

Report
based on the questionnaire results
«Satisfaction of 2nd-5th year students with educational services»
2023 – 2024 academic year

Department: «Development of mineral deposits»

Speciality: 6B07203 Oil and gas business

In October 2023, the quality management and accreditation center conducted an annual questionnaire on the satisfaction of 2nd-5th year students with the quality of services provided.

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

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

In specialty 6B07203 «Oil and Gas Business» 102 respondents took part in the questionnaire.

- 2nd year – 35 students (87.5%);
- 3rd year – 28 students (70%);
- 4th year – 39 students (57.4%).

Form of study

- Budget – 89 students (87.3%);
- Fee-paying – 13 students (12.7%).

The following data were obtained during the questionnaire:

Indicators:

1. Are you satisfied? quality of services provided?

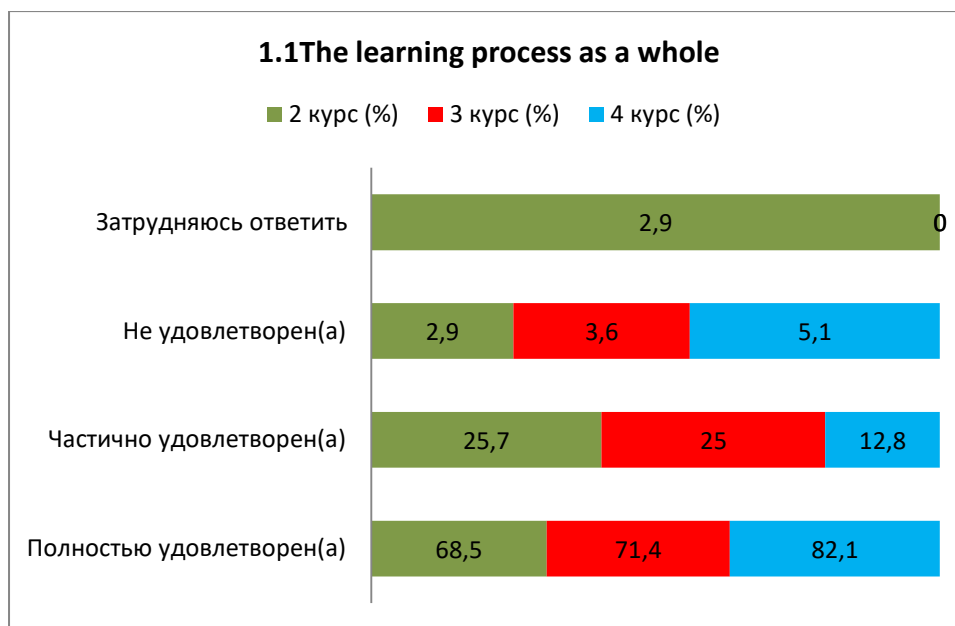
1.1 The learning process as a whole
1.2 Schedule of classes
1.3 Organization of independent work
1.4 Internship
1.5 Organization and implementation of the SIWT
1.6 Organization and implementation of laboratory work
1.7 Satisfaction with the library's work
1.8 Possibility of access to full-text databases of scientific publications
1.9 Living conditions in the hostel
1.10 Quality of medical care
1.11 Organization of catering at the university (prices, range of products, quality of prepared dishes)

Other _____

If you answered «not satisfied» to the previous question, please provide recommendations for improvement provided services _____

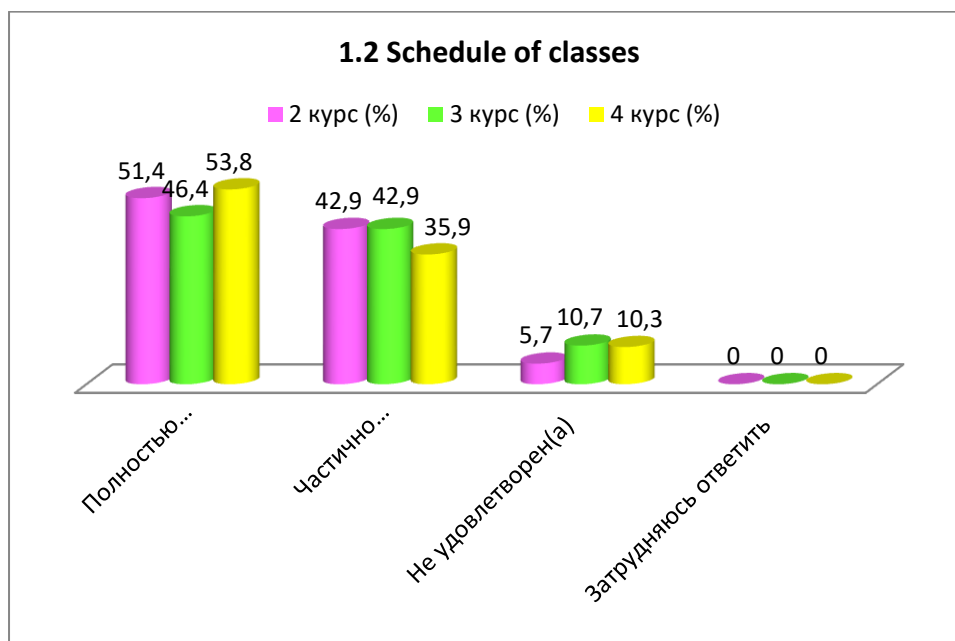
1.1 The learning process as a whole

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Completely satisfied</i>	68.5	71.4	82.1
<i>Partially satisfied</i>	25.7	25	12.8
<i>Not satisfied</i>	2.9	3.6	5.1
<i>I find it difficult to answer</i>	2.9	-	-



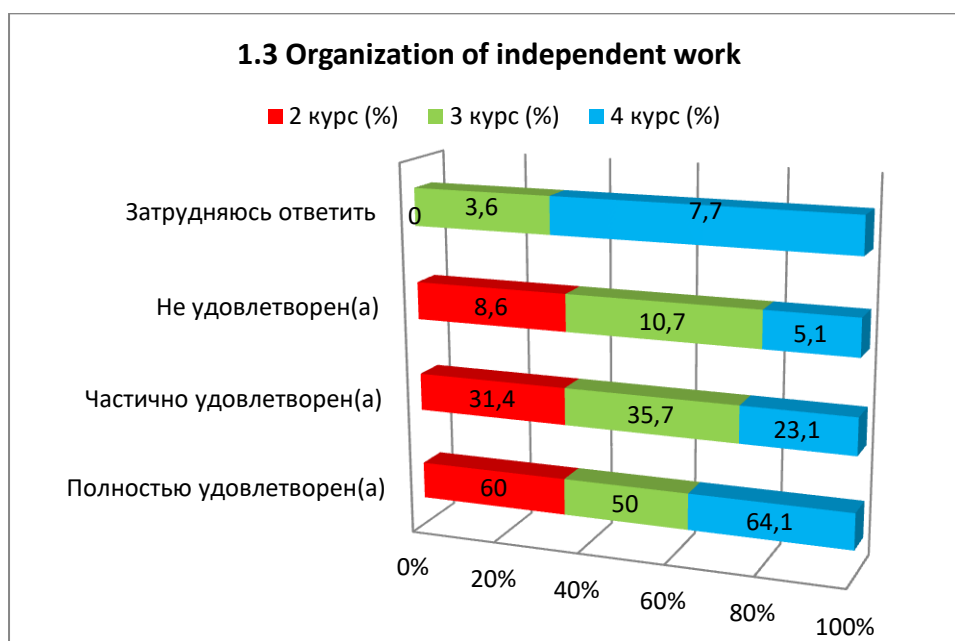
1.2 Schedule of classes

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Completely satisfied</i>	51.4	46.4	53.8
<i>Partially satisfied</i>	42.9	42.9	35.9
<i>Not satisfied</i>	5.7	10.7	10.3
<i>I find it difficult to answer</i>	-	-	-



1.3 Organization of independent work

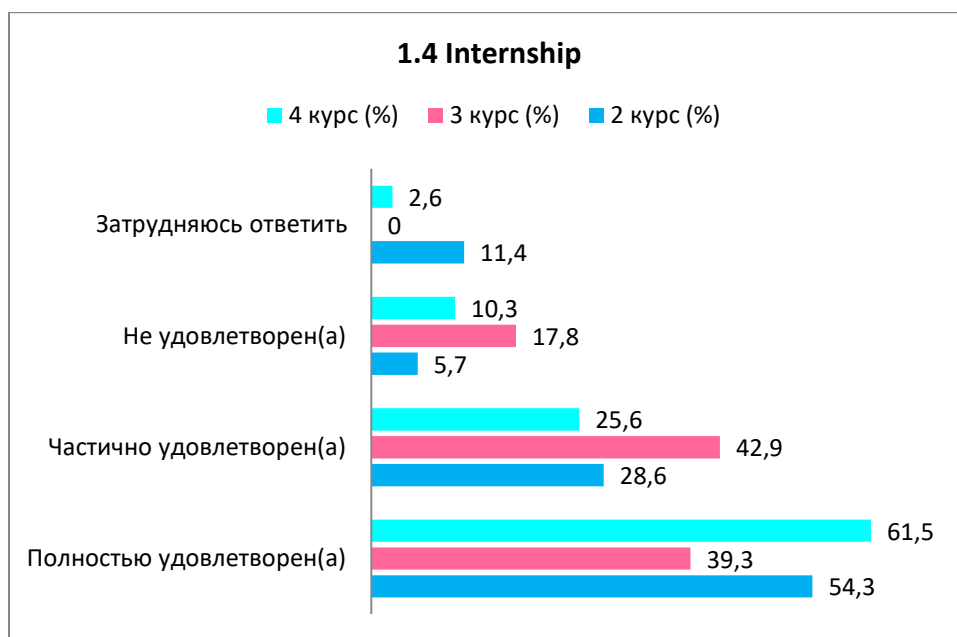
Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Completely satisfied</i>	60	50	64.1
<i>Partially satisfied</i>	31.4	35.7	23.1
<i>Not satisfied</i>	8.6	10.7	5.1
<i>I find it difficult to answer</i>	-	3.6	7.7



