

Report
on the results of the questionnaire
“Satisfaction of master's students with educational services”
for the 2023-2024 academic year
on the educational programme
7M07108 Chemical technology of organic substances

In February 2024, the Center for Quality Management and Accreditation conducted an anonymous electronic questionnaire **“Satisfaction of master's students with educational services”**.

The purpose of the study is to measure customer satisfaction with the quality of services provided by the university.

Subject of the study: formed perceptions of undergraduates about the organisation of the educational process, the degree of satisfaction with its various characteristics.

The results of the questionnaire were processed and presented in a summarised form with the guarantee of confidentiality of the personal opinions of master's students.

The object of the study is master's students of 1-2 years.

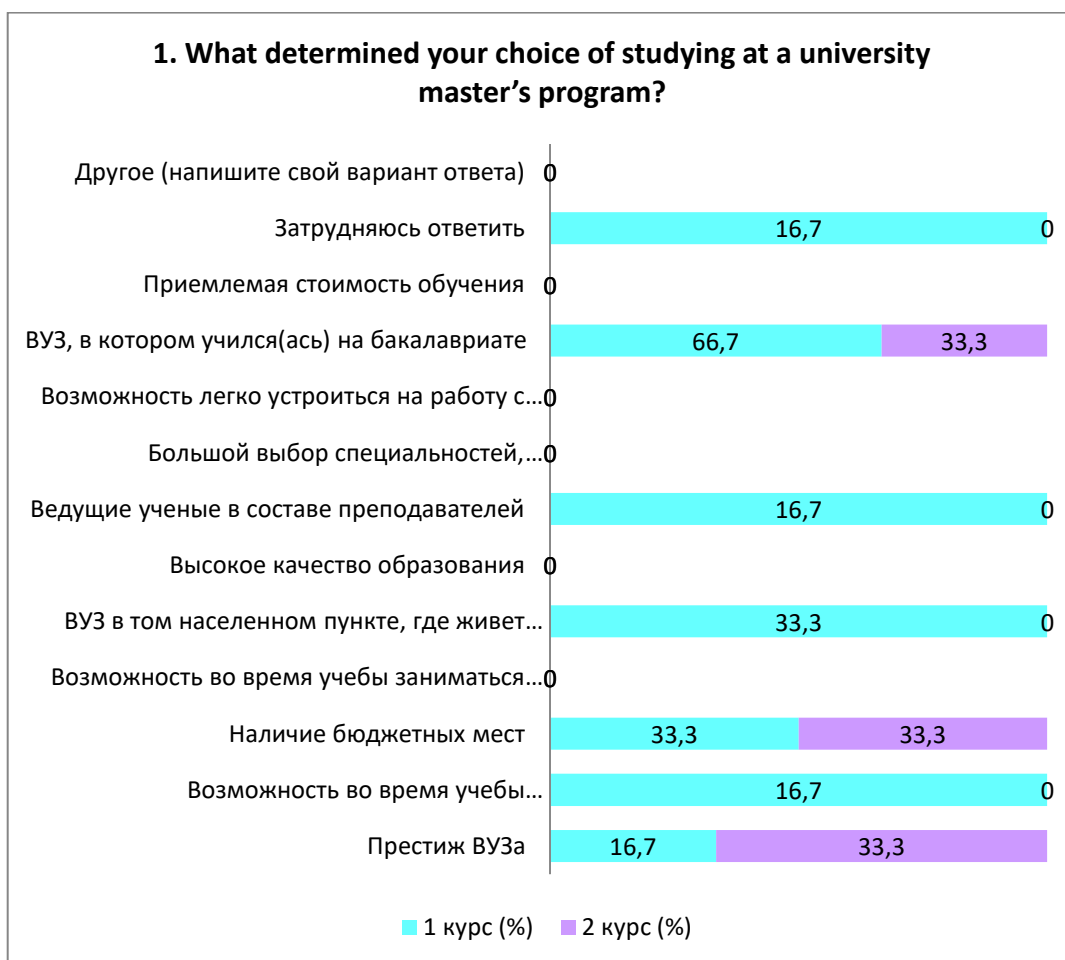
9 respondents took part in the questionnaire, which was 100% of the total number of master's students.

In the process of questionnaire survey the following data were obtained:

1. What determined your choice of studying at a university master’s program? (choose 3-4 answer options)

Answer options	1st year (%)	2nd year (%)
University prestige	16,7	33,3
Possibility of internships abroad during studies	16,7	-
Availability of budgetary places	33,3	33,3
Opportunity to do science during studies	-	-
University in the locality where the family lives (close to it)	33,3	-
High quality of education	-	-
Leading scientists in the teaching staff	16,7	-
Large choice of specialities, areas of education	-	-
Ability to easily find a job with a diploma from this university.	-	-
The university where you studied at the bachelor's programme.	66,7	33,3
Acceptable cost of education	-	-
Difficult to answer	16,7	-
Other (write your answer)	-	-

** The amount in % is not equal to 100, because multiple answer options were expected*



2. How satisfied are you with the availability of information provided by the university in your field of study:

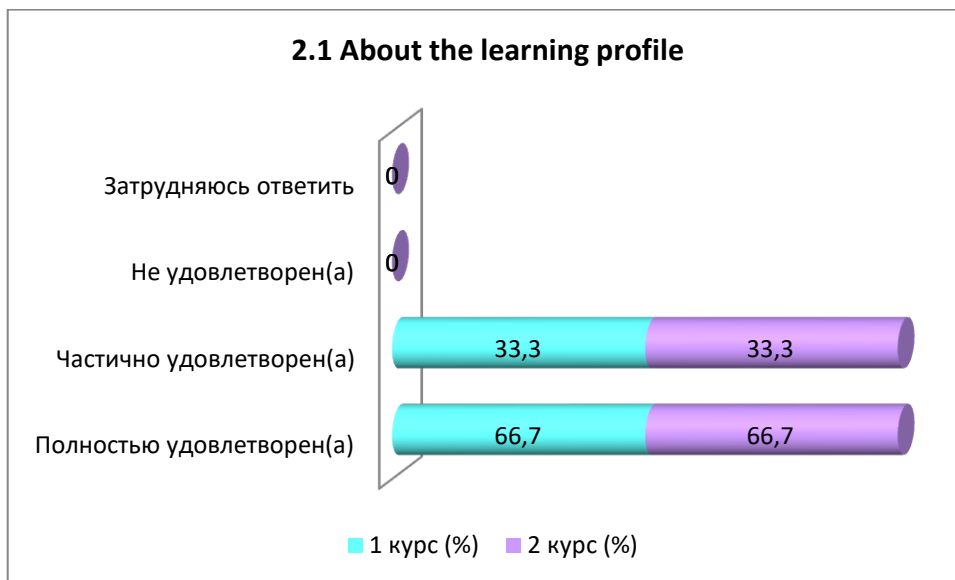
2.1 About the learning profile
2.2 Characteristics of professional activity of a master's student
2.3 List of developed competencies of master's degree graduates
2.4 List of practice bases for master's students
2.5 Information about scientific supervisors

Other (write your answer) _____

If you answered "Not satisfied" to the previous question, give recommendations for improving the area of training _____

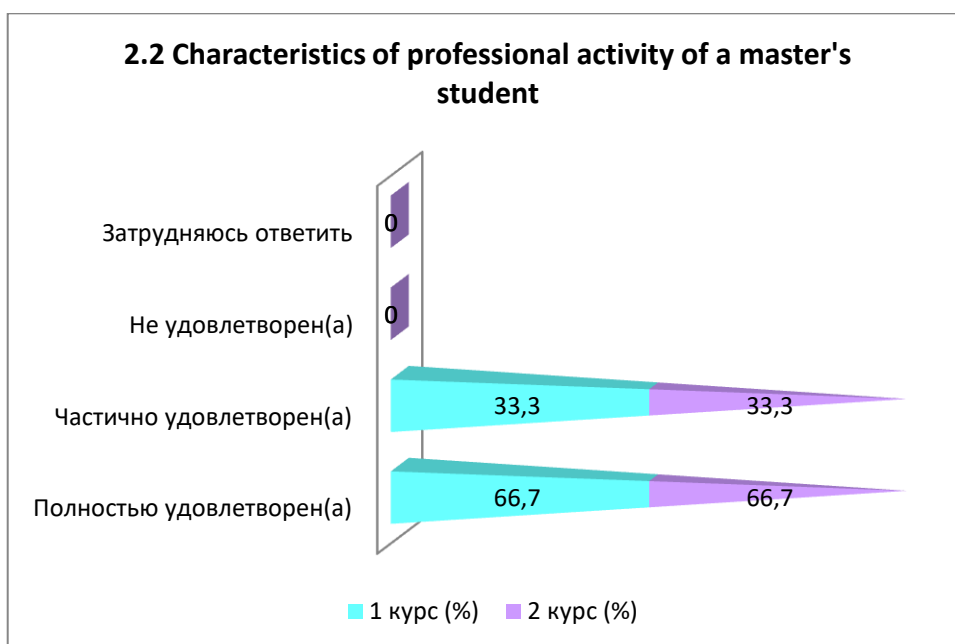
2.1 About the learning profile

Answer options	1st year (%)	2nd year (%)
Completely satisfied	66,7	66,7
Partially satisfied	33,3	33,3
Not satisfied	-	-
I find it difficult to answer	-	-



