Report
on the results of the questionnaire
"Satisfaction of 2nd-5th year students with educational services"
for the 2024-2025 year
Department: "Transport Equipment and Logistic Systems"
Specialty: 6B11302 Logistics

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 "Logistics" 60 respondents took part in the questionnaire, which is 85,7% of the total number of students (70 people).

- 2nd year – 30 students (100%);
- 3rd year – 21 student (95,5%);
- 4th year – 9 students (50%).

Form of study
- Budget-funded – 10 students (16,7%);
- Paid – 50 students (83,3%).

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 _____
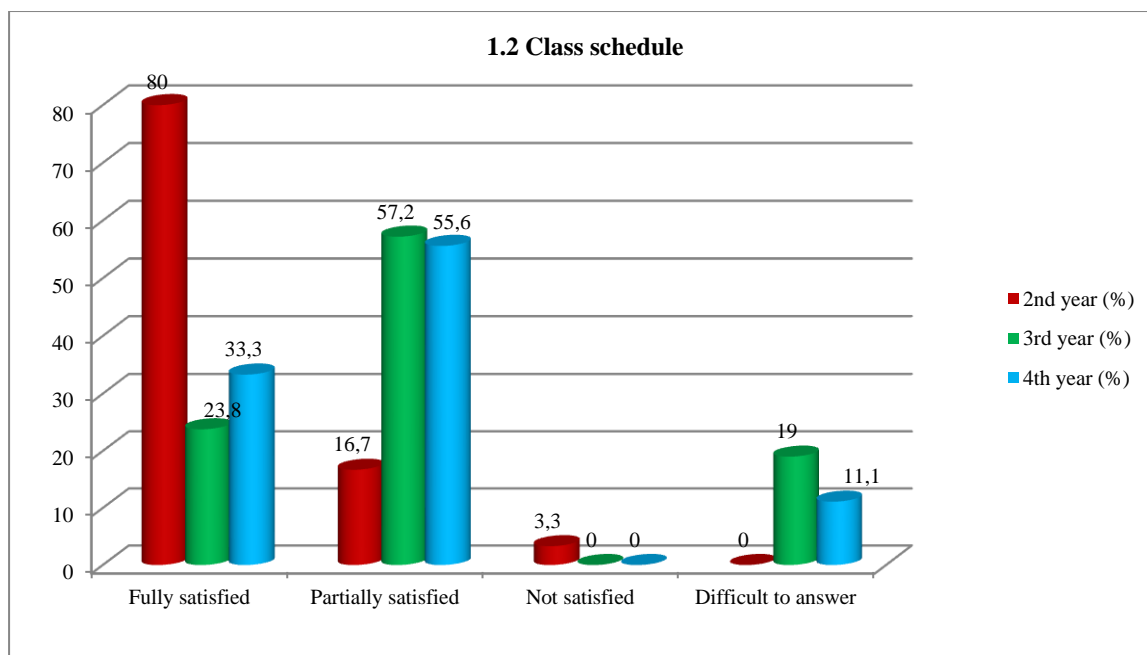
1.1 The educational process as a whole

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Fully satisfied	66,7% (20 students)	19% (4 students)	44,4% (4 students)
Partially satisfied	26,7% (8 students)	71,5% (8 students)	55,6% (5 students)
Not satisfied	3,3% (1 student)	-	-
Difficult to answer	3,3% (1 student)	9,5% (1 student)	-
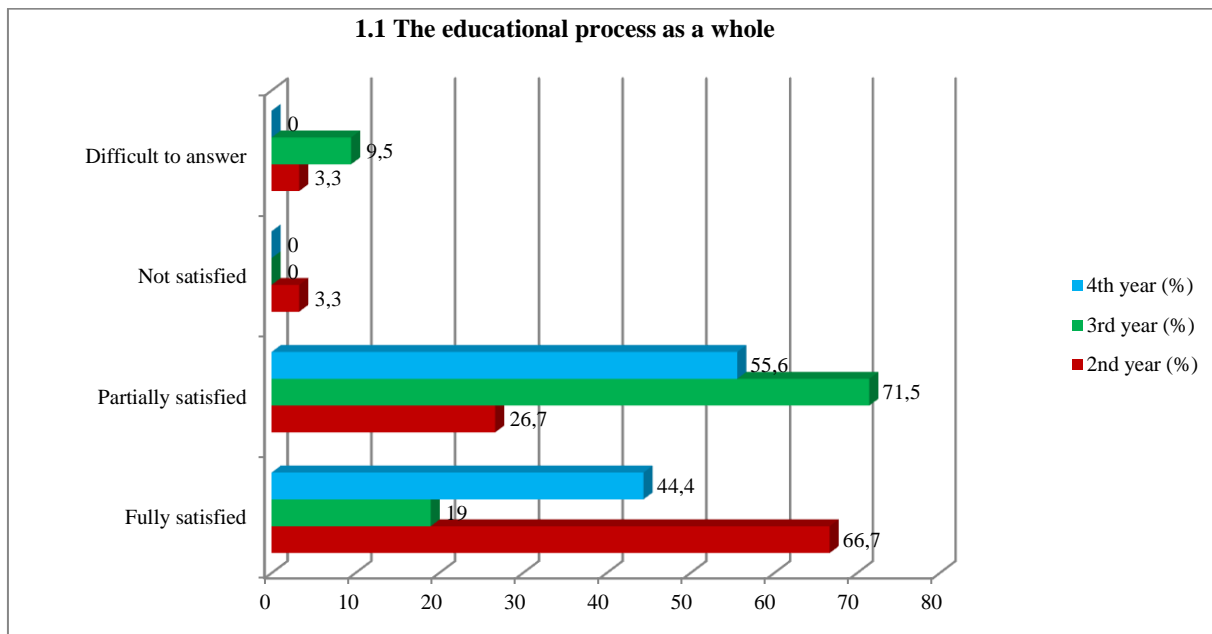
1.2 Class schedule

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Fully satisfied	80% (24 students)	23,8% (5 students)	33,3% (3 students)
Partially satisfied	16,7% (5 students)	57,2% (12 students)	55,6% (5 students)
Not satisfied	3,3% (1 student)	-	-
Difficult to answer	-	19% (4 students)	11,1% (1 student)

1.3 Organization of independent work

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Fully satisfied	73,4% (22 students)	19% (4 students)	55,6% (5 students)
Partially satisfied	23,3% (7 students)	62% (13 students)	44,4% (4 students)
Not satisfied	3,3% (1 student)	-	-
Difficult to answer	-	19% (4 students)	-
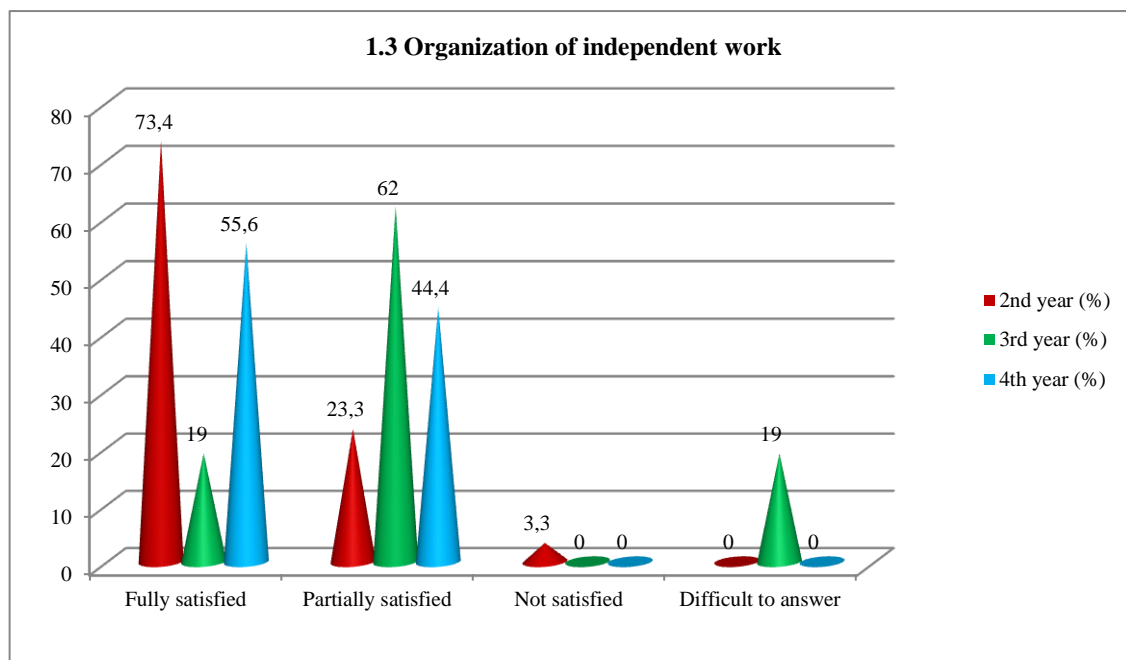
1.4 Internship process

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Fully satisfied	73,3% (22 students)	19% (4 students)	44,4% (4 students)
Partially satisfied	16,7% (5 students)	62% (13 students)	44,4% (4 students)
Not satisfied	6,7% (2 students)	-	-
Difficult to answer	3,3% (1 student)	19% (4 students)	11,2% (1 student)
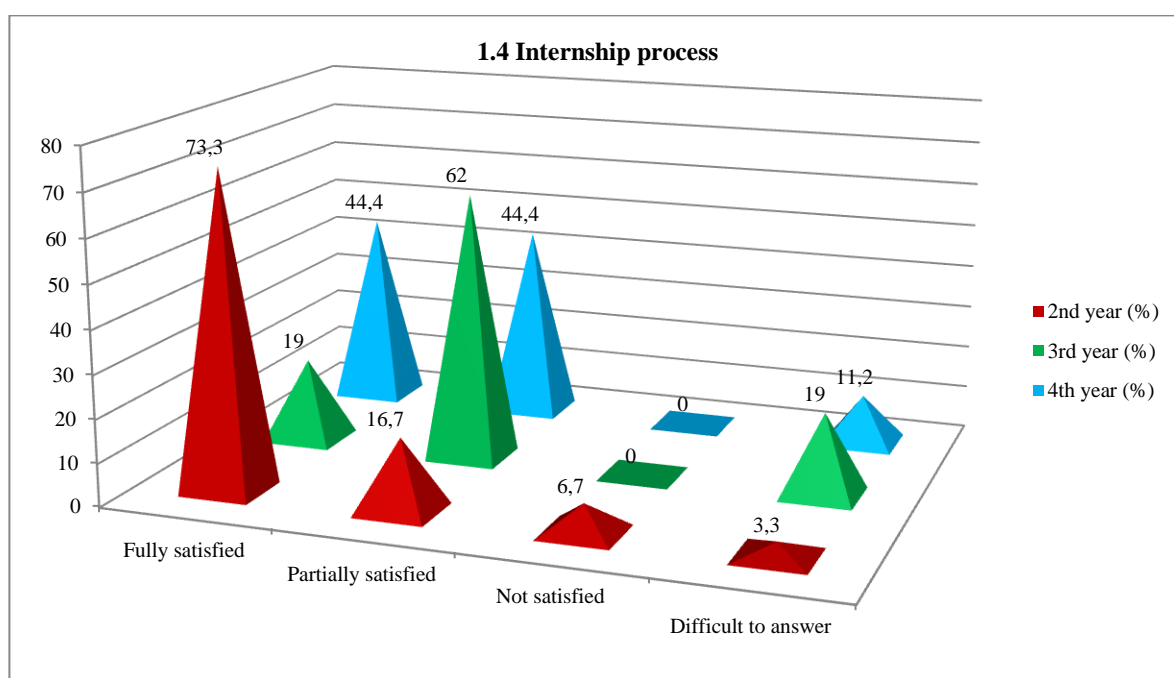
1.5 Organization and conduct of SIWT

