

Report
on the results of the survey
“Satisfaction of 2-5 year students with educational services”
in 2023 – 2024 academic year
Department: Geology and Exploration of Mineral Deposits
Specialty: 6B07201 Geology and Exploration of Mineral Deposits

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 6B07201 Geology and Exploration of Mineral Deposits, 136 respondents took part in the survey:

- 2 year – 41 students (67,2%);
- 3 year – 33 students (41,2%);
- 4 year – 62 students (89,9%).

Mode of training

- Budget – 128 students (94,1%);
- Paid – 8 students (5,9%).

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

Indicators:

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

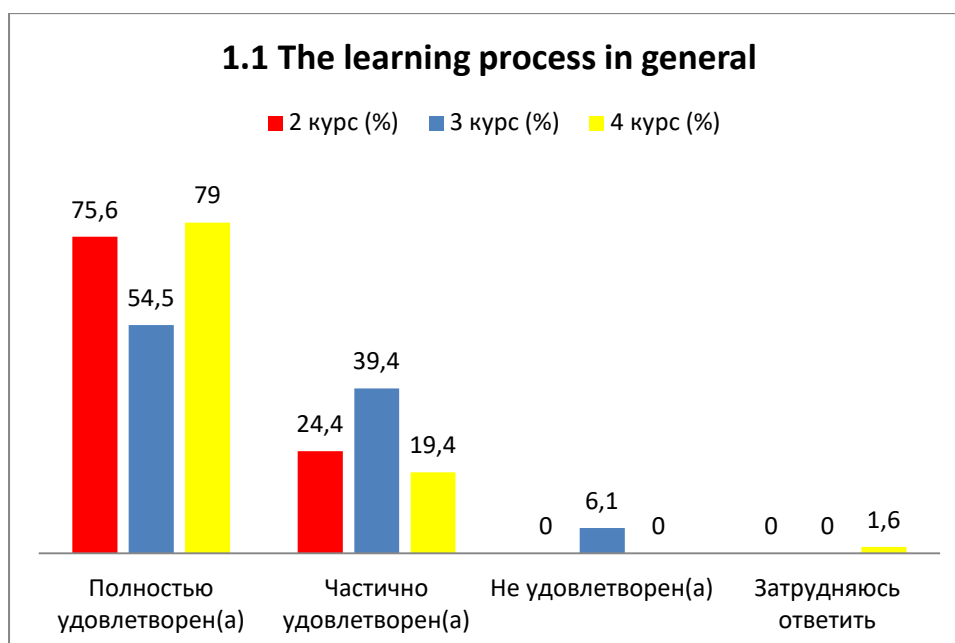
1.1 The learning process in general
1.2 Class schedule
1.3 Organization of independent work
1.4 Practices
1.5 Organizing and conducting SIWT
1.6 Organizing and conducting laboratory work
1.7 Satisfaction with the library work
1.8 Possibility of access to full-text databases of scientific publications
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. _____

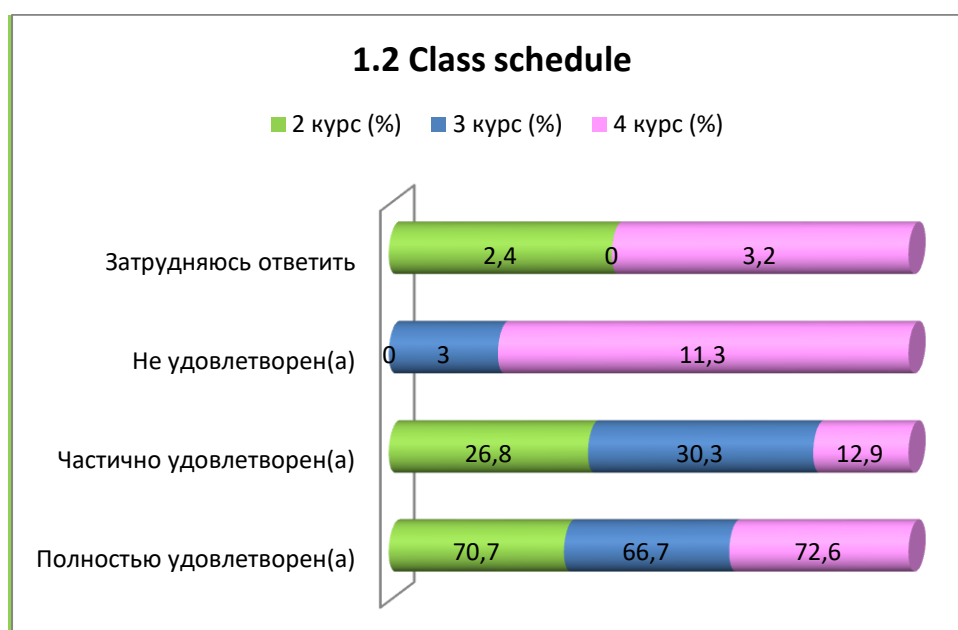
1.1 The learning process in general

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	75.6	54.5	79
<i>Partially satisfied</i>	24.4	39.4	19.4
<i>Not satisfied</i>	-	6.1	-
<i>I find it difficult to answer</i>	-	-	1.6



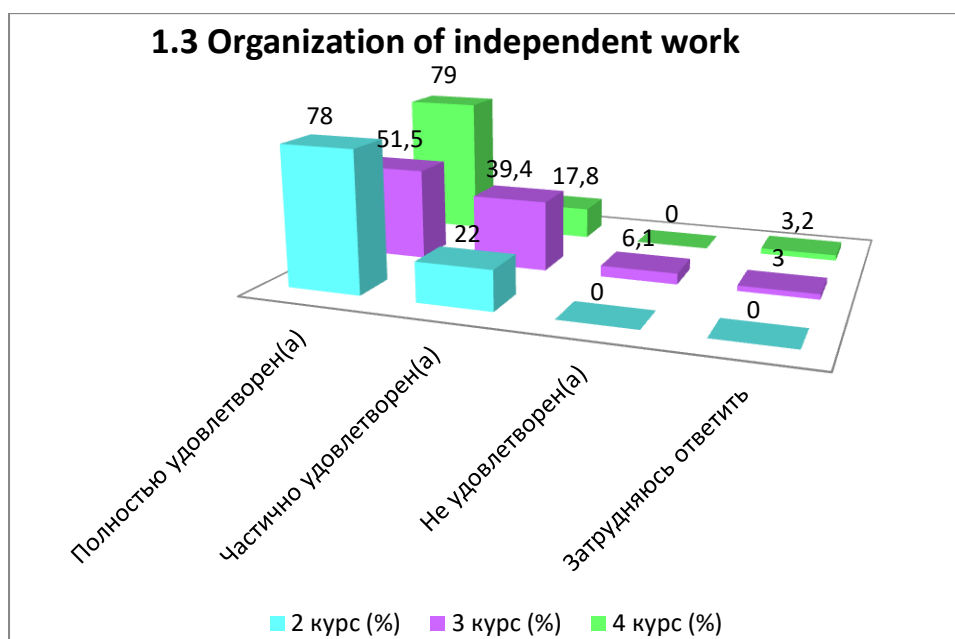
1.2 Class schedule

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	70.7	66.7	72.6
<i>Partially satisfied</i>	26.8	30.3	12.9
<i>Not satisfied</i>	-	3	11.3
<i>I find it difficult to answer</i>	2.4	-	3.2



1.3 Organization of independent work

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	78	51.5	79
<i>Partially satisfied</i>	22	39.4	17.8
<i>Not satisfied</i>	-	6.1	-
<i>I find it difficult to answer</i>	-	3	3.2



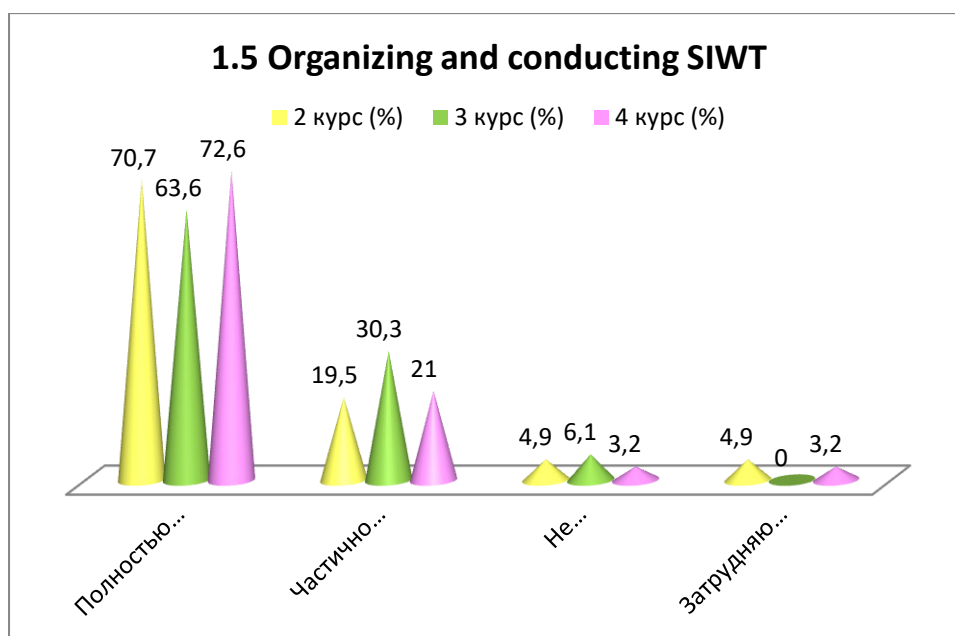
1.4 Practices

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	82.9	72.7	74.2
<i>Partially satisfied</i>	17.1	21.2	17.8
<i>Not satisfied</i>	-	6.1	3.2
<i>I find it difficult to answer</i>	-	-	4.8



