

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

Department: Transport, Transport Equipment, and Logistic Systems

Specialty: Transport, Transport Equipment and Technology

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 Transport, Transport Equipment and Technology, 90 respondents took part in the survey, which is 79.6% of the total number of students in this specialty (113).

- 2 year – 24 students (75%);
- 3 year – 34 students (85%);
- 4 year – 32 students (78%);

Mode of training

- Budget – 72 students (80%);
- Paid – 18 students (20%).

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

Indicators:

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

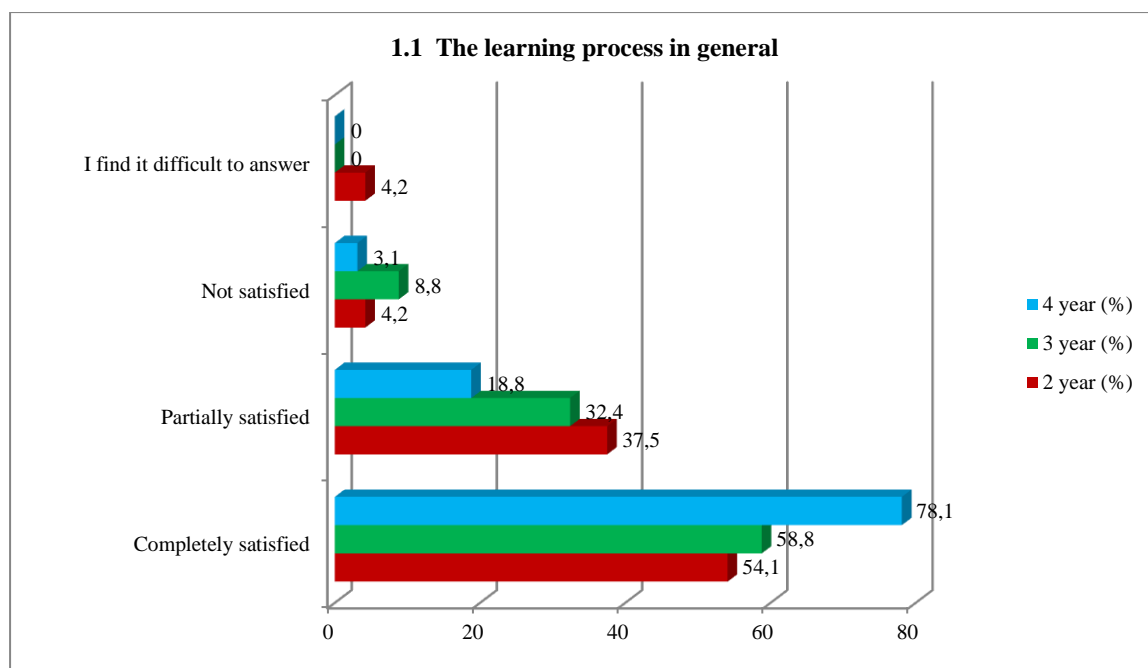
1.1 The learning process in general
1.2 Class schedule
1.3 Organization of independent work
1.4 Practices
1.5 Organizing and conducting SIWT
1.6 Organizing and conducting laboratory work
1.7 Satisfaction with the library work
1.8 Possibility of access to full-text databases of scientific publications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

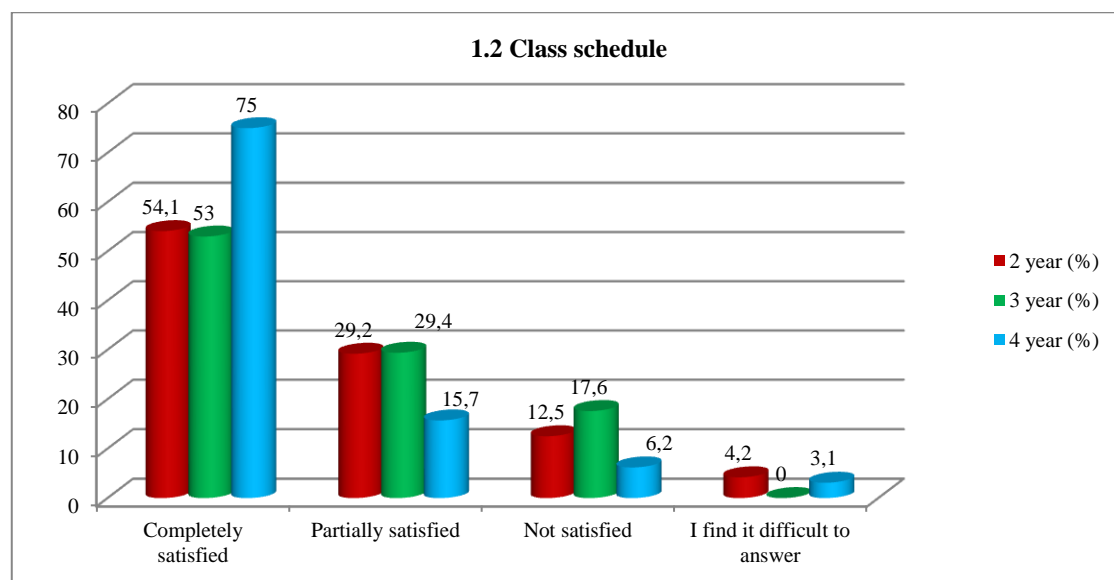
1.1 The learning process in general

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	54,1% (13 prs.)	58,8% (20 prs.)	78,1% (25 prs.)
<i>Partially satisfied</i>	37,5% (9 prs.)	32,4% (11 prs.)	18,8% (6 prs.)
<i>Not satisfied</i>	4,2% (1 prs.)	8,8% (3 prs.)	3,1% (1 prs.)
<i>I find it difficult to answer</i>	4,2% (1 prs.)	-	-



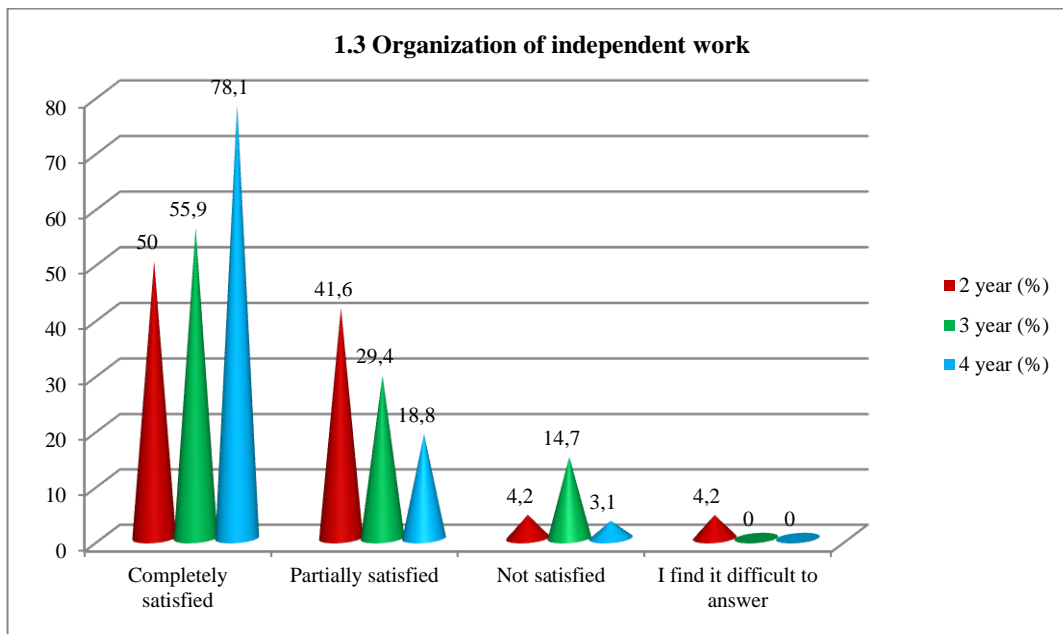
1.2 Class schedule

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	54,1% (13 prs.)	53% (18 prs.)	75% (24 prs.)
<i>Partially satisfied</i>	29,2% (7 prs.)	29,4% (10 prs.)	15,7% (5 prs.)
<i>Not satisfied</i>	12,5% (3 prs.)	17,6% (6 prs.)	6,2% (2 prs.)
<i>I find it difficult to answer</i>	4,2% (1 prs.)	-	3,1% (1 prs.)



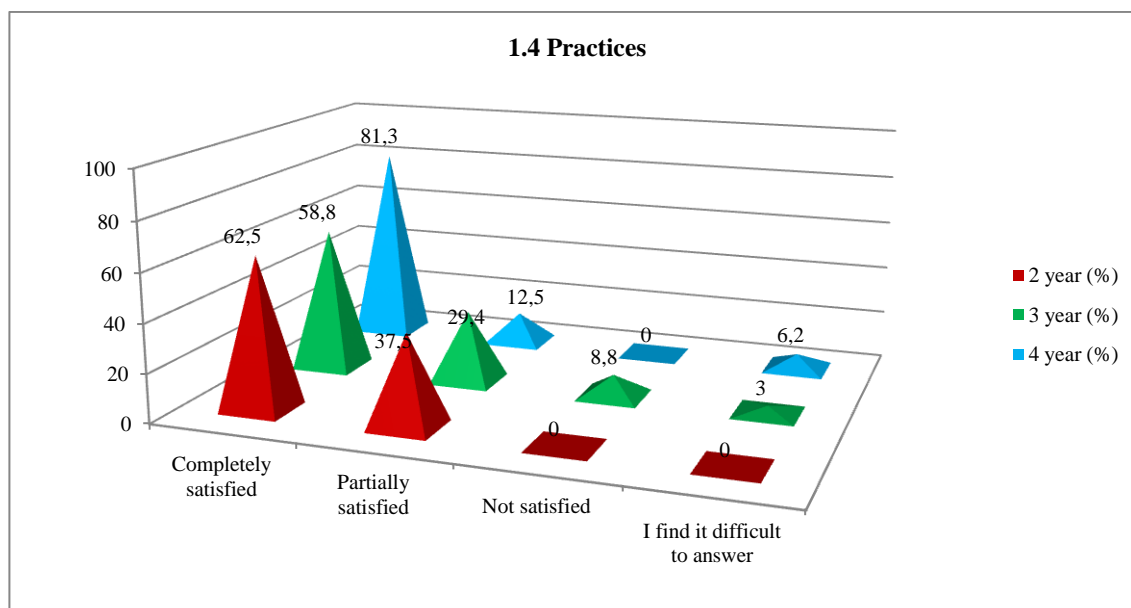
1.3 Organization of independent work

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	50% (12 prs.)	55,9% (19 prs.)	78,1% (25 prs.)
<i>Partially satisfied</i>	41,6% (10 prs.)	29,4% (10 prs.)	18,8% (6 prs.)
<i>Not satisfied</i>	4,2% (1 prs.)	14,7% (5 prs.)	3,1% (1 prs.)
<i>I find it difficult to answer</i>	4,2% (1 prs.)	-	-