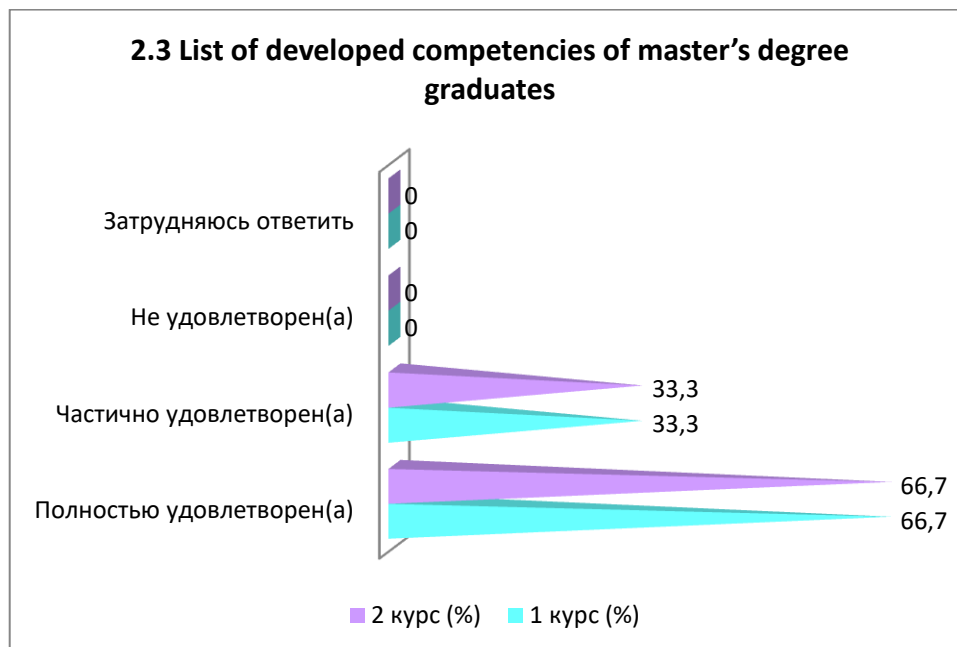
2.2 Characteristics of professional activity of a master's student

Answer options	1st year (%)	2nd year (%)
Completely satisfied	66,7	66,7
Partially satisfied	33,3	33,3
Not satisfied	-	-
I find it difficult to answer	-	-



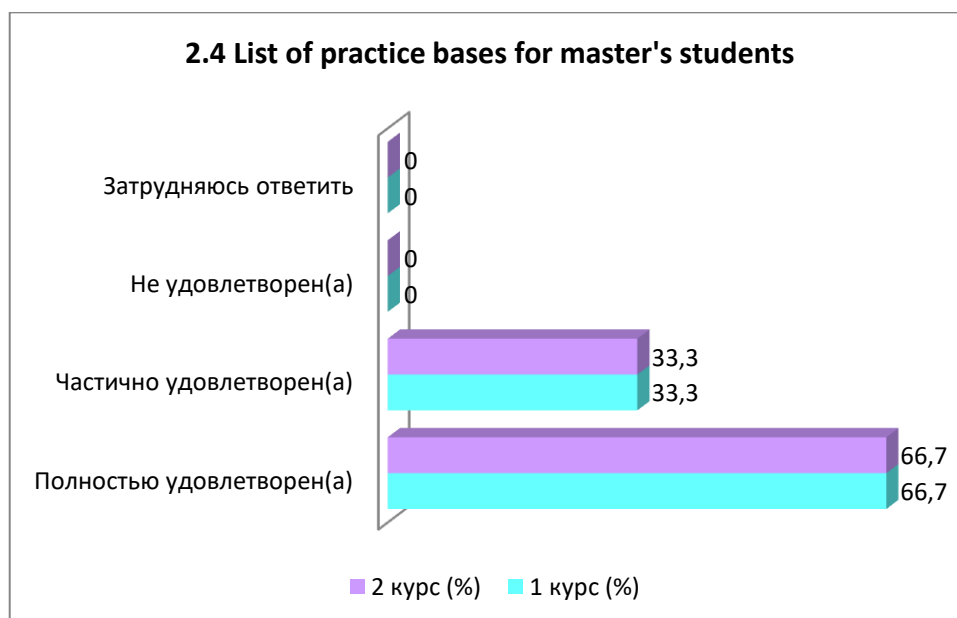
2.3 List of developed competencies of master's degree graduates

Answer options	1st year (%)	2nd year (%)
Completely satisfied	66,7	66,7
Partially satisfied	33,3	33,3
Not satisfied	-	-
I find it difficult to answer	-	-



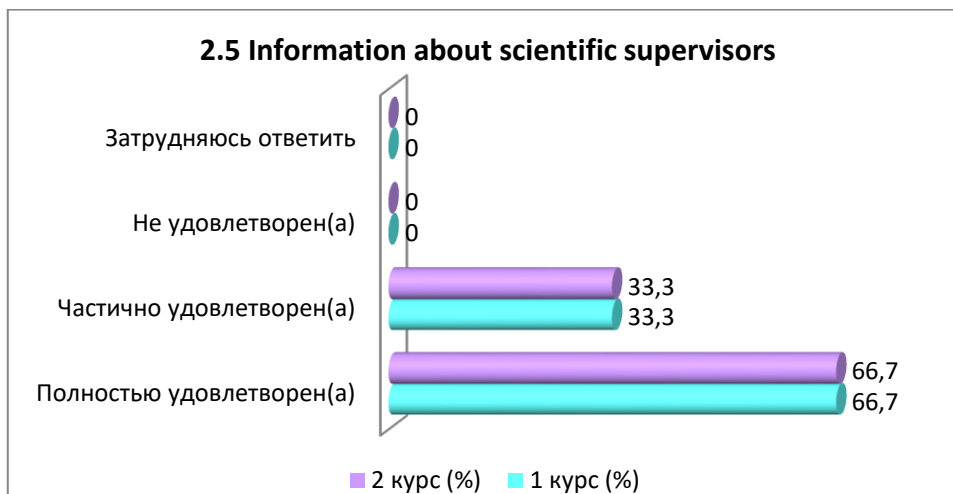
2.4 List of practice bases for master's students

Answer options	1st year (%)	2nd year (%)
Completely satisfied	66,7	66,7
Partially satisfied	33,3	33,3
Not satisfied	-	-
I find it difficult to answer	-	-



2.5 Information about scientific supervisors

Answer options	1st year (%)	2nd year (%)
Completely satisfied	66,7	66,7
Partially satisfied	33,3	33,3
Not satisfied	-	-
I find it difficult to answer	-	-



3. How would you generally assess the teaching staff of your Master's programme?

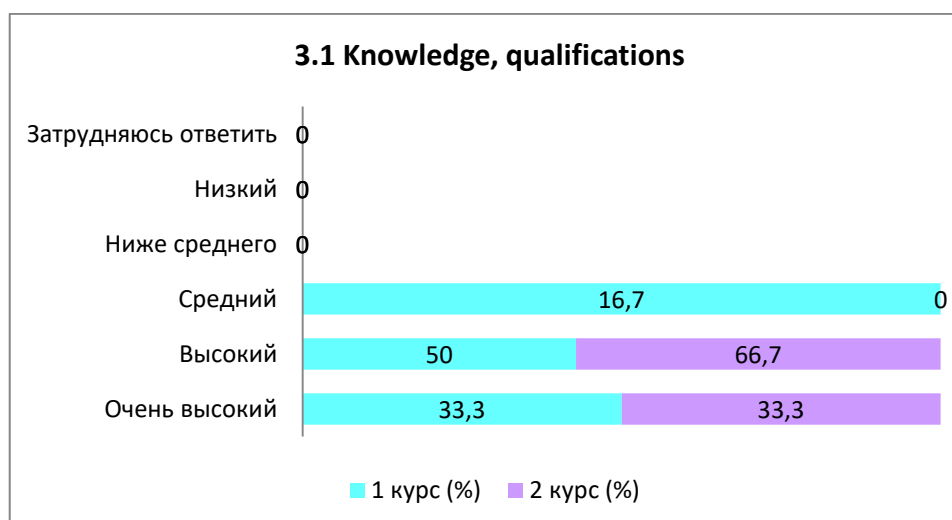
3.1 Knowledge, qualifications
3.2 Pedagogical qualities
3.3 Objectivity and impartiality of assessments
3.4 Teaching methods used

