

Report on the results of the questionnaire
«Satisfaction of doctoral students with educational services» for the 2022-2023 academic
year
in the educational program
7M07202 «Geology and exploration of mineral deposits»

In February 2023, the center for quality management and accreditation conducted a questionnaire on «Master's 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 questionnaire 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.

22 respondents took part in the survey, which amounted to 88% of the total number of undergraduates.

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	1 st year (%)	2nd year (%)
University prestige	20	40
Opportunity for internships abroad while studying	20	thirty
Availability of budget places	thirty	40
Opportunity to do science while studying	20	40
University in the locality where the family lives (close to it)	70	-
High quality education	10	20
Leading scientists on staff	-	-
Large selection of specialties and areas of education	thirty	10
An opportunity to easily get a job with a diploma from this university	10	40
The university where you studied as an undergraduate	70	-
Reasonable cost of training	-	-
I find it difficult to answer	-	-
Other (write your answer)		

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

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

-

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

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 _____

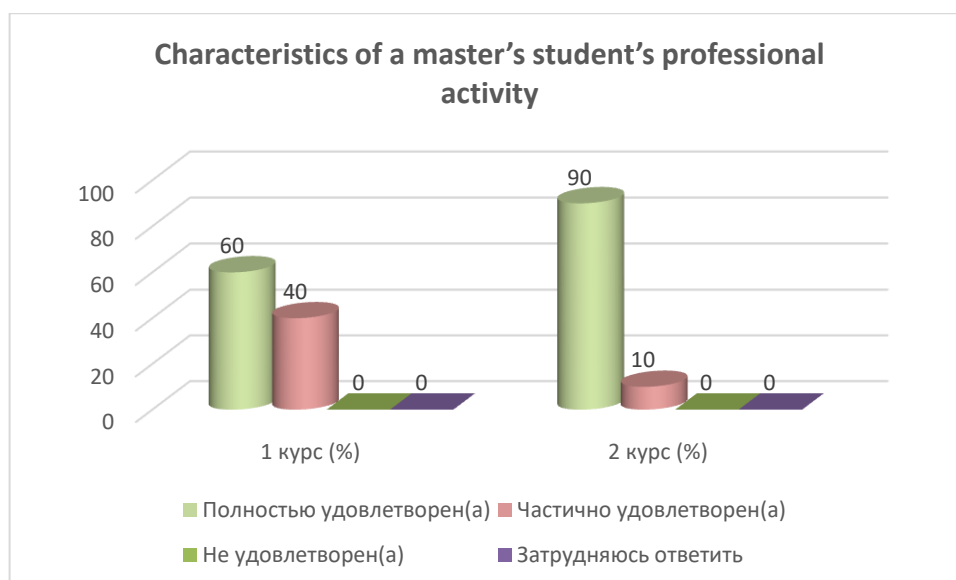
2.1 About the training profile

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	60	100
Partially satisfied	40	-
Not satisfied)	-	-
I find it difficult to answer	-	-



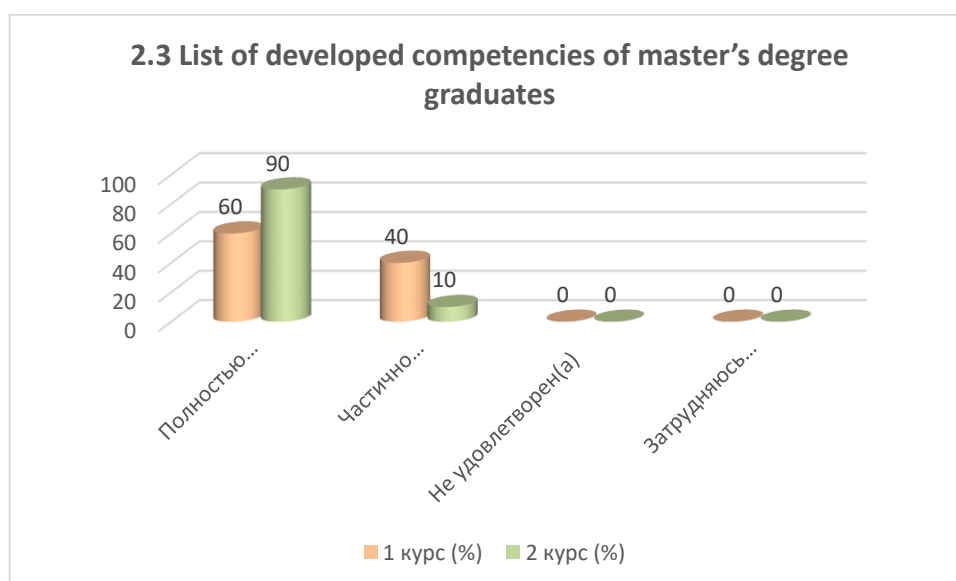
2.2 Characteristics of a master's student's professional activity

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	60	90
Partially satisfied	40	10
Not satisfied)	-	-
I find it difficult to answer	-	-



2.3 List of developed competencies of master's degree graduates

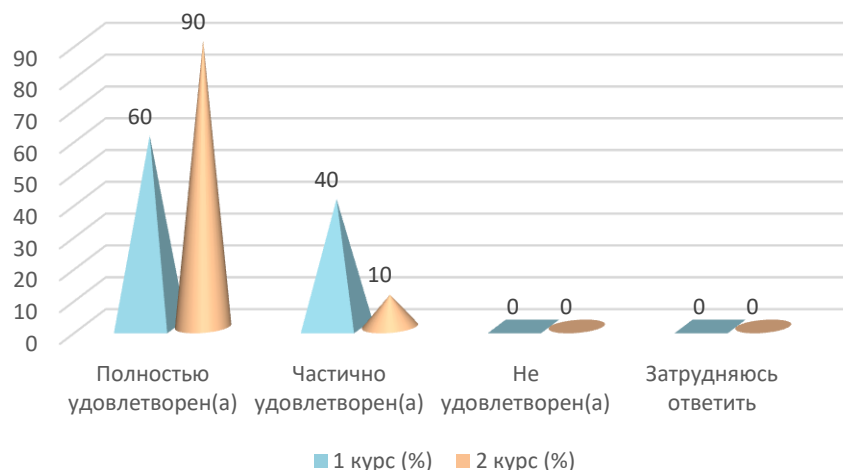
Answer options	1 st year (%)	2nd year (%)
Completely satisfied	60	90
Partially satisfied	40	10
Not satisfied)	-	-
I find it difficult to answer	-	-



2.4 List of internship bases for master's students

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	60	90
Partially satisfied	40	10
Not satisfied)	-	-
I find it difficult to answer	-	-

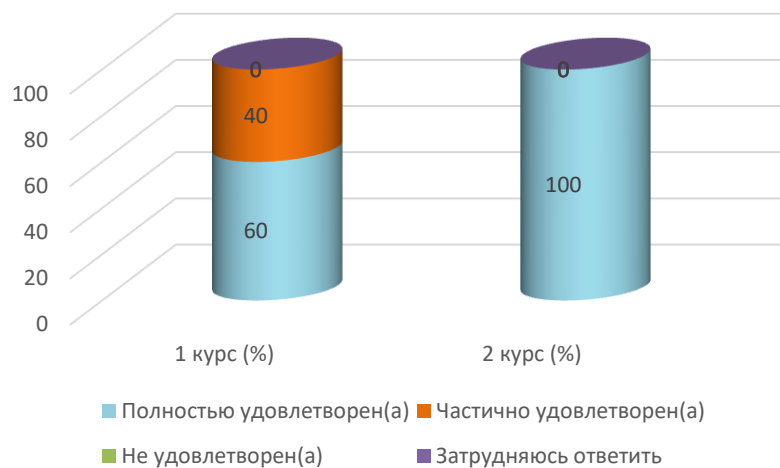
2.4 List of internship bases for master's students



