

Report on the results of the questionnaire
«Satisfaction of master students with educational services» for the 2022-2023 academic
year
in the educational program
7M07108 «Chemical technology of organic substances»

In February 2023, the center for quality management and accreditation conducted an anonymous electronic questionnaire «Master students' satisfaction with educational services»

The purpose of the study -measuring consumer satisfaction with the quality of university services provided.

The subject of the study: formed ideas of undergraduates about the organization of the educational process, the degree of satisfaction with its various characteristics.

The results of the questionnaire were processed and presented in a summarized form, guaranteeing the confidentiality of the personal opinions of undergraduates.

An object research - 1st-2nd year master's students.

* This extensive questionnaire is conducted once every 5 years.

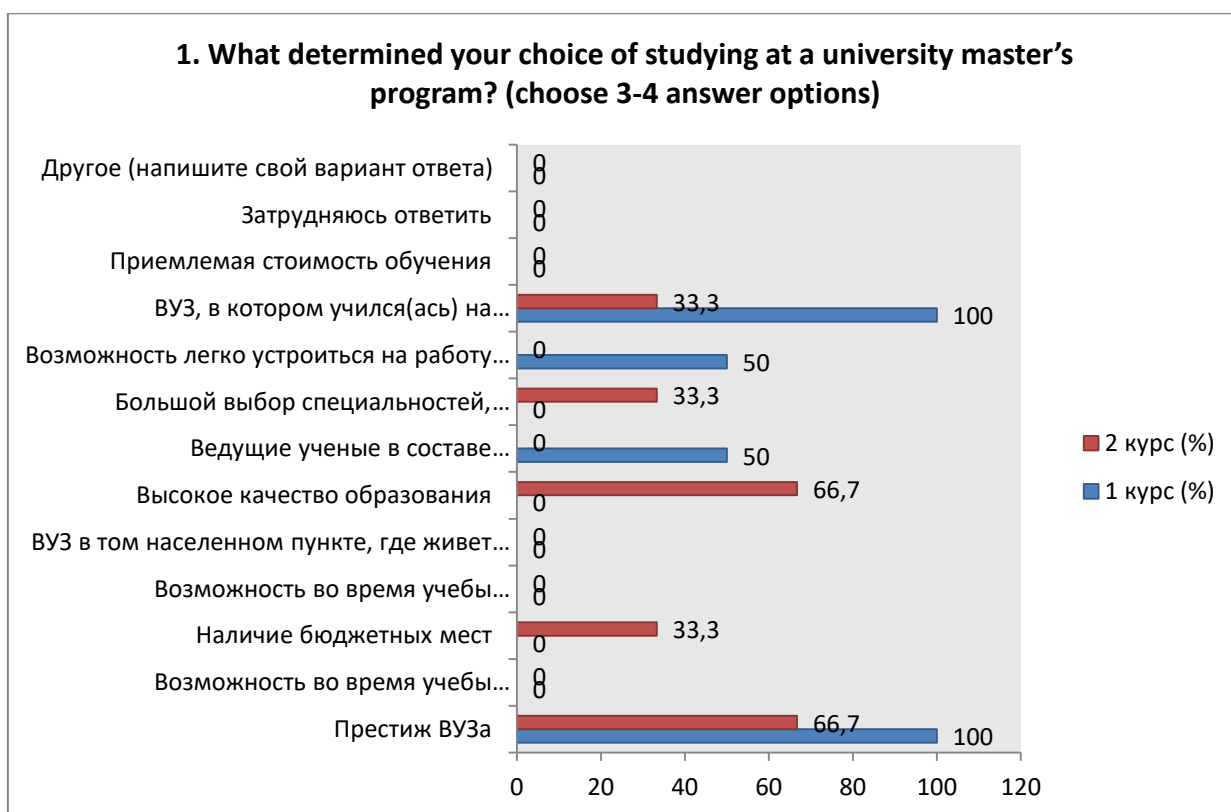
7 respondents took part in the questionnaire, which amounted to 87.5% of the total number of undergraduates.

During the questionnaire process, the following data was obtained:

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

Answer options	1 st year (%)	2nd year (%)
University prestige	100	66.7
Opportunity for internships abroad while studying	-	-
Availability of budget places	-	33.3
Opportunity to do science while studying	-	-
University in the locality where the family lives (close to it)	-	-
High quality education	-	66.7
Leading scientists on staff	50	-
Large selection of specialties and areas of education	-	33.3
An opportunity to easily get a job with a diploma from this university	50	-
The university where you studied as an undergraduate	100	33.3
Reasonable cost of training	-	-
I find it difficult to answer	-	-
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 training profile
2.2 Characteristics of the professional activity of a master's student
2.3 List of developed competencies of master's degree graduates
2.4 List of master's students' practice databases
2.5 Information about scientific supervisors

Other (write your answer) _____

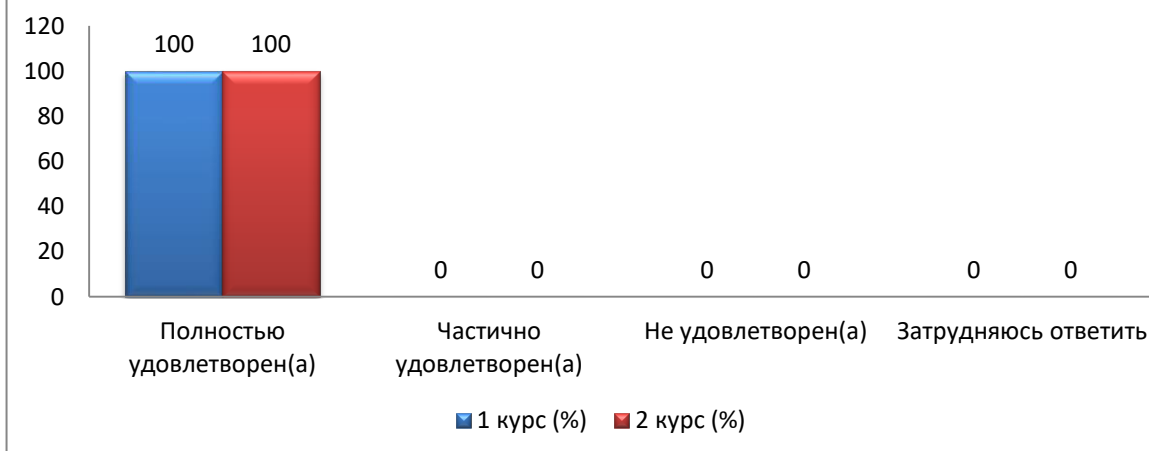
If you answered «Not satisfied» to the previous question, give recommendations for improving the area of training _____

2.1 About the training profile

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	100	100
Partially satisfied	-	-
Not satisfied)	-	-
I find it difficult to answer	-	-

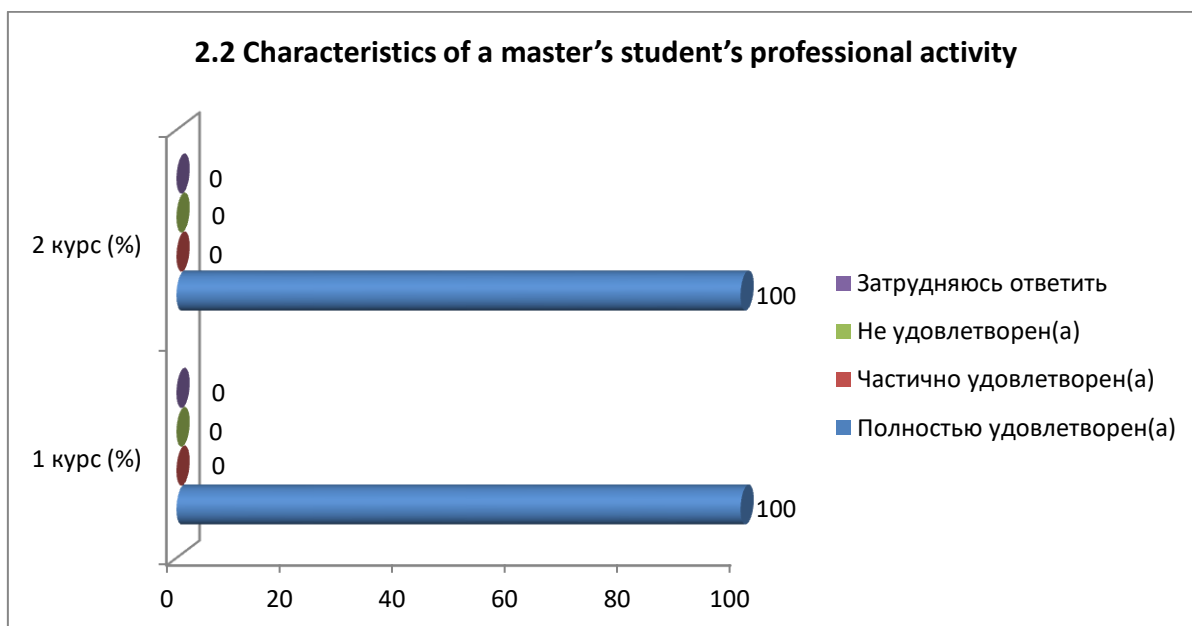
2. How satisfied are you with the availability of information provided by the university in your field of study:

2.1 About the training profile



2.2 Characteristics of a master's student's professional activity

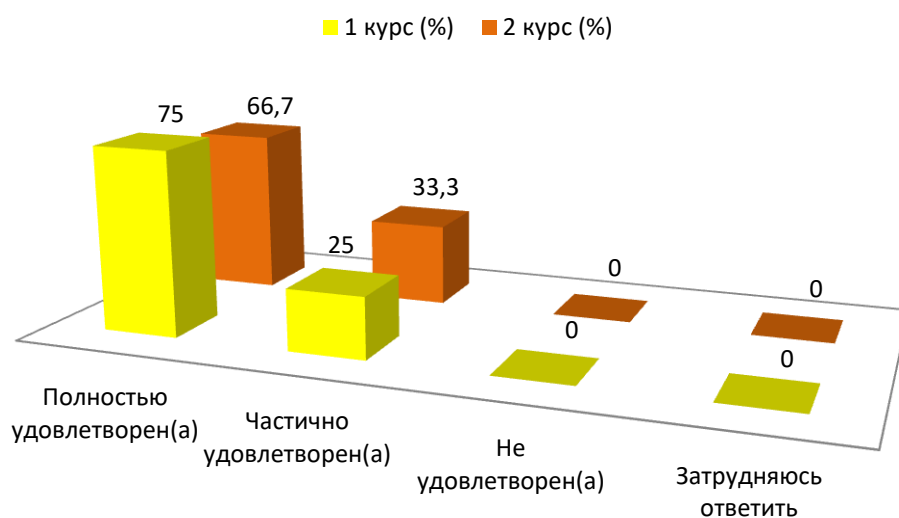
Answer options	1 st year (%)	2nd year (%)
Completely satisfied	100	100
Partially satisfied	-	-
Not satisfied)	-	-
I find it difficult to answer	-	-



