

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

Department: “Mine Surveying and Geodesy”

Specialty: 6B07302 Geodesy and cartography

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 6B07302 “Geodesy and Cartography” 57 respondents took part in the questionnaire, which is 61.3% of the total number of students (93 people).

- 2nd year – 27 students (75%);
- 3rd year – 24 students (70,6%);
- 4th year – 6 students (27,3%).

Form of study

- Budget-funded – 47 students (82,5%);
- Paid – 10 students (17,5%).

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)

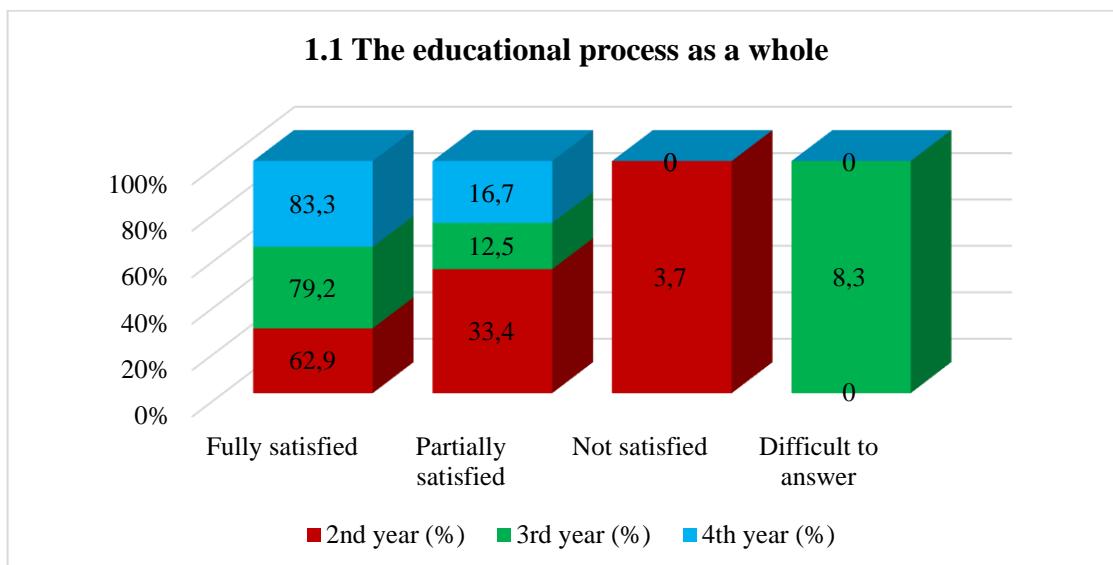
Other _____

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

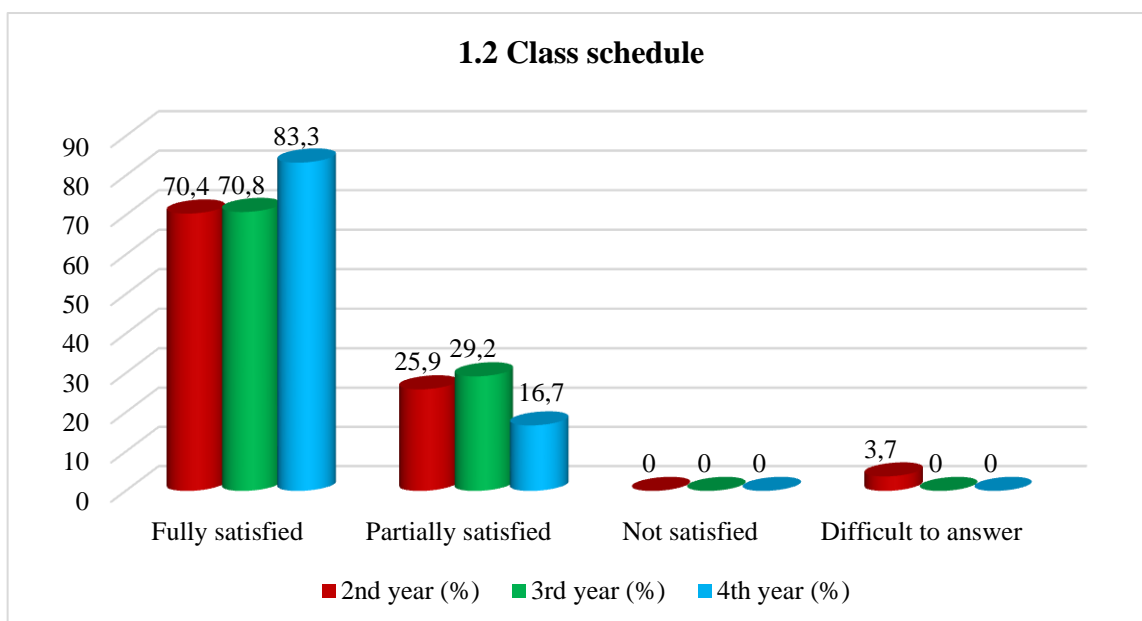
Answer options	2nd year (%)	3rd year (%)	4th year (%)
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<i>Fully satisfied</i>	62,9% (17 students)	79,2% (19 students)	83,3% (5 students)
<i>Partially satisfied</i>	33,4% (9 students)	12,5% (3 students)	16,7% (1 student)
<i>Not satisfied</i>	3,7% (1 student)	-	-
<i>Difficult to answer</i>	-	8,3% (2 students)	-



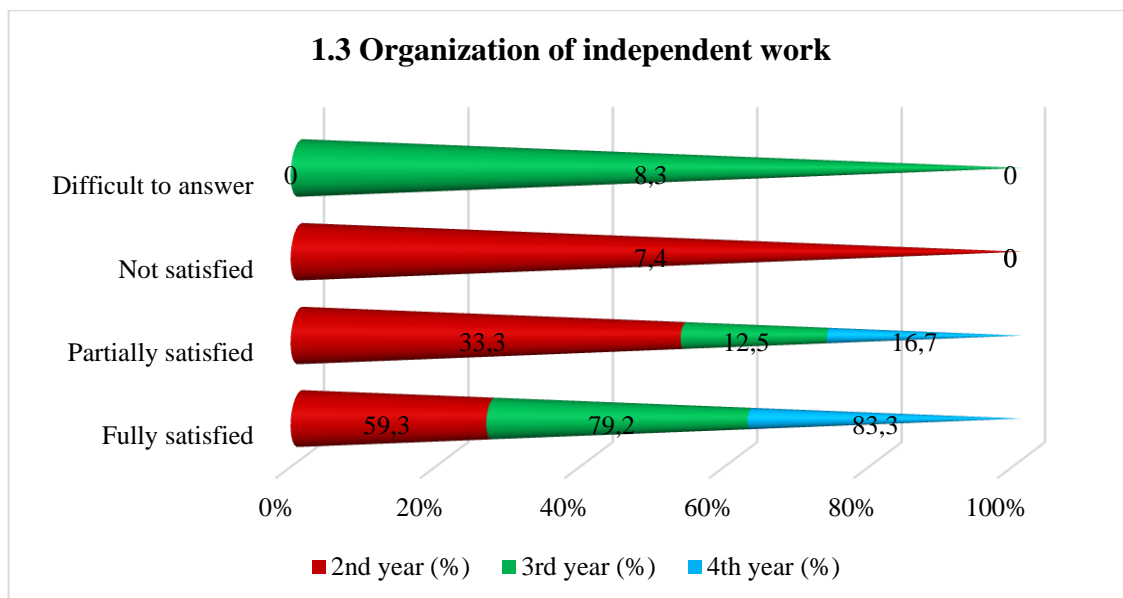
1.2 Class schedule

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Fully satisfied</i>	70,4% (19 students)	70,8% (17 students)	83,3% (5 students)
<i>Partially satisfied</i>	25,9% (7 students)	29,2% (7 students)	16,7% (1 student)
<i>Not satisfied</i>	-	-	-
<i>Difficult to answer</i>	3,7% (1 student)	-	-



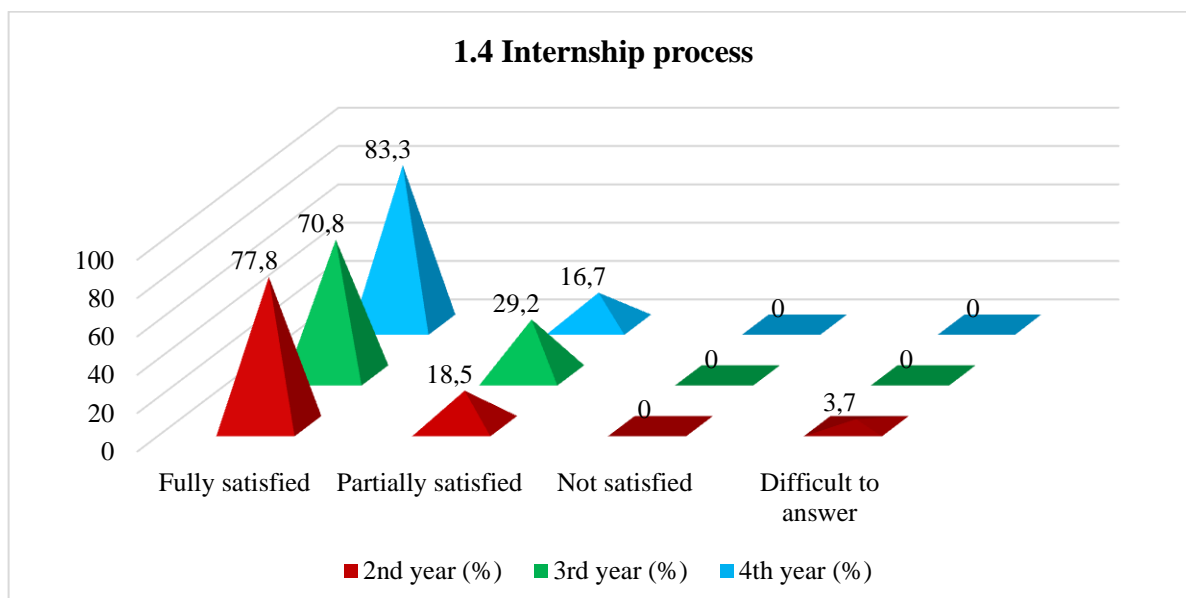
1.3 Organization of independent work

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Fully satisfied</i>	59,3% (16 students)	79,2% (19 students)	83,3% (5 students)
<i>Partially satisfied</i>	33,3% (9 students)	12,5% (3 students)	16,7% (1 student)
<i>Not satisfied</i>	7,4% (2 students)	-	-
<i>Difficult to answer</i>	-	8,3% (2 students)	-



