KYRGYZ STATE MEDICAL ACADEMY

I.K.AKHUNBAEV

Survey report:

"Assessment of students' satisfaction with educational services and infrastructure of the KSMA I.K. AKHUNBAEV»

Bishkek -2017 year

Content:

Introduction

According ***to the education Development Strategy of the Kyrgyz Republic 2012-2020***, education must meet international educationalstandards. At 2020, the higher education system in Kyrgyzstan should have an optimized network of educational organizations, have broad academic and economic independence and несущих are responsible for the quality предоставляемых of services provided.

To date, improving the quality of education is the main direction of strategic development of the KSMA I. K.Akhunbaye. Realizing the quality of education will increase competitiveness in the domestic and global market of educational services, KSMA establishes a system of monitoring and evaluation of activities to strengthen quality assurance mechanisms at all levels of the education system. One of the monitoring and evaluation tools is to study the satisfaction of recipients of educational services with the quality of education and the educational environment.

Along with the study of students ' satisfaction with the quality of educational services and infrastructure conducted by the administration of KSMA, it is practiced to conduct monitoring studies with the involvement of students, using the peer-to-peer method. This approach makes possible to improve the accuracy of student satisfaction assessment results by providing a more trusting environment of conducting surveys.

Brief justification of the study.

Today, the competitiveness of a university is determined not only by the quality of education, also development of infrastructure.

Assessment of students ' satisfaction with the educational services and infrastructure of higher education institutions is updated for a number of reasons. First of all, this is the emergence of the educational services market. The growing competition field of education, increased demands of students as consumers, lead to the fact of orientation of students need should become a key principle in the organization of the educational process. The implementation of this principle helps to create a system of interaction between the university and students, to determine their needs, as well as the degree of satisfaction with the services received.

This report presents the results of a sociological study conducted of the KSMA student community within the framework of the project **"*Assessment of the degree of satisfaction with educational services and infrastructure in pilot universities in Bishkek Kyrgyz Republic"*** with the support of Institute of Youth Development(IYD).

The project was aimed in ensuring accountability and transparency of budget management of the part of administration and management of pilot universities Kyrgyzstan at KSMA.

1. Research methodology
1.1. Research goals and objectives :
1) Conducting a study to assess the degree of student satisfaction with
the quality of educational services and infrastructure provided by
KSMA.
2) Development of recommendations for improving the quality of educational
servicesand developing the infrastructure of KSMA for the management and
administration.

Conducting the study includes the following tasks:
1. Assessment of the quality level of educational programs and training
  - facilities:evaluation of the quality of educational programs;
  - ways to improve the program based on determining its innovativepotential
    and the real value of the knowledge contained at the moment.
2. Assessment of the quality level of teaching and teaching staff through the
eyes of a student (teacher ratingamong the student audience):
    elements of professional and pedagogical cultureof the teaching staff;
  - constant striving to improve the qualityof the teaching staff's
  - activities;
  - effectiveness of the teaching and upbringing methods used;pedagogical skills,
  - results of scientific research,
    attitude to work, level of professionalism, past achievements.
3. Assessment of the degree of compliance of educational services with
the needs andexpectations of service recipients:
  - quality of training sessions and individual work with students;active
  - involvement of students at all levels of the university
    (organization of the educational process, carrying out educational work,
    awareness of the formation of the university budget).
4. Assessment of students ' opinions on the quality of university infrastructure
(the infrastructure covers the entire set of their working conditions):using new
  - technologies in the educational process;
  - quality of social infrastructure (dormitories, canteens,sports halls, public places
    of higher education, etc.);
  - internet availability;
  - equipped classrooms with material and technical resources, availabilityof Internet
    and computer software.

1.2. Object, methods, and target group of the study.

The object of research is students of KSMA

The subject of the study is student satisfaction with educational services and university infrastructure.

Research methods:

1) semi-structured interview with students, questionnaire survey. The survey methodology provides for conducting a questionnaire survey for students of pilot universities based on the developed questionnaires. This method allows you to reach the largest number of students, and also provides an opportunity to assess the degree of their satisfaction. The triangulation approach in this study is applied not by the traditional method, as it is implemented using the questionnaire method and SWOT analysis of project participants during the workshop on "Social methods" and statistical data of higher education institutions.

2) For a deeper study of the problem of student satisfaction with learning, in addition to the questionnaire survey, focus group discussions were conducted with students of 1-5 courses, including international students.

1.3. Forming a research sample.

The main number was compiled on the basis of statistical data on the number of students studying at KSMA.

Table J. J. **Number of students studying at KSMA**

	Faculty	1 course	1 course	1 course	1 course	1 course	1 course	total
1.	General Medicne	411	611	581	621	519	494	3237
2.	Stomatology	170	174	190	238	225	0	997
3.	Pediatrics	78	132	135	143	131	72	691
4.	Pharmacy	136	147	165	96	98	0	642
5.	Medico-preventive case	83	78	84	41	47	0	333
6.	Higher nursing case	29	18	12	12	11	0	84
7.	Faculty of Foreign Citizens		64	81	39	46	15	245
	Total number of students for 2016-2017							**6229**

The sample number of students was compiled on the basis of a multi -stage quota sample, from the total number of students studying in universities, faculties and courses.

Focus group discussions were held from 6 to 15 April 2017 on the territory of the KSMA. A total of 47 people participated in focus groups (FGS) of the KSMA 47. Socio-demographic composition of focus group participants: 58% were women and 42% were men.

Respondents were grouped into focus groups by course to better understand the needs of students at different years of study. The average duration of focus groups was 60-67 minutes. Discussions were held mainly in Russian, but students could also respond in Kyrgyz.

