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

Department: «Technological equipment, mechanical engineering and standardization»
Specialty: 6B07501 «Standardization, certification and metrology»

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 6B07501 «Standardization, certification and metrology» 36 students took part in the questionnaire.

- 2nd year – 16 students (73%);
- 3rd year – 12 students (75%);
- 4th year – 8 students (67%).

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

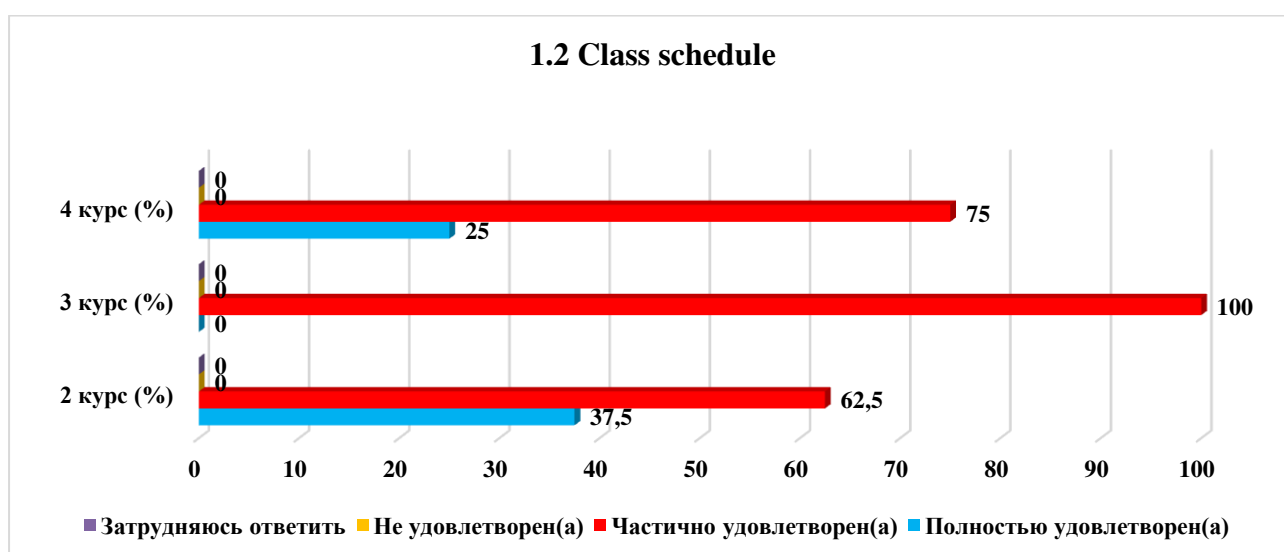| Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	50	-	50
Partially satisfied	50	50	25
Not satisfied)	-	50	-

I find it difficult to answer	-	-	25

1.1 The learning process in general
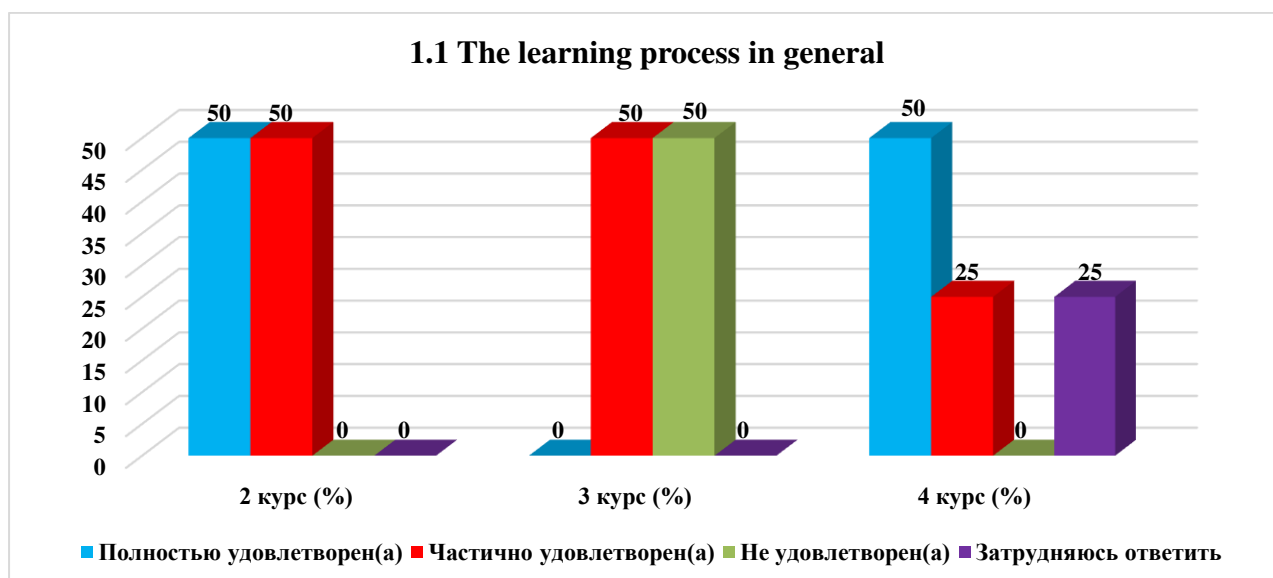
1.2 Class schedule

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	37.5	-	25
Partially satisfied	62.5	100	75
Not satisfied)	-	-	-
I find it difficult to answer	-	-	-

1.2 Class schedule

1.3 Organization of independent work

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	50	-	25
Partially satisfied	50	50	25
Not satisfied)	-	50	25
I find it difficult to answer	-	-	25

1.3 Organization of independent work
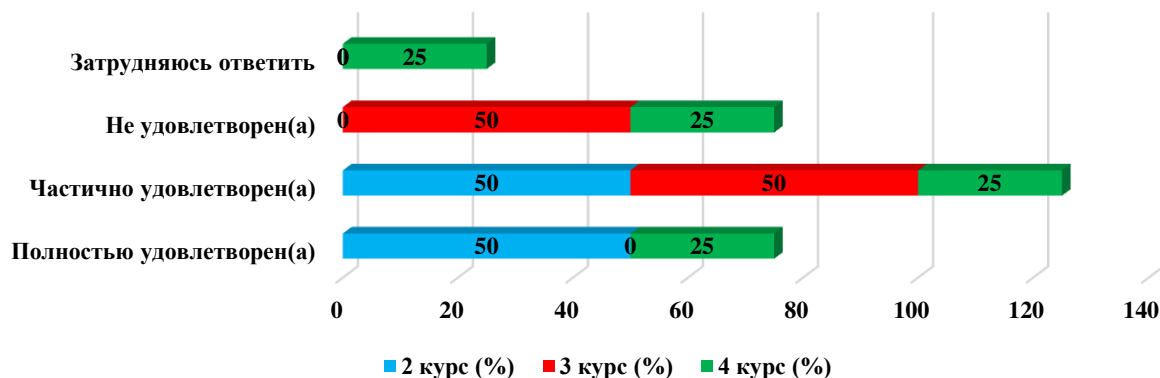
1.4 Internship

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	62.5	50	62.5
Partially satisfied	25	50	37.5
Not satisfied	12.5	-	-
I find it difficult to answer	-	-	-

1.4 Internship
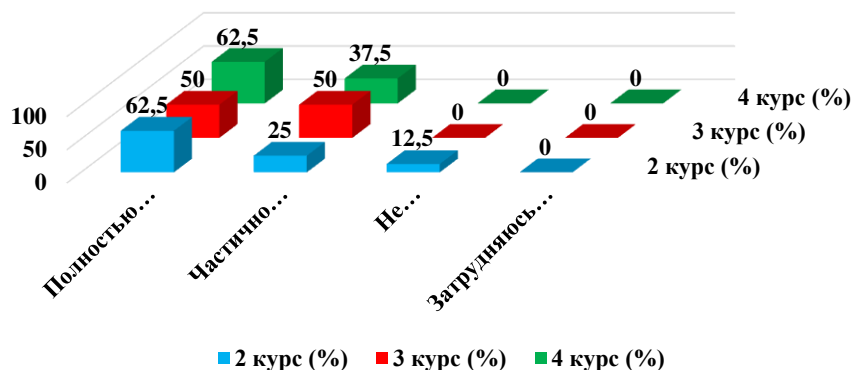
1.5 Organization and conduct of the SIWT

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	50	-	25
Partially satisfied	37.5	100	75
Not satisfied)	-	-	-
I find it difficult to answer	12.5	-	-

1.5 Organization and conduct of the SIWT
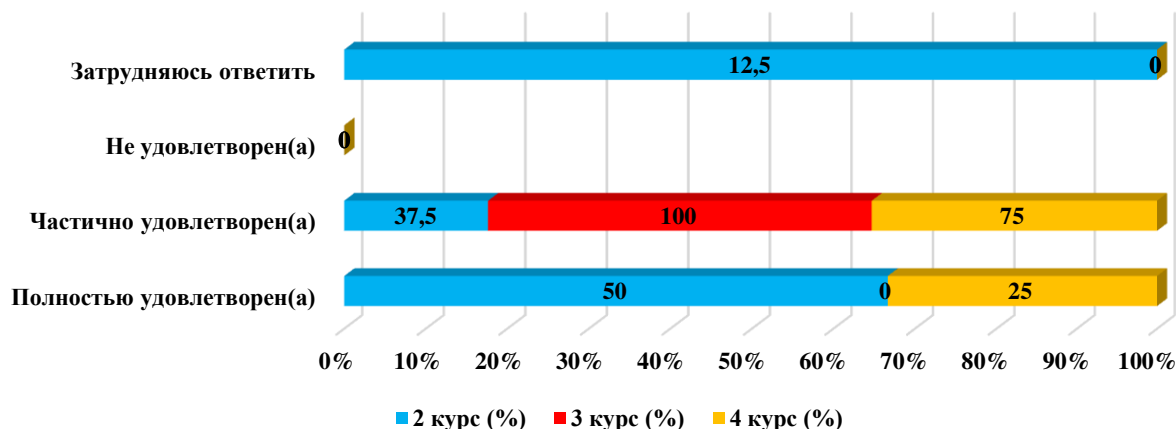
1.6 Organization and conduct laboratory work