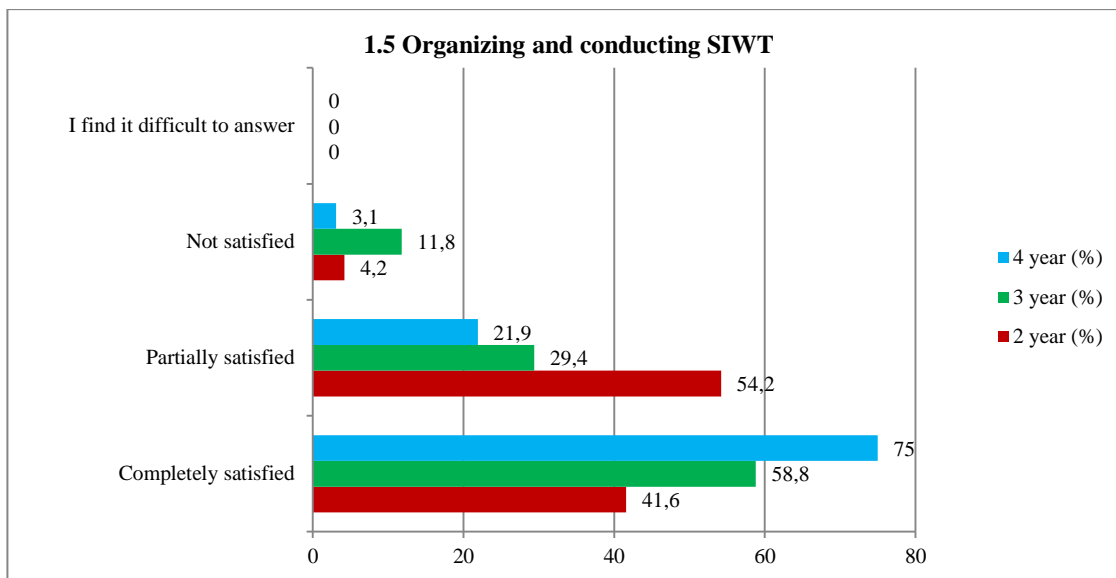
1.4 Practices

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	62,5% (15 prs.)	58,8% (20 prs.)	81,3% (26 prs.)
<i>Partially satisfied</i>	37,5% (9 prs.)	29,4% (10 prs.)	12,5% (4 prs.)
<i>Not satisfied</i>	-	8,8% (3 prs.)	-
<i>I find it difficult to answer</i>	-	3% (1 prs.)	6,2% (2 prs.)



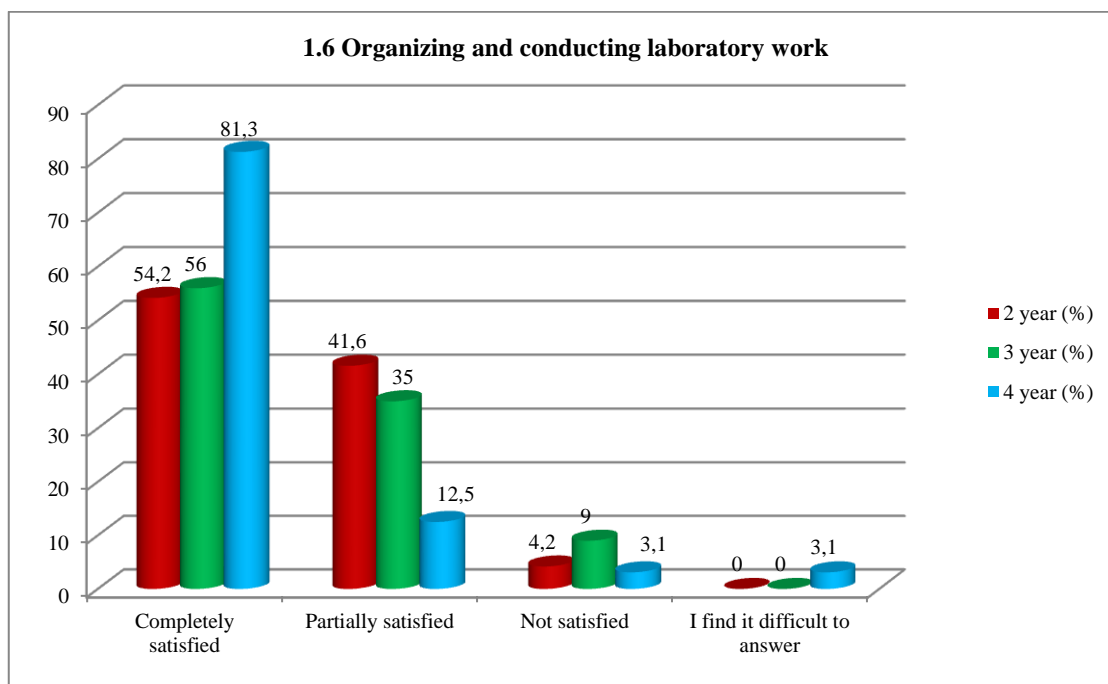
1.5 Organizing and conducting SIWT

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	41,6% (10 prs.)	58,8% (20 prs.)	75% (24 prs.)
<i>Partially satisfied</i>	54,2% (13 prs.)	29,4% (10 prs.)	21,9% (7 prs.)
<i>Not satisfied</i>	4,2% (1 prs.)	11,8% (4 prs.)	3,1% (1 prs.)
<i>I find it difficult to answer</i>	-	-	-



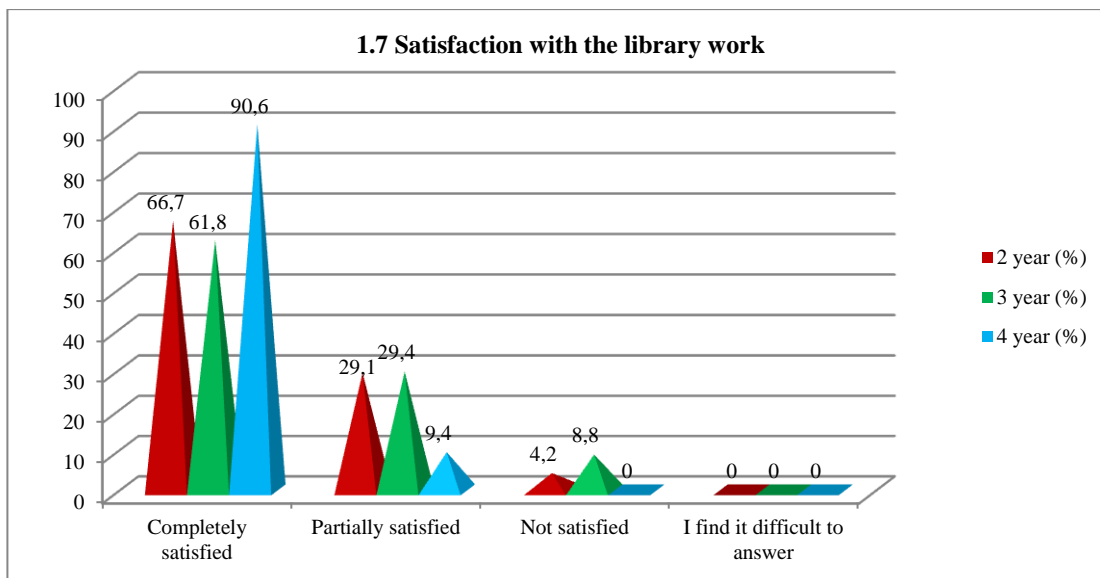
1.6 Organizing and conducting laboratory work

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	54,2% (13 prs.)	56% (19 prs.)	81,3% (26 prs.)
<i>Partially satisfied</i>	41,6% (10 prs.)	35% (12 prs.)	12,5% (4 prs.)
<i>Not satisfied</i>	4,2% (1 prs.)	9% (3 prs.)	3,1% (1 prs.)
<i>I find it difficult to answer</i>	-	-	3,1% (1 prs.)



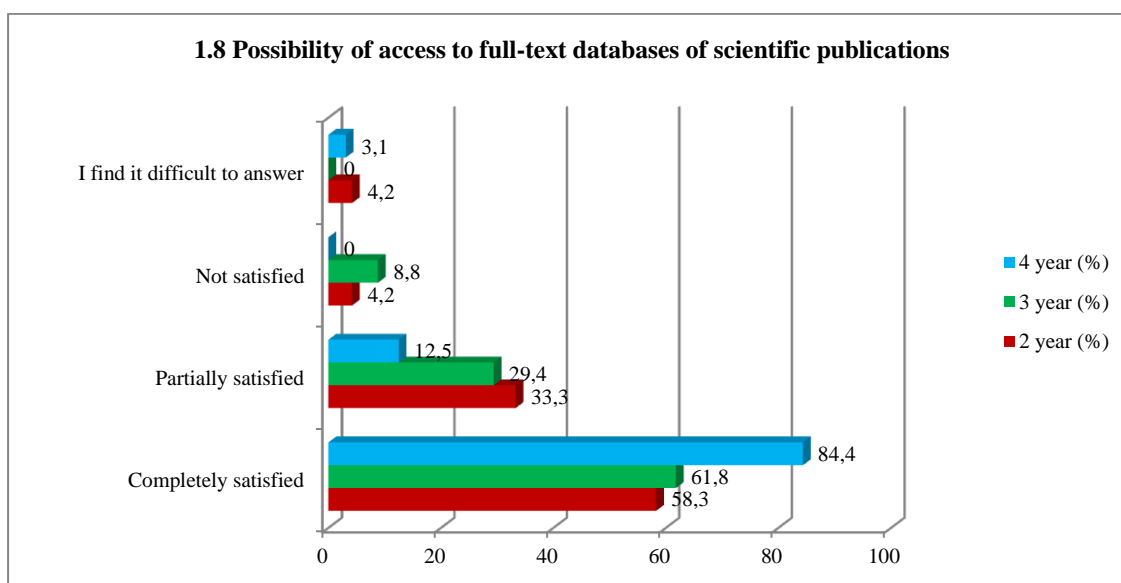
1.7 Satisfaction with the library work

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	66,7% (16 prs.)	61,8% (21 prs.)	90,6% (29 prs.)
<i>Partially satisfied</i>	29,1% (7 prs.)	29,4% (10 prs.)	9,4% (3 prs.)
<i>Not satisfied</i>	4,2% (1 prs.)	8,8% (3 prs.)	-
<i>I find it difficult to answer</i>	-	-	-



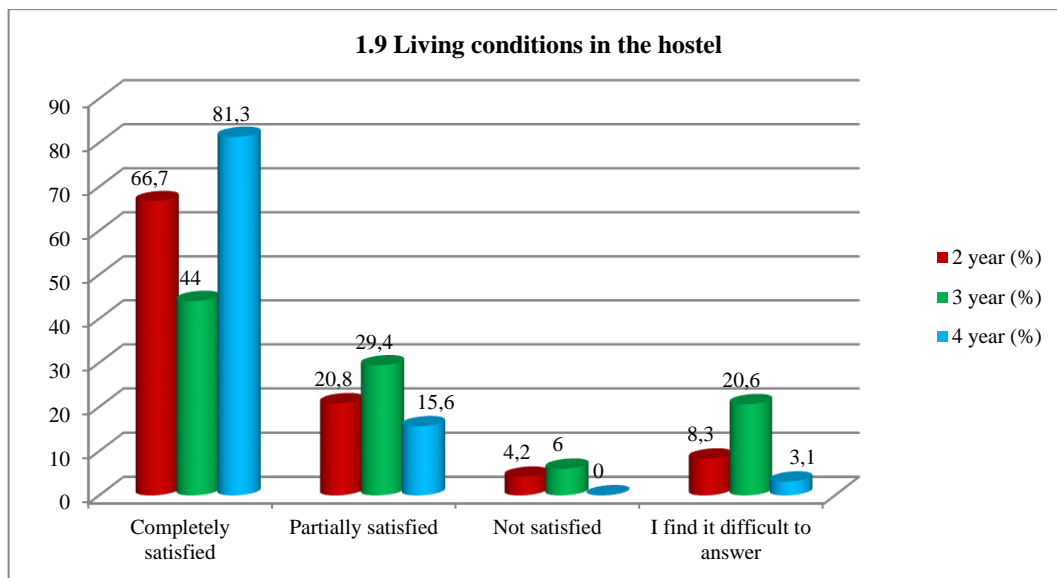
1.8 Possibility of access to full-text databases of scientific publications

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	58,3% (14 prs.)	61,8% (21 prs.)	84,4% (27 prs.)
<i>Partially satisfied</i>	33,3% (8 prs.)	29,4% (10 prs.)	12,5% (4 prs.)
<i>Not satisfied</i>	4,2% (1 prs.)	8,8% (3 prs.)	-
<i>I find it difficult to answer</i>	4,2% (1 prs.)	-	3,1% (1 prs.)



