

Report
based on the questionnaire results
"Satisfaction of 2nd-5th year students with educational services"
2024-2025 academic year
Department: "Architecture and Design"
Speciality: 6B07301 Architecture

In October 2024, the quality management and accreditation center conducted an annual questionnaire on the satisfaction of 2nd-5th year students with the quality of services provided.

Purpose of the survey: To determine 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 questionnaire were processed and presented in a generalized form with a guarantee of confidentiality of the students' personal opinions.

A total of 246 respondents took part in the questionnaire on the specialty "Architecture", which is 61.5% of the total number of students in this specialty (400 people).

- 2nd year – 99 students (81.8%);
- 3rd year – 44 students (37%);
- 4th year – 48 students (58.5%);
- 5th year – 55 students (68%).

Form of study

- Budget – 228 students (92.7%);
- Fee-paying – 18 students (7.3%).

The following data were obtained during the questionnaire:
Indicators:

1. Are you satisfied? quality of services provided?

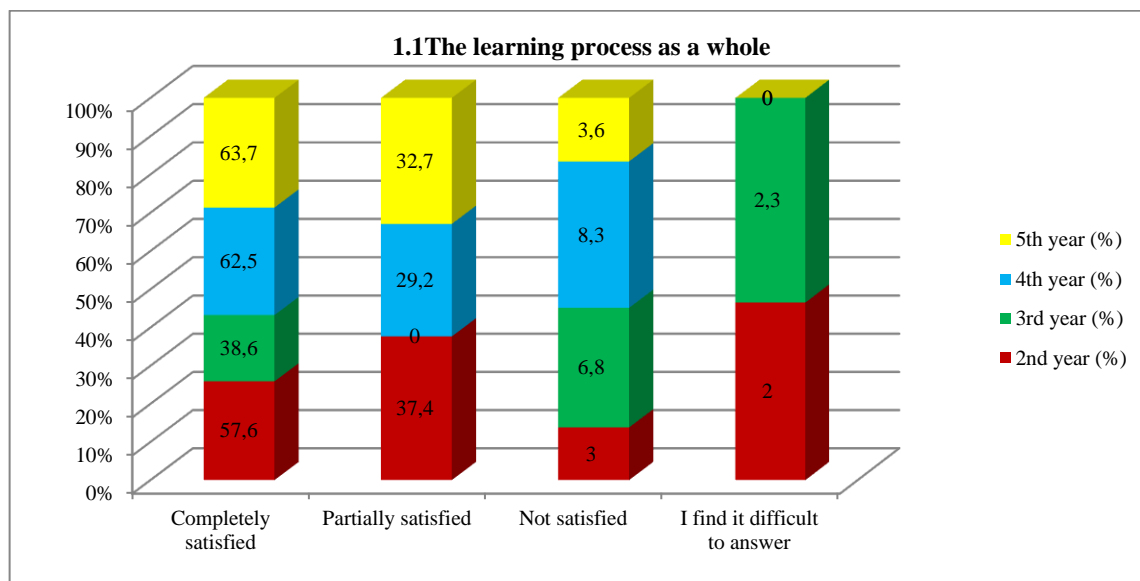
1.1 The learning process as a whole
1.2 Schedule of classes
1.3 Organization of independent work
1.4 Internship
1.5 Organization and implementation of the IWS
1.6 Organization and implementation of laboratory work
1.7 Satisfaction with the library's work
1.8 Possibility of access to full-text databases of scientific publications
1.9 Living conditions in the hostel
1.10 Quality of medical care
1.11 Organization of catering at the university (prices, range of products, quality of prepared dishes)

Other _____

If you answered "not satisfied" to the previous question, please provide recommendations for improvement. provided services _____

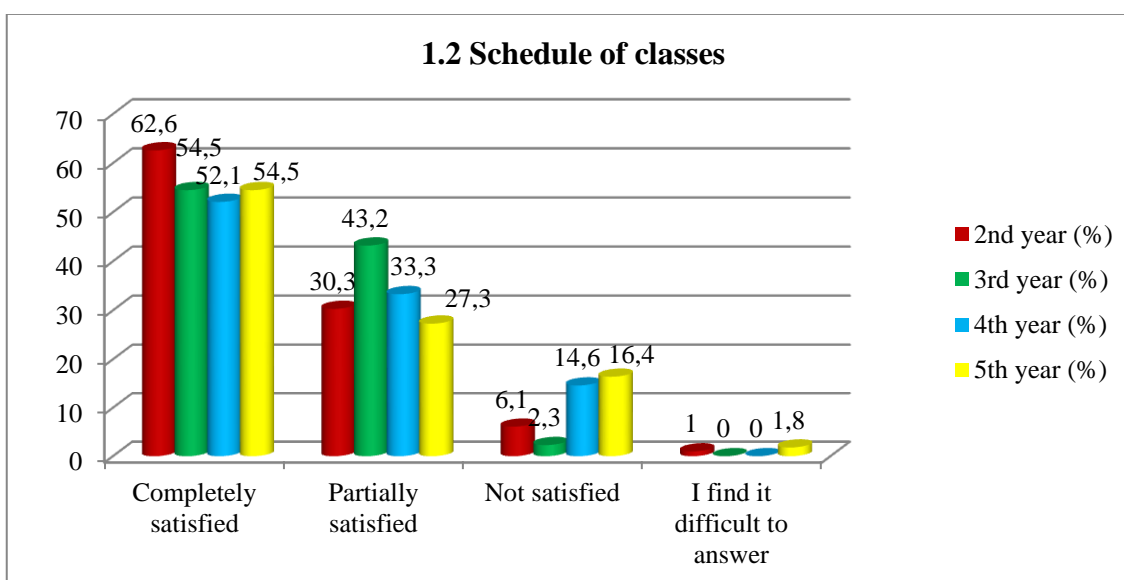
1.1 The learning process as a whole

Answer options	2nd year (%)	3rd year (%)	4th year (%)	5th year (%)
<i>Completely satisfied</i>	57.6% (57 people)	38.6% (17 people)	62.5% (30 people)	63.7% (35 people)
<i>Partially satisfied</i>	37.4% (37 people)	52.3% (23 people)	29.2% (14 people)	32.7% (18 people)
<i>Not satisfied</i>	3% (3 people)	6.8% (3 people)	8.3% (4 people)	3.6% (2 people)
<i>I find it difficult to answer</i>	2% (2 people)	2.3% (1 person)	-	-



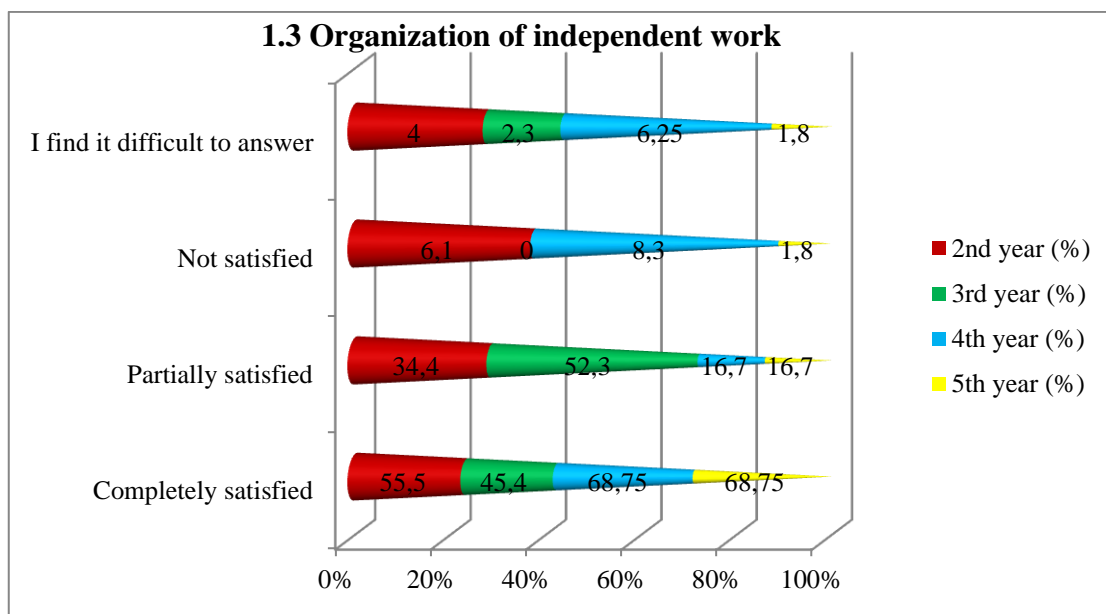
1.2 Schedule of classes

Answer options	2nd year (%)	3rd year (%)	4th year (%)	5th year (%)
<i>Completely satisfied</i>	62.6% (62 people)	54.5% (24 people)	52.1% (25 people)	54.5% (30 people)
<i>Partially satisfied</i>	30.3% (30 people)	43.2% (19 people)	33.3% (16 people)	27.3% (15 people)
<i>Not satisfied</i>	6.1% (6 people)	2.3% (1 person)	14.6% (7 people)	16.4% (9 people)
<i>I find it difficult to answer</i>	1% (1 person)	-	-	1.8% (1 person)



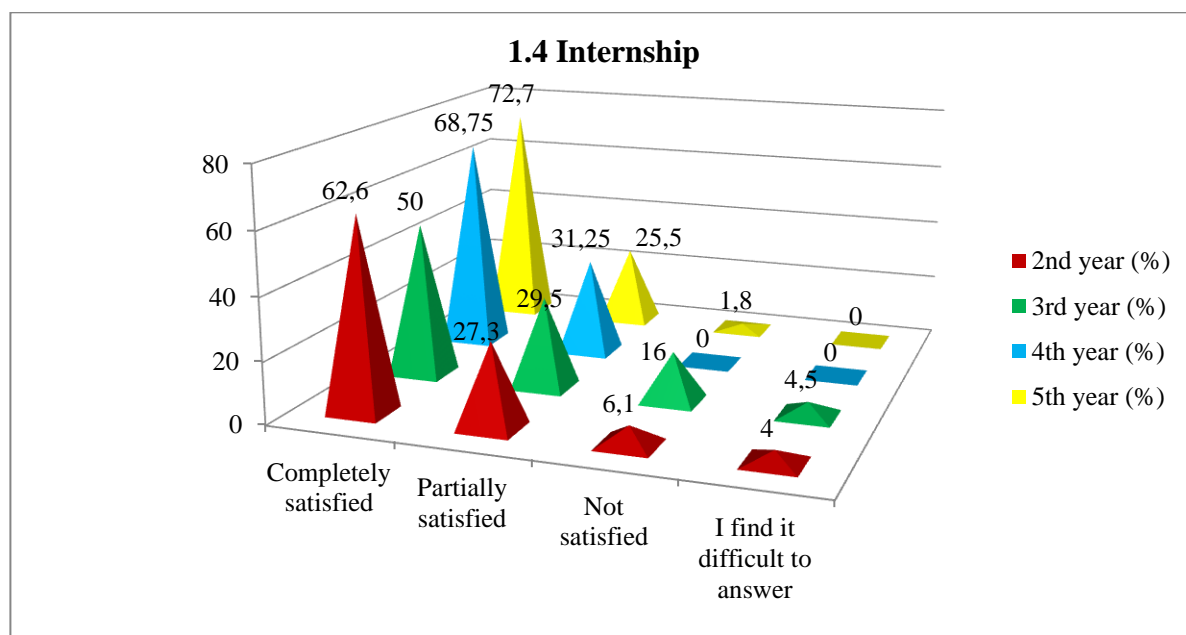
1.3 Organization of independent work

Answer options	2nd year (%)	3rd year (%)	4th year (%)	5th year (%)
<i>Completely satisfied</i>	55.5% (55 people)	45.4% (20 people)	68.75% (33 people)	68.75% (38 people)
<i>Partially satisfied</i>	34.4% (34 people)	52.3% (23 people)	16.7% (8 people)	16.7% (15 people)
<i>Not satisfied</i>	6.1% (6 people)	-	8.3% (4 people)	1.8% (1 person)
<i>I find it difficult to answer</i>	4% (4 people)	2.3% (1 person)	6.25% (3 people)	1.8% (1 person)



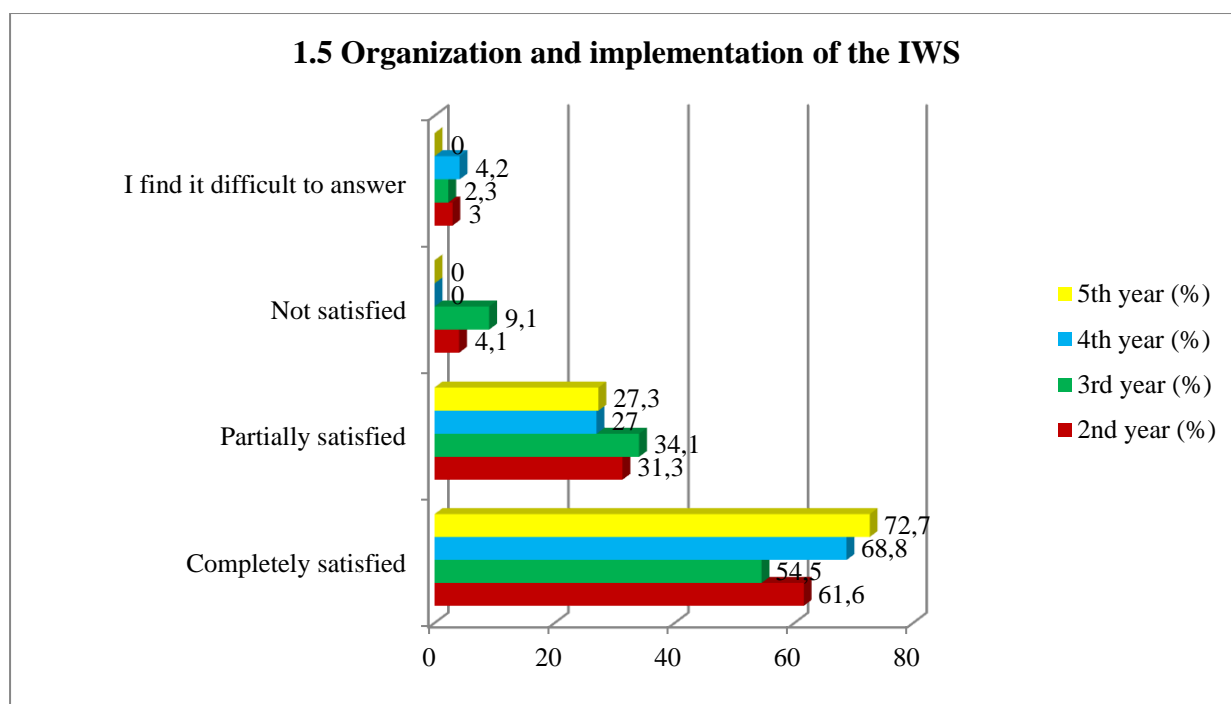
1.4 Internship

Answer options	2nd year (%)	3rd year (%)	4th year (%)	5th year (%)
<i>Completely satisfied</i>	62.6% (62 people)	50% (22 people)	68.75% (33 people)	72.7% (40 people)
<i>Partially satisfied</i>	27.3% (27 people)	29.5% (13 people)	31.25% (15 people)	25.5% (14 people)
<i>Not satisfied</i>	6.1% (6 people)	16% (7 people)	-	1.8% (1 person)
<i>I find it difficult to answer</i>	4% (4 people)	4.5% (2 people)	-	-



