

Report
on the results of the survey
“Satisfaction of 2-5 year students with educational services”
in 2024-2025 academic year
Department: Information Computer Systems
Specialty: 6B06102 – Information Systems

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 6B06102 – Information Systems, 122 respondents out of 223 took part in the survey, which is 55% of the total number of students in this specialty.

- 2 year – 76 students (72,4%);
- 3 year – 23 students (34,3%);
- 4 year – 23 students (45,1%).

Mode of training

- Budget – 86 students (70,5%);
- Paid – 36 students (29,5%).

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

Indicators:

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

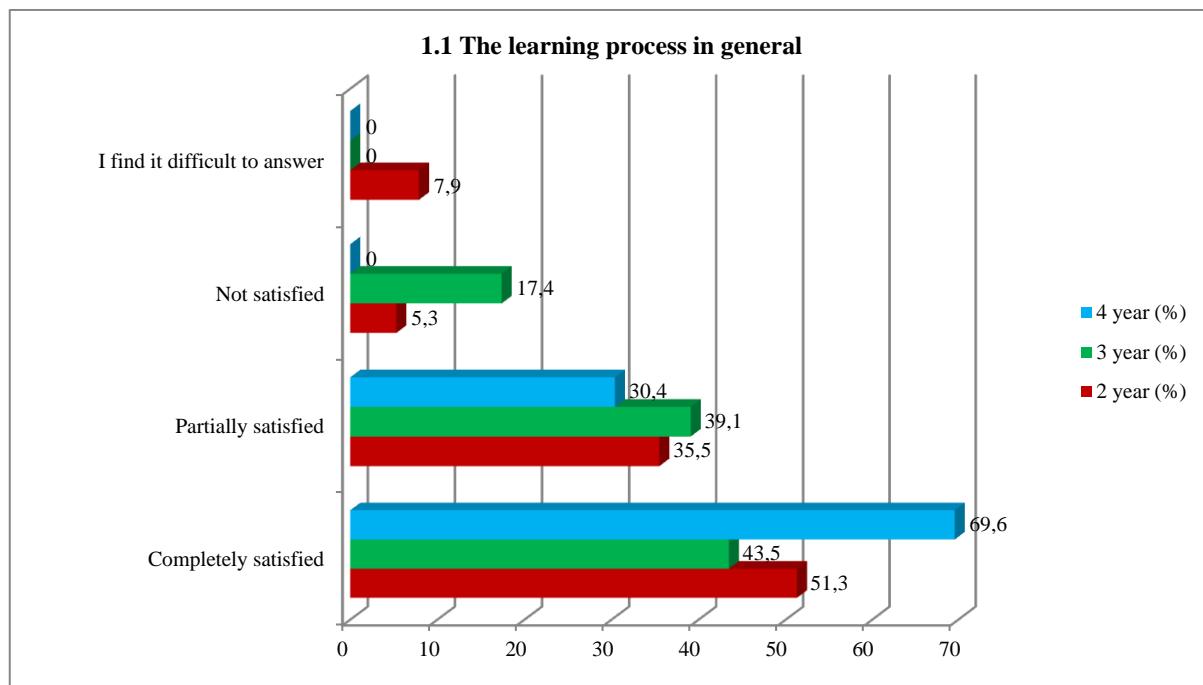
1.1 The learning process in general
1.2 Class schedule
1.3 Organization of independent work
1.4 Practices
1.5 Organizing and conducting SIWT
1.6 Organizing and conducting laboratory work
1.7 Satisfaction with the library work
1.8 Possibility of access to full-text databases of scientific publications
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 _____.

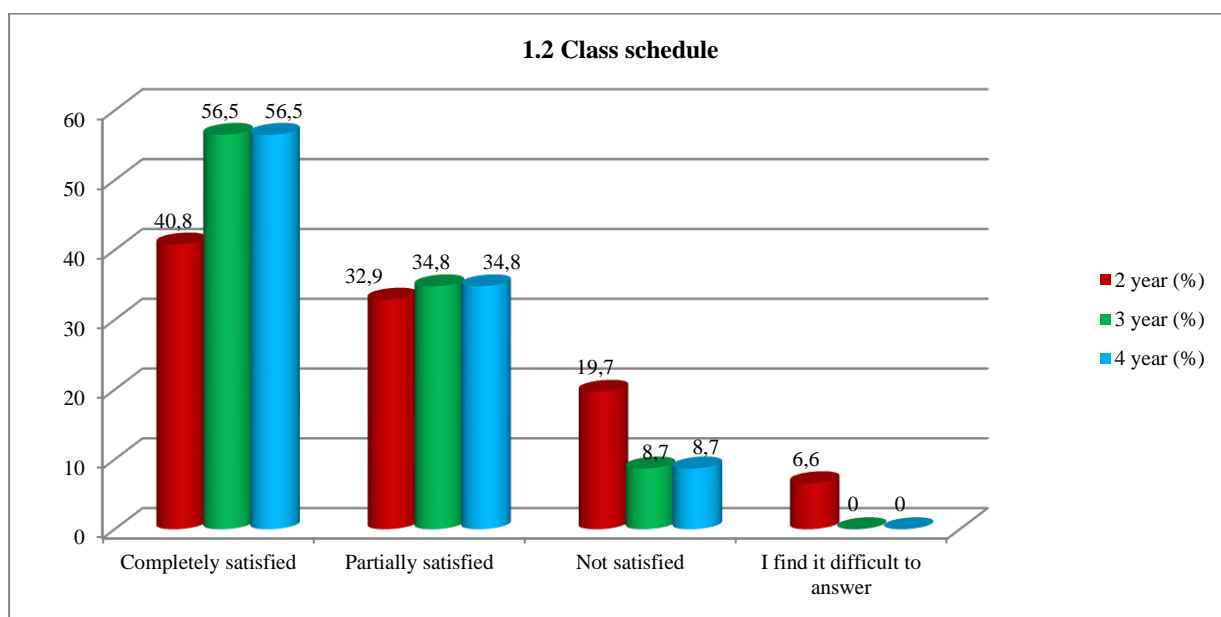
1.1 The learning process in general

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	51,3% (39 чел.)	43,5% (10 чел.)	69,6% (16 чел.)
<i>Partially satisfied</i>	35,5% (27 чел.)	39,1% (9 чел.)	30,4% (7 чел.)
<i>Not satisfied</i>	5,3% (4 чел.)	17,4% (4 чел.)	-
<i>I find it difficult to answer</i>	7,9% (6 чел.)	-	-



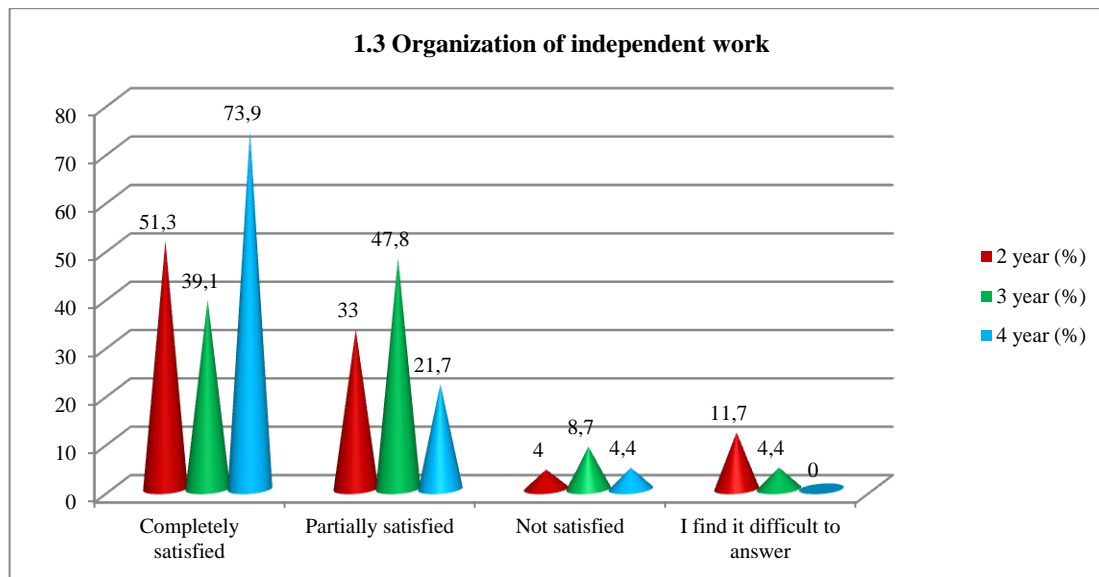
1.2 Class schedule

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	40,8% (31 чел.)	56,5% (13 чел.)	56,5% (13 чел.)
<i>Partially satisfied</i>	32,9% (25 чел.)	34,8% (8 чел.)	34,8% (8 чел.)
<i>Not satisfied</i>	19,7% (15 чел.)	8,7% (2 чел.)	8,7% (2 чел.)
<i>I find it difficult to answer</i>	6,6% (5 чел.)	-	-



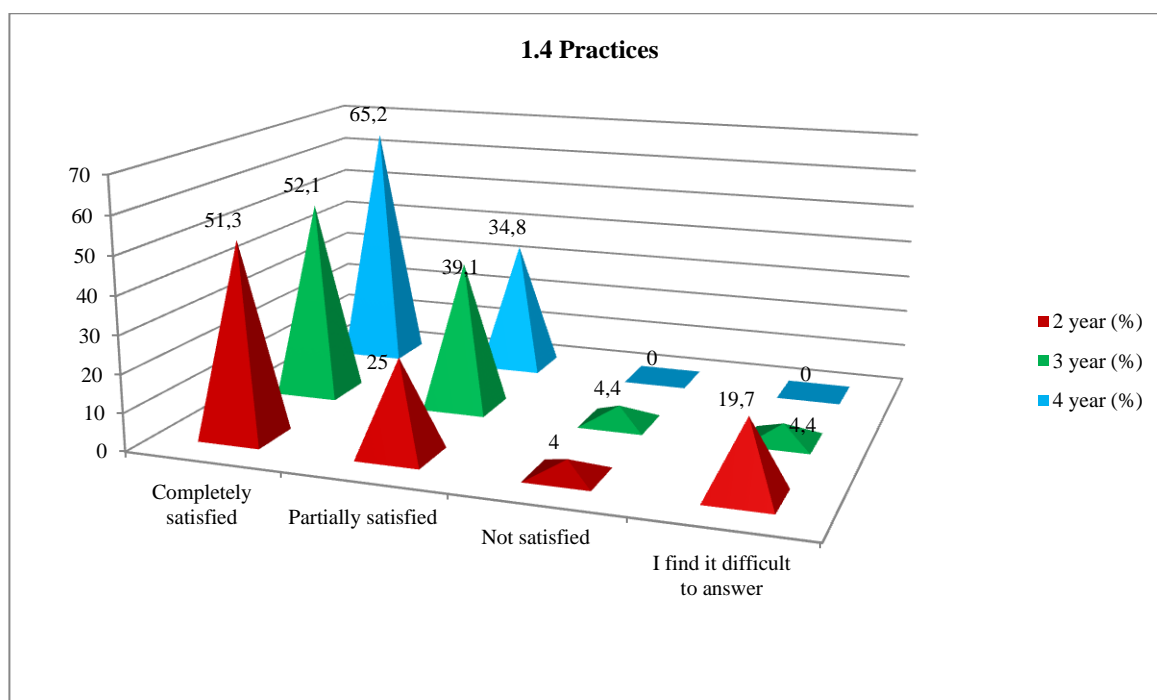
1.3 Organization of independent work

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	51,3% (39 чел.)	39,1% (9 чел.)	73,9% (17 чел.)
<i>Partially satisfied</i>	33% (25 чел.)	47,8% (11 чел.)	21,7% (5 чел.)
<i>Not satisfied</i>	4% (3 чел.)	8,7% (2 чел.)	4,4% (1 чел.)
<i>I find it difficult to answer</i>	11,7% (9 чел.)	4,4% (1 чел.)	-