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	37.5	50	12.5
Partially satisfied	50	50	62.5
Not satisfied)	12.5	-	-
I find it difficult to answer	-	-	25

1.6 Organization and conduct laboratory work
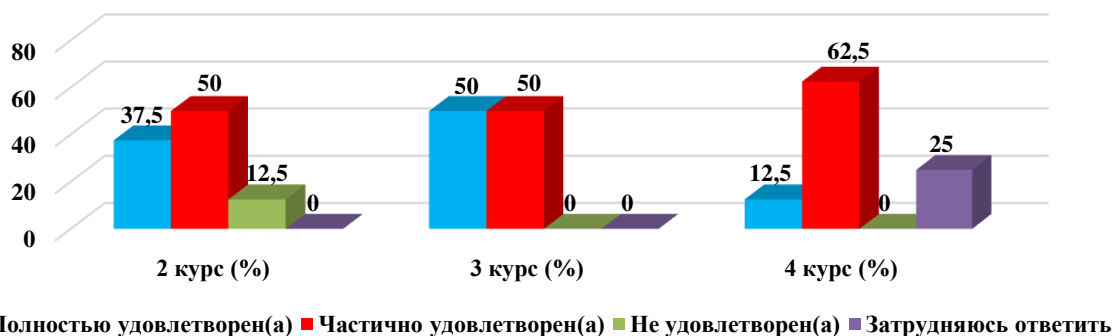
1.7 Satisfaction with the library

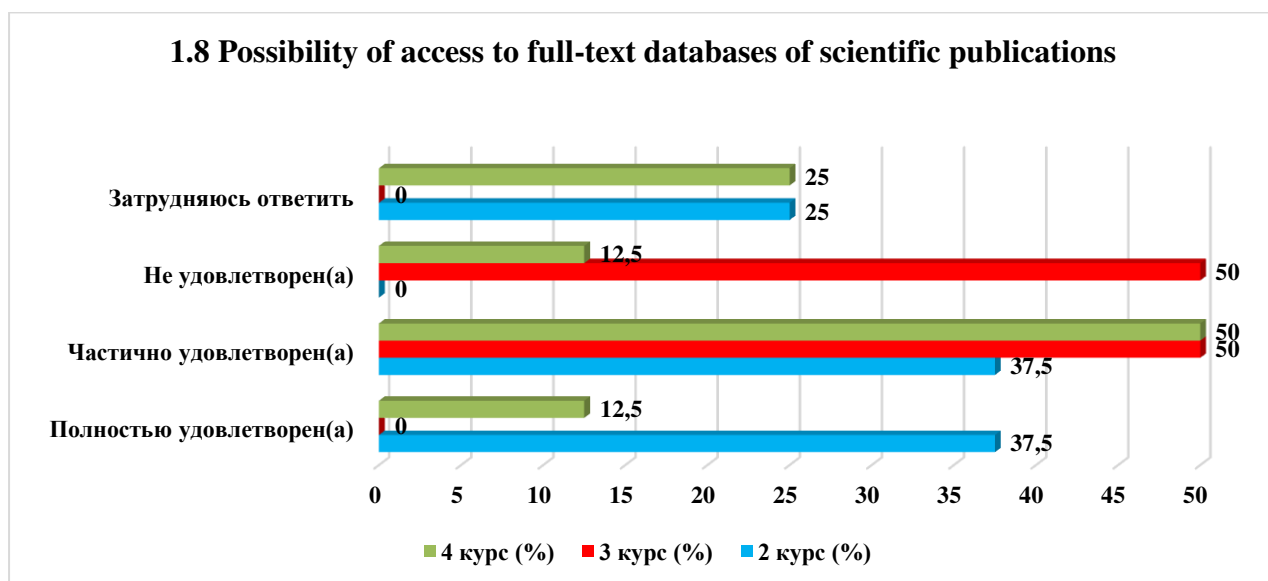| Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	50	50	50
Partially satisfied	50	-	50
Not satisfied)	-	50	-
I find it difficult to answer	-	-	-

1.7 Satisfaction with the library

1.7 Satisfaction with the library

Legend: ■ Полностью удовлетворен(а) ■ Частично удовлетворен(а) ■ Не удовлетворен(а) ■ Затрудняюсь ответить

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

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	37.5	-	12.5
Partially satisfied	37.5	50	50
Not satisfied)	-	50	12.5
I find it difficult to answer	25	-	25

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

Legend: ■ 4 курс (%) ■ 3 курс (%) ■ 2 курс (%)

1.9 Living conditions in the hostel

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	12.5	-	12.5
Partially satisfied	12.5	-	25
Not satisfied)	12.5	-	-
I find it difficult to answer	62.5	100	62.5

1.9 Living conditions in the hostel
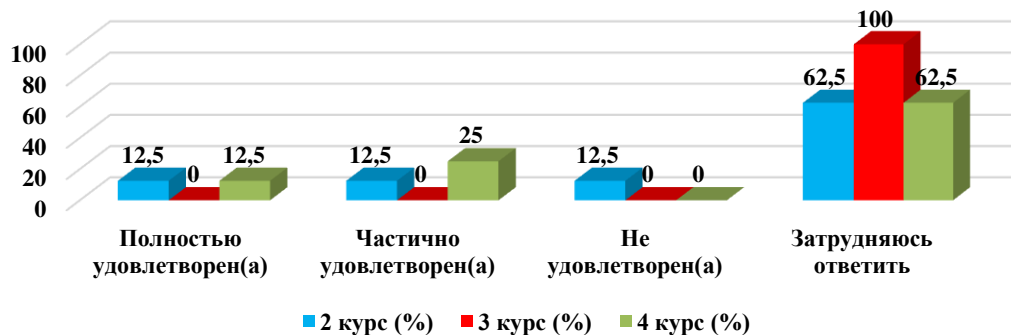
1.10 Quality of medical care

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	12.5	-	12.5
Partially satisfied	25	-	25
Not satisfied)	12.5	50	25
I find it difficult to answer	50	50	37.5
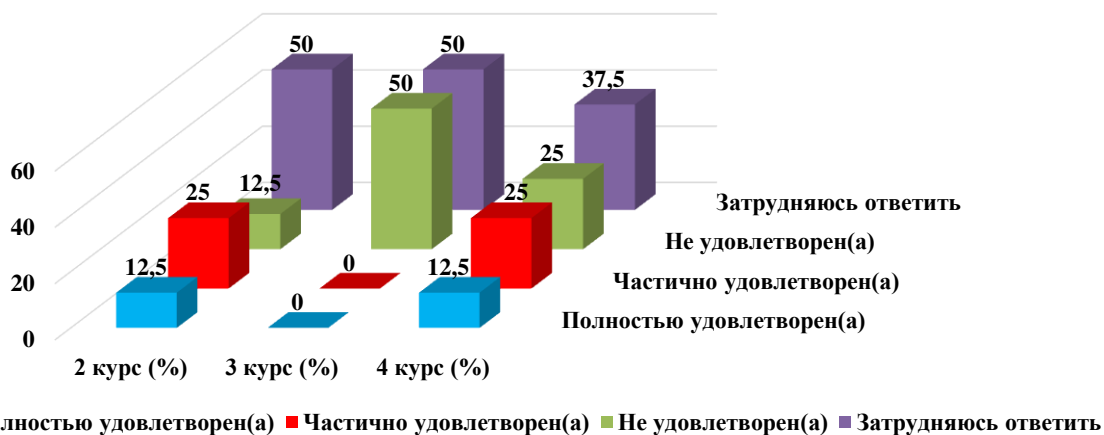
1.11 Catering at the university (prices, product range, quality of prepared dishes)

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	12.5	-	-
Partially satisfied	62.5	100	12.5
Not satisfied)	25	-	62.5
I find it difficult to answer	-	-	25

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

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

- the university does not have its own medical center and there are no separate premises for this? in order to study. It is impossible to study in the corridors. It's too noisy there. in libraries, computers get in the way;
- There are no recreation areas for students.

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

- Improving the quality and range of food at the university;
- about laboratory work. It would be much more interesting if the classes combined theory and practice in parallel. Recording takes a lot of time and is not that interesting;
- Focus more on practice rather than theory;
- Adding vacation spots.

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

Answer options	2nd year (%)	3rd year (%)	4th year (%)
No complaints	75	-	62.5
Discrepancy between the disciplines studied and the specialty obtained	12.5	50	25
Inconsistency between the importance of the subject and the number of hours	-	50	-
Overload with classroom activities	-	-	12.5
Dissatisfaction with the quality of classes	-	-	-
Dissatisfaction with the organization of tests and exams	-	-	-
Other	12.5	-	-

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[*]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?"

