

Report
on the results of the survey
“Satisfaction of 2-5 year students with educational services”
in 2024-2025 academic year
Department: Mine Aerology and Occupational Safety
Specialty: 6B11201 Life Safety and Environment Protection

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 the other areas of the University 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 6B11201 Life Safety and Environment Protection 86 respondents out took part in the survey, which is 60% of the total number of students in this specialty (147).

- 2 year – 25 students (50%);
- 3 year – 42 students (69%);
- 4 year – 19 students (54.3%).

Mode of training

- Budget – 41 students (47,6%);
- Paid – 45 students (52,4%).

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

Indicators:

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

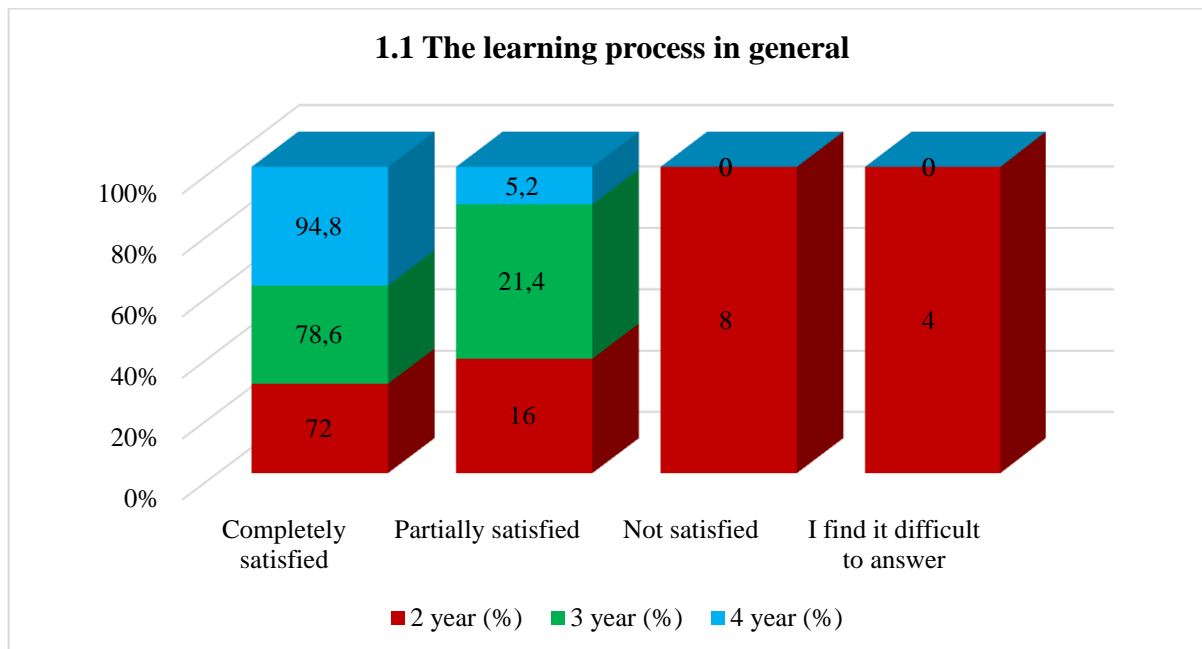
1.1 The learning process in general
1.2 Class schedule
1.3 Organization of independent work
1.4 Practices
1.5 Organizing and conducting SIWT
1.6 Organizing and conducting laboratory work
1.7 Satisfaction with the library work
1.8 Possibility of access to full-text databases of scientific publications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

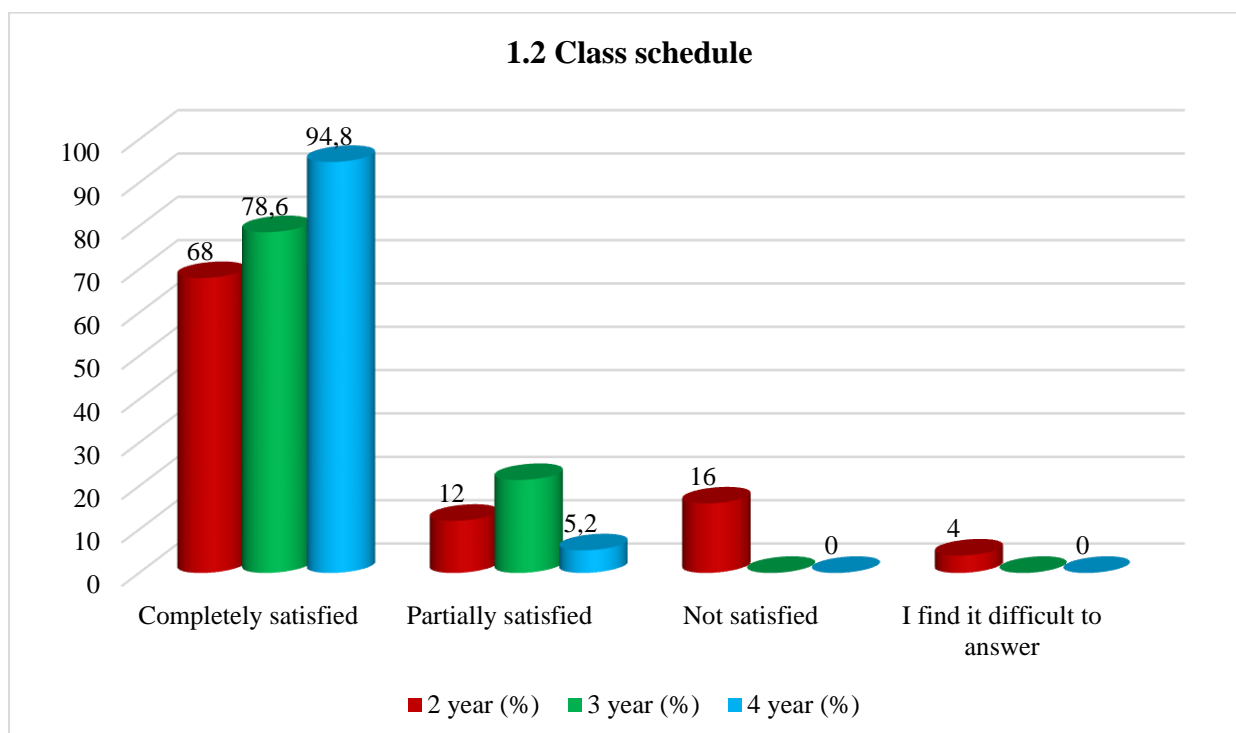
1.1 The learning process in general

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	72% (18 prs.)	78,6% (33 prs.)	94,8% (18 prs.)
<i>Partially satisfied</i>	16% (4 prs.)	21,4% (9 prs.)	5,2% (1 prs.)
<i>Not satisfied</i>	8% (2 prs.)	-	-
<i>I find it difficult to answer</i>	4% (1 prs.)	-	-



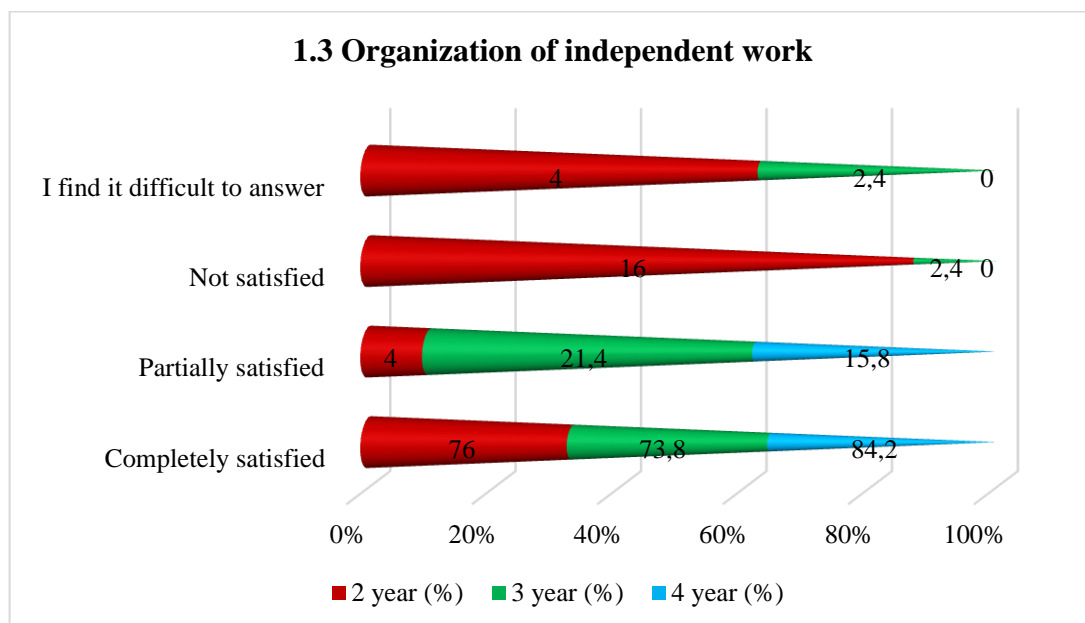
1.2 Class schedule

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	68% (17 prs.)	78,6% (33 prs.)	94,8% (18 prs.)
<i>Partially satisfied</i>	12% (3 prs.)	21,4% (9 prs.)	5,2% (1 prs.)
<i>Not satisfied</i>	16% (4 prs.)	-	-
<i>I find it difficult to answer</i>	4% (1 prs.)	-	-



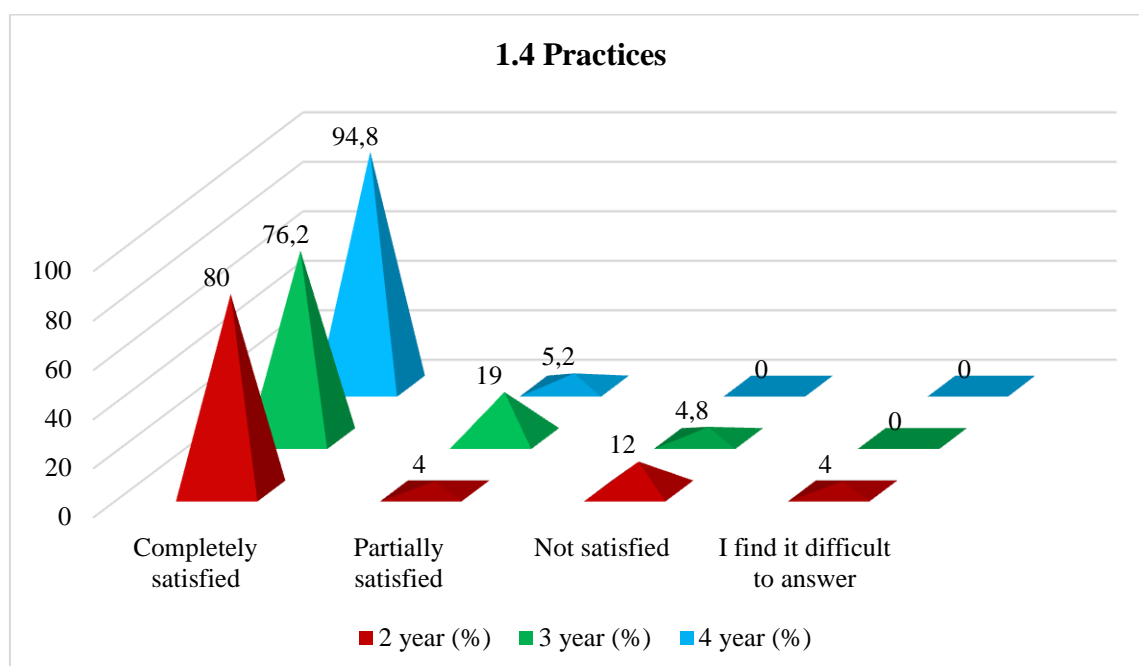
1.3 Organization of independent work

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	76% (19 prs.)	73,8% (31 prs.)	84,2% (16 prs.)
<i>Partially satisfied</i>	4% (1 prs.)	21,4% (9 prs.)	15,8% (3 prs.)
<i>Not satisfied</i>	16% (4 prs.)	2,4% (1 prs.)	-
<i>I find it difficult to answer</i>	4% (1 prs.)	2,4% (1 prs.)	-