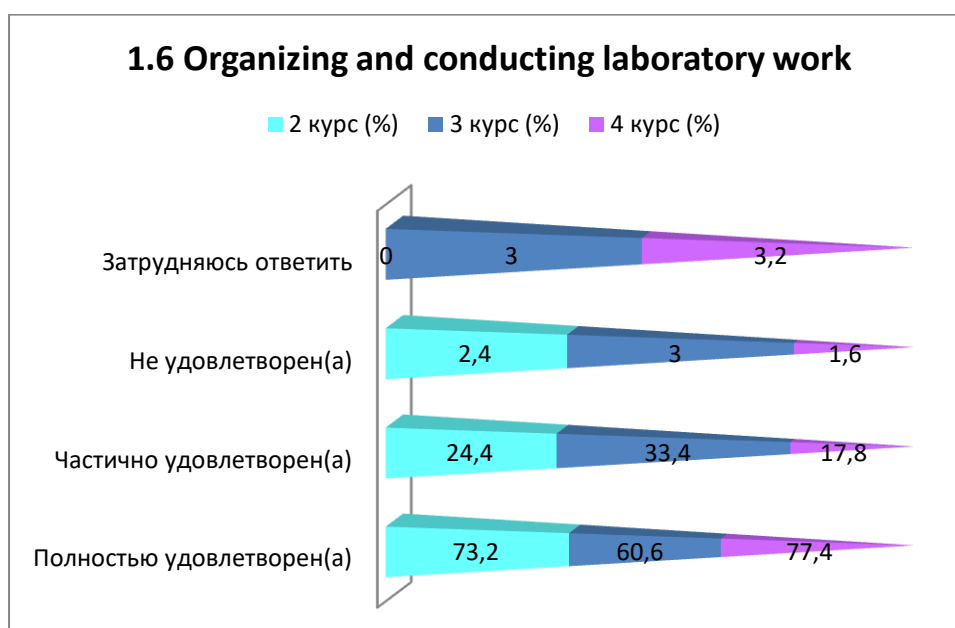
1.5 Organizing and conducting SIWT

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	70.7	63.6	72.6
<i>Partially satisfied</i>	19.5	30.3	21
<i>Not satisfied</i>	4.9	6.1	3.2
<i>I find it difficult to answer</i>	4.9	-	3.2



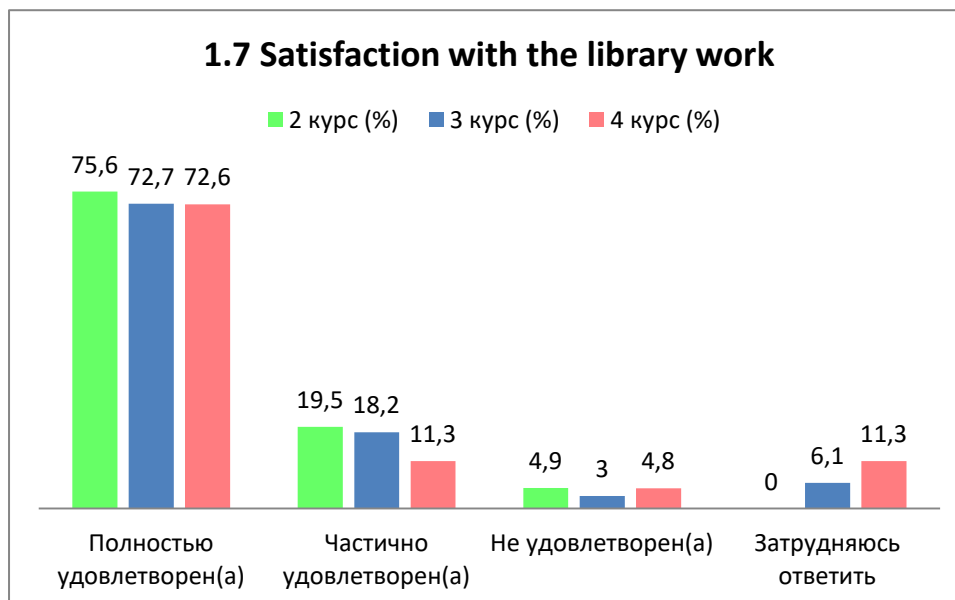
1.6 Organizing and conducting laboratory work

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	73.2	60.6	77.4
<i>Partially satisfied</i>	24.4	33.4	17.8
<i>Not satisfied</i>	2.4	3	1.6
<i>I find it difficult to answer</i>	-	3	3.2



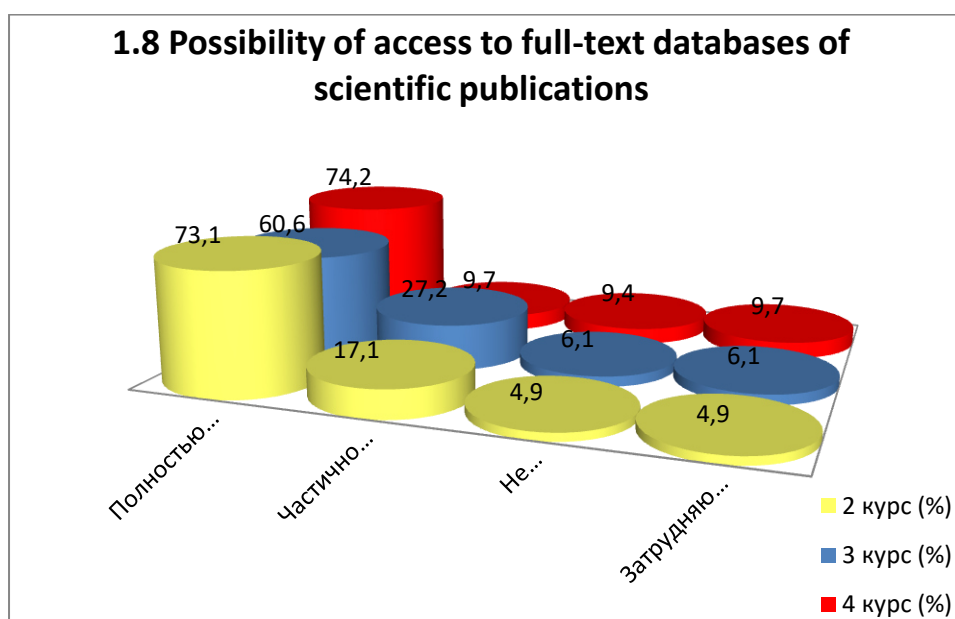
1.7 Satisfaction with the library work

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	75.6	72.7	72.6
<i>Partially satisfied</i>	19.5	18.2	11.3
<i>Not satisfied</i>	4.9	3	4.8
<i>I find it difficult to answer</i>	-	6.1	11.3



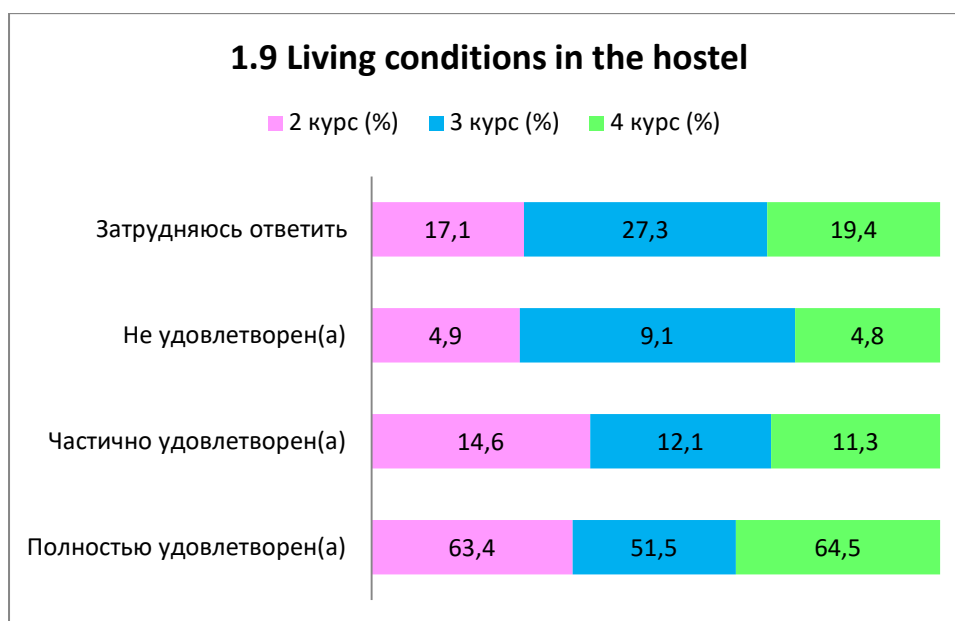
1.8 Possibility of access to full-text databases of scientific publications

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	73.1	60.6	74.2
<i>Partially satisfied</i>	17.1	27.2	9.7
<i>Not satisfied</i>	4.9	6.1	9.4
<i>I find it difficult to answer</i>	4.9	6.1	9.7



