

Report
on the results of the survey
“Satisfaction of 2-5 year students with educational services”
in 2024-2025 academic year
Department: Geology and Mineral Deposits Exploration
Specialty: 6B07201 – Geology and Mineral Deposit Exploration

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 6B07201 – Geology and Mineral Deposits Exploration, 89 respondents took part in the survey, which is 54% of the total number of students in this specialty (165).

- 2 year – 24 students (60%);
- 3 year – 30 students (47,6%);
- 4 year – 35 students (56,5%).

Mode of training

- Budget – 84 students (94.3%);
- Paid – 5 students (5.7%).

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

Indicators:

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

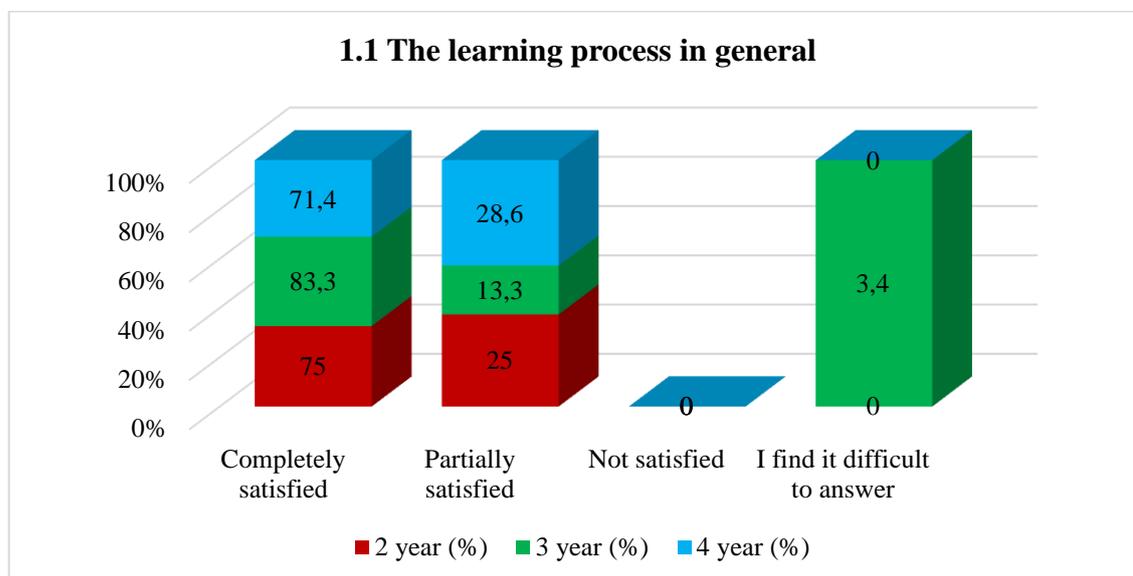
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|---|
| 1.1 The learning process in general |
| 1.2 Class schedule |
| 1.3 Organization of independent work |
| 1.4 Practices |
| 1.5 Organizing and conducting SIWT |
| 1.6 Organizing and conducting laboratory work |
| 1.7 Satisfaction with the library 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 _____.

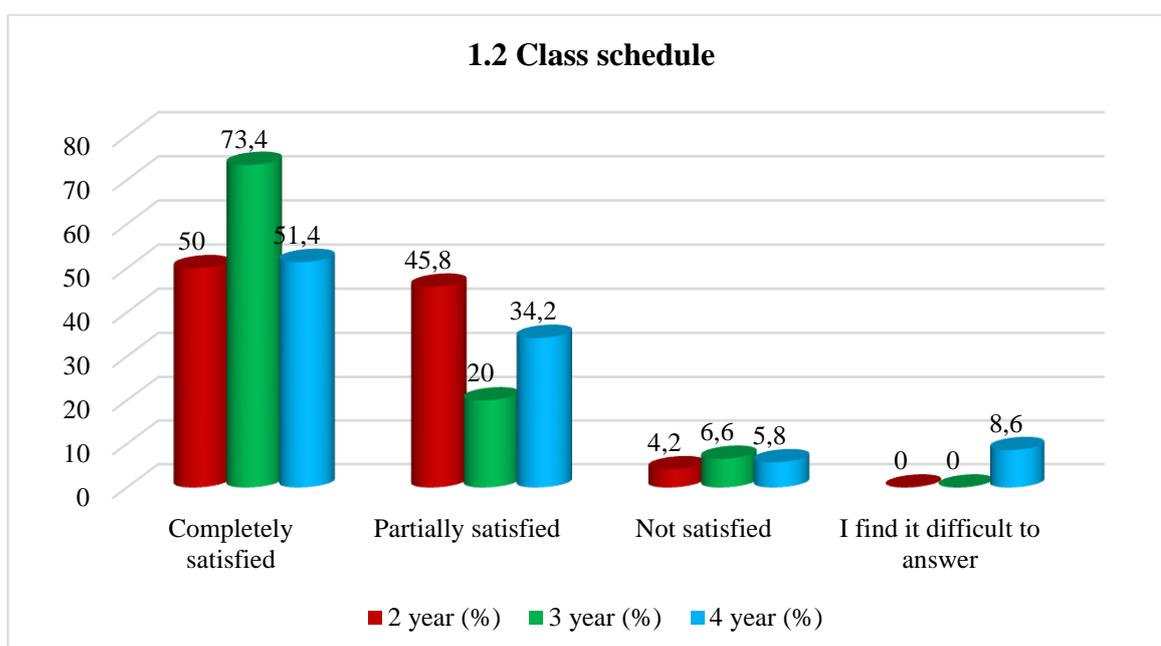
1.1 The learning process in general

| Answer options | 2 year (%) | 3 year (%) | 4 year (%) |
|--------------------------------------|---------------|-----------------|-----------------|
| <i>Completely satisfied</i> | 75% (18 prs.) | 83,3% (25 prs.) | 71,4% (25 prs.) |
| <i>Partially satisfied</i> | 25% (6 prs.) | 13,3% (4 prs.) | 28,6% (10 prs.) |
| <i>Not satisfied</i> | - | - | - |
| <i>I find it difficult to answer</i> | - | 3,4% (1 prs.) | - |



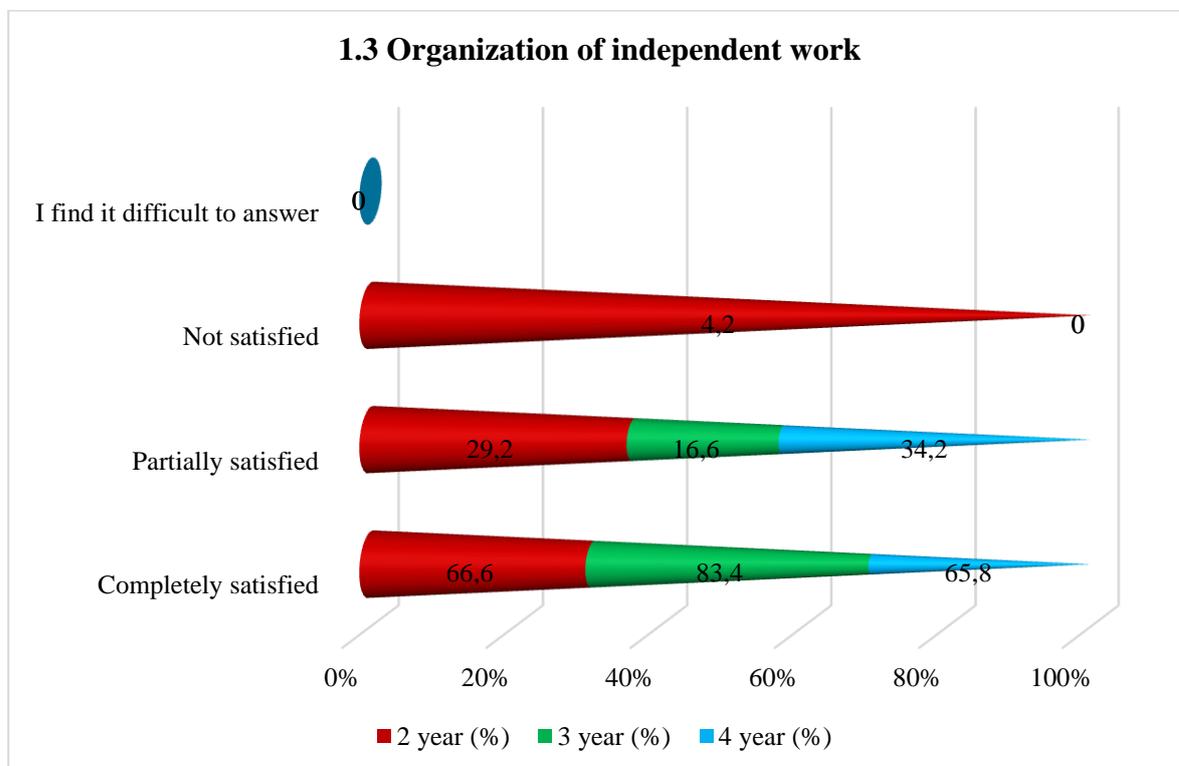
1.2 Class schedule

| Answer options | 2 year (%) | 3 year (%) | 4 year (%) |
|--------------------------------------|-----------------|-----------------|-----------------|
| <i>Completely satisfied</i> | 50% (12 prs.) | 73,4% (22 prs.) | 51,4% (18 prs.) |
| <i>Partially satisfied</i> | 45,8% (11 prs.) | 20% (6 prs.) | 34,2% (12 prs.) |
| <i>Not satisfied</i> | 4,2% (1 prs.) | 6,6% (2 prs.) | 5,8% (2 prs.) |
| <i>I find it difficult to answer</i> | - | - | 8,6% (3 prs.) |



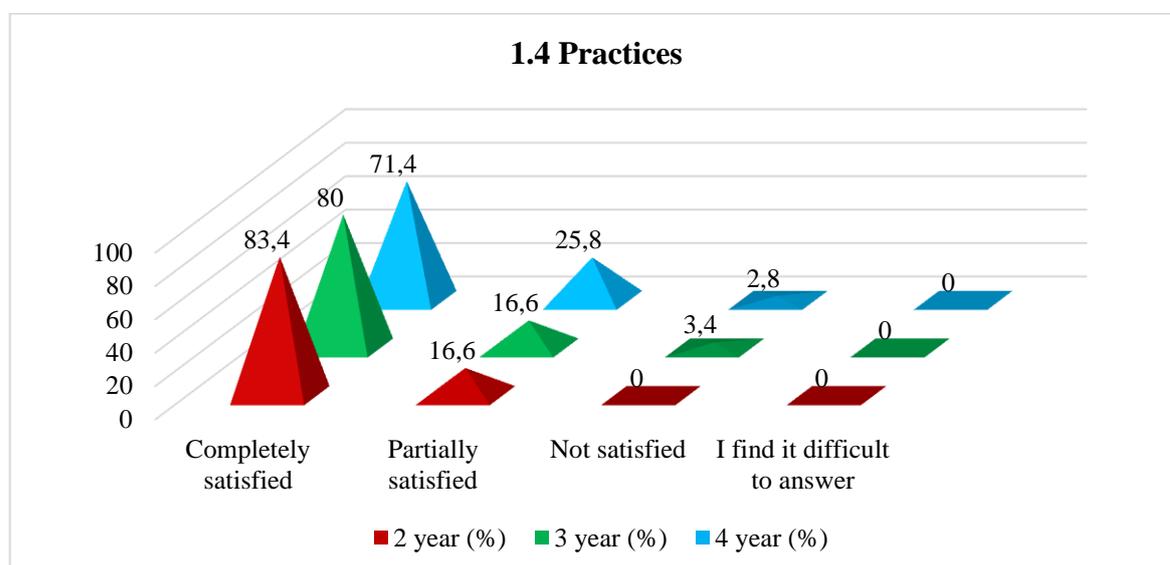
1.3 Organization of independent work

| Answer options | 2 year (%) | 3 year (%) | 4 year (%) |
|--------------------------------------|-----------------|-----------------|-----------------|
| <i>Completely satisfied</i> | 66,6% (16 prs.) | 83,4% (25 prs.) | 65,8% (23 prs.) |
| <i>Partially satisfied</i> | 29,2% (7 prs.) | 16,6% (5 prs.) | 34,2% (12 prs.) |
| <i>Not satisfied</i> | 4,2% (1 prs.) | - | - |
| <i>I find it difficult to answer</i> | - | - | - |