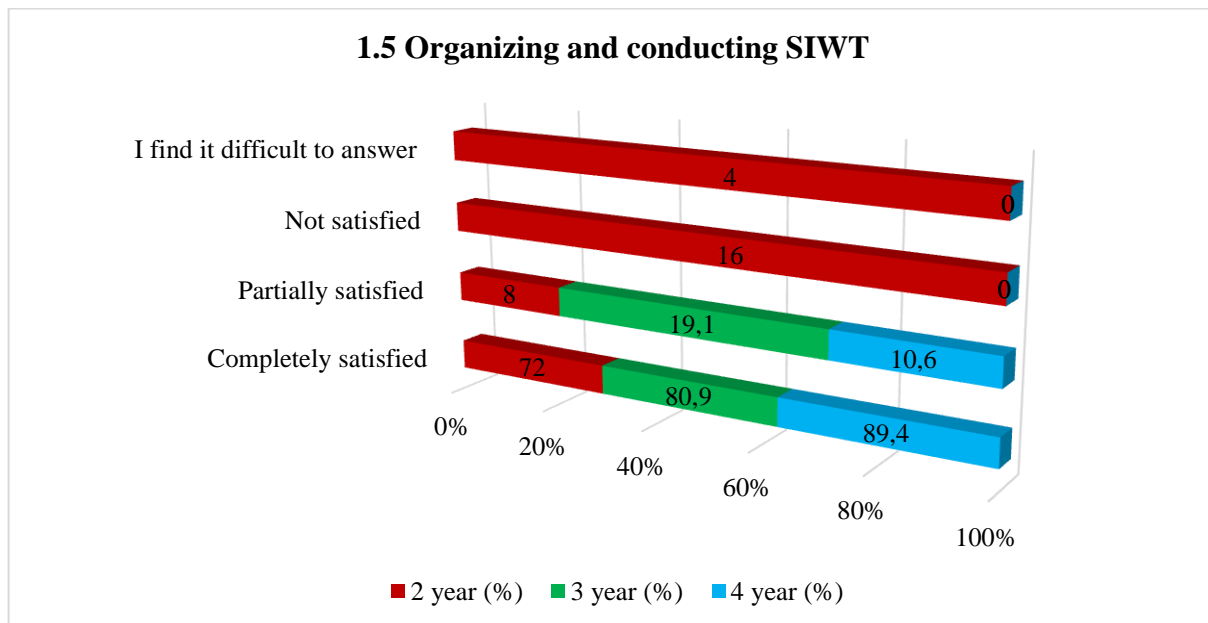
1.4 Practices

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	80% (20 prs.)	76,2% (32 prs.)	94,8% (18 prs.)
<i>Partially satisfied</i>	4% (1 prs.)	19% (8 prs.)	5,2% (1 prs.)
<i>Not satisfied</i>	12% (3 prs.)	4,8% (2 prs.)	-
<i>I find it difficult to answer</i>	4% (1 prs.)	-	-



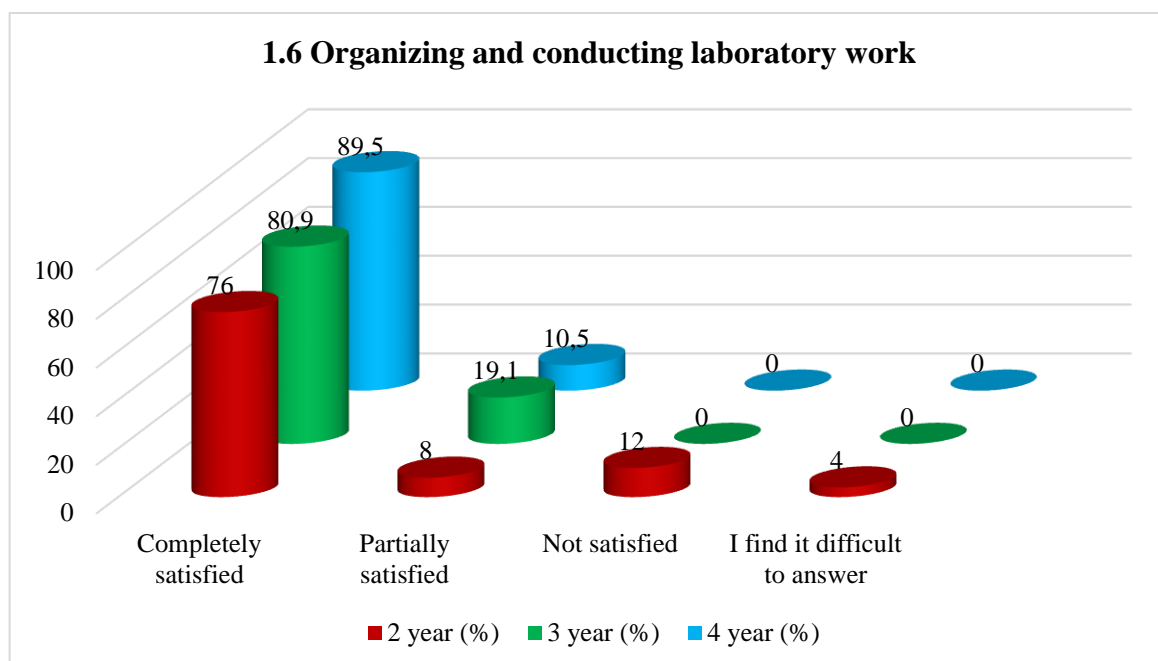
1.5 Organizing and conducting SIWT

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	72% (18 prs.)	80,9% (34 prs.)	89,4% (17 prs.)
<i>Partially satisfied</i>	8% (2 prs.)	19,1% (8 prs.)	10,6% (2 prs.)
<i>Not satisfied</i>	16% (4 prs.)	-	-
<i>I find it difficult to answer</i>	4% (1 prs.)	-	-



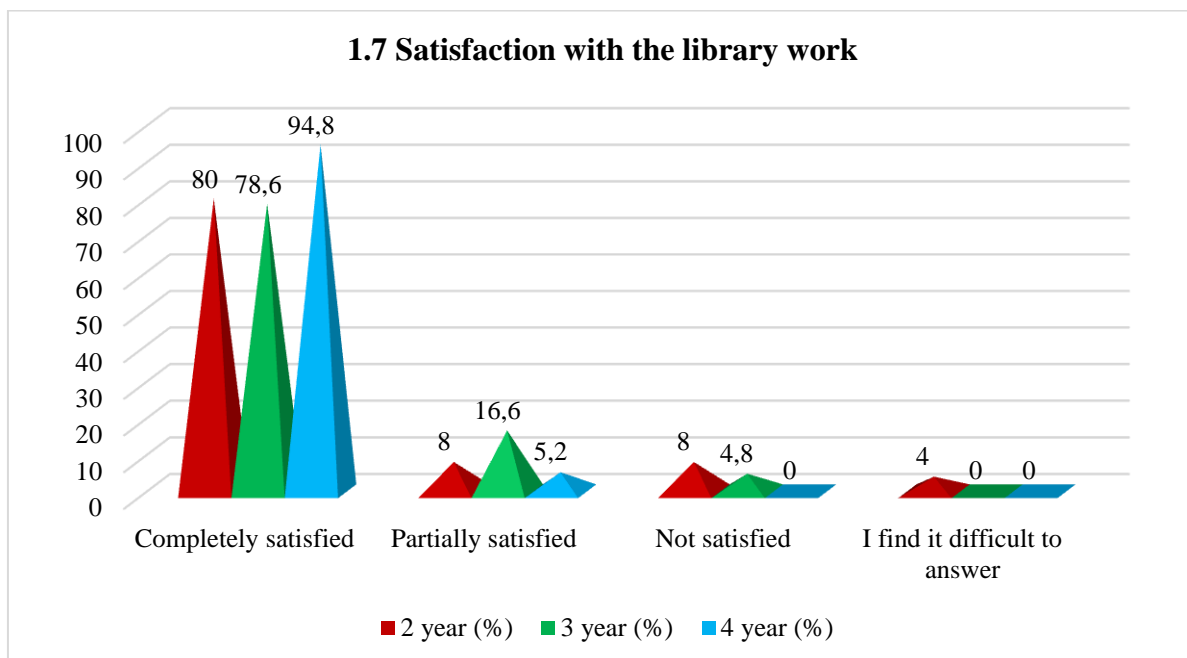
1.6 Organizing and conducting laboratory work

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	76% (19 prs.)	80,9% (34 prs.)	89,5% (17 prs.)
<i>Partially satisfied</i>	8% (2 prs.)	19,1% (8 prs.)	10,5% (2 prs.)
<i>Not satisfied</i>	12% (3 prs.)	-	-
<i>I find it difficult to answer</i>	4% (1 prs.)	-	-



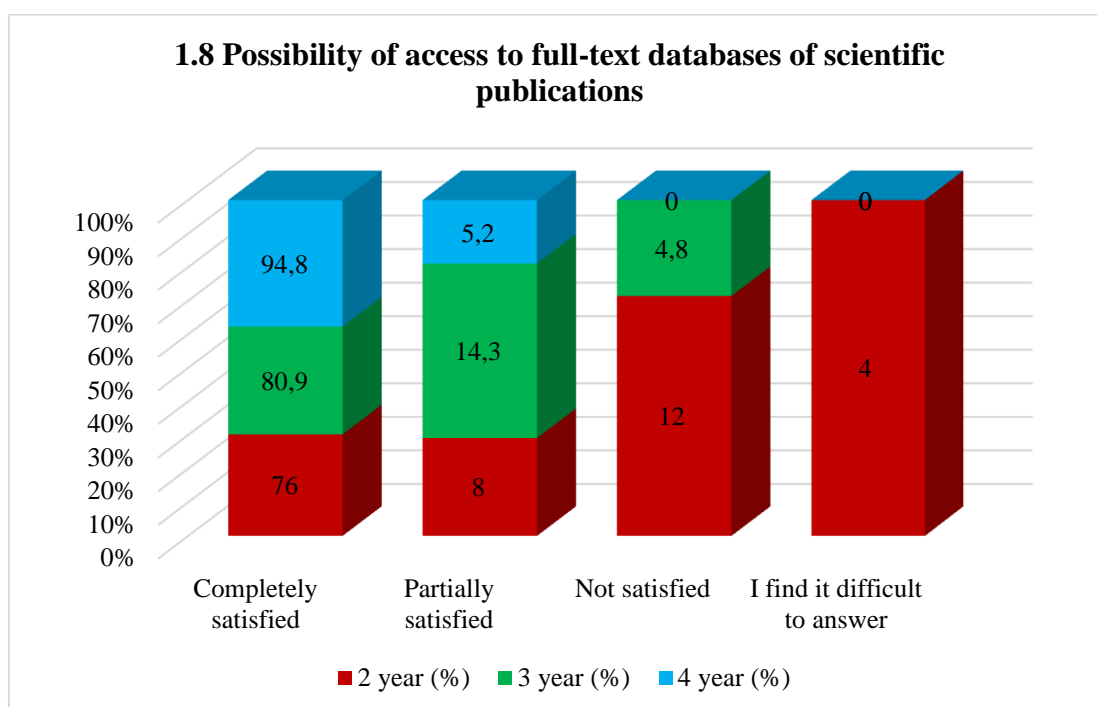
1.7 Satisfaction with the library work

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	80% (20 prs.)	78,6% (33 prs.)	94,8% (18 prs.)
<i>Partially satisfied</i>	8% (2 prs.)	16,6% (7 prs.)	5,2% (1 prs.)
<i>Not satisfied</i>	8% (2 prs.)	4,8% (2 prs.)	-
<i>I find it difficult to answer</i>	4% (1 prs.)	-	-



