

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

Department: "Information and computing systems"

Speciality:6B06102 “Information systems”

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 6B06102 “Information systems”155 respondents took part in the questionnaire.

- 2nd year – 50 students (82%);
- 3rd year – 51 students (82.3%);
- 4th year – 54 students (80.6%).

Form of study

- Budget - 88 students (56.8%);
- Paid – 67 students (43.2%).

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

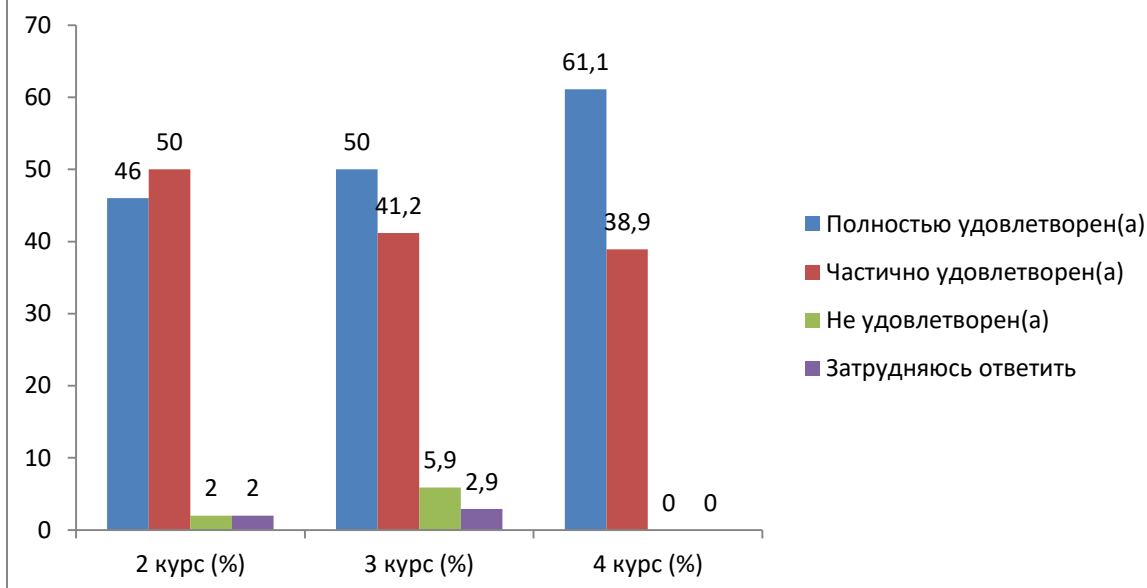
Indicators:

1.1 The learning process in general

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	46	50	61.1
Partially satisfied	50	41.2	38.9
Not satisfied	2	5.9	-
I find it difficult to answer	2	2.9	-

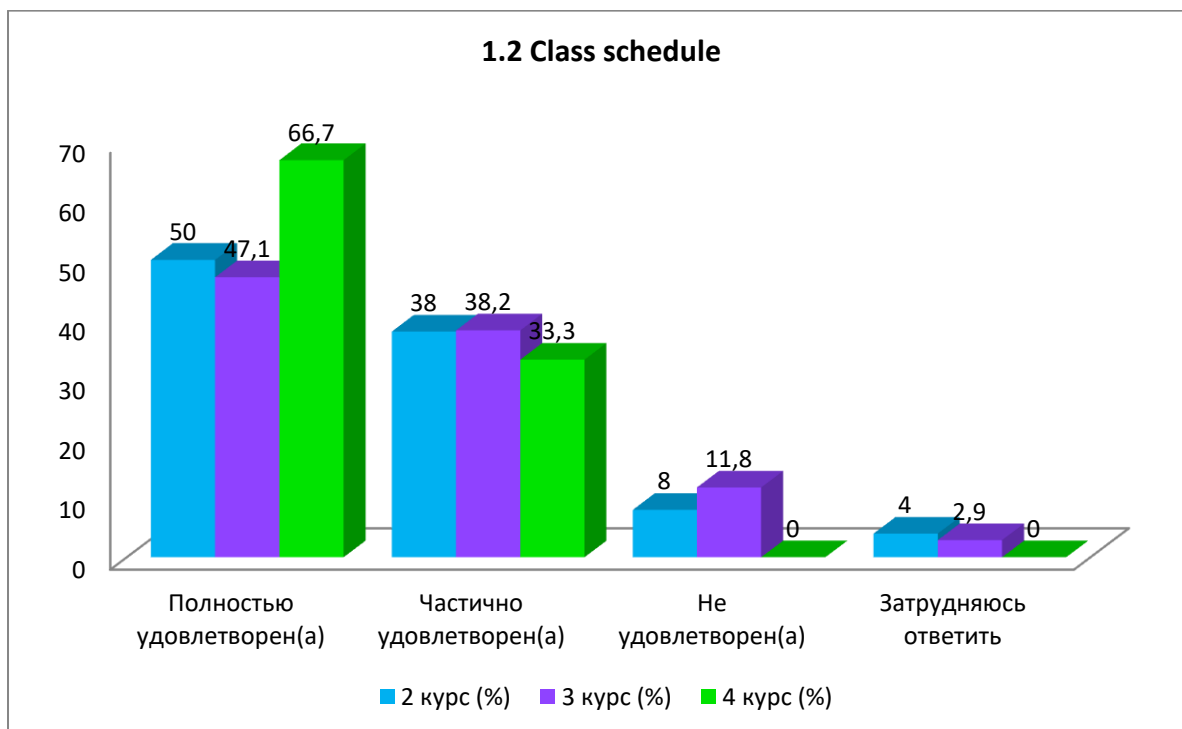
1. Does it satisfy you? quality of services provided?

1.1 The learning process in general



1.2 Class schedule

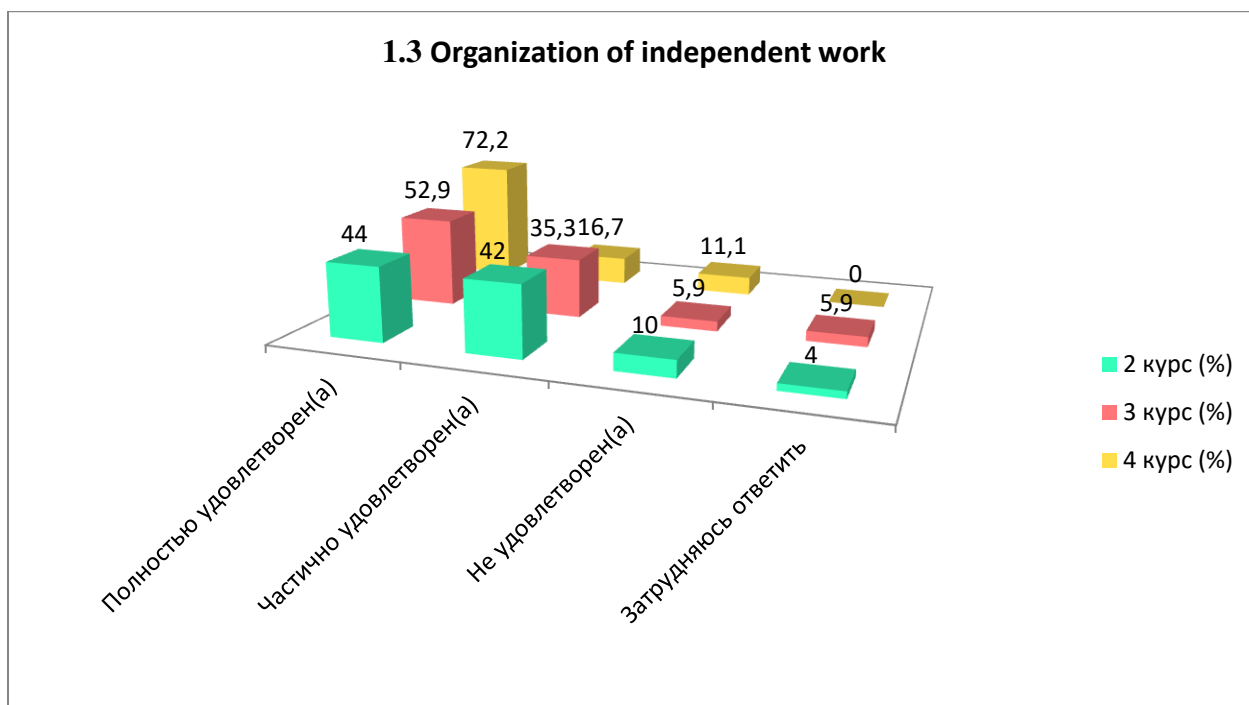
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	50	47.1	66.7
Partially satisfied	38	38.2	33.3
Not satisfied	8	11.8	-
I find it difficult to answer	4	2.9	-



1.3 Organization of independent work

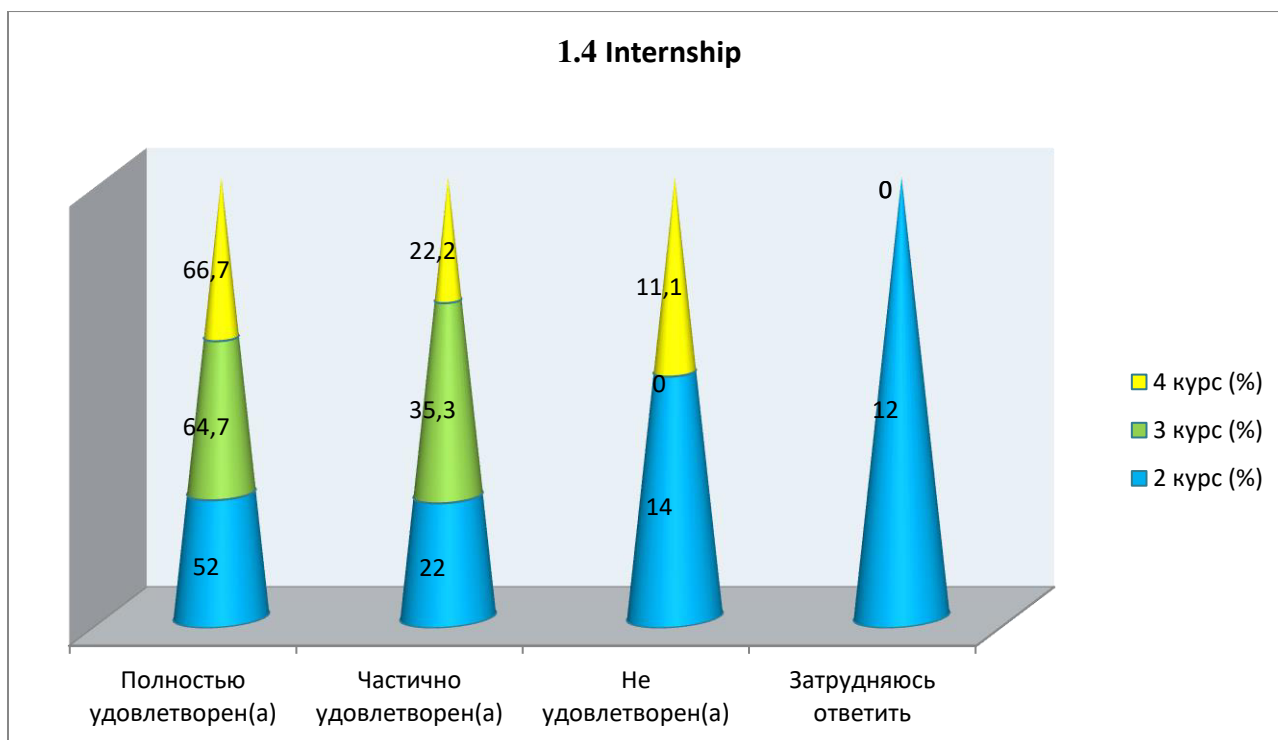
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	44	52.9	72.2
Partially satisfied	42	35.3	16.7

Not satisfied	10	5.9	11.1
I find it difficult to answer	4	5.9	-



1.4 Internship

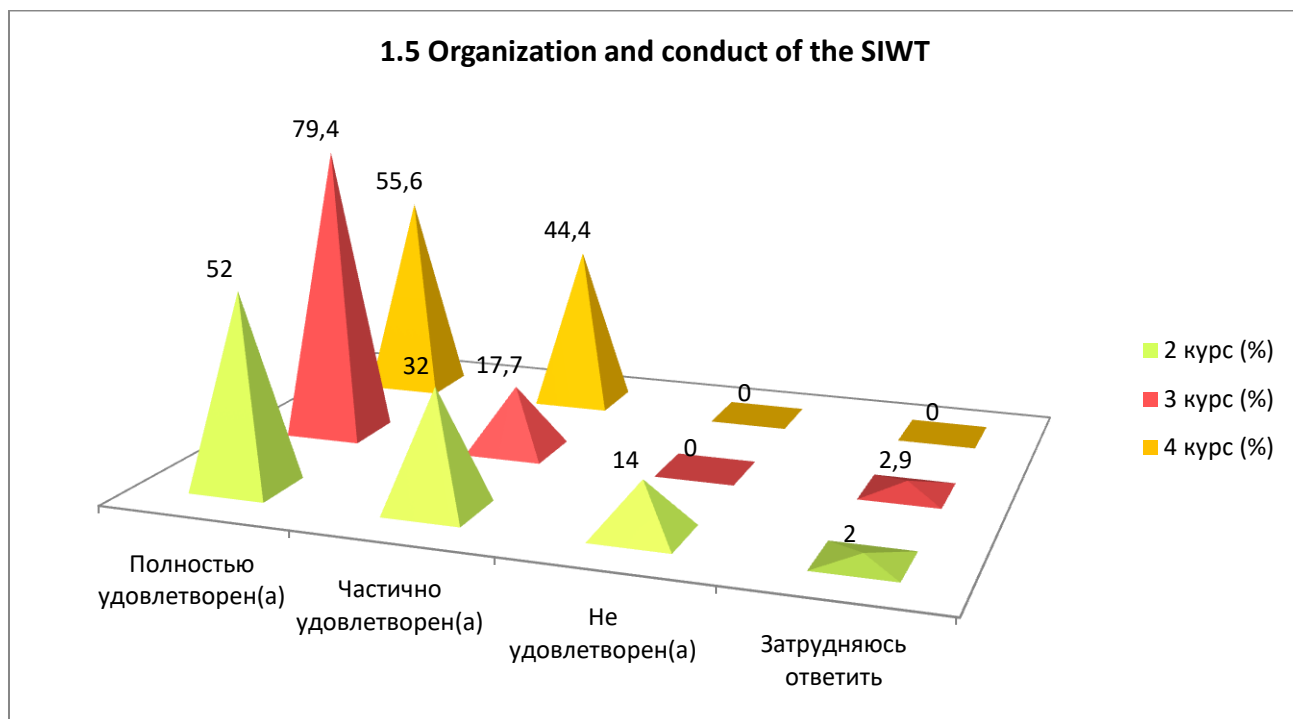
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	52	64.7	66.7
Partially satisfied	22	35.3	22.2
Not satisfied	14	-	11.1
I find it difficult to answer	12	-	-



