

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

Department: “Power Engineering Systems”

Specialty: 6B07108 Thermal power engineering

The Center for Quality Management and Accreditation conducted an annual questionnaire in October 2024 on the satisfaction of students of 2-5 years of study with the quality of services provided.

Purpose of the questionnaire: Finding out 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 6B07108 “Thermal power engineering” 72 respondents took part in the questionnaire, which is 70,6% of the total number of students in this specialty (102 people).

- 2nd year – 34 students (81%);
- 3rd year – 11 students (60%);
- 4th year – 27 students (66%).

Form of study

- Budget-funded – 67 students (93%);
- Paid – 5 students (7%).

The following data was obtained during the questionnaire:

Indicators:

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

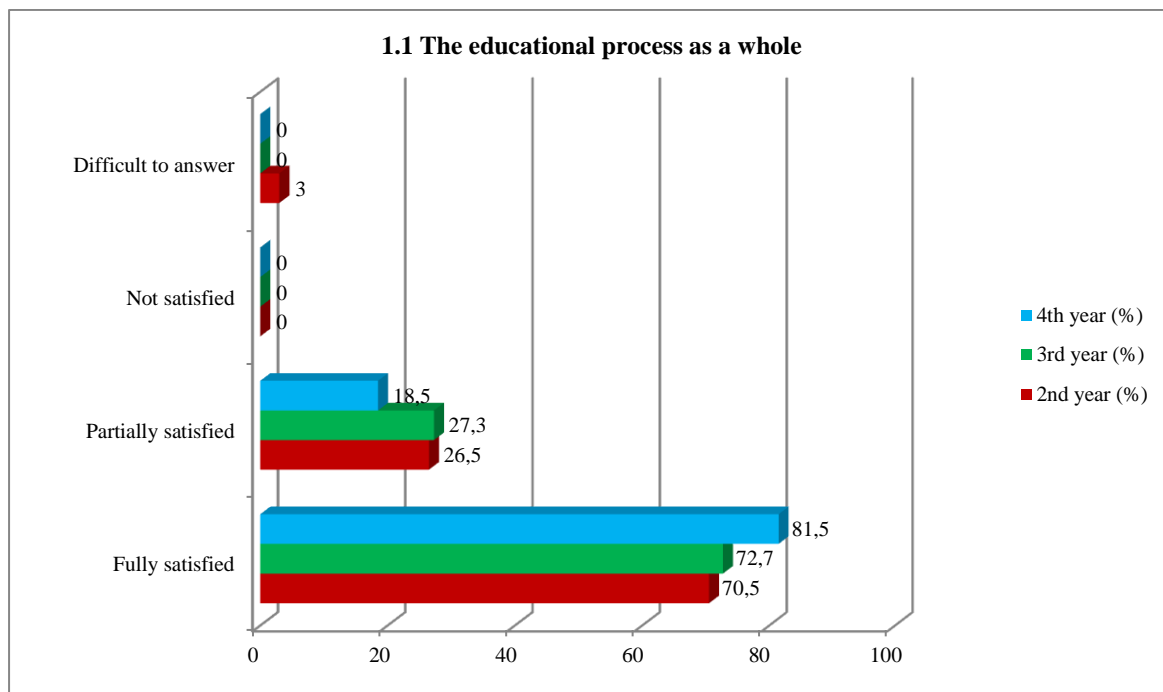
1.1 The educational process as a whole
1.2 Class schedule
1.3 Organization of independent work
1.4 Internship process
1.5 Organization and conduct of SIWT
1.6 Organization and conduct of laboratory work
1.7 Satisfaction with the library services
1.8 Access to full-text databases of scientific publications
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 _____

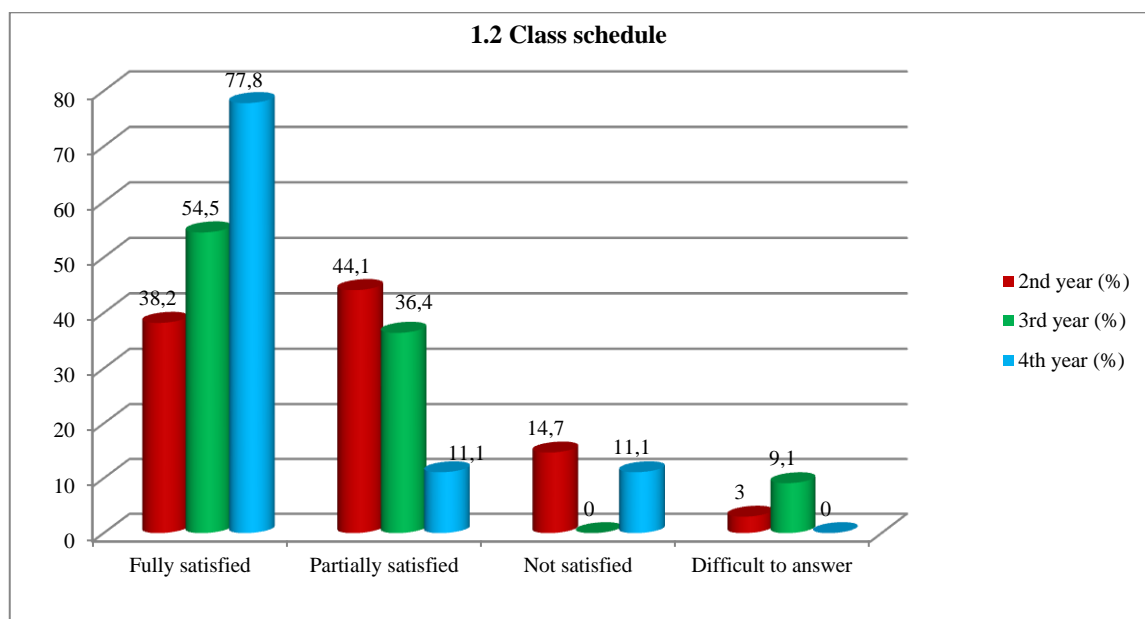
1.1 The educational process as a whole

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Fully satisfied	70,5% (24 students)	72,7% (8 students)	81,5% (22 students)
Partially satisfied	26,5% (9 students)	27,3% (3 students)	18,5% (5 students)
Not satisfied	-	-	-
Difficult to answer	3% (1 student)	-	-



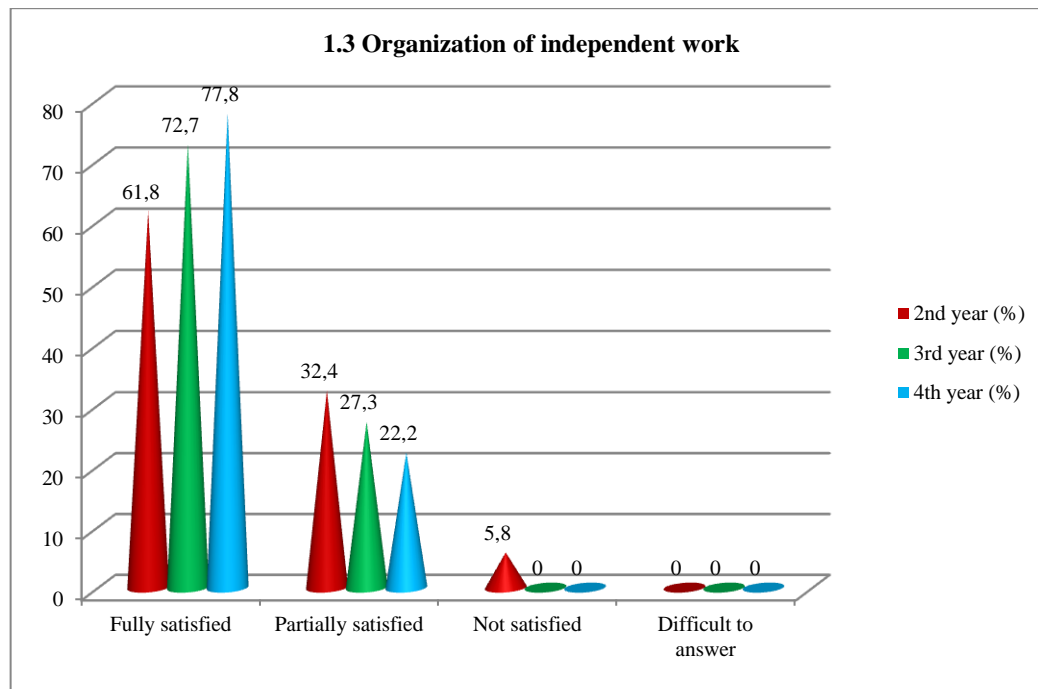
1.2 Class schedule

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Fully satisfied	38,2% (13 students)	54,5% (6 students)	77,8% (21 students)
Partially satisfied	44,1% (15 students)	36,4% (4 students)	11,1% (3 students)
Not satisfied	14,7% (5 students)	-	11,1% (3 students)
Difficult to answer	3% (1 student)	9,1% (1 student)	-



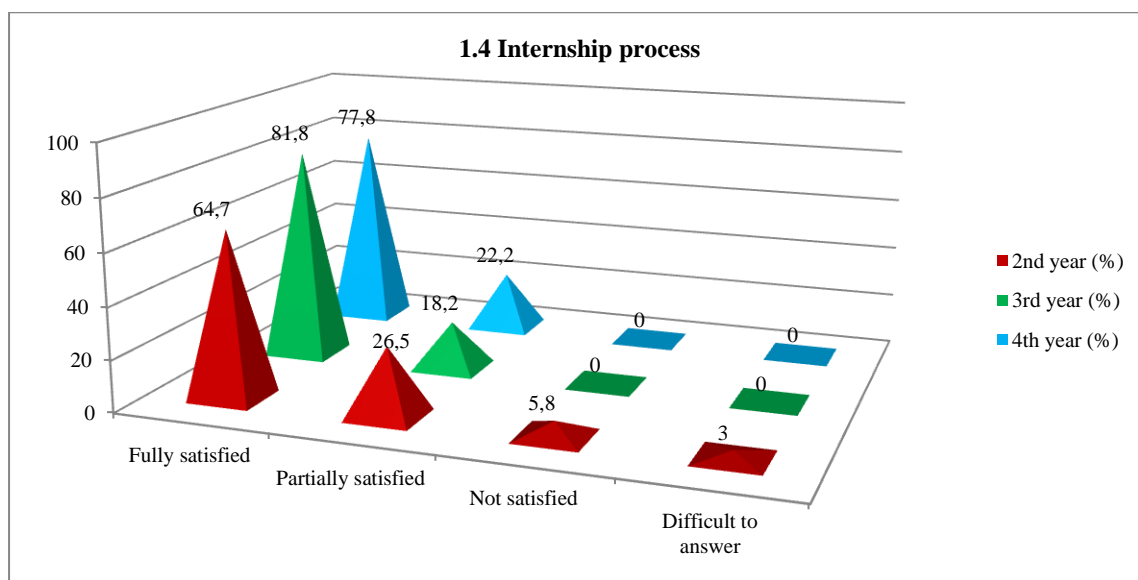
1.3 Organization of independent work

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Fully satisfied	61,8 (21 students)	72,7 (8 students)	77,8 (21 students)
Partially satisfied	32,4 (11 students)	27,3 (3 students)	22,2 (6 students)
Not satisfied	5,8 (2 students)	-	-
Difficult to answer	-	-	-



