

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

**Department:** "Energy systems"  
**Specialty:** 6B07108 “Thermal power engineering”

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

In specialty 6B07108 “Thermal power engineering” 114 respondents took part in the questionnaire.

- 2nd year – 42 students (89.4%);
- 3rd year – 36 students (87.8%);
- 4th year – 36 students (94.7%).

**Form of study**

- Budgetary – 87 students (76.3%);
- Paid – 27 students (23.7%).

During the questionnaire process, the following data was obtained:

**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 improving the services provided**

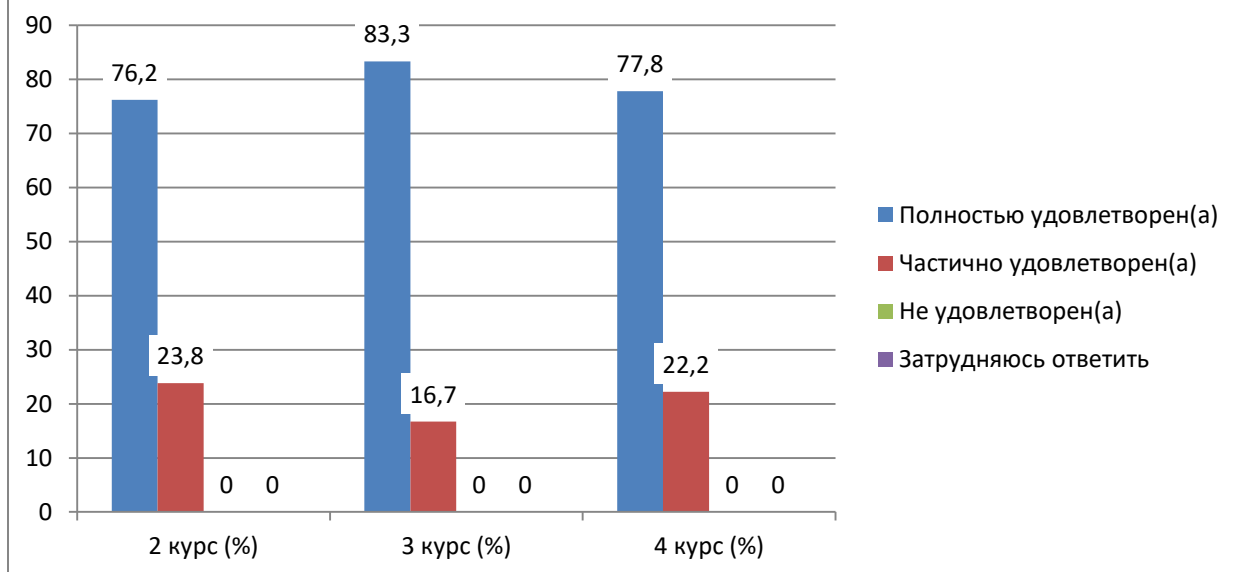
**Indicators:**

**1.1 The learning process in general**

<b>Answer options</b>	<b>2nd year (%)</b>	<b>3rd year (%)</b>	<b>4th year (%)</b>
Completely satisfied	76.2	83.3	77.8
Partially satisfied	23.8	16.7	22.2
Not satisfied	-	-	-
I find it difficult to answer	-	-	-

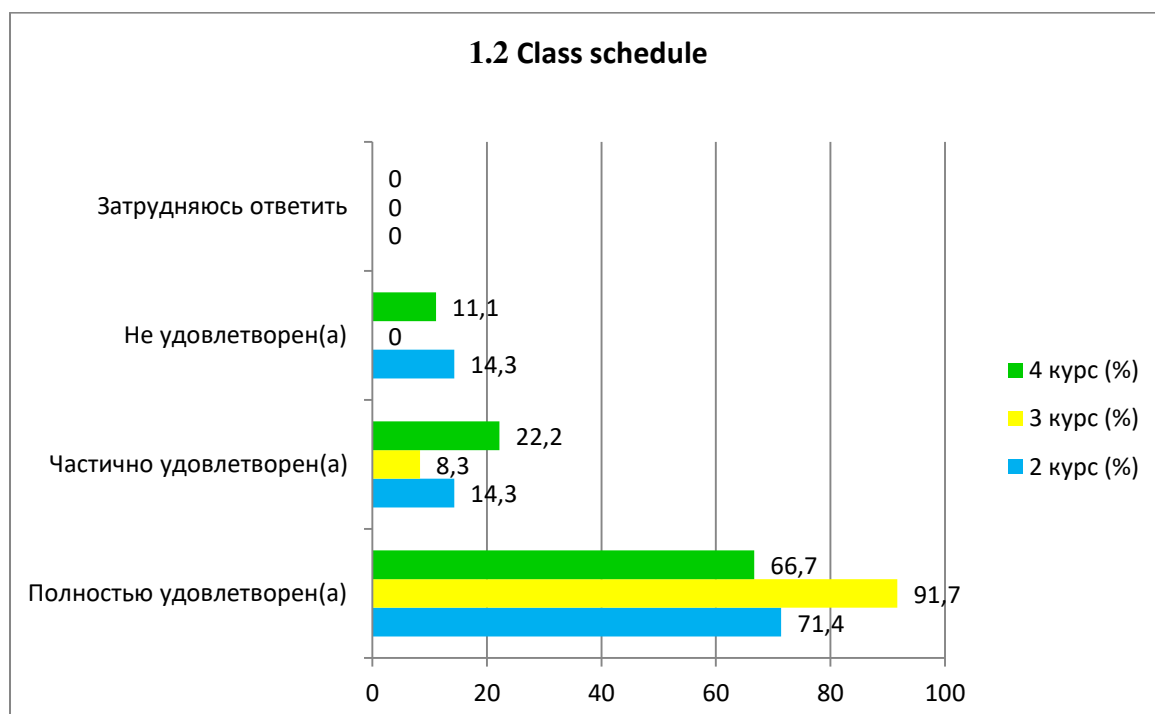
# 1. Does it satisfy you? quality of services provided?

## 1.1 The learning process in general



## 1.2 Class schedule

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	71.4	91.7	66.7
Partially satisfied	14.3	8.3	22.2
Not satisfied	14.3	-	11.1
I find it difficult to answer	-	-	-



## 1.3 Organization of independent work

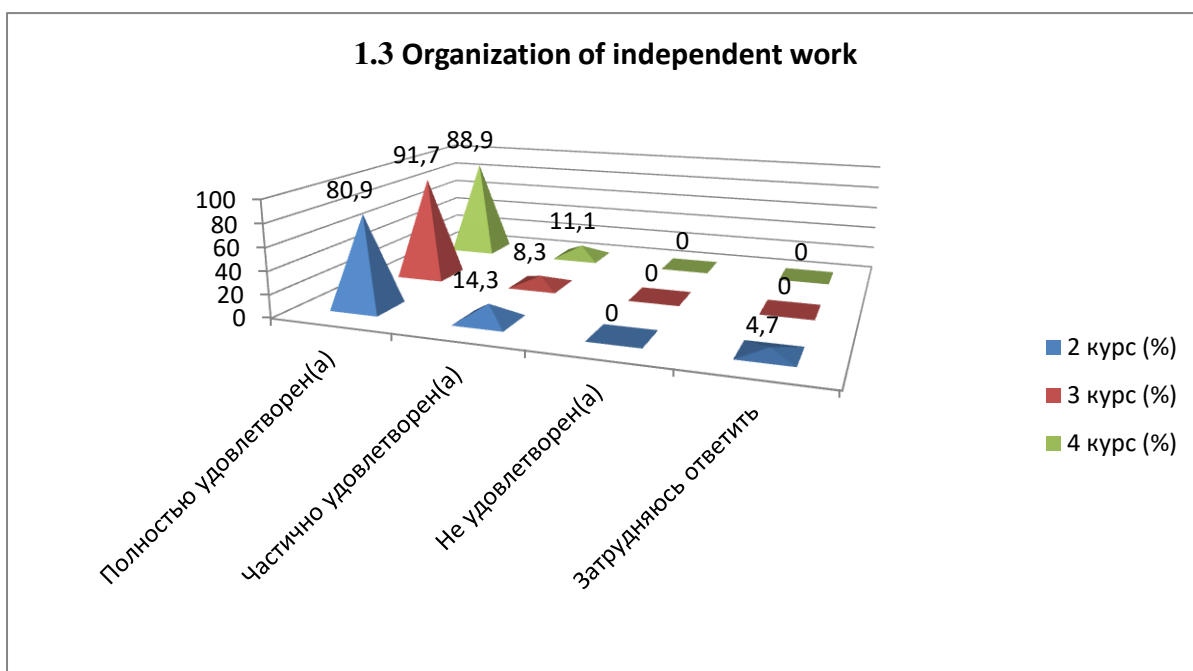
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	80.9	91.7	88.9
Partially satisfied	14.3	8.3	11.1
Not satisfied	-	-	-

I find it difficult to answer

4.7

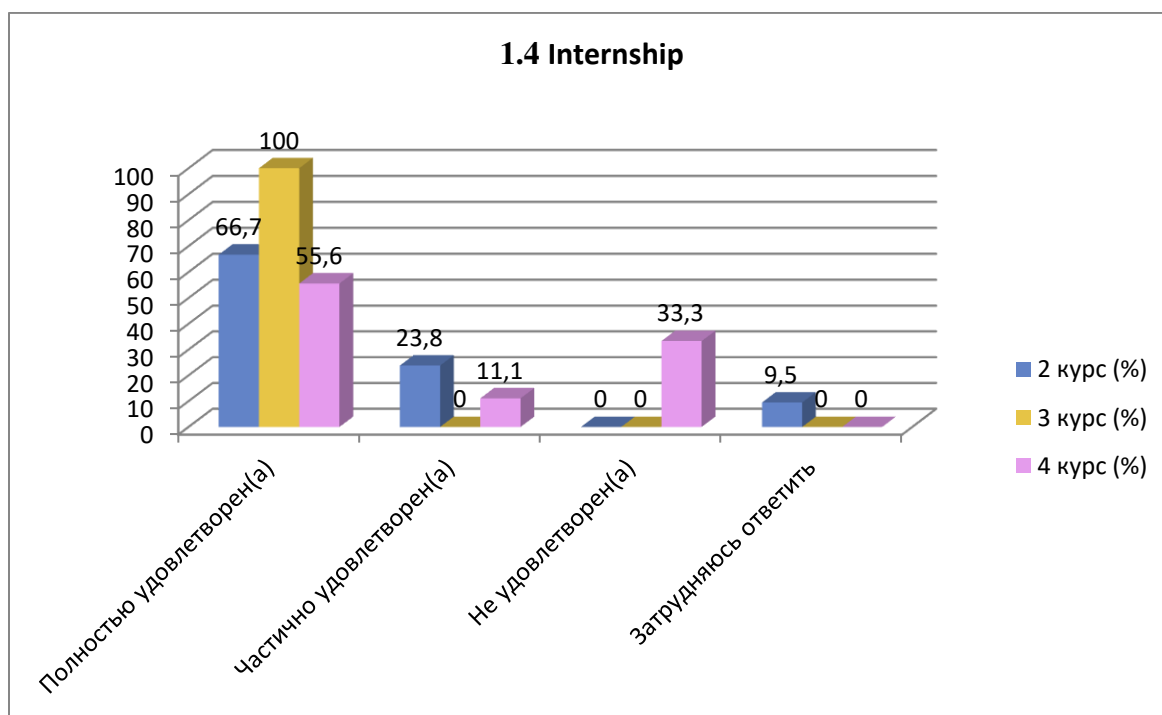
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### 1.4 Internship

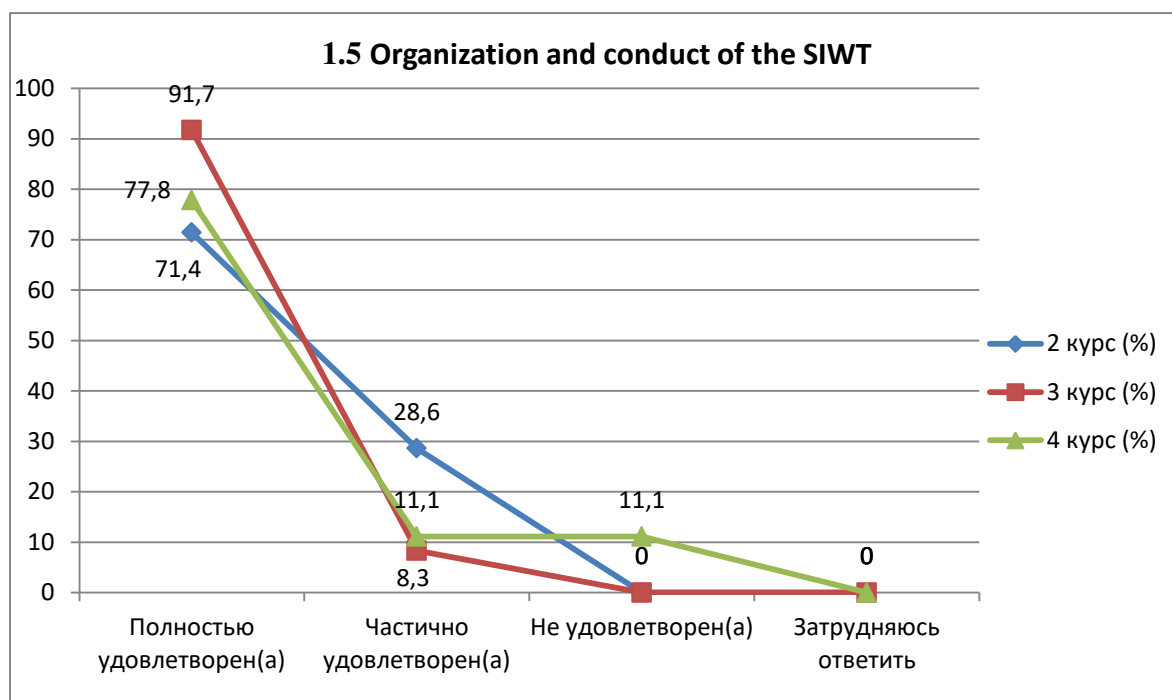
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	66.7	100	55.6
Partially satisfied	23.8	-	11.1
Not satisfied	-	-	33.3
I find it difficult to answer	9.5	-	-



