

Report on the results of the questionnaire
«Satisfaction of master's students with educational services»
2023-2024 academic year
 according to the educational program
7M07202 Geology and exploration of mineral deposits

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 measuring consumer satisfaction with the quality of services provided by the university.

Subject of research: the formed ideas of master's students about the organization of the educational process, the degree of satisfaction with its various characteristics.

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

Object research - 1st-2nd year master's students.

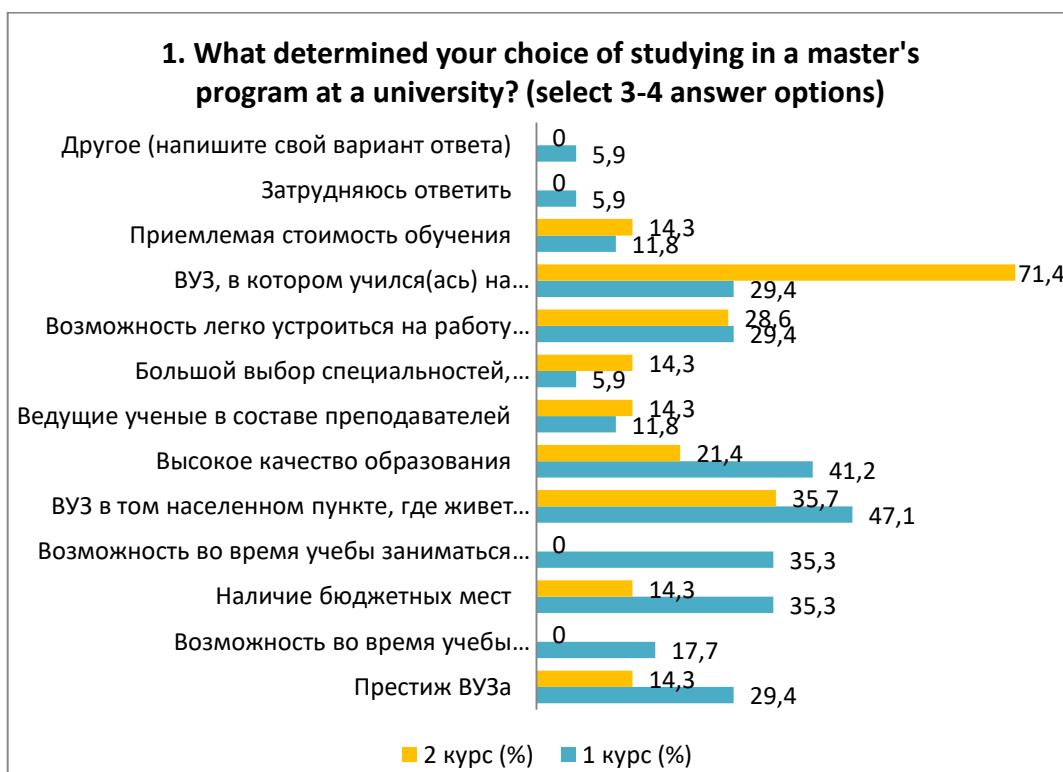
31 respondents took part in the questionnaire, which constituted 81.6% of the total number of master's students.

The following data were obtained during the questionnaire:

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

Answer options	1 st year (%)	2nd year (%)
Prestige of the university	29.4	14.3
Opportunity to complete internships abroad during your studies	17.7	-
Availability of budget places	35.3	14.3
Opportunity to engage in science while studying	35.3	-
A university in the locality where the family lives (close to it)	47.1	35.7
High quality education	41.2	21.4
Leading scientists on the faculty	11.8	14.3
A wide range of specialties and areas of education	5.9	14.3
The ability to easily find a job with a diploma from this university	29.4	28.6
The university where you studied for your bachelor's degree	29.4	71.4
Affordable tuition fees	11.8	14.3
I find it difficult to answer	5.9	-
Other (write your answer)	5.9	-

**The sum in % is not equal to 100, since several answer options were supposed to be selected*



For the «Other» option, students indicated the following options:
 - It was easy to get a grant.

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 activities of a master's student
2.3 List of developing competencies of a Master's degree graduate
2.4 List of Master's students' practice bases
2.5 Information about scientific supervisors

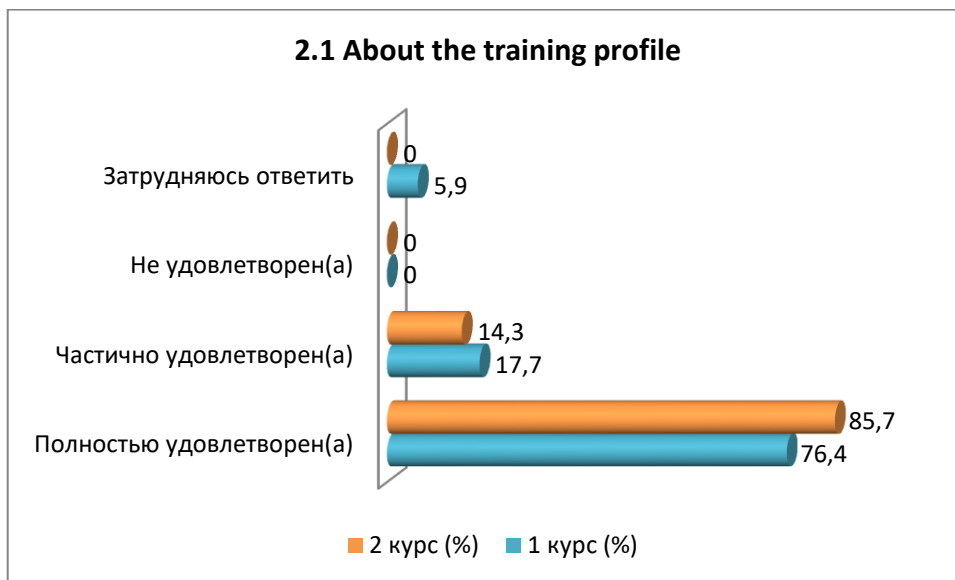
Other (write your answer) _____

If you answered «not satisfied» to the previous question, please provide recommendations for improving the training area _____

2.1 About the training profile

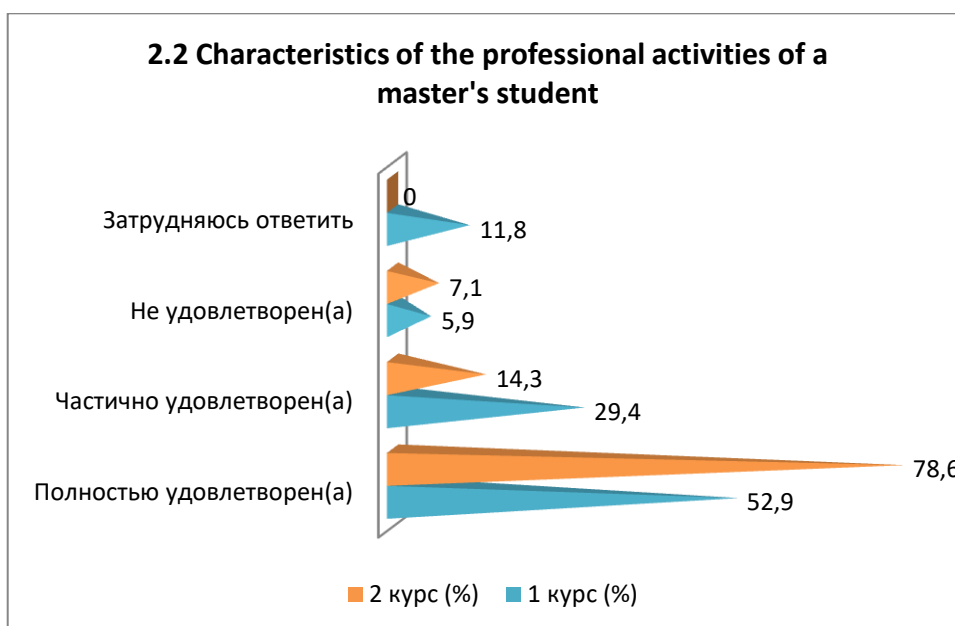
Answer options	1 st year (%)	2nd year (%)
Completely satisfied	76.4	85.7
Partially satisfied	17.7	14.3
Not satisfied	-	-
I find it difficult to answer	5.9	-