1.4 Internship

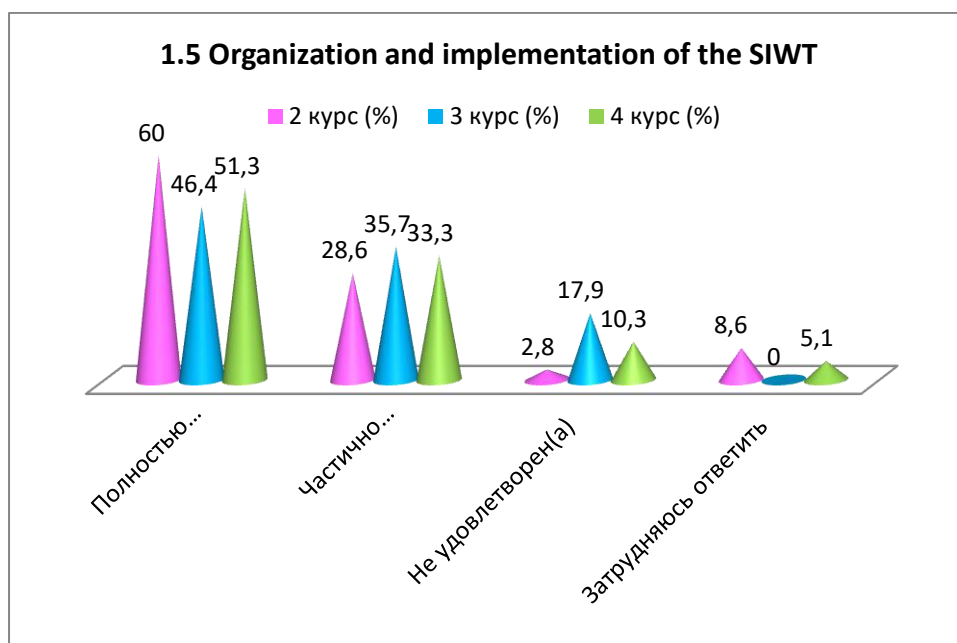
Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Completely satisfied</i>	54.3	39.3	61.5
<i>Partially satisfied</i>	28.6	42.9	25.6
<i>Not satisfied</i>	5.7	17.8	10.3

<i>I find it difficult to answer</i>	11.4	-	2.6
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1.5 Organization and implementation of the SIWT

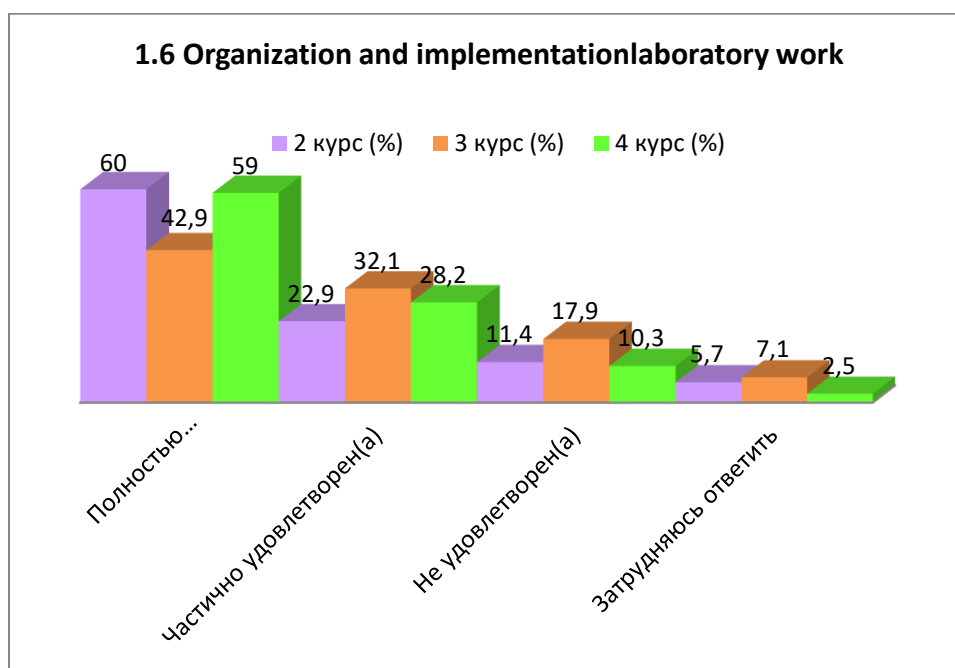
Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Completely satisfied</i>	60	46.4	51.3
<i>Partially satisfied</i>	28.6	35.7	33.3
<i>Not satisfied</i>	2.8	17.9	10.3
<i>I find it difficult to answer</i>	8.6	-	5.1



1.6 Organization and implementation laboratory work

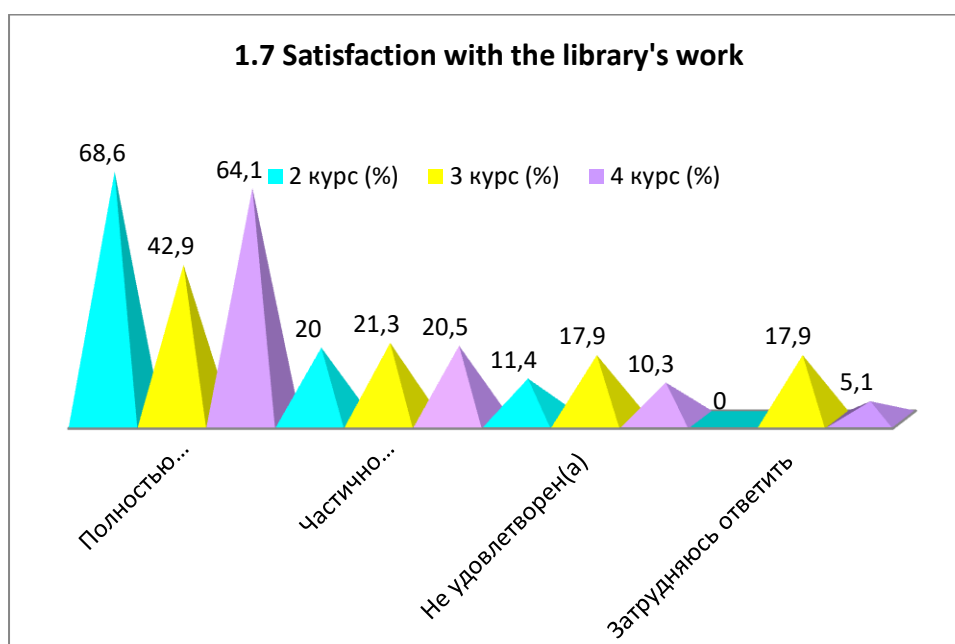
Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Completely satisfied</i>	60	42.9	59

<i>Partially satisfied</i>	22.9	32.1	28.2
<i>Not satisfied</i>	11.4	17.9	10.3
<i>I find it difficult to answer</i>	5.7	7.1	2.5



1.7 Satisfaction with the library's work

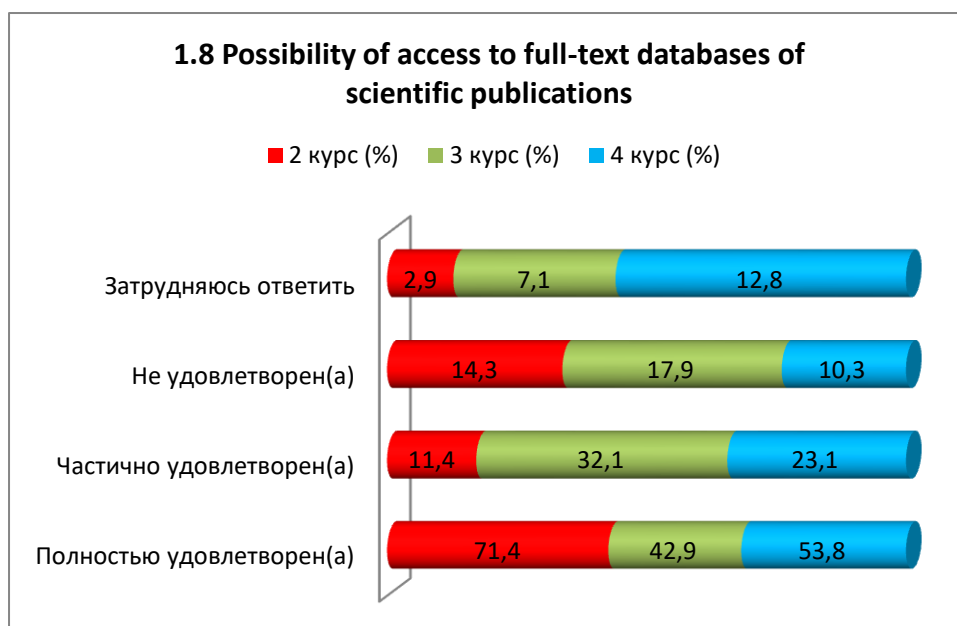
Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Completely satisfied</i>	68.6	42.9	64.1
<i>Partially satisfied</i>	20	21.3	20.5
<i>Not satisfied</i>	11.4	17.9	10.3
<i>I find it difficult to answer</i>	-	17.9	5.1



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

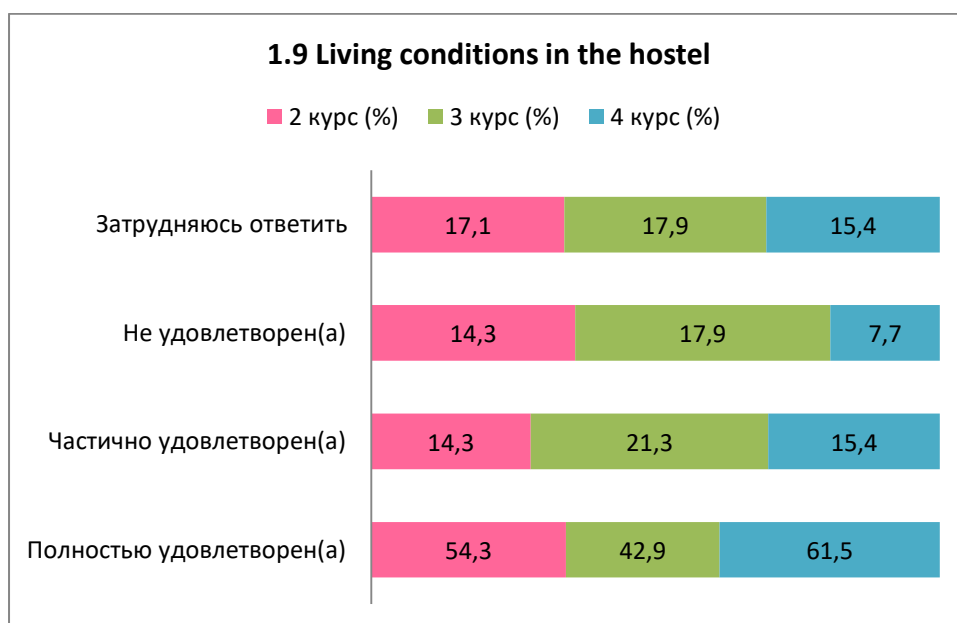
Answer options	2nd year (%)	3rd year (%)	4th year (%)
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<i>Completely satisfied</i>	71.4	42.9	53.8
<i>Partially satisfied</i>	11.4	32.1	23.1
<i>Not satisfied</i>	14.3	17.9	10.3
<i>I find it difficult to answer</i>	2.9	7.1	12.8



