

Report
based on questionnaire results
“Satisfaction of 2-5 year students with educational services”
2022

Department: "Information and computing systems"

Specialty: 6B06103 “IT - medicine”

The center for quality management and accreditation, in October 2022, conducted an annual questionnaire on the satisfaction of 2-5 year students with the quality of services provided.

Purpose of the survey: Identification of the degree of satisfaction of respondents with the quality of educational services provided and other areas of the university’s activities.

In specialty 6B06103 “IT - medicine” 57 respondents took part in the questionnaire.

- 2nd year – 11 students (91.7%);
- 3rd year – 13th student (81.3%);
- 4th year – 33 students (89.2%).

Form of study

- Budgetary – 37 students (64.9%);
- Paid – 20 students (35.1%).

During the questionnaire process, the following data was obtained:

1. Does it satisfy you? quality of services provided?

| |
|---|
| 1.1 The learning process in general |
| 1.2 Class schedule |
| 1.3 Organization of independent work |
| 1.4 Internship |
| 1.5 Organization and conduct of the SIWT |
| 1.6 Organization and conduct of laboratory work |
| 1.7 Satisfaction with the library |
| 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) |

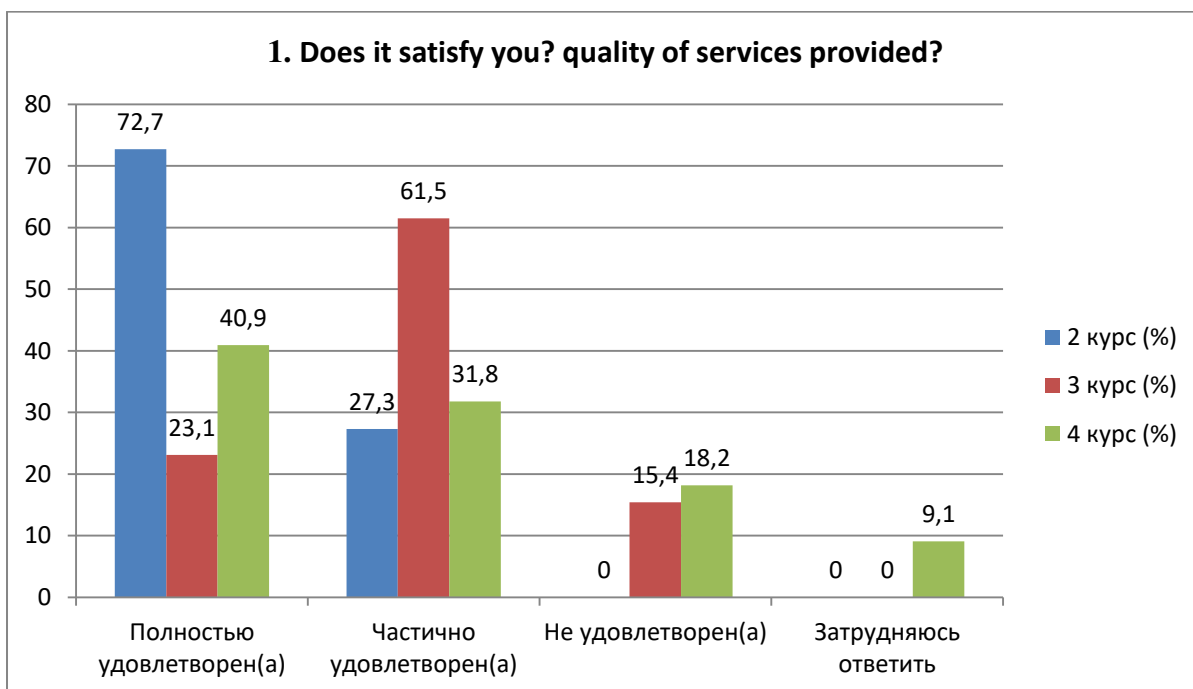
Other

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

Indicators:

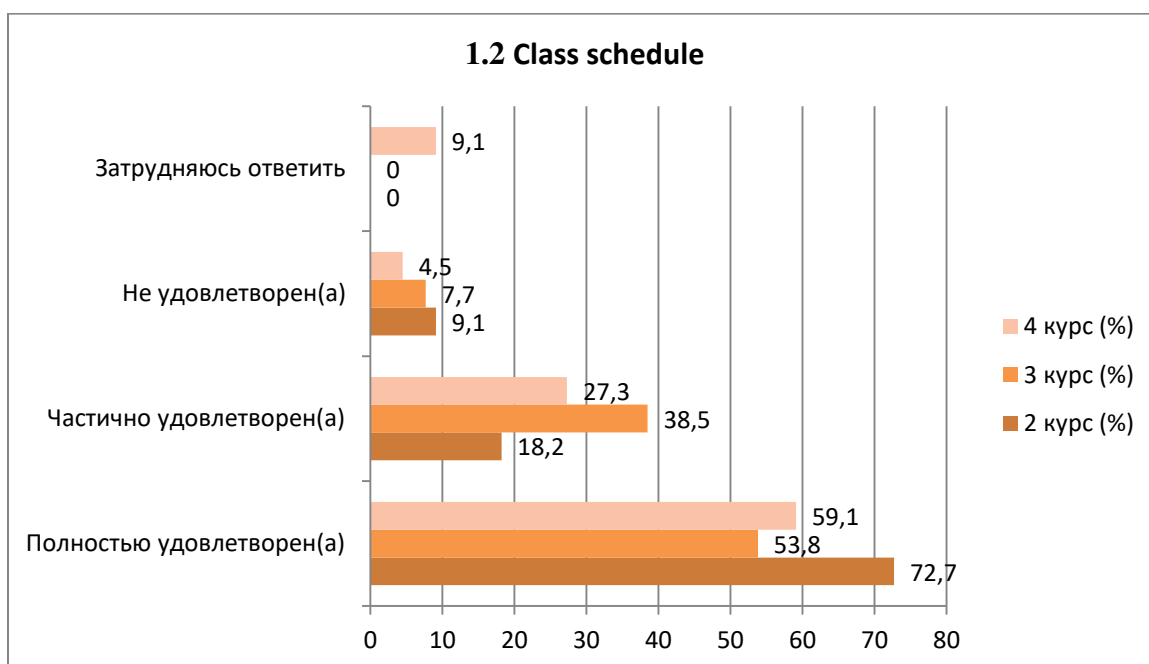
1.1 The learning process in general

| Answer options | 2nd year (%) | 3rd year (%) | 4th year (%) |
|-------------------------------|---------------------|---------------------|---------------------|
| Completely satisfied | 72.7 | 23.1 | 40.9 |
| Partially satisfied | 27.3 | 61.5 | 31.8 |
| Not satisfied) | - | 15.4 | 18.2 |
| I find it difficult to answer | - | - | 9.1 |



1.2 Class schedule

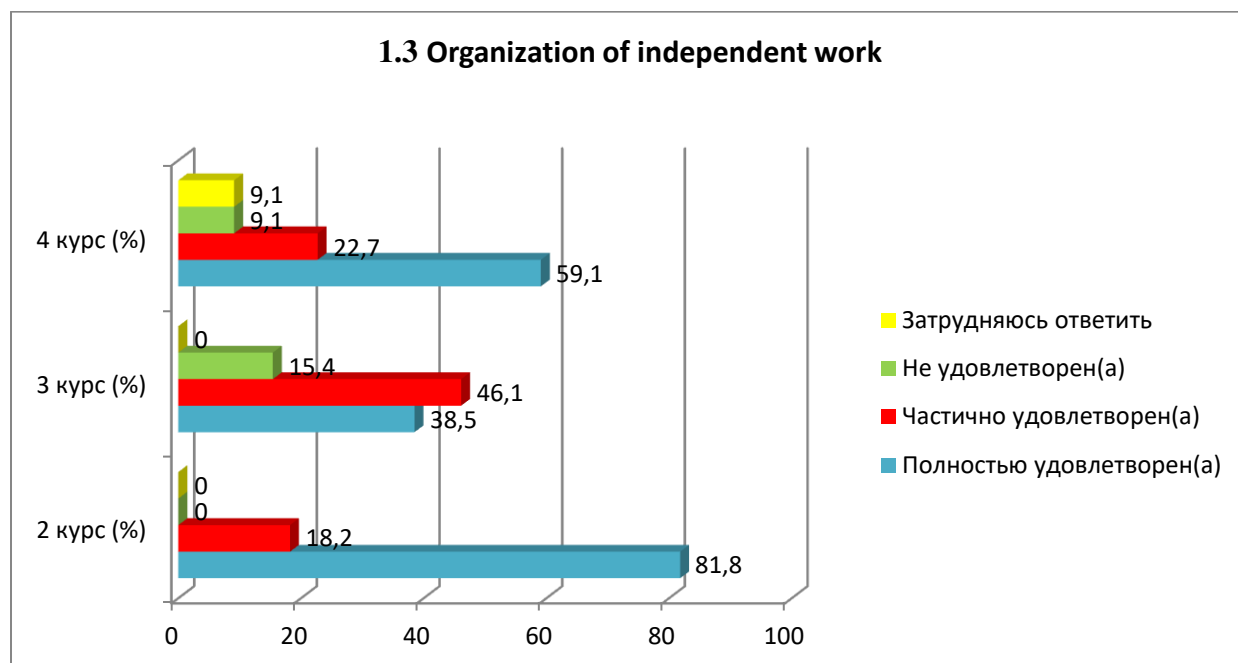
| Answer options | 2nd year (%) | 3rd year (%) | 4th year (%) |
|-------------------------------|--------------|--------------|--------------|
| Completely satisfied | 72.7 | 53.8 | 59.1 |
| Partially satisfied | 18.2 | 38.5 | 27.3 |
| Not satisfied) | 9.1 | 7.7 | 4.5 |
| I find it difficult to answer | - | - | 9.1 |



1.3 Organization of independent work

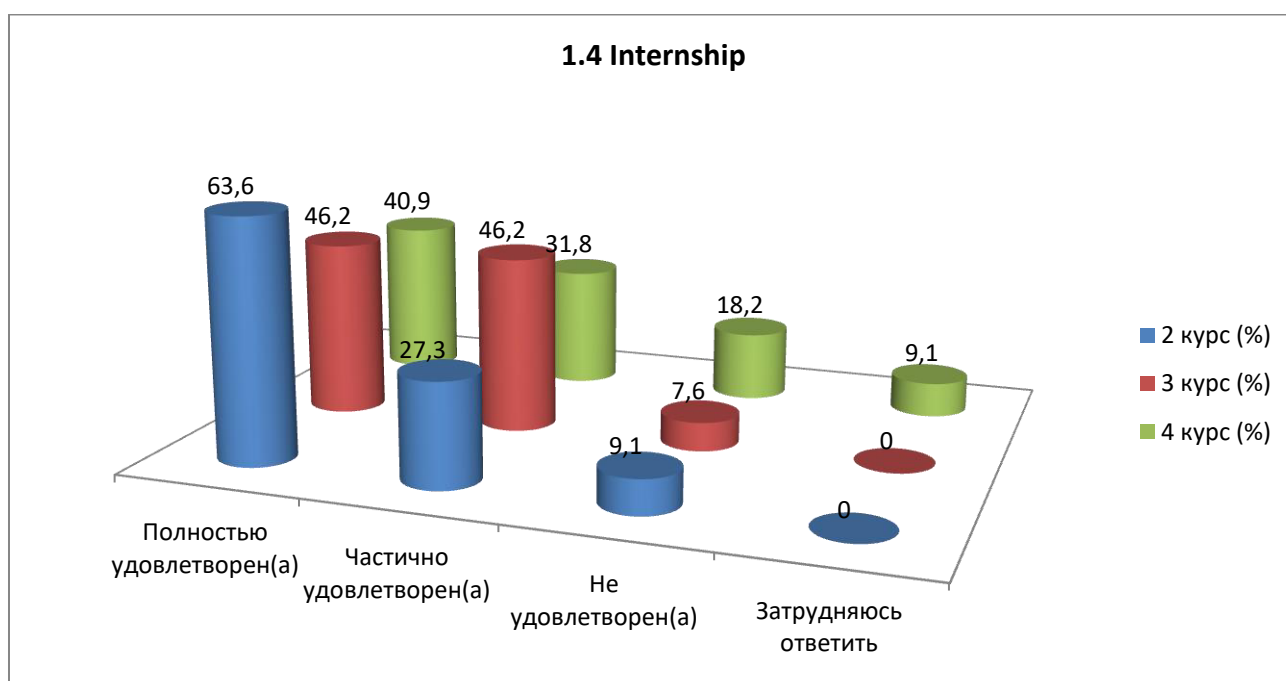
| Answer options | 2nd year (%) | 3rd year (%) | 4th year (%) |
|-------------------------------|--------------|--------------|--------------|
| Completely satisfied | 81.8 | 38.5 | 59.1 |
| Partially satisfied | 18.2 | 46.1 | 22.7 |
| Not satisfied | - | 15.4 | 9.1 |
| I find it difficult to answer | - | - | 9.1 |

1.3 Organization of independent work



1.4 Internship

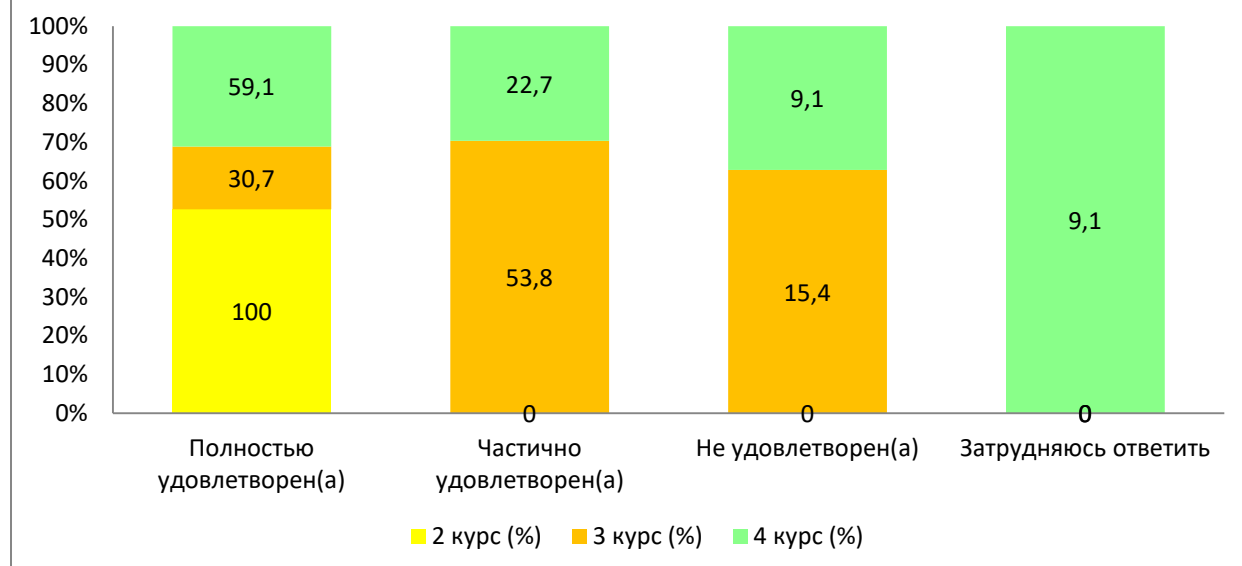
| Answer options | 2nd year (%) | 3rd year (%) | 4th year (%) |
|-------------------------------|--------------|--------------|--------------|
| Completely satisfied | 63.6 | 46.2 | 40.9 |
| Partially satisfied | 27.3 | 46.2 | 31.8 |
| Not satisfied) | 9.1 | 7.6 | 18.2 |
| I find it difficult to answer | - | - | 9.1 |