Table 1.2. **Number of samples at KSMA**

	Faculty	1 course	1 course	1 course	1 course	1 course	1 course	total
1.	General Medicine	10	18	16	17	14	13	88
2.	Stomatology	4	5	5	7	6	0	27
3.	Pediatrics	2	4	3	5	4	1	19
4.	Pharmacy	3	4	6	2	2	0	17
5.	Medico-professional case	2	2	2	1	1	0	8
6.	Higher nursing case	1	1	1	1	1	0	5
7.	Faculty of Foreign Citizens		3	2	1	1	1	8
	Total number of the sample population							172

1.4. Research tools and training of interviewers.

1. To conduct the study, a questionnaire of 23 questions was developed to determine the degree of student satisfaction. The survey of students was conducted anonymously.

Student council members were trained as interviewers.

2. For conducting a survey Focus Groups (FG) guide was prepared for the moderator, which was prepared on the basis of desk research and included the following information:

- Moderator's greeting, explanations about the topic of the discussion, the duration of the conversation, explanation of the rules of the FG, appointment of a recording on a voice recorder, guarantees of confidentiality of information;
- Introduction, introductory questions to form a trusting environment and involve all participants in the conversation;
- The main questions of the topic, probing the answers; questions were asked with the focus to learn the existing practice.
- Summarizing the discussion results, making comments, and unnamed important aspects of the research topic under discussion.

At the end of the discussion, in order to obtain a socio-demographic cross-section and statistical data of the focus group participants, the respondents answered the closed questionnaire questions related to budget awareness and social development. Online practices.

1.5. Data collection, control, and processing.

The respondents were selected using a quota sample. The questionnaire was completed during a personal meeting with the respondent. The survey duration ranged from 25 to 35 minutes.

Data entry and processing was carried out using the Statistical Package (Statistical Package for the Social Sciences (SPSS), which is specially designed for processing and analyzing quantitative data.

This stage consisted of several components:

- Data encoding;
- creating a matrix for data entry;
- entering questionnaires into the program and monitoring data;
- clearing and calling data;
- data processing based on special procedures of the SPSS program. To check and control the work of interviewers, a 10% selection of respondents was carried out, and control interview was conducted using a telephone survey to clarify the duration of the survey, the correctness of the selection of the respondent, compliance with the ethics of conducting a semi-structured interview, questions were asked for verification the accuracy of the information of the questionnaire.

The practical significance of the study lies in the fact of results can be applied in the following cases:: development of the concept of development of the Institute of higher education; improvement of the educational process and teaching methods; mechanism of formation of competitive advantages; development of programs for modernization and improvement of the university infrastructure.

2. Research results

The planned sample size was 172 respondents. The actual sample size was 173 respondents (101%), so the sample is representative of the parameters presented. In the course of the study 173 students took part.

Number of girls surveyed (58%) exceeds the number of guys (42%). The distribution of respondents by specialties and courses is presented in the sample set of the study, which is located in the methodological part.

Choosing a university is a very important aspect in a young person's life. Some do it consciously, while others do it unconsciously, due to external circumstances. In Kyrgyzstan, it is the choice of educational institution and specialty that leads to objective and subjective problems. The main objective problems are unemployment among graduates who are not in demand in their specialty, as well as the profile bias of graduates with legal and economic education. The subjective problem is the lack of desire to work in the specialty, because the profession was incorrectly chosen when entering the university.

The study showed, that the main motivation of the respondents is a high-quality university education. So, 71.1% of KSMA students chose this university because it provides a good education in the field of medicine. Other relatively significant criteria were: "friends advised" - 9% and "university reputation" - 11.2%.

The degree of satisfaction with their educational institutions showed that respondents were generally satisfied with the quality of education. Indicators such as " fully satisfied» (39.3%) and " rather satisfied than not " (44.1%) received the highest scores, totaling 83.4%. 2.6% of respondents said that they were completely dissatisfied with their educational institution. This shows that the educational process and everything connected with it meets the requirements of its clients of educational services in general.

However, if we look in more detail at such criteria as educational, organizational processes and infrastructure, it will allow us to more effectively and objectively assess student satisfaction.

Libraries in a higher educational institution form the informational, educational and scientific basis of the training process.

The role of libraries is growing due to the informatization of higher education, increasing demand for educational services, as the library is required to respond quickly to various changes. Free and fast access to information is an important factor for the development and competitiveness of the university. Therefore, the assessment of library activity and the availability of its stock is one of the main aspects of evaluating the educational process.

Chart 2.1

Satisfaction with the library and library stock

students of the KSMA. I.K. Akhunbayev
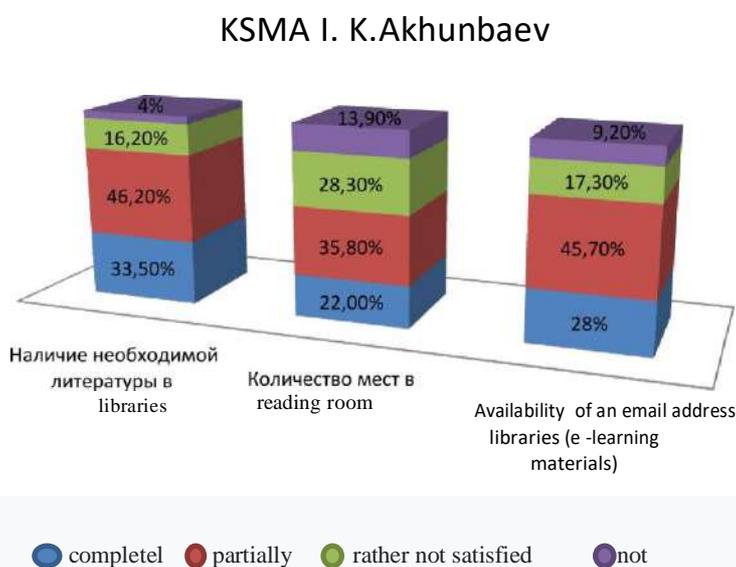
KSMA I. K.Akhunbaev

| | completel | partially | rather not satisfied | not |

KSMA students are satisfied with the library stock, but there are difficulties with the availability of seats in the reading room and electronic educational materials. Only 22% of respondents were completely satisfied with the number of seats in the reading rooms of KSMA. 35.8% were partially satisfied, mainly students of the Faculty of Pharmacy gave this answer (58.8%). 28.3% of students were rather dissatisfied and 13.9% were completely dissatisfied with the number of seats in the reading room of KSMA. Students of the Higher Nursingand Pediatrics departments mostly gave a negative answer.

