

Report
on the results of the survey
“Satisfaction of 2-5 year students with educational services”
in 2024-2025 academic year
Department: Mine Surveying and Geodesy
Specialty: 6B07303 – Digital Aerial Survey

In October 2024, the Center of Quality Management and Accreditation conducted an annual survey on the satisfaction of 2-5 year students with the quality of services provided.

The survey purpose: To identify the degree of satisfaction of respondents with the quality of educational services provided and other areas of the university's activities.

The results of the survey were processed and presented in a generalized form with a guarantee of confidentiality of students' personal opinions.

In specialty 6B07303 – Digital Aerial Survey, 141 respondents took part in the survey, which is 66.2% of the total number of students in this specialty (213).

- 2 year – 49 students (58,3%);
- 3 year – 49 students (79%);
- 4 year – 43 students (64,2%)

Mode of training

- Budget – 132 students (93.7%);
- Paid – 9 students (6.3%).

In the course of the survey there were obtained the following results.

Indicators:

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

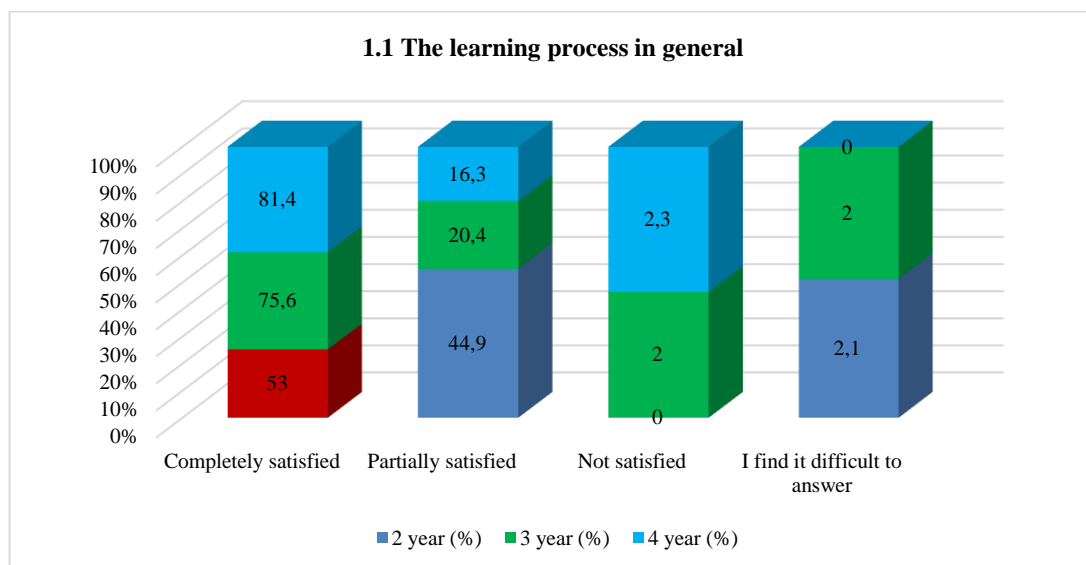
1.1 The learning process in general
1.2 Class schedule
1.3 Organization of independent work
1.4 Practices
1.5 Organizing and conducting SIWT
1.6 Organizing and conducting laboratory work
1.7 Satisfaction with the library work
1.8 Possibility of access to full-text databases of scientific publications
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 the previous question “not satisfied”, please give recommendations for improving the services provided _____.

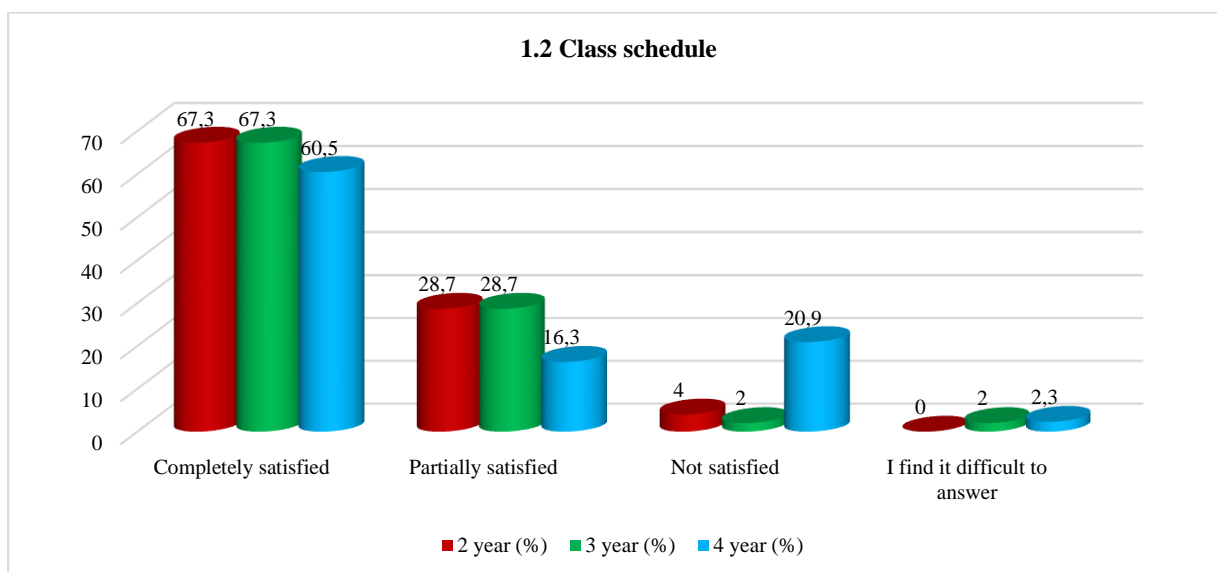
1.1 The learning process in general

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	53% (26 prs.)	75,6% (37 prs.)	81,4% (35 prs.)
<i>Partially satisfied</i>	44,9% (22 prs.)	20,4% (10 prs.)	16,3% (7 prs.)
<i>Not satisfied</i>	-	2% (1 prs.)	2,3% (1 prs.)
<i>I find it difficult to answer</i>	2,1% (1 prs.)	2% (1 prs.)	-



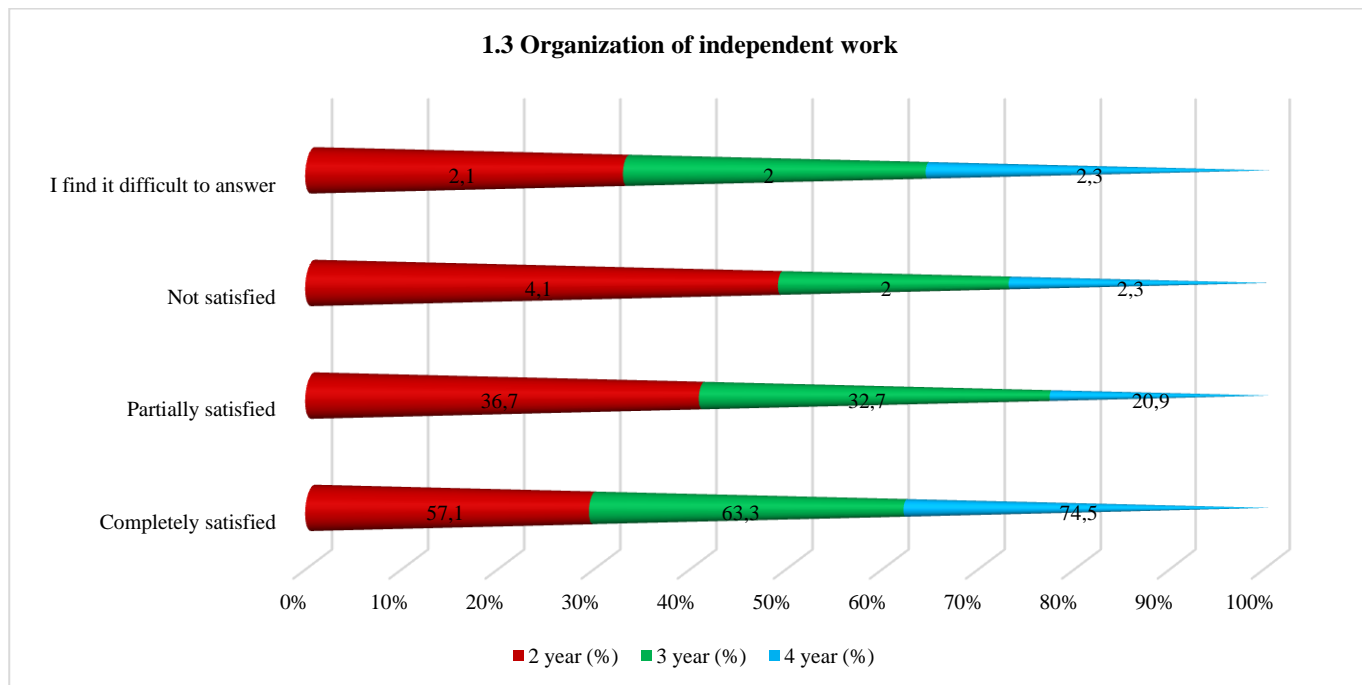
1.2 Class schedule

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	67,3% (33 prs.)	67,3% (33 prs.)	60,5% (26 prs.)
<i>Partially satisfied</i>	28,7% (14 prs.)	28,7% (14 prs.)	16,3% (7 prs.)
<i>Not satisfied</i>	4% (2 prs.)	2% (1 prs.)	20,9% (9 prs.)
<i>I find it difficult to answer</i>	-	2% (1 prs.)	2,3% (1 prs.)



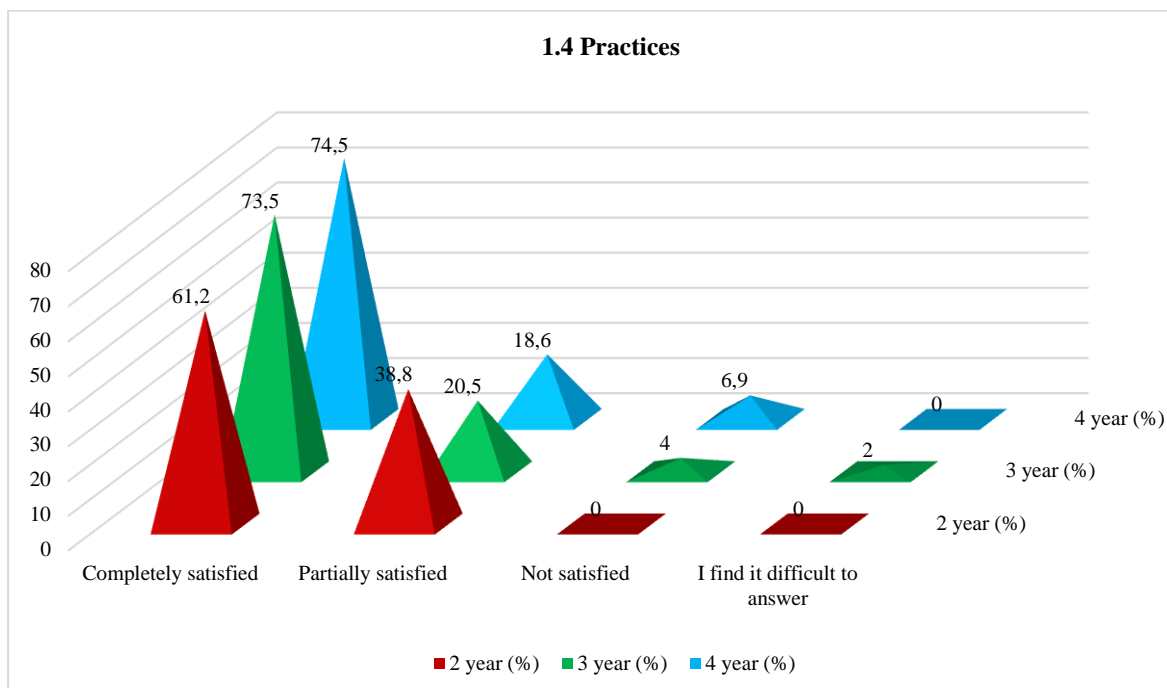
1.3 Organization of independent work

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	57,1% (28 prs.)	63,3% (31 prs.)	74,5% (32 prs.)
<i>Partially satisfied</i>	36,7% (18 prs.)	32,7% (16 prs.)	20,9% (9 prs.)
<i>Not satisfied</i>	4,1% (2 prs.)	2% (1 prs.)	2,3% (1 prs.)
<i>I find it difficult to answer</i>	2,1% (1 prs.)	2% (1 prs.)	2,3% (1 prs.)