### 1.5 Organization and conduct of the SIWT

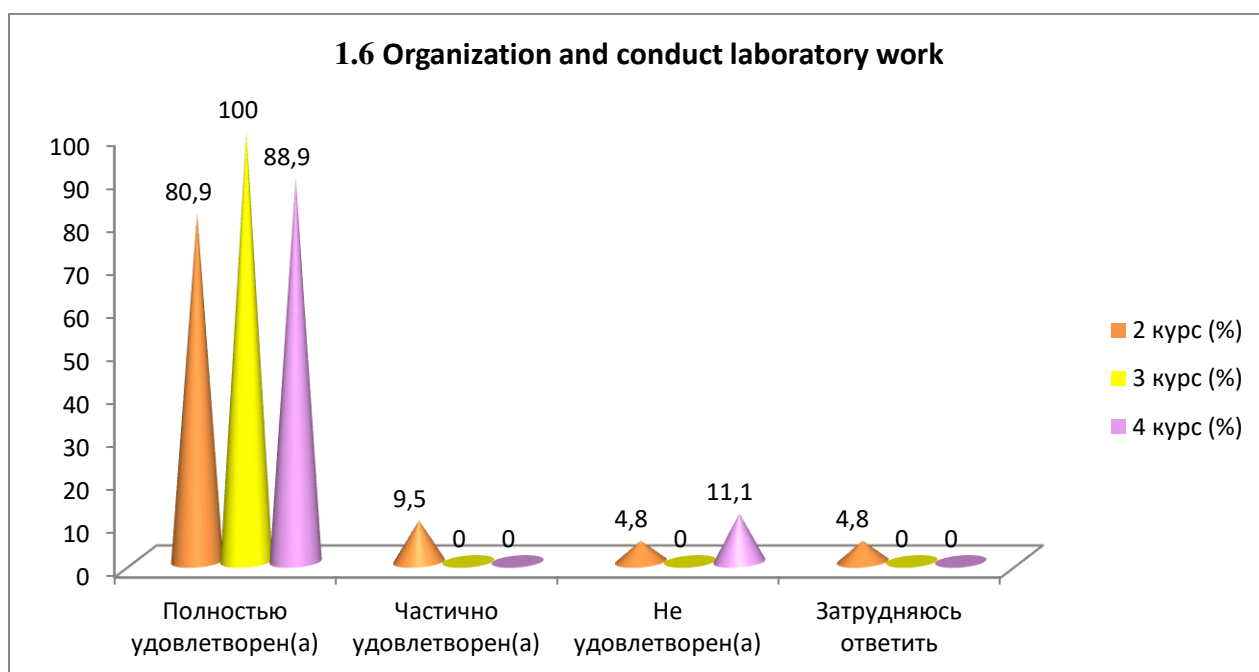
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	71.4	91.7	77.8
Partially satisfied	28.6	8.3	11.1
Not satisfied	-	-	11.1

I find it difficult to answer	-	-	-
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### 1.6 Organization and conduct laboratory work

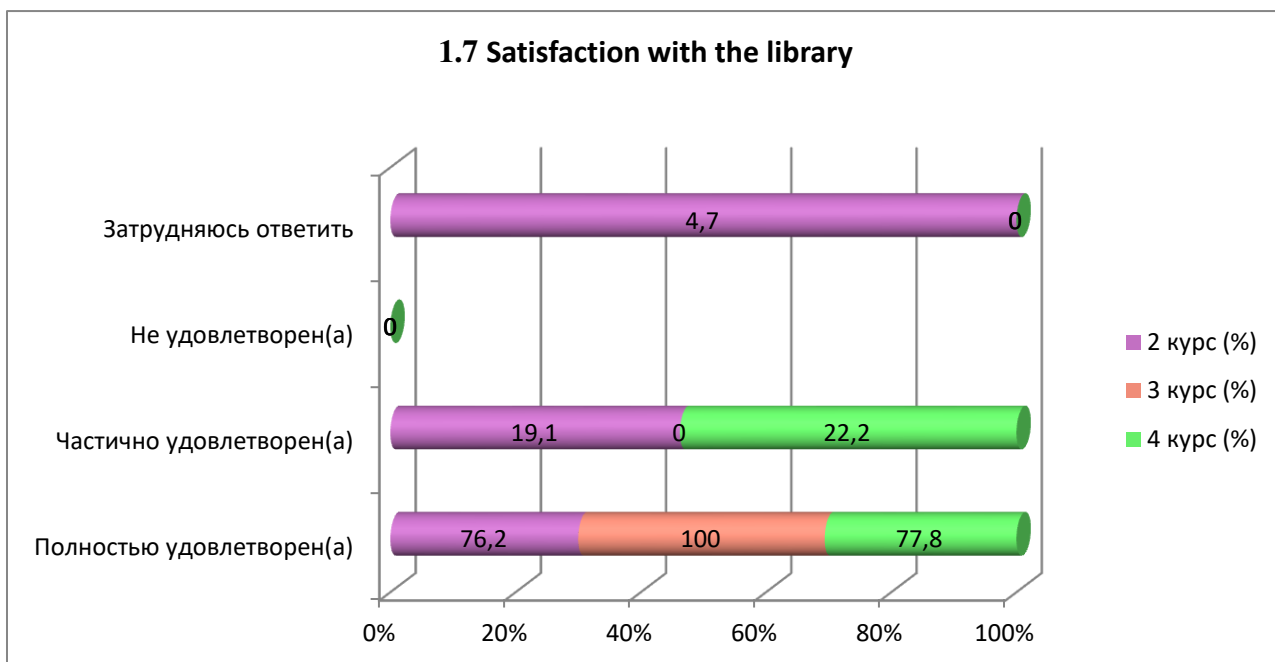
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	80.9	100	88.9
Partially satisfied	9.5	-	-
Not satisfied	4.8	-	11.1
I find it difficult to answer	4.8	-	-



### 1.7 Satisfaction with the library

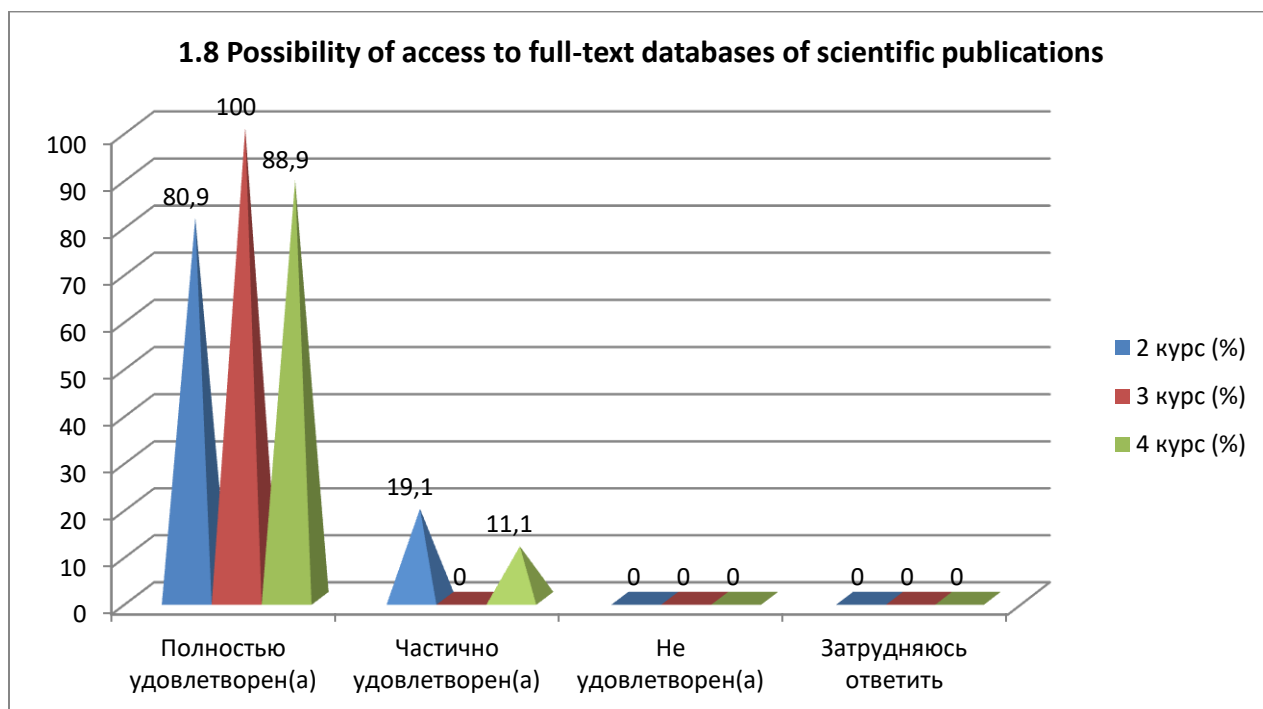
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	76.2	100	77.8
Partially satisfied	19.1	-	22.2
Not satisfied	-	-	-

I find it difficult to answer	4.7	-	-
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### 1.8 Possibility of access to full-text databases of scientific publications

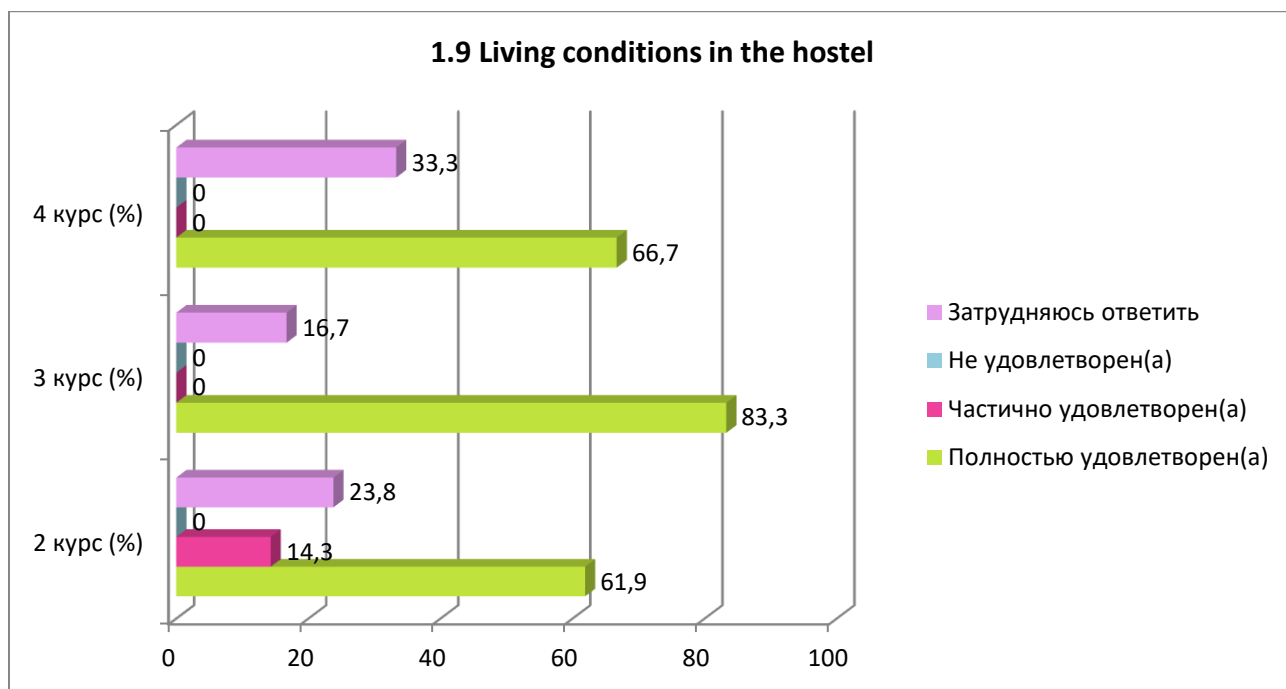
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	80.9	100	88.9
Partially satisfied	19.1	-	11.1
Not satisfied	-	-	-
I find it difficult to answer	-	-	-



### 1.9 Living conditions in the hostel

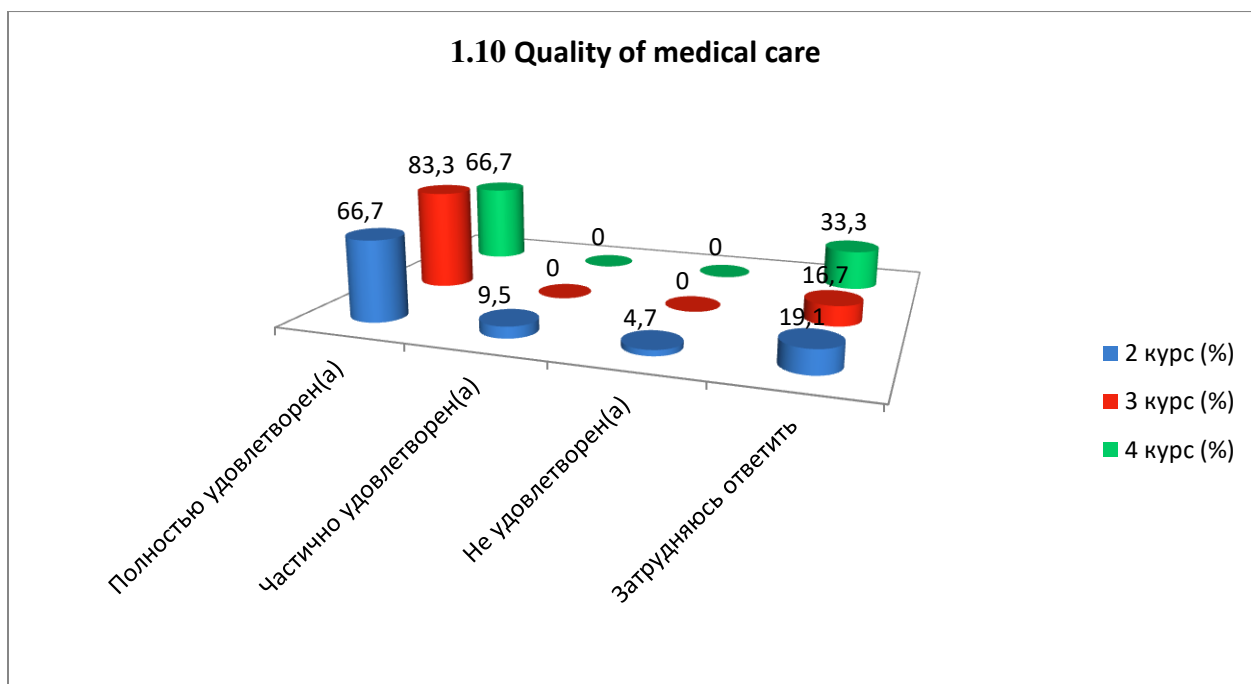
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	61.9	83.3	66.7
Partially satisfied	14.3	-	-