Chart categories (top to bottom):
- Другое: 2 курс — 12,5; 3 курс — 0; 4 курс — 0
- Неудовлетворенность организацией зачетов и…: 0; 0; 0
- Неудовлетворенность качеством занятий: 0; 0; 0
- Перегруженность аудиторными занятиями: 4 курс — 12,5; 0; 0
- Несоответствие значимости предмета количеству…: 3 курс — 50; 0; 0
- Несоответствие изучаемых дисциплин получаемой…: 2 курс — 12,5; 3 курс — 50; 4 курс — 25
- Претензий нет: 2 курс — 75; 4 курс — 62,5; 3 курс — 0

Legend: ■ 4 курс (%) ■ 3 курс (%) ■ 2 курс (%)
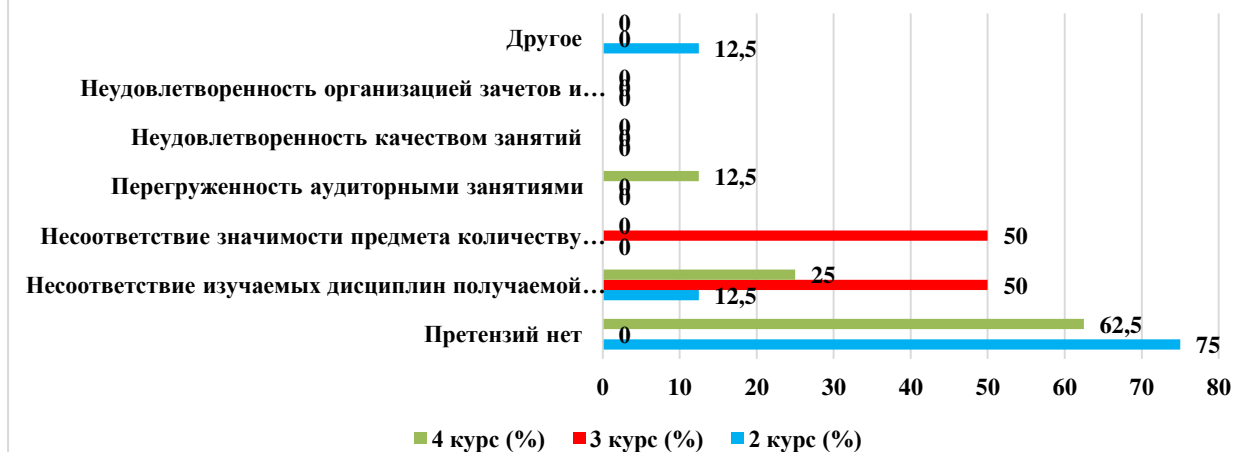
Students indicated the following options for the «Other» option:*:
- a lot of cramming. Theory is needed, but sometimes there is too much lectures;

For the option «**If you answered the previous question «Not satisfied», give recommendations for improvement»** students indicated the following options*:
- combine the useful with the interesting: team games. creating projects (not slides, but in the form of games and discussions);
- We study and devote a huge number of hours to those subjects that, in general, will not play a role in our specialty, thereby scattering our focus and focusing not on studying specialized disciplines;
- Reducing the hourly load on disciplines that do not relate to our specialty.

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	75	75	62.5
In oral form	75	50	37.5
In the form of a computer test	37.5	50	37.5
In the form of a test without using a computer	37.5	-	-
In the form of a colloquium, conference, project defense, etc.	50	100	75
In the form of a qualification exam (the student performs a work operation, manufactures a product, carries out labor activities, assessed by experts)	-	-	-

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

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*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?

Chart categories (top to bottom):
- В форме квалификационного экзамена (выполнение студентом рабочей операции, изготовление изделия,…): 0, 0, 0
- В форме коллоквиума, конференции, защиты проекта и т.д.: 75, 100, 50
- В форме теста без использования компьютера: 0, 0, 37,5
- В форме компьютерного теста: 37,5, 50, 37,5
- В устной форме: 37,5, 50, 75
- В письменной форме: 62,5, 75, 75

Legend: ■ 4 курс (%) ■ 3 курс (%) ■ 2 курс (%)
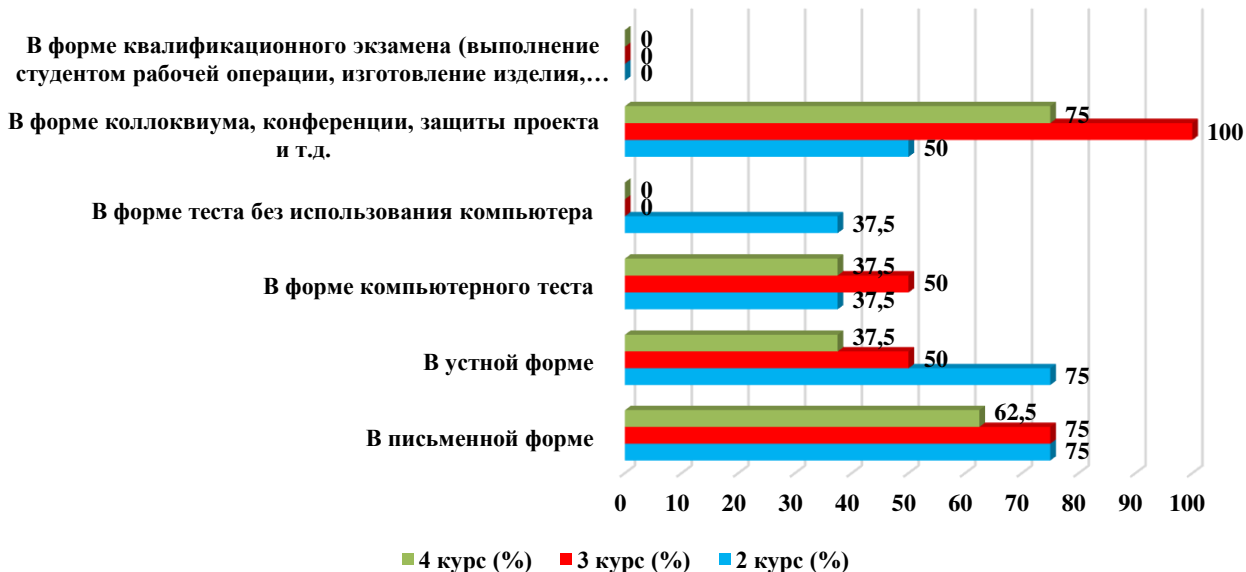
4. What indicators are usually taken into account by teachers when making the final grade?

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Attendance	-	-	12.5
Activity in classes (seminars), answers to teacher questions, problem solving, etc.	50	50	37.5
Reports and speeches at classes (seminars)	-	-	-
Results of intermediate tests, tests, colloquiums, etc.	25	-	37.5
Results of practice, laboratory and other practical work	12.5	-	12.5
Score for an abstract, essay, etc.	-	-	-
Results of the final exam for the course	-	-	-
Other	12.5	50	-

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

Chart legend: ■ 4 курс (%) ■ 3 курс (%) ■ 2 курс (%)

Categories (top to bottom):
- Другое: 0 / 50 / 12,5
- Результаты итогового экзамена по курсу: 0 / 0 / 0
- Оценка за реферат, эссе, и т.п.: 0 / 0 / 0
- Результаты практики, лабораторных и др. практических работ: 12,5 / 0 / 12,5
- Результаты промежуточных контрольных работ, тестов, коллоквиумов и т.д.: 37,5 / 0 / 25
- Доклады и выступления на занятиях (семинарах): 0 / 0 / 0
- Активность на занятиях (семинарах), ответы на вопросы преподавателя, решение задач и т.д.: 37,5 / 50 / 50
- Посещаемость: 12,5 / 0 / 0

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

- I would like to note all the options. the final assessment depends on the teachers themselves;

- All of the above.

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.	-	-	-
These are modern technologies, they are used by leading companies	-	-	-
These are quite modern technologies, they are used, but I know more modern ones	75	100	50
These are yesterday's technologies that are no longer on the market.	12.5	-	25
I don't know, I can't rate it	12.5	-	25

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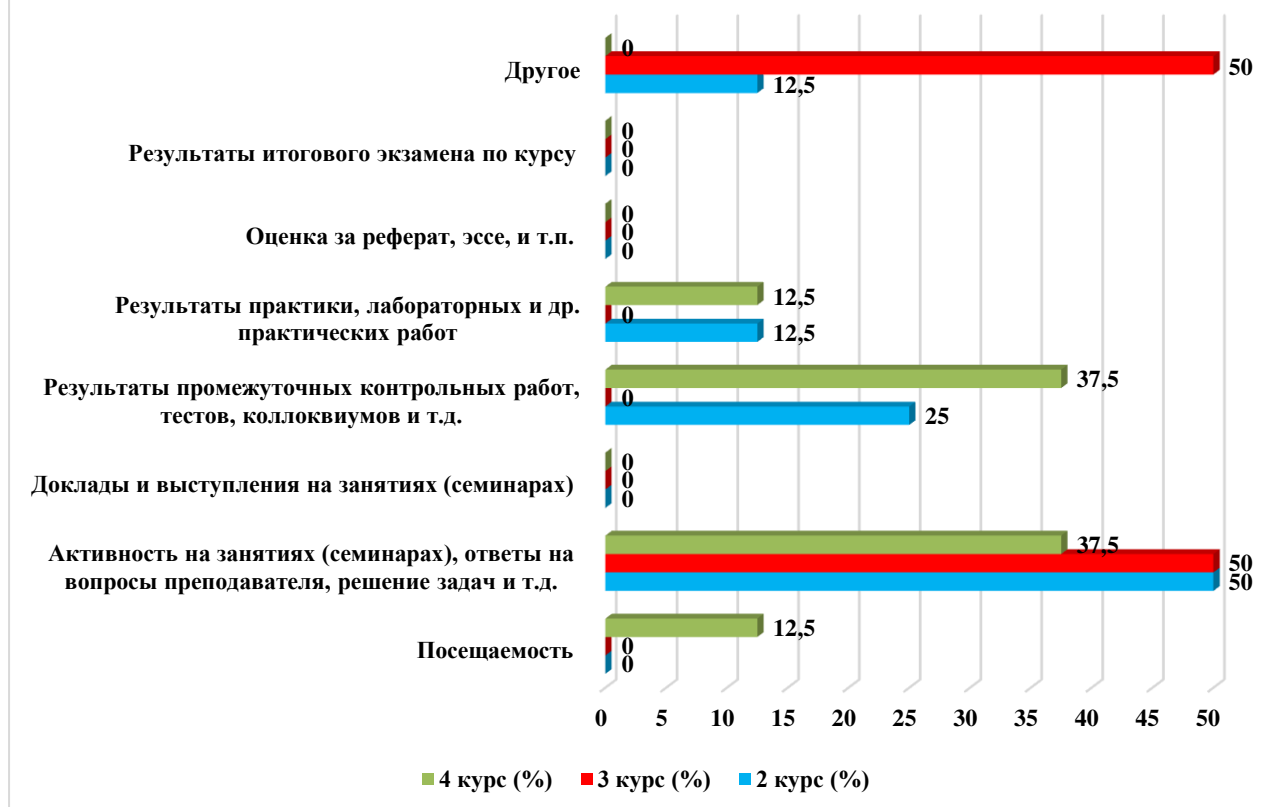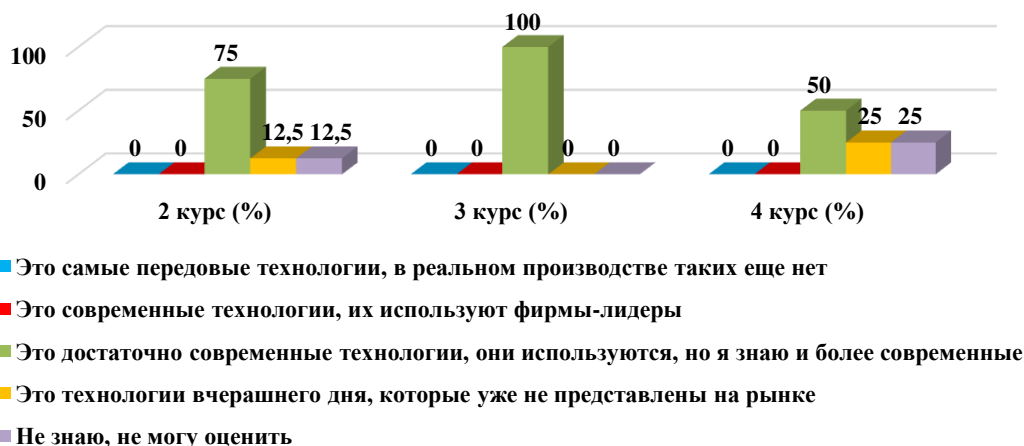
5. Rate how modern the technologies you are studying at the university are?