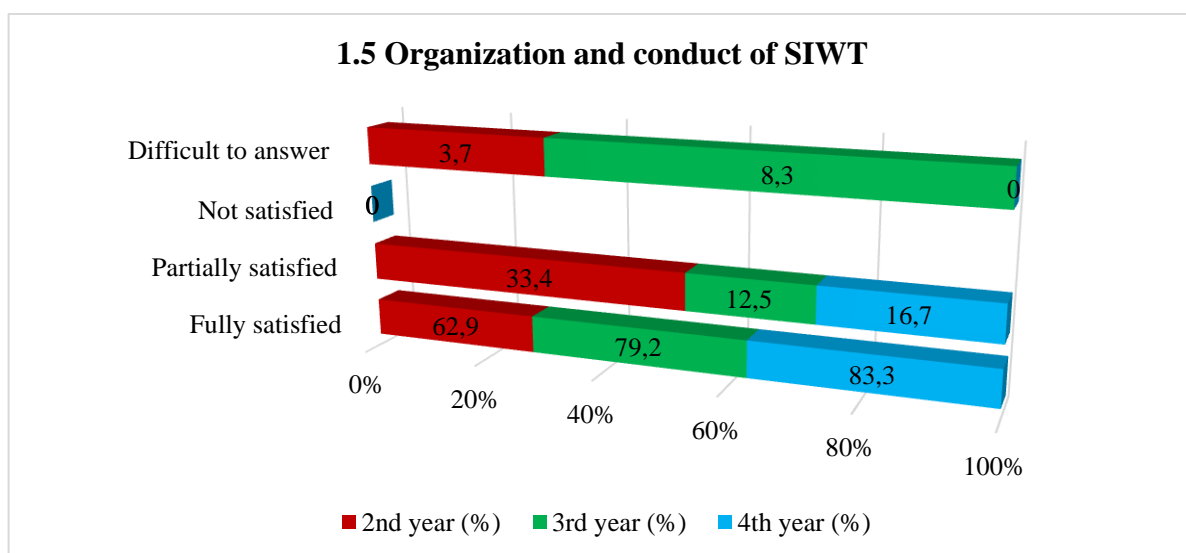
1.4 Internship process

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Fully satisfied</i>	77,8% (21 student)	70,8% (17 students)	83,3% (5 students)
<i>Partially satisfied</i>	18,5% (5 students)	29,2% (7 students)	16,7% (1 student)
<i>Not satisfied</i>	-	-	-
<i>Difficult to answer</i>	3,7% (1 student)	-	-



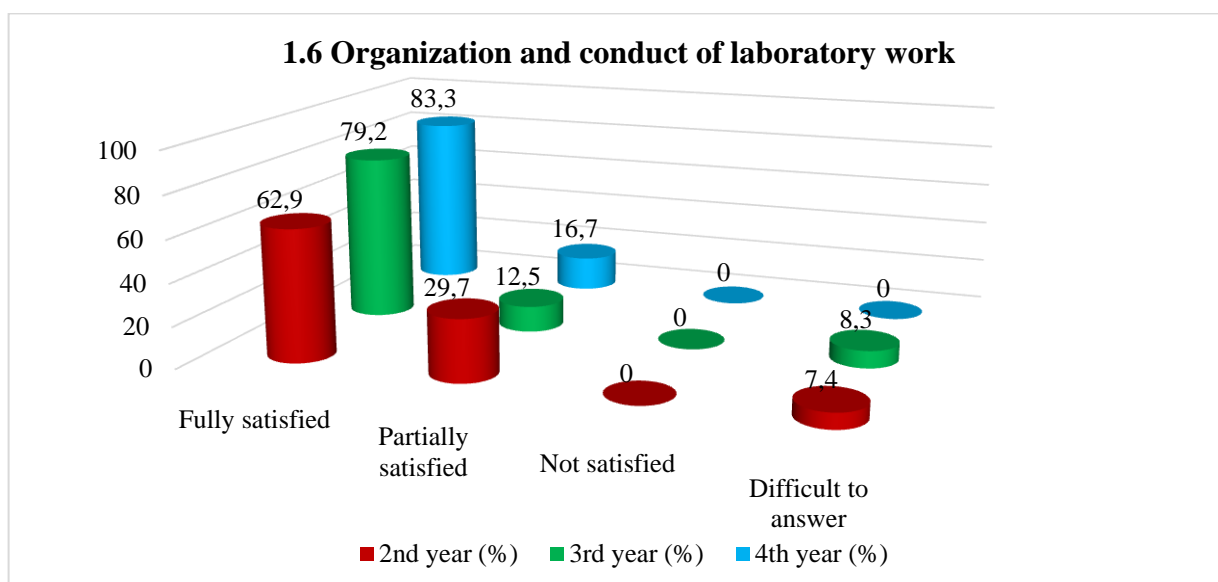
1.5 Organization and conduct of SIWT

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Fully satisfied</i>	62,9% (17 students)	79,2% (19 students)	83,3% (5 students)
<i>Partially satisfied</i>	33,4% (9 students)	12,5% (3 students)	16,7% (1 student)
<i>Not satisfied</i>	-	-	-
<i>Difficult to answer</i>	3,7% (1 student)	8,3% (2 students)	-



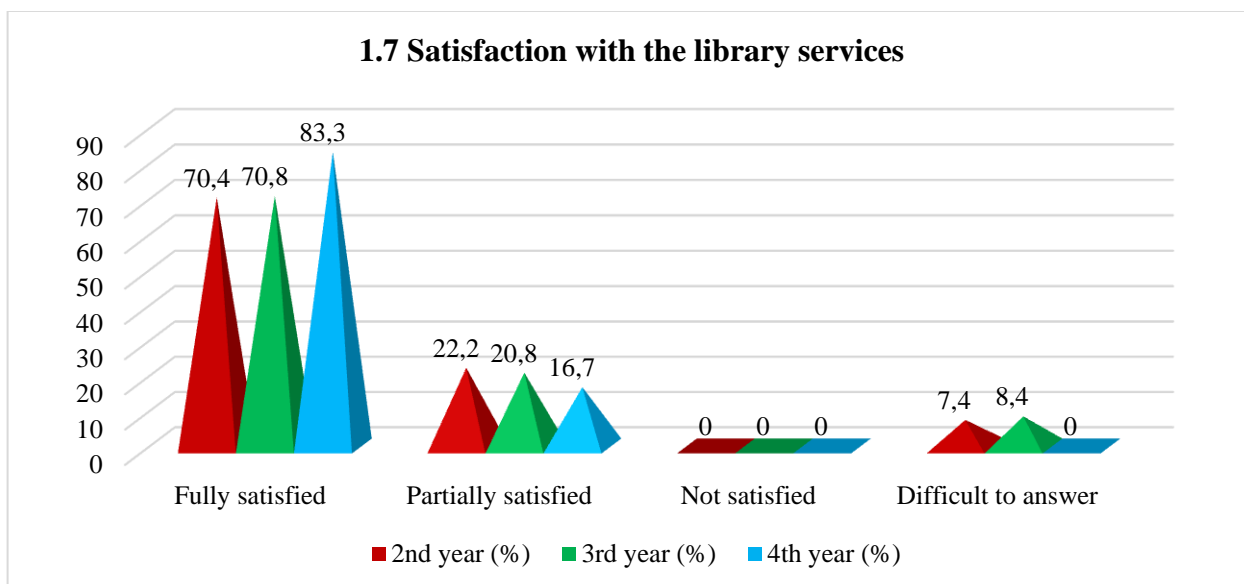
1.6 Organization and conduct of laboratory work

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Fully satisfied</i>	62,9% (17 students)	79,2% (19 students)	83,3% (5 students)
<i>Partially satisfied</i>	29,7% (8 students)	12,5% (3 students)	16,7% (1 student)
<i>Not satisfied</i>	-	-	-
<i>Difficult to answer</i>	7,4% (2 students)	8,3% (2 students)	-



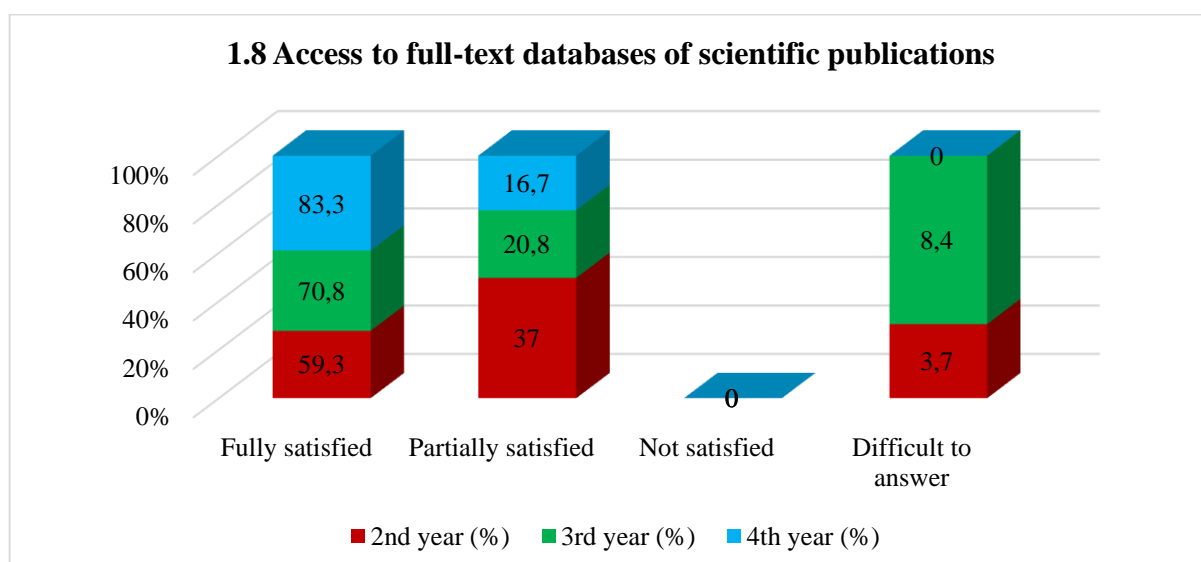
1.7 Satisfaction with the library services

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Fully satisfied</i>	70,4% (19 students)	70,8% (17 students)	83,3% (5 students)
<i>Partially satisfied</i>	22,2% (6 students)	20,8% (5 students)	16,7% (1 student)
<i>Not satisfied</i>	-	-	-
<i>Difficult to answer</i>	7,4 % (2 students)	8,4% (2 students)	-



