

**Report**  
**on the results of the survey**  
**“Satisfaction of 2-5 year students with educational services”**  
**in 2024-2025 academic year**  
**Department:** Nanotechnology and Metallurgy  
**Specialty:** 6B07204 – Metallurgy

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 6B07204 – Metallurgy, 65 respondents took part in the survey, which is 82.3% of the total number of students in this specialty (79 prs).

- 2 year – 29 students (100%);
- 3 year – 11 students (52,4%);
- 4 year – 25 students (86,2%).

**Mode of training**

- Budget – 64 students (98,5%);
- Paid – 1 student (1,5%).

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

**Indicators:**

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

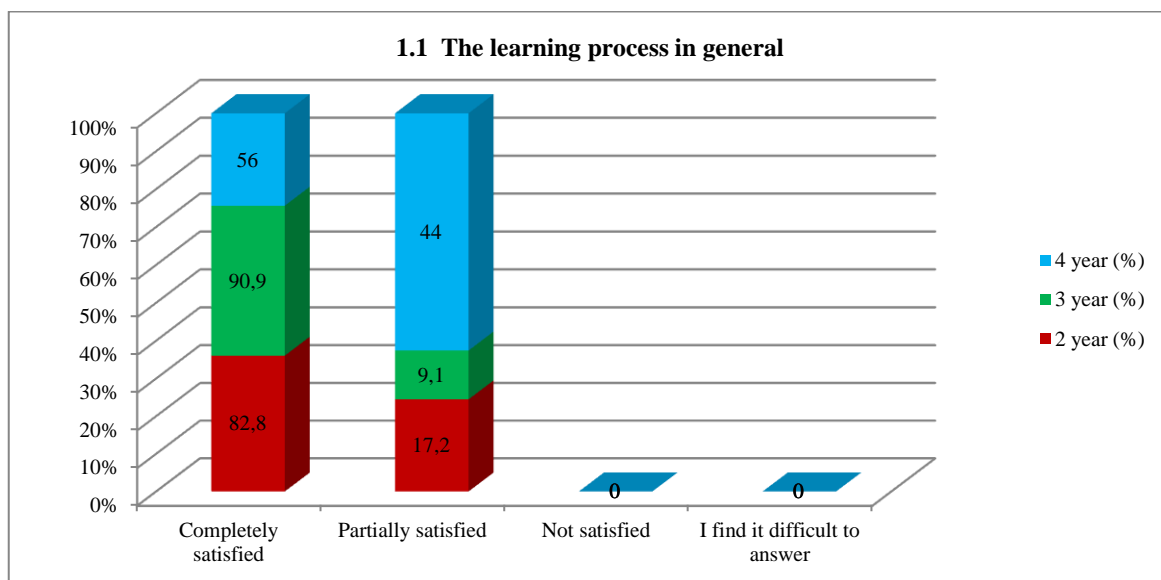
1.1 The learning process in general
1.2 Class schedule
1.3 Organization of independent work
1.4 Practices
1.5 Organizing and conducting SIWT
1.6 Organizing and conducting laboratory work
1.7 Satisfaction with the library work
1.8 Possibility of access to full-text databases of scientific publications
1.9 Living conditions in the hostel
1.10 Quality of medical care
1.11 Catering at the University (prices, product range, quality of prepared dishes)

**Other**\_\_\_\_\_

If you answered the previous question “not satisfied”, please give recommendations for improving the services provided\_\_\_\_\_.

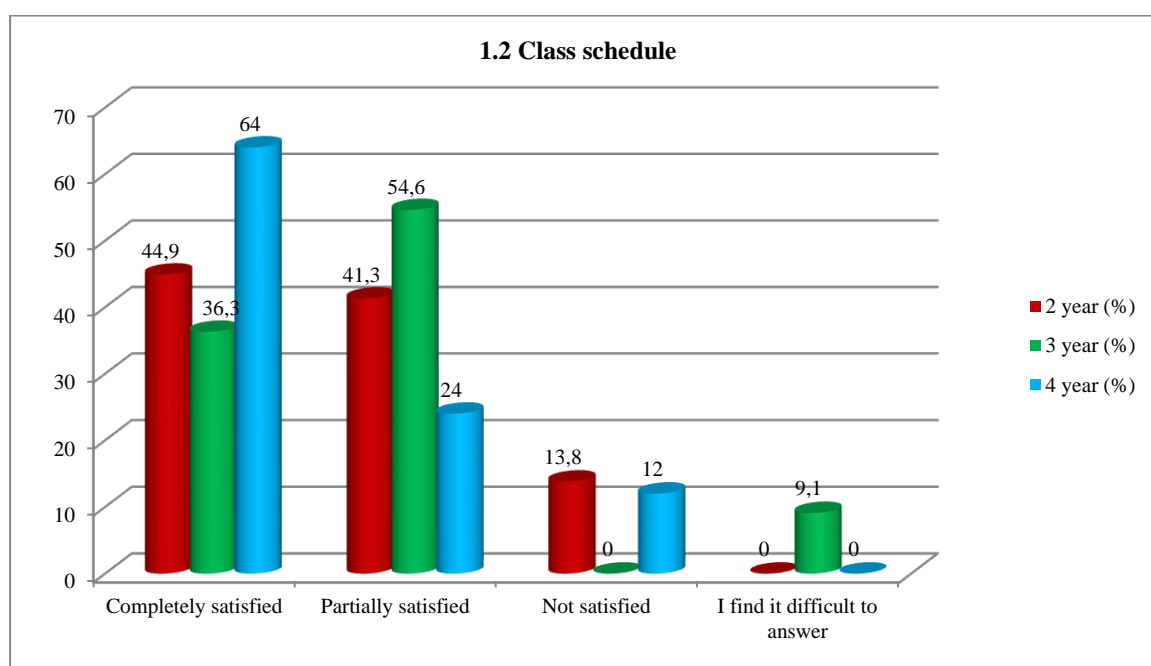
## 1.1 The learning process in general

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	82,8% (24 prs.)	90,9% (10 prs.)	56% (14 prs.)
<i>Partially satisfied</i>	17,2% (5 prs.)	9,1% (1 prs.)	44% (11 prs.)
<i>Not satisfied</i>			
<i>I find it difficult to answer</i>			



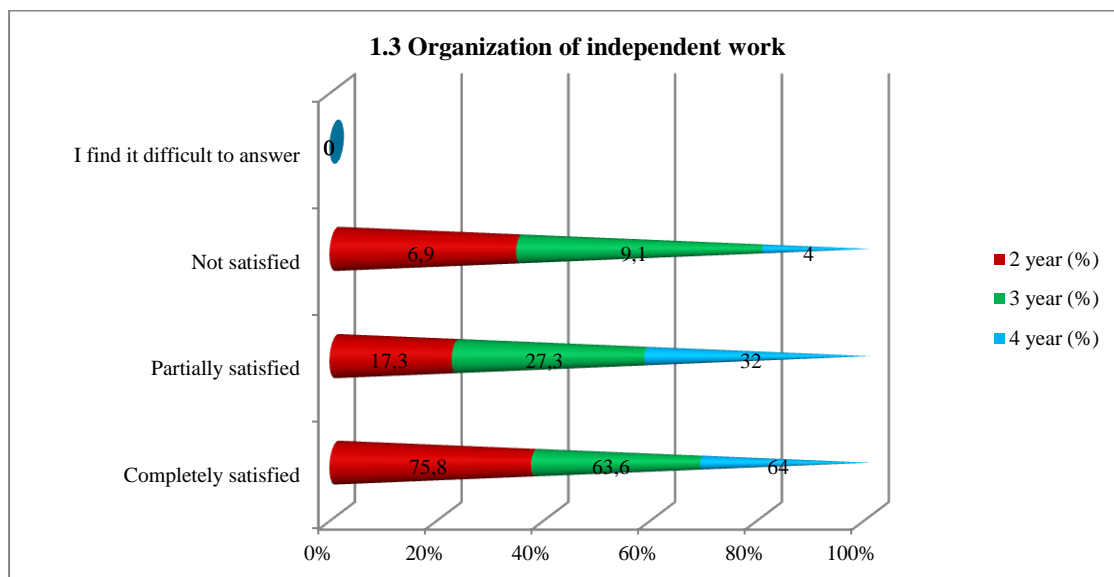
## 1.2 Class schedule

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	44,9% (13 prs.)	36,3% (4 prs.)	64% (16 prs.)
<i>Partially satisfied</i>	41,3% (12 prs.)	54,6% (6 prs.)	24% (6 prs.)
<i>Not satisfied</i>	13,8% (4 prs.)	-	12% (3 prs.)
<i>I find it difficult to answer</i>	-	9,1% (1 prs.)	-



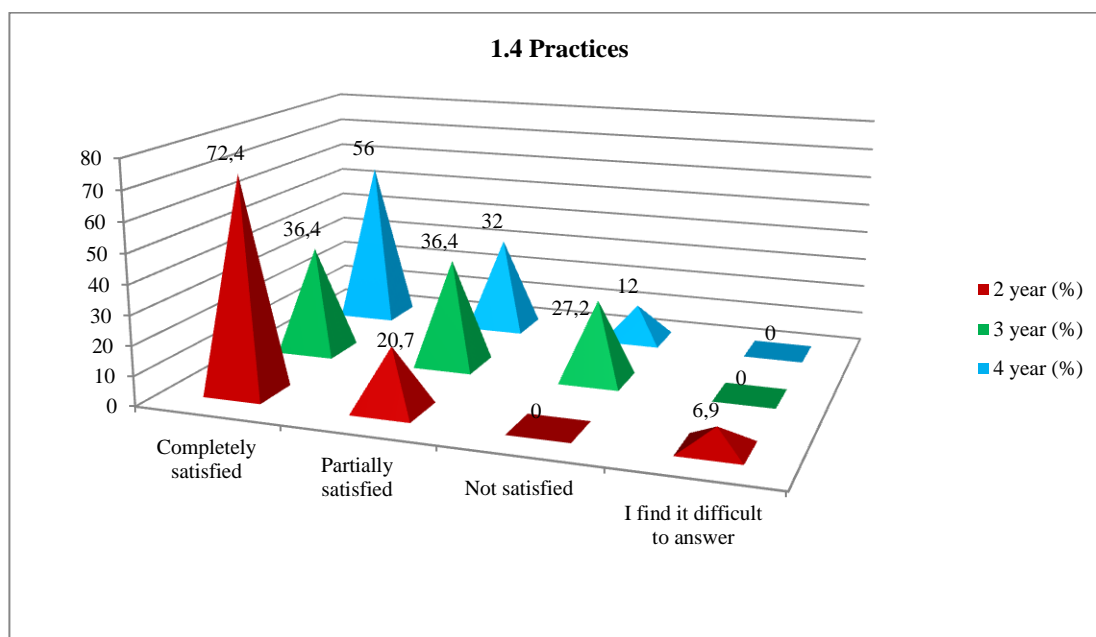
## 1.3 Organization of independent work

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	75,8% (22 prs.)	63,6% (7 prs.)	64% (16 prs.)
<i>Partially satisfied</i>	17,3% (5 prs.)	27,3% (3 prs.)	32% (8 prs.)
<i>Not satisfied</i>	6,9% (2 prs.)	9,1% (1 prs.)	4% (1 prs.)
<i>I find it difficult to answer</i>	-	-	-