The most important condition for academic and scientific activities is an established system of information support for students ' needs. This is especially true if academic buildings are located in different parts of the city.

№	Indicators	KSMA I.K. Akhunbayev			
		Satisfied	satisfied	unsatisfied	unsatisfied
1.	Availability of computers used in the educational process	19.1%	41%	26.6%	13.3%
2.	Internet Availability	19,1%	25,4%	29,5%	26%
3.	Equipped classrooms with projectors	20,8%	35,3%	28,3%	30,6%
4.	Availability of computer labs for independent work	13,9%	27,2%	28,3%	30,6%
5.	Availability of laboratories and specialized classrooms	14,5%	20,6%	31,8%	32,4%

Internet and information and communication technologies (ICTs) they act as the main tool for improving the quality and efficiency of educational services. The Internet has made significant changes in traditional concepts and forms of learning. The main changes in the traditional training system are related to the removal of time and spatial constraints associated with resources and training. Thanks to ICTs and the Internet, the opportunities for studying in higher education institutions have expanded. Therefore, technical equipment is the key of quality education in the era of the information society. Students are satisfied with the availability of computers used in the educational process, but are not satisfied with the availability of computer laboratories for self -organization of work. This was the response of 30.6% of the KSMA. The problem for KSMA students is laboratories and specialized classrooms for classes, as 31.8% are rather unsatisfied, and 32.4% of respondents are completely unsatisfied.

The task of ensuring high quality of education is largely determined by favorable conditions and infrastructure of the university. Recreational and sports support are an integral part of the educational process. In order to identify the conditions for playing sports at the university, students were asked the question: "Does your schoolhave gyms and equipment?

KSMA students assess the condition of sports halls and the availability of sports equipment as average.

There is a positive trend in the assessment of knowledge and qualifications of the KSMA teaching staff KSMA by students. This is quite understandable in our opinion, given the fact that the university is a profile in its field and training is carried out by specialization. Such qualities as objectivity and impartiality are evaluated positively by 29.5% of KSMA students. KSMA respondents also rated their pedagogical qualities and teaching skills KSMA well - 30.1%. However, skills in using interactive teaching methods are rated relatively low. Thus, only 17.3% of KSMA students were satisfied with the use of interactive methods in teaching.

The organization of the educational process and scientific activities is one of the important components of each university. In the course of the study, we tried to find out how students evaluate their participation of organizing these aspects in the activities of their universities.
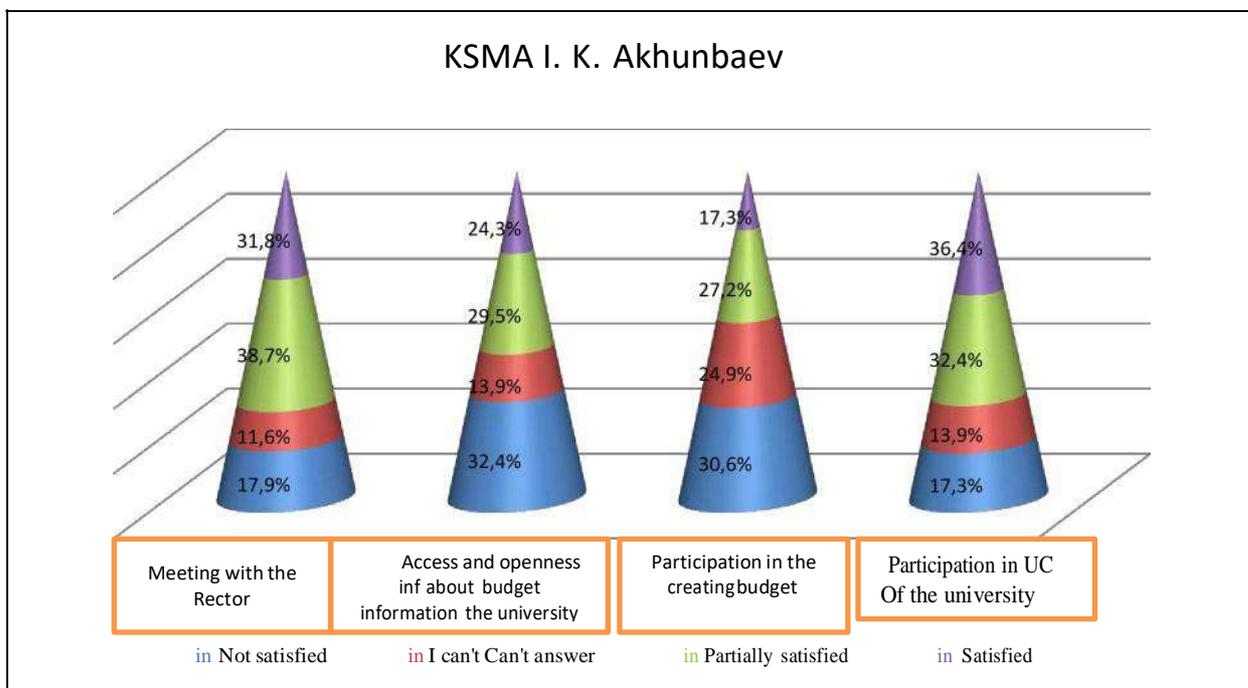
An important part of extracurricular activities is the formation of students ' social activity, which is determined by participation in various events, including scientific and practical conferences. KSMA students rate their participation in organizing interuniversity conferences quite well (44.6%) and holding scientific conferences (40.5%). Their opinion in choosing elective courses (31.6%) and participation on the organization of the educational process itself (39.6%) are not taken into account. The forms of participation were not determined by the students themselves in the course of the study.

