

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

Specialty: 6B11301 Organization of transportation, traffic and operation of transport

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.

For specialty 6B11301 “Organization of transportation, traffic and operation” 44 respondents took part in the questionnaire, which is 93,6% of the total number of students (47 people).

- 2nd year – 11 students (100%);
- 3rd year – 18 students (100%);
- 4th year – 15 students (83,3%).

Form of study

- Budget-funded – 10 students (22,7%);
- Paid – 34 students (77,3%).

The following data was obtained during the questionnaire:

Indicators:

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

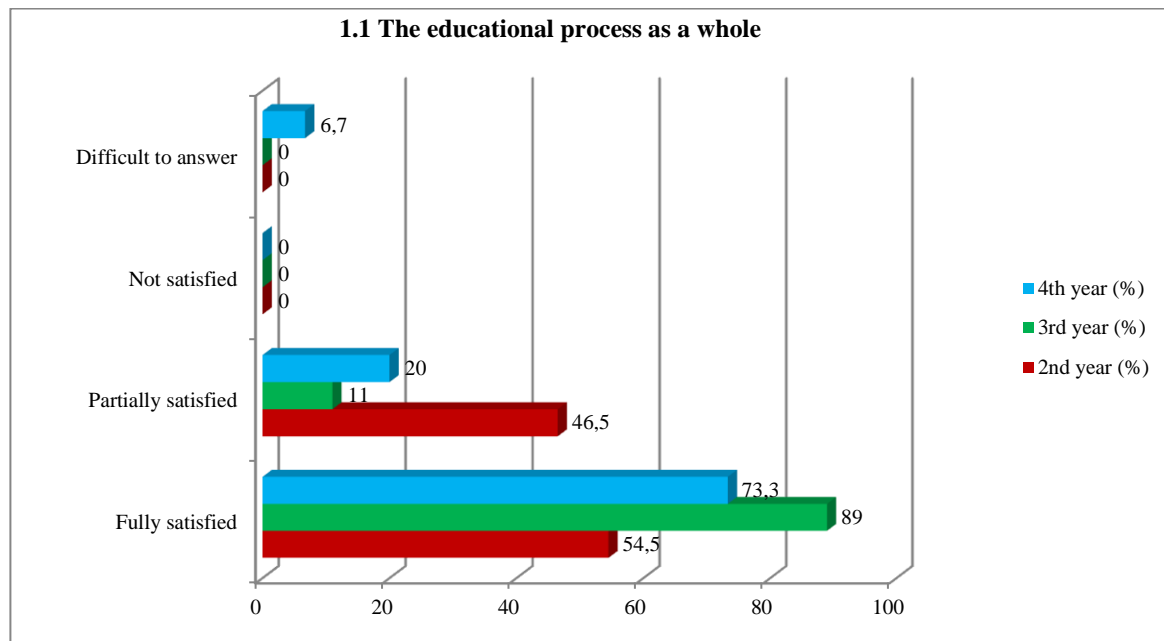
1.1 The educational process as a whole
1.2 Class schedule
1.3 Organization of independent work
1.4 Internship process
1.5 Organization and conduct of SIWT
1.6 Organization and conduct of laboratory work
1.7 Satisfaction with the library services
1.8 Access to full-text databases of scientific publications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

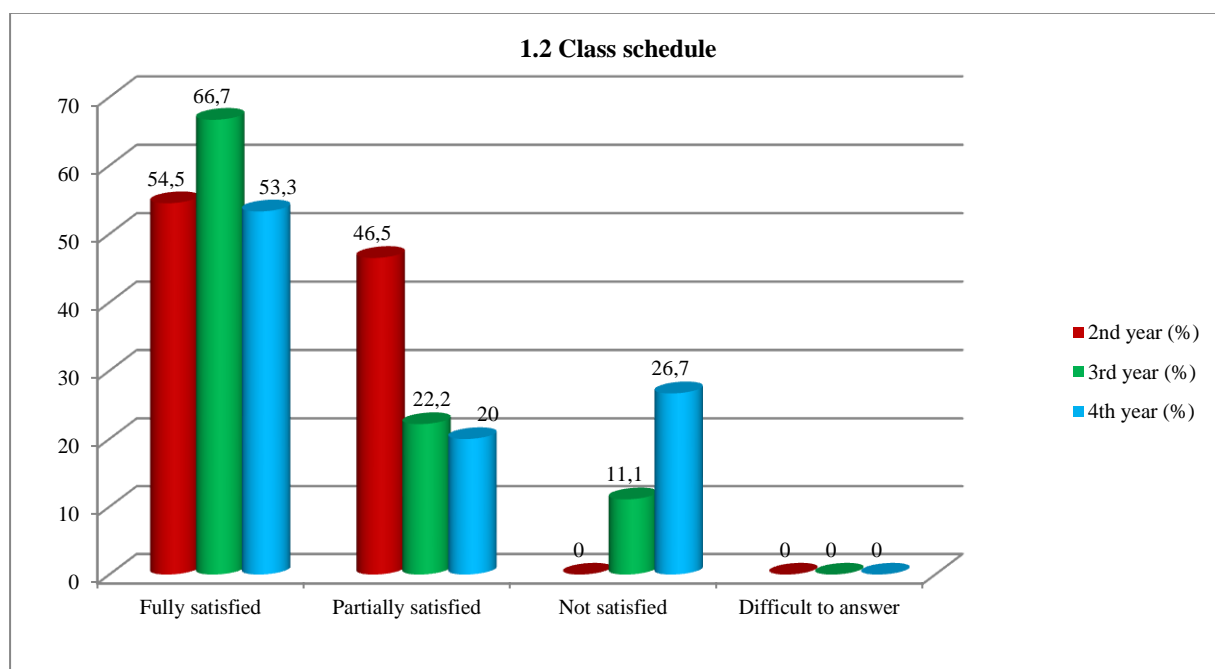
1.1 The educational process as a whole

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Fully satisfied	54,5% (6 students)	89% (16 students)	73,3% (11 students)
Partially satisfied	46,5% (5 students)	11% (2 students)	20% (3 students)
Not satisfied	-	-	-
Difficult to answer	-	-	6,7% (1 student)



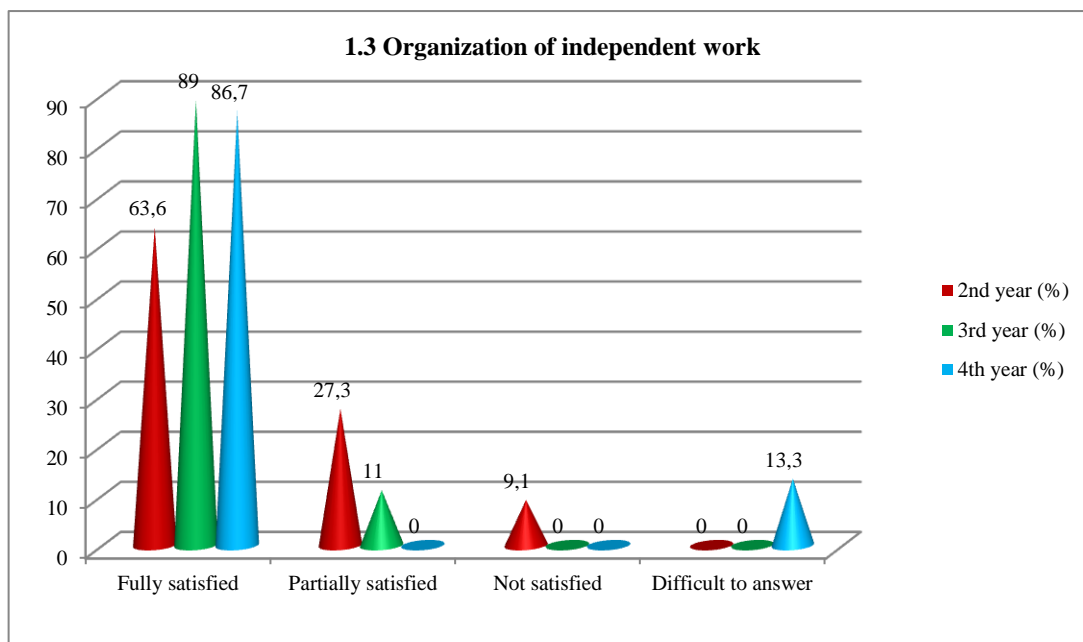
1.2 Class schedule

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Fully satisfied	54,5% (6 students)	66,7% (12 students)	53,3% (8 students)
Partially satisfied	46,5% (5 students)	22,2% (4 students)	20% (3 students)
Not satisfied	-	11,1% (2 students)	26,7% (4 students)
Difficult to answer	-	-	-



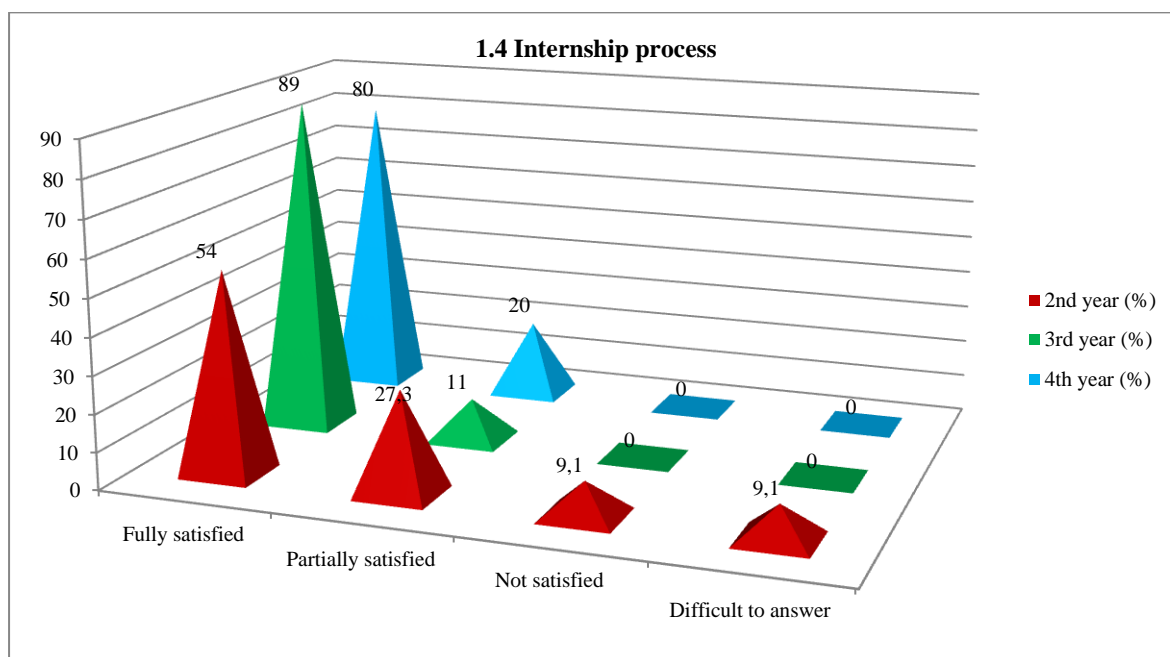
1.3 Organization of independent work

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Fully satisfied	63,6% (7 students)	89% (16 students)	86,7% (13 students)
Partially satisfied	27,3% (3 students)	11% (2 students)	-
Not satisfied	9,1% (1 student)	-	-
Difficult to answer	-	-	13,3% (2 students)



