Report
on the results of the survey
Master students' satisfaction with educational services
for 2023-2024 academic year in educational program
7M06102 Computer Equipment and Software

In February 2024, the Center for Quality Management and Accreditation conducted an anonymous electronic survey "Satisfaction of master students with educational services".

The purpose of the study is to measure consumer satisfaction with the quality of services provided by the University.

The subject of the study is the formed ideas of master students about organization of the educational process, the degree of satisfaction with its various characteristics.

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

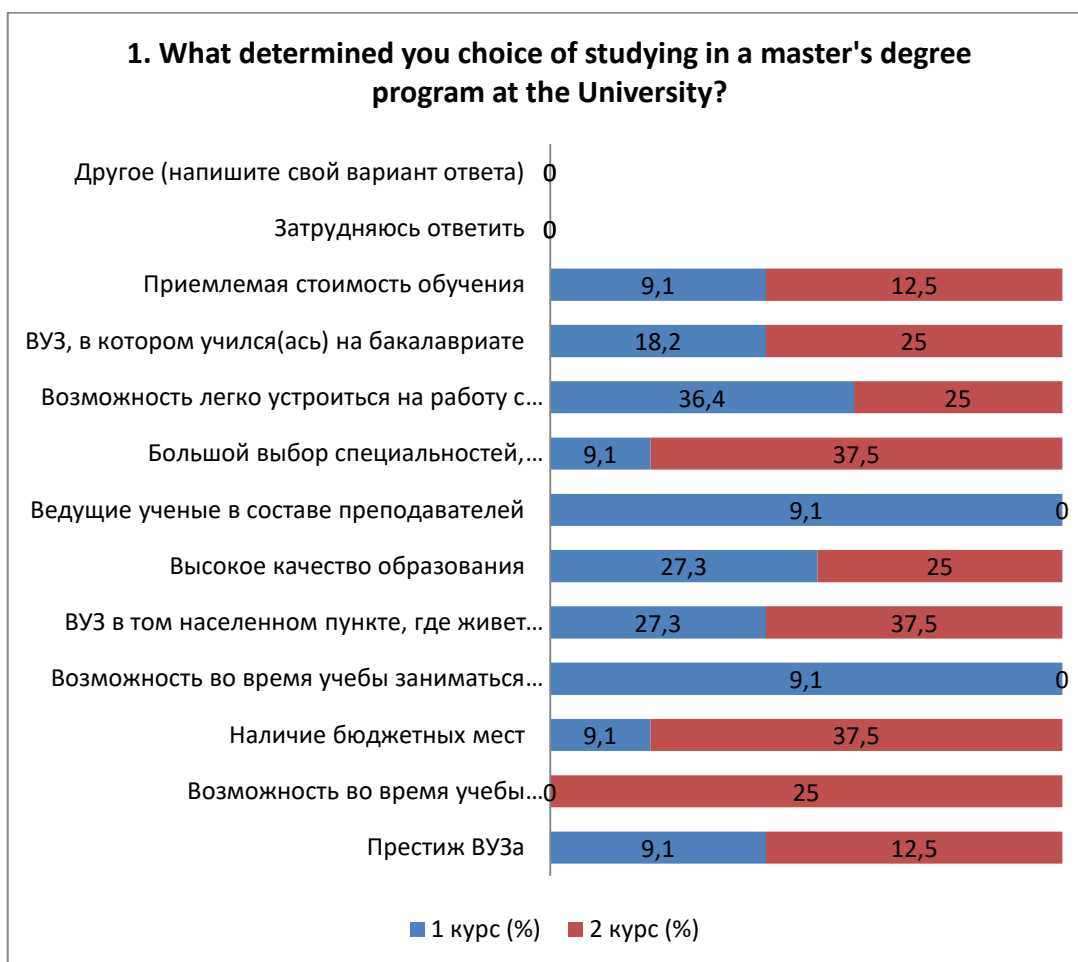The object of the study is the 1 and 2 year master students.

19 respondents took part in the survey, which amounted to 82.6% of the total number of master students.

The following data were obtained during the survey.

1. What determined your choice of studying in a master's degree program at the University? (*select 3-4 answer options***)**

Answer options	1 year (%)	2 year (%)
Prestige of the University	9.1	12.5
Opportunity to do internships abroad during studies	-	25
Availability of budget places	9.1	37.5
Opportunity to do science during studies	9.1	-
University in the locality where the family lives (close to it)	27.3	37.5
High quality of education	27.3	25
Leading scientists among the teaching staff	9.1	-
Wide choice of specialties, areas of education	9.1	37.5
Opportunity to easily get a job with a diploma from this University	36.4	25
University where he/she studied for a bachelor's degree	18.2	25
Acceptable cost of education	9.1	12.5
I find it difficult to answer	-	-
Other (write your answer)	-	-

The sum in % is not equal to 100, since several answer options were supposed to be selected

1. What determined you choice of studying in a master's degree program at the University?

Вариант	1 курс (%)	2 курс (%)
Другое (напишите свой вариант ответа)	0	
Затрудняюсь ответить	0	
Приемлемая стоимость обучения	9,1	12,5
ВУЗ, в котором учился(ась) на бакалавриате	18,2	25
Возможность легко устроиться на работу с…	36,4	25
Большой выбор специальностей,…	9,1	37,5
Ведущие ученые в составе преподавателей	9,1	0
Высокое качество образования	27,3	25
ВУЗ в том населенном пункте, где живет…	27,3	37,5
Возможность во время учебы заниматься…	9,1	0
Наличие бюджетных мест	9,1	37,5
Возможность во время учебы…	0	25
Престиж ВУЗа	9,1	12,5

■ 1 курс (%)　■ 2 курс (%)

2. How much are you satisfied with availability of information provided by the University in your field of study:
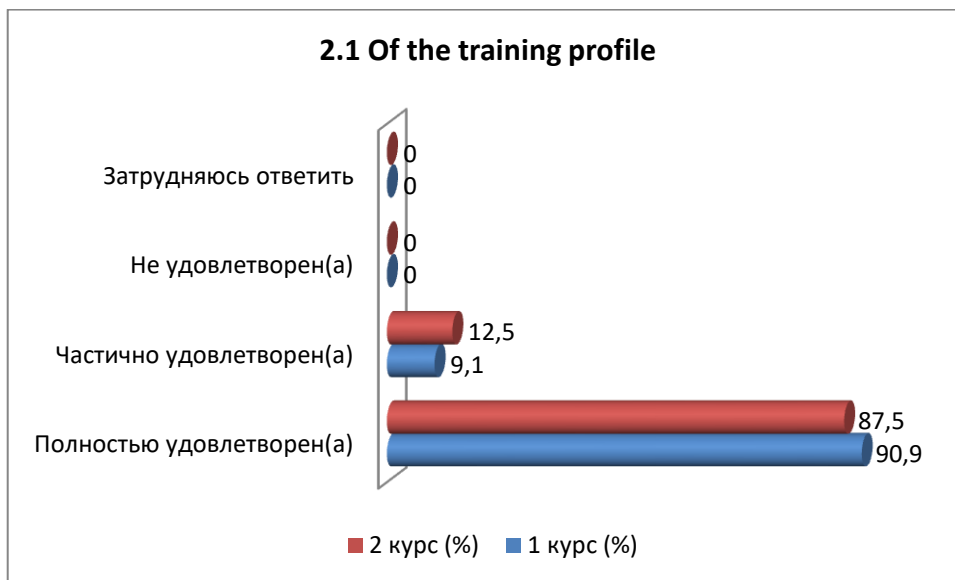
2.1 Of the training profile
2.2 Characteristics of the professional activity of a master student
2.3 List of formed competencies of a master graduate
2.4 List of bases of master students' internships
2.5 Information of scientific supervisors

Other (write your answer)_____

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

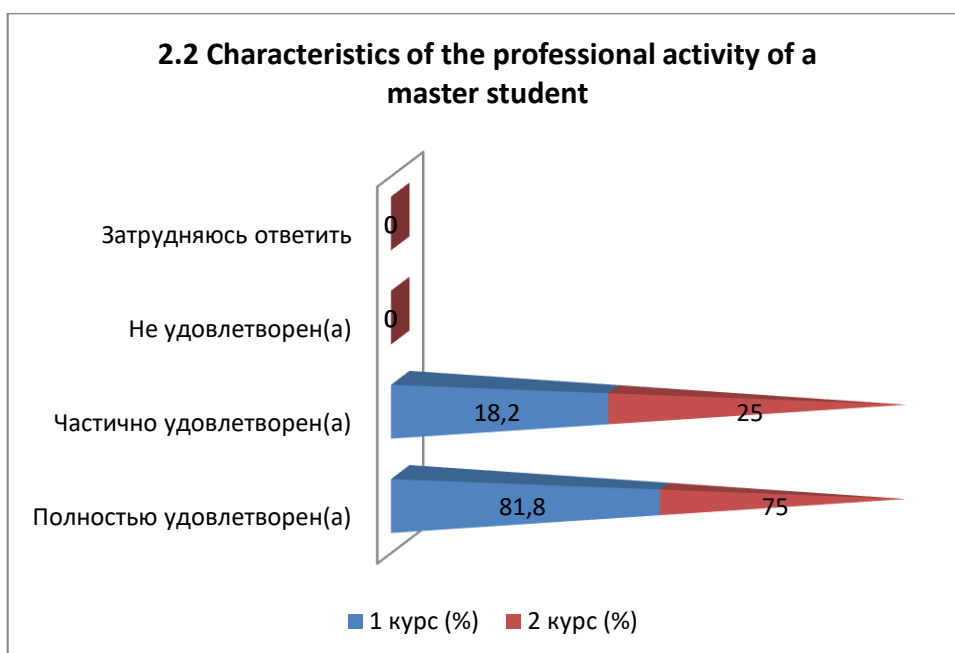### 2.1 Of the training profile

Answer options	1 year (%)	2 year (%)
Completely satisfied	90,9	87,5
Partially satisfied	9,1	12,5
Not satisfied	-	-
Difficult to answer	-	-