Other (write your answer) _____

If you answered “Low” to the previous question, give recommendations for improving the teaching staff _____

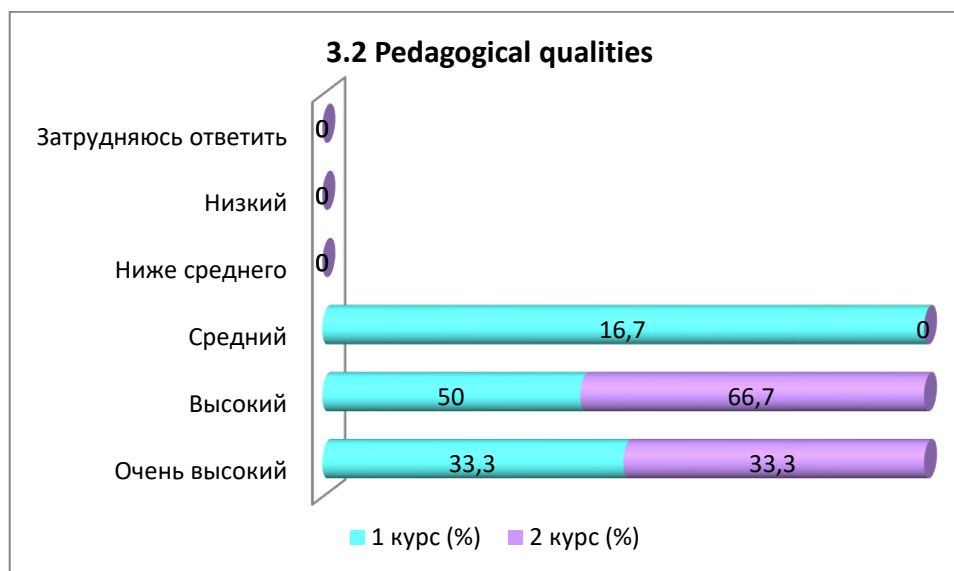
3.1 Knowledge, qualifications

Answer options	1st year (%)	2nd year (%)
Very high	33,3	33,3
High	50	66,7
Average	16,7	-
Below average	-	-
Low	-	-
Difficult to answer	-	-



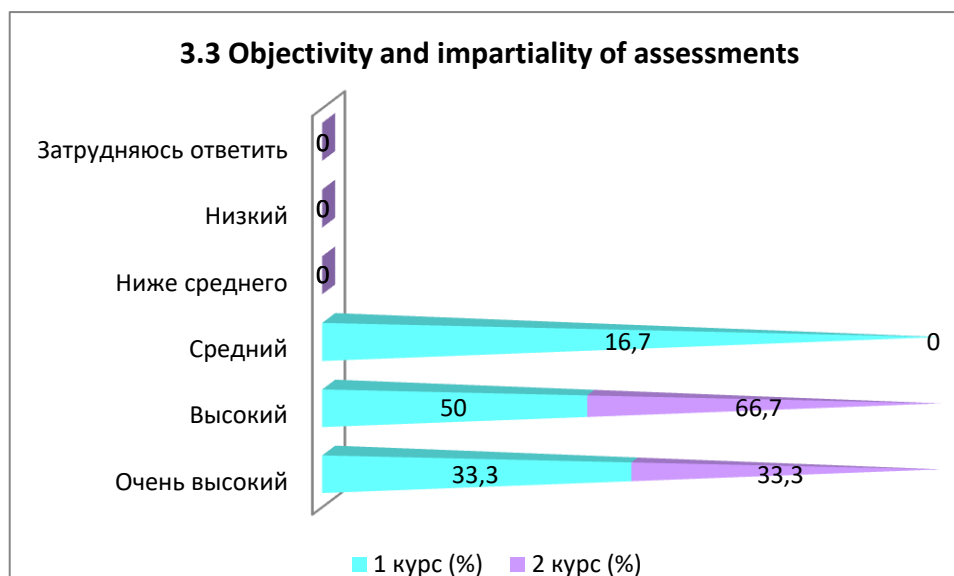
3.2 Pedagogical qualities

Answer options	1st year (%)	2nd year (%)
Very high	33,3	33,3
High	50	66,7
Average	16,7	-
Below average	-	-
Low	-	-
Difficult to answer	-	-



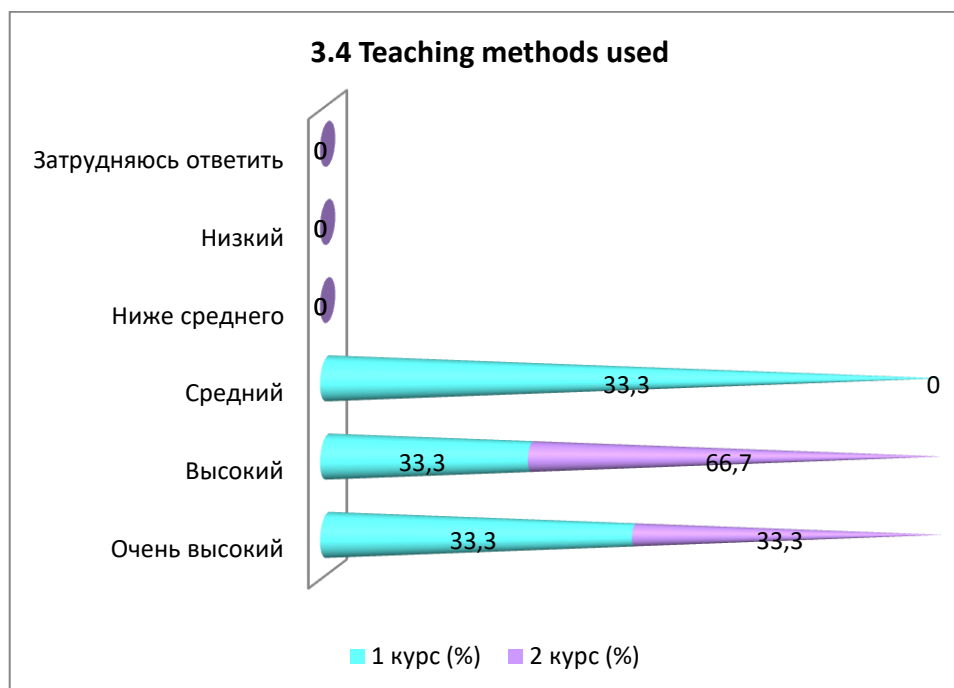
3.3 Objectivity and impartiality of assessments

Answer options	1st year (%)	2nd year (%)
Very high	33,3	33,3
High	50	66,7
Average	16,7	-
Below average	-	-
Low	-	-
Difficult to answer	-	-



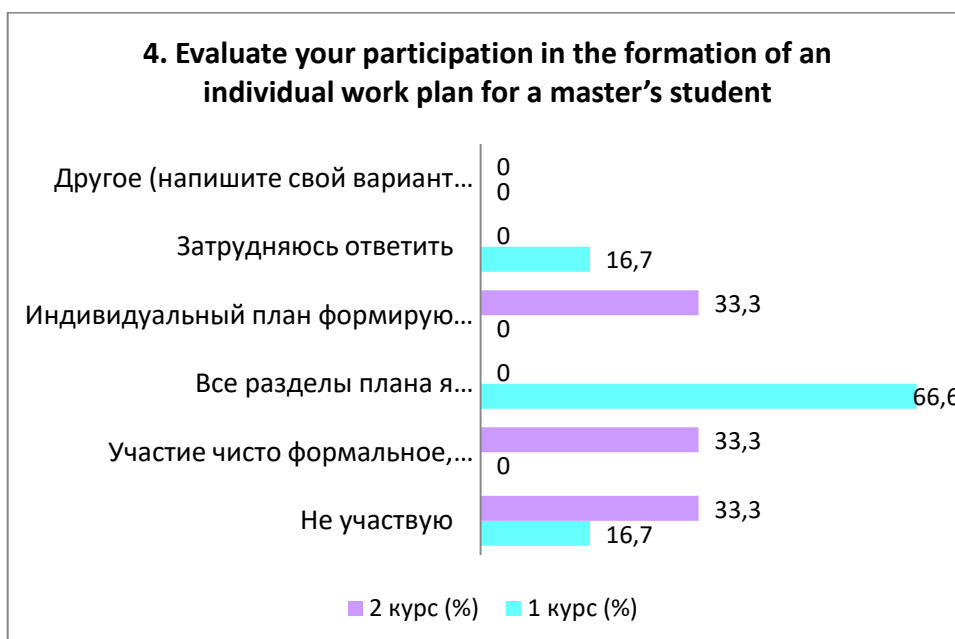
3.4 Teaching methods used

Answer options	1st year (%)	2nd year (%)
Very high	33,3	33,3
High	33,3	66,7
Average	33,3	-
Below average	-	-
Low	-	-
Difficult to answer	-	-