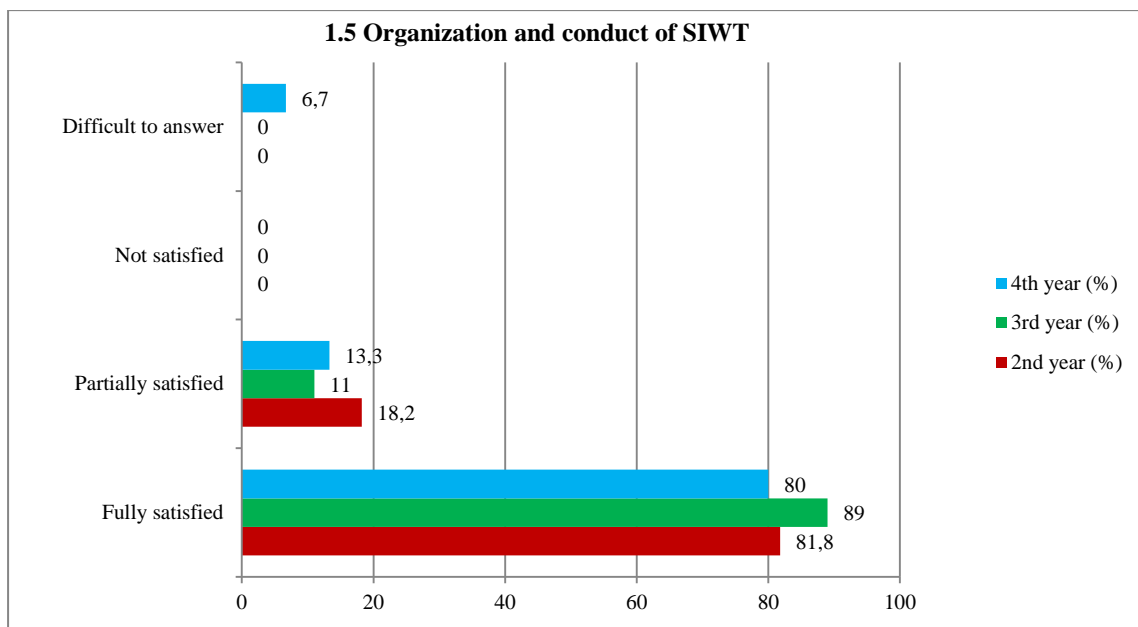
1.4 Internship process

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Fully satisfied	54,5% (6 students)	89% (16 students)	80% (12 students)
Partially satisfied	27,3% (3 students)	11% (2 students)	20% (3 students)
Not satisfied	9,1% (1 student)	-	-
Difficult to answer	9,1% (1 student)	-	-



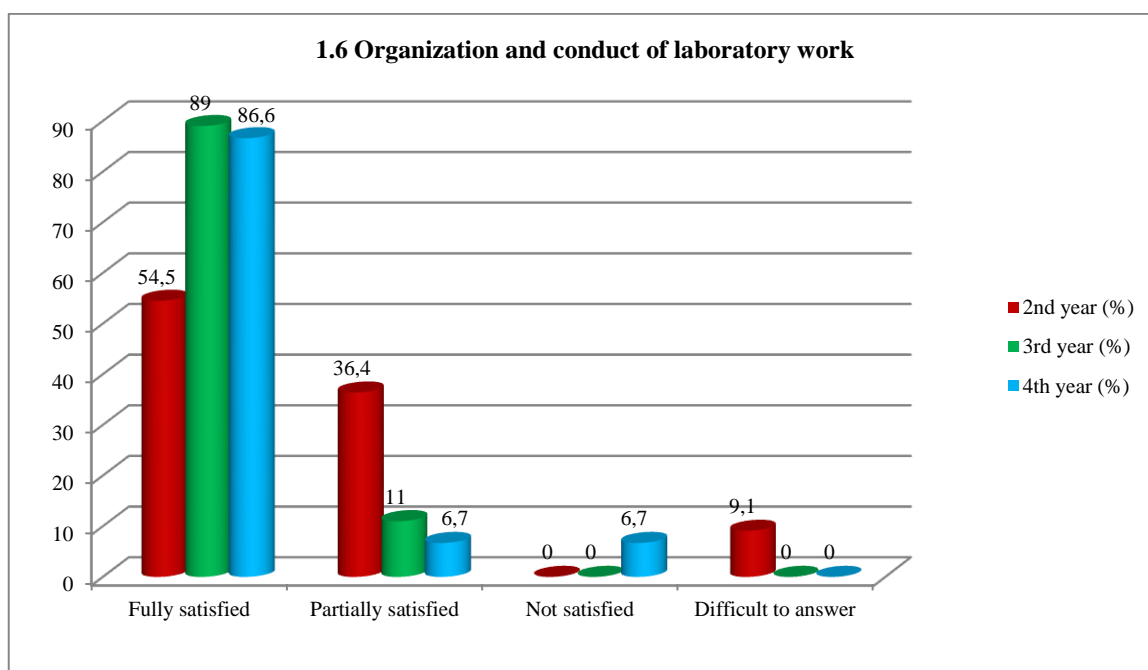
1.5 Organization and conduct of SIWT

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Fully satisfied	81,8% (9 students)	89% (16 students)	80% (12 students)
Partially satisfied	18,2% (2 students)	11% (2 students)	13,3% (2 students)
Not satisfied	-	-	-
Difficult to answer	-	-	6,7% (1 student)



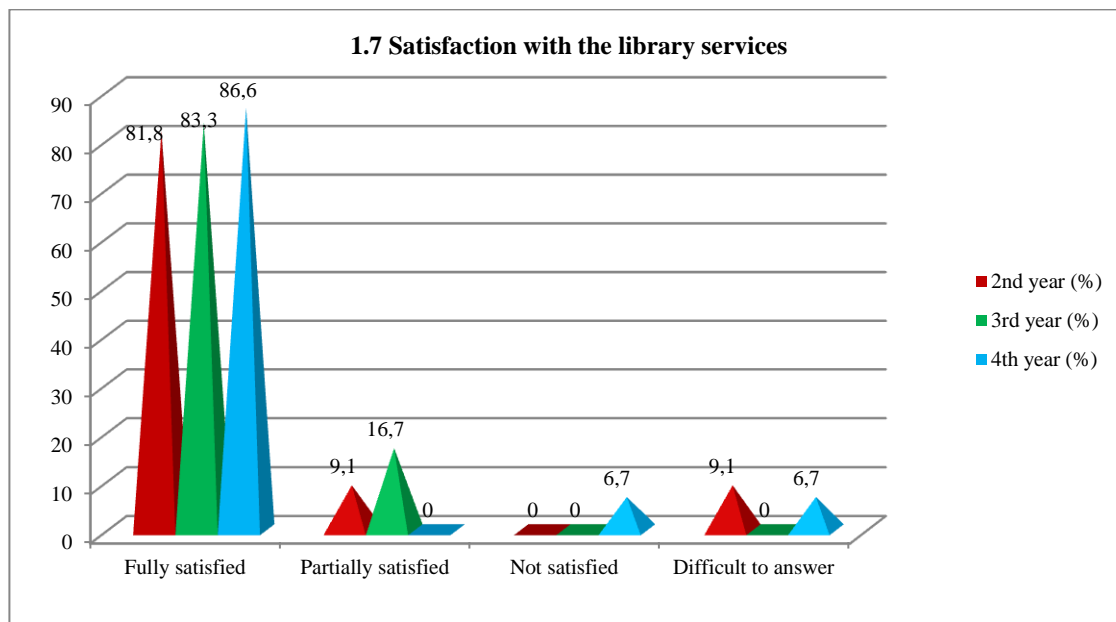
1.6 Organization and conduct of laboratory work

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Fully satisfied	54,5% (6 students)	89% (16 students)	86,6% (13 students)
Partially satisfied	36,4% (4 students)	11% (2 students)	6,7% (1 student)
Not satisfied	-	-	6,7% (1 student)
Difficult to answer	9,1% (1 student)	-	-



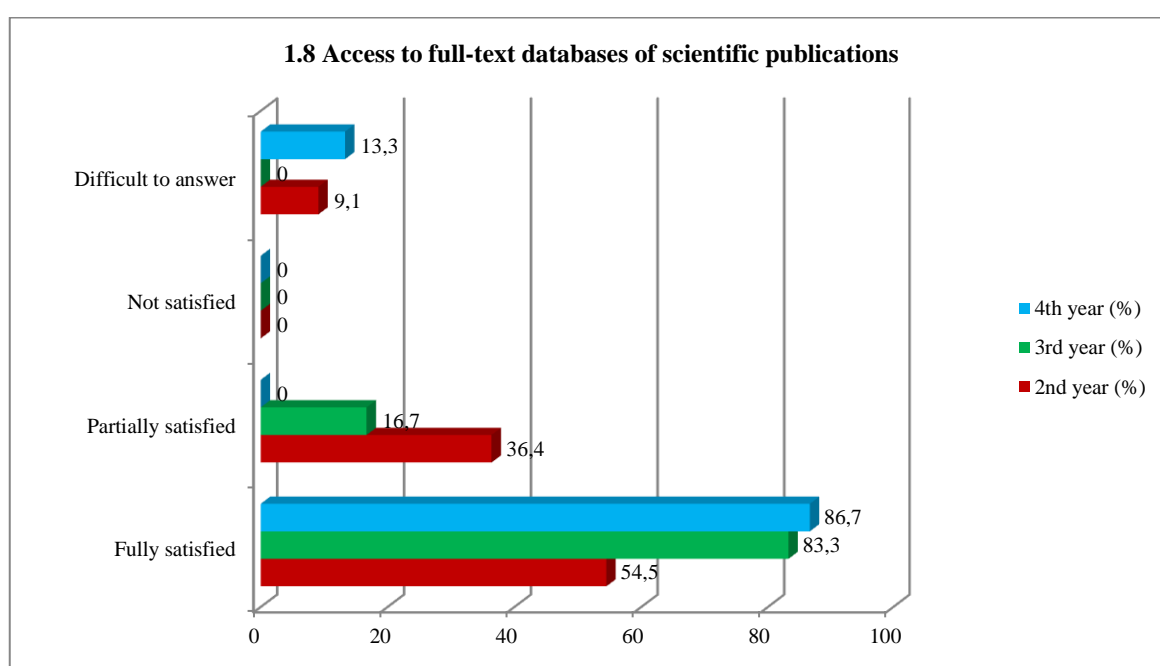
1.7 Satisfaction with the library services

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Fully satisfied	81,8% (9 students)	83,3% (15 students)	86,6% (13 students)
Partially satisfied	9,1% (1 student)	16,7% (3 students)	-
Not satisfied	-	-	6,7% (1 student)
Difficult to answer	9,1% (1 student)	-	6,7% (1 student)



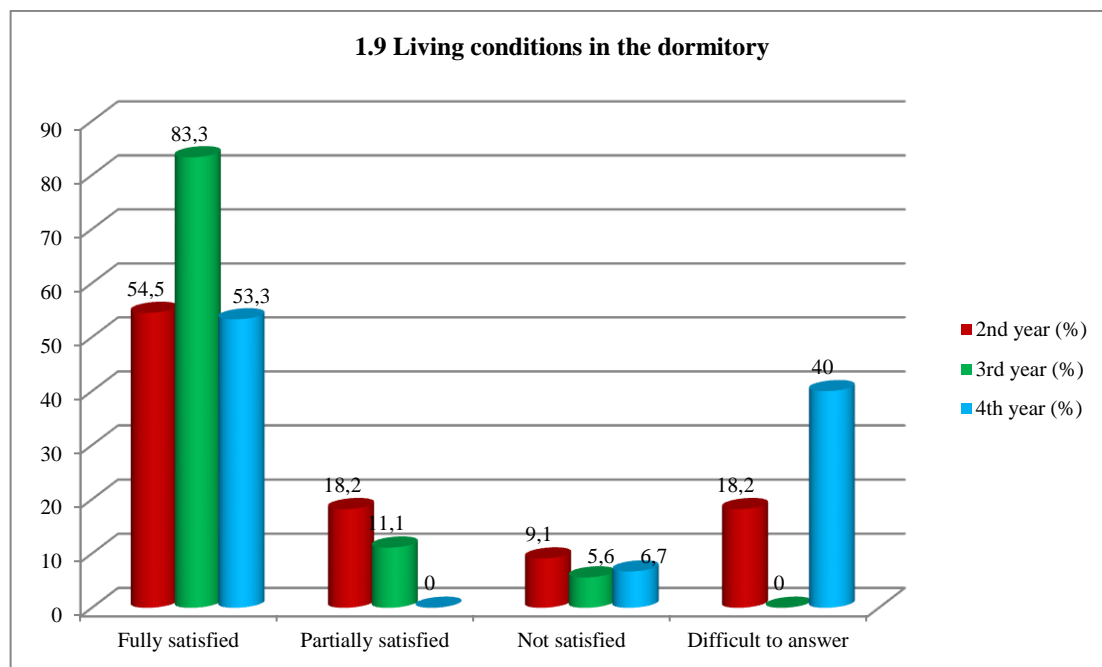
1.8 Access to full-text databases of scientific publications