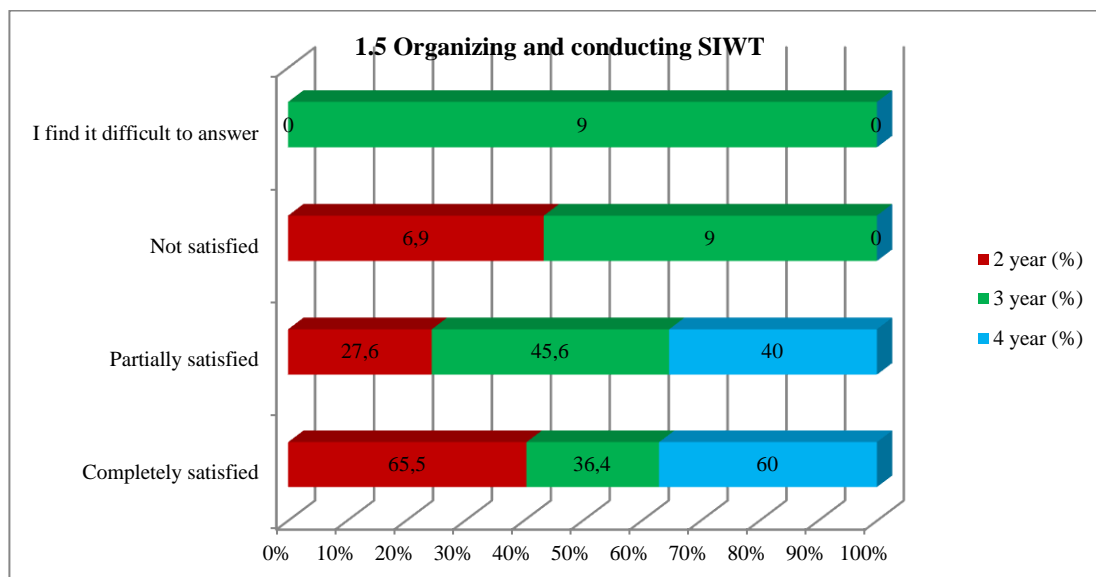
## 1.4 Practices

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	72,4% (21 prs.)	36,4% (4 prs.)	56% (14 prs.)
<i>Partially satisfied</i>	20,7% (6 prs.)	36,4% (4 prs.)	32% (8 prs.)
<i>Not satisfied</i>	-	27,2% (3 prs.)	12% (3 prs.)
<i>I find it difficult to answer</i>	6,9% (2 prs.)	-	-



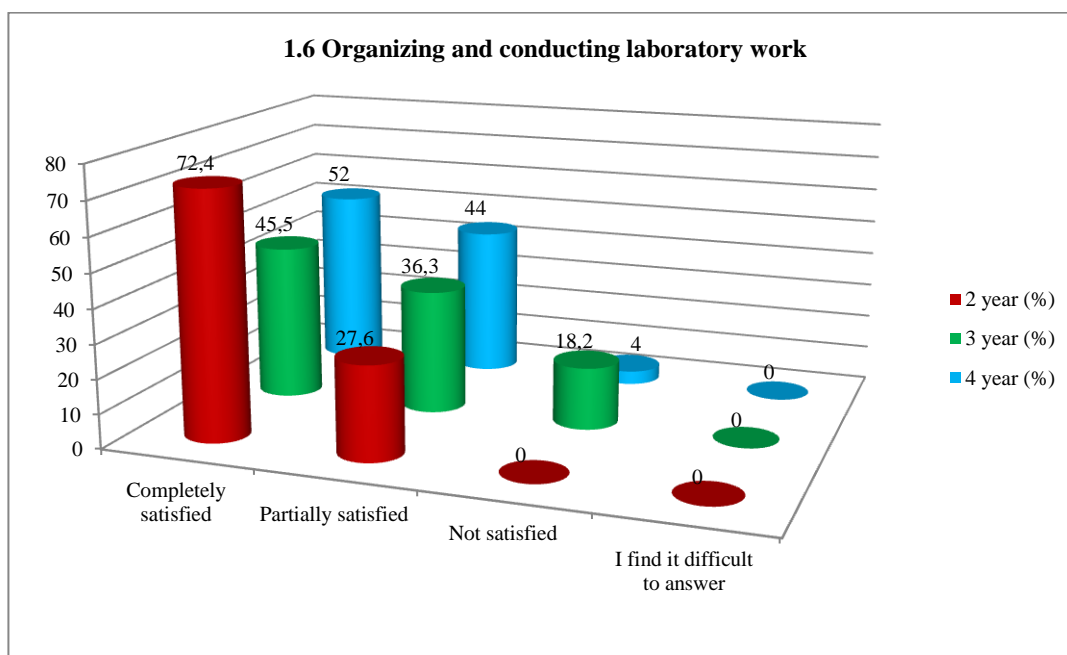
## 1.5 Organizing and conducting SIWT

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	65,5% (19 prs.)	36,4% (4 prs.)	60% (15 prs.)
<i>Partially satisfied</i>	27,6% (8 prs.)	45,6% (5 prs.)	40% (10 prs.)
<i>Not satisfied</i>	6,9% (2 prs.)	9% (1 prs.)	-
<i>I find it difficult to answer</i>	-	9% (1 prs.)	-



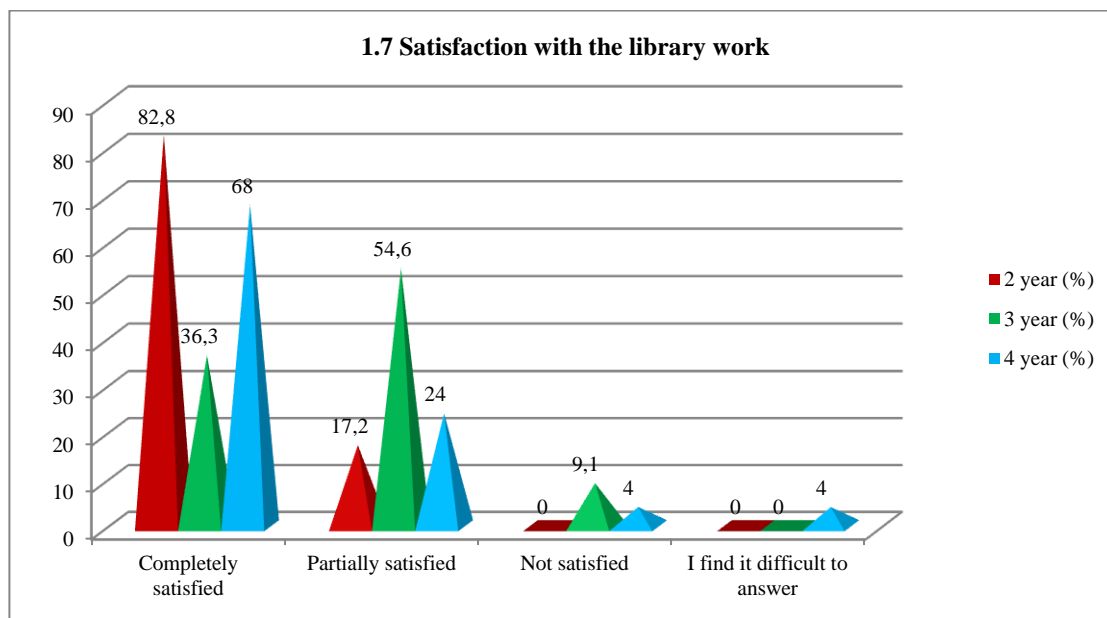
## 1.6 Organizing and conducting laboratory work

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	72,4% (21 prs.)	45,5% (5 prs.)	52% (13 prs.)
<i>Partially satisfied</i>	27,6% (8 prs.)	36,3% (4 prs.)	44% (11 prs.)
<i>Not satisfied</i>	-	18,2% (2 prs.)	4% (1 prs.)
<i>I find it difficult to answer</i>	-	-	-



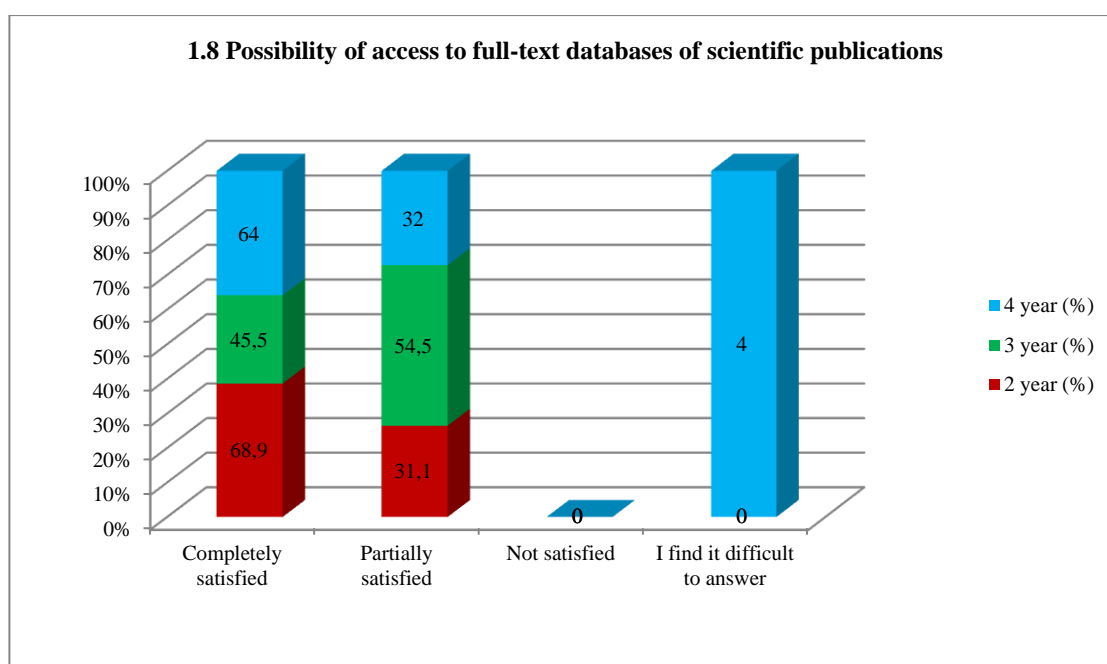
## 1.7 Satisfaction with the library work

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	82,8% (24 prs.)	36,3% (4 prs.)	68% (17 prs.)
<i>Partially satisfied</i>	17,2% (5 prs.)	54,6% (6 prs.)	24% (6 prs.)
<i>Not satisfied</i>	-	9,1% (1 prs.)	4% (1 prs.)
<i>I find it difficult to answer</i>	-	-	4% (1 prs.)



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

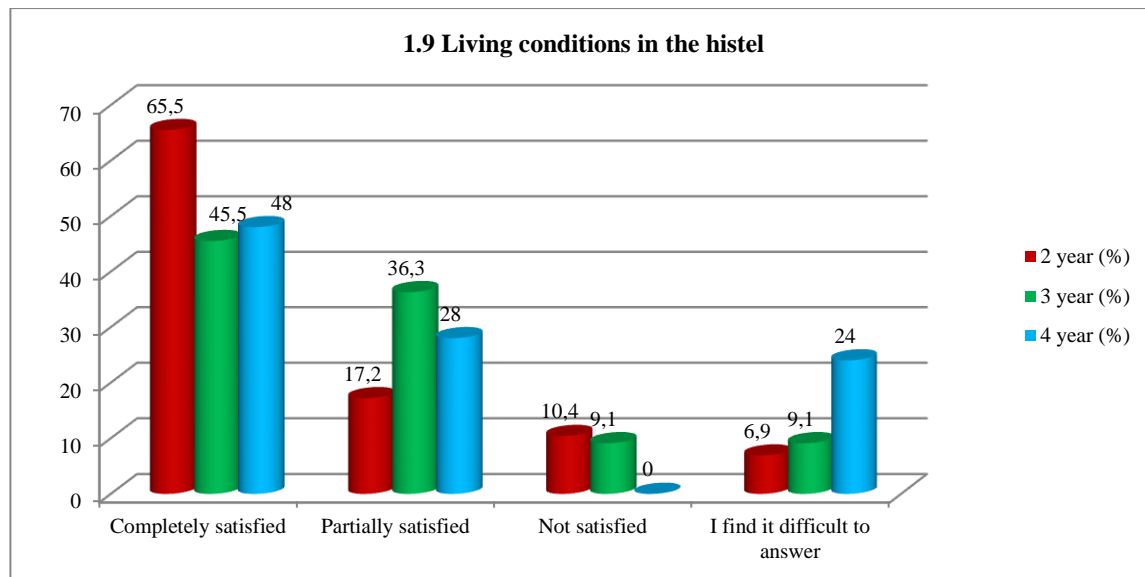
Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	68,9% (20 prs.)	45,5% (5 prs.)	64% (16 prs.)
<i>Partially satisfied</i>	31,1% (9 prs.)	54,5% (6 prs.)	32% (8 prs.)
<i>Not satisfied</i>	-	-	-
<i>I find it difficult to answer</i>	-	-	4% (1 prs.)



