

Report on the results of the questionnaire
«Satisfaction of doctoral students with educational services» for the 2022-2023 academic
year
in the educational program
7M07302 «Construction»

In February 2023, the center for quality management and accreditation conducted an anonymous electronic survey «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 survey 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.

40 respondents took part in the questionnaire, which amounted to 69% of the total number of undergraduates.

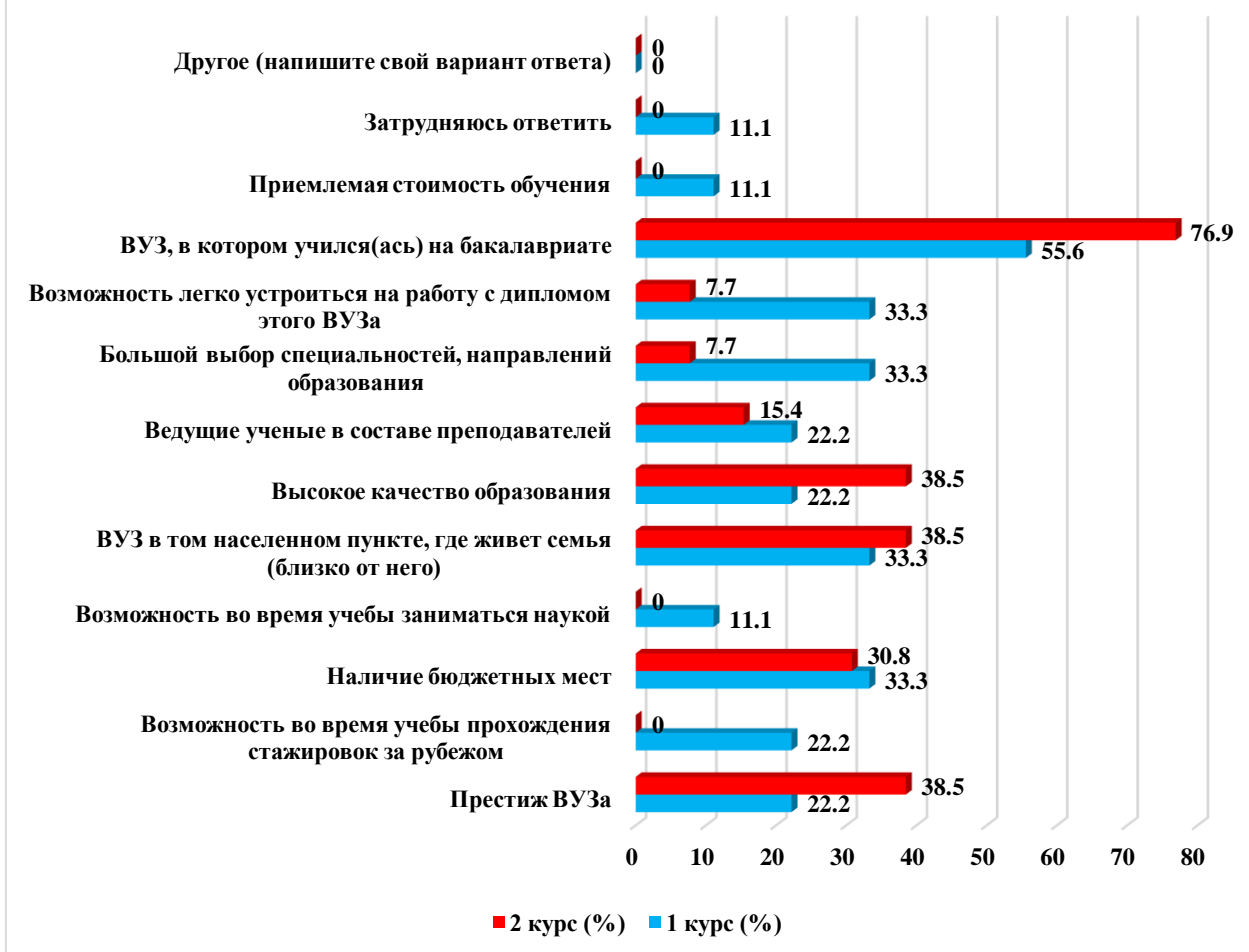
During the questionnaire process, the following data was obtained:

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

Answer options	1 st yaer (%)	2nd year (%)
University prestige	22.2	38.5
Opportunity for internships abroad while studying	22.2	-
Availability of budget places	33.3	30.8
Opportunity to do science while studying	11.1	-
University in the locality where the family lives (close to it)	33.3	38.5
High quality education	22.2	38.5
Leading scientists on staff	22.2	15.4
Large selection of specialties and areas of education	33.3	7.7
An opportunity to easily get a job with a diploma from this university	33.3	7.7
The university where you studied as an undergraduate	55.6	76.9
Reasonable cost of training	11.1	-
I find it difficult to answer	11.1	-
Other (write your answer)	-	-

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

1. What determined your choice of studying for a master's degree at a university?



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
2.3 List of developed competencies of master's degree graduates
2.4 List of internship bases for master's students
2.5 Information about scientific supervisors

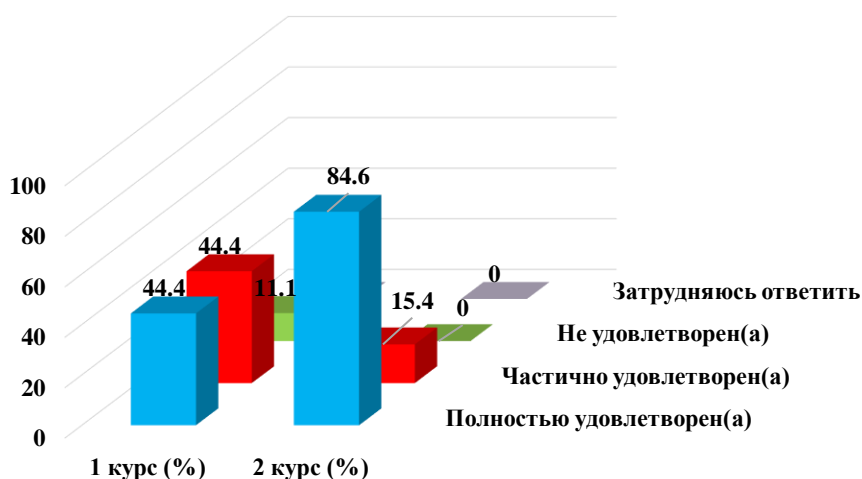
Other (write your answer) _____

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

2.1 About the training profile

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	44.4	84.6
Partially satisfied	44.4	15.4
Not satisfied)	11.1	-
I find it difficult to answer	-	-

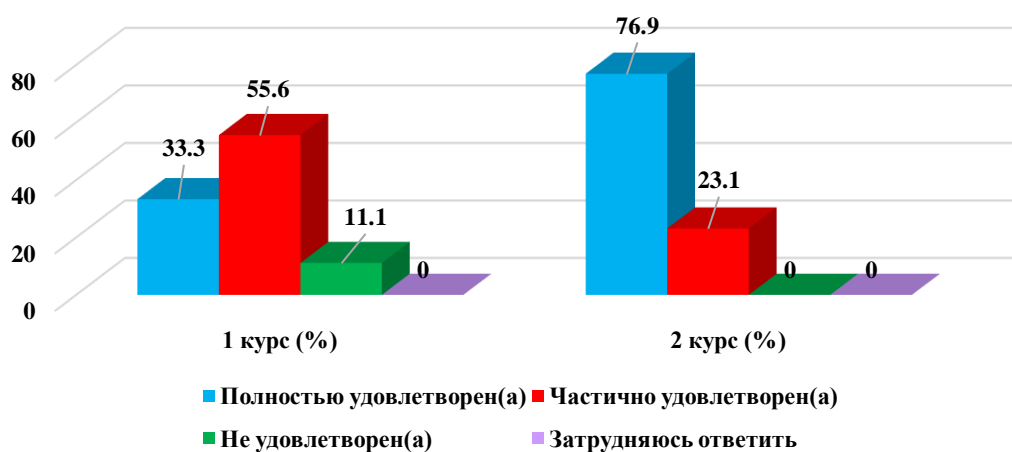
2.1 About the training profile



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

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	33.3	76.9
Partially satisfied	55.6	23.1
Not satisfied)	11.1	-
I find it difficult to answer	-	-

