

Report
on the results of the questionnaire
“Satisfaction of master's students with educational services”
for the 2023-2024 academic year
on the educational programme
7M01402 Engineering and pedagogical activity (by industry)

In February 2024, the Center for Quality Management and Accreditation conducted an anonymous electronic questionnaire “**Satisfaction of master's students with educational services**”.

The purpose of the study is to measure customer satisfaction with the quality of services provided by the university.

Subject of the study: formed perceptions of undergraduates about the organisation of the educational process, the degree of satisfaction with its various characteristics.

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

The object of the study is master's students of 1-2 years.

2 respondents took part in the questionnaire, which was 100% of the total number of master's students.

In the process of questionnaire survey the following data were obtained:

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

Answer options	1st year (%)
University prestige	50
Possibility of internships abroad during studies	-
Availability of budgetary places	50
Opportunity to do science during studies	-
University in the locality where the family lives (close to it)	50
High quality of education	-
Leading scientists in the teaching staff	-
Large choice of specialities, areas of education	-
Ability to easily find a job with a diploma from this university.	50
The university where you studied at the bachelor's programme.	50
Acceptable cost of education	-
Difficult to answer	-
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 at a university master's program?



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

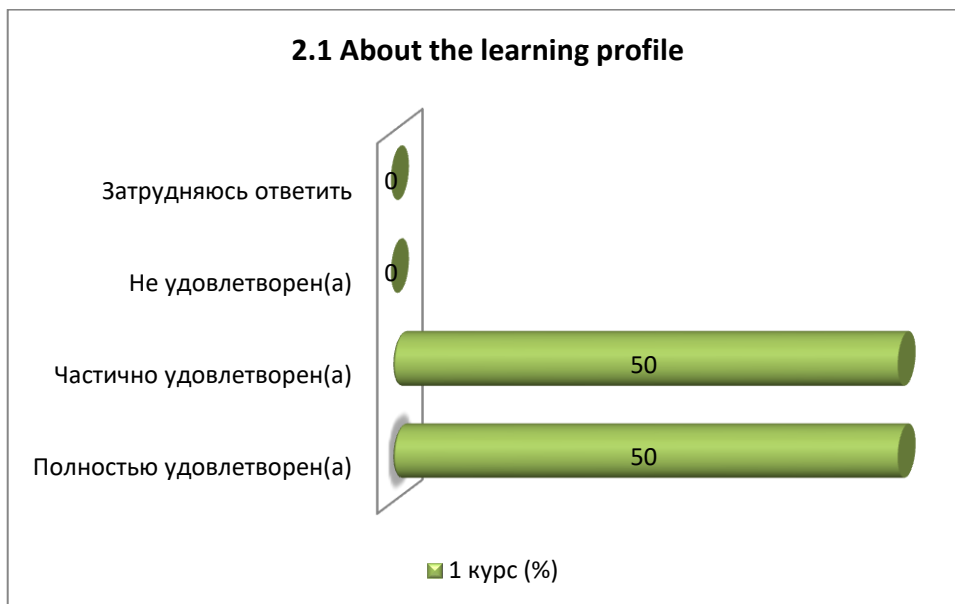
2.1 About the learning profile
2.2 Characteristics of professional activity of a master's student
2.3 List of developed competencies of master's degree graduates
2.4 List of practice bases for master's students
2.5 Information about scientific supervisors

Other (write your answer) _____

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

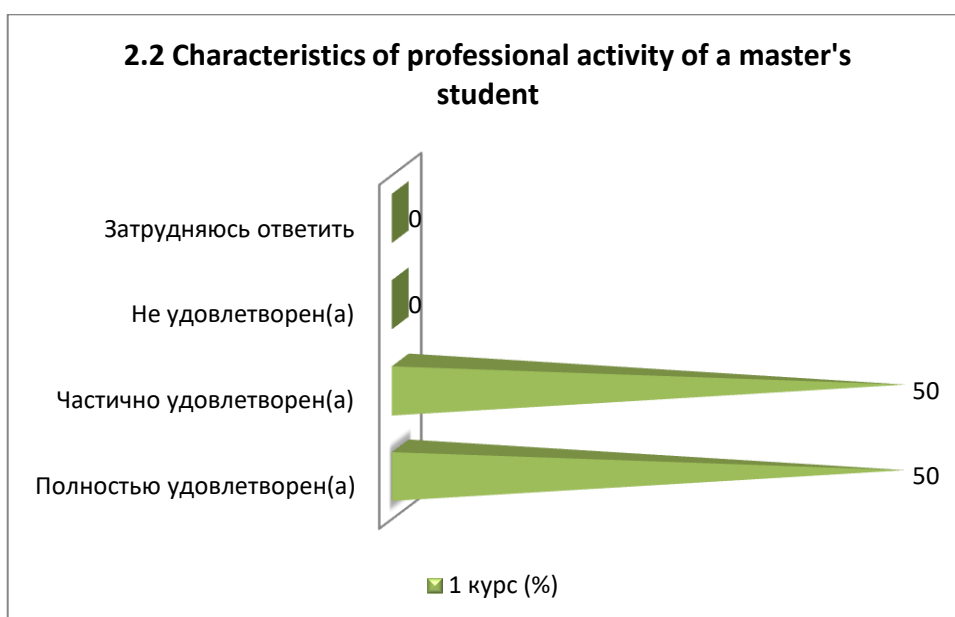
2.1 About the learning profile

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



2.2 Characteristics of professional activity of a master's student

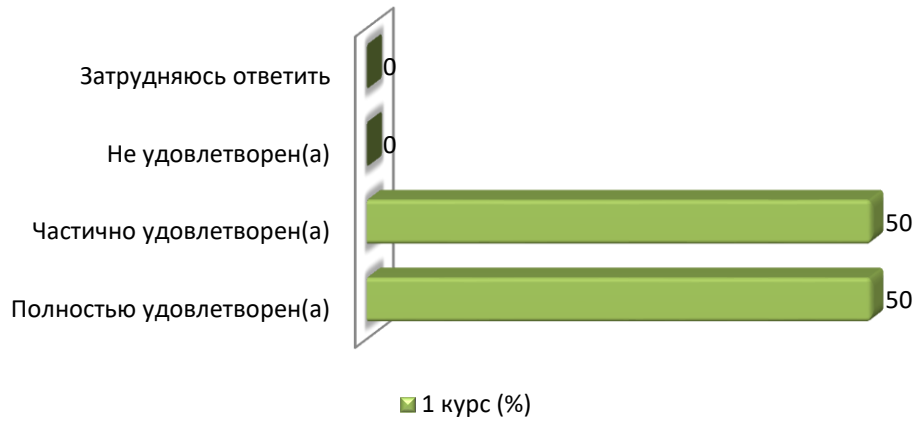
Answer options	1st year (%)
Completely satisfied	50
Partially satisfied	50
Not satisfied	-
I find it difficult to answer	-