Not satisfied	-	-	-
I find it difficult to answer	23.8	16.7	33.3



### 1.10 Quality of medical care

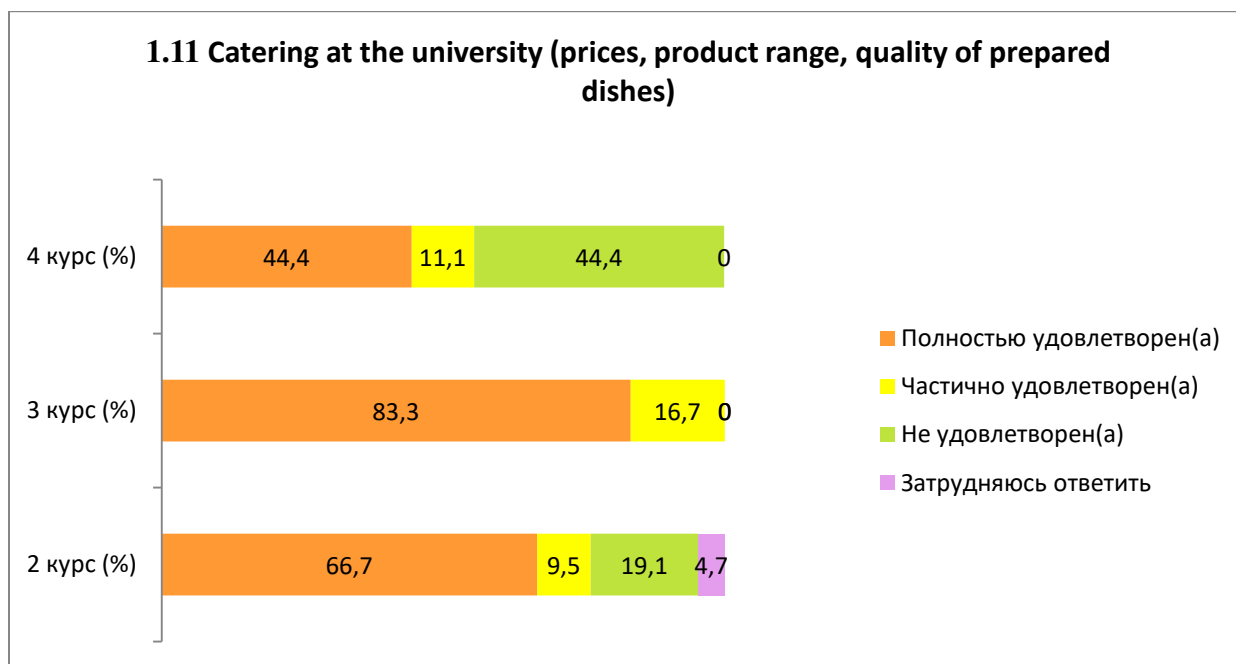
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	66.7	83.3	66.7
Partially satisfied	9.5	-	-
Not satisfied	4.7	-	-
I find it difficult to answer	19.1	16.7	33.3



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

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	66.7	83.3	44.4
Partially satisfied	9.5	16.7	11.1

Not satisfied	19.1	-	44.4
I find it difficult to answer	4.7	-	-



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

2nd year	3rd year	4th year
- Reduce the number of hours of one pair ; - No; - Schedule.	- Good; - To satisfy.	-

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

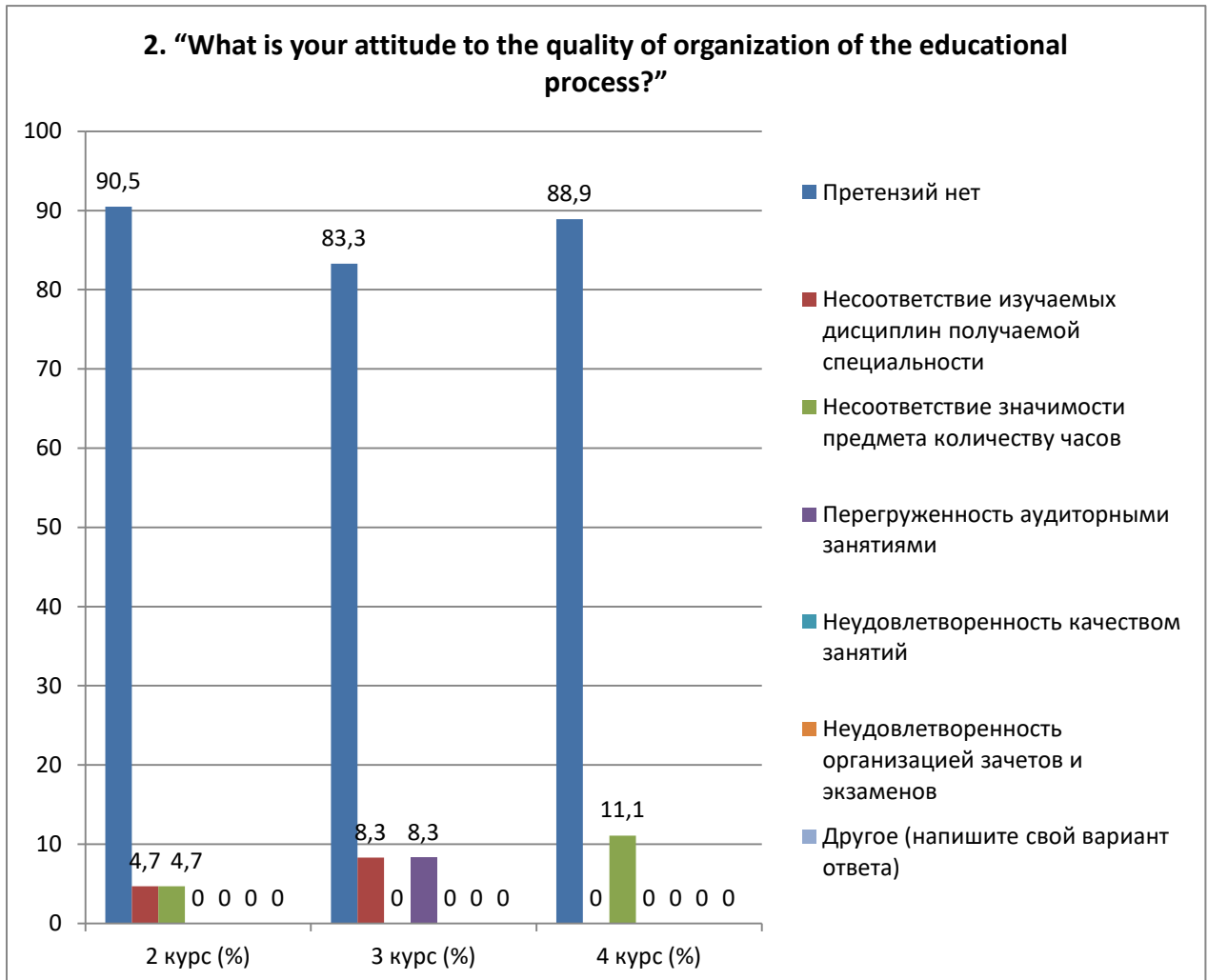
2nd year	3rd year	4th year
- I recommend unloading the week 4 pairs a day is too tiring; - It is impossible to sit for 1 hour 45 minutes. It would be better if, like in other universities, the pairs are 50 minutes long; - We need more space in the dining room and time, and more people in the locker rooms; - No; - Reduce food prices.	-	-

## 2. “What is your attitude to the quality of organization of the educational process?”

Answer options	2nd year (%)	3rd year (%)	4th year (%)
No complaints	90.5	83.3	88.9
Discrepancy between the disciplines	4.7	8.3	-

\*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.

studied and the specialty obtained			
Inconsistency between the importance of the subject and the number of hours	4.7	-	11.1
Overload with classroom activities	-	8.3	-
Dissatisfaction with the quality of classes	-	-	-
Dissatisfaction with the organization of tests and exams	-	-	-
Other (write your answer)	-	-	-



For the "Other" option, students indicated the following options\*:

2nd year	3rd year	4th year
-	-	-

For the option "If you answered "Does not correspond or does not satisfy" to the previous question, give recommendations for improvement» students indicated the following options\*:

2nd year	3rd year	4th year
-	- No, good.	-

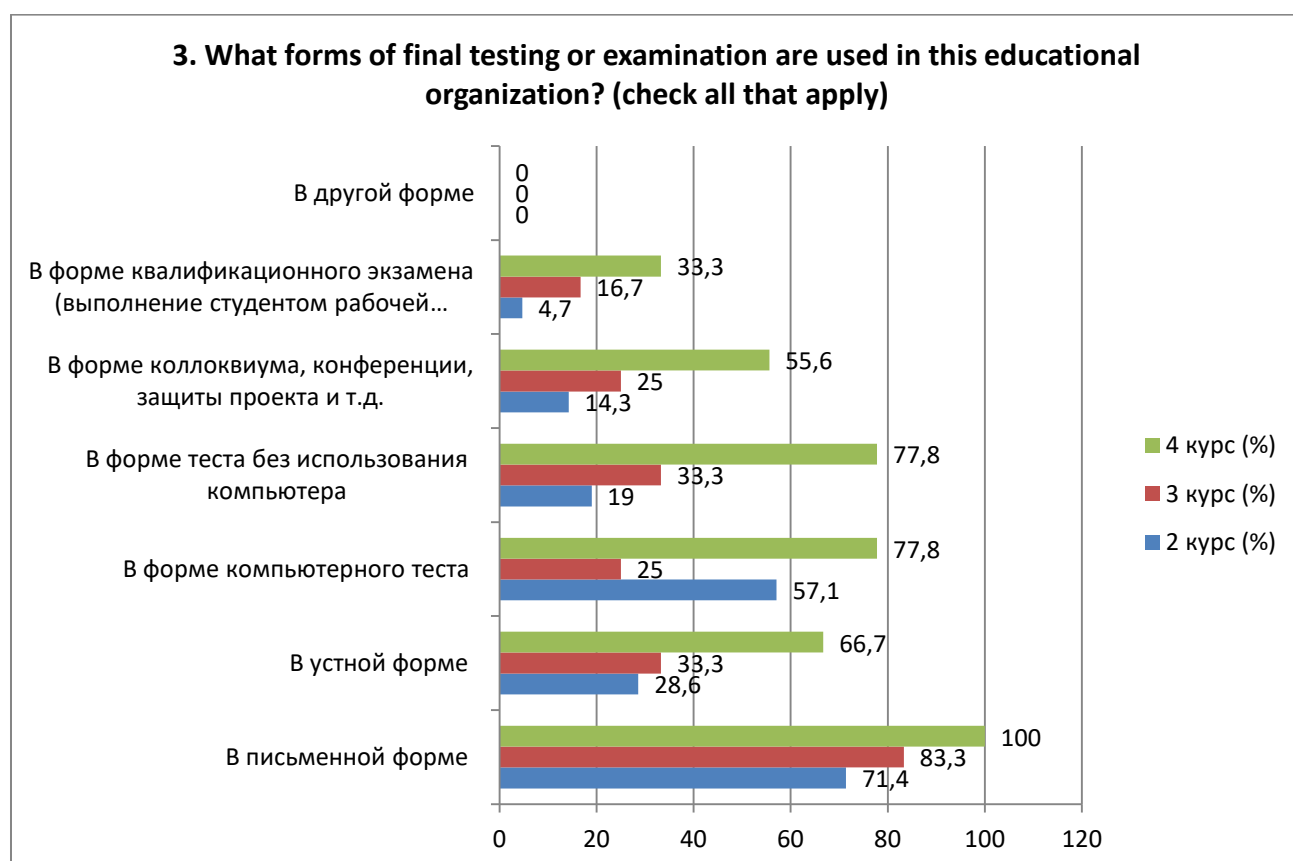
**3. What forms of final testing or examination are used in this educational organization? (check all that apply)**

\*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.



Answer options	2nd year (%)	3rd year (%)	4th year (%)
In writing	71.4	83.3	100
In oral form	28.6	33.3	66.7
In the form of a computer test	57.1	25	77.8
In the form of a test without using a computer	19	33.3	77.8
In the form of a colloquium, conference, project defense, etc.	14.3	25	55.6
In the form of a qualification exam (the student performs a work operation, manufactures a product, carries out labor activities, assessed by experts)	4.7	16.7	33.3
In another form	-	-	-

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



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

2nd year	3rd year	4th year
-	-	-

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

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Attendance	23.8	25	11.1

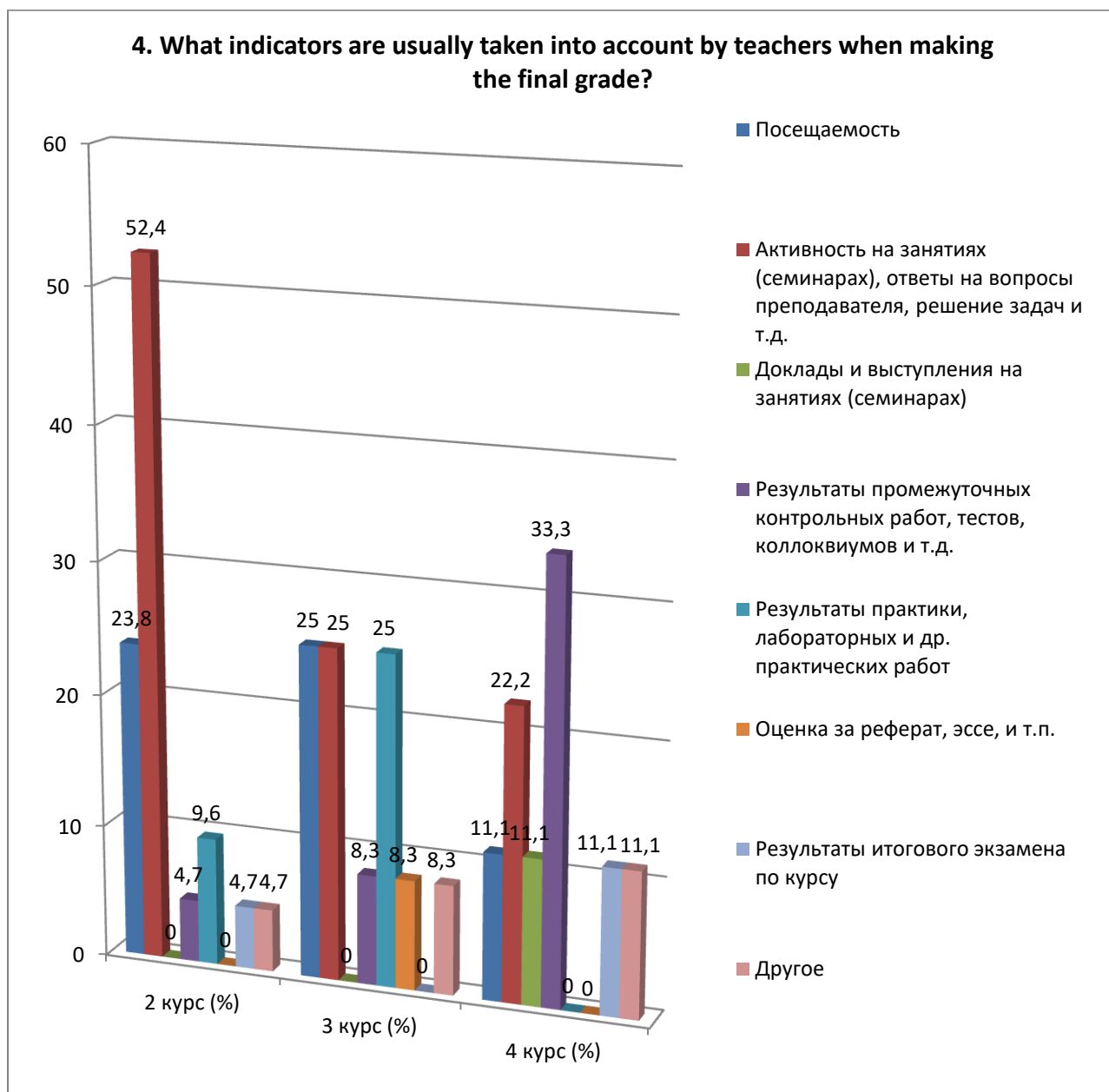
\*Students' answers to the option “other” and “if you answered “not satisfied...” to the previous question are presented in the original. The author's spelling and punctuation have been preserved.