- ■ Это самые передовые технологии, в реальном производстве таких еще нет
- ■ Это современные технологии, их используют фирмы-лидеры
- ■ Это достаточно современные технологии, они используются, но я знаю и более современные
- ■ Это технологии вчерашнего дня, которые уже не представлены на рынке
- ■ Не знаю, не могу оценить

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

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Yes	75	100	87.5
No	12.5	-	12.5
Other	12.5	-	-

6. Is information available to you about academic mobility opportunities?
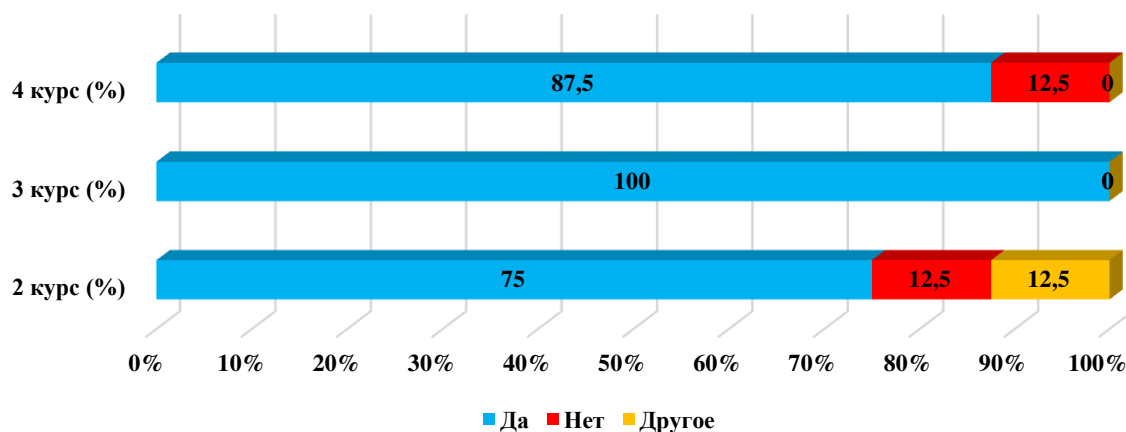
Students indicated the following options for the «Other» option:[*]

- about the academician. I learned about mobility only because I was interested in this topic myself. I went to learn about mobility myself. Many students don't know much about the opportunities. and this is not only about academics. mob.

7. What do you think the relationship is like:

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

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[*]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.

7.3 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	75	100	75
More friendly than unfriendly	25	-	25
More unfriendly than friendly	-	-	-
Negative	-	-	-
I find it difficult to answer	-	-	-
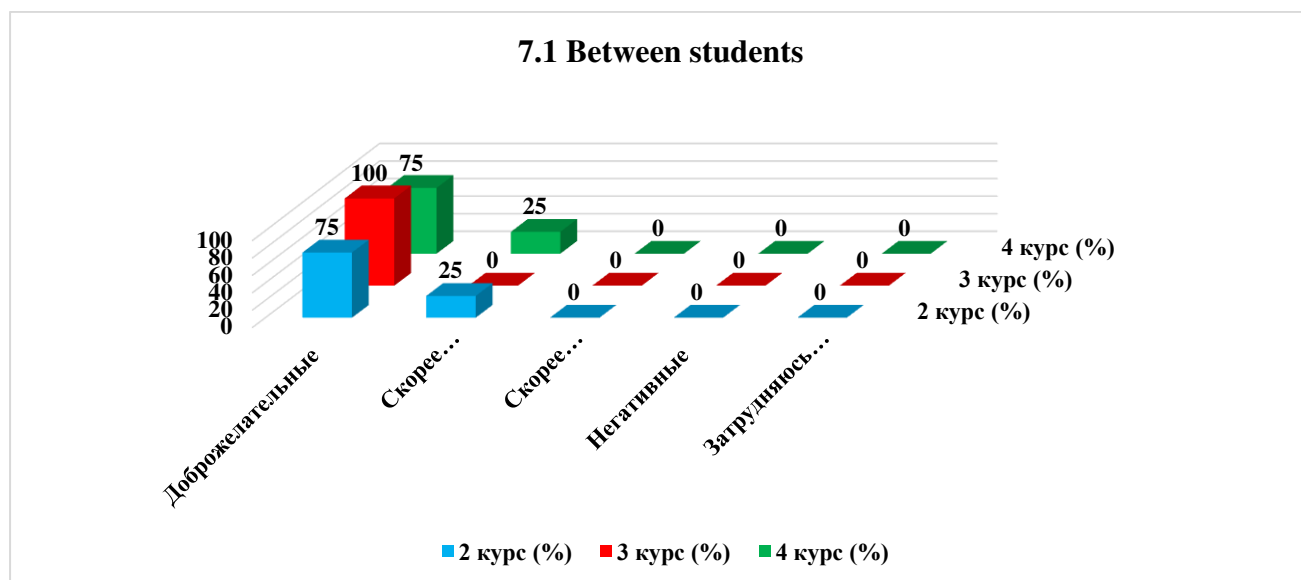
7.2 Between teachers and students (in the educational process)

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Friendly	50	50	50
More friendly than unfriendly	50	50	50
More unfriendly than friendly	-	-	-
Negative	-	-	-
I find it difficult to answer	-	-	-

7.2 Between teachers and students (in the educational process)

Bar chart titled "7.2 Between teachers and students (in the educational process)"

Categories (top to bottom):
- Затрудняюсь ответить
- Негативные
- Скорее недоброжелательные, чем доброжелательные
- Скорее доброжелательные, чем недоброжелательные — 50, 50, 50
- Доброжелательные — 50, 50, 50

Legend: ■ 4 курс (%) ■ 3 курс (%) ■ 2 курс (%)
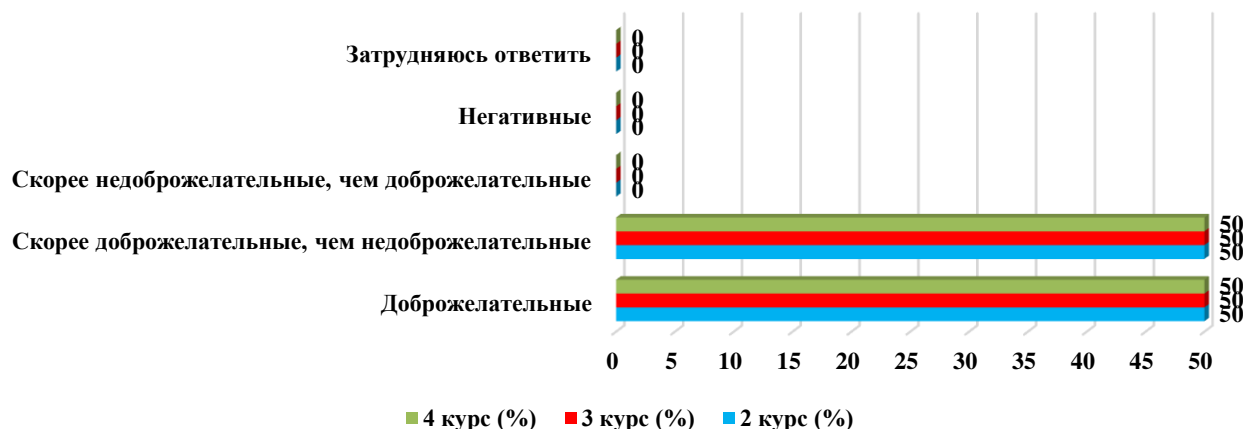
7.3 Between the student and the curator

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Friendly	87.5	100	75
More friendly than unfriendly	12.5	-	25
More unfriendly than friendly	-	-	-
Negative	-	-	-
I find it difficult to answer	-	-	-

Bar chart titled "7.3 Between the student and the curator"
- 4 курс (%): 75, 25, 0
- 3 курс (%): 100, 0
- 2 курс (%): 87,5, 12,5, 0

Legend:
- ■ Доброжелательные
- ■ Скорее доброжелательные, чем недоброжелательные
- ■ Скорее недоброжелательные, чем доброжелательные
- ■ Негативные
- ■ Затрудняюсь ответить

7.4 Between students and administration

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Friendly	50	50	25
More friendly than unfriendly	37.5	50	50
More unfriendly than friendly	-	-	-
Negative	-	-	-
I find it difficult to answer	12.5	-	25