1.9 Living conditions in the hostel

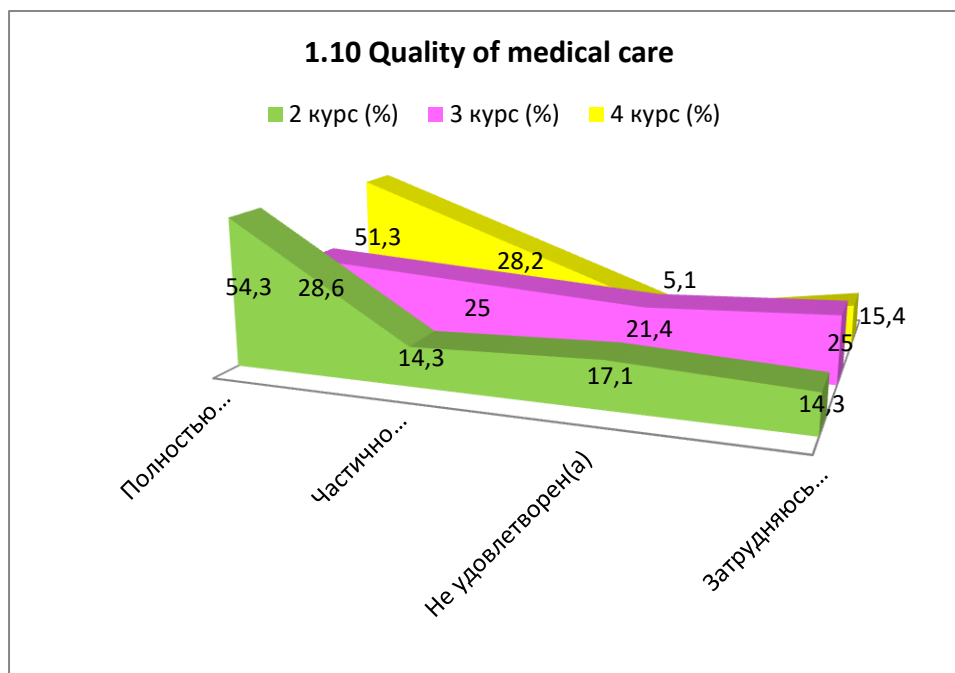
Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Completely satisfied</i>	54.3	42.9	61.5
<i>Partially satisfied</i>	14.3	21.3	15.4
<i>Not satisfied</i>	14.3	17.9	7.7
<i>I find it difficult to answer</i>	17.1	17.9	15.4



1.10 Quality of medical care

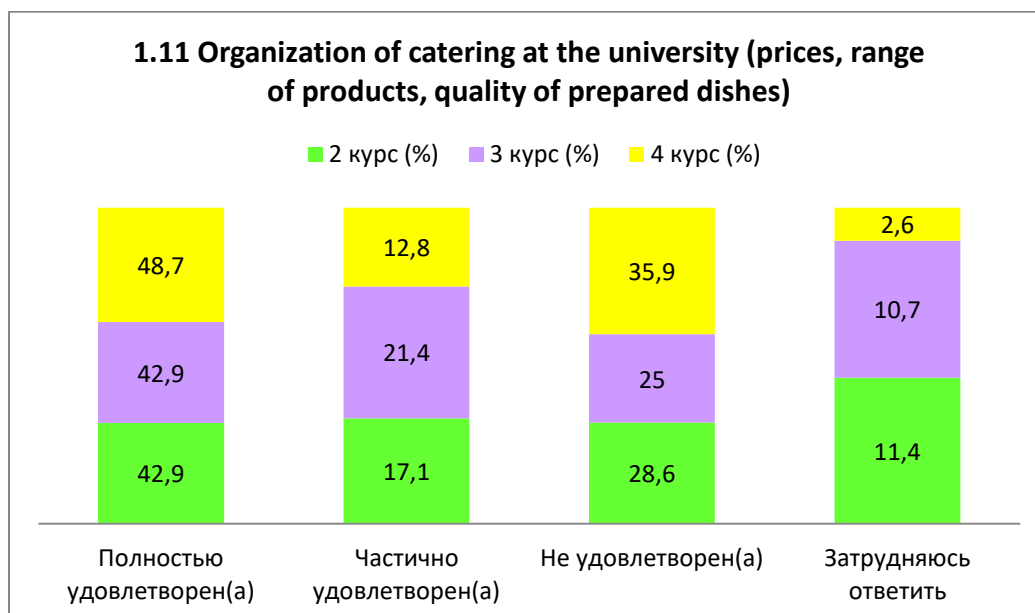
Answer options	2nd year (%)	3rd year (%)	4th year (%)
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<i>Completely satisfied</i>	54.3	28.6	51.3
<i>Partially satisfied</i>	14.3	25	28.2
<i>Not satisfied</i>	17.1	21.4	5.1
<i>I find it difficult to answer</i>	14.3	25	15.4



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>	42.9	42.9	48.7
<i>Partially satisfied</i>	17.1	21.4	12.8
<i>Not satisfied</i>	28.6	25	35.9
<i>I find it difficult to answer</i>	11.4	10.7	2.6



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

2nd year	3rd year	4th year
- Completely satisfied - Satisfied	-	- so it's more or less not bad

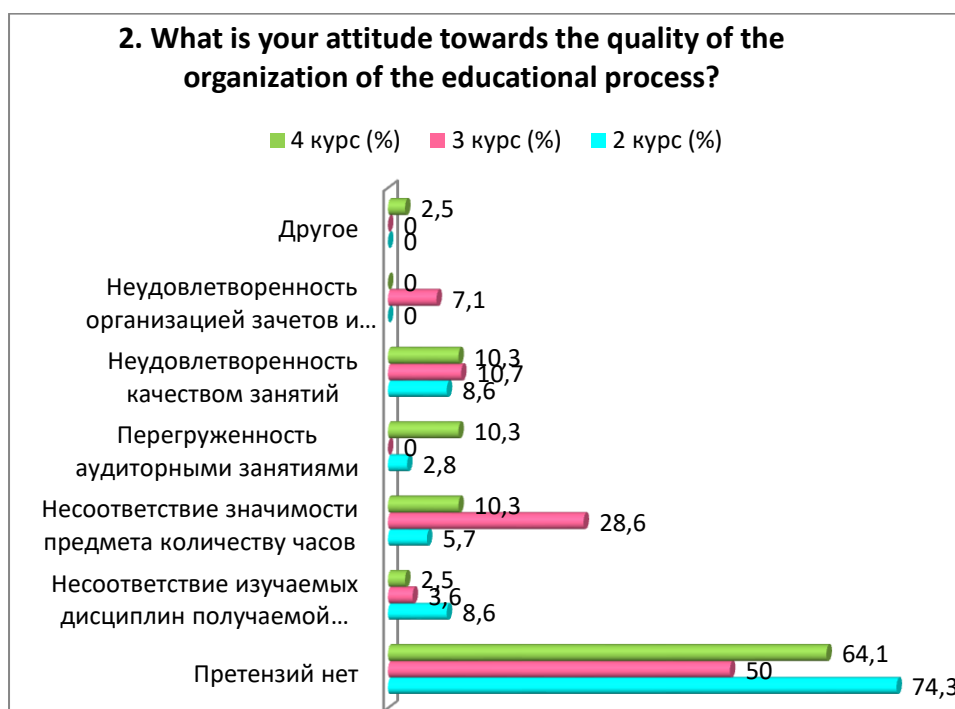
For the option «If you answered «not satisfied» to the previous question, please provide recommendations for improvement provided services» Students indicated the following options*:

2nd year	3rd year	4th year
- Make the buffet selection more varied and healthy. - Cancel the curfew. - the food in the buffet is inedible, I got poisoned many times, there are a lot of people and not enough workers - Completely satisfied	-	- You need to be interested in training future specialists. - There are always a lot of people in the canteen, there is no place to sit, the food is not tasty and expensive. - too expensive - Add sandwiches, popular drinks, energy drinks to the assortment and reduce the price, in this case the demand for the canteen will increase several times and students will not go to nearby stores and canteens, and therefore be late for classes

2. What is your attitude towards the quality of the organization of the educational process?

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>No complaints</i>	74.3	50	64.1
<i>Mismatch between the studied disciplines and the received specialty</i>	8.6	3.6	2.5
<i>Mismatch between the importance of the subject and the number of hours</i>	5.7	28.6	10.3
<i>Overload of classroom activities</i>	2.8	-	10.3
<i>Dissatisfaction with the quality of classes</i>	8.6	10.7	10.3
<i>Dissatisfaction with the organization of tests and exams</i>	-	7.1	-
<i>Other</i>	-	-	2.5

*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.



