

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

Department: “Building Materials and Technology”

Department: 6B07304 Construction

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 the specialty 6B07304 “Construction,” 95 respondents participated in the questionnaire out of 173 students, which is 55% of the total number of students in this specialty.

- 2nd year – 24 students (44%);
- 3rd year – 54 students (87%);
- 4th year – 17 students (31%).

Form of study

- Budget-funded – 85 students (89,5%);
- Paid – 10 students (10,5%).

The following data was obtained during the questionnaire:

Indicators:

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

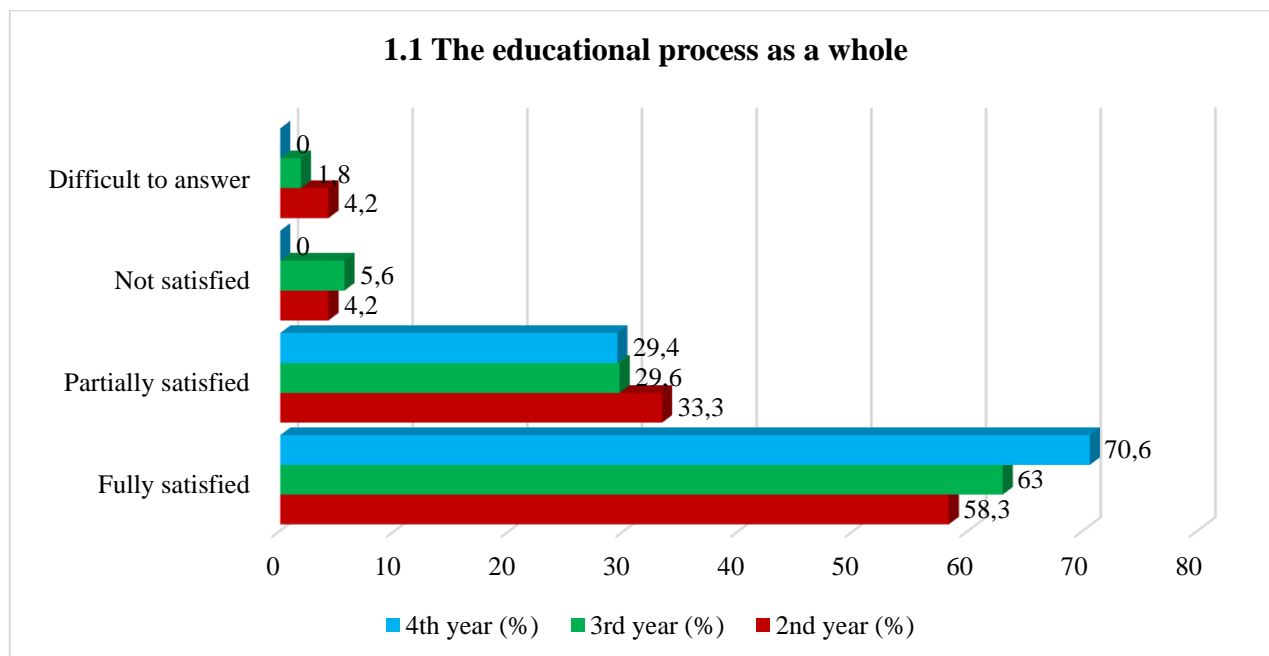
1.1 The educational process as a whole
1.2 Class schedule
1.3 Organization of independent work
1.4 Internship process
1.5 Organization and conduct of SIWT
1.6 Organization and conduct of laboratory work
1.7 Satisfaction with the library services
1.8 Access to full-text databases of scientific publications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

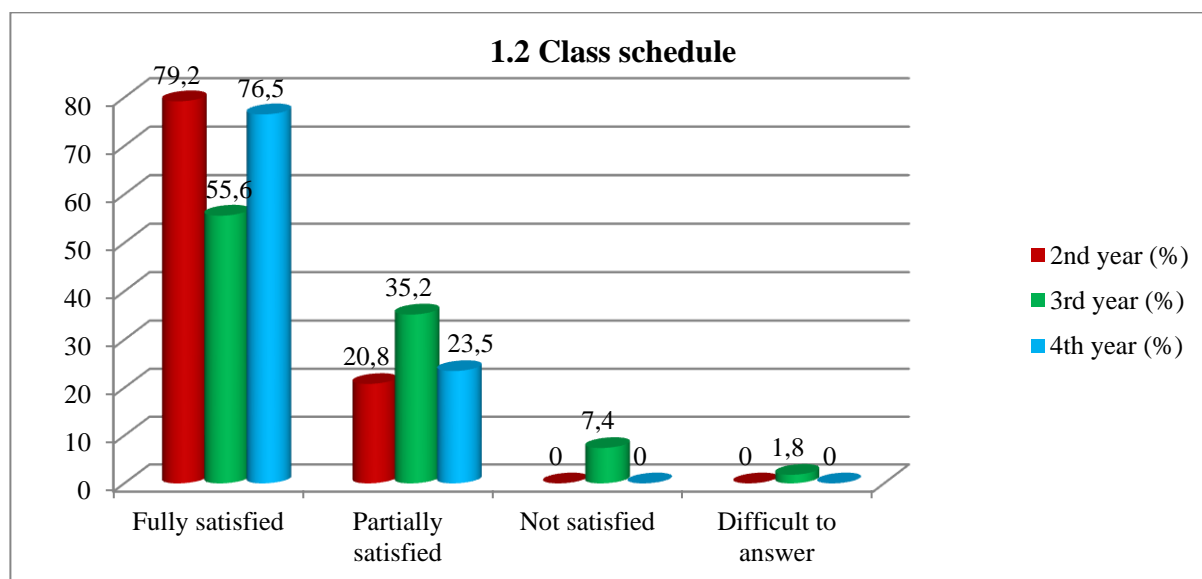
1.1 The educational process as a whole

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Fully satisfied	58,3% (14 students)	63% (34 students)	70,6% (12 students)
Partially satisfied	33,3% (8 students)	29,6% (16 students)	29,4% (5 students)
Not satisfied	4,2% (1 student)	5,6% (3 students)	-
Difficult to answer	4,2% (1 student)	1,8% (1 student)	-



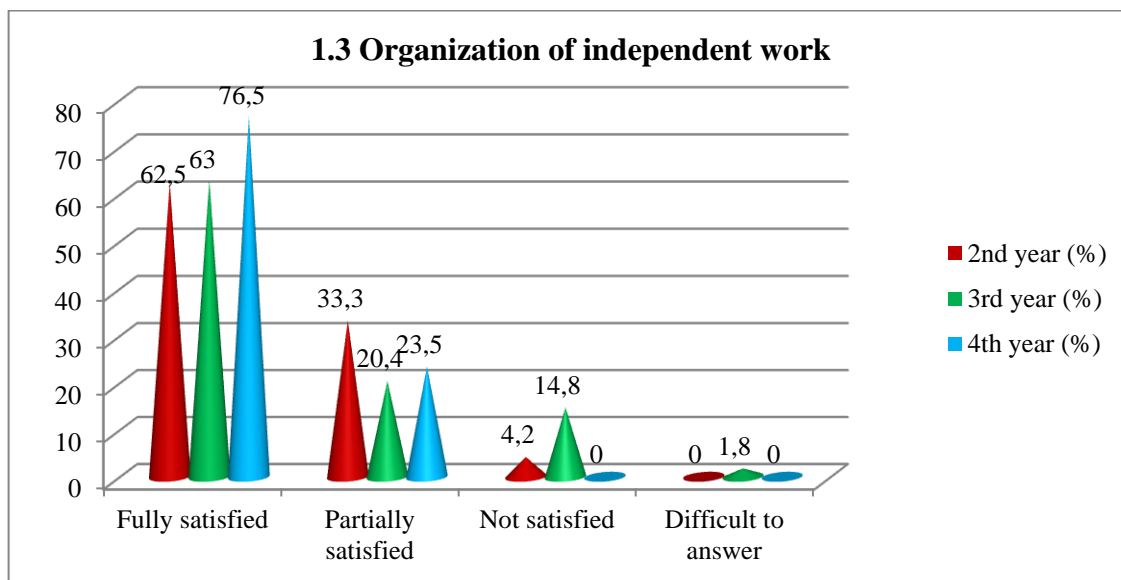
1.2 Class schedule

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Fully satisfied	79,2% (19 students)	55,6% (30 students)	76,5% (13 students)
Partially satisfied	20,8% (5 students)	35,2% (19 students)	23,5% (4 students)
Not satisfied	-	7,4% (4 students)	-
Difficult to answer	-	1,8% (1 student)	-



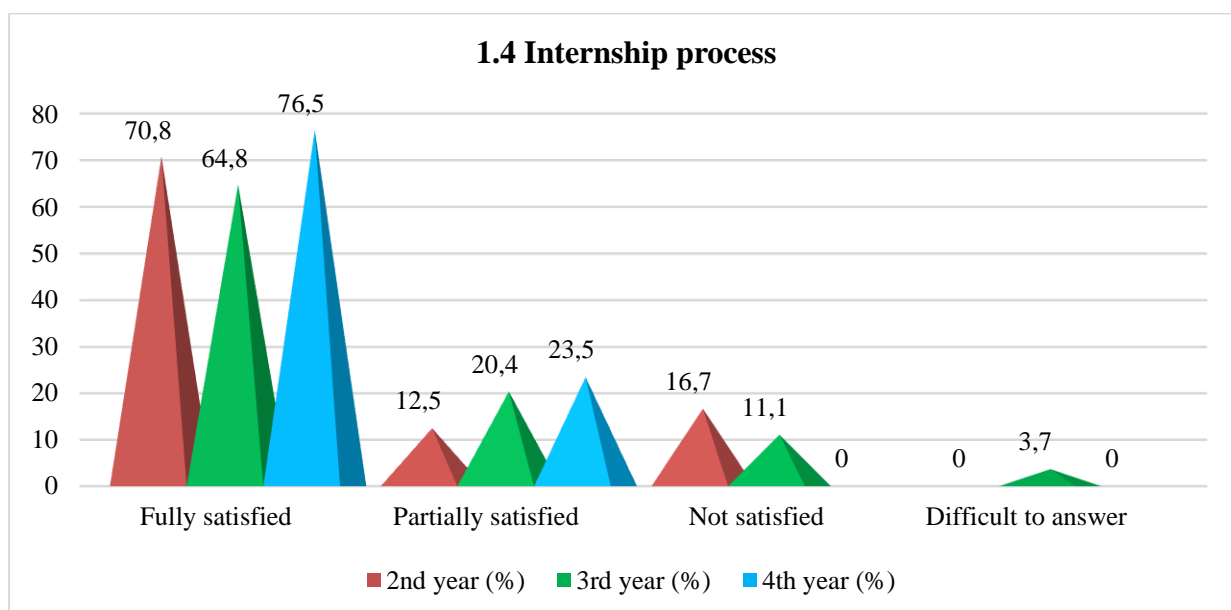
1.3 Organization of independent work

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Fully satisfied	62,5% (15 students)	63% (34 students)	76,5% (13 students)
Partially satisfied	33,3% (8 students)	20,4% (11 students)	23,5% (4 students)
Not satisfied	4,2% (1 student)	14,8% (8 students)	-
Difficult to answer	-	1,8% (1 student)	-