2.3 List of developed competencies of master's degree graduates

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	75	66.7
Partially satisfied	25	33.3
Not satisfied)	-	-
I find it difficult to answer	-	-

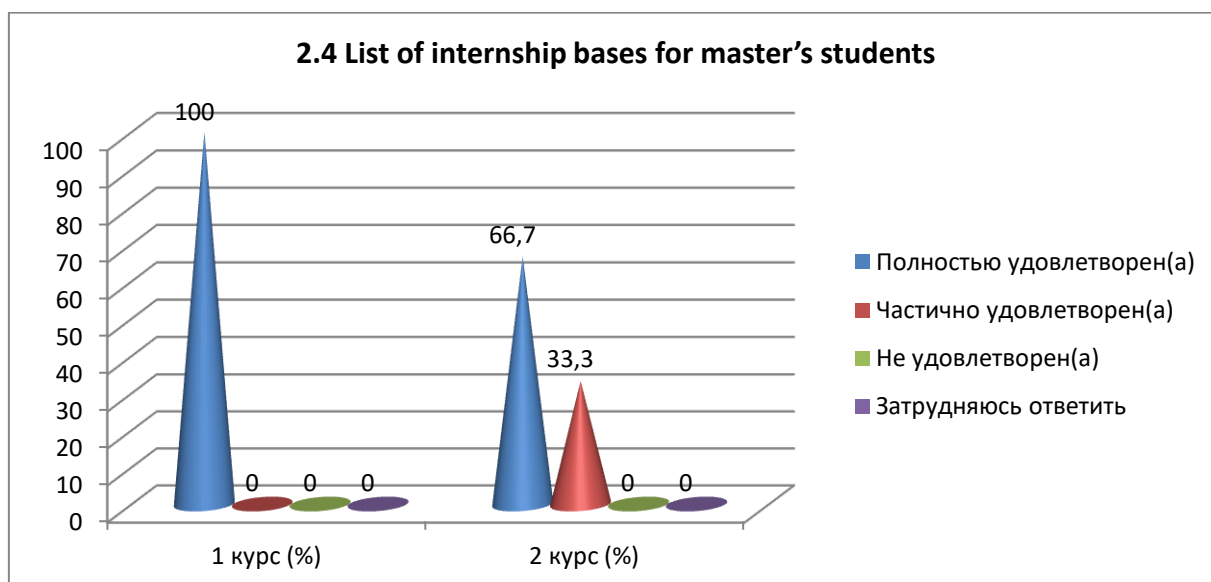
2.3 List of developed competencies of master's degree graduates



2.4 List of internship bases for master's students

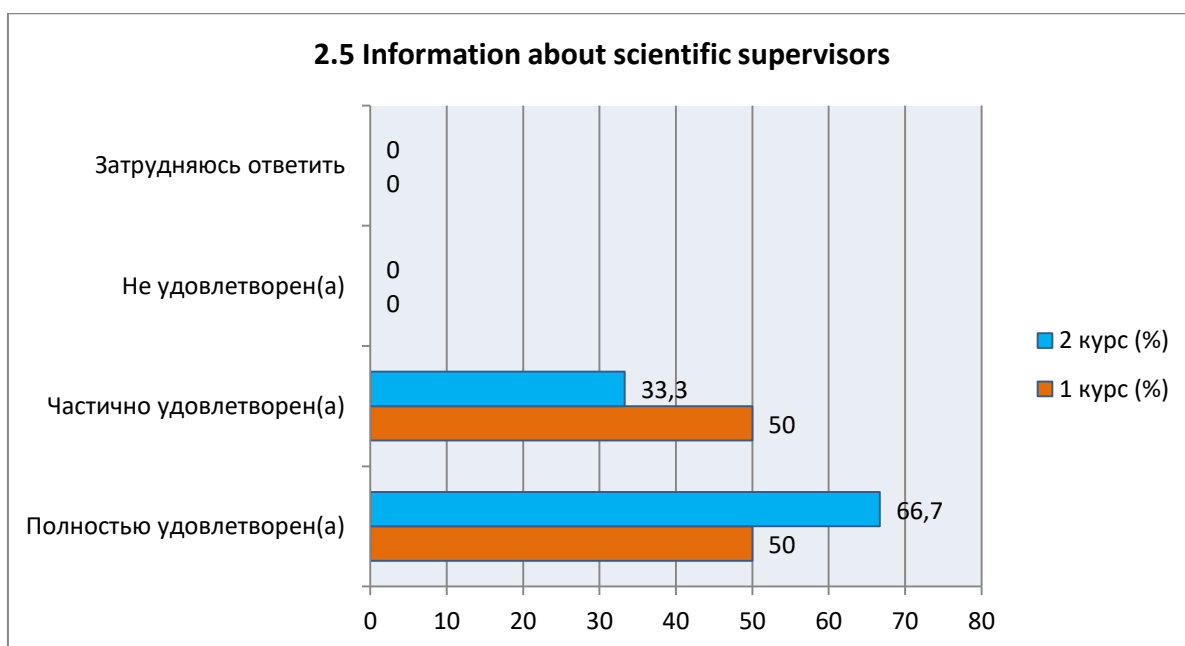
Answer options	1 st year (%)	2nd year (%)
Completely satisfied	100	66.7
Partially satisfied	-	33.3
Not satisfied)	-	-
I find it difficult to answer	-	-

2.4 List of internship bases for master's students



2.5 Information about scientific supervisors

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	50	66.7
Partially satisfied	50	33.3
Not satisfied)	-	-
I find it difficult to answer	-	-



3. How would you overall rate the teaching staff of your master's program?

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 _____

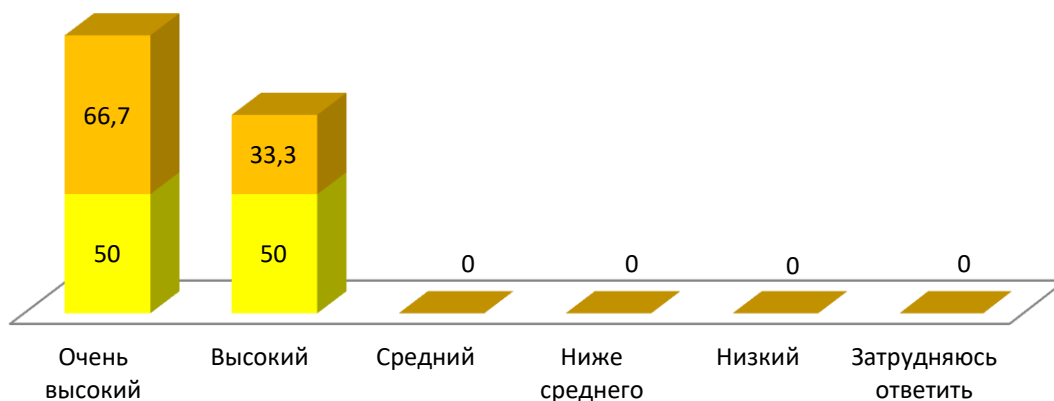
3.1 Knowledge, qualifications

Answer options	1 st year (%)	2nd year (%)
Very tall	50	66.7
High	50	33.3
Average	-	-
Below the average	-	-
Short	-	-
I find it difficult to answer	-	-

3. How would you overall rate the teaching staff of your master's program?

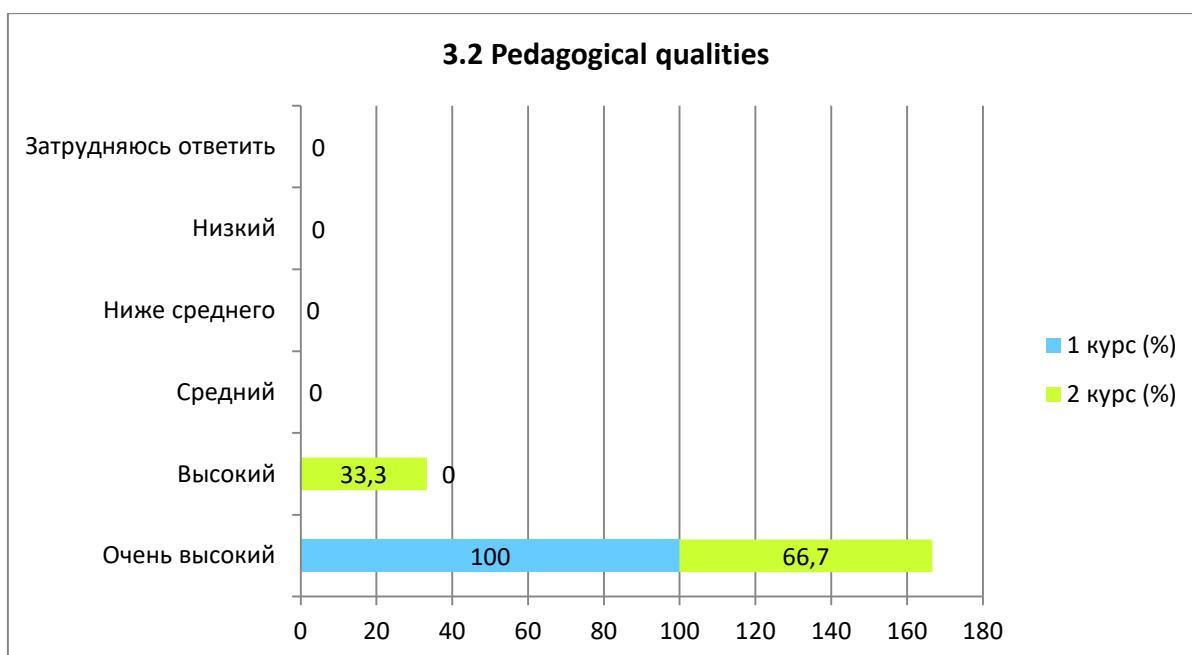
3.1 Knowledge, qualifications

■ 1 курс (%) ■ 2 курс (%)



