Report
on the results of the questionnaire
"Satisfaction of 2nd-5th year students with educational services"
for the 2024-2025 year
Department: " Development of Mineral Deposits "
Specialty: 6B07203 Oil and Gas Engineering

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

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

The results of the questionnaire were processed and presented in a summarized form, with a guarantee of confidentiality of the students' personal opinions. For specialty 6B07203 "Oil and Gas Engineering" 44 respondents took part in the questionnaire, which is 42% of the total number of students (105 people).

- 2nd year – 19 students (73,1%);
- 3rd year – 15 students (38,5%);
- 4th year – 10 students (25%).

Form of study
- Budget-funded – 33 students (80,5%);
- Paid – 11 student (19,5%).

The following data was obtained during the questionnaire:
Indicators:

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

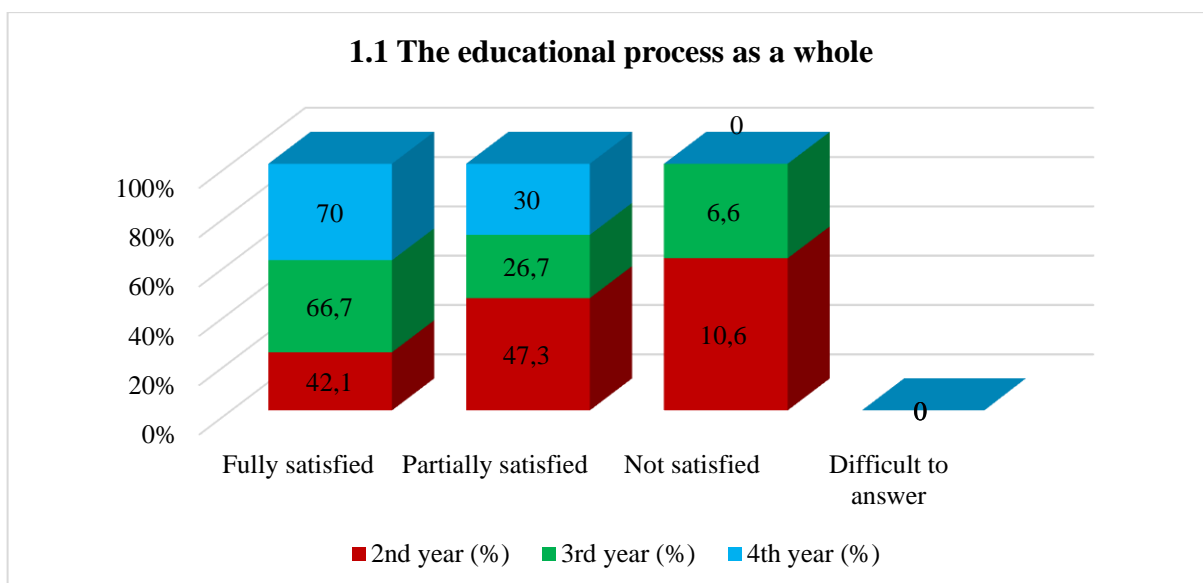| |
|---|
| 1.1 The educational process as a whole |
| 1.2 Class schedule |
| 1.3 Organization of independent work |
| 1.4 Internship process |
| 1.5 Organization and conduct of SIWT |
| 1.6 Organization and conduct of laboratory work |
| 1.7 Satisfaction with the library services |
| 1.8 Access to full-text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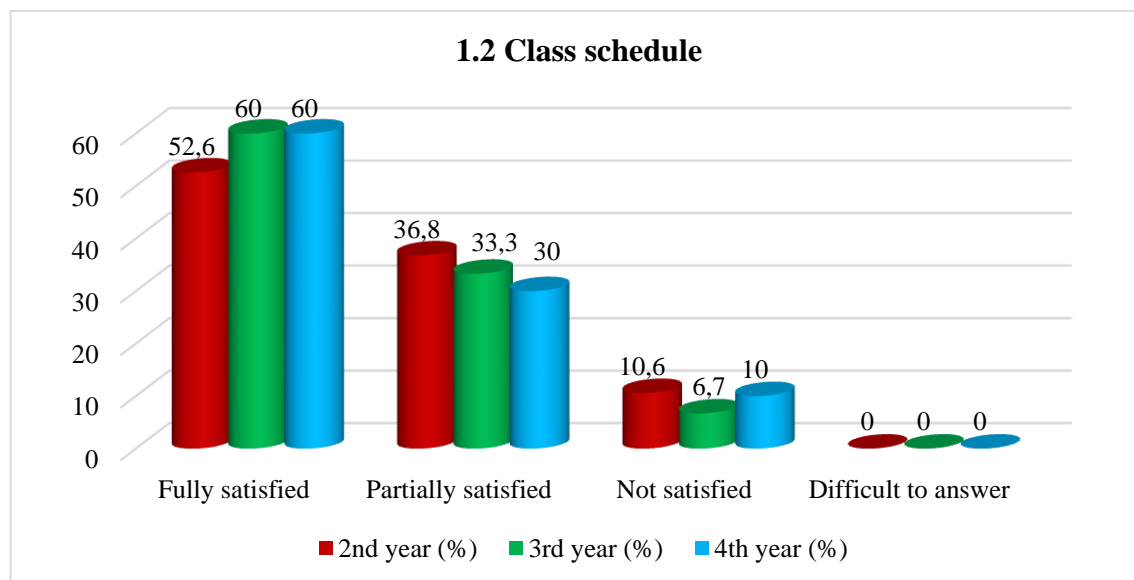
1.1 The educational process as a whole

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Fully satisfied	42,1% (8 students)	66,7% (10 students)	70% (7 students)
Partially satisfied	47,3% (9 students)	26,7% (4 students)	30% (3 students)
Not satisfied	10,6% (2	6,6% (1 student)	-

	students)		
Difficult to answer	-	-	-

1.1 The educational process as a whole

Chart showing stacked percentages:
- Fully satisfied: 2nd year 42,1; 3rd year 66,7; 4th year 70
- Partially satisfied: 2nd year 47,3; 3rd year 26,7; 4th year 30
- Not satisfied: 2nd year 10,6; 3rd year 6,6; 4th year 0
- Difficult to answer: 0

Legend: 2nd year (%), 3rd year (%), 4th year (%)

1.2 Class schedule

Answer options	**2nd year (%)**	**3rd year (%)**	**4th year (%)**
Fully satisfied	52,6% (10 students)	60% (9 students)	60% (6 students)
Partially satisfied	36,8% (7 students)	33,3% (5 students)	30% (3 students)
Not satisfied	10,6% (2 students)	6,7% (1 student)	10% (1 student)
Difficult to answer	-	-	-

1.2 Class schedule

Chart showing:
- Fully satisfied: 52,6; 60; 60
- Partially satisfied: 36,8; 33,3; 30
- Not satisfied: 10,6; 6,7; 10
- Difficult to answer: 0; 0; 0

Legend: 2nd year (%), 3rd year (%), 4th year (%)

1.3 Organization of independent work

Answer options	**2nd year (%)**	**3rd year (%)**	**4th year (%)**
Fully satisfied	68,4% (13 students)	60% (9 students)	60% (6 students)
Partially satisfied	21% (4 students)	33,3% (5 students)	40% (4 students)
Not satisfied	10,6% (2 students)	6,7% (1 student)	-
Difficult to answer	-	-	-

1.3 Organization of independent work
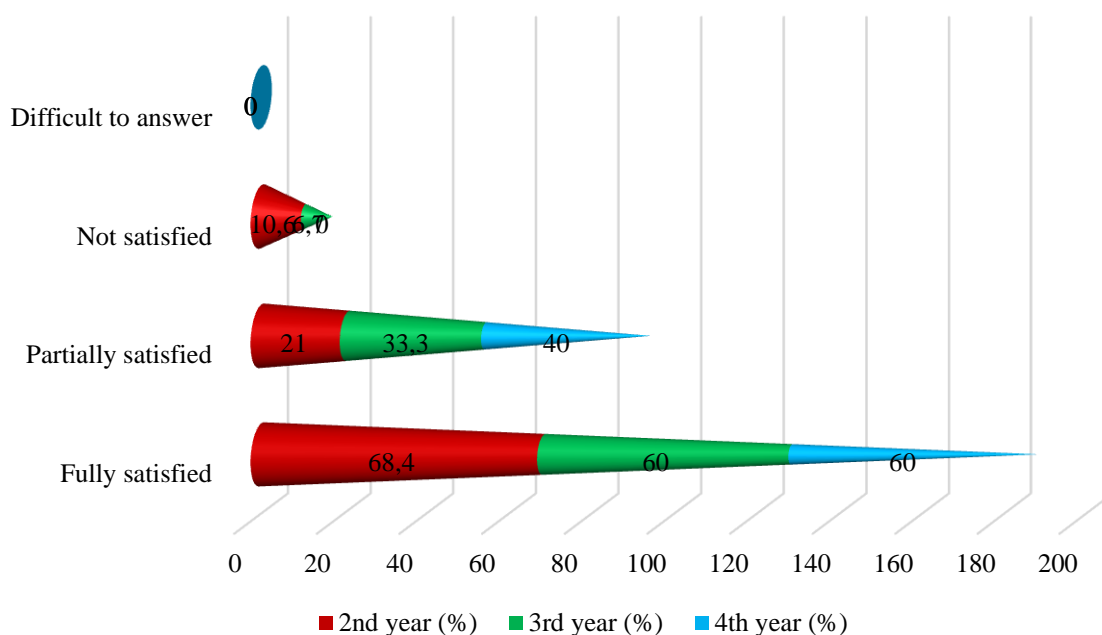
1.4 Internship process

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Fully satisfied	47,4% (9 students)	60% (9 students)	50% (5 students)
Partially satisfied	26,4% (5 students)	26,7% (4 students)	50% (5 students)
Not satisfied	21% (4 students)	13,3% (2 students)	-
Difficult to answer	5,2% (1 student)	-	-

1.4 Internship process
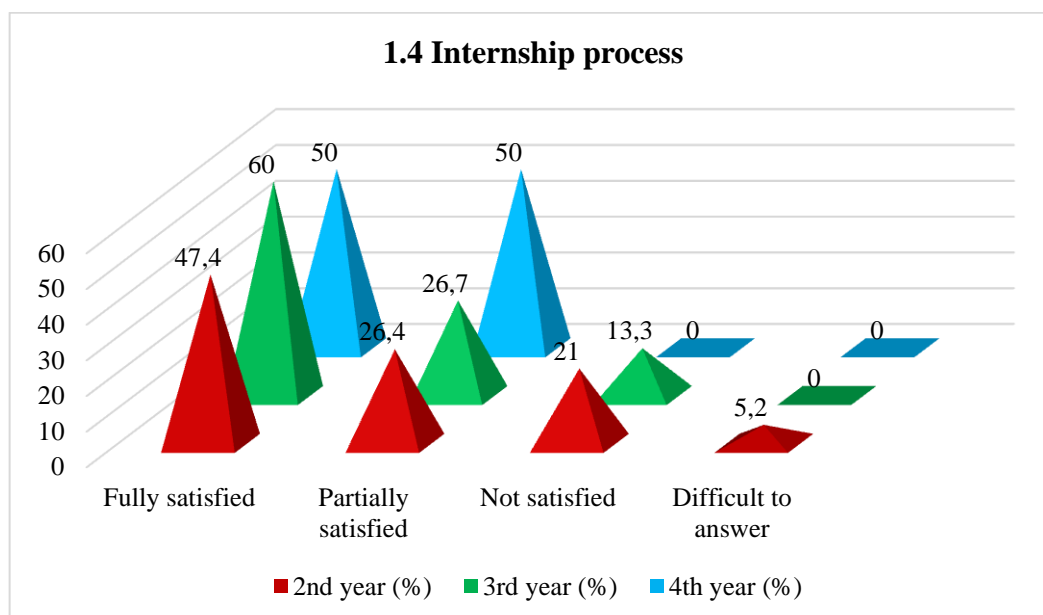
1.5 Organization and conduct of SIWT

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Fully satisfied	57,9% (11	53,3% (8	50% (5 students)

