

Report
based on the questionnaire results
"Satisfaction of 2nd-5th year students with educational services"
2024 – 2025 academic year

Department: "Chemistry and chemical technology"

Speciality: 6B05101 Biotechnology

In October 2024, the quality management and accreditation center conducted an annual questionnaire on the satisfaction of 2nd-5th year students with the quality of services provided.

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

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

In the specialty 6B05101 "Biotechnology", 59 respondents out of 77 took part in the questionnaire, which is 76.6% of the total number of students in this specialty.

- 2nd year – 46 students (100%);
- 3rd year – 8 students (50%);
- 4th year – 5 students (33.3%).

Form of study

- Budget – 47 students (79.6%);
- Fee-paying – 12 students (20.4%).

The following data were obtained during the questionnaire:
Indicators:

1. Are you satisfied? quality of services provided?

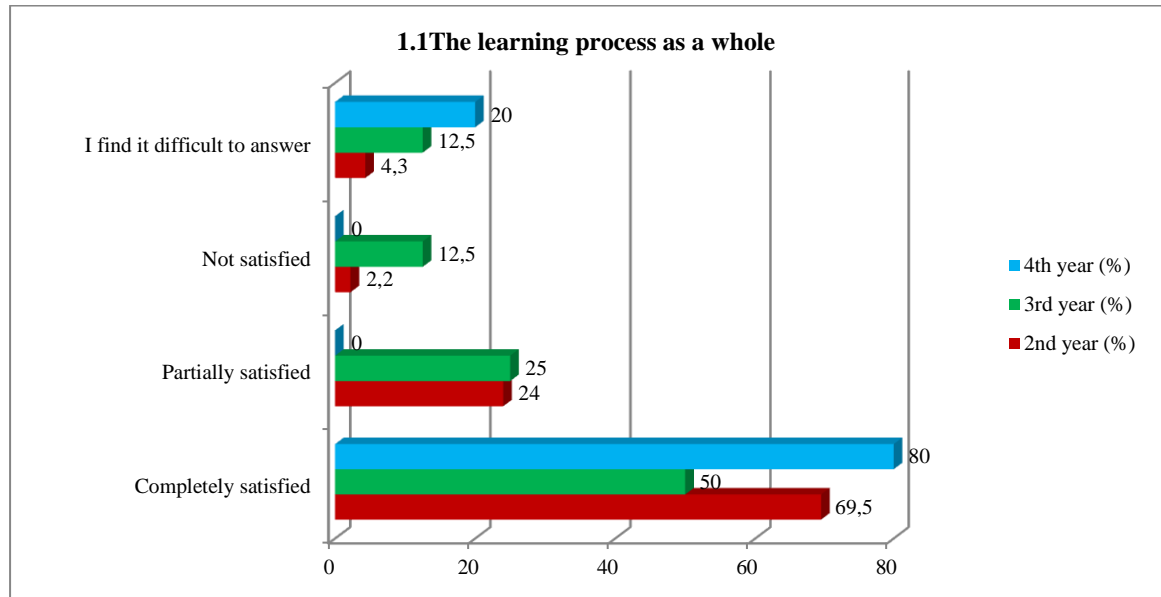
1.1 The learning process as a whole
1.2 Schedule of classes
1.3 Organization of independent work
1.4 Internship
1.5 Organization and implementation of the IWS
1.6 Organization and implementation of laboratory work
1.7 Satisfaction with the library's work
1.8 Possibility of access to full-text databases of scientific publications
1.9 Living conditions in the hostel
1.10 Quality of medical care
1.11 Organization of catering at the university (prices, range of products, quality of prepared dishes)

Other _____

If you answered "not satisfied" to the previous question, please provide recommendations for improvement. provided services _____

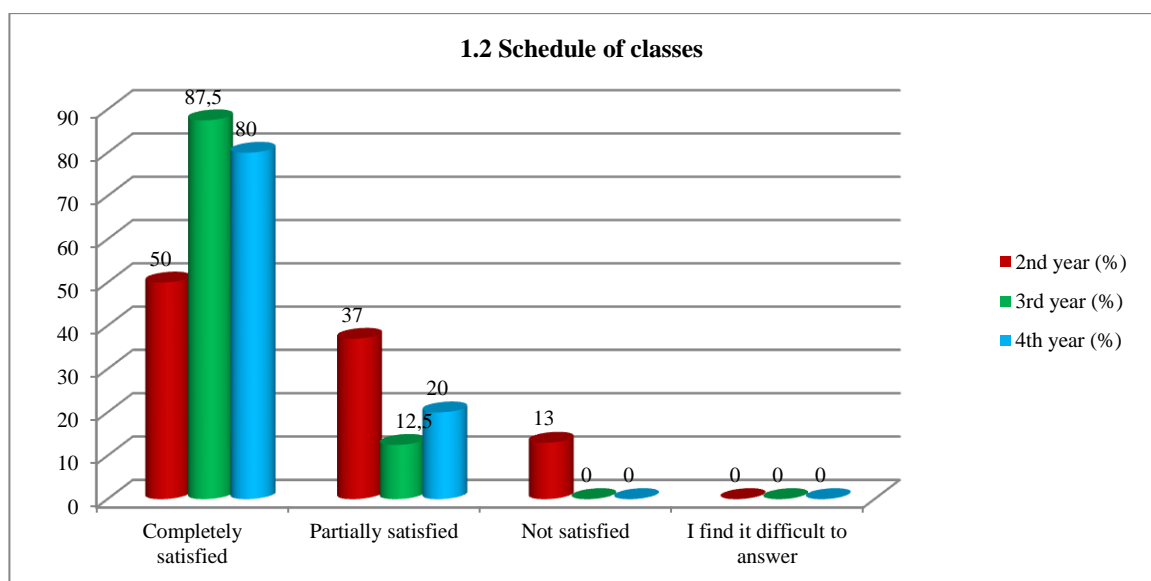
1.1 The learning process as a whole

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Completely satisfied</i>	69.5% (32 people)	50% (4 people)	80% (4 people)
<i>Partially satisfied</i>	24% (11 people)	25% (2 people)	-
<i>Not satisfied</i>	2.2% (1 person)	12.5% (1 person)	-
<i>I find it difficult to answer</i>	4.3% (2 people)	12.5% (1 person)	20% (1 person)



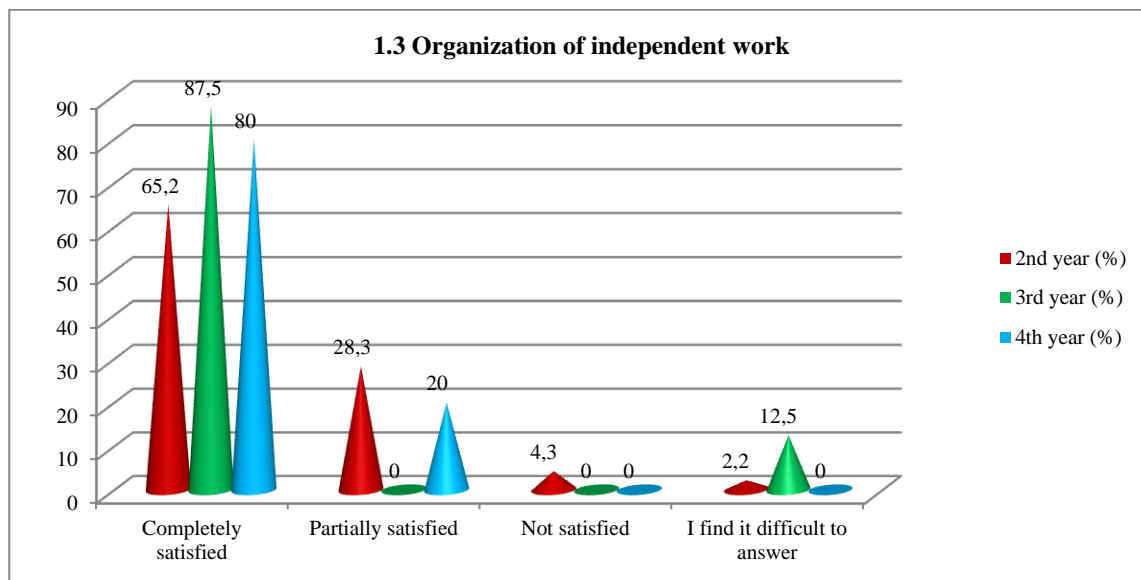
1.2 Schedule of classes

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Completely satisfied</i>	50% (23 people)	87.5% (7 people)	80% (4 people)
<i>Partially satisfied</i>	37% (17 people)	12.5% (1 person)	20% (1 person)
<i>Not satisfied</i>	13% (6 people)	-	-
<i>I find it difficult to answer</i>	-	-	-



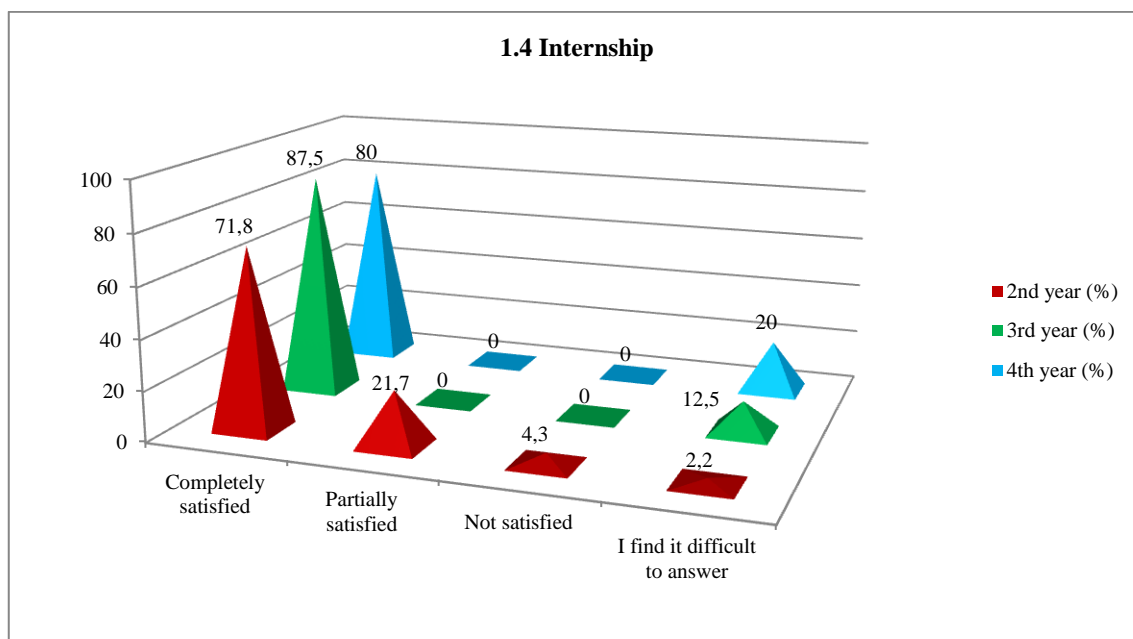
1.3 Organization of independent work

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Completely satisfied</i>	65.2% (30 people)	87.5% (7 people)	80% (4 people)
<i>Partially satisfied</i>	28.3% (13 people)	-	20% (1 person)
<i>Not satisfied</i>	4.3% (2 people)	-	-
<i>I find it difficult to answer</i>	2.2% (1 person)	12.5% (1 person)	-



