Report
on the results of the survey
Master students' satisfaction with educational services
for 2023-2024 academic year in educational program
7M07107 Electric Power Engineering

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.

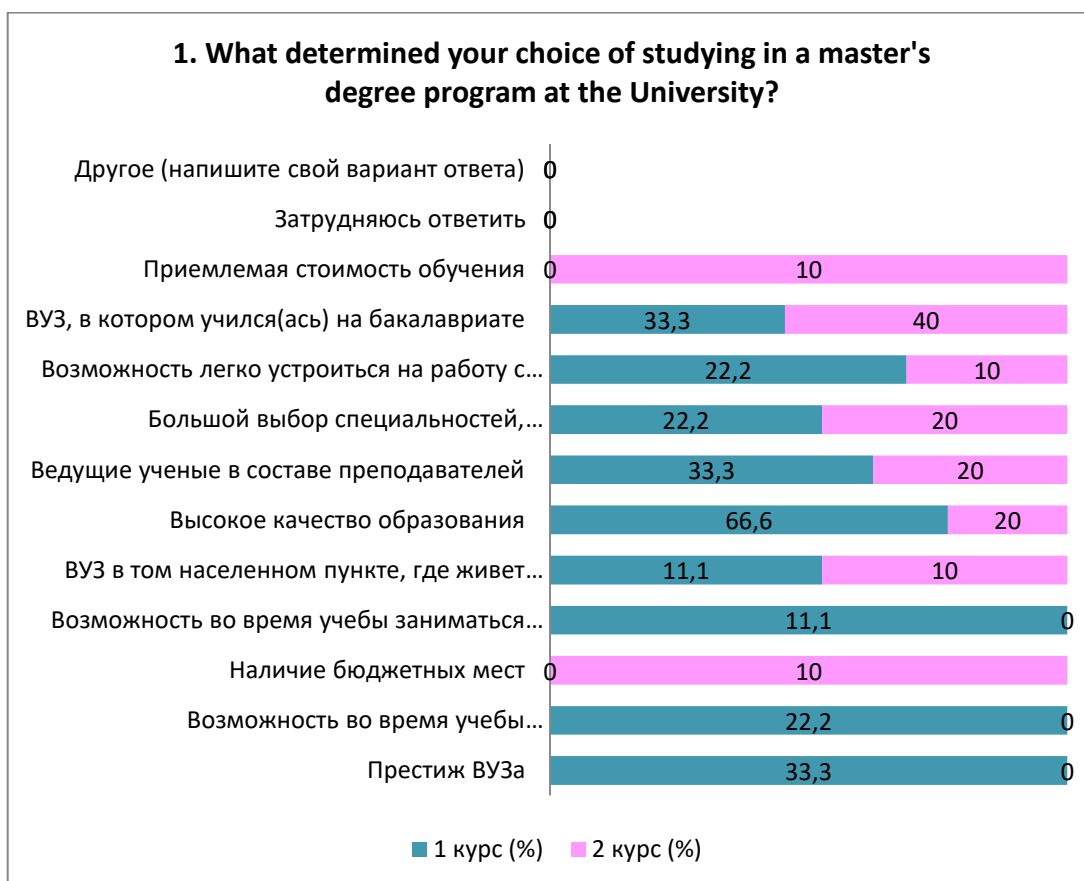The object of the study is the 1 and 2 year master students.

19 respondents took part in the survey, which amounted to 70.3% 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	33,3	-
Opportunity to do internships abroad during studies	22,2	-
Availability of budget places	-	10
Opportunity to do science during studies	11,1	-
University in the locality where the family lives (close to it)	11,1	10
High quality of education	66,6	20
Leading scientists among the teaching staff	33,3	20
Wide choice of specialties, areas of education	22,2	20
Opportunity to easily get a job with a diploma from this University	22,2	10
University where he/she studied for a bachelor's degree	33,3	40
Acceptable cost of education	-	10
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 your choice of studying in a master's degree program at the University?

	1 курс (%)	2 курс (%)
Другое (напишите свой вариант ответа)	0	
Затрудняюсь ответить	0	
Приемлемая стоимость обучения	0	10
ВУЗ, в котором учился(ась) на бакалавриате	33,3	40
Возможность легко устроиться на работу с…	22,2	10
Большой выбор специальностей,…	22,2	20
Ведущие ученые в составе преподавателей	33,3	20
Высокое качество образования	66,6	20
ВУЗ в том населенном пункте, где живет…	11,1	10
Возможность во время учебы заниматься…	11,1	0
Наличие бюджетных мест	0	10
Возможность во время учебы…	22,2	0
Престиж ВУЗа	33,3	0

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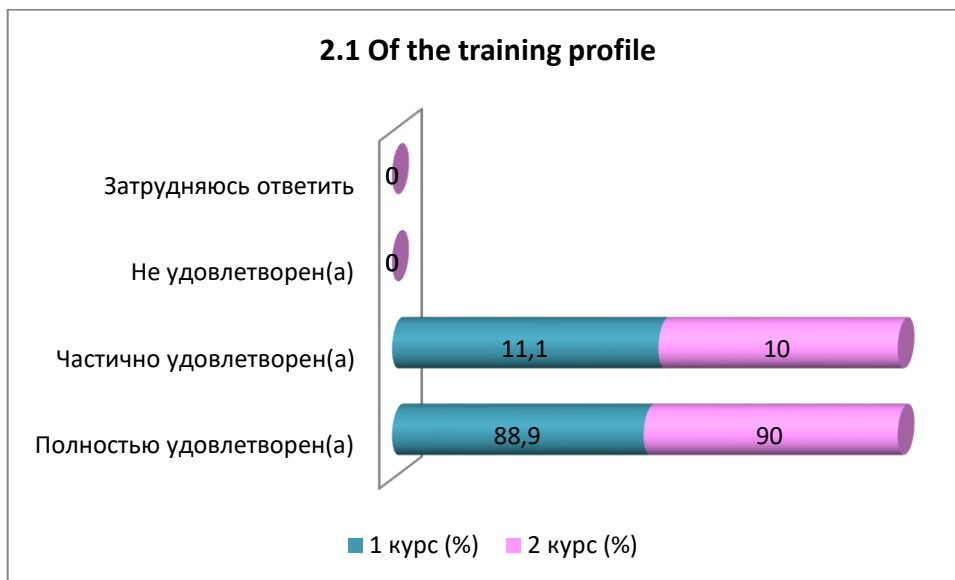
2.1 Of the training profile
2.2 Characteristics of the professional activity of a master student
2.3 List of formed competencies of a master graduate
2.4 List of bases of master students' internships
2.5 Information of scientific supervisors

Other (write your answer)_____

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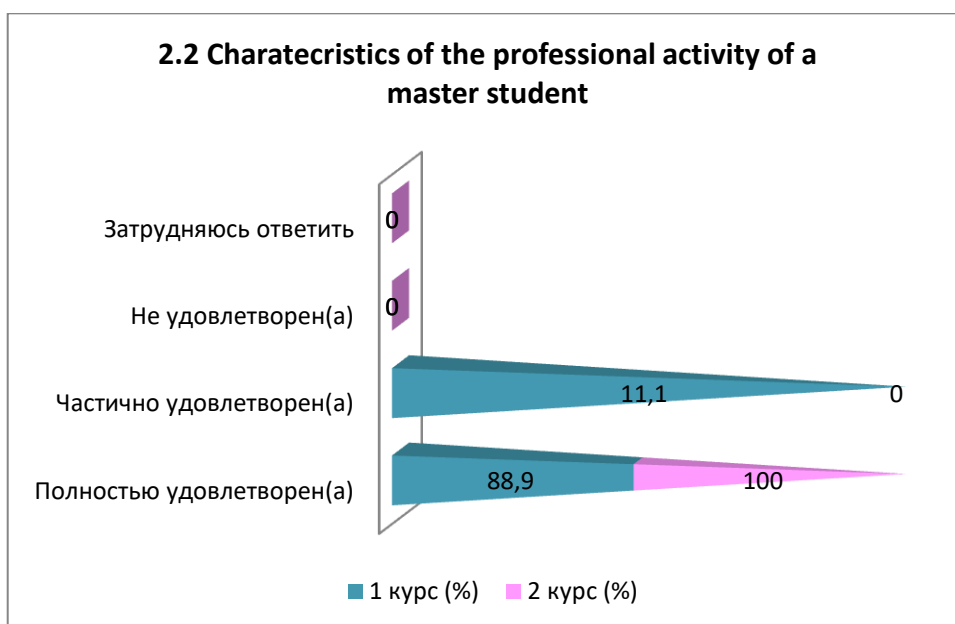
2.1 Of the training profile

Answer options	1 year (%)	2 year (%)
Completely satisfied	88,9	90
Partially satisfied	11,1	10
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	88,9	100
Partially satisfied	11,1	-
Not satisfied	-	-
Difficult to answer	-	-

2.3 List of formed competencies of a master graduate

Answer options	1 year (%)	2 year (%)
Completely satisfied	88,9	80
Partially satisfied	11,1	10
Not satisfied	-	10
Difficult to answer	-	-