2.1 Of the training profile

2.2 Characteristics of the professional activity of a master student

Answer options	1 year (%)	2 year (%)
Completely satisfied	81,8	75
Partially satisfied	18,2	25
Not satisfied	-	-
Difficult to answer	-	-

2.2 Characteristics of the professional activity of a master student

2.3 List of formed competencies of a master graduate

Answer options	1 year (%)	2 year (%)
Completely satisfied	81,8	75
Partially satisfied	18,2	12,5
Not satisfied	-	12,5
Difficult to answer	-	-

2.3 List of formed competencies of a master graduate

Затрудняюсь ответить — 0 / 0
Не удовлетворен(а) — 12,5 / 0
Частично удовлетворен(а) — 12,5 / 18,2
Полностью удовлетворен(а) — 75 / 81,8

■ 2 курс (%)　■ 1 курс (%)
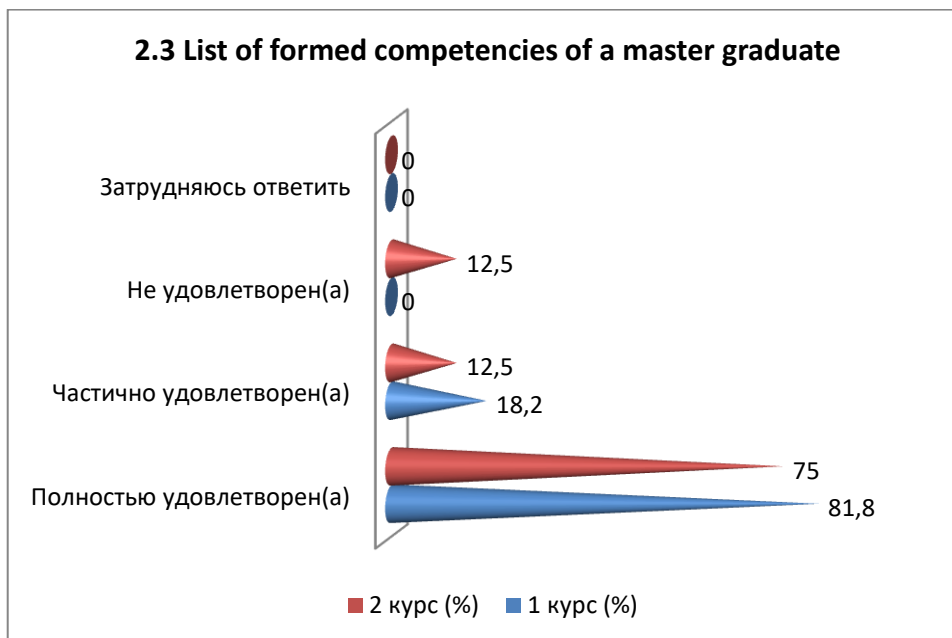
2.4 List of bases of master students' internships

Answer options	1 year (%)	2 year (%)
Completely satisfied	81,8	75
Partially satisfied	18,2	12,5
Not satisfied	-	-
Difficult to answer	-	12,5

2.4 List of bases of master students' practices

Затрудняюсь ответить — 0 / 12,5
Не удовлетворен(а) — 0
Частично удовлетворен(а) — 18,2 / 12,5
Полностью удовлетворен(а) — 81,8 / 75

■ 1 курс (%)　■ 2 курс (%)
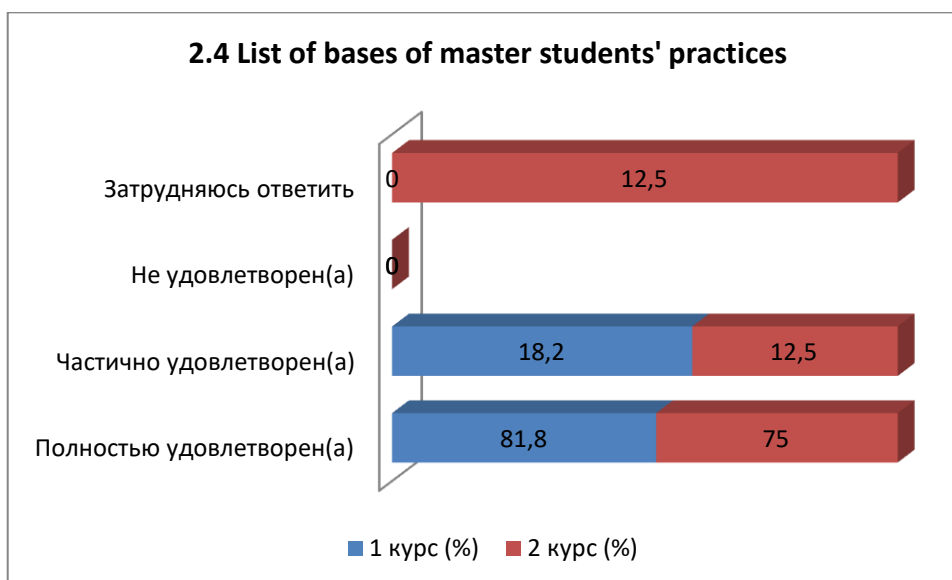
2.5 Information of scientific supervisors

Answer options	1 year (%)	2 year (%)
Completely satisfied	81,8	87,5
Partially satisfied	18,2	-
Not satisfied	-	12,5
Difficult to answer	-	-

2.5 Information of scientific supervisors

- Не удовлетворен(а): 12,5 / 0
- Частично удовлетворен(а): 0 / 18,2
- Полностью удовлетворен(а): 87,5 / 81,8

■ 2 курс (%)   ■ 1 курс (%)
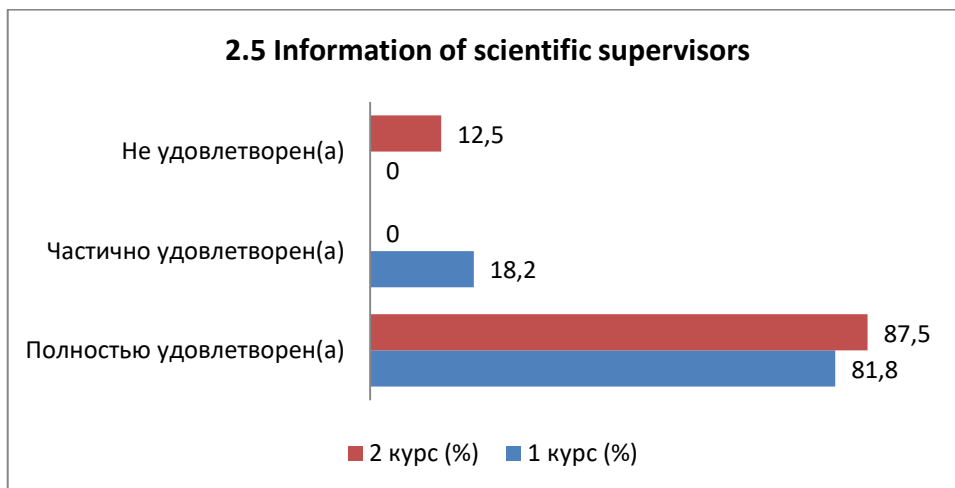
3. How would you overall rate the teaching staff of your master's program?
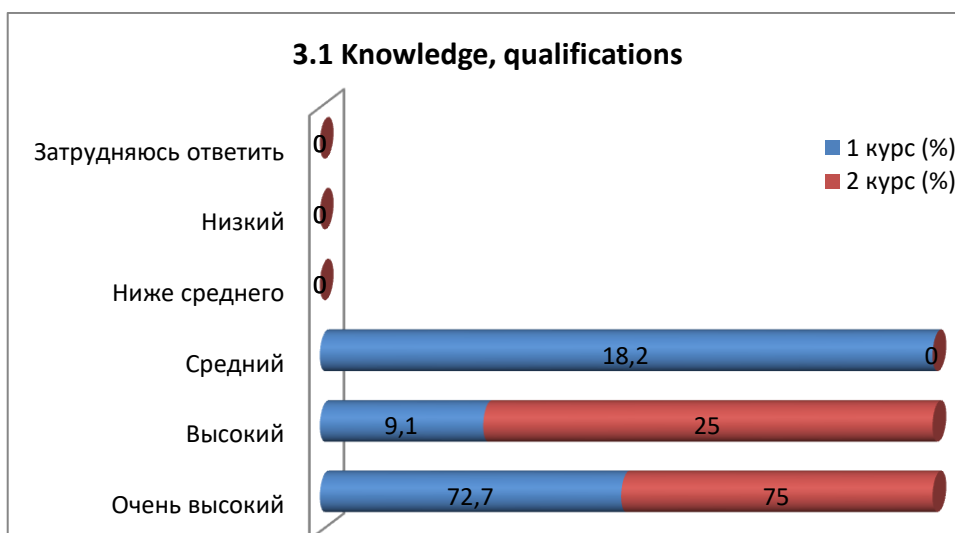
3.1 Knowledge, qualifications
3.2 Pedagogical qualities
3.3 Objectivity and impartiality of assessments
3.4 Teaching methods used

Other (write your answer)_____

If you answered "Low" to the previous question, please provide recommendations for improving the teaching staff _____

3.1 Knowledge, qualifications

Answer options	1 year (%)	2 year (%)
Very high	72,7	75
High	9,1	25
Average	18,2	-
Below average	-	-
Low	-	-
I don't know	-	-

3.1 Knowledge, qualifications

- Затрудняюсь ответить: 0
- Низкий: 0
- Ниже среднего: 0
- Средний: 18,2 / 0
- Высокий: 9,1 / 25
- Очень высокий: 72,7 / 75

