:

2.1 Demonstrates the ability to propose the development, implementation and adaptation of a holistic research program
2.2 Contributes to science through his or her research, as reflected in cited national or international publications or patents
2.3 Has an international reputation in his research field, has contacts in scientific communities, and is able to present and interpret research results
2.4 Makes a positive contribution to the development of scientific knowledge through cooperation and

* Students' answers are presented in the original. The author's spelling and punctuation have been preserved.

collaboration with other scientists, incl. foreign
2.5 Publishes work as a leading research author, conducts scientific seminars and leads sections at conferences
2.6 Defines acceptable research methodology, research techniques and approaches
2.7 Adheres to standards of academic integrity and ethics in research and interpersonal communication

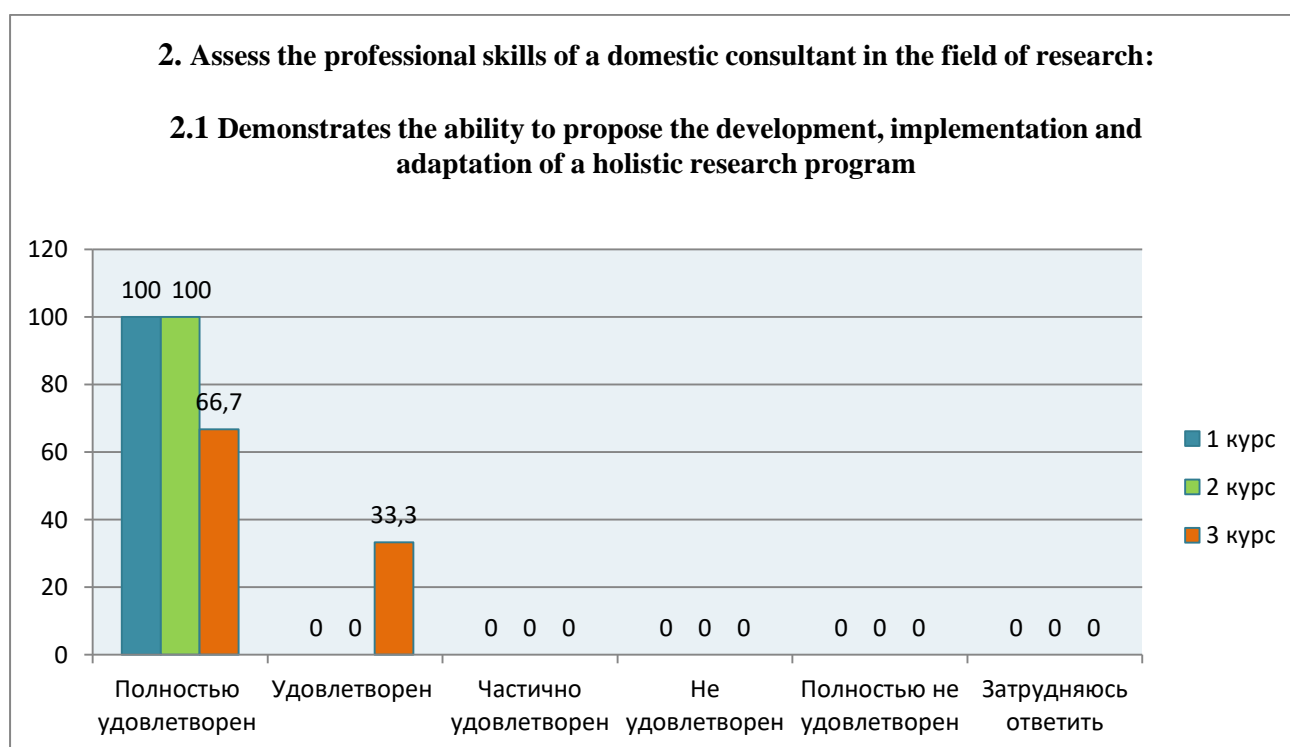
Other (write your answer) _____

If you answered the previous question “Not satisfied or completely dissatisfied”, give recommendations for improvement professional skills of domestic research consultations

Indicators:

2.1 Demonstrates the ability to propose the development, implementation and adaptation of a holistic research program

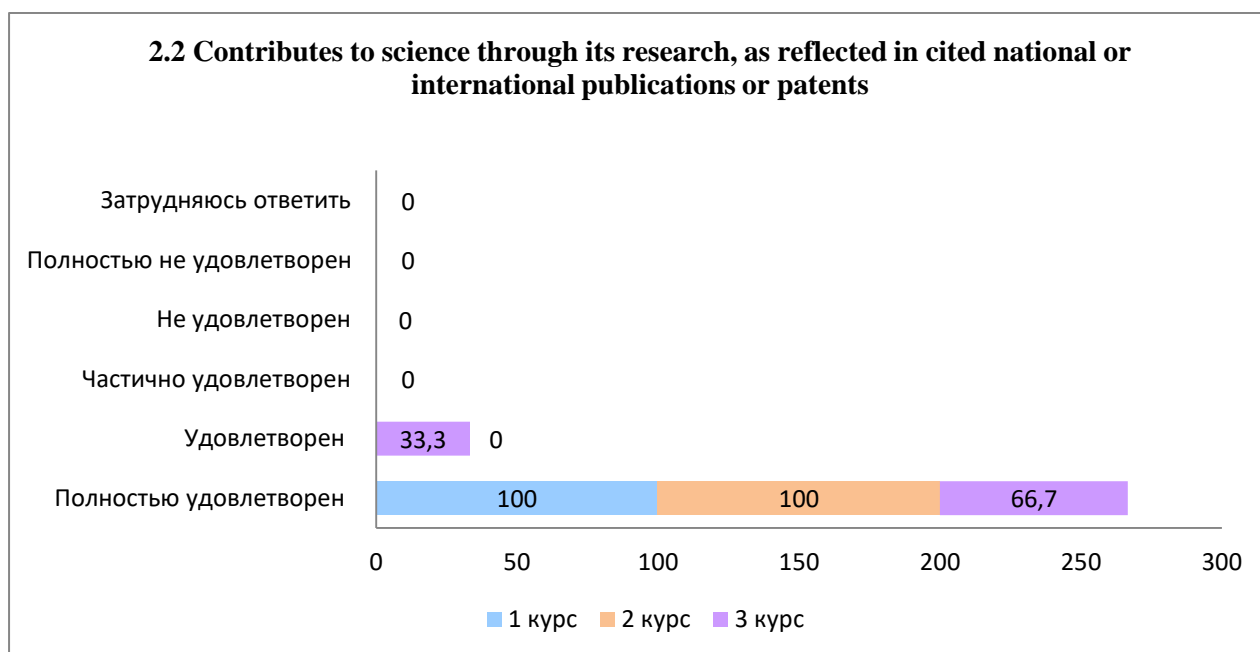
Answer options	1st year	2nd year	3rd year
Completely satisfied	100	100	66,7
Satisfied	-	-	33,3
Partially satisfied	-	-	-
Not satisfied	-	-	-
Completely unsatisfied	-	-	-
I find it difficult to answer	-	-	-



2.2 Contributes to science through its research, as reflected in cited national or international publications or patents

Answer options	1st year	2nd year	3rd year
Completely satisfied	100	100	66,7
Satisfied	-	-	33,3

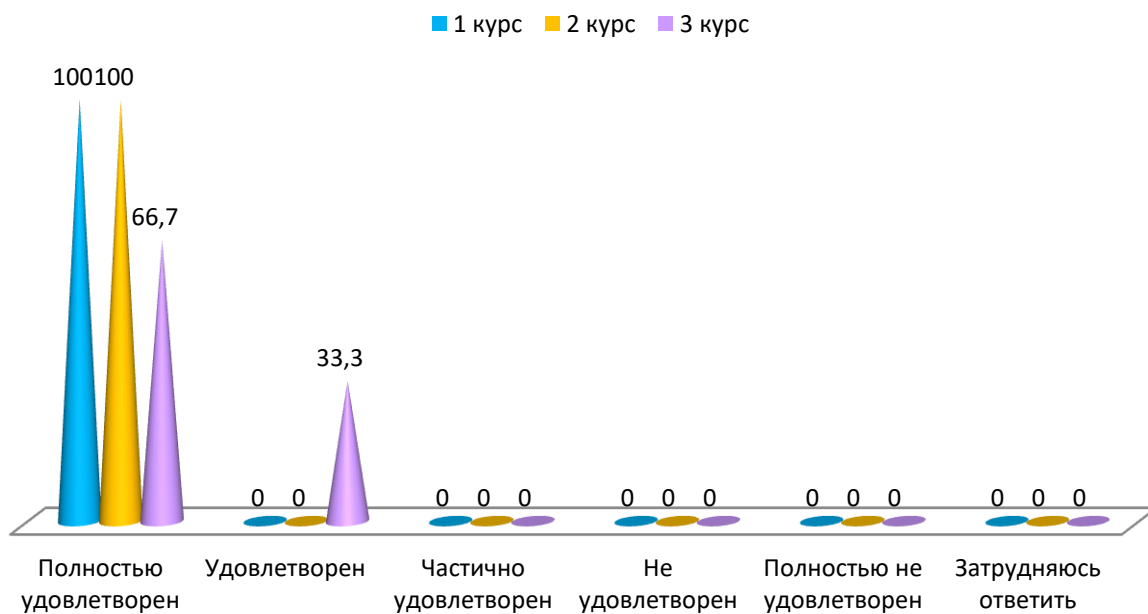
Partially satisfied	-	-	-
Not satisfied	-	-	-
Completely unsatisfied	-	-	-
I find it difficult to answer	-	-	-



2.3 Has an international reputation in his research field, has contacts in scientific communities, and is able to present and interpret research results

Answer options	1st year	2nd year	3rd year
Completely satisfied	100	100	66,7
Satisfied	-	-	33,3
Partially satisfied	-	-	-
Not satisfied	-	-	-
Completely unsatisfied	-	-	-
I find it difficult to answer	-	-	-

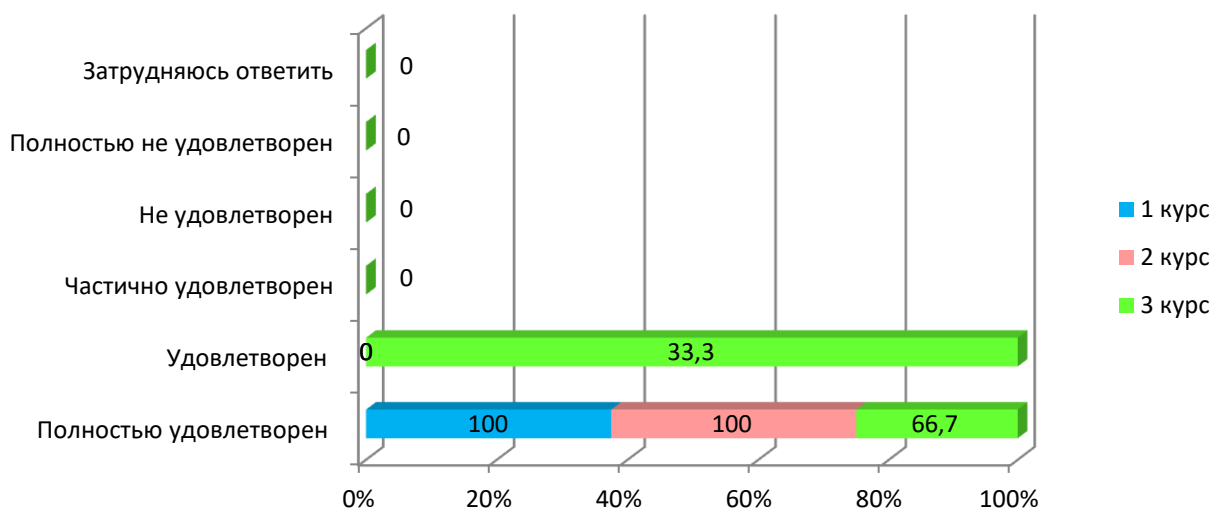
2.3 Has an international reputation in his research field, has contacts in scientific communities, and is able to present and interpret research results



2.4 Makes a positive contribution to the development of scientific knowledge through cooperation and collaboration with other scientists, including foreign ones