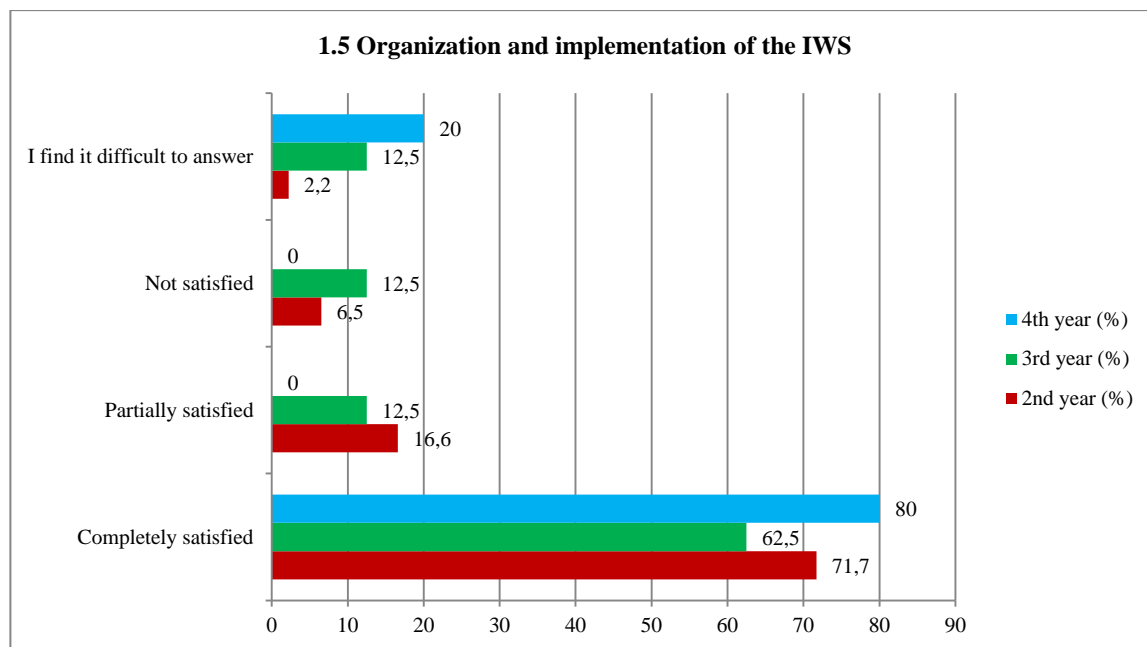
1.4 Internship

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Completely satisfied</i>	71.8% (33 people)	87.5% (7 people)	80% (4 people)
<i>Partially satisfied</i>	21.7% (10 people)	-	-
<i>Not satisfied</i>	4.3% (2 people)	-	-
<i>I find it difficult to answer</i>	2.2% (1 person)	12.5% (1 person)	20% (1 person)



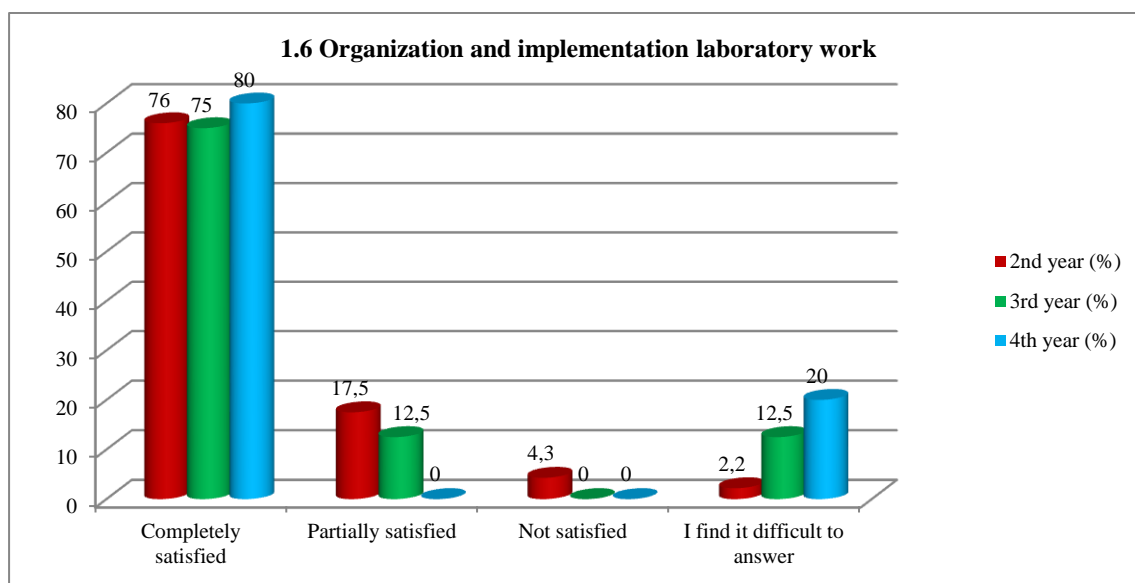
1.5 Organization and implementation of the IWS

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Completely satisfied</i>	71.7% (33 people)	62.5% (5 people)	80% (4 people)
<i>Partially satisfied</i>	19.6% (9 people)	12.5% (1 person)	-
<i>Not satisfied</i>	6.5% (3 people)	12.5% (1 person)	-
<i>I find it difficult to answer</i>	2.2% (1 person)	12.5% (1 person)	20% (1 person)



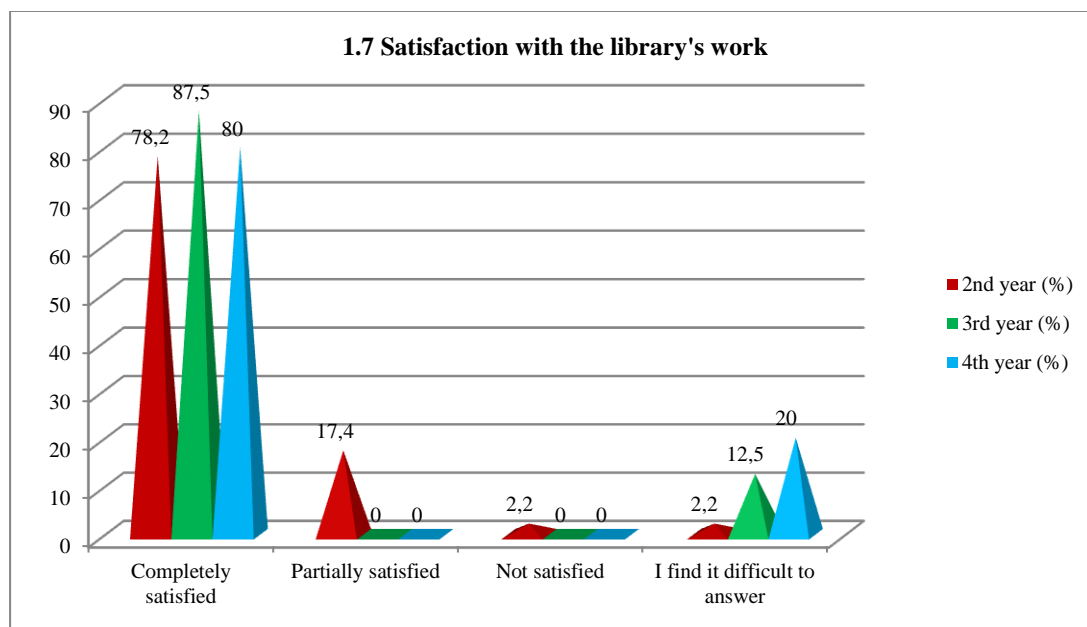
1.6 Organization and implementation laboratory work

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Completely satisfied</i>	76% (35 people)	75% (6 people)	80% (4 people)
<i>Partially satisfied</i>	17.5% (8 people)	12.5% (1 person)	-
<i>Not satisfied</i>	4.3% (2 people)	-	-
<i>I find it difficult to answer</i>	2.2% (1 person)	12.5% (1 person)	20% (1 person)



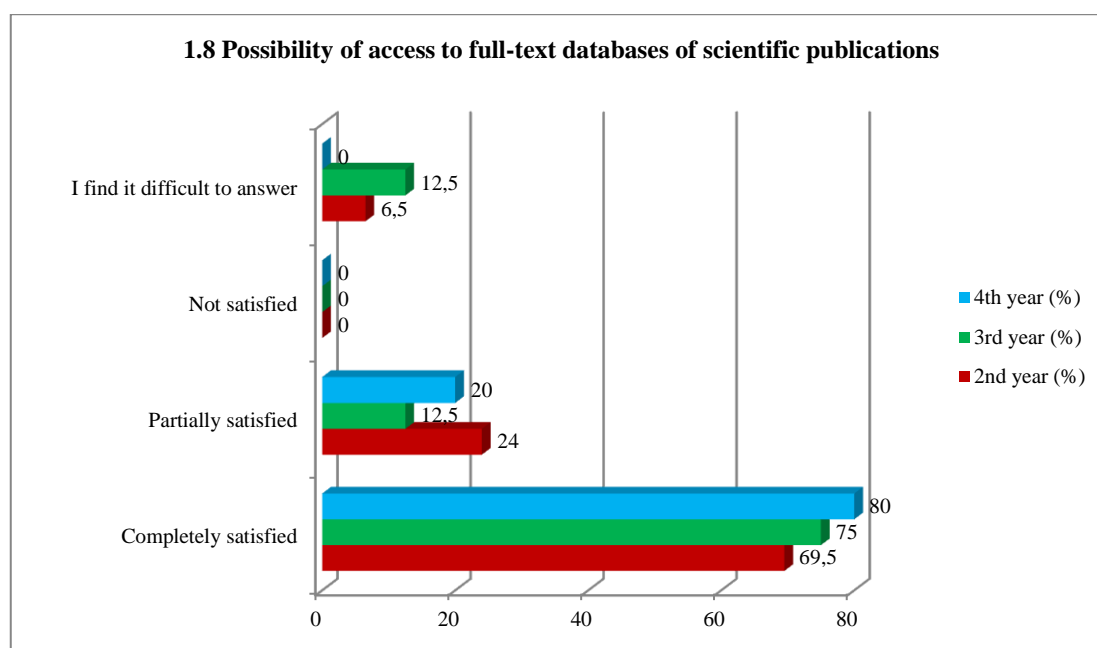
1.7 Satisfaction with the library's work

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Completely satisfied</i>	78.2% (36 people)	87.5% (7 people)	80% (4 people)
<i>Partially satisfied</i>	17.4% (8 people)	-	-
<i>Not satisfied</i>	2.2% (1 person)	-	-
<i>I find it difficult to answer</i>	2.2% (1 person)	12.5% (1 person)	20% (1 person)



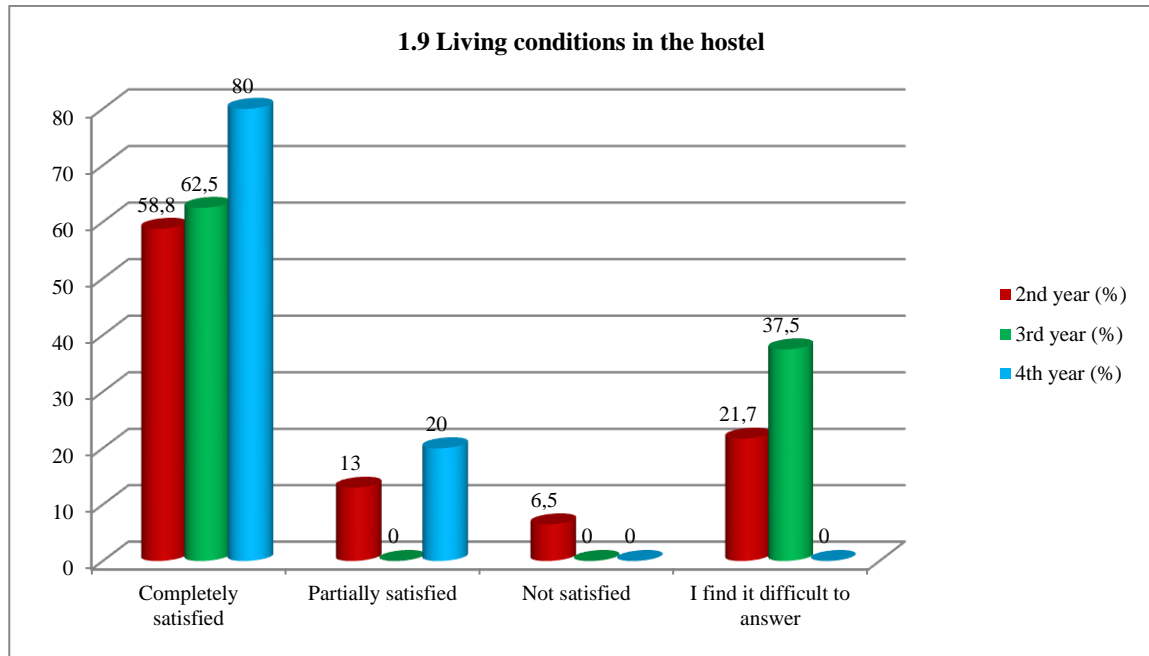
1.8 Possibility of access to full-text databases of scientific publications