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Fully satisfied	54,5% (6 students)	83,3% (15 students)	86,7% (13 students)
Partially satisfied	36,4% (4 students)	16,7% (3 students)	-
Not satisfied	-	-	-
Difficult to answer	9,1% (1 student)	-	13,3% (2 students)



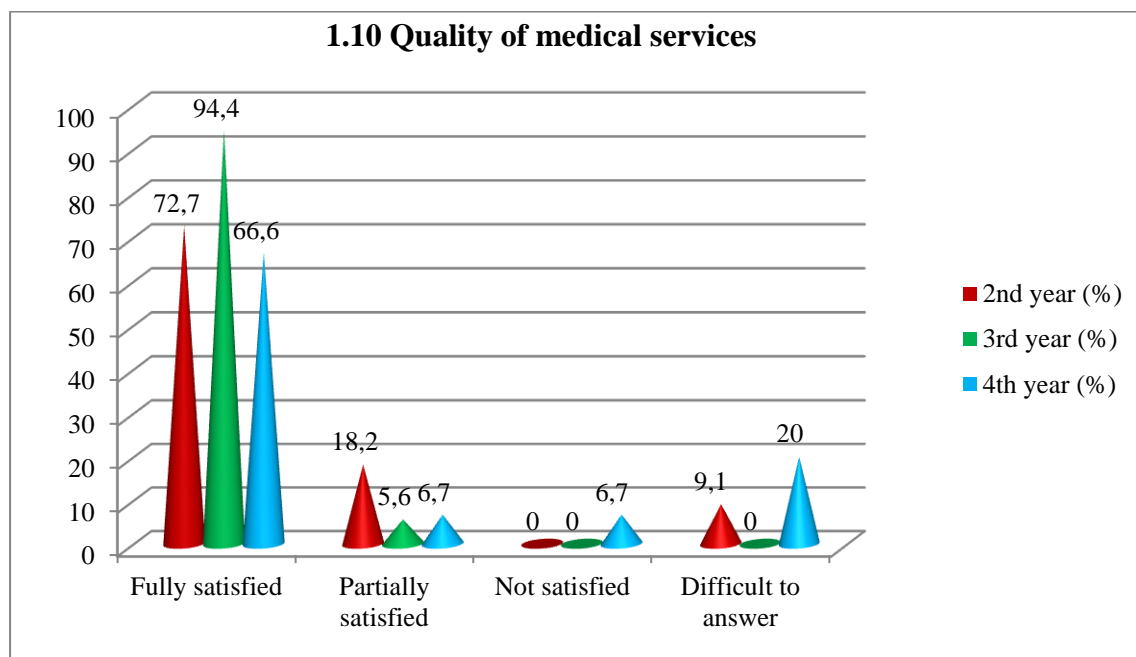
1.9 Living conditions in the dormitory

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Fully satisfied	54,5% (6 students)	83,3% (15 students)	53,3% (8 students)
Partially satisfied	18,2% (2 students)	11,1% (2 students)	-
Not satisfied	9,1% (1 student)	5,6% (1 student)	6,7% (1 student)
Difficult to answer	18,2% (2 students)	-	40% (6 students)



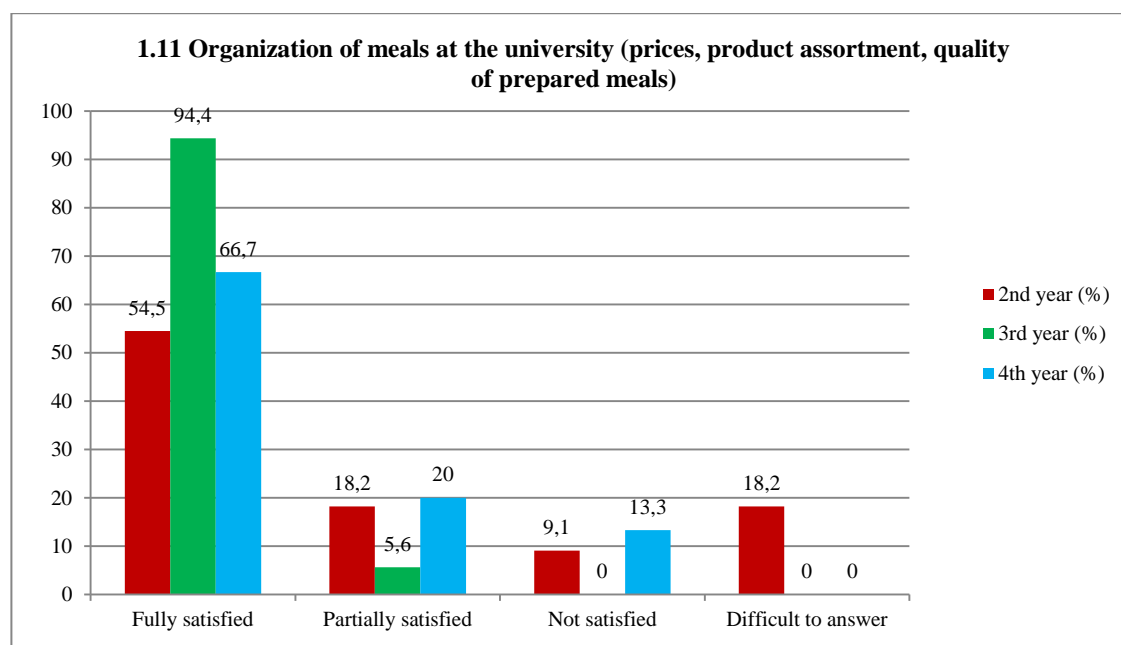
1.10 Quality of medical services

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Fully satisfied	72,7% (8 students)	94,4% (17 students)	66,6% (10 students)
Partially satisfied	18,2% (2 students)	5,6% (1 student)	6,7% (1 student)
Not satisfied	-	-	6,7% (1 student)
Difficult to answer	9,1% (1 student)	-	20% (3 students)



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

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Fully satisfied	54,5% (6 students)	94,4% (17 students)	66,7% (10 students)
Partially satisfied	18,2% (2 students)	5,6% (1 student)	20% (3 students)
Not satisfied	9,1% (1 student)	-	13,3% (2 students)
Difficult to answer	18,2% (2 students)	-	-



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

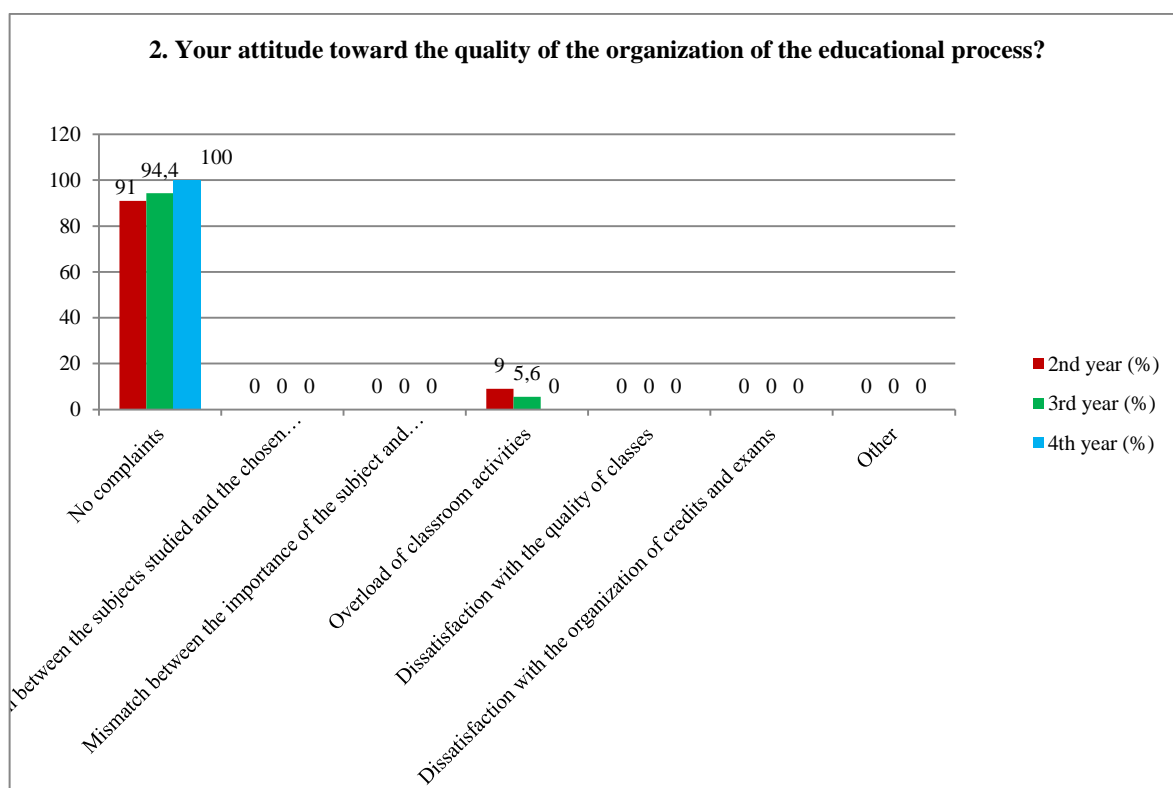
2nd year	3rd year	4th year
<ul style="list-style-type: none"> - not in the dorms. - It's okay. - Want more hot food in the dining hall - Satisfied 	<ul style="list-style-type: none"> - No (2) 	<ul style="list-style-type: none"> - No (2)

For the option “If you answered ‘not satisfied’ to the previous question, give recommendations to improve the services provided”, the students indicated the following option:

2nd year	3rd year	4th year
<ul style="list-style-type: none"> - everything is fine - Satisfied - I want more hot food in the canteen, well, of course, cheaper can be free of charge 	<ul style="list-style-type: none"> - No - Ok. 	<ul style="list-style-type: none"> - Improve the quality - No - Good

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>	91% (10 students)	94,4% (17 students)	100% (15 students)
<i>Mismatch between the subjects studied and the chosen specialty</i>	-	-	-
<i>Mismatch between the importance of the subject and the number of hours allocated</i>	-	-	-
<i>Overload of classroom activities</i>	9% (1 student)	5,6% (1 student)	-
<i>Dissatisfaction with the quality of classes</i>	-	-	-
<i>Dissatisfaction with the organization of credits and exams</i>	-	-	-
<i>Other</i>	-	-	-

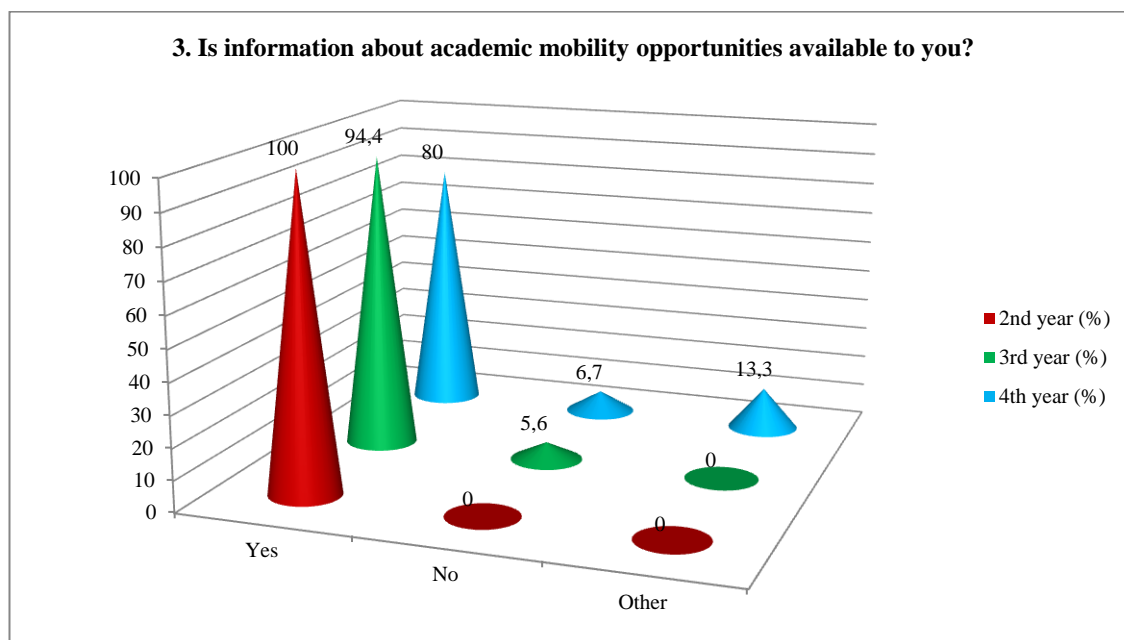


The question “If you answered 'Does not correspond or does not satisfy' to the previous question, please provide recommendations for improvement” has no responses:

2nd year	3rd year	4th year
- everything is fine - Satisfied	- ok	- no

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

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Yes</i>	100% (11 students)	94,4% (17 students)	80% (12 students)
<i>No</i>	-	5,6% (1 student)	6,7% (1 student)
<i>Other</i>	-	-	13,3% (2 students)



When asked “If you answered ‘No’ to the previous question, please write why”, respondents answered as follows:

2nd year	3rd year	4th year
-	- Very good - No	- I don't know. - No.