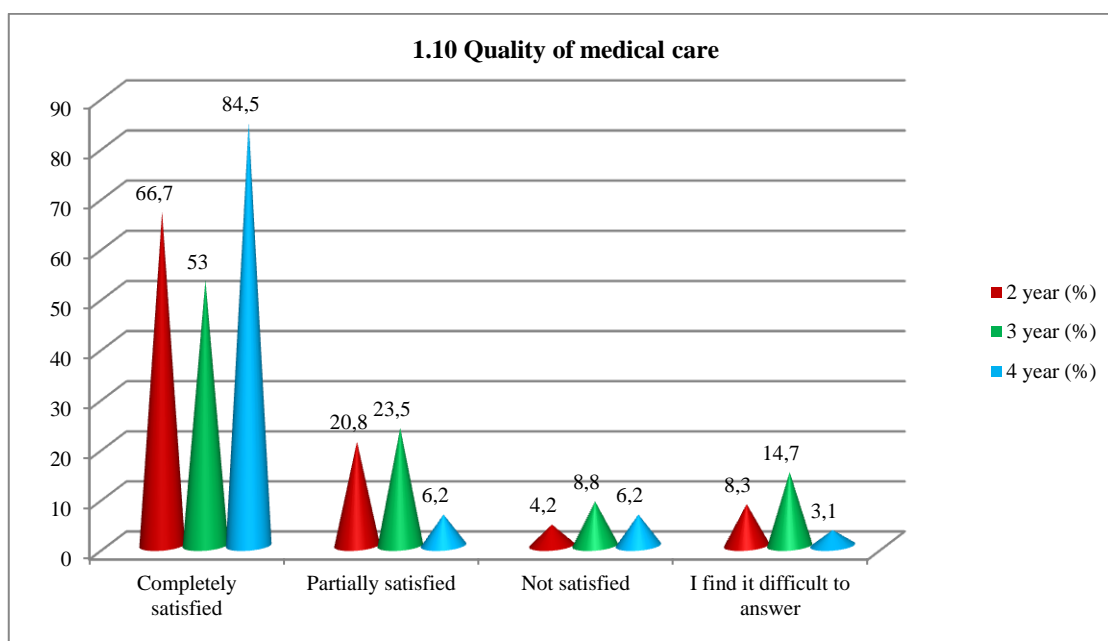
1.9 Living conditions in the hostel

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	66,7% (16 prs.)	44% (15 prs.)	81,3% (26 prs.)
<i>Partially satisfied</i>	20,8% (5 prs.)	29,4% (10 prs.)	15,6% (5 prs.)
<i>Not satisfied</i>	4,2% (1 prs.)	6% (2 prs.)	-
<i>I find it difficult to answer</i>	8,3% (2 prs.)	20,6% (7 prs.)	3,1% (1 prs.)



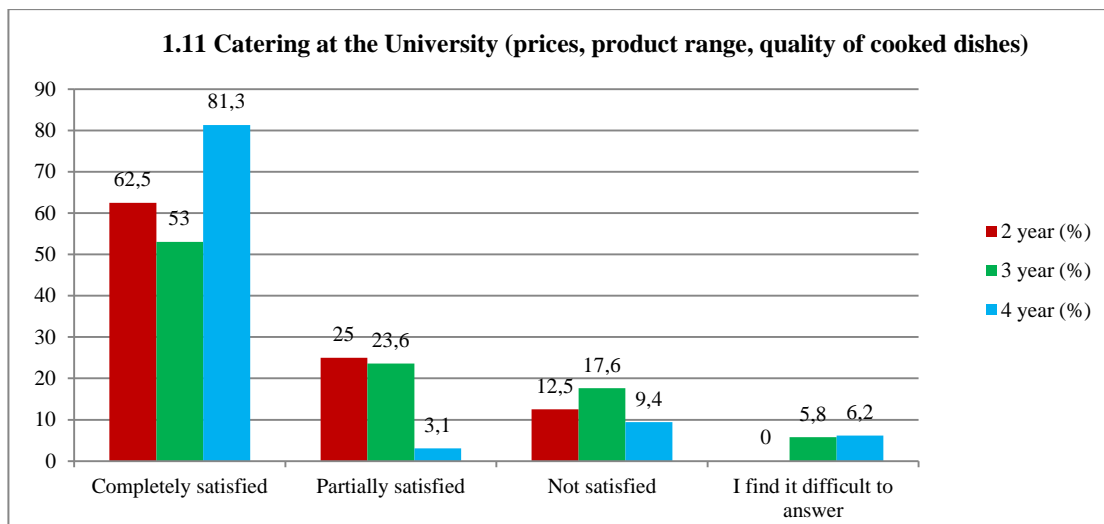
1.10 Quality of medical care

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	66,7% (16 prs.)	53% (18 prs.)	84,5% (27 prs.)
<i>Partially satisfied</i>	20,8% (5 prs.)	23,5% (8 prs.)	6,2% (2 prs.)
<i>Not satisfied</i>	4,2% (1 prs.)	8,8% (3 prs.)	6,2% (2 prs.)
<i>I find it difficult to answer</i>	8,3% (2 prs.)	14,7% (5 prs.)	3,1% (1 prs.)



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

Answer options	2 year (%)	3 year (%)	4 year (%)
Completely satisfied	62,5% (15 prs.)	53% (18 prs.)	81,3% (26 prs.)
Partially satisfied	25% (6 prs.)	23,6% (8 prs.)	3,1% (1 prs.)
Not satisfied	12,5% (3 prs.)	17,6% (6 prs.)	9,4% (3 prs.)
I find it difficult to answer	-	5,8% (2 prs.)	6,2% (2 prs.)



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

2 year	3 year	4 year
-	- Everything is good - Good	-

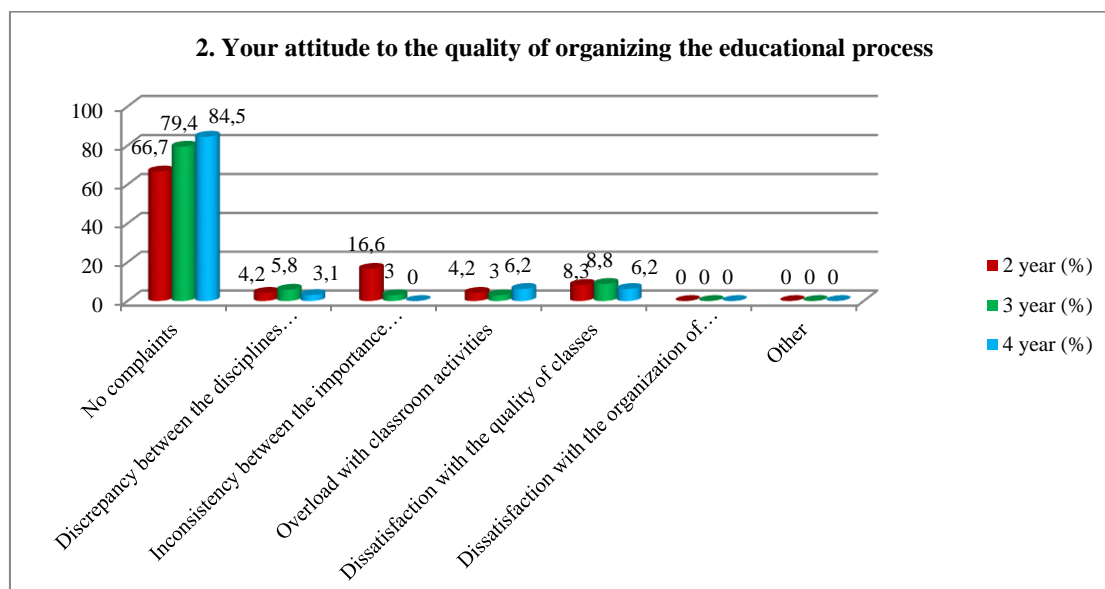
To the question “If you answered “not satisfied” to the previous question, please provide recommendations for improving the services provided,” respondents answered as follows:

2 year	3 year	3 year
- There are some teachers who send you to the receiving text and do not explain the topic properly, etc., so it is a disgusting teaching.	- I don't know - Good	- The price is high - Consider the range of the menu of the table, change the approach to training teachers so that they do not just read from presentations

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

Answer options	2 year (%)	3 year (%)	4 year (%)
No complaints	66,7% (16 prs.)	79,4% (27 prs.)	84,5% (27 prs.)
Discrepancy between the disciplines studied and the specialty obtained	4,2% (1 prs.)	5,8% (2 prs.)	3,1% (1 prs.)
Inconsistency between the importance of the subject and the number of hours	16,6% (4 prs.)	3% (1 prs.)	-

Overload with classroom activities	4,2% (1 prs.)	3% (1 prs.)	6,2% (2 prs.)
Dissatisfaction with the quality of classes	8,3% (2 prs.)	8,8% (3 prs.)	6,2% (2 prs.)
Dissatisfaction with the organization of tests and exams	-	-	-
Other	-	-	-

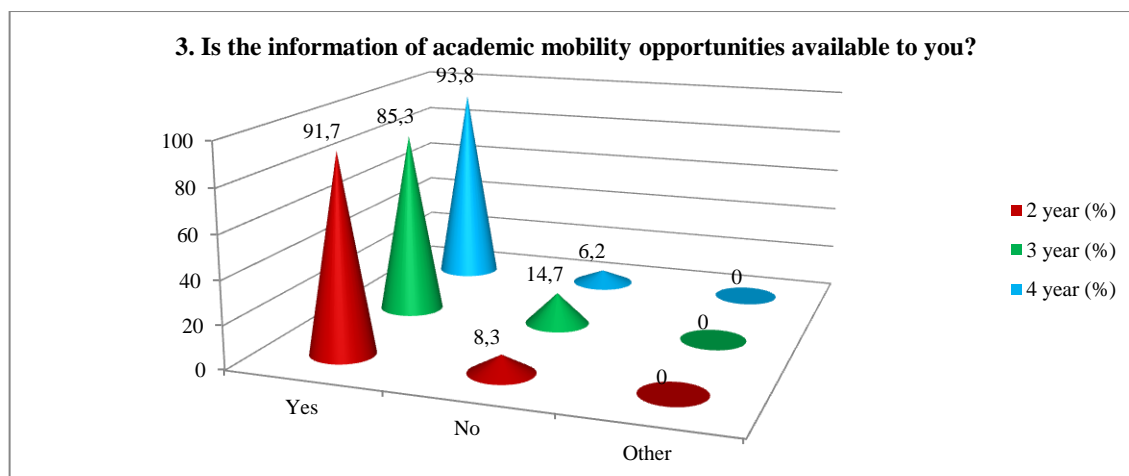


To the question “If you answered “Does not correspond or is not satisfied” to the previous question, please provide recommendations for improvement,” respondents answered as follows:

2 year	3 year	4 year
-	- I don't know	-

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

Answer options	2 year (%)	3 year (%)	4 year (%)
Yes	91,7% (22 prs.)	85,3% (29 prs.)	93,8% (30 prs.)
No	8,3% (2 prs.)	14,7% (5 prs.)	6,2% (2 prs.)
Other	-	-	-