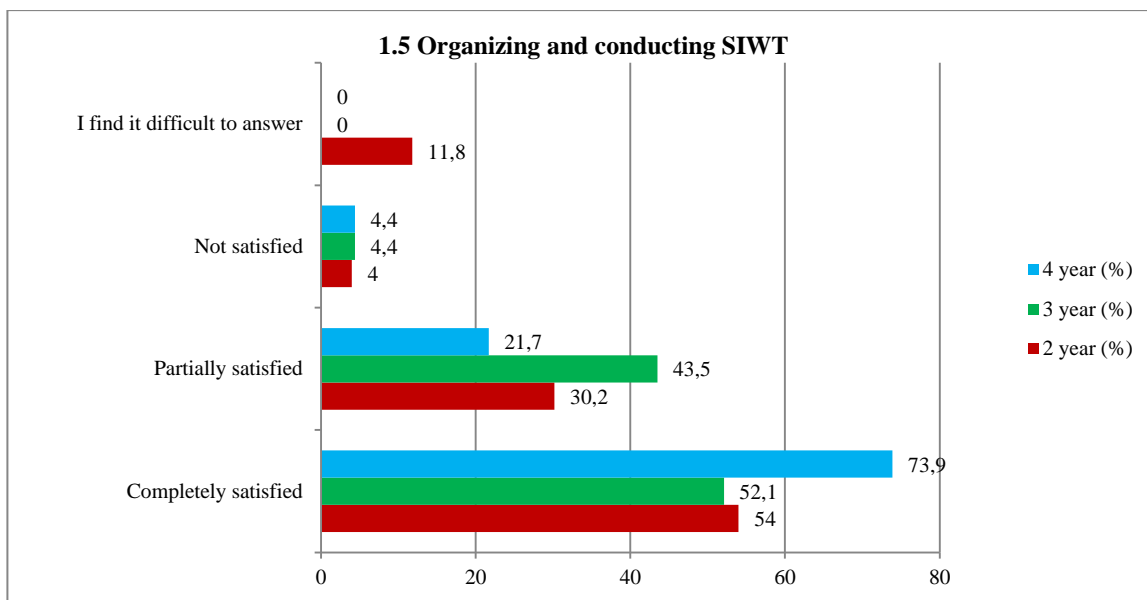
1.4 Practices

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	51,3% (39 чел.)	52,1% (12 чел.)	65,2% (15 чел.)
<i>Partially satisfied</i>	25% (19 чел.)	39,1% (9 чел.)	34,8% (8 чел.)
<i>Not satisfied</i>	4% (3 чел.)	4,4% (1 чел.)	-
<i>I find it difficult to answer</i>	19,7% (15 чел.)	4,4% (1 чел.)	-



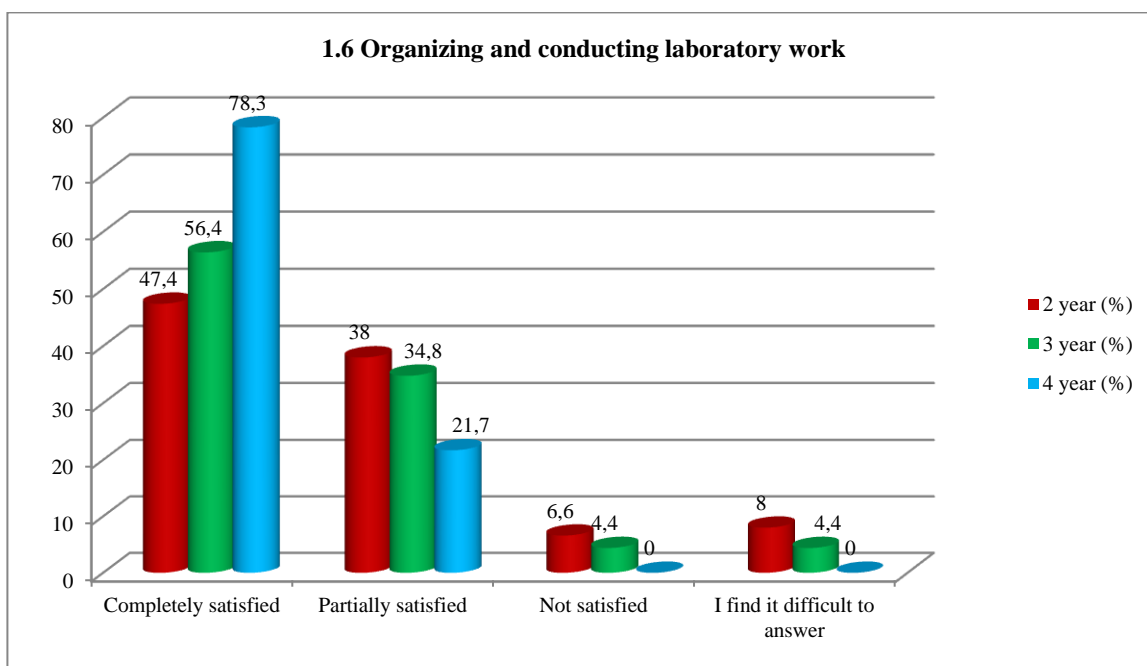
1.5 Organizing and conducting SIWT

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	54% (41 чел.)	52,1% (12 чел.)	73,9% (17 чел.)
<i>Partially satisfied</i>	30,2% (23 чел.)	43,5% (10 чел.)	21,7% (5 чел.)
<i>Not satisfied</i>	4% (3 чел.)	4,4% (1 чел.)	4,4% (1 чел.)
<i>I find it difficult to answer</i>	11,8% (9 чел.)	-	-



1.6 Organizing and conducting laboratory work

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	47,4% (36 чел.)	56,4% (13 чел.)	78,3% (18 чел.)
<i>Partially satisfied</i>	38% (29 чел.)	34,8% (8 чел.)	21,7% (5 чел.)
<i>Not satisfied</i>	6,6% (5 чел.)	4,4% (1 чел.)	-
<i>I find it difficult to answer</i>	8% (6 чел.)	4,4% (1 чел.)	-



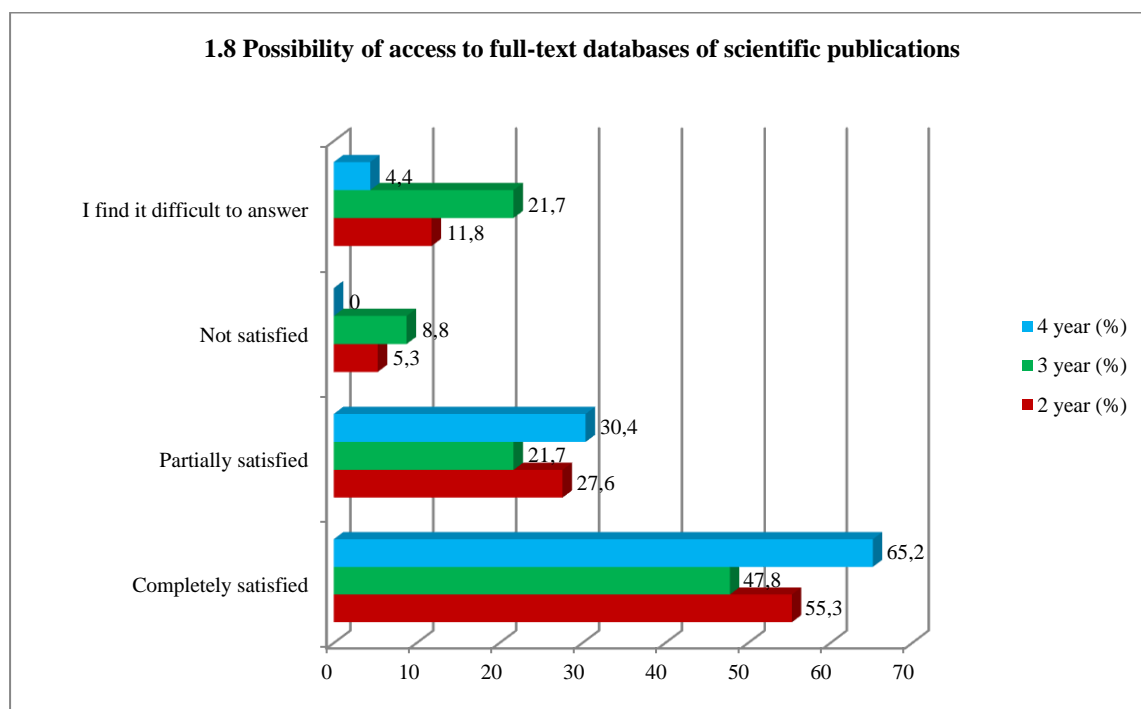
1.7 Satisfaction with the library work

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	60,5% (46 чел.)	61 % (14 чел.)	65,2 % (15 чел.)
<i>Partially satisfied</i>	25% (19 чел.)	13% (3 чел.)	21,7% (5 чел.)
<i>Not satisfied</i>	1,3% (1 чел.)	9% (2 чел.)	8,7% (2 чел.)
<i>I find it difficult to answer</i>	13,2% (10 чел.)	17% (4 чел.)	4,4% (1 чел.)



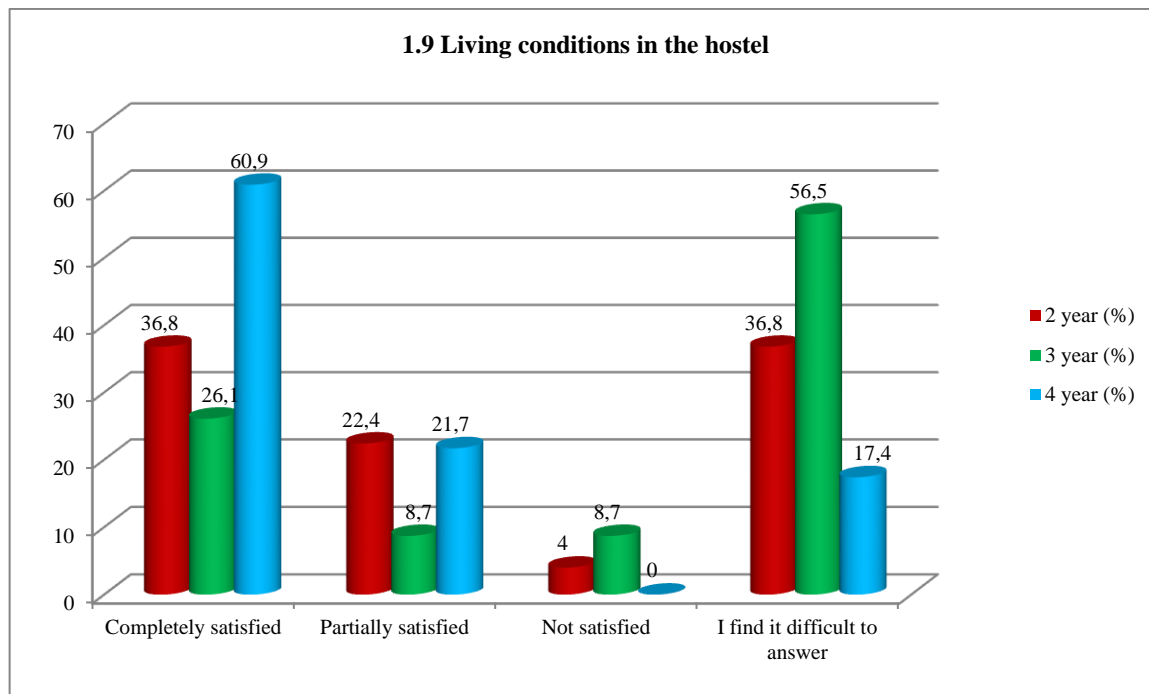
1.8 Possibility of access to full-text databases of scientific publications

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	55,3% (42 чел.)	47,8% (11 чел.)	65,2% (15 чел.)
<i>Partially satisfied</i>	27,6% (21 чел.)	21,7% (5 чел.)	30,4% (7 чел.)
<i>Not satisfied</i>	5,3% (4 чел.)	8,8% (2 чел.)	-
<i>I find it difficult to answer</i>	11,8% (9 чел.)	21,7% (5 чел.)	4,4% (1 чел.)



