

**Report
on the results of the survey
“Satisfaction of 2-5 year students with educational services”
in 2024-2025 academic year**

Department: Communication Systems Technology
Specialty: 6B06201 - Radio Engineering, Electronics and Telecommunications

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 6B06201 - Radio Engineering, Electronics and Telecommunications, 42 respondents out of 70 took part in the survey, which is 60% of the total number of students in this specialty.

- 2 year – 19 students (60%);
- 3 year – 15 students (60%);
- 4 year – 8 students (61,5%).

Mode of training

- Budget – 39 students (92,9%);
- Paid – 3 students (7,1%).

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

Indicators:

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

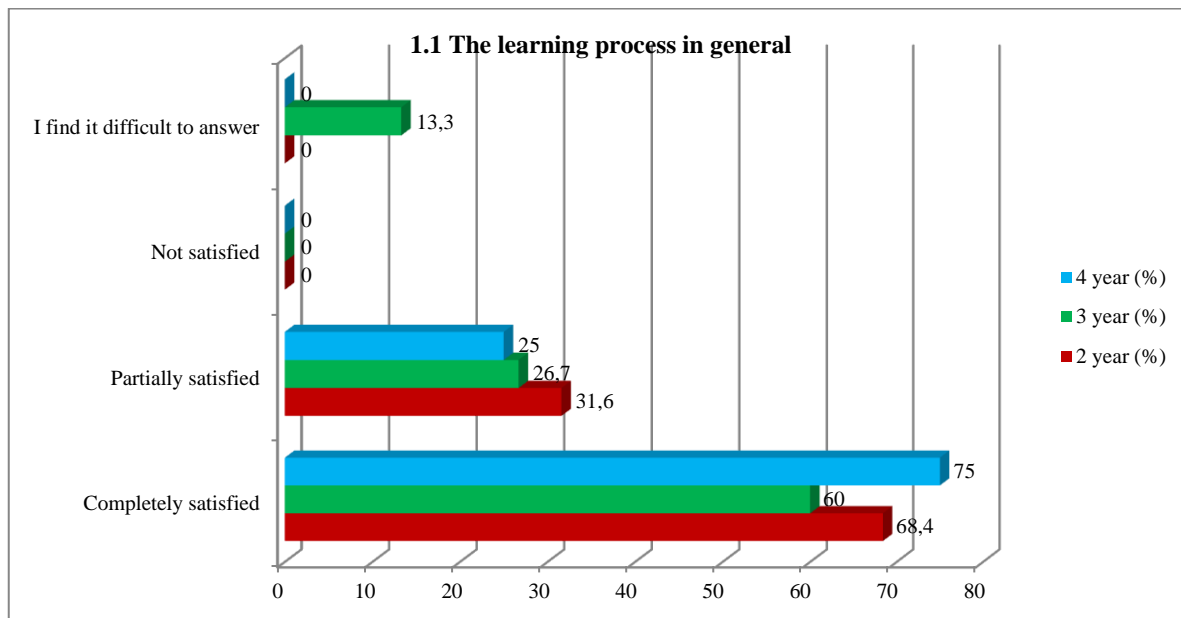
1.1 The learning process in general
1.2 Class schedule
1.3 Organization of independent work
1.4 Practices
1.5 Organizing and conducting SIWT
1.6 Organizing and conducting laboratory work
1.7 Satisfaction with the library work
1.8 Possibility of access to full-text databases of scientific publications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

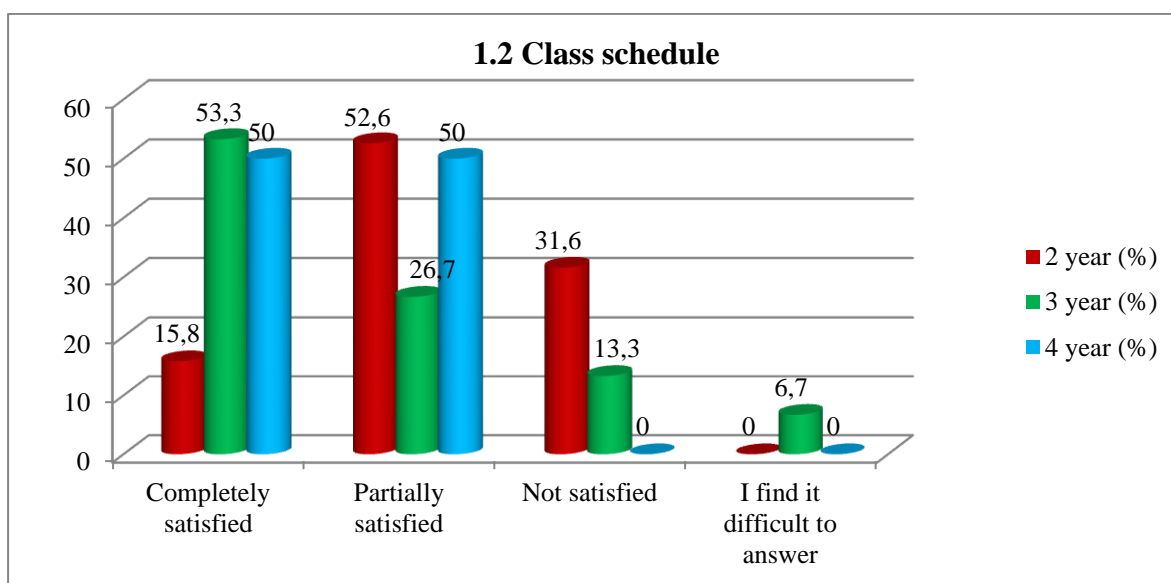
1.1 The learning process in general

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	68,4% (13 чел.)	60% (9 чел.)	75% (6 чел.)
<i>Partially satisfied</i>	31,6% (6 чел.)	26,7% (4 чел.)	25% (2 чел.)
<i>Not satisfied</i>	-	-	-
<i>I find it difficult to answer</i>	-	13,3% (2 чел.)	-



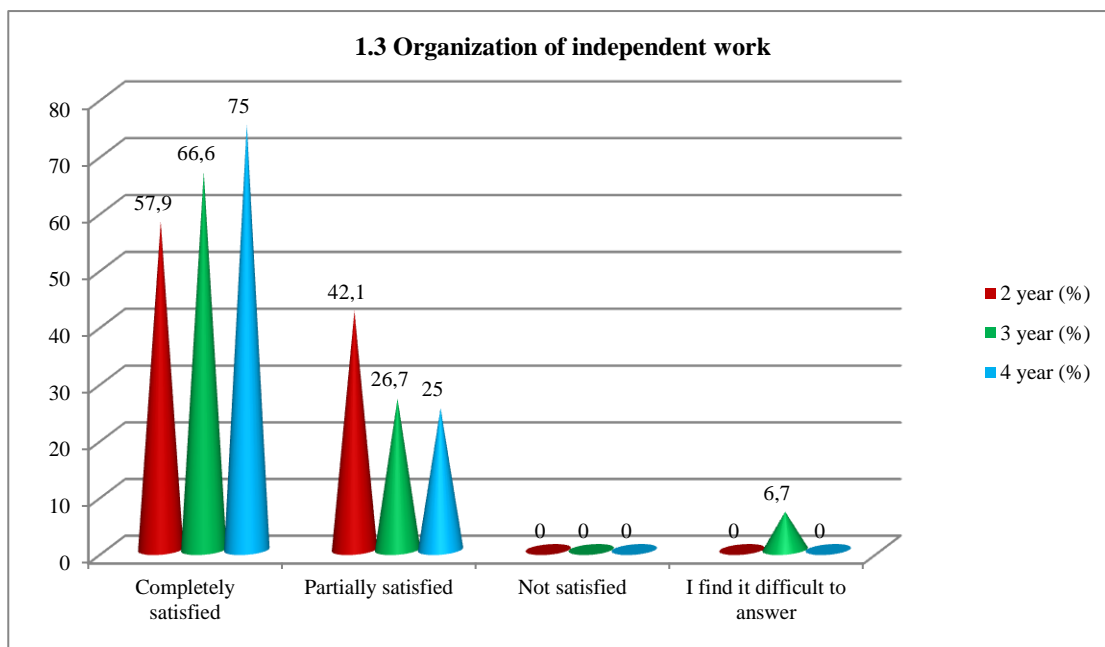
1.2 Class schedule

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	15,8% (3 чел.)	53,3% (8 чел.)	50% (4 чел.)
<i>Partially satisfied</i>	52,6% (10 чел.)	26,7% (4 чел.)	50% (4 чел.)
<i>Not satisfied</i>	31,6% (6 чел.)	13,3% (2 чел.)	-
<i>I find it difficult to answer</i>	-	6,7% (1 чел.)	-



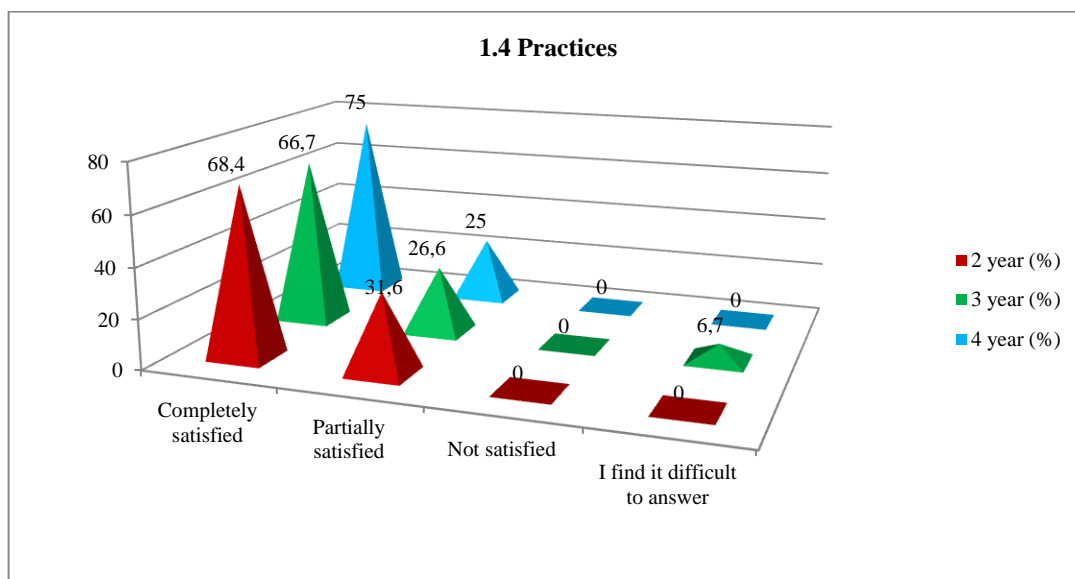
1.3 Organization of independent work

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	57,9% (11 чел.)	66,6% (10 чел.)	75% (6 чел.)
<i>Partially satisfied</i>	42,1% (8 чел.)	26,7% (4 чел.)	25% (2 чел.)
<i>Not satisfied</i>	-	-	-
<i>I find it difficult to answer</i>	-	6,7% (1 чел.)	-