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Completely satisfied</i>	69.5% (32 people)	75% (6 people)	80% (4 people)
<i>Partially satisfied</i>	24% (11 people)	12.5% (1 person)	20% (1 person)
<i>Not satisfied</i>	-	-	-
<i>I find it difficult to answer</i>	6.5% (3 people)	12.5% (1 person)	-



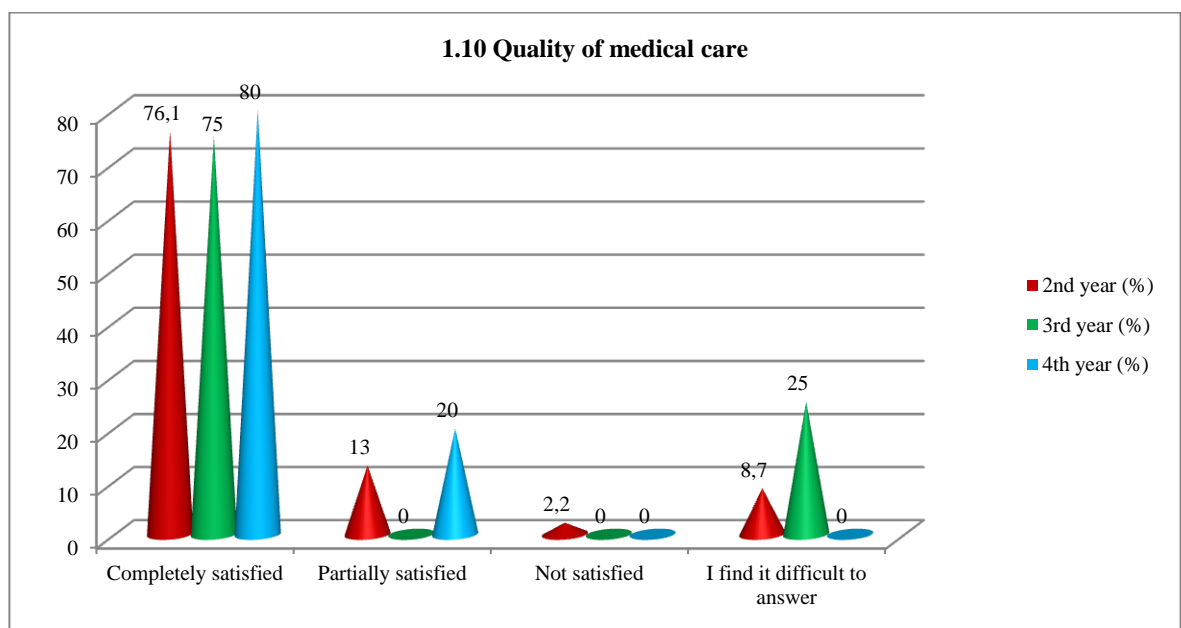
1.9 Living conditions in the hostel

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Completely satisfied</i>	58.8% (27 people)	62.5% (5 people)	80% (4 people)
<i>Partially satisfied</i>	13% (6 people)	-	20% (1 person)
<i>Not satisfied</i>	6.5% (3 people)	-	-
<i>I find it difficult to answer</i>	21.7% (10 people)	37.5% (3 people)	-



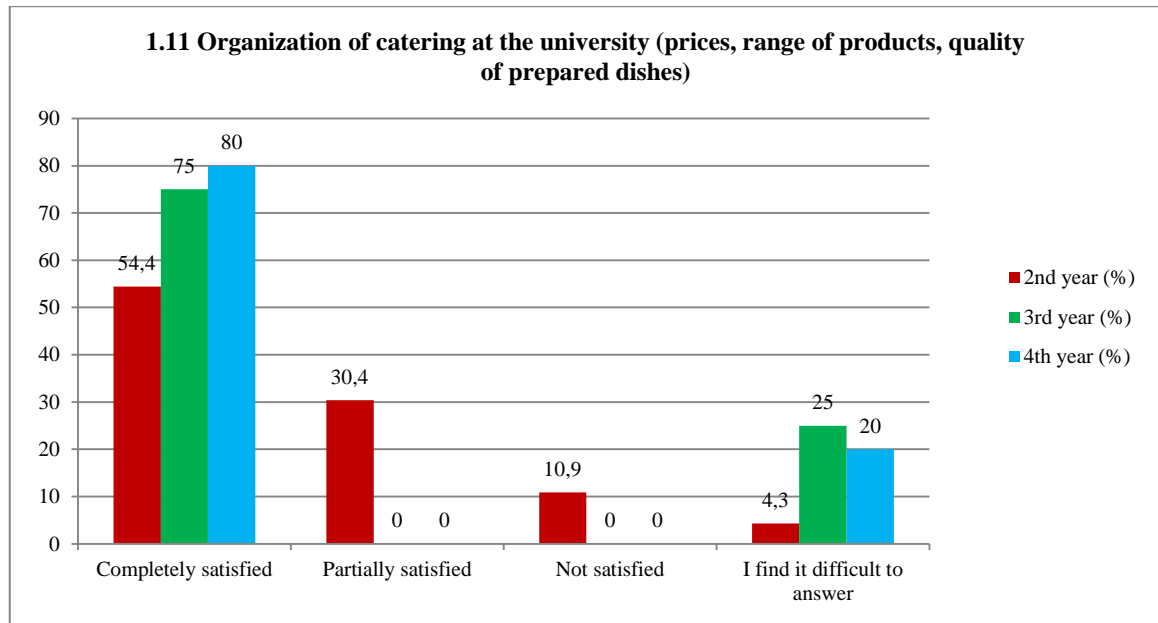
1.10 Quality of medical care

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Completely satisfied</i>	76.1% (35 people)	75% (6 people)	80% (4 people)
<i>Partially satisfied</i>	13% (6 people)	-	20% (1 person)
<i>Not satisfied</i>	2.2% (1 person)	-	-
<i>I find it difficult to answer</i>	8.7% (4 people)	25% (2 people)	-



1.11 Organization of catering at the university (prices, range of products, quality of prepared dishes)

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Completely satisfied</i>	54.4% (25 people)	75% (6 people)	80% (4 people)
<i>Partially satisfied</i>	30.4% (14 people)	-	-
<i>Not satisfied</i>	10.9% (5 people)	-	-
<i>I find it difficult to answer</i>	4.3% (2 people)	25% (2 people)	20% (1 person)



In response to the answer “Other”, respondents (2nd year) indicated the following answers:

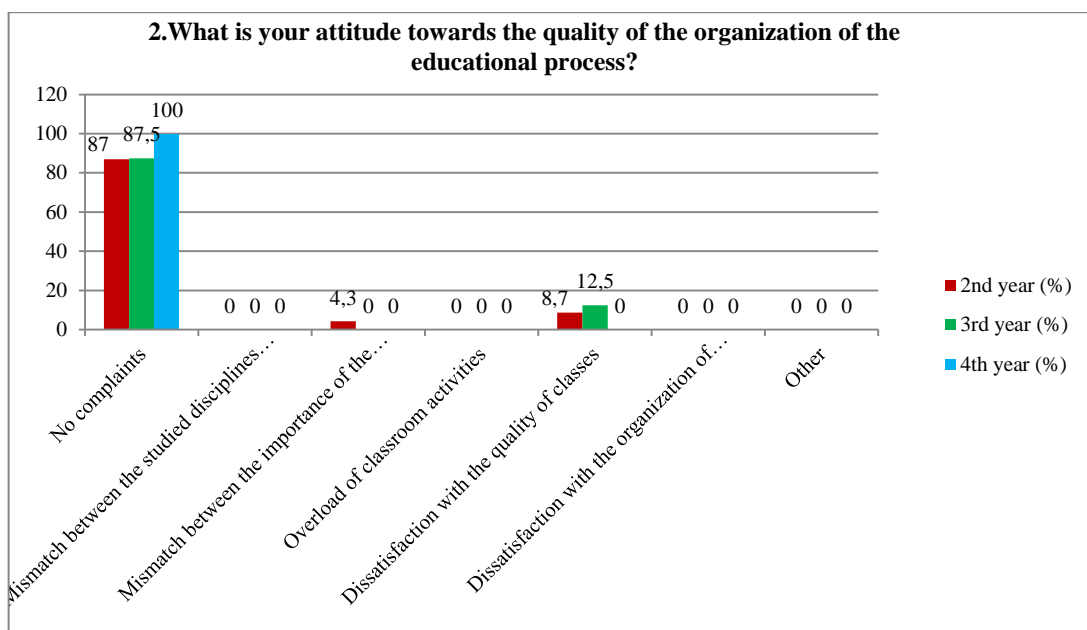
- I want a grant.
- The schedule is complicated, always busy.
- Very inconvenient class schedule, lecture 4 is a nightmare, from 9 to 17:00, to make it to class you have to leave at 08:00 and by then I'll be back home at 18:00 if I'm lucky with traffic.
- Certified
- Nothing
- No (2)

To the question **"If you answered "not satisfied" to the previous question, please provide recommendations for improvement. provided services"** respondents (2nd year) answered as follows:

- Improve the quality of food and possibly expand the range
- Please transfer me to a grant.
- "There will be 4 lessons over 3 consecutive days. The first lesson on Friday has already been set for nine o'clock: physical training. The last physical training lesson should be inserted."
- I'm happy with everything.
- The prices should be lower, the scholarship are not enough for food. And there are not enough places for all the students.
- Let the teachers post all the points that the students have earned at least at the end of each week, most students are stressed and it is hard to understand how well you are doing when your overall grade for the subject is not higher than 30 until the penultimate week

2.What is your attitude towards the quality of the organization of the educational process?

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>No complaints</i>	87% (40 people)	87.5% (7 people)	100% (5 people)
<i>Mismatch between the studied disciplines and the received specialty</i>	-	-	-
<i>Mismatch between the importance of the subject and the number of hours</i>	4.3% (2 people)	-	-
<i>Overload of classroom activities</i>	-	-	-
<i>Dissatisfaction with the quality of classes</i>	8.7% (4 people)	12.5% (1 person)	-
<i>Dissatisfaction with the organization of tests and exams</i>	-	-	-
<i>Other</i>	-	-	-



To the question "If you answered "Does not correspond or is not satisfactory" to the previous question, please provide recommendations for improvement» Respondents (2nd year) answered as follows:

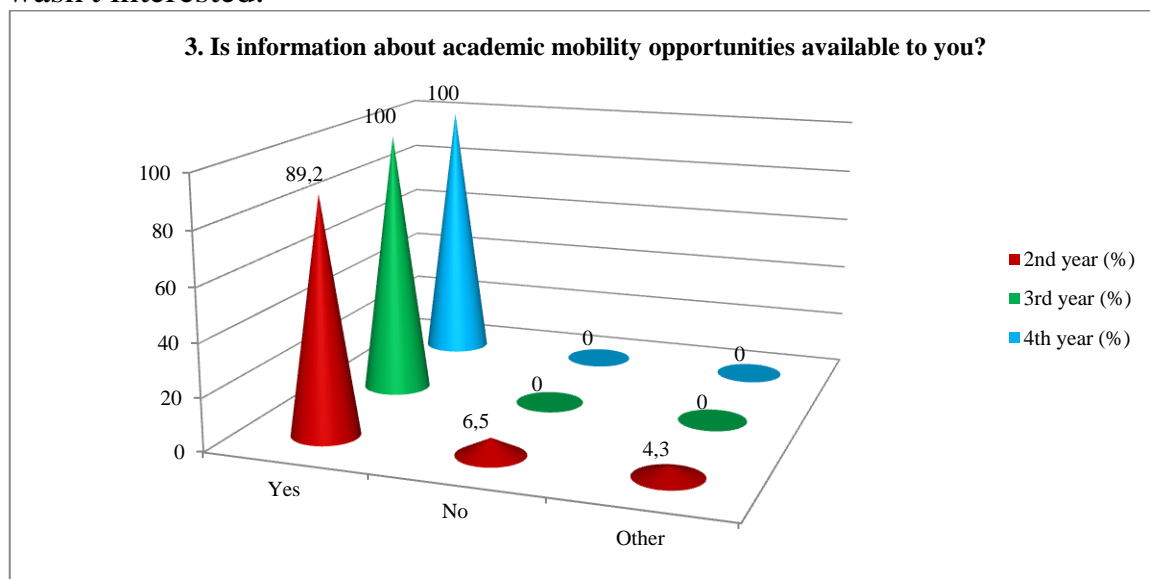
- I'm not sure what needs to be improved.
- no complaints
- Everything is fine.
- Nothing
- Let there be seminars in chemistry, where we can better and in more detail solve problems and other related things, in lectures there is too much information mixed with theory, and labs once every two weeks and there we are busy with experiments, than understanding and remembering how to solve problems and so on. Let there be seminars in chemistry at least in the first line.