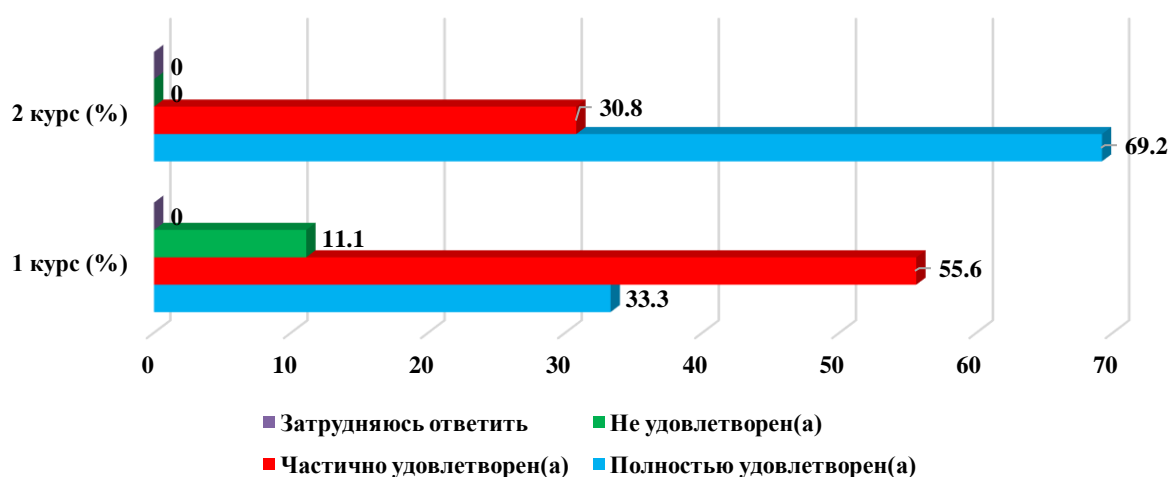
2.2 Characteristics of a master's student's professional activity



2.3 List of developed competencies of master's degree graduates

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	33.3	69.2
Partially satisfied	55.6	30.8
Not satisfied)	11.1	-
I find it difficult to answer	-	-

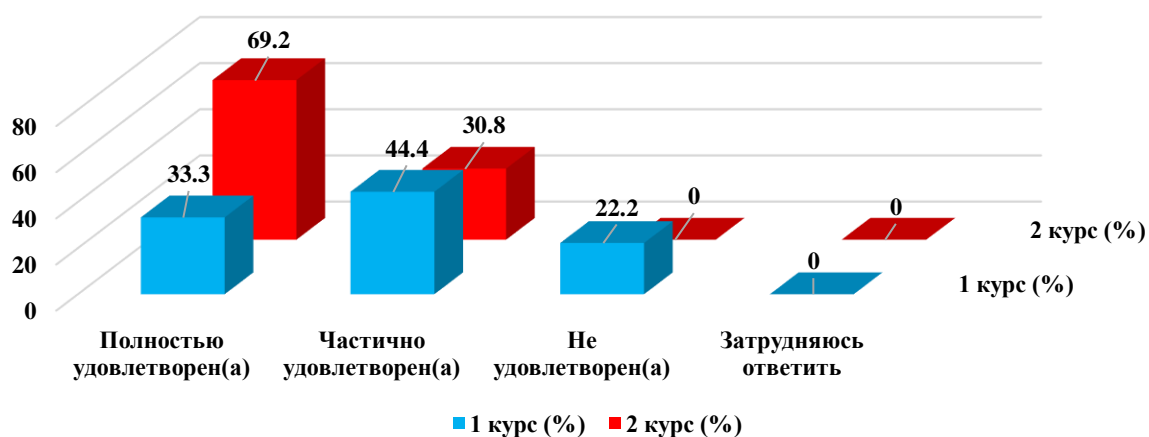
2.3 List of developed competencies of master's degree graduates



2.4 List of internship bases for master's students

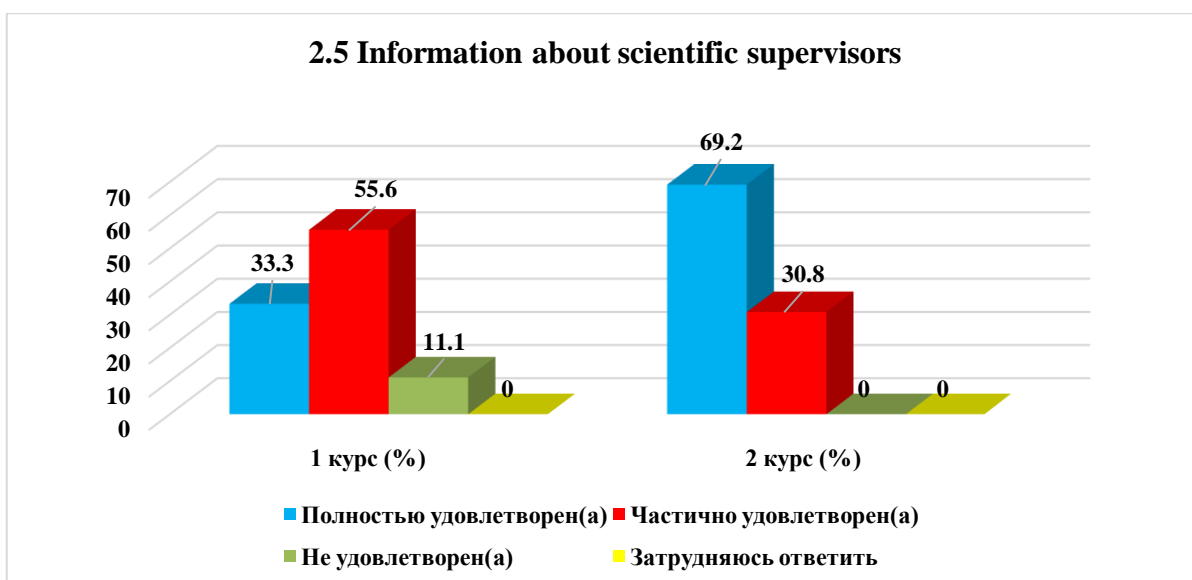
Answer options	1 st year (%)	2nd year (%)
Completely satisfied	33.3	69.2
Partially satisfied	44.4	30.8
Not satisfied)	22.2	-
I find it difficult to answer	-	-

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	33.3	69.2
Partially satisfied	55.6	30.8
Not satisfied)	11.1	-
I find it difficult to answer	-	-



Students indicated the following for the «Other» option:*

- Everything satisfies.

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) _____

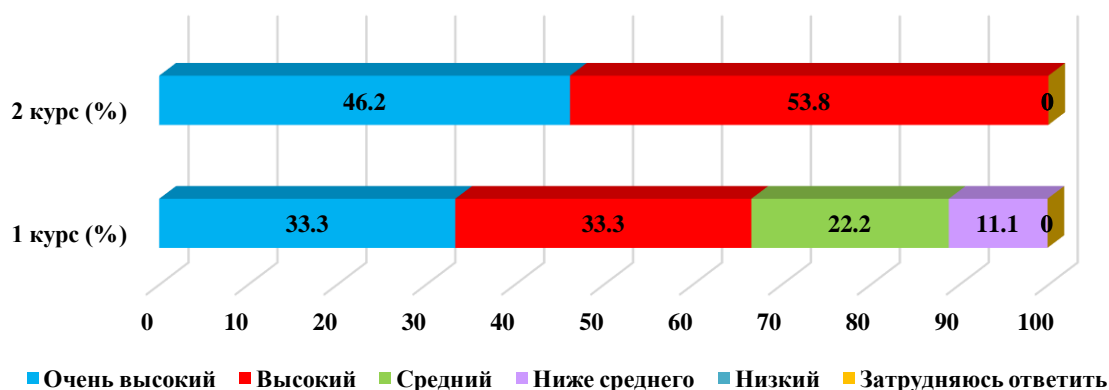
If you answered “Low” to the previous question, give recommendations for improving the teaching staff _____

3.1 Knowledge, qualifications

Answer options	1 st year (%)	2nd year (%)
Very tall	33.3	46.2
High	33.3	53.8
Average	22.2	-
Below the average	11.1	-
Short	-	-
I find it difficult to answer	-	-

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

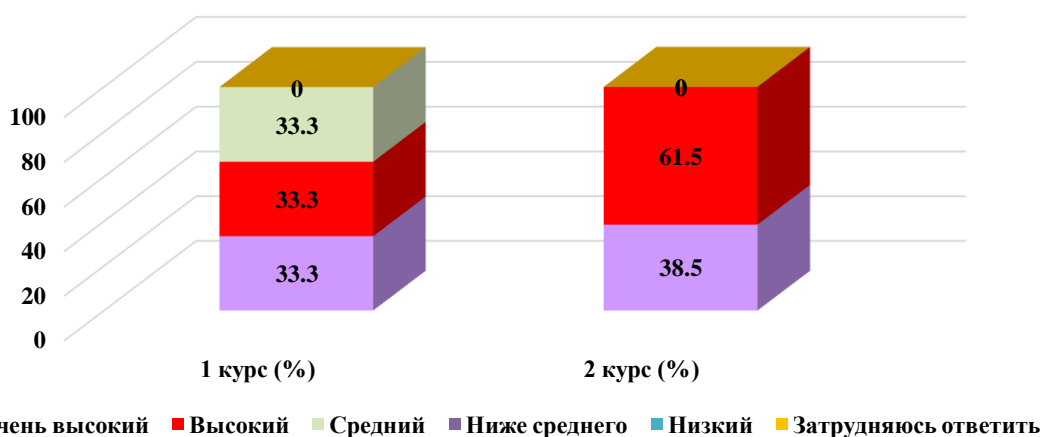
3.1 Knowledge, qualifications



3.2 Pedagogical qualities

Answer options	1 st year (%)	2nd year (%)
Very tall	33.3	38.5
High	33.3	61.5
Average	33.3	-
Below the average	-	-
Short	-	-
I find it difficult to answer	-	-