2.5 Information about scientific supervisors

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	60	100
Partially satisfied	40	-
Not satisfied)	-	-
I find it difficult to answer	-	-

2.5 Information about 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, give recommendations for improving the teaching staff _____

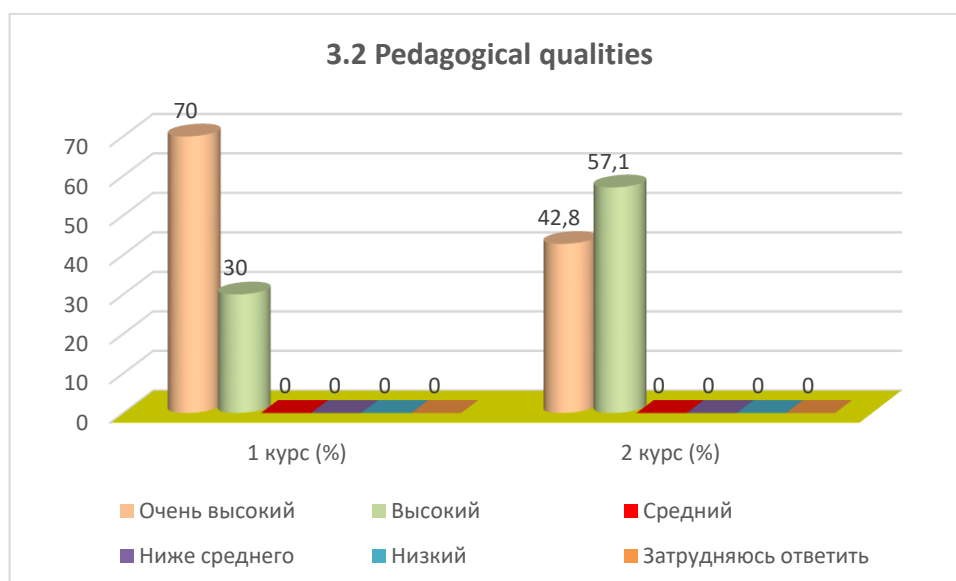
3.1 Knowledge, qualifications

Answer options	1 st year (%)	2nd year (%)
Very tall	60	57.2
High	40	14.2
Average	-	28.6
Below the average	-	-
Short	-	-
I find it difficult to answer	-	-



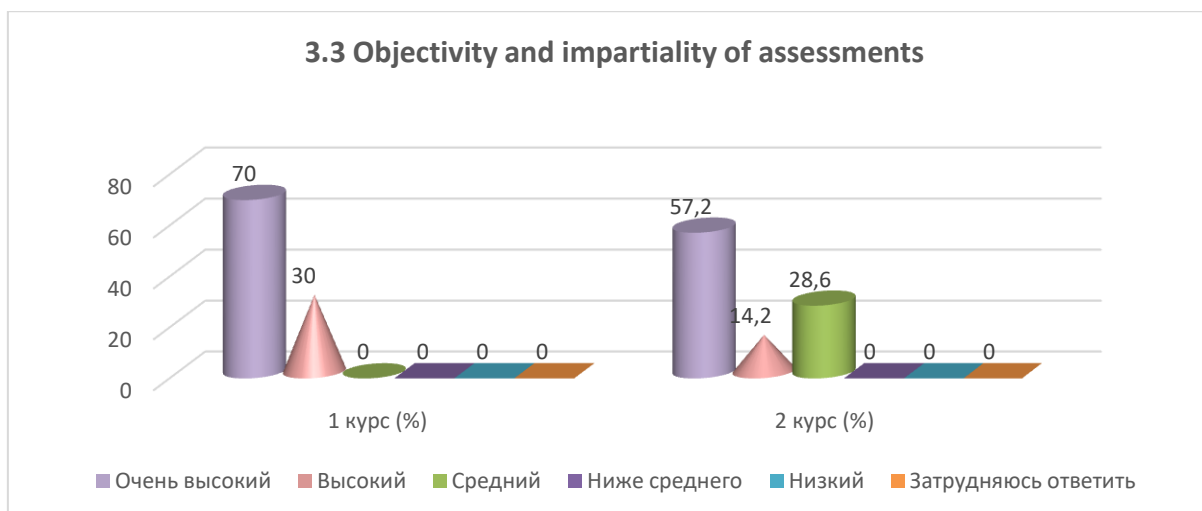
3.2 Pedagogical qualities

Answer options	1 st year (%)	2nd year (%)
Very tall	70	42.8
High	thirty	57.1
Average	-	-
Below the average	-	-
Short	-	-
I find it difficult to answer	-	-



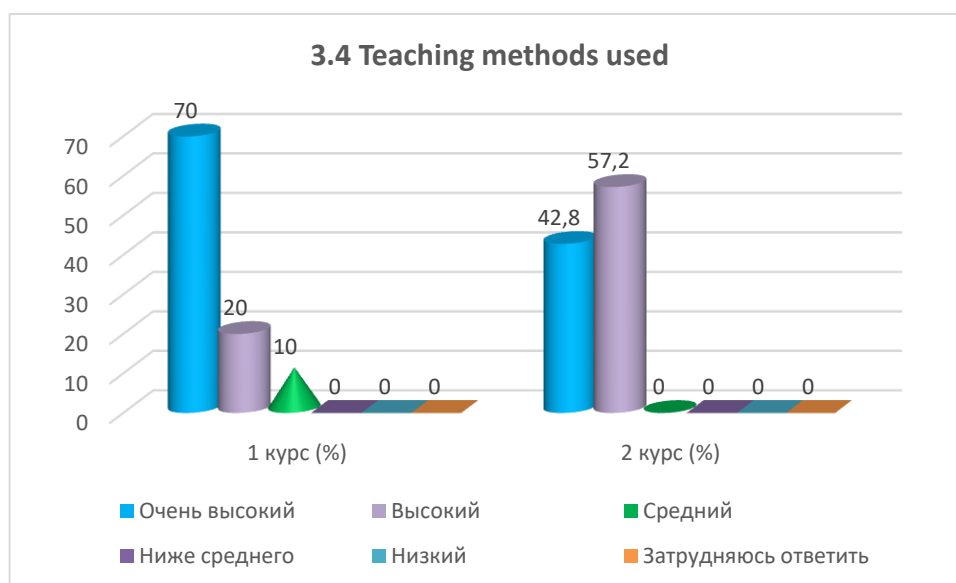
3.3 Objectivity and impartiality of assessments

Answer options	1 st year (%)	2nd year (%)
Very tall	70	57.2
High	thirty	14.2
Average	-	28.6
Below the average	-	-
Short	-	-
I find it difficult to answer	-	-



3.4 Teaching methods used

Answer options	1 st year (%)	2nd year (%)
Very tall	70	42.8
High	20	57.2
Average	10	-
Below the average	-	-
Short	-	-
I find it difficult to answer	-	-



