

Report
on the results of the questionnaire
“Satisfaction of 2nd-5th year students with educational services”
for the 2022 year

Department: “Technological Equipment, Mechanical Engineering and Standardization”

Specialty: 6B07104 Mechanical engineering

Center for Quality Management and Accreditation, in October 2022 conducted an annual questionnaire on the satisfaction of students of 2-5 courses with the quality of services provided.

Purpose of the questionnaire: Identification of the degree of respondents' satisfaction with the quality of educational services and other activities of the university.

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

On specialty 6B07104 Mechanical engineering 138 respondents took part in the questionnaire.

- 2nd year – 39 students (81%);
- 3rd year – 35 students (76%);
- 4th year – 64 students (88%).

In the process of questionnaire, the following data were obtained:

Indicators:

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

1.1 The learning process as a whole
1.2 Class schedule
1.3 Organization of independent work
1.4 Internship
1.5 Organization and carrying out of SIWT
1.6 Organization and conduct of laboratory works
1.7 Satisfaction with the work of the library
1.8 Possibility of access to full-text databases of scientific publications
1.9 Living conditions in the dormitory
1.10 Quality of medical service
1.11 Organization of catering at the university (prices, range of products, quality of prepared dishes)

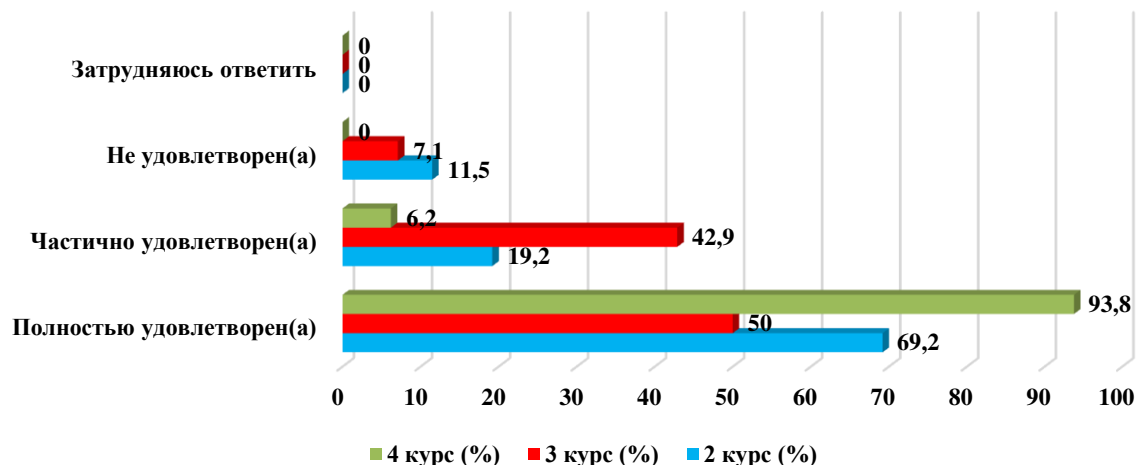
Other _____

If you answered “not satisfied” to the previous question, make recommendations to improve the services provided _____

1.1 The learning process as a whole

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	69,2	50	93,8
Partially satisfied	19,2	42,9	6,2
Not satisfied	11,5	7,1	-
Difficult to answer	-	-	-

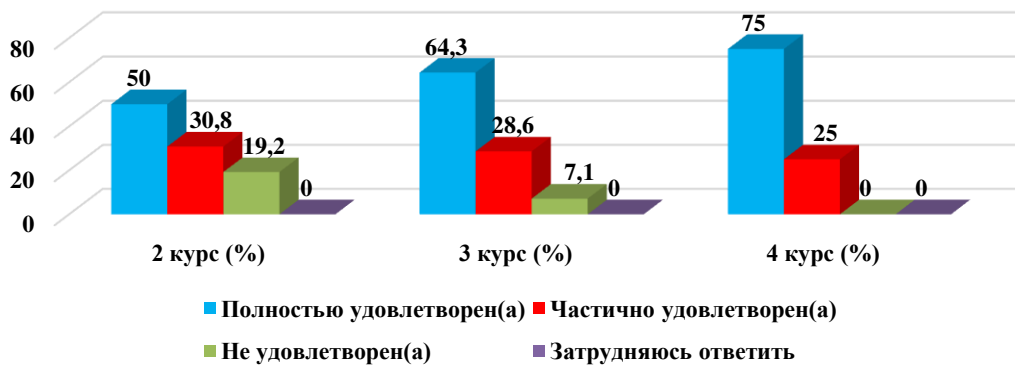
1.1 The learning process as a whole



1.2 Class schedule

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	50	64,3	75
Partially satisfied	30,8	28,6	25
Not satisfied	19,2	7,1	-
Difficult to answer	-	-	-

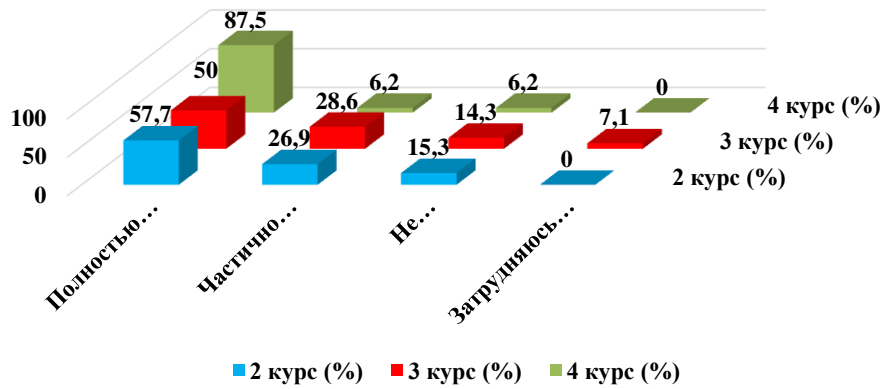
1.2 Class schedule



1.3 Organization of independent work

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	57,7	50	87,5
Partially satisfied	26,9	28,6	6,2
Not satisfied	15,3	14,3	6,2
Difficult to answer	-	7,1	-

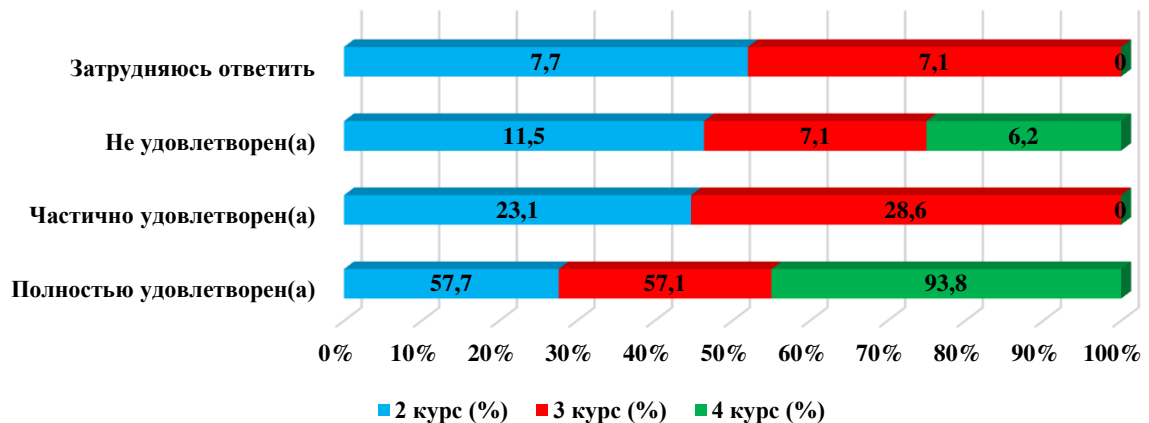
1.3 Organization of independent work



1.4 Internship

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	57,7	57,1	93,8
Partially satisfied	23,1	28,6	-
Not satisfied	11,5	7,1	6,2
Difficult to answer	7,7	7,1	-

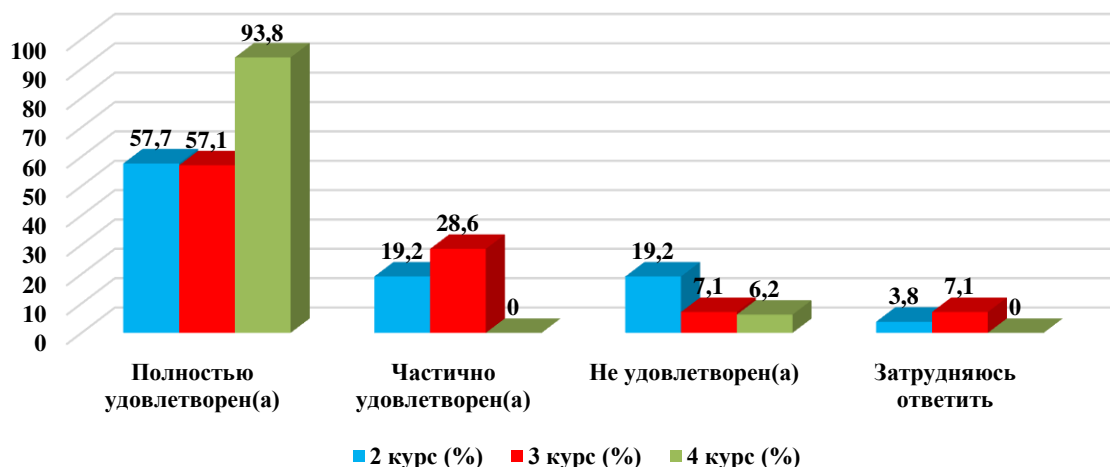
1.4 Internship



1.5 Organization and carrying out of SIWT

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	57,7	57,1	93,8
Partially satisfied	19,2	28,6	-
Not satisfied	19,2	7,1	6,2
Difficult to answer	3,8	7,1	-

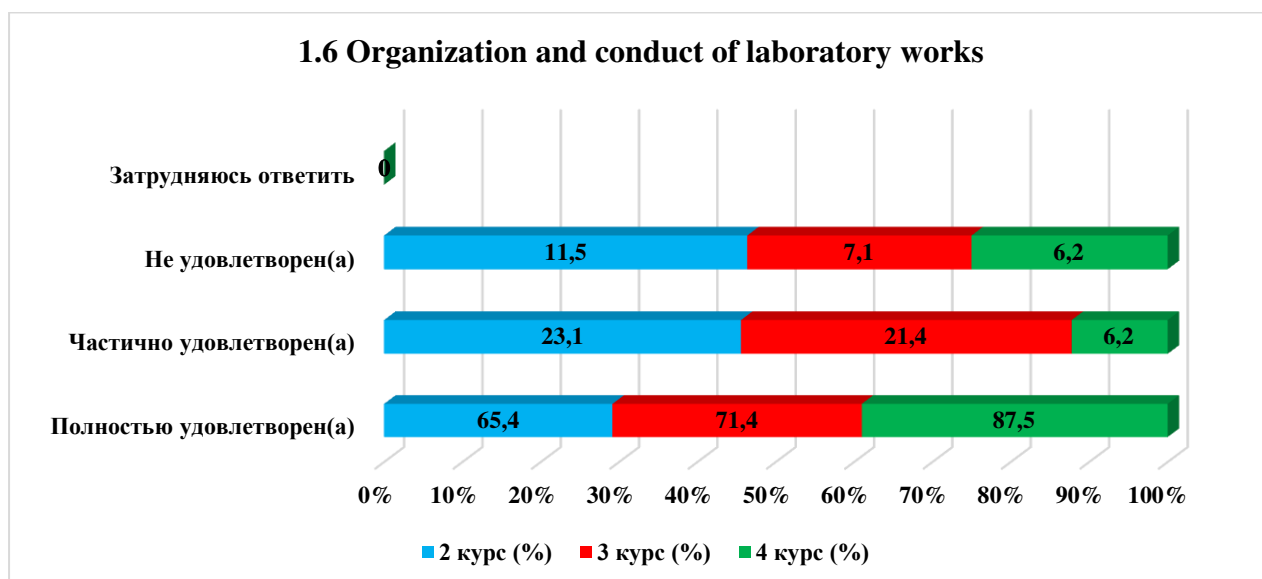
1.5 Organization and carrying out of SIWT