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



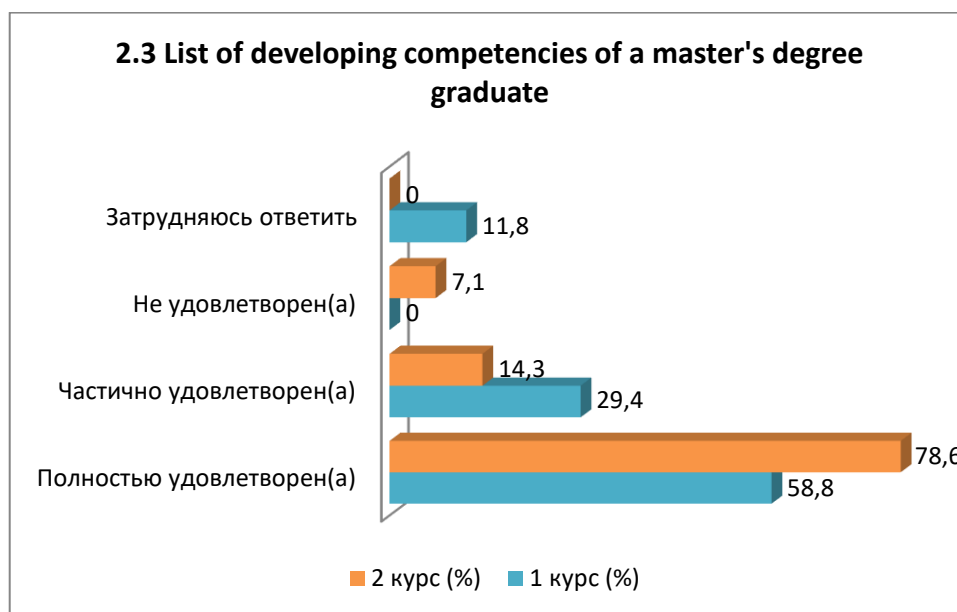
2.2 Characteristics of the professional activities of a master's student

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	52.9	78.6
Partially satisfied	29.4	14.3
Not satisfied	5.9	7.1
I find it difficult to answer	11.8	-



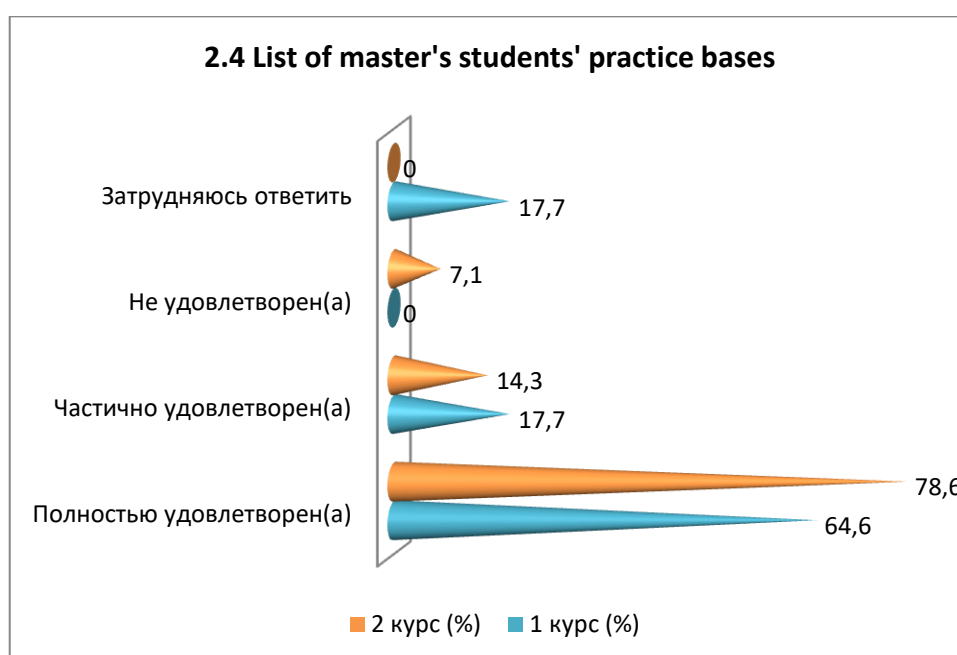
2.3 List of developing competencies of a master's degree graduate

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	58.8	78.6
Partially satisfied	29.4	14.3
Not satisfied	-	7.1
I find it difficult to answer	11.8	-



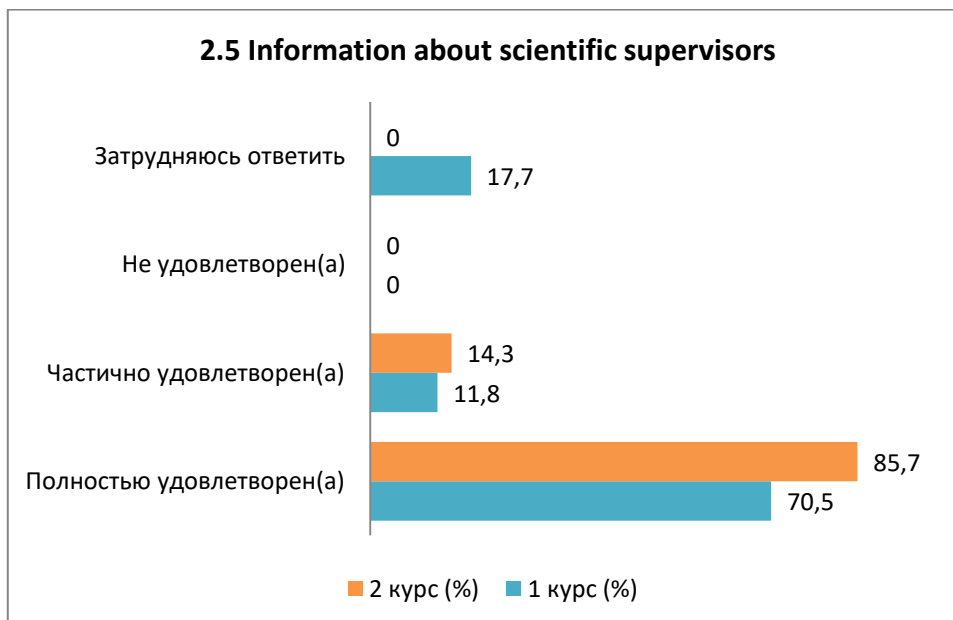
2.4 List of master's students' practice bases

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	64.6	78.6
Partially satisfied	17.7	14.3
Not satisfied	-	7.1
I find it difficult to answer	17.7	-



2.5 Information about scientific supervisors

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	70.5	85.7
Partially satisfied	11.8	14.3
Not satisfied	-	-
I find it difficult to answer	17.7	-



If you answered «not satisfied» to the previous question, please provide recommendations for improving the training area.* :

- Learn Chemistry.

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

3.1 Knowledge, qualifications
3.2 Teaching qualities
3.3 Objectivity and impartiality of assessments
3.4 Teaching methods used

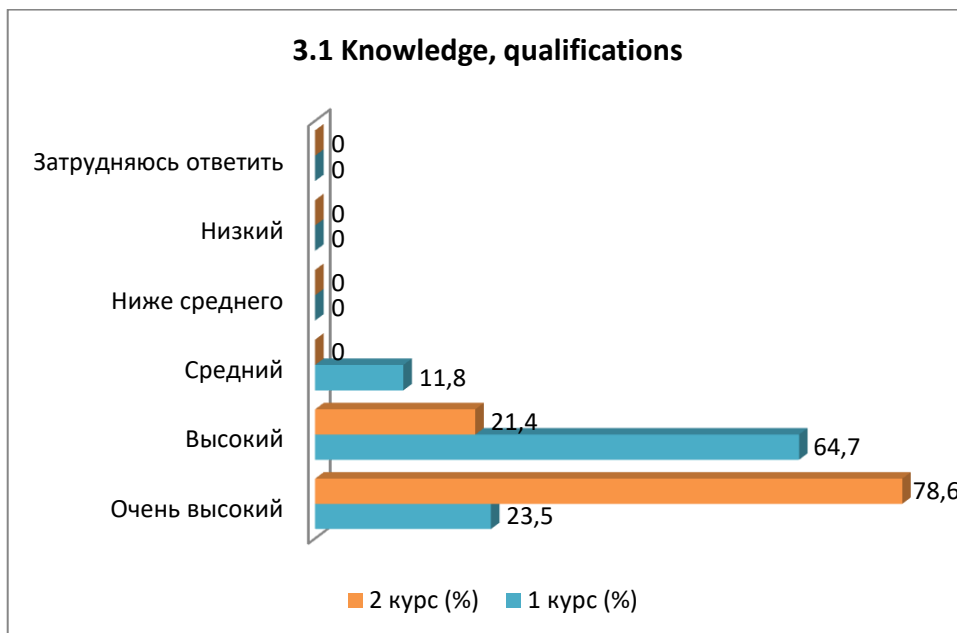
Other (write your answer)_____

If you answered «Low» to the previous question, please provide recommendations for improving the teaching staff _____