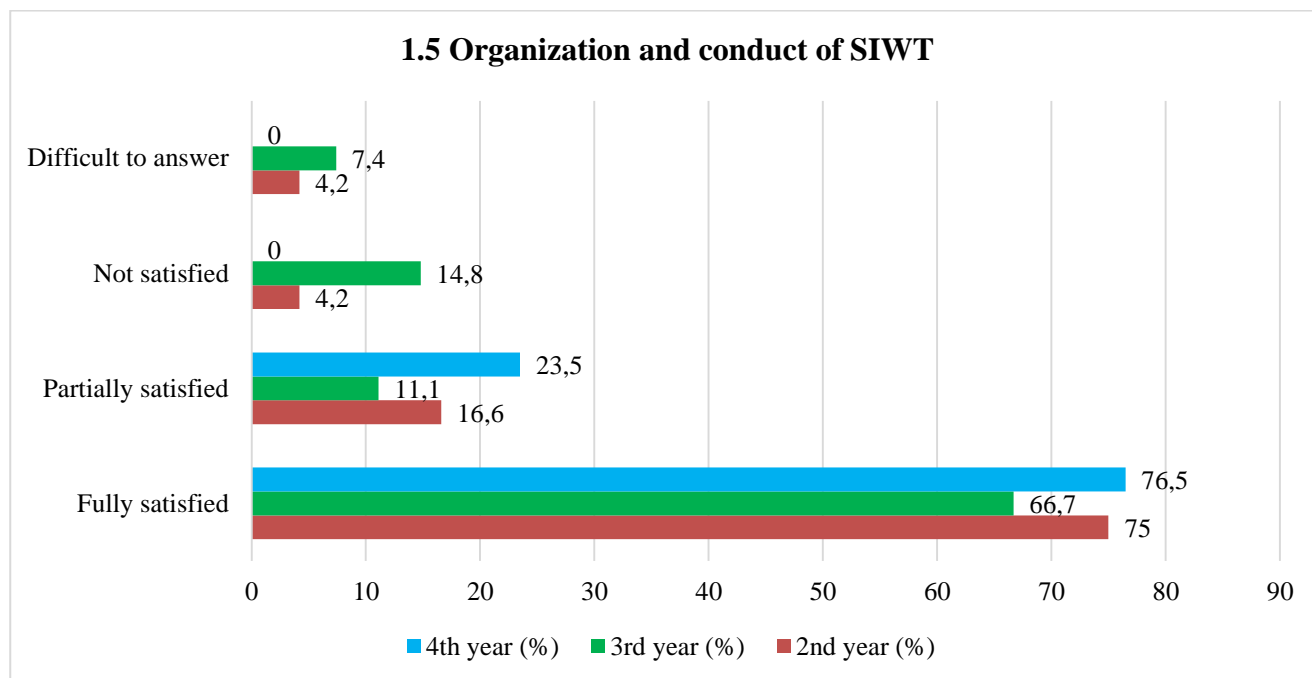
1.4 Internship process

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Fully satisfied	70,8% (17 students)	64,8% (35 students)	76,5% (13 students)
Partially satisfied	12,5% (3 students)	20,4% (11 students)	23,5% (4 students)
Not satisfied	16,7% (4 students)	11,1% (6 students)	-
Difficult to answer	-	3,7% (2 students)	-



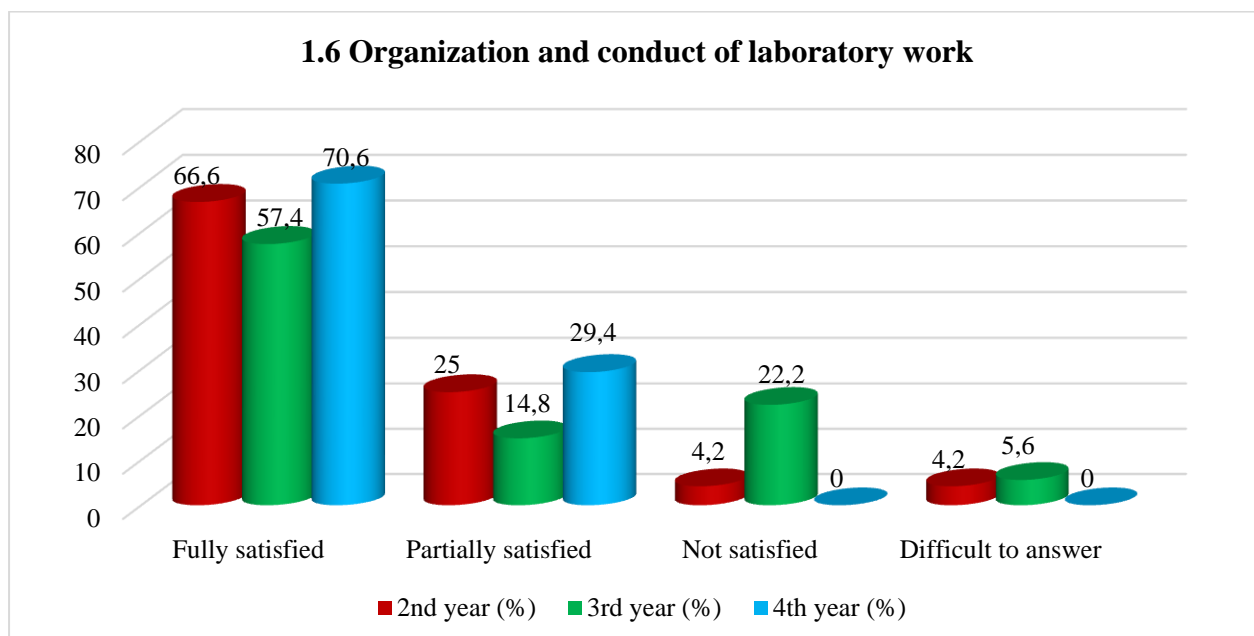
1.5 Organization and conduct of SIWT

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Fully satisfied	75% (18 students)	66,7% (36 students)	76,5% (13 students)
Partially satisfied	16,6% (4 students)	11,1% (6 students)	23,5% (4 students)
Not satisfied	4,2% (1 student)	14,8% (8 students)	-
Difficult to answer	4,2% (1 student)	7,4% (4 students)	-



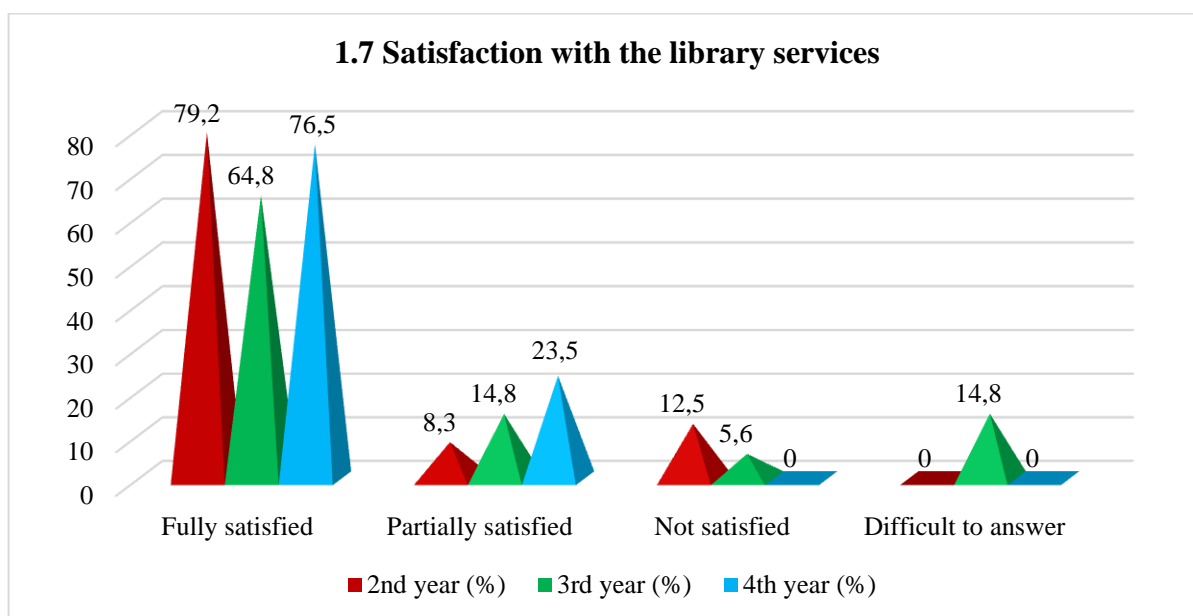
1.6 Organization and conduct of laboratory work

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Fully satisfied	66,6% (16 students)	57,4% (31 students)	70,6% (12 students)
Partially satisfied	25% (6 students)	14,8% (8 students)	29,4% (5 students)
Not satisfied	4,2% (1 student)	22,2% (12 students)	-
Difficult to answer	4,2% (1 student)	5,6% (3 students)	-



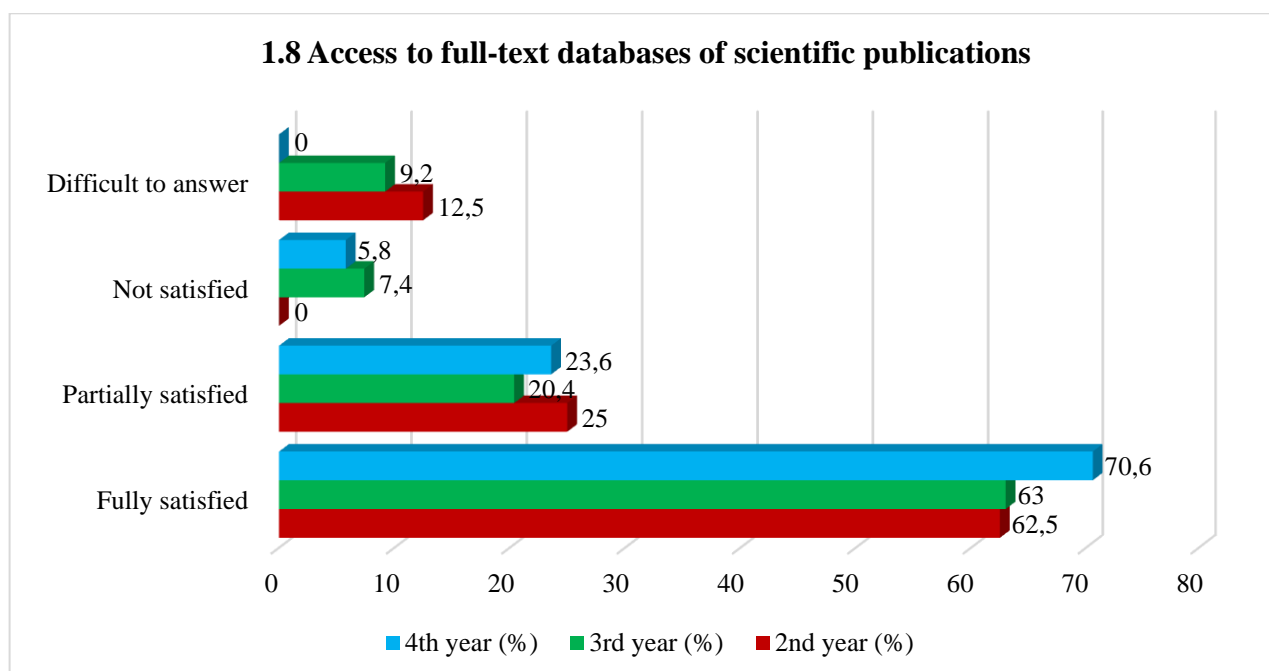
1.7 Satisfaction with the library services

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Fully satisfied</i>	79,2% (19 students)	64,8% (35 students)	76,5% (13 students)
<i>Partially satisfied</i>	8,3% (2 students)	14,8% (8 students)	23,5% (4 students)
<i>Not satisfied</i>	12,5% (3 students)	5,6% (3 students)	-
<i>Difficult to answer</i>	-	14,8% (8 students)	-