2.3 List of formed competencies of a master graduate

2.4 List of bases of master students' internships
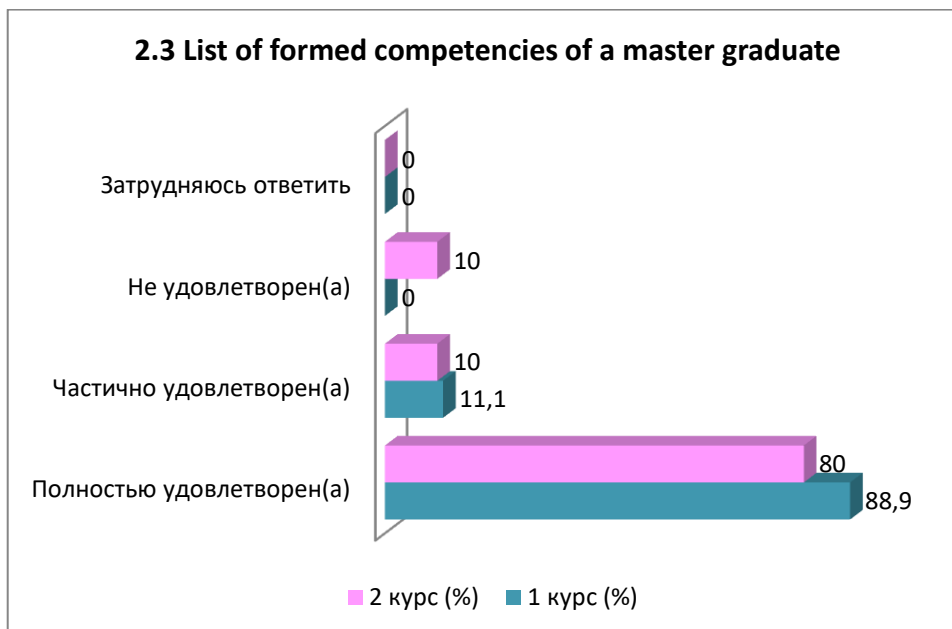
Answer options	1 year (%)	2 year (%)
Completely satisfied	88,9	90
Partially satisfied	11,1	10
Not satisfied	-	-
Difficult to answer	-	-

2.4 List of bases of master students' internships

2.5 Information of scientific supervisors

Answer options	1 year (%)	2 year (%)
Completely satisfied	88,9	90
Partially satisfied	11,1	-
Not satisfied	-	-
Difficult to answer	-	10

2.5 information of scientific supervisors
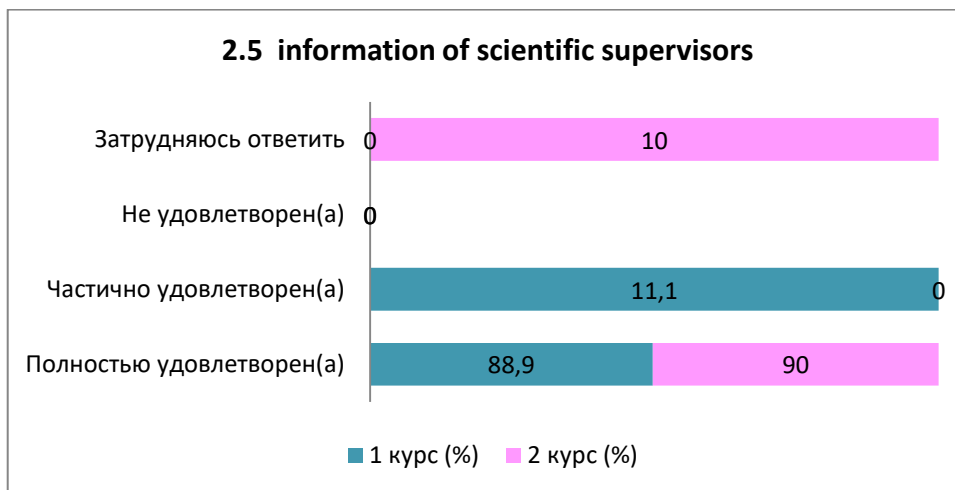
# 3. How would you overall rate the teaching staff of your master's program?

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	88,9	50
High	-	50
Average	11,1	-
Below average	-	-
Low	-	-
I find it difficult to answer	-	-

3.1 Knowledge, qualifications
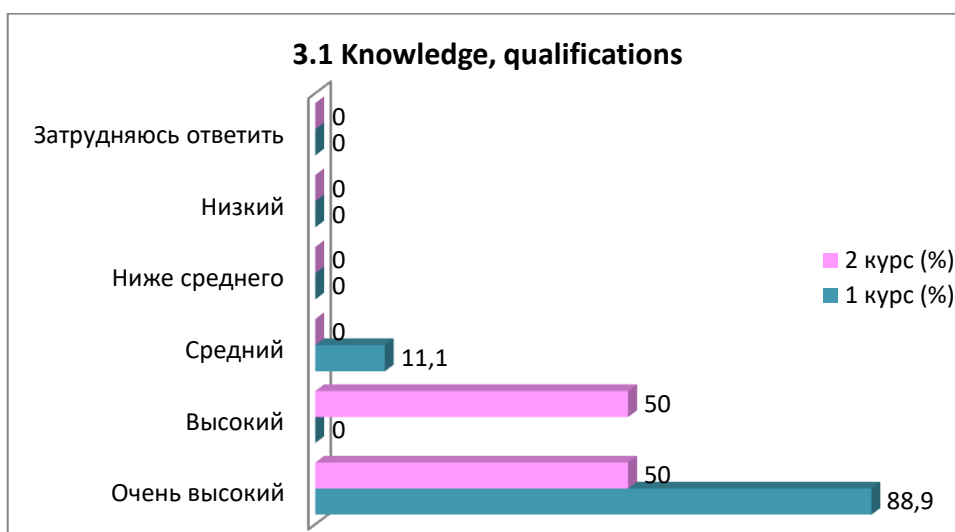
3.2 Pedagogical qualities

Answer options	1 year (%)	2 year (%)
Very high	88,9	50
High	-	30
Average	11,1	10
Below average	-	10
Low	-	-
I find it difficult to answer	-	-
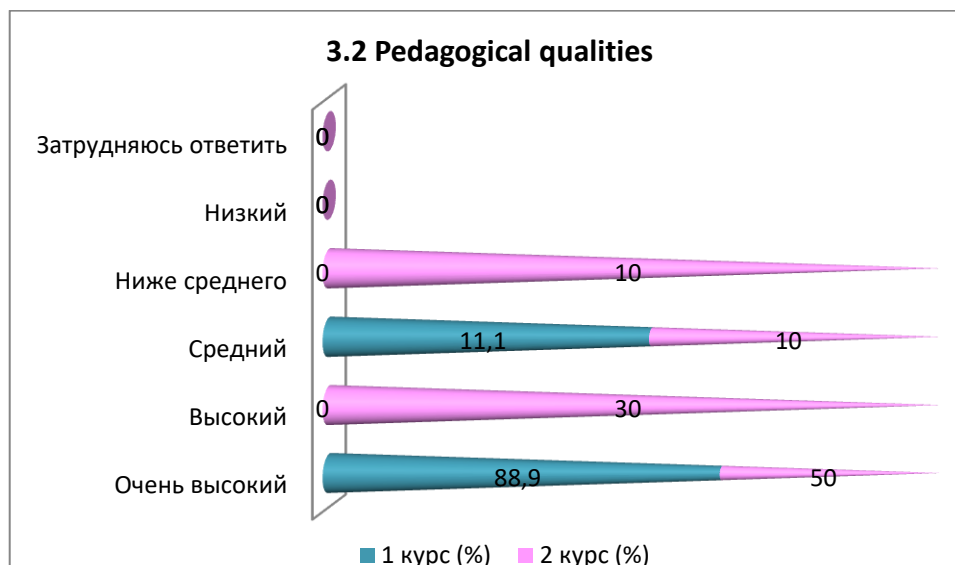
3.3 Objectivity and impartiality of assessments

Answer options	1 year (%)	2 year (%)
Very high	88,9	50
High	-	30
Average	11,1	20
Below average	-	-
Low	-	-
I find it difficult to answer	-	-