1.5 Organization and conduct of the SIWT

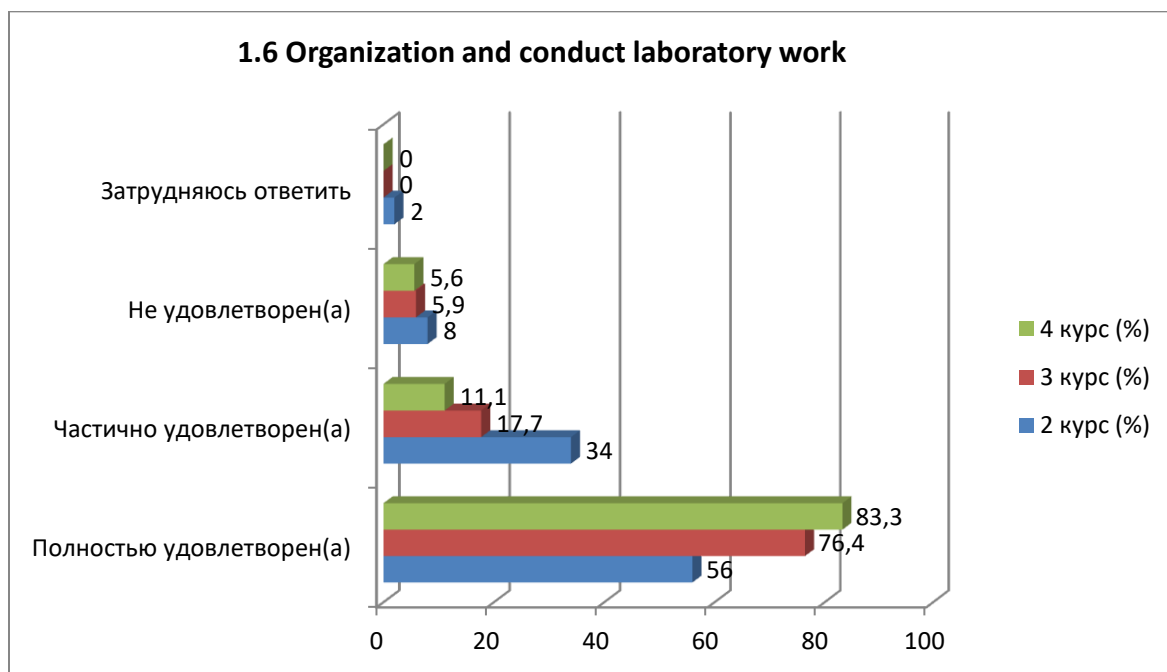
Answer options	2nd year (%)	3rd year (%)	4th year (%)
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Completely satisfied	52	79.4	55.6
Partially satisfied	32	17.7	44.4
Not satisfied	14	-	-
I find it difficult to answer	2	2.9	-



1.6 Organization and conduct laboratory work

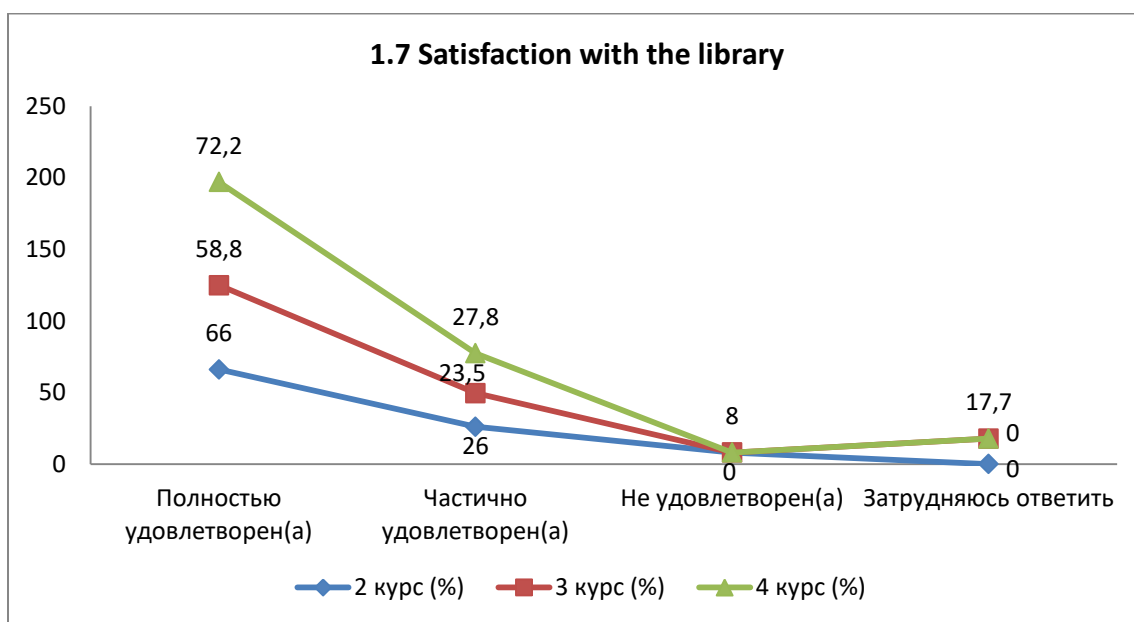
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	56	76.4	83.3
Partially satisfied	34	17.7	11.1
Not satisfied	8	5.9	5.6
I find it difficult to answer	2	-	-



1.7 Satisfaction with the library

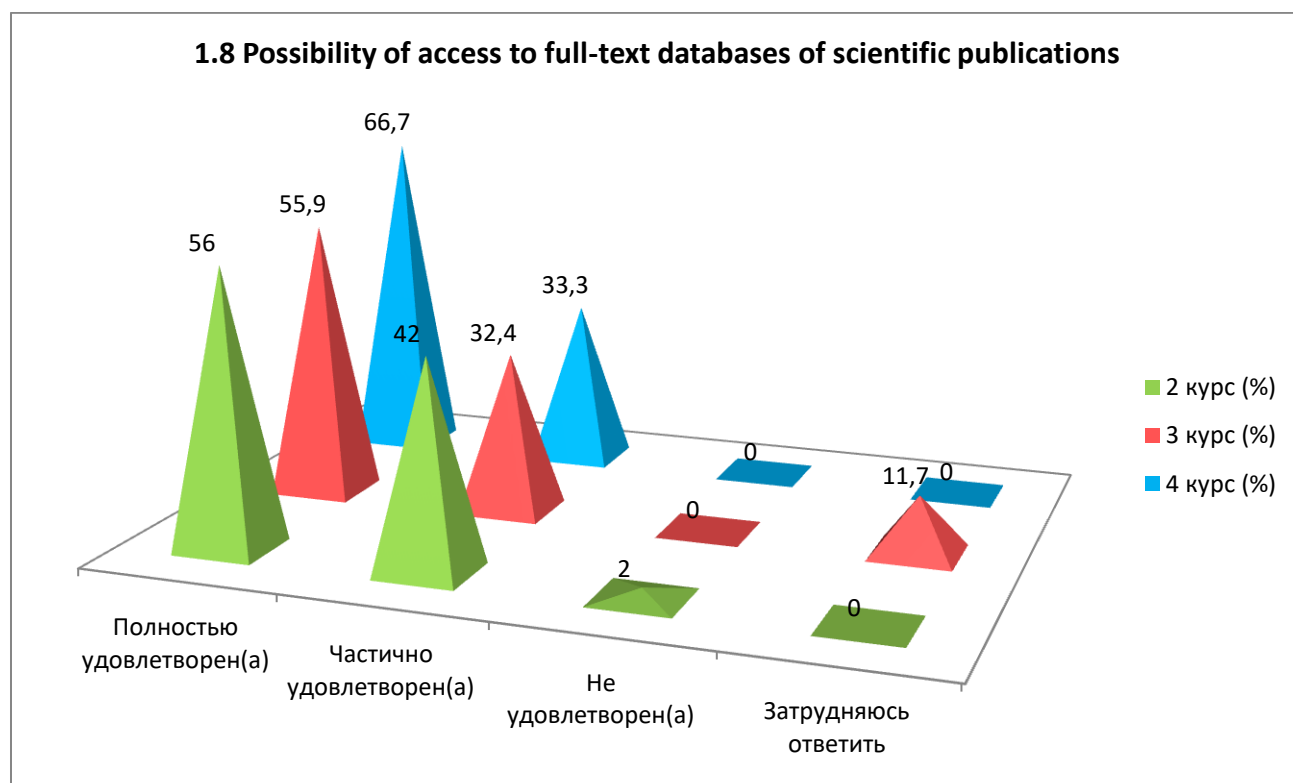
Answer options	2nd year (%)	3rd year (%)	4th year (%)
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Completely satisfied	66	58.8	72.2
Partially satisfied	26	23.5	27.8
Not satisfied	8	-	-
I find it difficult to answer	-	17.7	-



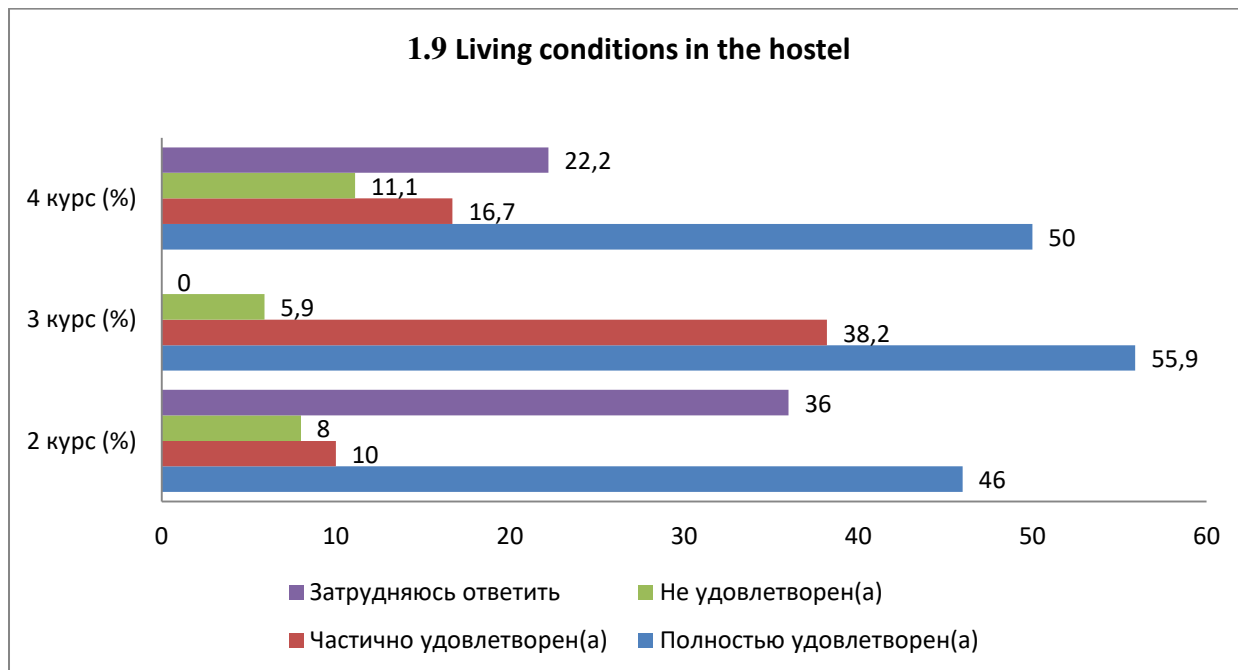
1.8 Possibility of access to full-text databases of scientific publications

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	56	55.9	66.7
Partially satisfied	42	32.4	33.3
Not satisfied	2	-	-
I find it difficult to answer	-	11.7	-



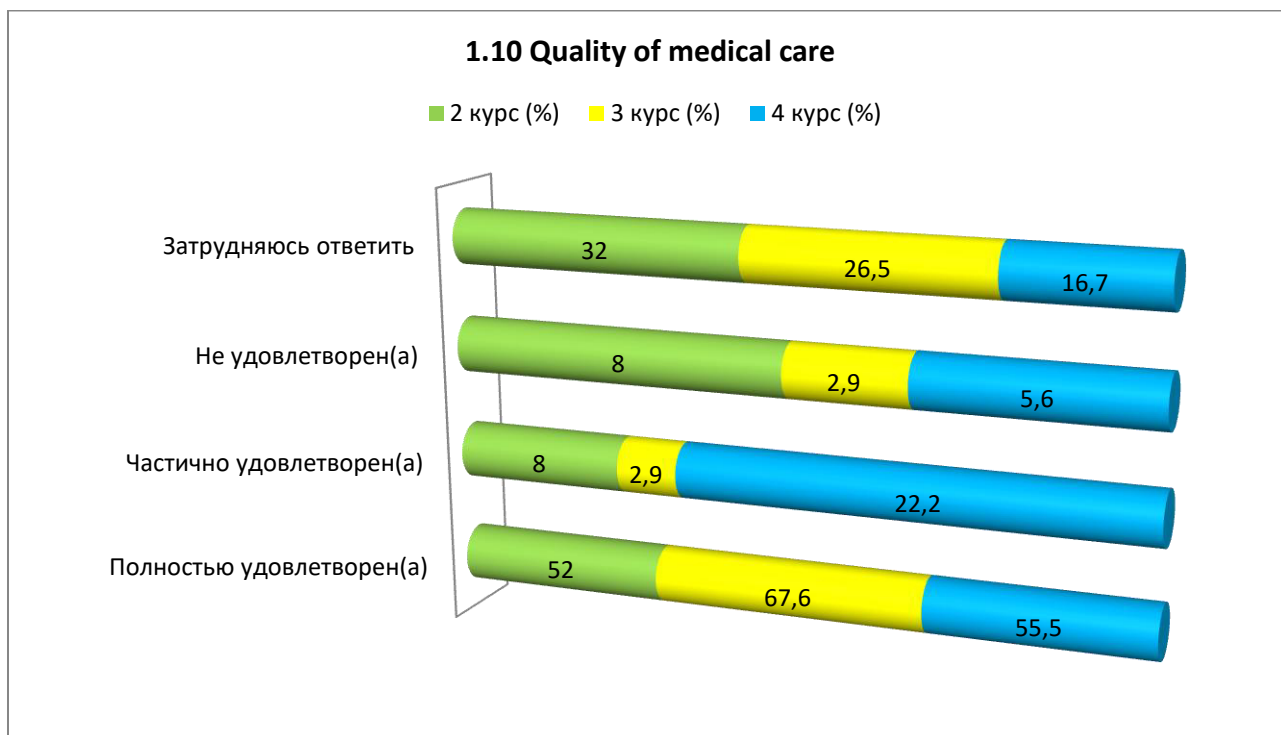
1.9 Living conditions in the hostel

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	46	55.9	50
Partially satisfied	10	38.2	16.7
Not satisfied	8	5.9	11.1
I find it difficult to answer	36	-	22.2