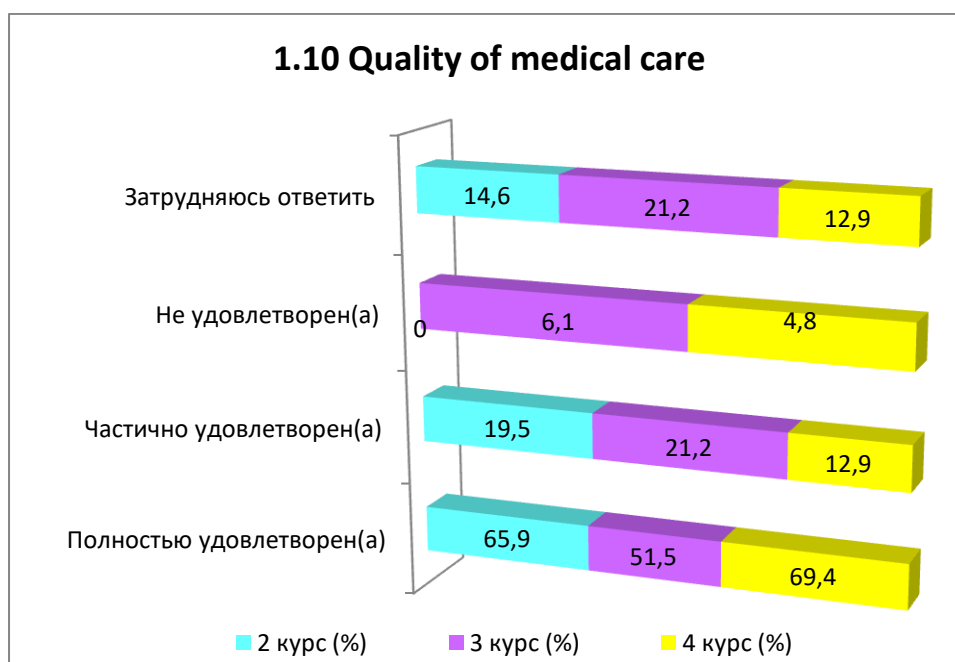
1.9 Living conditions in the hostel

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	63.4	51.5	64.5
<i>Partially satisfied</i>	14.6	12.1	11.3
<i>Not satisfied</i>	4.9	9.1	4.8
<i>I find it difficult to answer</i>	17.1	27.3	19.4



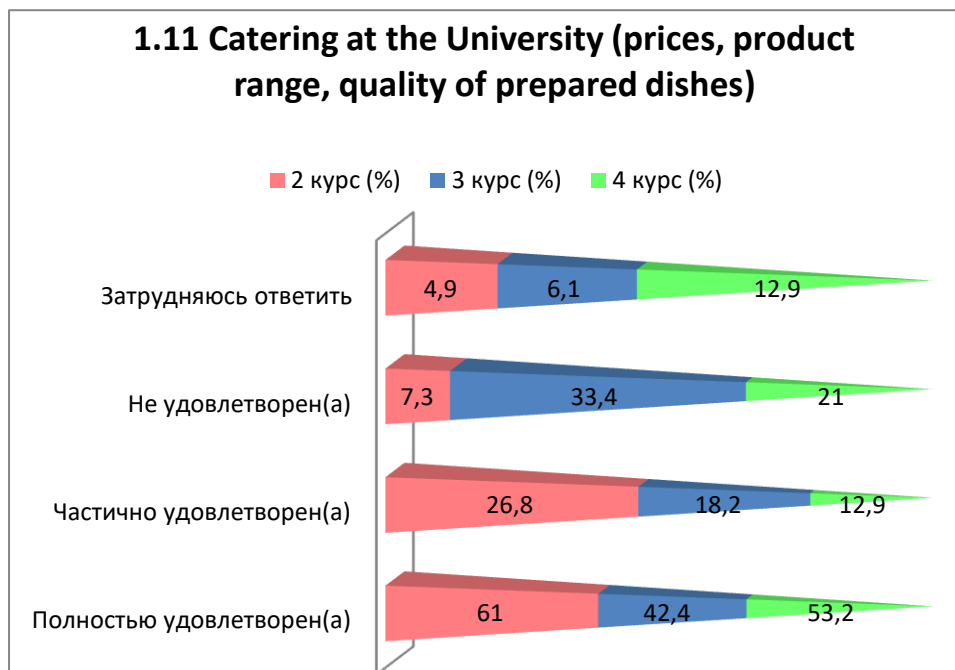
1.10 Quality of medical care

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	65.9	51.5	69.4
<i>Partially satisfied</i>	19.5	21.2	12.9
<i>Not satisfied</i>	-	6.1	4.8
<i>I find it difficult to answer</i>	14.6	21.2	12.9



1.11 Catering at the University (prices, product range, quality of prepared dishes)

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	61	42.4	53.2
<i>Partially satisfied</i>	26.8	18.2	12.9
<i>Not satisfied</i>	7.3	33.4	21
<i>I find it difficult to answer</i>	4.9	6.1	12.9



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

2 year	3 year	4 year
<ul style="list-style-type: none"> - Class schedule - Yes - No <p>- I am dissatisfied with the way points are divided for lectures and laboratory classes in the discipline “chemistry”. The lecturer should give 70 points, and the laboratory teacher, on the contrary, only 30.</p> <p>Considering that we are all sitting in the classroom, not everyone has time to go to the board and earn points, because the teacher needs to have time to start the next topic of the lecture. The question “how can I get 70 in this case?”</p> <p>In many disciplines, there are no SRS or SRS classes where students can earn extra points.</p> <p>It's hard to defend the labs in physics.</p>	<ul style="list-style-type: none"> - Everything is all right - Overall ok - No - Satisfied 	<ul style="list-style-type: none"> - Not satisfied - The dining room is small, you can't go to the library. - Everything is fine - 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 original..

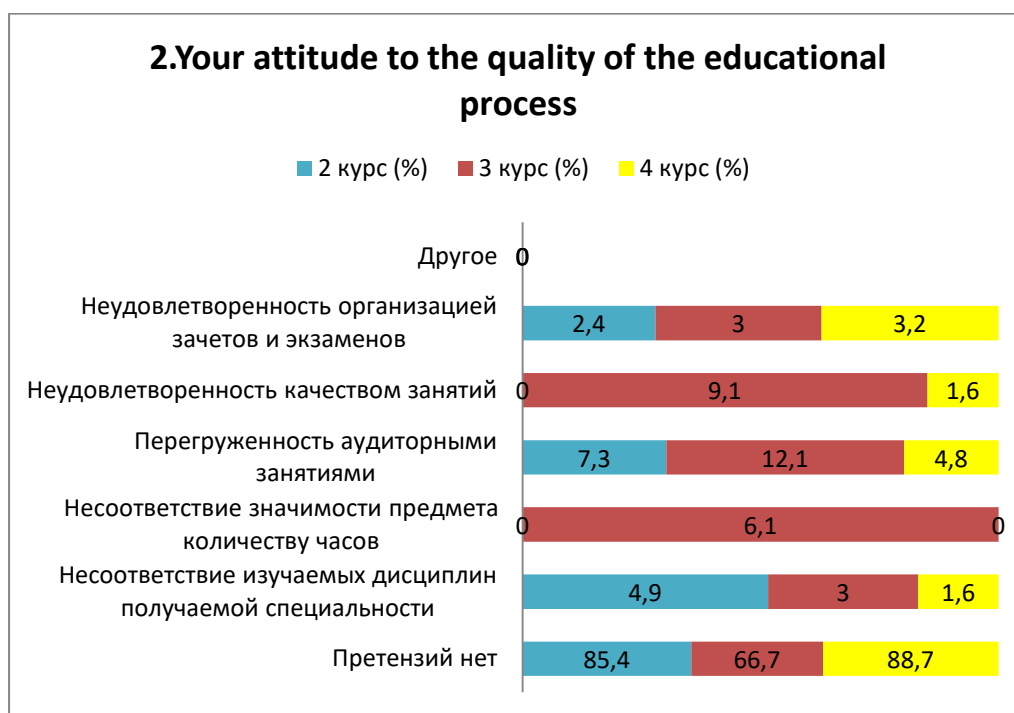
Teachers are picky and ask questions from outside, thereby making it difficult to pass. In principle, general education disciplines are more difficult to defend than special subjects.		
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For the option “If you answered “not satisfied” to the previous question, please give recommendations for improving the services provided,” students indicated the following options*:

2 year	3 year	4 year
<ul style="list-style-type: none"> - None - negative service in the library of the first building - There are a lot of students, we don't have time to eat at the cafeteria - Students do not have time to buy something or eat in the University canteen; in the dormitory the room is cold even if there is heating and problems with the Internet (poor connection) and you often have to go to another room to use the restroom - Being less demanding in general disciplines makes it more difficult for a student to remain on a scholarship or receive an increased scholarship. 	<ul style="list-style-type: none"> - Everything is fine - No - Amangeldikyzy Altnynai does not completely satisfy me as a teacher. She takes on a lot of things, speaks rudely, and makes a lot of unnecessary comments about students. She really likes that students talk bad about her in terms of supposedly being afraid of her, and she wants to live up to this and does whatever she wants. I don't really want to go to her classes, I can barely go, because there are no other options. 	<ul style="list-style-type: none"> - Take into account the opinions of students - Introduce an inspection to regulate the work of the canteen, increase the number of canteens. - Prices in the canteen are not regulated - The canteen is too expensive - Fine

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

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>No complaints</i>	85.4	66.7	88.7
<i>Discrepancy between the disciplines studied and the specialty obtained</i>	4.9	3	1.6
<i>Inconsistency between the importance of the subject and the number of hours</i>	-	6.1	-
<i>Overload with classroom activities</i>	7.3	12.1	4.8
<i>Dissatisfaction with the quality of classes</i>	-	9.1	1.6
<i>Dissatisfaction with the organization of tests and exams</i>	2.4	3	3.2
<i>Other</i>	-	-	-