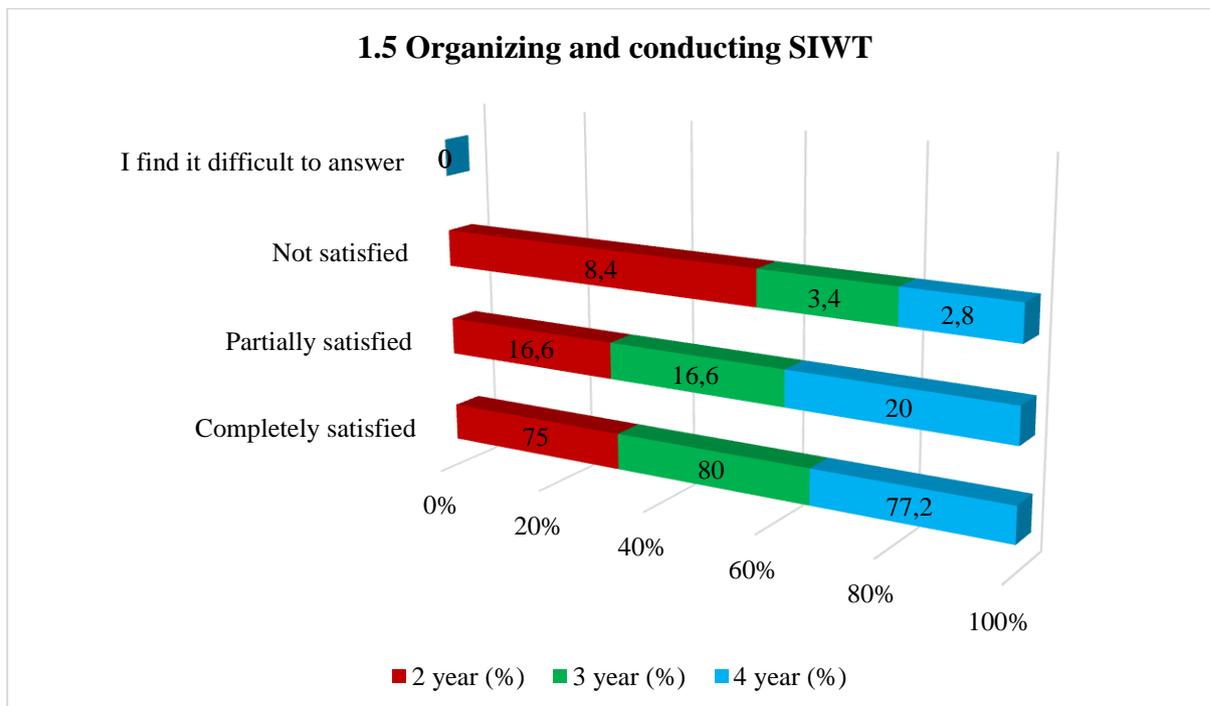
1.4 Practices

| Answer options | 2 year (%) | 3 year (%) | 4 year (%) |
|--------------------------------------|-----------------|----------------|-----------------|
| <i>Completely satisfied</i> | 83,4% (20 prs.) | 80% (24 prs.) | 71,4% (25 prs.) |
| <i>Partially satisfied</i> | 16,6% (4 prs.) | 16,6% (5 prs.) | 25,8% (9 prs.) |
| <i>Not satisfied</i> | - | 3,4% (1 prs.) | 2,8% (1 prs.) |
| <i>I find it difficult to answer</i> | - | - | - |



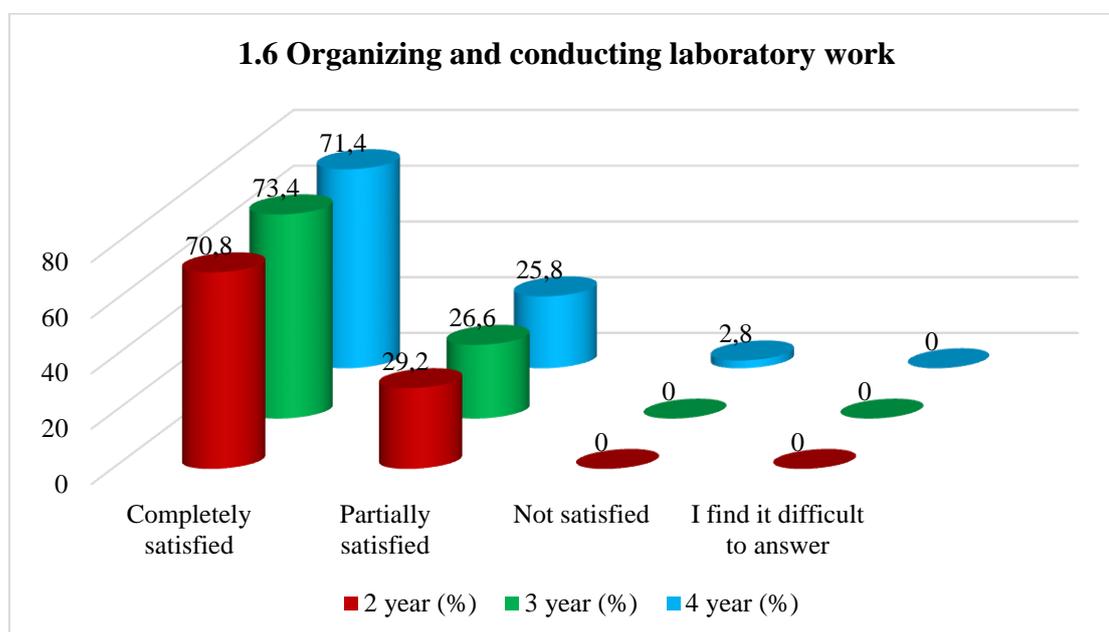
1.5 Organizing and conducting SIWT

| Answer options | 2 year (%) | 3 year (%) | 4 year (%) |
|--------------------------------------|----------------|----------------|-----------------|
| <i>Completely satisfied</i> | 75% (18 prs.) | 80% (24 prs.) | 77,2% (27 prs.) |
| <i>Partially satisfied</i> | 16,6% (4 prs.) | 16,6% (5 prs.) | 20% (7 prs.) |
| <i>Not satisfied</i> | 8,4% (2 prs.) | 3,4% (1 prs.) | 2,8% (1 prs.) |
| <i>I find it difficult to answer</i> | - | - | - |



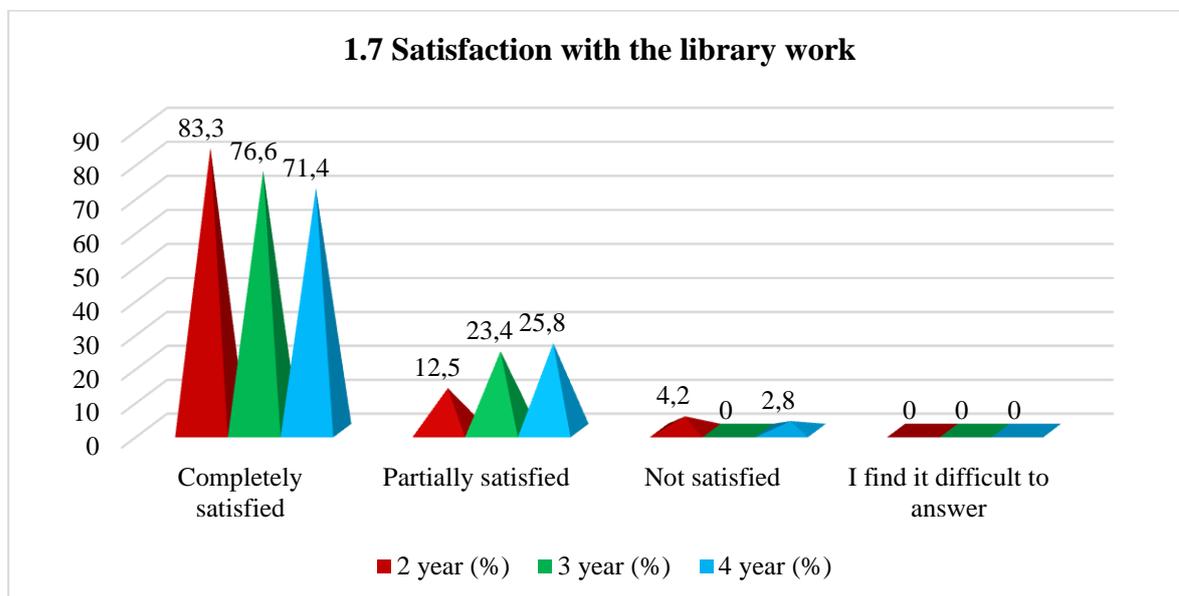
1.6 Organizing and conducting laboratory work

| Answer options | 2 year (%) | 3 year (%) | 4 year (%) |
|--------------------------------------|-----------------|-----------------|-----------------|
| <i>Completely satisfied</i> | 70,8% (17 prs.) | 73,4% (22 prs.) | 71,4% (25 prs.) |
| <i>Partially satisfied</i> | 29,2% (7 prs.) | 26,6% (8 prs.) | 25,8% (9 prs.) |
| <i>Not satisfied</i> | - | - | 2,8% (1 prs.) |
| <i>I find it difficult to answer</i> | - | - | - |



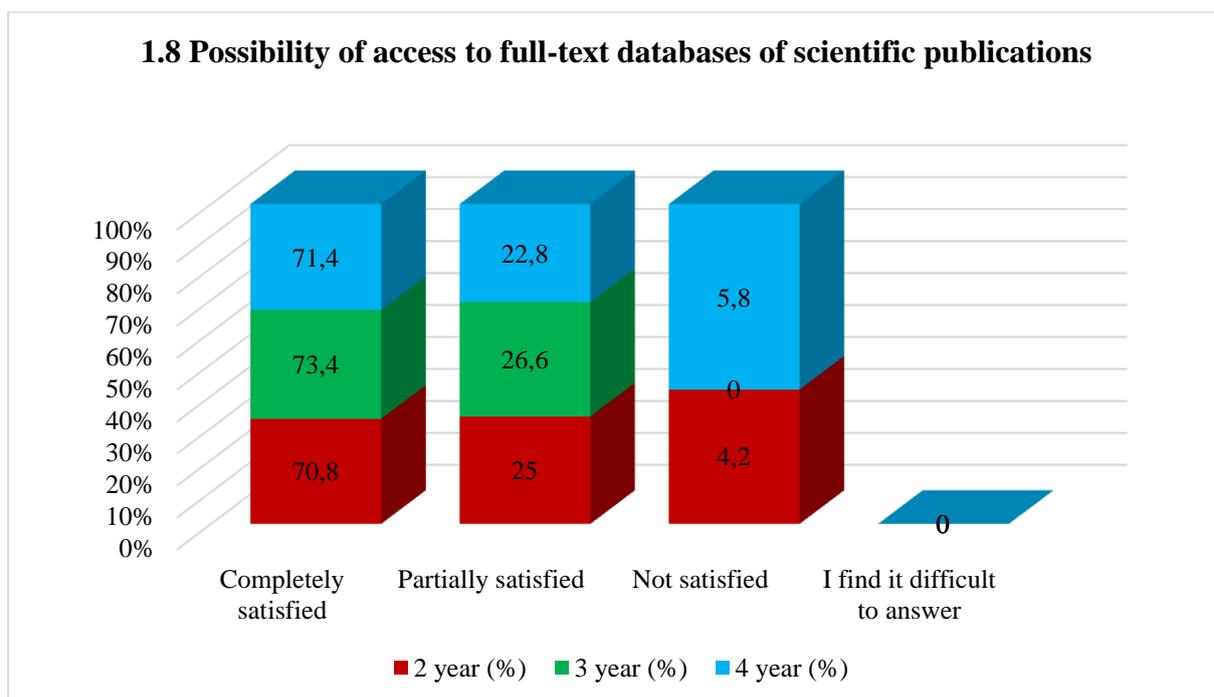
1.7 Satisfaction with the library work

| Answer options | 2 year (%) | 3 year (%) | 4 year (%) |
|--------------------------------------|-----------------|-----------------|-----------------|
| <i>Completely satisfied</i> | 83,3% (20 prs.) | 76,6% (23 prs.) | 71,4% (25 prs.) |
| <i>Partially satisfied</i> | 12,5% (3 prs.) | 23,4% (7 prs.) | 25,8% (9 prs.) |
| <i>Not satisfied</i> | 4,2% (1 prs.) | - | 2,8% (1 prs.) |
| <i>I find it difficult to answer</i> | - | - | - |