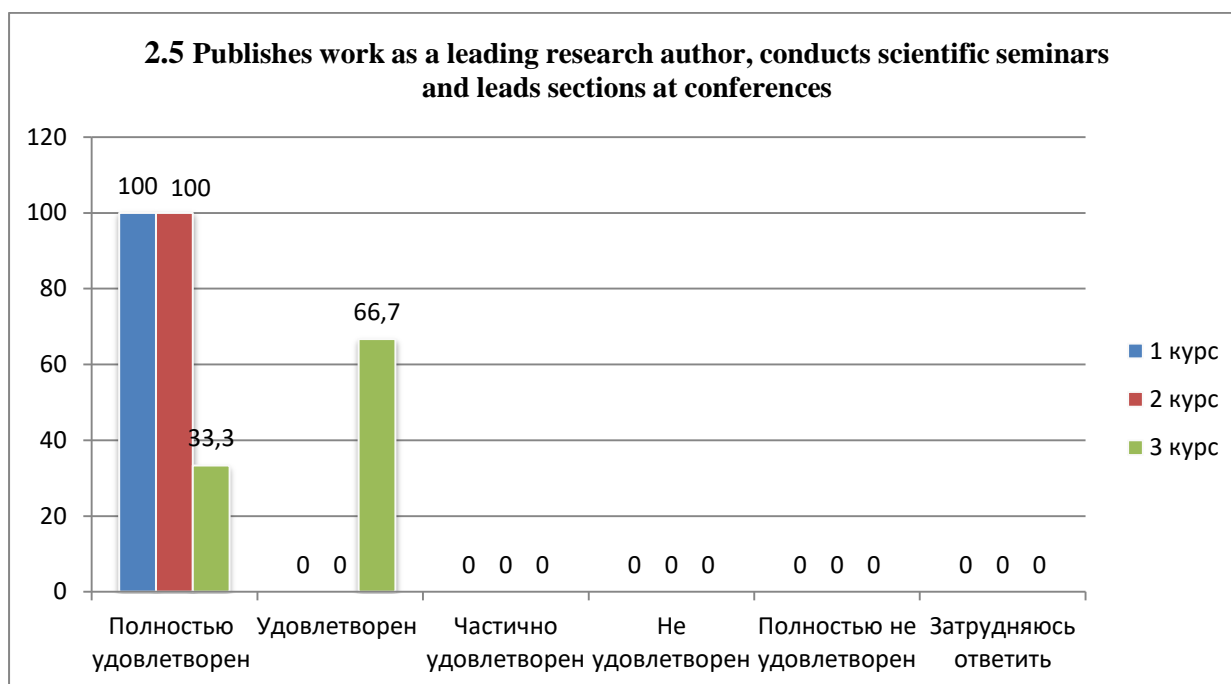
Answer options	1st year	2nd year	3rd year
Completely satisfied	100	100	66,7
Satisfied	-	-	33,3
Partially satisfied	-	-	-
Not satisfied	-	-	-
Completely unsatisfied	-	-	-
I find it difficult to answer	-	-	-

2.4 Makes a positive contribution to the development of scientific knowledge through cooperation and collaboration with other scientists, including foreign ones



2.5 Publishes work as a leading research author, conducts scientific seminars and leads sections at conferences

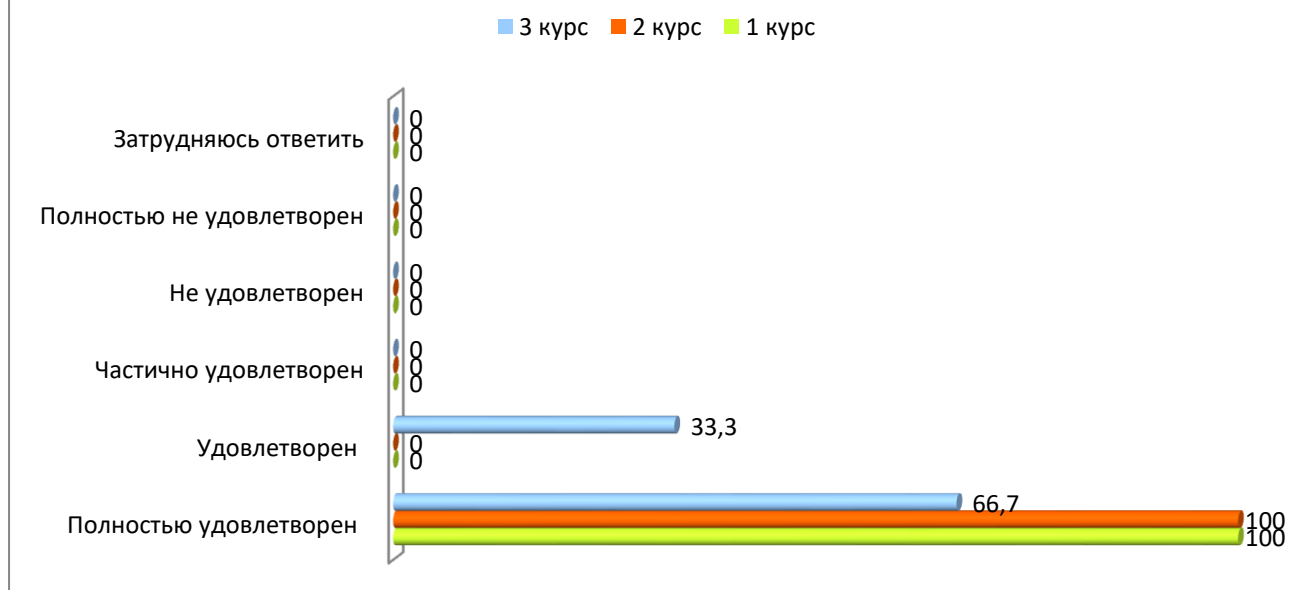
Answer options	1st year	2nd year	3rd year
Completely satisfied	100	100	33,3
Satisfied	-	-	66,7
Partially satisfied	-	-	-
Not satisfied	-	-	-
Completely unsatisfied	-	-	-
I find it difficult to answer	-	-	-



2.6 Defines acceptable research methodology, research techniques and approaches

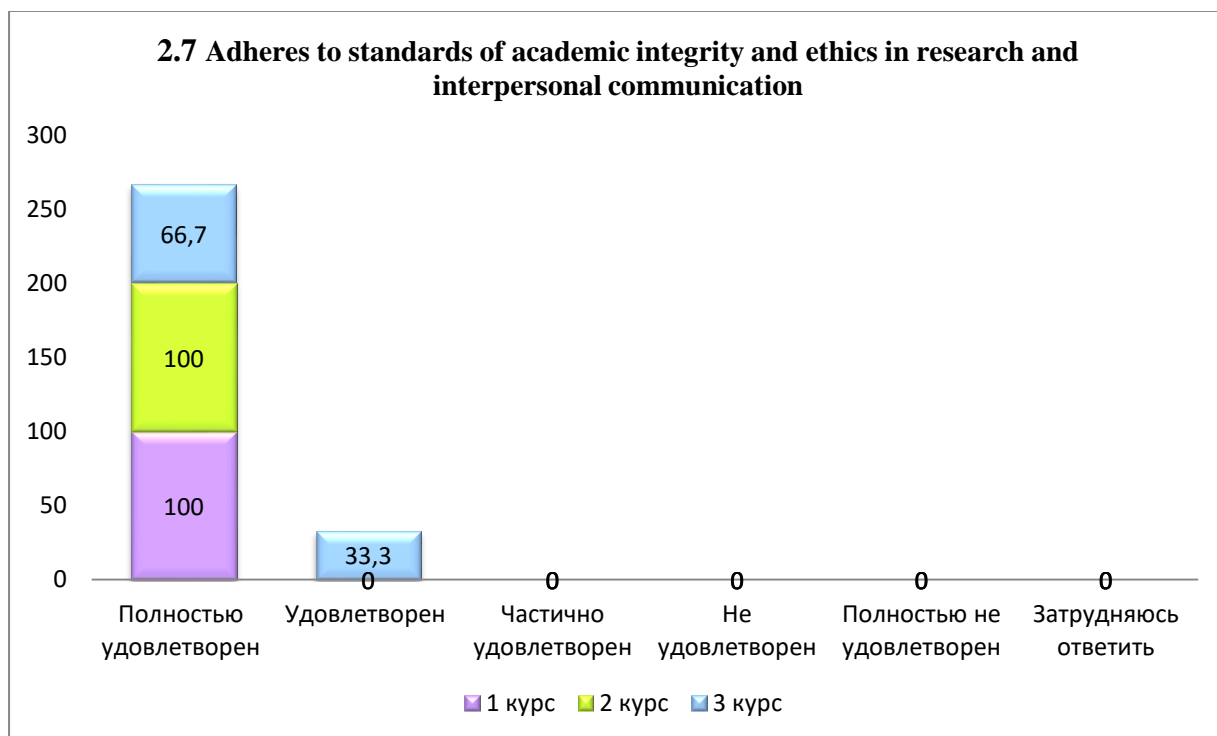
Answer options	1st year	2nd year	3rd year
Completely satisfied	100	100	66,7
Satisfied	-	-	33,3
Partially satisfied	-	-	-
Not satisfied	-	-	-
Completely unsatisfied	-	-	-
I find it difficult to answer	-	-	-

2.6 Defines acceptable research methodology, research techniques and approaches



2.7 Adheres to standards of academic integrity and ethics in research and interpersonal communication

Answer options	1st year	2nd year	3rd year
Completely satisfied	100	100	66,7
Satisfied	-	-	33,3
Partially satisfied	-	-	-
Not satisfied	-	-	-
Completely unsatisfied	-	-	-
I find it difficult to answer	-	-	-



For the option “If you answered 'not satisfied or completely unsatisfied’ to the previous question, give recommendations for improving the professional skills of domestic research consultants”, doctoral students indicated the following options*:

- No.

3. Assess the professional skills of a foreign consultant in the field of research:

3.1 Provides practical advice and recommendations on the plan and content of the dissertation
3.2 Consults on the research topic
3.3 Participates in organizing foreign internships in research organizations
3.4 Received practical advice when writing and publishing an article in a journal with a non-zero impact factor included in the Scopus/Web of Science databases
3.5 Improved knowledge of a foreign language
3.6 Introduced global trends in the field of research and experience of working with a foreign scientist
3.7 Had the opportunity to listen to lectures by a foreign leader during doctoral studies
3.8 Forms of work between a doctoral student and a foreign supervisor: - online, including via the Zoom platform, email, Skype, WhatsApp and telephone messaging
3.9 In an offline format, including during a foreign internship, guest lectures by a foreign consultant and traditional consultations
3.10 Adheres to standards of academic integrity and ethics in research and interpersonal communication

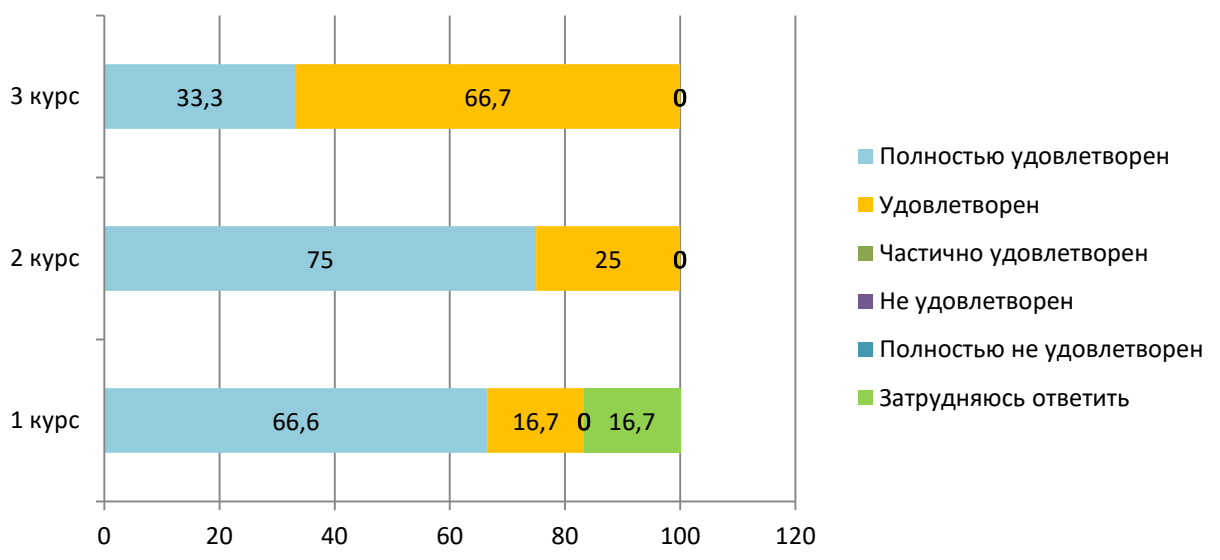
Indicators:

3.1 Provides practical advice and recommendations on the plan and content of the dissertation

Answer options	1st year	2nd year	3rd year
Completely satisfied	66,6	75	33,3
Satisfied	16,7	25	66,7
Partially satisfied	-	-	-
Not satisfied	-	-	-
Completely unsatisfied	-	-	-
I find it difficult to answer	16,7	-	-