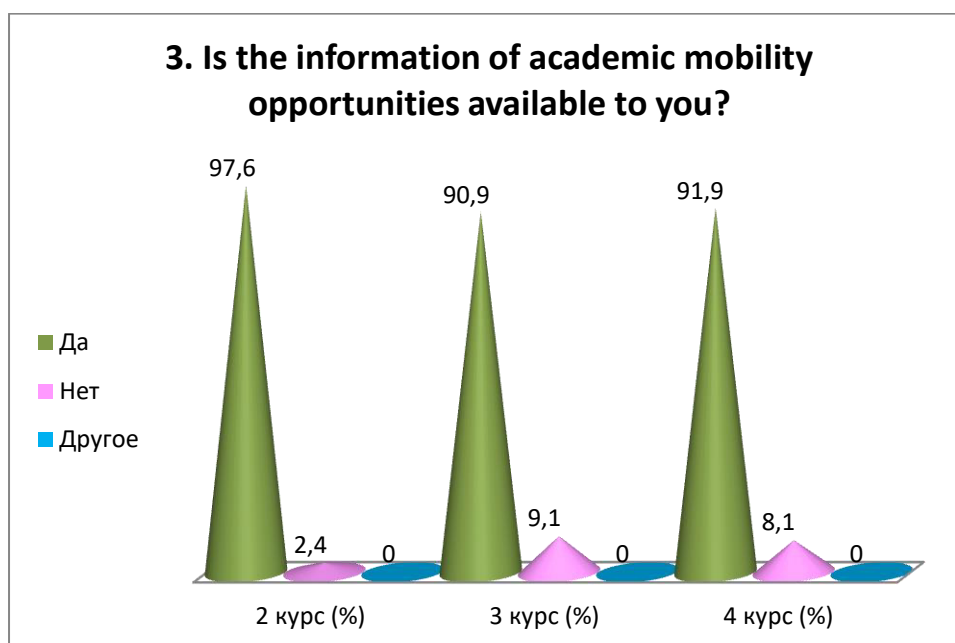
For the option “If you answered “Not satisfied” to the previous question, please give recommendations for improvement,” students indicated the following options*:

2 year	3 year	4 year
<ul style="list-style-type: none"> - Many teachers give points only to their favorites - No - Focus more attention on special subjects that are really necessary for the further development of the student as a specialist 	<ul style="list-style-type: none"> - No - Absence of up-to-date information 	-

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

Answer options	2 year (%)	3 year (%)	4 year (%)
Yes	97.6	90.9	91.9
No	2.4	9.1	8.1
Other	-	-	-

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



For the option “If you answered the previous question “No”< write why”, students indicated the following options*:

- None
- None.

4. 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

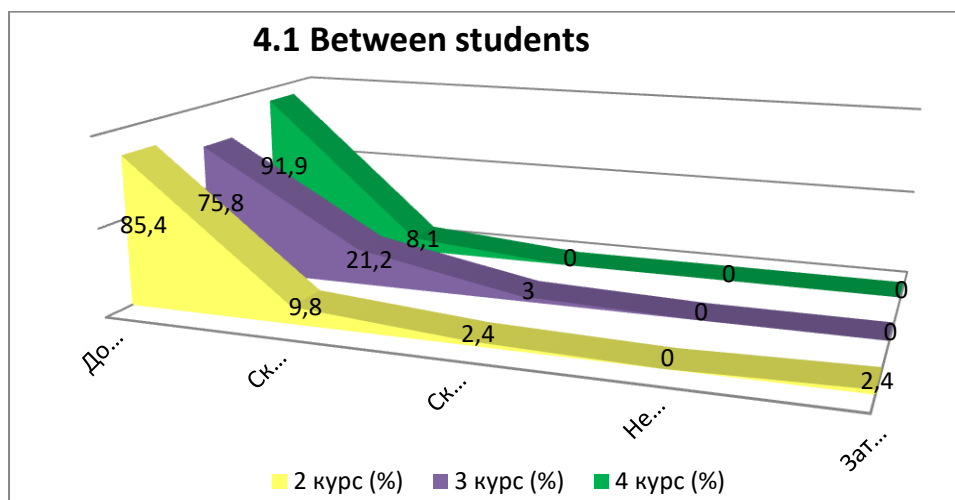
Other _____

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

4.1 Between students

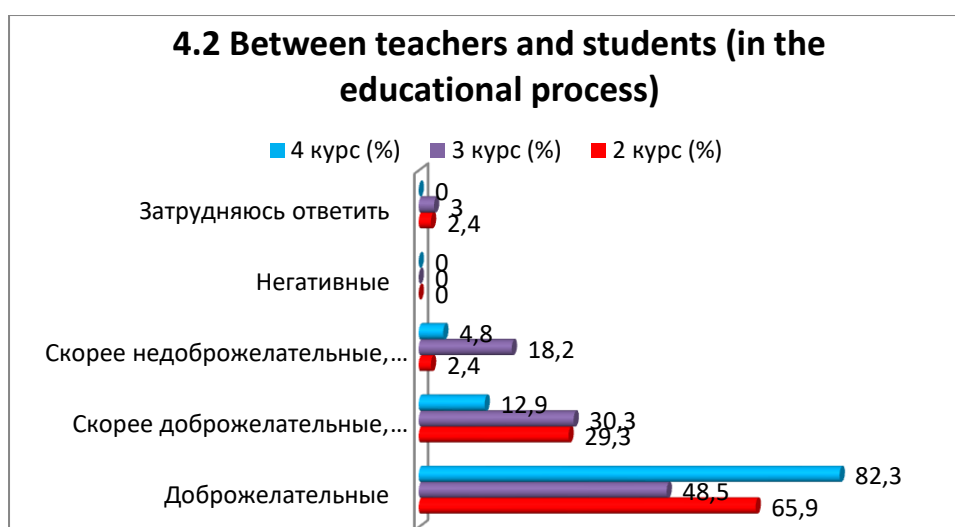
Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Friendly</i>	85.4	75.8	91.9
<i>More friendly than unfriendly</i>	9.8	21.2	8.1
<i>More unfriendly than friendly</i>	2.4	3	-
<i>Negative</i>	-	-	-
<i>I find it difficult to answer</i>	2.4	-	-

* 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.



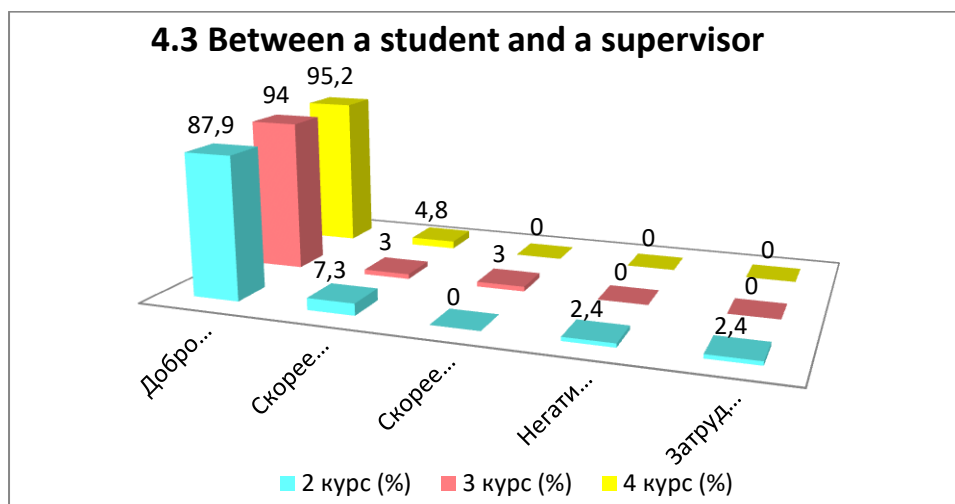
4.2 Between teachers and students (in the educational process)

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Friendly</i>	65.9	48.5	82.3
<i>More friendly than unfriendly</i>	29.3	30.3	12.9
<i>More unfriendly than friendly</i>	2.4	18.2	4.8
<i>Negative</i>	-	-	-
<i>I find it difficult to answer</i>	2.4	3	-



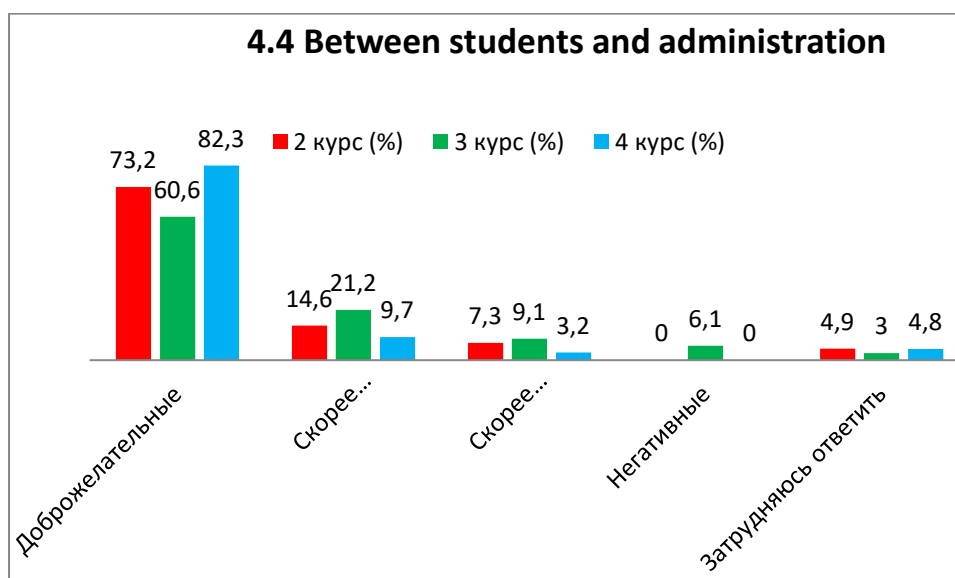
4.3 Between a student and a supervisor

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Friendly</i>	87.9	94	95.2
<i>More friendly than unfriendly</i>	7.3	3	4.8
<i>More unfriendly than friendly</i>	-	3	-
<i>Negative</i>	2.4	-	-
<i>I find it difficult to answer</i>	2.4	-	-



