Report
on the results of the survey
"Satisfaction of 2-5 year students with educational services"
in 2023 – 2024 academic year
Department: Mine Aerology and Occupational Safety
Specialty: 6B11201 Health and Safety and Environmental Protection

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 6B11201 Health and Safety and Environmental Protection, 98 respondents took part in the survey:

- 2 year – 27 students (56,3%);
- 3 year – 41 students (97,6%);
- 4 year – 30 students (55,6%).

Mode of training
- Budget – 57 students (58,2%);
- Paid – 41 students (41,8%).

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. _____
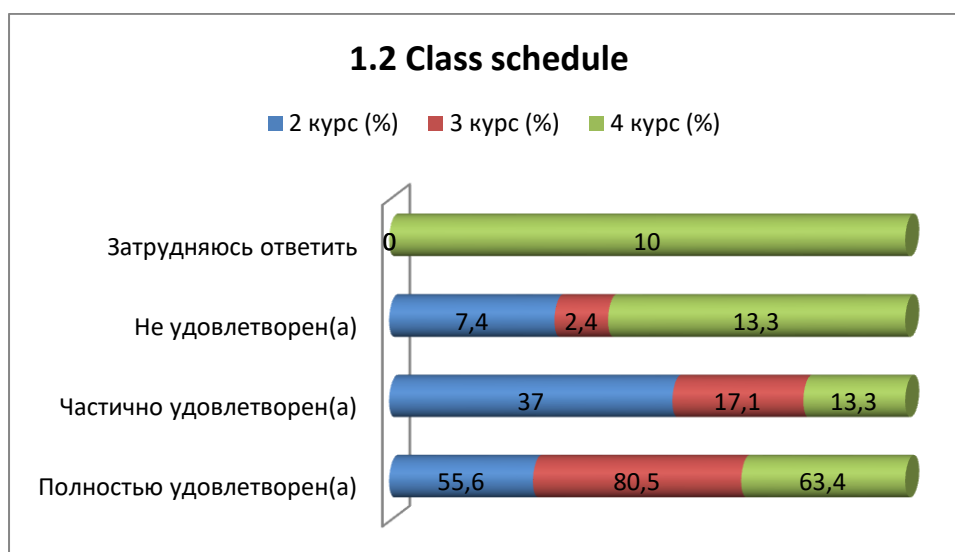
1.1 The learning process in general

Answer options	2 year (%)	3 year (%)	4 year (%)
Completely satisfied	59.3	90.2	70
Partially satisfied	25.9	7.3	16.6
Not satisfied	11.1	2.5	6.7
I find it difficult to answer	3.7	-	6.7
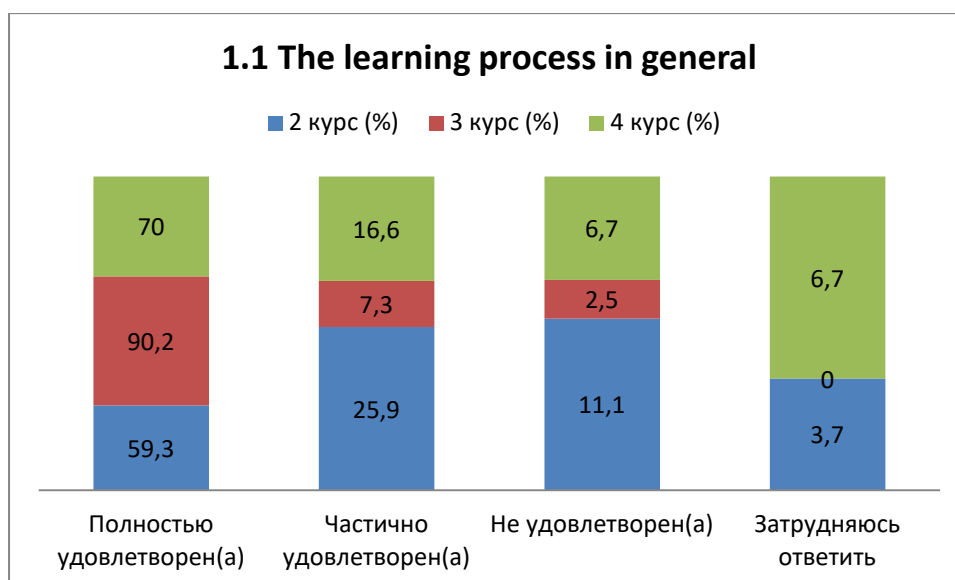
1.2 Class schedule

Answer options	2 year (%)	3 year (%)	4 year (%)
Completely satisfied	55.6	80.5	63.4
Partially satisfied	37	17.1	13.3
Not satisfied	7.4	2.4	13.3
I find it difficult to answer	-	-	10

1.3 Organization of independent work

Answer options	2 year (%)	3 year (%)	4 year (%)
Completely satisfied	48.2	82.9	73.3
Partially satisfied	37	9.8	16.7
Not satisfied	7.4	7.3	-
I find it difficult to answer	7.4	-	10
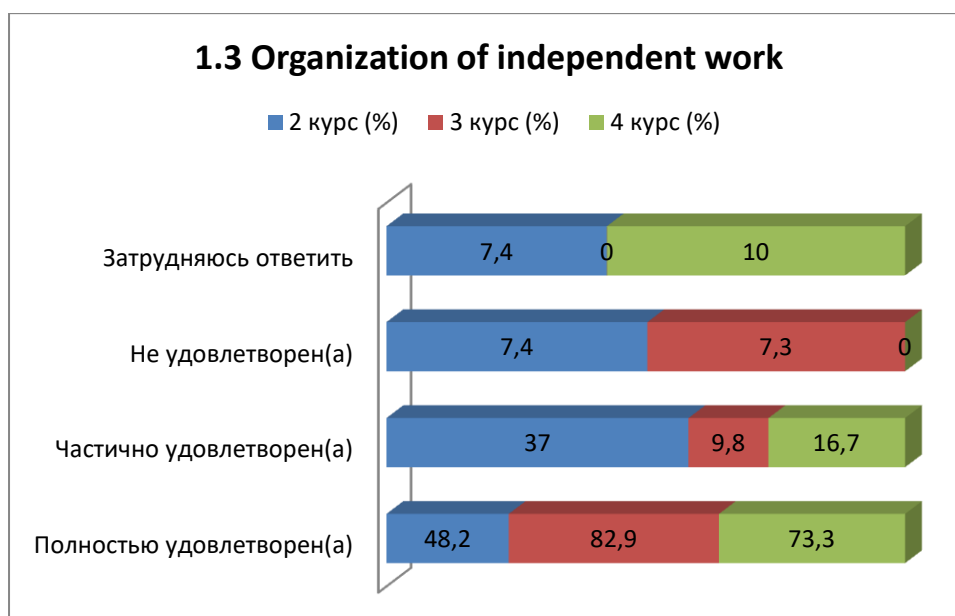
1.4 Practices

Answer options	2 year (%)	3 year (%)	4 year (%)
Completely satisfied	51.9	87.8	73.3
Partially satisfied	33.3	4.9	10
Not satisfied	7.4	7.3	6.7
I find it difficult to answer	7.4	-	10
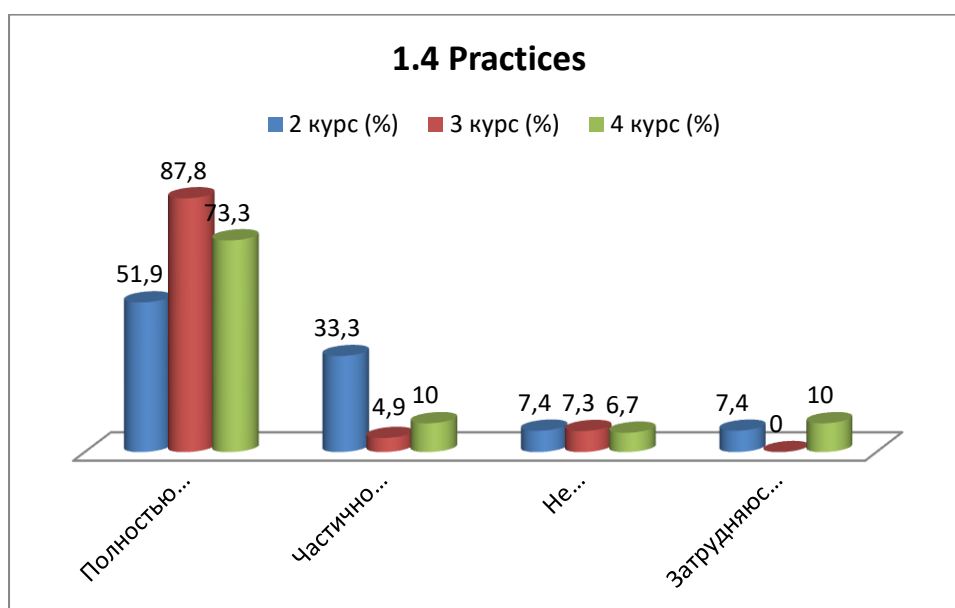
1.5 Organizing and conducting SIWT

Answer options	2 year (%)	3 year (%)	4 year (%)
Completely satisfied	55.6	82.9	83.3
Partially satisfied	37	12.2	6.7
Not satisfied	7.4	4.9	3.3
I find it difficult to answer	-	-	6.7

1.5 Organizing and conducting SIWT

■ 4 курс (%) ■ 3 курс (%) ■ 2 курс (%)