## 1.9 Living conditions in the histel

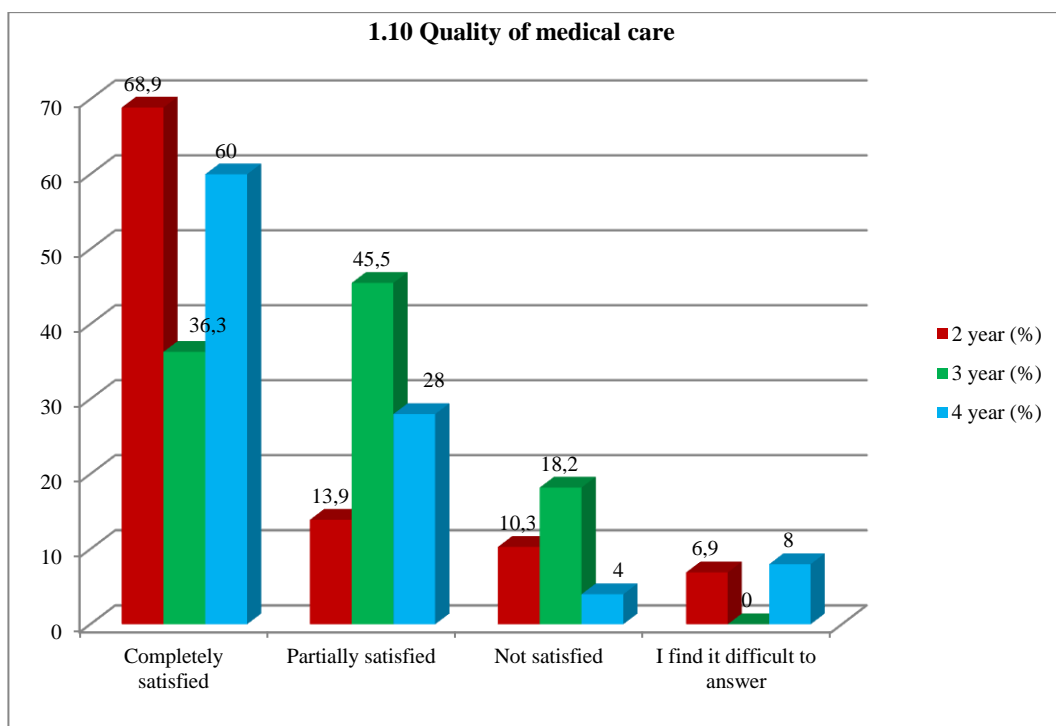
Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	65,5% (19 prs.)	45,5% (5 prs.)	48% (12 prs.)
<i>Partially satisfied</i>	17,2% (5 prs.)	36,3% (4 prs.)	28% (7 prs.)
<i>Not satisfied</i>	10,4% (3 prs.)	9,1% (1 prs.)	-
<i>I find it difficult to answer</i>	6,9% (2 prs.)	9,1% (1 prs.)	24% (6 prs.)

1.1



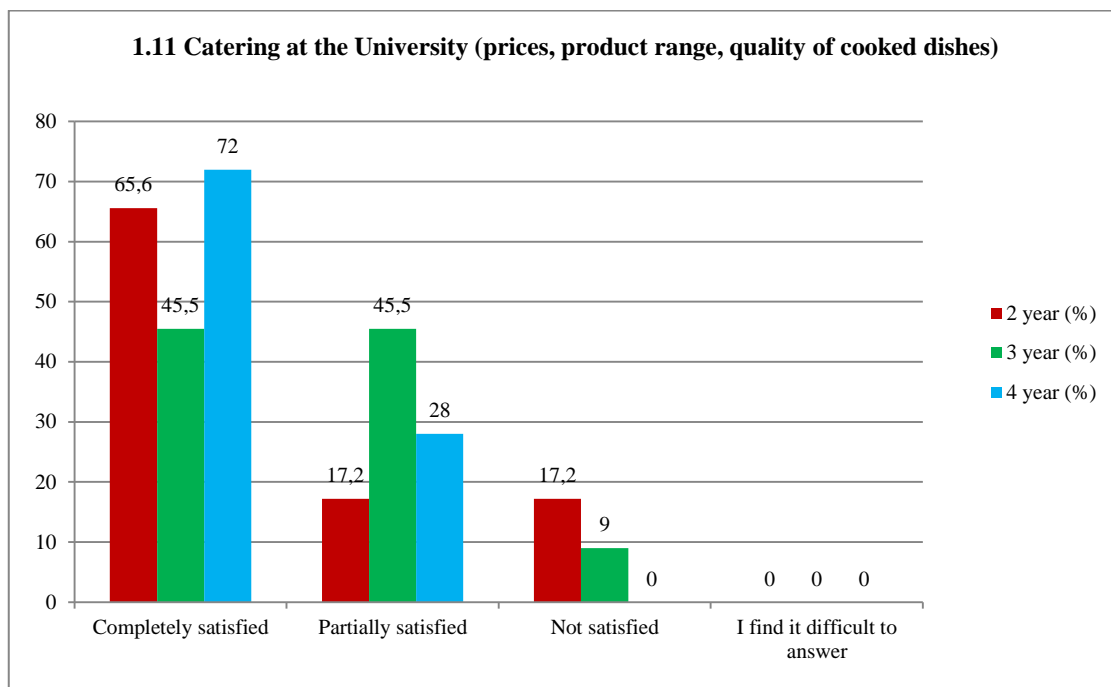
## 1.10 Quality of medical care

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	68,9% (20 prs.)	36,3% (4 prs.)	60% (15 prs.)
<i>Partially satisfied</i>	13,9% (4 prs.)	45,5% (5 prs.)	28% (7 prs.)
<i>Not satisfied</i>	10,3% (3 prs.)	18,2% (2 prs.)	4% (1 prs.)
<i>I find it difficult to answer</i>	6,9% (2 prs.)	-	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>	65,6% (19 prs.)	45,5% (5 prs.)	72% (18 prs.)
<i>Partially satisfied</i>	17,2% (5 prs.)	45,5% (5 prs.)	28% (7 prs.)
<i>Not satisfied</i>	17,2% (5 prs.)	9% (1 prs.)	-
<i>I find it difficult to answer</i>	-	-	-



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

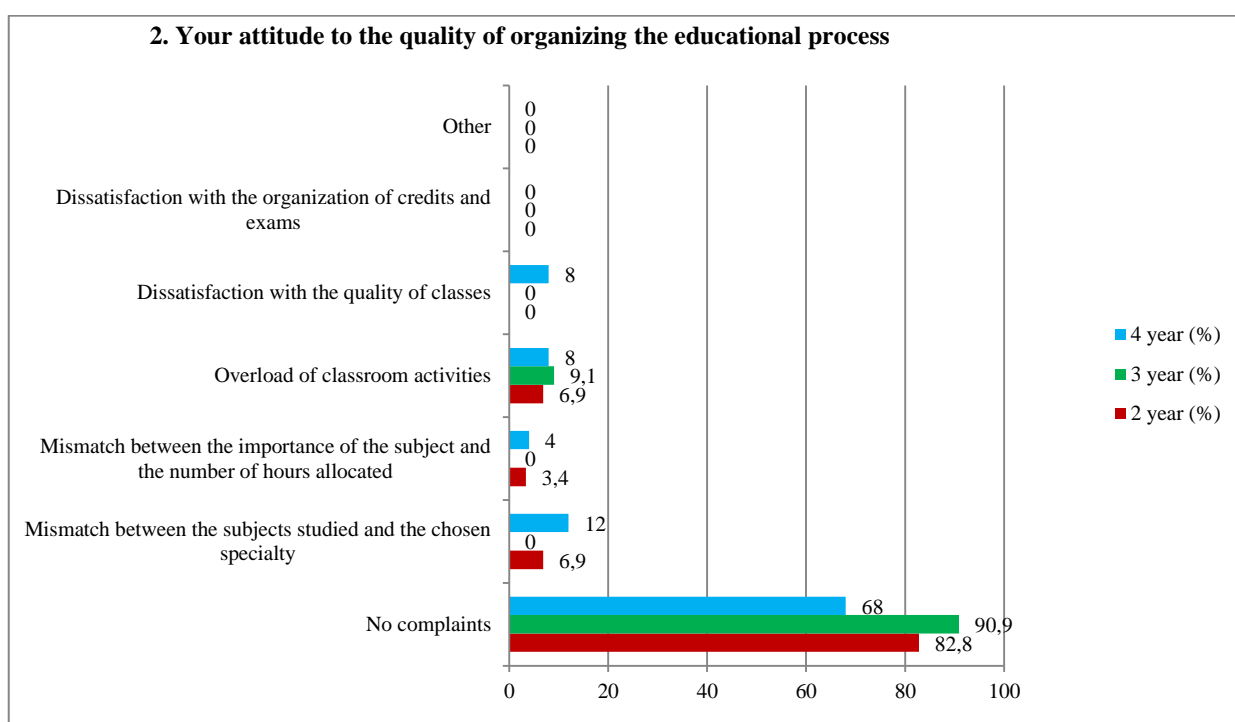
2 year	3 year	4 year
<ul style="list-style-type: none"> <li>- Completely satisfied</li> <li>- Satisfied</li> <li>- Good</li> <li>- No</li> <li>- No option</li> </ul>	<ul style="list-style-type: none"> <li>- Good</li> </ul>	

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

2 year	3 year	4 year
<ul style="list-style-type: none"> <li>- Satisfied</li> <li>- No</li> <li>- The quality of the food is expensive, but not tasty. I got food poisoning once.</li> <li>- Reduce the price of food in the canteen</li> </ul>	<ul style="list-style-type: none"> <li>- More practice and a balanced schedule, let students build their own schedule</li> <li>- Simplify</li> <li>- Good</li> </ul>	<ul style="list-style-type: none"> <li>- The Internet is not working well, there is no network, the same lectures</li> </ul>

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

Варианты ответов	2 year (%)	3 year (%)	4 year (%)
<i>No complaints</i>	82,8% (24 prs.)	90,9% (10 prs.)	68% (17 prs.)
<i>Mismatch between the subjects studied and the chosen specialty</i>	6,9% (2 prs.)		12% (3 prs.)
<i>Mismatch between the importance of the subject and the number of hours allocated</i>	3,4% (1 prs.)		4% (1 prs.)
<i>Overload of classroom activities</i>	6,9% (2 prs.)	9,1% (1 prs.)	8% (2 prs.)
<i>Dissatisfaction with the quality of classes</i>			8% (2 prs.)
<i>Dissatisfaction with the organization of credits and exams</i>			
<i>Other</i>			