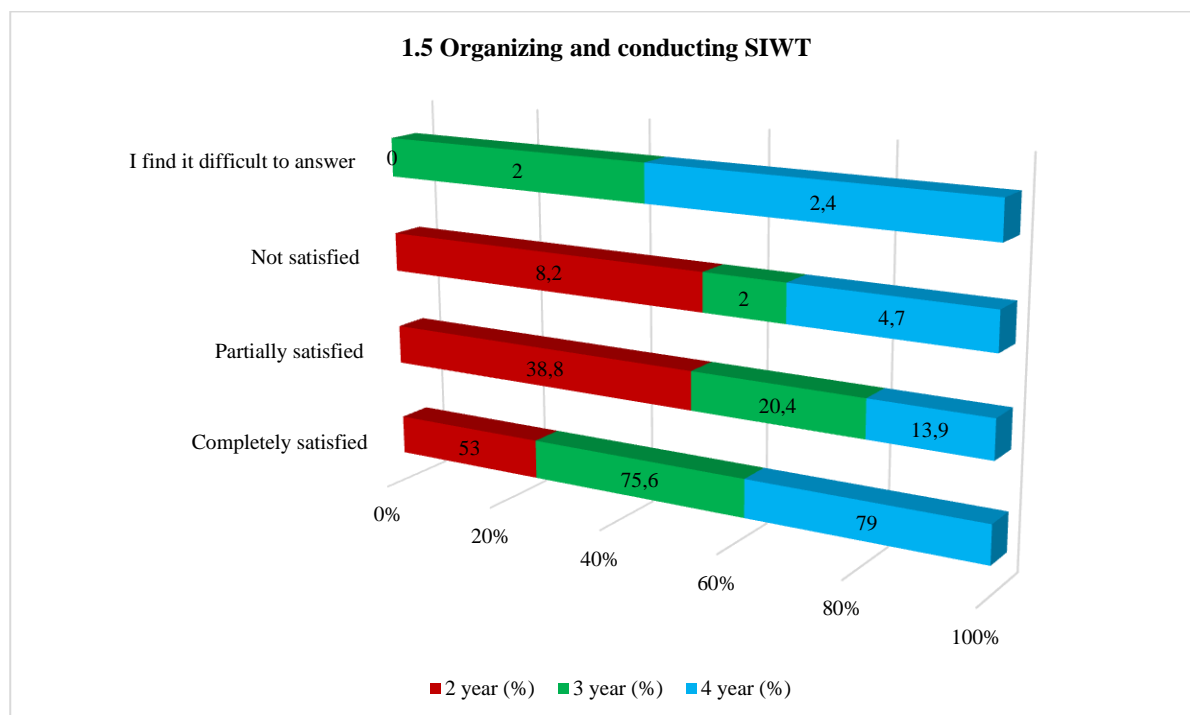
1.4 Practices

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	61,2% (30 prs.)	73,5% (36 prs.)	74,5% (32 prs.)
<i>Partially satisfied</i>	38,8% (19 prs.)	20,5% (10 prs.)	18,6% (8 prs.)
<i>Not satisfied</i>	-	4% (2 prs.)	6,9% (3 prs.)
<i>I find it difficult to answer</i>	-	2% (1 prs.)	-



1.5 Organizing and conducting SIWT

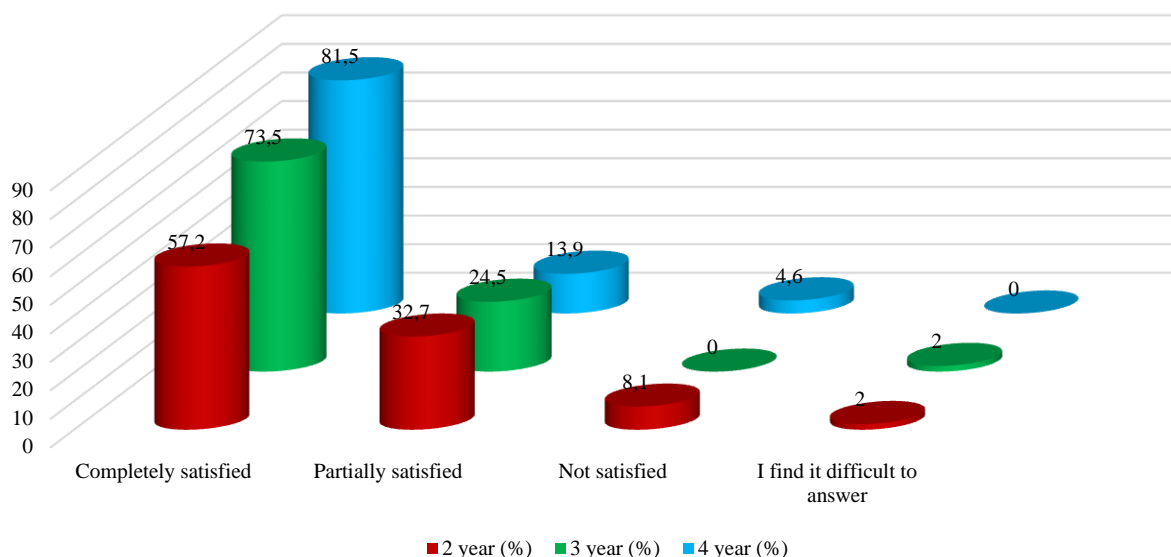
Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	53% (26 prs.)	75,6% (37 prs.)	79% (34 prs.)
<i>Partially satisfied</i>	38,8% (19 prs.)	20,4% (10 prs.)	13,9% (6 prs.)
<i>Not satisfied</i>	8,2% (4 prs.)	2% (1 prs.)	4,7% (2 prs.)
<i>I find it difficult to answer</i>	-	2% (1 prs.)	2,4% (1 prs.)



1.6 Organizing and conducting laboratory work

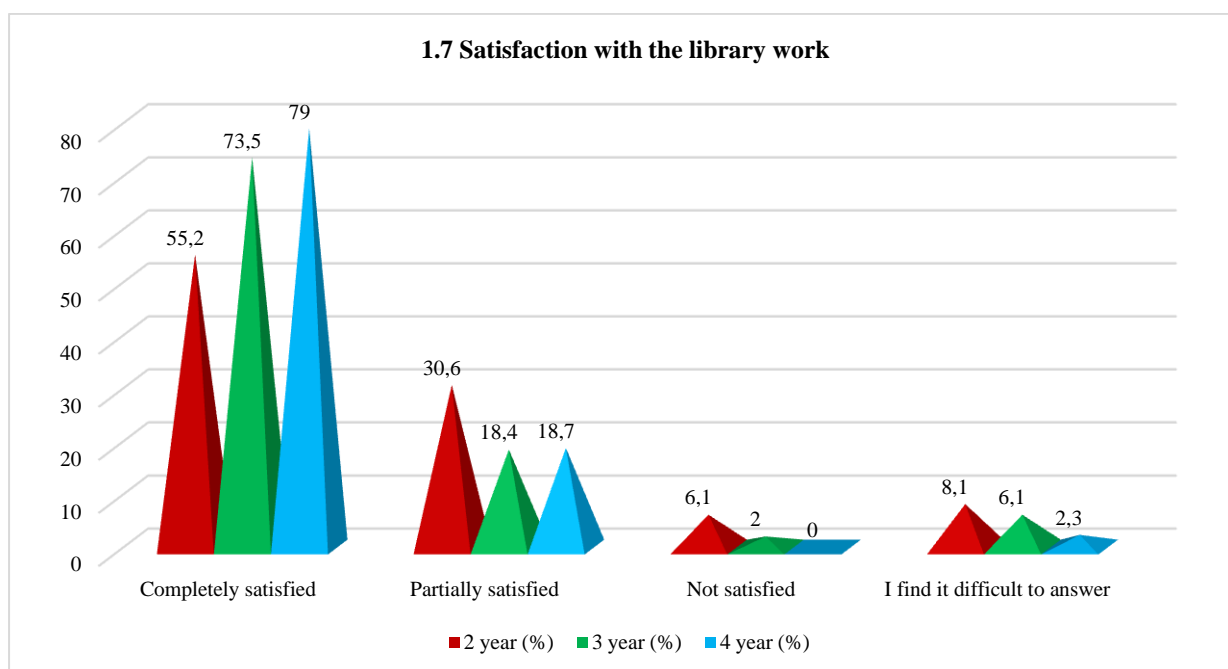
Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	57,2% (28 prs.)	73,5% (36 prs.)	81,5% (35 prs.)
<i>Partially satisfied</i>	32,7% (16 prs.)	24,5% (12 prs.)	13,9% (6 prs.)
<i>Not satisfied</i>	8,1% (4 prs.)	-	4,6% (2 prs.)
<i>I find it difficult to answer</i>	2% (1 prs.)	2% (1 prs.)	-

1.6 Organizing and conducting laboratory work



1.7 Satisfaction with the library work

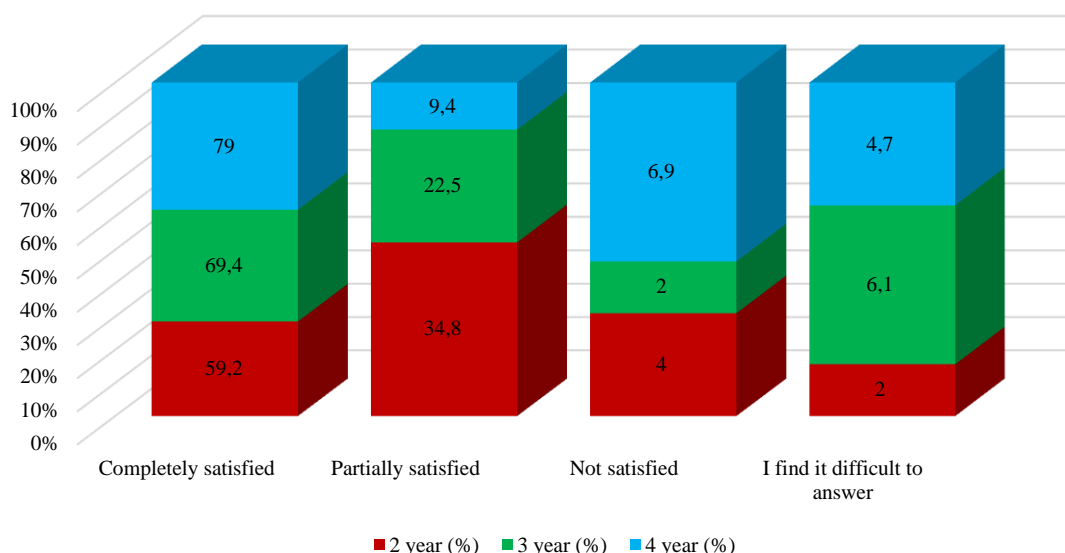
Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	55,2% (27 prs.)	73,5% (36 prs.)	79% (34 prs.)
<i>Partially satisfied</i>	30,6% (15 prs.)	18,4% (9 prs.)	18,7% (8 prs.)
<i>Not satisfied</i>	6,1% (3 prs.)	2% (1 prs.)	-
<i>I find it difficult to answer</i>	8,1% (4 prs.)	6,1% (3 prs.)	2,3% (1 prs.)