4. What do you think about the relationships?

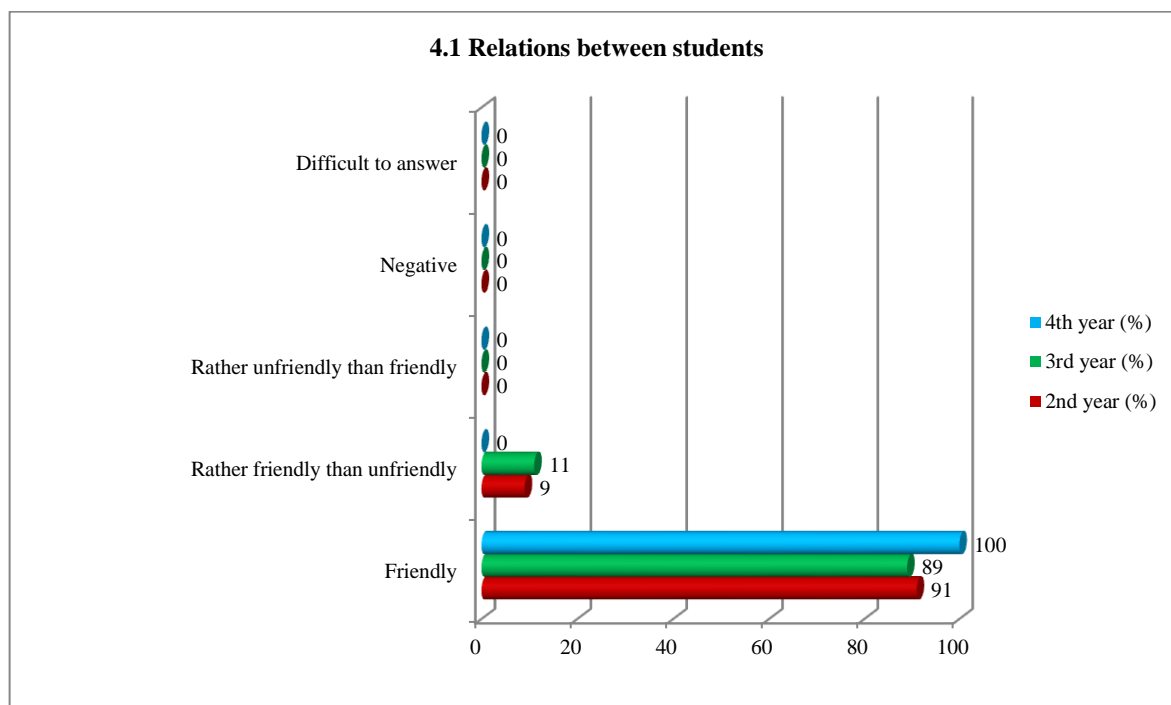
4.1 Relations between students
4.2 Relations between teachers and students (in the educational process)
4.3 Relations between students and supervisors
4.4 Relations between students and the administration
4.5 Relations between students and staff of departments (library, student office, etc.)
4.6 Relations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

Other _____

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

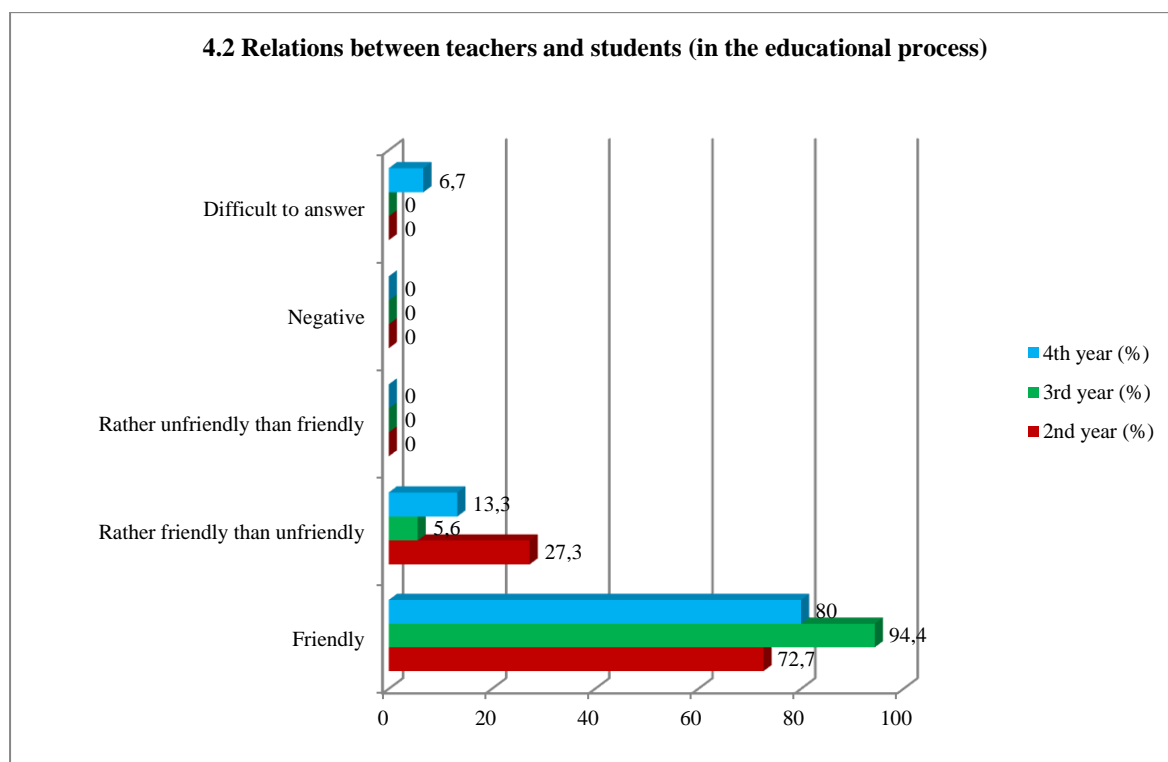
4.1 Relations between students

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Friendly	91% (10 students)	89% (16 students)	100% (15 students)
Rather friendly than unfriendly	9% (1 student)	11% (2 students)	-
Rather unfriendly than friendly	-	-	-
Negative	-	-	-
Difficult to answer	-	-	-



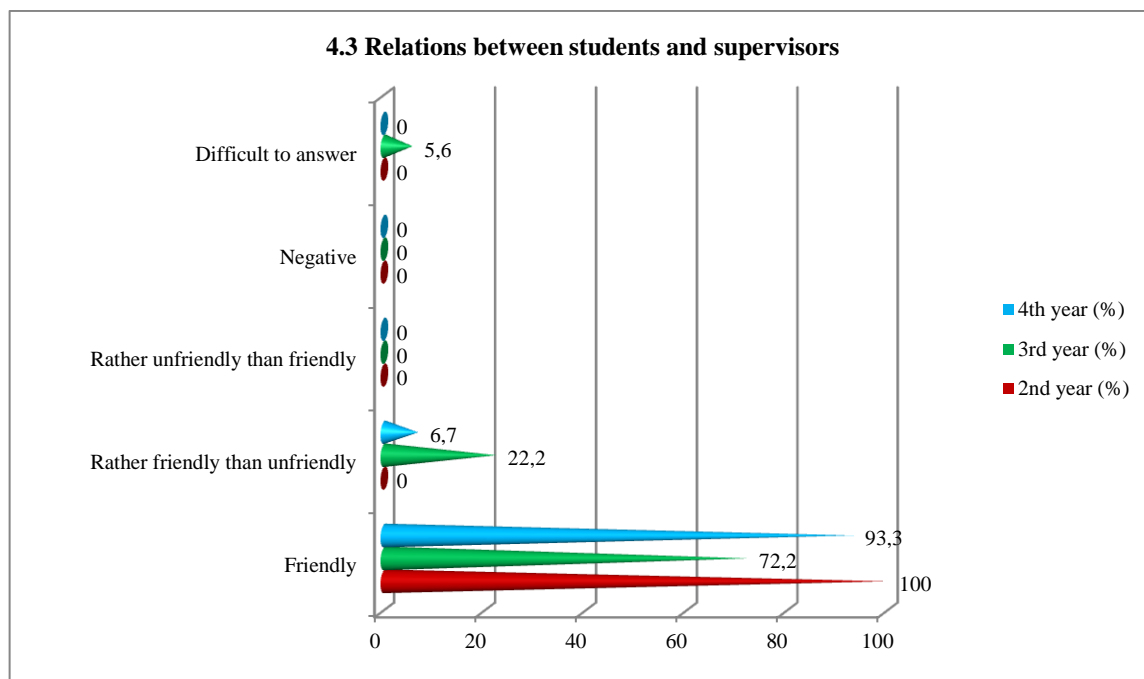
4.2 Relations between teachers and students (in the educational process)

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Friendly</i>	72,7% (8 students)	94,4% (17 students)	80% (12 students)
<i>Rather friendly than unfriendly</i>	27,3% (3 students)	5,6% (1 student)	13,3% (2 students)
<i>Rather unfriendly than friendly</i>	-	-	-
<i>Negative</i>	-	-	-
<i>Difficult to answer</i>	-	-	6,7% (1 student)



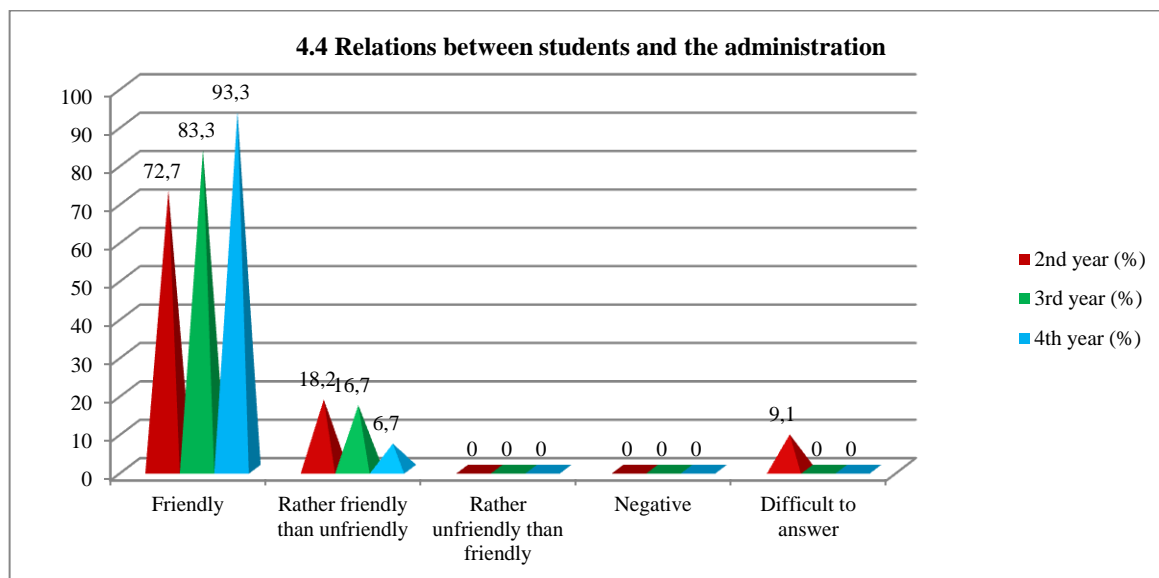
4.3 Relations between students and supervisors

