

Report on the results of the questionnaire
“Satisfaction of master students with educational services”
for the 2022-2023 academic year
in the educational program
7M06102 “Computing technology and software”

In February 2023, the Center for Quality Management and Accreditation conducted an anonymous electronic questionnaire **“Satisfaction master's students 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 master's students 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 with a guarantee of confidentiality of the personal opinions of master's students.

An object research - master students of 1-2 years.

* This extensive questionnaire is conducted once every 5 years.

13 respondents took part in the questionnaire, which amounted to 72.2% of the total number of master's students.

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	1st year (%)	2nd year (%)
University prestige	-	20
Opportunity for internships abroad while studying	-	-
Availability of budget places	25	-
Opportunity to do science while studying	-	-
University in the locality where the family lives (close to it)	50	40
High quality education	-	20
Leading scientists on staff	-	-
Large selection of specialties and areas of education	-	20
An opportunity to easily get a job with a diploma from this university	-	-
The university where you studied as an undergraduate	75	80
Reasonable cost of training	-	-
I find it difficult to answer	-	-
Other (write your answer)	-	20

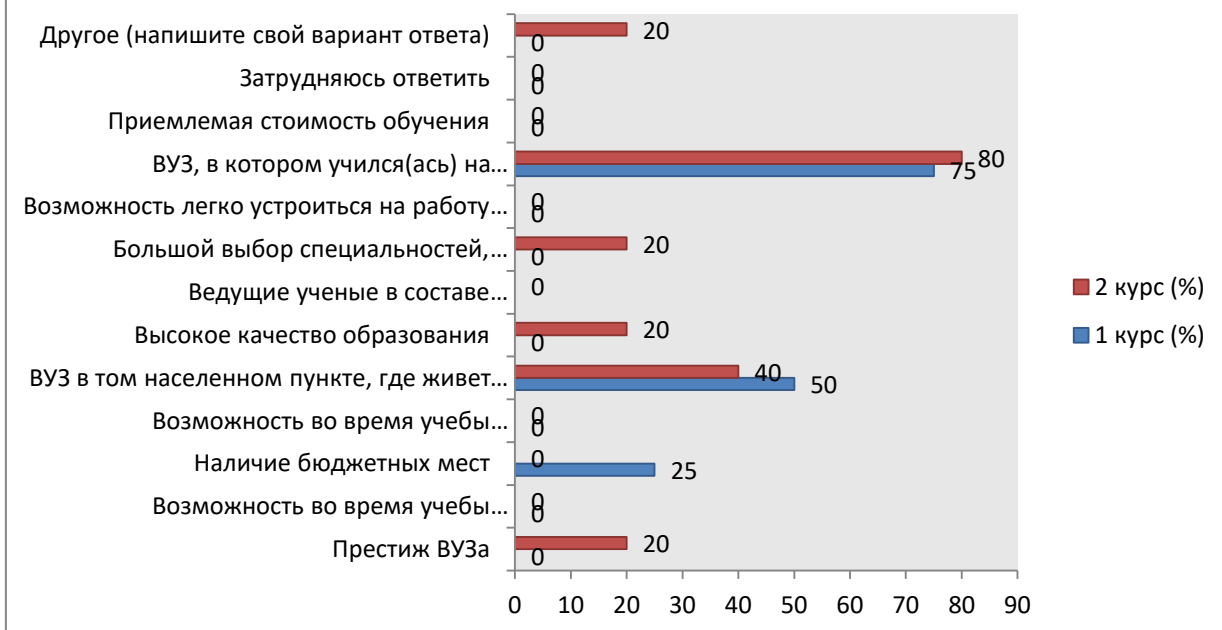
** The amount in % is not equal to 100, because multiple answer options were expected*

For the **“Other”** option, students indicated the following options*:

- Deferment from the army.

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

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



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) _____

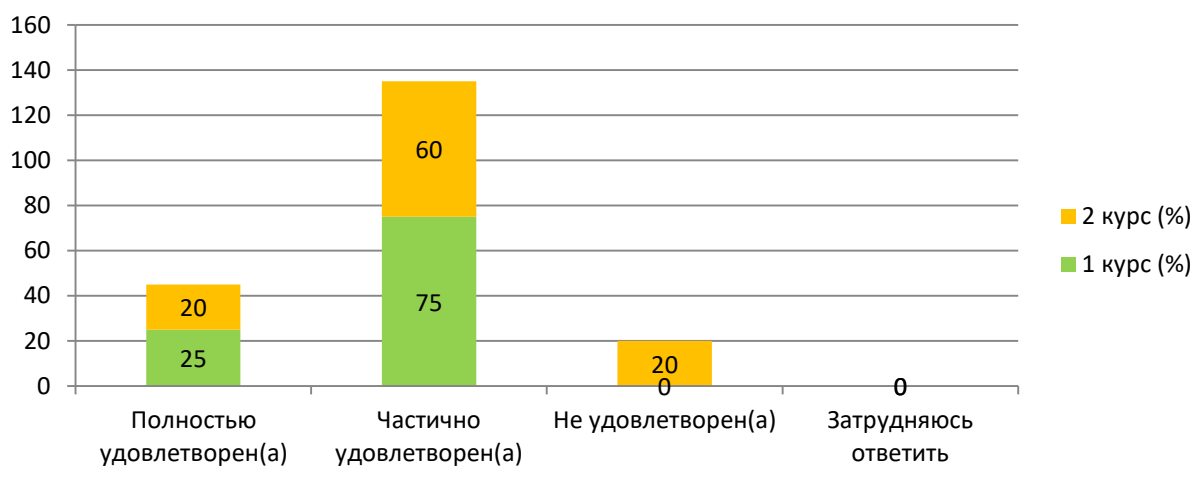
If you answered "Not satisfied" to the previous question, give recommendations for improving the area of training _____

2.1 About the training profile

Answer options	1st year (%)	2nd year (%)
Completely satisfied	25	20
Partially satisfied	75	60
Not satisfied)	-	20
I find it difficult to answer	-	-

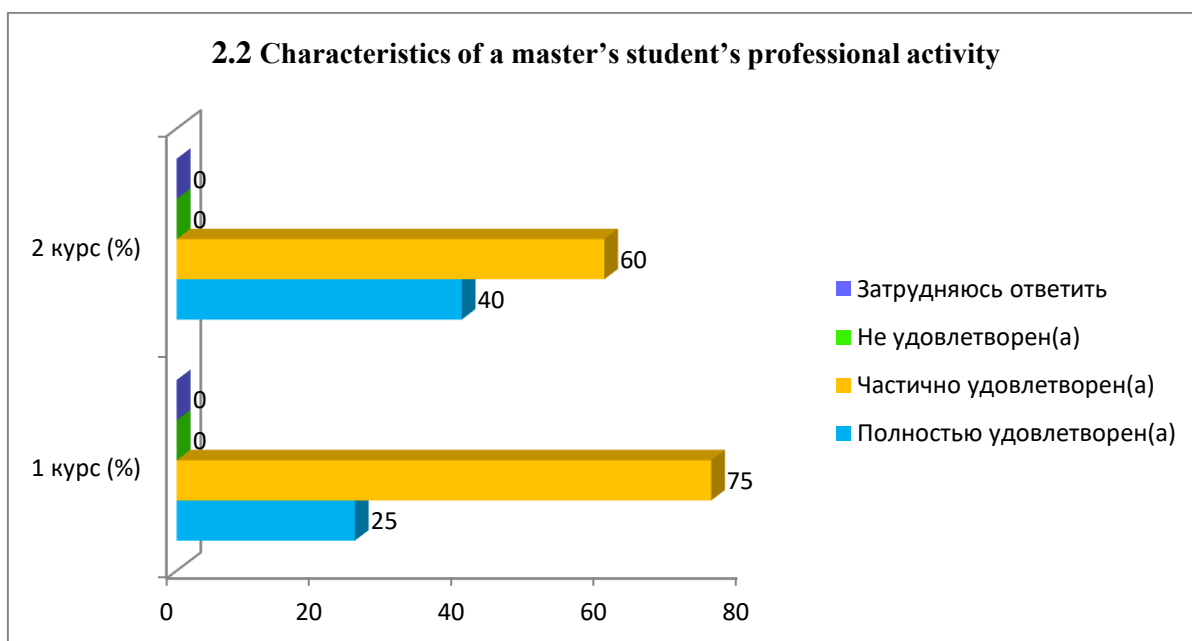
2. How satisfied are you with the availability of information provided by the university in your field of study:

2.1 About the training profile



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

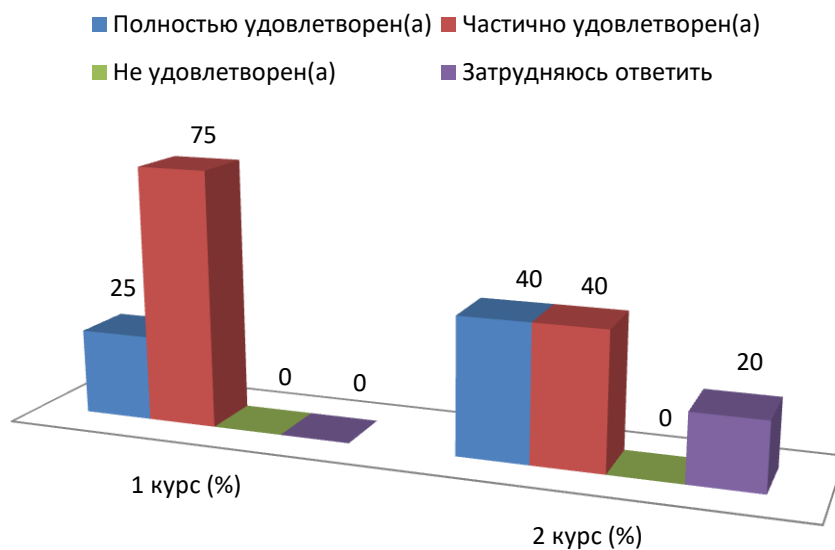
Answer options	1st year (%)	2nd year (%)
Completely satisfied	25	40
Partially satisfied	75	60
Not satisfied)	-	-
I find it difficult to answer	-	-



2.3 List of developed competencies of master's degree graduates

Answer options	1st year (%)	2nd year (%)
Completely satisfied	25	40
Partially satisfied	75	40
Not satisfied)	-	-
I find it difficult to answer	-	20