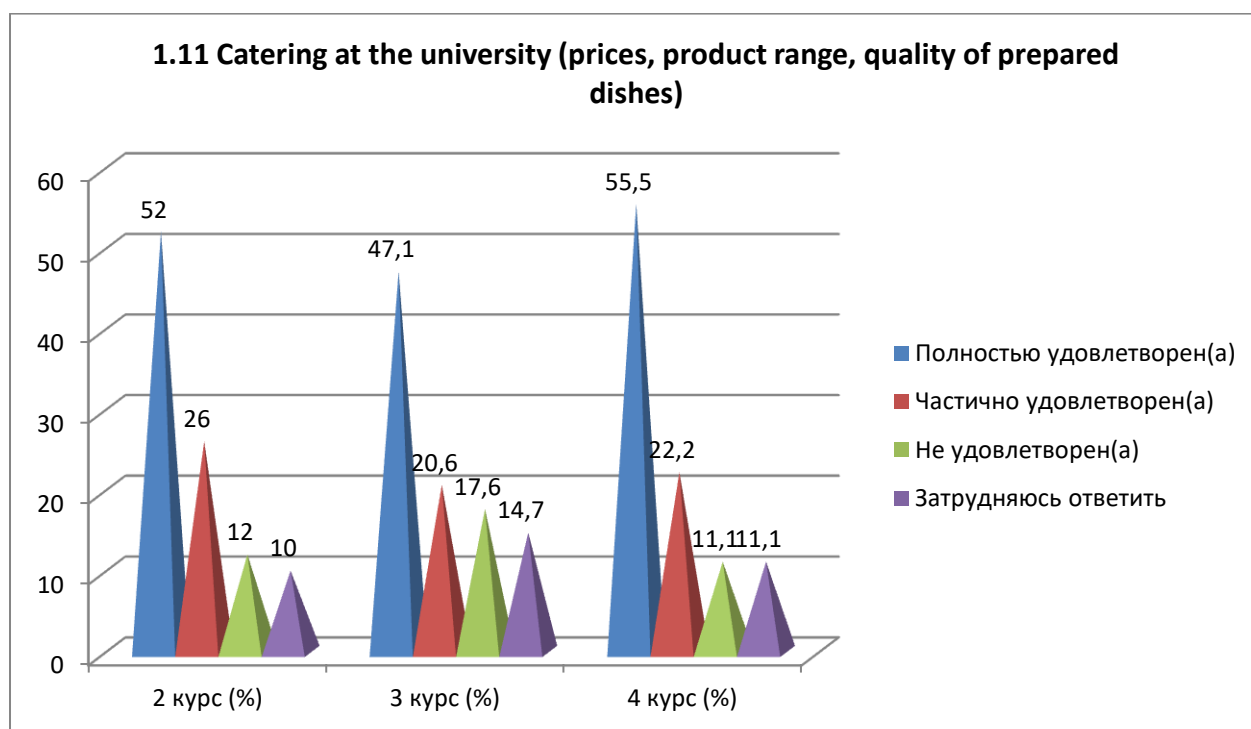
1.10 Quality of medical care

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	52	67.6	55.5
Partially satisfied	8	2.9	22.2
Not satisfied	8	2.9	5.6
I find it difficult to answer	32	26.5	16.7



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

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	52	47.1	55.5
Partially satisfied	26	20.6	22.2
Not satisfied	12	17.6	11.1
I find it difficult to answer	10	14.7	11.1



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

2nd year	3rd year	4th year
<ul style="list-style-type: none"> - Completely satisfies; - poor network quality in the AO dormitory; - There is not enough coffee to go in disposable glasses, and Pepsi 1l When it comes to training new computers, the ones that are there are too old; - Everything suits me. 	<ul style="list-style-type: none"> - I don't live in a hostel, I don't know how it is and I don't want to lie that I'm satisfied. The portions in the dining room are small and not filling.. 	-

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
<ul style="list-style-type: none"> - fix the Internet; - Speed up the work of the canteen; - give out books not just 1 per group; - The practice did not quite suit our specialty; 	<ul style="list-style-type: none"> - Offline lectures are a very unproductive option for me. I think online is better.; - Do not burden the physics and mathematics specialty with meaningless notes and 	-

*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.

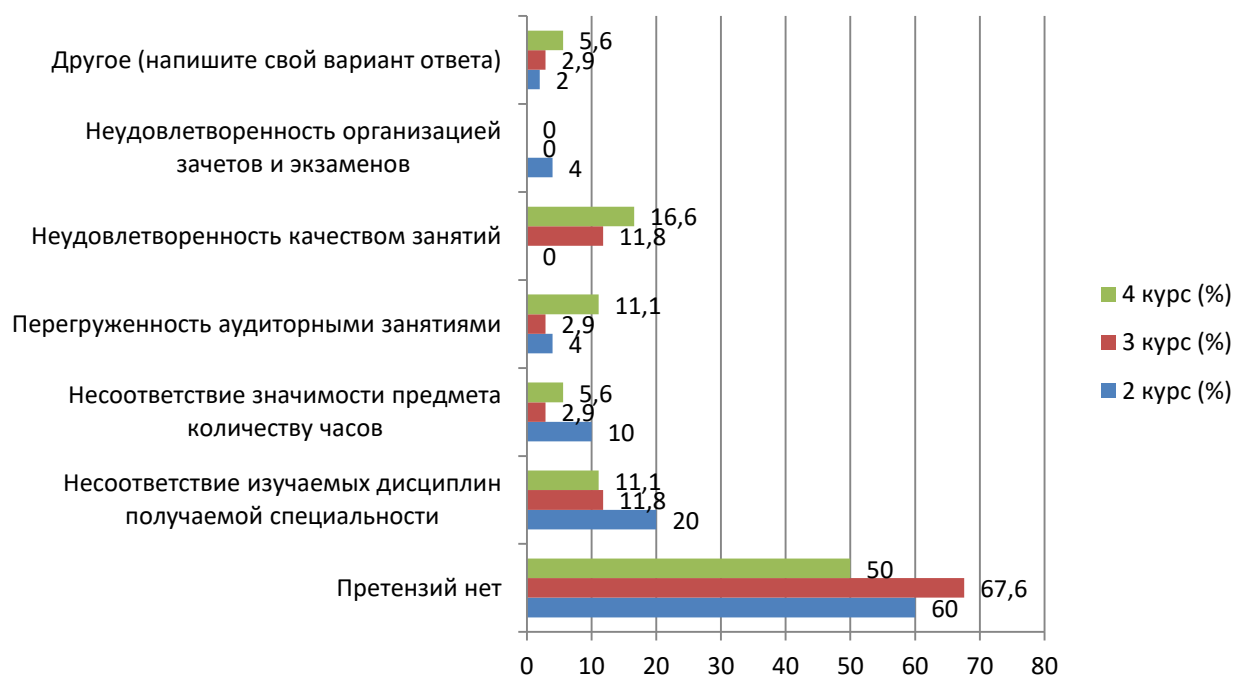
<p>- Not all teachers attach the SIWT to distance learning courses and you have to look for the SIWT for a given week throughout the entire manual.;</p> <p>- No.</p>	<p>abstracts, but focus on developing practical skills and experience, give the opportunity to complete lessons through work in the specialty, that is, if the student is already gaining experience in production or work in the specialty, he could close earlier or easier relevant lessons when confirming skills. Remove curatorial hours or make them free to attend. Create a system for selecting or changing teachers. Improve and make the university website convenient, as student programmers are ready to help you with this;</p> <p>- No;</p> <p>- Increase in places for practical training.</p>	
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2. “What is your attitude to the quality of organization of the educational process?”

Answer options	2nd year (%)	3rd year (%)	4th year (%)
No complaints	60	67.6	50
Discrepancy between the disciplines studied and the specialty obtained	20	11.8	11.1
Inconsistency between the importance of the subject and the number of hours	10	2.9	5.6
Overload with classroom activities	4	2.9	11.1
Dissatisfaction with the quality of classes	-	11.8	16.6
Dissatisfaction with the organization of tests and exams	4	-	-
Other (write your answer)	2	2.9	5.6

*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. "What is your attitude to the quality of organization of the educational process?"



For the "Other" option, students indicated the following options*:

2nd year	3rd year	4th year
- Too many non-core subjects.	- Having a weak PC.	- Not issuing 2 diplomas in my specialty.

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
<ul style="list-style-type: none"> - Replace old with new information; - Add more lessons in your specialty; - Taking general education subjects like "Physics" in the second year is not so convenient. It would be better if "Physics" was in the 1st semester of the first year and reduce the number of hours and credits. From 150 hours and 5 credits, to 90 hours and 3 credits. Since the importance of this discipline for the ICS department; - I would like to add more items by profession in place of unnecessary items that will not be needed in the future; 	<ul style="list-style-type: none"> - Revise the curriculum, improve the qualifications of teachers.; - Put disciplines on the schedule in accordance with the prerequisites specified in the syllabus. Update the material of lectures in special disciplines.; - No; - More; - some items are outdated. 	<ul style="list-style-type: none"> - There are many unnecessary items for IT specialists, and those that are needed for future employment are completely in short supply; - There is no software for the required courses or the hardware does not meet the requirements of this software and there is no way to even launch the program. There are no teaching materials, teachers use outdated Russian teaching aids and pass them off as

*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.

<ul style="list-style-type: none"> - In the subject of sociology, the scores were given unreasonably; - Some disciplines are in no way related to the specialty being studied, and because of this, the question arises about the need for this discipline. 		<p>an original educational program, and often cannot answer student questions based on these materials.</p>
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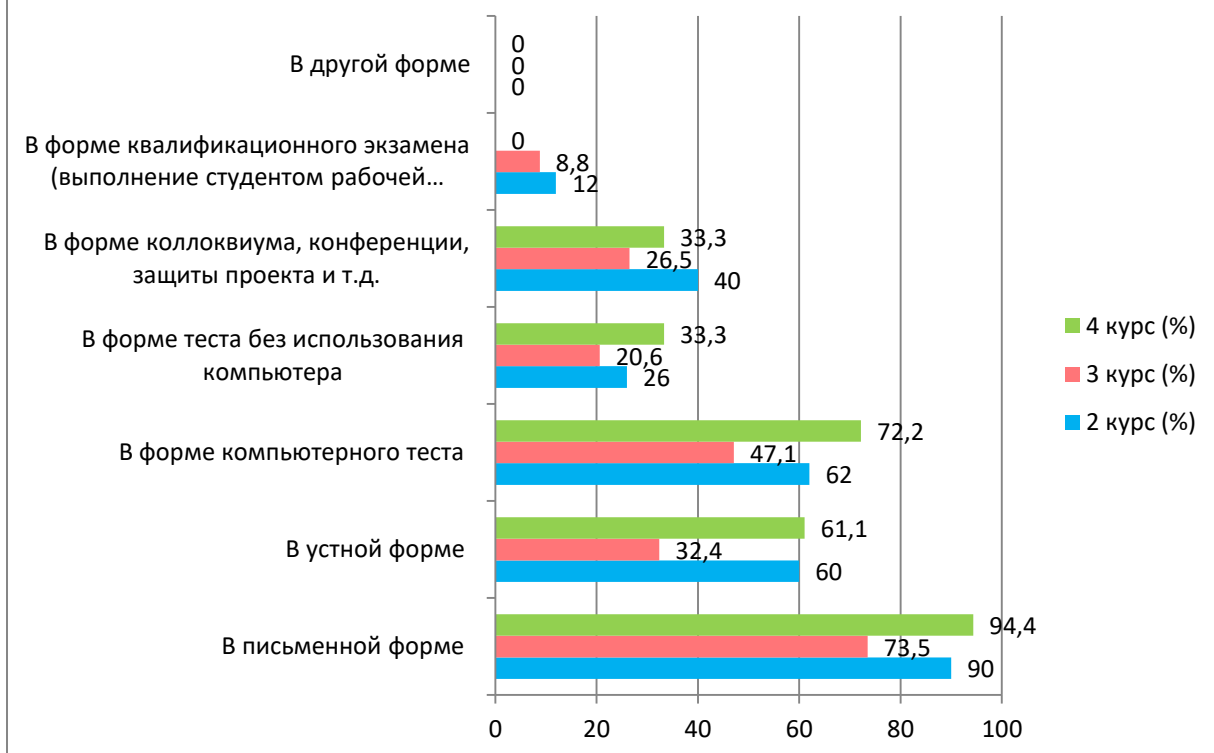
3. What forms of final testing or examination are used in this educational organization? (check all that apply)

Answer options	2nd year (%)	3rd year (%)	4th year (%)
In writing	90	73.5	94.4
In oral form	60	32.4	61.1
In the form of a computer test	62	47.1	72.2
In the form of a test without using a computer	26	20.6	33.3
In the form of a colloquium, conference, project defense, etc.	40	26.5	33.3
In the form of a qualification exam (the student performs a work operation, manufactures a product, carries out labor activities, assessed by experts)	12	8.8	-
In another form	-	-	-

**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.

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



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

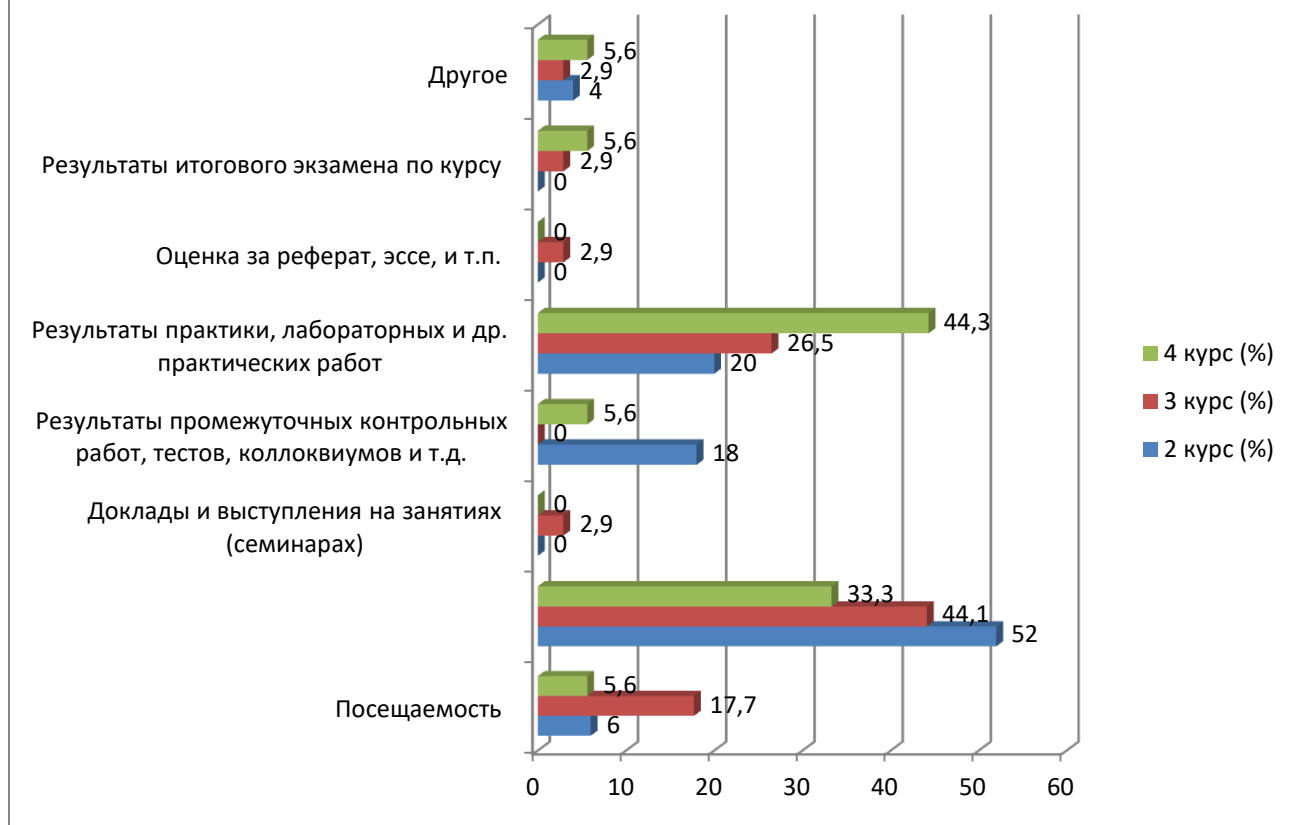
2nd year	3rd year	4th year
-	-	-

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

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Attendance	6	17.7	5.6
Activity in classes (seminars), answers to teacher questions, problem solving, etc.	52	44.1	33.3
Reports and speeches at classes (seminars)	-	2.9	-
Results of intermediate tests, tests, colloquiums, etc.	18	-	5.6
Results of practice, laboratory and other practical work	20	26.5	44.3
Score for an abstract, essay, etc.	-	2.9	-
Results of the final exam for the course	-	2.9	5.6
Other	4	2.9	5.6