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Fully satisfied	73,3% (22 students)	24% (5 students)	55,6% (5 students)
Partially satisfied	16,7% (5 students)	57% (12 students)	44,4% (4 students)
Not satisfied	6,7% (2 students)	-	-
Difficult to answer	3,3% (1 student)	19% (4 students)	-
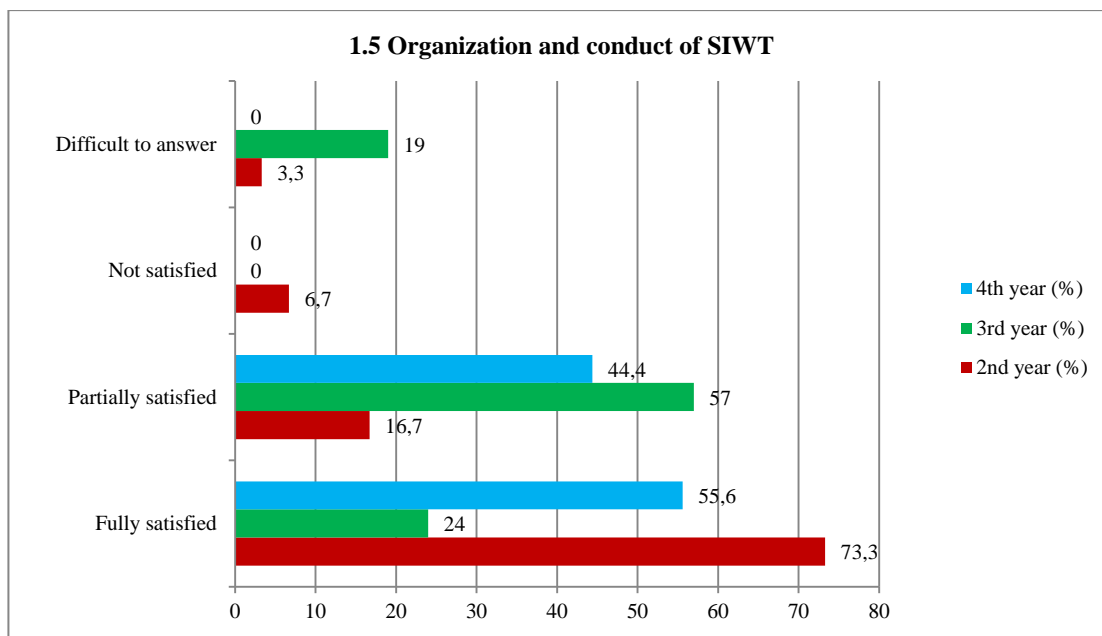
1.6 Organization and conduct of laboratory work

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Fully satisfied	70% (21 student)	14,3% (3 students)	44,4% (4 students)
Partially satisfied	20% (6 students)	66,7% (14 students)	55,6% (5 students)
Not satisfied	6,7% (2 students)	-	-
Difficult to answer	3,3% (1 student)	19% (4 students)	-
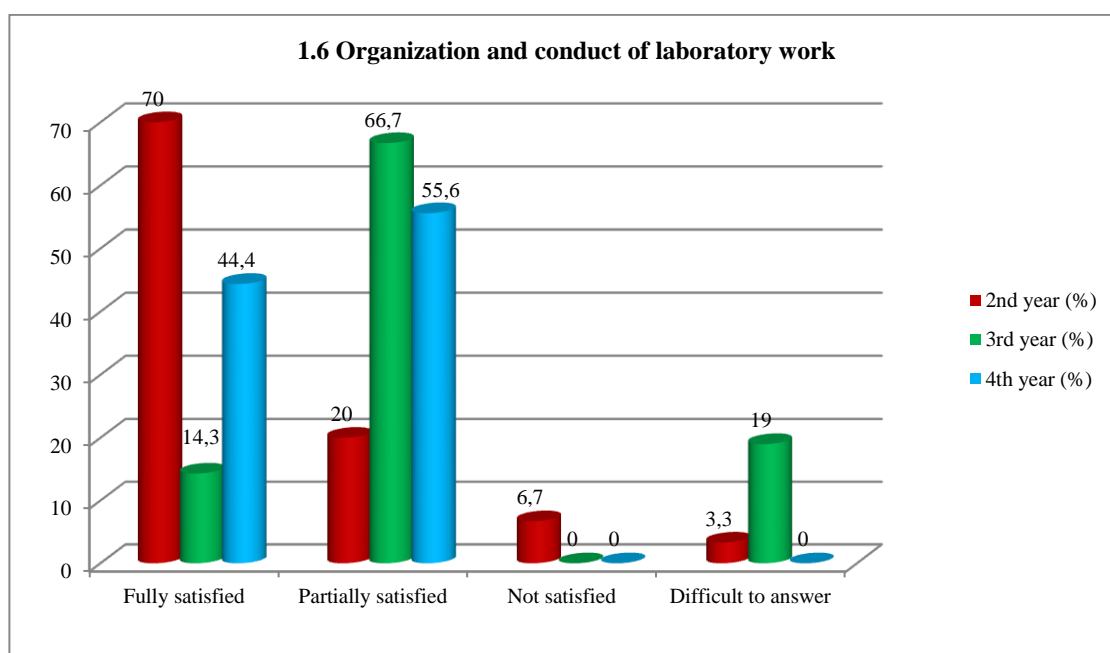
1.7 Satisfaction with the library services

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Fully satisfied	80% (24 students)	14,3% (3 students)	44,4% (4 students)
Partially satisfied	13,3% (4 students)	66,7% (14 students)	55,6% (5 students)
Not satisfied	-	-	-
Difficult to answer	6,7% (2 students)	19% (4 students)	-
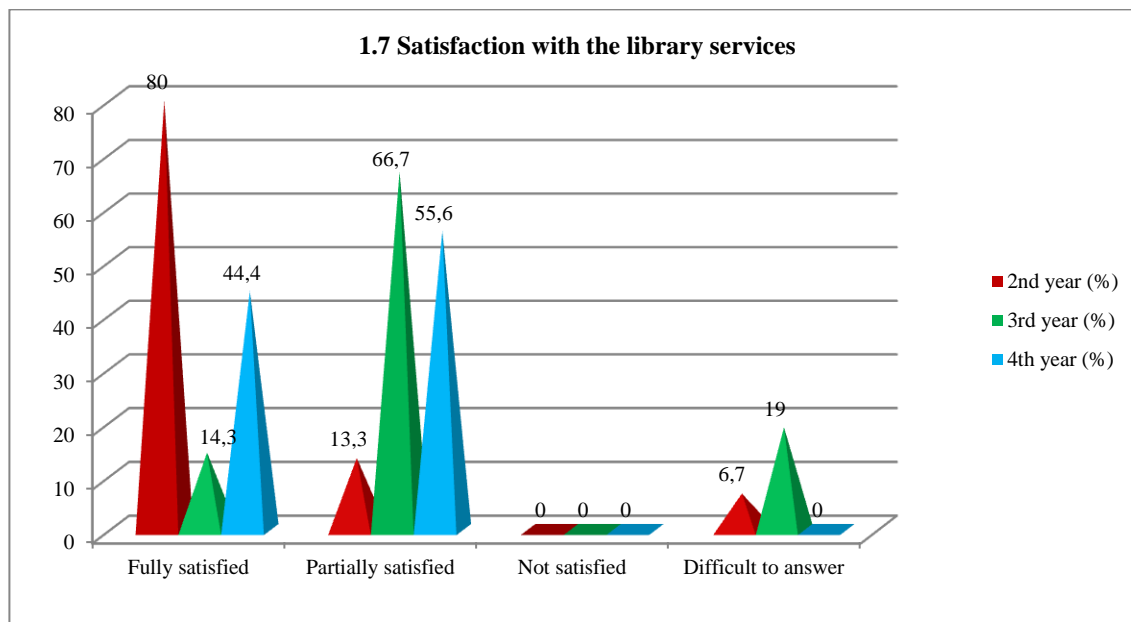
1.8 Access to full-text databases of scientific publications

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Fully satisfied	76,7% (23 students)	19% (4 students)	44,4% (4 students)
Partially satisfied	13,3% (4 students)	66,7% (14 students)	55,6% (5 students)
Not satisfied	-	-	-
Difficult to answer	10% (3 students)	14,3% (3 students)	-
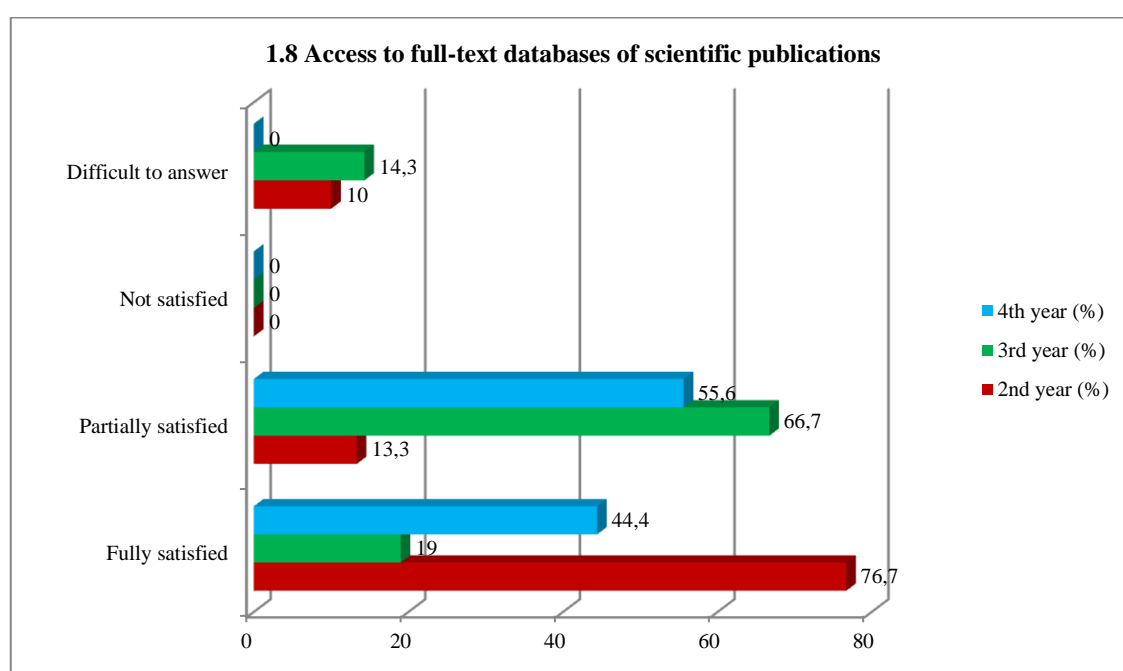
1.9 Living conditions in the dormitory

