

**Report
on the results of the survey
“Satisfaction of 2-5 year students with educational services”
in 2024-2025 academic year**

Department: Building Materials and Technology

Specialty: 6B07305 Manufacturing Building Materials, Products, and Structures

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 6B07305 Manufacturing Building Materials, Products, and Structures, 83 respondents out of 104 took part in the survey, which is 79.8% of the total number of students in this specialty.

- 2 year – 25 students (66%);
- 3 year – 24 students (75%);
- 4 year – 34 students (100%).

Mode of training

- Budget – 80 students (96.4%);
- Paid – 3 students (3.4%).

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

Indicators:

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

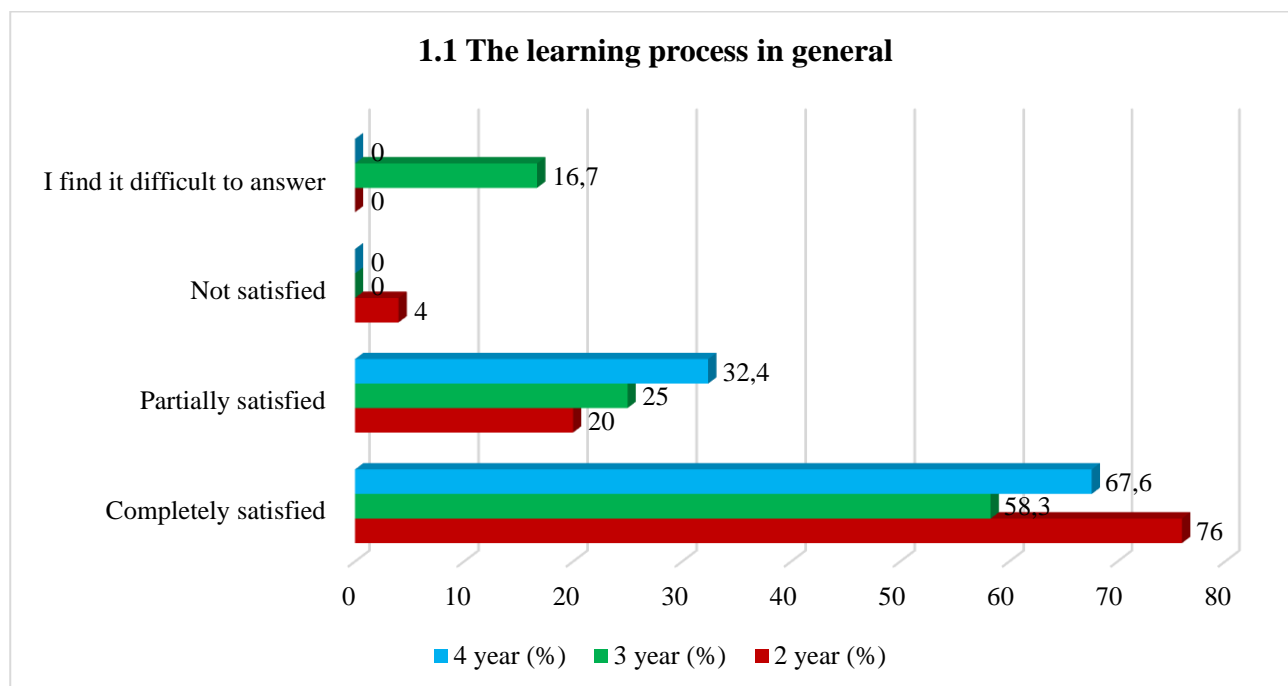
1.1 The learning process in general
1.2 Class schedule
1.3 Organization of independent work
1.4 Practices
1.5 Organizing and conducting SIWT
1.6 Organizing and conducting laboratory work
1.7 Satisfaction with the library work
1.8 Possibility of access to full-text databases of scientific publications
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 _____.

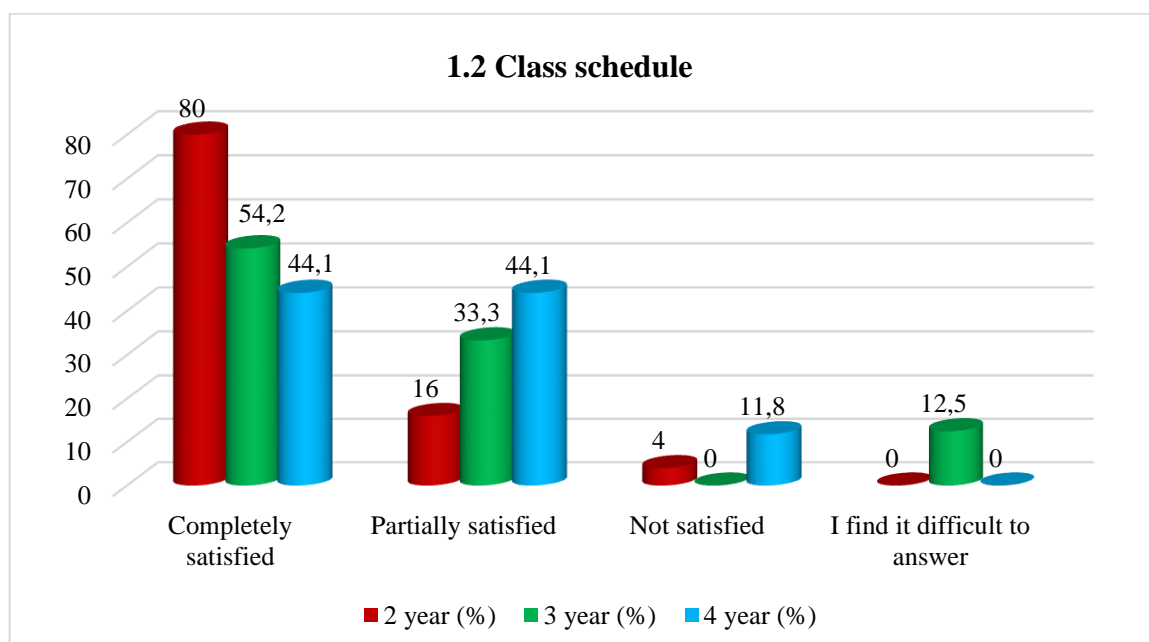
1.1 The learning process in general

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	76% (19 prs.)	58,3% (14 prs.)	67,6% (23 prs.)
<i>Partially satisfied</i>	20% (5 prs.)	25% (6 prs.)	32,4% (11 prs.)
<i>Not satisfied</i>	4% (1 prs.)	-	-
<i>I find it difficult to answer</i>	-	16,7% (4 prs.)	-



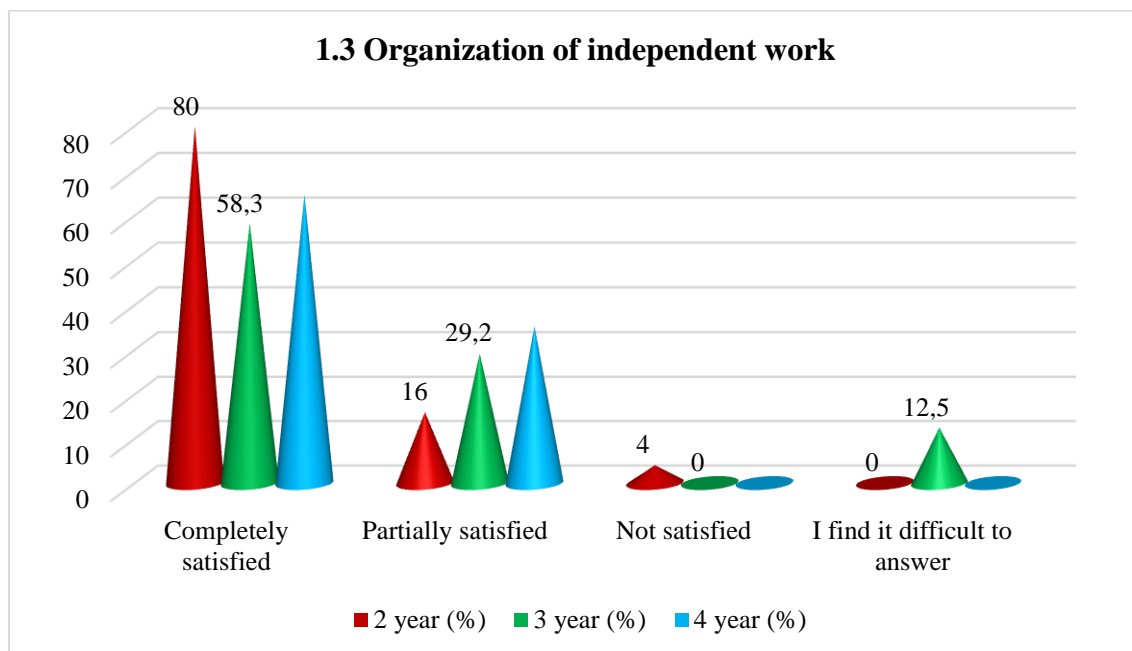
1.2 Class schedule

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	80% (20 prs.)	54,2% (13 prs.)	44,1% (15 prs.)
<i>Partially satisfied</i>	16% (4 prs.)	33,3% (8 prs.)	44,1% (15 prs.)
<i>Not satisfied</i>	4% (1 prs.)	-	11,8% (4 prs.)
<i>I find it difficult to answer</i>	-	12,5% (3 prs.)	-



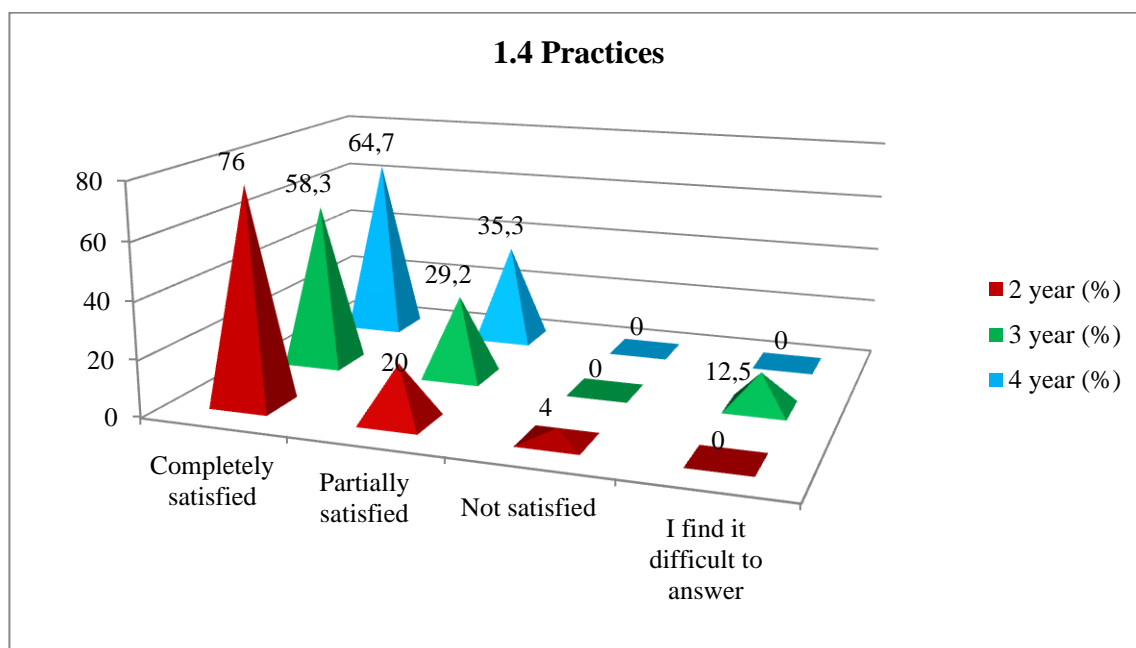
1.3 Organization of independent work

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	80% (20 prs.)	58,3% (14 prs.)	64,7% (22 prs.)
<i>Partially satisfied</i>	16% (4 prs.)	29,2% (7 prs.)	35,3% (12 prs.)
<i>Not satisfied</i>	4% (1 prs.)	-	-
<i>I find it difficult to answer</i>	-	12,5% (3 prs.)	-



