

Report
on the results of the questionnaire
“Satisfaction of 2nd-5th year students with educational services”
for the 2024-2025 year

Department: “Technological Equipment, Mechanical Engineering and Standardization”

Specialty: 5B071200 Mechanical engineering

In October 2024, the Center for Quality Management and Accreditation conducted an annual questionnaire on student satisfaction with the quality of services provided.

Purpose of the questionnaire: To assess the degree of satisfaction of respondents with the quality of educational services and other activities of the university.

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

For specialty 5B071200 “Mechanical engineering” 83 respondents took part in the questionnaire, which is 79% of the total number of students (105 people).

- 2nd year – 23 students (63,8%);
- 3rd year – 36 students (100%);
- 4th year – 24 students (72,7%)

Form of study

- Budget-funded – 74 students (89,1%);
- Paid – 9 students (10,9%).

The following data was obtained during the questionnaire:

Indicators:

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

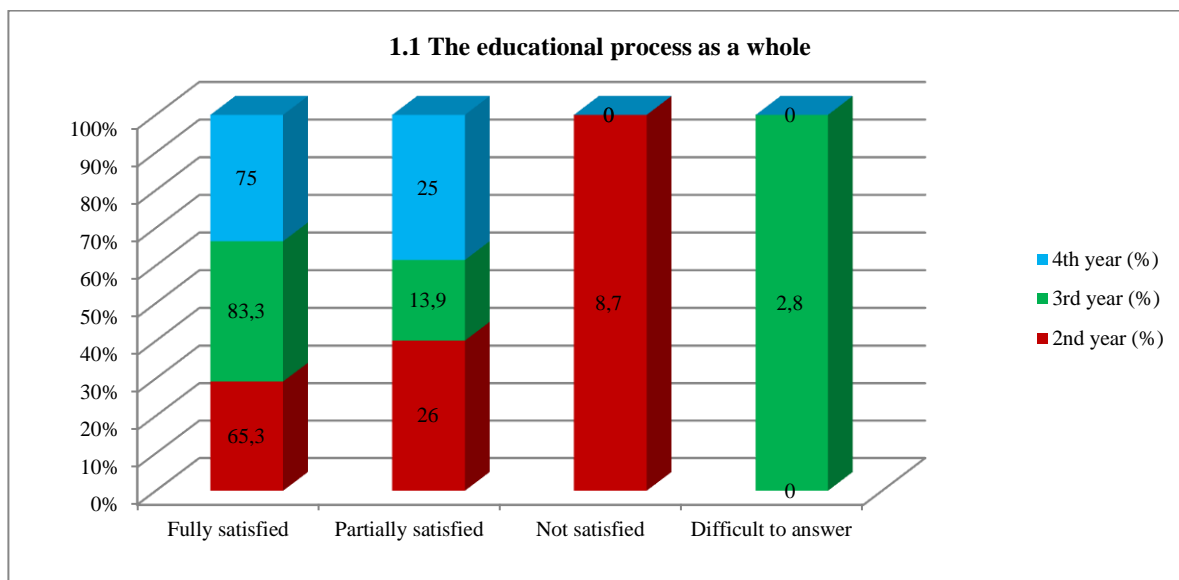
1.1 The educational process as a whole
1.2 Class schedule
1.3 Organization of independent work
1.4 Internship process
1.5 Organization and conduct of SIWT
1.6 Organization and conduct of laboratory work
1.7 Satisfaction with the library services
1.8 Access to full-text databases of scientific publications
1.9 Living conditions in the dormitory
1.10 Quality of medical services
1.11 Organization of meals at the university (prices, product assortment, quality of prepared meals)

Other _____

If you answered “not satisfied” to the previous question, please provide recommendations for improving the services provided _____

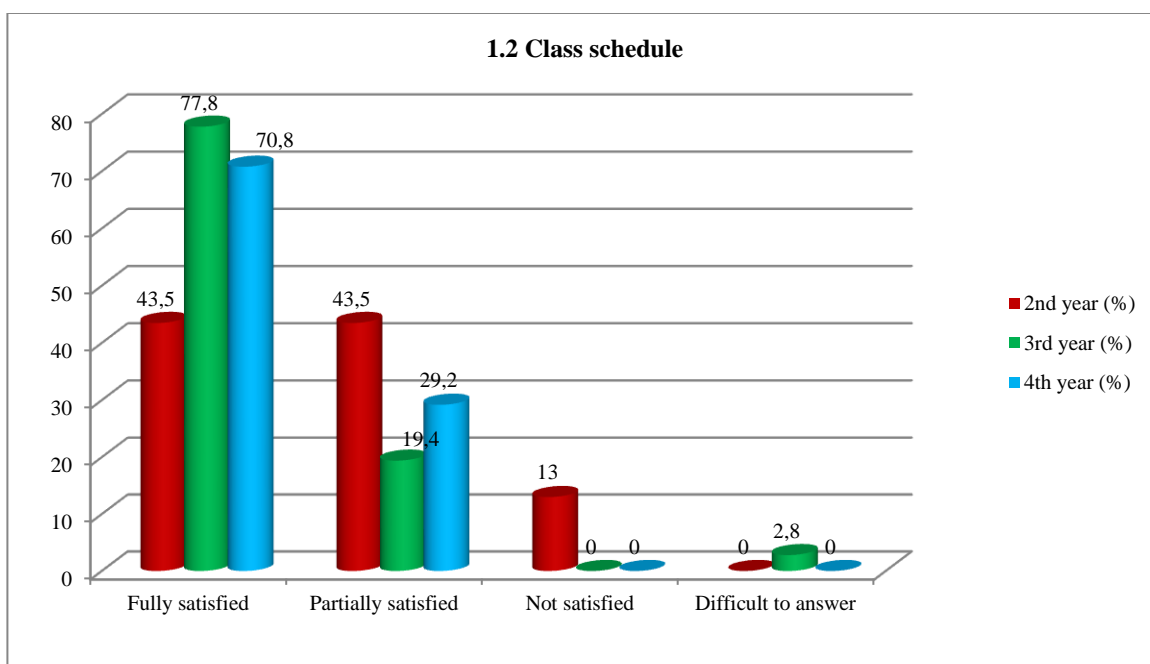
1.1 The educational process as a whole

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Fully satisfied</i>	65,3% (15 students)	83,3% (30 students)	75% (18 students)
<i>Partially satisfied</i>	26% (6 students)	13,9% (5 students)	25% (6 students)
<i>Not satisfied</i>	8,7% (2 students)	-	-
<i>Difficult to answer</i>	-	2,8% (1 student)	-



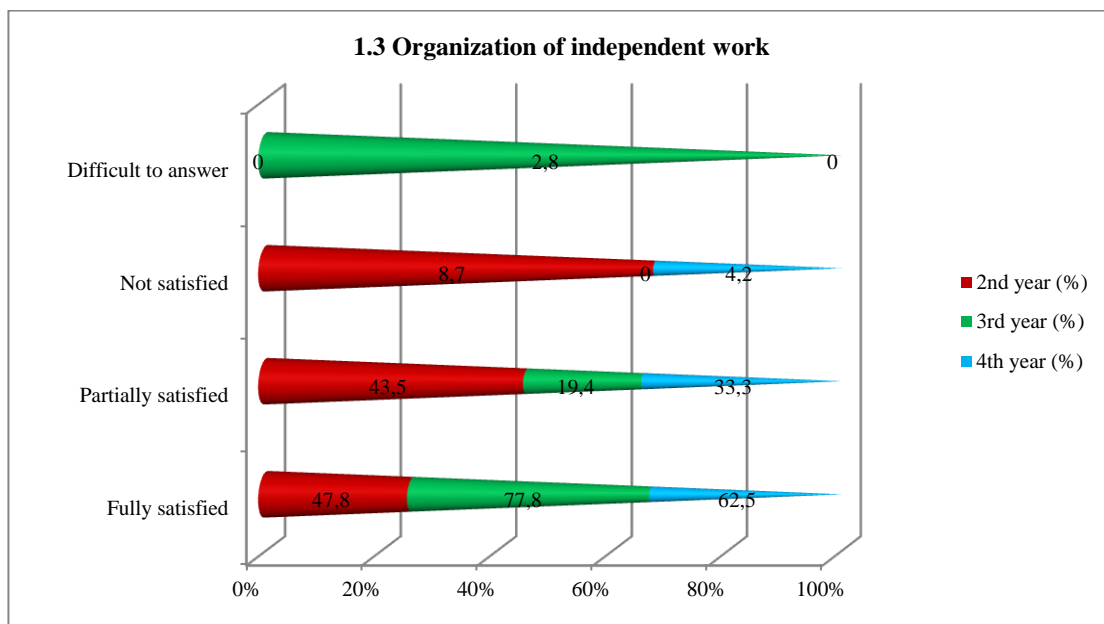
1.2 Class schedule

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Fully satisfied</i>	43,5% (10 students)	77,8% (28 students)	70,8% (17 students)
<i>Partially satisfied</i>	43,5% (10 students)	19,4% (7 students)	29,2% (7 students)
<i>Not satisfied</i>	13% (3 students)		
<i>Difficult to answer</i>		2,8% (1 student)	



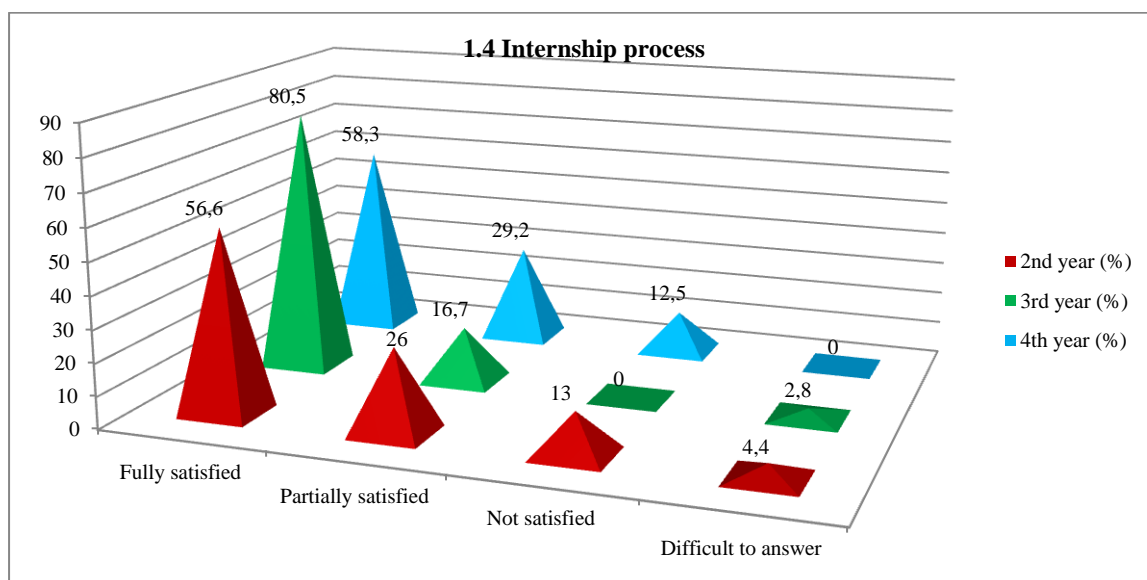
1.3 Organization of independent work

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Fully satisfied</i>	47,8% (11 student)	77,8% (28 students)	62,5% (15 students)
<i>Partially satisfied</i>	43,5% (10 students)	19,4% (7 students)	33,3% (8 students)
<i>Not satisfied</i>	8,7% (2 students)		4,2% (1 student)
<i>Difficult to answer</i>		2,8% (1 student)	