For the «Other» option, students indicated the following options* :

2nd year	3rd year	4th year
-	-	- the schedule is not satisfactory

For the option «If you answered «to the previous question not satisfied», please provide recommendations for improvement» students indicated the following options* :

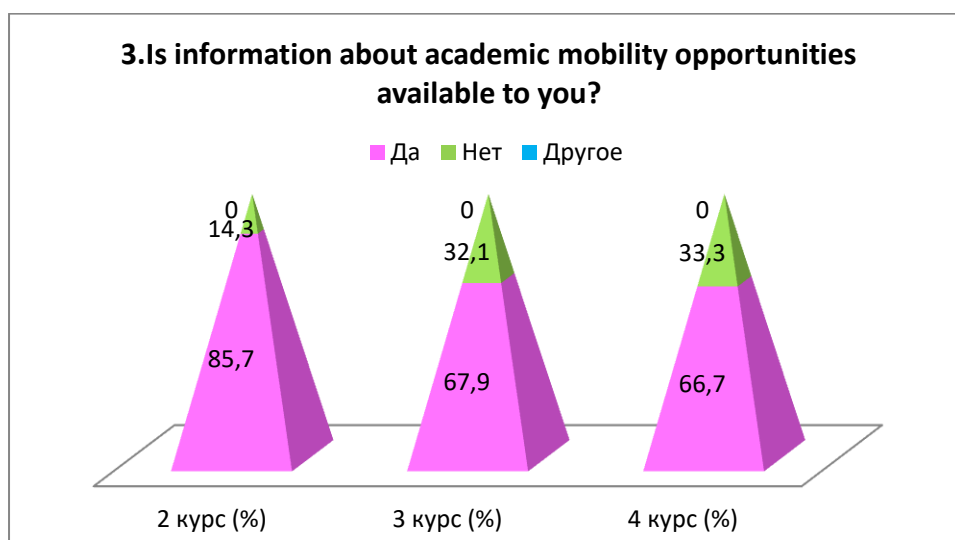
2nd year	3rd year	4th year
- No complaints	-	- It's hard to say, the Bologna system is not satisfactory. - Fairness, improving quality, desire to teach among teachers.

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

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Yes</i>	85.7	67.9	66.7
<i>No</i>	14.3	32.1	33.3
<i>Other</i>	-	-	-

*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.

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

2nd year	3rd year	4th year
-	-	- They send information late

4. What do you think the relationship is like:

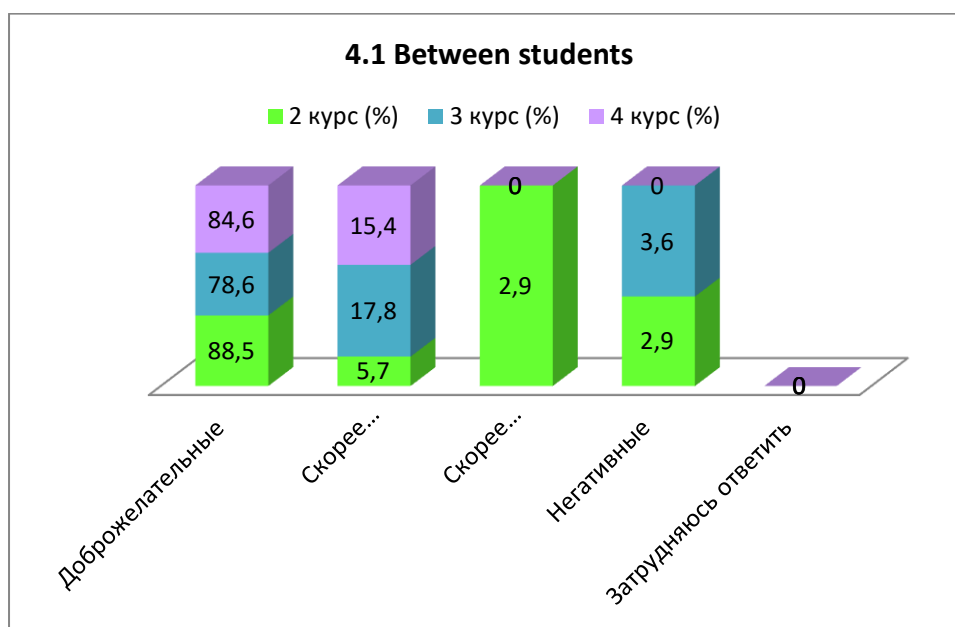
4.1 Between students
4.2 Between teachers and students (in the educational process)
4.3 Between the student and the supervisor
4.4 Between students and administration
4.5 Between students and department staff (library, student department, etc.)
4.6 Between students and security service

Other _____

If you answered «Rather unfriendly than friendly» and «Negative» to the previous question, please provide recommendations for improvement. _____

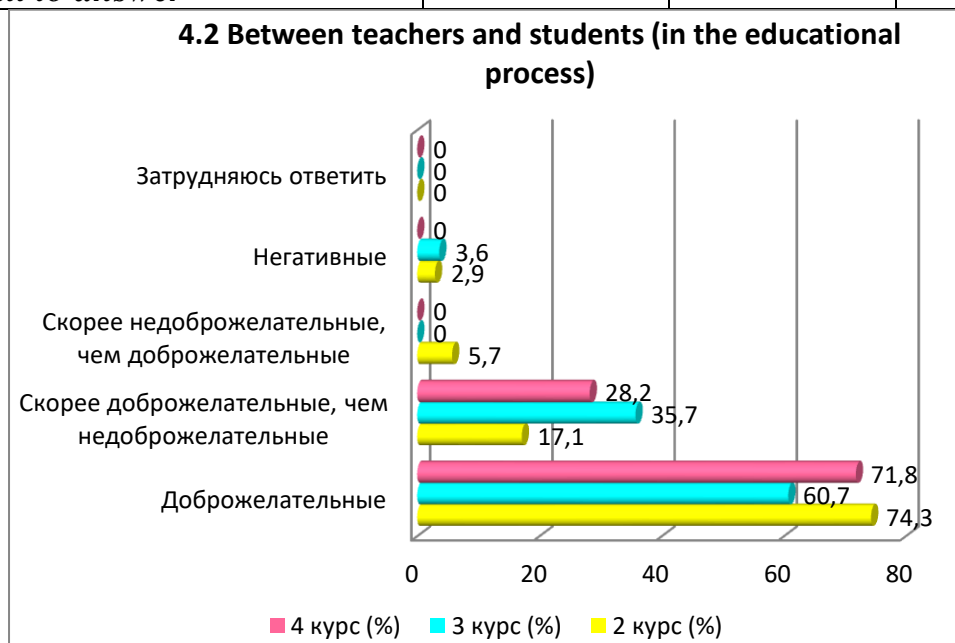
4.1 Between students

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Benevolent</i>	88.5	78.6	84.6
<i>More benevolent than malevolent</i>	5.7	17.8	15.4
<i>More malevolent than benevolent</i>	2.9	-	-
<i>Negative</i>	2.9	3.6	-
<i>I find it difficult to answer</i>	-	-	-



4.2 Between teachers and students (in the educational process)

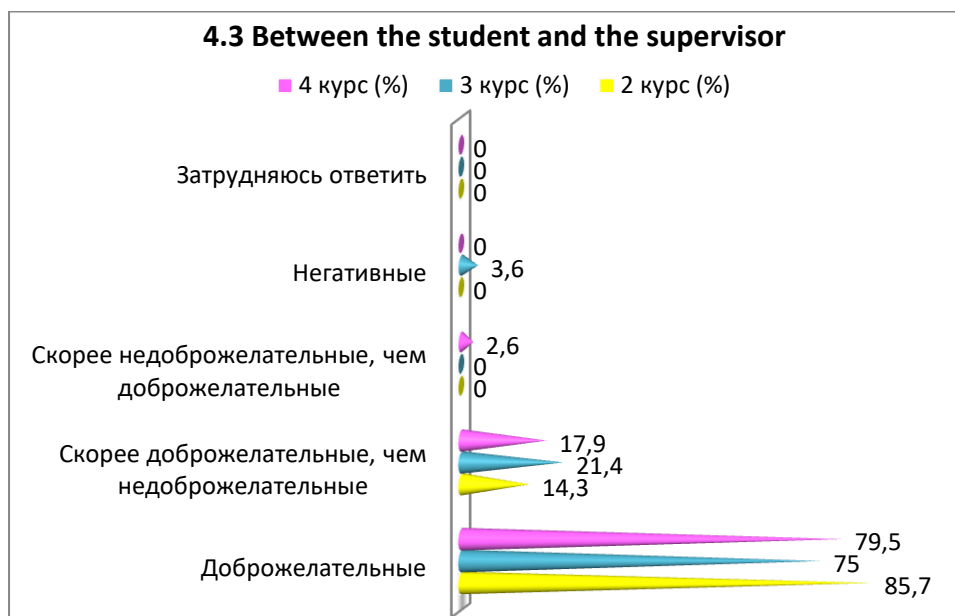
Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Benevolent</i>	74.3	60.7	71.8
<i>More benevolent than malevolent</i>	17.1	35.7	28.2
<i>More malevolent than benevolent</i>	5.7	-	-
<i>Negative</i>	2.9	3.6	-
<i>I find it difficult to answer</i>	-	-	-



4.3 Between the student and the supervisor

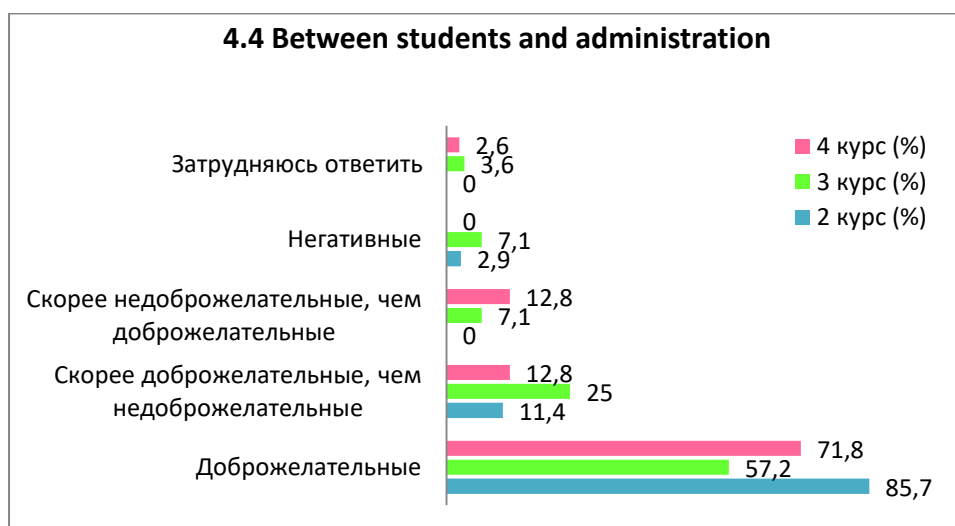
Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Benevolent</i>	85.7	75	79.5
<i>More benevolent than malevolent</i>	14.3	21.4	17.9
<i>More malevolent than benevolent</i>	-	-	2.6