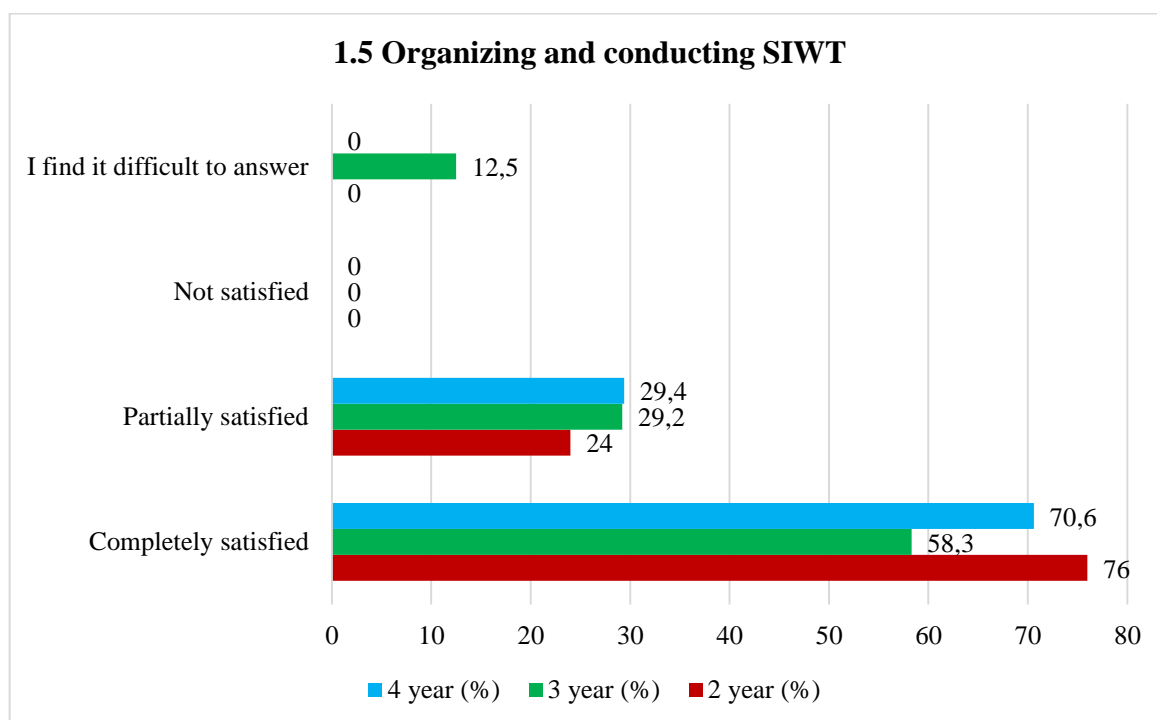
1.4 Practices

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	76% (19 prs.)	58,3% (14 prs.)	64,7% (22 prs.)
<i>Partially satisfied</i>	20% (5 prs.)	29,2% (7 prs.)	35,3% (12 prs.)
<i>Not satisfied</i>	4% (1 prs.)	-	-
<i>I find it difficult to answer</i>	-	12,5% (3 prs.)	-



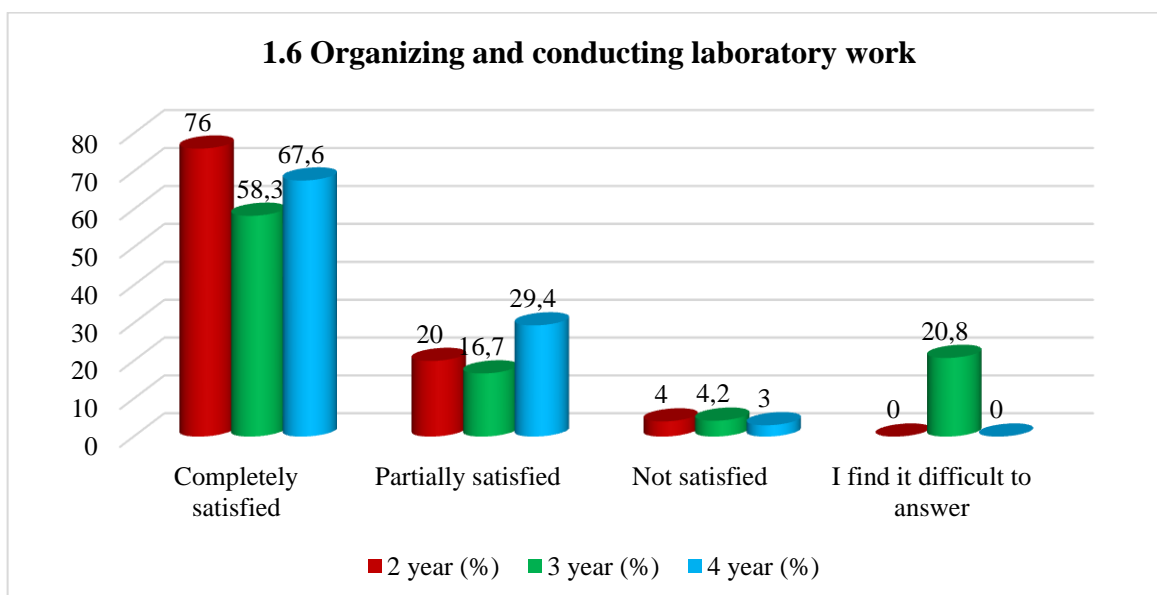
1.5 Organizing and conducting SIWT

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	76% (19 prs.)	58,3% (14 prs.)	70,6% (24 prs.)
<i>Partially satisfied</i>	24% (6 prs.)	29,2% (7 prs.)	29,4% (10 prs.)
<i>Not satisfied</i>	-	-	-
<i>I find it difficult to answer</i>	-	12,5% (3 prs.)	-



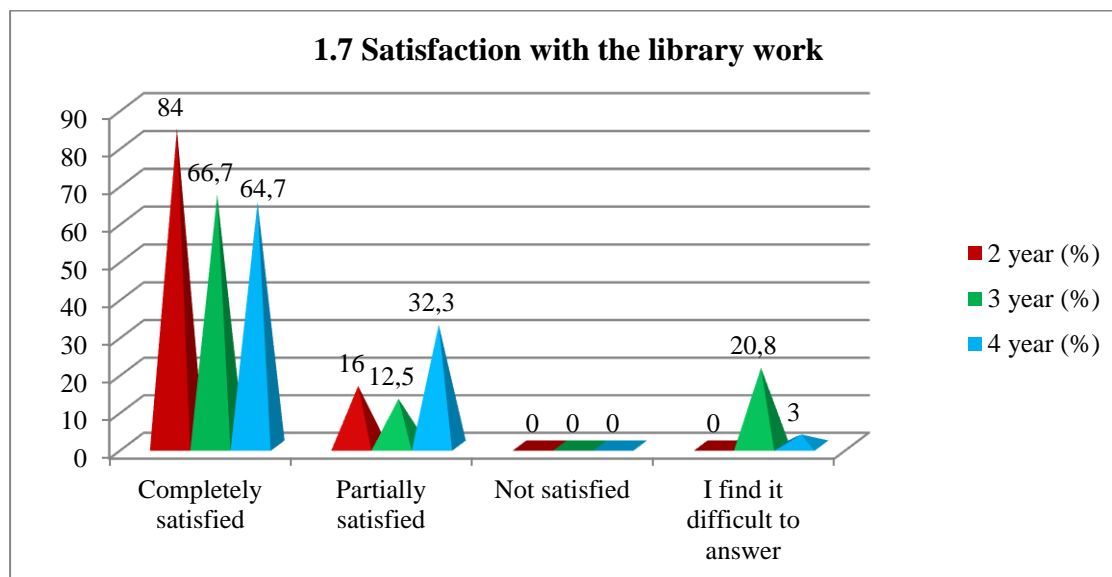
1.6 Organizing and conducting laboratory work

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	76% (19 prs.)	58,3% (14 prs.)	67,6% (23 prs.)
<i>Partially satisfied</i>	20% (5 prs.)	16,7% (4 prs.)	29,4% (10 prs.)
<i>Not satisfied</i>	4% (1 prs.)	4,2% (1 prs.)	3% (1 prs.)
<i>I find it difficult to answer</i>	-	20,8% (5 prs.)	-



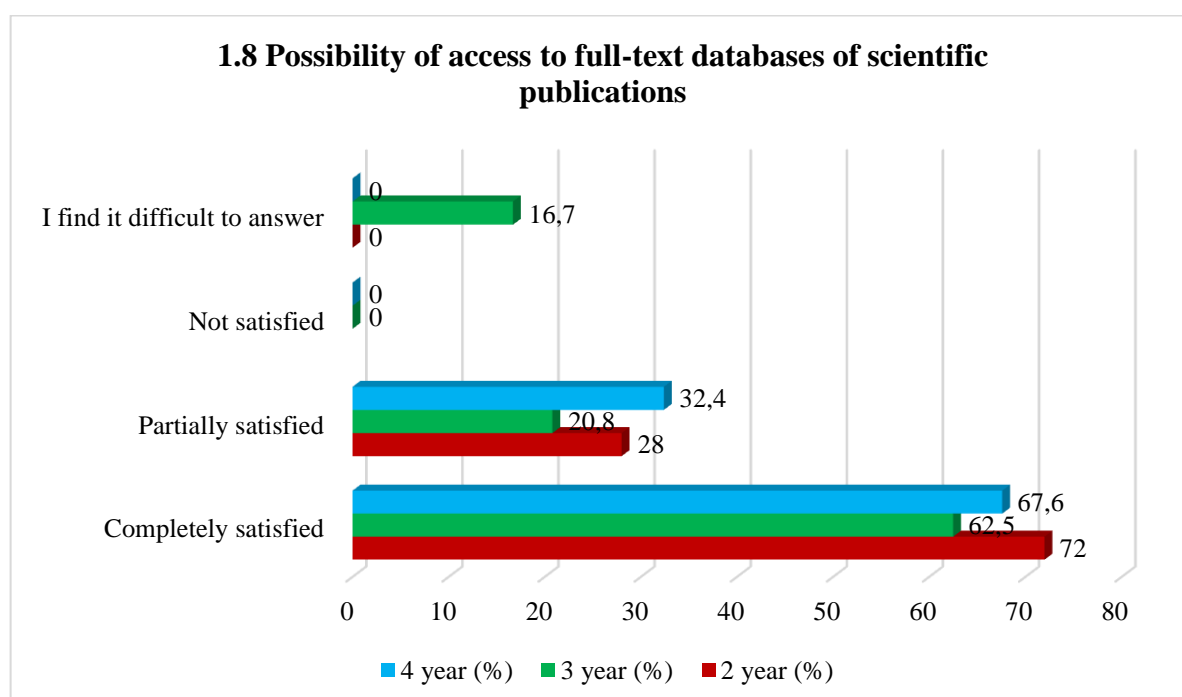
1.7 Satisfaction with the library work

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	84% (21 prs.)	66,7% (16 prs.)	64,7% (22 prs.)
<i>Partially satisfied</i>	16% (4 prs.)	12,5% (3 prs.)	32,3% (11 prs.)
<i>Not satisfied</i>	-	-	-
<i>I find it difficult to answer</i>	-	20,8% (5 prs.)	3% (1 prs.)