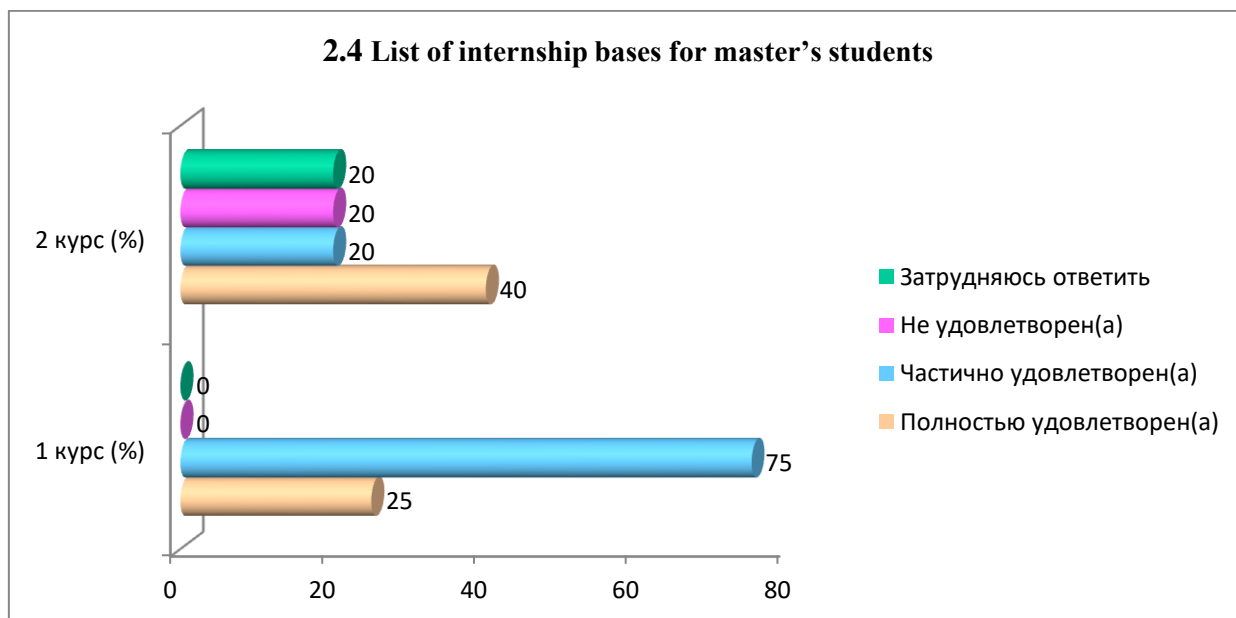
2.3 List of developed competencies of master's degree graduates



2.4 List of internship bases for master's students

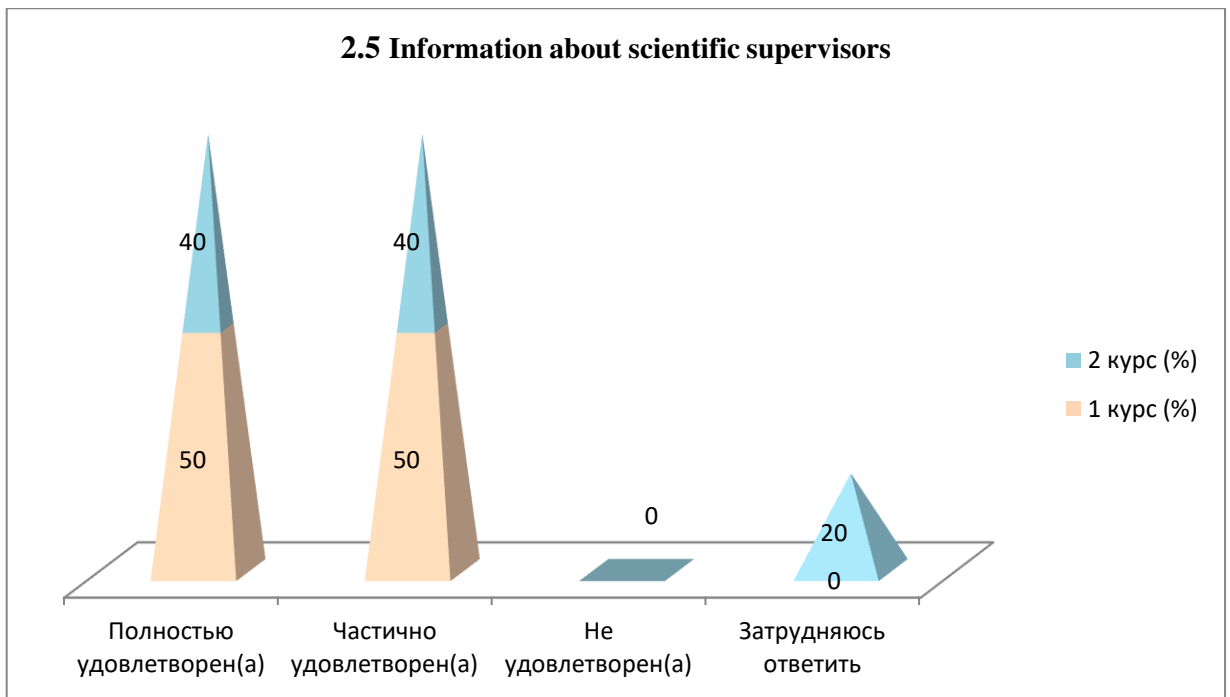
Answer options	1st year (%)	2nd year (%)
Completely satisfied	25	40
Partially satisfied	75	20
Not satisfied)	-	20
I find it difficult to answer	-	20

2.4 List of internship bases for master's students



2.5 Information about scientific supervisors

Answer options	1st year (%)	2nd year (%)
Completely satisfied	50	40
Partially satisfied	50	40
Not satisfied	-	-
I find it difficult to answer	-	20



For the option “If you answered “Not satisfied” to the previous question, give recommendations to improve the direction of training” the master students indicated the following options*:

- You should familiarize yourself with the list of skills that an employer will expect in the field. Faculty should be more familiar with these skills. In addition, there is a reliance on “science”, but in reality there is nothing of the sort. The quality of the papers is lame, due to the sheer number of them. In the very first semester, a concrete thesis plan is expected, but it is impossible to choose a suitable topic, much less to think about the structure, once you have started your studies.

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) _____

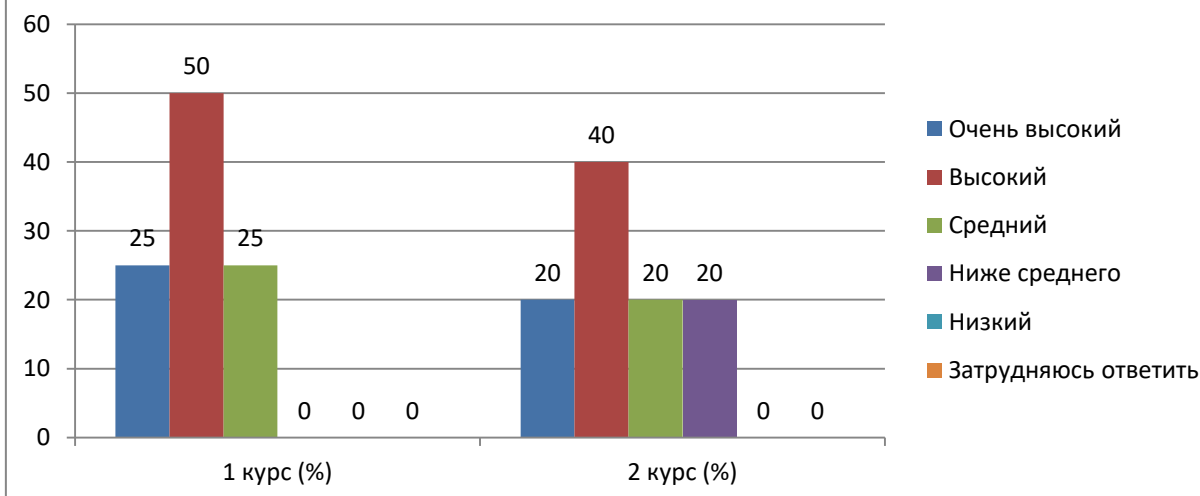
If you answered “Low” to the previous question, give recommendations for improving the teaching staff _____

3.1 Knowledge, qualifications

Answer options	1st year (%)	2nd year (%)
Very tall	25	20
High	50	40
Average	25	20
Below the average	-	20
Short	-	-
I find it difficult to answer	-	-

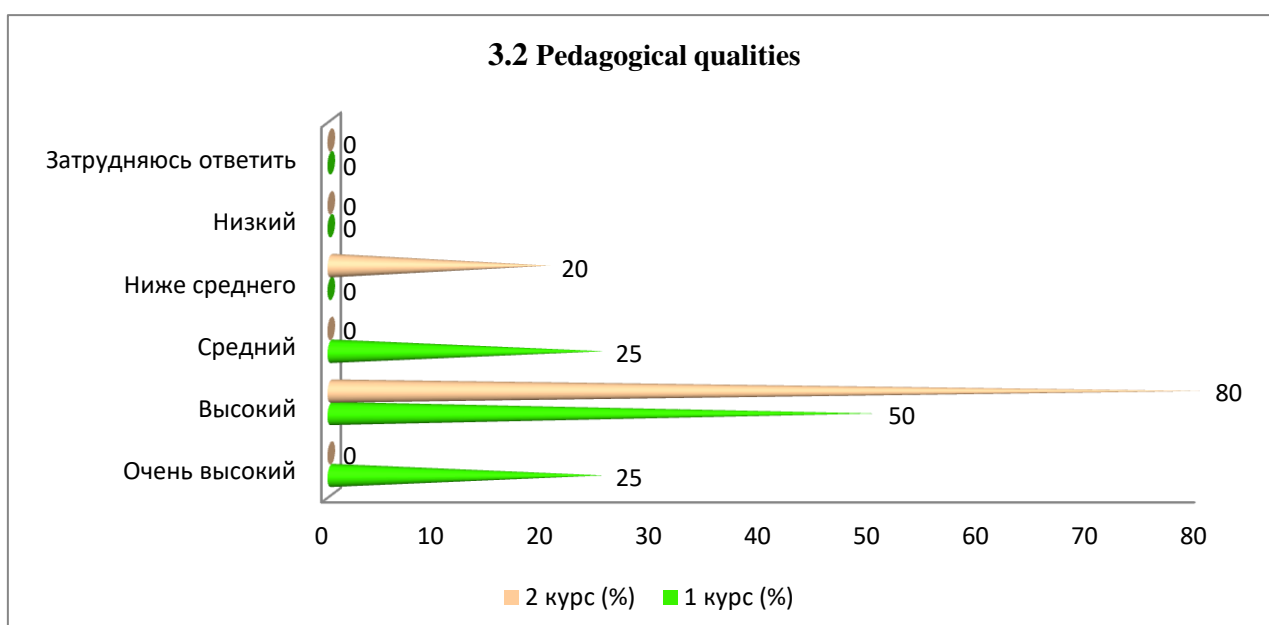
3. How would you overall rate the teaching staff of your master's program?