<i>Negative</i>	-	3.6	-
<i>I find it difficult to answer</i>	-	-	-



4.4 Between students and administration

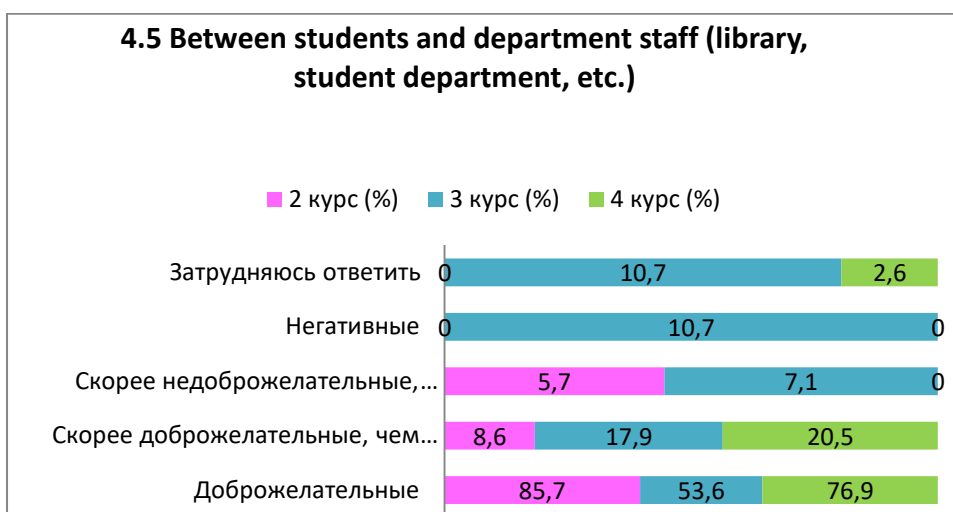
Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Benevolent</i>	85.7	57.2	71.8
<i>More benevolent than malevolent</i>	11.4	25	12.8
<i>More malevolent than benevolent</i>	-	7.1	12.8
<i>Negative</i>	2.9	7.1	-
<i>I find it difficult to answer</i>	-	3.6	2.6



4.5 Between students and department staff (library, student department, etc.)

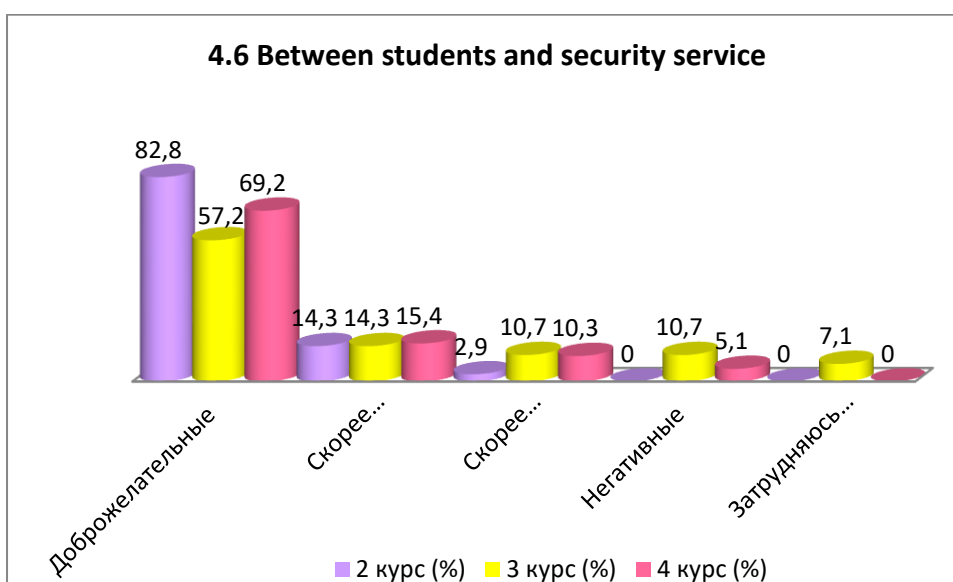
Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Benevolent</i>	85.7	53.6	76.9
<i>More benevolent than malevolent</i>	8.6	17.9	20.5

<i>More malevolent than benevolent</i>	5.7	7.1	-
<i>Negative</i>	-	10.7	-
<i>I find it difficult to answer</i>	-	10.7	2.6



4.6 Between students and security service

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Benevolent</i>	82.8	57.2	69.2
<i>More benevolent than malevolent</i>	14.3	14.3	15.4
<i>More malevolent than benevolent</i>	2.9	10.7	10.3
<i>Negative</i>	-	10.7	5.1
<i>I find it difficult to answer</i>	-	7.1	-



For the «Other» option, students indicated the following options*:

2nd year	3rd year	4th year
- I treat everyone kindly, preferably - Benevolent	-	- satisfied

For the option «If you answered «Rather unfriendly than friendly» and «Negative» to the previous question, please provide recommendations for improvement.» students indicated the following options*:

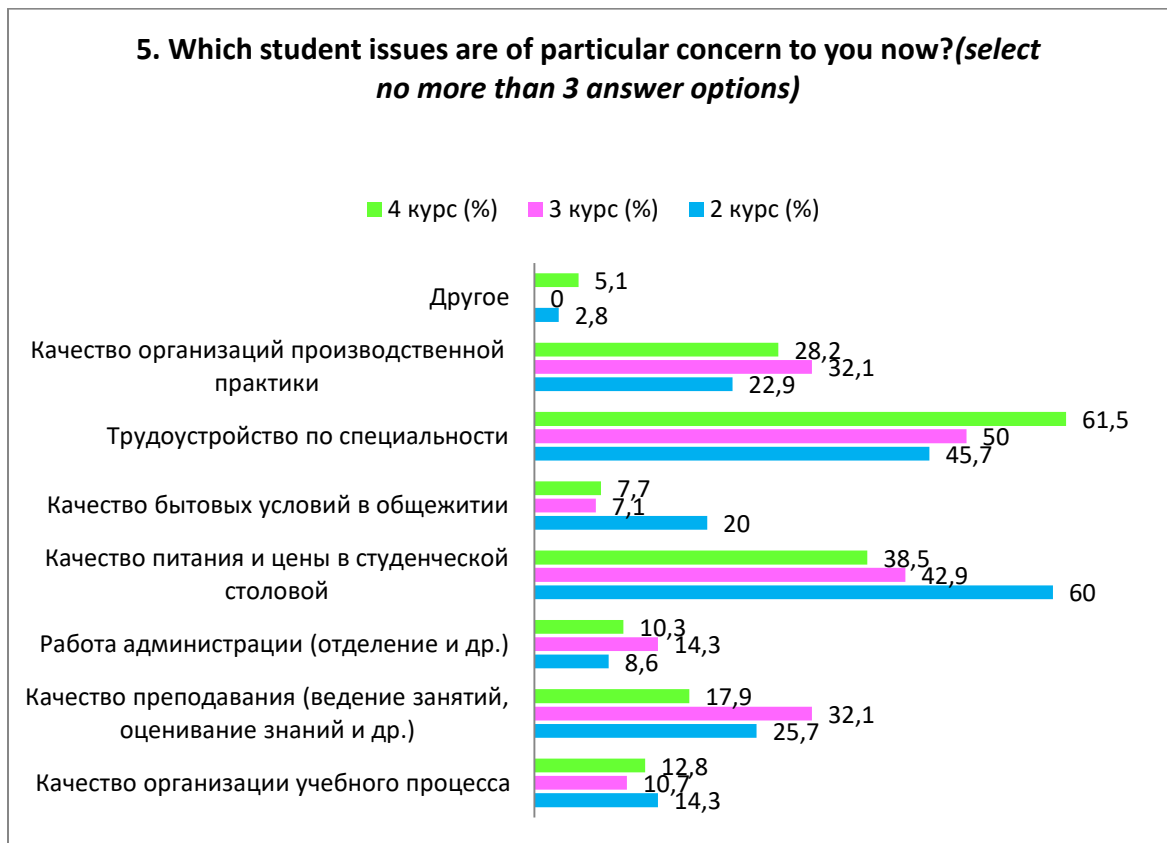
2nd year	3rd year	4th year
-	- Everything is fine.	<ul style="list-style-type: none"> - In the first building, the security is constantly picking on you. In the second, the man has changed and everything is fine. - Be a little more loyal - The security service works extremely poorly, gets distracted by extremely unimportant things like hats or a student in work clothes coming to the university. They are extremely aggressive against such minor violators. - Security guards should be more polite, even if the student is wrong.

5. Which student issues are of particular concern to you now? (select no more than 3 answer options)

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Quality of organization of the educational process</i>	14.3	10.7	12.8
<i>Quality of teaching (class delivery, assessment of knowledge, etc.)</i>	25.7	32.1	17.9
<i>Administration work (department, etc.)</i>	8.6	14.3	10.3
<i>Food quality and prices in the student canteen</i>	60	42.9	38.5
<i>Quality of living conditions in the hostel</i>	20	7.1	7.7
<i>Employment in the specialty</i>	45.7	50	61.5
<i>Quality of industrial practice organizations</i>	22.9	32.1	28.2
<i>Other</i>	2.8	-	5.1

*The sum in % is not equal to 100, since several answer options were supposed to be selected

*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.