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Fully satisfied	66,7% (20 students)	4,8% (1 student)	44,4% (4 students)
Partially satisfied	13,3% (4 students)	57,1% (12 students)	44,4% (4 students)
Not satisfied	-	4,8% (1 student)	11,2% (1 student)
Difficult to answer	20% (6 students)	33,3% (7 students)	-
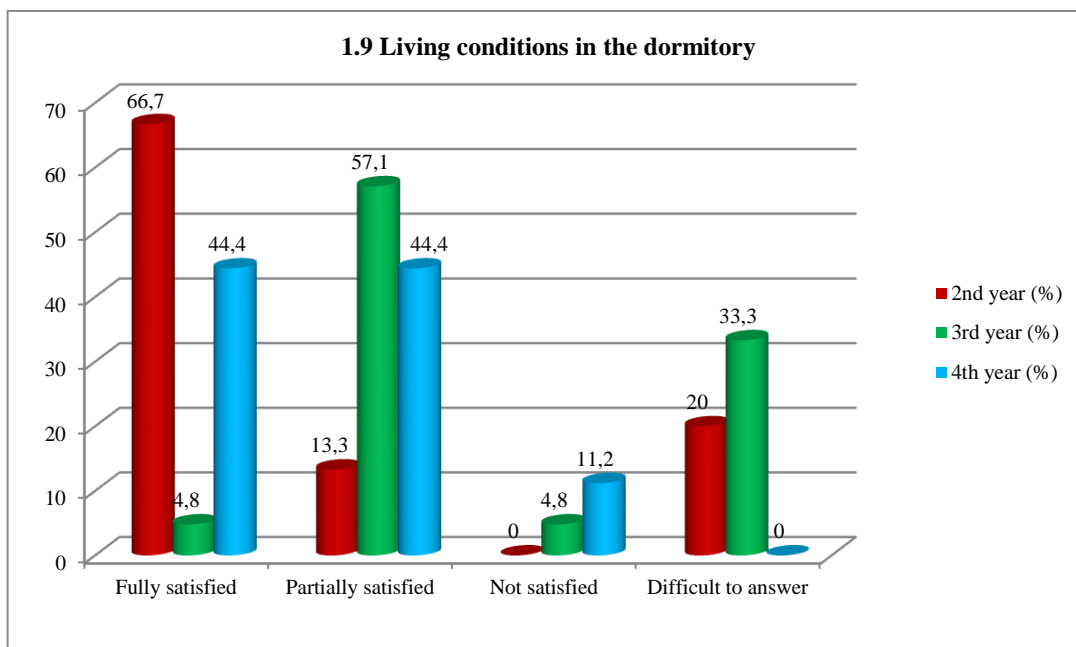
1.10 Quality of medical services

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Fully satisfied	66,7% (20 students)	4,8% (1 student)	44,4% (4 students)
Partially satisfied	13,3% (4 students)	76,2% (16 students)	44,4% (4 students)
Not satisfied	-	-	-
Difficult to answer	20% (6 students)	19% (4 students)	11,2% (1 student)
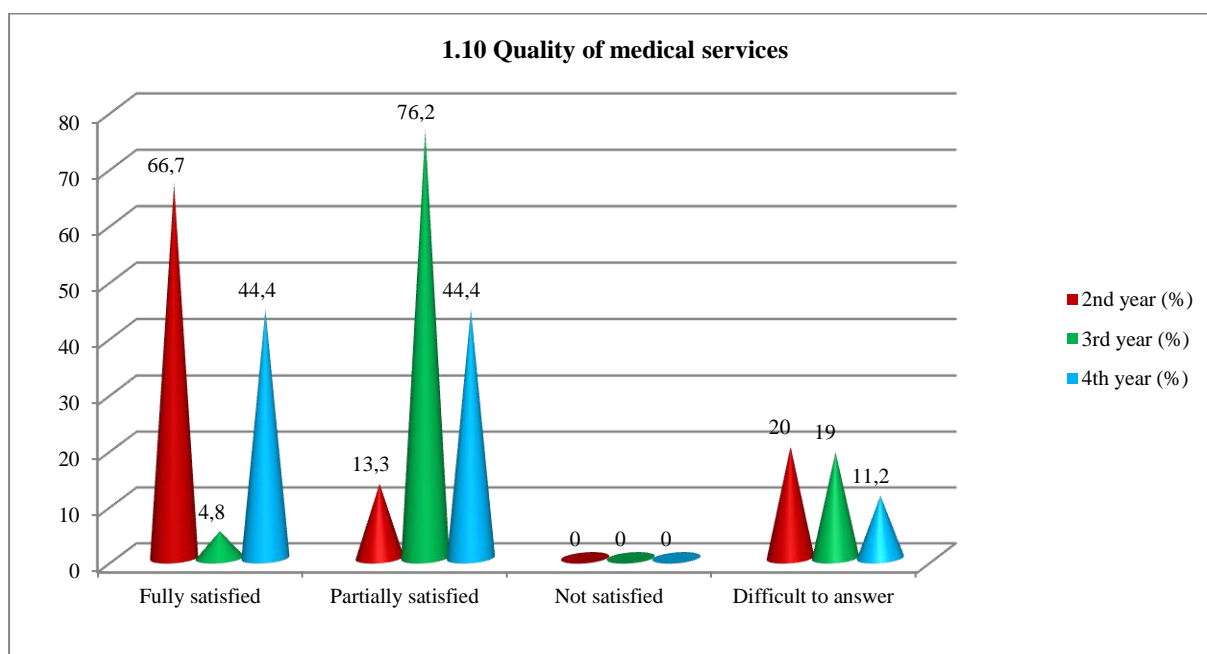
1.11 Organization of meals at the university (prices, product assortment, quality of prepared meals)

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Fully satisfied	63,3% (19 students)	4,8% (1 student)	22,2% (2 students)
Partially satisfied	23,3% (7 students)	71,4% (15 students)	44,5% (4 students)
Not satisfied	6,7% (2 students)	4,8% (1 student)	22,2% (2 students)
Difficult to answer	6,7% (2 students)	19% (4 students)	11,1% (1 student)
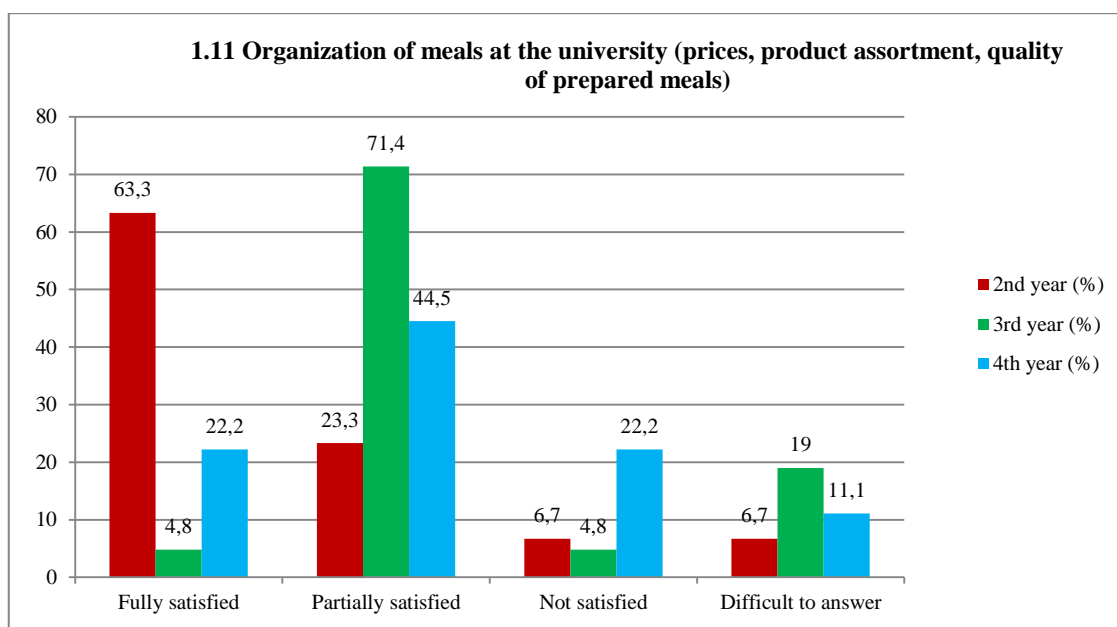
For the "Other" option, students provided the following responses (2nd year):
- Normal
- Not satisfied

For the option **"If you answered 'not satisfied' to the previous question, give recommendations to improve the services provided",** the students indicated the following optio:

2nd year	3rd year	4th year
- The food is not good - Poor quality computers, you have to bring your own	- It is impossible to eat during the lunch break, there are huge queues in the canteen.	- Please consider providing the restrooms with sufficient quality soap or handwashing detergent. - Put soap in the restrooms, turn on warm water at the end of the day

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

Answer options	2nd year (%)	3rd year (%)	4th year (%)
No complaints	86,7% (26 students)	100% (21 student)	77,8% (7 students)
Mismatch between the subjects studied and the chosen specialty	3,3% (1 student)	-	11,1% (1 student)
Mismatch between the importance of the subject and the number of hours allocated	0	-	-

Overload of classroom activities	3,3% (1 student)	-	-
Dissatisfaction with the quality of classes	6,7% (2 students)	-	11,1% (1 student)
Dissatisfaction with the organization of credits and exams	-	-	-
Other	-	-	-
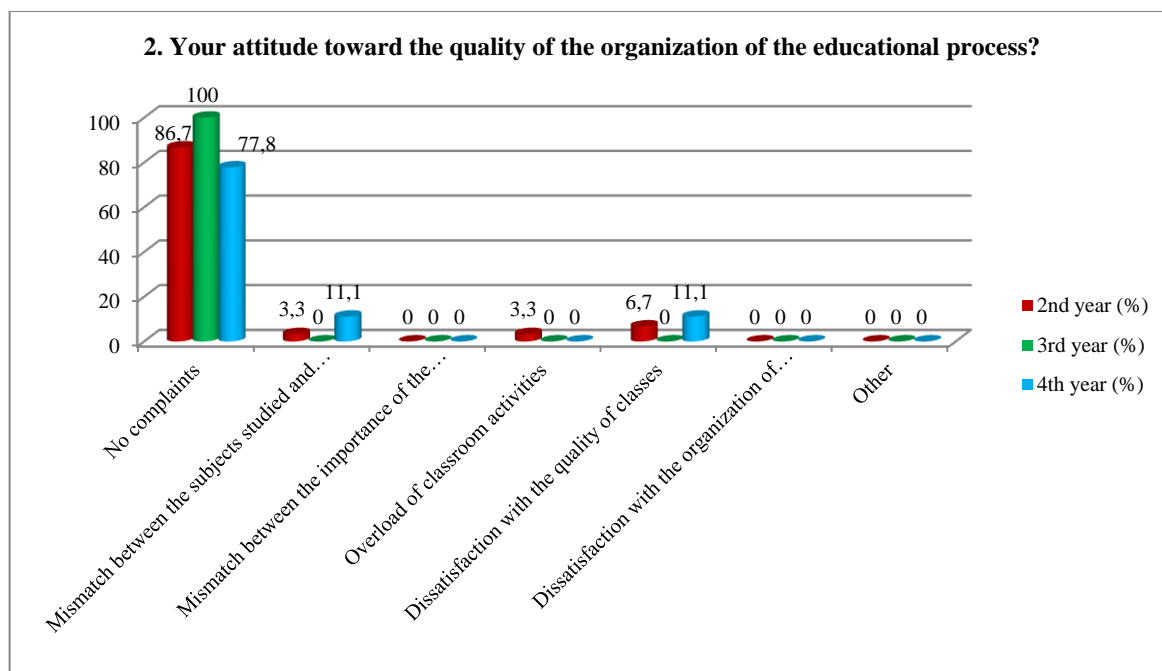
The question **"If you answered 'Does not correspond or does not satisfy' to the previous question, please provide recommendations for improvement"** has no responses.