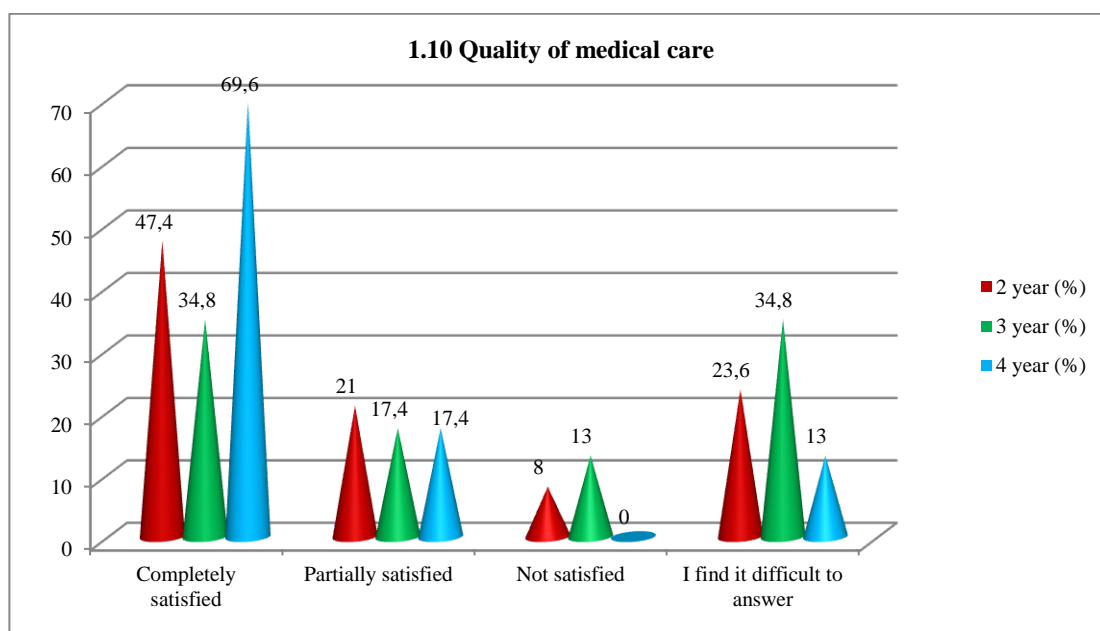
1.9 Living conditions in the hostel

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	36,8% (28 чел.)	26,1% (6 чел.)	60,9 (14 чел.)
<i>Partially satisfied</i>	22,4% (17 чел.)	8,7% (2 чел.)	21,7% (5 чел.)
<i>Not satisfied</i>	4% (3 чел.)	8,7% (2 чел.)	-
<i>I find it difficult to answer</i>	36,8% (28 чел.)	56,5% (13 чел.)	17,4% (4 чел.)



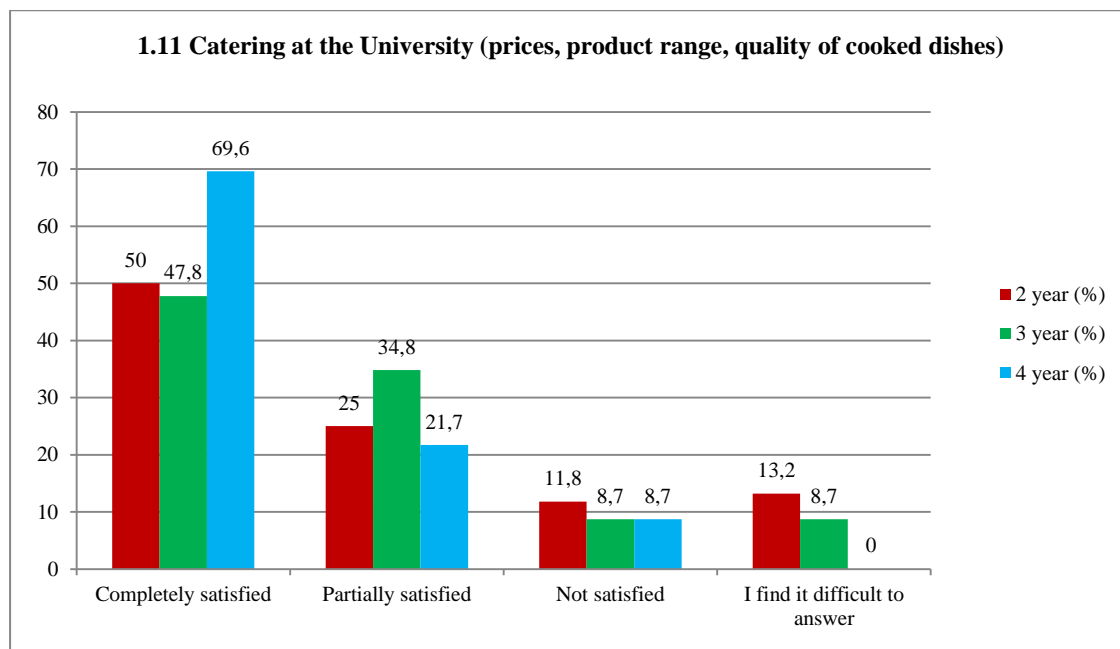
1.10 Quality of medical care

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	47,4% (36 чел.)	34,8% (8 чел.)	69,6% (16 чел.)
<i>Partially satisfied</i>	21% (16 чел.)	17,4% (4 чел.)	17,4% (4 чел.)
<i>Not satisfied</i>	8% (6 чел.)	13% (3 чел.)	-
<i>I find it difficult to answer</i>	23,6% (18 чел.)	34,8% (8 чел.)	13% (3 чел.)



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>	50% (38 чел.)	47,8% (11 чел.)	69,6% (16 чел.)
<i>Partially satisfied</i>	25% (19 чел.)	34,8% (8 чел.)	21,7% (5 чел.)
<i>Not satisfied</i>	11,8% (9 чел.)	8,7% (2 чел.)	8,7% (2 чел.)
<i>I find it difficult to answer</i>	13,2% (10 чел.)	8,7% (2 чел.)	-



For the option Other, students gave the following answers:

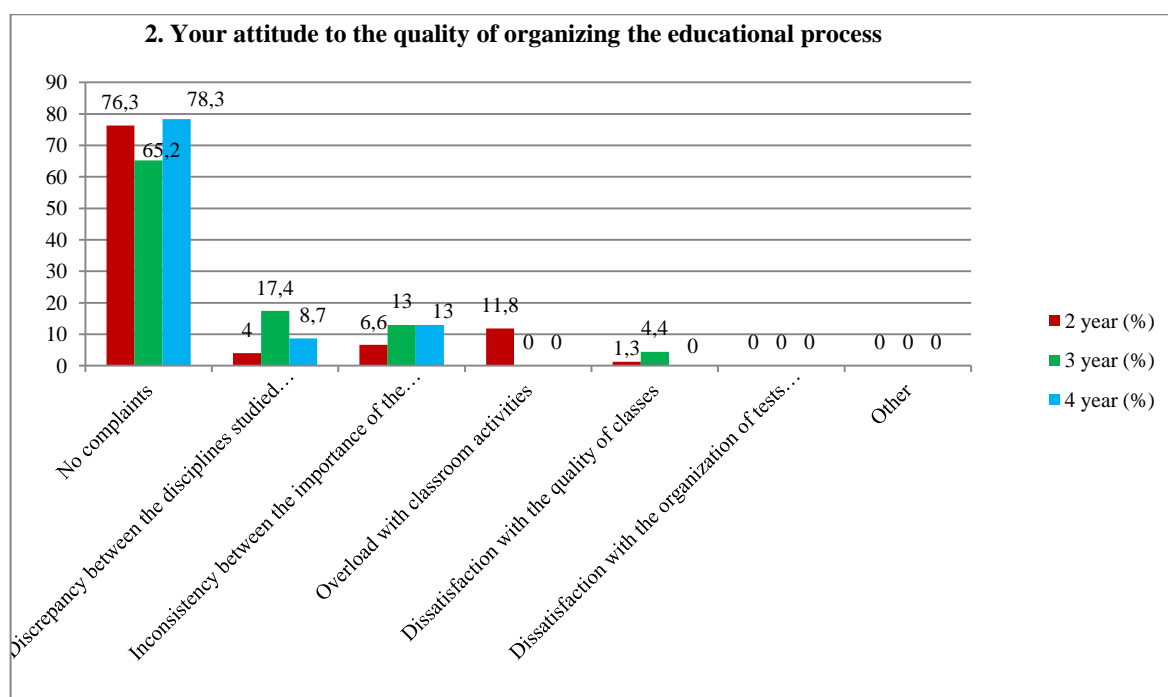
2 year	3 year	4 year
<ul style="list-style-type: none"> - The cafeteria is very expensive - I don't know - I don't live in the hostel - I'm satisfied - Everything is fine 	<ul style="list-style-type: none"> - Everything is good 	<ul style="list-style-type: none"> -

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

2 year	3 year	4 year
<ul style="list-style-type: none"> - The schedule is too tight - Everything is satisfactory - Because I don't know - I can't say - The medical office is always closed - Reduce prices 	<ul style="list-style-type: none"> - Everything is good 	<ul style="list-style-type: none"> - Make a normal schedule and distribute non-school days in favor of students

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

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>No complaints</i>	76,3% (58 чел.)	65,2% (15 чел.)	78,3% (18 чел.)
<i>Discrepancy between the disciplines studied and the specialty obtained</i>	4% (3 чел.)	17,4% (4 чел.)	8,7% (2 чел.)
<i>Inconsistency between the importance of the subject and the number of hours</i>	6,6% (5 чел.)	13% (3 чел.)	13% (3 чел.)
<i>Overload with classroom activities</i>	11,8% (9 чел.)	-	-
<i>Dissatisfaction with the quality of classes</i>	1,3% (1 чел.)	4,4% (1 чел.)	-
<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 satisfied” to the previous question, please provide recommendations for improvement,” respondents answered as follows:

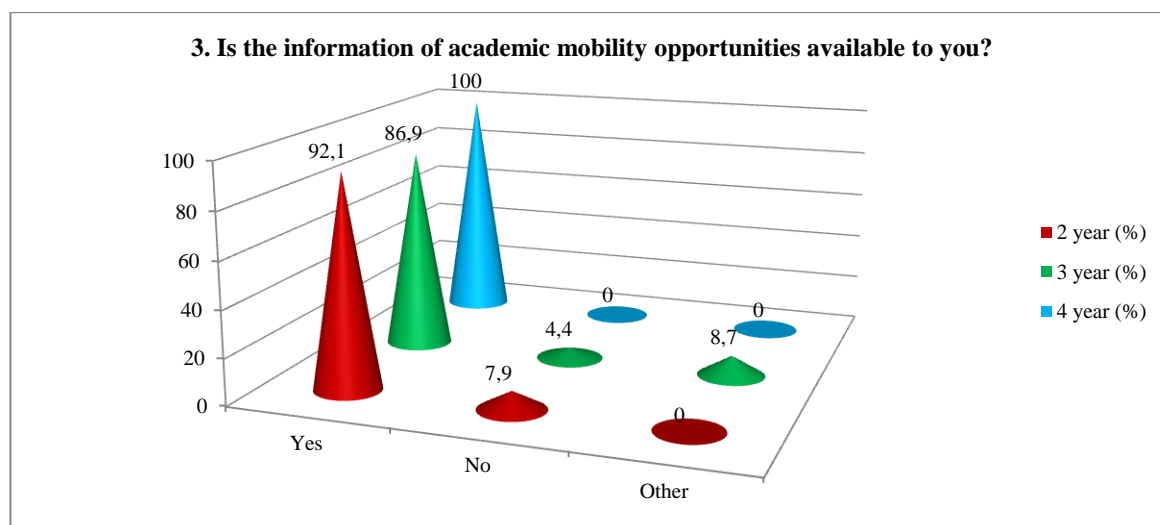
2 year	3 year	4 year
<ul style="list-style-type: none"> - Not enough hours for studying - Remove the IVS department's schedule of disciplines such as: philosophy, political science - The schedule is difficult - I recommend increasing the number of hours for elective disciplines 	<ul style="list-style-type: none"> - Incompetence of teachers - Remove general education subjects from the curriculum - Half of the subjects are completely unrelated to the specialty and need to be cut. - More practice, less humanities 	<ul style="list-style-type: none"> - Reduce non-core subjects