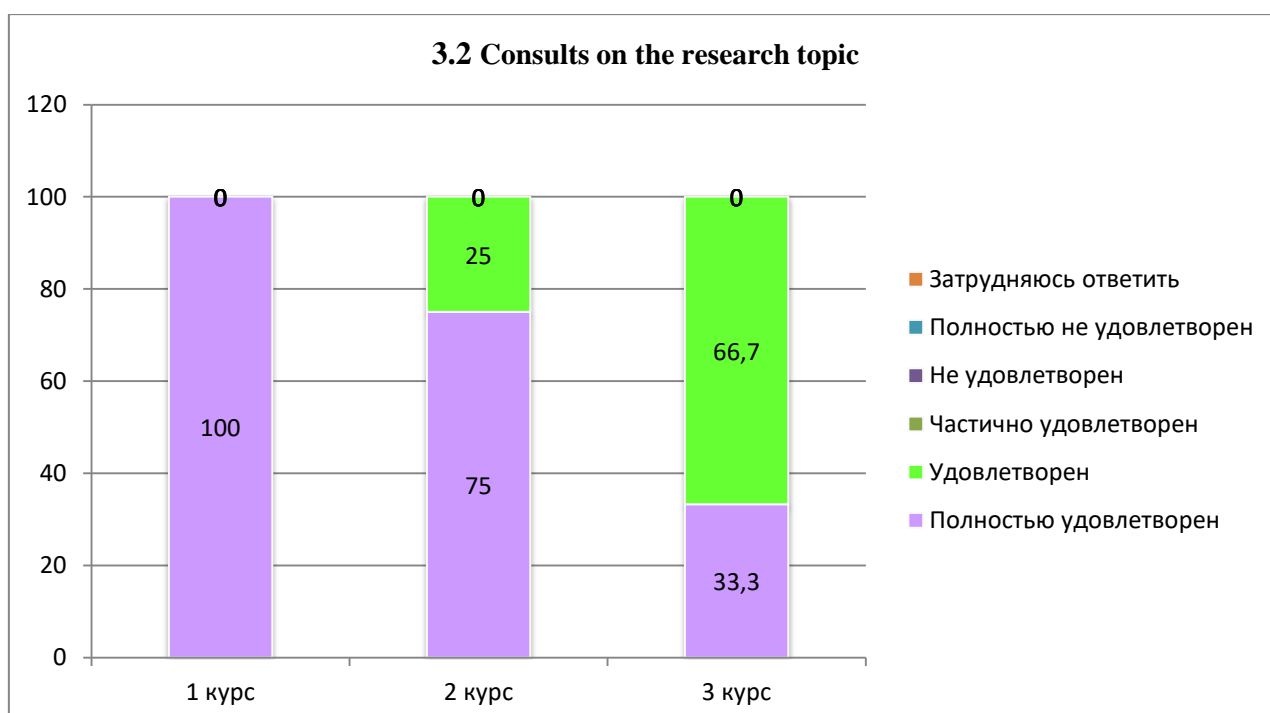
3. Assess the professional skills of a foreign consultant in the field of research:

3.1 Provides practical advice and recommendations on the plan and content of the dissertation



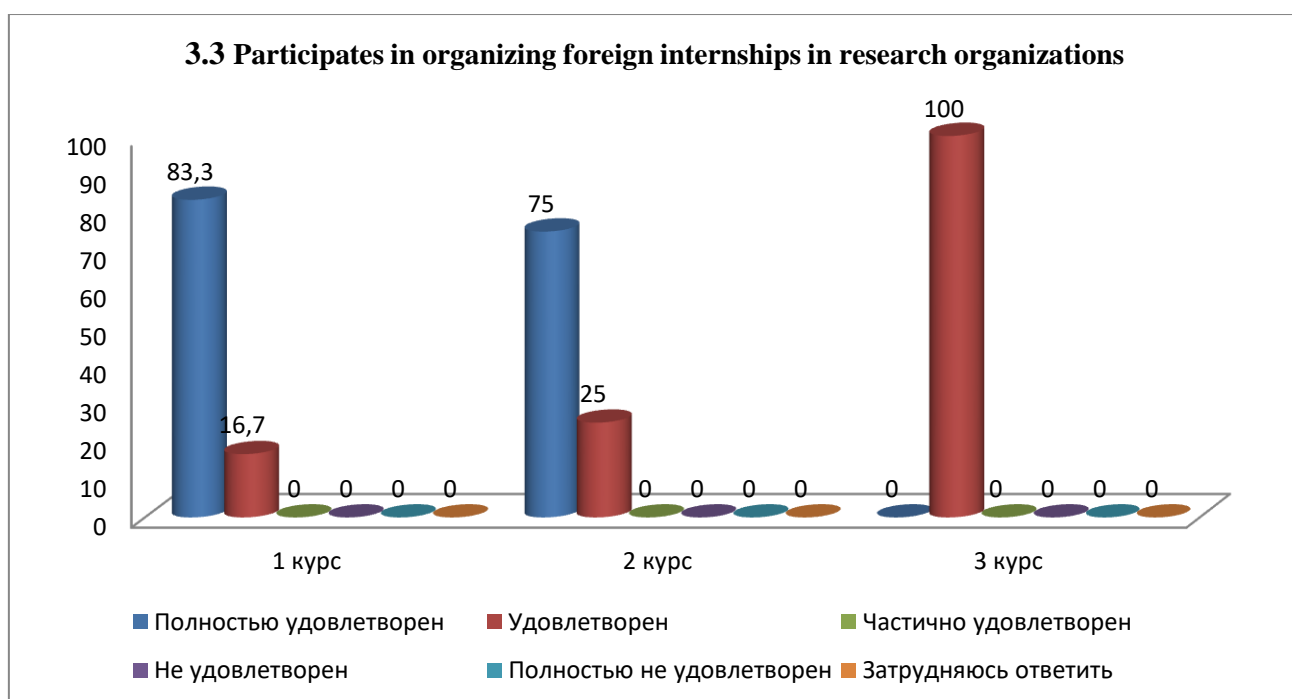
3.2 Consults on the research topic

Answer options	1st year	2nd year	3rd year
Completely satisfied	100	75	33,3
Satisfied	-	25	66,7
Partially satisfied	-	-	-
Not satisfied	-	-	-
Completely unsatisfied	-	-	-
I find it difficult to answer	-	-	-



3.3 Participates in organizing foreign internships in research organizations

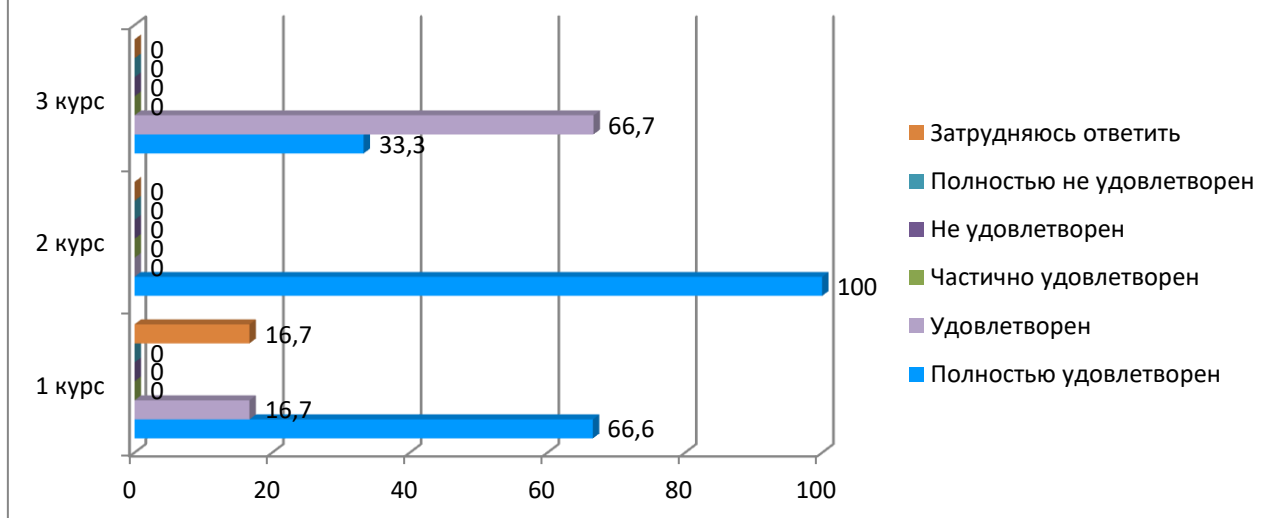
Answer options	1st year	2nd year	3rd year
Completely satisfied	83,3	75	-
Satisfied	16,7	25	100
Partially satisfied	-	-	-
Not satisfied	-	-	-
Completely unsatisfied	-	-	-
I find it difficult to answer	-	-	-



3.4 Received practical advice when writing and publishing an article in a journal with a non-zero impact factor included in the Scopus/Web of Science databases

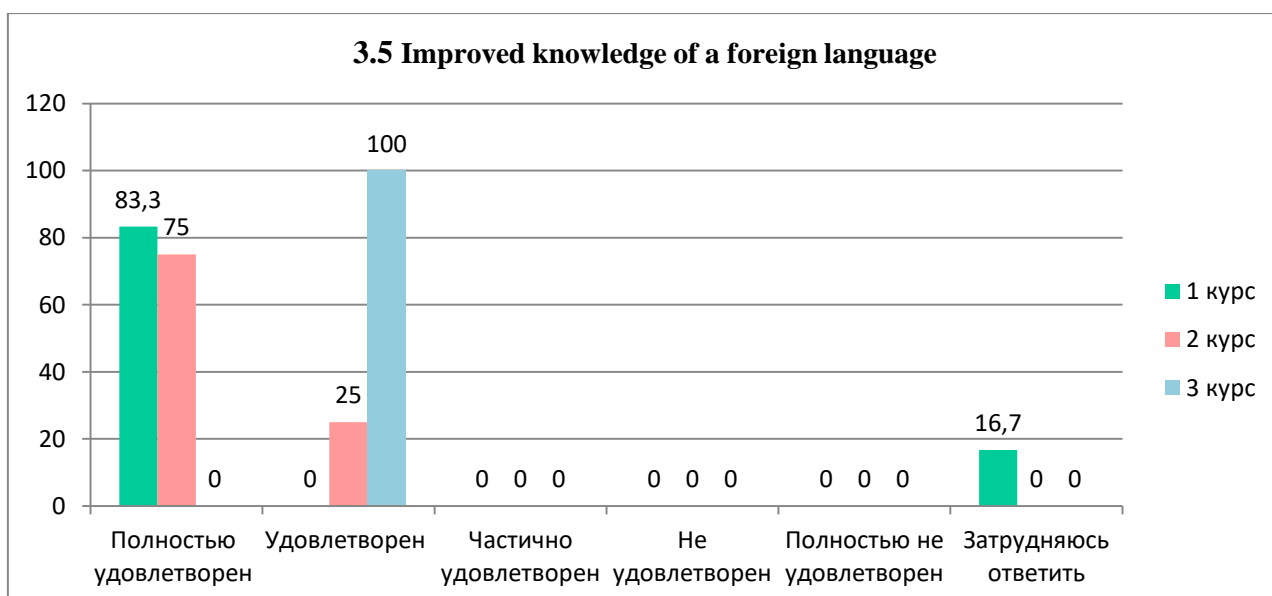
Answer options	1st year	2nd year	3rd year
Completely satisfied	66,6	100	33,3
Satisfied	16,7	-	66,7
Partially satisfied	-	-	-
Not satisfied	-	-	-
Completely unsatisfied	-	-	-
I find it difficult to answer	16,7	-	-

3.4 Received practical advice when writing and publishing an article in a journal with a non-zero impact factor included in the Scopus/Web of Science databases