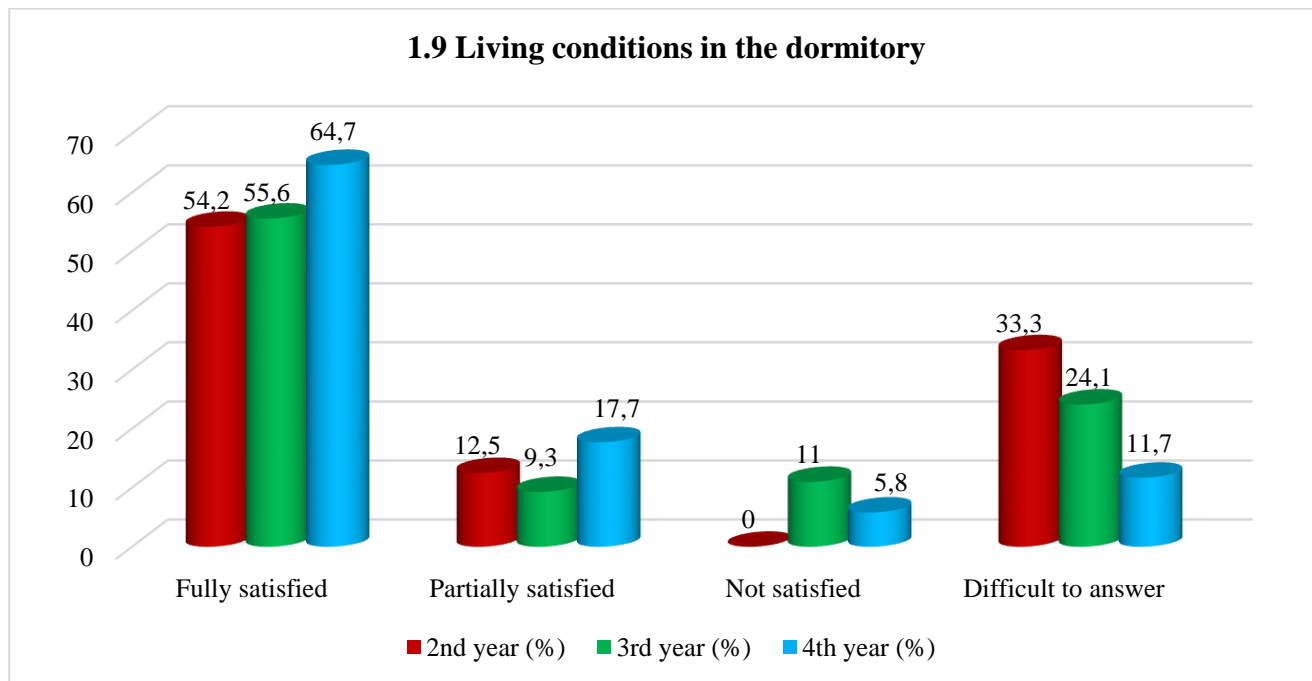
1.8 Access to full-text databases of scientific publications

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Fully satisfied</i>	62,5% (15 students)	63% (34 students)	70,6% (12 students)
<i>Partially satisfied</i>	25% (6 students)	20,4% (11 students)	23,6% (4 students)
<i>Not satisfied</i>	-	7,4% (4 students)	5,8% (1 student)
<i>Difficult to answer</i>	12,5% (3 students)	9,2% (5 students)	-



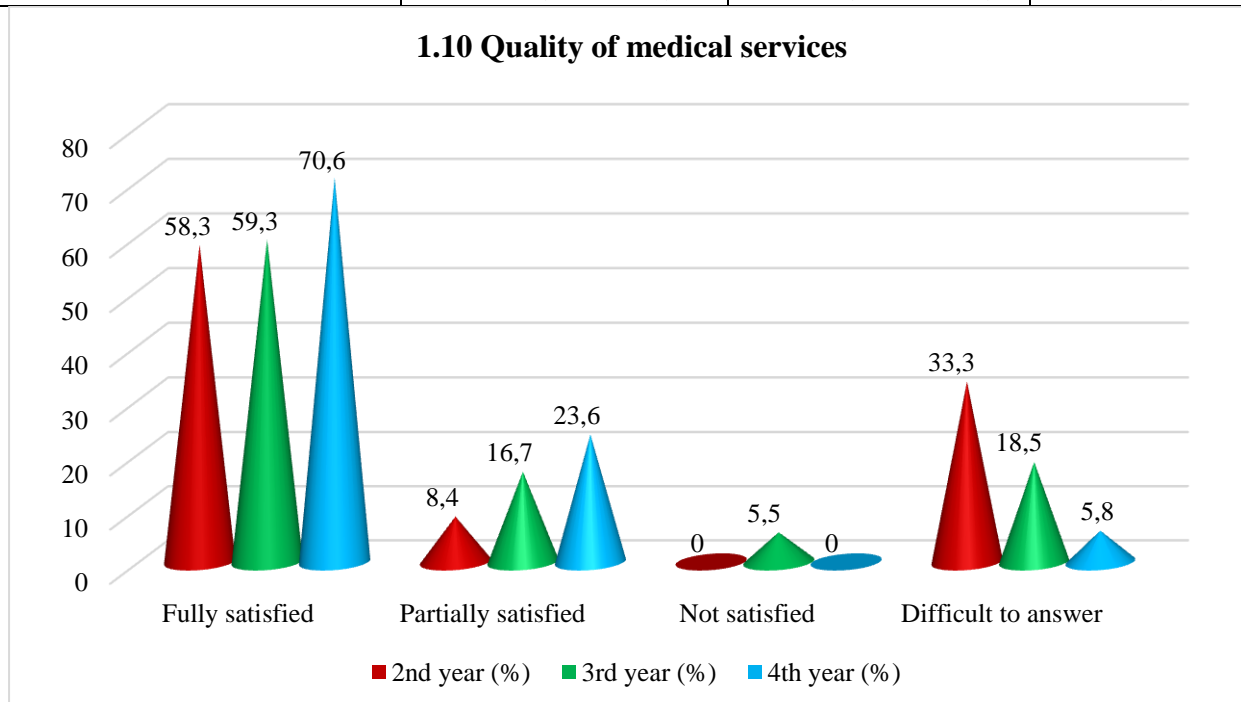
1.9 Living conditions in the dormitory

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Fully satisfied	54,2% (13 students)	55,6% (30 students)	64,7% (11 students)
Partially satisfied	12,5% (3 students)	9,3% (5 students)	17,7% (3 students)
Not satisfied	-	11% (6 students)	5,8% (1 student)
Difficult to answer	33,3% (8 students)	24,1% (13 students)	11,7% (2 students)



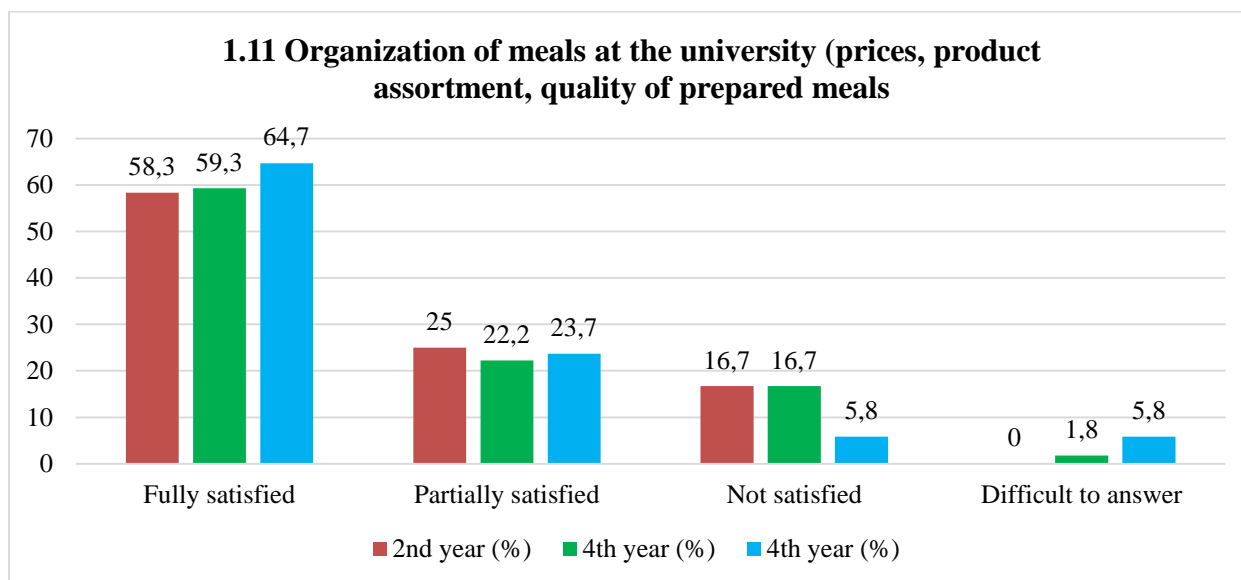
1.10 Quality of medical services

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Fully satisfied	58,3% (14 students)	59,3% (32 students)	70,6% (12 students)
Partially satisfied	8,4% (2 students)	16,7% (9 students)	23,6% (4 students)
Not satisfied	-	5,5% (3 students)	-
Difficult to answer	33,3% (8 students)	18,5% (10 students)	5,8% (1 student)



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

Answer options	2nd year (%)	4th year (%)	4th year (%)
<i>Fully satisfied</i>	58,3% (14 students)	59,3% (32students)	64,7% (11 students)
<i>Partially satisfied</i>	25% (6 students)	22,2% (12students)	23,7% (4 students)
<i>Not satisfied</i>	16,7% (4 students)	16,7% (9 students)	5,8% (1 student)
<i>Difficult to answer</i>	-	1,8% (1student)	5,8% (1 student)

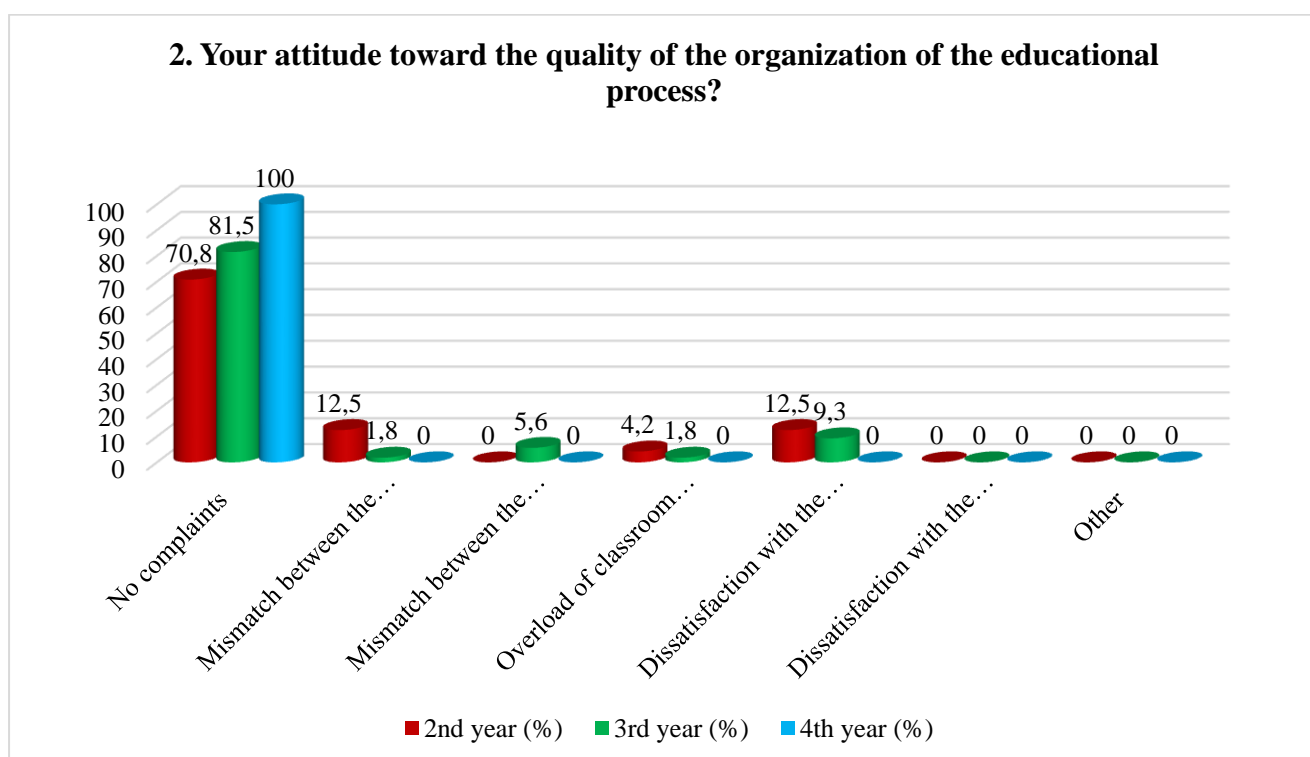


In response to the question, “**If you answered “not satisfied” to the previous question, please provide recommendations for improving the services provided,”** the respondents answered as follows:

2nd year	3rd year	4th year
<ul style="list-style-type: none"> - In laboratory classes, there is no access to certain types of equipment, materials are often insufficient, and the equipment is outdated. Most of the dishes are high in fat, the food is mostly flour-based, and the appearance of the food is unpleasant. - There are no e-books available for general access. I didn't figure out how to use the resources, but in the digital age, I would like to have access to all the e-books and resources available at the university. - Everything is fine 	<ul style="list-style-type: none"> - Her 	<ul style="list-style-type: none"> - No - Expensive