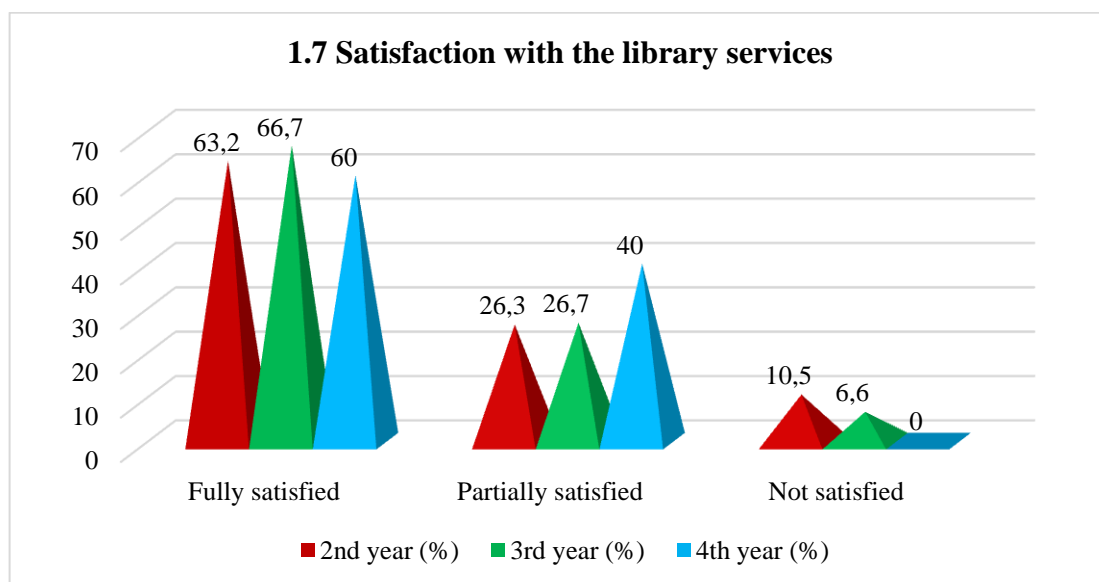|	student)	students)	
Partially satisfied	26,3% (5 students)	40% (6 students)	50% (5 students)
Not satisfied	15,8% (3 students)	6,7% (1 student)	-
Difficult to answer	-	-	-

1.5 Organization and conduct of SIWT
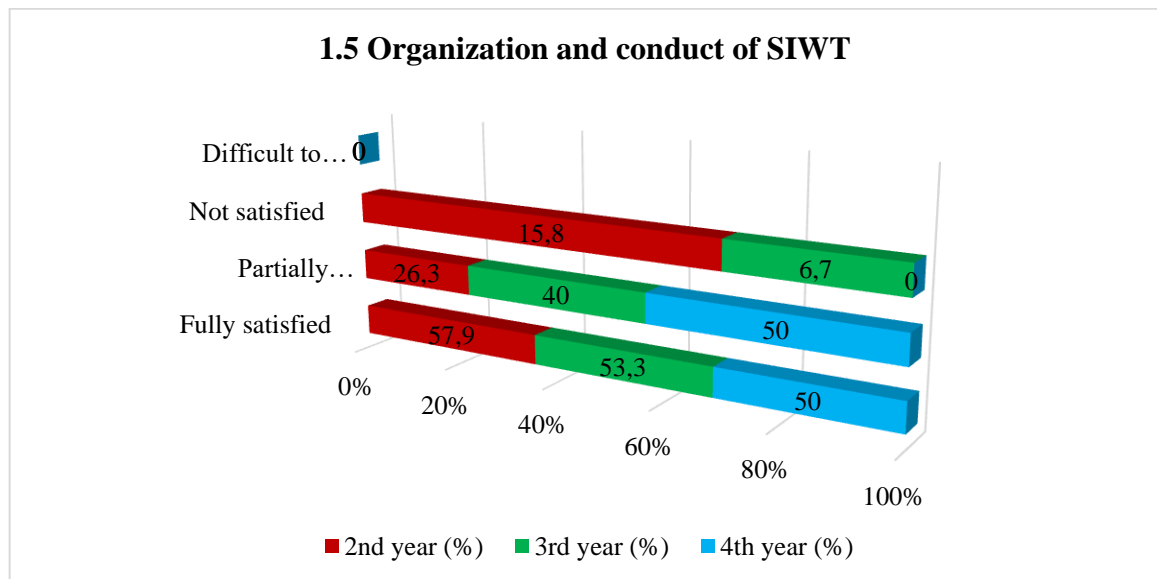
1.6 Organization and conduct of laboratory work

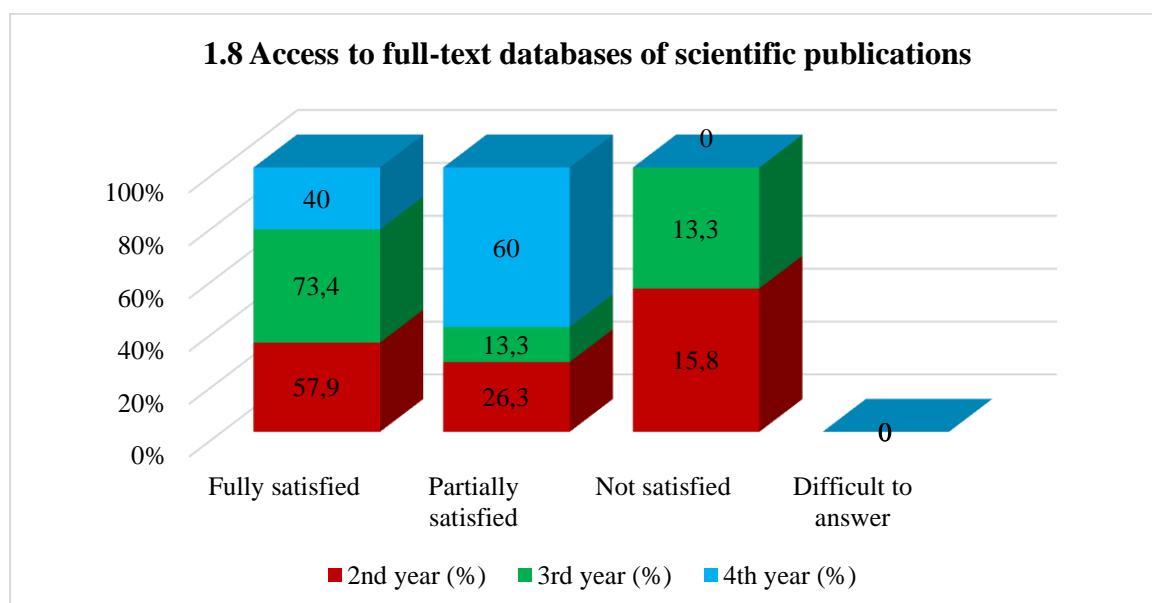| Answer options	**2nd year (%)**	**3rd year (%)**	**4th year (%)**
Fully satisfied	63,2% (12 students)	60% (9 students)	60% (6 students)
Partially satisfied	21% (4 students)	26,7% (4 students)	40% (4 students)
Not satisfied	15,8% (3 students)	13,3% (2 students)	-
Difficult to answer	-	-	-

1.6 Organization and conduct of laboratory work
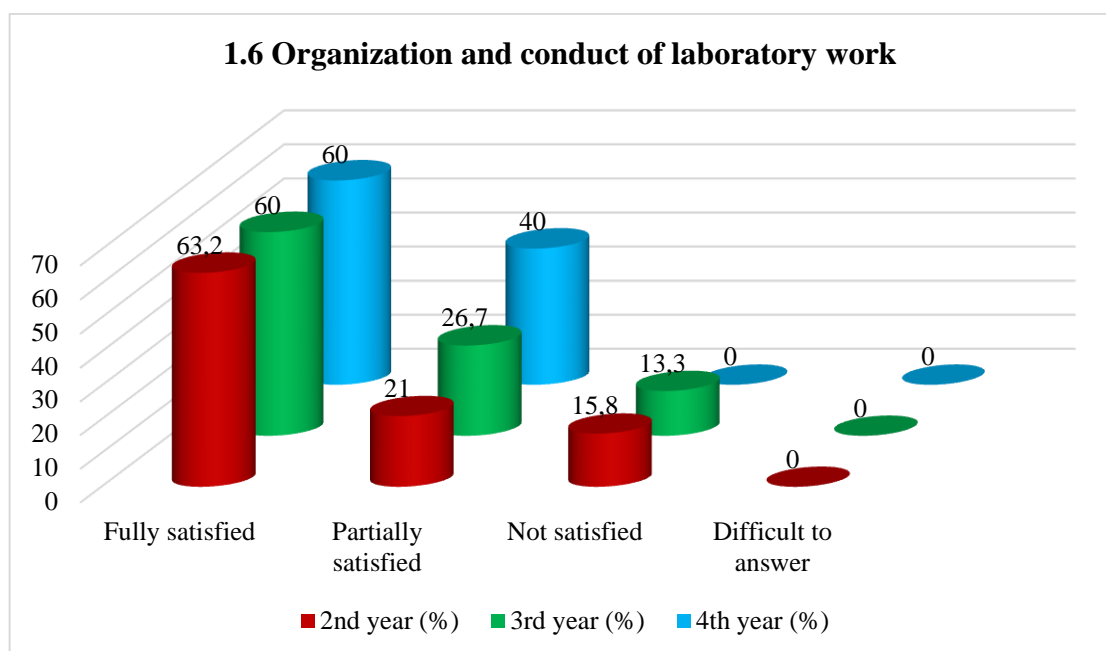
1.7 Satisfaction with the library services

