

**Report**  
**based on questionnaire results**  
**«Satisfaction of 2-5 year students with educational services»**  
**2022**

**Department:** «Building materials and technologies»

**Specialty:** 6B07305 Production of building materials, products and structures

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

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

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

In specialty 6B07305 «Production of building materials, products and structures» 101 respondents took part in the questionnaire.

- 2nd year – 33 students (91.6%);
- 3rd year – 31 students (72%);
- 4th year – 37 students (77%).

During the questionnaire process, the following data was obtained:

**Indicators:**

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

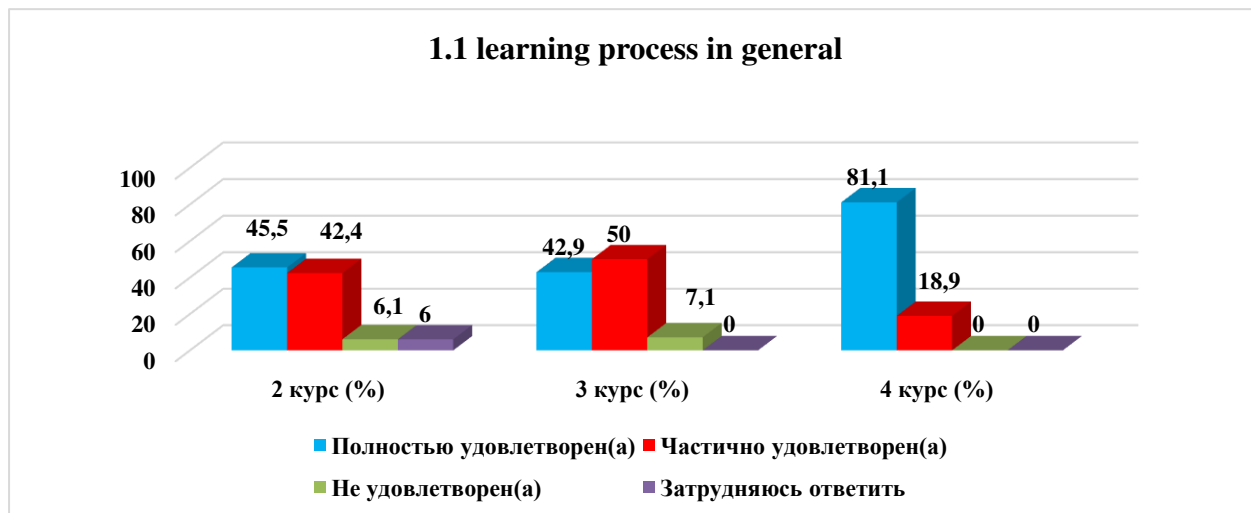
1.1 The learning process in general
1.2 Class schedule
1.3 Organization of independent work
1.4 Internship
1.5 Organization and conduct of the SIWT
1.6 Organization and conduct of laboratory work
1.7 Satisfaction with the library
1.8 Possibility of access to full-text databases of scientific publications
1.9 Living conditions in the hostel
1.10 Quality of medical care
1.11 Catering at the university (prices, product range, quality of prepared dishes)

Other \_\_\_\_\_

If you answered «not satisfied» to the previous question, give recommendations for improvement provided services \_\_\_\_\_

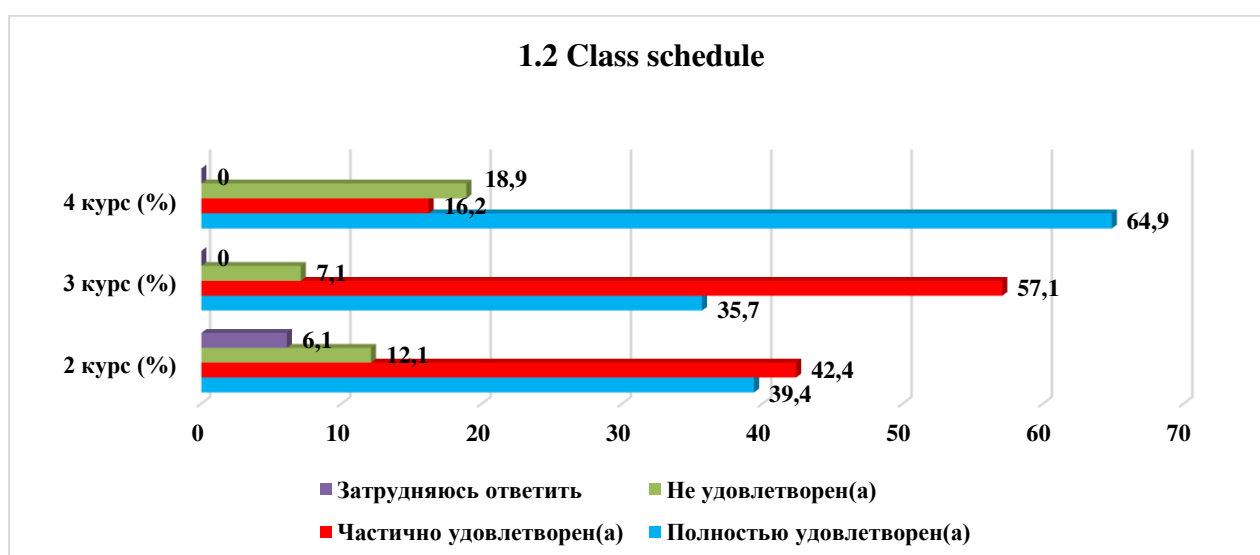
## 1.1 The learning process in general

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	45.5	42.9	81.1
Partially satisfied	42.4	50	18.9
Not satisfied)	6.1	7.1	-
I find it difficult to answer	6	-	-



## 1.2 Class schedule

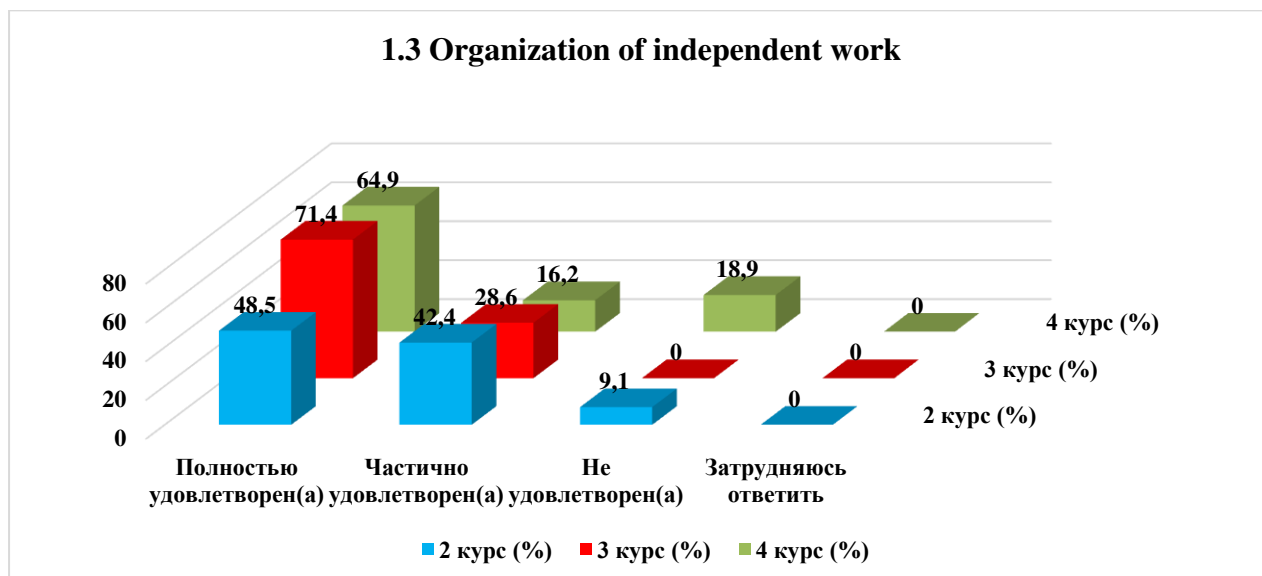
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	39.4	35.7	64.9
Partially satisfied	42.4	57.1	16.2
Not satisfied)	12.1	7.1	18.9
I find it difficult to answer	6.1	-	-



## 1.3 Organization of independent work

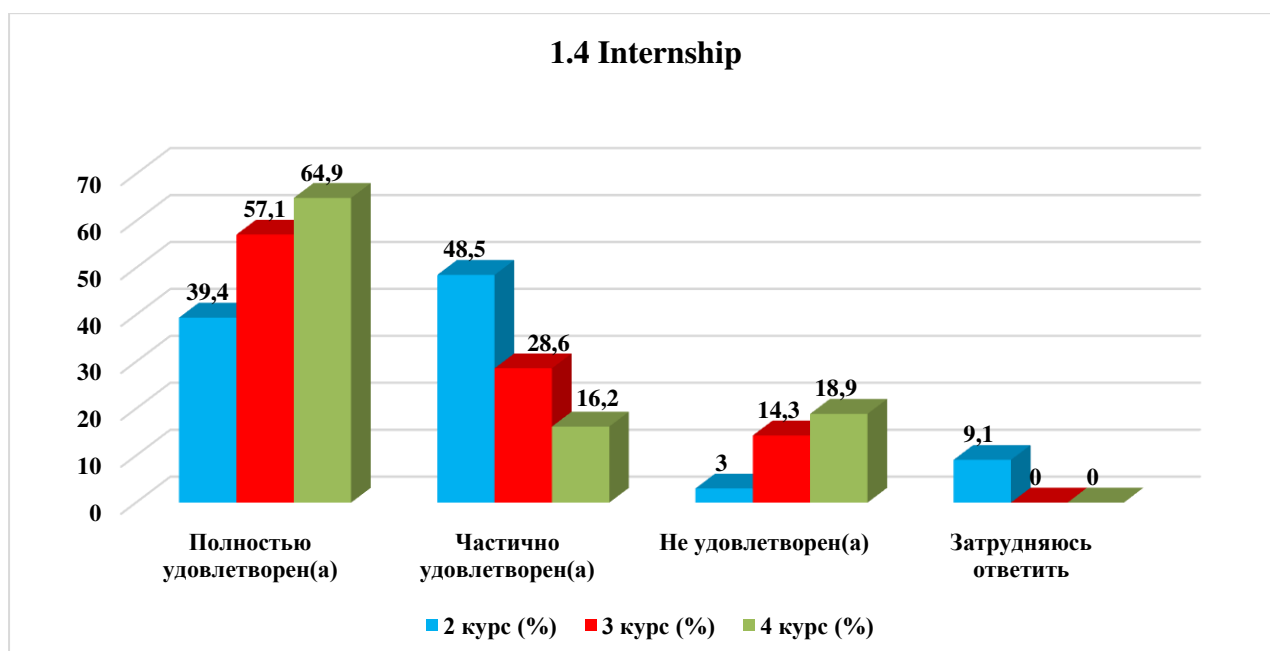
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	48.5	71.4	64.9

Partially satisfied	42.4	28.6	16.2
Not satisfied)	9.1	-	18.9
I find it difficult to answer	-	-	-