7.4 Between students and administration

7.4 Between students and administration

Доброжелательные: 2 курс 50, 3 курс 50, 4 курс 25
Скорее…: 2 курс 37,5, 3 курс 50, 4 курс 50
Скорее…: 0
Негативные: 0
Затрудняюсь…: 2 курс 12,5, 4 курс 25

Legend: ■ 2 курс (%) ■ 3 курс (%) ■ 4 курс (%)
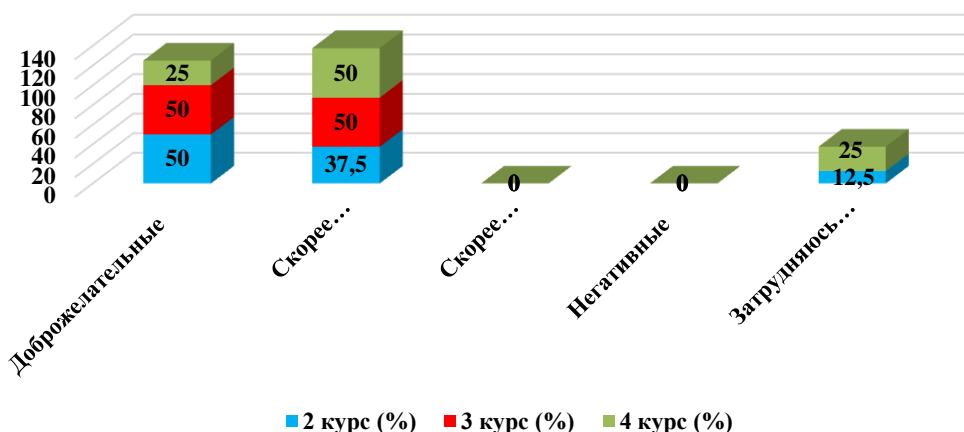
7.5 Between students and employees of departments (library, student department, etc.)

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Friendly	37.5	50	75
More friendly than unfriendly	50	50	25
More unfriendly than friendly	12.5	-	-
Negative	-	-	-
I find it difficult to answer	-	-	-

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

2 курс (%): 37,5 50 12,5 0 0
3 курс (%): 50 50 0 0 0
4 курс (%): 75 25 0 0 0

Legend:
■ Доброжелательные
■ Скорее доброжелательные, чем недоброжелательные
■ Скорее недоброжелательные, чем доброжелательные
■ Негативные
■ Затрудняюсь ответить

7.6 Between students and security service

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Friendly	50	-	25
More friendly than unfriendly	37.5	-	25
More unfriendly than friendly	12.5	100	25
Negative	-	-	25
I find it difficult to answer	-	-	-

7.6 Between students and security service
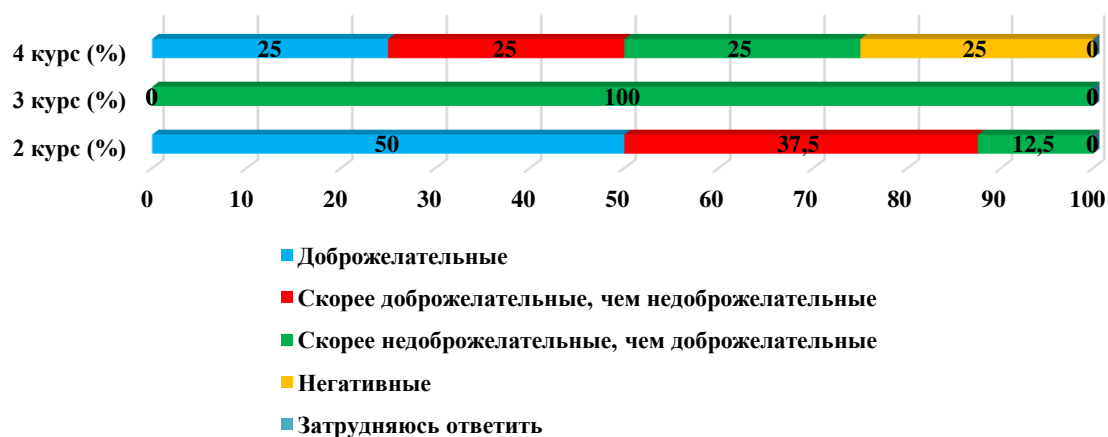
4 курс (%)	25	25	25	25	0
3 курс (%)	0	100			0
2 курс (%)	50	37,5	12,5	0

0 10 20 30 40 50 60 70 80 90 100

■ Доброжелательные
■ Скорее доброжелательные, чем недоброжелательные
■ Скорее недоброжелательные, чем доброжелательные
■ Негативные
■ Затрудняюсь ответить

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

- Please be more friendly to students;
- just respect for students. especially from department employees. the guards sometimes go too far;
- Each entrance has its own rules and procedures.

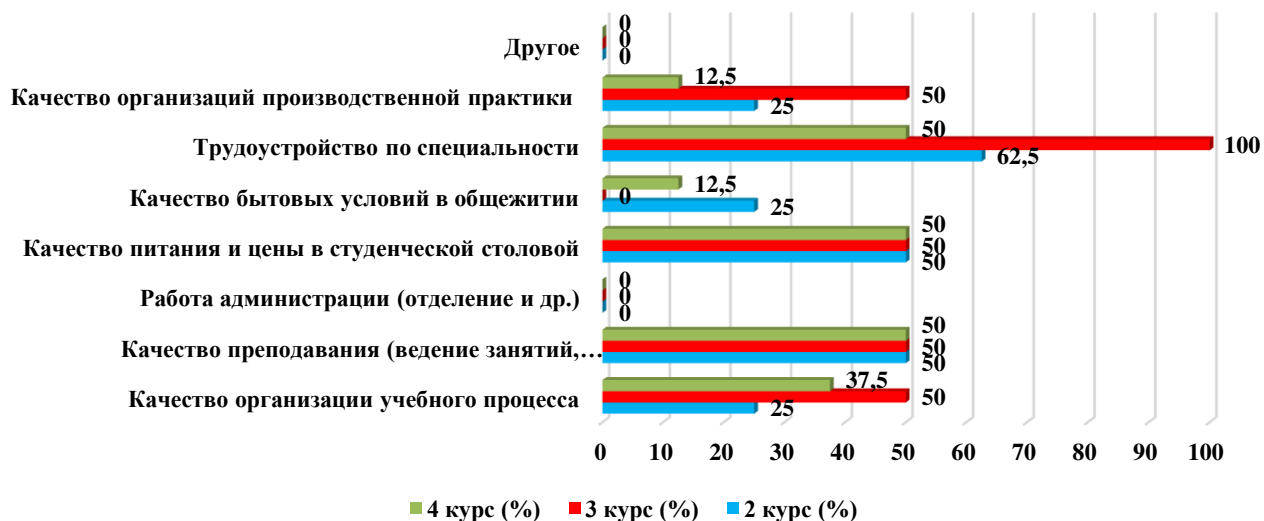## 8. Which student problems are of particular concern to you now?
(choose no more than 3 answer options)

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Quality of organization of the educational process	25	50	37.5
Quality of teaching (class conducting, assessment of knowledge, etc.)	50	50	50
Administration work (department, etc.)	-	-	-
Quality of food and prices in the student canteen	50	50	50
Quality of living conditions in the hostel	25	-	12.5
Employment by specialty	62.5	100	50
Quality of industrial practice organizations	25	50	12.5
Other	-	-	-

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

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

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

Horizontal bar chart. Categories (top to bottom):

- **Другое**: 4 курс — 0; 3 курс — 0; 2 курс — 0
- **Качество организаций производственной практики**: 4 курс — 12,5; 3 курс — 50; 2 курс — 25
- **Трудоустройство по специальности**: 4 курс — 50; 3 курс — 100; 2 курс — 62,5
- **Качество бытовых условий в общежитии**: 4 курс — 12,5; 3 курс — 0; 2 курс — 25
- **Качество питания и цены в студенческой столовой**: 4 курс — 50; 3 курс — 50; 2 курс — 50
- **Работа администрации (отделение и др.)**: 4 курс — 0; 3 курс — 0; 2 курс — 0
- **Качество преподавания (ведение занятий,…**: 4 курс — 50; 3 курс — 50; 2 курс — 50
- **Качество организации учебного процесса**: 4 курс — 37,5; 3 курс — 50; 2 курс — 25

Legend: ■ 4 курс (%) ■ 3 курс (%) ■ 2 курс (%)

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	37.5	-	25
Sometimes, when it is necessary for formal reasons	12.5	-	12.5
In scientific projects of laboratories, centers, etc. under a contract, within a grant, etc.	12.5	-	-
In scientific projects of laboratories, clubs, circles, etc. free of charge	12.5	50	25
Attended scientific seminars, clubs and other scientific events	62.5	50	12.5
Speaker at a conference (including a student conference), scientific seminar)	25	-	12.5
Participated in a student scientific work competition	25	50	12.5
Published the results of his research (including in student collections)	25	-	-