Regarding participation on the organization of educational work, the opinion of KSMA students was divide as follows: 31.6% believe that it is taken into account, 34% are partially taken into account, the rest answered that it is not taken into account or found it difficult to answer.

In the course of the study, we set the tasks of assessing the availability of the university 's top management, represented by the rector, with students of discussing important issues.

KSMA students rated very well the availability with the rector of the university to discuss urgent issues (70.5%) and their participation in the academic meeting. Council of the university (36.4%). The management team is open to communication with students and involves them in the decision -making process about the university's activities. 32.4% of students rated the availability and openness of information about the university budget and the possibility of participating in the formation of the university budget poorly (30.6%). 24.9% of respondents found it difficult to answer на this question.

Chart 2.2

Evaluation of communication with the university administration:

KSMA I. K. Akhunbaev

31,8%	24,3%	17,3%	36,4%
38,7%	29,5%	27,2%	32,4%
11,6%	13,9%	24,9%	13,9%
17,9%	32,4%	30,6%	17,3%
Meeting with the Rector	Access and openness inf about budget information the university	Participation in the creating budget	Participation in UC Of the university

in Not satisfied   in I can't Can't answer   in Partially satisfied   in Satisfied

This shows that students are not aware в of their opportunities and rights. If we take into account the fact that tuition fees go to the maintenance of the university there is a need for students to be involved on this process. This will increase the university's competitiveness in the educational market.

When evaluating the infrastructure KSMA students rated such an indicator as public places, in particular the condition of toilets, the least low, and the improvement of the territory was also low .

There was an excessive amount of academic load, unprofessional attitude on the part of the staff of departments/dean's office, insufficient provision of educational and methodological literature. It is revealed that the incompetence of individual teachers, the lack of employment prospects and the need to combine study and work do not pose any special difficulties for KSMA students due to the specifics of training, which automatically eliminates these difficulties. Students noted that KSMA is one of the leading state universities in the field of medicine, so the best staff of the specialty works there, graduates are well employed upon completion of their studies.

To the question: "What can contribute to increasing interest in studying?" the respondents ' answers were as follows:
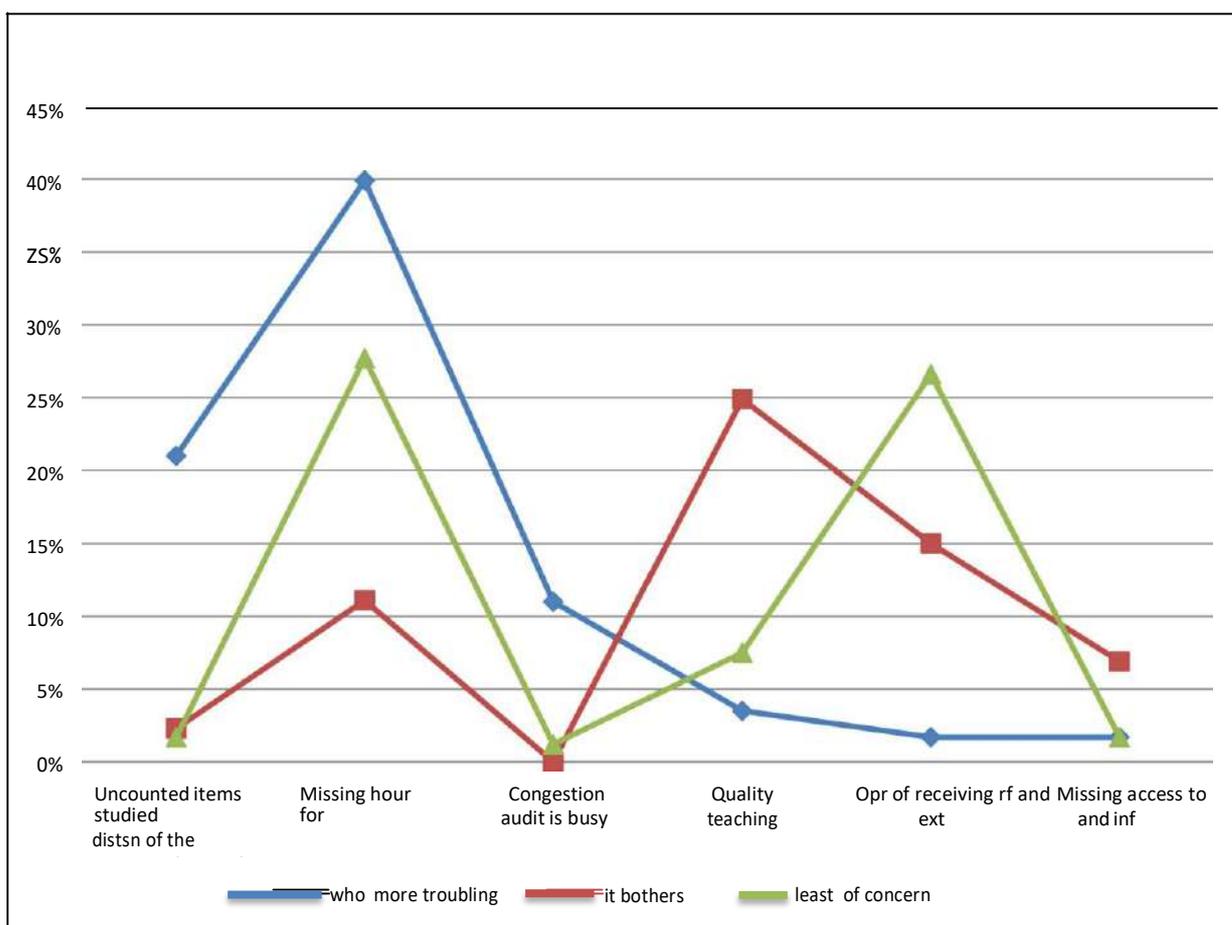
- professional development of teachers,
- availability of interactive whiteboards and their use during training
- improving forms of knowledge control,
- opportunity to participate in international exchange programs,
- introduction of new teaching methods, introduction of new and improvement of existing training courses and programs, taking into account the opinions of students, as well as practical study of the future profession.