## 1.4 Internship

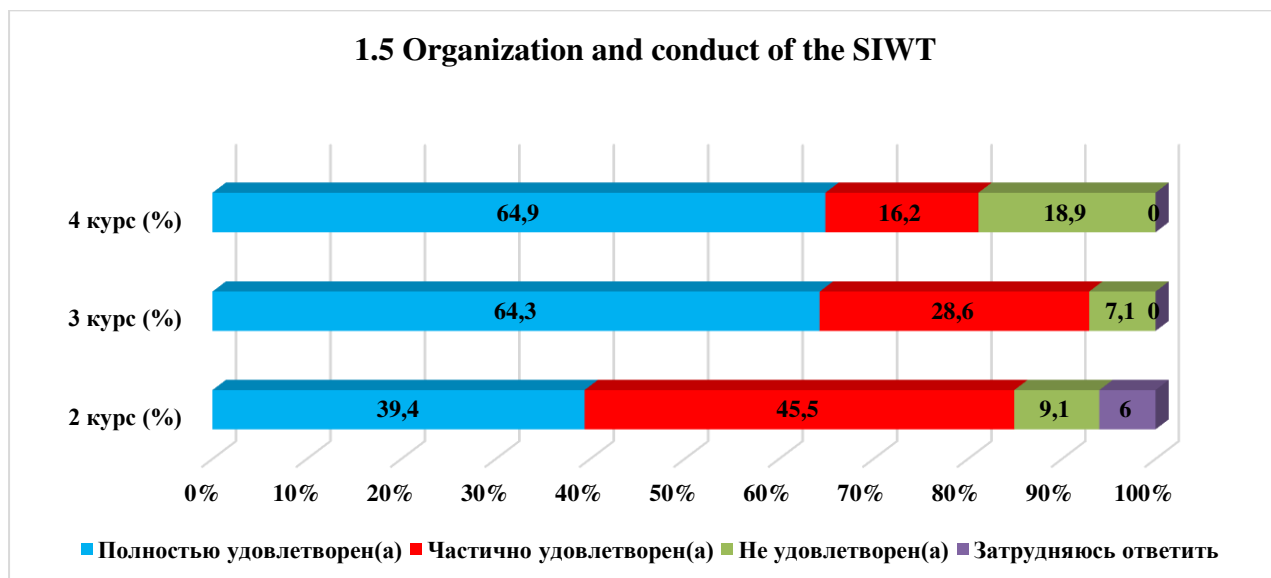
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	39.4	57.1	64.9
Partially satisfied	48.5	28.6	16.2
Not satisfied)	3	14.3	18.9
I find it difficult to answer	9.1	-	-



## 1.5 Organization and conduct of the SIWT

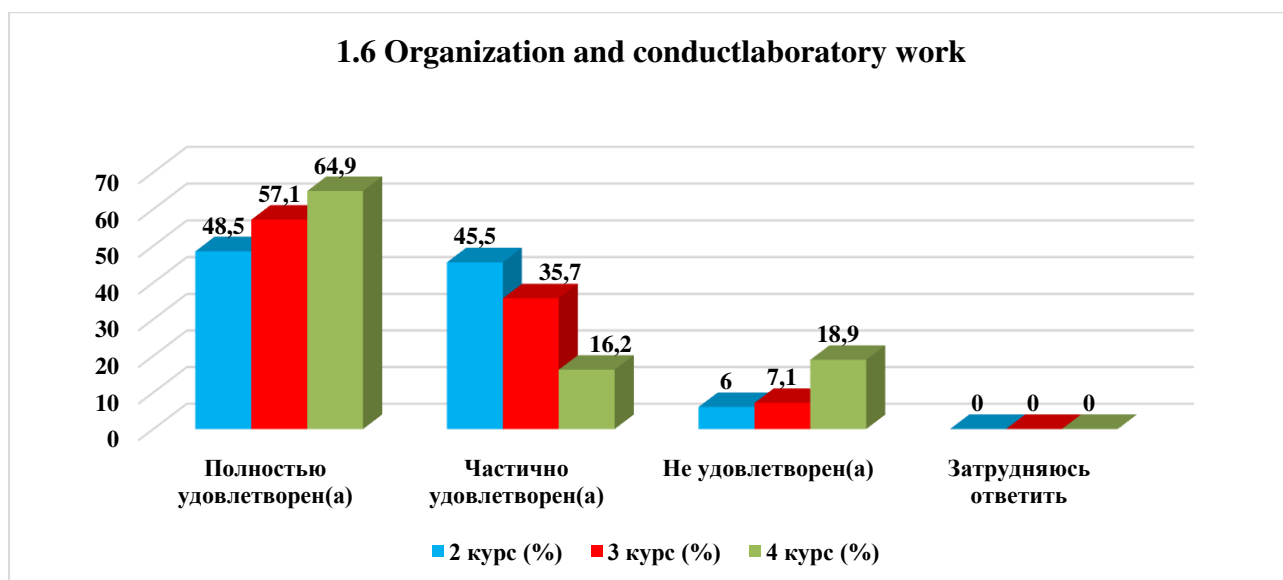
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	39.4	64.3	64.9

Partially satisfied	45.5	28.6	16.2
Not satisfied)	9.1	7.1	18.9
I find it difficult to answer	6	-	-



## 1.6 Organization and conduct laboratory work

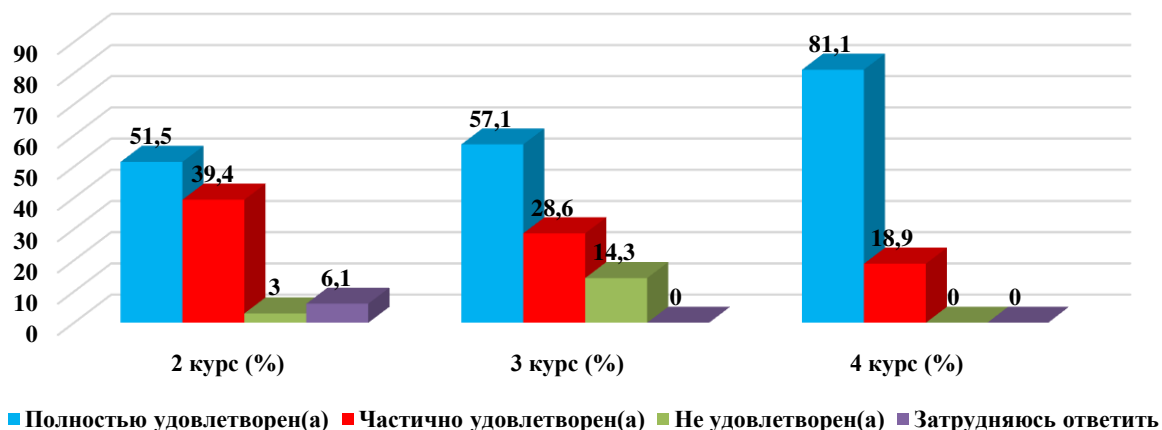
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	48.5	57.1	64.9
Partially satisfied	45.5	35.7	16.2
Not satisfied)	6	7.1	18.9
I find it difficult to answer	-	-	-



## 1.7 Satisfaction with the library

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	51.5	57.1	81.1
Partially satisfied	39.4	28.6	18.9
Not satisfied)	3	14.3	-
I find it difficult to answer	6.1	-	-

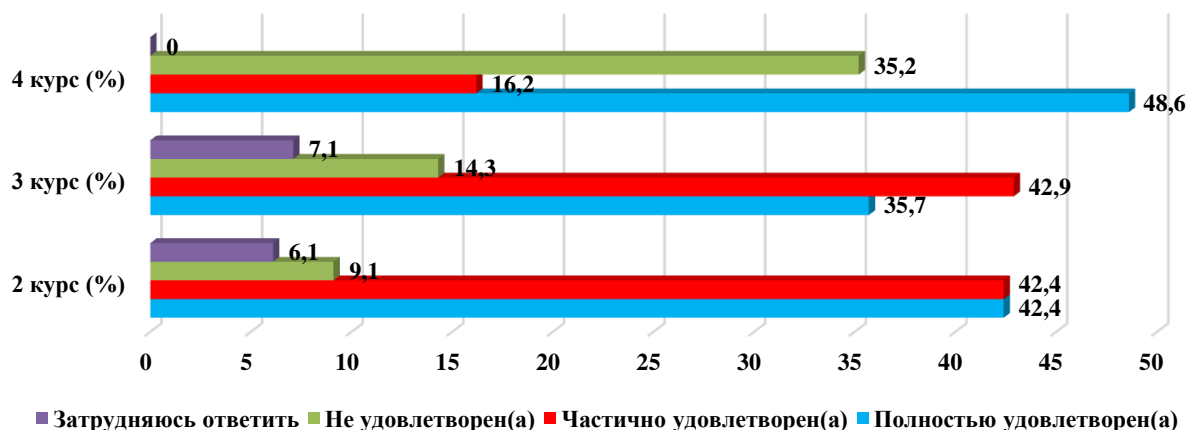
### 1.7 Satisfaction with the library



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

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	42.4	35.7	48.6
Partially satisfied	42.4	42.9	16.2
Not satisfied)	9.1	14.3	35.2
I find it difficult to answer	6.1	7.1	-

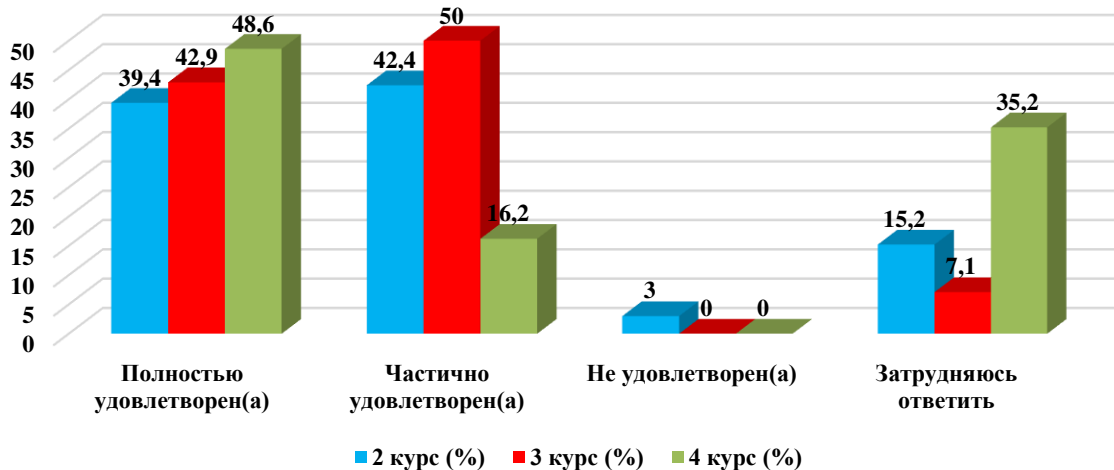
### 1.8 Possibility of access to full-text databases of scientific publications



### 1.9 Living conditions in the hostel

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	39.4	42.9	48.6
Partially satisfied	42.4	50	16.2
Not satisfied)	3	-	-
I find it difficult to answer	15.2	7.1	35.2