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

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Yes	90% (27 students)	100% (21 students)	100% (9 students)
No	10% (3 students)	-	-
Other	-	-	-
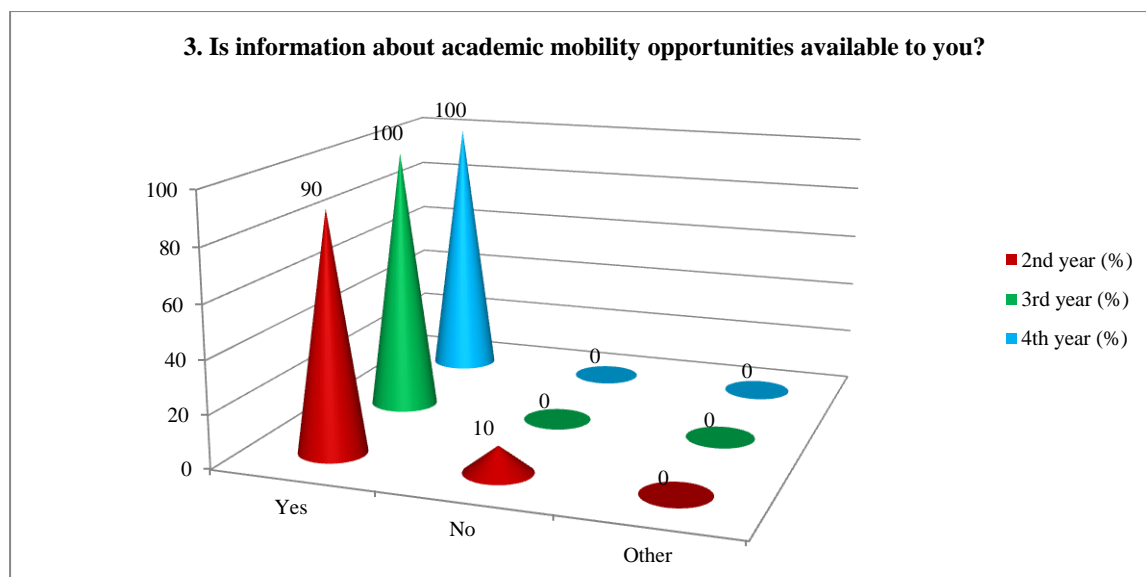
When asked **"If you answered 'No' to the previous question, please write why"**, respondents answered as follows:

2nd year	3rd year	4th year
- The supervisors didn't inform	-	-

4. What do you think about the relationships:

4.1 Relations b**e**tween 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	90% (27 students)	23,8% (5 students)	66,7% (6 students)
Rather friendly than unfriendly	10% (3 students)	76,2% (16 students)	33,3% (3 students)
Rather unfriendly than friendly	-	-	-
Negative	-	-	-
Difficult to answer	-	-	-
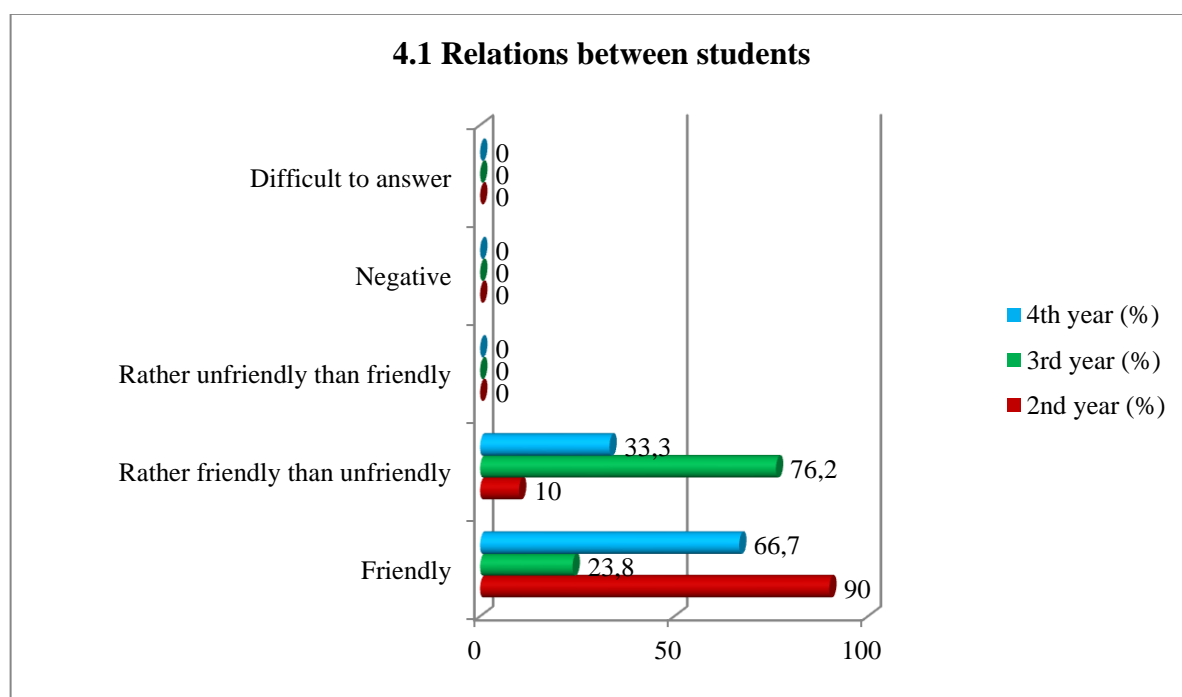
4.1 Relations between students

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

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Friendly	76,7% (23 students)	4,8% (1 student)	77,8% (7 students)
Rather friendly than unfriendly	13,3% (4 students)	95,2% (20 students)	22,2% (2 students)
Rather unfriendly than friendly	3,3% (1 student)	-	-
Negative	-	-	-
Difficult to answer	6,7% (2 students)	-	-

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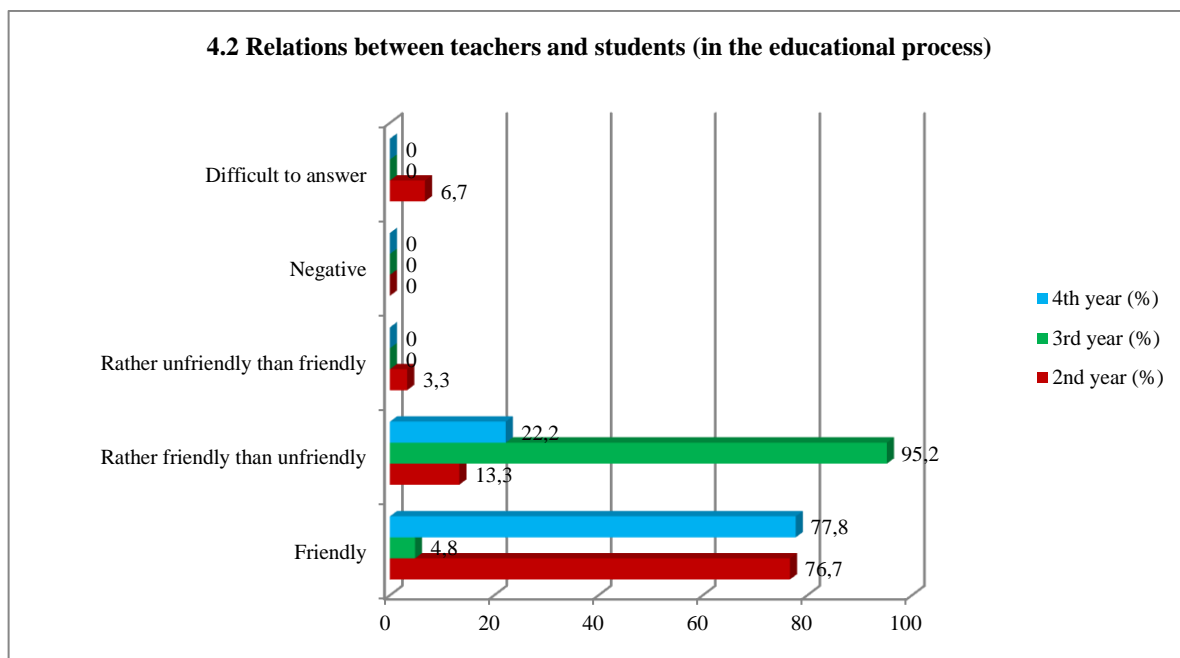
4.3 Relations between students and supervisors

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Friendly	90% (27 students)	23,8% (5 students)	88,9% (8 students)
Rather friendly than unfriendly	10% (3 students)	76,2% (16 students)	11,1% (1 student)
Rather unfriendly than friendly	-	-	-
Negative	-	-	-
Difficult to answer	-	-	-

4.3 Relations between students and supervisors
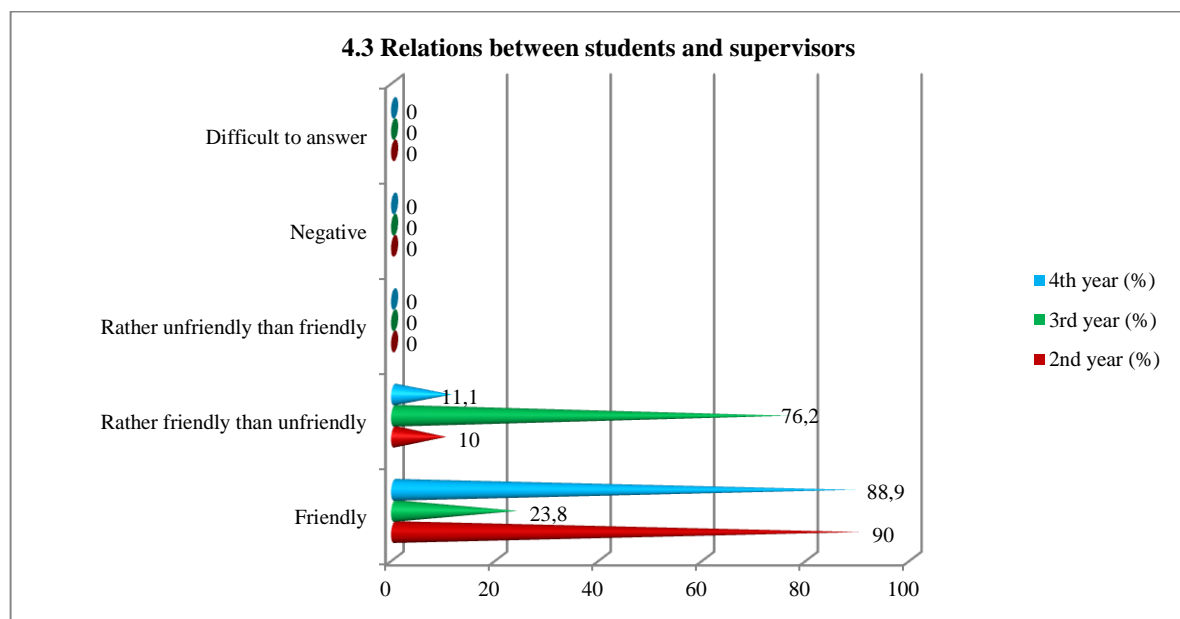
4.4 Relations between students and the administration

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Friendly	83,3% (25 students)	4,8% (1 student)	66,7% (6 students)
Rather friendly than unfriendly	10% (3 students)	95,2% (20 students)	33,3% (3 students)
Rather unfriendly than friendly	-	-	-
Negative	-	-	-
Difficult to answer	6,7% (2 students)	-	-