4. Evaluate your participation in the formation of an individual work plan for a master's student

Answer options	1st year (%)	2nd year (%)
I don't participate	16,7	33,3
Participation is purely formal; the formation of an individual plan actually does not depend on me	-	33,3
I develop all sections of the plan independently under the supervision of my supervisor.	66,6	-
I formulate an individual plan myself; the manager only signs it.	-	33,3
I find it difficult to answer	16,7	-
Other (write your answer)	-	-



5. Rate your satisfaction with the help of your supervisor in preparing your master's thesis

Answer options	1st year (%)	2nd year (%)
Completely satisfied	50	66,7
Partially satisfied	33,3	33,3
Not satisfied	-	-
I find it difficult to answer	16,7	-
Other (write your answer)	-	-

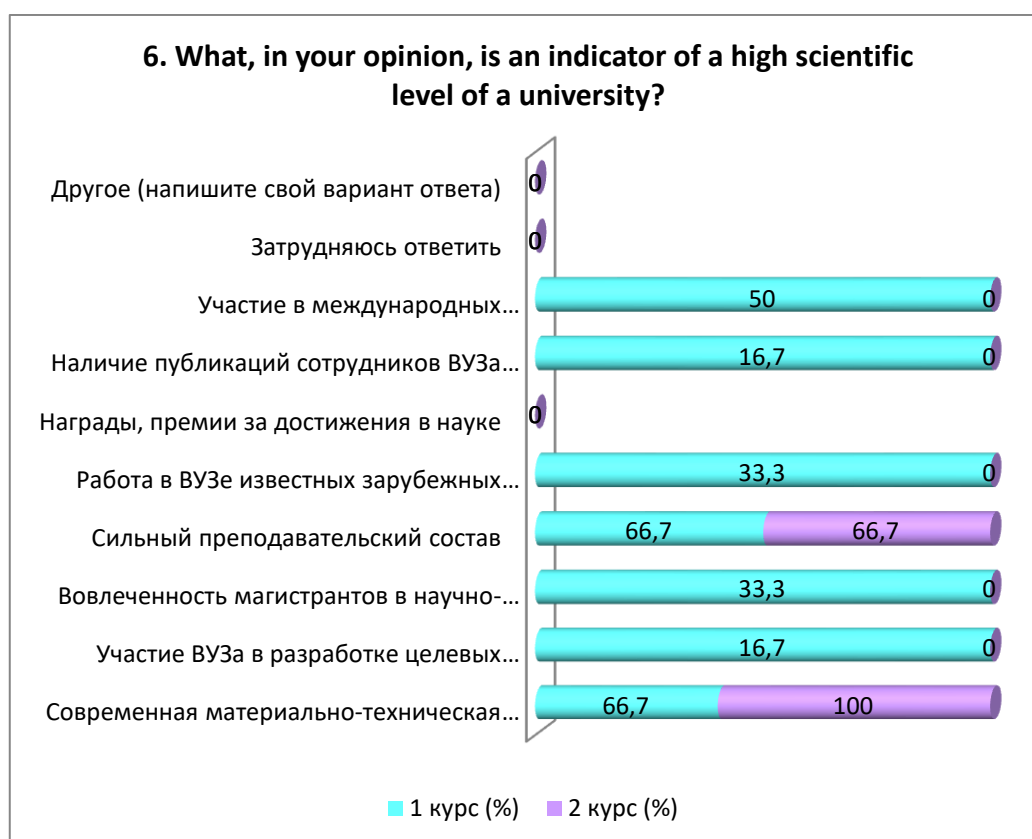


6. What, in your opinion, is an indicator of a high scientific level of a university? (select 3-4 key characteristics)

Answer options	1st year (%)	2nd year (%)
Modern material and technical base	66,7	100
Participation of the university in the development	16,7	-

of targeted programs for the socio-economic development of the region, cities, and enterprises		
Involvement of undergraduates in research projects	33,3	-
Strong teaching staff	66,7	66,7
Work at the university of famous foreign scientists	33,3	-
Awards, prizes for achievements in science	-	-
Availability of publications by university staff in international publications	16,7	-
Participation in international research projects	50	-
I find it difficult to answer	-	-
Other (write your answer)	-	-

* The amount in % is not equal to 100, because multiple answer options were expected



7. Are you involved in any research projects?

Answer options	1st year (%)	2nd year (%)
Yes, I participate (go to question 8)	16,7	33,3
No, I don't participate, but I attend scientific events (seminars, conferences) at the university	50	66,7
No, I'm not participating	33,3	-
I find it difficult to answer	-	-
Other (write your answer)	-	-



If you answered **“No, I'm not participating”** to the previous question, write why* :

- Not offered
- I am not a master's student.

8. Please indicate which research projects you are involved in (select all that apply)

Answer options	1st year (%)	2nd year (%)
I participate in the activities of scientific departments at my university	16,7	33,3
I am participating in a project led by my supervisor/other teacher	16,7	33,3
Working on a research project with friends	33,3	-
I am participating in a research project at another university	-	-
I am participating in a research project with foreign universities	-	-
I find it difficult to answer	33,3	-
Other (write your answer)	-	-

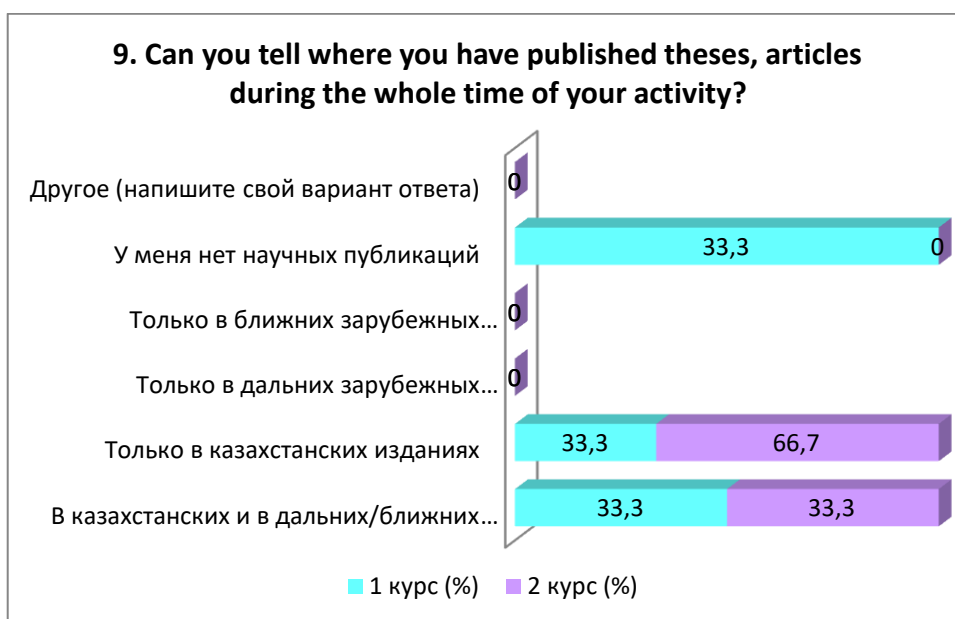
Note: question 8 was answered only by those students who answered positively to question 7. Also, question 8 had more than one answer choice, so the sum of the answers does not add up to 100%.

* The students' answers are presented in the original. Orthography and punctuation of the author are preserved.