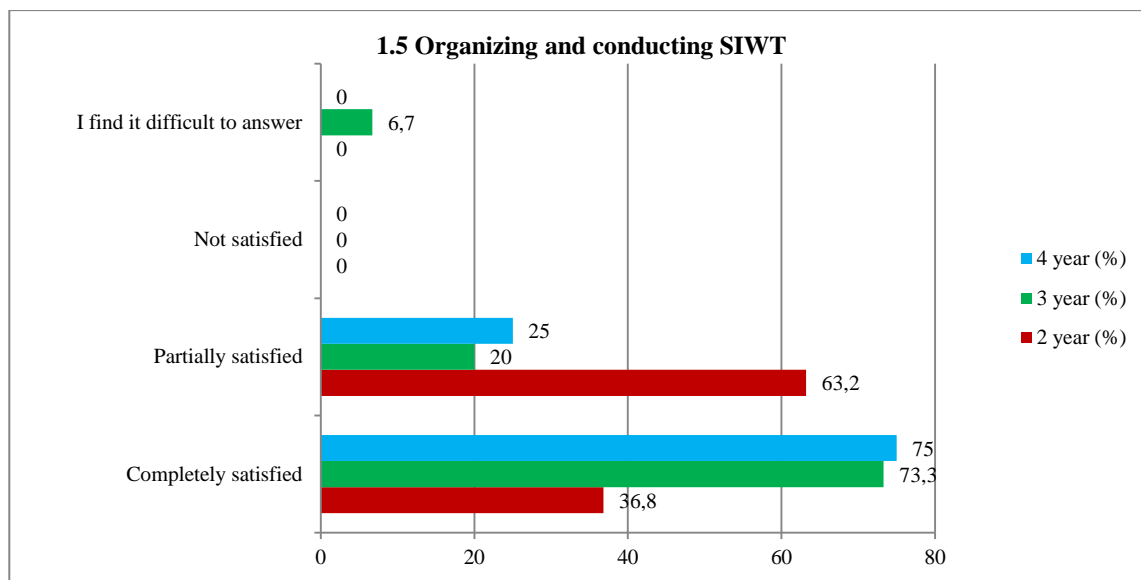
1.4 Practices

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	68,4% (13 чел.)	66,7% (10 чел.)	75% (6 чел.)
<i>Partially satisfied</i>	31,6% (6 чел.)	26,6% (4 чел.)	25% (2 чел.)
<i>Not satisfied</i>	-	-	-
<i>I find it difficult to answer</i>	-	6,7% (1 чел.)	-



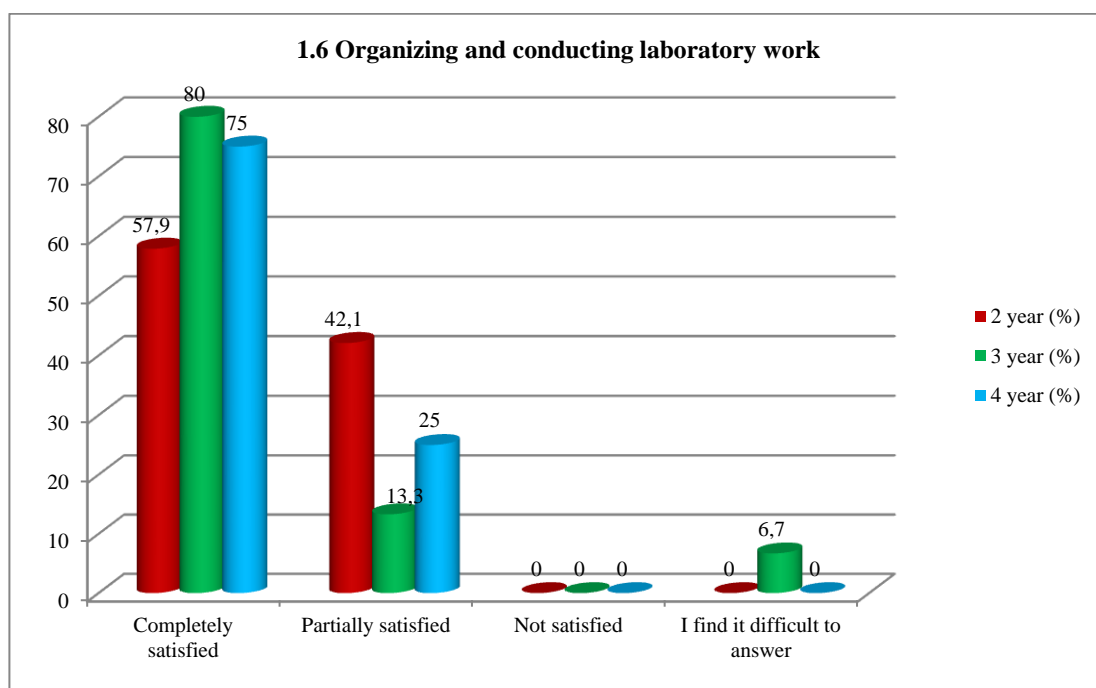
1.5 Organizing and conducting SIWT

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	36,8% (7 чел.)	73,3% (11 чел.)	75% (6 чел.)
<i>Partially satisfied</i>	63,2% (12 чел.)	20% (3 чел.)	25% (2 чел.)
<i>Not satisfied</i>	-	-	-
<i>I find it difficult to answer</i>	-	6,7% (1 чел.)	-



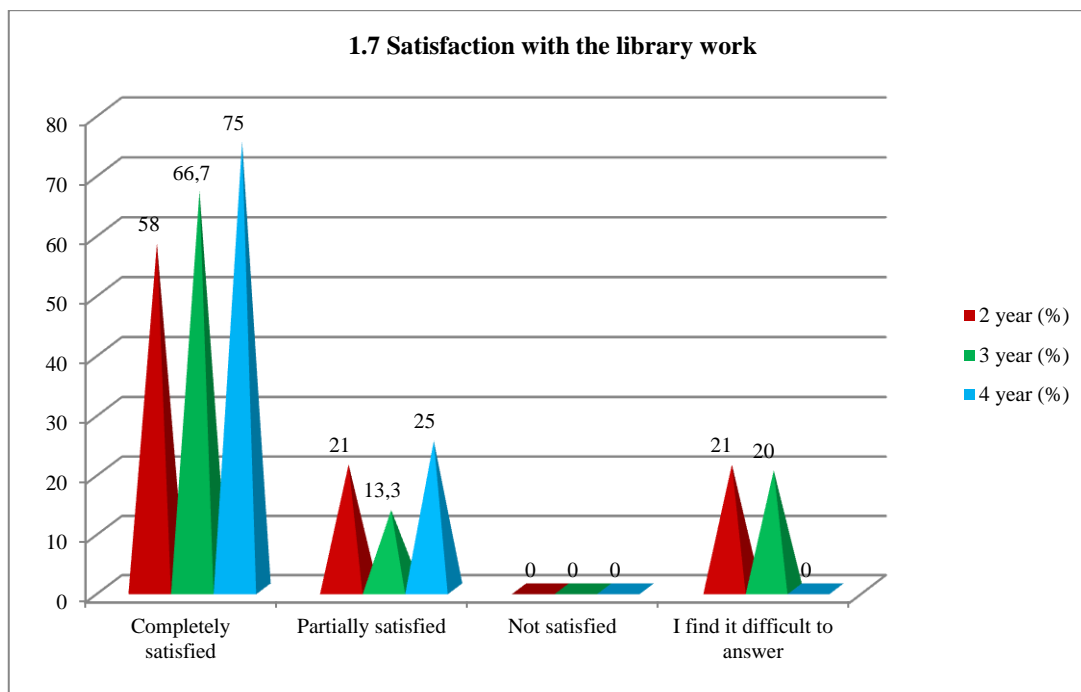
1.6 Organizing and conducting laboratory work

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	57,9% (11 чел.)	80% (12 чел.)	75% (6 чел.)
<i>Partially satisfied</i>	42,1% (8 чел.)	13,3% (2 чел.)	25% (2 чел.)
<i>Not satisfied</i>	-	-	-
<i>I find it difficult to answer</i>	-	6,7% (1 чел.)	-



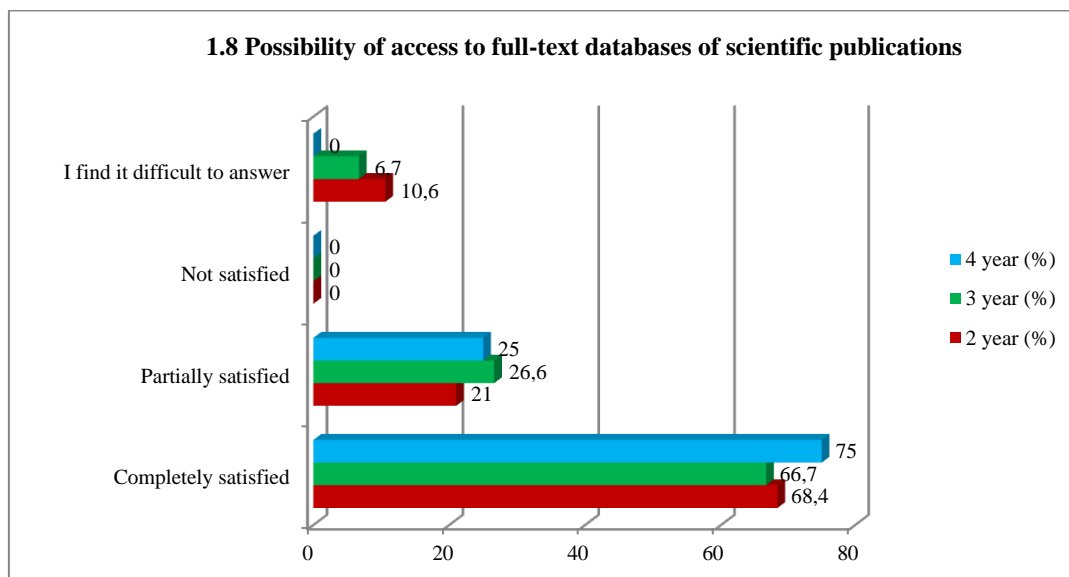
1.7 Satisfaction with the library work

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	58% (11 чел.)	66,7% (10 чел.)	75% (6 чел.)
<i>Partially satisfied</i>	21% (4 чел.)	13,3% (2 чел.)	25% (2 чел.)
<i>Not satisfied</i>	-	-	-
<i>I find it difficult to answer</i>	21% (4 чел.)	20% (3 чел.)	-



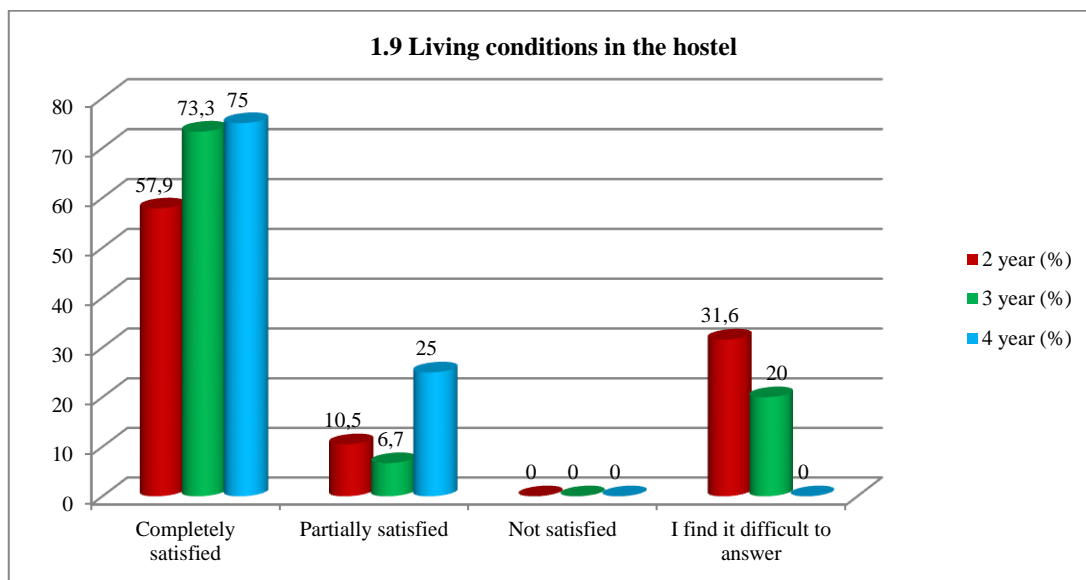
1.8 Possibility of access to full-text databases of scientific publications