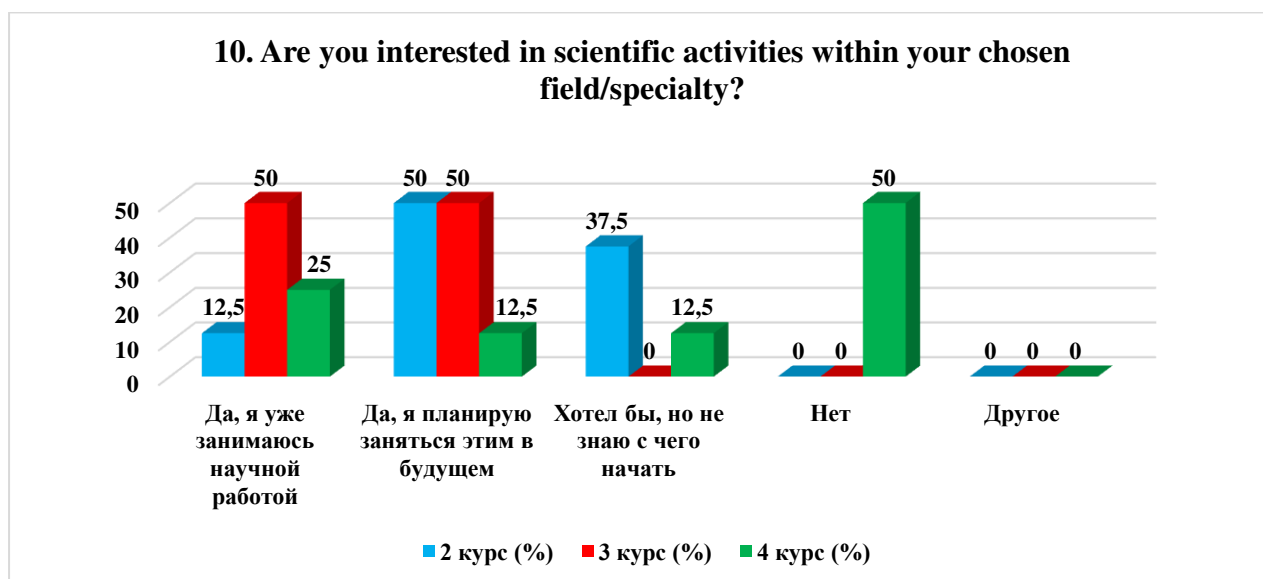*The amount in % is not equal to 100, because multiple answer options were expected*

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

Публиковал(а) результаты своих исследований (в том числе в студенческих сборниках)
- 4 курс: 8
- 3 курс: 0
- 2 курс: 25

Участвовал(а) в конкурсе научных студенческих работ
- 4 курс: 12,5
- 3 курс: 50
- 2 курс: 25

Выступал(а) на конференции (в том числе студенческой), научном семинаре)
- 4 курс: 12,5
- 3 курс: 0
- 2 курс: 25

Посещал(а) научные семинары, кружки и другие научные мероприятия
- 4 курс: 12,5
- 3 курс: 50
- 2 курс: 62,5

В научных проектах лабораторий, клубов, кружков и т.д. на безвозмездной основе
- 4 курс: 25
- 3 курс: 50
- 2 курс: 12,5

В научных проектах лабораторий, центров и т.д. по договору, в рамках гранта и т.д.
- 4 курс: 8
- 3 курс: 0
- 2 курс: 12,5

Иногда, когда это необходимо по формальным признакам
- 4 курс: 12,5
- 3 курс: 0
- 2 курс: 12,5

Не участвовал(а)
- 4 курс: 25
- 3 курс: 0
- 2 курс: 37,5

■ 4 курс (%) ■ 3 курс (%) ■ 2 курс (%)

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	12.5	50	25
Yes, I plan to do this in the future	50	50	12.5
I would like to, but I don't know where to start	37.5	-	12.5
No	-	-	50
Other	-	-	-

10. Are you interested in scientific activities within your chosen field/specialty?

- Да, я уже занимаюсь научной работой: 2 курс 12,5 / 3 курс 50 / 4 курс 25
- Да, я планирую заняться этим в будущем: 2 курс 50 / 3 курс 50 / 4 курс 12,5
- Хотел бы, но не знаю с чего начать: 2 курс 37,5 / 3 курс 0 / 4 курс 12,5
- Нет: 2 курс 0 / 3 курс 0 / 4 курс 50
- Другое: 2 курс 0 / 3 курс 0 / 4 курс 0

■ 2 курс (%) ■ 3 курс (%) ■ 4 курс (%)

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[*]:

- I don't know where to start and if I started, I still need to learn for this. but there is interest.

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	12.5	-	12.5
Creative clubs	12.5	-	-
Student trade union committee «Zhas orda»	25	50	12.5
I don't use anything	25	50	75
Other	25	-	-
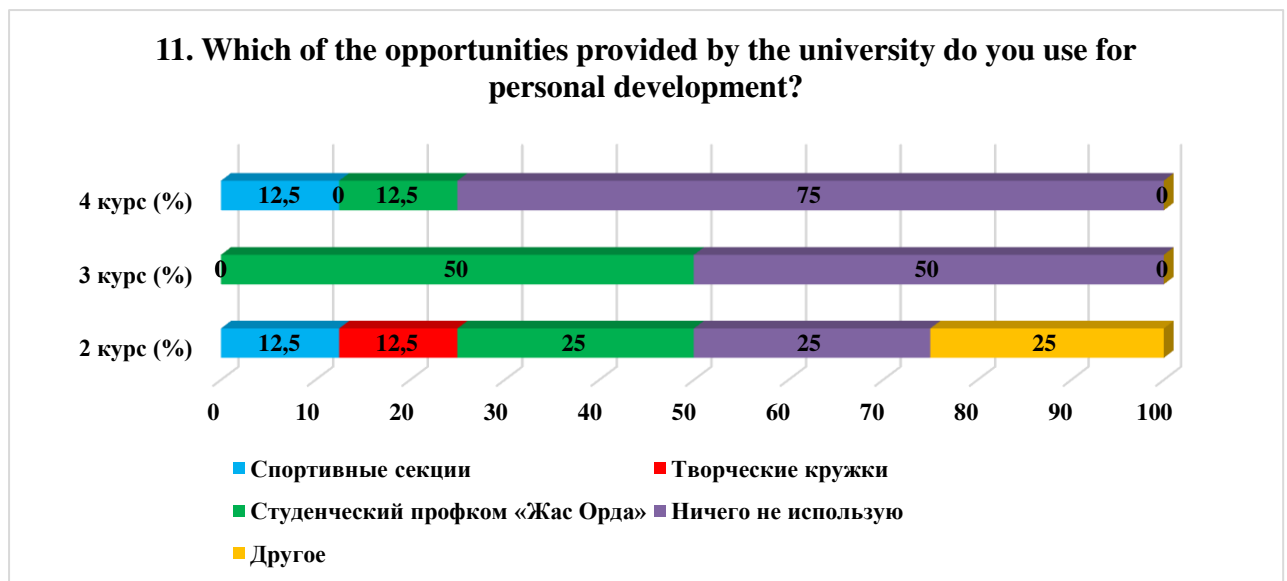
Students indicated the following options for the «Other» option:[*]:
- Zhas Orda, Creative circles, participation in conferences.

For the option «**If you answered «I don't use anything» to the previous question, write why**» students indicated the following options[*]:
- I'm embarrassed to start.

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

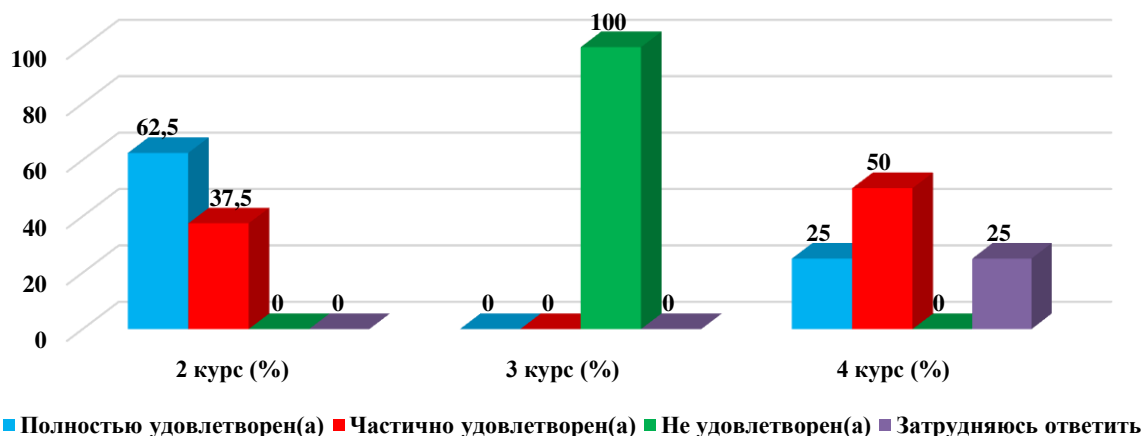| Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	100	100	50
Partially satisfied	-	-	50
Not satisfied)	-	-	-
I find it difficult to answer	-	-	-
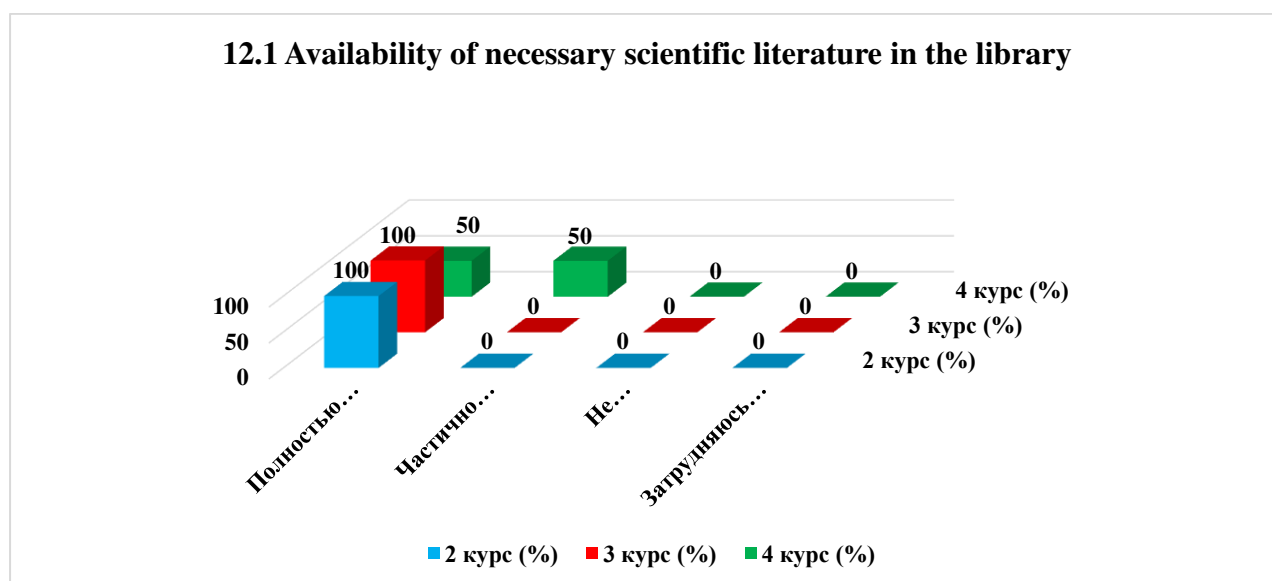
12.2 Modern computer equipment