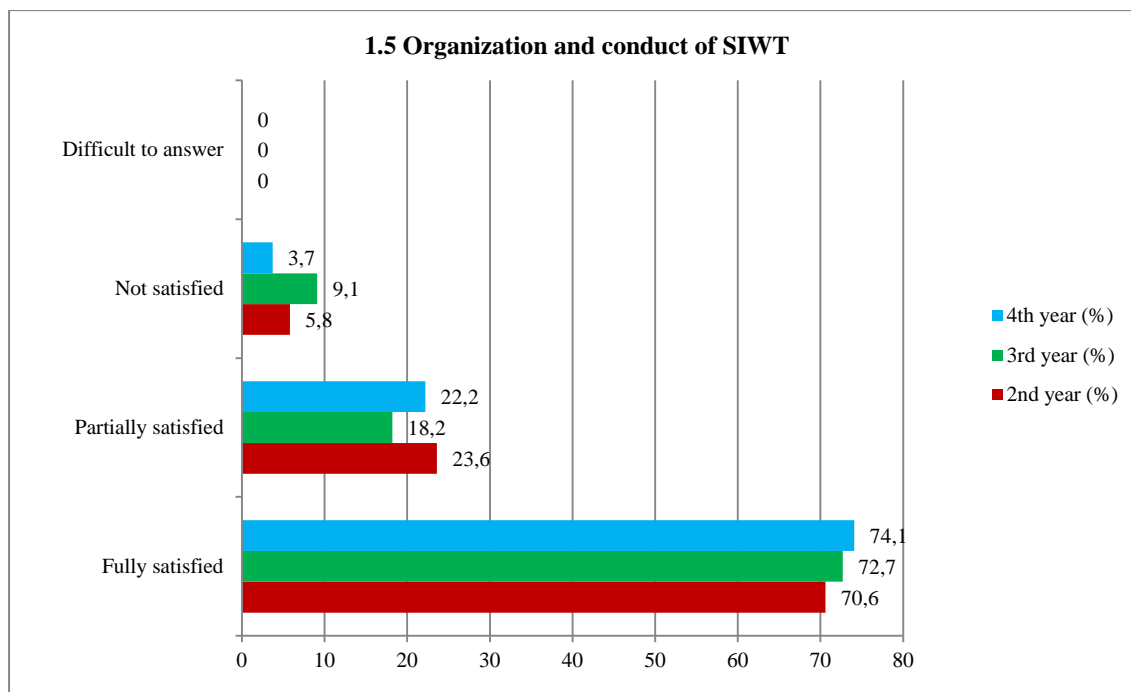
1.4 Internship process

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Fully satisfied	64,7 (22 students)	81,8 (9 students)	77,8 (21 students)
Partially satisfied	26,5 (9 students)	18,2 (2 students)	22,2 (6 students)
Not satisfied	5,8 (2 students)	-	-
Difficult to answer	3 (1 student)	-	-



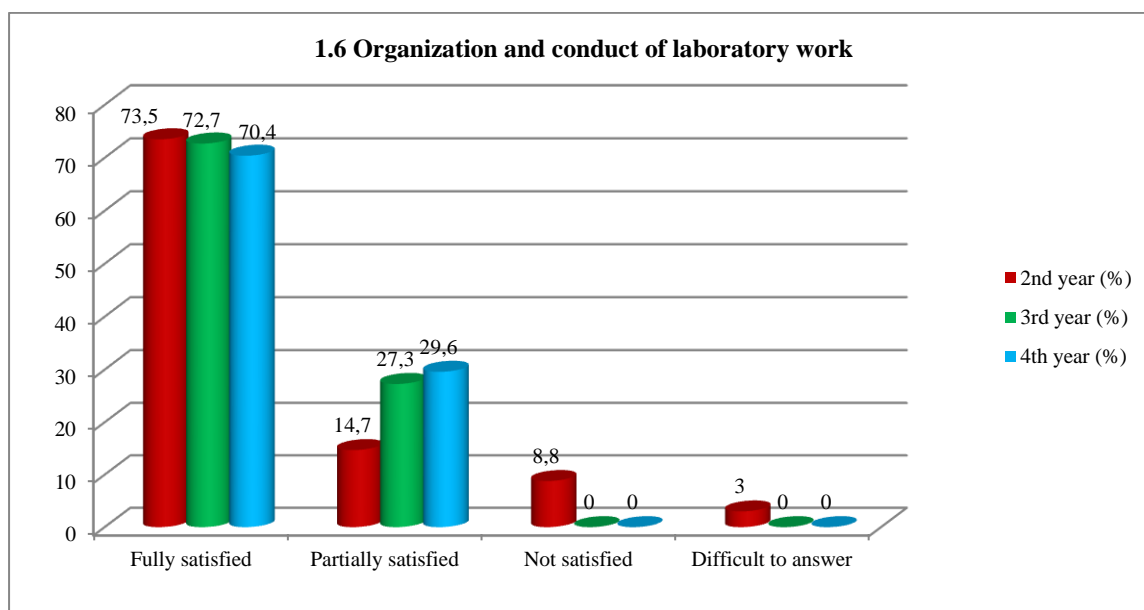
1.5 Organization and conduct of SIWT

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Fully satisfied	70,6% (24 students)	72,7% (8 students)	74,1% (20 students)
Partially satisfied	23,6% (8 students)	18,2% (2 students)	22,2% (6 students)
Not satisfied	5,8% (2 students)	9,1% (1 student)	3,7% (1 student)
Difficult to answer	-	-	-



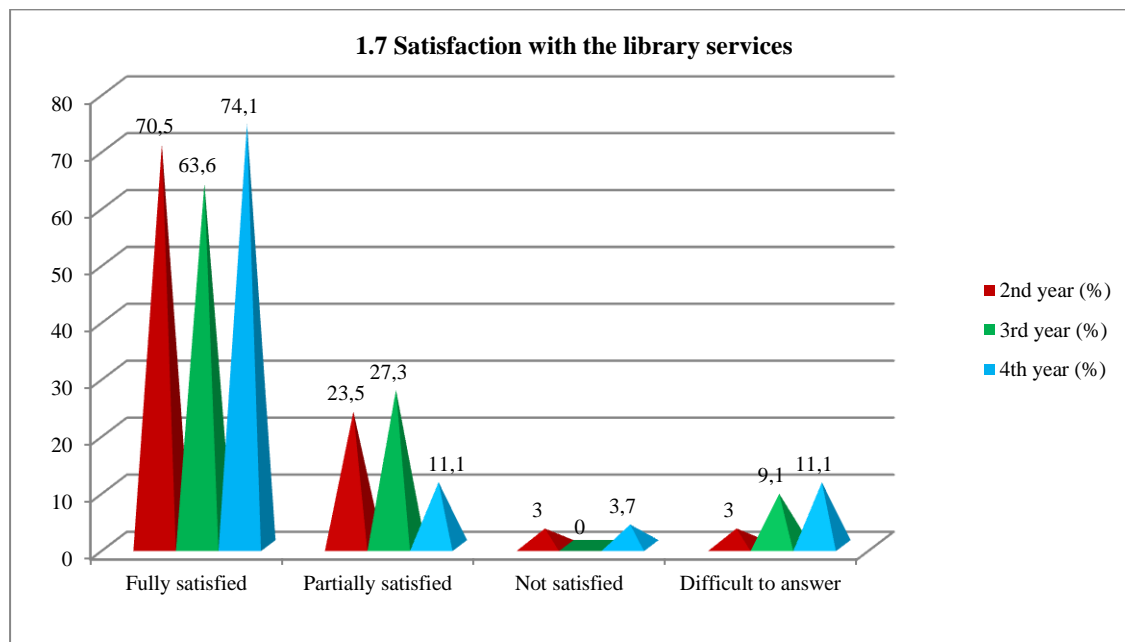
1.6 Organization and conduct of laboratory work

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Fully satisfied	73,5% (25 students)	72,7% (8 students)	70,4% (19 students)
Partially satisfied	14,7% (5 students)	27,3% (3 students)	29,6% (8 students)
Not satisfied	8,8% (3 students)	-	-
Difficult to answer	3% (1 student)	-	-



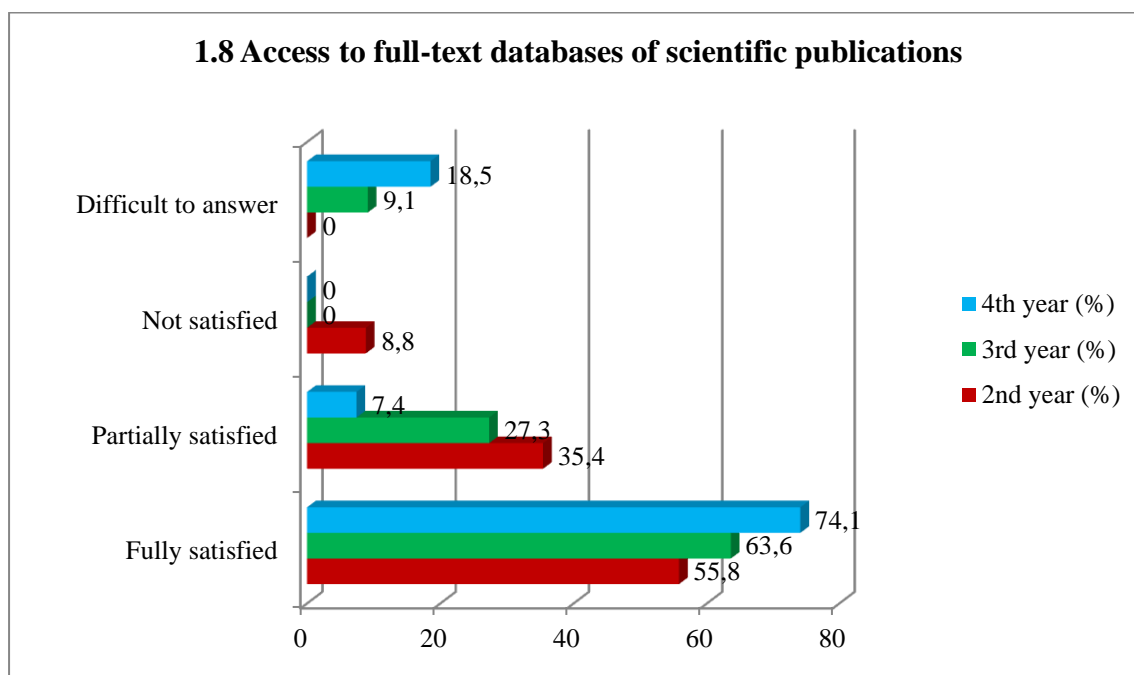
1.7 Satisfaction with the library services

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Fully satisfied	70,5% (24 students)	63,6 % (7 students)	74,1 % (20 students)
Partially satisfied	23,5% (8 students)	27,3% (3 students)	11,1% (3 students)
Not satisfied	3% (1 student)	-	3,7% (1 student)
Difficult to answer	3% (1 student)	9,1% (1 student)	11,1% (3 students)