3.5 Improved knowledge of a foreign language

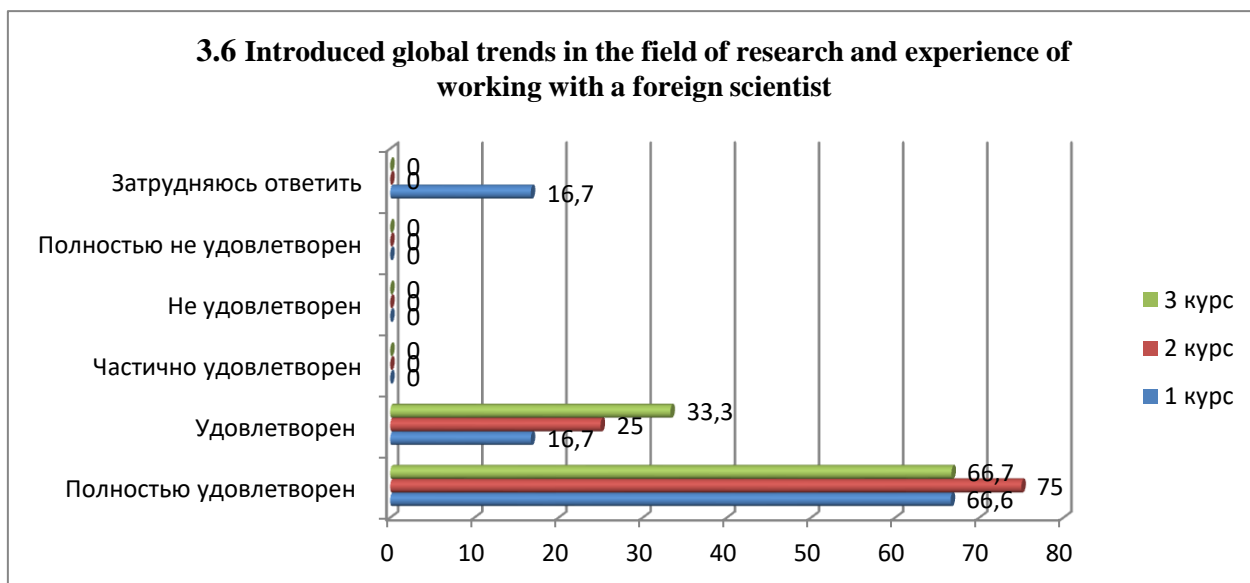
Answer options	1st year	2nd year	3rd year
Completely satisfied	83,3	75	-
Satisfied	-	25	100
Partially satisfied	-	-	-
Not satisfied	-	-	-
Completely unsatisfied	-	-	-
I find it difficult to answer	16,7	-	-



3.6 Introduced global trends in the field of research and experience of working with a foreign scientist

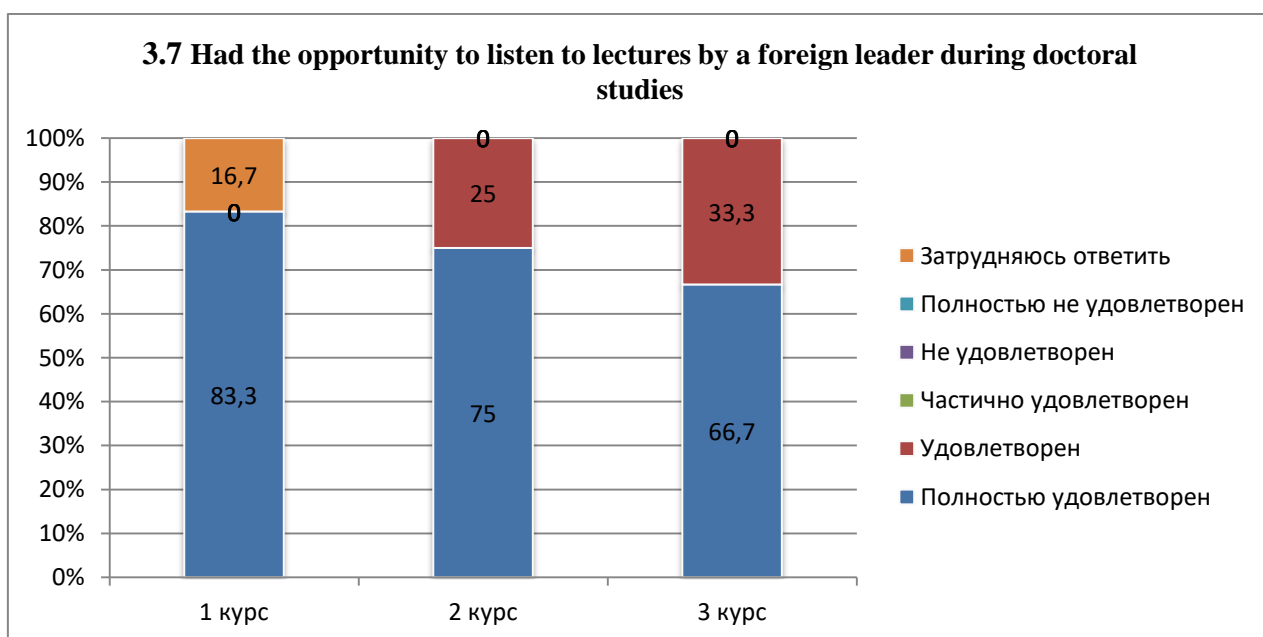
Answer options	1st year	2nd year	3rd year
Completely satisfied	66,6	75	66,7

Satisfied	16,7	25	33,3
Partially satisfied	-	-	-
Not satisfied	-	-	-
Completely unsatisfied	-	-	-
I find it difficult to answer	16,7	-	-



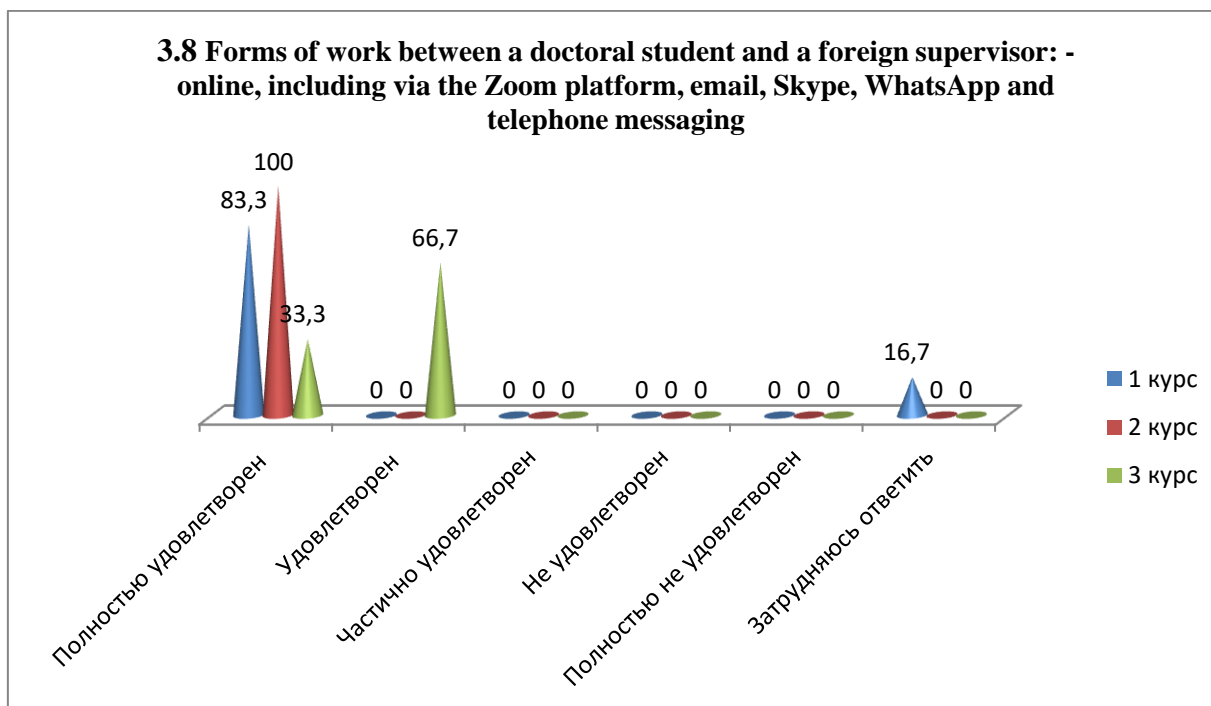
3.7 Had the opportunity to listen to lectures by a foreign leader during doctoral studies

Answer options	1st year	2nd year	3rd year
Completely satisfied	83,3	75	66,7
Satisfied	-	25	33,3
Partially satisfied	-	-	-
Not satisfied	-	-	-
Completely unsatisfied	-	-	-
I find it difficult to answer	16,7	-	-



3.8 Forms of work between a doctoral student and a foreign supervisor: - online, including via the Zoom platform, email, Skype, WhatsApp and telephone messaging

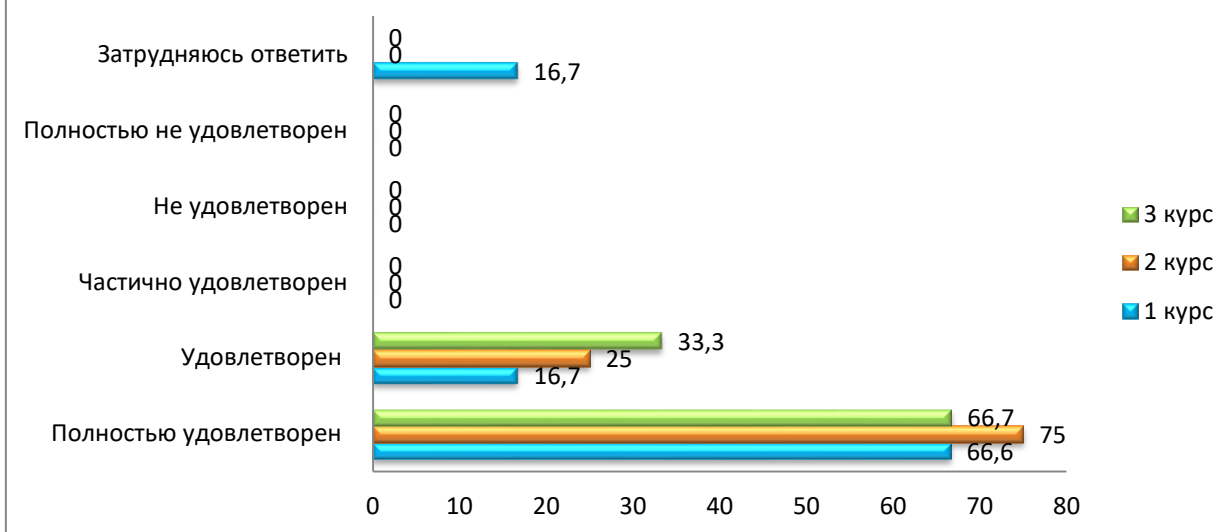
Answer options	1st year	2nd year	3rd year
Completely satisfied	83,3	100	33,3
Satisfied	-	-	66,7
Partially satisfied	-	-	-
Not satisfied	-	-	-
Completely unsatisfied	-	-	-
I find it difficult to answer	16,7	-	-



3.9 In an offline format, including during a foreign internship, guest lectures by a foreign consultant and traditional consultations

Answer options	1st year	2nd year	3rd year
Completely satisfied	66,6	75	66,7
Satisfied	16,7	25	33,3
Partially satisfied	-	-	-
Not satisfied	-	-	-
Completely unsatisfied	-	-	-
I find it difficult to answer	16,7	-	-

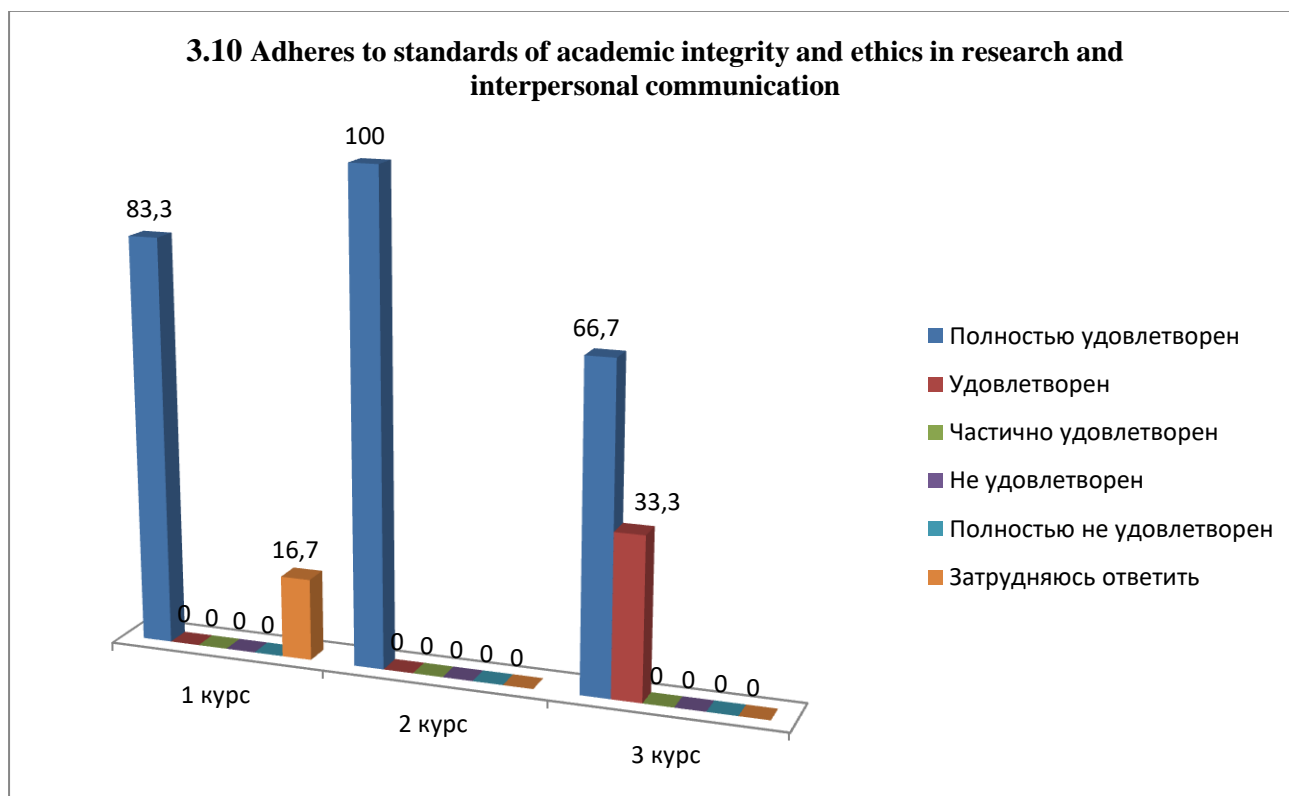
3.9 In an offline format, including during a foreign internship, guest lectures by a foreign consultant and traditional consultations