1.5 Organization and conduct of the SIWT

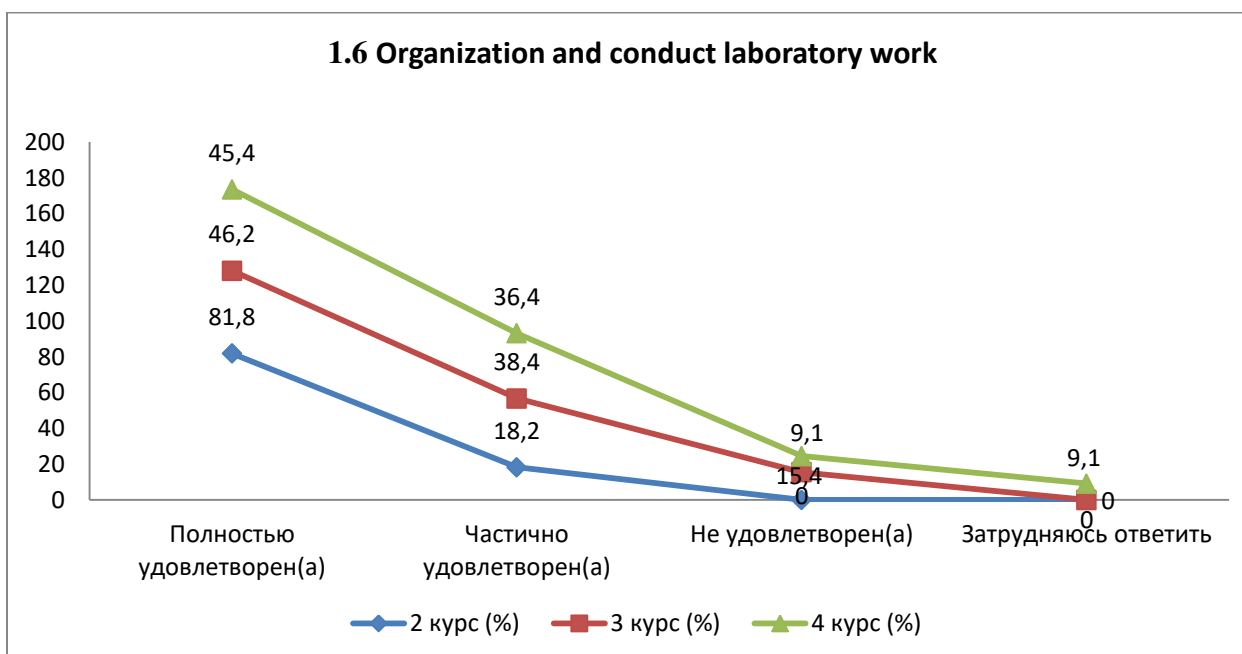
| Answer options | 2nd year (%) | 3rd year (%) | 4th year (%) |
|-------------------------------|--------------|--------------|--------------|
| Completely satisfied | 100 | 30.7 | 59.1 |
| Partially satisfied | - | 53.8 | 22.7 |
| Not satisfied) | - | 15.4 | 9.1 |
| I find it difficult to answer | - | - | 9.1 |

1.5 Organization and conduct of the SIWT



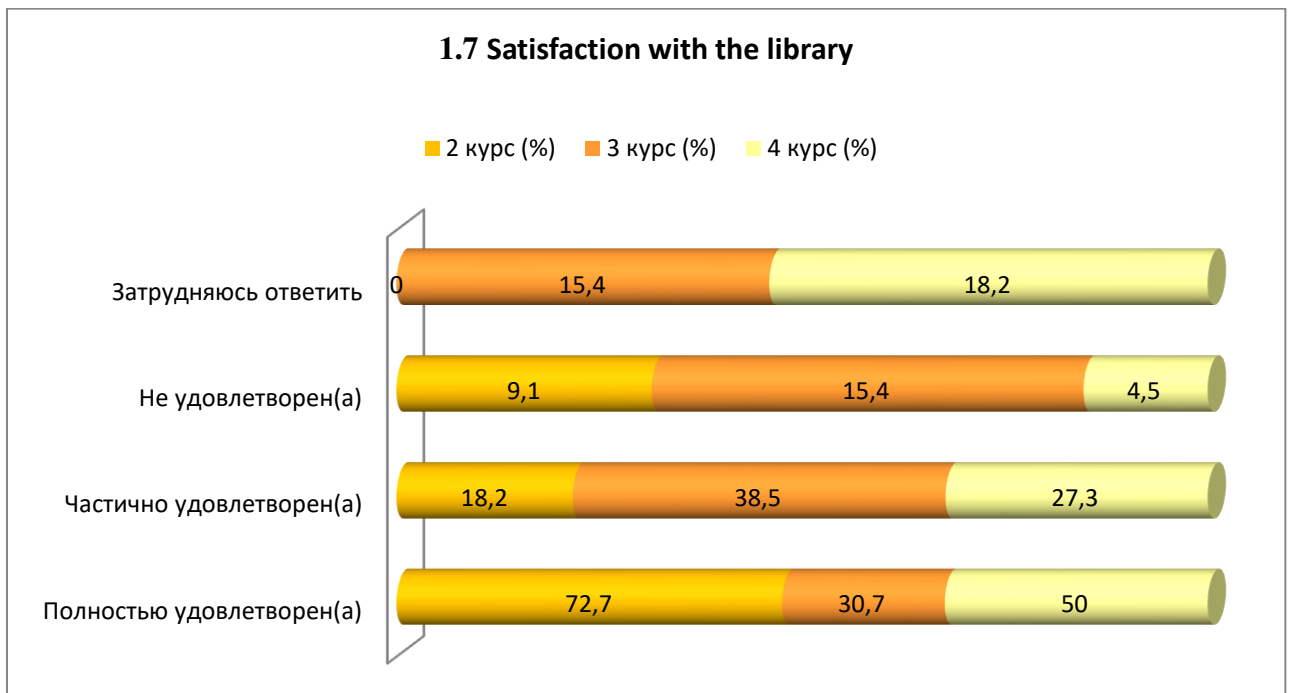
1.6 Organization and conduct laboratory work

| Answer options | 2nd year (%) | 3rd year (%) | 4th year (%) |
|-------------------------------|--------------|--------------|--------------|
| Completely satisfied | 81.8 | 46.2 | 45.4 |
| Partially satisfied | 18.2 | 38.4 | 36.4 |
| Not satisfied | - | 15.4 | 9.1 |
| I find it difficult to answer | - | - | 9.1 |



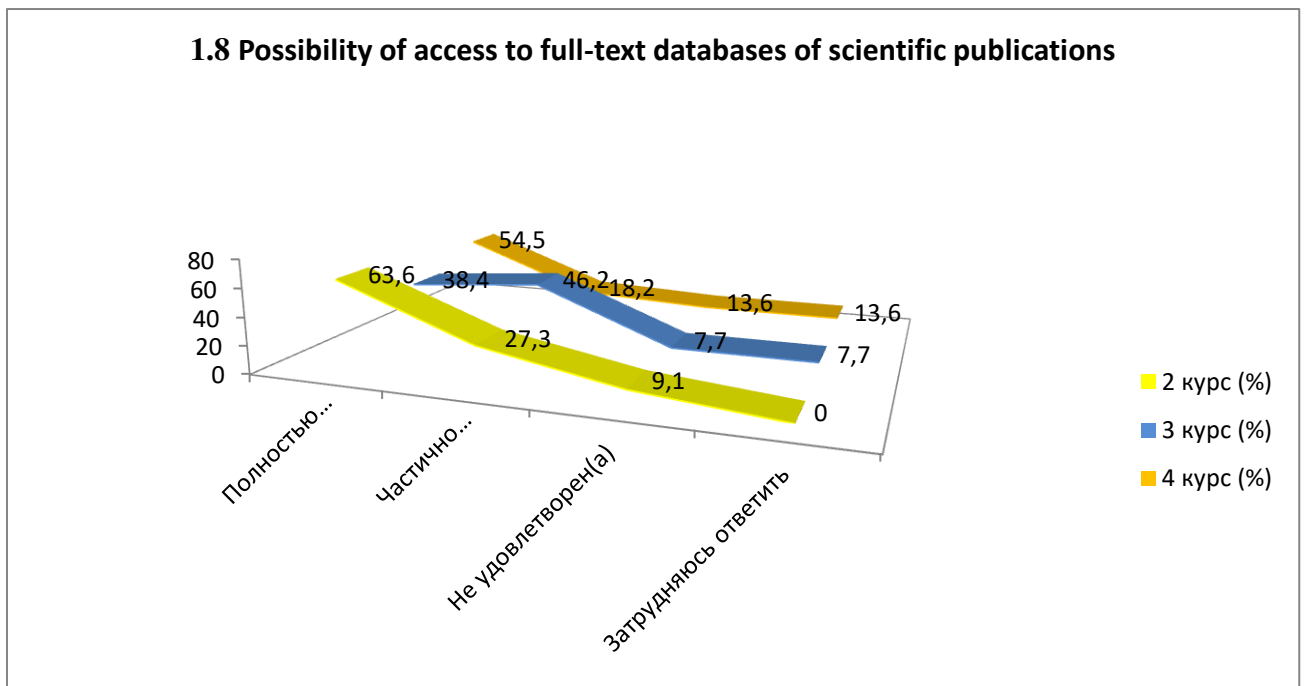
1.7 Satisfaction with the library

| Answer options | 2nd year (%) | 3rd year (%) | 4th year (%) |
|-------------------------------|--------------|--------------|--------------|
| Completely satisfied | 72.7 | 30.7 | 50 |
| Partially satisfied | 18.2 | 38.5 | 27.3 |
| Not satisfied) | 9.1 | 15.4 | 4.5 |
| I find it difficult to answer | - | 15.4 | 18.2 |



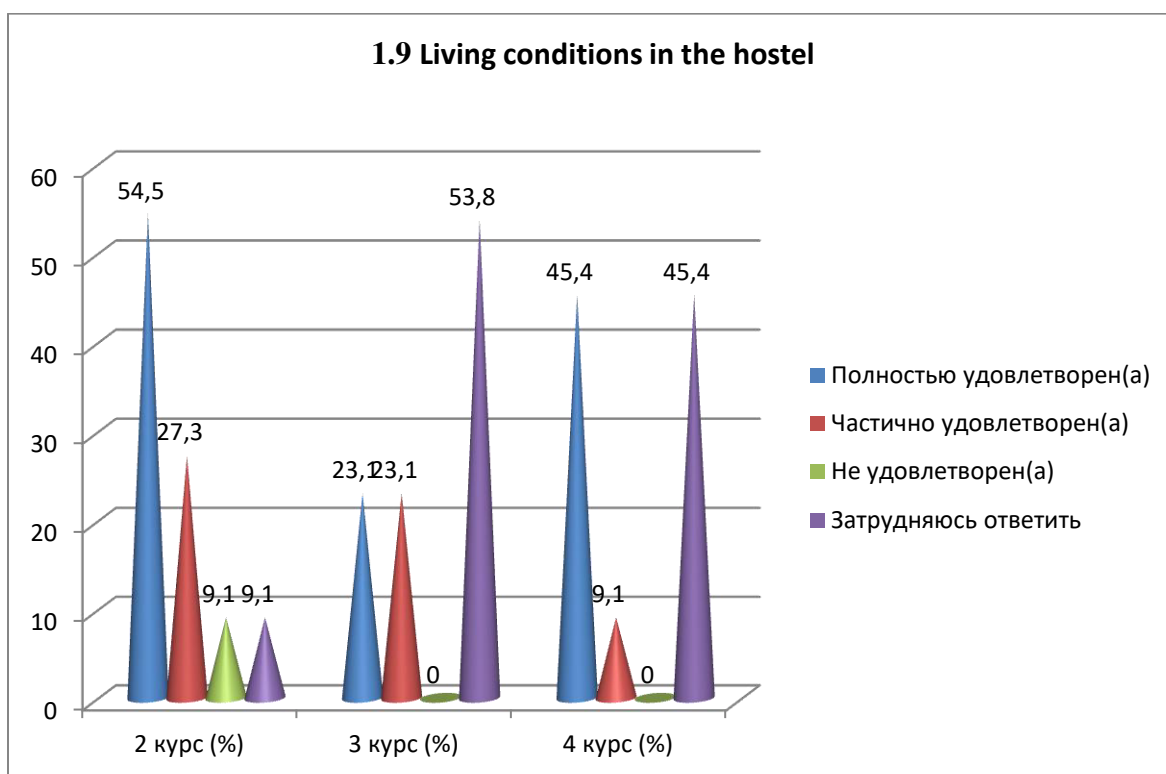
1.8 Possibility of access to full-text databases of scientific publications

| Answer options | 2nd year (%) | 3rd year (%) | 4th year (%) |
|-------------------------------|--------------|--------------|--------------|
| Completely satisfied | 63.6 | 38.4 | 54.5 |
| Partially satisfied | 27.3 | 46.2 | 18.2 |
| Not satisfied) | 9.1 | 7.7 | 13.6 |
| I find it difficult to answer | - | 7.7 | 13.6 |



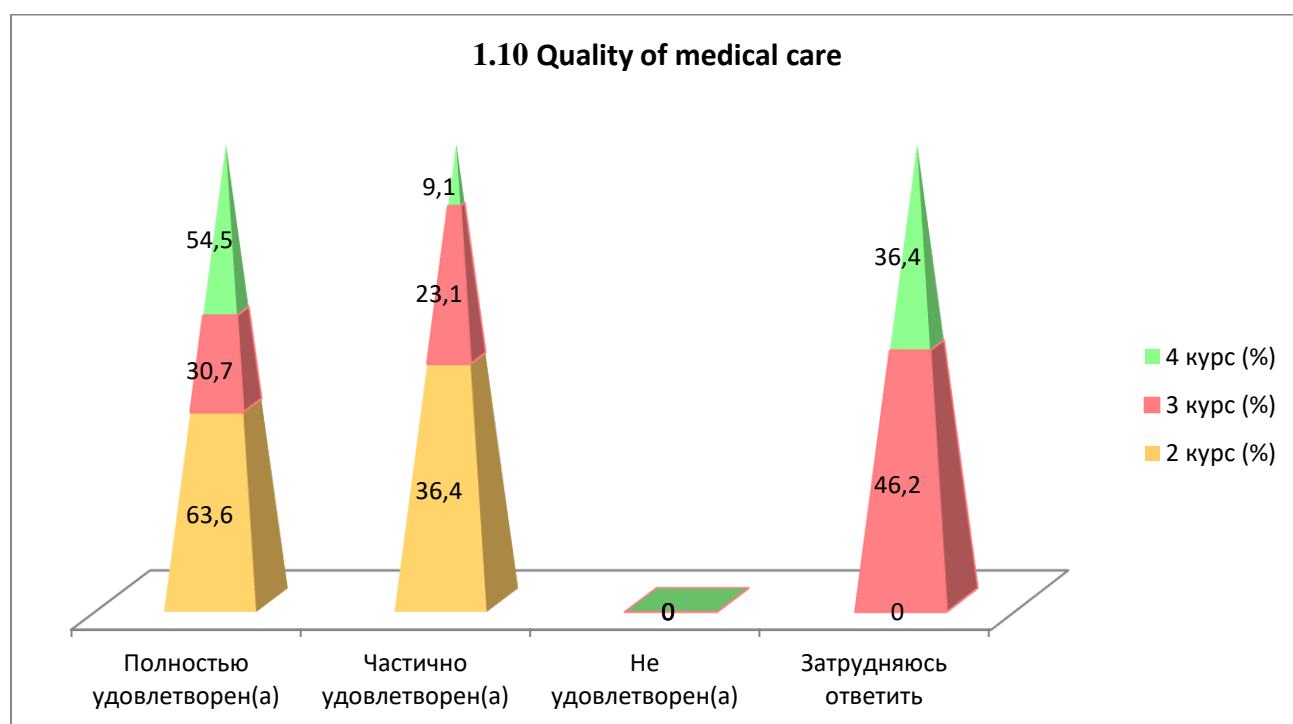
1.9 Living conditions in the hostel

| Answer options | 2nd year (%) | 3rd year (%) | 4th year (%) |
|-------------------------------|--------------|--------------|--------------|
| Completely satisfied | 54.5 | 23.1 | 45.4 |
| Partially satisfied | 27.3 | 23.1 | 9.1 |
| Not satisfied) | 9.1 | - | - |
| I find it difficult to answer | 9.1 | 53.8 | 45.4 |