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

2 year	3 year	4 year
- what is academic mobility?	-	- no - no interest

4. What do you think the relationship is like

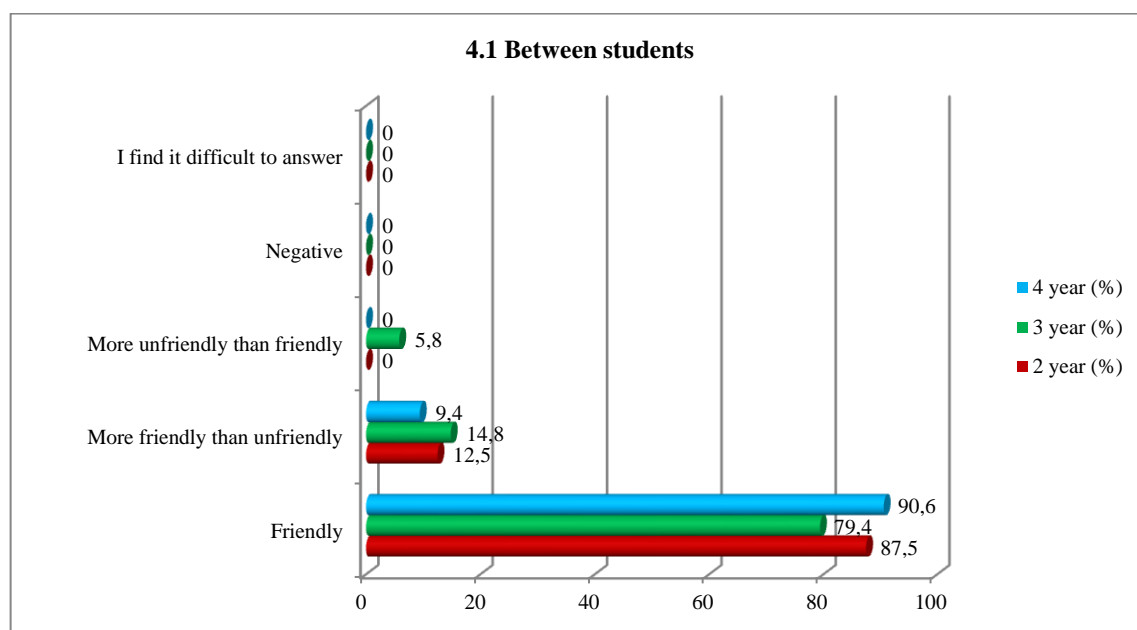
4.1 Between students
4.2 Between teachers and students (in the educational process)
4.3 Between a student and a supervisor
4.4 Between students and administration
4.5 Between students and employees of departments (library, student department, etc.)
4.6 Between students and security service

Other _____

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

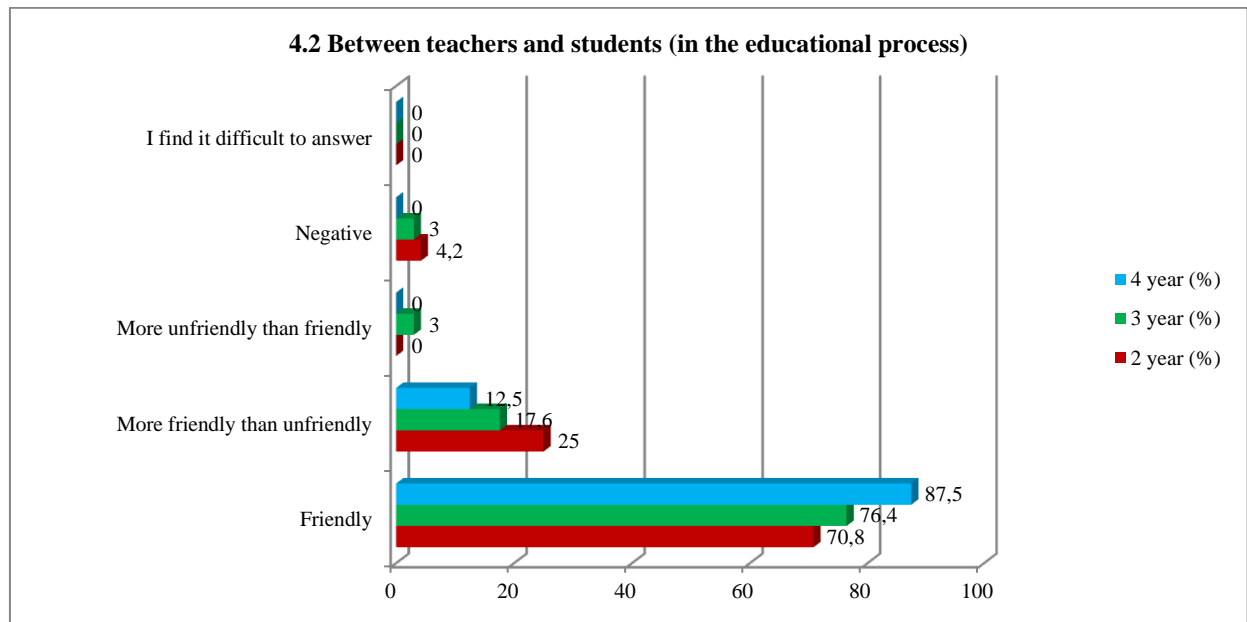
4.1 Between students

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Friendly</i>	87,5% (21 prs.)	79,4% (27 prs.)	90,6% (29 prs.)
<i>More friendly than unfriendly</i>	12,5% (3 prs.)	14,8% (5 prs.)	9,4% (3 prs.)
<i>More unfriendly than friendly</i>	-	5,8% (2 prs.)	-
<i>Negative</i>	-	-	-
<i>I find it difficult to answer</i>	-	-	-



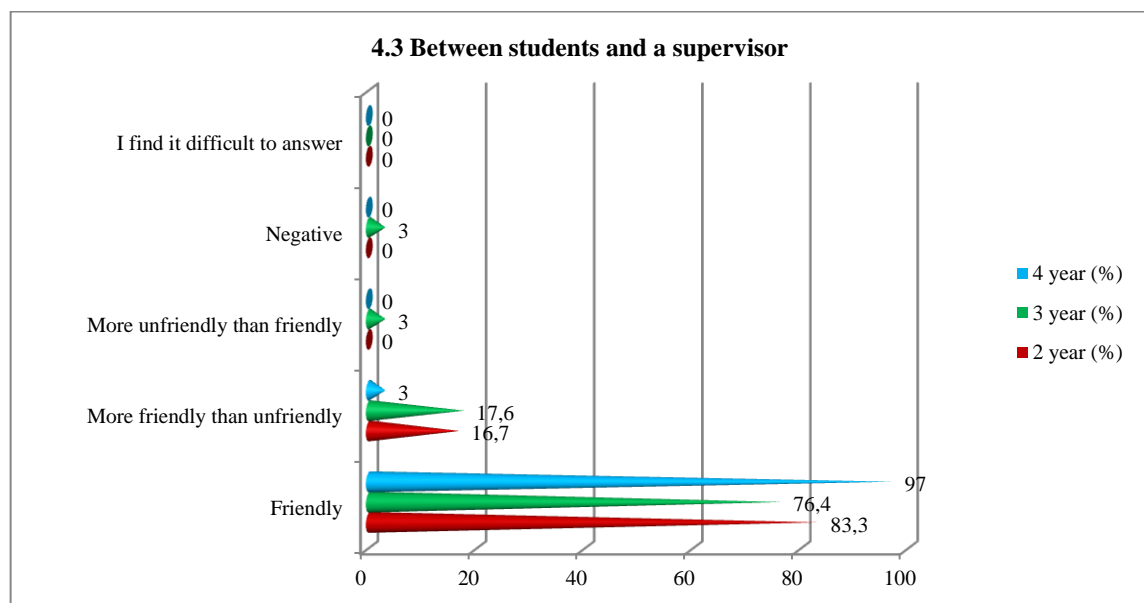
4.2 Between teachers and students (in the educational process)

Answer options	2 year (%)	3 year (%)	4 year (%)
Friendly	70,8% (17 prs.)	76,4% (26 prs.)	87,5% (28 prs.)
More friendly than unfriendly	25% (6 prs.)	17,6% (6 prs.)	12,5% (4 prs.)
More unfriendly than friendly	-	3% (1 prs.)	-
Negative	4,2% (1 prs.)	3% (1 prs.)	-
I find it difficult to answer	-	-	-



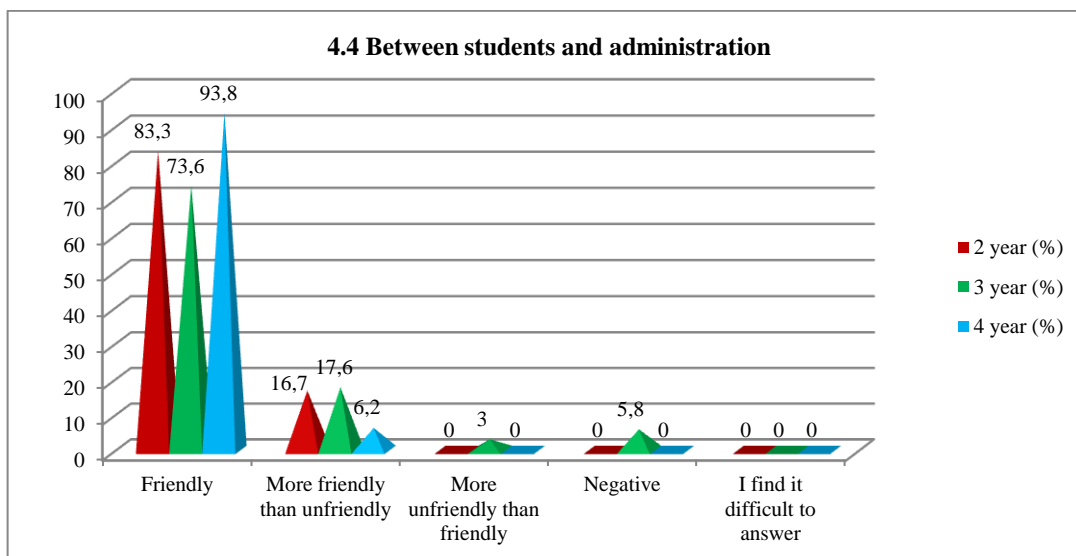
4.3 Between students and a supervisor

Answer options	2 year (%)	3 year (%)	4 year (%)
Friendly	83,3% (20 prs.)	76,4% (26 prs.)	97% (31 prs.)
More friendly than unfriendly	16,7% (4 prs.)	17,6% (6 prs.)	3% (1 prs.)
More unfriendly than friendly	-	3% (1 prs.)	-
Negative	-	3% (1 prs.)	-
I find it difficult to answer	-	-	-