Затрудняюсь ответить	6,7 / 0 / 0
Не удовлетворен(а)	3,3 / 4,9 / 7,4
Частично удовлетворен(а)	6,7 / 12,2 / 37
Полностью удовлетворен(а)	83,3 / 82,9 / 55,6
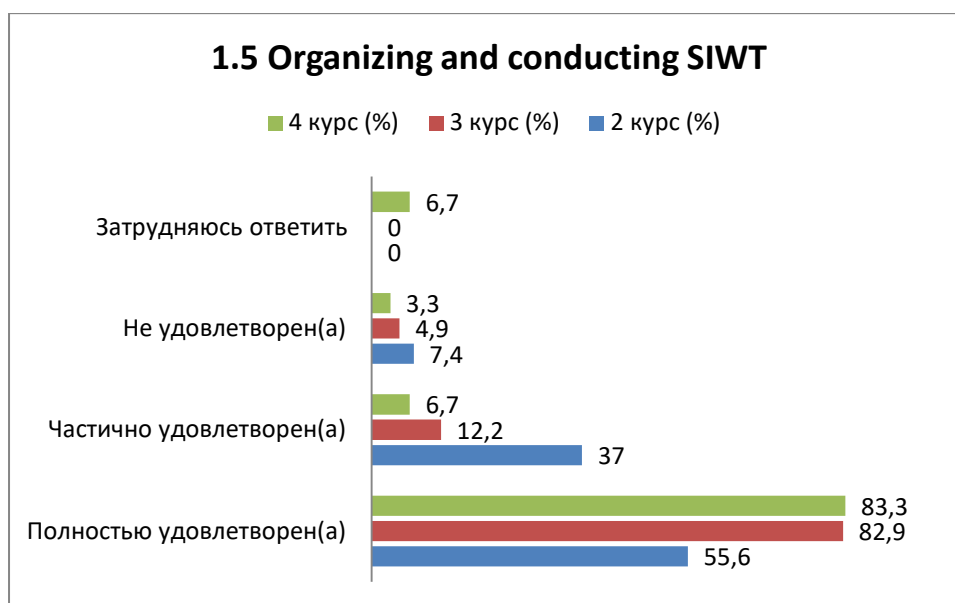
1.6 Organizing and conducting laboratory work

Answer options	2 year (%)	3 year (%)	4 year (%)
Completely satisfied	63	85.3	73.3
Partially satisfied	25.9	9.8	10
Not satisfied	11.1	4.9	6.7
I find it difficult to answer	-	-	10

1.6 Organizing and conducting laboratory work

■ 2 курс (%) ■ 3 курс (%) ■ 4 курс (%)

Полностью...	Частично...	Не...	Затрудняюс...
73,3 / 85,3 / 63	10 / 9,8 / 25,9	6,7 / 4,9 / 11,1	10 / 0
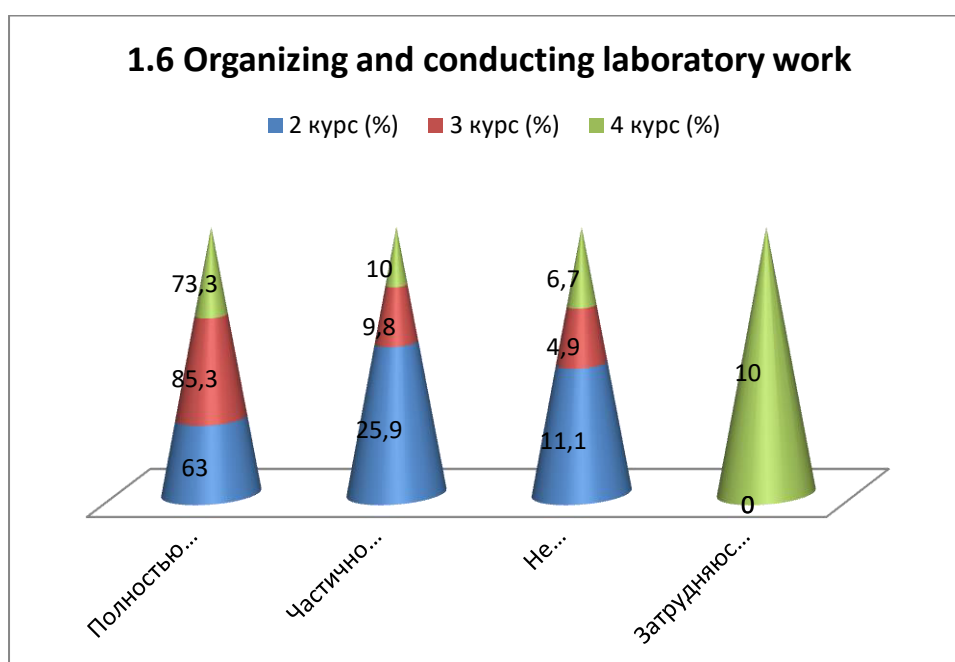
1.7 Satiiisfaction with the library work

Answer options	2 year (%)	3 year (%)	4 year (%)
Completely satisfied	44.5	85.4	76.7
Partially satisfied	40.7	9.8	13.3
Not satisfied	7.4	2.4	3.3
I find it difficult to answer	7.4	2.4	6.7
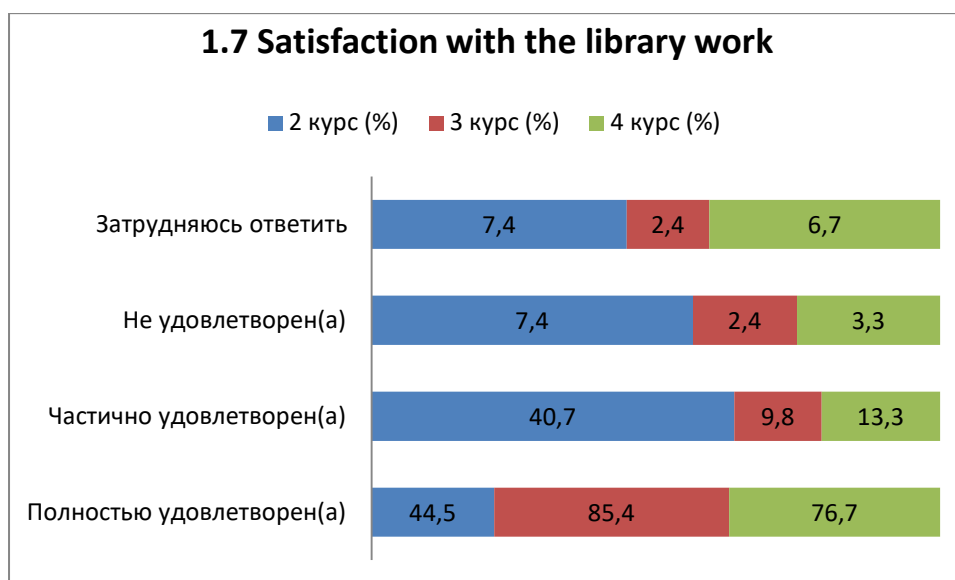
1.8 Possibility of access to full-text databases of scientific publications

Answer options	2 year (%)	3 year (%)	4 year (%)
Completely satisfied	59.3	85.3	80
Partially satisfied	22.2	9.8	6.7
Not satisfied	3.7	4.9	6.7
I find it difficult to answer	14.8	-	6.6
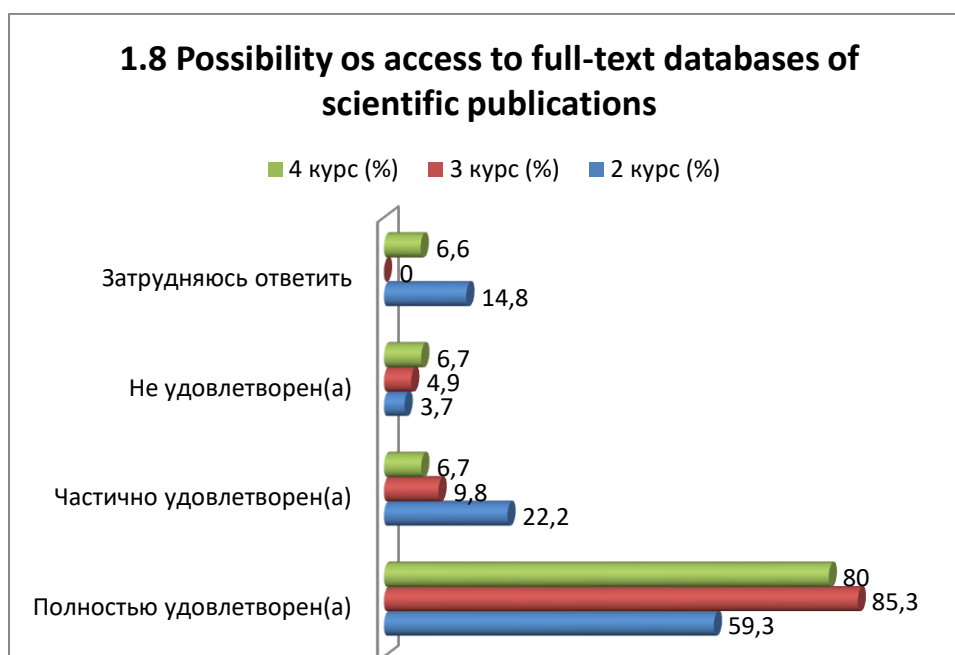
1.9 Living conditions in the hostel