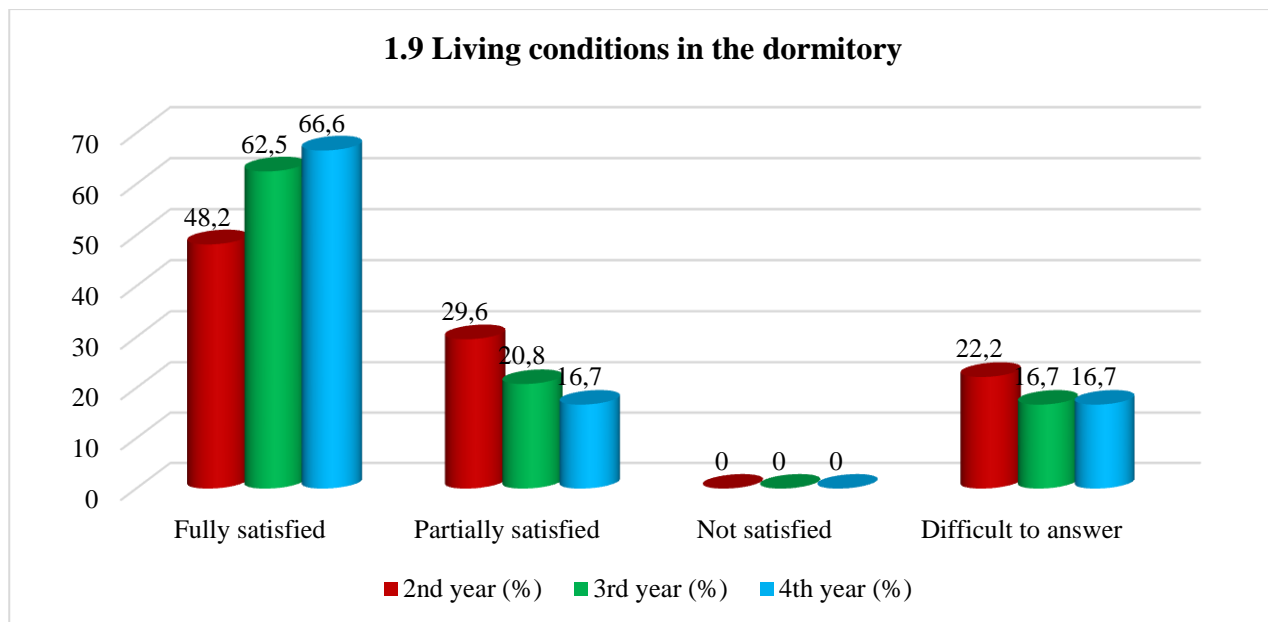
1.8 Access to full-text databases of scientific publications

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Fully satisfied</i>	59,3% (16 students)	70,8% (17 students)	83,3% (5 students)
<i>Partially satisfied</i>	37% (10 students)	20,8% (5 students)	16,7% (1 student)
<i>Not satisfied</i>	-	-	-
<i>Difficult to answer</i>	3,7% (1 student)	8,4% (2 students)	-



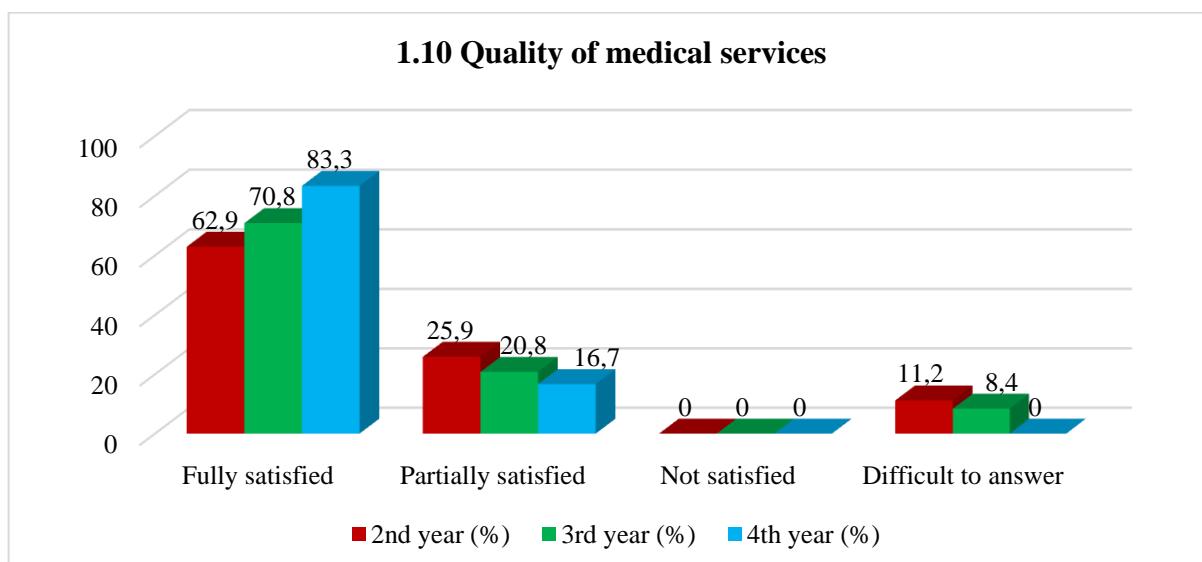
1.9 Living conditions in the dormitory

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Fully satisfied</i>	48,2% (13 students)	62,5% (15 students)	66,6% (4 students)
<i>Partially satisfied</i>	29,6% (8 students)	20,8% (5 students)	16,7% (1 student)
<i>Not satisfied</i>	-	-	-
<i>Difficult to answer</i>	22,2% (6 students)	16,7% (4 students)	16,7% (1 student)



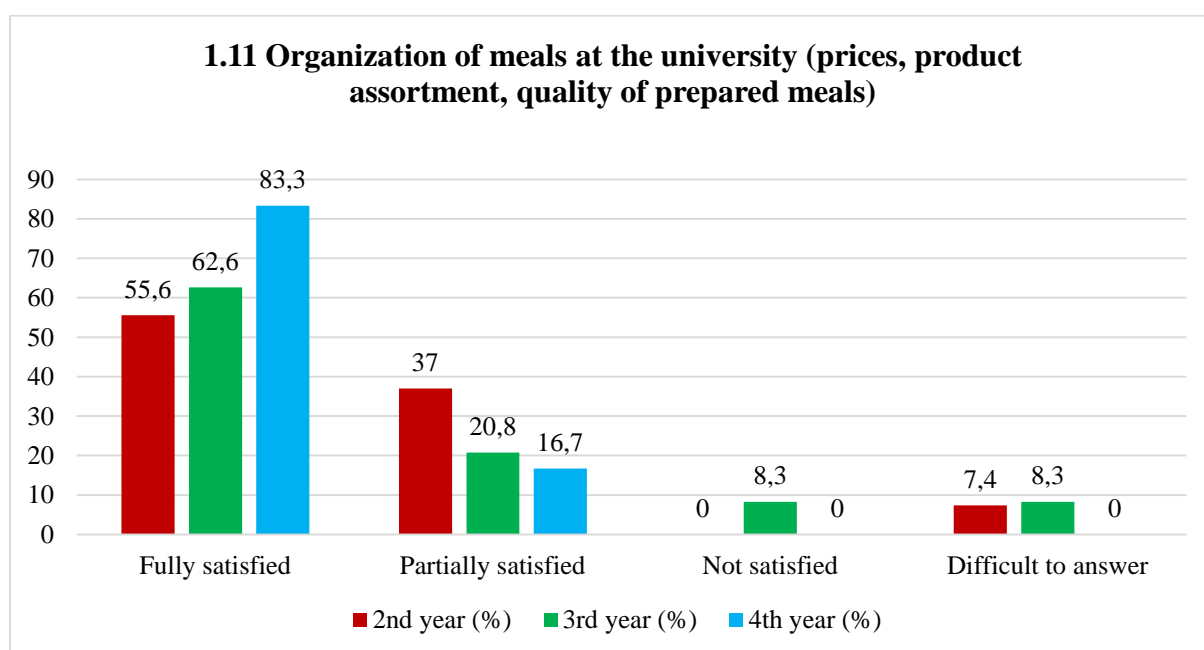
1.10 Quality of medical services

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Fully satisfied</i>	62,9% (17 students)	70,8% (17 students)	83,3% (5 students)
<i>Partially satisfied</i>	25,9% (7 students)	20,8% (5 students)	16,7% (1 student)
<i>Not satisfied</i>	-	-	-
<i>Difficult to answer</i>	11,2% (3 students)	8,4% (2 students)	-



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

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Fully satisfied	55,6% (15 students)	62,6% (15 students)	83,3% (5 students)
Partially satisfied	37% (10 students)	20,8% (5 students)	16,7% (1 student)
Not satisfied	-	8,3% (2 students)	-
Difficult to answer	7,4% (2 students)	8,3% (2 students)	-



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

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

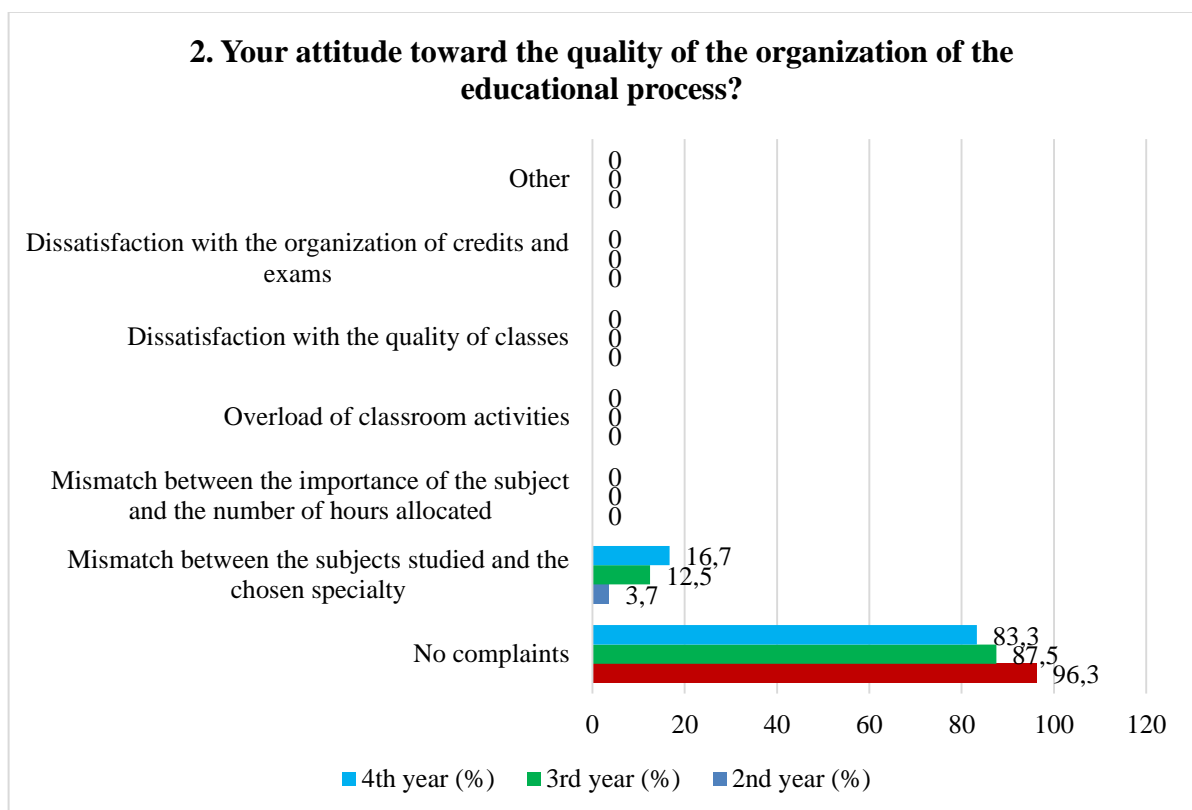
In response to the question, “**If you answered “not satisfied” to the previous question, please provide recommendations for improving the services provided,**” the respondents answered as follows* :

2nd year	3rd year	4th year
- don't be so gloomy - improve the services provided - no, everything is fine	- satisfied	

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

* 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.