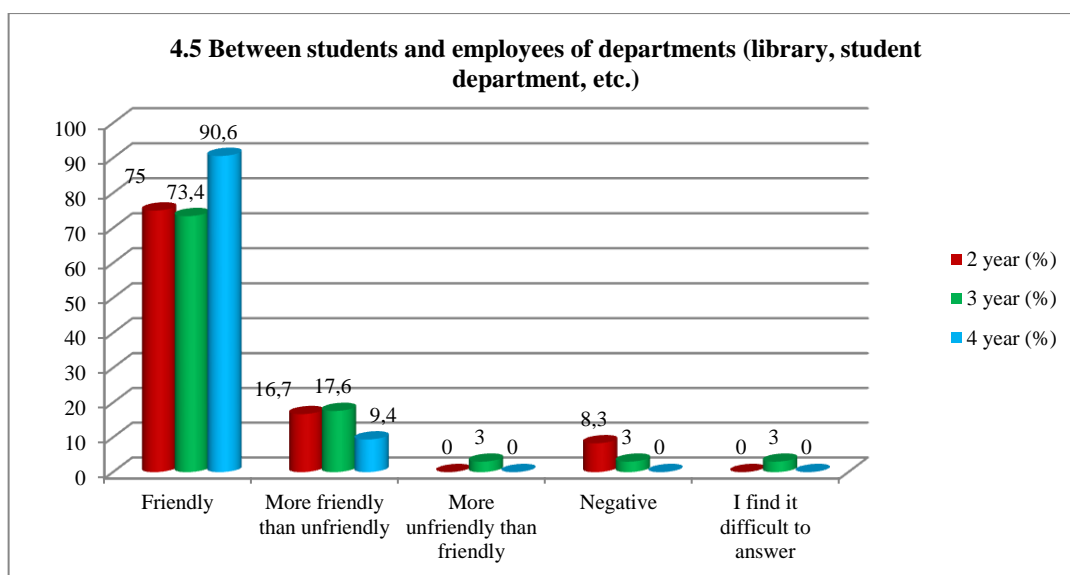
4.4 Between students and administration

Answer options	2 year (%)	3 year (%)	4 year (%)
Friendly	83,3% (20 prs.)	73,6% (25 prs.)	93,8% (30 prs.)
More friendly than unfriendly	16,7% (4 prs.)	17,6% (6 prs.)	6,2% (2 prs.)
More unfriendly than friendly	-	3% (1 prs.)	-
Negative	-	5,8% (2 prs.)	-
I find it difficult to answer	-	-	-



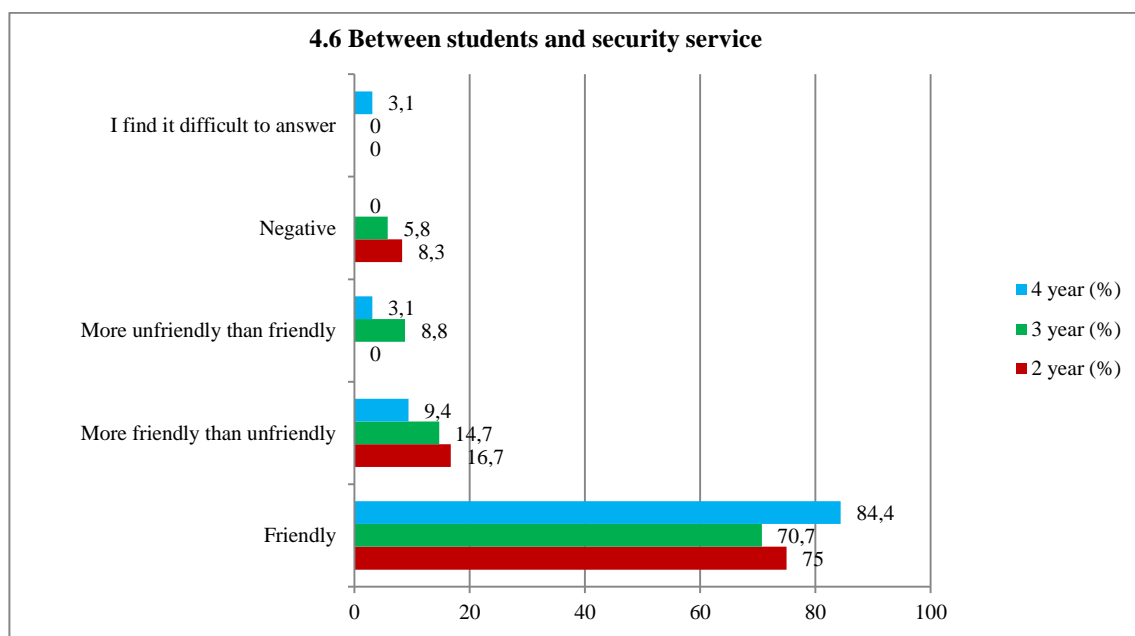
4.5 Between students and employees of departments (library, student department, etc.)

Answer options	2 year (%)	3 year (%)	4 year (%)
Friendly	75% (18 prs.)	73,4% (25 prs.)	90,6% (29 prs.)
More friendly than unfriendly	16,7% (4 prs.)	17,6% (6 prs.)	9,4% (3 prs.)
More unfriendly than friendly	-	3% (1 prs.)	-
Negative	8,3% (2 prs.)	3% (1 prs.)	-
I find it difficult to answer	-	3% (1 prs.)	-



4.6 Between students and security service

Answer options	2 year (%)	3 year (%)	4 year (%)
Friendly	75% (18 prs.)	70,7% (24 prs.)	84,4% (27 prs.)
More friendly than unfriendly	16,7% (4 prs.)	14,7% (5 prs.)	9,4% (3 prs.)
More unfriendly than friendly	-	8,8% (3 prs.)	3,1% (1 prs.)
Negative	8,3% (2 prs.)	5,8% (2 prs.)	-
I find it difficult to answer	-	-	3,1% (1 prs.)



: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.”

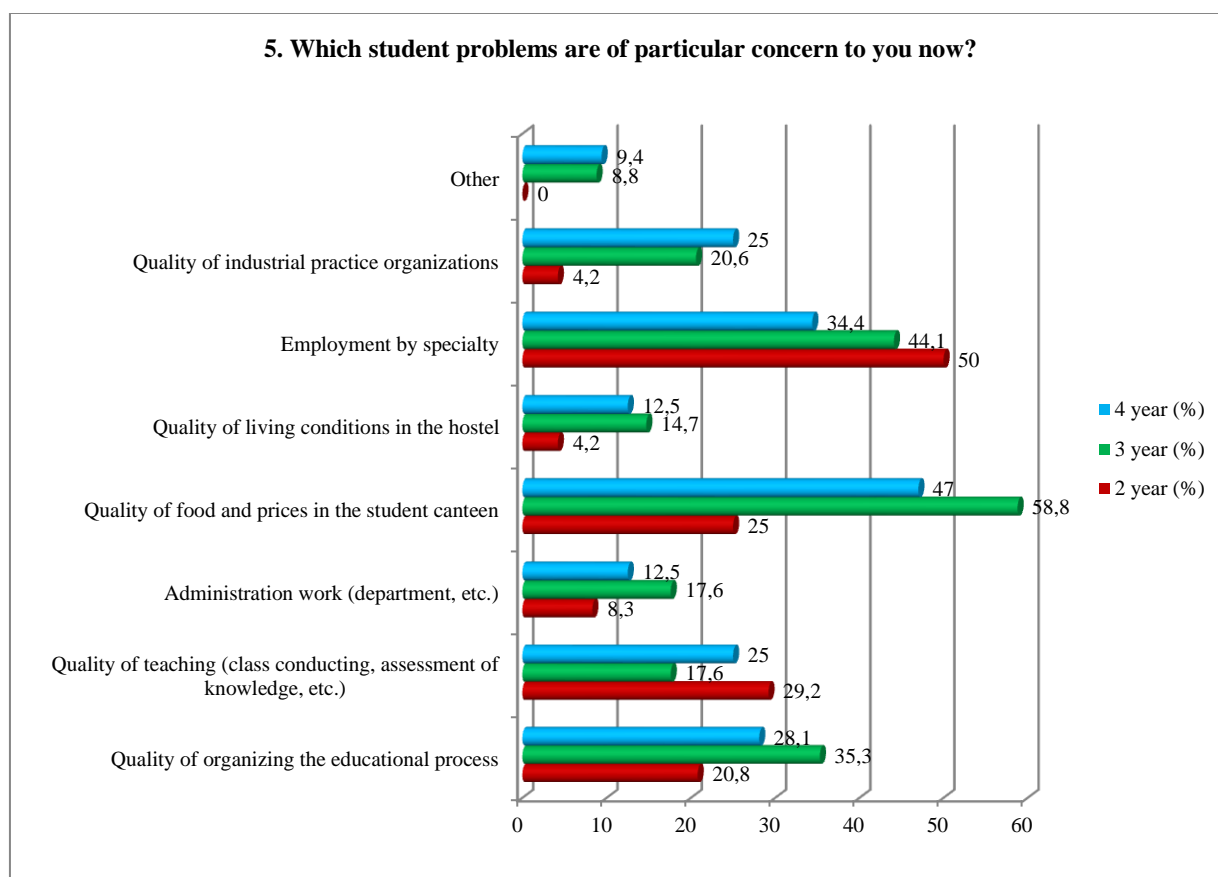
5. Which student problems are of particular concern to you now? (*choose no more than 3 answer options*)

Answer options	2 year (%)	3 year (%)	4 year (%)
Quality of organizing the educational process	20,8% (5 prs.)	35,3% (12 prs.)	28,1% (9 prs.)
Quality of teaching (class conducting, assessment of knowledge, etc.)	29,2% (7 prs.)	17,6% (6 prs.)	25% (8 prs.)
Administration work (department, etc.)	8,3% (2 prs.)	17,6% (6 prs.)	12,5% (4 prs.)
Quality of food and prices in the student canteen	25% (6 prs.)	58,8% (20 prs.)	47% (15 prs.)
Quality of living conditions in the hostel	4,2% (1 prs.)	14,7% (5 prs.)	12,5% (4 prs.)
Employment by specialty	50% (12 prs.)	44,1% (15 prs.)	34,4% (11 prs.)
Quality of industrial practice organizations	4,2% (1 prs.)	20,6% (7 prs.)	25% (8 prs.)
Other	-	8,8% (3 prs.)	9,4% (3 prs.)

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

For the option Other students gave the following answers*:

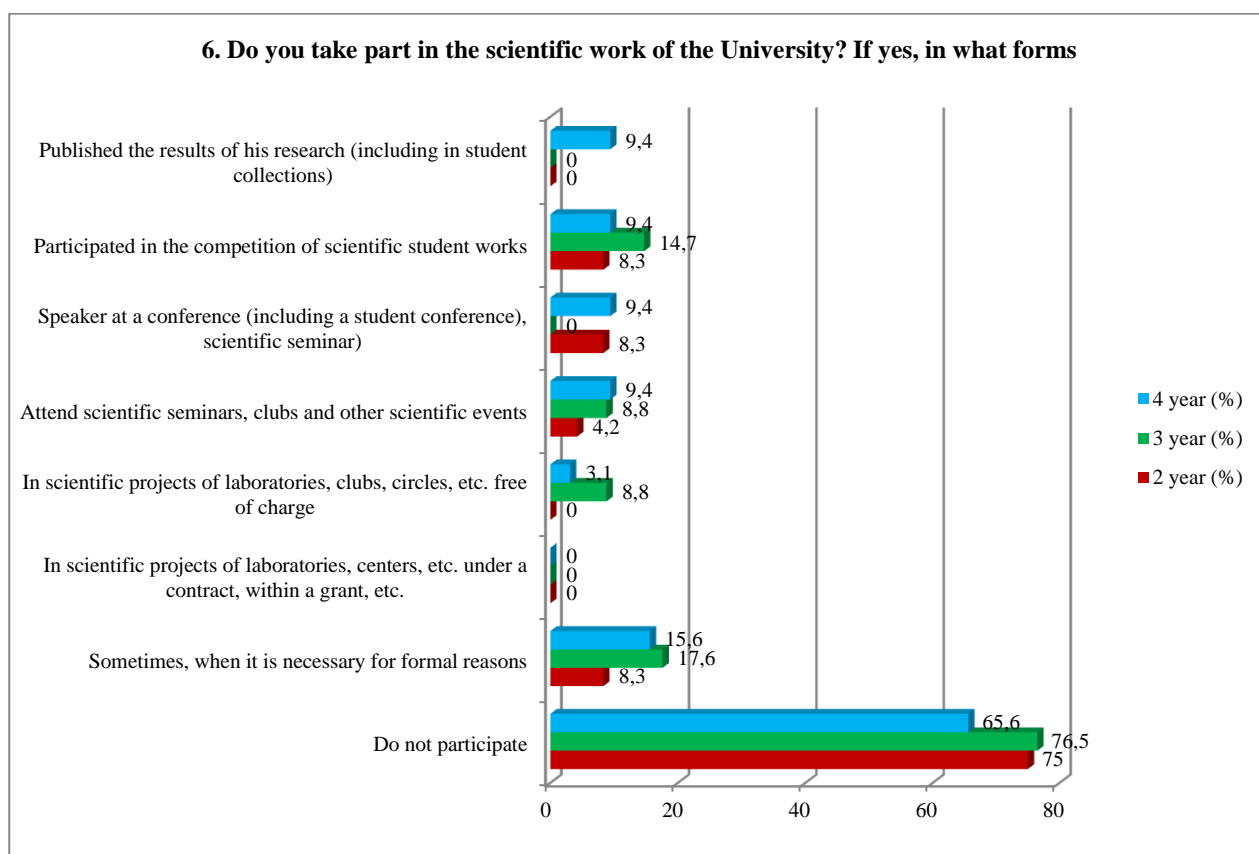
2 year	3 year	4 year
-	- I have no problems - I like everything - None	- Everything is fine - None - don't worry