Answer options	2 year (%)	3 year (%)	4 year (%)
Completely satisfied	51.9	85.4	60
Partially satisfied	22.2	2.4	6.7
Not satisfied	3.7	2.4	10
I find it difficult to answer	22.2	9.8	23.3
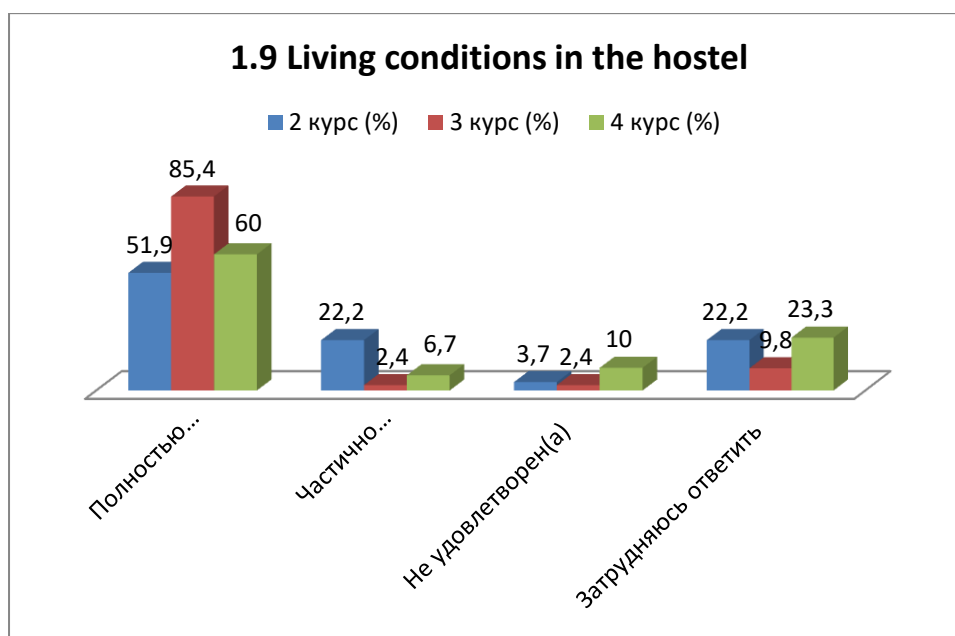
1.10 Quality of medical care

Answer options	2 year (%)	3 year (%)	4 year (%)
Completely satisfied	55.6	82.9	66.7
Partially satisfied	22.2	9.8	10
Not satisfied	7.4	2.4	10
I find it difficult to answer	14.8	4.9	13.3
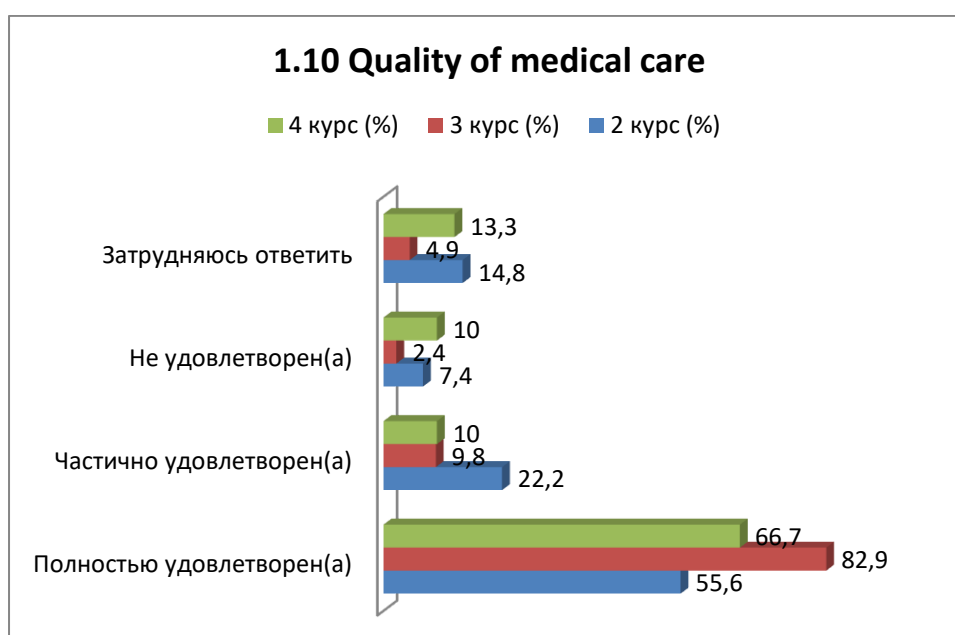
1.11 Catering at the University (prices, product range, quality of prepared dishes)

Answer options	2 year (%)	3 year (%)	4 year (%)
Completely satisfied	40.8	85.3	56.7
Partially satisfied	33.3	4.9	10
Not satisfied	22.2	4.9	23.3
I find it difficult to answer	3.7	4.9	10

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

■ 2 курс (%) ■ 3 курс (%) ■ 4 курс (%)

	2 курс (%)	3 курс (%)	4 курс (%)
Затрудняюсь ответить	3,7	4,9	10
Не удовлетворен(а)	22,2	4,9	23,3
Частично удовлетворен(а)	33,3	4,9	10
Полностью удовлетворен(а)	40,8	85,3	56,7
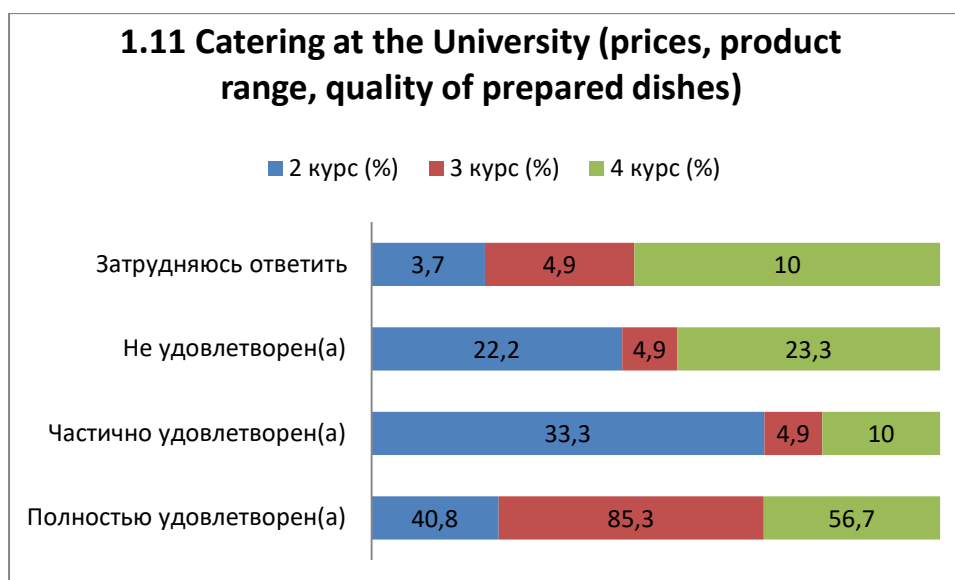
For the option "Other", students gave the following answers[*]:

2 year	3 year	4 year
- Good - Satisfided	- None	- None - Satisfied

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
- Where is the nurse? Why is she so far away? Couldn't there be a nurse in every building? Just imagine that you feel bad, you are in a faint state and you have to drag yourself to the hostel in order to find out that she is not there or you are not allowed entry.Идиотизм чистой воды	- None	- None - Providing internships at enterprises from the university - Employment by specialty - Reduce prices in canteens

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[*] 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.
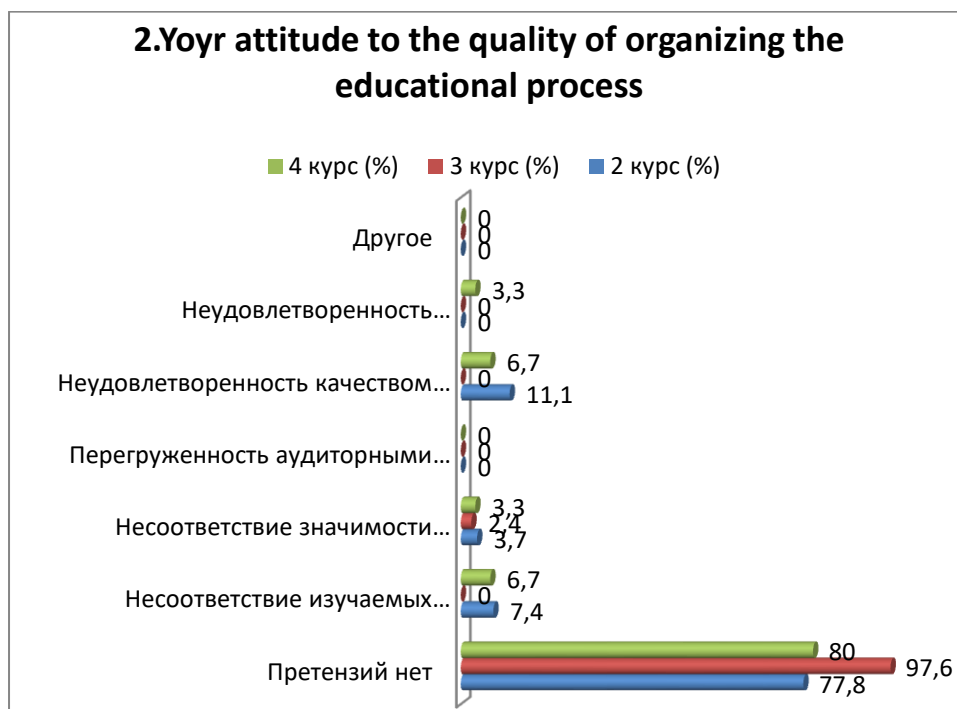
One cheesecake costs 210 tenge. Small as the palm of a 5 year old child. What are the prices? And the problem is that there are too many people sitting there. And why renovate the dining room during the training process? Then what did you do in the summer? Library. The place is terrible. You can get yelled at because you are standing in a crowd and trying to figure out what kind of book you need. Or because you didn't fill out the formula yourself and just say the name. After which you are sent to the computer. I understand when there are a lot of people, but when you are the only student in this place. It's kind of unpleasant. - Everything is fine		