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

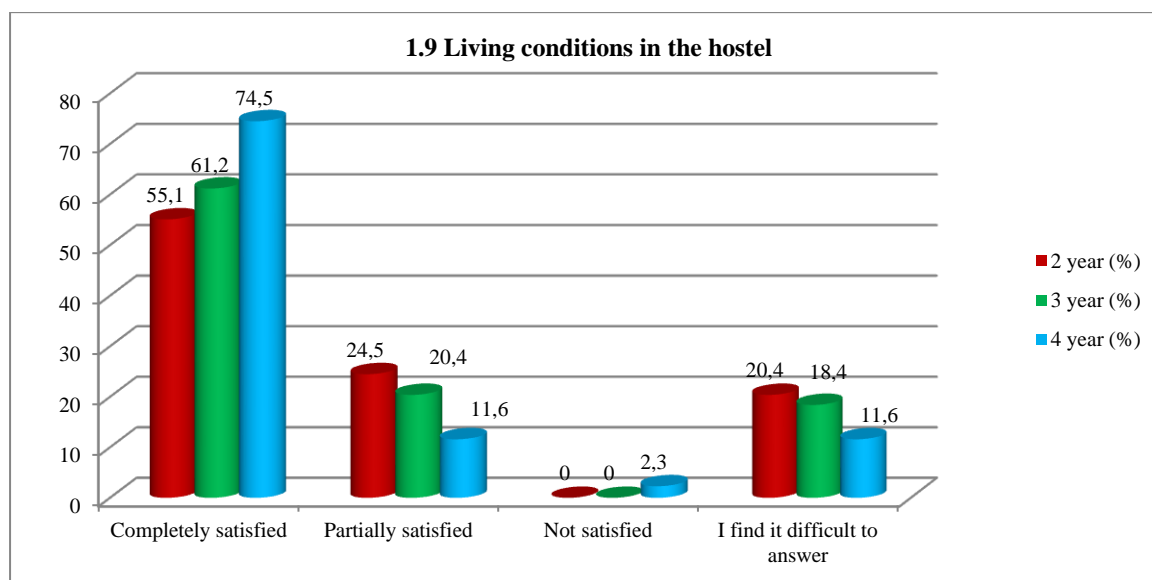
Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	59,2% (29 prs.)	69,4% (34 prs.)	79% (34 prs.)
<i>Partially satisfied</i>	34,8% (17 prs.)	22,5% (11 prs.)	9,4% (4 prs.)
<i>Not satisfied</i>	4% (2 prs.)	2% (1 prs.)	6,9% (3 prs.)
<i>I find it difficult to answer</i>	2% (1 prs.)	6,1% (3 prs.)	4,7% (2 prs.)

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



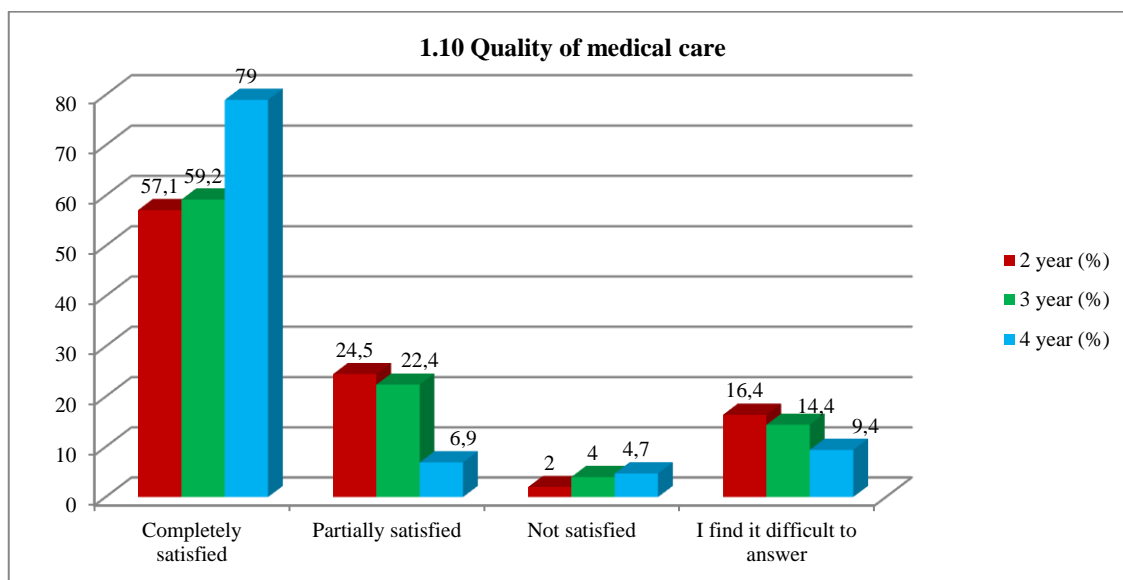
1.9 Living conditions in the hostel

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	55,1% (27 prs.)	61,2% (30 prs.)	74,5% (32 prs.)
<i>Partially satisfied</i>	24,5% (12 prs.)	20,4% (10 prs.)	11,6% (5 prs.)
<i>Not satisfied</i>	-	-	2,3% (1 prs.)
<i>I find it difficult to answer</i>	20,4% (10 prs.)	18,4% (9 prs.)	11,6% (5 prs.)



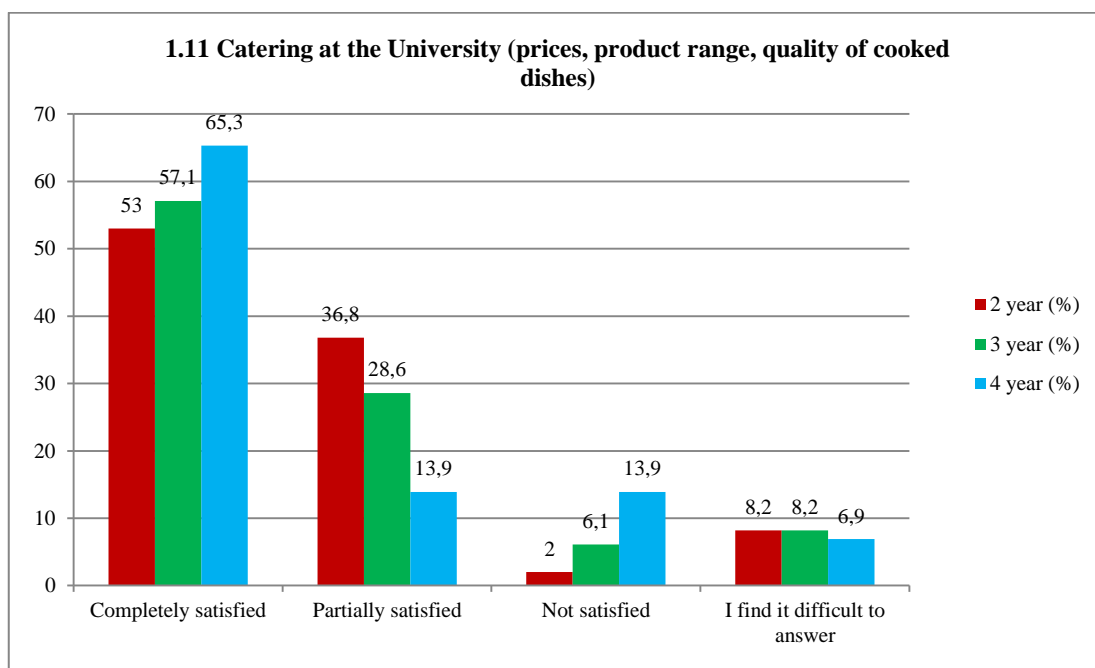
1.10 Quality of medical care

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	57,1% (28 prs.)	59,2% (29 prs.)	79% (34 prs.)
<i>Partially satisfied</i>	24,5% (12 prs.)	22,4% (11 prs.)	6,9% (3 prs.)
<i>Not satisfied</i>	2% (1 prs.)	4% (2 prs.)	4,7% (2 prs.)
<i>I find it difficult to answer</i>	16,4% (8 prs.)	14,4% (7 prs.)	9,4% (4 prs.)



1.11 Catering at the University (prices, product range, quality of cooked dishes)

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	53% (26 prs.)	57,1% (28 prs.)	65,3% (28 prs.)
<i>Partially satisfied</i>	36,8% (18 prs.)	28,6% (14 prs.)	13,9% (6 prs.)
<i>Not satisfied</i>	2% (1 prs.)	6,1% (3 prs.)	13,9% (6 prs.)
<i>I find it difficult to answer</i>	8,2% (4 prs.)	8,2% (4 prs.)	6,9% (3 prs.)



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

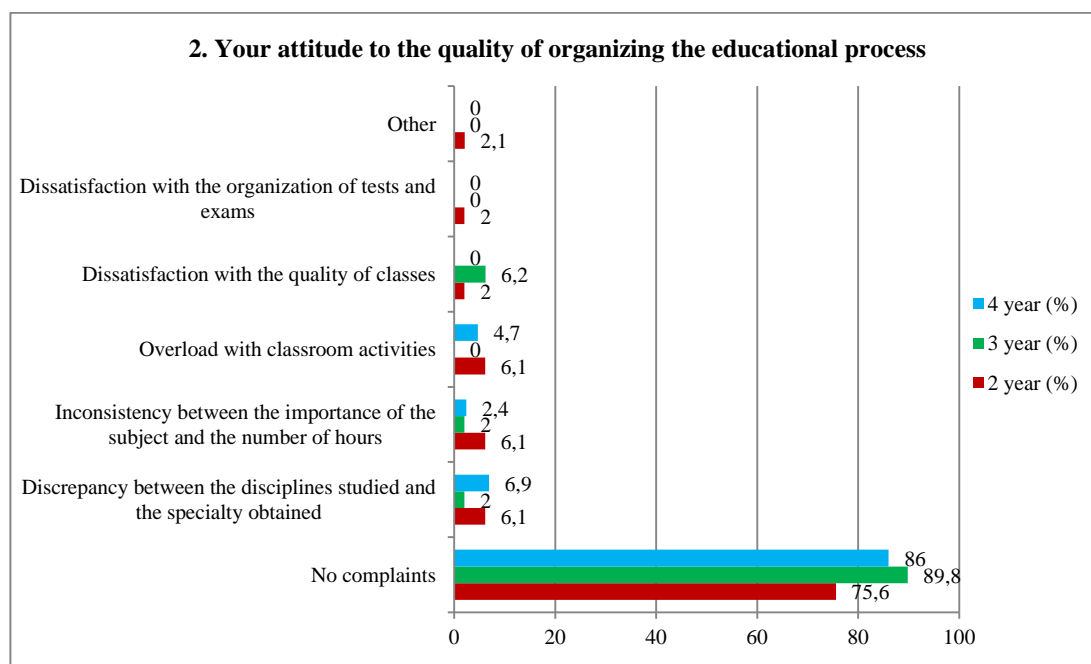
2 year	3 year	4 year
<ul style="list-style-type: none"> - All is well - Satisfied (2) - Remove curatorial hour 	<ul style="list-style-type: none"> - No problem - No (2) 	<ul style="list-style-type: none"> - I don't like the quality of the canteens - Bad internet.

To the option “If you answered “not satisfied” to the previous question, please provide recommendations for improving the services provided,” students indicated the following options*:

2 year	3 year	4 year
<ul style="list-style-type: none"> - Sometimes it's hard to find a nurse at the place of work. Or we need to go from the first or second or main building to the Armandastar Ordasy dormitory. And what if the prsovek is very ill. We need to work with this. - No complaints - I answered satisfied 	<ul style="list-style-type: none"> - No (2) - No problems - Uselessness of some disciplines, poor professional training of many teachers, weak involvement of students in scientific activities 	<ul style="list-style-type: none"> - Change the canteen and ventilate. Keep it clean - The food in the canteen is absolutely terrible, never fresh, or too greasy - Change suppliers throughout the university - The price in the canteen does not match the quality of the food, there are very few set dishes and it is not tasty. The price list shows some prices, but in reality the price is higher! In general, there is a small selection

2. Your attitude to the quality of organizing the educational process

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>No complaints</i>	75,6% (37 prs.)	89,8% (44 prs.)	86% (37 prs.)
<i>Discrepancy between the disciplines studied and the specialty obtained</i>	6,1% (3 prs.)	2% (1 prs.)	6,9% (3 prs.)
<i>Inconsistency between the importance of the subject and the number of hours</i>	6,1% (3 prs.)	2% (1 prs.)	2,4% (1 prs.)
<i>Overload with classroom activities</i>	6,1% (3 prs.)	-	4,7% (2 prs.)
<i>Dissatisfaction with the quality of classes</i>	2% (1 prs.)	6,2% (3 prs.)	-
<i>Dissatisfaction with the organization of tests and exams</i>	2% (1 prs.)	-	-
<i>Other</i>	2,1% (1 prs.)	-	-



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

- Why does TsAF need physics?