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

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Yes</i>	89.2% (41 people)	100% (8 people)	100% (5 people)
<i>No</i>	6.5% (3 people)	-	-
<i>Other</i>	4.3% (2 people)	-	-

For the option "Other" The respondents answered as follows:

- Maybe, but I don't know much.
- I wasn't interested.



To the question "If you answered "No" to the previous question, please write why. The respondents answered as follows:

- All teachers discourage
- No (2)

4. What do you think the relationship is like:

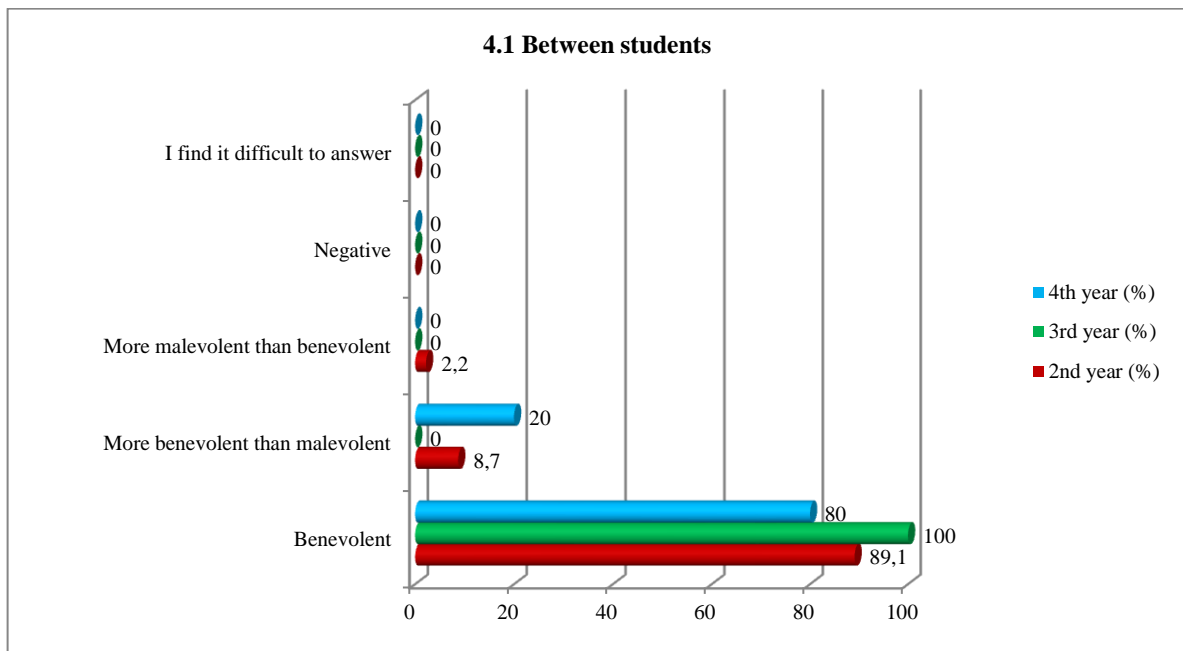
4.1 Between students
4.2 Between teachers and students (in the educational process)
4.3 Between the student and the supervisor
4.4 Between students and administration
4.5 Between students and department staff (library, student department, etc.)
4.6 Between students and security service

Other _____

If you answered "Rather unfriendly than friendly" and "Negative" to the previous question, please provide recommendations for improvement. _____

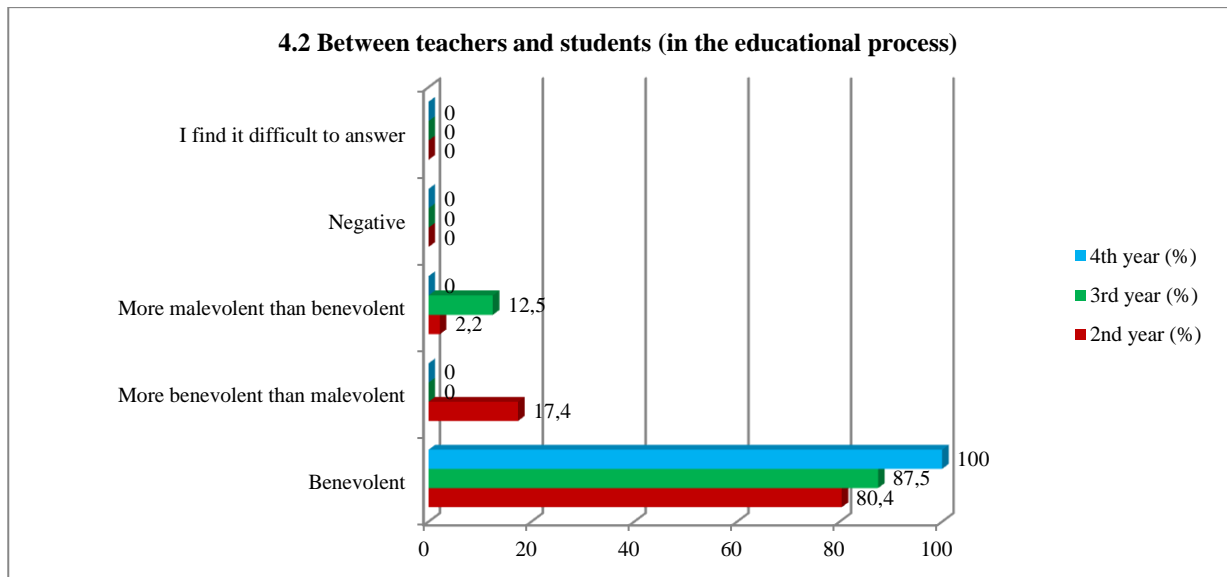
4.1 Between students

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Benevolent</i>	89.1% (41 people)	100% (8 people)	80% (4 people)
<i>More benevolent than malevolent</i>	8.7% (4 people)	-	20% (1 person)
<i>More malevolent than benevolent</i>	2.2% (1 person)	-	-
<i>Negative</i>	-	-	-
<i>I find it difficult to answer</i>	-	-	-



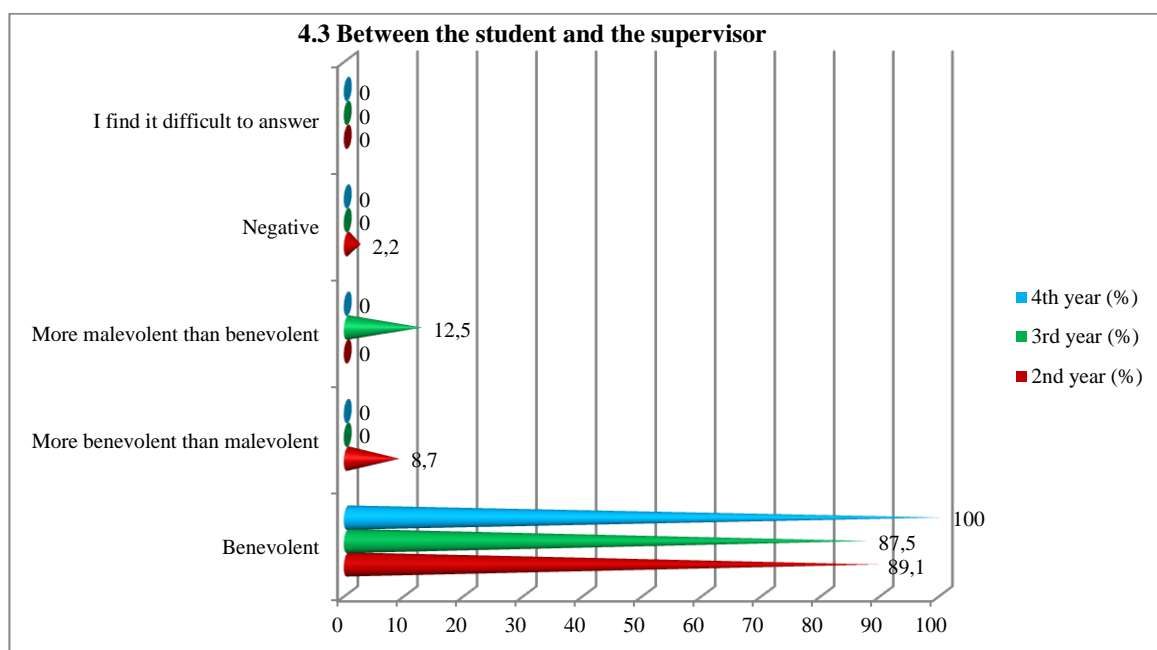
4.2 Between teachers and students (in the educational process)

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Benevolent</i>	80.4% (37 people)	87.5% (7 people)	100% (5 people)
<i>More benevolent than malevolent</i>	17.4% (8 people)	-	-
<i>More malevolent than benevolent</i>	2.2% (1 person)	12.5% (1 person)	-
<i>Negative</i>	-	-	-
<i>I find it difficult to answer</i>	-	-	-



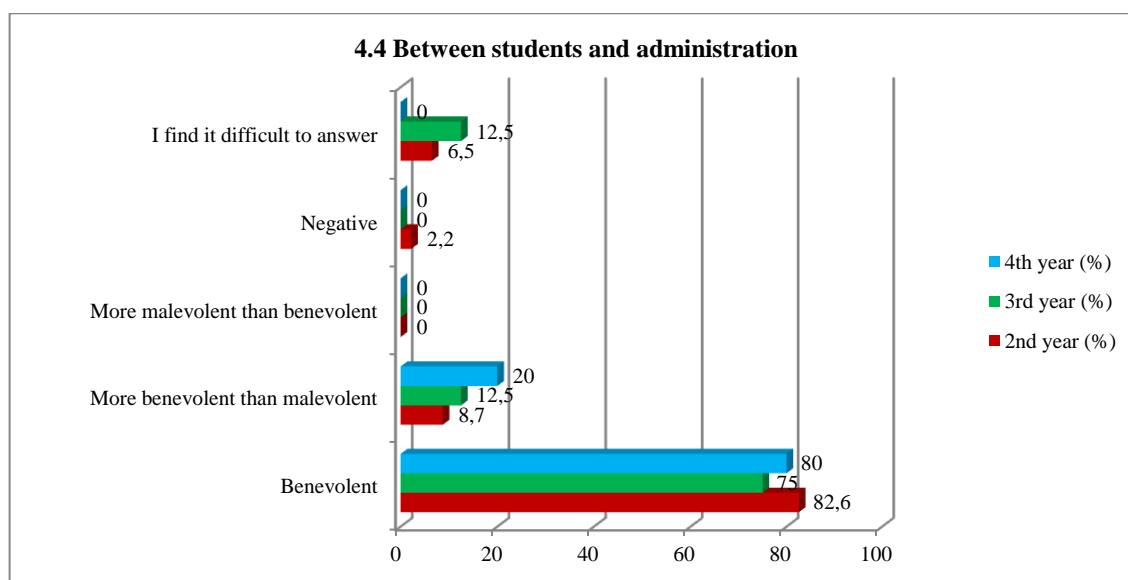
4.3 Between the student and the supervisor