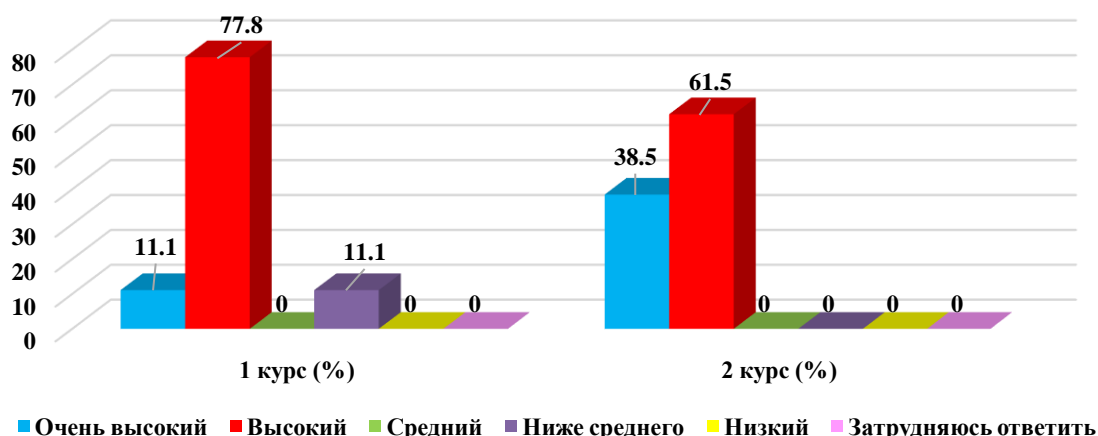
3.2 Pedagogical qualities



3.3 Objectivity and impartiality of assessments

Answer options	1 st year (%)	2nd year (%)
Very tall	11.1	38.5
High	77.8	61.5
Average	-	-
Below the average	11.1	-
Short	-	-
I find it difficult to answer	-	-

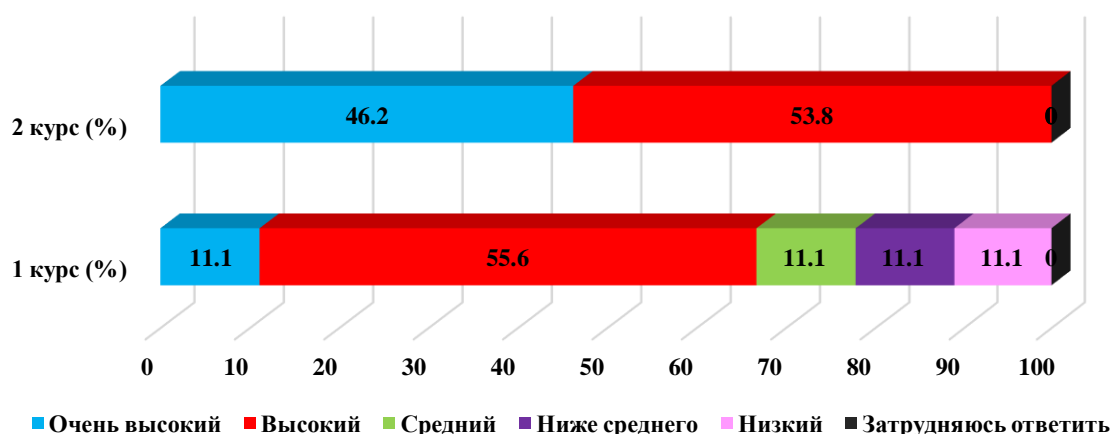
3.3 Objectivity and impartiality of assessments



3.4 The teaching methods used

Answer options	1 st year (%)	2nd year (%)
Very tall	11.1	46.2
High	55.6	53.8
Average	11.1	-
Below the average	11.1	-
Short	11.1	-
I find it difficult to answer	-	-

3.4 The teaching methods used

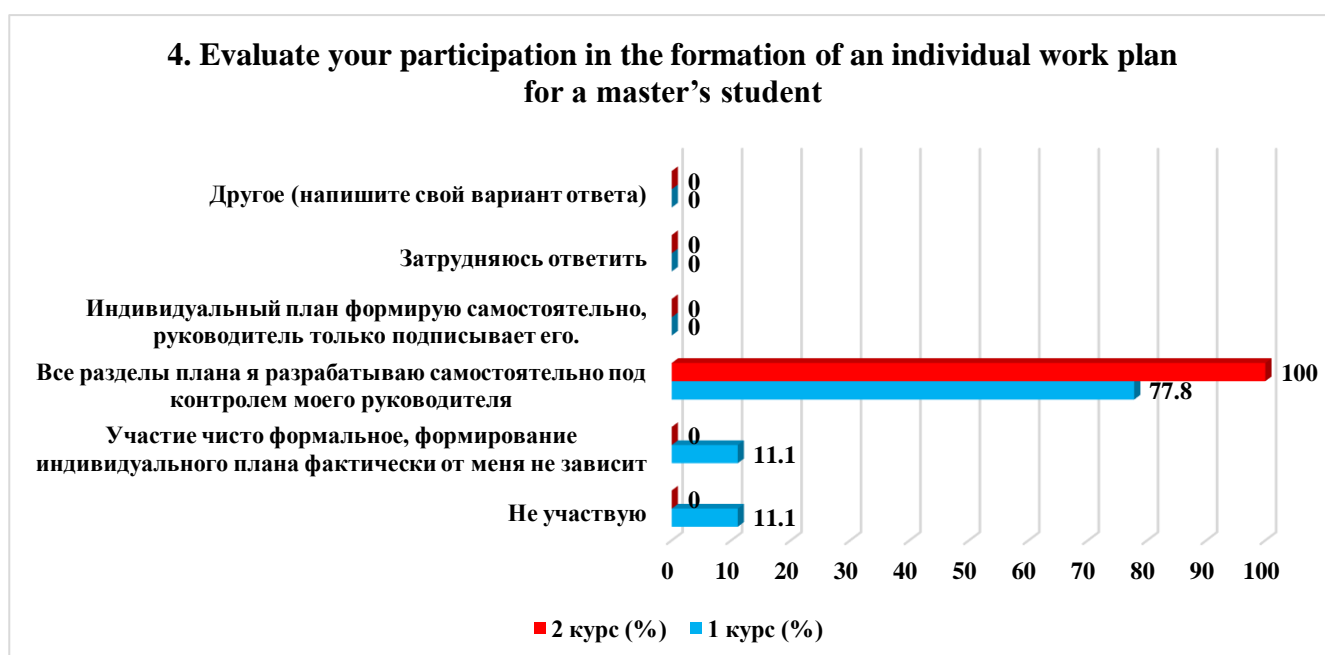


Students indicated the following options for the «Other» option*:
 - Everything satisfies.

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

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

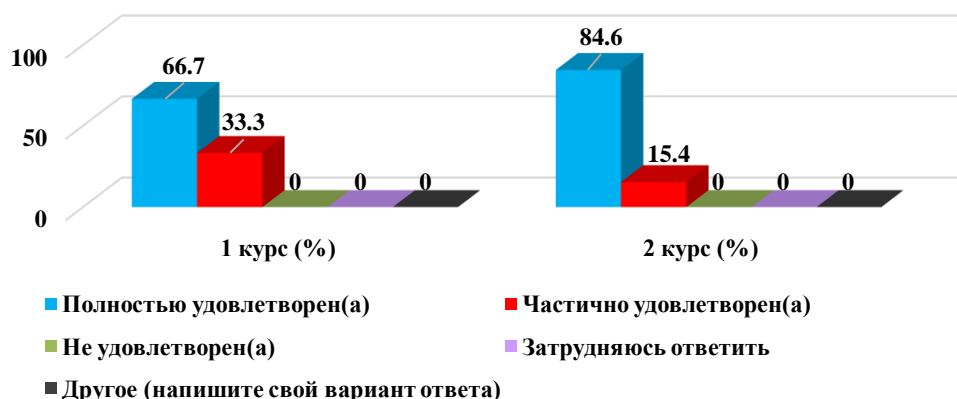
Answer options	1 st year (%)	2nd year (%)
I don't participate	11.1	-
Participation is purely formal; the formation of an individual plan actually does not depend on me	11.1	-
I develop all sections of the plan independently under the supervision of my supervisor.	77.8	100
I formulate an individual plan myself, the manager only signs it.	-	-
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	66.7	84.6
Partially satisfied	33.3	15.4
Not satisfied)	-	-
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