4.4 Between students and administration

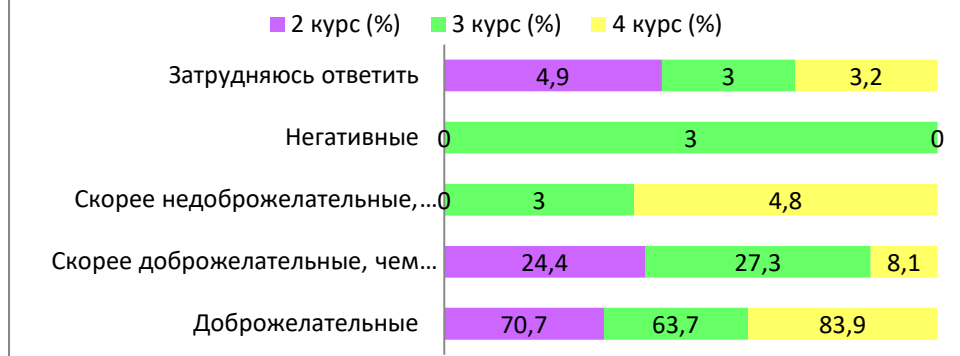
Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Friendly</i>	73.2	60.6	82.3
<i>More friendly than unfriendly</i>	14.6	21.2	9.7
<i>More unfriendly than friendly</i>	7.3	9.1	3.2
<i>Negative</i>	-	6.1	-
<i>I find it difficult to answer</i>	4.9	3	4.8



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

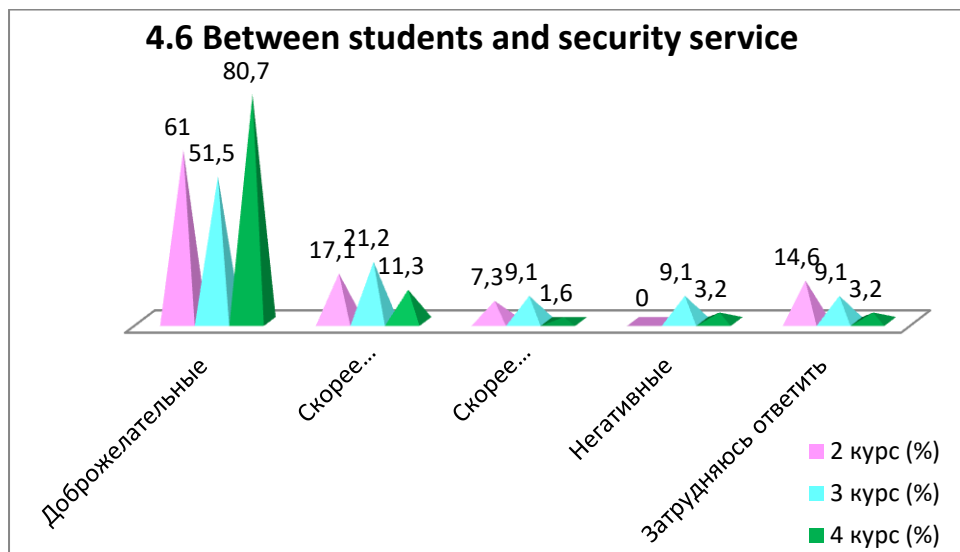
Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Friendly</i>	70.7	63.7	83.9
<i>More friendly than unfriendly</i>	24.4	27.3	8.1
<i>More unfriendly than friendly</i>	-	3	4.8
<i>Negative</i>	-	3	-
<i>I find it difficult to answer</i>	4.9	3	3.2

4.5 Between students and employees of departments (library, student department, etc.)



4.6 Between students and security service

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Friendly</i>	61	51.5	80.7
<i>More friendly than unfriendly</i>	17.1	21.2	11.3
<i>More unfriendly than friendly</i>	7.3	9.1	1.6
<i>Negative</i>	-	9.1	3.2
<i>I find it difficult to answer</i>	14.6	9.1	3.2



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

- None
- No.

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

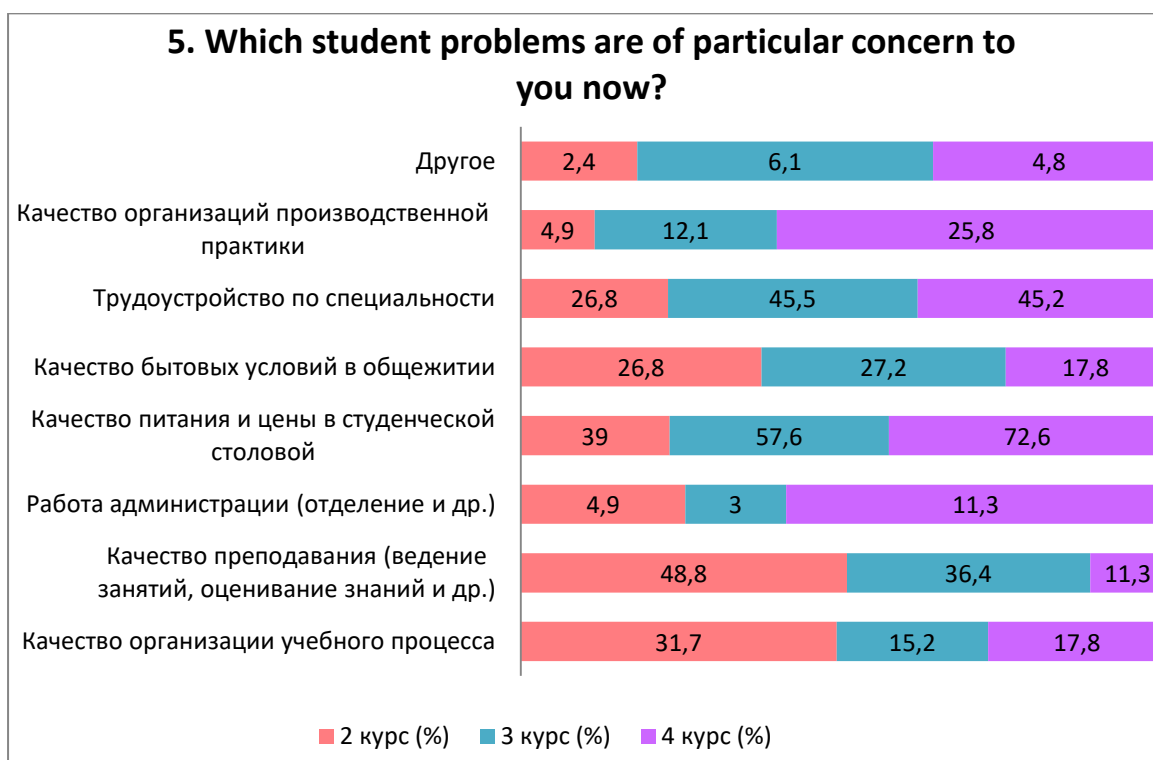
* Students’ answers to the option “other” and “if you answered “not satisfied...” to the previous question are presented in the original. The author’s spelling and punctuation have been preserved.

2 year	3 year	4 year
- None	- None - Security employees behavior is very rude.	- Normal

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

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Quality of organizing the educational process</i>	31.7	15.2	17.8
<i>Quality of teaching (class conducting, assessment of knowledge, etc.)</i>	48.8	36.4	11.3
<i>Administration work (department, etc.)</i>	4.9	3	11.3
<i>Quality of food and prices in the student canteen</i>	39	57.6	72.6
<i>Quality of living conditions in the hostel</i>	26.8	27.2	17.8
<i>Employment by specialty</i>	26.8	45.5	45.2
<i>Quality of industrial practice organizations</i>	4.9	12.1	25.8
<i>Other</i>	2.4	6.1	4.8

*Сумма в % не равна 100, т.к. предполагался выбор нескольких вариантов ответов



For the option “Other”, students gave the following answers*:

- No reclaims
- Everything is good

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

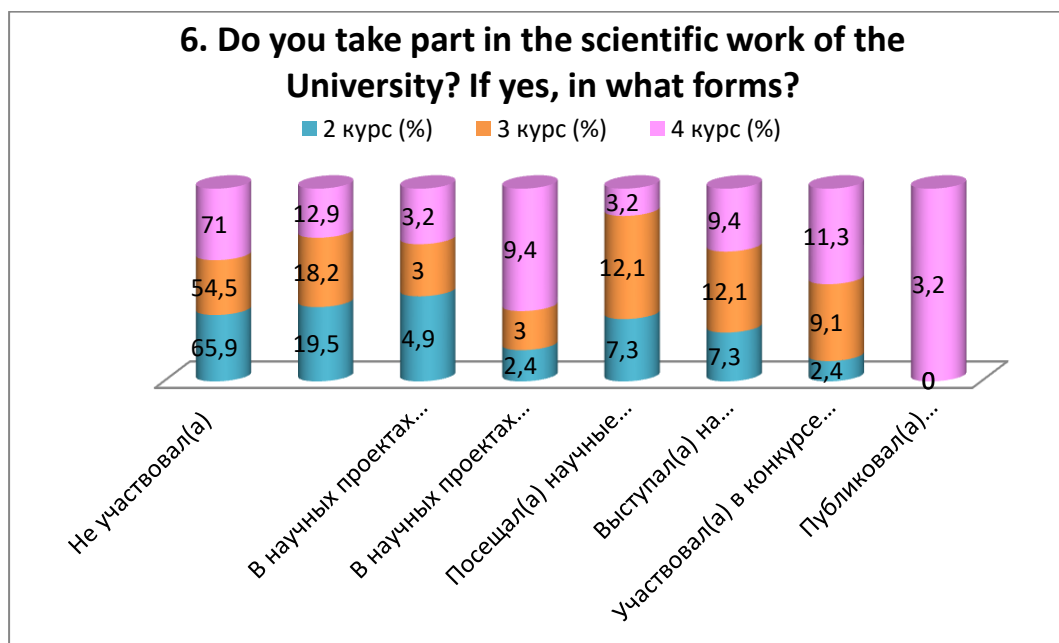
Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Do not participate</i>	65.9	54.5	71
<i>Sometimes, when it is necessary for formal reasons</i>	19.5	18.2	12.9
<i>In scientific projects of laboratories, centers, etc. under a contract, within a grant, etc.</i>	4.9	3	3.2
<i>In scientific projects of laboratories, clubs, circles, etc. free of charge</i>	2.4	3	9.4
<i>Attend scientific seminars, clubs and other scientific events</i>	7.3	12.1	3.2
<i>Speaker at a conference (including a student conference), scientific seminar</i>	7.3	12.1	9.4
<i>Participated in the competition of scientific student works</i>	2.4	9.1	11.3
<i>Published the results of his research (including in student collections)</i>	-	-	3.2