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



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

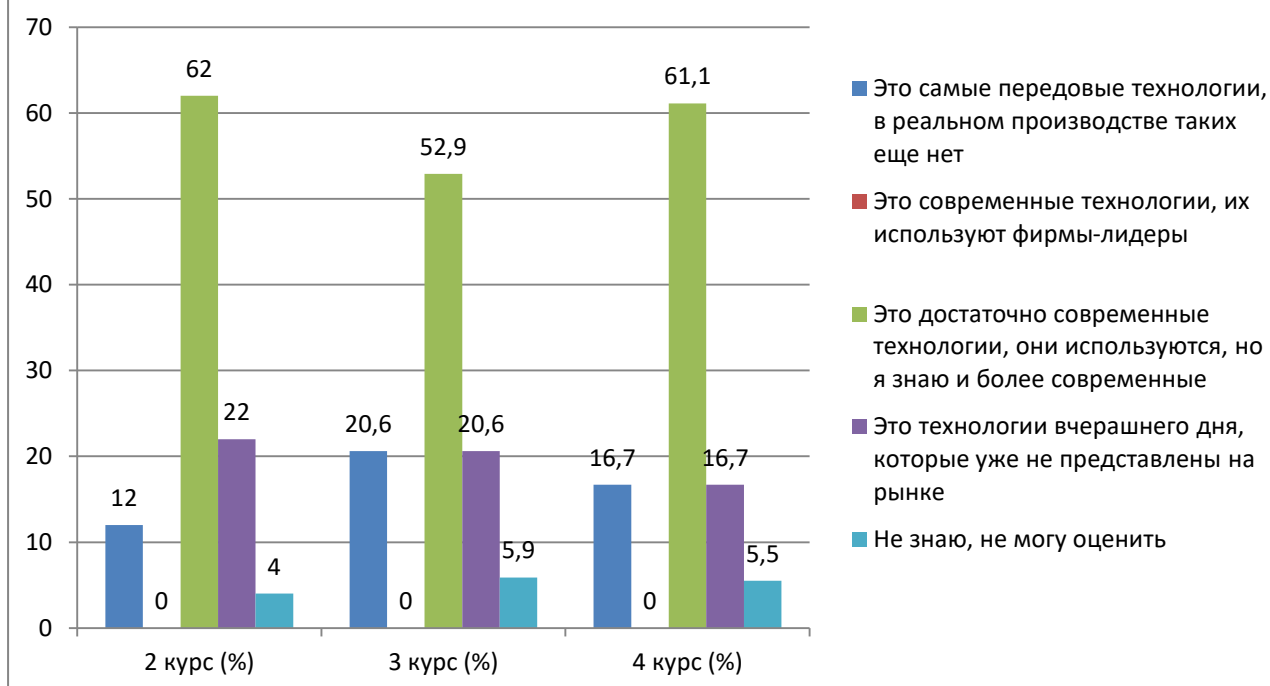
2nd year	3rd year	4th year
- All answers; - Attendance, activity, seminars, exams, RC1 and RC2.	- Attendance and abstracts/notes.	- All.

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.	12	20.6	16.7
These are modern technologies, they are used by leading companies	-	-	-
These are quite modern technologies, they are used, but I know more modern ones	62	52.9	61.1
These are yesterday's technologies that are no longer on the market.	22	20.6	16.7
I don't know, I can't rate it	4	5.9	5.5

*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.

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



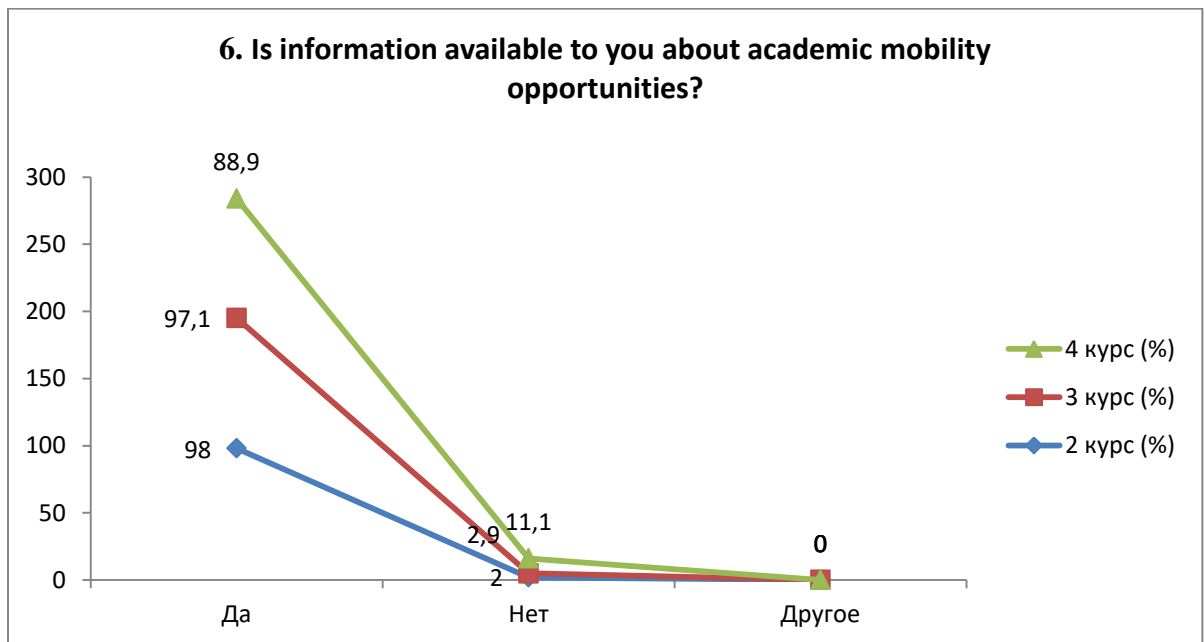
For the option "If you answered the previous question "I don't know, I can't rate it", give recommendations for improvement»students indicated the following options*:

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	98	97.1	88.9
No	2	2.9	11.1
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.



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
- I didn't hear.	- They simply don't give it to us; - No.	-

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 _____

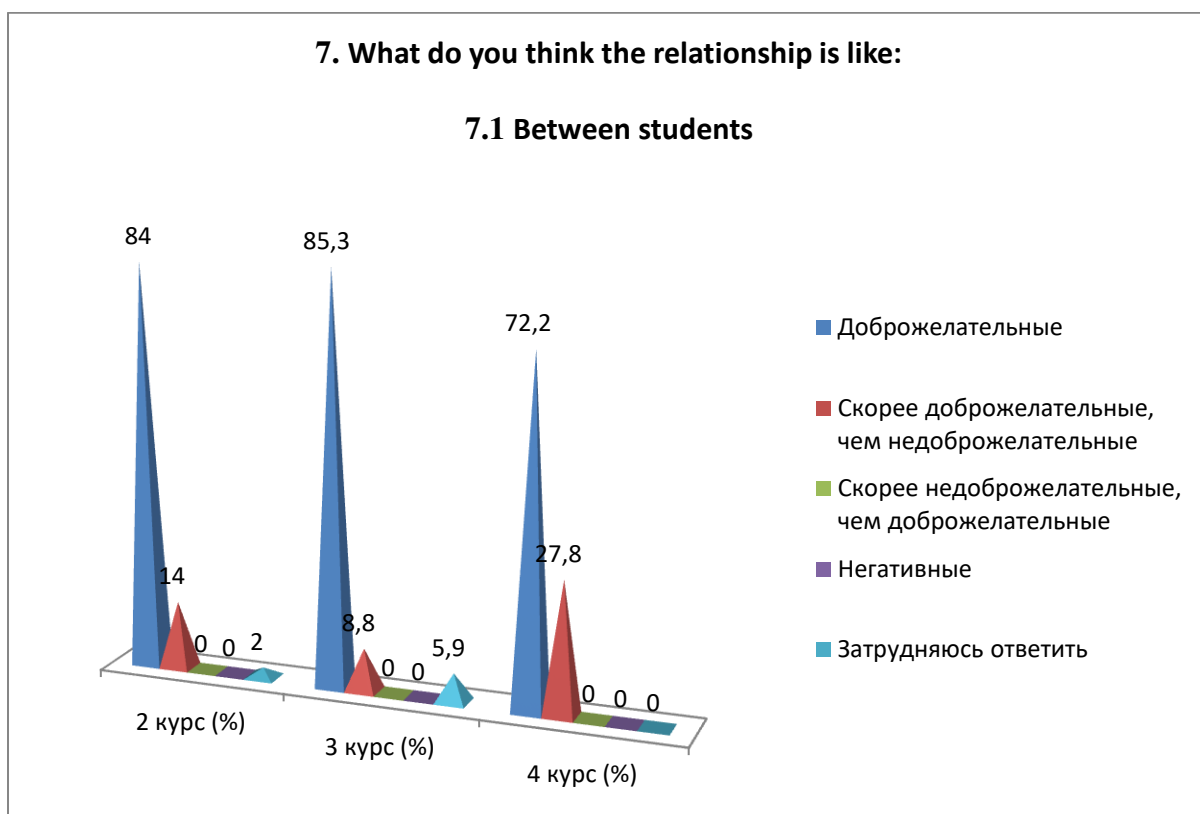
If you answered “not satisfied” to the previous question, give recommendations for improving the services provided _____

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.

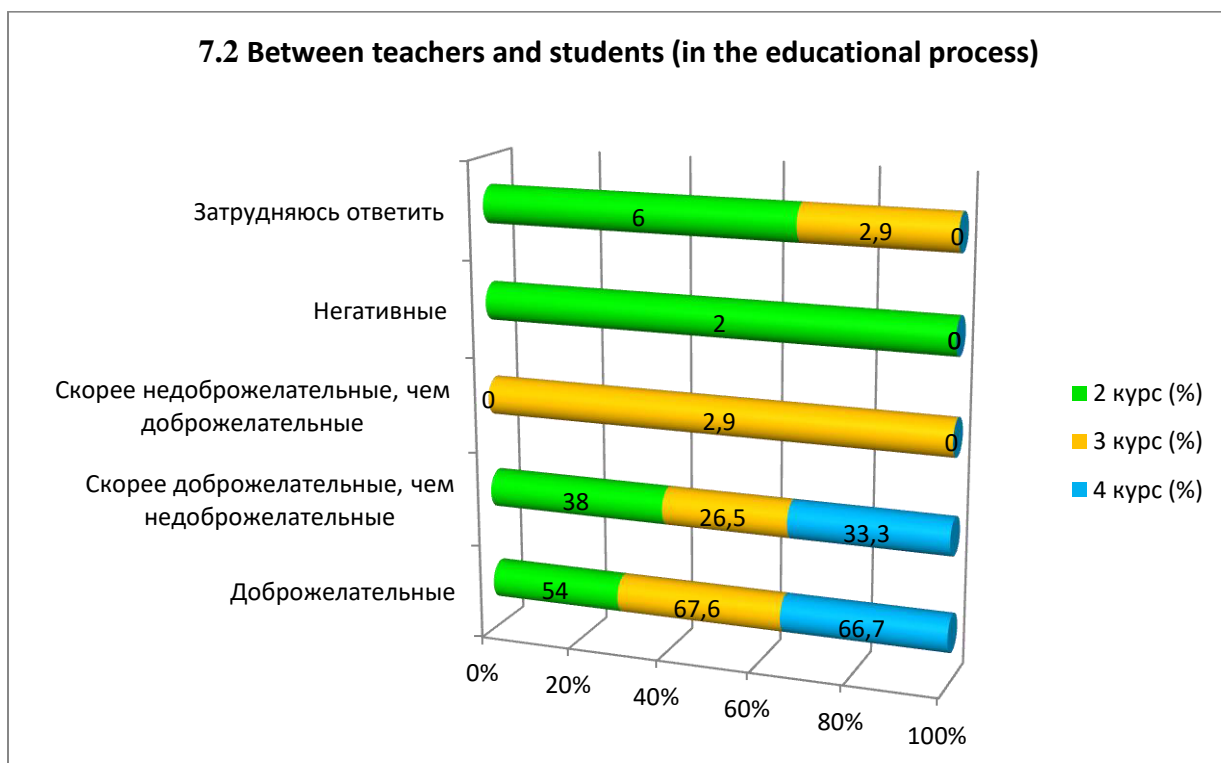
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Friendly	84	85.3	72.2
More friendly than unfriendly	14	8.8	27.8
More unfriendly than friendly	-	-	-
Negative	-	-	-
I find it difficult to answer	2	5.9	-