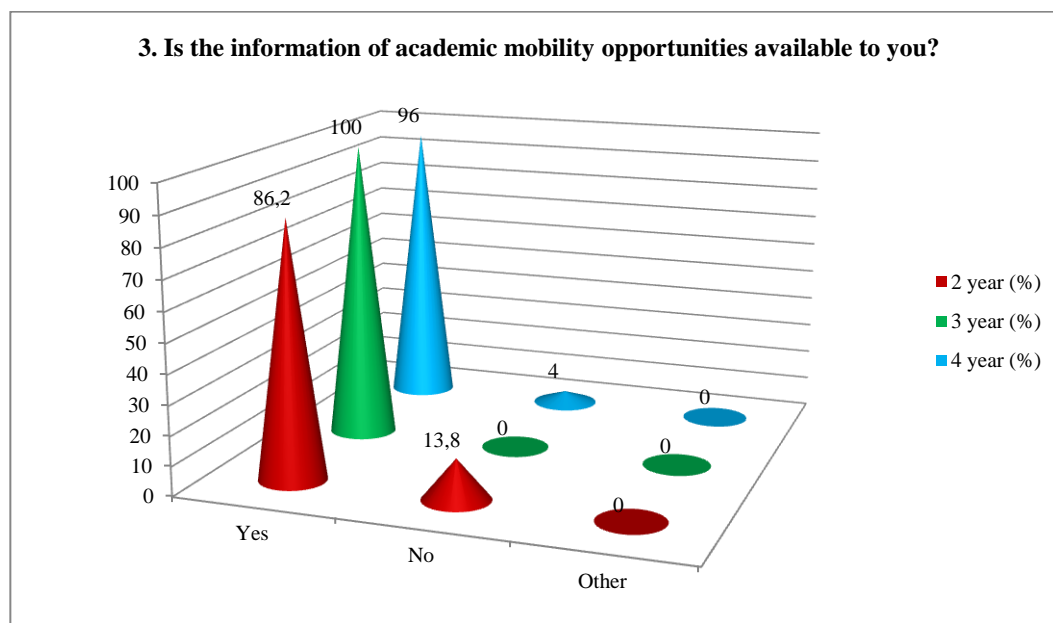
To the option “If you answered “Does not correspond or is not satisfied” to the previous question, please provide recommendations for improvement”, the students indicated the following options□:

- Satisfies
- The profession is very important for the students, and they are awarded a scholarship
- Good
- No complaints
- No

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

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Yes</i>	86,2% (25 prs.)	100% (11 prs.)	96% (24 prs.)
<i>No</i>	13,8% (4 prs.)	-	4% (1 prs.)
<i>Other</i>	-	-	-





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

- Себеп жоқ
- Accessible
- Да

#### 4. What do you think the relationship is like

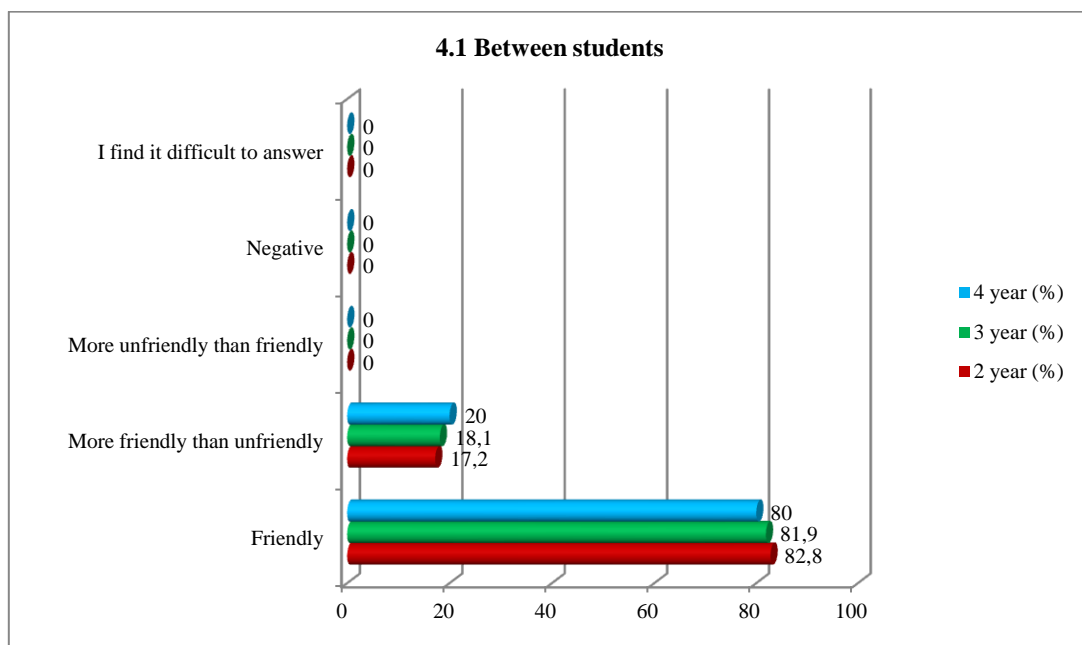
4.1 Between students
4.2 Between teachers and students (in the educational process)
4.3 Between a student and a supervisor
4.4 Between students and administration
4.5 Between students and employees of departments (library, student department, etc.)
4.6 Between students and security service

Other\_\_\_\_\_

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

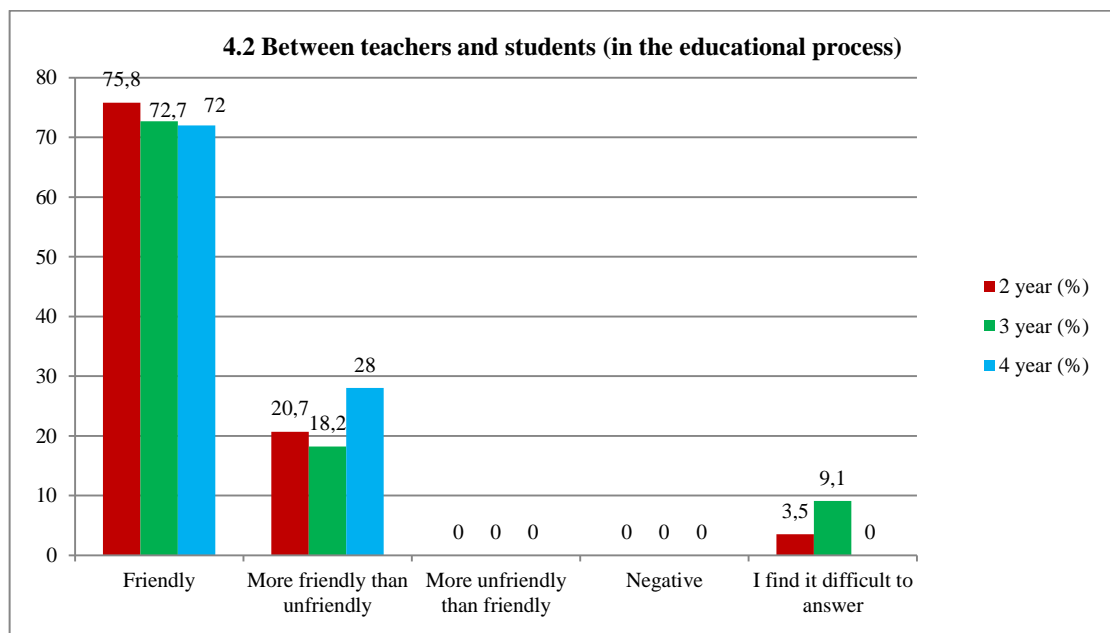
#### 4.1 Between students

Answer options	2 year (%)	3 year (%)	4 year (%)
<b><i>Friendly</i></b>	82,8% (24 prs.)	81,9% (9 prs.)	80% (20 prs.)
<b><i>More friendly than unfriendly</i></b>	17,2% (5 prs.)	18,1% (2 prs.)	20% (5 prs.)
<b><i>More unfriendly than friendly</i></b>			
<b><i>Negative</i></b>			
<b><i>I find it difficult to answer</i></b>			



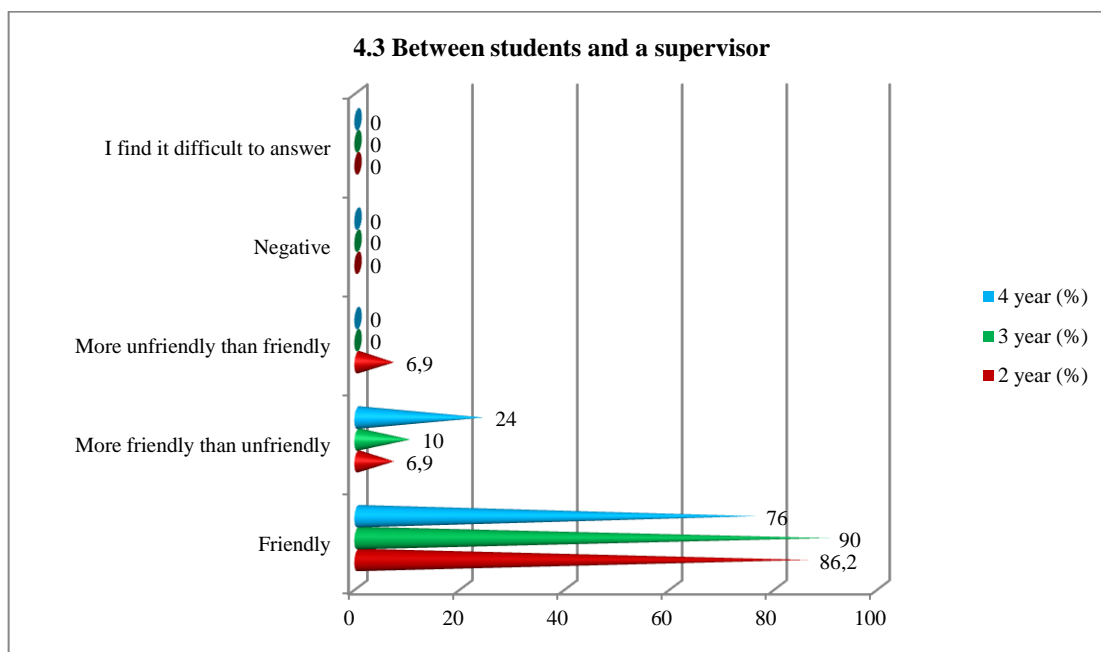
## 4.2 Between teachers and students (in the educational process)

Answer options	2 year (%)	3 year (%)	4 year (%)
<b><i>Friendly</i></b>	75,8% (22 prs.)	72,7% (8 prs.)	72 % (18 prs.)
<b><i>More friendly than unfriendly</i></b>	20,7% (6 prs.)	18,2% (2 prs.)	28% (7 prs.)
<b><i>More unfriendly than friendly</i></b>	-	-	-
<b><i>Negative</i></b>	-	-	-
<b><i>I find it difficult to answer</i></b>	3,5% (1 prs.)	9,1% (1 prs.)	-