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

Answer options	2 year (%)	3 year (%)	4 year (%)
Yes	92,1% (70 чел.)	86,9% (20 чел.)	100% (23 чел.)
No	7,9% (6 чел.)	4,4% (1 чел.)	-
Other	-	8,7% (2 чел.)	-

For the option Other, students gave the following answers:

2 year	3 year	4 year
- Maybe, but I don't know much. - I wasn't interested.	- I find it difficult to answer - I don't see the advert and so I go to the right office myself	-



To the question “If you answered “No” to the previous question, please write why,” respondents answered as follows:

2 year	3 year	4 year
- They didn't tell me - I don't know - She's available.	- I don't know	-

4. What do you think the relationship is like

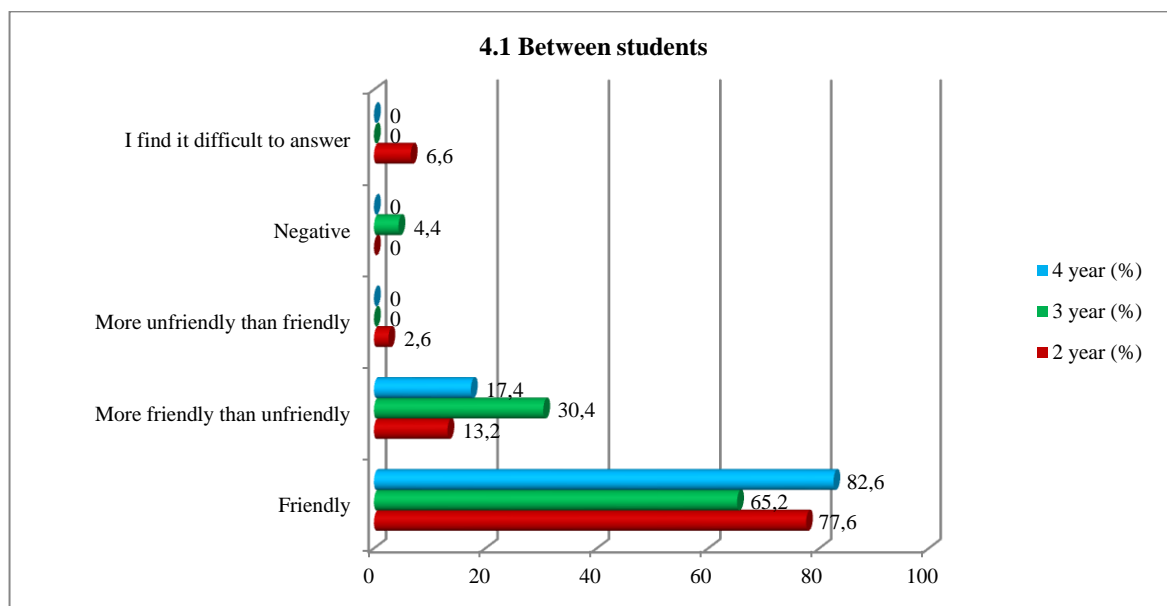
4.1 Between students
4.2 Between teachers and students (in the educational process)
4.3 Between a student and a supervisor
4.4 Between students and administration
4.5 Between students and employees of departments (library, student department, etc.)
4.6 Between students and security service

Other_____

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

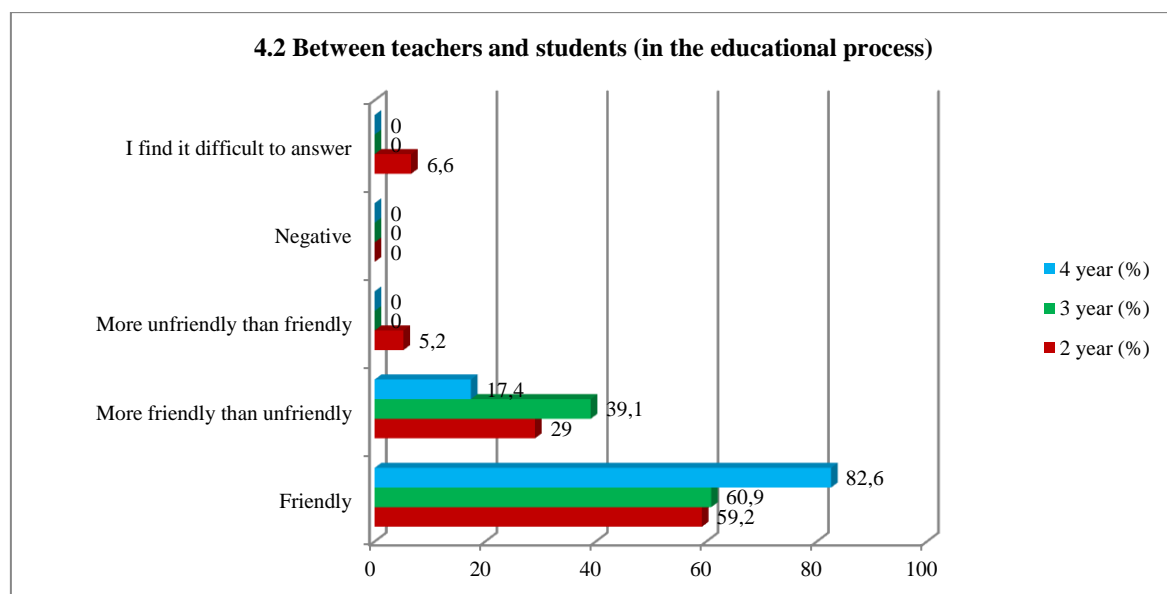
4.1 Between students

Answer options	2 year (%)	3 year (%)	4 year (%)
Friendly	77,6% (59 чел.)	65,2% (15 чел.)	82,6% (19 чел.)
More friendly than unfriendly	13,2% (10 чел.)	30,4% (7 чел.)	17,4% (4 чел.)
More unfriendly than friendly	2,6% (2 чел.)	-	-
Negative	-	4,4% (1 чел.)	-
I find it difficult to answer	6,6% (5 чел.)	-	-



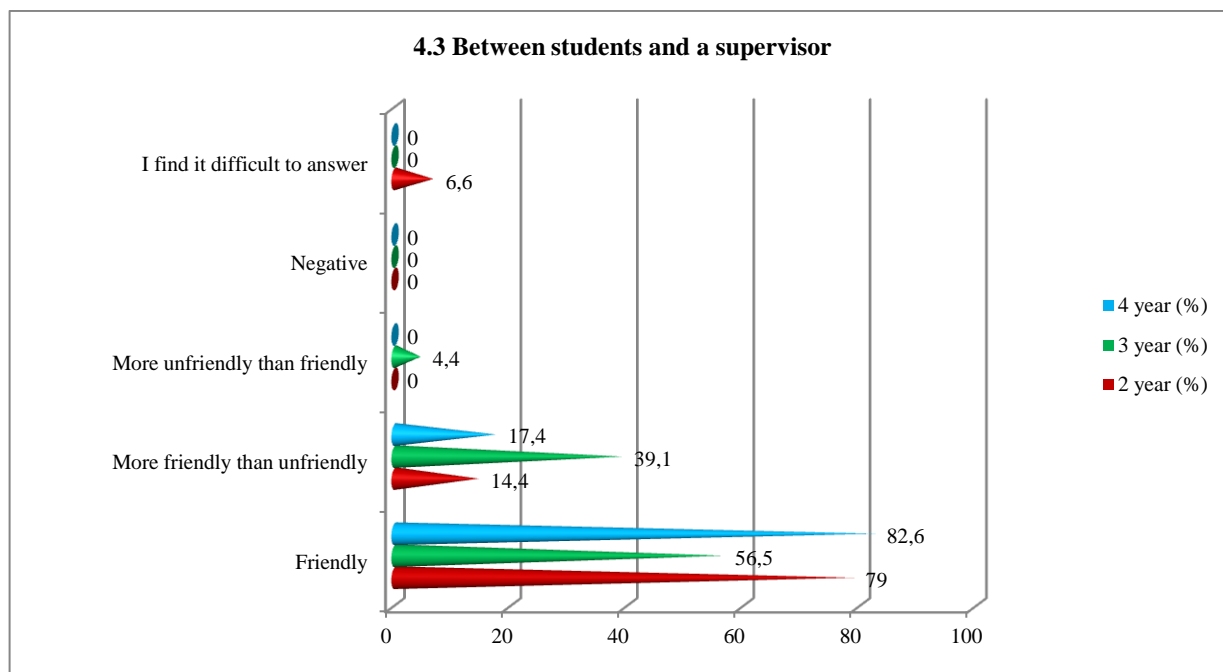
4.2 Between teachers and students (in the educational process)

Answer options	2 year (%)	3 year (%)	4 year (%)
Friendly	59,2% (45 чел.)	60,9% (14 чел.)	82,6% (19 чел.)
More friendly than unfriendly	29% (22 чел.)	39,1% (9 чел.)	17,4% (4 чел.)
More unfriendly than friendly	5,2% (4 чел.)	-	-
Negative	-	-	-
I find it difficult to answer	6,6% (5 чел.)	-	-



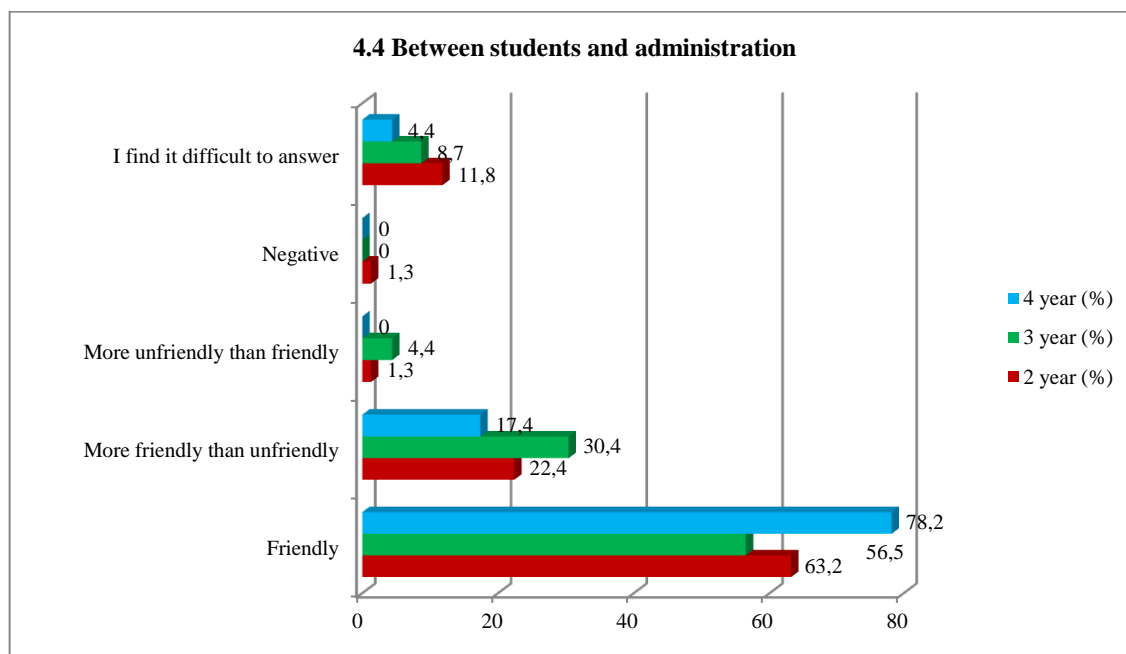
4.3 Between students and a supervisor

Answer options	2 year (%)	3 year (%)	4 year (%)
Friendly	79% (60 чел.)	56,5% (13 чел.)	82,6% (19 чел.)
More friendly than unfriendly	14,4% (11 чел.)	39,1% (9 чел.)	17,4% (4 чел.)
More unfriendly than friendly	-	4,4% (1 чел.)	-
Negative	-	-	-
I find it difficult to answer	6,6% (5 чел.)	-	-