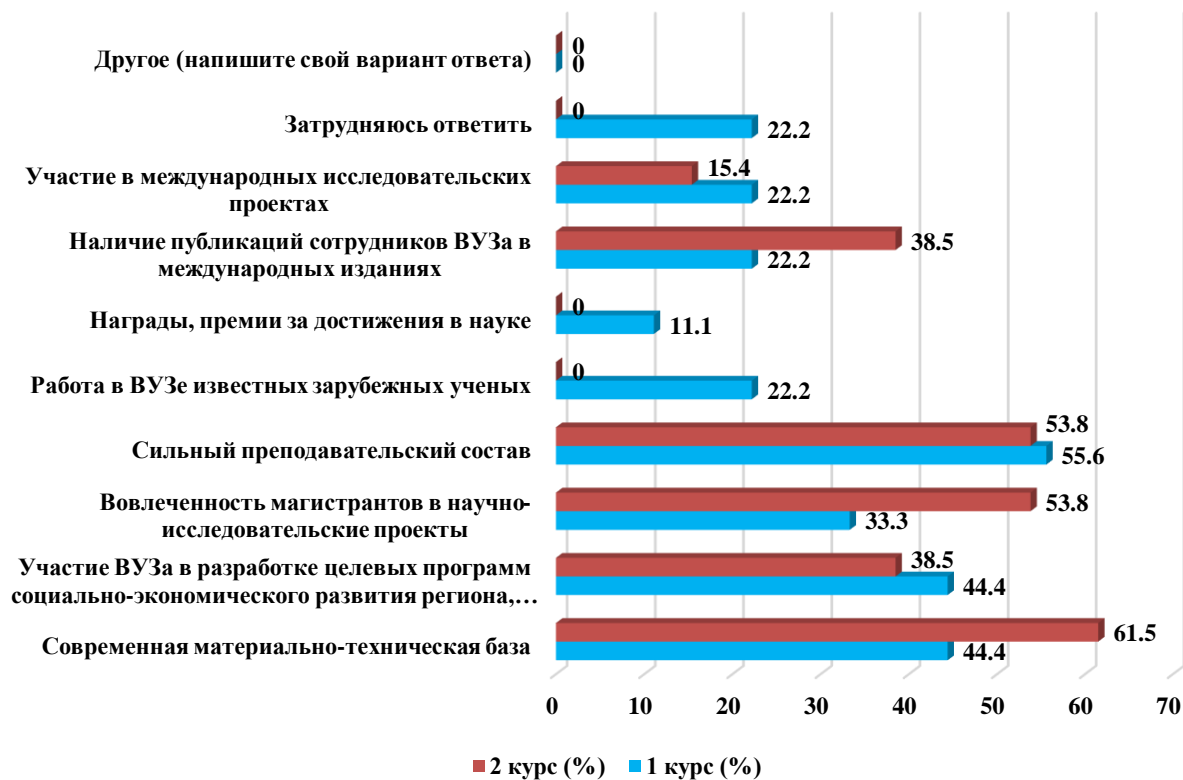


6. What, in your opinion, is an indicator of a high scientific level of a university? (select 3-4 key characteristics)

Answer options	1 st year (%)	2nd year (%)
Modern material and technical base	44.4	61.5
Participation of the university in the development of targeted programs for the socio-economic development of the region, cities, and enterprises	44.4	38.5
Involvement of undergraduates in research projects	33.3	53.8
Strong teaching staff	55.6	53.8
Work at the university of famous foreign scientists	22.2	-
Awards, prizes for achievements in science	11.1	-
Availability of publications by university staff in international publications	22.2	38.5
Participation in international research projects	22.2	15.4
I find it difficult to answer	22.2	-
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)	33.3	-
No, I don't participate, but I attend scientific events (seminars, conferences) at the university	33.3	61.5
No, I'm not participating	11.1	30.8
I find it difficult to answer	11.1	7.7
Other (write your answer)	11.1	-



Students indicated the following options for the «Other» option*:

- not yet.

To the option «If you answered «No, I don't participate» to the previous question, write why,» undergraduates indicated the following options*:

- I don't have time;
- Due to financial difficulties in the family.

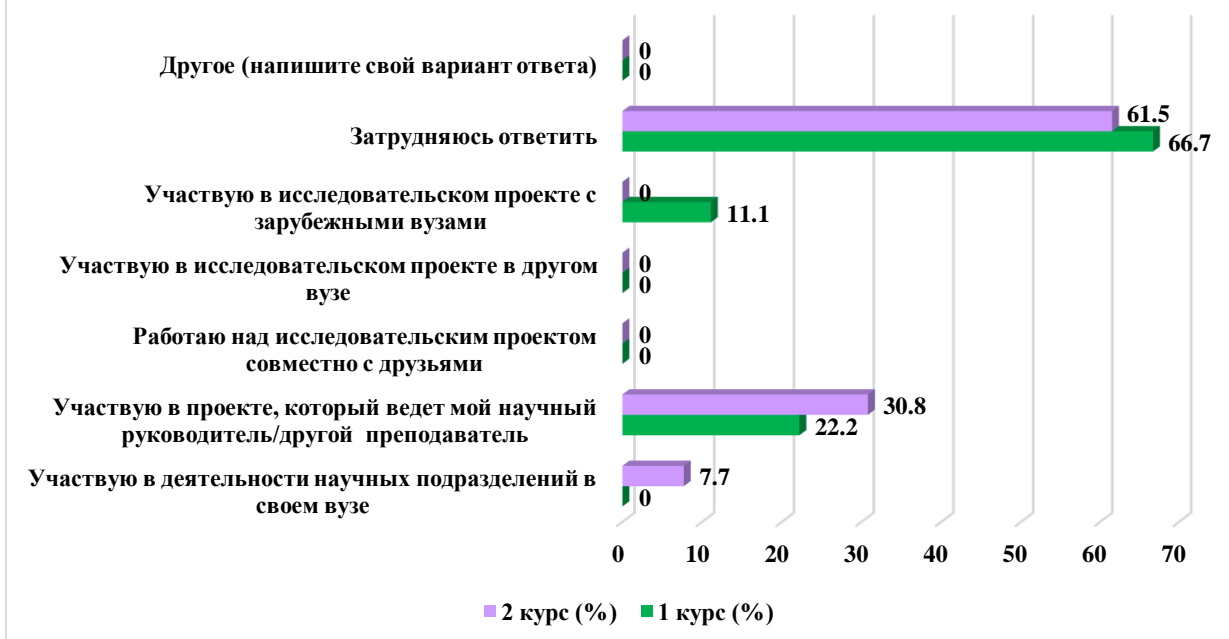
8. Please indicate which research projects you are involved in (select all that apply)

Answer options	1 st year (%)	2nd year (%)
I participate in the activities of scientific departments at my university	-	7.7
I am participating in a project led by my supervisor/other teacher	22.2	30.8
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	11.1	-
I find it difficult to answer	66.7	61.5
Other (write your answer)	-	-

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

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

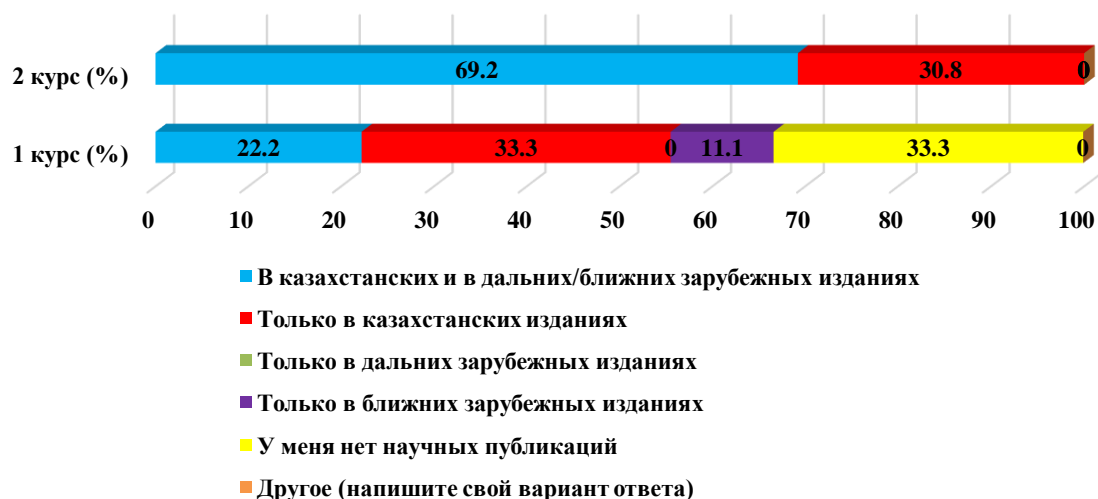
8. Please indicate which research projects you are involved in (select all that apply)