Activity in classes (seminars), answers to teacher questions, problem solving, etc.	52.4	25	22.2
Reports and speeches at classes (seminars)	-	-	11.1
Results of intermediate tests, tests, colloquiums, etc.	4.7	8.3	33.3
Results of practice, laboratory and other practical work	9.6	25	-
Score for an abstract, essay, etc.	-	8.3	-
Results of the final exam for the course	4.7	-	11.1
Other	4.7	8.3	11.1

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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.

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



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

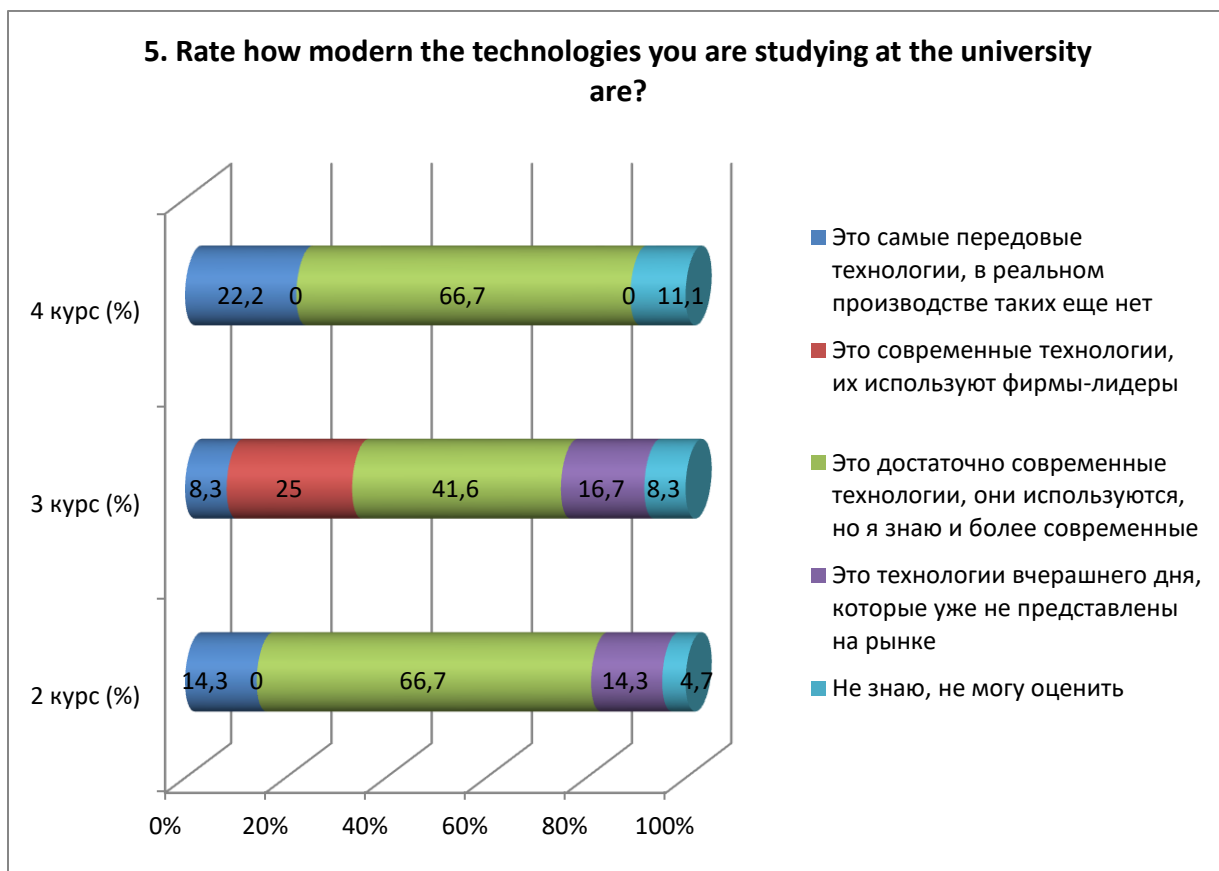
2nd year	3rd year	4th year
- Activity in class + practical work and assessment of knowledge after the fact.	- All of the above.	- All options.

#### 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.	14.3	8.3	22.2
These are modern technologies, they are used by leading companies	-	25	-
These are quite modern technologies,	66.7	41.6	66.7

\*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.

they are used, but I know more modern ones			
These are yesterday's technologies that are no longer on the market.	14.3	16.7	-
I don't know, I can't rate it	4.7	8.3	11.1



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\*:

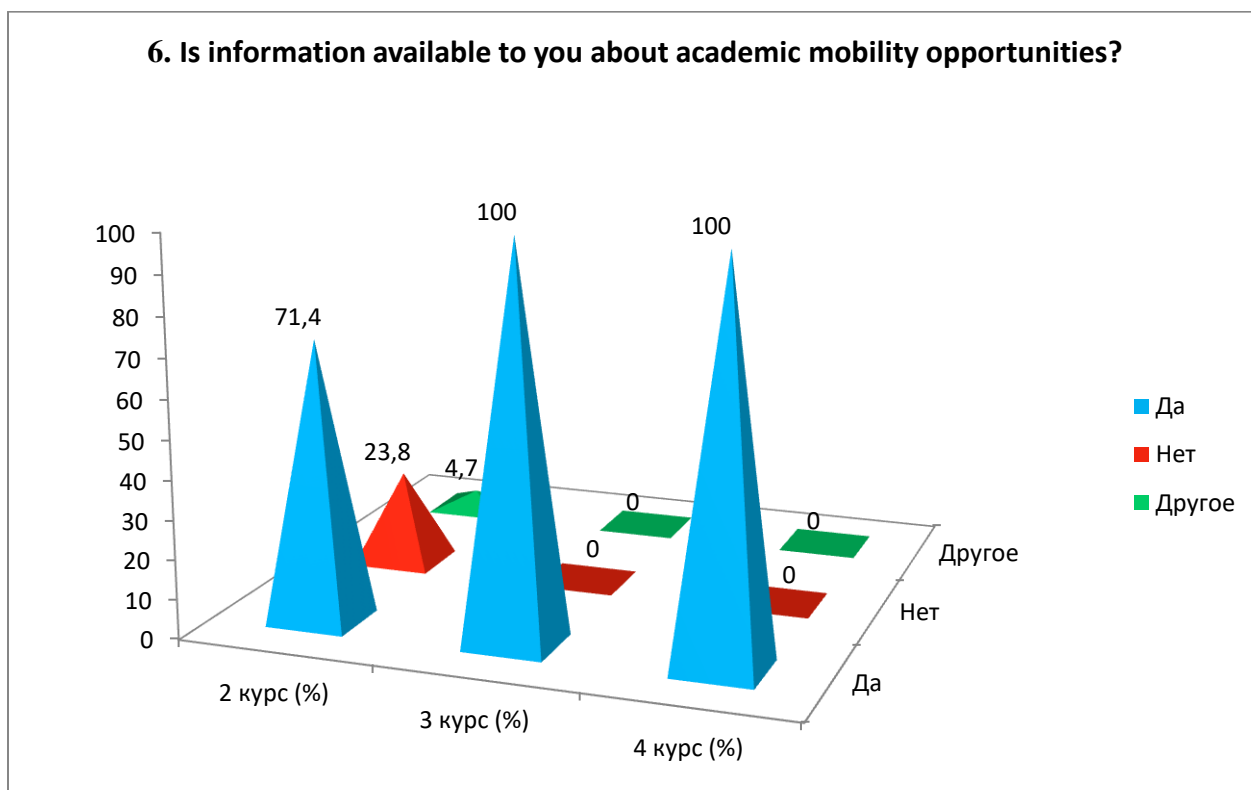
2nd year	3rd year	4th year
-	-	-

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

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Yes	71.4	100	100
No	23.8	-	-
Other	4.7	-	-

\*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.

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



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

2nd year	3rd year	4th year
- Don't know.	-	-

For the option "If you answered "No» to the previous question, write why»students indicated the following options\*:

2nd year	3rd year	4th year
-	-	-

## 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 student and supervisor
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 \_\_\_\_\_

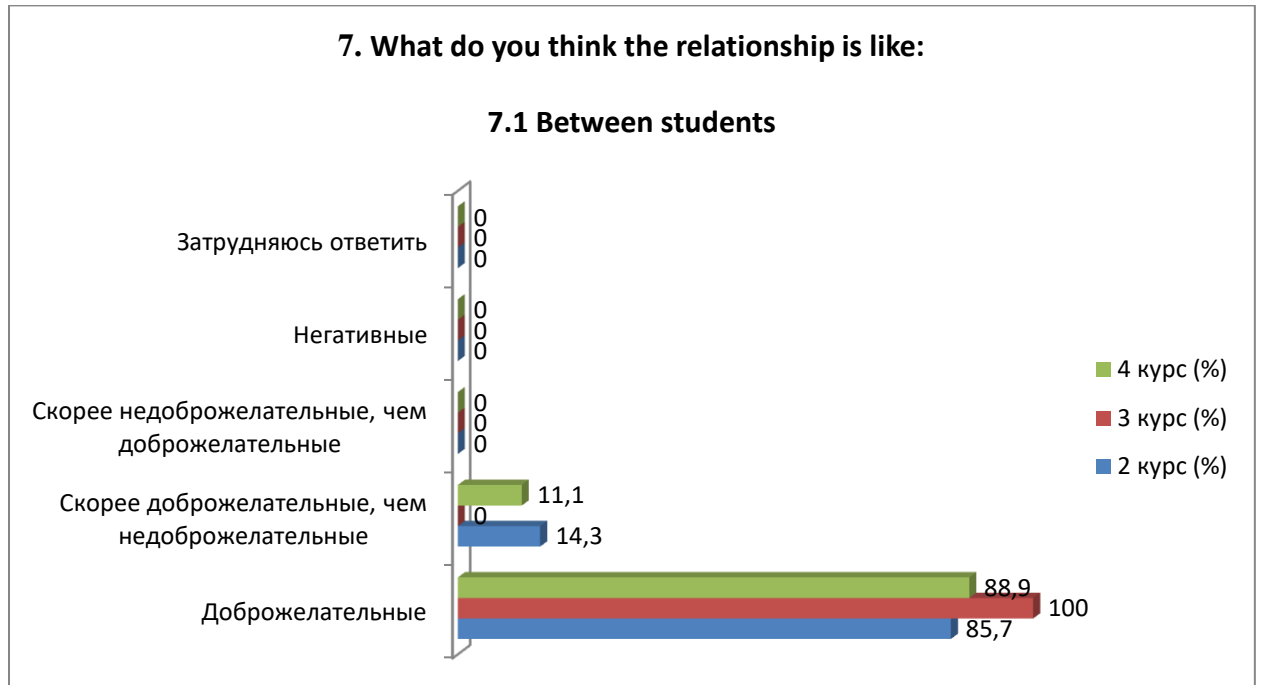
If you answered “not satisfied” to the previous question, give recommendations for improving the services provided \_\_\_\_\_

Indicators:

\*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.

## 7.1 Between students

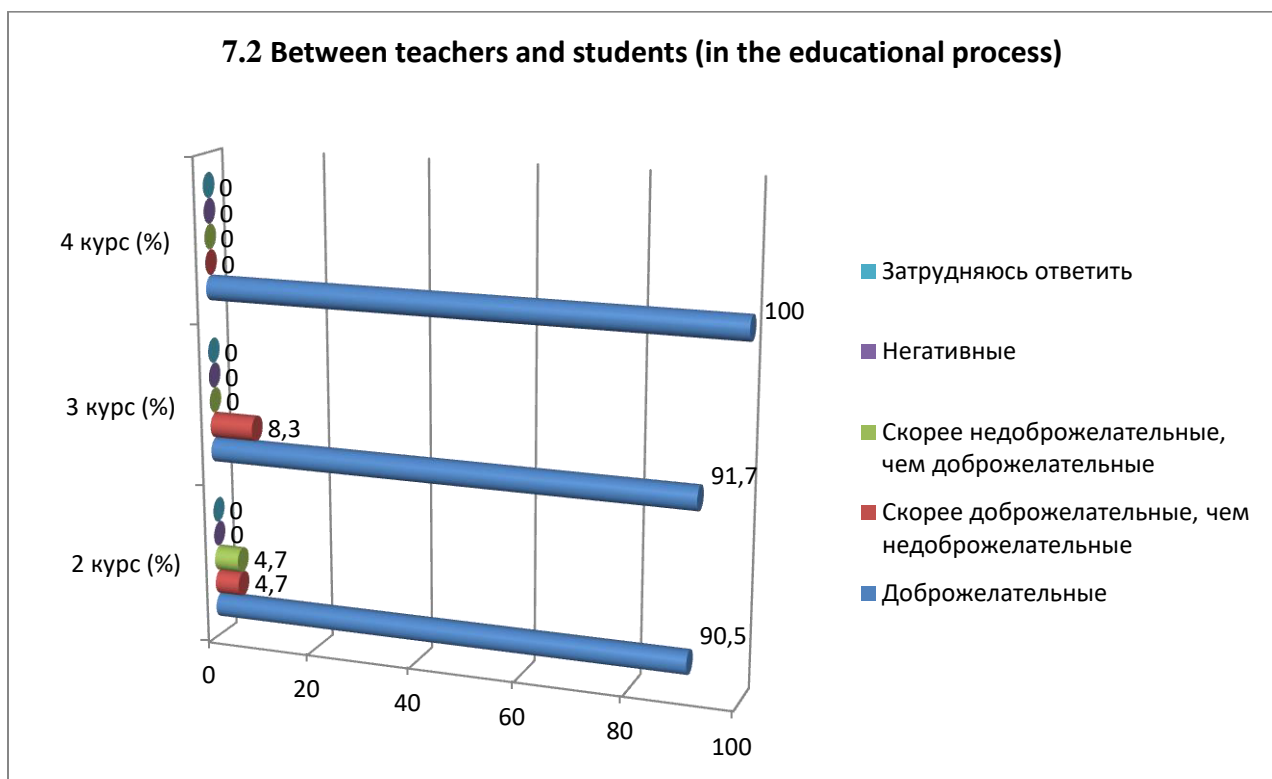
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Friendly	85.7	100	88.9
More friendly than unfriendly	14.3	-	11.1
More unfriendly than friendly	-	-	-
Negative	-	-	-
I find it difficult to answer	-	-	-