3.10 Adheres to standards of academic integrity and ethics in research and interpersonal communication

Answer options	1st year	2nd year	3rd year
Completely satisfied	83,3	100	66,7
Satisfied	-	-	33,3
Partially satisfied	-	-	-
Not satisfied	-	-	-
Completely unsatisfied	-	-	-
I find it difficult to answer	16,7	-	-

3.10 Adheres to standards of academic integrity and ethics in research and interpersonal communication



For the option “If you answered 'not satisfied or completely dissatisfied' to the previous question, give recommendations for improving the professional skills of overseas research consultants”, doctoral students indicated the following options*:

- No.

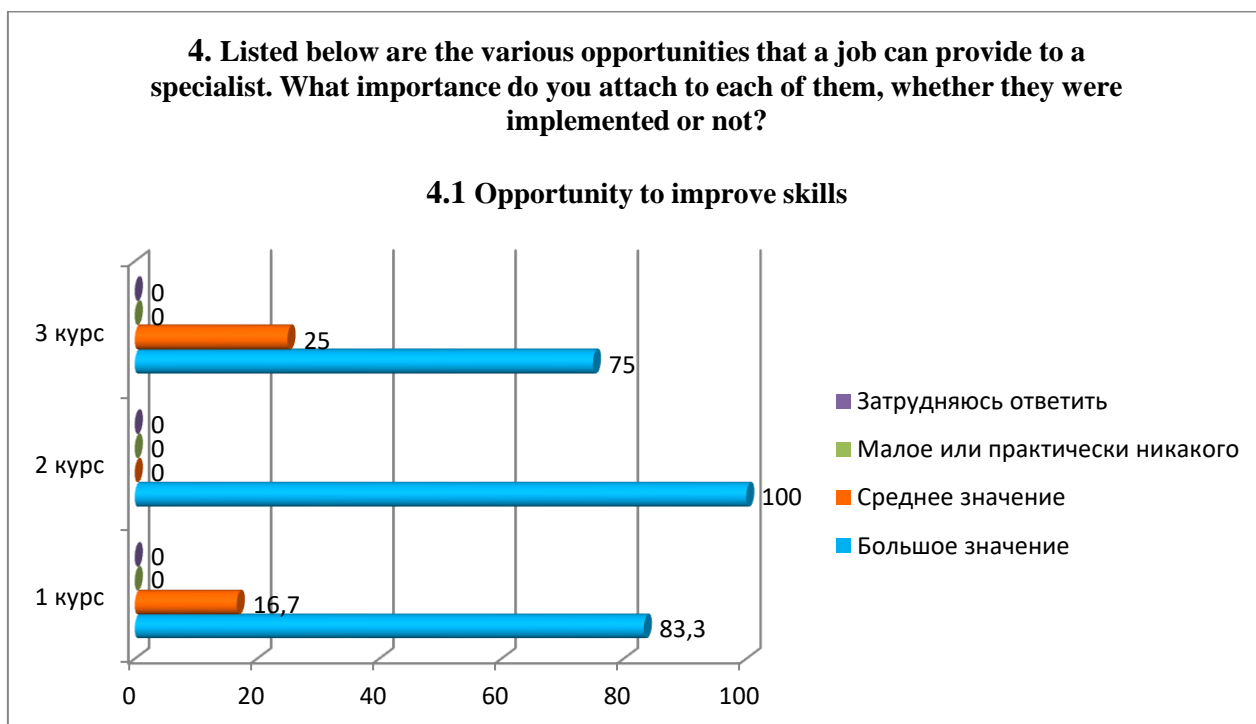
4. Listed below are the various opportunities that a job can provide to a specialist. What importance do you attach to each of them, whether they were implemented or not?

4.1 Opportunity to improve skills
4.2 Opportunity to work with highly competent colleagues
4.3 Opportunity to receive a high salary
4.4 Ability to work in comfortable working conditions
4.5 Opportunity for promotion
4.6 Ability to develop your own ideas
4.7 Opportunity to engage in prestigious activities
4.8 Opportunity to work under a highly competent supervisor
4.9 Opportunity to contribute to science
4.10 Opportunity to create prestige in the professional field

Indicators:

4.1 Opportunity to improve skills

Answer options	1st year	2nd year	3rd year
Great importance	83,3	100	75
Average value	16,7	-	25
Little or virtually none	-	-	-
I find it difficult to answer	-	-	-



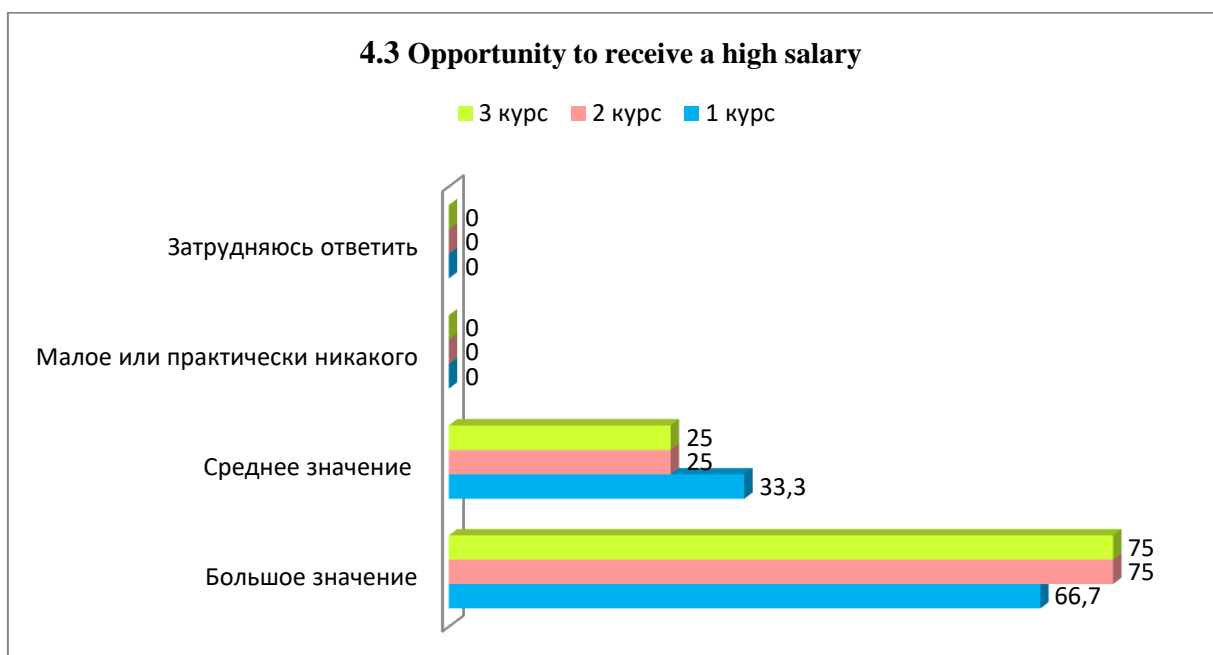
4.2 Opportunity to work with highly competent colleagues

Answer options	1st year	2nd year	3rd year
Great importance	83,3	100	75
Average value	16,7	-	25
Little or virtually none	-	-	-
I find it difficult to answer	-	-	-



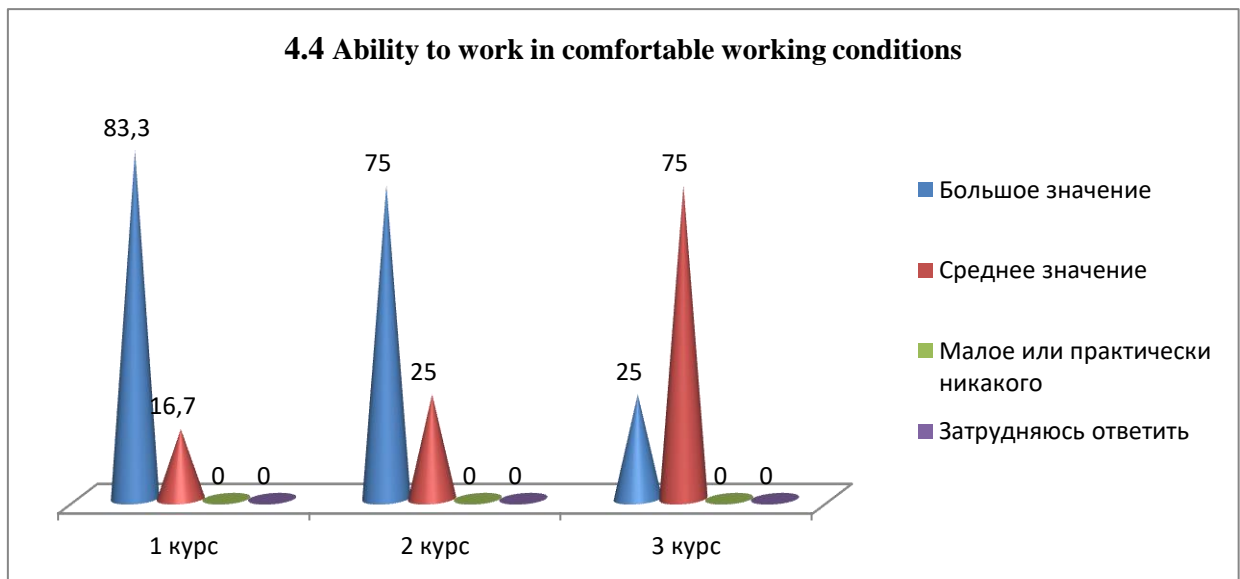
4.3 Opportunity to receive a high salary

Answer options	1st year	2nd year	3rd year
Great importance	66,7	75	75
Average value	33,3	25	25
Little or virtually none	-	-	-
I find it difficult to answer	-	-	-



4.4 Ability to work in comfortable working conditions

Answer options	1st year	2nd year	3rd year
Great importance	83,3	75	25
Average value	16,7	25	75
Little or virtually none	-	-	-
I find it difficult to answer	-	-	-



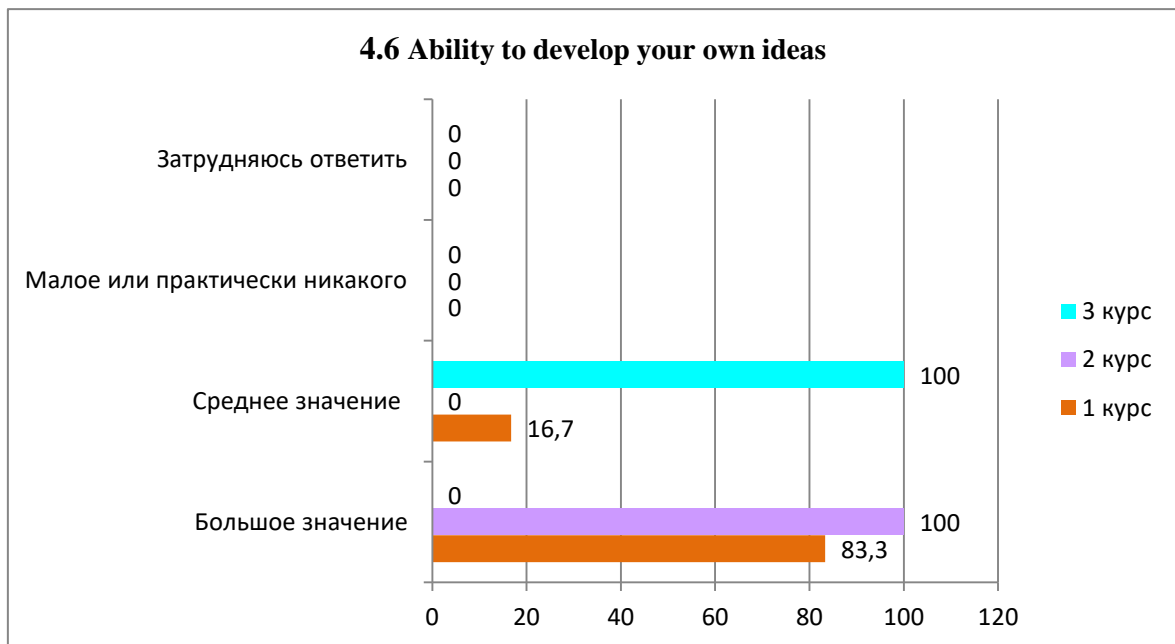
4.5 The opportunity to promote in positions