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

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>No complaints</i>	70,8% (17 students)	81,5% (44 students)	100% (17 students)
<i>Mismatch between the subjects studied and the chosen specialty</i>	12,5% (3 students)	1,8% (1 student)	-
<i>Mismatch between the importance of the subject and the number of hours allocated</i>	-	5,6% (3 students)	-
<i>Overload of classroom activities</i>	4,2% (1 student)	1,8% (1 student)	-
<i>Dissatisfaction with the quality of classes</i>	12,5% (3 students)	9,3% (5 students)	-
<i>Dissatisfaction with the organization of credits and exams</i>	-	-	-
<i>Other</i>	-	-	-

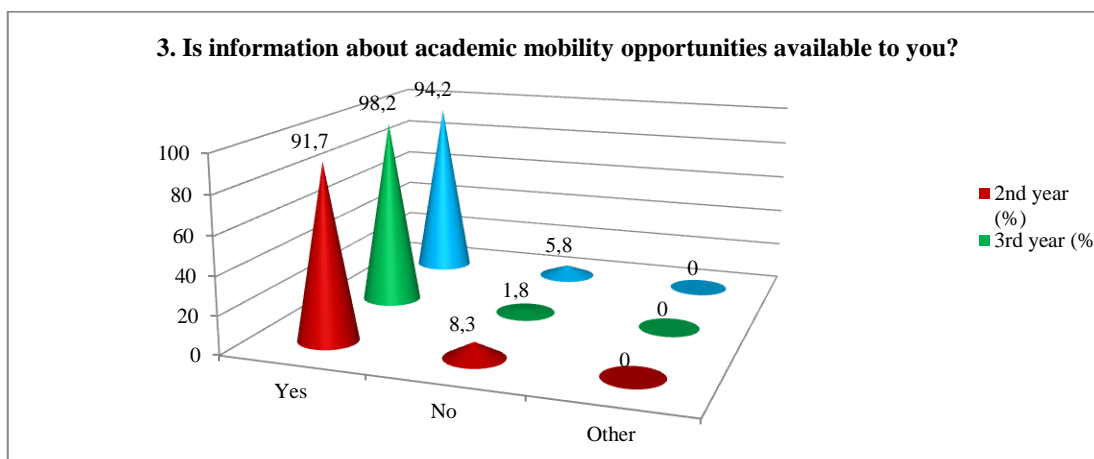


In response to the question, “If you answered “Does not correspond or does not satisfy” to the previous question, please provide recommendations for improvement,” the respondents answered as follows:

2nd year	3rd year	4th year
-	- More classrooms	-

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

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Yes</i>	91,7% (22 students)	98,2% (53 students)	94,2% (16 students)
<i>No</i>	8,3% (2 students)	1,8% (1 student)	5,8% (1 student)
<i>Other</i>	-	-	-



4. What do you think about the relationships?

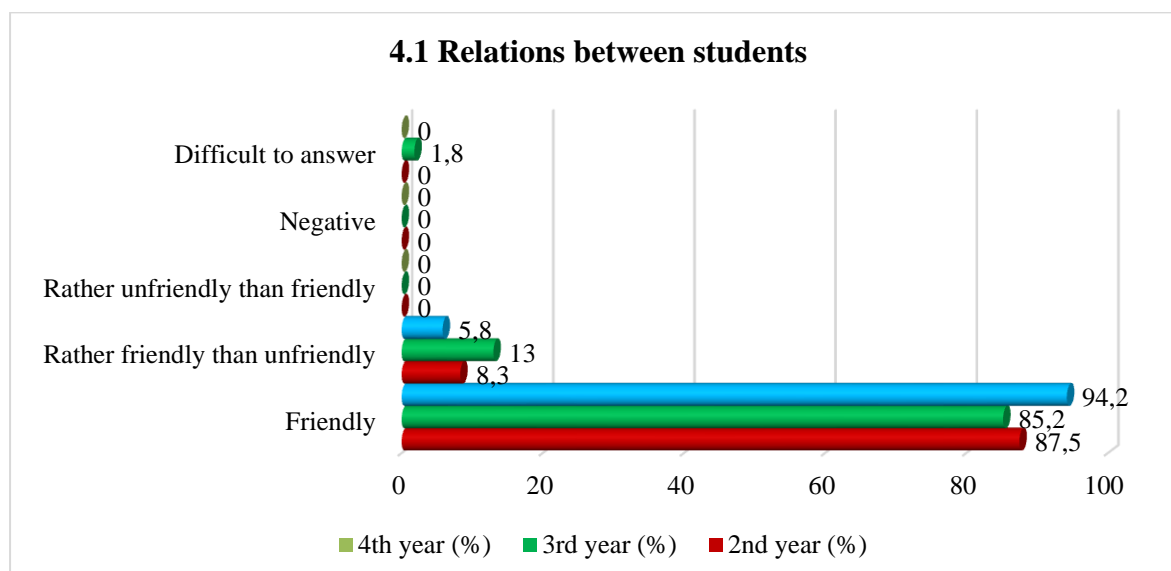
4.1 Relations between students
4.2 Relations between teachers and students (in the educational process)
4.3 Relations between students and supervisors
4.4 Relations between students and the administration
4.5 Relations between students and staff of departments (library, student office, etc.)
4.6 Relations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

Other _____

If you answered “Rather unfriendly than friendly” or “Negative,” please provide recommendations for improvement _____

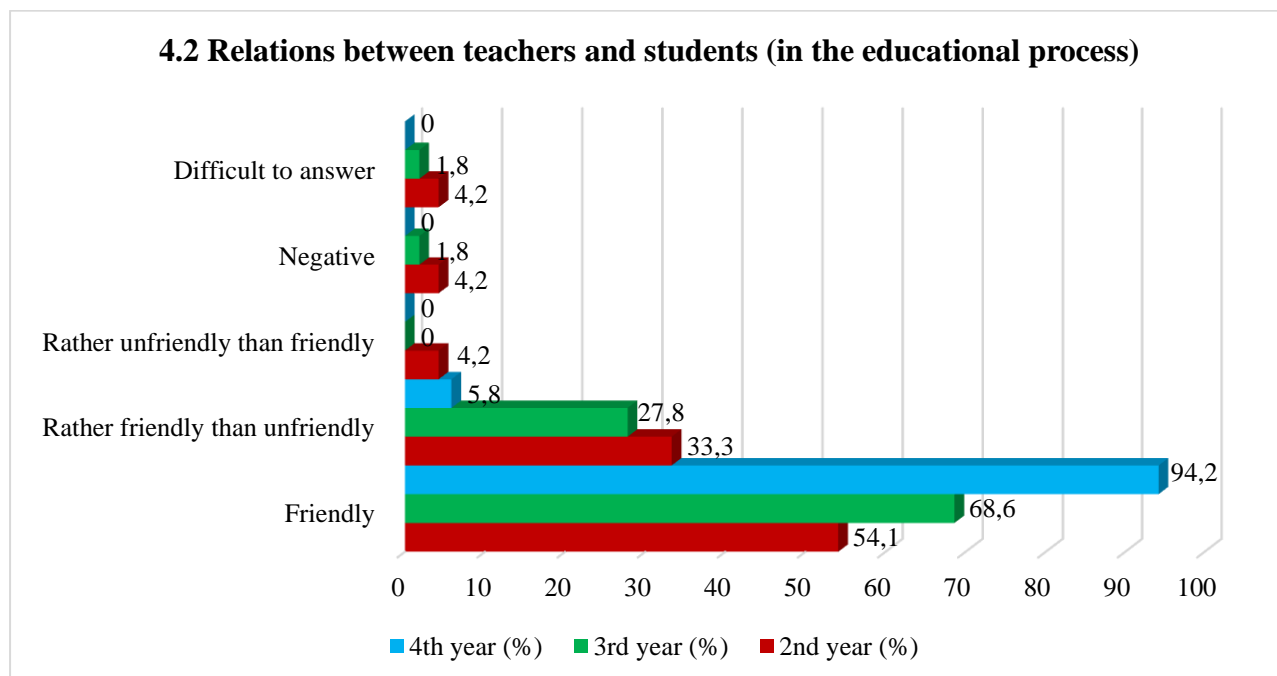
4.1 Relations between students

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Friendly	87,5% (21 students)	85,2% (46 students)	94,2% (16 students)
Rather friendly than unfriendly	8,3% (2 students)	13% (7 students)	5,8% (1 student)
Rather unfriendly than friendly	4,2% (1 student)	-	-
Negative	-	-	-
Difficult to answer	-	1,8% (1 student)	-



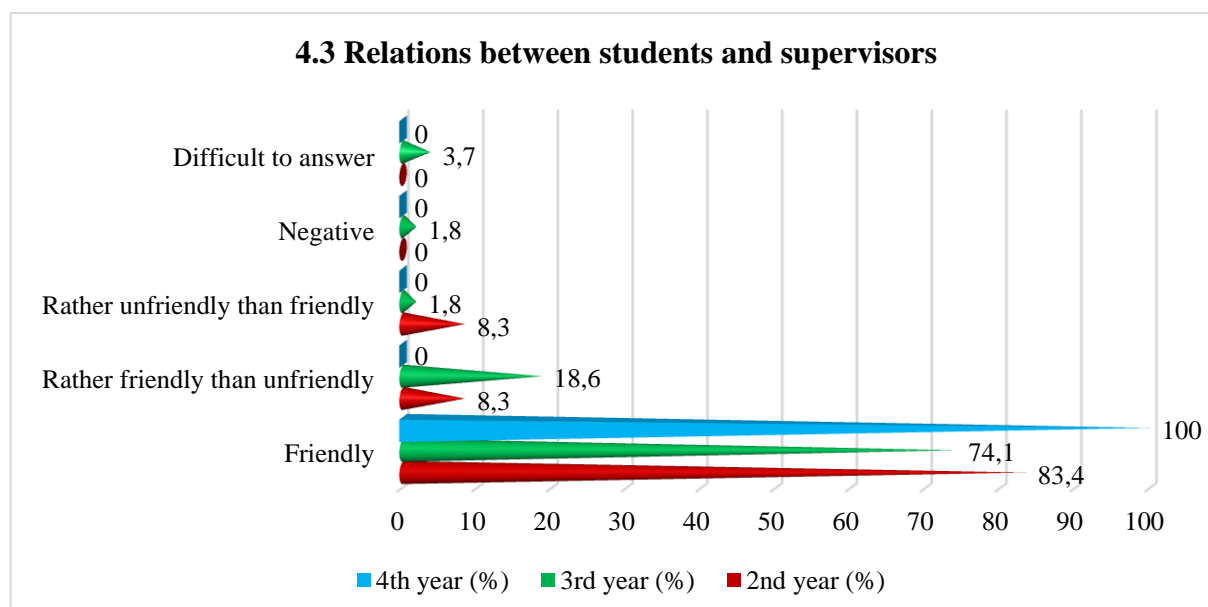
4.2 Relations between teachers and students (in the educational process)

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Friendly	54,1% (13 students)	68,6% (37 students)	94,2% (16 students)
Rather friendly than unfriendly	33,3% (8 students)	27,8% (15 students)	5,8% (1 student)
Rather unfriendly than friendly	4,2% (1 student)	-	-
Negative	4,2% (1 student)	1,8% (1 student)	-
Difficult to answer	4,2% (1 student)	1,8% (1 student)	-