3.1 Knowledge, qualifications



3.2 Pedagogical qualities

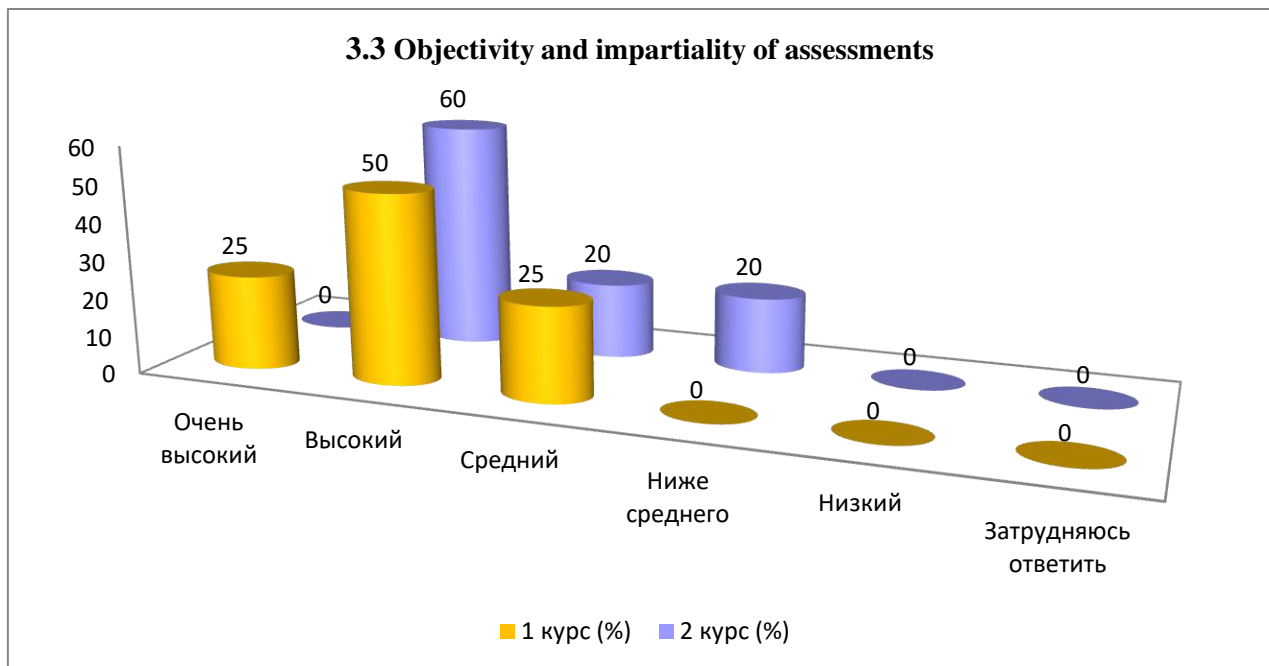
Answer options	1st year (%)	2nd year (%)
Very tall	25	-
High	50	80
Average	25	-
Below the average	-	20
Short	-	-
I find it difficult to answer	-	-



3.3 Objectivity and impartiality of assessments

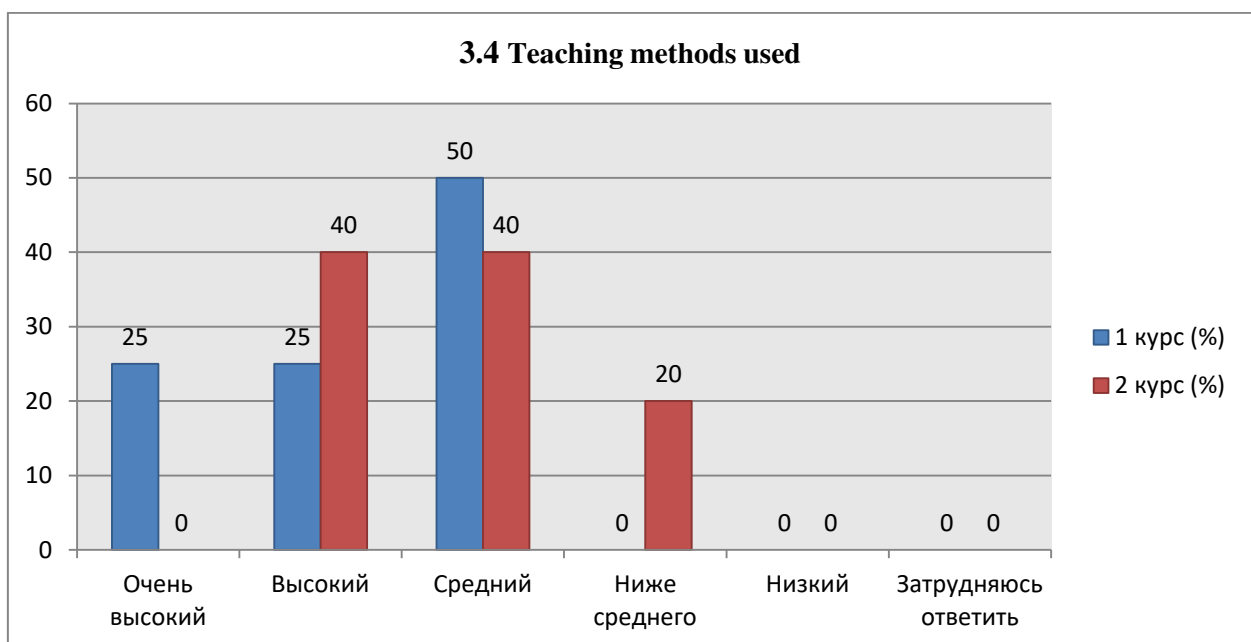
Answer options	1st year (%)	2nd year (%)
Very tall	25	-
High	50	60

Average	25	20
Below the average	-	20
Short	-	-
I find it difficult to answer	-	-



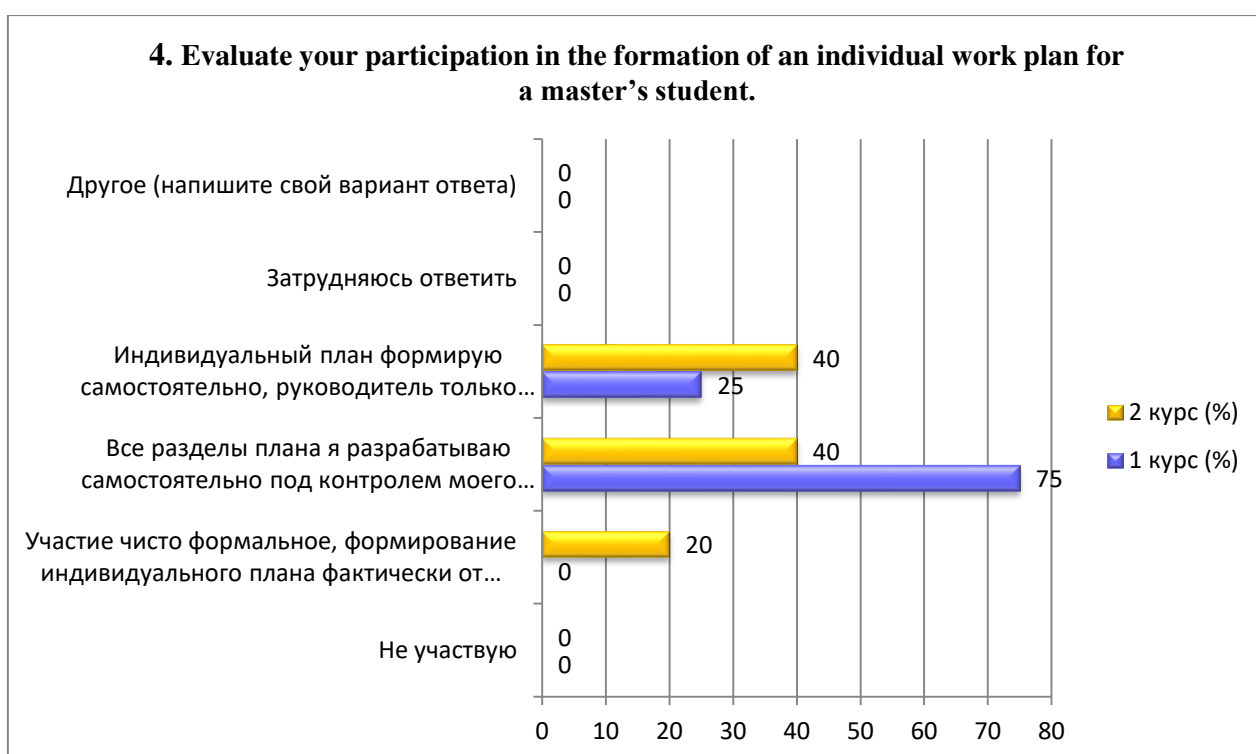
3.4 Teaching methods used

Answer options	1st year (%)	2nd year (%)
Very tall	25	-
High	25	40
Average	50	40
Below the average	-	20
Short	-	-
I find it difficult to answer	-	-



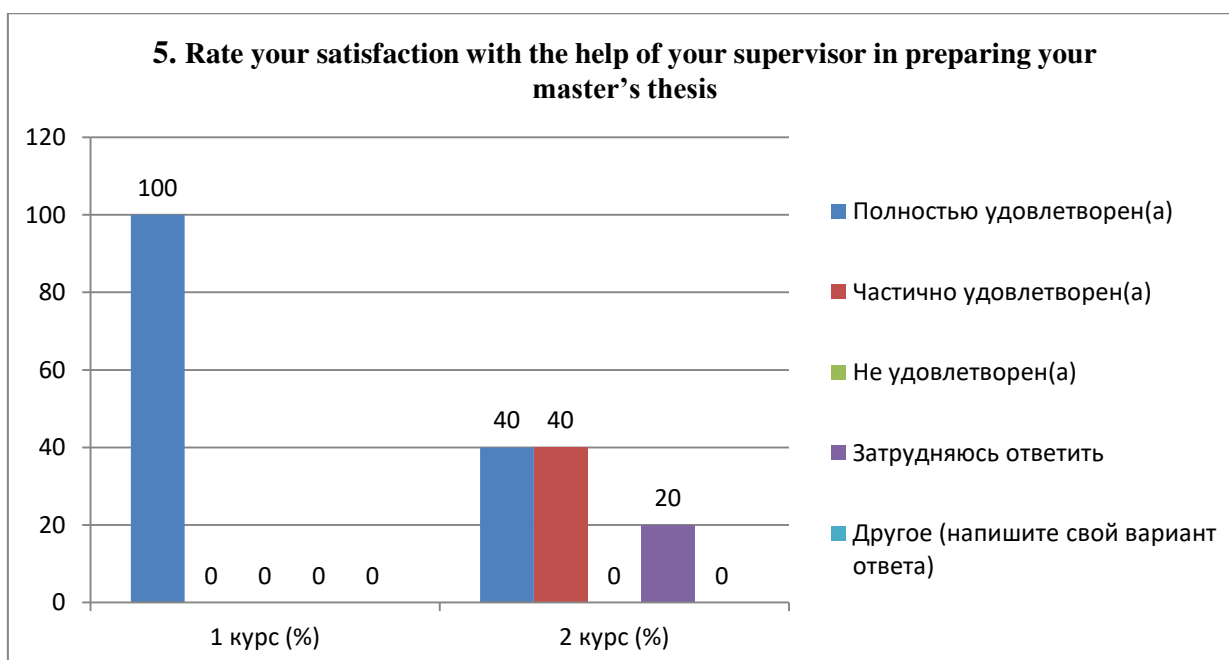
4. Evaluate your participation in the formation of an individual work plan for a master's student.