1.6 Organization and conduct of laboratory works

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	65,4	71,4	87,5
Partially satisfied	23,1	21,4	6,2
Not satisfied	11,5	7,1	6,2
Difficult to answer	-	-	-

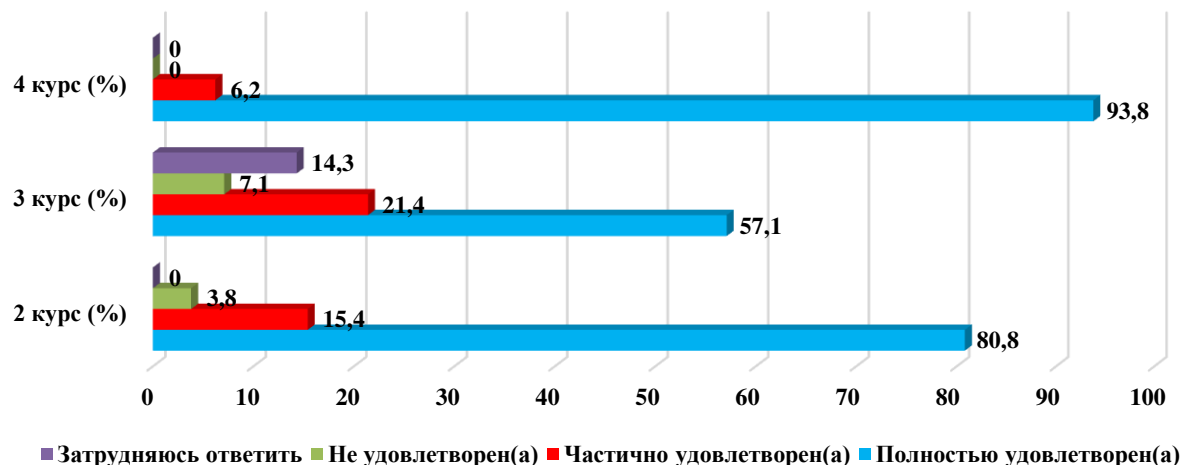
1.6 Organization and conduct of laboratory works



1.7 Satisfaction with the work of the library

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	80,8	57,1	93,8
Partially satisfied	15,4	21,4	6,2
Not satisfied	3,8	7,1	-
Difficult to answer	-	14,3	-

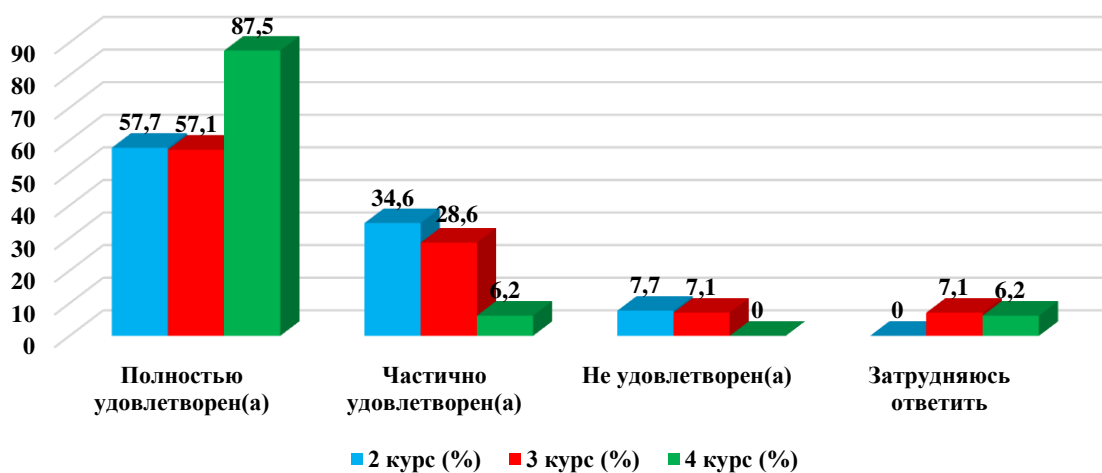
1.7 Satisfaction with the work of the library



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

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	57,7	57,1	87,5
Partially satisfied	34,6	28,6	6,2
Not satisfied	7,7	7,1	-
Difficult to answer	-	7,1	6,2

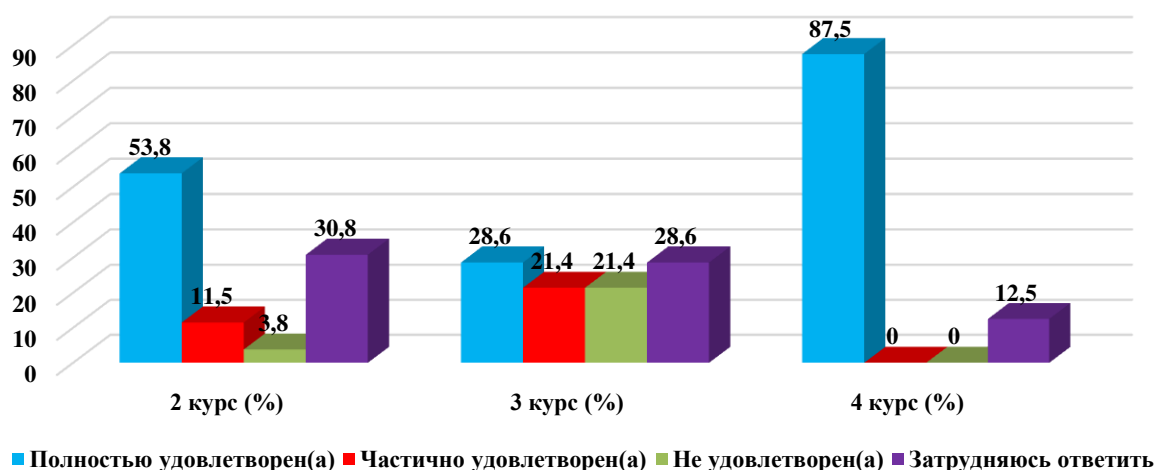
1.8 Possibility of access to full-text databases of scientific publications



1.9 Living conditions in the dormitory

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	53,8	28,6	87,5
Partially satisfied	11,5	21,4	-
Not satisfied	3,8	21,4	-
Difficult to answer	30,8	28,6	12,5

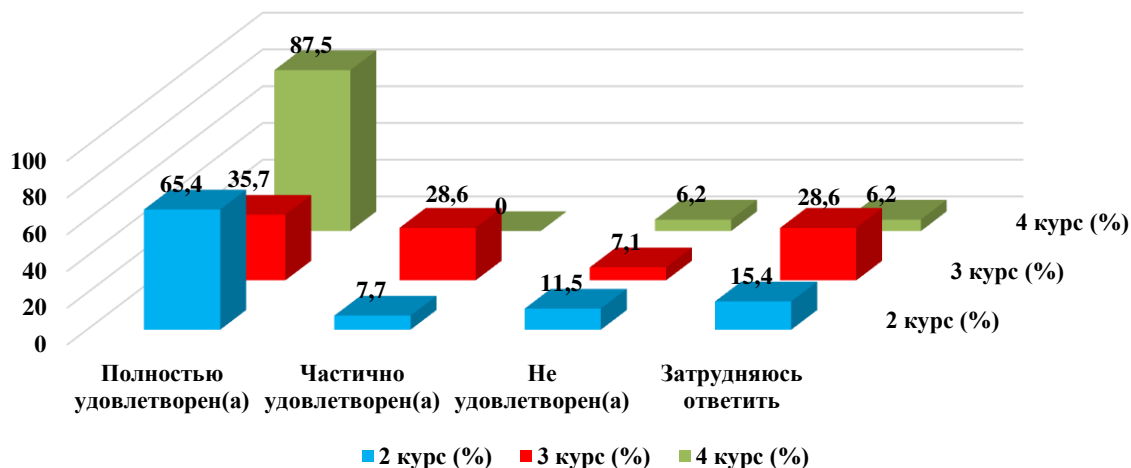
1.9 Living conditions in the dormitory



1.10 Quality of medical service

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	65,4	35,7	87,5
Partially satisfied	7,7	28,6	-
Not satisfied	11,5	7,1	6,2
Difficult to answer	15,4	28,6	6,2

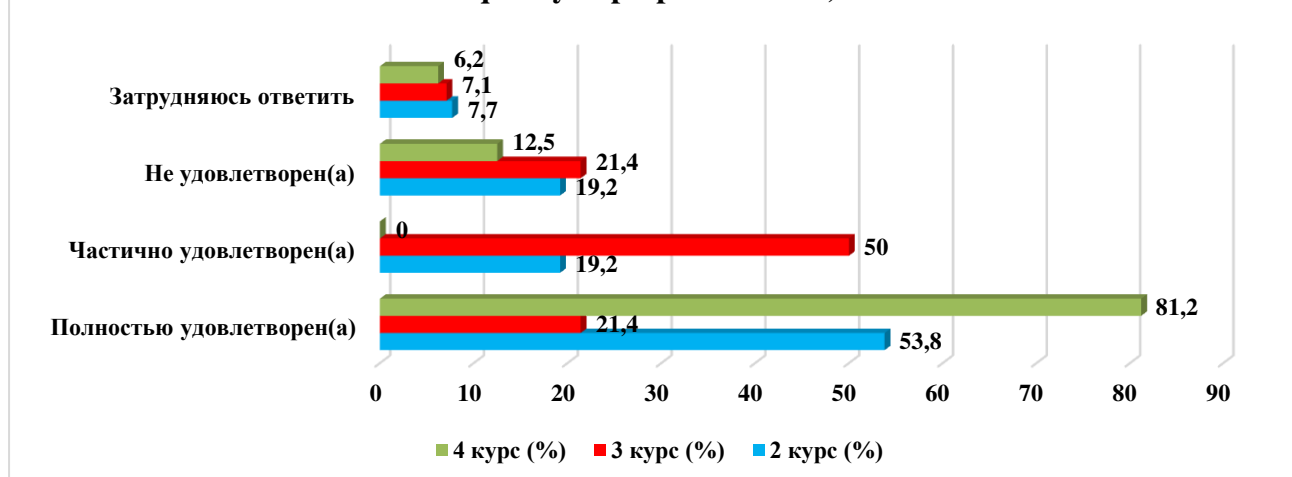
1.10 Quality of medical service



1.11 Organization of catering at the university (prices, range of products, quality of prepared dishes)

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	53,8	21,4	81,2
Partially satisfied	19,2	50	-
Not satisfied	19,2	21,4	12,5
Difficult to answer	7,7	7,1	6,2

1.11 Organization of catering at the university (prices, range of products, quality of prepared dishes)



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

- It is disgusting that the dean's office makes supervisors and headmen in the shortest possible time to make lists of addresses of residence of students and the like so that they received an invitation to the elections, we that damn parliament to think about elections, as an invitation to students to the elections to send it is good, and when forbidding to be or shine at rallies is bad because then they will knock on the hat all. This should not be done by the university and especially by supervisors and head teachers. Even a banal collection of ID cards, birth dates and UINs all this is in the dean's office in a folder group with agreements that they signed so difficult to take and rewrite than to ask supervisors and headmen saying that it is the whole base should be done for a conditional hour. Make at least the position of the head teacher official not to mention the deputy head teachers with some bonuses banal to increase the degree and not at 1 thousand or 2 thousand and 10 thousand minimum, as it is quite an additional duties that performs the head teacher or his deputy at the time of absence. And make a normal site of the University design as if in the 90's came, which can be entered from any device without problems, not as in September. Rework the system of schedule it is terrible, a separate boiler in hell who came up with such a visualization of the schedule, horror. And this is just the beginning. Personally, I'm very disappointed in Polytechnic;
- great supervisor.