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

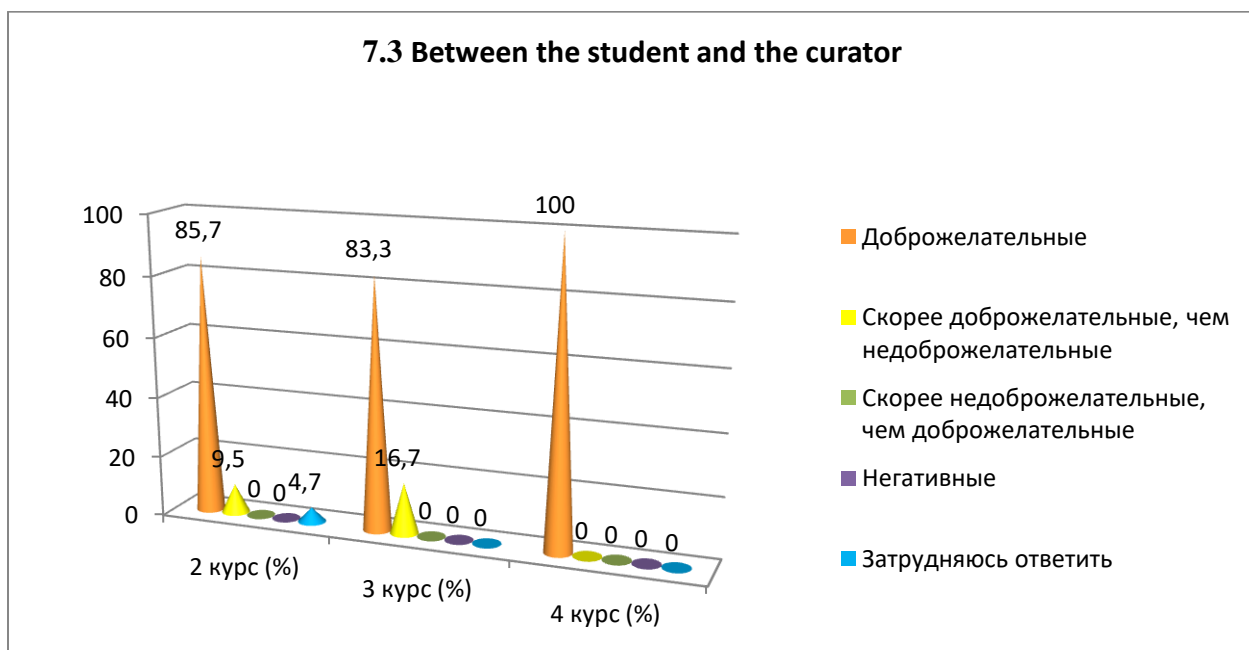
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Friendly	90.5	91.7	100
More friendly than unfriendly	4.7	8.3	-
More unfriendly than friendly	4.7	-	-
Negative	-	-	-
I find it difficult to answer	-	-	-

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



### 7.3 Between the student and the curator

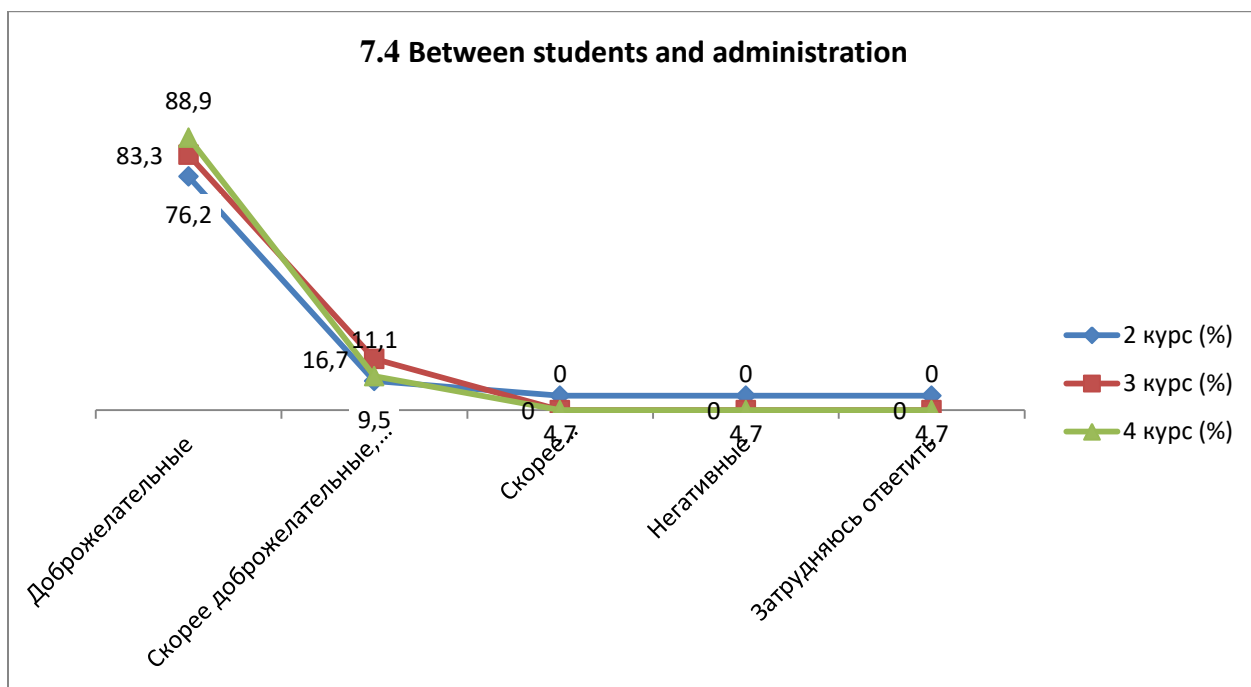
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Friendly	85.7	83.3	100
More friendly than unfriendly	9.5	16.7	-
More unfriendly than friendly	-	-	-
Negative	-	-	-
I find it difficult to answer	4.7	-	-



### 7.4 Between students and administration

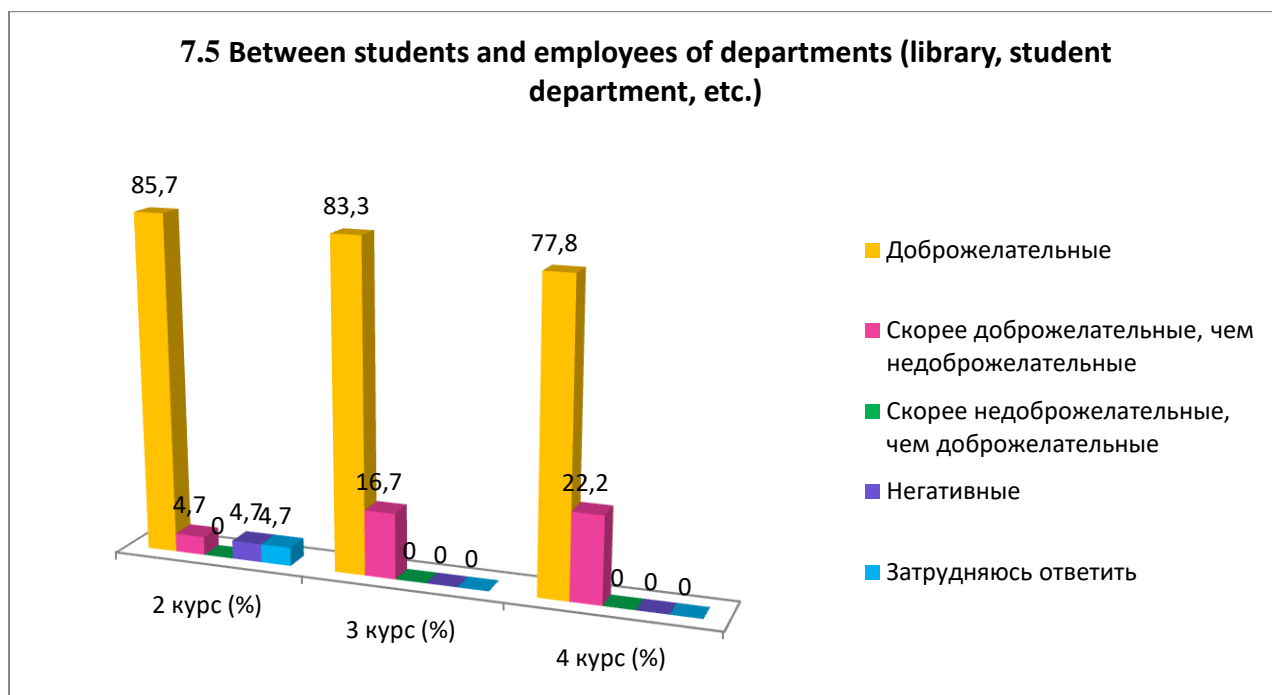
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Friendly	76.2	83.3	88.9
More friendly than unfriendly	9.5	16.7	11.1
More unfriendly than friendly	4.7	-	-

Negative	4.7	-	-
I find it difficult to answer	4.7	-	-



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

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Friendly	85.7	83.3	77.8
More friendly than unfriendly	4.7	16.7	22.2
More unfriendly than friendly	-	-	-
Negative	4.7	-	-
I find it difficult to answer	4.7	-	-

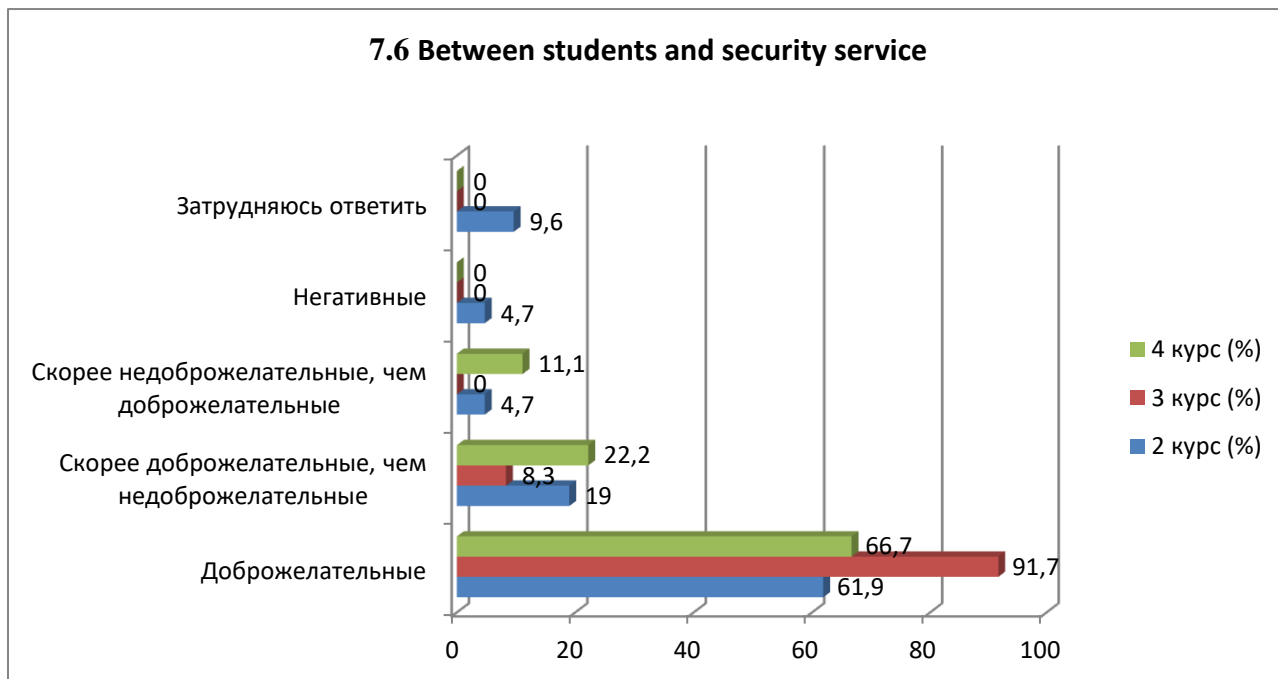


### 7.6 Between students and security service

Answer options	2nd year (%)	3rd year (%)	4th year (%)
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Friendly	61.9	91.7	66.7
More friendly than unfriendly	19	8.3	22.2
More unfriendly than friendly	4.7	-	11.1
Negative	4.7	-	-
I find it difficult to answer	9.6	-	-



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

2nd year	3rd year	4th year
-	-	-

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

2nd year	3rd year	4th year
-	-	-

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

(choose no more than 3 answer options)

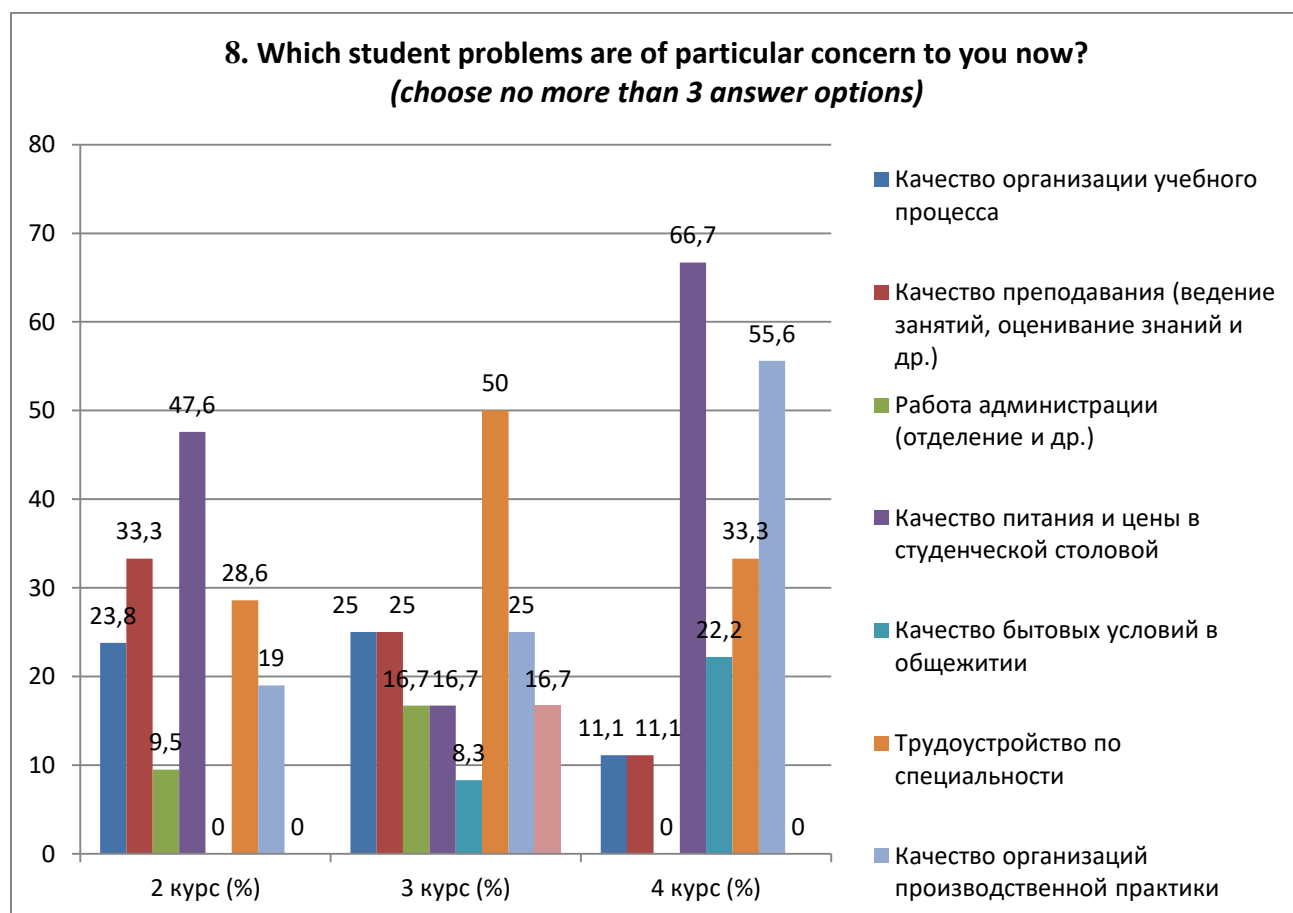
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Quality of organization of the educational process	23.8	25	11.1
Quality of teaching (class conducting, assessment of knowledge, etc.)	33.3	25	11.1
Administration work (department, etc.)	9.5	16.7	-
Quality of food and prices in the student canteen	47.6	16.7	66.7
Quality of living conditions in the hostel	-	8.3	22.2

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

\*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.