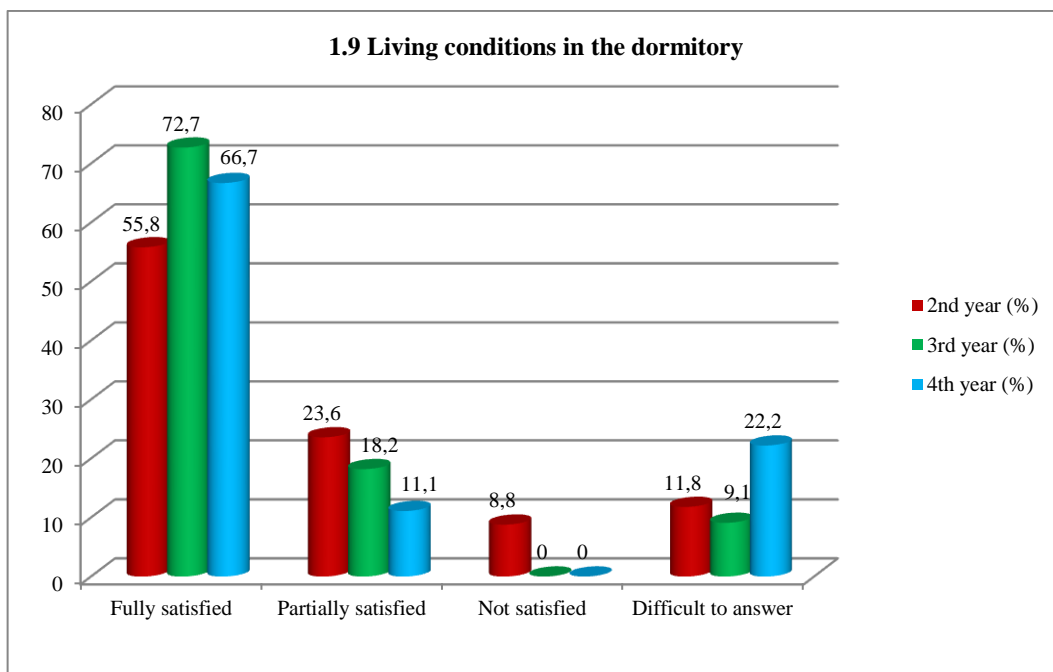
1.8 Access to full-text databases of scientific publications

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Fully satisfied	55,8% (19 students)	63,6 % (7 students)	74,1 % (20 students)
Partially satisfied	35,4% (12 students)	27,3% (3 students)	7,4% (2 students)
Not satisfied	8,8% (3 students)	-	-
Difficult to answer	-	9,1% (1 student)	18,5% (5 students)



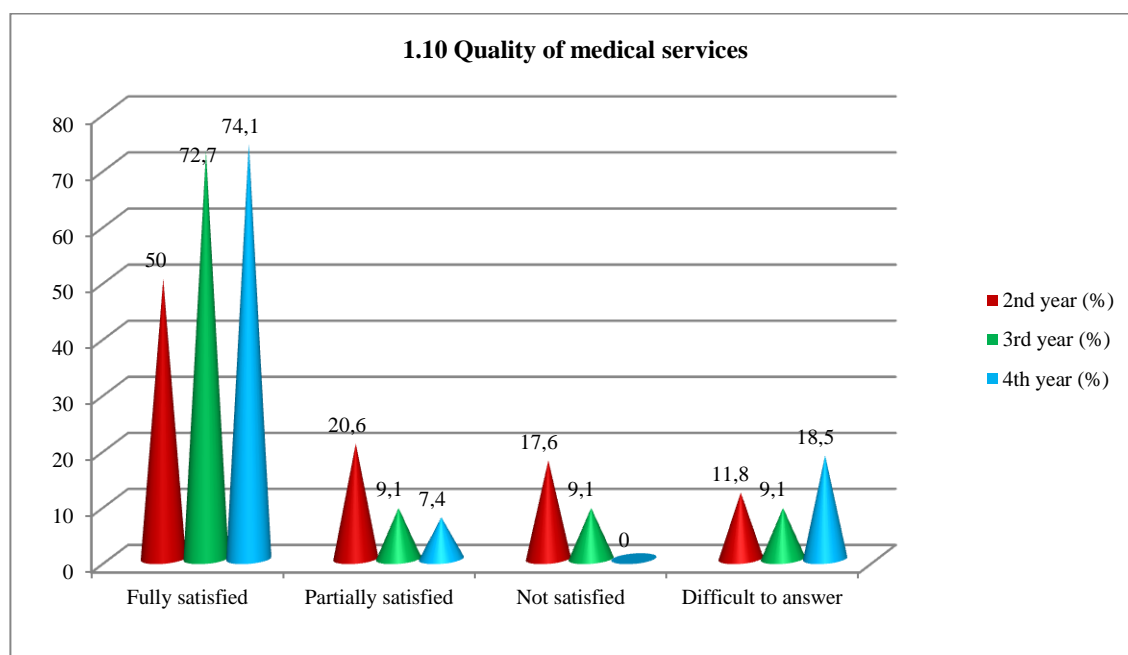
1.9 Living conditions in the dormitory

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Fully satisfied	55,8% (19 students)	72,7% (8 students)	66,7% (18 students)
Partially satisfied	23,6% (8 students)	18,2% (2 students)	11,1% (3 students)
Not satisfied	8,8% (3 students)	-	-
Difficult to answer	11,8% (4 students)	9,1% (1 student)	22,2% (6 students)



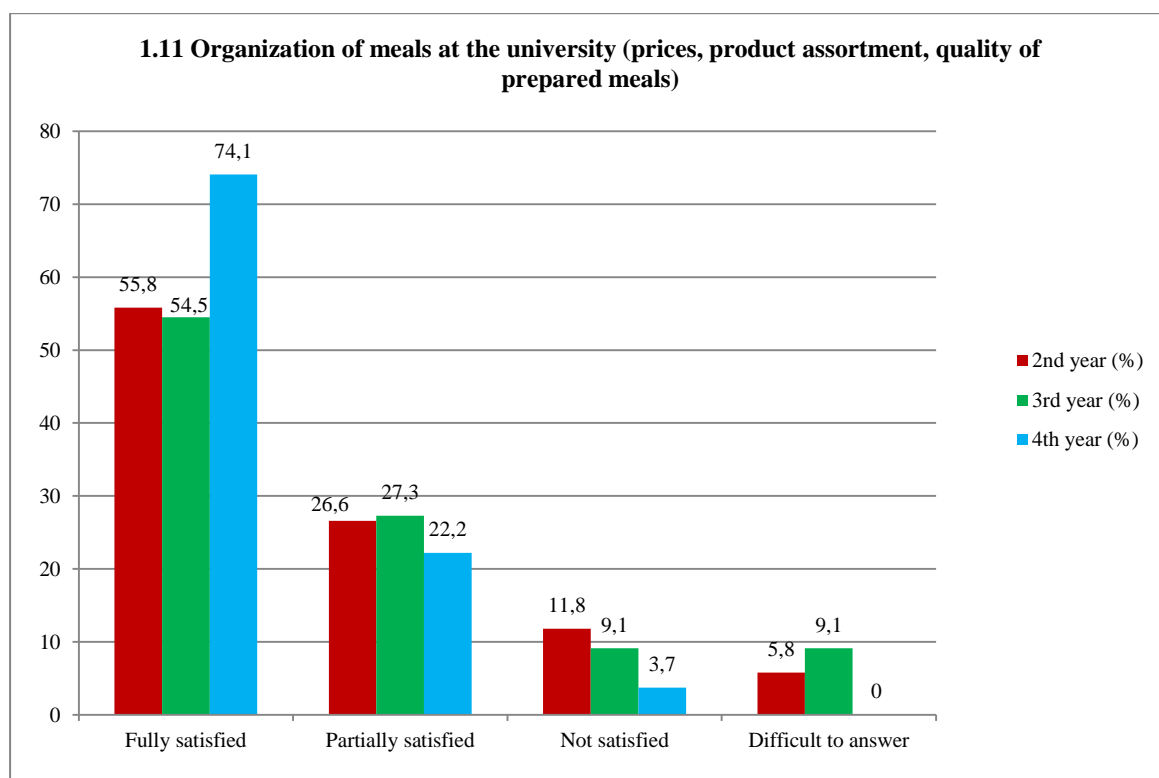
1.10 Quality of medical services

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Fully satisfied	50% (17 students)	72,7% (8 students)	74,1% (20 students)
Partially satisfied	20,6% (7 students)	9,1% (1 student)	7,4% (2 students)
Not satisfied	17,6% (6 students)	9,1% (1 student)	-
Difficult to answer	11,8% (4 students)	9,1% (1 student)	18,5% (5 students)



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

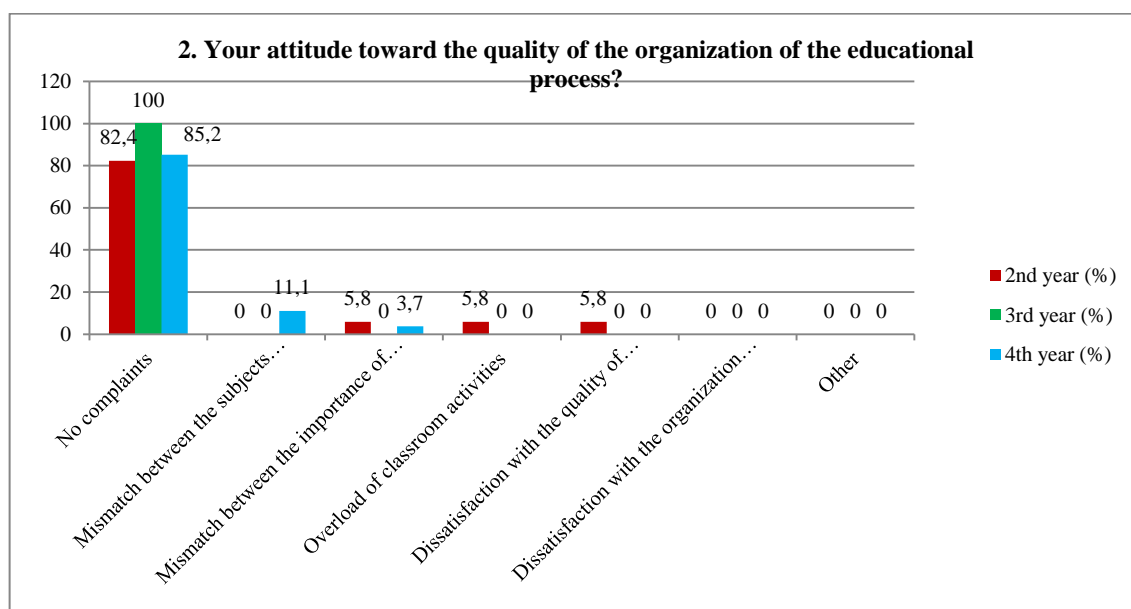
Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Fully satisfied</i>	55,8% (19 students)	54,5% (6 students)	74,1% (20 students)
<i>Partially satisfied</i>	26,6% (9 students)	27,3% (3 students)	22,2% (6 students)
<i>Not satisfied</i>	11,8% (4 students)	9,1% (1 student)	3,7% (1 student)
<i>Difficult to answer</i>	5,8% (2 students)	9,1% (1 student)	-



For the question “If you answered ‘not satisfied’ to the previous question, give recommendations to improve the services provided”, there are no answers.