3.2 Pedagogical qualities

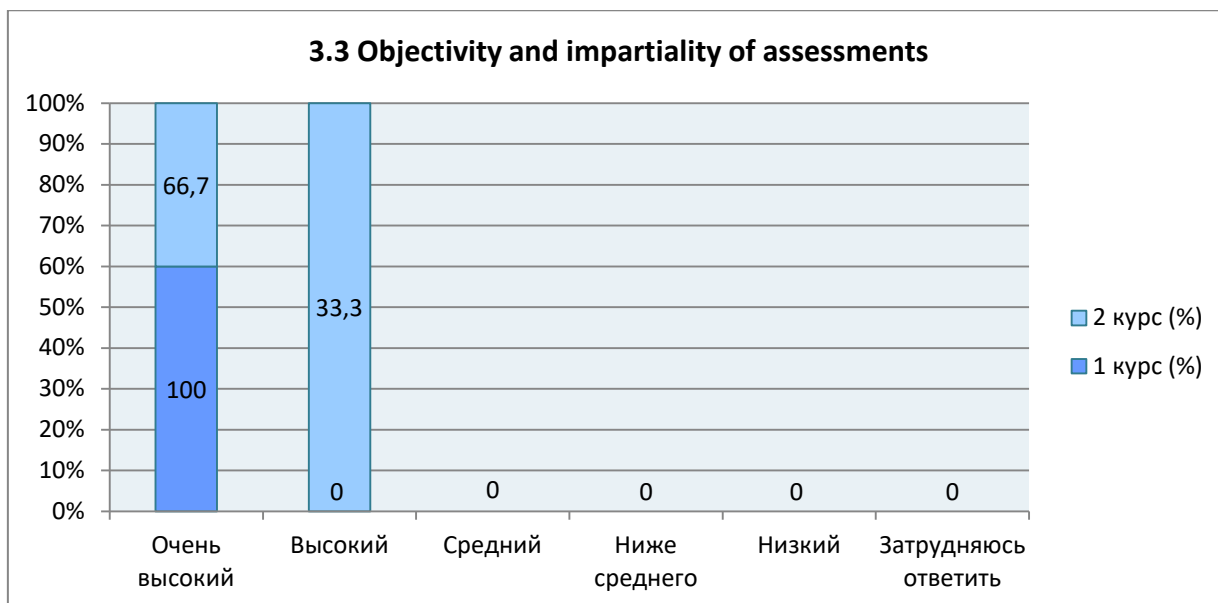
Answer options	1 st year (%)	2nd year (%)
Very tall	100	66.7
High	-	33.3
Average	-	-
Below the average	-	-
Short	-	-
I find it difficult to answer	-	-



3.3 Objectivity and impartiality of assessments

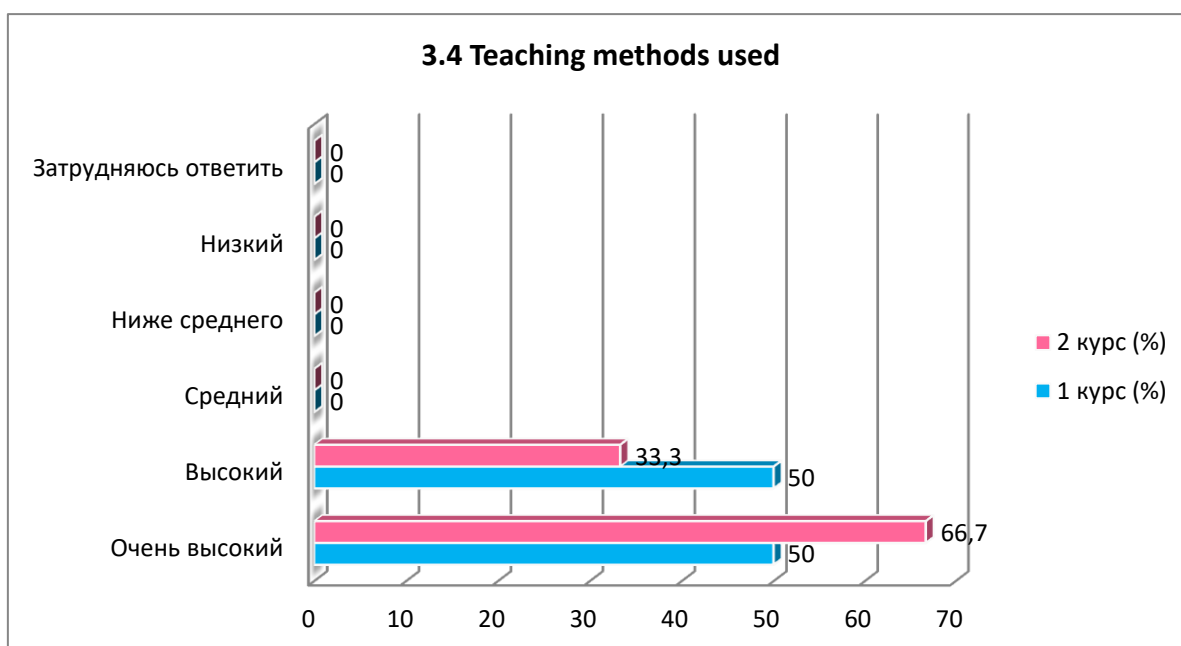
Answer options	1 st year (%)	2nd year (%)
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Very tall	100	66.7
High	-	33.3
Average	-	-
Below the average	-	-
Short	-	-
I find it difficult to answer	-	-



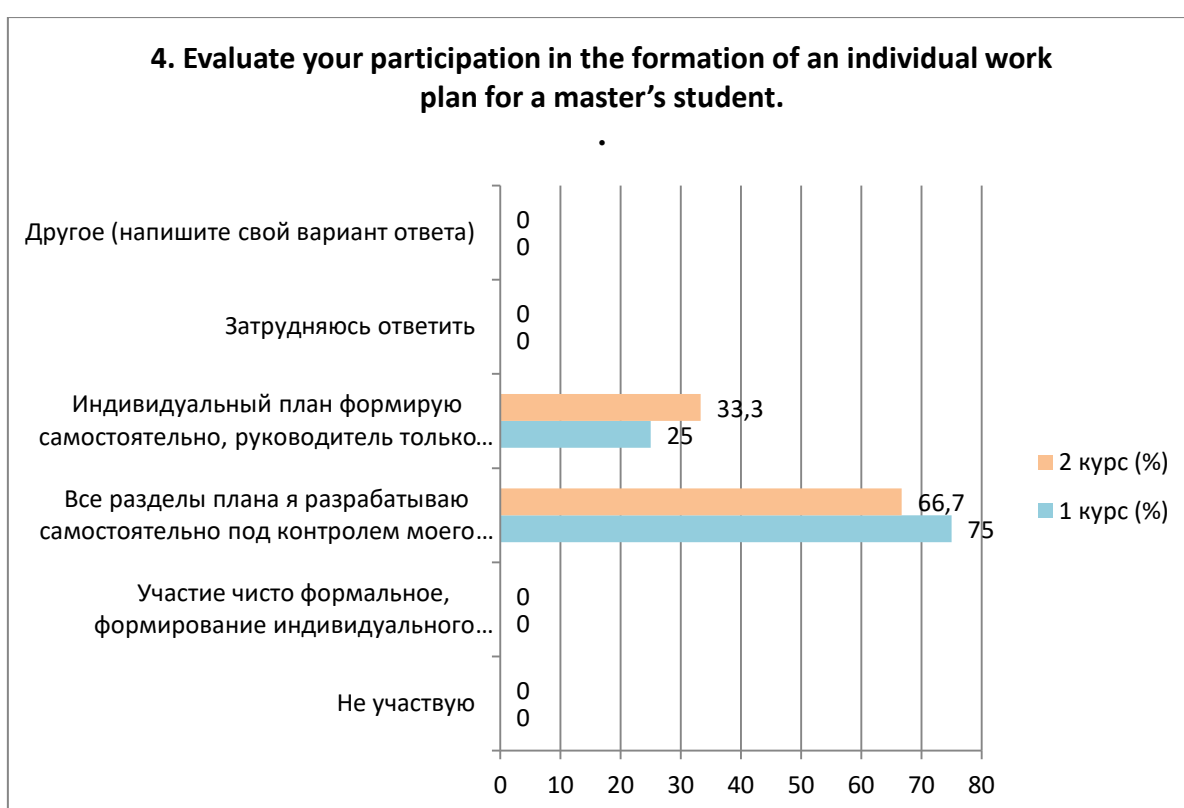
3.4 Teaching methods used

Answer options	1 st year (%)	2nd year (%)
Very tall	50	66.7
High	50	33.3
Average	-	-
Below the average	-	-
Short	-	-
I find it difficult to answer	-	-



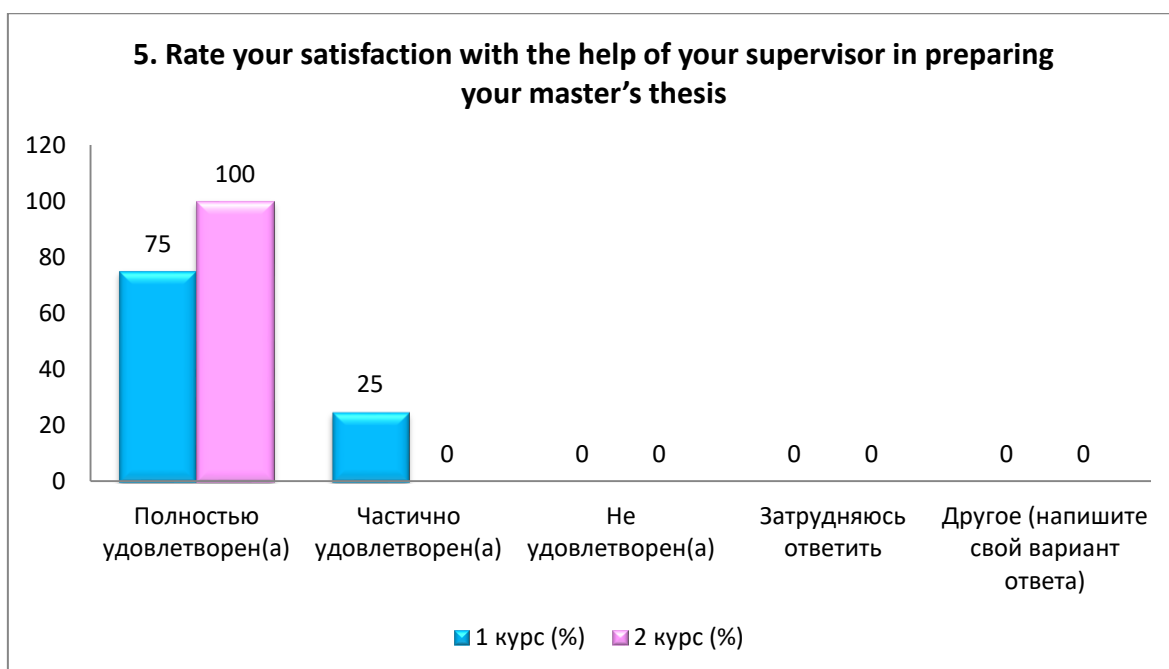
4. Evaluate your participation in the formation of an individual work plan for a master's student.