Employment by specialty	28.6	50	33.3
Quality of industrial practice organizations	19	25	55.6
Other	-	16.7	-

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



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

2nd year	3rd year	4th year
-	- do not care.	-

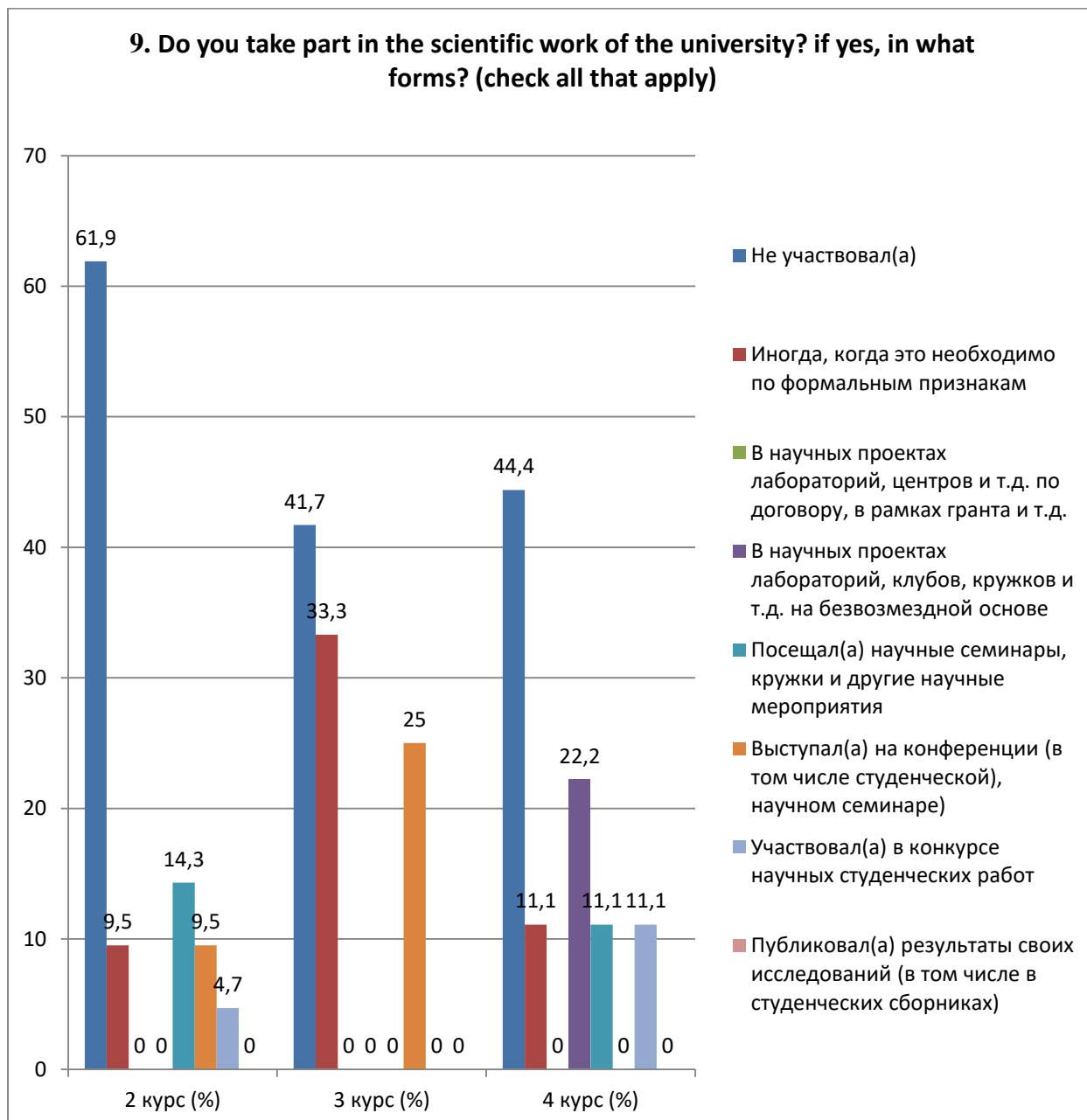
**9. Do you take part in the scientific work of the university? if yes, in what forms? (check all that apply)**

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Did not participate	61.9	41.7	44.4
Sometimes, when it is necessary for formal reasons	9.5	33.3	11.1
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	-	-	22.2
Attended scientific seminars, clubs and other scientific events	14.3	-	11.1

\*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

Speaker at a conference (including a student conference), scientific seminar)	9.5	25	-
Participated in a student scientific work competition	4.7	-	11.1
Published the results of his research (including in student collections)	-	-	-

\*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\*:

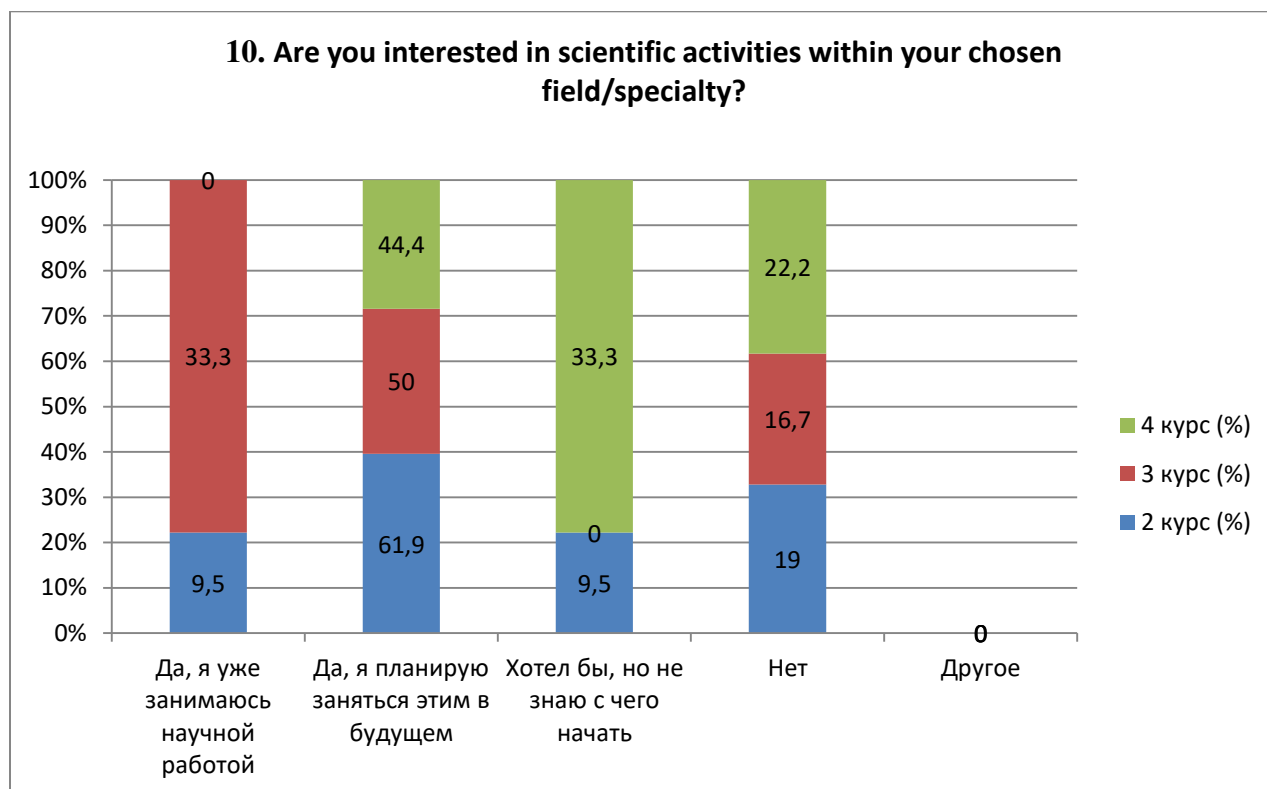
2nd year	3rd year	4th year
- Not interested; - There was no opportunity to participate;	-	-

\*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.

- Limited free time; - Do not have the time.		
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### 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	9.5	33.3	-
Yes, I plan to do this in the future	61.9	50	44.4
I would like to, but I don't know where to start	9.5	-	33.3
No	19	16.7	22.2
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\*:

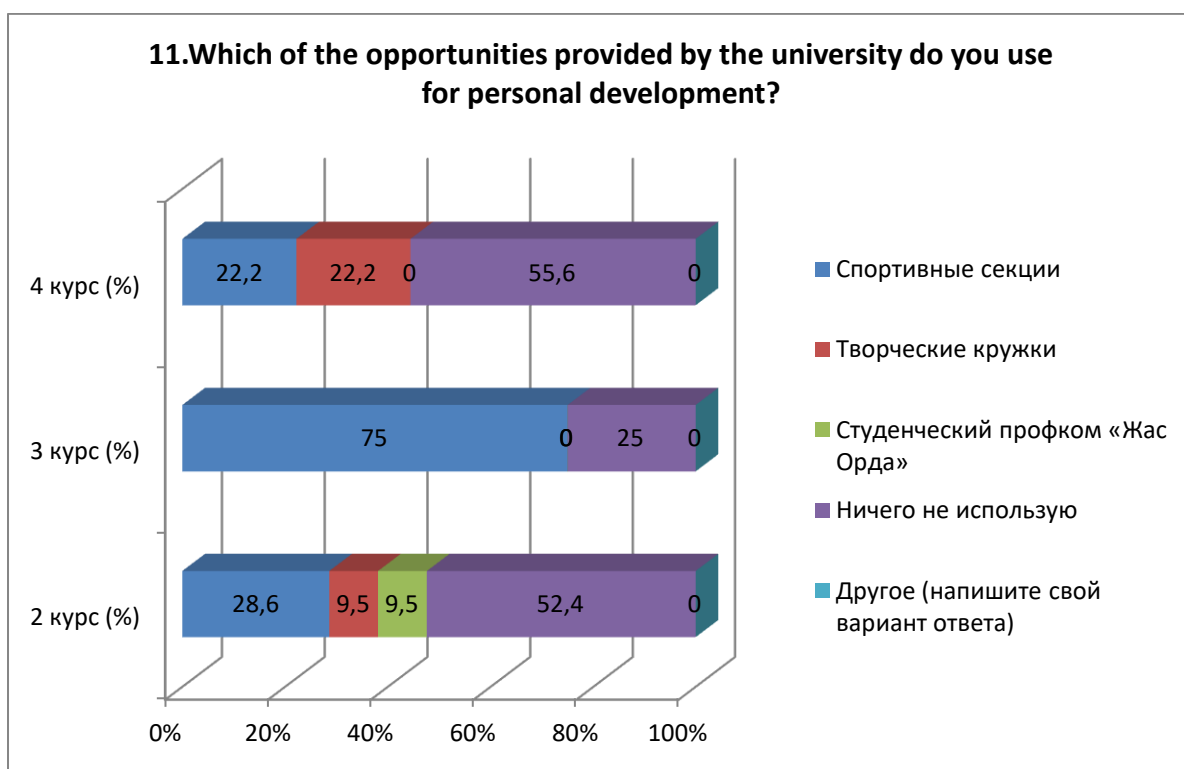
2nd year	3rd year	4th year
- Not interested in this activity.	-	- I am more interested in the core part of the specialty.

### 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	28.6	75	22.2
Creative clubs	9.5	-	22.2
Student trade union committee "Zhas Orda"	9.5	-	-
I don't use anything	52.4	25	55.6

\*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.

Other (write your answer)	-	-	-
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Students indicated the following options for the “Other” option:\*

2nd year	3rd year	4th year
-	-	-

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

2nd year	3rd year	4th year
- Problems with transport, I won’t be able to return home after clubs.	-	- Lack of free time and distance from home.

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

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

Other \_\_\_\_\_

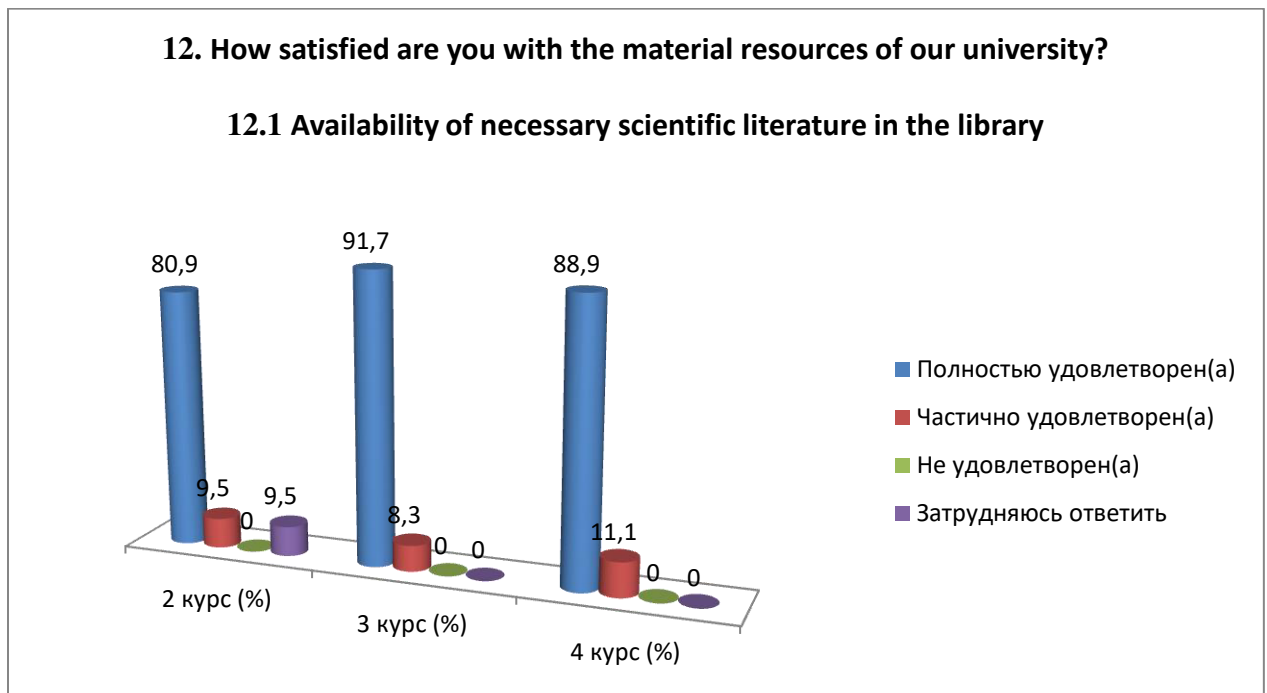
\*Students’ answers to the option “other” and “if you answered “not satisfied...” to the previous question are presented in the original. The author's spelling and punctuation have been preserved.