2.3 List of developed competencies of master's degree graduates

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

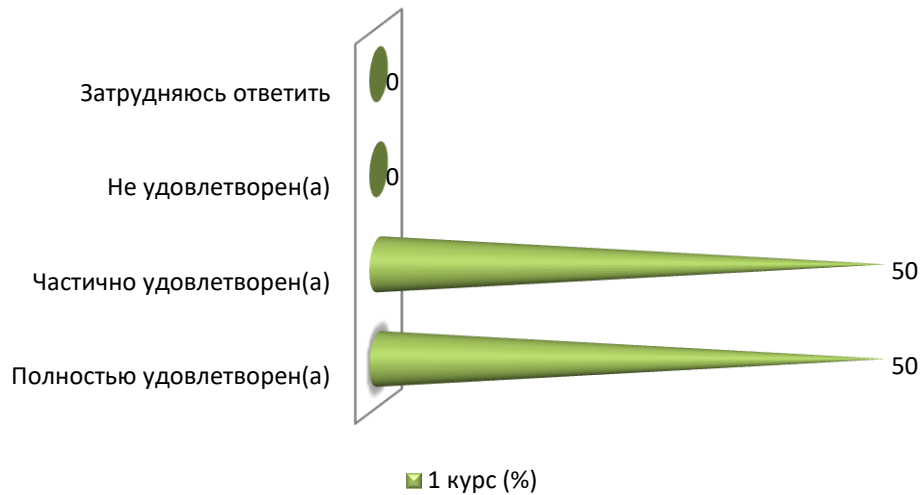
2.3 List of developed competencies of master's degree graduates



2.4 List of practice bases for master's students

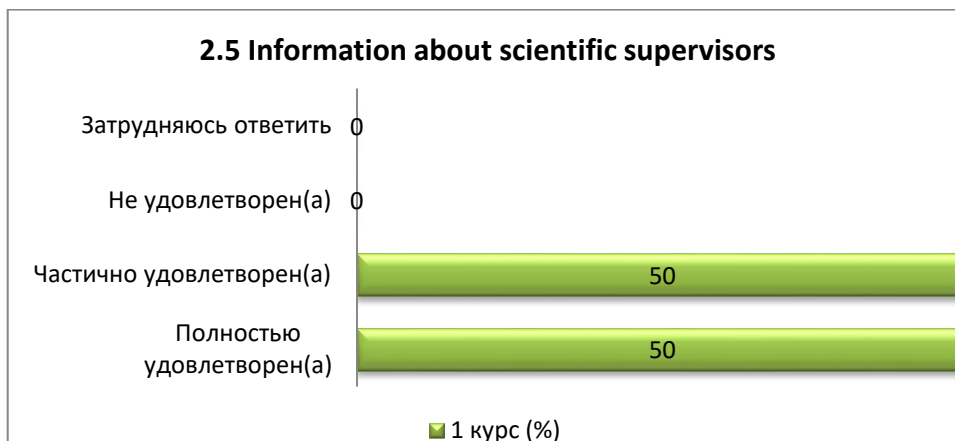
Answer options	1st year (%)
Completely satisfied	50
Partially satisfied	50
Not satisfied	-
I find it difficult to answer	-

2.4 List of practice bases for master's students



2.5 Information about scientific supervisors

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



3. How would you generally assess the teaching staff of your Master's programme?

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 _____

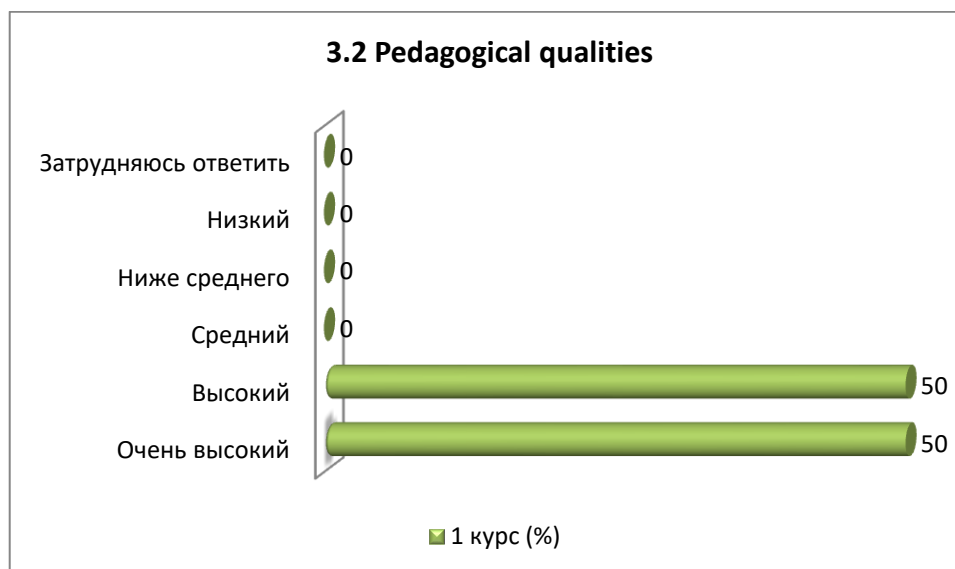
3.1 Knowledge, qualifications

Answer options	1st year (%)
Very high	50
High	50
Average	-
Below average	-
Low	-
Difficult to answer	-



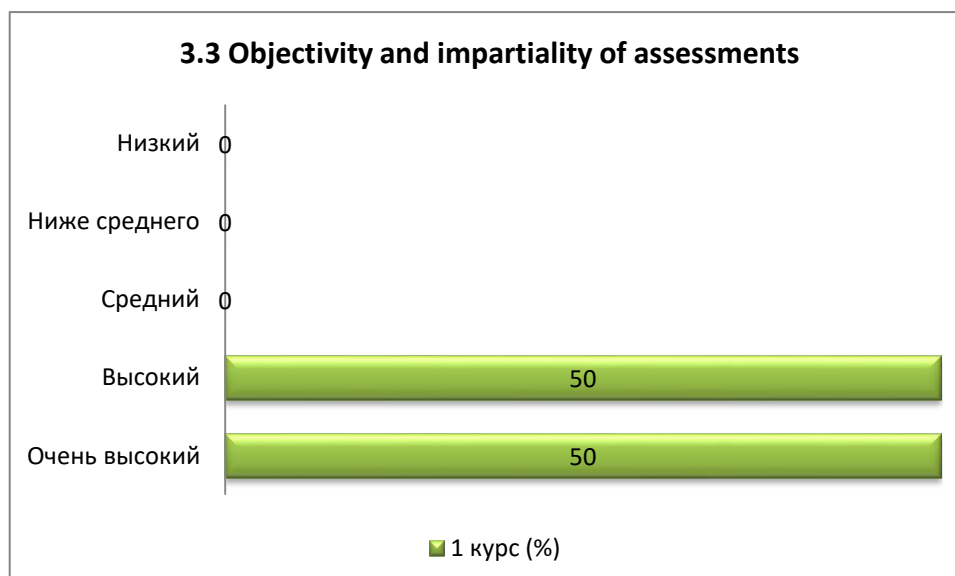
3.2 Pedagogical qualities

Answer options	1st year (%)
Very high	50
High	50
Average	-
Below average	-
Low	-
Difficult to answer	-