Answer options	1 st year (%)	2nd year (%)
I don't participate	-	-
Participation is purely formal; the formation of an individual plan actually does not depend on me	-	-
I develop all sections of the plan independently under the supervision of my supervisor.	75	66.7
I formulate an individual plan myself, the manager only signs it.	25	33.3
I find it difficult to answer	-	-
Other (write your answer)	-	-



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

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	75	100
Partially satisfied	25	-
Not satisfied)	-	-
I find it difficult to answer	-	-
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	1 st year (%)	2nd year (%)
Modern material and technical base	50	100
Participation of the university in the development of targeted programs for the socio-economic development of the region, cities, and enterprises	-	33.3
Involvement of undergraduates in research projects	50	33.3
Strong teaching staff	100	66.7
Work at the university of famous foreign scientists	50	-
Awards, prizes for achievements in science	-	33.3
Availability of publications by university staff in international publications	-	33.3
Participation in international research projects	-	-
I find it difficult to answer	-	-
Other (write your answer)	-	-

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

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



7. Are you involved in any research projects?

Answer options	1 st year (%)	2nd year (%)
Yes, I participate (go to question 8)	50	100
No, I don't participate, but I attend scientific events (seminars, conferences) at the university	50	-
No, I'm not participating	-	-
I find it difficult to answer	-	-
Other (write your answer)	-	-



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

Answer options	1 st year (%)	2nd year (%)
I participate in the activities of scientific departments at	-	100

my university		
I am participating in a project led by my supervisor/other teacher	50	-
Working on a research project with friends	-	-
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	50	-
Other (write your answer)	-	-

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



9. Tell me, where have you published theses and articles throughout your career?

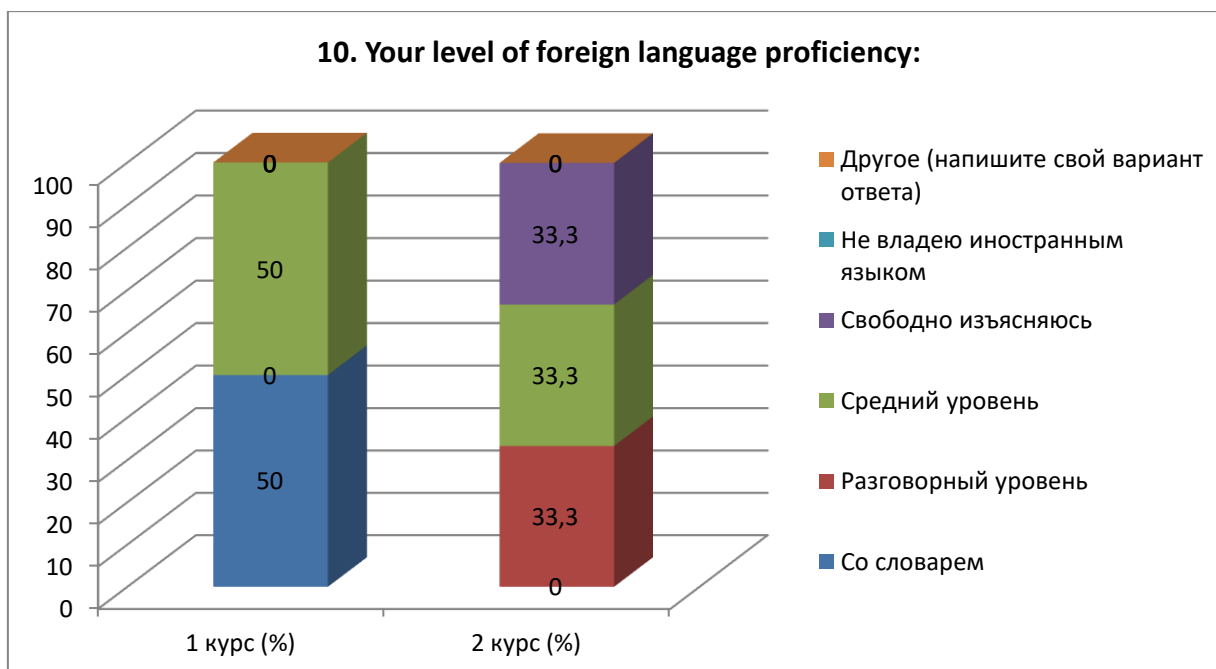
Answer options	1 st year (%)	2nd year (%)
In Kazakhstan and in distant/near foreign publications	25	66.7
Only in Kazakhstan publications	50	33.3
Only in distant foreign publications	-	-
Only in nearby foreign publications	-	-
I have no scientific publications	25	-
Other (write your answer)	-	-

9. Tell me, where have you published these and articles throughout your career?



10. Your level of foreign language proficiency:

Answer options	1 st year (%)	2nd year (%)
With dictionary	50	-
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. Assess the level of your participation in the following types of work of the department

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

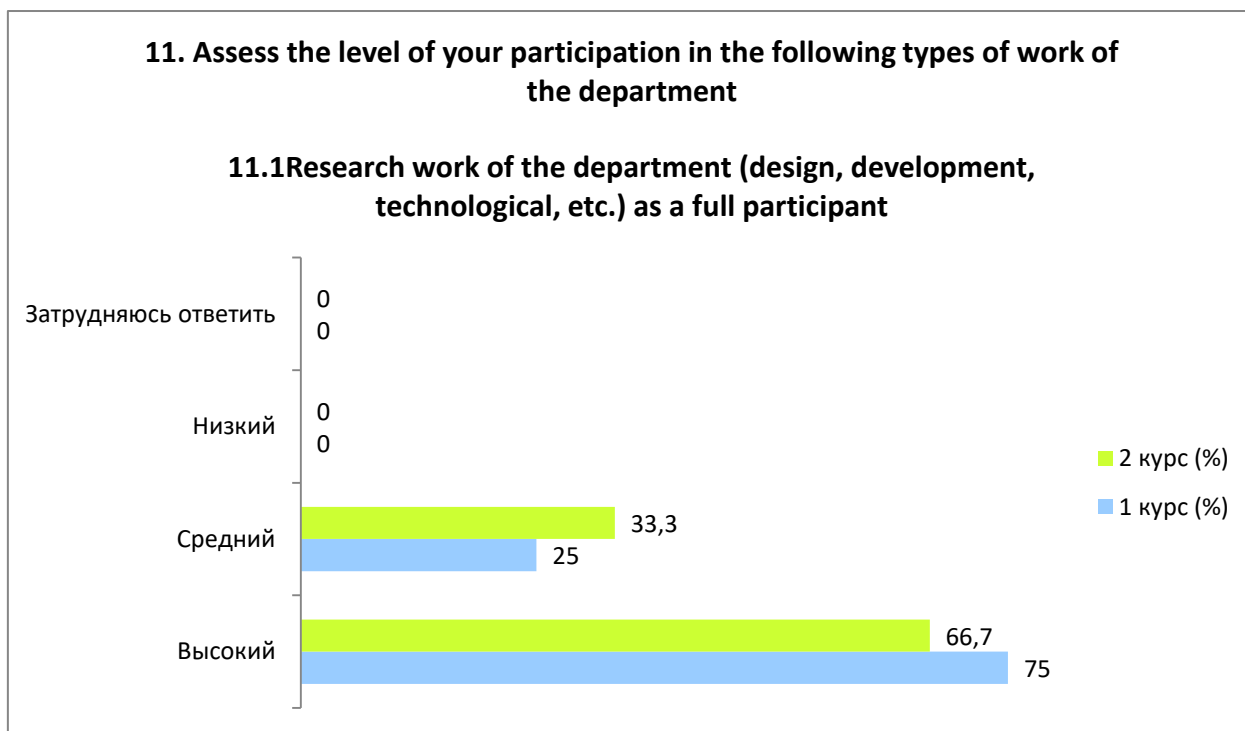
11.2 Writing scientific articles
11.3 Participation in presentations at conferences and seminars
11.4 Preparation of research reports and abstracts

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

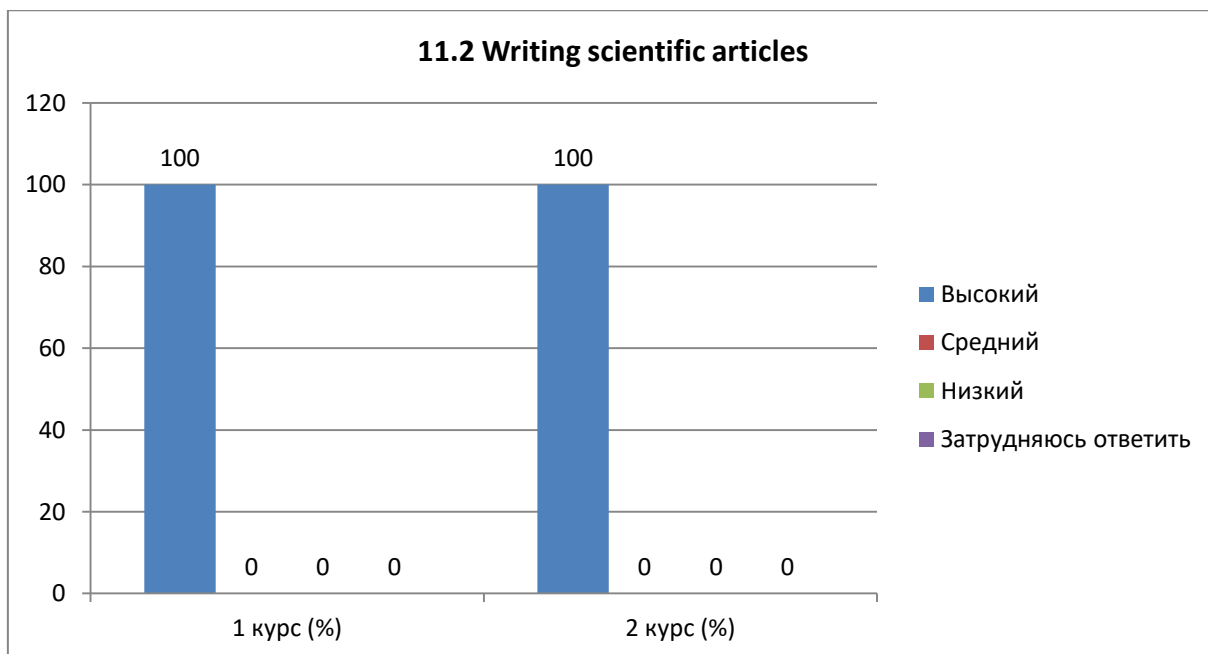
11.1 Research work of the department (design, development, technological, etc.) as a full participant