■ 1 курс (%)   ■ 2 курс (%)

3.2 Pedagogical qualities

Answer options	1 year (%)	2 year (%)
Very high	72,7	37,5
High	27,3	62,5
Average	-	-
Below average	-	-
Low	-	-
I don't know	-	-
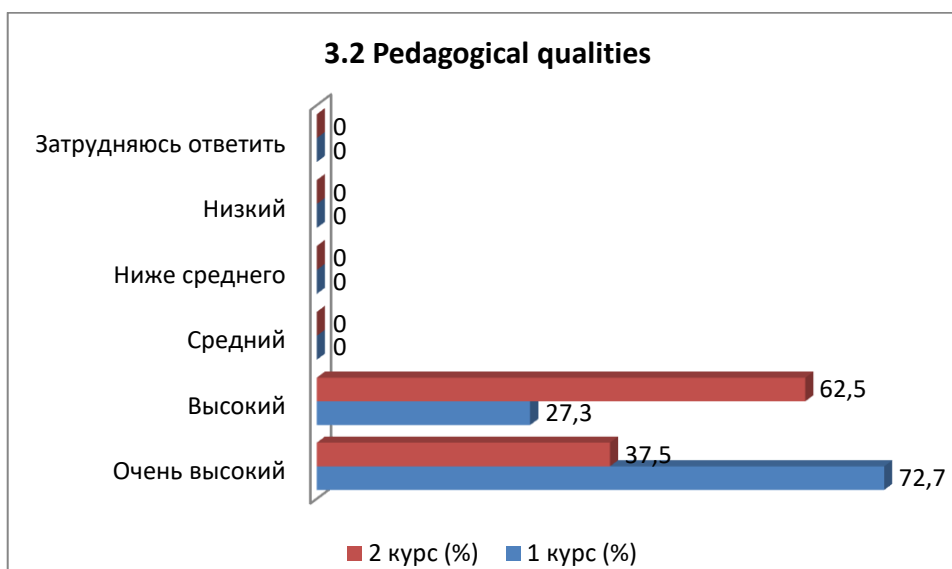
3.3 Objectivity and impartiality of assessments

Answer options	1 year (%)	2 year (%)
Very high	63,6	50
High	27,3	37,5
Average	9,1	12,5
Below average	-	-
Low	-	-
I don't know	-	-
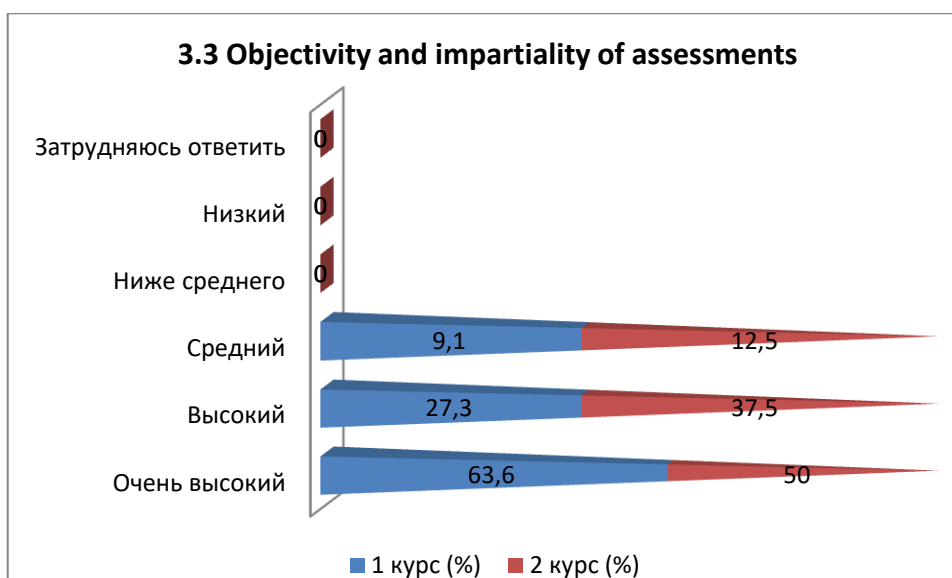
3.4 Teaching methods used

Answer options	1 year (%)	2 year (%)
Very high	54,5	37,5
High	27,3	50
Average	18,2	-
Below average	-	12,5
Low	-	-
I don't know	-	-
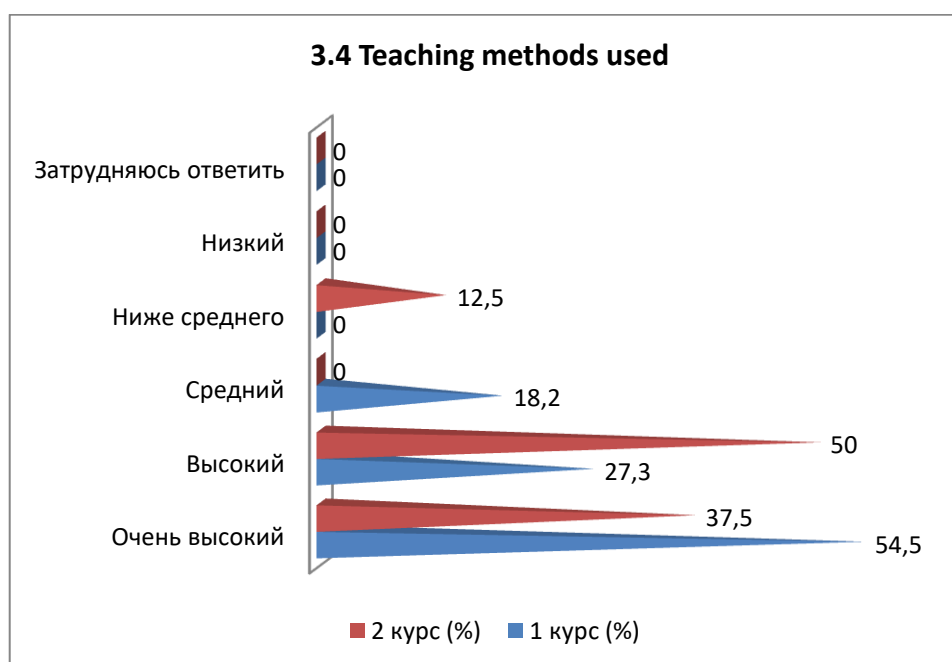
4. Rate your participation in formation of the individual working plan of a master student

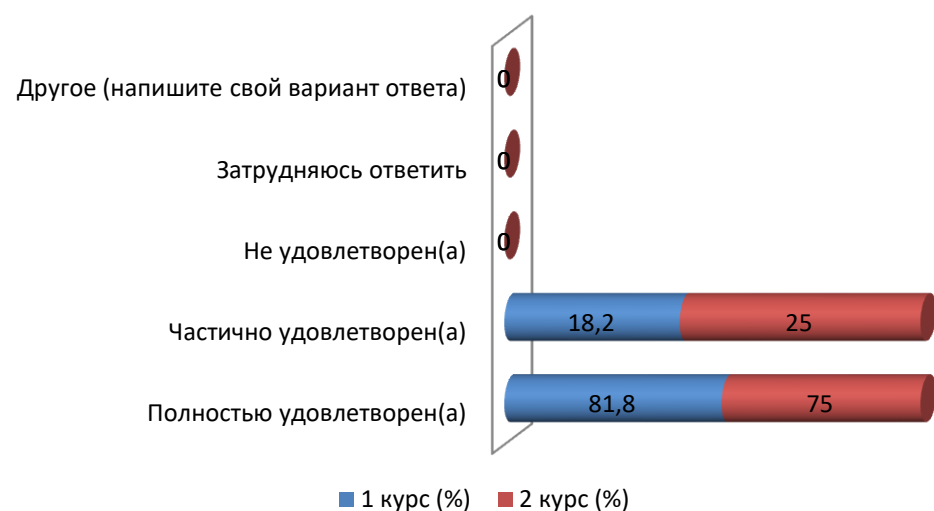| Answer options	1 year (%)	2 year (%)
I do not participate	9,1	-
Participation is purely formal, the formation of an individual plan does not actually depend on me	27,3	37,5
I develop all the sections of the plan independently under the guidance of my supervisor	36,3	50
I form an individual plan independently, the supervisor only signs it.	27,3	12,5
I find it difficult to answer	-	-
Other (write your answer)	-	-

4. Rate your participation in formation of the individual working plan of a master student
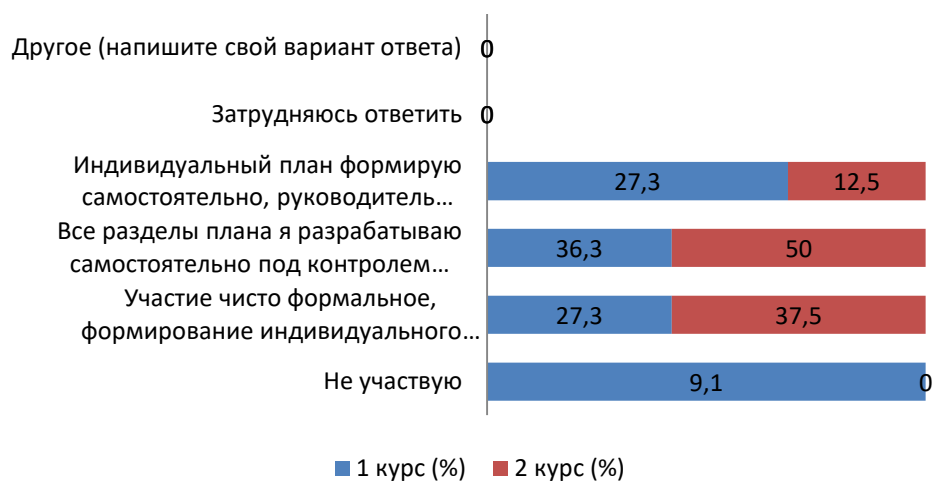
Другое (напишите свой вариант ответа) 0