For the «Other» option, students indicated the following options* :

2nd year	3rd year	4th year
- There are no problems.	-	- Writing and organizing a thesis. No one can give an exact answer - Nothing

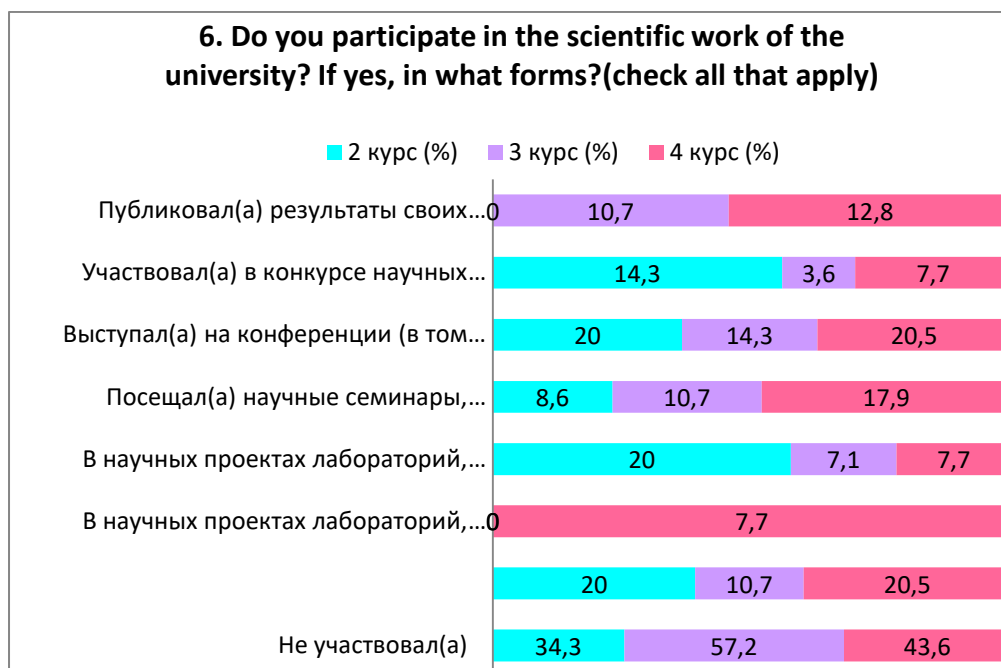
6. Do you participate in the scientific work of the university? If yes, in what forms?(check all that apply)

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Did not participate</i>	34.3	57.2	43.6
<i>Sometimes, when it is necessary for formal reasons</i>	20	10.7	20.5
<i>In scientific projects of laboratories, centers, etc. under a contract, within the framework of a grant, etc.</i>	-	-	7.7
<i>In scientific projects of laboratories, clubs, circles, etc. on a gratuitous basis</i>	20	7.1	7.7
<i>Attended scientific seminars, clubs and other scientific events</i>	8.6	10.7	17.9
<i>Presented at a conference (including a student conference), scientific seminar</i>	20	14.3	20.5
<i>Participated in a competition of student</i>	14.3	3.6	7.7

*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.

<i>scientific papers</i>			
Published the results of his/her research (including in student collections)	-	10.7	12.8

*The sum in % is not equal to 100, since several answer options were supposed to be selected



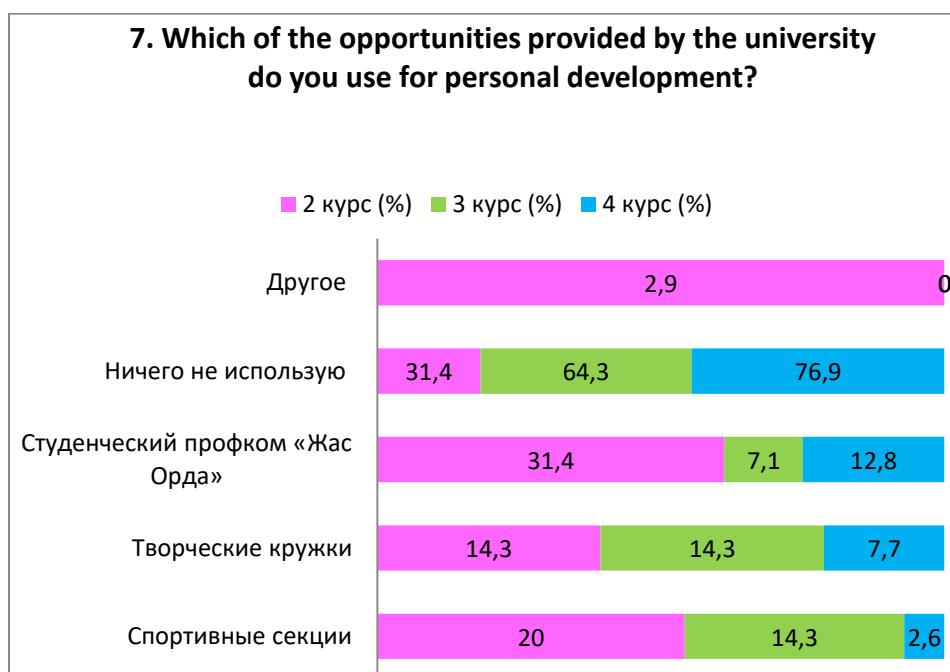
For the option «If you answered «Did not participate» to the previous question, please write why.» students indicated the following options*:

2nd year	3rd year	4th year
- She spoke at a conference - Participated in the Olympiad - Don't know - There was no opportunity - I don't have such talent.	- I still think. - No time. - I haven't heard. - We had time	- Because - There was no desire - there was no time

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

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Sports sections</i>	20	14.3	2.6
<i>Creative circles</i>	14.3	14.3	7.7
<i>Student Trade Union «Zhas Orda»</i>	31.4	7.1	12.8
<i>I don't use anything</i>	31.4	64.3	76.9
<i>Other</i>	2.9	-	-

*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.



For the «Other» option, students indicated the following options*:

2nd year	3rd year	4th year
- Scientific and educational circles	-	-

For the option «If you answered «I don't use anything» to the previous question, please write why.» Students indicated the following options*:

2nd year	3rd year	4th year
<ul style="list-style-type: none"> - I'm studying - No need. - Don't want - I use creative circles 	<ul style="list-style-type: none"> - No time. - I don't have time. 	<ul style="list-style-type: none"> - No desire and no time - Because - It doesn't always go interestingly - No information about clubs. - no time - Other preferences, but I would like to go to zhas orda.

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

8.1 Availability of necessary scientific literature in the library
8.2 Modernity of computer equipment
8.3 Internet channel width, its speed
8.4 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

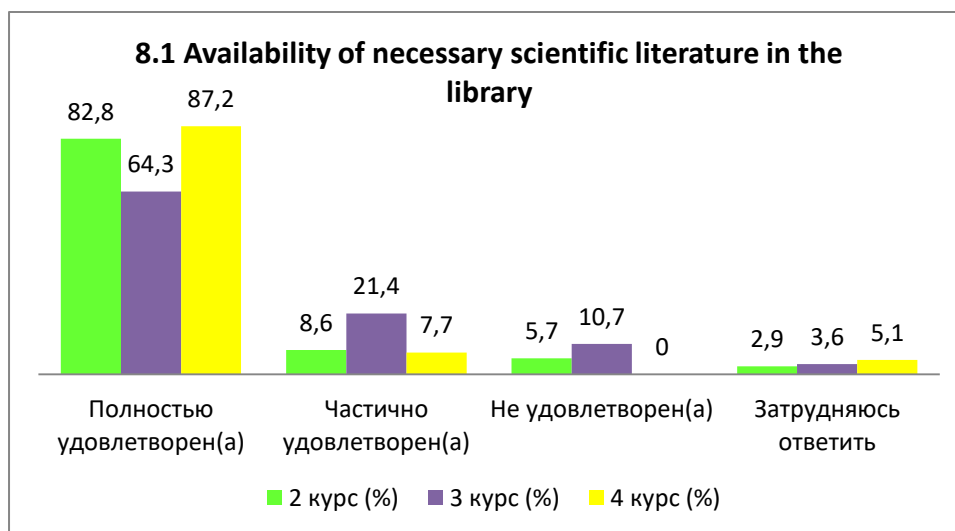
Other _____

*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.

If you answered «not satisfied» to the previous question, please provide recommendations for improvement provided services _____

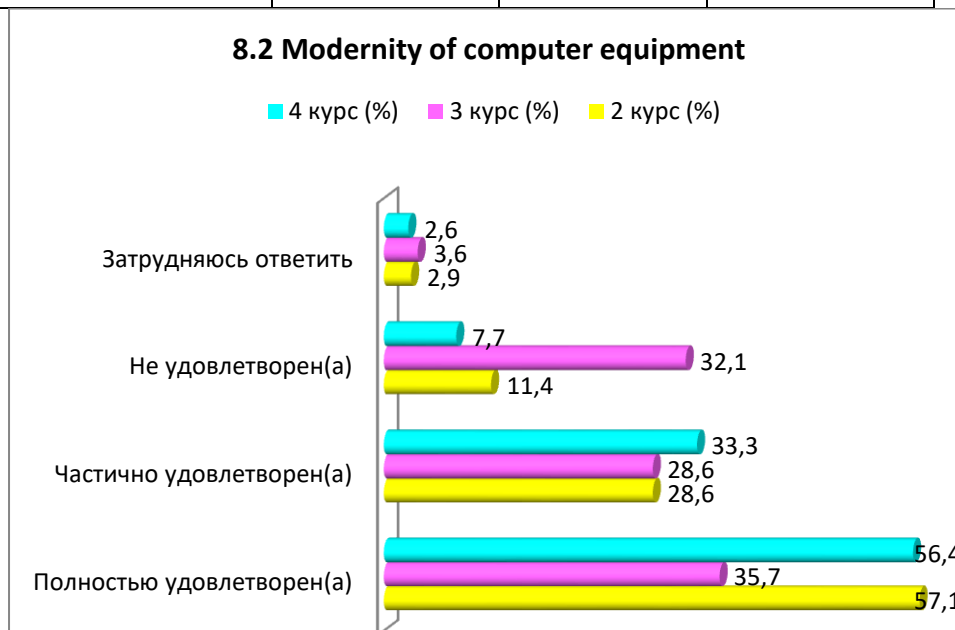
8.1 Availability of necessary scientific literature in the library

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Completely satisfied</i>	82.8	64.3	87.2
<i>Partially satisfied</i>	8.6	21.4	7.7
<i>Not satisfied</i>	5.7	10.7	-
<i>I find it difficult to answer</i>	2.9	3.6	5.1