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

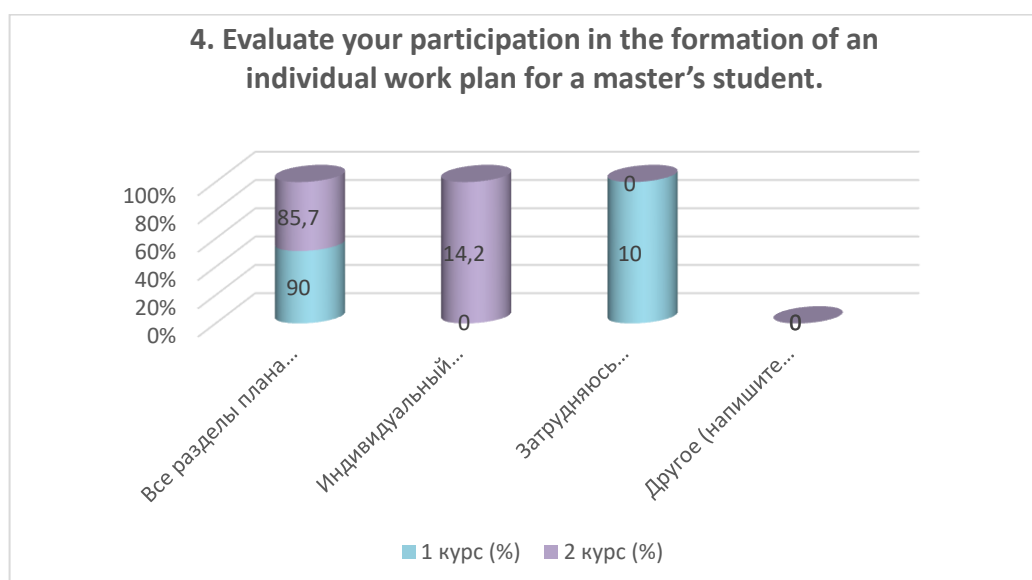
Answer options	1 st year (%)	2nd year (%)
I don't participate	-	-
Participation is purely formal; the formation of an individual plan actually does not depend on me	-	-
I develop all sections of the plan independently under the supervision of my supervisor.	90	85.7
I formulate an individual plan myself, the manager only signs it.	-	14.2
I find it difficult to answer	10	-
Other (write your answer)	-	-

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

-

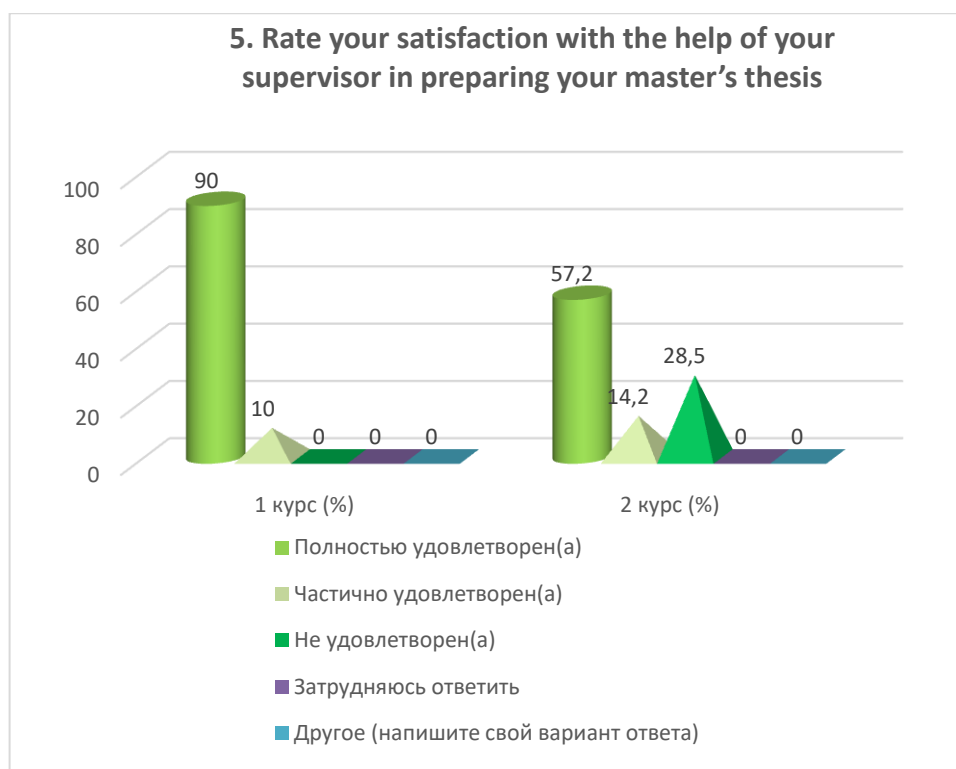
To the option «If you answered «I do not participate» to the previous question, write why,» undergraduates indicated the following options*:

-



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

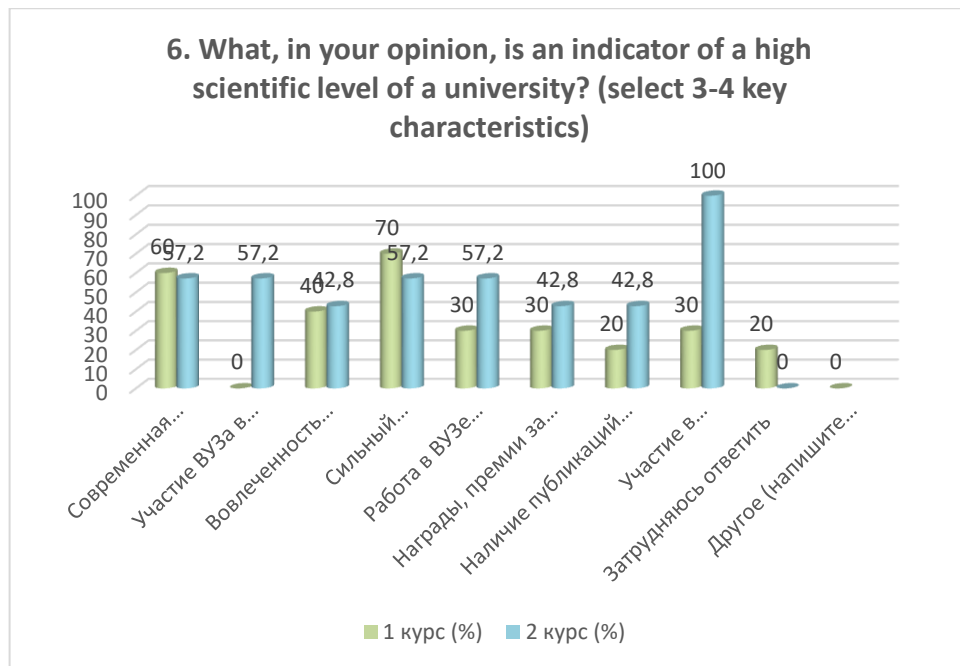
Answer options	1 st year (%)	2nd year (%)
Completely satisfied	90	57.2
Partially satisfied	10	14.2
Not satisfied)	-	28.5
I find it difficult to answer	-	-
Other (write your answer)	-	-