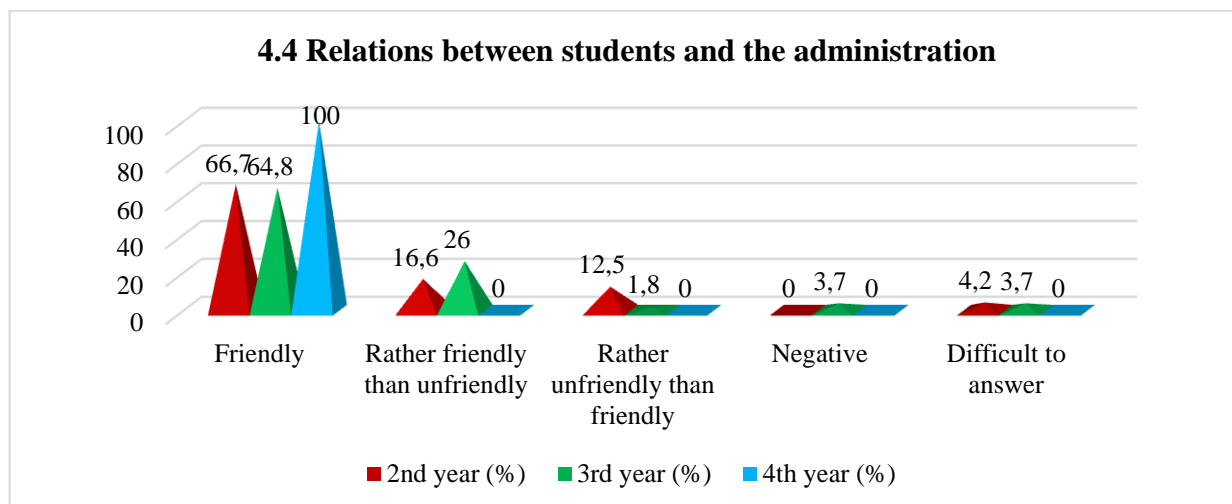
4.3 Relations between students and supervisors

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Friendly	83,4% (20 students)	74,1% (40 students)	100% (17 students)
Rather friendly than unfriendly	8,3% (10 students)	18,6% (10 students)	-
Rather unfriendly than friendly	8,3% (2 students)	1,8% (1 student)	-
Negative	-	1,8% (1 student)	-
Difficult to answer	-	3,7% (2 students)	-



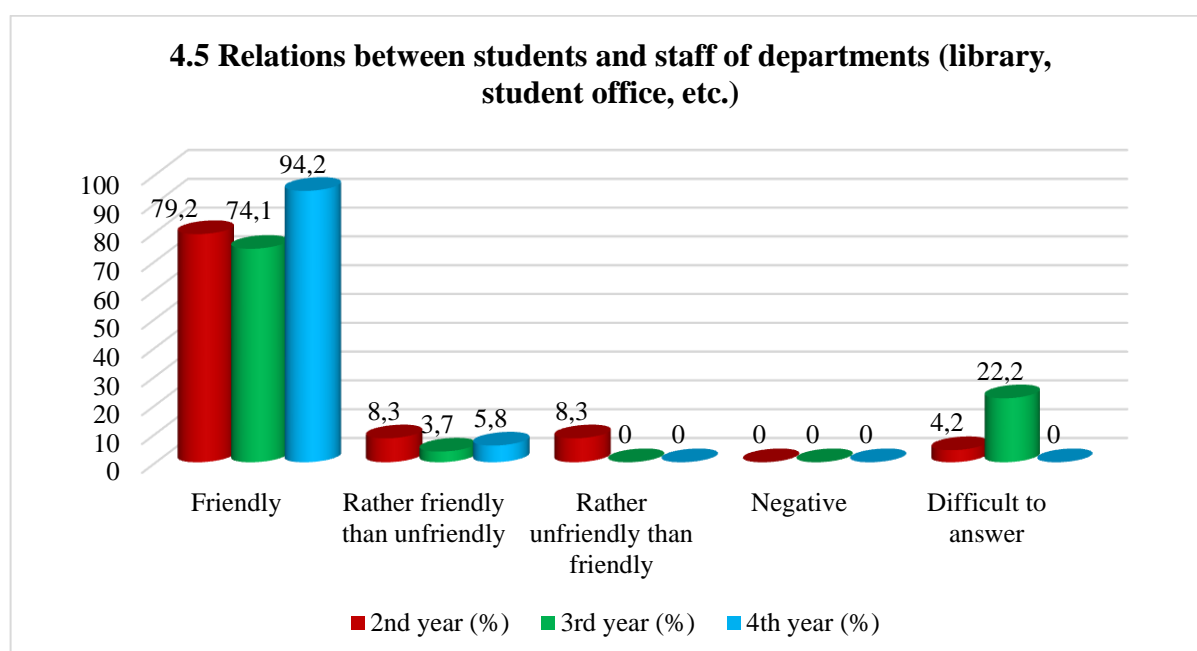
4.4 Relations between students and the administration

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Friendly	66,7% (16 students)	64,8% (35 students)	100% (17 students)
Rather friendly than unfriendly	16,6% (4 students)	26% (14 students)	-
Rather unfriendly than friendly	12,5% (3 students)	1,8% (1 student)	-
Negative	-	3,7% (2 students)	-
Difficult to answer	4,2% (1 student)	3,7% (2 students)	-



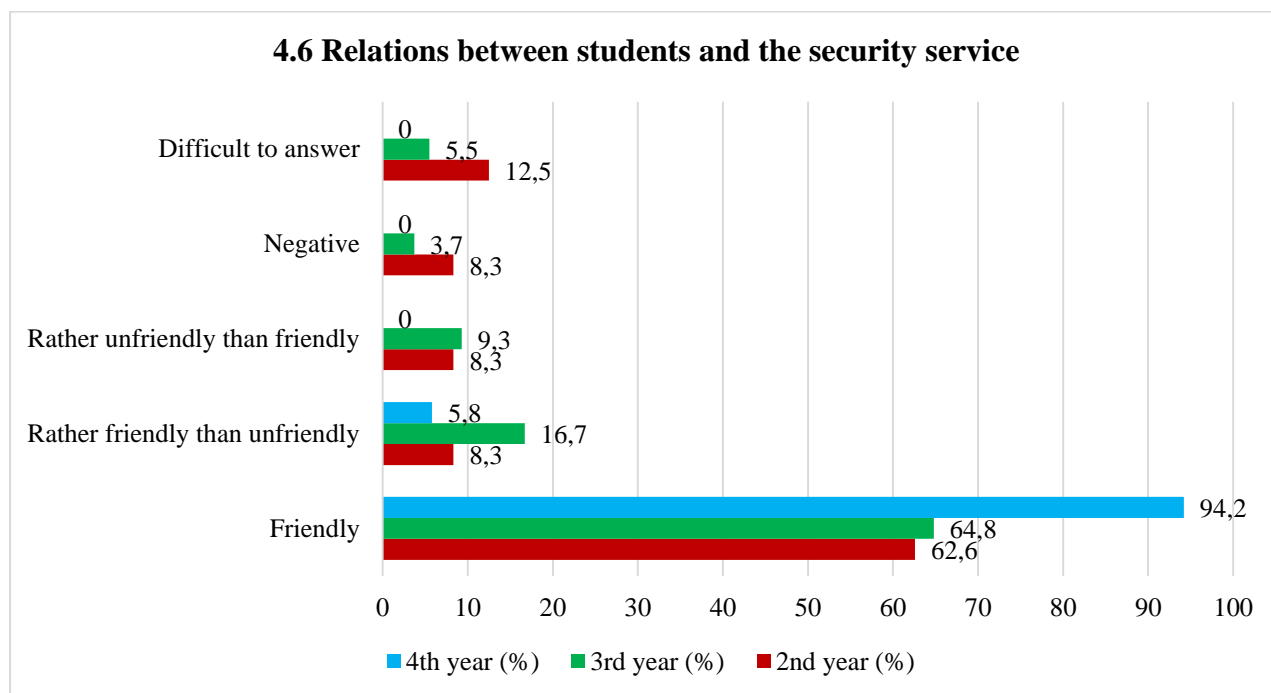
4.5 Relations between students and staff of departments (library, student office, etc.)

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Friendly	79,2% (19 students)	74,1% (40 students)	94,2% (16 students)
Rather friendly than unfriendly	8,3% (2 students)	3,7% (2 students)	5,8% (1 student)
Rather unfriendly than friendly	8,3% (2 students)	-	-
Negative	-	-	-
Difficult to answer	4,2% (1 student)	22,2% (12 students)	-



4.6 Relations between students and the security service

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Friendly	62,6% (15 students)	64,8% (35 students)	94,2% (16 students)
Rather friendly than unfriendly	8,3% (2 students)	16,7% (9 students)	5,8% (1 student)
Rather unfriendly than friendly	8,3% (2 students)	9,3% (5 students)	-
Negative	8,3% (2 students)	3,7% (2 students)	-
Difficult to answer	12,5% (3 students)	5,5% (3 students)	-



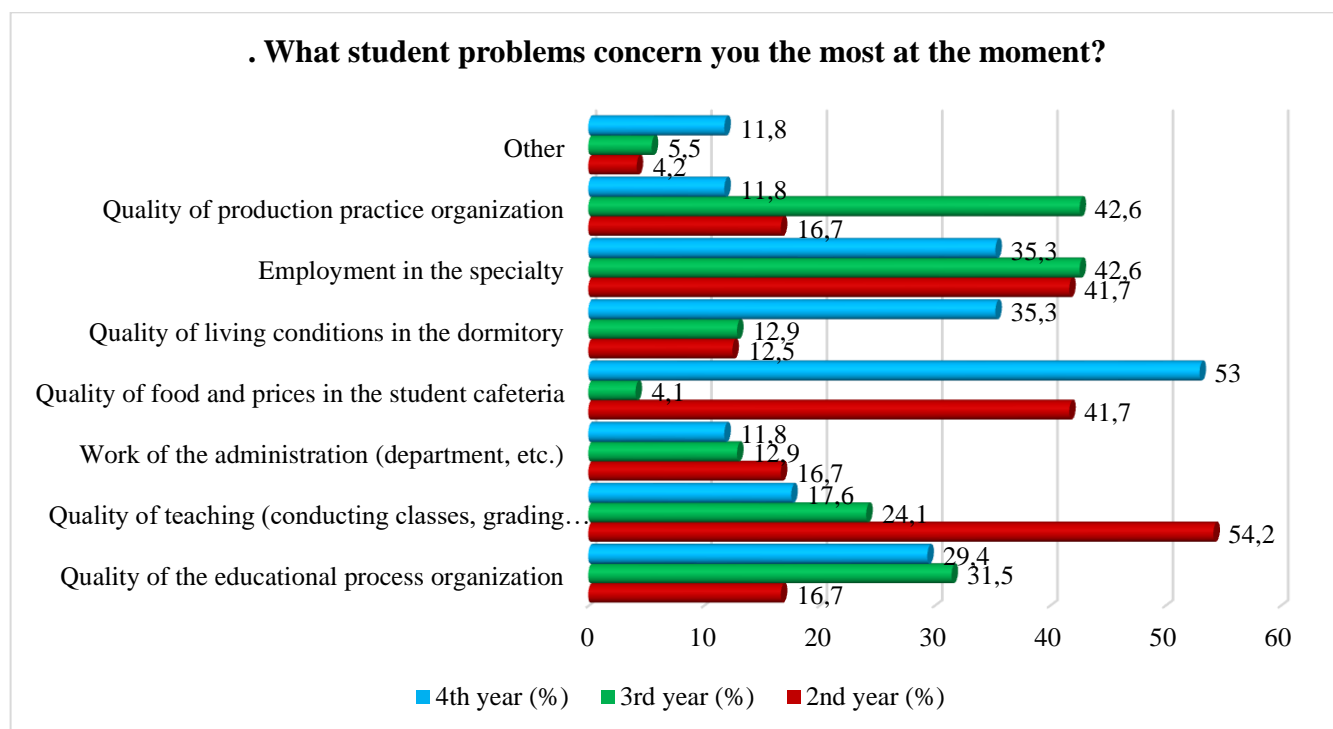
For the question “**If you answered 'Rather unfriendly than friendly' or 'Negative,' please provide recommendations for improvement,**” students provided the following responses:

2nd year	3rd year	4th year
- Tell the security guards to be more understanding and kind;	- University staff do not perform their duties properly. Due to their incompetence, I almost lost the opportunity to go abroad for mobility. They kept sending me around, didn't provide clear answers, were never at their desks, and only started moving when I raised a fuss. How is that even possible! This complaint does not concern the professors; they perform their duties well. But I have big complaints about everyone else! - Raise their salary so people don't take out their frustration on students	- No

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	16,7% (4 students)	31,5% (17 students)	29,4% (5 students)
Quality of teaching (conducting classes, grading knowledge, etc.)	54,2% (13 students)	24,1% (13 students)	17,6% (3 students)
Work of the administration (department, etc.)	16,7% (4 students)	12,9% (7 students)	11,8% (2 students)
Quality of food and prices in the student cafeteria	41,7% (10 students)	4,1% (22 students)	53% (9 students)
Quality of living conditions in the dormitory	12,5% (3 students)	12,9% (7 students)	35,3% (6 students)
Employment in the specialty	41,7% (10 students)	42,6% (23 students)	35,3% (6 students)
Quality of production practice organization	16,7% (4 students)	42,6% (23 students)	11,8% (2 students)
Other	4,2% (1 student)	5,5% (3 students)	11,8% (2 students)

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



For the “**Other**” option, students provided the following responses*:

2nd year	3rd year	4th year
- Everything is fine.	- No problems - None - Doesn't concern me	- None - Doesn't worry me

*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.