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>No complaints</i>	96,3% (26 students)	87,5% (21 student)	83,3% (5 students)
<i>Mismatch between the subjects studied and the chosen specialty</i>	3,7% (1 student)	12,5% (3 students)	16,7% (1 student)
<i>Mismatch between the importance of the subject and the number of hours allocated</i>	-	-	-
<i>Overload of classroom activities</i>	-	-	-
<i>Dissatisfaction with the quality of classes</i>	-	-	-
<i>Dissatisfaction with the organization of credits and exams</i>	-	-	-
<i>Other</i>	-	-	-



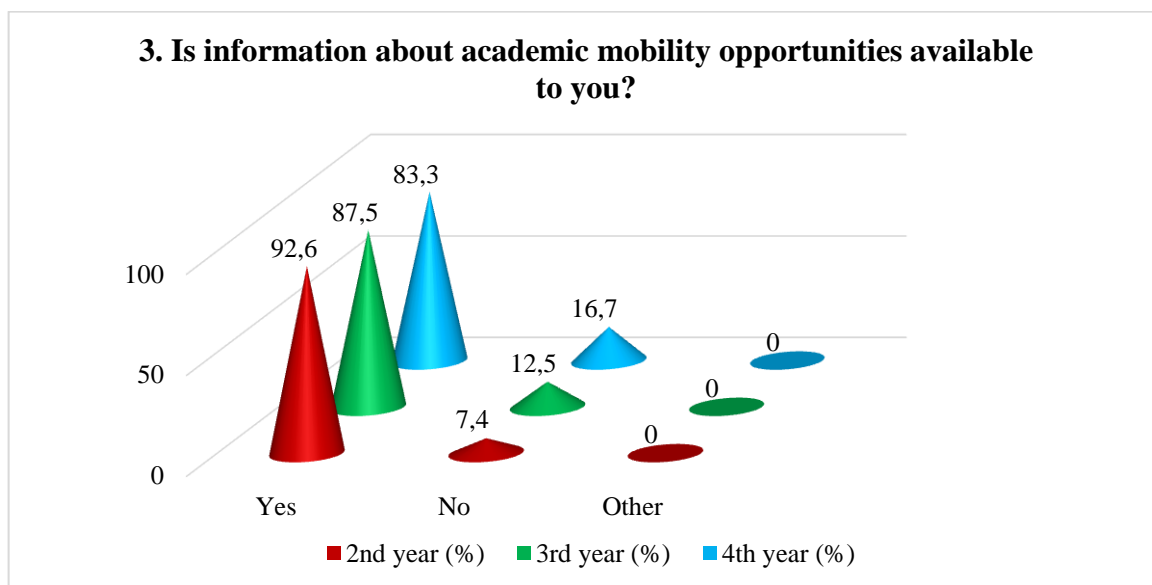
In response to the question, “**If you answered “Does not correspond or does not satisfy” to the previous question, please provide recommendations for improvement,**” the respondents answered as follows *:

- recommend improvement
- matches.

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

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Yes</i>	92,6% (25 students)	87,5% (21 student)	83,3% (5 students)
<i>No</i>	7,4% (2 students)	12,5% (3 students)	16,7% (1 student)
<i>Other</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.



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

- why
- yes

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
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 _____

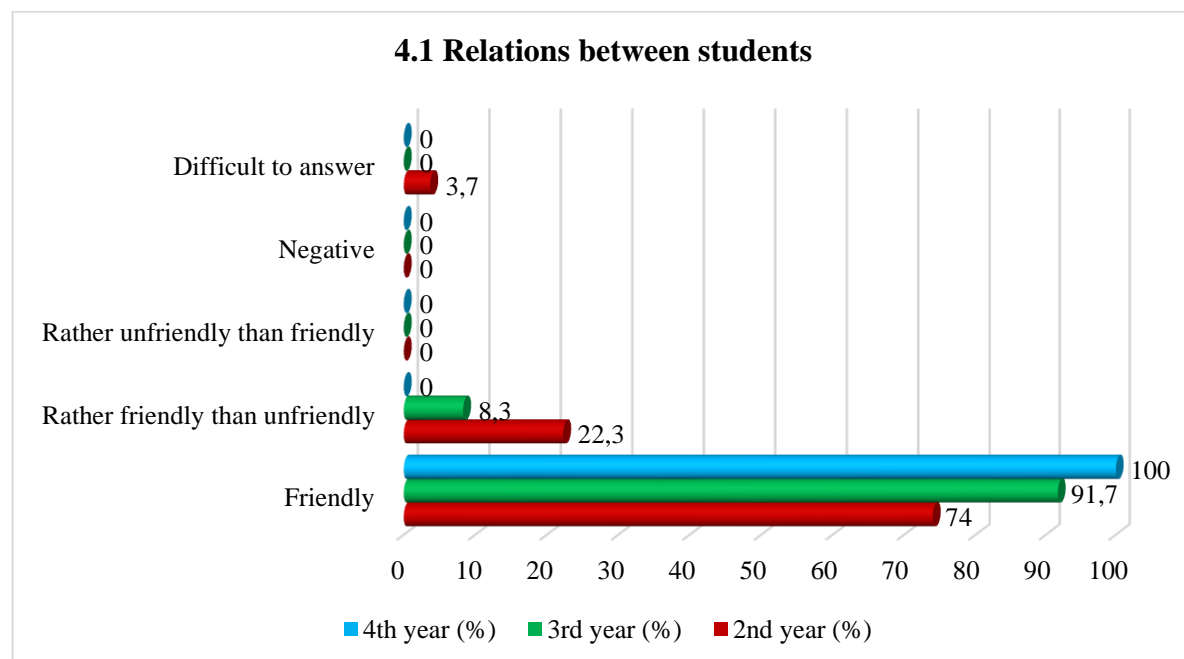
If you answered “Rather unfriendly than friendly” or “Negative,” please provide recommendations for improvement _____

4.1 Relations between students

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Friendly</i>	74% (20 students)	91,7% (22 students)	100% (6 students)
<i>Rather friendly than unfriendly</i>	22,3% (6 students)	8,3% (2 students)	-
<i>Rather unfriendly than friendly</i>	-	-	-
<i>Negative</i>	-	-	-
<i>Difficult to answer</i>	3,7% (1 student)	-	-

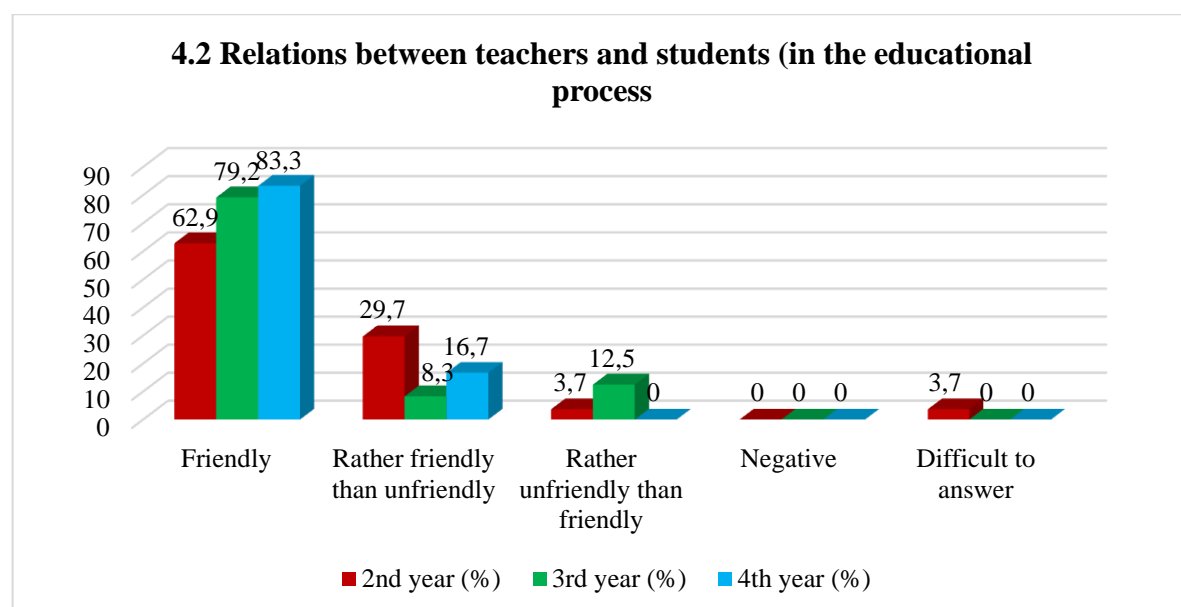
* The responses of students to the “other” option and “if you answered “dissatisfied” to the previous question” are presented in the original form. The spelling and punctuation of the author have been preserved.

4.1 Relations between students



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

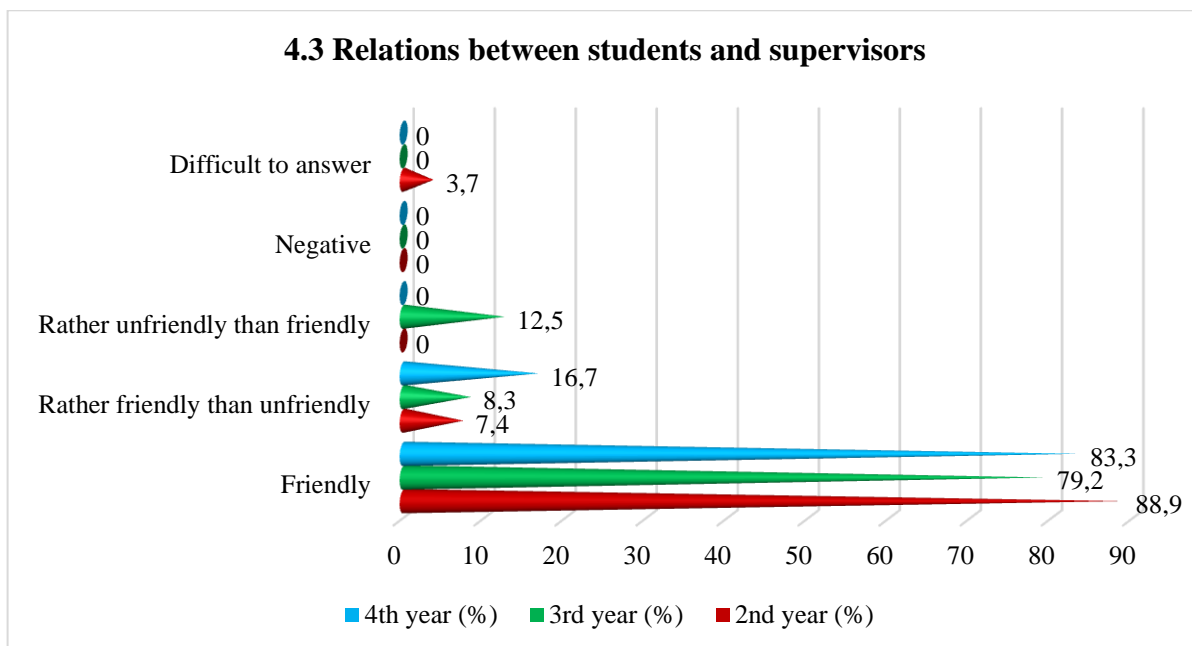
Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Friendly</i>	62,9% (17 students)	79,2% (19 students)	83,3 % (5 students)
<i>Rather friendly than unfriendly</i>	29,7% (8 students)	8,3% (2 students)	16,7% (1 student)
<i>Rather unfriendly than friendly</i>	3,7% (1 student)	12,5% (3 students)	-
<i>Negative</i>	-	-	-
<i>Difficult to answer</i>	3,7% (1 student)	-	-