An actual problem for secondary students is the employment and combination of 20% of KSMA students during their studies. KSMA students would like to combine work and study, but this is very difficult, as they are busy with their studies and there is no time left for part-time work.

Diagram 2.3.

Problems in the organization of the educational process:

KSMA I.K.Akhunbayev

Chart legend: who more troubling | it bothers | least of concern

X-axis categories: Uncounted items studied distsn of the | Missing hour for | Congestion audit is busy | Quality teaching | Opr of receiving rf and ext | Missing access to and inf

Insufficient number of hours allocated for the most important subjects is the most pressing issue for KSMA students, as 40% of students answered. 25% of the surveyed students are relatively concerned about the quality of teaching. Students are least concerned (27%) about the problems of organizing the admission of tests and exams.

An urgent problem that needs to be addressed immediately is the improvement of the social and living infrastructure of the university, which creates favorable conditions for learning, as 35% of respondents identified this problem, and as the main one they noted the poor condition of bathrooms in their university.

In terms of the availability of new computers and their software in KSMA, the lowest indicator was the presence of multimedia audiences (15.8%). Computer software meets only 19.7% of the requirements. 22.9% of respondents are satisfied with Internet access in higher 22,9% education institutions. 23.5% of respondents are satisfied with the e-learning system. The availability of new computers pleases 24.9% of respondents. 27.7% of KSMA students noted that there are computers, but they are outdated.

The majority of respondents are not satisfied with Internet access, 43.9% are concerned about this issue.

The main difficulties in performing scientific works for KSMA students are the lack of up-to-date information on the problem under study (26.6%) and outdated material base, lack of equipment and consumables (25.4%) and workload of students (25.4%).Lack of knowledge about the rules of conducting research is the main barrier to performing scientific work. 20.8% of respondents agreed with this opinion. 18.5% of respondents. They would like to conduct active scientific work, but due to insufficient information about conferences, grants, competitions and internships, they cannot realize their desire.

Students generally agree that universities most often take students ' opinions into account when organizing events, but students spend their leisure time outside the walls of their alma mater. The majority of respondents noted "that they have no free time". This answer is in principle consistent with the previous responses of the study participants, when they stated that combining study and is the main problem for them.
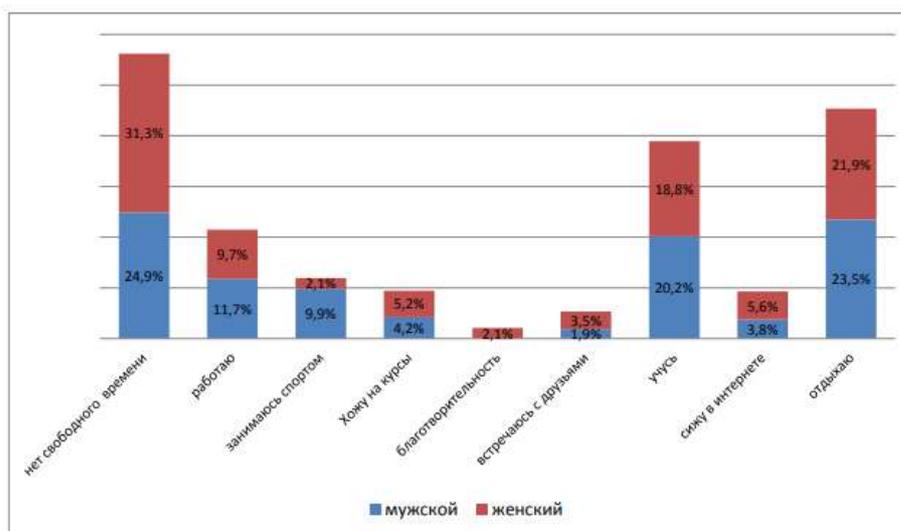
KSMA students have a busy schedule of classes. 20.2% of the surveyed boys and 18.8% of girls have leisure time, in one way or another, connected with study. Male students (11.7%) are more likely to work than female students (9.7%). 23.5% of boys and 21.9% of girls said that they *"just relax"* without specifying what exactly they do. 9.2% of students said that in their free time they take courses to improve their skills in order to be competitive in the labor market. 9.9% of male students are engaged in sports, while only 2.1% of female respondents go to the gym. The development and ubiquitous presence of ICTs and new technologies is reflected in the daily life of students, not only in their studies, but also in the leisure part of their life. 9.4% of respondents said that they spend their free time on the Internet, while girls are more susceptible, to this than boys.