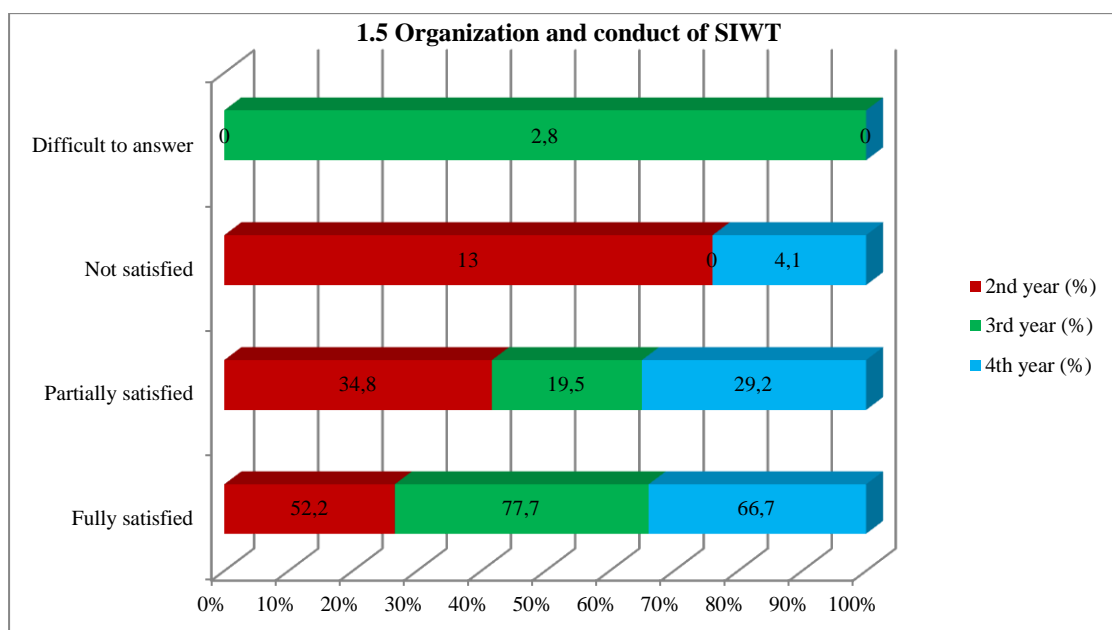
1.4 Internship process

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Fully satisfied</i>	56,6% (13 students)	80,5% (29 students)	58,3% (14 students)
<i>Partially satisfied</i>	26% (6 students)	16,7% (6 students)	29,2% (7 students)
<i>Not satisfied</i>	13% (3 students)		12,5% (3 students)
<i>Difficult to answer</i>	4,4% (1 student)	2,8% (1 student)	



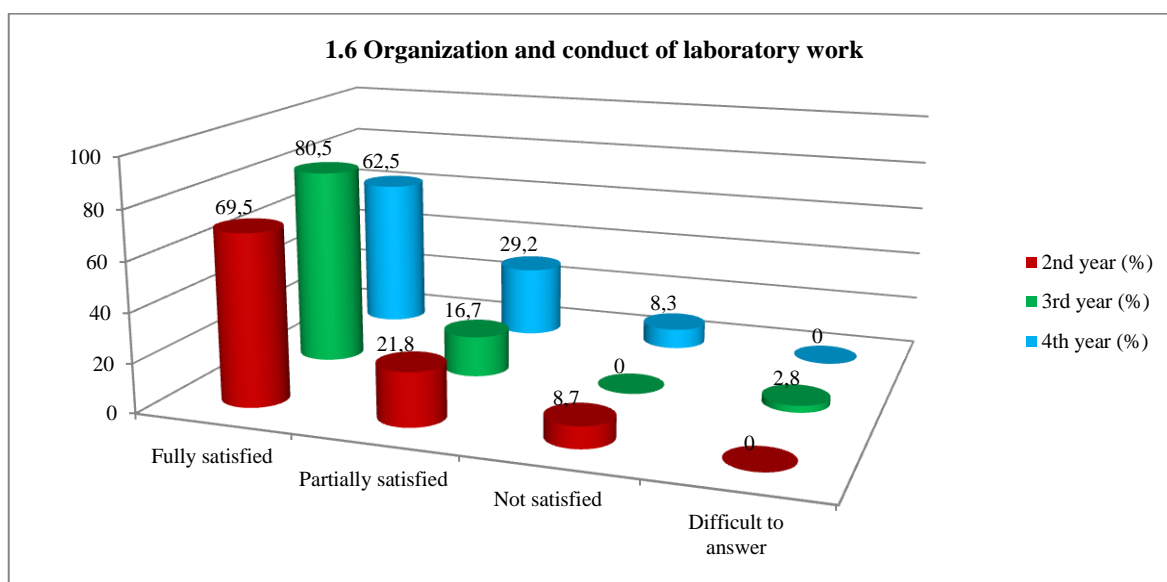
1.5 Organization and conduct of SIWT

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Fully satisfied</i>	52,2% (12 students)	77,7% (28 students)	66,7% (16 students)
<i>Partially satisfied</i>	34,8% (8 students)	19,5% (7 students)	29,2% (7 students)
<i>Not satisfied</i>	13% (3 students)		4,1% (1 student)
<i>Difficult to answer</i>		2,8% (1 student)	



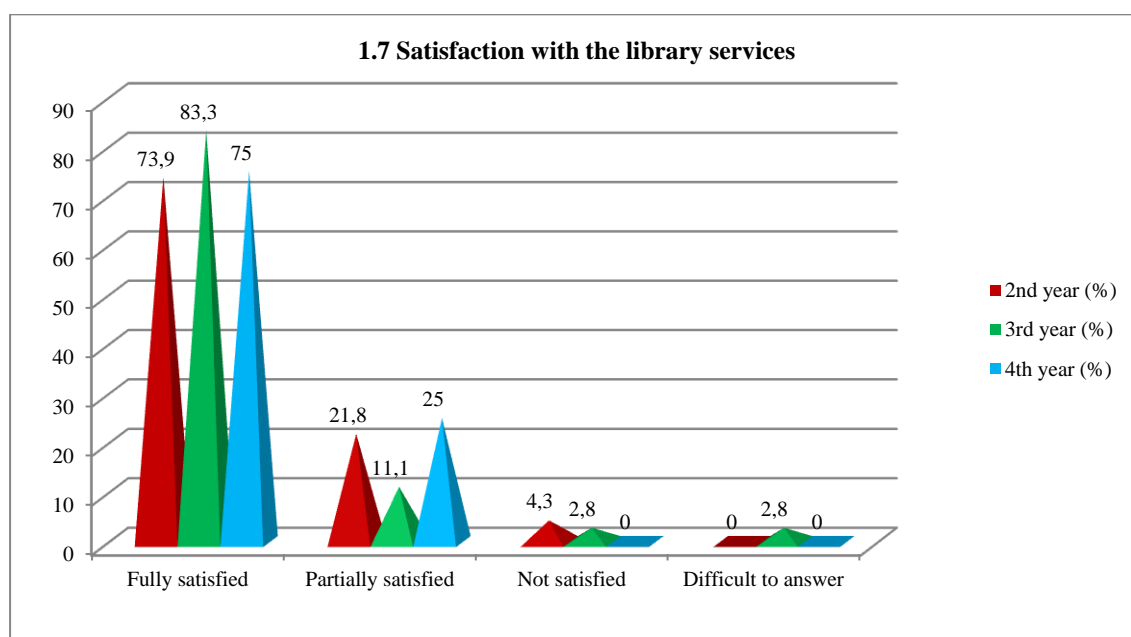
1.6 Organization and conduct of laboratory work

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Fully satisfied</i>	69,5% (16 students)	80,5% (29 students)	62,5% (15 students)
<i>Partially satisfied</i>	21,8% (5 students)	16,7% (6 students)	29,2% (7 students)
<i>Not satisfied</i>	8,7% (2 students)		8,3% (2 students)
<i>Difficult to answer</i>		2,8% (1 student)	



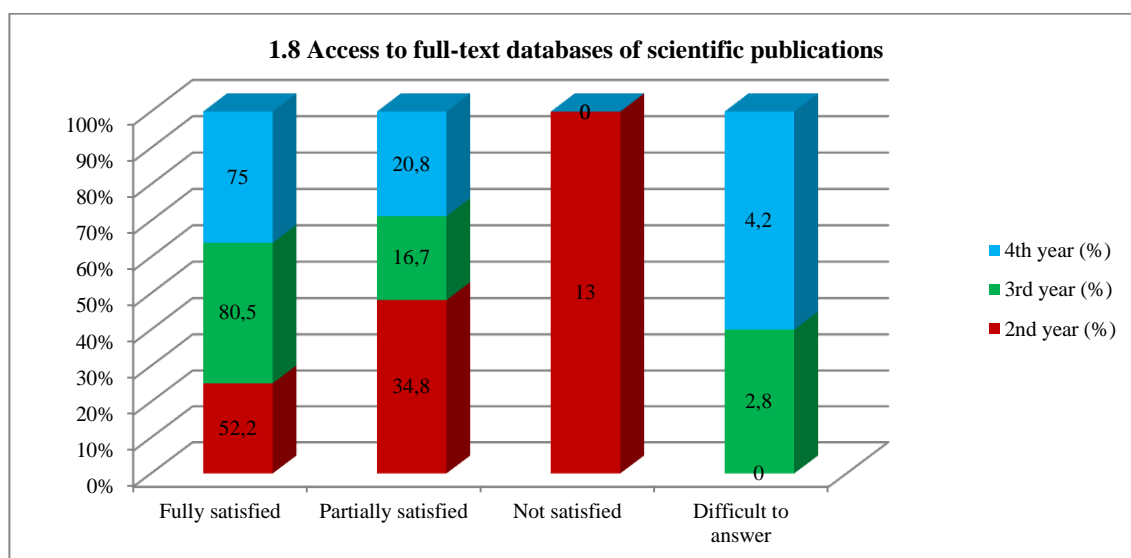
1.7 Satisfaction with the library services

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Fully satisfied</i>	73,9% (17 students)	83,3% (30 students)	75% (18 students)
<i>Partially satisfied</i>	21,8% (5 students)	11,1% (4 students)	25% (6 students)
<i>Not satisfied</i>	4,3% (1 student)	2,8% (1 student)	
<i>Difficult to answer</i>		2,8% (1 student)	



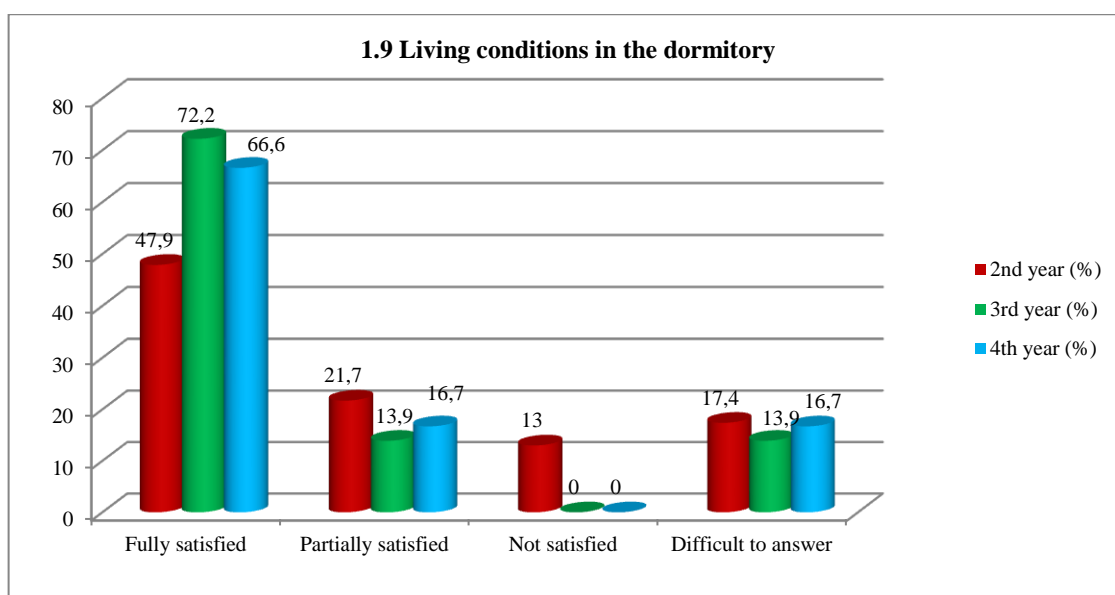
1.8 Access to full-text databases of scientific publications