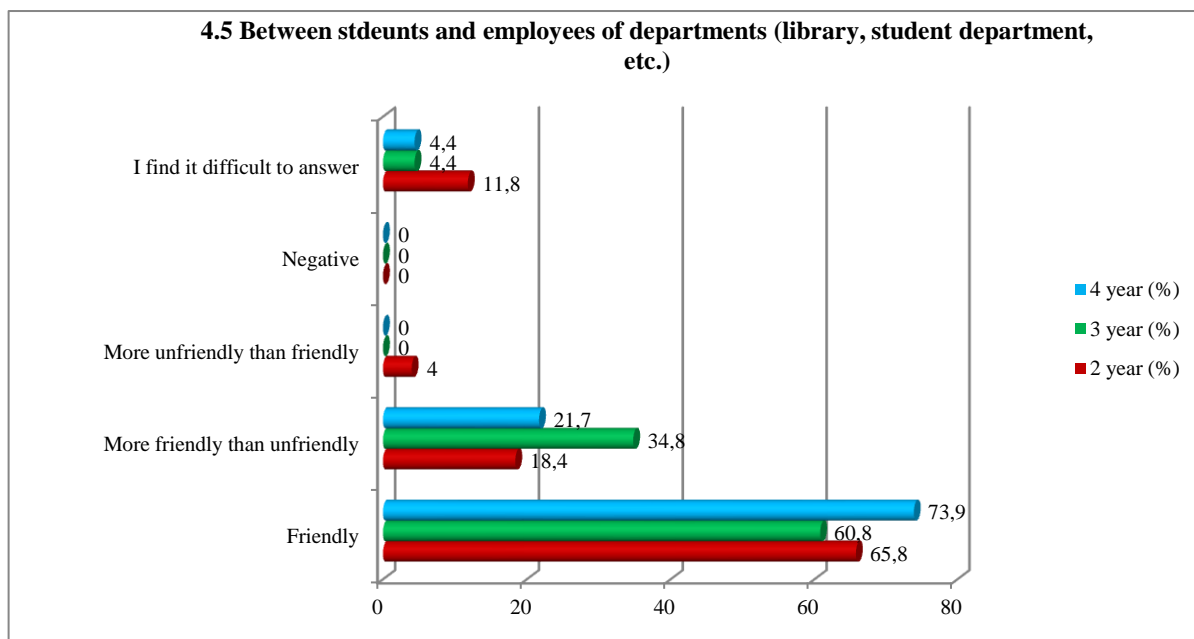
4.4 Between students and administration

Answer options	2 year (%)	3 year (%)	4 year (%)
Friendly	63,2% (48 чел.)	56,5% (13 чел.)	78,2% (18 чел.)
More friendly than unfriendly	22,4% (17 чел.)	30,4% (7 чел.)	17,4% (4 чел.)
More unfriendly than friendly	1,3% (1 чел.)	4,4% (1 чел.)	-
Negative	1,3% (1 чел.)	-	-
I find it difficult to answer	11,8% (9 чел.)	8,7% (2 чел.)	4,4% (1 чел.)



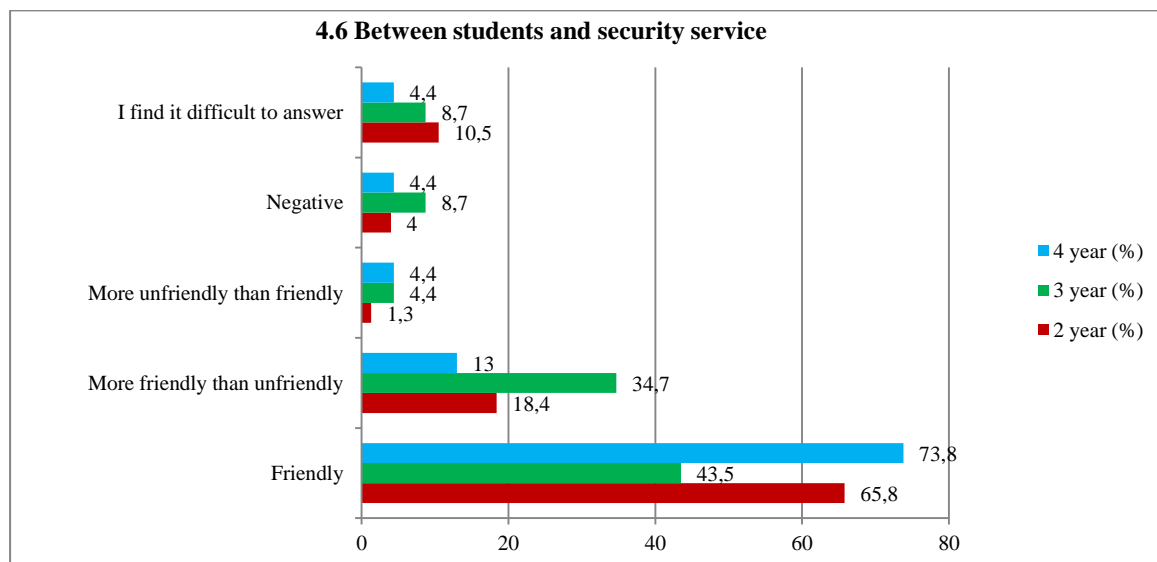
4.5 Between students and employees of departments (library, student department, etc.)

Answer options	2 year (%)	3 year (%)	4 year (%)
Friendly	65,8% (50 чел.)	60,8% (14 чел.)	73,9% (17 чел.)
More friendly than unfriendly	18,4% (14 чел.)	34,8% (8 чел.)	21,7% (5 чел.)
More unfriendly than friendly	4% (3 чел.)	-	-
Negative	-	-	-
I find it difficult to answer	11,8% (9 чел.)	4,4% (1 чел.)	4,4% (1 чел.)



4.6 Between students and security service

Answer options	2 year (%)	3 year (%)	4 year (%)
Friendly	65,8% (50 чел.)	43,5% (10 чел.)	73,8% (17 чел.)
More friendly than unfriendly	18,4% (14 чел.)	34,7% (8 чел.)	13% (3 чел.)
More unfriendly than friendly	1,3% (1 чел.)	4,4% (1 чел.)	4,4% (1 чел.)
Negative	4% (3 чел.)	8,7% (2 чел.)	4,4% (1 чел.)
I find it difficult to answer	10,5% (8 чел.)	8,7% (2 чел.)	4,4% (1 чел.)



To the answer “Other”, respondents (2 years) indicated the following answers:

- Everything is great

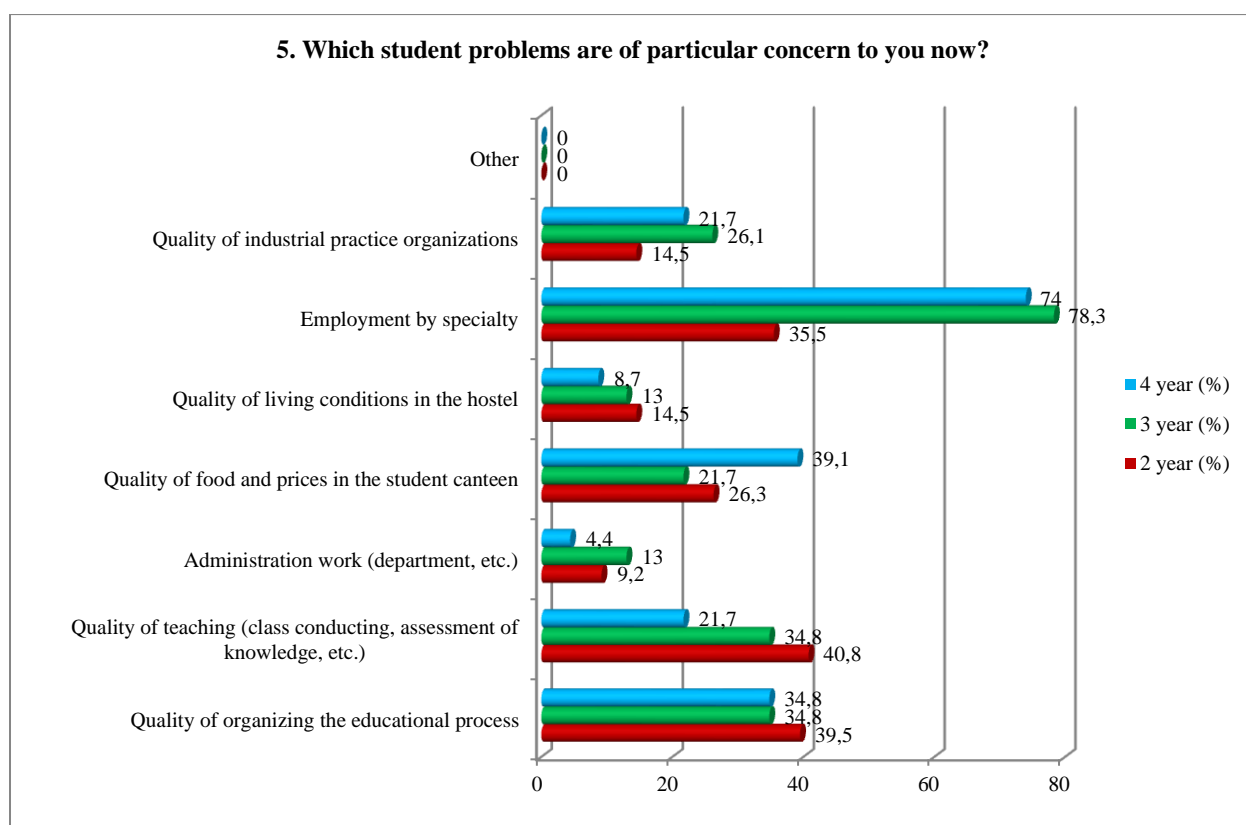
To the question “If you answered “Rather unfriendly than friendly” and “Negative” to the previous question, please provide recommendations for improvement”, respondents answered as follows:

2 year	3 year	4 year
<ul style="list-style-type: none"> - Complaints about securities of the main building - A lot of questions about the security service - No recommendations for improvement - The guards are quite angry 	<ul style="list-style-type: none"> - Change the supervisor 	-

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>	39,5% (30 чел.)	34,8% (8 чел.)	34,8% (8 чел.)
<i>Quality of teaching (class conducting, assessment of knowledge, etc.)</i>	40,8% (31 чел.)	34,8% (8 чел.)	21,7% (5 чел.)
<i>Administration work (department, etc.)</i>	9,2% (7 чел.)	13% (3 чел.)	4,4% (1 чел.)
<i>Quality of food and prices in the student canteen</i>	26,3% (20 чел.)	21,7% (5 чел.)	39,1% (9 чел.)
<i>Quality of living conditions in the hostel</i>	14,5% (11 чел.)	13% (3 чел.)	8,7% (2 чел.)
<i>Employment by specialty</i>	35,5% (27 чел.)	78,3% (18 чел.)	74% (17 чел.)
<i>Quality of industrial practice organizations</i>	14,5% (11 чел.)	26,1% (6 чел.)	21,7% (5 чел.)
<i>Other</i>	-	-	-