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

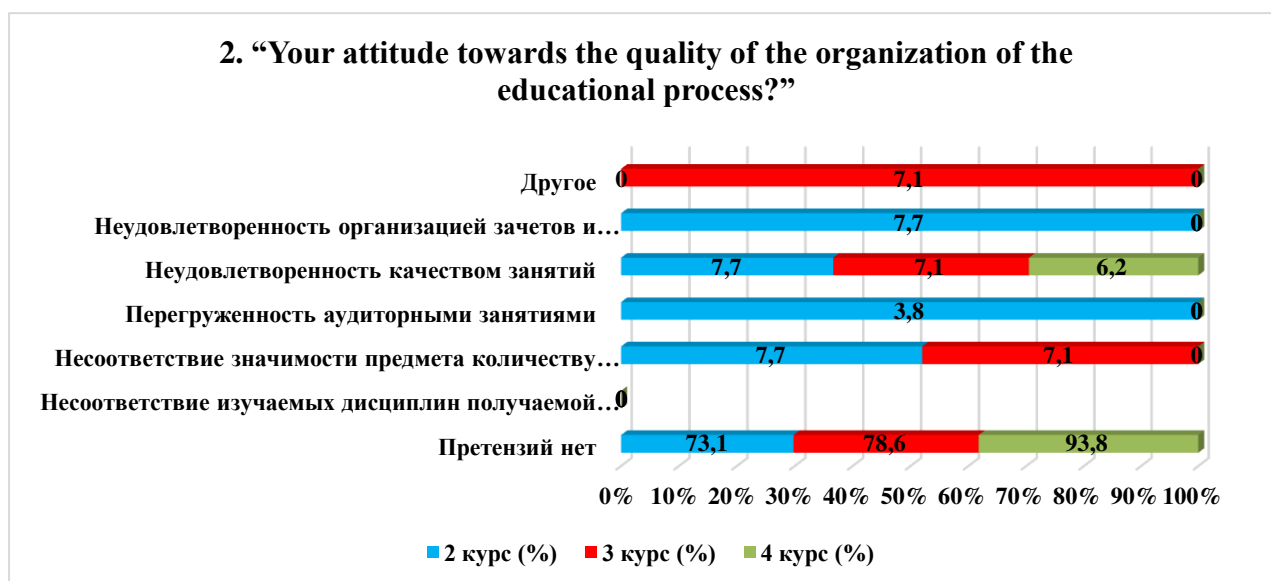
- reduce the price of loans, a psychologist's office in each building, reduce the time of classes to 1 hour 30 minutes or even less, and the checkroom is a horror.;
- Change the assortment;
- The canteen is not good(I don't like the food.

* 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' 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. “Your attitude towards the quality of the organization of the educational process?”

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Attendance	73,1	78,6	93,8
Activity in classes (seminars), answering the teacher's questions, solving problems, etc.	-	-	-
Reports and speeches at classes (seminars)	7,7	7,1	-
Results of intermediate control works, tests, colloquiums, etc.	3,8	-	-
Results of internships, laboratory and other practical works	7,7	7,1	6,2
Evaluation of abstracts, essays, etc.	7,7	-	-
Attendance	-	7,1	-



The students indicated the following options for the “Other” option*:
 - 2,3,4,5,6 these points.

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

- 1st,2nd,3rd year subjects only on specialty 4th year everything else;
- More time for special subjects and especially for practice;
- Sometimes, the lecturer fails to steer the student in the right direction, to complete the assignment.

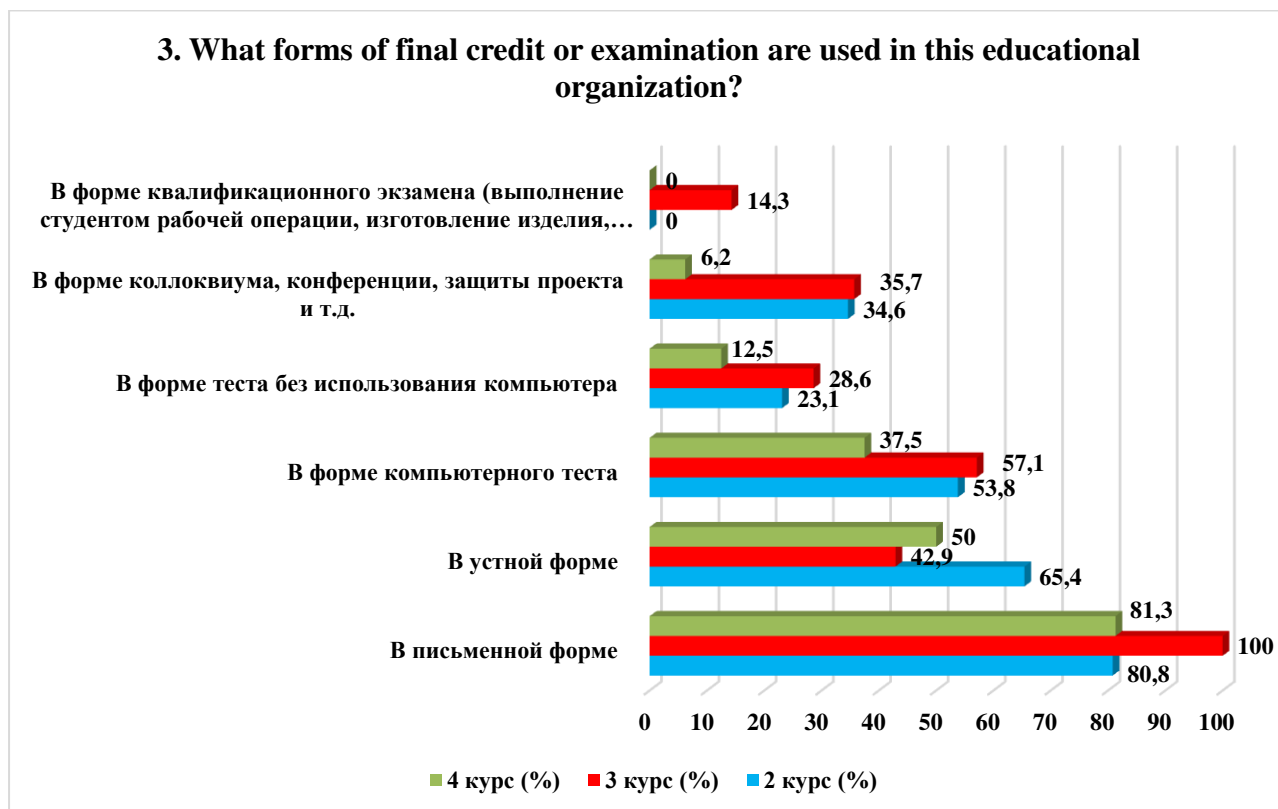
3. What forms of final credit or examination are used in this educational organization? (mark all appropriate answers)

Answer options	2nd year (%)	3rd year (%)	4th year (%)
In a writing form	80,8	100	81,3
In an oral form	65,4	42,9	50

* 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 the form of a computerized test	53,8	57,1	37,5
In the form of a test without using a computer	23,1	28,6	12,5
In the form of a colloquium, conference, project defense, etc.	34,6	35,7	6,2
In the form of qualification examination (student's performance of a work operation, production of a product, labor activity evaluated by experts)	-	14,3	-

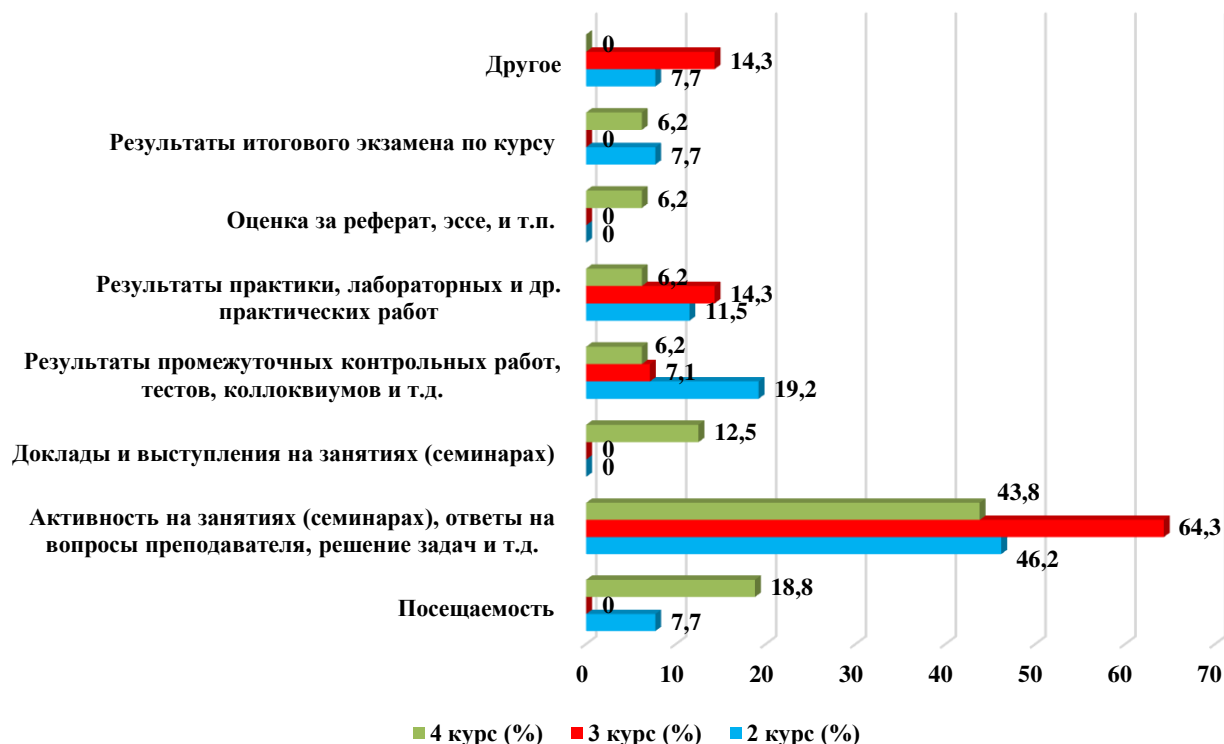
* The amount in % is not equal to 100, because it was assumed that there were several possible answers