1.5 Organization and implementation of the IWS

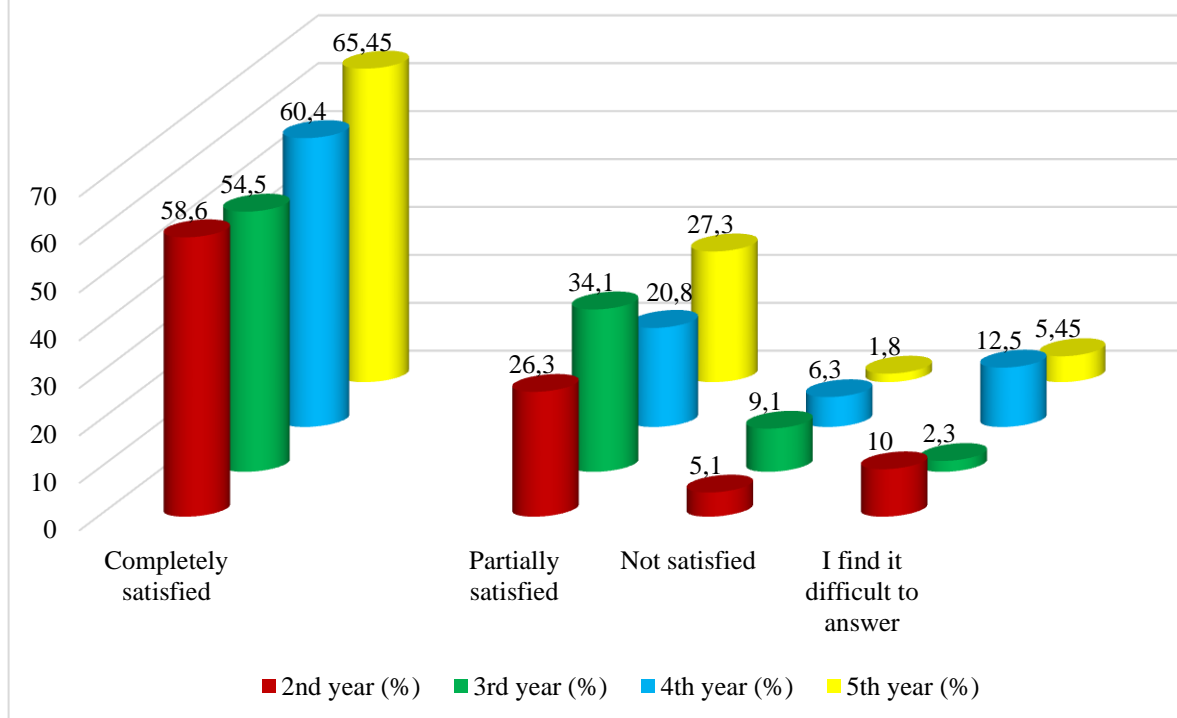
Answer options	2nd year (%)	3rd year (%)	4th year (%)	5th year (%)
<i>Completely satisfied</i>	61.6% (61 people)	54.5% (24 people)	68.8% (33 people)	72.7% (40 people)
<i>Partially satisfied</i>	31.3% (31 people)	34.1% (15 people)	27% (13 people)	27.3% (15 people)
<i>Not satisfied</i>	4.1% (4 people)	9.1% (4 people)	-	-
<i>I find it difficult to answer</i>	3% (3 people)	2.3% (1 person)	4.2% (2 people)	-



1.6 Organization and implementation laboratory work

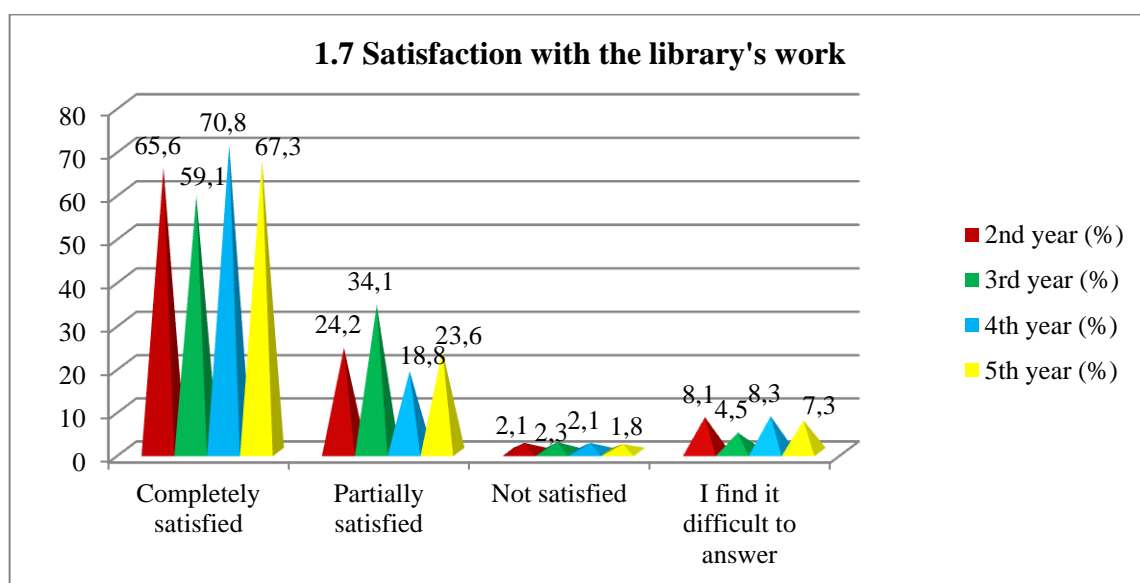
Answer options	2nd year (%)	3rd year (%)	4th year (%)	5th year (%)
<i>Completely satisfied</i>	58.6% (58 people)	54.5% (24 people)	60.4% (29 people)	65.45% (36 people)
<i>Partially satisfied</i>	26.3% (26 people)	34.1% (15 people)	20.8% (10 people)	27.3% (15 people)
<i>Not satisfied</i>	5.1% (5 people)	9.1% (6 people)	6.3% (3 people)	1.8% (1 person)
<i>I find it difficult to answer</i>	10% (10 people)	2.3% (1 person)	12.5% (6 people)	5.45% (3 people)

1.6 Organization and implementation laboratory work



1.7 Satisfaction with the library's work

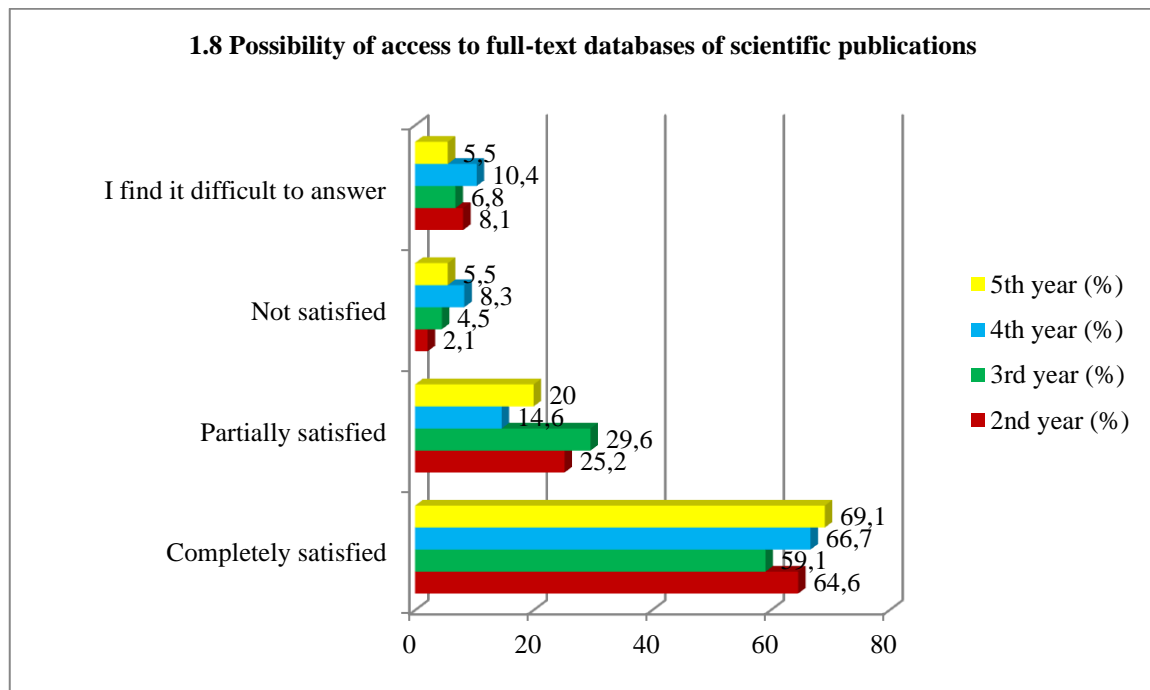
Answer options	2nd year (%)	3rd year (%)	4th year (%)	5th year (%)
<i>Completely satisfied</i>	65.6% (65 people)	59.1% (26 people)	70.8% (34 people)	67.3% (37 people)
<i>Partially satisfied</i>	24.2% (24 people)	34.1% (15 people)	18.8% (9 people)	23.6% (13 people)
<i>Not satisfied</i>	2.1% (2 people)	2.3% (1 person)	2.1% (1 person)	1.8% (1 person)
<i>I find it difficult to answer</i>	8.1% ((8 people)	4.5% (2 people)	8.3% (4 people)	7.3% (4 people)



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

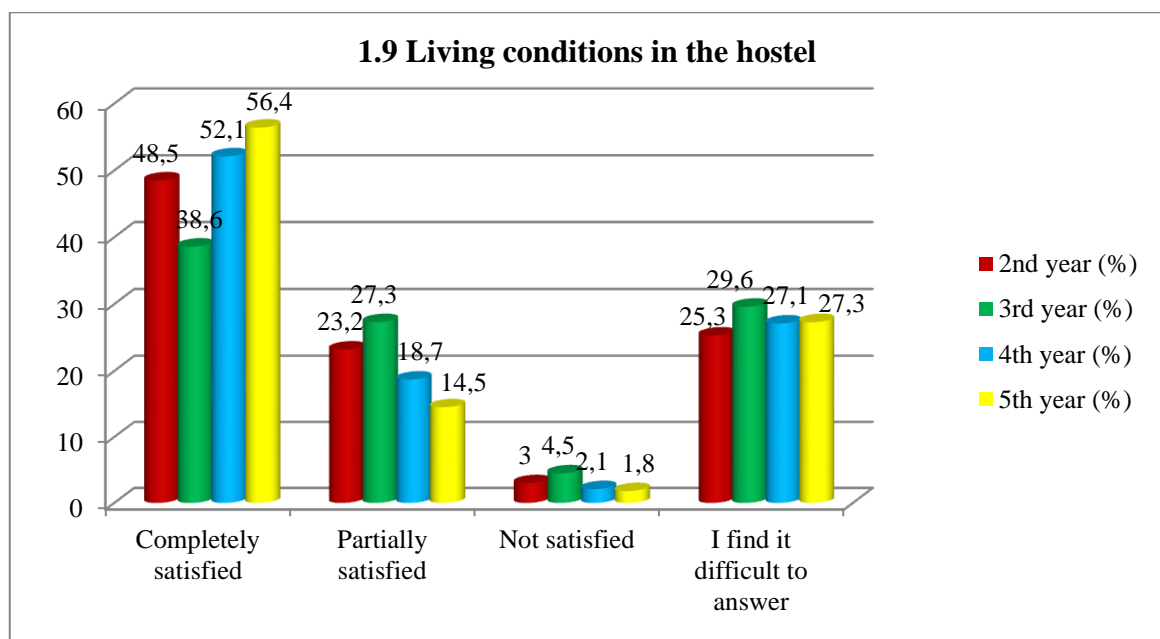
Answer options	2nd year (%)	3rd year (%)	4th year (%)	5th year (%)
<i>Completely satisfied</i>	64.6% (64 people)	59.1% (26 people)	66.7% (32 people)	69.1% (38 people)

<i>Partially satisfied</i>	25.2% (25 people)	29.6% (13 people)	14.6% (7 people)	20% (11 people)
<i>Not satisfied</i>	2.1% (2 people)	4.5% (2 people)	8.3% (4 people)	5.45% (3 people)
<i>I find it difficult to answer</i>	8.1% ((8 people)	6.8% (3 people)	10.4% (5 people)	5.45% (3 people)