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Friendly	100% (11 students)	72,2% (13 students)	93,3% (14 students)
Rather friendly than unfriendly	-	22,2% (4 students)	6,7% (1 student)
Rather unfriendly than friendly	-	-	-
Negative	-	-	-
Difficult to answer	-	5,6% (1 student)	-



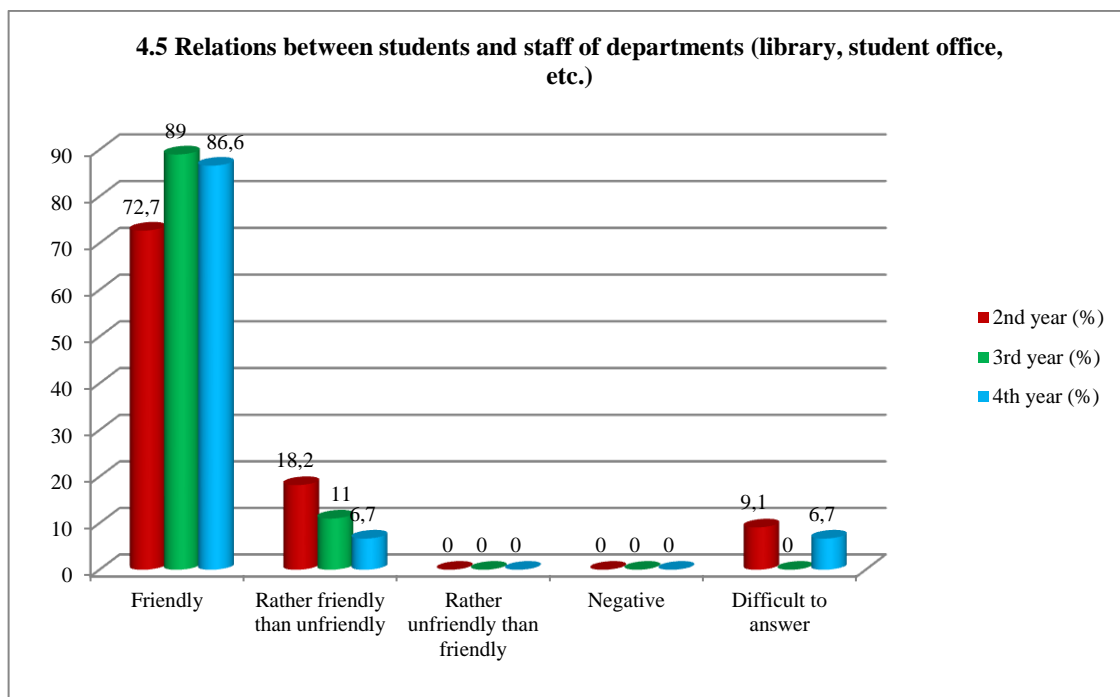
4.4 Relations between students and the administration

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Friendly	72,7% (8 students)	83,3% (15 students)	93,3% (14 students)
Rather friendly than unfriendly	18,2% (2 students)	16,7% (3 students)	6,7% (1 student)
Rather unfriendly than friendly	-	-	-
Negative	-	-	-
Difficult to answer	9,1% (1 student)	-	-



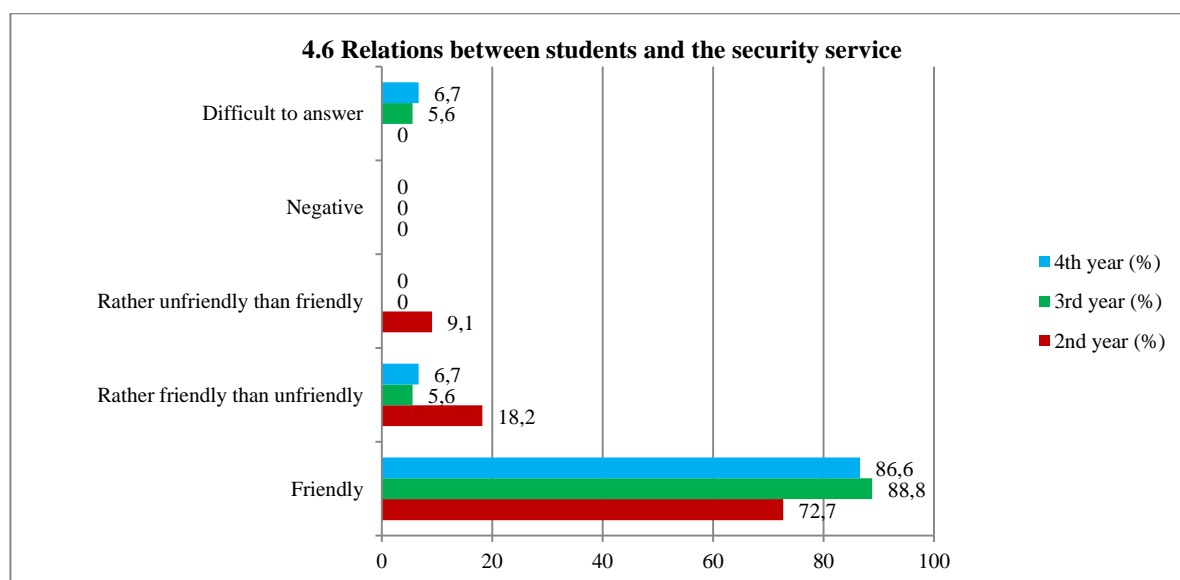
4.5 Relations between students and staff of departments (library, student office, etc.)

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Friendly	72,7% (8 students)	89% (16 students)	86,6% (13 students)
Rather friendly than unfriendly	18,2% (2 students)	11% (2 students)	6,7% (1 student)
Rather unfriendly than friendly	-	-	-
Negative	-	-	-
Difficult to answer	9,1% (1 student)	-	6,7% (1 student)



4.6 Relations between students and the security service

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Friendly	72,7% (8 students)	88,8% (16 students)	86,6% (13 students)
Rather friendly than unfriendly	18,2% (2 students)	5,6% (1 student)	6,7% (1 student)
Rather unfriendly than friendly	9,1% (1 student)	-	-
Negative	-	-	-
Difficult to answer	-	5,6% (1 student)	6,7% (1 student)



There are no responses to the question “If you answered ‘Rather unfriendly than friendly’ and ‘Negative’ to the previous question, give recommendations for improvement”:

2nd year	3rd year	4th year
- Why do many teachers help grant holders gain points, but payers what? Payers also want to get points, also want to improve their studies to participate in competitions for scholarships and grants.	- Supervisor - No	- No.

5. What student problems concern you the most at the moment? (*choose no more than 3 options*)

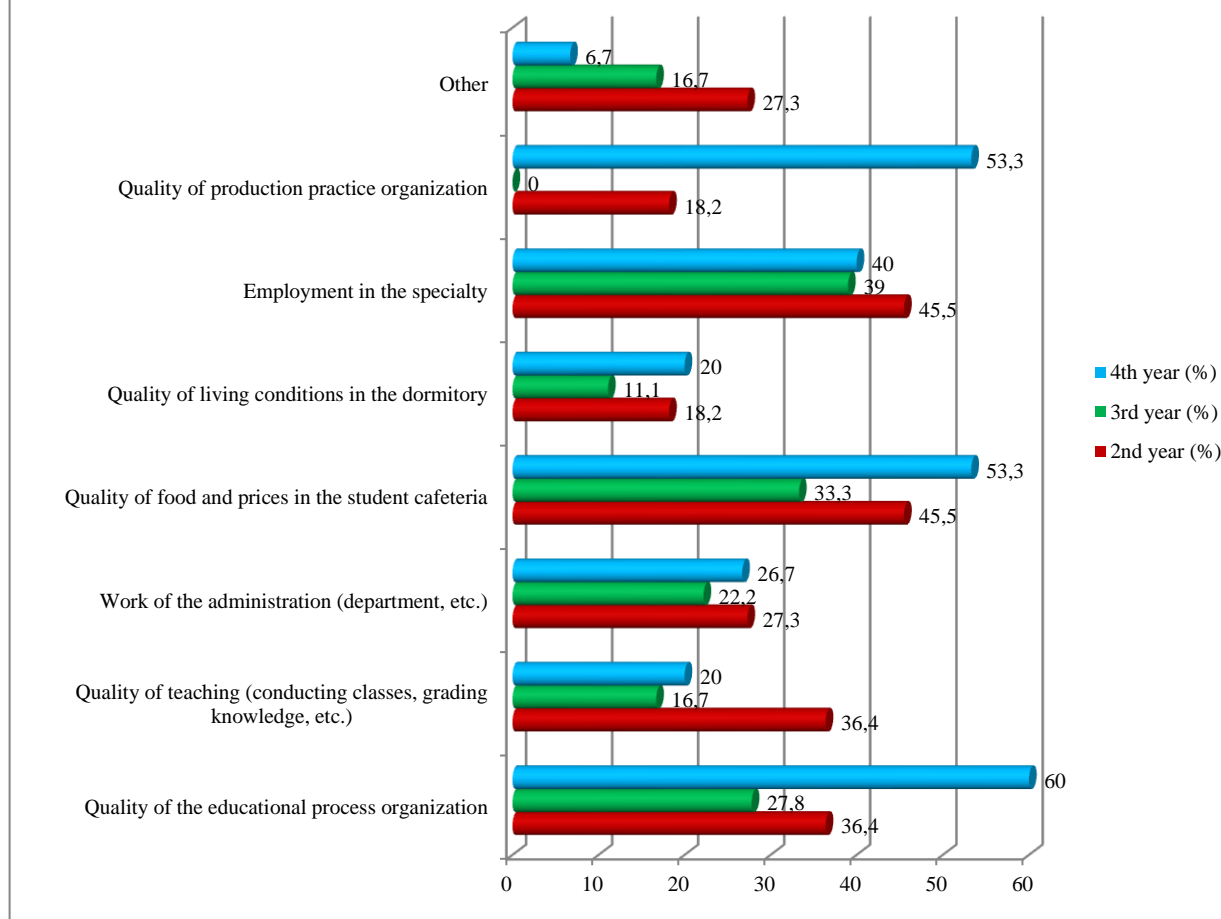
Answer options	2nd year (%)	3rd year (%)	4th year (%)
Quality of the educational process organization	36,4% (4 students)	27,8% (5 students)	60% (9 students)
Quality of teaching (conducting classes, grading knowledge, etc.)	36,4% (4 students)	16,7% (3 students)	20% (3 students)
Work of the administration (department, etc.)	27,3% (3 students)	22,2% (4 students)	26,7% (4 students)
Quality of food and prices in the student cafeteria	45,5% (5 students)	33,3% (6 students)	53,3% (8 students)
Quality of living conditions in the dormitory	18,2% (2 students)	11,1% (2 students)	20% (3 students)
Employment in the specialty	45,5% (5 students)	39% (7 students)	40% (6 students)
Quality of production practice organization	18,2% (2 students)	-	53,3% (8 students)
Other	27,3% (3 students)	16,7% (3 students)	6,7% (1 student)

**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
- No. - It's okay - Class schedule	- No problem. - No. - Everything is fine	- No.