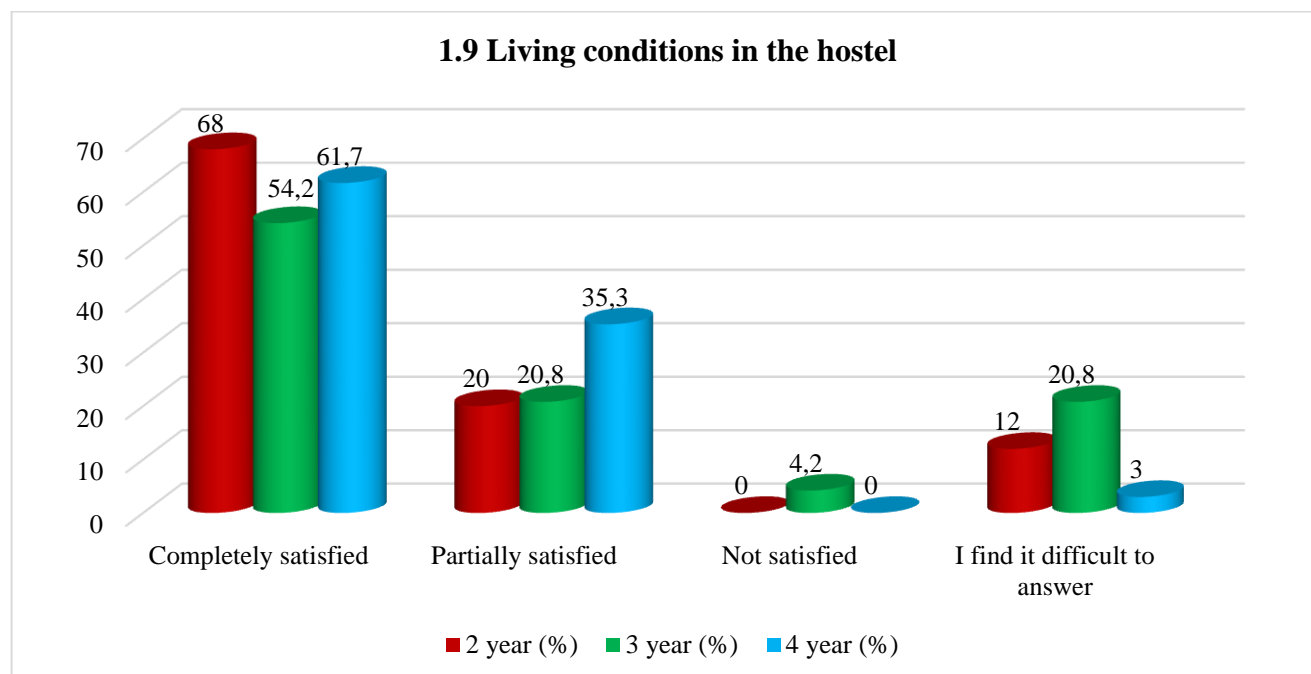
1.8 Possibility of access to full-text databases of scientific publications

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	72% (18 prs.)	62,5% (15 prs.)	67,6% (23 prs.)
<i>Partially satisfied</i>	28% (7 prs.)	20,8% (5 prs.)	32,4% (11 prs.)
<i>Not satisfied</i>	-	-	-
<i>I find it difficult to answer</i>	-	16,7% (4 prs.)	-



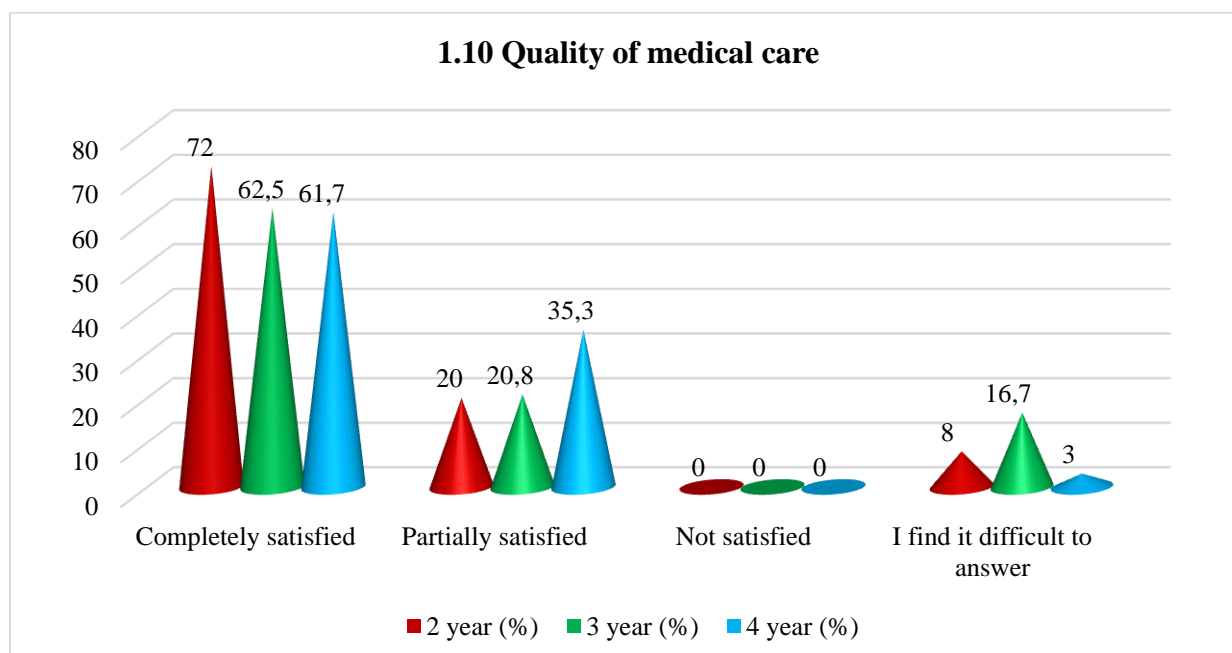
1.9 Living conditions in the hostel

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	68% (17 prs.)	54,2% (13 prs.)	61,7% (21 prs.)
<i>Partially satisfied</i>	20% (5 prs.)	20,8% (5 prs.)	35,3% (12 prs.)
<i>Not satisfied</i>	-	4,2% (1 prs.)	-
<i>I find it difficult to answer</i>	12% (3 prs.)	20,8% (5 prs.)	3% (1 prs.)



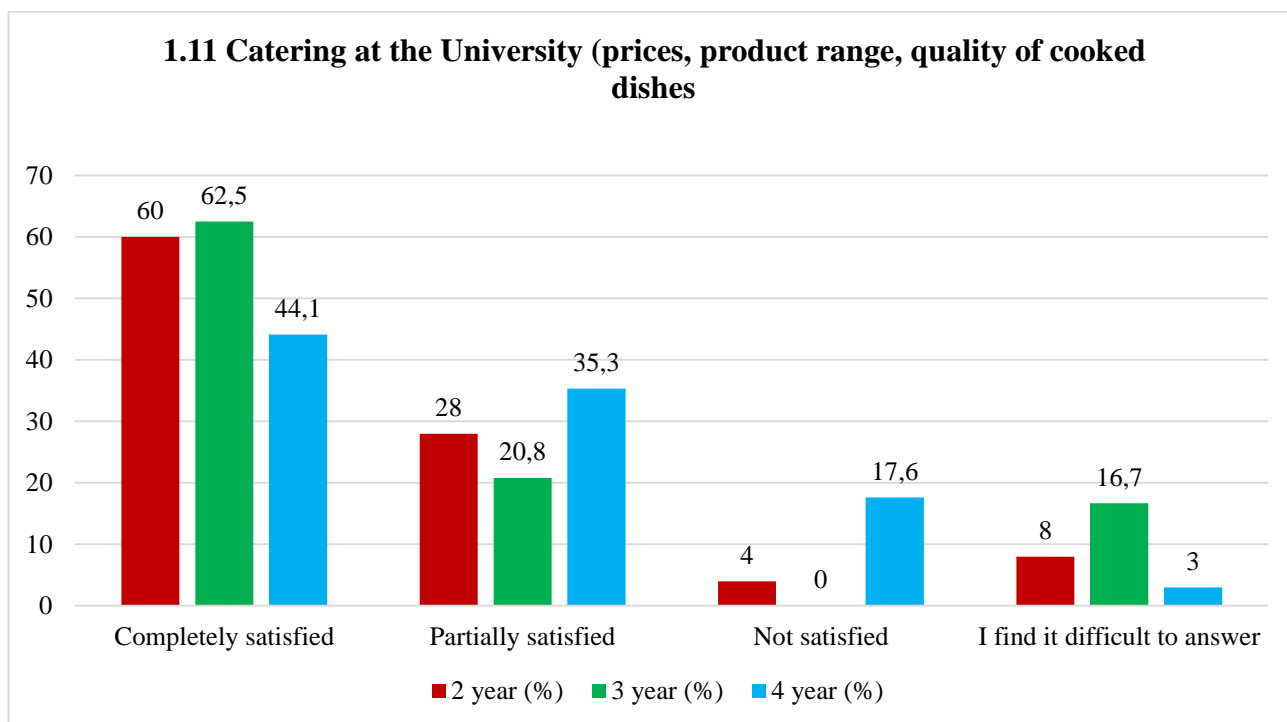
1.10 Quality of medical care

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	72% (18 prs.)	62,5% (15 prs.)	61,7% (21 prs.)
<i>Partially satisfied</i>	20% (5 prs.)	20,8% (5 prs.)	35,3% (12 prs.)
<i>Not satisfied</i>	-	-	-
<i>I find it difficult to answer</i>	8% (2 prs.)	16,7% (4 prs.)	3% (1 prs.)



1.11 Catering at the University (prices, product range, quality of cooked dishes)

Answer options	2 year (%)	3 year (%)	4 year (%)
Completely satisfied	60% (15 prs.)	62,5% (15 prs.)	44,1% (15 prs.)
Partially satisfied	28% (7 prs.)	20,8% (5 prs.)	35,3% (12 prs.)
Not satisfied	4% (1 prs.)	-	17,6% (6 prs.)
I find it difficult to answer	8% (2 prs.)	16,7% (4 prs.)	3% (1 prs.)



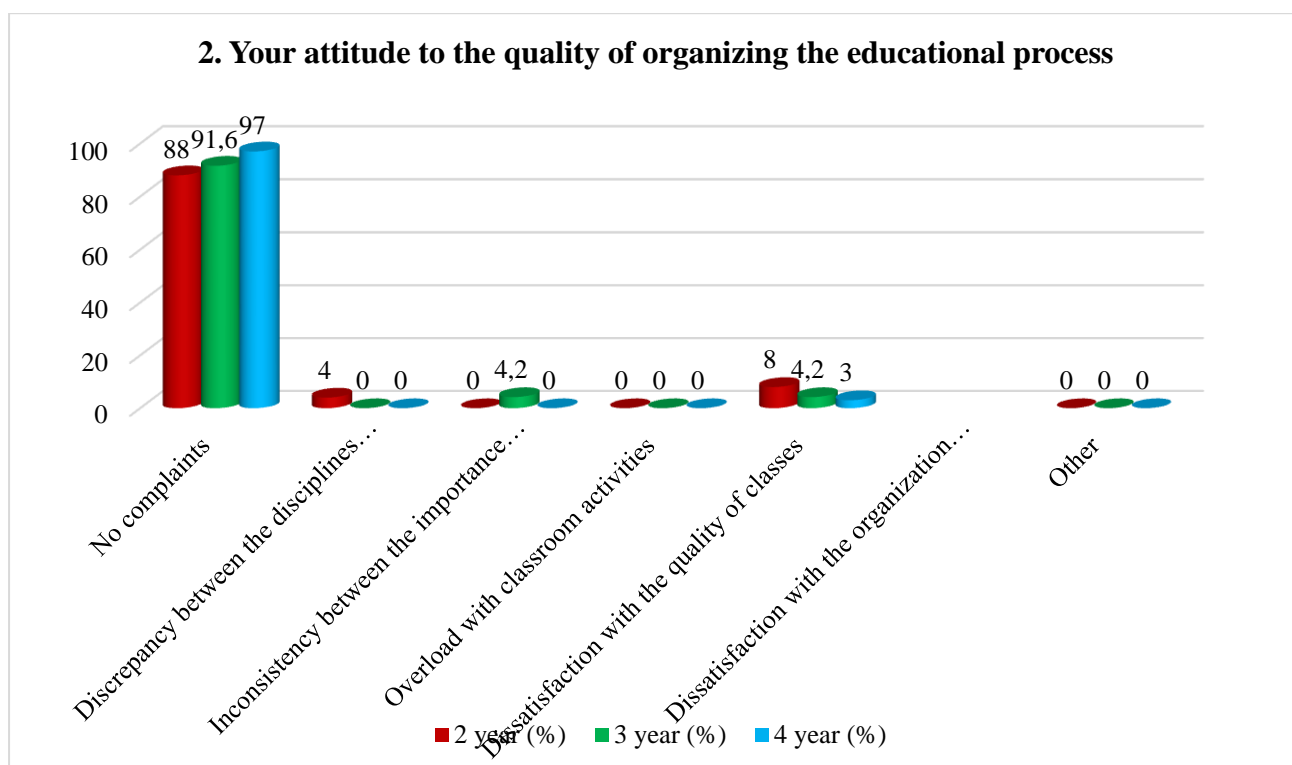
For the option “If you answered “not satisfied” to the previous question, please give recommendations for improving the services provided,” students indicated the following options*:

