

Report
on the results of the questionnaire
“Satisfaction of 2nd-5th year students with educational services”
for the 2023 – 2024 year

Department: “Mine Surveying and Geodesy”

Specialty: 6B07206 Mine Surveying

Center for Quality Management and Accreditation, in October 2023 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 6B07206 “Mine Surveying” 143 respondents took part in the questionnaire.

- 2nd year – 49 students (86%);
- 3rd year – 54 students (98,2%);
- 4th year – 40 students (67,8%).

Form of training

- Budget – 128 students (89,5%);
- Paid – 15 students (10,5%).

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

Indicators:

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

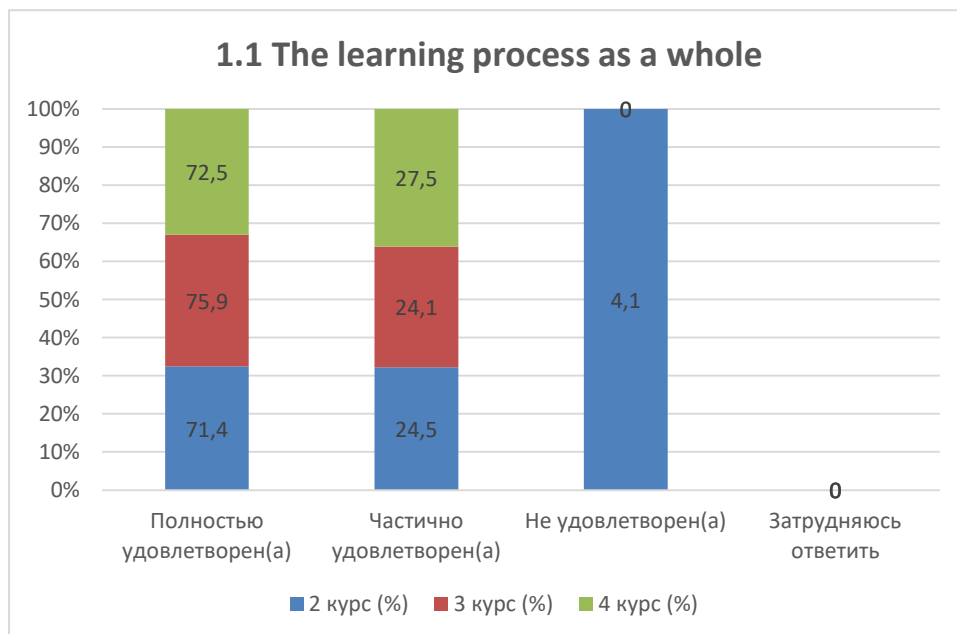
1.1 The learning process as a whole
1.2 Class schedule
1.3 Organization of independent work
1.4 Internship
1.5 Organization and carrying out of SIWT
1.6 Organization and conduct of laboratory works
1.7 Satisfaction with the work of the library
1.8 Possibility of access to full-text databases of scientific 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 _____

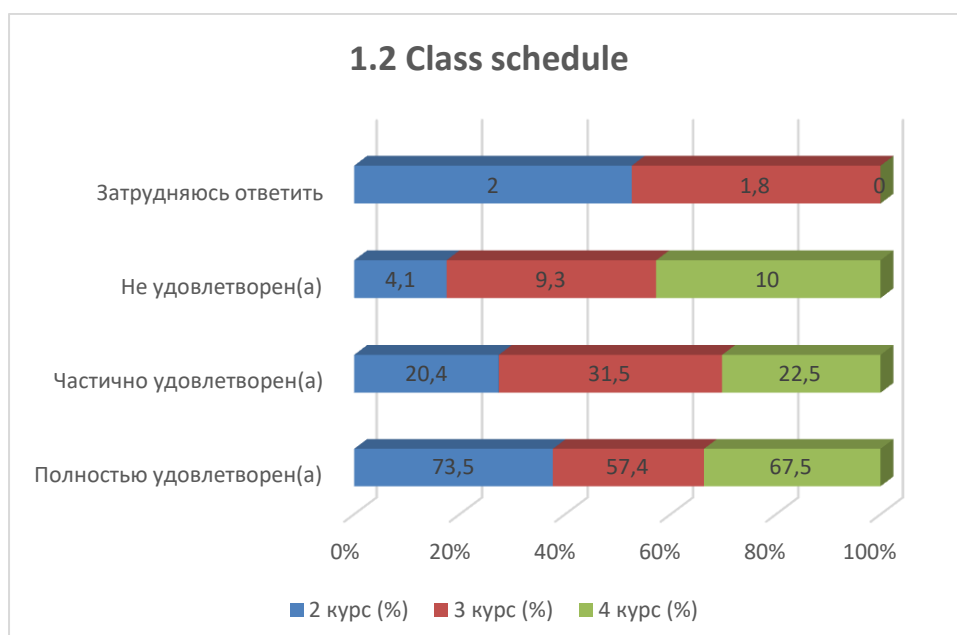
1.1 The learning process as a whole

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Completely satisfied</i>	71,4	75,9	72,5
<i>Partially satisfied</i>	24,5	24,1	27,5
<i>Not satisfied</i>	4,1	-	-
<i>Difficult to answer</i>	-	-	-



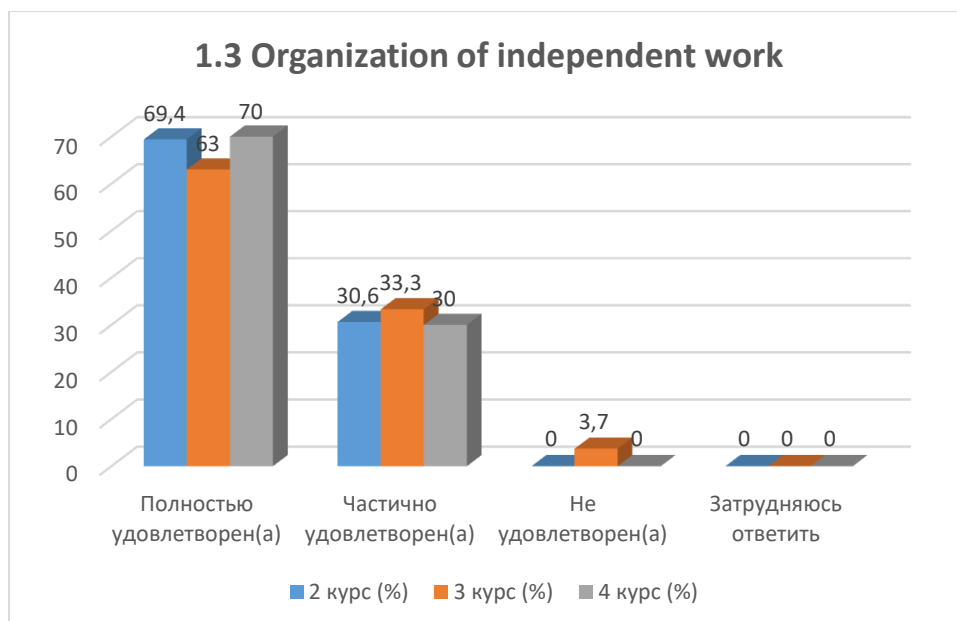
1.2 Class schedule

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Completely satisfied</i>	73,5	57,4	67,5
<i>Partially satisfied</i>	20,4	31,5	22,5
<i>Not satisfied</i>	4,1	9,3	10
<i>Difficult to answer</i>	2	1,8	-



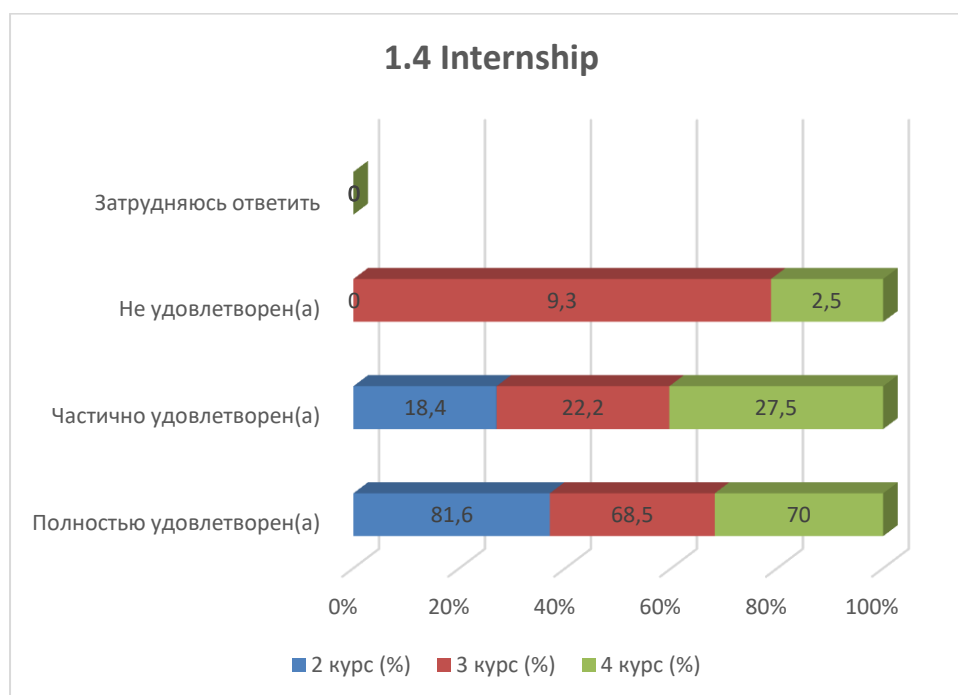
1.3 Organization of independent work

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Completely satisfied</i>	69,4	63	70
<i>Partially satisfied</i>	30,6	33,3	30
<i>Not satisfied</i>	-	3,7	-
<i>Difficult to answer</i>	-	-	-