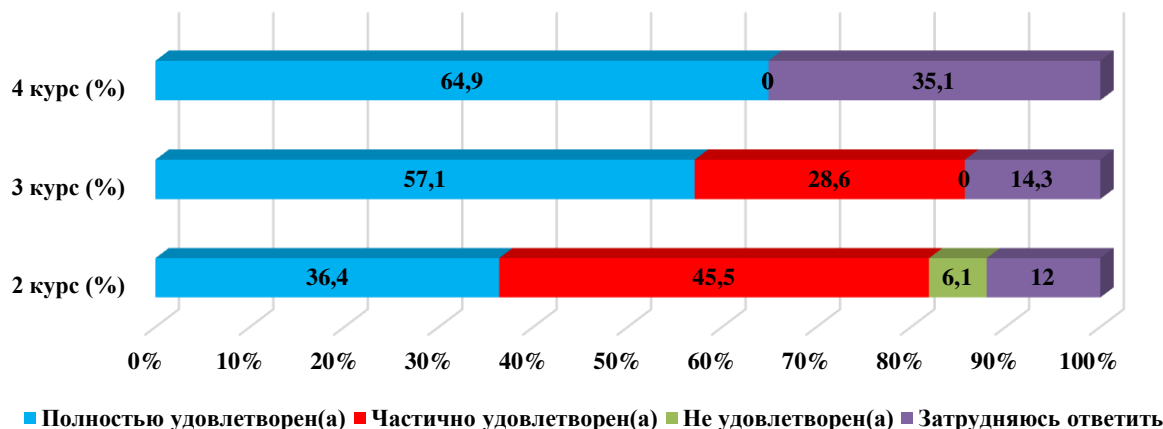
### 1.9 Living conditions in the hostel



### 1.10 Quality of medical care

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	36.4	57.1	64.9
Partially satisfied	45.5	28.6	-
Not satisfied)	6.1	-	-
I find it difficult to answer	12	14.3	35.1

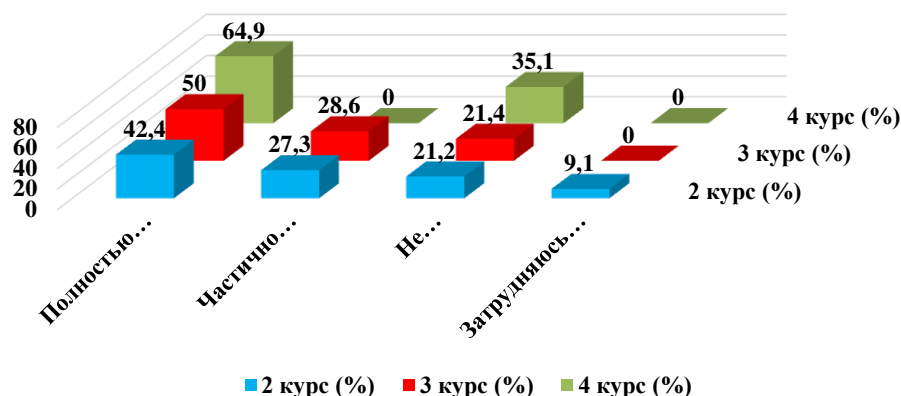
### 1.10 Quality of medical care



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

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	42.4	50	64.9
Partially satisfied	27.3	28.6	-
Not satisfied)	21.2	21.4	35.1
I find it difficult to answer	9.1	-	-

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



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

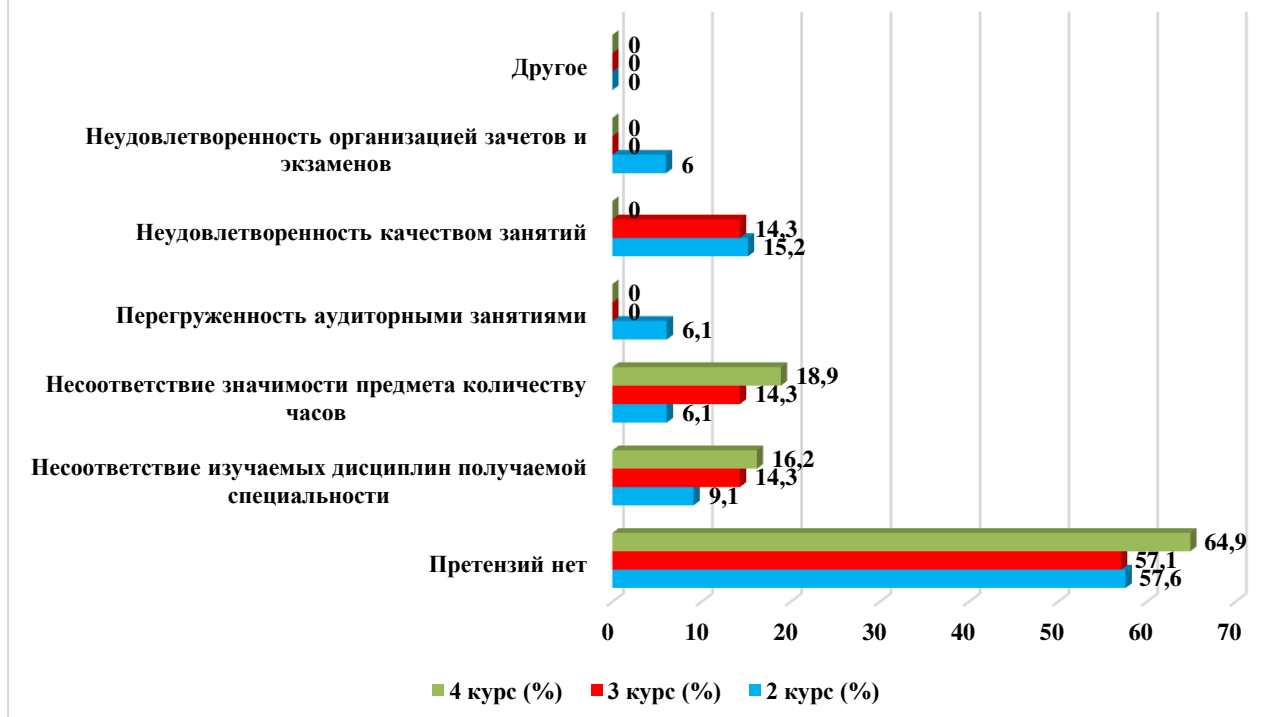
- No;
- Conduct meetings with teachers and understand students who partially live off scholarships;
- Draw up an agreement on accepting students for internships with some firms and companies;
- It is necessary to make more buffets as there is not enough space during lunch;
- Difficult to answer;
- The food in the dining room is very expensive, for this we go to the opposite college, in winter we go out without a jacket because the wardrobe does not work properly.

## 2. «What is your attitude to the quality of organization of the educational process? »

Answer options	2nd year (%)	3rd year (%)	4th year (%)
No complaints	57.6	57.1	64.9
Discrepancy between the disciplines studied and the specialty obtained	9.1	14.3	16.2
Inconsistency between the importance of the subject and the number of hours	6.1	14.3	18.9
Overload with classroom activities	6.1	-	-
Dissatisfaction with the quality of classes	15.2	14.3	-
Dissatisfaction with the organization of tests and exams	6	-	-
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.

## 2. «What is your attitude to the quality of organization of the educational process? »



For the option «If you answered the previous question «Not satisfied», give recommendations for improvement» students indicated the following options\*:

- It is necessary to create conditions for teachers, to teach students in-depth lessons
- Put yourself in our place, and would you like to study hard?
- Nobody would like to study overload;
- There are unnecessary subjects such as sociology, physical training, which unfortunately have no relevance to our profession. Also, the old form of training, modern technologies are now used everywhere, not a single high-status company uses old technology, but uses the one that calculates everything in a minute, and the old methods that remained from the times of the USSR are already long and irrelevant;
- Cancellation of unnecessary activities;
- there are unqualified teachers.

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

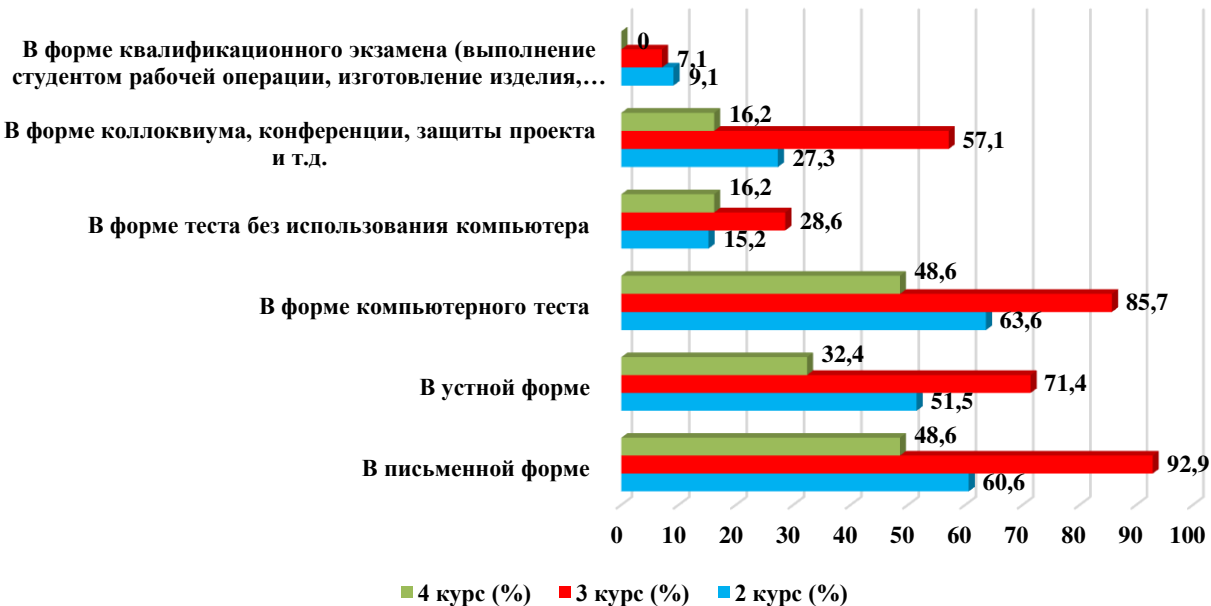
Answer options	2nd year (%)	3rd year (%)	4th year (%)
In writing	60.6	92.9	48.6
In oral form	51.5	71.4	32.4
In the form of a computer test	63.6	85.7	48.6
In the form of a test without using a computer	15.2	28.6	16.2
In the form of a colloquium, conference, project defense, etc.	27.3	57.1	16.2
In the form of a qualification exam (the student performs a work operation, manufactures a product, carries out labor activities, assessed by experts)	9.1	7.1	-