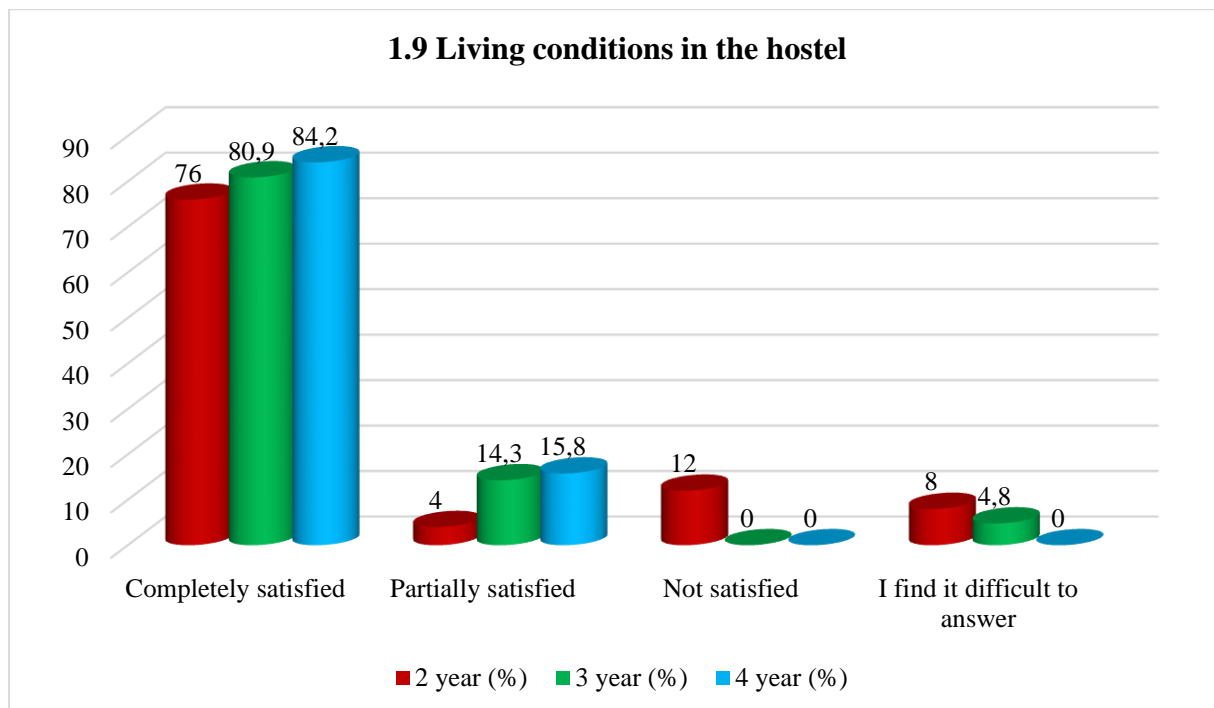
1.8 Possibility of access to full-text databases of scientific publications

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	76% (19 prs.)	80,9% (34 prs.)	94,8% (18 prs.)
<i>Partially satisfied</i>	8% (2 prs.)	14,3% (6 prs.)	5,2% (1 prs.)
<i>Not satisfied</i>	12% (3 prs.)	4,8% (2 prs.)	-
<i>I find it difficult to answer</i>	4% (1 prs.)	-	-



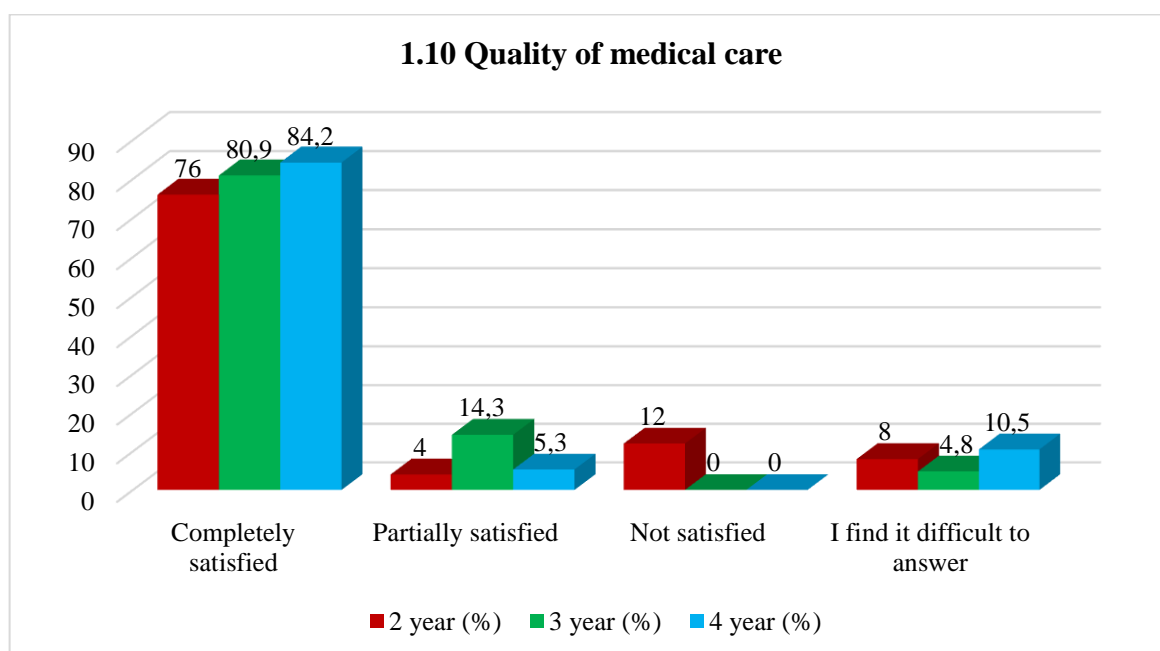
1.9 Living conditions in the hostel

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	76% (19 prs.)	80,9% (34 prs.)	84,2% (16 prs.)
<i>Partially satisfied</i>	4% (1 prs.)	14,3% (6 prs.)	15,8% (3 prs.)
<i>Not satisfied</i>	12% (3 prs.)	-	-
<i>I find it difficult to answer</i>	8% (2 prs.)	4,8% (2 prs.)	-



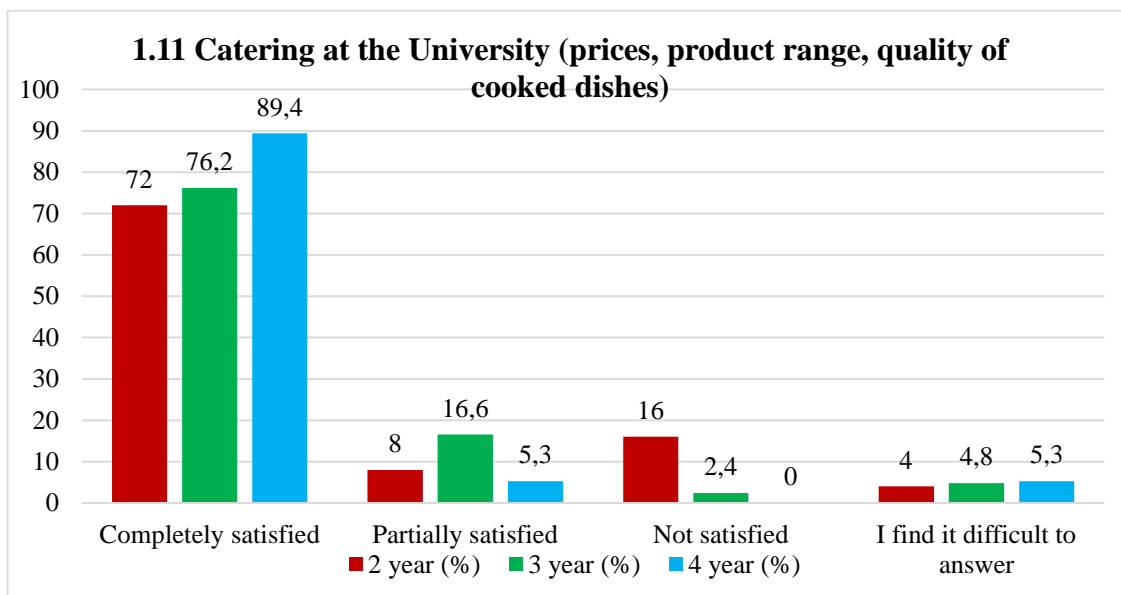
1.10 Quality of medical care

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	76% (19 prs.)	80,9% (34 prs.)	84,2% (16 prs.)
<i>Partially satisfied</i>	4% (1 prs.)	14,3% (6 prs.)	5,3% (1 prs.)
<i>Not satisfied</i>	12% (3 prs.)	-	-
<i>I find it difficult to answer</i>	8% (2 prs.)	4,8% (2 prs.)	10,5% (2 prs.)



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

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	72% (18 prs.)	76,2% (32 prs.)	89,4% (17 prs.)
<i>Partially satisfied</i>	8% (2 prs.)	16,6% (7 prs.)	5,3% (1 prs.)
<i>Not satisfied</i>	16% (4 prs.)	2,4% (1 prs.)	-
<i>I find it difficult to answer</i>	4% (1 prs.)	4,8% (2 prs.)	5,3% (1 prs.)



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

2 year	3 year	4 year
- I don't know	-Everything is good - Satisfied	- No - Good

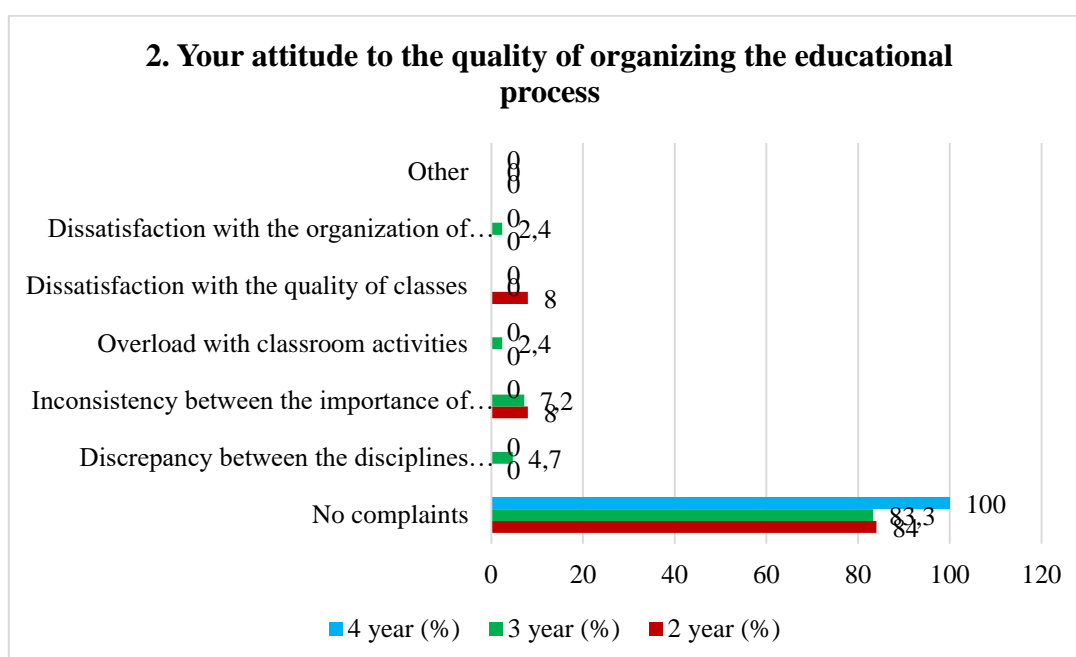
To the option “If you answered “not satisfied” to the previous question, provide recommendations for improving the services provided,” students indicated the following options*:

2 year	3 year	4 year
- I don't know - No	- No complaints - None - Zhaksy - Each building needs a first aid station - The food in the canteen leaves much to be desired, both in taste and appearance. Sometimes you come across undercooked sausages in dough, or something else. And also the prices. The portions are small, and the prices are a little high. You have to go to the nearest stores, since it turns out to be much cheaper in terms of money. And there is also not such a wide range of drinks. For example, drinks in the canteen are only: Pepsi, Rix tea, Asu. - Satisfied	- No

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

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>No complaints</i>	84% (21 prs.)	83,3% (35 prs.)	100% (19 prs.)
<i>Discrepancy between the disciplines studied and the specialty obtained</i>	-	4,7% (2 prs.)	-
<i>Inconsistency between the importance of the subject and the number of hours</i>	8% (2 prs.)	7,2% (3 prs.)	-
<i>Overload with classroom activities</i>	-	2,4% (1 prs.)	-
<i>Dissatisfaction with the quality of classes</i>	8% (2 prs.)	-	-
<i>Dissatisfaction with the organization of tests and exams</i>	-	2,4% (1 prs.)	-
<i>Other</i>	-	-	-