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>	75% (18 prs.)	76,5% (26 prs.)	65,6% (21 prs.)
<i>Sometimes, when it is necessary for formal reasons</i>	8,3% (2 prs.)	17,6% (6 prs.)	15,6% (5 prs.)
<i>In scientific projects of laboratories, centers, etc. under a contract, within a grant, etc.</i>	-	-	-
<i>In scientific projects of laboratories, clubs, circles, etc. free of charge</i>	-	8,8% (3 prs.)	3,1% (1 prs.)
<i>Attend scientific seminars, clubs and other scientific events</i>	4,2% (1 prs.)	8,8% (3 prs.)	9,4% (3 prs.)
<i>Speaker at a conference (including a student conference), scientific seminar</i>	8,3% (2 prs.)	-	9,4% (3 prs.)
<i>Participated in the competition of scientific student works</i>	8,3% (2 prs.)	14,7% (5 prs.)	9,4% (3 prs.)
<i>Published the results of his research (including in student collections)</i>	-	-	9,4% (3 prs.)

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

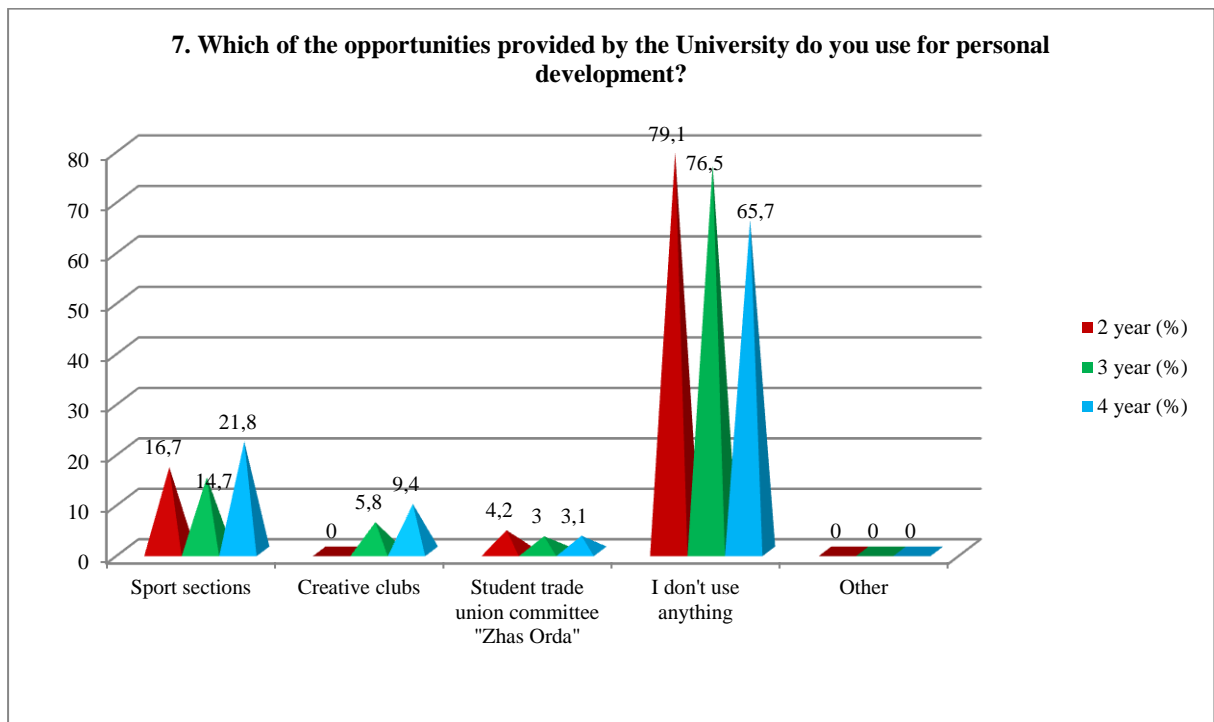


To the question “If you answered “Did not participate” to the previous question, please write why” the students indicated the following options*:

2 year	3 year	4 year
<ul style="list-style-type: none"> - I don't want to (2) - I don't have time for it - I wasn't interested 	<ul style="list-style-type: none"> - No - I don't want to waste time - I don't want to - Not interested 	<ul style="list-style-type: none"> - No interest - Didn't want to - Don't want to - No - Was busy with the main curriculum

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>	16,7% (4 prs.)	14,7% (5 prs.)	21,8% (7 prs.)
<i>Creative clubs</i>	-	5,8% (2 prs.)	9,4% (3 prs.)
<i>Student trade union committee "Zhas Orda"</i>	4,2% (1 prs.)	3% (1 prs.)	3,1% (1 prs.)
<i>I don't use anything</i>	79,1% (19 prs.)	76,5% (26 prs.)	65,7% (21 prs.)
<i>Other</i>	-	-	-



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 - I don't want to - I'm not interested - I don't have time - - I'm not interested 	<ul style="list-style-type: none"> - No time - Not interested 	<ul style="list-style-type: none"> - I don't want to (2) - Not interested - No time - No - No time for this

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

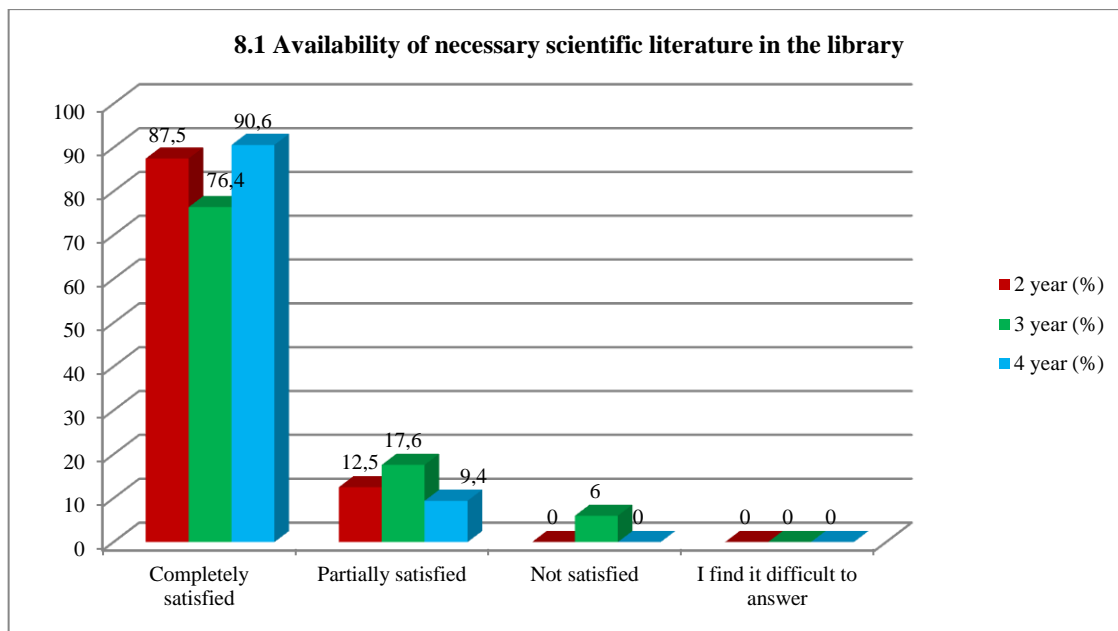
8.1 Availability of necessary scientific literature in the library
8.2 Modernity of computer equipment
8.3 Internet channel width, its speed
8.4 Software modernity
8.5 Availability of educational and scientific equipment
8.6 Availability of laboratories and specialized classrooms
8.7 Availability of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

Other_____

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

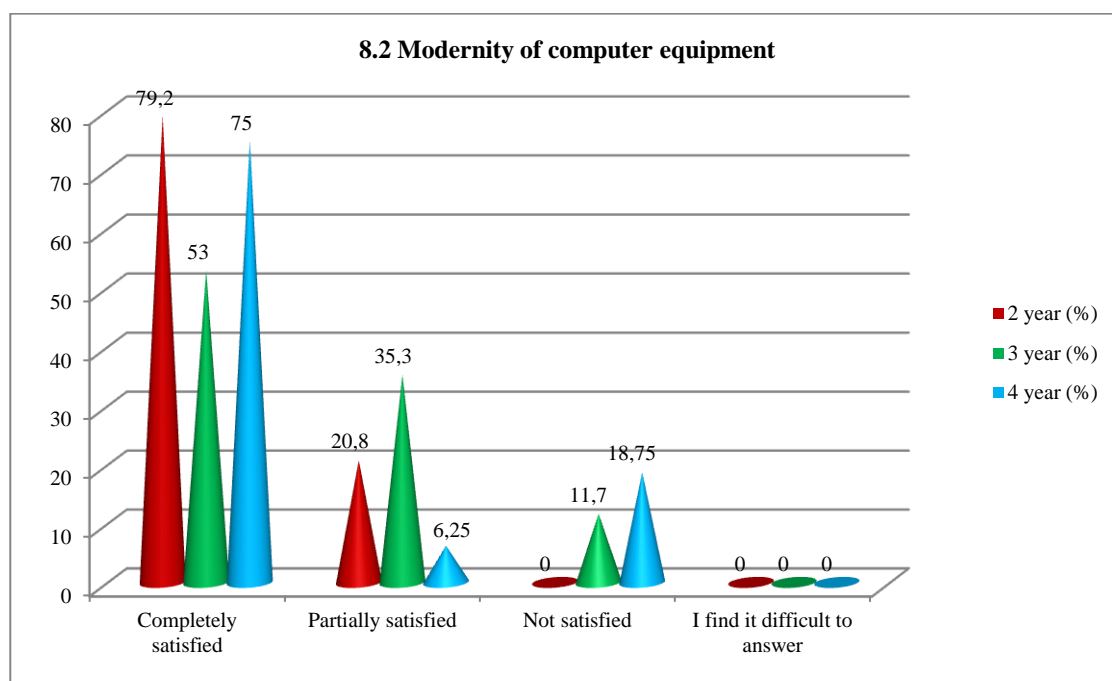
8.1 Availability of necessary scientific literature in the library