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

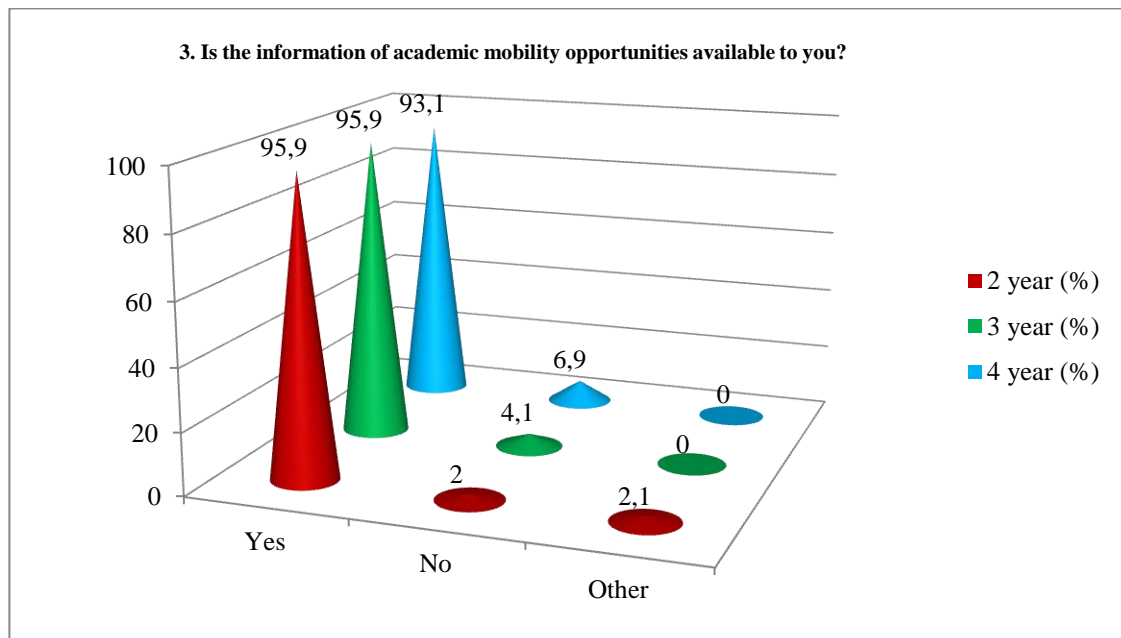
- No problems
- No ideas
- What is the point of studying basic physics for geodesy?
- Many teachers present the material poorly, information is out of date, some teachers are incompetent, assessment is unfair
- No complaints
- Some subjects that we study are not related to our specialty
- No (2)

3. Is the information of academic mobility opportunities available to you?

Answer options	2 year (%)	3 year (%)	4 year (%)
Yes	95,9% (47 prs.)	95,9% (47 prs.)	93,1% (40 prs.)
No	2% (1 prs.)	4,1% (2 prs.)	6,9% (3 prs.)
Other	2,1% (1 prs.)	-	-

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

- It is not yet known, but they said that they will show and tell everything



To the option "If you answered "No" to the previous question, write why," the students indicated the following options□:

- I don't monitor and they don't notify in general
- No
- Yes

4. What do you think the relationship is like

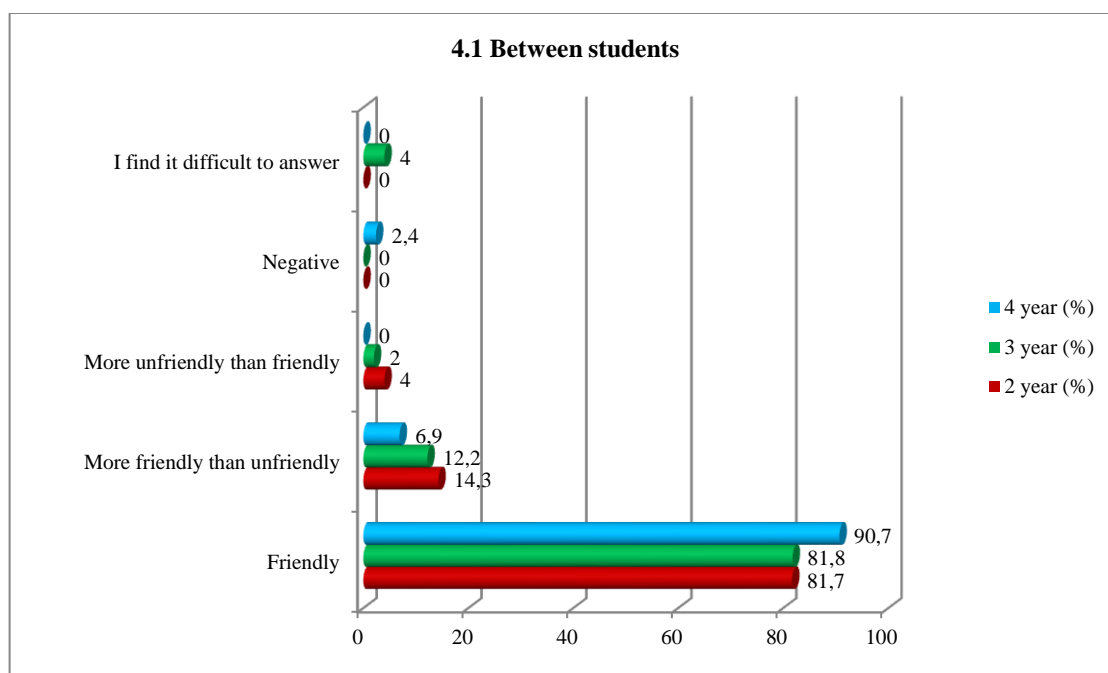
4.1 Between students
4.2 Between teachers and students (in the educational process)
4.3 Between a student and a supervisor
4.4 Between students and administration
4.5 Between students and employees of departments (library, student department, etc.)
4.6 Between students and security service

Other _____

If you answered the previous question “More unfriendly than friendly” and “Negative”, give recommendations for improvement _____

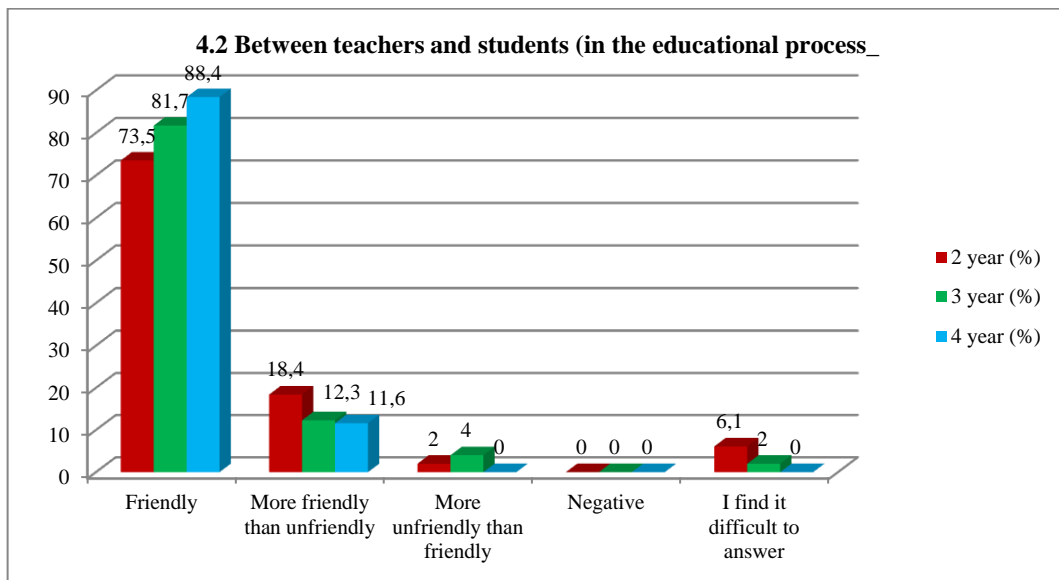
4.1 Between students

Answer options	2 year (%)	3 year (%)	4 year (%)
Friendly	81,7% (40 prs.)	81,8% (40 prs.)	90,7% (39 prs.)
More friendly than unfriendly	14,3% (7 prs.)	12,2% (6 prs.)	6,9% (3 prs.)
More unfriendly than friendly	4% (2 prs.)	2% (1 prs.)	-
Negative	-	-	2,4% (1 prs.)
I find it difficult to answer	-	4% (2 prs.)	-



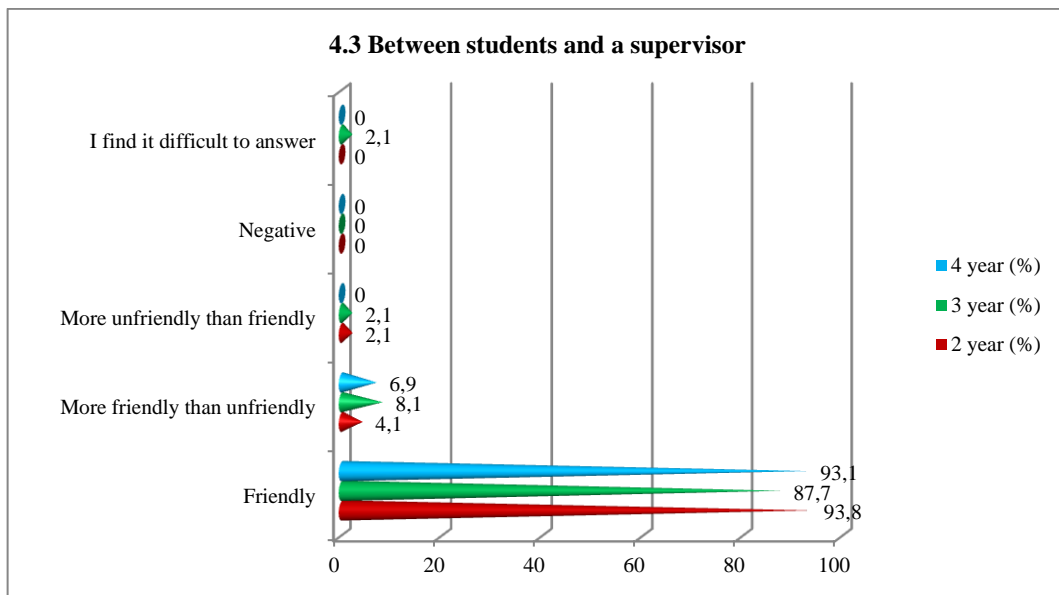
4.2 Between teachers and students (in the educational process_

Answer options	2 year (%)	3 year (%)	4 year (%)
Friendly	73,5% (36 prs.)	81,7% (40 prs.)	88,4 % (38 prs.)
More friendly than unfriendly	18,4% (9 prs.)	12,3% (6 prs.)	11,6% (5 prs.)
More unfriendly than friendly	2% (1 prs.)	4% (2 prs.)	-
Negative	-	-	-
I find it difficult to answer	6,1% (3 prs.)	2% (1 prs.)	-