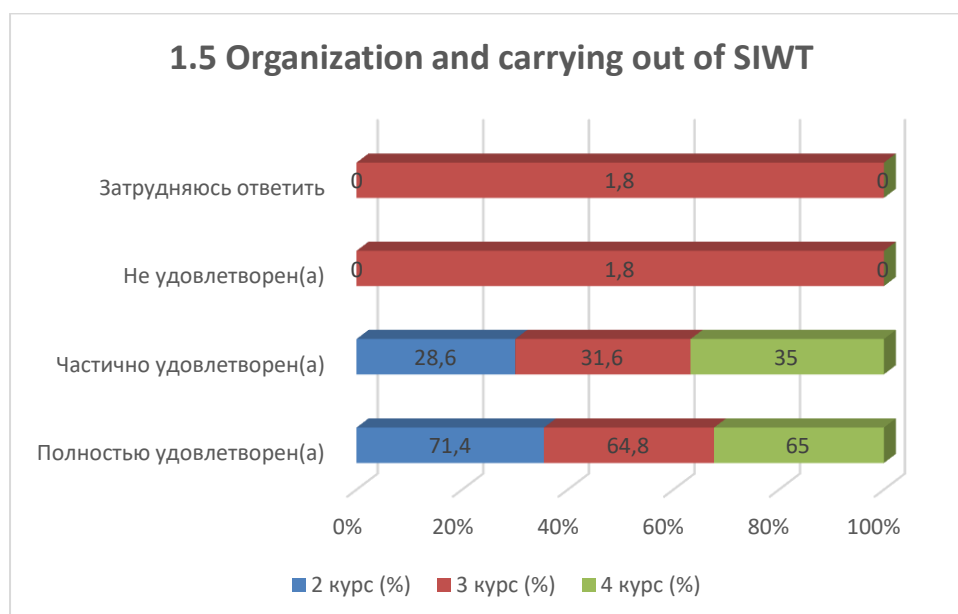
1.4 Internship

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Completely satisfied</i>	81,6	68,5	70
<i>Partially satisfied</i>	18,4	22,2	27,5
<i>Not satisfied</i>	-	9,3	2,5
<i>Difficult to answer</i>	-	-	-



1.5 Organization and carrying out of SIWT

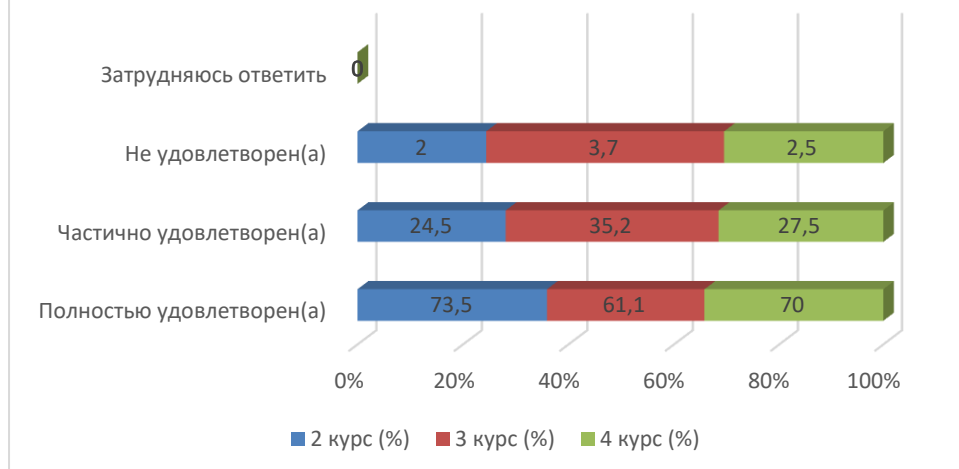
Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Completely satisfied</i>	71,4	64,8	65
<i>Partially satisfied</i>	28,6	31,6	35
<i>Not satisfied</i>	-	1,8	-
<i>Difficult to answer</i>	-	1,8	-



1.6 Organization and conduct of laboratory works

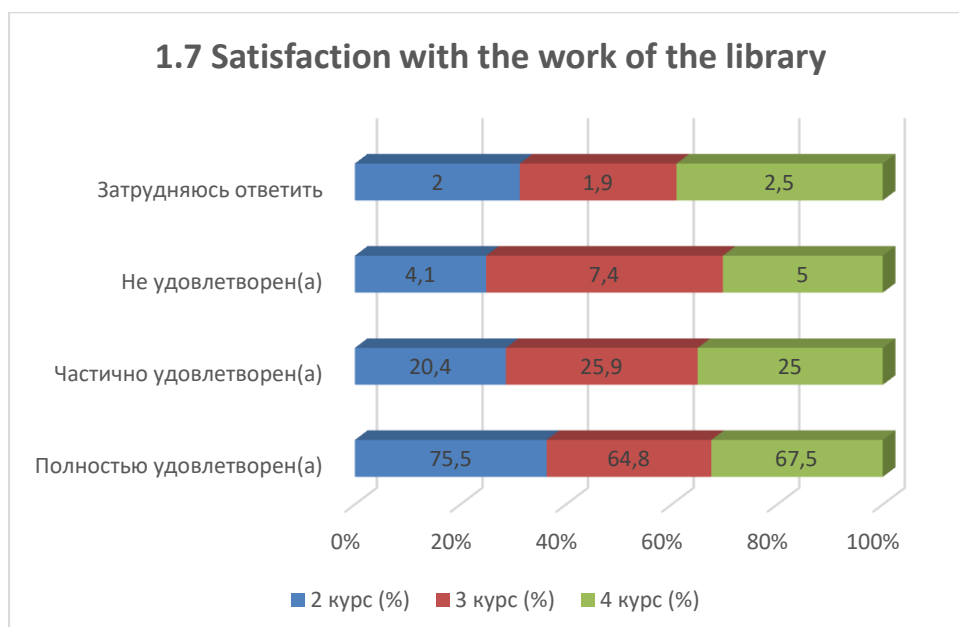
Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Completely satisfied</i>	73,5	61,1	70
<i>Partially satisfied</i>	24,5	35,2	27,5
<i>Not satisfied</i>	2	3,7	2,5
<i>Difficult to answer</i>	-	-	-

1.6 Organization and conduct of laboratory works



1.7 Satisfaction with the work of the library

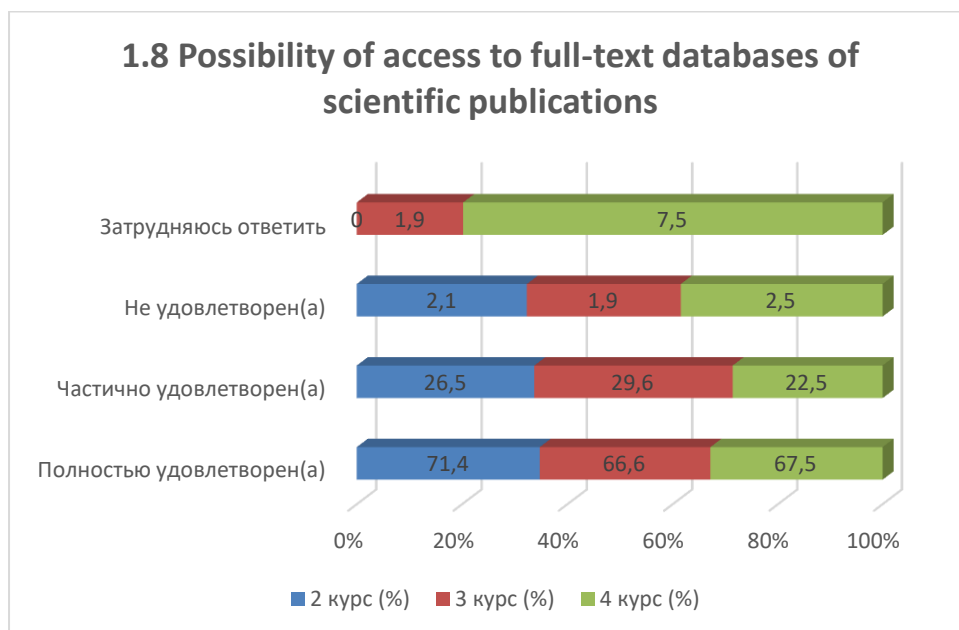
Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Completely satisfied</i>	75,5	64,8	67,5
<i>Partially satisfied</i>	20,4	25,9	25
<i>Not satisfied</i>	4,1	7,4	5
<i>Difficult to answer</i>	2	1,9	2,5