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

Answer options	1 st year (%)	2nd year (%)
Modern material and technical base	60	57.2
Participation of the university in the development of targeted programs for the socio-economic development of the region, cities, and enterprises	-	57.2
Involvement of undergraduates in research projects	40	42.8
Strong teaching staff	70	57.2
Work at the university of famous foreign scientists	thirty	57.2
Awards, prizes for achievements in science	thirty	42.8
Availability of publications by university staff in international publications	20	42.8
Participation in international research projects	thirty	100
I find it difficult to answer	20	-
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	1 st year (%)	2nd year (%)
Yes, I participate (go to question 8)	thirty	14.2
No, I don't participate, but I attend scientific events (seminars, conferences) at the university	20	71.4
No, I'm not participating	thirty	-
I find it difficult to answer	20	14.2
Other (write your answer)	-	-



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

-not interested

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	20	-
I am participating in a project led by my supervisor/other teacher	10	42.8
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	-	-
I find it difficult to answer	thirty	57.1
Other (write your answer)	-	-

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



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	-	71.4
Only in Kazakhstan publications	50	28.6
Only in distant foreign publications	-	-
Only in nearby foreign publications	-	-
I have no scientific publications	50	-
Other (write your answer)	-	-

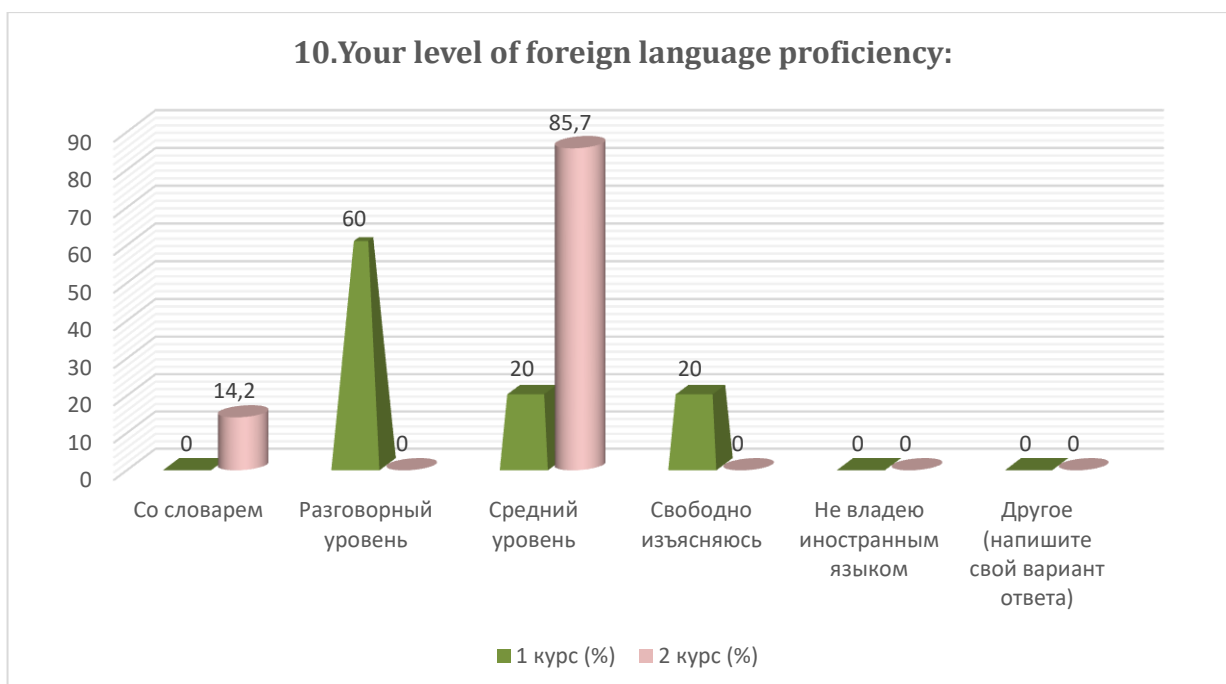
9. Tell me, where have you published theses and articles throughout your career?



10. Your level of foreign language proficiency:

Answer options	1 st year (%)	2nd year (%)
With dictionary	-	14.2
Speaking level	60	-
Average level	20	85.7
I express myself freely	20	-
I don't speak a foreign language	-	-
Other (write your answer)	-	-

10. Your level of foreign language proficiency:



11. Assess the level of your participation in the following types of work of the department

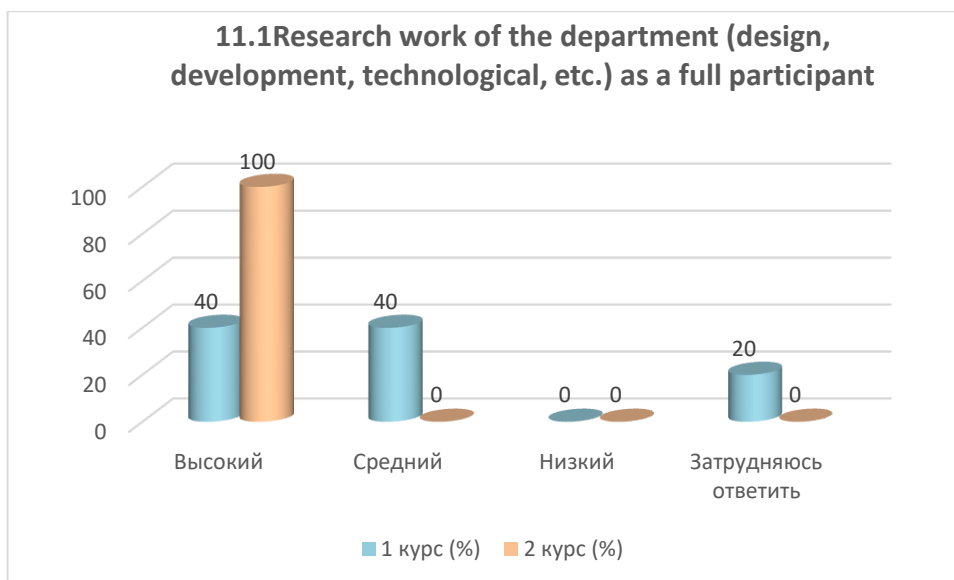
11.1 Research work of the department (design, development, technological, etc.) as a full participant
11.2 Writing scientific articles
11.3 Participation in presentations at conferences and seminars
11.4 Preparation of research reports and abstracts

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

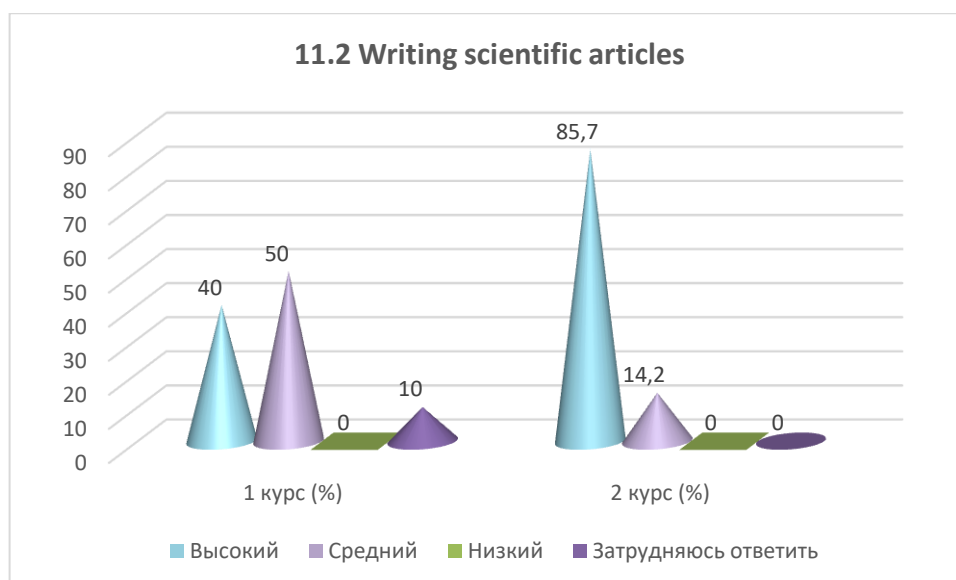
11.1 Research work of the department (design, development, technological, etc.) as a full participant