4. What indicators are typically considered by faculty in making final grades?

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Attendance	7,7	-	18,8
Activity in classes (seminars), answering the teacher's questions, solving problems, etc.	46,2	64,3	43,8
Reports and speeches at classes (seminars)	-	-	12,5
Results of intermediate control works, tests, colloquiums, etc.	19,2	7,1	6,2
Results of internships, laboratory and other practical works	11,5	14,3	6,2
Evaluation of abstracts, essays, etc.	-	-	6,2
Results of the final exam on the course	7,7	-	6,2
Other	7,7	14,3	-

4. What indicators are typically considered by faculty in making final grades?



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

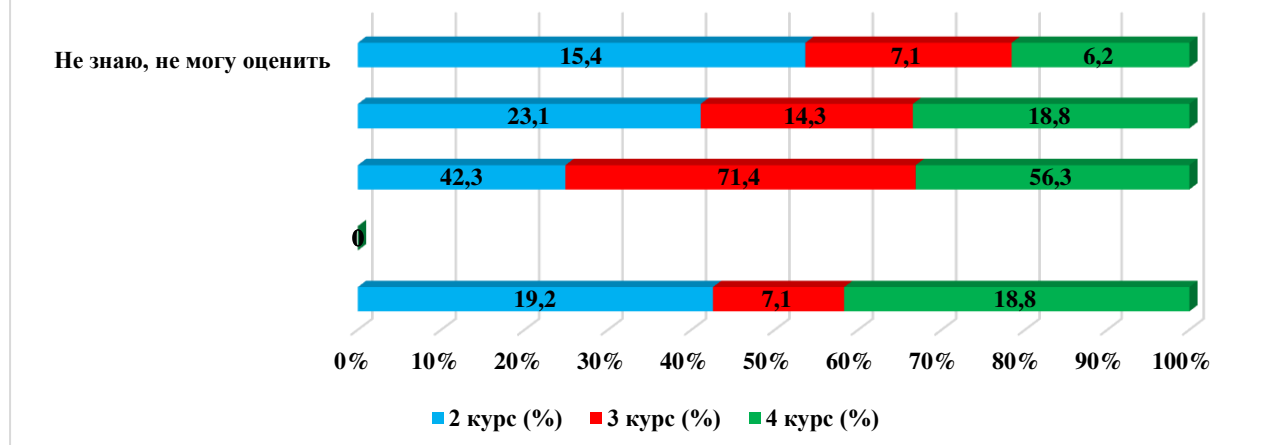
- all of the above;
- all of;
- 2,3,4,5,6;
- All answers are correct

5. Appreciate how up-to-date is the technology you student at the university?

Answer options	2nd year (%)	3rd year (%)	4th year (%)
These are the most advanced technologies, they are not yet available in real production	19,2	7,1	18,8
These are modern technologies, they are used by leading companies	-	-	-
These are quite modern technologies, they are used, but I know more modern ones.	42,3	71,4	56,3
These are technologies of yesterday that are no longer on the market.	23,1	14,3	18,8
I don't know, I can't estimate	15,4	7,1	6,2

* 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.

5. Appreciate how up-to-date is the technology you student at the university?

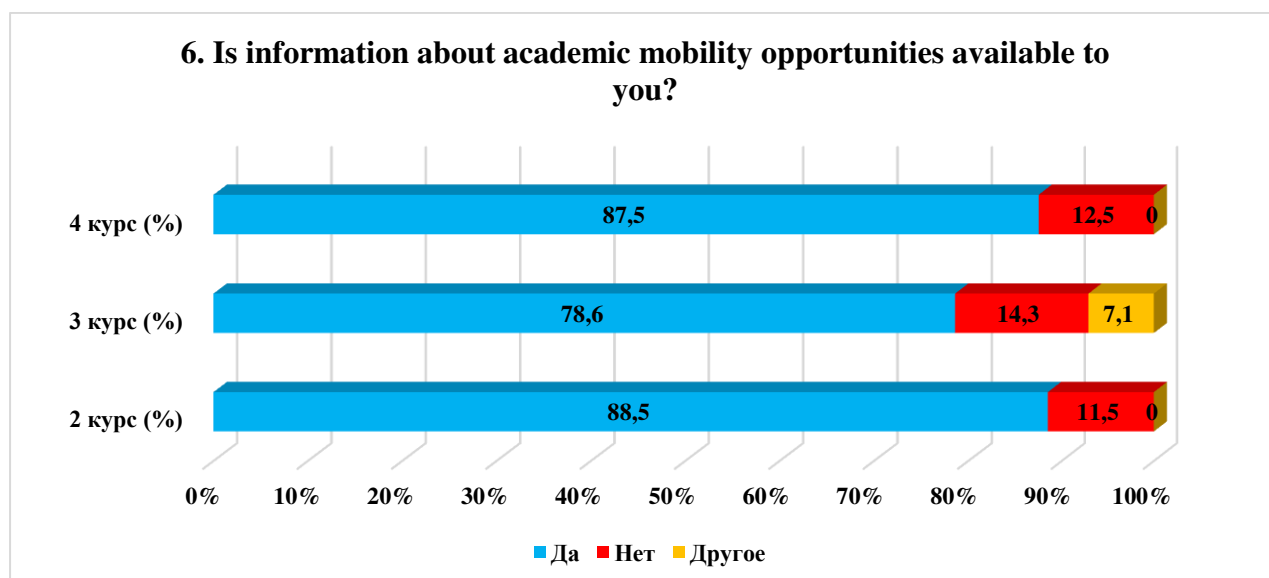


For the option “If you answered “Don't know, can't estimate” to the previous question, give recommendations for improvement” students indicated the following options*:

- We haven't used it yet.

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

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Yes	88,5	78,6	87,5
No	11,5	14,3	12,5
Other	-	7,1	-



The students indicated the following options for the “Other” option*:

- not really.

* 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 “No” to the previous question, write down why”, students indicated the following options*:

- Heard only from other students;
- In three years of teaching, I've never heard of it;
- I don't know how I know.

7. In your opinion, what is the relationship:

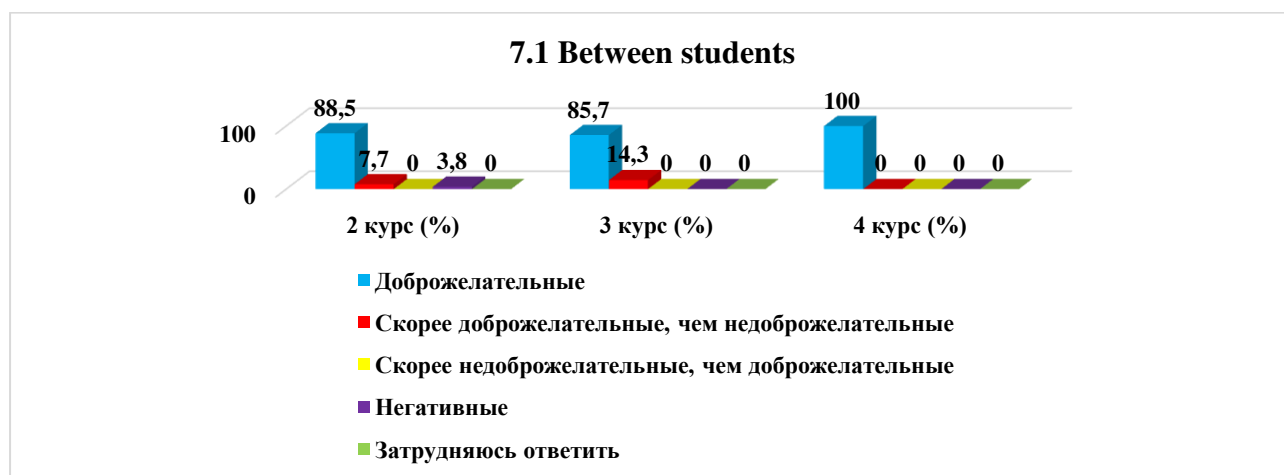
7.1 Between students
7.2 Between teachers and students (in the learning process)
7.3 Between students and supervisor
7.4 Between students and administration
7.5 Between students and staff of departments (library, student department, etc.)
7.6 Between students and security service

Other _____

If you answered “not satisfied” to the previous question, make recommendations to improve the services provided _____

7.1 Between students

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Benevolent	88,5	85,7	100
Rather benevolent than not benevolent	7,7	14,3	-
Rather not benevolent than benevolent	-	-	-
Negative	3,8	-	-
Difficult to answer	-	-	-

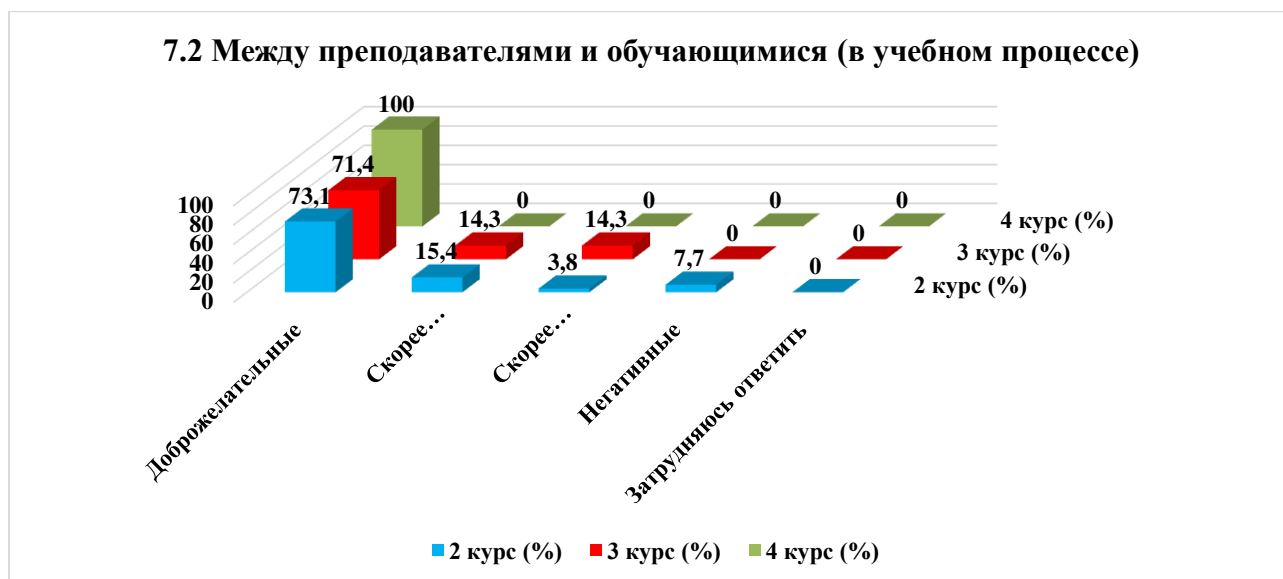


7.2 Between teachers and students (in the learning process)

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Benevolent	73,1	71,4	100
Rather benevolent than not benevolent	15,4	14,3	-
Rather not benevolent than benevolent	3,8	14,3	-