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

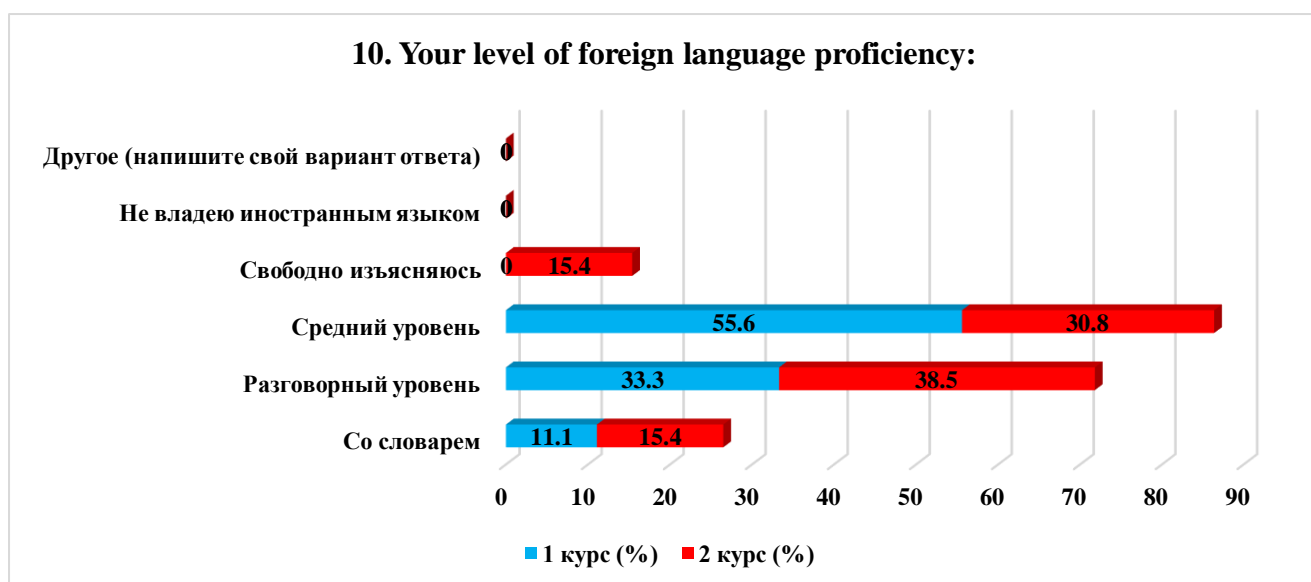
Answer options	1 st year (%)	2nd year (%)
In Kazakhstan and in distant/near foreign publications	22.2	69.2
Only in Kazakhstan publications	33.3	30.8
Only in distant foreign publications	-	-
Only in nearby foreign publications	11.1	-
I have no scientific publications	33.3	-
Other (write your answer)	-	-

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



10. Your level of foreign language proficiency:

Answer options	1 st year (%)	2nd year (%)
With dictionary	11.1	15.4
Speaking level	33.3	38.5
Average level	55.6	30.8
I express myself freely	-	15.4
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

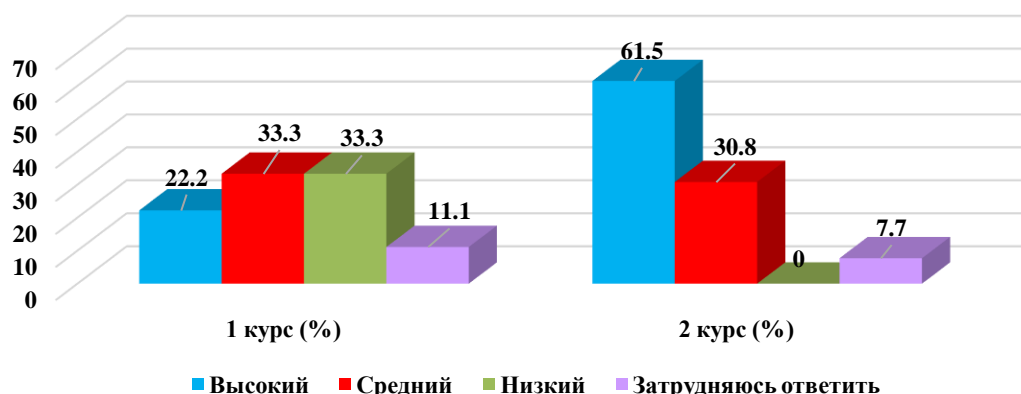
Other (write your answer) _____

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	22.2	61.5
Average	33.3	30.8
Short	33.3	-
I find it difficult to answer	11.1	7.7

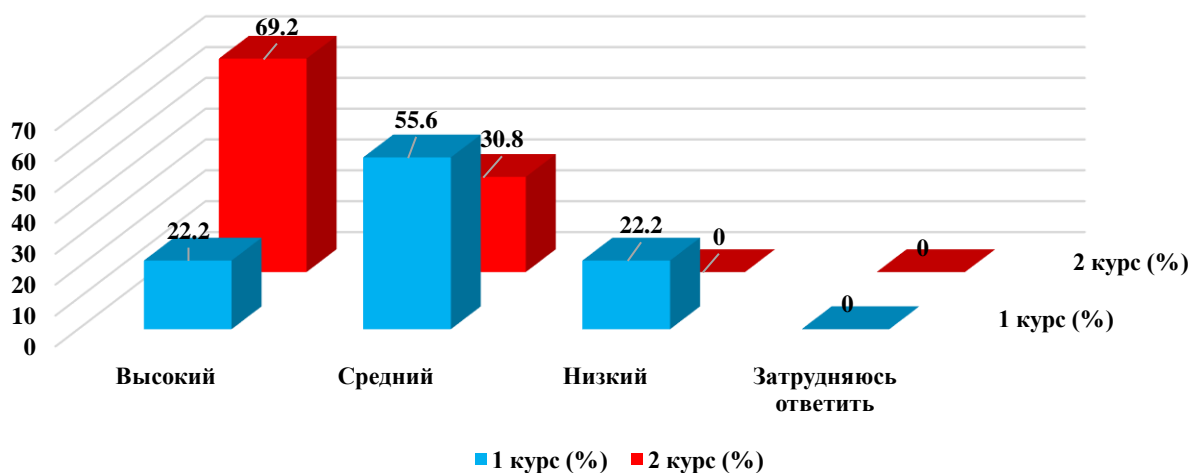
11.1 Research work of the department (design, development, technological, etc.) as a full participant



11.2 Writing scientific articles

Answer options	1 st year (%)	2nd year (%)
High	22.2	69.2
Average	55.6	30.8
Short	22.2	-
I find it difficult to answer	-	-

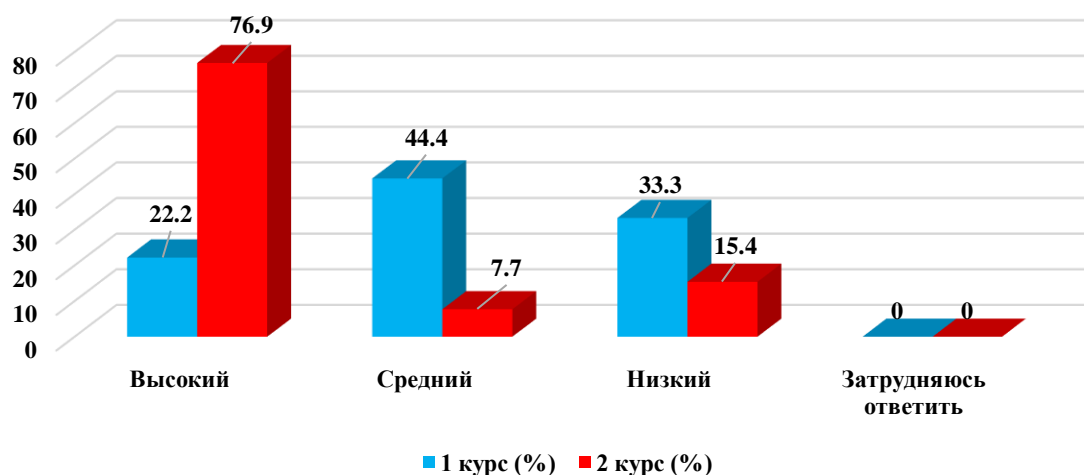
11.2 Writing scientific articles



11.3 Participation in presentations at conferences and seminars

Answer options	1 st year (%)	2nd year (%)
High	22.2	76.9
Average	44.4	7.7
Short	33.3	15.4
I find it difficult to answer	-	-

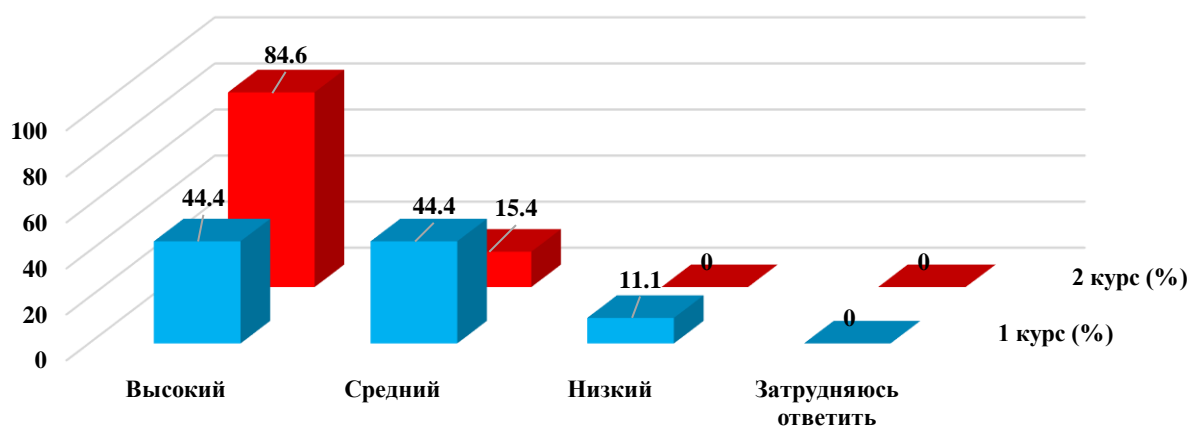
11.3 Participation in presentations at conferences and seminars



11.4 Preparation of research reports and abstracts

Answer options	1 st year (%)	2nd year (%)
High	44.4	84.6
Average	44.4	15.4
Short	11.1	-
I find it difficult to answer	-	-

11.4 Preparation of research reports and abstracts



Students indicated the following options for the «Other» option*:

- Everything satisfies.