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

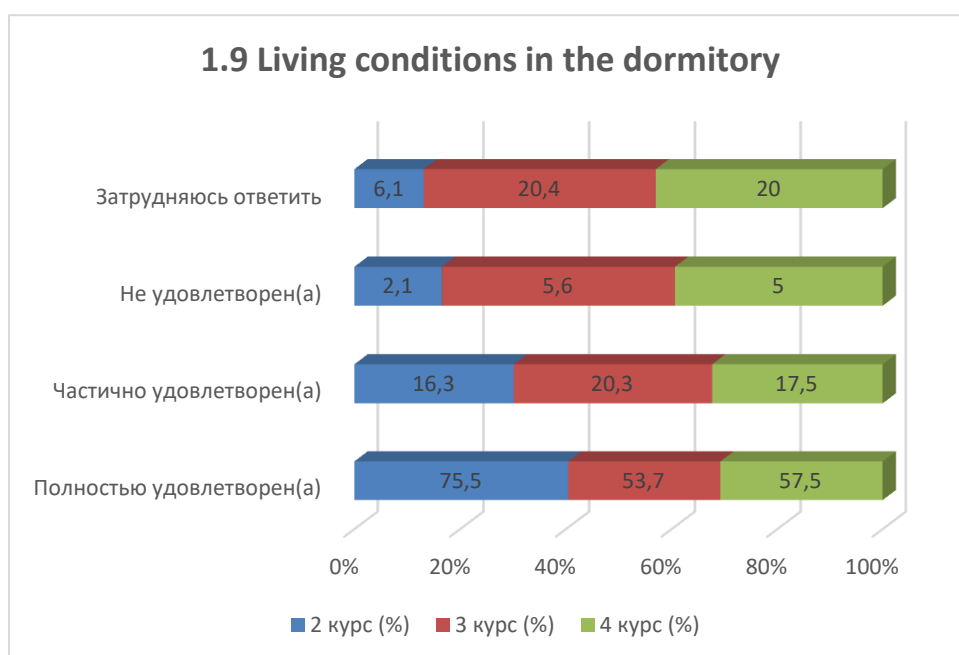
Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Completely satisfied</i>	71,4	66,6	67,5
<i>Partially satisfied</i>	26,5	29,6	22,5

<i>Not satisfied</i>	2,1	1,9	2,5
<i>Difficult to answer</i>	-	1,9	7,5



1.9 Living conditions in the dormitory

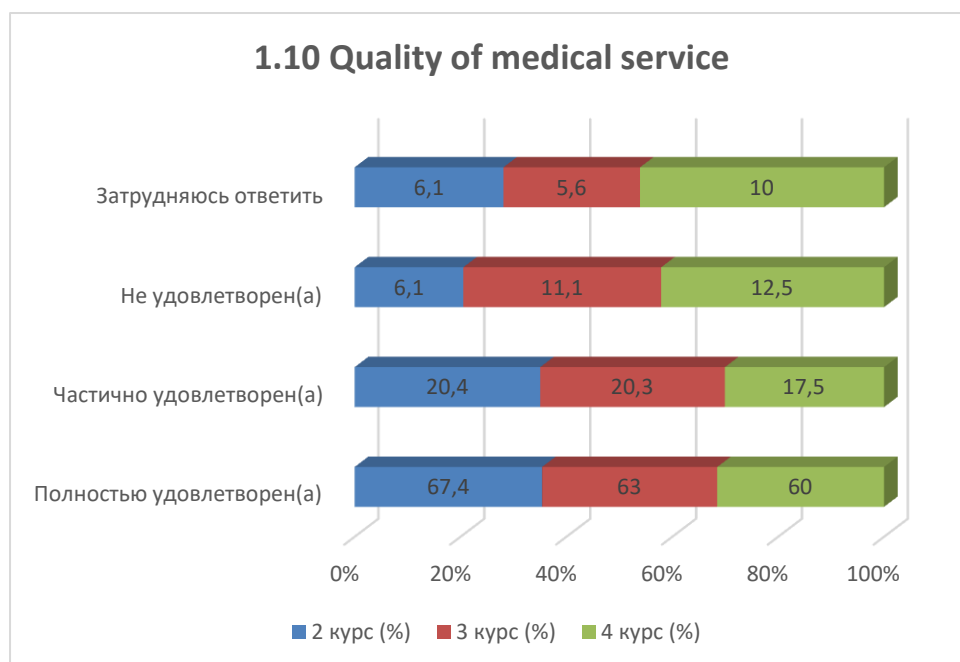
Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Completely satisfied</i>	75,5	53,7	57,5
<i>Partially satisfied</i>	16,3	20,3	17,5
<i>Not satisfied</i>	2,1	5,6	5
<i>Difficult to answer</i>	6,1	20,4	20



1.10 Quality of medical service

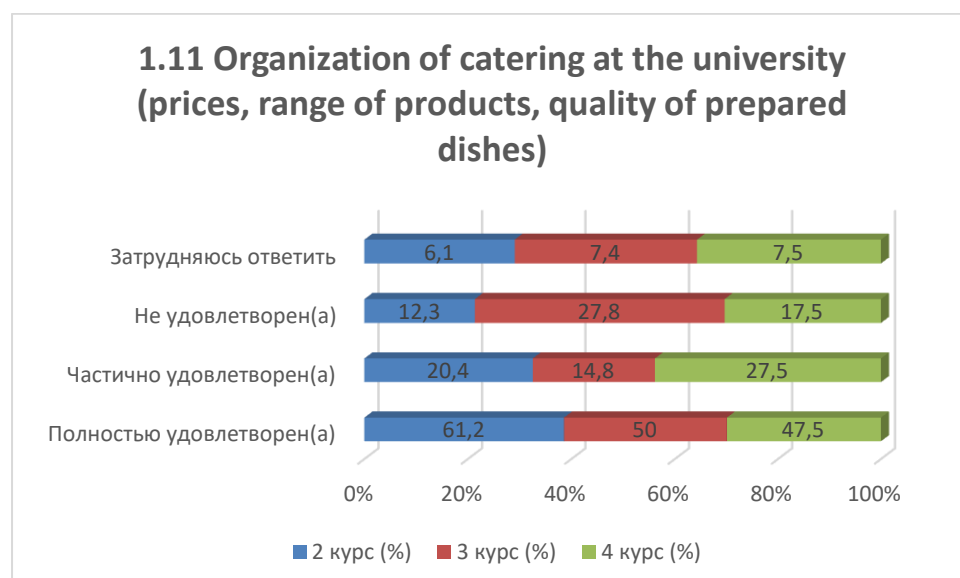
Answer options	2nd year (%)	3rd year (%)	4th year (%)
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<i>Completely satisfied</i>	67,4	63	60
<i>Partially satisfied</i>	20,4	20,3	17,5
<i>Not satisfied</i>	6,1	11,1	12,5
<i>Difficult to answer</i>	6,1	5,6	10



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

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Completely satisfied</i>	61,2	50	47,5
<i>Partially satisfied</i>	20,4	14,8	27,5
<i>Not satisfied</i>	12,3	27,8	17,5
<i>Difficult to answer</i>	6,1	7,4	7,5



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

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

2nd year	3rd year	4th year
<ul style="list-style-type: none"> - Improve canteen food and internet - Satisfactory - It would be good if they opened a coffee shop. - Udov. - In the canteen there is no full quality food, food sold is not fresh, unhealthy. - Everything is fine 	<ul style="list-style-type: none"> - no 	<ul style="list-style-type: none"> - All satisfying - Good

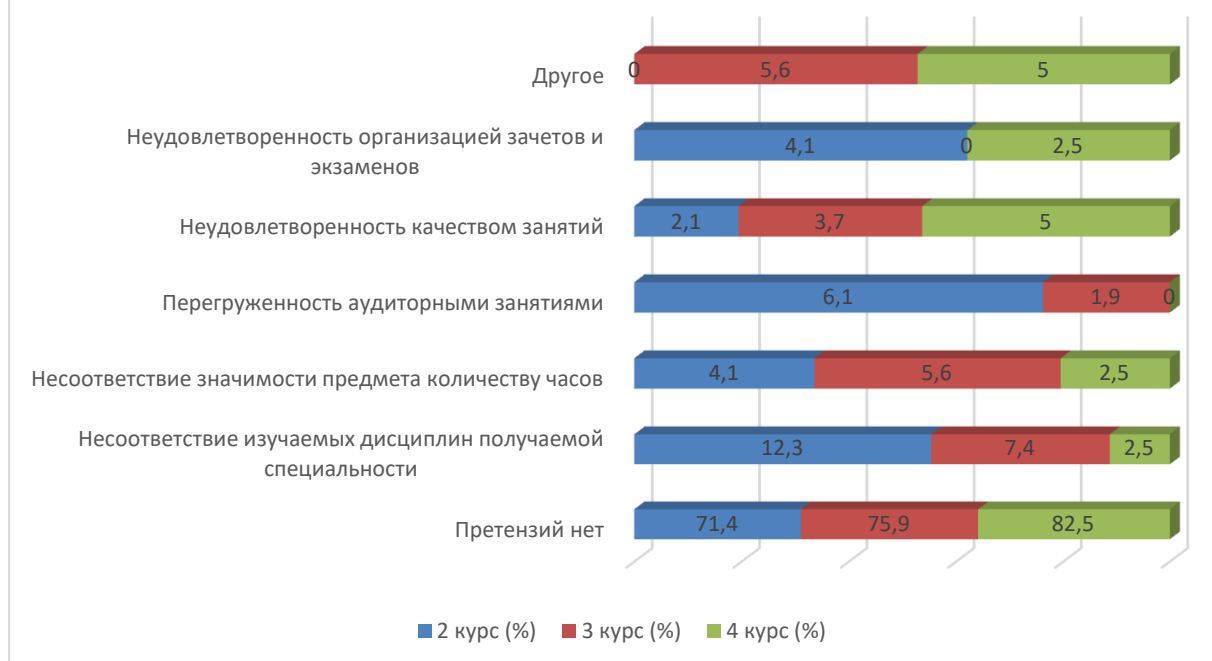
For the option For the option “If you answered ‘not satisfied’ to the previous question, give recommendations to improve the services provided”, the students indicated the following options, the students indicated the following options* :

2nd year	3rd year	4th year
<ul style="list-style-type: none"> - No complaints - Need to improve nutrition and increase lab hours and decrease lecture hours. More practice hours. - Prepare fresh food locally instead of bringing it from somewhere else. Make the canteen modern. - For medical services you can at least examine but 1 corps I was sent to other points without even examining. - I want them to be kinder to the patient, but they are rude. 	<ul style="list-style-type: none"> - none - Reduce prices in the canteen, very small portions - Too few products for food - Complaint about the quality of prepared food in the 2nd building. I bought a sausage with hair in the dough 👍 🧺 - The canteen is narrow. Too few products. 	<ul style="list-style-type: none"> - Not much choice in the dining room HF - Good

2. Your attitude towards the quality of the organization of the educational process?

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>No complaints</i>	71,4	75,9	82,5
<i>Discrepancy between the disciplines studied and the specialty obtained</i>	12,3	7,4	2,5
<i>Inconsistency between the importance of the subject and the number of hours</i>	4,1	5,6	2,5
<i>Overload with classroom activities</i>	6,1	1,9	-
<i>Dissatisfaction with the quality of classes</i>	2,1	3,7	5
<i>Dissatisfaction with the organization of tests and exams</i>	4,1	-	2,5
<i>Other</i>	-	5,6	5

2. Your attitude towards the quality of the organization of the educational process?



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

2nd year	3rd year	4th year
-	- Lots of inappropriate disciplines in first and second year of study for the major - No complaint - Lack of special subjects in the first two years.	- everything is fine - All good.