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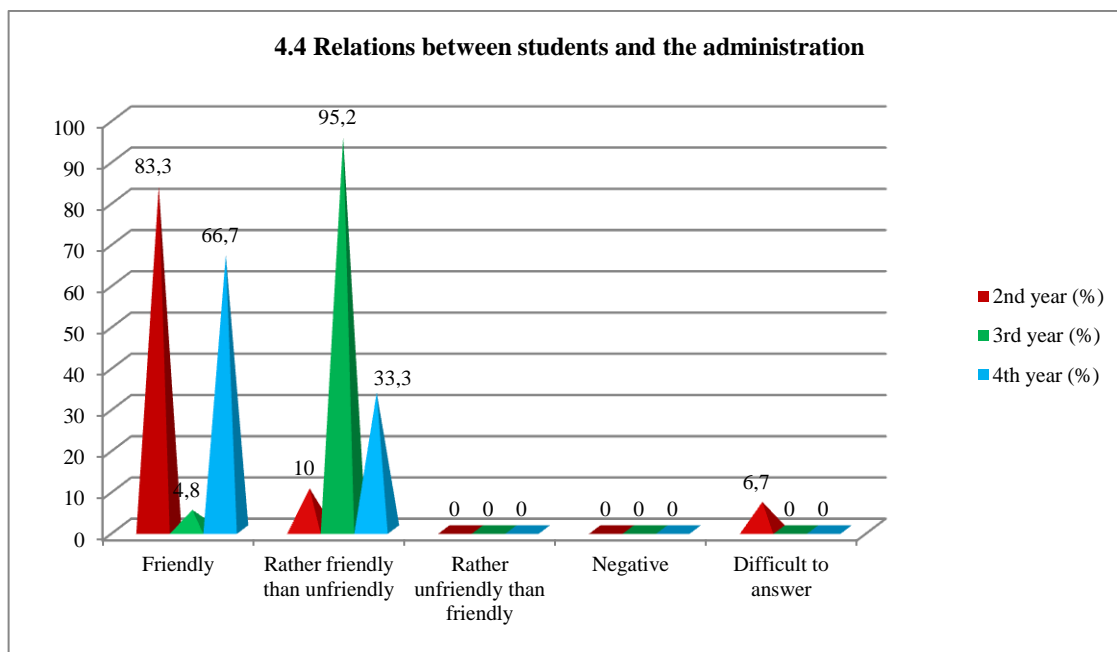
4.5 Relations between students and staff of departments (library, student office, etc.)

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Friendly	83,4% (25 students)	19% (4 students)	66,7% (6 students)
Rather friendly than unfriendly	13,3% (4 students)	81% (17 students)	33,3% (3 students)
Rather unfriendly than friendly	-	-	-
Negative	-	-	-
Difficult to answer	3,3% (1 student)	-	-

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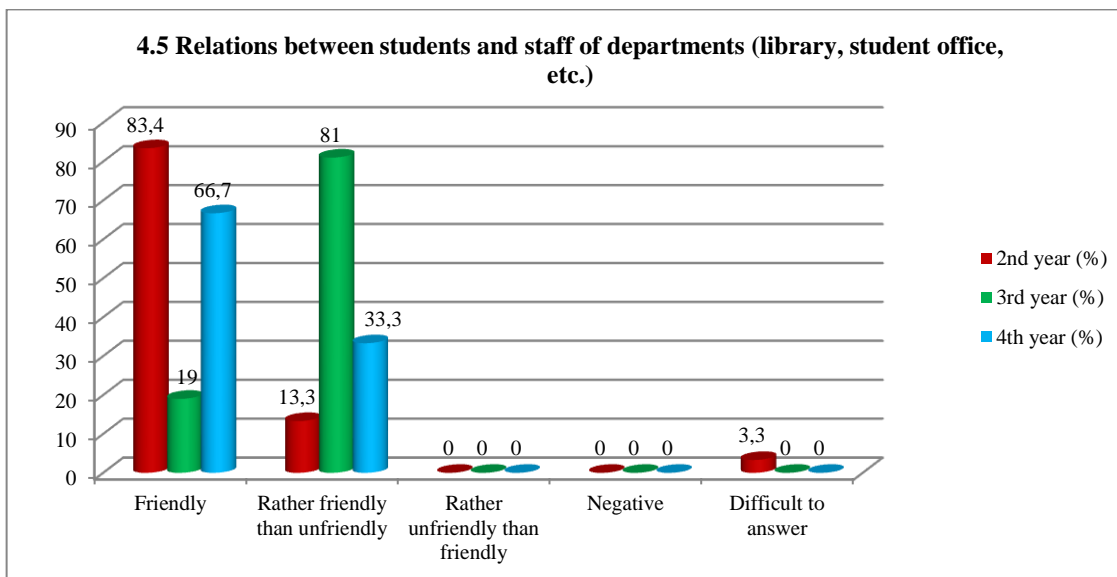
4.6 Relations between students and the security service

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Friendly	86,6% (26 students)	-	66,7% (6 students)
Rather friendly than unfriendly	6,7% (2 students)	95,2% (20 students)	22,2% (2 students)
Rather unfriendly than friendly	-	-	11,1% (1 student)
Negative	-	-	-
Difficult to answer	6,7% (2 students)	4,8% (1 student)	-
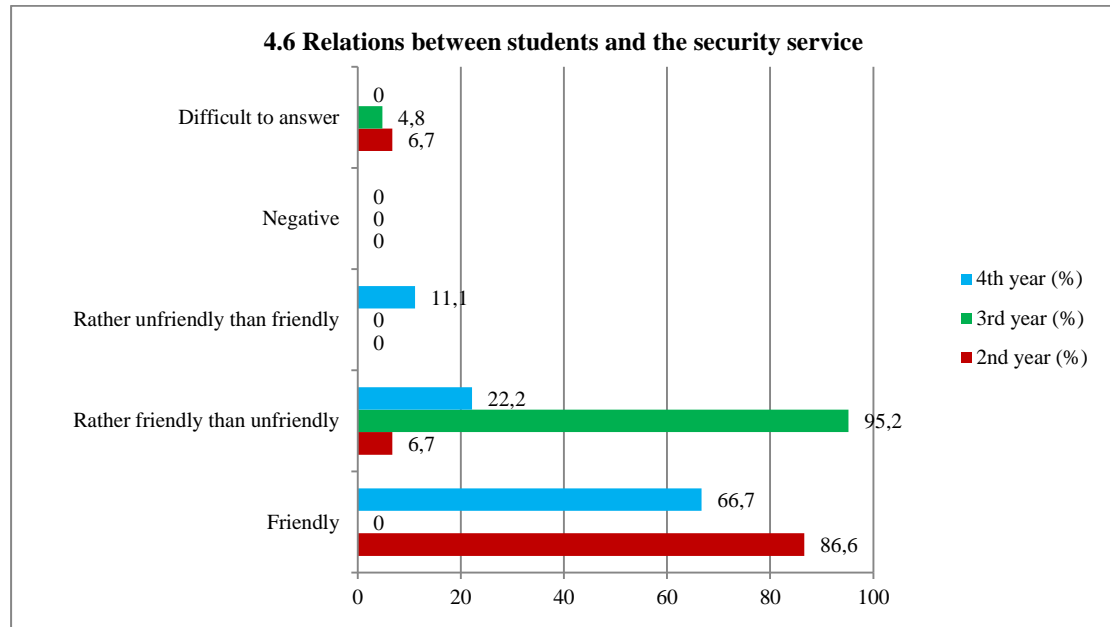
There are no responses to the question "**If you answered 'Rather unfriendly than friendly' and 'Negative' to the previous question, give recommendations for improvement"**.

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	30% (9 students)	-	44,4% (4 students)
Quality of teaching (conducting classes, grading knowledge, etc.)	43,3% (13 students)	-	33,3% (3 students)
Work of the administration (department, etc.)	23,3% (7 students)	-	22,2 % (2 students)
Quality of food and prices in the student cafeteria	36,7% (11 students)	23,8% (5 students)	77,8% (7 students)
Quality of living conditions in the dormitory	13,3% (4 students)	-	23,8% (1 student)
Employment in the specialty	50% (15 students)	100% (21 student)	22,2% (2 students)
Quality of production practice organization	40% (12 students)	-	22,2% (2 students)
Other	6,7% (2 students)	-	-

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

На ответ «Другое» респонденты указали следующие ответы:

2nd year	3rd year	4th year
- No problem. - It's okay.	-	-

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

Other: 4th year 0, 3rd year 0, 2nd year 6,7

Quality of production practice organization: 4th year 22,2, 3rd year 0, 2nd year 40

Employment in the specialty: 4th year 22,2, 3rd year 100, 2nd year 50

Quality of living conditions in the dormitory: 4th year 23,8, 3rd year 0, 2nd year 13,3

Quality of food and prices in the student cafeteria: 4th year 77,8, 3rd year 23,8, 2nd year 36,7

Work of the administration (department, etc.): 4th year 22,2, 3rd year 0, 2nd year 23,3

Quality of teaching (conducting classes, grading knowledge, etc.): 4th year 33,3, 3rd year 0, 2nd year 43,3

Quality of the educational process organization: 4th year 44,4, 3rd year 0, 2nd year 30

Legend: ■ 4th year (%) ■ 3rd year (%) ■ 2nd year (%)

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 (%)
Did not participate(s)	70% (21 students)	33,3% (7 students)	33,3% (3 students)
Sometimes, when it is necessary on formal grounds	23,3% (7 students)	23,8% (5 students)	33,3% (3 students)
In scientific projects of laboratories, centers, etc. under a contract, grant, etc.	-	-	-
In scientific projects of laboratories, clubs, circles, etc. on a gratuitous basis.	10% (3 students)	9,5% (2 students)	11,1% (1 student)
Attended scientific seminars, clubs and other scientific events.	13,3% (4 students)	28,6% (6 students)	11,1% (1 student)
Speaker(s) at a conference (including student), scientific seminar)	-	4,8% (1 student)	-
Participated in the competition of scientific student works	10% (3 students)	4,8% (1 student)	22,2% (2 students)
Published the results of his/her research (including in student anthologies)	-	-	-