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

- Mismatch of classrooms to classes
- Inconveniently located classrooms, very cramped.
- weak internet, we can't work during classes

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:

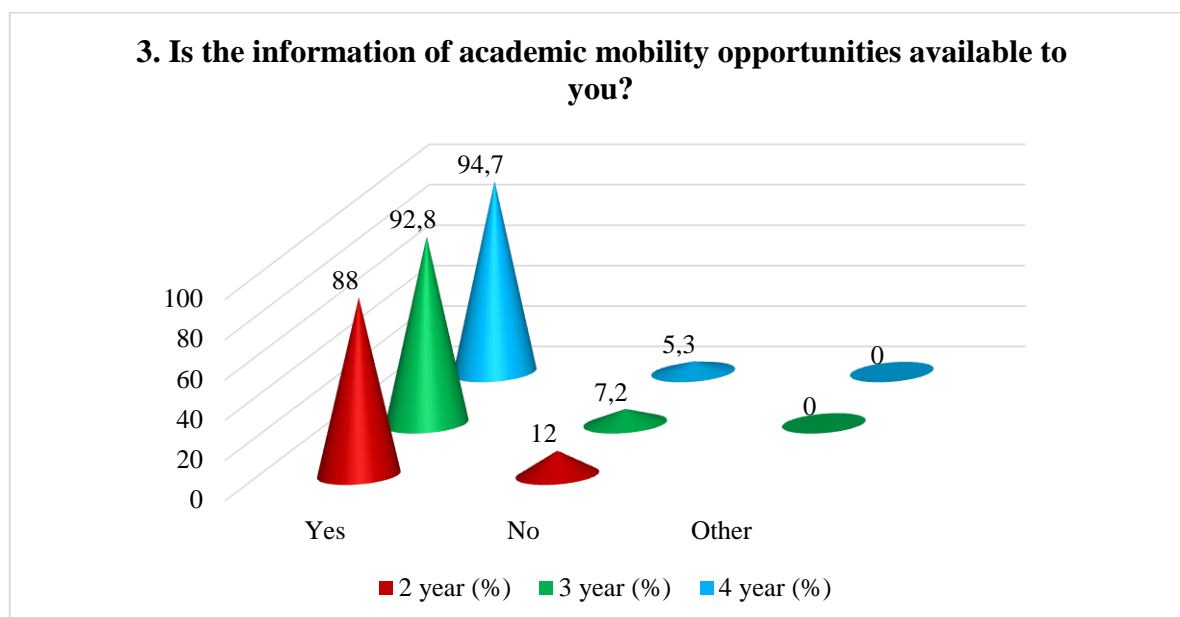
- No complaints (3)
- Everything is good
- No (3)

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

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Yes</i>	88% (22 prs.)	92,8% (39 prs.)	94,7% (18 prs.)
<i>No</i>	12% (3 prs.)	7,2% (3 prs.)	5,3% (1 prs.)
<i>Other</i>	-	-	-

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

- I don't know where it is



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

- No special reasons
- No questions
- Good
- It is not always possible to find out about the opening of academic mobility
- I want to find out more, but our curator does not tell us
- I can tell you personally
- I am not interested

4. What do you think the relationship is like:

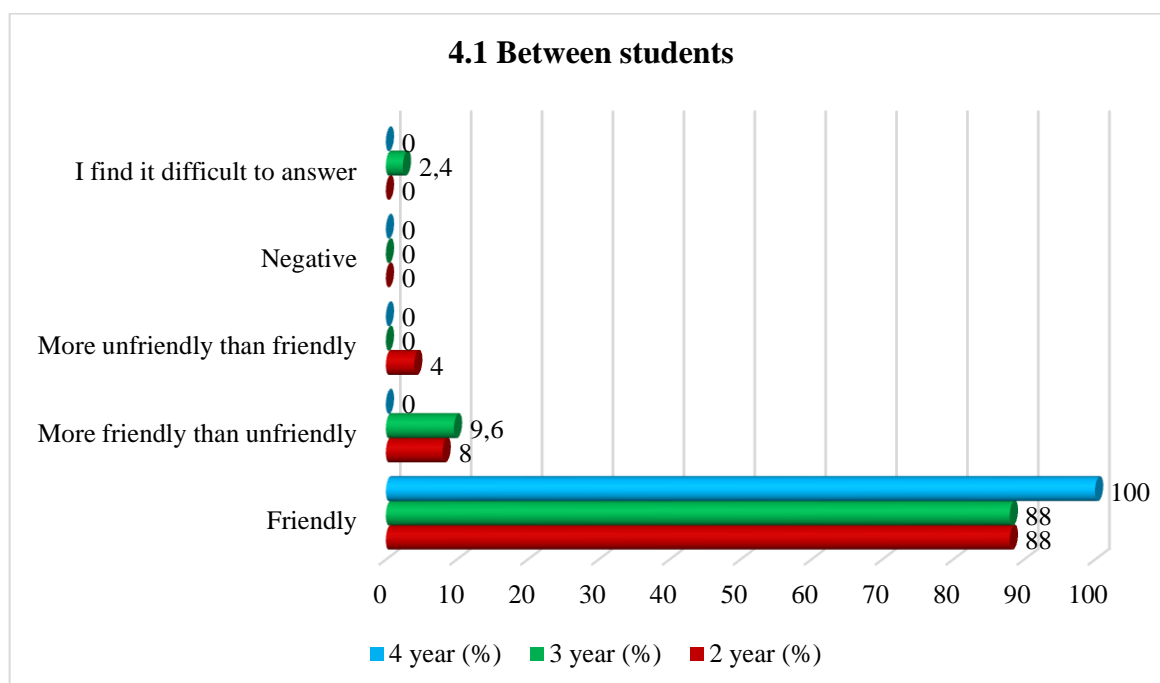
4.1 Between students
4.2 Between teachers and students (in the educational process)
4.3 Between a student and a supervisor
4.4 Between students and administration
4.5 Between students and employees of departments (library, student department, etc.)
4.6 Between students and security service

Other_____

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

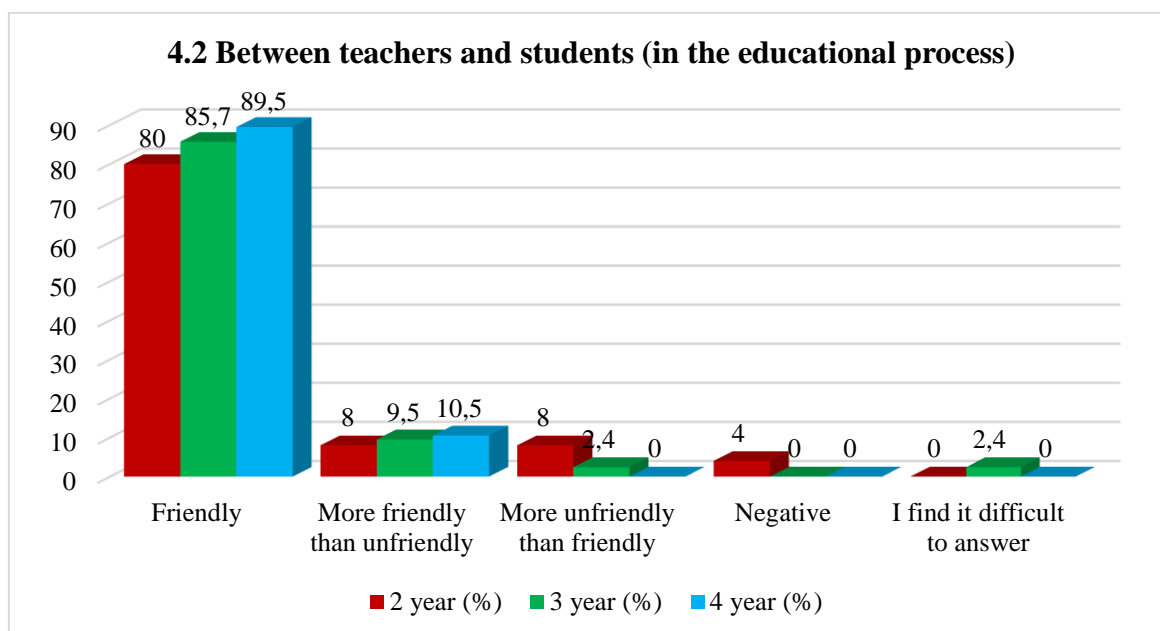
4.1 Between students

Answer options	2 year (%)	3 year (%)	4 year (%)
Friendly	88% (22 prs.)	88% (37 prs.)	100% (19 prs.)
More friendly than unfriendly	8% (2 prs.)	9,6% (4 prs.)	-
More unfriendly than friendly	4% (1 prs.)	-	-
Negative	-	-	-
I find it difficult to answer	-	2,4% (1 prs.)	-



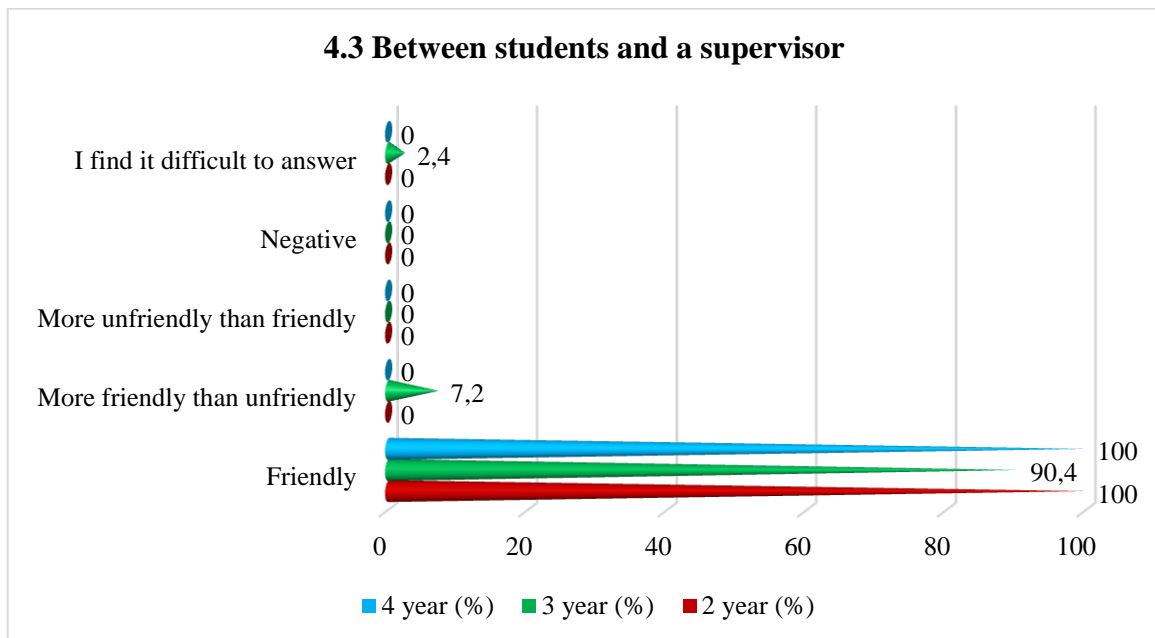
4.2 Between teachers and students (in the educational process)

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Friendly</i>	80% (20 prs.)	85,7% (36 prs.)	89,5% (17 prs.)
<i>More friendly than unfriendly</i>	8% (2 prs.)	9,5% (4 prs.)	10,5% (2 prs.)
<i>More unfriendly than friendly</i>	8% (2 prs.)	2,4% (1 prs.)	-
<i>Negative</i>	4% (1 prs.)	-	-
<i>I find it difficult to answer</i>	-	2,4% (1 prs.)	-