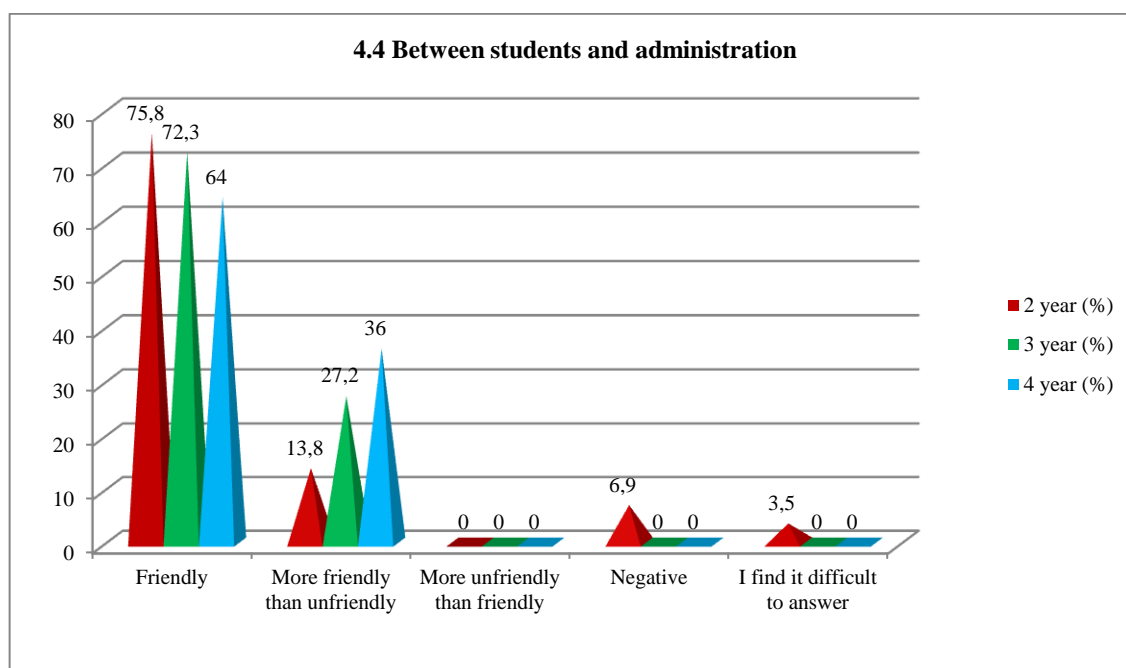
## 4.3 Between students and a supervisor

Answer options	2 year (%)	3 year (%)	4 year (%)
<b><i>Friendly</i></b>	86,2% (25 prs.)	90% (10 prs.)	76% (19 prs.)
<b><i>More friendly than unfriendly</i></b>	6,9% (2 prs.)	10% (1 prs.)	24% (6 prs.)
<b><i>More unfriendly than friendly</i></b>	6,9% (2 prs.)	-	-
<b><i>Negative</i></b>	-	-	-
<b><i>I find it difficult to answer</i></b>	-	-	-



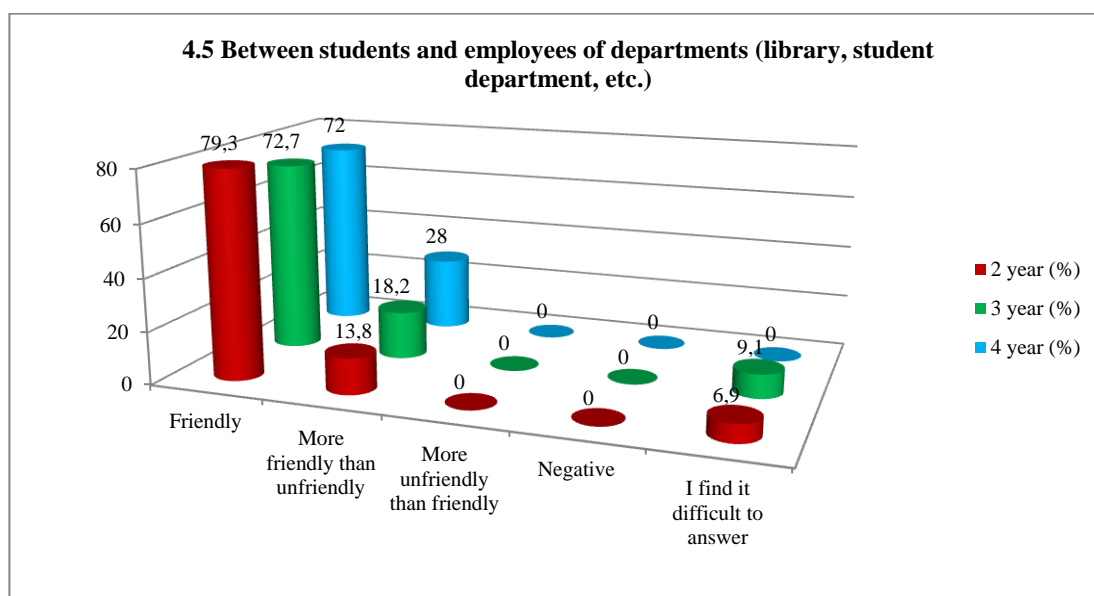
#### 4.4 Between students and administration

Answer options	2 year (%)	3 year (%)	4 year (%)
<b>Friendly</b>	75,8% (22 prs.)	72,3% (8 prs.)	64% (16 prs.)
<b>More friendly than unfriendly</b>	13,8% (4 prs.)	27,2% (3 prs.)	36% (9 prs.)
<b>More unfriendly than friendly</b>	-	-	-
<b>Negative</b>	6,9% (2 prs.)	-	-
<b>I find it difficult to answer</b>	3,5% (1 prs.)	-	-



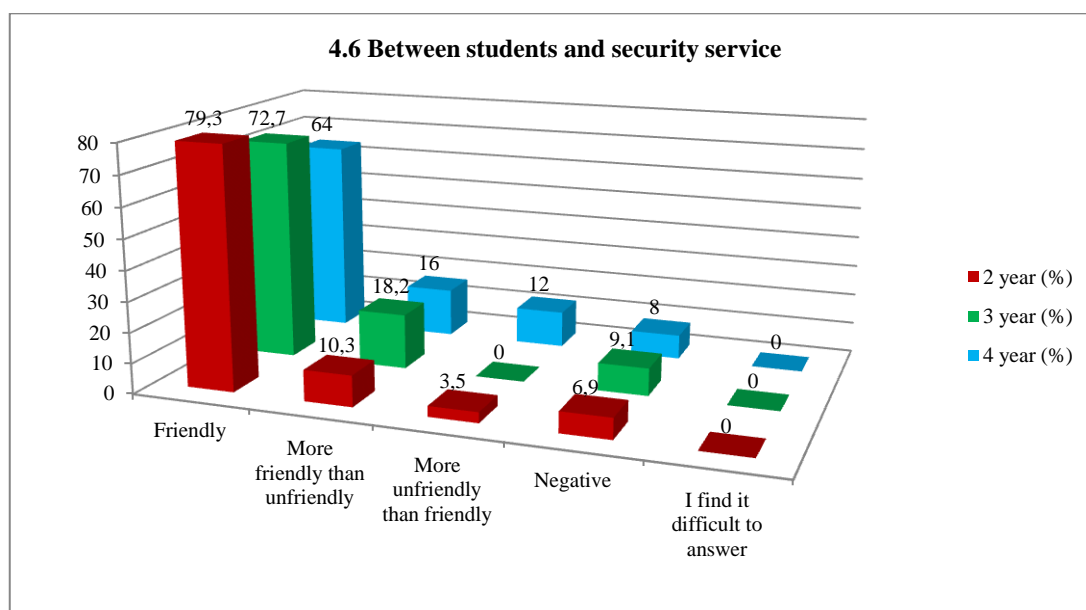
#### 4.5 Between students and employees of departments (library, student department, etc.)

Answer options	2 year (%)	3 year (%)	4 year (%)
<b>Friendly</b>	79,3% (23 prs.)	72,7% (8 prs.)	72% (18 prs.)
<b>More friendly than unfriendly</b>	13,8% (4 prs.)	18,2% (2 prs.)	28% (7 prs.)
<b>More unfriendly than friendly</b>	-	-	-
<b>Negative</b>	-	-	-
<b>I find it difficult to answer</b>	6,9% (2 prs.)	9,1% (1 prs.)	-



#### 4.6 Between students and security service

Answer options	2 year (%)	3 year (%)	4 year (%)
<i><b>Friendly</b></i>	79,3% (23 prs.)	72,7% (8 prs.)	64% (16 prs.)
<i><b>More friendly than unfriendly</b></i>	10,3% (3 prs.)	18,2% (2 prs.)	16% (4 prs.)
<i><b>More unfriendly than friendly</b></i>	3,5% (1 prs.)	-	12% (3 prs.)
<i><b>Negative</b></i>	6,9% (2 prs.)	9,1% (1 prs.)	8% (2 prs.)
<i><b>I find it difficult to answer</b></i>	-	-	-



- Good
- I don't go there much
- No

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

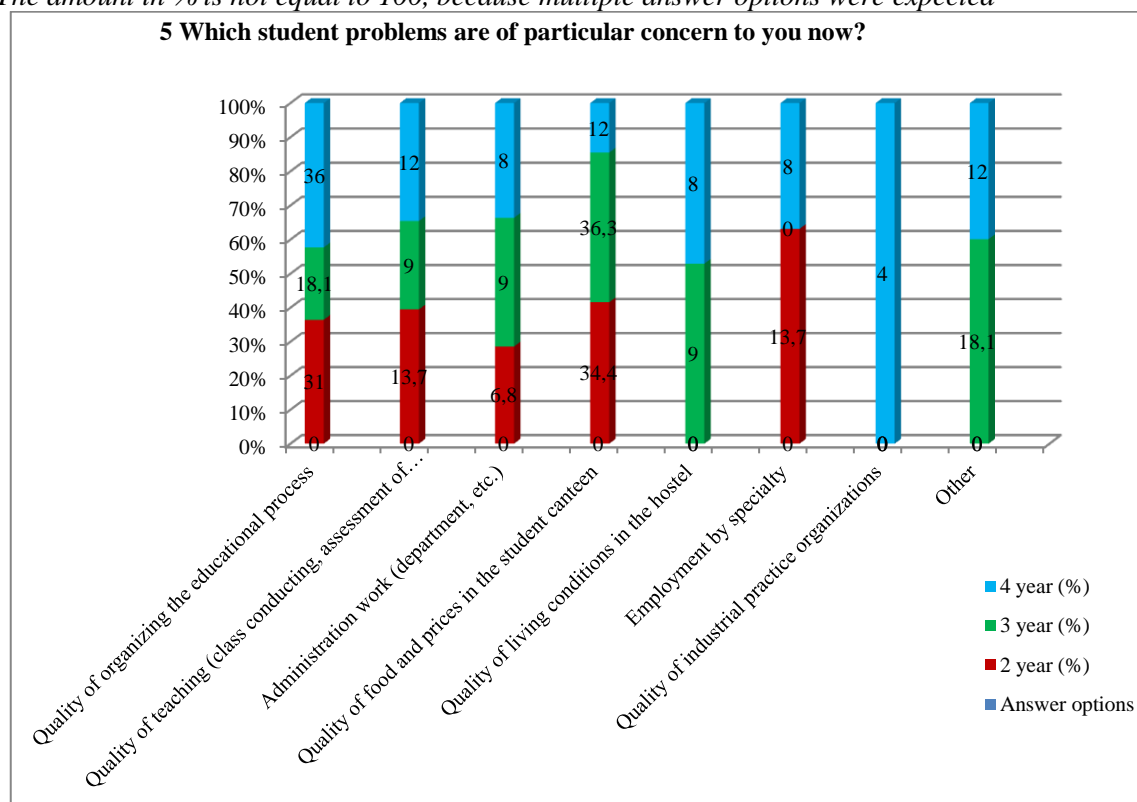
- Very rude guards
- Kind
- The guards are rude

- The guards are impolite
- Complaints only about the guards
- No negatives
- No

**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>	31% (9 prs.)	18,1% (2 prs.)	36% (9 prs.)
<i>Quality of teaching (class conducting, assessment of knowledge, etc.)</i>	13,7% (4 prs.)	9% (1 prs.)	12% (3 prs.)
<i>Administration work (department, etc.)</i>	6,8% (2 prs.)	9% (1 prs.)	8% (2 prs.)
<i>Quality of food and prices in the student canteen</i>	34,4% (10 prs.)	36,3% (4 prs.)	12% (3 prs.)
<i>Quality of living conditions in the hostel</i>	-	9% (1 prs.)	8% (2 prs.)
<i>Employment by specialty</i>	13,7% (4 prs.)	-	8% (2 prs.)
<i>Quality of industrial practice organizations</i>	-	-	4% (1 prs.)
<i>Other</i>	-	18,1% (2 prs.)	12% (3 prs.)