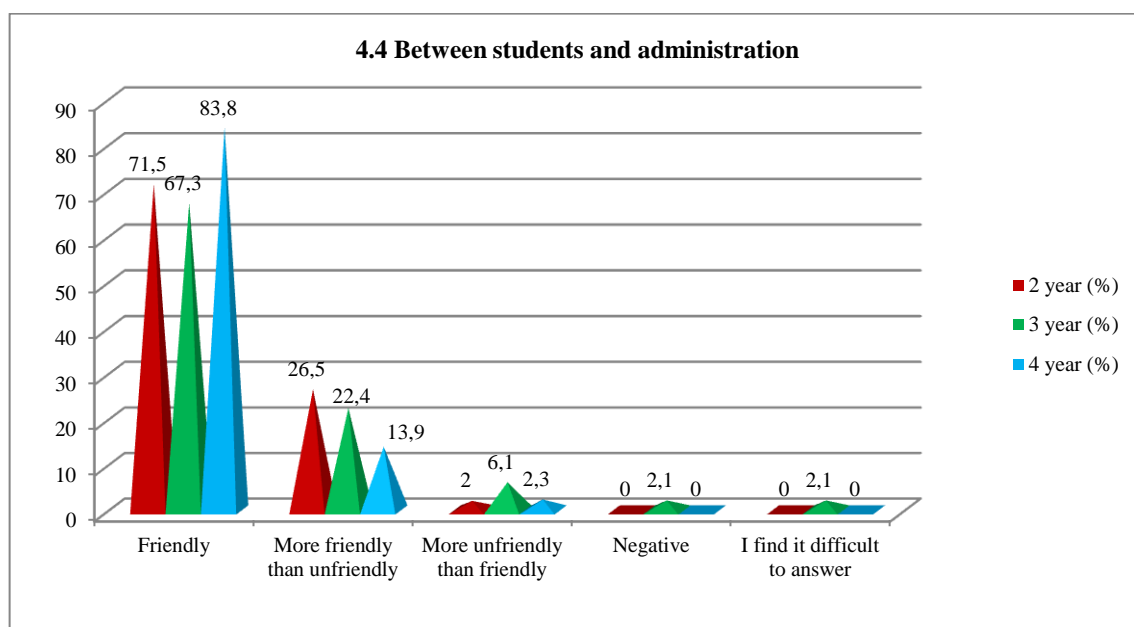
4.3 Between students and a supervisor

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Friendly</i>	93,8% (46 prs.)	87,7% (43 prs.)	93,1% (40 prs.)
<i>More friendly than unfriendly</i>	4,1% (2 prs.)	8,1% (4 prs.)	6,9% (3 prs.)
<i>More unfriendly than friendly</i>	2,1% (1 prs.)	2,1% (1 prs.)	-
<i>Negative</i>	-	-	-
<i>I find it difficult to answer</i>	-	2,1% (1 prs.)	-



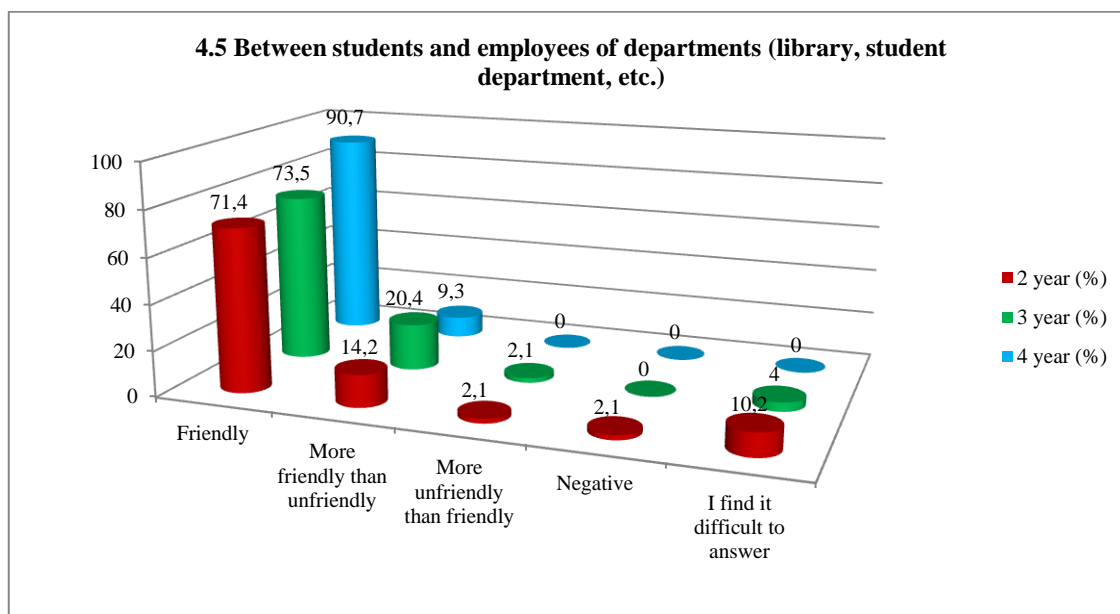
4.4 Between students and administration

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Friendly</i>	71,5% (35 prs.)	67,3% (33 prs.)	83,8% (36 prs.)
<i>More friendly than unfriendly</i>	26,5% (13 prs.)	22,4% (11 prs.)	13,9% (6 prs.)
<i>More unfriendly than friendly</i>	2% (1 prs.)	6,1% (3 prs.)	2,3% (1 prs.)
<i>Negative</i>	-	2,1% (1 prs.)	-
<i>I find it difficult to answer</i>	-	2,1% (1 prs.)	-



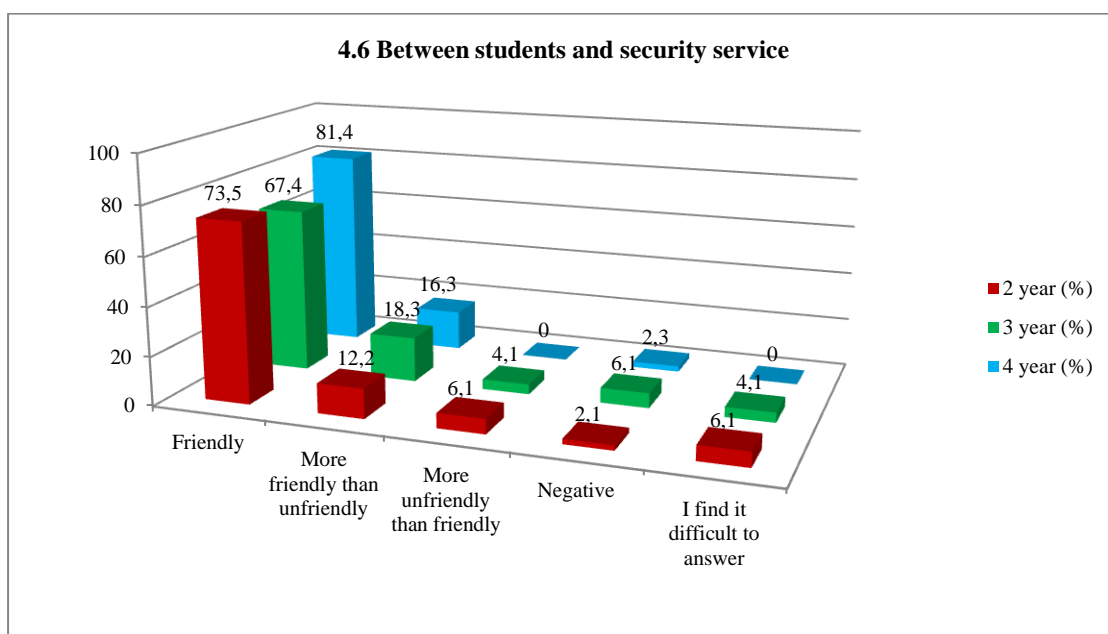
4.5 Between students and employees of departments (library, student department, etc.)

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Friendly</i>	71,4% (35 prs.)	73,5% (36 prs.)	90,7% (39 prs.)
<i>More friendly than unfriendly</i>	14,2% (7 prs.)	20,4% (10 prs.)	9,3% (4 prs.)
<i>More unfriendly than friendly</i>	2,1% (1 prs.)	2,1% (1 prs.)	-
<i>Negative</i>	2,1% (1 prs.)	-	-
<i>I find it difficult to answer</i>	10,2% (5 prs.)	4% (2 prs.)	-



4.6 Between students and security service

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Friendly</i>	73,5% (36 prs.)	67,4% (33 prs.)	81,4% (35 prs.)
<i>More friendly than unfriendly</i>	12,2% (6 prs.)	18,3% (9 prs.)	16,3% (7 prs.)
<i>More unfriendly than friendly</i>	6,1% (3 prs.)	4,1% (2 prs.)	-
<i>Negative</i>	2,1% (1 prs.)	6,1% (3 prs.)	2,3% (1 prs.)
<i>I find it difficult to answer</i>	6,1% (3 prs.)	4,1% (2 prs.)	-



- No problem
- No
- Friendly

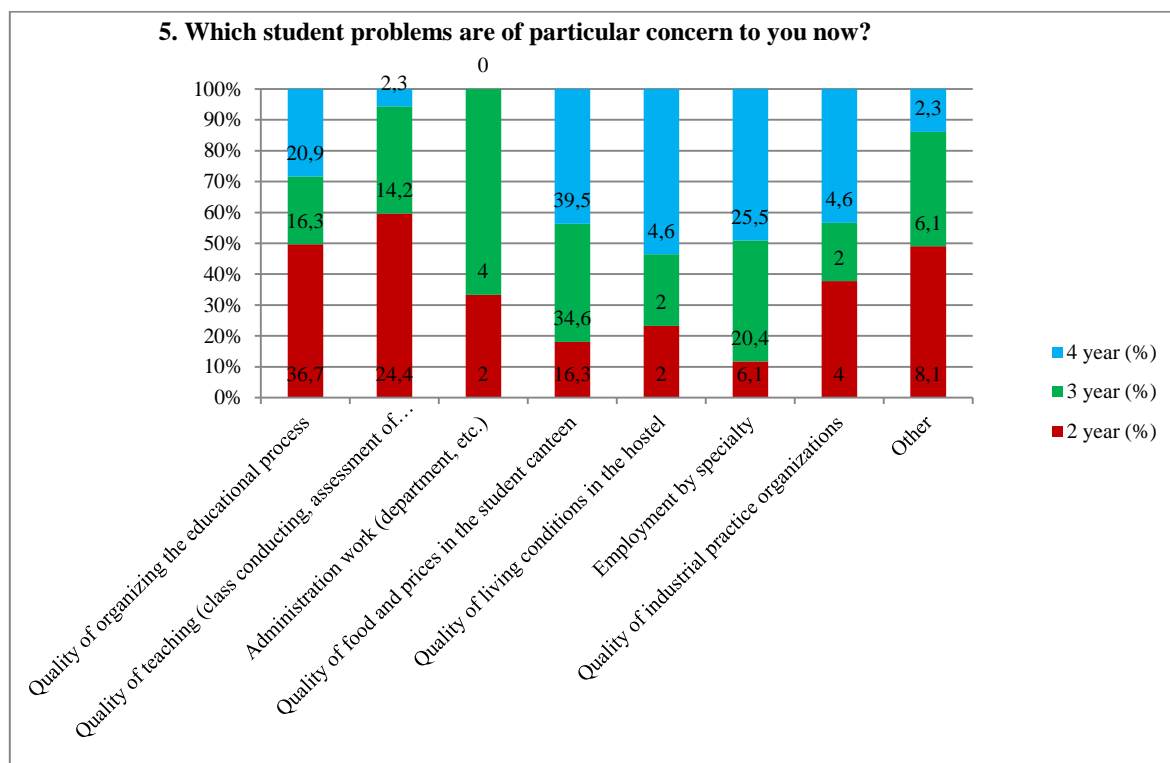
To the option “If you answered “Rather unfriendly than friendly” and “Negative” to the previous question, please provide recommendations for improvement”, students indicated the following options*:

- No
- Can you be more polite
- Neglect of authority, poor awareness of responsibilities, poor quality of service
- I answered friendly

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

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Quality of organizing the educational process</i>	36,7% (18 prs.)	16,3% (8 prs.)	20,9% (9 prs.)
<i>Quality of teaching (class conducting, assessment of knowledge, etc.)</i>	24,4% (12 prs.)	14,2% (7 prs.)	2,3% (1 prs.)
<i>Administration work (department, etc.)</i>	2% (1 prs.)	4% (2 prs.)	-
<i>Quality of food and prices in the student canteen</i>	16,3% (8 prs.)	34,6% (17 prs.)	39,5% (17 prs.)
<i>Quality of living conditions in the hostel</i>	2 % (1 prs.)	2% (1 prs.)	4,6% (2 prs.)
<i>Employment by specialty</i>	6,1% (3 prs.)	20,4% (10 prs.)	25,5% (11 prs.)
<i>Quality of industrial practice organizations</i>	4% (2 prs.)	2% (1 prs.)	4,6% (2 prs.)
<i>Other</i>	8,1% (4 prs.)	6,1% (3 prs.)	2,3% (1 prs.)