5. What student problems concern you the most at the moment?

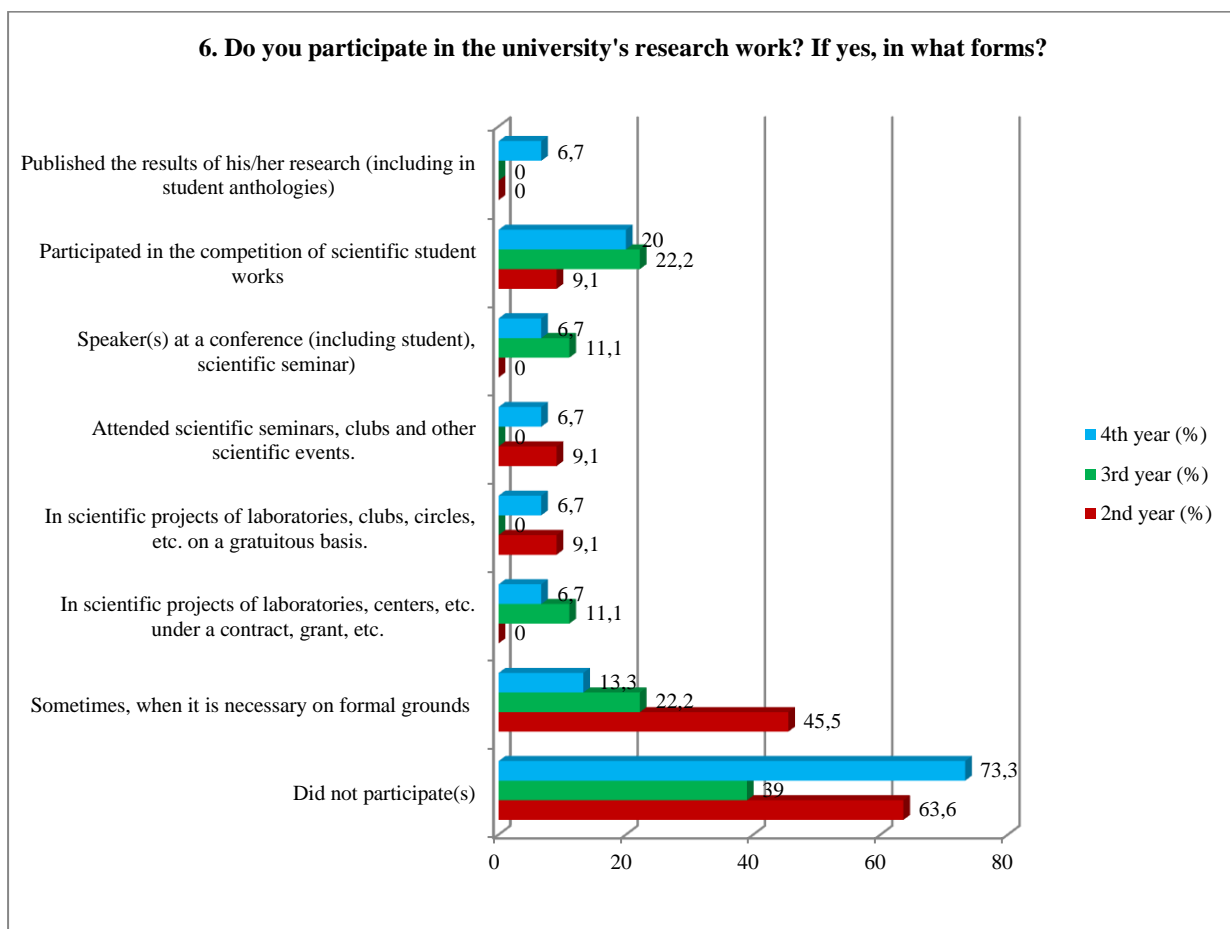


6. Do you participate in the university's research work? If yes, in what forms?

(mark all that apply)

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Did not participate(s)</i>	63,6% (7 students)	39% (7 students)	73,3% (11 students)
<i>Sometimes, when it is necessary on formal grounds</i>	45,5% (5 students)	22,2% (4 students)	13,3% (2 students)
<i>In scientific projects of laboratories, centers, etc. under a contract, grant, etc.</i>	-	11,1% (2 students)	6,7% (1 student)
<i>In scientific projects of laboratories, clubs, circles, etc. on a gratuitous basis.</i>	9,1% (1 student)	-	6,7% (1 student)
<i>Attended scientific seminars, clubs and other scientific events.</i>	9,1% (1 student)	-	6,7% (1 student)
<i>Speaker(s) at a conference (including student), scientific seminar</i>	-	11,1% (2 students)	6,7% (1 student)
<i>Participated in the competition of scientific student works</i>	9,1% (1 student)	22,2% (4 students)	20% (3 students)
<i>Published the results of his/her research (including in student anthologies)</i>	-	-	6,7% (1 student)

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

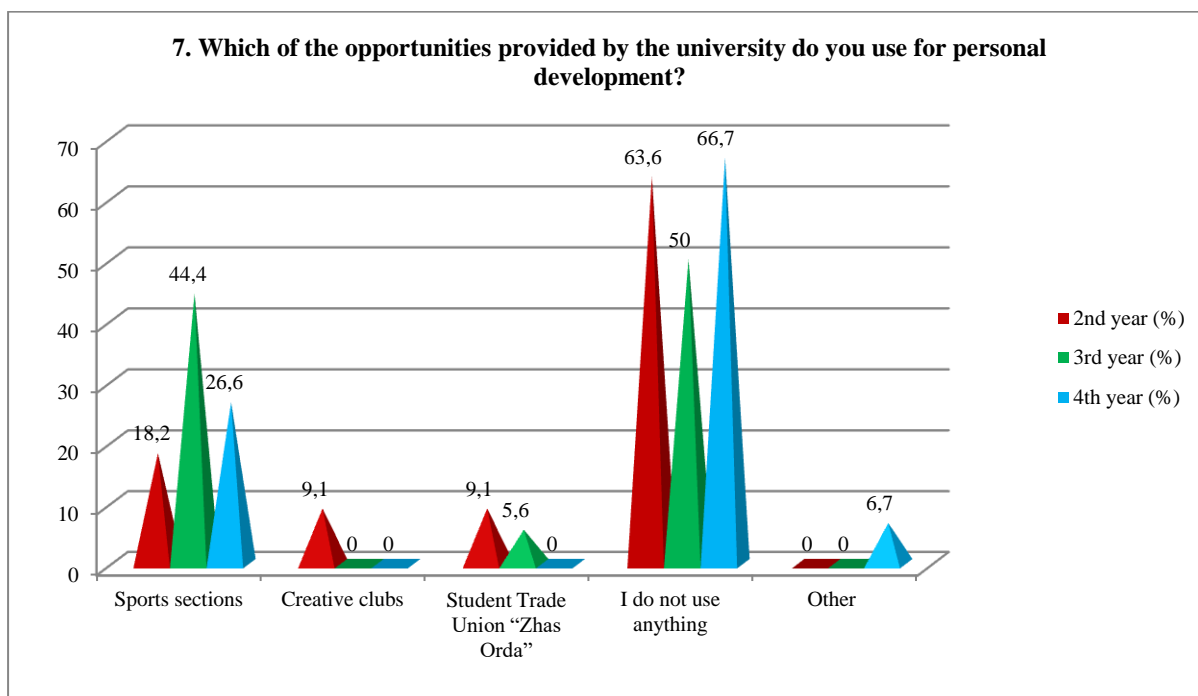


To the question “If you answered ‘Did not participate’ to the previous question, write why”, the trainees indicated the following options:

2nd year	3rd year	4th year
- Honestly, I'm lazy.	- Okay.	- Didn't hear it - Didn't want to - Sportsman - No interest

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>	18,2% (2 students)	44,4% (8 students)	26,6% (4 students)
<i>Creative clubs</i>	9,1% (1 student)	-	-
<i>Student Trade Union “Zhas Orda”</i>	9,1% (1 student)	5,6% (1 student)	-
<i>I do not use anything</i>	63,6% (7 students)	50% (9 students)	66,7% (10 students)
<i>Other</i>	-	-	6,7% (1 student)



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

2nd year	3rd year	4th year
- other interests - Laziness	- I don't want to. - No.	- I'm working

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

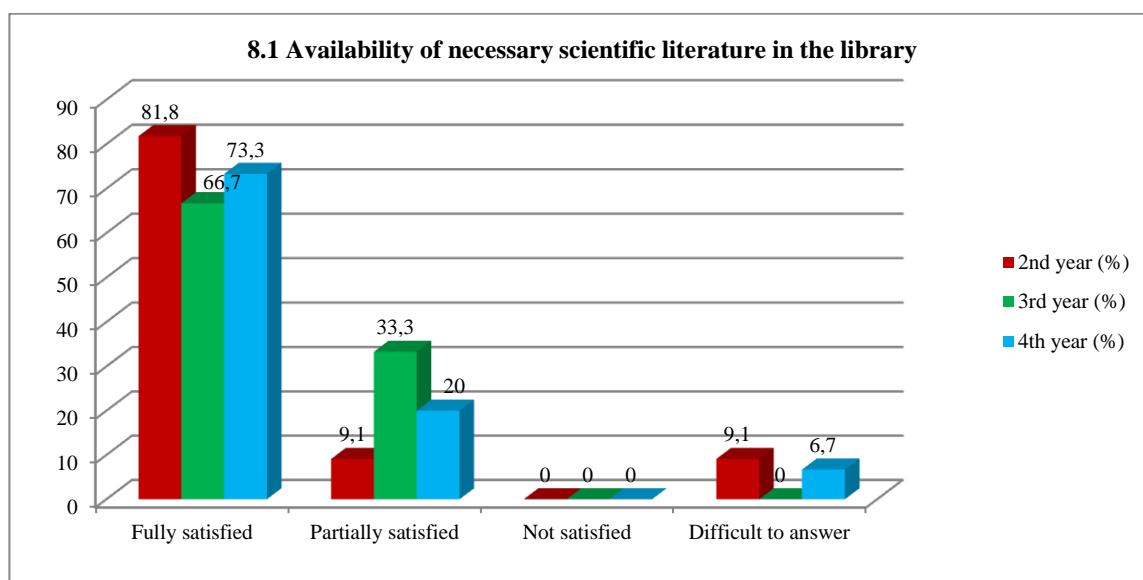
8.1 Availability of necessary scientific literature in the library
8.2 Modernity of computer equipment
8.3 Internet bandwidth and speed
8.4 Modernity of software
8.5 Availability of educational and scientific equipment
8.6 Availability of laboratories and specialized classrooms
8.7 Availability of sports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

Other _____

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

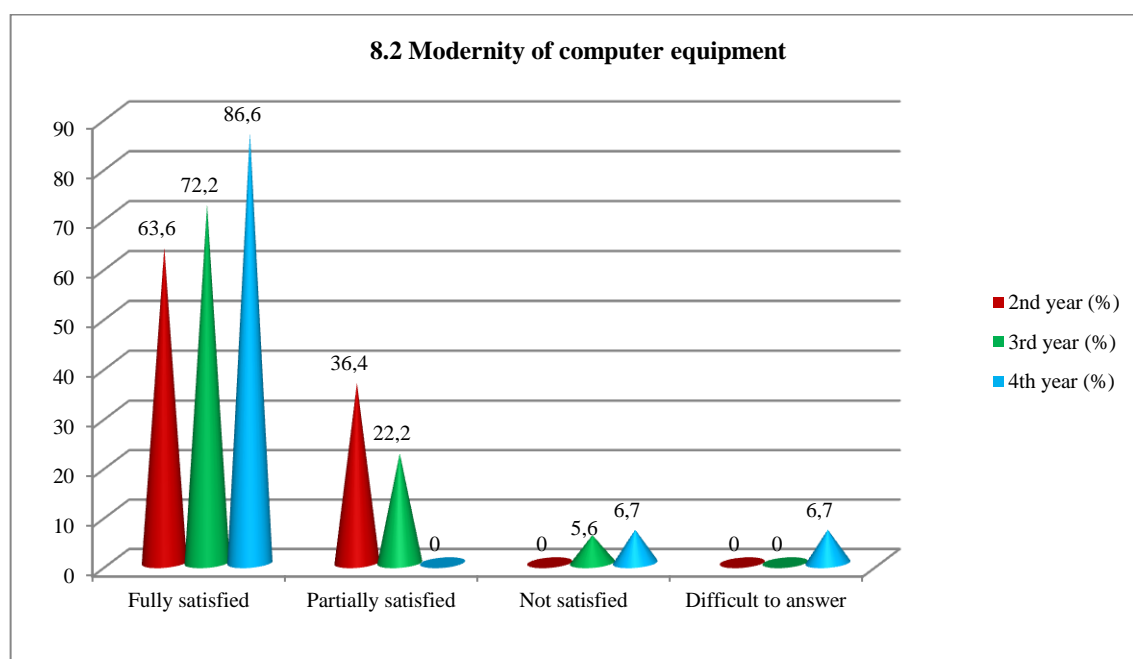
8.1 Availability of necessary scientific literature in the library