1.10 Quality of medical care

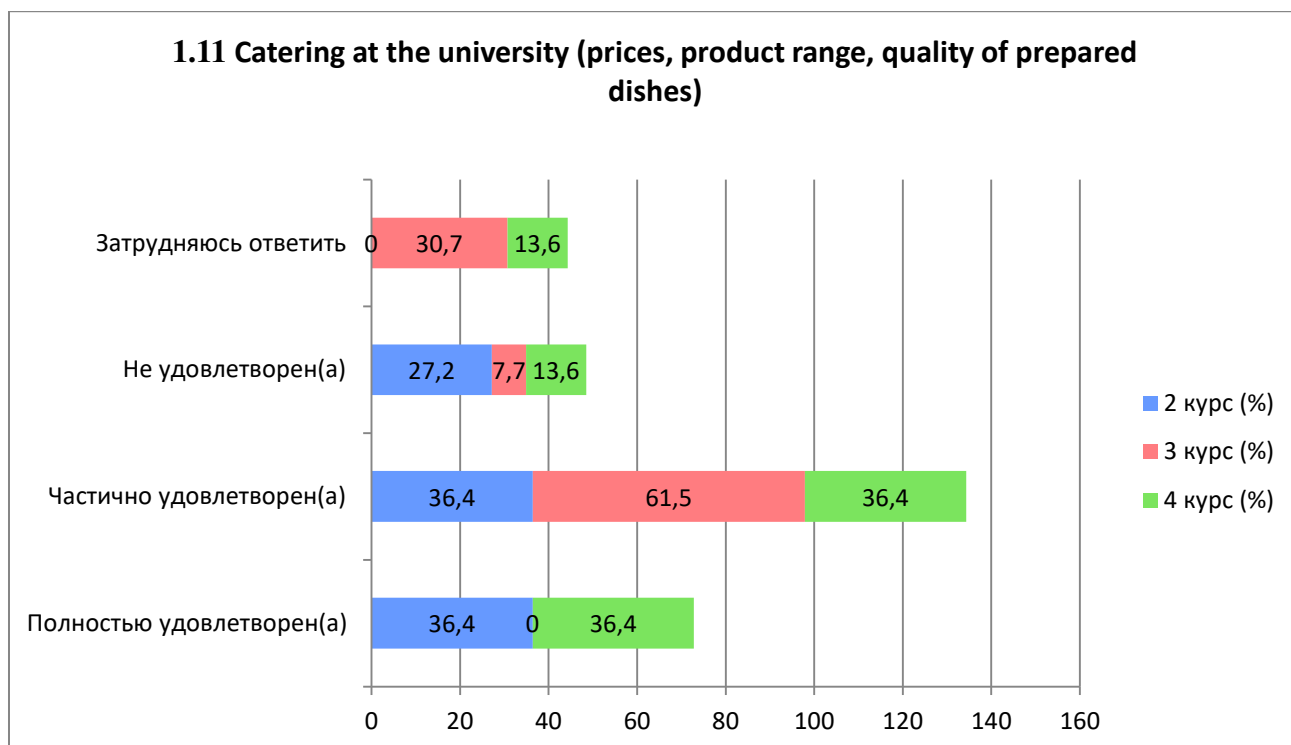
| Answer options | 2nd year (%) | 3rd year (%) | 4th year (%) |
|-------------------------------|--------------|--------------|--------------|
| Completely satisfied | 63.6 | 30.7 | 54.5 |
| Partially satisfied | 36.4 | 23.1 | 9.1 |
| Not satisfied) | - | - | - |
| I find it difficult to answer | - | 46.2 | 36.4 |



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

| Answer options | 2nd year (%) | 3rd year (%) | 4th year (%) |
|----------------------|--------------|--------------|--------------|
| Completely satisfied | 36.4 | - | 36.4 |
| Partially satisfied | 36.4 | 61.5 | 36.4 |

| | | | |
|-------------------------------|------|------|------|
| Not satisfied | 27.2 | 7.7 | 13.6 |
| I find it difficult to answer | - | 30.7 | 13.6 |



Students indicated the following options for the “Other” option: *

| 2nd year | 3rd year | 4th year |
|----------|---|----------|
| - | - For a couple of three labs, we don't learn anything from the teacher, we just do our own variations. In one of these two laboratory (disciplines) we get answers to the questions that bother us. | - |

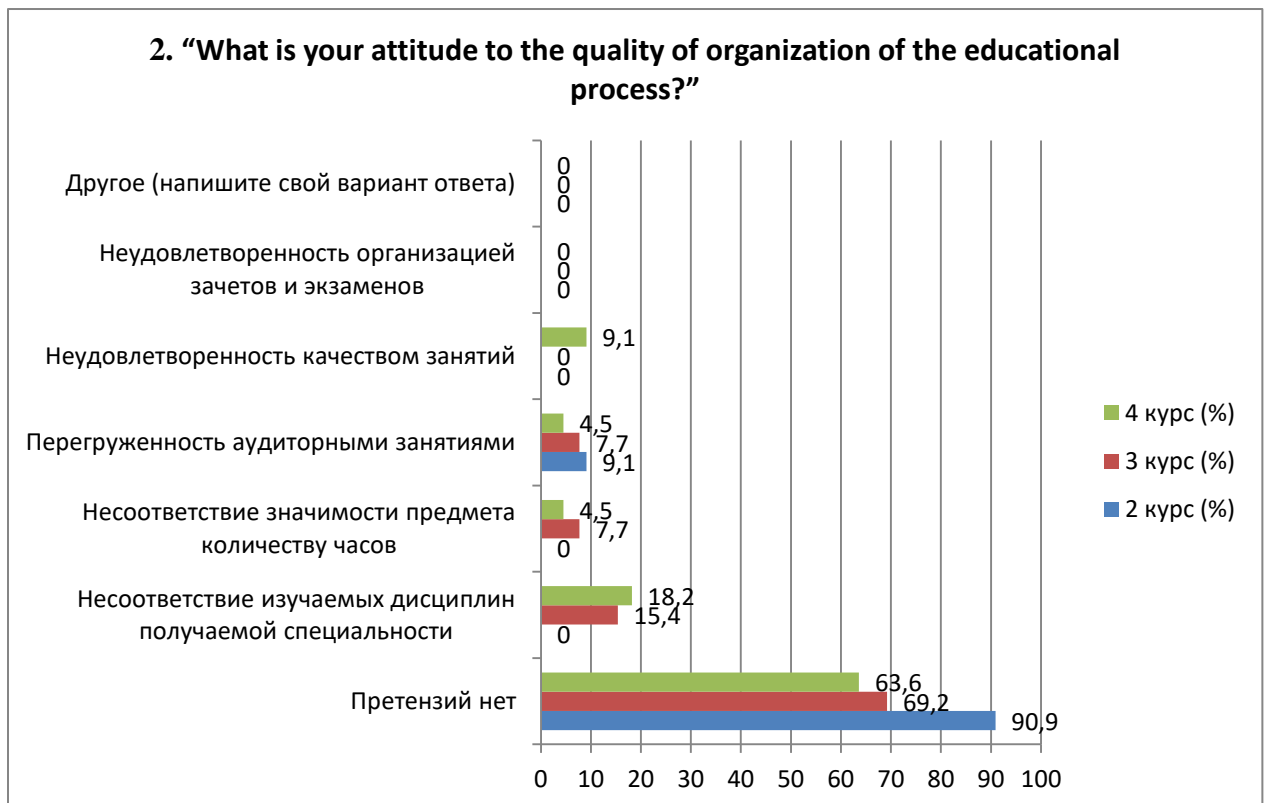
For the option "If you answered “not satisfied” to the previous question, give recommendations for improvement provided services» students indicated the following options* :

| 2nd year | 3rd year | 4th year |
|-----------------------------|--|----------|
| - I don't live in a hostel. | - Perhaps I can't understand the meaning of laboratory tests correctly, probably they really are needed to just sit and do tasks yourself. I really like database labs, I partially like high-level languages, but I don't like visualization. And manuals for the last two too. | - |

2. “What is your attitude to the quality of organization of the educational process?”

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

| Answer options | 2nd year (%) | 3rd year (%) | 4th year (%) |
|---|--------------|--------------|--------------|
| No complaints | 90.9 | 69.2 | 63.6 |
| Discrepancy between the disciplines studied and the specialty obtained | - | 15.4 | 18.2 |
| Inconsistency between the importance of the subject and the number of hours | - | 7.7 | 4.5 |
| Overload with classroom activities | 9.1 | 7.7 | 4.5 |
| Dissatisfaction with the quality of classes | - | - | 9.1 |
| Dissatisfaction with the organization of tests and exams | - | - | - |
| Other(write your answer) | - | - | - |



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

| 2nd year | 3rd year | 4th year |
|----------|----------|----------|
| - | - | - |

For the option "If you answered “Does not correspond or does not satisfy” to the previous question, give recommendations for improvement»students indicated the following options*:

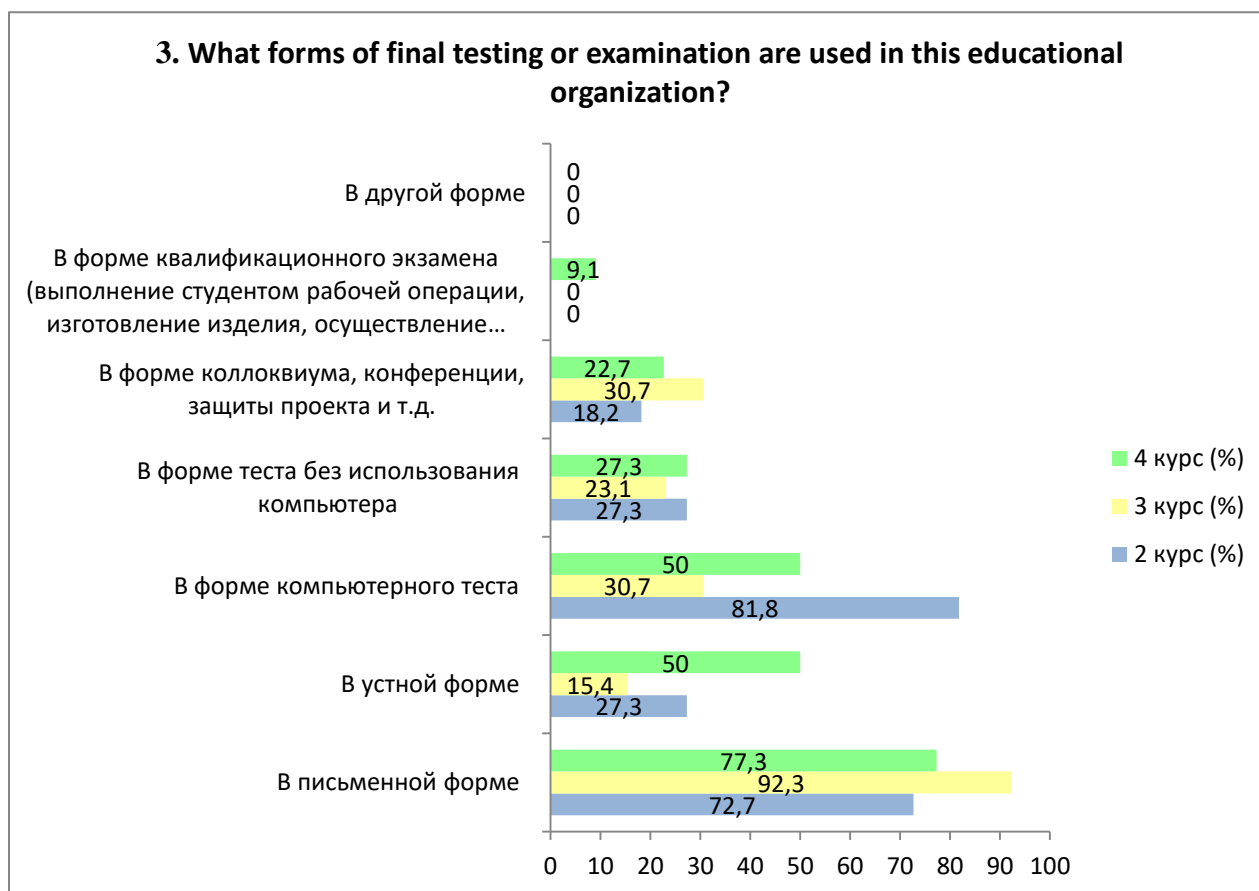
| 2nd year | 3rd year | 4th year |
|----------|---|----------|
| - | - Lack of the right to choose from the list of elective disciplines. - I think we don't need visualization in IT medicine. | - |

*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.

3. What forms of final testing or examination are used in this educational organization? (check all that apply)

| Answer options | 2nd year (%) | 3rd year (%) | 4th year (%) |
|--|--------------|--------------|--------------|
| In writing | 72.7 | 92.3 | 77.3 |
| In oral form | 27.3 | 15.4 | 50 |
| In the form of a computer test | 81.8 | 30.7 | 50 |
| In the form of a test without using a computer | 27.3 | 23.1 | 27.3 |
| In the form of a colloquium, conference, project defense, etc. | 18.2 | 30.7 | 22.7 |
| In the form of a qualification exam (the student performs a work operation, manufactures a product, carries out labor activities, assessed by experts) | - | - | 9.1 |
| In another form | - | - | - |

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



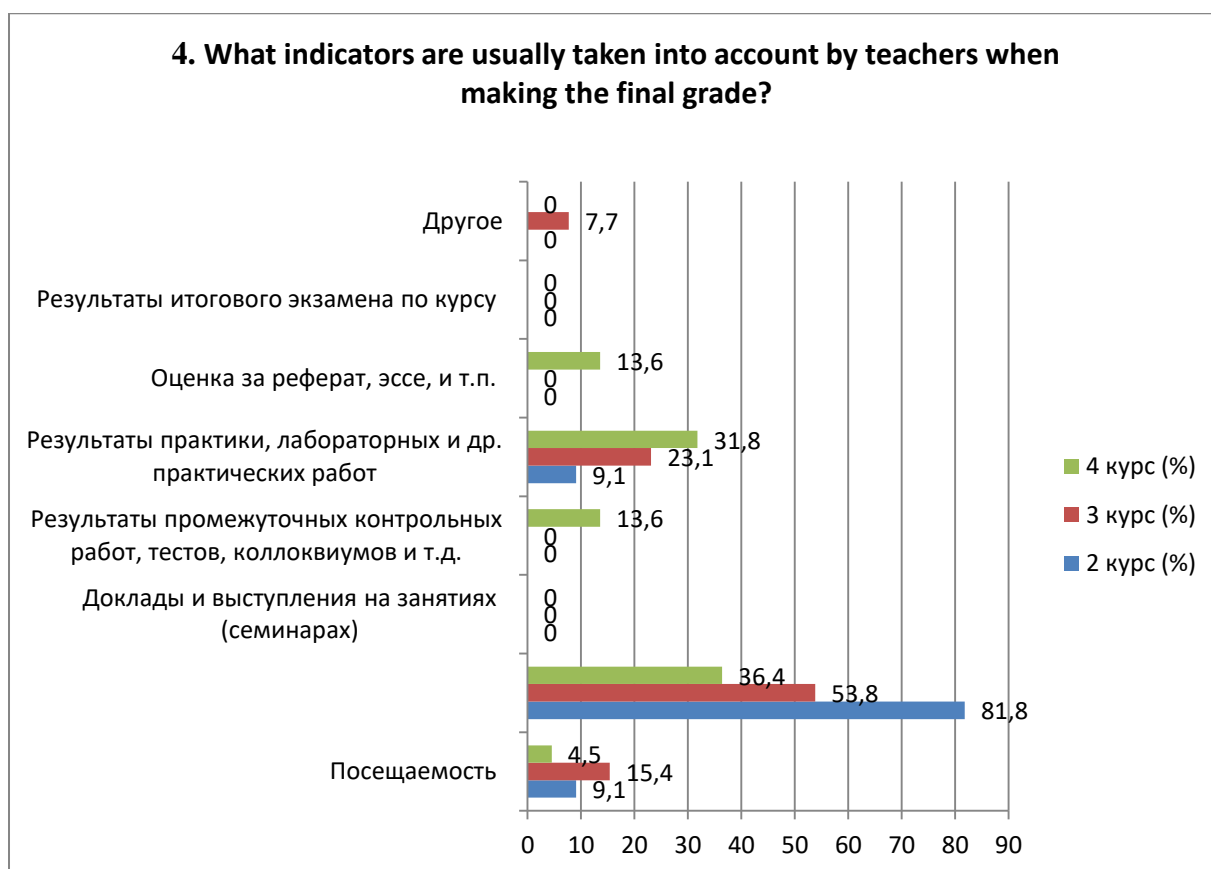
Students indicated the following options for the “Other” option: *:

| 2nd year | 3rd year | 4th year |
|----------|----------|----------|
| - | - | - |