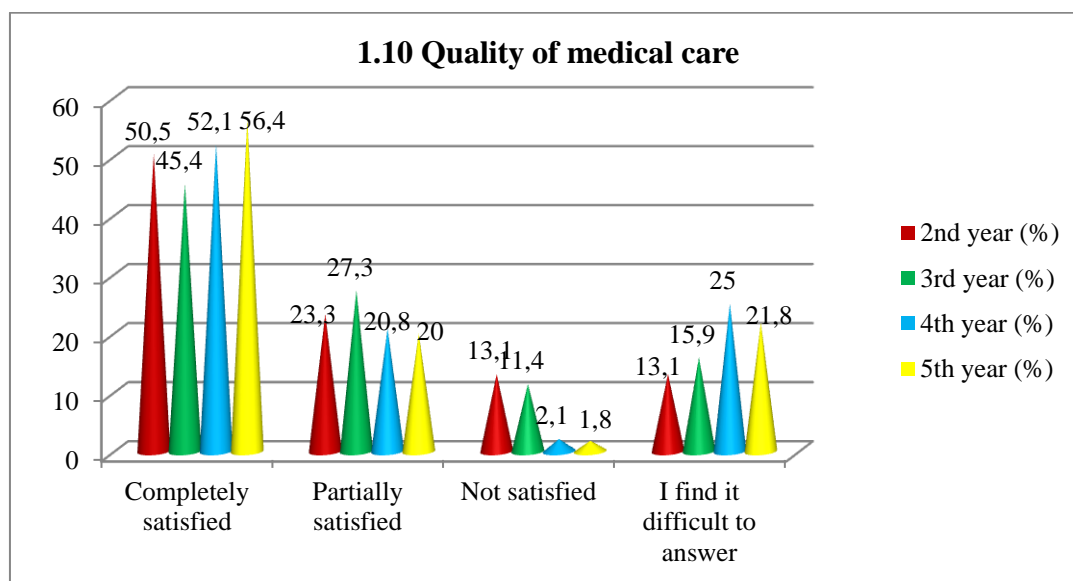
1.9 Living conditions in the hostel

Answer options	2nd year (%)	3rd year (%)	4th year (%)	5th year (%)
<i>Completely satisfied</i>	48.5% (48 people)	38.6% (17 people)	52.1% (25 people)	56.4% (31 people)
<i>Partially satisfied</i>	23.2% (23 people)	27.3% (12 people)	18.7% (9 people)	14.5% (8 people)
<i>Not satisfied</i>	3% (3 people)	4.5% (2 people)	2.1% (1 person)	1.8% (1 person)
<i>I find it difficult to answer</i>	25.3% (25 people)	29.6% (13 people)	27.1% (13 people)	27.3% (15 people)



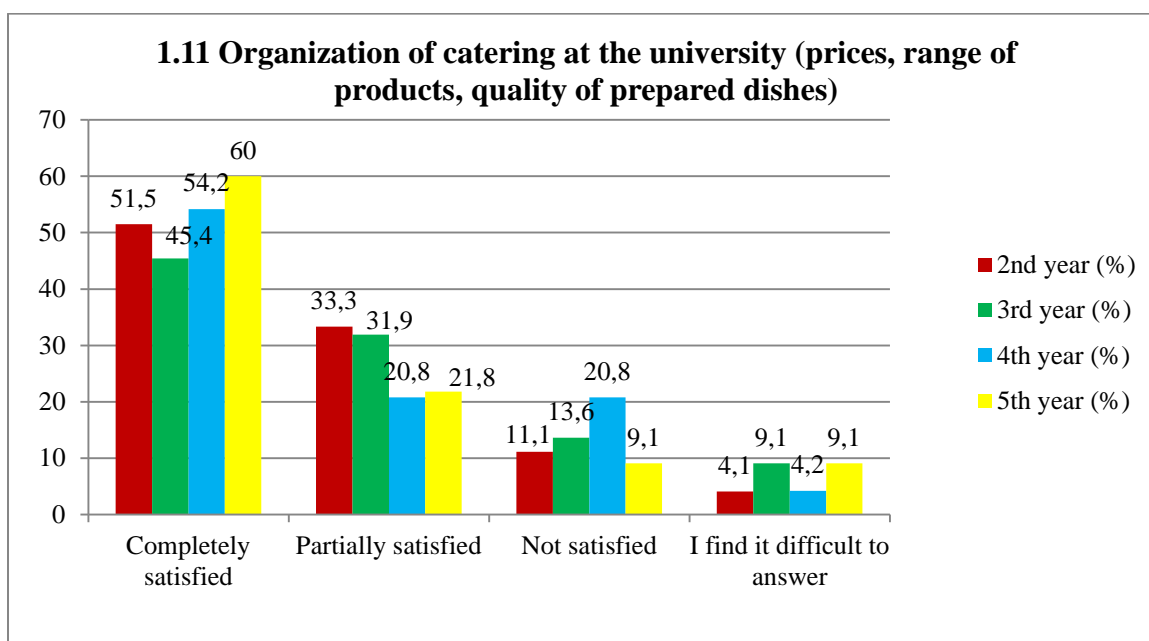
1.10 Quality of medical care

Answer options	2nd year (%)	3rd year (%)	4th year (%)	5th year (%)
<i>Completely satisfied</i>	50.5% (50 people)	45.4% (20 people)	52.1% (25 people)	56.4% (31 people)
<i>Partially satisfied</i>	23.3% (23 people)	27.3% (12 people)	20.8% (10 people)	20% (11 people)
<i>Not satisfied</i>	13.1% (13 people)	11.4% (5 people)	2.1% (1 person)	1.8% (1 person)
<i>I find it difficult to answer</i>	13.1% (13 people)	15.9% (7 people)	25% (12 people)	21.8% (12 people)



1.11 Organization of catering at the university (prices, range of products, quality of prepared dishes)

Answer options	2nd year (%)	3rd year (%)	4th year (%)	5th year (%)
<i>Completely satisfied</i>	51.5% (51 people)	45.4% (20 people)	54.2% (26 people)	60% (33 people)
<i>Partially satisfied</i>	33.3% (33 people)	31.9% (14 people)	20.8% (10 people)	21.8% (12 people)
<i>Not satisfied</i>	11.1% (11 people)	13.6% (6 people)	20.8% (10 people)	9.1% (5 people)
<i>I find it difficult to answer</i>	4.1% (4 people)	9.1% (4 people)	4.2% (2 people)	9.1% (5 people)



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

2nd year	3rd year	4th year	5th year
-No - :) -Satisfied	-We study modeling in room 138a. It is completely inconvenient, not comfortable. It is cold there, the Internet reception is poor. Uncomfortable seats, small tables, lousy lighting. I would like good equipment and environment for modeling. - Poor internet performance - Some offices are not designed for our work, the desks and chairs are not comfortable.	-The prices in the canteen and in the place where they sell coffee could be cheaper. -Wi-Fi is not working	- I find it difficult to answer - Fine

To the question **"If you answered "not satisfied" to the previous question, please provide recommendations for improvement. provided services»** students indicated the following options:

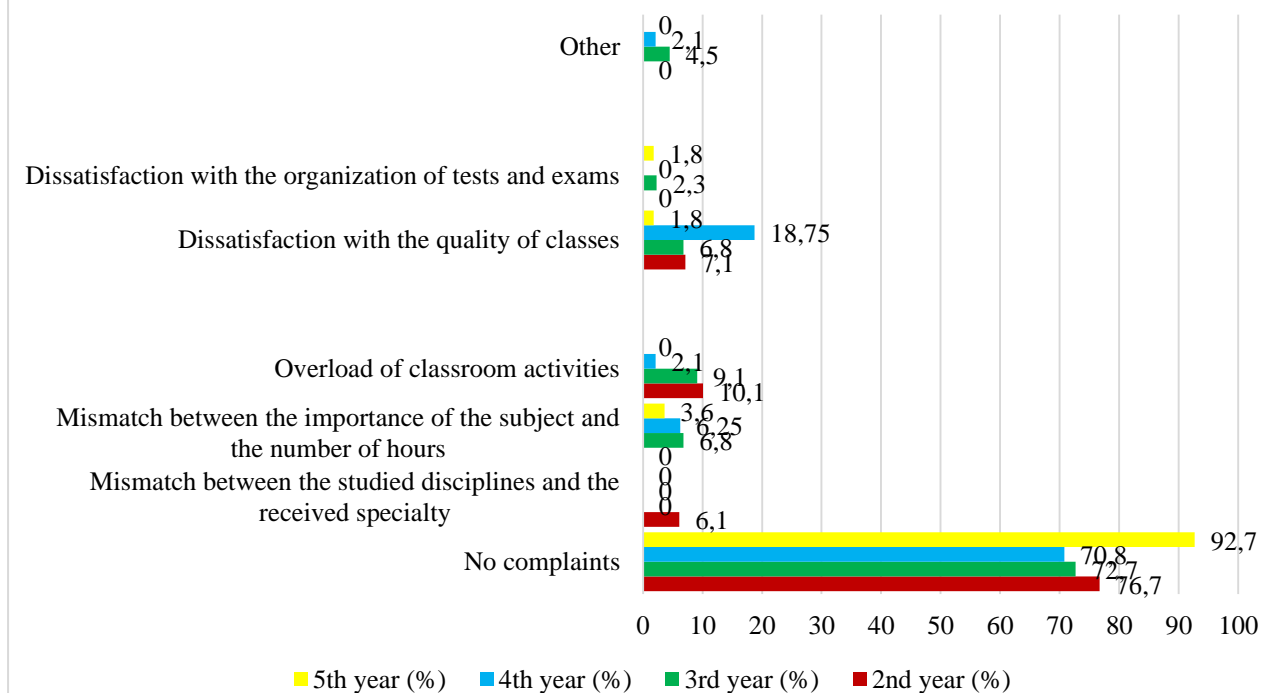
2nd year	3rd year	4th year	5th year
-Lower prices -There is no medical worker on site when students feel unwell, which can lead to negative consequences. The office is permanently closed. -There is never anyone in the medical center. -There is no hot water in the hostel -The schedule is not convenient. On Tuesday we have a chicken hour at 5. I get home at about 7.	-We do not do any laboratory work at all. As for food, I would like the prices to match the quality of the food. At the moment, the food is not worth the money. The puree is all lumpy, the meat is under salted, etc. - prices in the canteen are expensive-Improving the range of dishes, hot dishes -Some subjects are allocated audiences that are not	-Some teachers are incompetent. Either they are not equipped to speak to a large audience of students, or they vent their personal dissatisfaction with life and cannot formulate or evaluate the assignment specifically. - Improve the range of dishes, first and	- the food in the canteen is not satisfactory

-The class schedule is not convenient and not practical on certain days! -Why physical education twice a week? Why pay so much attention to an unnecessary lesson. Okay, it was in the 1st year, but why do 2nd year students go to physical education? We work out at fitness clubs on our own. I think physical education in the 2nd year should have been removed. The first 50 minutes we run and do exercises, like in the army, and then they take our phones away and we sit for almost an hour doing nothing.	appropriate for the subject itself. -The offices are cold, the internet doesn't work, the tables and chairs are terribly uncomfortable 138 -The dough in the canteen is not very tasty. As for the practice, let's possibly work, since people came to us who wanted to offer the practice as a job, but they were not allowed. - The schedule of the school is inconvenient, I can't attend. -No recommendation	second courses, and freshness of products. -The quality does not change from survey to survey. -Improve -The quality of food is not satisfactory -Make Wi-Fi accessible -add non-fatty food, weak wi-fi, no place for prayer (at least a small corner)	
--	--	---	--

2.What is your attitude towards the quality of the organization of the educational process?

Answer options	2nd year (%)	3rd year (%)	4th year (%)	5th year (%)
<i>No complaints</i>	76.7% (76 people)	72.7% (32 people)	70.8% (34 people)	92.7% (51 people)
<i>Mismatch between the studied disciplines and the received specialty</i>	6.1% (6 people)	-	-	-
<i>Mismatch between the importance of the subject and the number of hours</i>	-	6.8% (3 people)	6.25% (3 people)	3.6% (2 people)
<i>Overload of classroom activities</i>	10.1% (10 people)	9.1% (4 people)	2.1% (1 person)	-
<i>Dissatisfaction with the quality of classes</i>	7.1% (7 people)	6.8% (3 people)	18.75% (9 people)	1.8% (1 person)
<i>Dissatisfaction with the organization of tests and exams</i>	-	2.3% (1 person)	-	1.8% (1 person)
<i>Other</i>	-	4.5% (2 people)	2.1% (1 person)	-

2. What is your attitude towards the quality of the organization of the educational process?



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

- Inadequacy of classrooms to the classes being conducted
- The offices are not comfortable, they are very cramped.
- the internet is weak, we can't work in class

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

- Testing teachers for competence
- Regarding the classes, more practice than boring theory, visiting the site.
- No

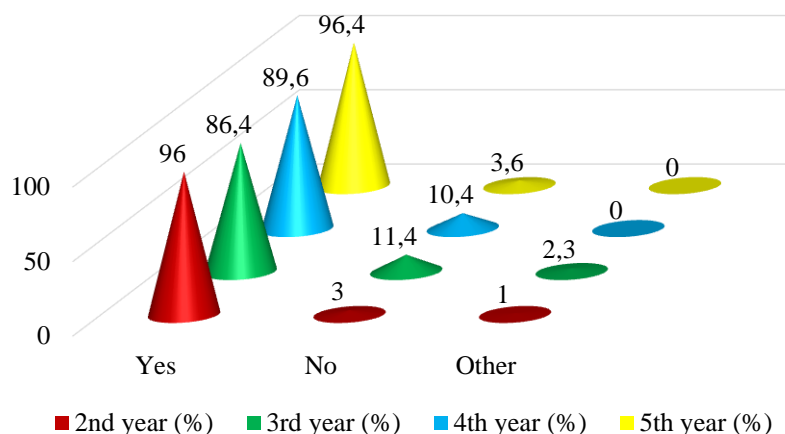
3. Is information about academic mobility opportunities available to you?

Answer options	2nd year (%)	3rd year (%)	4th year (%)	5th year (%)
Yes	96% (95 people)	86.4% (38 people)	89.6% (43 people)	96.4% (53 people)
No	3% (3 people)	11.4% (5 people)	10.4% (5 people)	3.6% (2 people)
Other	1% (1 person)	2.3% (1 person)	-	-

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

- I don't know where it is.

