

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

Department: “Information Computation Systems” and “Information Technologies and Security”

Specialty: 6B06104 Computers and software

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

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

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

In the specialty 6B06104 “Computers and software” 87 respondents out of 106 took part in the questionnaire, which is 82.1% of the total number of students of this specialty.

- 2nd year – 26 students (100%);
- 3rd year – 34 students (69,4%);
- 4th year – 27 students (87,1%).

Form of study

- Budget-funded – 36 students (41,4%);
- Paid – 51 students (58,6%).

The following data was obtained during the questionnaire:
Indicators:

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

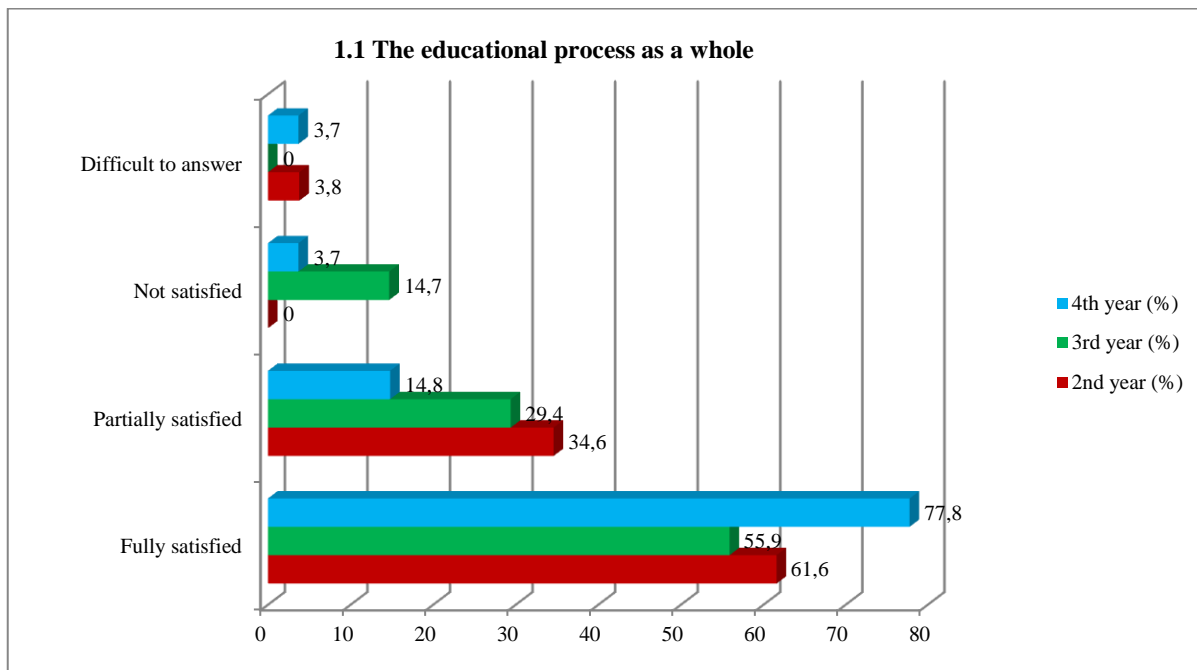
1.1 The educational process as a whole
1.2 Class schedule
1.3 Organization of independent work
1.4 Internship process
1.5 Organization and conduct of SIWT
1.6 Organization and conduct of laboratory work
1.7 Satisfaction with the library services
1.8 Access to full-text databases of scientific publications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

Other _____

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

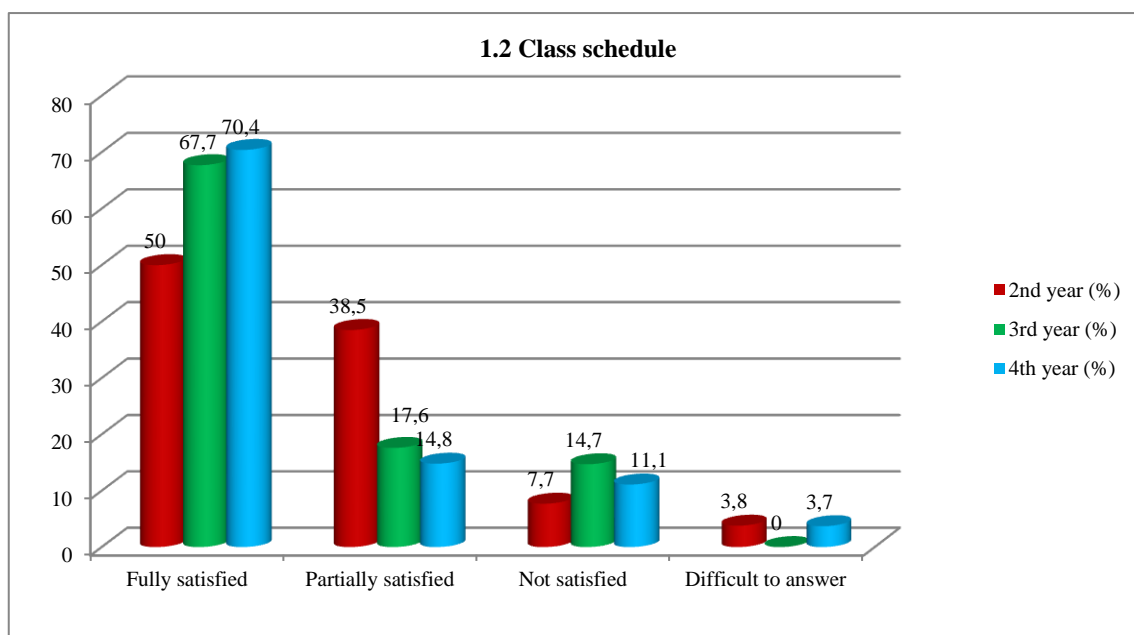
1.1 The educational process as a whole

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Fully satisfied	61,6% (16 students)	55,9% (19 students)	77,8% (21 students)
Partially satisfied	34,6% (9 students)	29,4% (10 students)	14,8% (4 students)
Not satisfied	-	14,7% (5 students)	3,7% (1 student)
Difficult to answer	3,8% (1 student)	-	3,7% (1 student)



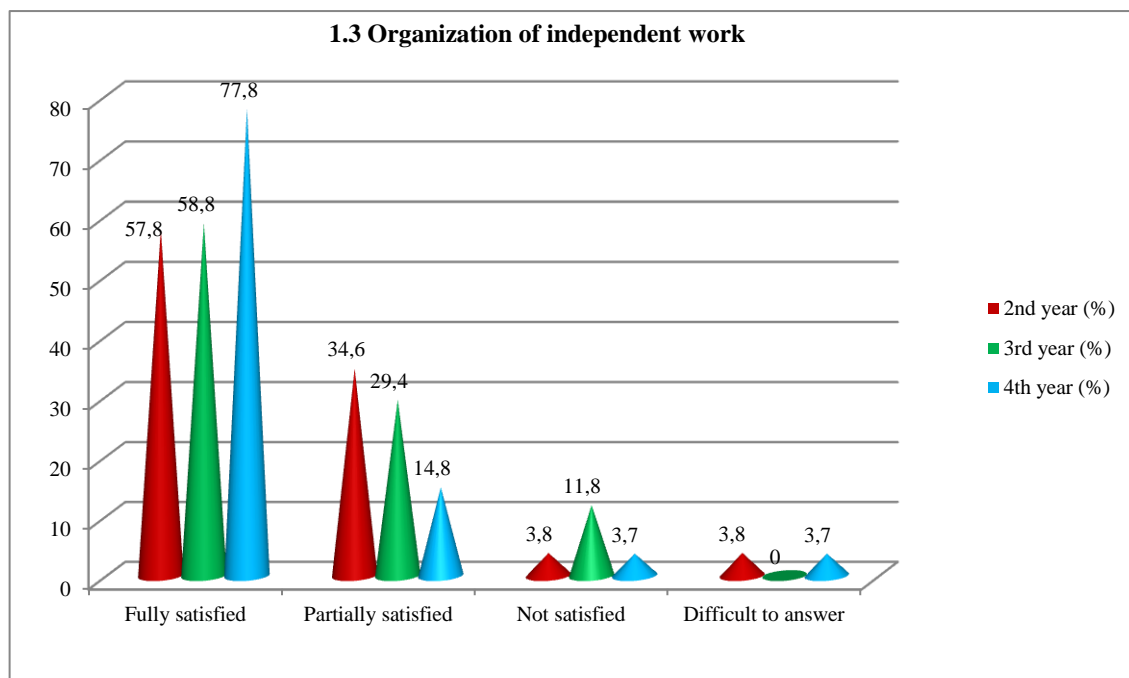
1.2 Class schedule

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Fully satisfied	50% (13 students)	67,7% (23 students)	70,4% (19 students)
Partially satisfied	38,5% (10 students)	17,6% (6 students)	14,8% (4 students)
Not satisfied	7,7% (2 students)	14,7% (5 students)	11,1% (3 students)
Difficult to answer	3,8% (1 student)	-	3,7% (1 student)



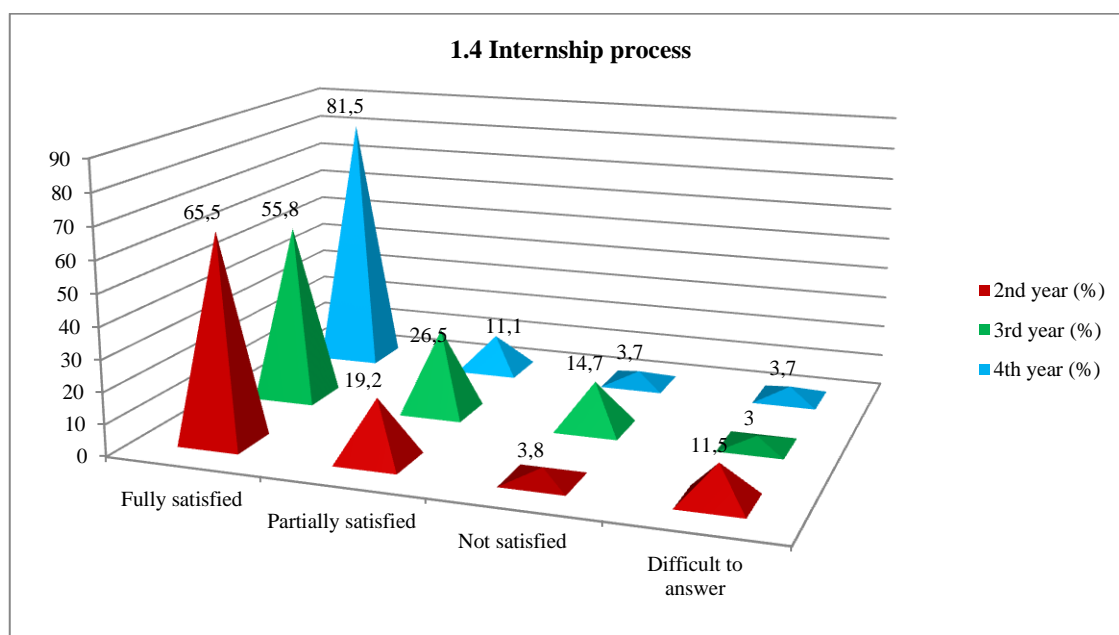
1.3 Organization of independent work

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Fully satisfied	57,8% (15 students)	58,8% (20 students)	77,8% (21 students)
Partially satisfied	34,6% (9 students)	29,4% (10 students)	14,8% (4 students)
Not satisfied	3,8% (1 student)	11,8% (4 students)	3,7% (1 student)
Difficult to answer	3,8% (1 student)	-	3,7% (1 student)