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



For the “Other” option, students indicated the following options□:

- everything is fine
- nothing worries me

6. Do you take part in the scientific work of the University? If yes, in what forms
(check all that apply)

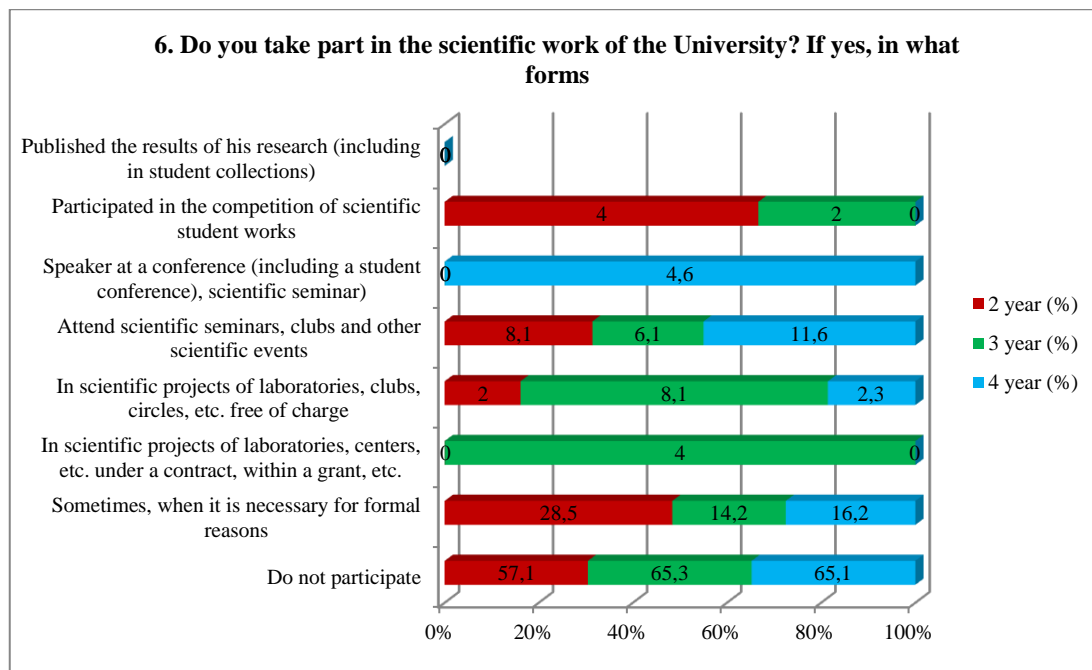
Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Do not participate</i>	57,1% (28 prs.)	65,3% (32 prs.)	65,1% (28 prs.)
<i>Sometimes, when it is necessary for formal reasons</i>	28,5% (14 prs.)	14,2% (7 prs.)	16,2% (7 prs.)
<i>In scientific projects of laboratories, centers, etc. under a contract, within a grant, etc.</i>	-	4% (2 prs.)	-
<i>In scientific projects of laboratories, clubs, circles, etc. free of charge</i>	2% (1 prs.)	8,1% (4 prs.)	2,3% (1 prs.)
<i>Attend scientific seminars, clubs and other scientific events</i>	8,1% (4 prs.)	6,1% (3 prs.)	11,6% (5 prs.)
<i>Speaker at a conference (including a student conference), scientific seminar)</i>	-	-	4,6% (2 prs.)
<i>Participated in the competition of scientific student works</i>	4% (2 prs.)	2% (1 prs.)	-
<i>Published the results of his research (including in student collections)</i>	-	-	-

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

To the option “If you answered “Did not participate” to the previous question, write why” the students indicated the following options□:

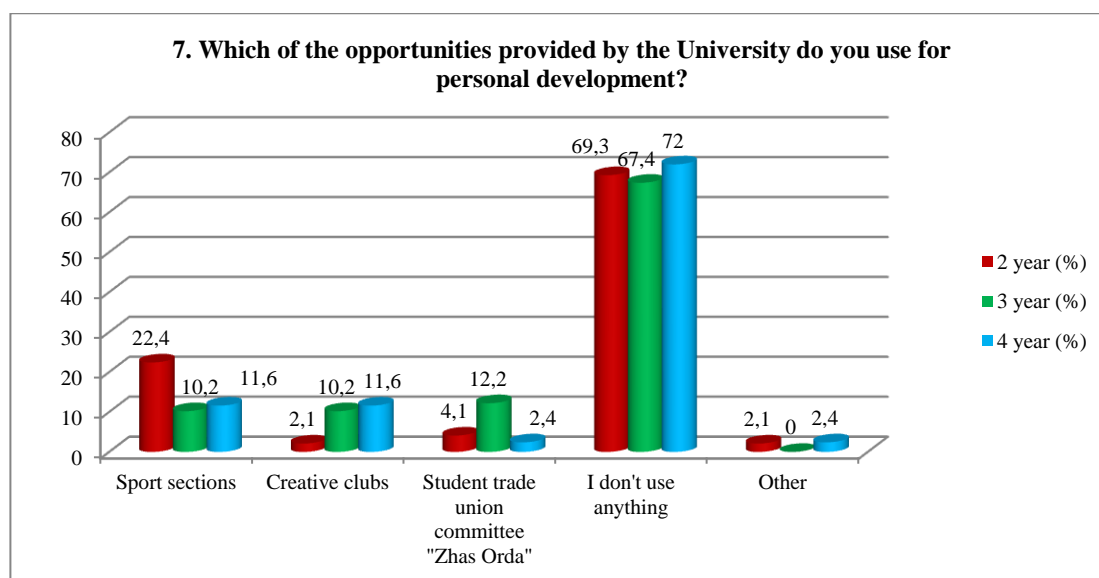
- I was not interested
- No desire
- Not interested
- Did not want
- No desire

- Was not informed
- Simply
- Not yet
- I answered sometimes
- I am not interested in scientific activity
- There was no activity or interest



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

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Sport sections</i>	22,4% (11 prs.)	10,2% (5 prs.)	11,6% (5 prs.)
<i>Creative clubs</i>	2,1% (1 prs.)	10,2% (5 prs.)	11,6% (5 prs.)
<i>Student trade union committee "Zhas Orda"</i>	4,1% (2 prs.)	12,2% (6 prs.)	2,4% (1 prs.)
<i>I don't use anything</i>	69,3% (34 prs.)	67,4% (33 prs.)	72% (31 prs.)
<i>Other</i>	2,1% (1 prs.)	-	2,4% (1 prs.)



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

- Increase the number of creative clubs
- Sports section outside the university

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

- No time (6)
- Sports section outside the university (3)
- I’m not interested in them, I’m more interested in studying
- I wanted to join a sports section, even in the 1st year of football, but they didn’t want to take me, allegedly there were no places)
- Already a tight schedule
- Coercion to participate, difficulties in leaving organizations
- I don’t see the need for them
- Because I didn’t know about their existence
- I’m already finishing university, it’s late
- Toxicity of people
- No (2)
- Not interested (7)
- I don’t want to (2)

8. How much are you satisfied with the material resources of our University?

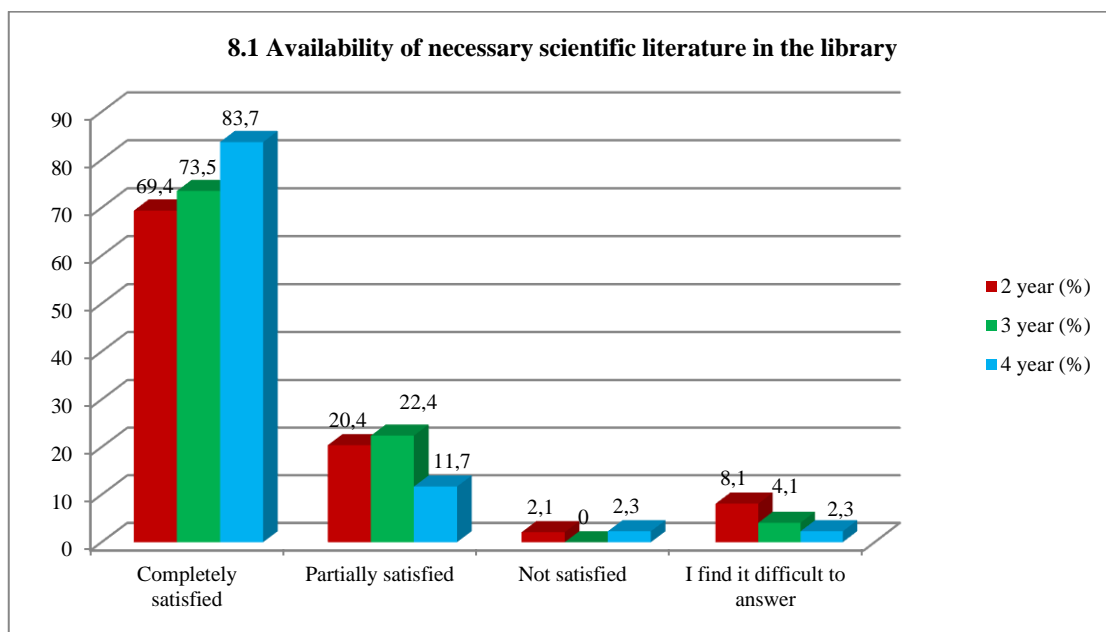
8.1 Availability of necessary scientific literature in the library
8.2 Modernity of computer equipment
8.3 Internet channel width, its speed
8.4 Software modernity
8.5 Availability of educational and scientific equipment
8.6 Availability of laboratories and specialized classrooms
8.7 Availability of sports equipment

Other_____

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

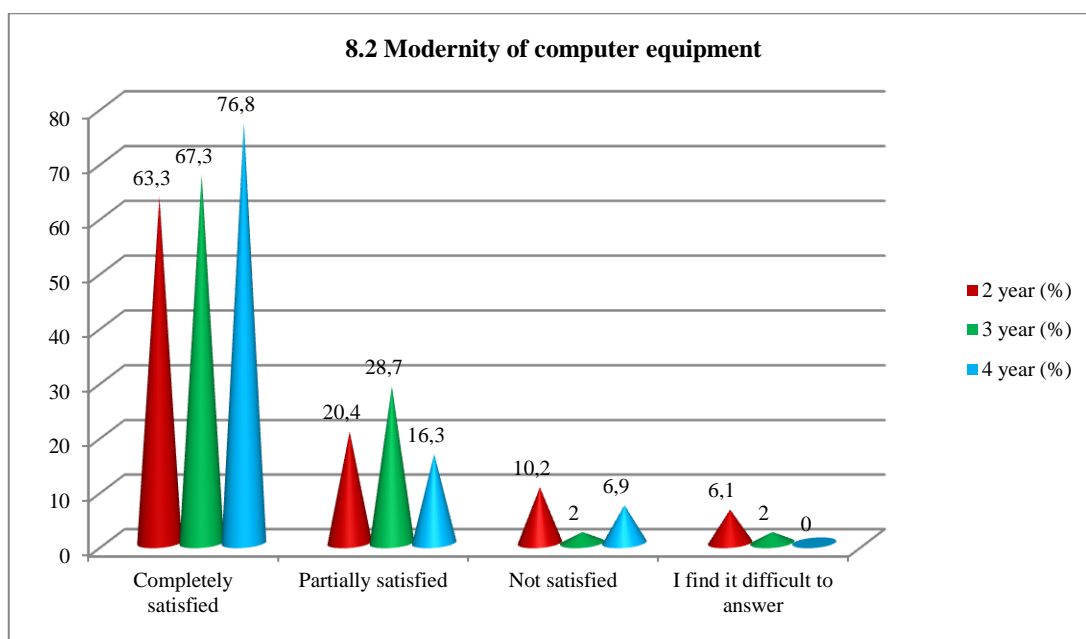
8.1 Availability of necessary scientific literature in the library

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	69,4% (34 prs.)	73,5% (36 prs.)	83,7% (36 prs.)
<i>Partially satisfied</i>	20,4% (10 prs.)	22,4% (11 prs.)	11,7% (5 prs.)
<i>Not satisfied</i>	2,1% (1 prs.)	-	2,3% (1 prs.)
<i>I find it difficult to answer</i>	8,1% (4 prs.)	4,1% (2 prs.)	2,3% (1 prs.)