3.3 Objectivity and impartiality of assessments
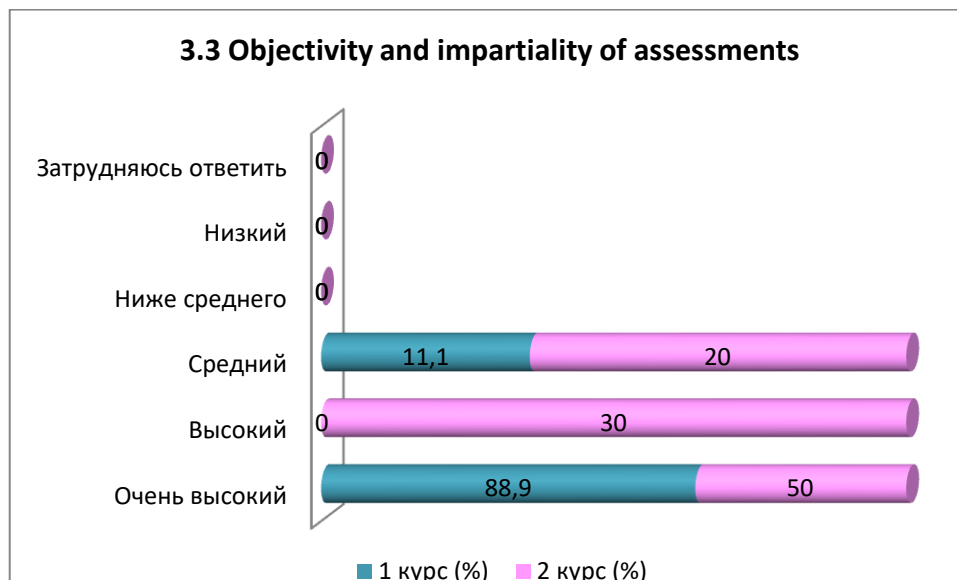
3.4 Teaching methods used

Answer options	1 year (%)	2 year (%)
Very high	88,9	50
High	-	30
Average	11,1	10
Below average	-	10
Low	-	-
I find it difficult to answer	-	-

3.4 Teaching methods used
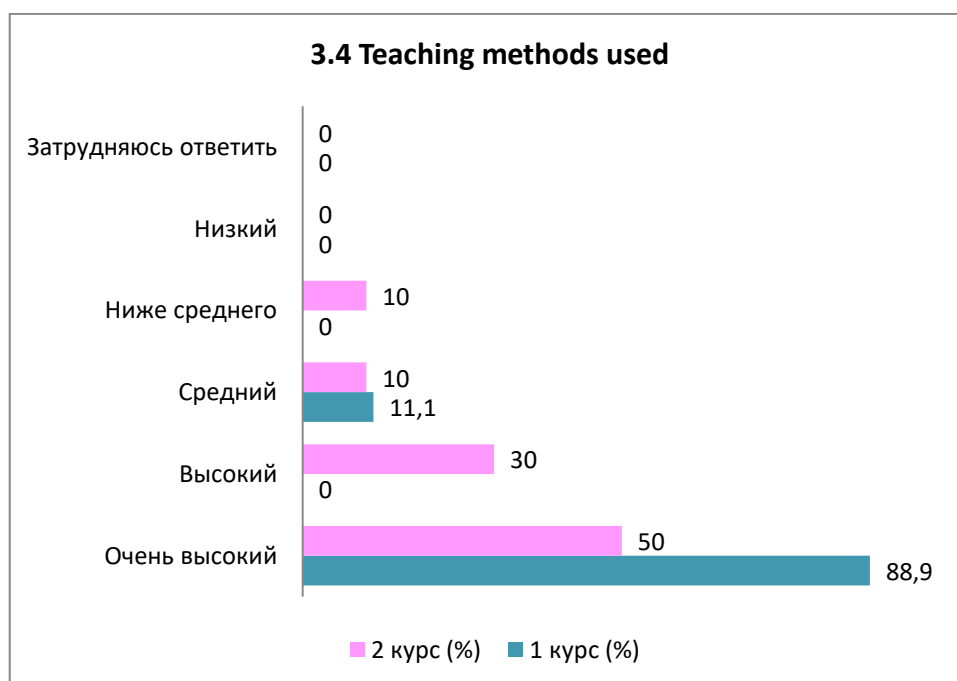
4. Rate your participation in formation of the individual working plan of a master student

Answer options	1 year (%)	2 year (%)
I do not participate	11,2	-
Participation is purely formal, the formation of an	33,3	50

individual plan does not actually depend on me		
I develop all the sections of the plan independently under the guidance of my supervisor	33,3	30
I form an individual plan independently, the supervisor only signs it.	-	-
I find it difficult to answer	22,2	20
Other (write your answer)	-	-

4. Rate your participation in the formation of the individual working plan of a master student

- Другое (напишите свой вариант ответа): 0 / 0
- Затрудняюсь ответить: 20 / 22,2
- Индивидуальный план формирую…: 0 / 0
- Все разделы плана я разрабатываю…: 30 / 33,3
- Участие чисто формальное,…: 50 / 33,3
- Не участвую: 0 / 11,2

■ 2 курс (%) ■ 1 курс (%)
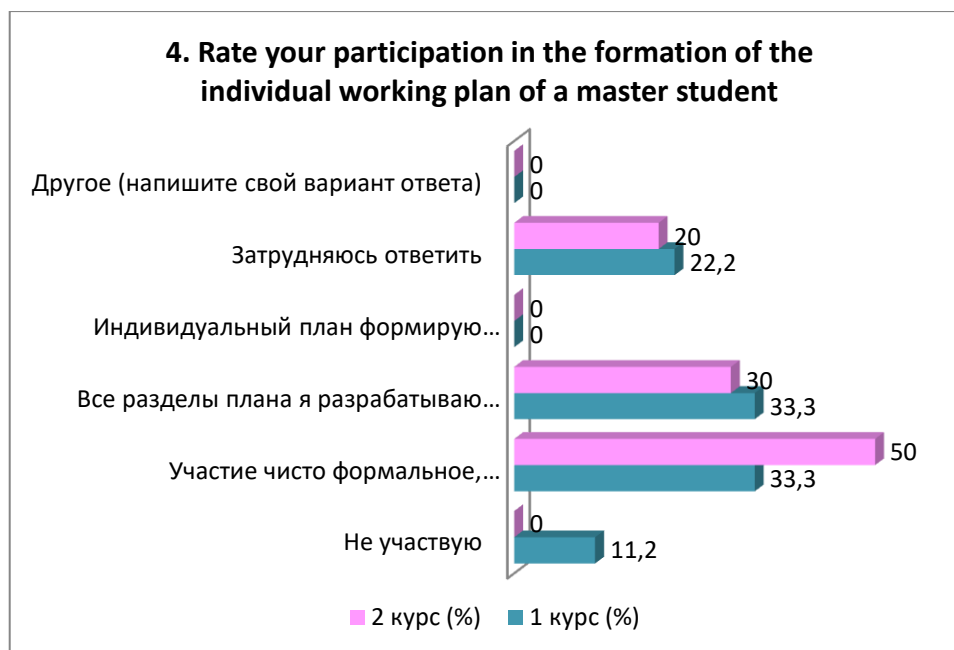
5. Rate your satisfaction with the assistance of your supervisor in preparing your master's thesis

Answer options	1 year (%)	2 year (%)
Completely satisfied	77,8	60
Partially satisfied	22,2	40
Not satisfied	-	-
I don't know	-	-
Other (write your answer)	-	-

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

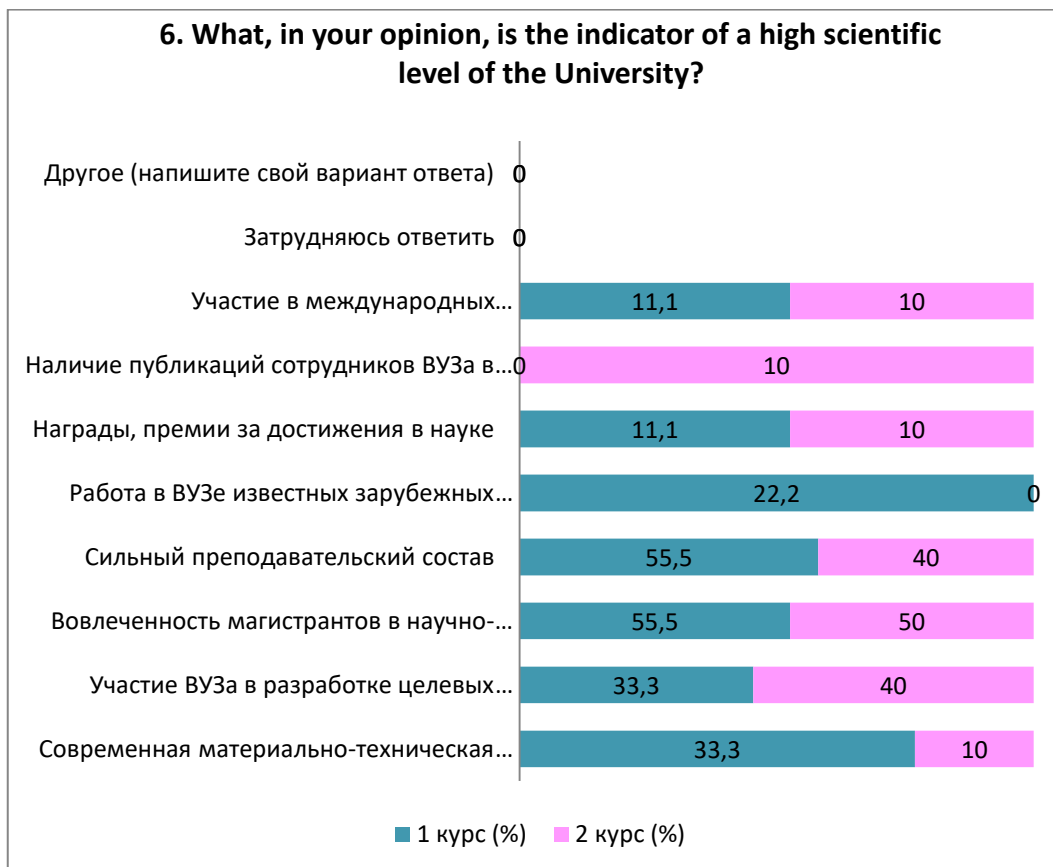|		
Другое (напишите свой вариант ответа)	0	
Затрудняюсь ответить	0	
Не удовлетворен(а)	0	
Частично удовлетворен(а)	22,2	40
Полностью удовлетворен(а)	77,8	60