Answer options	1 st year (%)	2nd year (%)
High	75	66.7
Average	25	33.3
Short	-	-
I find it difficult to answer	-	-



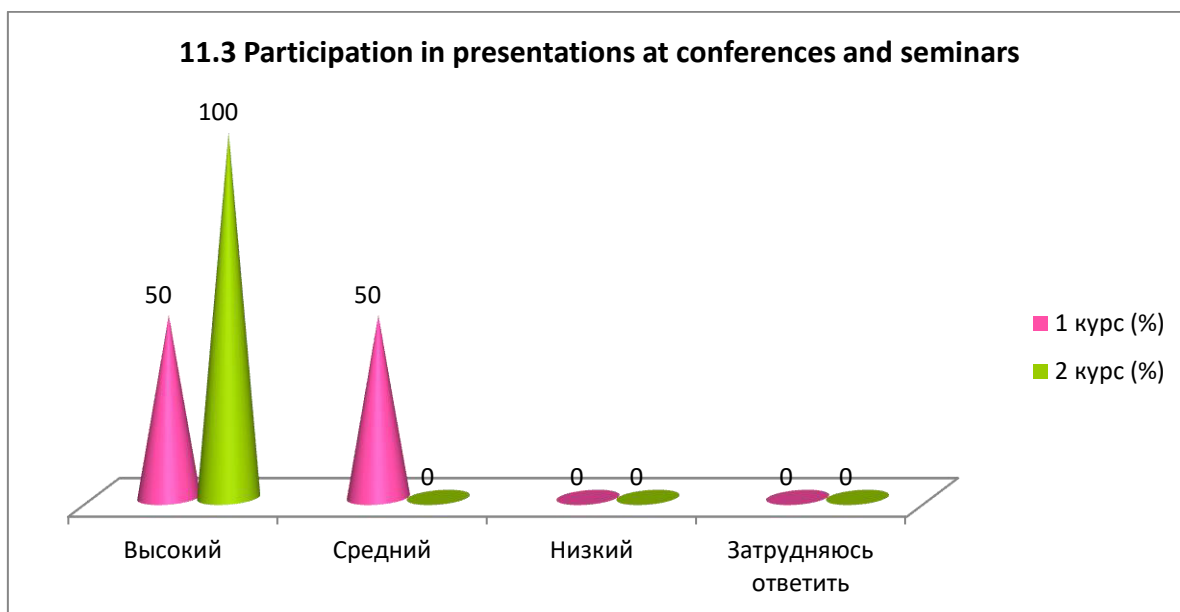
11.2 Writing scientific articles

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



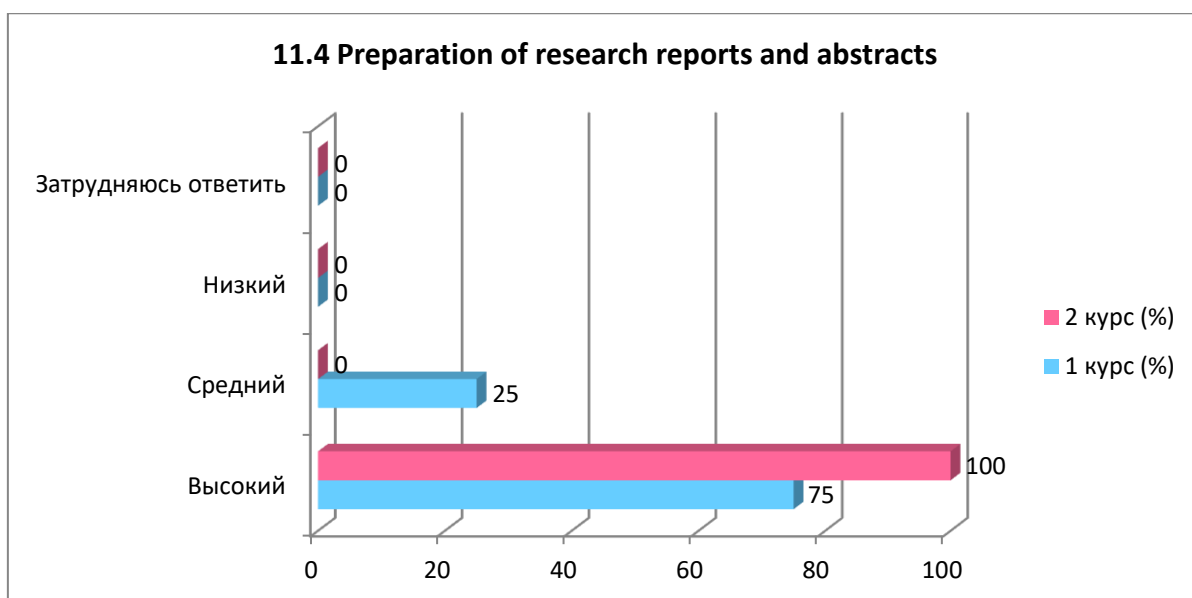
11.3 Participation in presentations at conferences and seminars

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



11.4 Preparation of research reports and abstracts

Answer options	1 st year (%)	2nd year (%)
High	75	100
Average	25	-
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 undergraduates
12.2 Logistics support for applied scientific research
12.3 Availability for undergraduates 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) _____

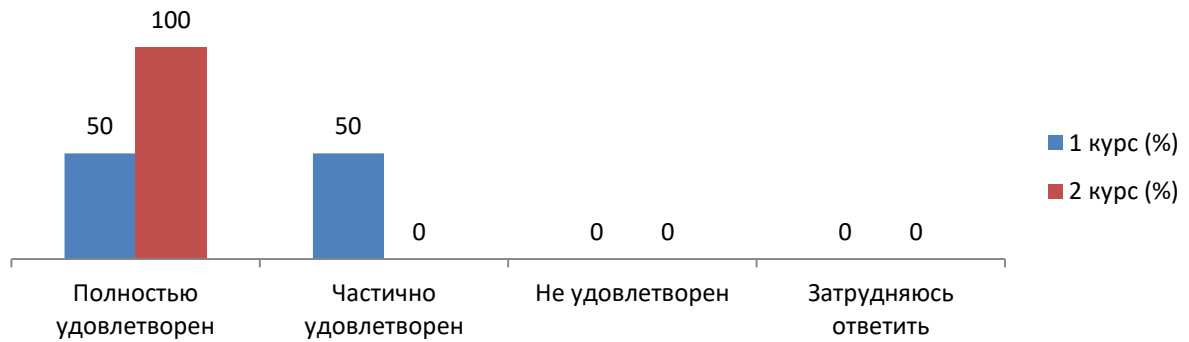
If you answered «Not satisfied» to the previous question, give recommendations for improving the scientific and educational environment of the university _____

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

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	50	100
Partially satisfied	50	-
Not satisfied	-	-
I find it difficult to answer	-	-

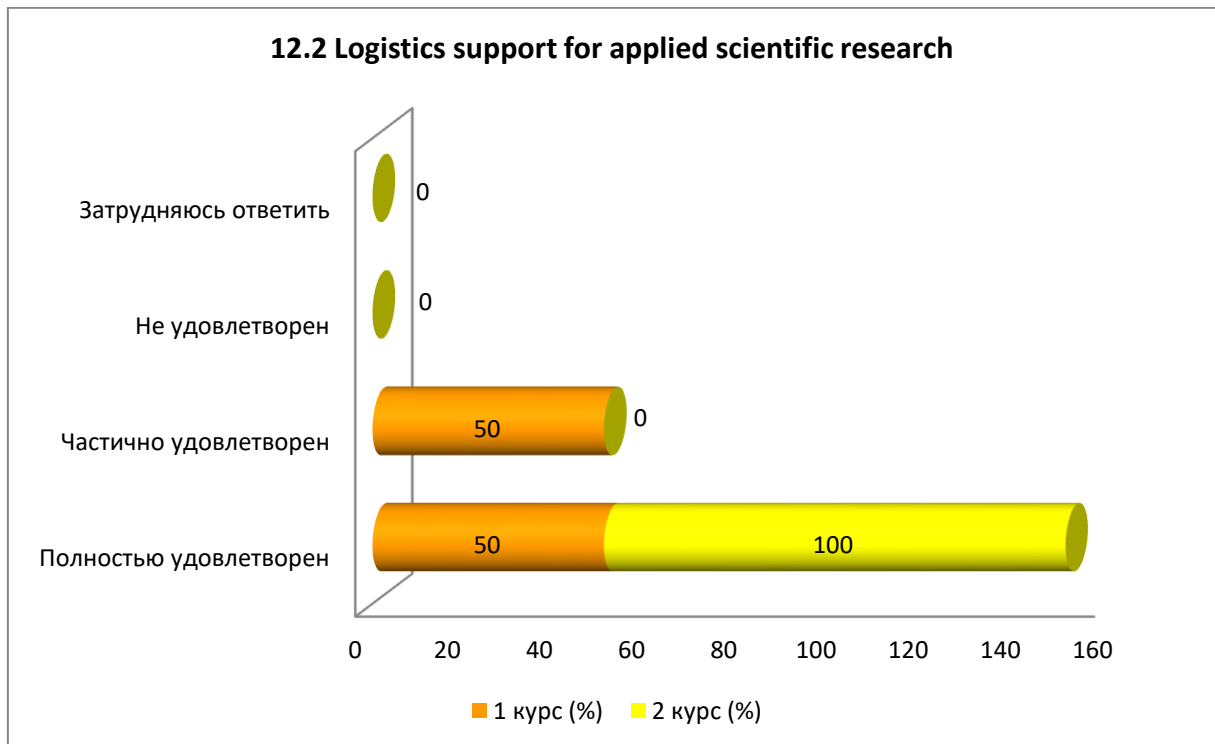
12. Are you satisfied with the scientific and educational environment of the university during your master's studies?