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



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

- Nothing bothers me- Her

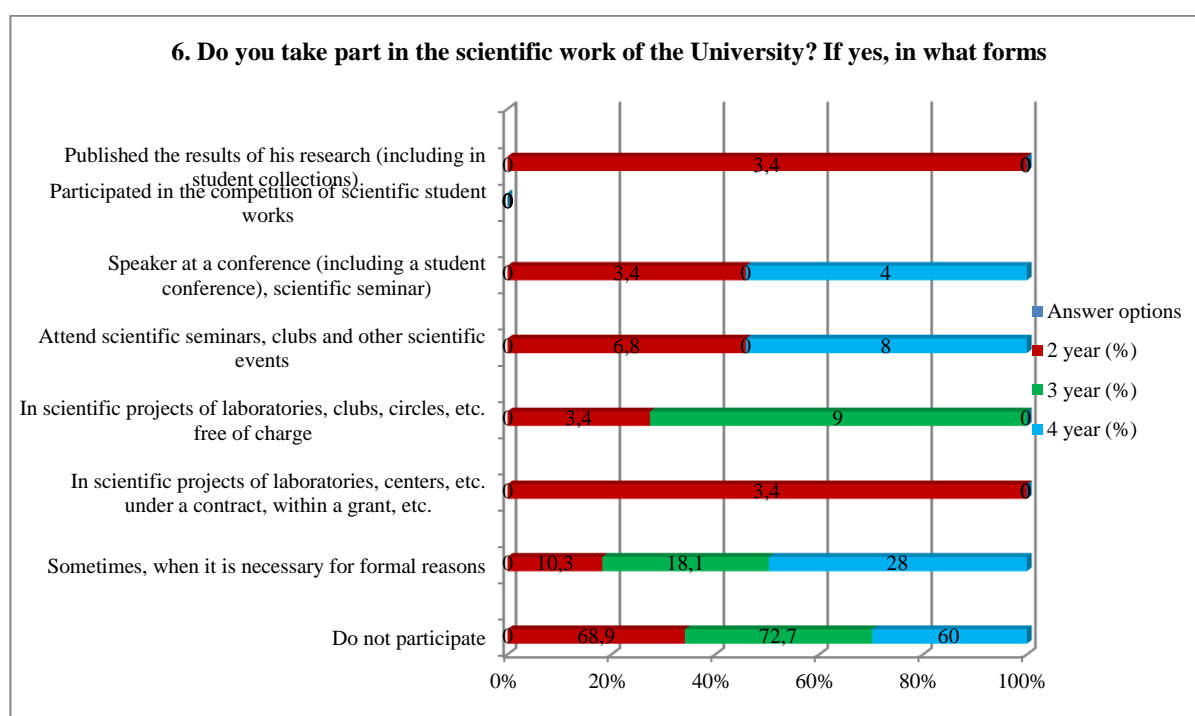
**6. Do you take part in the scientific work of the University? If yes, in what forms**  
(check all that apply)

Answer options	2 year (%)	3 year (%)	4 year (%)
<b><i>Do not participate</i></b>	68,9% (20 prs.)	72,7% (8 prs.)	60% (15 prs.)
<b><i>Sometimes, when it is necessary for formal reasons</i></b>	10,3% (3 prs.)	18,1% (2 prs.)	28% (7 prs.)
<b><i>In scientific projects of laboratories, centers, etc. under a contract, within a grant, etc.</i></b>	3,4% (1 prs.)	-	-
<b><i>In scientific projects of laboratories, clubs, circles, etc. free of charge</i></b>	3,4% (1 prs.)	9% (1 prs.)	-
<b><i>Attend scientific seminars, clubs and other scientific events</i></b>	6,8% (2 prs.)	-	8% (2 prs.)
<b><i>Speaker at a conference (including a student conference), scientific seminar</i></b>	3,4% (1 prs.)	-	4% (1 prs.)
<b><i>Participated in the competition of scientific student works</i></b>	-	-	-
<b><i>Published the results of his research (including in student collections)</i></b>	3,4% (1 prs.)	-	-

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

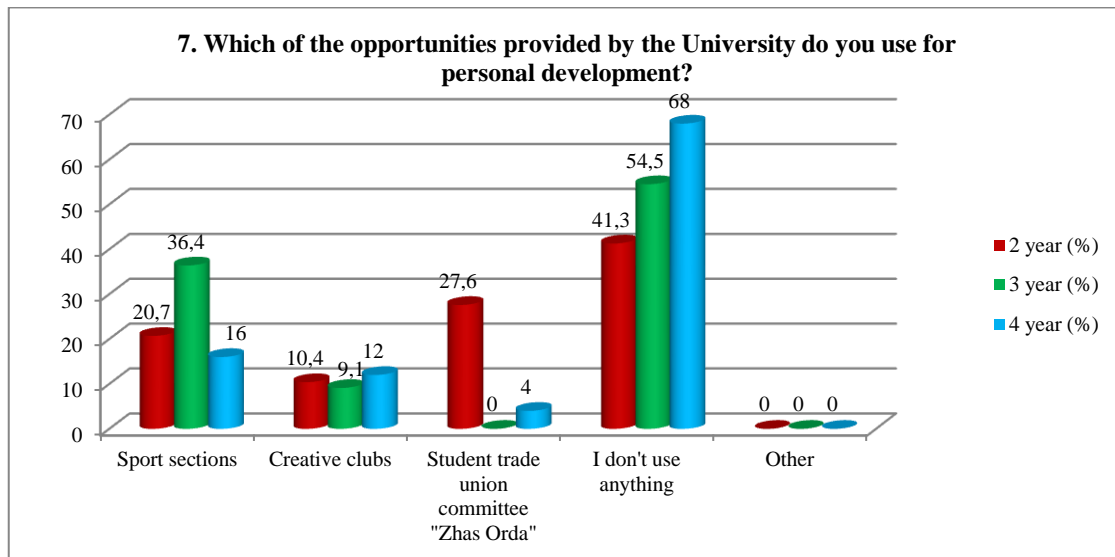
To the option “If you answered “Did not participate” to the previous question, write why” the students indicated the following options□:

- I just don't know when these works are held. And I don't have time
- I participated
- I don't have time
- I wasn't particularly interested (6)
- I didn't want to
- No



## 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>	20,7% (6 prs.)	36,4% (4 prs.)	16% (4 prs.)
<i>Creative clubs</i>	10,4% (3 prs.)	9,1% (1 prs.)	12% (3 prs.)
<i>Student trade union committee "Zhas Orda"</i>	27,6% (8 prs.)	-	4% (1 prs.)
<i>I don't use anything</i>	41,3% (12 prs.)	54,5% (6 prs.)	68% (17 prs.)
<i>Other</i>	-	-	-



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

- I participated once but didn’t like it, it’s not comfortable there
- Sports
- No time
- Not interested
- I don’t want to
- no desire
- No
- They don’t accept them there and sometimes there’s no time
- Sports sections

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

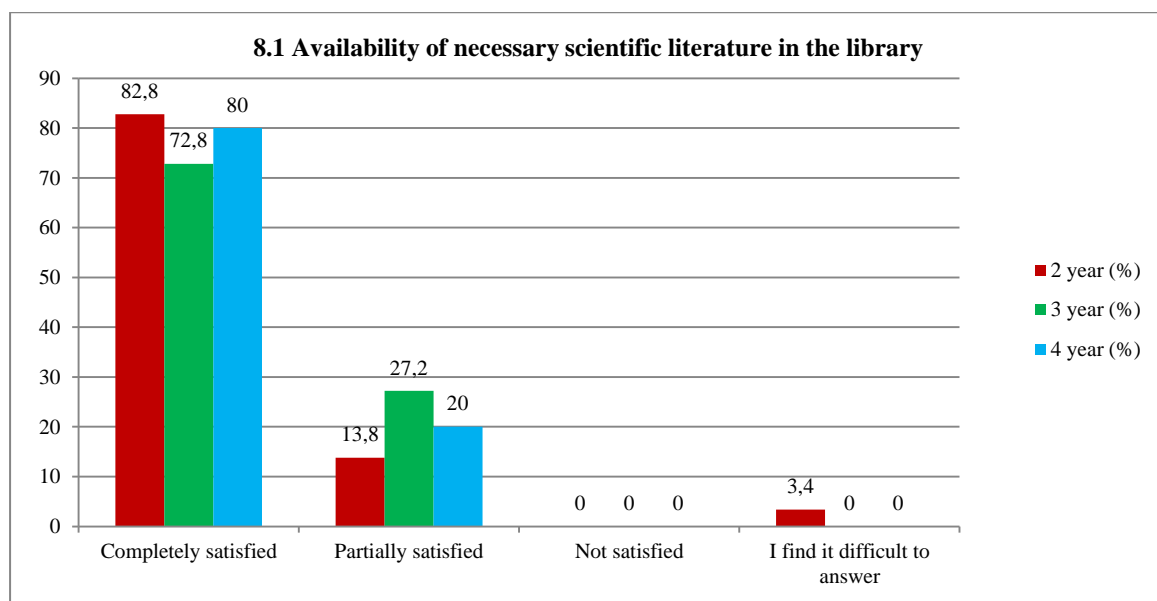
8.1 Availability of necessary scientific literature in the library
8.2 Modernity of computer equipment
8.3 Internet channel width, its speed
8.4 Software modernity
8.5 Availability of educational and scientific equipment
8.6 Availability of laboratories and specialized classrooms
8.7 Availability of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

Other \_\_\_\_\_

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

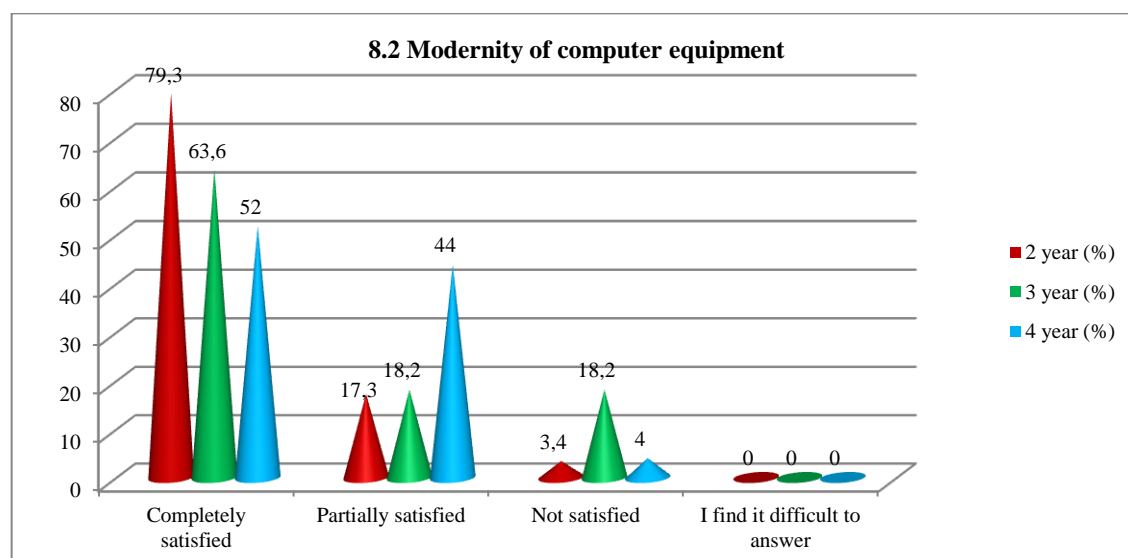
### 8.1 Availability of necessary scientific literature in the library