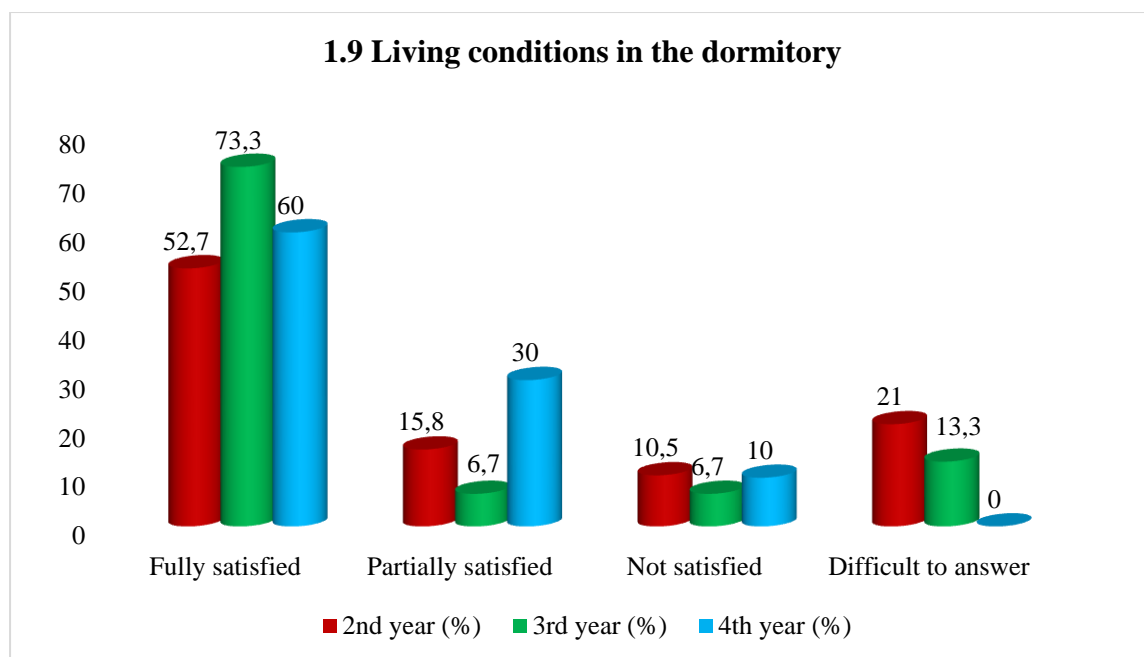| Answer options	2nd year (%)	3rd year (%)	4th year (%)
Fully satisfied	63,2% (12 students)	66,7% (10 students)	60% (6 students)
Partially satisfied	26,3% (5 students)	26,7% (4 students)	40% (4 students)
Not satisfied	10,5% (2 students)	6,6% (1 student)	-
Difficult to answer	-	-	-

1.8 Access to full-text databases of scientific publications

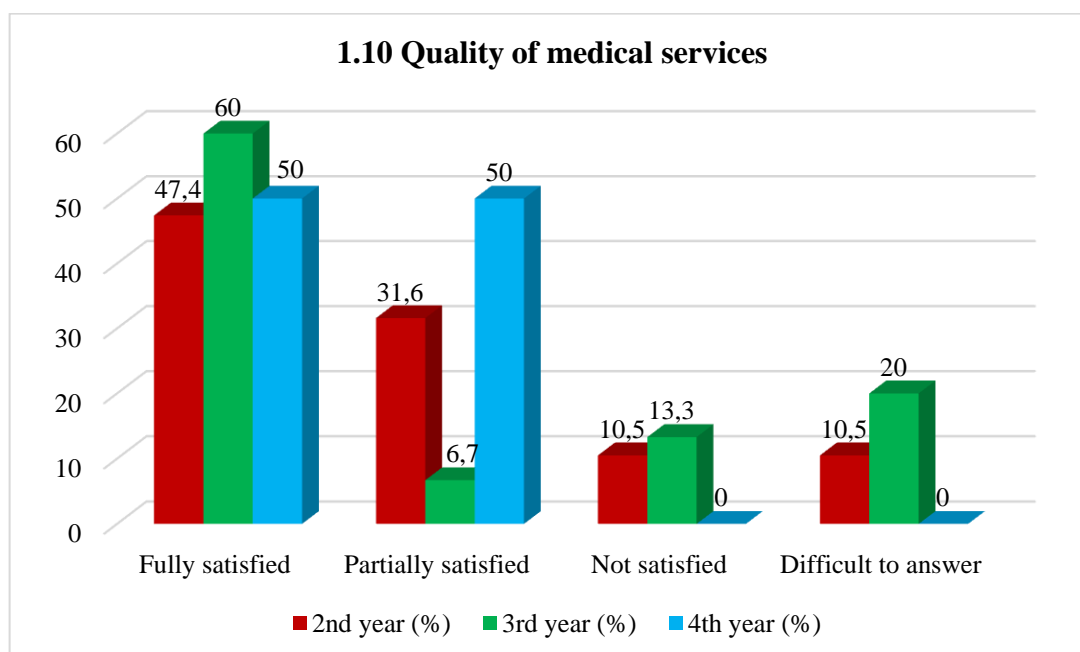| Answer options	2nd year (%)	3rd year (%)	4th year (%)
Fully satisfied	57,9% (11 student)	73,4% (11 student)	40% (4 students)
Partially satisfied	26,3% (5 students)	13,3% (2 students)	60% (6 students)
Not satisfied	15,8% (3 students)	13,3% (2 students)	-
Difficult to answer	-	-	-

1.9 Living conditions in the dormitory

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Fully satisfied	52,7% (10 students)	73,3% (11 student)	60% (6 students)
Partially satisfied	15,8% (3 students)	6,7% (1 student)	30% (3 students)
Not satisfied	10,5% (2 students)	6,7% (1 student)	10% (1 student)
Difficult to answer	21% (4 students)	13,3% (2 students)	-

1.10 Quality of medical services

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Fully satisfied	47,4% (9 students)	60% (9 students)	50% (5 students)
Partially satisfied	31,6% (6 students)	6,7% (1 student)	50% (5 students)
Not satisfied	10,5% (2 students)	13,3% (2 students)	-
Difficult to answer	10,5% (2 students)	20% (3 students)	-

1.10 Quality of medical services

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

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Fully satisfied	52,6% (10 students)	60% (9 students)	50% (5 students)
Partially satisfied	31,6% (6 students)	13,3% (2 students)	50% (5 students)
Not satisfied	15,8% (3 students)	20% (3 students)	-
Difficult to answer	-	6,7% (1 student)	-

1.11 Organization of meals at the university (prices, product assortment, quality of prepared meals)
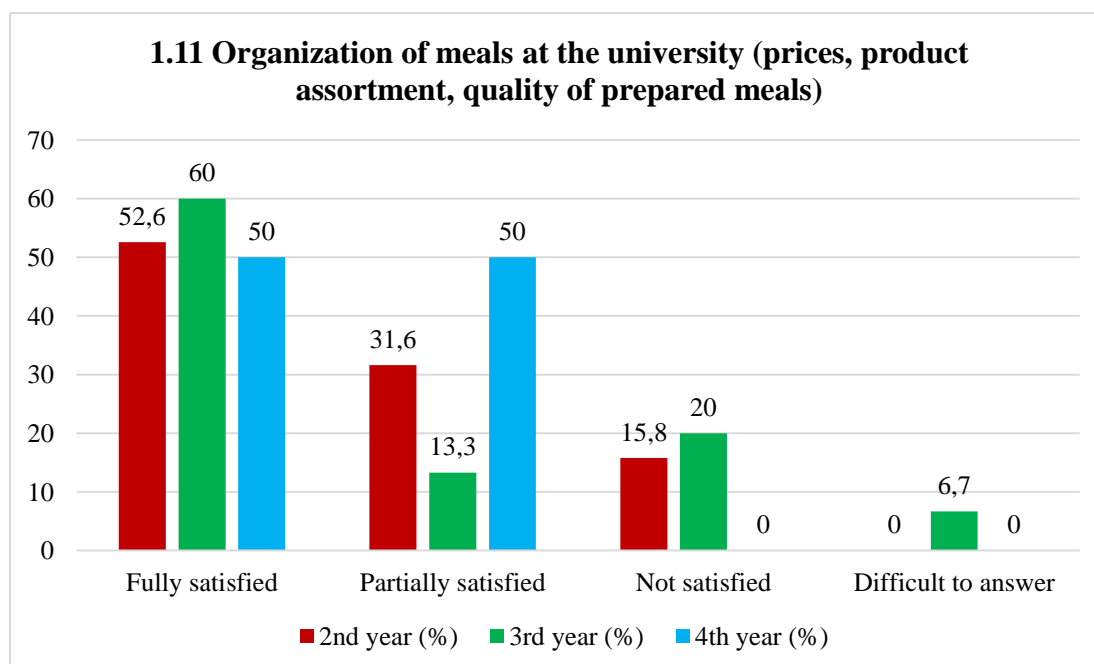
For the **"Other"** option, students provided the following responses [*]:

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[*] The responses of students to the "other" option and "if you answered "dissatisfied" to the previous question" are presented in the original form. The spelling and punctuation of the author have been preserved
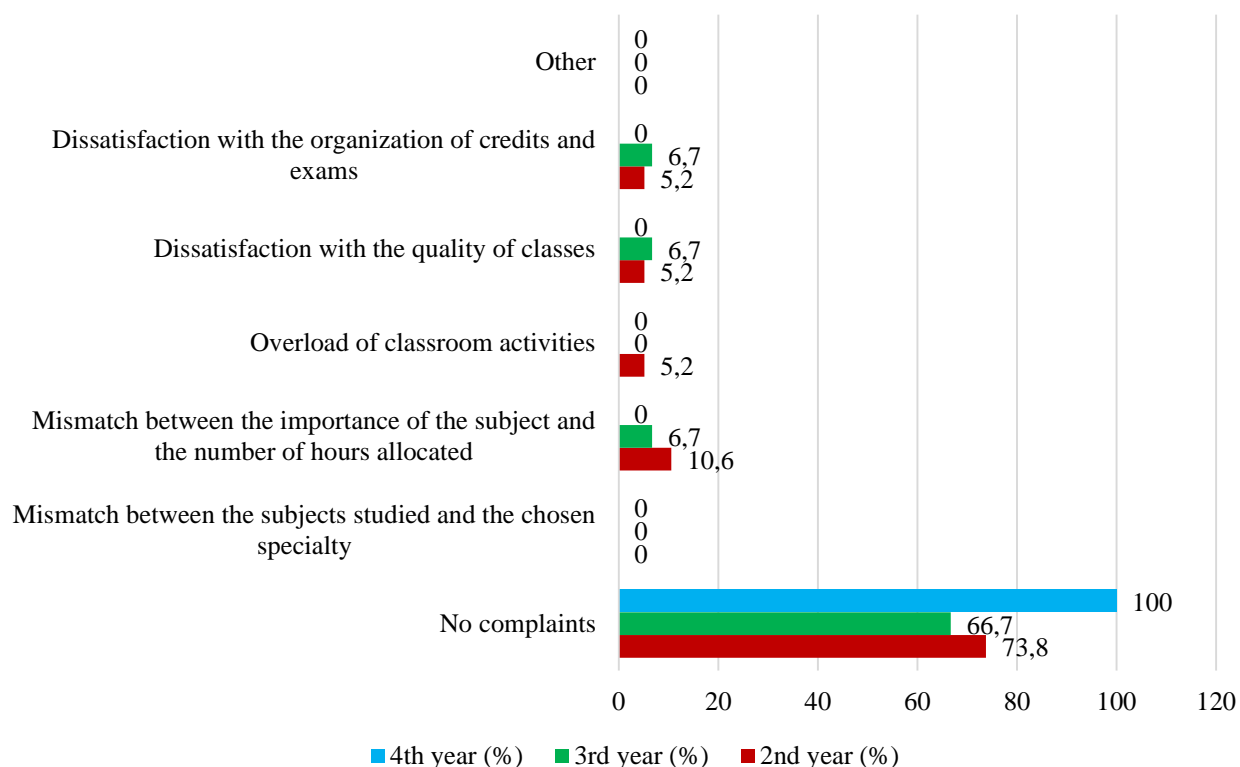.