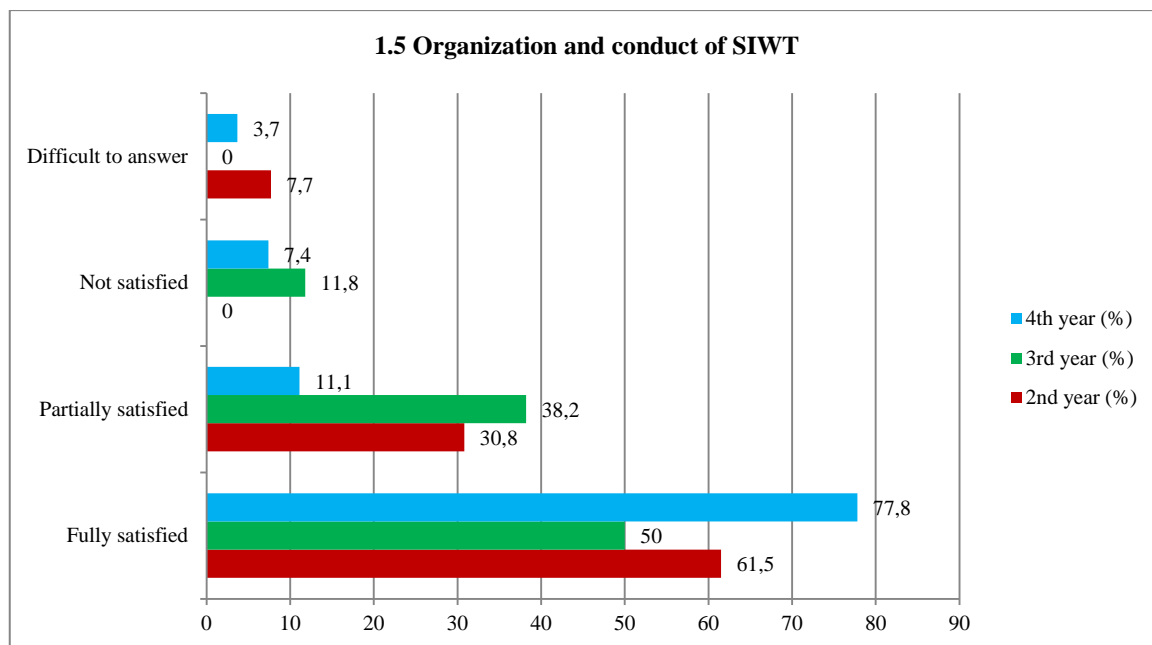
1.4 Internship process

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Fully satisfied	65,5% (17 students)	55,8% (19 students)	81,5% (22 students)
Partially satisfied	19,2% (5 students)	26,5% (9 students)	11,1% (3 students)
Not satisfied	3,8% (1 student)	14,7% (5 students)	3,7% (1 student)
Difficult to answer	11,5% (3 students)	3% (1 student)	3,7% (1 student)



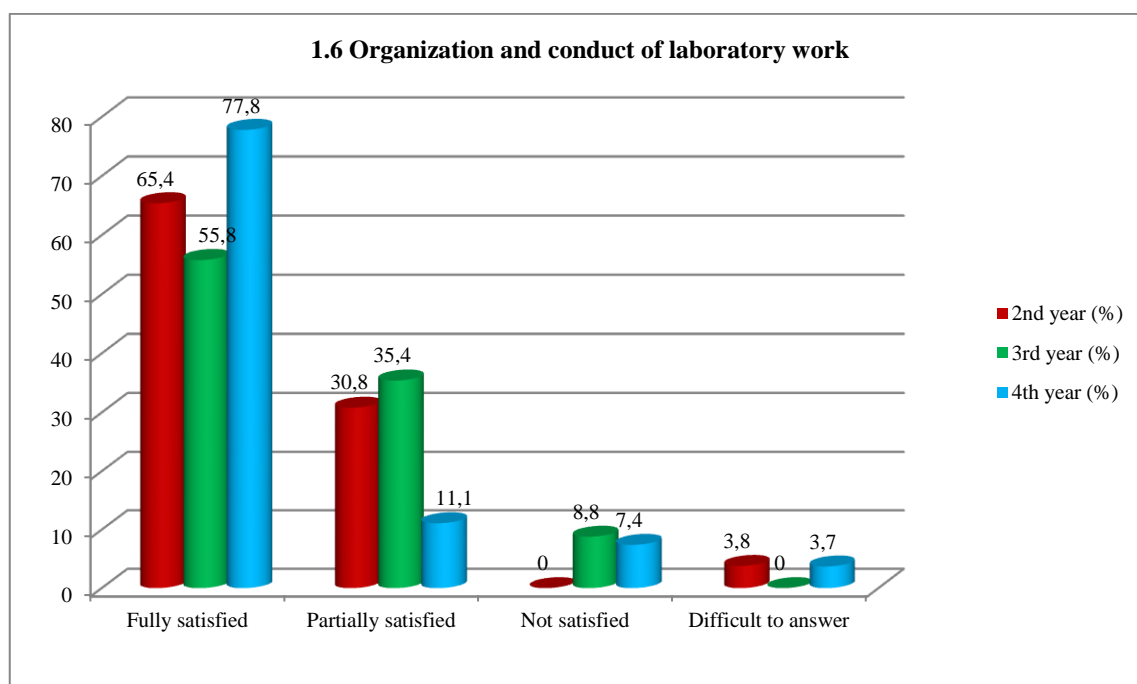
1.5 Organization and conduct of SIWT

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Fully satisfied	61,5% (16 students)	50% (17 students)	77,8% (21 students)
Partially satisfied	30,8% (8 students)	38,2% (13 students)	11,1% (3 students)
Not satisfied	-	11,8% (4 students)	7,4% (2 students)
Difficult to answer	7,7% (2 students)	-	3,7% (1 student)



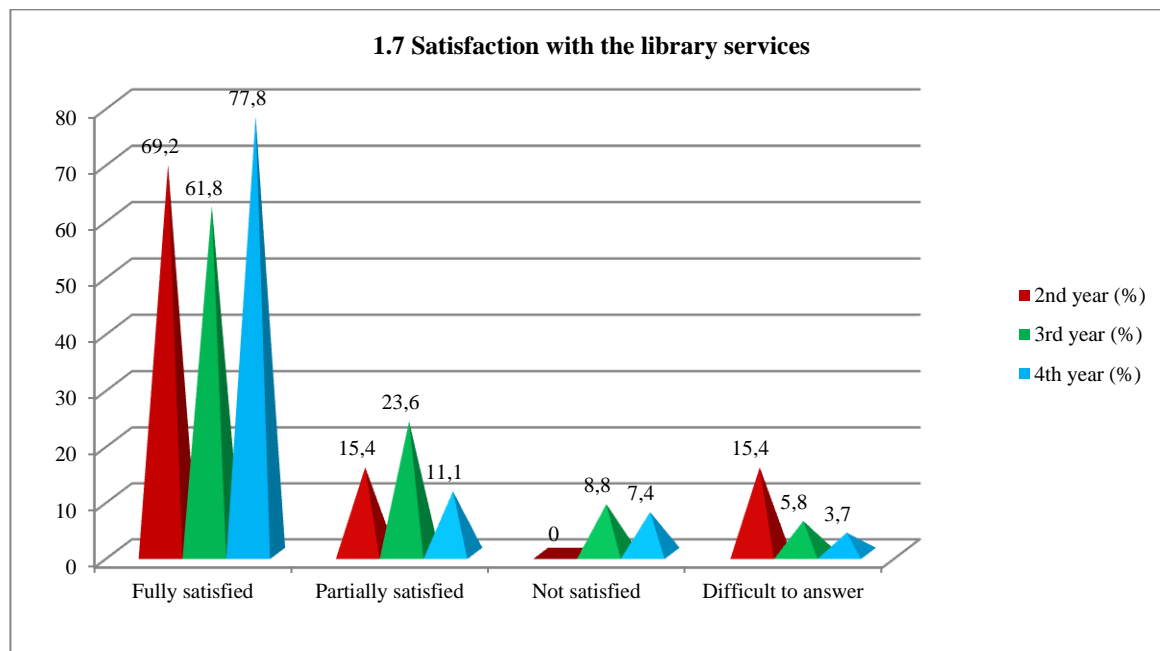
1.6 Organization and conduct of laboratory work

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Fully satisfied	65,4% (17 students)	55,8% (19 students)	77,8% (21 students)
Partially satisfied	30,8% (8 students)	35,4% (12 students)	11,1% (3 students)
Not satisfied	-	8,8% (3 students)	7,4% (2 students)
Difficult to answer	3,8% (1 student)	-	3,7% (1 student)



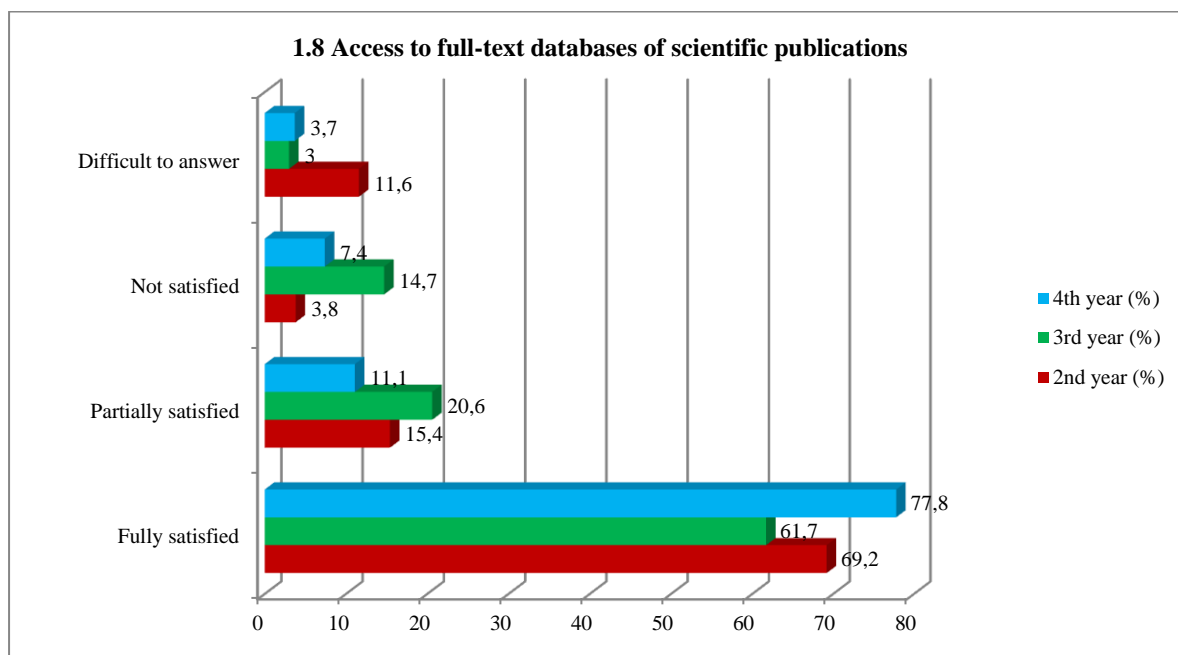
1.7 Satisfaction with the library services

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Fully satisfied	69,2% (18 students)	61,8 % (21 students)	77,8% (21 students)
Partially satisfied	15,4% (4 students)	23,6% (8 students)	11,1% (3 students)
Not satisfied	-	8,8% (3 students)	7,4% (2 students)
Difficult to answer	15,4% (4 students)	5,8% (2 students)	3,7% (1 student)



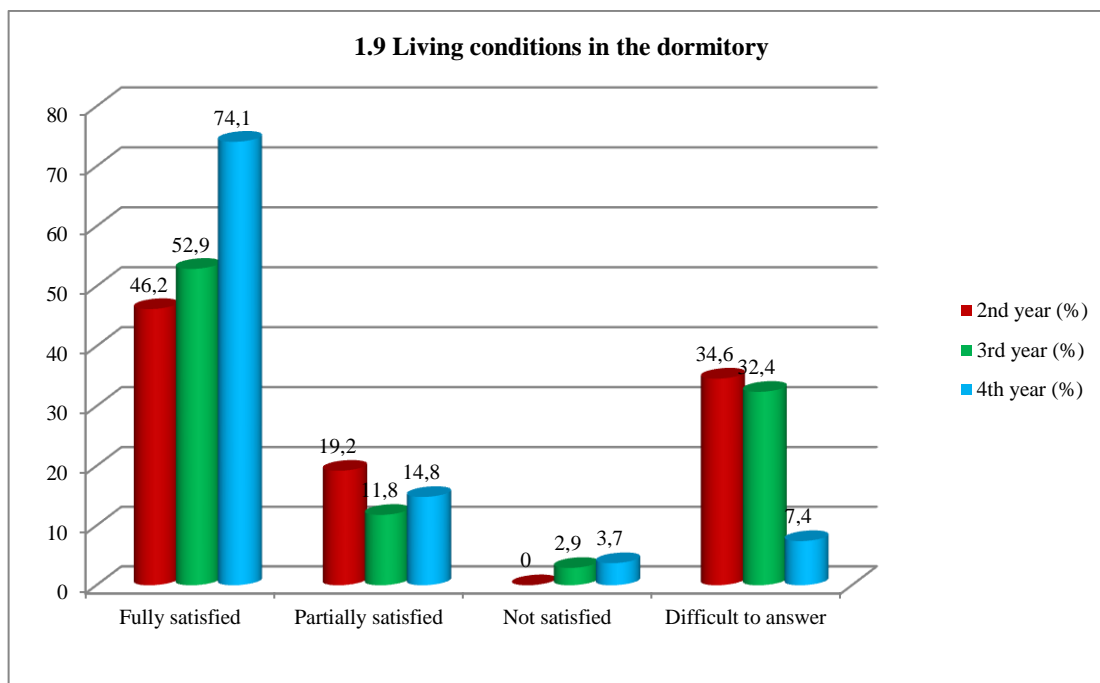
1.8 Access to full-text databases of scientific publications