3.1 Knowledge, qualifications

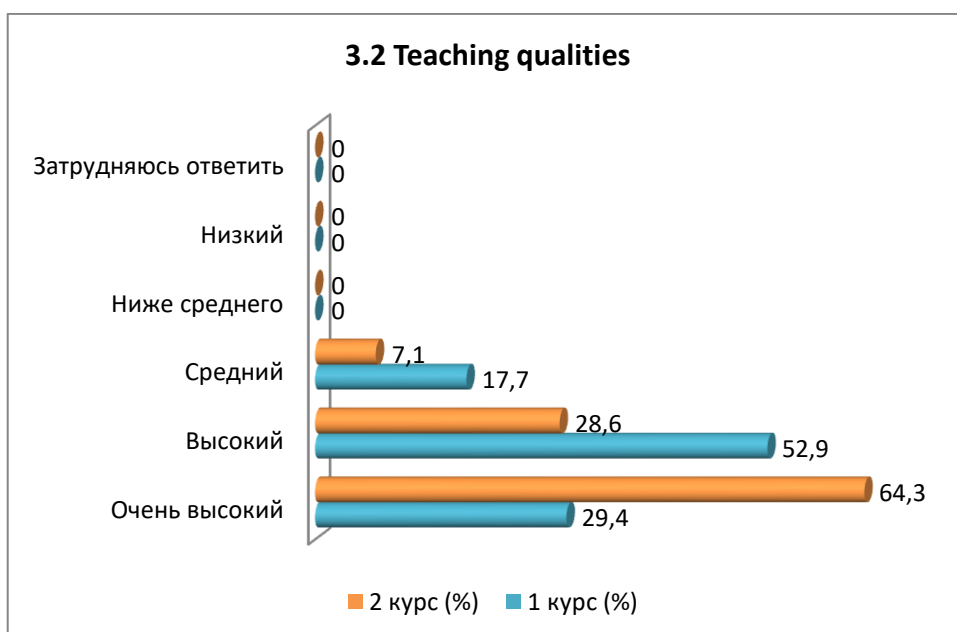
Answer options	1 st year (%)	2nd year (%)
Very tall	23.5	78.6
High	64.7	21.4
Average	11.8	-
Below average	-	-
Short	-	-
I find it difficult to answer	-	-

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



3.2 Teaching qualities

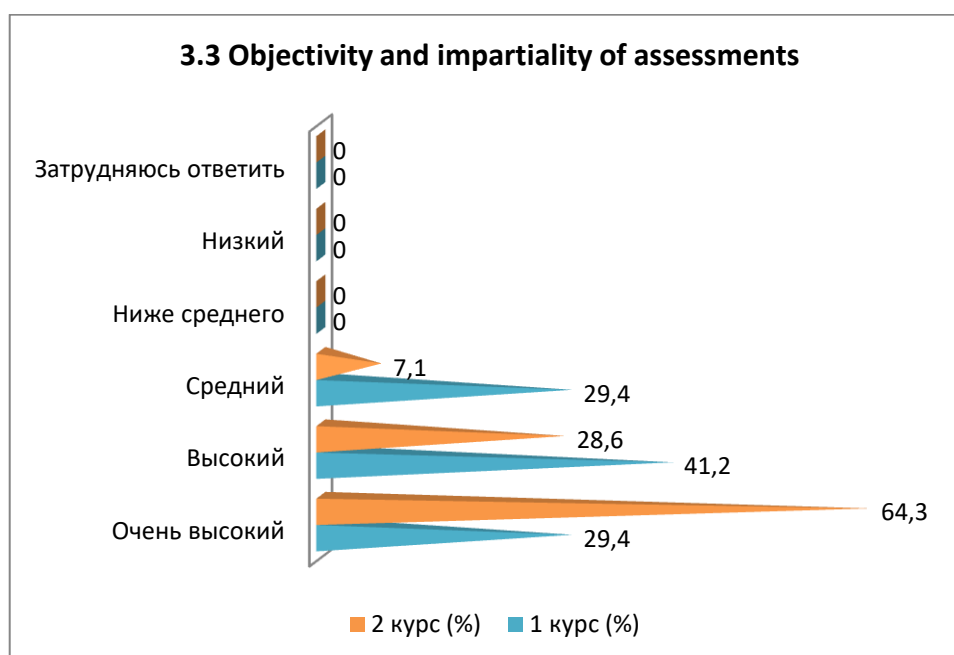
Answer options	1 st year (%)	2nd year (%)
Very tall	29.4	64.3
High	52.9	28.6
Average	17.7	7.1
Below average	-	-
Short	-	-
I find it difficult to answer	-	-



3.3 Objectivity and impartiality of assessments

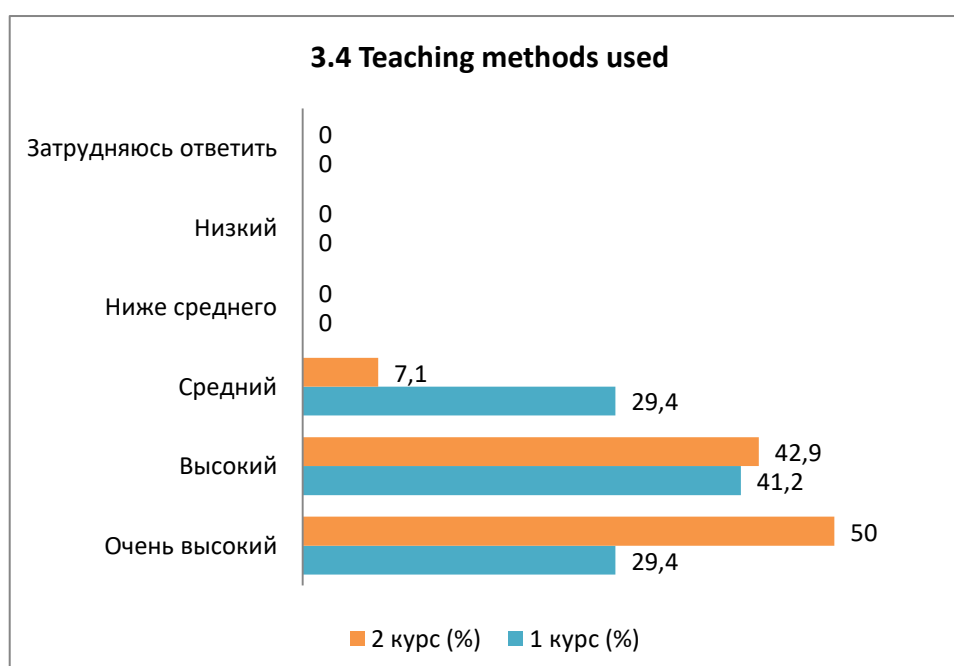
Answer options	1 st year (%)	2nd year (%)
Very tall	29.4	64.3
High	41.2	28.6
Average	29.4	7.1

Below average	-	-
Short	-	-
I find it difficult to answer	-	-



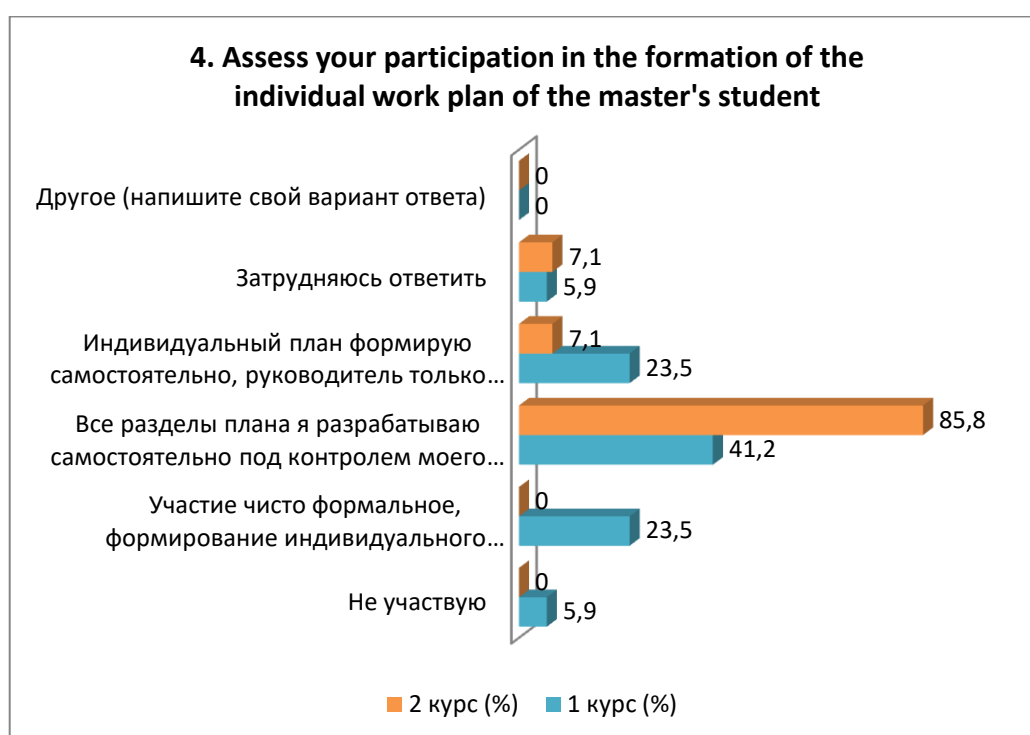
3.4 Teaching methods used

Answer options	1 st year (%)	2nd year (%)
Very tall	29.4	50
High	41.2	42.9
Average	29.4	7.1
Below average	-	-
Short	-	-
I find it difficult to answer	-	-



4. Assess your participation in the formation of the individual work plan of the master's student

Answer options	1 st year (%)	2nd year (%)
I do not participate	5.9	-
Participation is purely formal, the formation of an individual plan does not actually depend on me.	23.5	-
I develop all sections of the plan independently under the supervision of my supervisor.	41.2	85.8
I create an individual plan myself, the manager only signs it	23.5	7.1
I find it difficult to answer	5.9	7.1
Other (write your answer)	-	-