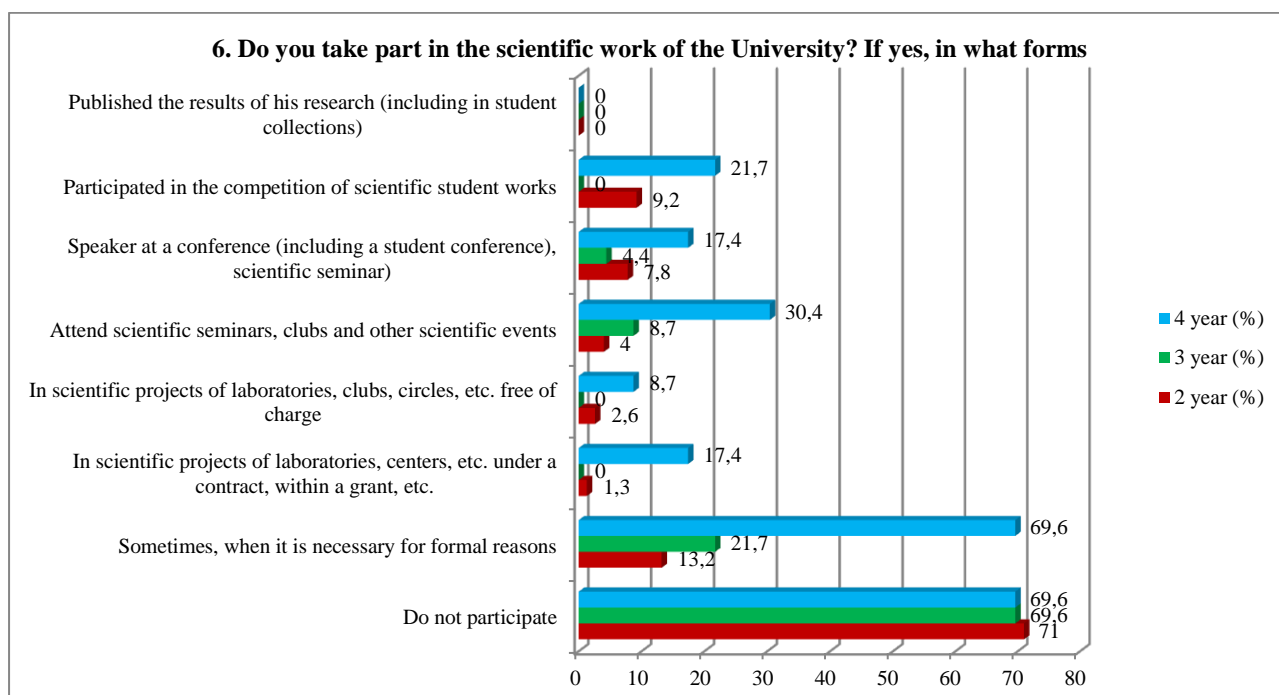
* The amount in % is not equal to 100, because multiple answer options were expected



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>	71% (54 чел.)	69,6% (16 чел.)	69,6% (6 чел.)
<i>Sometimes, when it is necessary for formal reasons</i>	13,2% (10 чел.)	21,7% (5 чел.)	69,6% (6 чел.)
<i>In scientific projects of laboratories, centers, etc. under a contract, within a grant, etc.</i>	1,3% (1 чел.)	-	17,4% (4 чел.)
<i>In scientific projects of laboratories, clubs, circles, etc. free of charge</i>	2,6% (2 чел.)	-	8,7% (2 чел.)
<i>Attend scientific seminars, clubs and other scientific events</i>	4% (3 чел.)	8,7% (2 чел.)	30,4% (7 чел.)
<i>Speaker at a conference (including a student conference), scientific seminar</i>	7,8% (6 чел.)	4,4% (1 чел.)	17,4% (4 чел.)
<i>Participated in the competition of scientific student works</i>	9,2% (7 чел.)	-	21,7% (5 чел.)
<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 question “If you answered “Did not participate” to the previous question, please write why,” the students provided the following answers:

2 year	3 year	4 year
<ul style="list-style-type: none"> - I don't want to waste my time - It was about me, about insecurity - By my own will - Not mine - Not interested (2) - I'm not into it - I don't want to (3) - I don't know (2) 	<ul style="list-style-type: none"> - Not interested - Busy - Not interested 	-

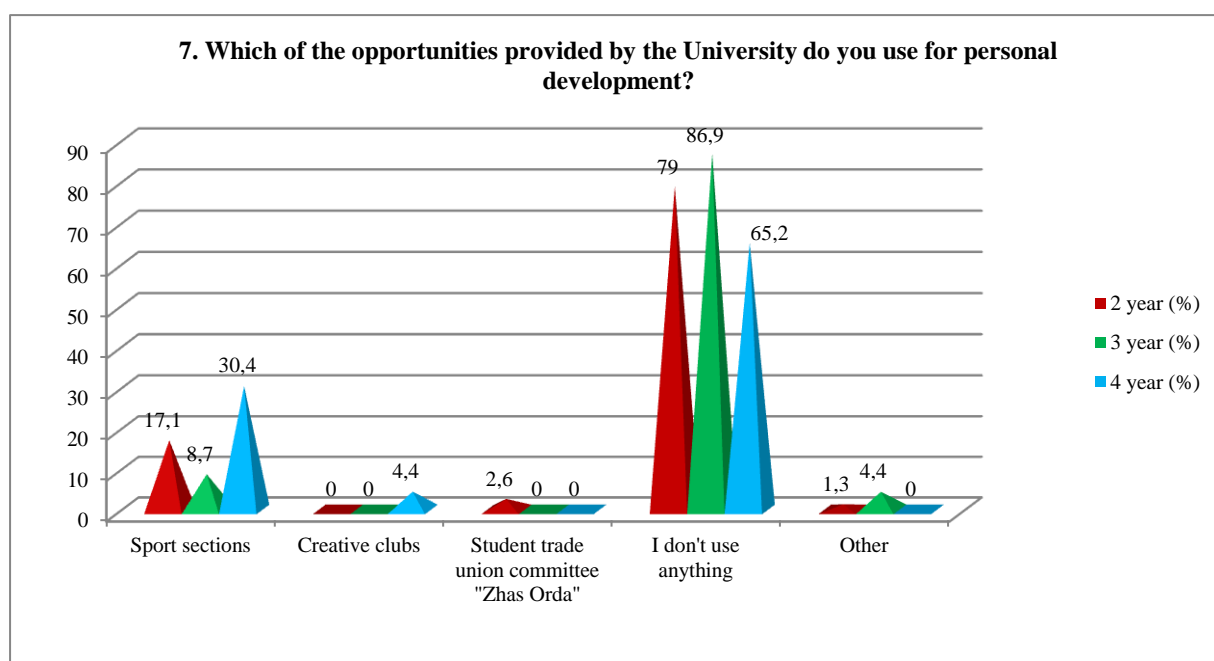
- I haven't had time yet		
- I haven't participated		

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>	17,1% (13 чел.)	8,7% (2 чел.)	30,4% (7 чел.)
<i>Creative clubs</i>	-	-	4,4% (1 чел.)
<i>Student trade union committee "Zhas Orda"</i>	2,6% (2 чел.)	-	-
<i>I don't use anything</i>	79% (60 чел.)	86,9% (20 чел.)	65,2% (15 чел.)
<i>Other</i>	1,3% (1 чел.)	4,4% (1 чел.)	-

For the option Other, students gave the following answers:

2 year	3 year	4 year
- Academic mobility	- Additional classes in programming	-



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

2 year	3 year	4 year
<ul style="list-style-type: none"> - I don't want to waste my time - I'm not interested/Not interested - Because I go to other clubs outside the university - No time - Lack of time - I don't want to (3) - I don't need - I go to these sections separately 	<ul style="list-style-type: none"> - Not interested - Because there is nothing satisfying - No time (2) - Not interested (2) 	<ul style="list-style-type: none"> - Additional sources of education and sports sections are chosen outside the university - no time

- I don't know - I combine work with study - I don't use anything		
---	--	--

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

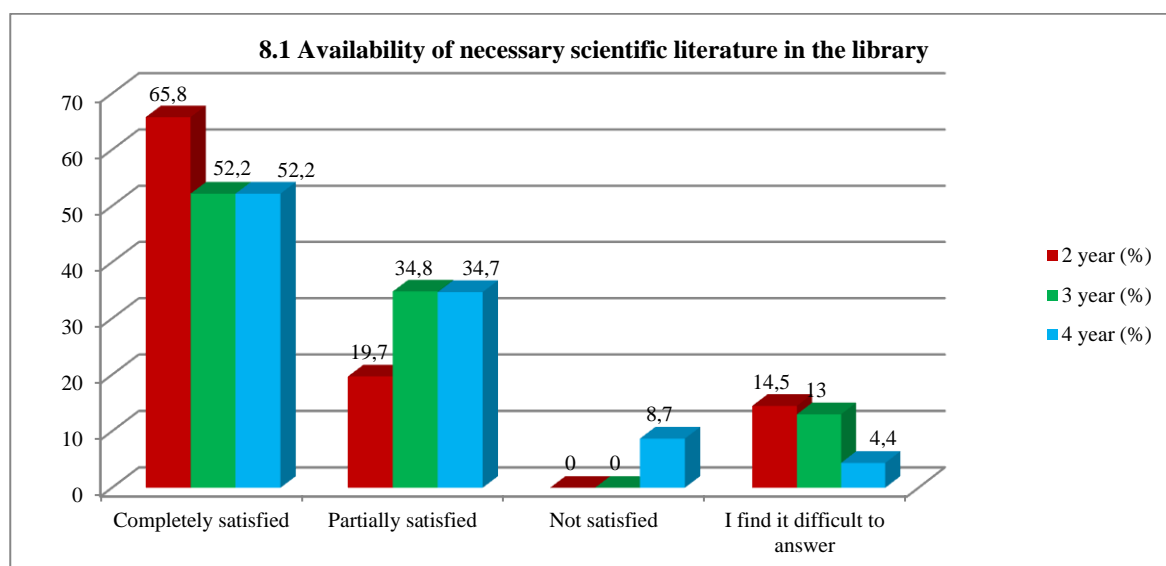
8.1 Availability of necessary scientific literature in the library
8.2 Modernity of computer equipment
8.3 Internet channel width, its speed
8.4 Software modernity
8.5 Availability of educational and scientific equipment
8.6 Availability of laboratories and specialized classrooms
8.7 Availability of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

Other _____

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

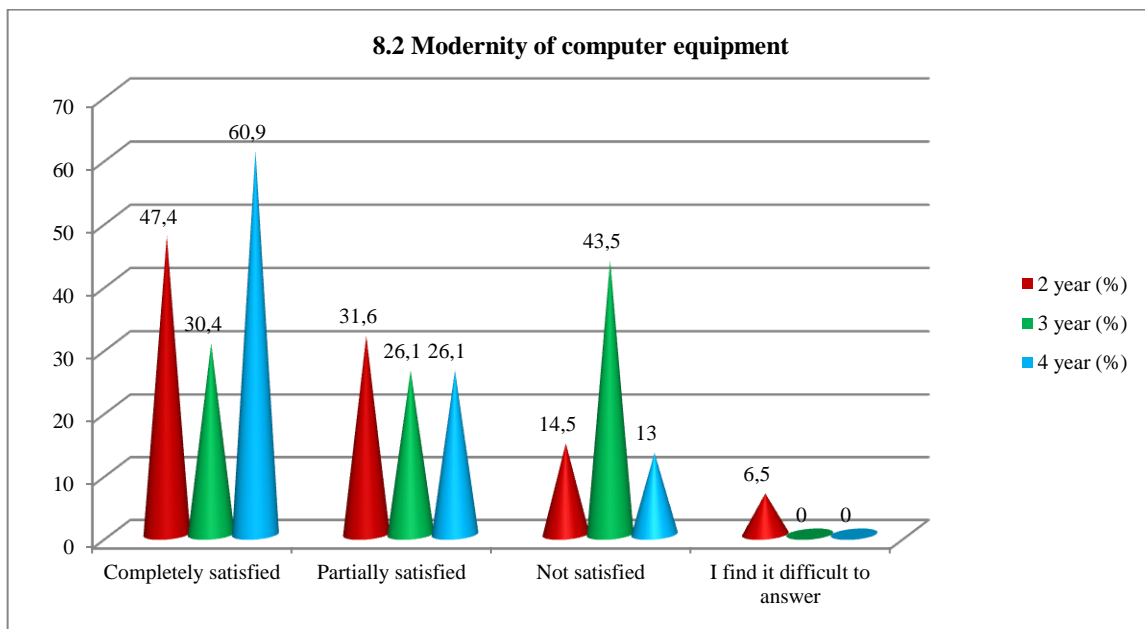
8.1 Availability of necessary scientific literature in the library

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	65,8% (50 чел.)	52,2% (12 чел.)	52,2% (16 чел.)
<i>Partially satisfied</i>	19,7% (15 чел.)	34,8% (8 чел.)	34,7% (4 чел.)
<i>Not satisfied</i>	-	-	8,7% (2 чел.)
<i>I find it difficult to answer</i>	14,5% (11 чел.)	13% (3 чел.)	4,4% (1 чел.)