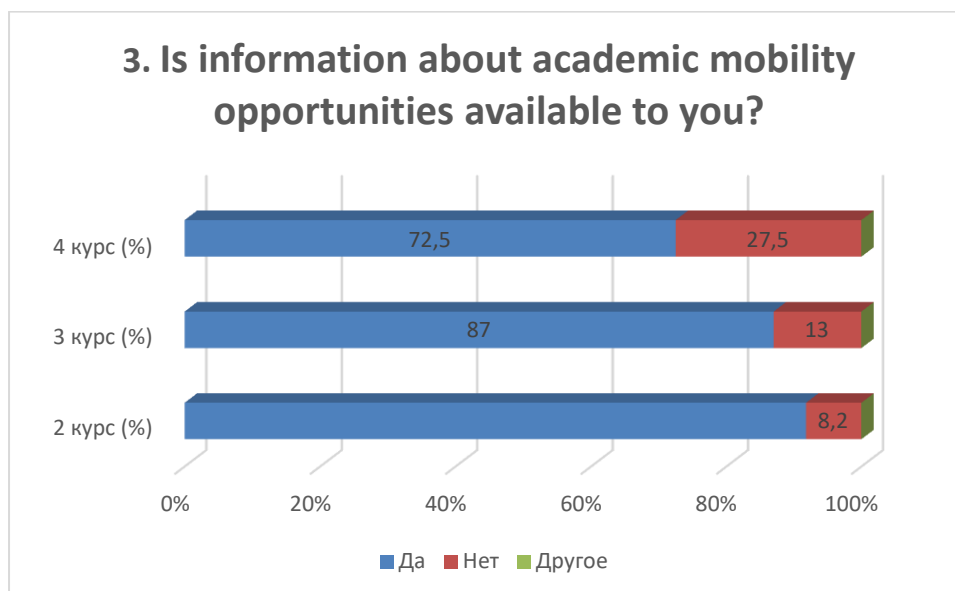
For the option “**If you answered ‘Not satisfied’ to the previous question, give recommendations for improvement**”, the students indicated the following options* :

2nd year	3rd year	4th year
- Make it easier psychologically, logically, than just rewriting a book. - Take away	- no - No claim.	- It's okay. - Ok - All good - Why a surveyor should study philosophy and ecology

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

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Yes	91,8	87	72,5
No	8,2	13	27,5
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.



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

2nd year	3rd year	4th year
- “Yes”	- no	- Good. - Okay. - I don't know.

4. What do you think the relationship is:

4.1 Between students
4.2 Between teachers and students (in the educational process)
4.3 Between student and supervisor
4.4 Between students and administration
4.5 Between students and employees of departments (library, student department, etc.).
4.6 Between students and security service

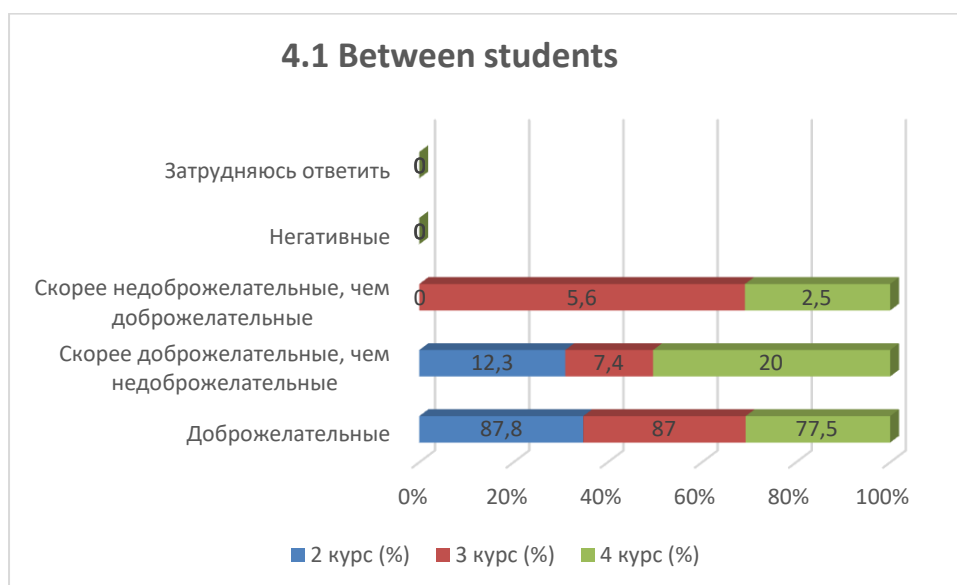
Other _____

If you answered “Rather unfriendly than benevolent” and “Negative” to the previous question, give recommendations for improvement _____

4.1 Between students

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Benevolent</i>	87,8	87	77,5
<i>Rather benevolent than unfriendly</i>	12,3	7,4	20
<i>Rather unfriendly than benevolent</i>	-	5,6	2,5
<i>Negative</i>	-	-	-
<i>Difficult to answer</i>	-	-	-

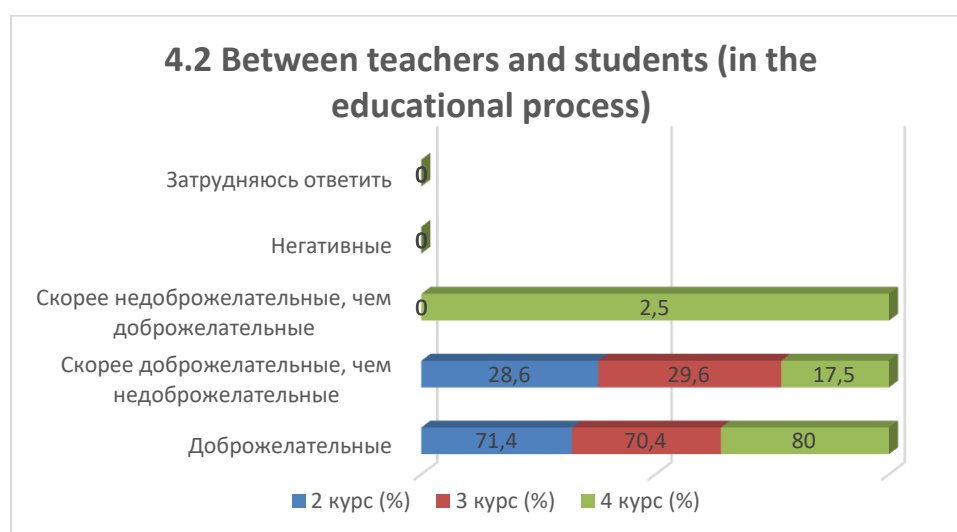
4.1 Between students



4.2 Between teachers and students (in the educational process)

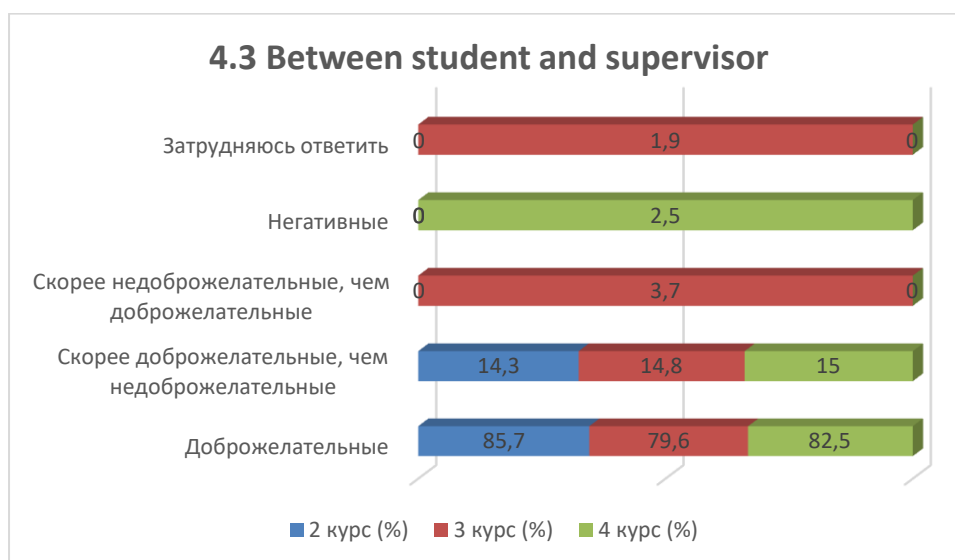
Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Benevolent</i>	71,4	70,4	80
<i>Rather benevolent than unfriendly</i>	28,6	29,6	17,5
<i>Rather unfriendly than benevolent</i>	-	-	2,5
<i>Negative</i>	-	-	-
<i>Difficult to answer</i>	-	-	-