For the option «If you answered «Low» to the previous question, give recommendations for improving the participation of undergraduates in the work of the department» Master's students indicated the following options*:

-I don't have the opportunity or time to attend conferences.

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

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

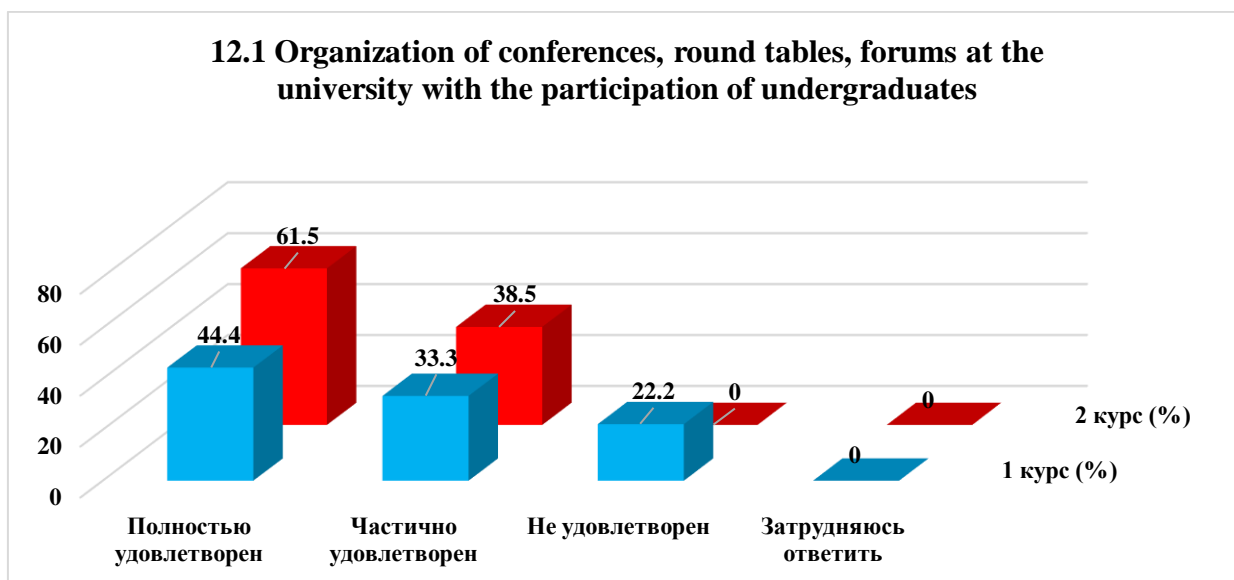
12.1 Organization of conferences, round tables, forums at the university with the participation of undergraduates
12.2 Logistics support for applied scientific research
12.3 Availability for undergraduates of technology, computers necessary for the educational process and scientific activities
12.4 General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

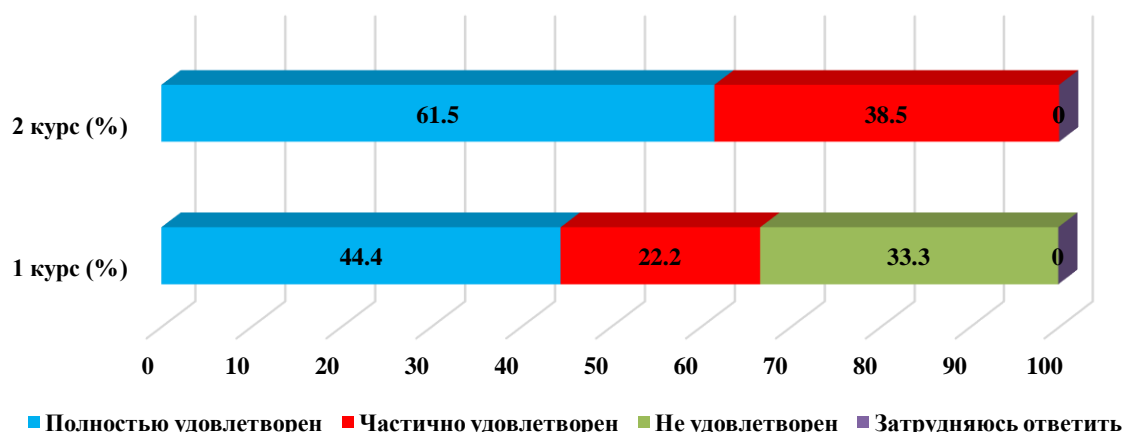
Answer options	1 st year (%)	2nd year (%)
Completely satisfied	44.4	61.5
Partially satisfied	33.3	38.5
Not satisfied	22.2	-
I find it difficult to answer	-	-



12.2 Logistics support for applied scientific research

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	44.4	61.5
Partially satisfied	22.2	38.5
Not satisfied	33.3	-
I find it difficult to answer	-	-

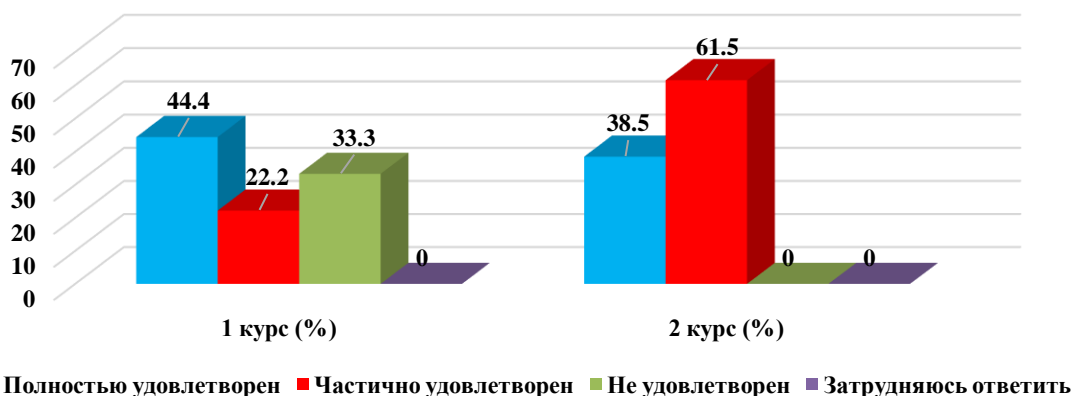
12.2 Logistics support for applied scientific research



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

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	44.4	38.5
Partially satisfied	22.2	61.5
Not satisfied	33.3	-
I find it difficult to answer	-	-

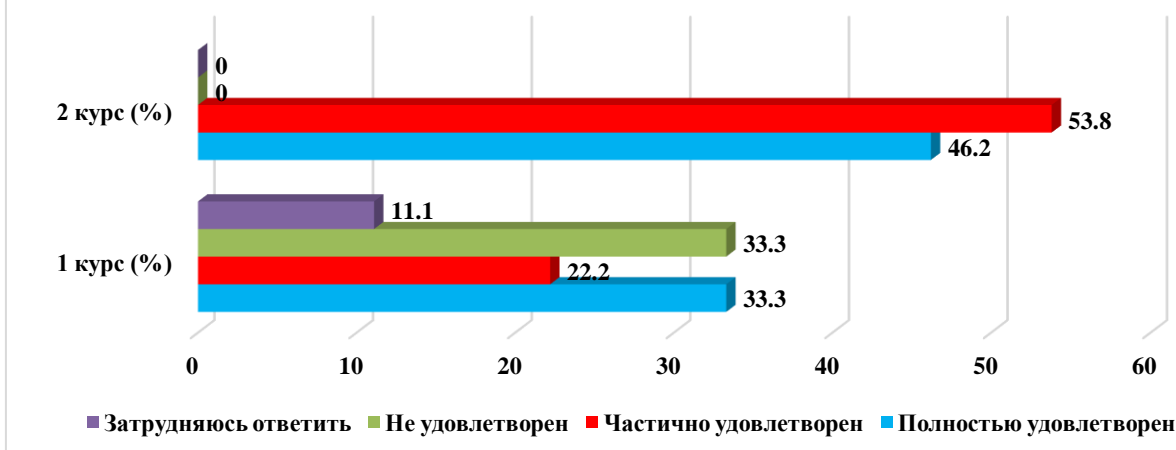
12.3 Availability for undergraduates of technology, computers necessary for the educational process and scientific activities



12.4 General level of organization and conduct of foreign internships

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	33.3	46.2
Partially satisfied	22.2	53.8
Not satisfied	33.3	-
I find it difficult to answer	11.1	-