2nd year	3rd year	4th year
- Satisfied - Comfortable	- If it is possible to add more practical and laboratory classes so that students not only know the theory but can do with their own hands and see with their own eyes. It's easier for them to memorize the subject. - It's cool.	

There are no responses to the question "If you answered 'not satisfied' to the previous question, give recommendations to improve the services provided".

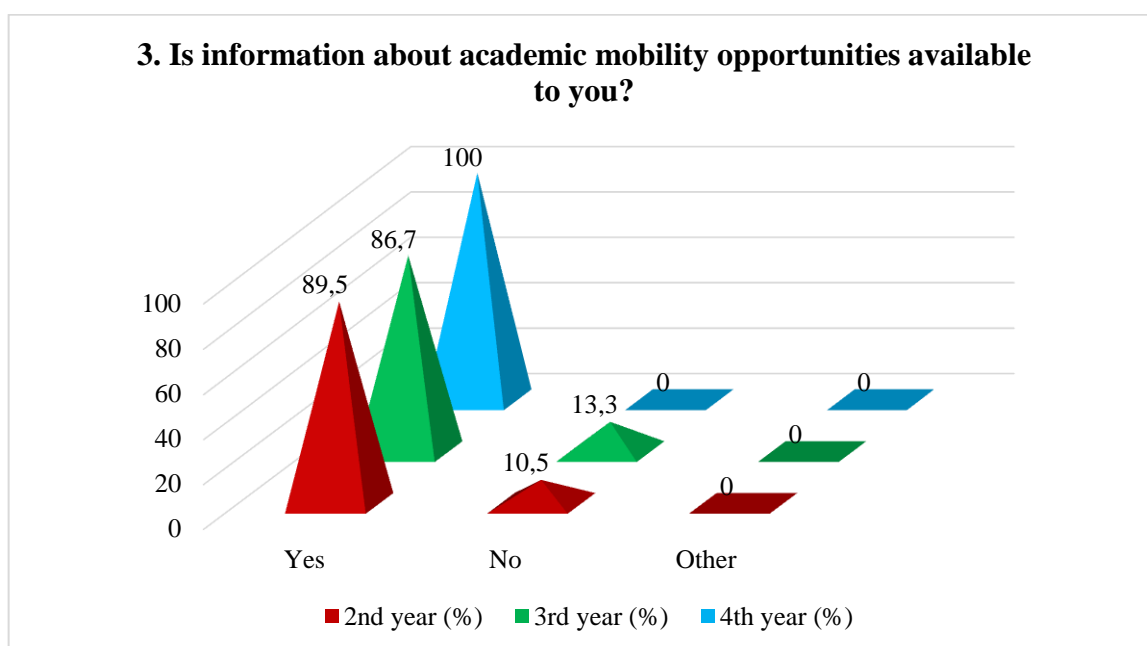## 2. Your attitude toward the quality of the organization of the educational process?

Answer options	2nd year (%)	3rd year (%)	4th year (%)
No complaints	73,8% (14 students)	66,7% (10 students)	100% (10 students)
Mismatch between the subjects studied and the chosen specialty	-	-	-
Mismatch between the importance of the subject and the number of hours allocated	10,6% (2 students)	6,7% (1 student)	-
Overload of classroom activities	5,2% (1 student)	-	-
Dissatisfaction with the quality of classes	5,2% (1 student)	6,7% (1 student)	-
Dissatisfaction with the organization of credits and exams	5,2% (1 student)	6,7% (1 student)	-
Other	-	-	-

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

Category	4th year (%)	3rd year (%)	2nd year (%)
Other	0	0	0
Dissatisfaction with the organization of credits and exams	0	6,7	5,2
Dissatisfaction with the quality of classes	0	6,7	5,2
Overload of classroom activities	0	0	5,2
Mismatch between the importance of the subject and the number of hours allocated	0	6,7	10,6
Mismatch between the subjects studied and the chosen specialty	0	0	0
No complaints	100	66,7	73,8

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

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Yes	89,5% (17 students)	86,7% (13 students)	100% (10 students)
No	10,5% (2 students)	13,3% (2 students)	-
Other	-	-	-

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

2nd year (%): Yes 89,5, No 10,5, Other 0
3rd year (%): Yes 86,7, No 13,3, Other 0
4th year (%): Yes 100, No 0, Other 0

4. What do you think about the relationships:
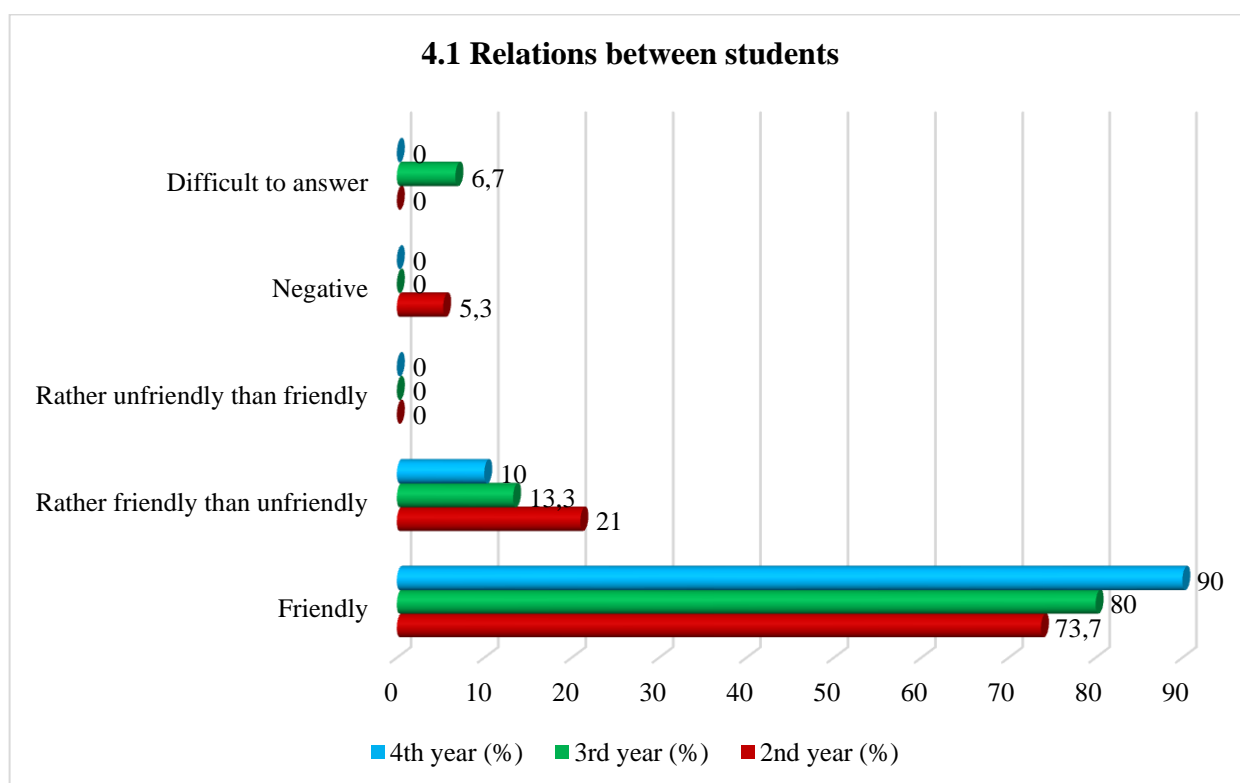
4.1 Relations between students

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

Other _____

If you answered "Rather unfriendly than friendly" or "Negative," please provide recommendations for improvement _____
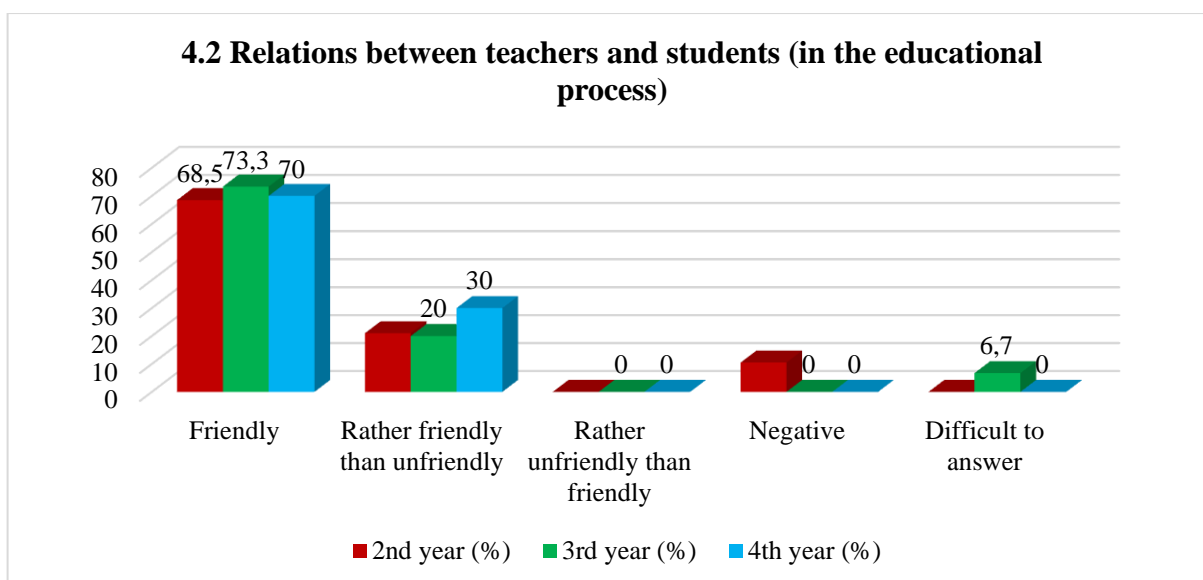
4.1 Relations between students

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Friendly	73,7% (14 students)	80% (12 students)	90% (9 students)
Rather friendly than unfriendly	21% (4 students)	13,3% (2 students)	10% (1 student)
Rather unfriendly than friendly	-	-	-
Negative	5,3% (1 student)	-	-
Difficult to answer	-	6,7% (1 student)	-

4.1 Relations between students

Difficult to answer: 0 / 6,7 / 0
Negative: 0 / 0 / 5,3
Rather unfriendly than friendly: 0 / 0 / 0
Rather friendly than unfriendly: 10 / 13,3 / 21
Friendly: 90 / 80 / 73,7

■ 4th year (%)   ■ 3rd year (%)   ■ 2nd year (%)

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

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Friendly	68,5% (13 students)	73,3% (11 student)	70% (7 students)
Rather friendly than unfriendly	21% (4 students)	20% (3 students)	30% (3 students)
Rather unfriendly than friendly	-	-	-
Negative	10,5% (2 students)	-	-

Difficult to answer	-	6,7% (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	73,7% (14 students)	86,6% (13 students)	80% (8 students)
Rather friendly than unfriendly	15,8% (3 students)	6,7% (1 student)	20% (2 students)
Rather unfriendly than friendly	-	-	-
Negative	10,5% (2 students)	-	-
Difficult to answer	-	6,7% (1 student)	-