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	68,4% (13 чел.)	66,7% (10 чел.)	75% (6 чел.)
<i>Partially satisfied</i>	21% (4 чел.)	26,6% (4 чел.)	25% (2 чел.)
<i>Not satisfied</i>	-	-	-
<i>I find it difficult to answer</i>	10,6% (2 чел.)	6,7% (1 чел.)	-



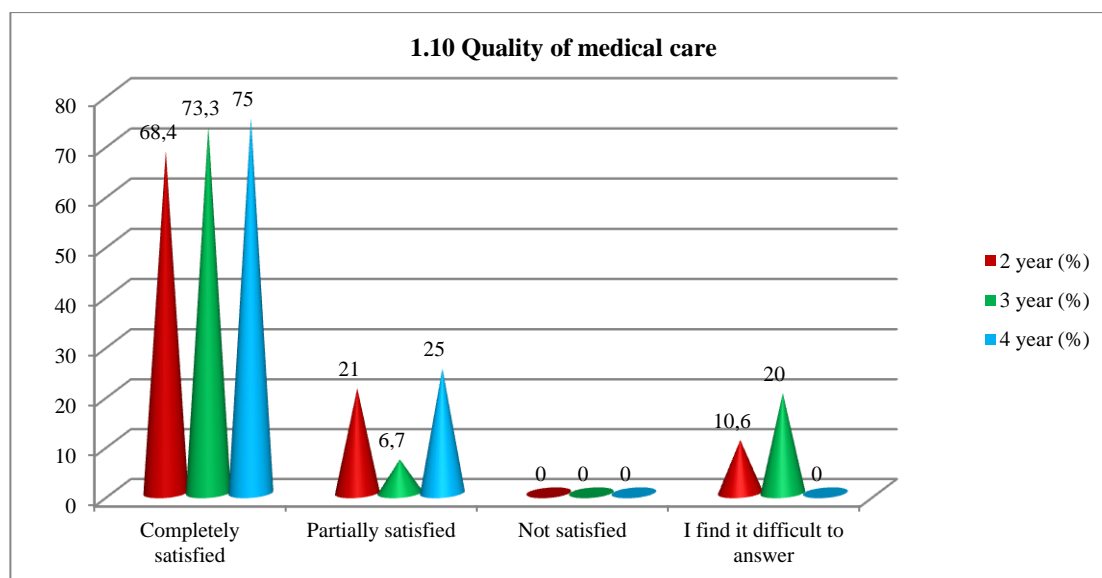
1.9 Living conditions in the hostel

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	57,9% (11 чел.)	73,3% (11 чел.)	75% (6 чел.)
<i>Partially satisfied</i>	10,5% (2 чел.)	6,7% (1 чел.)	25% (2 чел.)
<i>Not satisfied</i>	-	-	-
<i>I find it difficult to answer</i>	31,6% (6 чел.)	20% (3 чел.)	-



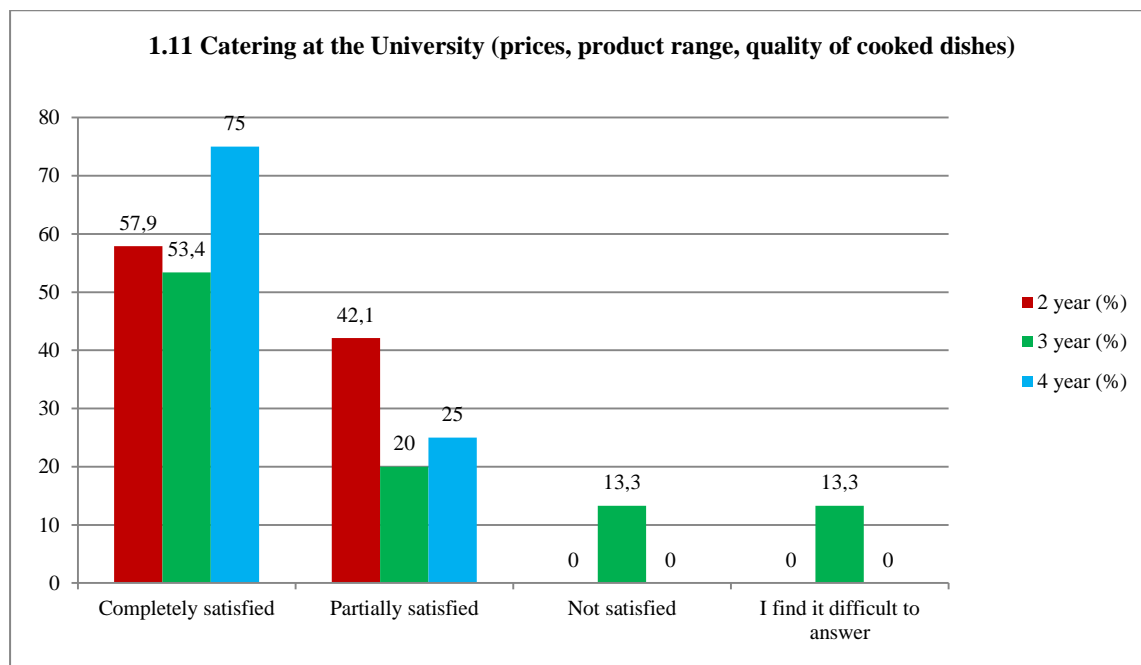
1.10 Quality of medical care

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	68,4% (13 чел.)	73,3% (11 чел.)	75% (6 чел.)
<i>Partially satisfied</i>	21% (4 чел.)	6,7% (1 чел.)	25% (2 чел.)
<i>Not satisfied</i>	-	-	-
<i>I find it difficult to answer</i>	10,6% (2 чел.)	20% (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>	57,9% (11 чел.)	53,4% (8 чел.)	75% (6 чел.)
<i>Partially satisfied</i>	42,1% (8 чел.)	20% (3 чел.)	25% (2 чел.)
<i>Not satisfied</i>	-	13,3% (2 чел.)	-
<i>I find it difficult to answer</i>	-	13,3% (2 чел.)	-

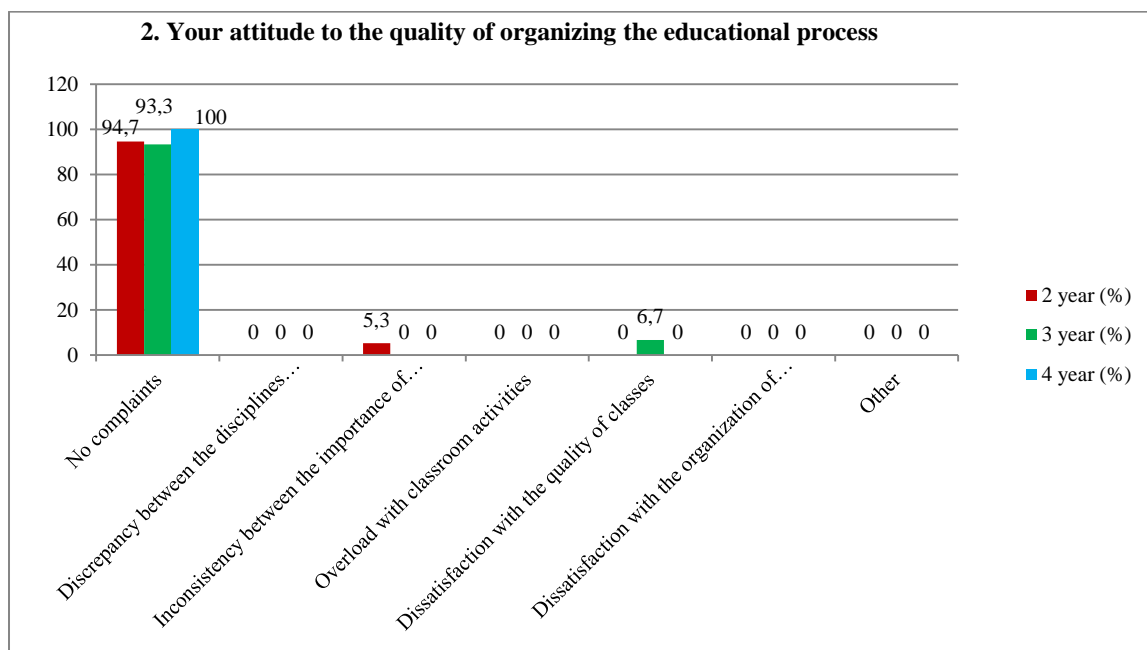


To the question “If you answered “not satisfied” to the previous question, please provide recommendations for improving the services provided”, respondents (2 years) answered as follows:

- everything is fine

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

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>No complaints</i>	94,7% (18 чел.)	93,3% (14 чел.)	100% (8 чел.)
<i>Discrepancy between the disciplines studied and the specialty obtained</i>	-	-	-
<i>Inconsistency between the importance of the subject and the number of hours</i>	5,3% (1 чел.)	-	-
<i>Overload with classroom activities</i>	-	-	-
<i>Dissatisfaction with the quality of classes</i>	-	6,7% (1 чел.)	-
<i>Dissatisfaction with the organization of tests and exams</i>	-	-	-
<i>Other</i>	-	-	-

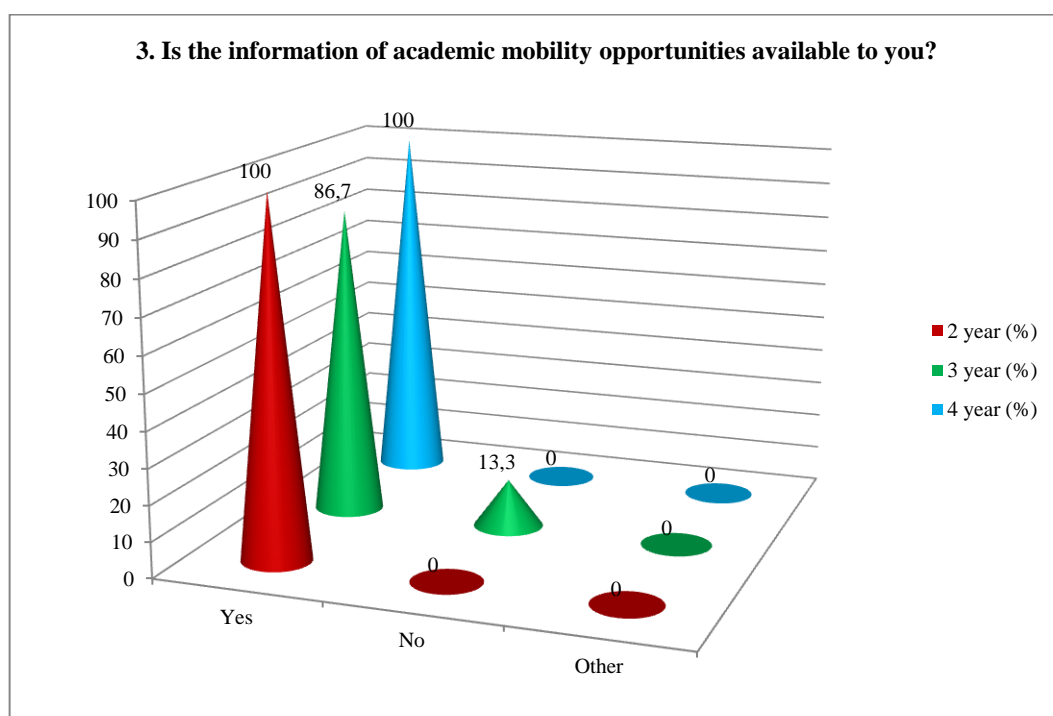


To the question “If you answered “Does not correspond or does not satisfy” to the previous question, please provide recommendations for improvement” respondents (2 years) answered as follows:

- Fewer hours for subjects that do not correspond to the specialty.