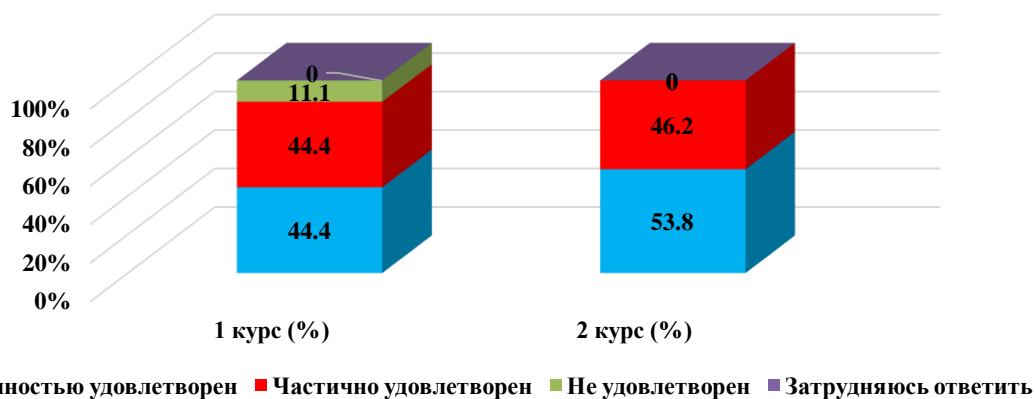
12.4 General level of organization and conduct of foreign internships



12.5 Availability of library collections, electronic databases and Internet resources

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	44.4	53.8
Partially satisfied	44.4	46.2
Not satisfied	11.1	-
I find it difficult to answer	-	-

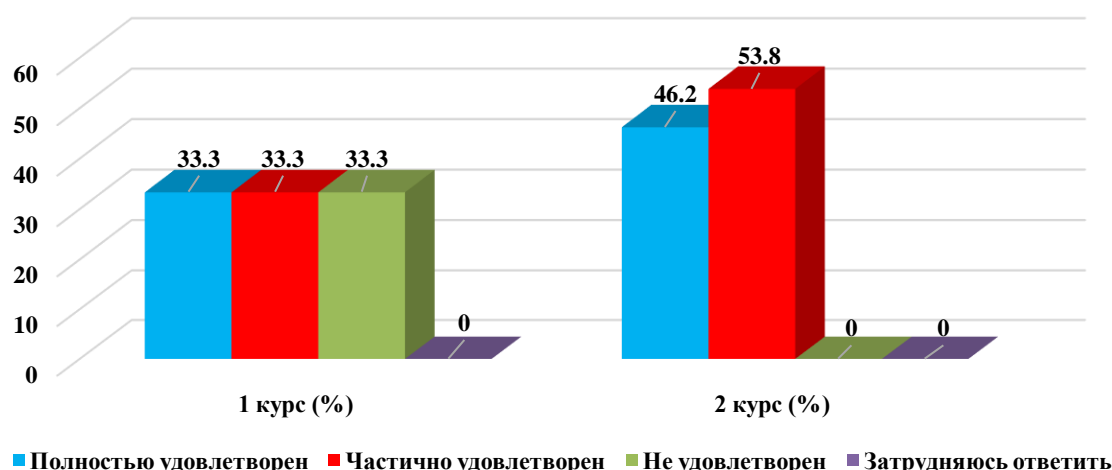
12.5 Availability of library collections, electronic databases and Internet resources



12.6 Availability of scientific equipment, instruments, materials

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	33.3	46.2
Partially satisfied	33.3	53.8
Not satisfied	33.3	-
I find it difficult to answer	-	-

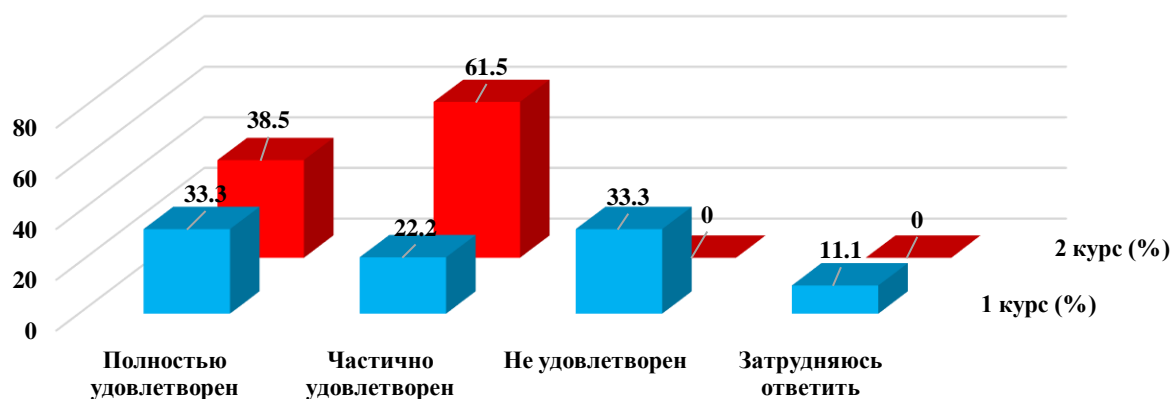
12.6 Availability of scientific equipment, instruments, materials



12.7 Availability of laboratories, specialized facilities and experimental sites

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	33.3	38.5
Partially satisfied	22.2	61.5
Not satisfied	33.3	-
I find it difficult to answer	11.1	-

12.7 Availability of laboratories, specialized facilities and experimental sites



Students indicated the following options for the «Other» option*:

- Everything satisfies.

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*:

-We need (much) more efficient computers and more work places for students in libraries. We need updated versions of programs to work in our specialty (Auctocad, lira, 3ds max, etc.). We need new equipment in laboratories (modern) and free access for students to the equipment (not 1-2 people

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

each, i.e. the equipment should be enough for a large number of students). It is required to develop a website with the content of current literature and that which will be used in the study of disciplines. (At the moment, literature can be taken either directly from the institute in the library, wasting time searching for the required textbook in the program, and in the end the literature may not be suitable). Partially change or revise methodological recommendations for completing coursework for bachelors.

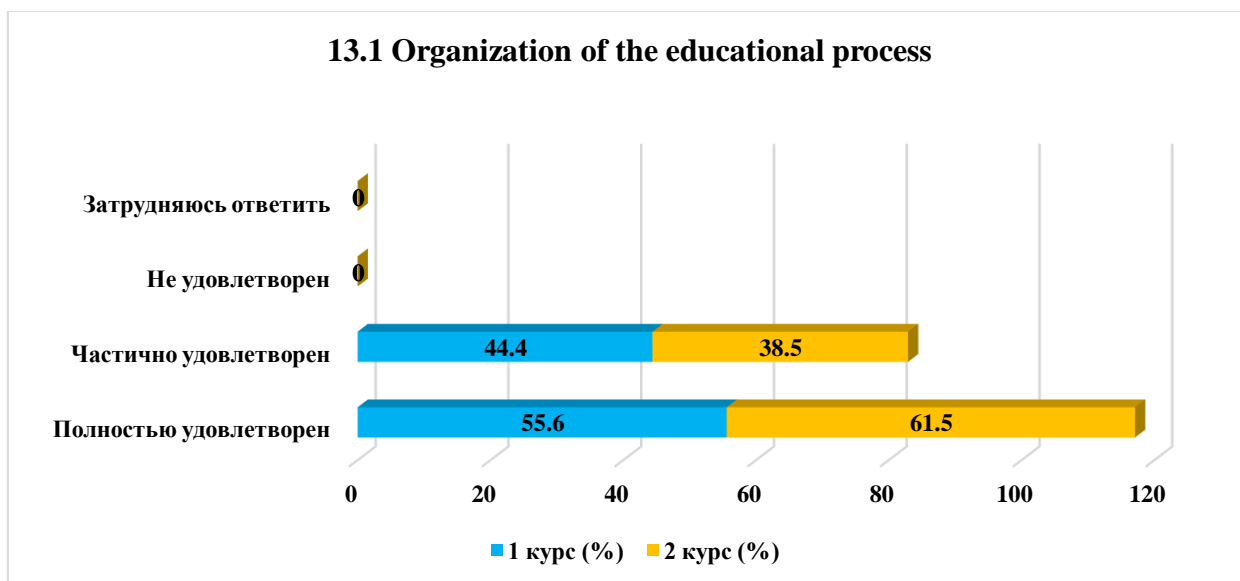
13.Are you satisfied?