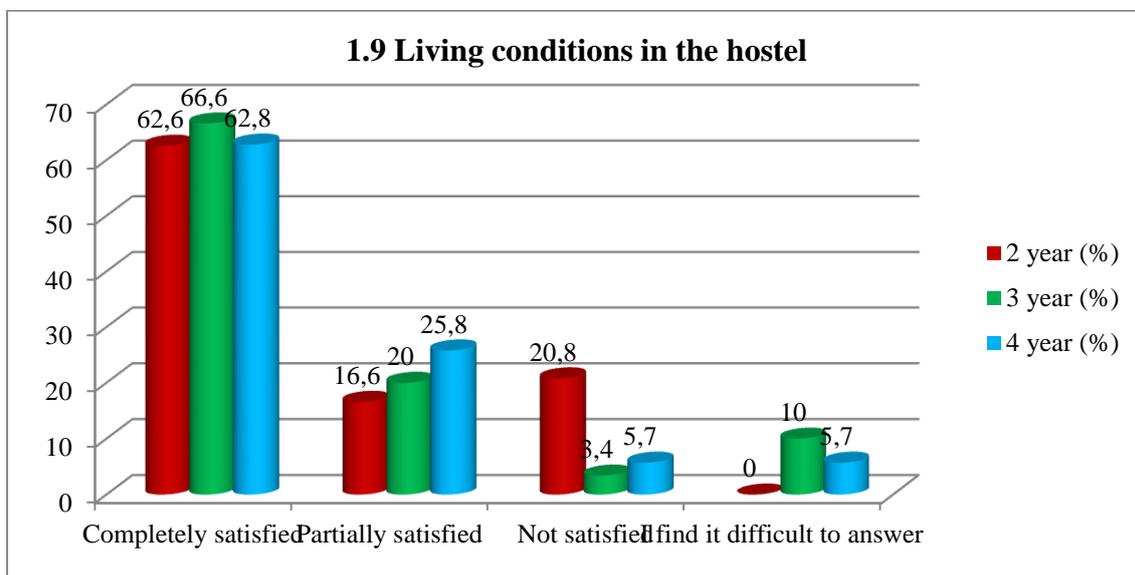
1.8 Possibility of access to full-text databases of scientific publications

| Answer options | 2 year (%) | 3 year (%) | 4 year (%) |
|--------------------------------------|-----------------|-----------------|-----------------|
| <i>Completely satisfied</i> | 70,8% (17 prs.) | 73,4% (22 prs.) | 71,4% (25 prs.) |
| <i>Partially satisfied</i> | 25% (6 prs.) | 26,6% (8 prs.) | 22,8% (8 prs.) |
| <i>Not satisfied</i> | 4,2% (1 prs.) | - | 5,8% (2 prs.) |
| <i>I find it difficult to answer</i> | - | - | - |



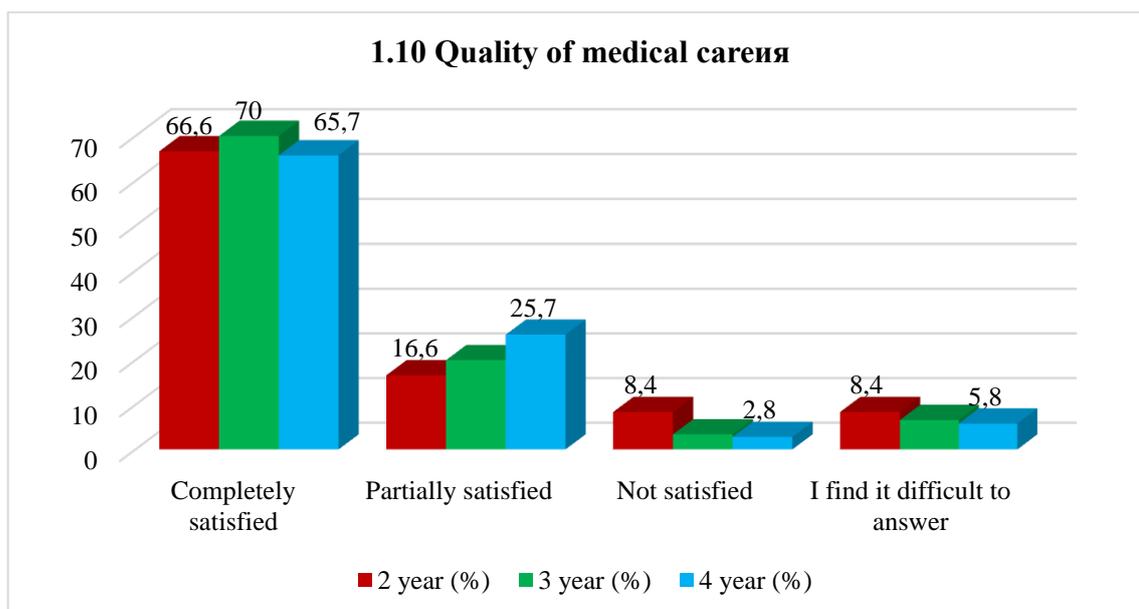
1.9 Living conditions in the hostel

| Answer options | 2 year (%) | 3 year (%) | 4 year (%) |
|--------------------------------------|-----------------|-----------------|-----------------|
| <i>Completely satisfied</i> | 62,6% (15 prs.) | 66,6% (20 prs.) | 62,8% (22 prs.) |
| <i>Partially satisfied</i> | 16,6% (4 prs.) | 20% (6 prs.) | 25,8% (9 prs.) |
| <i>Not satisfied</i> | 20,8% (5 prs.) | 3,4% (1 prs.) | 5,7% (2 prs.) |
| <i>I find it difficult to answer</i> | - | 10% (3 prs.) | 5,7% (2 prs.) |



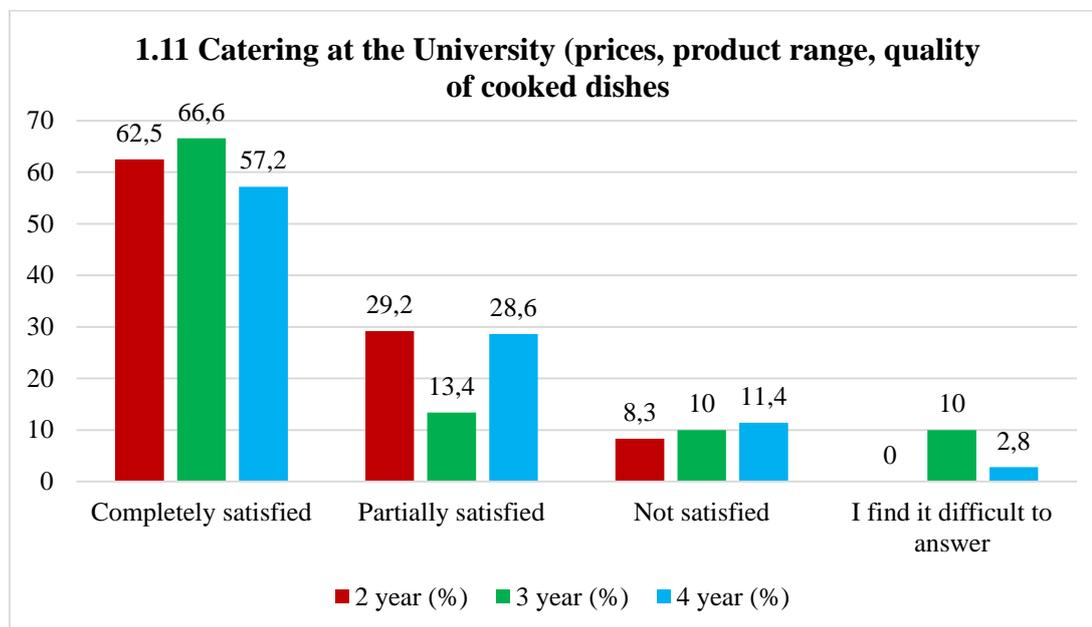
1.10 Quality of medical care

| Answer options | 2 year (%) | 3 year (%) | 4 year (%) |
|--------------------------------------|-----------------|---------------|-----------------|
| <i>Completely satisfied</i> | 66,6% (16 prs.) | 70% (21 prs.) | 65,7% (23 prs.) |
| <i>Partially satisfied</i> | 16,6% (4 prs.) | 20% (6 prs.) | 25,7% (9 prs.) |
| <i>Not satisfied</i> | 8,4% (2 prs.) | 3,4% (1 prs.) | 2,8% (1 prs.) |
| <i>I find it difficult to answer</i> | 8,4% (2 prs.) | 6,6% (2 prs.) | 5,8% (2 prs.) |



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> | 62,5% (15 prs.) | 66,6% (20 prs.) | 57,2% (20 prs.) |
| <i>Partially satisfied</i> | 29,2% (7 prs.) | 13,4% (4 prs.) | 28,6% (10 prs.) |
| <i>Not satisfied</i> | 8,3% (2 prs.) | 10% (3 prs.) | 11,4% (4 prs.) |
| <i>I find it difficult to answer</i> | - | 10% (3 prs.) | 2,8% (1 prs.) |



For the option “Other” students gave the following answers*:

| 2 year | 3 year | 4 year |
|--------|--|--|
| - None | - No (2) - Okay - We don't have time, there is no network in the hostel, the Wi-Fi doesn't work, the elevator is not always on | - No - Good training - The canteen needs to be done well |

For the option “If you answered “not satisfied” to the previous question, please give recommendations for improving the services provided,” students indicated the following options*:

| 2 year | 3 year | 4 year |
|--------|--|---|
| - None | - No (2) - We don't have time, there is no network in the hostel, the Wi-Fi doesn't work, the elevator is not always on | - No - Change the entire system - There are very few products, only Pepsi Mirinda soda. |

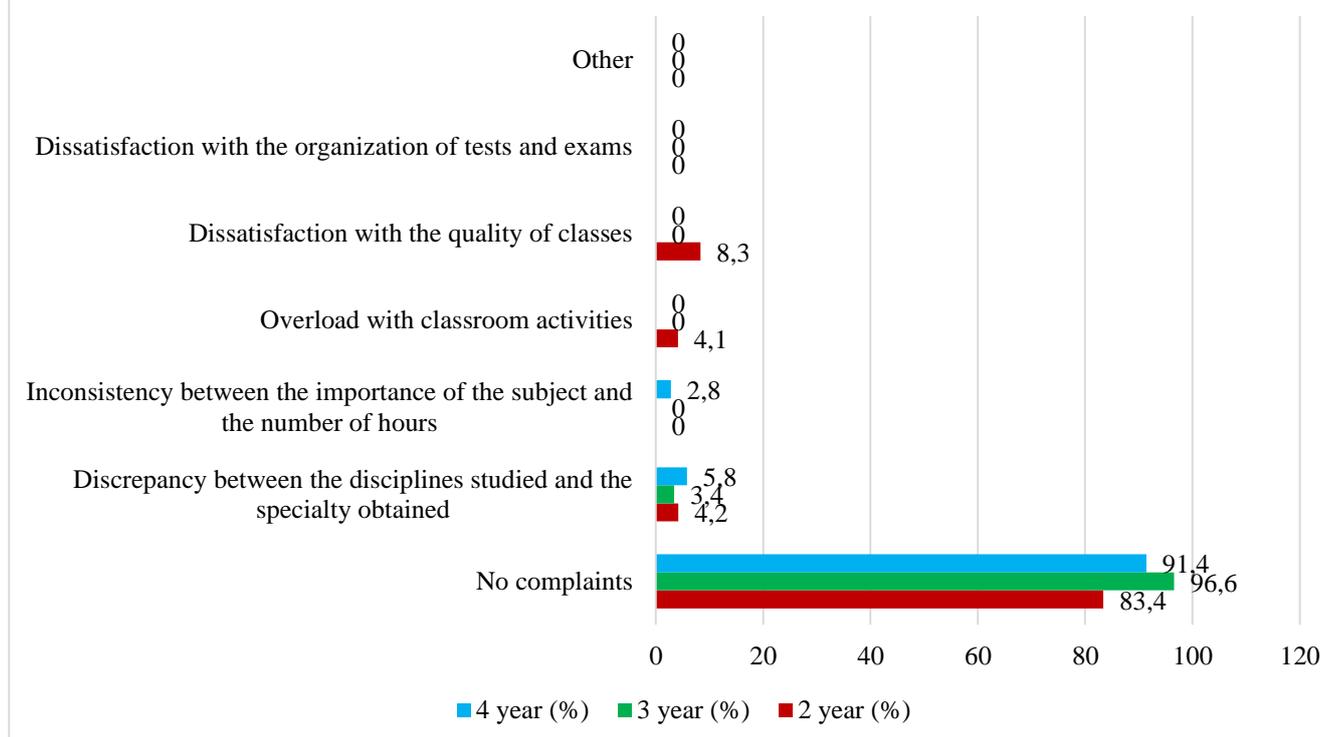
2. Your attitude to the quality of organizing the educational process

| Answer options | 2 year (%) | 3 year (%) | 4 year (%) |
|----------------------|-----------------|-----------------|-----------------|
| <i>No complaints</i> | 83,4% (20 prs.) | 96,6% (29 prs.) | 91,4% (32 prs.) |

* Students' answers to the option “other” and “if you answered “not satisfied...” to the previous question are presented in the original. The author's spelling and punctuation have been preserved.

| | | | |
|--|---------------|---------------|---------------|
| <i>Discrepancy between the disciplines studied and the specialty obtained</i> | 4,2% (1 prs.) | 3,4% (1 prs.) | 5,8% (2 prs.) |
| <i>Inconsistency between the importance of the subject and the number of hours</i> | - | - | 2,8% (1 prs.) |
| <i>Overload with classroom activities</i> | 4,1% (1 prs.) | - | - |
| <i>Dissatisfaction with the quality of classes</i> | 8,3% (2 prs.) | - | - |
| <i>Dissatisfaction with the organization of tests and exams</i> | - | - | - |
| <i>Other</i> | - | - | - |