■ 1 курс (%) ■ 2 курс (%)
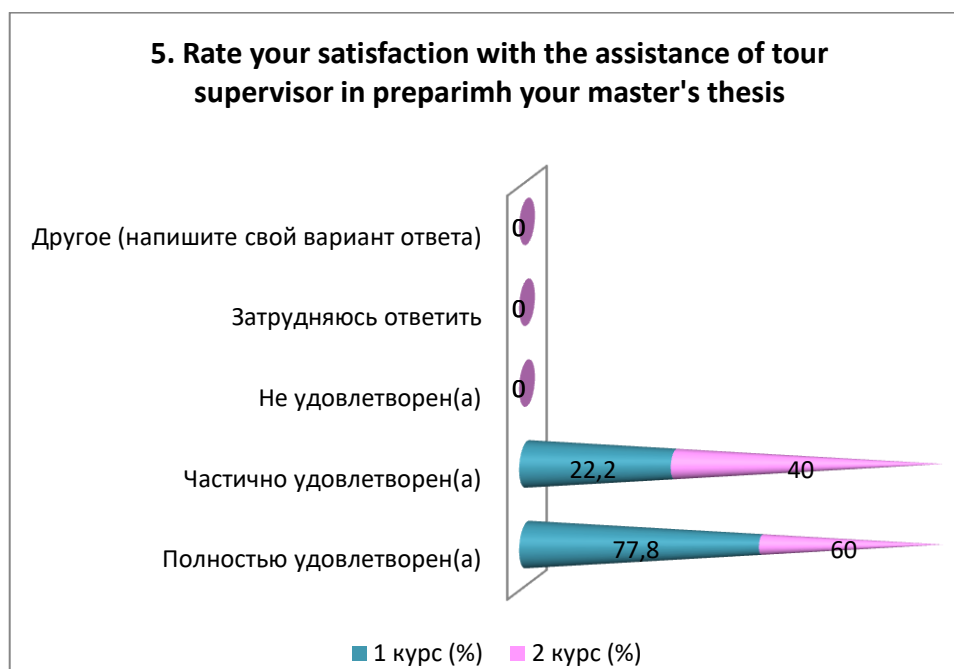
6. What, in your opinion, is the indicator of a high scientific level of the University? (*choose 3-4 key characteristics*)

Answer options	1 year (%)	2 year (%)
Updated material and technical base	33,3	10
Participation of the University in the development of target programs for the socio-economic development of the region, city, enterprises	33,3	40
Involvement of mastes students in research projects	55,5	50
Competent teaching staff	55,5	40
Famous foreign scientists working at the University	22,2	-
Awards, prizes for achievements in science	11,1	10
Availability of publications of the University employees in international publications	-	10
Participation in international research projects	11,1	10
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

6. What, in your opinion, is the indicator of a high scientific level of the University?

Category	1 курс (%)	2 курс (%)
Другое (напишите свой вариант ответа)	0	
Затрудняюсь ответить	0	
Участие в международных…	11,1	10
Наличие публикаций сотрудников ВУЗа в…	0	10
Награды, премии за достижения в науке	11,1	10
Работа в ВУЗе известных зарубежных…	22,2	0
Сильный преподавательский состав	55,5	40
Вовлеченность магистрантов в научно-…	55,5	50
Участие ВУЗа в разработке целевых…	33,3	40
Современная материально-техническая…	33,3	10

■ 1 курс (%) ■ 2 курс (%)

7. Do you participate in any research projects?

Answer options	1 year (%)	2 year (%)
Yes, I do (to question 8)	55,6	20
No, I don't participate, but I attend scientific events (seminars, conferences) at the University	-	60
No, I don't participate	33,3	20
I find it difficult to answer	11,1	-
Other (write your answer)	-	-

7. Do you participate in any research projects?

Category	1 курс (%)	2 курс (%)
Другое (напишите свой вариант ответа)	0	
Затрудняюсь ответить	11,1	0
Нет, не участвую	33,3	20
Нет, не участвую, но посещаю…	0	60
Да, участвую (переход к вопросу 8)	55,6	20

■ 1 курс (%) ■ 2 курс (%)

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	11,1	-
I participate in a project led by my supervisor/another teacher	33,3	10
I work at a research project with friends	22,2	-
I participate in a research project at another university	-	10
I participate in a research project with foreign universities	11,1	-
I find it difficult to answer	11,1	10
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%.

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	-	-
Only in Kazakhstan editions	33,3	20
Only in far abroad foreign editions	11,1	10
Only in near abroad foreign publications	-	10
I have no scientific publications	55,6	60
	-	-

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

Category	1 курс (%)	2 курс (%)
Другое (напишите свой вариант ответа)	0	
У меня нет научных публикаций	55,6	60
Только в ближних зарубежных…	0	10
Только в дальних зарубежных…	11,1	10
Только в казахстанских изданиях	33,3	20
В казахстанских и в дальних/ближних…	0	

■ 1 курс (%) ■ 2 курс (%)

10. Your level of foreign language proficiency

Answer options	1 year (%)	2 year (%)
With the dictionary	55,6	20
Conversational level	33,3	10
Intermediate level	11,1	30
I express myself fluently	-	30
I do not speak a foreign language	-	10
Other (write your answer)	-	-

10. Your level of foreign language proficiency

Category	1 курс (%)	2 курс (%)
Другое (напишите свой вариант ответа)	0	
Не владею иностранным языком	0	10
Свободно изъясняюсь	0	30
Средний уровень	11,1	30
Разговорный уровень	33,3	10
Со словарем	55,6	20

■ 1 курс (%) ■ 2 курс (%)

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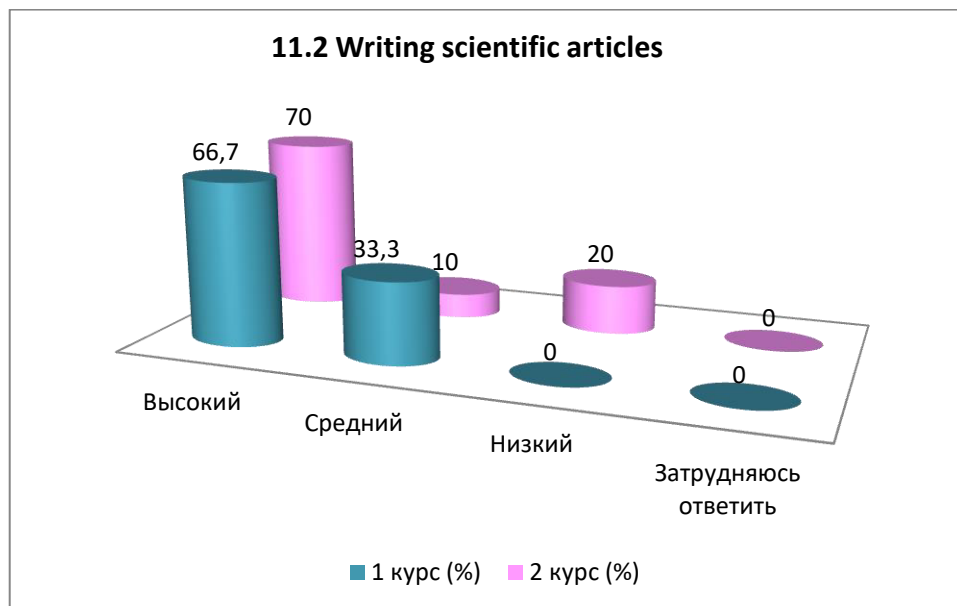
11.1 Research work of the department (design, experimental design, technological, etc.) as a full participant