Sum of percentages is not 100 because multiple answers were allowed

6. Do you participate in the university's research work? If yes, in what forms?
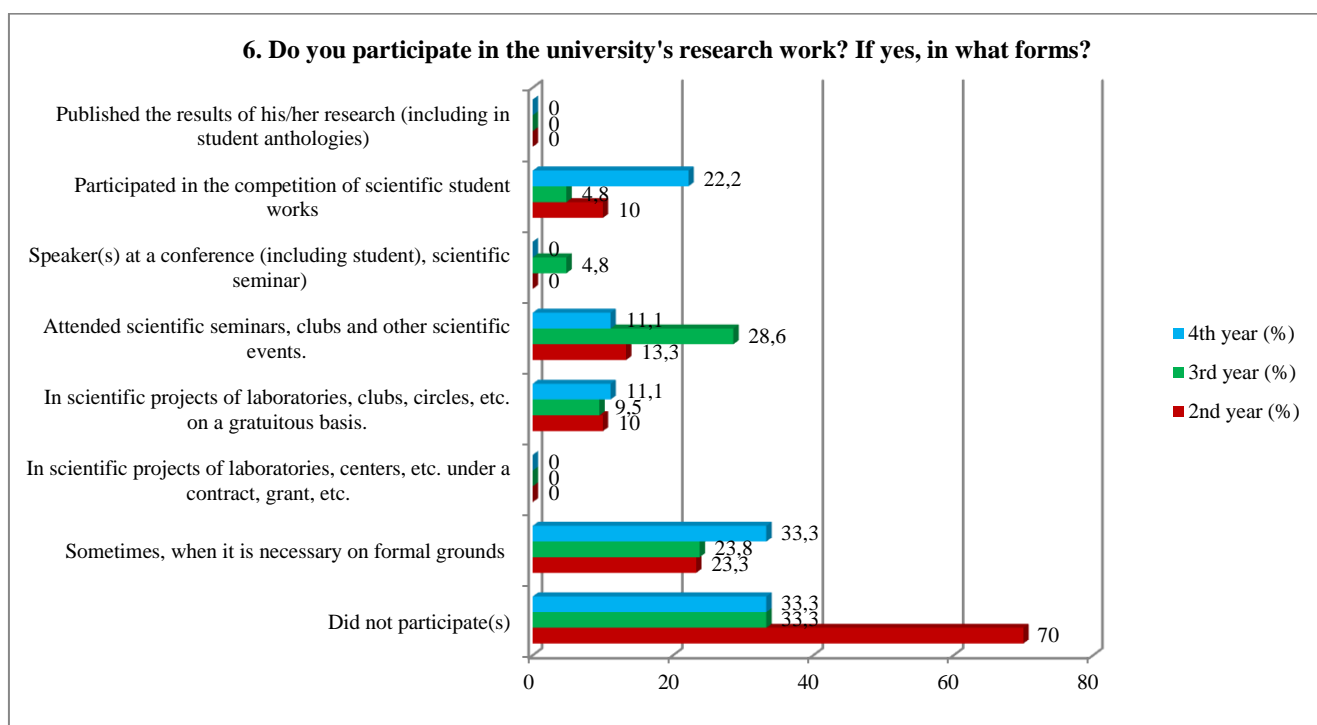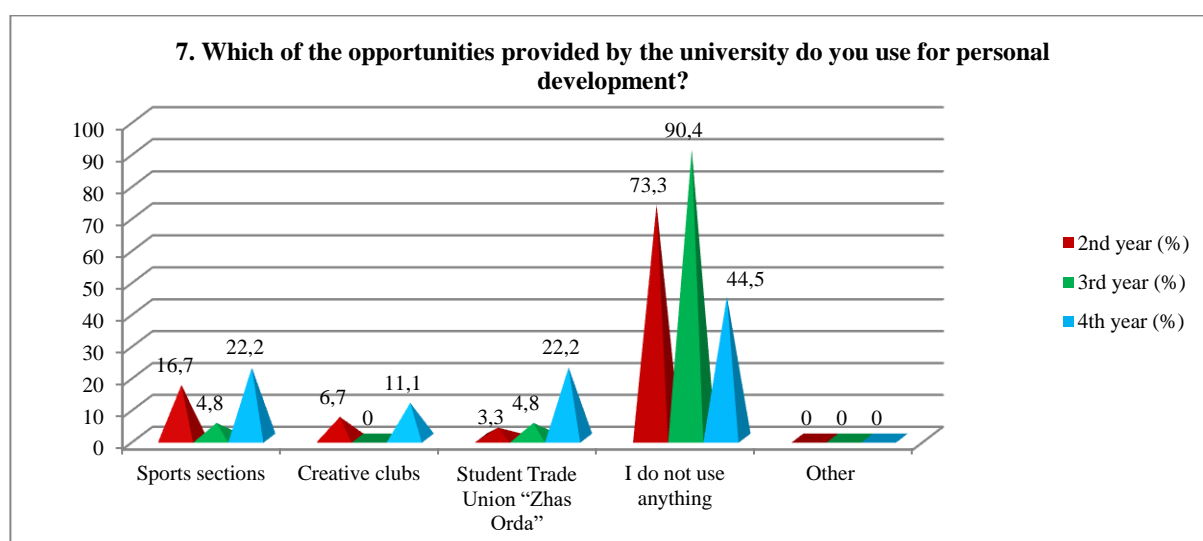
To the question **"If you answered 'Did not participate' to the previous question, write why",** the trainees indicated the following options[*](2nd year):
- I'm just a varsity athlete for the university.
- I don't want to.
- I work, so I don't have much time

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

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Sports sections	16,7% (5 students)	4,8% (1 student)	22,2% (2 students)
Creative clubs	6,7% (2 students)	-	11,1% (1 student)
Student Trade Union "Zhas Orda"	3,3% (1 student)	4,8% (1 student)	22,2% (2 students)
I do not use anything	73,3% (22 students)	90,4% (19 students)	44,5% (4 students)
Other	-	-	-

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

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[*] 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.

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
- I do sports, but I don't need any other clubs. - I came to study, not to do "creative work". - No desire and time - I don't want to (2) - No time (2) - There is a certain schedule with certain activities	- There's no time	- don't like it

## 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	80% (24 students)	9,5% (2 students)	33,3% (3 students)
Partially satisfied	10% (3 students)	42,9% (9 students)	66,7% (6 students)
Not satisfied	-	-	-
Difficult to answer	10% (3 students)	47,6% (10 students)	-
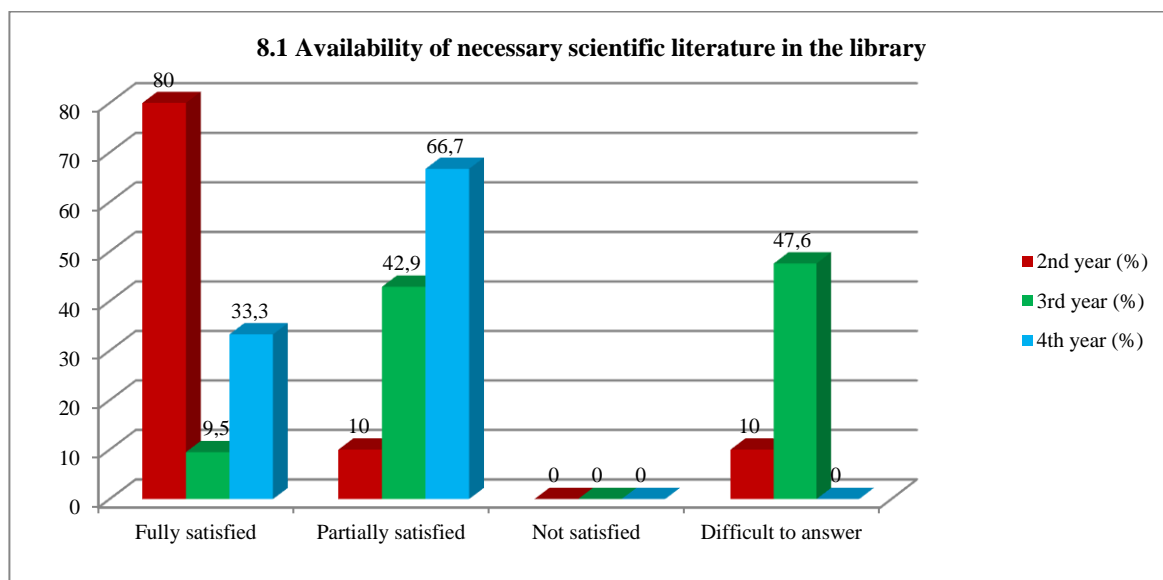
8.2 Modernity of computer equipment

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Fully satisfied	70% (21 students)	4,8% (1 student)	33,3% (3 students)
Partially satisfied	3,3% (1 student)	38,1% (8 students)	66,7% (6 students)
Not satisfied	20% (6 students)	-	-
Difficult to answer	6,7% (2 students)	57,1% (12 students)	-

8.2 Modernity of computer equipment
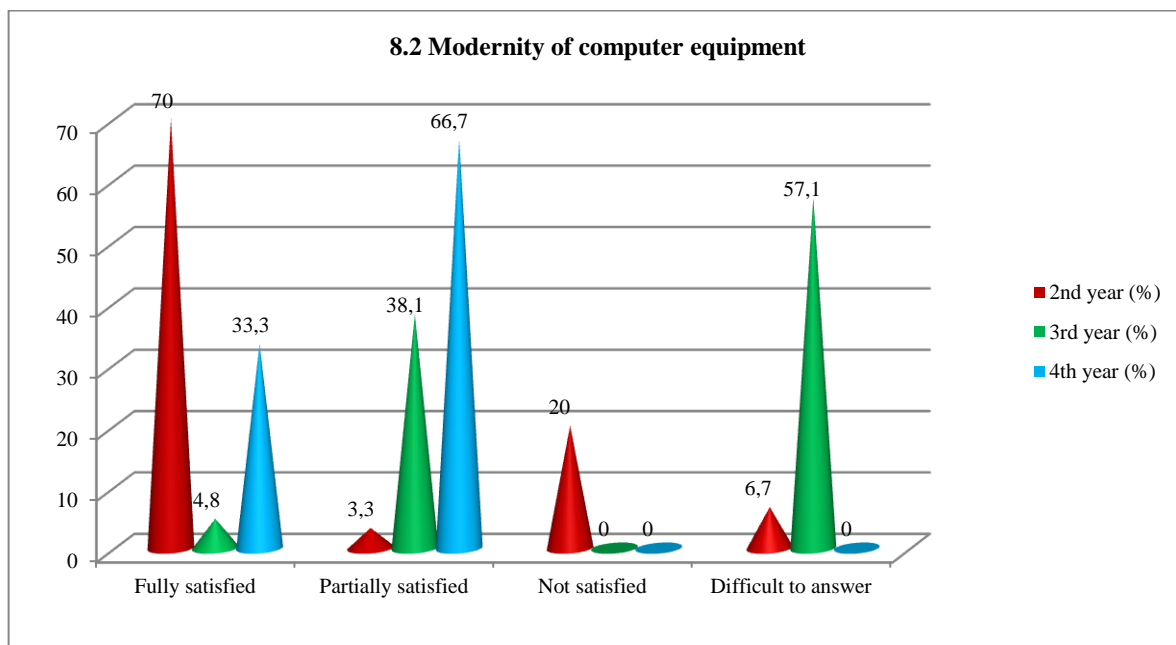
8.3 Internet bandwidth and speed

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Fully satisfied	63,3% (19 students)	-	66,7% (6 students)
Partially satisfied	10% (3 students)	33,3% (7 students)	22,2% (2 students)
Not satisfied	23,3% (7 students)	4,8% (1 student)	11,1% (1 student)
Difficult to answer	3,3% (1 student)	61,9% (13 students)	-