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

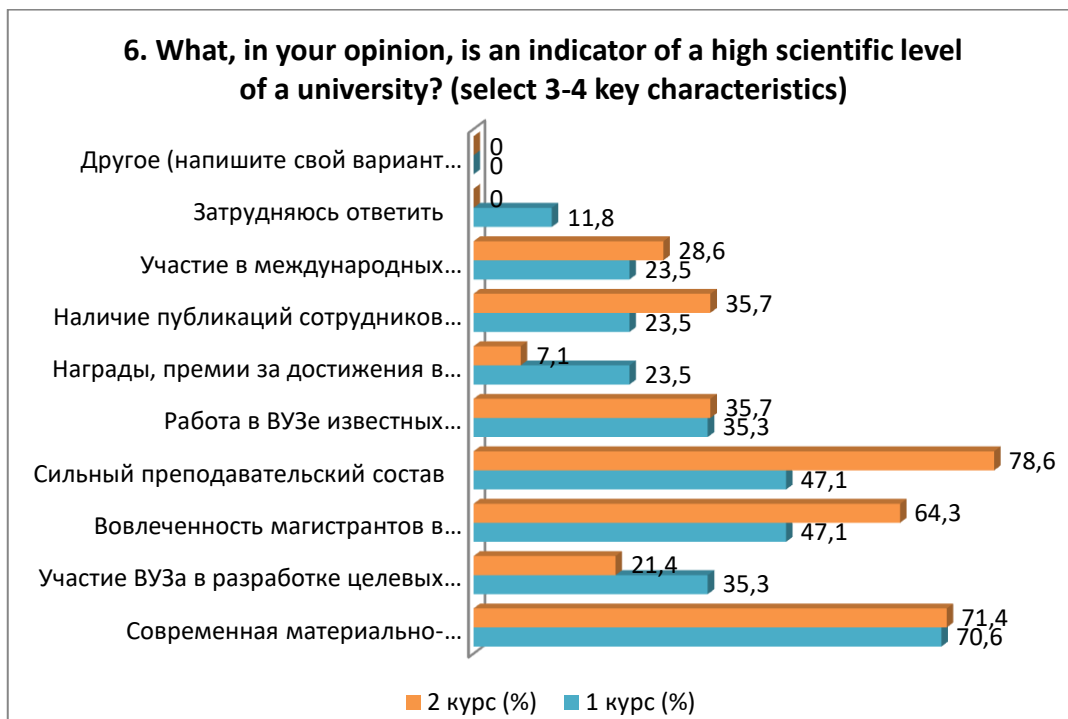
Answer options	1 st year (%)	2nd year (%)
Completely satisfied	64.7	71.4
Partially satisfied	23.5	28.6
Not satisfied	5.9	-
I find it difficult to answer	5.9	-
Other (write your answer)	-	-



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	70.6	71.4
Participation of the university in the development of target programs for the socio-economic development of the region, cities, and enterprises	35.3	21.4
Involvement of master's students in research projects	47.1	64.3
Strong faculty	47.1	78.6
Work at the university of famous foreign scientists	35.3	35.7
Awards, prizes for achievements in science	23.5	7.1
Availability of publications of the university staff in international publications	23.5	35.7
Participation in international research projects	23.5	28.6
I find it difficult to answer	11.8	-
Other (write your answer)	-	-

**The sum in % is not equal to 100, since several answer options were supposed to be selected*



7. Are you involved in any research projects?

Answer options	1 st year (%)	2nd year (%)
Yes, I am participating (go to question 8)	11.8	35.8
No, I don't participate, but I attend scientific events (seminars, conferences) at the university	23.5	21.4
No, I don't participate.	41.2	21.4
I find it difficult to answer	23.5	21.4
Other (write your answer)	-	-



If you answered «no, I do not participate» to the previous question, please write why. *:

- Don't know
- No time.
- Not interested.

*The 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)

Answer options	1 st year (%)	2nd year (%)
I participate in the activities of scientific departments at my university	5.9	14.3
I am participating in a project led by my supervisor/another teacher.	35.3	28.6
I am working on a research project with friends.	-	7.1
I am participating in a research project at another university.	5.9	-
I am participating in a research project with foreign universities	-	-
I find it difficult to answer	41.2	29.4
Other (write your answer)	5.9	-

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%.



For the «Other» option, students indicated the following options:*

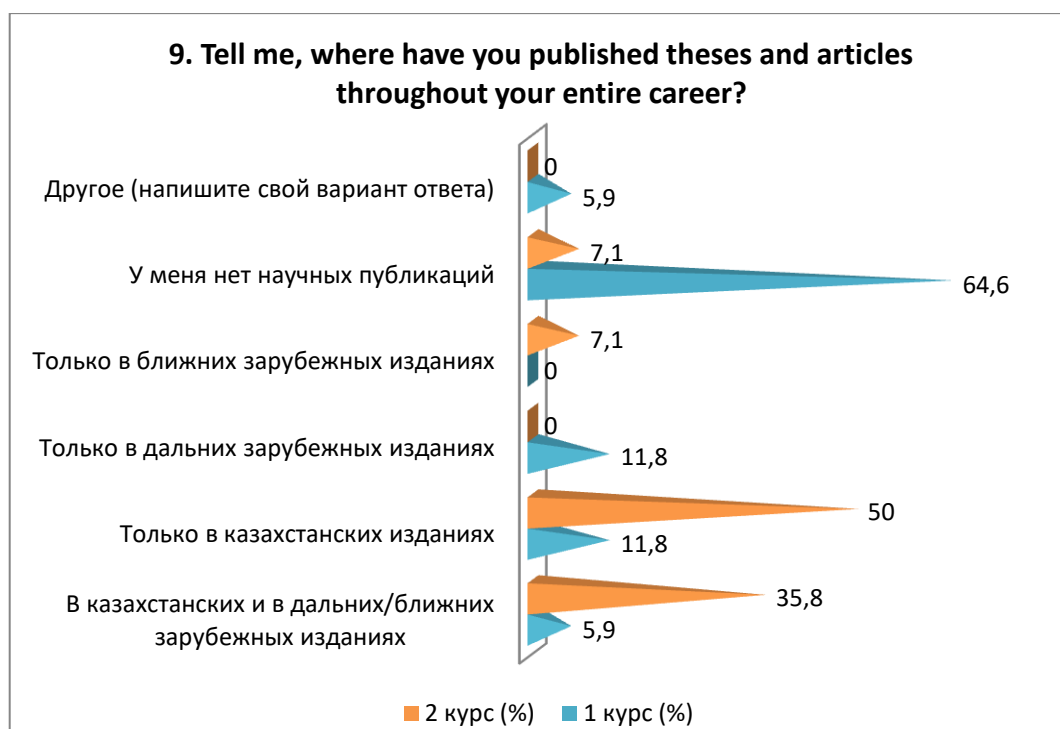
- I'm not participating.

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

Answer options	1 st year (%)	2nd year (%)
In Kazakhstani and foreign/nearby publications	5.9	35.8
Only in Kazakhstani publications	11.8	50
Only in distant foreign publications	11.8	-
Only in neighboring foreign publications	-	7.1
I have no scientific publications.	64.6	7.1

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

Other (write your answer)	5.9	-
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For the «Other» option, students indicated the following options:*

- I'm not participating.

If you answered «I have no scientific publications» to the previous question, please write why. *

- I haven't published it yet.
- There was no need.
- In the works for now. Definitely will be in the future.
- In progress
- At the moment, the thesis is in progress.

10. Your level of foreign language proficiency:

Answer options	1 st year (%)	2nd year (%)
With a dictionary	29.5	28.6
Conversational level	23.5	21.4
Intermediate level	23.5	42.9
I express myself freely	23.5	7.1
I don't speak a foreign language	-	-
Other (write your answer)	-	-

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

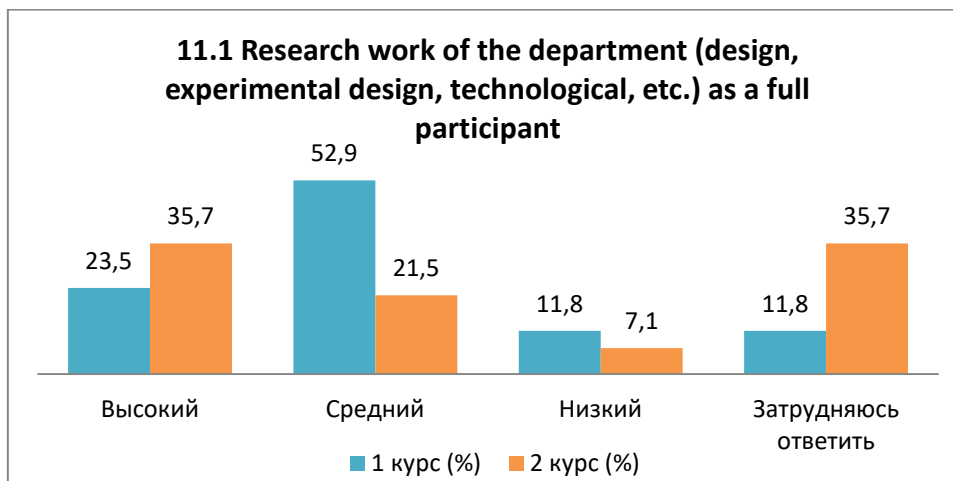
11.1 Research work of the department (design, experimental design, technological, etc.) as a full participant
11.2 Writing scientific articles
11.3 Participation with reports at conferences and seminars
11.4 Preparation of research reports, abstracts