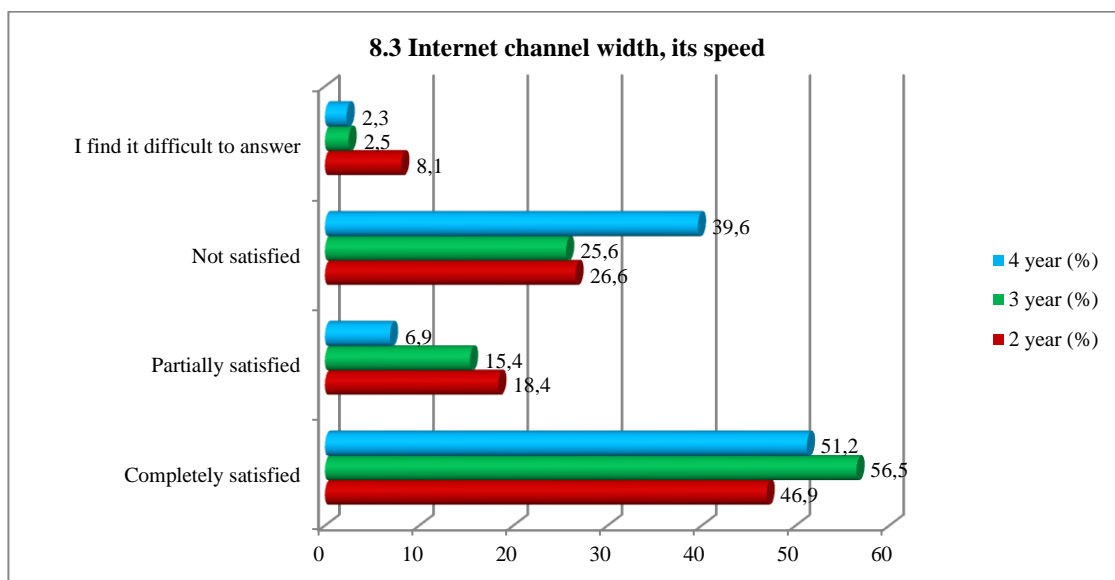
8.2 Modernity of computer equipment

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	63,3% (31 prs.)	67,3% (33 prs.)	76,8% (33 prs.)
<i>Partially satisfied</i>	20,4% (10 prs.)	28,7% (14 prs.)	16,3% (7 prs.)
<i>Not satisfied</i>	10,2% (5 prs.)	2% (1 prs.)	6,9% (3 prs.)
<i>I find it difficult to answer</i>	6,1% (3 prs.)	2% (1 prs.)	-



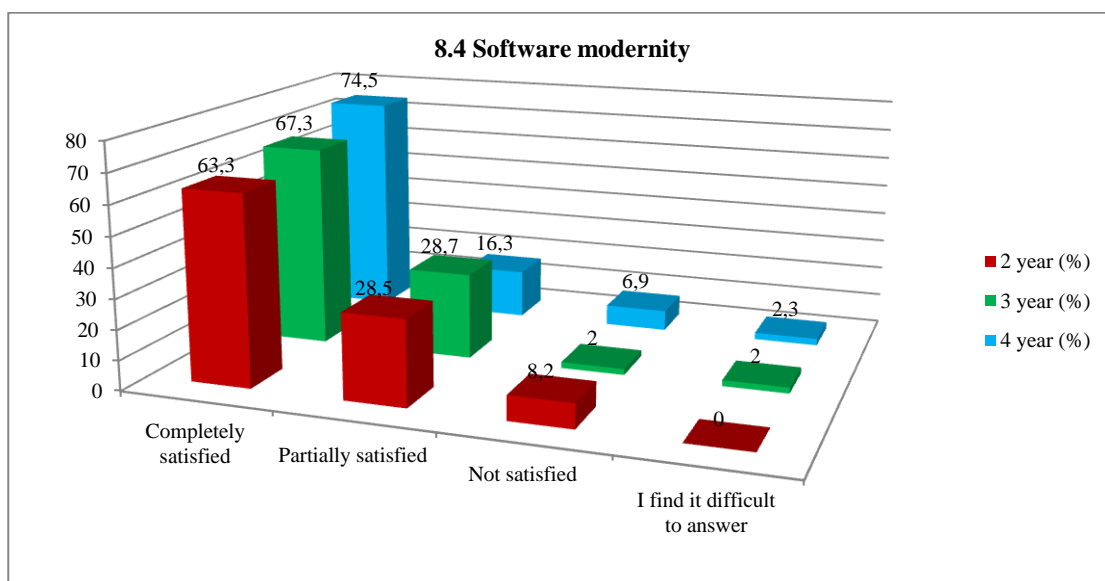
8.3 Internet channel width, its speed

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	46,9% (23 prs.)	56,5% (23 prs.)	51,2% (22 prs.)
<i>Partially satisfied</i>	18,4% (9 prs.)	15,4% (10 prs.)	6,9% (3 prs.)
<i>Not satisfied</i>	26,6% (13 prs.)	25,6% (12 prs.)	39,6% (17 prs.)
<i>I find it difficult to answer</i>	8,1% (4 prs.)	2,5% (4 prs.)	2,3% (1 prs.)



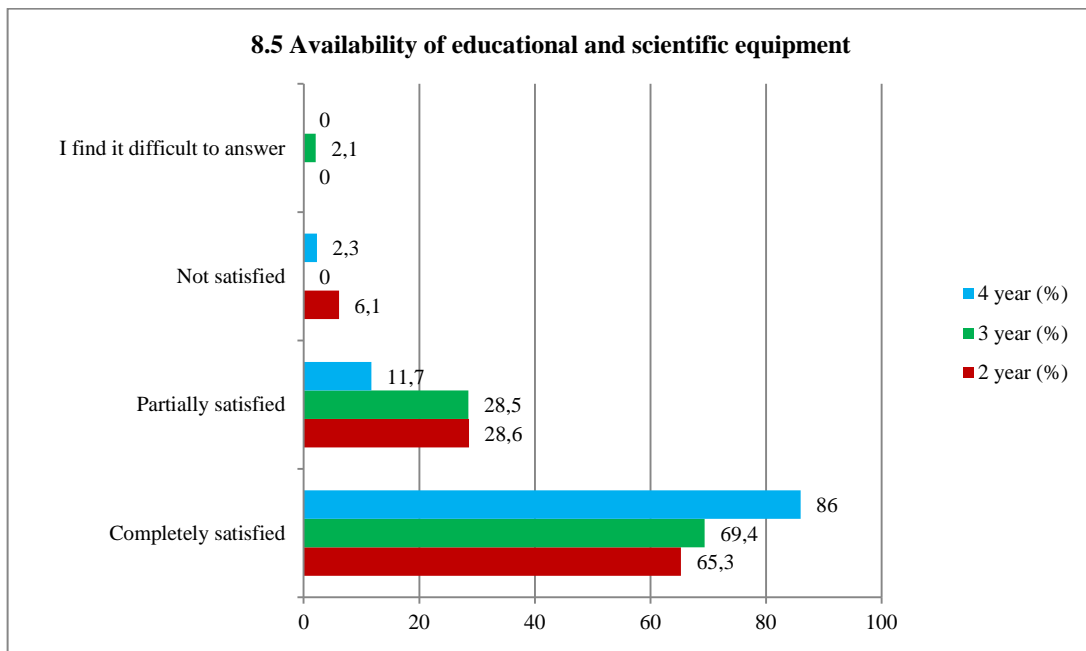
8.4 Software modernity

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	63,3% (31 prs.)	67,3% (33 prs.)	74,5% (32 prs.)
<i>Partially satisfied</i>	28,5% (14 prs.)	28,7% (14 prs.)	16,3% (7 prs.)
<i>Not satisfied</i>	8,2% (4 prs.)	2% (1 prs.)	6,9% (3 prs.)
<i>I find it difficult to answer</i>	-	2% (1 prs.)	2,3% (1 prs.)



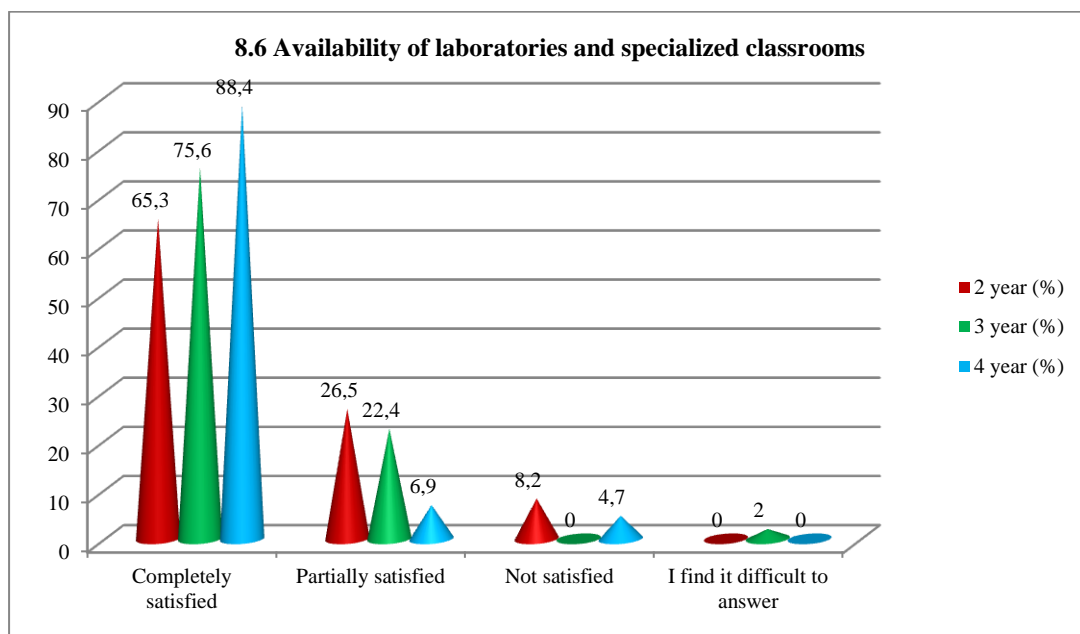
8.5 Availability of educational and scientific equipment

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	65,3% (32 prs.)	69,4% (34 prs.)	86% (37 prs.)
<i>Partially satisfied</i>	28,6% (14 prs.)	28,5% (14 prs.)	11,7% (5 prs.)
<i>Not satisfied</i>	6,1% (3 prs.)	-	2,3% (1 prs.)
<i>I find it difficult to answer</i>	-	2,1% (1 prs.)	-



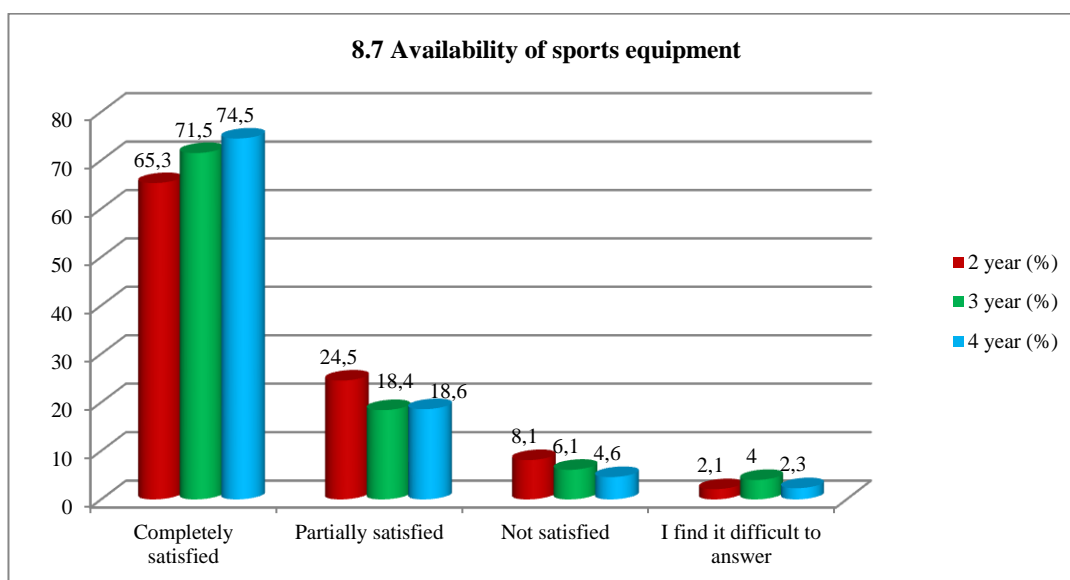
8.6 Availability of laboratories and specialized classrooms

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	65,3% (32 prs.)	75,6% (37 prs.)	88,4% (38 prs.)
<i>Partially satisfied</i>	26,5% (13 prs.)	22,4% (11 prs.)	6,9% (3 prs.)
<i>Not satisfied</i>	8,2% (4 prs.)	-	4,7% (2 prs.)
<i>I find it difficult to answer</i>	-	2% (1 prs.)	-



8.7 Availability of sports equipment

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	65,3% (32 prs.)	71,5% (35 prs.)	74,5% (32 prs.)
<i>Partially satisfied</i>	24,5% (12 prs.)	18,4% (9 prs.)	18,6% (8 prs.)
<i>Not satisfied</i>	8,1% (4 prs.)	6,1% (3 prs.)	4,6% (2 prs.)
<i>I find it difficult to answer</i>	2,1% (1 prs.)	4% (2 prs.)	2,3% (1 prs.)