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	62.5	-	25
Partially satisfied	37.5	-	50
Not satisfied)	-	100	-
I find it difficult to answer	-	-	25

12.2 Modern computer equipment

12.3 Internet channel width, its speed

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	50	-	12.5
Partially satisfied	25	100	50
Not satisfied	25	-	25
I find it difficult to answer	-	-	12.5
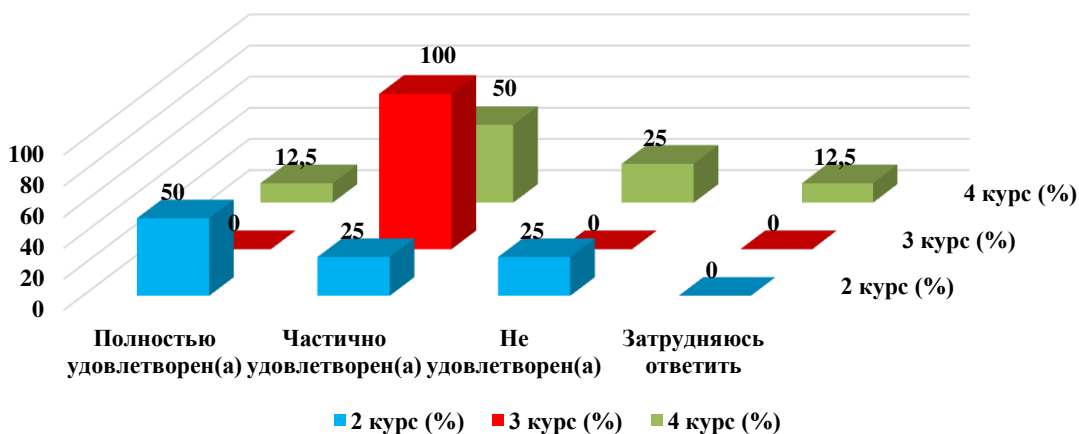
12.4 Modernity of the software

Answer options		2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied		62.5	-	25
Partially satisfied		37.5	50	37.5
Not satisfied)		-	50	-
I find it difficult to answer		-	-	37.5

12.4 Modernity of the software
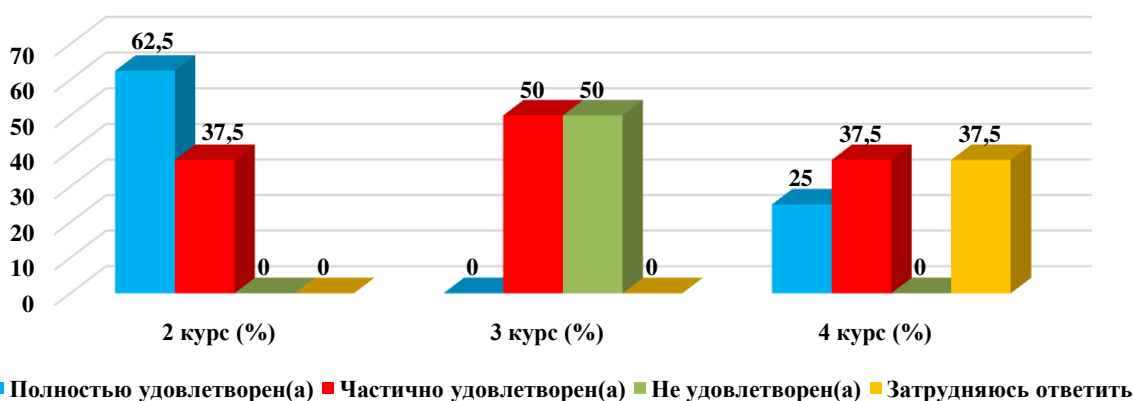
12.5 Availability of educational and scientific equipment

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	37.5	-	37.5
Partially satisfied	62.5	50	25
Not satisfied)	-	50	12.5
I find it difficult to answer	-	-	25
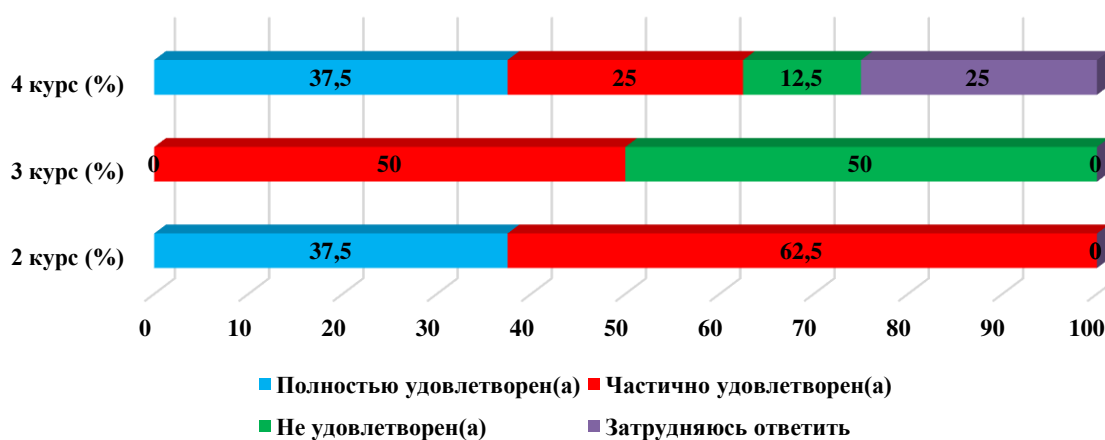
12.6 Availability of laboratories and specialized classrooms

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	62.5	-	25
Partially satisfied	37.5	50	25
Not satisfied)	-	50	-
I find it difficult to answer	-	-	50

12.6 Availability of laboratories and specialized classrooms

12.6 Availability of laboratories and specialized classrooms

- Полностью удовлетворен(а): 2 курс 62,5; 3 курс 0; 4 курс 25
- Частично удовлетворен(а): 2 курс 37,5; 3 курс 50; 4 курс 25
- Не удовлетворен(а): 2 курс 0; 3 курс 50; 4 курс 0
- Затрудняюсь ответить: 2 курс 0; 3 курс 0; 4 курс 50

Legend: ■ 2 курс (%) ■ 3 курс (%) ■ 4 курс (%)
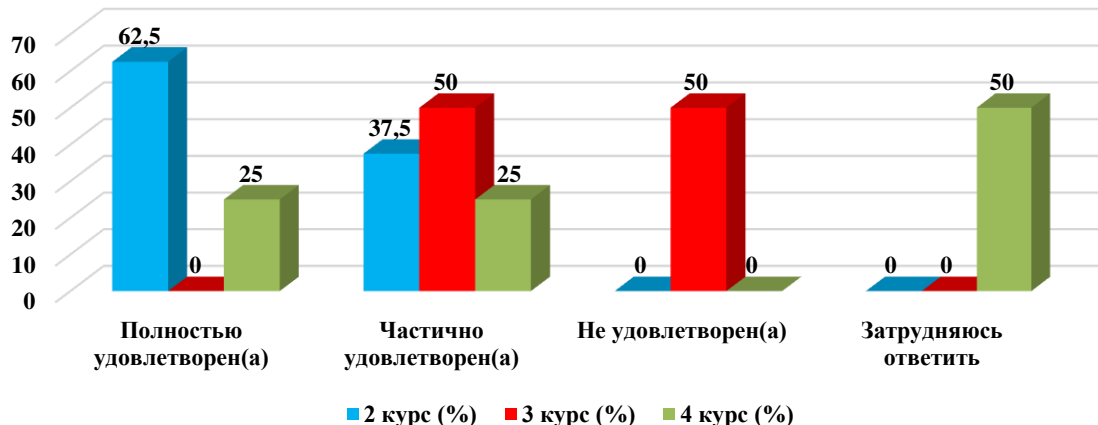
12.7 Availability of sports equipment

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	75	-	25
Partially satisfied	25	50	50
Not satisfied)	-	50	12.5
I find it difficult to answer	-	-	12.5

12.7 Availability of sports equipment

- Затрудняюсь ответить: 4 курс 12,5; 3 курс 0; 2 курс 0
- Не удовлетворен(а): 4 курс 12,5; 3 курс 50; 2 курс 0
- Частично удовлетворен(а): 4 курс 50; 3 курс 50; 2 курс 25
- Полностью удовлетворен(а): 4 курс 25; 3 курс 0; 2 курс 75