2 year	3 year	4 year
- Some teachers like Kuznetsova don't explain the material, then demand that you defend your work. They shout and insult you. They don't want to explain anything in class.	- None (2)	- I don't live in the hostel - Change food supplier

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

Answer options	2 year (%)	3 year (%)	4 year (%)
No complaints	88% (22 prs.)	91,6% (22 prs.)	97% (33 prs.)
Discrepancy between the disciplines studied and the specialty obtained	4% (1 prs.)	-	-
Inconsistency between the importance of the subject and the number of hours	-	4,2% (1 prs.)	-
Overload with classroom activities	-	-	-
Dissatisfaction with the quality of classes	8% (2 prs.)	4,2% (1 prs.)	3% (1 prs.)
Dissatisfaction with the organization of tests and	-		

<i>exams</i>			
<i>Other</i>	-	-	-



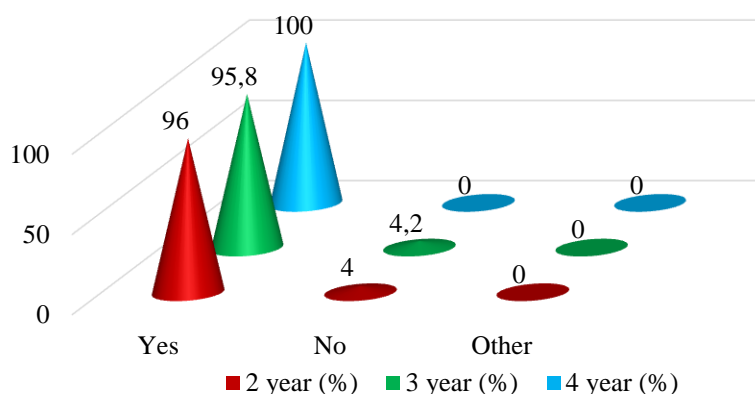
To the question “If you answered “Does not correspond or is not satisfied” to the previous question, please provide recommendations for improvement,” respondents answered as follows:

2 year	3 year	4 year
- Involve independent commissions in classes. Interview group leaders.	- None	-

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

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Yes</i>	96% (24 prs.)	95,8% (23 prs.)	100% (34 prs.)
<i>No</i>	4% (1 prs.)	4,2% (1 prs.)	-
<i>Other</i>	-	-	-

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



4. What do you think the relationship is like

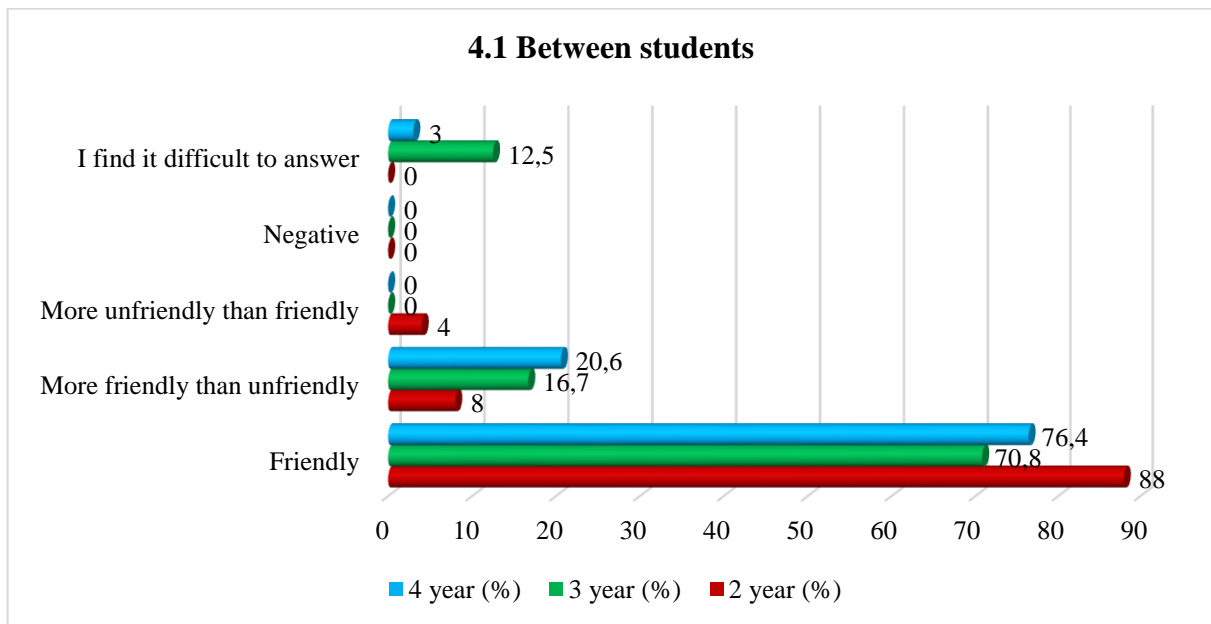
4.1 Between students
4.2 Between teachers and students (in the educational process)
4.3 Between a student and a supervisor
4.4 Between students and administration
4.5 Between students and employees of departments (library, student department, etc.)
4.6 Between students and security service

Other _____

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

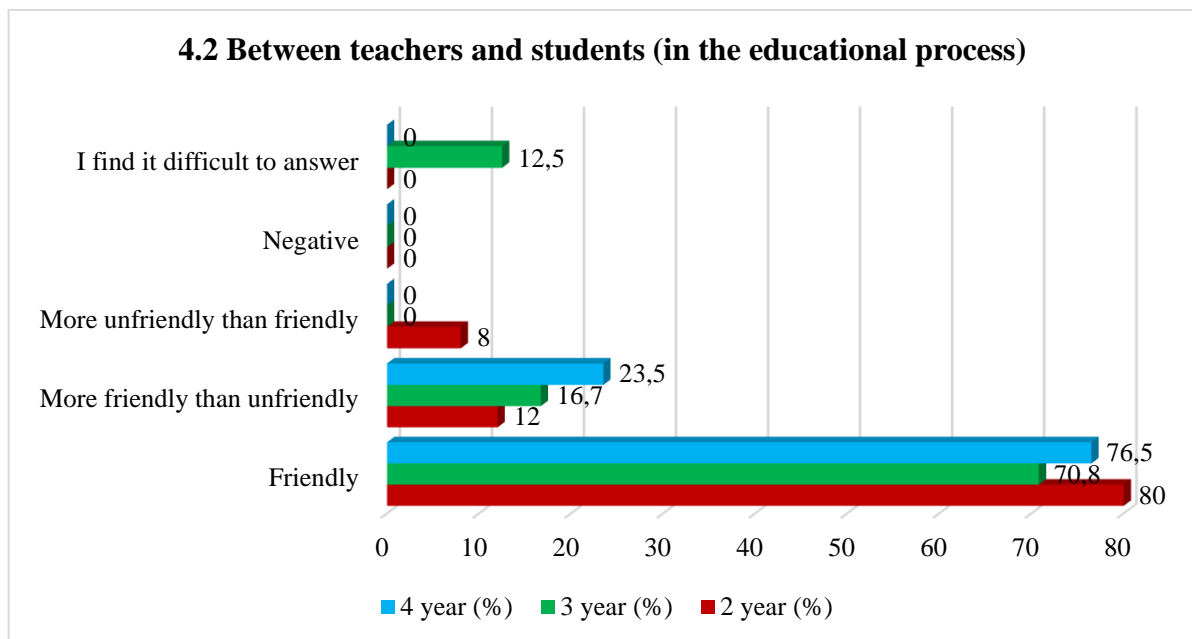
4.1 Between students

Answer options	2 year (%)	3 year (%)	4 year (%)
Friendly	88% (22 prs.)	70,8% (17 prs.)	76,4% (26 prs.)
More friendly than unfriendly	8% (2 prs.)	16,7% (4 prs.)	20,6% (7 prs.)
More unfriendly than friendly	4% (1 prs.)	-	-
Negative	-	-	-
I find it difficult to answer	-	12,5% (3 prs.)	3% (1 prs.)



4.2 Between teachers and students (in the educational process)

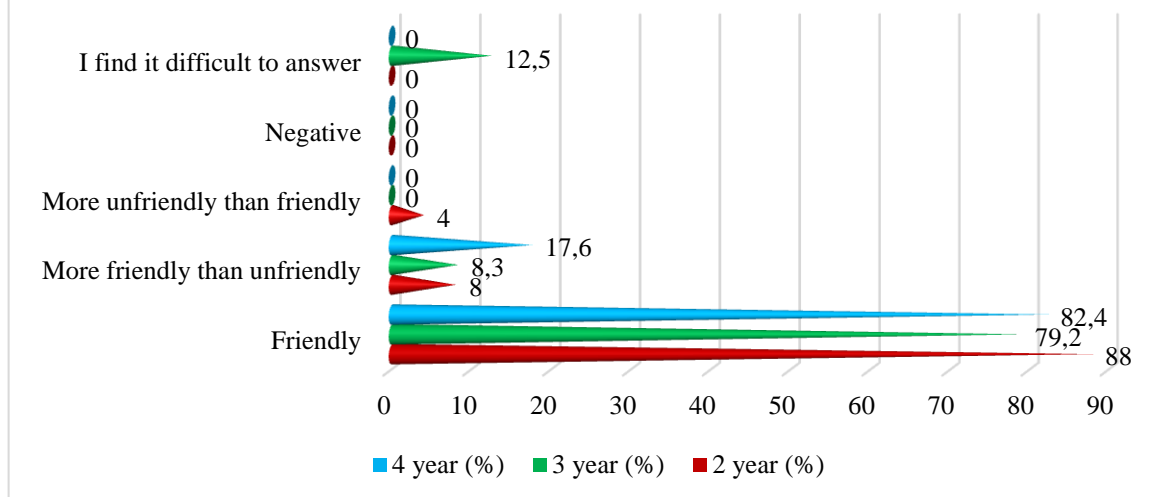
Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Friendly</i>	80% (20 prs.)	70,8% (17 prs.)	76,5% (26 prs.)
<i>More friendly than unfriendly</i>	12% (3 prs.)	16,7% (4 prs.)	23,5% (8 prs.)
<i>More unfriendly than friendly</i>	8% (2 prs.)	-	-
<i>Negative</i>	-	-	-
<i>I find it difficult to answer</i>	-	12,5% (3 prs.)	-



4.3 Between students and a supervisor

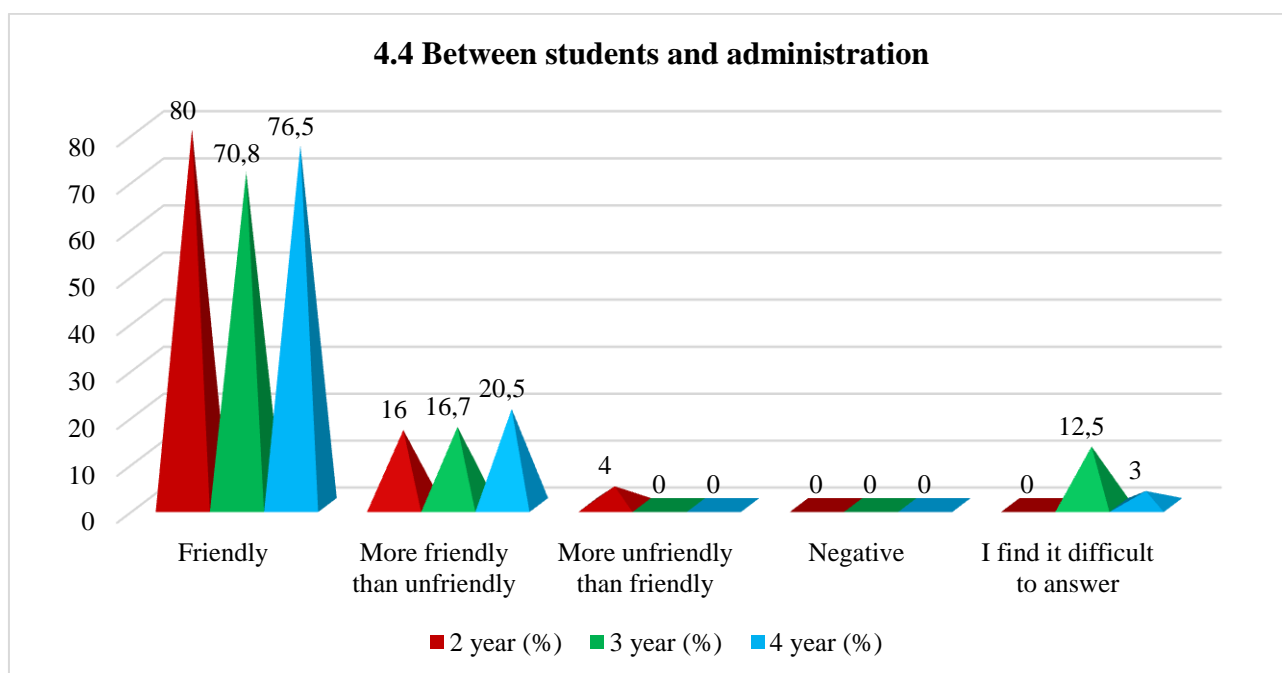
Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Friendly</i>	88% (22 prs.)	79,2% (19 prs.)	82,4% (28 prs.)
<i>More friendly than unfriendly</i>	8% (2 prs.)	8,3% (2 prs.)	17,6% (6 prs.)
<i>More unfriendly than friendly</i>	4% (1 prs.)	-	-
<i>Negative</i>	-	-	-
<i>I find it difficult to answer</i>	-	12,5% (3 prs.)	-