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Benevolent</i>	89.1% (41 people)	87.5% (7 people)	100% (5 people)
<i>More benevolent than malevolent</i>	8.7% (4 people)	-	-
<i>More malevolent than benevolent</i>	-	12.5% (1 person)	-
<i>Negative</i>	2.2% (1 person)	-	-
<i>I find it difficult to answer</i>	-	-	-



4.4 Between students and administration

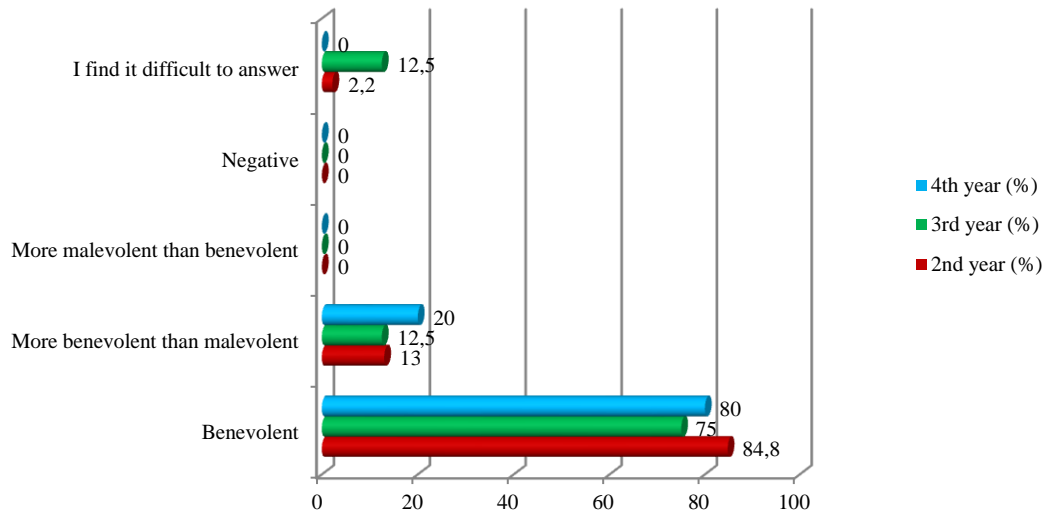
Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Benevolent</i>	82.6% (38 people)	75% (6 people)	80% (4 people)
<i>More benevolent than malevolent</i>	8.7% (4 people)	12.5% (1 person)	20% (1 person)
<i>More malevolent than benevolent</i>	-	-	-
<i>Negative</i>	2.2% (1 person)	-	-
<i>I find it difficult to answer</i>	6.5% (3 people)	12.5% (1 person)	-



4.5 Between students and department staff (library, student department, etc.)

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Benevolent</i>	84.8% (39 people)	75% (6 people)	80% (4 people)
<i>More benevolent than malevolent</i>	13% (6 people)	12.5% (1 person)	20% (1 person)
<i>More malevolent than benevolent</i>	-	-	-
<i>Negative</i>	-	-	-
<i>I find it difficult to answer</i>	2.2% (1 person)	12.5% (1 person)	-

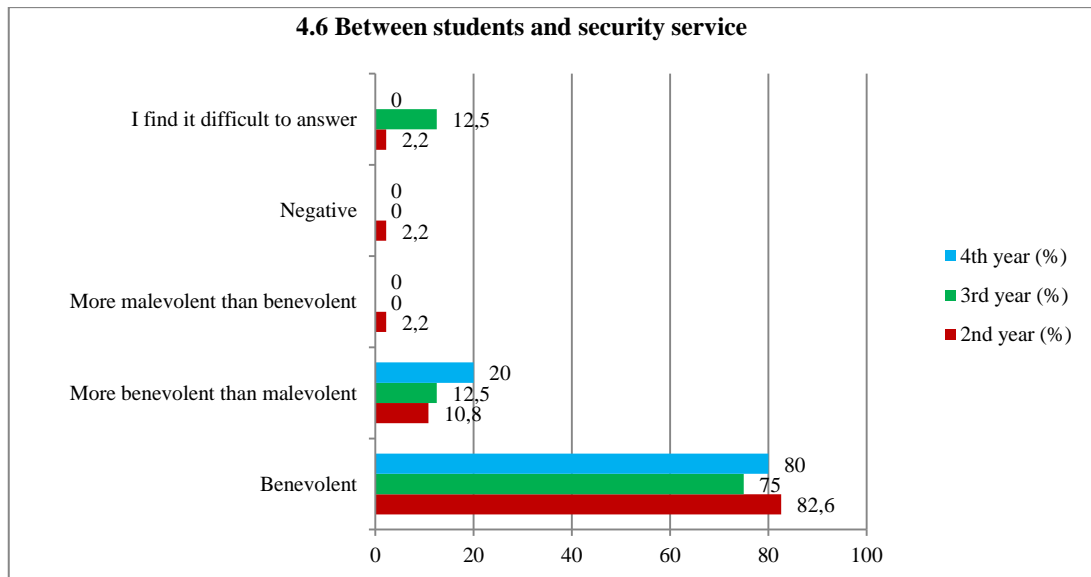
4.5 Between students and department staff (library, student department, etc.)



4.6 Between students and security service

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Benevolent</i>	82.6% (38 people)	75% (6 people)	80% (4 people)
<i>More benevolent than malevolent</i>	10.8% (5 people)	12.5% (1 person)	20% (1 person)
<i>More malevolent than benevolent</i>	2.2% (1 person)	-	-
<i>Negative</i>	2.2% (1 person)	-	-
<i>I find it difficult to answer</i>	2.2% (1 person)	12.5% (1 person)	-

4.6 Between students and security service



To the question "If you answered "Rather unfriendly than friendly" and "Negative" to the previous question, please provide recommendations for improvement" respondents (2nd year) answered as follows:

- No

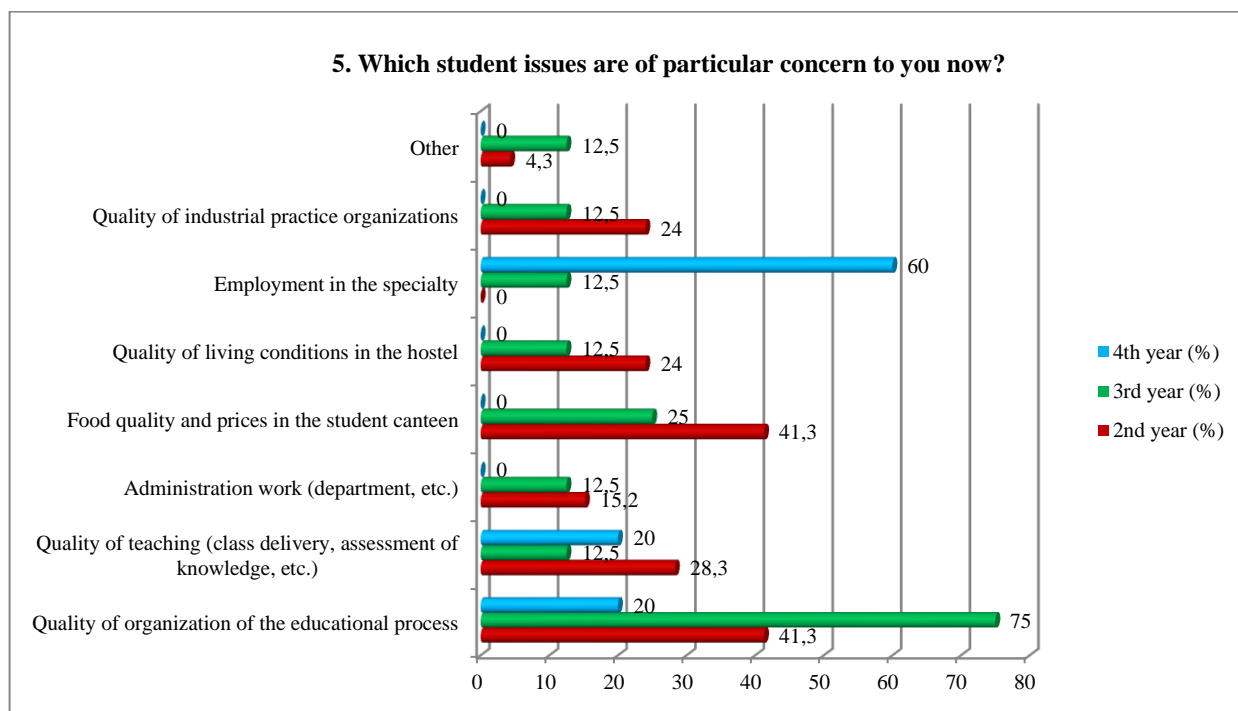
5. Which student issues are of particular concern to you now? (select no more than 3 answer options)

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Quality of organization of the educational process</i>	41.3% (19 people)	75% (6 people)	20% (1 person)
<i>Quality of teaching (class delivery, assessment of knowledge, etc.)</i>	28.3% (13 people)	12.5% (1 person)	20% (1 person)
<i>Administration work (department, etc.)</i>	15.2% (7 people)	12.5% (1 person)	-
<i>Food quality and prices in the student canteen</i>	41.3% (19 people)	25% (2 people)	-
<i>Quality of living conditions in the hostel</i>	24% (11 people)	12.5% (1 person)	-
<i>Employment in the specialty</i>	52.2% (24 people)	12.5% (1 person)	60% (3 people)
<i>Quality of industrial practice organizations</i>	24% (11 people)	12.5% (1 person)	-
<i>Other</i>	4.3% (2 people)	12.5% (1 person)	-

*The sum in % is not equal to 100, since several answer options were supposed to be selected

In response to the answer "Other", respondents indicated the following answers:

- Schedule
- no(2)

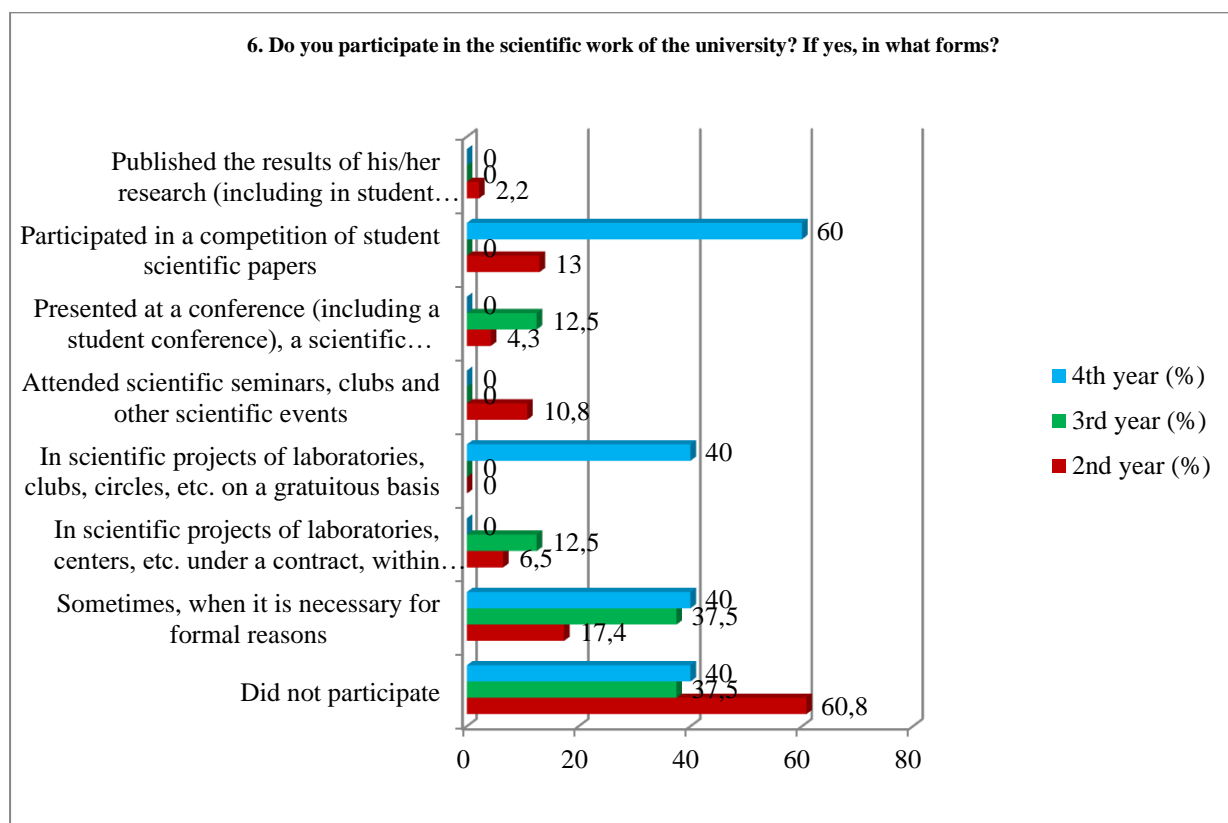


6. Do you participate in the scientific work of the university? If yes, in what forms? (check all that apply)

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Did not participate</i>	60.8% (28 people)	37.5% (3 people)	40% (2 people)
<i>Sometimes, when it is necessary for formal reasons</i>	17.4% (8 people)	37.5% (3 people)	40% (2 people)
<i>In scientific projects of laboratories, centers, etc. under a contract, within the framework of a grant, etc.</i>	6.5% (3 people)	12.5% (1 person)	-
<i>In scientific projects of laboratories, clubs, circles, etc. on a gratuitous basis</i>	2.2% (1 person)	-	40% (2 people)