7.2 Between teachers and students (in the educational process)

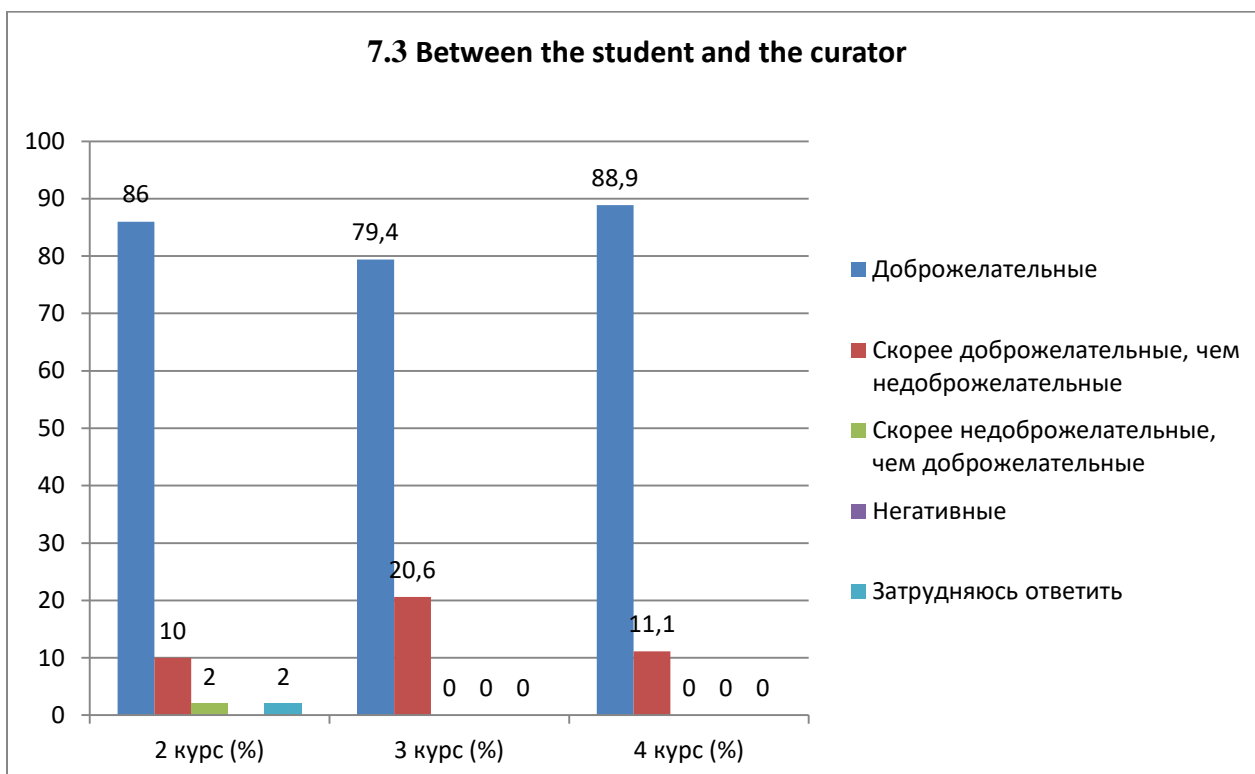
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Friendly	54	67.6	66.7
More friendly than unfriendly	38	26.5	33.3
More unfriendly than friendly	-	2.9	-
Negative	2	-	-
I find it difficult to answer	6	2.9	-

7.2 Between teachers and students (in the educational process)



7.3 Between the student and the curator

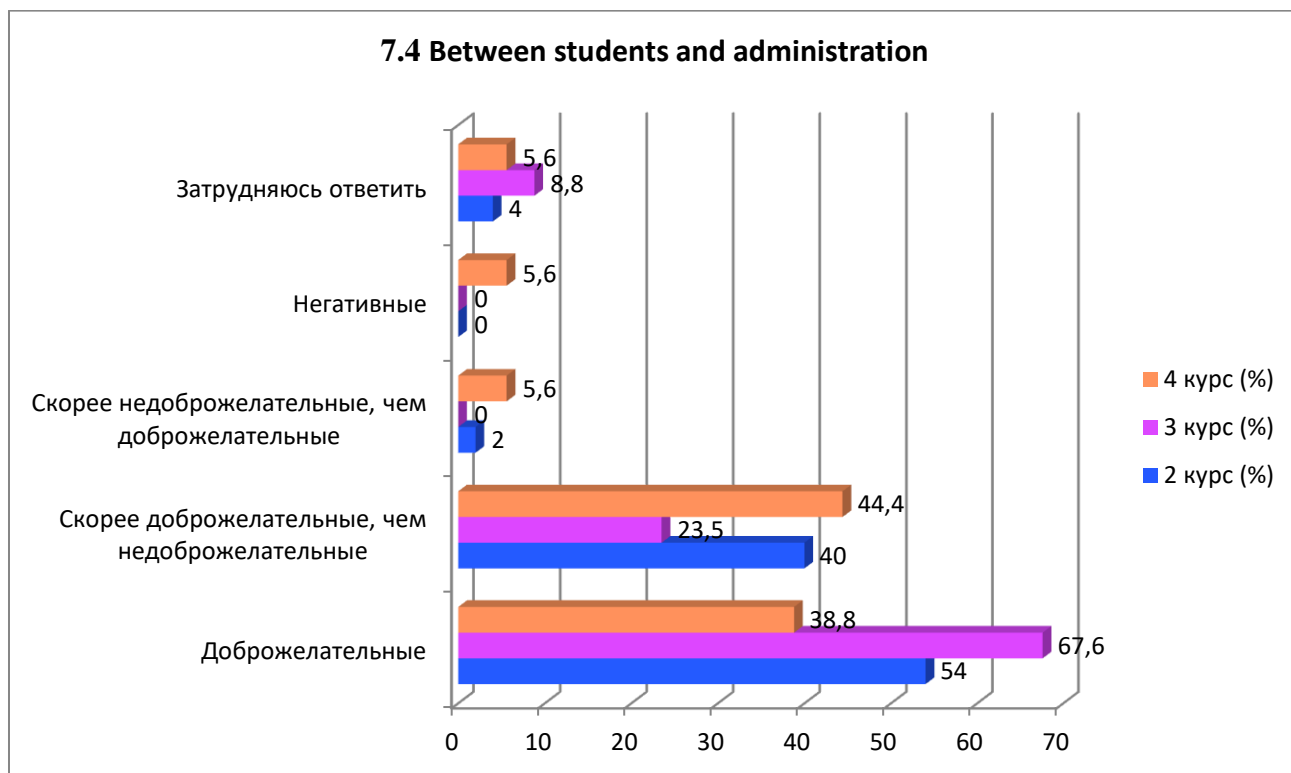
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Friendly	86	79.4	88.9
More friendly than unfriendly	10	20.6	11.1
More unfriendly than friendly	2	-	-
Negative	-	-	-
I find it difficult to answer	2	-	-



7.4 Between students and administration

Answer options	2nd year (%)	3rd year (%)	4th year (%)
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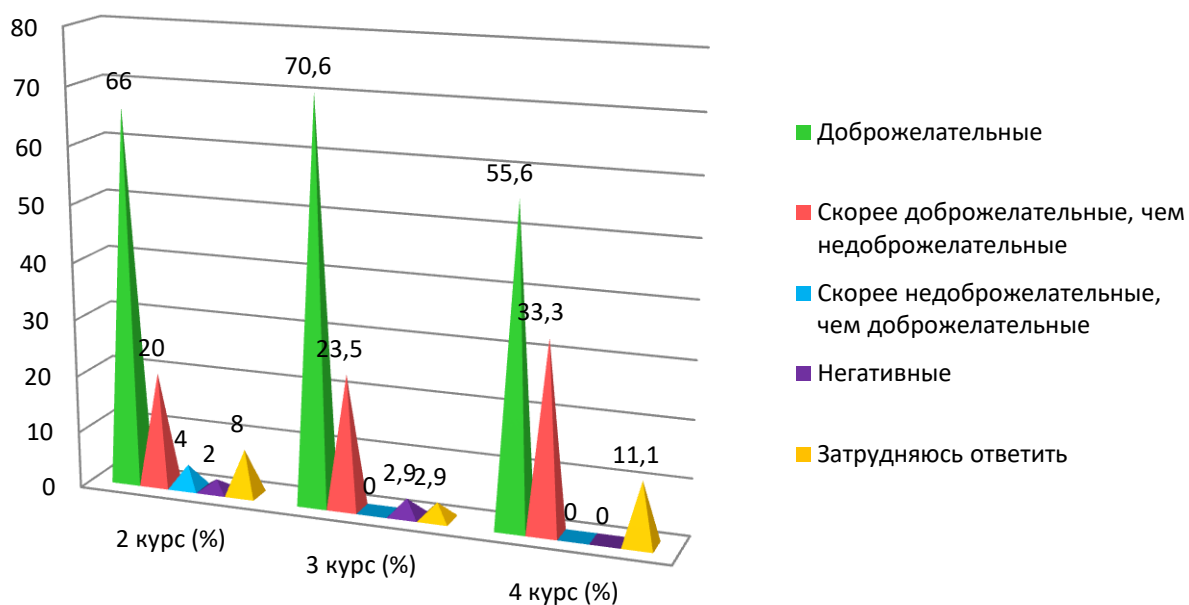
Friendly	54	67.6	38.8
More friendly than unfriendly	40	23.5	44.4
More unfriendly than friendly	2	-	5.6
Negative	-	-	5.6
I find it difficult to answer	4	8.8	5.6



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

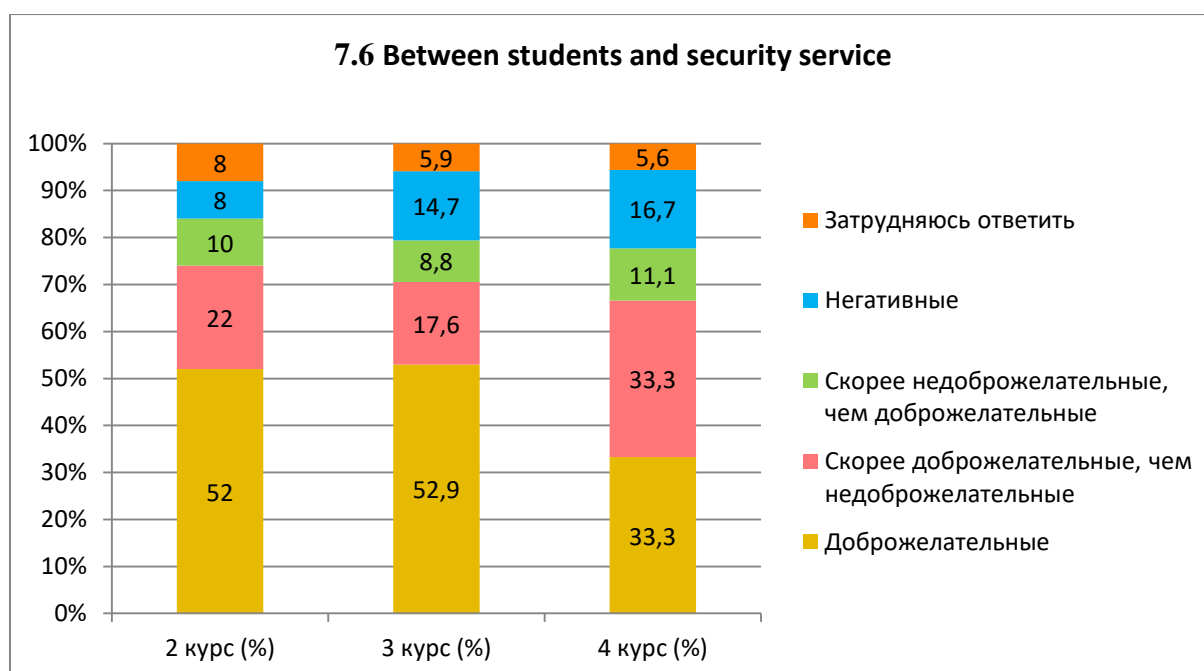
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Friendly	66	70.6	55.6
More friendly than unfriendly	20	23.5	33.3
More unfriendly than friendly	4	-	-
Negative	2	2.9	-
I find it difficult to answer	8	2.9	11.1

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



7.6 Between students and security service

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Friendly	52	52.9	33.3
More friendly than unfriendly	22	17.6	33.3
More unfriendly than friendly	10	8.8	11.1
Negative	8	14.7	16.7
I find it difficult to answer	8	5.9	5.6



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
<ul style="list-style-type: none"> - It would be better if the guards communicated more easily without pushing; - There are frequent cases of partial checks of backpacks. When out of a crowd of people they choose you among absolutely the same students as you. 	<ul style="list-style-type: none"> - Hire normal staff, give them normal instructions, they often do what they want without permission; - Explain to the guards how to talk to students, and not like they are trash.; - Relax the clothing policy, making it possible to wear shorts in the summer and a jacket/hat in the winter inside buildings; - No. 	<ul style="list-style-type: none"> - Security officers come into conflict with students, rudely ask to inspect a backpack, personal belongings, issue reprimands and remarks using obscene language (certain people).

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

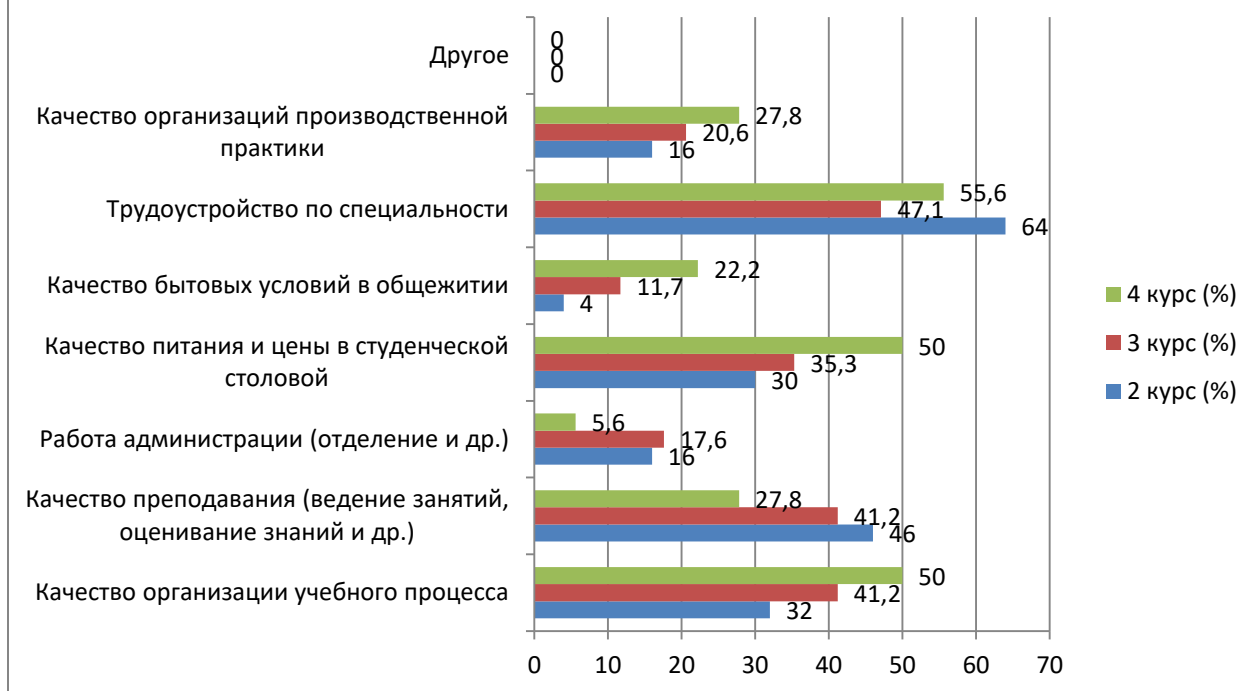
(choose no more than 3 answer options)

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Quality of organization of the educational process	32	41.2	50
Quality of teaching (class conducting, assessment of knowledge, etc.)	46	41.2	27.8
Administration work (department, etc.)	16	17.6	5.6
Quality of food and prices in the student canteen	thirty	35.3	50
Quality of living conditions in the hostel	4	11.7	22.2
Employment by specialty	64	47.1	55.6
Quality of industrial practice organizations	16	20.6	27.8
Other	-	-	-