For the option "Other", students indicated the following options□:

- No problems
- The Internet does not allow access to the necessary sites for study
- Satisfied
- No (2)

For the option "If you answered "Not satisfied" to the previous question, give recommendations for improvement", students indicated the following options□:

- I am not satisfied with the Internet. Because last year the Internet at the university worked very well. And now no site opens via Wi-Fi. Some restrictions have been set. When we urgently need some materials for study, neither Wi-Fi nor the mobile network works normally. We would all like to improve the speed of Wi-Fi or the mobile network
- The Internet does not always work, install more modems
- Terrible quality of computers (better in schools), terrible mobile communication inside the buildings
- Not enough footballs
- Very bad mobile and Wi-Fi Internet
- Satisfied
- No

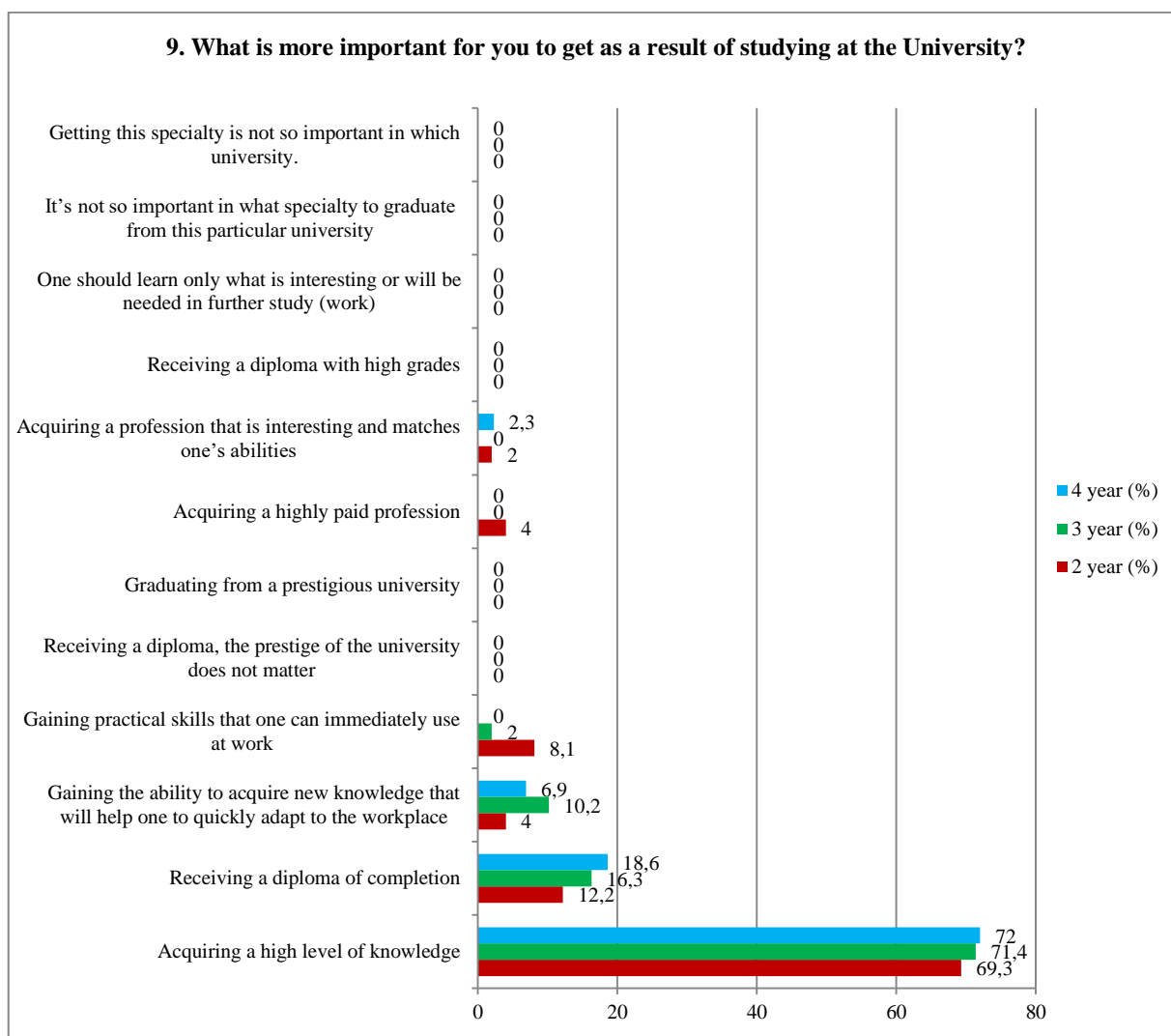
9. What is more important for you to get as a result of studying at the University?

(You can select one or more answer options)

Answer options	2 year (%)	3 year (%)	4 year (%)
Acquiring a high level of knowledge	69,3% (34 prs.)	71,4% (35 prs.)	72% (31 prs.)
Receiving a diploma of completion	12,2% (6 prs.)	16,3% (8 prs.)	18,6% (8 prs.)
Gaining the ability to acquire new knowledge that will help one to quickly adapt to the workplace	4% (2 prs.)	10,2% (5 prs.)	6,9% (3 prs.)
Gaining practical skills that one can immediately use at work	8,1% (4 prs.)	2% (1 prs.)	-
Receiving a diploma, the prestige of the university does not matter	-	-	-
Graduating from a prestigious university	-	-	-
Acquiring a highly paid profession	4% (2 prs.)	-	-
Acquiring a profession that is interesting	2% (1 prs.)	-	2,3% (1 prs.)

<i>and matches one's abilities</i>			
<i>Receiving a diploma with high grades</i>	-	-	-
<i>One should learn only what is interesting or will be needed in further study (work)</i>	-	-	-
<i>It's not so important in what specialty to graduate from this particular university</i>	-	-	-
<i>Getting this specialty is not so important in which university.</i>	-	-	-

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



Please write your suggestions, wishes, and what questions you think should 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. *(The students' answers are presented in the original. The author's spelling and punctuation are preserved).*

2 year	3 year	4 year
- Everything is fine - I don't know - Different - Nothing to add	- None	- None

The following conclusions can be drawn from the survey results.

The analysis of the results of students filling out the questionnaire "Satisfaction of 2-5 year students with educational services" indicates a positive attitude of students to the conditions, content, organization and quality of the educational process at the university. The majority of surveyed students majoring in "Digital Aerial Photography" (97.2%) expressed satisfaction with the learning process as a whole. For ease of analysis, let us consider aspects at the following satisfaction levels:

Students rated the following criteria as "good quality" (satisfaction rates above 80%), reporting their full or partial satisfaction:

- class schedule (89.5%);
- organization of independent work (95%);
- quality of practices (95.6%);
- organizing and conducting SIWT (93.5%);
- organizing and conducting laboratory work (94.4%)
- satisfaction with the work of the library (91.7%);
- access to full-text databases of scientific publications (91.4%);
- living conditions in the hostel (82.4%);
- quality of medical care (83%);
- organization of catering at the University (84.8%).

Students who chose the "Other" option noted both positive aspects and individual problems. Negative comments concerned the need to cancel the curatorial hour, poor internet connection quality, and dissatisfaction with the quality of food in the canteens.

When asked about recommendations for improving conditions, students indicated several important points. They noted difficulties with the availability of a nurse, especially in emergency situations, poor professional training of teachers, the uselessness of some disciplines, and low student involvement in research activities. A significant number of comments concerned the quality of the canteens. There were comments about the discrepancy between prices and food quality, poor service, small selection, and violation of hygiene standards.

Most students positively assess the quality of the educational process. Satisfaction was expressed by 75.6% of second-year students, 89.8% of third-year students, and 86% of fourth-year students.

The main problems identified by the students were the discrepancy between the studied disciplines and the specialty being acquired, overload of classroom studies, and discrepancy between the importance of the subjects and the number of hours allocated to them. Dissatisfaction with the quality of classes and the organization of tests and exams was also noted. In the "Other" category, students indicated bewilderment about the need to study physics within the framework of the DAS specialty. When asked about possible recommendations, the students suggested: revising the importance of the studied disciplines for specific specialties, improving the level of teaching, eliminating irrelevance of information, and paying attention to the quality and fairness of assessment.

95.9% of second- and third-year students and 93.1% of fourth-year students responded positively to the availability of information on academic mobility opportunities. However, some students indicated a lack of information. Possible reasons given by students include: lack of notifications, insufficient interest in searching for information, and waiting for further clarification from the administration or teachers.

Most students assess the relationships at the university as friendly, including interactions between students, teachers, curators, administration, department staff, and security. However, a small proportion of students noted instances of unfriendliness, including neglect of duties and poor quality of services provided. Recommendations include increasing the politeness and awareness of staff, as well as improving the quality of communication.

The most important problem for students is the quality of food and prices in the student canteen. Issues of the quality of the organization of the educational process and employment in the specialty also remain significant.

Only a small proportion of students take part in scientific events, and this figure is slightly higher among fourth-year students. Participation in scientific conferences and publication of scientific papers remain extremely rare. The main reasons for abandoning scientific activity, according to respondents, are lack of interest, desire or awareness.

Many students do not use the university's opportunities for personal development. Among the reasons given for refusal, the most frequently mentioned are lack of time, high academic workload, lack of interest, and difficulty of participation. Among suggestions for improvement, an increase in the number of creative clubs and mention of sports sections outside the university as an alternative were indicated.

The level of satisfaction with the material resources of the university increases in the senior years; for example, the availability of the necessary literature completely satisfies 83.7% of fourth-year students. However, the speed of the Internet and the width of the Internet channel cause the greatest dissatisfaction. The main reasons for refusing to engage in scientific work and use the university's opportunities remain insufficient Internet speed, restrictions on access to educational sites, and a lack of equipment. Among recommendations, students most often mention improving the quality and speed of the Internet connection and updating computer equipment.

The main priority of students is to obtain a high level of knowledge. Less attention is paid to practical skills and the ability to adapt to the workplace. In their comments, students are mostly satisfied with the current situation and do not suggest specific improvements. The overall satisfaction of students in the Digital Aerial Survey specialty with educational services is 90.3%, which indicates a high level of student satisfaction overall, despite individual problems and areas for improvement.

Recommendations

The Center of Quality Management and Accreditation recommends to make students be familiarized with the survey results and discussed during curator hours. This will allow students to make their own suggestions for improving the educational process and learning conditions.