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

Answer options	2 year (%)	3 year (%)	4 year (%)
Yes	100% (19 чел.)	86,7% (13 чел.)	100% (8 чел.)
No	-	13,3% (2 чел.)	-
Other	-	-	-



To the question “If you answered “No” to the previous question, please write why,” respondents did not leave any additional comments.

4. What do you think the relationship is like

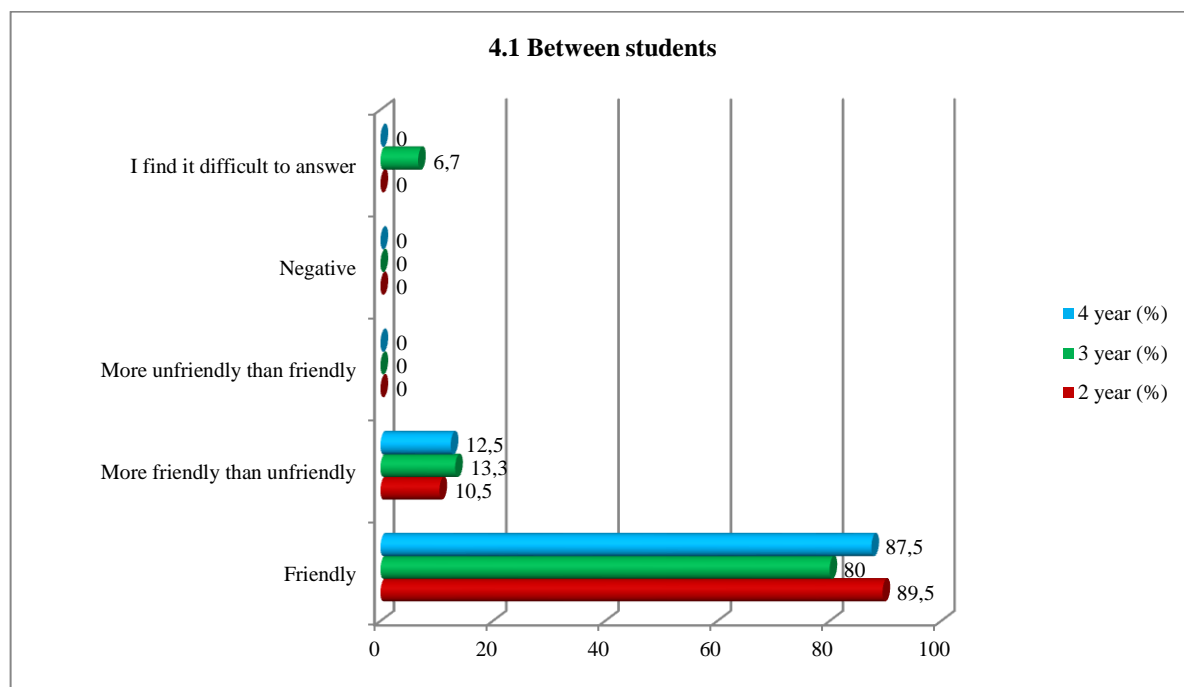
4.1 Between students
4.2 Between teachers and students (in the educational process)
4.3 Between a student and a supervisor
4.4 Between students and administration
4.5 Between students and employees of departments (library, student department, etc.)
4.6 Between students and security service

Other _____

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

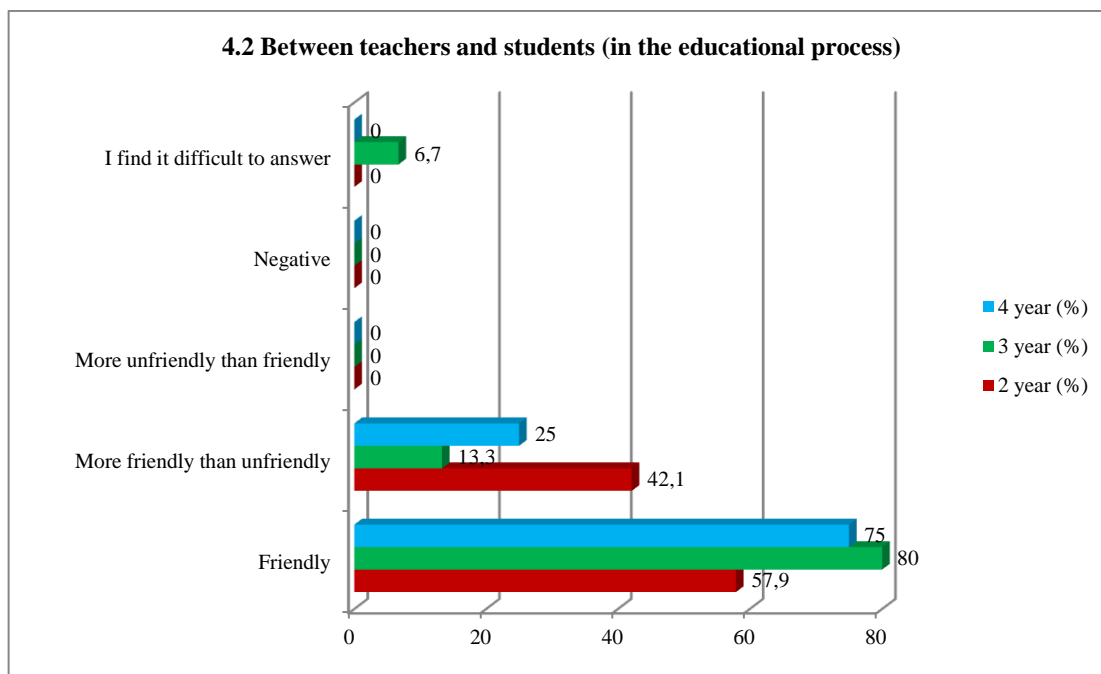
4.1 Between students

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Friendly</i>	89,5% (17 чел.)	80% (12 чел.)	87,5% (7 чел.)
<i>More friendly than unfriendly</i>	10,5% (2 чел.)	13,3% (2 чел.)	12,5% (1 чел.)
<i>More unfriendly than friendly</i>	-	-	-
<i>Negative</i>	-	-	-
<i>I find it difficult to answer</i>	-	6,7% (1 чел.)	-



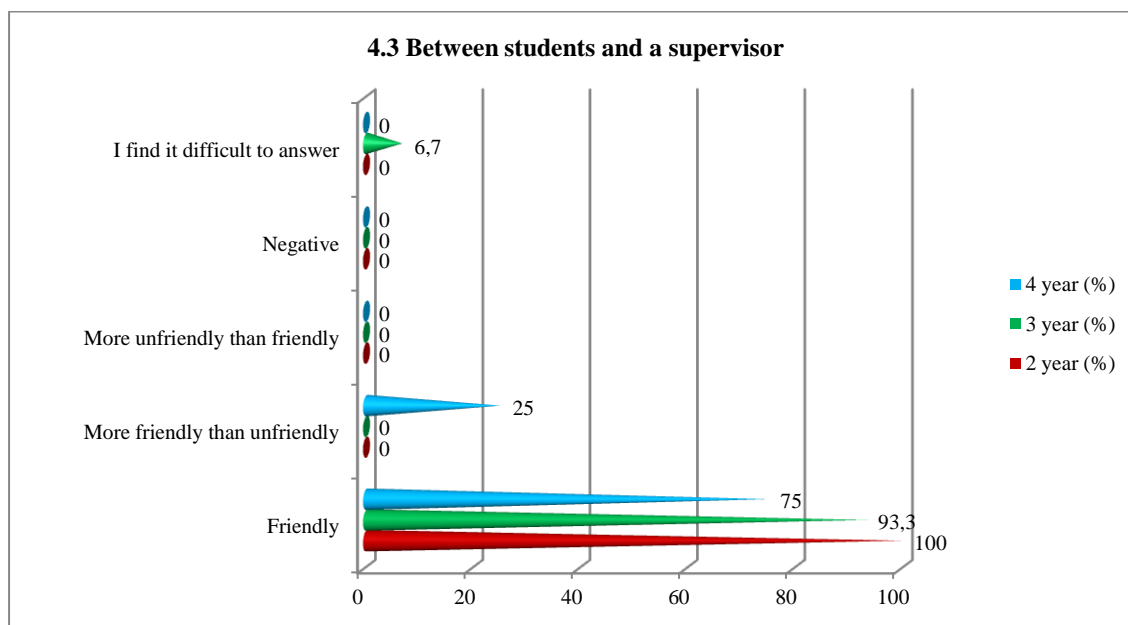
4.2 Between teachers and students (in the educational process)

Answer options	2 year (%)	3 year (%)	4 year (%)
Friendly	57,9% (11 чел.)	80% (12 чел.)	75% (6 чел.)
More friendly than unfriendly	42,1% (8 чел.)	13,3% (2 чел.)	25% (2 чел.)
More unfriendly than friendly	-	-	-
Negative	-	-	-
I find it difficult to answer	-	6,7% (1 чел.)	-



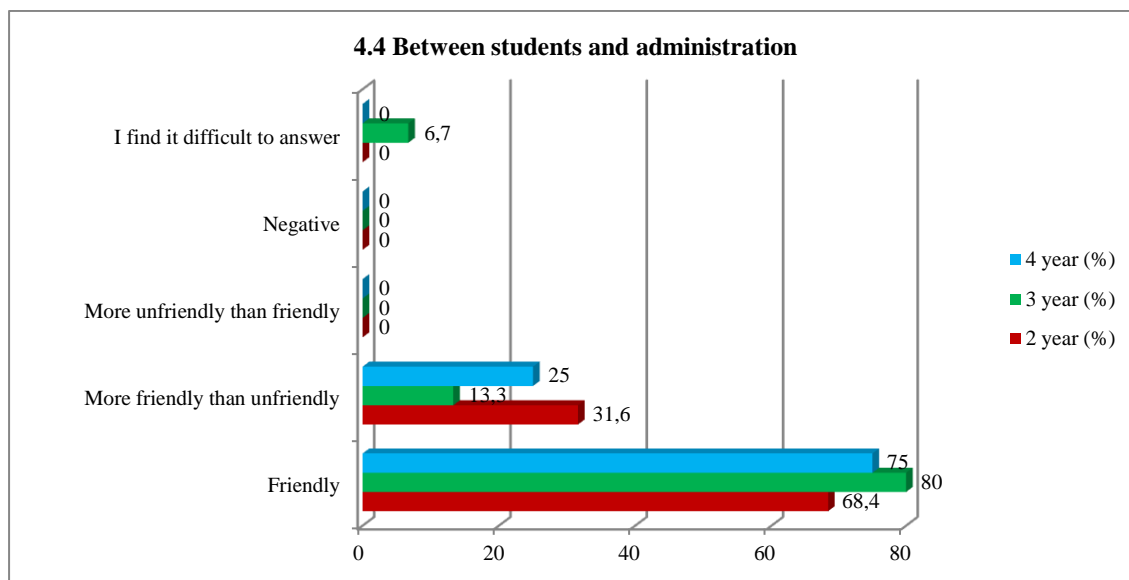
4.3 Between students and a supervisor

Answer options	2 year (%)	3 year (%)	4 year (%)
Friendly	100% (19 чел.)	93,3% (14 чел.)	75% (6 чел.)
More friendly than unfriendly	-	-	25% (2 чел.)
More unfriendly than friendly	-	-	-
Negative	-	-	-
I find it difficult to answer	-	6,7% (1 чел.)	-