4.3 Between students and a supervisor



4.4 Between students and administration

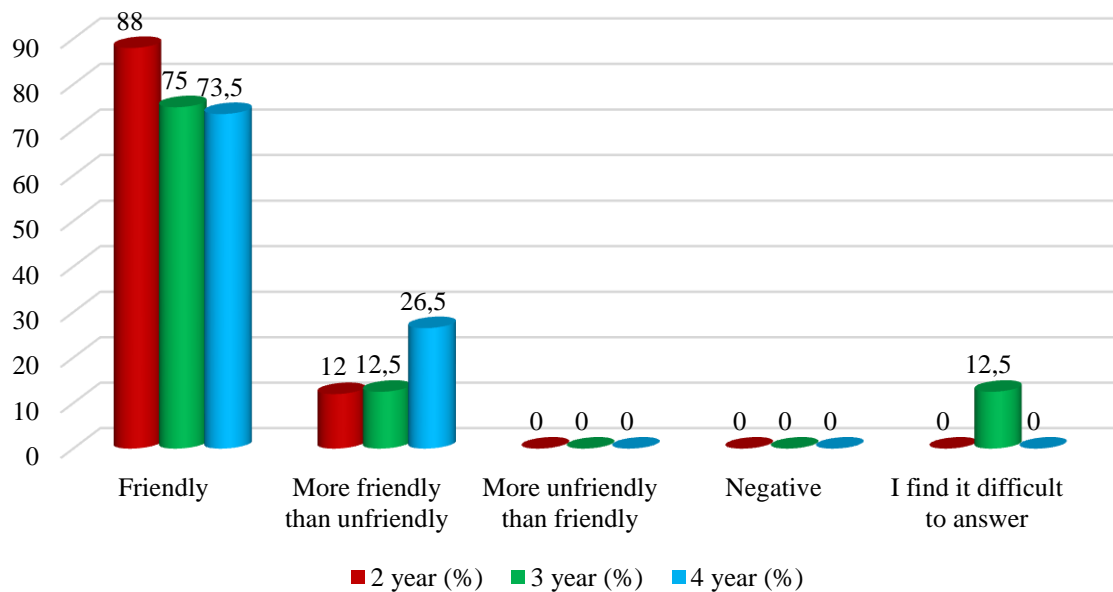
Answer options	2 year (%)	3 year (%)	4 year (%)
Friendly	80% (20 prs.)	70,8% (17 prs.)	76,5% (26 prs.)
More friendly than unfriendly	16% (4 prs.)	16,7% (4 prs.)	20,5% (7 prs.)
More unfriendly than friendly	4% (1 prs.)	-	-
Negative	-	-	-
I find it difficult to answer	-	12,5% (3 prs.)	3% (1 prs.)



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

Answer options	2 year (%)	3 year (%)	4 year (%)
Friendly	88% (22 prs.)	75% (18 prs.)	73,5% (25 prs.)
More friendly than unfriendly	12% (3 prs.)	12,5% (3 prs.)	26,5% (9 prs.)
More unfriendly than friendly	-	-	-
Negative	-	-	-
I find it difficult to answer	-	12,5% (3 prs.)	-

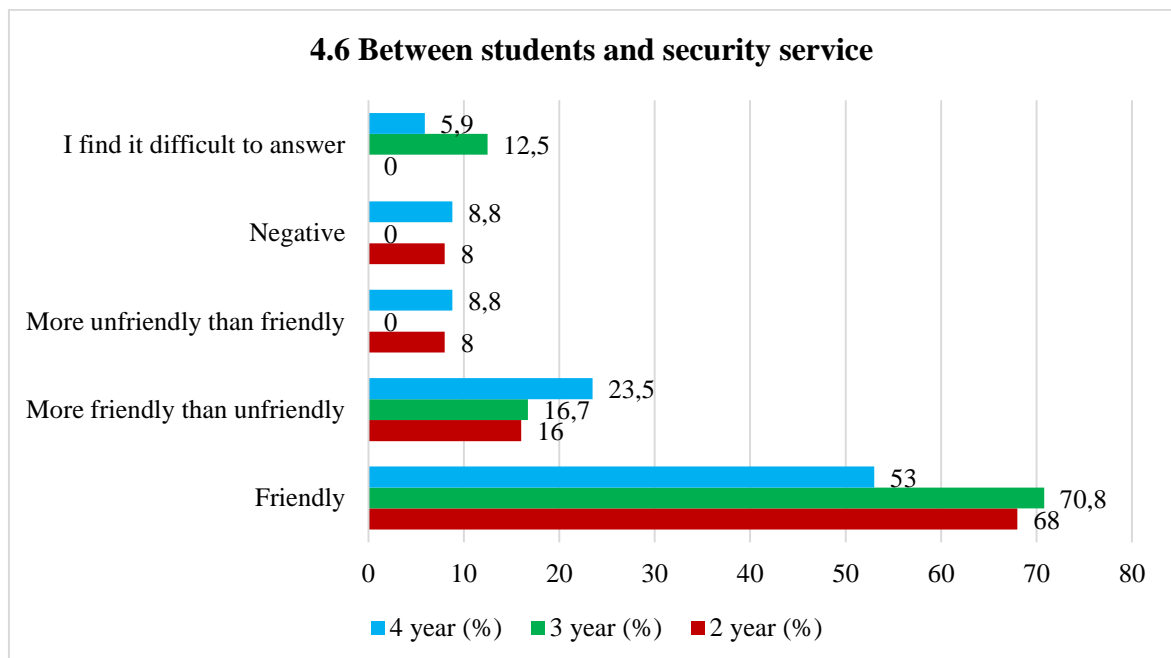
4.5 Between students and employees of departments (library, student department, etc.)



4.6 Between students and security service

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Friendly</i>	68% (15 prs.)	70,8% (17 prs.)	53% (18 prs.)
<i>More friendly than unfriendly</i>	16% (4 prs.)	16,7% (4 prs.)	23,5% (8 prs.)
<i>More unfriendly than friendly</i>	8% (2 prs.)	-	8,8% (3 prs.)
<i>Negative</i>	8% (2 prs.)	-	8,8% (3 prs.)
<i>I find it difficult to answer</i>	-	12,5% (3 prs.)	5,9% (2 prs.)

4.6 Between students and security service



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

2 year	3 year
- Change the security personnel, bring them down to earth	- No (2)

- No	
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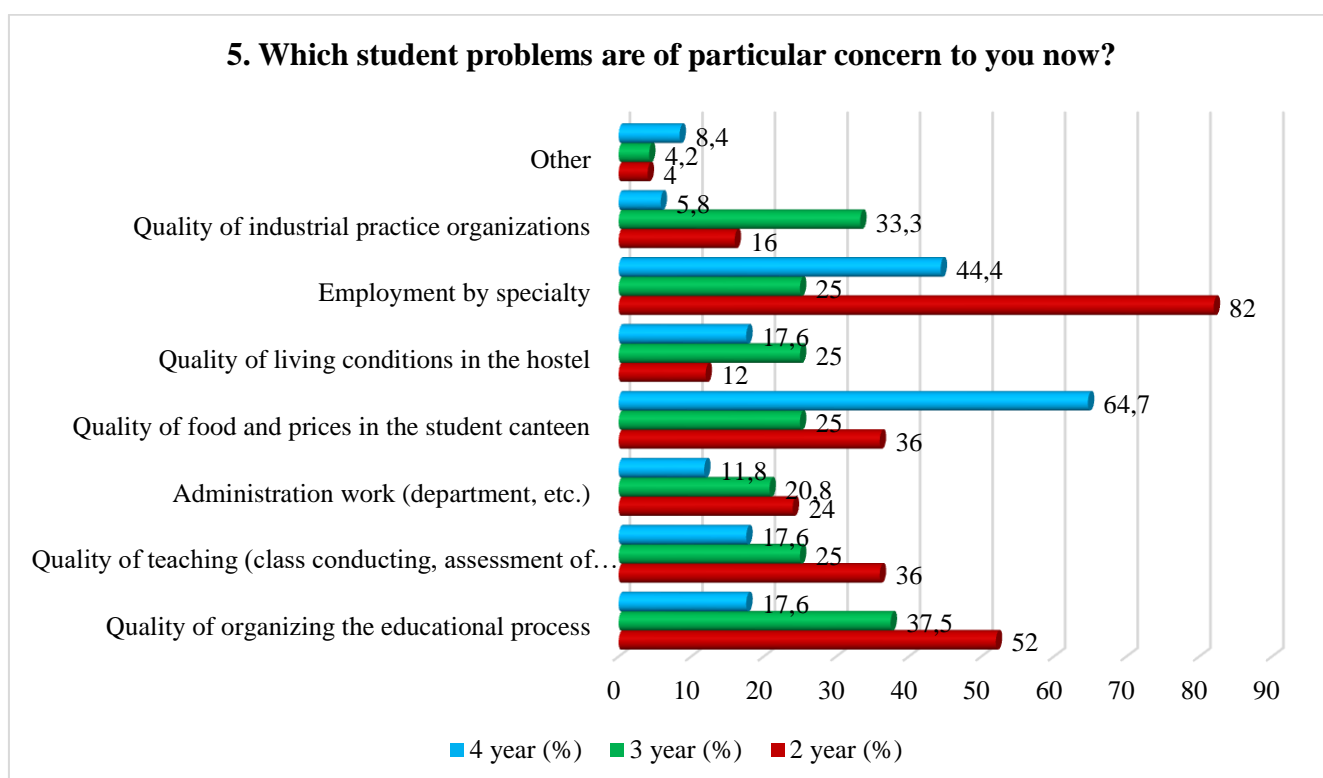
To the question “If you answered “Rather unfriendly than friendly” and “Negative” to the previous question, please provide recommendations for improvement,” respondents answered as follows:

2 year	3 year	4 year
- Involve independent commissions - No	- No (2)	- The guards are very rude, I even argued with them.

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 (%)
Quality of organizing the educational process	52% (13 prs.)	37,5% (9 prs.)	17,6% (6 prs.)
Quality of teaching (class conducting, assessment of knowledge, etc.)	36% (9 prs.)	25% (6 prs.)	17,6% (6 prs.)
Administration work (department, etc.)	24% (6 prs.)	20,8% (5 prs.)	11,8% (4 prs.)
Quality of food and prices in the student canteen	36% (9 prs.)	25% (6 prs.)	64,7% (22 prs.)
Quality of living conditions in the hostel	12% (3 prs.)	25% (6 prs.)	17,6% (6 prs.)
Employment by specialty	82% (8 prs.)	25% (6 prs.)	44,4% (15 prs.)
Quality of industrial practice organizations	16% (4 prs.)	33,3% (8 prs.)	5,8% (2 prs.)
Other	4% (1 prs.)	4,2% (1 prs.)	8,4% (3 prs.)

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



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

* 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.