To the question " What should the university do to improve its infrastructure? the vast majority could not answer specifically. The most important thing for respondents from KSMA is to improve the technical equipment of the Academy, provide multimedia classrooms and interactive whiteboards (24.9%), the

second most important thing is to improve the social infrastructure of the university (13.3%), в first of all, this applies to the repair of public toilets in the university.

Students suggested to improve the quality of education at the university, the development of a new and convenient training system (28.3%). The second most important proposal is to increase the salaries of university faculty members (13.3%). Introducing more hands-on activities was a very important category for respondents (12.1%). Students suggested improving the technical support of classrooms (8.7%). In general, suggestions such as: employment of graduates, more books and reading rooms, fighting corruption, improving infrastructure, returning the old education system, loyal attitude to students and eliminating bureaucracy received less than 5% of the total number of respondents.

2. Survey findings and recommendations

- The total number of students enrolled in the 2016-2017 academicyear at KSMA is 6229 students in 7 faculties.
- The main activity is educational at all levels, i.e.KSMA offers higher and scientific level training.

- In addition to training professional certified specialists, universities offer scientific training at the postgraduate and doctoral levels.

Evaluation of educational clients

- The average age of students is 18-24 years.
- The main motivation of the chosen university is the profile of the university. So71.1% of KSMA students chose this university because it provides a good education medicine. Thanks to targeted admission, you can state a high level of satisfaction with your university.
- The library fund forms the informational, educational and scientific basis of the educational and research process. In general, KSMA students are satisfied with the library stock, but there are difficulties with the availability of seats in the reading room and electronic educational materials.
- In general, students are satisfied with the availability of computers used in their studies, and they are not satisfied with the availability of computer laboratories for independent training. So 30.6% of KSMA.
- B The study found that students are satisfied with the availability of sports equipment and gyms.
- In assessing the knowledge and qualifications of the teaching staff, all students responded positively. However, skills in using interactive teaching methods are rated relatively low compared to other categories. Only 17.3% of KSMA respondents were satisfied with the use of interactive methods in teaching.
- The availability of the rector and university administration for communication with students, including in such a general governing body of the university as the academic Council, is not particularly difficult for students. But there is a low level of availability and openness of information about the university budget and the lack of mechanisms for participation in the formation of the university budget. The main reason is that there is no knowledge about the mechanisms of the main financial document.
- Infrastructure. The territory, alleys, and paths are not enough. Classroom conditions and gyms, playgrounds and sports facilities

inventory items, public areas (corridors, stairs, etc), benches and trash bins need to be improved. Parking spaces near universities and dormitories require attention. KSMA students assessed the state of public places, in particular the state of bathrooms.

- As you know, KSMA is a leading state educational institution in medicine. Students do not have such problems as incompetence of individual teachers, lack of employment prospects and the need to combine study and work.
- The main problems for KSMA students are the insufficient number of hours allocated for important subjects (40%) and the quality of teaching (25%).

The focus group discussions conducted showed:

1. Despite на different motivations for admission to higher education institutions (at the insistence of parents, the optimal price for tuition, etc.), all students noted certain features of the profile of the university they entered. From the students ' opinions expressed during the FG, the following definitions of universities were formed:

- KSMA is the oldest specialized university with its own clinical base, with a high concentration of teachers with scientific and practical experience in various medical fields.

2. Reasons affecting the reduction of students ' learning motivation, ARE:

There is a discrepancy between the information that the applicant receives about the university upon admission, about, about interuniversity exchange programs, about specialization, quality of training, etc. and the reality of training that students face.

- Lack of effective feedback from teachers. Its absence leads to a decrease in understanding of the material being studied, does not encourage or support students ' efforts in mastering the material, leads to a loss of orientation in the learning process, to a decrease in confidence in teachers, and leads to formalization of interaction with students.

- Ambiguity in the purpose of some subjects taught, requirements for the learning process, and expected learning outcomes in some disciplines.

- Students ' lack of understanding of the logic and meaning of curriculum formation.

Students ' lack of understanding of certain subjects (especially general education).) they influence the final result and the formation of professional competencies.

- There is a discrepancy between the material that is taught and what is evaluated on the final tests in some subjects.
- Monotonous lecturing in some subjects that makes students tired.
- Lack of real practice with obtaining active modern skills in the specialty.
- Participants of the FG noted that too large groups of interns are formed for one place of practice, which does not allow the student to get more attention and more skills.
- FG participants would like to know more precise steps and procedures for repeated completion of the subject on an outstanding loan.
- The participants of the FG noted the limited number of places for internships
- Lack or absence of role models, successful stories of graduates, specialists, guest speeches and presentations that inspire students to study, specialize, etc. in the career guidance of the university.

Lack of communication and exchange of experience between first-year students and senior students.

Monitoring and evaluation

Final surveys among students lack confidence in the confidentiality of information, as they are often conducted through group leaders. The university administration does not always inform students about the measures taken based on the results of surveys. Therefore, students are less motivated to report problems they experience during their studies. And in some cases, after taking measures to solve the problems of students (for example, replacing teachers), the situation of students worsens even more.

Infrastructure
- Almost all participants of the FG noted the limited Internet channel in the university and the limitations of Wi -Fi coverage areas, which also include libraries.
- All students noted the lack of space in the university for self-training and recreation areas or communication platforms for communication.
-All participants of the FG noted poor sanitary and hygienic conditions of toilet rooms (smell, lack of hot water, soap, toilet paper, irregular cleaning of these rooms)

RECOMMENDATIONS:

1. Scientists Councils, department management:

1.1 To draw the attention of the teaching staff to the importance of providing effective (explanatory) feedback in all types of student achievement assessment (diagnostic, formative, and summative), as it helps to manage students ' learning and self -learning.

1.2 Organize and conduct a series of training methodological seminars on assessment and effective (explanatory) Feedback is provided to teachers to reorient them to person-centered learning in accordance with the country's strategic documents in the field of education, and to create and maintain a motivational environment for students to purposefully learn.