Answer options	1 st year (%)	2nd year (%)
High	40	100
Average	40	-
Short	-	-
I find it difficult to answer	20	-



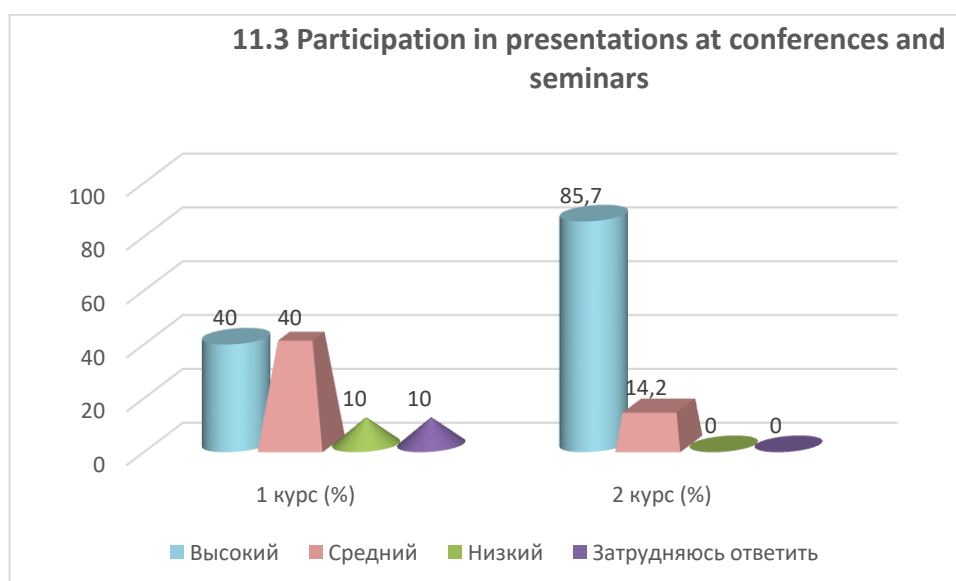
11.2 Writing scientific articles

Answer options	1 st year (%)	2nd year (%)
High	40	85.7
Average	50	14.2
Short	-	-
I find it difficult to answer	10	-



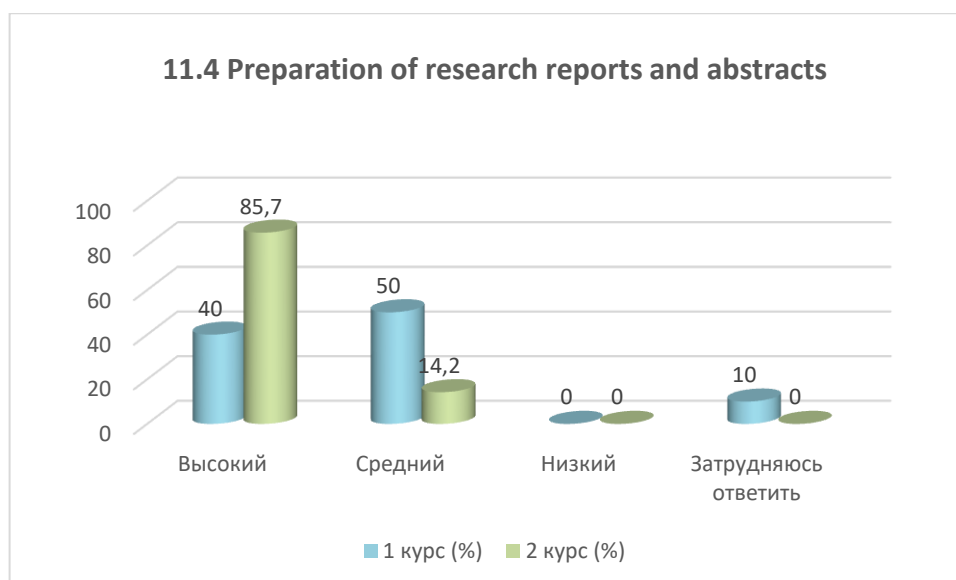
11.3 Participation in presentations at conferences and seminars

Answer options	1 st year (%)	2nd year (%)
High	40	85.7
Average	40	14.2
Short	10	-
I find it difficult to answer	10	-



11.4 Preparation of research reports and abstracts

Answer options	1 st year (%)	2nd year (%)
High	40	85.7
Average	50	14.2
Short	-	-
I find it difficult to answer	10	-



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

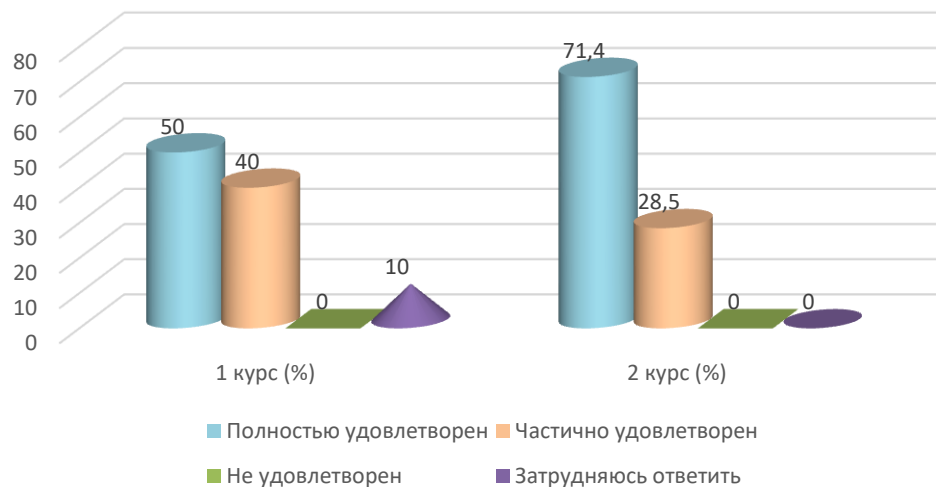
Other (write your answer) _____

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	50	71.4
Partially satisfied	40	28.5
Not satisfied	-	-
I find it difficult to answer	10	-

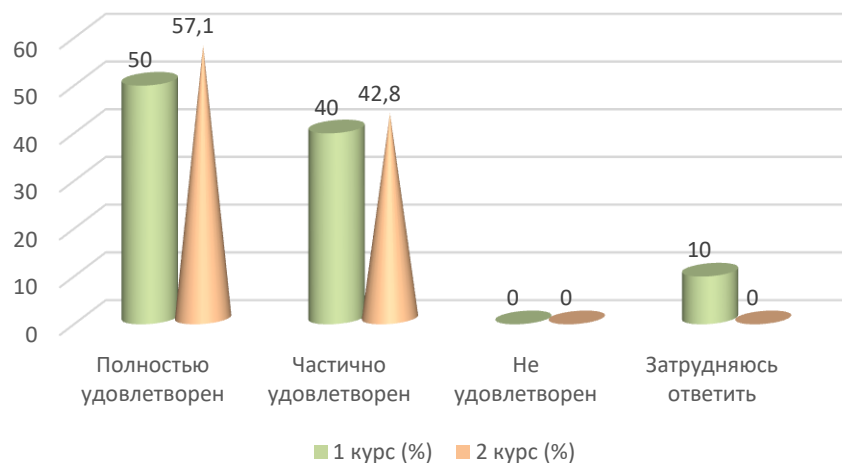
12.1 Organization of conferences, round tables, forums at the university with the participation of undergraduates