<i>Attended scientific seminars, clubs and other scientific events</i>	10.8% (5 people)	-	-
<i>Presented at a conference (including a student conference), a scientific seminar</i>	4.3% (2 people)	12.5% (1 person)	-
<i>Participated in a competition of student scientific papers</i>	13% (6 people)	-	60% (3 people)
<i>Published the results of his/her research (including in student collections)</i>	2.2% (1 person)	-	-

**The sum in % is not equal to 100, since several answer options were supposed to be selected*



To the question "If you answered "Did not participate" to the previous question, please write why» The students indicated the following answers:

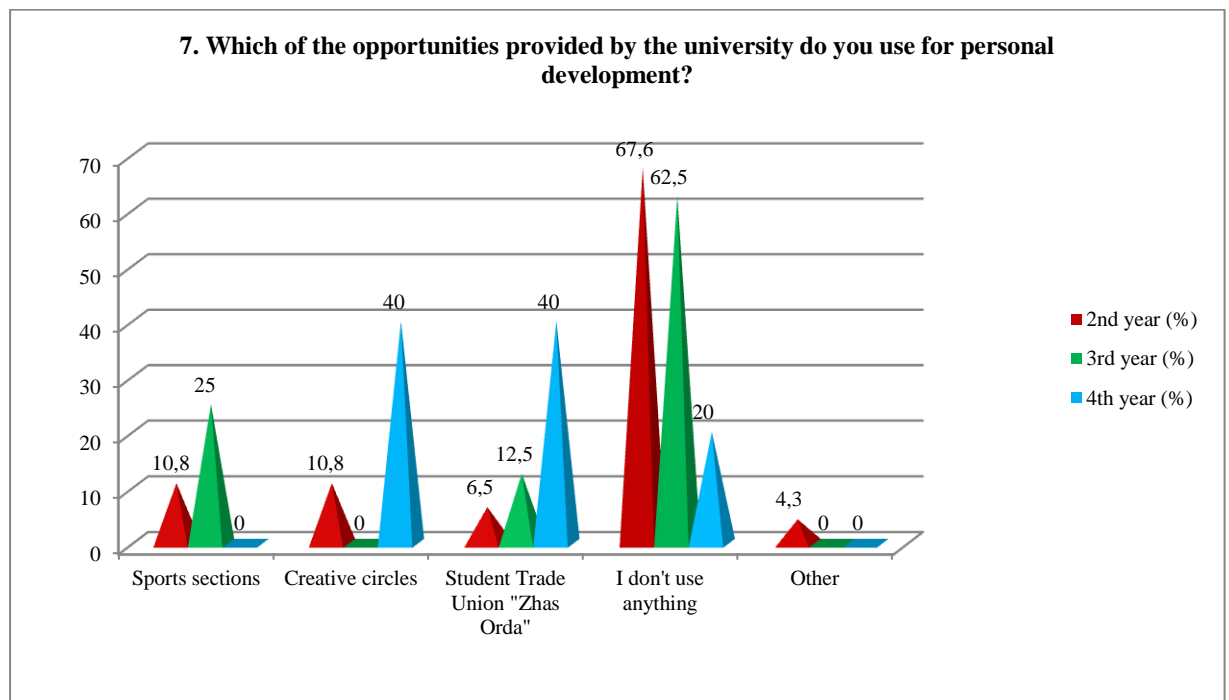
2nd year	3rd year	4th year
<ul style="list-style-type: none"> - Either I don't know that this is happening, or I'm already busy and wish there were more than 30 hours in a day - Teachers do not offer, do not advise, they are completely silent and discourage the desire to participate. There is no education even when you ask questions on this topic, they say that it is not worth embarrassing yourself and wasting your time - I want to but I can't. - I don't know, I'm not interested 	-	-

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>	10.8% (5 people)	25% (2 people)	-
<i>Creative circles</i>	10.8% (5 people)	-	40% (2 people)
<i>Student Trade Union "Zhas Orda"</i>	6.5% (3 people)	12.5% (1 person)	40% (2 people)
<i>I don't use anything</i>	67.6% (31 people)	62.5% (5 people)	20% (1 person)
<i>Other</i>	4.3% (2 people)	-	-

In response to the answer “Other”, respondents indicated the following answers:

2nd year	3rd year	4th year
- English course - I wanted to join sports sections, but my skills in playing and other things are not satisfactory.	-	-



To the question "If you answered 'I don't use anything' to the previous question, please write why" Students indicated the following options*:

2nd year	3rd year	4th year
- I'm not interested. - No matching section - I can't go to sports clubs for health reasons, I'm embarrassed by creative clubs, I don't like the team at Zhas Orda - Want - There are a lot of lessons , we don't have time for anything - Not interested (3)	- Not interested	- No time.

- There is no suitable one. - I wanted to use sports sections, but I was not an outstanding sports star, so I was rejected, although I thought I would make new friends and become better at some sport.		
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8. How satisfied are you with the material resources of our university?

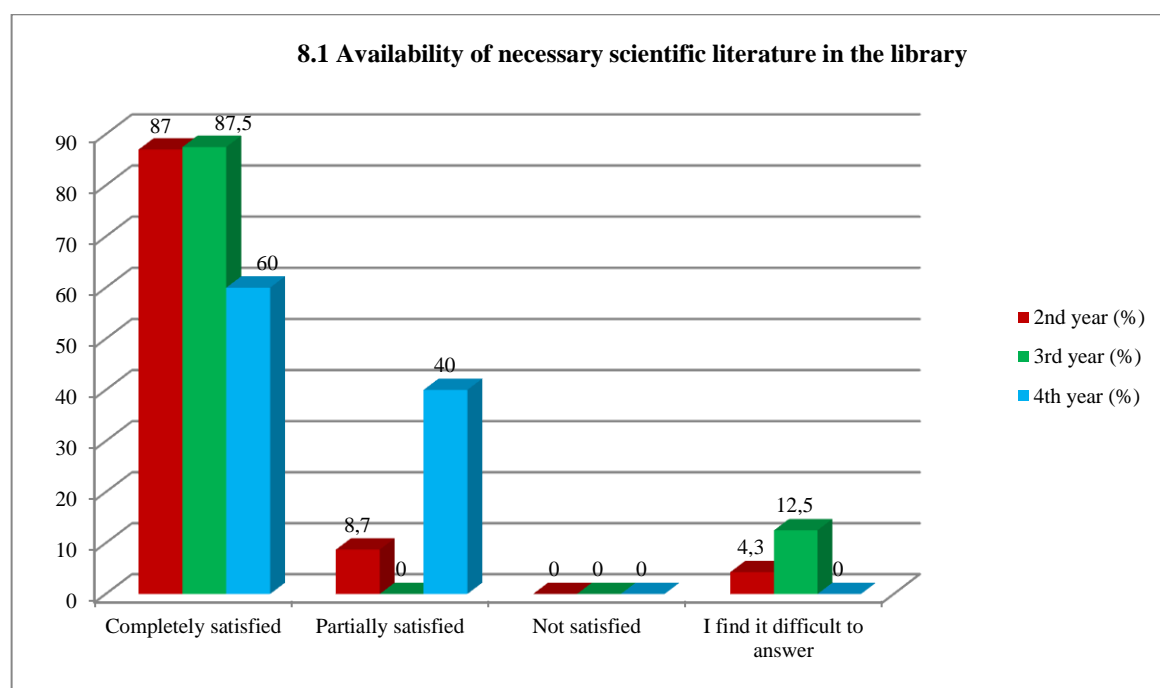
8.1 Availability of necessary scientific literature in the library
8.2 Modernity of computer equipment
8.3 Internet channel width, its speed
8.4 Modernity of software
8.5 Availability of educational and scientific equipment
8.6 Availability of laboratories and specialized classrooms
8.7 Availability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

Other _____

If you answered "not satisfied" to the previous question, please provide recommendations for improvement. provided services _____

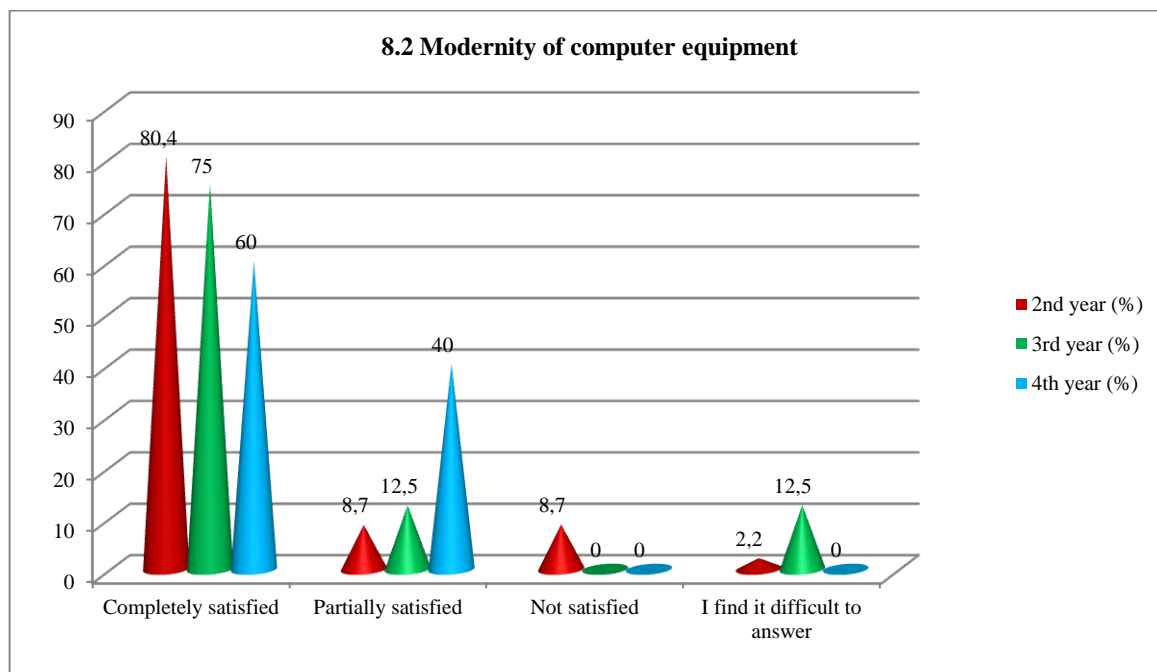
8.1 Availability of necessary scientific literature in the library

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Completely satisfied</i>	87% (40 people)	87.5% (7 people)	60% (3 people)
<i>Partially satisfied</i>	8.7% (4 people)	-	40% (2 people)
<i>Not satisfied</i>	-	-	-
<i>I find it difficult to answer</i>	4.3% (2 people)	12.5% (1 person)	-