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Fully satisfied	69,2% (18 students)	61,7% (21 students)	77,8% (21 students)
Partially satisfied	15,4% (4 students)	20,6% (7 students)	11,1% (3 students)
Not satisfied	3,8% (1 student)	14,7% (5 students)	7,4% (2 students)
Difficult to answer	11,6% (3 students)	3% (1 student)	3,7% (1 student)



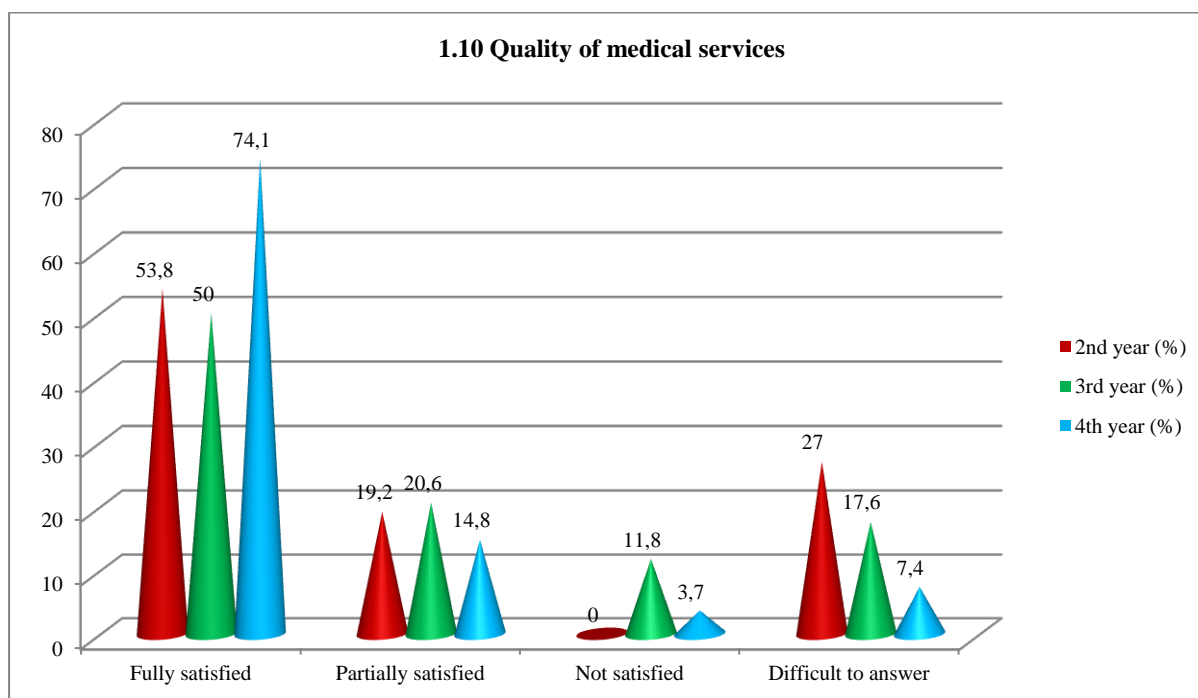
1.9 Living conditions in the dormitory

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Fully satisfied	46,2% (12 students)	52,9% (18 students)	74,1% (20 students)
Partially satisfied	19,2% (5 students)	11,8% (4 students)	14,8% (4 students)
Not satisfied	-	2,9% (1 student)	3,7% (1 student)
Difficult to answer	34,6% (9 students)	32,4% (11 students)	7,4% (2 students)



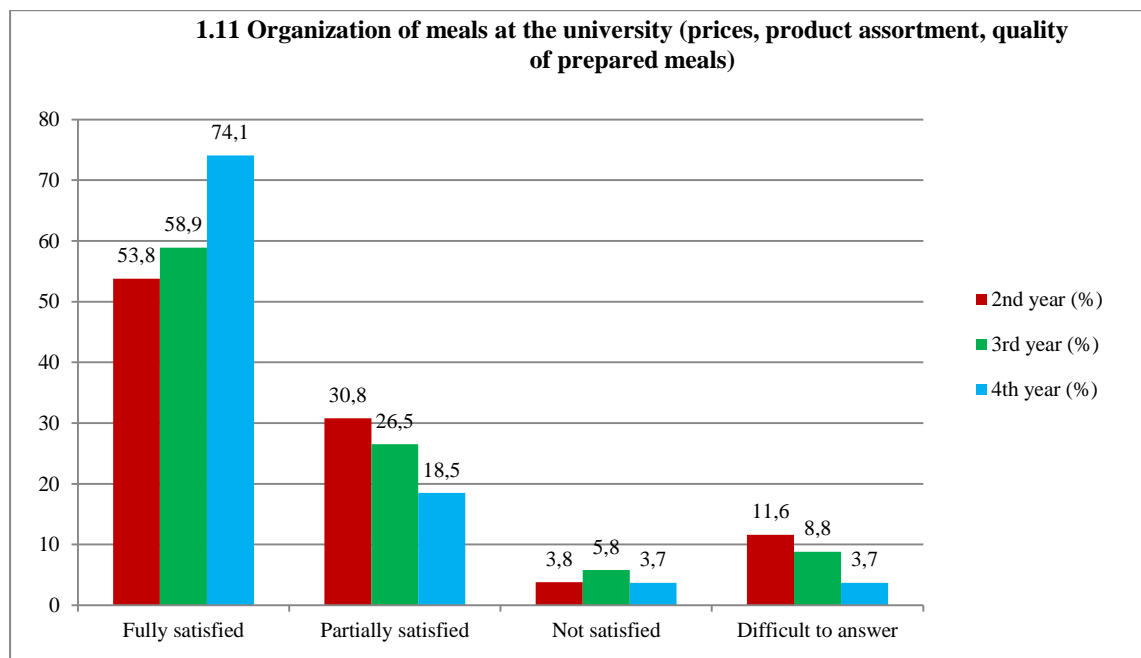
1.10 Quality of medical services

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Fully satisfied	53,8% (14 students)	50% (17 students)	74,1% (20 students)
Partially satisfied	19,2% (5 students)	20,6% (7 students)	14,8% (4 students)
Not satisfied	-	11,8% (4 students)	3,7% (1 student)
Difficult to answer	27% (7 students)	17,6% (6 students)	7,4% (2 students)



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

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Fully satisfied	53,8% (14 students)	58,9% (20 students)	74,1% (16 students)
Partially satisfied	30,8% (8 students)	26,5% (9 students)	18,5% (5 students)
Not satisfied	3,8% (1 student)	5,8% (2 students)	3,7% (1 student)
Difficult to answer	11,6% (3 students)	8,8% (3 students)	3,7% (1 student)



For the response “Other”, the respondents (3rd year) indicated the following answers:

- all good
- Not enough parking spaces
- All that answered

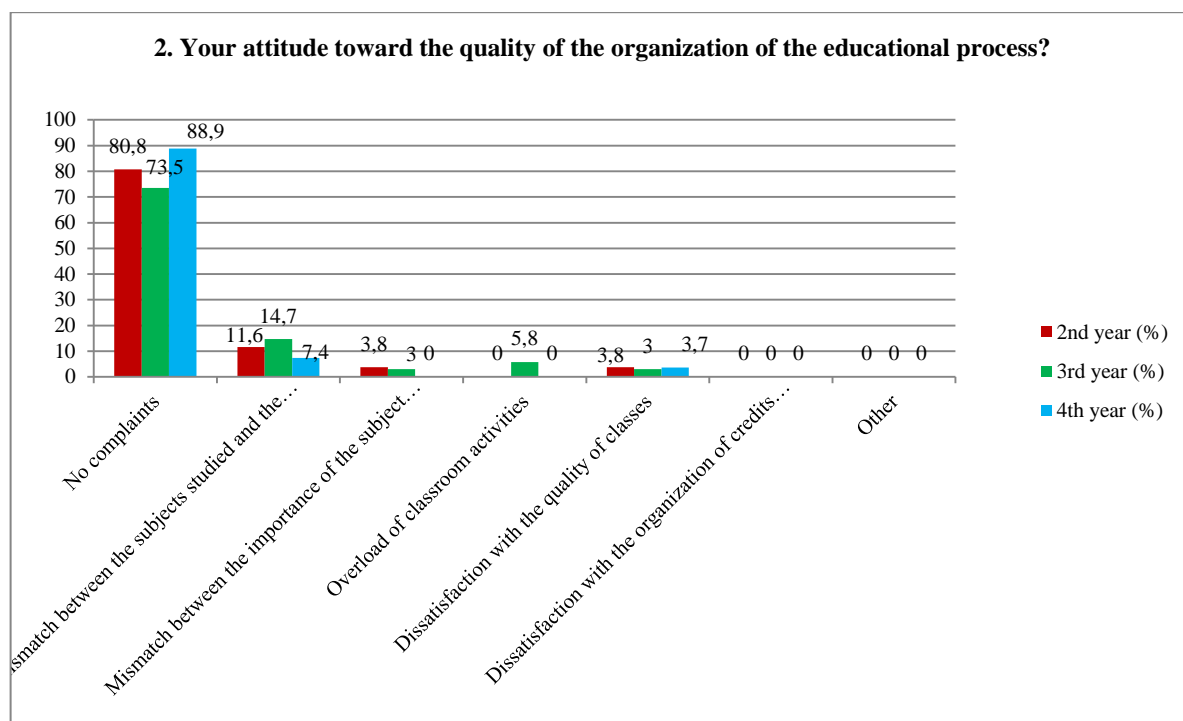
For the option “If you answered ‘not satisfied’ to the previous question, give recommendations to improve the services provided”, the students indicated the following option:

2nd year	3rd year	4th year
- add more checkroom attendants!!!!!! because it's unbearable. I'm late for classes because of their slowness. change the administration, they are always dissatisfied, just chasing them away. AND TOILET PAPER!!!!	-Didn't answer. - All right.	-

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

Answer options	2nd year (%)	3rd year (%)	4th year (%)
No complaints	80,8% (21 students)	73,5% (25 students)	88,9% (24 students)
Mismatch between the subjects studied and the chosen specialty	11,6% (3 students)	14,7% (5 students)	7,4% (2 students)

<i>Mismatch between the importance of the subject and the number of hours allocated</i>	3,8% (1 student)	3% (1 student)	-
<i>Overload of classroom activities</i>	-	5,8% (2 students)	-
<i>Dissatisfaction with the quality of classes</i>	3,8% (1 student)	3% (1 student)	3,7% (1 student)
<i>Dissatisfaction with the organization of credits and exams</i>	-	-	-
<i>Other</i>	-	-	-



The question “**If you answered 'Does not correspond or does not satisfy' to the previous question, please provide recommendations for improvement**” has no responses:

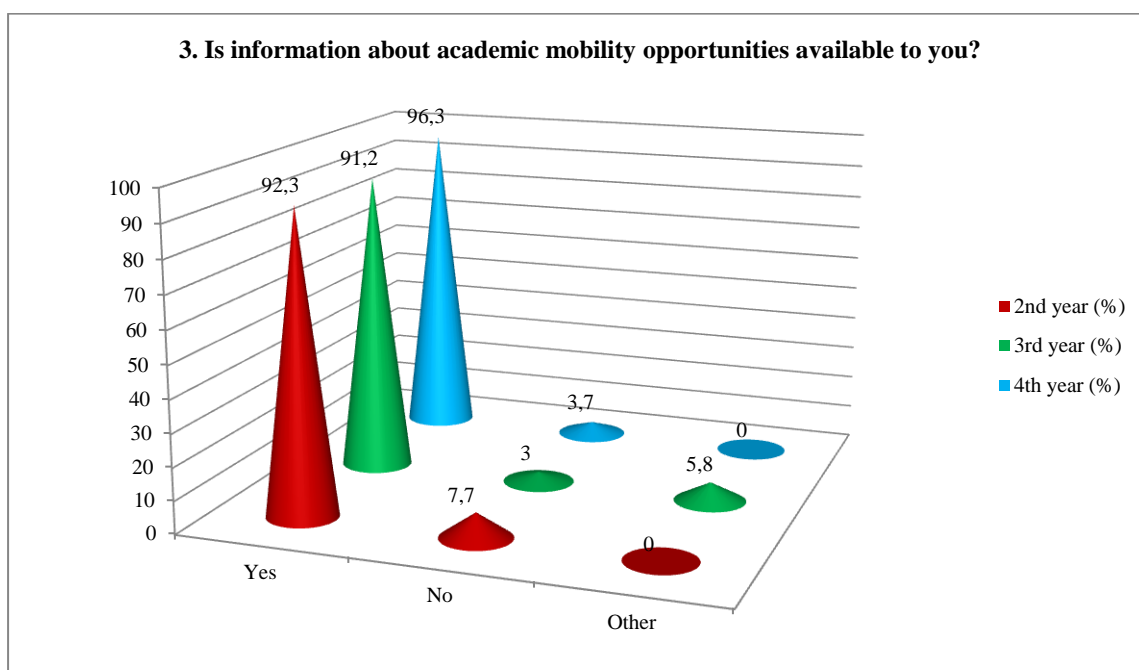
2nd year	3rd year	4th year
-	- No response - Make a better version of the website and app	-