Answer options	1st year	2nd year	3rd year
Great importance	66,7	100	-
Average value	33,3	-	100
Little or virtually none	-	-	-
I find it difficult to answer	-	-	-



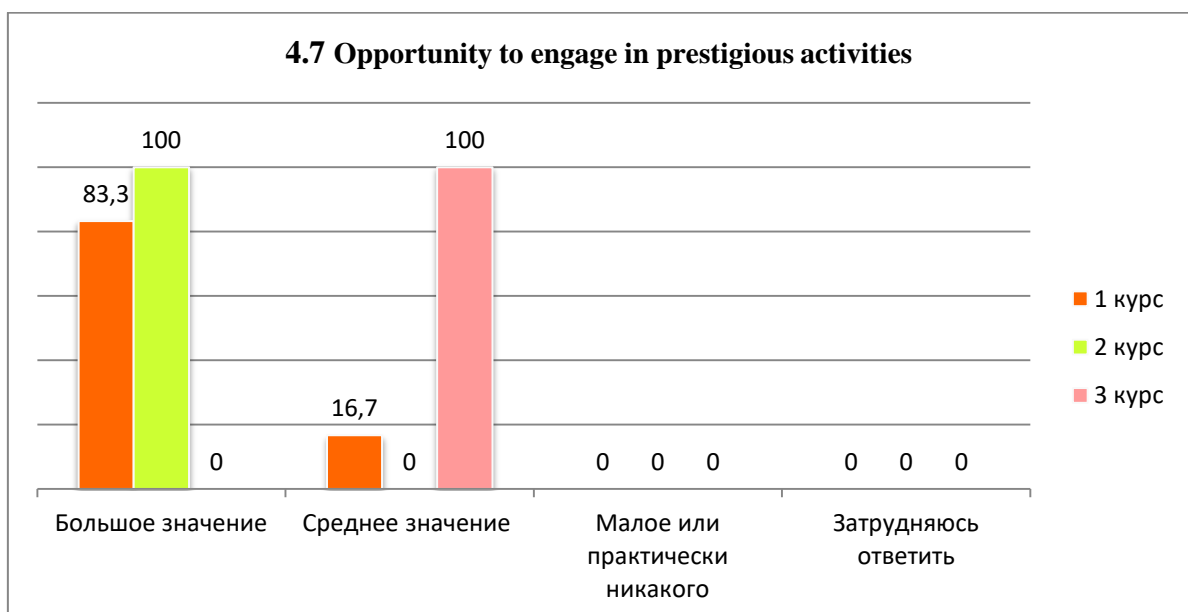
4.6 Ability to develop your own ideas

Answer options	1st year	2nd year	3rd year
Great importance	83,3	100	-
Average value	16,7	-	100
Little or virtually none	-	-	-
I find it difficult to answer	-	-	-



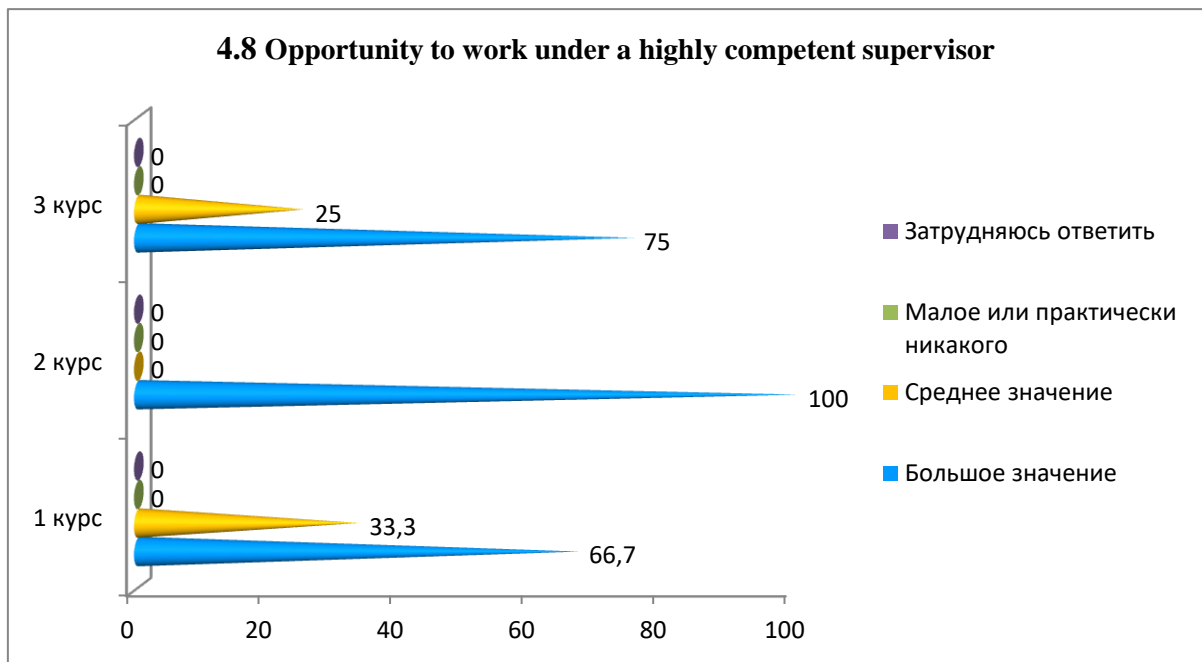
4.7 Opportunity to engage in prestigious activities

Answer options	1st year	2nd year	3rd year
Great importance	83,3	100	-
Average value	16,7	-	100
Little or virtually none	-	-	-
I find it difficult to answer	-	-	-



4.8 Opportunity to work under a highly competent supervisor

Answer options	1st year	2nd year	3rd year
Great importance	66,7	100	75
Average value	33,3	-	25
Little or virtually none	-	-	-
I find it difficult to answer	-	-	-



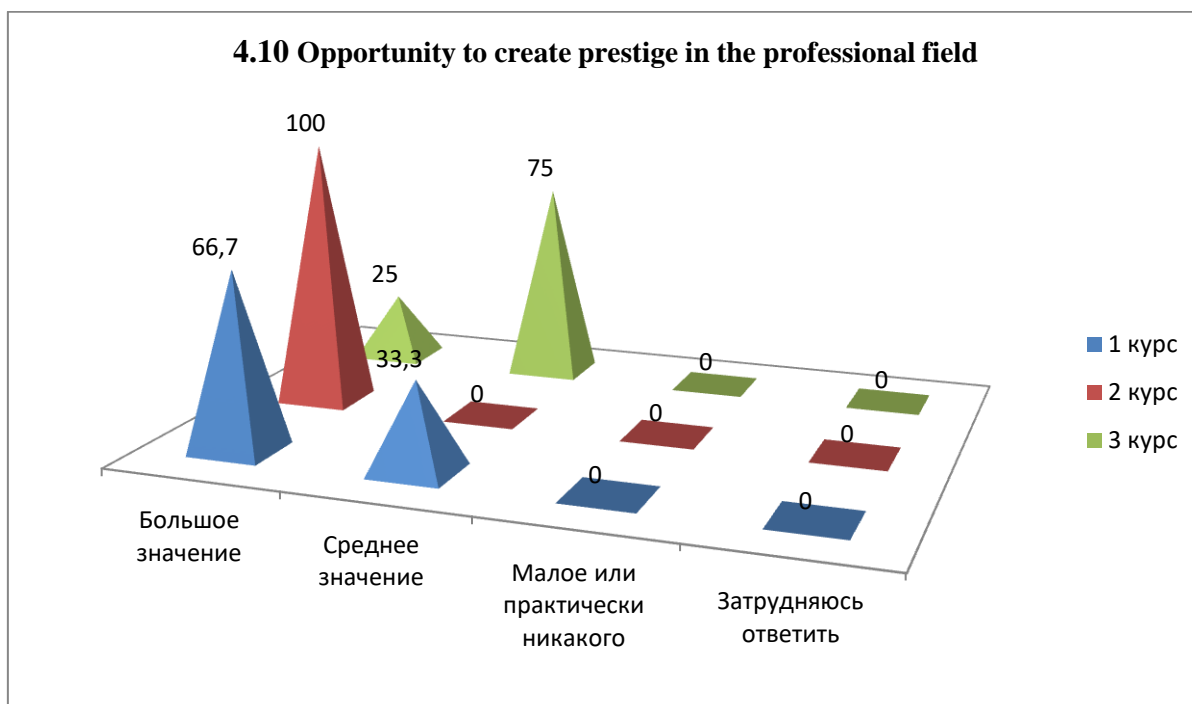
4.9 Opportunity to contribute to science

Answer options	1st year	2nd year	3rd year
Great importance	83,3	100	75
Average value	16,7	-	25
Little or virtually none	-	-	-
I find it difficult to answer	-	-	-



4.10 Opportunity to create prestige in the professional field

Answer options	1st year	2nd year	3rd year
Great importance	66,7	100	25
Average value	33,3	-	75
Little or virtually none	-	-	-
I find it difficult to answer	-	-	-



5. Are you satisfied with the level of availability of material and technical resources of the university

5.1 Library collections
5.2 Technology, computers necessary for the educational process and scientific activity
5.3 Internet channel width, its speed
5.4 Organization of meals
5.5 Availability and condition of sports equipment
5.6 Living conditions in the dormitory

Indicators:

5.1 Library collections

Answer options	1st year	2nd year	3rd year
Completely satisfied	83,3	100	100
Partially satisfied	16,7	-	-
Not satisfied	-	-	-
I find it difficult to answer	-	-	-

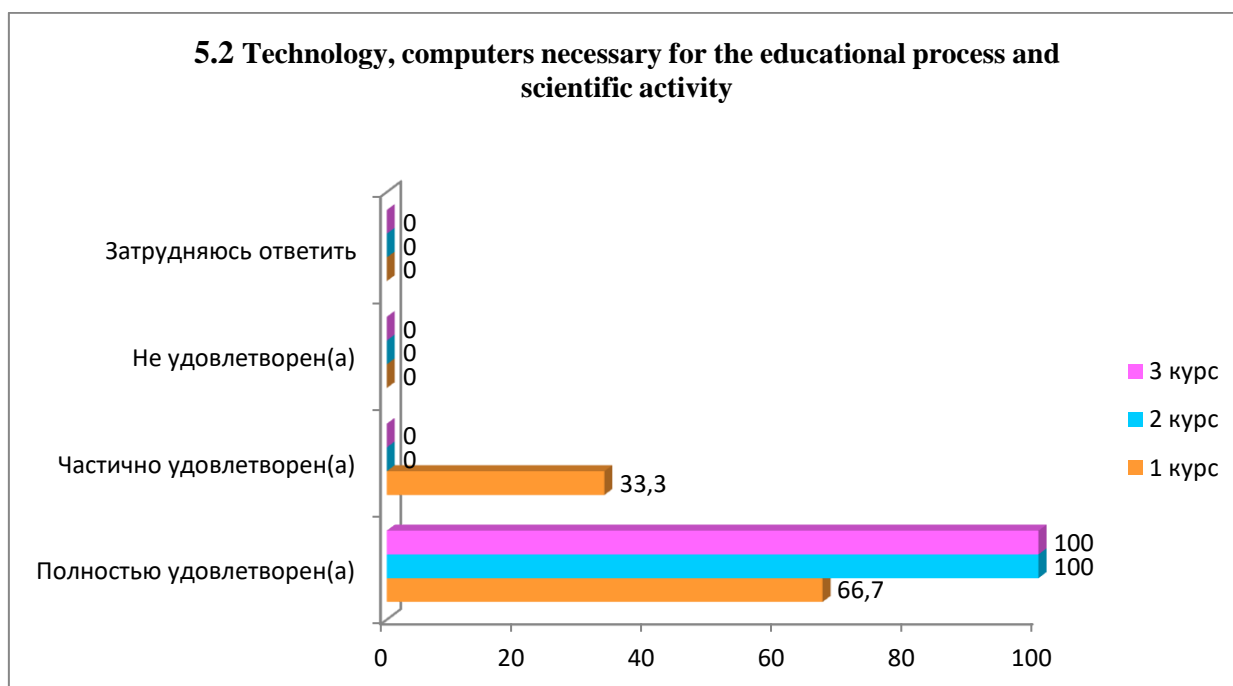
5. Are you satisfied with the level of availability of material and technical resources of the university