4.2 Between teachers and students (in the educational process)



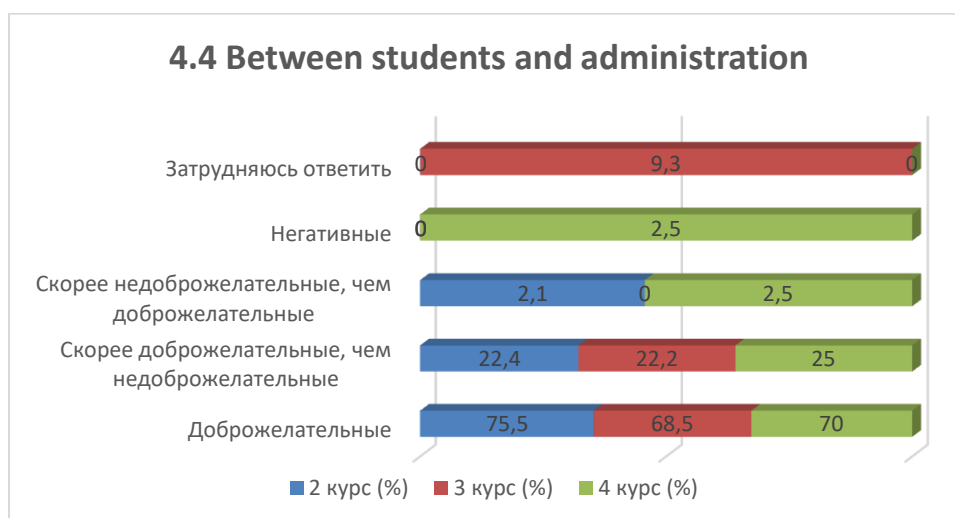
4.3 Between student and supervisor

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Benevolent</i>	85,7	79,6	82,5
<i>Rather benevolent than unfriendly</i>	14,3	14,8	15
<i>Rather unfriendly than benevolent</i>	-	3,7	-
<i>Negative</i>	-	-	2,5
<i>Difficult to answer</i>	-	1,9	-



4.4 Between students and administration

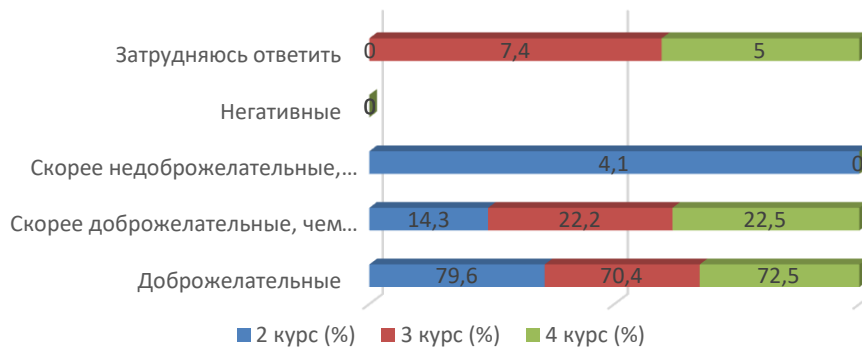
Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Benevolent</i>	75,5	68,5	70
<i>Rather benevolent than unfriendly</i>	22,4	22,2	25
<i>Rather unfriendly than benevolent</i>	2,1	-	2,5
<i>Negative</i>	-	-	2,5
<i>Difficult to answer</i>	-	9,3	-



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

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Benevolent</i>	79,6	70,4	72,5
<i>Rather benevolent than unfriendly</i>	14,3	22,2	22,5
<i>Rather unfriendly than benevolent</i>	4,1	-	-
<i>Negative</i>	-	-	-
<i>Difficult to answer</i>	-	7,4	5

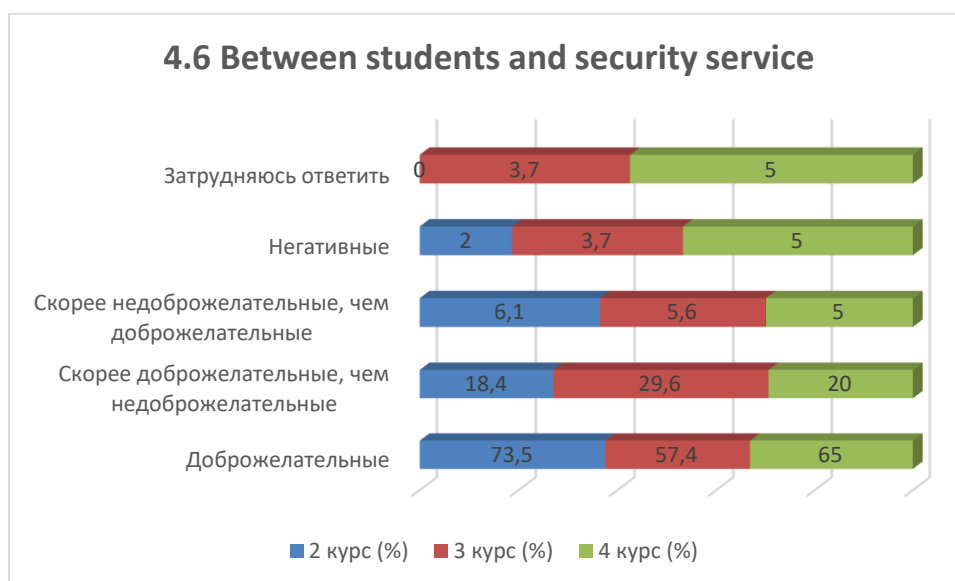
4.5 Between students and employees of departments (library, student department, etc.).



4.6 Between students and security service

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Benevolent</i>	73,5	57,4	65
<i>Rather benevolent than unfriendly</i>	18,4	29,6	20
<i>Rather unfriendly than benevolent</i>	6,1	5,6	5
<i>Negative</i>	2	3,7	5
<i>Difficult to answer</i>	-	3,7	5

4.6 Between students and security service



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

2nd year	3rd year	4th year
-	<ul style="list-style-type: none"> - The guards are a separate hierarchy, they don't care about students and teachers. I advise you to deal with them, because they are too brazen. - The guards won't let me in with my student ID 	<ul style="list-style-type: none"> - Everything's fine. - Good - bogenbai

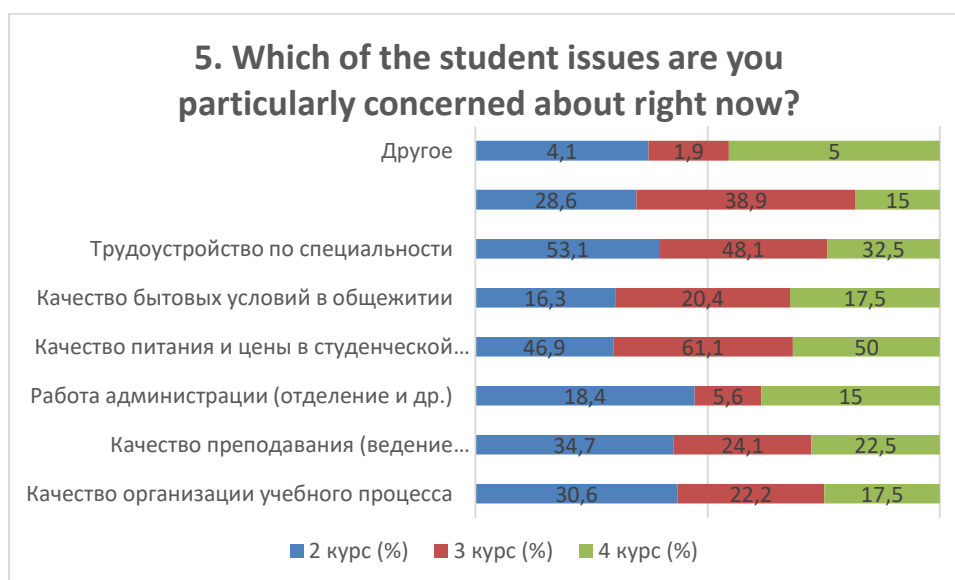
For the option “If you answered ‘Rather unfriendly than benevolent’ and ‘Negative’ to the previous question, give recommendations for improvement,” students indicated the following options*:

2nd year	3rd year	4th year
-	- The guards are scary	- None - Good. - I don't know

5. Which of the student issues are you particularly concerned about right now?
(choose no more than 3 answers)

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Quality of the organization of the educational process</i>	30,6	22,2	17,5
<i>Quality of teaching (conducting classes, assessment of knowledge, etc.).</i>	34,7	24,1	22,5
<i>Work of administration (department, etc.)</i>	18,4	5,6	15
<i>Quality of food and prices in the student canteen</i>	46,9	61,1	50
<i>Quality of living conditions in the dormitory</i>	16,3	20,4	17,5
<i>Employment in the specialty</i>	53,1	48,1	32,5
<i>Quality of internship organizations</i>	28,6	38,9	15
<i>Other</i>	4,1	1,9	5

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



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

2nd year	3rd year	4th year
- No	- None	- Everything's fine.

* 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.