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

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>No complaints</i>	82,4% (28 students)	100% (11 students)	85,2% (23 students)
<i>Mismatch between the subjects studied and the chosen specialty</i>	-	-	11,1% (3 students)
<i>Mismatch between the importance of the subject and the number of hours allocated</i>	5,8% (2 students)	-	3,7% (1 student)
<i>Overload of classroom activities</i>	5,8% (2 students)	-	-
<i>Dissatisfaction with the quality of classes</i>	5,8% (2 students)	-	-
<i>Dissatisfaction with the organization of credits and exams</i>	-	-	-
<i>Other</i>	-	-	-



In response to the question **“If you answered ‘Does not meet or satisfy’ to the previous question, give recommendations for improvement”** respondents (4th year) answered as follows:

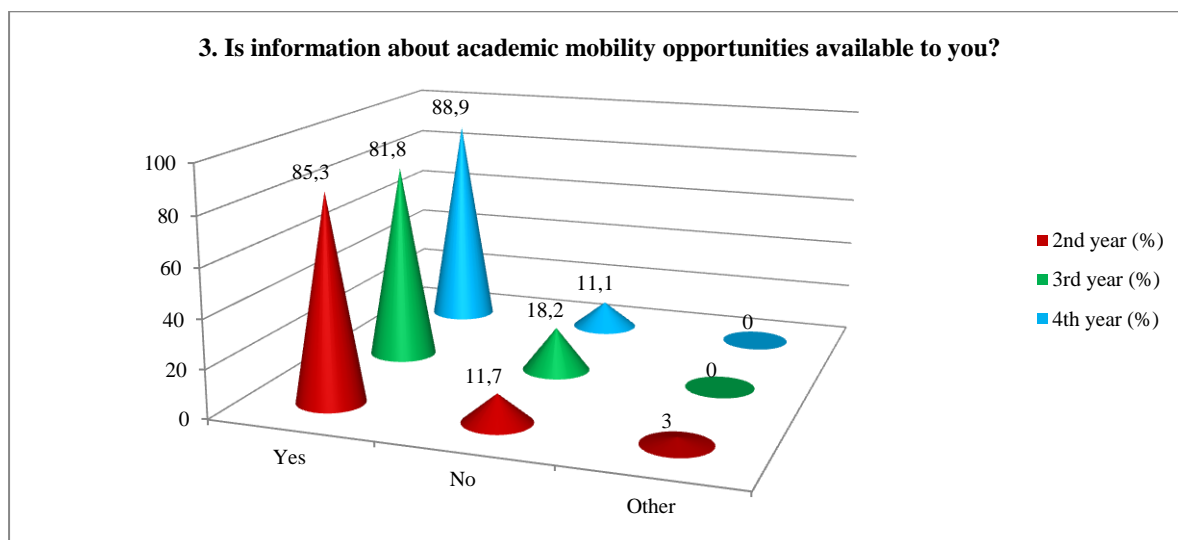
- Remove unnecessary subjects, e.g. philosophy, political science
- Make IEP of students in “Thermal Power Engineering” specialty according to the sequence of subjects.

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

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Yes	85,3% (29 students)	81,8% (9 students)	88,9% (24 students)
No	11,7% (4 students)	18,2% (2 students)	11,1% (3 students)
Other	3% (1 student)	-	-

For the “Other” option, the respondents (2nd year) answered as follows:

- 50/50



For the question, **“If you answered ‘No’ to the previous question, write why,”** respondents did not leave additional comments.

4. What do you think about the relationships?

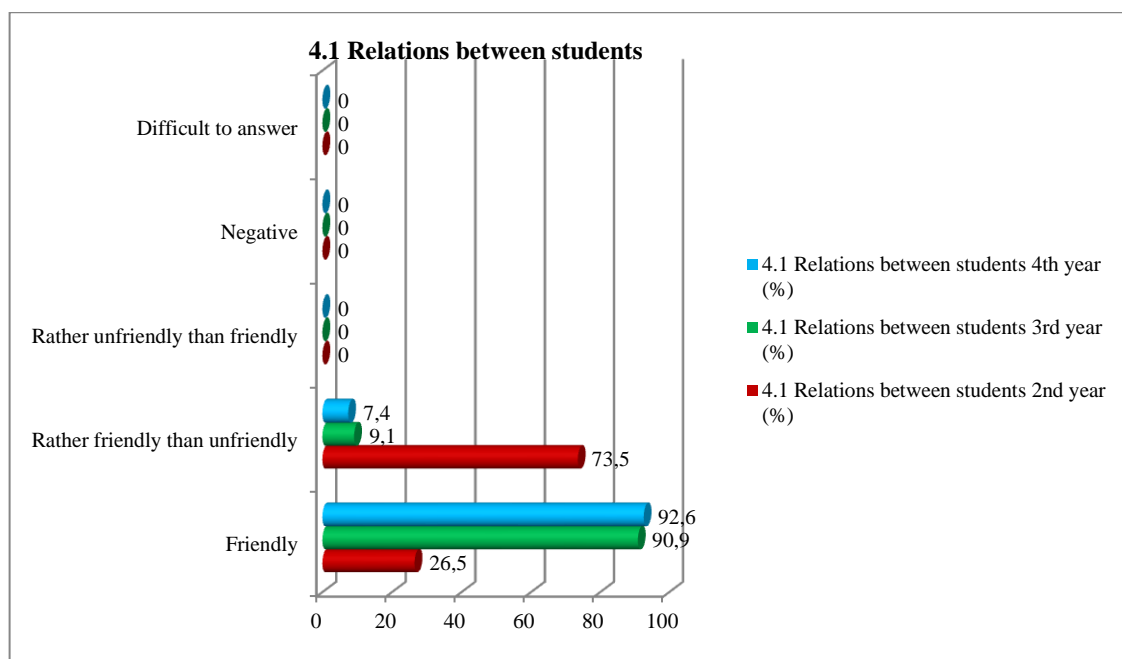
4.1 Relations between students
4.2 Relations between teachers and students (in the educational process)
4.3 Relations between students and supervisors
4.4 Relations between students and the administration
4.5 Relations between students and staff of departments (library, student office, etc.)
4.6 Relations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

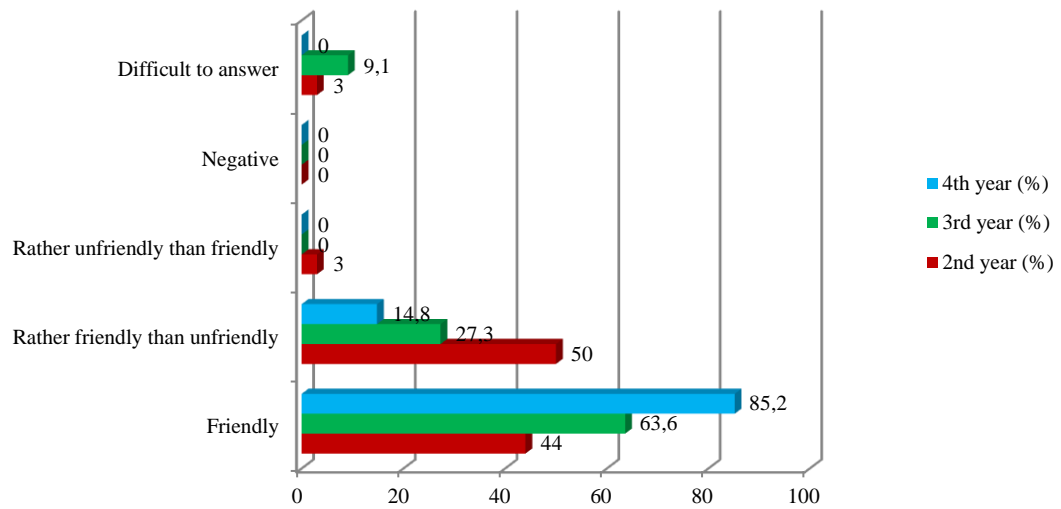
Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Friendly</i>	26,5% (9 students)	90,9% (10 students)	92,6% (25 students)
<i>Rather friendly than unfriendly</i>	73,5% (25 students)	9,1% (1 student)	7,4% (2 students)
<i>Rather unfriendly than friendly</i>	-	-	-
<i>Negative</i>	-	-	-
<i>Difficult to answer</i>	-	-	-



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

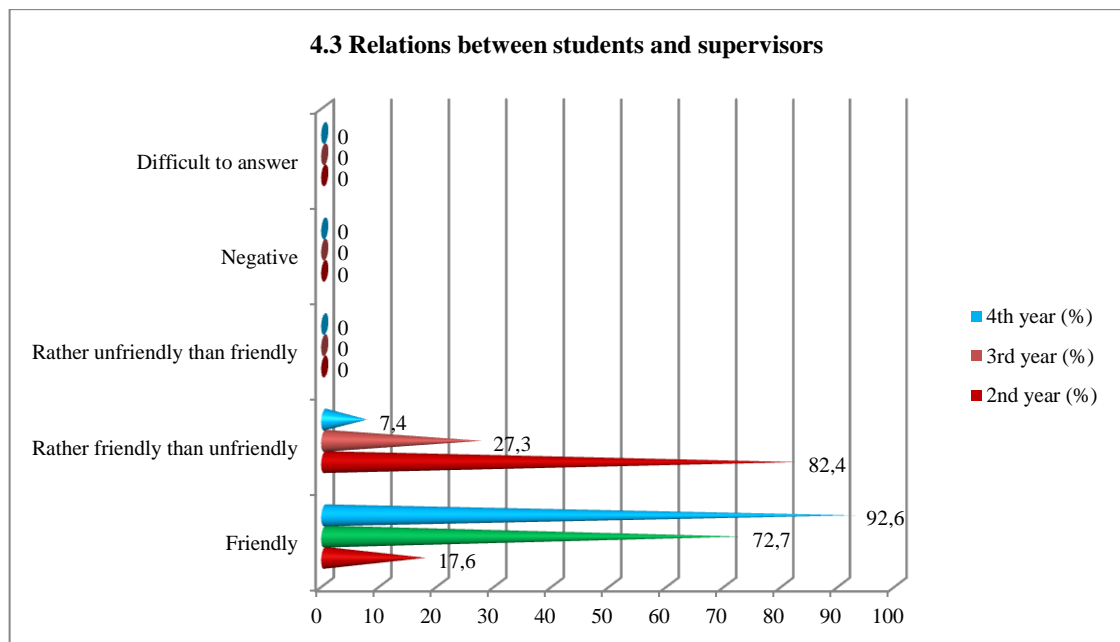
Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Friendly</i>	44% (15 students)	63,6% (7 students)	85,2% (23 students)
<i>Rather friendly than unfriendly</i>	50% (17 students)	27,3% (3 students)	14,8% (4 students)
<i>Rather unfriendly than friendly</i>	3% (1 student)	-	-
<i>Negative</i>	-	-	-
<i>Difficult to answer</i>	3% (1 student)	9,1% (1 student)	-

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



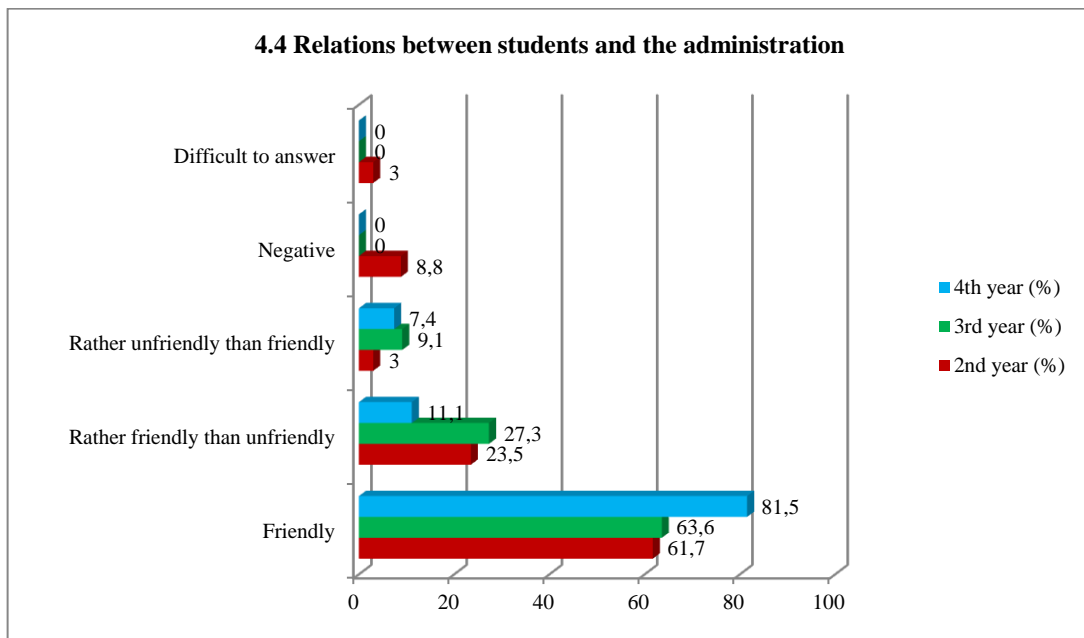
4.3 Relations between students and supervisors