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 (%)
<i>Did not participate(s)</i>	79,2% (19 students)	64,8% (35 students)	47% (8 students)
<i>Sometimes, when it is necessary on formal grounds</i>	8,3% (2 students)	11,1% (6 students)	47% (8 students)
<i>In scientific projects of laboratories, centers, etc. under a contract, grant, etc.</i>	-	5,5% (3 students)	-
<i>In scientific projects of laboratories, clubs, circles, etc. on a gratuitous basis.</i>	4,2% (1 student)	7,4% (4 students)	-
<i>Attended scientific seminars, clubs and other scientific events.</i>	-	7,4% (4 students)	-
<i>Speaker(s) at a conference (including student), scientific seminar)</i>	8,3% (2 students)	9,2% (5 students)	5,8% (1 student)
<i>Participated in the competition of scientific student works</i>	8,3% (2 students)	3,7% (2 students)	11,7% (2 students)
<i>Published(s) the results of his/her research (including in student collections)</i>	4,2% (1 student)	7,4% (4 students)	-

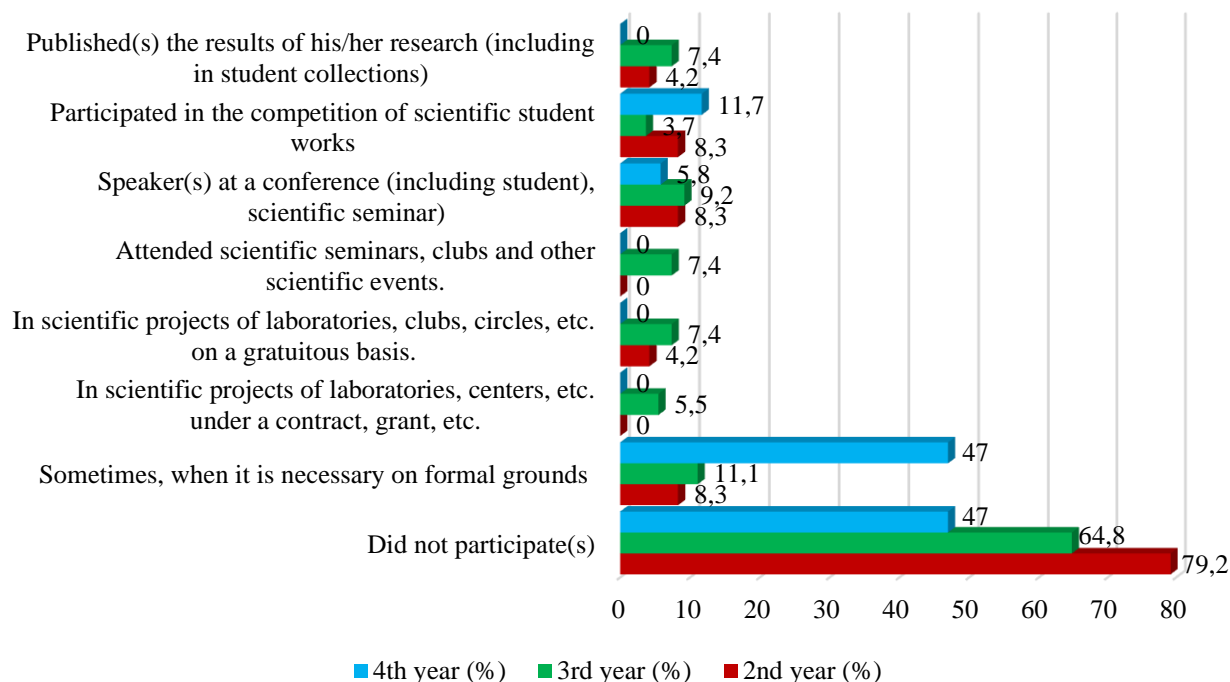
* The percentage sum does not equal 100 because multiple response options were allowed

For the question “If you answered 'I do not participate' to the previous question, please explain why,” the students provided the following responses*:

2nd year	3rd year	4th year
<ul style="list-style-type: none"> - I didn't want to. - I have no desire - No time - I don't want to - No desire - Not interesting - I don't want to 	<ul style="list-style-type: none"> - Not interested - Not interested - Not interested - Engaged in active activities - Didn't hear about it - No time - No desire - Didn't know - No time - No opportunity due to health reasons 	<ul style="list-style-type: none"> - No time

* 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.

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?

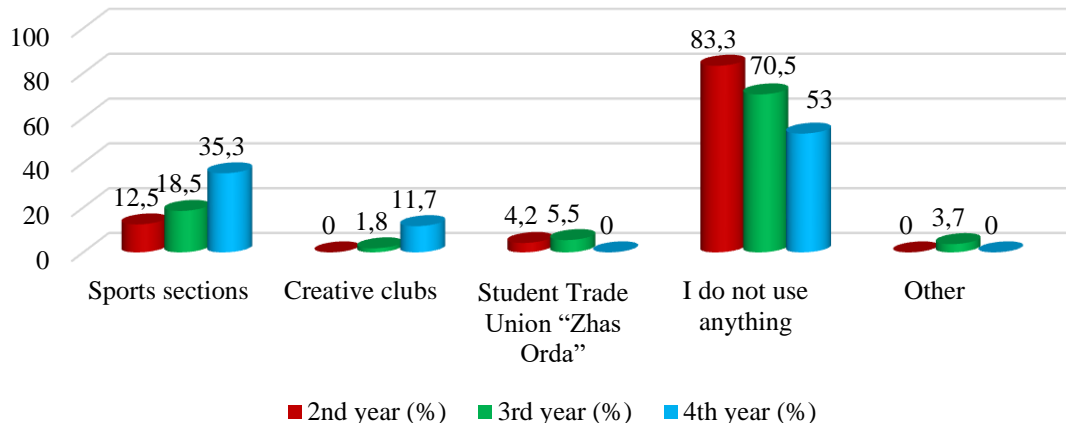
Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Sports sections</i>	12,5% (3 students)	18,5% (10 students)	35,3% (6 students)
<i>Creative clubs</i>	-	1,8% (1 student)	11,7% (2 students)
<i>Student Trade Union "Zhas Orda"</i>	4,2% (1 student)	5,5% (3 students)	-
<i>I do not use anything</i>	83,3% (20 students)	70,5% (38 students)	53% (9 students)
<i>Other</i>	-	3,7% (2 students)	-

For the **“Other”** option, students provided the following responses*:

2nd year	3rd year	4th year
-	<ul style="list-style-type: none"> - Academic mobility - The opportunity to go abroad and additional courses. - Doesn't concern me 	

*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* :

2nd year	3rd year	4th year
<ul style="list-style-type: none"> - I do sports separately - I'm busy with other activities - Not interested (2) - No time - Sports sections are inconvenient 	<ul style="list-style-type: none"> - Not enough information - Lack of personal time - Don't cover my area of interest - I don't need it - No need - Not interested - Underdeveloped - No time - No time - I don't want to - Time - No time, I'm working - No opportunity due to health reasons 	<ul style="list-style-type: none"> - No - No time

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

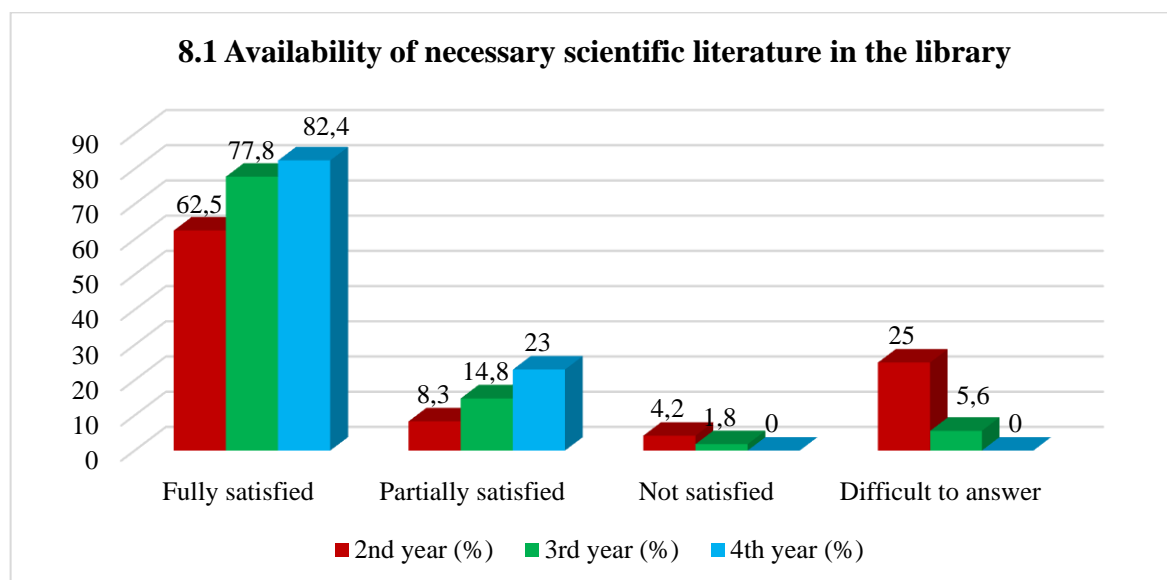
8.1 Availability of necessary scientific literature in the library
8.2 Modernity of computer equipment
8.3 Internet bandwidth and speed
8.4 Modernity of software
8.5 Availability of educational and scientific equipment
8.6 Availability of laboratories and specialized classrooms
8.7 Availability of sports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

Other _____

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

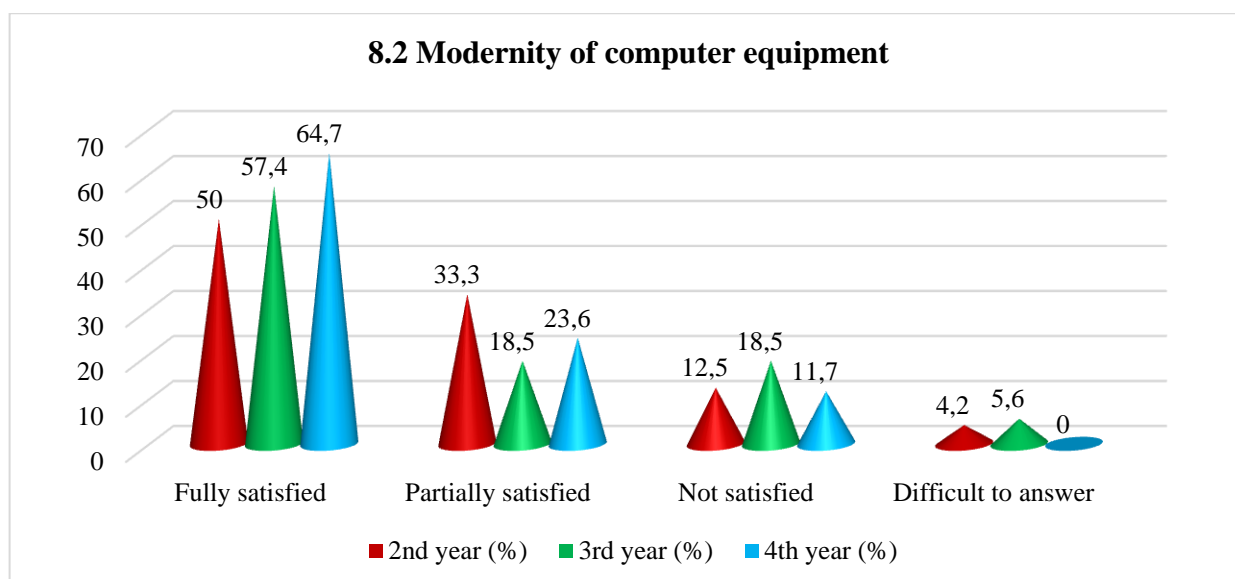
8.1 Availability of necessary scientific literature in the library