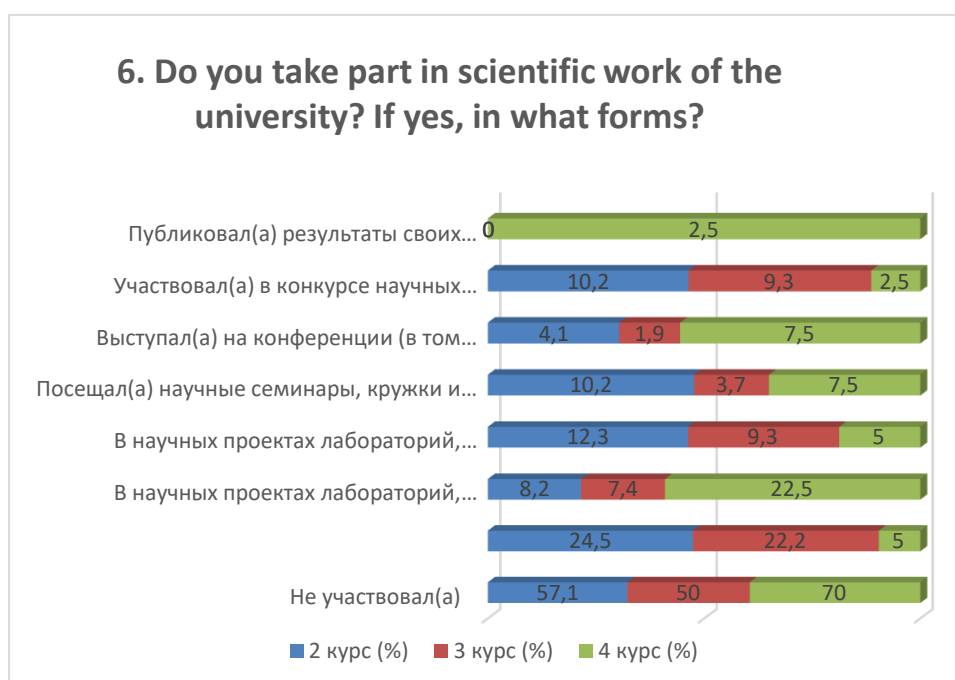
- none	- All good.
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6. Do you take part in scientific work of the university? If yes, in what forms?

(mark all appropriate answers)

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Did not participate</i>	57,1	50	70
<i>Sometimes, when it is necessary on formal grounds</i>	24,5	22,2	5
<i>In scientific projects of laboratories, centers, etc. under a contract, grant, etc.</i>	8,2	7,4	22,5
<i>In scientific projects of laboratories, clubs, circles, etc. on a gratuitous basis.</i>	12,3	9,3	5
<i>Attended scientific seminars, clubs and other scientific events.</i>	10,2	3,7	7,5
<i>Speaker(s) at a conference (including student), scientific seminar)</i>	4,1	1,9	7,5
<i>Participated in the competition of scientific student works</i>	10,2	9,3	2,5
<i>Published(s) the results of his/her research (including in student collections)</i>	-	-	2,5

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



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

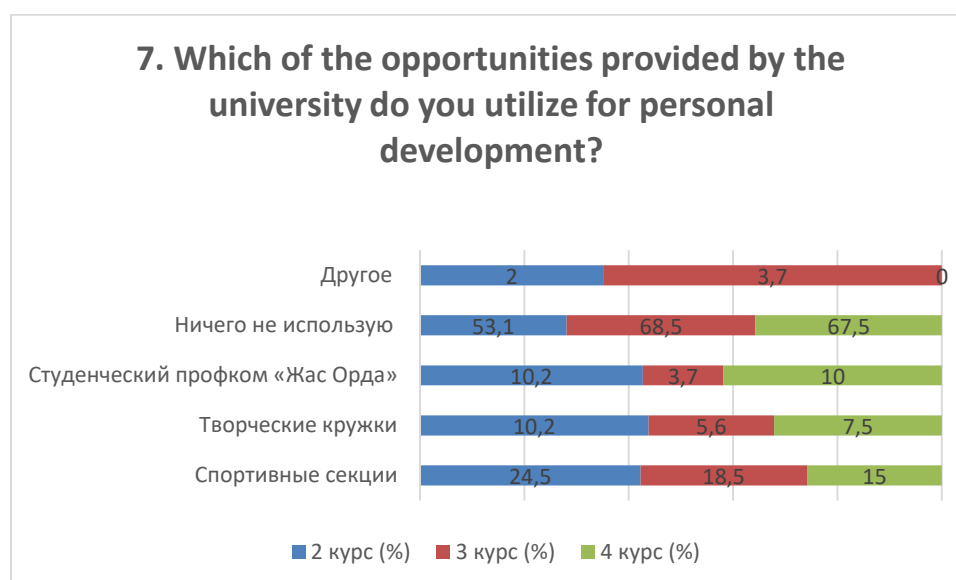
2nd year	3rd year	4th year
- Not interested	- don't want to	- Participated.

* 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.

- I have no experience - No interest	- I don't want to. - Not interested - No time	- Don't want to - There was no interest - Was not motivated - Not interested - Not interested
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7. Which of the opportunities provided by the university do you utilize for personal development?

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Sports sections</i>	24,5	18,5	15
<i>Creative clubs</i>	10,2	5,6	7,5
<i>Student Trade Union "Zhas Orda"</i>	10,2	3,7	10
<i>I don't use anything</i>	53,1	68,5	67,5
<i>Other</i>	2	3,7	-



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

2nd year	3rd year	4th year
- Student research work	- Sports sections and creative clubs - Sports and creative	-

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

2nd year	3rd year	4th year
- Not interested in anything. - No time. - Not interested- Нет времени	- There are no classes that match my hobbies - I don't want to	- I won't have time. - I don't want to. - I'm good.

* 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"> - I don't want to - Not interested - Personal development outside the university - Not covered - I don't have time - In my free time I work - No time 	<ul style="list-style-type: none"> - sitting - Not interested
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8. How satisfied are you with the material base of our university?

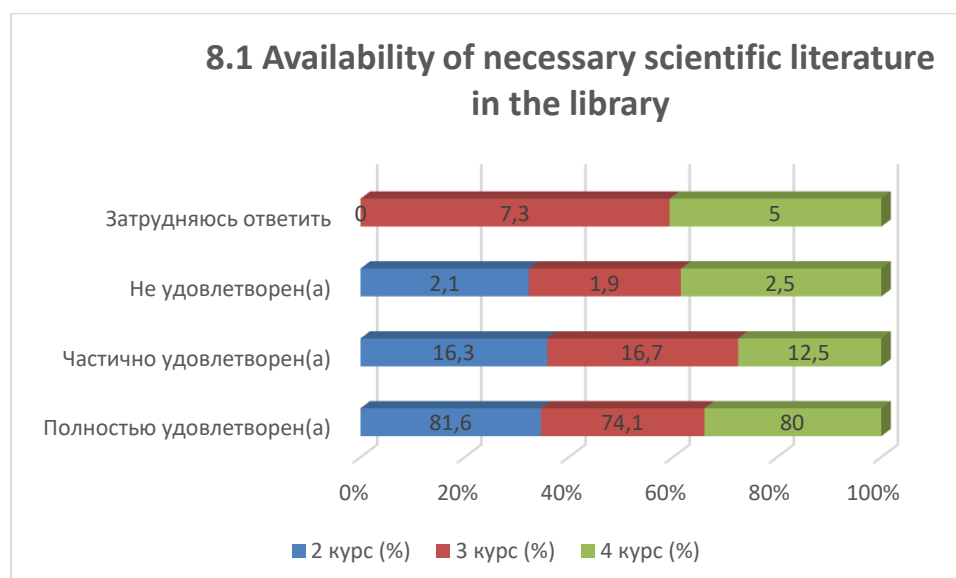
8.1 Availability of necessary scientific literature in the library
8.2 Modernity of computer equipment
8.3 Internet channel width and speed
8.4 Modernity of software
8.5 Availability of educational and scientific equipment
8.6 Availability of laboratories and specialized classrooms
8.7 Availability of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

Other _____

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

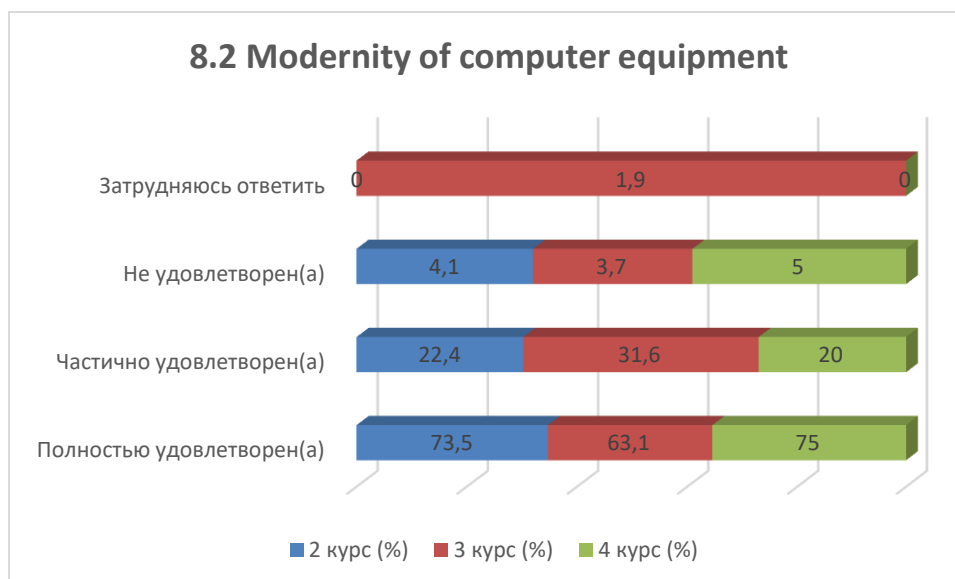
8.1 Availability of necessary scientific literature in the library

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Completely satisfied</i>	81,6	74,1	80
<i>Partially satisfied</i>	16,3	16,7	12,5
<i>Not satisfied</i>	2,1	1,9	2,5
<i>Difficult to answer</i>	-	7,3	5