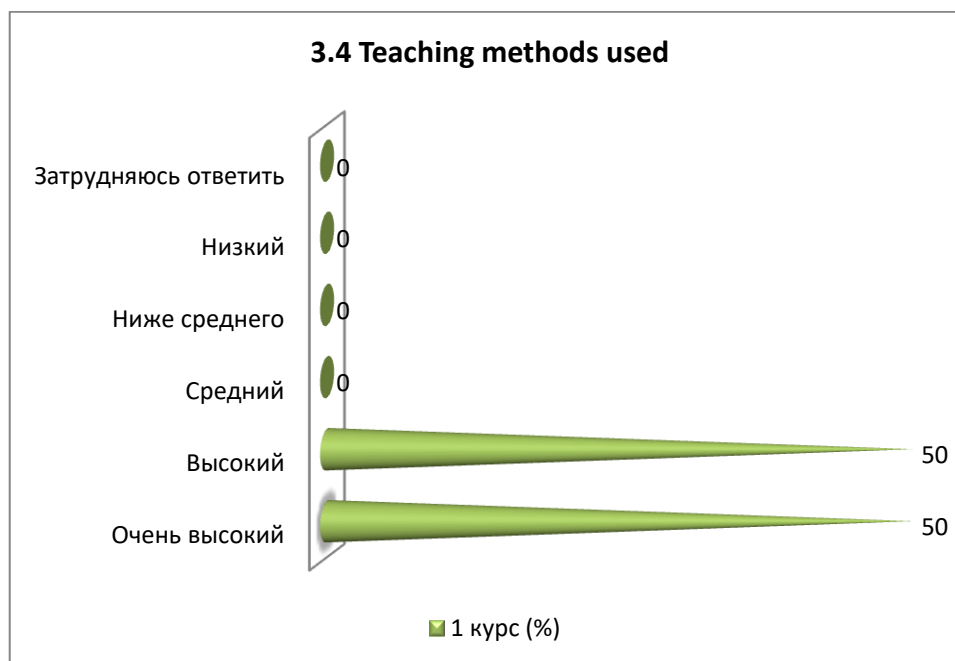
3.3 Objectivity and impartiality of assessments

Answer options	1st year (%)
Very high	50
High	50
Average	-
Below average	-
Low	-
Difficult to answer	-



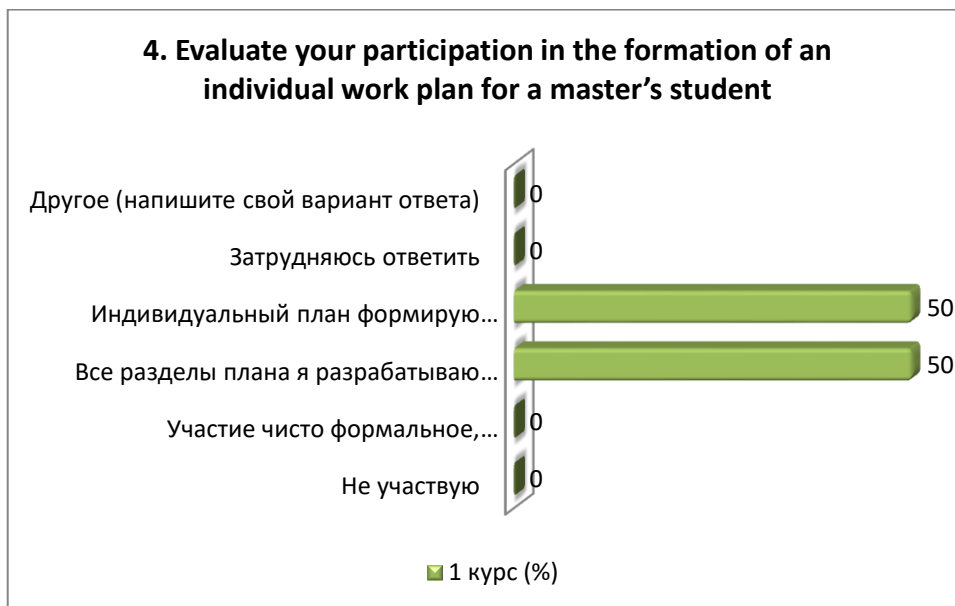
3.4 Teaching methods used

Answer options	1st year (%)
Very high	50
High	50
Average	-
Below average	-
Low	-
Difficult to answer	-



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

Answer options	1st year (%)
I don't participate	-
Participation is purely formal; the formation of an individual plan actually does not depend on me	-
I develop all sections of the plan independently under the supervision of my supervisor.	50
I formulate an individual plan myself; the manager only signs it.	50
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 (%)
Completely satisfied	50
Partially satisfied	50
Not satisfied	-
I find it difficult to answer	-
Other (write your answer)	-



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

Answer options	1st year (%)
Modern material and technical base	100
Participation of the university in the development	50

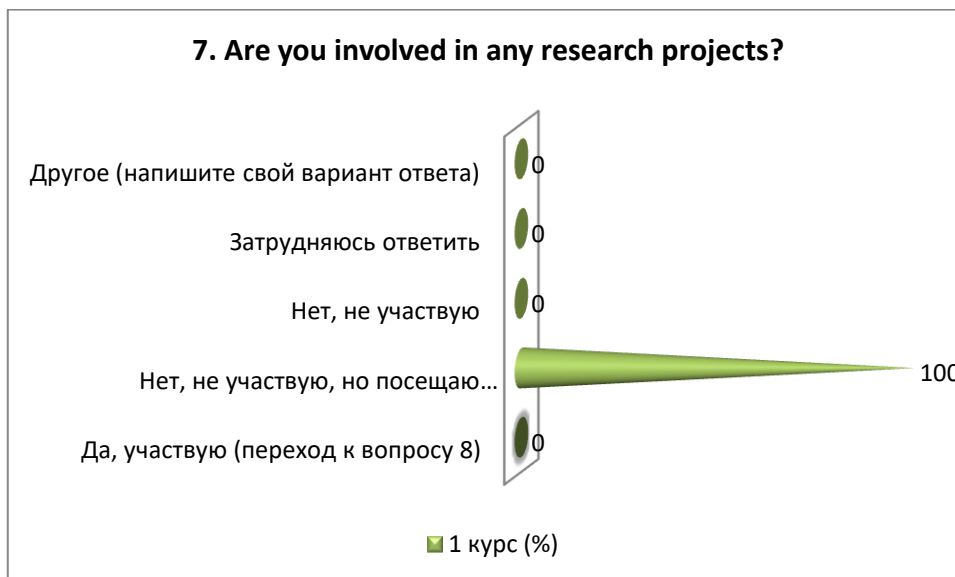
of targeted programs for the socio-economic development of the region, cities, and enterprises	
Involvement of undergraduates in research projects	-
Strong teaching staff	-
Work at the university of famous foreign scientists	-
Awards, prizes for achievements in science	-
Availability of publications by university staff in international publications	50
Participation in international research projects	50
I find it difficult to answer	-
Other (write your answer)	-