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



For the option "If you answered "No "to the previous question, write why" students indicated the following options*:

- No.
- Not available.

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 the student and the supervisor
4.4 Between students and administration
4.5 Between students and department staff (library, student department, etc.)
4.6 Between students and security service

Other_____

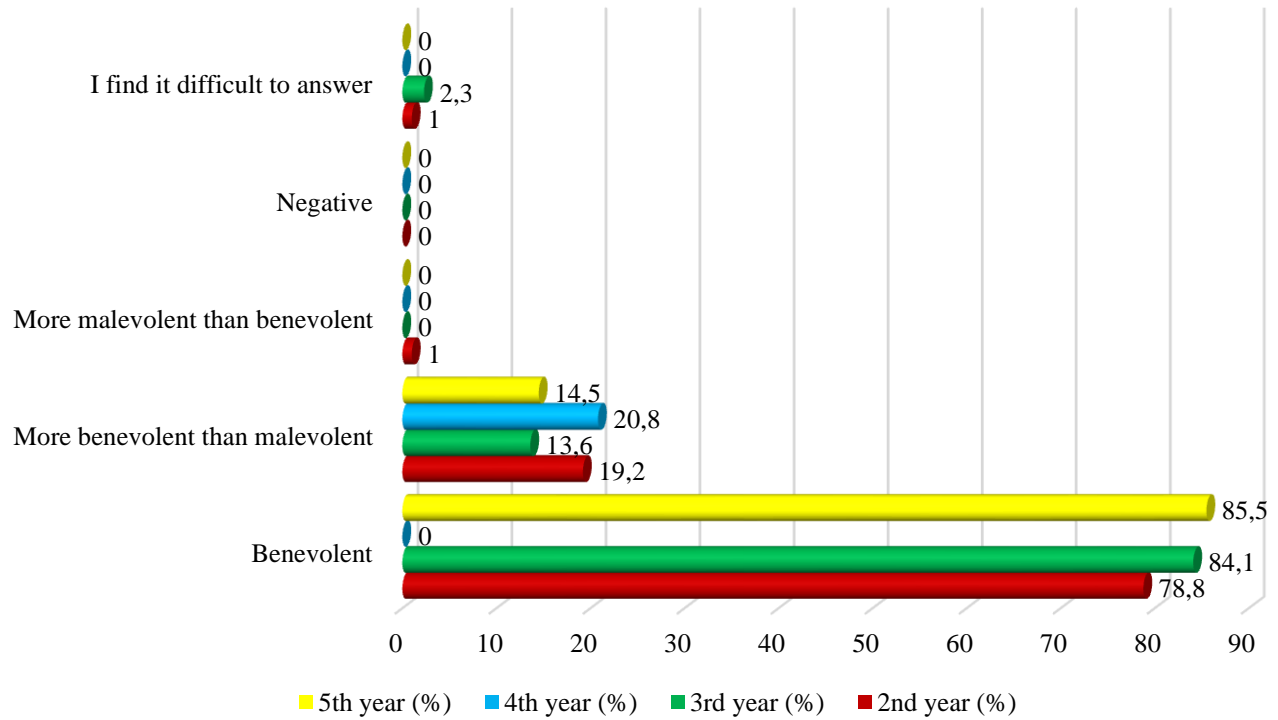
If you answered "Rather unfriendly than friendly" and "Negative" to the previous question, please provide recommendations for improvement. _____

4.1 Between students

Answer options	2nd year (%)	3rd year (%)	4th year (%)	5th year (%)
Benevolent	78.8% (78 people)	84.1% (37 people)	79.2% (38 people)	85.5% (47 people)
More benevolent than malevolent	19.2% (19 people)	13.6% (6 people)	20.8% (10 people)	14.5% (8 people)
More malevolent than benevolent	1% (1 person)	-	-	-
Negative	-	-	-	-
I find it difficult to answer	1% (1 person)	2.3% (1 person)	-	-

* The 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.

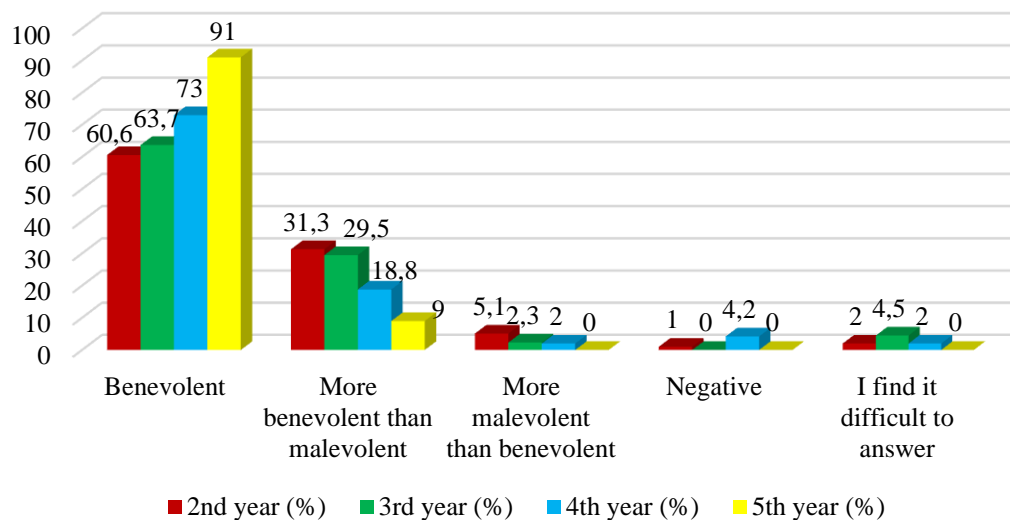
4.1 Between students



4.2 Between teachers and students (in the educational process)

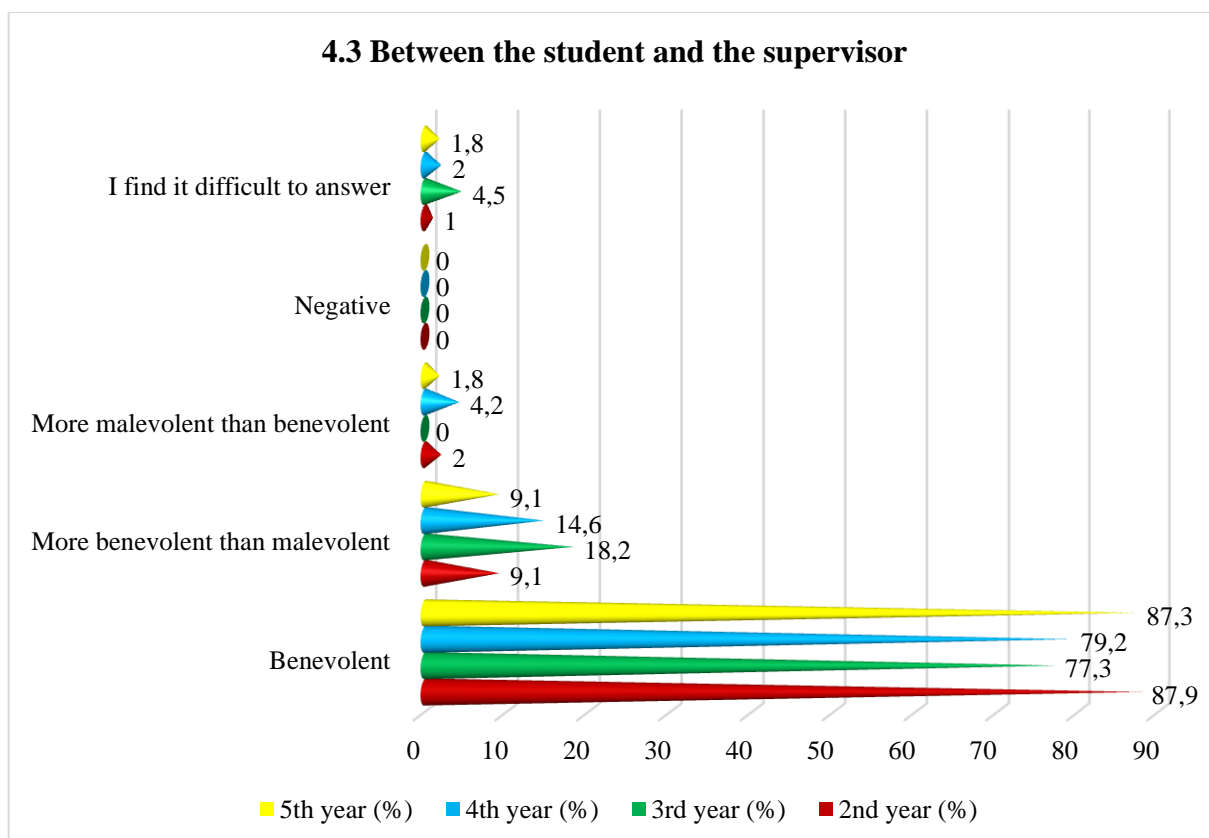
Answer options	2nd year (%)	3rd year (%)	4th year (%)	5th year (%)
<i>Benevolent</i>	60.6% (60 people)	63.7% (28 people)	73% (35 people)	91% (50 people)
<i>More benevolent than malevolent</i>	31.3% (31 people)	29.5% (13 people)	18.8% (9 people)	9% (5 people)
<i>More malevolent than benevolent</i>	5.1% (5 people)	2.3% (1 person)	2% (1 person)	-
<i>Negative</i>	1% (1 person)	-	4.2% (2 people)	-
<i>I find it difficult to answer</i>	2% (2 people)	4.5% (2 people)	2% (1 person)	-

4.2 Between teachers and students (in the educational process)



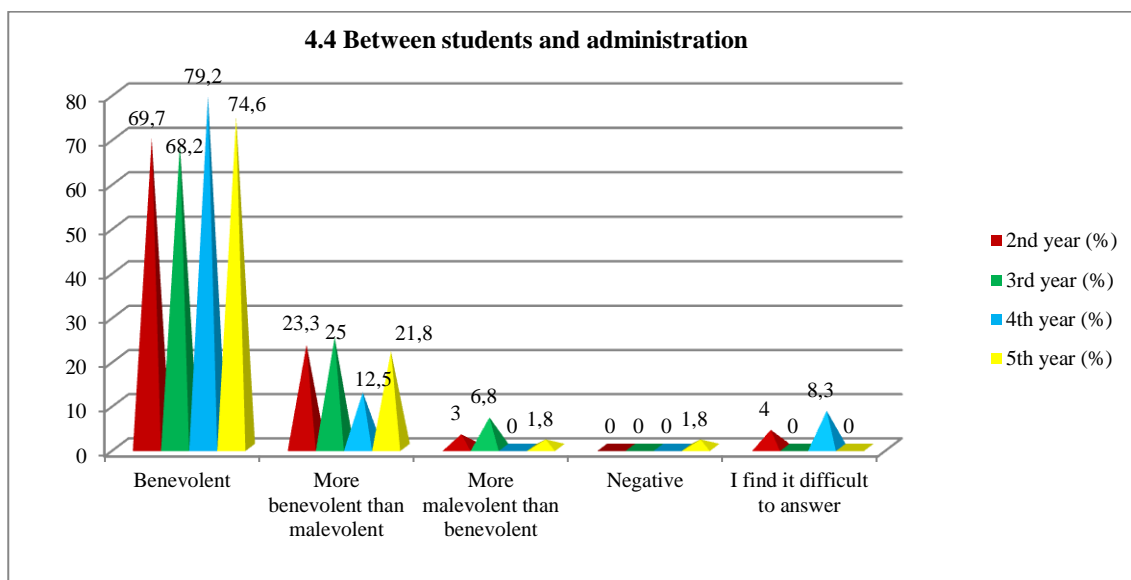
4.3 Between the student and the supervisor

Answer options	2nd year (%)	3rd year (%)	4th year (%)	5th year (%)
<i>Benevolent</i>	87.9% (87 people)	77.3% (34 people)	79.2% (38 people)	87.3% (48 people)
<i>More benevolent than malevolent</i>	9.1% (9 people)	18.2% (8 people)	14.6% (7 people)	9.1% (5 people)
<i>More malevolent than benevolent</i>	2% (2 people)	-	4.2% (2 people)	1.8% (1 person)
<i>Negative</i>	-	-	-	-
<i>I find it difficult to answer</i>	1% (1 person)	4.5% (2 people)	2% (1 person)	1.8% (1 person)