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

Answer options	2 year (%)	3 year (%)	4 year (%)
No complaints	77.8	97.6	80
Discrepancy between the disciplines studied and the specialty obtained	7.4	-	6.7
Inconsistency between the importance of the subject and the number of hours	3.7	2.4	3.3
Overload with classroom activities	-	-	-
Dissatisfaction with the quality of classes	11.1	-	6.7
Dissatisfaction with the organization of tests and exams	-	-	3.3
Other	-	-	-

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

2 year	3 year	4 year
- None	- None	- I don't know

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

Legend: ■ 4 курс (%) ■ 3 курс (%) ■ 2 курс (%)

- Другое: 0 / 0 / 0
- Неудовлетворенность…: 3,3 / 0 / 0
- Неудовлетворенность качеством…: 6,7 / 0 / 11,1
- Перегруженность аудиторными…: 0 / 0 / 0
- Несоответствие значимости…: 3,3 / 2,4 / 3,7
- Несоответствие изучаемых…: 6,7 / 0 / 7,4
- Претензий нет: 80 / 97,6 / 77,8

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

Answer options	2 year (%)	3 year (%)	4 year (%)
Yes	96.3	92.7	93.3
No	3.7	7.3	6.7
Other	-	-	-

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

Legend: ■ Да ■ Нет ■ Другое

- 4 курс (%): 93,3 / 6,7 / 0
- 3 курс (%): 92,7 / 7,3 / 0
- 2 курс (%): 96,3 / 3,7 / 0
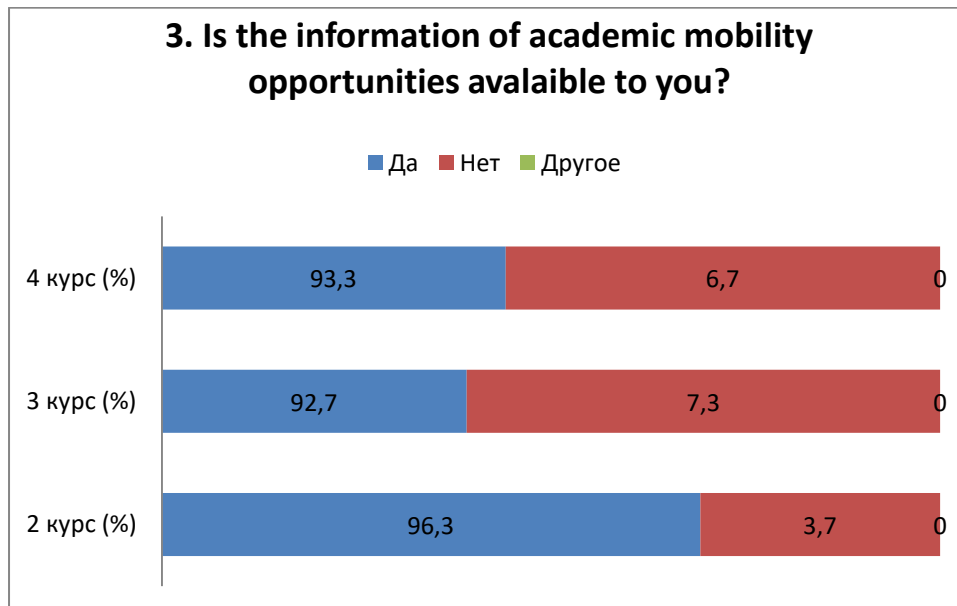
For the option "If you answered "No" to the previous question, write why," students indicated the following options*:

2 year	3 year	4 year
- I don't' know	- No - I am not interested in	- Not informed of this

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	88.9	90.2	83.3
More friendly than unfriendly	11.1	7.3	6.7
More unfriendly than friendly	-	-	3.3
Negative	-	-	-
I find it difficult to answer	-	2.5	6.7
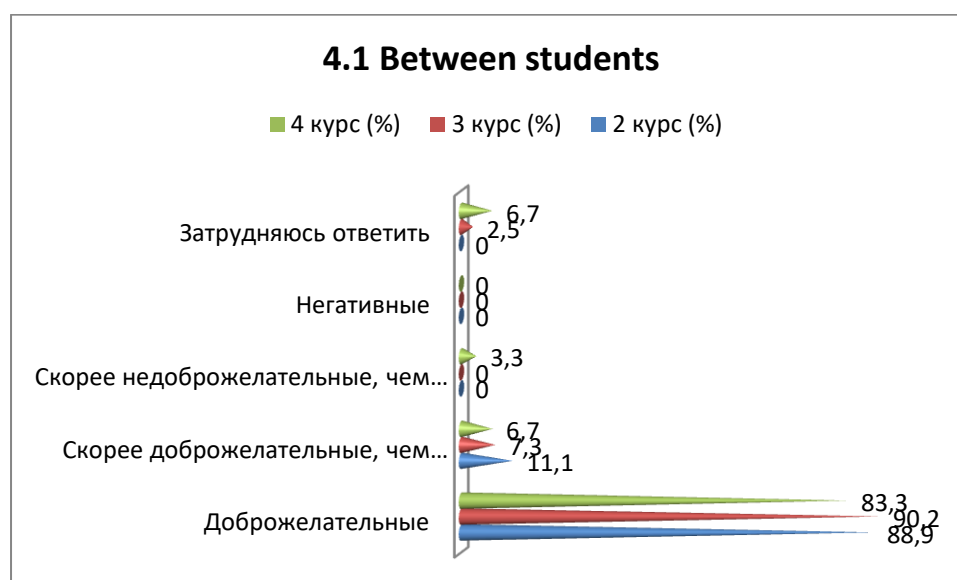
4.2 Between teachers and students (in the educational process)

Answer options	2 year (%)	3 year (%)	4 year (%)
Friendly	70.4	85.4	76.7
More friendly than unfriendly	22.2	12.2	13.3
More unfriendly than friendly	3.7	2.4	-
Negative	3.7	-	3.3
I find it difficult to answer	-	-	6.7

4.2 Between teachers and students (in the educational process)

■ 4 курс (%)   ■ 3 курс (%)   ■ 2 курс (%)

Затрудняюсь ответить	6,7 / 0 / 0
Негативные	3,3 / 0 / 3,7
Скорее недоброжелательные, чем…	0 / 2,4 / 3,7
Скорее доброжелательные, чем…	13,3 / 12,2 / 22,2
Доброжелательные	76,7 / 85,4 / 70,4
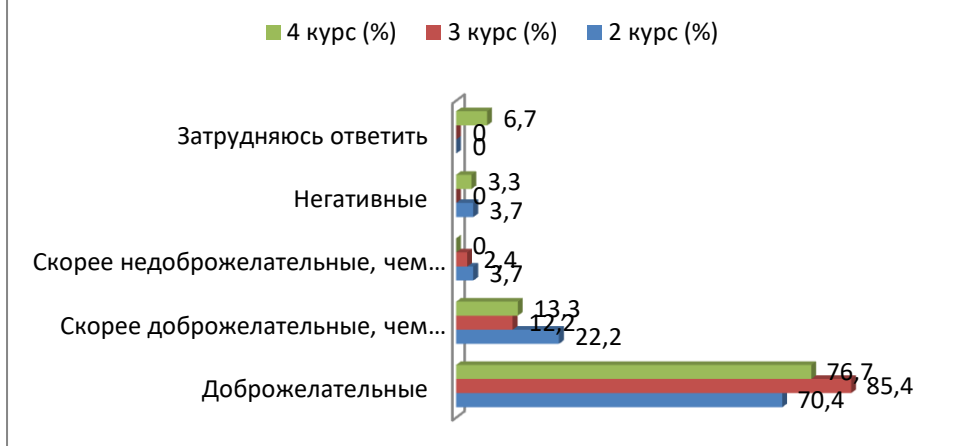
4.3 Between a student and a supervisor

Answer options	2 year (%)	3 year (%)	4 year (%)
Friendly	81.5	92.8	80
More friendly than unfriendly	14.8	2.4	10
More unfriendly than friendly	-	2.4	-
Negative	-	-	3.3
I find it difficult to answer	3.7	2.4	6.7

4.3 Between a student and a supervisor

■ 4 курс (%)   ■ 3 курс (%)   ■ 2 курс (%)