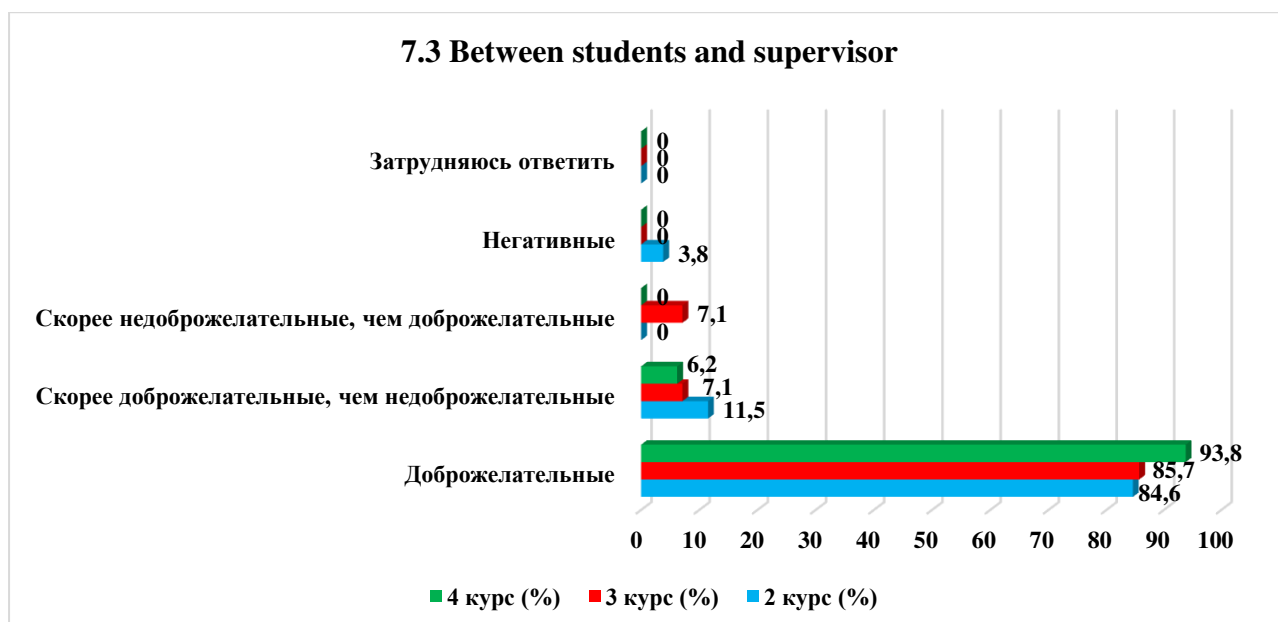
* Ответы обучающихся на вариант «другое» и «если на предыдущий вопрос Вы ответили «не удовлетворен.....» представлены в оригинале. Орфография и пунктуация автора сохранены.

Negative	7,7	-	-
Difficult to answer	-	-	-



7.3 Between students and supervisor

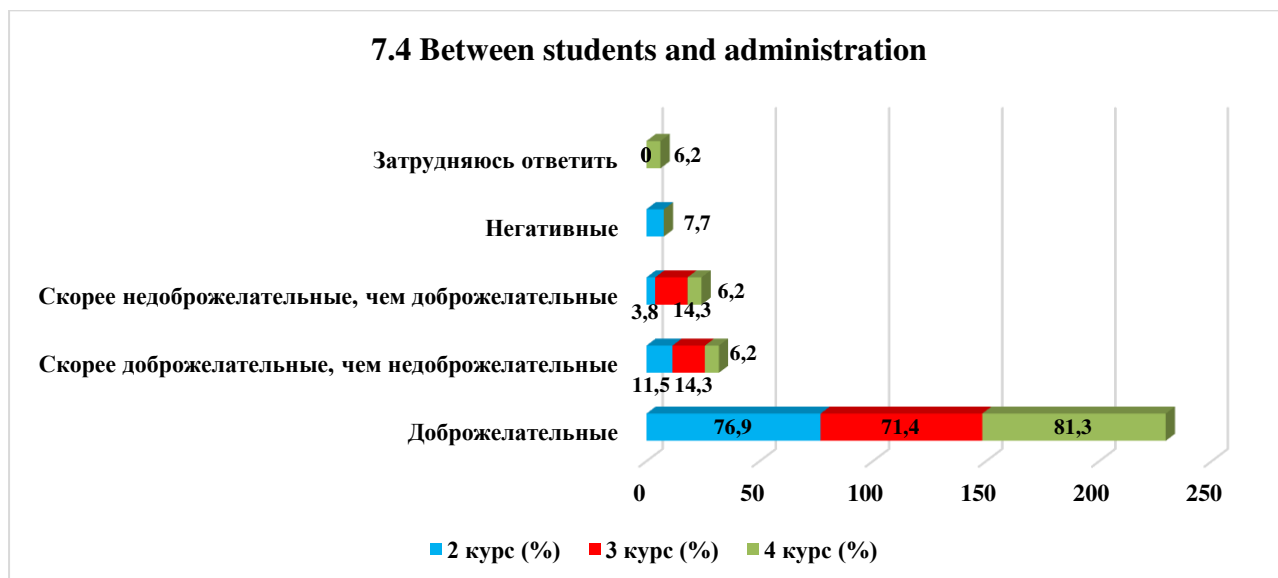
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Benevolent	84,6	85,7	93,8
Rather benevolent than not benevolent	11,5	7,1	6,2
Rather not benevolent than benevolent	-	7,1	-
Negative	3,8	-	-
Difficult to answer	-	-	-



7.4 Between students and administration

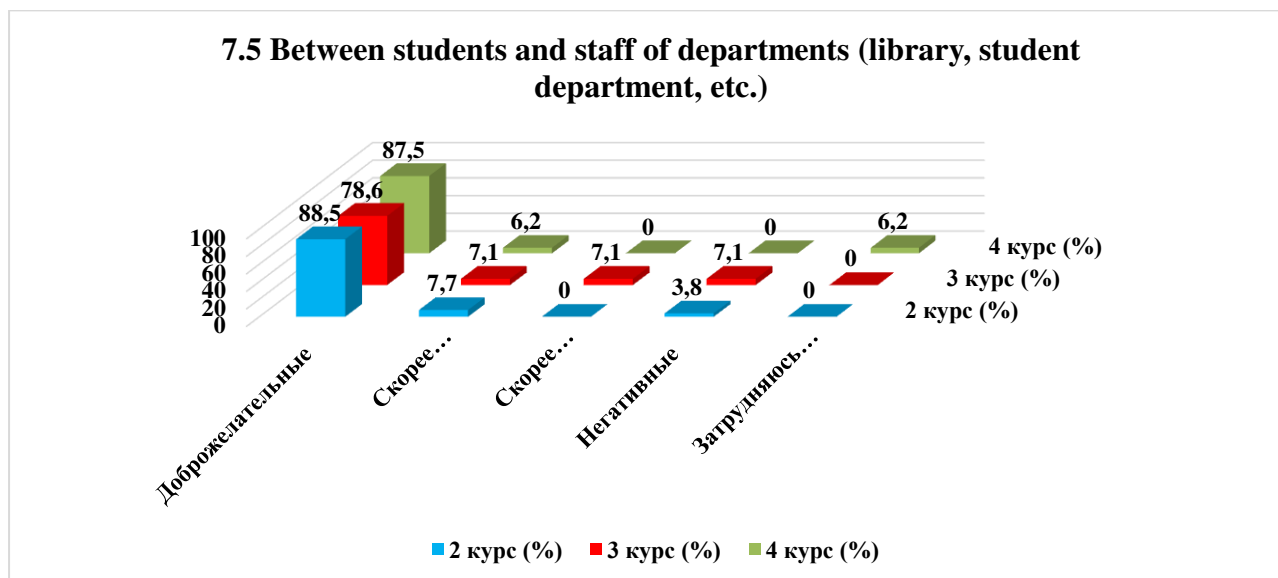
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Benevolent	76,9	71,4	81,3
Rather benevolent than not benevolent	11,5	14,3	6,2

Rather not benevolent than benevolent	3,8	14,3	6,2
Negative	7,7	-	-
Difficult to answer	-	-	6,2



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

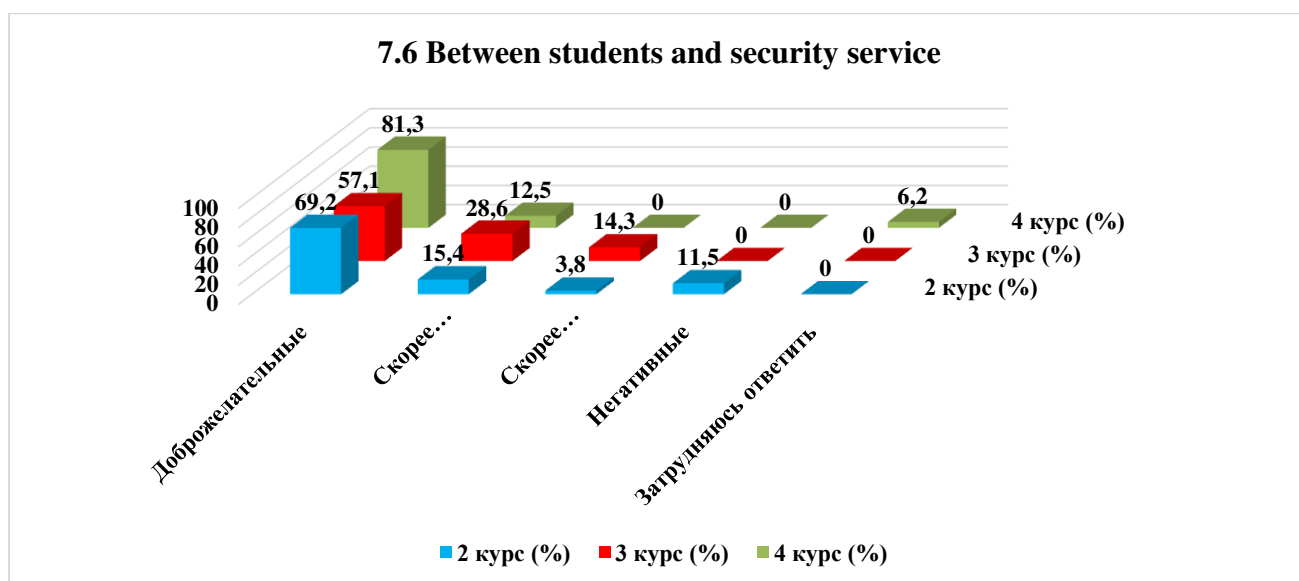
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Benevolent	88,5	78,6	87,5
Rather benevolent than not benevolent	7,7	7,1	6,2
Rather not benevolent than benevolent	-	7,1	-
Negative	3,8	7,1	-
Difficult to answer	-	-	6,2



7.6 Between students and security service

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Benevolent	69,2	57,1	81,3

Rather benevolent than not benevolent	15,4	28,6	12,5
Rather not benevolent than benevolent	3,8	14,3	-
Negative	11,5	-	-
Difficult to answer	-	-	6,2



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

- The teachers and the administration each have a crown on their head, only a palace and a gold brush in their hand are missing;

For the option **“If you answered “Rather benevolent than not benevolent” and “Negative” to the previous question, give recommendations for improvement,”** students indicated the following options*:

- Change the approach in conducting classes not just to sit and listen, but visual demonstrations and experiments always, and not only in the laboratory.