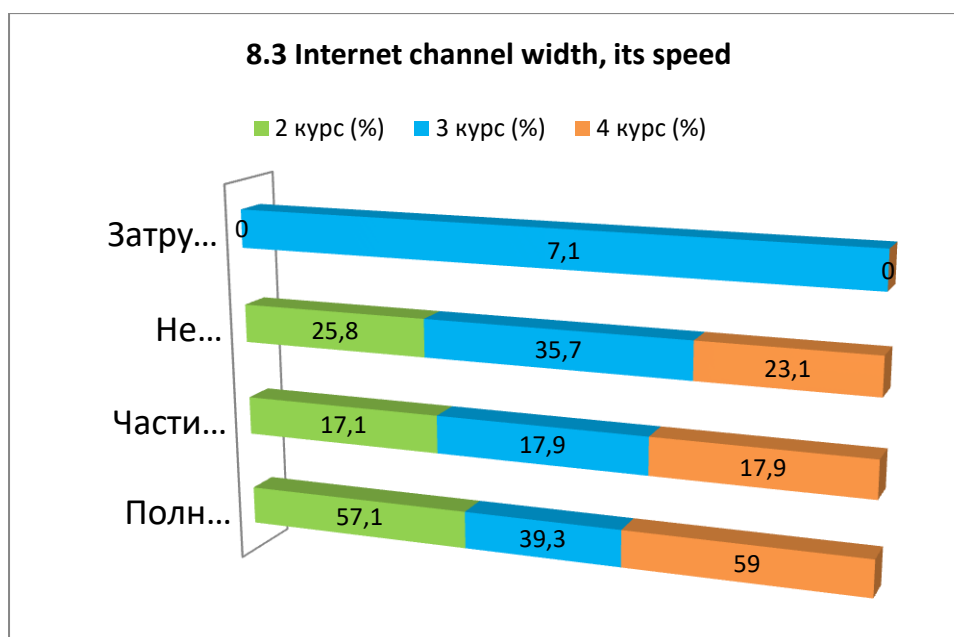
8.2 Modernity of computer equipment

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Completely satisfied</i>	57.1	35.7	56.4
<i>Partially satisfied</i>	28.6	28.6	33.3
<i>Not satisfied</i>	11.4	32.1	7.7
<i>I find it difficult to answer</i>	2.9	3.6	2.6



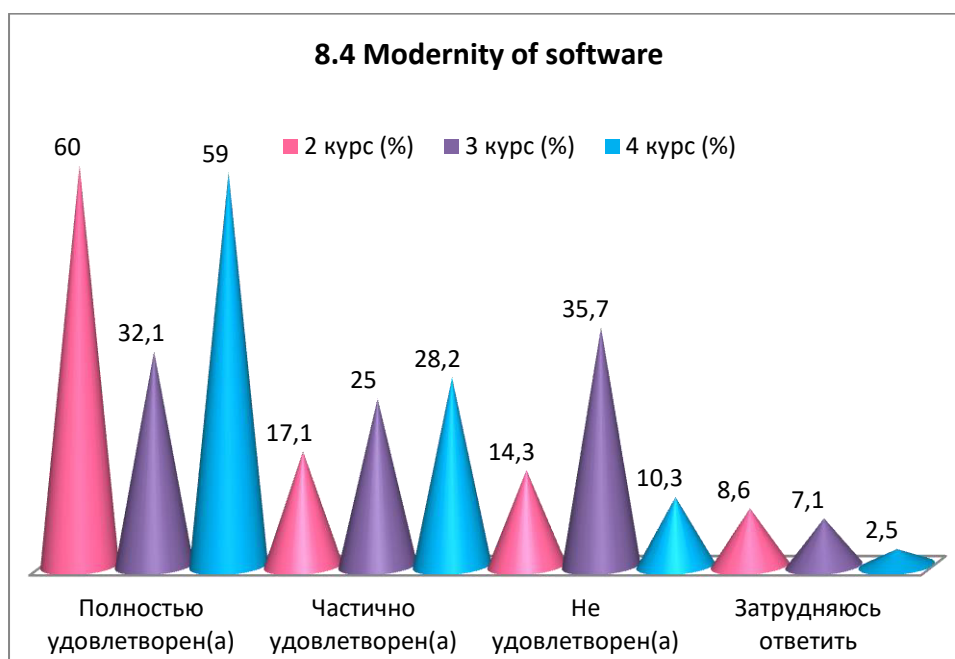
8.3 Internet channel width, its speed

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Completely satisfied</i>	57.1	39.3	59
<i>Partially satisfied</i>	17.1	17.9	17.9
<i>Not satisfied</i>	25.8	35.7	23.1
<i>I find it difficult to answer</i>	-	7.1	-



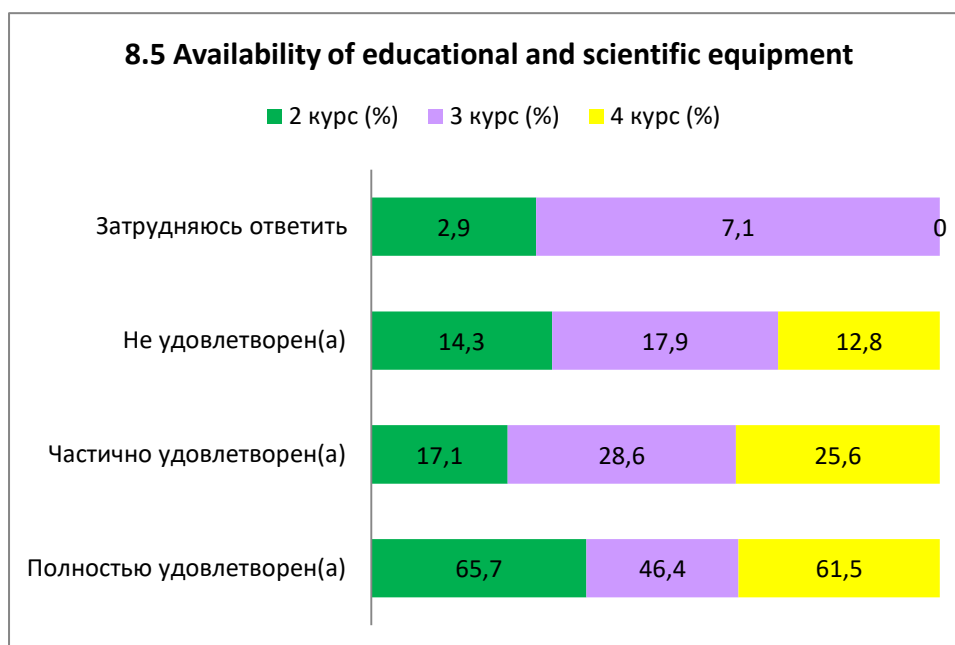
8.4 Modernity of software

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Completely satisfied</i>	60	32.1	59
<i>Partially satisfied</i>	17.1	25	28.2
<i>Not satisfied</i>	14.3	35.7	10.3
<i>I find it difficult to answer</i>	8.6	7.1	2.5



8.5 Availability of educational and scientific equipment

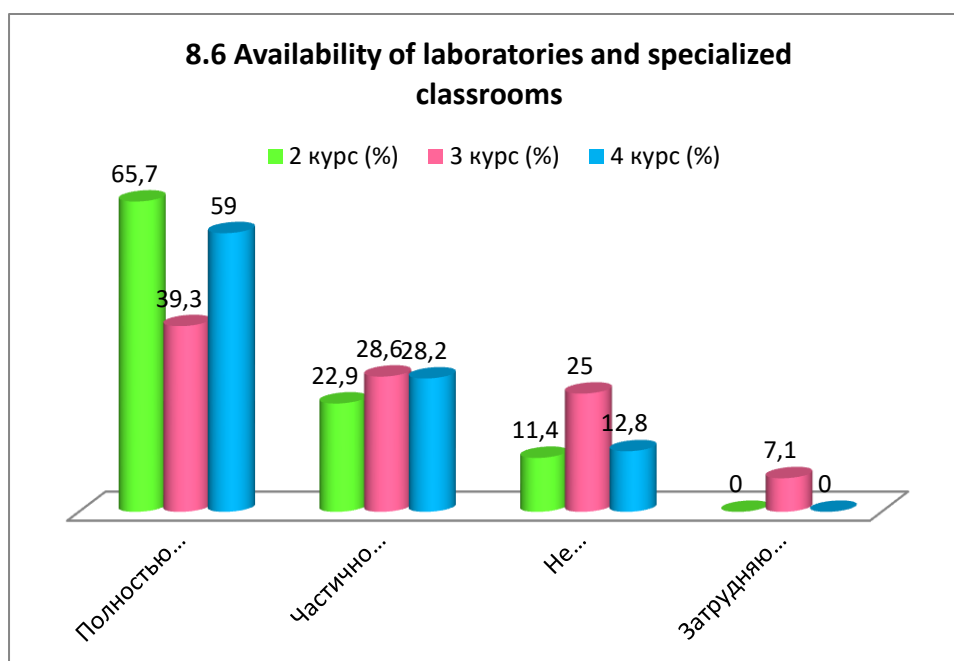
Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Completely satisfied</i>	65.7	46.4	61.5
<i>Partially satisfied</i>	17.1	28.6	25.6
<i>Not satisfied</i>	14.3	17.9	12.8
<i>I find it difficult to answer</i>	2.9	7.1	-



8.6 Availability of laboratories and specialized classrooms

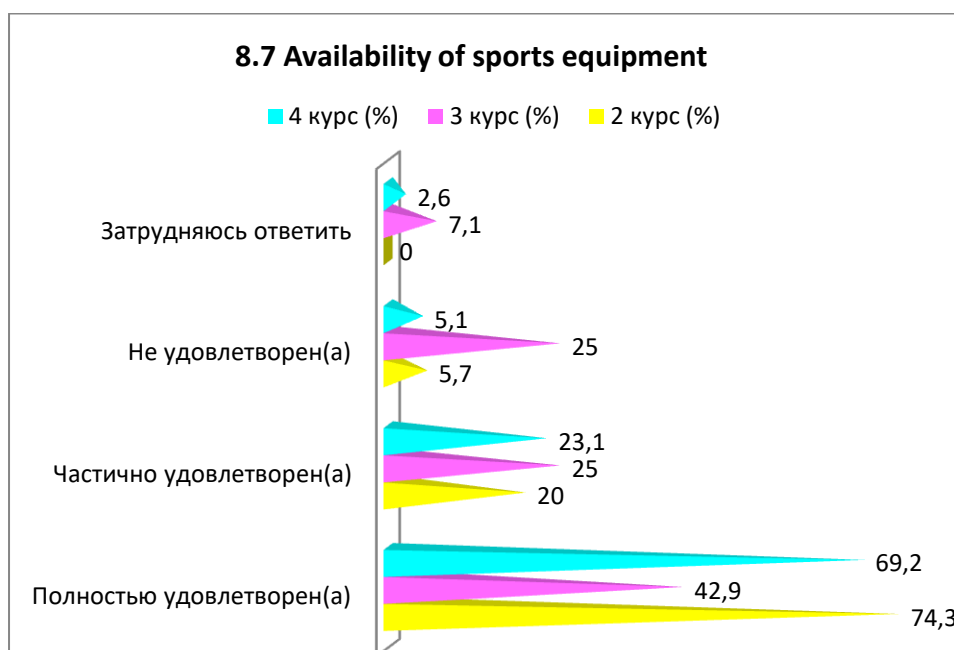
Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Completely satisfied</i>	65.7	39.3	59
<i>Partially satisfied</i>	22.9	28.6	28.2
<i>Not satisfied</i>	11.4	25	12.8

<i>I find it difficult to answer</i>	-	7.1	-
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8.7 Availability of sports equipment

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Completely satisfied</i>	74.3	42.9	69.2
<i>Partially satisfied</i>	20	25	23.1
<i>Not satisfied</i>	5.7	25	5.1
<i>I find it difficult to answer</i>	-	7.1	2.6



For the «Other» option, students indicated the following options*:

*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.