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

Other _____

13.1 Organization of the educational process

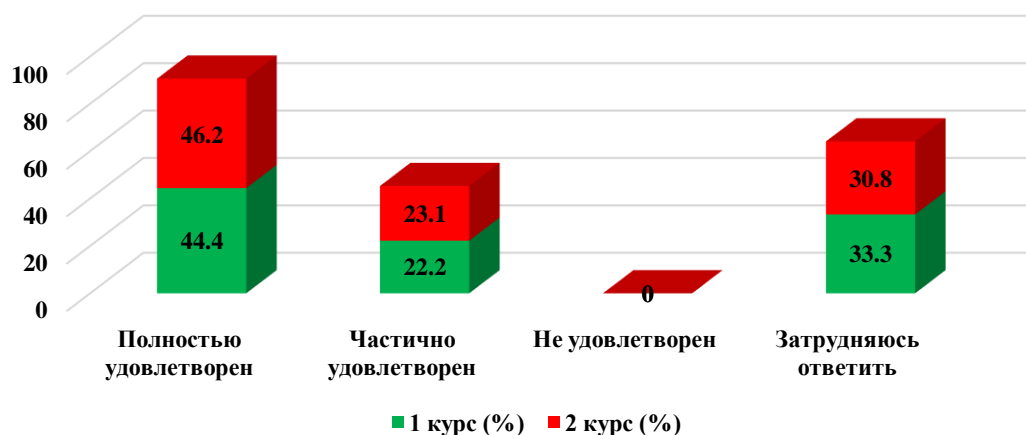
Answer options	1 st year (%)	2nd year (%)
Completely satisfied	55.6	61.5
Partially satisfied	44.4	38.5
Not satisfied	-	-
I find it difficult to answer	-	-



13.2 Living conditions in the hostel

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	44.4	46.2
Partially satisfied	22.2	23.1
Not satisfied	-	-
I find it difficult to answer	33.3	30.8

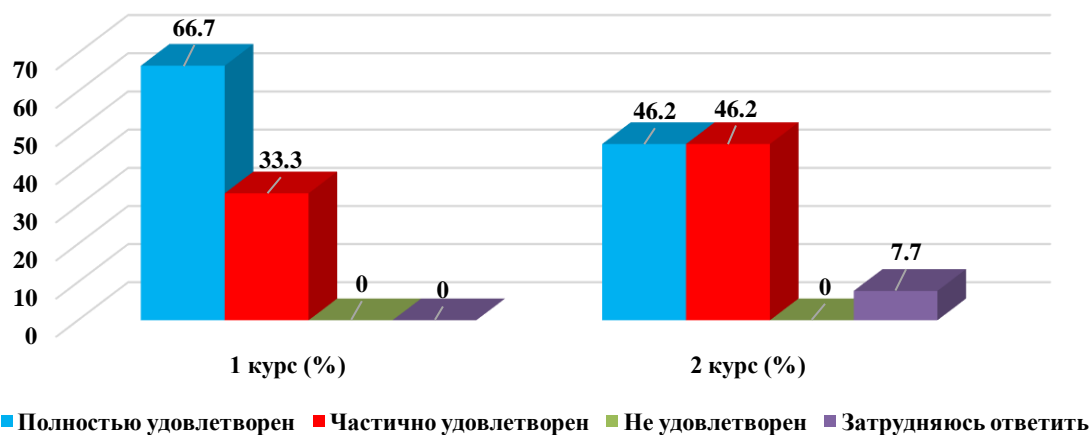
13.2 Living conditions in the hostel



13.3 Organization of free time

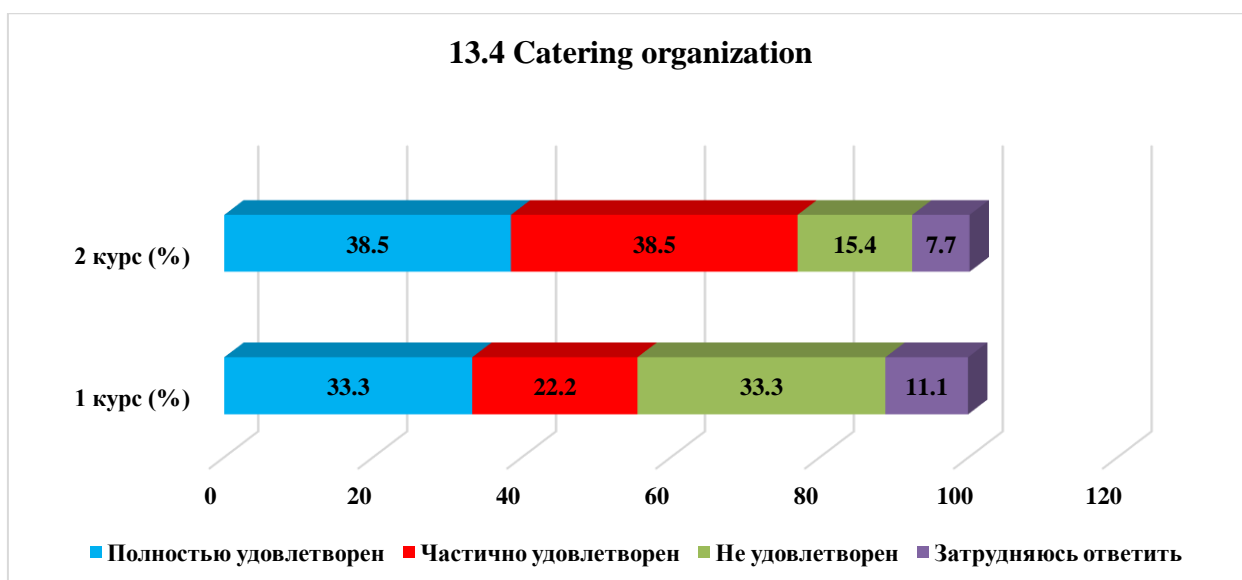
Answer options	1 st year (%)	2nd year (%)
Completely satisfied	66.7	46.2
Partially satisfied	33.3	46.2
Not satisfied	-	-
I find it difficult to answer	-	7.7

13.3 Organization of free time



13.4 Catering organization

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	33.3	38.5
Partially satisfied	22.2	38.5
Not satisfied	33.3	15.4
I find it difficult to answer	11.1	7.7



13.5 Organization of industrial practice

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	44.4	61.5
Partially satisfied	22.2	38.5
Not satisfied	22.2	-
I find it difficult to answer	11.1	-



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

- I don't live in a hostel.

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:

- Everything satisfies.

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

Based on the results of the survey, 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 master's students, 66.3%, indicated «the university where they studied as an undergraduate» The undergraduates also noted such options as: «University in the locality where the family lives (close to it)» - 35.9%, «Availability of budget places» - 32.1%.

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 94.4%, 5.6% were dissatisfied;
- «Characteristics of a master's student's professional activity» Master's students' satisfaction was 94.5%, 5.5 were not satisfied;
- «List of developed competencies of master's degree graduates» master's degree students' satisfaction was 94.5%, not satisfied 5.5% satisfied;
- «List of master's students' practice databases» Master's students' satisfaction was 88.9%, 11.1% were dissatisfied;
- «Information about scientific supervisors» master's degree students' satisfaction was 94.5%, not satisfied t 5.5% are satisfied.

The teaching staff is rated quite highly by respondents. For all criteria presented in the questionnaire (knowledge, qualifications, objectivity, pedagogical qualities, teaching methods used), more than 86.1% 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, 77.8% of first-year respondents and 100% of second-year respondents develop all sections of the plan independently under the control of their supervisor. However, there are 11.1% of first-year undergraduates who do not participate in the formation of an individual work plan. There are also respondents who participate purely formally in the formation of individual work plans for master's students (1st year – 11.1%). Probably, scientific supervisors of master's programs should pay attention to planning the 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», 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)**» 54.7% of respondents chose the option «strong teaching staff», 53% - «with modern material and technical base», on the third place «involvement of undergraduates in research projects» - 43.6%.

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 - 22.2%, 2nd year - 69.2%). There are also master's students who are published only in Kazakh publications (1st year – 33.3%, 2nd year – 30.8%), others only in nearby foreign publications (1st year – 11.1%). However, 33.3% of first-year respondents indicated that they do not have scientific publications.

To the question «Your level of foreign language proficiency» the respondents' answers were distributed as follows: «average level» - 43.2%, «spoken level» - 35.9%, «with a dictionary» - 13.3% and «I can express myself freely» - 7.7%.

The assessment of the level of participation of undergraduates in the work of the department is at a high level – 50.4%. At the same time, the largest percentage of respondents who rated the level of their participation as «high» in the preparation of research reports and abstracts (64.5%).

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 88.9%, not satisfied 11.1% satisfied;

- «Material and technical support for applied scientific research» Master's students' satisfaction was 83.3%, not satisfied 16.7% satisfied;

- «Availability for undergraduates of technology, computers necessary for the educational process and scientific activities» Master's students' satisfaction was 83.3%, not satisfied 16.7% satisfied;

- «General level of organization and conduct of foreign internships» Master's students' satisfaction was 77.8%, not satisfied 16.7% were satisfied and 5.5% found it difficult to answer;

- «Accessibility of library collections, electronic databases and Internet resources» Master's students' satisfaction was 94.4%, not satisfied 5.5% satisfied;

- «Availability of scientific equipment, tools, materials» Master's students' satisfaction was 83.3%, not satisfied 16.7% satisfied;

- «Availability of laboratories, specialized facilities and experimental sites» Master's students' satisfaction was 77.8%, not satisfied 16.7% were satisfied and 5.5% 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» master's students indicated the following*: «We need (much) more efficient computers and more work places for students in libraries. We need updated versions of programs to work in our specialty (Auctocad, lira, 3ds max, etc.). We need new equipment in laboratories (modern) and free access for students to the equipment (not 1-2 people each, i.e. the equipment should be enough for a large number of students). It is required to develop a website with the content of current literature and that which will be used in the study of disciplines. (At the moment, literature can be taken either directly from the institute in the library, wasting time searching for the required textbook in the program, and in the end the literature may not be suitable). Partially change or revise methodological recommendations for completing coursework for bachelors.»

Recommendations:

- The head of the department, PO, familiarize 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.