8. What are some of the student issues that are of particular concern to you right now?

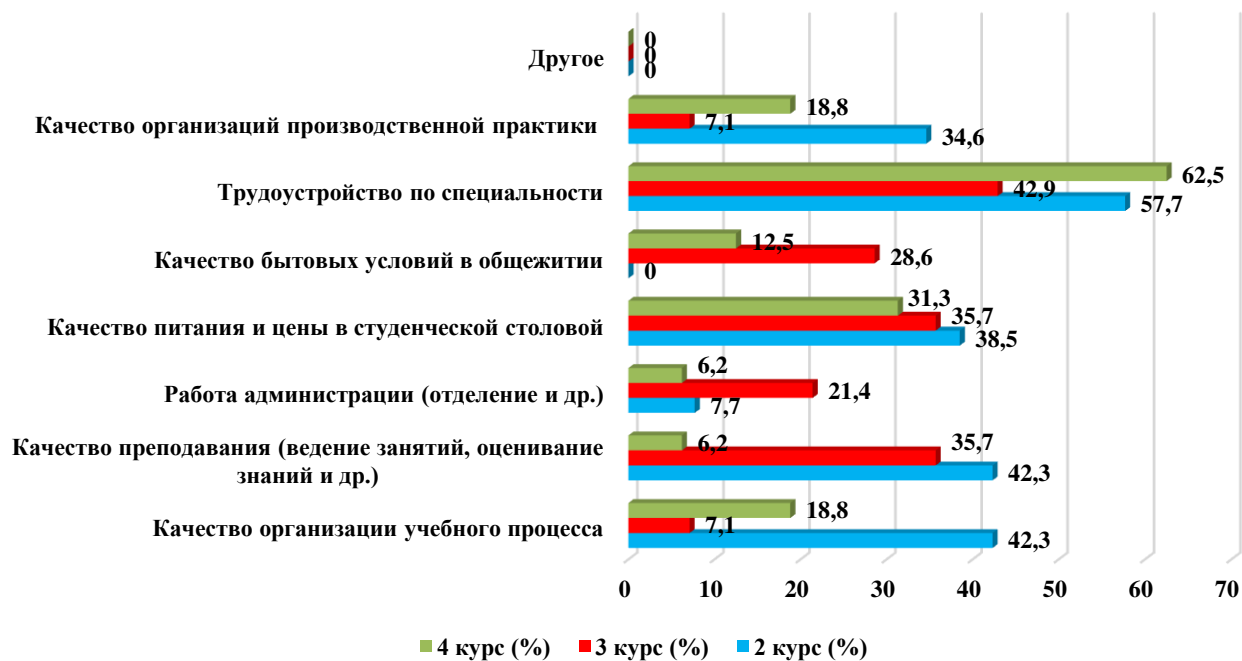
(choose up to 3 options)

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Quality of the organization of the educational process	42,3	7,1	18,8
Quality of teaching (conducting classes, assessment of knowledge, etc.).	42,3	35,7	6,2
Work of administration (department, etc.)	7,7	21,4	6,2
Quality of food and prices in the student canteen	38,5	35,7	31,3
Quality of living conditions in the dormitory	-	28,6	12,5
Employment in the specialty	57,7	42,9	62,5
Quality of internship organizations	34,6	7,1	18,8
Other	-	-	-

* The amount in % is not equal to 100, because it was assumed that there were several possible answers

* 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. What are some of the student issues that are of particular concern to you right now?

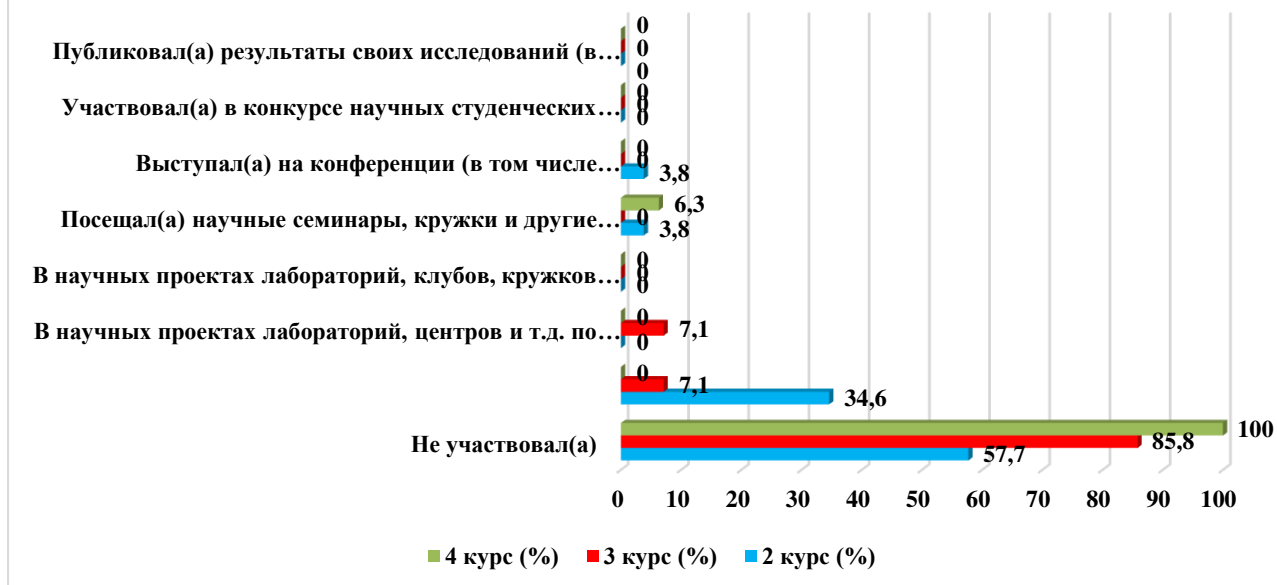


9. Do you take part in scientific work of the university? If yes, in what forms? (mark all appropriate answers)

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Did not participate	57,7	85,8	100
Sometimes, when it is necessary for formal reasons	34,6	7,1	-
In scientific projects of laboratories, centers, etc. under a contract, within a grant, etc.	-	7,1	-
In scientific projects of laboratories, clubs, circles, etc. free of charge	-	-	-
Attended scientific seminars, clubs and other scientific events	3,8	-	6,3
Speaker at a conference (including a student conference), scientific seminar	3,8	-	-
Participated in a student scientific work competition	-	-	-
Published the results of his research (including in student collections)	-	-	-

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

9. Do you take part in scientific work of the university? If yes, in what forms?



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

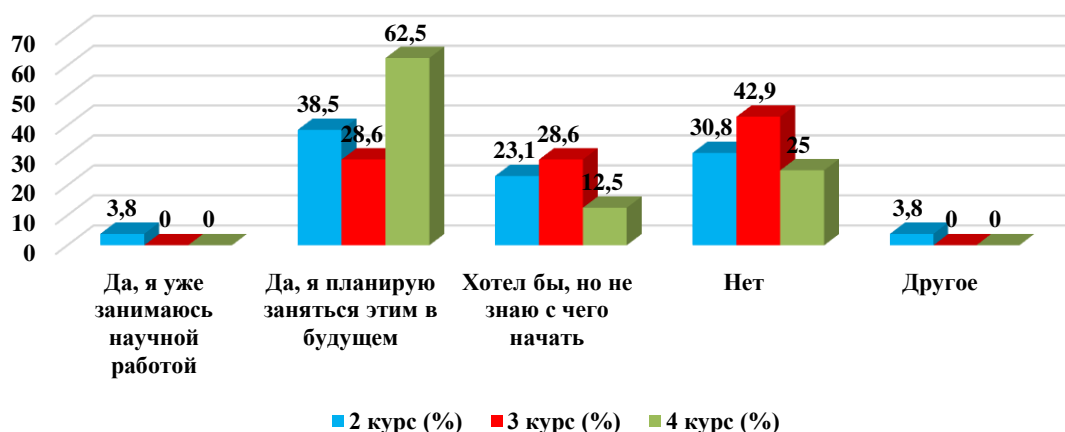
- Never heard of it;
- I live far away;
- Never had the opportunity;
- No desire;
- Never had the chance;
- Time is short;
- I don't know;
- Not interested;
- Doesn't take;
- Didn't want to.

10. Are you interested in scientific activity within the chosen field/specialty?

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Yes, I am already doing scientific work	3,8	-	-
Yes, I plan to do it in the future	38,5	28,6	62,5
I would like to, but I don't know where to start	23,1	28,6	12,5
No	30,8	42,9	25
Other	3,8	-	-

* 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.

10. Are you interested in scientific activity within the chosen field/specialty?



For the option “**Other**” the students indicated the following options * :
 - It's possible, but it's not certain.

For the option “**If you answered “I would like to, but don't know where to start” or “No” to the previous question, write why**”, students indicated the following options * :

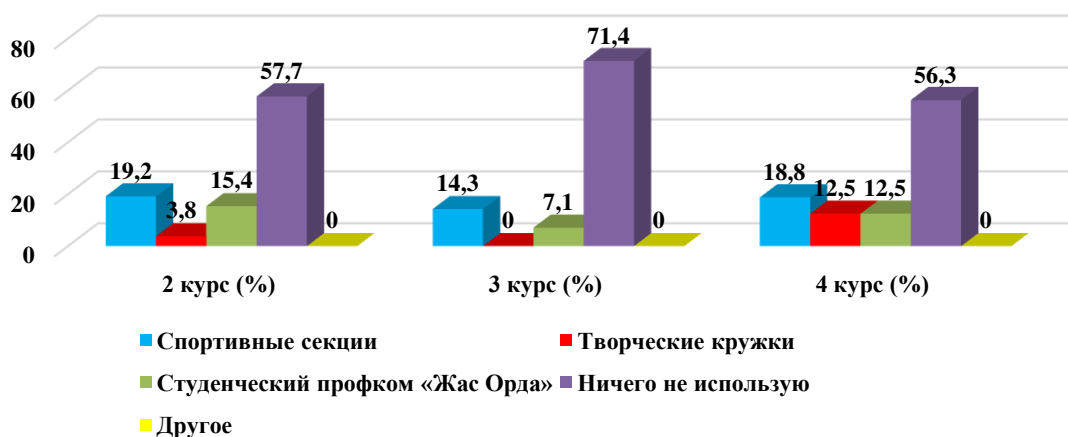
- Because I don't know where to start;
- No incentive and no time;
- No time;
- I don't know;
- not interested.

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

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Sports sections	19,2	14,3	18,8
Creative clubs	3,8	-	12,5
Student Trade Union “Zhas Orda”	15,4	7,1	12,5
I don't use anything	57,7	71,4	56,3
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.

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



For the option “**Other**” the students indicated the following options *:
 - communicating with others;

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

- Not enough time;
- No opportunity to join circles and no free time;
- No time;
- I don't want to;
- Not for me.