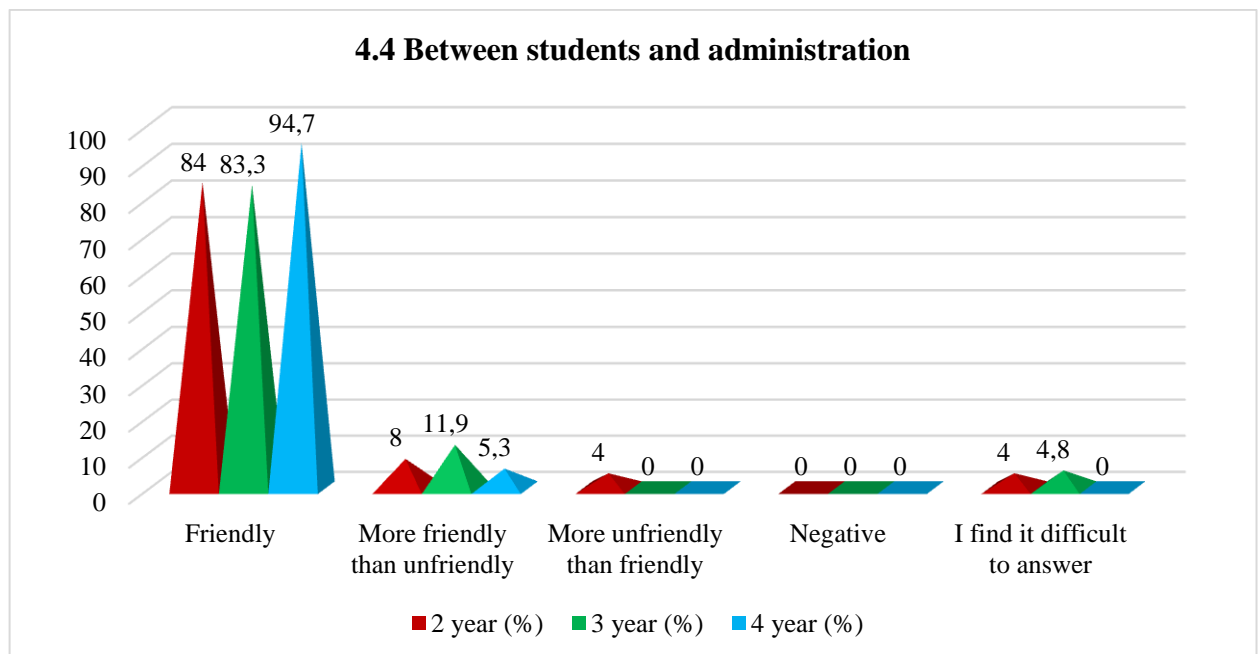
4.3 Between students and a supervisor

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Friendly</i>	100% (25 prs.)	90,4% (38 prs.)	100% (19 prs.)
<i>More friendly than unfriendly</i>	-	7,2% (3 prs.)	-
<i>More unfriendly than friendly</i>	-	-	-
<i>Negative</i>	-	-	-
<i>I find it difficult to answer</i>	-	2,4% (1 prs.)	-



4.4 Between students and administration

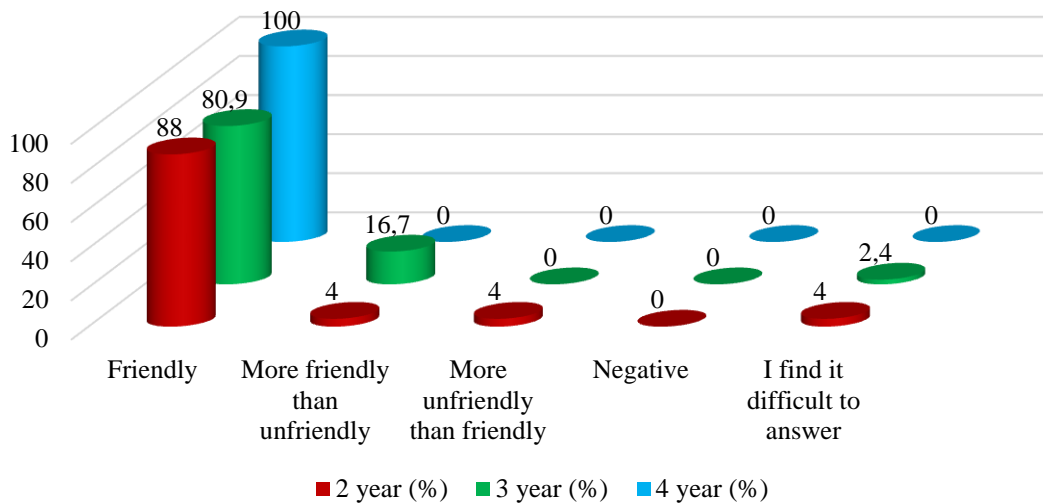
Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Friendly</i>	84% (21 prs.)	83,3% (35 prs.)	94,7% (18 prs.)
<i>More friendly than unfriendly</i>	8% (2 prs.)	11,9% (5 prs.)	5,3% (1 prs.)
<i>More unfriendly than friendly</i>	4% (1 prs.)	-	-
<i>Negative</i>	-	-	-
<i>I find it difficult to answer</i>	4% (1 prs.)	4,8% (2 prs.)	-



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

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Friendly</i>	88% (22 prs.)	80,9% (34 prs.)	100% (19 prs.)
<i>More friendly than unfriendly</i>	4% (1 prs.)	16,7% (7 prs.)	-
<i>More unfriendly than friendly</i>	4% (1 prs.)	-	-
<i>Negative</i>	-	-	-
<i>I find it difficult to answer</i>	4% (1 prs.)	2,4% (1 prs.)	-

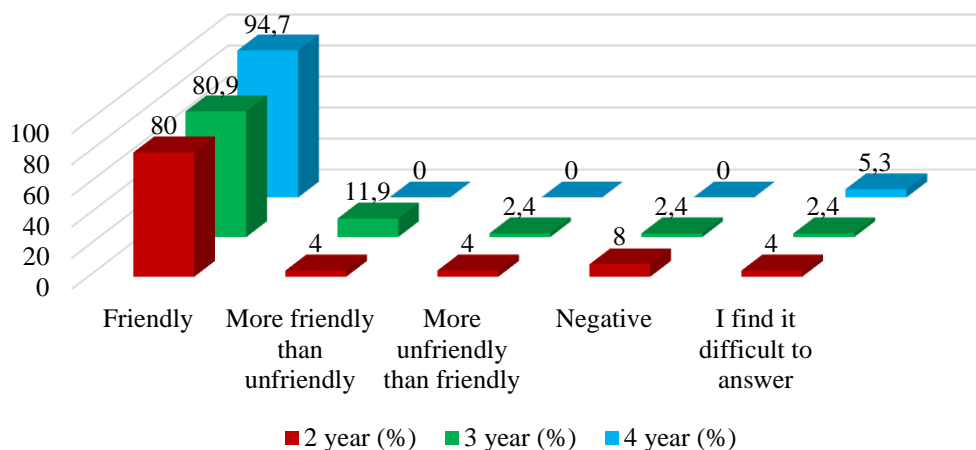
4.5 Between students and employees of departments (library, student department, etc.)



4.6 Between students and security service

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Friendly</i>	80% (20 prs.)	80,9% (34 prs.)	94,7% (18 prs.)
<i>More friendly than unfriendly</i>	4% (1 prs.)	11,9% (5 prs.)	-
<i>More unfriendly than friendly</i>	4% (1 prs.)	2,4% (1 prs.)	-
<i>Negative</i>	8% (2 prs.)	2,4% (1 prs.)	-
<i>I find it difficult to answer</i>	4% (1 prs.)	2,4% (1 prs.)	5,3% (1 prs.)

4.6 Between students and security service



- No complaints
- Good
- No
- Friendly

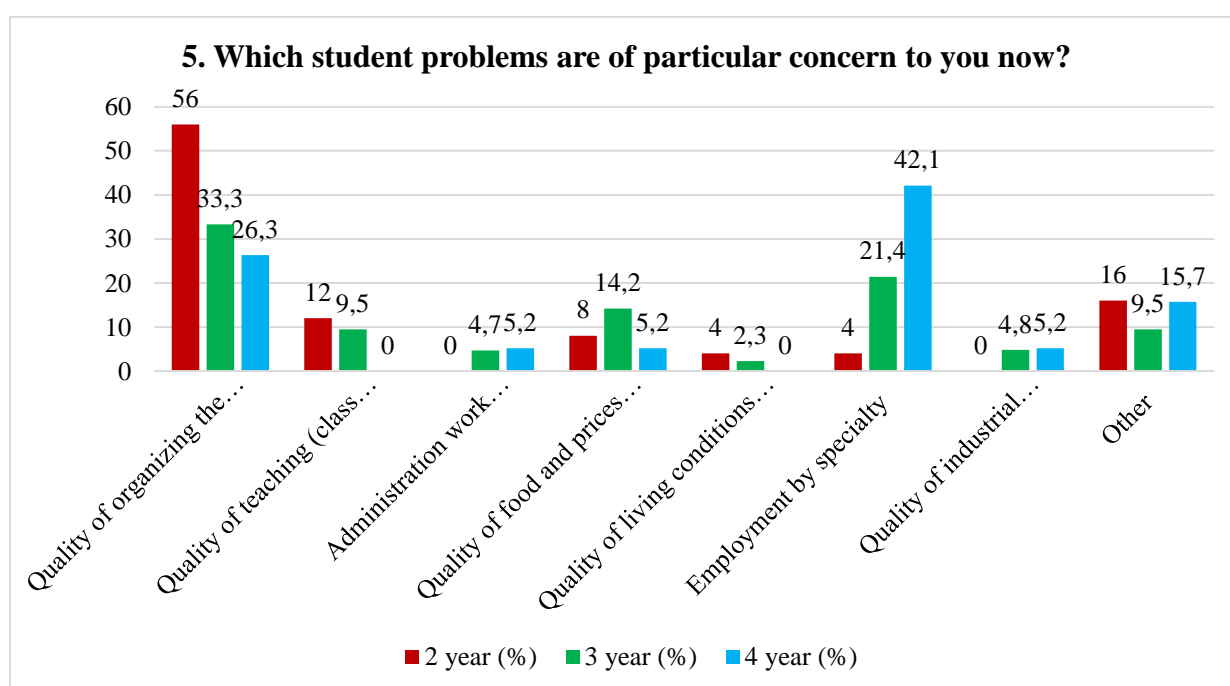
To the option “If you answered “Rather unfriendly than friendly” and “Negative” to the previous question, give recommendations for improvement”, the students indicated the following options*:

- No (3)
- No complaints
- Friendly

5. Which student problems are of particular concern to you now? (choose no more than 3 answer options)

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Quality of organizing the educational process</i>	56% (14 prs.)	33,3% (14 prs.)	26,3% (5 prs.)
<i>Quality of teaching (class conducting, assessment of knowledge, etc.)</i>	12% (3 prs.)	9,5% (4 prs.)	-
<i>Administration work (department, etc.)</i>	-	4,7% (2 prs.)	5,2% (1 prs.)
<i>Quality of food and prices in the student canteen</i>	8% (2 prs.)	14,2% (6 prs.)	5,2% (1 prs.)
<i>Quality of living conditions in the hostel</i>	4% (1 prs.)	2,3% (1 prs.)	-
<i>Employment by specialty</i>	4% (1 prs.)	21,4% (9 prs.)	42,1% (8 prs.)
<i>Quality of industrial practice organizations</i>	-	4,8% (2 prs.)	5,2% (1 prs.)
<i>Other</i>	16% (4 prs.)	9,5% (4 prs.)	15,7% (3 prs.)