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

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Yes	92,3% (24 students)	91,2% (31 students)	96,3% (26 students)
No	7,7% (2 students)	3% (1 student)	3,7% (1 student)
Other	-	5,8% (2 students)	-

The respondents (3rd year) answered the “Other” option as follows:

- Difficult to answer
- I don't see the announcement, so I go to the right office myself



When asked “If you answered ‘No’ to the previous question, please write why”, respondents answered as follows:

2nd year	3rd year	4th year
- no - They have not told me.	- No answer. - No, I didn't.	-

4. What do you think about the relationships?

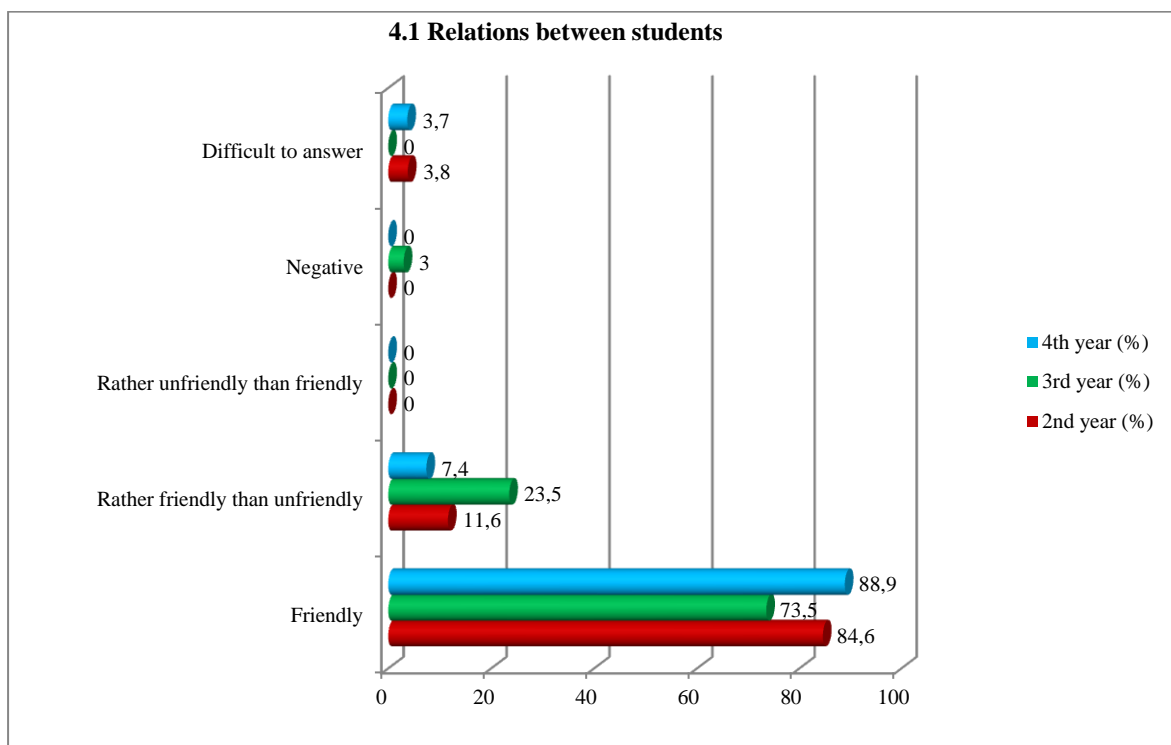
4.1 Relations between students
4.2 Relations between teachers and students (in the educational process)
4.3 Relations between students and supervisors
4.4 Relations between students and the administration
4.5 Relations between students and staff of departments (library, student office, etc.)
4.6 Relations between students and the security service

Other _____

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

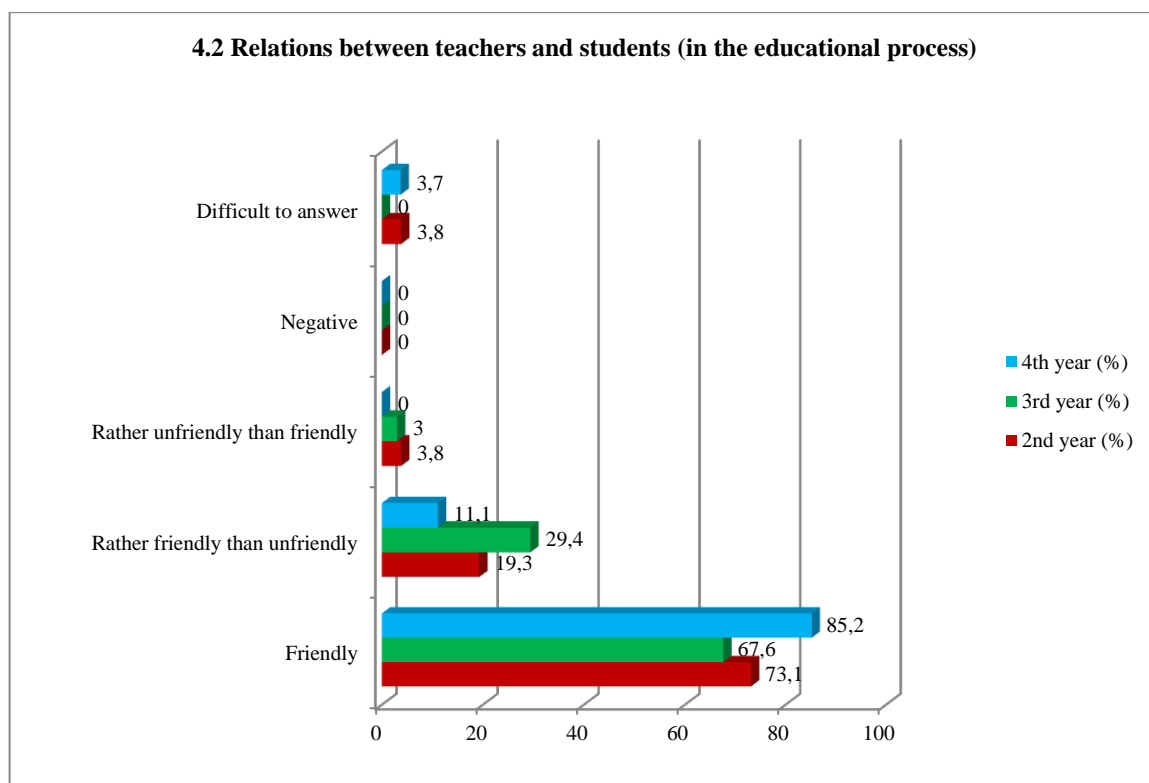
4.1 Relations between students

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Friendly	84,6% (22 students)	73,5% (25 students)	88,9% (24 students)
Rather friendly than unfriendly	11,6% (3 students)	23,5% (8 students)	7,4% (2 students)
Rather unfriendly than friendly	-	-	-
Negative	-	3% (1 student)	-
Difficult to answer	3,8% (1 student)	-	3,7% (1 student)



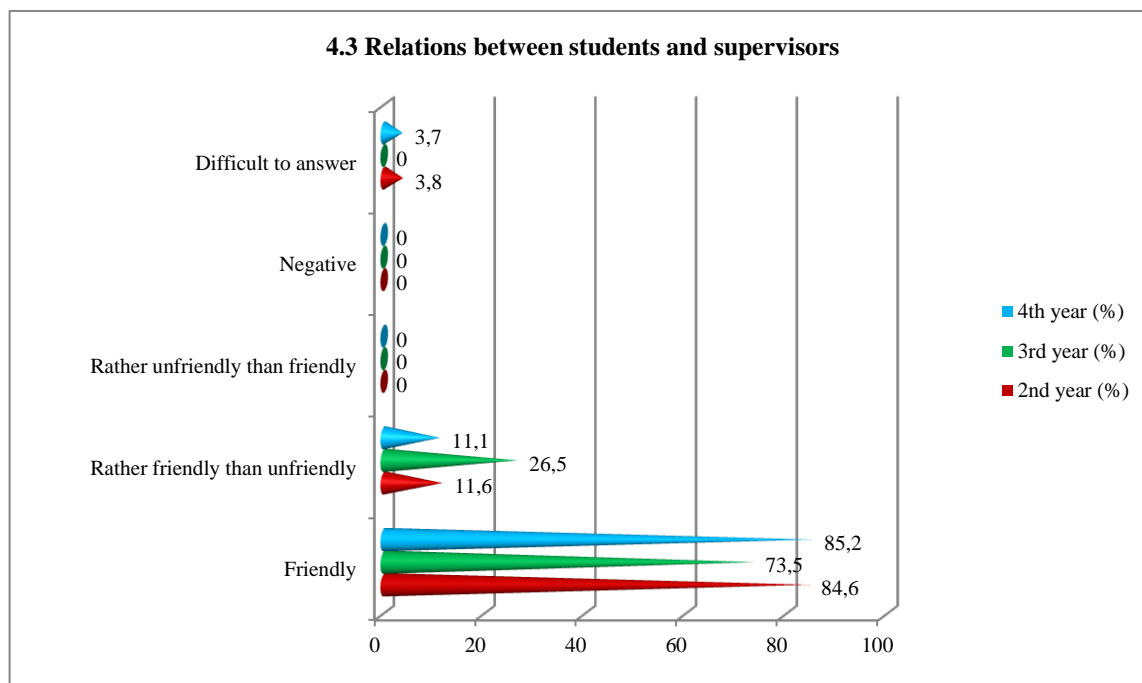
4.2 Relations between teachers and students (in the educational process)

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Friendly</i>	73,1% (19 students)	67,6% (23 students)	85,2% (23 students)
<i>Rather friendly than unfriendly</i>	19,3% (5 students)	29,4% (10 students)	11,1% (3 students)
<i>Rather unfriendly than friendly</i>	3,8% (1 student)	3% (1 student)	-
<i>Negative</i>	-	-	-
<i>Difficult to answer</i>	3,8% (1 student)	-	3,7% (1 student)



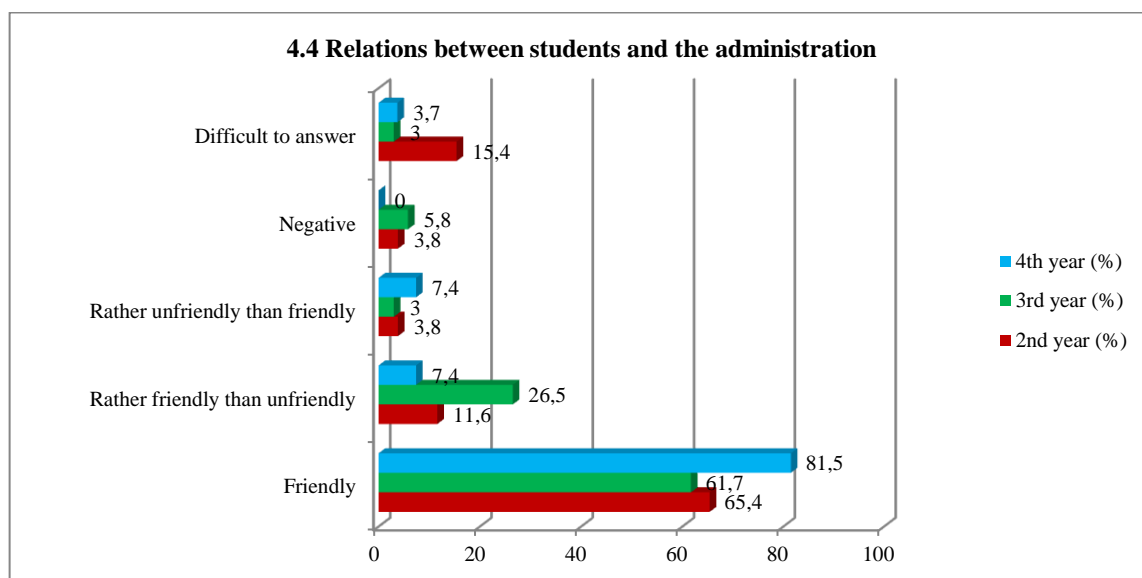
4.3 Relations between students and supervisors