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



7. Are you involved in any research projects?

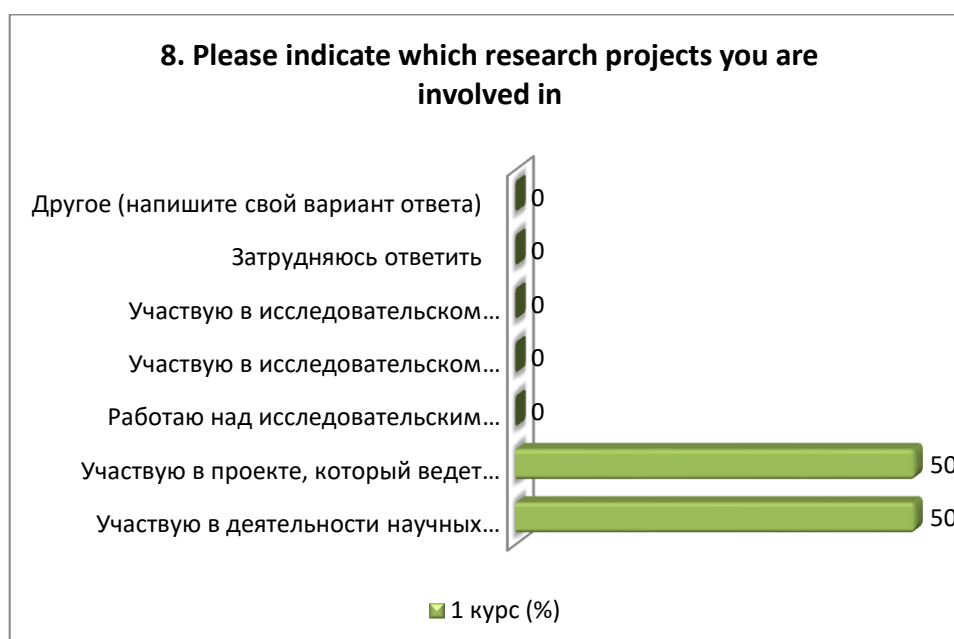
Answer options	1st year (%)
Yes, I participate (go to question 8)	-
No, I don't participate, but I attend scientific events (seminars, conferences) at the university	100
No, I'm not participating	-
I find it difficult to answer	-
Other (write your answer)	-



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

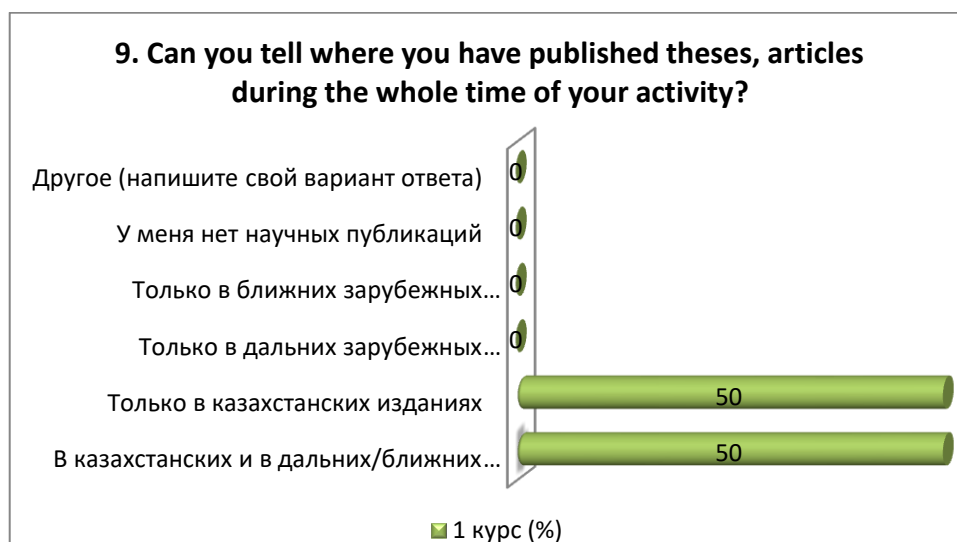
Answer options	1st year (%)
I participate in the activities of scientific departments at my university	50
I am participating in a project led by my supervisor/other teacher	50
Working on a research project with friends	-
I am participating in a research project at another university	-
I am participating in a research project with foreign universities	-
I find it difficult to answer	-
Other (write your answer)	-

Note: question 8 was answered only by those students who answered positively to question 7. Also, question 8 had more than one answer choice, so the sum of the answers does not add up to 100%.



9. Can you tell where you have published theses, articles during the whole time of your activity?

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



10. Your level of foreign language skills:

Answer options	1st year (%)
With dictionary	-
Speaking level	-
Average level	50
I express myself freely	50
I don't speak a foreign language	-
Other (write your answer)	-



11. Rate your level of participation in the following activities of the department

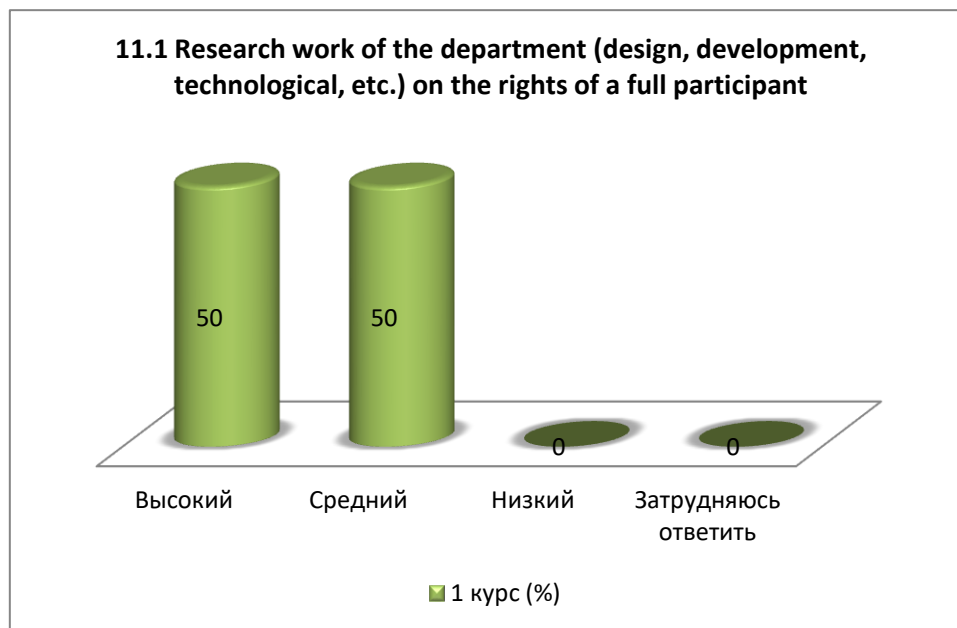
11.1 Research work of the department (design, development, technological, etc.) on the rights of a full participant
11.2 Writing scientific articles
11.3 Participation in presentations at conferences and seminars
11.4 Preparation of research reports and abstracts