Answer options	1st year (%)	2nd year (%)
I don't participate	-	-
Participation is purely formal; the formation of an individual plan actually does not depend on me	-	20
I develop all sections of the plan independently under the supervision of my supervisor.	75	40
I formulate an individual plan myself; the manager only signs it.	25	40
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	1st year (%)	2nd year (%)
Completely satisfied	100	40
Partially satisfied	-	40
Not satisfied)	-	-
I find it difficult to answer	-	20
Other (write your answer)	-	-

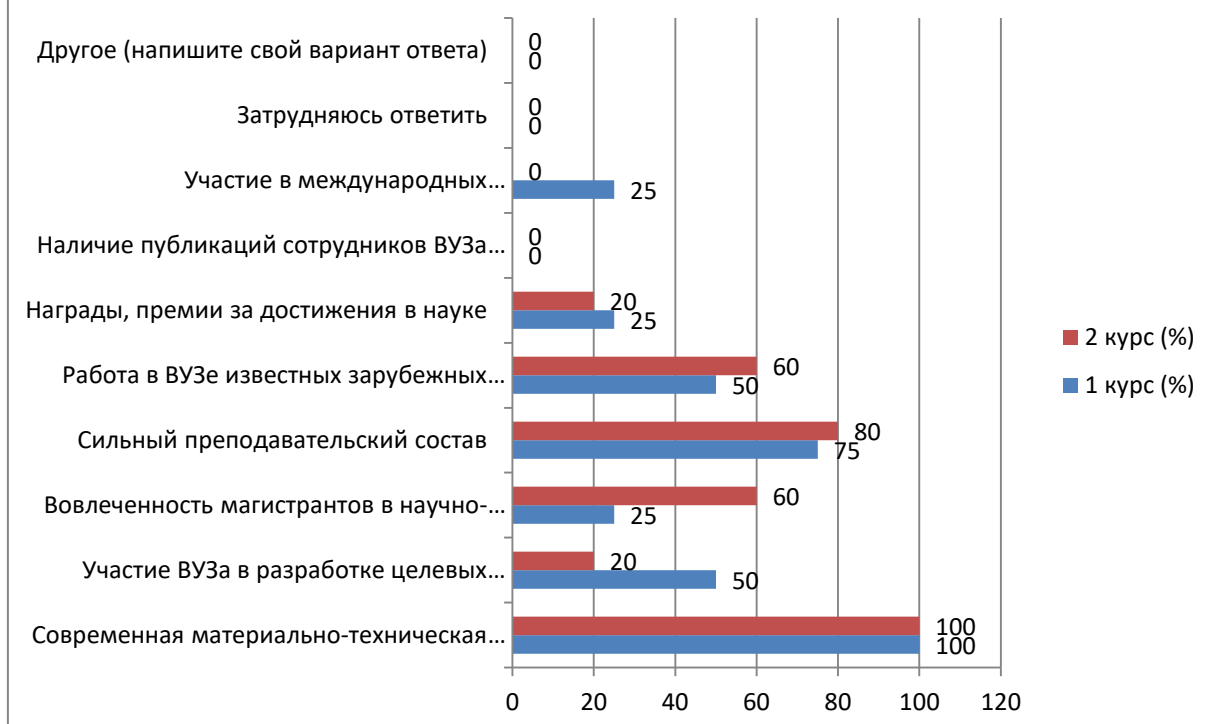


6. What, in your opinion, is an indicator of a high scientific level of a university? (select 3-4 key characteristics)

Answer options	1st year (%)	2nd year (%)
Modern material and technical base	100	100
Participation of the university in the development of targeted programs for the socio-economic development of the region, cities, and enterprises	50	20
Involvement of undergraduates in research projects	25	60
Strong teaching staff	75	80
Work at the university of famous foreign scientists	50	60
Awards, prizes for achievements in science	25	20
Availability of publications by university staff in international publications	-	-
Participation in international research projects	25	-
I find it difficult to answer	-	-
Other (write your answer)	-	-

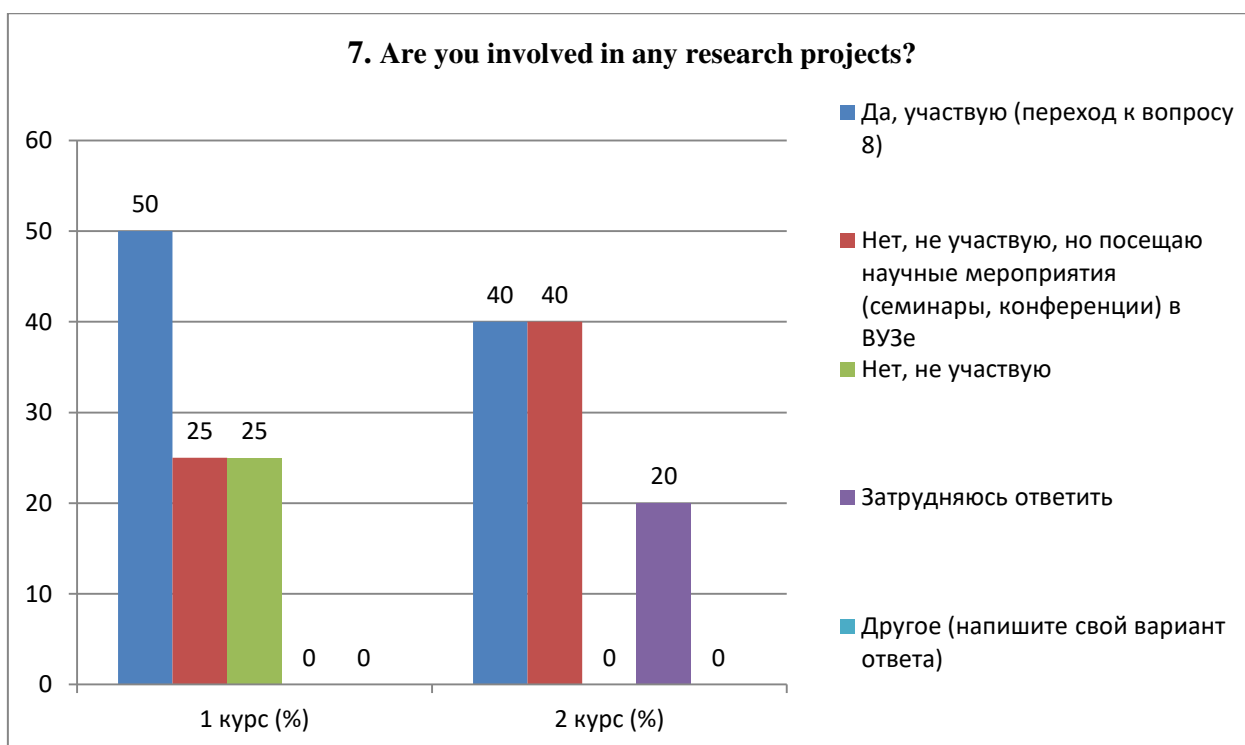
** The amount in % is not equal to 100, because multiple answer options were expected*

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	1st year (%)	2nd year (%)
Yes, I participate (go to question 8)	50	40
No, I don't participate, but I attend scientific events (seminars, conferences) at the university	25	40
No, I'm not participating	25	-
I find it difficult to answer	-	20
Other (write your answer)	-	-

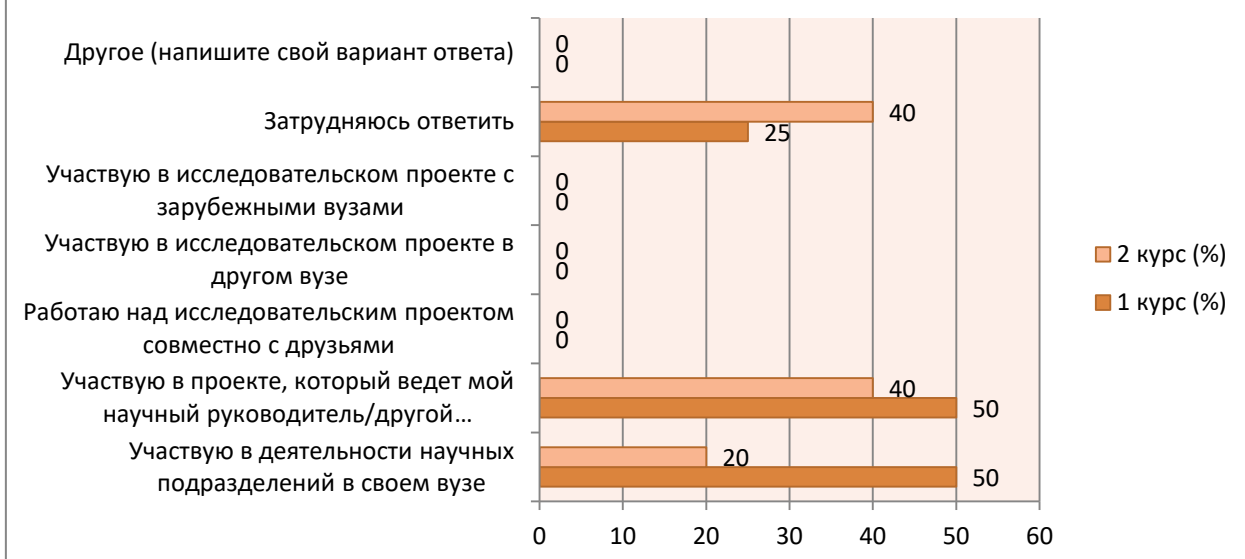


8. Please indicate which research projects you are involved in (select all that apply)

Answer options	1st year (%)	2nd year (%)
I participate in the activities of scientific departments at my university	50	20
I am participating in a project led by my supervisor/other teacher	50	40
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	25	40
Other (write your answer)	-	-

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

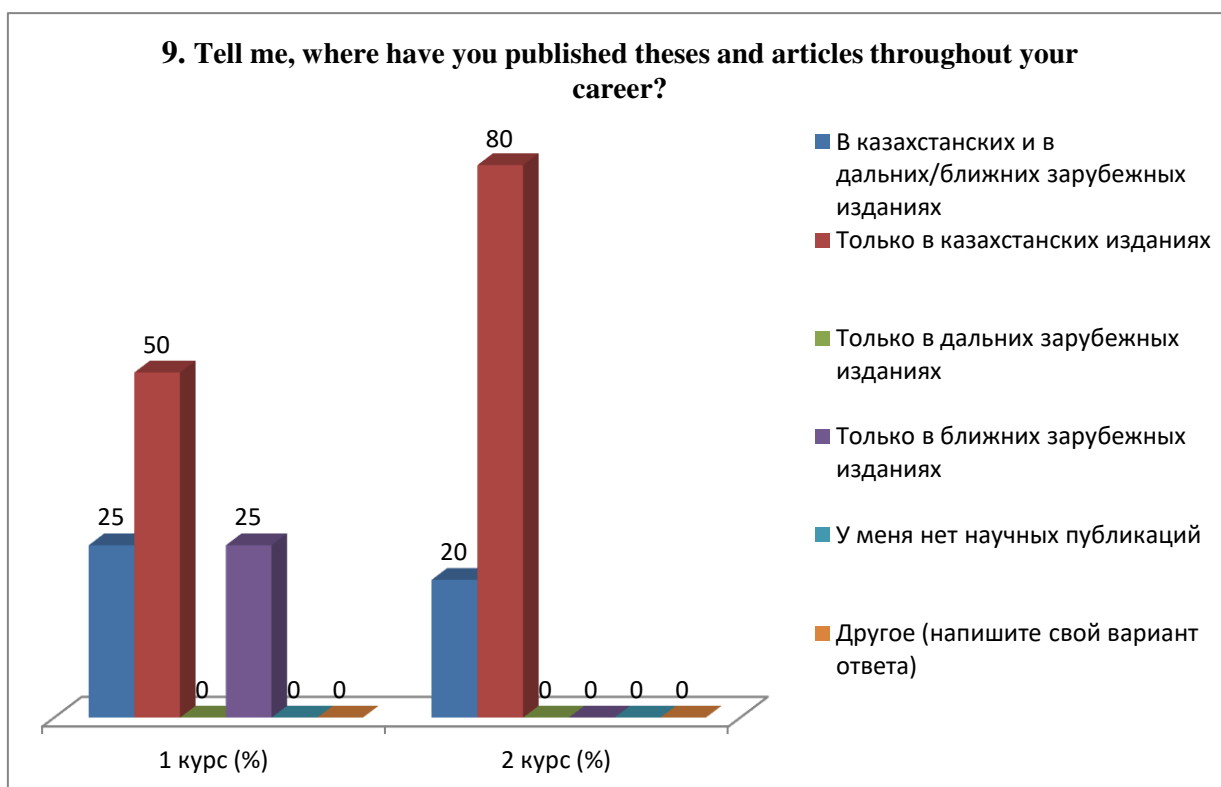
8. Please indicate which research projects you are involved in (select all that apply)



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

Answer options	1st year (%)	2nd year (%)
In Kazakhstan and in distant/near foreign publications	25	20
Only in Kazakhstan publications	50	80
Only in distant foreign publications	-	-
Only in nearby foreign publications	25	-
I have no scientific publications	-	-
Other (write your answer)	-	-