Затрудняюсь ответить	6,7 / 2,4 / 3,7
Негативные	3,3 / 0 / 0
Скорее недоброжелательные, чем…	0 / 2,4 / 0
Скорее доброжелательные, чем…	10 / 2,4 / 14,8
Доброжелательные	80 / 92,8 / 81,5
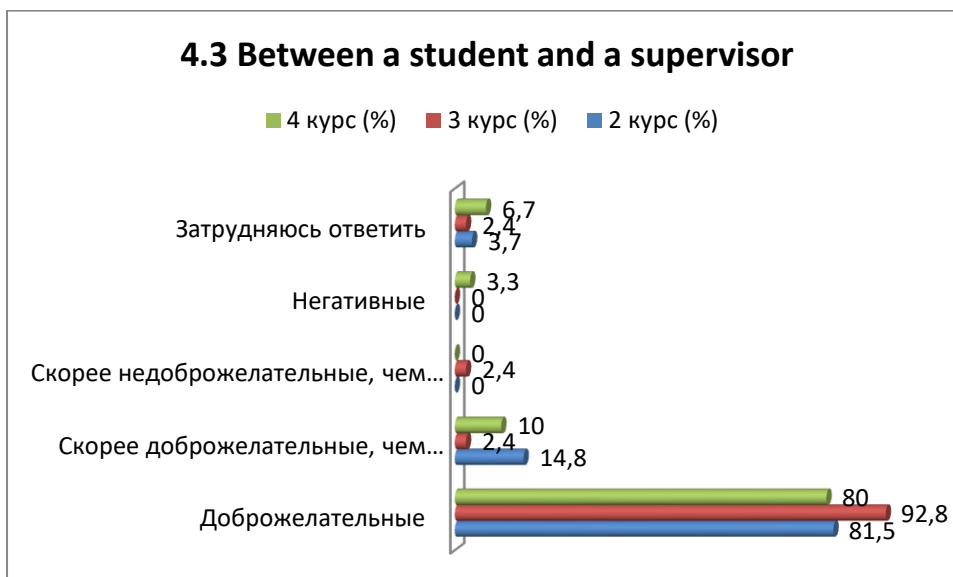
4.4 Between students and administration

Answer options	2 year (%)	3 year (%)	4 year (%)
Friendly	51.9	83	73.3
More friendly than unfriendly	25.9	9.8	13.3
More unfriendly than friendly	-	2.4	6.7
Negative	7.4	2.4	-
I find it difficult to answer	14.8	2.4	6.7

4.4 Between students and administration

■ 2 курс (%) ■ 3 курс (%) ■ 4 курс (%)

Затрудняюсь ответить	14,8	2,4	6,7
Негативные	7,4	2,4	0
Скорее недоброжелательные, чем доброжелательные	0	2,4	6,7
Скорее доброжелательные, чем недоброжелательные	25,9	9,8	13,3
Доброжелательные	51,9	83	73,3
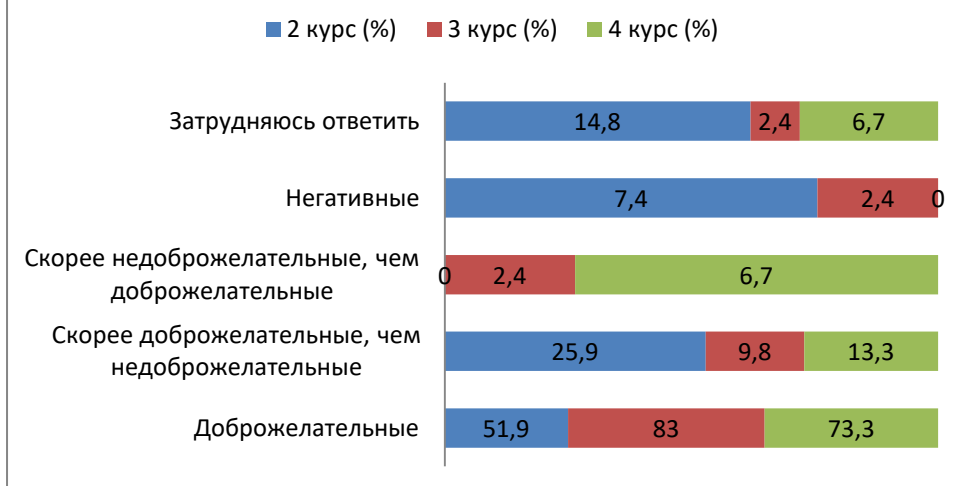
4.5 Between students and employees of departments (library, student department, etc.)

Answer options	2 year (%)	3 year (%)	4 year (%)
Friendly	59.3	85.4	70
More friendly than unfriendly	18.5	4.9	20
More unfriendly than friendly	3.7	4.9	3.3
Negative	3.7	2.4	-
I find it difficult to answer	14.8	2.4	6.7

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

■ 4 курс (%) ■ 3 курс (%) ■ 2 курс (%)

Затрудняюсь ответить	6,7	2,4	14,8
Негативные	0	2,4	3,7
Скорее недоброжелательные, чем доброжелательные	3,3	4,9	3,7
Скорее доброжелательные, чем недоброжелательные	20	4,9	18,5
Доброжелательные	70	85,4	59,3
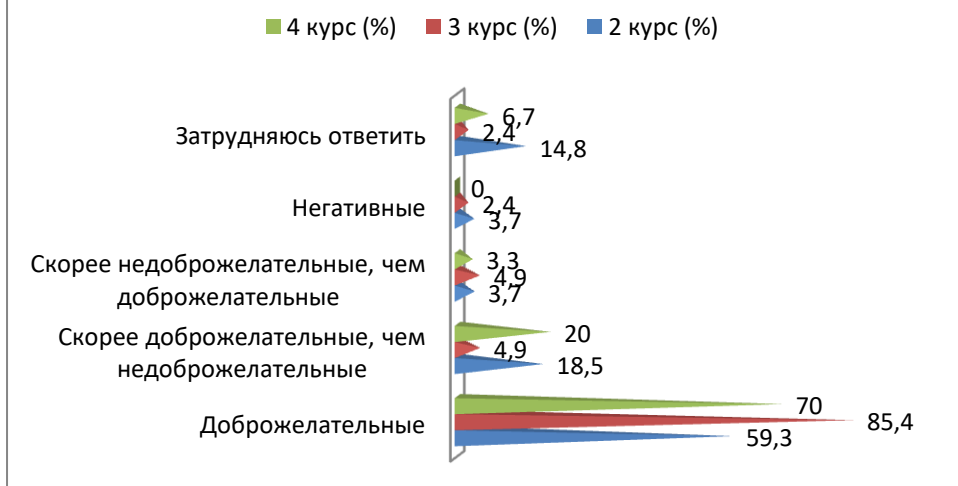
4.6 Between students and security service

Answer options	2 year (%)	3 year (%)	4 year (%)
Friendly	66.7	85.4	80
More friendly than unfriendly	18.5	4.9	13.3
More unfriendly than friendly	7.4	2.4	-
Negative	-	-	-
I find it difficult to answer	7.4	7.3	6.7
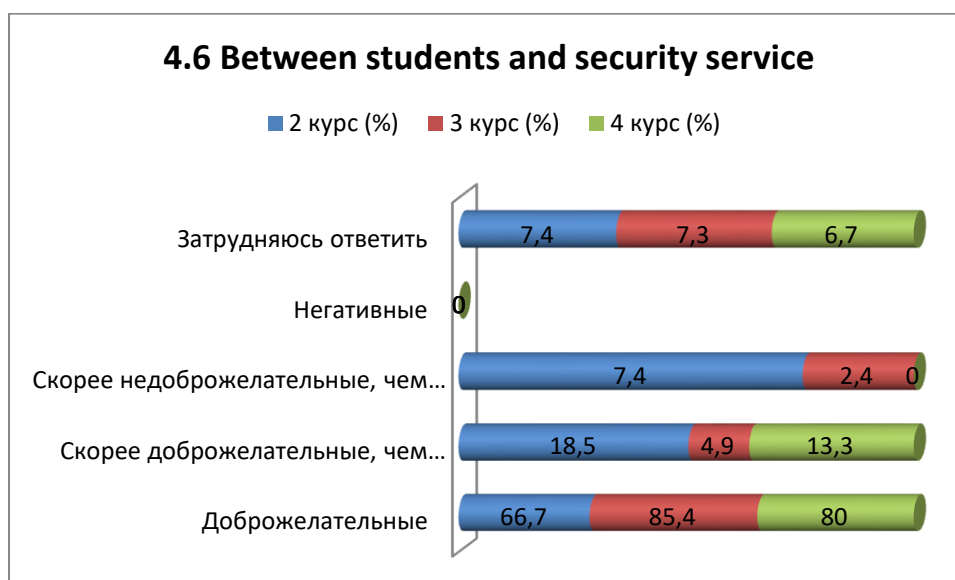
4.6 Between students and security service

■ 2 курс (%) ■ 3 курс (%) ■ 4 курс (%)

	2 курс	3 курс	4 курс
Затрудняюсь ответить	7,4	7,3	6,7
Негативные	0		
Скорее недоброжелательные, чем…	7,4	2,4	0
Скорее доброжелательные, чем…	18,5	4,9	13,3
Доброжелательные	66,7	85,4	80

For the option "Other", students gave the following answers*:

2 year	3 year	4 year
- Everything is good	- None	- Everything is good

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

2 year	3 year	4 year
- Everything is good	- None	-

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 (%)
Quality of organizing the educational process	25.9	26.8	36.7
Quality of teaching (class conducting, assessment of knowledge, etc.)	22.2	17.1	30
Administration work (department, etc.)	25.9	12.2	40
Quality of food and prices in the student canteen	70.4	34.1	60
Quality of living conditions in the hostel	22.2	17.1	16.7
Employment by specialty	25.9	36.6	40
Quality of industrial practice organizations	22.2	17.1	16.7
Other	3.7	2.4	3.3

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

5. Which student problems are of particular concern to you now?

■ 4 курс (%)   ■ 3 курс (%)   ■ 2 курс (%)

Проблема	4 курс (%)	3 курс (%)	2 курс (%)
Другое	3,3	2,4	3,7
Качество организаций производственной практики	16,7	17,1	22,2
Трудоустройство по специальности	40	36,6	25,9
Качество бытовых условий в общежитии	16,7	17,1	22,2
Качество питания и цены в студенческой столовой	60	34,1	70,4
Работа администрации (отделение и др.)	40	12,2	25,9
Качество преподавания (ведение занятий, оценивание знаний и др.)	30	17,1	22,2
Качество организации учебного процесса	36,7	26,8	25,9