Затрудняюсь ответить 0

Индивидуальный план формирую самостоятельно, руководитель… 27,3 | 12,5

Все разделы плана я разрабатываю самостоятельно под контролем… 36,3 | 50

Участие чисто формальное, формирование индивидуального… 27,3 | 37,5

Не участвую 9,1 | 0

■ 1 курс (%) ■ 2 курс (%)

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

Answer options	1 year (%)	2 year (%)
Completely satisfied	81,8	75
Partially satisfied	18,2	25
Not satisfied	-	-
I don't know	-	-
Other (write your answer)	-	-

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

Другое (напишите свой вариант ответа) 0

Затрудняюсь ответить 0

Не удовлетворен(а) 0

Частично удовлетворен(а) 18,2 | 25

Полностью удовлетворен(а) 81,8 | 75

■ 1 курс (%) ■ 2 курс (%)

6. What, in your opinion, is the indicator of a high scientific level of the University?
(*choose 3-4 key characteristics*)

Answer options	1 year (%)	2 year (%)
Updated material and technical base	9,1	37,5
Participation of the University in the development of target programs for the socio-economic development of the region, city, enterprises	18,2	12,5
Involvement of mastes students in research projects	27,3	75
Competent teaching staff	18,2	37,5
Famous foreign scientists working at the University	18,2	25
Awards, prizes for achievements in science	18,2	-
Availability of publications of the University employees in international publications	9,1	12,5
Participation in international research projects	9,1	25
I find it difficult to answer	-	-
Other (write your answer)	-	-

The sum in % is not equal to 100, since several answer options were supposed to be selected
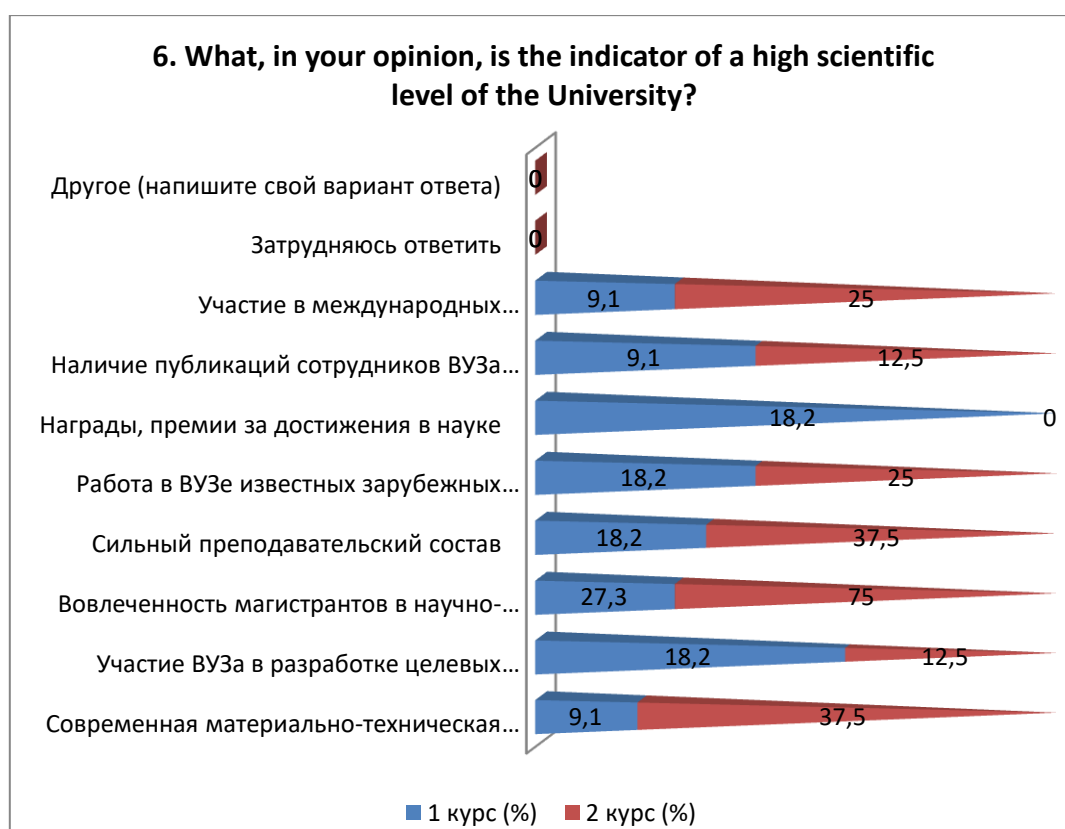
7. Do you participate in any research projects?

Answer options	1 year (%)	2 year (%)
Yes, I do (to question 8)	27,2	50

No, I don't participate, but I attend scientific events (seminars, conferences) at the University	36,4	37,5
No, I don't participate	36,4	12,5
I find it difficult to answer	-	-
Other (write your answer)	-	-

7. Do you participate in any research projects?

8. Indicate which research projects you are involved in (*choose all that apply*)

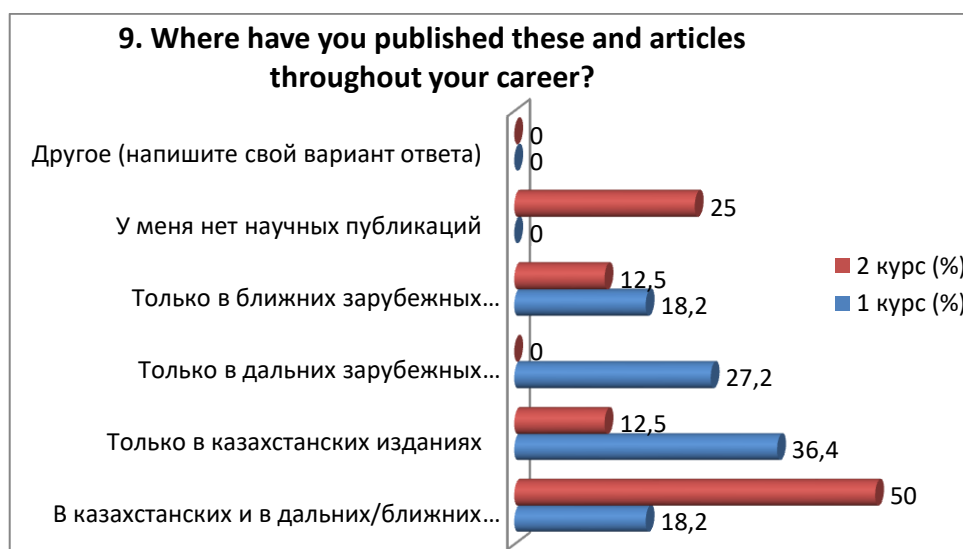| Answer options	1 year (%)	2 year (%)
I participate in the activities of research departments at my University	9,1	12,5
I participate in a project led by my supervisor/another teacher	9,1	37,5
I work at a research project with friends	9,1	-
I participate in a research project at another university	-	-
I participate in a research project with foreign universities	-	-
I find it difficult to answer	9,1	-
Other (write your answer)	-	-

Note: Question 8 was answered only by those students who answered Yes to question 7. In addition, question 8 had multiple answer options, so the sum of the answers does not add up to 100%.

8. Indiczatte which research projects you are involved in

- 1 курс (%)
- 2 курс (%)

9. Where have you published theses and articles throughout your career?

Answer options	1 year (%)	2 year (%)
In Kazakhstan and far/near abroad foreign editions	18,2	50
Only in Kazakhstan editions	36,4	12,5
Only in far abroad foreign editions	27,2	-
Only in near abroad foreign publications	18,2	12,5
I have no scientific publications	-	25
Other (write your answer)	-	-

9. Where have you published these and articles throughout your career?

- 2 курс (%)
- 1 курс (%)

10. Your level of language proficiency

Answer options	1 year (%)	2 year (%)
With the dictionary	9	-
Conversational level	-	12,5
Intermediate level	45,5	37,5
I express myself fluently		37,5

I do not speak a foreign language	45,5	12,5
Other (write your answer)	-	-

10. Your level of language proficiency

Другое (напишите свой вариант ответа) — 0 / 0
Не владею иностранным языком — 12,5 / 45,5
Свободно изъясняюсь — 37,5
Средний уровень — 37,5 / 45,5
Разговорный уровень — 12,5 / 0
Со словарем — 0 / 9

■ 2 курс (%)
■ 1 курс (%)
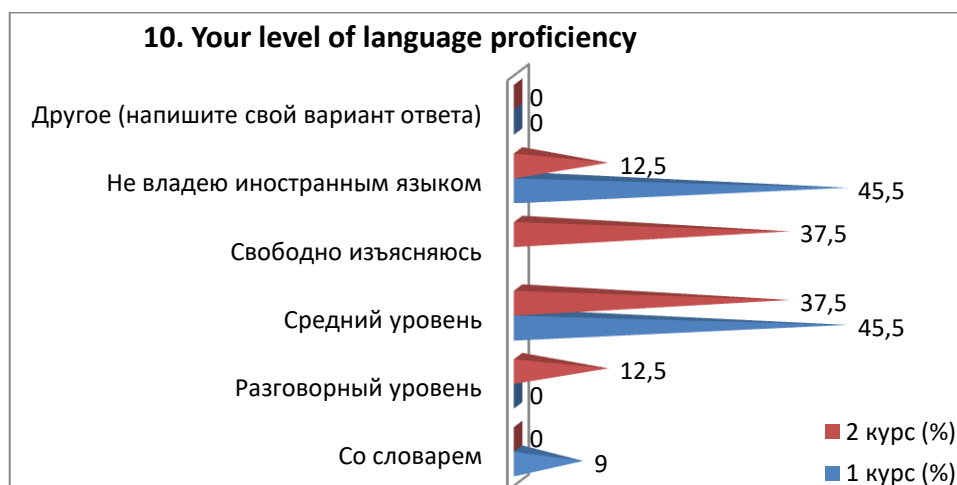
11. Please rate your level of participation in the following types of work of the department