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



10. Your level of foreign language proficiency:

Answer options	1st year (%)	2nd year (%)
With dictionary	-	20
Speaking level	-	20
Average level	100	20
I express myself freely	-	40
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) _____

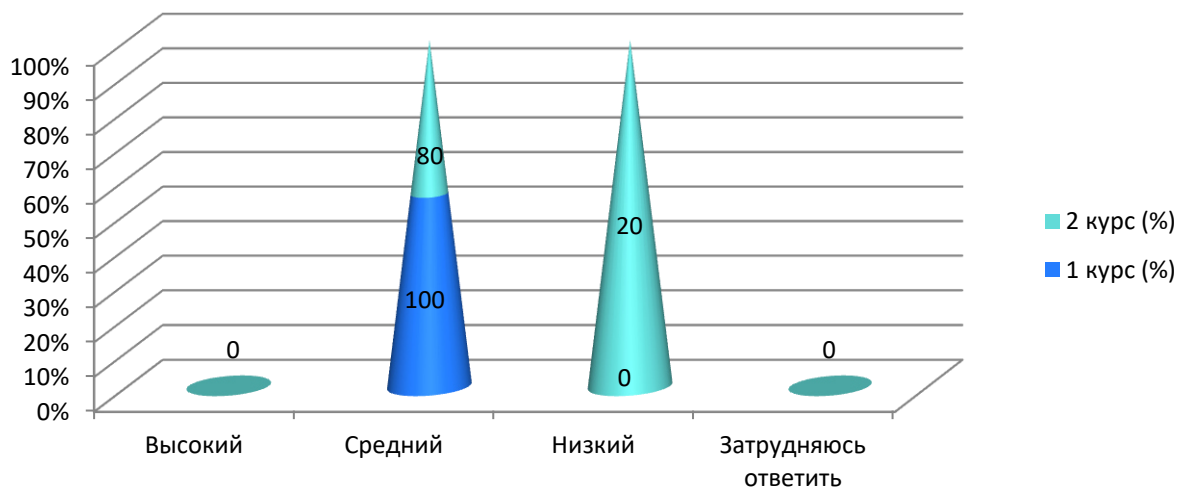
If you answered "Low" to the previous question, give recommendations for improving the participation of undergraduates in the work of the department

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

Answer options	1st year (%)	2nd year (%)
High	-	-
Average	100	80
Short	-	20
I find it difficult to answer	-	-

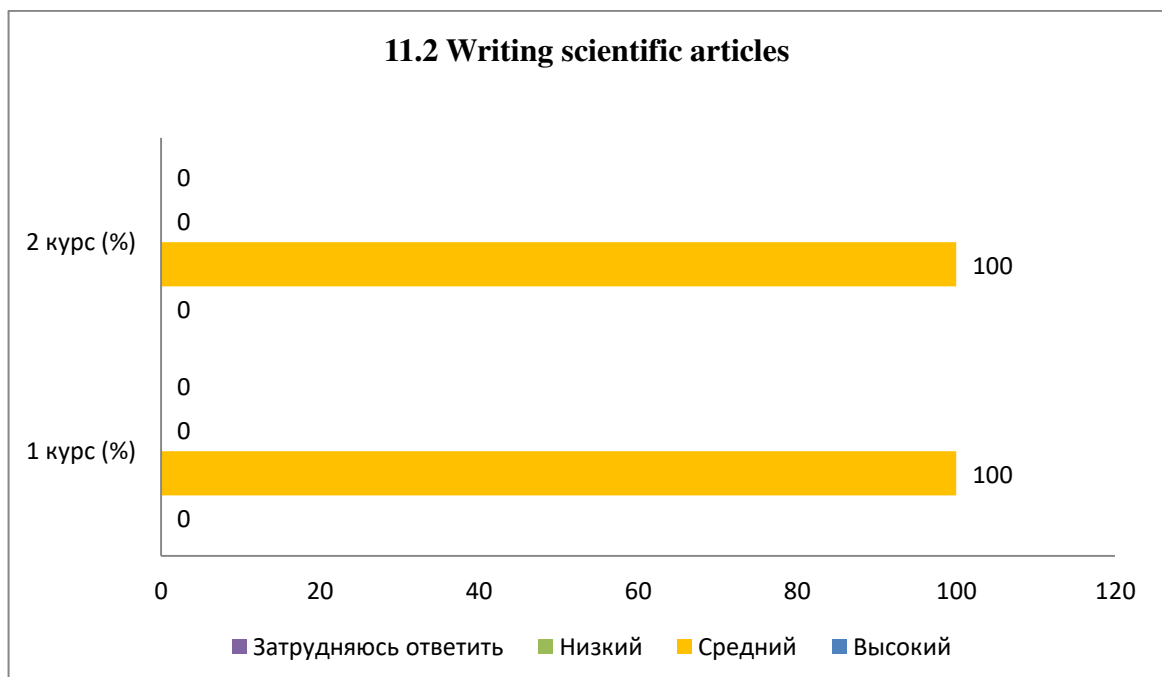
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11.1 Research work of the department (design, development, technological, etc.) as a full participant



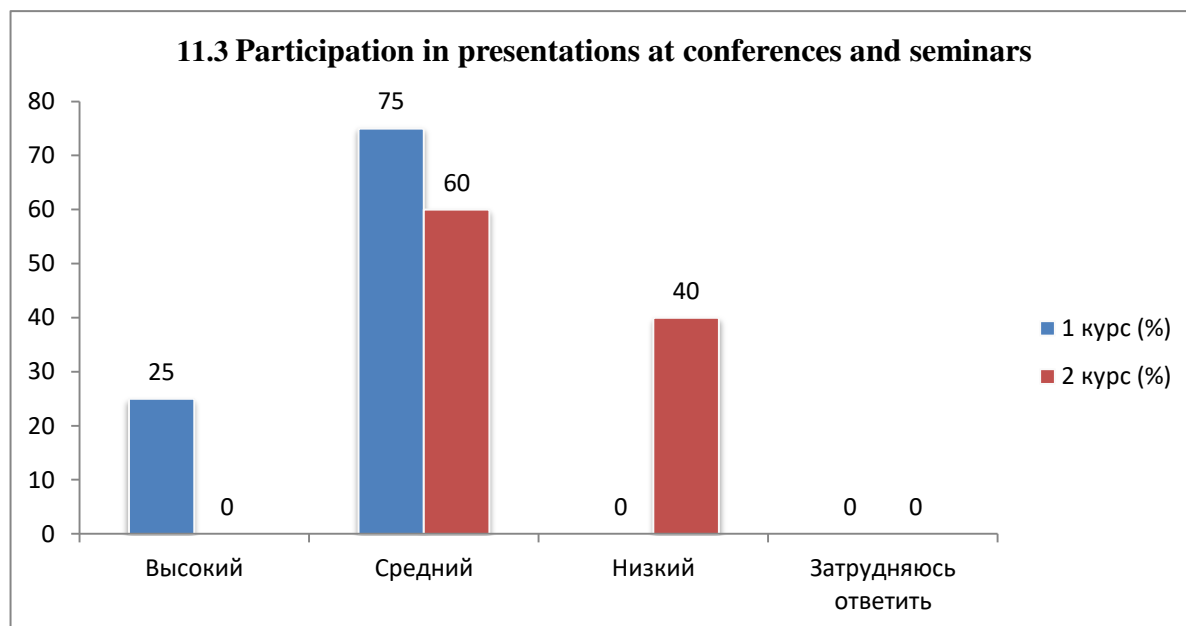
11.2 Writing scientific articles

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



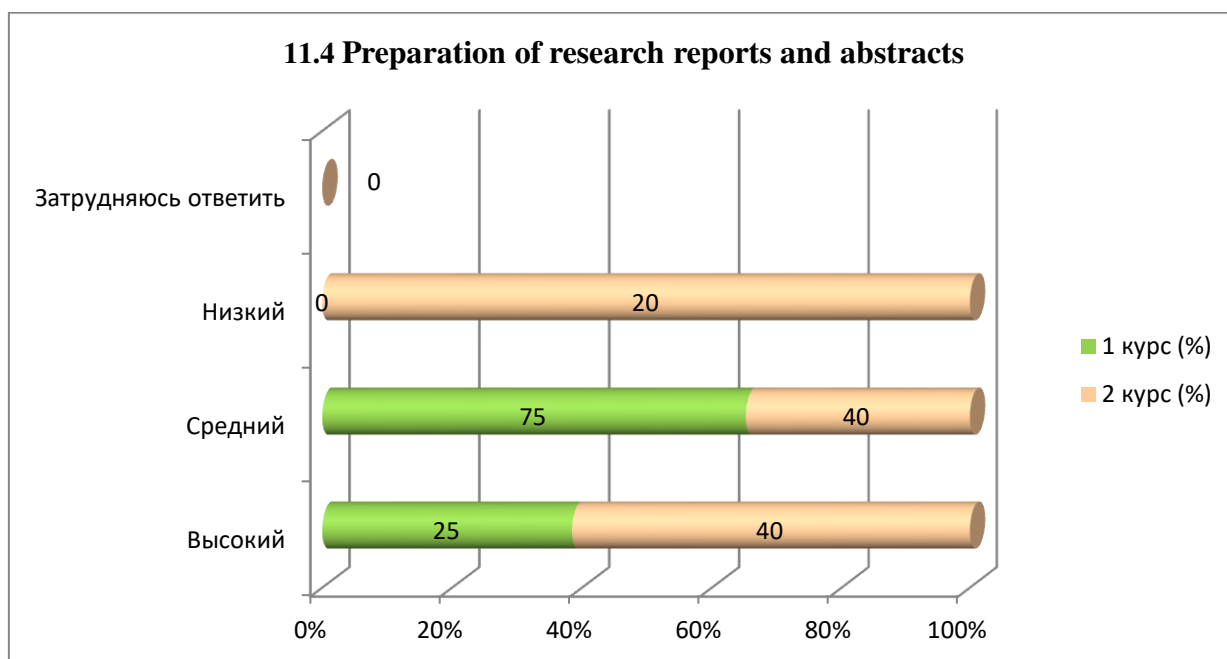
11.3 Participation in presentations at conferences and seminars

Answer options	1st year (%)	2nd year (%)
High	25	-
Average	75	60
Short	-	40
I find it difficult to answer	-	-



11.4 Preparation of research reports and abstracts

Answer options	1st year (%)	2nd year (%)
High	25	40
Average	75	40
Short	-	20
I find it difficult to answer	-	-