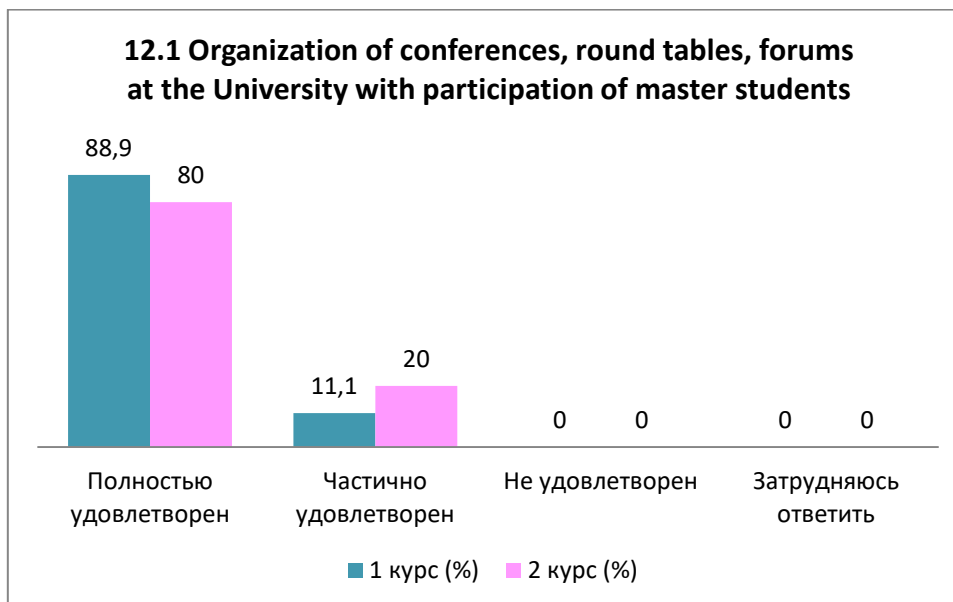| Answer options	1 year (%)	2 year (%)
High	66,7	70
Medium	33,3	20
Low	-	10
Difficult to answer	-	-
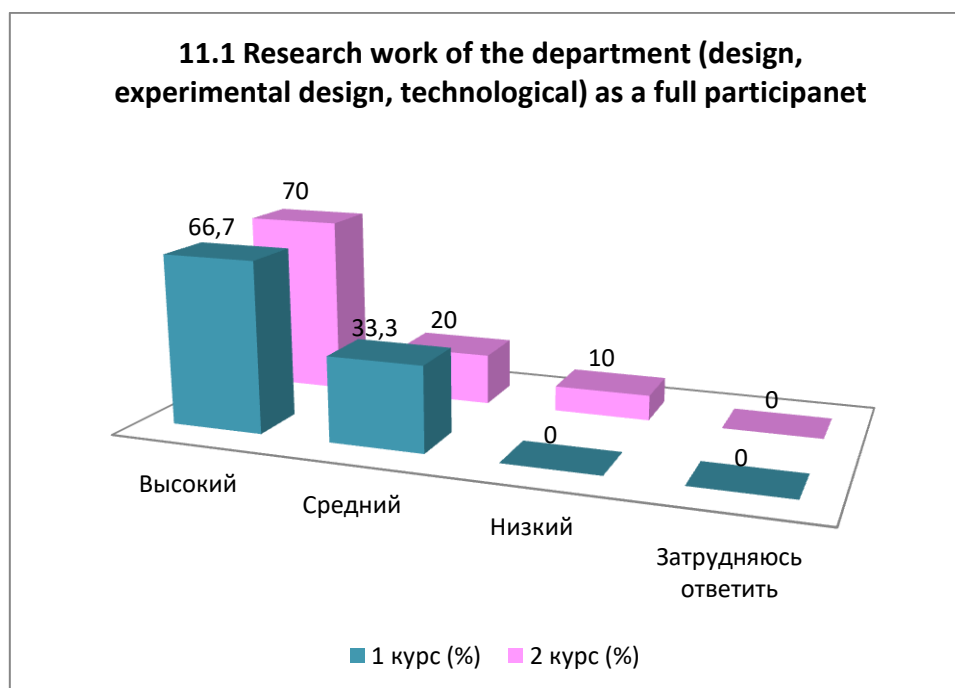
11.2 Writing scientific articles

Answer options	1 year (%)	2 year (%)
High	66,7	70
Medium	33,3	10
Low	-	20
Difficult to answer	-	-

11.2 Writing scientific articles

11.3 Participation with reports at conferences and seminars

Answer options	1 year (%)	2 year (%)
High	66,7	80
Medium	33,3	20
Low	-	-
Difficult to answer	-	-

11.3 Participation with reports at conferences and seminars
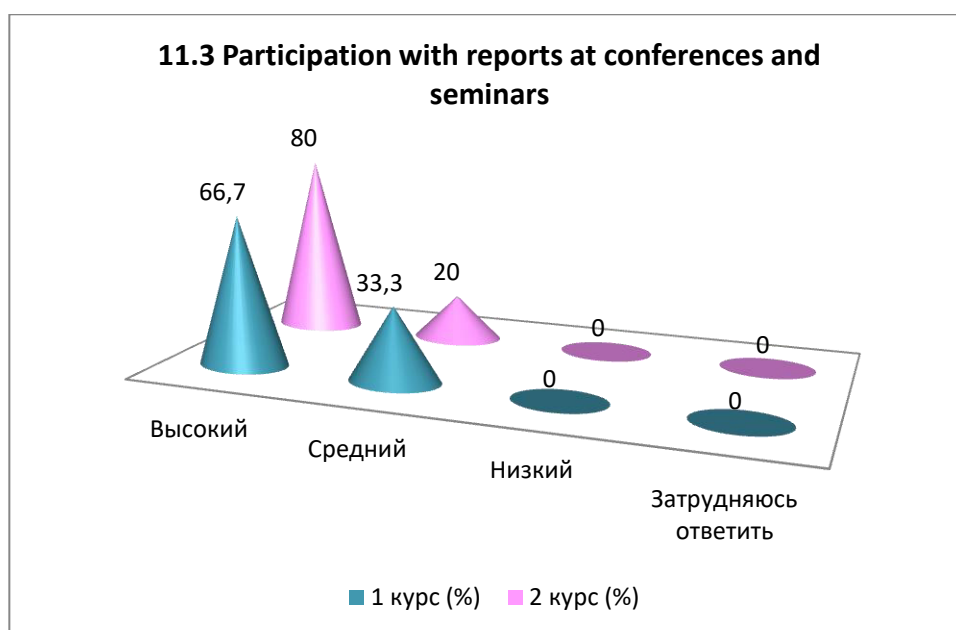
11.4 Preparation of reports on R&D, abstracts

Answer options	1 year (%)	2 year (%)
High	66,7	70
Medium	33,3	10
Low	-	10
Difficult to answer	-	10

11.4 Preparation of reports on R&D, abstracts

- 66,7
- 70
- 33,3
- 10
- 10
- 0
- 10
- 0

Высокий   Средний   Низкий   Затрудняюсь ответить

■ 1 курс (%)   ■ 2 курс (%)
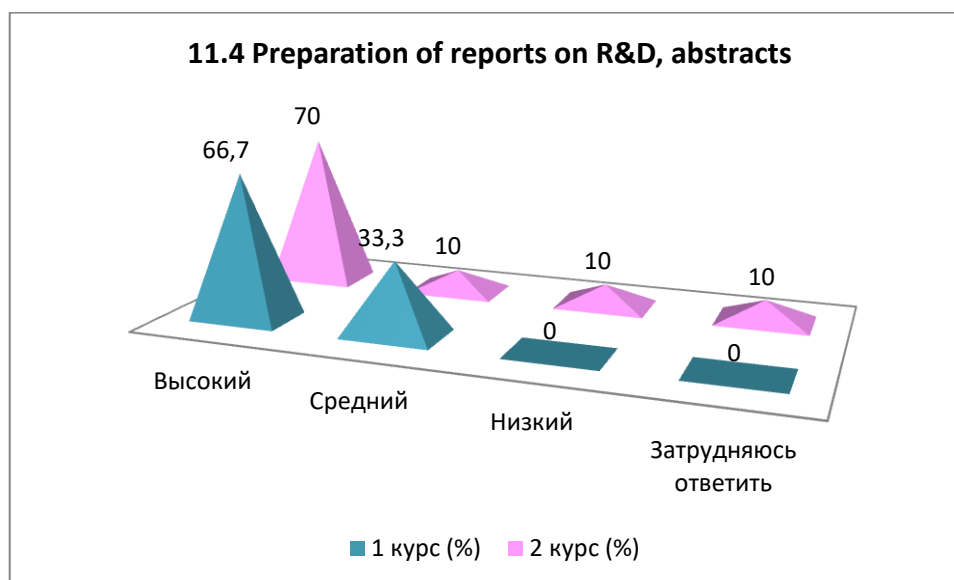
12. Are you satisfied with the scientific and educational environment at the University during your master's degree studies?

| |
|---|
| 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	88,9	80
Partially satisfied	11,1	20
Not satisfied	-	-
Difficult to answer	-	-

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

Answer options	1 year (%)	2 year (%)
Completely satisfied	88,9	70
Partially satisfied	11,1	20
Not satisfied	-	-
Difficult to answer	-	10