Legend: ■ 4 курс (%) ■ 3 курс (%) ■ 2 курс (%)
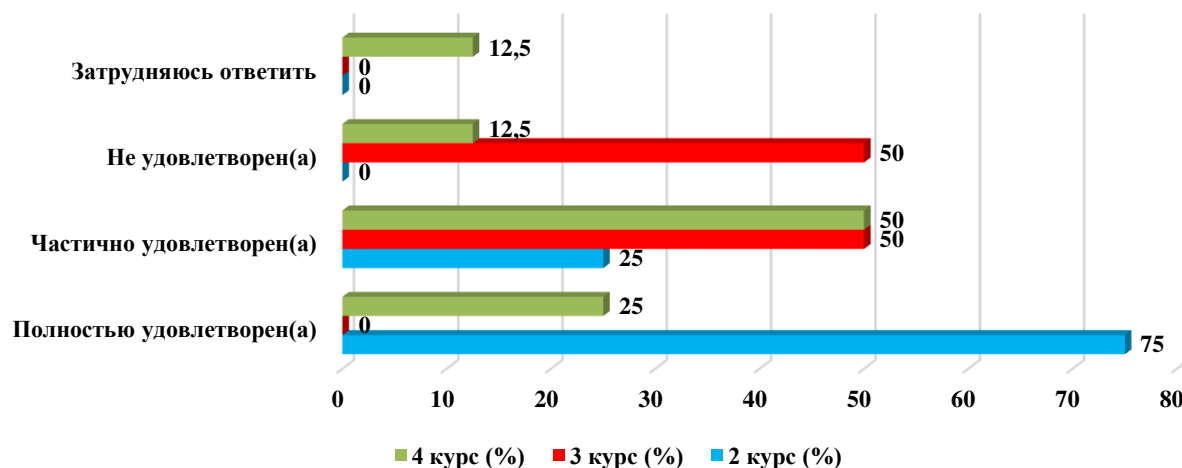
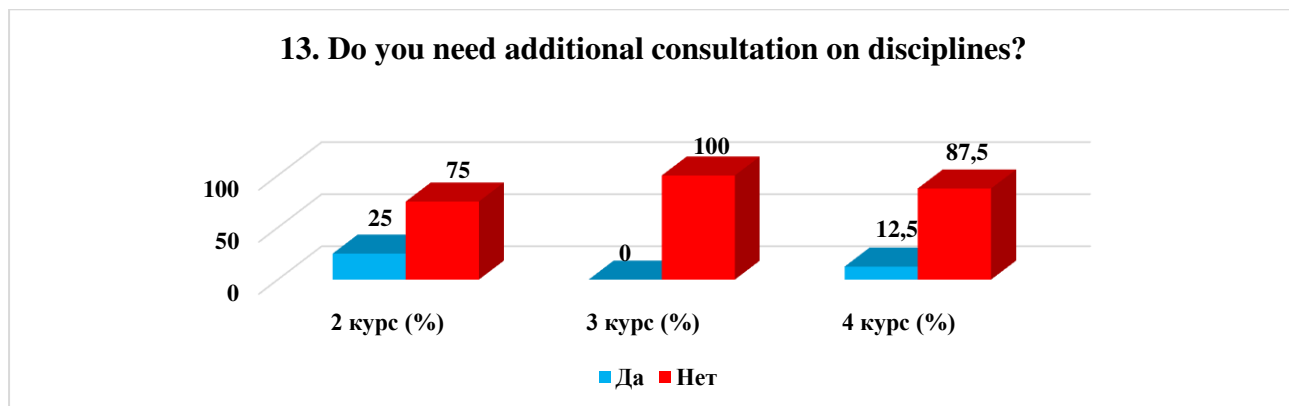Students indicated the following options for the «Other» option:[*]

- Not all computers work in the classrooms; interactive whiteboards in 50% of classrooms are decorative, and where there are not very convenient locations for easy reading and viewing slides.

For the option «**If you answered «Not satisfied» to the previous question, give recommendations for improving the material base**» students indicated the following options[*]:

- The availability of sports equipment for our sport leaves much to be desired. Modernity of computer equipment: not all classrooms have interactive whiteboards; sometimes, computers do not turn on;
- Check each equipment for service ability and convenient location!

13. Do you need additional consultation on disciplines?

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Yes	25	-	12.5
No	75	100	87.5

To the option «If you answered «Yes» to the previous question, then write down the discipline in which you need additional advice,» students indicated the following options[*]:
- Theor.mech;
- in heavy subjects such as: mechanics, ter. mech., sapromat, engineer mechanics, applied mechanics, electrical engineering and more.

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

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Get a high level of knowledge	87.5	100	25
Receive a diploma of completion	75	50	12.5
Gain the ability to acquire new knowledge that will help you quickly adapt in the workplace	62.5	100	75
Gain practical skills that you can immediately use at work	75	50	75
Get a diploma, the prestige of the university does not matter	-	-	-
Graduate from a prestigious university	-	-	-
Get a highly paid profession	37.5	80	100

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

[*]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.

Get a profession that is interesting and matches your abilities	37.5	80	75
Get a diploma with high grades	25	-	-
You need to learn only what is interesting or will be needed in further study (work)	-	-	12.5
It's not so important to graduate from this particular university, in what specialty	-	-	-
Getting this specialty is not so important in which university.	-	-	-

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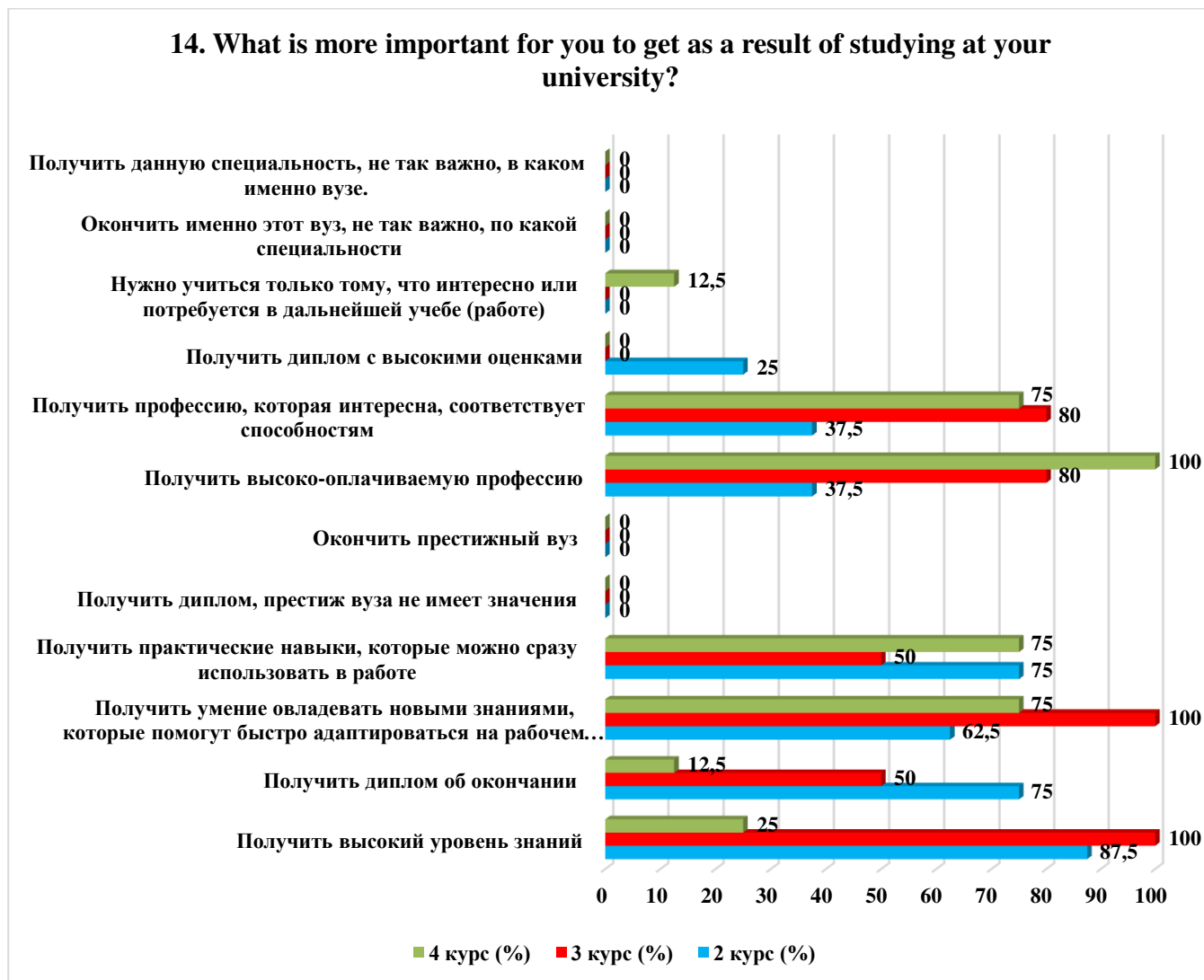
Please write your suggestions, wishes, as well as what questions in your opinion need to be added to this questionnaire to improve the training program, improve the quality of services provided, improve the quality of distance learning and other areas of the university's activities.*(Students' answers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

- Don't know;
- None;
- Questions about academic mobility, more information about it;
- All the necessary questions were asked in this questionnaire;
- Improving relations between teachers and students;
- how well you are aware of your opportunities within the university;

- Remove the question about the department and specialty, then perhaps students will answer your questions even more transparently;

- Remove the question of specialty, for more real statistics.

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 – 75%, 4th year – 62.5%. The data obtained indicate an improvement in the quality of organization of the educational process and educational services of the university.

Nevertheless, among the respondents there were such answer options as «Discrepancy between the disciplines studied and the specialty being acquired» (2nd year - 12.5%, 3rd year - 50%, 4th year - 25%), «Inconsistency of the importance of the subject with the number of hours» (3rd year - 50%), «Overload with classroom activities» (4th year – 12.5%), «Other» (2nd year – 12.5%).

To the question: «What indicators are usually taken into account by teachers when making the final grade? » 45.8% of students indicated the option «activity in classes (seminars), answers to teacher questions, problem solving, etc.», 20.8% «Results of intermediate tests, tests, colloquiums, etc. «and 20.8% «Other».

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 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: «Please be more friendly to students,» «just respect for students. especially from department employees. the guards sometimes go too far,» «Each entrance has its own rules and procedures.»

To the question «Which student problems are of particular concern to you now? » students put «Employment by specialty»- 70.8%. Further – «Quality of food and prices in the student canteen» and «Quality of teaching (class conducting, assessment of knowledge, etc.) » - 50%. In third position – «Quality of organization of the educational process»– 37.5%.

To the question **«Do you need additional consultation in disciplines? » 12.5%** students responded that they needed additional consultation. Among the disciplines were

indicated: theoretical mechanics, sapromat, engineer mechanics, applied mechanics, electrical engineering and more.

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.