4. What indicators are usually taken into account by teachers when making the final grade?

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

| Answer options | 2nd year (%) | 3rd year (%) | 4th year (%) |
|---|--------------|--------------|--------------|
| Attendance | 9.1 | 15.4 | 4.5 |
| Activity in classes (seminars), answers to teacher questions, problem solving, etc. | 81.8 | 53.8 | 36.4 |
| Reports and speeches at classes (seminars) | - | - | - |
| Results of intermediate tests, tests, colloquiums, etc. | - | - | 13.6 |
| Results of practice, laboratory and other practical work | 9.1 | 23.1 | 31.8 |
| Score for an abstract, essay, etc. | - | - | 13.6 |
| Results of the final exam for the course | - | - | - |
| Other | - | 7.7 | - |



Students indicated the following options for the “Other” option: *

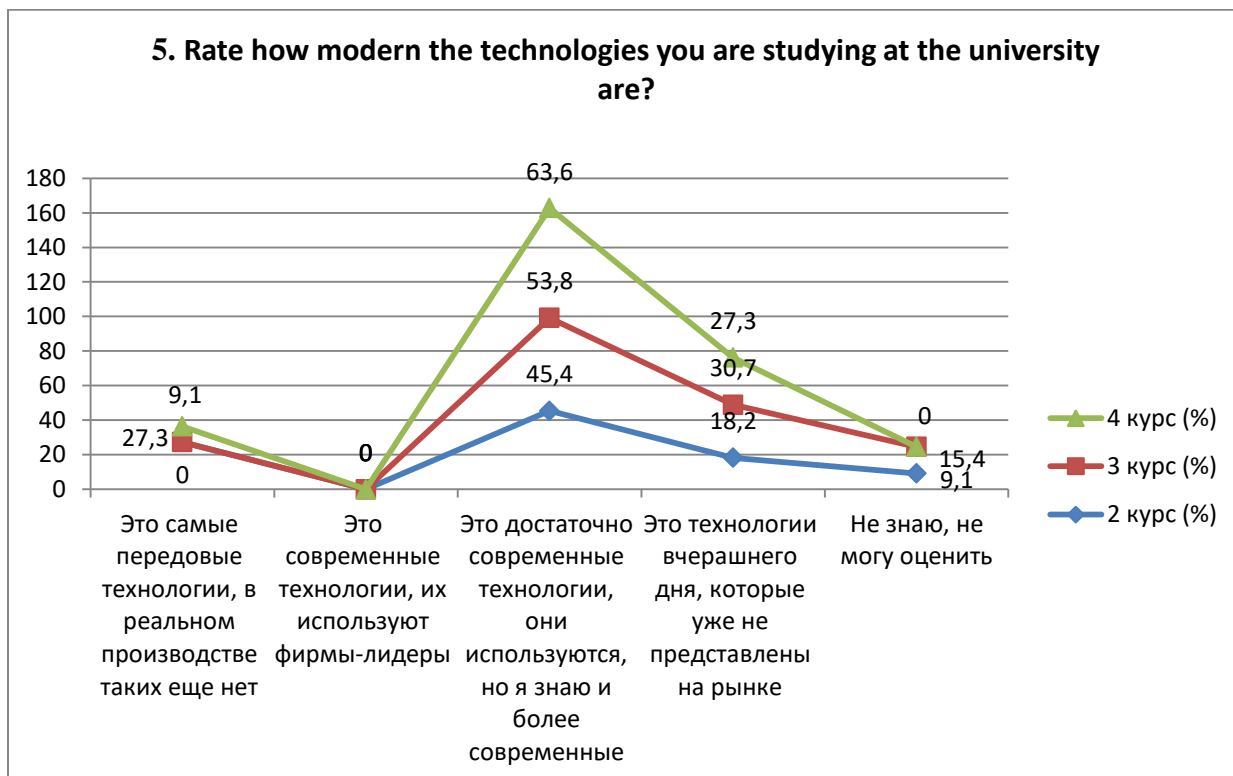
| 2nd year | 3rd year | 4th year |
|----------|---------------------|----------|
| - | - All of the above. | - |

5. Rate how modern the technologies you are studying at the university are?

| Answer options | 2nd year (%) | 3rd year (%) | 4th year (%) |
|--|--------------|--------------|--------------|
| These are the most advanced technologies; there are no such technologies in real production yet. | 27.3 | - | 9.1 |

*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.

| | | | |
|---|------|------|------|
| These are modern technologies, they are used by leading companies | - | - | - |
| These are quite modern technologies, they are used, but I know more modern ones | 45.4 | 53.8 | 63.6 |
| These are yesterday's technologies that are no longer on the market. | 18.2 | 30.7 | 27.3 |
| I don't know, I can't rate it | 9.1 | 15.4 | - |



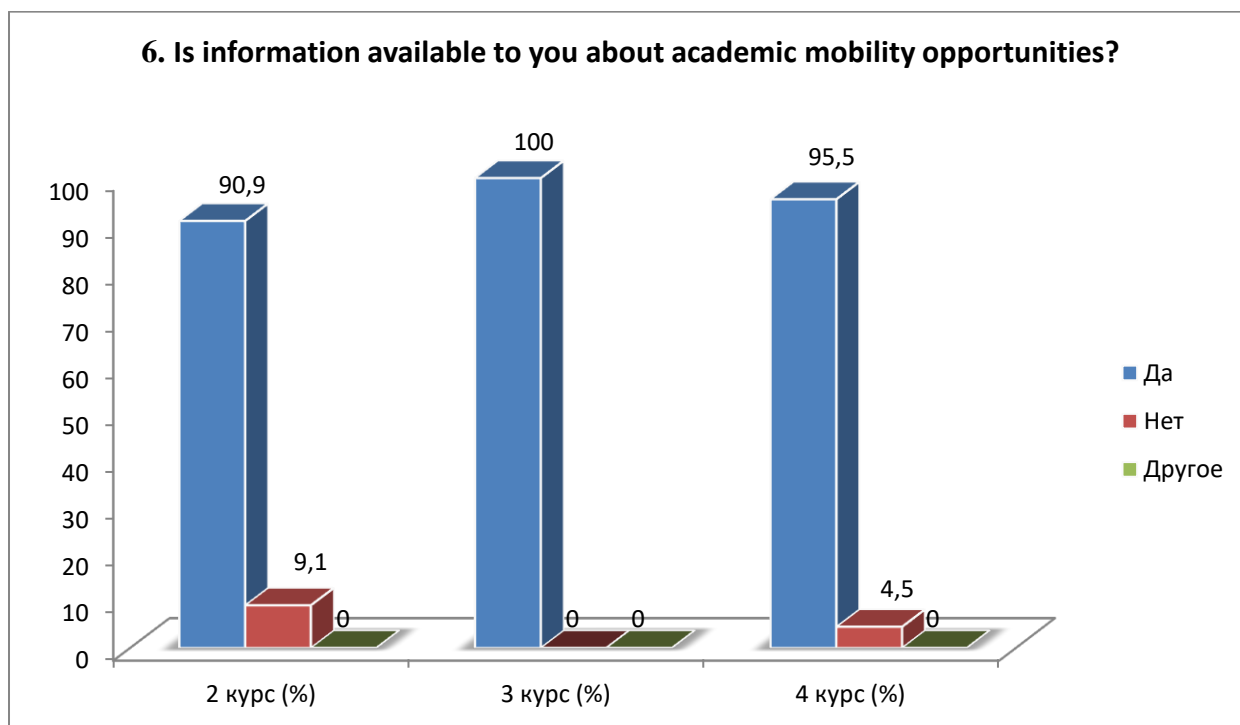
For the option "If you answered the previous question "I don't know, I can't rate it", give recommendations for improvement»students indicated the following options*:

| 2nd year | 3rd year | 4th year |
|----------|----------|----------|
| - | - | - |

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

| Answer options | 2nd year (%) | 3rd year (%) | 4th year (%) |
|----------------|--------------|--------------|--------------|
| Yes | 90.9 | 100 | 95.5 |
| No | 9.1 | - | 4.5 |
| 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.



Students indicated the following options for the “Other” option: *

| 2nd year | 3rd year | 4th year |
|----------|----------|----------|
| - | - | - |

For the option "If you answered "No» to the previous question, write why»students indicated the following options*:

| 2nd year | 3rd year | 4th year |
|----------|----------|----------|
| - | - | - |

7. What do you think the relationship is like:

| |
|---|
| 7.1 Between students |
| 7.2 Between teachers and students (in the educational process) |
| 7.3 Between student and supervisor |
| 7.4 Between students and administration |
| 7.5 Between students and employees of departments (library, student department, etc.) |
| 7.6 Between students and security service |

Other _____

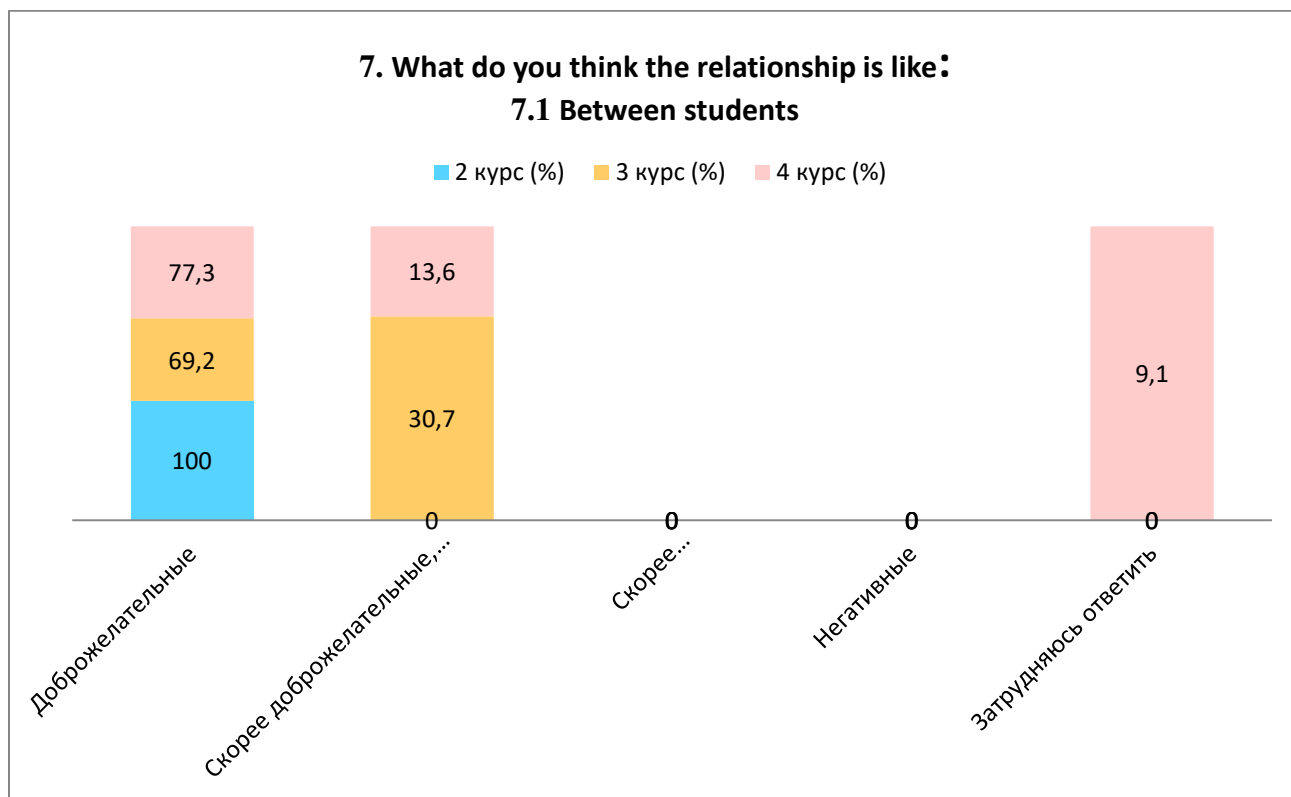
If you answered “not satisfied” to the previous question, give recommendations for improving the services provided _____

Indicators:

7.1 Between students

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

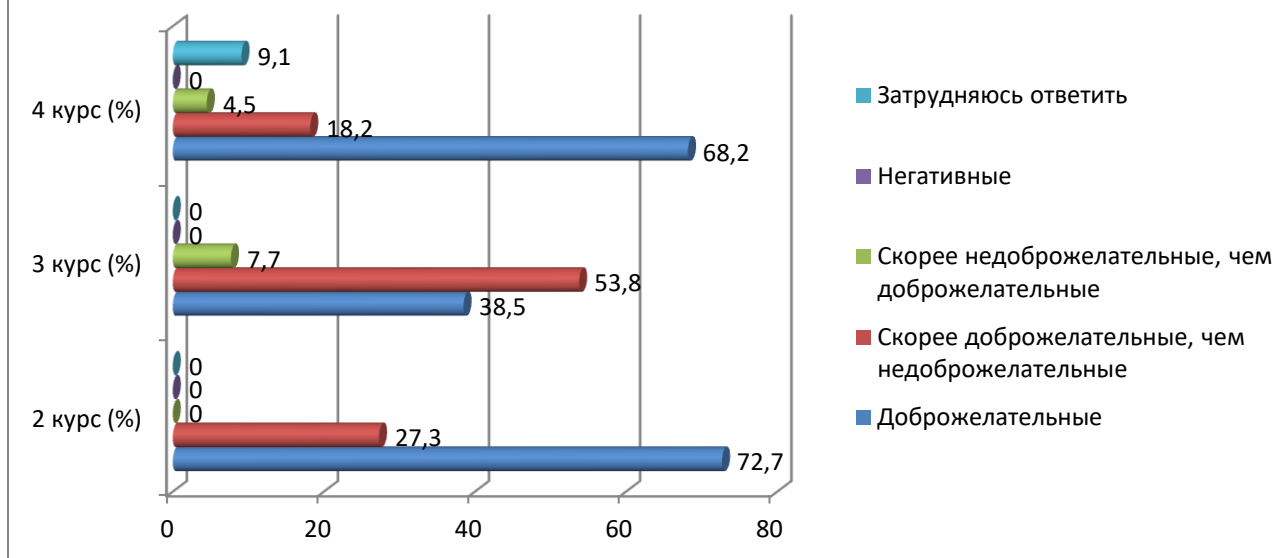
| Answer options | 2nd year (%) | 3rd year (%) | 4th year (%) |
|-------------------------------|--------------|--------------|--------------|
| Friendly | 100 | 69.2 | 77.3 |
| More friendly than unfriendly | - | 30.7 | 13.6 |
| More unfriendly than friendly | - | - | - |
| Negative | - | - | - |
| I find it difficult to answer | - | - | 9.1 |