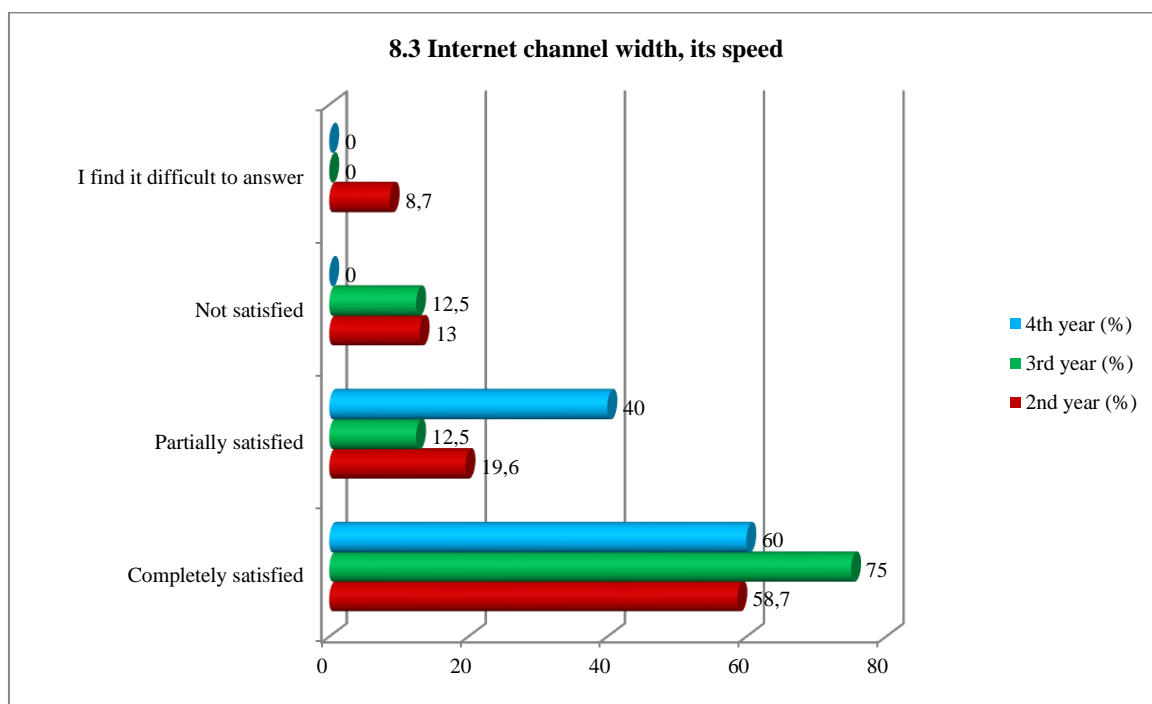
8.2 Modernity of computer equipment

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Completely satisfied</i>	80.4% (37 people)	75% (6 people)	60% (3 people)
<i>Partially satisfied</i>	8.7% (4 people)	12.5% (1 person)	40% (2 people)
<i>Not satisfied</i>	8.7% (4 people)	-	-
<i>I find it difficult to answer</i>	2.2% (1 person)	12.5% (1 person)	-



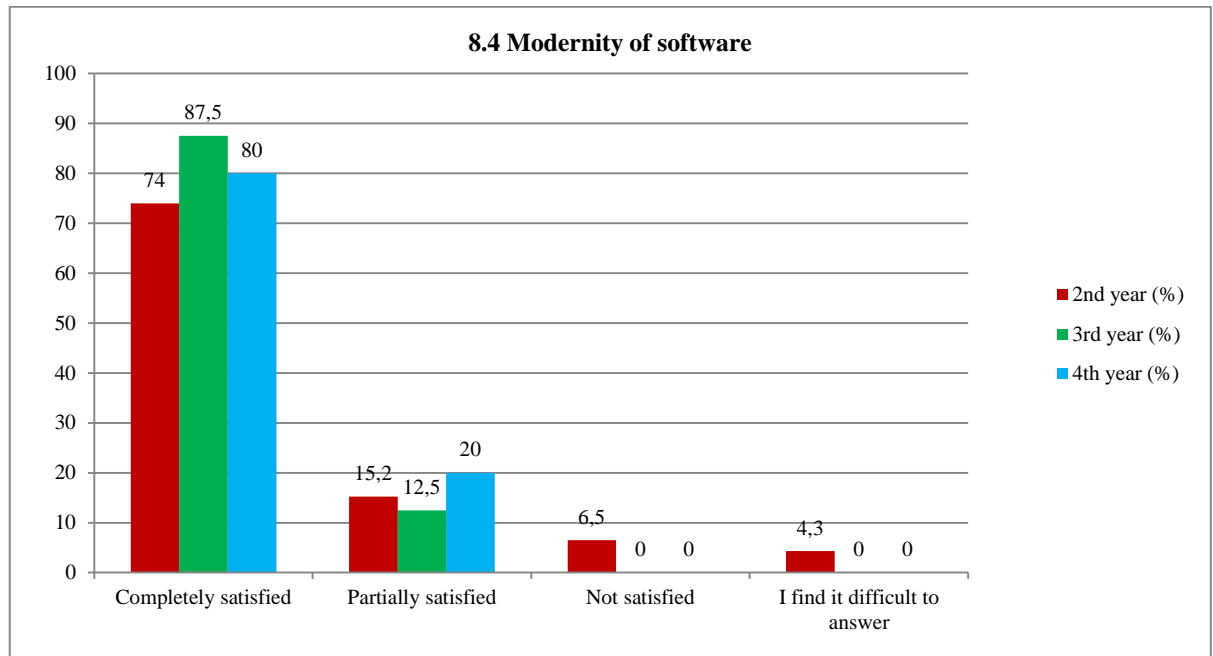
8.3 Internet channel width, its speed

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Completely satisfied</i>	58.7% (27 people)	75% (6 people)	60% (3 people)
<i>Partially satisfied</i>	19.6% (9 people)	12.5% (1 person)	40% (2 people)
<i>Not satisfied</i>	13% (6 people)	12.5% (1 person)	-
<i>I find it difficult to answer</i>	8.7% (4 people)	-	-



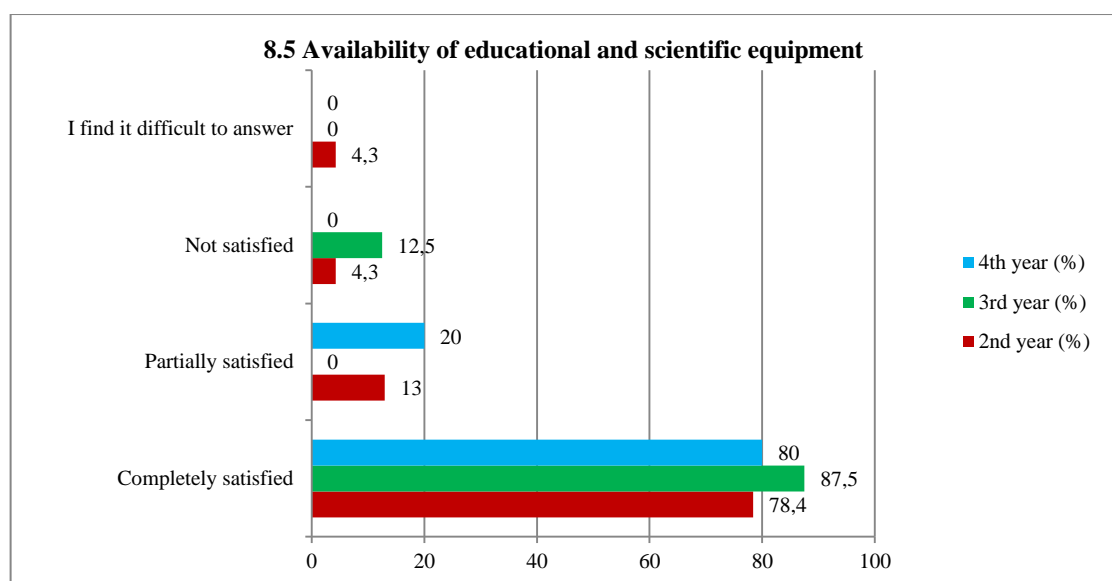
8.4 Modernity of software

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Completely satisfied</i>	74% (34 people)	87.5% (7 people)	80% (4 people)
<i>Partially satisfied</i>	15.2% (7 people)	12.5% (1 person)	20% (1 person)
<i>Not satisfied</i>	6.5% (3 people)	-	-
<i>I find it difficult to answer</i>	4.3% (2 people)	-	-



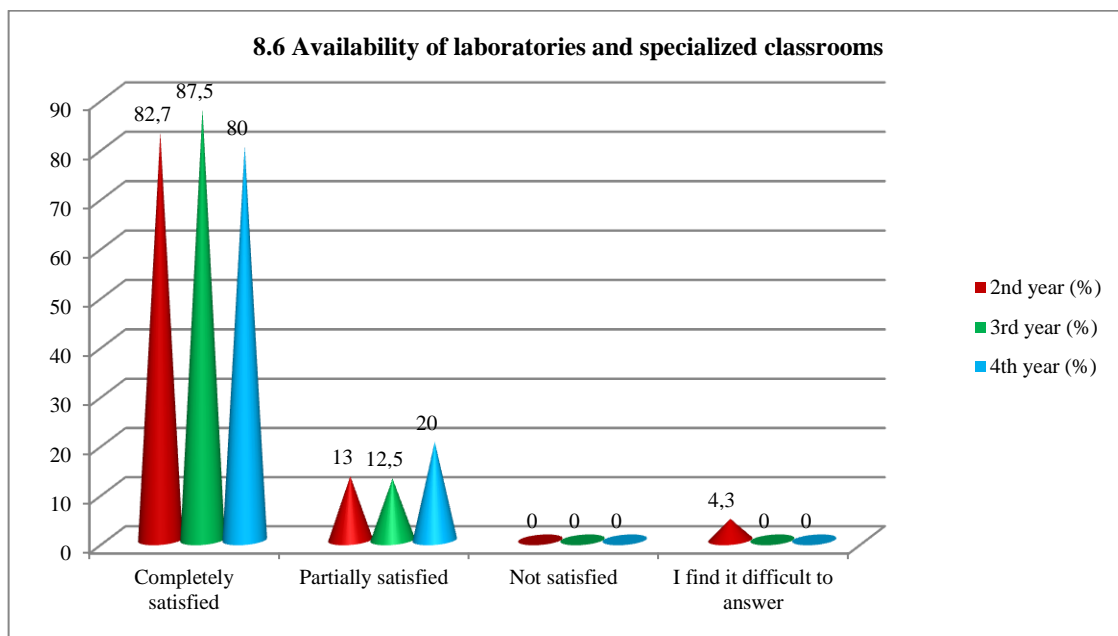
8.5 Availability of educational and scientific equipment

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Completely satisfied</i>	78.4% (36 people)	87.5% (7 people)	80% (4 people)
<i>Partially satisfied</i>	13% (6 people)	-	20% (1 person)
<i>Not satisfied</i>	4.3% (2 people)	12.5% (1 person)	-
<i>I find it difficult to answer</i>	4.3% (2 people)	-	-