9. Can you tell where you have published theses, articles during the whole time of your activity?

Answer options	1st year (%)	2nd year (%)
In Kazakhstan and in distant/near foreign publications	33,3	33,3
Only in Kazakhstan publications	33,3	66,7
Only in distant foreign publications	-	-
Only in nearby foreign publications	-	-
I have no scientific publications	33,3	-
Other (write your answer)	-	-



10. Your level of foreign language skills:

Answer options	1st year (%)	2nd year (%)
With dictionary	16,7	33,3

Speaking level	-	33,3
Average level	50	33,3
I express myself freely	33,3	-
I don't speak a foreign language	-	-
Other (write your answer)	-	-



11. Rate your level of participation in the following activities of the department

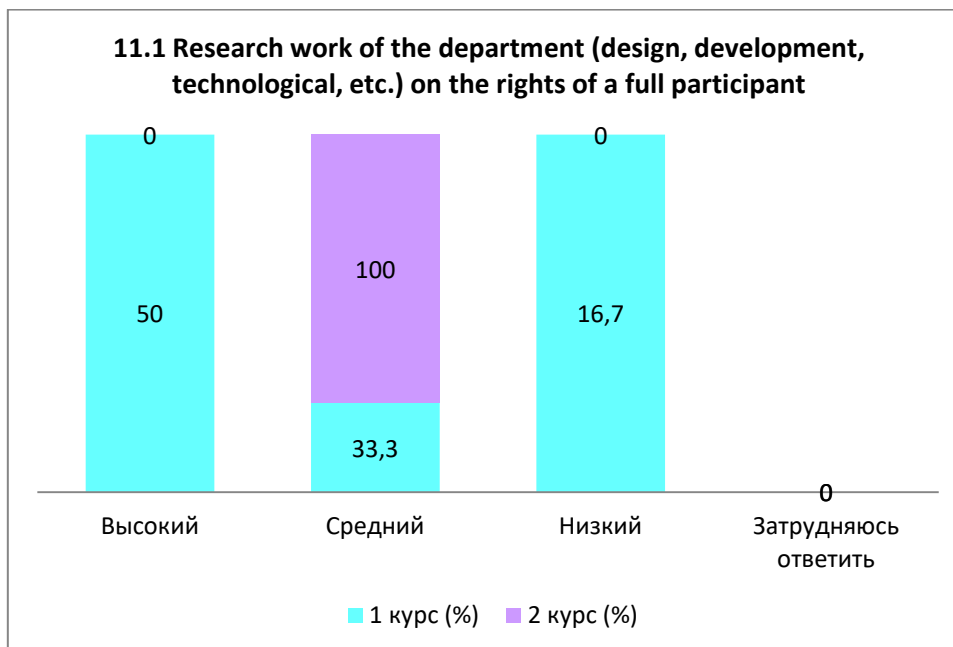
11.1 Research work of the department (design, development, technological, etc.) on the rights of a full participant
11.2 Writing scientific articles
11.3 Participation in presentations at conferences and seminars
11.4 Preparation of research reports and abstracts

Other (write your answer) _____

If you answered “Low” to the previous question, give recommendations for improving the participation of undergraduates in the work of the department _____

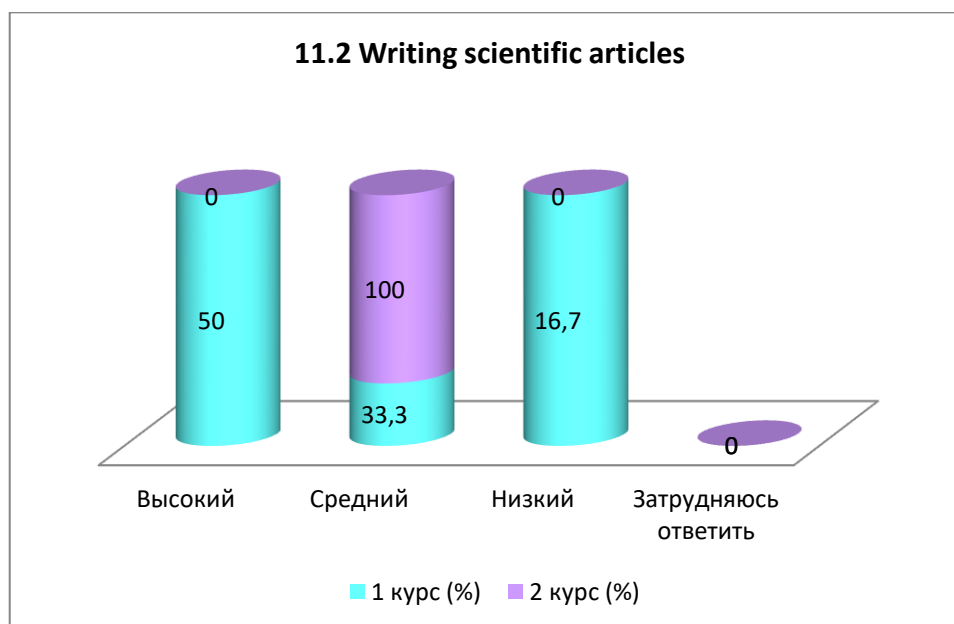
11.1 Research work of the department (design, development, technological, etc.) on the rights of a full participant

Answer options	1st year (%)	2nd year (%)
High	50	-
Average	33,3	100
Short	16,7	-
I find it difficult to answer	-	-



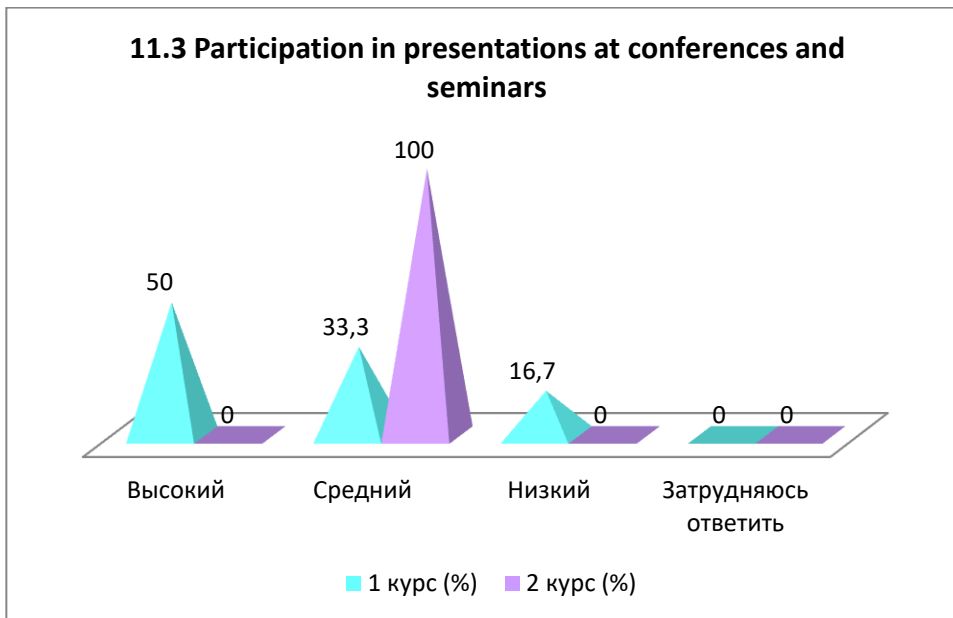
11.2 Writing scientific articles

Answer options	1st year (%)	2nd year (%)
High	50	-
Average	33,3	100
Short	16,7	-
I find it difficult to answer	-	-



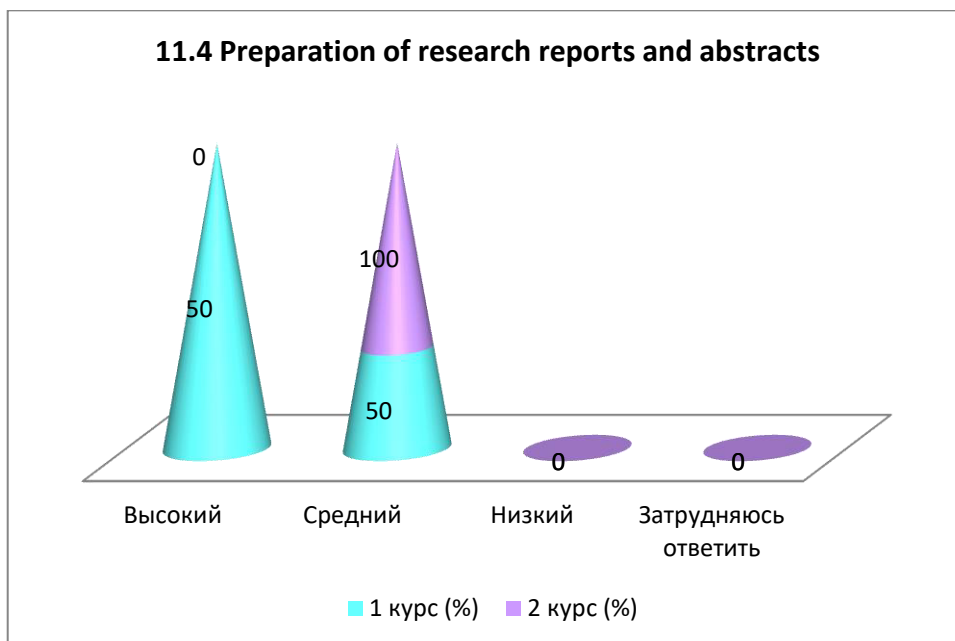
11.3 Participation in presentations at conferences and seminars

Answer options	1st year (%)	2nd year (%)
High	50	-
Average	33,3	100
Short	16,7	-
I find it difficult to answer	-	-



11.4 Preparation of research reports and abstracts

Answer options	1st year (%)	2nd year (%)
High	50	-
Average	50	100
Short	-	-
I find it difficult to answer	-	-