7.2 Between teachers and students (in the educational process)

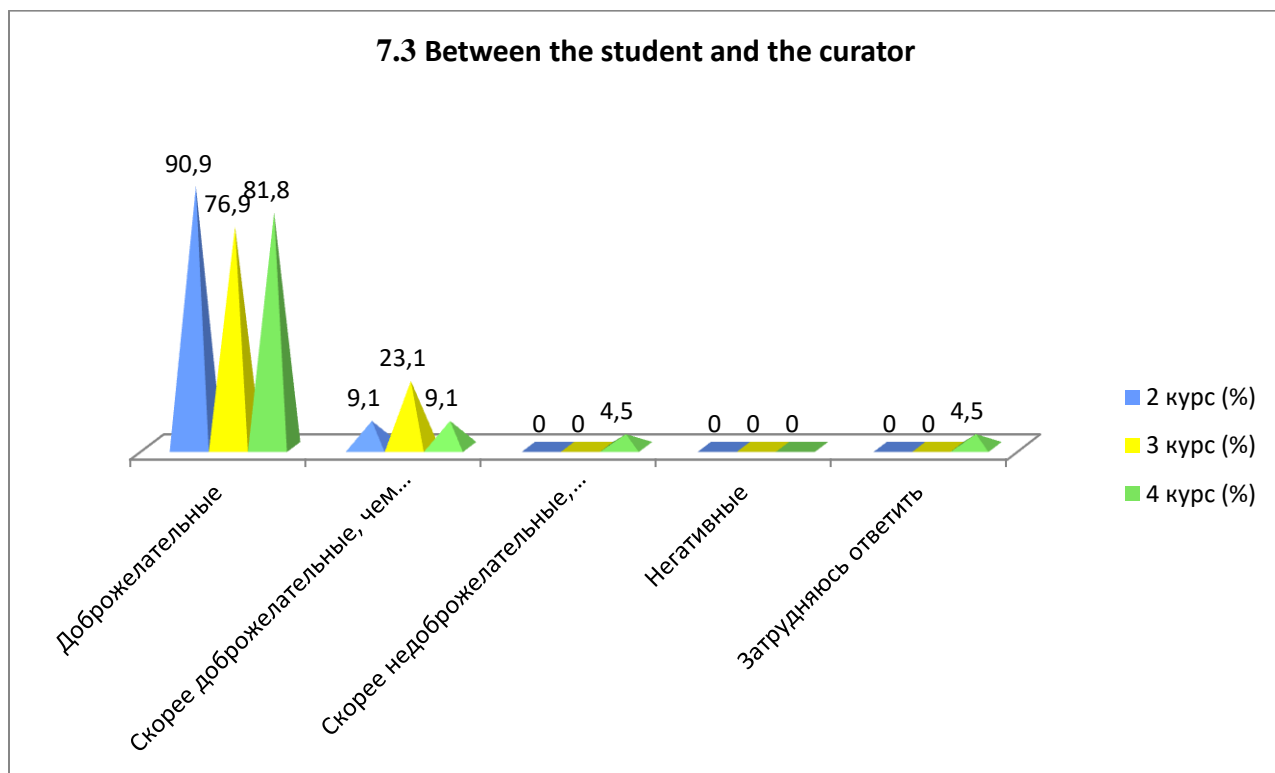
| Answer options | 2nd year (%) | 3rd year (%) | 4th year (%) |
|-------------------------------|--------------|--------------|--------------|
| Friendly | 72.7 | 38.5 | 68.2 |
| More friendly than unfriendly | 27.3 | 53.8 | 18.2 |
| More unfriendly than friendly | - | 7.7 | 4.5 |
| Negative | - | - | - |
| I find it difficult to answer | - | - | 9.1 |

7.2 Between teachers and students (in the educational process)



7.3 Between the student and the curator

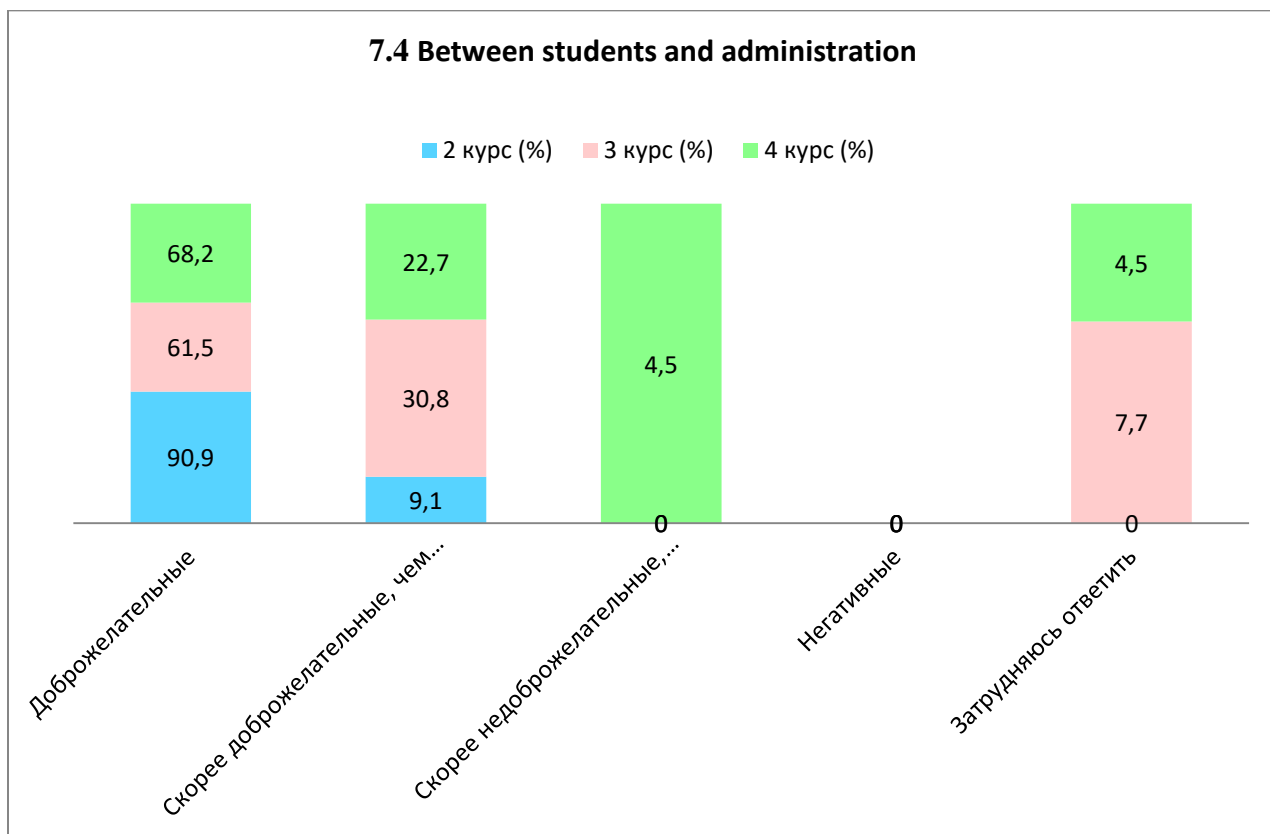
| Answer options | 2nd year (%) | 3rd year (%) | 4th year (%) |
|-------------------------------|--------------|--------------|--------------|
| Friendly | 90.9 | 76.9 | 81.8 |
| More friendly than unfriendly | 9.1 | 23.1 | 9.1 |
| More unfriendly than friendly | - | - | 4.5 |
| Negative | - | - | - |
| I find it difficult to answer | - | - | 4.5 |



7.4 Between students and administration

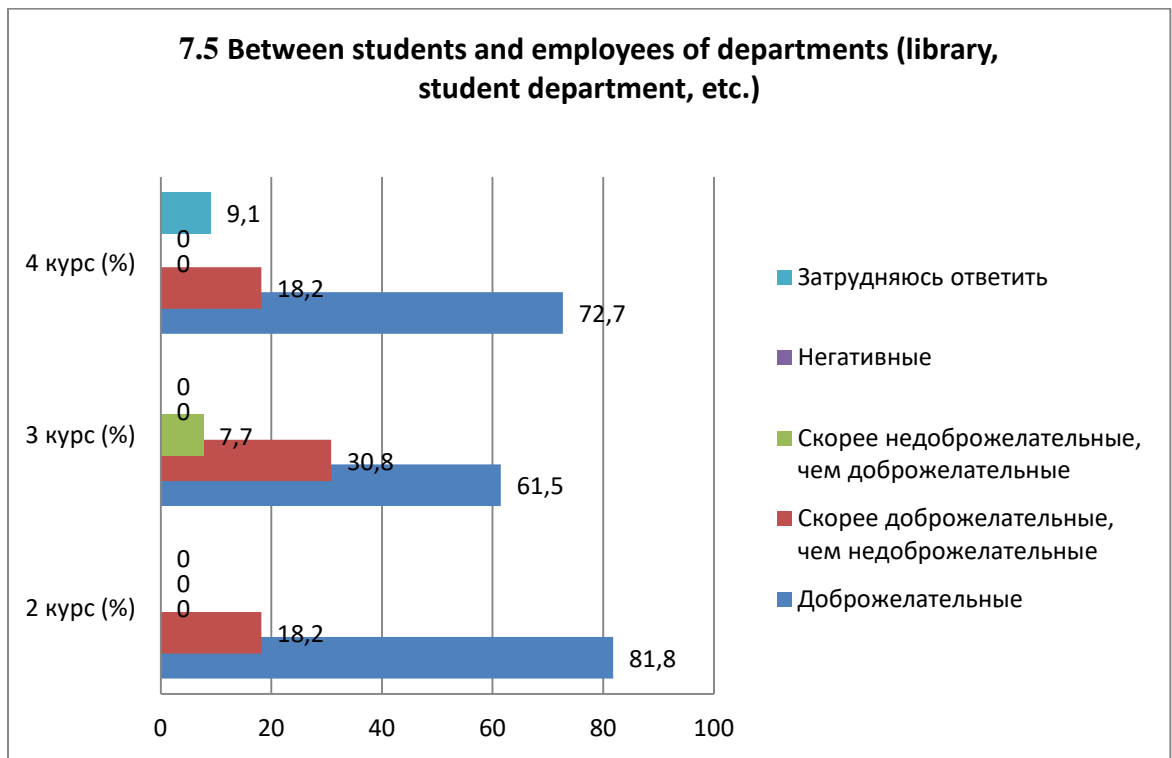
| Answer options | 2nd year (%) | 3rd year (%) | 4th year (%) |
|-------------------------------|--------------|--------------|--------------|
| Friendly | 90.9 | 61.5 | 68.2 |
| More friendly than unfriendly | 9.1 | 30.8 | 22.7 |

| | | | |
|-------------------------------|---|-----|-----|
| More unfriendly than friendly | - | - | 4.5 |
| Negative | - | - | - |
| I find it difficult to answer | - | 7.7 | 4.5 |



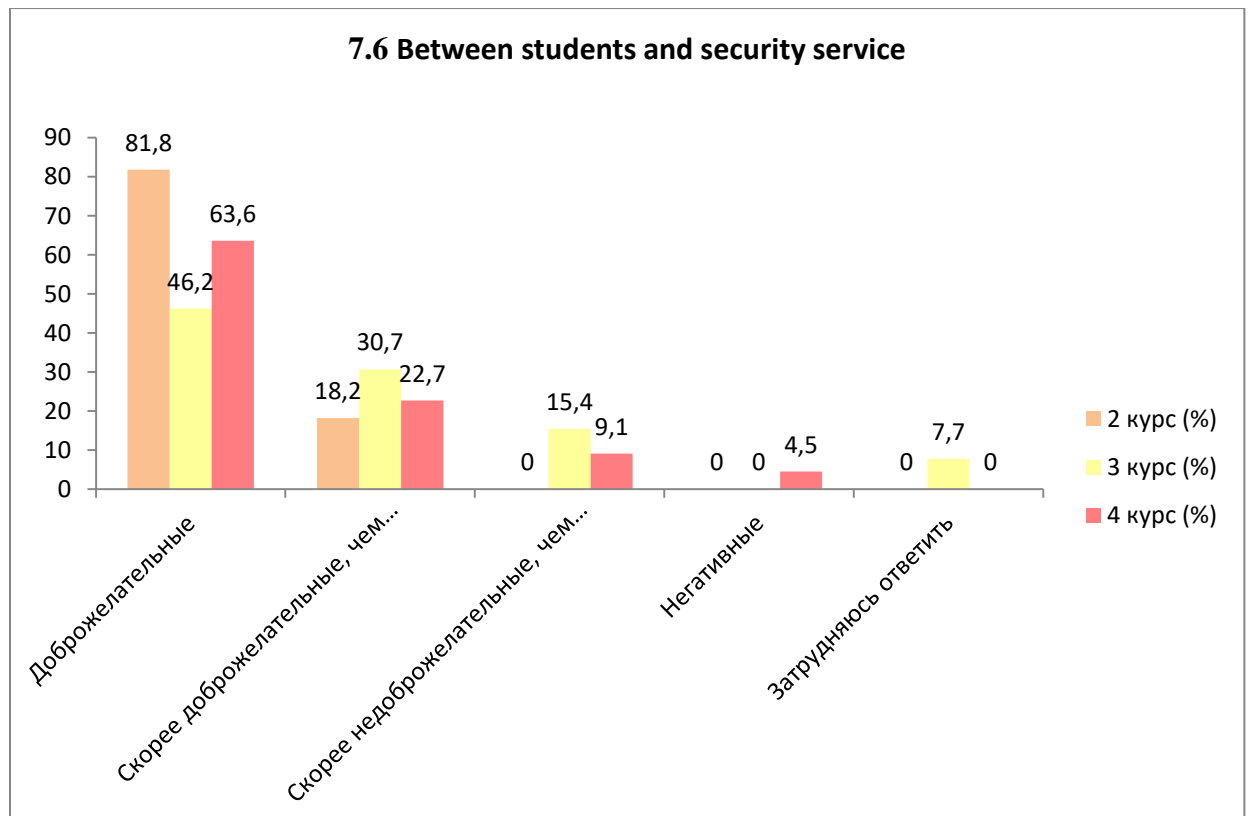
7.5 Between students and employees of departments (library, student department, etc.)

| Answer options | 2nd year (%) | 3rd year (%) | 4th year (%) |
|-------------------------------|--------------|--------------|--------------|
| Friendly | 81.8 | 61.5 | 72.7 |
| More friendly than unfriendly | 18.2 | 30.8 | 18.2 |
| More unfriendly than friendly | - | 7.7 | - |
| Negative | - | - | - |
| I find it difficult to answer | - | - | 9.1 |



7.6 Between students and security service

| Answer options | 2nd year (%) | 3rd year (%) | 4th year (%) |
|-------------------------------|--------------|--------------|--------------|
| Friendly | 81.8 | 46.2 | 63.6 |
| More friendly than unfriendly | 18.2 | 30.7 | 22.7 |
| More unfriendly than friendly | - | 15.4 | 9.1 |
| Negative | - | - | 4.5 |
| I find it difficult to answer | - | 7.7 | - |



Students indicated the following options for the “Other” option*:

| 2nd year | 3rd year | 4th year |
|----------|----------|----------|
| - | - | - |

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

| 2nd year | 3rd year | 4th year |
|----------|--|----------|
| - | - Absence of a sharp reaction and raising the voice to the student.; - Treating students either as children or as subordinates. | - |