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Fully satisfied</i>	52,2% (12 students)	80,5% (29 students)	75% (18 students)
<i>Partially satisfied</i>	34,8% (8 students)	16,7% (6 students)	20,8% (5 students)
<i>Not satisfied</i>	13% (3 students)		
<i>Difficult to answer</i>		2,8% (1 student)	4,2% (1 student)



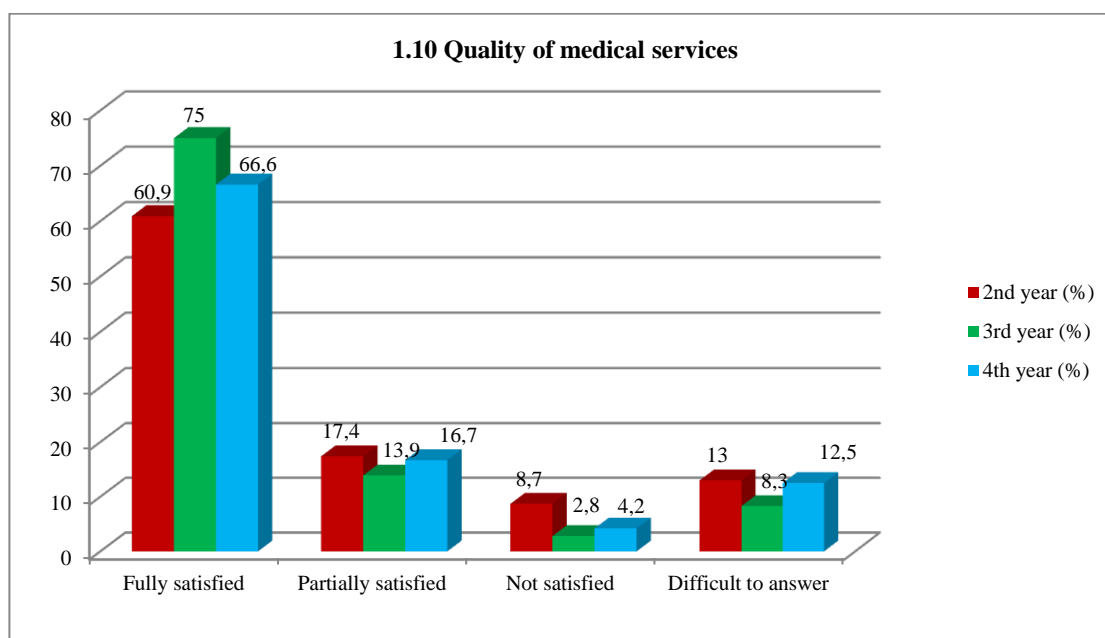
1.9 Living conditions in the dormitory

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Fully satisfied</i>	47,9% (11 students)	72,2% (26 students)	66,6% (16 students)
<i>Partially satisfied</i>	21,7% (5 students)	13,9% (5 students)	16,7% (4 students)
<i>Not satisfied</i>	13% (3 students)		
<i>Difficult to answer</i>	17,4% (4 students)	13,9% (5 students)	16,7% (4 students)



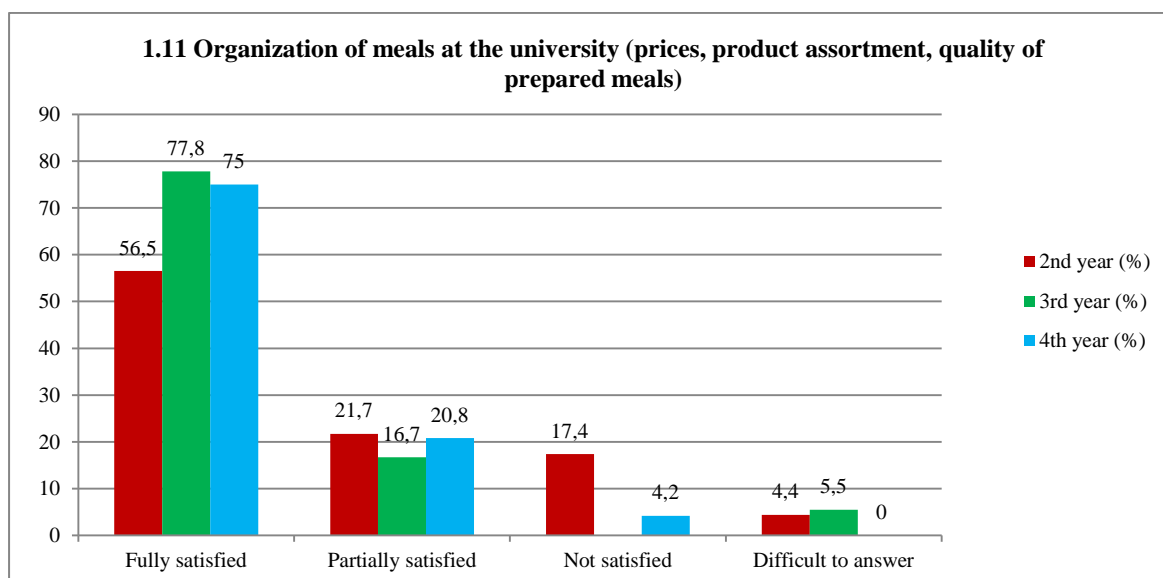
1.10 Quality of medical services

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Fully satisfied</i>	60,9% (14 students)	75% (27 students)	66,6% (16 students)
<i>Partially satisfied</i>	17,4% (4 students)	13,9% (5 students)	16,7% (4 students)
<i>Not satisfied</i>	8,7% (2 students)	2,8% (1 student)	4,2% (1 student)
<i>Difficult to answer</i>	13% (3 students)	8,3% (3 students)	12,5% (3 students)



1.11 Organization of meals at the university (prices, product assortment, quality of prepared meals)

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Fully satisfied</i>	56,5% (13 students)	77,8% (28 students)	75% (18 students)
<i>Partially satisfied</i>	21,7% (5 students)	16,7% (6 students)	20,8% (5 students)
<i>Not satisfied</i>	17,4% (4 students)		4,2% (1 student)
<i>Difficult to answer</i>	4,4% (1 student)	5,5% (2 students)	



For the “Other” option, students provided the following responses*:

2nd year	3rd year	4th year
	- Nothing. - No.	- Everything's cool

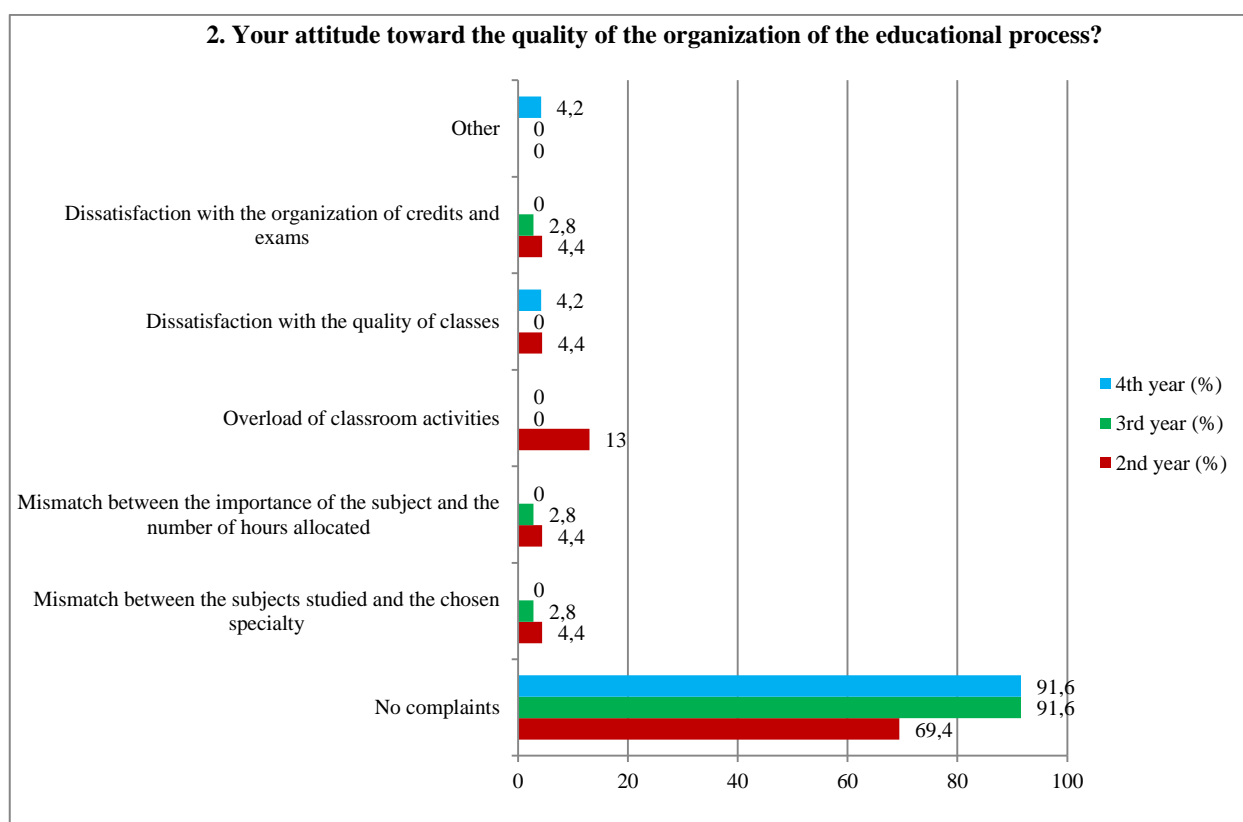
* The responses of students to the “other” option and “if you answered “dissatisfied” to the previous question” are presented in the original form. The spelling and punctuation of the author have been preserved.