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



12.2 Logistics support for applied scientific research

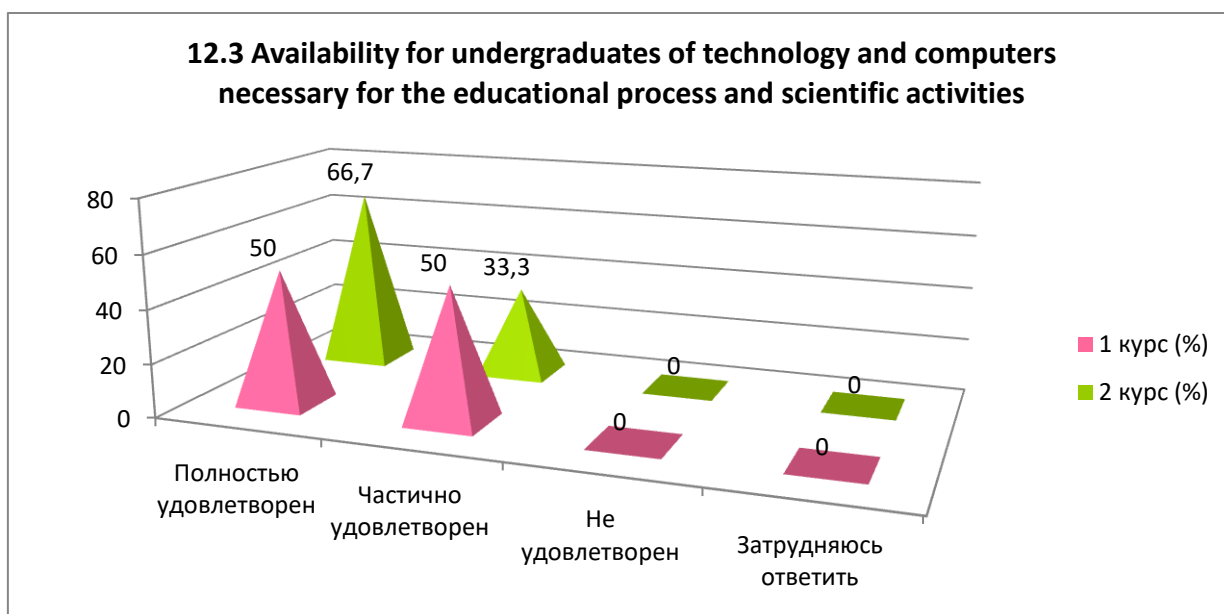
Answer options	1 st year (%)	2nd year (%)
Completely satisfied	50	100
Partially satisfied	50	-
Not satisfied	-	-
I find it difficult to answer	-	-



12.3 Availability for undergraduates of technology and computers necessary for the educational process and scientific activities

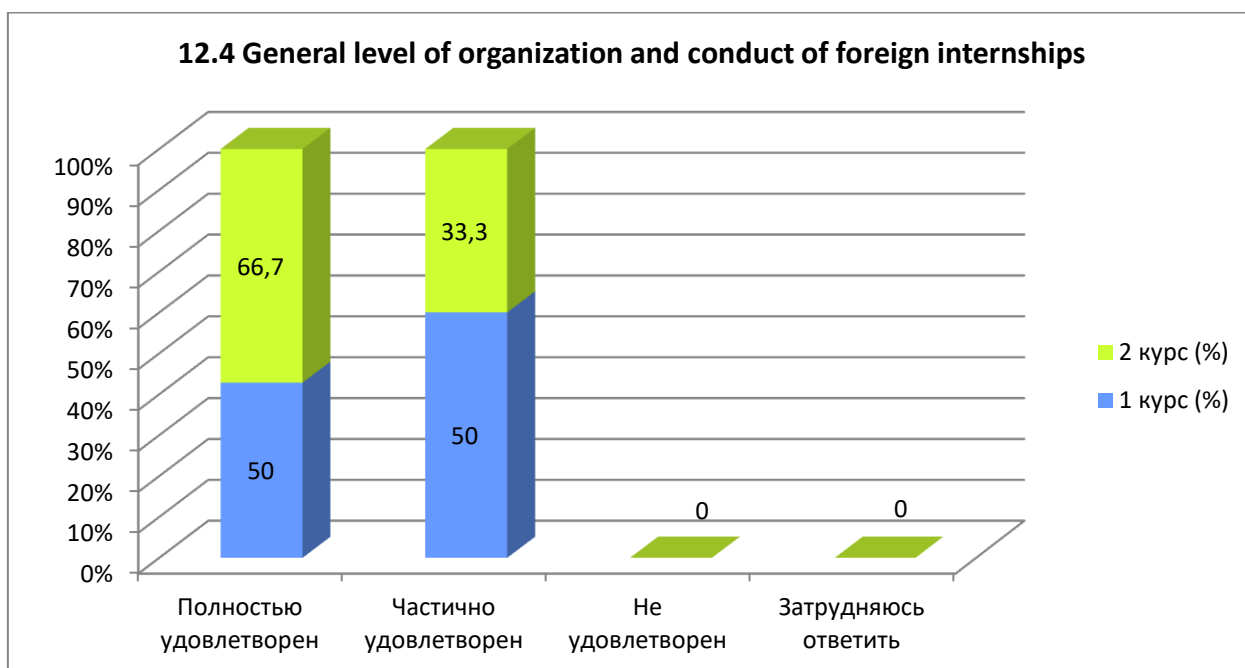
Answer options	1 st year (%)	2nd year (%)
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Completely satisfied	50	66.7
Partially satisfied	50	33.3
Not satisfied	-	-
I find it difficult to answer	-	-



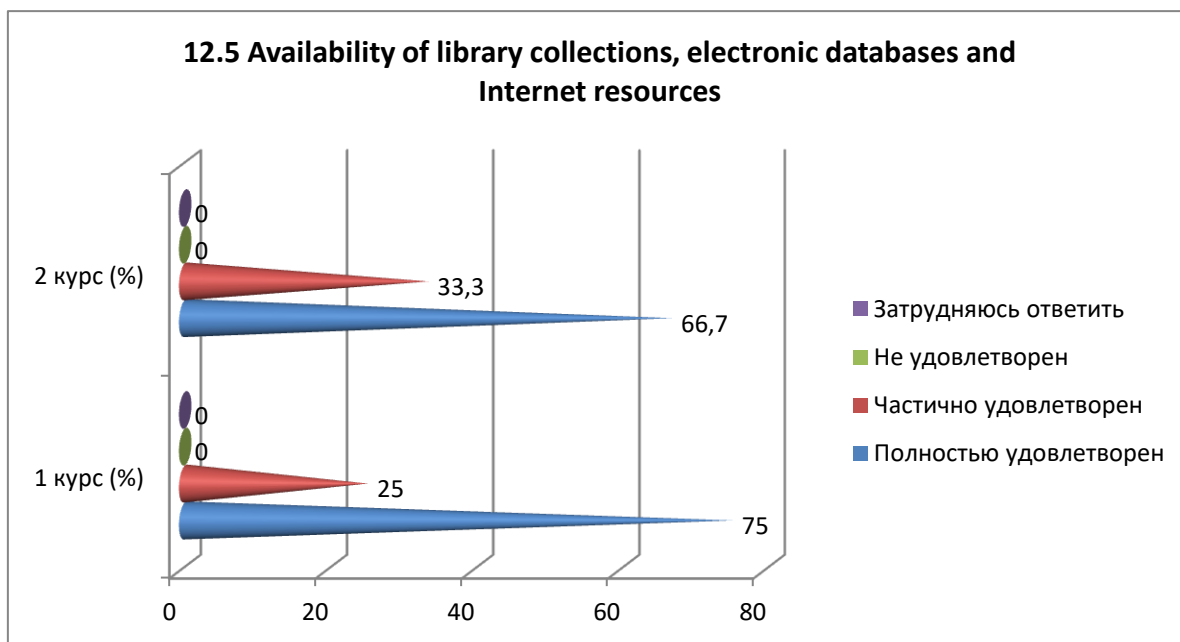
12.4 General level of organization and conduct of foreign internships

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	50	66.7
Partially satisfied	50	33.3
Not satisfied	-	-
I find it difficult to answer	-	-



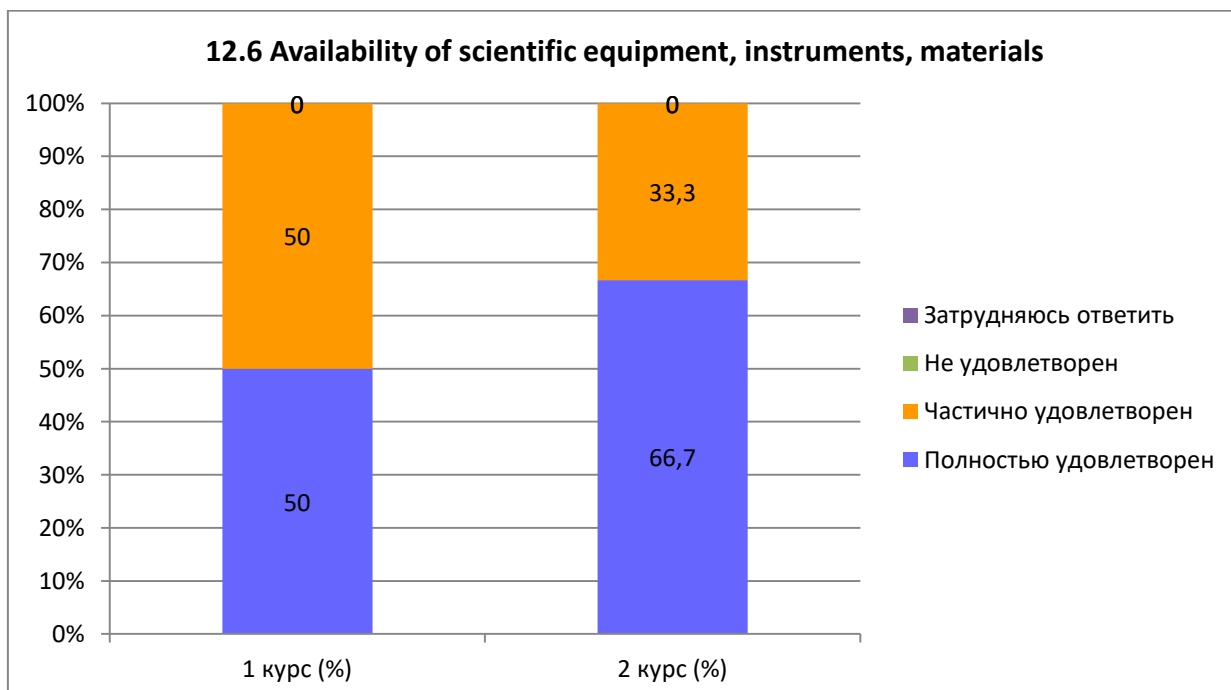
12.5 Availability of library collections, electronic databases and Internet resources

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	75	66.7
Partially satisfied	25	33.3
Not satisfied	-	-
I find it difficult to answer	-	-