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



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

- None
- Nothing bothers me (2)
- Everything is fine
- Everything is fine
- Not at all
- No problems

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

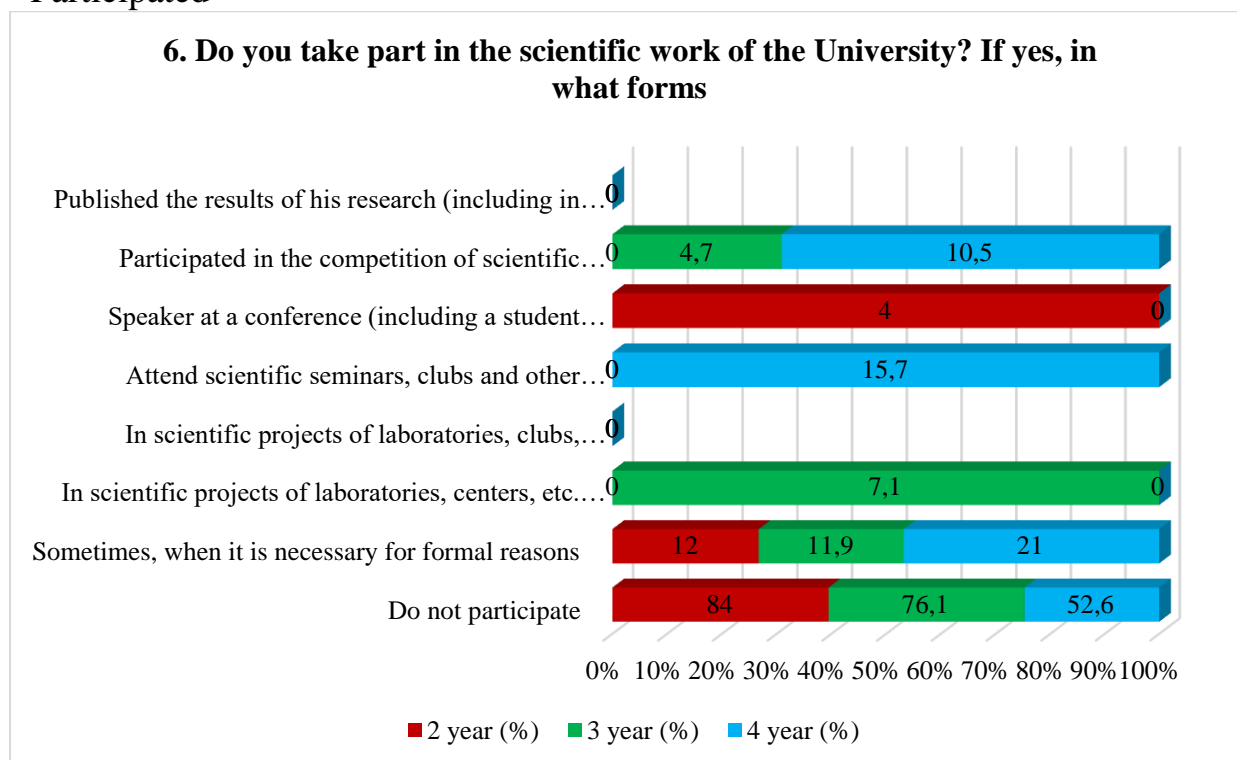
Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Do not participate</i>	84% (21 prs.)	76,1% (32 prs.)	52,6% (10 prs.)
<i>Sometimes, when it is necessary for formal reasons</i>	12% (3 prs.)	11,9% (5 prs.)	21% (4 prs.)

<i>In scientific projects of laboratories, centers, etc. under a contract, within a grant, etc.</i>	-	7,1% (3 prs.)	-
<i>In scientific projects of laboratories, clubs, circles, etc. free of charge</i>	-	-	-
<i>Attend scientific seminars, clubs and other scientific events</i>	-	-	15,7% (3 prs.)
<i>Speaker at a conference (including a student conference), scientific seminar)</i>	4% (1 prs.)	-	-
<i>Participated in the competition of scientific student works</i>	-	4,7% (2 prs.)	10,5% (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

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

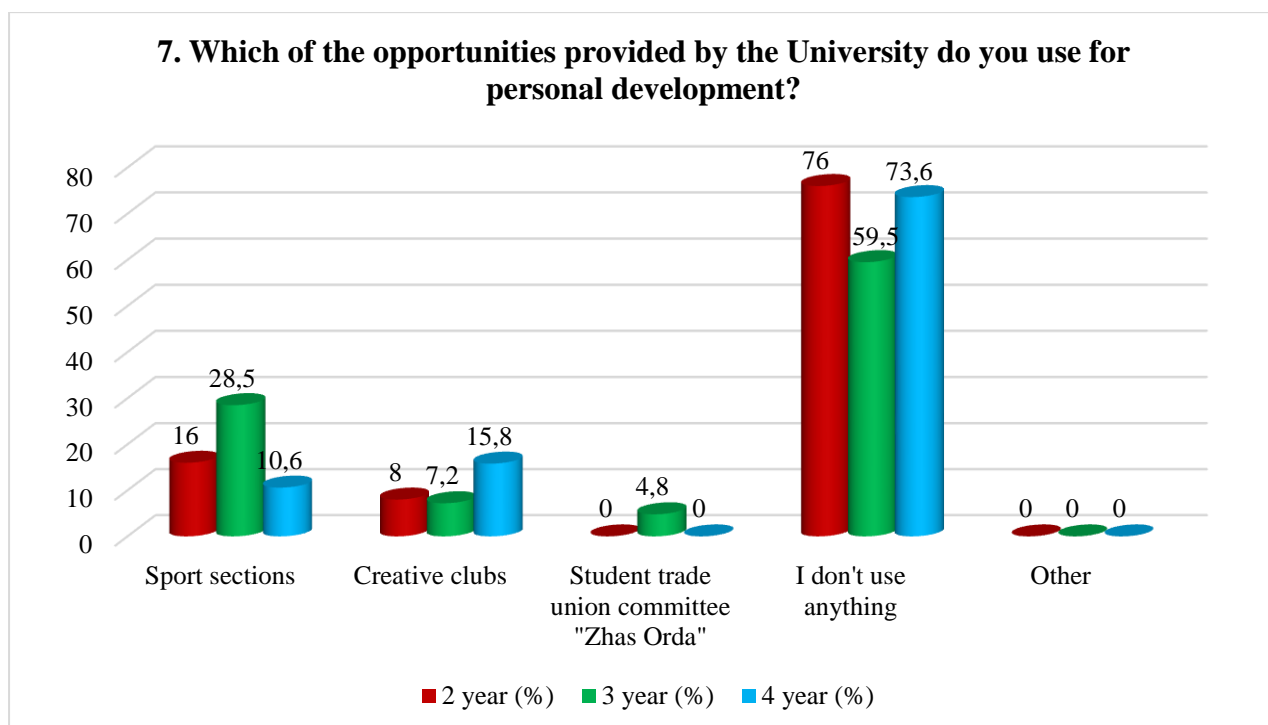
- Have not participated yet
- Not interested
- Was not possible
- Don't want to
- No
- No desire (2)
- Uakyt zhok
- Participated



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>	16% (4 prs.)	28,5% (12 prs.)	10,6% (2 prs.)
<i>Creative clubs</i>	8% (2 prs.)	7,2% (3 prs.)	15,8% (3 prs.)

<i>Student trade union committee "Zhas Orda"</i>	-	4,8% (2 prs.)	-
<i>I don't use anything</i>	76% (19 prs.)	59,5% (25 prs.)	73,6% (14 prs.)
<i>Other</i>	-	-	-



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

- no time
- not interested
- creative
- busy
- no desire or time
- not interested (3)
- don’t want to (2)
- no (2)
- sports
- working

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

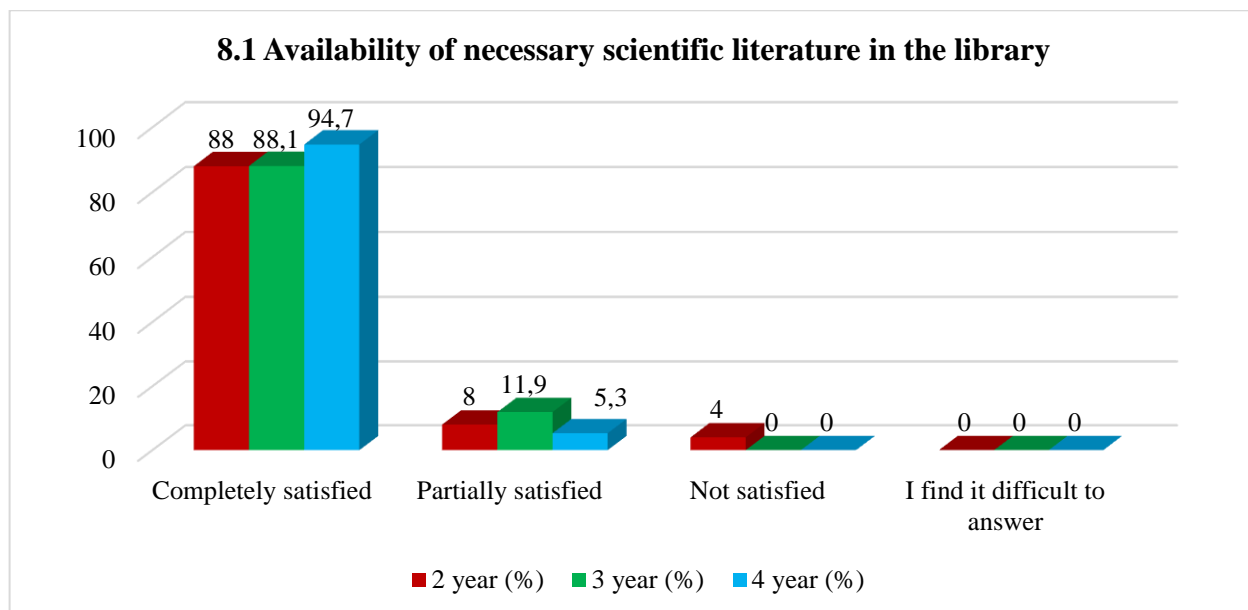
8.1 Availability of necessary scientific literature in the library
8.2 Modernity of computer equipment
8.3 Internet channel width, its speed
8.4 Software modernity
8.5 Availability of educational and scientific equipment
8.6 Availability of laboratories and specialized classrooms
8.7 Availability of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

Other _____

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

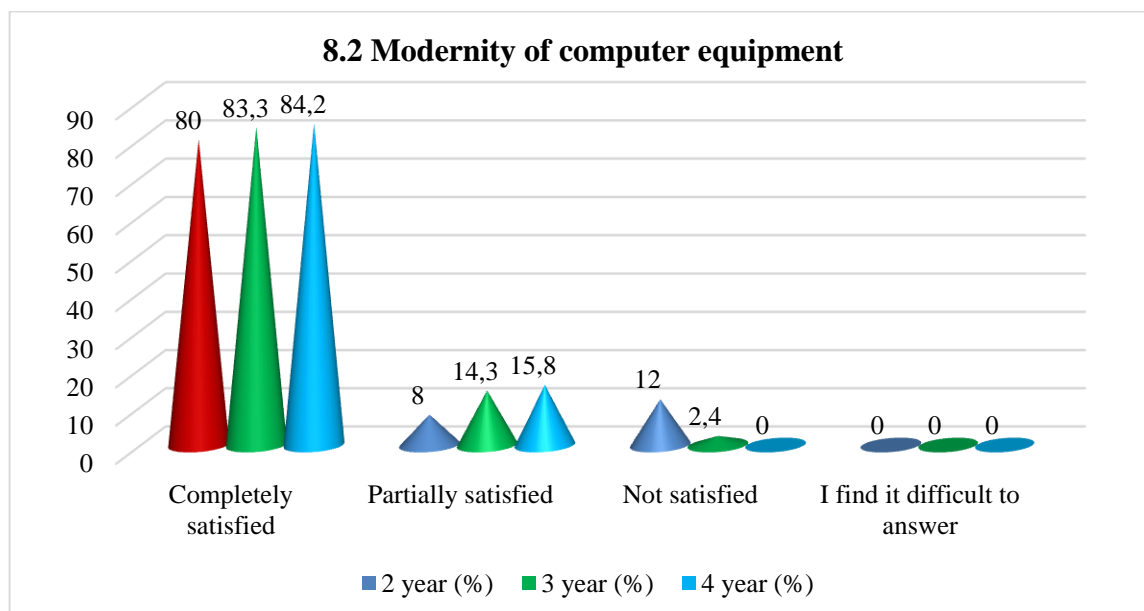
8.1 Availability of necessary scientific literature in the library

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	88% (22 prs.)	88,1% (37 prs.)	94,7% (18 prs.)
<i>Partially satisfied</i>	8% (2 prs.)	11,9% (5 prs.)	5,3% (1 prs.)
<i>Not satisfied</i>	4% (1 prs.)	-	-
<i>I find it difficult to answer</i>	-	-	-