**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
-	-	-

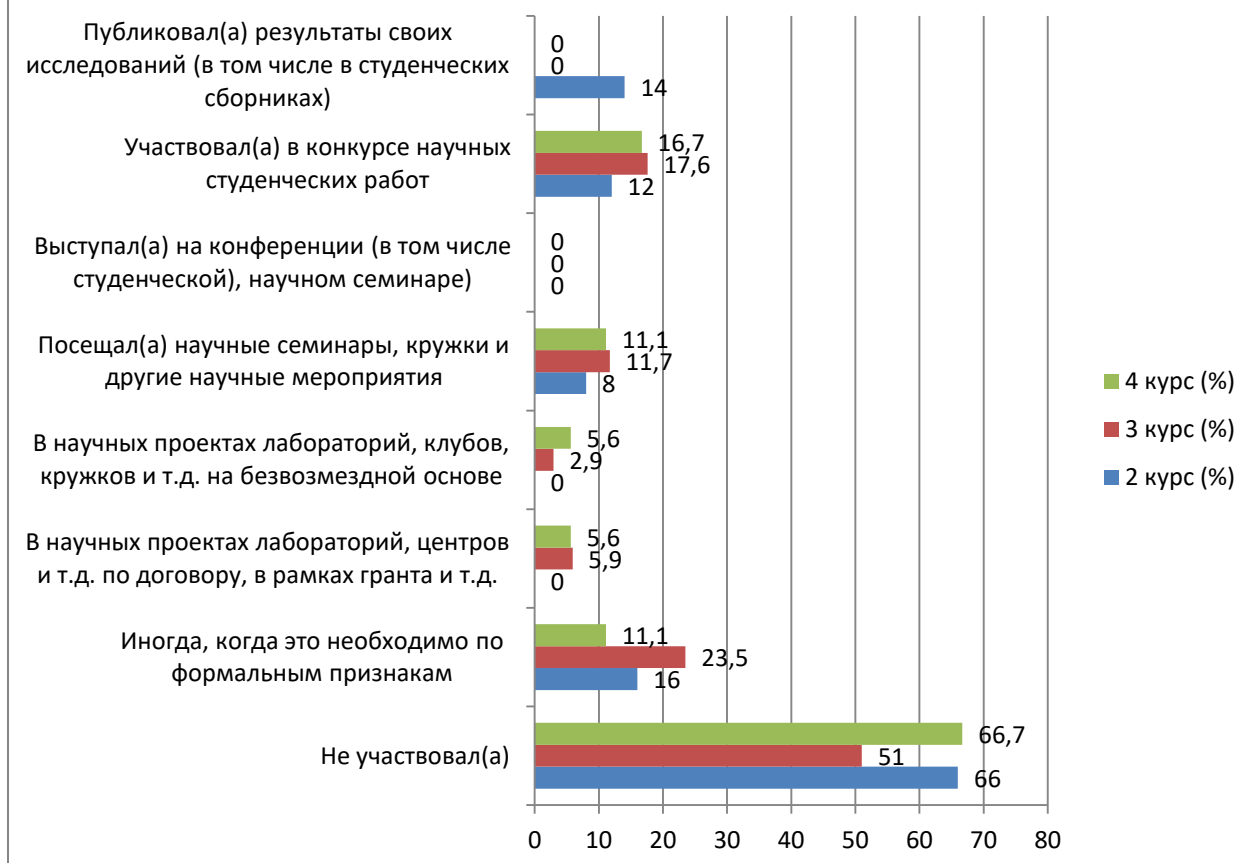
9. Do you take part in the scientific work of the university? if yes, in what forms? (check all that apply)

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Did not participate	66	51	66.7
Sometimes, when it is necessary for formal reasons	16	23.5	11.1
In scientific projects of laboratories, centers, etc. under a contract, within a grant, etc.	-	5.9	5.6
In scientific projects of laboratories, clubs, circles, etc. free of charge	-	2.9	5.6
Attended scientific seminars, clubs and other scientific events	8	11.7	11.1
Speaker at a conference (including a student conference), scientific seminar	-	-	-
Participated in a student scientific work competition	12	17.6	16.7
Published the results of his research (including in student collections)	14	-	-

*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*:

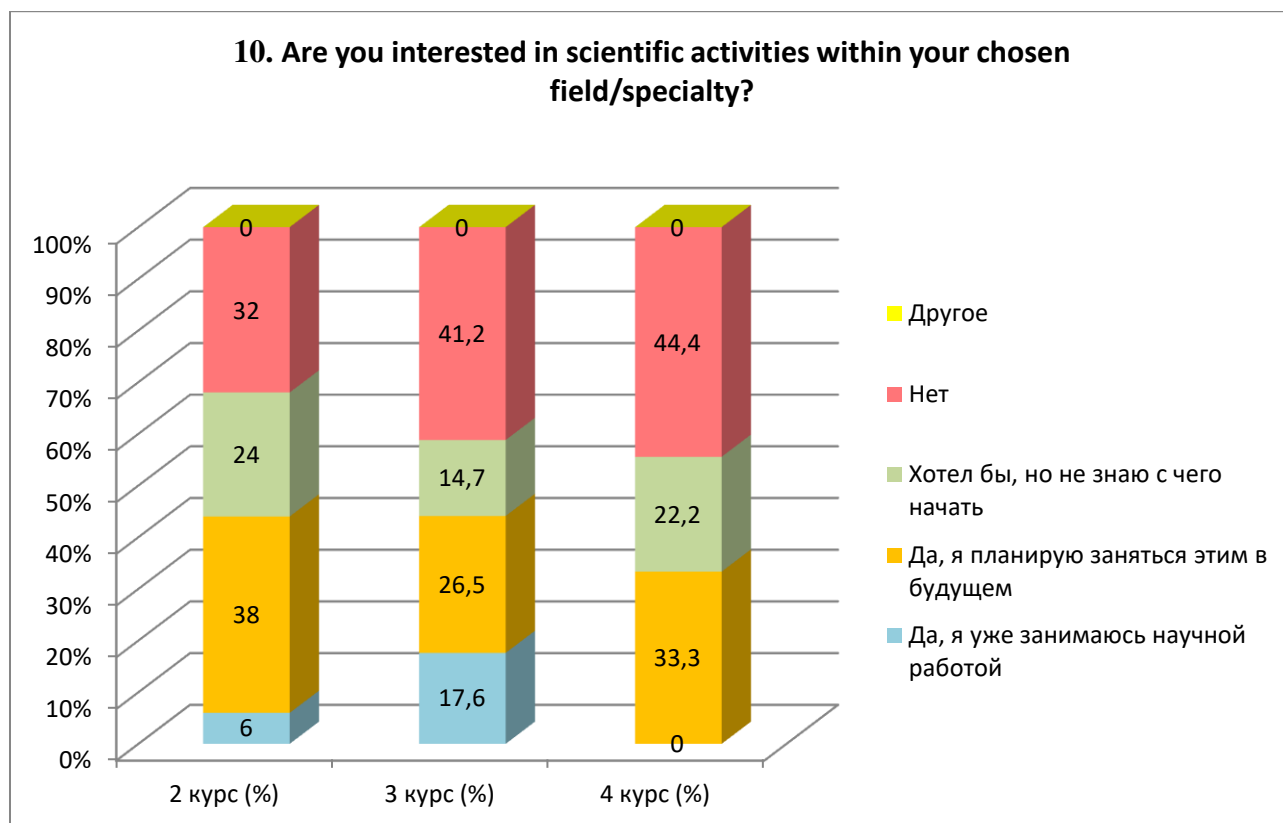
2nd year	3rd year	4th year
<ul style="list-style-type: none"> - No interest; - There was no desire; - No experience; - Not interested in scientific work for the university; - there are personal matters; - No interesting opportunities were provided, topics for scientific work were not known; - Lack of time or knowledge on the specialty/topic in question. 	<ul style="list-style-type: none"> - Did not want; - Not ready; - Not interested. 	<ul style="list-style-type: none"> - There was no basketball club.

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	6	17.6	-
Yes, I plan to do this in the future	38	26.5	33.3
I would like to, but I don't know where to start	24	14.7	22.2

*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.

No	32	41.2	44.4
Other	-	-	-



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*:

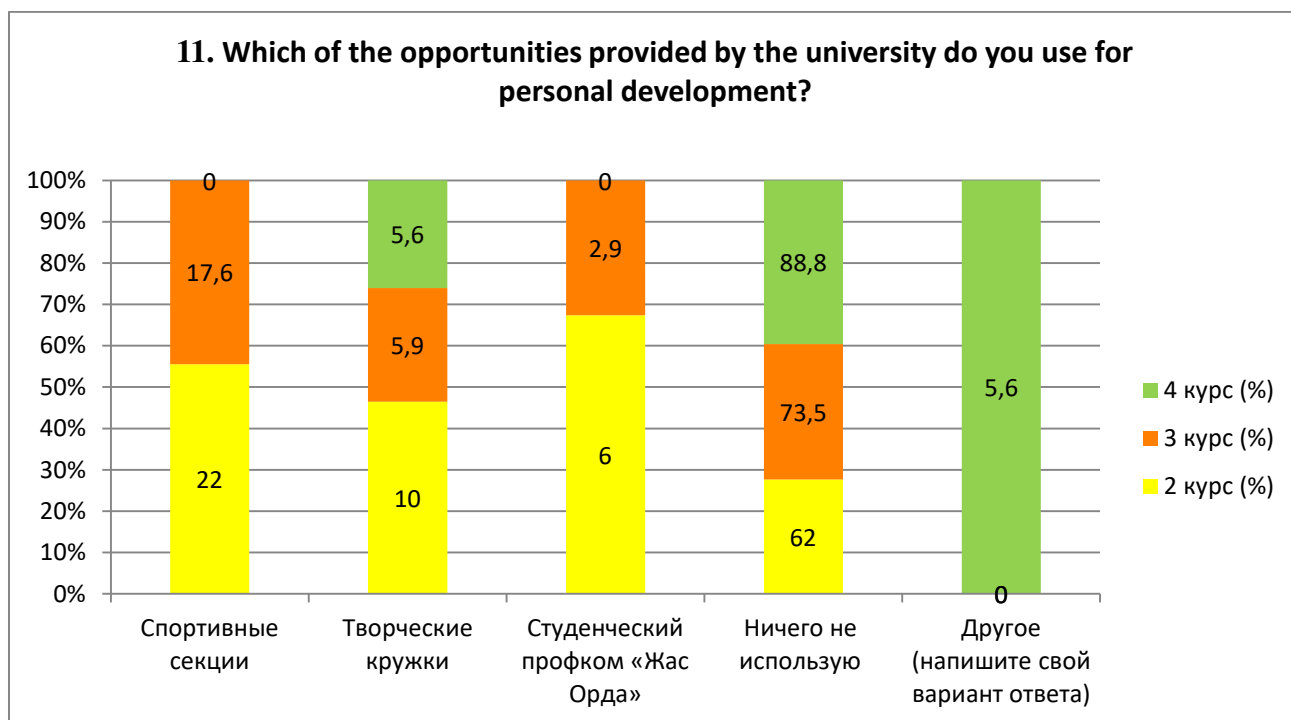
2nd year	3rd year	4th year
<ul style="list-style-type: none"> - I can't gather my thoughts; - Because experience; - Don't want; - I don't know how it works; - Lots of information and opportunities; - It is interesting to learn more new things at the university, but the quality of teaching does not always live up to expectations; - Not interested; - Also lack of time. 	<ul style="list-style-type: none"> - No prospects; - Not interested; - The practical part is more interesting; - If scientific activity involves further study in a master's program, then I am not interested in this, since work and gaining experience are much more important for me; - Not interested. 	-

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	22	17.6	-
Creative clubs	10	5.9	5.6
Student trade union committee "Zhas Orda"	6	2.9	-
I don't use anything	62	73.5	88.8

*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.

Other (write your answer)	-	-	5.6
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Students indicated the following options for the “Other” option:*

2nd year	3rd year	4th year
-	-	- There is no one suitable for your interests.

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
<ul style="list-style-type: none"> - No time; - No time; - There is no time yet; - nothing to use; - Not interested; - I don’t have time to earn money; - I would take part in the sports section, but for 2 academic years I never visited the gym at the university, since there are no classes there.; - Inconvenient schedule; - Because the schedule doesn’t match; - Time is running out; - Not interested. 	<ul style="list-style-type: none"> - Because it just takes time without bringing any benefits.; - Local clubs are not advertised anywhere, it is very difficult to find out about them; - Not interested; - I play sports in gyms, and in my opinion various student organizations are a waste of time; - It is not necessary; - Not interested; - There is enough material for personal development on the Internet; - I don’t know about 	<ul style="list-style-type: none"> - I won’t have time to combine; - Laziness.

*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.

	existence, and even if I know I don't know how to join.	
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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:

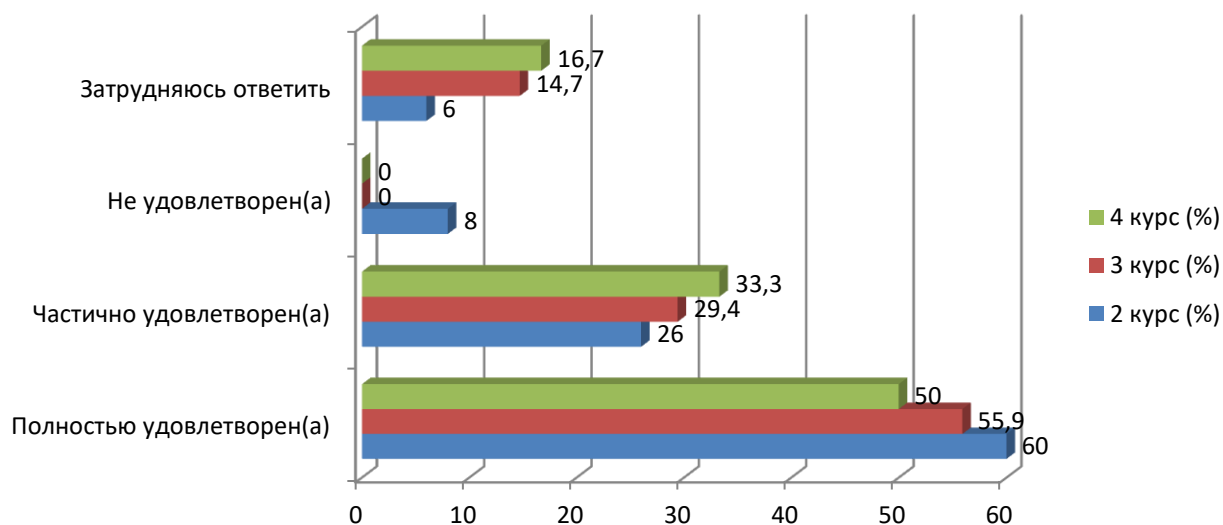
12.1 Availability of necessary scientific literature in the library

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	60	55.9	50
Partially satisfied	26	29.4	33.3
Not satisfied	8	-	-
I find it difficult to answer	6	14.7	16.7

*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.

