

Survey Results on the Assessment of the Quality of University Medical Services for the 2025–2026 Academic Year

In order to assess the quality and accessibility of medical services, determine students' level of satisfaction, and identify prospects for further improvement of medical care, the university conducted a student survey from March 5 to April 4, 2026.

A total of **4,247 students out of 10,875** participated in the study, representing **39% of the total target audience**. The survey covered the key areas of medical services, including accessibility of medical care, convenience of obtaining services, professional competence of medical personnel, communication culture, availability of medicines, preventive care, emergency medical assistance, and conditions for the provision of medical services.

High Assessment of the Accessibility of Medical Services

The survey results showed that the university's medical services are generally **accessible and in demand among students**. Overall, **68.2% of respondents** gave a positive assessment of the accessibility of medical care, including **46.1%** who rated it as **"very good"** and **22.1%** as **"good."**

The convenience of making an appointment at the medical center and receiving the necessary medical care also received a high assessment. A total of **65.0% of students** described this process as convenient or very convenient.

These results indicate that the existing system for organizing medical care generally meets the needs of the majority of students. Going forward, work will continue to optimize the appointment process and increase students' awareness of the procedures for obtaining medical services.

High Level of Trust in Medical Personnel

One of the important indicators of the quality of medical services is students' confidence in the professional qualifications of medical personnel.

According to the survey results, **67.1% of respondents** positively assessed the professional competence of medical personnel: **44.5% expressed full confidence**, while **22.6% expressed confidence** in their professional training.

Students also gave a positive assessment of the attitude of medical personnel toward them. A total of **67.5% of survey participants** noted that they received good or very good treatment from medical staff.

These results indicate a well-established level of trust between students and medical personnel, as well as a high level of service culture. The university will continue to support the professional development of medical personnel and further improve its student-oriented approach.

Prompt Access to Medical Care

An important indicator of the effectiveness of the medical service is the waiting time when seeking medical assistance.

A total of **61.2% of students** assessed the waiting time as short or very short. This indicates that, for the majority of students, medical care is provided without lengthy waiting periods.

Overall, the organization of appointments makes it possible to provide prompt service to students. At the same time, the medical service is working to further optimize the flow of patients and ensure the efficient organization of appointment schedules.

Medicines Are Available to the Majority of Students

The availability of necessary medicines at the medical center also received a positive assessment.

A total of **64.4% of respondents** consider the level of availability of medicines to be sufficient or fully sufficient, with **42.8% giving the highest possible assessment**. To maintain a high level of medical services, work is continuing on the regular renewal and replenishment of stocks, as well as on analyzing students' needs.

Preventive Care Receives a Positive Assessment

Disease prevention and informing students about health issues play an important role in the activities of the medical service.

According to the survey results, **66.4% of students** gave a positive assessment of the level of preventive medical examinations and health-related information. Of these, **43.6%** consider the amount of information provided to be fully sufficient, while **22.8% consider it sufficient**.

These results confirm the demand for the university's preventive health initiatives. Going forward, the university plans to expand information formats, improve access to information about preventive activities, and make greater use of digital communication channels.

Emergency Medical Assistance Is Positively Assessed

The university's emergency medical assistance system also received a high assessment from students.

A total of **64.1% of respondents** rated the level of emergency medical assistance as high or very high. Of these, **43.3%** gave a "very high" rating, while **20.8%** rated it as "**high**."

The results indicate that the majority of students have a positive perception of the medical service's readiness to provide the necessary assistance. The university will continue to improve its rapid response procedures and maintain the readiness of medical personnel to respond to various situations.

Comfortable and Compliant Conditions

The conditions under which medical services are provided—including cleanliness, equipment, and the overall service environment—received one of the highest positive assessments.

A total of **67.8% of students** indicated that the conditions fully or largely meet the established requirements. Among them, **46.7%** of respondents gave the assessment "fully comply."

Thus, the majority of students have a positive assessment of the sanitary conditions, equipment, and comfort of the university's medical centers. Work to upgrade the material and technical infrastructure and maintain a comfortable and safe environment will continue.

Overall Results

The study showed that the university's medical service generally performs its functions effectively and enjoys students' trust.

Across all key areas of the study, the share of positive assessments ranges **from 60% to 70%**, confirming a stable level of satisfaction with the quality of medical services.

The highest levels of satisfaction across a number of indicators were recorded at the **Institute of Natural Sciences**, as well as at the **Institute of Engineering and Technology** and the **Institute of Artificial Intelligence**. The results demonstrate students' positive perception of the activities of the medical service.

At the same time, the university will continue to improve individual areas of its work based on student feedback. Priority tasks include further improving access to medical services, expanding information and communication, improving the appointment process, regularly replenishing medicine stocks, developing the professional and communication competencies of medical personnel, and improving the material and technical conditions.

Focus on Further Development of Medical Service Quality

Based on the survey results, the following key areas for further work have been identified:

- **Student Information** — expanding digital communication channels and regularly informing students about medical services and preventive health activities.
- **Accessibility of Medical Care** — further optimizing the appointment process and improving the convenience of obtaining medical services.
- **Medicine Supply** — continuously monitoring needs and ensuring the timely replenishment of stocks.
- **Professional Development of Personnel** — involving medical personnel in professional development and continuing education programs and developing a student-oriented approach to service.
- **Emergency Assistance** — improving rapid response procedures and regularly conducting drills to ensure medical personnel are prepared to respond effectively.
- **Service Conditions** — gradually upgrading equipment, maintaining sanitary and hygiene standards, and improving the comfort of medical centers.
- **Feedback** — regularly studying students' opinions to identify their needs in a timely manner and improve the quality of medical services.

The survey results confirm that **the university's medical service provides accessible, high-quality, and student-oriented medical care**. The high level of positive assessments across the main areas demonstrates the effectiveness of the work being carried out and students' trust in the medical personnel.

**Department of Strategic Planning
and Quality Assurance**