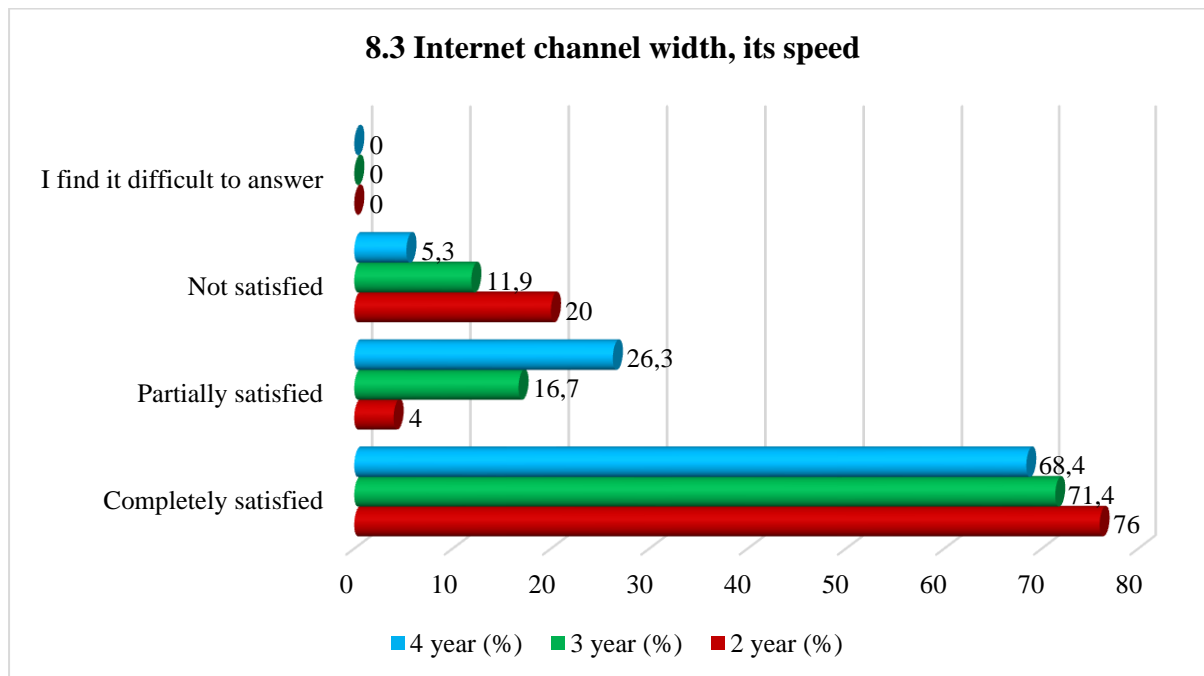
8.2 Modernity of computer equipment

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	80% (20 prs.)	83,3% (35 prs.)	84,2% (16 prs.)
<i>Partially satisfied</i>	8% (2 prs.)	14,3% (6 prs.)	15,8% (3 prs.)
<i>Not satisfied</i>	12% (3 prs.)	2,4% (1 prs.)	-
<i>I find it difficult to answer</i>	-	-	-



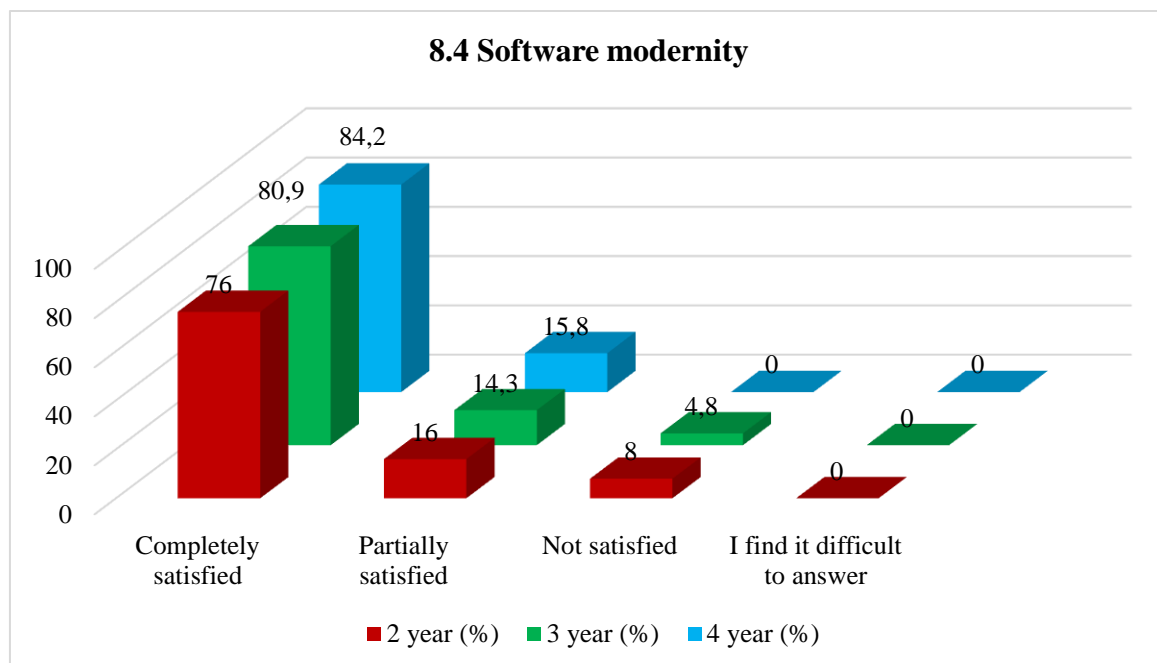
8.3 Internet channel width, its speed

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	76% (19 prs.)	71,4% (30 prs.)	68,4% (13 prs.)
<i>Partially satisfied</i>	4% (1 prs.)	16,7% (7 prs.)	26,3% (5 prs.)
<i>Not satisfied</i>	20% (5 prs.)	11,9% (5 prs.)	5,3% (1 prs.)
<i>I find it difficult to answer</i>	-	-	-



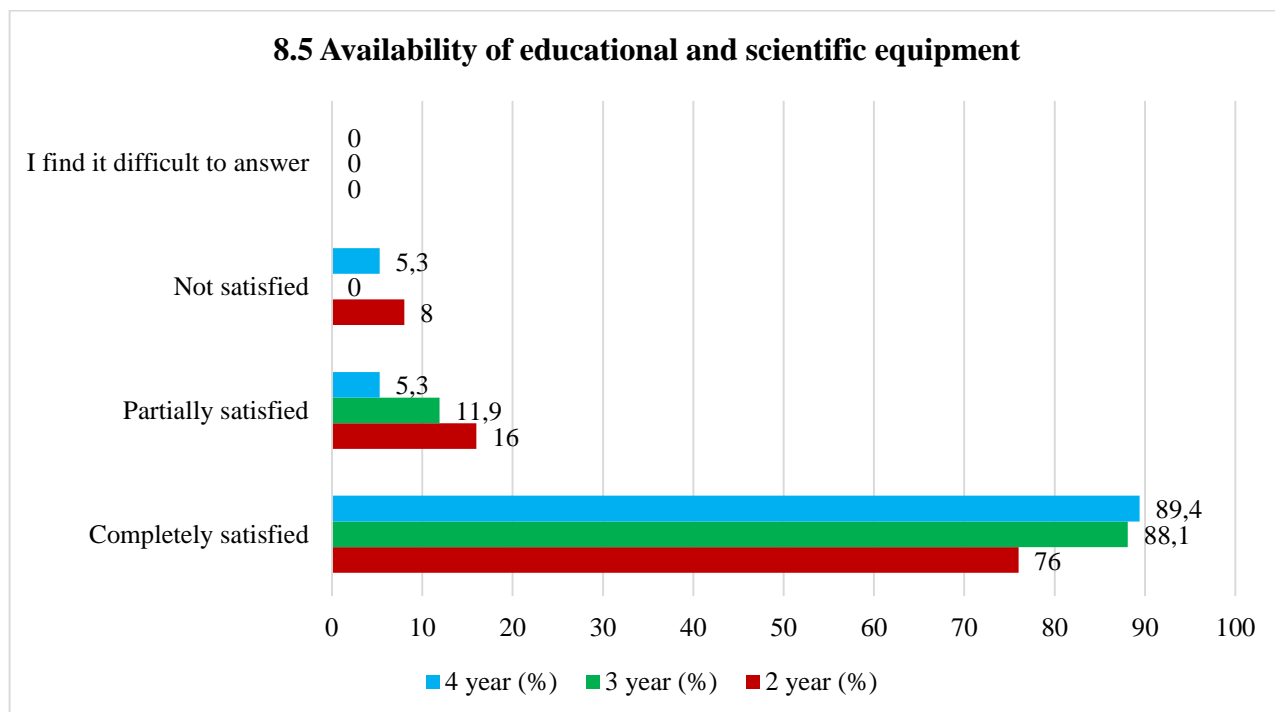
8.4 Software modernity

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	76% (19 prs.)	80,9% (34 prs.)	84,2% (16 prs.)
<i>Partially satisfied</i>	16% (4 prs.)	14,3% (6 prs.)	15,8% (3 prs.)
<i>Not satisfied</i>	8% (2 prs.)	4,8% (2 prs.)	-
<i>I find it difficult to answer</i>	-	-	-



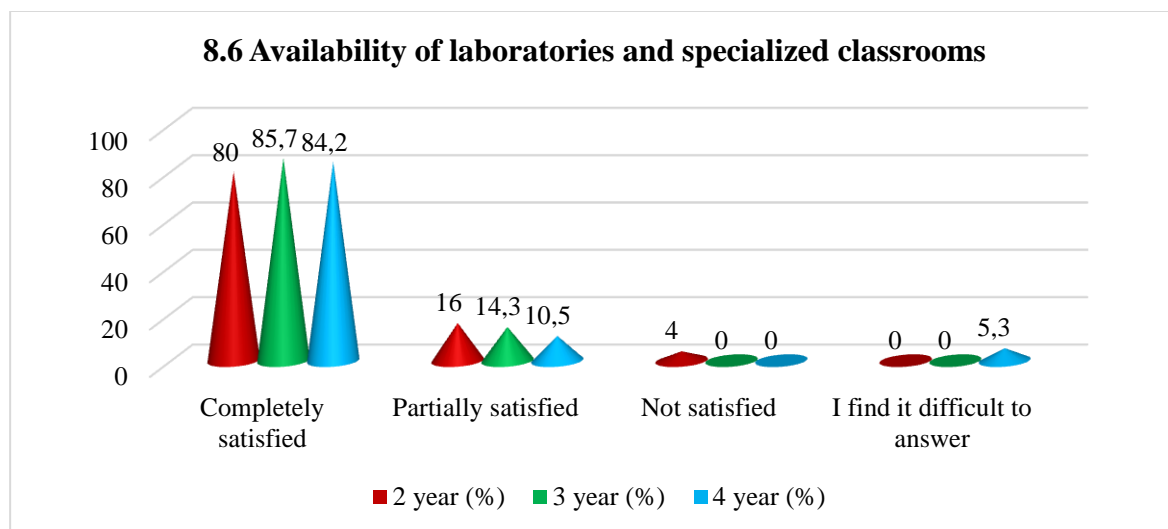
8.5 Availability of educational and scientific equipment

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	76% (19 prs.)	88,1% (37 prs.)	89,4% (17 prs.)
<i>Partially satisfied</i>	16% (4 prs.)	11,9% (5 prs.)	5,3% (1 prs.)
<i>Not satisfied</i>	8% (2 prs.)	-	5,3% (1 prs.)
<i>I find it difficult to answer</i>	-	-	-