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 _____

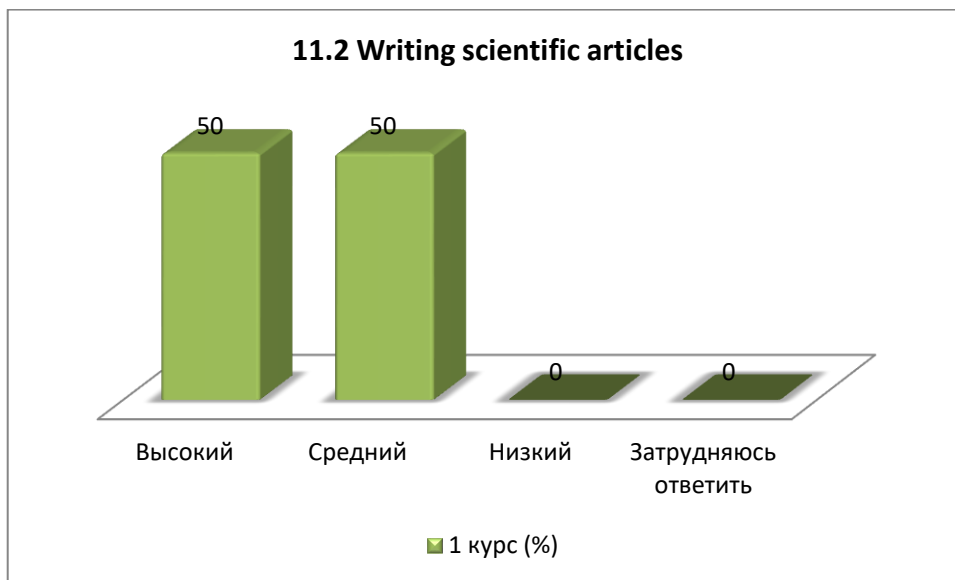
11.1 Research work of the department (design, development, technological, etc.) on the rights of a full participant

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



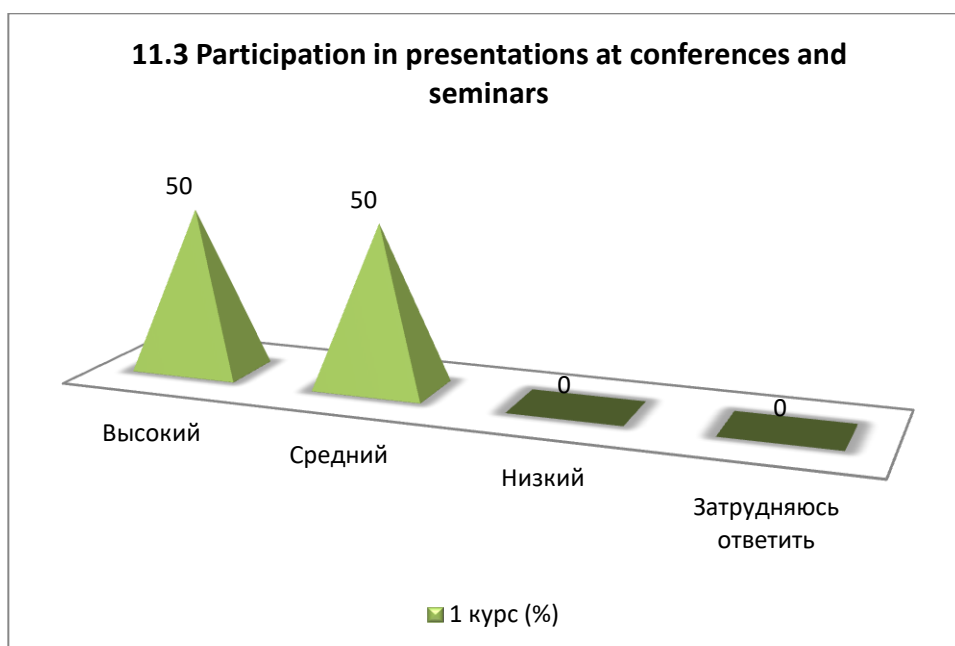
11.2 Writing scientific articles

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



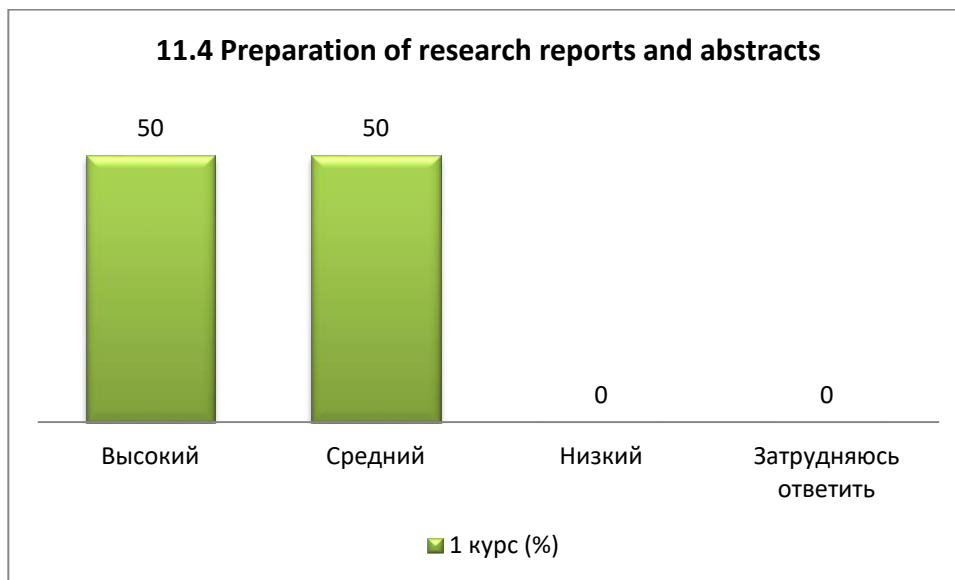
11.3 Participation in presentations at conferences and seminars

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



11.4 Preparation of research reports and abstracts

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



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

12.1 Organization of conferences, round tables, forums at the university with the participation of master students
12.2 Material and technical 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