12. Are you satisfied with the scientific and educational environment of the university during your master's studies?

12.1 Organization of conferences, round tables, forums at the university with the participation of master students
12.2 Material and technical support for applied scientific research
12.3 Availability for master students of technology, computers necessary for the educational process and scientific activities

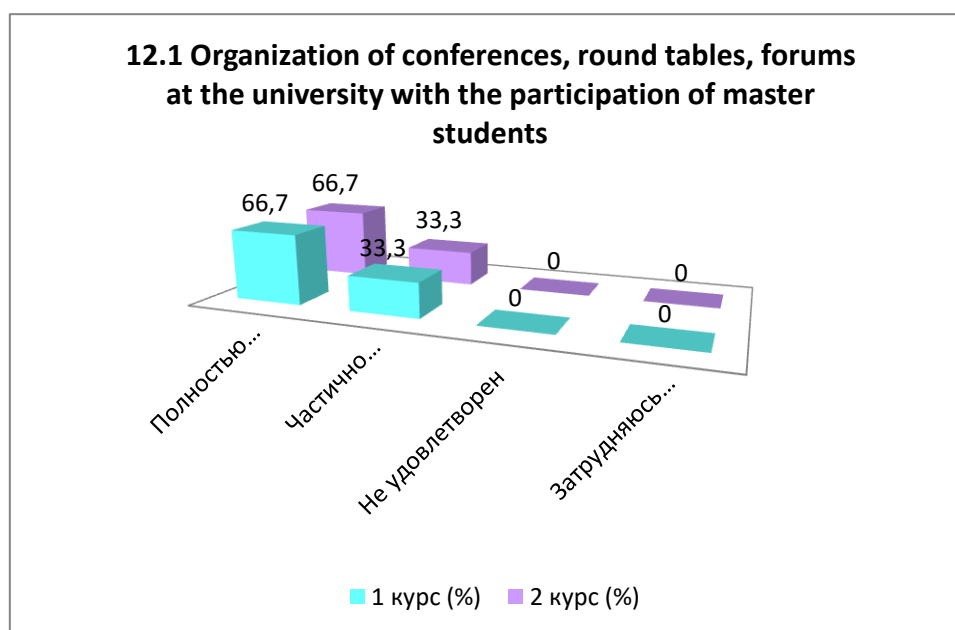
12.4 General level of organization and conduct of foreign internships
12.5 Availability of library collections, electronic databases and Internet resources
12.6 Availability of scientific equipment, instruments, materials
12.7 Availability of laboratories, specialized facilities and experimental sites

Other (write your answer) _____

If you answered “Not satisfied” to the previous question, give recommendations for improving the scientific and educational environment of the university

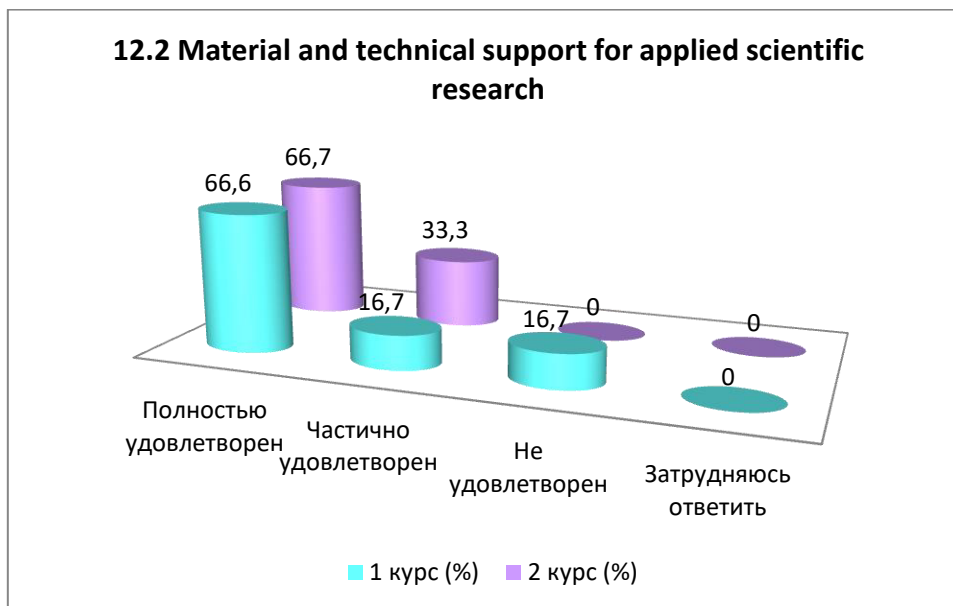
12.1 Organization of conferences, round tables, forums at the university with the participation of master students

Answer options	1st year (%)	2nd year (%)
Completely satisfied	66,7	66,7
Partially satisfied	33,3	33,3
Not satisfied	-	-
I find it difficult to answer	-	-



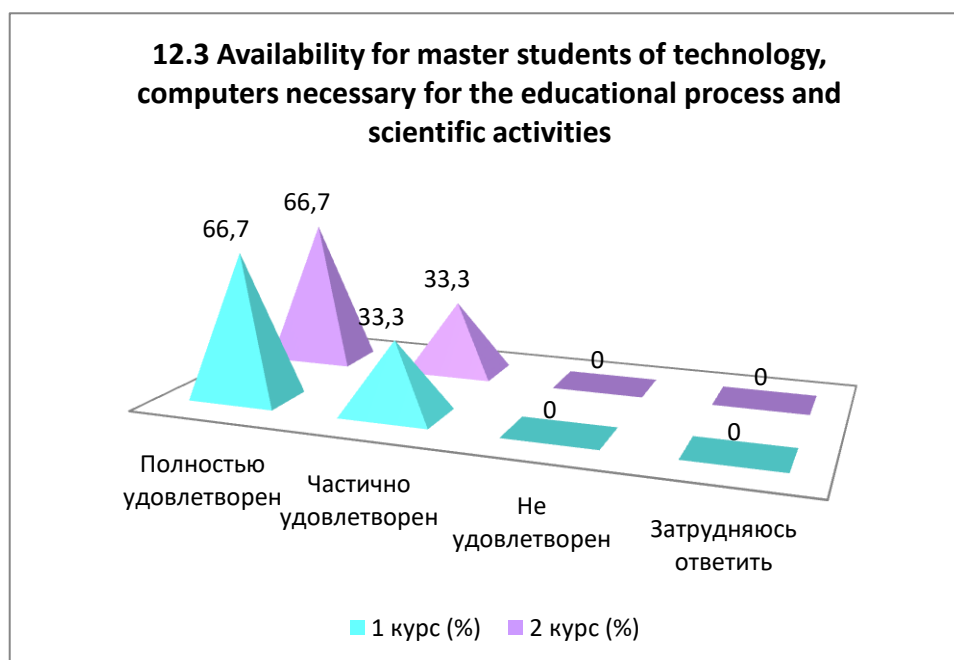
12.2 Material and technical support for applied scientific research

Answer options	1st year (%)	2nd year (%)
Completely satisfied	66,6	66,7
Partially satisfied	16,7	33,3
Not satisfied	16,7	-
I find it difficult to answer	-	-



12.3 Availability for master students of technology, computers necessary for the educational process and scientific activities

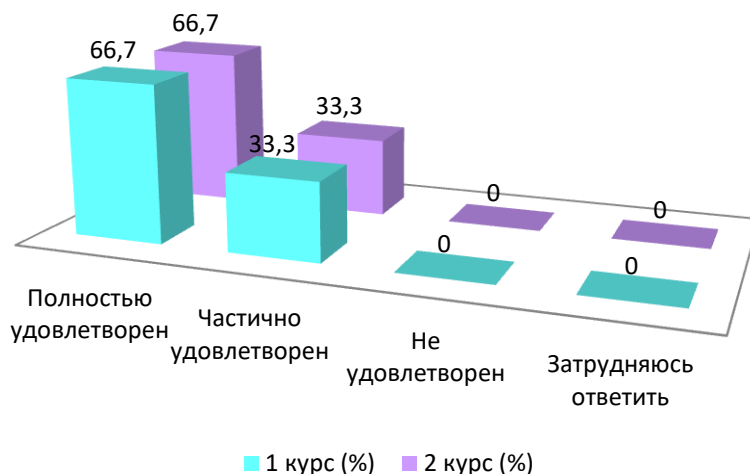
Answer options	1st year (%)	2nd year (%)
Completely satisfied	66,7	66,7
Partially satisfied	33,3	33,3
Not satisfied	-	-
I find it difficult to answer	-	-



12.4 General level of organization and conduct of foreign internships

Answer options	1st year (%)	2nd year (%)
Completely satisfied	66,7	66,7
Partially satisfied	33,3	33,3
Not satisfied	-	-
I find it difficult to answer	-	-