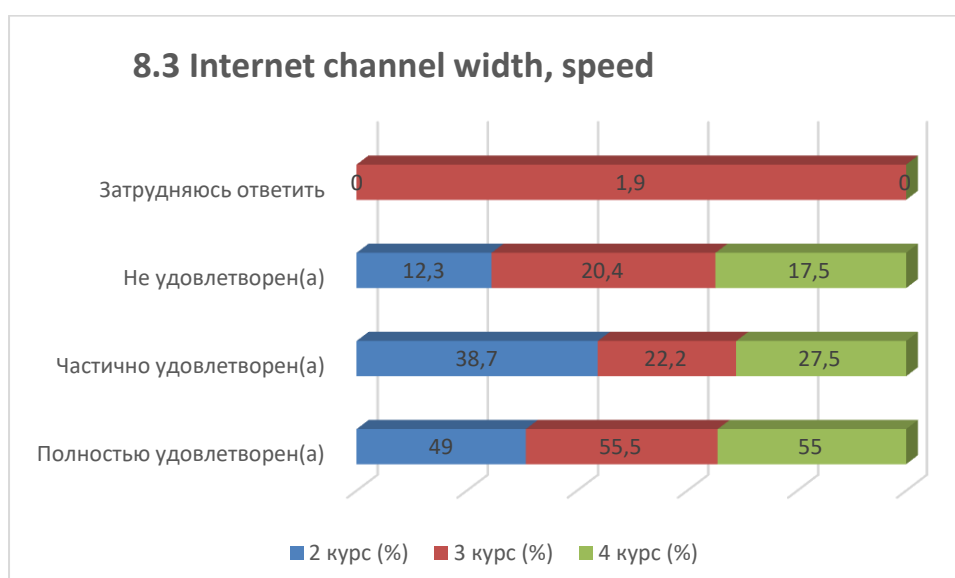
8.2 Modernity of computer equipment

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Completely satisfied</i>	73,5	63,1	75
<i>Partially satisfied</i>	22,4	31,6	20
<i>Not satisfied</i>	4,1	3,7	5
<i>Difficult to answer</i>	-	1,9	-



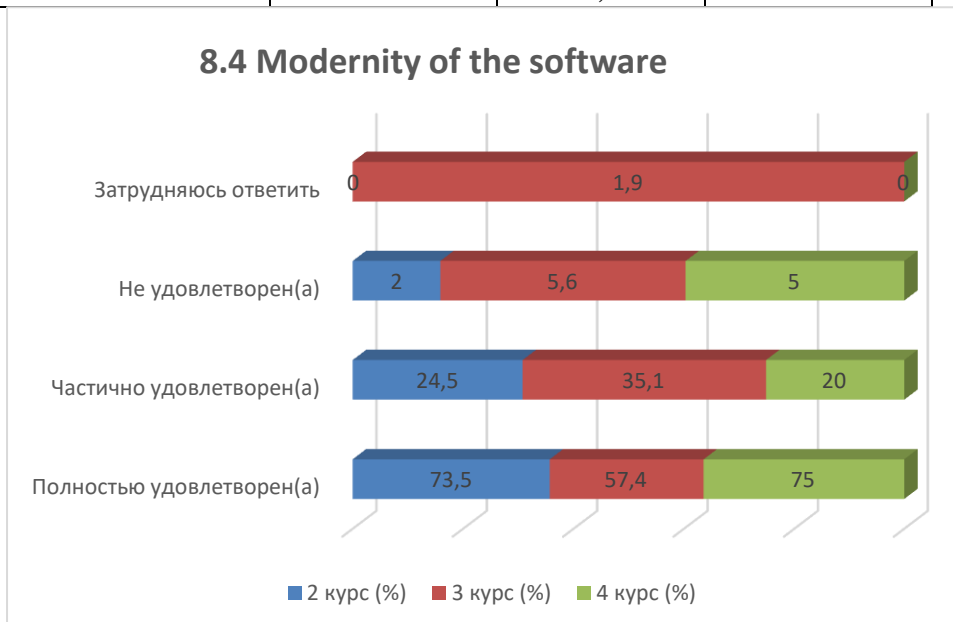
8.3 Internet channel width, speed

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Completely satisfied</i>	49	55,5	55
<i>Partially satisfied</i>	38,7	22,2	27,5
<i>Not satisfied</i>	12,3	20,4	17,5
<i>Difficult to answer</i>	-	1,9	-



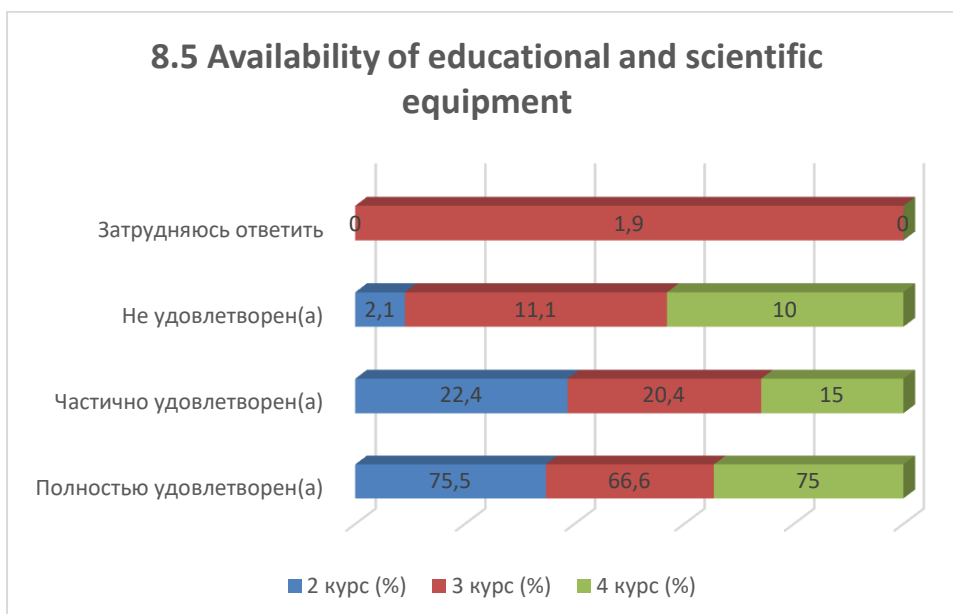
8.4 Modernity of the software

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Completely satisfied</i>	73,5	57,4	75
<i>Partially satisfied</i>	24,5	35,1	20
<i>Not satisfied</i>	2	5,6	5
<i>Difficult to answer</i>	-	1,9	-



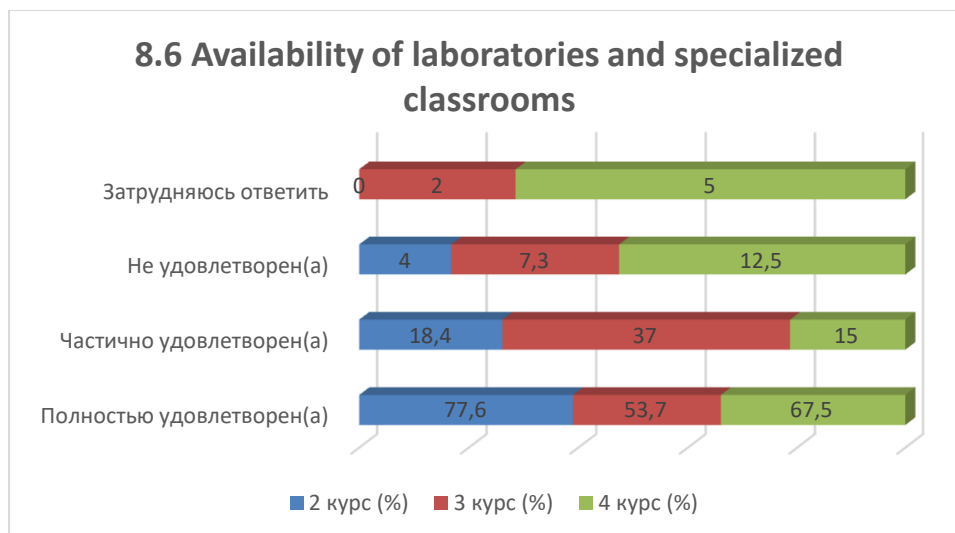
8.5 Availability of educational and scientific equipment

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Completely satisfied</i>	75,5	66,6	75
<i>Partially satisfied</i>	22,4	20,4	15
<i>Not satisfied</i>	2,1	11,1	10
<i>Difficult to answer</i>	-	1,9	-



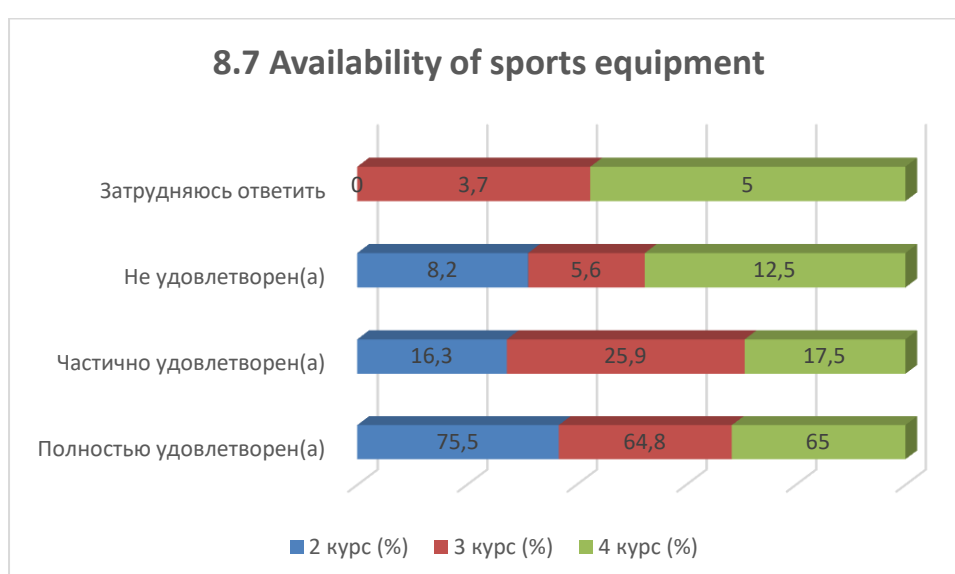
8.6 Availability of laboratories and specialized classrooms