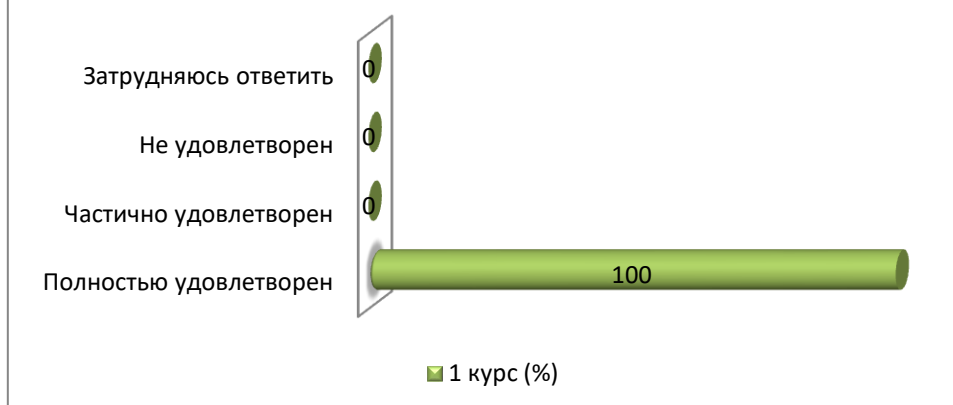
Other (write your answer) _____

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

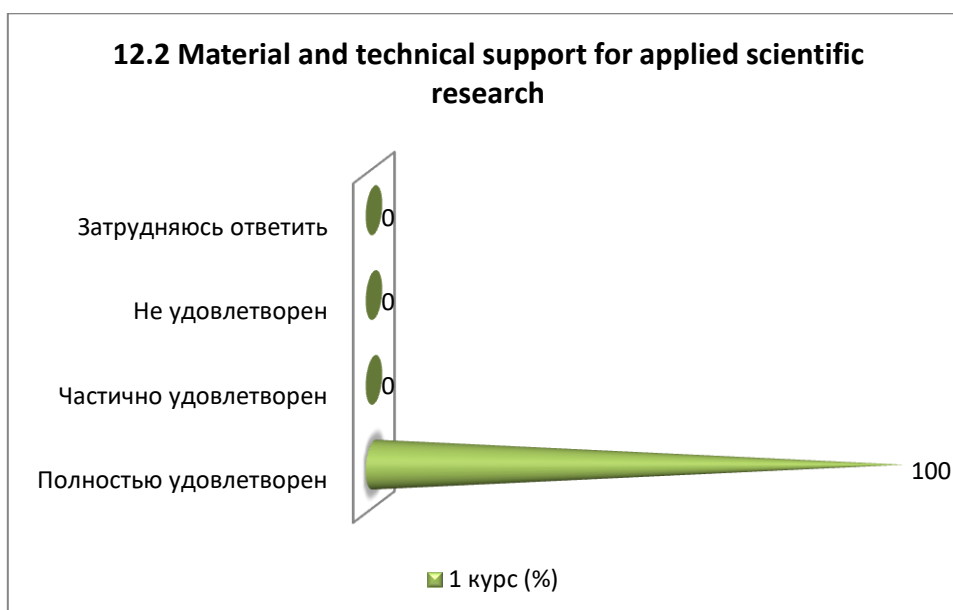
Answer options	1st year (%)
Completely satisfied	100
Partially satisfied	-
Not satisfied	-
I find it difficult to answer	-

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



12.2 Material and technical support for applied scientific research

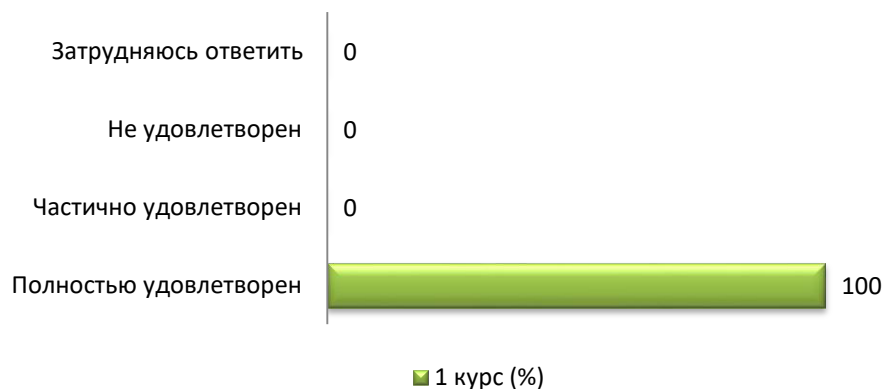
Answer options	1st year (%)
Completely satisfied	100
Partially satisfied	-
Not satisfied	-
I find it difficult to answer	-



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

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

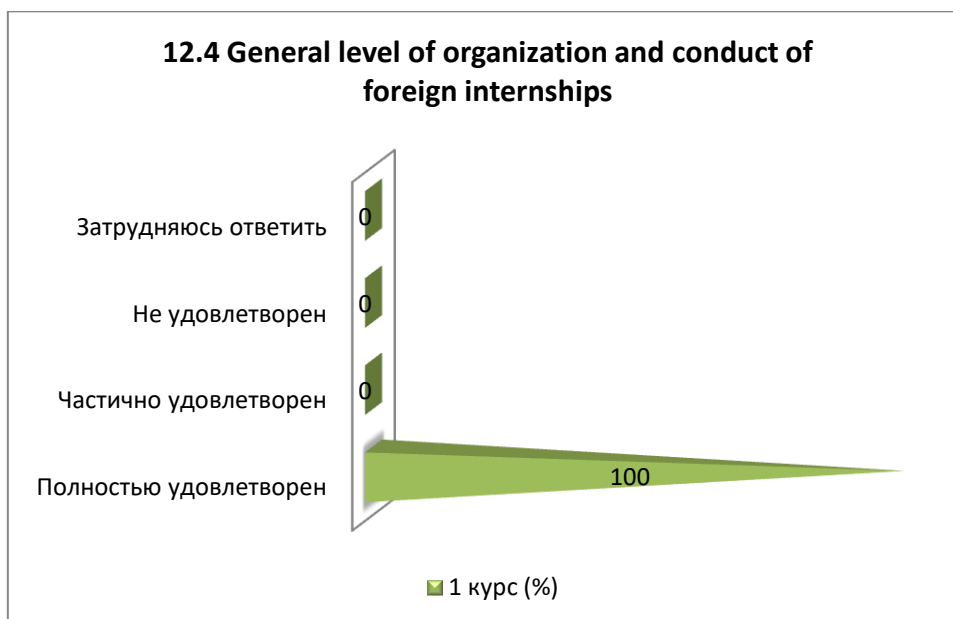
12.3 Availability for master students of technology, computers necessary for the educational process and scientific activities



12.4 General level of organization and conduct of foreign internships

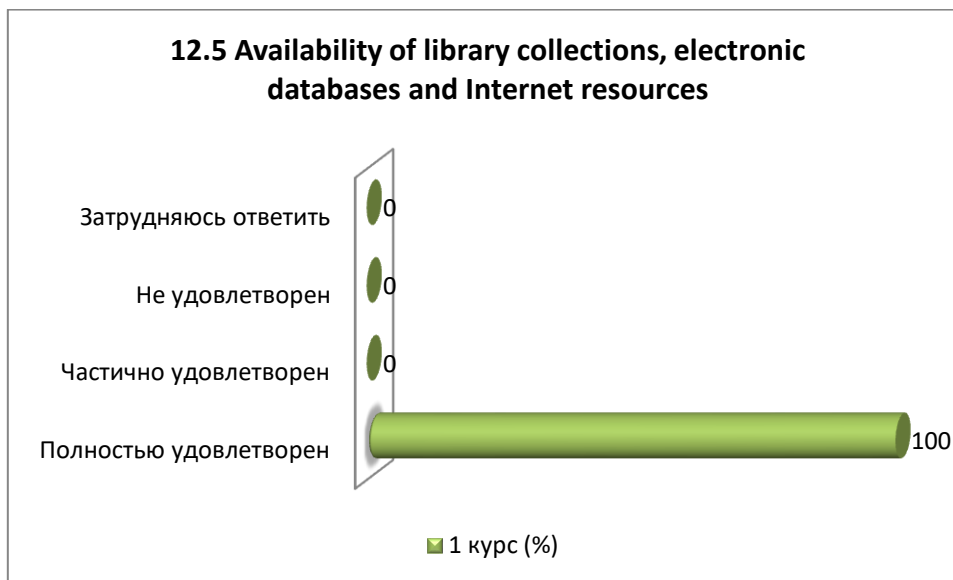
Answer options	1st year (%)
Completely satisfied	100
Partially satisfied	-
Not satisfied	-
I find it difficult to answer	-