5.1 Library collections



5.2 Technology, computers necessary for the educational process and scientific activity

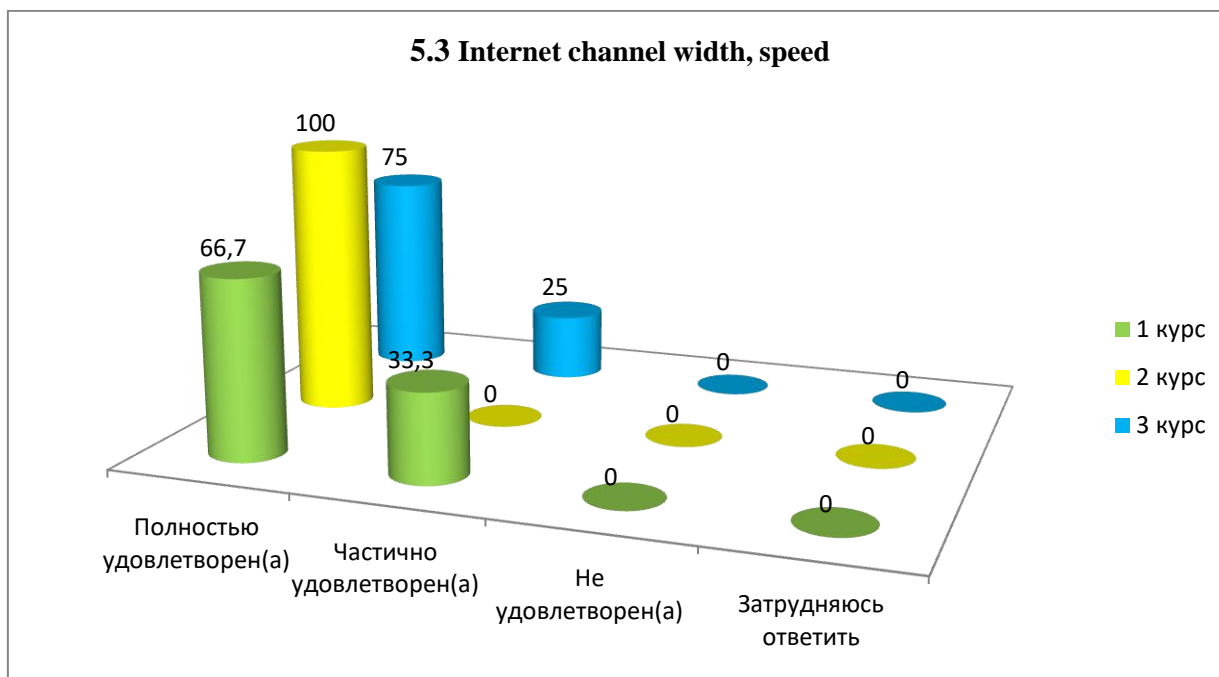
Answer options	1st year	2nd year	3rd year
Completely satisfied	66,7	100	100
Partially satisfied	33,3	-	-
Not satisfied)	-	-	-
I find it difficult to answer	-	-	-



5.3 Internet channel width, speed

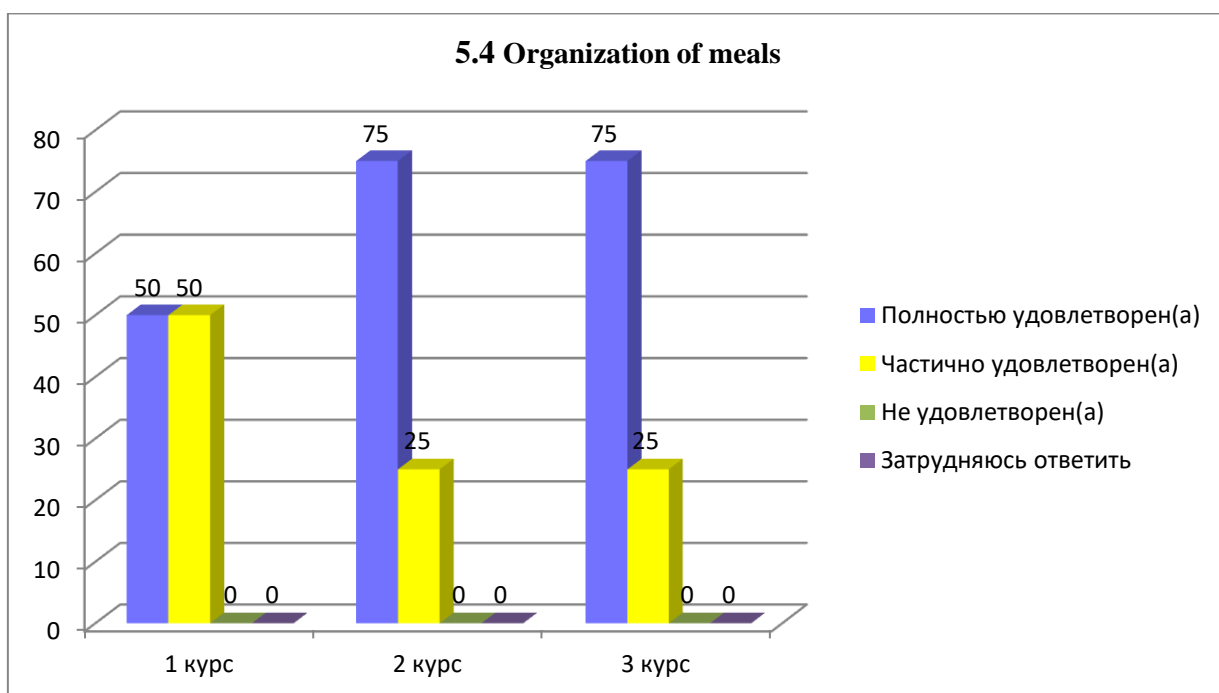
Answer options	1st year	2nd year	3rd year
Completely satisfied	66,7	100	75

Partially satisfied	33,3	-	25
Not satisfied	-	-	-
I find it difficult to answer	-	-	-



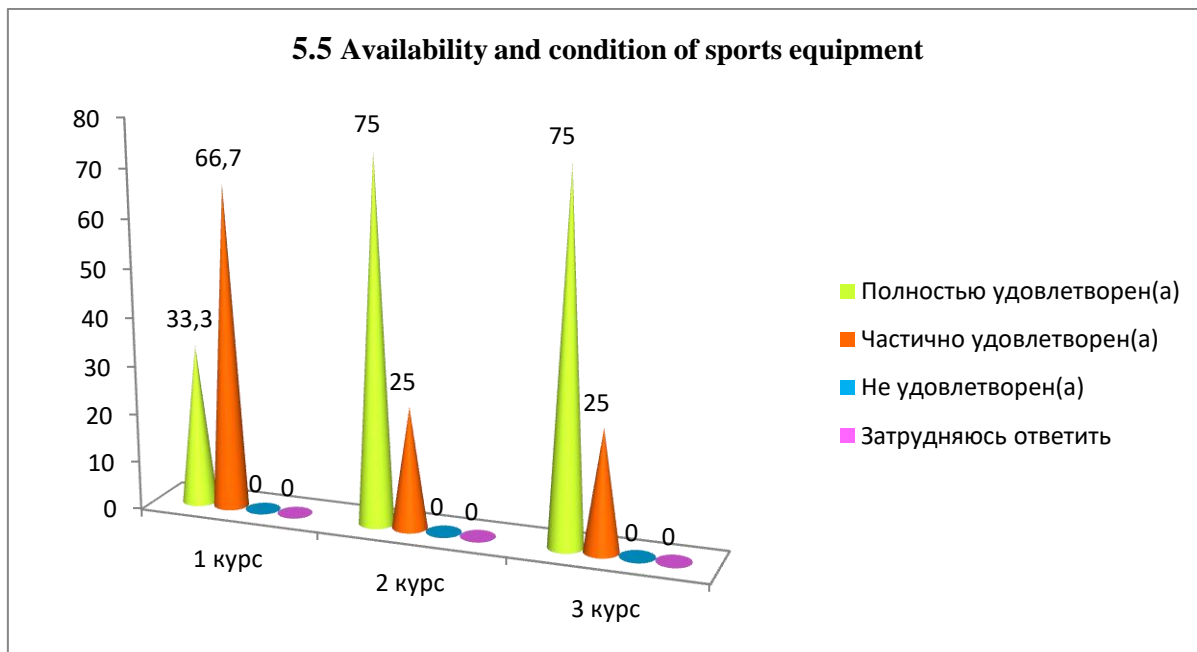
5.4 Organization of meals

Answer options	1st year	2nd year	3rd year
Completely satisfied	50	75	75
Partially satisfied	50	25	25
Not satisfied)	-	-	-
I find it difficult to answer	-	-	-



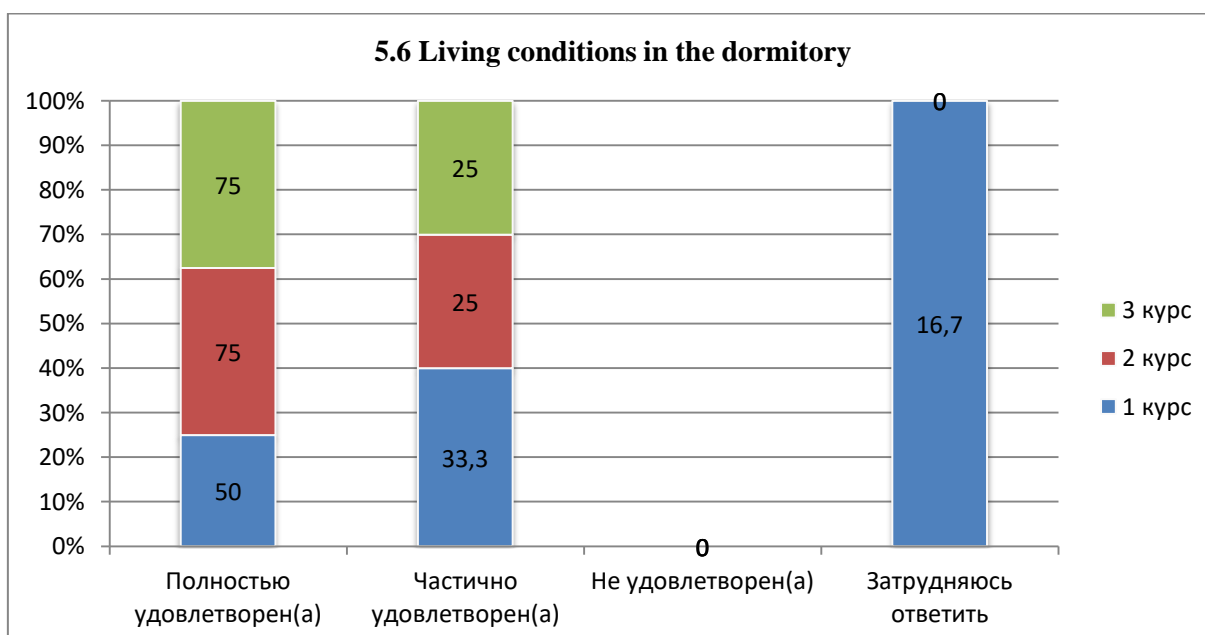
5.5 Availability and condition of sports equipment

Answer options	1st year	2nd year	3rd year
Completely satisfied	33,3	75	75
Partially satisfied	66,7	25	25
Not satisfied	-	-	-
I find it difficult to answer	-	-	-