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Completely satisfied</i>	77,6	53,7	67,5
<i>Partially satisfied</i>	18,4	37	15
<i>Not satisfied</i>	4	7,3	12,5
<i>Difficult to answer</i>	-	2	5



8.7 Availability of sports equipment

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Completely satisfied</i>	75,5	64,8	65
<i>Partially satisfied</i>	16,3	25,9	17,5
<i>Not satisfied</i>	8,2	5,6	12,5
<i>Difficult to answer</i>	-	3,7	5



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

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

2nd year	3rd year	4th year
- Good sports equipment is in short supply	-	- HETU

For the option “If you answered ‘Rather unfriendly than benevolent’ and ‘Negative’ to the previous question, give recommendations for improvement,” students indicated the following options*:

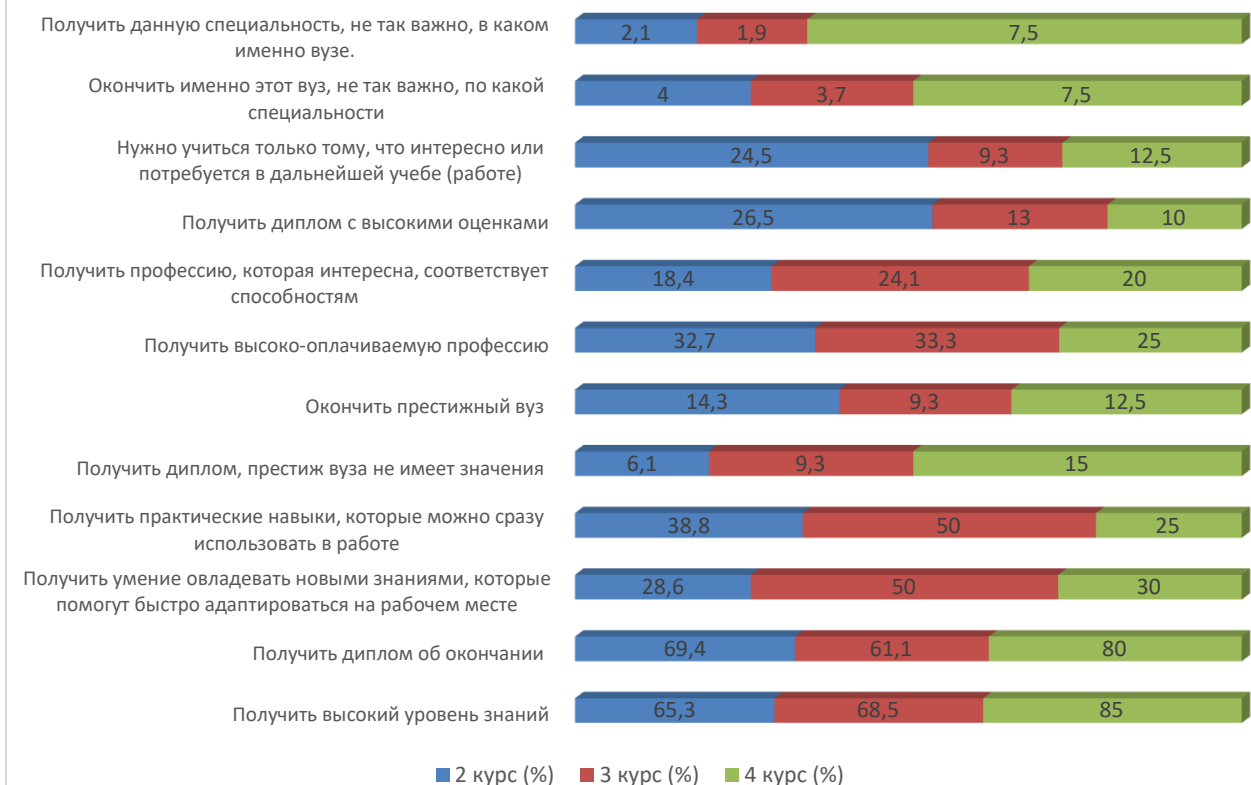
2nd year	3rd year	4th year
- In time to procure	- Internet speed is slow - Internet is not working in the dorm rooms. The speed leaves much to be desired	- satisfied - Good - Get Internet

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

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Gain a high level of knowledge</i>	65,3	68,5	85
<i>Get a diploma of completion</i>	69,4	61,1	80
<i>Gain the ability to learn new knowledge that will help you adapt quickly in the workplace</i>	28,6	50	30
<i>Get practical skills that can be immediately used in the workplace</i>	38,8	50	25
<i>Get a diploma, the prestige of the university does not matter</i>	6,1	9,3	15
<i>Graduate from a prestigious university</i>	14,3	9,3	12,5
<i>Get a high-paying profession</i>	32,7	33,3	25
<i>To get a profession that is interesting, corresponds to abilities</i>	18,4	24,1	20
<i>Get a diploma with high grades</i>	26,5	13	10
<i>It is necessary to study only what is interesting or will be needed in further studies (work).</i>	24,5	9,3	12,5
<i>To graduate from this particular university, no matter what specialty</i>	4	3,7	7,5
<i>To get this specialty, it is not so important in which university.</i>	2,1	1,9	7,5

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

9. 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, improve the quality of services provided, improve the quality of distance learning and other areas of the university. (The students' answers are presented in the original. The spelling and punctuation of the author are preserved):

- everything is enough
- Enough questions.
- None.
- Good.

According to the results of the questionnaire, the following **conclusions** can be drawn:

The quality of educational services at the university depends on a whole set of factors. A special place in it belongs to the educational process. Proper and effective organization of the educational process is the key to successful and quality training of specialists. The results of the questionnaire “Satisfaction of students of 2-5 years of study with educational services” indicate a high degree of satisfaction of respondents with the learning process at the university. 98.7% of respondents are satisfied with the learning process. For the convenience of analysis let us consider in more detail by what criteria the respondents evaluated their satisfaction with educational services.

According to the obtained data, 90.9% of respondents are satisfied with the class schedule, which indicates a high level of its organization. 7.8% of respondents expressed dissatisfaction, without specifying the reason. And some more (1.3%) found it difficult to give an answer. Perhaps, this is due to uncertainty in their assessment of this criterion.

Conducting independent work of students with the faculty members of the department is also at the top. More than 98% are satisfied with SIWT. The number of dissatisfied remains in the neighborhood of 2%.

96.1% of surveyed students have a satisfactory attitude to the organization of internship. This indicates that the majority of students have a positive impression of the internship and consider it perfectly organized. 3.9% of students expressed dissatisfaction with the process of internship, but did not specify the reason.

In the course of the questionnaire survey a considerable part of recommendations for improving the services provided were given regarding the organization of catering at the university (20.9% were partially satisfied and 19.2% were not satisfied). The following shortcomings were identified: inflated prices, lack of certain assortments, a large queue of consumers, which is formed during peak hours of operation of the canteen, etc.

As for medical service, 9.9% of students are not satisfied with it. In the open variant of answers the students indicated the following*: “It is possible to at least examine the medical services, but I was sent to other points even without examination in the 1st building”, ‘I want them to be kinder to the patient, otherwise they are rude’.

In general, students highly appreciate the organization of independent work (98.8%), the work of the library (93.1%), laboratory work (97.3%), the ability to access full-text databases of scientific publications (94.7%), living conditions in the dormitory (80.2%).

83.8% of respondents have information about academic mobility. Based on this, it can be understood that the university successfully implements the program of outgoing and incoming academic mobility, which contributes to improving the quality of higher education, increasing the efficiency of scientific research, establishing internal and external integration ties, using global educational resources.

The psychological climate at the university is characterized by benevolent relations between students, teachers and university staff. This climate creates a supportive and inspiring environment for students' learning and development.

59% of students do not participate in scientific work of the university. Students explain the reasons for non-participation in scientific activities by various factors, such as lack of motivation and lack of interest in scientific work.

The survey also revealed 67.2% of students who do not use the opportunities provided by the university for personal development, such as sports sections, creative circles 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.

student trade union “Zhas Orda”. The reasons are limited time or lack of desire to use these opportunities.

The material base of the university quite satisfies the needs of the majority of surveyed students. But still students left comments, where the main suggestions are related to updating software, improving the speed of the Internet and the quality of computers.

More than a half of students (72.9%) believe that the most important result of studying in higher education is obtaining a high level of knowledge. This is followed by obtaining a graduation diploma (70.2%). The third place is occupied by obtaining practical skills that can be immediately used in work (37.9%).

In general, the results of the survey indicate the need for further improvement of the university's work to raise students' awareness of academic mobility opportunities, improve the quality of the organization of the educational process, as well as creating conditions for the active involvement of students in academic and extracurricular activities.

Recommendations:

The head of the department should familiarize the staff and students with the results of the questionnaire and discuss at supervisory hours. If necessary, develop an action plan to improve the quality of educational services.

Students may request survey results by emailing the Center of Quality Management and Accreditation cqma_kstu@mail.ru.