8.3 Internet bandwidth and speed
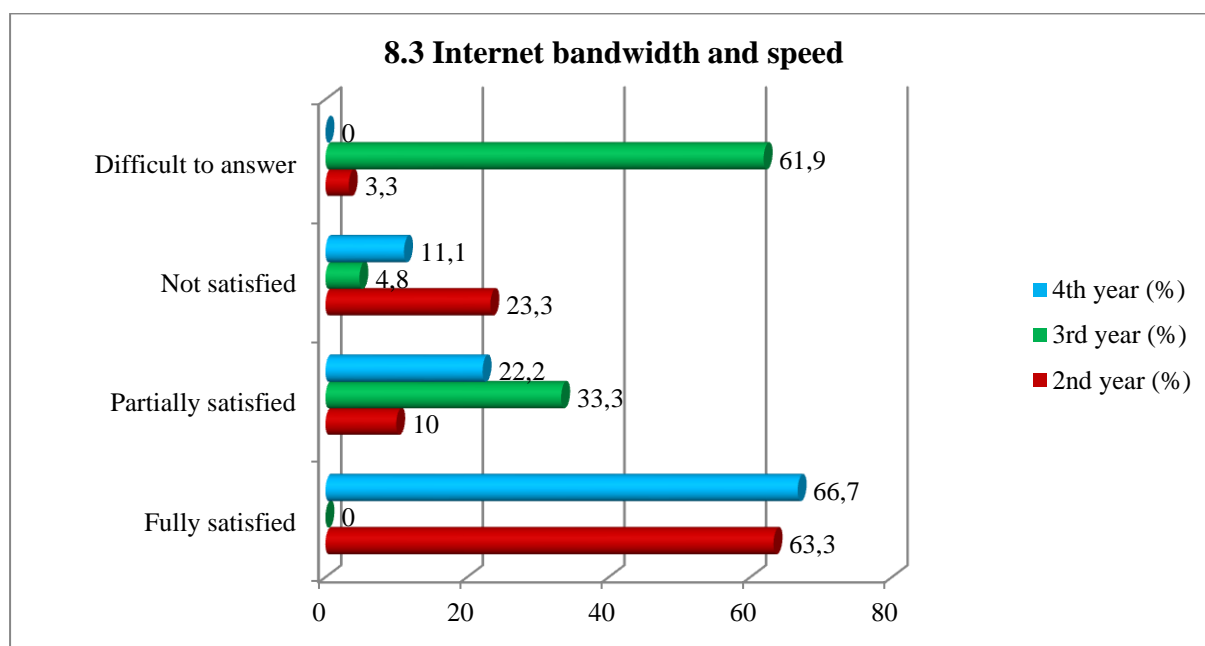
8.4 Modernity of software

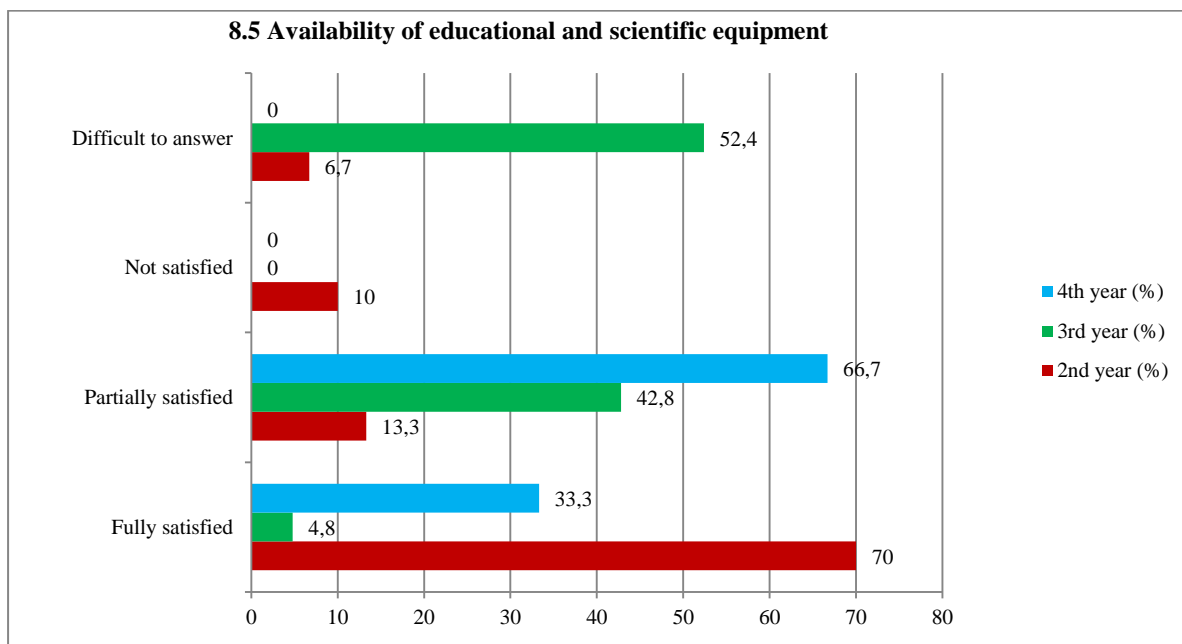| Answer options	2nd year (%)	3rd year (%)	4th year (%)
Fully satisfied	70% (21 student)	9,5% (2 students)	33,3% (3 students)
Partially satisfied	10% (3 students)	38,1% (8 students)	66,7% (6 students)
Not satisfied	16,7% (5 students)	-	-
Difficult to answer	3,3% (1 student)	52,4% (11 student)	-
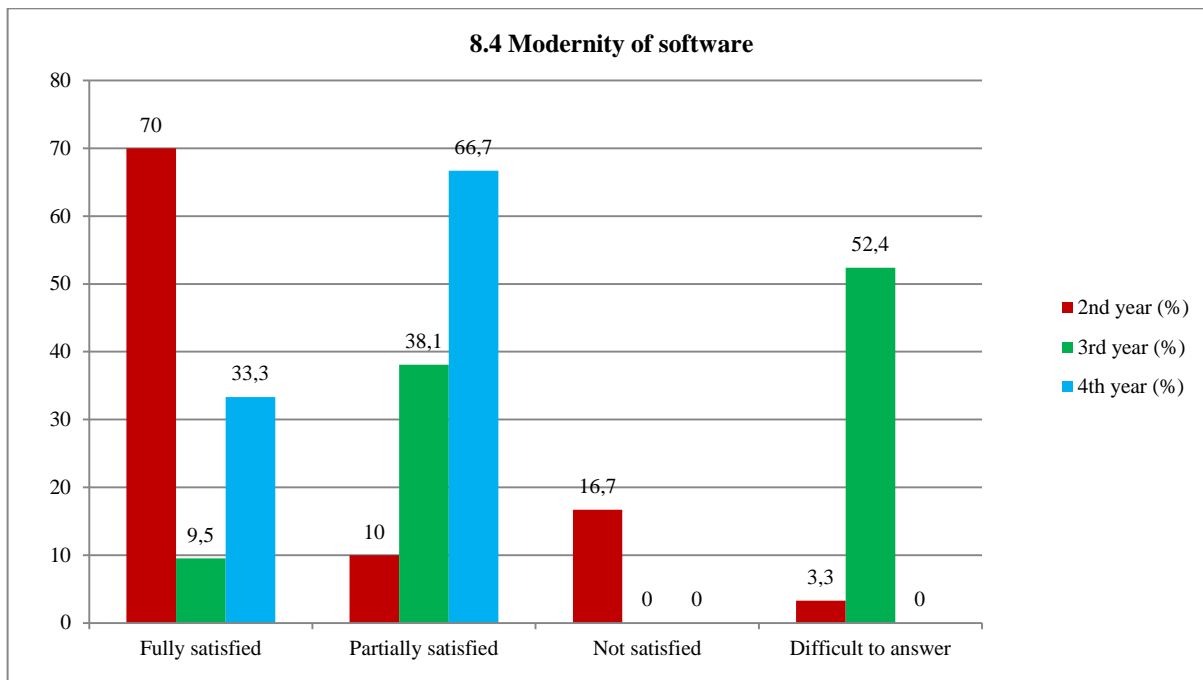
8.5 Availability of educational and scientific equipment

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Fully satisfied	70% (21 student)	4,8% (1 student)	33,3% (3 students)
Partially satisfied	13,3% (4 students)	42,8% (9 students)	66,7% (6 students)
Not satisfied	10% (3 students)	-	-
Difficult to answer	6,7% (2 students)	52,4% (11 student)	-

8.6 Availability of laboratories and specialized classrooms

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Fully satisfied	70% (21 students)	4,8% (1 student)	33,3% (3 students)
Partially satisfied	10% (3 students)	47,6% (10 students)	66,7% (6 students)
Not satisfied	10% (3 students)	-	-
Difficult to answer	10% (3 students)	47,6% (10 students)	-

8.6 Availability of laboratories and specialized classrooms
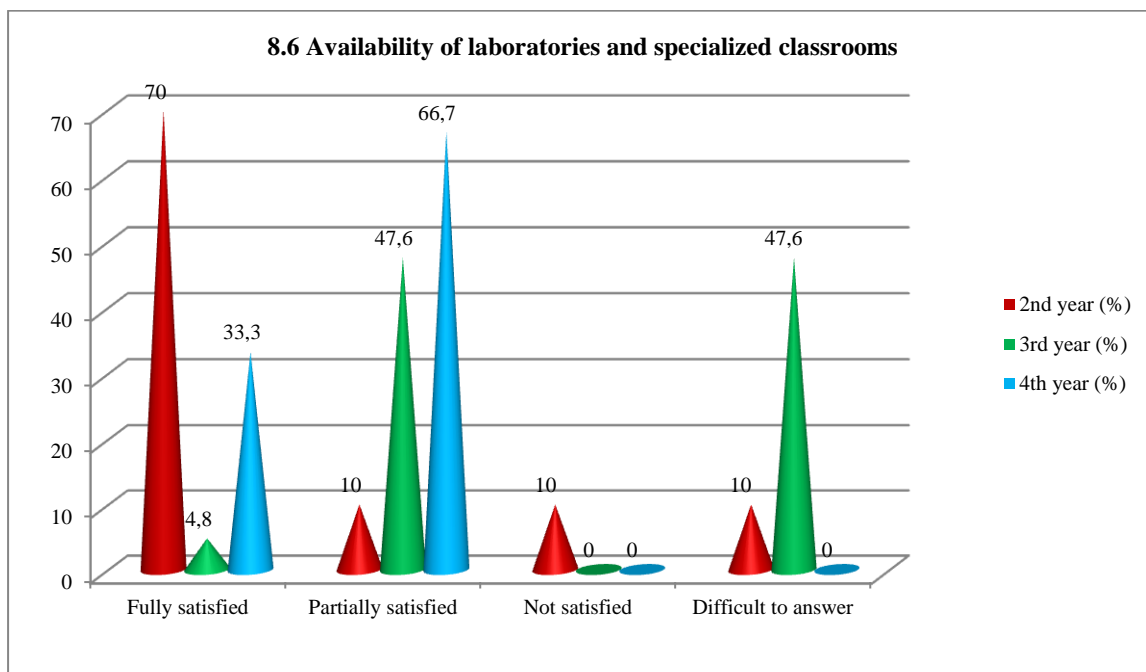
8.7 Availability of sports equipment

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Fully satisfied	73,4% (22 students)	4,8% (1 student)	44,4% (4 students)
Partially satisfied	13,3% (4 students)	47,6% (10 students)	55,6% (5 students)
Not satisfied	3,3% (1 student)	-	-
Difficult to answer	10% (3 students)	47,6% (10 students)	-