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Friendly	84,6% (22 students)	73,5% (25 students)	85,2% (23 students)
Rather friendly than unfriendly	11,6% (3 students)	26,5% (9 students)	11,1% (3 students)
Rather unfriendly than friendly	-	-	-
Negative	-	-	-
Difficult to answer	3,8% (1 student)	-	3,7% (1 student)



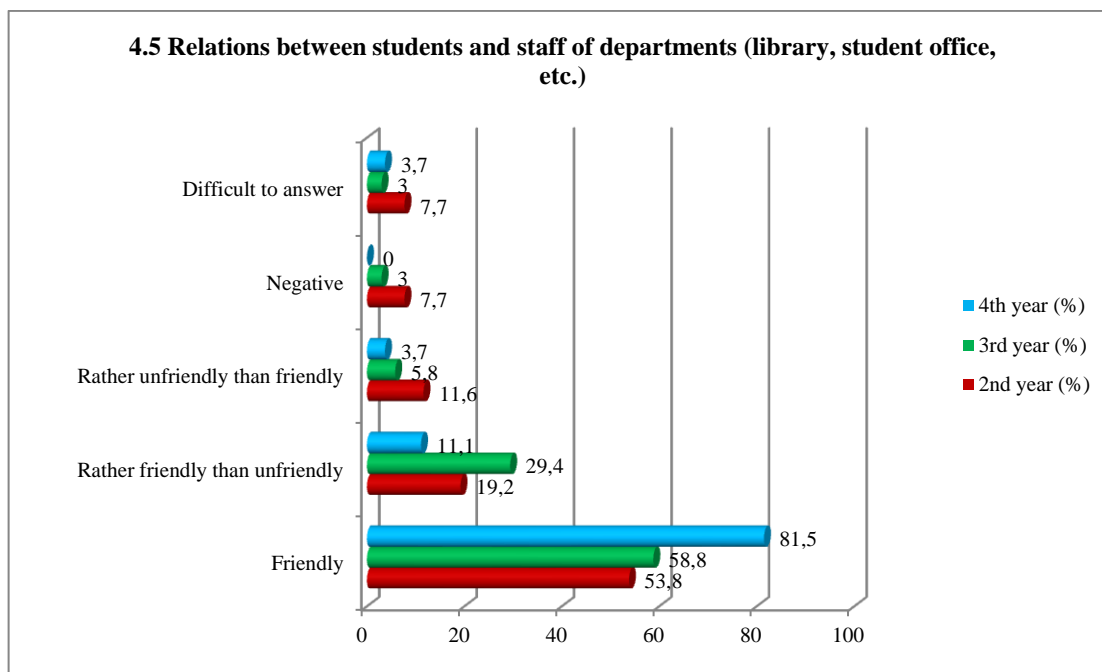
4.4 Relations between students and the administration

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Friendly	65,4% (17 students)	61,7% (21 students)	81,5% (22 students)
Rather friendly than unfriendly	11,6% (3 students)	26,5% (9 students)	7,4% (2 students)
Rather unfriendly than friendly	3,8% (1 student)	3% (1 student)	7,4% (2 students)
Negative	3,8% (1 student)	5,8% (2 students)	-
Difficult to answer	15,4% (4 students)	3% (1 student)	3,7% (1 student)



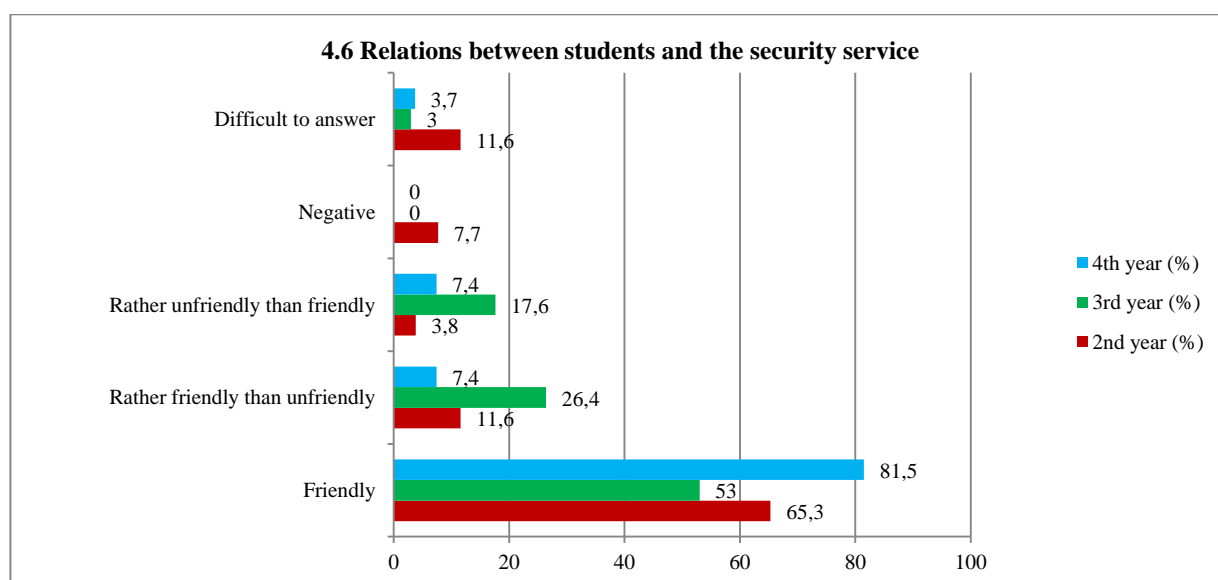
4.5 Relations between students and staff of departments (library, student office, etc.)

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Friendly	53,8% (14 students)	58,8% (20 students)	81,5% (22 students)
Rather friendly than unfriendly	19,2% (5 students)	29,4% (10 students)	11,1% (3 students)
Rather unfriendly than friendly	11,6% (3 students)	5,8% (2 students)	3,7% (1 student)
Negative	7,7% (2 students)	3% (1 student)	-
Difficult to answer	7,7% (2 students)	3% (1 student)	3,7% (1 student)



4.6 Relations between students and the security service

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Friendly	65,3% (17 students)	53% (18 students)	81,5% (22 students)
Rather friendly than unfriendly	11,6% (3 students)	26,4% (9 students)	7,4% (2 students)
Rather unfriendly than friendly	3,8% (1 student)	17,6% (6 students)	7,4% (2 students)
Negative	7,7% (2 students)	-	-
Difficult to answer	11,6% (3 students)	3% (1 student)	3,7% (1 student)



На ответ «Другое» респонденты (2 курс) указали следующие ответы:
 - охранники в основном все грубые!

There are no answers to the question “If you answered “More unfriendly than friendly” and “Negative” to the previous question, please provide recommendations for improvement.”

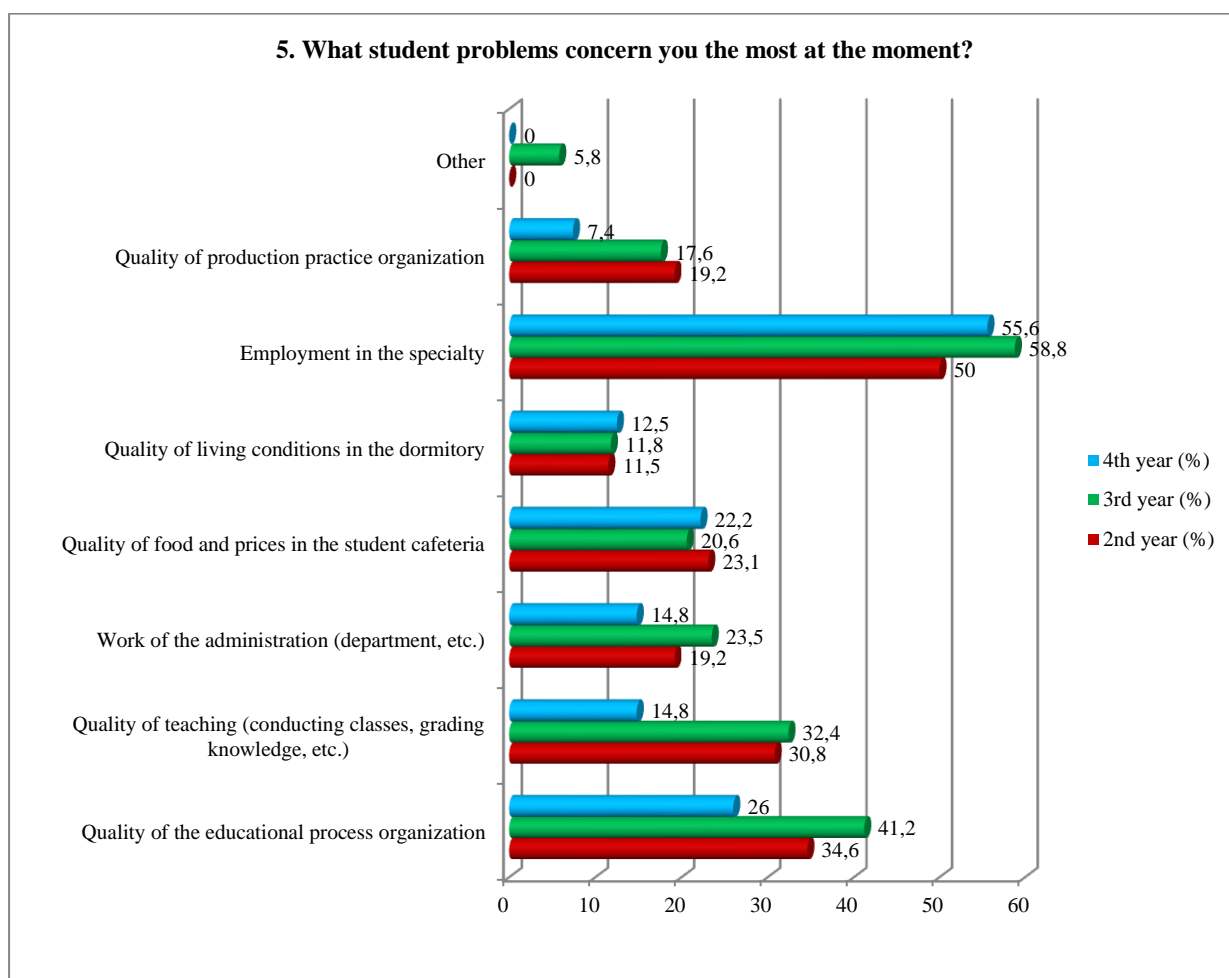
5. What student problems concern you the most at the moment? (*choose no more than 3 options*)

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Quality of the educational process organization</i>	34,6% (9 students)	41,2% (14 students)	26% (7 students)
<i>Quality of teaching (conducting classes, grading knowledge, etc.)</i>	30,8% (8 students)	32,4% (11 students)	14,8% (4 students)
<i>Work of the administration (department, etc.)</i>	19,2% (5 students)	23,5% (8 students)	14,8% (4 students)
<i>Quality of food and prices in the student cafeteria</i>	23,1% (6 students)	20,6% (7 students)	22,2% (6 students)
<i>Quality of living conditions in the dormitory</i>	11,5% (3 students)	11,8% (4 students)	12,5% (3 students)
<i>Employment in the specialty</i>	50% (13 students)	58,8% (20 students)	55,6% (15 students)
<i>Quality of production practice organization</i>	19,2% (5 students)	17,6% (6 students)	7,4% (2 students)
<i>Other</i>	-	5,8% (2 students)	-