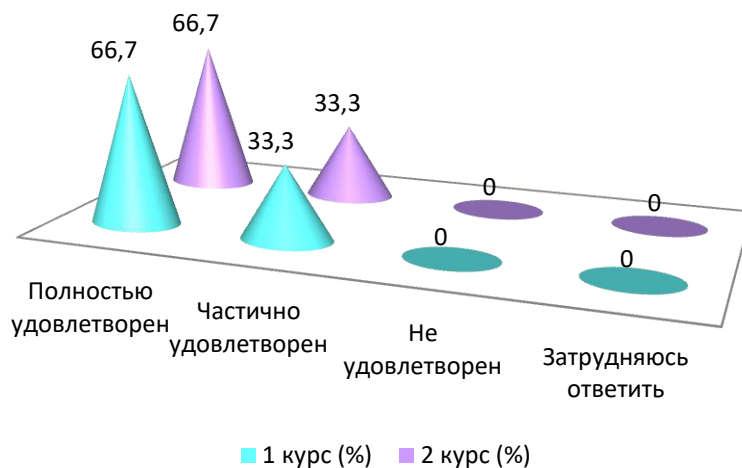
12.4 General level of organization and conduct of foreign internships



12.5 Availability of library collections, electronic databases and Internet resources

Answer options	1st year (%)	2nd year (%)
Completely satisfied	66,7	66,7
Partially satisfied	33,3	33,3
Not satisfied	-	-
I find it difficult to answer	-	-

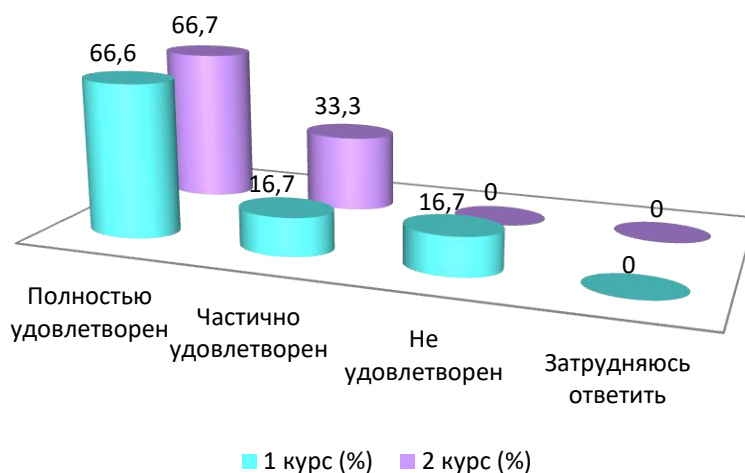
12.5 Availability of library collections, electronic databases and Internet resources



12.6 Availability of scientific equipment, instruments, materials

Answer options	1st year (%)	2nd year (%)
Completely satisfied	66,6	66,7
Partially satisfied	16,7	33,3
Not satisfied	16,7	-
I find it difficult to answer	-	-

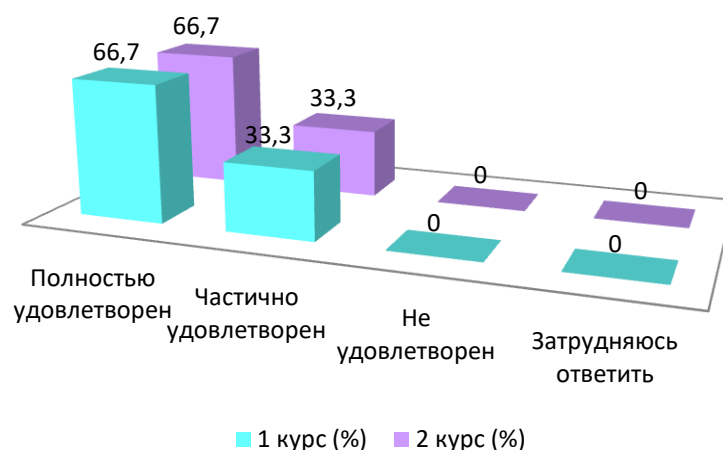
12.6 Availability of scientific equipment, instruments, materials



12.7 Availability of laboratories, specialized facilities and experimental sites

Answer options	1st year (%)	2nd year (%)
Completely satisfied	66,7	66,7
Partially satisfied	33,3	33,3
Not satisfied	-	-
I find it difficult to answer	-	-

12.7 Availability of laboratories, specialized facilities and experimental sites

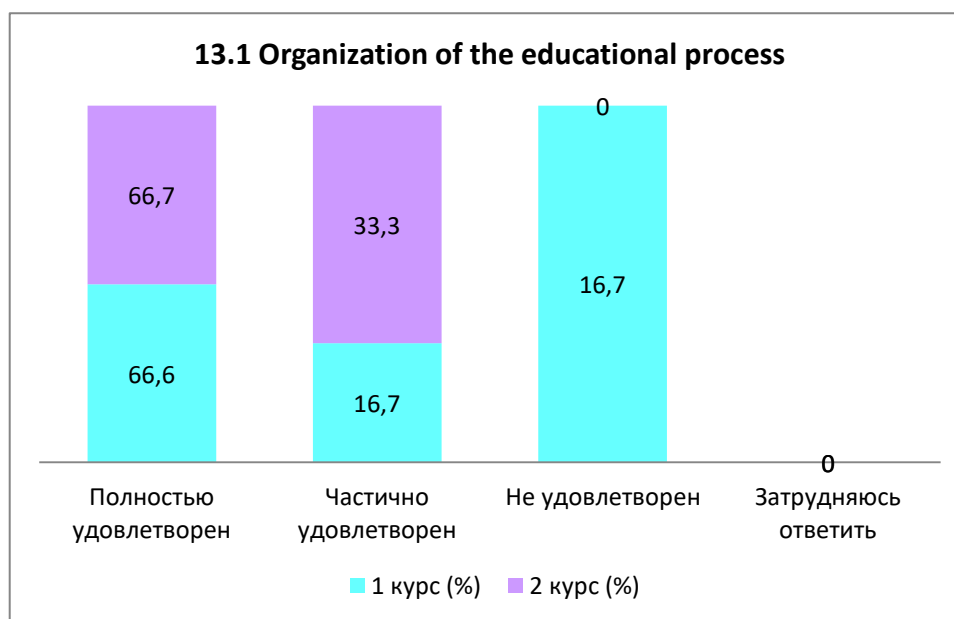


13. Are you satisfied?

13.1 Organization of the educational process
13.2 Living conditions in the dormitory
13.3 Organization of free time
13.4 Organisation of catering
13.5 Organization of industrial practice

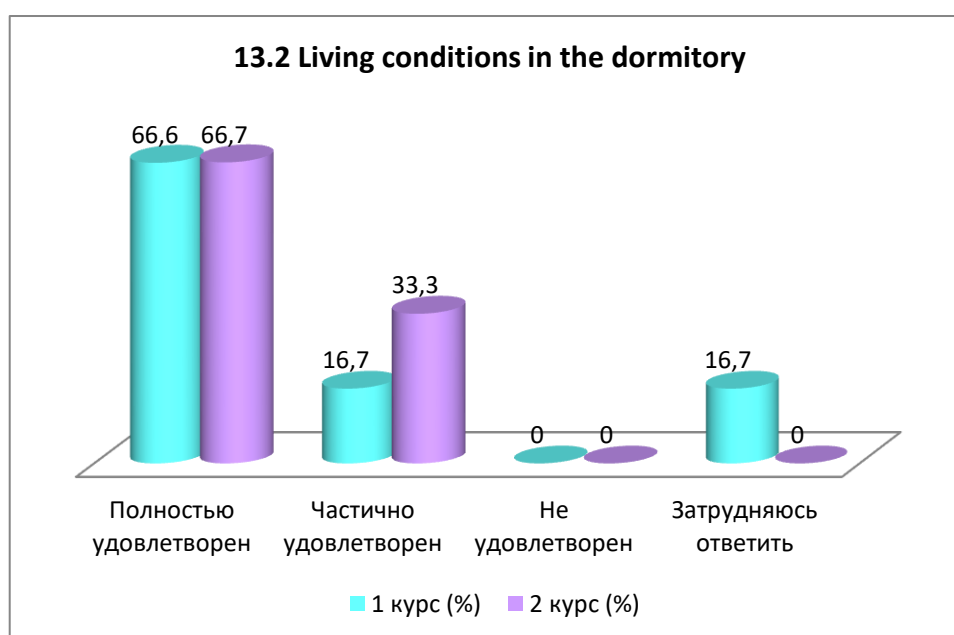
13.1 Organization of the educational process

Answer options	1st year (%)	2nd year (%)
Completely satisfied	66,6	66,7
Partially satisfied	16,7	33,3
Not satisfied	16,7	-
I find it difficult to answer	-	-