12.2 Logistics support for applied scientific research

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	50	57.1
Partially satisfied	40	42.8
Not satisfied	-	-
I find it difficult to answer	10	-

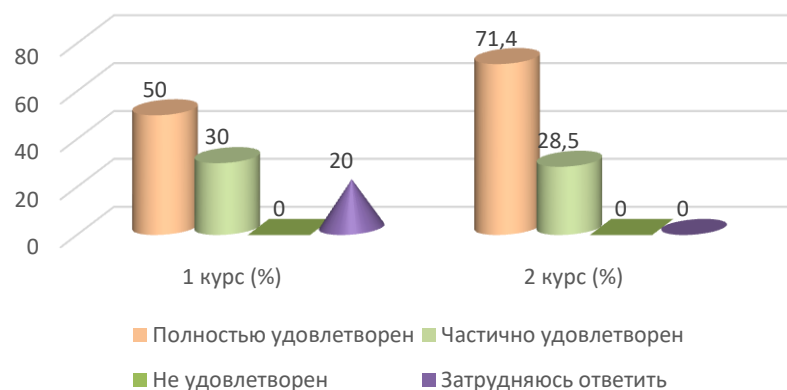
12.2 Logistics support for applied scientific research



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	50	71.4
Partially satisfied	thirty	28.5
Not satisfied	-	-
I find it difficult to answer	20	-

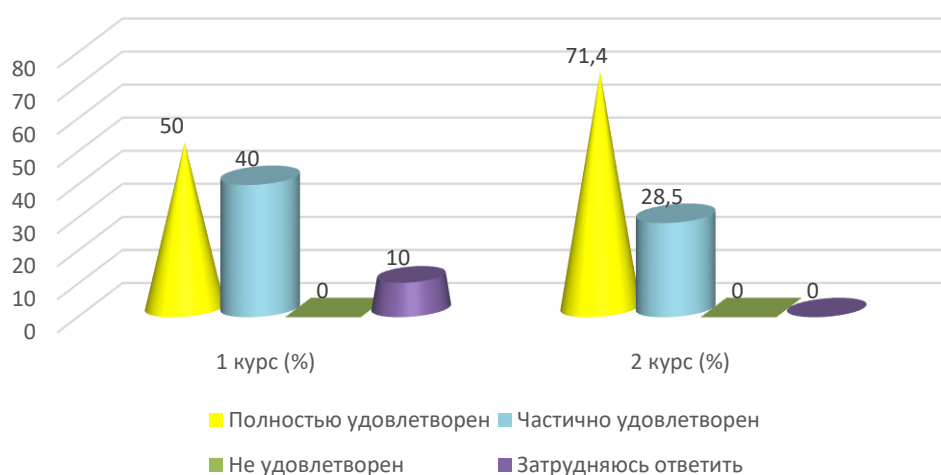
12.3 Availability for undergraduates of technology, computers necessary for the educational process and scientific activities



12.4 General level of organization and conduct of foreign internships

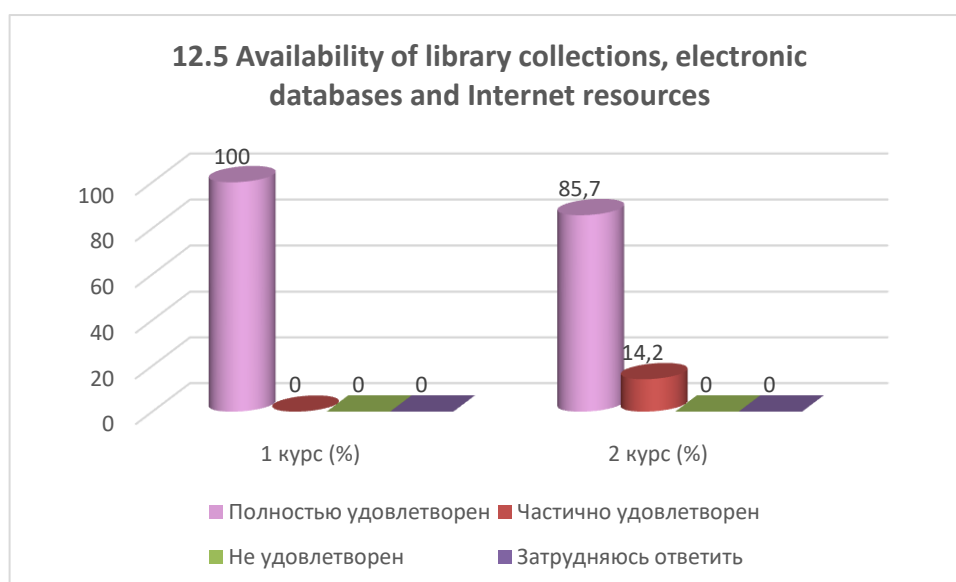
Answer options	1 st year (%)	2nd year (%)
Completely satisfied	50	71.4
Partially satisfied	40	28.5
Not satisfied	-	-
I find it difficult to answer	10	-

12.4 General level of organization and conduct of foreign internships



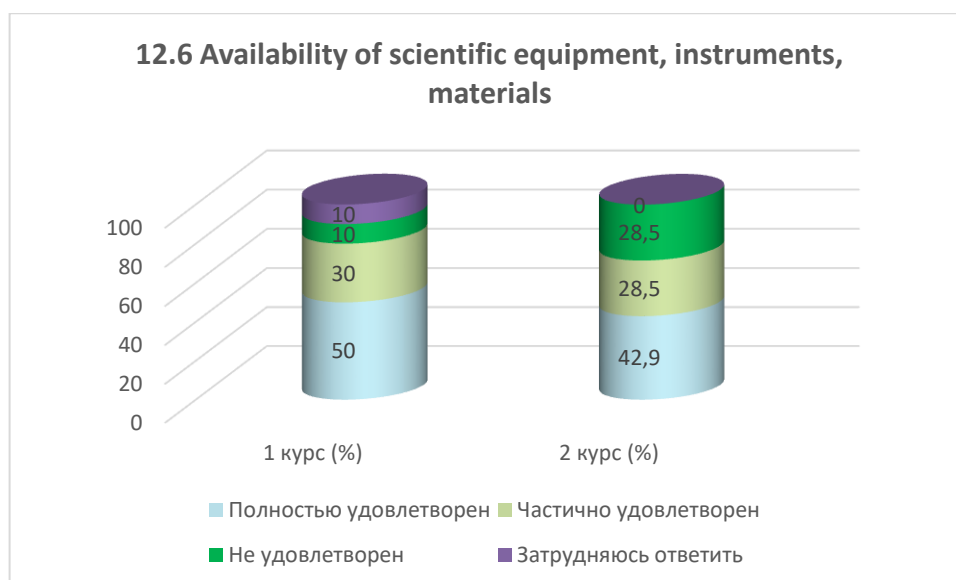
12.5 Availability of library collections, electronic databases and Internet resources