12.4 General level of organization and conduct of foreign internships



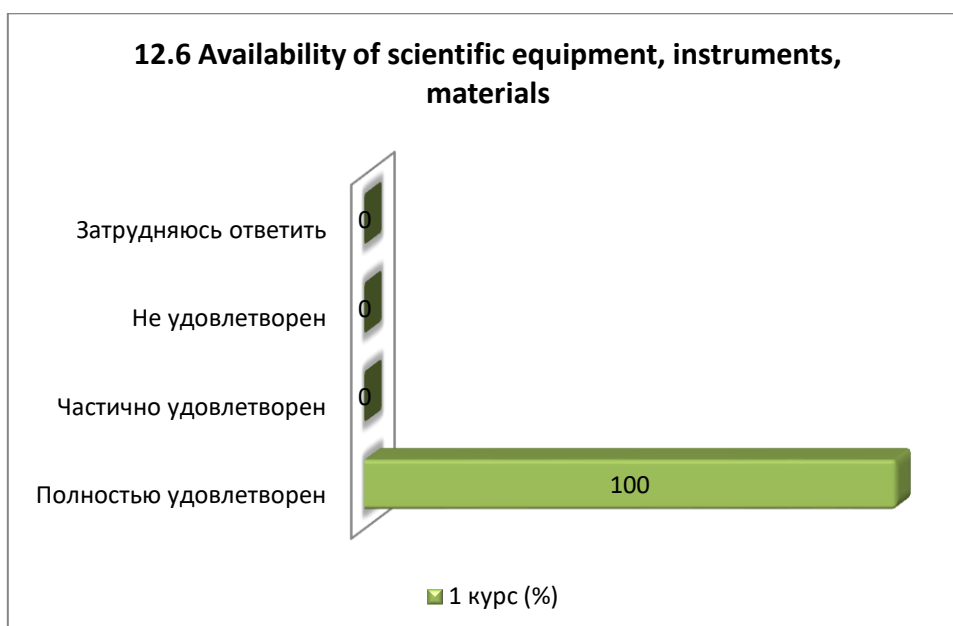
12.5 Availability of library collections, electronic databases and Internet resources

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



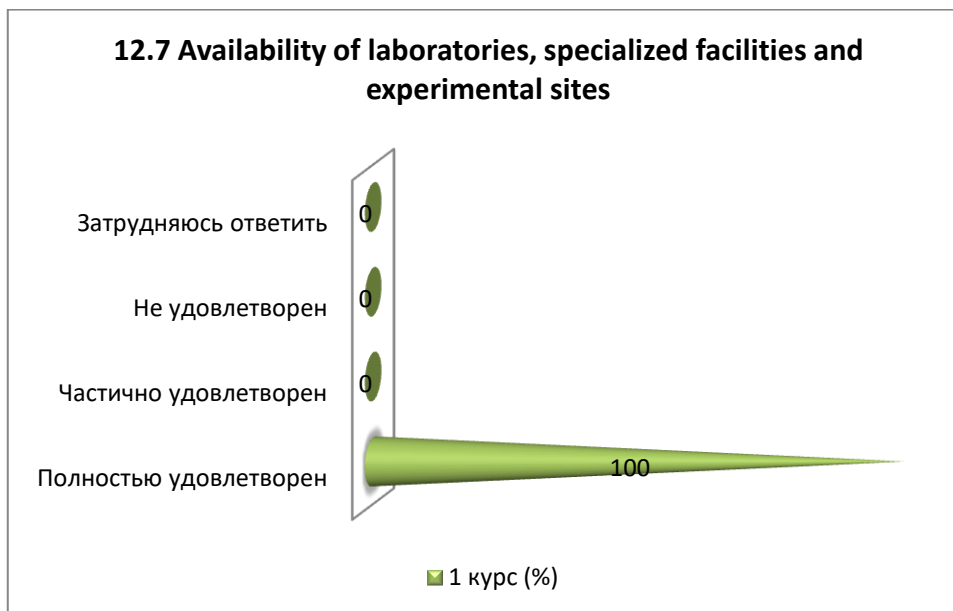
12.6 Availability of scientific equipment, instruments, materials

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



12.7 Availability of laboratories, specialized facilities and experimental sites

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

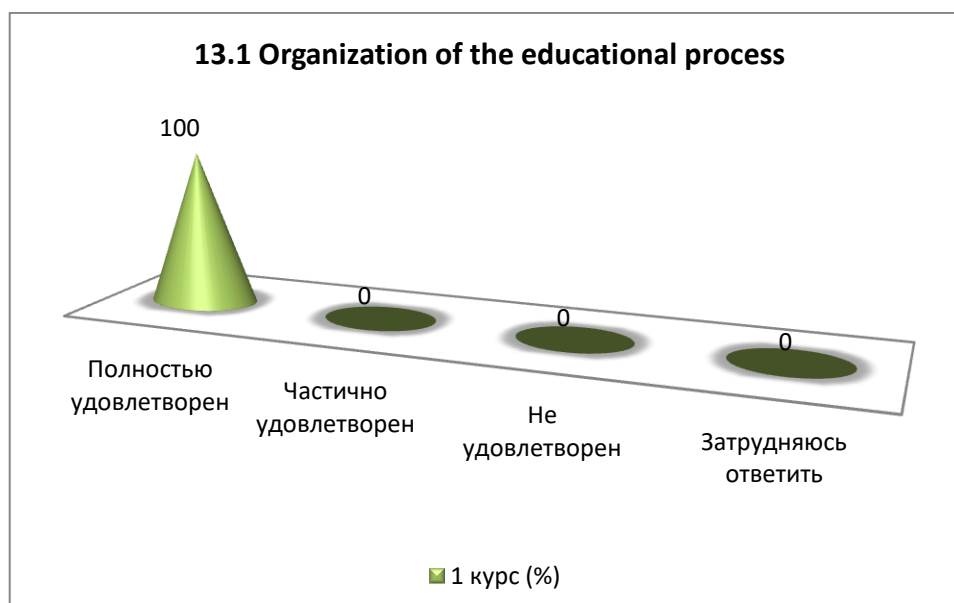


13. Are you satisfied?

13.1 Organization of the educational process
13.2 Living conditions in the dormitory
13.3 Organization of free time
13.4 Organisation of catering
13.5 Organization of industrial practice