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

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



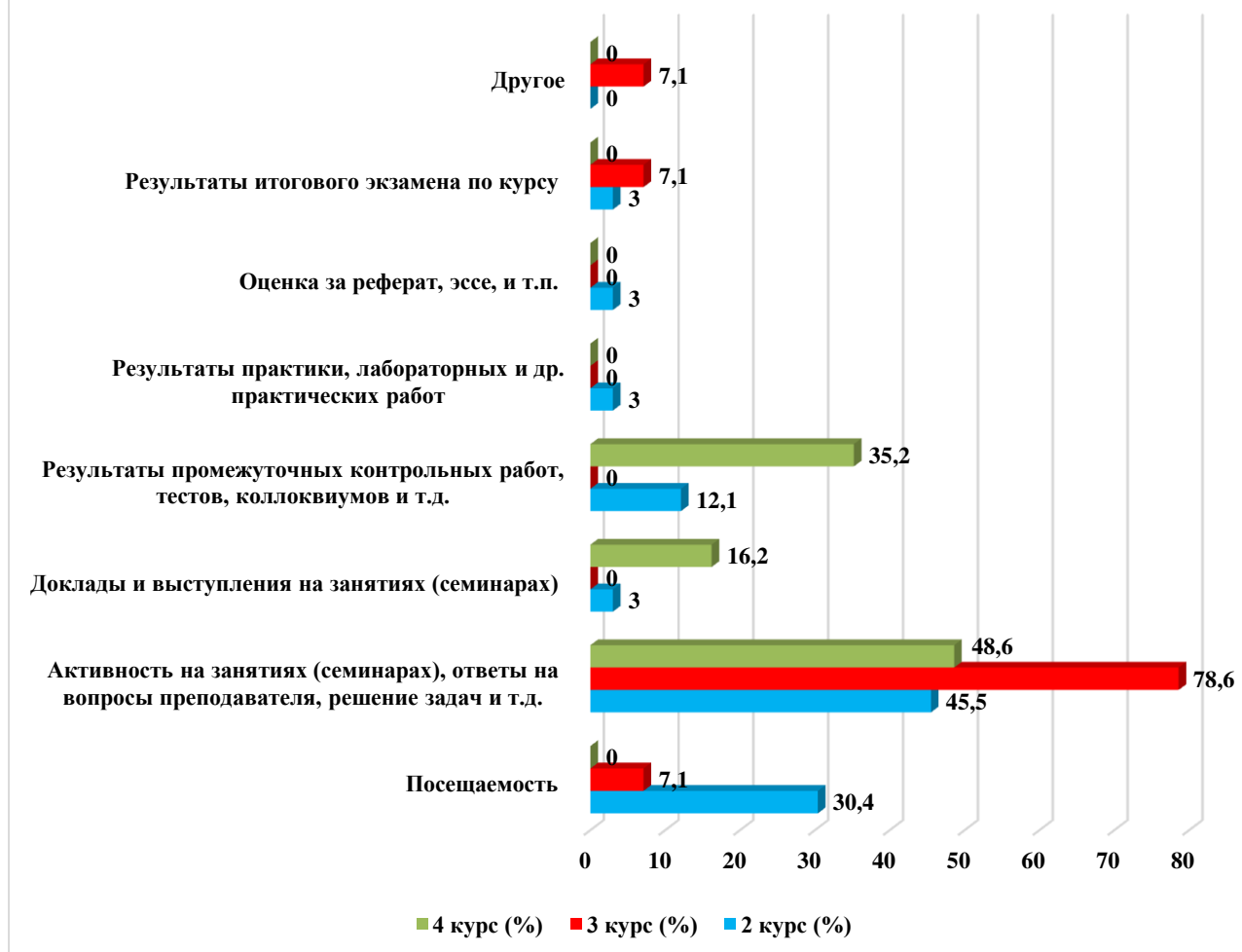
### 3. What forms of final testing or examination are used in this educational organization?



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

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Attendance	30.4	7.1	-
Activity in classes (seminars), answers to teacher questions, problem solving, etc.	45.5	78.6	48.6
Reports and speeches at classes (seminars)	3	-	16.2
Results of intermediate tests, tests, colloquiums, etc.	12.1	-	35.2
Results of practice, laboratory and other practical work	3	-	-
Score for an abstract, essay, etc.	3	-	-
Results of the final exam for the course	3	7.1	-
Other	-	7.1	-

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



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

- Sometimes personal hostility.

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

Answer options	2nd year (%)	3rd year (%)	4th year (%)
These are the most advanced technologies; there are no such technologies in real production yet.	15.2	21.4	32.4
These are modern technologies, they are used by leading companies	-	-	-
These are quite modern technologies, they are used, but I know more modern ones	30.3	28.6	48.6
These are yesterday's technologies that are no longer on the market.	39.4	35.7	19
I don't know, I can't rate it	15.2	14.3	-

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

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



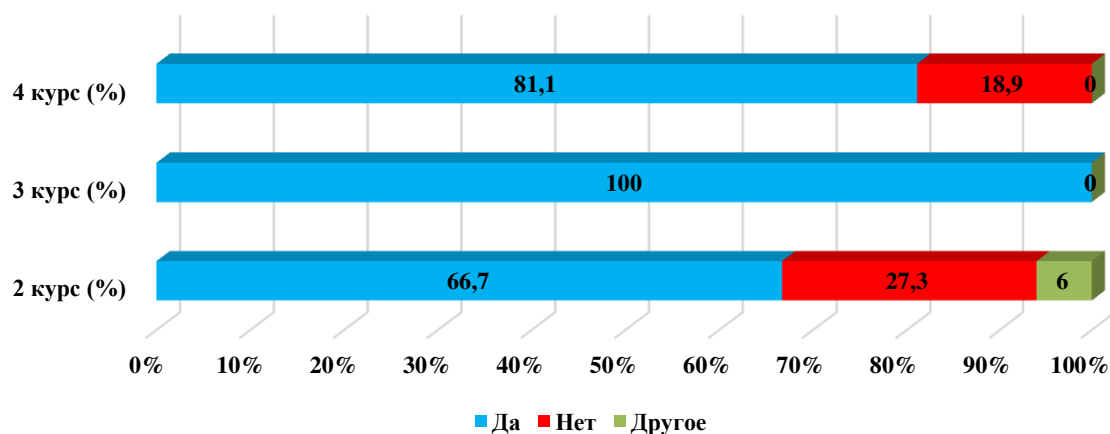
For the option «If you answered the previous question «I don't know, I can't rate it», give recommendations for improvement» students indicated the following options\* :

- Don't know;
- We cannot carry out laboratory work, since all the equipment is old;
- it needs to update
- Old technologies, only models exist, they are not used at all.

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

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Yes	66.7	100	81.1
No	27.3	-	18.9
Other	6	-	-

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



Students indicated the following options for the «Other» option\* :

\*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.

- Maybe;
- I haven't heard about it.

## 7. What do you think the relationship is like:

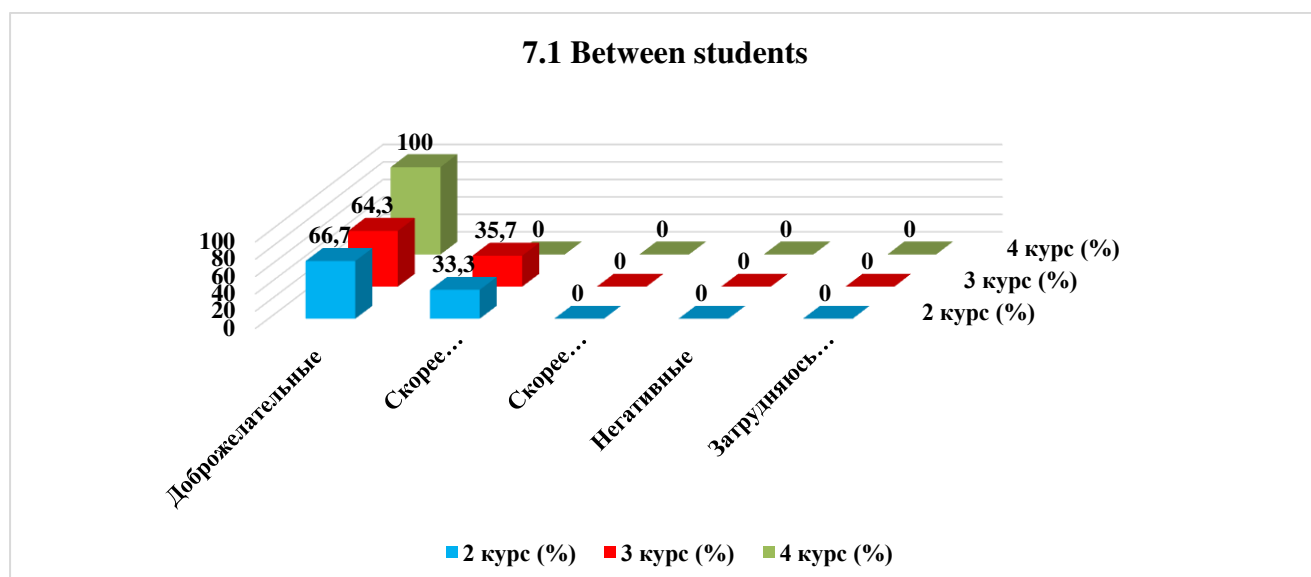
7.1 Between students
7.2 Between teachers and students (in the educational process)
7.3 Between the student and the curator
7.4 Between students and administration
7.5 Between students and employees of departments (library, student department, etc.)
7.6 Between students and security service

Other \_\_\_\_\_

If you answered the previous question «More unfriendly than friendly» and «Negative», give recommendations for improvement \_\_\_\_\_

### 7.1 Between students

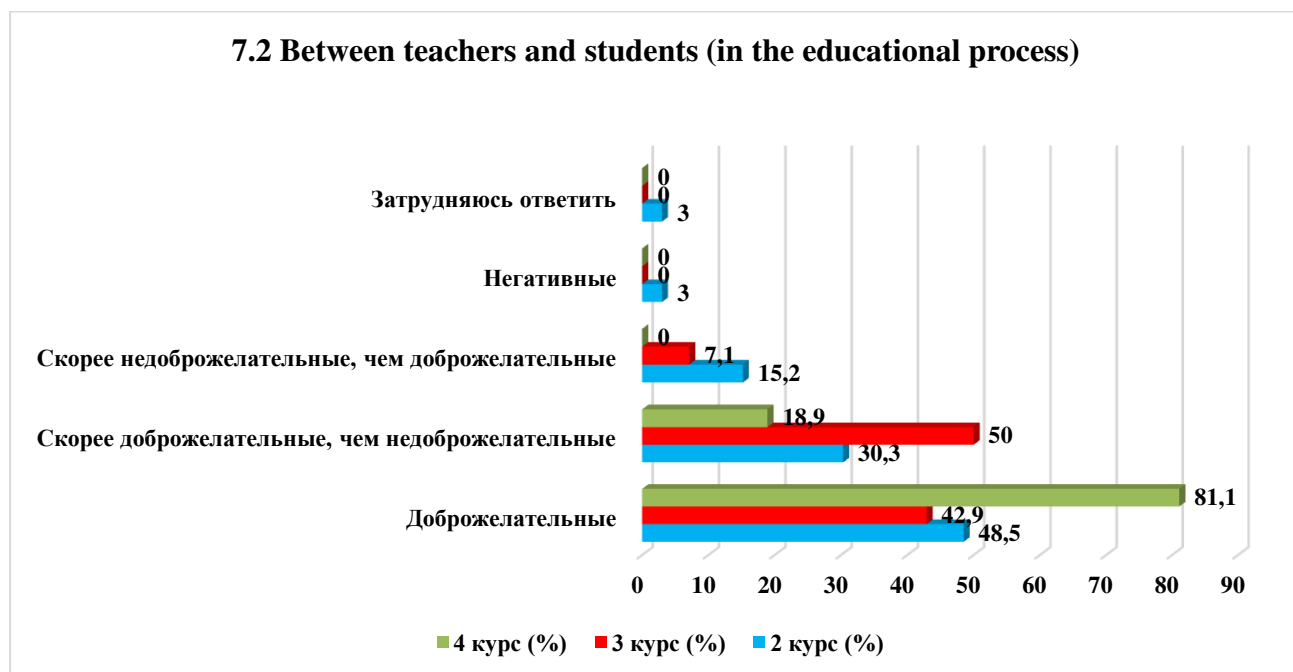
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Friendly	66.7	64.3	100
More friendly than unfriendly	33.3	35.7	-
More unfriendly than friendly	-	-	-
Negative	-	-	-
I find it difficult to answer	-	-	-



\*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.