4.3 Relations between students and supervisors
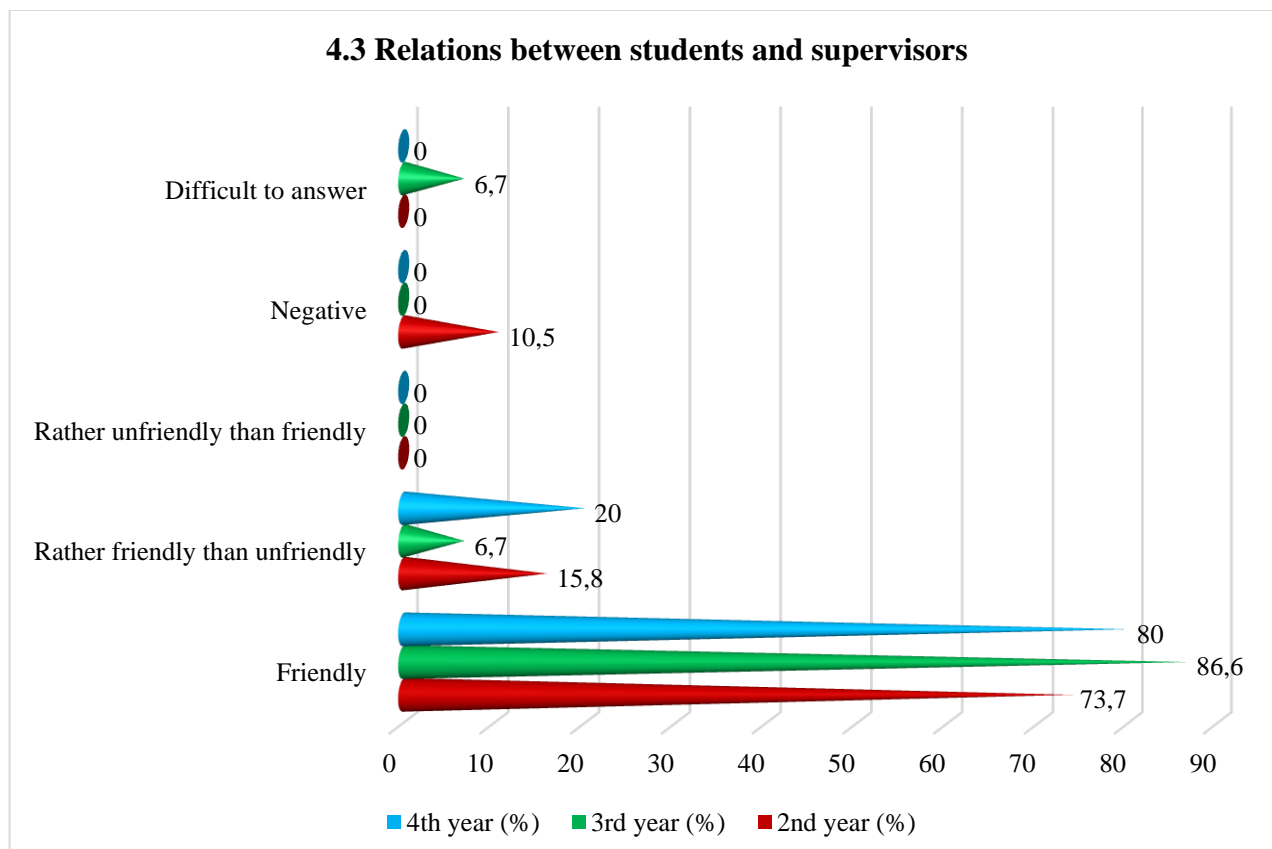
4.4 Relations between students and the administration

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Friendly	68,5% (13 students)	73,3% (11 student)	60% (6 students)
Rather friendly than unfriendly	21% (4 students)	20% (3 students)	40% (4 students)
Rather unfriendly than friendly	-	-	-
Negative	10,5% (2 students)	-	-
Difficult to answer	-	6,7% (1 student)	-

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

| Answer options	2nd year (%)	3rd year (%)	4th year (%)
Friendly	79% (15 students)	73,3% (11 student)	60% (6 students)
Rather friendly than unfriendly	10,5% (2 students)	20% (3 students)	40% (4 students)
Rather unfriendly than friendly	-	-	-
Negative	10,5% (2 students)	-	-
Difficult to answer	-	6,7% (1 student)	-

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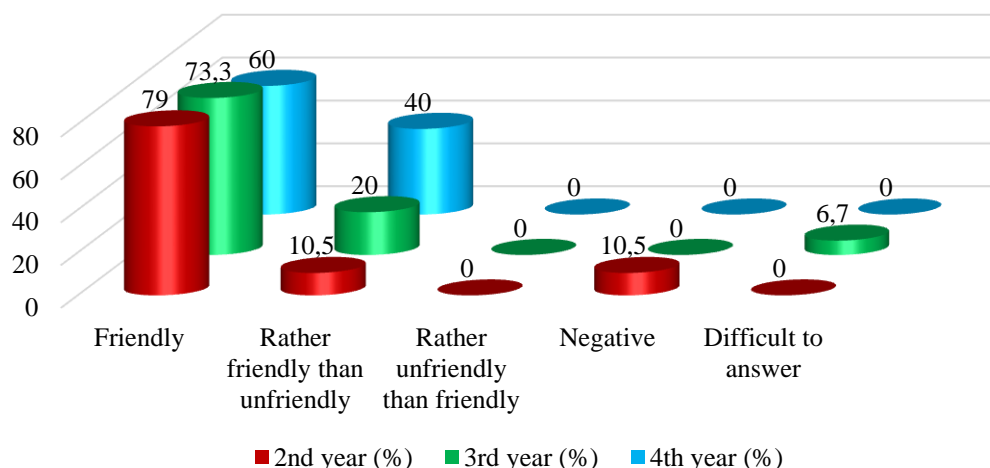
4.6 Relations between students and the security service

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Friendly	68,5% (13 students)	66,6% (10 students)	70% (7 students)
Rather friendly than unfriendly	15,8% (3 students)	26,7% (4 students)	30% (3 students)
Rather unfriendly than friendly	5,2% (1 student)	-	-
Negative	10,5% (2 students)	-	-
Difficult to answer	-	6,7% (1 student)	-

**4.6 Relations between students and the security service**
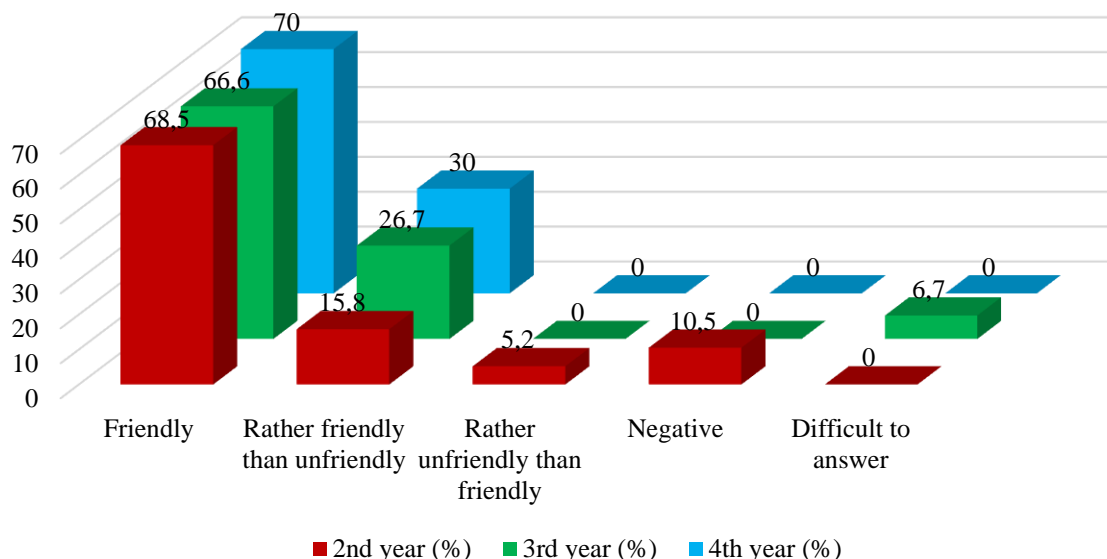
For the question "If you answered 'Rather unfriendly than friendly' or "Negative,'"please provide recommendations for improvement," students provided the following responses [*]:

- Respect

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 (%)
Quality of the educational process organization	26,3% (5 students)	20% (3 students)	20% (2 students)
Quality of teaching (conducting classes, grading knowledge, etc.)	21% (4 students)	20% (3 students)	-
Work of the administration (department, etc.)	-	20% (3 students)	-
Quality of food and prices in the student cafeteria	21% (4 students)	13,3% (2 students)	60% (6 students)
Quality of living conditions in the dormitory	5,2% (1 student)	-	-
Employment in the specialty	21% (4 students)	26,7% (4 students)	-
Quality of production practice organization	5,2% (1 student)	6,7% (1 student)	40% (4 students)
Other	-	-	-

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

5. What student problems concern you the most at the moment?
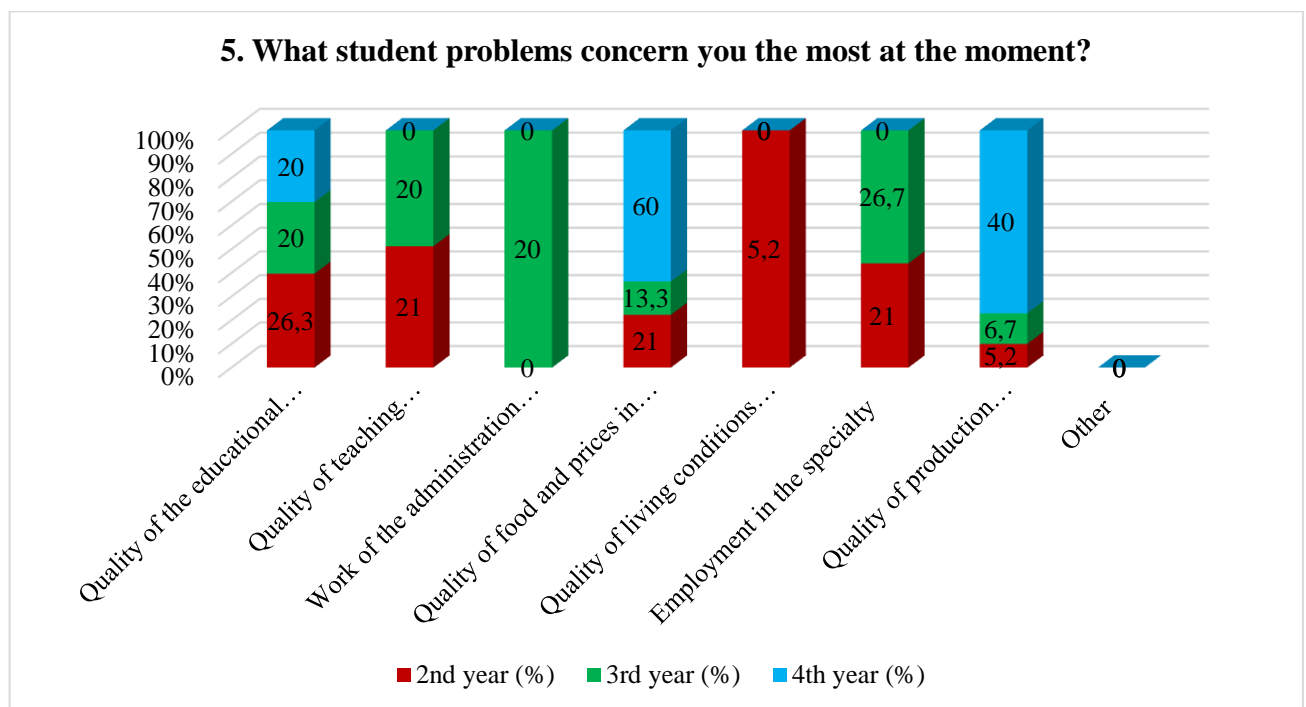
6. Do you participate in the university's research work? If yes, in what forms?
(mark all that apply)