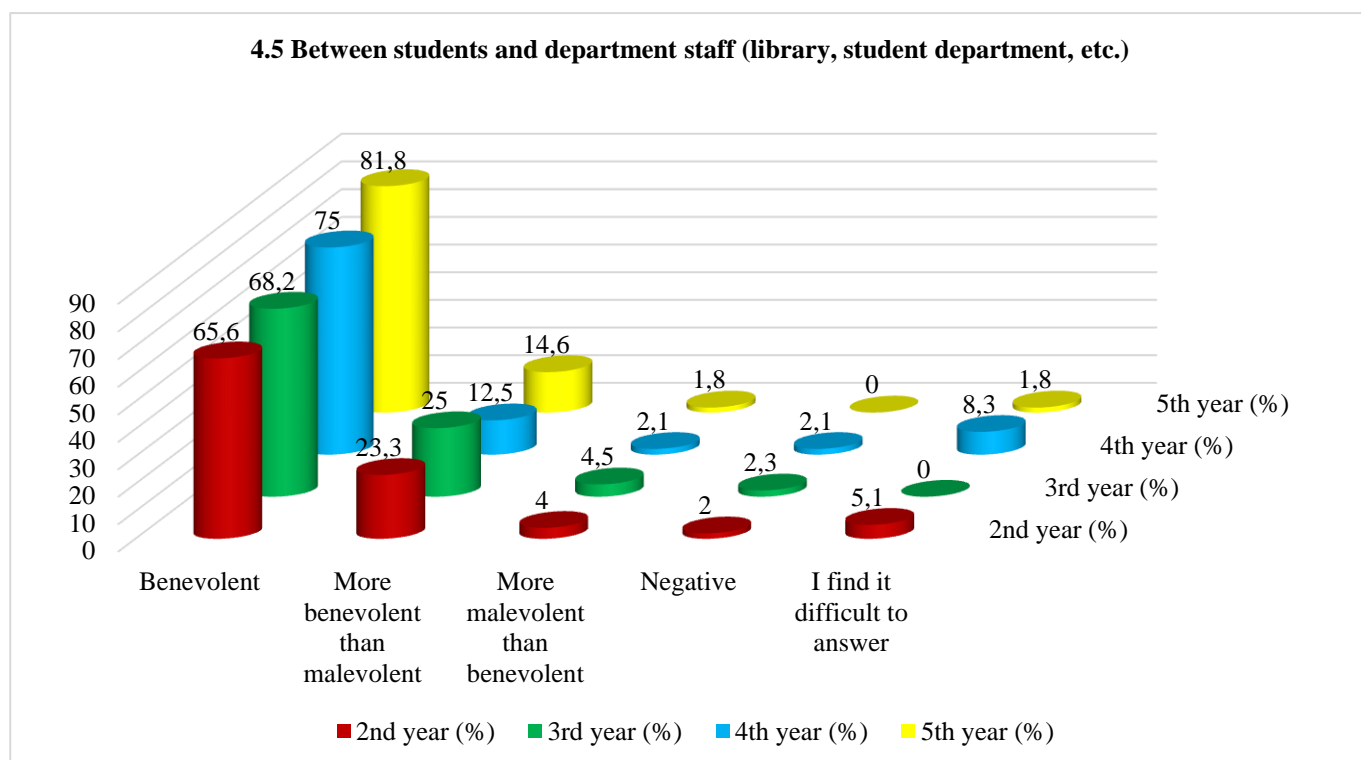
4.4 Between students and administration

Answer options	2nd year (%)	3rd year (%)	4th year (%)	5th year (%)
<i>Benevolent</i>	69.7% (69 people)	68.2% (30 people)	79.2% (38 people)	74.6% (41 people)
<i>More benevolent than malevolent</i>	23.3% (23 people)	25% (11 people)	12.5% (6 people)	21.8% (12 people)
<i>More malevolent than benevolent</i>	3% (3 people)	6.8% (3 people)	-	1.8% (1 person)
<i>Negative</i>	-	-	-	1.8% (1 person)
<i>I find it difficult to answer</i>	4% (4 people)	-	8.3% (4 people)	-



4.5 Between students and department staff (library, student department, etc.)

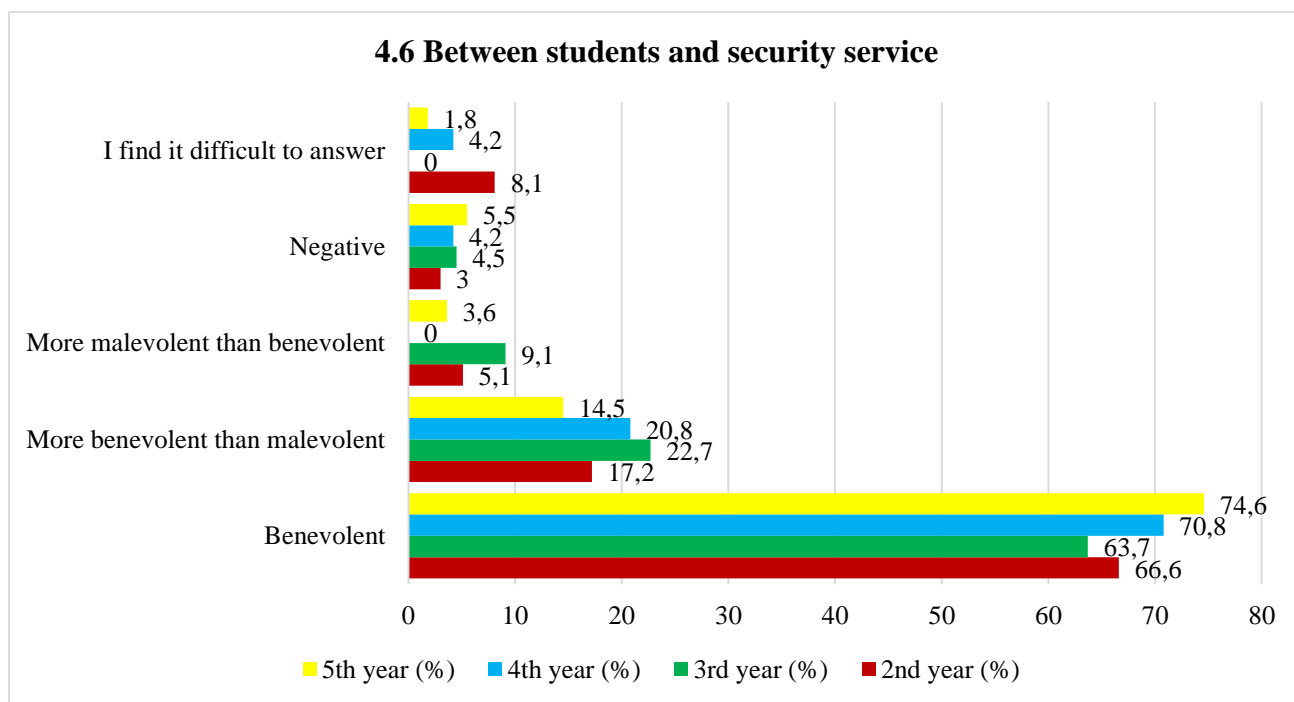
Answer options	2nd year (%)	3rd year (%)	4th year (%)	5th year (%)
<i>Benevolent</i>	65.6% (65 people)	68.2% (30 people)	75% (36 people)	81.8% (45 people)
<i>More benevolent than malevolent</i>	23.3% (23 people)	25% (11 people)	12.5% (6 people)	14.6% (8 people)
<i>More malevolent than benevolent</i>	4% (4 people)	4.5% (2 people)	2.1% (1 person)	1.8% (1 person)
<i>Negative</i>	2% (2 people)	2.3% (1 person)	2.1% (1 person)	-
<i>I find it difficult to answer</i>	5.1% (5 people)	-	8.3% (4 people)	1.8% (1 person)



4.6 Between students and security service

Answer options	2nd year (%)	3rd year (%)	4th year (%)	5th year (%)
----------------	--------------	--------------	--------------	--------------

<i>Benevolent</i>	66.6% (66 people)	63.7% (28 people)	70.8% (34 people)	74.6% (41 people)
<i>More benevolent than malevolent</i>	17.2% (17 people)	22.7% (10 people)	20.8% (10 people)	14.5% (8 people)
<i>More malevolent than benevolent</i>	5.1% (5 people)	9.1% (4 people)	-	3.6% (2 people)
<i>Negative</i>	3% (3 people)	4.5% (2 people)	4.2% (2 people)	5.5% (3 people)
<i>I find it difficult to answer</i>	8.1% (8 people)	-	4.2% (2 people)	1.8% (1 person)



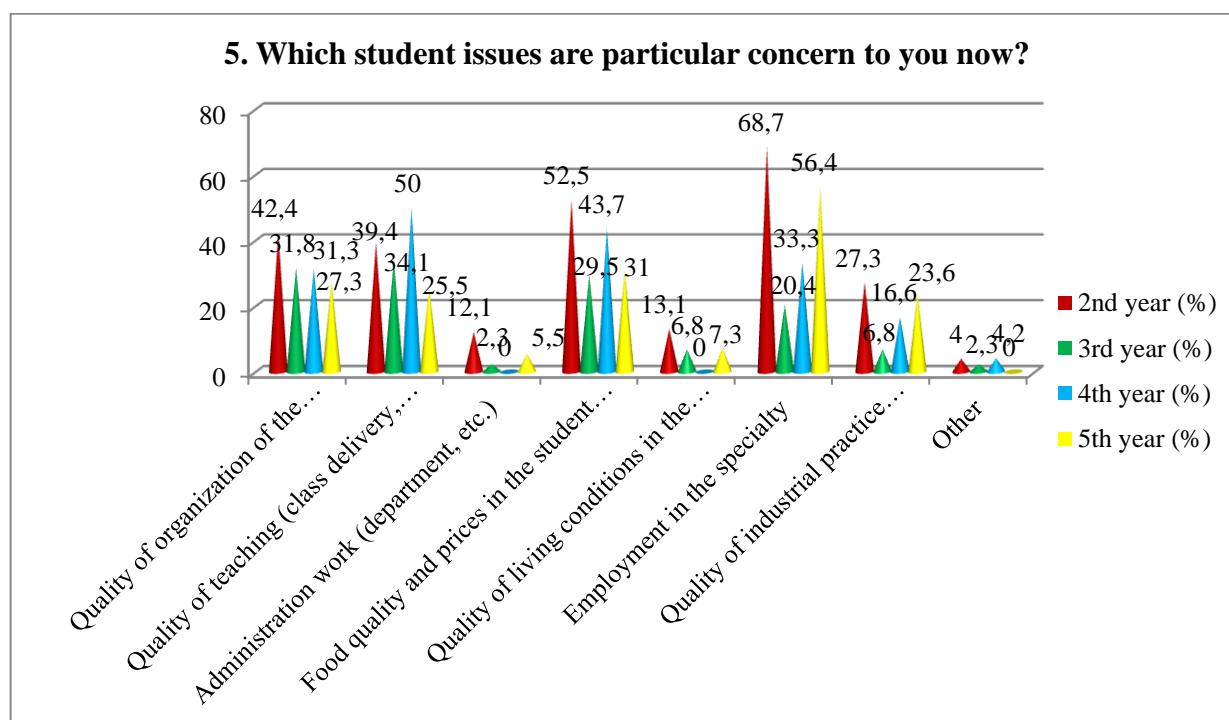
To the question **“If you answered “rather unfriendly than friendly” and “Negative” to the previous question, please provide recommendations for improvement»** students indicated the following options:

- Many teachers try to oppress students.
- Other guards
- No answer.
- According to what law or right does security check things at the entrance? No one argues about the importance of security, but the way they check will not affect the level of security. They only detain you at the entrance, forcing you to turn your things inside out
- Recertify your teachers
- Improving relationships
- Improve
- They ask to show bags and look at personal belongings, according to the law they have no right to demand
- The security is too aggressive towards students, they can let you in wearing certain clothes today and kick you out the next day, although a specific dress code is not described anywhere, and most ordinary warm pants are considered "sporty" in their understanding. Why are the security guards authorized to determine the degree of "sportiness" of clothing and, moreover, not just make comments, but also not allow you to attend classes the first time? If a student is threatened with being kicked out of classes every day solely for the subjective opinion of the security guards, then the university should provide a uniform or completely remove this unfounded introduction based on appearance.

5. Which student issues are particular concern to you now? (select no more than 3 answer options)

Answer options	2nd year (%)	3rd year (%)	4th year (%)	5th year (%)
<i>Quality of organization of the educational process</i>	42.4% (42 people)	31.8% (14 people)	31.25% (15 people)	27.3% (15 people)
<i>Quality of teaching (class delivery, assessment of knowledge, etc.)</i>	39.4% (39 people)	34.1% (15 people)	50% (24 people)	25.5% (14 people)
<i>Administration work (department, etc.)</i>	12.1% (12 people)	2.3% (1 person)	-	5.5% (3 people)
<i>Food quality and prices in the student canteen</i>	52.5% (52 people)	29.5% (13 people)	43.75% (21 people)	31% (17 people)
<i>Quality of living conditions in the hostel</i>	13.1% (13 people)	6.8% (3 people)	-	7.3% (4 people)
<i>Employment in the specialty</i>	68.7% (68 people)	20.4% (9 people)	33.3% (16 people)	56.4% (31 people)
<i>Quality of industrial practice organizations</i>	27.3% (27 people)	6.8% (3 people)	16.6% (8 people)	23.6% (13 people)
<i>Other</i>	4% (4 people)	2.3% (1 person)	4.2% (2 people)	-

*The sum in % is not equal to 100, since several answer options were supposed to be selected



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

- Everything is satisfactory.
- There are no problems.
- Nothing
- Nothing worries me.
- Equipment in the classrooms of the department of architecture and design, lack of tables for drawing, projectors
- No problems bother me
- Wi-Fi

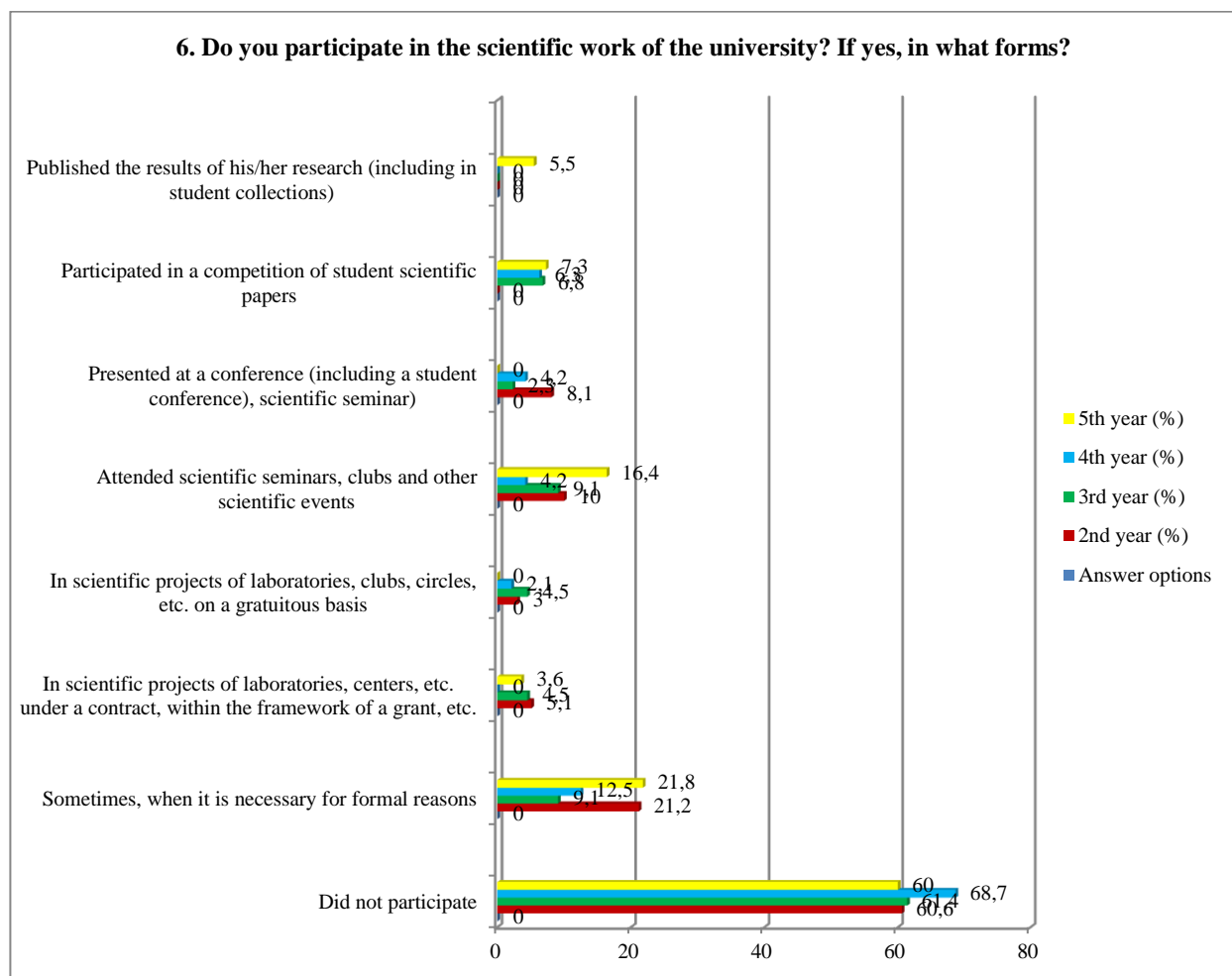
6. Do you participate in the scientific work of the university? If yes, in what forms? (check all that apply)