## 7.2 Between teachers and students (in the educational process)

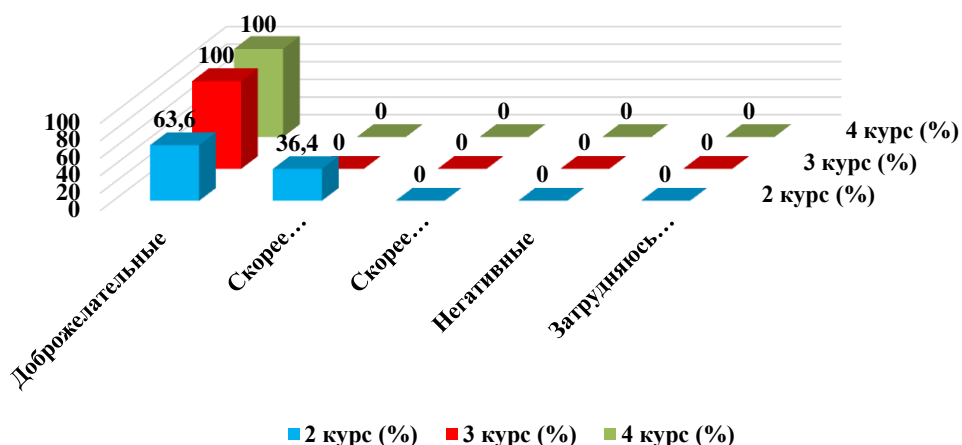
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Friendly	48.5	42.9	81.1
More friendly than unfriendly	30.3	50	18.9
More unfriendly than friendly	15.2	7.1	-
Negative	3	-	-
I find it difficult to answer	3	-	-



## 7.3 Between the student and the curator

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Friendly	63.6	100	100
More friendly than unfriendly	36.4	-	-
More unfriendly than friendly	-	-	-
Negative	-	-	-
I find it difficult to answer	-	-	-

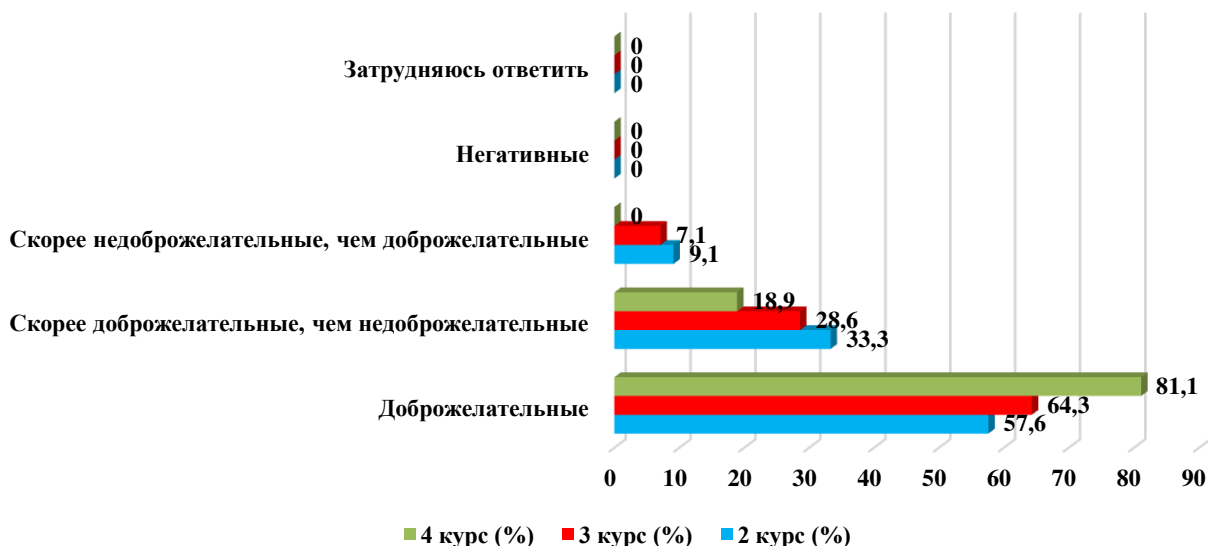
### 7.3 Between the student and the curator



### 7.4 Between students and administration

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Friendly	57.6	64.3	81.1
More friendly than unfriendly	33.3	28.6	18.9
More unfriendly than friendly	9.1	7.1	-
Negative	-	-	-
I find it difficult to answer	-	-	-

### 7.4 Between students and administration

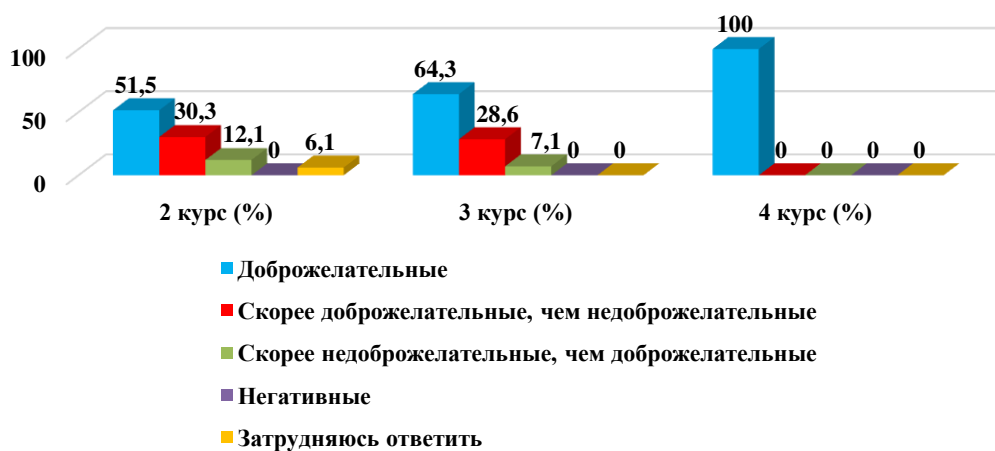


### 7.5 Between students and employees of departments (library, student department, etc.)

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Friendly	51.5	64.3	100
More friendly than unfriendly	30.3	28.6	-

More unfriendly than friendly	12.1	7.1	-
Negative	-	-	-
I find it difficult to answer	6.1	-	-

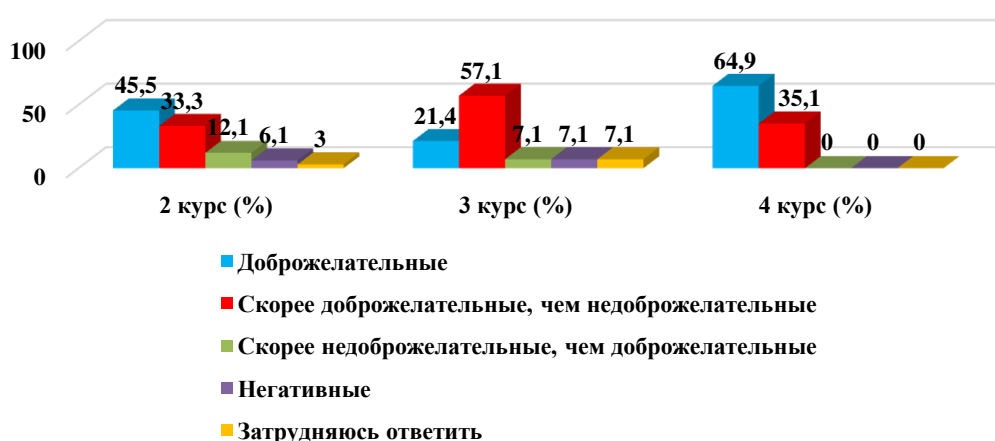
### 7.5 Between students and employees of departments (library, student department, etc.



### 7.6 Between students and security service

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Friendly	45.5	21.4	64.9
More friendly than unfriendly	33.3	57.1	35.1
More unfriendly than friendly	12.1	7.1	-
Negative	6.1	7.1	-
I find it difficult to answer	3	7.1	-

### 7.6 Between students and security service



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

- A little respect for students, because they treat us rather unkindly;

\*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.

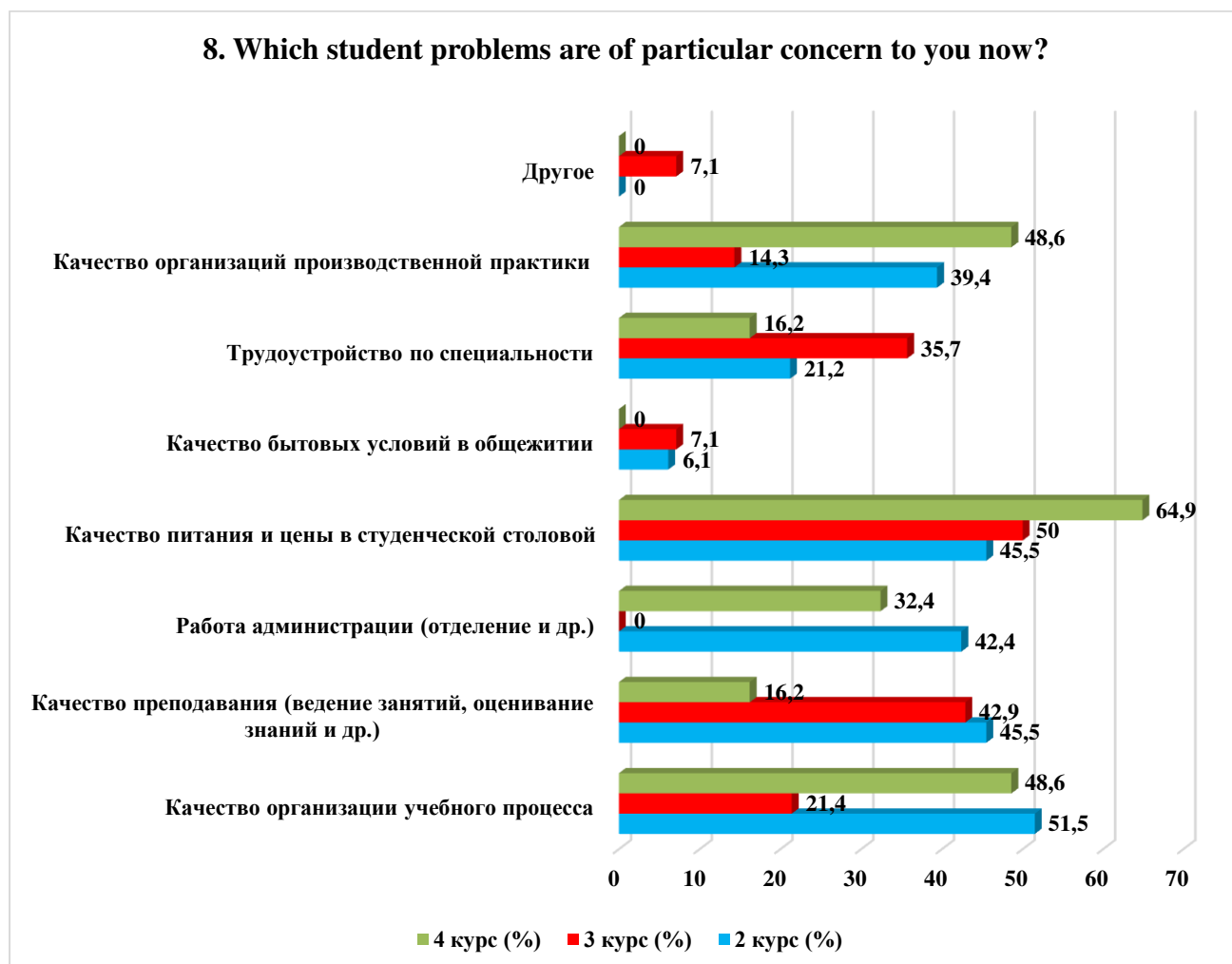
- The guards are rude to the students and dig into the smallest thing, thereby delaying them from going to school. There are some teachers who create their own rules, putting them in the red, thereby depriving them of their scholarship;
- Good luck.