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

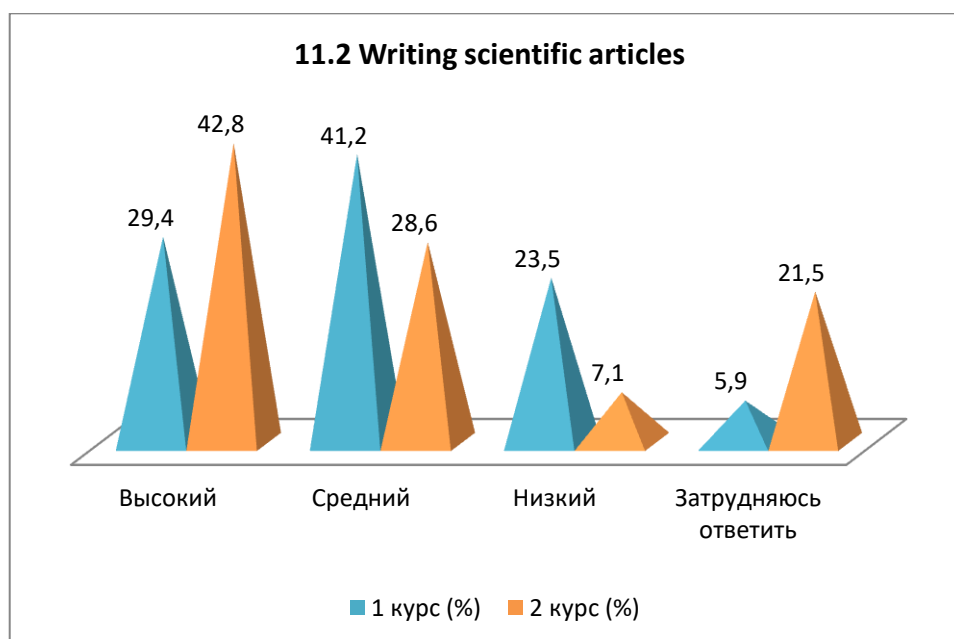
11.1 Research work of the department (design, experimental design, technological, etc.) as a full participant

Answer options	1 st year (%)	2nd year (%)
High	23.5	35.7
Average	52.9	21.5
Short	11.8	7.1
I find it difficult to answer	11.8	35.7



11.2 Writing scientific articles

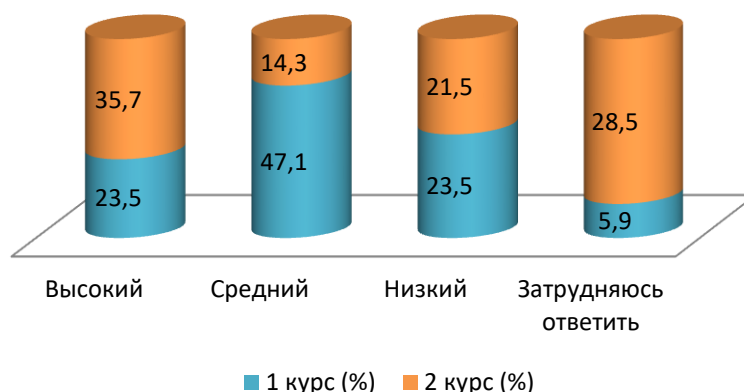
Answer options	1 st year (%)	2nd year (%)
High	29.4	42.8
Average	41.2	28.6
Short	23.5	7.1
I find it difficult to answer	5.9	21.5



11.3 Participation with reports at conferences and seminars

Answer options	1 st year (%)	2nd year (%)
High	23.5	35.7
Average	47.1	14.3
Short	23.5	21.5
I find it difficult to answer	5.9	28.5

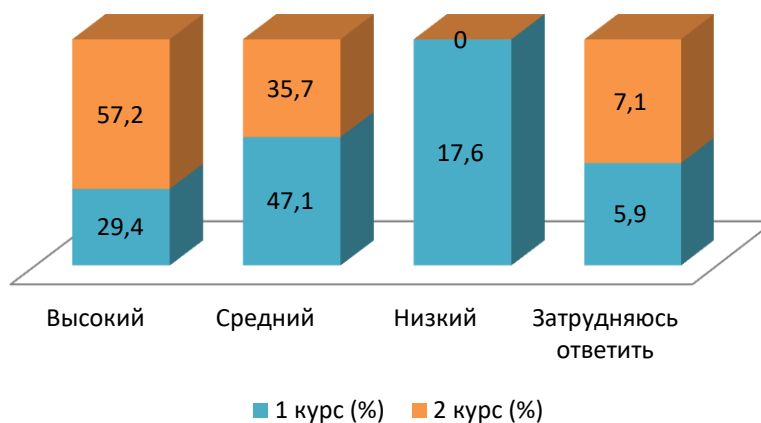
11.3 Participation with reports at conferences and seminars



11.4 Preparation of research reports, abstracts

Answer options	1 st year (%)	2nd year (%)
High	29.4	57.2
Average	47.1	35.7
Short	17.6	-
I find it difficult to answer	5.9	7.1

11.4 Preparation of research reports, abstracts



If you answered «Low» to the previous question, please provide recommendations for improving the participation of graduate students in the department's work.*:

- More remote work
- Provide more coverage on the website about upcoming conferences.

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

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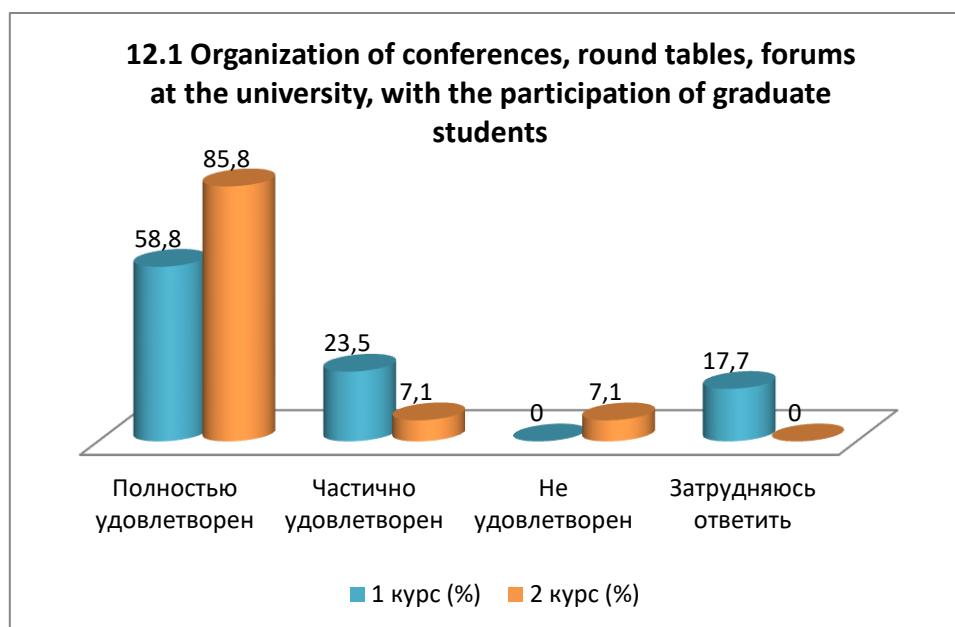
12.1 Organization of conferences, round tables, forums at the university, with the participation of graduate students
12.2 Logistics support for applied scientific research
12.3 Accessibility for master's students of technology, computers necessary for the educational process and scientific activities
12.4 General level of organization and implementation of foreign internships
12.5 Accessibility 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, please provide recommendations for improving the scientific and educational environment of the university

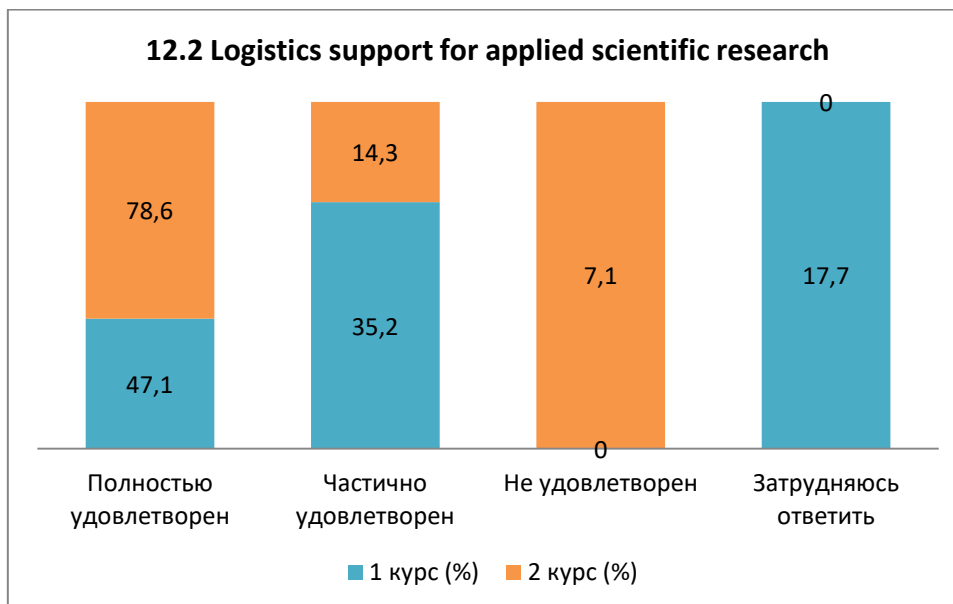
12.1 Organization of conferences, round tables, forums at the university, with the participation of graduate students