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

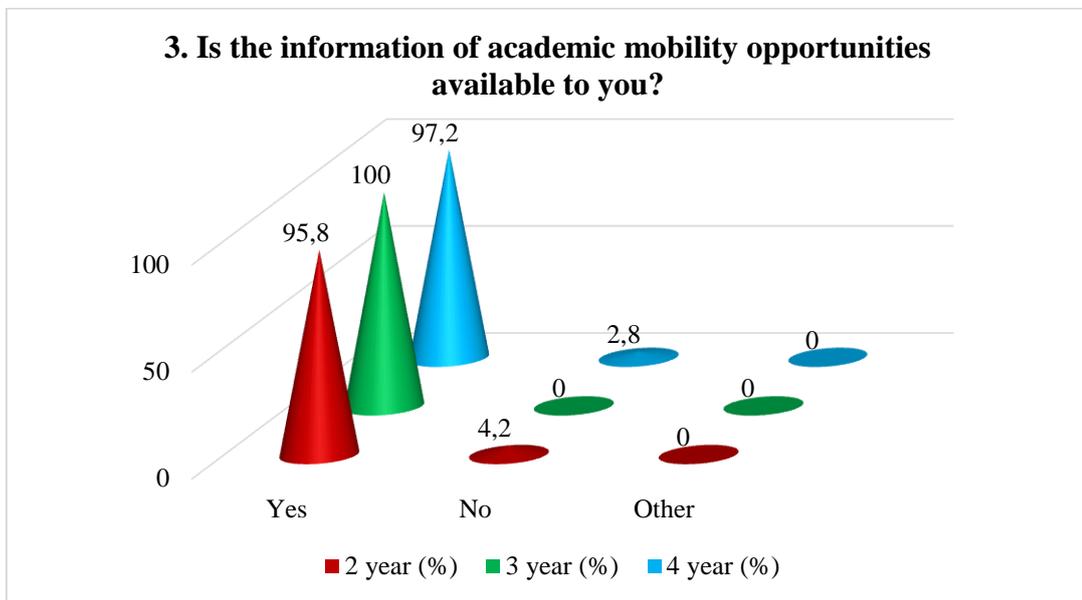


To the question “If you answered “Does not correspond or is not satisfied” to the previous question, please provide recommendations for improvement,” respondents answered as follows:

- Interact more with students and don't overload them
- No (4)

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

| Answer options | 2 year (%) | 3 year (%) | 4 year (%) |
|----------------|-----------------|----------------|-----------------|
| <i>Yes</i> | 95,8% (23 prs.) | 100% (30 prs.) | 97,2% (34 prs.) |
| <i>No</i> | 4,2% (1 prs.) | - | 2,8% (1 prs.) |
| <i>Other</i> | - | - | - |



For the option “If you answered “No” to the previous question, write why,” the students indicated the following options□:

- No (2)
- Yes

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 |

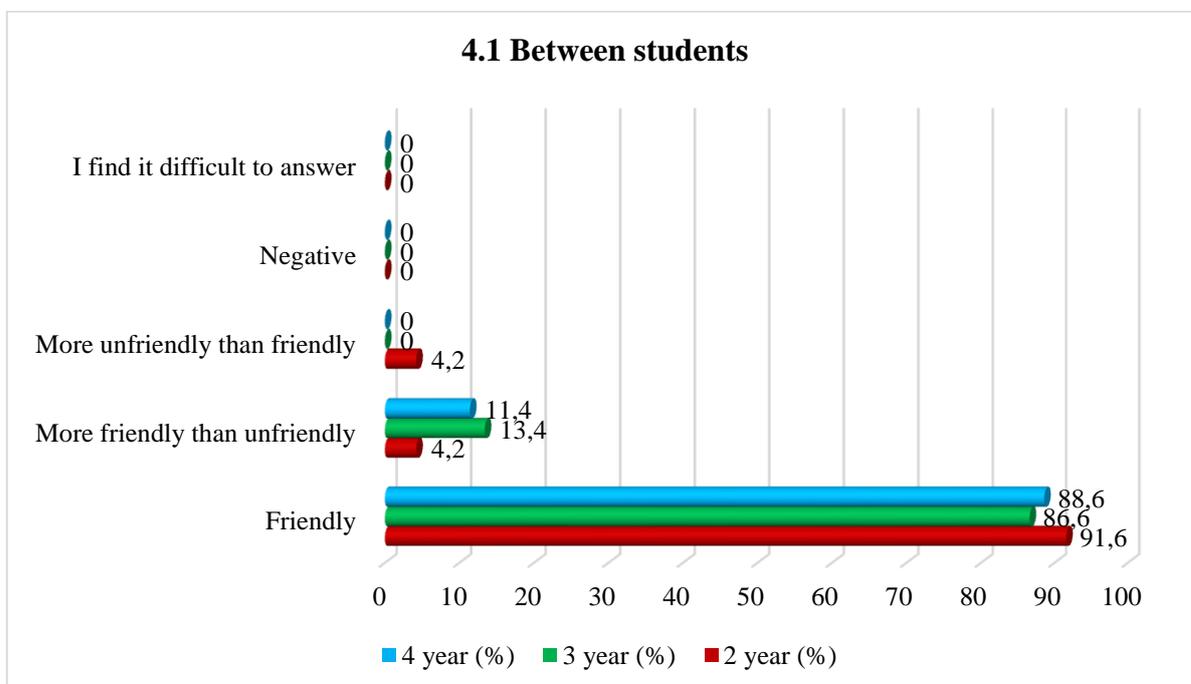
Other _____

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

4.1 Between students

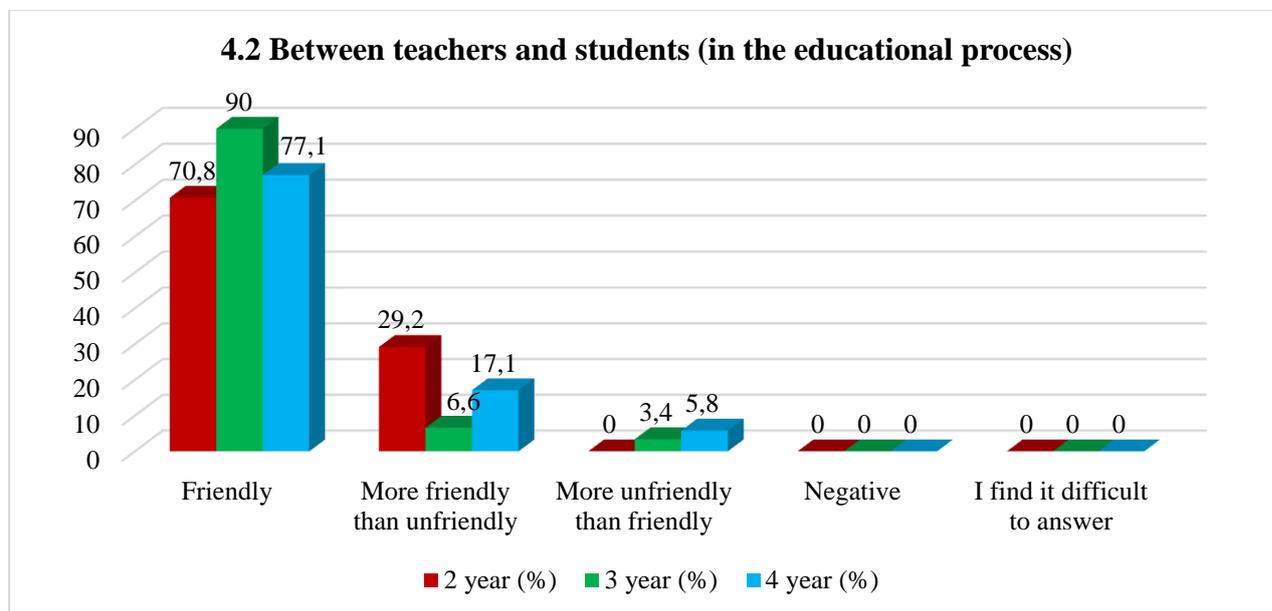
| Answer options | 2 year (%) | 3 year (%) | 4 year (%) |
|--------------------------------------|-----------------|-----------------|-----------------|
| <i>Friendly</i> | 91,6% (22 prs.) | 86,6% (26 prs.) | 88,6% (31 prs.) |
| <i>More friendly than unfriendly</i> | 4,2% (1 prs.) | 13,4% (4 prs.) | 11,4% (4 prs.) |
| <i>More unfriendly than friendly</i> | 4,2% (1 prs.) | - | - |
| <i>Negative</i> | - | - | - |
| <i>I find it difficult to answer</i> | - | - | - |

4.1 Between students



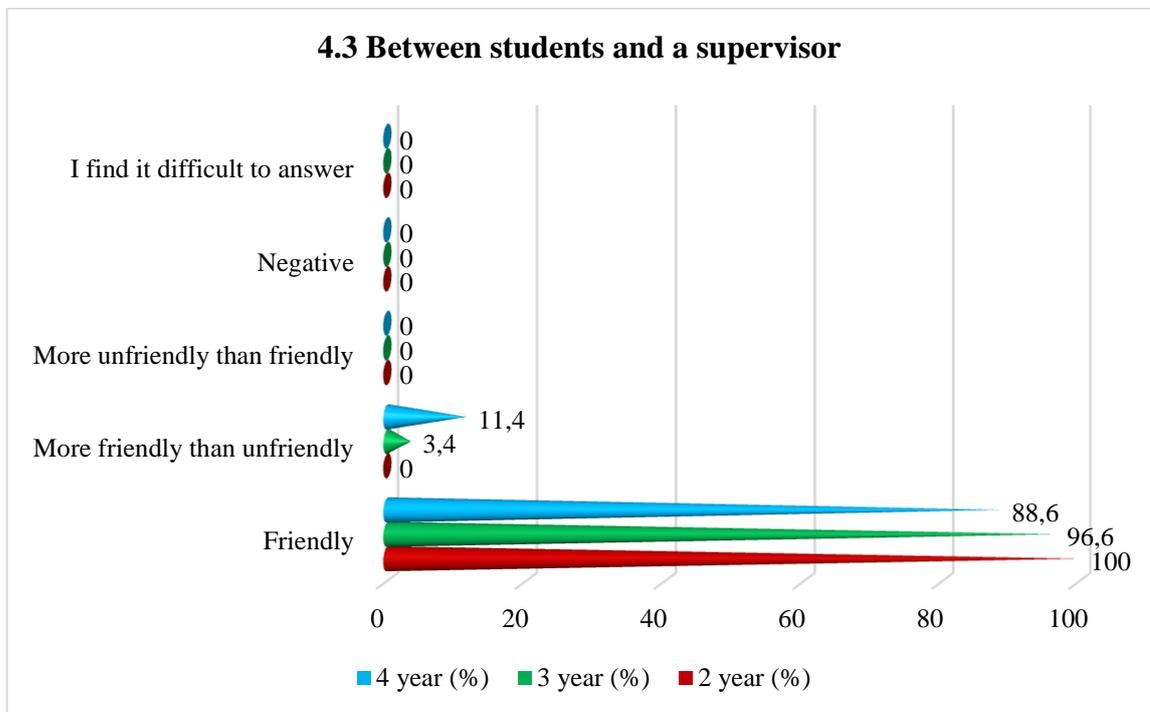
4.2 Between teachers and students (in the educational process)

| Answer options | 2 year (%) | 3 year (%) | 4 year (%) |
|--------------------------------------|-----------------|---------------|------------------|
| Friendly | 70,8% (17 prs.) | 90% (27 prs.) | 77,1 % (27 prs.) |
| More friendly than unfriendly | 29,2% (7 prs.) | 6,6% (2 prs.) | 17,1% (6 prs.) |
| More unfriendly than friendly | - | 3,4% (1 prs.) | 5,8% (2 prs.) |
| Negative | - | - | - |
| I find it difficult to answer | - | - | - |