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

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

2nd year	3rd year	4th year
-	- All satisfying - Parking lot	-

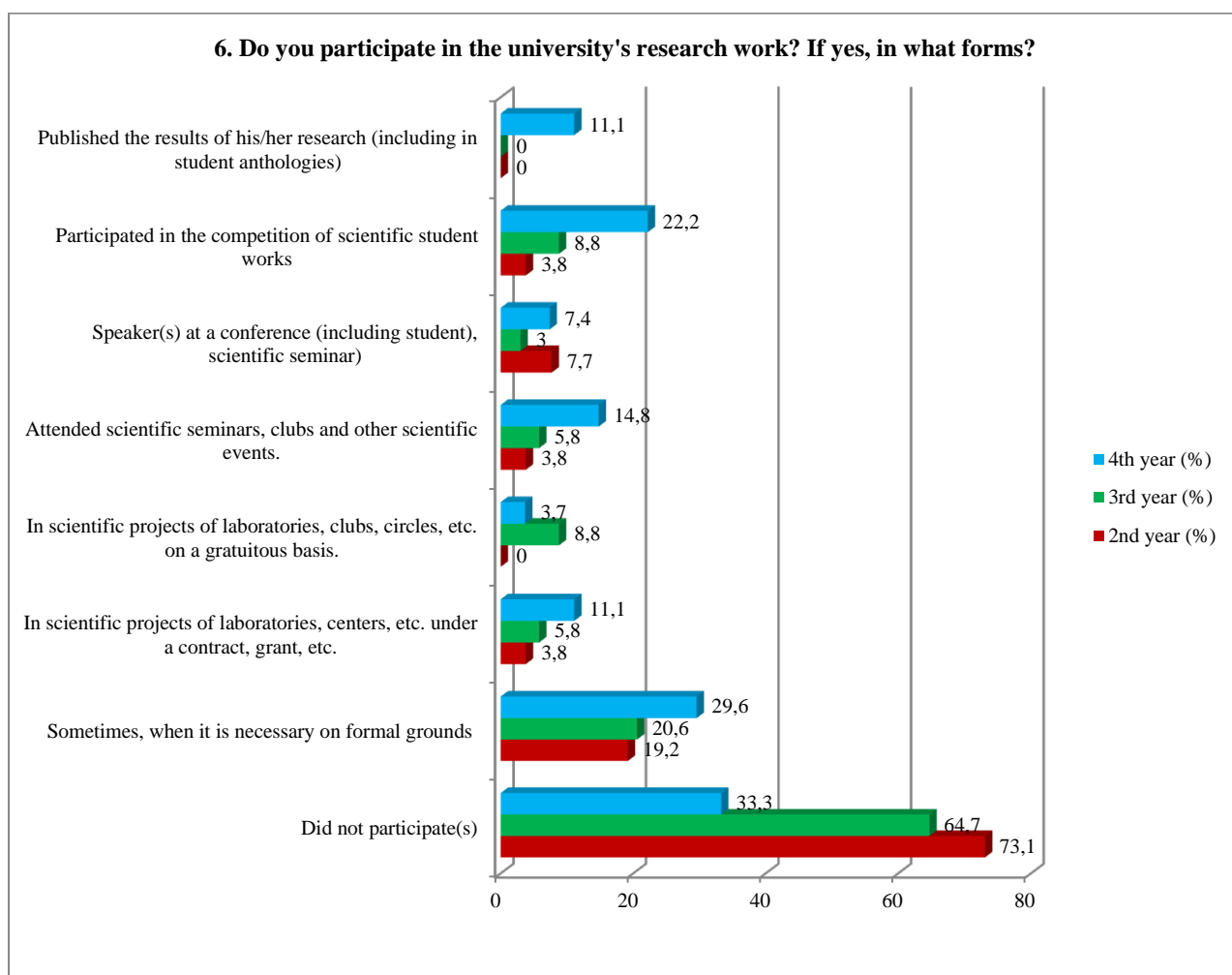


6. Do you participate in the university's research work? If yes, in what forms?

(mark all that apply)

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Did not participate(s)</i>	73,1% (19 students)	64,7% (22 students)	33,3% (9 students)
<i>Sometimes, when it is necessary on formal grounds</i>	19,2% (5 students)	20,6% (7 students)	29,6% (8 students)
<i>In scientific projects of laboratories, centers, etc. under a contract, grant, etc.</i>	3,8% (1 student)	5,8% (2 students)	11,1% (3 students)
<i>In scientific projects of laboratories, clubs, circles, etc. on a gratuitous basis.</i>	-	8,8% (3 students)	3,7% (1 student)
<i>Attended scientific seminars, clubs and other scientific events.</i>	3,8% (1 student)	5,8% (2 students)	14,8% (4 students)
<i>Speaker(s) at a conference (including student), scientific seminar</i>	7,7% (2 students)	3% (1 student)	7,4% (2 students)
<i>Participated in the competition of scientific student works</i>	3,8% (1 student)	8,8% (3 students)	22,2% (6 students)
<i>Published the results of his/her research (including in student anthologies)</i>	-	-	11,1% (3 students)

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

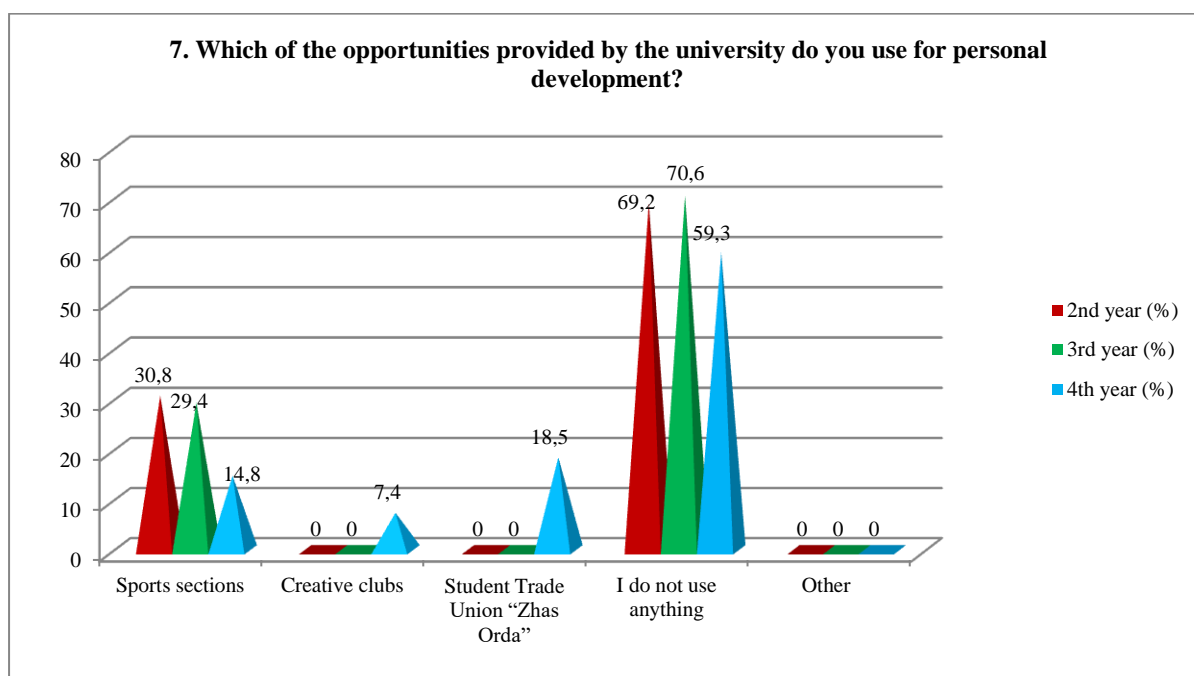


To the question “If you answered ‘Did not participate’ to the previous question, write why”, the trainees indicated the following options:

2nd year	3rd year	4th year
<ul style="list-style-type: none"> - I don't see the point. - Not interested. - Lack of time 	<ul style="list-style-type: none"> - Wasn't interested. - Don't know 	-

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

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Sports sections</i>	30,8% (8 students)	29,4% (10 students)	14,8% (4 students)
<i>Creative clubs</i>	-	-	7,4% (2 students)
<i>Student Trade Union “Zhas Orda”</i>	-	-	18,5% (5 students)
<i>I do not use anything</i>	69,2% (60 students)	70,6% (24 students)	59,3% (16 students)
<i>Other</i>	-	-	-



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

2nd year	3rd year	4th year
<ul style="list-style-type: none"> - Not interested - Lack of time - No time 	<ul style="list-style-type: none"> - Engaged in activities outside the university - Not interested in social activities - Not interested 	<ul style="list-style-type: none"> - Personal busyness and involvement in household chores - No time

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

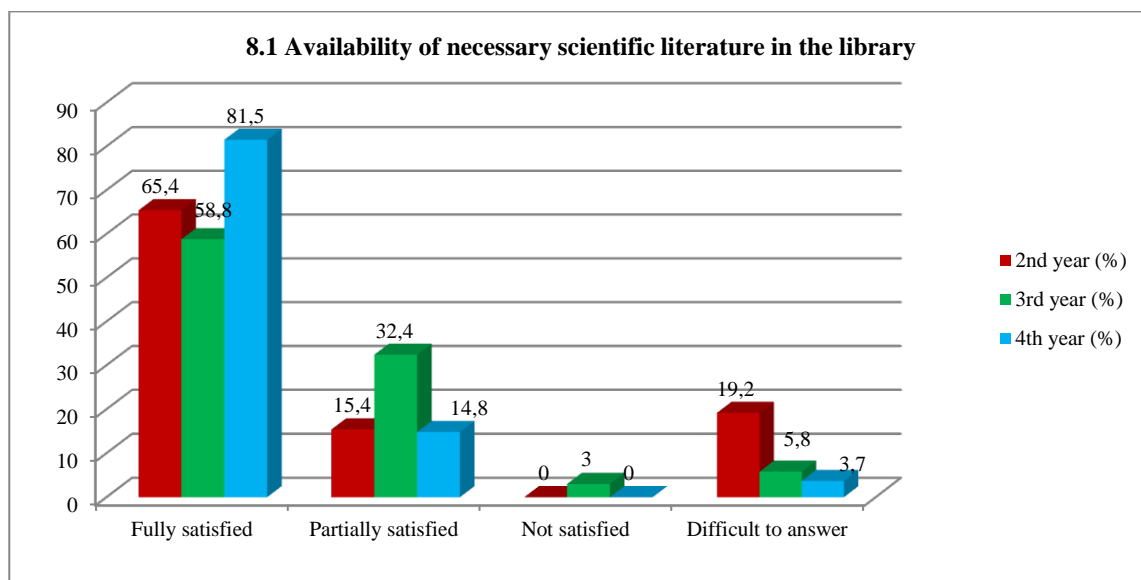
8.1 Availability of necessary scientific literature in the library
8.2 Modernity of computer equipment
8.3 Internet bandwidth and speed
8.4 Modernity of software
8.5 Availability of educational and scientific equipment
8.6 Availability of laboratories and specialized classrooms
8.7 Availability of sports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

Other _____

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

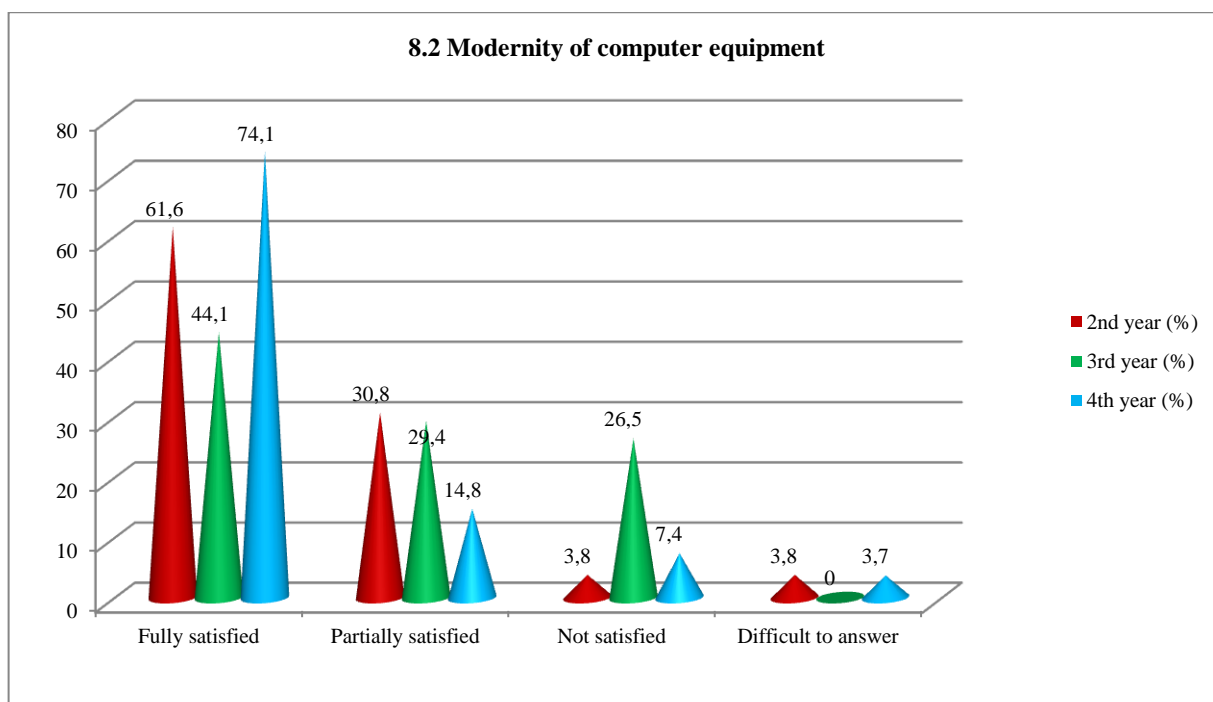
8.1 Availability of necessary scientific literature in the library