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	58.8	85.8
Partially satisfied	23.5	7.1
Not satisfied	-	7.1
I find it difficult to answer	17.7	-



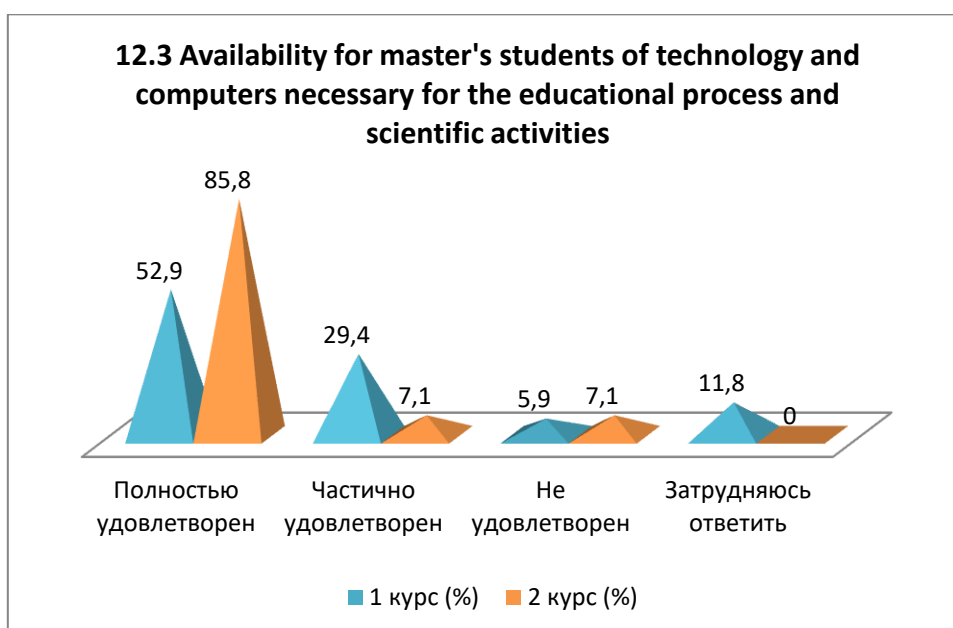
12.2 Logistics support for applied scientific research

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	47.1	78.6
Partially satisfied	35.2	14.3
Not satisfied	-	7.1
I find it difficult to answer	17.7	-



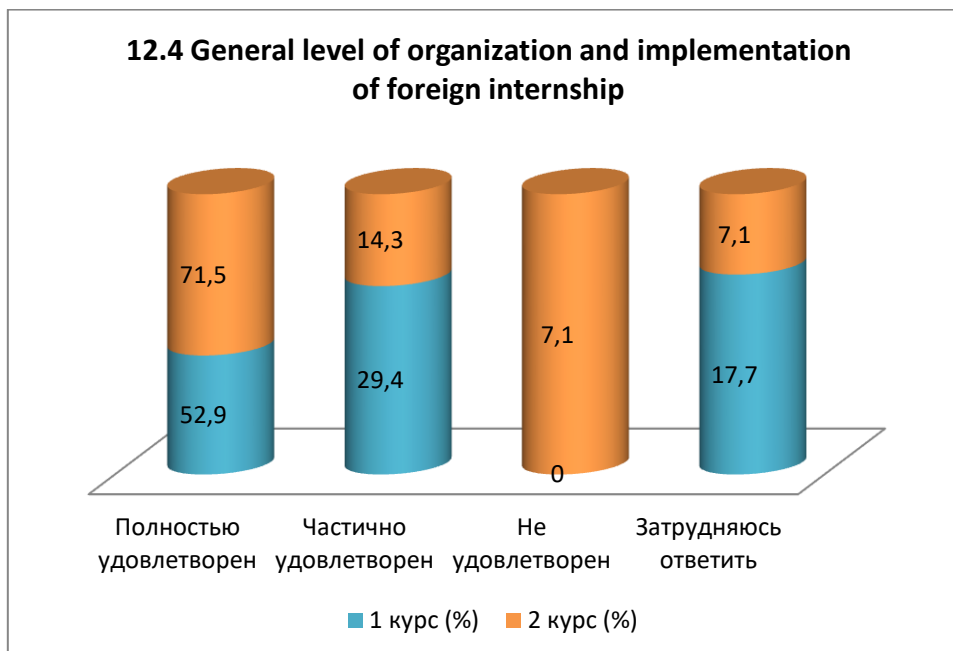
12.3 Availability for master's students of technology and computers necessary for the educational process and scientific activities

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	52.9	85.8
Partially satisfied	29.4	7.1
Not satisfied	5.9	7.1
I find it difficult to answer	11.8	-



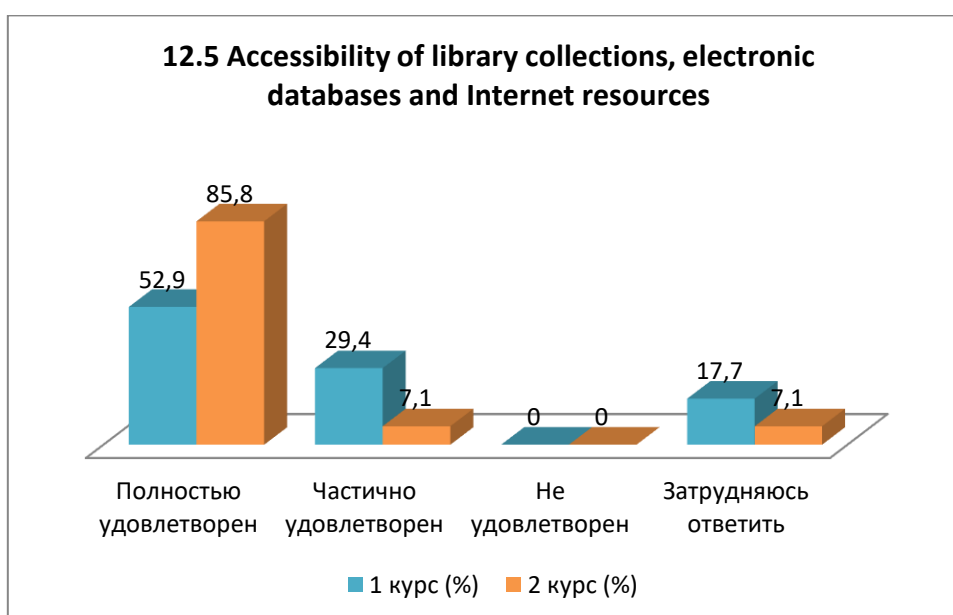
12.4 General level of organization and implementation of foreign internship

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	52.9	71.5
Partially satisfied	29.4	14.3
Not satisfied	-	7.1
I find it difficult to answer	17.7	7.1



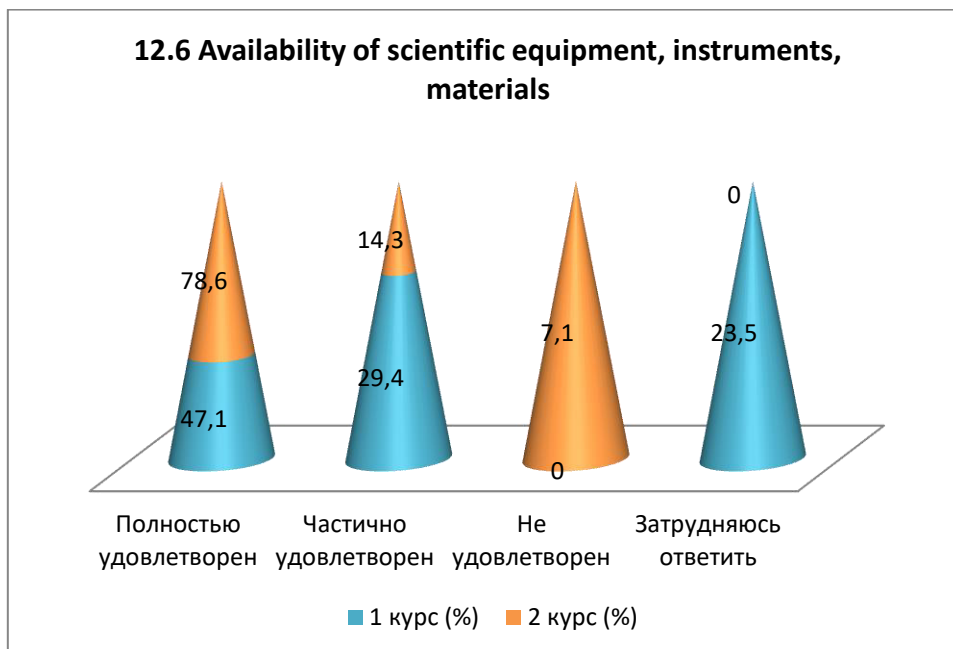
12.5 Accessibility of library collections, electronic databases and Internet resources