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

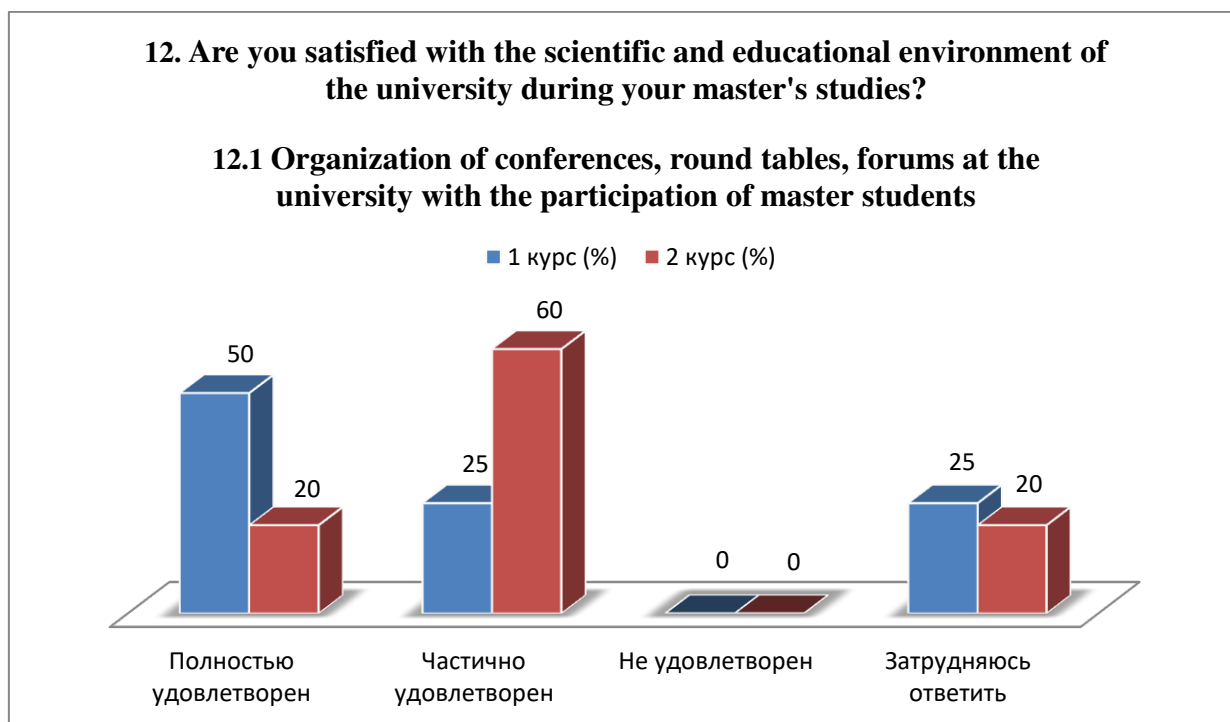
12.1 Organization of conferences, round tables, forums at the university with the participation of master students
12.2 Logistics support for applied scientific research
12.3 Availability for master students of technology, computers necessary for the educational process and scientific activities
12.4 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

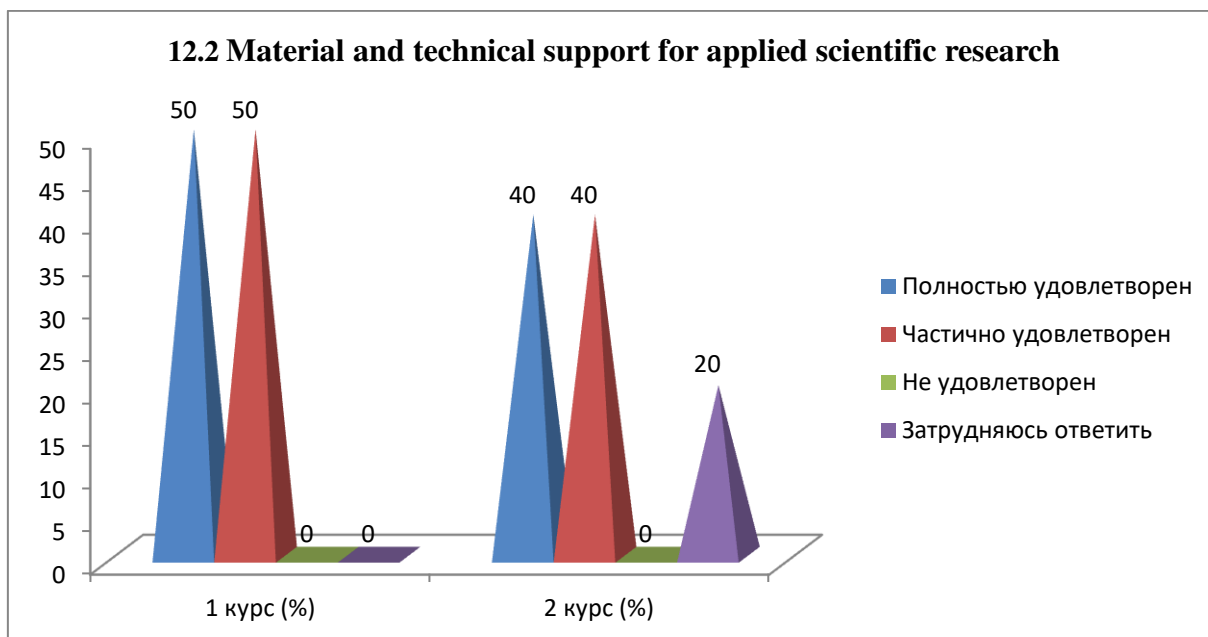
Answer options	1st year (%)	2nd year (%)
Completely satisfied	50	20
Partially satisfied	25	60
Not satisfied	-	-
I find it difficult to answer	25	20



12.2 Material and technical support for applied scientific research

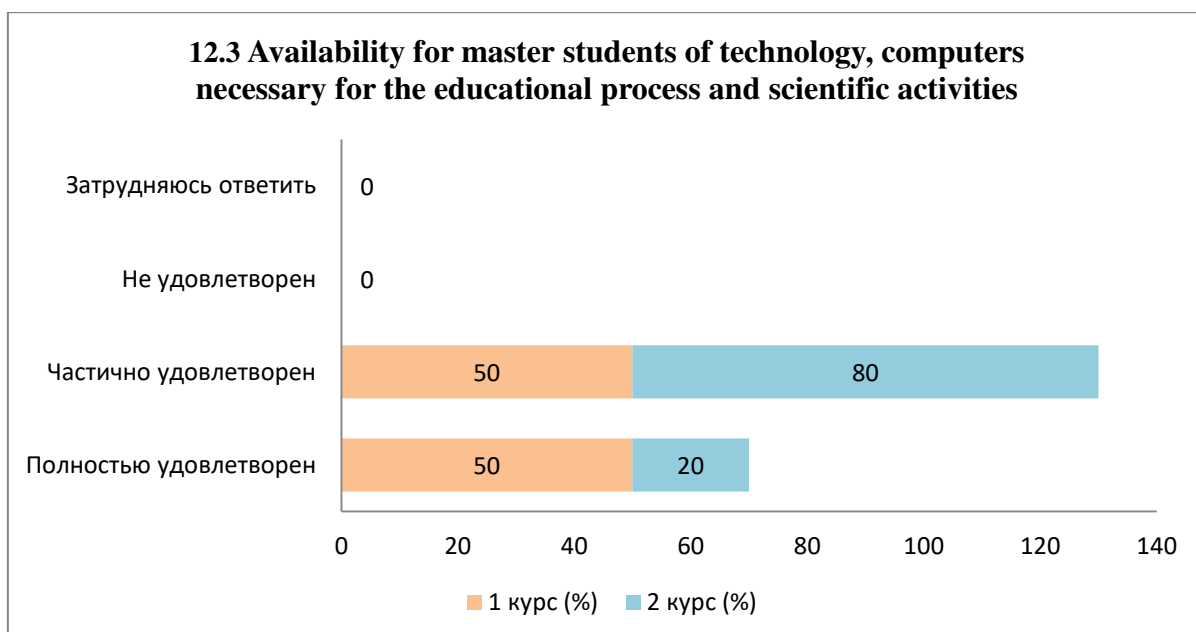
Answer options	1st year (%)	2nd year (%)
Completely satisfied	50	40

Partially satisfied	50	40
Not satisfied	-	-
I find it difficult to answer	-	20



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	50	20
Partially satisfied	50	80
Not satisfied	-	-
I find it difficult to answer	-	-



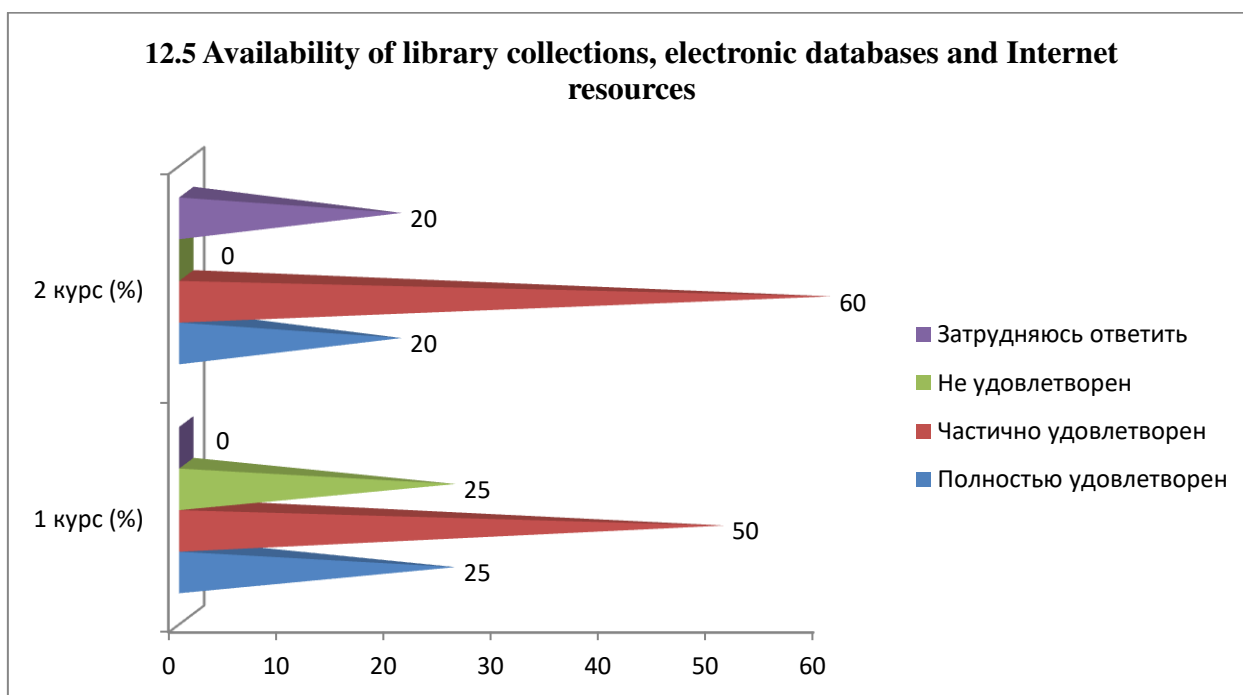
12.4 General level of organization and conduct of foreign internships

Answer options	1st year (%)	2nd year (%)
Completely satisfied	25	20
Partially satisfied	50	40
Not satisfied	25	20
I find it difficult to answer	-	20