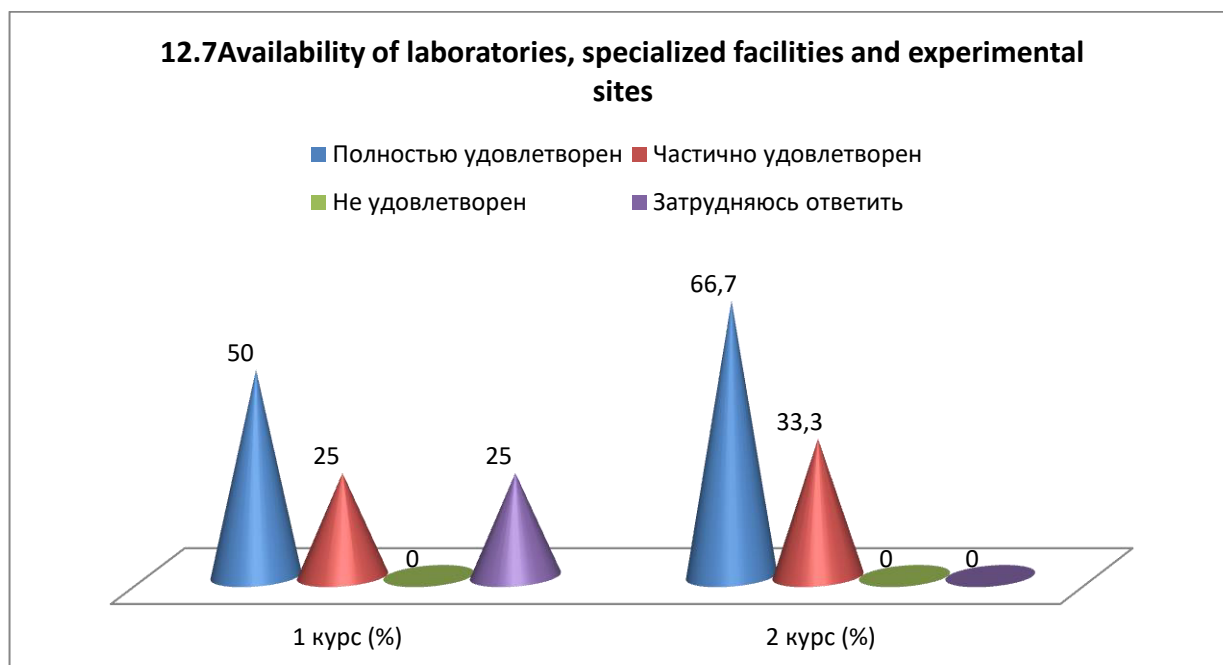
12.6 Availability of scientific equipment, instruments, materials

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	50	66.7
Partially satisfied	50	33.3
Not satisfied	-	-
I find it difficult to answer	-	-



12.7 Availability of laboratories, specialized facilities and experimental sites

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	50	66.7
Partially satisfied	25	33.3
Not satisfied	-	-
I find it difficult to answer	25	-



13. Are you satisfied?

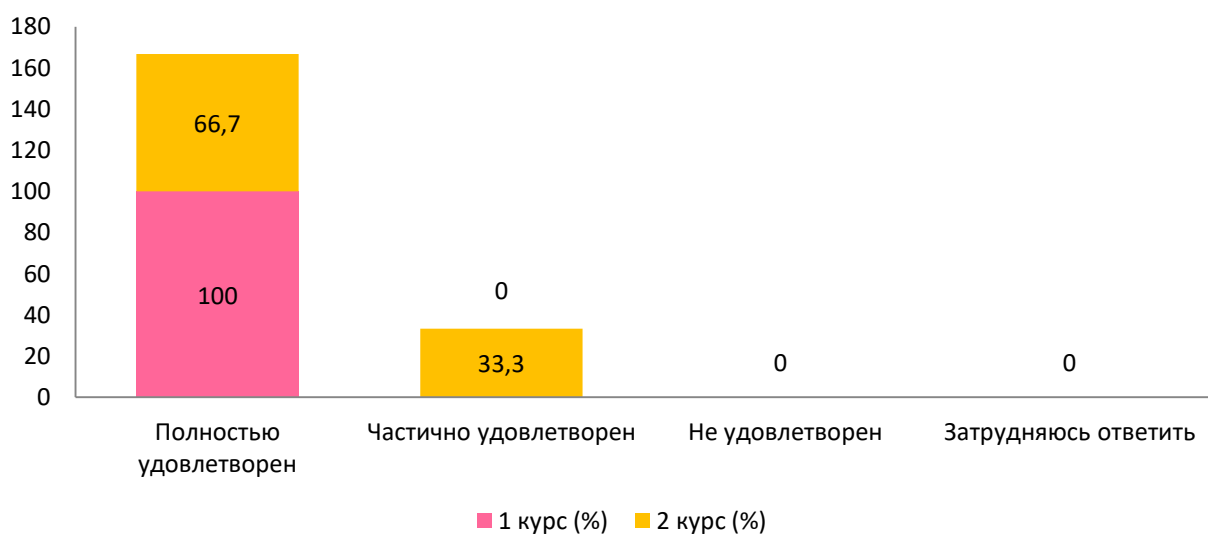
13.1 Organization of the educational process
13.2 Living conditions in the hostel
13.3 Organization of free time
13.4 Catering organization
13.5 Organization of industrial practice

13.1 Organization of the educational process

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	100	66.7
Partially satisfied	-	33.3
Not satisfied	-	-
I find it difficult to answer	-	-

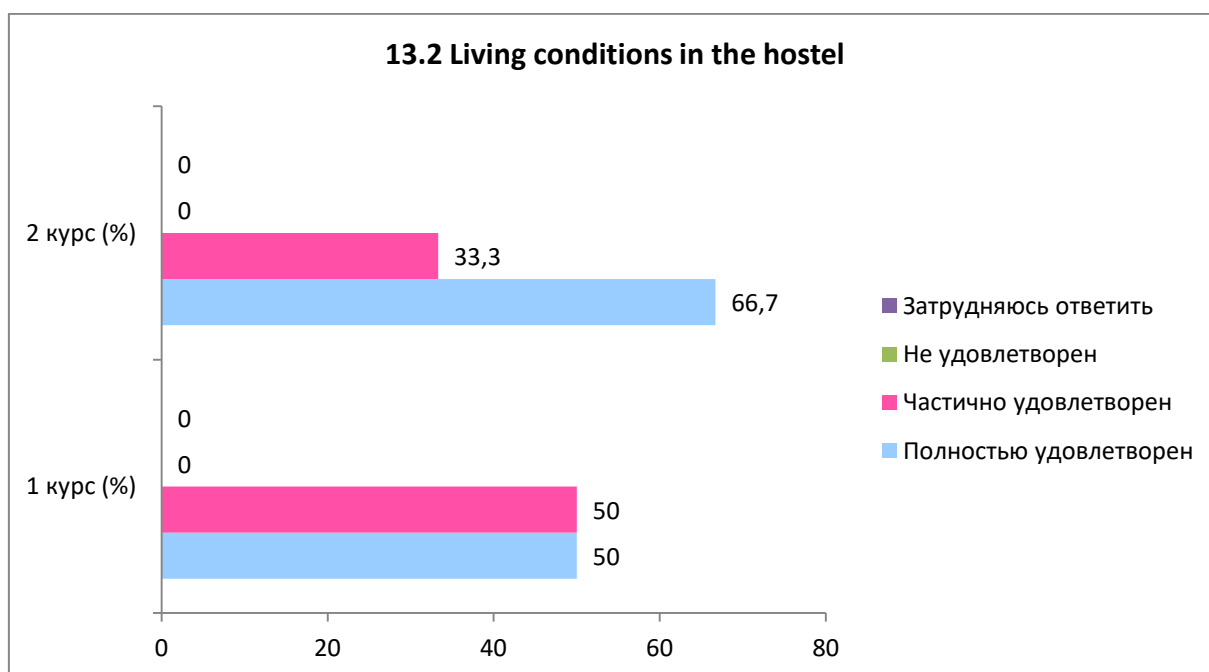
13. Are you satisfied?

13.1 Organization of the educational process



13.2 Living conditions in the hostel

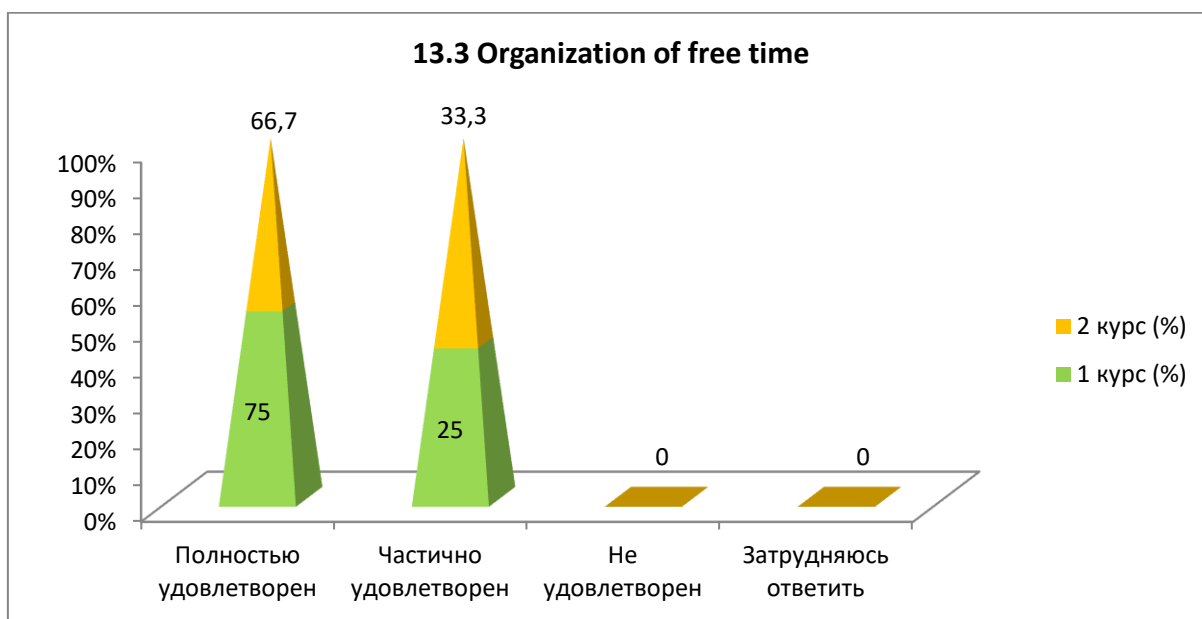
Answer options	1 st year (%)	2nd year (%)
Completely satisfied	50	66.7
Partially satisfied	50	33.3
Not satisfied	-	-
I find it difficult to answer	-	-