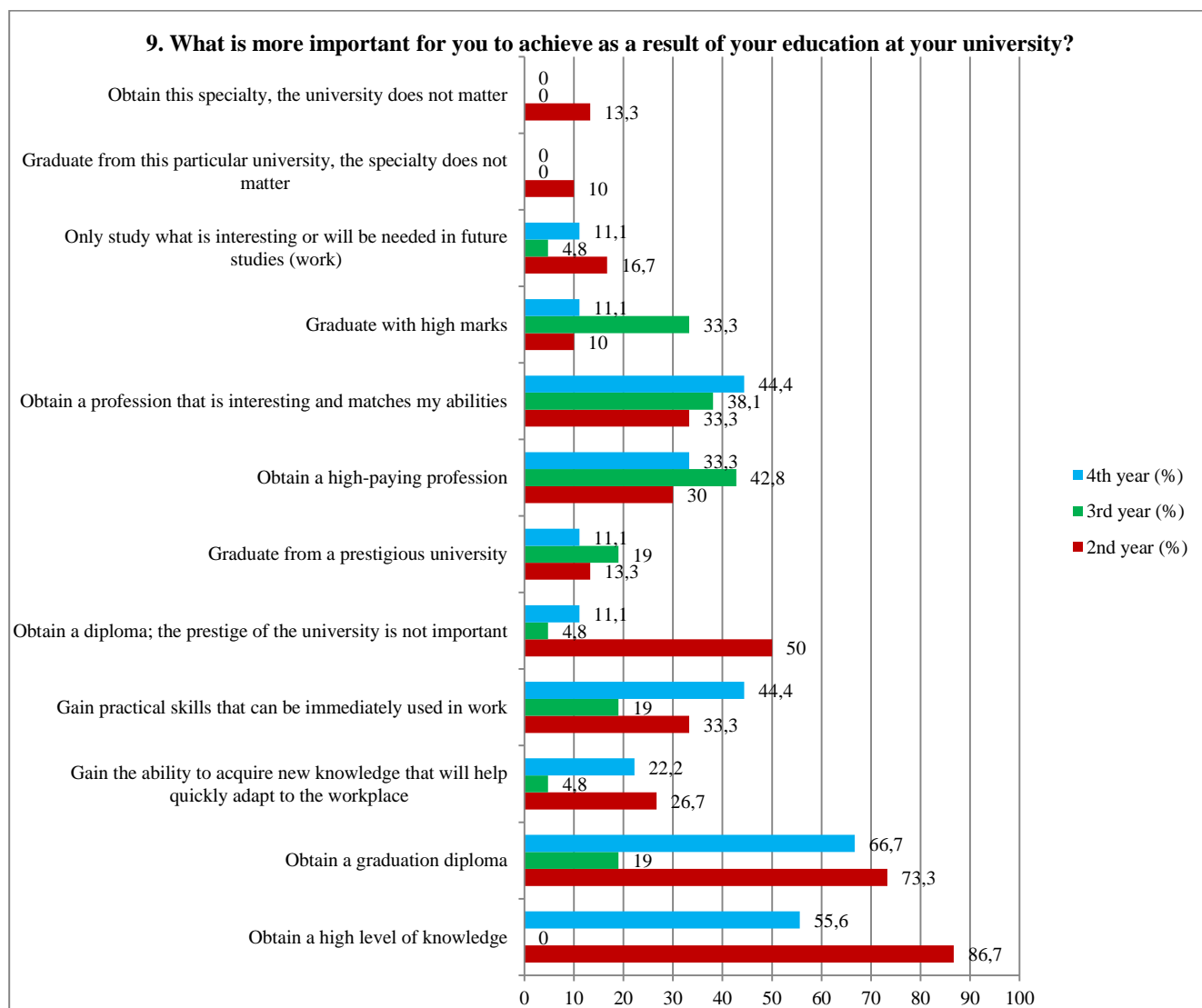
8.7 Availability of sports equipment
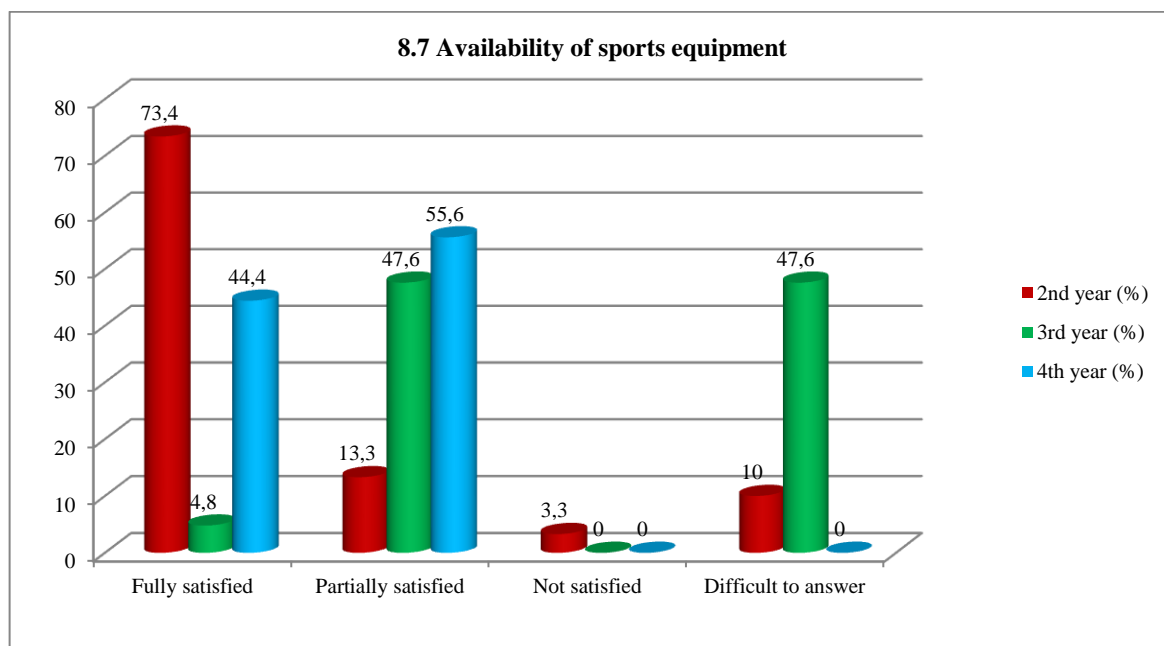
For the option **"If you answered 'Not satisfied' to the previous question, give recommendations for improvement"**, the students indicated the following options:

2nd year	3rd year	4th year
-	- No wi fi for students other than first year students, there is poor mobile internet coverage in the building	- there is no normal internet, some classrooms are completely without internet and computers. The network is not catching, the Internet is weak within the walls of the university!

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	86,7% (26 students)	-	55,6% (5 students)
Obtain a graduation diploma	73,3% (22 students)	19% (4 students)	66,7% (6 students)
Gain the ability to acquire new knowledge that will help quickly adapt to the workplace	26,7% (14 students)	4,8% (1 student)	22,2% (2 students)
Gain practical skills that can be immediately used in work	33,3% (8 students)	19% (4 students)	44,4% (4 students)
Obtain a diploma; the prestige of the university is not important	50% (15 students)	4,8% (1 student)	11,1% (1 student)
Graduate from a prestigious university	13,3% (4 students)	19% (4 students)	11,1% (1 student)
Obtain a high-paying profession	30% (9 students)	42,8% (9 students)	33,3% (3 students)
Obtain a profession that is interesting and matches my abilities	33,3% (10 students)	38,1% (8 students)	44,4% (4 students)
Graduate with high marks	10% (3 students)	33,3% (7 students)	11,1% (1 student)
Only study what is interesting or will be needed in future studies (work)	16,7% (5 students)	4,8% (1 student)	11,1% (1 student)
Graduate from this particular university, the specialty does not matter	10% (3 students)	-	-
Obtain this specialty, the university does not matter	13,3% (4 students)	-	-

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

9. What is more important for you to achieve as a result of your education at your university?

Response	4th year (%)	3rd year (%)	2nd year (%)
Obtain this specialty, the university does not matter	0	0	13,3
Graduate from this particular university, the specialty does not matter	0	0	10
Only study what is interesting or will be needed in future studies (work)	11,1	4,8	16,7
Graduate with high marks	11,1	33,3	10
Obtain a profession that is interesting and matches my abilities	44,4	38,1	33,3
Obtain a high-paying profession	33,3	42,8	30
Graduate from a prestigious university	11,1	19	13,3
Obtain a diploma; the prestige of the university is not important	11,1	4,8	50
Gain practical skills that can be immediately used in work	44,4	19	33,3
Gain the ability to acquire new knowledge that will help quickly adapt to the workplace	22,2	4,8	26,7
Obtain a graduation diploma	66,7	19	73,3
Obtain a high level of knowledge	55,6	0	86,7

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

2nd year	3rd year	4th year
- I would like to have wi-fi without a password, because in some classrooms do not catch their own Internet, and without the Internet as without hands, you need to find some information on the subject, for example, or download files for practical training. but because of the fact that in some classrooms do not catch the Internet, we can not do anything	- no	- Prices in the canteen Soap in the restroom Cleanliness level in the restrooms Once they put something like chlorine instead of soap

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 "Logistics" (95%) 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 indicators above 80%), indicating their full or partial satisfaction:
- Class schedule (89%);
- Organization of independent work (92,5%);
- Quality of practical training (86,6%);
- Organization and conduct of SIWT (90,3%);
- Organization and conduct of laboratory work (94,5%);
- Satisfaction with library services (91,4%);
- Access to full-text databases of scientific publications (92%);
- Quality of medical service (83,2%);

Organization of catering at the university (76.5%) and living conditions in the dormitory (77%) were assessed as "good quality" (satisfaction rates below 80%).

The results of the survey showed that the respondents made several suggestions to improve conditions in the university, including improving the quality of food, upgrading computer equipment, reducing queues in the canteen and providing the restrooms with soap and warm water.

The majority of students are satisfied with the quality of the organization of the educational process, but some respondents pointed out the inconsistency of some disciplines with the specialty and dissatisfaction with the quality of classes. Also, the majority of students are informed about the possibilities of academic mobility, although some noted the insufficient work of supervisors in this direction. This indicates the need for explanatory work aimed at raising students' awareness of these opportunities.

The results of the survey showed that the majority of respondents evaluate the relations in the university as friendly or rather friendly, especially between students, as well as in the interaction with supervisors. However, in senior courses, there is a decrease in the proportion of students who evaluate interactions exclusively as Friendly, especially in relations with faculty, unit staff, and administration. Despite this, there were no negative evaluations and no recommendations for improvement were provided.

The main problems of students are related to the issues of employment in the specialty, which is especially relevant for 2nd year (50%) and 3rd year (100%). Also significant attention is paid to the quality of food and prices in the student canteen, which is most pronounced among 4th year students (77.8%). Problems related to the quality of the organization of the educational process and teaching are highlighted in 2nd and 4th year students, indicating the need of students to improve the educational environment. Nevertheless, some respondents noted the absence of serious problems, which demonstrates the satisfaction of certain groups of students with the current learning conditions.

Students' participation in the scientific work of the university remains at a low level: the majority of students are not involved in research activities, citing lack of time or lack of interest. Formal participation, such as attending scientific events, is noted among students of all courses, but active participation, including presentations at conferences or publications, is very rare.

Low involvement in university clubs and sections is due to lack of time and personal motivation. Only a few people choose sports sections, which is noted among 2nd and 4th year students.

Students in general positively assess the availability of scientific literature and modernity of software, especially in the 2nd year. However, there is partial dissatisfaction related to access to internet and computer equipment, especially among senior students. The main recommendations include improving the quality of internet connection and providing access to computers in classrooms.

For 2nd and 4th year students the highest priority is to obtain a high level of knowledge and practical skills. At the same time, 3rd year students more often focus on obtaining a diploma and a highly paid profession. This indicates the need for a balanced approach to the educational process that combines theoretical and practical training.

Students suggest improvements in the quality of services provided, including better internet. For example, 2nd year students express a desire for Wi-Fi to be available without a password, as in some classrooms there is no signal, which makes it difficult to perform academic tasks. Year 4 students note high prices in the canteen and sanitation problems, including lack of soap in the restrooms and instances where a product resembling chlorine was used instead of soap. These comments emphasize the importance of improving facilities for effective learning and student comfort.

The overall satisfaction of students of the specialty "Logistics" with educational services is 87.2%, which indicates a high level of satisfaction of students in general, despite individual 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.