12.2 Material and technical support for applied scientific research
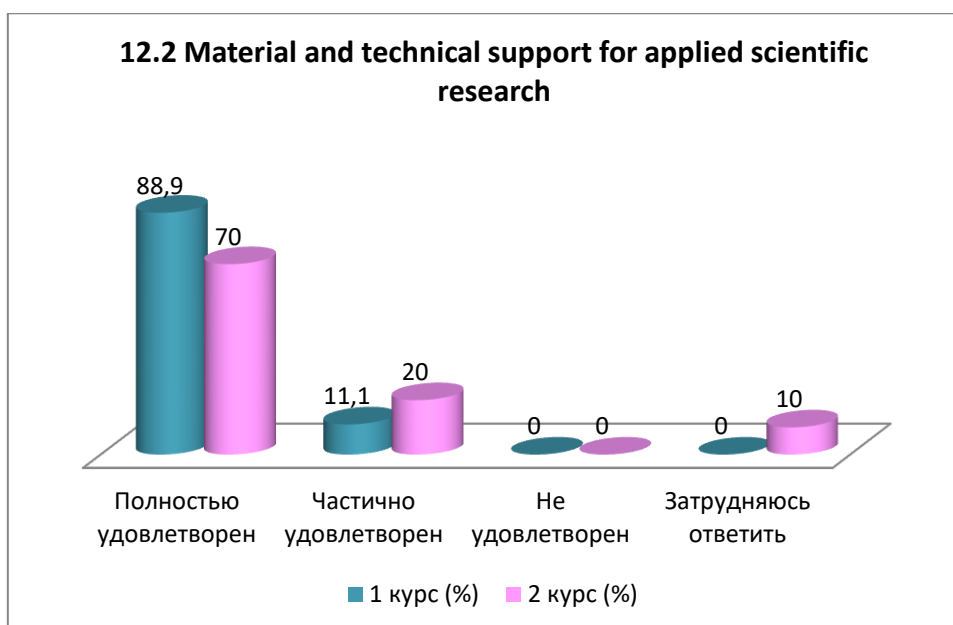
12.3 Availability of technology, computers needed for the master students' educational process and scientific activities

Answer options	1 year (%)	2 year (%)
Completely satisfied	88,9	80
Partially satisfied	11,1	20
Not satisfied	-	-
Difficult to answer	-	-

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

12.4 General level of organization and implementation of foreign internships

Answer options	1 year (%)	2 year (%)
Completely satisfied	88,9	70
Partially satisfied	11,1	20
Not satisfied	-	10
Difficult to answer	-	-

12.4 General level of organization and implenebtation of foreign internships
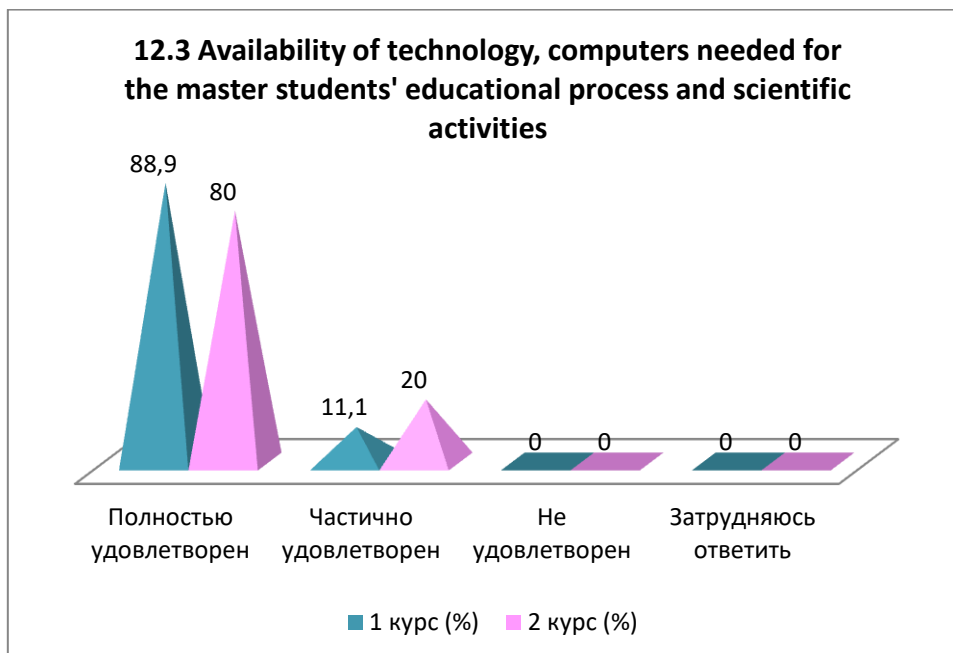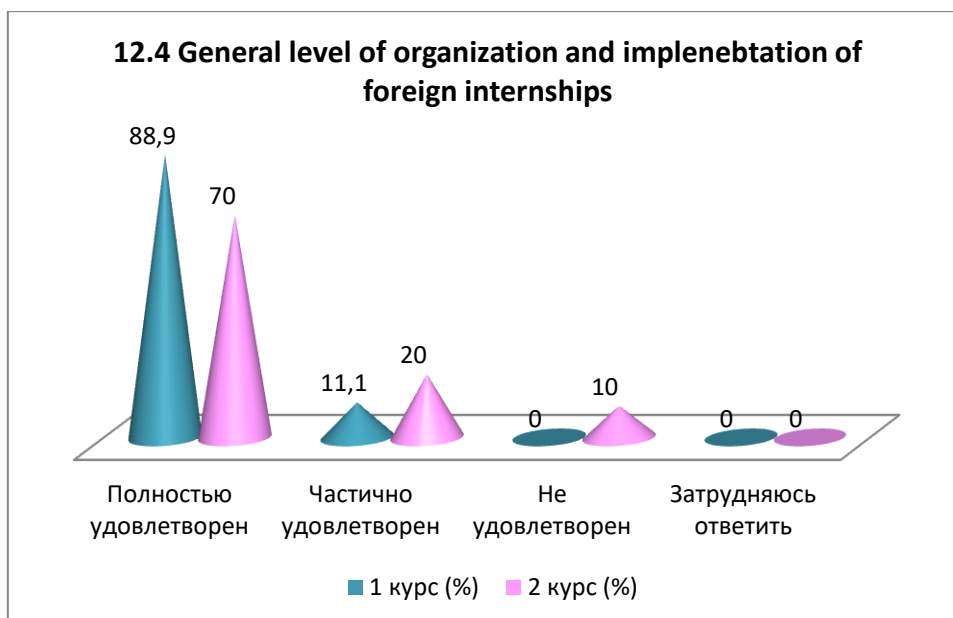
12.5 Availability of library collections, electronic databases and Internet resources

Answer options	1 year (%)	2 year (%)
Completely satisfied	88,9	80
Partially satisfied	11,1	10
Not satisfied	-	10
Difficult to answer	-	-

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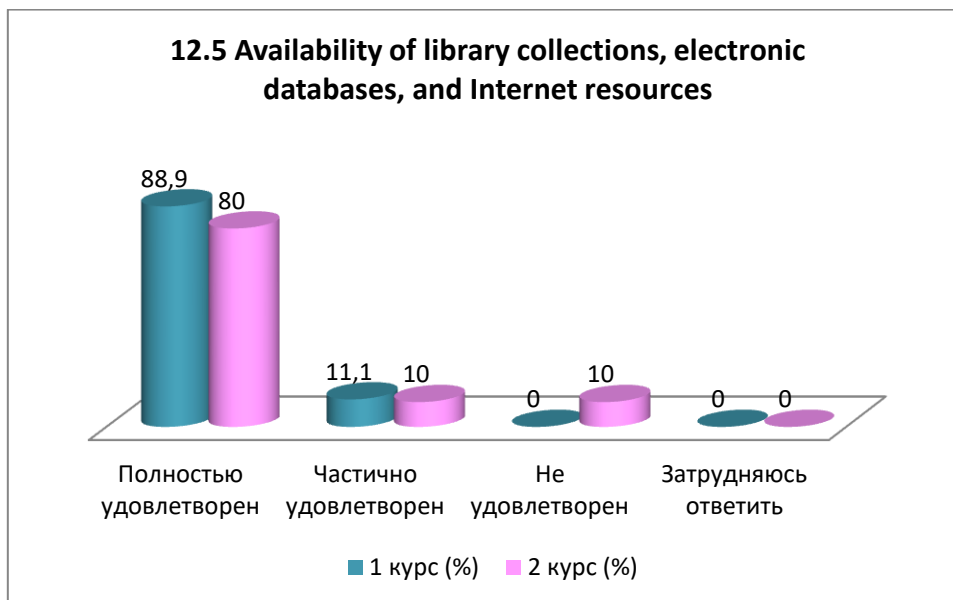
12.6 Availability of scientific equipment, tools, materials

Answer options	1 year (%)	2 year (%)
Completely satisfied	88,9	60
Partially satisfied	11,1	40
Not satisfied	-	-
Difficult to answer	-	-