Answer options	2nd year (%)	3rd year (%)	4th year (%)	5th year (%)
<i>Did not participate</i>	60.6% (60 people)	61.4% (27 people)	68.75% (33 people)	60% (33 people)
<i>Sometimes, when it is necessary for formal reasons</i>	21.2% (21 people)	9.1% (4 persons)	12.5% (6 persons)	21.8% (12 people)
<i>In scientific projects of laboratories, centers, etc. under a contract, within the framework of a grant, etc.</i>	5.1% (5 people)	4.5% (2 persons)	-	3.6% (2 persons)
<i>In scientific projects of laboratories, clubs, circles, etc. on a gratuitous basis</i>	3% (3 persons)	4.5% (2 persons)	2.1% (1 person)	-
<i>Attended scientific seminars, clubs and other scientific events</i>	10% (10 people)	9.1% (4 persons)	4.2% (2 persons)	16.4% (9 people)
<i>Presented at a conference (including a student conference), scientific seminar)</i>	8.1% (8 persons)	2.3% (1 person)	4.2% (2 persons)	-
<i>Participated in a competition of student scientific papers</i>	-	6.8% (3 persons)	6.25% (3 persons)	7.3% (4 persons)
<i>Published the results of his/her research (including in student collections)</i>	-	-	-	5.5% (3 persons)

**The sum in % is not equal to 100, since several answer options were supposed to be selected*

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

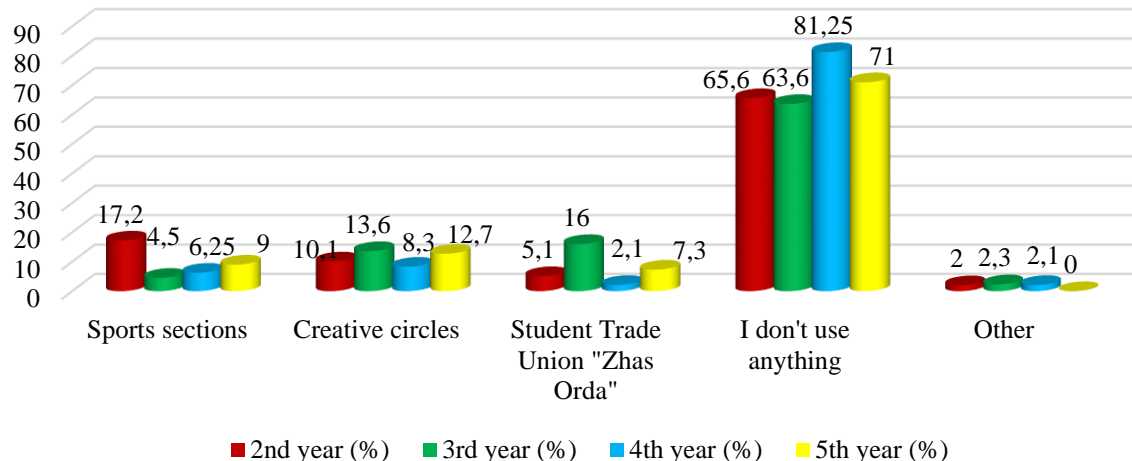
- Lack of time (10)
- Not interested (6)
- I don't want to.
- I don't know, I haven't heard of such a thing.
- I haven't thought about it yet.
- I have no desire.
- I just didn't want to (3)
- I didn't find anything interesting for myself.
- No, I do not take part in the scientific work of the university, since I have no interest in such activities at the moment.
- I haven't taken part yet, I don't have time
- I don't want to, there seems to be no benefit, just an additional burden.
- Because all the time is spent redoing assignments that are not criticized in a reasoned manner, but are simply sent off to be redone
- Low information content
- I didn't find free time for it.
- I don't know which events were scientific.
- no free time



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

Answer options	2nd year (%)	3rd year (%)	4th year (%)	5th year (%)
<i>Sports sections</i>	17.2% (17 people)	4.5% (2 people)	6.25% (3 people)	9% (5 people)
<i>Creative circles</i>	10.1% (10 people)	13.6% (6 people)	8.3% (4 people)	12.7% (7 people)
<i>Student Trade Union "Zhas Orda"</i>	5.1% (5 people)	16% (7 people)	2.1% (1 person)	7.3% (4 people)
<i>I don't use anything</i>	65.6% (65 people)	63.6% (28 people)	81.25% (39 people)	71% (39 people)
<i>Other</i>	2% (2 people)	2.3% (1 person)	2.1% (1 person)	-

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



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

- I am on the list of the youth movement “Zhana Adamdar”
- Volunteering.
- English
- Academic mobility

To the question **"If you answered 'I don't use anything' to the previous question, please write why.»**Students indicated the following options*:

- Not interested/Not interested (12)
- No need.
- I don't have time.
- I do my homework, I don't have time for it.
- I don't think it's necessary.
- I'm already in the project.
- Full-time employment in the educational process
- No time/no time (18)
- I spend more time studying
- There is nothing that would interest me.
- At university, I actively use opportunities that contribute to my personal development.
- I work and study, I don't have time.
- Because. I used to participate in zhas orda, then I left. It's also an additional burden and there's not enough time anyway.
- I haven't heard about clubs and sections, I don't have enough time to attend
- only my specialty is interesting
- Everything there is unprofessional.
- I didn't know that there were sports sections and clubs.
- We don't have enough mugs and it's not interesting
- I didn't have time to submit my application.

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

*The 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.

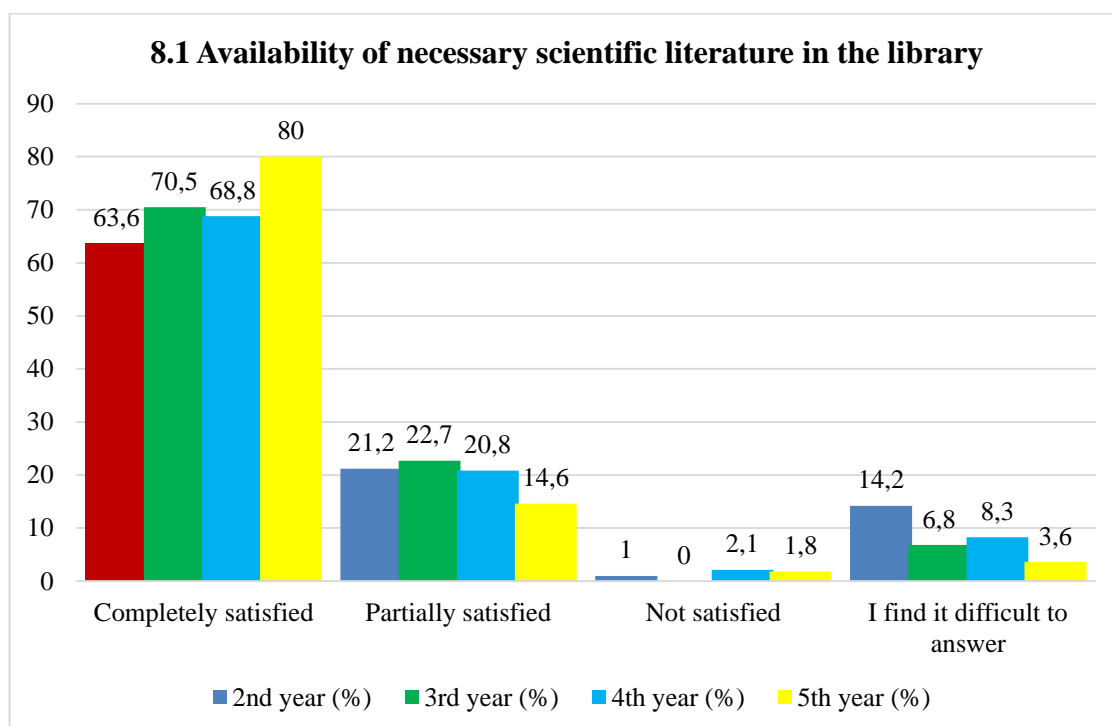
8.1 Availability of necessary scientific literature in the library
8.2 Modernity of computer equipment
8.3 Internet channel width, its speed
8.4 Modernity of software
8.5 Availability of educational and scientific equipment
8.6 Availability of laboratories and specialized classrooms
8.7 Availability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

Other _____

If you answered "not satisfied" to the previous question, please provide recommendations for improvement. provided services _____

8.1 Availability of necessary scientific literature in the library

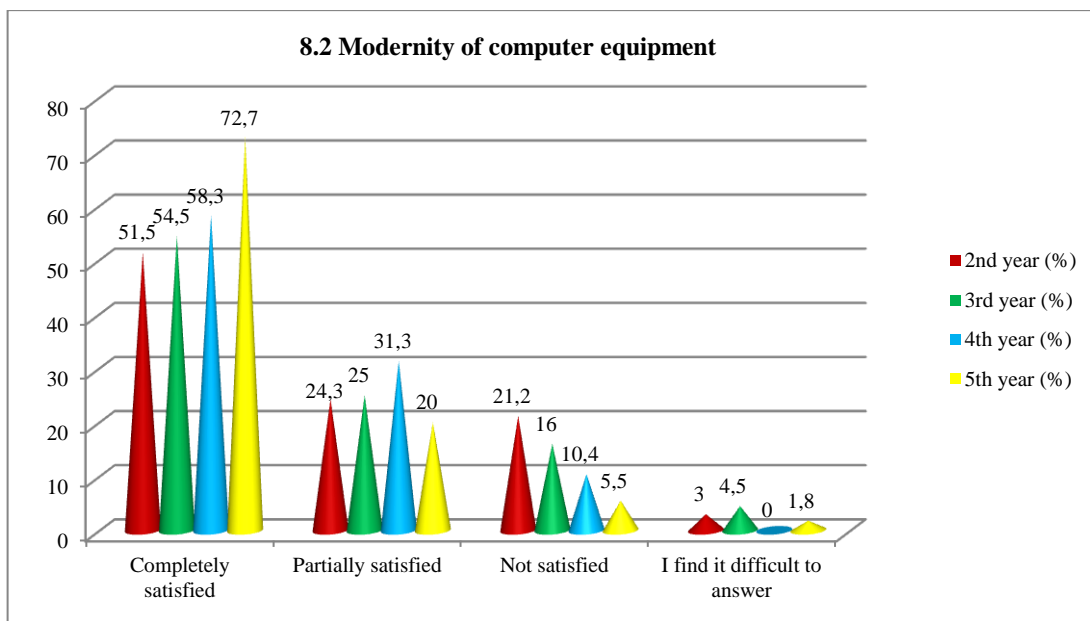
Answer options	2nd year (%)	3rd year (%)	4th year (%)	5th year (%)
<i>Completely satisfied</i>	63.6% (63 people)	70.5% (31 people)	68.8% (33 people)	80% (44 people)
<i>Partially satisfied</i>	21.2% (21 people)	22.7% (10 people)	20.8% (10 people)	14.6% (8 people)
<i>Not satisfied</i>	1% (1 person)	-	2.1% (1 person)	1.8% (1 person)
<i>I find it difficult to answer</i>	14.2% (14 people)	6.8% (3 people)	8.3% (4 people)	3.6% (2 people)