For the option "Other" students indicated the following answers[*]:

2 year	3 year	4 year
- Nothing	- None	- Nothing

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 (%)
Do not participate	85.2	78	66.7
Sometimes, when it is necessary for formal reasons	7.4	9.8	6.7
In scientific projects of laboratories, centers, etc. under a contract, within a grant, etc.	-	2.4	6.7
In scientific projects of laboratories, clubs, circles, etc. free of charge	-	-	10
Attend scientific seminars, clubs and other scientific events	-	4.9	16.7
Speaker at a conference (including a student conference), scientific seminar)	7.4	4.9	13.3
Participated in the competition of scientific student works	7.4	12.2	10
Published the results of his research (including in student collections)	-	4.9	6.7

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

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[*] 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.
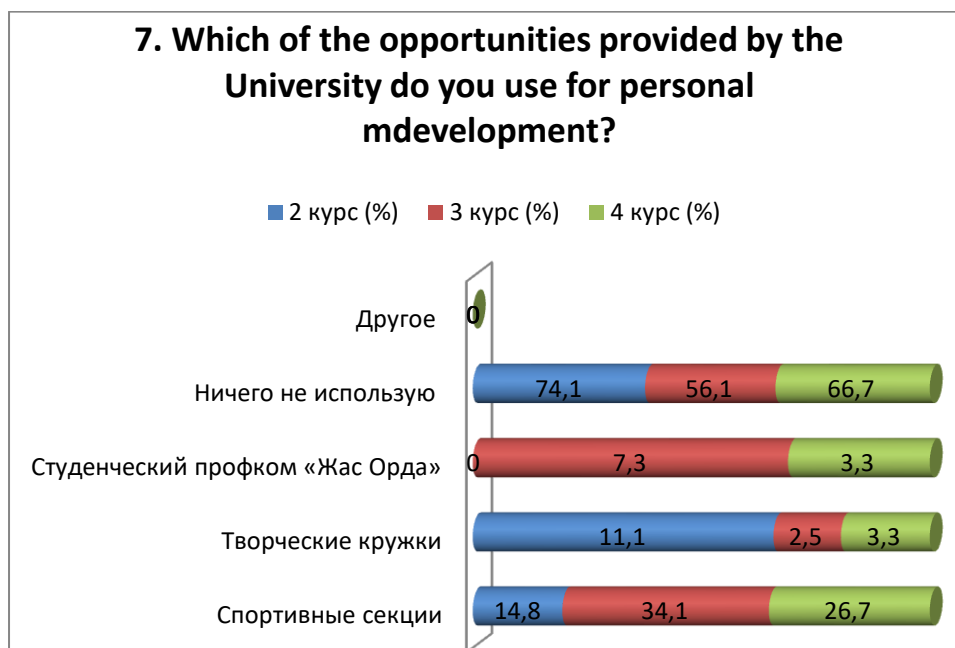
6. Do you take part in the scientific work of the Universiity? if yes, in what forms?

Legend: ■ 2 курс (%) ■ 3 курс (%) ■ 4 курс (%)

Category	2 курс (%)	3 курс (%)	4 курс (%)
Публиковал(а) результаты своих…	0	4,9	6,7
Участвовал(а) в конкурсе научных…	7,4	12,2	10
Выступал(а) на конференции (в том числе…	7,4	4,9	13,3
Посещал(а) научные семинары, кружки и…	0	4,9	16,7
В научных проектах лабораторий, клубов,…	0		10
В научных проектах лабораторий, центров…	0	2,4	6,7
	7,4	9,8	6,7
Не участвовал(а)	85,2	78	66,7

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

2 year	3 year	4 year
- No time - Because it was not possible, since often not many people know about ongoing scientific work competitions - I don't have enough money, which is why I work more and have no free time - Don't know - Not interested	- No - Not interested in - Don't' know - Don't want	- Because there is no time

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	14.8	34.1	26.7
Creative clubs	11.1	2.5	3.3
Student trade union committee "Zhas Orda"	-	7.3	3.3
I don't use anything	74.1	56.1	66.7
Other	-	-	-

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

■ 2 курс (%) ■ 3 курс (%) ■ 4 курс (%)

Категория	2 курс (%)	3 курс (%)	4 курс (%)
Другое	0		
Ничего не использую	74,1	56,1	66,7
Студенческий профком «Жас Орда»	0	7,3	3,3
Творческие кружки	11,1	2,5	3,3
Спортивные секции	14,8	34,1	26,7

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
- I am a business person, and I don't have enough time - Don't know - Working - No free time - Don't want - Not interested - Busy	- No - No time - Don't want	- No time - Not interested in

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 (%)
Completely satisfied	81.5	92.7	83.4
Partially satisfied	14.8	4.9	13.3
Not satisfied	-	-	-
I find it difficult to answer	3.7	2.4	3.3

8.1 Availability oof necessary scientific literature in the library
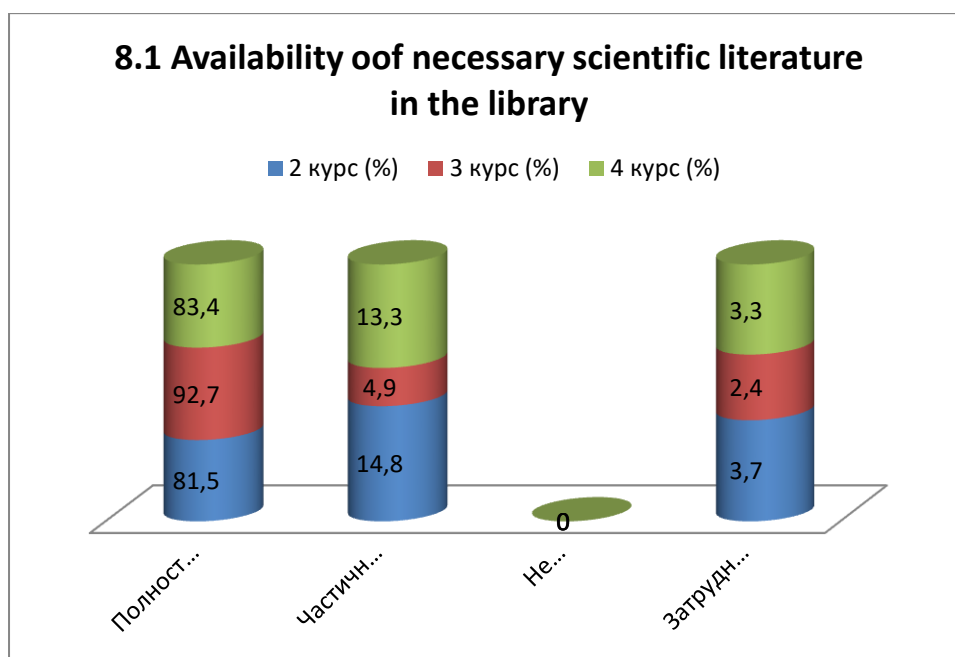
8.2 Modernity of computer equipment

Answer options	2 year (%)	3 year (%)	4 year (%)
Completely satisfied	74.1	83	73.4
Partially satisfied	14.8	9.7	13.3
Not satisfied	11.1	4.9	10
I find it difficult to answer	-	2.4	3.3

8.2 Modernity of computer equipment
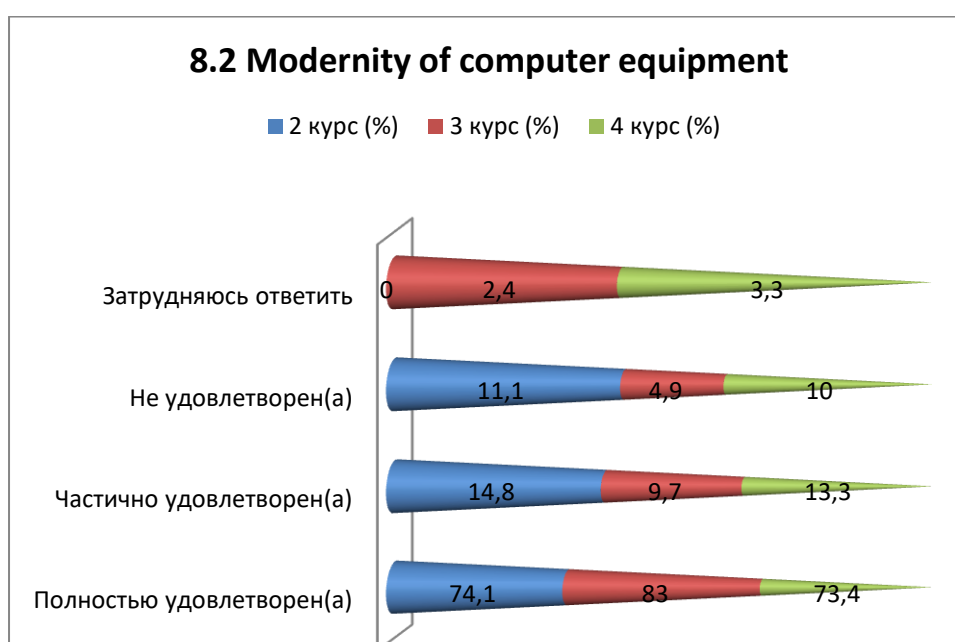
8.3 Internet channel width, its speed

Answer options	2 year (%)	3 year (%)	4 year (%)
Completely satisfied	55.6	80.5	63.3
Partially satisfied	11.1	12.2	13.3
Not satisfied	29.6	7.3	16.7
I find it difficult to answer	3.7	-	6.7