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Friendly	17,6% (6 students)	72,7% (8 students)	92,6% (25 students)
Rather friendly than unfriendly	82,4% (28 students)	27,3% (3 students)	7,4% (2 students)
Rather unfriendly than friendly	-	-	-
Negative	-	-	-
Difficult to answer	-	-	-



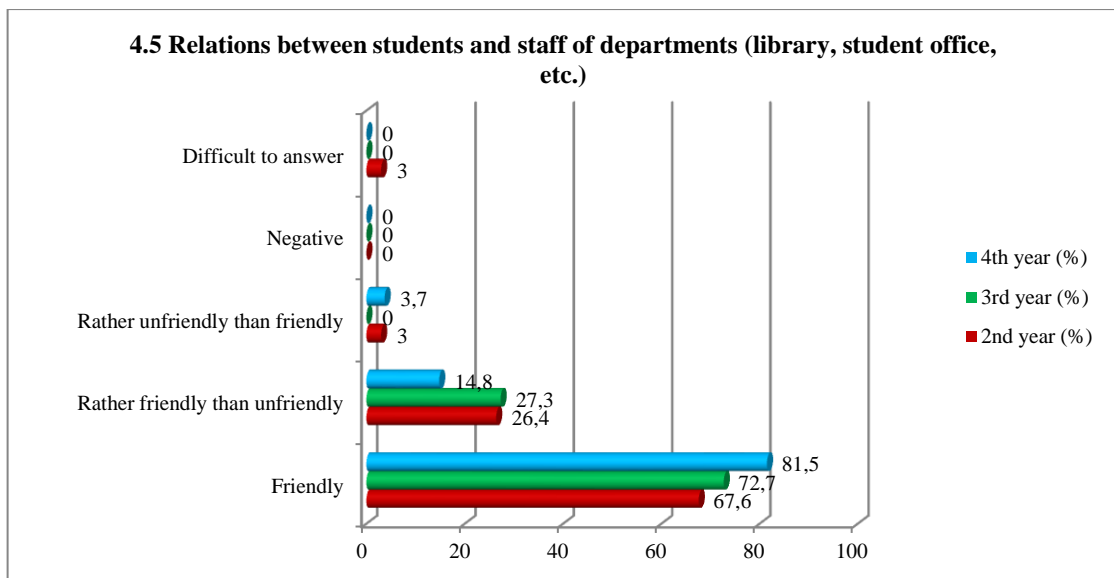
4.4 Relations between students and the administration

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Friendly	61,7% (21 students)	63,6% (7 students)	81,5% (22 students)
Rather friendly than unfriendly	23,5% (8 students)	27,3% (3 students)	11,1% (3 students)
Rather unfriendly than friendly	3% (1 student)	9,1% (1 student)	7,4% (2 students)
Negative	8,8% (3 students)	-	-
Difficult to answer	3% (1 student)	-	-



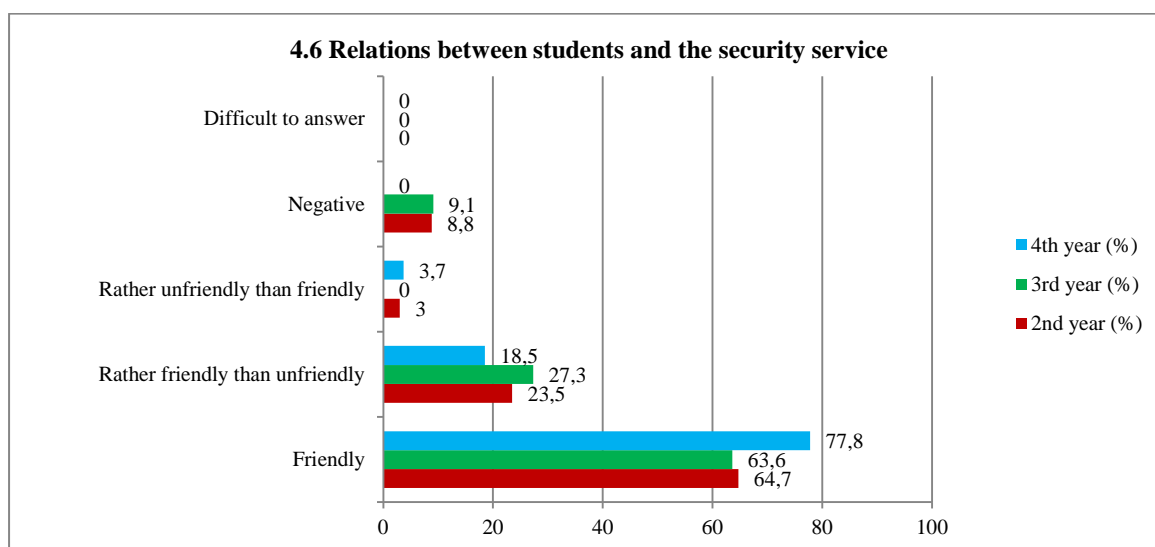
4.5 Relations between students and staff of departments (library, student office, etc.)

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Friendly</i>	67,6% (23 students)	72,7% (8 students)	81,5% (22 students)
<i>Rather friendly than unfriendly</i>	26,4% (9 students)	27,3% (3 students)	14,8% (4 students)
<i>Rather unfriendly than friendly</i>	3% (1 student)	-	3,7% (1 student)
<i>Negative</i>	-	-	-
<i>Difficult to answer</i>	3% (1 student)	-	-



4.6 Relations between students and the security service

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Friendly</i>	64,7% (22 students)	63,6% (7 students)	77,8% (21 students)
<i>Rather friendly than unfriendly</i>	23,5% (8 students)	27,3% (3 students)	18,5% (5 students)
<i>Rather unfriendly than friendly</i>	3% (1 student)	-	3,7% (1 student)
<i>Negative</i>	8,8% (3 students)	9,1% (1 student)	-
<i>Difficult to answer</i>	-	-	-

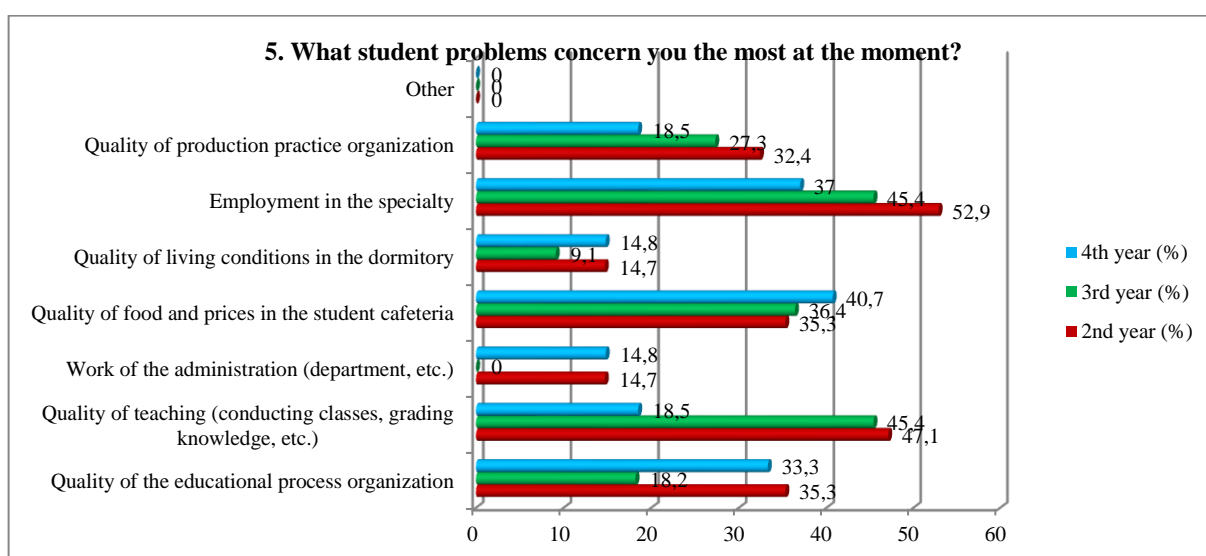


For the question, “If you answered ‘Rather unfriendly than friendly’ and ‘Negative’ to the previous question, give recommendations for improvement,” there are no responses.

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>	35,3% (12 students)	18,2% (2 students)	33,3% (9 students)
<i>Quality of teaching (conducting classes, grading knowledge, etc.)</i>	47,1% (16 students)	45,4% (5 students)	18,5% (5 students)
<i>Work of the administration (department, etc.)</i>	14,7% (5 students)	-	14,8% (4 students)
<i>Quality of food and prices in the student cafeteria</i>	35,3% (12 students)	36,4% (4 students)	40,7% (11 students)
<i>Quality of living conditions in the dormitory</i>	14,7% (5 students)	9,1% (1 student)	14,8% (4 students)
<i>Employment in the specialty</i>	52,9% (18 students)	45,4% (5 students)	37% (10 students)
<i>Quality of production practice organization</i>	32,4% (11 students)	27,3% (3 students)	18,5% (5 students)
<i>Other</i>	-	-	-

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

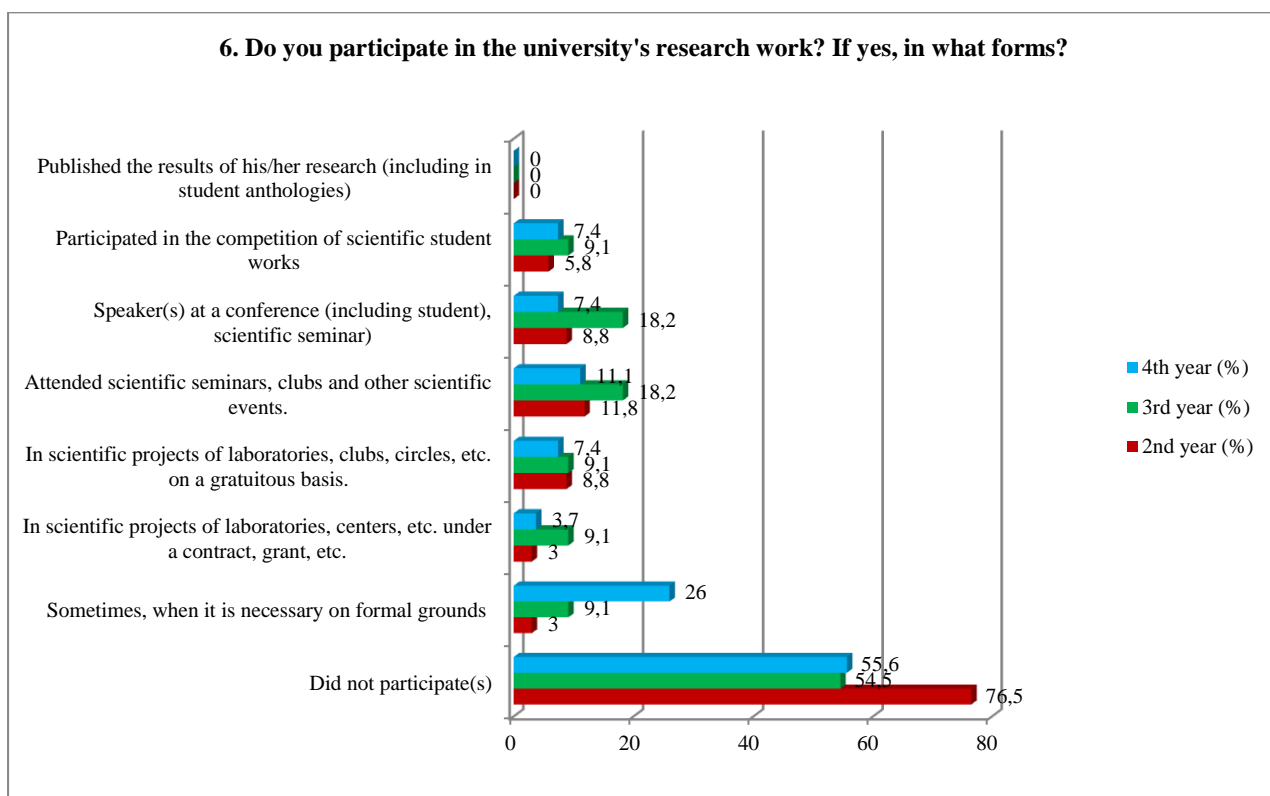


6. Do you participate in the university's research work? If yes, in what forms?

(mark all that apply)