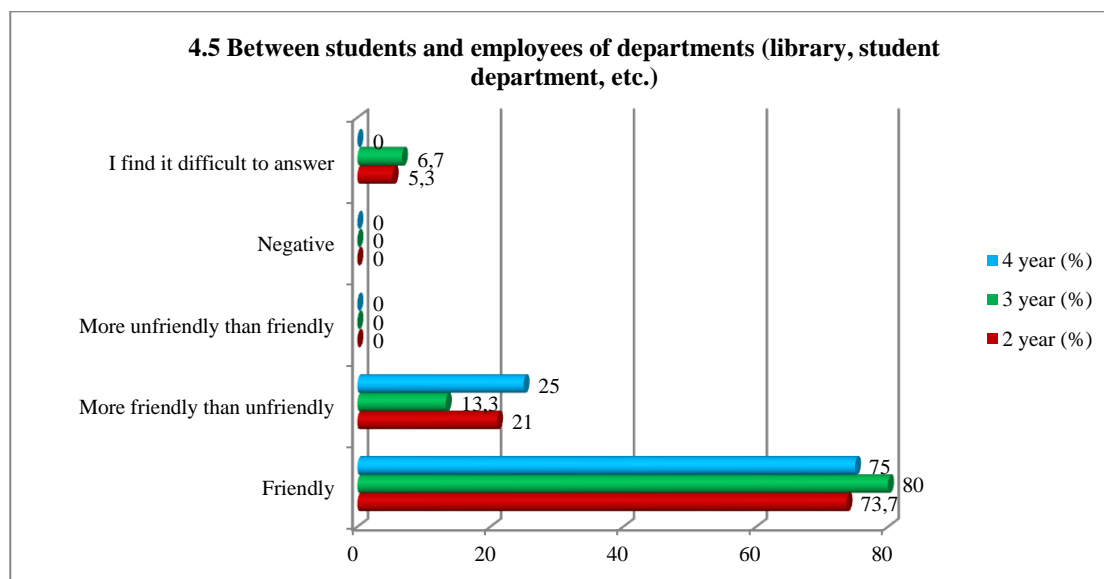
4.4 Between students and administration

Answer options	2 year (%)	3 year (%)	4 year (%)
Friendly	68,4% (13 чел.)	80% (12 чел.)	75% (6 чел.)
More friendly than unfriendly	31,6% (6 чел.)	13,3% (2 чел.)	25% (2 чел.)
More unfriendly than friendly	-	-	-
Negative	-	-	-
I find it difficult to answer	-	6,7% (1 чел.)	-



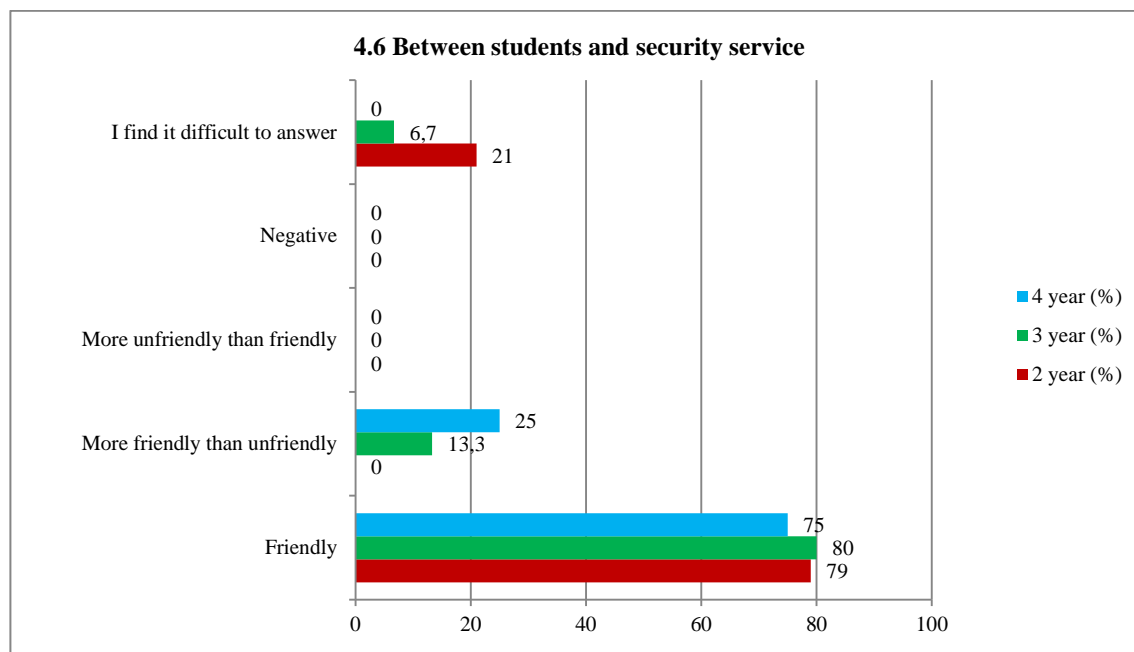
4.5 Between students and employees of departments (library, student department, etc.)

Answer options	2 year (%)	3 year (%)	4 year (%)
Friendly	73,7% (14 чел.)	80% (12 чел.)	75% (6 чел.)
More friendly than unfriendly	21% (4 чел.)	13,3% (2 чел.)	25% (2 чел.)
More unfriendly than friendly	-	-	-
Negative	-	-	-
I find it difficult to answer	5,3% (1 чел.)	6,7% (1 чел.)	-



4.6 Between students and security service

Answer options	2 year (%)	3 year (%)	4 year (%)
Friendly	79% (15 чел.)	80% (12 чел.)	75% (6 чел.)
More friendly than unfriendly	-	13,3% (2 чел.)	25% (2 чел.)
More unfriendly than friendly	-	-	-
Negative	-	-	-
I find it difficult to answer	21% (4 чел.)	6,7% (1 чел.)	-



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

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

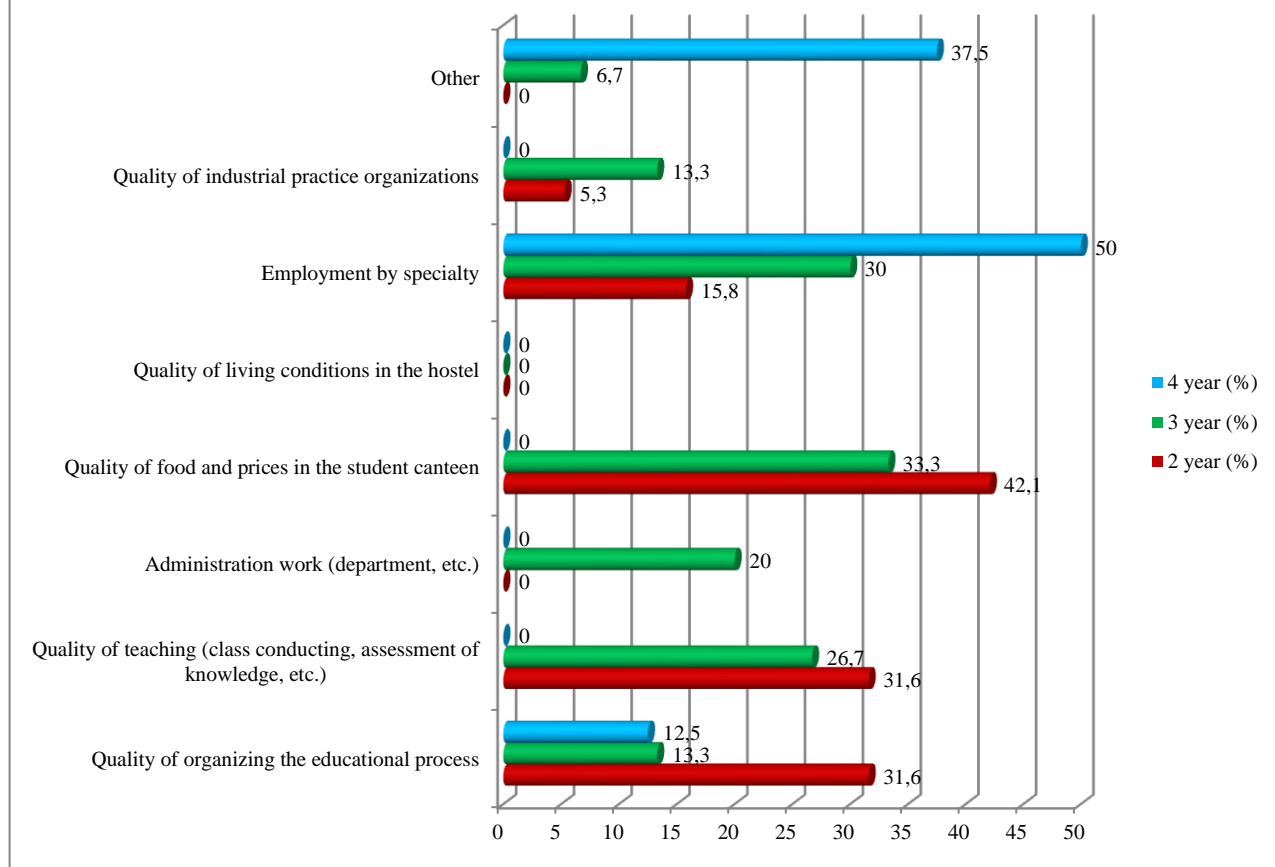
Answer options	2 year (%)	3 year (%)	4 year (%)
Quality of organizing the educational process	31,6% (6 чел.)	13,3% (2 чел.)	12,5% (1 чел.)
Quality of teaching (class conducting, assessment of knowledge, etc.)	31,6% (6 чел.)	26,7% (4 чел.)	-
Administration work (department, etc.)	-	20% (3 чел.)	-
Quality of food and prices in the student canteen	42,1% (8 чел.)	33,3% (5 чел.)	-
Quality of living conditions in the hostel	-	-	-
Employment by specialty	15,8% (3 чел.)	30% (3 чел.)	50% (4 чел.)
Quality of industrial practice organizations	5,3% (1 чел.)	13,3% (2 чел.)	-
Other	-	6,7% (1 чел.)	37,5% (3 чел.)