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	82,8% (24 prs.)	72,8% (8 prs.)	80% (20 prs.)
<i>Partially satisfied</i>	13,8% (4 prs.)	27,2% (3 prs.)	20% (5 prs.)
<i>Not satisfied</i>	-	-	-
<i>I find it difficult to answer</i>	3,4% (1 prs.)	-	-



### 8.2 Modernity of computer equipment

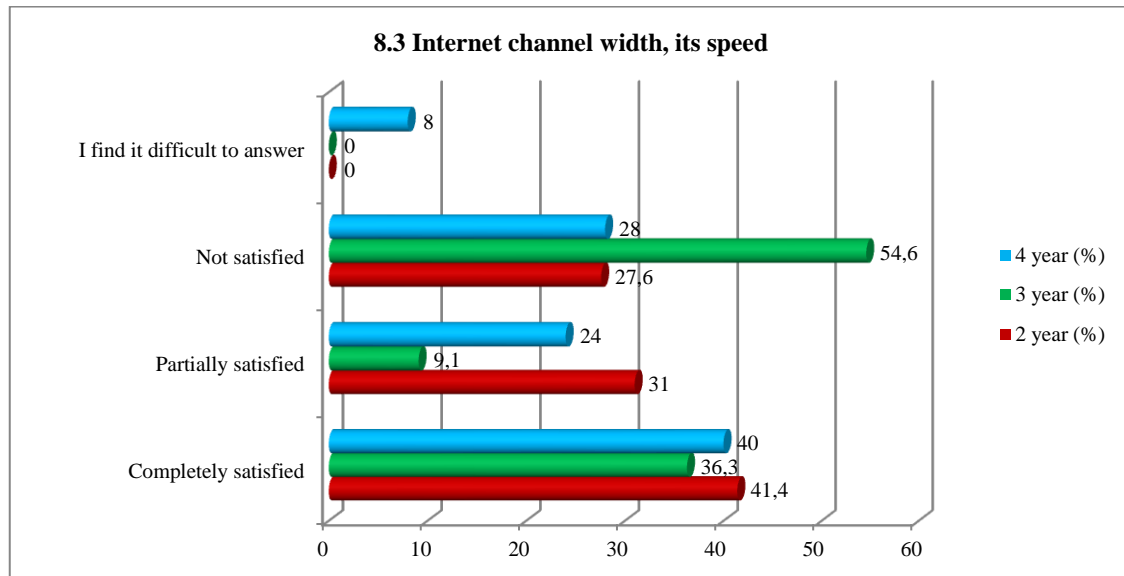
Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	79,3% (23 prs.)	63,6% (7 prs.)	52% (13 prs.)
<i>Partially satisfied</i>	17,3% (5 prs.)	18,2% (2 prs.)	44% (11 prs.)
<i>Not satisfied</i>	3,4% (1 prs.)	18,2% (2 prs.)	4% (1 prs.)
<i>I find it difficult to answer</i>	-	-	-





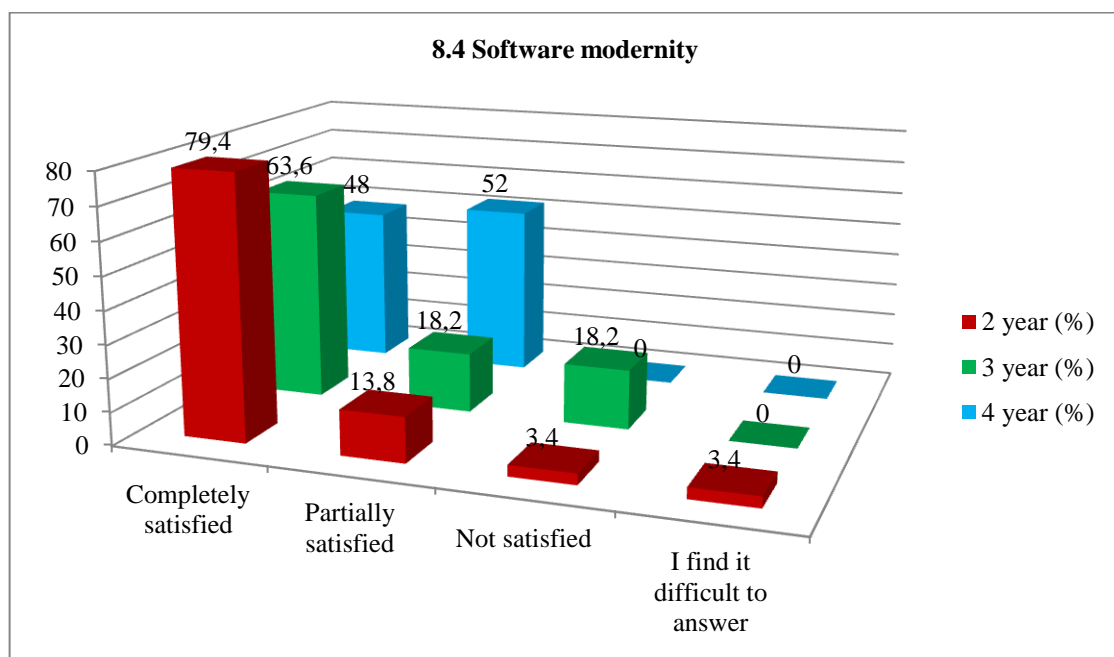
### 8.3 Internet channel width, its speed

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	41,4% (12 prs.)	36,3% (4 prs.)	40% (10 prs.)
<i>Partially satisfied</i>	31% (9 prs.)	9,1% (1 prs.)	24% (6 prs.)
<i>Not satisfied</i>	27,6% (8 prs.)	54,6% (6 prs.)	28% (7 prs.)
<i>I find it difficult to answer</i>	-	-	8% (2 prs.)



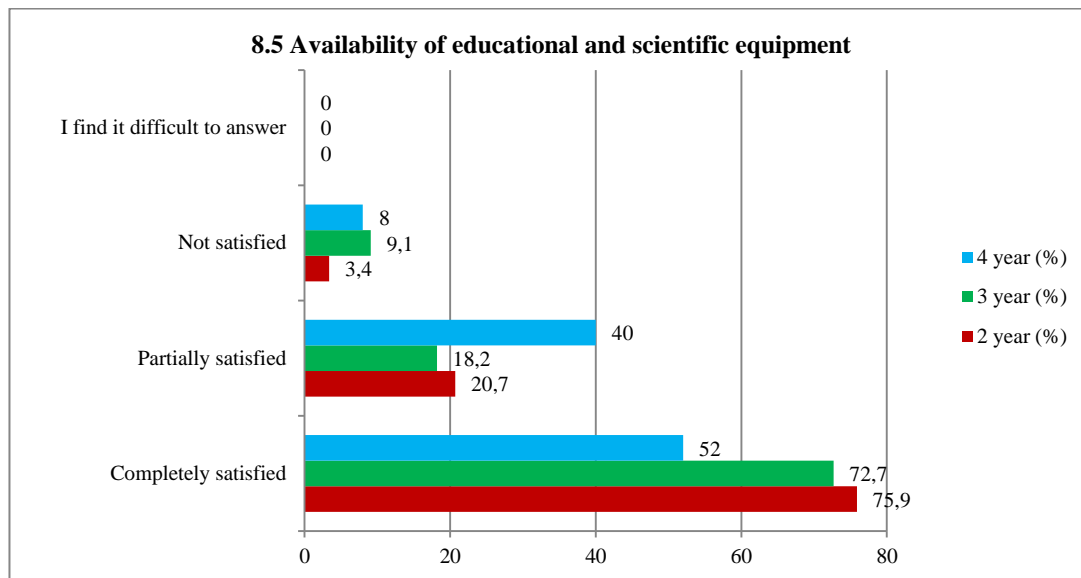
### 8.4 Software modernity

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	79,4% (23 prs.)	63,6% (7 prs.)	48% (12 prs.)
<i>Partially satisfied</i>	13,8% (4 prs.)	18,2% (2 prs.)	52% (13 prs.)
<i>Not satisfied</i>	3,4% (1 prs.)	18,2% (2 prs.)	-
<i>I find it difficult to answer</i>	3,4% (1 prs.)	-	-



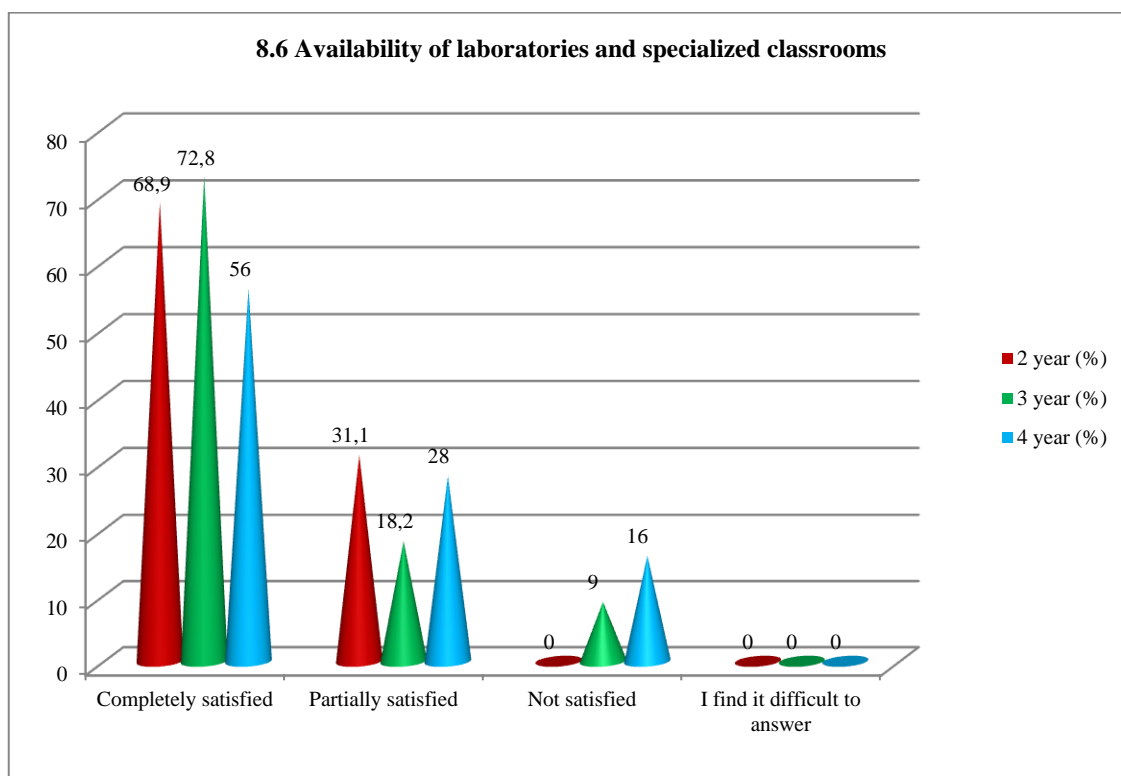
## 8.5 Availability of educational and scientific equipment

Answer options	2 year (%)	3 year (%)	4 year (%)
<b><i>Completely satisfied</i></b>	75,9% (22 prs.)	72,7% (8 prs.)	52% (13 prs.)
<b><i>Partially satisfied</i></b>	20,7% (6 prs.)	18,2% (2 prs.)	40% (10 prs.)
<b><i>Not satisfied</i></b>	3,4% (1 prs.)	9,1% (1 prs.)	8% (2 prs.)
<b><i>I find it difficult to answer</i></b>	-	-	-