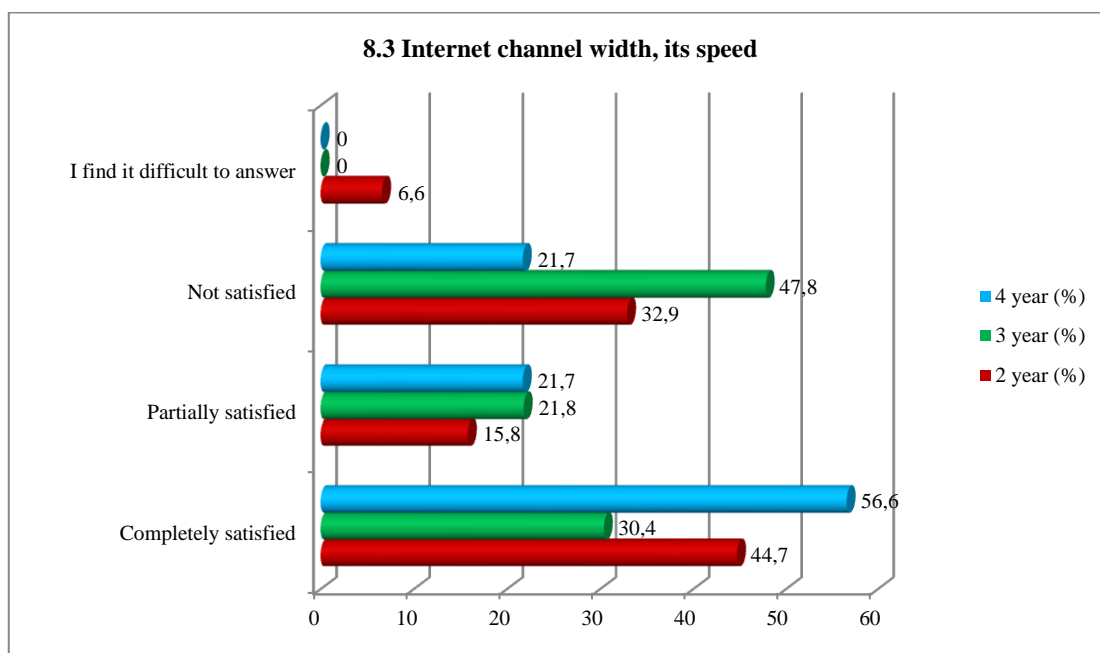
8.2 Modernity of computer equipment

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	47,4% (36 чел.)	30,4% (7 чел.)	60,9% (14 чел.)
<i>Partially satisfied</i>	31,6% (24 чел.)	26,1% (6 чел.)	26,1% (6 чел.)
<i>Not satisfied</i>	14,5% (11 чел.)	43,5% (10 чел.)	13% (3 чел.)
<i>I find it difficult to answer</i>	6,5% (5 чел.)	-	-



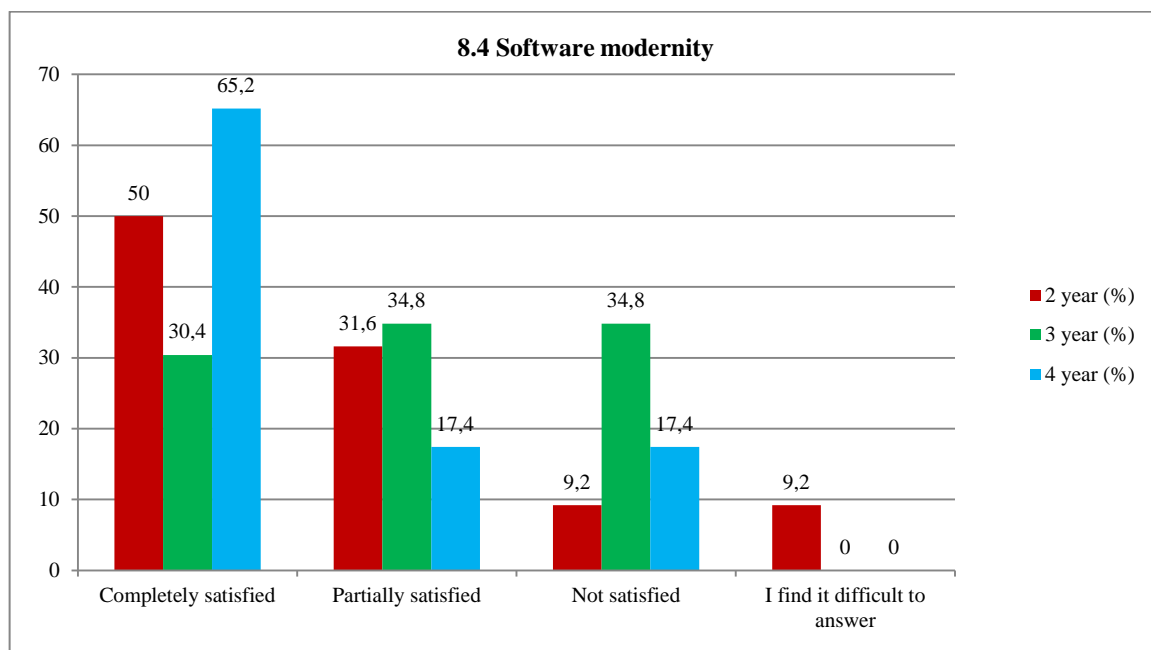
8.3 Internet channel width, its speed

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	44,7% (34 чел.)	30,4% (7 чел.)	56,6% (13 чел.)
<i>Partially satisfied</i>	15,8% (12 чел.)	21,8% (5 чел.)	21,7% (5 чел.)
<i>Not satisfied</i>	32,9% (25 чел.)	47,8% (11 чел.)	21,7% (5 чел.)
<i>I find it difficult to answer</i>	6,6% (5 чел.)	-	-



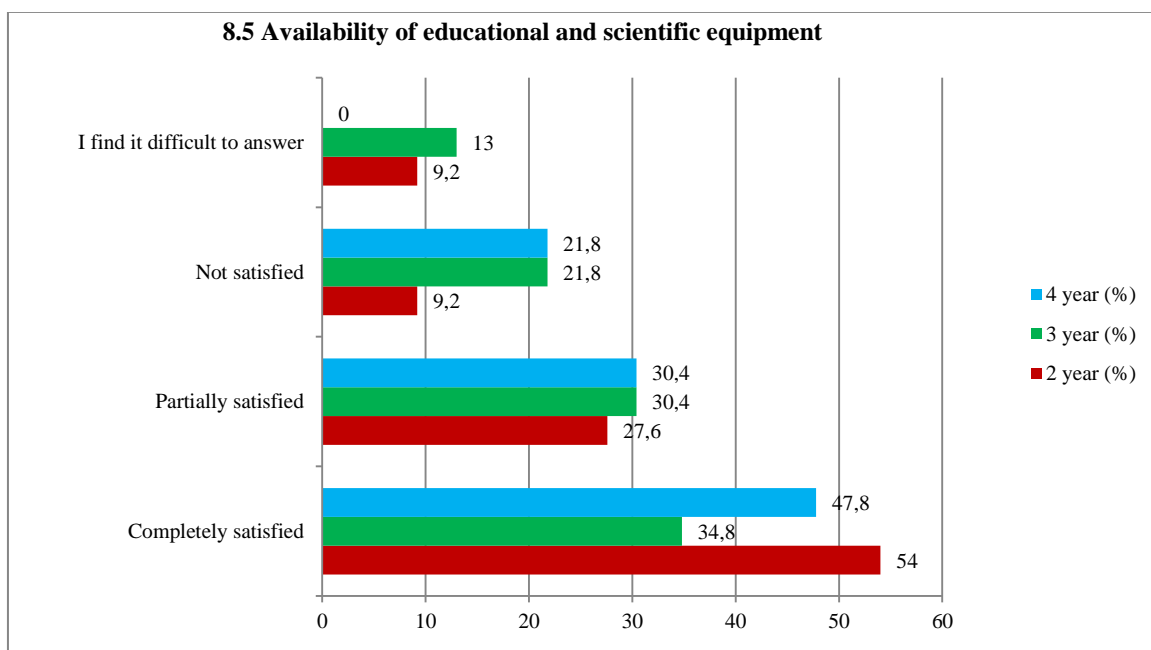
8.4 Software modernity

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	50% (38 чел.)	30,4% (7 чел.)	65,2% (15 чел.)
<i>Partially satisfied</i>	31,6% (24 чел.)	34,8% (8 чел.)	17,4% (4 чел.)
<i>Not satisfied</i>	9,2% (7 чел.)	34,8% (8 чел.)	17,4% (4 чел.)
<i>I find it difficult to answer</i>	9,2% (7 чел.)	-	-



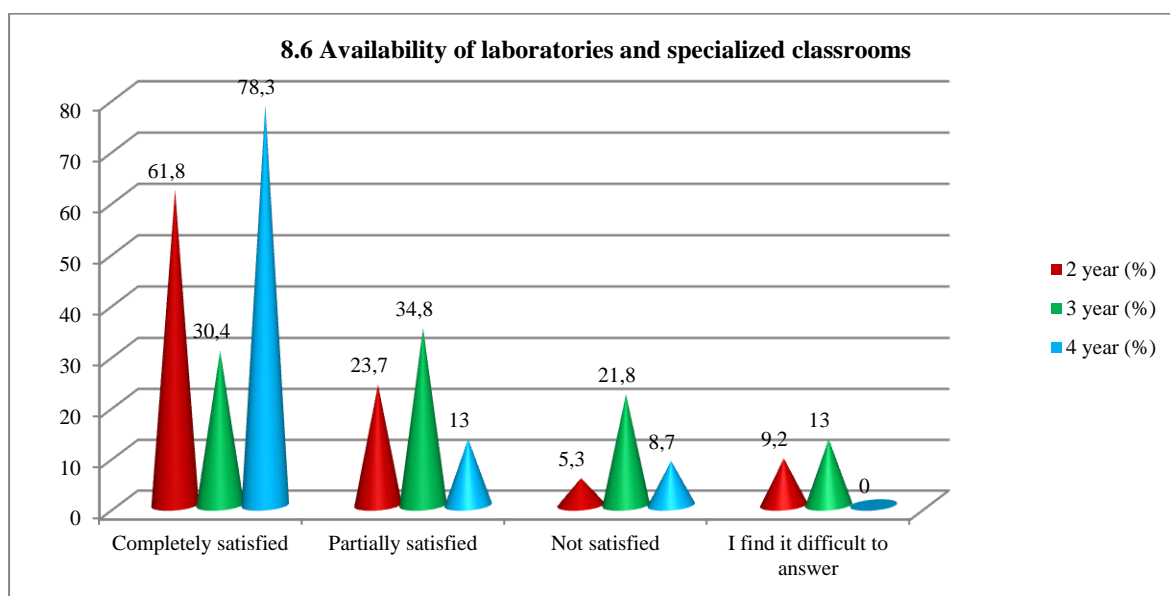
8.5 Availability of educational and scientific equipment