4.3 Relations between students and supervisors

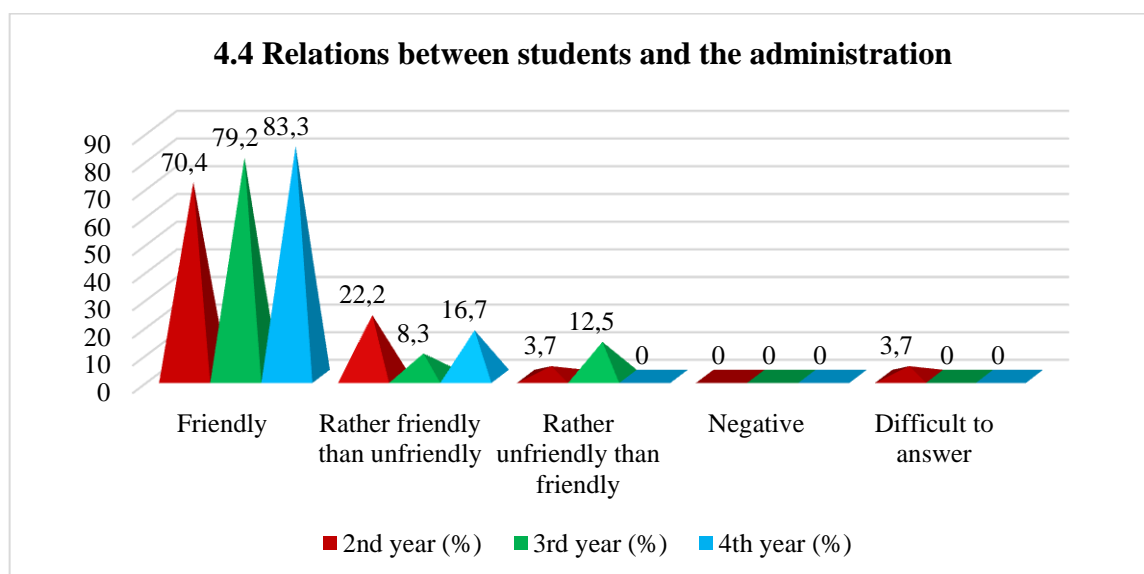
Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Friendly</i>	88,9% (24 students)	79,2% (19 students)	83,3% (5 students)
<i>Rather friendly than unfriendly</i>	7,4% (2 students)	8,3% (2 students)	16,7% (1 student)
<i>Rather unfriendly than friendly</i>	-	12,5% (3)	-

		students)	
<i>Negative</i>	-	-	-
<i>Difficult to answer</i>	3,7% (1 student)	-	-



4.4 Relations between students and the administration

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Friendly</i>	70,4% (19 students)	79,2% (19 students)	83,3% (5 students)
<i>Rather friendly than unfriendly</i>	22,2% (6 students)	8,3% (2 students)	16,7% (1 student)
<i>Rather unfriendly than friendly</i>	3,7% (1 student)	12,5% (3 students)	-
<i>Negative</i>	-	-	-
<i>Difficult to answer</i>	3,7% (1 student)	-	-

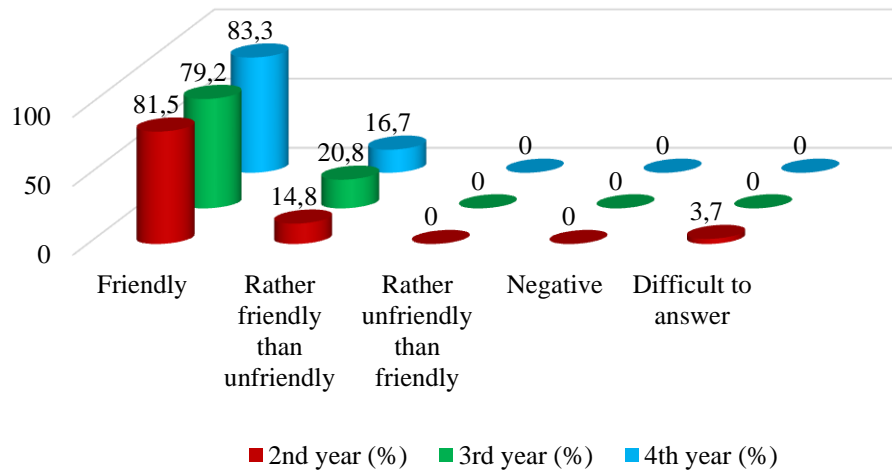


4.5 Relations between students and staff of departments (library, student office, etc.)

Answer options	2nd year (%)	3rd year (%)	4th year (%)
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<i>Friendly</i>	81,5% (22 students)	79,2% (19 students)	83,3% (5 students)
<i>Rather friendly than unfriendly</i>	14,8% (4 students)	20,8% (5 students)	16,7% (1 student)
<i>Rather unfriendly than friendly</i>	-	-	-
<i>Negative</i>	-	-	-
<i>Difficult to answer</i>	3,7% (1 student)	-	-

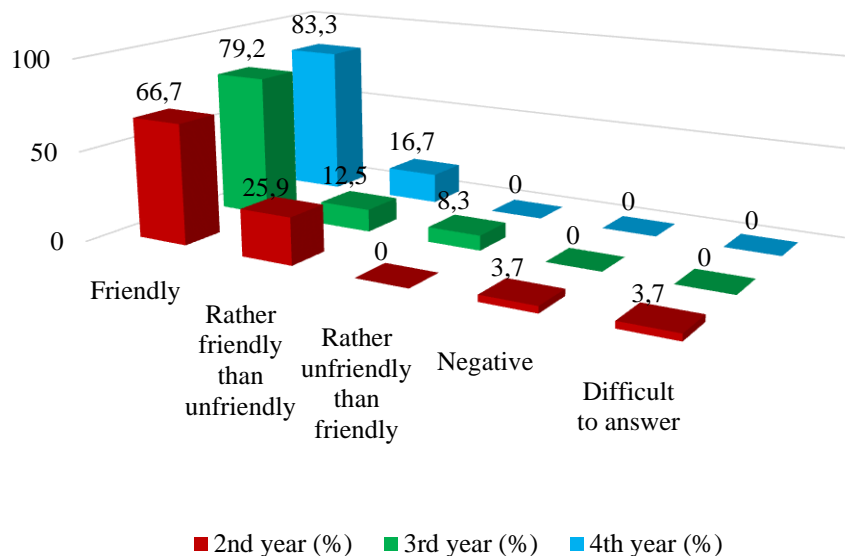
4.5 Relations between students and staff of departments (library, student office, etc.)



4.6 Relations between students and the security service

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Friendly</i>	66,7% (18 students)	79,2% (19 students)	83,3% (5 students)
<i>Rather friendly than unfriendly</i>	25,9% (7 students)	12,5% (3 students)	16,7% (1 student)
<i>Rather unfriendly than friendly</i>	-	8,3% (2 students)	-
<i>Negative</i>	3,7% (1 student)	-	-
<i>Difficult to answer</i>	3,7% (1 student)	-	-

4.6 Relations between students and the security service



- your own version of the answer

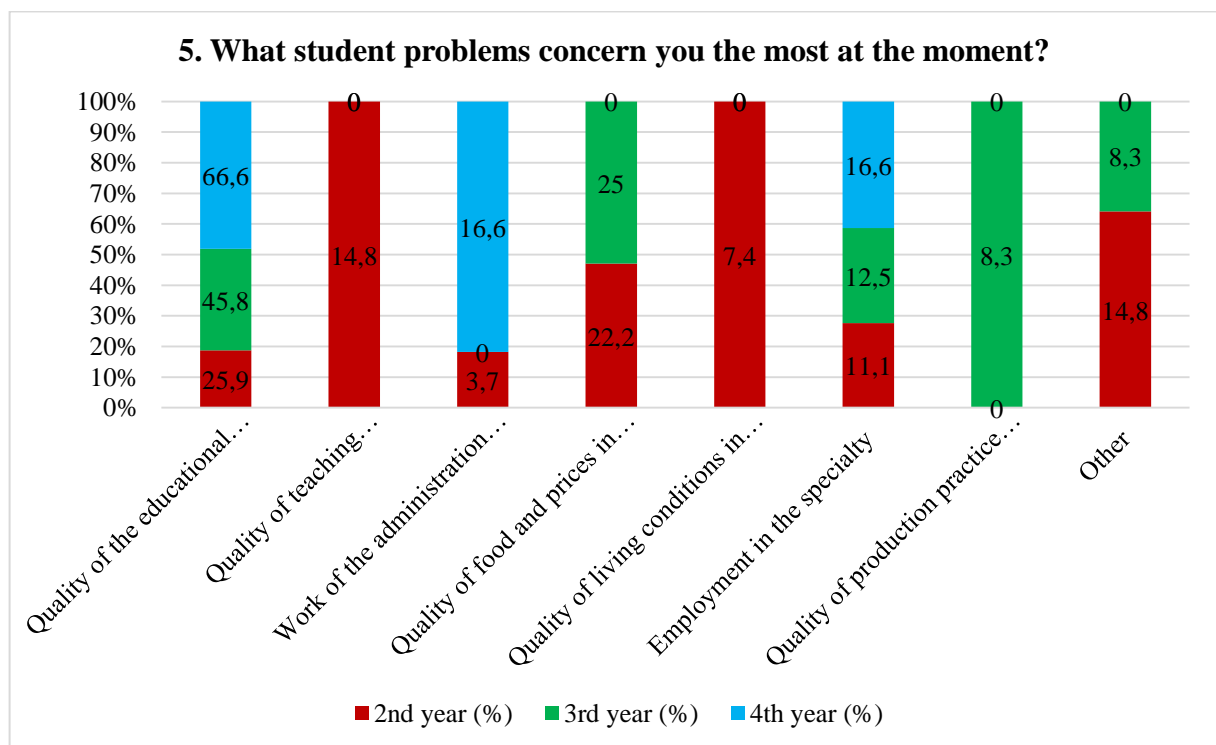
For the question “If you answered 'Rather unfriendly than friendly' or 'Negative,' please provide recommendations for improvement,” students provided the following responses * :

- Make security more loyal at the entrance
- Friendly

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>	25,9% (7 students)	45,8% (11 student)	66,6% (4 students)
<i>Quality of teaching (conducting classes, grading knowledge, etc.)</i>	14,8% (4 students)	-	-
<i>Work of the administration (department, etc.)</i>	3,7% (1 student)	-	16,6% (1 student)
<i>Quality of food and prices in the student cafeteria</i>	22,2% (6 students)	25% (6 students)	-
<i>Quality of living conditions in the dormitory</i>	7,4% (2 students)	-	-
<i>Employment in the specialty</i>	11,1% (3 students)	12,5% (3 students)	16,6% (1 student)
<i>Quality of production practice organization</i>	-	8,3% (2 students)	-
<i>Other</i>	14,8% (4 students)	8,3% (2 students)	-