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

2nd year	3rd year	4th year
<ul style="list-style-type: none"> - It's harmful, there is too much fatty food, it would be good if there were other types of drinks - Individualized schedules, a quality coffee machine, update the presentation format, and change some of the teachers to a younger age range 	<ul style="list-style-type: none"> - I like everything. - No. 	<ul style="list-style-type: none"> - It is necessary to make two lunch breaks, dividing students into two streams, or one hour break. It is impossible to eat properly in 30 minutes, given the huge queue - No

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

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>No complaints</i>	69,4% (16 students)	91,6% (33 students)	91,6% (22 students)
<i>Mismatch between the subjects studied and the chosen specialty</i>	4,4% (1 student)	2,8% (1 student)	
<i>Mismatch between the importance of the subject and the number of hours allocated</i>	4,4% (1 student)	2,8% (1 student)	
<i>Overload of classroom activities</i>	13% (3 students)		
<i>Dissatisfaction with the quality of classes</i>	4,4% (1 student)		4,2% (1 student)
<i>Dissatisfaction with the organization of credits and exams</i>	4,4% (1 student)	2,8% (1 student)	
<i>Other</i>			4,2% (1 student)



For the “**Other**” option, students provided the following responses^{*}:

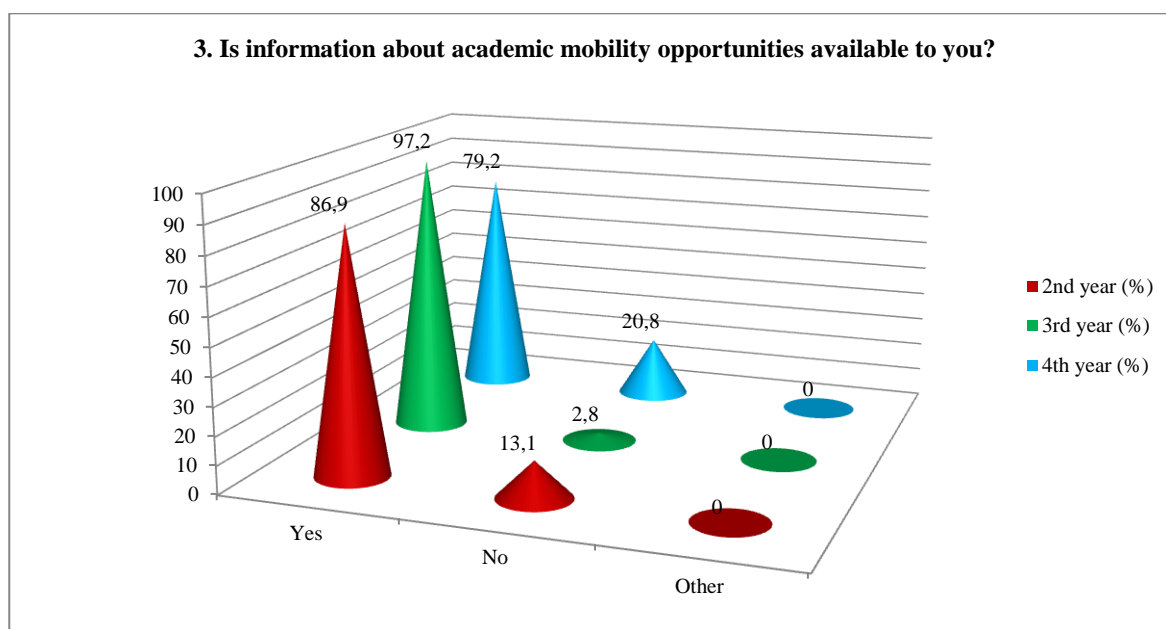
- Partially satisfies

For the option “**If you answered ‘Does not meet or not satisfy’ to the previous question, give recommendations for improvement,**” students indicated the following options^{*}:

- No

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

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Yes	86,9% (20 students)	97,2% (35 students)	79,2% (19 students)
No	13,1% (3 students)	2,8% (1 student)	20,8% (5 students)
Other			



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

- yes
- no
- why

4. What do you think about the relationships:

4.1 Relations between students
4.2 Relations between teachers and students (in the educational process)
4.3 Relations between students and supervisors

^{*}The responses of students to the “other” option and “if you answered “dissatisfied” to the previous question” are presented in the original form. The spelling and punctuation of the author have been preserved.

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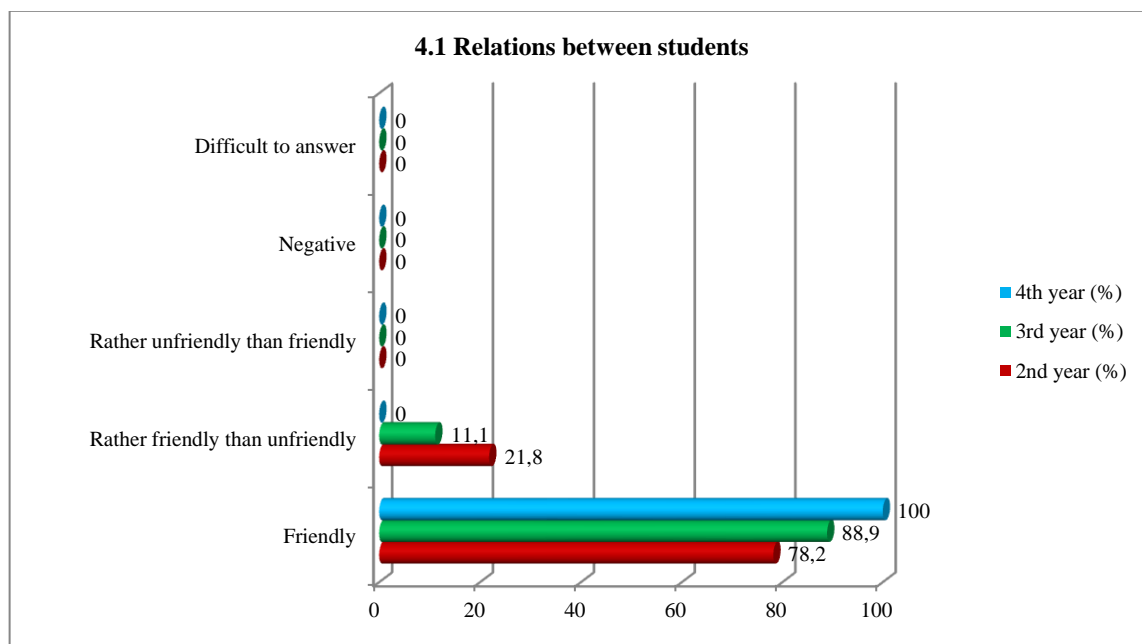
4.4 Relations between students and the administration
4.5 Relations between students and staff of departments (library, student office, etc.)
4.6 Relations between students and the security service

Other _____

If you answered “Rather unfriendly than friendly” or “Negative,” please provide recommendations for improvement _____

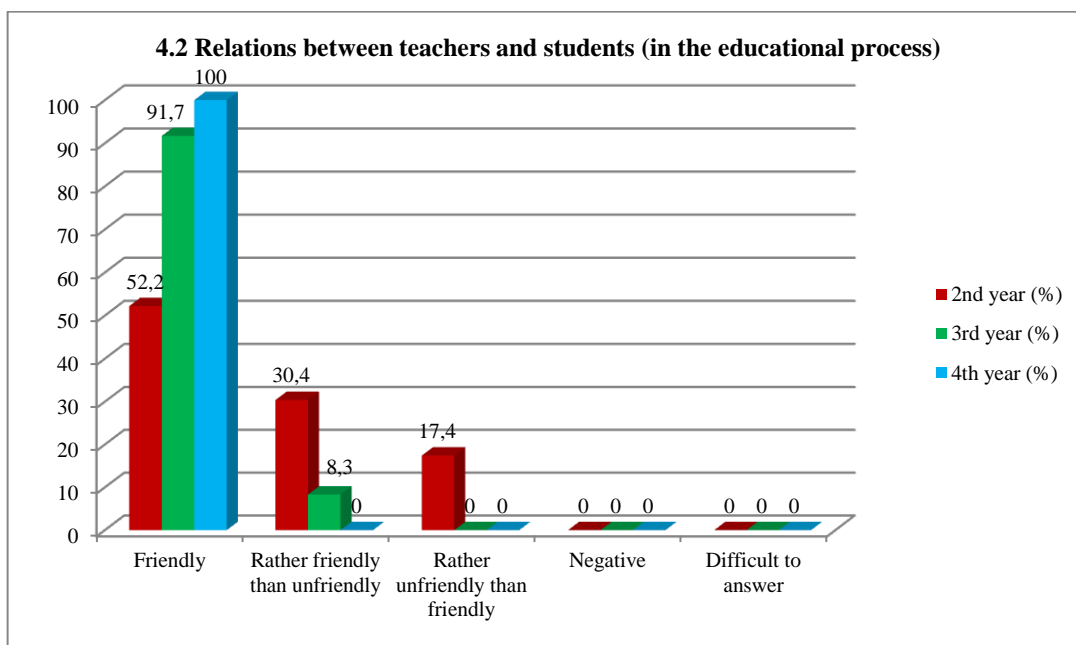
4.1 Relations between students

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Friendly</i>	78,2% (18 students)	88,9% (32 students)	100% (24 students)
<i>Rather friendly than unfriendly</i>	21,8% (5 students)	11,1% (4 students)	
<i>Rather unfriendly than friendly</i>			
<i>Negative</i>			
<i>Difficult to answer</i>			



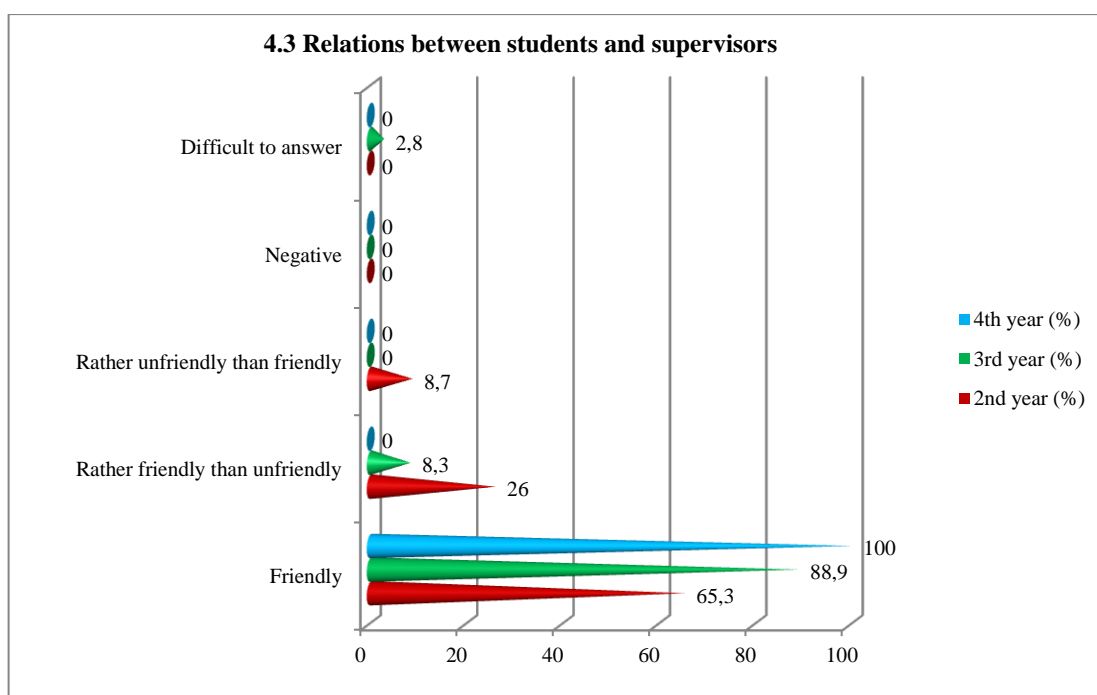
4.2 Relations between teachers and students (in the educational process)

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Friendly</i>	52,2% (12 students)	91,7% (33 students)	100 % (24 students)
<i>Rather friendly than unfriendly</i>	30,4% (7 students)	8,3% (3 students)	
<i>Rather unfriendly than friendly</i>	17,4% (4 students)		
<i>Negative</i>			
<i>Difficult to answer</i>			