2 year	3 year	4 year
- Everything is normal	- None	- Training time 100 min - None - Everything is fine

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

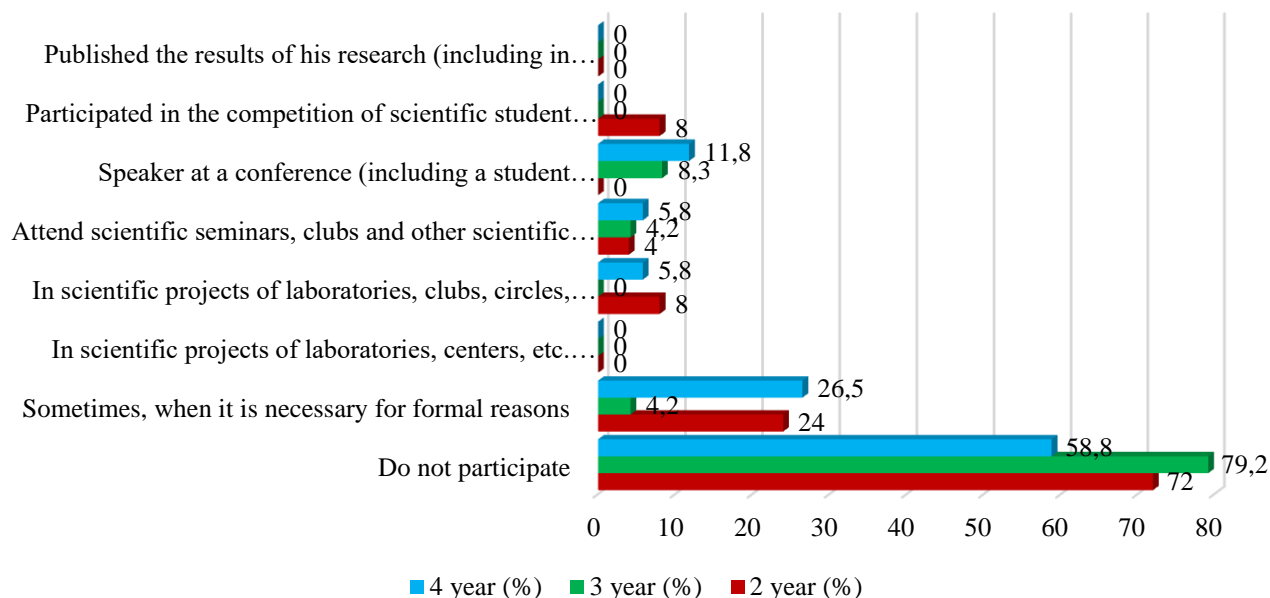
Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Do not participate</i>	72% (18 prs.)	79,2% (19 prs.)	58,8% (20 prs.)
<i>Sometimes, when it is necessary for formal reasons</i>	24% (6 prs.)	4,2% (1 prs.)	26,5% (9 prs.)
<i>In scientific projects of laboratories, centers, etc. under a contract, within a grant, etc.</i>	-	-	-
<i>In scientific projects of laboratories, clubs, circles, etc. free of charge</i>	8% (2 prs.)	-	5,8% (2 prs.)
<i>Attend scientific seminars, clubs and other scientific events</i>	4% (1 prs.)	4,2% (1 prs.)	5,8% (2 prs.)
<i>Speaker at a conference (including a student conference), scientific seminar</i>	-	8,3% (2 prs.)	11,8% (4 prs.)
<i>Participated in the competition of scientific student works</i>	8% (2 prs.)	-	-
<i>Published the results of his research (including in student collections)</i>	-	-	-

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

To the question “If you answered “I don’t participate” to the previous question, write why,” students indicated the following options*:

2 year	3 year	4 year
- Not interesting - No	- Yet didn’t participate, no time	- I don't have any extra time other than studying, as I've been working since the first year.

6. Do you take part in the scientific work of the University? If yes, in what forms



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

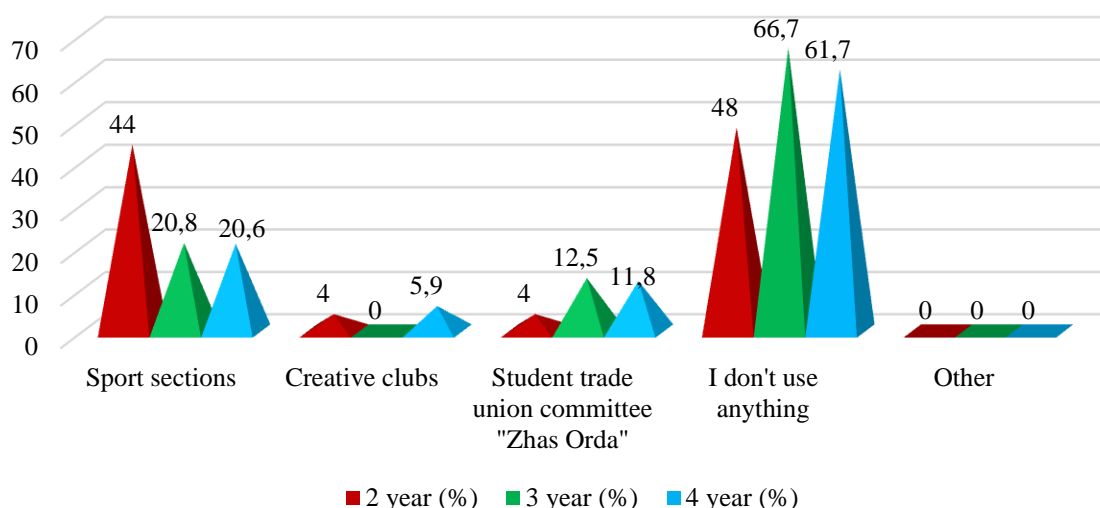
Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Sport sections</i>	44% (11 prs.)	20,8% (5 prs.)	20,6% (7 prs.)
<i>Creative clubs</i>	4% (1 prs.)	-	5,9% (2 prs.)
<i>Student trade union committee "Zhas Orda"</i>	4% (1 prs.)	12,5% (3 prs.)	11,8% (4 prs.)
<i>I don't use anything</i>	48% (12 prs.)	66,7% (16 prs.)	61,7% (21 prs.)
<i>Other</i>	-	-	-

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

2 year	3 year	4 year
-	- No (2) - What for???? - No time, not interested	-

* 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.

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



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

2 year	3 year	4 year
- Not interested	-	- Enough work - I don't want to - No extra time except for studying, since I've been working since the first year - work

8. How much satisfied are you 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

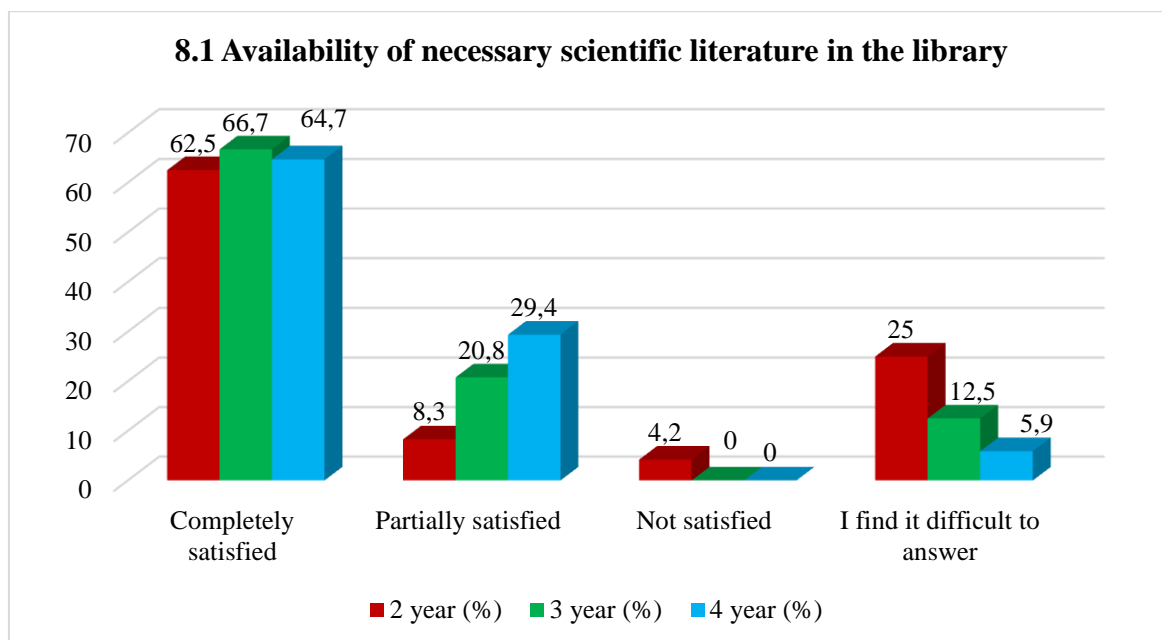
Other _____

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

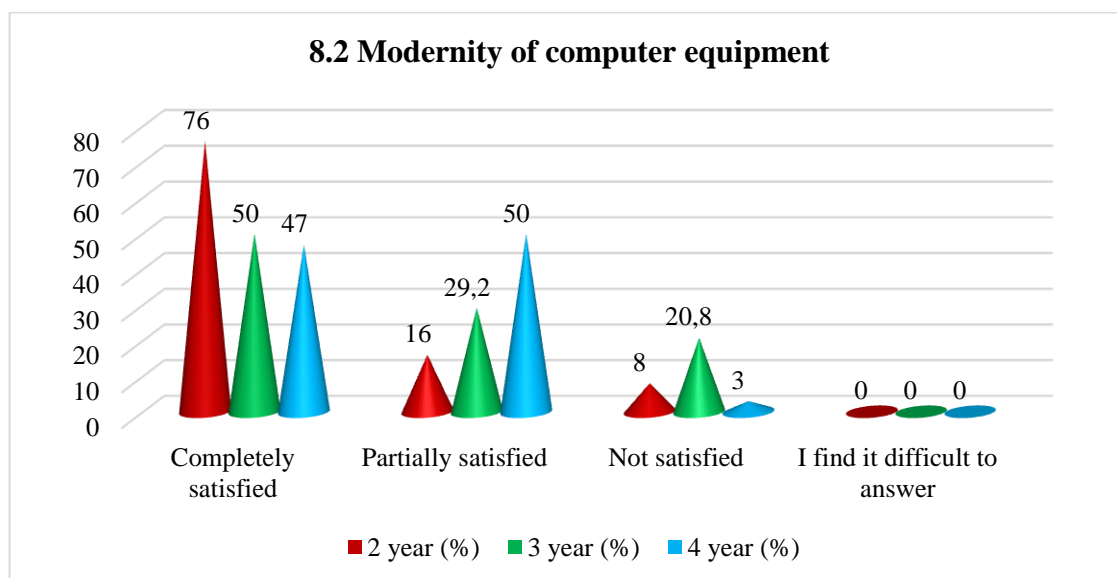
Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	62,5% (15 prs.)	66,7% (16 prs.)	64,7% (22 prs.)
<i>Partially satisfied</i>	8,3% (2 prs.)	20,8% (5 prs.)	29,4% (10 prs.)

<i>Not satisfied</i>	4,2% (1 prs.)	-	-
<i>I find it difficult to answer</i>	25% (6 prs.)	12,5% (3 prs.)	5,9% (2 prs.)