8.2 Modernity of computer equipment

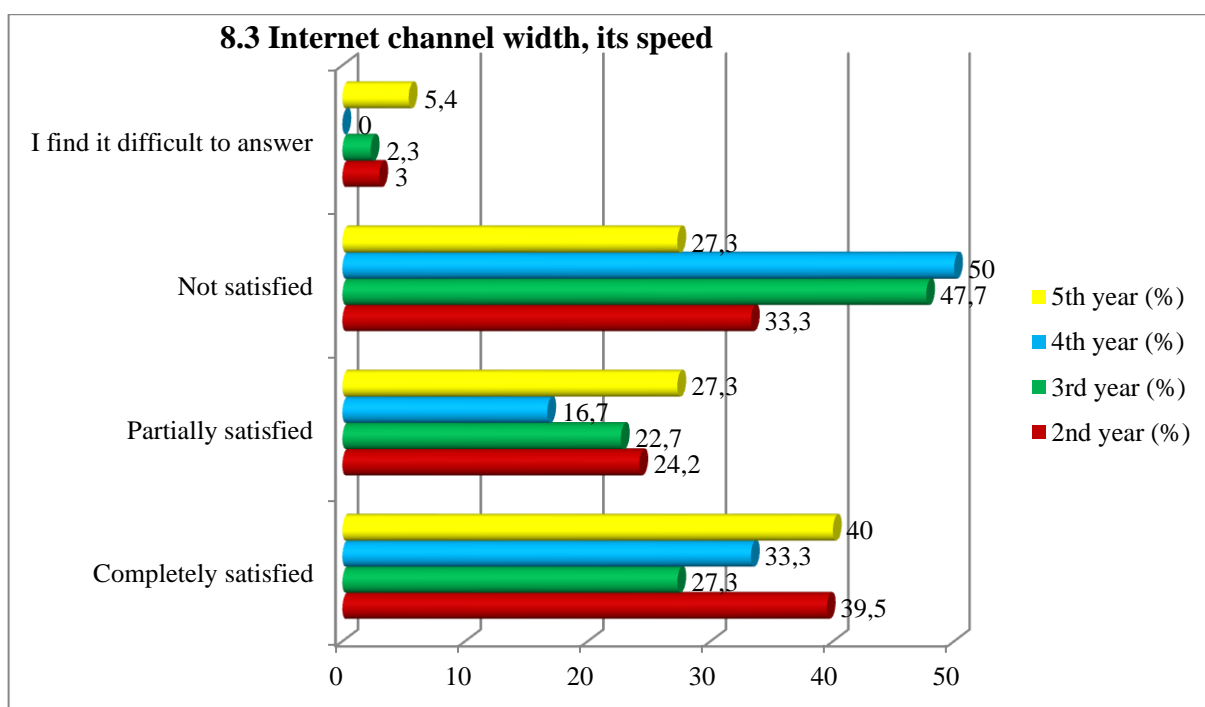
Answer options	2nd year (%)	3rd year (%)	4th year (%)	5th year (%)
<i>Completely satisfied</i>	51.5% (51 people)	54.5% (24 people)	58.3% (28 people)	72.7% (40 people)
<i>Partially satisfied</i>	24.3% (24 people)	25% (11 people)	31.3% (15 people)	20% (11 people)
<i>Not satisfied</i>	21.2% (21 people)	16% (7 people)	10.4% (5 people)	5.5% (3 people)

	people)		people)	
<i>I find it difficult to answer</i>	3% (3 people)	4.5% (2 people)	-	1.8% (1 person)



8.3 Internet channel width, its speed

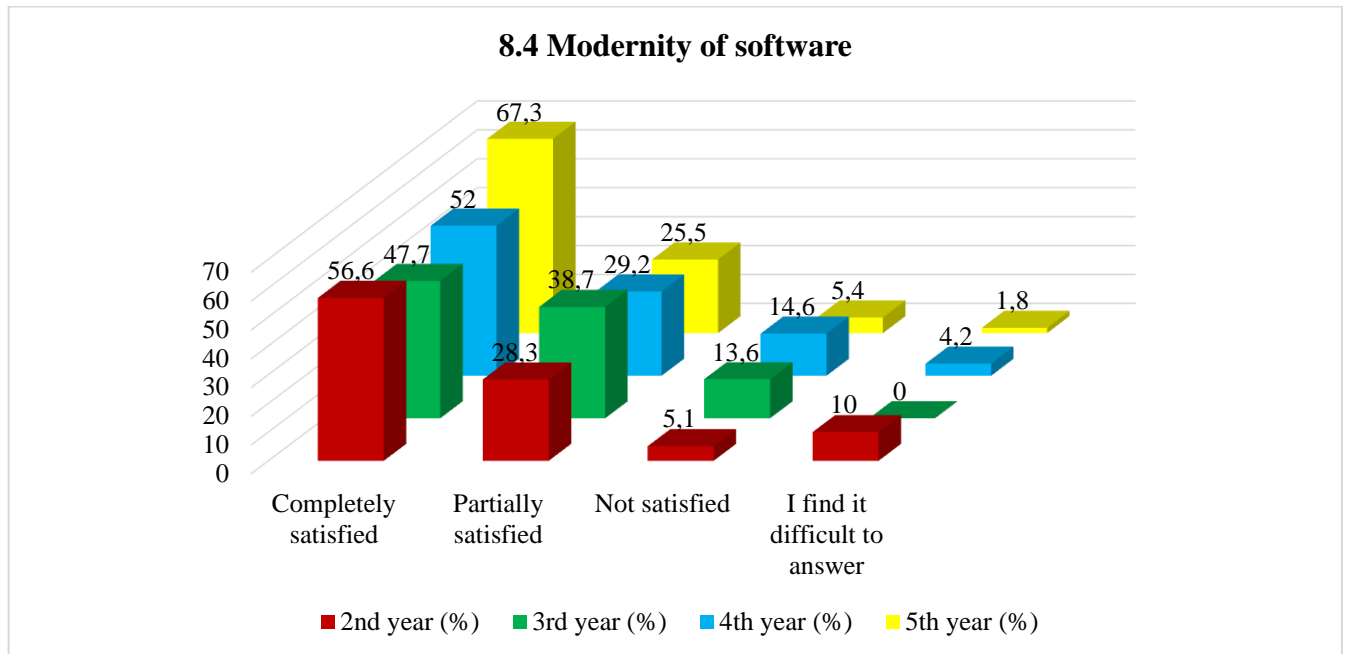
Answer options	2nd year (%)	3rd year (%)	4th year (%)	5th year (%)
<i>Completely satisfied</i>	39.5% (39 people)	27.3% (12 people)	33.3% (16 people)	40% (22 people)
<i>Partially satisfied</i>	24.2% (24 people)	22.7% (10 people)	16.7% (8 people)	27.3% (15 people)
<i>Not satisfied</i>	33.3% (33 people)	47.7% (21 people)	50% (24 people)	27.3% (15 people)
<i>I find it difficult to answer</i>	3% (3 people)	2.3% (1 person)	-	5.4% (3 people)



8.4 Modernity of software

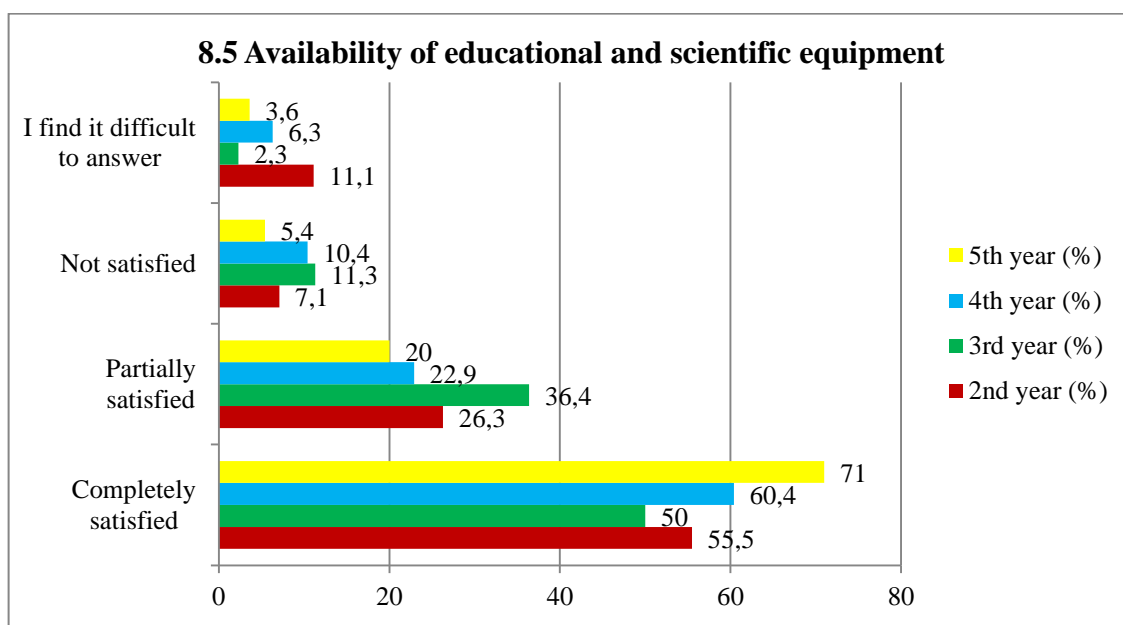
Answer options	2nd year (%)	3rd year (%)	4th year (%)	5th year (%)
----------------	--------------	--------------	--------------	--------------

<i>Completely satisfied</i>	56.6% (56 people)	47.7% (21 people)	52% (25 people)	67.3% (37 people)
<i>Partially satisfied</i>	28.3% (28 people)	38.7% (17 people)	29.2% (14 people)	25.5% (14 people)
<i>Not satisfied</i>	5.1% (5 people)	13.6% (6 people)	14.6% (7 people)	5.4% (3 people)
<i>I find it difficult to answer</i>	10% (10 people)	-	4.2% (2 people)	1.8% (1 person)



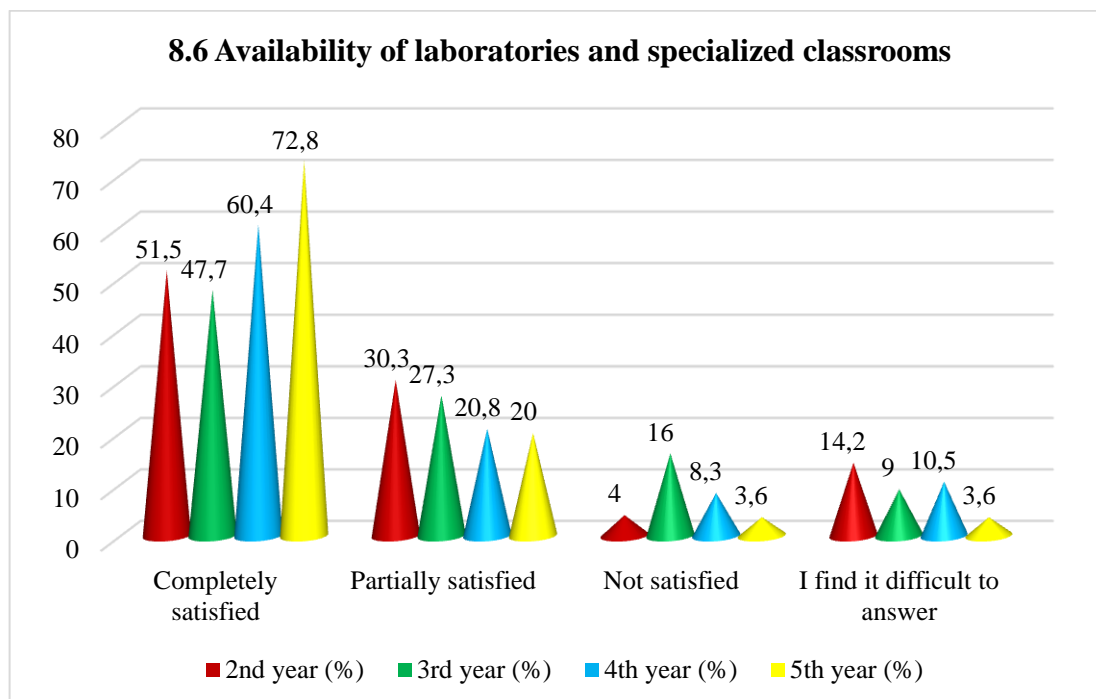
8.5 Availability of educational and scientific equipment

Answer options	2nd year (%)	3rd year (%)	4th year (%)	5th year (%)
<i>Completely satisfied</i>	55.5% (55 people)	50% (22 people)	60.4% (29 people)	71% (39 people)
<i>Partially satisfied</i>	26.3% (26 people)	36.4% (16 people)	22.9% (11 people)	20% (11 people)
<i>Not satisfied</i>	7.1% (7 people)	11.3% (5 people)	10.4% (5 people)	5.4% (3 people)
<i>I find it difficult to answer</i>	11.1% (11 people)	2.3% (1 person)	6.3% (3 people)	3.6% (2 people)



8.6 Availability of laboratories and specialized classrooms

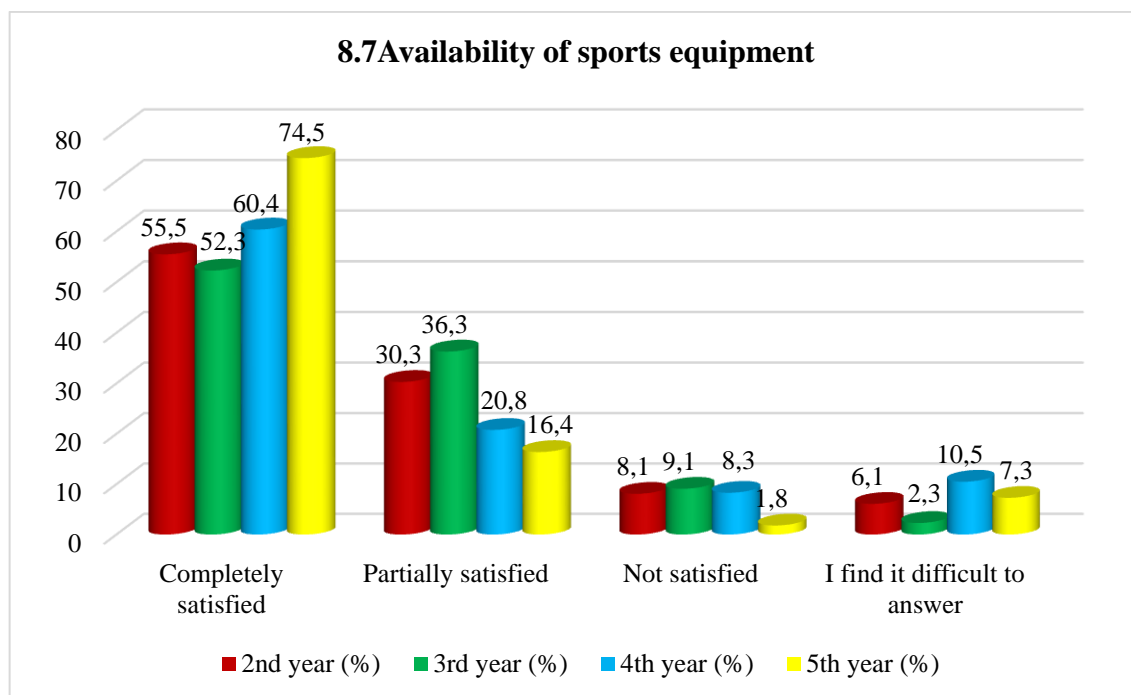
Answer options	2nd year (%)	3rd year (%)	4th year (%)	5th year (%)
<i>Completely satisfied</i>	51.5% (51 people)	47.7% (21 people)	60.4% (29 people)	72.8% (40 people)
<i>Partially satisfied</i>	30.3% (30 people)	27.3% (12 people)	20.8% (10 people)	20% (11 people)
<i>Not satisfied</i>	4% (4 people)	16% (7 people)	8.3% (4 people)	3.6% (2 people)
<i>I find it difficult to answer</i>	14.2% (14 people)	9% (4 people)	10.5% (5 people)	3.6% (2 people)



8.7 Availability of sports equipment

Answer options	2nd year (%)	3rd year (%)	4th year (%)	5th year (%)
<i>Completely satisfied</i>	55.5% (55 people)	52.3% (23 people)	60.4% (29 people)	74.5% (41 people)
<i>Partially satisfied</i>	30.3% (30 people)	36.3% (16 people)	20.8% (10 people)	16.4% (9 people)

<i>Not satisfied</i>	8.1% (8 people)	9.1% (4 people)	8.3% (4 people)	1.8% (1 person)
<i>I find it difficult to answer</i>	6.1% (6 people)	2.3% (1 person)	10.5% (5 people)	7.3% (4 people)



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

- Lack of equipment, such as drawing tables, high ventilation in classrooms
- The Internet doesn't work, it's terrible, and there's no network connection.
- If additional clubs were opened to teach 3D Max and Revit programs, we would be able to do more visualization and work on projects.