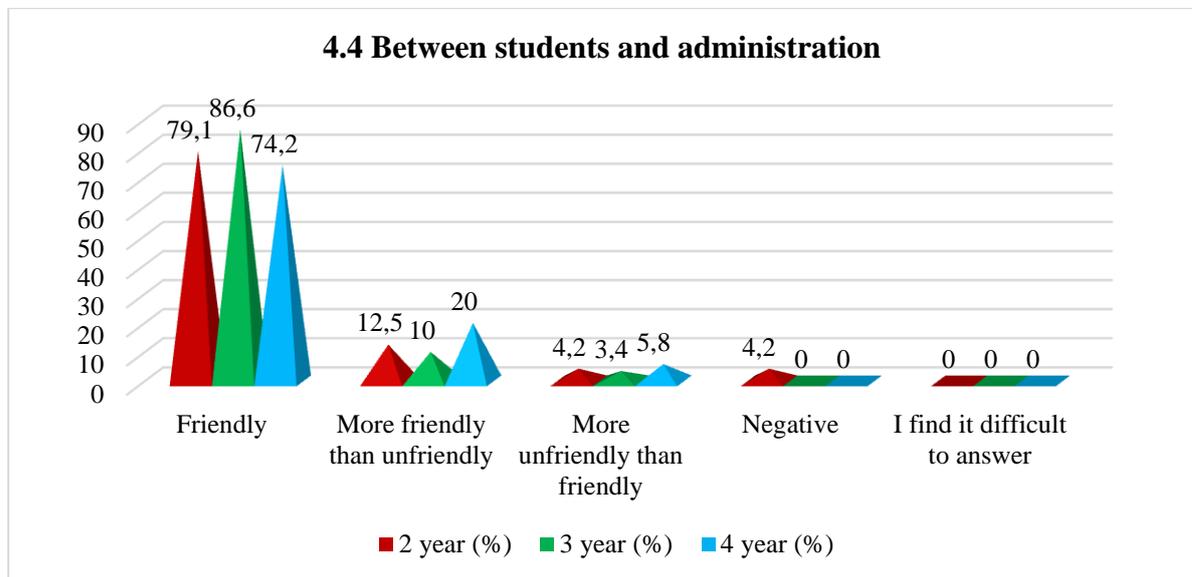
4.3 Between students and a supervisor

| Answer options | 2 year (%) | 3 year (%) | 4 year (%) |
|--------------------------------------|----------------|-----------------|-----------------|
| Friendly | 100% (24 prs.) | 96,6% (29 prs.) | 88,6% (31 prs.) |
| More friendly than unfriendly | - | 3,4% (1prs.) | 11,4% (4 prs.) |
| More unfriendly than friendly | - | - | - |
| Negative | - | - | - |
| I find it difficult to answer | - | - | - |



4.4 Between students and administration

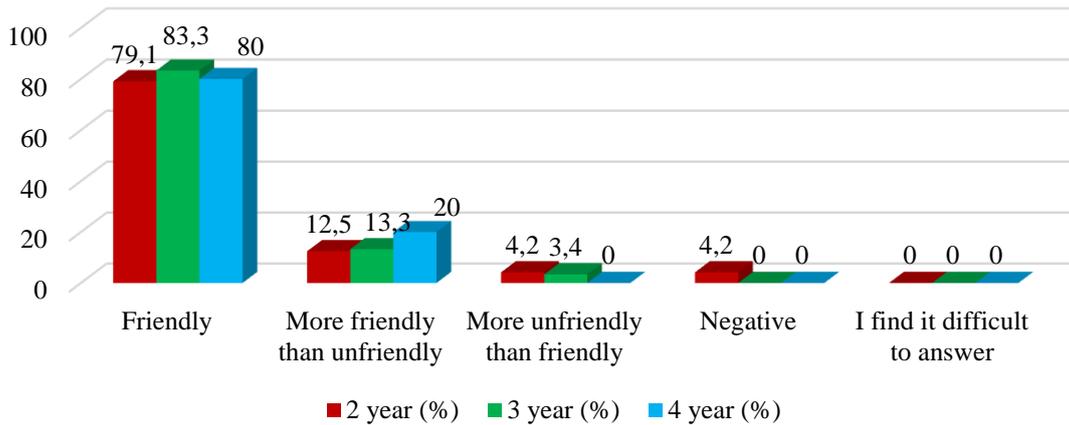
| Answer options | 2 year (%) | 3 year (%) | 4 year (%) |
|--------------------------------------|-----------------|-----------------|-----------------|
| Friendly | 79,1% (19 prs.) | 86,6% (26 prs.) | 74,2% (26 prs.) |
| More friendly than unfriendly | 12,5% (3 prs.) | 10% (3 prs.) | 20% (7 prs.) |
| More unfriendly than friendly | 4,2% (1 prs.) | 3,4% (1 prs.) | 5,8% (2 prs.) |
| Negative | 4,2% (1 prs.) | - | - |
| I find it difficult to answer | - | - | - |



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

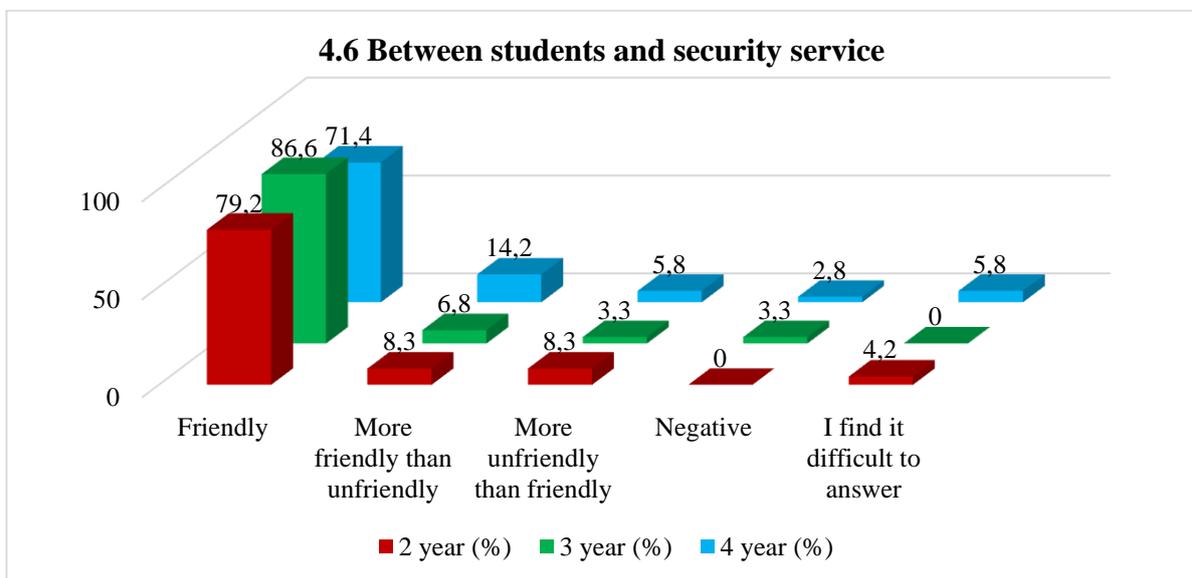
| Answer options | 2 year (%) | 3 year (%) | 4 year (%) |
|--------------------------------------|-----------------|-----------------|---------------|
| Friendly | 79,1% (19 prs.) | 83,3% (25 prs.) | 80% (28 prs.) |
| More friendly than unfriendly | 12,5% (3 prs.) | 13,3% (4 prs.) | 20% (7 prs.) |
| More unfriendly than friendly | 4,2% (1 prs.) | 3,4% (1 prs.) | - |
| Negative | 4,2% (1 prs.) | - | - |
| I find it difficult to answer | - | - | - |

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



4.6 Between students and security service

| Answer options | 2 year (%) | 3 year (%) | 4 year (%) |
|--------------------------------------|-----------------|-----------------|-----------------|
| <i>Friendly</i> | 79,2% (19 prs.) | 86,6% (26 prs.) | 71,4% (25 prs.) |
| <i>More friendly than unfriendly</i> | 8,3% (2 prs.) | 6,8% (2 prs.) | 14,2% (5 prs.) |
| <i>More unfriendly than friendly</i> | 8,3% (2 prs.) | 3,3% (1 prs.) | 5,8% (2 prs.) |
| <i>Negative</i> | - | 3,3% (1 prs.) | 2,8% (1 prs.) |
| <i>I find it difficult to answer</i> | 4,2% (1 prs.) | - | 5,8% (2 prs.) |



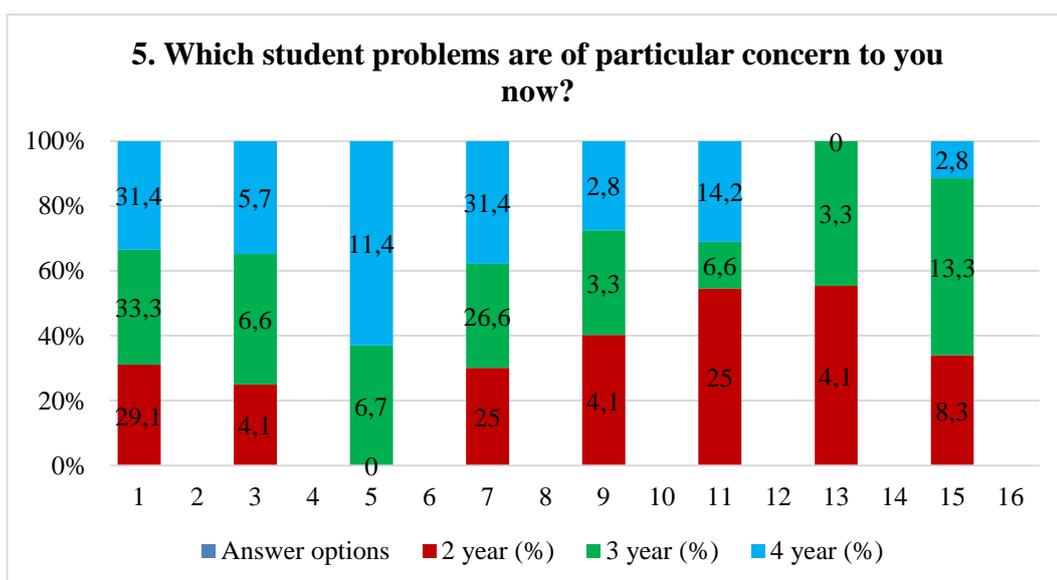
To the option “If you answered “More unfriendly than friendly” and “Negative” to the previous question, please provide recommendations for improvement”, students indicated the following options*:

- No
- Sometimes the security is rude

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

| Answer options | 2 year (%) | 3 year (%) | 4 year (%) |
|--|-------------------|--------------------|--------------------|
| <i>Quality of organizing the educational process</i> | 29,1% (7 prs.) | 33,3% (10 prs.) | 31,4% (11 prs.) |
| <i>Quality of teaching (class conducting, assessment of knowledge, etc.)</i> | 4,1% (1 prs.) | 6,6% (2 prs.) | 5,7% (2 prs.) |
| <i>Administration work (department, etc.)</i> | - | 6,7% (2 prs.) | 11,4% (4 prs.) |
| <i>Quality of food and prices in the student canteen</i> | 25% (6 prs.) | 26,6% (8 prs.) | 31,4% (11 prs.) |
| <i>Quality of living conditions in the hostel</i> | 4,1% (1 prs.) | 3,3% (1 prs.) | 2,8% (1 prs.) |
| <i>Employment by specialty</i> | 25% (6 prs.) | 6,6% (2 prs.) | 14,2% (5 prs.) |
| <i>Quality of industrial practice organizations</i> | 4,1% (1 prs.) | 3,3% (1 prs.) | - |
| <i>Other</i> | 8,3% (2 prs.) | 13,3% (4 prs.) | 2,8% (1 prs.) |

*Сумма в % не равна 100, т.к. предполагался выбор нескольких вариантов ответов



For the “Other” option, students indicated the following options :