4.3 Relations between students and supervisors

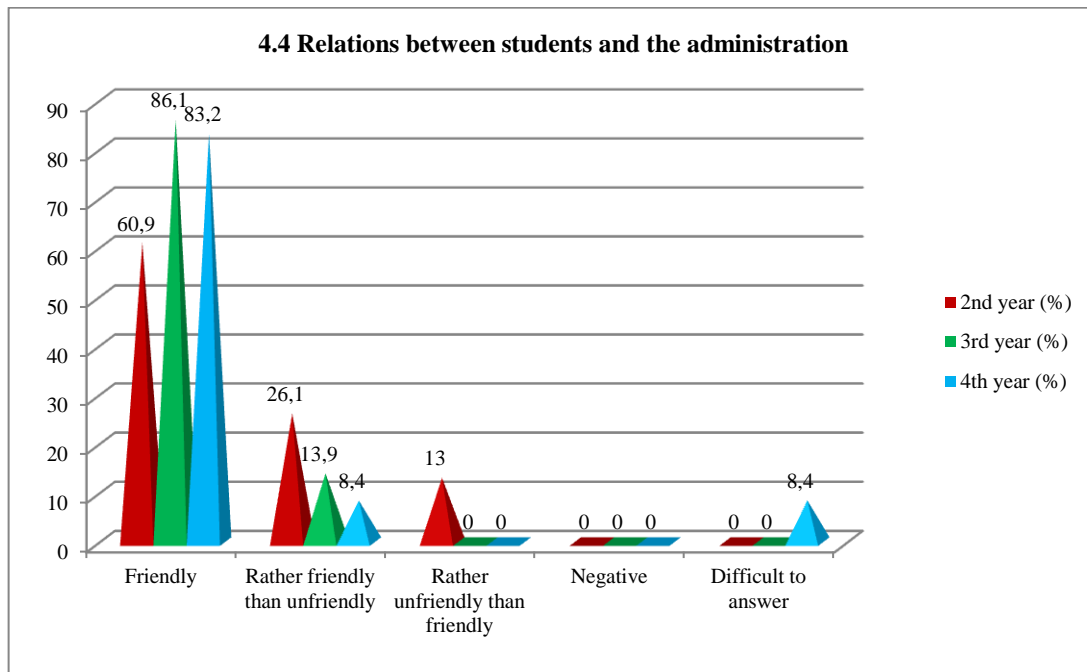
Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Friendly</i>	65,3% (15 students)	88,9% (32 students)	100% (24 students)
<i>Rather friendly than unfriendly</i>	26% (6 students)	8,3% (3 students)	
<i>Rather unfriendly than friendly</i>	8,7% (2 students)		
<i>Negative</i>			
<i>Difficult to answer</i>		2,8% (1 student)	



4.4 Relations between students and the administration

Answer options	2nd year (%)	3rd year (%)	4th year (%)
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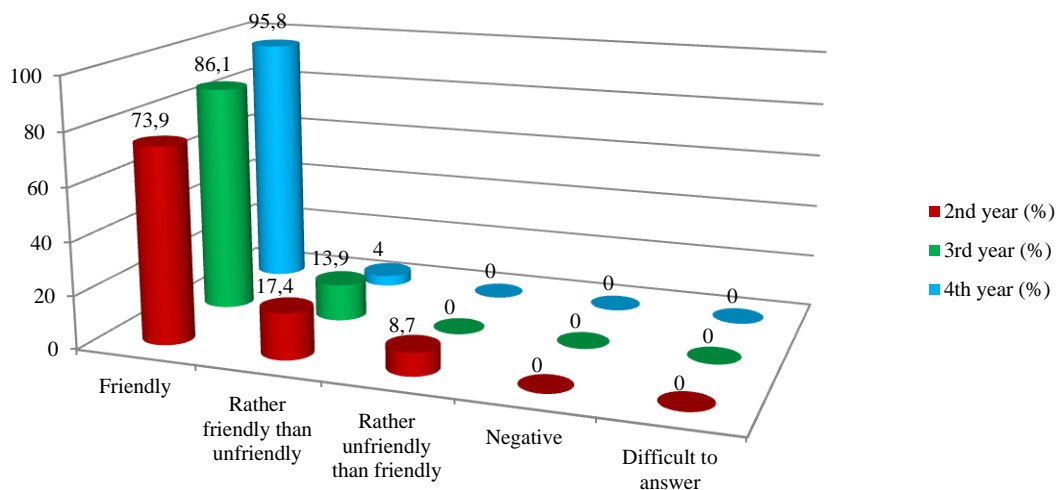
<i>Friendly</i>	60,9% (14 students)	86,1% (31 student)	83,2% (20 students)
<i>Rather friendly than unfriendly</i>	26,1% (6 students)	13,9% (5 students)	8,4% (2 students)
<i>Rather unfriendly than friendly</i>	13% (3 students)		
<i>Negative</i>			
<i>Difficult to answer</i>			8,4% (2 students)



4.5 Relations between students and staff of departments (library, student office, etc.)

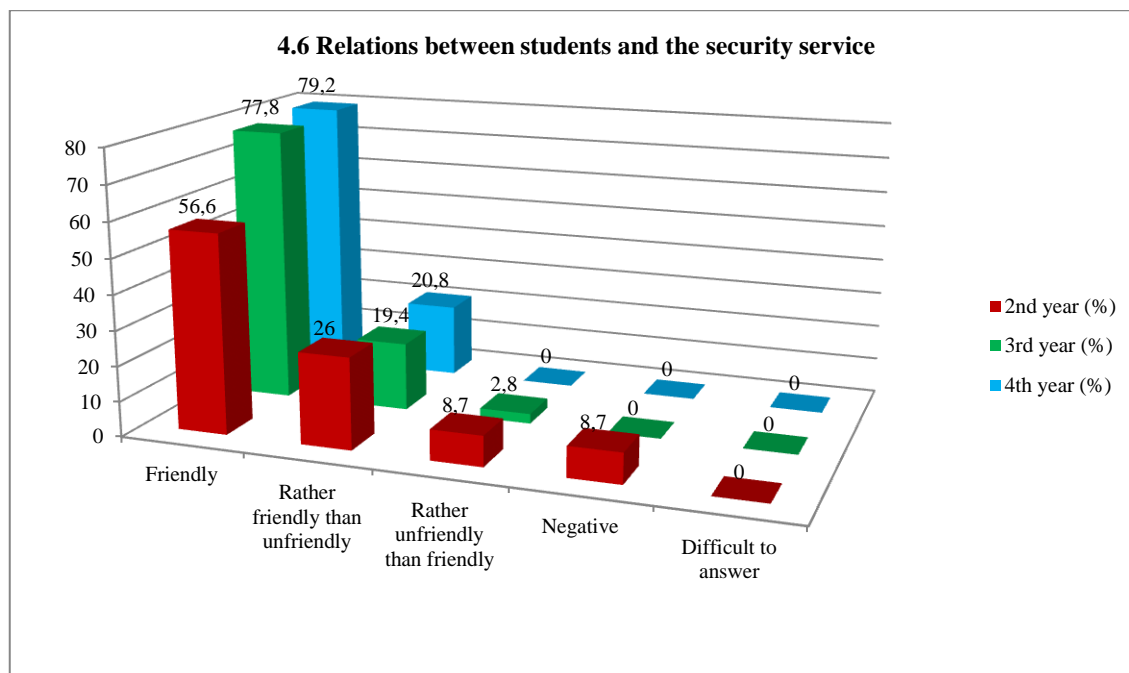
Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Friendly</i>	73,9% (17 students)	86,1% (31 student)	95,8% (23 students)
<i>Rather friendly than unfriendly</i>	17,4% (4 students)	13,9% (5 students)	4,2% (1 student)
<i>Rather unfriendly than friendly</i>	8,7% (2 students)		
<i>Negative</i>			
<i>Difficult to answer</i>			

4.5 Relations between students and staff of departments (library, student office, etc.)



4.6 Relations between students and the security service

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Friendly</i>	56,6% (13 students)	77,8% (28 students)	79,2% (19 students)
<i>Rather friendly than unfriendly</i>	26% (6 students)	19,4% (7 students)	20,8% (5 students)
<i>Rather unfriendly than friendly</i>	8,7% (2 students)	2,8% (1 student)	
<i>Negative</i>	8,7% (2 students)		
<i>Difficult to answer</i>			



- no complaints
- positively
- no
- ok

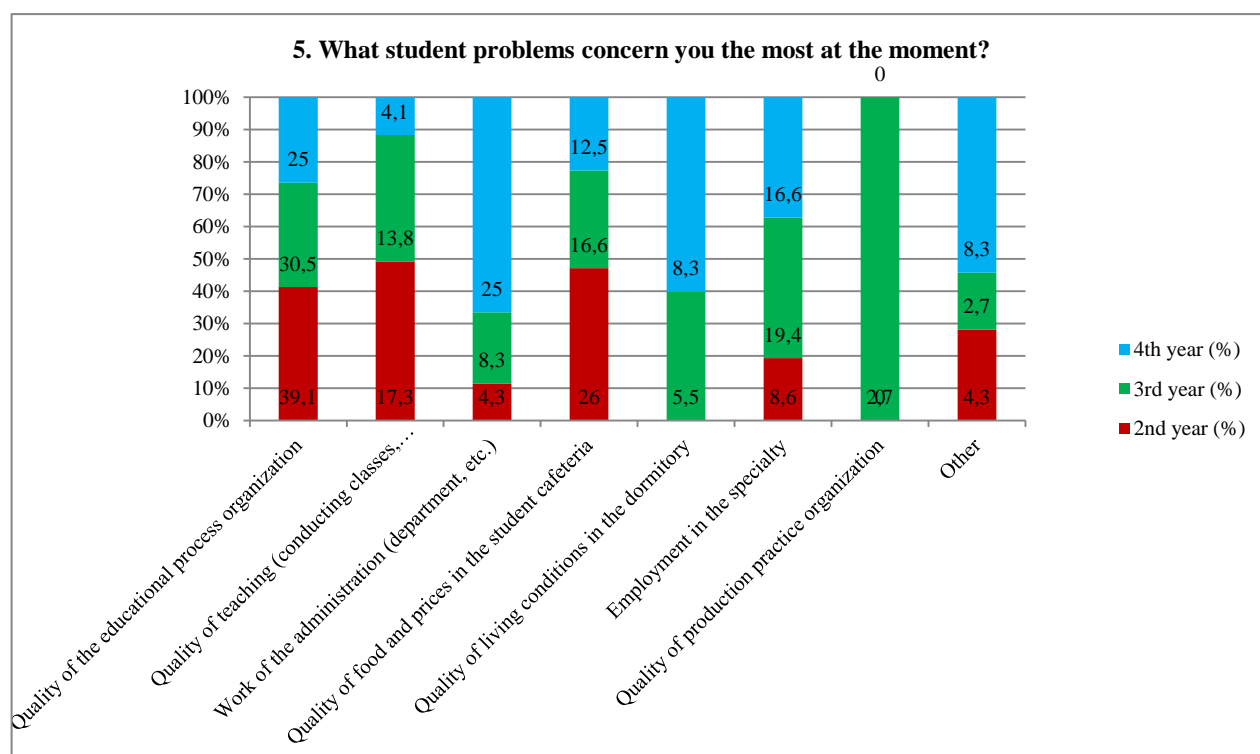
For the question “If you answered 'Rather unfriendly than friendly' or “Negative,” please provide recommendations for improvement,” students provided the following responses^{*}:

- No complaints.
- What's the use of me writing, we students are always wrong.
- Be less rude.
- Have a preventive conversation with the security staff.
- No

5. What student problems concern you the most at the moment? (choose no more than 3 options)

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Quality of the educational process organization</i>	39,1% (9 students)	30,5% (11 student)	25% (6 students)
<i>Quality of teaching (conducting classes, grading knowledge, etc.)</i>	17,3% (4 students)	13,8% (5 students)	4,1% (1 student)
<i>Work of the administration (department, etc.)</i>	4,3% (1 student)	8,3% (3 students)	25% (6 students)
<i>Quality of food and prices in the student cafeteria</i>	26% (6 students)	16,6% (6 students)	12,5% (3 students)
<i>Quality of living conditions in the dormitory</i>		5,5% (2 students)	8,3% (2 students)
<i>Employment in the specialty</i>	8,6% (2 students)	19,4% (7 students)	16,6% (4 students)
<i>Quality of production practice organization</i>		2,7% (1 student)	
<i>Other</i>	4,3% (1 student)	2,7% (1 student)	8,3% (2 students)

^{*} Sum of percentages is not 100 because multiple answers were allowed



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

- Nothing to worry about
- Internet at the university

6. Do you participate in the university's research work? If yes, in what forms?

(mark all that apply)