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Fully satisfied	81,8% (24 students)	66,7% (12 students)	73,3% (11 students)
Partially satisfied	9,1% (1 student)	33,3% (6 students)	20% (3 students)
Not satisfied	-	-	-
Difficult to answer	9,1% (1 student)	-	6,7% (1 student)



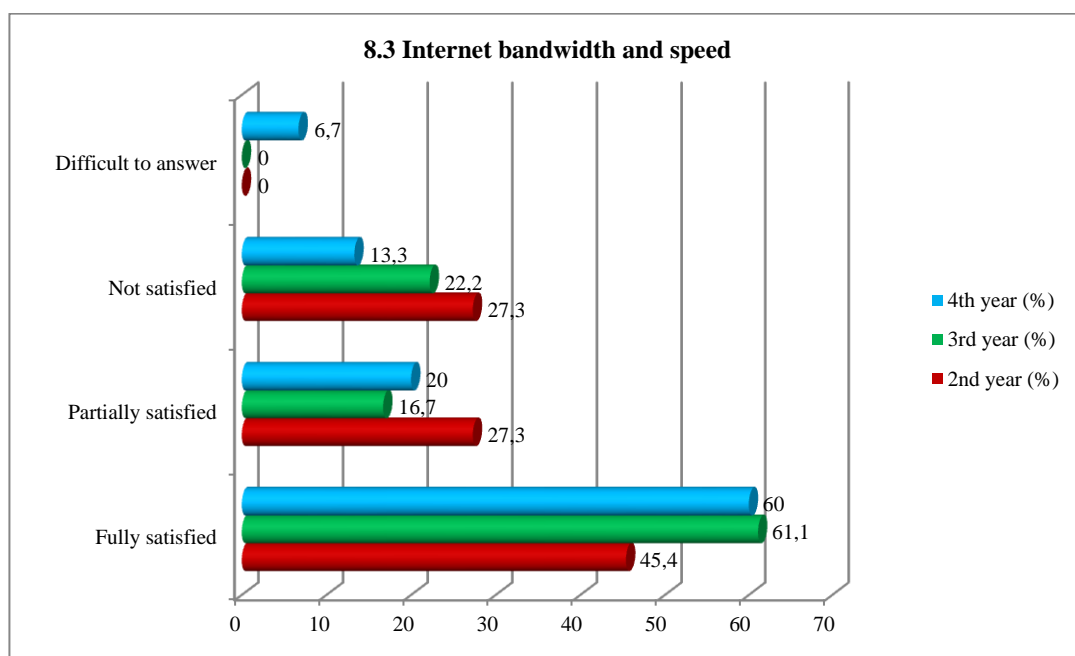
8.2 Modernity of computer equipment

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Fully satisfied</i>	63,6% (7 students)	72,2% (13 students)	86,6% (13 students)
<i>Partially satisfied</i>	36,4% (4 students)	22,2% (4 students)	-
<i>Not satisfied</i>	-	5,6% (1 student)	6,7% (1 student)
<i>Difficult to answer</i>	-	-	6,7% (1 student)



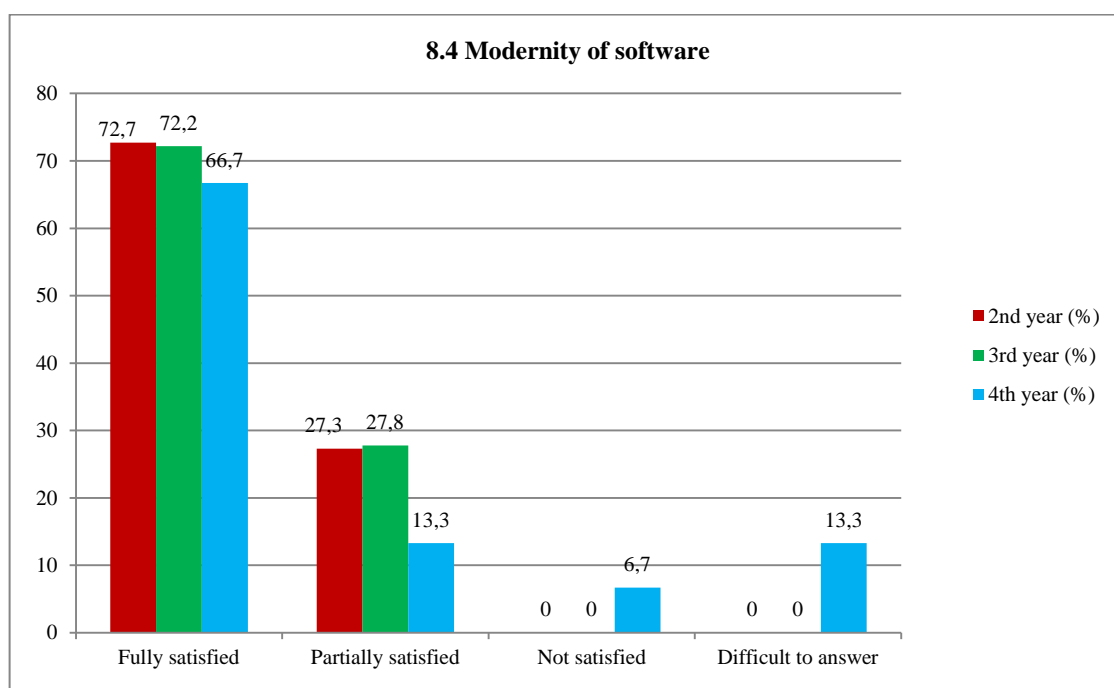
8.3 Internet bandwidth and speed

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Fully satisfied</i>	45,4% (5 students)	61,1% (11 students)	60% (9 students)
<i>Partially satisfied</i>	27,3% (3 students)	16,7% (3 students)	20% (3 students)
<i>Not satisfied</i>	27,3% (3 students)	22,2% (4 students)	13,3% (2 students)
<i>Difficult to answer</i>	-	-	6,7% (1 student)



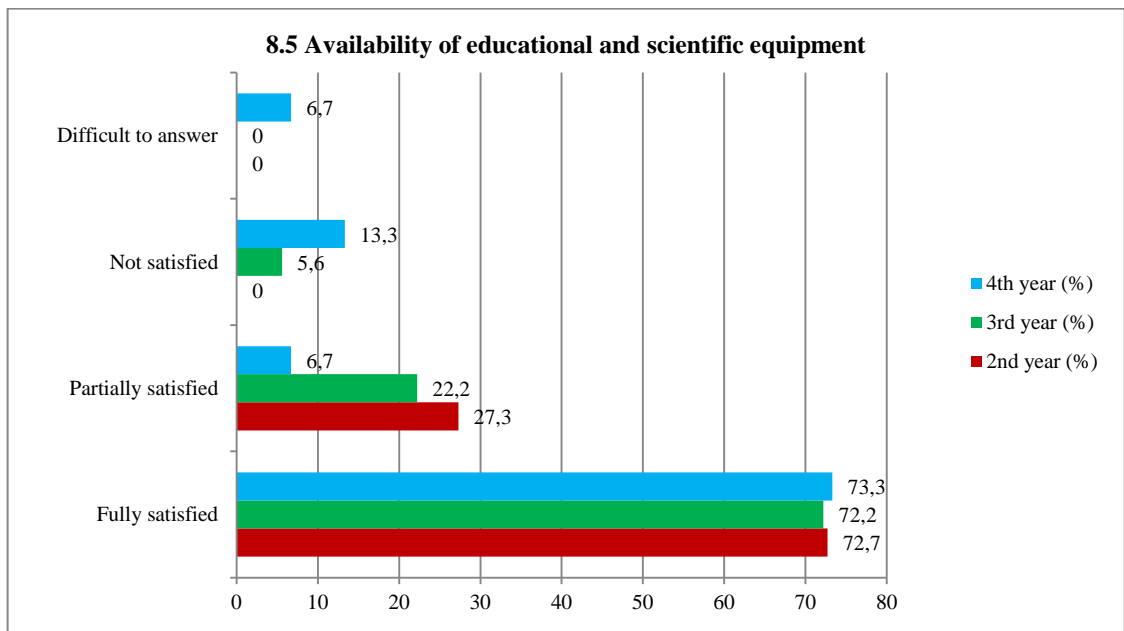
8.4 Modernity of software

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Fully satisfied</i>	72,7% (8 students)	72,2% (13 students)	66,7% (10 students)
<i>Partially satisfied</i>	27,3% (3 students)	27,8% (5 students)	13,3% (2 students)
<i>Not satisfied</i>	-	-	6,7% (1 student)
<i>Difficult to answer</i>	-	-	13,3% (2 students)



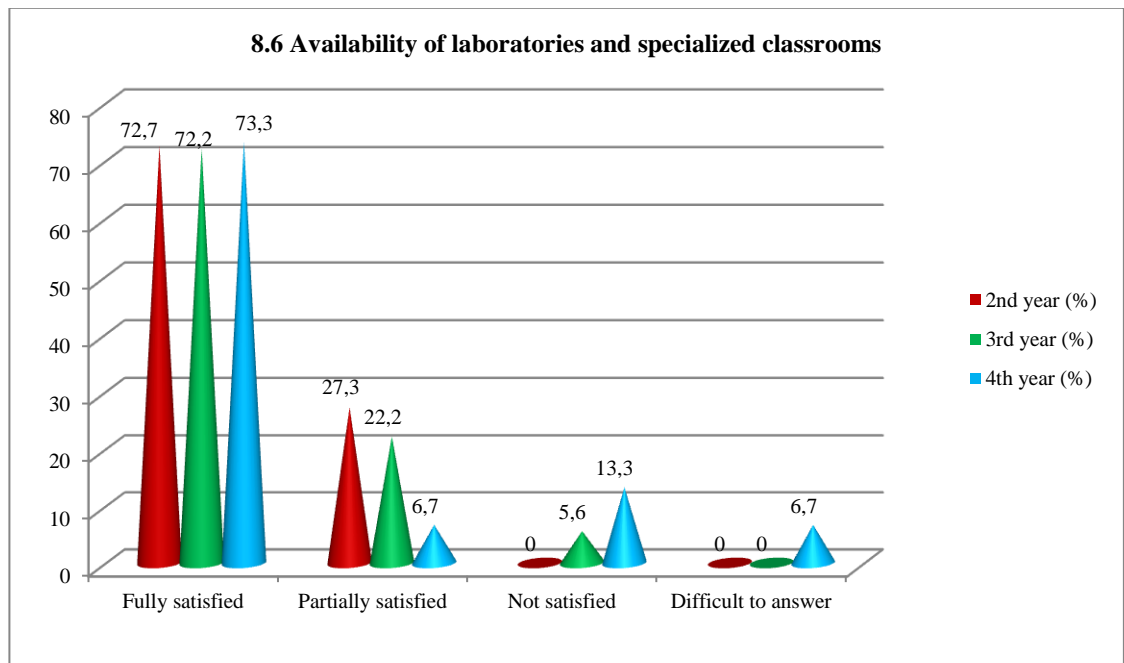
8.5 Availability of educational and scientific equipment

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Fully satisfied</i>	72,7% (8 students)	72,2% (13 students)	73,3% (11 students)
<i>Partially satisfied</i>	27,3% (3 students)	22,2% (4 students)	6,7% (1 student)
<i>Not satisfied</i>	-	5,6% (1 student)	13,3% (2 students)
<i>Difficult to answer</i>	-	-	6,7% (1 student)