- Nothing
- No problems
- Nothing bothers me
- Everything is fine
- No

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

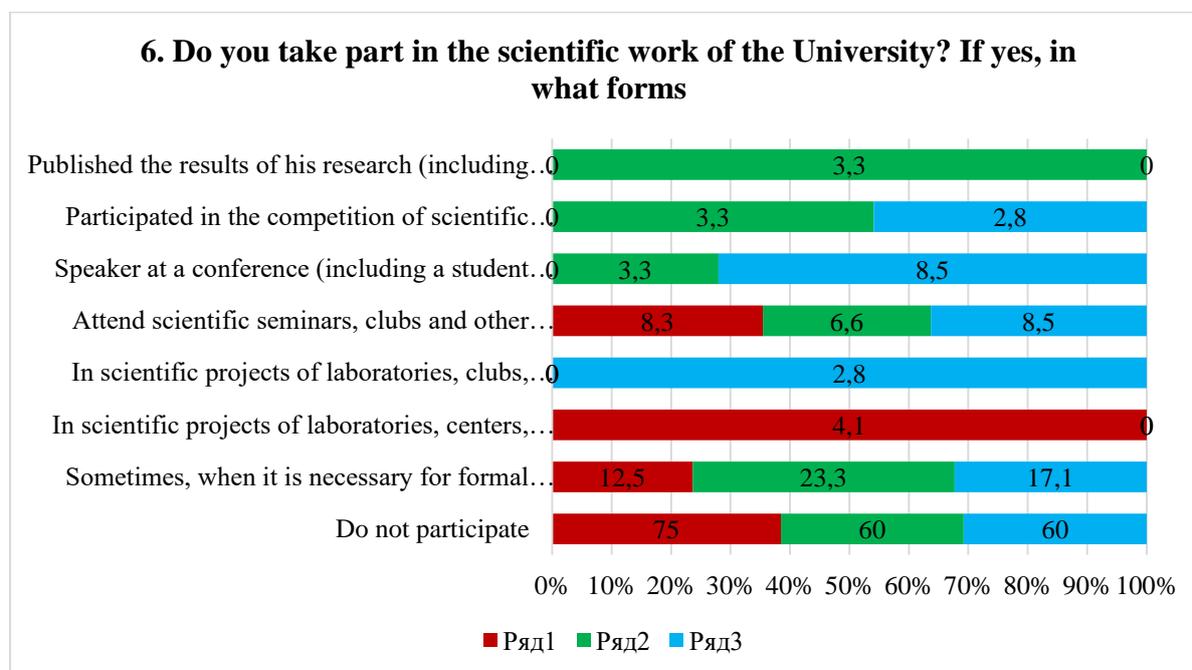
| Answer options | 2 year (%) | 3 year (%) | 4 year (%) |
|---|----------------|----------------|----------------|
| <i>Do not participate</i> | 75% (18 prs.) | 60% (18 prs.) | 60% (21 prs.) |
| <i>Sometimes, when it is necessary for formal reasons</i> | 12,5% (3 prs.) | 23,3% (7 prs.) | 17,1% (6 prs.) |
| <i>In scientific projects of laboratories, centers, etc. under a contract, within a grant, etc.</i> | 4,1% (1 prs.) | - | - |

| | | | |
|---|---------------|---------------|---------------|
| <i>In scientific projects of laboratories, clubs, circles, etc. free of charge</i> | - | - | 2,8% (1 prs.) |
| <i>Attend scientific seminars, clubs and other scientific events</i> | 8,3% (2 prs.) | 6,6% (2 prs.) | 8,5% (3 prs.) |
| <i>Speaker at a conference (including a student conference), scientific seminar</i> | - | 3,3% (1 prs.) | 8,5% (3 prs.) |
| <i>Participated in the competition of scientific student works</i> | - | 3,3% (1 prs.) | 2,8% (1 prs.) |
| <i>Published the results of his research (including in student collections)</i> | - | 3,3% (1 prs.) | - |

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

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

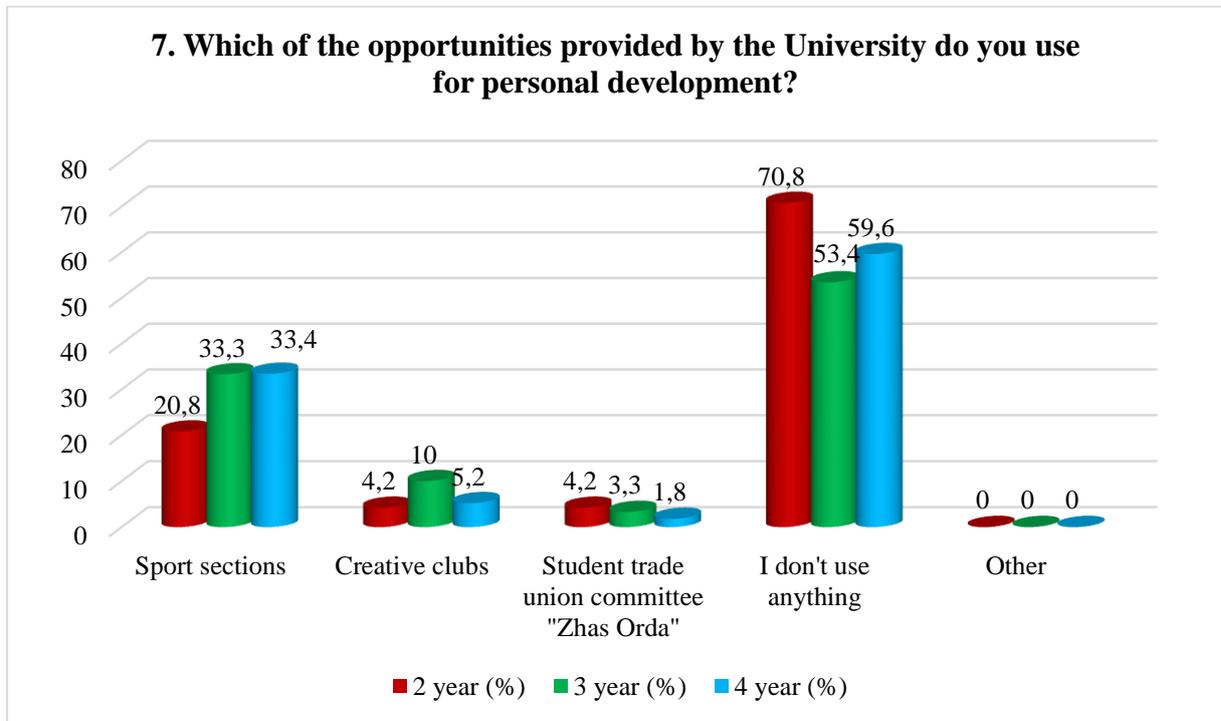
- Lack of time
- Not interested (4)
- Never had the chance, never heard of it
- No motivation



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> | 20,8% (5 prs.) | 33,3% (10 prs.) | 33,4% (7 prs.) |
| <i>Creative clubs</i> | 4,2% (1 prs.) | 10% (3 prs.) | 5,2% (5 prs.) |
| <i>Student trade union committee "Zhas Orda"</i> | 4,2% (1 prs.) | 3,3% (1 prs.) | 1,8% (2 prs.) |
| <i>I don't use anything</i> | 70,8% (17 prs.) | 53,4% (16 prs.) | 59,6% (21 prs.) |
| <i>Other</i> | - | - | - |

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



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

- I work
- I want to
- I attend other sections
- I’m interested in creative clubs, but I don’t have time
- I don’t have time
- I’m not interested
- It’s better to go to paid sections, this is the weak side
- I have my own classes
- I don’t see the need for this

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

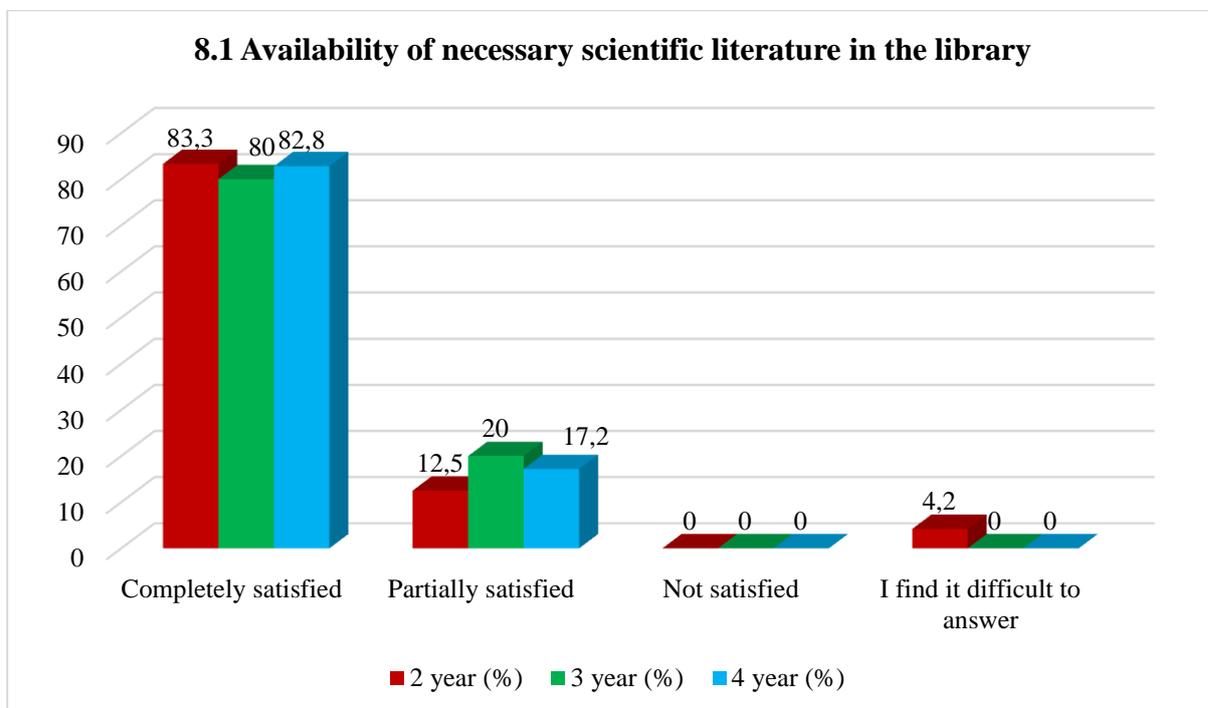
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| 8.1 Availability of necessary scientific literature in the library |
| 8.2 Modernity of computer equipment |
| 8.3 Internet channel width, its speed |
| 8.4 Software modernity |
| 8.5 Availability of educational and scientific equipment |
| 8.6 Availability 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 _____

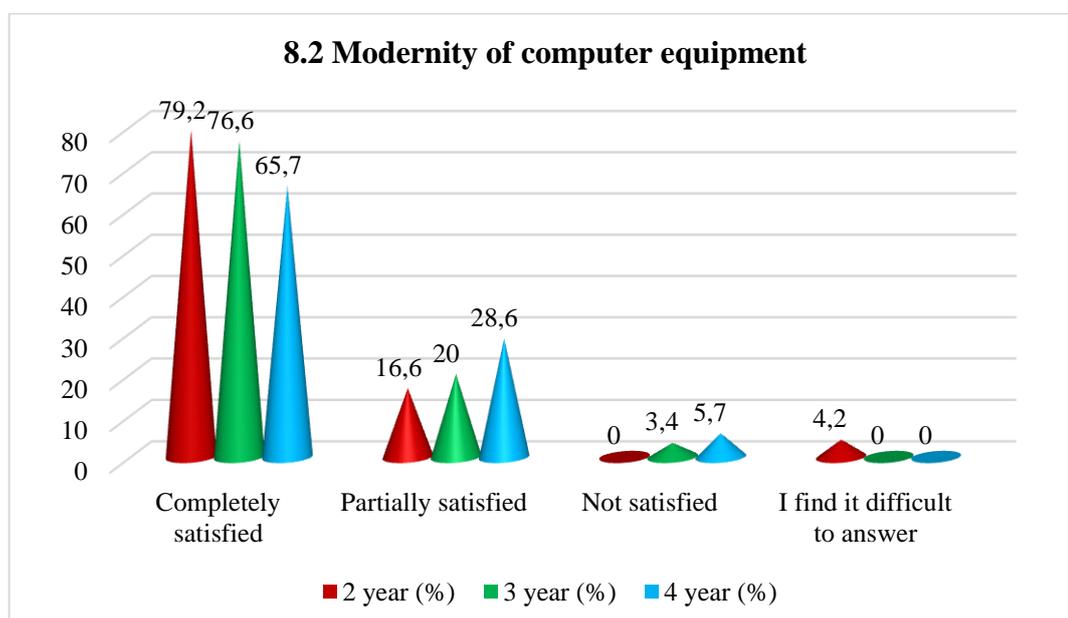
8.1 Availability of necessary scientific literature in the library

| Answer options | 2 year (%) | 3 year (%) | 4 year (%) |
|--------------------------------------|-----------------|---------------|-----------------|
| <i>Completely satisfied</i> | 83,3% (20 prs.) | 80% (24 prs.) | 82,8% (29 prs.) |
| <i>Partially satisfied</i> | 12,5% (3 prs.) | 20% (6 prs.) | 17,2% (6 prs.) |
| <i>Not satisfied</i> | - | - | - |
| <i>I find it difficult to answer</i> | 4,2% (1 prs.) | - | - |