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

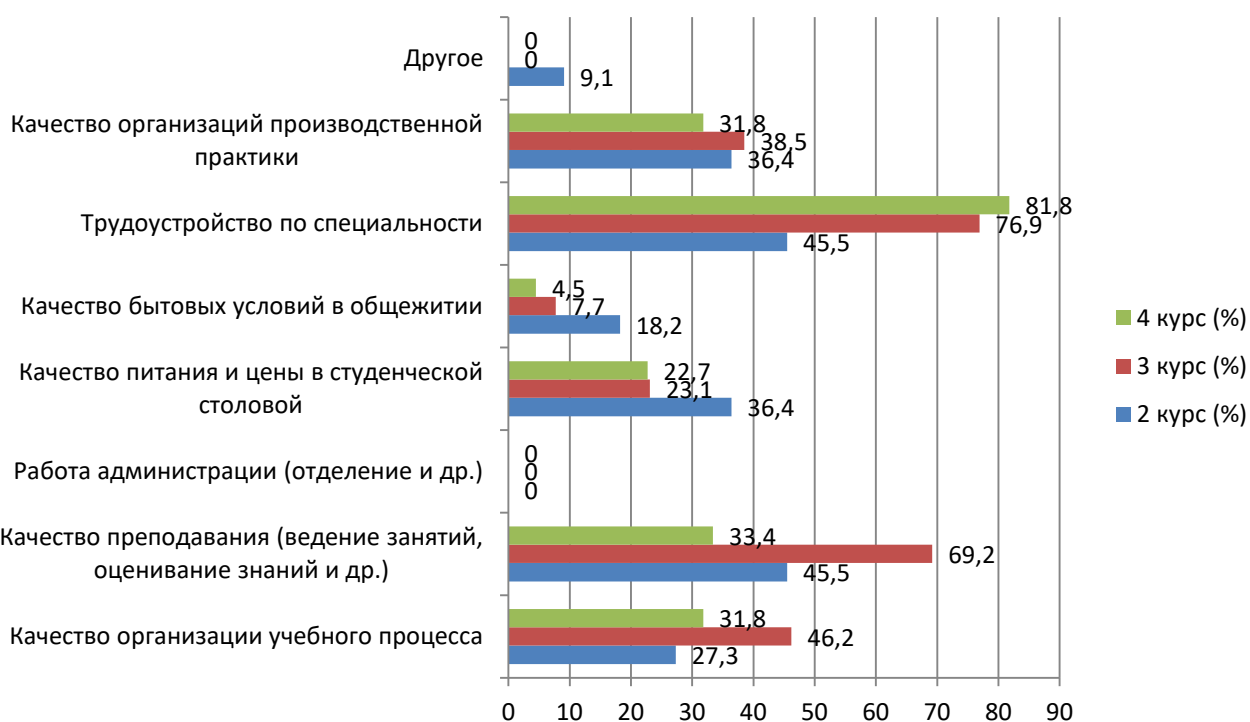
(choose no more than 3 answer options)

| Answer options | 2nd year (%) | 3rd year (%) | 4th year (%) |
|---|--------------|--------------|--------------|
| Quality of organization of the educational process | 27.3 | 46.2 | 31.8 |
| Quality of teaching (class conducting, assessment of knowledge, etc.) | 45.5 | 69.2 | 33.4 |
| Administration work (department, etc.) | - | - | - |
| Quality of food and prices in the student canteen | 36.4 | 23.1 | 22.7 |
| Quality of living conditions in the hostel | 18.2 | 7.7 | 4.5 |
| Employment by specialty | 45.5 | 76.9 | 81.8 |
| Quality of industrial practice organizations | 36.4 | 38.5 | 31.8 |
| Other | 9.1 | - | - |

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

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

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



Students indicated the following options for the “Other” option: *

| 2nd year | 3rd year | 4th year |
|---------------|----------|----------|
| - no problem. | - | - |

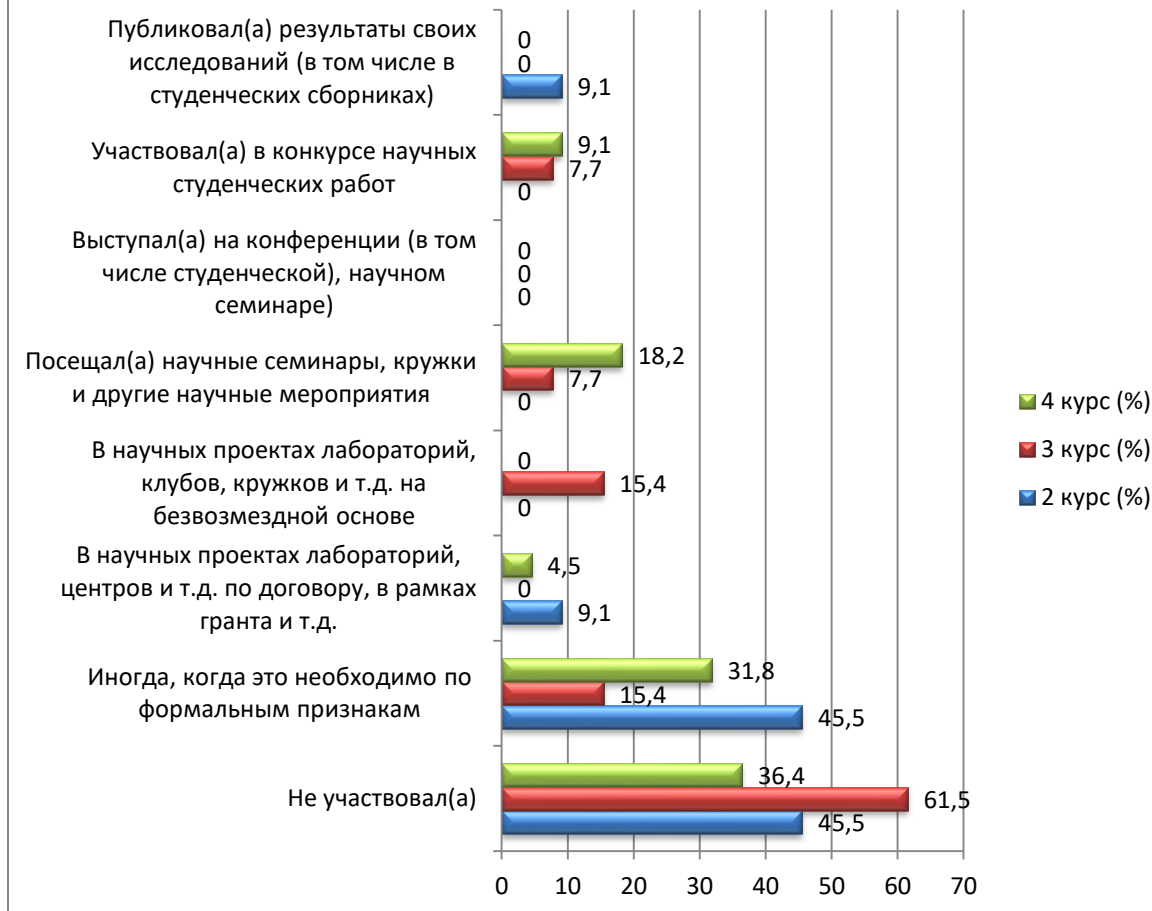
9. Do you take part in the scientific work of the university? if yes, in what forms? (check all that apply)

| Answer options | 2nd year (%) | 3rd year (%) | 4th year (%) |
|--|--------------|--------------|--------------|
| Did not participate | 45.5 | 61.5 | 36.4 |
| Sometimes, when it is necessary for formal reasons | 45.5 | 15.4 | 31.8 |
| In scientific projects of laboratories, centers, etc. under a contract, within a grant, etc. | 9.1 | - | 4.5 |
| In scientific projects of laboratories, clubs, circles, etc. free of charge | - | 15.4 | - |
| Attended scientific seminars, clubs and other scientific events | - | 7.7 | 18.2 |
| Speaker at a conference (including a student conference), scientific seminar | - | - | - |
| Participated in a student scientific work competition | - | 7.7 | 9.1 |
| Published the results of his research (including in student collections) | 9.1 | - | - |

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

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

9. Do you take part in the scientific work of the university? if yes, in what forms? (check all that apply)



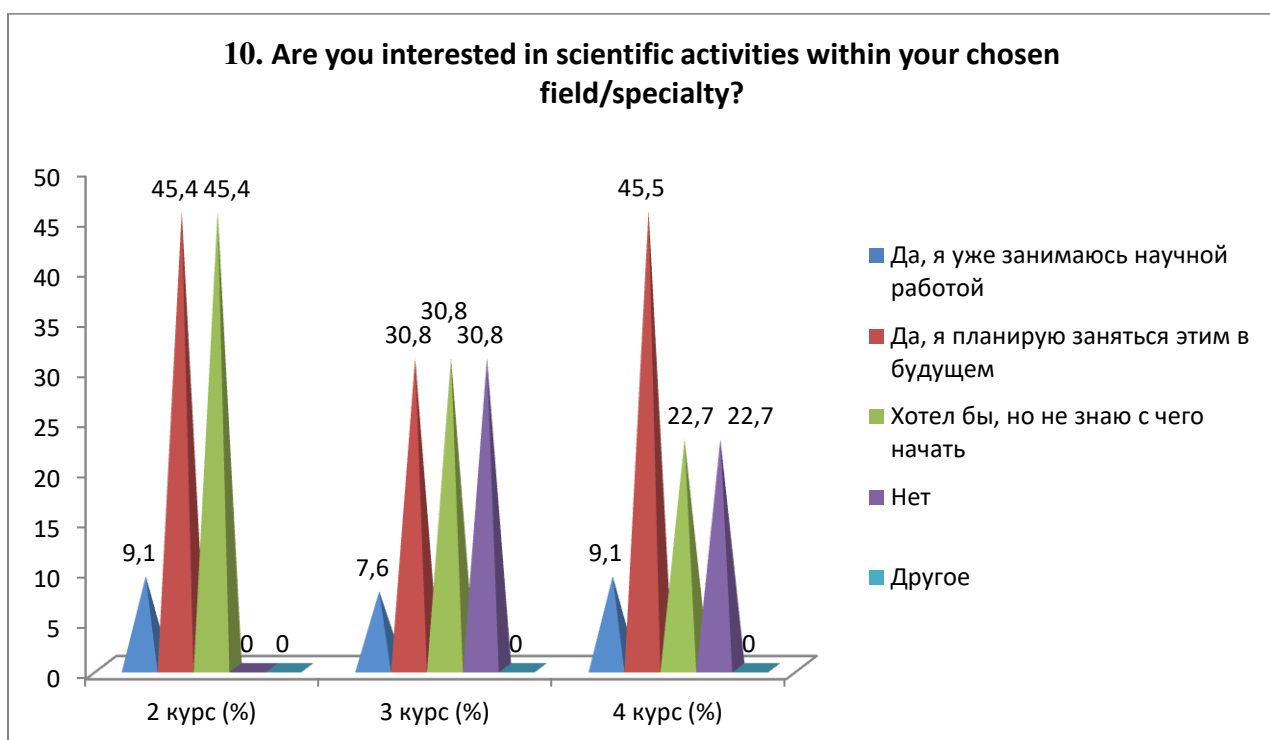
For the option "If you answered “Did not participate” to the previous question, write why»students indicated the following options*:

| 2nd year | 3rd year | 4th year |
|---|--|------------------------|
| - Don't know; - I don't have time, after school I'll go to training. | - No time; - I didn't know what it was; - They didn't offer it, and perhaps they're not capable of more. | - I wasn't interested. |

10. Are you interested in scientific activities within your chosen field/specialty?

| Answer options | 2nd year (%) | 3rd year (%) | 4th year (%) |
|--|--------------|--------------|--------------|
| Yes, I'm already doing scientific work | 9.1 | 7.6 | 9.1 |
| Yes, I plan to do this in the future | 45.4 | 30.8 | 45.5 |
| I would like to, but I don't know where to start | 45.4 | 30.8 | 22.7 |
| No | - | 30.8 | 22.7 |
| 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 "I would like to, but I don't know where to start" or "No" to the previous question, write why»students indicated the following options*:

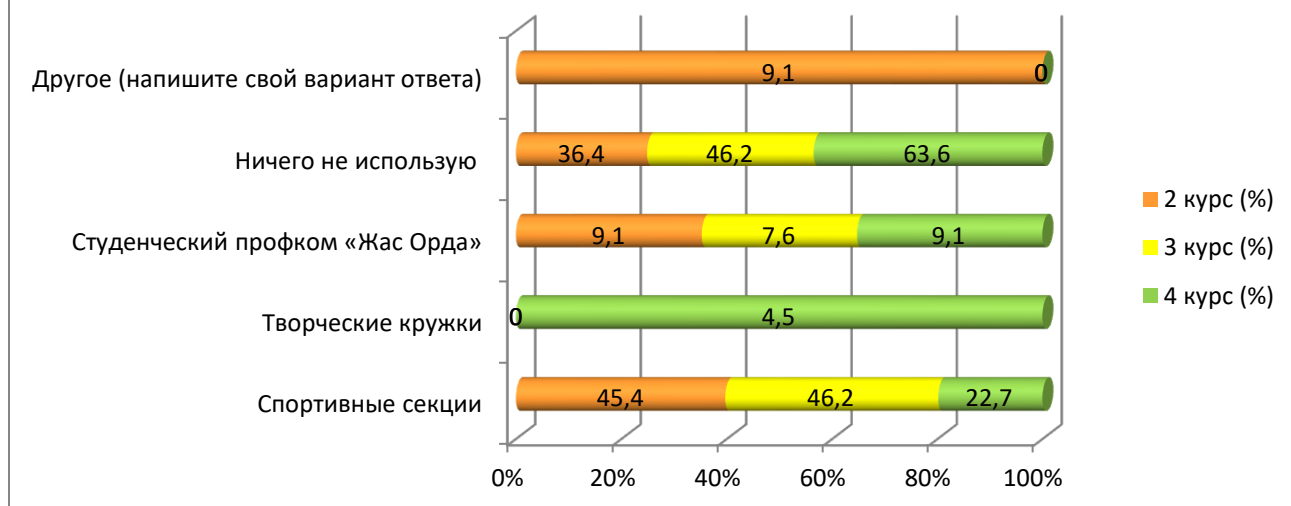
| 2nd year | 3rd year | 4th year |
|----------|--|----------|
| - | - This issue is not covered by teachers. | - |

11. Which of the opportunities provided by the university do you use for personal development?

| Answer options | 2nd year (%) | 3rd year (%) | 4th year (%) |
|---|--------------|--------------|--------------|
| Sport sections | 45.4 | 46.2 | 22.7 |
| Creative clubs | - | - | 4.5 |
| Student trade union committee "Zhas Orda" | 9.1 | 7.6 | 9.1 |
| I don't use anything | 36.4 | 46.2 | 63.6 |
| Other (write your answer) | 9.1 | - | - |

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

11. Which of the opportunities provided by the university do you use for personal development?



Students indicated the following options for the “Other” option*:

| 2nd year | 3rd year | 4th year |
|---------------|----------|----------|
| - MBO Akniet. | - | - |

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

| 2nd year | 3rd year | 4th year |
|----------|----------|----------------------------|
| - | - | - I don’t know about them. |

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

| |
|---|
| 12.1 Availability of necessary scientific literature in the library |
| 12.2 Modernity of computer equipment |
| 12.3 Internet channel width, its speed |
| 12.4 Software modernity |
| 12.5 Availability of educational and scientific equipment |
| 12.6 Availability of laboratories and specialized classrooms |
| 12.7 Availability of sports equipment |

Other _____

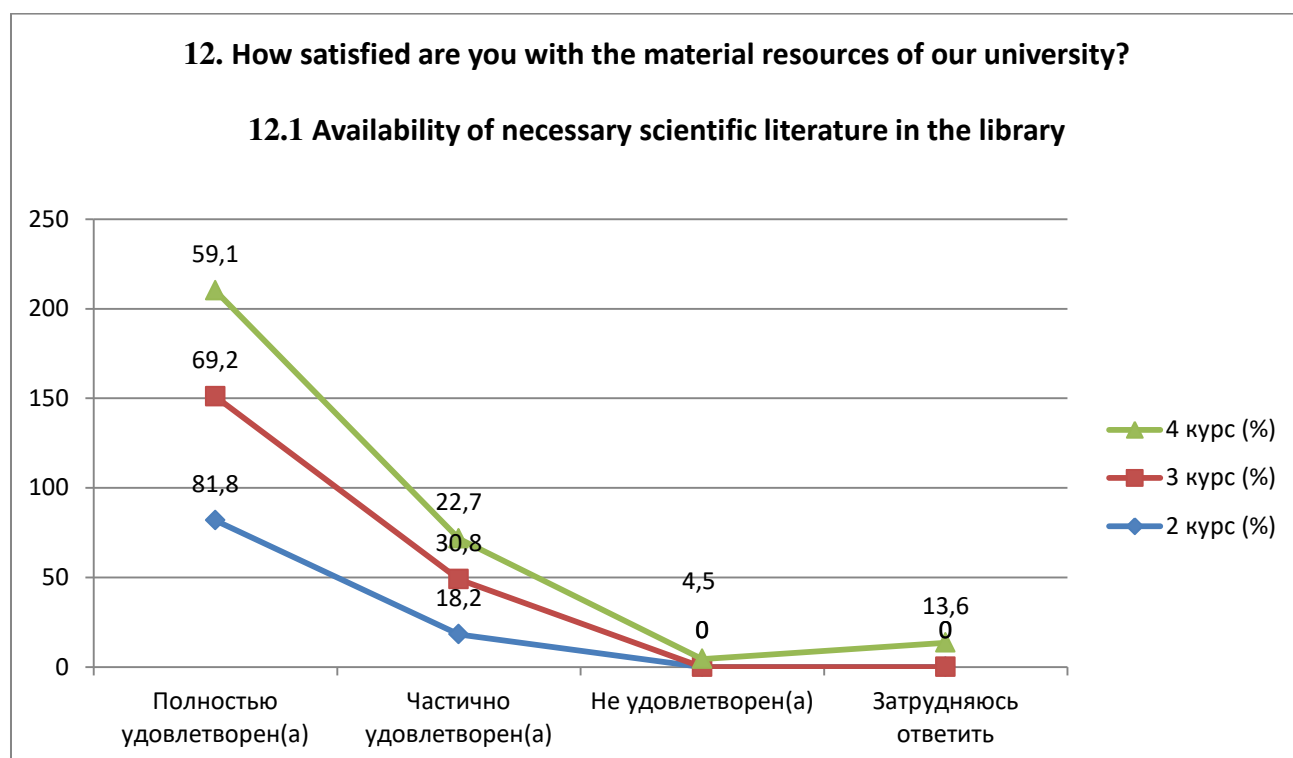
If you answered “not satisfied” to the previous question, give recommendations for improving the services provided _____