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

For the option “If you answered “Do not participate”. Write, why”, students indicated the following options*:

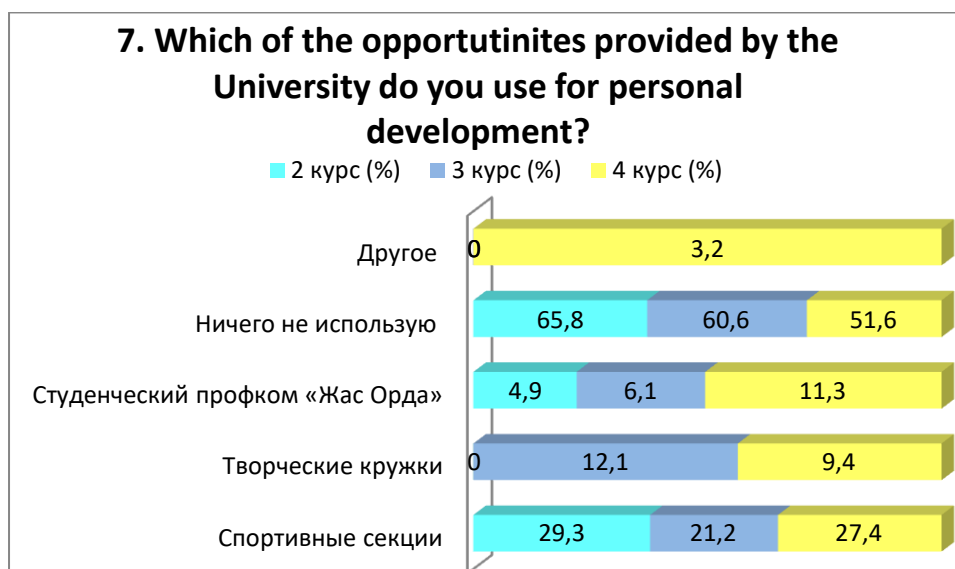
2 year	3 year	4 year
<ul style="list-style-type: none"> - Not interested in it - I haven't received information that such conyears are happening - I don't know about them - Not interested - Due to health conditions 	<ul style="list-style-type: none"> - No - No tine - No desire 	<ul style="list-style-type: none"> - No desire - It happened - Not interested

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

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Sport sections</i>	29.3	21.2	27.4
<i>Creative clubs</i>	-	12.1	9.4
<i>Student trade union committee "Zhas Orda"</i>	4.9	6.1	11.3
<i>I don't use anything</i>	65.8	60.6	51.6
<i>Other</i>	-	-	3.2



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 time - I don't have what I	- Not enough time - Sports sections for professionals, you can create a separate group for	- I study outside the university - Not interested

was interested in - No free time - There was no interest - For health reasons - Due to health conditions	beginners. I haven't heard of creative groups. - I don't have time, my studies are busy - No time - I have a child and don't have time for clubs - Do not have the time - Not interested	- Do not have the time - Focus on studying
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8. How satisfied are you with the material resources of our University?

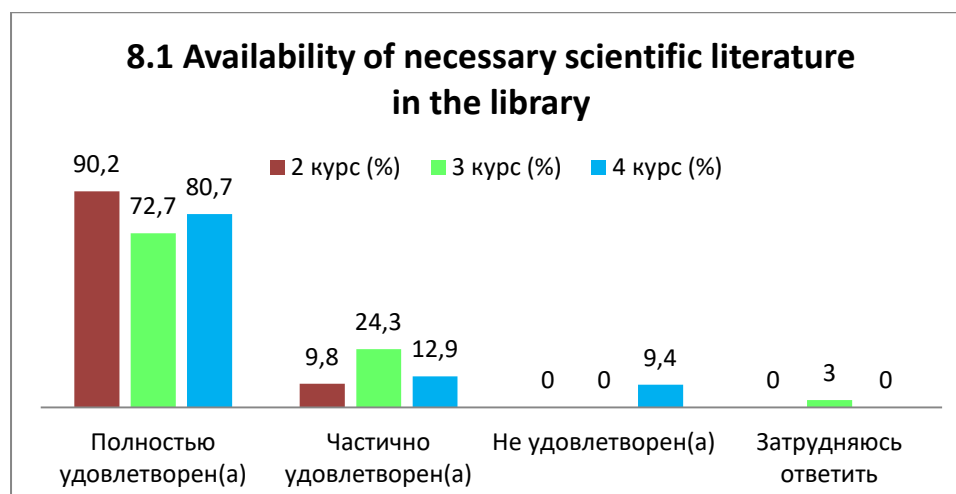
8.1 Availability of necessary scientific literature in the library
8.2 Modernity of computer equipment
8.3 Internet channel width, its speed
8.4 Software modernity
8.5 Availability of educational and scientific equipment
8.6 Availability of laboratories and specialized classrooms
8.7 Availability of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

Other _____

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

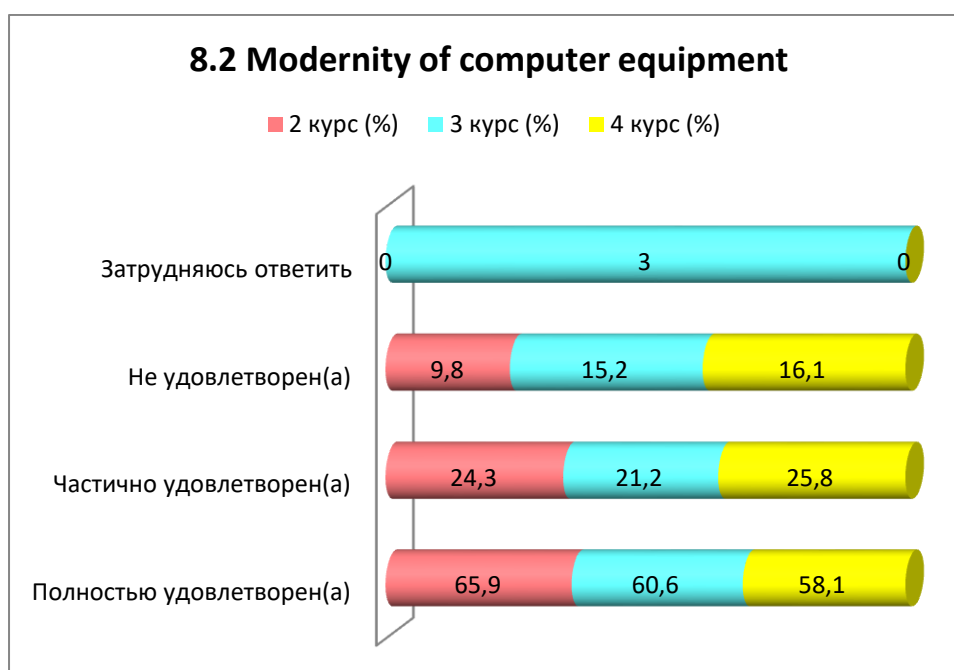
8.1 Availability of necessary scientific literature in the library

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	90.2	72.7	80.7
<i>Partially satisfied</i>	9.8	24.3	12.9
<i>Not satisfied</i>	-	-	9.4
<i>I find it difficult to answer</i>	-	3	-



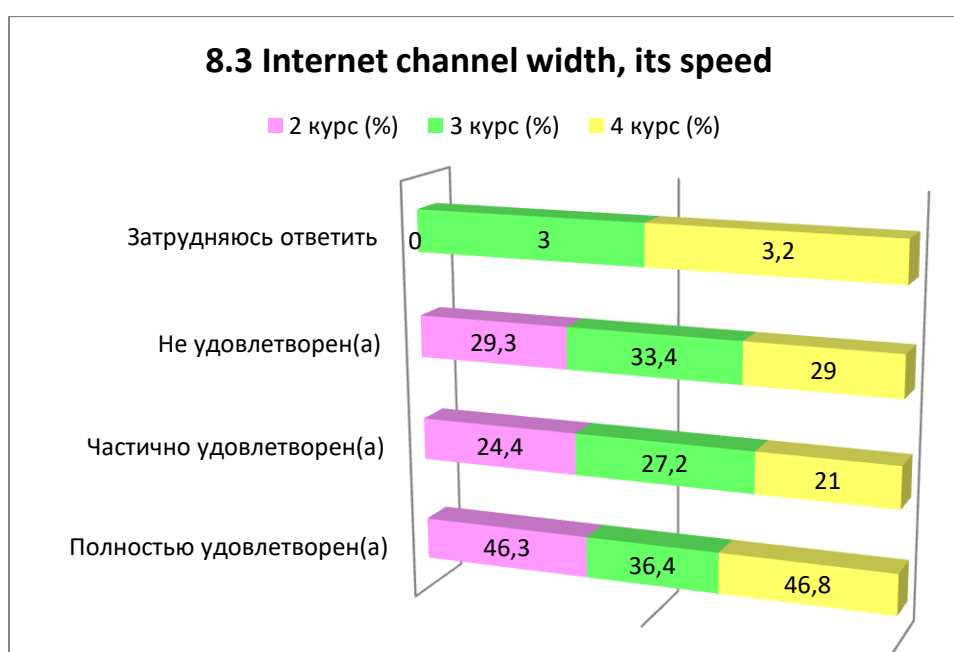
8.2 Modernity of computer equipment

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	65,9	60,6	58,1
<i>Partially satisfied</i>	24,3	21,2	25,8
<i>Not satisfied</i>	9,8	15,2	16,1
<i>I find it difficult to answer</i>	-	3	-