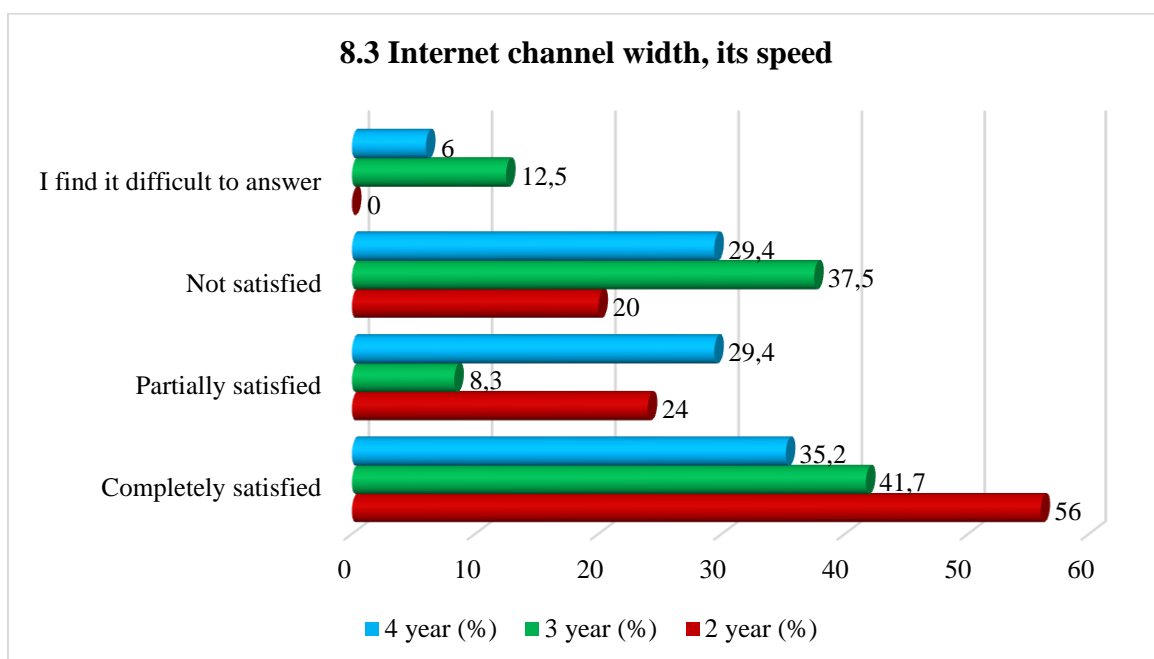
8.2 Modernity of computer equipment

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	76% (19 prs.)	50% (12 prs.)	47% (16 prs.)
<i>Partially satisfied</i>	16% (4 prs.)	29,2% (7 prs.)	50% (17 prs.)
<i>Not satisfied</i>	8% (2 prs.)	20,8% (5 prs.)	3% (1 prs.)
<i>I find it difficult to answer</i>	-	-	-



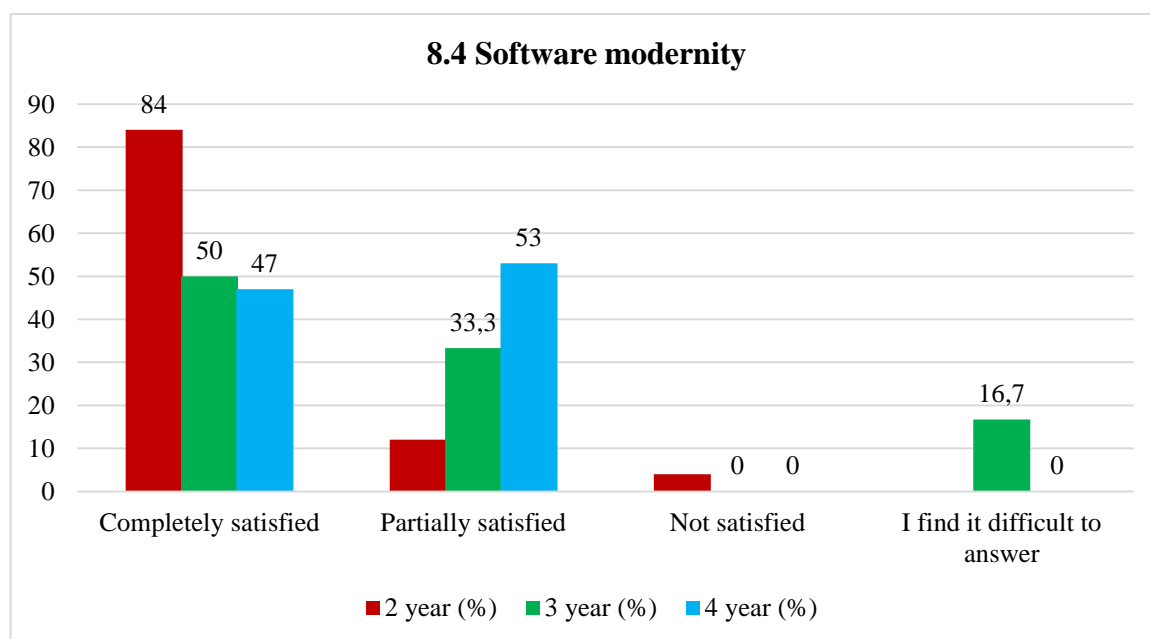
8.3 Internet channel width, its speed

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	56% (14 prs.)	41,7% (10 prs.)	35,2% (12 prs.)
<i>Partially satisfied</i>	24% (6 prs.)	8,3% (2 prs.)	29,4% (10 prs.)
<i>Not satisfied</i>	20% (5 prs.)	37,5% (9 prs.)	29,4% (10 prs.)
<i>I find it difficult to answer</i>	-	12,5% (3 prs.)	6% (2 prs.)



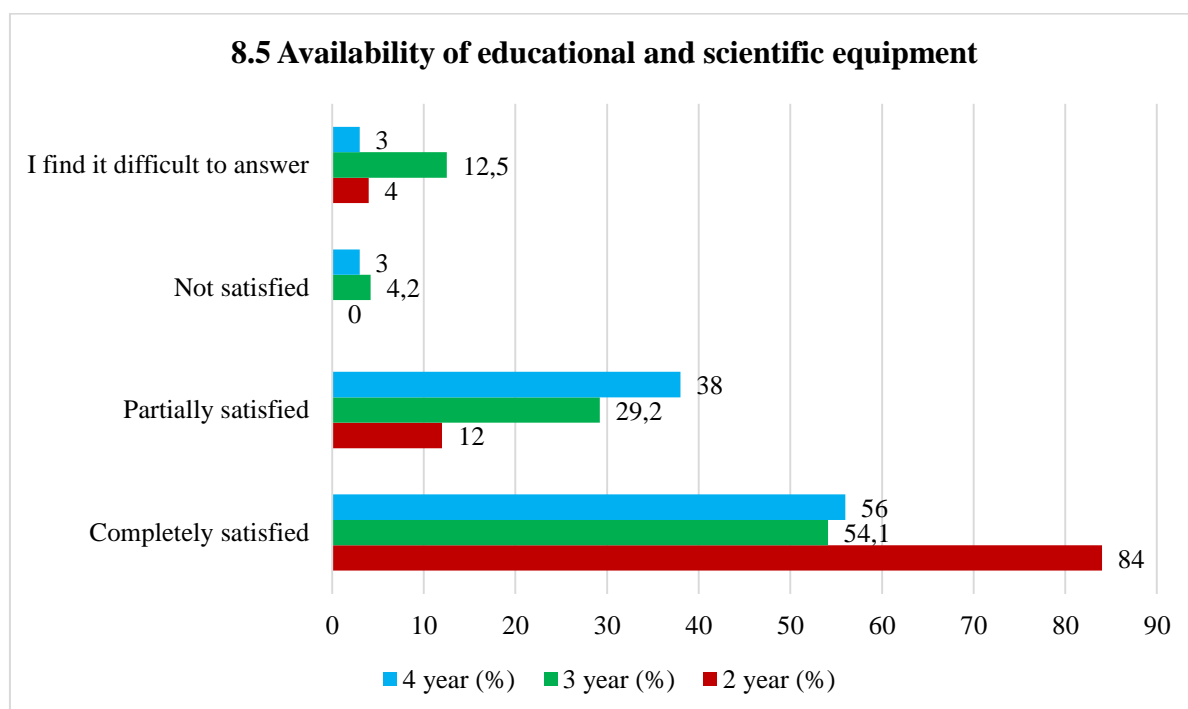
8.4 Software modernity

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	84% (21 prs.)	50% (12 prs.)	47% (16 prs.)
<i>Partially satisfied</i>	12% (3 prs.)	33,3% (8 prs.)	53% (18 prs.)
<i>Not satisfied</i>	4% (1 prs.)	-	-
<i>I find it difficult to answer</i>	-	16,7% (4 prs.)	-



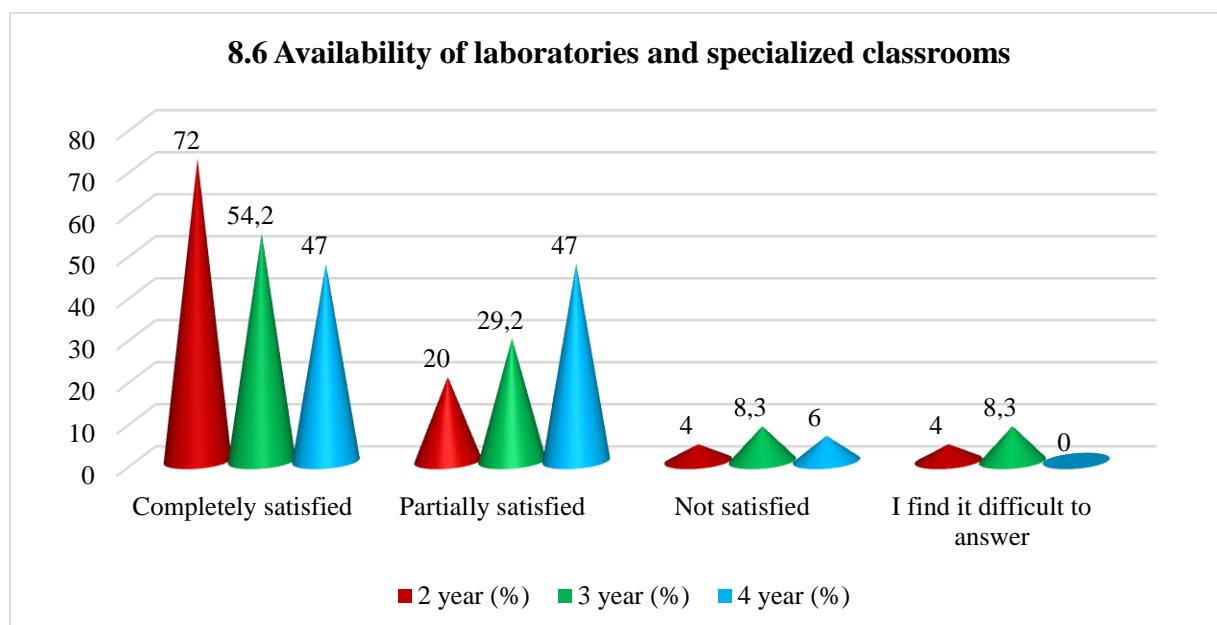
8.5 Availability of educational and scientific equipment

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	84% (21 prs.)	54,1% (13 prs.)	56% (19 prs.)
<i>Partially satisfied</i>	12% (3 prs.)	29,2% (7 prs.)	38% (13 prs.)
<i>Not satisfied</i>	-	4,2% (1 prs.)	3% (1 prs.)
<i>I find it difficult to answer</i>	4% (1 prs.)	12,5% (3 prs.)	3% (1 prs.)