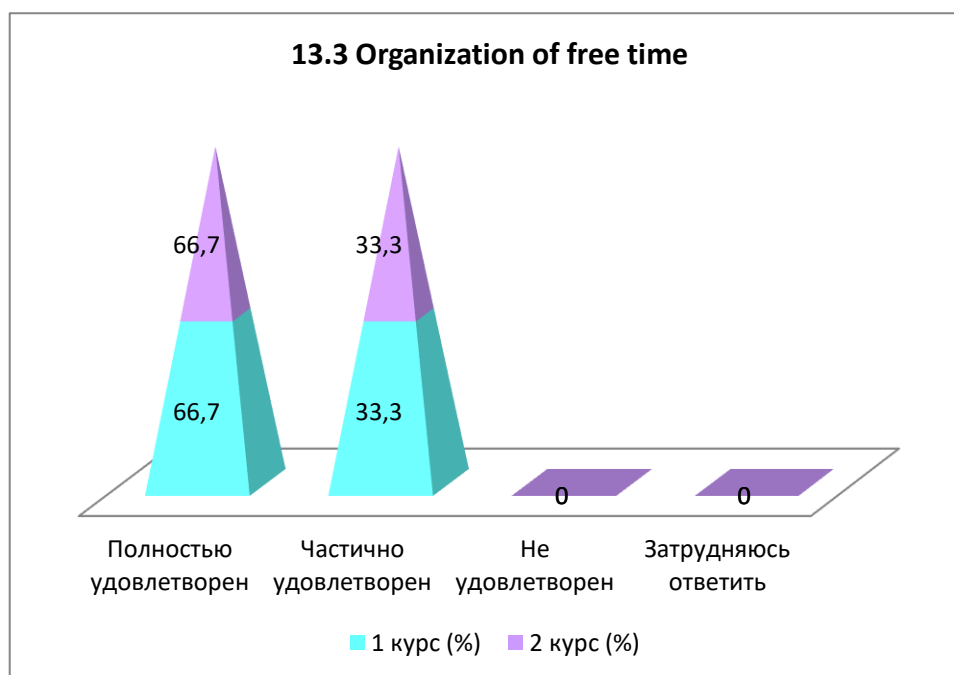
13.2 Living conditions in the dormitory

Answer options	1st year (%)	2nd year (%)
Completely satisfied	66,6	66,7
Partially satisfied	16,7	33,3
Not satisfied	-	-
I find it difficult to answer	16,7	-



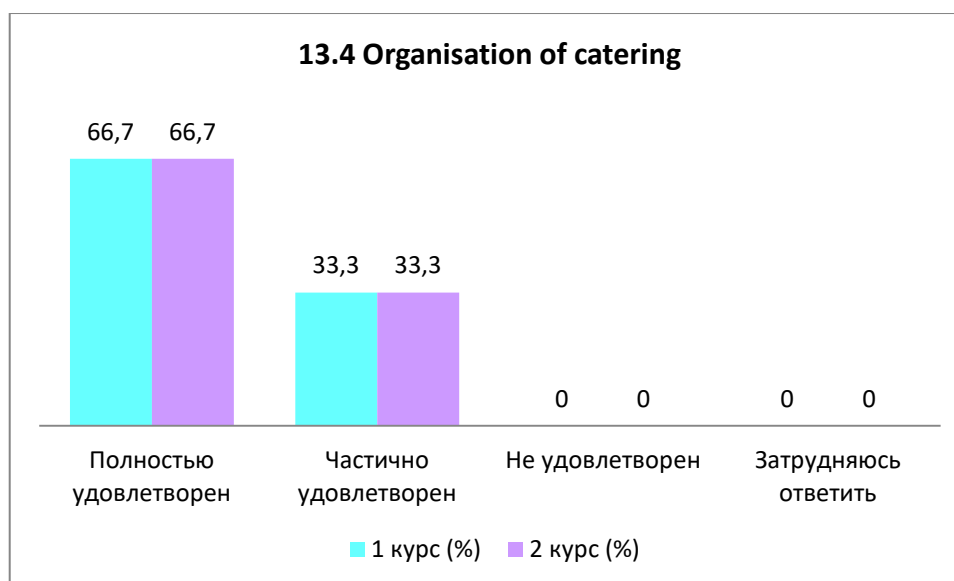
13.3 Organization of free time

Answer options	1st year (%)	2nd year (%)
Completely satisfied	66,7	66,7
Partially satisfied	33,3	33,3
Not satisfied	-	-
I find it difficult to answer	-	-



13.4 Organisation of catering

Answer options	1st year (%)	2nd year (%)
Completely satisfied	66,7	66,7
Partially satisfied	33,3	33,3
Not satisfied	-	-
I find it difficult to answer	-	-



13.5 Organization of industrial practice

Answer options	1st year (%)	2nd year (%)
Completely satisfied	66,7	66,7
Partially satisfied	33,3	33,3
Not satisfied	-	-
I find it difficult to answer	-	-



The following **conclusions** can be drawn from the results of the questionnaire:

1. *the main factors determining the choice of studying at a master's programme of higher education institution:*

- continuation of studies at the previous university (50 per cent);
- availability of budget places (33.3%);
- prestige of the university (25%);
- proximity to the place of family residence (16.7%);
- internship abroad (8.3%);
- leading scientists in the teaching staff (8.3%).

2. *Satisfaction with the availability of information:* high level of satisfaction of master's students with the availability of information on aspects of their studies, which helps master's students to be well informed about their programme.

3. *Evaluation of teaching staff:* more than 89% of master's students evaluated the level of knowledge, professionalism, objectivity, pedagogical skills and methods of teachers as 'very high' and 'high'.

4. *Master's student's participation in the formation of an individual work plan:*

- 33.3% of master's students actively participate in the development of their work plan under the supervision of the supervisor, which indicates the independence and responsibility of master's students;

- 16.7% of master's students form the plan independently, and the supervisor signs it without significant influence;

- 16.7% of master's students see their participation as formal, as they relied more on the supervisor's help due to difficulties in formulating ideas independently;

- 25% of master's students do not participate at all, however, self-critically assessing their efforts, they believe that they could not have coped without the main help of their supervisor;

- 8.3% of master's students find it difficult to answer whose initiative was greater - theirs or the supervisor's.

5. *Satisfaction with supervisor's assistance in the preparation of Master's thesis:* 91.7% of master's students are fully satisfied with the assistance provided by their supervisor. This indicator indicates a high level of master's students' satisfaction with the quality and support received from their supervisor.

6. *Indicators of high scientific level of the university:*

- modern material and technical base (83.4%) has a great impact on the quality of scientific research and on master's students' learning;

- strong teaching staff (66,7%) contributes to the quality of educational and scientific activities;

- participation in international research projects (25%) gives them the opportunity to work with advanced technologies and methodologies;

- involvement of master's students in research projects (16.7%) indicates active scientific activity of master's students;

- the work at the university of famous foreign scientists (16,7%) contributes to the exchange of experience, development of scientific relations and attraction of international projects;

- participation of the university in the development of target programmes of socio-economic development of the region, cities, enterprises (8.3%) indicates its significant role in the socio-economic development of society.

7. *Participation of master's students in research projects and scientific life of the university:*

83.3% of master's students actively participate in research projects and attend scientific events such as seminars and conferences. These data show that most master's students are involved in research activities, which contributes to their academic and professional development.

8. *Publication of scientific works:* during the whole period of their activity 83.3% of master's students published their theses and articles both in Kazakhstan and foreign editions. This indicates a high degree of involvement of master's students in the scientific community and their desire to disseminate the results of their research at the international level.

9. *The level of foreign language proficiency among master's students varies significantly:* some master's students speak and understand a foreign language fluently, while others are only at the initial stage of its learning and need constant reference to a dictionary or teacher's assistance.

10. *Satisfaction of master's students with the scientific and educational environment of the university:*

- Organisation of conferences, round tables, forums at the university, with the participation of master's students: 100%.

- Material and technical support of applied scientific research: 91,7%.

- Availability of equipment, computers necessary for the educational process and scientific activity: 100%.

- General level of organisation and carrying out of foreign internship: 100%.

- Availability of library funds, electronic databases and Internet resources: 100%.

- Availability of scientific equipment, tools, materials: 91.7%.

- Availability of laboratories, specialised facilities and experimental sites: 100%.

11. *organisation of the educational process:* a high degree of satisfaction of master's students with the conditions of accommodation, free time, meals and industrial practice.

In general, master's students highly appreciate the research and training opportunities provided by the university, which is reflected in the satisfaction of master's students.

Recommendations:

The head of the department should familiarise and discuss the results of the questionnaire with the staff and master's students. If necessary, develop an action plan to improve the quality of educational services.

Master's students can request the results of the questionnaire by emailing the Centre for Quality Management and Accreditation cqma_kstu@mail.ru.