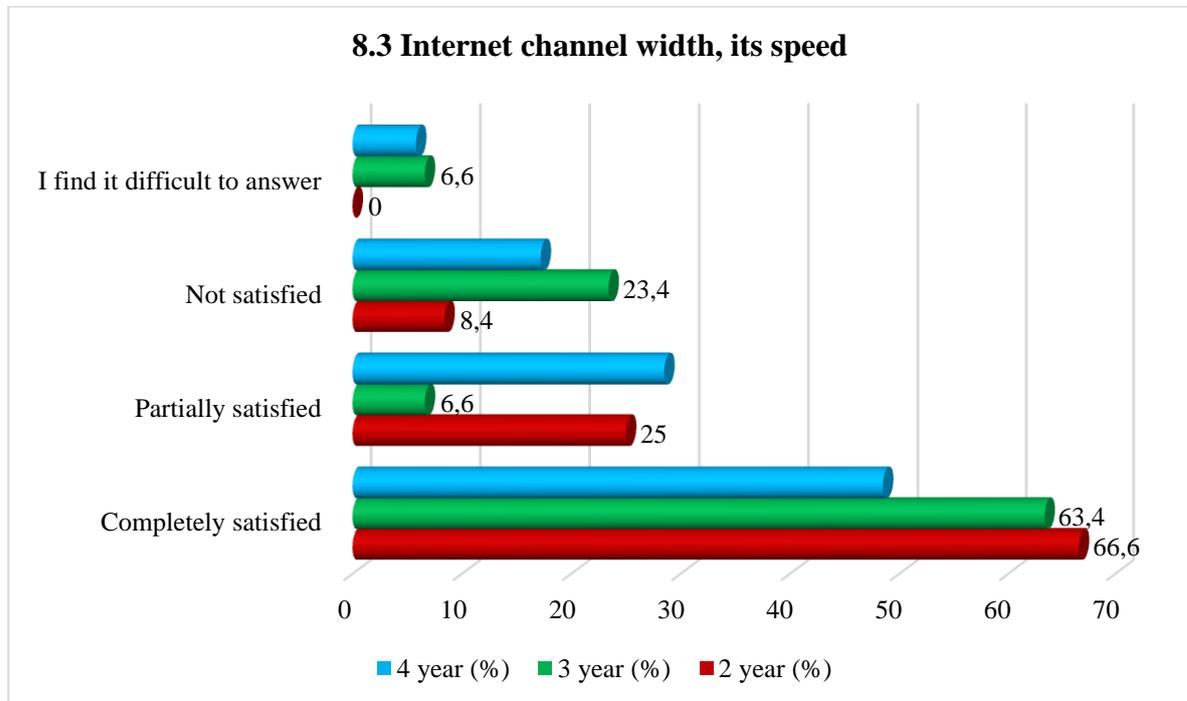
8.2 Modernity of computer equipment

| Answer options | 2 year (%) | 3 year (%) | 4 year (%) |
|--------------------------------------|-----------------|-----------------|-----------------|
| <i>Completely satisfied</i> | 79,2% (19 prs.) | 76,6% (23 prs.) | 65,7% (23 prs.) |
| <i>Partially satisfied</i> | 16,6% (4 prs.) | 20% (6 prs.) | 28,6% (10 prs.) |
| <i>Not satisfied</i> | - | 3,4% (1 prs.) | 5,7% (2 prs.) |
| <i>I find it difficult to answer</i> | 4,2% (1 prs.) | - | - |



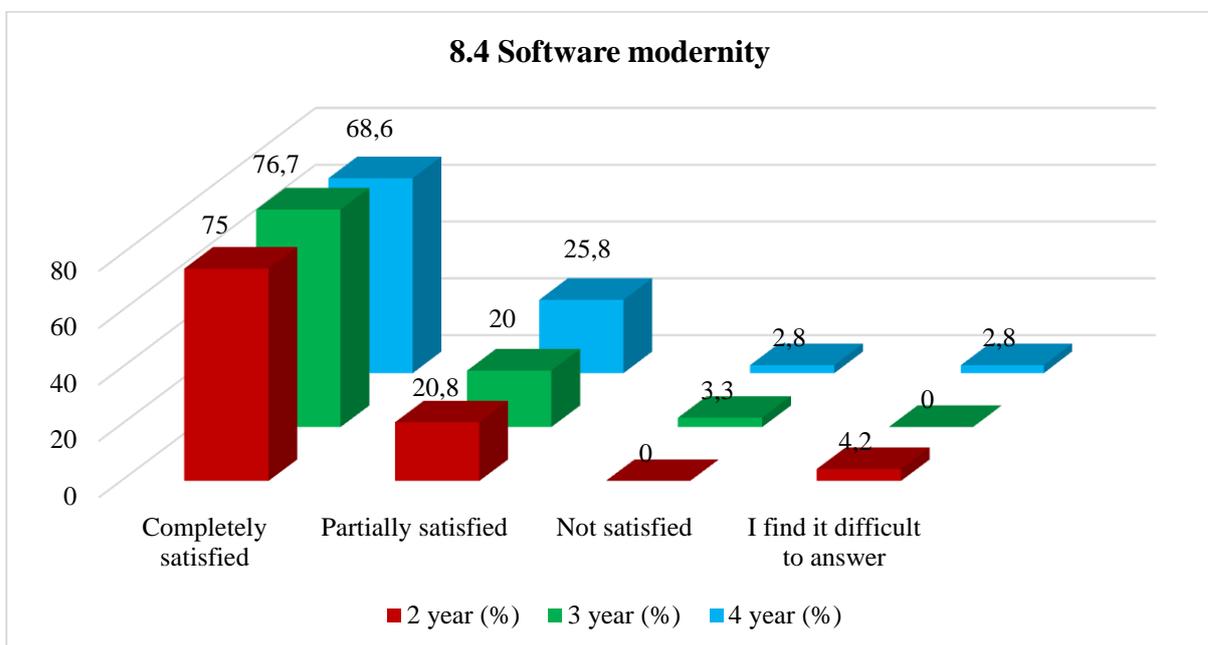
8.3 Internet channel width, its speed

| Answer options | 2 year (%) | 3 year (%) | 4 year (%) |
|--------------------------------------|-----------------|-----------------|-----------------|
| <i>Completely satisfied</i> | 66,6% (16 prs.) | 63,4% (19 prs.) | 48,5% (17 prs.) |
| <i>Partially satisfied</i> | 25% (6 prs.) | 6,6% (2 prs.) | 28,5% (10 prs.) |
| <i>Not satisfied</i> | 8,4% (2 prs.) | 23,4% (7 prs.) | 17,2% (6 prs.) |
| <i>I find it difficult to answer</i> | - | 6,6% (2 prs.) | 5,8% (2 prs.) |



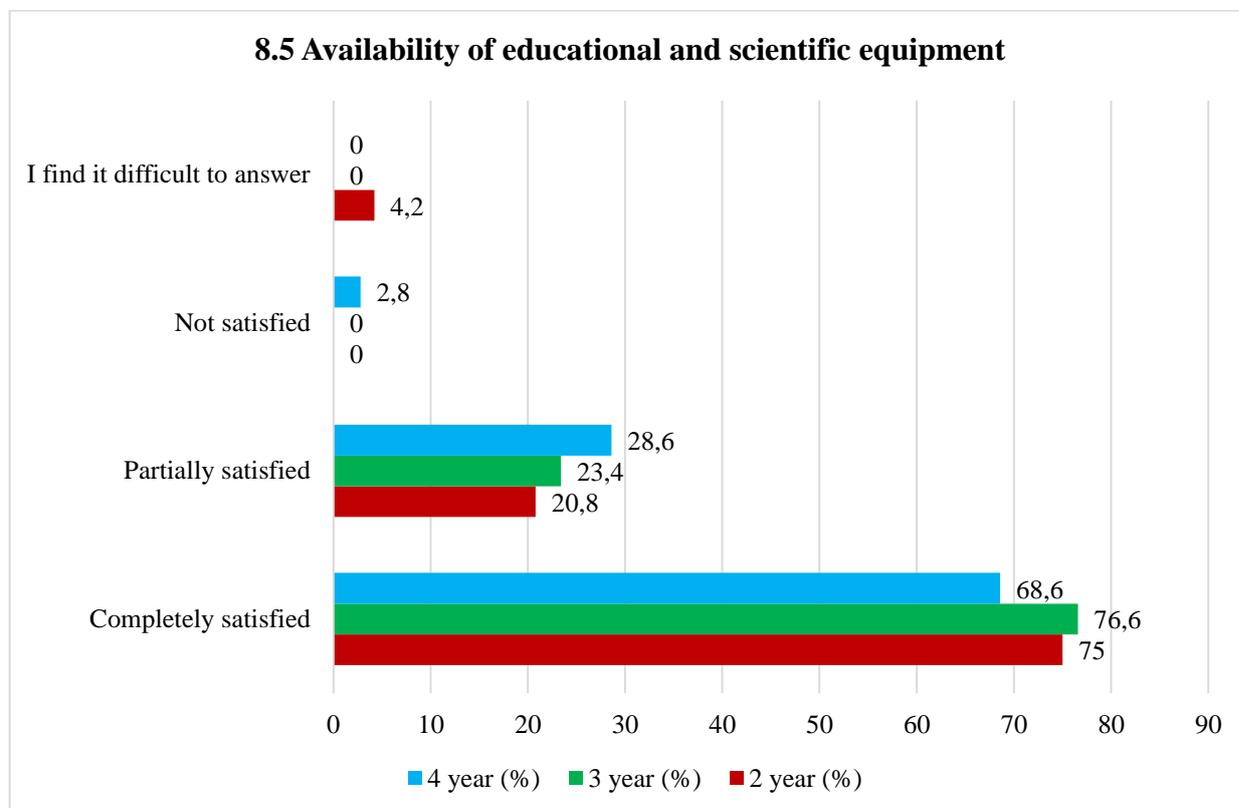
8.4 Software modernity

| Answer options | 2 year (%) | 3 year (%) | 4 year (%) |
|--------------------------------------|----------------|-----------------|-----------------|
| <i>Completely satisfied</i> | 75% (18 prs.) | 76,7% (23 prs.) | 68,6% (24 prs.) |
| <i>Partially satisfied</i> | 20,8% (5 prs.) | 20% (6 prs.) | 25,8% (9 prs.) |
| <i>Not satisfied</i> | - | 3,3% (1 prs.) | 2,8% (1 prs.) |
| <i>I find it difficult to answer</i> | 4,2% (1 prs.) | - | 2,8% (1 prs.) |



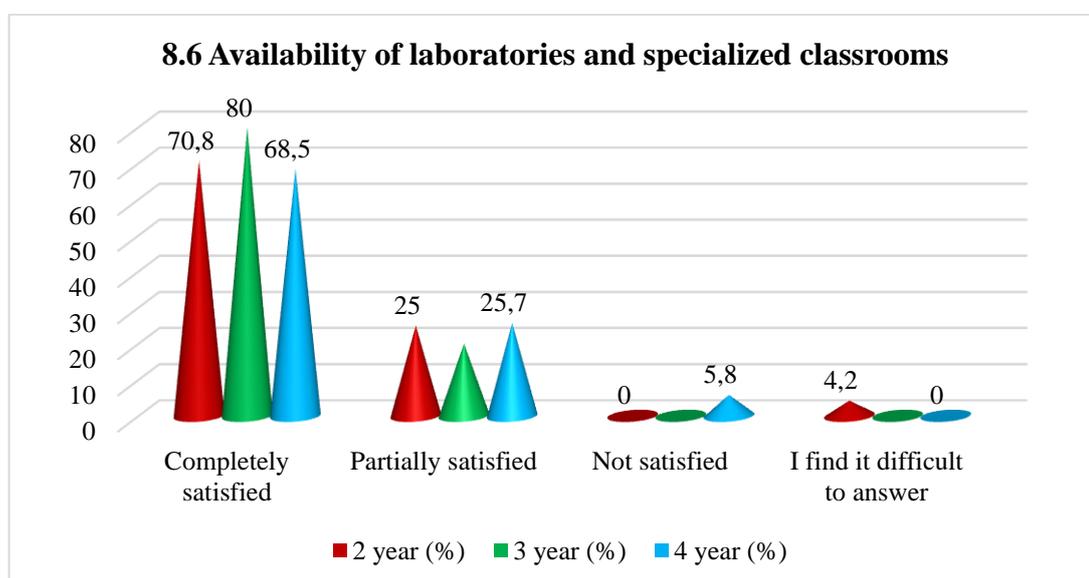
8.5 Availability of educational and scientific equipment

| Answer options | 2 year (%) | 3 year (%) | 4 year (%) |
|--------------------------------------|----------------|-----------------|-----------------|
| <i>Completely satisfied</i> | 75% (18 prs.) | 76,6% (23 prs.) | 68,6% (24 prs.) |
| <i>Partially satisfied</i> | 20,8% (5 prs.) | 23,4% (7 prs.) | 28,6% (10 prs.) |
| <i>Not satisfied</i> | - | - | 2,8% (1 prs.) |
| <i>I find it difficult to answer</i> | 4,2% (1 prs.) | - | - |