If you answered “not satisfied” to the previous question, give recommendations for improving the services provided \_\_\_\_\_

Indicators:

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

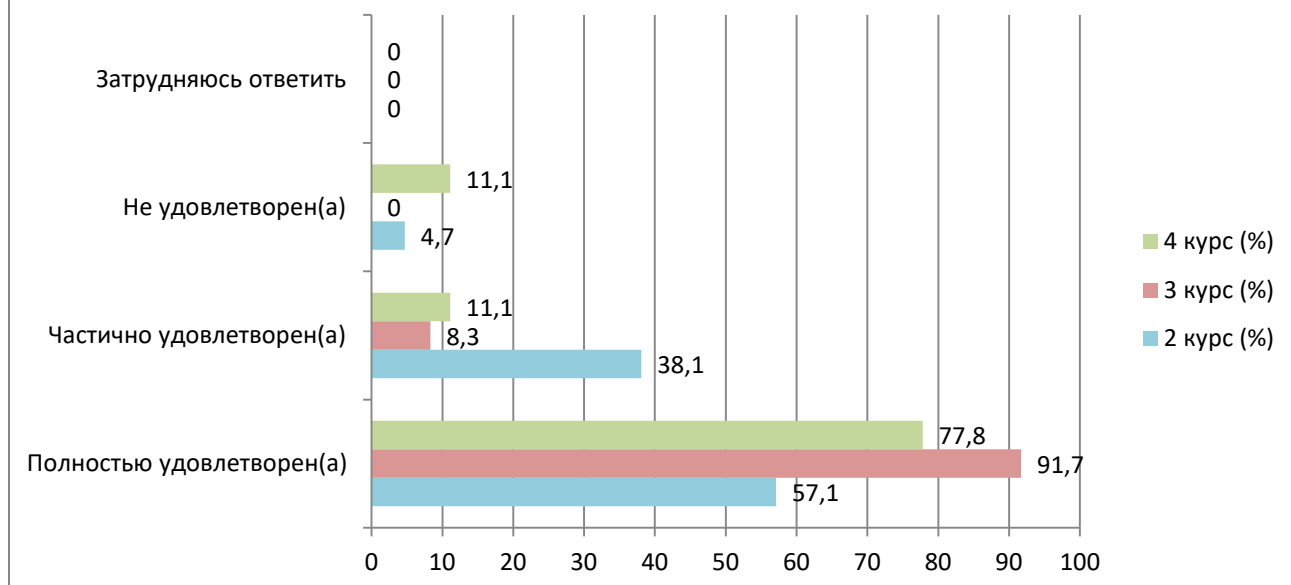
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	80.9	91.7	88.9
Partially satisfied	9.5	8.3	11.1
Not satisfied)	-	-	-
I find it difficult to answer	9.5	-	-



### 12.2 Modern computer equipment

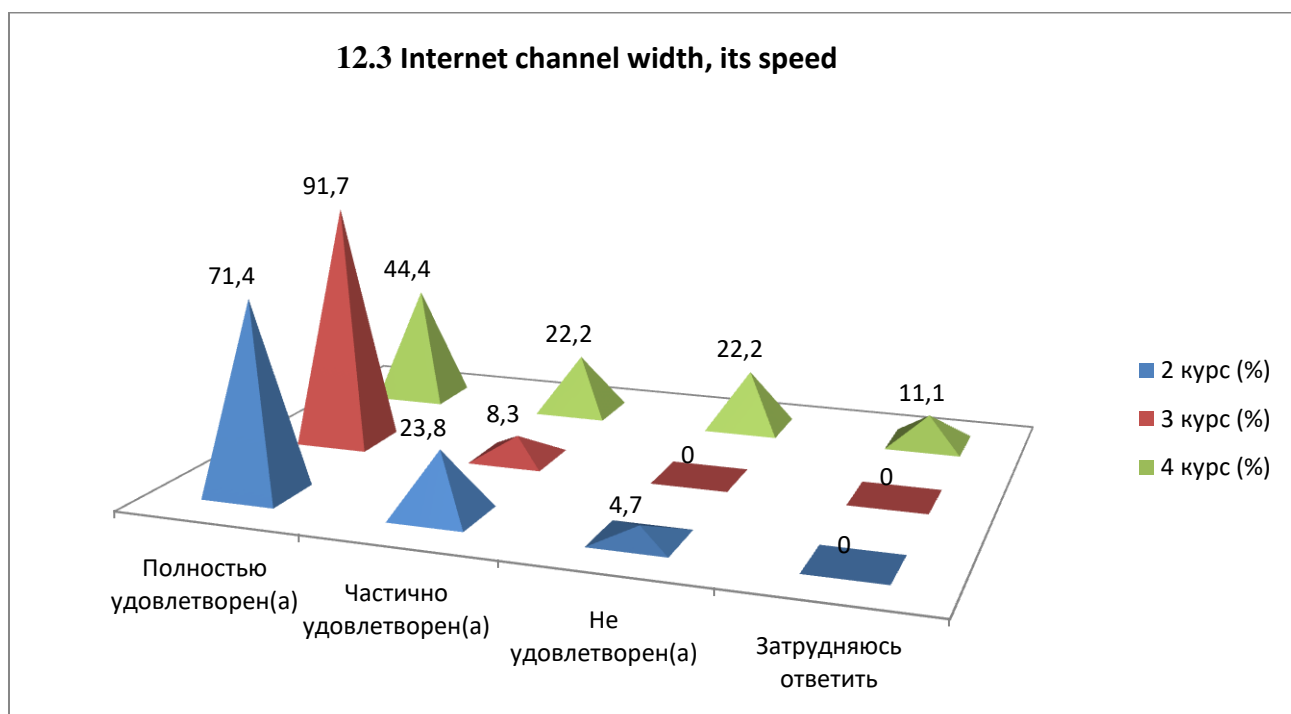
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	57.1	91.7	77.8
Partially satisfied	38.1	8.3	11.1
Not satisfied)	4.7	-	11.1
I find it difficult to answer	-	-	-

### 12.2 Modern computer equipment



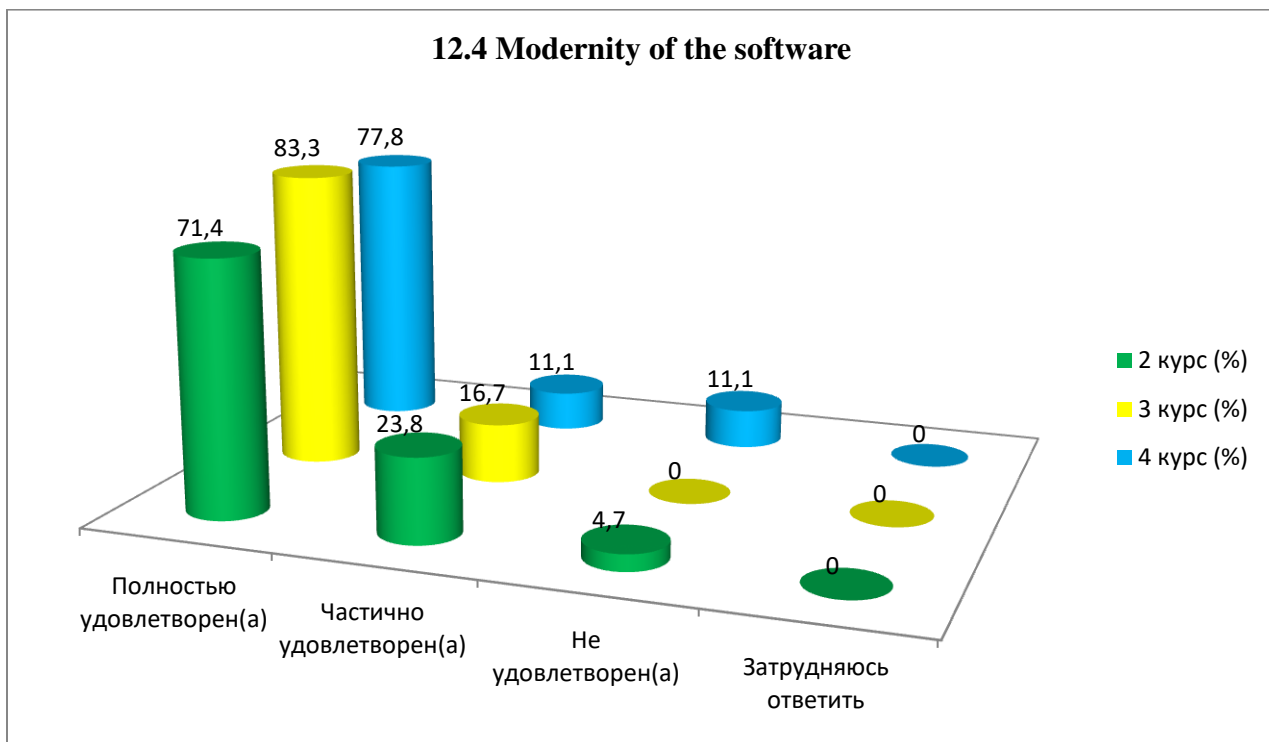
### 12.3 Internet channel width, its speed

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	71.4	91.7	44.4
Partially satisfied	23.8	8.3	22.2
Not satisfied	4.7	-	22.2
I find it difficult to answer	-	-	11.1



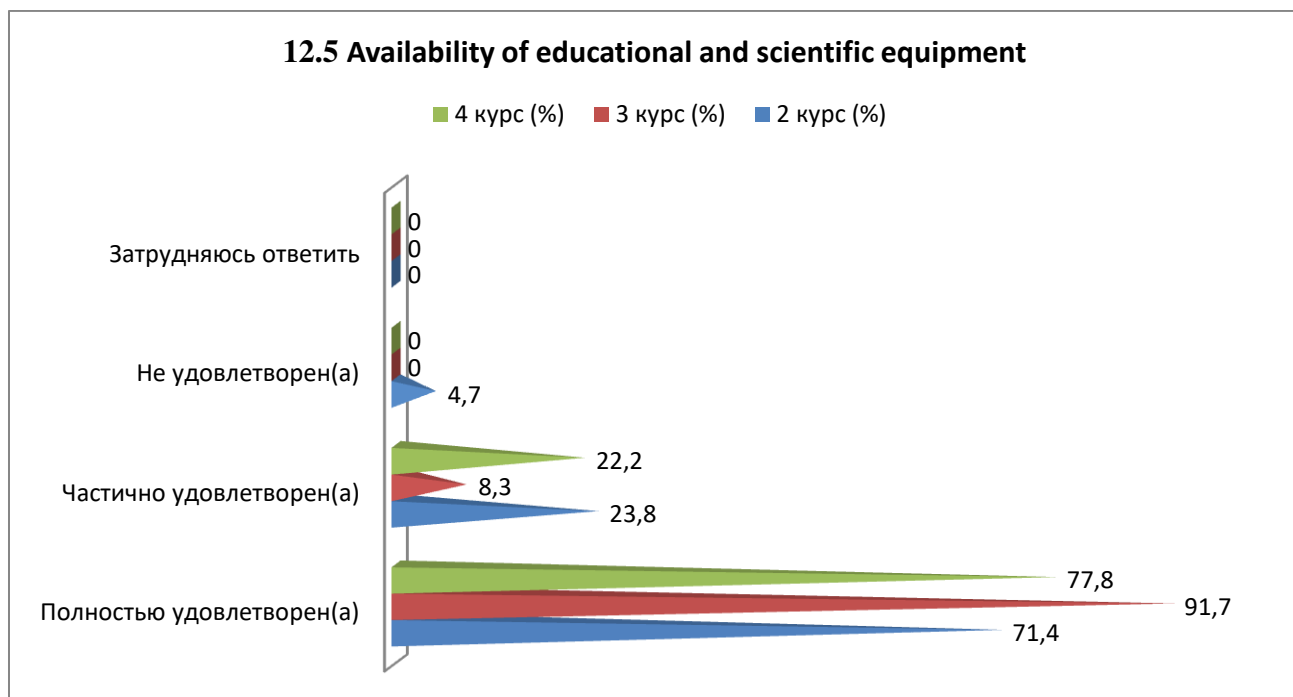
### 12.4 Modernity of the software

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	71.4	83.3	77.8
Partially satisfied	23.8	16.7	11.1
Not satisfied)	4.7	-	11.1
I find it difficult to answer	-	-	-



### 12.5 Availability of educational and scientific equipment

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	71.4	91.7	77.8
Partially satisfied	23.8	8.3	22.2
Not satisfied	4.7	-	-
I find it difficult to answer	-	-	-

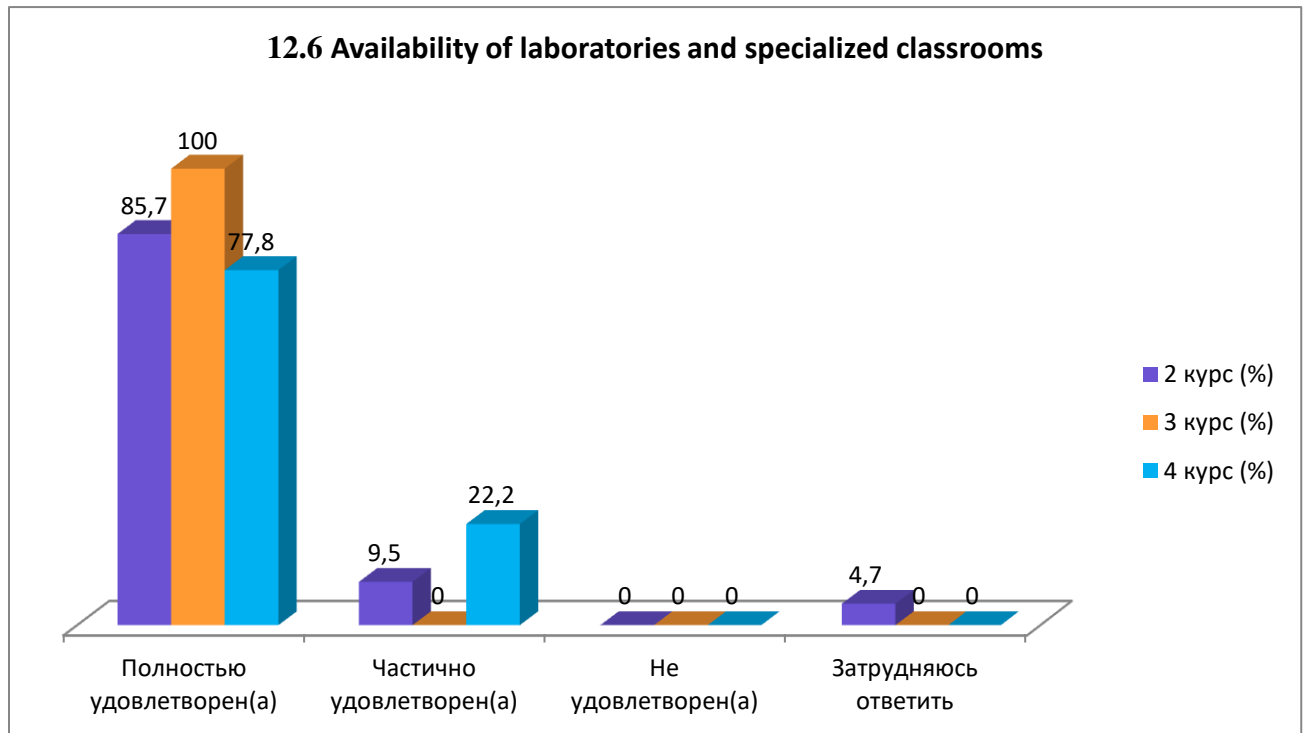


### 12.6 Availability of laboratories and specialized classrooms

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	85.7	100	77.8
Partially satisfied	9.5	-	22.2