8.3 Internet channel width, its speed

■ 2 курс (%) ■ 3 курс (%) ■ 4 курс (%)

	2 курс (%)	3 курс (%)	4 курс (%)
Затрудняюсь ответить	3,7	0	6,7
Не удовлетворен(а)	29,6	7,3	16,7
Частично удовлетворен(а)	11,1	12,2	13,3
Полностью удовлетворен(а)	55,6	80,5	63,3
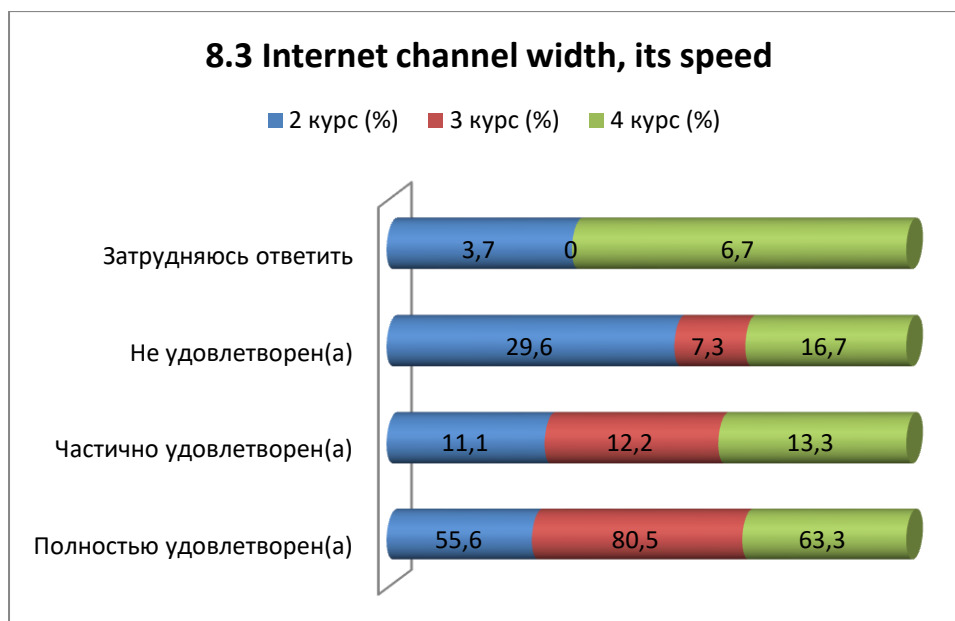
8.4 Software modernity

Answer options	2 year (%)	3 year (%)	4 year (%)
Completely satisfied	63	82	76.7
Partially satisfied	14.8	9.7	13.3
Not satisfied	14.8	4.9	3.3
I find it difficult to answer	7.4	2.4	6.7

8.4 Software modernity

■ 2 курс (%) ■ 3 курс (%) ■ 4 курс (%)

	Полностью удовлетворен(а)	Частично удовлетворен(а)	Не удовлетворен(а)	Затрудняюсь ответить
4 курс (%)	76,7	13,3	3,3	6,7
3 курс (%)	82	9,7	4,9	2,4
2 курс (%)	63	14,8	14,8	7,4
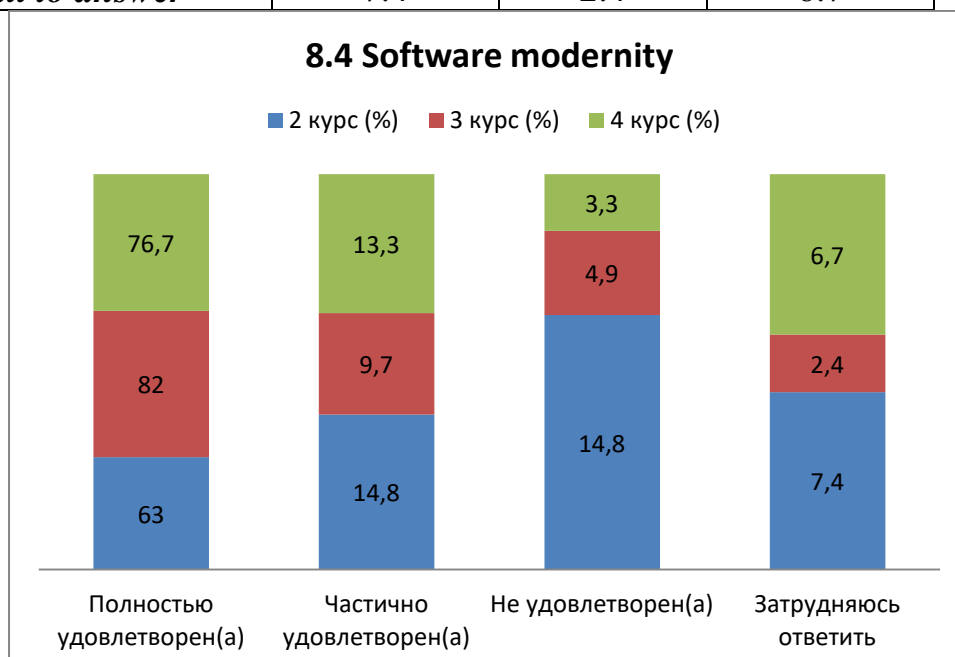
8.5 Availability of educational and scientific equipment

Answer options	2 year (%)	3 year (%)	4 year (%)
Completely satisfied	74.1	82	70
Partially satisfied	11.1	12.2	20
Not satisfied	7.4	4.8	6.7
I find it difficult to answer	7.4	-	3.3
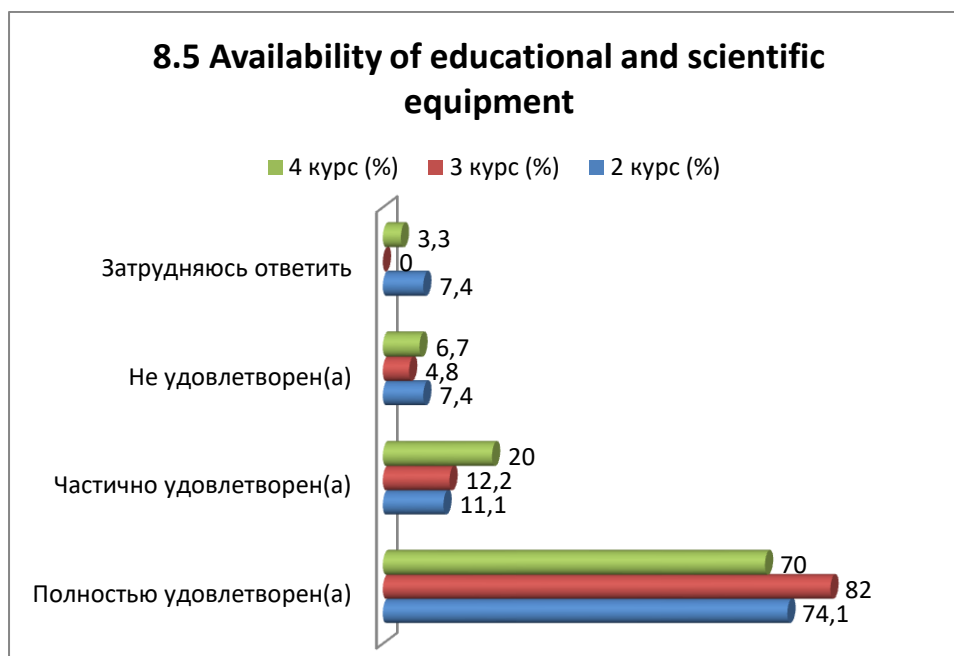
8.6 Availability of laboratories and specialized classrooms

Answer options	2 year (%)	3 year (%)	4 year (%)
Completely satisfied	66.7	85.4	73.4
Partially satisfied	14.8	7.3	20
Not satisfied	11.1	7.3	3.3
I find it difficult to answer	7.4	-	3.3
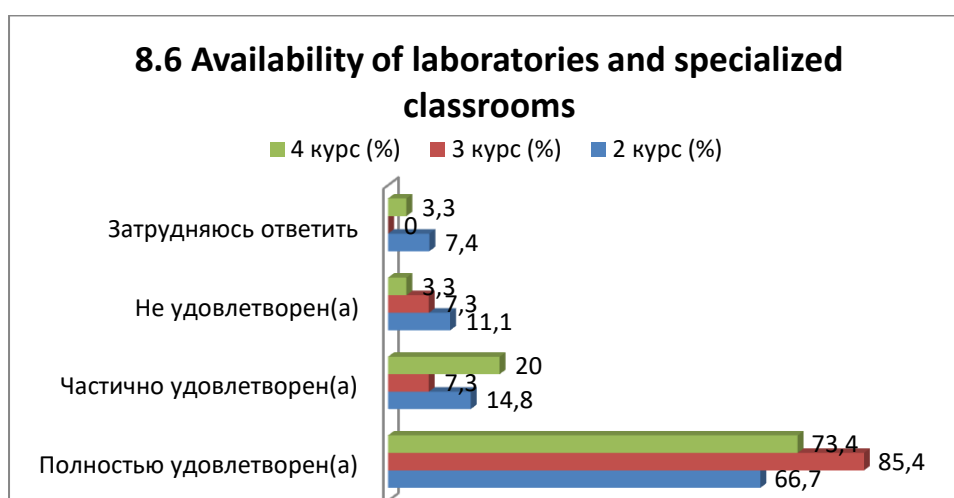
8.7 Availability of sports equipment