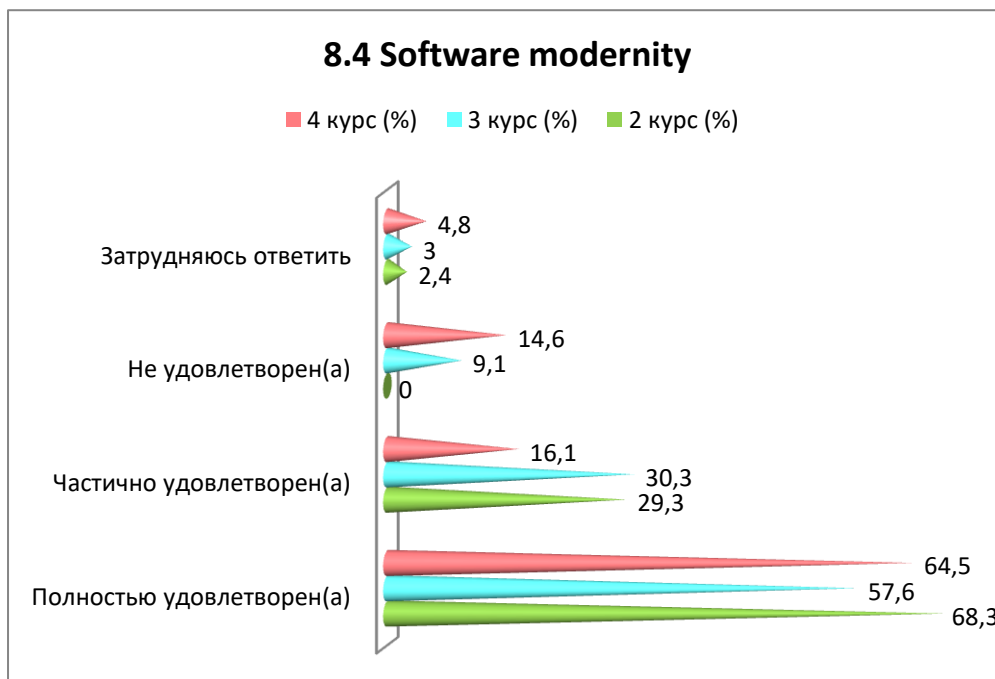
8.3 Internet channel width, its speed

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	46.3	36.4	46.8
<i>Partially satisfied</i>	24.4	27.2	21
<i>Not satisfied</i>	29.3	33.4	29
<i>I find it difficult to answer</i>	-	3	3.2



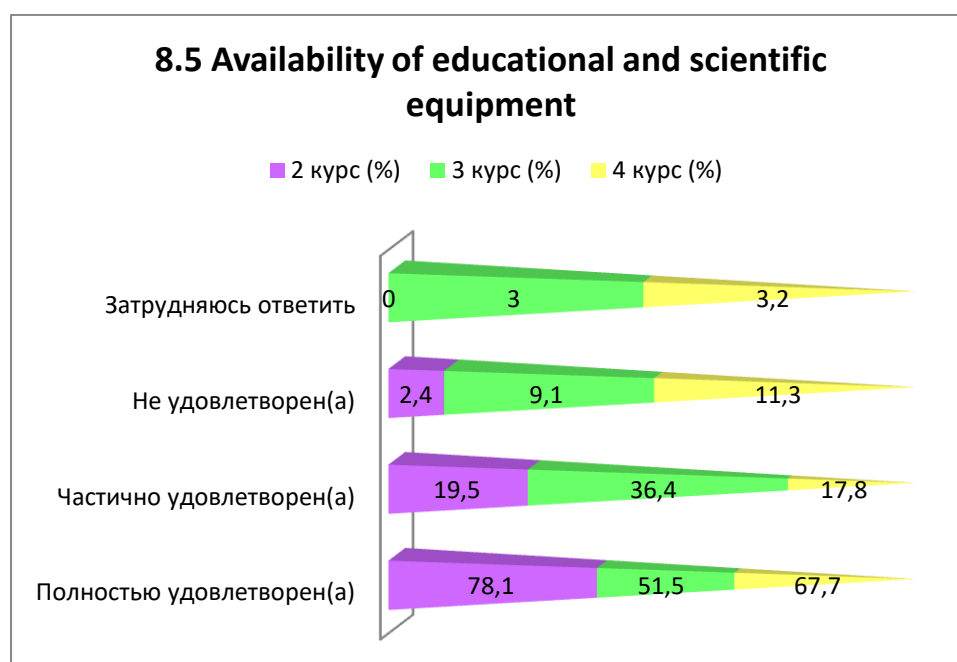
8.4 Software modernity

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	68.3	57.6	64.5
<i>Partially satisfied</i>	29.3	30.3	16.1
<i>Not satisfied</i>	-	9.1	14.6
<i>I find it difficult to answer</i>	2.4	3	4.8



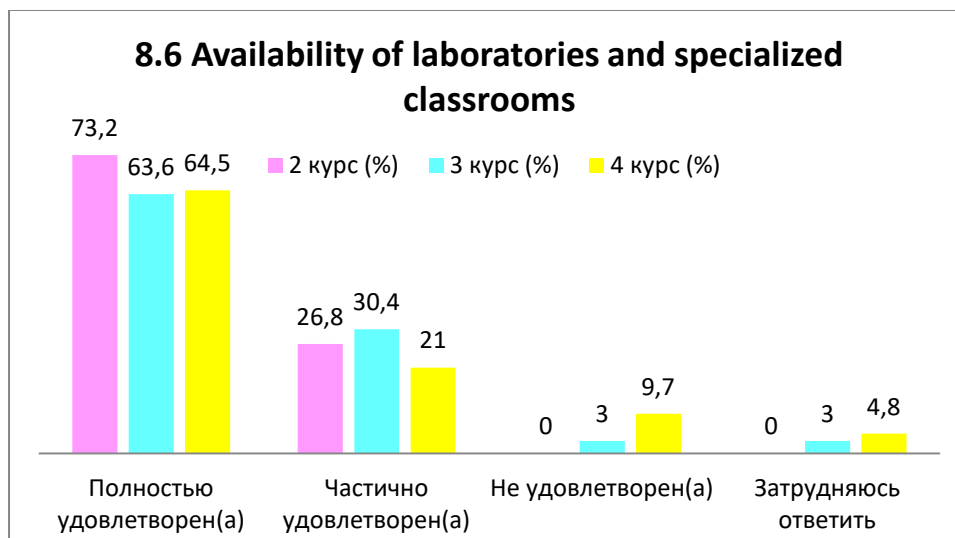
8.5 Availability of educational and scientific equipment

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	78.1	51.5	67.7
<i>Partially satisfied</i>	19.5	36.4	17.8
<i>Not satisfied</i>	2.4	9.1	11.3
<i>I find it difficult to answer</i>	-	3	3.2



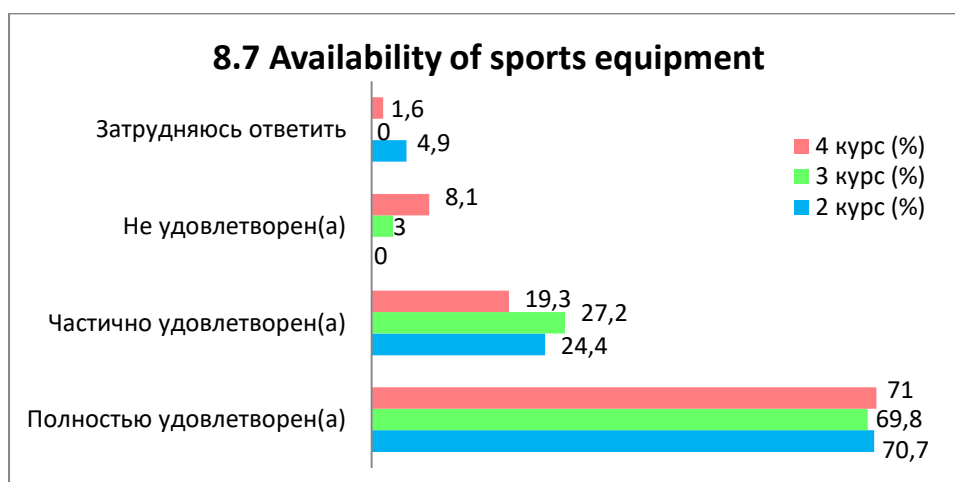
8.6 Availability of laboratories and specialized classrooms

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	73.2	63.6	64.5
<i>Partially satisfied</i>	26.8	30.4	21
<i>Not satisfied</i>	-	3	9.7
<i>I find it difficult to answer</i>	-	3	4.8



8.7 Availability of sports equipment

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	70.7	69.8	71
<i>Partially satisfied</i>	24.4	27.2	19.3
<i>Not satisfied</i>	-	3	8.1
<i>I find it difficult to answer</i>	4.9	-	1.6



For the option “Other”, students gave the following answers*:

2 year	3 year	4 year
- No	- Some sites needed for studying are not	-

* Ответы обучающихся на вариант «другое» и «если на предыдущий вопрос Вы ответили «не удовлетворен.....» представлены в оригинале. Орфография и пунктуация автора сохранены.

	available, it also works very slowly or does not work at all - No	
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For the option “If you answered the previous question “Partly satisfied” and “Not satisfied, give recommendations for improvement,” students indicated the following options*:

2 year	3 year	4 year
- No - The Internet does not work at the university and in the hostel	- The width of Internet channels is good, but they are of no use if their speed is low. Wi-Fi is overloaded due to the number of people. Is there any way to solve this? - No	- Update hardware, software. - The Internet in the office does not even pick up mobile data - the internet is weak, there are very few computers - Internet works very poorly!