Indicators:

12.1 Availability of necessary scientific literature in the library

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

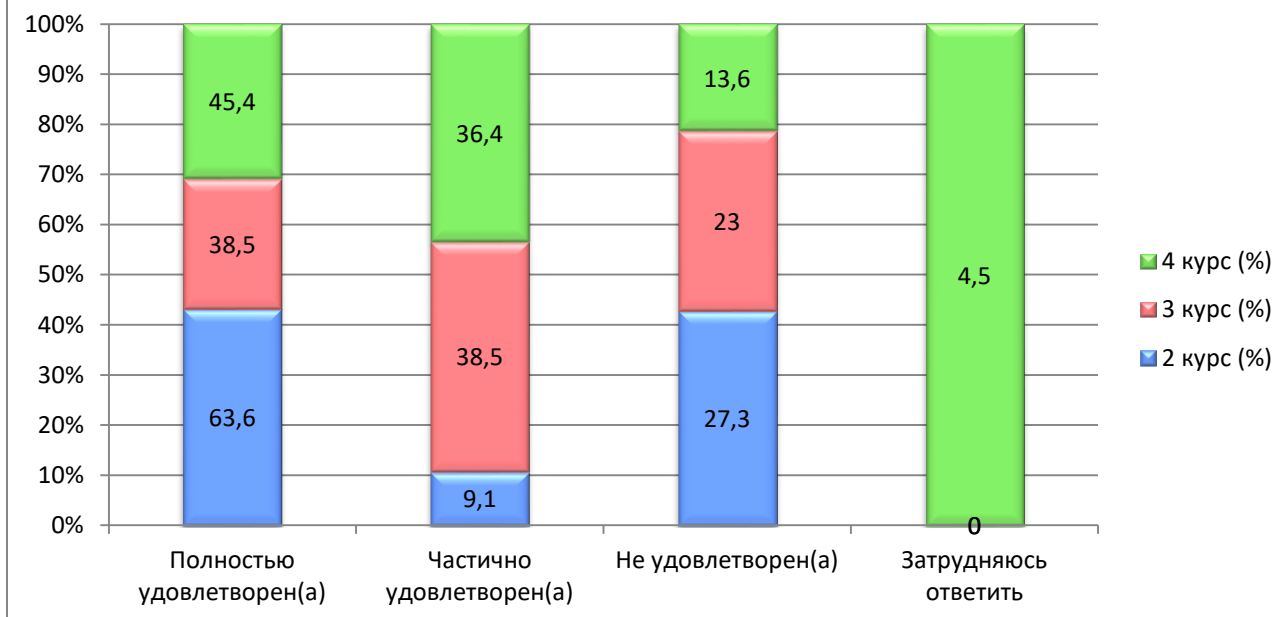
| Answer options | 2nd year (%) | 3rd year (%) | 4th year (%) |
|-------------------------------|--------------|--------------|--------------|
| Completely satisfied | 81.8 | 69.2 | 59.1 |
| Partially satisfied | 18.2 | 30.8 | 22.7 |
| Not satisfied | - | - | 4.5 |
| I find it difficult to answer | - | - | 13.6 |



12.2 Modern computer equipment

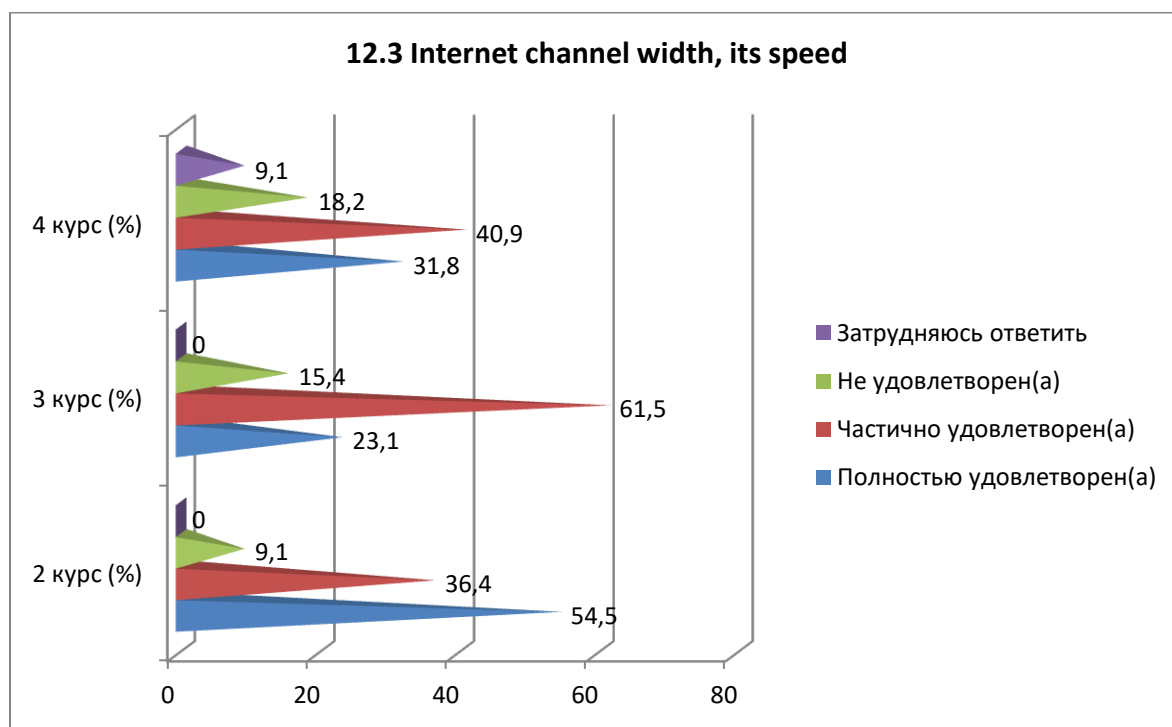
| Answer options | 2nd year (%) | 3rd year (%) | 4th year (%) |
|-------------------------------|--------------|--------------|--------------|
| Completely satisfied | 63.6 | 38.5 | 45.4 |
| Partially satisfied | 9.1 | 38.5 | 36.4 |
| Not satisfied) | 27.3 | 23 | 13.6 |
| I find it difficult to answer | - | - | 4.5 |

12.2 Modern computer equipment



12.3 Internet channel width, its speed

| Answer options | 2nd year (%) | 3rd year (%) | 4th year (%) |
|-------------------------------|--------------|--------------|--------------|
| Completely satisfied | 54.5 | 23.1 | 31.8 |
| Partially satisfied | 36.4 | 61.5 | 40.9 |
| Not satisfied | 9.1 | 15.4 | 18.2 |
| I find it difficult to answer | - | - | 9.1 |



12.4 Modernity of the software

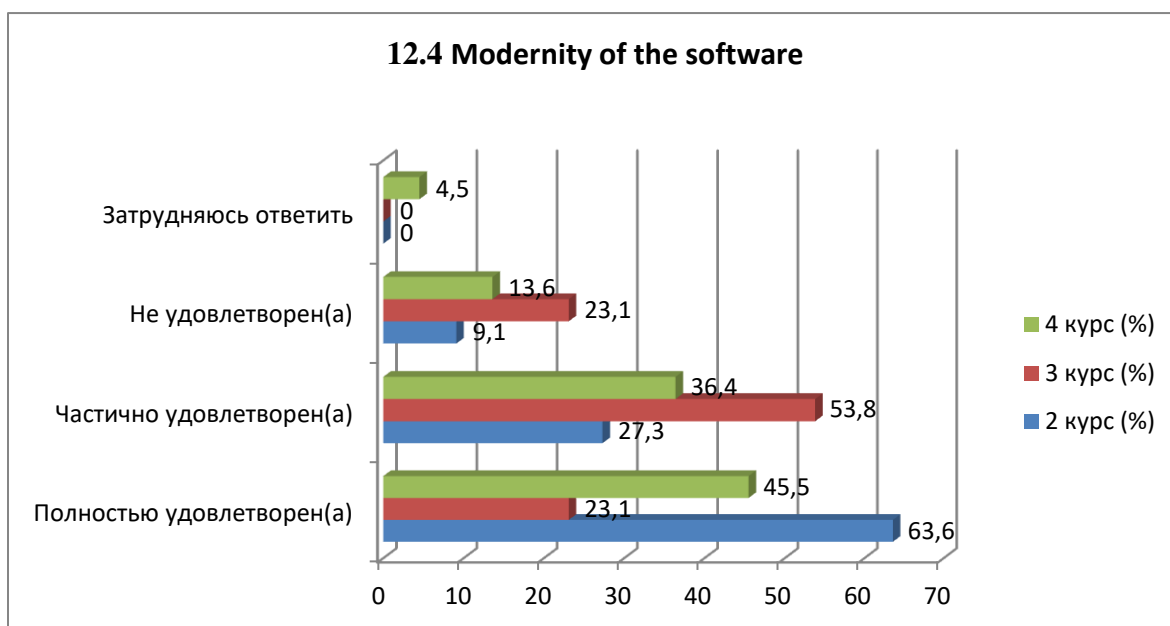
| Answer options | 2nd year (%) | 3rd year (%) | 4th year (%) |
|----------------------|--------------|--------------|--------------|
| Completely satisfied | 63.6 | 23.1 | 45.5 |
| Partially satisfied | 27.3 | 53.8 | 36.4 |
| Not satisfied) | 9.1 | 23.1 | 13.6 |

I find it difficult to answer

-

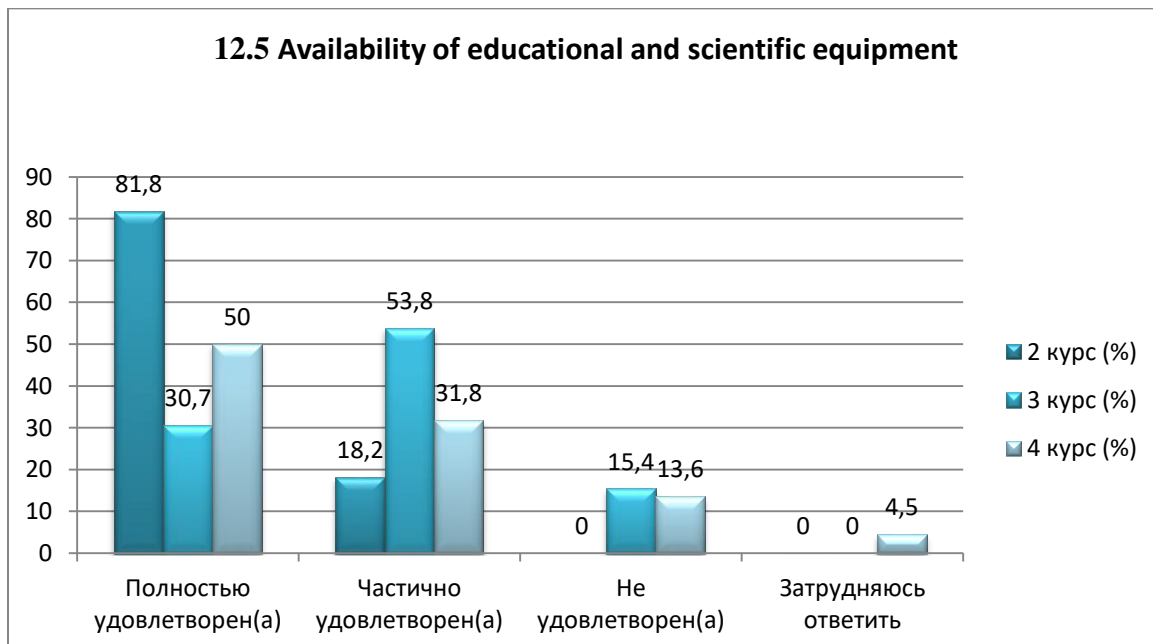
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4.5



12.5 Availability of educational and scientific equipment

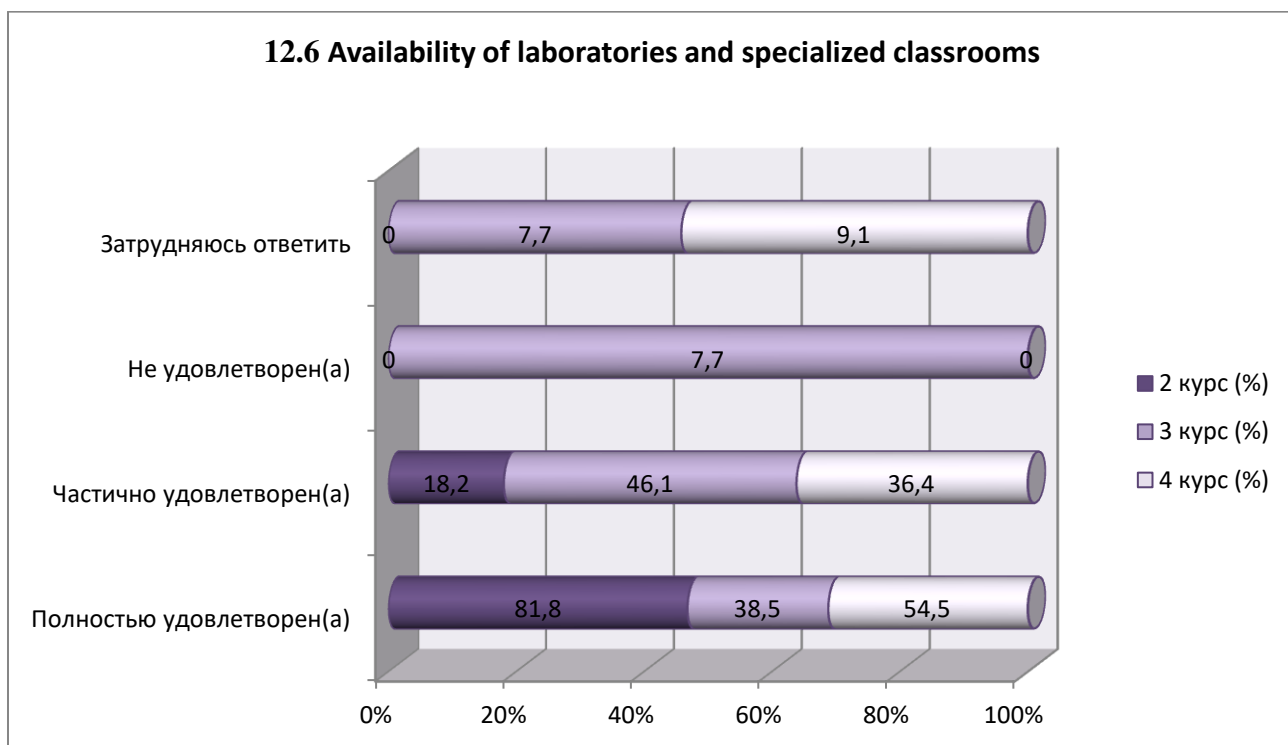
| Answer options | 2nd year (%) | 3rd year (%) | 4th year (%) |
|-------------------------------|--------------|--------------|--------------|
| Completely satisfied | 81.8 | 30.7 | 50 |
| Partially satisfied | 18.2 | 53.8 | 31.8 |
| Not satisfied) | - | 15.4 | 13.6 |
| I find it difficult to answer | - | - | 4.5 |