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	100	85.7
Partially satisfied	-	14.2
Not satisfied	-	-
I find it difficult to answer	-	-



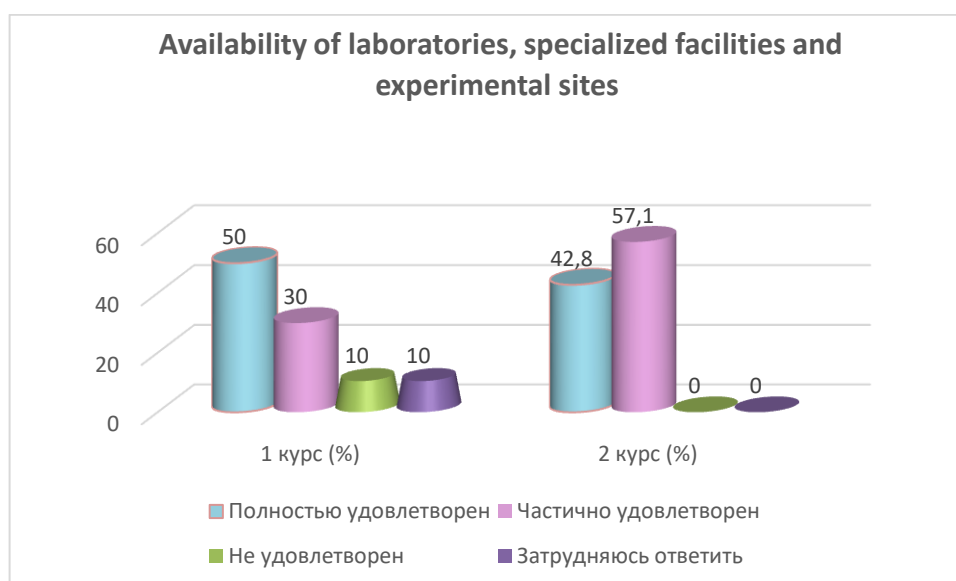
12.6 Availability of scientific equipment, instruments, materials

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	50	42.9
Partially satisfied	thirty	28.5
Not satisfied	10	28.5
I find it difficult to answer	10	-



12.7 Availability of laboratories, specialized facilities and experimental sites

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	50	42.8
Partially satisfied	thirty	57.1
Not satisfied	10	-
I find it difficult to answer	10	-



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*:

- Ensuring availability of appropriate equipment

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

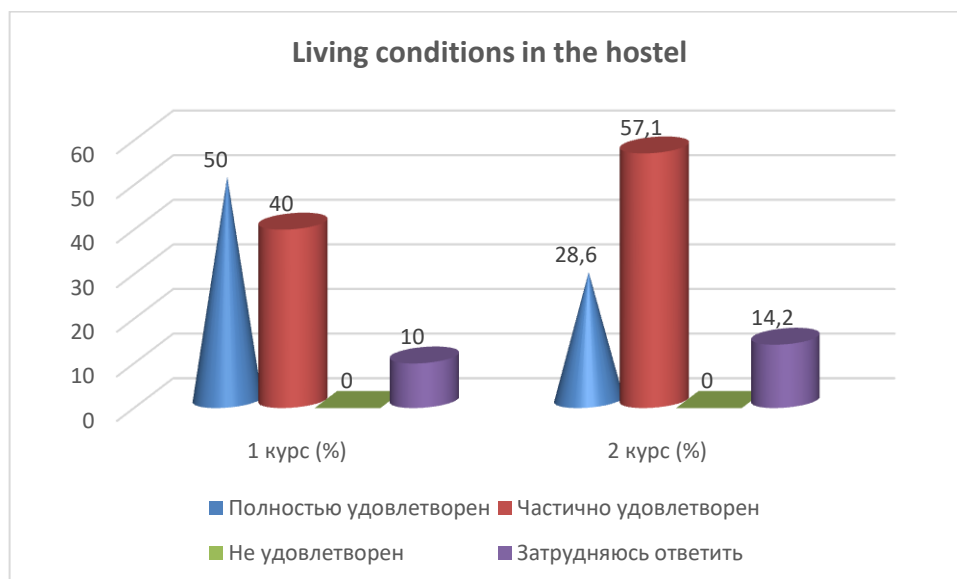
13.1 Organization of the educational process

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	50	42.8
Partially satisfied	50	43
Not satisfied	-	14.2
I find it difficult to answer	-	-



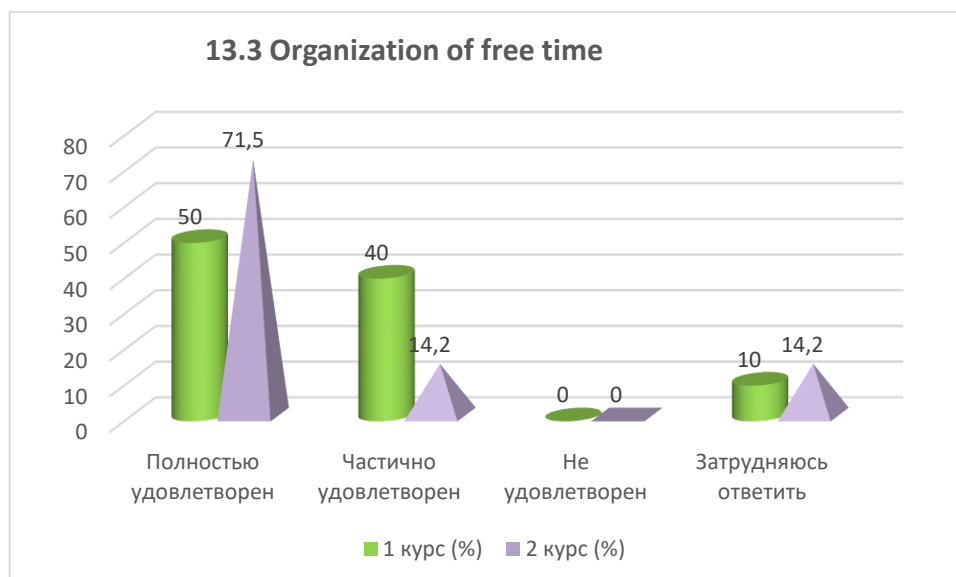
13.2 Living conditions in the hostel

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	50	28.6
Partially satisfied	40	57.1
Not satisfied	-	-
I find it difficult to answer	10	14.2