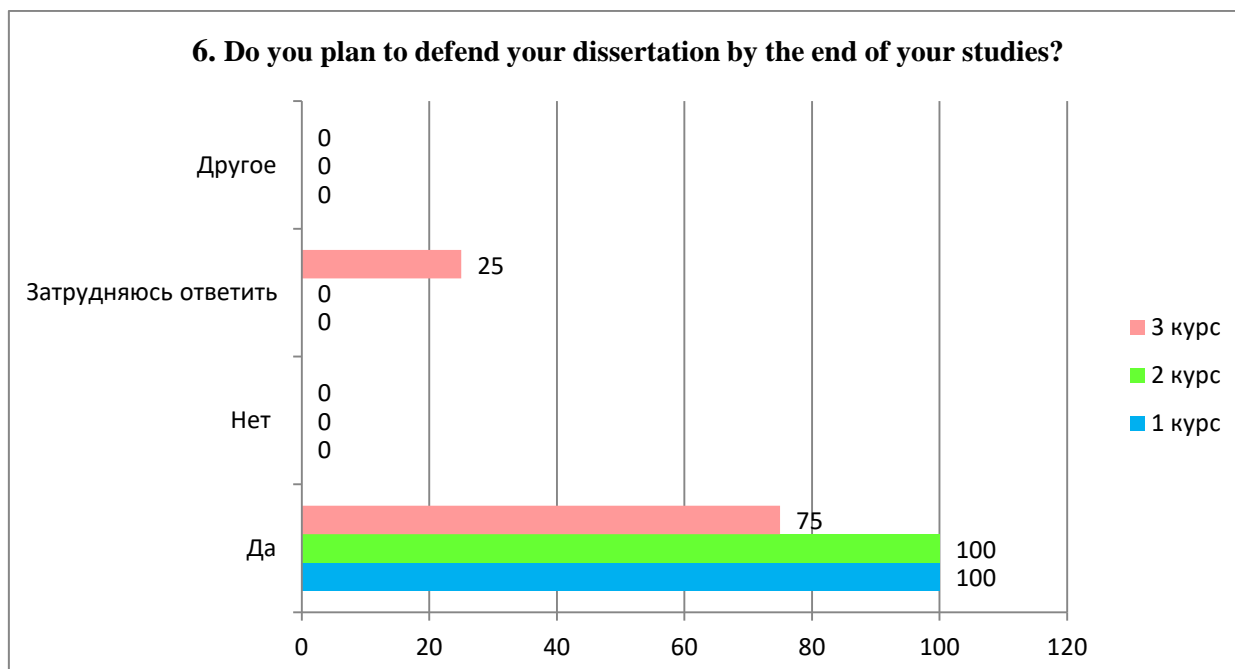
5.6 Living conditions in the dormitory

Answer options	1st year	2nd year	3rd year
Completely satisfied	50	75	75
Partially satisfied	33,3	25	25
Not satisfied	-	-	-
I find it difficult to answer	16,7	-	-



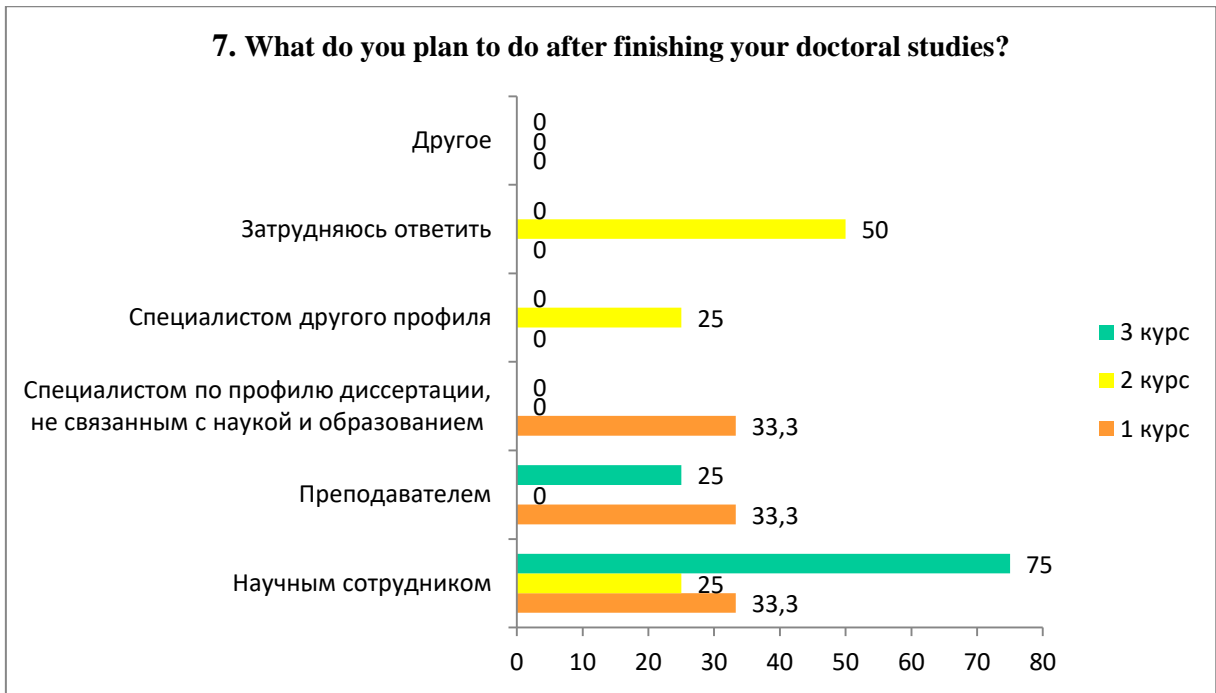
6. Do you plan to defend your dissertation by the end of your studies?

Answer options	1st year	2nd year	3rd year
Yes	100	100	75
No	-	-	-
I find it difficult to answer	-	-	25
Other	-	-	-



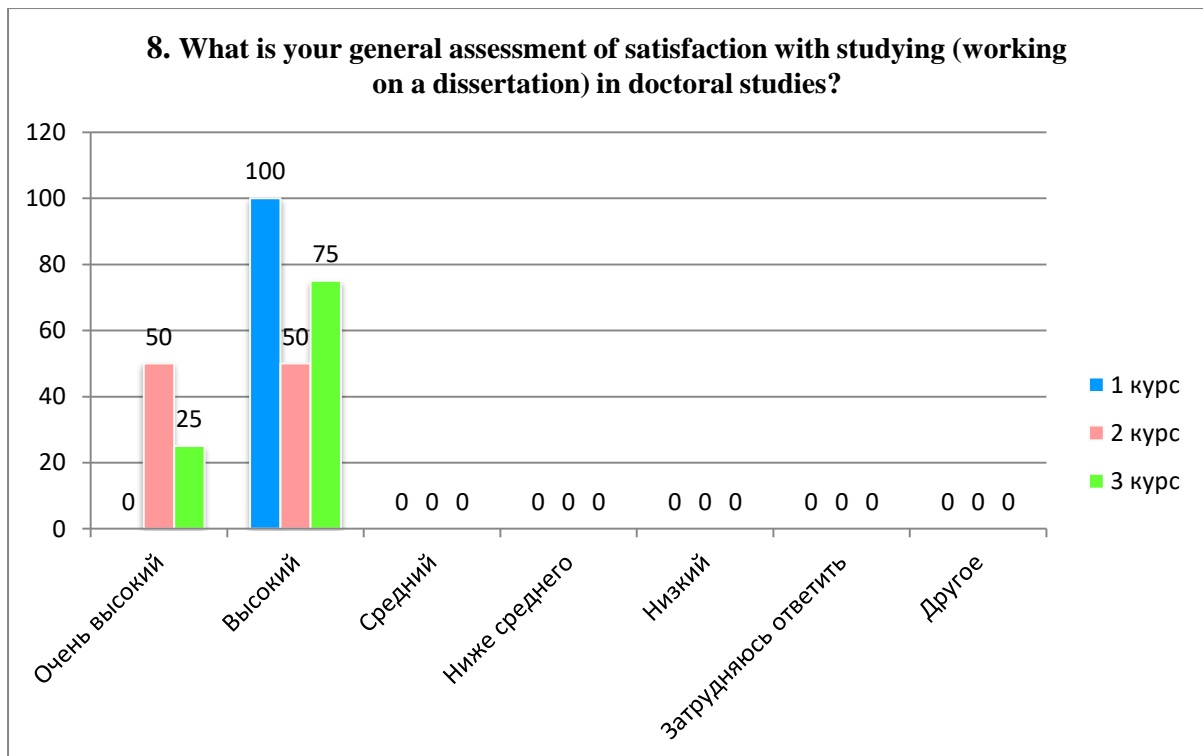
7. What do you plan to do after finishing your doctoral studies?

Answer options	1st year	2nd year	3rd year
Researcher	33,3	25	75
Teacher	33,3	-	25
A specialist in the dissertation profile not related to science and education	33,3	-	-
A specialist of a different profile	-	25	-
I find it difficult to answer	-	50	-
Other	-	-	-



8. What is your general assessment of satisfaction with studying (working on a dissertation) in doctoral studies?

Answer options	1st year	2nd year	3rd year
Very tall	-	50	25
High	100	50	75
Average	-	-	-
Below the average	-	-	-
Short	-	-	-
I find it difficult to answer	-	-	-
Other	-	-	-



Please, write your suggestions, wishes, as well as 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. *(The students' answers are presented in the original. The spelling and punctuation of the author are preserved).*

- everything's fine;
- everything's normal.

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

In general, the results of the questionnaire indicate that doctoral students are satisfied with the educational services of the university.

The relevance of the presented dissertation research topics corresponds to the scientific interests of doctoral students, the satisfaction of doctoral students amounted to – **100%**.

The respondents' answers confirmed quite expected interdependence of the assessment of professionalism and competence of scientific supervisors and the levels of organizational, methodological and informational support of dissertation research preparation. Information resources provided by the university in the areas of doctoral students' training are generally sufficient and available for the preparation of dissertation research - **100%** of doctoral students are satisfied.

Opportunities for approbation and publication of the results of the dissertation research satisfaction was **100%**.

The availability, completeness and reliability of information about scientific events held at the University and outside it is assessed by respondents at **100%**.

From the point of view of doctoral students, the overall level of organization and conduct of foreign internships is at a satisfied level – **94,4%**. The performance level of overseas internship satisfaction was **94,4%**, but **5,6%** found it difficult to answer.

For the options **“Other”** and **“If you answered “not satisfied or completely unsatisfied”** to the previous question, respondents indicated the following options ответов: **“There was no internship yet”, “No”** and **“The issues of foreign scientific internship should be solved at the level of university supervisors. A doctoral student is not the person who should be engaged in organizational work. The department assists in formalizing the internship, but in my opinion, this is not their task either. There is a need for a special person who will organize and supervise the scientific internships of doctoral students”**.

In the question **“Assess the professional skills of a domestic consultant in the field of research”** the following information was obtained:

- **“Demonstrates the ability to propose the development, implementation and adaptation of a holistic research program”** doctoral students' satisfaction was 100%;

- **“Makes a contribution to science with his/her research as reflected in cited national or international publications or patents”** doctoral student satisfaction was 100%;

- **“Has an international reputation in his/her research field, has contacts in scientific communities, is able to present and interpret research results”** doctoral students' satisfaction was 100%;

- **“Makes a positive contribution to the development of scientific knowledge through cooperation and collaboration with other scientists, including foreign”** satisfaction of doctoral students amounted to 100%;

- **“Publishes papers as a lead author-researcher, conducts scientific seminars and leads sections at conferences”** doctoral students' satisfaction was 100%;

- **“Identifies acceptable research methodology, research techniques and approaches”** doctoral student satisfaction was 100%;

- **“Adheres to standards of academic integrity and ethics in research and interpersonal communication”** doctoral student satisfaction was 100%.

Also doctoral students are satisfied with the work of the foreign advisor: doctoral students receive advice on the research topic, practical advice and recommendations on the plan and content of the doctoral student's dissertation.

On the question **“Are you satisfied with the level of availability of material and technical resources of the university”** the following information was received:

- “Library collections” satisfaction of doctoral students amounted to 100%;
- “Technology, computers necessary for the educational process and scientific activity” satisfaction of doctoral students was 100%;
- “The width of the Internet channel, speed” satisfaction of doctoral students was 100%;
- “Organization of meals” satisfaction of doctoral students was 100%;
- “Availability and condition of sports equipment” satisfaction of doctoral students amounted to 100%;
- “Living conditions in the dormitory” satisfaction of doctoral students amounted to 94,4%;

To the question **“Do you plan to defend your dissertation by the end of the term of study?”** the answers of the respondents were distributed as follows: 91.7% chose the option “Yes” and 8.3% found it difficult to answer.

To the question **“What do you plan to work after finishing doctoral studies?”** 44.4% would prefer to work as researchers, 19.4% of doctoral students would like to try teaching, 11.1% would like to work as a specialist in the dissertation profile, not related to science and education, 8.3% would like to work as a specialist in another profile and 16.7% found it difficult to answer.

In general, respondents highly rated satisfaction with their studies (work on the dissertation) in doctoral studies.

Recommendations::

1. The head of the department, SID, PO will familiarize themselves with the results of the questionnaire and, if necessary, develop an action plan to improve the quality of educational services.

* Students' answers are presented in the original. The author's spelling and punctuation have been preserved.