Answer options	2 year (%)	3 year (%)	4 year (%)
Completely satisfied	70.4	87.9	73.3
Partially satisfied	14.8	7.3	16.7
Not satisfied	7.4	2.4	3.3
I find it difficult to answer	7.4	2.4	6.7
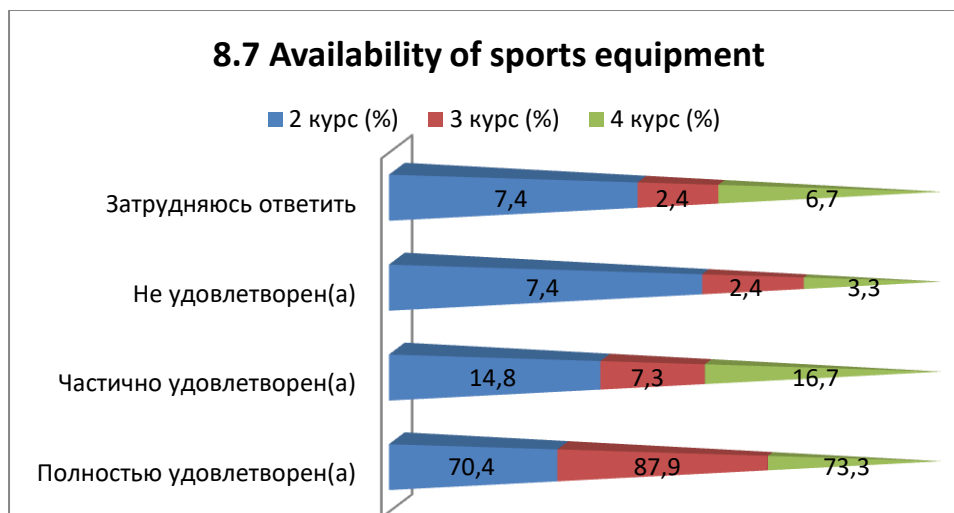
For the option "Other", students indicated the following answers:

2 year	3 year	4 year
- Good	- No	- I won't write

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

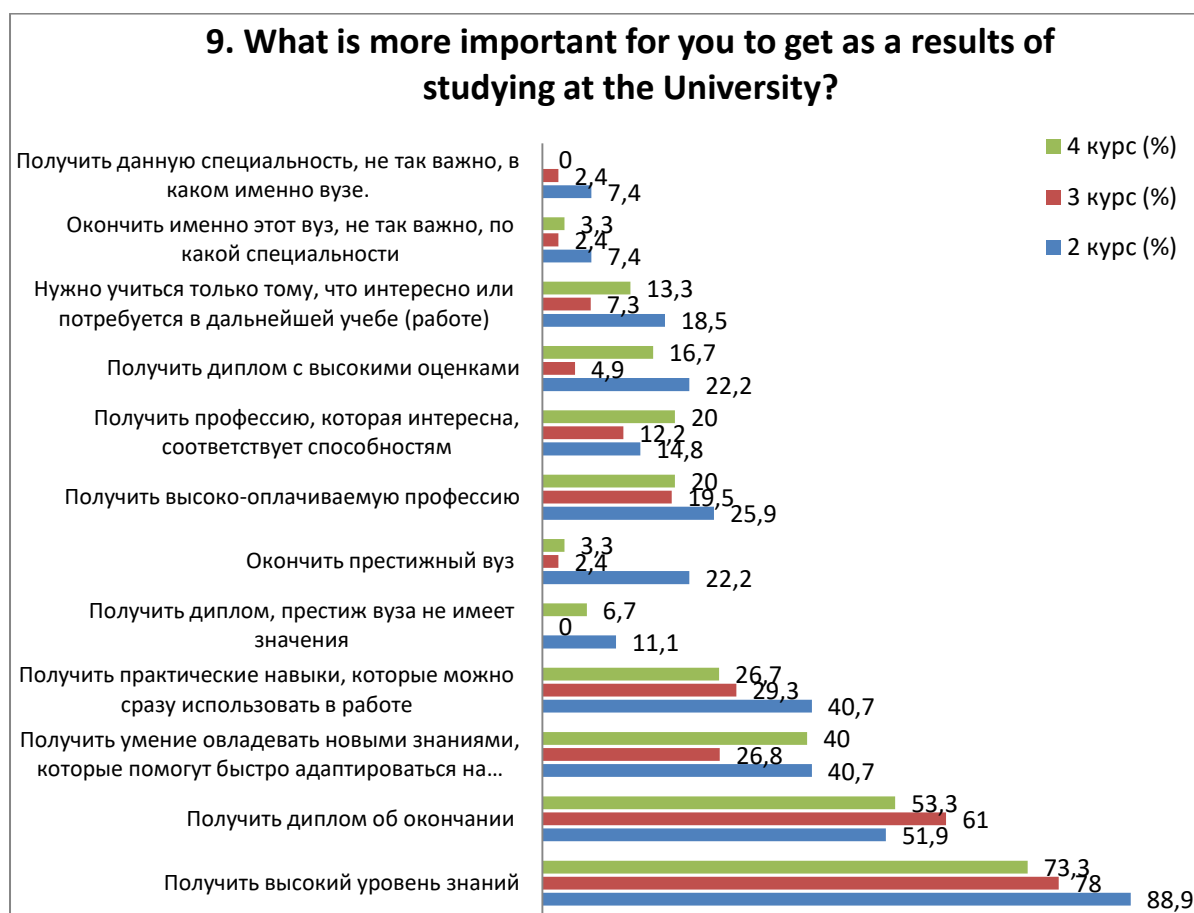| 2 year	3 year	4 year
- Internet works badly - No answer	- None	-

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	88.9	78	73.3
Receiving a diploma of completion	51.9	61	53.3
Gaining the ability to acquire new knowledge that will help one to quickly adapt to the workplace	40.7	26.8	40
Gaining practical skills that one can immediately use at work	40.7	29.3	26.7
Receiving a diploma, the prestige of the university does not matter	11.1	-	6.7
Graduating from a prestigious university	22.2	2.4	3.3
Acquiring a highly paid profession	25.9	19.5	20

Acquiring a profession that is interesting and matches one's abilities	14.8	12.2	20
Receiving a diploma with high grades	22.2	4.9	16.7
One should learn only what is interesting or will be needed in further study (work)	18.5	7.3	13.3
It's not so important in what specialty to graduate from this particular university	7.4	2.4	3.3
Getting this specialty is not so important in which university.	7.4	2.4	-

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

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

Legend:
- 4 курс (%)
- 3 курс (%)
- 2 курс (%)

	4 курс (%)	3 курс (%)	2 курс (%)
Получить данную специальность, не так важно, в каком именно вузе.	0	2,4	7,4
Окончить именно этот вуз, не так важно, по какой специальности	3,3	2,4	7,4
Нужно учиться только тому, что интересно или потребуется в дальнейшей учебе (работе)	13,3	7,3	18,5
Получить диплом с высокими оценками	16,7	4,9	22,2
Получить профессию, которая интересна, соответствует способностям	20	12,2	14,8
Получить высоко-оплачиваемую профессию	20	19,5	25,9
Окончить престижный вуз	3,3	2,4	22,2
Получить диплом, престиж вуза не имеет значения	6,7	0	11,1
Получить практические навыки, которые можно сразу использовать в работе	26,7	29,3	40,7
Получить умение овладевать новыми знаниями, которые помогут быстро адаптироваться на…	40	26,8	40,7
Получить диплом об окончании	53,3	61	51,9
Получить высокий уровень знаний	73,3	78	88,9

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):*

- About the nurse. Has anyone even seen her? We're still getting sick on our feet. About conflicts related to the hostel between years:

- Everything is fine
- None
- No questions
- Don't know
- OK.

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

The results of a survey of students studying 2-5 years showed generally positive satisfaction of students with the quality of the educational process at the University. The majority of students (89.8%) are satisfied with the extent to which the educational process corresponds to their inclinations, interests and capabilities.

Students rated the following criteria as "excellent quality" (satisfaction rates above 80%), reporting either complete or partial satisfaction:
- organizing and conducting SIWT (92.5%);
- satisfaction with the library work (90.1%);
- organization of independent work (89.3%);
- organizing and conducting laboratory work (89.1%);
- class schedule (89%);
- the possibility to access full-text databases of scientific publications (87.8%);
- quality of practices (87.1%);
- quality of medical care (82.4%).

Students rated the following criteria as "good quality" (satisfaction rates below 80%): catering at the University (77%); living conditions in the hostel (76.2%).

Such satisfaction indicators indicate that the University is successfully fulfilling its main task: providing quality education to students. However, despite these positive results, there is always room for improvement and further development. Students' suggestions for improving the training program and improving the quality of services provided are as follows: improving services in the library; reducing prices in the canteens and increasing the number of seats; placing a first-aid post in each building of the University, which will allow students receiving medical care more quickly; assistance in finding employment in accordance with the chosen specialty, etc.

94.1% of respondents are informed of academic mobility. Based on this, it can be understood that the University is successfully implementing the program of outgoing and incoming academic mobility, which helps improving the quality of higher education, increasing the efficiency of scientific research, establishing internal and external integration links, and using global educational resources.

The psychological climate at the University is characterized by friendly relations between students, teachers and the University staff. This climate creates a supportive and inspiring environment for students to learn and develop.

The University material resources fully satisfy the needs of the majority of students surveyed. Only one student mentioned that the Internet does not work well.

76.6% 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, absence of motivation and interest in scientific work.

The survey also revealed 65.6% of students who do not use the opportunities provided by the University for personal development, such as sports sections, creative clubs and the student trade union committee "Zhas Orda". The reasons are limited time or absence of desire to use these opportunities.

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.