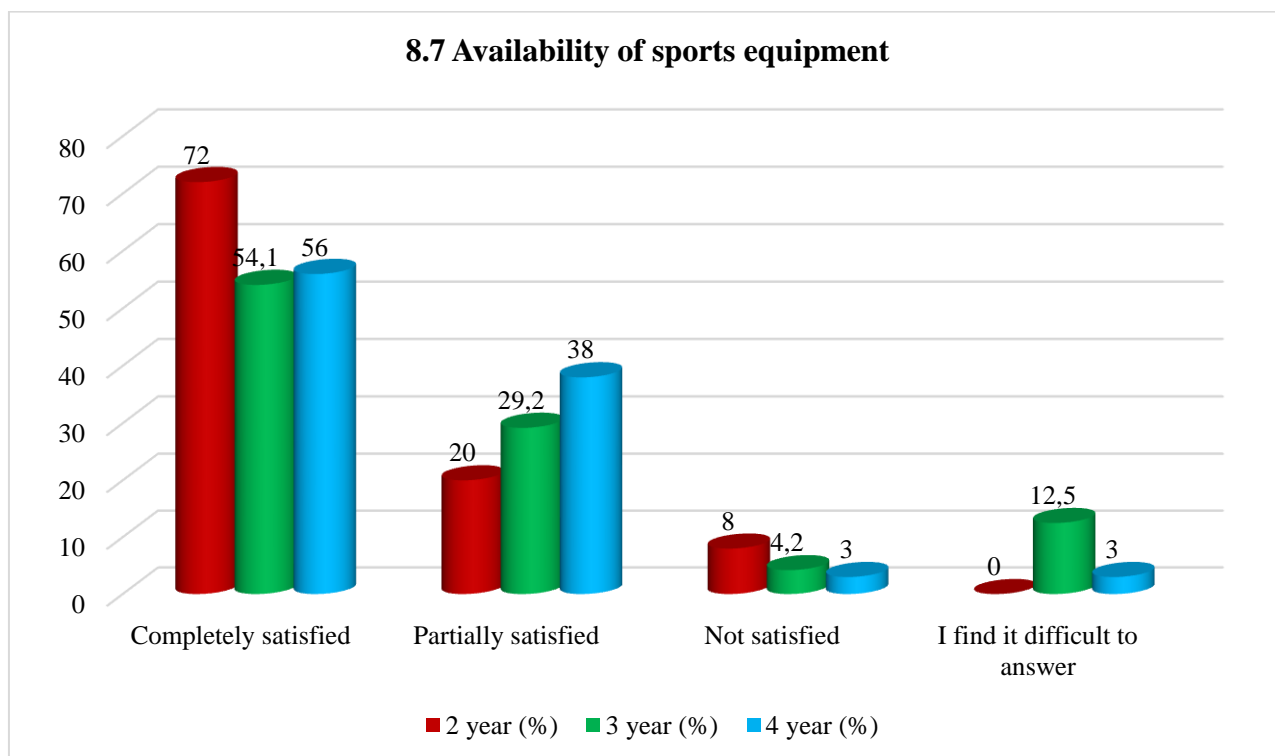
8.6 Availability of laboratories and specialized classrooms

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	72% (18 prs.)	54,2% (13 prs.)	47% (16 prs.)
<i>Partially satisfied</i>	20% (5 prs.)	29,2% (7 prs.)	47% (16 prs.)
<i>Not satisfied</i>	4% (1 prs.)	8,3% (2 prs.)	6% (2 prs.)
<i>I find it difficult to answer</i>	4% (1 prs.)	8,3% (2 prs.)	-



8.7 Availability of sports equipment

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	72% (18 prs.)	54,1% (13 prs.)	56% (19 prs.)
<i>Partially satisfied</i>	20% (5 prs.)	29,2% (7 prs.)	38% (13 prs.)
<i>Not satisfied</i>	8% (2 prs.)	4,2% (1 prs.)	3% (1 prs.)
<i>I find it difficult to answer</i>	-	12,5% (3 prs.)	3% (1 prs.)



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

2 year	3 year	4 year
<ul style="list-style-type: none"> - Change the cable - No access to search sites, it has become more difficult to gain knowledge, it is more difficult to search in the library - No 	<ul style="list-style-type: none"> - The internet at the university is very slow - No (2) 	<ul style="list-style-type: none"> - Not satisfied with the work of the university wireless network (Wi-Fi), only the university website works, could we use Wi-Fi to search for the information we need in search engines? - Try not to block all possible sites to get the necessary information - Internet Wi-Fi is not stable, you can't pass the test on the program through the website, and mobile Internet inside the offices almost does not work, only nominal in the corridors

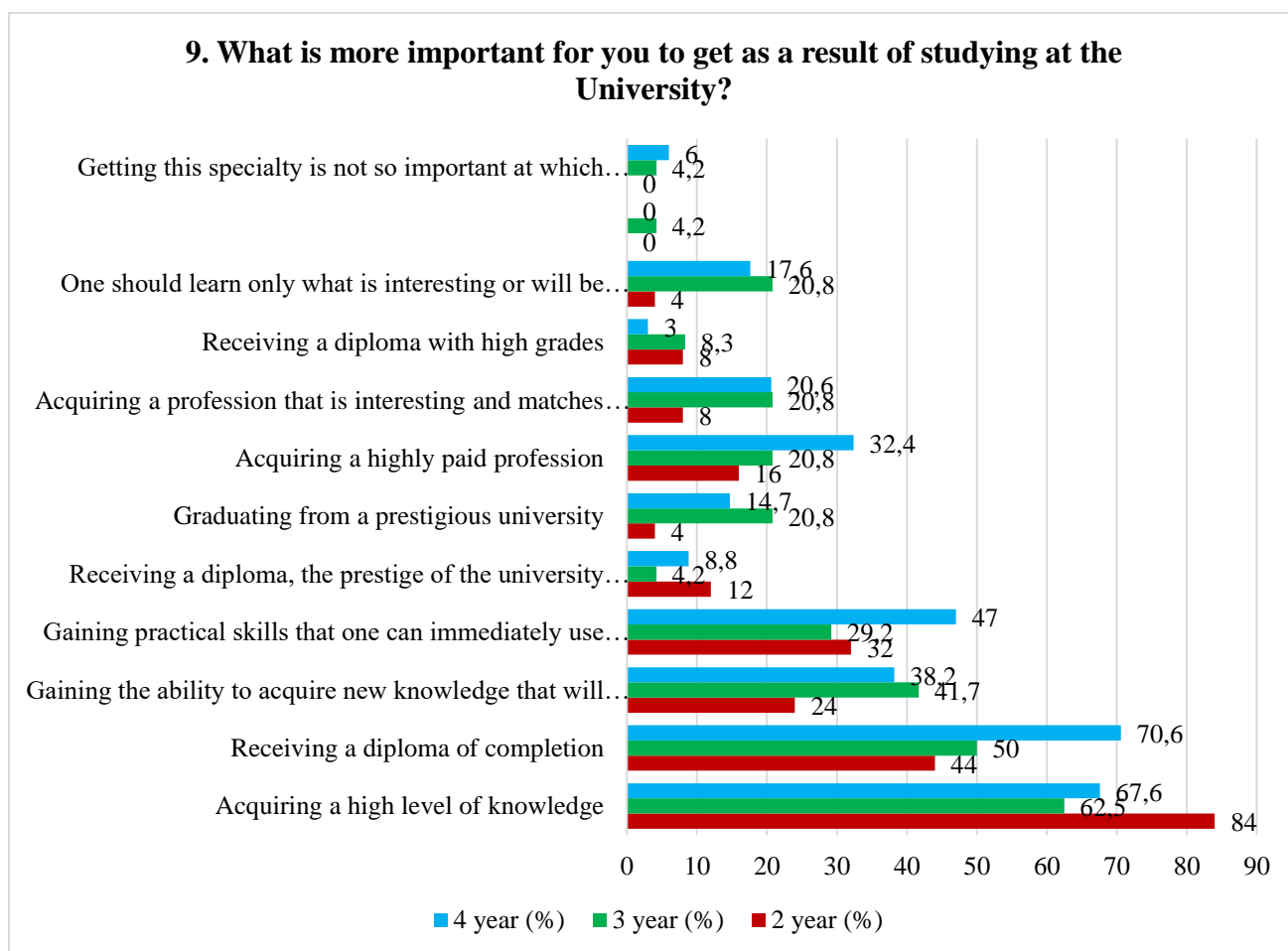
9. What is more important for you to get as a result of studying at the University?

(You can select one or more answer options)

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Acquiring a high level of knowledge</i>	84% (21 prs.)	62,5% (15 prs.)	67,6% (23 prs.)
<i>Receiving a diploma of completion</i>	44% (11 prs.)	50% (12 prs.)	70,6% (24 prs.)
<i>Gaining the ability to acquire new knowledge that will help one to quickly adapt to the workplace</i>	24% (6 prs.)	41,7% (10 prs.)	38,2% (13 prs.)
<i>Gaining practical skills that one can immediately use at work</i>	32% (8 prs.)	29,2% (7 prs.)	47% (16 prs.)

<i>Receiving a diploma, the prestige of the university does not matter</i>	12% (3 prs.)	4,2% (1 prs.)	8,8% (3 prs.)
<i>Graduating from a prestigious university</i>	4% (1 prs.)	20,8% (5 prs.)	14,7% (5 prs.)
<i>Acquiring a highly paid profession</i>	16% (4 prs.)	20,8% (5 prs.)	32,4% (11 prs.)
<i>Acquiring a profession that is interesting and matches one's abilities</i>	8% (2 prs.)	20,8% (5 prs.)	20,6% (7 prs.)
<i>Receiving a diploma with high grades</i>	8% (2 prs.)	8,3% (2 prs.)	3% (1 prs.)
<i>One should learn only what is interesting or will be needed in further study (work)</i>	4% (1 prs.)	20,8% (5 prs.)	17,6% (6 prs.)
<i>It's not so important in what specialty to graduate from this particular university</i>	-	4,2% (1 prs.)	-
<i>Getting this specialty is not so important at which university.</i>	-	4,2% (1 prs.)	6% (2 prs.)

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



The following conclusions can be drawn from the survey results.

The analysis of the results of students filling out the questionnaire "Satisfaction of 2-5 year old students with educational services" indicates a positive attitude of students to the conditions, content, organization and quality of the educational process at the university. The majority of surveyed students majoring in "Manufacturing building materials, products and structures" (93.1%) 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 full or partial satisfaction:

- class schedule (90.6%);
- organization of independent work (93.5%);

- quality of practices (94.5%);
- organization and conducting SIWT (95.8%);
- organizing and conducting laboratory work (89.3%)
- satisfaction with the library work (92.4%);
- access to full-text databases of scientific publications (95%);
- living conditions in the hostel (87%);
- organization of catering at the University (83.9%);
- quality of medical care (91%).

Despite high satisfaction, students expressed dissatisfaction with the behavior of some teachers, especially in the 2 year, and difficulties in explaining the material. A change in the food provider was also suggested, and 4-year students noted that they do not live in a dormitory, which makes this issue less relevant for them.

Most students, especially 3- and 4-year students, are satisfied with the quality of the educational process, with the highest satisfaction in the 4 year (97%). However, in the 2 year, 12.5% of students noted a discrepancy between the subjects studied and the specialty they are receiving and dissatisfaction with the quality of classes. 2-year students suggested involving independent commissions to evaluate the quality of classes and a survey of group leaders.

In terms of academic mobility, the availability of information about opportunities is high across all years, with almost 100% satisfaction among 4-year students. However, a small proportion of 2- and 3-year students report a lack of awareness, highlighting the need for improved communication and information for students. Evaluations of relationships at the university are generally positive, but there is a slight decrease in satisfaction among senior students, especially in matters of interaction with the administration and security service. Students generally note a friendly atmosphere both among students and between students and teachers or supervisors. Some students expressed concern about the work of the security service, mentioning conflicts with guards, and also pointed out the need for improvement in the work of the administration, especially in terms of communication.

The students' greatest concerns are about the quality of food in the canteen, especially high prices, as well as employment in their specialty, which is more pronounced among 2- and 3-year students. Problems with the organization of the educational process and the quality of teaching remain relevant, especially for 2-year students. Senior students are also concerned about the quality of industrial practice. Some students mention problems with living conditions in the dormitory and the need to improve the work of the administration.

As for participation in the scientific work of the university, 72% of 2-year students, 79.2% of 3-year students and 58.8% of 4-year students do not participate in it. The reasons for this are lack of time due to academic work and work, lack of interest.

In addition, 48% of 2-year students, 66.7% of 3-year students and 61.7% of 4-year students do not use the university's opportunities for personal development, such as sports sections, creative circles and the student union. The main reasons for lack of participation include lack of time, lack of interest and lack of awareness of the opportunities available.

The university material resources are generally assessed positively by students. The highest degree of satisfaction is caused by the availability of scientific literature in the library, the modernity of the software, and the availability of educational and scientific equipment. At the same time, in matters related to the width of the Internet channel, its speed and the stability of Wi-Fi, especially among 3- and 4-year students, there is partial

dissatisfaction. These aspects require additional attention to improve the level of student comfort.

As for the goals that students set for themselves during their studies, 2-year students are primarily focused on obtaining a high level of knowledge and a diploma. For 3-year students, it is important not only to obtain a diploma but also to develop skills in mastering new knowledge for adaptation in the workplace. 4-year students retain the desire for knowledge, but focus on obtaining a diploma, as well as practical skills that can be immediately applied in professional activities.

Based on the survey results, it can be noted that students of all the years emphasize the importance of acquiring knowledge and practical skills, while with the increase in the year, the need for orientation toward professional training and successful completion of training increases.

The overall satisfaction of students in the specialty "Manufacturing building materials, products and structures" with educational services is 89.2%, which indicates a high level of satisfaction among students in general, despite individual problems and areas for improvement.

Recommendations

The Center of Quality Management and Accreditation recommends to make students be familiarized with the survey results and discussed during curator hours. This will allow students to make their own suggestions for improving the educational process and learning conditions.