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

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

Other _____

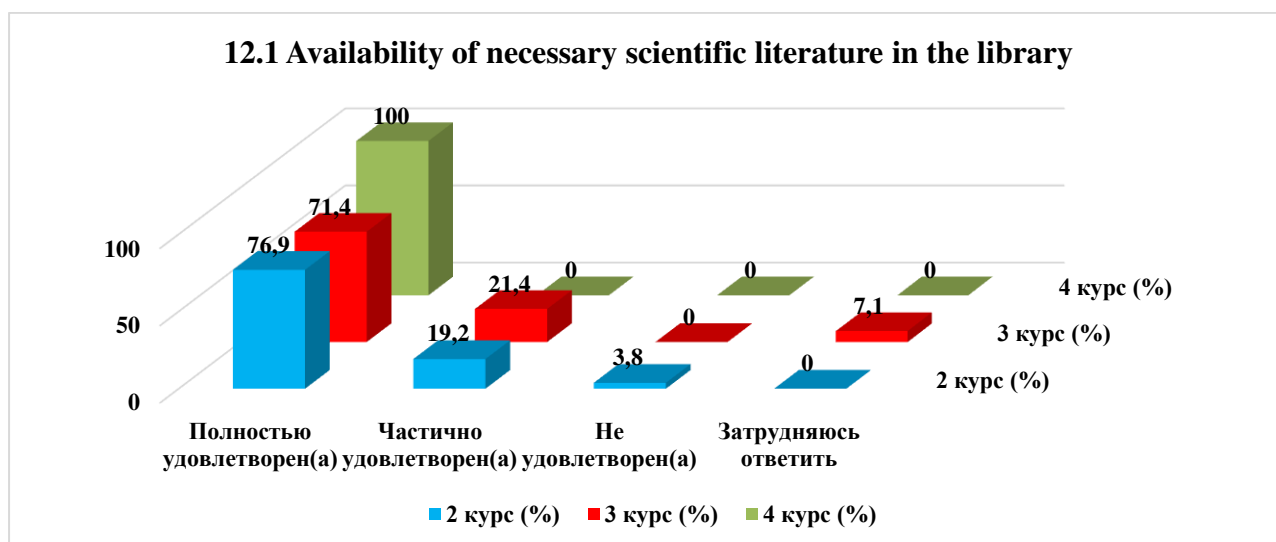
If you answered “not satisfied” to the previous question, make recommendations to improve the services provided _____

12.1 Availability of necessary scientific literature in the library

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	76,9	71,4	100
Partially satisfied	19,2	21,4	-
Not satisfied	3,8	-	-

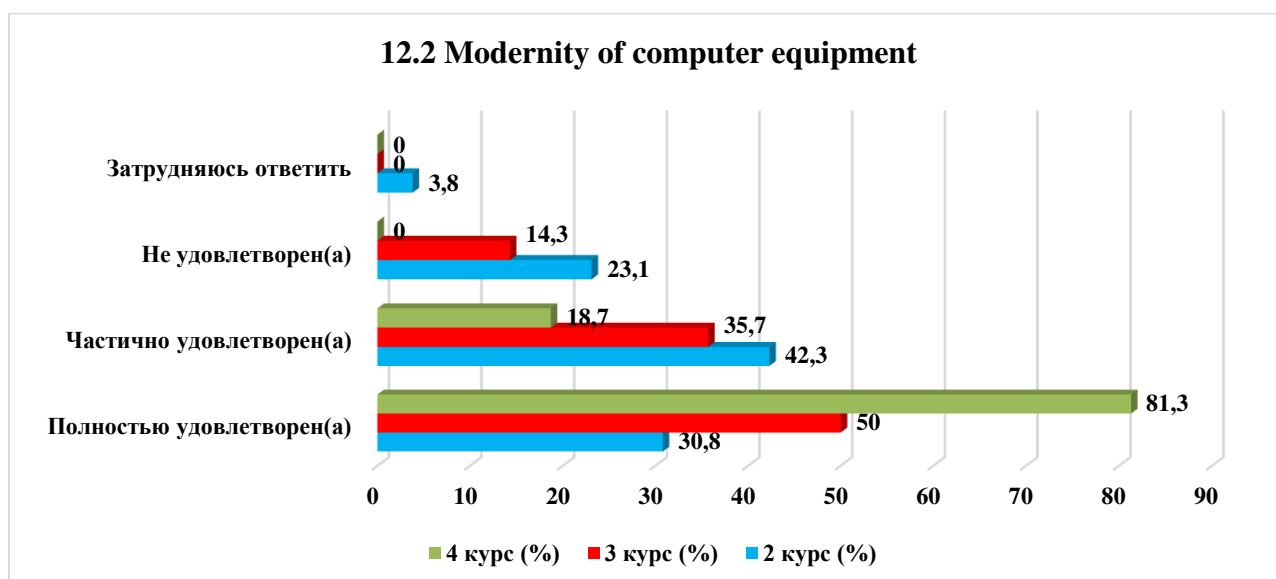
* Students' answers to the option “other” and “if you answered “not satisfied.....” to the previous question are presented in the original. The author's spelling and punctuation have been preserved.

Difficult to answer	-	7,1	-
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12.2 Modernity of computer equipment

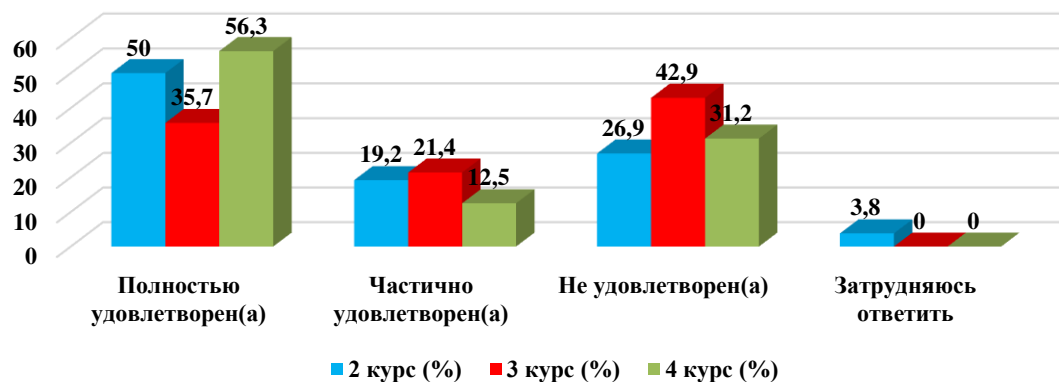
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	30,8	50	81,3
Partially satisfied	42,3	35,7	18,7
Not satisfied	23,1	14,3	-
Difficult to answer	3,8	-	-



12.3 Internet channel width and speed

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	50	35,7	56,3
Partially satisfied	19,2	21,4	12,5
Not satisfied	26,9	42,9	31,2
Difficult to answer	3,8	-	-

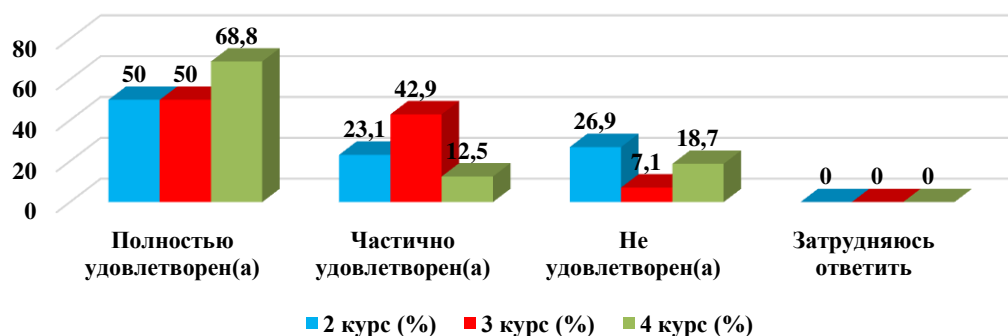
12.3 Internet channel width and speed



12.4 Modernity of software

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	50	50	68,8
Partially satisfied	23,1	42,9	12,5
Not satisfied	26,9	7,1	18,7
Difficult to answer	-	-	-

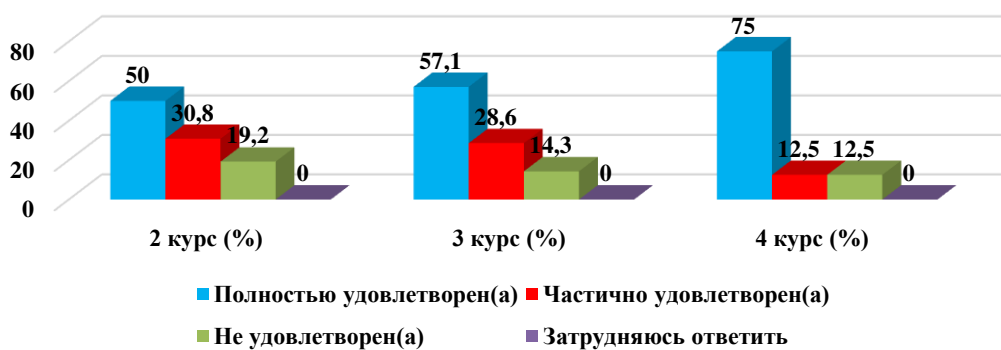
12.4 Modernity of software



12.5 Availability of educational and scientific equipment

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	50	57,1	75
Partially satisfied	30,8	28,6	12,5
Not satisfied	19,2	14,3	12,5
Difficult to answer	-	-	-

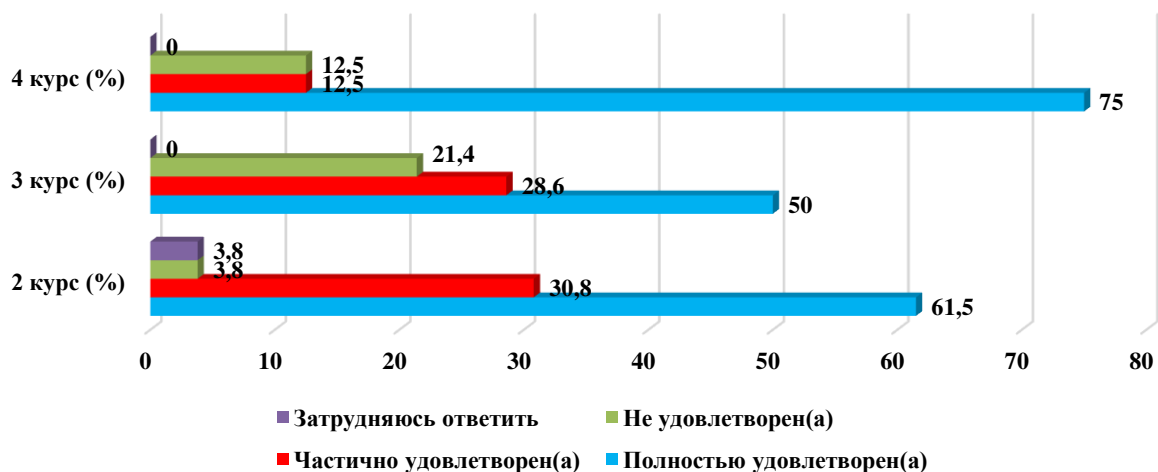
12.5 Availability of educational and scientific equipment



12.6 Availability of laboratories and specialized classrooms

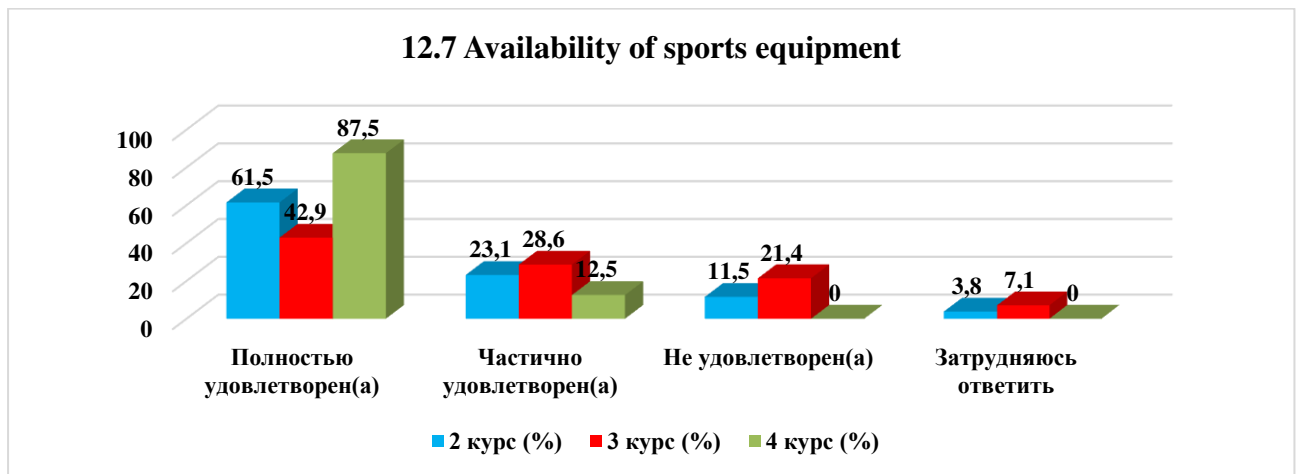
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	61,5	50	75
Partially satisfied	30,8	28,6	12,5
Not satisfied	3,8	21,4	12,5
Difficult to answer	3,8	-	-