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Did not participate(s)	76,5% (26 students)	54,5% (6 students)	55,6% (15 students)
Sometimes, when it is necessary on formal grounds	3% (1 student)	9,1% (1 student)	26% (7 students)
In scientific projects of laboratories, centers, etc. under a contract, grant, etc.	3% (1 student)	9,1% (1 student)	3,7% (1 student)
In scientific projects of laboratories, clubs, circles, etc. on a gratuitous basis.	8,8% (3 students)	9,1% (1 student)	7,4% (2 students)
Attended scientific seminars, clubs and other scientific events.	11,8% (4 students)	18,2% (2 students)	11,1% (3 students)
Speaker(s) at a conference (including student), scientific seminar)	8,8% (3 students)	18,2% (2 students)	7,4% (2 students)
Participated in the competition of scientific student works	5,8% (2 students)	9,1% (1 student)	7,4% (2 students)
Published the results of his/her research (including in student anthologies)	-	-	-

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

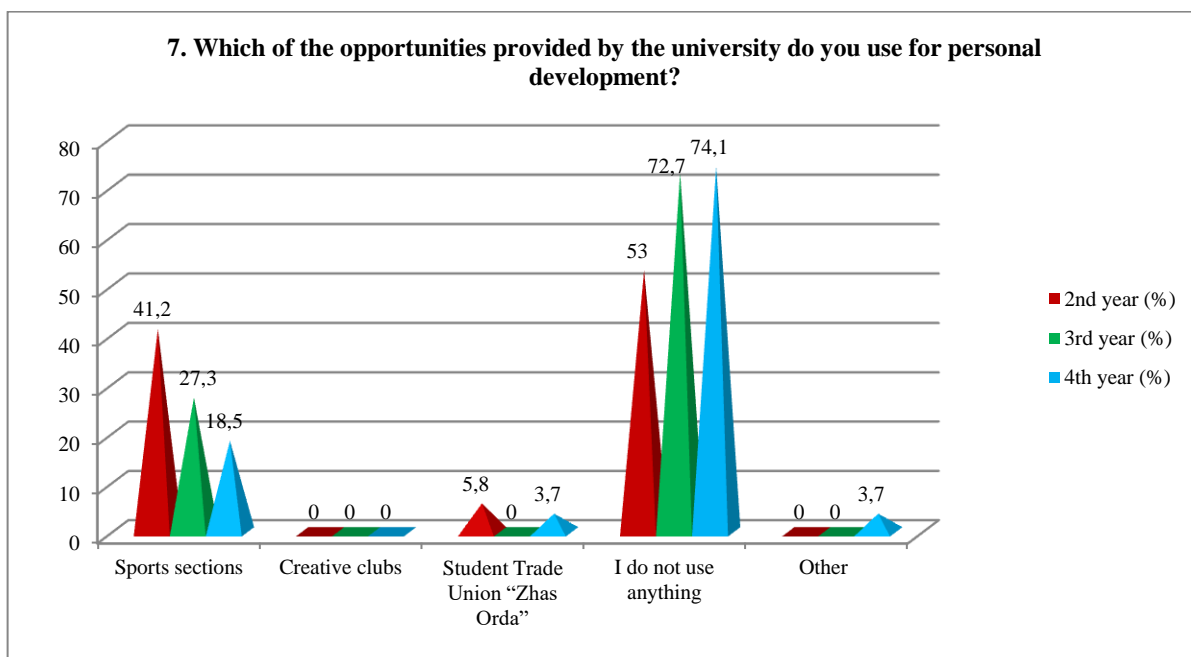


For the question “If you answered ‘Did not participate’ to the previous question, please write why” students indicated the following answers:

2nd year	3rd year	4th year
<ul style="list-style-type: none"> - No time. - I don't want to. - I don't know, I didn't have to. - I don't know, probably didn't want to. 	<ul style="list-style-type: none"> - No time - Not interested 	<ul style="list-style-type: none"> - No time

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>	41,2% (14 students)	27,3% (3 students)	18,5% (5 students)
<i>Creative clubs</i>	-	-	-
<i>Student Trade Union “Zhas Orda”</i>	5,8% (2 students)	-	3,7% (1 student)
<i>I do not use anything</i>	53% (18 students)	72,7% (8 students)	74,1% (20 students)
<i>Other</i>	-	-	3,7% (1 student)



For 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"> - I play sports in my neighborhood - I don't want to - Sports sections - No time - No time 	-	<ul style="list-style-type: none"> - At the moment, a lot of personal employment - No time for training - Not interested - No time (2) - No desire - I live in another city, no possibility to get home afterwards

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

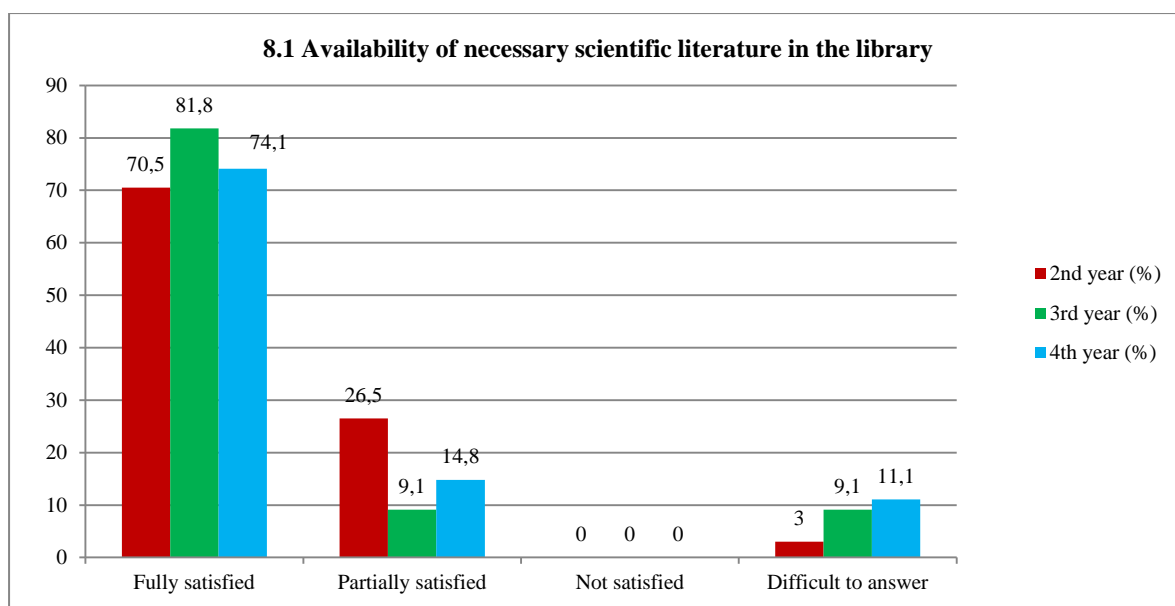
8.1 Availability of necessary scientific literature in the library
8.2 Modernity of computer equipment
8.3 Internet bandwidth and speed
8.4 Modernity of software
8.5 Availability of educational and scientific equipment
8.6 Availability of laboratories and specialized classrooms
8.7 Availability of sports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

Other _____

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

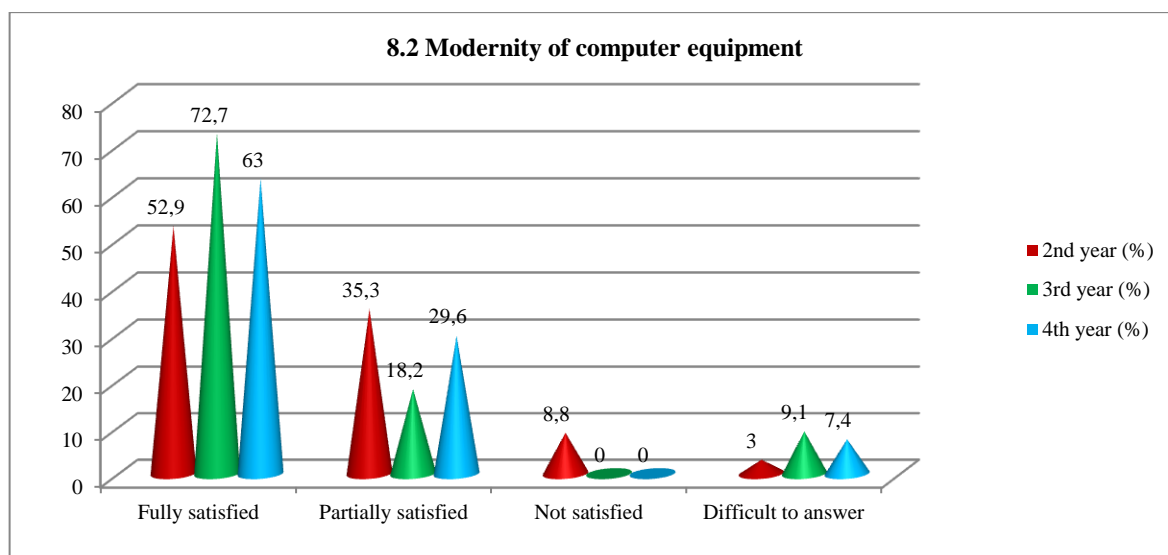
8.1 Availability of necessary scientific literature in the library

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Fully satisfied	70,5% (24 students)	81,8% (9 students)	74,1% (20 students)
Partially satisfied	26,5% (9 students)	9,1% (1 student)	14,8% (4 students)
Not satisfied	-	-	-
Difficult to answer	3% (1 student)	9,1% (1 student)	11,1% (3 students)