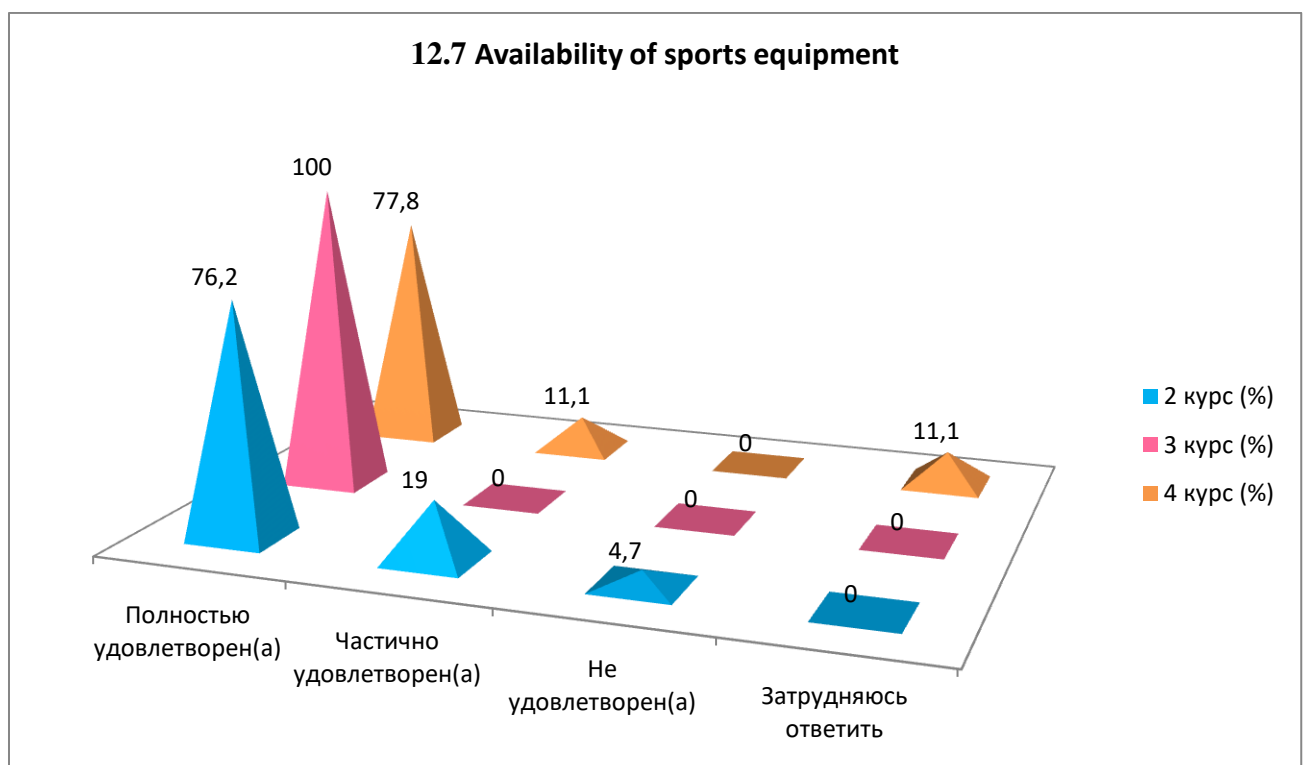


Not satisfied	-	-	-
I find it difficult to answer	4.7	-	-



### 12.7 Availability of sports equipment

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	76.2	100	77.8
Partially satisfied	19	-	11.1
Not satisfied	4.7	-	-
I find it difficult to answer	-	-	11.1



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

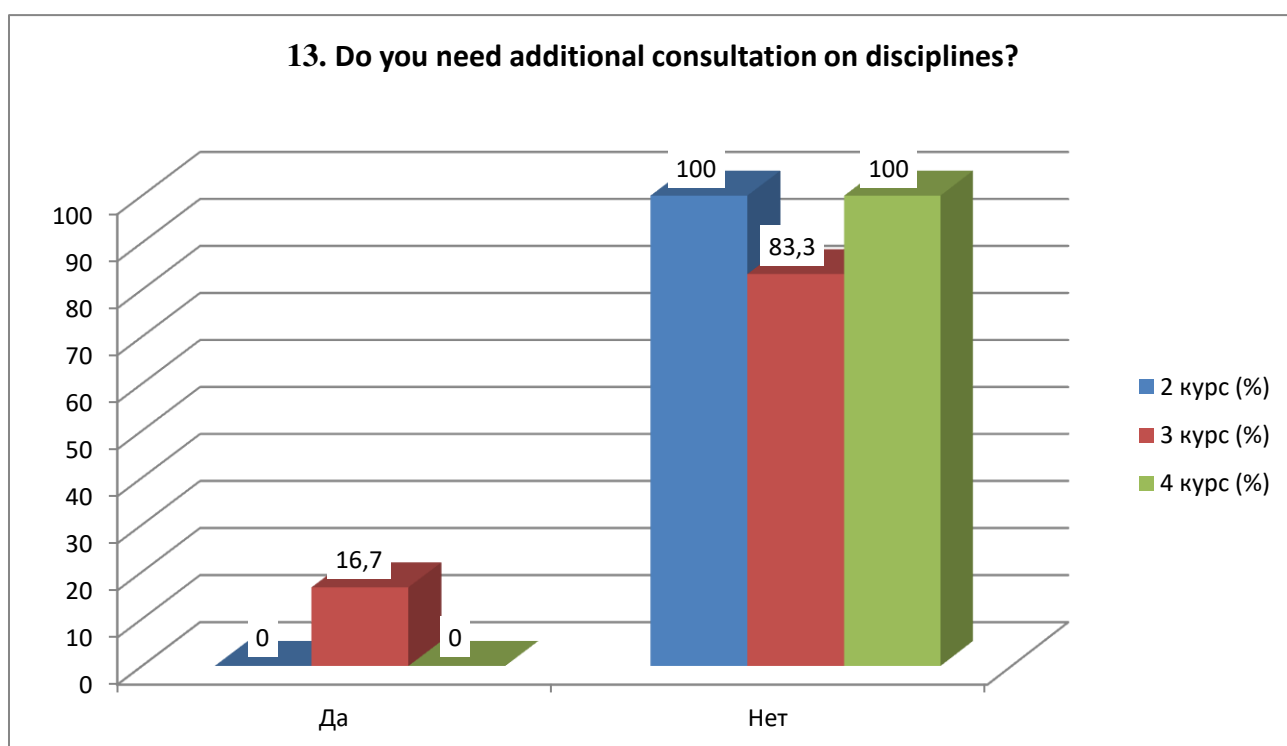
2nd year	3rd year	4th year
-	-	-

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

2nd year	3rd year	4th year
-	-	-

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

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Yes	-	16.7	-
No	100	83.3	100



For the option "If you answered “Yes” to the previous question, then indicate the discipline on which you need additional advice.» students indicated the following options\*:

2nd year	3rd year	4th year
-	-	-

### 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)

\*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.

<b>Answer options</b>	<b>2nd year (%)</b>	<b>3rd year (%)</b>	<b>4th year (%)</b>
Get a high level of knowledge	76.2	100	66.7
Receive a diploma of completion	57.1	50	66.7
Gain the ability to acquire new knowledge that will help you quickly adapt in the workplace	57.1	33.3	66.7
Gain practical skills that you can immediately use at work	71.4	58.3	55.6
Get a diploma, the prestige of the university does not matter	14.3	8.3	-
Graduate from a prestigious university	9.5	8.3	-
Get a highly paid profession	28.6	33.3	33.3
Get a profession that is interesting and matches your abilities	28.6	25	44.4
Get a diploma with high grades	14.3	25	-
You need to learn only what is interesting or will be needed in further study (work)	9.5	16.7	-
It's not so important to graduate from this particular university, in what specialty	-	-	-
Getting this specialty is not so important in which university.	-	-	11.1

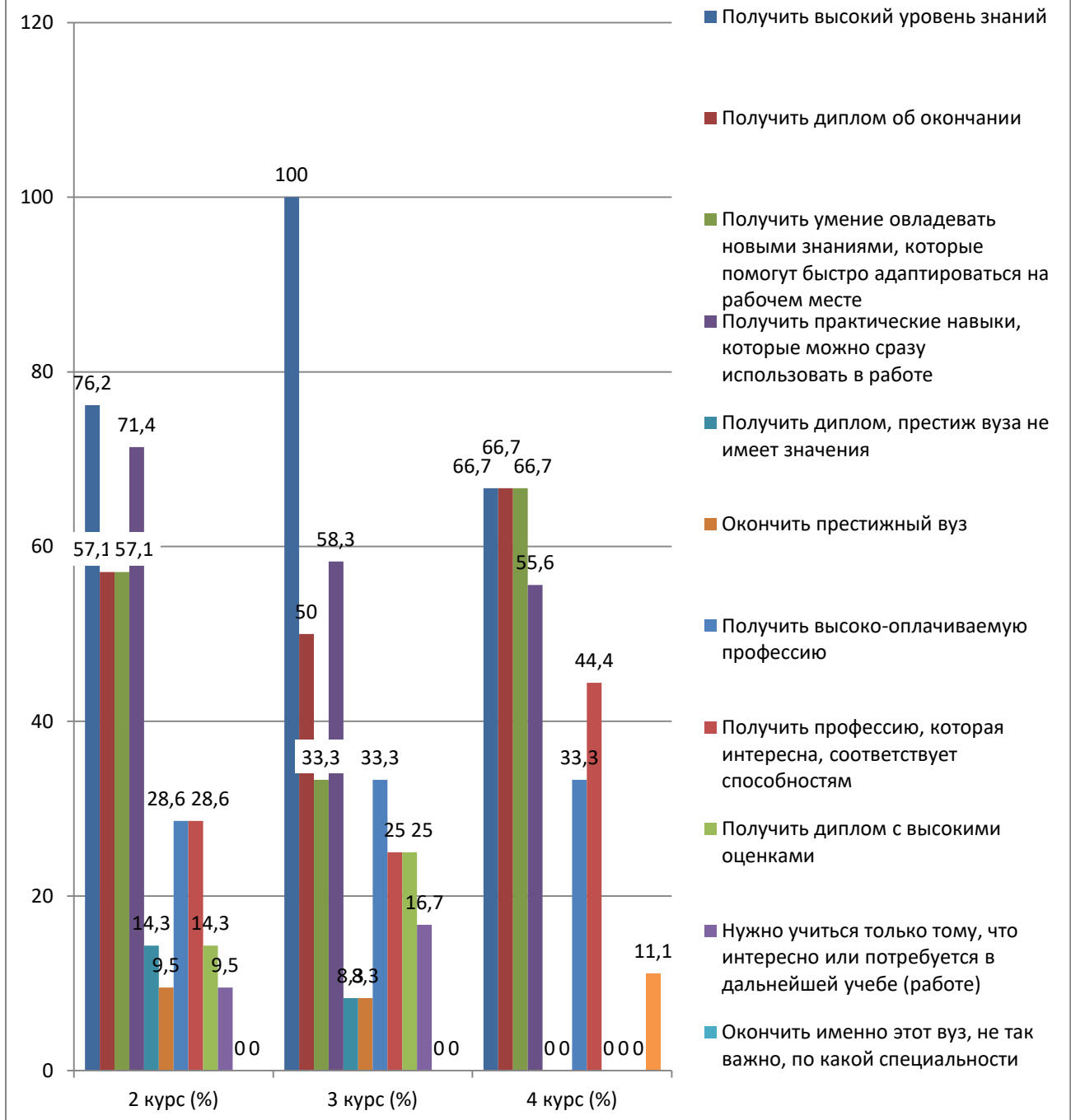
*\*The amount in % is not equal to 100, because multiple answer options were expected*

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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.

### 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)



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.)

2nd year	3rd year	4th year
<ul style="list-style-type: none"> <li>- I think that these questions are enough;</li> <li>- I think there are enough questions;</li> <li>- No questions;</li> <li>- I think all the important questions are there;</li> </ul>	<ul style="list-style-type: none"> <li>- Question about scholarships and other types of financial assistance for excellent studies;</li> <li>- No questions.;</li> <li>- Everything settles down;</li> <li>- More teachers from</li> </ul>	<ul style="list-style-type: none"> <li>- All questions are enough;</li> <li>- Everything fits;</li> <li>- Breaks, toilets;</li> <li>- None.</li> </ul>

<p>- Schedule, it's hard for students to sit in 4 pairs from morning to evening;</p> <p>- About the locker room. Why don't they let in those who go to another building after the first pair of clothes with their outerwear? Not only did they not have time to move from building to building in 20 minutes due to queues in the winter, but they also reduced the time. Let's say I'm a student coming to the main building for the 1st class, then I need to go straight to the 1st building, the break is 10 minutes, how can I manage to go down to the basement in 10 minutes, pick up my coat, then go up again, go along the subway and go up to my floor in building 1 and don't be late. It's just infuriating, some kind of coat won't bother anyone in the audience.;</p> <p>- There are no questions;</p> <p>- no ideas.</p>	<p>production;</p> <p>- Everything is fine.</p>	
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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.

However, in during the survey, it should be noted that most of the recommendations for improving the services provided were given regarding the organization of catering at the university. The following shortcomings were identified: a small assortment of dishes offered, a large queue that forms during peak dining hours, inflated prices for dishes, the quality of food does not correspond to the price, etc. All identified shortcomings significantly affect the efficiency of the canteen and, most importantly, the public opinion of visitors to this canteen.

As recommendations for improving the work of canteens, it is possible to consider expanding the range of dishes, reducing prices for assortments of dishes and reducing service time.

Thus, the set of proposed measures will solve a number of problems that arise in the work of the canteen, which will ultimately improve the quality of the services provided.

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 – 90.5%, 3rd year – 83.3%, 4th year – 88.9%. 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 "Discrepancy between the disciplines studied and the specialty obtained"(2nd year - 4.7%, 3rd year - 8.3%), "Inconsistency between the importance of the subject and the number of hours" (2nd year - 4.7%, 4th year - 11.1%), "Overload with classroom activities"(3rd year - 8.3%).

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\*Students' answers are presented in the original. The author's spelling and punctuation have been preserved.

To the question: "What indicators are usually taken into account by teachers when making the final grade?" 33.2% of students indicated the option "activity in classes (seminars), answers to teacher

questions, problem solving, etc.”, in second place – 19.9% “attendance” and in third place 15.4% results of intermediate tests, tests, colloquiums, etc.”

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 rather benevolent than unkind.”

To the question “Which student problems are of particular concern to you now?” Students put “Quality of food and prices in the student canteen” in first place – 43.7%. Further - "Employment by specialty"- 37.3%. In third position – “Quality of organization of the educational process"- 33.2%.

To the question “**Do you need additional consultation on disciplines?**” 5.6% respondents responded that they needed additional consultation. However, they did not specify which additional consultations were needed in the disciplines.

### **Recommendations:**

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

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\*Students' answers are presented in the original. The author's spelling and punctuation have been preserved.