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

Other (write your answer)_____

If you answered "Low" to the previous question, please provide recommendations for improving the participation of graduate students in the work of the department _____

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

Answer options	1 year (%)	2 year (%)
High	72,7	87,5
Medium	27,3	-
Low	-	12,5
Difficult to answer	-	-

11.1 Research work at the department as a full participant
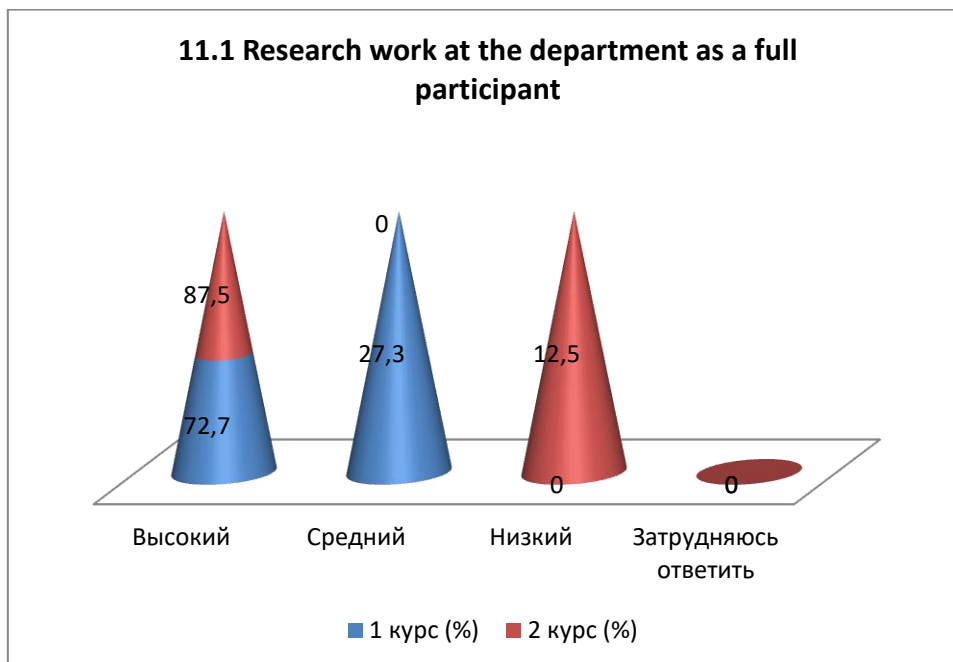
11.2 Writing scientific articles

Answer options	1 year (%)	2 year (%)
High	81,8	62,5
Medium	18,2	37,5
Low	-	-
Difficult to answer	-	-

11.2 Wtiting scientifc articles
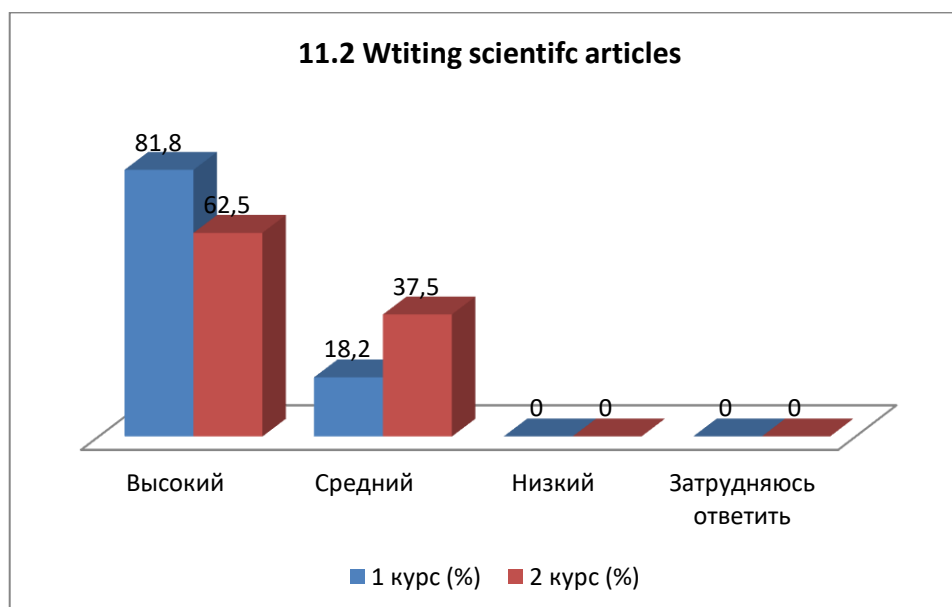
11.3 Participation with reports at conferences and seminars

Answer options	1 year (%)	2 year (%)
High	72,7	62,5
Mean	27,3	25
Low	-	12,5
Difficult to answer	-	-

11.3 Participation with reports at conferences and seminars
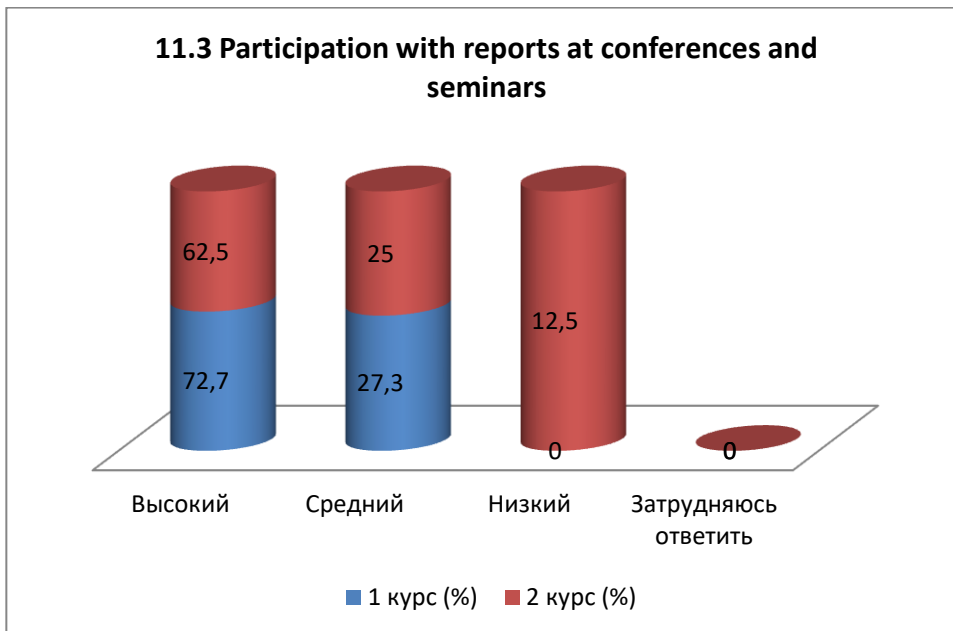
11.4 Preparation of reports on research, abstracts

Answer options	1 year (%)	2 year (%)
High	72,7	75
Mean	27,3	12,5
Low	-	-
Difficult to answer	-	12,5

11.4 Preparation of reports on reserach, abstracts
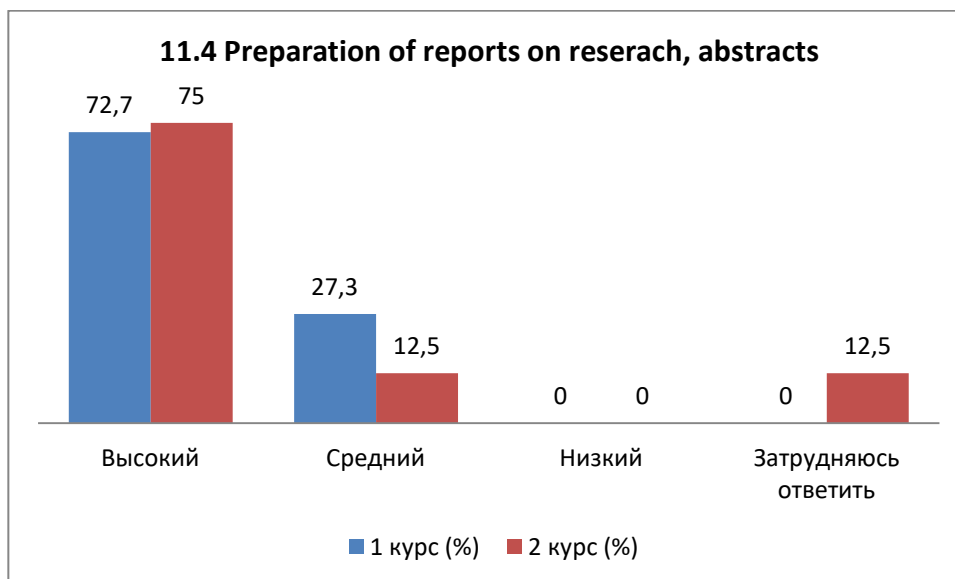
12. Are you satisfied with the scientific and educational environment at the University during your master's degree studies?