13.3 Organization of free time

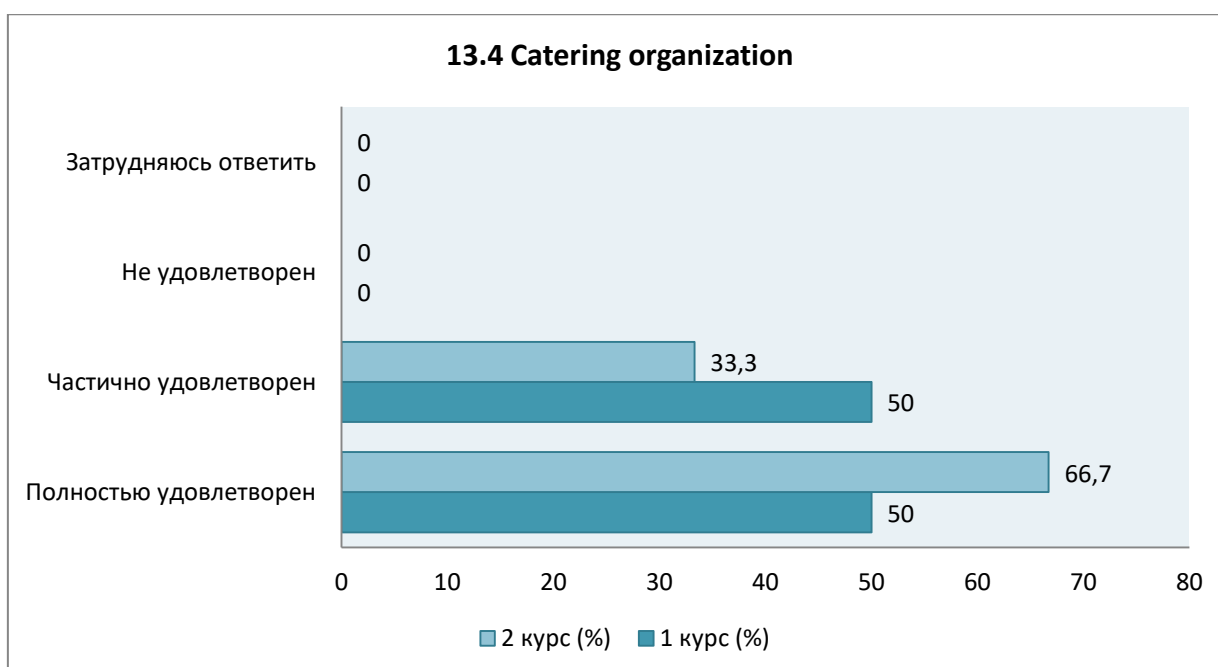
Answer options	1 st year (%)	2nd year (%)
Completely satisfied	75	66.7
Partially satisfied	25	33.3

Not satisfied	-	-
I find it difficult to answer	-	-



13.4 Catering organization

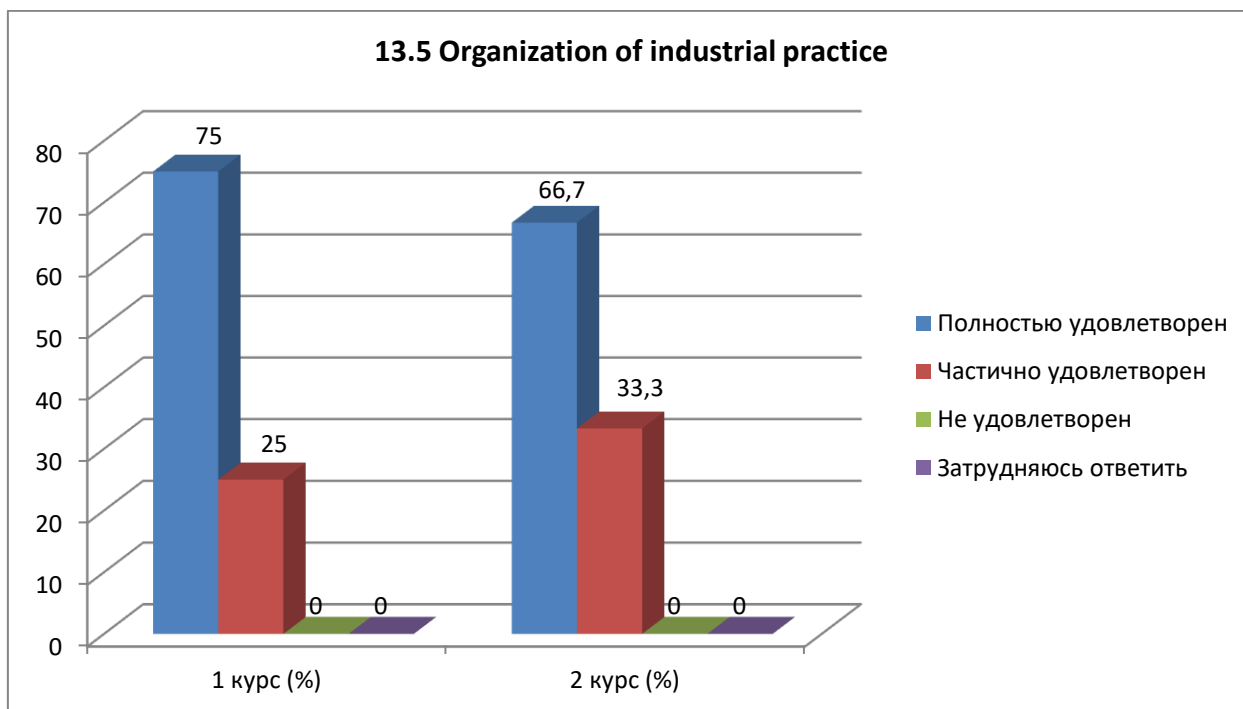
Answer options	1 st year (%)	2nd year (%)
Completely satisfied	50	66.7
Partially satisfied	50	33.3
Not satisfied	-	-
I find it difficult to answer	-	-



13.5 Organization of industrial practice

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	75	66.7

Partially satisfied	25	33.3
Not satisfied	-	-
I find it difficult to answer	-	-



14.If you are experiencing difficulties while studying for a master's degree, what is causing them? (write)

1 st year (%)	2nd year (%)
-	-

Please write what questions in your opinion need to be added to this questionnaire to improve the training program, improve the quality of services provided and other areas of the university's activities.

1 st year (%)	2nd year (%)
- no questions.	- Nothing.

Based on the results of the questionnaire, the following conclusions can be drawn:

Studying for a master's degree is a conscious choice of an adult, no longer made under the influence of parents or the situation, obtaining professional competencies in accordance with the chosen specialty, the next educational level after a bachelor's degree. To the question "What determined your choice of studying at a university master's program? (choose 3-4 answer options)" the majority of undergraduates 824.4% indicated «University prestige» The undergraduates also noted such options as: «The university where you studied as an undergraduate» - 66.6%, «High quality education» - 33.4%.

To the question «How satisfied are you with the availability of information provided by the university in your field of study»: the following information was received:

- «About the training profile» Master's students' satisfaction was 100%;
- «Characteristics of a master's student's professional activity" Master's students' satisfaction was 100%;

- «List of developed competencies of master's degree graduates» master's students' satisfaction was 100%;

- «List of master's students' practice databases» master's students' satisfaction was 100%;

- «Information about scientific supervisors» master's students' satisfaction was 100%.

The teaching staff is rated quite highly by respondents. For all the criteria presented in the questionnaire (knowledge, qualifications, objectivity, pedagogical qualities, teaching methods used), 100% of respondents gave «very high» and «high» marks.

In general, undergraduates are satisfied with their participation in the formation of an individual work plan. According to the data obtained, 75% of first-year respondents and 66.7% of second-year respondents develop all sections of the plan independently under the control of their supervisor. There are also respondents (1st year – 25%, 2nd year – 33.3%) who note that they form an individual plan on their own.

To the question: «Rate your satisfaction with the help of your supervisor in preparing your master's thesis, » the satisfaction of the master's students was 100%.

When answering the question «**What do you thinkview, is an indicator of the high scientific level of the university? (select 3-4 key characteristics)**» 83.4% of respondents chose the option «with strong teaching staff», then 75% chose the option «with modern material and technical base» and 41.6% chose the option «in involvement of undergraduates in research projects»

Publication of scientific articles and theses is one of the main conditions for a successful start of scientific work for undergraduates. Published articles and theses, their quantity and quality determine the master's student's ability to independently work with large volumes of information, organize scientific activities, apply methods in work, obtain results, form correct conclusions, and comply with the requirements for the general design and content of scientific works. Master's students publish their articles and theses both in Kazakh publications and in distant/near foreign publications (1st year - 25%, 2nd year - 66.7%). There are also master's students who are published only in Kazakh publications (1st year – 50%, 2nd year – 33.3%). However, 25% of first-year respondents indicated that they do not have scientific publications.

To the question «Your level of proficiency in a foreign language» the respondents' answers were distributed as follows: «intermediate level» - 41.7%, «with a dictionary» - 25%, “conversational level” and «I can express myself freely» 16.6% each.

The assessment of the level of participation of undergraduates in the work of the department is at a high level – 83.3%. At the same time, the largest percentage of respondents who rated their level of participation as «high» in writing scientific articles (100%).

To the question «Are you satisfied with the scientific and educational environment of the university during your master's studies? » The following information was received:

- «Organization of conferences, round tables, forums at the university, with the participation of undergraduates»Master's students' satisfaction was 100%;

- «Material and technical support for applied scientific research»Master's students' satisfaction was 100%;

- «Availability for undergraduates of technology, computers necessary for the educational process and scientific activities»Master's students' satisfaction was 100%;

- «General level of organization and conduct of foreign internships» Master's students' satisfaction was 100%;

- “Accessibility of library collections, electronic databases and Internet resources»Master's students' satisfaction was 100%;

- «Availability of scientific equipment, tools, materials»Master's students' satisfaction was 100%;

- «Availability of laboratories, specialized facilities and experimental sites»master's degree students' satisfaction was 87.5% and 12.5% found it difficult to answer;

In general, respondents do not experience any difficulties when studying for a master's degree. At the end of the survey, it was proposed to add questions that, in the students' opinion, should be added to this questionnaire to improve the training program, improve the quality of services provided

and other areas of the university's activities. However, respondents limited themselves to the following answers: «no questions» and «nothing»

Recommendations:

-The head of the department, PO, get acquainted with the results of the questionnaire and, if necessary, develop an action plan to improve the quality of the services provided.

*Students' answers are presented in the original. The author's spelling and punctuation have been preserved.