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

(choose no more than 3 answer options)

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Quality of organization of the educational process	51.5	21.4	48.6
Quality of teaching (class conducting, assessment of knowledge, etc.)	45.5	42.9	16.2
Administration work (department, etc.)	42.4	-	32.4
Quality of food and prices in the student canteen	45.5	50	64.9
Quality of living conditions in the hostel	6.1	7.1	-
Employment by specialty	21.2	35.7	16.2
Quality of industrial practice organizations	39.4	14.3	48.6
Other	-	7.1	-

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



Students indicated the following options for the «Other» option.\*:

- Nothing.

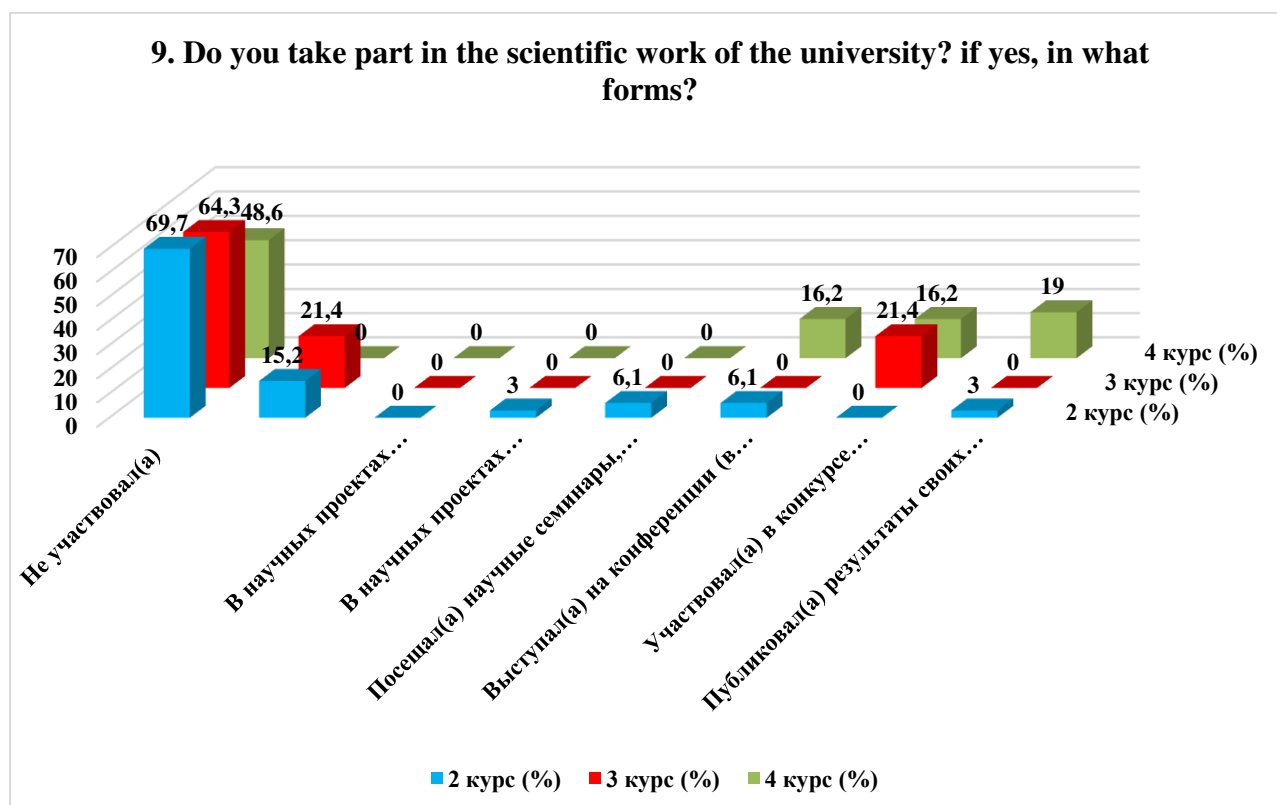
\*Students' answers to the option "other" and "if you answered "not satisfied..." to the previous question are presented in the original. The author's spelling and punctuation have been preserved.



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

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Did not participate	69.7	64.3	48.6
Sometimes, when it is necessary for formal reasons	15.2	21.4	-
In scientific projects of laboratories, centers, etc. under a contract, within a grant, etc.	-	-	-
In scientific projects of laboratories, clubs, circles, etc. free of charge	3	-	-
Attended scientific seminars, clubs and other scientific events	6.1	-	-
Speaker at a conference (including a student conference), scientific seminar	6.1	-	16.2
Participated in a student scientific work competition	-	21.4	16.2
Published the results of his research (including in student collections)	3	-	19

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



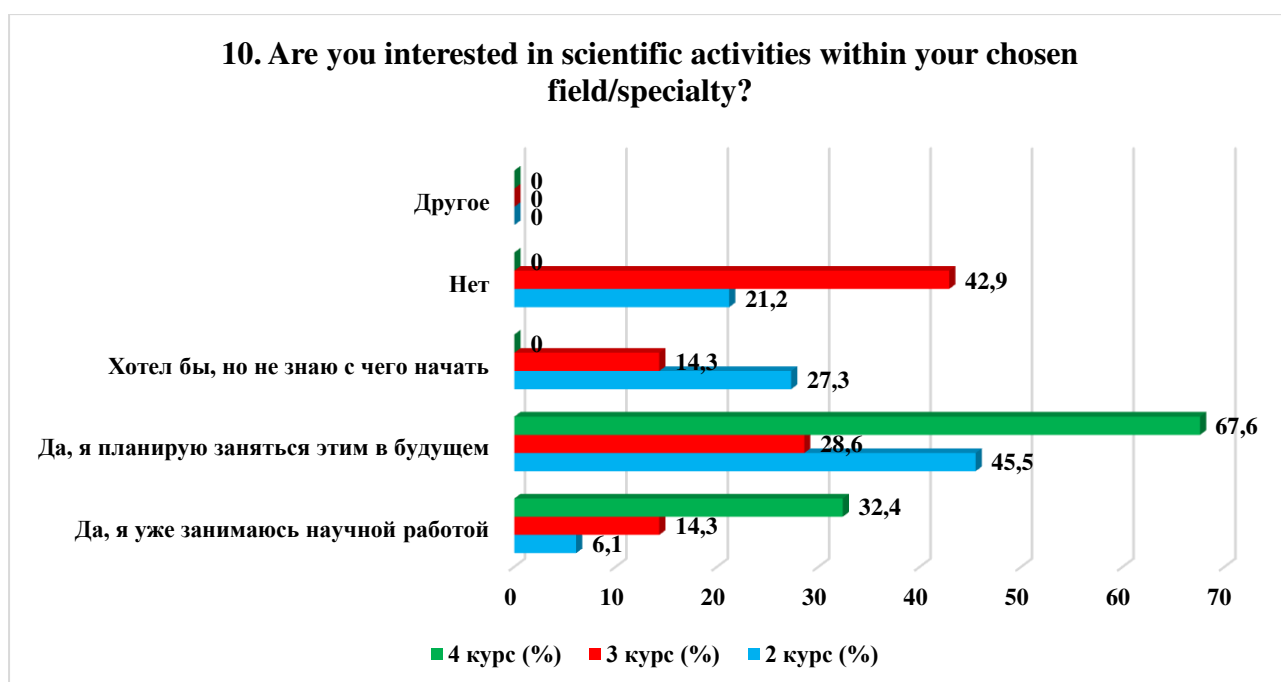
For the option «If you answered «Did not participate» to the previous question, write why» students indicated the following options\*:

- not interested;
- not interested in the work;
- did not want.

\*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 activities within your chosen field/specialty?

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Yes, I'm already doing scientific work	6.1	14.3	32.4
Yes, I plan to do this in the future	45.5	28.6	67.6
I would like to, but I don't know where to start	27.3	14.3	-
No	21.2	42.9	-
Other	-	-	-



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

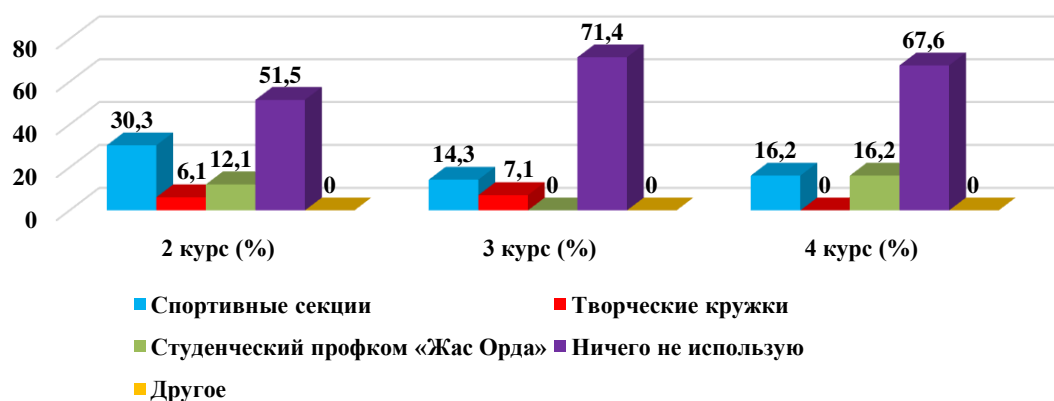
- It is difficult for girls to find work;
- I don't want;
- Not interesting.

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

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Sport sections	30.3	14.3	16.2
Creative clubs	6.1	7.1	-
Student trade union committee «Zhas Orda»	12.1	-	16.2
I don't use anything	51.5	71.4	67.6
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 use for personal development?



Students indicated the following options for the «Other» option\*:  
 - Diploma.

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

- not interested;
- no time;
- not interested;
- not necessary.

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

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

Other \_\_\_\_\_

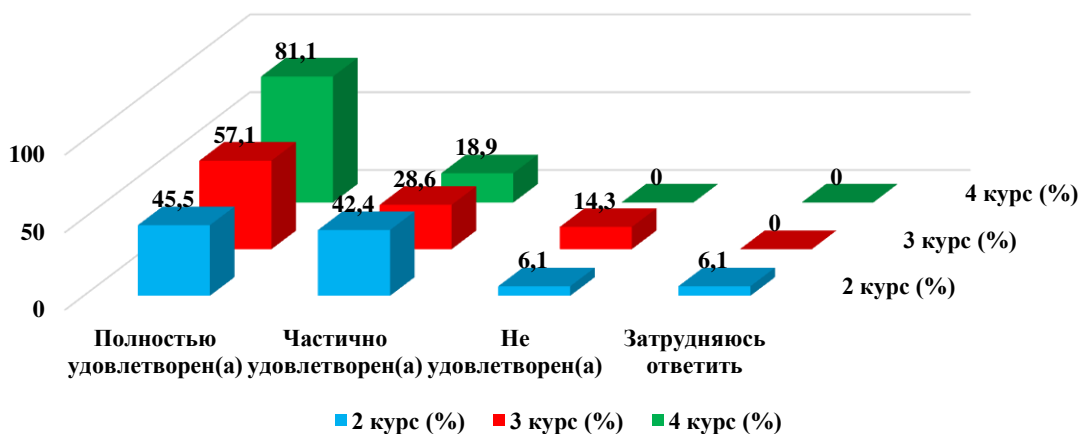
If you answered «not satisfied» to the previous question, give recommendations for improvement provided services \_\_\_\_\_

#### 12.1 Availability of necessary scientific literature in the library

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	45.5	57.1	81.1
Partially satisfied	42.4	28.6	18.9
Not satisfied)	6.1	14.3	-
I find it difficult to answer	6.1	-	-