12.1 Organization of conferences, round tables, forums at the university with participation of master students
12.2 Material and technical support for applied scientific research
12.3 Availability of equipment, computers needed for the master students' educational process and scientific activities
12.4 General level of organization and implementation of foreign internships

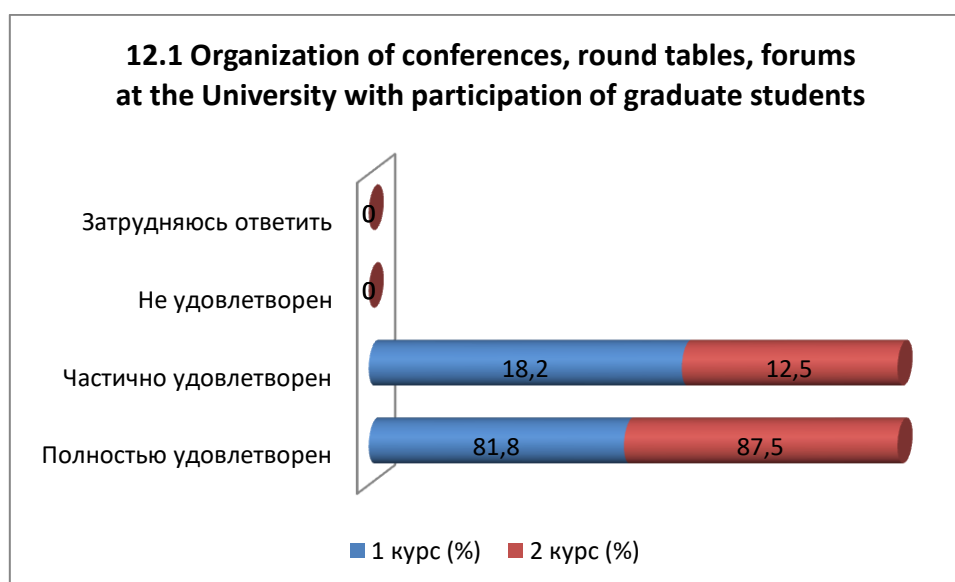| 12.5 Availability of library collections, electronic databases and Internet resources |
| 12.6 Availability of scientific equipment, tools, materials |
| 12.7 Availability of laboratories, specialized facilities and experimental sites |

Other (write your answer)_____

If you answered "Not satisfied" to the previous question, please provide recommendations for improving the scientific and educational environment of the University _____

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

Answer options	1 year (%)	2 year (%)
Completely satisfied	81,8	87,5
Partially satisfied	18,2	12,5
Not satisfied	-	-
Difficult to answer	-	-

12.1 Organization of conferences, round tables, forums at the University with participation of graduate students

	1 курс (%)	2 курс (%)
Затрудняюсь ответить	0	
Не удовлетворен	0	
Частично удовлетворен	18,2	12,5
Полностью удовлетворен	81,8	87,5

12.2 Material and technical support for applied scientific research

Answer options	1 year (%)	2 year (%)
Completely satisfied	81,8	75
Partially satisfied	18,2	25
Not satisfied	-	-
Difficult to answer	-	-

12.2 Material and technical support for applied scientific research
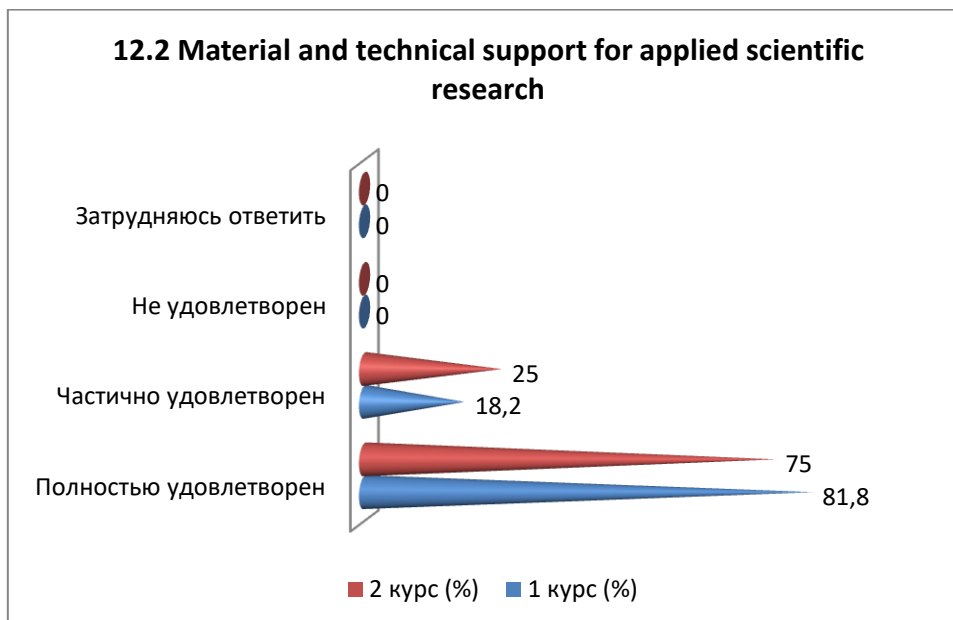
12.3 Availability of technology, computers needed for the for master students' educational process and scientific activities
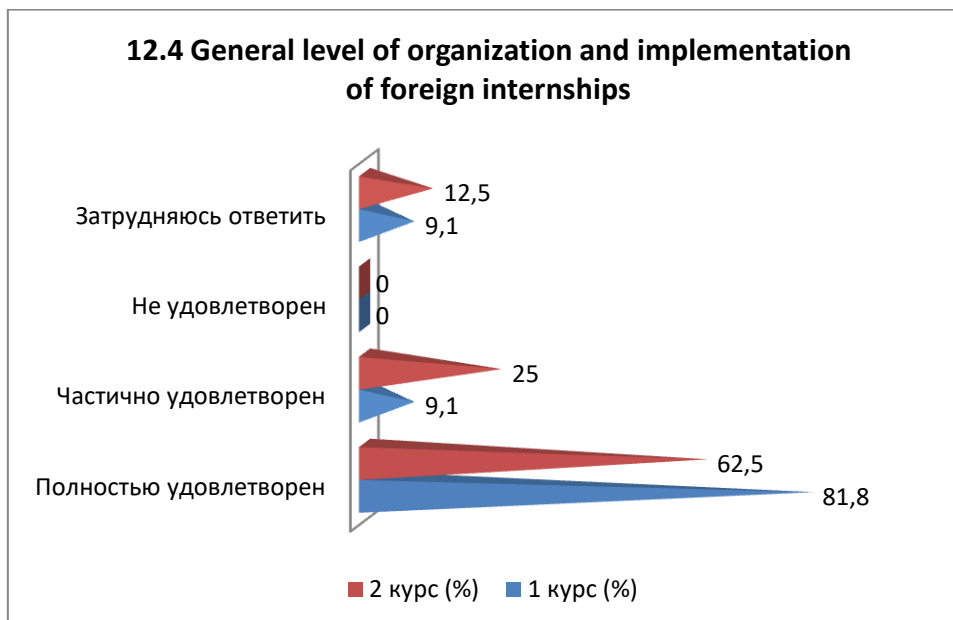
Answer options	1 year (%)	2 year (%)
Completely satisfied	90,9	75
Partially satisfied	9,1	12,5
Not satisfied	-	12,5
Difficult to answer	-	-

12.3 Availability of technology, computers needed for the master students' educational process and scientific activites
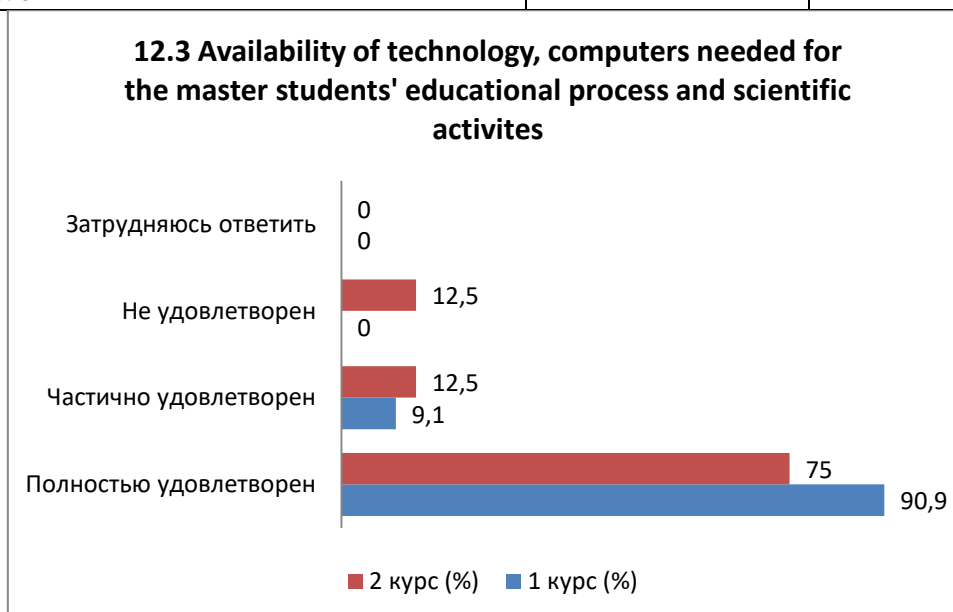
12.4 General level of organization and implementation of foreign internships

Answer options	1 year (%)	2 year (%)
Completely satisfied	81,8	62,5
Partially satisfied	9,1	25
Not satisfied	-	-
Difficult to answer	9,1	12,5

12.4 General level of organization and implementation of foreign internships

12.5 Availability of library collections, electronic databases and Internet resources

Answer options	1 year (%)	2 year (%)
Completely satisfied	81,8	87,5
Partially satisfied	18,2	-
Not satisfied	-	12,5
Difficult to answer	-	-