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	52.9	85.8
Partially satisfied	29.4	7.1
Not satisfied	-	-
I find it difficult to answer	17.7	7.1



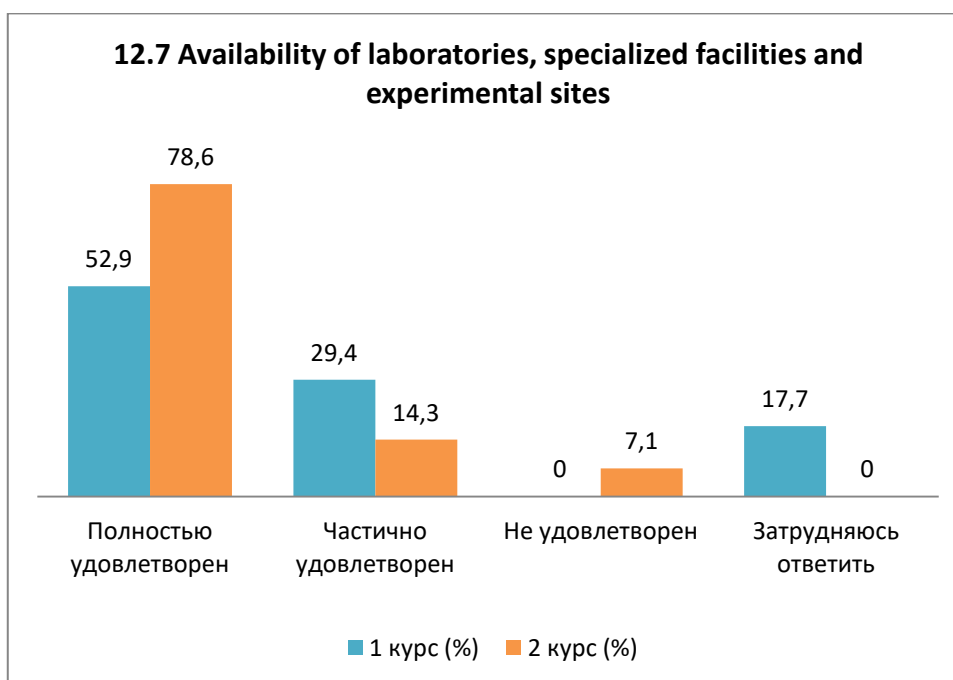
12.6 Availability of scientific equipment, instruments, materials

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	47.1	78.6
Partially satisfied	29.4	14.3
Not satisfied	-	7.1
I find it difficult to answer	23.5	-



12.7 Availability of laboratories, specialized facilities and experimental sites

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	52.9	78.6
Partially satisfied	29.4	14.3
Not satisfied	-	7.1
I find it difficult to answer	17.7	-

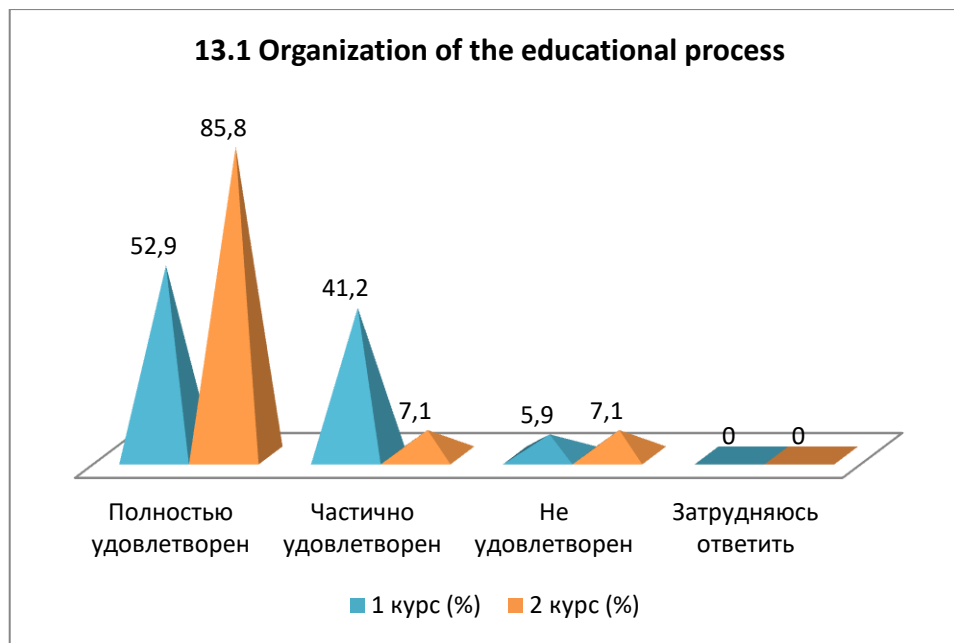


13. Are you satisfied?

13.1 Organization of the educational process
13.2 Living conditions in the hostel
13.3 Organization of free time
13.4 Organization of food
13.5 Organization of industrial practice

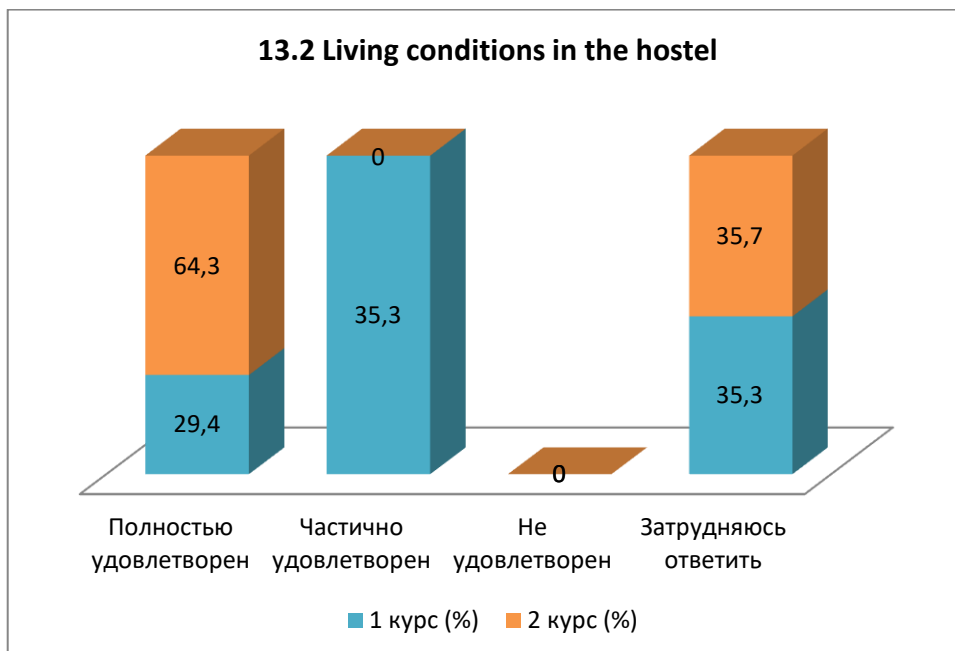
13.1 Organization of the educational process

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	52.9	85.8
Partially satisfied	41.2	7.1
Not satisfied	5.9	7.1
I find it difficult to answer	-	-



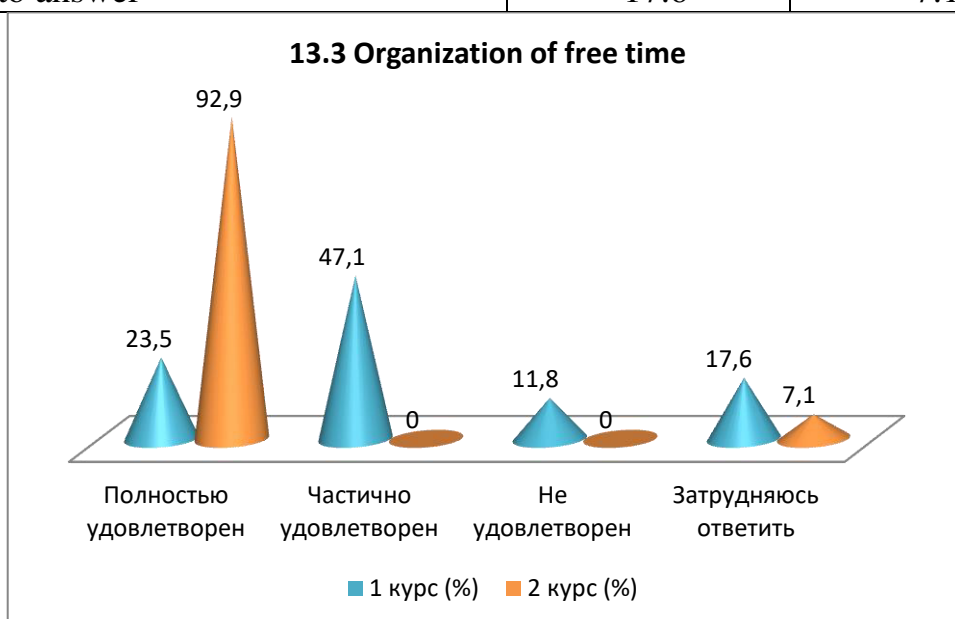
13.2 Living conditions in the hostel

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	29.4	64.3
Partially satisfied	35.3	-
Not satisfied	-	-
I find it difficult to answer	35.3	35.7