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

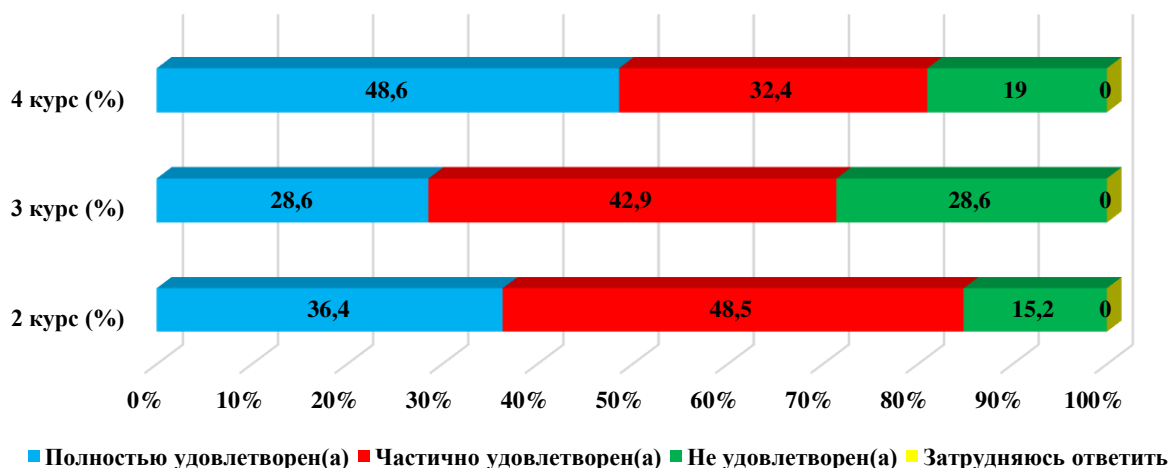
### 12.1 Availability of necessary scientific literature in the library



### 12.2 Modern computer equipment

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	36.4	28.6	48.6
Partially satisfied	48.5	42.9	32.4
Not satisfied)	15.2	28.6	19
I find it difficult to answer	-	-	-

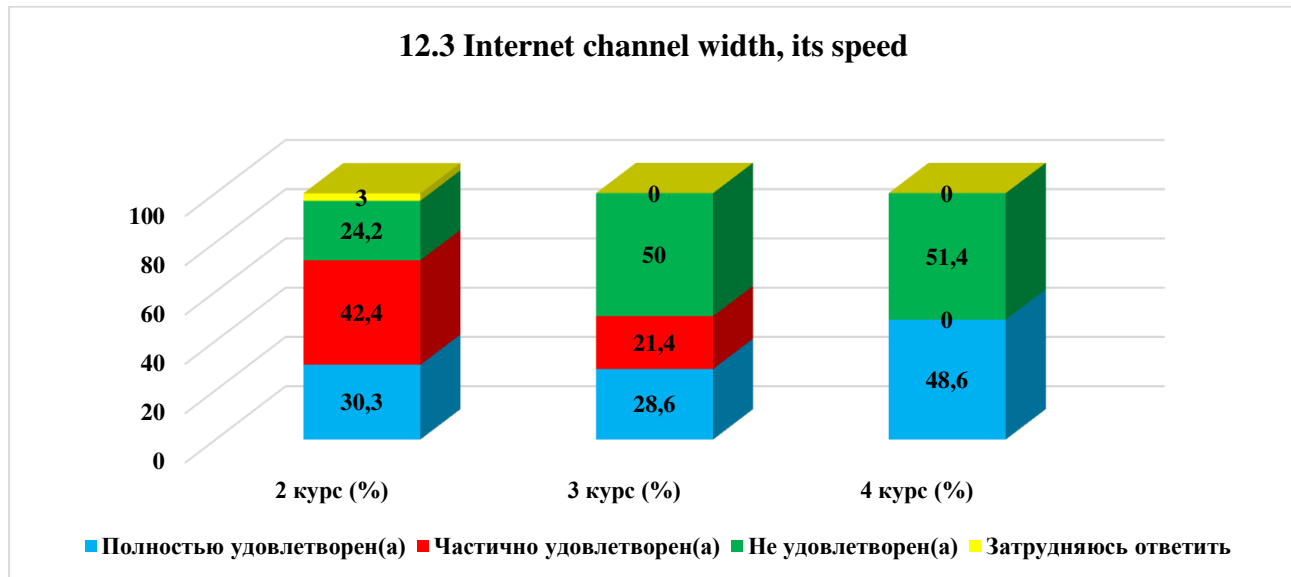
### 12.2 Modern computer equipment



### 12.3 Internet channel width, its speed

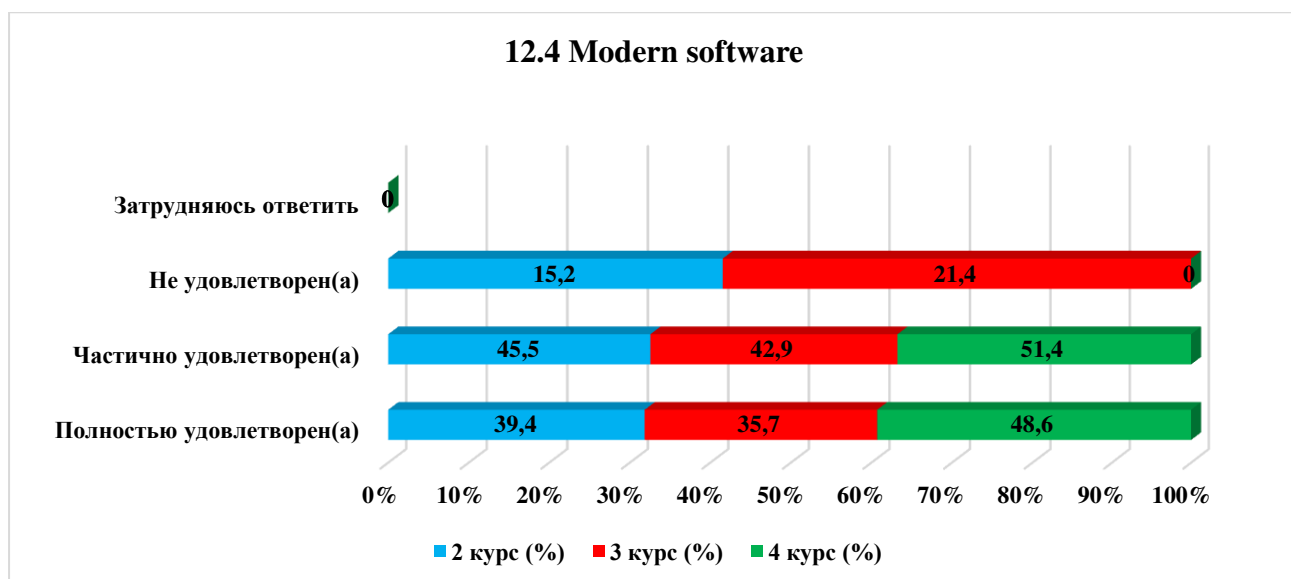
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	30.3	28.6	48.6
Partially satisfied	42.4	21.4	-
Not satisfied)	24.2	50	51.4
I find it difficult to answer	3	-	-

### 12.3 Internet channel width, its speed



### 12.4 Modern software

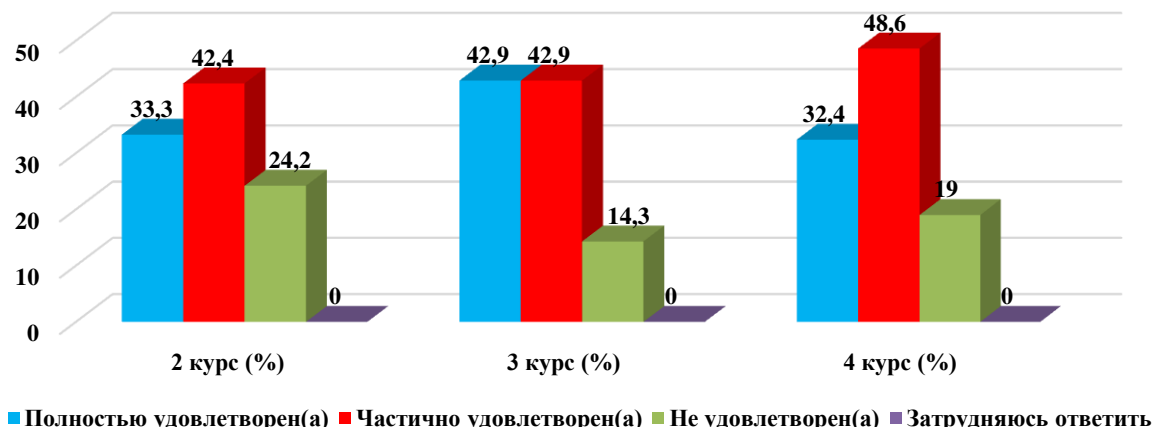
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	39.4	35.7	48.6
Partially satisfied	45.5	42.9	51.4
Not satisfied)	15.2	21.4	-
I find it difficult to answer	-	-	-



### 12.5 Availability of educational and scientific equipment

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	33.3	42.9	32.4
Partially satisfied	42.4	42.9	48.6
Not satisfied)	24.2	14.3	19
I find it difficult to answer	-	-	-

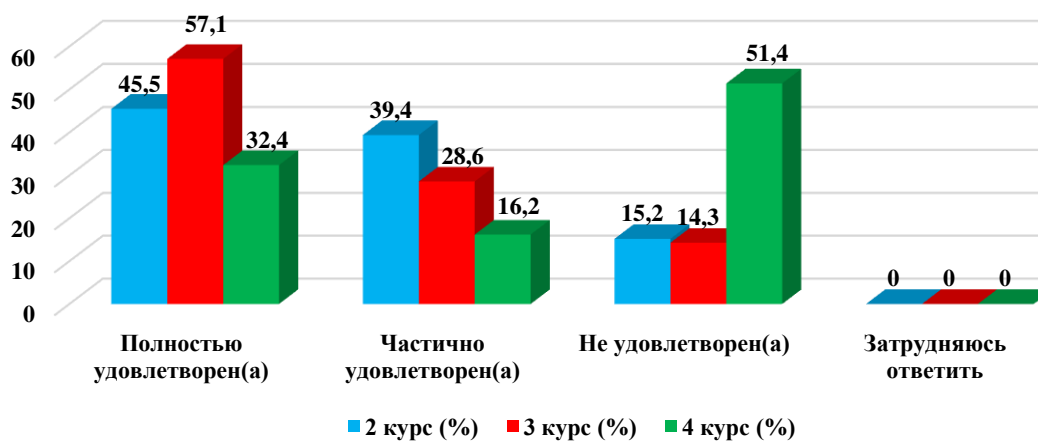
### 12.5 Availability of educational and scientific equipment



### 12.6 Availability of laboratories and specialized classrooms

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	45.5	57.1	32.4
Partially satisfied	39.4	28.6	16.2
Not satisfied)	15.2	14.3	51.4
I find it difficult to answer	-	-	-