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Did not participate(s)	84,2% (16 students)	60% (9 students)	80% (8 students)
Sometimes, when it is necessary on formal grounds	15,7% (3 students)	26,7% (4 students)	10% (1 student)
In scientific projects of laboratories, centers, etc. under a contract, grant, etc.	-	-	-
In scientific projects of laboratories, clubs, circles, etc. on a gratuitous basis.	-	-	-
Attended scientific seminars, clubs and other scientific events.	-	-	-

Speaker(s) at a conference (including student), scientific seminar)	-	13,3% (2 students)	10% (1 student)
Participated in the competition of scientific student works	-	-	-
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 'I do not participate' to the previous question, please explain why,"** the students provided the following responses [*]:
- Lack of time
- Not interested
- Don't want to
- Lack of knowledge
- Did not participate
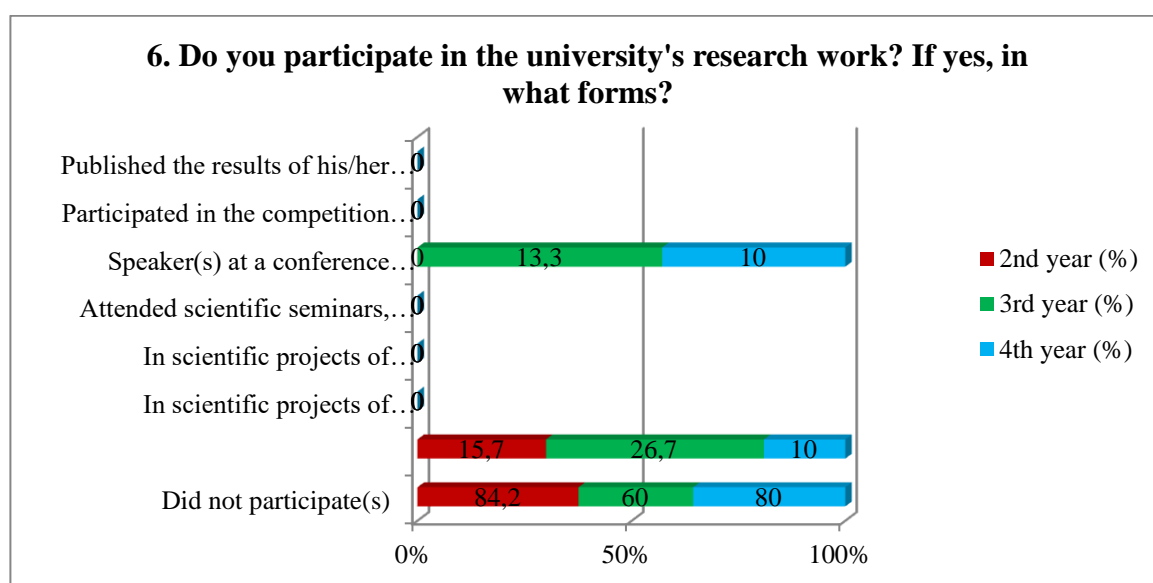
6. Do you participate in the university's research work? If yes, in what forms?

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

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Sports sections	26,3% (5 students)	20% (3 students)	10% (1 student)
Creative clubs	-	13,3% (2 students)	-
Student Trade Union "Zhas Orda"	5,2% (1 student)	6,7% (1 student)	-
I do not use anything	68,5% (13 students)	60% (9 students)	90% (9 students)
Other	-	-	-

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[*] The responses of students to the "other" option and "if you answered "dissatisfied" to the previous question" are presented in the original form. The spelling and punctuation of the author have been preserved.

7. Which of the opportunities provided by the university do you use for personal development?
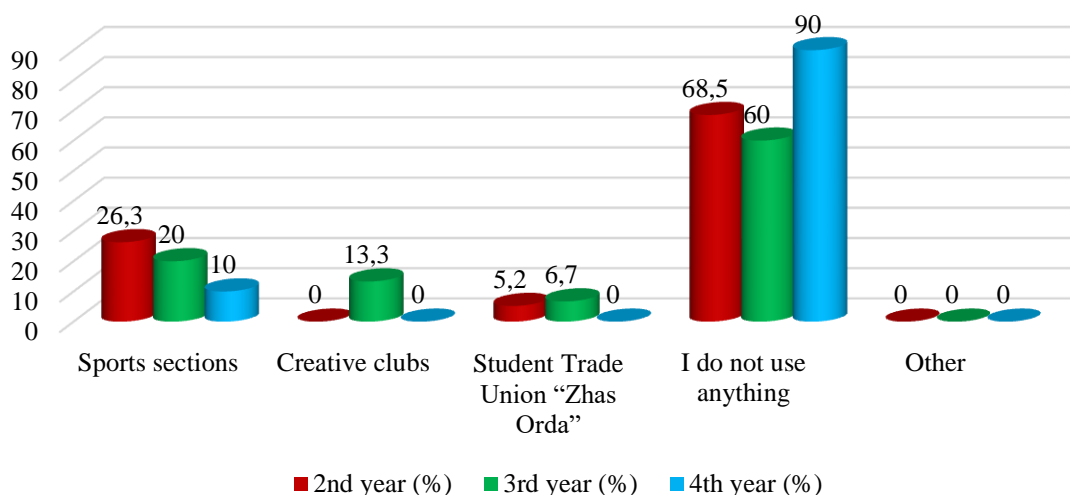
For the question **"If you answered 'I do not participate' to the previous question, please explain why,"** the students provided the following responses [*]:
- нет времени
- not interested
- no desire
- don't need it
- don't have time

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

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

Other _____

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

8.1 Availability of necessary scientific literature in the library

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Fully satisfied	68,5% (13 students)	80% (12 students)	70% (7 students)
Partially satisfied	26,3% (5 students)	6,7% (1 student)	30% (3 students)
Not satisfied	5,2% (1 student)	6,7% (1 student)	-
Difficult to answer	-	6,7% (1 student)	-

## 8.1 Availability of necessary scientific literature in the library

8.1 Availability of necessary scientific literature in the library
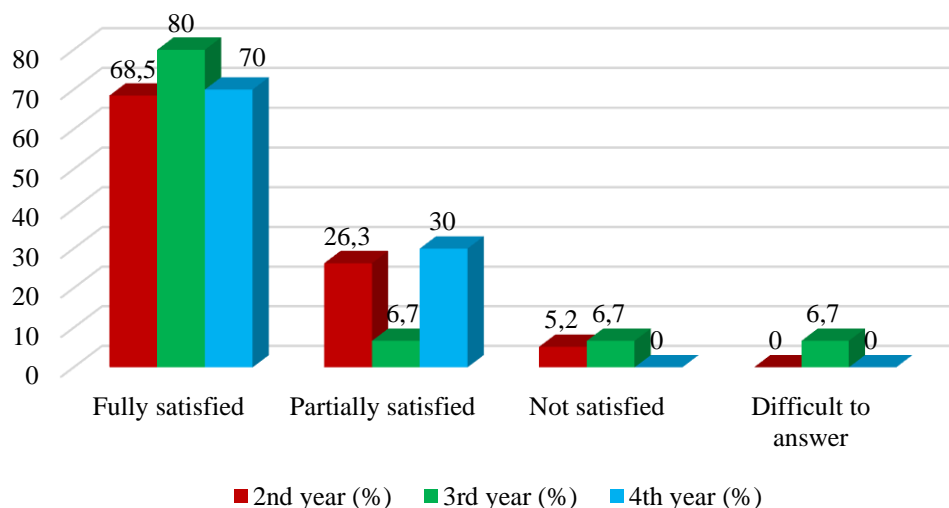
8.2 Modernity of computer equipment

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Fully satisfied	63,1% (12 students)	80% (12 students)	60% (6 students)
Partially satisfied	31,6% (6 students)	6,7% (1 student)	40% (4 students)
Not satisfied	5,3% (1 student)	6,7% (1 student)	-
Difficult to answer	-	6,7% (1 student)	-

8.2 Modernity of computer equipment
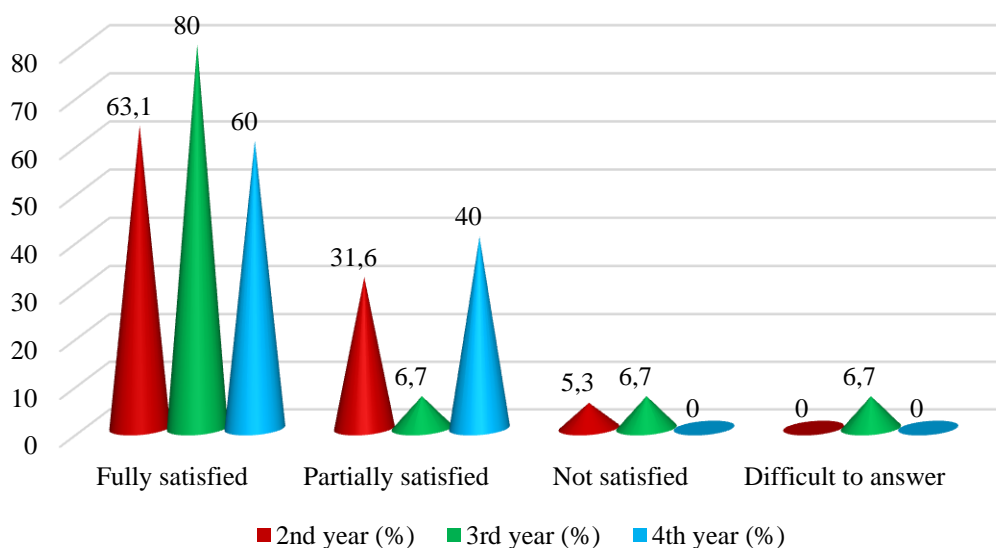
8.3 Internet bandwidth and speed

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Fully satisfied	52,7% (10 students)	73,3% (11 student)	50% (5 students)
Partially satisfied	21% (4 students)	6,7% (1 student)	-
Not satisfied	21% (4 students)	13,3% (2 students)	40% (4 students)
Difficult to answer	5,3% (1 student)	6,7% (1 student)	10% (1 student)