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

To the option Other, student answered in such a way:

2 year	3 year	4 year
- Everything is good	-	- No (3)

5. Which student problems are of particular concern to you now?

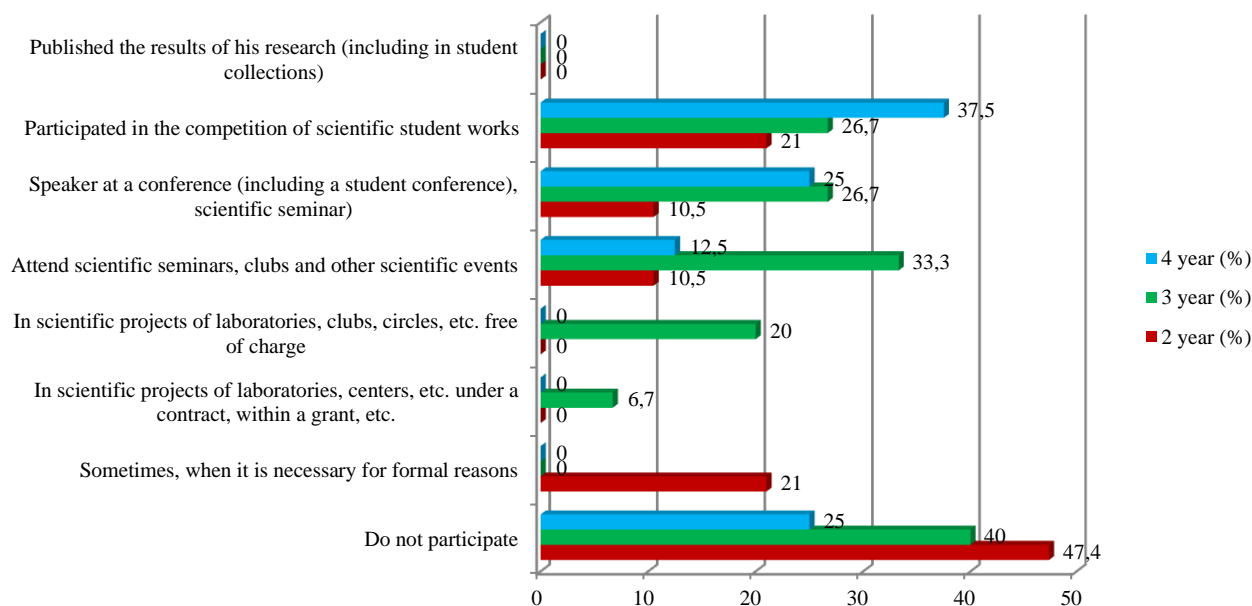


6. Do you take part in the scientific work of the University? If yes, in what forms (check all that apply))

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Do not participate</i>	47,4% (9 чел.)	40% (6 чел.)	25% (2 чел.)
<i>Sometimes, when it is necessary for formal reasons</i>	21% (4 чел.)	-	-
<i>In scientific projects of laboratories, centers, etc. under a contract, within a grant, etc.</i>	-	6,7% (1 чел.)	-
<i>In scientific projects of laboratories, clubs, circles, etc. free of charge</i>	-	20% (3 чел.)	-
<i>Attend scientific seminars, clubs and other scientific events</i>	10,5% (2 чел.)	33,3% (5 чел.)	12,5% (1 чел.)
<i>Speaker at a conference (including a student conference), scientific seminar</i>	10,5% (2 чел.)	26,7% (4 чел.)	25% (2 чел.)
<i>Participated in the competition of scientific student works</i>	21% (4 чел.)	26,7% (4 чел.)	37,5% (3 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

6. Do you take part in the scientific work of the University? If yes, in what forms



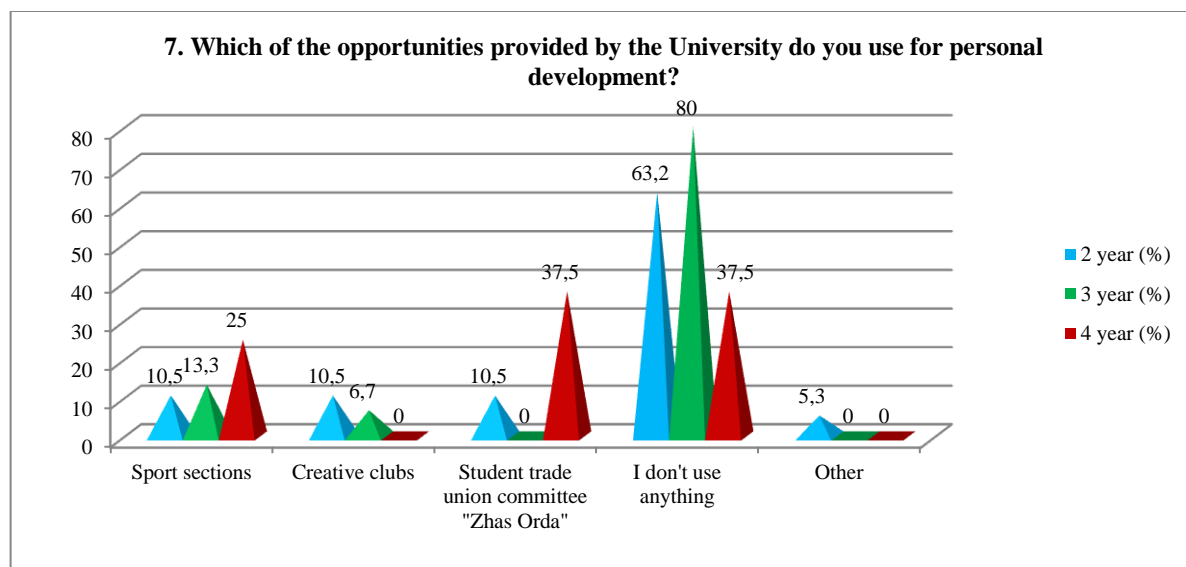
In response to the question “If you answered ‘Did not participate’ to the previous question, please write why,” the students did not leave any additional comments.

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>	10,5% (2 чел.)	13,3% (2 чел.)	25% (2 чел.)
<i>Creative clubs</i>	10,5% (2 чел.)	6,7% (1 чел.)	-
<i>Student trade union committee "Zhas Orda"</i>	10,5% (2 чел.)	-	37,5% (3 чел.)
<i>I don't use anything</i>	63,2% (12 чел.)	80% (12 чел.)	37,5% (3 чел.)
<i>Other</i>	5,3% (1 чел.)	-	-

Respondents (2 years) answered the “Other” option as follows:

- “Zhas Orda” and the vocal club “Tenor”



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
- No time - I don’t know	- No need	-

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

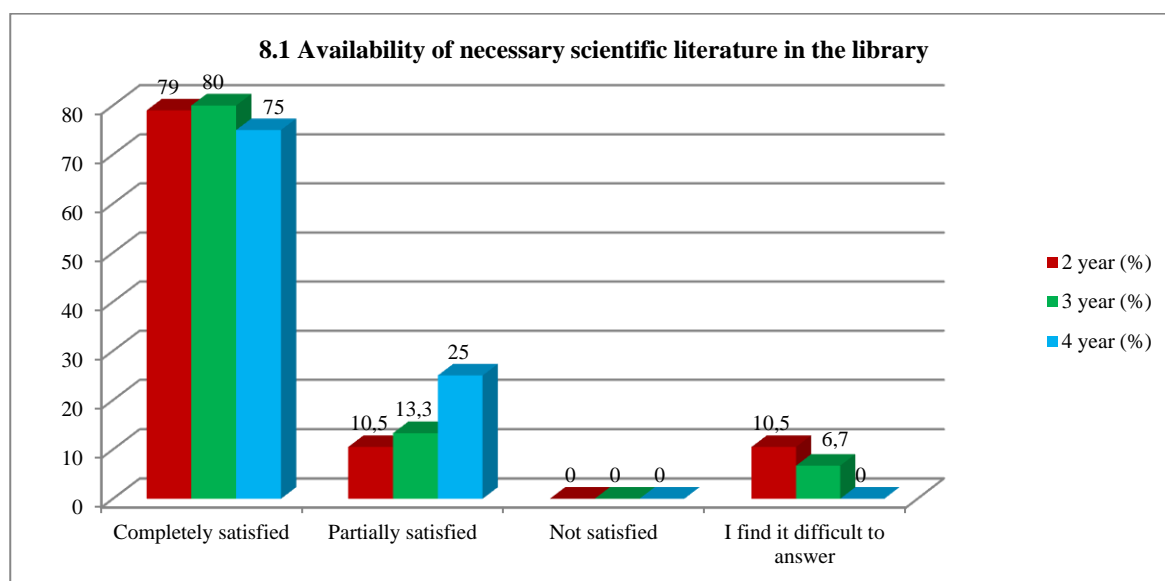
8.1 Availability of necessary scientific literature in the library
8.2 Modernity of computer equipment
8.3 Internet channel width, its speed
8.4 Software modernity
8.5 Availability of educational and scientific equipment
8.6 Availability of laboratories and specialized classrooms
8.7 Availability of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

Other _____

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

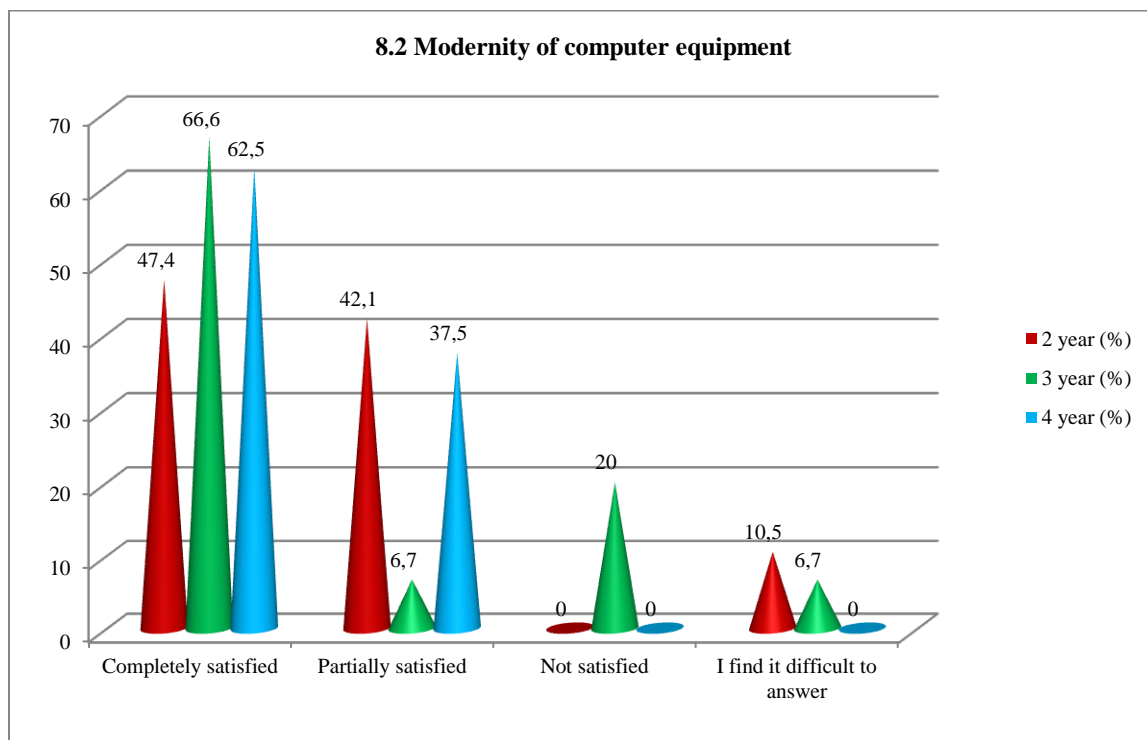
8.1 Availability of necessary scientific literature in the library

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	79% (15 чел.)	80% (12 чел.)	75% (6 чел.)
<i>Partially satisfied</i>	10,5% (2 чел.)	13,3% (2 чел.)	25% (2 чел.)
<i>Not satisfied</i>	-	-	-
<i>I find it difficult to answer</i>	10,5% (2 чел.)	6,7% (1 чел.)	-