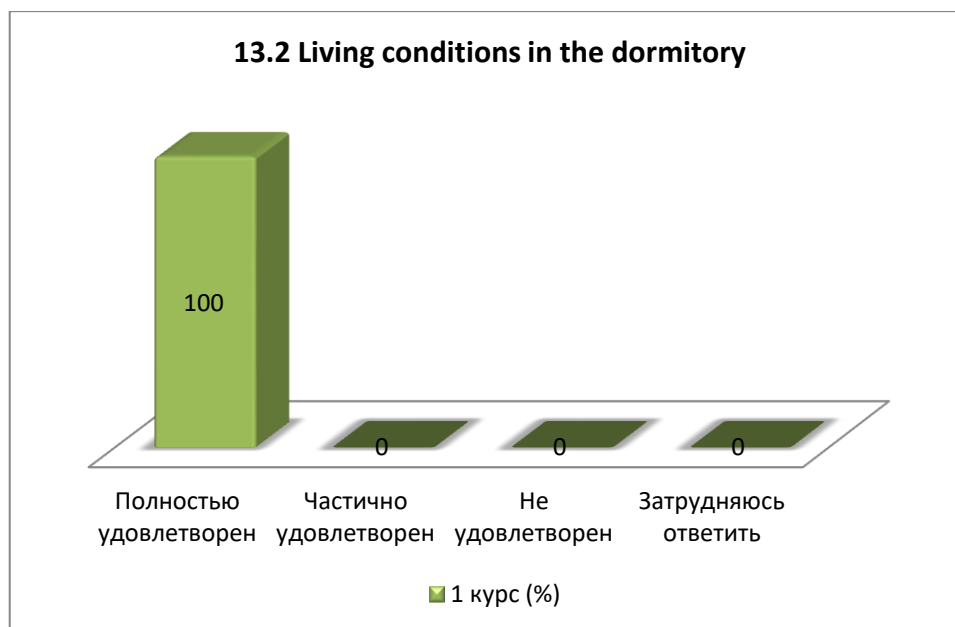
13.1 Organization of the educational process

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



13.2 Living conditions in the dormitory

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



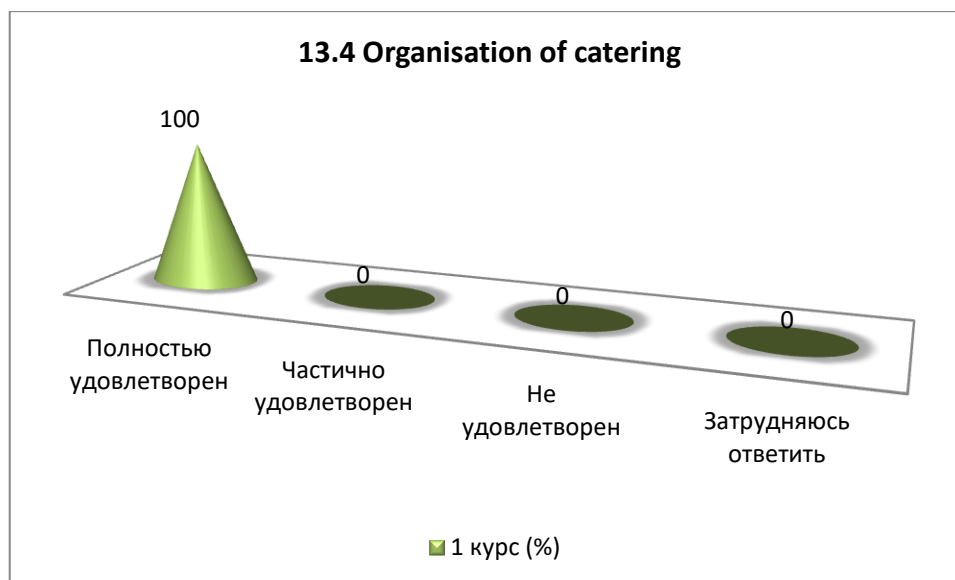
13.3 Organization of free time

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



13.4 Organisation of catering

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



13.5 Organization of industrial practice

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



The following **conclusions** can be drawn from the results of the questionnaire:

Factors influencing the choice of a Master's degree at a university include proximity to the place of residence of the family, continuation of studies at the previous university, prestige of the university. In addition, it is worth noting that the availability of budgetary places and the possibility to easily find a job with a university diploma also play a significant role in choosing a master's programme at a university.

The level of satisfaction of Master's students with the availability of information on various aspects of study is very high (100%). This indicates that the majority of Master students feel well informed about their study programme, professional activities, competences, internship opportunities and their academic supervisors.

Master students 100% rated the level of knowledge, professionalism, objectivity, pedagogical skills and methods of teachers as 'very high' and 'high'.

Half of the master students independently develop the plan under the supervision of the supervisor. While the other half consider their participation formal because of difficulties in formulating ideas independently.

Satisfaction of master's students with the help of supervisor in the preparation of master's thesis is 100%. This indicator indicates a high level of satisfaction of Master students with the quality and support received from their supervisor.

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

- modern material and technical base (100%);
- participation in international research projects (50%);
- availability of publications of university staff in international editions (50%);
- participation of the university in the development of targeted programmes of socio-economic development of the region, cities, enterprises (50%).

For all the time of their activity Master students 100% published their theses and articles both in Kazakhstani and foreign editions. This indicates a high degree of involvement of Master students in the scientific community and their desire to disseminate the results of their research at the international level. This level of activity contributes to the exchange of knowledge and experience, and also increases their professional status in the academic environment.

The level of foreign language proficiency among Master's students varies significantly: some Master's students speak and understand a foreign language fluently, while others are only at the initial stage of its learning and need constant reference to a dictionary or teacher's assistance.

Satisfaction of master's students with the scientific and educational environment of the university is 100% according to the following indicators:

- Organisation of conferences, round tables, forums with participation of master students;
- material and technical support of applied scientific research;
- availability of equipment, computers for the educational process and scientific activities;
- organisation of foreign internships;
- availability of library funds, electronic databases and Internet resources;
- availability of scientific equipment, tools, materials;
- availability of laboratories, specialised facilities and experimental sites.

The University successfully organises the educational process, providing a high degree of satisfaction of master's students with the conditions of accommodation, free time, meals and industrial practice. This contributes to the creation of a favourable educational environment and positively affects the reputation of the institution.

In general, Master's students highly appreciate the research and learning opportunities provided by the University, which is reflected in the satisfaction of Master's students.

Recommendations:

1. discussion of the results of the questionnaire:
 - The Head of the Department should familiarise and discuss the results of the questionnaire with the staff and graduate students.
2. Availability of questionnaire results:
 - Master students can request the results of the questionnaire by emailing the Center of Quality Management and Accreditation: cqma_kstu@mail.ru.
3. Improving engagement in research projects:
 - understanding the reasons for low involvement of Master students in research projects;
 - development of measures to stimulate Master's students' involvement in research.