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	54% (41 чел.)	34,8% (8 чел.)	47,8% (11 чел.)
<i>Partially satisfied</i>	27,6% (21 чел.)	30,4% (7 чел.)	30,4% (7 чел.)
<i>Not satisfied</i>	9,2% (7 чел.)	21,8% (5 чел.)	21,8% (5 чел.)
<i>I find it difficult to answer</i>	9,2% (7 чел.)	13% (3 чел.)	-



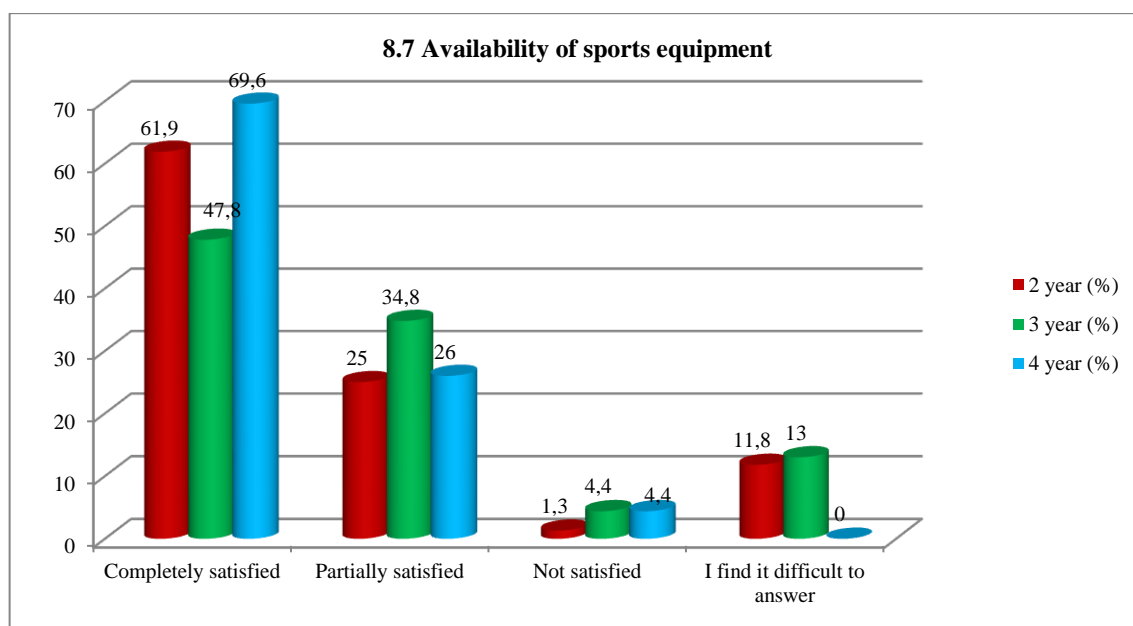
8.6 Availability of laboratories and specialized classrooms

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	61,8% (47 чел.)	30,4% (7 чел.)	78,3% (18 чел.)
<i>Partially satisfied</i>	23,7% (18 чел.)	34,8% (8 чел.)	13% (3 чел.)
<i>Not satisfied</i>	5,3% (4 чел.)	21,8% (5 чел.)	8,7% (2 чел.)
<i>I find it difficult to answer</i>	9,2% (7 чел.)	13% (3 чел.)	-



8.7 Availability of sports equipment

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	61,9% (47 чел.)	47,8% (11 чел.)	69,6% (16 чел.)
<i>Partially satisfied</i>	25% (19 чел.)	34,8% (8 чел.)	26% (6 чел.)
<i>Not satisfied</i>	1,3% (1 чел.)	4,4% (1 чел.)	4,4% (1 чел.)
<i>I find it difficult to answer</i>	11,8% (9 чел.)	13% (3 чел.)	-



To the question “If you answered “Not satisfied” to the previous question, please provide recommendations for improvement,” respondents indicated the following answers:

2 year	3 year	4 year
<ul style="list-style-type: none"> - Computers seem to be from the times when dinosaurs still lived - Computers need to be updated, sometimes they don't turn on, sometimes the Internet doesn't work. 	<ul style="list-style-type: none"> - They steal RAM from computers (including students), then nothing works - Update computers 	<ul style="list-style-type: none"> - I connect the patchcord to my laptop and absolutely nothing works, many bans on various sites that are necessary for the convenience of performing laboratory work. My profession is directly related to the

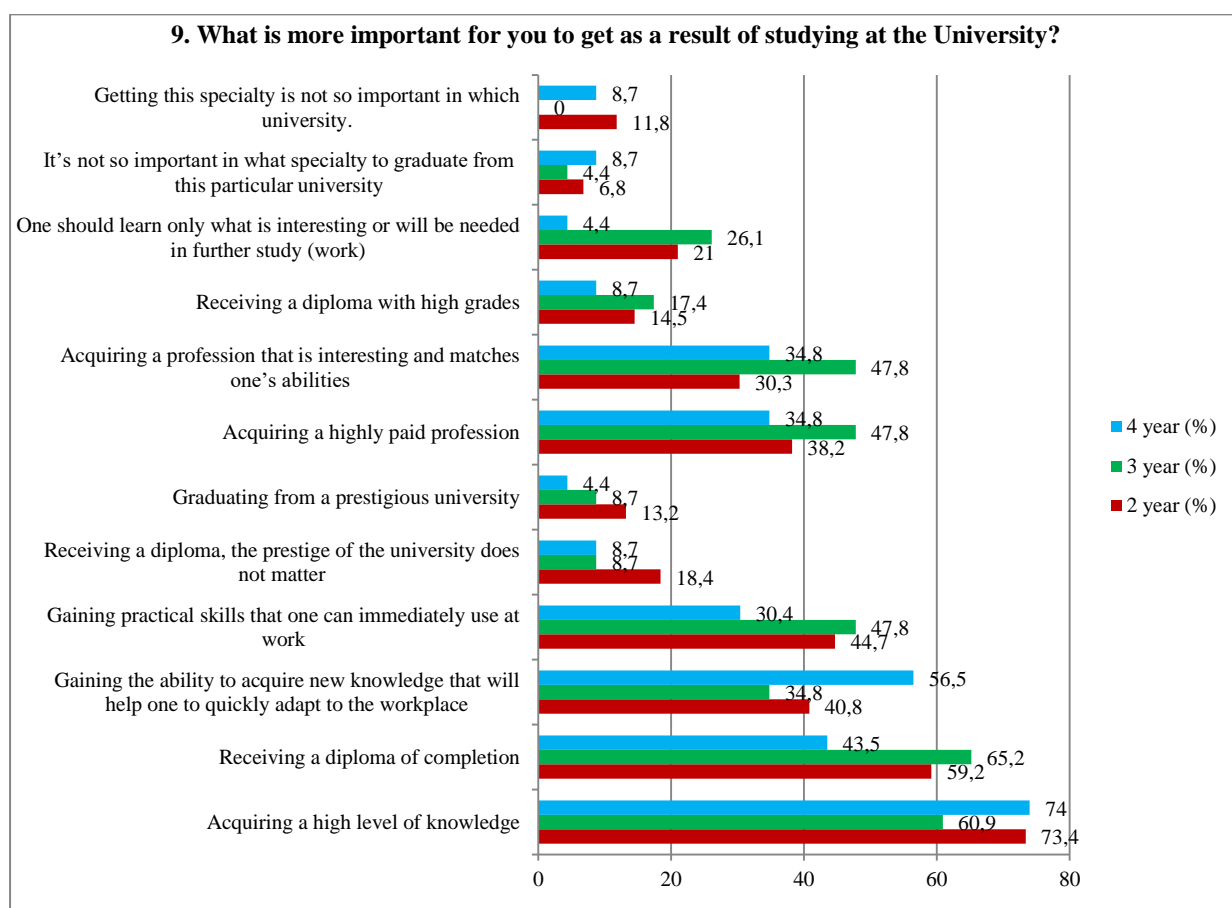
poorly developed.		Internet, so I do everything at home
-------------------	--	--------------------------------------

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	73,4% (56 чел.)	60,9% (14 чел.)	74% (17 чел.)
Receiving a diploma of completion	59,2% (45 чел.)	65,2% (15 чел.)	43,5% (10 чел.)
Gaining the ability to acquire new knowledge that will help one to quickly adapt to the workplace	40,8% (31 чел.)	34,8% (8 чел.)	56,5% (13 чел.)
Gaining practical skills that one can immediately use at work	44,7% (34 чел.)	47,8 (11 чел.)	30,4 (7 чел.)
Receiving a diploma, the prestige of the university does not matter	18,4% (14 чел.)	8,7% (2 чел.)	8,7% (2 чел.)
Graduating from a prestigious university	13,2% (10 чел.)	8,7% (2 чел.)	4,4% (1 чел.)
Acquiring a highly paid profession	38,2% (29 чел.)	47,8% (11 чел.)	34,8% (8 чел.)
Acquiring a profession that is interesting and matches one's abilities	30,3% (23 чел.)	47,8% (11 чел.)	34,8% (8 чел.)
Receiving a diploma with high grades	14,5% (11 чел.)	17,4% (4 чел.)	8,7% (2 чел.)
One should learn only what is interesting or will be needed in further study (work)	21% (16 чел.)	26,1% (6 чел.)	4,4% (1 чел.)
It's not so important in what specialty to graduate from this particular university	6,8% (5 чел.)	4,4% (1 чел.)	8,7% (2 чел.)
Getting this specialty is not so important in which university.	11,8% (9 чел.)	-	8,7% (2 чел.)

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



Please write your suggestions, wishes, and what questions, in your opinion, 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). The respondents answered as follows:*

- Nothing needs to be changed

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 old 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 majoring in "Information Systems" (89.8%) expressed satisfaction with the learning process as a whole. For ease of analysis, we will consider the aspects at the following satisfaction levels:

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

- class schedule (85.5%);
- organization of independent work (89%);
- quality of practices (89.2%);
- organizing and conducting SIWT (91.8%);
- organizing and conducting laboratory work (92.2%);
- satisfaction with the work of the library (82.1%);
- the ability to access full-text databases of scientific publications (82.7%);
- organization of catering at the University (83%).

The following criteria were rated by respondents as "good quality" (satisfaction rates below 80%):

- living conditions in the dormitory (59%);
- quality of medical care (69.2%).

Most respondents did not express any complaints about the organization of the educational process, however, among 3-year students, there is a higher level of dissatisfaction related to the overload of the schedule and the discrepancy between the disciplines of the specialization. 2- and 3-year students suggested reducing the number of general education and humanities subjects, as well as increasing the number of practical classes. Respondents also note that information about the possibilities of academic mobility is available, but some students do not know about such opportunities or are not interested in them.

Most students assess the relationships as friendly, both among students and between students and teachers. Relations with the administration and staff of the departments are also mostly positive. However, relations with security, especially among 3-year students, cause dissatisfaction.

Students are most concerned about the quality of the organization of the educational process, teaching and employment in the specialty. Most students do not participate in research work, citing a lack of interest or time. In terms of personal development, most do not use university opportunities such as sports sections or clubs due to lack of time or interest. Some students participate in additional studies and sports sections outside the University.

Students are generally satisfied with the university's facilities, but there are also areas of dissatisfaction. The greatest satisfaction is caused by the availability of necessary scientific literature in the library (86.4%), the availability of laboratories (80.6%) and sports equipment (88.4%). At the same time, there are problems with the quality and modernity of computer equipment, internet speed, software and educational equipment. Students who expressed dissatisfaction recommend updating outdated equipment, improving the internet and eliminating technical problems with equipment.

Students put the acquisition of a high level of knowledge in first place, which is confirmed by the high percentage of responses in this category among all students. Significant attention is also paid to obtaining practical skills that can be applied in work, and the ability to master new knowledge for quick adaptation in the workplace. At the same time, fewer students highlight a diploma and the prestige of the university as priority goals, which indicates a high focus on professional and educational growth. The respondents' answers indicate that the majority of students are satisfied with the current state of the educational process and do not see the need for changes.

The overall satisfaction of students majoring in Information Systems with educational services is 83.8%, 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.