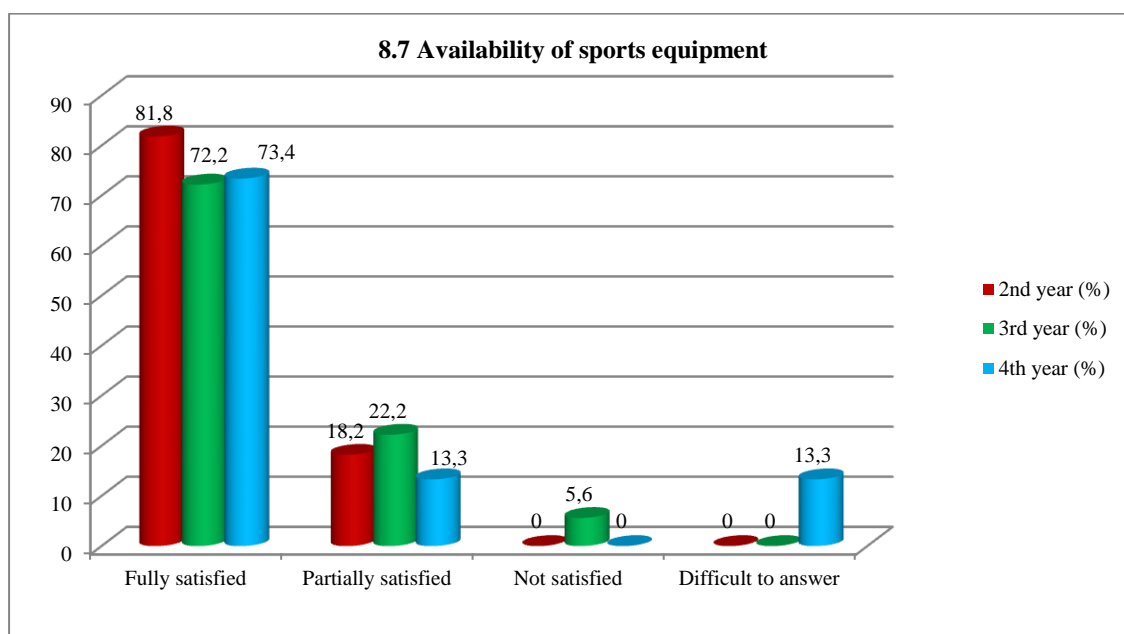
8.6 Availability of laboratories and specialized classrooms

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Fully satisfied</i>	72,7% (8 students)	72,2% (13 students)	73,3% (11 students)
<i>Partially satisfied</i>	27,3% (3 students)	22,2% (4 students)	6,7% (1 student)
<i>Not satisfied</i>	-	5,6% (1 student)	13,3% (2 students)
<i>Difficult to answer</i>	-	-	6,7% (1 student)



8.7 Availability of sports equipment

Answer options	2nd year (%)	3rd year (%)	4th year (%)
<i>Fully satisfied</i>	81,8% (9 students)	72,2% (13 students)	73,4% (11 students)
<i>Partially satisfied</i>	18,2% (2 students)	22,2% (4 students)	13,3% (2 students)
<i>Not satisfied</i>	-	5,6% (1 student)	-
<i>Difficult to answer</i>	-	-	13,3% (2 students)



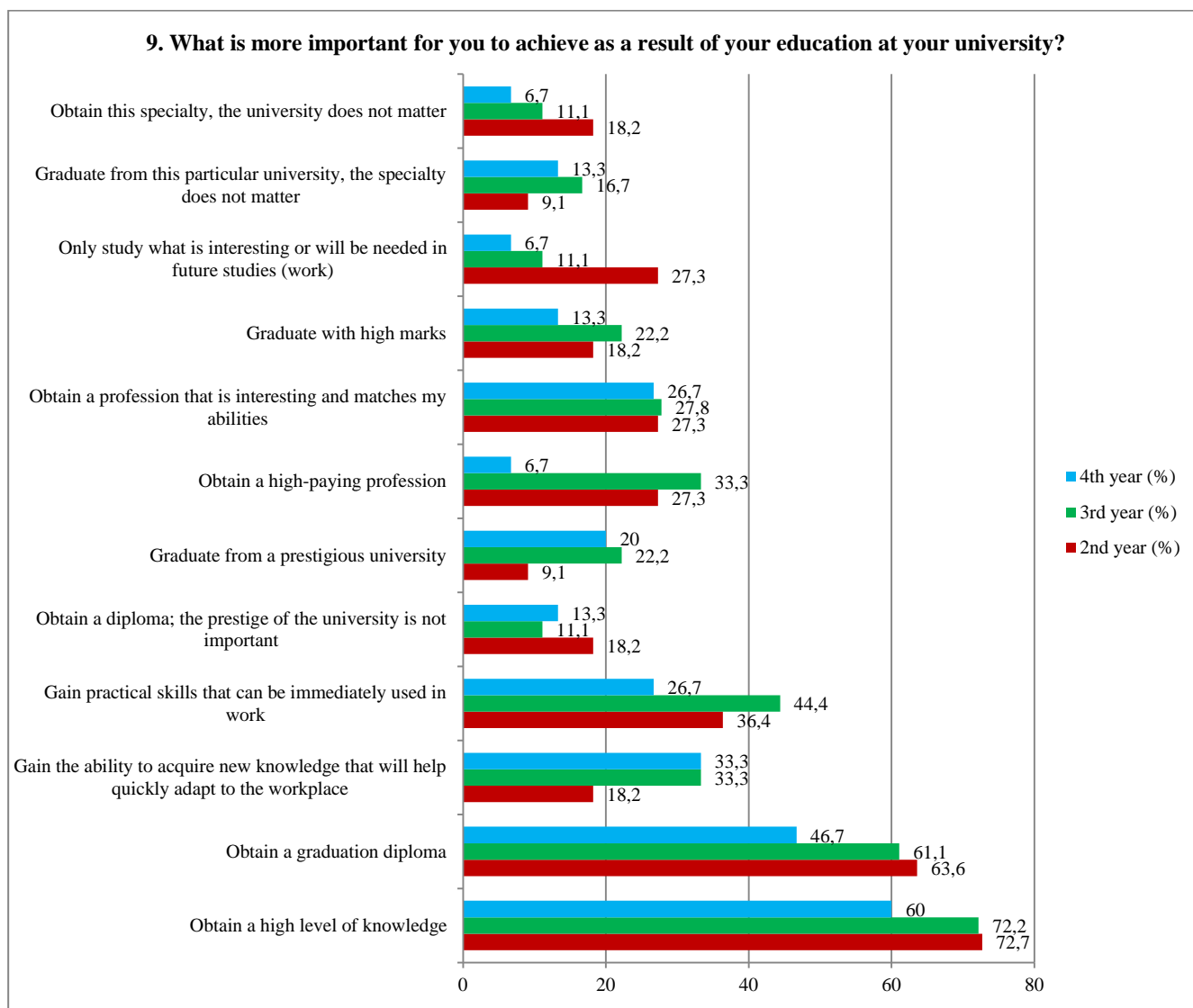
For the option “If you answered ‘Not satisfied’ to the previous question, give recommendations for improvement”, the students indicated the following options:

2nd year	3rd year	4th year
- Give me access	- No	- Internet is nowhere to be found

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 (%)
<i>Obtain a high level of knowledge</i>	72,7% (8 students)	72,2% (13 students)	60% (9 students)
<i>Obtain a graduation diploma</i>	63,6% (7 students)	61,1% (11 students)	46,7% (7 students)
<i>Gain the ability to acquire new knowledge that will help quickly adapt to the workplace</i>	18,2% (2 students)	33,3% (6 students)	33,3% (5 students)
<i>Gain practical skills that can be immediately used in work</i>	36,4% (4 students)	44,4% (8 students)	26,7% (4 students)
<i>Obtain a diploma; the prestige of the university is not important</i>	18,2% (2 students)	11,1% (2 students)	13,3% (2 students)
<i>Graduate from a prestigious university</i>	9,1% (1 student)	22,2% (4 students)	20% (3 students)
<i>Obtain a high-paying profession</i>	27,3% (3 students)	33,3% (6 students)	6,7% (1 student)
<i>Obtain a profession that is interesting and matches my abilities</i>	27,3% (3 students)	27,8% (5 students)	26,7% (4 students)
<i>Graduate with high marks</i>	18,2% (2 students)	22,2% (4 students)	13,3% (2 students)
<i>Only study what is interesting or will be needed in future studies (work)</i>	27,3% (3 students)	11,1% (2 students)	6,7% (1 student)
<i>Graduate from this particular university, the specialty does not matter</i>	9,1% (1 student)	16,7% (3 students)	13,3% (2 students)
<i>Obtain this specialty, the university does not matter</i>	18,2% (2 students)	11,1% (2 students)	6,7% (1 student)

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



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

The analysis of the results of the questionnaire “Student Satisfaction with Educational Services for 2nd-5th Year Students” shows a positive attitude of 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 “Organization of transportation, traffic and operation of transport” (98%) 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 their full or partial satisfaction:

- Class schedule (88%);
- Organization of independent work (92%);
- Quality of practical training (94%);
- Organization and conduct of SIWT (83%);
- Organization and conduct of laboratory work (95%);
- Satisfaction with library services (92,5%);
- Access to full-text databases of scientific publications (92,5%);
- Quality of medical service (88%);
- Organization of catering at the university (86,5%).

Living conditions in the dormitory (70%) assessed as “good quality” (satisfaction rates below 80%).

Most students are satisfied with the quality of the organization of the educational process: in the 2nd year 91% of respondents, in the 3rd year - 94.4%, in the 4th year - 100% indicated no complaints. However, some respondents of the 2nd and 3rd year indicated the overload of classroom activities, which may indicate the need to optimize the teaching load.

In addition, the majority of students are informed about academic mobility opportunities (100% in 2nd year, 94.4% in 3rd year, 80% in 4th year). However, in the 3rd and 4th years there were cases of insufficient awareness (5.6% and 6.7% respectively), as well as responses in the category “Other” (13.3% in the 4th year), which indicates the need to strengthen awareness-raising work in this direction.

The results of the questionnaire showed that the majority of respondents evaluate the relations in higher education institution as friendly or rather friendly, especially among students.

Respondents who gave the answer “Rather unfriendly than friendly” or “Negative” expressed dissatisfaction with the differences in attitude towards grant holders and fee-payers. One suggestion was to improve conditions for fee-payers who also want to improve their studies and compete for scholarships and grants. There was also a request about the work of supervisors, but there were no specific suggestions or comments on this issue.

The most worrying problems for students are the quality of the organization of the educational process, the quality of food and prices in the canteen, as well as employment in the specialty. In particular, the problems related to the organization of industrial practice were more often noted in the 4th year. Negative comments in the category “Other” were practically absent, which may indicate that for the majority of students the critical aspects of their study and life at the university are satisfactory.

The participation of students in scientific work at the university is low, especially among 2nd and 4th year students, where the majority are not involved in research activities. The main reasons are lack of interest, laziness and priorities outside academic activities such as sports.

Most students do not use university opportunities for personal development, especially in 2nd and 4th year students (63.6% and 66.7% respectively). The most popular are sports sections, especially among 3rd year students (44.4%). Reasons for refusal □ other interests, laziness or work.

Students are generally satisfied with the material base of the university, especially with regard to the availability of scientific literature, sports equipment and specialized classrooms. The greatest amount of dissatisfaction is related to the width of the Internet channel, especially among senior students. Recommendations include improving the quality of the Internet connection, as well as increasing access to modern computer equipment and improving its condition in classrooms.

For 2nd and 3rd year students the most important thing is to obtain a high level of knowledge and a graduation diploma. At the same time, 3rd year students are also more focused on obtaining a high-paid profession and graduating from a prestigious university. 2nd year students focus on developing practical skills that can be applied in the workplace. This emphasizes the importance of introducing practical training in the educational process, especially in senior courses, for more effective preparation for professional activity.

The results of the survey showed that respondents proposed several measures to improve conditions at the university. Among them, such initiatives as improving the quality of food in the canteen, modernizing the technical equipment of computer classes, reducing queues in the canteen, as well as providing sanitary facilities with soap and warm water were noted.

The overall satisfaction of students of the specialty “Organization of transportation, traffic and operation of transport” with educational services is 91.6%, which indicates a high level of satisfaction of students in general, despite some problems 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.