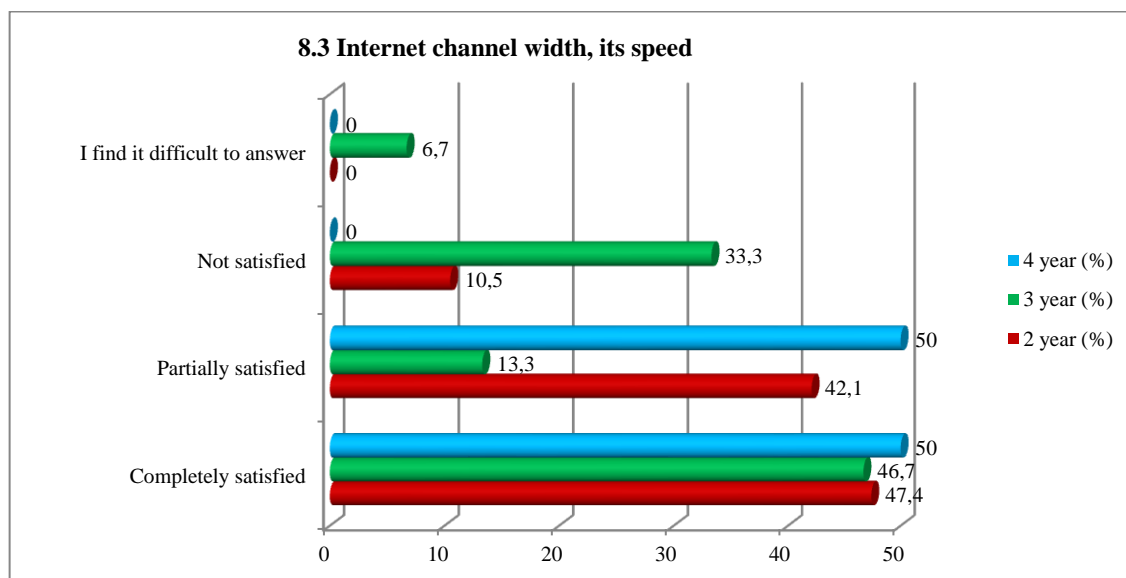
8.2 Modernity of computer equipment

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	47,4% (9 чел.)	66,6% (10 чел.)	62,5% (5 чел.)
<i>Partially satisfied</i>	42,1% (8 чел.)	6,7% (1 чел.)	37,5% (3 чел.)
<i>Not satisfied</i>	-	20% (3 чел.)	-
<i>I find it difficult to answer</i>	10,5% (2 чел.)	6,7% (1 чел.)	-



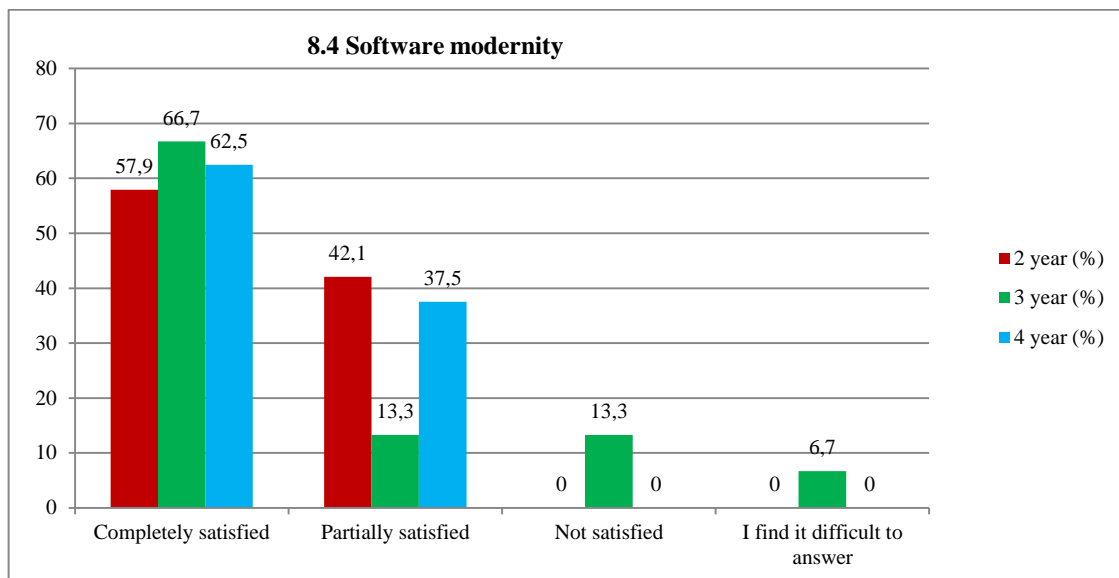
8.3 Internet channel width, its speed

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	47,4% (9 чел.)	46,7% (7 чел.)	50% (4 чел.)
<i>Partially satisfied</i>	42,1% (8 чел.)	13,3% (2 чел.)	50% (4 чел.)
<i>Not satisfied</i>	10,5% (2 чел.)	33,3% (5 чел.)	-
<i>I find it difficult to answer</i>	-	6,7% (1 чел.)	-



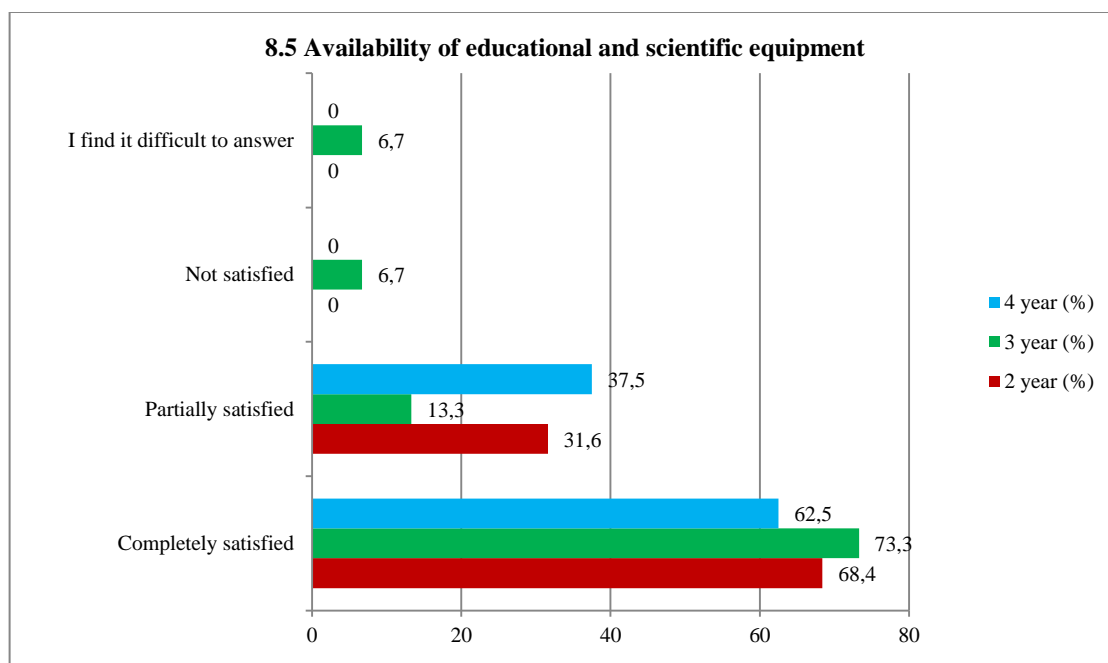
8.4 Software modernity

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	57,9% (11 чел.)	66,7% (10 чел.)	62,5% (5 чел.)
<i>Partially satisfied</i>	42,1% (8 чел.)	13,3% (2 чел.)	37,5% (3 чел.)
<i>Not satisfied</i>	-	13,3% (2 чел.)	-
<i>I find it difficult to answer</i>	-	6,7% (1 чел.)	-



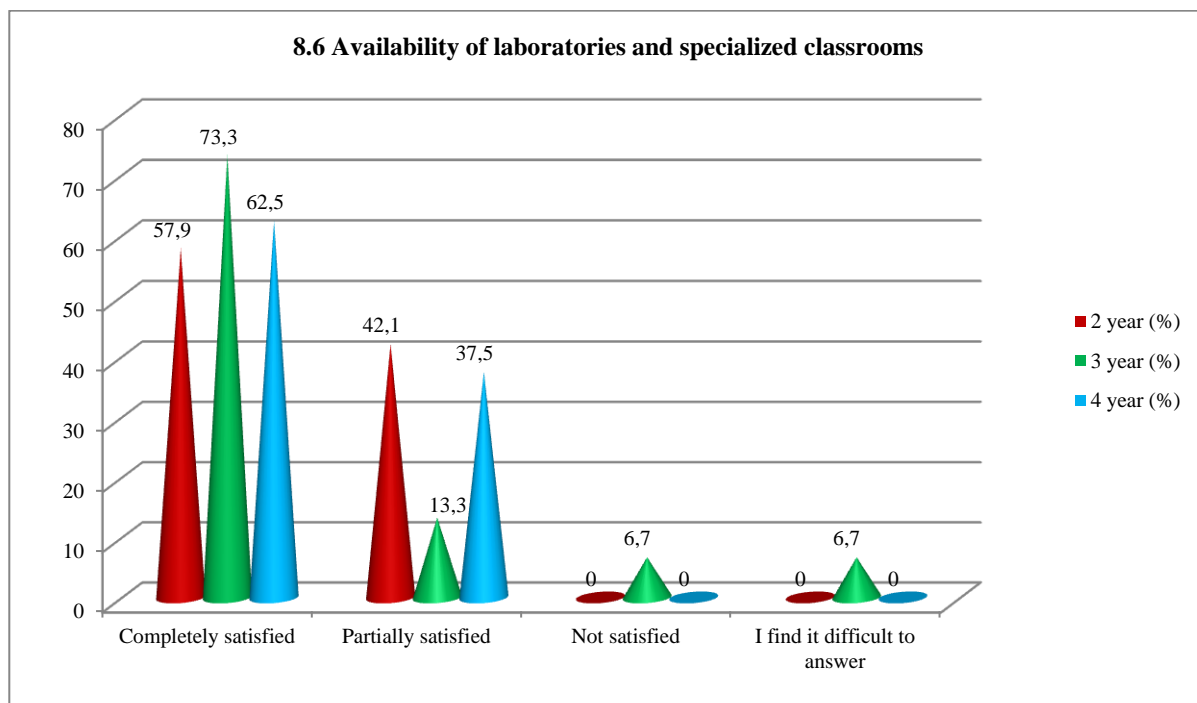
8.5 Availability of educational and scientific equipment

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	68,4% (13 чел.)	73,3% (11 чел.)	62,5% (5 чел.)
<i>Partially satisfied</i>	31,6% (6 чел.)	13,3% (2 чел.)	37,5% (3 чел.)
<i>Not satisfied</i>	-	6,7% (1 чел.)	-
<i>I find it difficult to answer</i>	-	6,7% (1 чел.)	-



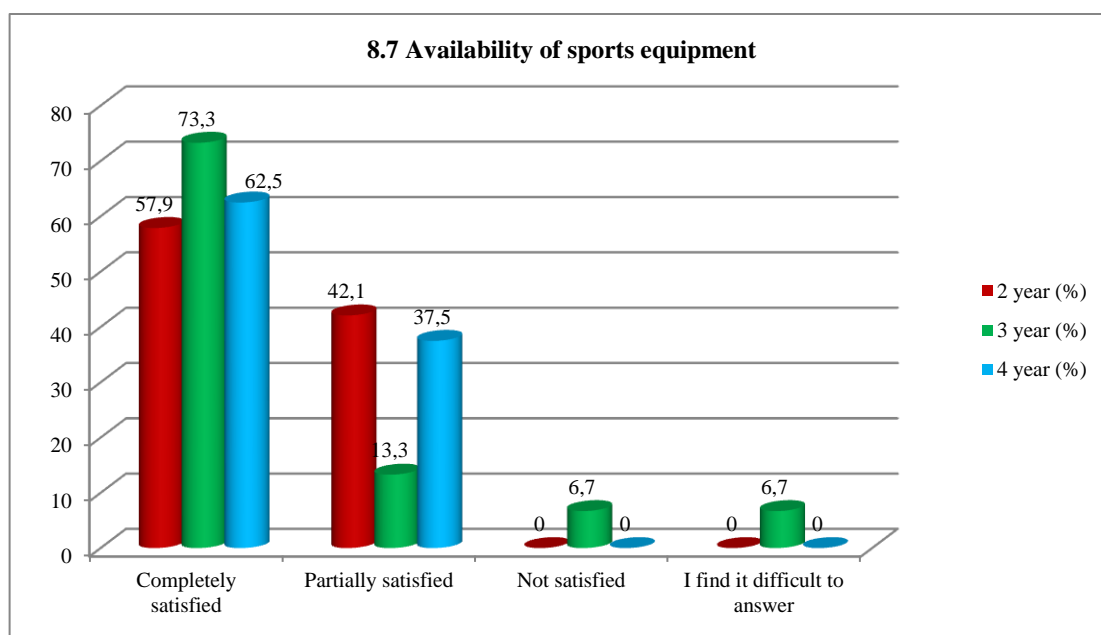
8.6 Availability of laboratories and specialized classrooms