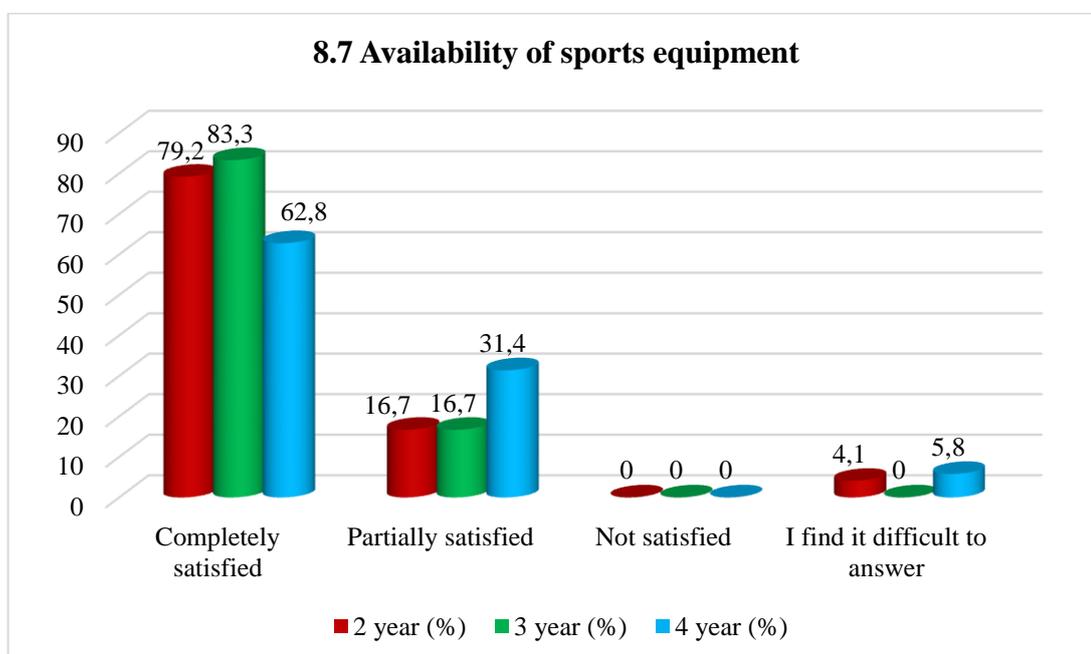
8.6 Availability of laboratories and specialized classrooms

| Answer options | 2 year (%) | 3 year (%) | 4 year (%) |
|--------------------------------------|-----------------|---------------|-----------------|
| <i>Completely satisfied</i> | 70,8% (17 prs.) | 80% (24 prs.) | 68,5% (24 prs.) |
| <i>Partially satisfied</i> | 25% (6 prs.) | 20% (6 prs.) | 25,7% (9 prs.) |
| <i>Not satisfied</i> | - | - | 5,8% (2 prs.) |
| <i>I find it difficult to answer</i> | 4,2% (1 prs.) | - | - |



8.7 Availability of sports equipment

| Answer options | 2 year (%) | 3 year (%) | 4 year (%) |
|--------------------------------------|-----------------|-----------------|-----------------|
| <i>Completely satisfied</i> | 79,2% (19 prs.) | 83,3% (25 prs.) | 62,8% (22 prs.) |
| <i>Partially satisfied</i> | 16,7% (4 prs.) | 16,7% (5 prs.) | 31,4% (11 prs.) |
| <i>Not satisfied</i> | - | - | - |
| <i>I find it difficult to answer</i> | 4,1% (1 prs.) | - | 5,8% (2 prs.) |



For the option “Other”, students indicated the following options :

- No
- I do not have
- Yes.

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

- The Internet speed is low, some sites for writing laboratory papers do not open due to blocking access, the same with video material, there is no access to watch a video or film on the curriculum, in the dormitory it does not work at all and does not load anything
- The Internet does not work, only for using the university website, does not even open some educational materials
- No

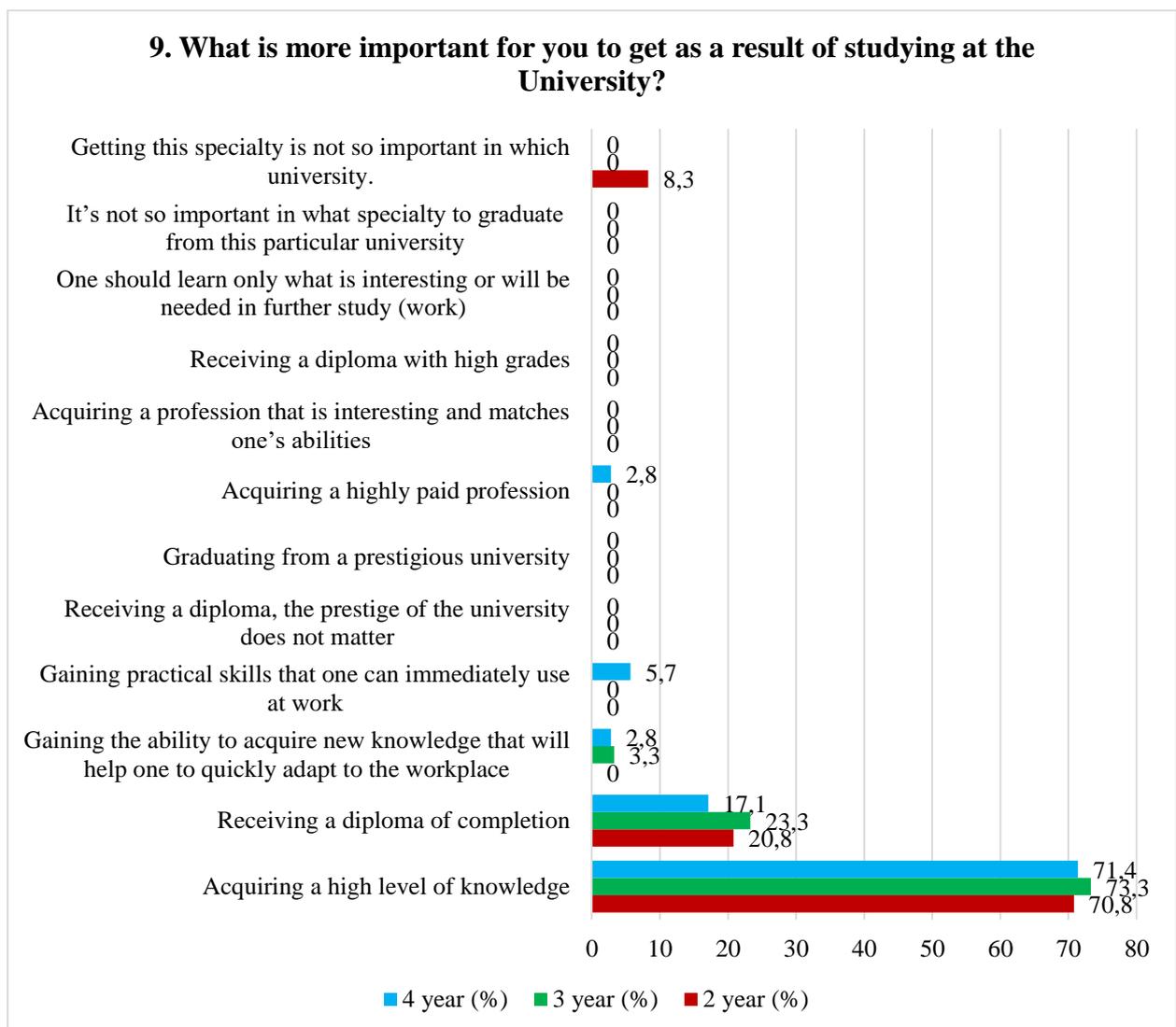
9. What is more important for you to get as a result of studying at the University?

(You can select one or more answer options)

| Answer options | 2 year (%) | 3 year (%) | 4 year (%) |
|--|-----------------|-----------------|-----------------|
| <i>Acquiring a high level of knowledge</i> | 70,8% (17 prs.) | 73,3% (22 prs.) | 71,4% (25 prs.) |
| <i>Receiving a diploma of completion</i> | 20,8% (5 prs.) | 23,3% (7 prs.) | 17,1% (6 prs.) |
| <i>Gaining the ability to acquire new knowledge that will help one to quickly adapt to the workplace</i> | - | 3,3% (1 prs.) | 2,8% (1 prs.) |
| <i>Gaining practical skills that one can immediately use at work</i> | - | - | 5,7% (2 prs.) |
| <i>Receiving a diploma, the prestige of the</i> | - | - | - |

| | | | |
|--|---------------|---|---------------|
| <i>university does not matter</i> | | | |
| <i>Graduating from a prestigious university</i> | - | - | - |
| <i>Acquiring a highly paid profession</i> | - | - | 2,8% (1 prs.) |
| <i>Acquiring a profession that is interesting and matches one's abilities</i> | - | - | - |
| <i>Receiving a diploma with high grades</i> | - | - | - |
| <i>One should learn only what is interesting or will be needed in further study (work)</i> | - | - | - |
| <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> | 8,3% (2 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 |
|--|-----------------------|--|
| - Free attendance for students who work in the specialty | - The canteen - No | - Quite enough information - I'm not adding anything, |

| | | |
|---|--|--------------------|
| they are studying - Nothing needs to be added, everything is clear - I think nothing is needed, everything is already there. - I have no questions | | everything is fine |
|---|--|--------------------|

The following conclusions can be drawn from the survey results.

The analysis of the results of students filling out the questionnaire "Satisfaction of 2-5 year old students with educational services" indicates a positive attitude of students to the conditions, content, organization and quality of the educational process at the university. The majority of the surveyed students of the specialty "Geology and exploration of mineral deposits" (98.8%) expressed satisfaction with the educational process as a whole. For ease of analysis, we will consider the aspects at the following levels of satisfaction:

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

- class schedule (91.5%);
- organization of independent work (98.5%);
- quality of practices (97.8%);
- organizing and conducting independent work (95.1%);
- organizing and conducting laboratory work (99%);
- satisfaction with the library work (97.6%);
- access to full-text databases of scientific publications (96.6%);
- quality of medical care (88.1%),
- organization of catering at the University (85.8%),
- living conditions in the hostel (84.8%).

According to the survey results, the majority of students (83.4% of 2-year, 96.6% of 3-year and 91.4% of 4-year students) are satisfied with the quality of the organization of the educational process, while a small part expressed complaints about the discrepancy between the disciplines of the specialty or the overload of classes. Problems with the Internet and the elevator in the dormitory, as well as the lack of variety of products in the canteen were also noted. In general, the students rated the training positively, but suggested improving interaction with teachers and reducing the workload.

Most students have access to information about academic mobility opportunities, with exceptions in the 2 and 4 years, where individual students indicated the lack of such access.

Students in all years generally note friendly relations between students, teachers and curators, although in the 3 and 4 years, minor comments were revealed about the relations between students and the administration, as well as between students and department staff, where some students had difficulties communicating with security. Most students are satisfied with their interactions with other participants in the educational process, however, there are some comments about rudeness on the part of security and the need to improve interactions between students and administrative staff in order to increase comfort and a favorable atmosphere at the University.

All-year students highlight the problems of the quality of the organization of the educational process as one of the most pressing. This issue worries 29.1% of 2-year students, 33.3% of 3-year students, and 31.4% of 4-year students. The problem of the quality of food and prices in the student canteen is also often mentioned, noted by 25% of

2-year students, 26.6% of 3-year students, and 31.4% of 4-year students. Among other problems that are pressing for students, in the second year, employment in the specialty is also highlighted (25%), and in the third year, the work of the administration (6.7%). Most students in all years do not participate in the scientific work of the university: 75% of second-year students, 60% of third-year students, and 60% of fourth-year students. Of those who participate, some in the second year noted participation in scientific seminars (8.3%), and in the third and fourth years they participate more actively in scientific projects and conferences. The problem for students is the lack of time, interest and motivation, which they indicated as reasons for not participating. Many students, especially in the second year (70.8%), do not take advantage of opportunities for personal development. Those who actively participate most often choose sports sections (20.8% in the second, 33.3% in the third and 33.4% in the fourth years), although many note a lack of time or a lack of interest in the clubs and sections offered. Some students work, attend other sections or prefer paid events, as they find the University sections insufficiently attractive.

Students are generally satisfied with the material base of the university, especially with regard to the availability of necessary scientific literature in the library, where 80-83% of students in all years noted complete satisfaction. However, regarding the issues of modern computer equipment and the width of the Internet channel, the assessments are somewhat lower: 76-79% of students are satisfied with computer equipment, but 5-8% express partial dissatisfaction. 48.5-66.6% of students are satisfied with the Internet speed, but the problem remains for some students, especially in the senior years. As for software and educational equipment, 75-76% of students are completely satisfied, but there are also those who express partial dissatisfaction.

Laboratories and specialized classrooms also satisfy the majority of students, although in the fourth year 5.8% noted problems with the equipment. Sports equipment causes the greatest satisfaction in the third year (83.3%), but in the second year also 79.2% of students are satisfied with the sports equipment. Students are mostly focused on obtaining a high level of knowledge (70.8-73.3%), while obtaining a diploma is important for a minority (17.1-23.3%). Several senior students pay attention to practical skills and a highly paid profession.

In the suggestions section, students express wishes for improving the educational process, including the possibility of free attendance for working students in the studied specialties, and also specify that the questionnaire as a whole seems complete enough, not requiring additional questions.

The overall satisfaction of students in the specialty "Geology and Mineral Deposits Exploration" with educational services is 94.5%, which indicates a high level of satisfaction among 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.