12.5 Availability of library collections, electronic databases and Internet resources
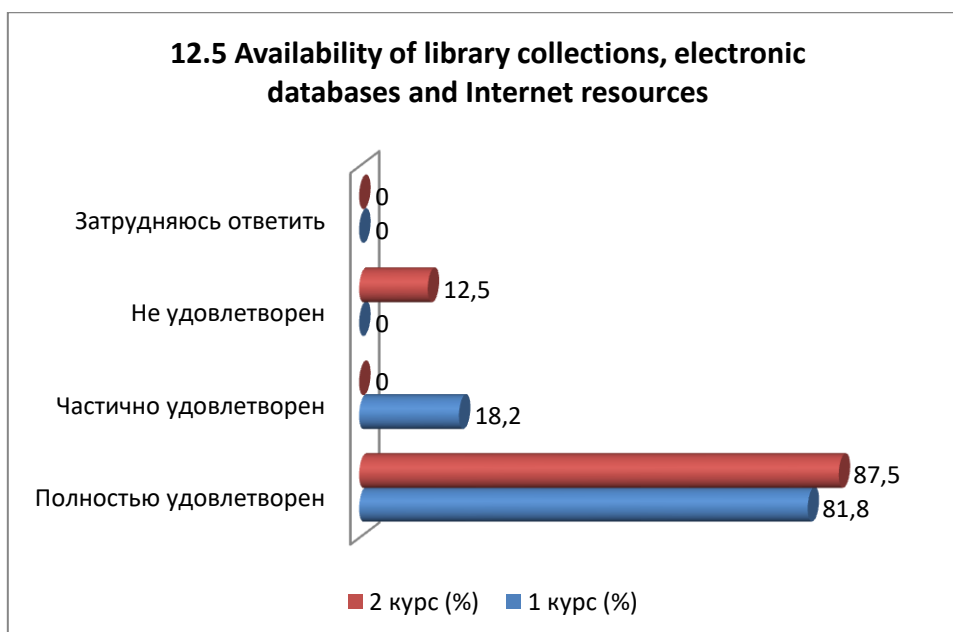
12.6 Availability of scientific equipment, tools, materials

Answer options	1 year (%)	2 year (%)
Completely satisfied	81,8	75
Partially satisfied	18,2	25
Not satisfied	-	-
Difficult to answer	-	-

12.6 Availability of scientfic equipment, tools, materials

12.6 Availability of scientfic equipment, tools, materials

Затрудняюсь ответить	0 / 0
Не удовлетворен	0 / 0
Частично удовлетворен	25 / 18,2
Полностью удовлетворен	75 / 81,8

■ 2 курс (%) ■ 1 курс (%)
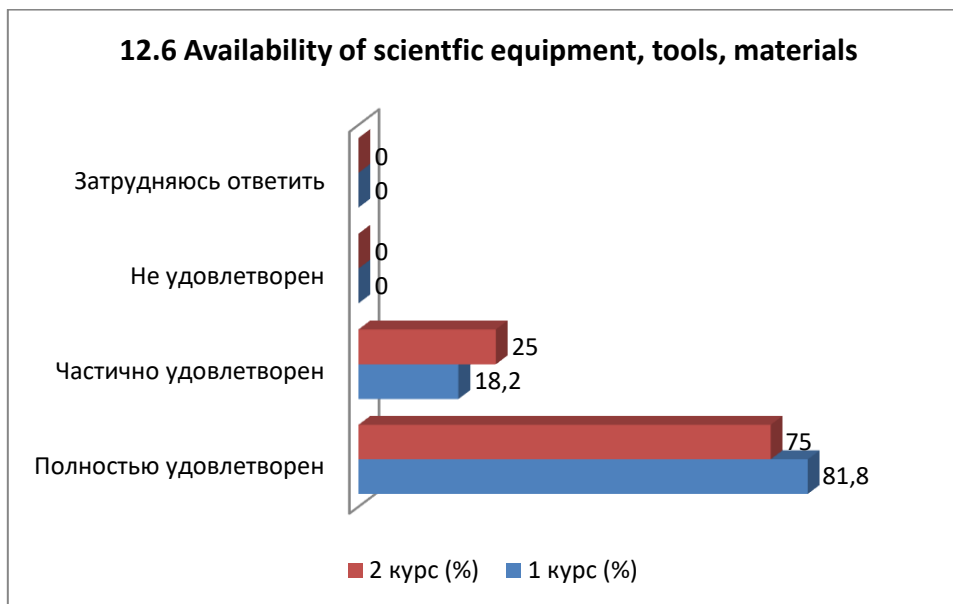
12.7 Availability of laboratories, specialized facilities and experimental sites

Answer options	1 year (%)	2 year (%)
Completely satisfied	81,8	87,5
Partially satisfied	9,1	12,5
Not satisfied	9,1	-
Difficult to answer	-	-

12.7 Availability of laboratories, specialized facilities and experimental sites

|	
Затрудняюсь ответить	0
Не удовлетворен	9,1 / 0
Частично удовлетворен	9,1 / 12,5
Полностью удовлетворен	81,8 / 87,5

■ 1 курс (%) ■ 2 курс (%)
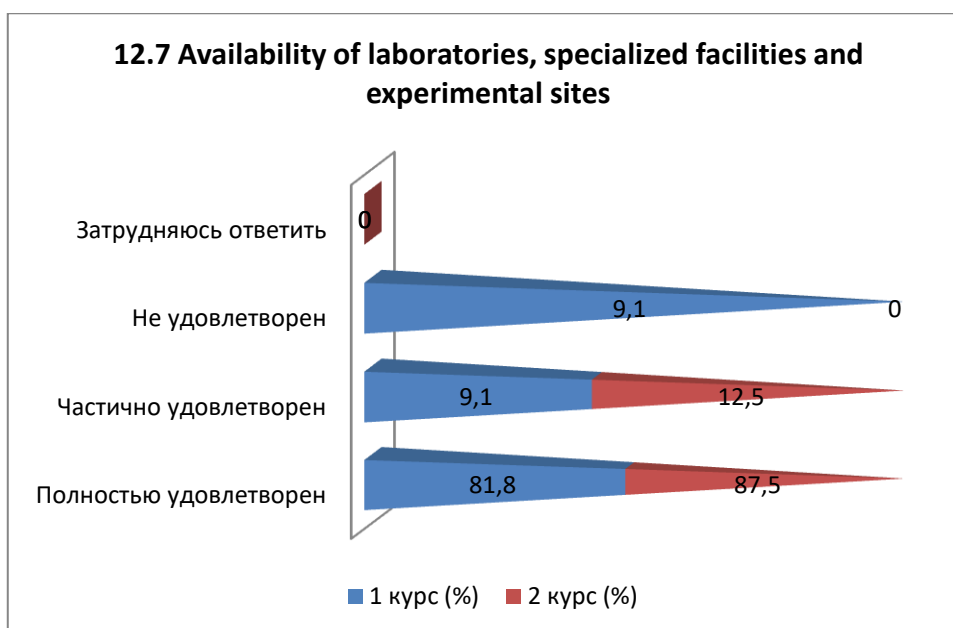
13. Are you satisfied with

| |
|---|
| 13.1 Organization of the educational process |
| 13.2 Living conditions in the hostel |
| 13.3 Organization of free time |
| 13.4 Organization of catering |
| 13.5 Organization of industrial practice |

13.1 Organization of the educational process

Answer options	1 year (%)	2 year (%)
Completely satisfied	81,8	100
Partially satisfied	18,2	-
Not satisfied	-	-
Difficult to answer	-	-
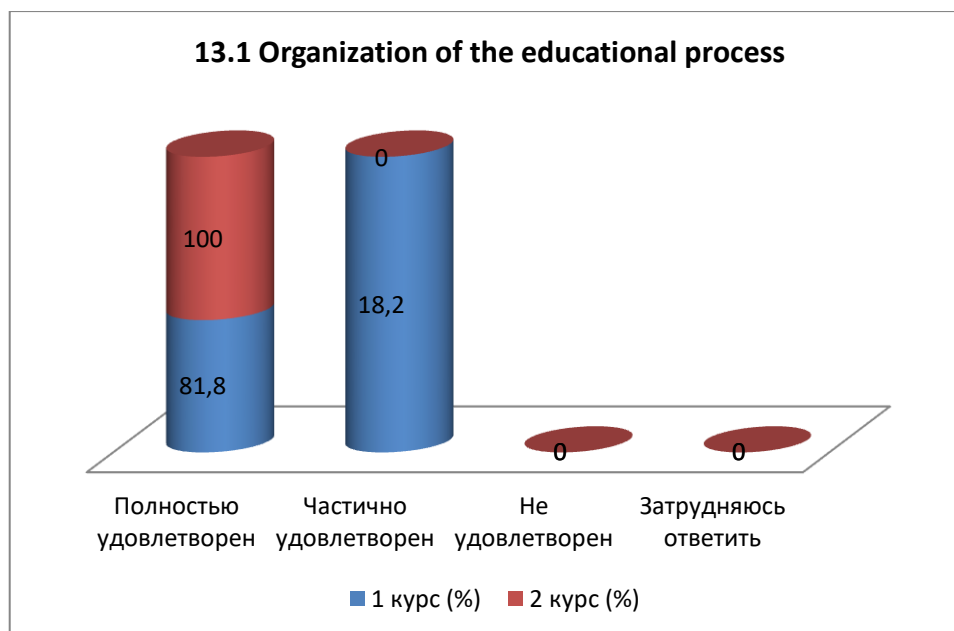
13.2 Living conditions in the hostel