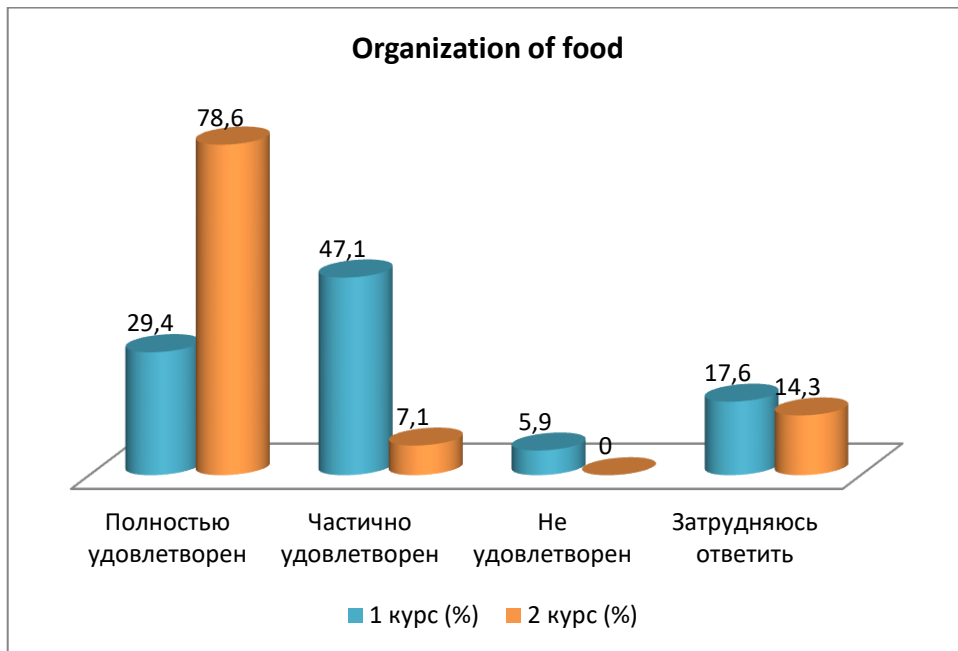
13.3 Organization of free time

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	23.5	92.9
Partially satisfied	47.1	-
Not satisfied	11.8	-
I find it difficult to answer	17.6	7.1



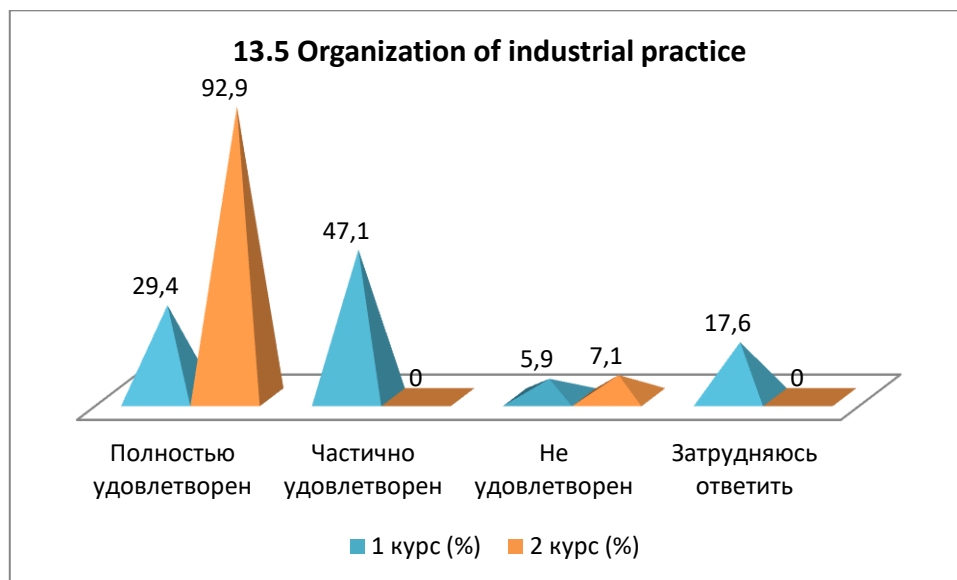
13.4 Organization of food

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	29.4	78.6
Partially satisfied	47.1	7.1
Not satisfied	5.9	-
I find it difficult to answer	17.6	14.3



13.5 Organization of industrial practice

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	29.4	92.9
Partially satisfied	47.1	-
Not satisfied	5.9	7.1
I find it difficult to answer	17.6	-



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

- I don't use these points.
- There are no difficulties.

Please write what questions you think should be added to this questionnaire to improve the training program, improve the quality of services provided and other areas of the university's activities. (The students' answers are presented in the original. The author's spelling and punctuation have been preserved):

- I don't care why we need this.
- Involving engineers from production in conferences and round tables.

Conclusions based on the questionnaire results:

The main factors determining the choice of studying in a master's degree program at a university:

1. Continuing education at the same university:
 - Importance: 50.4% of master's students
 - Reason: the comfort of a familiar environment.
2. Location of the university:
 - Importance: 41.4% of master's students
 - Reason: proximity to the family's place of residence or being in the same locality.
3. High quality of education:
 - Importance: 31.3% of master's students
 - Reason: recognition of high quality education as a decisive factor.

Additional factors: the availability of budget places and the variety of specialties also influence the choice of a master's degree.

4. Possibility of employment with a university diploma:
 - Importance: 29% of graduate students
 - Reason: the prospect of easy employment.

Satisfaction with the availability of information:

- Average satisfaction level: 90.8%
- Meaning: High level of satisfaction indicates that information is accessible and satisfactory, which helps graduate students to effectively plan their learning activities.

Evaluation of the teaching staff of the master's program:

1. Knowledge and qualifications of teachers: 94.1%.
2. Pedagogical qualities of teachers: 87.6%.
3. Objectivity and impartiality of assessments: 81.8%.
4. Teaching methods: satisfactory for 81.8% of master's students.

Participation of master's students in the formation of an individual work plan:

- 63.5% of master's students actively participate in developing their work plan under the supervision of their supervisor, which indicates a high degree of independence and responsibility of master's students;
- 15.3% of graduate students develop a plan independently, and the supervisor signs it without exerting significant influence;
- 11.7% of master's students see their participation as formal, as they relied more on the help of their supervisor due to difficulties in independently formulating ideas;
- 3% of master's students do not participate at all, however, self-critically assessing their efforts, they believe that they would not have been able to cope without the main help of their academic supervisor;
- 6.5% of graduate students find it difficult to answer whose initiative was greater – theirs or their supervisor's.

Satisfaction with the assistance of the scientific supervisor:

- Satisfaction level: 94.1%
- Meaning: high level of satisfaction of master's students with the quality of support from their academic supervisor.

Indicators of the high scientific level of the university:

1. Modern material and technical base: 71%.
2. Strong faculty: 62.9%.
3. Involvement in research projects: 55.7%.
4. Work at the university by famous foreign scientists: 35.5%.
5. Availability of publications of university staff in international publications: 29.6%.
6. Participation in targeted socio-economic development programs: 28.4%.
7. Participation in international research projects: 26.1%.
8. Awards, prizes for achievements in science: 15.3%.

Publication of scientific papers:

- Active participation: 64.1% of master's students
- Meaning: Above average level of involvement in the scientific community and desire to disseminate research results.

Level of foreign language proficiency:

- Different levels of proficiency: 100% of master's students
- Meaning: knowledge of a foreign language from a basic level to complete freedom in expression.

Satisfaction of master's students with the scientific and educational environment of the university:

- Organization of conferences, round tables, forums at the university, with the participation of master's students: 87.6%.
- Material and technical support for applied scientific research: 87.6%.
- Availability of equipment and computers necessary for the educational process and scientific activities: 87.6%.
- Overall level of organization and implementation of foreign internships: 84.1%.
- Availability of library collections, electronic databases and Internet resources: 87.6%.
- Availability of scientific equipment, instruments, materials: 84.7%.
- Availability of laboratories, specialized facilities and experimental sites: 87.6%.

Organization of the educational process: high level of satisfaction of master's students with living conditions, free time, food and industrial training.

Recommendations:

1. Discussion of the survey results:
 - The head of the department must familiarize and discuss the results of the survey with staff and graduate students.
2. Availability of survey results:
 - Master's students can request the results of the survey by e-mail from the quality management and accreditation center: cqma_kstu@mail.ru.
3. Improving engagement in research projects:
 - understanding the reasons for the low involvement of master's students in research projects;
 - development of activities to stimulate the participation of master's students in scientific research.