1. Integrate feedback usage indicators into tools for monitoring and evaluating teachers ' performance.

1.4 Expand internship opportunities to include other regions of the country, including rural areas.

1.5 Introduce the practice of discussing rules and procedures, analyzing the current practice of teachers of compliance with academic and professional ethics among teaching staff, employees, students, and postgraduates

2. KSMA Administrations:

2.1. Ensure the actual confidentiality of the student survey and its results, the independence of information collection during the survey from the influence of the teaching staff, departments and deans, group elders.

2.2. Introduce measurable indicators for monitoring and evaluating the work of teachers and university departments during the annual assessment

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2.3. In the final questionnaires of students, include questions that reflect their satisfaction with feedback from teachers, academic staff, and the university administration.

2.4. Enter questions in the student's questionnaire, that determine the level of satisfaction with the availability of visual aids, equipment, inventory, and facilities in the course of training and self-training, as well as with the schedule.

2.5. Based on the results of the survey of students, inform students about the actions taken to improve the quality of the educational process, changes in the educational process, etc.

infrastructure of the university at meetings of the university, on the website, through university mailing lists and social networks of the university.

2.6. Analyze the current practice of departments and problems of underperforming students, and improve the rules and procedures for students to re-pass the discipline on an outstanding loan.

2.7. Introduce monitoring of the actual use of visual aids, maps, equipment and inventory in the educational process in order to avoid its stagnation and obsolescence without actual use, establish their expiration dates and the procedure for recording and registering their use.

2.8. Introduce indicators for the use of visual aids, equipment, and inventory in evaluating teachers ' performance.

2.9. Determine the vision, strategic goals and development directions of the university, determine the" portrait " and competencies of the graduate of the university together with, students, trustees, employers, parents, based on the history and potential of the university.

2.10. Convert the current university budget to a clear and readable format. Show all sources of university budget formation and reflect in the budget the strategic goals of the university and the needs of students and their parents.

2.11. Conduct Public budget hearings with all stakeholders (teaching staff, students, employees of all educational and administrative divisions, librarians, technical staff, parents, university trustees, employers, donors, etc.) in order to reflect the priority goals in the budget and the needs of students.

2.12. Conduct trainings for employees of educational units, libraries, and teachers on customer-oriented service, effective communication, conflict resolution and stress management.

2.13. Organize support for recovery from burnout for and employees who work with people.

2.14. Keep an indicator of the effectiveness of academic departments and deans ' offices — reducing student queues, increasing the volume of e -mail communication with students and teachers.

3. Career centers and teachers:

3.1 Invite successful professionals and graduates to present and perform as role models and motivators for both students and teachers during their academic and extracurricular hours.

3.2 Include guest lectures, seminars, workshops, and tests on the specialty of potential employers and practitioners in the curriculum.

3.3. Organize more excursions to businesses and organizations for junior students.

3.4 Organize meetings between first-year students and senior students to help them adapt to the university and the learning process.

4. Language departments:

4.1 When forming language groups, enter the initial diagnosis to determine the level of students, or apply it really and practically for homogeneous grouping by levels for a student- oriented campaign and improving the quality of learning.

4.2 Focus the language training curriculum in non-core areas on practical professional use of the language for communication with clients, use in writing educational and research papers, as well as professional communication.

4.3 Create opportunities (conversational clubs in different languages) for conversational practice of students, regardless of their specialization.

5. To the Library:

5.1 Conduct on a regular basis - according to the schedule:

5.1.1 Orientation of students on the university's website, academic, scientific, fiction, periodicals, databases, statistics, video library available at the university, how to use them, how to study properly, prepare for exams , etc .;

5.1.2 Seminars and workshops on strategy and information search in university catalogs, the Internet, bibliographic design of educational and scientific works.

5.1.3 Seminars on academic integrity, helping students work on checking for plagiarism.

5.2 Work directly with departments and teaching staff to ensure the availability of educational and methodical literature, electronic and paper copies of materials declared in the curriculum of departments.

5.3 Digitize teaching materials and provide access to them for teaching staff and students at the request of the department or teacher.

5.4 Publicly discuss with teaching staff, students, and university specialists and determine priorities for subscribing to electronic and paper periodicals in the budget, priorities in purchasing literature in electronic format

or in paper format, the need to purchase an anti-plagiarism system and optimal licensed software.

5.5 Include in the budget the purchase of readers for downloading periodicals and available limited educational materials for use inside the library, or providing access to it via the Internet, and by accessing them through all computer classesavailable on the territory of the university.

5.6 Discuss with other libraries of state universities and the Ministry of Education and Science of KR the possibility of cooperation in creating a common electronic library.

6. University infrastructure

6.1 Ensure the repair and modernization of sewers and toilet rooms, as well as their proper sanitary and hygienic condition

6.1.1 Put the actual funds in the university budget for the maintenance of toilet rooms in cleanliness (at least ensure the availability of: hot water, liquid soap, toilet paper, disinfectants and products, etc.).

6.1.2 Install a cleaning system, regularly monitor it, increase the number of toilet cleaning operations, maintain the water supply and sewerage system in working order, and timely placement of consumables (liquid soap, toilet paper) by technical workers in public access.

6.4 Determine the locations and budget for additional benches with sunshades, sofas, blocks of chairs, lawns to create self-training areas, students ' communication during the window period between classes and while waiting for exams, etc. to create a favorable and comfortable environment.

6.5 Define zones on the walls of the university and provide students and employees with thematic stands (scientific events, grants and programs, cultural, sports, housing search , etc . events) for free, informal placement and exchange of information, resources in the form of posters, announcements, greetings, etc.