12.6 Availability of scientific equipment, tools, materials
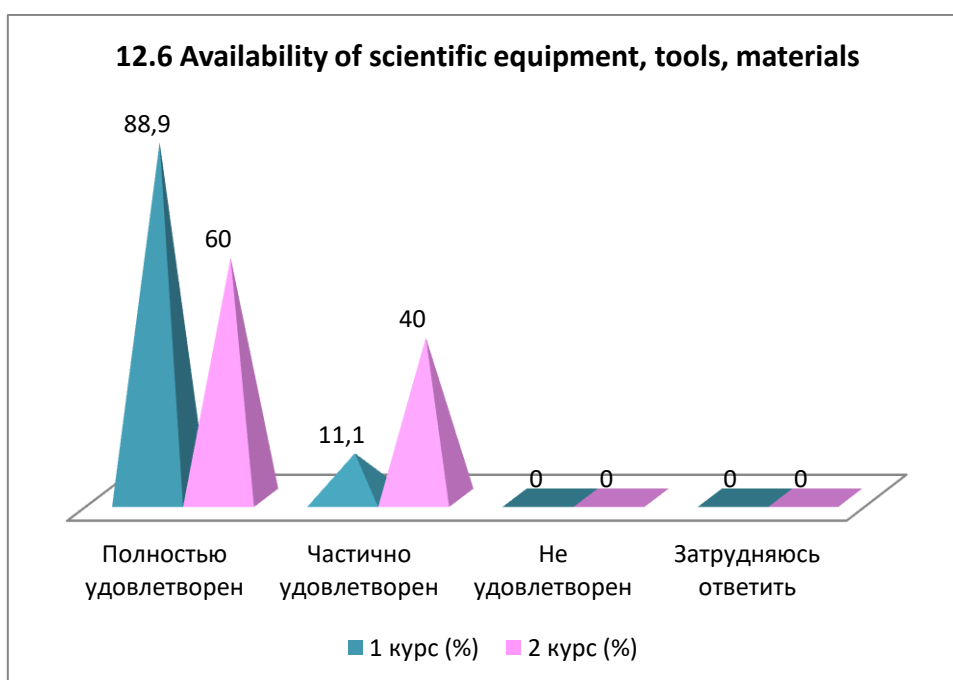
12.7 Availability of laboratories, specialized facilities and experimental sites

Answer options	1 year (%)	2 year (%)
Completely satisfied	88,9	60
Partially satisfied	11,1	20
Not satisfied	-	10
Difficult to answer	-	10

12.7 Availability of laboratories, specialized facilities and experimntal sites
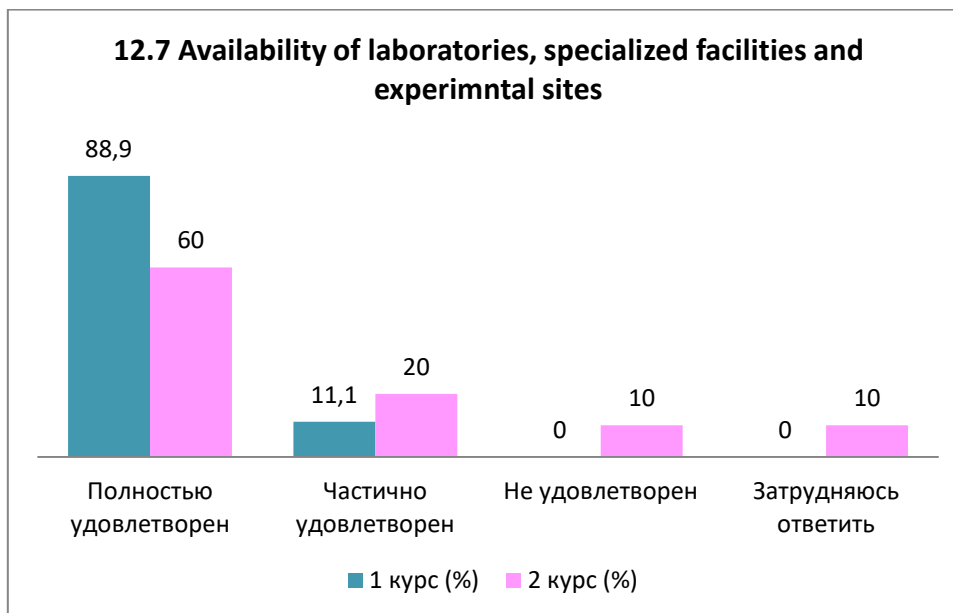
13. Are you satisfied with

| 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	88,9	80
Partially satisfied	11,1	20
Not satisfied	-	-
Difficult to answer	-	-

13.1 Organization of the educational process
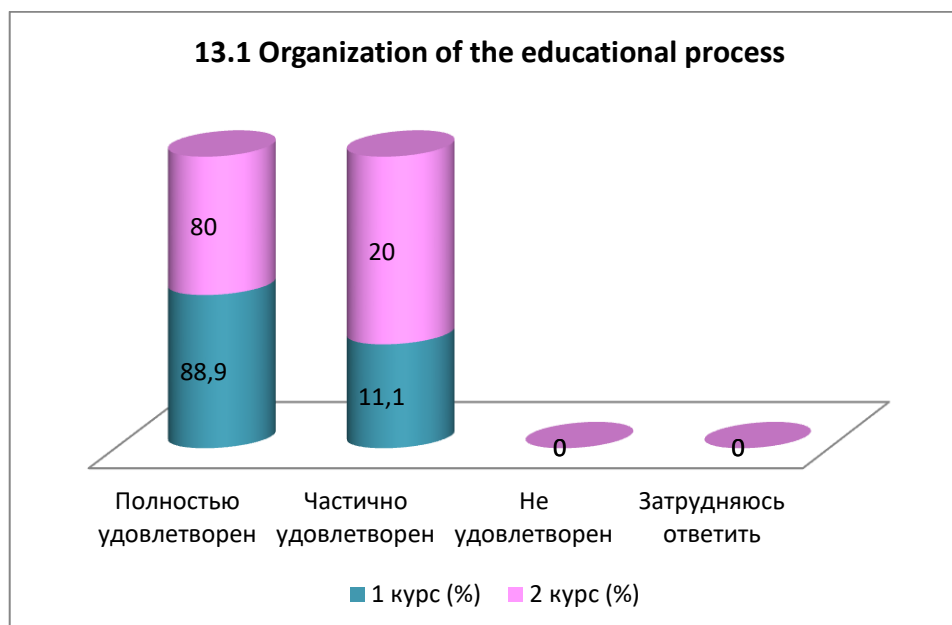
13.2 Living conditions in the hostel

Answer options	1 year (%)	2 year (%)
Completely satisfied	88,9	70
Partially satisfied	11,1	10
Not satisfied	-	-
Difficult to answer	-	20
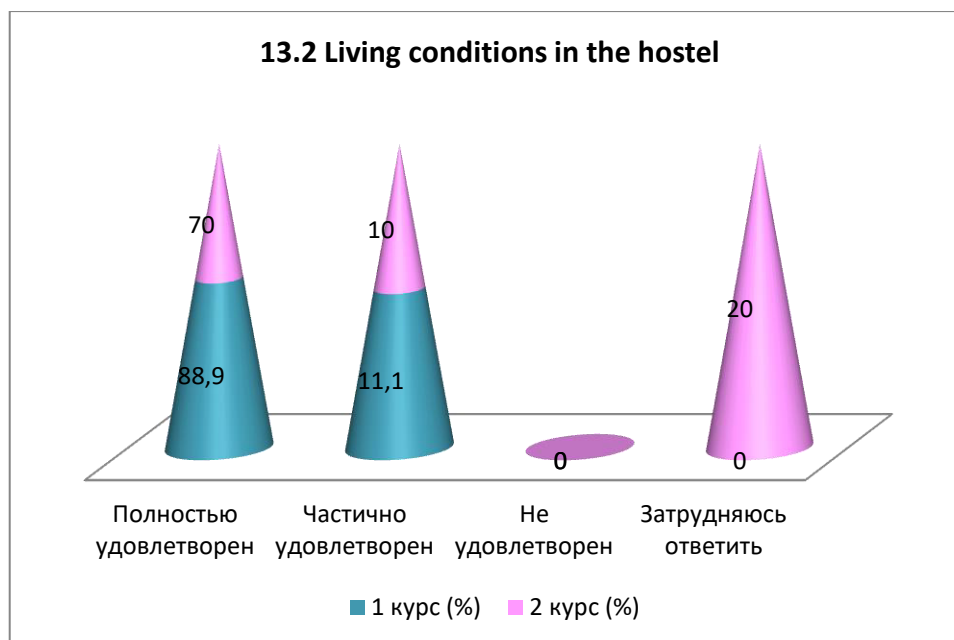
13.3 Organization of free time