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



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

- Everything is fine

- None

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

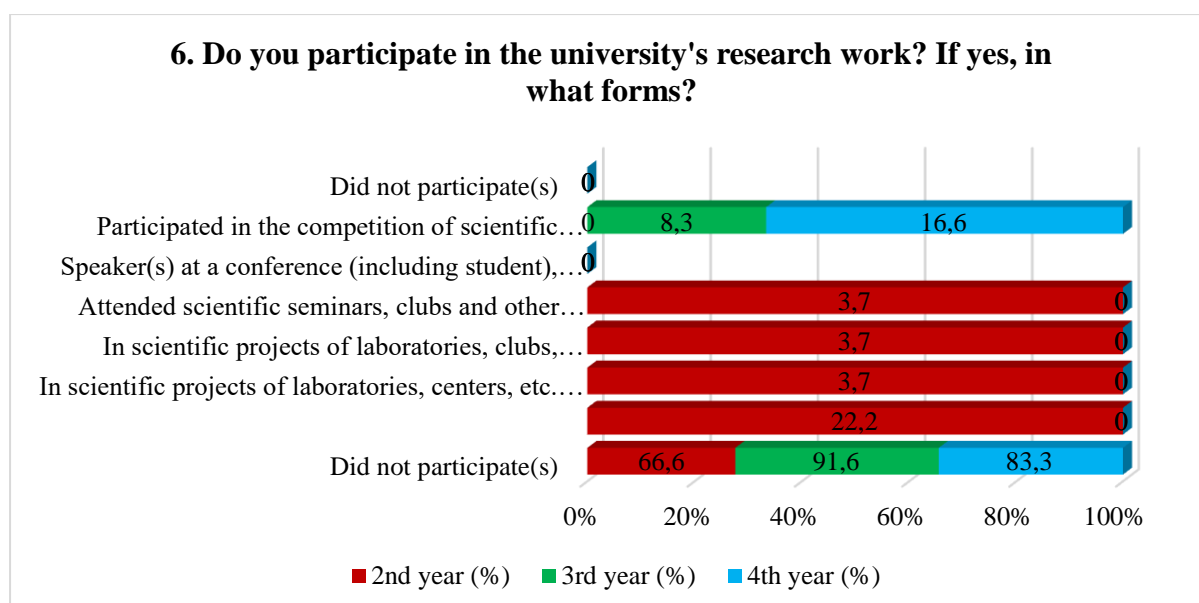
(mark all that apply)

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Did not participate(s)</i>	66,6% (18 students)	91,6% (22 students)	83,3% (5 students)
<i>Sometimes, when it is necessary on formal grounds</i>	22,2% (6 students)	-	-
<i>In scientific projects of laboratories, centers, etc. under a contract, grant, etc.</i>	3,7% (1 student)	-	-
<i>In scientific projects of laboratories, clubs, circles, etc. on a gratuitous basis.</i>	3,7% (1 student)	-	-
<i>Attended scientific seminars, clubs and other scientific events.</i>	3,7% (1 student)	-	-
<i>Speaker(s) at a conference (including student), scientific seminar)</i>	-	-	-
<i>Participated in the competition of scientific student works</i>	-	8,3% (2 students)	16,6% (1 student)
<i>Did not participate(s)</i>	-	-	-

* 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*:

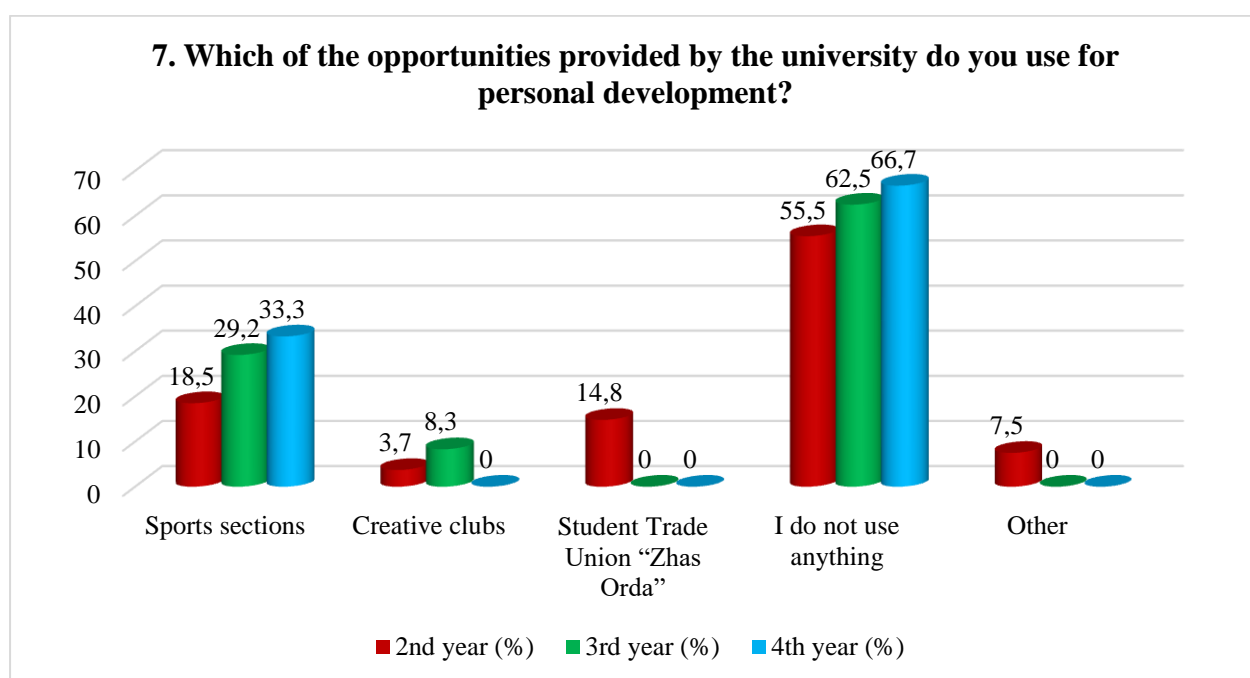
- Not interested in science labs
- There were no opportunities.
- It's been too long.
- No time
- Not interested (2)
- Didn't want to (2)
- Because there wasn't time (3)



* 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.

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>	18,5% (5 students)	29,2% (7 students)	33,3% (2 students)
<i>Creative clubs</i>	3,7% (1 student)	8,3% (2 students)	-
<i>Student Trade Union “Zhas Orda”</i>	14,8% (4 students)	-	-
<i>I do not use anything</i>	55,5% (15 students)	62,5% (15 students)	66,7% (4 students)
<i>Other</i>	7,5% (2 students)	-	-



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

- Training for the Scientific and Technical Translation course
- Restroom

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 (4)
- Developing separately from the University in 3D, computer music and game creation.
- still no ambition
- use
- not interested
- no desire

*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.

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

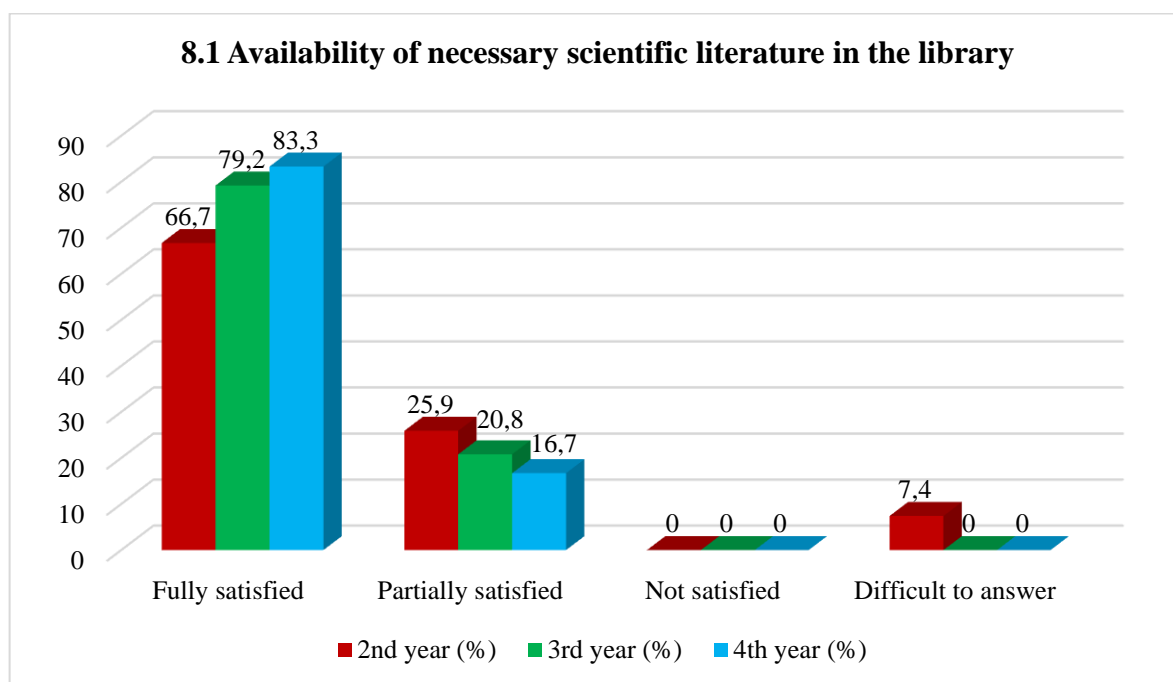
8.1 Availability of necessary scientific literature in the library
8.2 Modernity of computer equipment
8.3 Internet bandwidth and speed
8.4 Modernity of software
8.5 Availability of educational and scientific equipment
8.6 Availability of laboratories and specialized classrooms
8.7 Availability of sports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

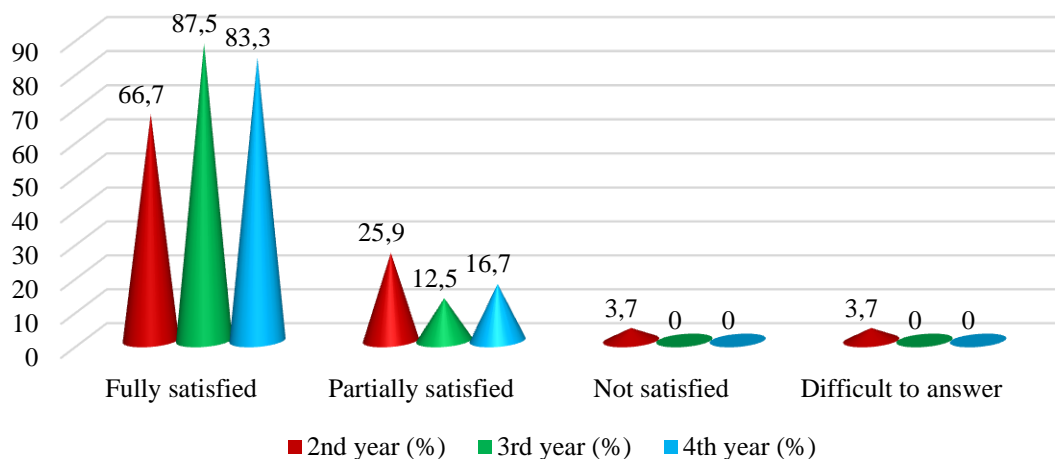
Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Fully satisfied</i>	66,7% (18 students)	79,2% (19 students)	83,3% (5 students)
<i>Partially satisfied</i>	25,9% (7 students)	20,8% (5 students)	16,7% (1 student)
<i>Not satisfied</i>	-	-	-
<i>Difficult to answer</i>	7,4% (2 students)	-	-