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Fully satisfied</i>	62,5% (15 students)	77,8% (42 students)	82,4% (14 students)
<i>Partially satisfied</i>	8,3% (2 students)	14,8% (8 students)	23 % (3 students)
<i>Not satisfied</i>	4,2% (1 student)	1,8% (1 student)	-
<i>Difficult to answer</i>	25% (6 students)	5,6% (3 students)	-



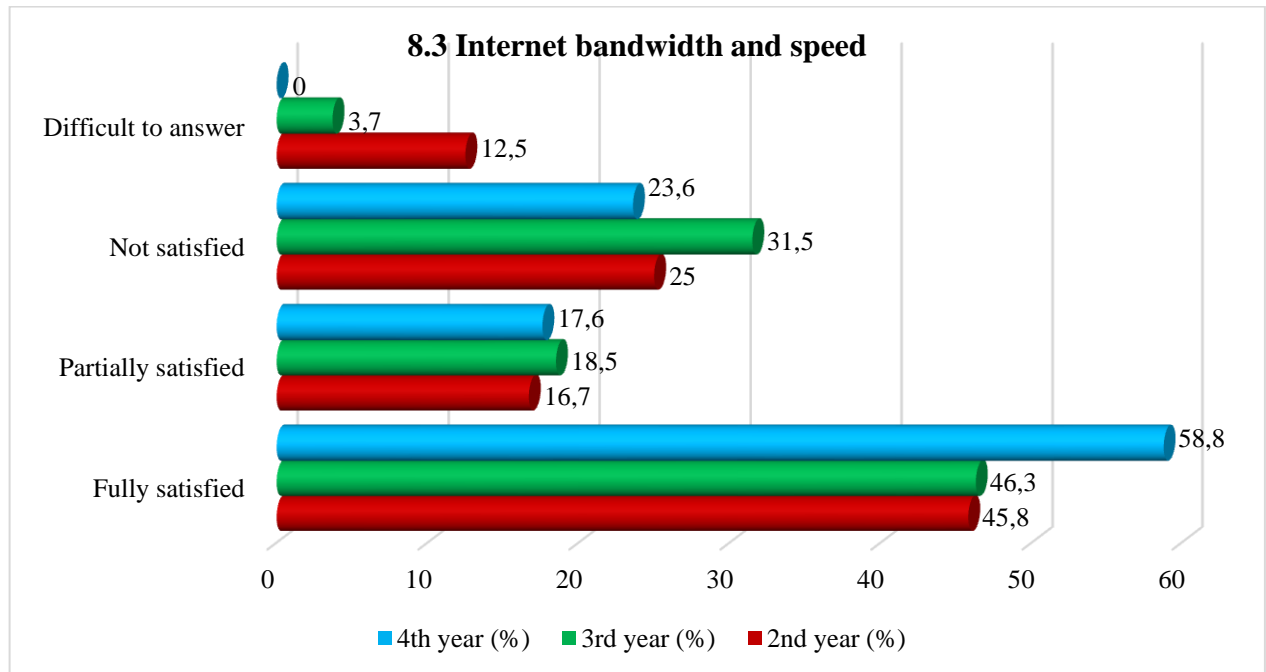
8.2 Modernity of computer equipment

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Fully satisfied</i>	50% (12 students)	57,4% (31 students)	64,7% (11 students)
<i>Partially satisfied</i>	33,3% (8 students)	18,5% (10 students)	23,6% (4 students)
<i>Not satisfied</i>	12,5% (3 students)	18,5% (10 students)	11,7% (2 students)
<i>Difficult to answer</i>	4,2% (1 student)	5,6% (3 students)	-



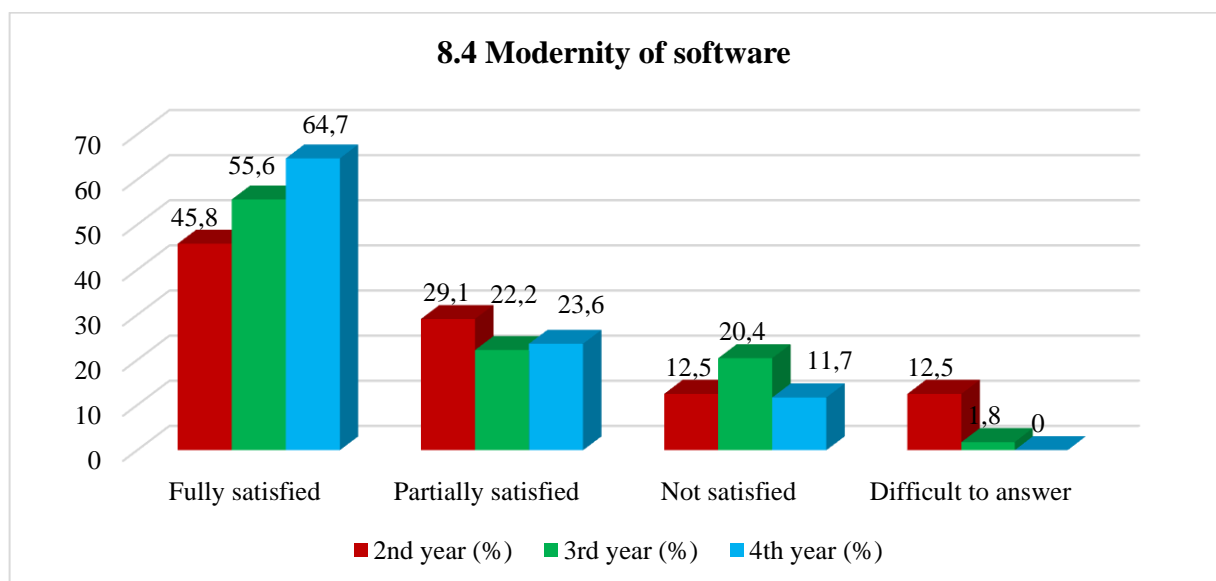
8.3 Internet bandwidth and speed

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Fully satisfied	45,8% (11 students)	46,3% (25 students)	58,8% (10 students)
Partially satisfied	16,7% (4 students)	18,5% (10 students)	17,6% (3 students)
Not satisfied	25% (6 students)	31,5% (17 students)	23,6% (4 students)
Difficult to answer	12,5% (3 students)	3,7% (2 students)	-



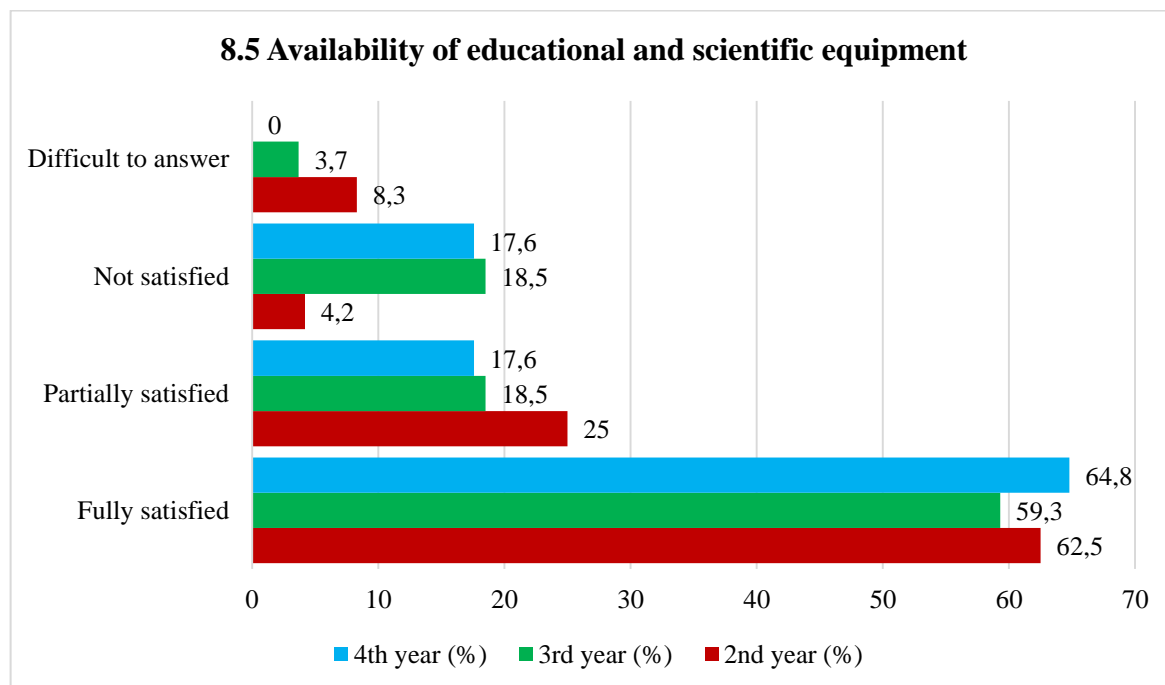
8.4 Modernity of software

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Fully satisfied	45,8% (11 students)	55,6% (30 students)	64,7% (11 students)
Partially satisfied	29,1% (7 students)	22,2% (12 students)	23,6% (4 students)
Not satisfied	12,5% (3 students)	20,4% (11 students)	11,7% (2 students)
Difficult to answer	12,5% (3 students)	1,8% (1 student)	-



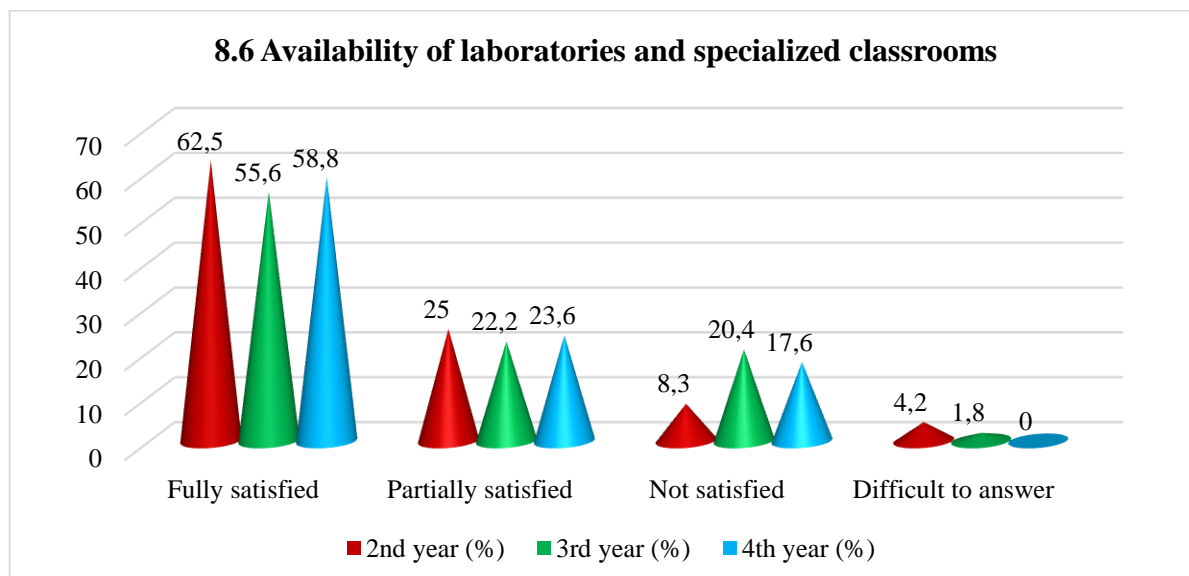
8.5 Availability of educational and scientific equipment

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Fully satisfied	62,5% (15 students)	59,3% (32 students)	64,8% (11 students)
Partially satisfied	25% (6 students)	18,5% (10 students)	17,6% (3 students)
Not satisfied	4,2% (1 student)	18,5% (10 students)	17,6% (3 students)
Difficult to answer	8,3% (2 students)	3,7% (2 students)	-