Answer options	1 year (%)	2 year (%)
Completely satisfied	81,8	75
Partially satisfied	9,1	12,5
Not satisfied	-	-
Difficult to answer	9,1	12,5
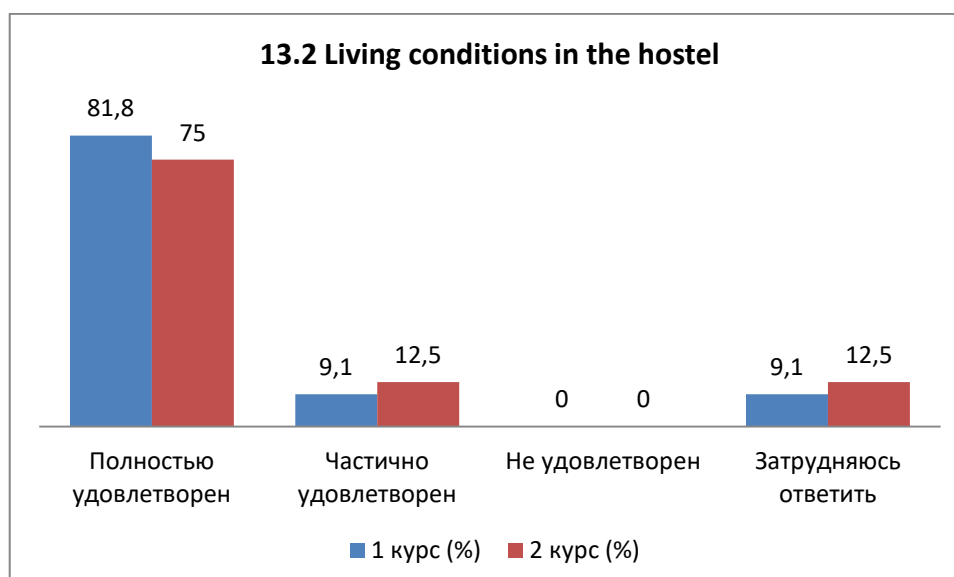
13.3 Organization of free time

Answer options	1 year (%)	2 year (%)
Completely satisfied	90,9	87,5
Partially satisfied	9,1	-
Not satisfied	-	12,5
Difficult to answer	-	-
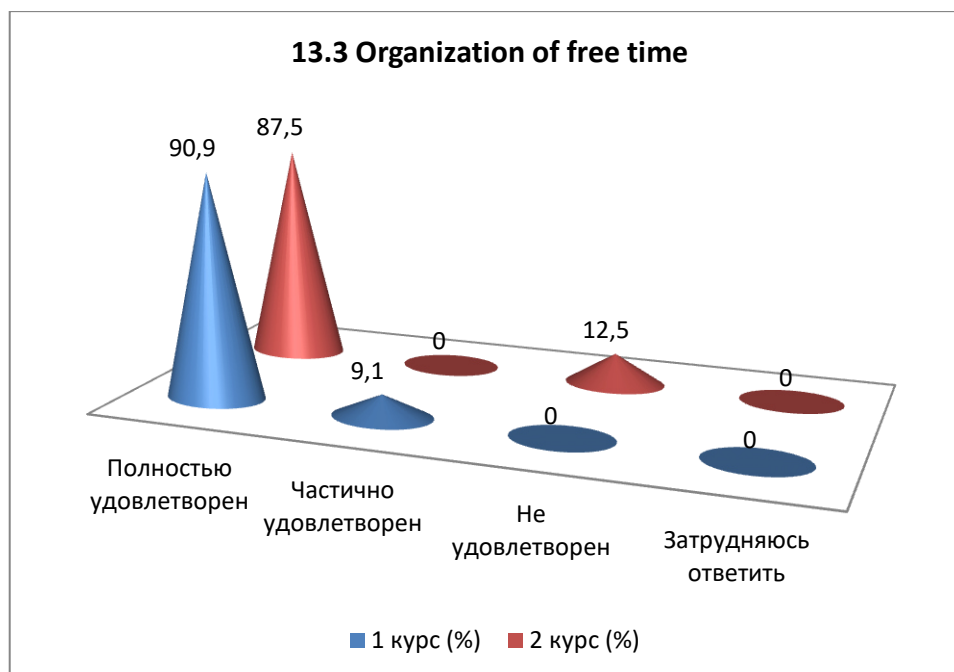
13.4 Organization of catering

Answer options	1 year (%)	2 year (%)
Completely satisfied	81,8	87,5
Partially satisfied	18,2	12,5
Not satisfied	-	-
Difficult to answer	-	-
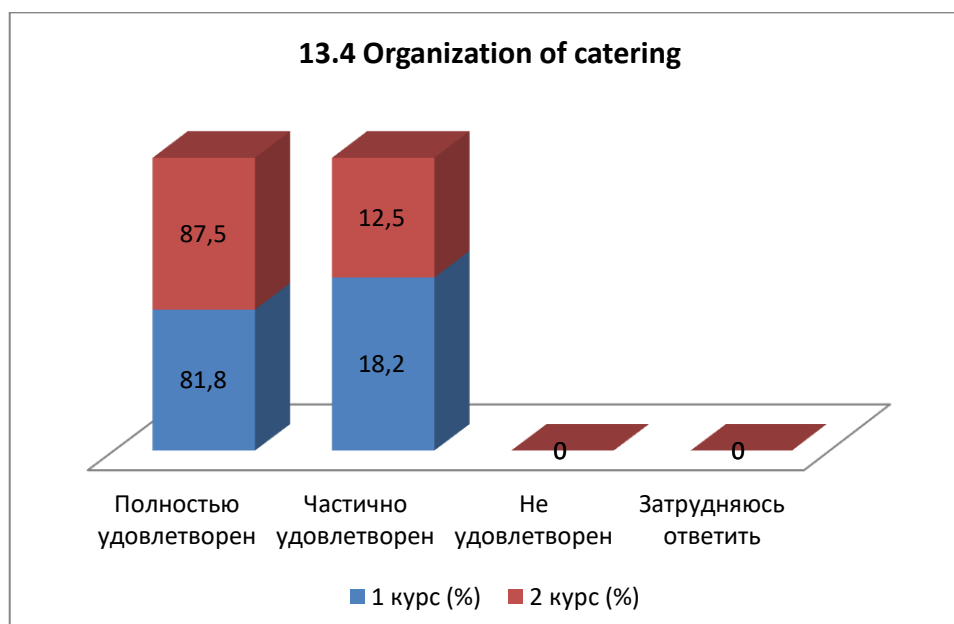
13.5 Organization of industrial practice

Answer options	1 year (%)	2 year (%)
Completely satisfied	81,8	100
Partially satisfied	18,2	-
Not satisfied	-	-
Difficult to answer	-	-

The following conclusions can be drawn from the survey results:

1. *The main factors determining the choice of studying in a master's program at the University:*
- the location of the University in the same locality where the family lives or close to it was taken into account by 32.4% of master students;
- the possibility of easy employment with a diploma from this University was important for 30.7% of master students;
- the high quality of education at the University was rated as a decisive factor by 26.2% of master students. In addition, it is worth considering that the availability of budget places and a large selection of specialties also influence the decision to enter a master program at a university.

2. *The average level of satisfaction with the availability of information of the field of study* of master students is 81.8%. This is a high level of satisfaction, which indicates that most master students consider the information on their field of study to be accessible and satisfactory. Good availability of information helps master students to more effectively plan their educational activities, navigate the educational process and successfully master the educational material.

3. *The teaching staff of the master's program is highly rated by master students*. According to key indicators such as level of knowledge and professionalism, objectivity, pedagogical skills and teaching methods, more than 91% of survey participants gave ratings of "very high" and "high".

4. Participation of master students in developing an individual working plan:

- 43.2% of master students actively participate in developing their work plan under the supervision of their supervisor, which indicates a high degree of independence and responsibility of master students;

- 19.9% of master students develop a plan independently, and the supervisor signs it without exerting significant influence;

- 32.4% of master students see their participation as formal, since they relied more on the help of the supervisor due to difficulties in independently formulating ideas;

- 4.5% of master 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.

5. Satisfaction with the help of the supervisor in preparing the master's thesis: 78.4% of master students are completely satisfied and 21.6% are partially satisfied with the help provided to them by their supervisor. This is an indicator of a high level of satisfaction of master students with the quality and support received from their supervisor.

6. Indicators of the high scientific level of the University:

- the involvement of master students in research projects (51.2%) indicates the active scientific activity of master students;

- the competent teaching staff (27.9%) contributes to high-quality educational and scientific activities*;*

- the updated material and technical base (23.3%) has a significant impact on the quality of scientific research and the training of master's degree students;

- the work of famous foreign scientists at the University (21.6%) contributes to the exchange of experience, the development of scientific ties and the attraction of international projects;

- the University participation in the development of target programs for the socio-economic development of the region, cities, enterprises (15.4%) indicates its significant role in the socio-economic development of society.

7. Participation of master's degree students in research projects and scientific life of the university: 78.6% of master's degree students actively participate in research projects and attend scientific events, such as seminars and conferences. These data show that most master's degree students are involved in scientific activities, which contributes to their academic and professional development.

8. Publication of scientific papers: over the entire period of their activity, 87.5% of master's degree students published their theses and articles in both Kazakhstan and foreign publications. This indicates a high level of involvement of master students in the scientific community and their desire to disseminate the results of their research internationally. This level of activity facilitates the exchange of knowledge and experience, and also increases their professional status in the academic environment.

9. Foreign language proficiency: the majority of master's degree students (71%) have different levels of foreign language proficiency, from basic with the use of a dictionary to complete freedom in expression. However, there are those who do not speak a foreign language at all, which may create certain difficulties in learning and communication. Efforts to improve knowledge of a foreign language can be useful both in the academic and professional activities of master's degree students.

10. Satisfaction of master's degree students with the quality of educational services: 90.9% of respondents expressed satisfaction with the organization of the educational process and industrial practice, 89.2% with organization of free time, 84.7% with organization of catering, and 78.4% with the living conditions in the hostel. These data indicate the good quality of

services and support provided by the University to ensure successful learning and comfort of master's degree students.

In general, master's degree students highly value the research and teaching opportunities provided by the University, which is reflected in the satisfaction of master's degree students.

Recommendations:

The head of the department should familiarize and discuss the results of the survey with the staff and master students, if necessary, to develop an action plan to improve the quality of educational services.

Master students can request the results of the survey by e-mail from the Quality Management and Accreditation Center cqma_kstu@mail.ru.