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Did not participate(s)</i>	60,8% (14 students)	77,7% (28 students)	83,3% (20 students)
<i>Sometimes, when it is necessary on formal grounds</i>	17,3% (4 students)	13,8% (5 students)	4,1% (1 student)
<i>In scientific projects of laboratories, centers, etc. under a contract, grant, etc.</i>	4,3% (1 student)	2,7% (1 student)	
<i>In scientific projects of laboratories, clubs, circles, etc. on a gratuitous basis.</i>	8,6% (2 students)		4,1% (1 student)
<i>Attended scientific seminars, clubs and other scientific events.</i>	4,3% (1 student)	2,7% (1 student)	4,1% (1 student)
<i>Speaker(s) at a conference (including student), scientific seminar)</i>	4,3% (1 student)		4,1% (1 student)
<i>Participated in the competition of scientific student works</i>			
<i>Published the results of his/her research (including in student anthologies)</i>		2,7% (1 student)	

* Sum of percentages is not 100 because multiple answers were allowed

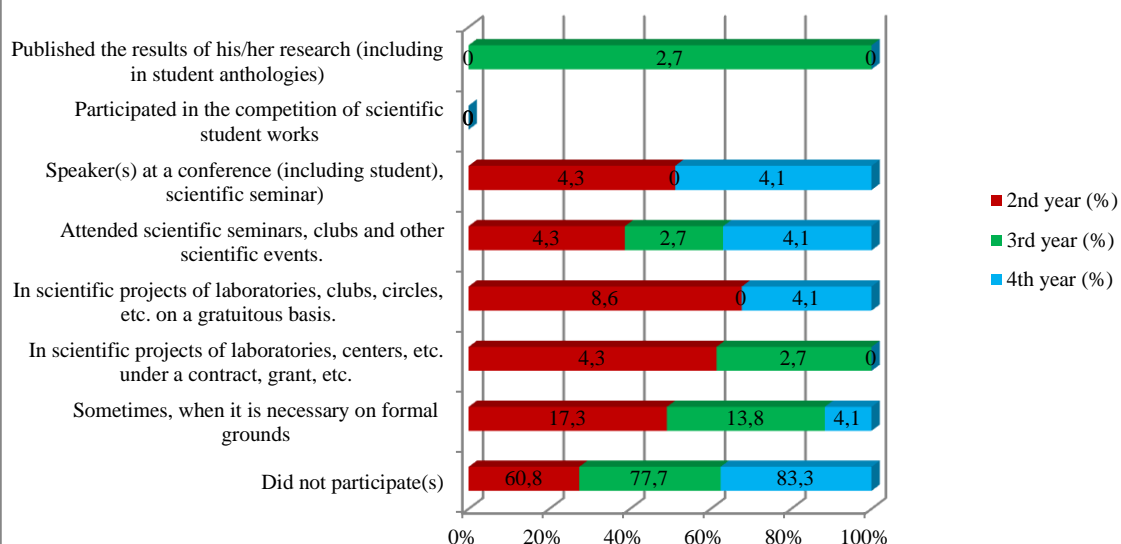
For the question “**If you answered 'I do not participate' to the previous question, please explain why,**” the students provided the following responses * :

- No time (3)
- Not interested (3)
- Not sure if they will praise or say thank you
- Don't want to (4)
- Laziness.
- No desire (2)

*The responses of students to the “other” option and “if you answered “dissatisfied” to the previous question” are presented in the original form. The spelling and punctuation of the author have been preserved.

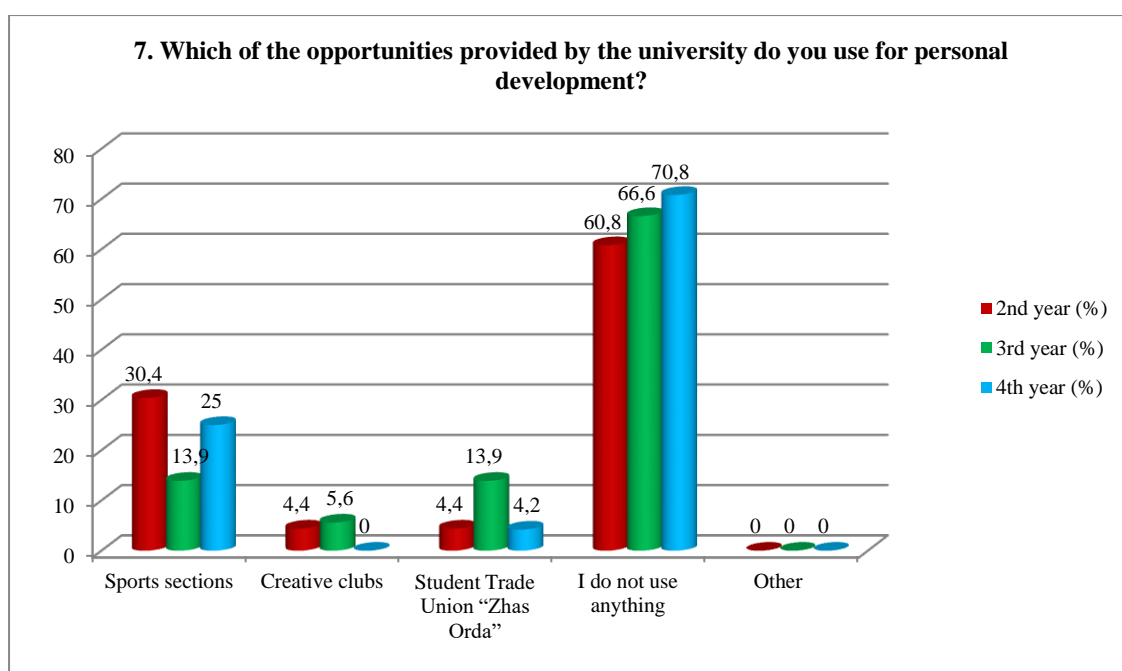
* The responses of students to the “other” option and “if you answered “dissatisfied” to the previous question” are presented in the original form. The spelling and punctuation of the author have been preserved.

6. Do you participate in the university's research work? If yes, in what forms?



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

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Sports sections</i>	30,4% (7 students)	13,9% (5 students)	25% (6 students)
<i>Creative clubs</i>	4,4% (1 student)	5,6% (2 students)	
<i>Student Trade Union "Zhas Orda"</i>	4,4% (1 student)	13,9% (5 students)	4,2% (1 student)
<i>I do not use anything</i>	60,8% (14 students)	66,6% (24 students)	70,8% (17 students)
<i>Other</i>			



For the question **"If you answered 'I do not participate' to the previous question, please explain why,"** the students provided the following responses* :

- no time
- far from home but used the library to study
- no need
- no desire
- not interested
- don't want
- not interested in any of the following

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

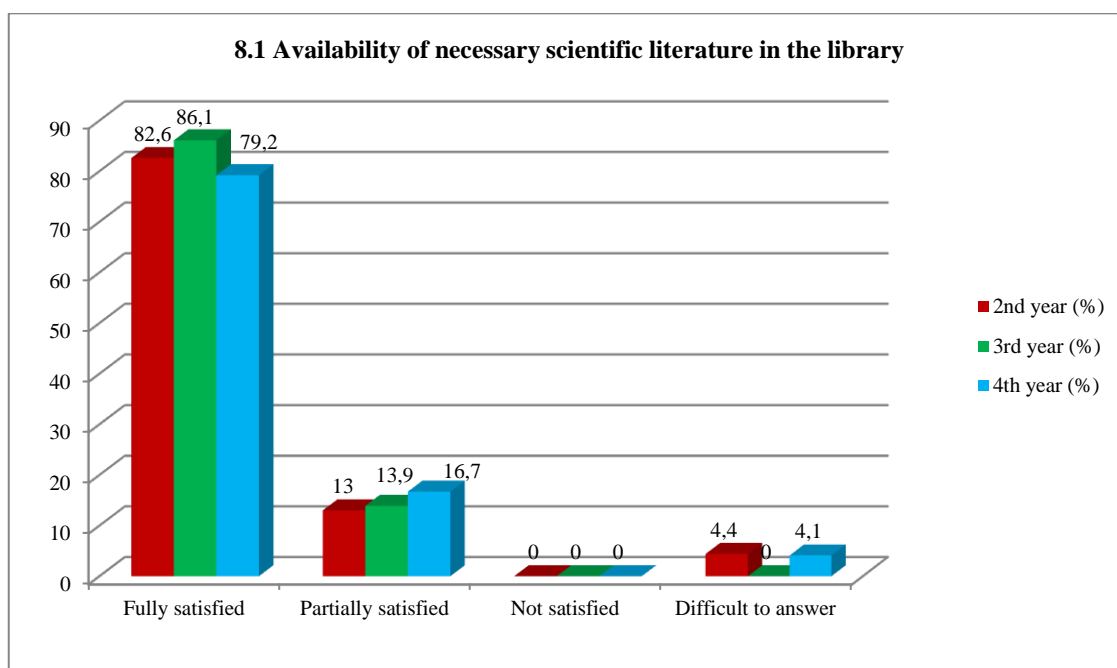
8.1 Availability of necessary scientific literature in the library
8.2 Modernity of computer equipment
8.3 Internet bandwidth and speed
8.4 Modernity of software
8.5 Availability of educational and scientific equipment
8.6 Availability of laboratories and specialized classrooms
8.7 Availability of sports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

Other _____

If you answered "Not satisfied" to the previous question, please provide recommendations for improving the services _____

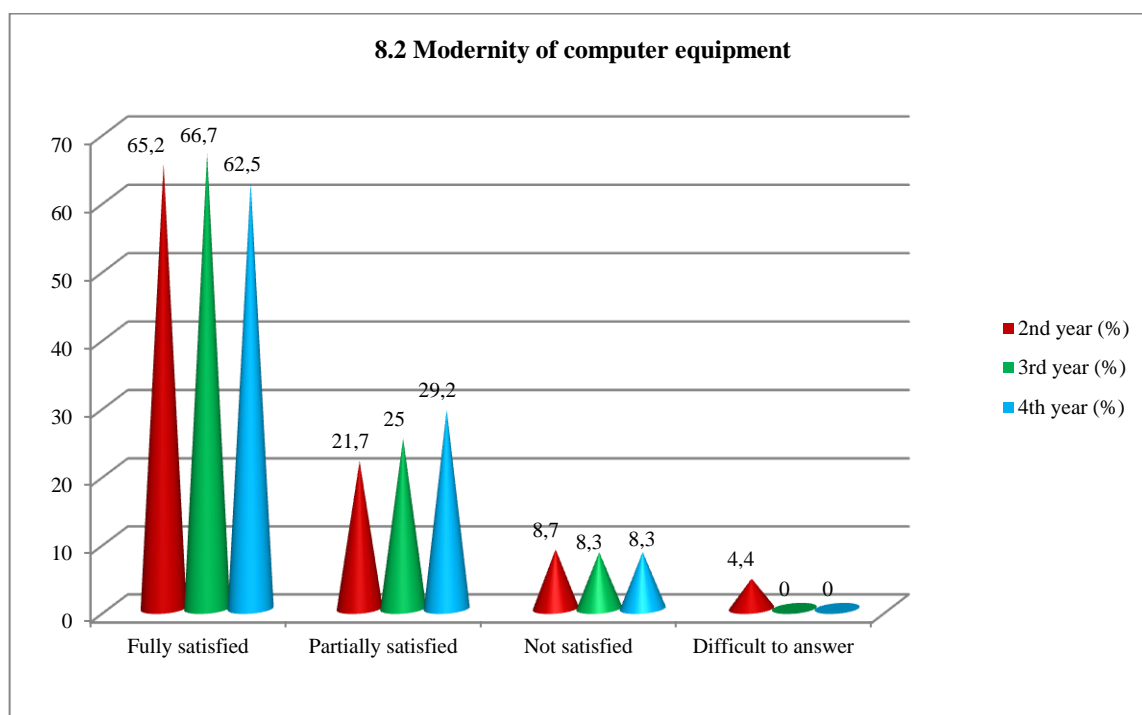
8.1 Availability of necessary scientific literature in the library