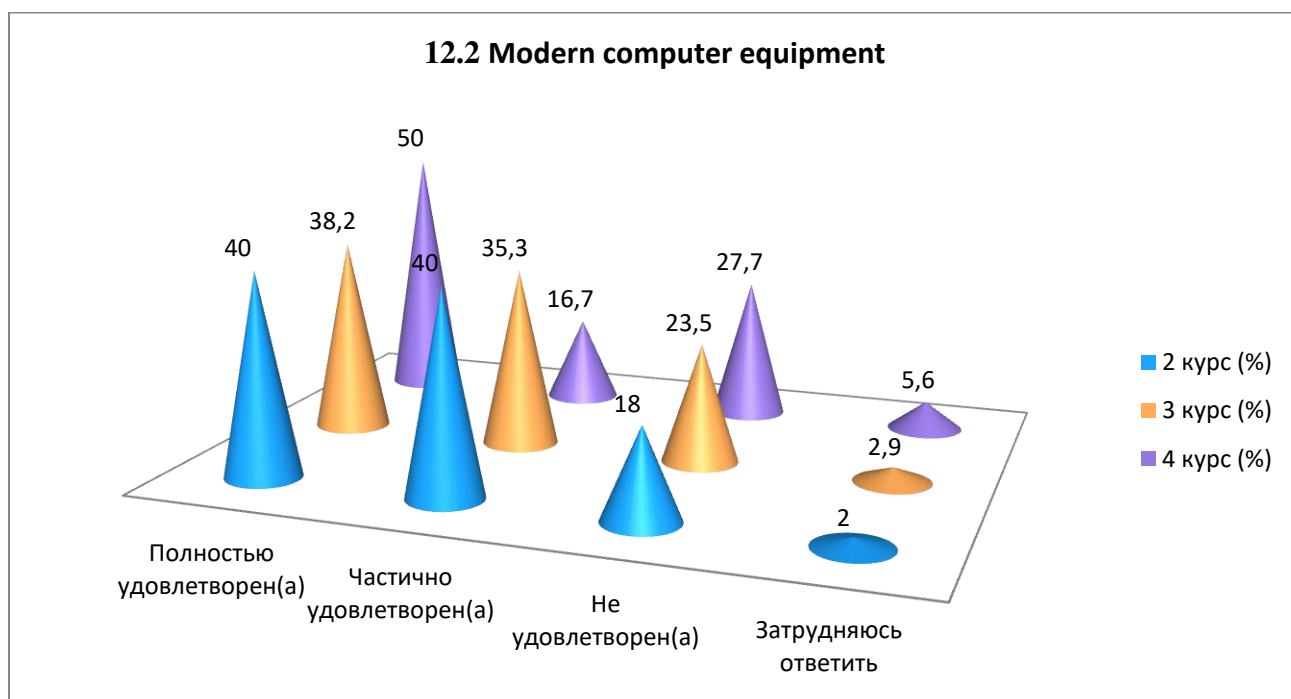
12. How satisfied are you with the material resources of our university?

12.1 Availability of necessary scientific literature in the library



12.2 Modern computer equipment

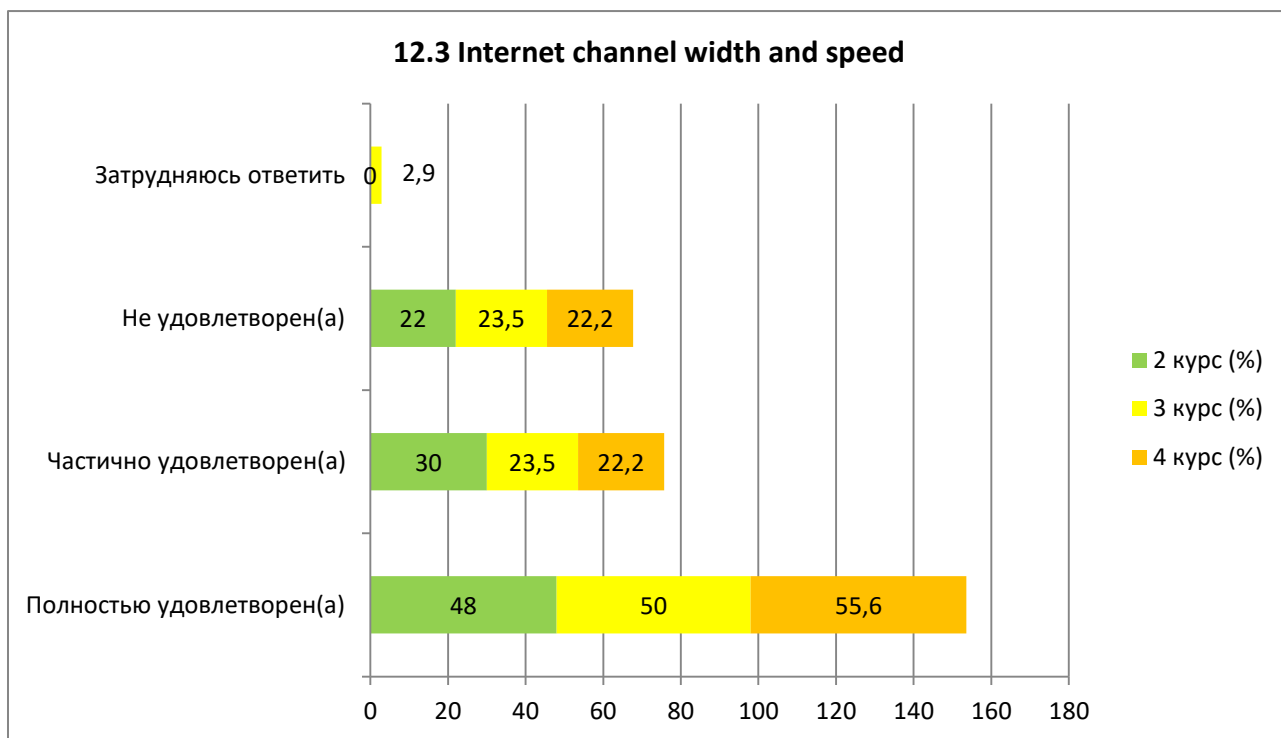
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	40	38.2	50
Partially satisfied	40	35.3	16.7
Not satisfied	18	23.5	27.7
I find it difficult to answer	2	2.9	5.6



12.3 Internet channel width and speed

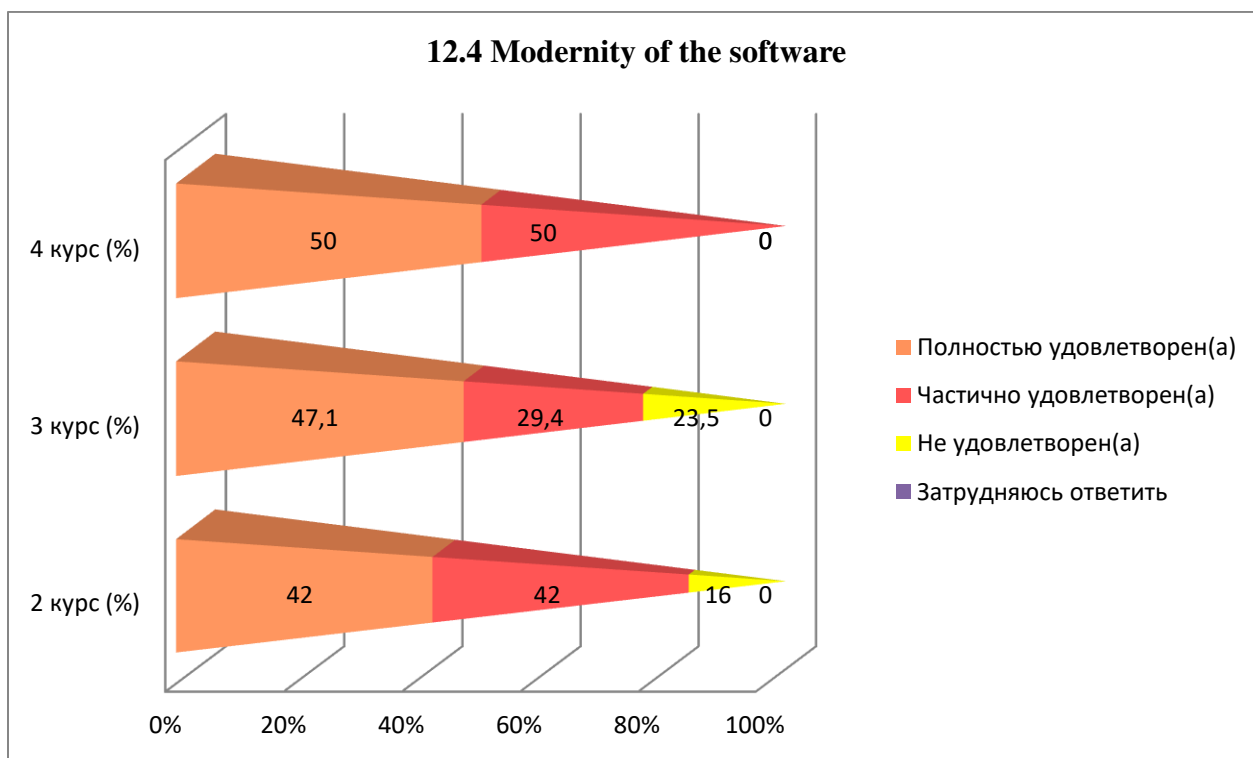
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	48	50	55.6
Partially satisfied	thirty	23.5	22.2
Not satisfied	22	23.5	22.2

I find it difficult to answer	-	2.9	-
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12.4 Modernity of the software

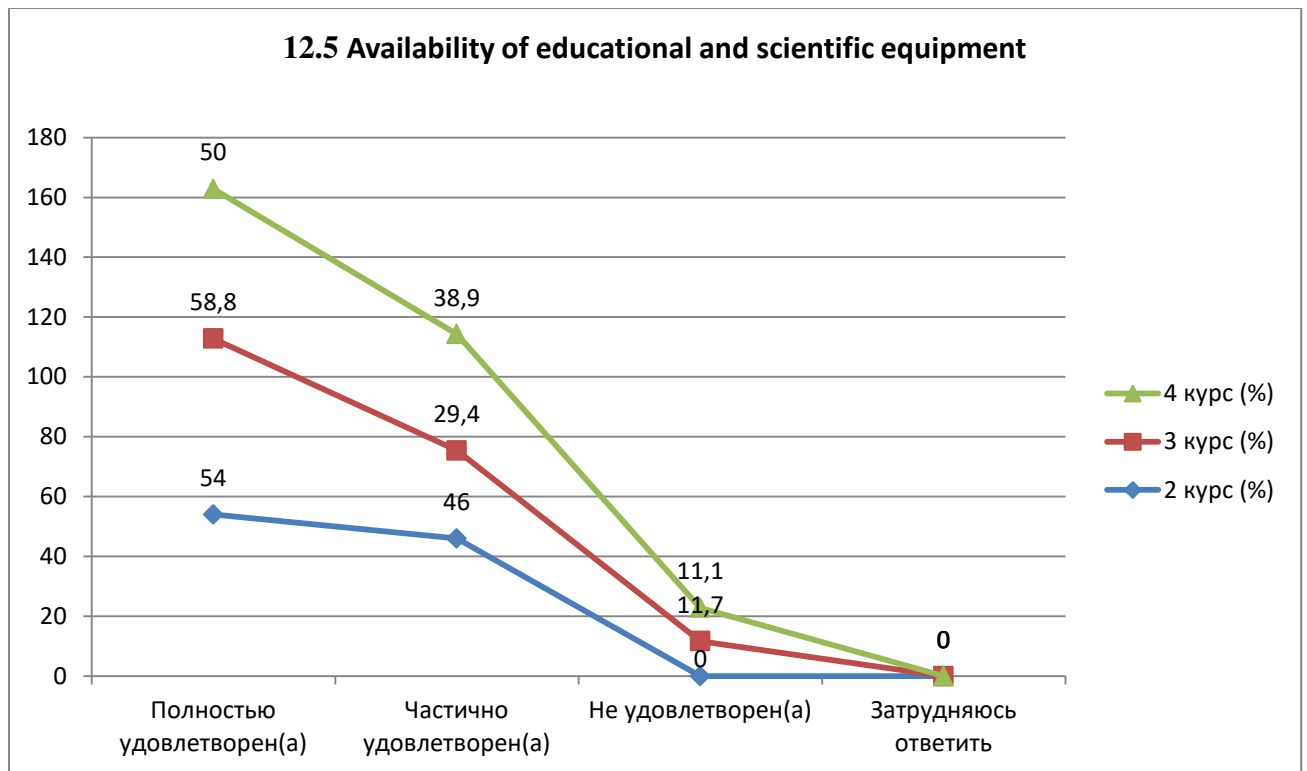
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	42	47.1	50
Partially satisfied	42	29.4	50
Not satisfied	16	23.5	-
I find it difficult to answer	-	-	-



12.5 Availability of educational and scientific equipment

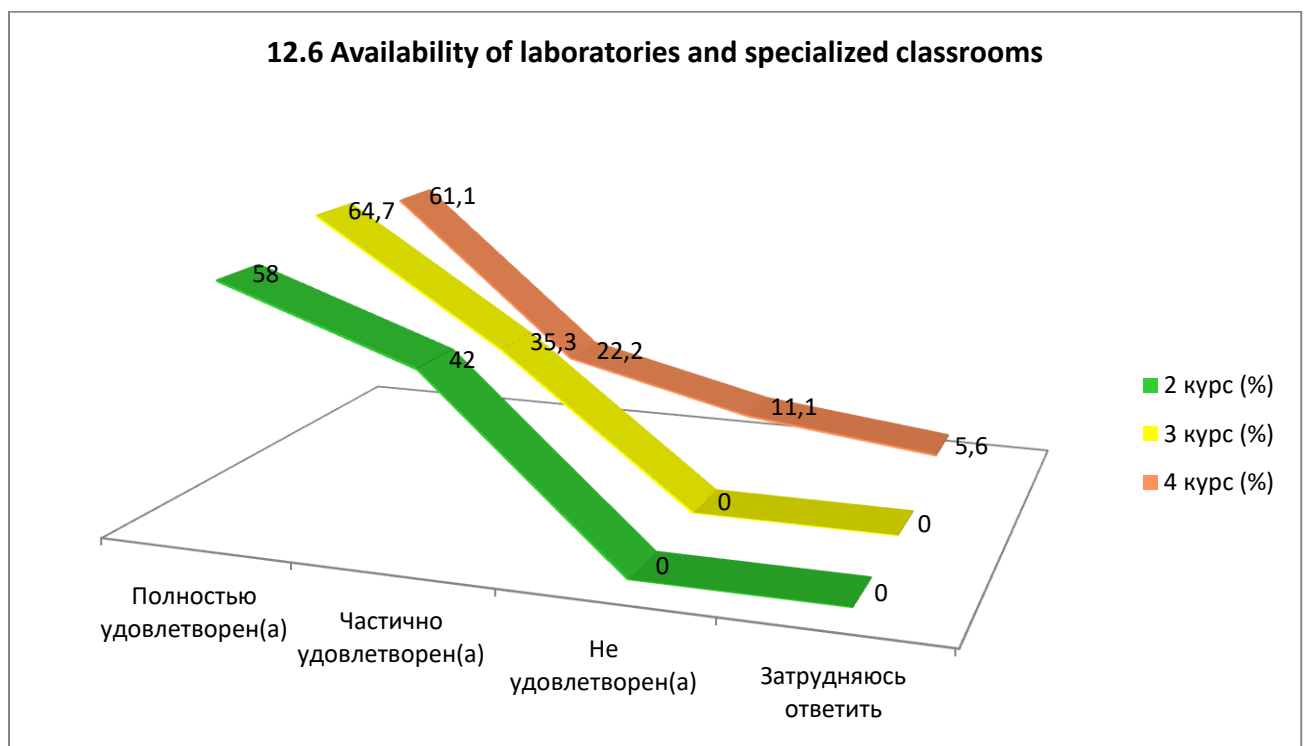
Answer options	2nd year (%)	3rd year (%)	4th year (%)
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Completely satisfied	54	58.8	50
Partially satisfied	46	29.4	38.9
Not satisfied	-	11.7	11.1
I find it difficult to answer	-	-	-