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	87,5% (21 prs.)	76,4% (26 prs.)	90,6% (29 prs.)
<i>Partially satisfied</i>	12,5% (3 prs.)	17,6% (6 prs.)	9,4% (3 prs.)
<i>Not satisfied</i>	-	6% (2 prs.)	-
<i>I find it difficult to answer</i>	-	-	-



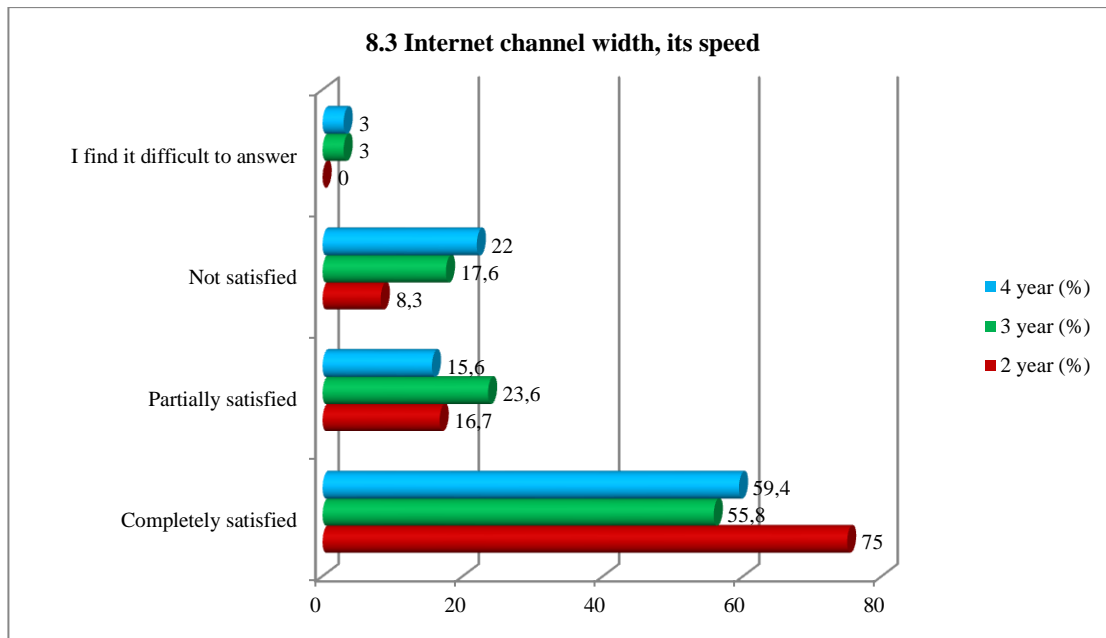
8.2 Modernity of computer equipment

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	79,2% (19 prs.)	53% (18 prs.)	75% (24 prs.)
<i>Partially satisfied</i>	20,8% (5 prs.)	35,3% (12 prs.)	6,25% (2 prs.)
<i>Not satisfied</i>	-	11,7% (4 prs.)	18,75% (6 prs.)
<i>I find it difficult to answer</i>	-	-	-



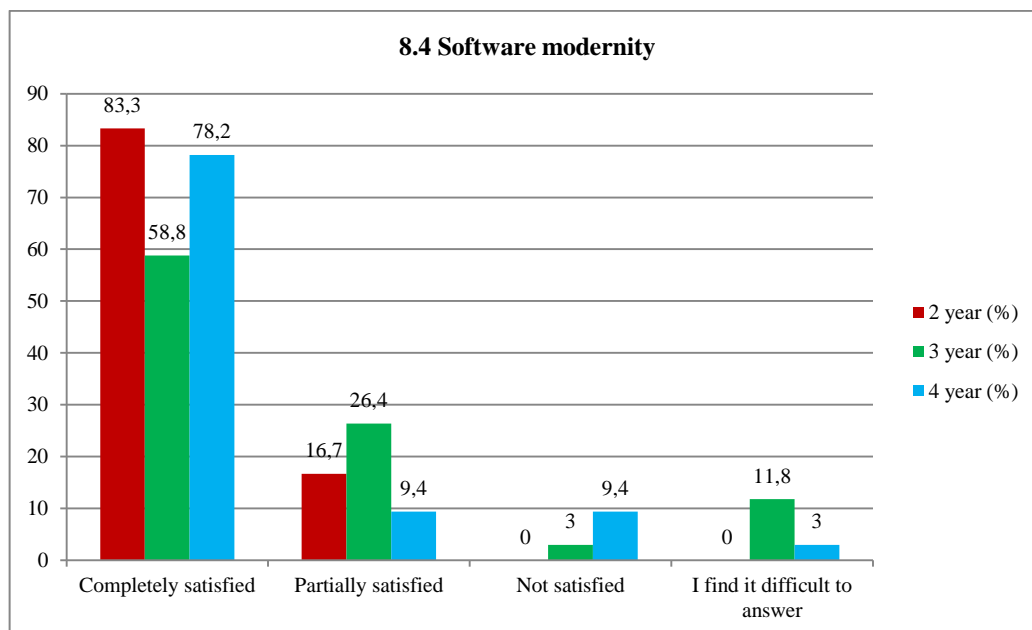
8.3 Internet channel width, its speed

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	75% (18 prs.)	55,8% (19 prs.)	59,4% (19 prs.)
<i>Partially satisfied</i>	16,7% (4 prs.)	23,6% (8 prs.)	15,6% (5 prs.)
<i>Not satisfied</i>	8,3% (2 prs.)	17,6% (6 prs.)	22% (7 prs.)
<i>I find it difficult to answer</i>	-	3% (1 prs.)	3% (1 prs.)



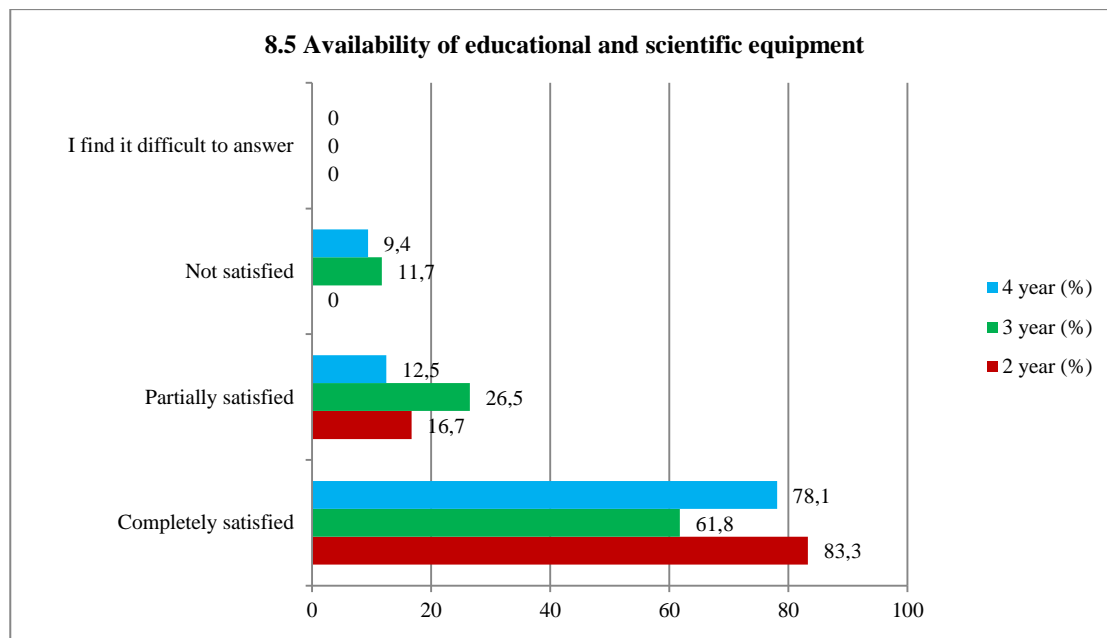
8.4 Software modernity

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	83,3% (20 prs.)	58,8% (20 prs.)	78,2% (25 prs.)
<i>Partially satisfied</i>	16,7% (4 prs.)	26,4% (9 prs.)	9,4% (3 prs.)
<i>Not satisfied</i>	-	3% (1 prs.)	9,4% (3 prs.)
<i>I find it difficult to answer</i>	-	11,8% (4 prs.)	3% (1 prs.)



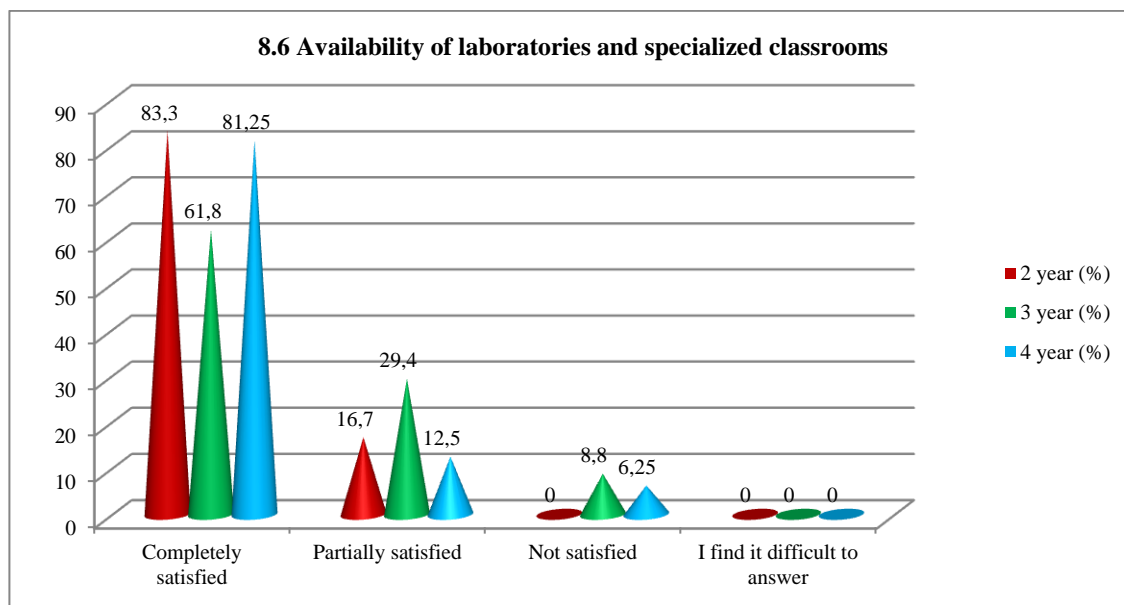
8.5 Availability of educational and scientific equipment

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	83,3% (20 prs.)	61,8% (21 prs.)	78,1% (25 prs.)
<i>Partially satisfied</i>	16,7% (4 prs.)	26,5% (9 prs.)	12,5% (4 prs.)
<i>Not satisfied</i>	-	11,7% (4 prs.)	9,4% (3 prs.)
<i>I find it difficult to answer</i>	-	-	-



