**ASSESSMENT OF HIGHER EDUCATION QUALITY AT KRI NAPA: SOCIOLOGICAL ASPECT**

**Problem statement.** The modern globalized world with its rapid development of innovational technologies, scientific and technological progress puts forward rigorous demands to training of highly qualified specialists. The issue of providing quality educational services, with a view to bring the level of staff training into compliance with the labor market requirements, is increasingly coming to the forefront.

**Recent research and publications analysis.** The research on the problem of higher education quality assessment has been greatly contributed to by such domestic and foreign scientists as S. Arkhypova, V. Bakirov, N. Fomenko, O. Liashenko, T. Lukina, V. Safonova, N. Selezniova, O. Subetto.

An important tool for monitoring the quality of higher education is sociological polls of students, which allows getting prompt evaluations and proposals concerning educational services from their direct consumers.

**The paper objective** is analysis of the educational services quality assessment at KRI NAPA according to the results of polling the undergraduate and postgraduate students of the Institute.

**The paper main body.** In October 2018, the undergraduate and postgraduate students of KRI NAPA were polled by means of a questionnaire.
According to the majority of the respondents, the quality of educational services at a higher educational institution is influenced by a number of factors, and namely: a possibility of putting the gained theoretical knowledge into practice; willingness to obtain a quality education; teaching and research staff quality (the high class staffing); and the level of exchange of experience with the best universities of the world. The respondents noted that the factors that are the least influential for the educational services quality at a HEI are: the level of training of secondary school leavers, incompliance of the courses content with the labor market demands, as well as forming and promulgation of the rating results of the higher school students and teaching staff.

A positive factor is that practically all the polled undergraduate and postgraduate students are satisfied with the quality of higher education provided by KRI NAPA.

During the polling, the respondents evaluated the factors that affect the quality of educational services delivered at KRI NAPA. In general, all the education quality factors proposed for evaluation received a favorable evaluation. The poll results prove that the respondents paid a high tribute to the professional competencies of the Institute’s teaching staff and their quality of lecturing. The content of the study programs and conducting of practical classes received a moderate evaluation. The lowest evaluation was given by the respondents to organization of the students’ self-studies, and to the level of the Institute’s material and technical provision (availability of computers, educational and methodological literature, accessibility of the Internet, etc.).

One of the main reasons for acquiring higher education is the respondents’ wish to find a highly paid job. As the poll results have shown, to achieve that goal, it is necessary, in the first place, to receive a substantial modern education providing broad knowledge, well-developed competences and skills. To the respondents’ mind, students should also be purpose-oriented. The respondents believe that at present it is not necessarily the money for bribing which provides a
good employment. Although having useful connections cannot be over-emphasized, too, according to a quarter of the respondents.

Almost all of the polled undergraduate and postgraduate students are satisfied with the educational process at KRI NAPA. The respondents pointed out that during studies at the Institute they really get the knowledge that they would be able to use in their further professional activity.

Conclusions of the research. For the undergraduate and postgraduate students, getting a decent well-paid job after graduation, ensuring a secure future to a high extent depend on their quality up-to-date education, high level of knowledge, developed competences and skills. Research of educational services quality assessment is expedient for making considerate and effective decisions as to management, comparison, and evaluation of the current state of the specialist training quality. Therefore, we deem it relevant to continue the research of educational services quality assessment in a higher educational institution through conducting sociological polls among both education recipients and all other participants of the educational process.