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Fully satisfied</i>	82,6% (19 students)	86,1% (31 student)	79,2% (19 students)
<i>Partially satisfied</i>	13% (3 students)	13,9% (5 students)	16,7% (4 students)
<i>Not satisfied</i>			
<i>Difficult to answer</i>	4,4% (1 student)		4,1% (1 student)



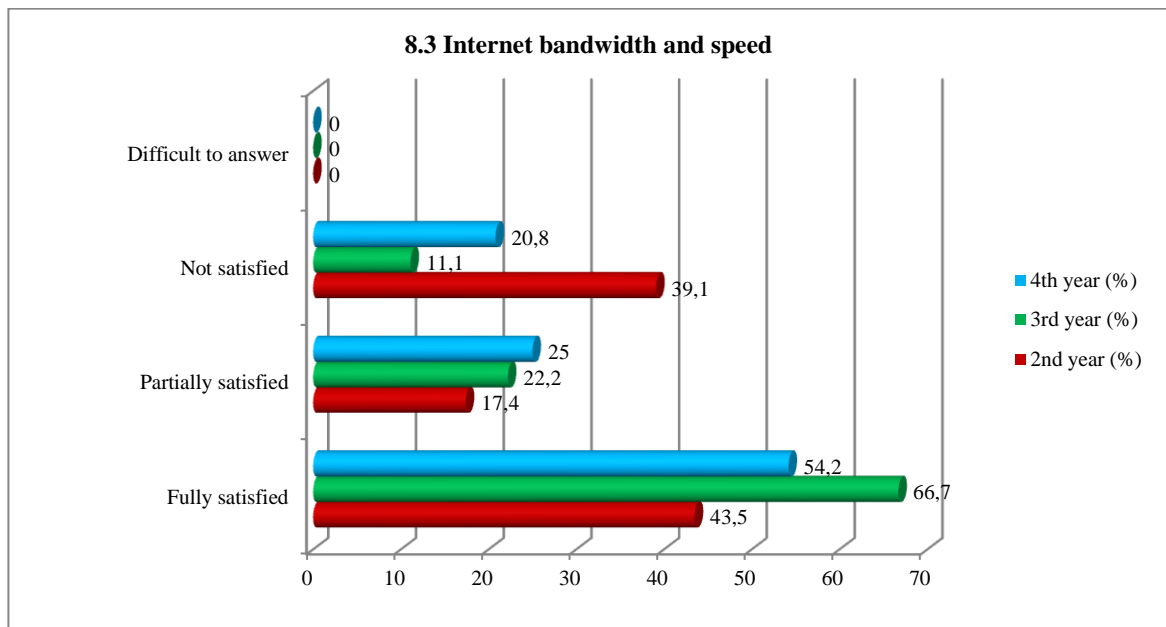
8.2 Modernity of computer equipment

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Fully satisfied</i>	65,2% (15 students)	66,7% (24 students)	62,5% (15 students)
<i>Partially satisfied</i>	21,7% (5 students)	25% (9 students)	29,2% (7 students)
<i>Not satisfied</i>	8,7% (2 students)	8,3% (3 students)	8,3% (2 students)
<i>Difficult to answer</i>	4,4% (1 student)		



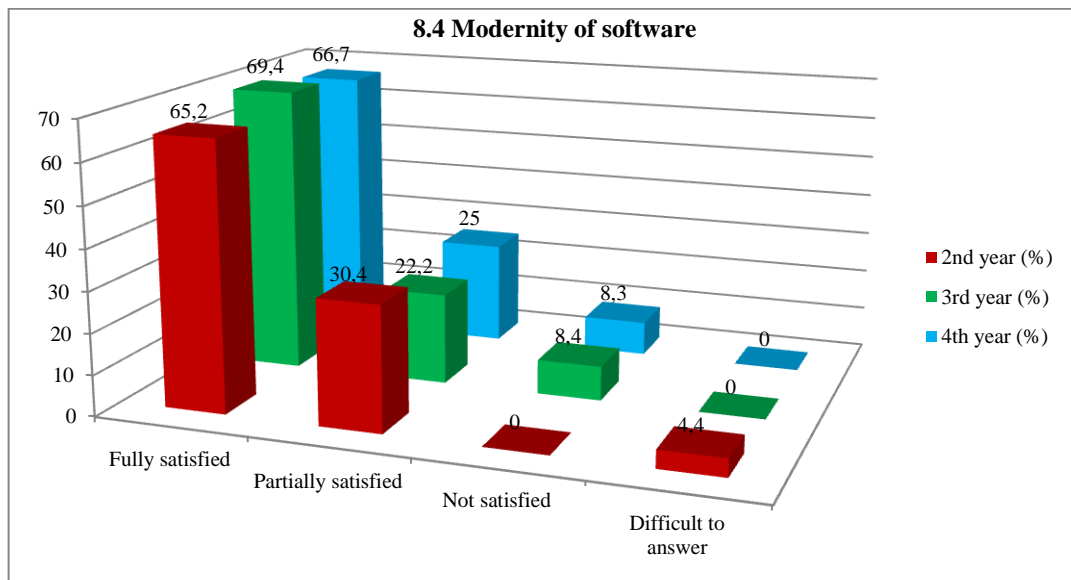
8.3 Internet bandwidth and speed

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Fully satisfied</i>	43,5% (10 students)	66,7% (24 students)	54,2% (13 students)
<i>Partially satisfied</i>	17,4% (4 students)	22,2% (8 students)	25% (6 students)
<i>Not satisfied</i>	39,1% (9 students)	11,1% (4 students)	20,8% (5 students)
<i>Difficult to answer</i>			



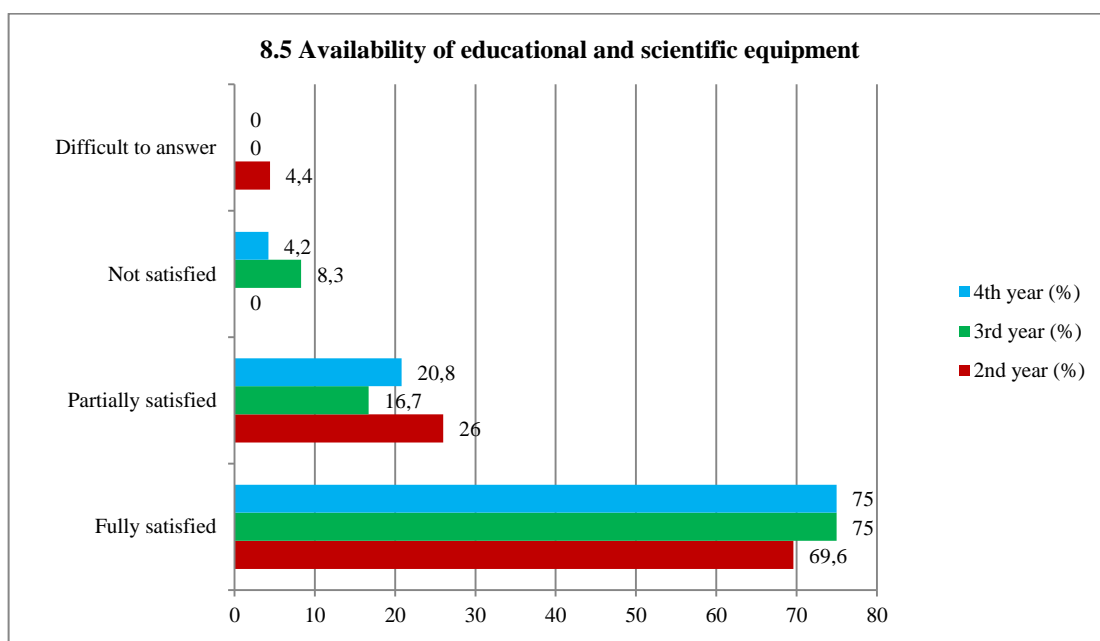
8.4 Modernity of software

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Fully satisfied</i>	65,2% (15 students)	69,4% (25 students)	66,7% (16 students)
<i>Partially satisfied</i>	30,4% (7 students)	22,2% (8 students)	25% (6 students)
<i>Not satisfied</i>		8,4% (3 students)	8,3% (2 students)
<i>Difficult to answer</i>	4,4% (1 student)		



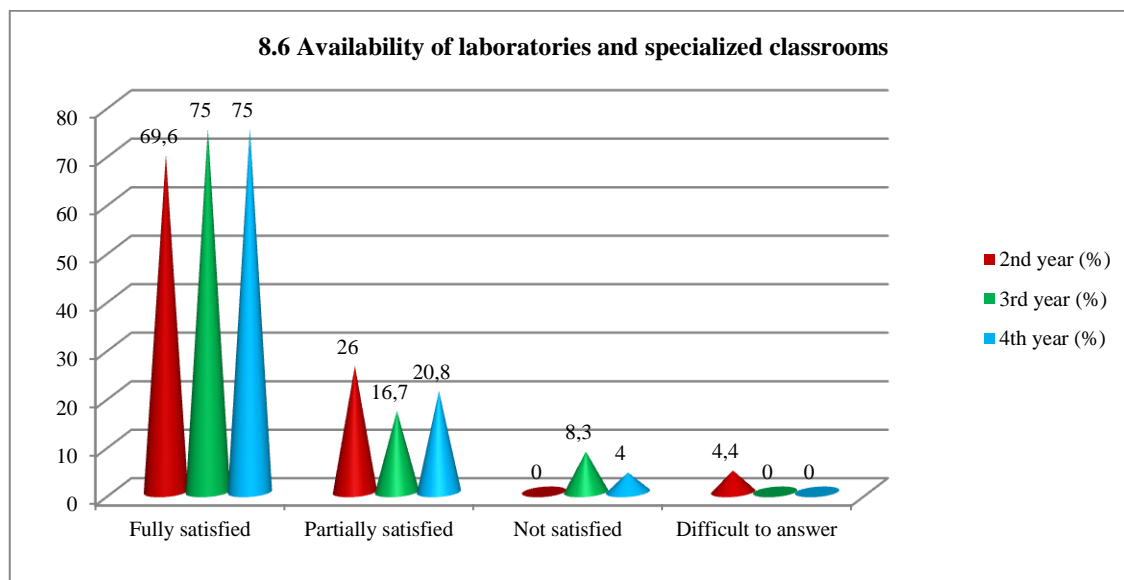
8.5 Availability of educational and scientific equipment

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Fully satisfied</i>	69,6% (16 students)	75% (27 students)	75% (18 students)
<i>Partially satisfied</i>	26% (6 students)	16,7% (6 students)	20,8% (5 students)
<i>Not satisfied</i>		8,3% (3 students)	4,2% (1 student)
<i>Difficult to answer</i>	4,4% (1 student)		