8.3 Internet bandwidth and speed
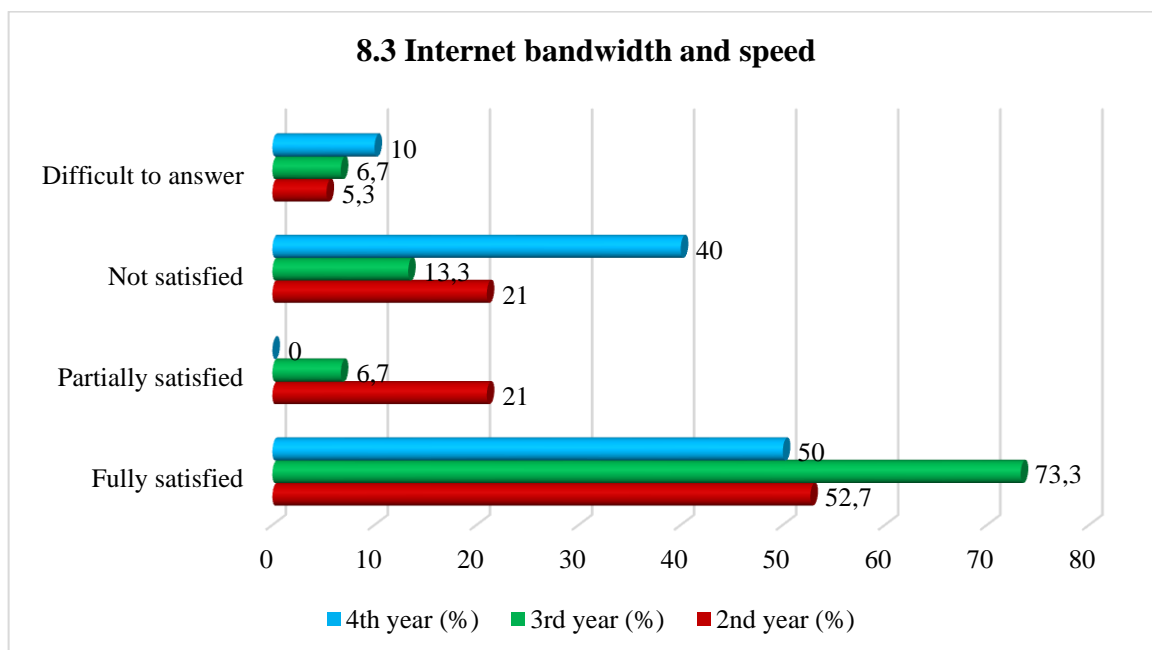
8.4 Modernity of software

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Fully satisfied	52,6% (10 students)	80% (12 students)	60% (6 students)
Partially satisfied	42,1% (8 students)	6,7% (1 student)	40% (4 students)
Not satisfied	5,3% (1 student)	6,7% (1 student)	-
Difficult to answer	-	6,7% (1 student)	-

8.4 Modernity of software
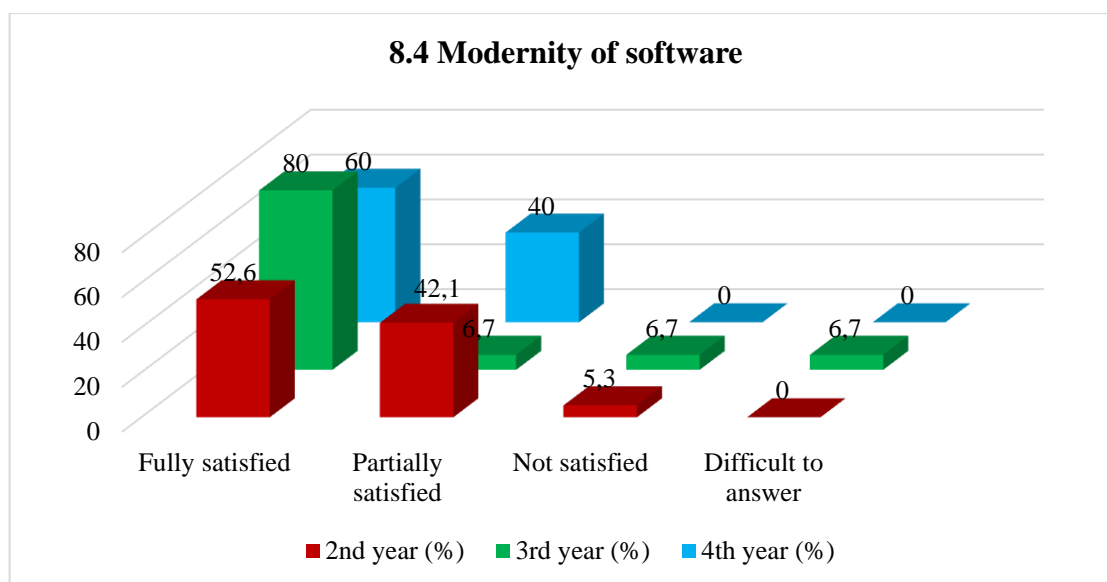
8.5 Availability of educational and scientific equipment

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Fully satisfied	57,9% (11 student)	80% (12 students)	60% (6 students)
Partially satisfied	36,9% (7 students)	-	40% (4 students)
Not satisfied	5,2% (1 student)	13,3% (2 students)	

Difficult to answer	-	6,7% (1 student)	
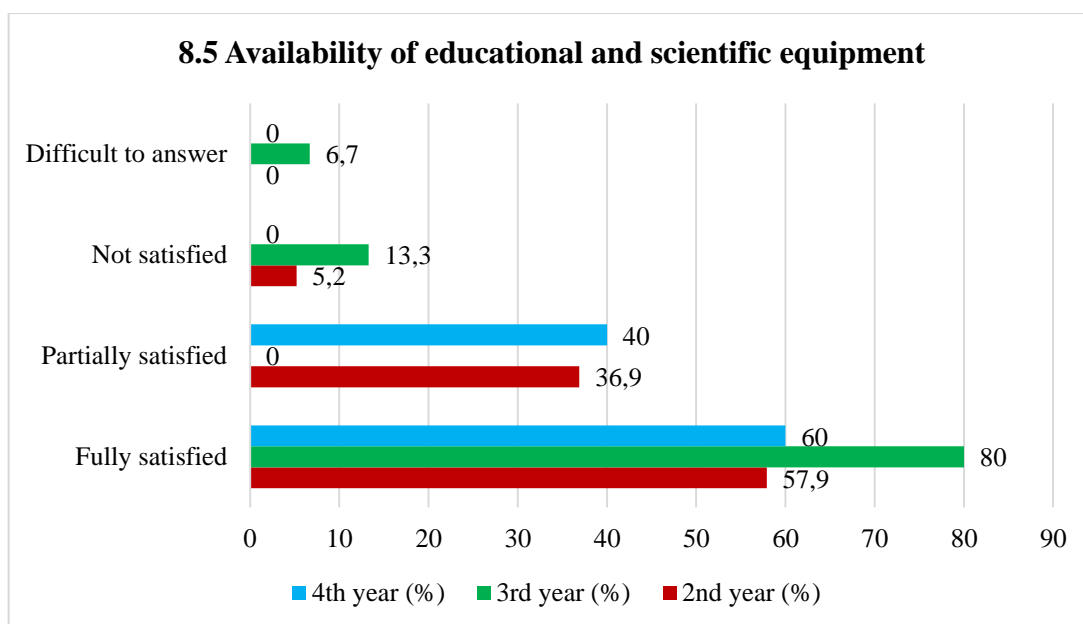
8.6 Availability of laboratories and specialized classrooms

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Fully satisfied	63,1% (12 students)	73,3% (11 student)	60% (6 students)
Partially satisfied	31,6% (6 students)	6,7% (1 student)	30% (3 students)
Not satisfied	5,3% (1 student)	13,3% (2 students)	10% (1 student)
Difficult to answer	-	6,7% (1 student)	-
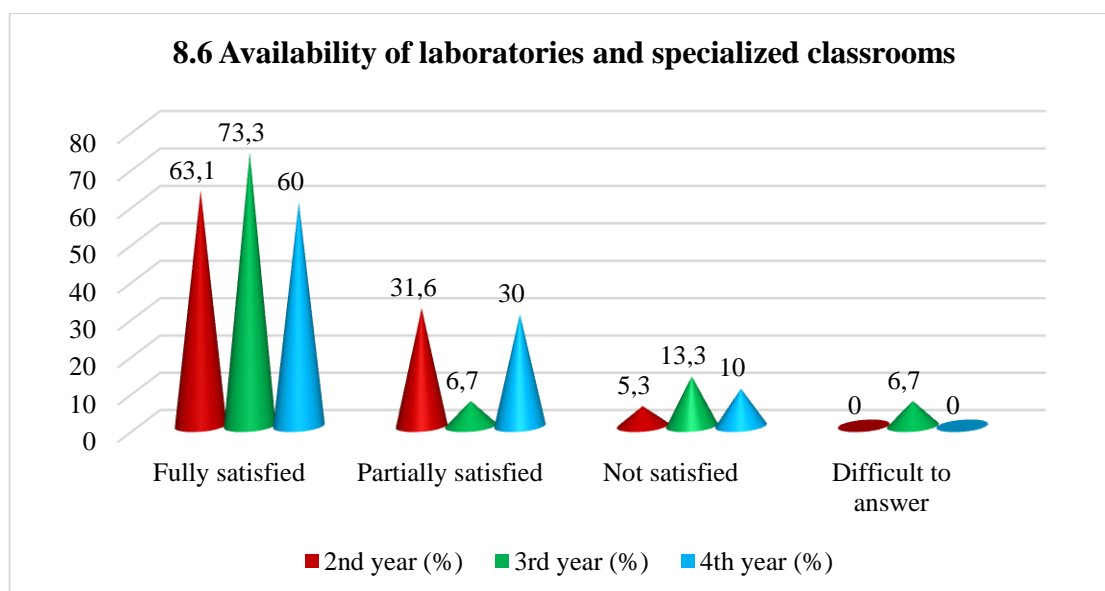
8.7 Availability of sports equipment

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Fully satisfied	63,1% (12 students)	80% (12 students)	60% (6 students)
Partially satisfied	31,6% (6 students)	-	40% (4 students)

Not satisfied	5,3% (1 student)	6,7% (1 student)	-
Difficult to answer	-	13,3% (2 students)	-

8.7 Availability of sports equipment

Chart data:
- Fully satisfied: 2nd year 63,1; 3rd year 80; 4th year 60
- Partially satisfied: 2nd year 31,6; 3rd year 0; 4th year 40
- Not satisfied: 2nd year 5,3; 3rd year 6,7; 4th year 0
- Difficult to answer: 2nd year 0; 3rd year 13,3; 4th year 0