12.6 Availability of laboratories and specialized classrooms



12.7 Availability of sports equipment

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	61,5	42,9	87,5
Partially satisfied	23,1	28,6	12,5
Not satisfied	11,5	21,4	-
Difficult to answer	3,8	7,1	-

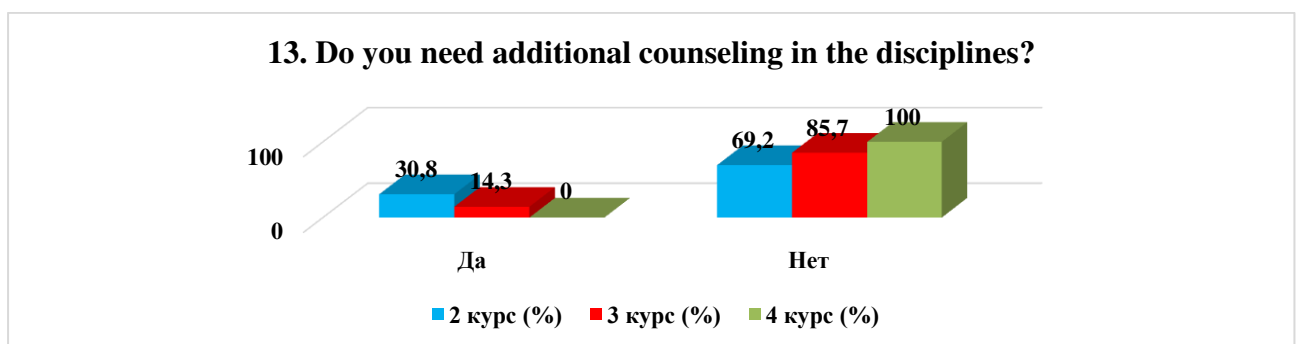


For the option “If you answered “Not satisfied” to the previous question, give recommendations to improve the material base”, the students indicated the following options*:

- To put better computers, to make good sports grounds and put good sports equipment, because Kazakhstan and universities are striving for European standards, so it is necessary to comply everywhere;
- In the dormitory on the 6th floor, block B, in the corridor and the hall wi-fi does not catch (namely block B).

13. Do you need additional counseling in the disciplines?

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Yes	30,8	14,3	-
No	69,2	85,7	100



For the option “If you answered “Yes” to the previous question, then write down the discipline in which you need additional counseling” the students indicated the following options*:

- Business management;
- Theoretical mechanics;
- I think a little bit of everything;

* 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.

- Mechanical Engineering.

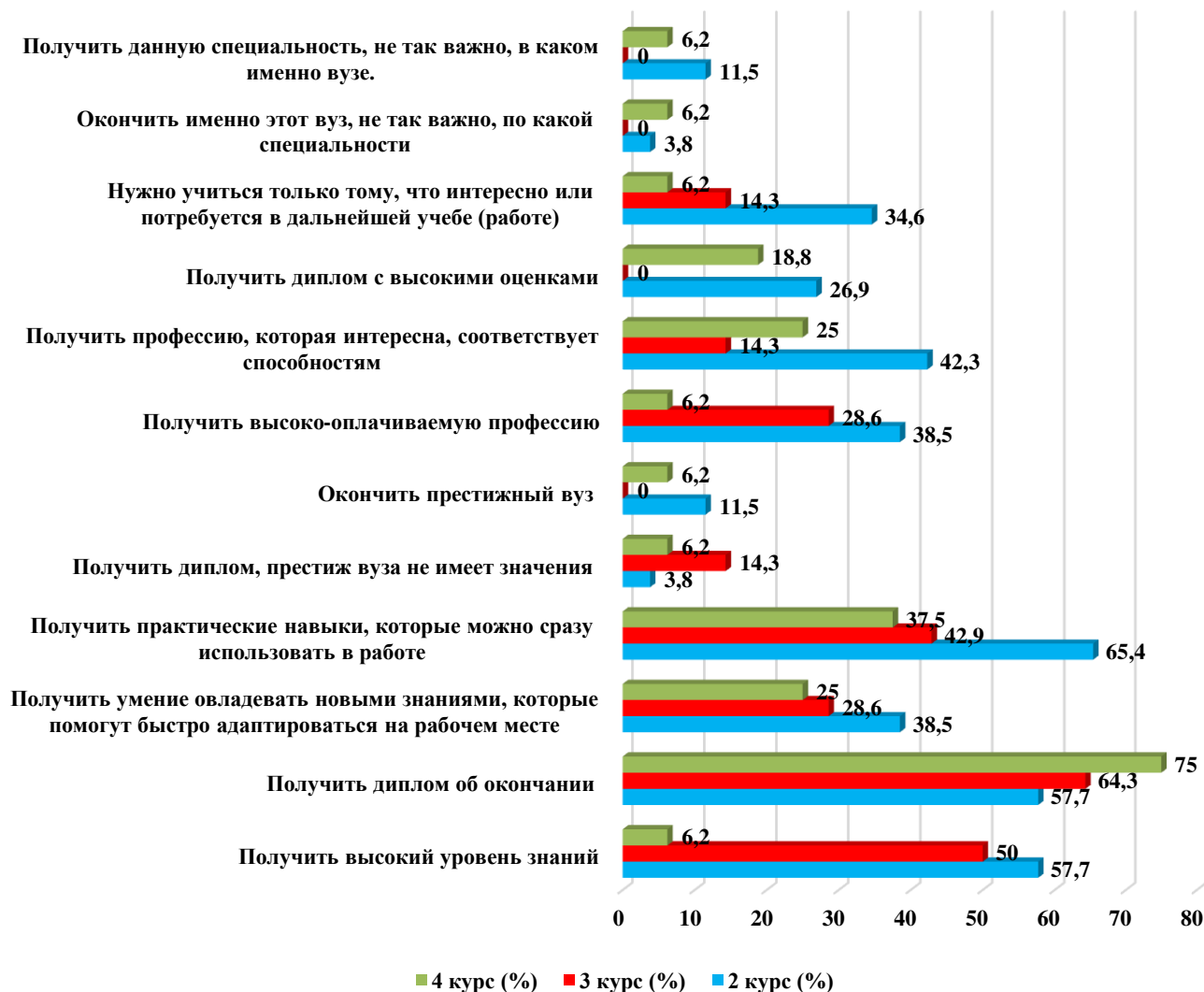
14. What is more important for you to get as a result of studying at your university?

(You can select one or more answer options)

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Get a high level of knowledge	57,7	50	6,2
Get a diploma of completion	57,7	64,3	75
Get the ability to learn new knowledge that will help you adapt quickly in the workplace	38,5	28,6	25
Get practical skills that can be immediately used in the workplace	65,4	42,9	37,5
Get a diploma, the prestige of the university does not matter	3,8	14,3	6,2
Graduate from a prestigious university	11,5	-	6,2
Get a high-paying profession	38,5	28,6	6,2
To get a profession that is interesting, corresponds to abilities	42,3	14,3	25
Get a diploma with high grades	26,9	-	18,8
It is necessary to study only what is interesting or will be needed in further studies (work).	34,6	14,3	6,2
To graduate from this particular university, no matter what specialty	3,8	-	6,2
Get a high level of knowledge	11,5	-	6,2

** The amount in % is not equal to 100, because it was assumed that there were several possible answers*

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



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

- These questions are sufficient;
- "1. Did you choose your major consciously and on your own?
- 2. If you could study one year (as a trial) and drop out without consequences and scholarship reimbursement, would you do so? Explain why."
- Parking question;
- Question about corruption;
- None. The questions need to be worded more correctly;
- Basically, everything you need is there;
- No more questions, everything is fine;
- Revision of grades in economics (lectures 75 points and seminar only 25 points for the whole RK);
- I think there are enough questions;
- Are you satisfied with the internet in the hostels?

- What is the lack of entertainment in the university;
- What sports disciplines are missing;
- Difficult to answer;
- Enough useful questions;
- 🧐♀;
- Everything is perfect;
- Knowledge;
- Practice;
- Completely satisfied with everything.

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

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

To the question **“What is your attitude to the quality of the organization of the educational process?”** the majority of students answered that there are no special complaints: 2nd year - 73.1%, 3rd year - 78.6%, 4th year - 93.8%. The obtained data indicate the improvement of the quality of the organization of the educational process and educational services of the university.

Nevertheless, there is a small part of respondents who noted such answer options as “Inconsistency of subject importance with the number of hours” (2nd year - 7.7%, 3rd year - 7.1%), “Dissatisfaction with the quality of lessons” (2nd year - 7.7%, 3rd year - 7.1%, 4th year - 6.2%), “Overload of classroom lessons” (2nd year - 3.8%), “Dissatisfaction with the organization of tests and examinations” (2nd year - 7.7%).

To the question: **“What indicators, as a rule, are taken into account by teachers when making the final grade?”** 51.4% of students indicated the option “activity in classes (seminars), answers to the teacher's questions, solving problems, etc.”, in second place - 10.8% “Results of interim control works, tests, colloquiums, etc.” and in third place - 10.7% “Results of practice, laboratory and other practical works”.

Relationships “between students”, “between teachers and students (in the educational process)”, “between student and supervisor”, “between students and administration”, “between students and employees of departments (library, student department, etc.)”, “between students and security service” are assessed by respondents, mainly as “benevolent” and “rather benevolent than unfriendly” respectively, which fully corresponds to a high level of satisfaction with the moral and psychological climate in the student environment.

However, it should be noted that a small part of respondents noted such answer options as **“rather not benevolent than benevolent”** and **“negative”** in the relations **“Between teachers and students (in the educational process)”**, **“Between students and supervisor”**, **“Between students and administration”**, **“Between students and employees of departments (library, student department, etc.)”**, **“Between students and security service”**.

To the option **“If you answered “Rather not benevolent than benevolent” and “Negative” to the previous question, give recommendations for improvement,”** students indicated “security guards are rude”.

On the question “**What student problems are of particular concern to you now?**” the first place is given to “Employment in the specialty” - 54.4%. Next – “Quality of food and prices in the student canteen” - 35.2%. In the third position – “Quality of teaching (conducting classes, evaluation of knowledge, etc.)” - 28.1%.

На вопрос «**Необходима ли Вам дополнительная консультация по дисциплинам?**» **15%** респондентов ответили, что нуждаются в дополнительной консультации. Среди дисциплин были указаны: менеджмент управления бизнесом, термех, кмпим, всего по немножку, термех экономика, машиностроение.

On the question “**Do you need additional counseling in disciplines?**” 15% of students answered that they need additional counseling. Among the disciplines mentioned were: business management, theoretical mechanics, a little bit of everything, mechanical engineering.

Recommendations:

Head of the department to familiarize the staff and students with the results of the questionnaire, if necessary, to develop an action plan to improve the quality of educational services.