8.2 Modernity of computer equipment

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Fully satisfied</i>	66,7% (18 students)	87,5% (21 student)	83,3% (5 students)
<i>Partially satisfied</i>	25,9% (7 students)	12,5% (3 students)	16,7% (1 student)
<i>Not satisfied</i>	3,7% (1 student)	-	-
<i>Difficult to answer</i>	3,7% (1 student)	-	-

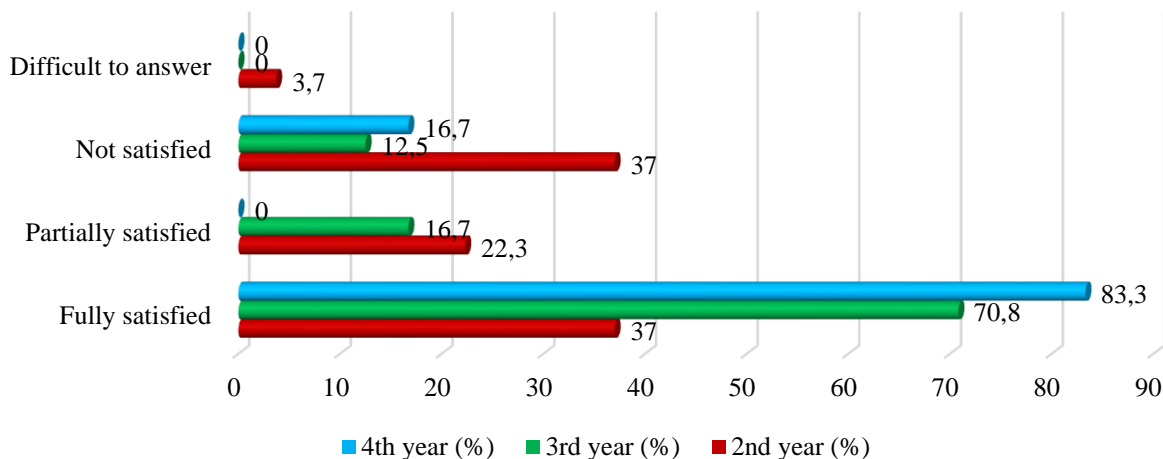
8.2 Modernity of computer equipment



8.3 Internet bandwidth and speed

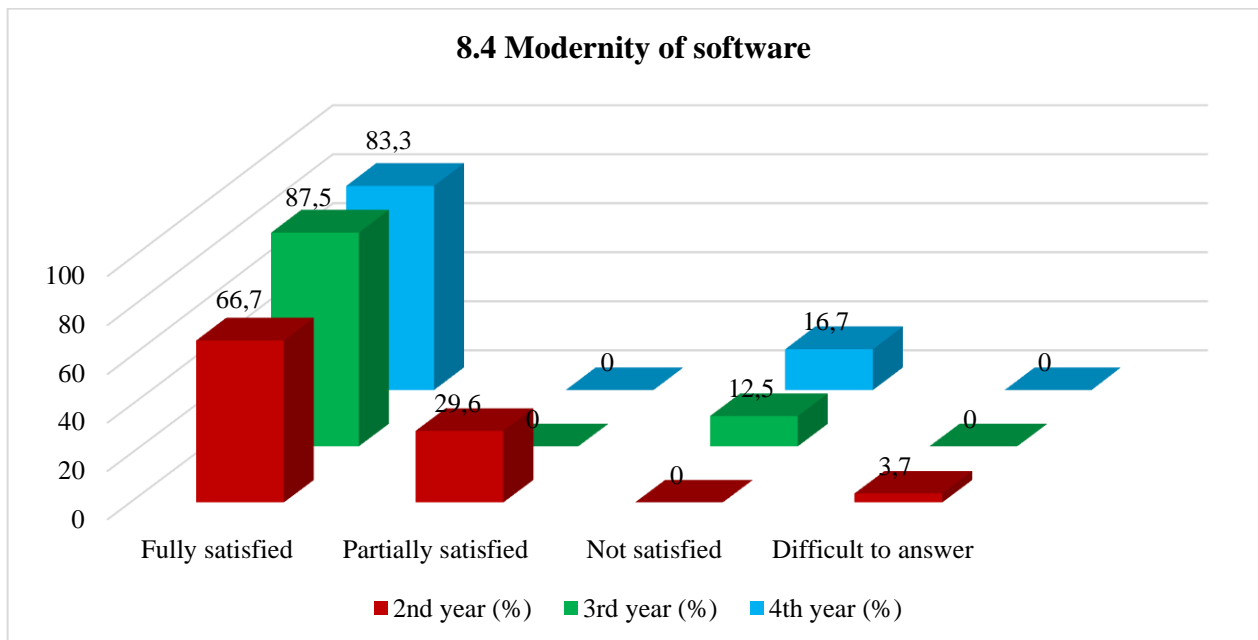
Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Fully satisfied</i>	37% (10 students)	70,8% (17 students)	83,3% (5 students)
<i>Partially satisfied</i>	22,3% (6 students)	16,7% (4 students)	-
<i>Not satisfied</i>	37% (10 students)	12,5% (3 students)	16,7% (1 student)
<i>Difficult to answer</i>	3,7% (1 student)	-	-

8.3 Internet bandwidth and speed



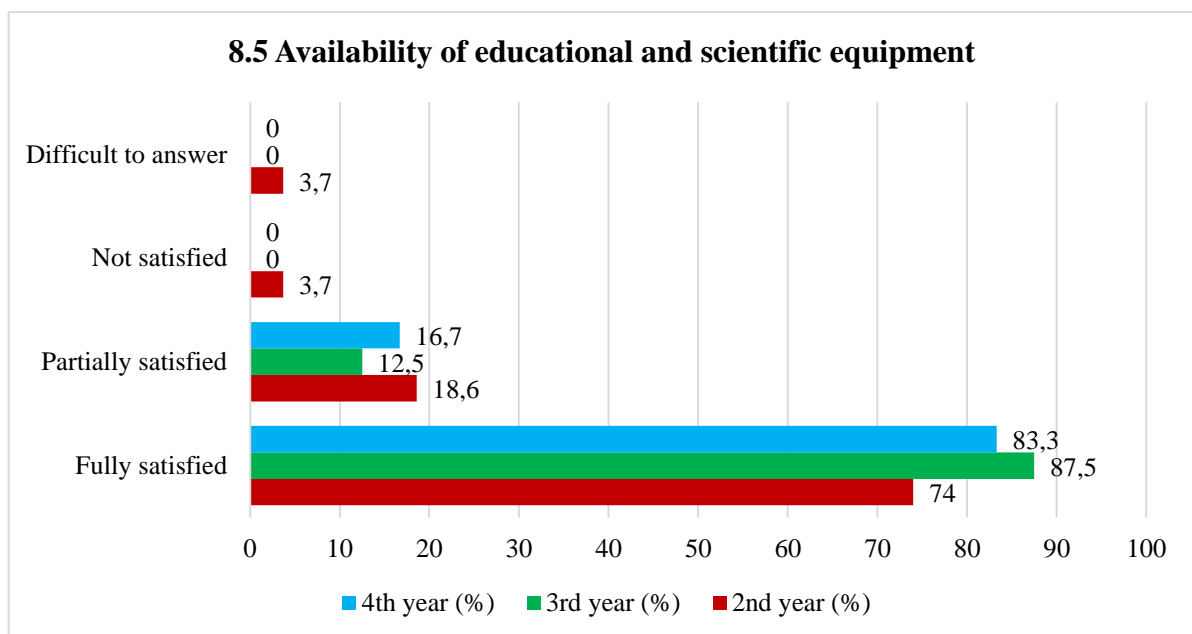
8.4 Modernity of software

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Fully satisfied</i>	66,7% (18 students)	87,5% (21 student)	83,3% (5 students)
<i>Partially satisfied</i>	29,6% (8 students)	-	-
<i>Not satisfied</i>	-	12,5% (3 students)	16,7% (1 student)
<i>Difficult to answer</i>	3,7% (1 student)	-	-



8.5 Availability of educational and scientific equipment

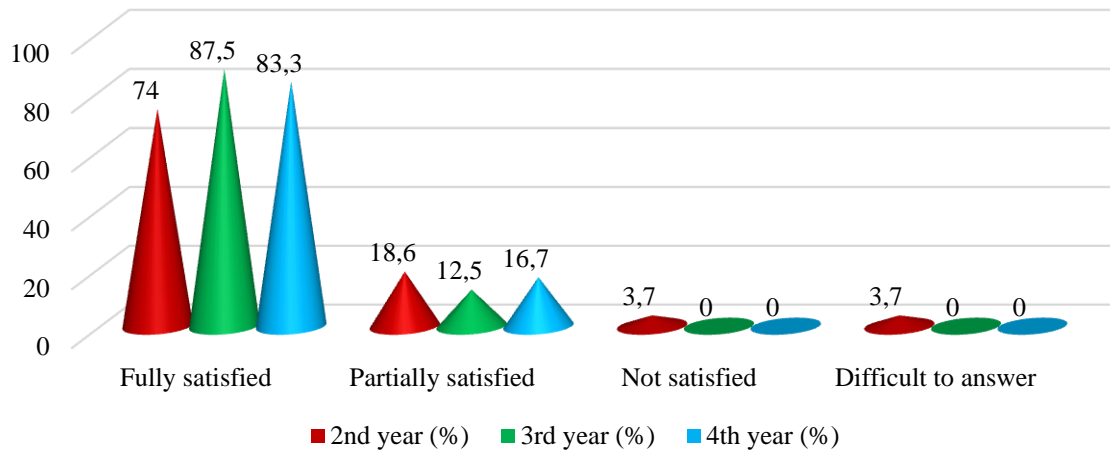
Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Fully satisfied</i>	74% (20 students)	87,5% (21 student)	83,3% (5 students)
<i>Partially satisfied</i>	18,6% (5 students)	12,5% (3 students)	16,7% (1 student)
<i>Not satisfied</i>	3,7% (1 student)	-	-
<i>Difficult to answer</i>	3,7% (1 student)	-	-



8.6 Availability of laboratories and specialized classrooms

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Fully satisfied</i>	74% (20 students)	87,5% (21 student)	83,3% (5 students)
<i>Partially satisfied</i>	18,6% (5 students)	12,5% (3 students)	16,7% (1 student)
<i>Not satisfied</i>	3,7% (1 student)	-	-
<i>Difficult to answer</i>	3,7% (1 student)	-	-