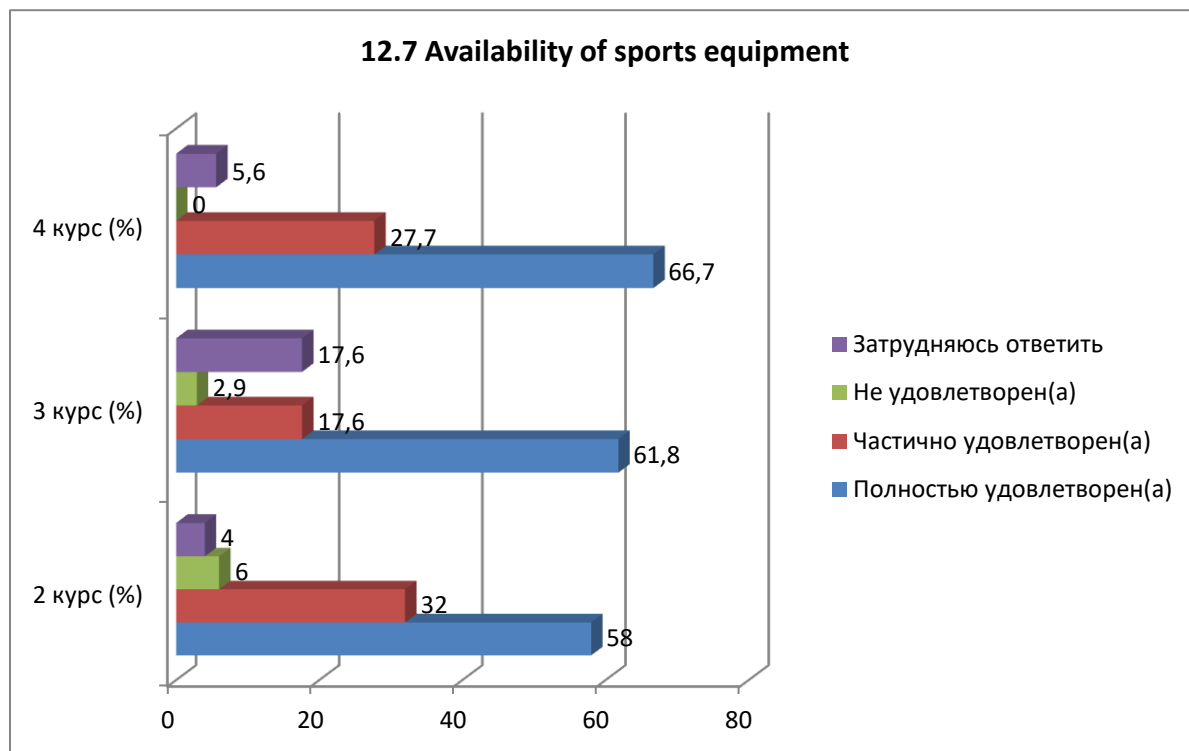
12.6 Availability of laboratories and specialized classrooms

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	58	64.7	61.1
Partially satisfied	42	35.3	22.2
Not satisfied	-	-	11.1
I find it difficult to answer	-	-	5.6



12.7 Availability of sports equipment

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	58	61.8	66.7
Partially satisfied	32	17.6	27.7
Not satisfied	6	2.9	-
I find it difficult to answer	4	17.6	5.6



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

2nd year	3rd year	4th year
-	- the Internet was very weak at first, and then stopped working altogether, the passwords that were given to us in the 1st year did not match, and they were no longer available at the base, we contacted the curator and tech. department, in the end nothing. Sometimes, in our specialty, a lot of programs need to be downloaded, and for this you need a good Internet connection (you can distribute them from your phone, but not an option), it is not possible to download them during class, and so the	-

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

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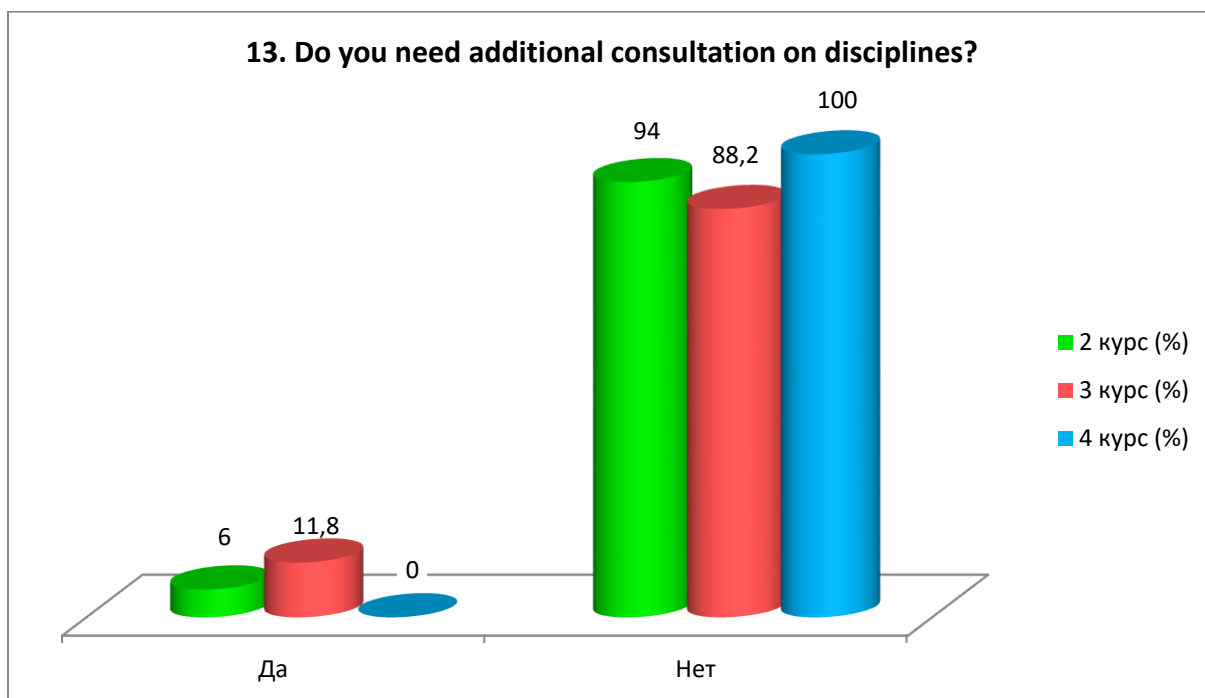
For the option "If you answered the previous question “More unfriendly than friendly” and “Negative”, give recommendations for improvement» students indicated the following options* :

2nd year	3rd year	4th year
<ul style="list-style-type: none"> - fix the Internet; - Improvement of technical equipment; - buy new keyboards, in classrooms where you need to work with a computer, at least one keyboard does not work, and you have to use the on-screen one, which is inconvenient; - Increase the amount of equipment; - Adding a couple of gigabytes of RAM and adding an SSD would be better, since computers take a long time to think. 	<ul style="list-style-type: none"> - Start allocating funding for equipping the university; - There are no sockets in large classrooms. KEU competitors have them under every place; - New computers are needed almost everywhere; - As I said above, the computers are old, the programs are not licensed. I suggest you buy a license for the OS.; - solve the problem with wi-fi, we don't even know the reason why we can't connect; - Update software; - Installation of the latest versions of programs and provision of Internet to at least 70% of computers in offices. 	-

13. Do you need additional consultation on disciplines?

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Yes	6	11.8	-
No	94	88.2	100

*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 "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
- Methods and Technologies of programming.	-	- Simulation software.

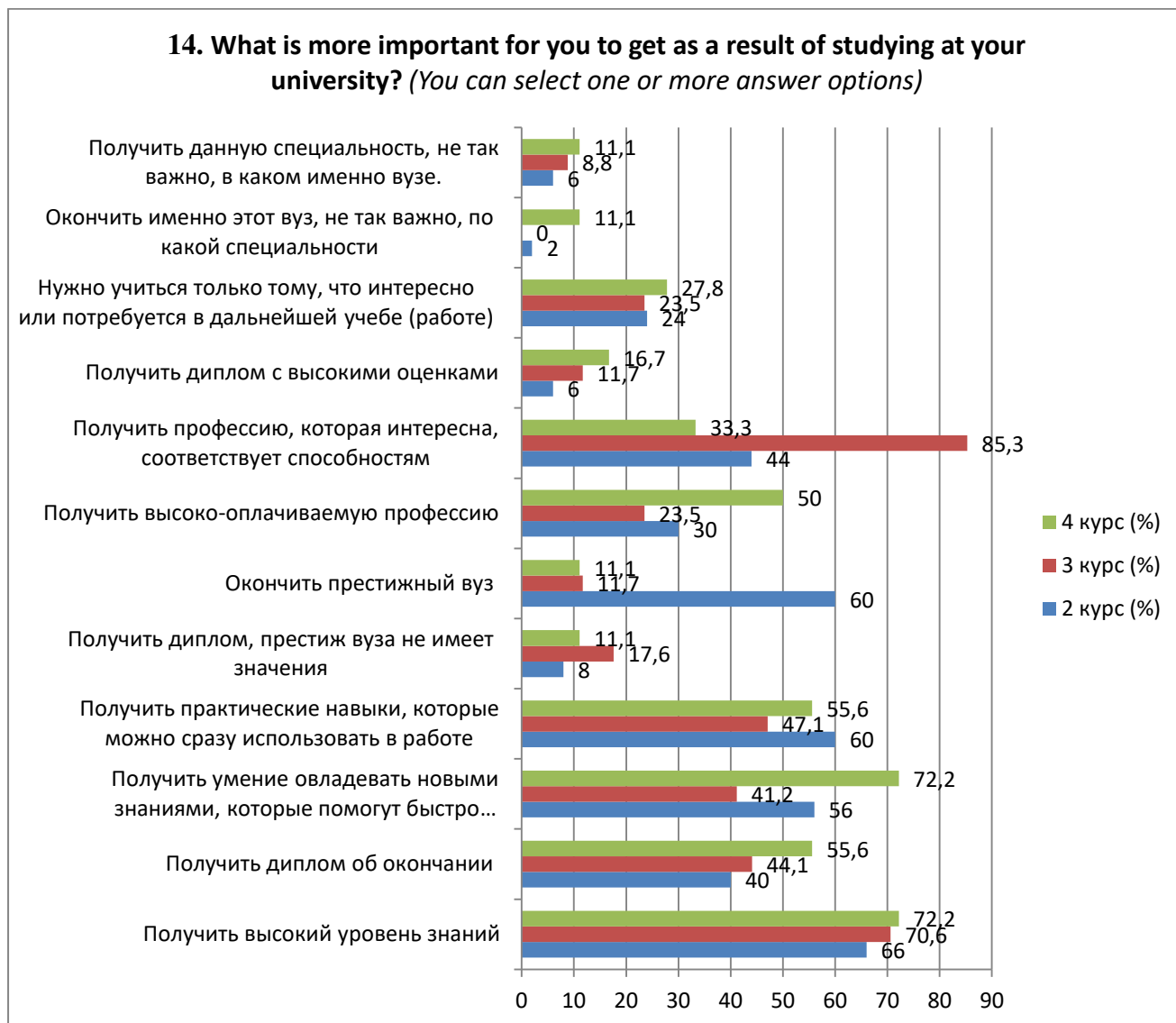
14. What is more important for you to get as a result of studying at your university?
(You can select one or more answer options)

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Get a high level of knowledge	66	70.6	72.2
Receive a diploma of completion	40	44.1	55.6
Gain the ability to acquire new knowledge that will help you quickly adapt in the workplace	56	41.2	72.2
Gain practical skills that you can immediately use at work	60	47.1	55.6
Get a diploma, the prestige of the university does not matter	8	17.6	11.1
Graduate from a prestigious university	60	11.7	11.1
Get a highly paid profession	thirty	23.5	50
Get a profession that is interesting and matches your abilities	44	85.3	33.3
Get a diploma with high grades	6	11.7	16.7
You need to learn only what is interesting or will be needed in further study (work)	24	23.5	27.8
It's not so important to graduate from this particular university, in what specialty	2	-	11.1
Getting this specialty is not so important	6	8.8	11.1

*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.

in which university.

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



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"> - Don't know; - What to do to get used to the surrounding atmosphere of the university; - Availability of direct feedback in training; - The questionnaire, in my opinion, contains enough questions; - Employment; - Are you satisfied with your chosen specialty?; - Everything satisfies me; - My application has disappeared 	<ul style="list-style-type: none"> - All the questions are there; - In my opinion, there are enough available ones; - No offers; - In some specialties the Internet is simply necessary, it would be great to solve the problem in this regard; - Quality of security work; - These questions are quite enough; - No questions. 	<ul style="list-style-type: none"> - Everything is fine; - Have you ever had any regrets about choosing your specialty and/or profession?; - Includes enough questions; - Everything suits me; - I would like to have the opportunity to influence the quality of the educational program and have the opportunity to

<p>on the appstore;</p> <ul style="list-style-type: none"> - Everything you need is present; - I didn't have any topics that I would like to answer; - The questionnaire was done competently and accurately, there were no requests; - You need to add a question after choosing a programmer specialty, what programming languages would you like to learn; - It's difficult to answer, it seems like all the necessary questions have been indicated. 		<p>choose elective classes not only on paper, but also in real life;</p> <ul style="list-style-type: none"> - Quality of the hostel.
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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 – 60%, 3rd year – 67.6%, 4th year – 50%. 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"(2nd year – 20%, 3rd year – 11.8%, 4th year – 11.1%), "Inconsistency between the importance of the subject and the number of hours" (2nd year - 10%, 3rd year - 2.9%, 4th year - 5.6%), "Overload with classroom activities"(2nd year - 4%, 3rd year - 2.9%, 4th year - 11.1%), "Dissatisfaction with the quality of classes"(3rd year - 11.8%, 4th year - 16.6%), "Dissatisfaction with the quality of classes"(3rd year - 11.8%, 4th year - 16.6%), "Dissatisfaction with the organization of tests and exams"(2nd year – 4%).

To the question: "What indicators are usually taken into account by teachers when making the final grade?" 43.1% of students indicated the option "activity in classes (seminars), answers to teacher questions, problem solving, etc.", in second place - 30.3% "Results of practice, laboratory and other practical work" and in third place is 9.8% "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 more benevolent than unfriendly".

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*: "There are frequent cases of partial checks of backpacks. When out of a crowd of people they choose you among absolutely the same students as you", "Relax the clothing policy, make it possible to wear shorts in summer and a jacket/hat in winter inside buildings" etc.

To the question "Which student problems are of particular concern to you now?" students put "Employment by specialty» – 55.6%. Further - "Quality of organization of the educational process» – 41.1%. In third position – "Quality of food and prices in the student canteen»– 38.4%.

To the question "**Do you need additional consultation on disciplines?**" **5.9%** respondents answered that they needed additional consultation. Among the disciplines were indicated: mprogramming methods and technologiesand pmodeling software.

*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.

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.