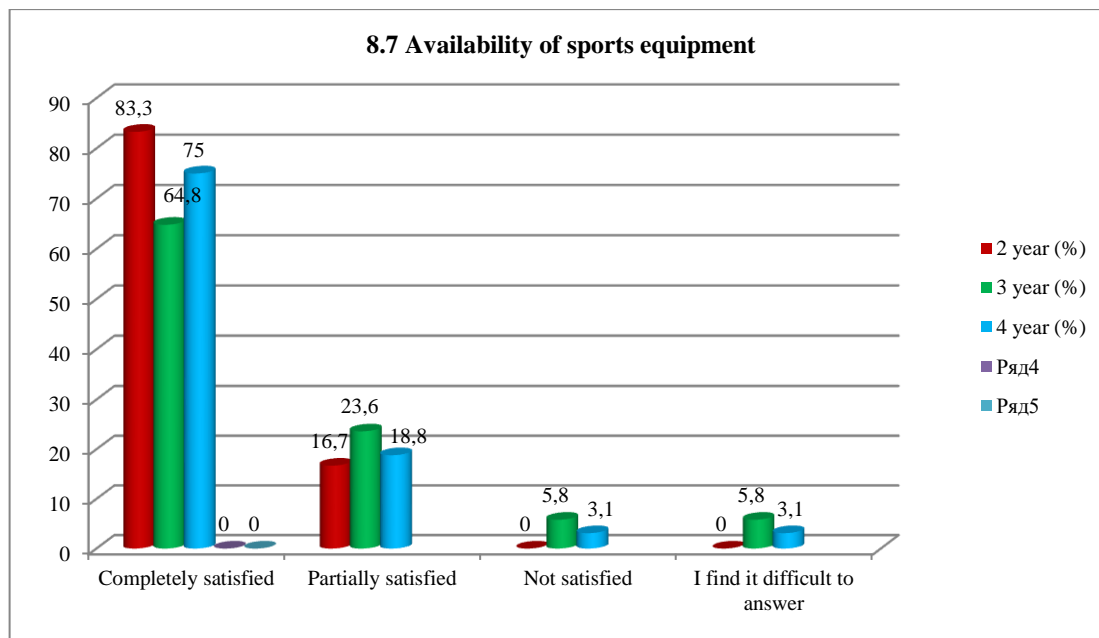
8.6 Availability of laboratories and specialized classrooms

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	83,3% (20 prs.)	61,8% (21 prs.)	81,25% (26 prs.)
<i>Partially satisfied</i>	16,7% (4 prs.)	29,4% (10 prs.)	12,5% (4 prs.)
<i>Not satisfied</i>	-	8,8% (3 prs.)	6,25% (2 prs.)
<i>I find it difficult to answer</i>	-	-	-



8.7 Availability of sports equipment

Answer options	2 year (%)	3 year (%)	4 year (%)
Completely satisfied	83,3% (20 prs.)	64,8% (22 prs.)	75% (24 prs.)
Partially satisfied	16,7% (4 prs.)	23,6% (8 prs.)	18,8% (6 prs.)
Not satisfied	-	5,8% (2 prs.)	3,1% (1 prs.)
I find it difficult to answer	-	5,8% (2 prs.)	3,1% (1 prs.)



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

2 year	3 year	4 year
- There is Internet but no reception	- No	- Internet speed is low

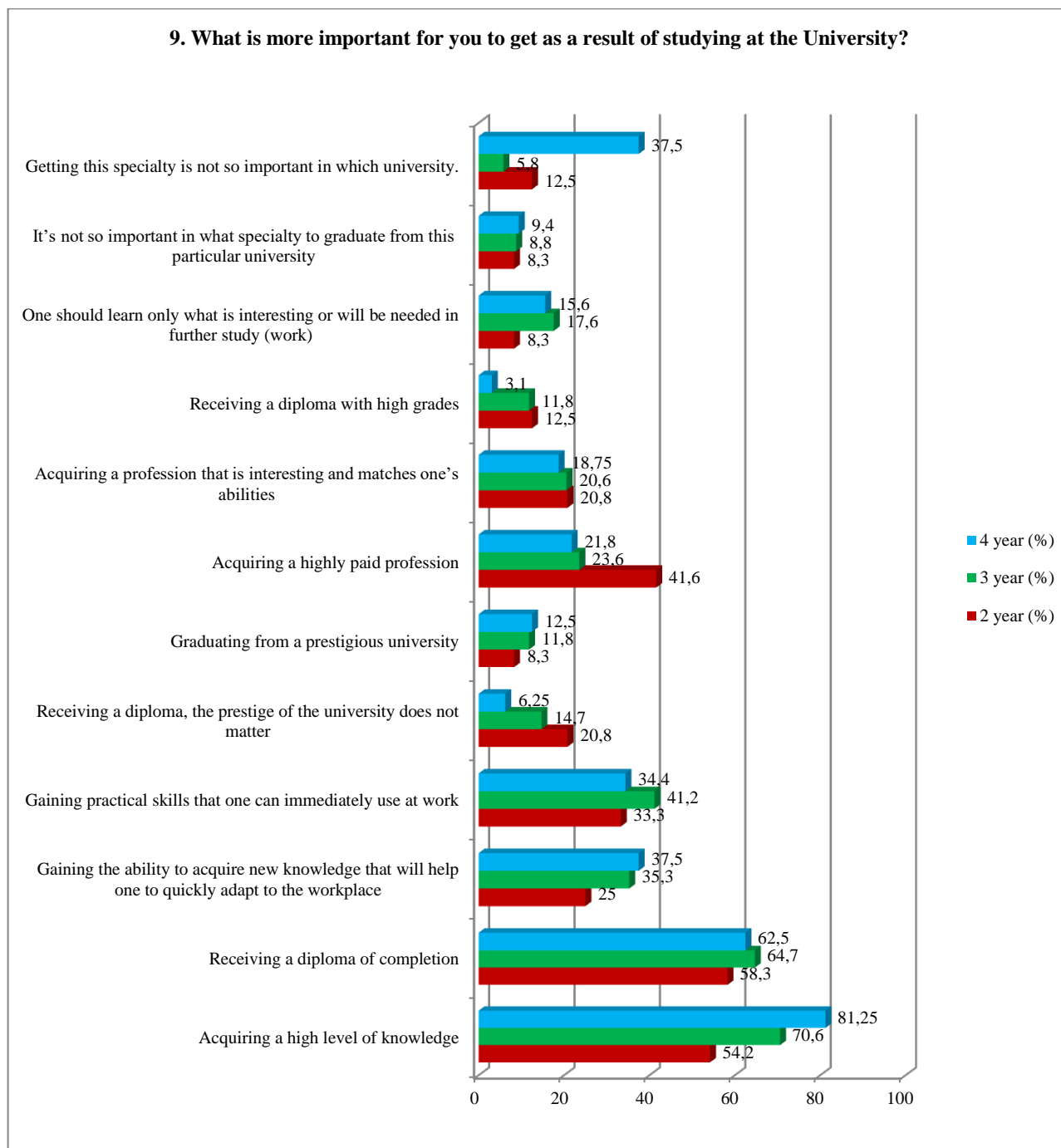
9. What is more important for you to get as a result of studying at the University?

(You can select one or more answer options)

Answer options	2 year (%)	3 year (%)	4 year (%)
Acquiring a high level of knowledge	54,2% (13 prs.)	70,6% (24 prs.)	81,25% (26 prs.)
Receiving a diploma of completion	58,3% (14 prs.)	64,7% (22 prs.)	62,5% (20 prs.)
Gaining the ability to acquire new knowledge that will help one to quickly adapt to the workplace	25% (6 prs.)	35,3% (12 prs.)	37,5% (12 prs.)
Gaining practical skills that one can immediately use at work	33,3% (8 prs.)	41,2% (14 prs.)	34,4% (11 prs.)
Receiving a diploma, the prestige of the university does not matter	20,8% (5 prs.)	14,7% (5 prs.)	6,25% (2 prs.)
Graduating from a prestigious university	8,3% (2 prs.)	11,8% (4 prs.)	12,5% (4 prs.)
Acquiring a highly paid profession	41,6% (10 prs.)	23,6% (8 prs.)	21,8% (7 prs.)
Acquiring a profession that is interesting and	20,8% (5 prs.)	20,6% (7 prs.)	18,75% (6 prs.)

<i>matches one's abilities</i>			
<i>Receiving a diploma with high grades</i>	12,5% (3 prs.)	11,8% (4 prs.)	3,1% (1 prs.)
<i>One should learn only what is interesting or will be needed in further study (work)</i>	8,3% (2 prs.)	17,6% (6 prs.)	15,6% (5 prs.)
<i>It's not so important in what specialty to graduate from this particular university</i>	8,3% (2 prs.)	8,8% (3 prs.)	9,4% (3 prs.)
<i>Getting this specialty is not so important in which university.</i>	12,5% (3 prs.)	5,8% (2 prs.)	37,5% (12 prs.)

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



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

2 year	3 year	4 year
- No thoughts - None	- No	-

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 surveyed students majoring in "Transport, Transport Equipment and Technology" (96.3%) expressed satisfaction with the educational process as a whole. For ease of analysis, we will consider aspects at the following satisfaction levels:

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

- class schedule (85.4%);
- organization of independent work (91.2%);
- quality of practices (94%);
- organizing and conducting SIWT (93.7%);
- organizing and conducting laboratory work (93.5%);
- satisfaction with the work of the library (95.6%);
- access to full-text databases of scientific publications (93.3%);
- living conditions in the hostel (86%);
- quality of medical care (85%);
- organization of catering at the University (82.8%).

Based on the students' responses, the following recommendations were identified: improve the teachers' approach to teaching, including more careful explanation of topics and interaction with students; consider diversifying the menu in the canteen.

Students generally rate the quality of the organization of the educational process positively, as evidenced by the high percentage of respondents who have no complaints (from 66.7% to 84.5% depending on the year). However, certain aspects require attention: some students note a discrepancy between the importance of subjects and the number of hours allocated, overload of classroom activities, and dissatisfaction with the quality of classes.

The information of academic mobility opportunities is available to most students, but some respondents (9.7%) indicated that it is not available, citing a lack of interest or misunderstanding of what academic mobility is. This indicates the need for explanatory work aimed at raising students' awareness of these opportunities.

The assessments of relationships at the University are generally positive. Most students of all years noted goodwill in relationships between students, teachers, supervisors and administration. However, among 2-year students, there are isolated cases of dissatisfaction in relationships with department employees and the security service. In the 3rd year, goodwill prevails, although there is a small proportion of students who assess relationships with the security service as rather unfriendly (8.8%). In the 4th year, the level of positive assessments is the highest: up to 97% of students positively assess relationships with supervisors and administration. Despite the overall positive dynamics, the work of the security service requires attention, especially for junior students.

The main problems of students are related to the quality of food and prices in the student canteen, which is especially relevant for 3-year students (58.8%). Concern about employment in the specialty is also highlighted, most pronounced among 2-year students (50%). Dissatisfaction with the quality of the organization of the educational process and teaching is more often noted in the 3rd year, which may indicate increasing expectations for the educational environment at this stage of training. Despite this, a significant portion of respondents stated that there were no serious problems, emphasizing their satisfaction with the current situation.

Most students do not participate in the university's research work, citing a lack of interest or time. Only a few students, mostly from the 4th year, publish their research results or participate in conferences and contests. Most respondents also do not use the opportunities offered by the university for personal development, due to a lack of time or interest.

In general, most students are satisfied with the University resources, including availability of scientific literature, modern software and laboratories. However, the greatest concern is the speed of the Internet connection, especially among senior students. Among the recommendations, one stands out for improving the quality of Internet services. It is recommended to pay attention to updating computer equipment and strengthening the Internet channel to meet the needs of students.

The main priorities for students are obtaining a high level of knowledge, a diploma upon graduation and practical skills that can be applied in the workplace. Senior students are more focused on gaining knowledge than a diploma, while for junior students, the prospect of a prestigious diploma is also important. There is also significant interest in mastering a profession that matches their interests and abilities, especially among senior students.

The overall satisfaction of students in the Transport, Transport Equipment and Technology specialty with educational services is 91.6%, 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.