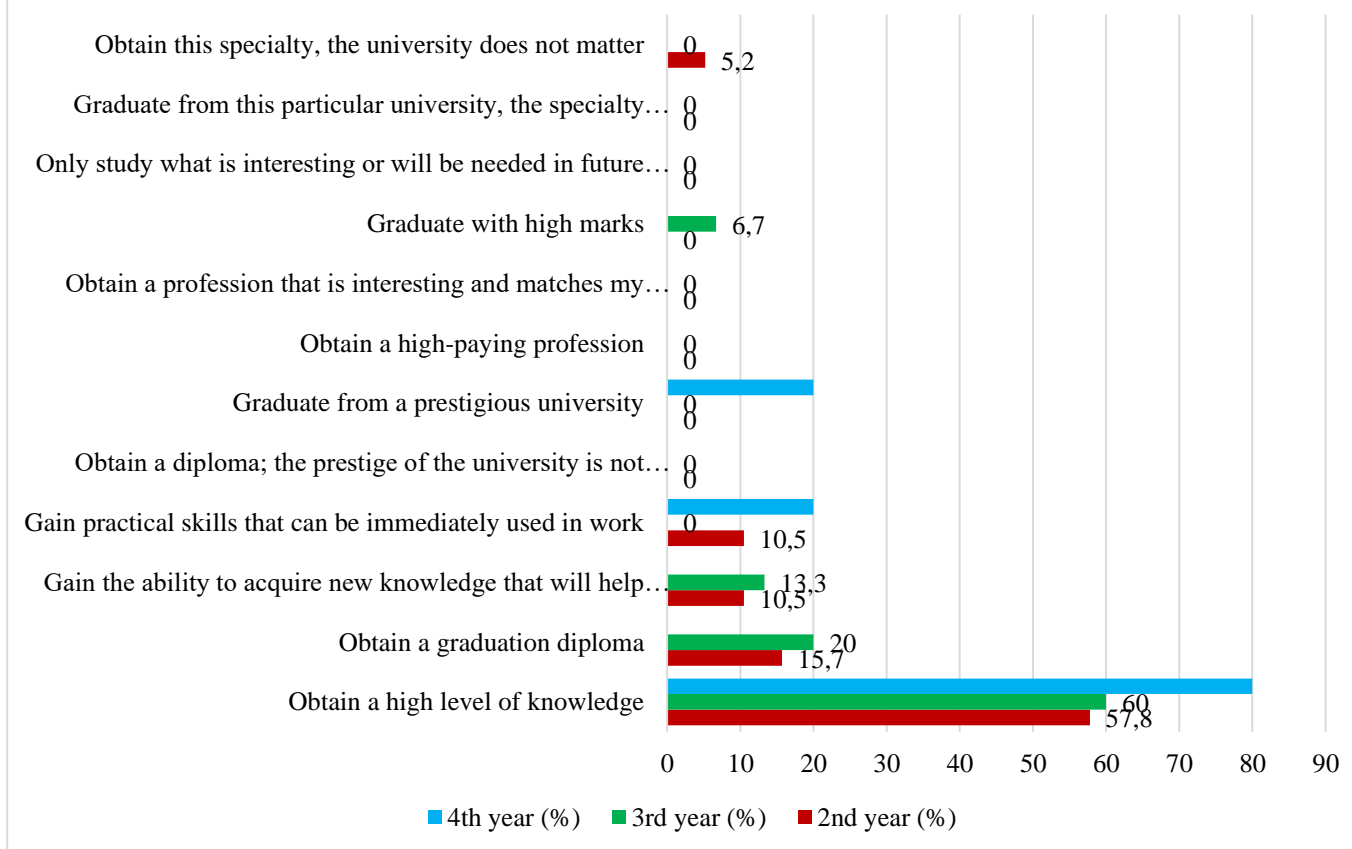Legend: ■ 2nd year (%) ■ 3rd year (%) ■ 4th year (%)
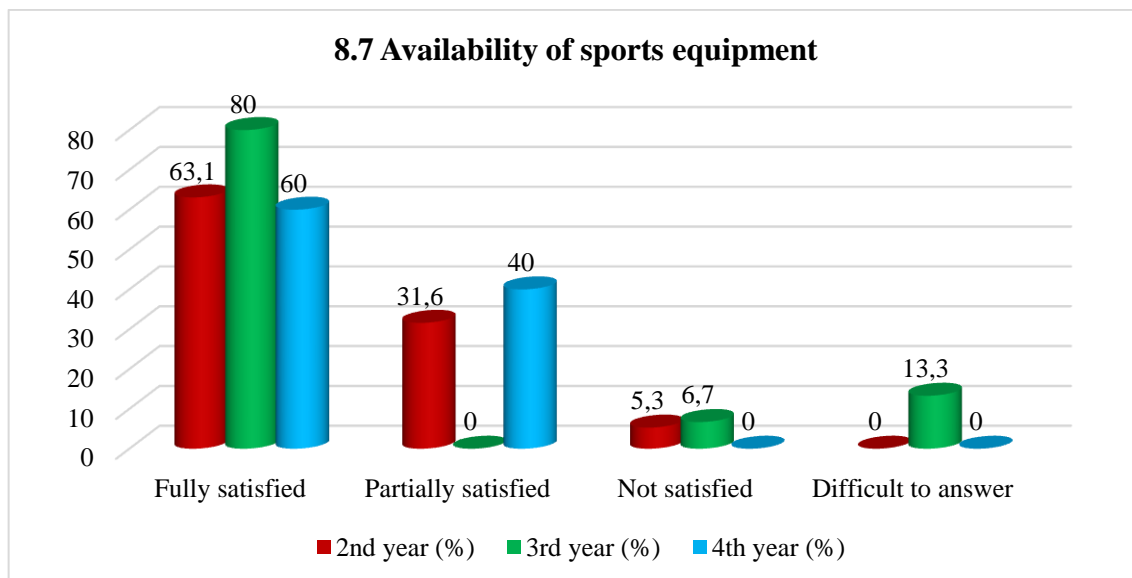
9. What is more important for you to achieve as a result of your education at your university? *(You can choose one or more options)*

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Obtain a high level of knowledge	57,8% (11 student)	60% (9 students)	80% (8 students)
Obtain a graduation diploma	15,7% (3 students)	20% (3 students)	-
Gain the ability to acquire new knowledge that will help quickly adapt to the workplace	10,5% (2 students)	13,3% (2 students)	-
Gain practical skills that can be immediately used in work	10,5% (2 students)	-	20% (2 students)
Obtain a diploma; the prestige of the university is not important	-	-	-
Graduate from a prestigious university	-	-	20% (2 students)
Obtain a high-paying profession	-	-	-
Obtain a profession that is interesting and matches my abilities	-	-	-
Graduate with high marks	-	6,7% (1 student)	-
Only study what is interesting or will be needed in future studies (work)	-	-	-
Graduate from this particular university, the specialty does not matter	-	-	-
Obtain this specialty, the university does not matter	5,2% (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?

Chart categories (top to bottom):
- Obtain this specialty, the university does not matter — 2nd year: 5,2; 3rd year: 0; 4th year: 0
- Graduate from this particular university, the specialty… — 0
- Only study what is interesting or will be needed in future… — 0
- Graduate with high marks — 3rd year: 6,7; 2nd year: 0
- Obtain a profession that is interesting and matches my… — 0
- Obtain a high-paying profession — 0
- Graduate from a prestigious university — 4th year: 20; 0
- Obtain a diploma; the prestige of the university is not… — 0
- Gain practical skills that can be immediately used in work — 4th year: 20; 2nd year: 10,5
- Gain the ability to acquire new knowledge that will help… — 3rd year: 13,3; 2nd year: 10,5
- Obtain a graduation diploma — 3rd year: 20; 2nd year: 15,7
- Obtain a high level of knowledge — 4th year: 80; 3rd year: 60; 2nd year: 57,8

Legend: ■ 4th year (%)   ■ 3rd year (%)   ■ 2nd year (%)

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

2nd year	3rd year	4th year
- It is necessary to learn only what is interesting or will be needed in further studies (work)	- Why is there no Kazakh version of the questionnaire?	- Is there a need for a supervising hour?

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

The analysis of the results of the questionnaire "Student Satisfaction with Educational Services for 2nd-5th Year Students" shows a positive attitude of students towards the conditions, content, organization, and quality of the educational process at the university. The majority of students in the "Oil and Gas Engineering" program (94.2%) expressed satisfaction with the learning process as a whole. For convenience in analysis, we will consider the aspects in terms of the following satisfaction levels:

Students rated the following criteria as "excellent quality" (satisfaction indicators above 80%), indicating their full or partial satisfaction:
- Class schedule (90,8%);
- Organization of independent work (94,2%);
- Quality of practical training (86,7%);
- Organization and conduct of SIWT (92,4%);
- Organization and conduct of laboratory work (90,3%)
- Satisfaction with library services (94,3%);

- Access to full-text databases of scientific publications (90,3%);
- Quality of medical service (87,9%),
- Organization of catering at the university (85,8%).

The following criteria had satisfaction levels below 80%: living conditions in the dormitory (79,5%).

Regarding the quality of the educational process, there are no complaints (73.8% in the 2nd year, 66.7% in the 3rd year, 100% in the 4th year). Some remarks concern the mismatch between the significance of subjects and the number of hours, as well as dissatisfaction with the quality of classes or the organization of exams and tests.

Information about academic mobility is available to most students (89.5% in the 2nd year, 86.7% in the 3rd year, 100% in the 4th year), but a small percentage of first-year students indicated that it is not accessible to them.

Most students from all years assess the relationships within the academic environment as friendly, especially among students (73.7%–90%), between students and teachers (68.5%–73.3%), and with curators (73.7%–86.6%). Relationships with administration and departmental staff are also mostly friendly, though the percentage of positive ratings is somewhat lower in the 4th year (60%). Relations with security staff range from 66.6% to 70% in terms of friendliness, with a few comments on the need for improvement. As a recommendation for improvement, students pointed out the importance of "syilastyq" (mutual respect).

Students from all years are particularly concerned about issues such as the quality of organization of the learning process (20%–26.3%), food quality and prices in the cafeteria (21%–60%), and the organization of industrial practice (5.2%–40%). Most students are not involved in scientific work at the university (60%–84.2%), citing lack of time, interest, and knowledge as reasons. Opportunities for personal development provided by the university are actively used by only a small number of students: sports clubs are attended by 10%–26.3%, creative clubs by 13.3% (3rd year), and the majority (60%–90%) state they do not use the offered opportunities, citing lack of time, interest, and necessity.

Students are generally satisfied with the availability of necessary scientific literature in the library (70%–80%), modern computer equipment (60%–80%), and the breadth of the internet channel (50%–73.3%), although there are problems with speed, especially among 4th-year students (40% dissatisfied). The modernity of software and educational equipment is also highly rated (57.9%–80%), although partial or complete dissatisfaction is occasionally expressed, especially in the senior years (up to 40%). The availability of laboratories, specialized classrooms, and sports equipment is positively evaluated by most respondents (60%–80%), but among 4th-year students, there are more critical evaluations (up to 40% partially satisfied or dissatisfied).

The majority of students from all years consider acquiring a high level of knowledge as the priority result of their education (57.8%–80%), which is particularly important for 4th-year students. Additionally, 15.7% of 2nd-year students and 20% of 3rd-year students highlight obtaining a degree as an important goal. 4th-year students focus on acquiring practical skills (20%) and graduating from a prestigious university (20%). The opportunity to gain new knowledge for adaptation to the workplace is highlighted by only a small number of respondents (10.5%–13.3%).

The responses of the students to the open-ended question reflect their suggestions and wishes for improving the educational process. 2nd-year students indicated the need to focus on studying only those subjects that are truly interesting or useful for further studies and work. 3rd-year students pointed out the absence of a Kazakh version of the

questionnaire, emphasizing the importance of providing options in the state language. 4th-year students raised the issue of the necessity of holding supervisor hours, which could help improve the organization of the educational process and feedback.

The overall satisfaction of students in the "Oil and Gas Engineering" program with educational services is 90.1%, which indicates a high level of satisfaction among students overall, despite some issues and areas for improvement.

Recommendations:

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