2nd year	3rd year	4th year
- Completely satisfied - Satisfied	-	- satisfied

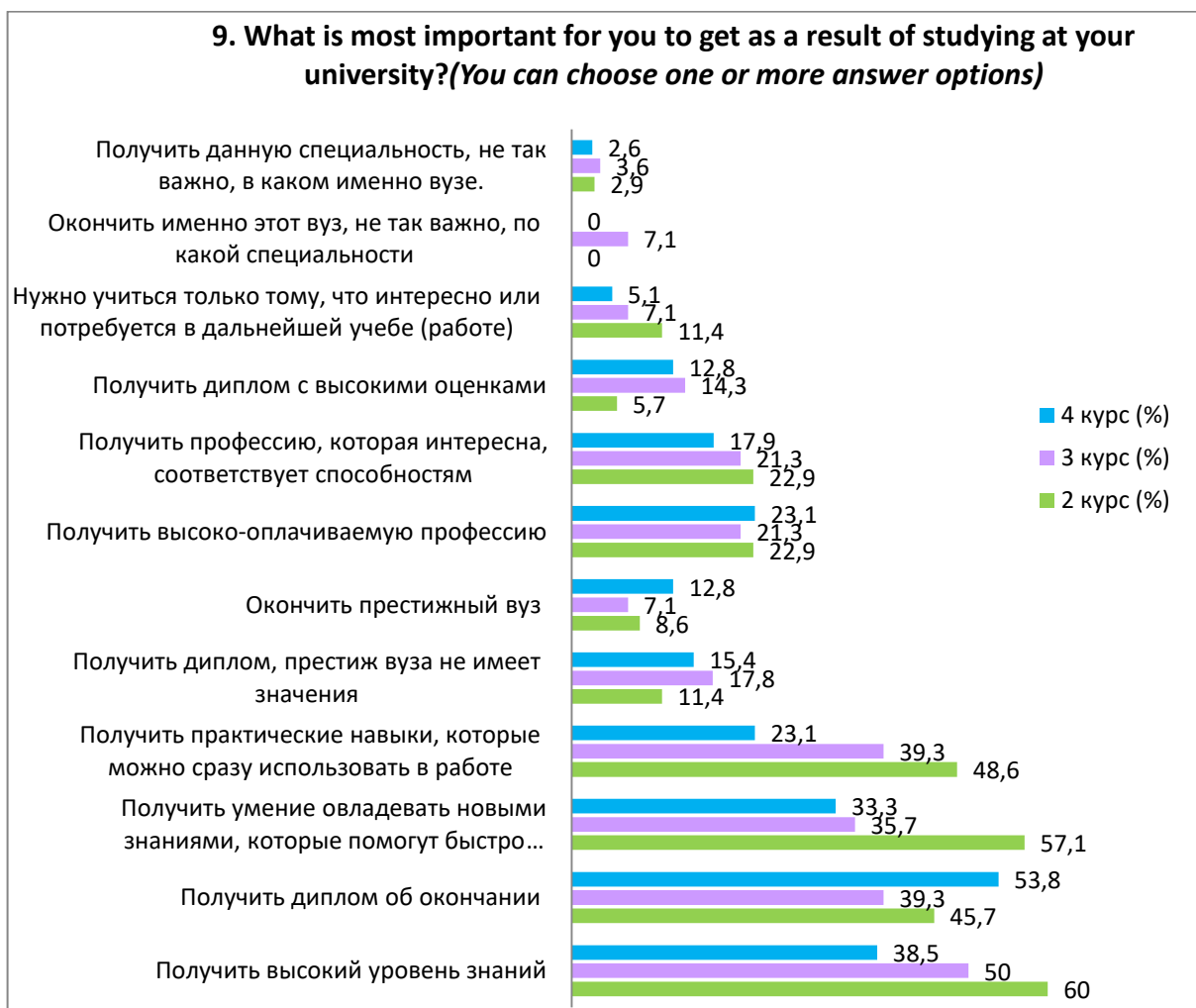
For the option «If you answered «Rather unfriendly than friendly» and «Negative» to the previous question, please provide recommendations for improvement.» Students indicated the following options*:

2nd year	3rd year	4th year
- The Internet is very weak, computers freeze. - Completely satisfied	-	- The Internet works very poorly. - I participated in the all-round club as a shooting instructor. The lack of funding for our athletes who want to practice such a wonderful sport is very sad.

9. What is most 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>Obtain a high level of knowledge</i>	60	50	38.5
<i>Receive a diploma of completion</i>	45.7	39.3	53.8
<i>Gain the ability to master new knowledge that will help you quickly adapt to the workplace</i>	57.1	35.7	33.3
<i>Gain practical skills that you can immediately use in your work</i>	48.6	39.3	23.1
<i>Get a diploma, the prestige of the university does not matter</i>	11.4	17.8	15.4
<i>Graduate from a prestigious university</i>	8.6	7.1	12.8
<i>Get a high-paying profession</i>	22.9	21.3	23.1
<i>Get a profession that is interesting and matches your abilities</i>	22.9	21.3	17.9
<i>Get a diploma with high marks</i>	5.7	14.3	12.8
<i>You only need to learn what is interesting or will be needed in your future studies (work)</i>	11.4	7.1	5.1
<i>Graduate from this particular university, it doesn't matter what specialty</i>	-	7.1	-
<i>It doesn't really matter which university you go to to get this specialty.</i>	2.9	3.6	2.6

*The sum in % is not equal to 100, since several answer options were supposed to be selected



Please write your suggestions, wishes, and 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's activities.*(The students' answers are presented in the original. The author's spelling and punctuation have been preserved):*

- It would be right if the questions were in the state language!
- Is it important to hold a curatorial hour?
- Don't know.

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

The analysis of the results of students filling out the questionnaire «Satisfaction of 2nd-5th year students with educational services» indicates a positive attitude of students to the conditions, content, organization and quality of the educational process at the university. The majority of the students surveyed (95.2%) expressed satisfaction with the educational process as a whole. For ease of analysis, we will consider in more detail the criteria by which respondents assessed their satisfaction with educational services.

Students rated the following criteria as «excellent quality» (satisfaction rates above 80%), reporting complete or partial satisfaction:

- organization and implementation of the SIWT (95.1%);
- class schedule (91.1%);
- organization of independent work (88.1%);
- quality of internship (84.1%);
- organization and implementation of laboratory work (81.7%).

Students rated the following criteria as «good quality» (satisfaction rates below 80%): satisfaction with the library's work (79.1%); access to full-text databases of scientific publications (78.2%); living conditions in the dormitory (69.9%); quality of medical care (67.2%).

However, the students most criticize the organization of food at the university (17.1% are partially satisfied and 29.8% are not satisfied). To improve the quality of food, students wrote their proposals*: «Make the buffet selection more diverse and healthy.», «Add sandwiches, popular drinks, energy drinks to the selection and reduce the price, in which case the demand for the canteen will increase several times and students will not go to nearby stores and canteens, and therefore be late for classes.», «There are always a lot of people in the canteen, there is nowhere to sit, the food is not tasty and expensive,» etc.

73.4% of respondents have information about academic mobility. This indicates the implementation of the program of outgoing and incoming academic mobility, which contributes to the improvement of the quality of higher education, the increase in the effectiveness of scientific research, the establishment of internal and external integration links.

The psychological climate is an important characteristic of the comfort of the educational environment, which is considered as the immediate environment of a person, as well as the conditions within which he interacts with this environment. As can be seen from the presented results, the relationships between students, teachers and students (in the educational process), curators and students, administration and students, employees of departments (library, student department, etc.) and students, security service and students are assessed by respondents, mainly, as «friendly» and «rather friendly than unfriendly», respectively, which fully corresponds to the high level of satisfaction, is a good indicator of the moral and psychological climate in the student environment.

45% of students do not participate in the university's scientific work. Students explain their lack of participation in scientific work by various factors, such as being overloaded with studies and work, lack of motivation, and lack of interest in scientific work.

The survey also revealed that students (57.5%) do not use the opportunities provided by the university for personal development, such as sports sections, creative clubs and the student trade union «zhas orda». The reasons are limited time or lack of desire to use these opportunities.

*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.

The university's material resources fully satisfy the needs of most of the students surveyed. However, students still left comments where the main suggestions are related to updating software and improving internet speed.

Almost half (49.5%) of students believe that the most important result of studying at a university is obtaining a high level of knowledge. Next comes obtaining a diploma of completion (46.3%). In third place is the ability to acquire new knowledge, which will help to quickly adapt in the workplace (42%).

Overall, the survey results indicate the need to further improve the university's work to increase students' awareness of the possibilities of academic mobility, improve the quality of the educational process, and create conditions for the active involvement of students in scientific and extracurricular activities.

Recommendations:

The head of the department must familiarize the staff and students with the results of the survey and discuss them during curatorial hours. If necessary, develop an action plan to improve the quality of educational services.

Students can request the survey results by email from the quality management and accreditation center. cqma_kstu@mail.ru.