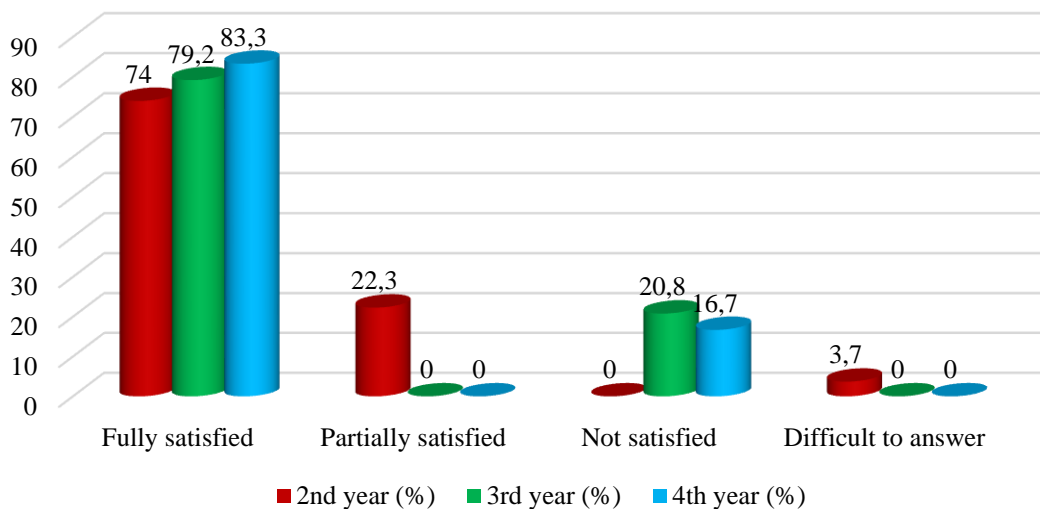
8.6 Availability of laboratories and specialized classrooms



8.7 Availability of sports equipment

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Fully satisfied</i>	74% (20 students)	79,2% (19 students)	83,3% (5 students)
<i>Partially satisfied</i>	22,3% (6 students)	-	-
<i>Not satisfied</i>	-	20,8% (5 students)	16,7% (1 student)
<i>Difficult to answer</i>	3,7% (1 student)	-	-

8.7 Availability of sports equipment



For the “If you answered “Not satisfied” to the previous question, please provide recommendations for improvement” question, students provided the following responses*:

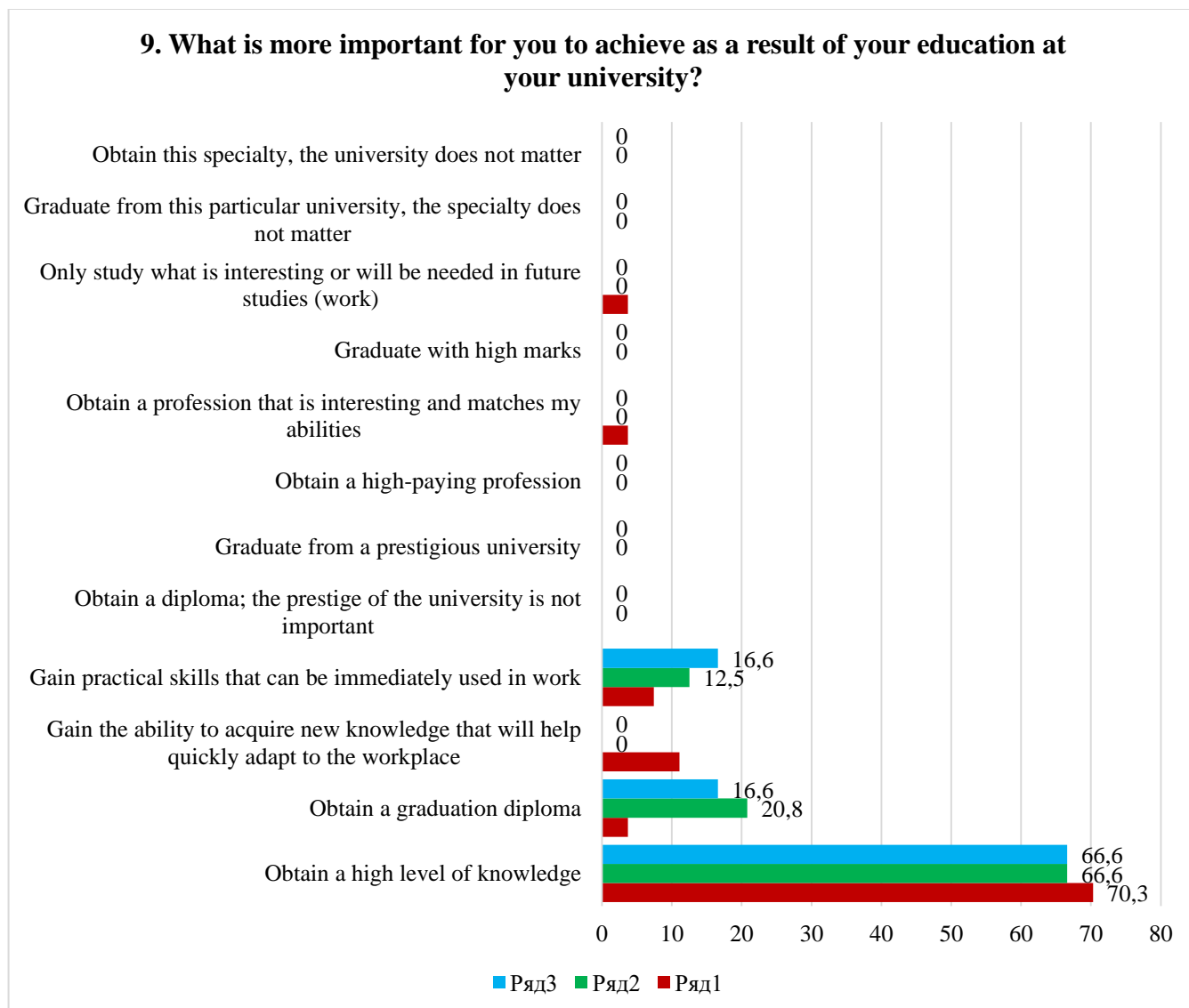
- Improve facilities
- Mobile internet coverage is poor indoors

*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.

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>	70,3% (19 students)	66,6% (16 students)	66,6% (4 students)
<i>Obtain a graduation diploma</i>	3,7% (1 student)	20,8% (5 students)	16,6% (1 student)
<i>Gain the ability to acquire new knowledge that will help quickly adapt to the workplace</i>	11,1% (3 students)	-	-
<i>Gain practical skills that can be immediately used in work</i>	7,4% (2 students)	12,5% (3 students)	16,6% (1 student)
<i>Obtain a diploma; the prestige of the university is not important</i>	-	-	-
<i>Graduate from a prestigious university</i>	-	-	-
<i>Obtain a high-paying profession</i>	-	-	-
<i>Obtain a profession that is interesting and matches my abilities</i>	3,7% (1 student)	-	-
<i>Graduate with high marks</i>	-	-	-
<i>Only study what is interesting or will be needed in future studies (work)</i>	3,7% (1 student)	-	-
<i>Graduate from this particular university, the specialty does not matter</i>	-	-	-
<i>Obtain this specialty, the university does not matter</i>	-	-	-

* The percentage sum does not equal 100 because multiple response options 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
<ul style="list-style-type: none"> - Questions to improve the training program, enhance the quality of services provided, and other areas of the university's activities - Competence of teachers in teaching. The possibility to list those teachers who, in the student's opinion, should not teach at all, as some teachers are not good at it. <p>Thank you!</p>	- I don't know	

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” indicates a positive attitude from 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 “Geodesy and Cartography” (95.9%) expressed satisfaction with the overall learning process. For the convenience of analysis, let's examine the aspects based on the following levels of satisfaction:

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

- Class schedule (98,7%);
- Organization of independent work (94,7%);
- Quality of practical training (98,7%);
- Organization and conduct of SIWT (95,9%);
- Organization and conduct of laboratory work (94,7%)
- Satisfaction with library services (94,7%);
- Access to full-text databases of scientific publications (95,9%);
- Living conditions in the dormitory (81,4%).
- Quality of medical service (93,4%),
- Organization of catering at the university (91,9%).

Organization of catering at the university (91.9%). The overwhelming majority of students from all years are satisfied with the quality of the educational process. On the second year, 96.3% of students have no complaints, on the third year – 87.5%, and on the fourth year – 83.3%. However, among third- and fourth-year students, cases of dissatisfaction with the mismatch of the studied disciplines with the specialty were identified (12.5% and 16.7%, respectively). The recommendations for improvement provided by students included minimal remarks: “recommend improving” and the general statement “meets expectations.”

Information about opportunities for academic mobility is available to most students. Thus, 92.6% of second-year students, 87.5% of third-year students, and 83.3% of fourth-year students noted the availability of information. However, 7.4% of second-year students, 12.5% of third-year students, and 16.7% of fourth-year students indicated that it was insufficiently accessible. The reasons mentioned by students for the lack of

information include a general “why.” This may indicate insufficient student awareness or difficulties in perceiving the information.

Most students evaluate the relationships at the university as friendly or rather friendly. Relations among students are most positive: nearly 100% in the upper years noted friendliness. Relations between students and teachers are also mostly friendly, although some students indicated unfriendliness, especially in the third year (12.5%). Relations with curators, administration, and staff are mainly rated positively, with the share of “rather friendly” being up to 20.8%. Contact with the security service is perceived as friendly by most students, but 8.3% of third-year students noted “rather unfriendly” relations. Among the recommendations for improvement, students suggested making the security service more lenient, indicating a need to increase mutual understanding.

Students noted that they are particularly concerned about the quality of the educational process, as well as employment issues related to their specialty (up to 16.6%) and the quality of food in the cafeteria (up to 25%). Problems related to living conditions in the dormitory and the quality of the organization of practical training were noted by only a few students. Among the individual responses to the “Other” section, there were options indicating full satisfaction with the conditions.

The university's scientific work involves a small proportion of students: up to 91.6% of third-year participants are not involved in it. The main reasons for non-participation are a lack of time, interest, opportunities, or motivation.

Regarding personal development, around 55.5-66.7% of students do not use the opportunities provided by the university, most often citing a lack of time or interest. Among the actively used opportunities, sports sections are the most popular (up to 33.3%), while creative clubs and the “Zhas Orda” trade union are only popular with a small portion of students. Some students are developing on their own, particularly in the areas of 3D modeling, music creation, and game development.

The material base of the university is generally rated positively by students: the majority of students from all years are satisfied with the availability of scientific literature in the library, the modernity of computer and software, as well as educational, scientific, and sports equipment. However, the internet channel receives more complaints: only 37% of second-year students are fully satisfied with its speed, while on the third and fourth years, satisfaction increases to 70.8% and 83.3%, respectively. The main recommendations were to improve the material base and make mobile internet more accessible in the buildings.

As a result of their education, students from all years primarily aim to gain a high level of knowledge. Additionally, a significant portion of second-year students highlights the importance of acquiring the ability to quickly adapt to the workplace (11.1%), while third- and fourth-year students emphasize acquiring practical skills (12.5% and 16.6%, respectively).

Second-year students suggested adding questions related to the competence of teachers and providing the opportunity to list those who, in their opinion, do not meet teaching standards. Students also expressed gratitude.

The overall satisfaction of students in the “Geodesy and Cartography” program with educational services is 89.7%, indicating a high level of student satisfaction overall, despite some issues 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.