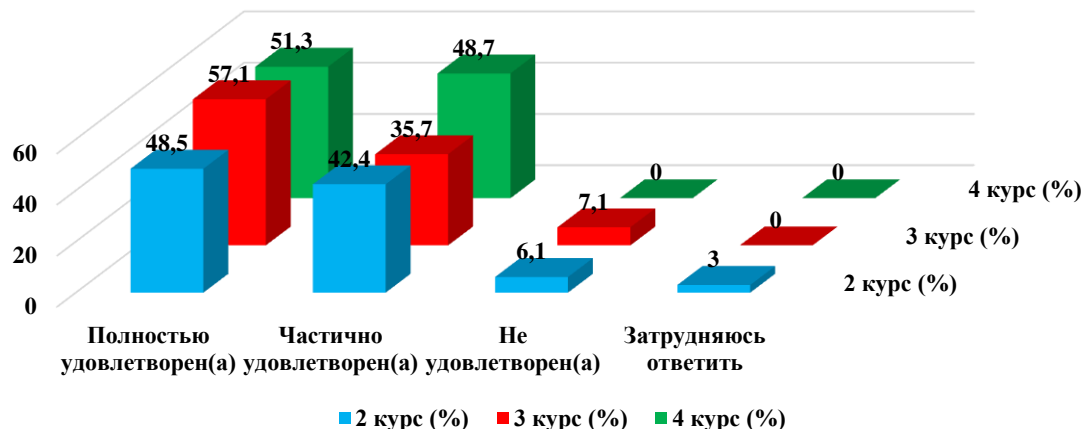
### 12.6 Availability of laboratories and specialized classrooms



### 12.7 Availability of sports equipment

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	48.5	57.1	51.3
Partially satisfied	42.4	35.7	48.7
Not satisfied)	6.1	7.1	-
I find it difficult to answer	3	-	-

### 12.7 Availability of sports equipment



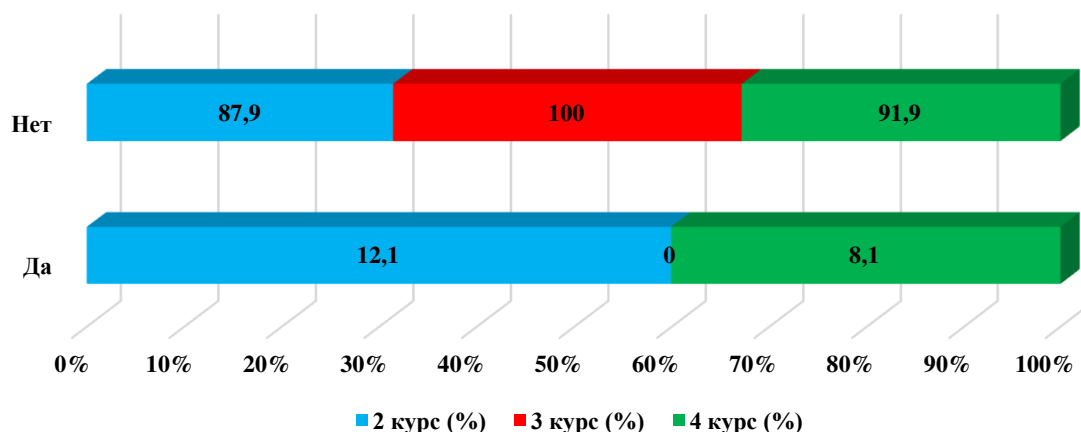
For the option «If you answered «Not satisfied» to the previous question, give recommendations for improvement» students indicated the following options\*:

- We don't have the necessary book, and the equipment is all old, we can't let alone carry out laboratory work, we can't even turn it on because it's old;
- The PC equipment is quite old; it needs to be equipped with more recent components. Internet is quite slow;
- not satisfied because we are waiting for other groups.

### 13. Do you need additional consultation on disciplines?

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Yes	12.1	-	8.1
No	87.9	100	91.9

### 13. Do you need additional consultation on disciplines?



\*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.

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

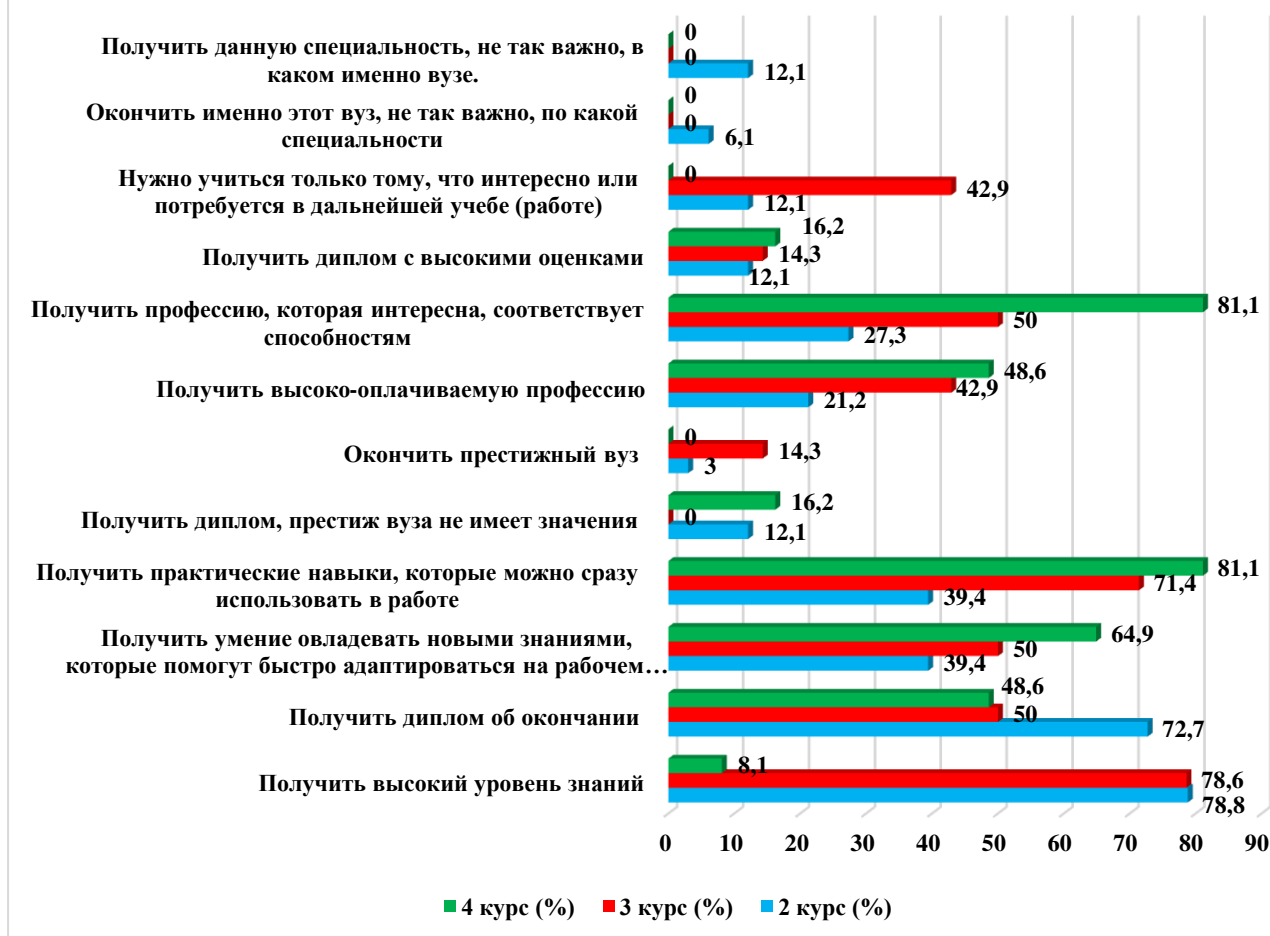
*(You can select one or more answer options)*

<b>Answer options</b>	<b>2nd year (%)</b>	<b>3rd year (%)</b>	<b>4th year (%)</b>
Get a high level of knowledge	78.8	78.6	8.1
Receive a diploma of completion	72.7	50	48.6
Gain the ability to acquire new knowledge that will help you quickly adapt in the workplace	39.4	50	64.9
Gain practical skills that you can immediately use at work	39.4	71.4	81.1
Get a diploma, the prestige of the university does not matter	12.1	-	16.2
Graduate from a prestigious university	3	14.3	-
Get a highly paid profession	21.2	42.9	48.6
Get a profession that is interesting and matches your abilities	27.3	50	81.1
Get a diploma with high grades	12.1	14.3	16.2
You need to learn only what is interesting or will be needed in further study (work)	12.1	42.9	-
It's not so important to graduate from this particular university, in what specialty	6.1	-	-
Getting this specialty is not so important in which university.	12.1	-	-

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



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



Please write your suggestions, wishes, as well as what questions in your opinion need to be added to this questionnaire to improve the training program, improve the quality of services provided, improve the quality of distance learning and other areas of the university's activities. (Students' answers are presented in the original. The author's spelling and punctuation have been preserved):

- 🧐♂️□;
- Can not say;
- No questions;
- various interesting ways of learning;
- About teachers;
- Private organizations of fun evenings, promotions, parties;
- Everything is completely satisfactory;
- Relationship between teacher and student;
- Complete questionnaire;
- Everything suits me;
- Has it become more difficult to study after switching from online learning to offline learning?
- Don't know;
- a sufficient number of questions.

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

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

To the question «What is your attitude to the quality of the organization of the educational process? » the majority of students responded that there were no special complaints: 2nd year – 57.6%, 3rd year – 57.1%, 4th year – 64.9%. The data obtained indicate an improvement in the quality of organization of the educational process and educational services of the university.

Nevertheless, there is a small part among the respondents who noted such answer options as «Inconsistency between the disciplines studied and the specialty being acquired» (2nd year – 9.1%, 3rd year – 14.3%, 4th year – 16.2%), «Inconsistency between the importance of the subject and the number of hours» (2nd year - 6.1%, 3rd year - 14.3%, 4th year - 18.9%), «Overload with classroom activities» (2nd year - 6.1%), «Dissatisfaction with quality classes» (2nd year - 15.2%, 3rd year - 14.3%), «Dissatisfaction with the organization of tests and exams» (2nd year - 6%).

To the question: «What indicators are usually taken into account by teachers when making the final grade?» 57.6% of students indicated the option «activity in classes (seminars), answers to teacher questions, problem solving, etc.», in second place - 15.8% «Results of intermediate tests, tests, colloquiums, etc.» and in third place - 12.5% «Attendance».

Relations «between students», «between teachers and students (in the educational process)», «between students and curators», «between students and administration», «between students and employees of departments (library, student department, etc.)», «between students and the security service» are being assessed by respondents, mainly as «friendly» and «with more benevolent than unfriendly» accordingly, which fully corresponds to the high level of satisfaction with the moral and psychological climate in the student environment.

However, it should be noted that a small proportion of respondents noted such answer options as **«rather unfriendly than benevolent» and «negative»** in a relationship **«Between teachers and students (in the educational process)», «Between students and administration», «Between students and employees of departments (library, student department, etc.)», «Between students and the security service».**

For the option **«If you answered the previous question «More unfriendly than friendly» and «Negative», give recommendations for improvement»** students indicated: «A little respect for the students, because they treat us rather unkindly» «The security guards are rude to the students and dig into every last thing, thereby keeping them away from their classes. There are some teachers who create their own rules, putting them in the negative, thereby depriving them of their scholarships,» «There is no offer.»

To the question «Which student problems are of particular concern to you now? » students put «Quality of food and prices in the student canteen» – 53.5%. Further – «Quality of organization of the educational process» – 40.5%. In third position – «Quality of teaching (class conducting, assessment of knowledge, etc.) »– 34.9%.

To the question **«Do you need additional consultation on disciplines? »** **93.3%** respondents responded that they did not need additional consultation.

**Recommendations:**

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