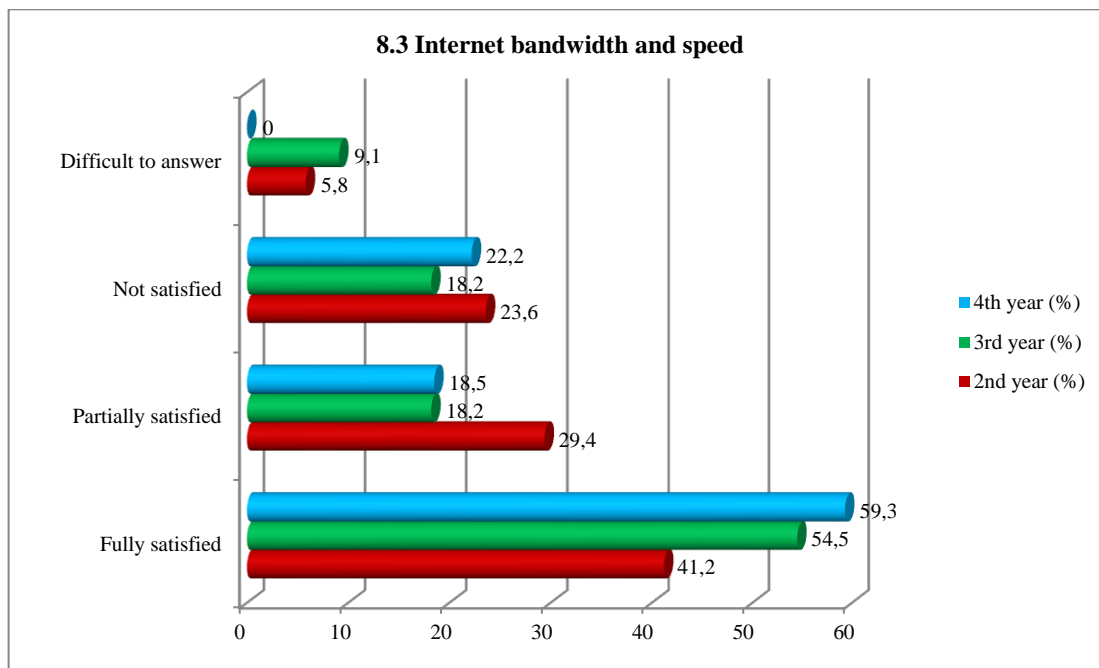
8.2 Modernity of computer equipment

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Fully satisfied	52,9% (18 students)	72,7% (8 students)	63% (17 students)
Partially satisfied	35,3% (12 students)	18,2% (2 students)	29,6% (8 students)
Not satisfied	8,8% (3 students)	-	-
Difficult to answer	3% (1 student)	9,1% (1 student)	7,4% (2 students)



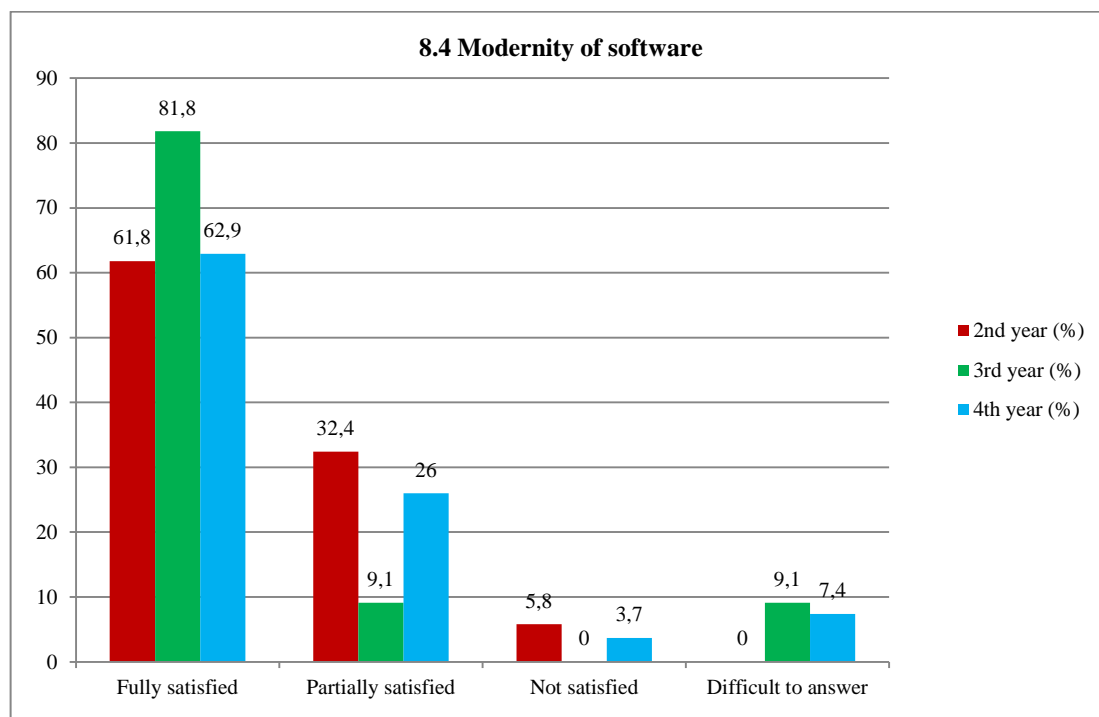
8.3 Internet bandwidth and speed

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Fully satisfied	41,2% (14 students)	54,5% (6 students)	59,3% (16 students)
Partially satisfied	29,4% (10 students)	18,2% (2 students)	18,5% (5 students)
Not satisfied	23,6% (8 students)	18,2% (2 students)	22,2% (6 students)
Difficult to answer	5,8% (2 students)	9,1% (1 student)	-



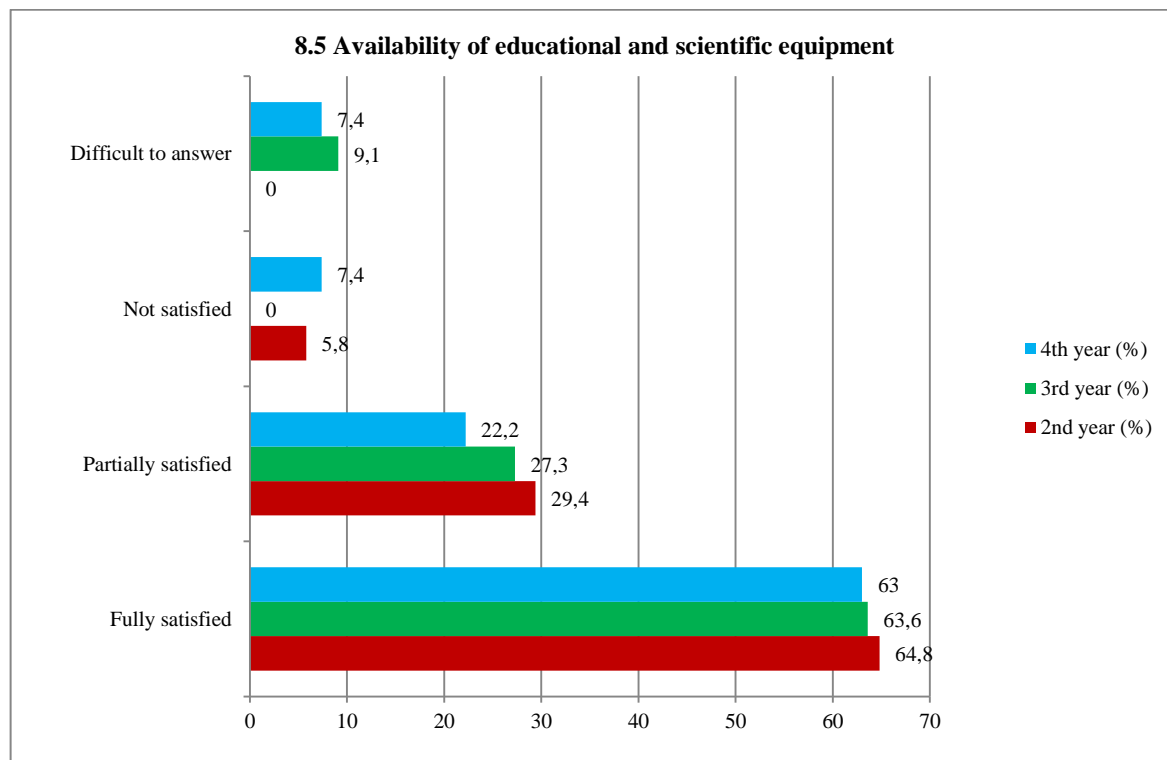
8.4 Modernity of software

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Fully satisfied	61,8% (21 students)	81,8% (9 students)	62,9% (17 students)
Partially satisfied	32,4% (11 students)	9,1% (1 student)	26% (7 students)
Not satisfied	5,8% (2 students)	-	3,7% (1 student)
Difficult to answer	-	9,1% (1 student)	7,4 % (2 students)



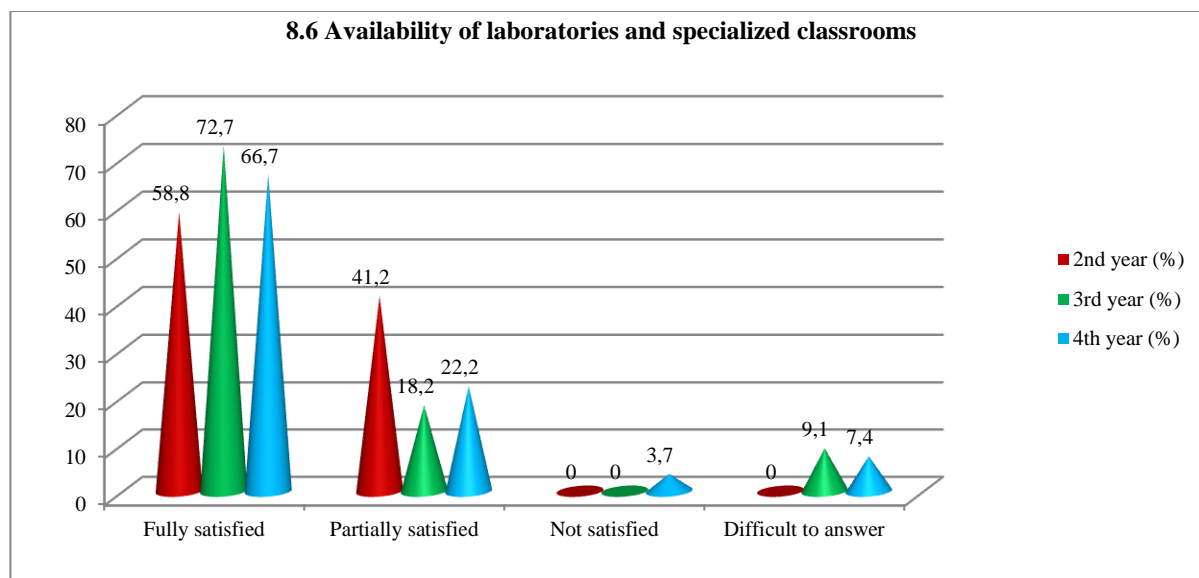
8.5 Availability of educational and scientific equipment

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Fully satisfied	64,8% (22 students)	63,6% (7 students)	63% (17 students)
Partially satisfied	29,4% (10 students)	27,3% (3 students)	22,2% (6 students)
Not satisfied	5,8% (2 students)	-	7,4% (2 students)
Difficult to answer	-	9,1% (1 student)	7,4% (2 students)