6.6 Maintain a clear policy of "smoking zones" and monitor their compliance in order to maintain a healthy lifestyle at the university.

6.7 Conduct marketing and mappi of food zones, invite providers of inexpensive and healthy food that meets the student's budget and salaries of teaching staff, employees to work in convenient and defined food zones, and reflect these zones on university maps.

7. Expanding access to The Internet

7.1 Consider increasing the broadband channel Internet, increasing the number of Wi -Fi routers in educational buildings to expand access to Internet access, especially in library areas and waiting areas.

7.2 Systematic updating of the website and its adaptation to mobile applications (except BSU), so that it can be viewed on cell phones or other gadgets.

7.4 Create conditions for access to updating and updating information on the website by each department of the university.

7.3 Teach Teaching staff and employees of the university should use the university's website and the Internet.

7.4 Reduce paper document flow in favor of electronic documents.

7.5 Switch communication between departments, teachers, and students to electronic mode.

8. Educational departments of higher education institutions:

8.1 Conduct a timekeeping of the time spent on moving students from one floor to another, from one building to another, from one building to another part of the city , taking into account the current intensity and state of road traffic when drawing up a class schedule.

8.2 Transfer communication with students to receive information and references in electronic form.

9. To the Institute of the Ombudsman in higher Education institutions

1.1 Proactively monitor and advocate for students ' rights

Students ' needs в for information on the website:

List of departments, teachers of departments, email addresses ,phone
➢ numbers, Skype addresses;
➢ Possibility to contact departments and deans ' offices via the website, ask organizational questions;
➢ Ability to view your scores on the website;
➢ More amenities on the site: search by keywords, archive events, separate upcoming events and past ones, place discussions and their dates, current and future plans;Online attendant who answers students ' questions Class
➢ schedule;
➢

Teacher's schedule and training sessions, and their location;

N Map of buildings, addresses, contacts, and locations of clinical facilities, classrooms, cafes, and sports facilities;

N E -payment of earnings, to avoid queues at the checkout;S The ability to pass training sessions online;

N More e-books, teaching aids and lectures of KSMA teachers are available on the website in digital format in the electroniclibrary.

N Useful links to the YouTube channel, where you can view experiments andoperations based on the experience of pediatricians.

N Placement of lectures by teachers, public lecturesby guests and leading researchers and practitioners on the website.

N Section on Student mobility and IIIC: Grants for study, practice in the Russian Federationuniversities abroad in Europe, Russian Federation, recruitment to summer training schools,
ST TJ]CALLS AND SO ON.

N Posting a clear budget on the website that reflects the goals of the KSMA, with diagrams and graphs for clarity and dynamics overtime;

Current practice:

Organization of the educational process

2. the schedule is drawn up without taking into account the needs of students and the geographical location of objects, and is accompanied by conflicts on the part of educational departments and deans ' offices with students;

3. students are not always able to choose teachers without negative consequences for themselves;

4. Often the electivity of courses is declarative, and does not guaranteethe quality of the course and the student's satisfaction with the choice of course;

5. Often, lecture classes are late in the schedule comparedto practical ones, and they are necessary due to the quality of lectures.,
STNVITGYA ST DEHTDM and UNDER GP]ZOS.

Access to educational resources

6. Libraries only give out books for three days, and students do not have time to read the necessary materials during this period and submit the book on time.

7. The library schedule is inconvenient for students both to work in reading rooms and to hand in books. Libraries, по according to students, close early at 17: 00, and they do not have the opportunity to hand over books on time, or get to the library after classes;

8. Access to mock -ups and cadaveric material for teaching students is restricted. According to students, models are often kept under lock and key, as they are protected so that they do not deteriorate. Cadaver material is outdated and "incomplete", which does not allow students to correlate theoretical knowledge with practical skills;
9. Limited access to devices, preparations, and reagents for experiments, training, and research;
10. Limited computer park for students
11. Limited broadband Internet access for students and students wi-fi coverage areas for libraries and мест self-training sites;

Training

12. feedback from teachers;
13. in most cases, teachers do not share their lectures withstudents on the Internet or on electronic media;
14. not all teachers have the skills to work on the Internet, in the AVN system with computer equipment (laptops, LCD projectors);
15. not all teachers understand the point The Bologna System;
16. not all teachers know modern teaching methods and provide up-to- date content of the material, the literature and treatment protocols are not always up-to-date, different approaches are not always given for comparison, and the teacher's preferred point of view or approaches are often given, which does not contribute to the development of critical thinking;

Student rights

- Students observe, experience and feel violations of their rights, but due to their mentality or workload, they are not always able to defend their rights;
- There are problems with the observance of academic and professional ethics among LLLC and university staff (favoritism, bias, parochialism and stereotypes affect the assessment, attitude towards the student, providing access to resources);

Students ' needs for information on the website:RGTU

- o Post teaching aids and tests for preparingstudents
- o Post lecture topics, syllabuses, curricula, lecture videos,video tutorials, or reparatory materials
- o Make a site upgrade if the program and design are outdated

- Channel Add Polytech to your website so that you can viewthe latest news Polytech on the Internet, including mobile applications.
- Registration of teachers via the website
- Diversify your website with news from the university's life

Students ' needs for information on the website:

- Introduce students to the website's features
- Get access to viewing module and session assessments so that you don't have to spend extra effort and time waiting, and search for statements in the dean's office
- Notifying the student via the Internet if there is an unsatisfactory grade in the electronic statement
- Update information on the website more frequently
- It is not possible to provide students with the necessary information about their studies по and their specialty. Currently, information about official events prevails
- Share the experience of using Google classes between teachers and students on the website
- Make payment for your studies via mobile apps, so that you don't have to waitin line at the bank or кассе the university's cash register