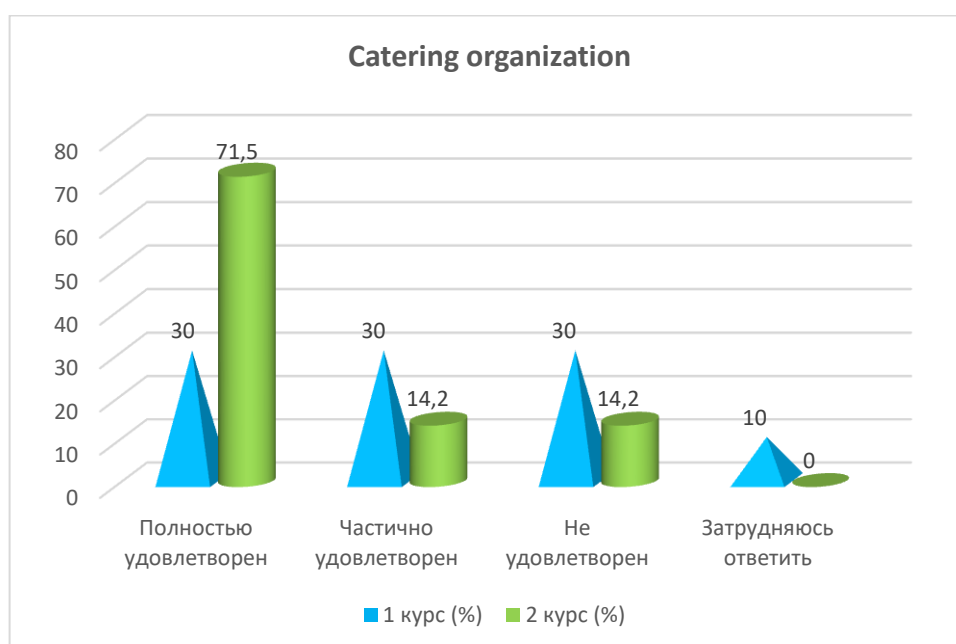
13.3 Organization of free time

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	50	71.5
Partially satisfied	40	14.2
Not satisfied	-	-
I find it difficult to answer	10	14.2



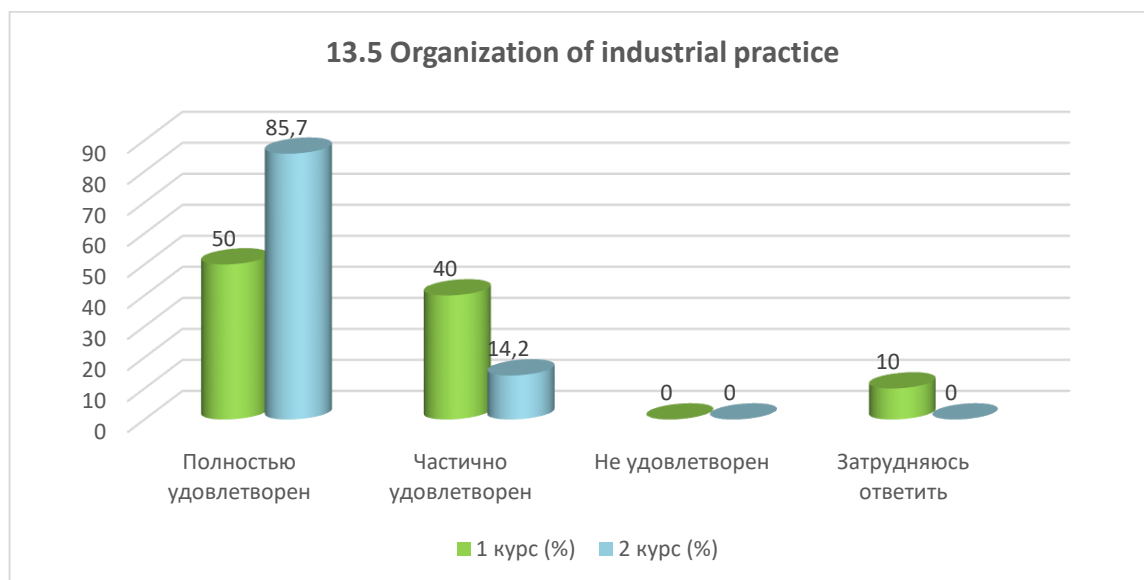
13.4 Catering organization

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	thirty	71.5
Partially satisfied	thirty	14.2
Not satisfied	thirty	14.2
I find it difficult to answer	10	-



13.5 Organization of industrial practice

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	50	85.7
Partially satisfied	40	14.2
Not satisfied	-	-
I find it difficult to answer	10	-



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

1 st year (%)	2nd year (%)
It's difficult to study in an offline format. Since I am in the field of geology, we work on a rotational basis, 15/15 or 30/30. And now I'm on maternity leave, I have a baby. It would be better if the Satpayev Polytechnic University officially did it remotely, all their classes are held in the evening online format in the zoom program	-

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.

1 st year (%)	2nd year (%)
What type of training do you prefer?	-

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 undergraduates 50% indicated. The university where you studied as an undergraduate» «University prestige" - thirty%. The undergraduates also noted such options as: «Opportunity for internships abroad while studying»- 25%.

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: - 100%,
- «Characteristics of a master's student's professional activity» Master's students' satisfaction was: «**completely satisfied**»- 75%» «**hastically satisfied**»- 25%.
- «List of developed competencies of master's degree graduates» Master's students' satisfaction was: «**completely satisfied**»- 83.3%» «**hastically satisfied**»- 16.6%.
- «List of master's students' practice databases» Master's students' satisfaction was: «**completely satisfied**»- 75%» «**hastically satisfied**»- 25%.
- «Information about scientific supervisors» Master's students' satisfaction was: «**completely satisfied**»- 80%», «**hastically satisfied**»- 20%.

The teaching staff of master's programs is rated quite highly by respondents. For all criteria presented in the questionnaire (knowledge, qualifications, objectivity, methodological skill), 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, 87.8% of respondents develop all sections of the plan independently under the control of their manager. There are also respondents who participate purely formally in the formation of individual work plans for undergraduates. 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» 73.6% of respondents chose the option «completely satisfied», and 12.1% «hastically satisfied», «not satisfied» - 14.2%.

When answering the question «**What, in your opinion, is an indicator of a high scientific level of a university? (select 3-4 key characteristics)**» 58.6% of respondents chose the option «with modern material and technical base», 41.4% chose «involvement of undergraduates in research projects» And «strong teaching staf»-63.6%.

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 (35.7%). «Only in Kazakhstan publications» -39.3%.

To the question «Your level of foreign language proficiency»: the respondents' answers were distributed as follows: «average level» - 52.8%, «conversational level» - 30%, «I speak fluently» - 10%.

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: «**completely satisfied**»- 60.7%, «**hastically satisfied**»- 34.2%, «difficult to answer» - 5%.

- «Material and technical support for applied scientific research» Master's students' satisfaction was: «**completely satisfied**»- 53.5%, «**hastically satisfied**»- 41.4%, «difficult to answer» - 5%.

- «Availability for undergraduates of technology, computers necessary for the educational process and scientific activities» Master's students' satisfaction was: «**completely satisfied**»- 60.7% and «**hastically satisfied**»- 43.5%.

- «General level of organization and conduct of foreign internships» Master's students' satisfaction was: «**completely satisfied**»- 60.7%, «**hastically satisfied**»- 34.2% and ! «difficult to answer» - 5%.

- «Accessibility of library collections, electronic databases and Internet resources» Master's students' satisfaction was: «**completely satisfied**»- 67.8%, «**hastically satisfied**»- 27.1%.

- «Availability of scientific equipment, tools, materials» Master's students' satisfaction was: «**completely satisfied**»- 46.4%, «**hastically satisfied**»- 29.2%.

- «Availability of laboratories, specialized facilities and experimental sites» Master's students' satisfaction was: «**completely satisfied**»- 46.4%, «**hastically satisfied**»- 43.5%, «not satisfied» - 5%, «difficult to answer» - 5%.

In general, they do not experience any difficulties when studying for a master's degree. At the end of the questionnaire, respondents are asked to add questions that, in their 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.

Recommendations:

-The head of the department, SID, PO will familiarize themselves 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.