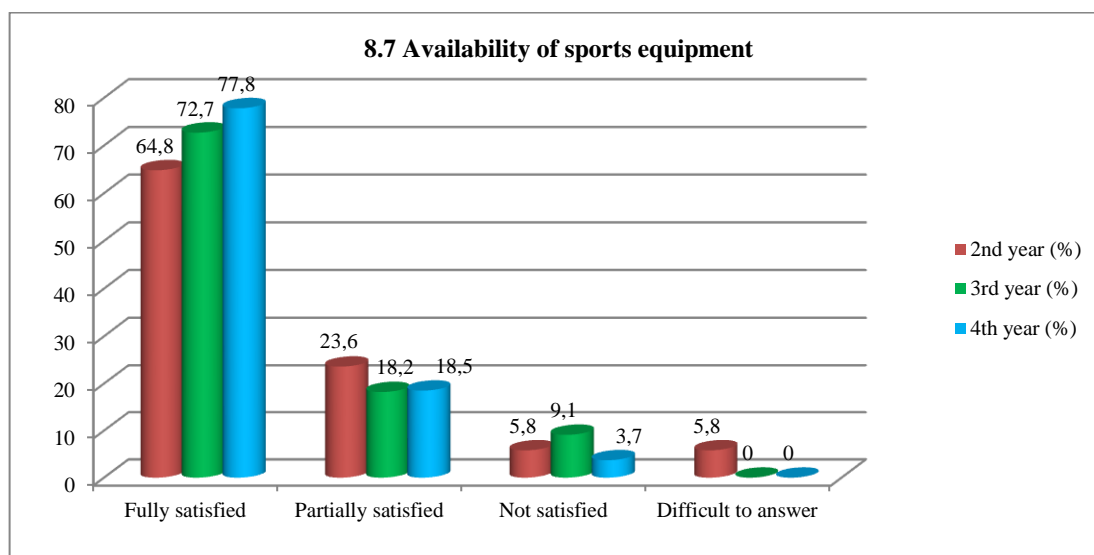
8.6 Availability of laboratories and specialized classrooms

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Fully satisfied	58,8% (20 students)	72,7% (8 students)	66,7% (18 students)
Partially satisfied	41,2% (14 students)	18,2% (2 students)	22,2% (6 students)
Not satisfied	-	-	3,7% (1 student)
Difficult to answer	-	9,1% (1 student)	7,4% (2 students)



8.7 Availability of sports equipment

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Fully satisfied	64,8% (22 students)	72,7% (8 students)	77,8% (21 students)
Partially satisfied	23,6% (8 students)	18,2% (2 students)	18,5% (5 students)
Not satisfied	5,8% (2 students)	9,1% (1 student)	3,7% (1 student)
Difficult to answer	5,8% (2 students)	-	-



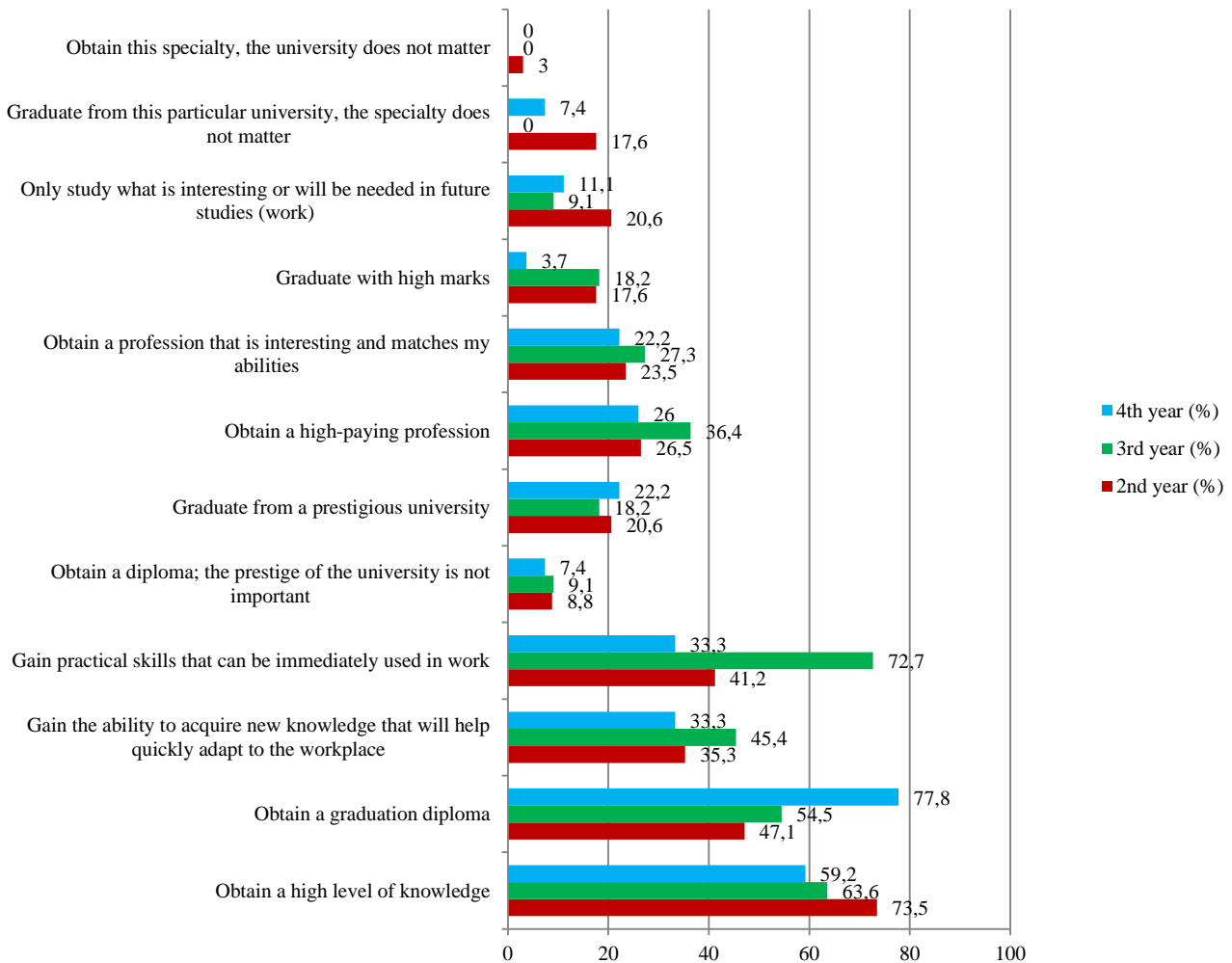
For the question “If you answered ‘Not Satisfied’ to the previous question, give recommendations for improvement,” respondents did not leave additional comments.

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 (%)
Obtain a high level of knowledge	73,5% (25 students)	63,6% (7 students)	59,2% (16 students)
Obtain a graduation diploma	47,1% (16 students)	54,5% (6 students)	77,8% (21 students)
Gain the ability to acquire new knowledge that will help quickly adapt to the workplace	35,3% (12 students)	45,4% (5 students)	33,3% (9 students)
Gain practical skills that can be immediately used in work	41,2% (14 students)	72,7% (8 students)	33,3% (9 students)
Obtain a diploma; the prestige of the university is not important	8,8% (3 students)	9,1% (1 student)	7,4% (2 students)
Graduate from a prestigious university	20,6% (7 students)	18,2% (2 students)	22,2% (6 students)
Obtain a high-paying profession	26,5% (9 students)	36,4% (4 students)	26% (7 students)
Obtain a profession that is interesting and matches my abilities	23,5% (8 students)	27,3% (3 students)	22,2% (6 students)
Graduate with high marks	17,6% (6 students)	18,2% (2 students)	3,7% (1 student)
Only study what is interesting or will be needed in future studies (work)	20,6% (7 students)	9,1% (1 student)	11,1% (3 students)
Graduate from this particular university, the specialty does not matter	17,6% (6 students)	-	7,4% (2 students)
Obtain this specialty, the university does not matter	3% (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?



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

- No need to change anything (2nd year)

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

The analysis of the results of filling out the questionnaire “Satisfaction of students of 2-5 courses with educational services” indicates a positive attitude of students to the conditions, content, organization and quality of the educational process at the university. The main part of the surveyed students of the specialty “Thermal Power Engineering” (99%) expressed satisfaction with the learning process in general. For convenience of analysis, let's consider the aspects according to the following levels of satisfaction:

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

- class schedule (87.3%);
- organization of independent work (98.1%);
- quality of internship (97.1%);
- organization and conduct of SIWT (93.8%);

- organization and conduct of laboratory works (96,1%);
- satisfaction with the work of the library (90%);
- possibility of access to full-text databases of scientific publications (88%);
- living conditions in the dormitory (82.7%);
- organization of meals at the university (87%).

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

- Quality of medical care (78%);

The main attitude of students to the quality of the organization of the educational process is positive. 82.4% of 2nd year respondents, 100% of 3rd year and 85.2% of 4th year have no complaints about the organization of the educational process. However, for some students there are a number of remarks. In particular, 11.1% of 4th year students pointed out the discrepancy between the disciplines studied and the specialty received, and 5.8% of 2nd year students and 3.7% of 4th year students noted the discrepancy between the importance of the subject and the number of hours. Also 5,8% of 2nd year students expressed dissatisfaction with overloaded classroom and quality of classes. In the recommendations for improvement, the 4th year students suggested removing unnecessary subjects such as philosophy and political science, as well as drafting an IEP for students in the Thermal Power Engineering specialty, taking into account the sequence of subjects.

Information about academic mobility opportunities is not available for 11.7% of 2nd year students, 18.2% of 3rd year and 11.1% of 4th year. The 2nd year respondents who chose the option “Other” specified that the information is partially available (50/50), but did not specify additional details.

The relationship between students, teachers and administration is generally assessed as friendly. Among 4th year students, 92.6% consider relations between students to be friendly, 85.2% relations between faculty and students in the learning process, and 92.6% relations with supervisors. 81.5% of 4th year students positively evaluate relations with the administration, 81.5% relations with the staff of departments (library, student department, etc.), and 77.8% relations with the security service. For 2nd year students, the relationship between students is also mostly friendly (73.5%), but 50% of them evaluate the relationship with lecturers as rather friendly than unfriendly. Issues with relations with the supervisor and administration are resolved in favor of benevolence, however, 8.8% of 2nd year students expressed dissatisfaction with the administration. Relationships with the security service are rated as friendly, but 8.8% of students noted negative relationships.

The main problems of students are “quality of teaching” (especially for 2nd and 3rd year students), “quality of organization of educational process” and “quality of food” in the canteen. Also students are concerned about “employment in their specialty” and “conditions in the dormitory”.

The largest part of students of all courses is not involved in the scientific activities of the university, especially in the 2nd year (76.5%). Among those who are involved, the most common forms are participation in scientific projects on a gratuitous basis, attendance of scientific seminars and circles. The main reasons for refusal to participate are related to lack of time, lack of interest or need for scientific work.

Many 3rd and 4th year students do not use the opportunities for personal development offered by the university, while 2nd year students are more often involved in sports sections. The main reasons for not participating are lack of time due to studies and high personal employment. Some students also prefer to develop themselves outside the university.

The assessment of the material base of the university by students varies from aspect to aspect. Most students are satisfied with the availability of scientific literature in the library, the modernity of software and computer equipment, as well as the availability of sports equipment. However, there are comments on Internet speed, modernity of laboratories and specialized classrooms, and availability of teaching and research equipment. Some students expressed partial dissatisfaction with these issues, but most did not leave specific recommendations for improvement.

Students in different courses have different priorities. For most, a high level of knowledge is important, but 2nd year students also focus on practical skills that can be immediately utilized in the workplace. Senior students emphasize more on the diploma, while junior students focus more on the ability to adapt in the workplace and gain practical skills. The prestige of the university and high salary are important for some, but a diploma with high grades or studying only interesting topics are less relevant.

According to the students' suggestions to improve the training program and quality of services, opinions are diverse, but some respondents, for example, from the 2nd year, indicated that they do not see the need for changes.

The final satisfaction of students of the specialty “ Thermal Power Engineering” with educational services is 91%, which indicates a high level of satisfaction of students in general, despite individual problems and areas for improvement.

Recommendations:

The Center for Quality Management and Accreditation recommends to familiarize students with the results of the questionnaire and discuss them at supervisory hours. This will allow students to make their suggestions for improving the educational process and learning conditions.