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	57,9% (11 чел.)	73,3% (11 чел.)	62,5% (5 чел.)
<i>Partially satisfied</i>	42,1% (8 чел.)	13,3% (2 чел.)	37,5% (3 чел.)
<i>Not satisfied</i>	-	6,7% (1 чел.)	-
<i>I find it difficult to answer</i>	-	6,7% (1 чел.)	-



8.7 Availability of sports equipment

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	57,9% (11 чел.)	73,3% (11 чел.)	62,5% (5 чел.)
<i>Partially satisfied</i>	42,1% (8 чел.)	13,3% (2 чел.)	37,5% (3 чел.)
<i>Not satisfied</i>	-	6,7% (1 чел.)	-
<i>I find it difficult to answer</i>	-	6,7% (1 чел.)	-



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

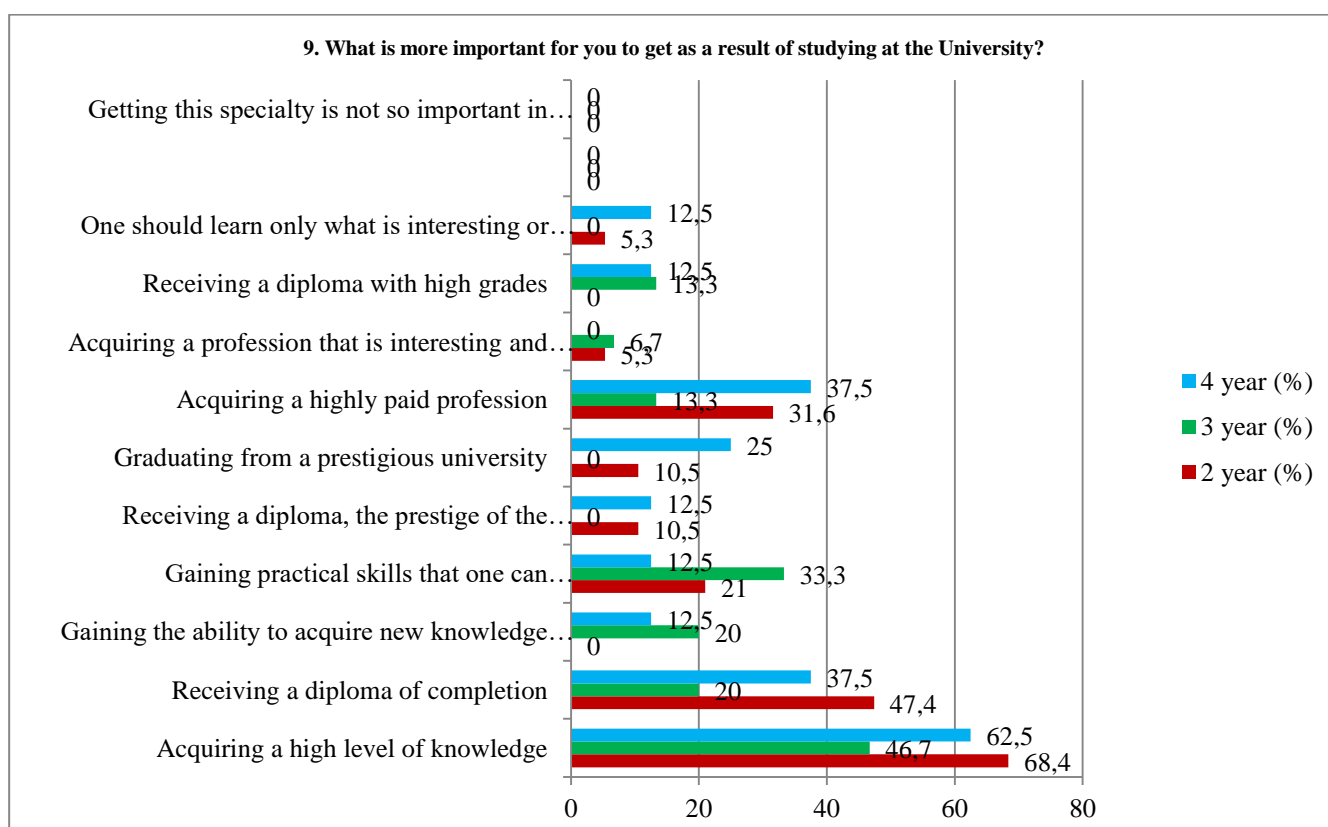
- Mobile Internet within the university walls works very slowly, the computers are very old, the university’s Wi-Fi (Internet) does not work.

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 (%)
<i>Acquiring a high level of knowledge</i>	68,4% (13 чел.)	46,7% (7 чел.)	62,5% (5 чел.)
<i>Receiving a diploma of completion</i>	47,4% (9 чел.)	20% (3 чел.)	37,5% (3 чел.)
<i>Gaining the ability to acquire new knowledge that will help one to quickly adapt to the workplace</i>	-	20% (3 чел.)	12,5% (1 чел.)
<i>Gaining practical skills that one can immediately use at work</i>	21% (4 чел.)	33,3% (5 чел.)	12,5% (1 чел.)
<i>Receiving a diploma, the prestige of the university does not matter</i>	10,5% (2 чел.)	-	12,5% (1 чел.)
<i>Graduating from a prestigious university</i>	10,5% (2 чел.)	-	25% (2 чел.)
<i>Acquiring a highly paid profession</i>	31,6% (6 чел.)	13,3% (2 чел.)	37,5% (3 чел.)
<i>Acquiring a profession that is interesting and matches one’s abilities</i>	5,3% (1 чел.)	6,7% (1 чел.)	-
<i>Receiving a diploma with high grades</i>	-	13,3% (2 чел.)	12,5% (1 чел.)
<i>One should learn only what is interesting or will be needed in further study (work)</i>	5,3% (1 чел.)	-	12,5% (1 чел.)
<i>It’s not so important in what specialty to graduate from this particular university</i>	-	-	-
<i>Getting this specialty is not so important in which university.</i>	-	-	-

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



Please write your suggestions, wishes, and what questions you think should be added to this questionnaire to improve the training program, improve the quality of services provided, improve the quality of distance learning and other areas of the university's activities. (*The students' answers are presented in the original. The author's spelling and punctuation have been preserved*). The respondents answered as follows:

- Is the scholarship enough?
- No questions.

Based on the survey results, the following conclusions can be drawn.

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 surveyed students majoring in "Radio Engineering, Electronics and Telecommunications" (95.6%) expressed satisfaction with the learning process as a whole.

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

- class schedule (82.8%);
- organization of independent work (97.8%);
- quality of practices (97.8%);
- organizing and conducting SIWT (97.8%);
- organizing and conducting laboratory work (97.8%);
- satisfaction with the work of the library (86.4%);
- the ability to access full-text databases of scientific publications (94.2%);
- living conditions in the hostel (82.8%);
- quality of medical care (89.8%);
- organization of catering at the University (91.1%).

Most students rate the quality of the organization of the educational process positively, which is confirmed by the high percentage of those who have "No complaints" (94.7% of 2-year students, 93.3% of 3-year students, 100% of 4-year students). Only a few respondents (5.3% of 2-year and 6.7% of 3-year students) noted the discrepancy between the importance of the subject and the number of hours or dissatisfaction with the quality of classes. The only suggestion for improvement from 2-year students concerns the reduction of hours for subjects not related to their specialty.

The information of academic mobility opportunities is available to almost all students, especially in the 2nd and 4th years, where this figure is 100%. In the 3rd year, 86.7% of students noted the availability of information, and 13.3% indicated its absence, but there were no reasons or comments on this matter.

In general, students rate the relationship at the University as friendly. The most positively noted relationships are those between students and their supervisors, where 100% of 2-year students, 93.3% of 3-year students, and 75% of 4-year students indicated friendliness. Relationships between students, teachers, administration, and departments are also generally rated as friendly or rather friendly. Relationships with security personnel were rated positively by most students, although 21% of 2-year respondents found it difficult to answer. No complaints of ill will or negative relationships were recorded.

Respondents identified differences in problem priorities depending on the year. Second-year students most often indicated problems related to the quality of food and prices in the student canteen (42.1%) and the quality of the educational process (31.6%).

In the third year, the most pressing issues were the quality of food (33.3%), employment in the specialty (30%) and the quality of teaching (26.7%). 4-year students are mainly concerned about employment in the specialty (50%), while 37.5% chose the "Other" option, which indicated that there were no problems. A significant proportion of students, especially in the younger years, do not participate in research work: 47.4% in the second year, 40% in the third year and 25% in the fourth year. Among those participating, the most popular forms of activity are participation in student research contests (21% in the 2nd year, 26.7% in the 3rd year, and 37.5% in the 4th year) and presentations at conferences and seminars (10.5%, 26.7%, and 25%, respectively). Participation in scientific events and laboratory projects on a voluntary basis is more typical for 3rd year students (20%).

Most students do not use the opportunities for personal development provided by the University: 63.2% in the 2nd year, 80% in the 3rd year, and 37.5% in the 4th year. Among those who are active, the most popular are sports sections (10.5%, 13.3%, and 25%, respectively) and creative circles (especially in the junior years). In the 4th year, 37.5% of respondents indicated participation in the activities of the student trade union "Zhas Orda". Among the reasons for not using opportunities, students most often indicate a lack of time or lack of need.

Most students are satisfied with the availability of scientific literature in the library, the modernity of software and computer equipment, the width of the Internet channel, as well as the availability of educational, scientific and sports equipment. For example, 57.9% of respondents of the 2nd year, 66.7% of those of the 3rd year and 62.5% of those of the 4th year are completely satisfied with the modernity of the software. At the same time, 10.5% of 2-year students and 33.3% of those of the 3-year noted that they were not satisfied with the speed of the mobile Internet, the operation of Wi-Fi and the state of computer equipment. In the comments, students indicated that "the mobile Internet within the university is very slow, the computers are very old, the university Wi-Fi does not work."

The respondents consider the most important result of training to be obtaining a high level of knowledge. Another significant goal is obtaining a diploma, which was noted by 47.4% of respondents of the 2nd year, 20% of the 3rd year and 37.5% of the 4th year. Among other priorities, respondents highlighted the acquisition of practical skills that can be immediately used in work, as well as mastering new knowledge for quick adaptation in the workplace. It turned out to be interesting that for some students (12.5% of respondents of the 4th year), it is important to learn only what is interesting or will be needed in further studies or work.

The overall satisfaction of students of the specialty "Radio Engineering, Electronics and Telecommunications" with educational services is 93.3%, which indicates a high level of satisfaction of students in general, 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.