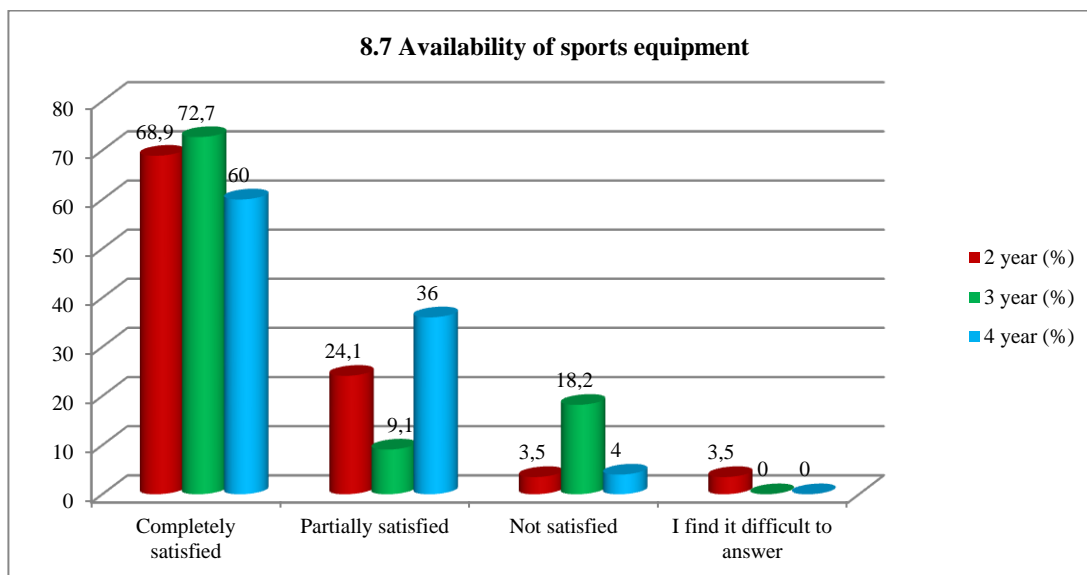
## 8.6 Availability of laboratories and specialized classrooms

Answer options	2 year (%)	3 year (%)	4 year (%)
<b><i>Completely satisfied</i></b>	68,9% (20 prs.)	72,8% (8 prs.)	56% (14 prs.)
<b><i>Partially satisfied</i></b>	31,1% (9 prs.)	18,2% (2 prs.)	28% (7 prs.)
<b><i>Not satisfied</i></b>	-	9% (1 prs.)	16% (4 prs.)
<b><i>I find it difficult to answer</i></b>	-	-	-



## 8.7 Availability of sports equipment

Answer options	2 year (%)	3 year (%)	4 year (%)
<b><i>Completely satisfied</i></b>	68,9% (20 prs.)	72,7% (8 prs.)	60% (15 prs.)
<b><i>Partially satisfied</i></b>	24,1% (7 prs.)	9,1% (1 prs.)	36% (9 prs.)
<b><i>Not satisfied</i></b>	3,5% (1 prs.)	18,2% (2 prs.)	4% (1 prs.)
<b><i>I find it difficult to answer</i></b>	3,5% (1 prs.)	-	-



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

- no
- satisfied (2)

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

- why has the Internet been so bad lately
- satisfied
- need to buy something new
- bad Internet
- using new materials
- it's very cold in the gym. In some classrooms too

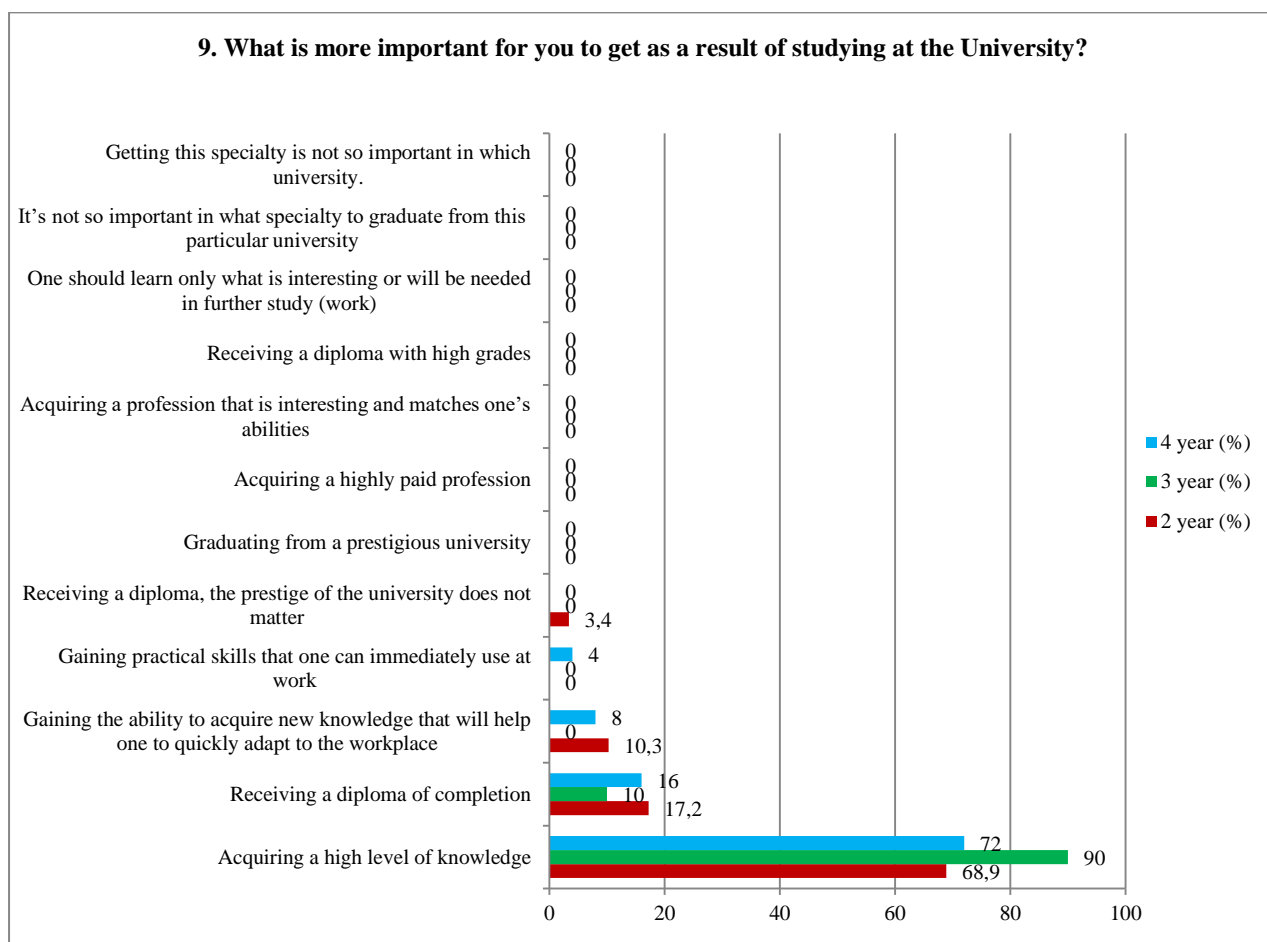
## 9. What is more important for you to get as a result of studying at the University?

(You can select one or more answer options)

Answer options	2 year (%)	3 year (%)	4 year (%)
<b><i>Acquiring a high level of knowledge</i></b>	68,9% (20 prs.)	90% (10 prs.)	72% (18 prs.)
<b><i>Receiving a diploma of completion</i></b>	17,2% (5 prs.)	10% (1 prs.)	16% (4 prs.)
<b><i>Gaining the ability to acquire new knowledge that will help one to quickly adapt to the workplace</i></b>	10,3% (3 prs.)	-	8% (2 prs.)
<b><i>Gaining practical skills that one can immediately use at work</i></b>	-	-	4% (1 prs.)
<b><i>Receiving a diploma, the prestige of the university does not matter</i></b>	3,4% (1 prs.)	-	-
<b><i>Graduating from a prestigious university</i></b>	-	-	-
<b><i>Acquiring a highly paid profession</i></b>	-	-	-

<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>	-	-	-

*\*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
- satisfied		- no
- no		- I don't know
- OK		

The following conclusions can be drawn from the survey results:

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 Metallurgy specialty (100%) expressed

satisfaction with the educational process as a whole. For ease of analysis, we will consider aspects at the following satisfaction levels:

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

- class schedule (88.3%);
- organization of independent work (93.3%);
- quality of practices (84.6%);
- organizing and conducting SIWT (91.6%);
- organizing and conducting laboratory work (92.5%);
- satisfaction with the work of the library (94.2%);
- access to full-text databases of scientific publications (98.5%);
- living conditions in the hostel (84.1%);
- quality of medical care (84.1%);
- organization of catering at the university (91.2%).

In the "Other" option, students most often indicated satisfaction with the services or lack of complaints, however, there were also individual comments related to shortcomings, such as the high cost and low quality of food in the canteen, the need for more practice, an improved schedule and the provision of comfortable recreation areas.

Most students rated the quality of the organization of the educational process positively. However, among the comments, the discrepancy between individual disciplines and the specialty, an overload of classes and shortcomings in the organization of the educational process were highlighted.

Information on academic mobility is available to most students (over 85%), but some of them indicated a lack of need or interest in this issue.

Relations between students are generally assessed as friendly by most students of all years (80–82.8%), with a small number noting a rather friendly attitude.

Relations between teachers and students in the educational process are also mainly characterized as friendly (72–75.8%). Some students note a rather friendly attitude, but complaints about ill will are practically absent. Relationships between students and supervisors were rated highly as friendly (76–90%). Only a few cases noted a rather unfriendly attitude. Relationships between students and administration were characterized as friendly by the majority of students (64–75.8%), although some respondents noted a rather friendly attitude.

Negative assessments are extremely rare. The interaction between students and department staff (library, student department, etc.) is generally assessed as friendly (72–79.3%). There are no negative reviews, although some students find it difficult to assess. The relationship between students and the security service has received the most criticism. Although most students assess it as friendly (64–79.3%), some point to rudeness or impoliteness of the guards. Students' recommendations include the need to improve the communication culture of the security service staff.

Among the problems that worry students, the greatest interest is caused by the quality of the organization of the educational process and food in the student canteen. Second-year students most often note dissatisfaction with the quality of food, while fourth-year students highlight the quality of the educational process. The share of mentions of other problems, such as living conditions and employment, remains relatively low.

Student participation in research work remains limited. The majority of respondents in all years indicate that they do not participate in research activities, which is explained by a lack of time, information or interest.

The opportunities provided by the University for personal development are also underused. The highest proportion of students who do not use the proposed options is observed in the fourth year (68%). The main reasons are lack of interest, time or comfort. This indicates the need to adapt the proposed opportunities to student needs.

The survey showed high satisfaction with the availability of scientific literature, software and sports equipment in the junior years (up to 80%), with a noticeable decrease in the senior years. The main problems were internet speed (up to 54.6% of dissatisfied) and conditions in the gym. Recommendations include updating equipment, improving the internet and creating comfortable conditions in the classrooms.

Students noted obtaining a high level of knowledge as the most important goal of education (68.9%-90%), while the importance of a diploma was highlighted by 10-17% of respondents. Acquiring new knowledge for workplace adaptation was indicated by 10.3% of 2-year students, but this option was almost never mentioned in the senior years. Practical skills, university prestige, and other options generated minimal interest.

In the comments, students expressed general satisfaction or found it difficult to come up with suggestions, without specifying specific recommendations for improvement.

The overall satisfaction of students majoring in Metallurgy with educational services is 91%, which indicates a high level of student satisfaction 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.