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Fully satisfied	65,4% (17 students)	58,8% (20 students)	81,5% (22 students)
Partially satisfied	15,4% (4 students)	32,4% (11 students)	14,8% (4 students)
Not satisfied	-	3% (1 student)	-
Difficult to answer	19,2% (5 students)	5,8% (2 students)	3,7% (1 student)



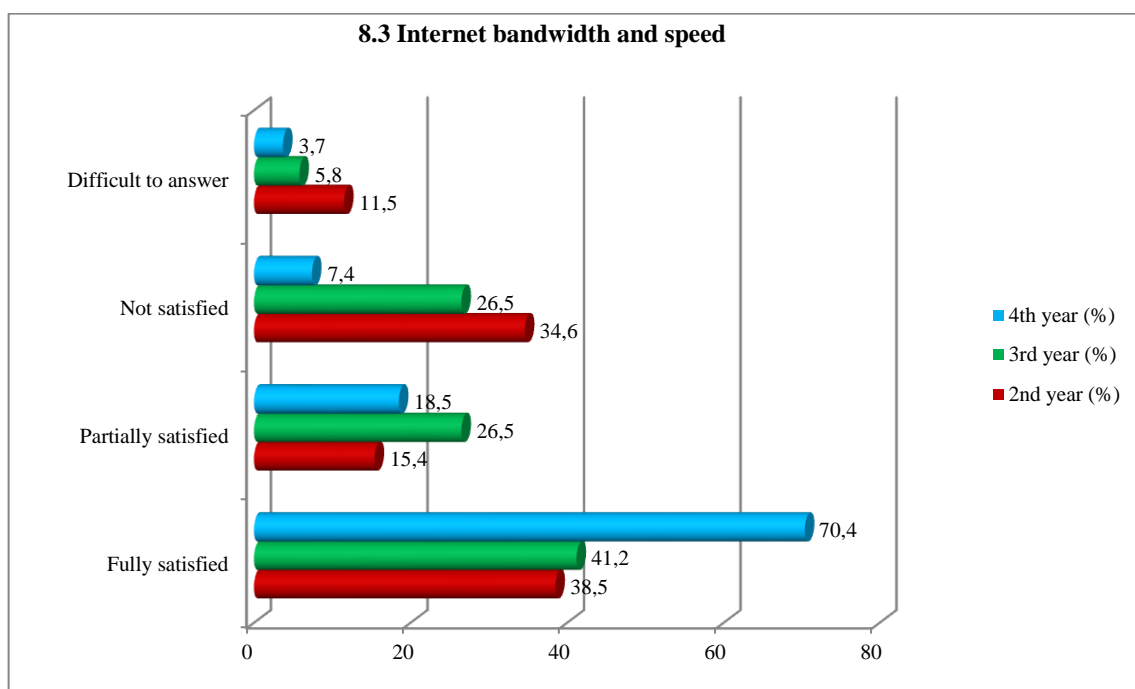
8.2 Modernity of computer equipment

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Fully satisfied</i>	61,6% (16 students)	44,1% (15 students)	74,1% (20 students)
<i>Partially satisfied</i>	30,8% (8 students)	29,4% (10 students)	14,8% (4 students)
<i>Not satisfied</i>	3,8% (1 student)	26,5% (9 students)	7,4% (2 students)
<i>Difficult to answer</i>	3,8% (1 student)	-	3,7% (1 student)



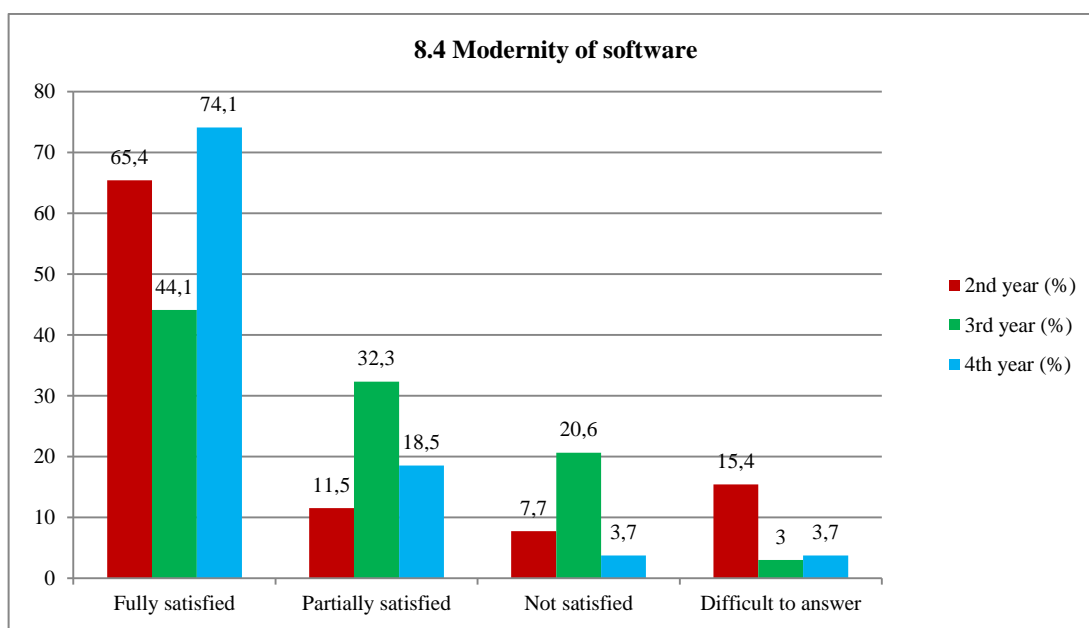
8.3 Internet bandwidth and speed

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Fully satisfied</i>	38,5% (10 students)	41,2% (14 students)	70,4% (19 students)
<i>Partially satisfied</i>	15,4% (4 students)	26,5% (9 students)	18,5% (5 students)
<i>Not satisfied</i>	34,6% (9 students)	26,5% (9 students)	7,4% (2 students)
<i>Difficult to answer</i>	11,5% (3 students)	5,8% (2 students)	3,7% (1 student)



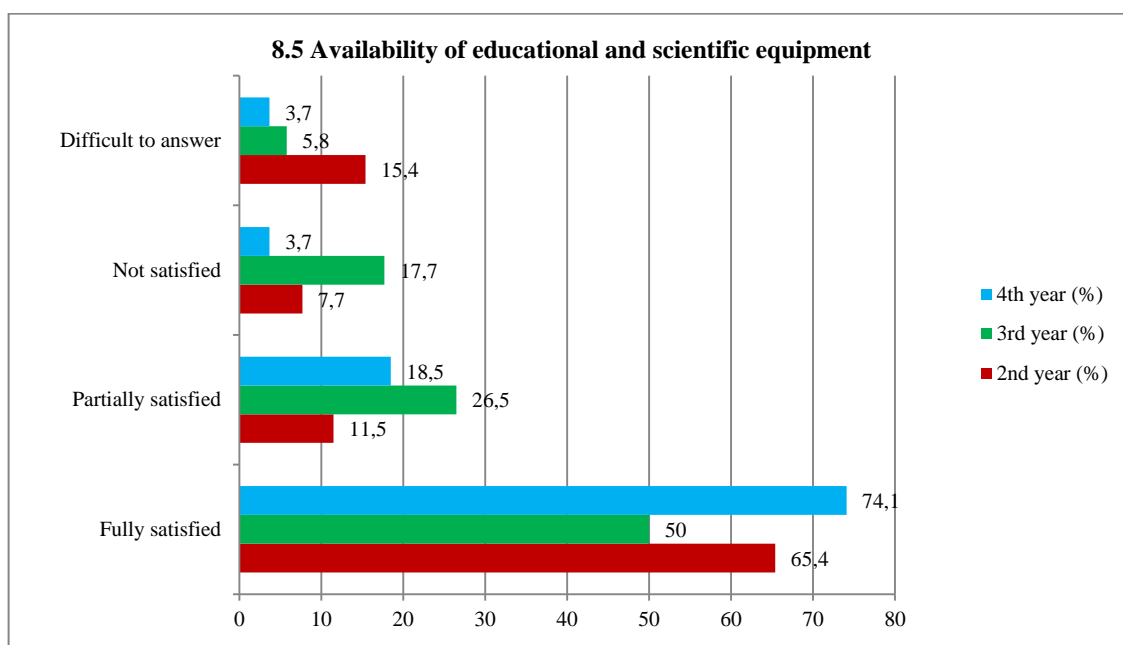
8.4 Modernity of software

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Fully satisfied</i>	65,4% (17 students)	44,1% (15 students)	74,1% (20 students)
<i>Partially satisfied</i>	11,5% (3 students)	32,3% (11 students)	18,5% (5 students)
<i>Not satisfied</i>	7,7% (2 students)	20,6% (7 students)	3,7% (1 student)
<i>Difficult to answer</i>	15,4% (4 students)	3% (1 student)	3,7% (1 student)



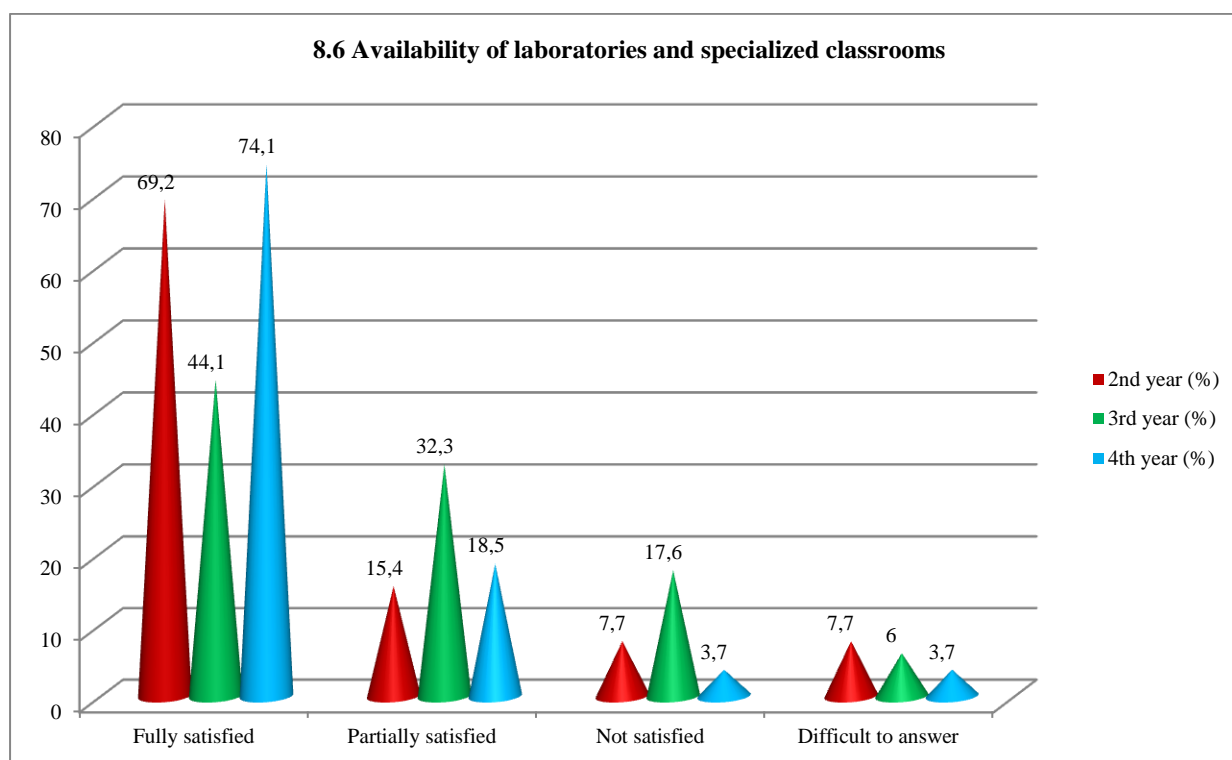
8.5 Availability of educational and scientific equipment