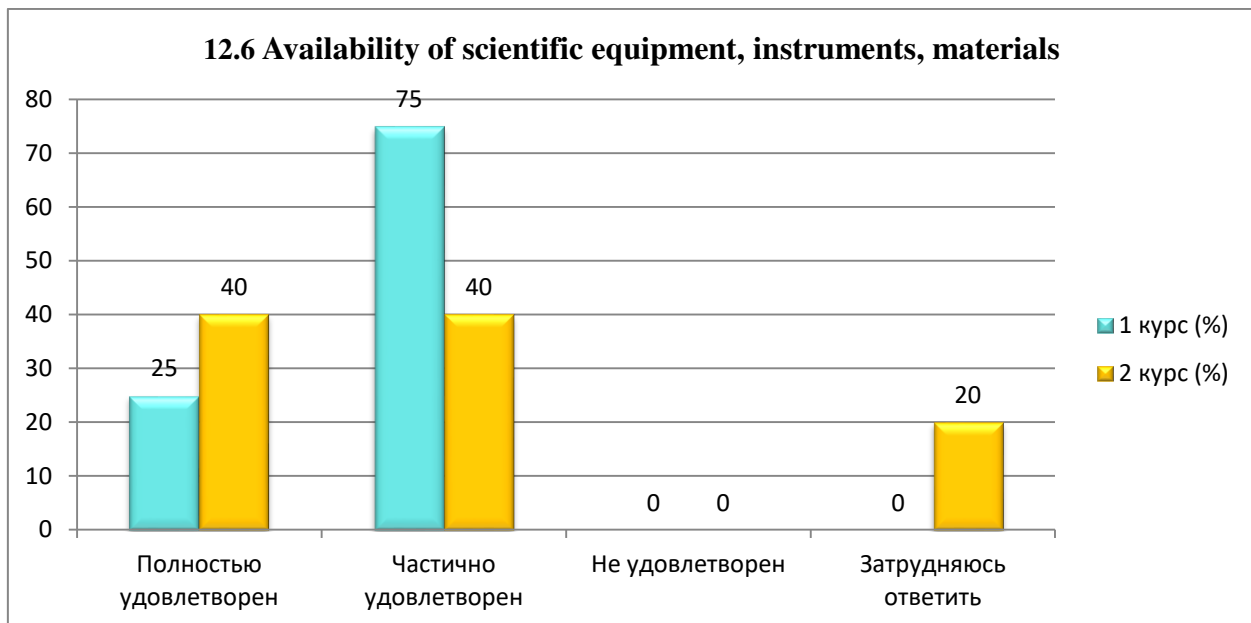
12.5 Availability of library collections, electronic databases and Internet resources

Answer options	1st year (%)	2nd year (%)
Completely satisfied	25	20
Partially satisfied	50	60
Not satisfied	25	-
I find it difficult to answer	-	20



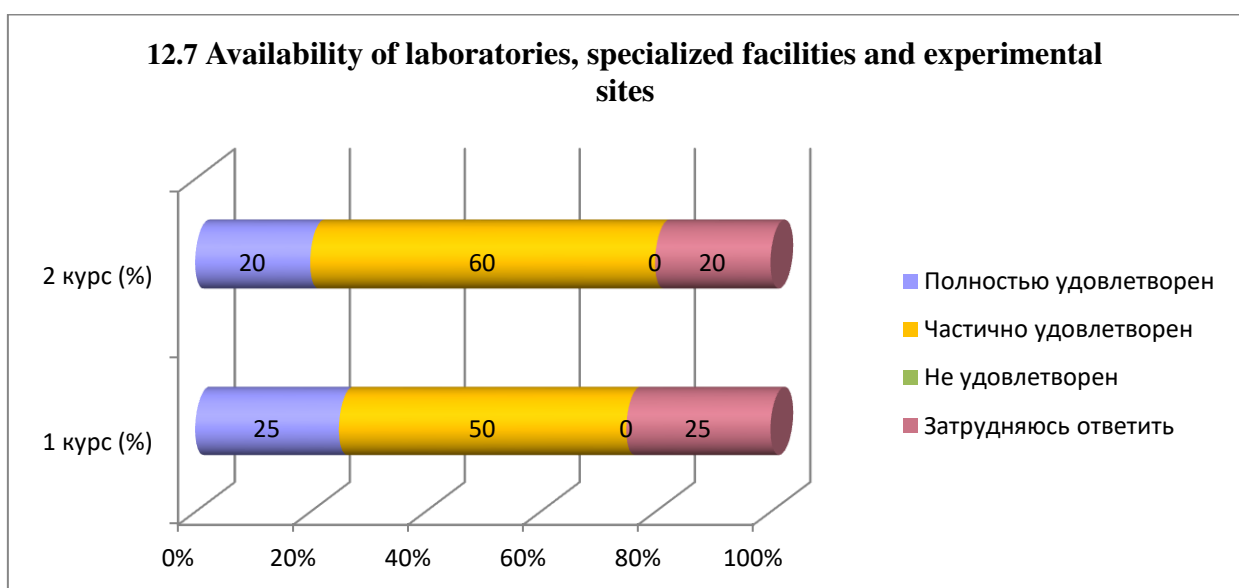
12.6 Availability of scientific equipment, instruments, materials

Answer options	1st year (%)	2nd year (%)
Completely satisfied	25	40
Partially satisfied	75	40
Not satisfied	-	-
I find it difficult to answer	-	20



12.7 Availability of laboratories, specialized facilities and experimental sites

Answer options	1st year (%)	2nd year (%)
Completely satisfied	25	20
Partially satisfied	50	60
Not satisfied	-	-
I find it difficult to answer	25	20



For the option “If you answered “Not satisfied” to the previous question, give recommendations for improving the scientific and educational environment of the university”, master's students indicated the following options*:

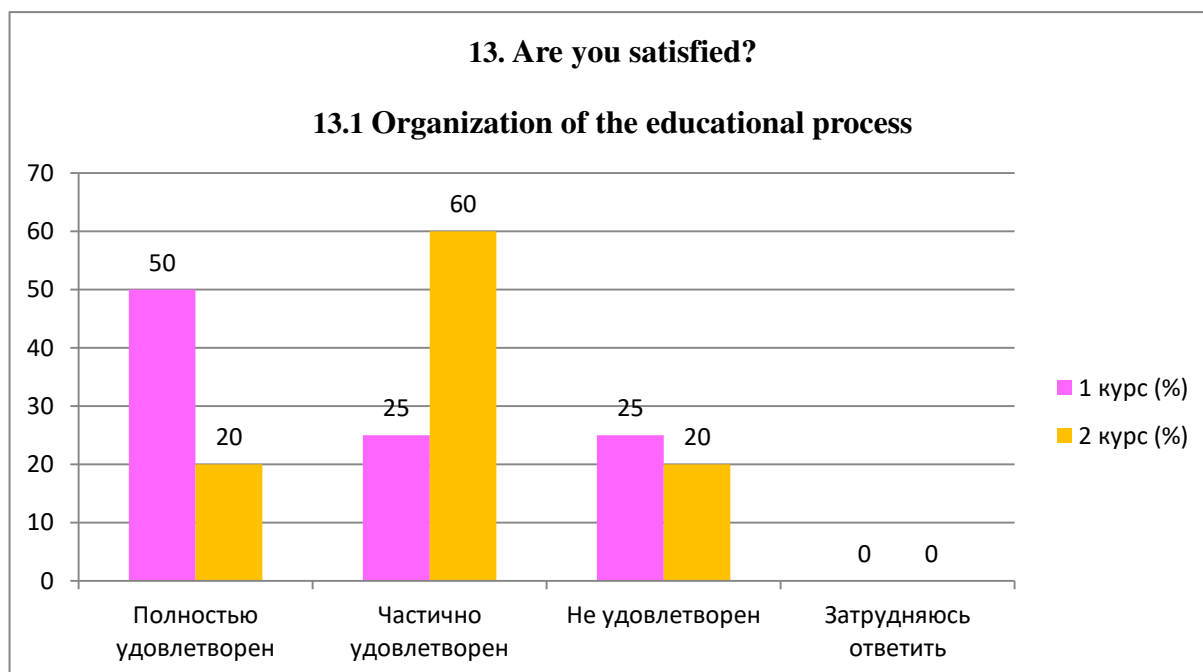
- Procurement of new equipment, careful tracking of wastage so that real quality matches the cost paid.

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 Catering organization
13.5 Organization of industrial practice

13.1 Organization of the educational process

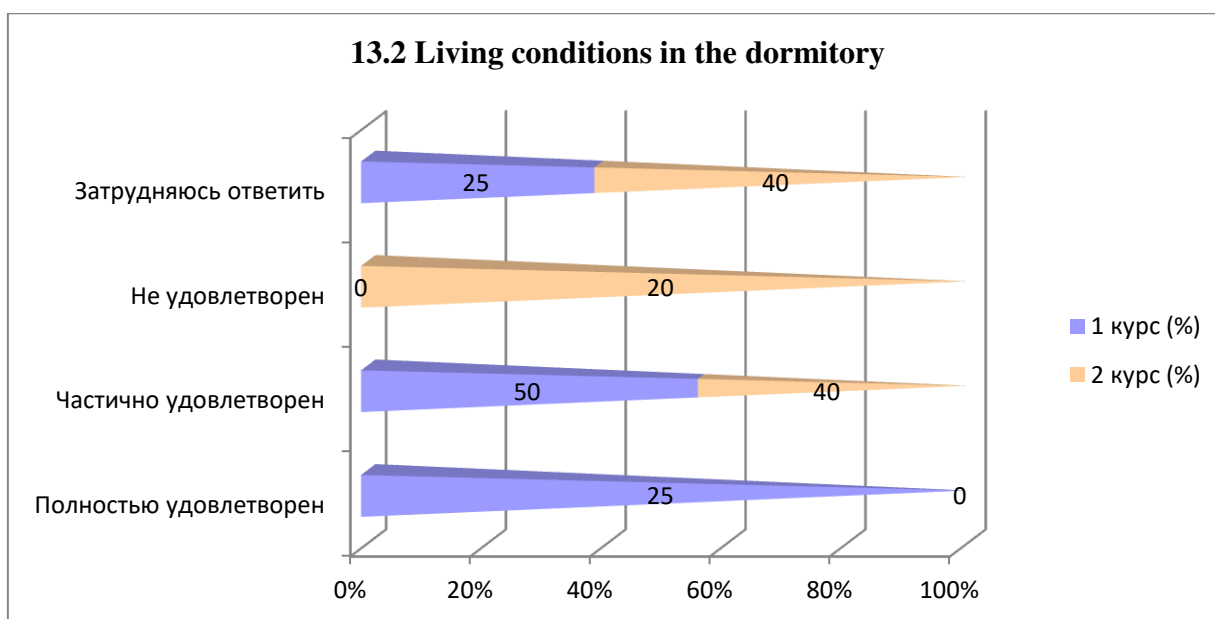
Answer options	1st year (%)	2nd year (%)
Completely satisfied	50	20
Partially satisfied	25	60
Not satisfied	25	20
I find it difficult to answer	-	-



13.2 Living conditions in the dormitory

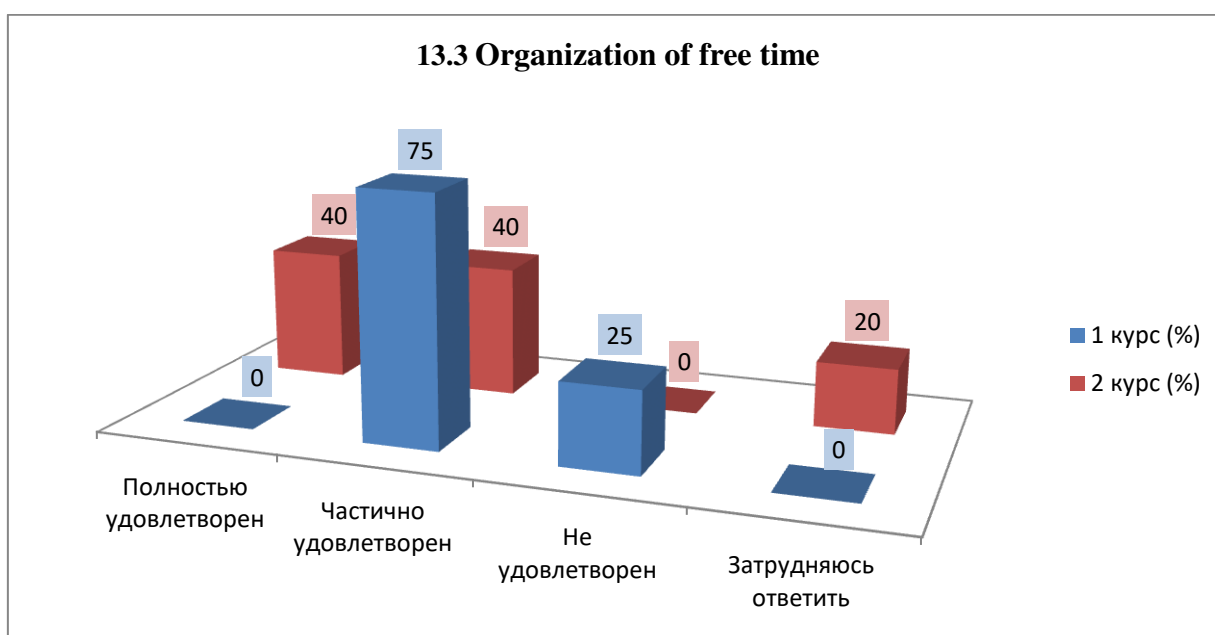
Answer options	1st year (%)	2nd year (%)
Completely satisfied	25	-
Partially satisfied	50	40
Not satisfied	-	20
I find it difficult to answer	25	40