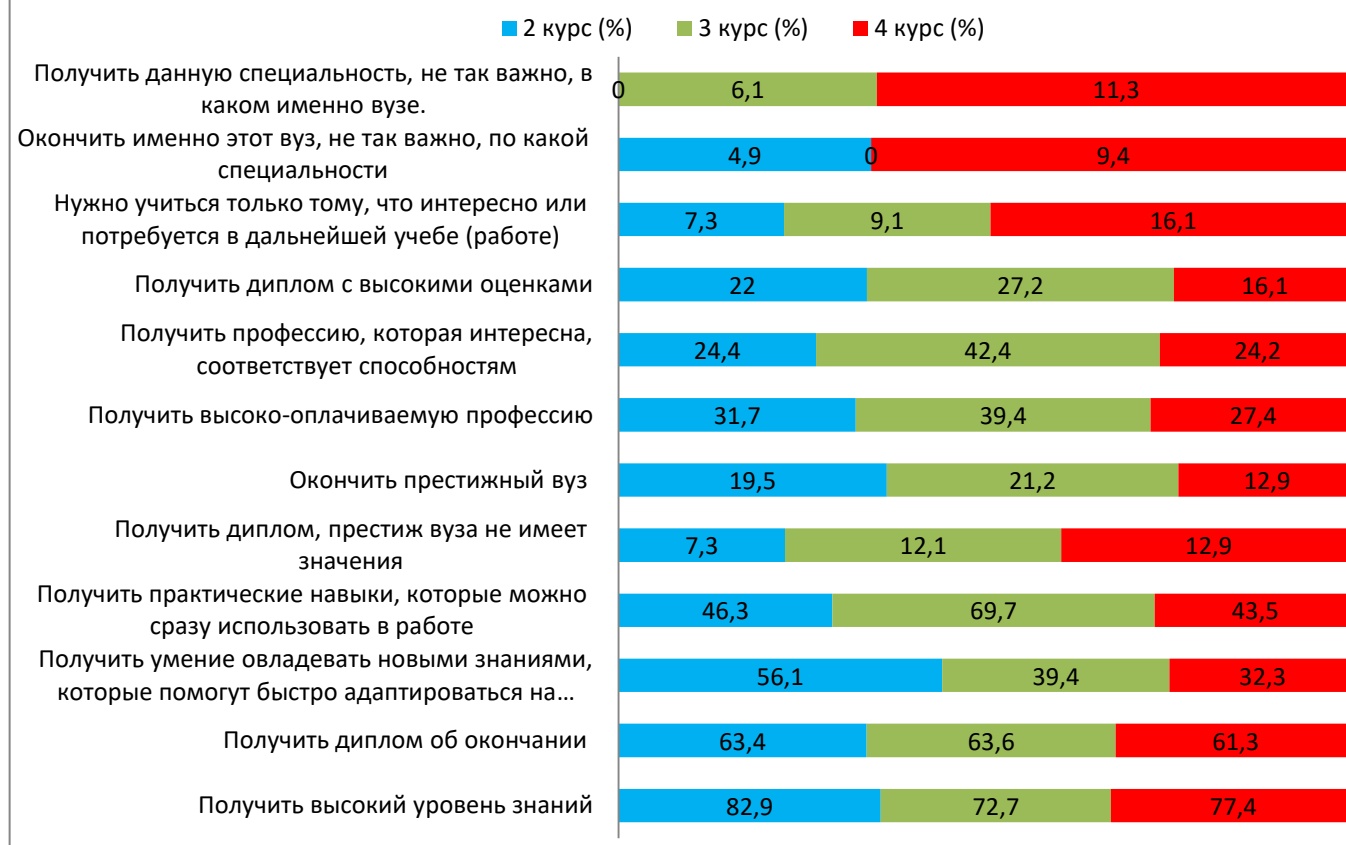
9. What is more important for you to get as a result of studying at the University?

(You can select one or more answer options)

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Acquiring a high level of knowledge</i>	82.9	72.7	77.4
<i>Receiving a diploma of completion</i>	63.4	63.6	61.3
<i>Gaining the ability to acquire new knowledge that will help one to quickly adapt to the workplace</i>	56.1	39.4	32.3
<i>Gaining practical skills that one can immediately use at work</i>	46.3	69.7	43.5
<i>Receiving a diploma, the prestige of the university does not matter</i>	7.3	12.1	12.9
<i>Graduating from a prestigious university</i>	19.5	21.2	12.9
<i>Acquiring a highly paid profession</i>	31.7	39.4	27.4
<i>Acquiring a profession that is interesting and matches one’s abilities</i>	24.4	42.4	24.2
<i>Receiving a diploma with high grades</i>	22	27.2	16.1
<i>One should learn only what is interesting or will be needed in further study (work)</i>	7.3	9.1	16.1
<i>It’s not so important in what specialty to graduate from this particular university</i>	4.9	-	9.4
<i>Getting this specialty is not so important in which university.</i>	-	6.1	11.3

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

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



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):

- Psychological questions, Is there bullying in relationships?
- None
- There is not
- Questions about conditions in the hostel
- Questions about hostel conditions
- The security would be weaker
- No questions
- Login student position
- Everything is fine
- I don't want to add anything, everything is fine.

Based on the results of the survey, the following conclusions can be drawn.

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 survey "Satisfaction of 2-5 year students with educational services" indicate a high degree (97.4%) of respondents' satisfaction with the learning

process at the University. For convenience of the analysis, we will consider in more detail the criteria by which respondents assessed their satisfaction with educational services.

According to the data obtained, 93.3% of respondents are satisfied with the class schedule, which indicates a high level of its organization. 4.8% of respondents expressed dissatisfaction but did not indicate the reason, and some (1.9%) found it difficult to answer.

The independent work of students with teachers of the department is also at its best. More than 92% are satisfied with the SIWT. The number of dissatisfied people remains around 5%. One of the students indicated in the open version the reason for dissatisfaction*: “In many disciplines, there are no SIW, SIWT classes where students can earn extra points”.

95.3% of the students surveyed are satisfied with organization of practice. This suggests that the majority of students have a positive impression of the practices and consider it well organized. 3.1% of students expressed dissatisfaction with the practice process, but did not indicate the reason. In addition, 1.6% of respondents found it difficult to answer. This may be due to the uncertainty in their assessment of the internship.

The level of organizing and conducting laboratory work can be assessed as high; it was positively noted by 95.6% of the students surveyed. 2.3% expressed their dissatisfaction, indicating the following in the open-ended answer: “It’s hard to defend laboratory classes in physics. Teachers are picky and ask questions from outside, thereby making it difficult to pass”, “I am dissatisfied with the way the points for lectures and laboratory classes in the discipline “chemistry” are divided. The lecturer should give 70 points, and the laboratory teacher, on the contrary, only 30. Considering that we are all sitting in the classroom, not everyone has time to go to the board and earn points, because the teacher needs to have time to start the next topic of the lecture. The question is “how can I get 70 in this case?”

During the survey, a considerable part of the recommendations for improving the services provided were given regarding organization of catering at the University (19.3% were partially satisfied and 20.6% were not satisfied). The following shortcomings were identified: inflated prices, absence of certain assortments, large queues of consumers that form during peak dining hours, etc.

In general, students highly appreciate organization of independent work (95.9%), the work of the library (89.9%), the ability to access full-text databases of scientific publications (87.3%), the quality of medical care (80.2%), living conditions in the hostel (72.5%).

A survey of students about availability of information of academic mobility at the University revealed that 93.5% of respondents had information of academic mobility opportunities. This indicates the successful implementation of the program of outgoing and incoming academic mobility, aimed at improving the quality of higher education, the effectiveness of scientific research and the establishment of integration ties.

The psychological climate at the University is characterized by friendly relations between students, teachers and other university employees, which creates positive motivation for receiving a quality education and the formation of appropriate civic and personal positions of students.

63.8% of students do not participate in the scientific work of the University. Students explain the reasons for non-participation in scientific activities by various factors, such as work and study load, lack of motivation and lack of interest in scientific work.

The University material resources fully satisfy the needs of the students surveyed. But still, students left comments where the main suggestions were related to updating the software and improving Internet speed.

The majority of students (77.7%) believe that obtaining a high level of knowledge is the most important result of studying at the University. The second place in importance takes receiving a graduate diploma (62.8%). Third place goes to acquiring practical skills that can be immediately used in work (39%).

In general, the survey results indicate the need to further improve the work of the University to improve the quality of organization of the educational process, as well as to 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.