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Fully satisfied</i>	65,4% (17 students)	50% (17 students)	74,1% (20 students)
<i>Partially satisfied</i>	11,5% (3 students)	26,5% (9 students)	18,5% (5 students)
<i>Not satisfied</i>	7,7% (2 students)	17,7% (6 students)	3,7% (1 student)
<i>Difficult to answer</i>	15,4% (4 students)	5,8% (2 students)	3,7% (1 student)



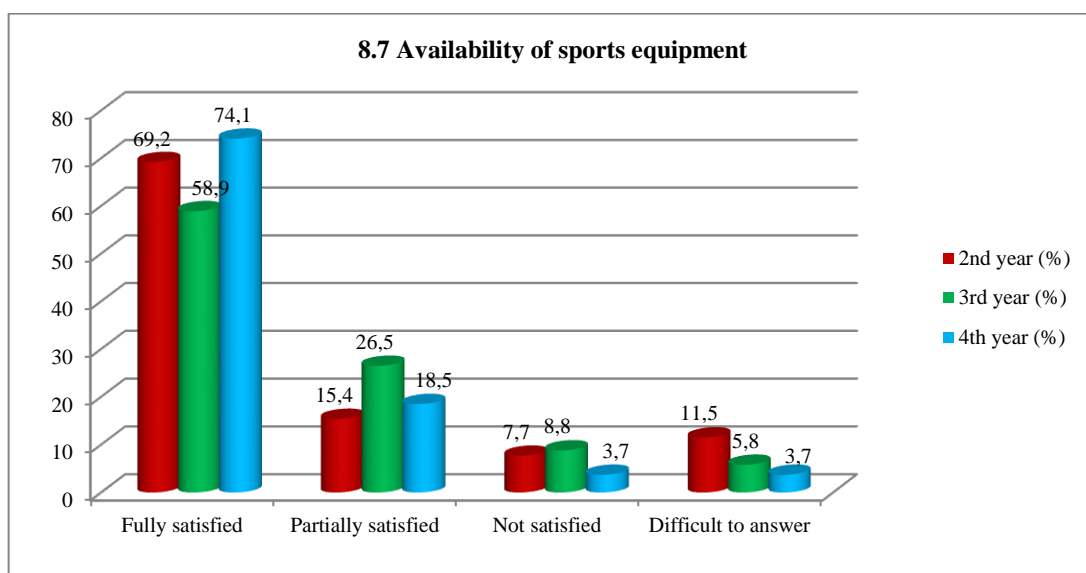
8.6 Availability of laboratories and specialized classrooms

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Fully satisfied</i>	69,2% (18 students)	44,1% (15 students)	74,1% (20 students)
<i>Partially satisfied</i>	15,4% (4 students)	32,3% (11 students)	18,5% (5 students)
<i>Not satisfied</i>	7,7% (2 students)	17,6% (6 students)	3,7% (1 student)
<i>Difficult to answer</i>	7,7% (2 students)	6% (2 students)	3,7% (1 student)



8.7 Availability of sports equipment

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Fully satisfied</i>	69,2% (18 students)	58,9% (20 students)	74,1% (20 students)
<i>Partially satisfied</i>	15,4% (4 students)	26,5% (9 students)	18,5% (5 students)
<i>Not satisfied</i>	7,7% (2 students)	8,8% (3 students)	3,7% (1 student)
<i>Difficult to answer</i>	11,5% (3 students)	5,8% (2 students)	3,7% (1 student)



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

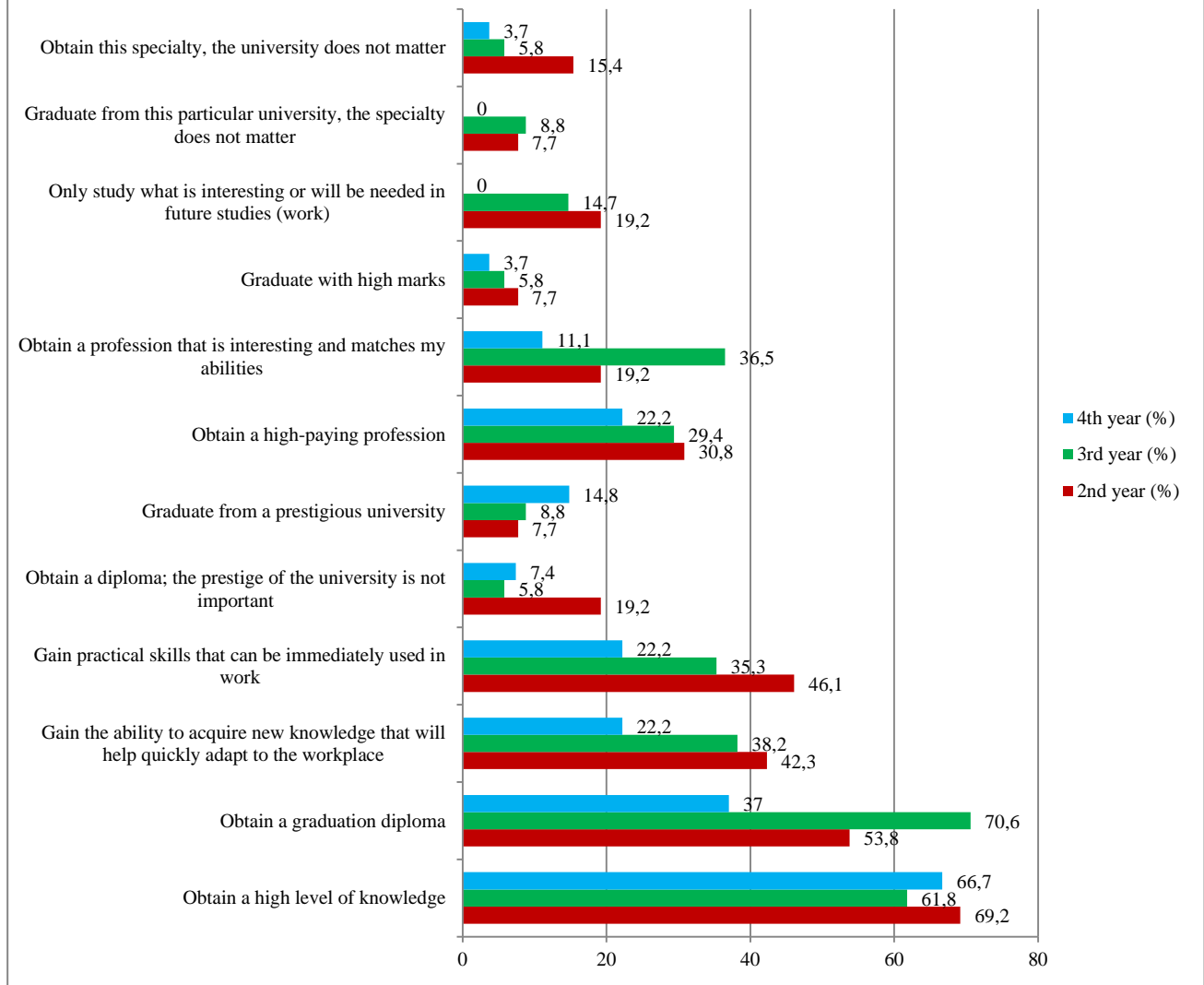
2nd year	3rd year	4th year
- buy the right equipment	- Didn't use the internet. There is not enough of a swimming pool to exercise in. Computers are very often too labyrinthine and not suitable for their intended functions.	-

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

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Obtain a high level of knowledge</i>	69,2% (18 students)	61,8% (21 students)	66,7% (18 students)
<i>Obtain a graduation diploma</i>	53,8% (14 students)	70,6% (24 students)	37% (10 students)
<i>Gain the ability to acquire new knowledge that will help quickly adapt to the workplace</i>	42,3% (11 students)	38,2% (13 students)	22,2% (6 students)
<i>Gain practical skills that can be immediately used in work</i>	46,1% (12 students)	35,3% (12 students)	22,2% (6 students)
<i>Obtain a diploma; the prestige of the university is not important</i>	19,2% (5 students)	5,8% (2 students)	7,4% (2 students)
<i>Graduate from a prestigious university</i>	7,7% (2 students)	8,8% (3 students)	14,8% (4 students)
<i>Obtain a high-paying profession</i>	30,8% (8 students)	29,4% (10 students)	22,2% (6 students)
<i>Obtain a profession that is interesting and matches my abilities</i>	19,2% (5 students)	36,5% (9 students)	11,1% (3 students)
<i>Graduate with high marks</i>	7,7% (2 students)	5,8% (2 students)	3,7% (1 student)
<i>Only study what is interesting or will be needed in future studies (work)</i>	19,2% (5 students)	14,7% (5 students)	-
<i>Graduate from this particular university, the specialty does not matter</i>	7,7% (2 students)	8,8% (3 students)	-
<i>Obtain this specialty, the university does not matter</i>	15,4% (4 students)	5,8% (2 students)	3,7% (1 student)

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

9. What is more important for you to achieve as a result of your education at your university?



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

The analysis of the results of the questionnaire “Student Satisfaction with Educational Services for 2nd-5th Year Students” shows a positive attitude of students towards the conditions, content, organization, and quality of the educational process at the university. The main part of the surveyed students of the specialty “Computers and Software” (91.4%) expressed satisfaction with the learning process in general. For convenience of analysis, let us consider the aspects according to the following levels of satisfaction:

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

- class schedule (86.3%);
- organization of independent work (91.1%);
- quality of internship (86.5%);
- organization and conduct of SIWT (89.8%);
- organization and conduct of laboratory works (92.1%);
- satisfaction with the work of the library (86.3%);
- possibility of access to full-text databases of scientific publications (85.3%);
- organization of catering at the university (87.6%).

The following criteria were evaluated by the respondents as “good quality” (satisfaction rates below 80%):

- living conditions in the dormitory (73%);

- quality of medical services (77.5%).

Students cited problems with the checkroom, including understaffing and slowness of operation resulting in late arrivals to class. The lack of toilet paper in sanitary areas and the need to make the administration more friendly were also noted.

More than 81.1% of respondents answered that they have no pretense to the quality of the organization of the educational process. However, a small part of students pointed out the discrepancy between the disciplines studied and the chosen specialty, as well as the insufficient importance of some subjects in relation to the number of hours allocated to them.

Information about academic mobility opportunities is available to the vast majority of students (91% and above in all courses). However, in the third year it was noted that not all announcements reach the students, because of which some of them have to go to the right offices on their own.

Relationships in the university are generally assessed by students as friendly. Positive interaction is noted both between students themselves, and between students and teachers, supervisors, administration and employees of departments. In senior courses there is a higher level of satisfaction with relationships compared to junior courses. At the same time, some cases of ill-will are noted, in particular, with regard to the work of the security service, which requires additional attention. In general, the prevalence of positive evaluations indicates a favorable atmosphere in the university.

The most urgent problems for students were the issues of employment in the specialty, the quality of the organization of the educational process and teaching, as well as food conditions in the canteen. The greatest concern about employment issues is observed in the 3rd and 4th years. The dissatisfaction with the quality of organization of industrial practice, especially among junior students, was separately noted.

Most students, especially junior students, do not participate in scientific work (73.1% in the 2nd year, 64.7% in the 3rd year). The main reasons: lack of time, lack of interest and awareness. In senior year of studies, there is an increase in involvement in projects, publications and competitions.

64.7% do not use the university opportunities for development. The most popular direction among students is participation in sports sections. Students who do not use the university opportunities for personal development, most often explain it by lack of time, lack of interest, busyness outside the university and household chores.

Students are generally satisfied with the material base of the university, but there are differences in satisfaction between courses. Satisfaction is highest among 4th year students, especially in the areas of scientific literature, computer equipment, software and teaching equipment. 2nd year students are more likely to express dissatisfaction, especially about the quality of the internet channel and equipment. 3rd year students also mention problems with equipment and internet. Questions about laboratories, specialized classrooms and sports equipment are also addressed positively, especially among 2nd and 4th year students.

2nd year students aim for a high level of knowledge, practical skills and the ability to adapt quickly in the workplace. 3rd year students are diploma-oriented, knowledge and practical skills are also important. 4th year students are more interested in a high level of knowledge, but they also note less importance of a diploma, preferring rather to get a profession corresponding to their abilities.

In general, the results of the questionnaire confirm the high level of satisfaction of students with the quality of educational services at the university, despite the identified individual problems.

The overall satisfaction of students of the specialty “ Computers and software ” with educational services is 86.1%, which indicates a high level of satisfaction of students in general, despite the individual problems and areas for improvement.

Recommendations:

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