13.2 Living conditions in the dormitory



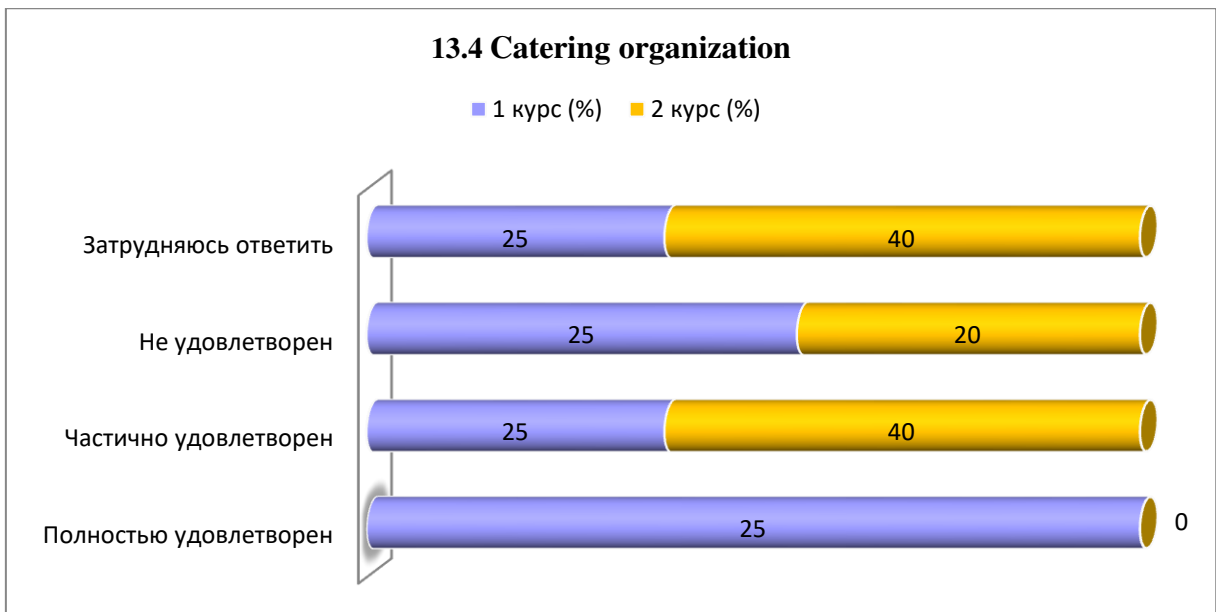
13.3 Organization of free time

Answer options	1st year (%)	2nd year (%)
Completely satisfied	-	40
Partially satisfied	75	40
Not satisfied	25	-
I find it difficult to answer	-	20



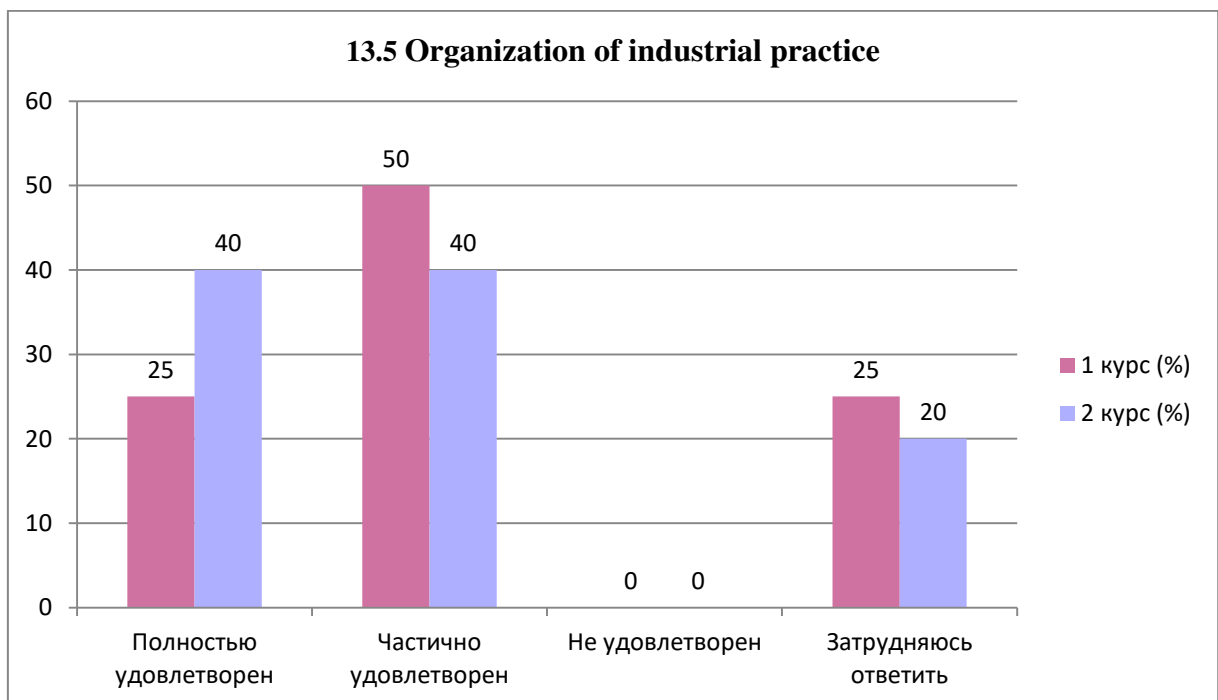
13.4 Catering organization

Answer options	1st year (%)	2nd year (%)
Completely satisfied	25	-
Partially satisfied	25	40
Not satisfied	25	20
I find it difficult to answer	25	40



13.5 Organization of industrial practice

Answer options	1st year (%)	2nd year (%)
Completely satisfied	25	40
Partially satisfied	50	40
Not satisfied	-	-
I find it difficult to answer	25	20



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

1st 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.

1st year (%)	2nd year (%)
-	- all the questions are there;
-	- I think those questions are enough.

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

Master's study is a conscious choice of an adult person, which is not influenced by parents or situation, obtaining professional competencies in accordance with the chosen specialty, the next educational stage after bachelor's degree. To the question **“What determined your choice to study in the master's program of the university? (choose 3-4 answer options)”** the majority of master's students 77.5% indicated “the university where I studied at the bachelor's degree”. Also, master's students noted such options as: “The university in the locality where the family lives (close to it)” - 45% and “Availability of budget places” - 12.5%.

The following information was received on the **“Other”** option: “Deferment from the army”.

- “About the training profile” Master's students' satisfaction was 90% ,10% are not satisfied ;
- “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 90% ,10% are not satisfied;
- “List of master's students' practice databases” master's students' satisfaction was 80%, not satisfied and found it difficult to answer 10%;
- “Information about scientific supervisors” master's students' satisfaction was 90% and 10% found it difficult to answer.

“If you answered “Not Satisfied” to the previous question, give recommendations for improving the direction of training” masters students indicated the following: “Need to familiarize themselves with the list of skills that employers will expect in the field. Faculty should be more familiar with these skills. In addition, there is a reliance on "science”, but in reality there is nothing of the sort. The quality of the papers is lame, due to the sheer number of them. A concrete thesis plan is expected in the very first semester, but it is impossible to choose a suitable topic, much less to think about the structure, once you have started your studies”.

The teaching staff is evaluated quite highly by the respondents. According to all criteria presented in the questionnaire (knowledge, qualification, objectivity, pedagogical qualities, teaching methods used) more than 64.4% of respondents gave “very high” and “high” marks.

In general, master students are satisfied with participation in the formation of an individual work plan. According to the received data, 75% of respondents of the first year and 40% of the second year develop all sections of the plan independently under the control of their supervisor. However, there are also 25% of first-year master's students and 40% of second-year master's students who note that they form an individual plan independently. There are also respondents who participate purely formally in the formation of individual work plans of master's students (2nd year - 20%). Probably, scientific supervisors of master's programs should pay attention to planning cognitive and research activities of master's students with their more active participation.

To the question: **“Rate your satisfaction with the help of your supervisor in preparing your master’s thesis”** satisfaction of master's students amounted to 70%.

When answering the question **“What, in your opinion, is an indicator of a high scientific level of a university? (select 3-4 key characteristics)”** 100% of respondents chose the option “modern material and technical base”, also 77,5% chose the option “strong teaching staff” and 55% “work of famous foreign scientists in the university”.

Publication of scientific articles, theses is one of the main conditions for successful start of scientific work for master students. Published articles and theses, their quantity and quality determine the master's ability to work independently with large amounts of information, to organize scientific activity, to apply methods in the work, to obtain results, to form correct conclusions, to comply with the requirements for the general design and content of scientific papers. Master students publish their articles and theses both in Kazakhstan editions and distant/close foreign editions (1st year - 25%, 2nd year - 20%). There are also master students who publish only in Kazakhstani editions (1st year - 50%, 2nd year - 80%), others only in near foreign editions (1st year - 25%).

On the question **“Your level of foreign language proficiency:”** the answers of respondents were distributed as follows: “average level”- 60%, “fluent” - 20%, “conversational level” and “with a dictionary” 10% each.

Assessment of the level of participation of undergraduates in the work of the department at an average level - 78.8%. At the same time, the highest percentage of respondents who assessed the level of their 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 master students” master's students' satisfaction was 77,5% and 22,5% found it difficult to answer;

- “Material and technical support for applied scientific research” master's students' satisfaction was 90% and 10% found it difficult to answer;

- “Availability for master students 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 67,5%, 22,5% were not satisfied and 10% found it difficult to answer;

- “Accessibility of library collections, electronic databases and Internet resources” master's students' satisfaction was 77,5%, 12,5% were not satisfied and 10% found it difficult to answer;

- “Availability of scientific equipment, tools, materials” master's students' satisfaction was 90% and 10% found it difficult to answer;

- “Availability of laboratories, specialized facilities and experimental sites” master's students' satisfaction was 77,5% and 22,5% found it difficult to answer.

“If you answered “Not satisfied” to the previous question, give recommendations for improving the scientific and educational environment of the university” masters indicated the following: “Purchase of new equipment, careful tracking of waste, so that the real quality corresponds to the paid cost”.

In general, the respondents have no difficulties when studying at the master's program. At the end of the questionnaire it was proposed to include questions that, in the opinion of students, should be added to this questionnaire to improve the training program, improve the quality of services and other areas of the university. However, the respondents limited themselves with such answers: “all questions are there” and “I think these questions are enough”.

Recommendations:

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

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