12.6 Availability of laboratories and specialized classrooms

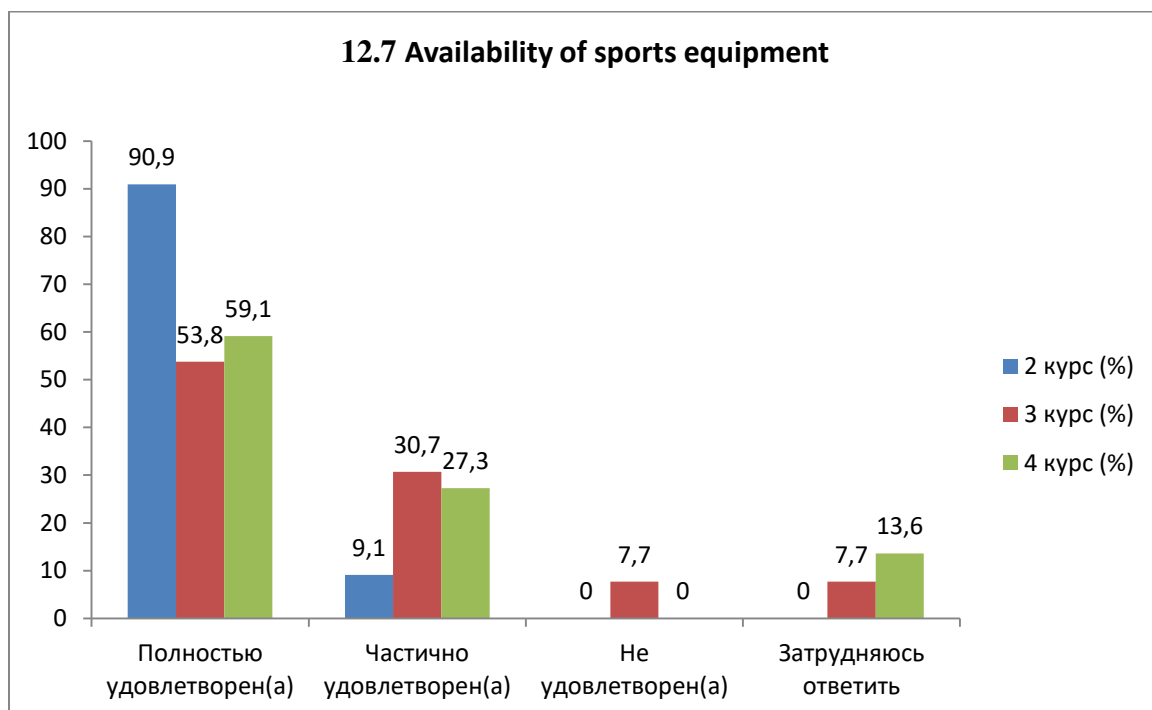
| Answer options | 2nd year (%) | 3rd year (%) | 4th year (%) |
|-------------------------------|--------------|--------------|--------------|
| Completely satisfied | 81.8 | 38.5 | 54.5 |
| Partially satisfied | 18.2 | 46.1 | 36.4 |
| Not satisfied) | - | 7.7 | - |
| I find it difficult to answer | - | 7.7 | 9.1 |

12.6 Availability of laboratories and specialized classrooms



12.7 Availability of sports equipment

| Answer options | 2nd year (%) | 3rd year (%) | 4th year (%) |
|-------------------------------|--------------|--------------|--------------|
| Completely satisfied | 90.9 | 53.8 | 59.1 |
| Partially satisfied | 9.1 | 30.7 | 27.3 |
| Not satisfied) | - | 7.7 | - |
| I find it difficult to answer | - | 7.7 | 13.6 |



Students indicated the following options for the “Other” option:*

| 2nd year | 3rd year | 4th year |
|----------|----------|----------|
|----------|----------|----------|

*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.

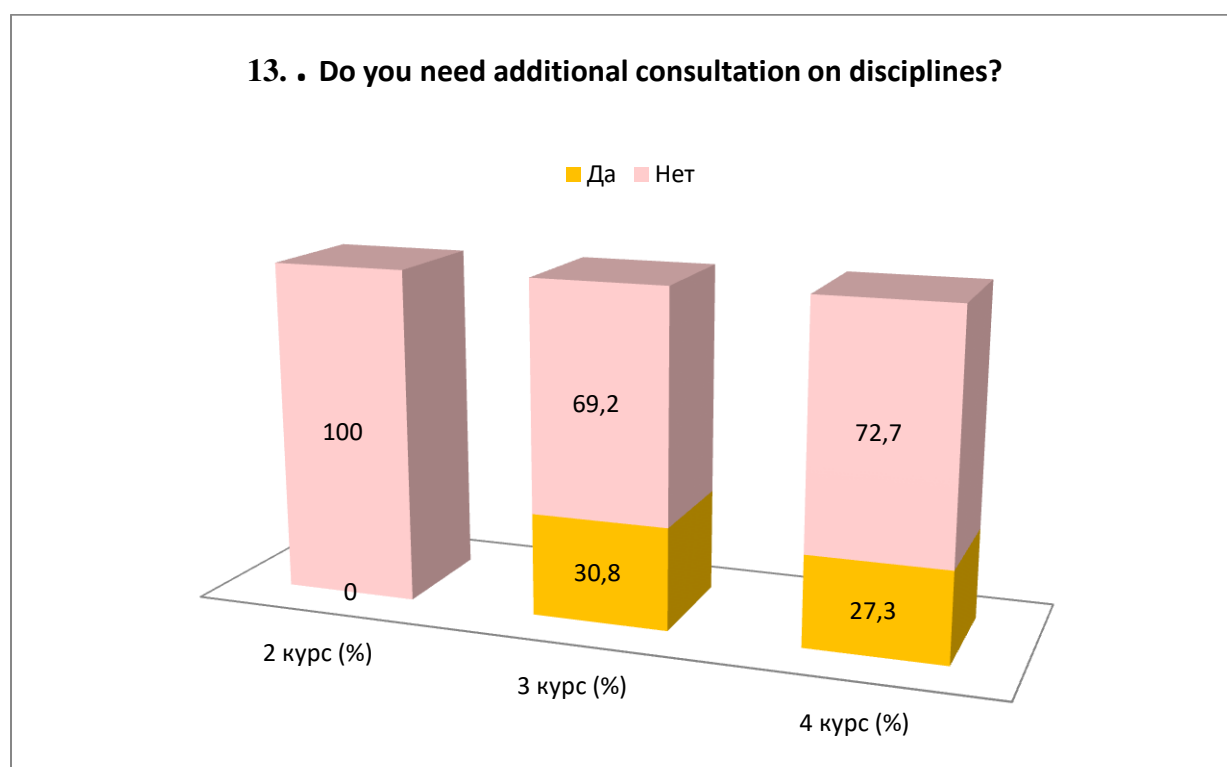
| | | |
|---|---|---|
| - | - | - |
|---|---|---|

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

| 2nd year | 3rd year | 4th year |
|----------|---------------------------------------|----------|
| - | - Updating and updating of equipment. | - |

13. Do you need additional consultation on disciplines?

| Answer options | 2nd year (%) | 3rd year (%) | 4th year (%) |
|----------------|--------------|--------------|--------------|
| Yes | - | 30.8 | 27.3 |
| No | 100 | 69.2 | 72.7 |



For the option "If you answered "Yes" to the previous question, then indicate the discipline on which you need additional advice.»students indicated the following options*:

| 2nd year | 3rd year | 4th year |
|----------|---|----------|
| - | - Database Management Systems; - Wu programming languages. | - SIB. |

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

(You can select one or more answer options)

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

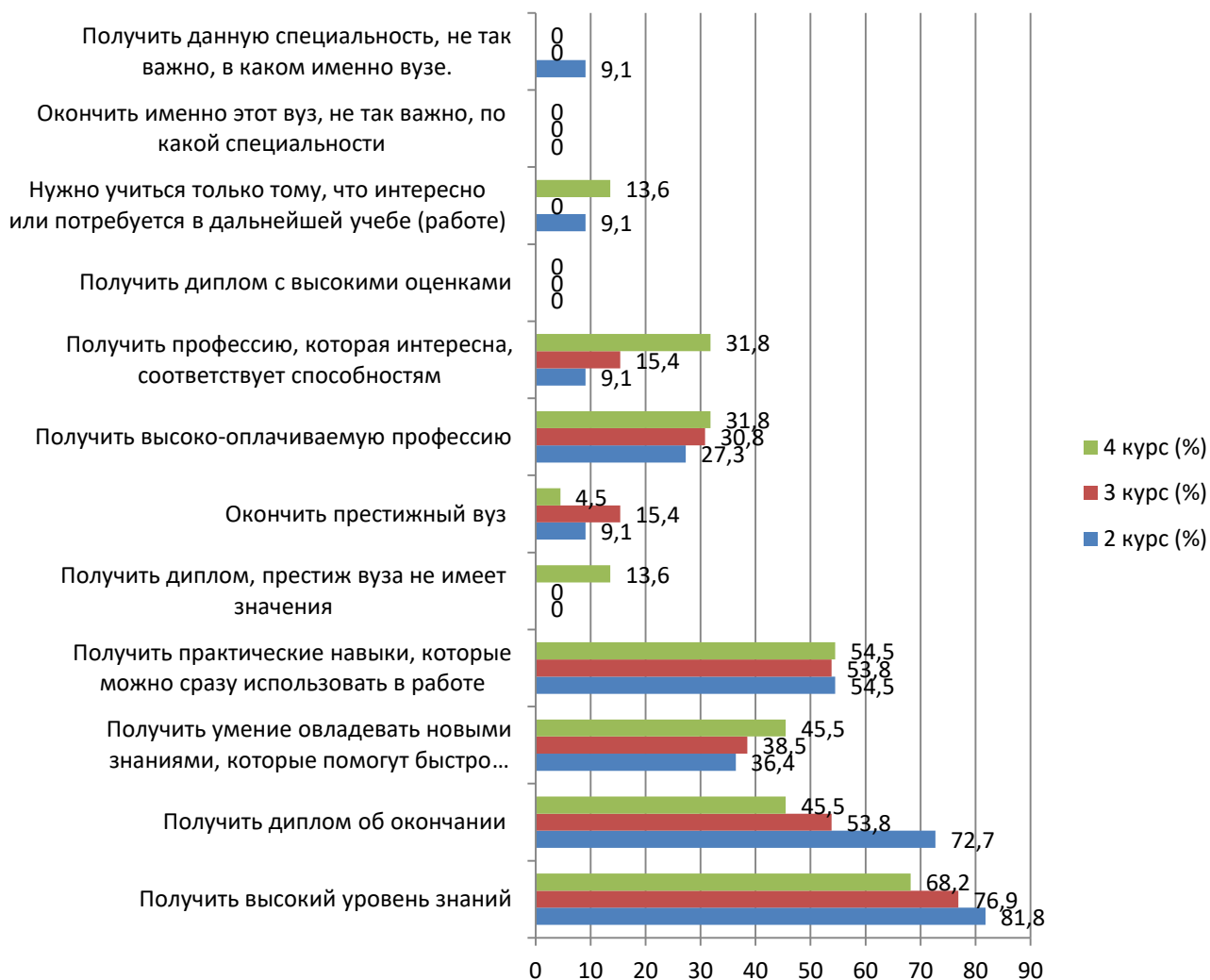
*Students' answers to the option "other" and "if you answered "not satisfied..." to the previous question are presented in the original. The author's spelling and punctuation have been preserved.

| | | | |
|---|------|------|------|
| Get a high level of knowledge | 81.8 | 76.9 | 68.2 |
| Receive a diploma of completion | 72.7 | 53.8 | 45.5 |
| Gain the ability to acquire new knowledge that will help you quickly adapt in the workplace | 36.4 | 38.5 | 45.5 |
| Gain practical skills that you can immediately use at work | 54.5 | 53.8 | 54.5 |
| Get a diploma, the prestige of the university does not matter | - | - | 13.6 |
| Graduate from a prestigious university | 9.1 | 15.4 | 4.5 |
| Get a highly paid profession | 27.3 | 30.8 | 31.8 |
| Get a profession that is interesting and matches your abilities | 9.1 | 15.4 | 31.8 |
| Get a diploma with high grades | - | - | - |
| You need to learn only what is interesting or will be needed in further study (work) | 9.1 | - | 13.6 |
| It's not so important to graduate from this particular university, in what specialty | - | - | - |
| Getting this specialty is not so important in which university. | 9.1 | - | - |

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

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

(You can select one or more answer options)



Please write your suggestions, wishes, as well as what questions in your opinion need to 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's activities. (Students' answers are presented in the original. The author's spelling and punctuation have been preserved.)

| 2nd year | 3rd year | 4th year |
|---|--|--|
| <ul style="list-style-type: none"> - Everything suits me; - In my opinion, there are few questions about active work within the university; - would you like the lecture to be held offline; - nothing is needed, everything is fine; - Question about academic performance; - Question about the qualifications of teachers in it disciplines. | <ul style="list-style-type: none"> - I think these questions are enough; - Don't know; - Enough of these; - Everything suits me. There are enough questions.; - I find it difficult to answer; - Nothing; - None; - participation in competitions. | <ul style="list-style-type: none"> - No; - OK; - Don't know; - Satisfaction with the specialty; - Questions about the correspondence of the list of disciplines studied to the chosen specialty; - no ideas; - Everything suits me; - You can add more detailed questions on |

| | | |
|--|--|--|
| | | industrial practice; - I think there are enough questions in the questionnaire; - No comments. |
|--|--|--|

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

The majority of students report their complete satisfaction with the quality of the services provided, based on which it can be argued that according to these indicators, the quality of the services provided at the university met the expectations of students and, thus, fulfilled its task.

To the question “What is your attitude to the quality of the organization of the educational process?” the majority of students responded that there were no special complaints: 2nd year – 90.9%, 3rd year – 69.2%, 4th year – 63.6%. The data obtained indicate an improvement in the quality of organization of the educational process and educational services of the university.

Nevertheless, there is a small part among the respondents who noted such answer options as “Discrepancy between the disciplines studied and the specialty obtained”(3rd year - 15.4%, 4th year - 18.2%), “Inconsistency between the importance of the subject and the number of hours”(3rd year - 7.7%, 4th year - 4.5%), “Overload with classroom activities”(2nd year - 9.1%, 3rd year - 7.7%, 4th year - 4.5%) and “Dissatisfaction with the quality of classes”(4th year - 9.1%).

To the question: “What indicators are usually taken into account by teachers when making the final grade?” 57.3% of students indicated the option “activity in classes (seminars), answers to teacher questions, problem solving, etc.”, in second place - 21.3% “results of practice, laboratory and other practical work” and in third place is 9.7% “attendance”.

Relations “between students”, “between teachers and students (in the educational process)”, “between students and curators”, “between students and administration”, “between students and employees of departments (library, student department, etc.)”, “between students and the security service” are being assessed by respondents, mainly as “friendly” and “with rather benevolent than unkind.”

For the option **“If you answered the previous question “More unfriendly than friendly” and “Negative”, give recommendations for improvement»** students indicated the following answer options*: “Lack of a sharp reaction and raising your voice to the student”, “Treating students either as children or as subordinates”, etc.

To the question “Which student problems are of particular concern to you now?” students put “Employment by specialty”- 68.1%. Further - “Quality of teaching (class conducting, assessment of knowledge, etc.) » – 49.4%. In third position – “Quality of organization of the educational process”- 35.6%.

To the question **“Do you need additional consultation in disciplines?”** 19.4% respondents responded that they needed additional consultation. Among the disciplines were indicated: database management systems, VU programming languages, ISS and others.

Recommendations:

1.The head of the department should familiarize himself with the results of the questionnaire and familiarize students, if necessary, develop an action plan to improve the quality of educational services.

*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.