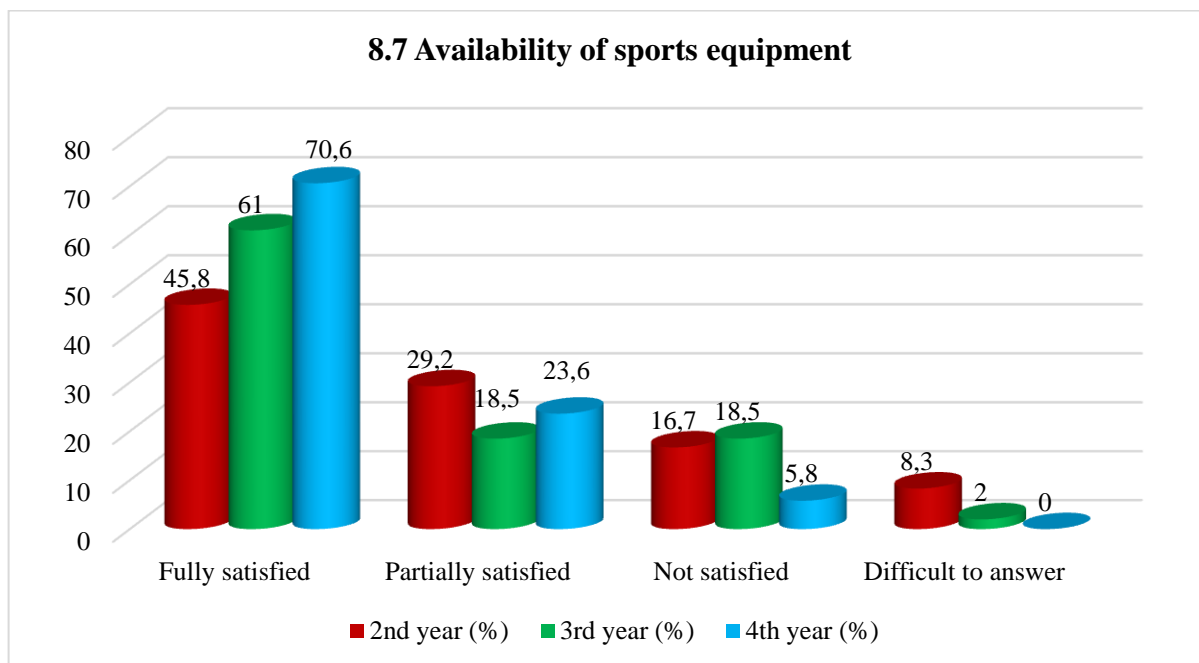
8.6 Availability of laboratories and specialized classrooms

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Fully satisfied	62,5% (15 students)	55,6% (30 students)	58,8% (10 students)
Partially satisfied	25% (6 students)	22,2% (12 students)	23,6% (4 students)
Not satisfied	8,3% (2 students)	20,4% (11 students)	17,6% (3 students)
Difficult to answer	4,2% (1 student)	1,8% (1 student)	-



8.7 Availability of sports equipment

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Fully satisfied	45,8% (11 students)	61% (33 students)	70,6% (12 students)
Partially satisfied	29,2% (7 students)	18,5% (10 students)	23,6% (4 students)
Not satisfied	16,7% (4 students)	18,5% (10 students)	5,8% (1 student)
Difficult to answer	8,3% (2 students)	2% (1 student)	-



For the “If you answered “Not satisfied” to the previous question, please provide recommendations for improvement” question, students provided the following responses *:

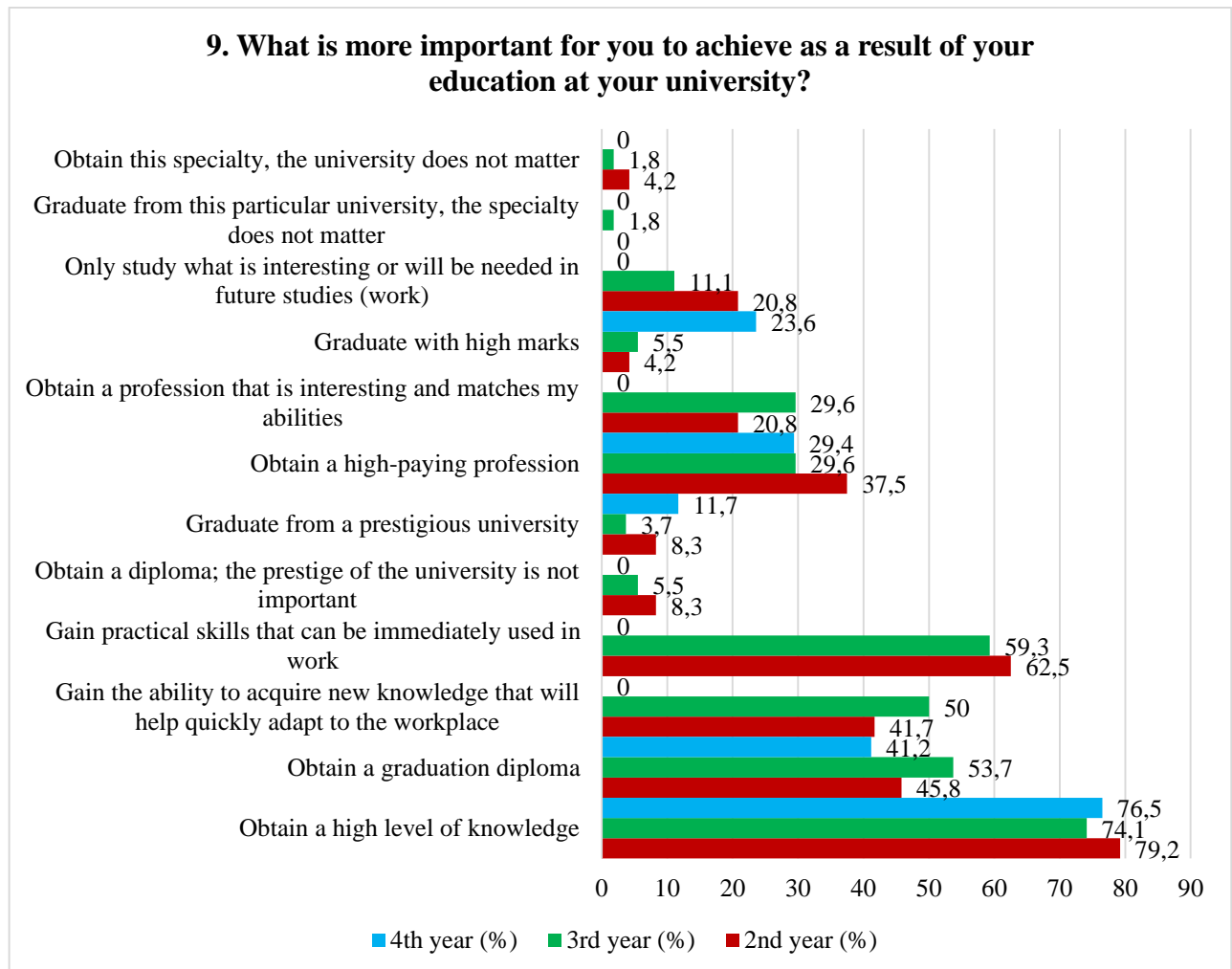
2nd year	3rd year	4th year
-	<ul style="list-style-type: none"> - The internet signal is very weak - Buy better computers - Improve the speed 	-

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	79,2% (19 students)	74,1% (40 students)	76,5% (13 students)
Obtain a graduation diploma	45,8% (11 students)	53,7% (29 students)	41,2% (7 students)
Gain the ability to acquire new knowledge that will help quickly adapt to the workplace	41,7% (10 students)	50% (27 students)	-
Gain practical skills that can be immediately used in work	62,5% (15 students)	59,3% (32 students)	-
Obtain a diploma; the prestige of the university is not important	8,3% (2 students)	5,5% (3 students)	-
Graduate from a prestigious university	8,3% (2 students)	3,7% (2 students)	11,7% (2 students)
Obtain a high-paying profession	37,5% (9)	29,6% (16)	29,4% (5)

	students)	students)	students)
<i>Obtain a profession that is interesting and matches my abilities</i>	20,8% (5 students)	29,6% (16 students)	-
<i>Graduate with high marks</i>	4,2% (1 student)	5,5% (3 students)	23,6% (4 students)
<i>Only study what is interesting or will be needed in future studies (work)</i>	20,8% (5 students)	11,1% (6 students)	-
<i>Graduate from this particular university, the specialty does not matter</i>	-	1,8% (1 student)	-
<i>Obtain this specialty, the university does not matter</i>	4,2% (1 student)	1,8% (1 student)	-

* The percentage sum does not equal 100 because multiple response options were allowed



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

The analysis of the results from the questionnaire on “Student Satisfaction with Educational Services for 2nd-5th Year Students” indicates a positive attitude from students towards the conditions, content, organization, and quality of the educational process at the university. The main part of the surveyed students of the specialty “Construction” (73.7%) expressed satisfaction with the learning process in general. For convenience of analysis, let us consider the aspects according to the following levels of satisfaction:

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

- Class schedule (96,9%);
- Organization of independent work (93%);
- Quality of practical training (89,5%);
- Organization and conduct of SIWT (89,8%);

- Organization and conduct of laboratory work (87,94%)
- Satisfaction with library services (89%);
- Access to full-text databases of scientific publications (88,4%);
- Living conditions in the dormitory (83%);
- Organization of university meals (84,4%).

Medical services were rated as "good quality" (satisfaction rates below 80%), with a score of 79%.

The questionnaire results showed a high level of student satisfaction with the educational process, especially regarding class schedules, organization of independent work, and the quality of practical training. The quality of medical services was rated slightly lower, but still at a satisfactory level.

Most students, especially in the 3rd and 4th years, are satisfied with the quality of the academic process (100% in the 4th year). However, 12.5% of 2nd-year students noted the mismatch between the subjects studied and their chosen major and dissatisfaction with the quality of lessons. Students recommended increasing the number of classrooms.

Overall, the availability of information about academic mobility opportunities is high among students across all years. However, a small percentage of students still lack access to this information, indicating a need to improve communication and raise awareness.

The ratings of relationships within the university are generally positive, with a slight tendency for improvement among senior students. Students mainly note a friendly atmosphere in communication both among themselves and with professors and curators. A few students expressed dissatisfaction with the administration and security services, pointing out communication problems and the lack of competence of some staff members.

The greatest concerns for students are the quality of meals in the cafeteria, including high prices, and employment in their specialty, especially among 2nd and 3rd-year students. Issues with the organization of the academic process and the quality of teaching remain relevant, particularly in the 4th year, where concern is growing.

Regarding participation in scientific work at the university, 79.2% of 2nd-year students, 64.8% of 3rd-year students, and 47% of 4th-year students do not participate. The main reasons for this are lack of time, lack of interest, and insufficient information about opportunities to participate in research projects.

Furthermore, 83.3% of 2nd-year students, 70.5% of 3rd-year students, and 53% of 4th-year students do not take advantage of opportunities for personal development at the university, such as sports sections, creative clubs, and the student union. The reasons for non-participation include lack of time, lack of interest, and lack of knowledge about such opportunities.

The university's material base generally causes a high degree of satisfaction among students, especially in terms of the availability of necessary scientific literature in the library, modern computer equipment and software, and the availability of educational and research equipment, laboratories, and specialized classrooms. However, there is some partial dissatisfaction with aspects such as the width and speed of the internet channel, particularly among 2nd and 3rd-year students.

Regarding the goals that students set for themselves during their studies, for 2nd-year students, the priority is acquiring a high level of knowledge and practical skills that can be immediately applied in their work. 3rd and 4th-year students also aim to gain knowledge, but they are more focused on obtaining a diploma and developing skills that will help them adapt to the workplace.

Based on the questionnaire results, it can be noted that there is a need for improvement in the organization of the academic process and expansion of opportunities for involving students in scientific, research, and extracurricular activities.

The overall satisfaction of students in the “Construction” program with educational services is **90.2%**, indicating a high level of overall satisfaction 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.