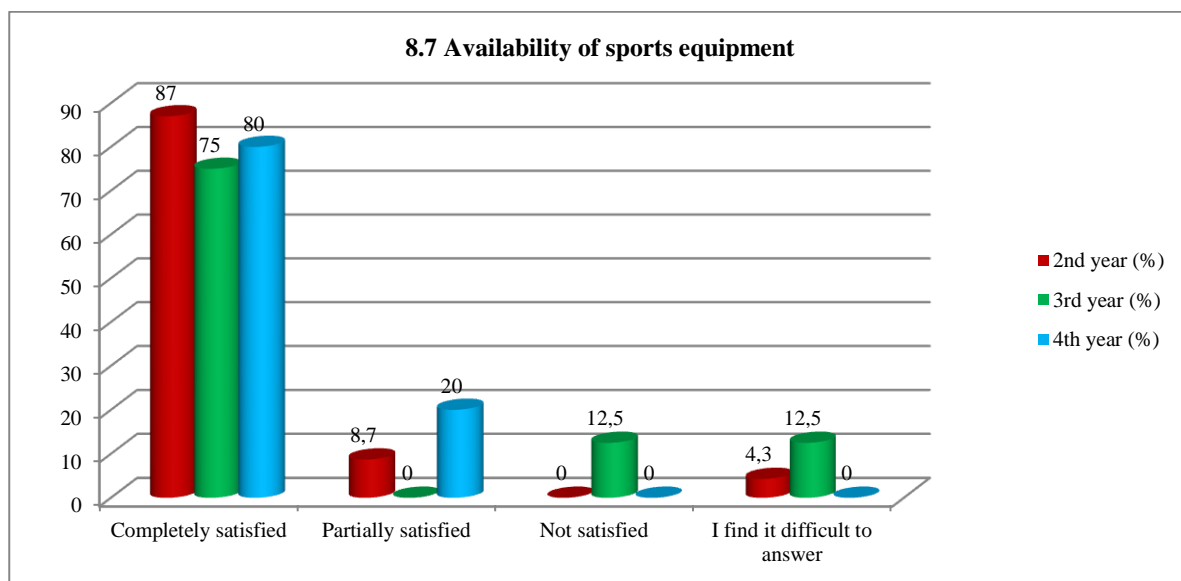
8.6 Availability of laboratories and specialized classrooms

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Completely satisfied</i>	82.7% (38 people)	87.5% (7 people)	80% (4 people)
<i>Partially satisfied</i>	13% (6 people)	12.5% (1 person)	20% (1 person)
<i>Not satisfied</i>	-	-	-
<i>I find it difficult to answer</i>	4.3% (2 people)	-	-



8.7 Availability of sports equipment

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Completely satisfied</i>	87% (40 people)	75% (6 people)	80% (4 people)
<i>Partially satisfied</i>	8.7% (4 people)	-	20% (1 person)
<i>Not satisfied</i>	-	12.5% (1 person)	-
<i>I find it difficult to answer</i>	4.3% (2 people)	12.5% (1 person)	-



In response to the answer "Other", respondents indicated the following answers:
 - No (3)

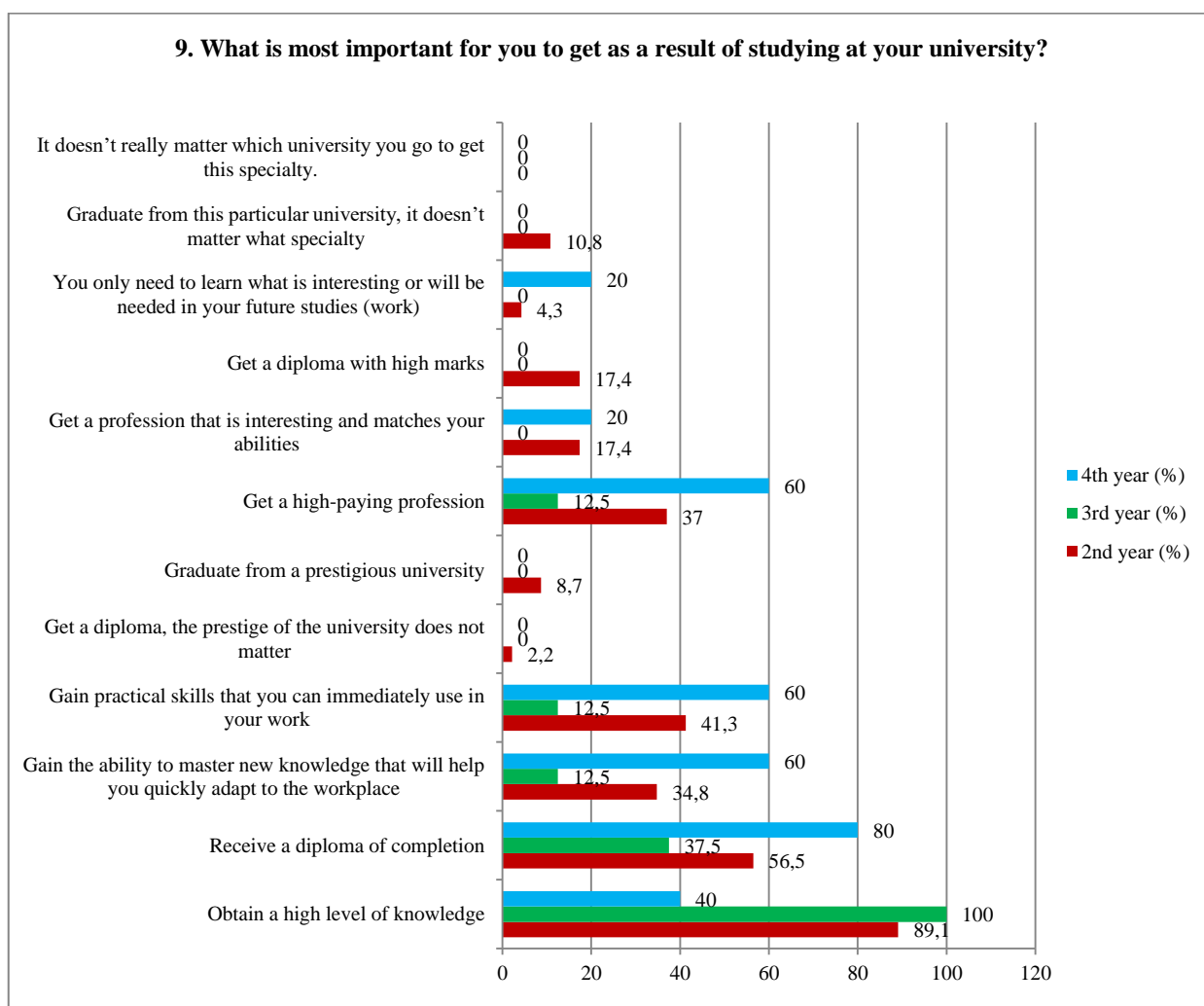
To the question **"If you answered "Not satisfied" to the previous question, please provide recommendations for improvement"** respondents (2nd year) indicated the following answers:

- update computers and internet quality
- Update your employees and others to windows 10, their computers are very slow and errors occur, and they also can't exchange old ones for newer models because the old ones still need to be used up according to their service life or something like that and they can't write them off.
- Let Windows 10 be installed everywhere or let the computers work faster and not freeze when opening folders with documents (case 5)
- No (2)

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

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Obtain a high level of knowledge</i>	89.1% (41 people)	100% (8 people)	40% (2 people)
<i>Receive a diploma of completion</i>	56.5% (26 people)	37.5% (3 people)	80% (4 people)
<i>Gain the ability to master new knowledge that will help you quickly adapt to the workplace</i>	34.8% (16 people)	12.5% (1 person)	60% (3 people)
<i>Gain practical skills that you can immediately use in your work</i>	41.3% (19 people)	12.5% (1 person)	60% (3 people)
<i>Get a diploma, the prestige of the university does not matter</i>	2.2% (1 person)	-	-
<i>Graduate from a prestigious university</i>	8.7% (4 people)	-	-
<i>Get a high-paying profession</i>	37% (17 people)	12.5% (1 person)	60% (3 people)
<i>Get a profession that is interesting and matches your abilities</i>	17.4% (8 people)		20% (1 person)
<i>Get a diploma with high marks</i>	17.4% (8 people)	-	-
<i>You only need to learn what is interesting or will be needed in your future studies (work)</i>	4.3% (2 people)	-	20% (1 person)
<i>Graduate from this particular university, it doesn't matter what specialty</i>	10.8% (5 people)	-	-
<i>It doesn't really matter which university you go to get this specialty.</i>	-	-	-

**The sum in % is not equal to 100, since several answer options were supposed to be selected*



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 have been preserved).*

2nd year	3rd year	4th year
<ul style="list-style-type: none"> - Is there any education from teachers, supposedly regarding the same scientific competitions, etc., what advice do teachers give on academic mobility and other issues, etc. - Nothing - No questions 	-	-

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

An analysis of the results of students filling out the questionnaire "Satisfaction of 2nd-5th 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 the surveyed students in the specialty "Biotechnology" (82.8%) expressed satisfaction with the learning process as a whole. For convenience of analysis, let us consider aspects according to the following levels of satisfaction:

Students rated the following criteria as "excellent quality" (satisfaction rates above 80%):

- class schedule (96%);
- organization of independent work (93.7%);
- quality of internship (87%);
- organization and implementation of the IWS (82.1%);
- organization and implementation of laboratory work (87%);
- satisfaction with the library's work (87.7%);
- the ability to access full-text databases of scientific publications (93.6%);
- quality of medical care (88%);
- organization of food services at the university (80%).

The living conditions in the hostel were rated as "good quality" (satisfaction rates below 80%), scoring 78.1%.

Based on the answers of the second-year respondents in the "Other" section and suggestions for improving services, the following conclusions can be drawn. Students pointed out a number of important issues related to the organization of the educational process and the provision of services. Among them, difficulties with the schedule and the length of the school day stand out, which causes discomfort and fatigue among respondents. Issues related to nutrition were also mentioned: students noted the need to improve the quality of food, expand the range and reduce prices. Suggestions were made for increased transparency in assessment: respondents expressed the need for regular scoring to reduce stress and ensure an understanding of current results.

Most students positively assess the quality of the organization of the educational process, which is confirmed by the high proportion of respondents who have no complaints. However, among second-year students, individual comments were identified related to the discrepancy between the importance of subjects and the number of hours and dissatisfaction with the quality of classes. In responses to the question about possible improvements, proposals were made to introduce additional seminars on chemistry for a more in-depth mastery of the material.

Information on academic mobility opportunities is available to most students of all years, as evidenced by the positive responses of 89.2% of 2nd year respondents, as well as 100% of 3rd and 4th year students. However, among 2nd year students, 6.5% indicated the lack of access to information, and 4.3% noted a lack of awareness or interest in this topic.

Relations between students, teachers, curators, administration and department staff are generally friendly in all courses. Positive assessments prevail, especially between students (80-100%). Relations between students and administration, as well as with the security service in the 2nd year, are sometimes perceived as less friendly.

Students are concerned about the quality of the organization of the educational process, food and employment, especially in the 2nd and 3rd years. In the 2nd year, problems with the quality of teaching and living conditions in the dormitory were also noted. The 3rd year is concerned about the quality of the organization of the educational process and employment.

Citing lack of information and time, most 2nd year students do not participate in research work. However, in the 3rd and 4th years, participants are more actively involved in research projects, competitions and publications, although there are still students who do not participate due to various factors, such as lack of offers from teachers or lack of interest.

Most students (especially in the 2nd and 3rd years) do not take advantage of opportunities for personal development, such as sports sections or creative clubs. Reasons

include lack of interest, lack of time, health problems or lack of confidence in their skills. 40% of 4th year students are active in creative clubs and the student union.

Some students also mentioned that they would like to participate in sports sections, but due to a lack of outstanding skills or health problems they cannot. Second-year students sometimes note a lack of suitable sections or embarrassment about creative clubs.

Students are generally satisfied with the university's material resources, including the availability of necessary scientific literature, computer equipment, software, and educational and scientific equipment. However, there are slightly more dissatisfied students among 2nd-year students, especially regarding the quality of the Internet channel and computer equipment. To improve the quality of the material resources, respondents suggested upgrading computers, improving the quality of the Internet, and replacing outdated operating systems (e.g., Windows 10).

The main priorities for students, according to the survey, include obtaining a high level of knowledge, practical skills that can be immediately used in work, and obtaining a diploma of completion. Second-year students also express interest in acquiring new knowledge to adapt to the workplace, and fourth-year students place more emphasis on obtaining a profession that matches their interests and abilities.

Some students suggested adding questions about the education of teachers on academic mobility and scientific competitions. These suggestions may be useful for improving the educational program and enhancing the quality of teaching at the university.

The overall satisfaction of students majoring in Biotechnology with educational services is 91.1%, which indicates a high level of student satisfaction in general, despite individual problems and areas for improvement.

Recommendations:

The center for quality management and accreditation recommends that students be familiarized with the survey results and discussed during curatorial hours. This will allow students to make their own suggestions for improving the educational process and learning conditions.