Answer options	1 year (%)	2 year (%)
Completely satisfied	88,9	80
Partially satisfied	11,1	20
Not satisfied	-	-
Difficult to answer	-	-
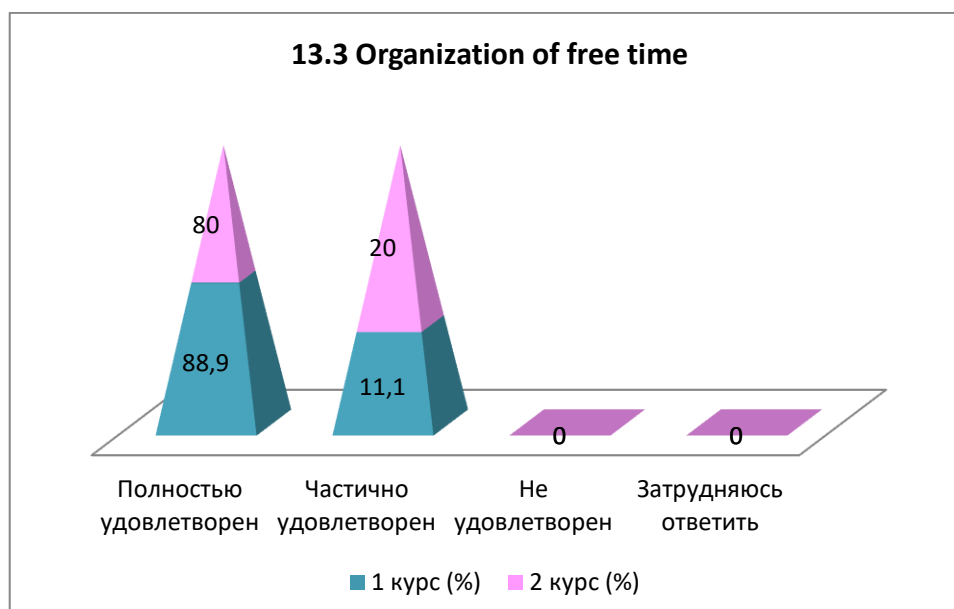
13.4 Organization of catering

Answer options	1 year (%)	2 year (%)
Completely satisfied	88,9	70
Partially satisfied	11,1	-
Not satisfied	-	-
Difficult to answer	-	30
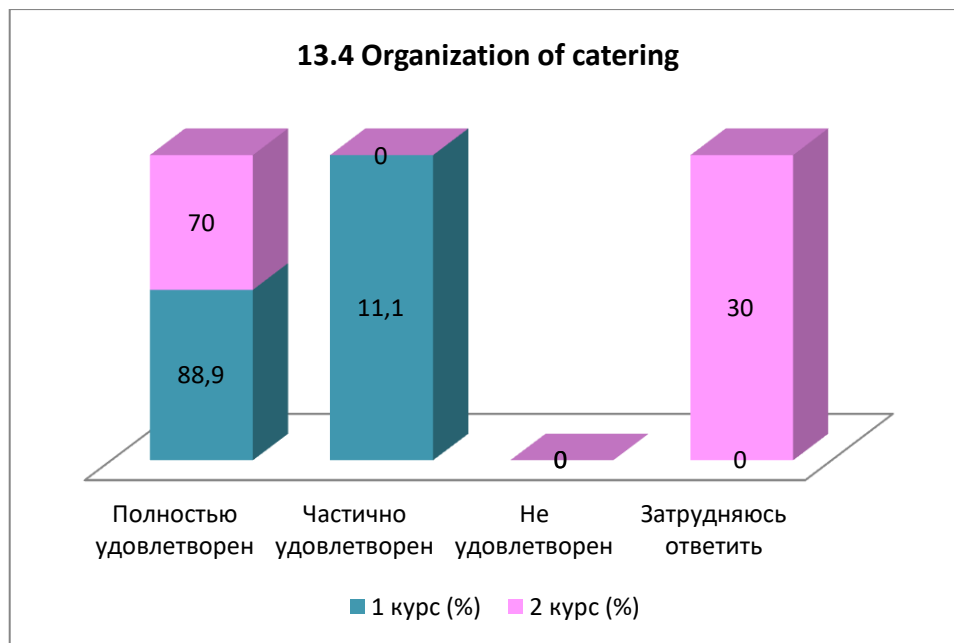
13.5 Organization of industrial practice

Answer options	1 year (%)	2 year (%)
Completely satisfied	88,9	70
Partially satisfied	11,1	20
Not satisfied	-	10
Difficult to answer	-	-
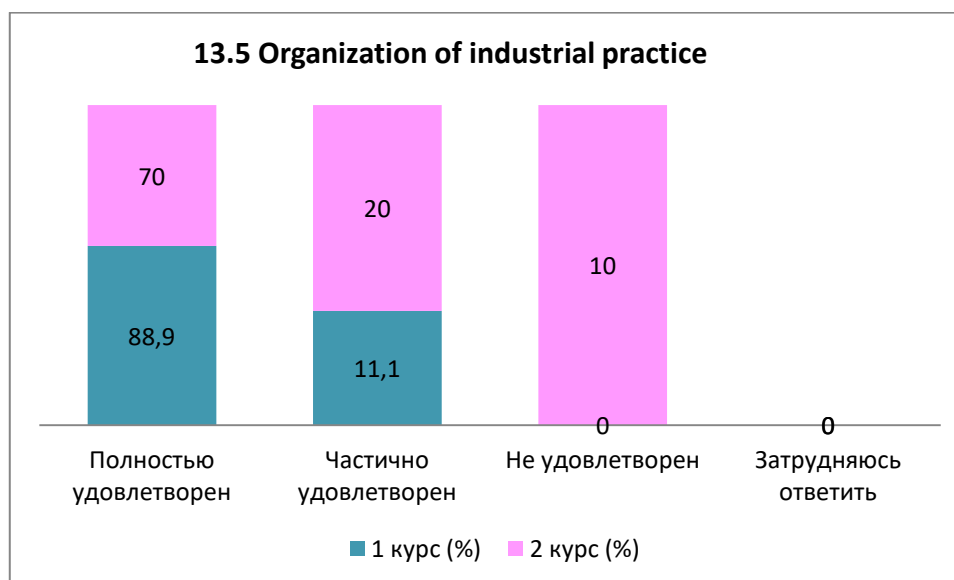
14. If you are experiencing difficulties while studying in a master's program, what are they caused by? *(write)***:**
- We would like to study in Kazakh or at least in a multilingual group. We would like to choose the schedule ourselves and choose the teachers ourselves.

Based on the results of the survey, there can be made the following conclusions:

Factors that influence the choice of a master's degree at the University include high quality of education (43.3%), continuing education at the previous university (36.7%), and leading scientists among the faculty (26.7%). Additionally, it is worth noting that proximity to the family's place of residence, the prestige of the university, and a wide range of specialties also play a significant role in choosing a master's degree at the University.

The level of satisfaction of master students with the availability of information of various aspects of their studies is very high (98%). This indicates that most master students feel well informed of their program of study, professional activities, competencies, opportunities for internship, and their academic supervisors.

The teaching staff of the master's program is assessed by master students as follows:

1. The knowledge and qualifications of the teachers are rated at 94.5%;

2. The pedagogical qualities of the teachers received a positive assessment (84.5%);

3. Objectivity and impartiality of assessments are rated highly, 84.5% of master's students expressed satisfaction with this indicator; 4. The teaching methods used by teachers are satisfactory for 84.5% of master's students.

Participation of master students in the development of an individual work plan:

- 31.6% of master students actively participate in the development of their work plan under the supervision of their supervisor, which indicates a high degree of independence and responsibility of master students;

- 41.7% of master students see their participation as formal, since they relied more on the help of their supervisor due to difficulties in independently formulating ideas;

- 5.6% 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;

- 21.1% of master students find it difficult to answer whose initiative was greater - theirs or their supervisor's.

The satisfaction of Master's students with the help of their supervisor in preparing their master thesis is 100%. This figure indicates a high level of satisfaction of master students with the quality and support they receive from their supervisor.

Indicators of the high scientific level of the University include the following:

1. Involvement of master students in research projects (52.7%)

2. Strong teaching staff (47.7%)

3. Participation of the University in the development of target programs for the socio-economic development of the region, cities, enterprises (36.7%)4.

4. Modern material and technical base (21,7%)

5. Work of famous foreign scientists at the University (11.1%)

6. Participation in international research projects (10.5%)

7. Availability of publications of the University staff in international publications (5%).

More than half (67.8%) of the master's degree students actively participate in research projects and attend scientific events, such as seminars and conferences. These data show that

the majority of master's degree students are involved in scientific activities, which contributes to their academic and professional development.

Over the entire period of their activity, 42.2% of master's degree students published their works in Kazakhstan and foreign publications, which indicates a low involvement of master's degree students in the scientific community and their desire for international dissemination of research. This indicates the need for further development of their research skills and motivation for active participation in scientific activities.

95% of master's degree students 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 can create certain difficulties in learning and communicating. Efforts to improve knowledge of a foreign language can be useful in both the academic and professional activities of master's students.

The University successfully organizes the educational process, ensuring a high degree of satisfaction of master students with living conditions, free time, meals and industrial practice. This contributes to the creation of a favorable educational environment and has a positive effect on the reputation of the educational institution.

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