To the question **"If you answered "not satisfied" to the previous question, please provide recommendations for improvement.»** students indicated the following options*:

-The Internet does not work well on the university campus, mobile data does not work within the classroom walls. Sports equipment is not updated, they simply cannot buy a good volleyball for training.

- The quality of sports equipment is low
- The computers are old and freeze a lot.
- The Internet doesn't work at all.

- The availability of sports equipment is very poor, high-quality balls and rackets are needed for table tennis training. In disciplines where a computer and the Internet are required, students are forced to sit because they cannot use the Internet, which is very necessary.

- the internet doesn't work. I, as a student living in a dormitory, can't use the internet normally. Even mobile. It feels like they installed plugs. The availability of educational equipment - we architects simply don't have it except for computer classes with software. A striking example is room 138a.

- the internet doesn't work, in some places it doesn't work, there is no internet password in your personal account.

*The 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.

- Improve the work of the Internet, with the new network certificate it is impossible to find the necessary educational materials. Classes are held in classrooms that do not correspond to training, in room 138a the conditions are in the form of benches instead of chairs, the temperature, which can be so low to freezing and shivering, as well as stuffy and humid, which creates the most uncomfortable conditions. The equipment in this room is not necessary for classes at all.

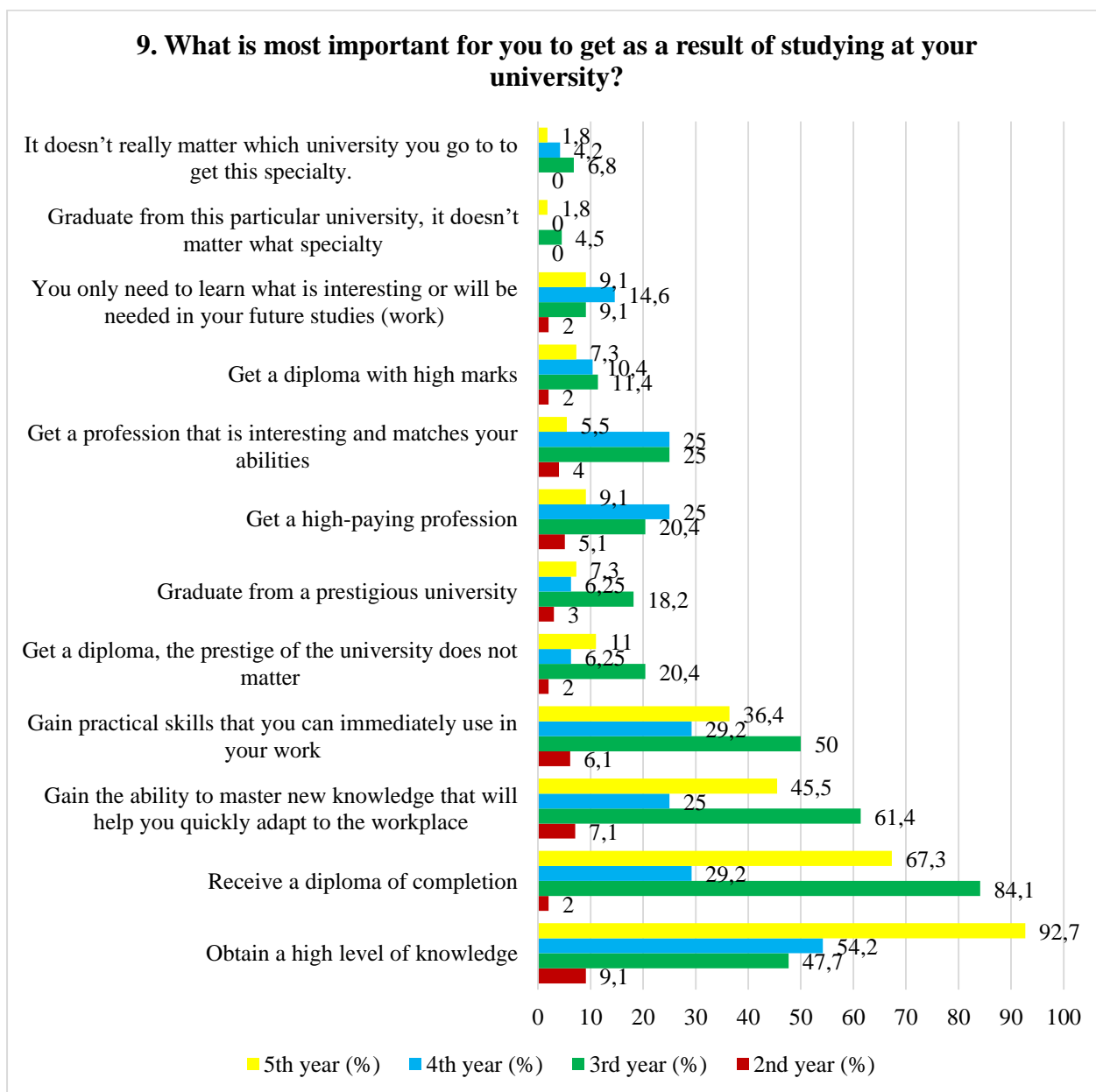
- Cold offices, no internet connection
- There is no Internet connection, some computers don't work and are like mock-ups
- In half of the offices the Internet doesn't work at all.
- I don't know what is needed for the Internet to work better, it probably doesn't depend on the university, although in some classrooms it works better
- The Internet is simply disgusting. Not only does the Wi-Fi, to which access is supposedly provided, not work, but in fact the passwords from the personal account do not work, but there is no network or mobile Internet.
- The Internet inside the university doesn't work, they jam it. There is no way to complete assignments and stay in touch.
- It is necessary to improve the speed of the Internet in the educational institution
- WiFi doesn't work
- Everything is old.
- not satisfied with the weak internet
- The internet is not working well.
- Please solve the problem with the speed and quality of the Internet for students. Most sites are blocked, the Internet works at a minimum speed, this greatly complicates the educational process.
- The Internet doesn't work at all
- poor internet performance via Wi-Fi
- The internet is terrible
- a problem with modern computer programs

9. What is most important for you to get as a result of studying at your university? (You can choose one or more answer options)

Answer options	2nd year (%)	3rd year (%)	4th year (%)	5th year (%)
<i>Obtain a high level of knowledge</i>	9.1% (9 people)	47.7% (21 people)	54.2% (26 people)	92.7% (51 people)
<i>Receive a diploma of completion</i>	2% (2 people)	84.1% (37 people)	29.2% (14 people)	67.3% (37 people)
<i>Gain the ability to master new knowledge that will help you quickly adapt to the workplace</i>	7.1% (7 people)	61.4% (27 people)	25% (12 people)	45.5% (25 people)
<i>Gain practical skills that you can immediately use in your work</i>	6.1% (6 people)	50% (22 people)	29.2% (14 people)	36.4% (20 people)
<i>Get a diploma, the prestige of the university does not matter</i>	2% (2 people)	20.4% (9 people)	6.25% (3 people)	11% (6 people)
<i>Graduate from a prestigious university</i>	3% (3 people)	18.2% (8 people)	6.25% (3 people)	7.3% (4 people)
<i>Get a high-paying profession</i>	5.1% (5 people)	20.4% (9 people)	25% (12 people)	9.1% (5 people)
<i>Get a profession that is interesting and matches your abilities</i>	4% (4 people)	25% (11 people)	25% (12 people)	5.5% (3 people)
<i>Get a diploma with high marks</i>	2% (2 people)	11.4% (5 people)	10.4% (5 people)	7.3% (4 people)

<i>You only need to learn what is interesting or will be needed in your future studies (work)</i>	2% (2 people)	9.1% (4 people)	14.6% (7 people)	9.1% (5 people)
<i>Graduate from this particular university, it doesn't matter what specialty</i>	-	4.5% (2 people)	-	1.8% (1 person)
<i>It doesn't really matter which university you go to to get this specialty.</i>	-	6.8% (3 people)	4.2% (2 people)	1.8% (1 person)

**The sum in % is not equal to 100, since several answer options were supposed to be selected*



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 have been preserved).*

2nd year	3rd year	4th year	5th year
-Everything is fine. -I think that's enough	-a question about the classrooms, how well they are organized and	- Wi-fi is needed -Wi-Fi -Many teachers cannot explain	- Security guards!!!! - None, start

-That's enough - How can the quality of education be improved? - So that we have free time so that we can devote time to ourselves - No complaints. - None. - No.	equipped - I believe that there is no need to add additional questions to the questionnaire, as it already covers all the important aspects necessary for assessing the training program and the quality of services provided. - No answer.	their subject correctly, and at the university we cannot gain much knowledge, we have to search everything on the Internet ourselves. Not all teachers are the same, but many cannot convey their knowledge to students. Every time we come to the university, we want to leave with new knowledge, but often we leave with nothing.	doing something instead of asking questions.
--	---	--	--

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

The analysis of the results of students filling out the questionnaire "Satisfaction of 2nd-5th year 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 majoring in "Architecture" (93.5%) expressed complete satisfaction with the educational process as a whole. For convenience of analysis, let us consider aspects according to the following levels of satisfaction:

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

- class schedule (89.4%);
- organization of independent work (89.6%);
- quality of internship (92%);
- organization and implementation of the IWS (94.3%);
- organization and implementation of laboratory work (86.9%)
- satisfaction with the library's work (91%);
- the ability to access full-text databases of scientific publications (87.2%);

Students rated the following criteria as "good quality" (satisfaction rates below 80%): living conditions in the dormitory (69.8%), quality of medical care (74%), and organization of meals at the university (79.75%).

These results indicate a high level of satisfaction with the educational process at the university. However, despite the positive assessments, there are areas for improvement. Students note unsatisfactory conditions in the classrooms for modeling, poor lighting, cold and unstable internet. In the canteen, students' express dissatisfaction with the high prices and quality of food, and also ask for an improved range of dishes. The class schedule is often perceived as inconvenient and overloaded, especially for senior years. Problems with health care were also noted.—absence of a medical worker at the medical center. In some cases, students complain about the lack of laboratory classes and practice. The students' recommendations include improving the conditions in the classrooms, revising the schedule, improving the quality of food, improving the work of medical services, and increasing the number of practical classes.

To the question "Is information about academic mobility opportunities available to you?" the answer option "Yes" was chosen by 92.1% of respondents. indicating a high level of information availability among students. However, a small proportion of students reported that the information was not available or was not familiar with it, which may indicate a need for improved communication and information channels.

Relationship assessments at the university show generally positive dynamics, but there are areas for improvement. Students note friendly relationships among themselves. Interaction with teachers is assessed positively, although improvement of teaching practices is required. Relationships with curators require more attention. The administration and security cause dissatisfaction due to bureaucracy and aggressive behavior of security. Recommendations include improving communication, re-certification of teachers, revision of security rules and improvement of service quality in university departments.

The students' greatest concerns are the quality of food and prices in the canteen and employment in their specialty. Problems with the organization of the educational process and the quality of teaching also worry students, especially in the 4th year, some students express dissatisfaction with the lack of necessary equipment in the classrooms, as well as problems with Wi-Fi.

62.7% of students do not participate in the university's scientific work. The main reasons for students' non-participation in scientific activities – lack of time, lack of interest, lack of desire, little information about opportunities and lack of benefit from participation.

The survey also found that 70.3% of students do not use opportunities provided by the university for personal development, such as sports sections, creative clubs, and the student trade union "zhas orda". The main reasons why students do not use additional opportunities include lack of time due to academic workload, lack of interest, lack of information about opportunities, and being busy with work or other projects.

The main complaints from students concern problems with the Internet and equipment. Many point to low Internet speeds, connection problems, non-working Wi-Fi networks and blocked websites, which make the learning process difficult. There is also dissatisfaction with the state of sports and educational equipment, especially in some classrooms where new computers and software are needed.

Overall, the survey results indicate the need for further improvement of the university's work to improve the quality of the educational process, as well as to create conditions for the active involvement of students in scientific and extracurricular activities.

Overall satisfaction of students in the specialty "Architecture" educational services is 86.2%, which indicates a high level of satisfaction among students in general, despite individual problems and areas for improvement.

Recommendations:

The center for quality management and accreditation recommends that students be familiarized with the survey results and discussed during curatorial hours. This will allow students to make their own suggestions for improving the educational process and learning conditions.