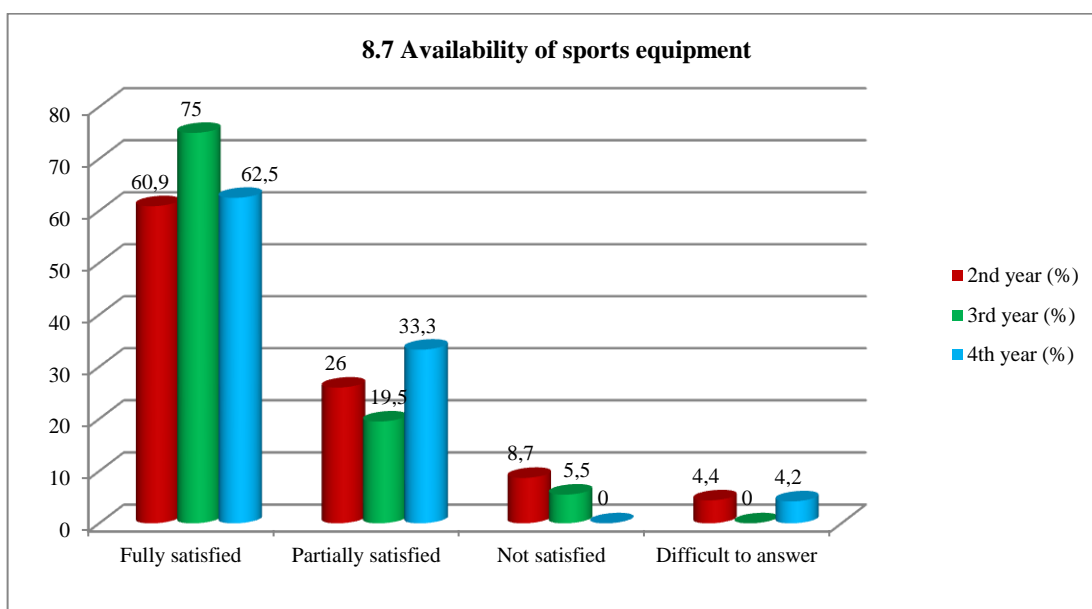
8.6 Availability of laboratories and specialized classrooms

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Fully satisfied</i>	69,6% (16 students)	75% (27 students)	75% (18 students)
<i>Partially satisfied</i>	26% (6 students)	16,7% (6 students)	20,8% (5 students)
<i>Not satisfied</i>		8,3% (3 students)	4,2% (1 student)
<i>Difficult to answer</i>	4,4% (1 student)		



8.7 Availability of sports equipment

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Fully satisfied</i>	60,9% (14 students)	75% (27 students)	62,5% (15 students)
<i>Partially satisfied</i>	26% (6 students)	19,5% (7 students)	33,3% (8 students)
<i>Not satisfied</i>	8,7% (2 students)	5,5% (2 students)	
<i>Difficult to answer</i>	4,4% (1 student)		4,2% (1 student)



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

- The internet is not working at the university
- Positive
- No

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

- The Internet's not working.
- No
- Internet connection is not working well
- Any site is on the block

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

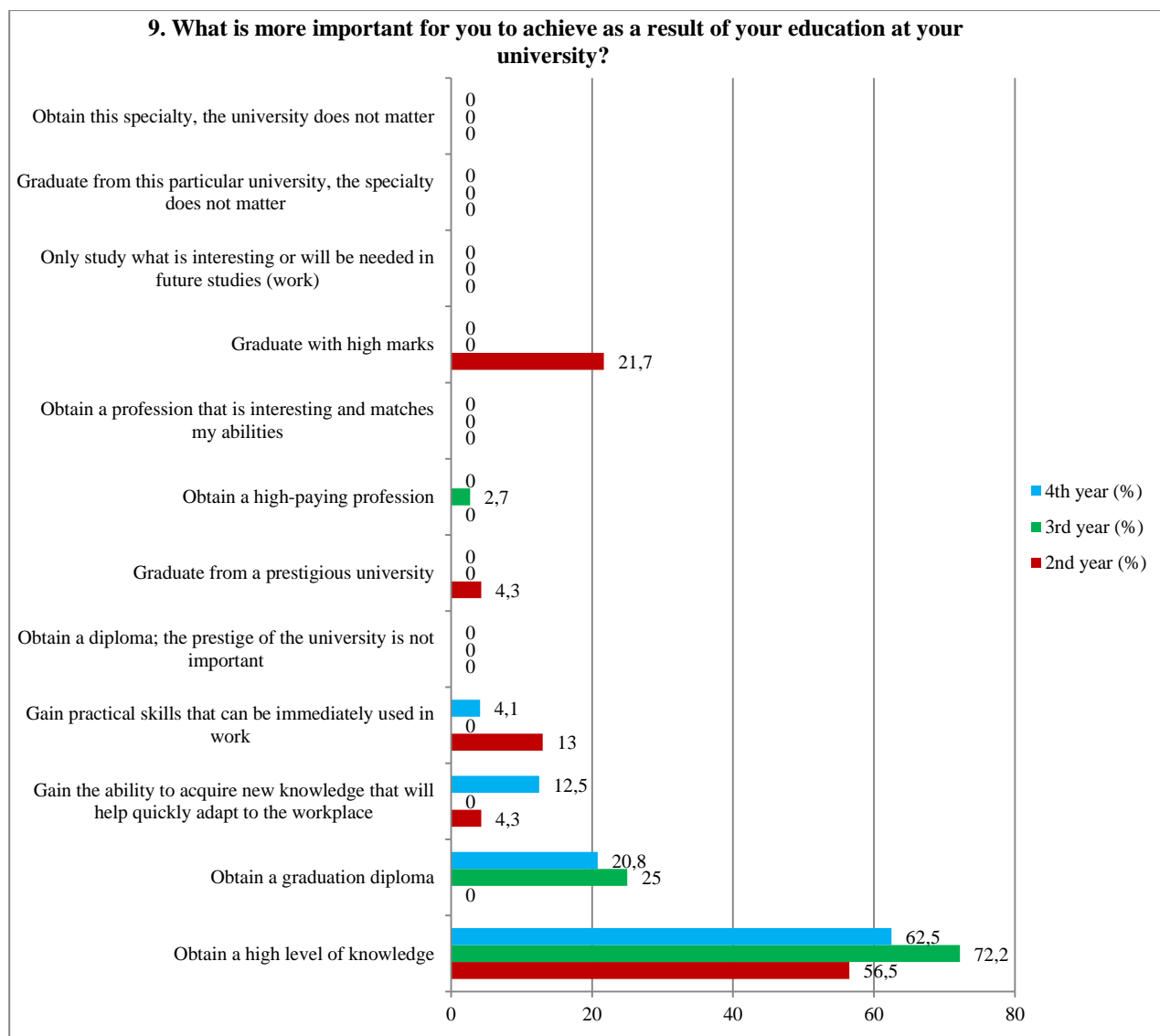
Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Obtain a high level of knowledge</i>	56,5% (13 students)	72,2% (26 students)	62,5% (15 students)
<i>Obtain a graduation diploma</i>		25% (9 students)	20,8% (5 students)
<i>Gain the ability to acquire new knowledge that will help quickly adapt to the workplace</i>	4,3% (1 student)		12,5% (3 students)
<i>Gain practical skills that can be immediately used in work</i>	13% (3 students)		4,1% (1 student)
<i>Obtain a diploma; the prestige of the university is not important</i>			
<i>Graduate from a prestigious university</i>	4,3% (1 student)		
<i>Obtain a high-paying profession</i>		2,7% (1 student)	
<i>Obtain a profession that is interesting and matches my abilities</i>			
<i>Graduate with high marks</i>	21,7% (5 students)		
<i>Only study what is interesting or will be needed in future studies (work)</i>			

*The responses of students to the “other” option and “if you answered “dissatisfied” to the previous question” are presented in the original form. The spelling and punctuation of the author have been preserved.

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<i>Graduate from this particular university, the specialty does not matter</i>			
<i>Obtain this specialty, the university does not matter</i>			

** Sum of percentages is not 100 because multiple answers were allowed*



Please write your suggestions, wishes, as well as any questions you think should be added to this questionnaire to improve the training program, enhance the quality of services provided, improve the quality of distance learning, and other areas of the university's activities. *(The responses of the students are presented in the original. The author's spelling and punctuation are preserved).*

2nd year	3rd year	4th year
- nothing	- no	- should - enough time for lunch?

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

The analysis of the results of the questionnaire “Student Satisfaction with Educational Services for 2nd-5th Year Students” shows a positive attitude of students towards the conditions, content, organization, and quality of the educational process at the university. The main part of the surveyed students of the specialty “Mechanical Engineering” (96.1%) expressed full satisfaction with the learning process in general.

Students rated the following criteria as “excellent quality” (satisfaction indicators above 80%), indicating their full or partial satisfaction:

- Class schedule (94,7%);
- Organization of independent work (95,3%);
- Quality of practical training (89%);
- Organization and conduct of SIWT (93,3%);
- Organization and conduct of laboratory work (93,3%);
- Satisfaction with library services (96,7%);
- Access to full-text databases of scientific publications (93,3%);
- Quality of medical service (83,5%);
- Organization of catering at the university (89,4%).

When asked about additional recommendations, some students indicated that everything was satisfactory or did not make any suggestions. Among the provided recommendations, the following stand out: improving the canteen food (providing a wider range of products, reducing queues), updating teaching materials and equipment, as well as the proposal of two lunch breaks.

The majority of students positively assess the organization of the educational process, noting the absence of complaints. However, among a small number of respondents, such issues as overloaded classrooms and the discrepancy between the importance of subjects and the number of hours were mentioned. There were almost no recommendations to improve these aspects.

Information about academic mobility opportunities is available to most students, but some students lack understanding or awareness of this issue. The comments do not indicate specific reasons for the lack of information, which may indicate the need for additional explanatory activities.

The results of the questionnaire showed that the majority of students assess the relationship between the participants of the educational process as benevolent. Positive assessments prevail between students, as well as between teachers and students, although a small part of them noted more benevolent than negative interaction. Relations with supervisors and employees of departments (library, student department) are also mostly positive, but in the junior courses there are single cases of unfriendly attitude. Interaction with the administration and security service is generally perceived as favorable, but some respondents indicated rudeness or bias on the part of some employees. Recommendations for improvement include preventive conversations with security personnel and improving the culture of employee communication.

The main problems that concern students include the quality of the organization of the educational process, the quality of teaching, the work of administration and conditions in the student canteen. In the 2nd year the greatest attention is paid to the organization of the educational process (39.1%), and in the 4th year the work of the administration (25%) and employment in the specialty (16.6%) become important problems. Second-year students also point out the quality of food (26%).

A lot of students (60.8% in 2nd year, 77.7% in 3rd year, 83.3% in 4th year) do not participate in scientific work. Reasons given by students include lack of time, lack of interest, and unwillingness to participate in such projects. However, a small proportion of students take part in research projects on a pro bono basis or speak at conferences, which indicates that some students have an interest in scientific activity, but their proportion remains small.

The majority of students (more than 60%) do not use the opportunities offered by the university for personal development. The most popular activities among students are sports sections (especially in the 2nd year, 30.4%) and participation in the student union (in the 3rd year, 13.9%). However, a significant part of students do not use these opportunities, citing lack of time, interest and desire. This may indicate that university programs do not always meet the needs of students or they are not sufficiently informed about the opportunities for self-development.

Students are generally satisfied with the university's materials and resources. Almost all students in the 2nd and 3rd years are satisfied with the availability of necessary scientific literature in the library, as well as the modernity of software and educational equipment. At the same time, questions about the Internet channel cause more dissatisfaction, especially among 2nd year students, where 39.1% express dissatisfaction about it. Also, some students indicated problems with Internet connection, which limits access to resources and reduces the comfort of the learning process.

For 2nd year students, obtaining a high level of knowledge is most important (56.5%), for 3rd year students - 72.2%, and for 4th year students - 62.5%. Obtaining a graduation diploma is also noted, but by smaller percentages. Some students note the importance of obtaining practical skills and abilities for quick adaptation in the workplace.

From the suggestions we can highlight the following: the need for a more rational allocation of time for lunch.

The overall satisfaction of students of the specialty “Mechanical Engineering” with educational services is 85.2%, which indicates a high level of satisfaction of students in general, despite individual problems and areas for improvement.

Recommendations:

The Center for Quality Management and Accreditation recommends sharing the questionnaire results with students and discussing them during curatorial hours. This will allow students to offer their suggestions for improving the educational process and learning conditions.