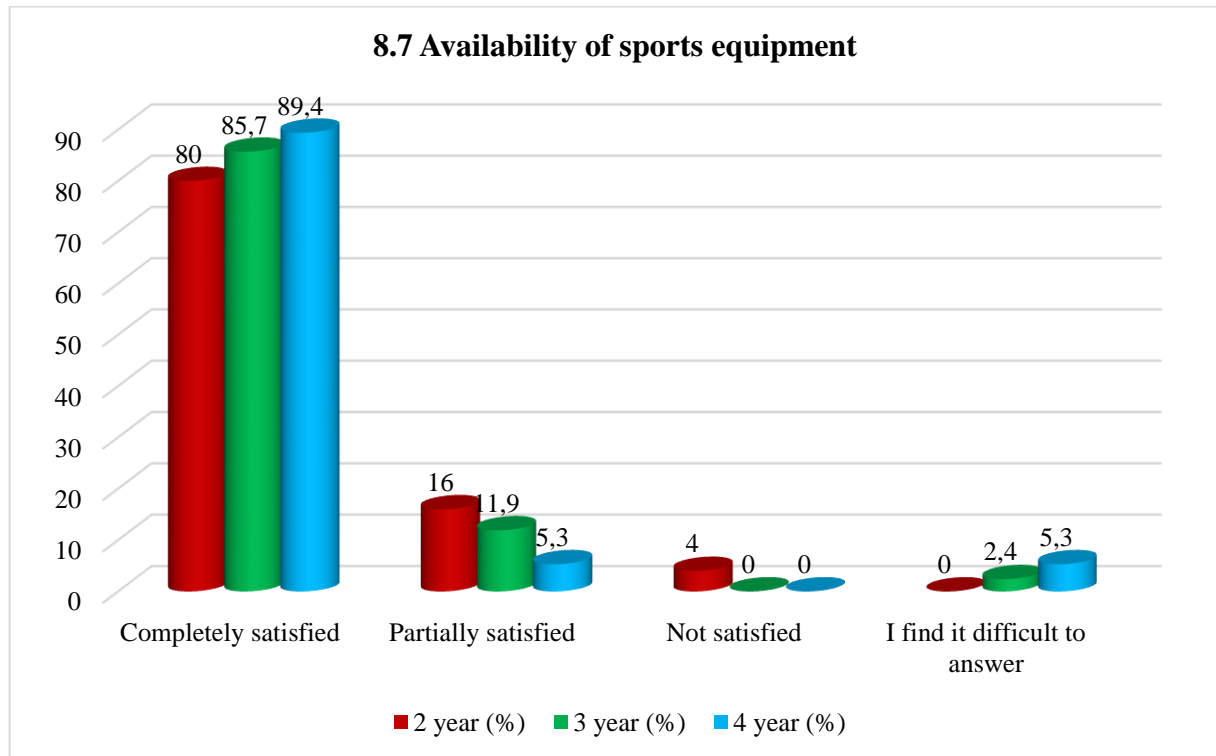
8.6 Availability of laboratories and specialized classrooms

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	80% (20 prs.)	85,7% (36 prs.)	84,2% (16 prs.)
<i>Partially satisfied</i>	16% (4 prs.)	14,3% (6 prs.)	10,5% (2 prs.)
<i>Not satisfied</i>	4% (1 prs.)	-	-
<i>I find it difficult to answer</i>	-	-	5,3% (1 prs.)



8.7 Availability of sports equipment

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Completely satisfied</i>	80% (20 prs.)	85,7% (36 prs.)	89,4% (17 prs.)
<i>Partially satisfied</i>	16% (4 prs.)	11,9% (5 prs.)	5,3% (1 prs.)
<i>Not satisfied</i>	4% (1 prs.)	-	-
<i>I find it difficult to answer</i>	-	2,4% (1 prs.)	5,3% (1 prs.)



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

- Satisfied (2)

- Good

- Improving the Internet, many computers in the classrooms do not have an Internet connection, thus it is difficult to study the material and conduct lessons - the computer components are weak

- Recently, the width and speed of the Internet do not allow use for educational purposes. Since, perhaps, it simply cannot cope with the load.

- no (2)

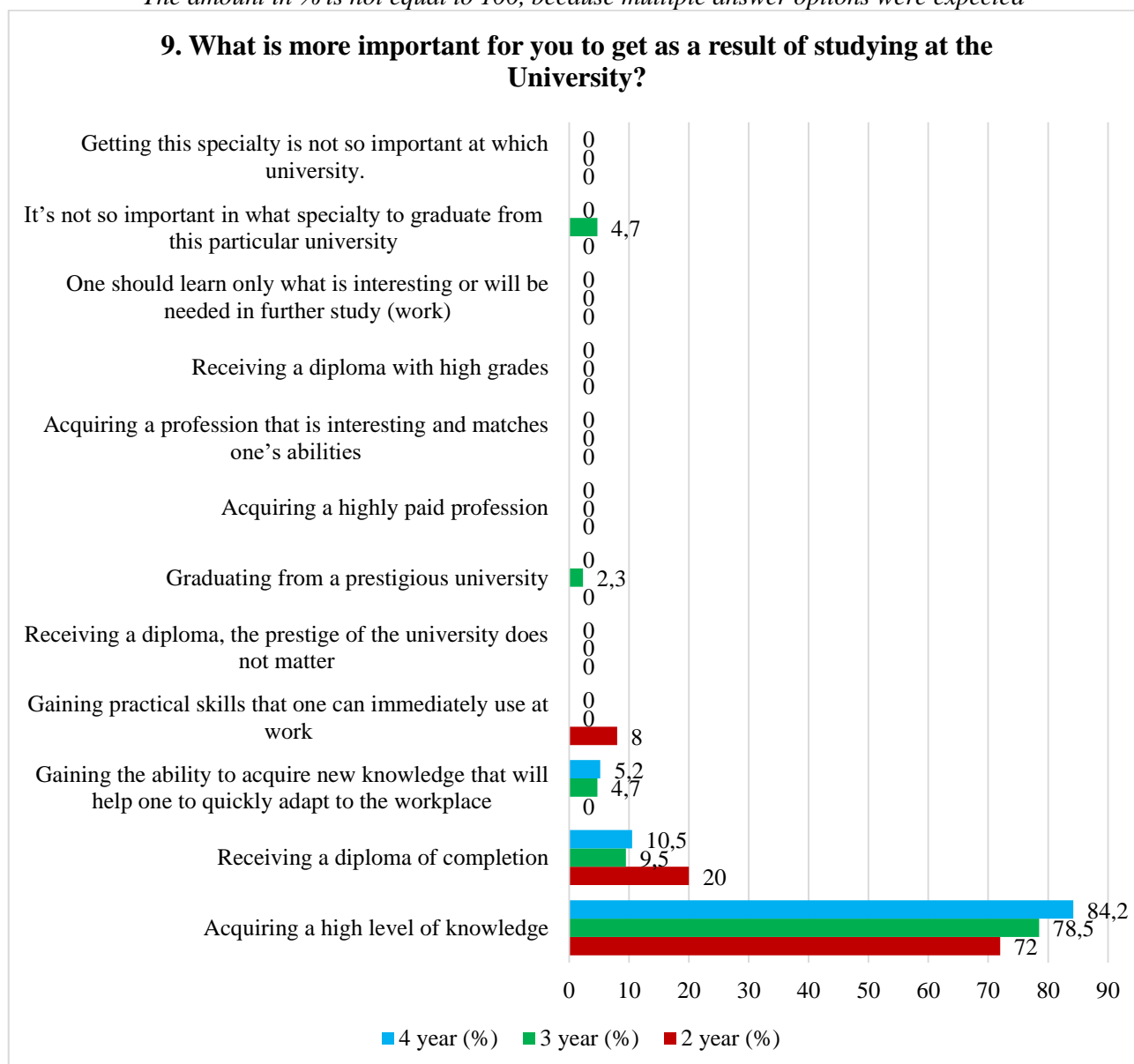
9. What is more important for you to get as a result of studying at the University?

(You can select one or more answer options)

Answer options	2 year (%)	3 year (%)	4 year (%)
<i>Acquiring a high level of knowledge</i>	72% (18 prs.)	78,5% (33 prs.)	84,2% (16 prs.)
<i>Receiving a diploma of completion</i>	20% (5 prs.)	9,5% (4 prs.)	10,5% (2 prs.)
<i>Gaining the ability to acquire new knowledge that will help one to quickly adapt to the workplace</i>	-	4,7% (2 prs.)	5,2% (1 prs.)
<i>Gaining practical skills that one can immediately use at work</i>	8% (2 prs.)	-	-
<i>Receiving a diploma, the prestige of the university does not matter</i>	-	-	-

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

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



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

2 year	3 year	4 year
	- Everything is all right	- No

	<ul style="list-style-type: none"> - I like everything. The University is at a high level - No question - Good - Everything is excellent 	
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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 the surveyed students majoring in "Life Safety and Environment Protection" (96%) expressed satisfaction with the educational process as a whole. For ease of analysis, we will consider the 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 (93.2%);
- organization of independent work (91.7%);
- quality of practices (93%);
- organizing and conducting SIWT (93.2%);
- organizing and conducting laboratory work (94.6%)
- satisfaction with the library work (94.3%);
- access to full-text databases of scientific publications (93%);
- quality of medical care (88.1%),
- organization of catering at the University (89.1%),
- living conditions in the hostel (91.6%).

Students who chose the "Other" option noted the following answers: "I don't know", "Good", "Everything is good", "No", "Satisfied", and "Good". This indicates a generally positive attitude of most students towards the current state of the services provided

When asked about recommendations for improving services from students who were dissatisfied with their quality, both general answers ("I don't know," "No") and specific proposals were received. In particular, students suggested organizing first-aid posts in each building and improving the quality of food in the canteen. Such problems as insufficient quality of prepared meals, high prices, small portions and a limited range of drinks were indicated.

The attitude towards the quality of the educational process organization among students is generally positive: the majority of students did not express any complaints (84% in the 2 year, 83.3% in the 3 year and 100% in the 4 year). However, in the 3 year, they identified certain aspects that require attention, such as the discrepancy between the importance of disciplines and the number of hours, overload of classrooms and the discrepancy between the studied disciplines and the specialty being acquired.

In the "Other" section, students indicated problems related to organization of the educational process, including crowded classrooms, poor quality of the Internet connection that interferes with effective work, and the discrepancy between the classrooms and the classes being held. As recommendations, students noted the need to improve technical and organizational conditions for training.

Most students assess relationships at the University as friendly. Thus, relationships between students themselves are perceived positively by 88–100%. Relations between

teachers and students in the educational process are also generally characterized as friendly (80–89.5%), however, in some years, cases of less positive perception were identified. Relations between students and curators in almost all the groups were assessed exclusively positively (90.4–100%). Similarly, high rates of friendliness are noted in the interaction of students with the administration, department staff, and the security service (80–94.7%), although in some years, individual students pointed out less positive or difficult aspects. In their suggestions for improvement, respondents noted that they had no complaints about the current relationships, and also emphasized their friendly nature.

The greatest concern among students was caused by such aspects as the quality of organization of the educational process, employment in the specialty, as well as the quality of food and prices in the student canteen. Among the answers to the item "Other", the students indicated: "None", "Nothing worries me" (2 answers), "Everything is fine", "Everything is good", "Not at all", "No problems".

Most students did not participate in scientific work. Some noted participation within the framework of formal requirements (12% - 2 year, 11.9% - 3 year, 21% - 4 year). Some students participated in scientific conferences (4.7% - 3 year, 10.5% - 4 year) or attended scientific events (15.7% - 4 year). Among the reasons given for refusing to participate were: "Not interested", "No desire", "Not possible".

Most students do not use the opportunities for personal development provided by the university (76% - 2 year, 59.5% - 3 year, 73.6% - 4 year).

Sports sections and creative clubs were the most popular. Among the reasons for refusal, students mentioned: "No time", "Not interested", "Don't want" (2 answers), "Busy", "Working".

Most students are satisfied with the material resources of the university, especially the library, equipment and specialized classrooms. The main problem is the low speed of the Internet, which complicates the educational process. Students recommend improving access to the Internet and updating computers.

Students noted the importance of obtaining a high level of knowledge (72% in the 2 year, 78.5% in the 3 year, 84.2% in the 4 year), while a smaller proportion of students chose to receive a diploma upon completion (20%, 9.5%, 10.5% respectively). The other options, such as acquiring new knowledge or practical skills, were rarely mentioned. In their comments, students generally expressed satisfaction with the current curriculum and noted that the university met their expectations. The overall satisfaction of students majoring in Life Safety and Environment Protection with educational services is 90.3%, indicating a high level of student satisfaction overall, 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.