

**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

**7M07201 Geophysical methods of prospecting 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 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.

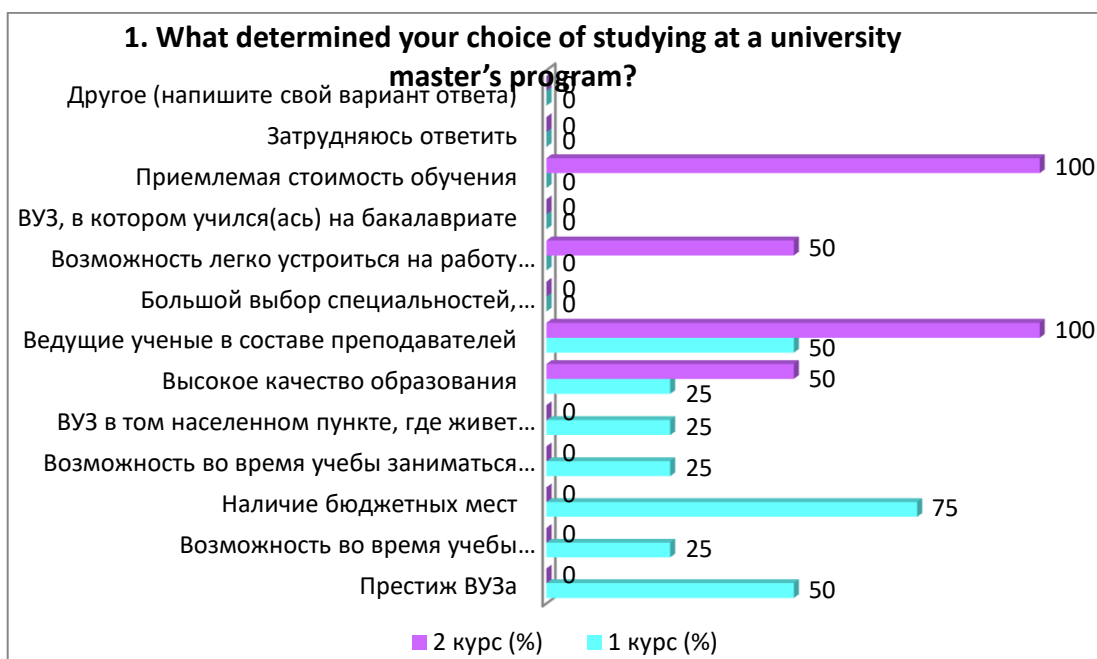
6 respondents took part in the questionnaire, which was 75% of the total number of master's students.

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 (%) | 2nd year (%) |
|---|--------------|--------------|
| University prestige   | 50           | -            |
| Possibility of internships abroad during studies                  | 25           | -            |
| Availability of budgetary places                                  | 75           | -            |
| Opportunity to do science during studies                          | 25           | -            |
| University in the locality where the family lives (close to it)   | 25           | -            |
| High quality of education   | 25           | 50           |
| Leading scientists in the teaching staff                          | 50           | 100          |
| 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.     | -            | -            |
| Acceptable cost of education                                      | -            | 100          |
| Difficult to answer   | -            | -            |
| Other (write your answer)   | -            | -            |

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



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

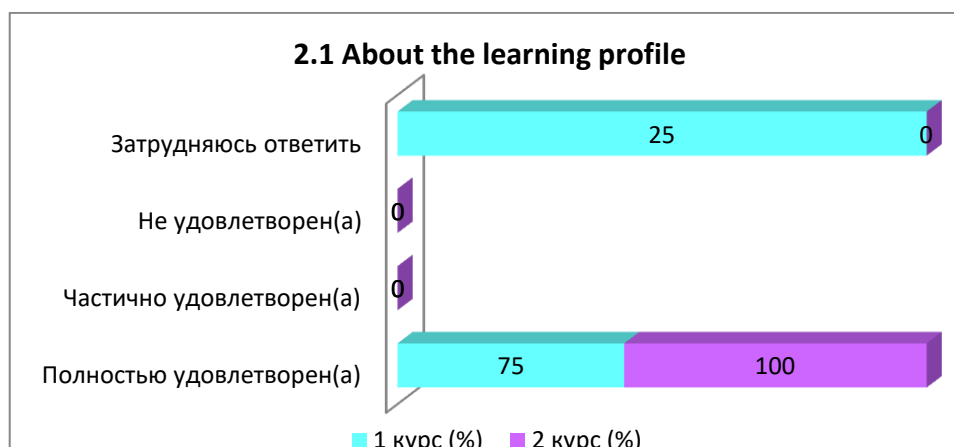
|  |
|--|
| 2.1 About the learning profile                                     |
| 2.2 Characteristics of professional activity of a master's student |
| 2.3 List of developed competencies of master's degree graduates    |
| 2.4 List of practice bases for master's students                   |
| 2.5 Information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

Other (write your answer) \_\_\_\_\_

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

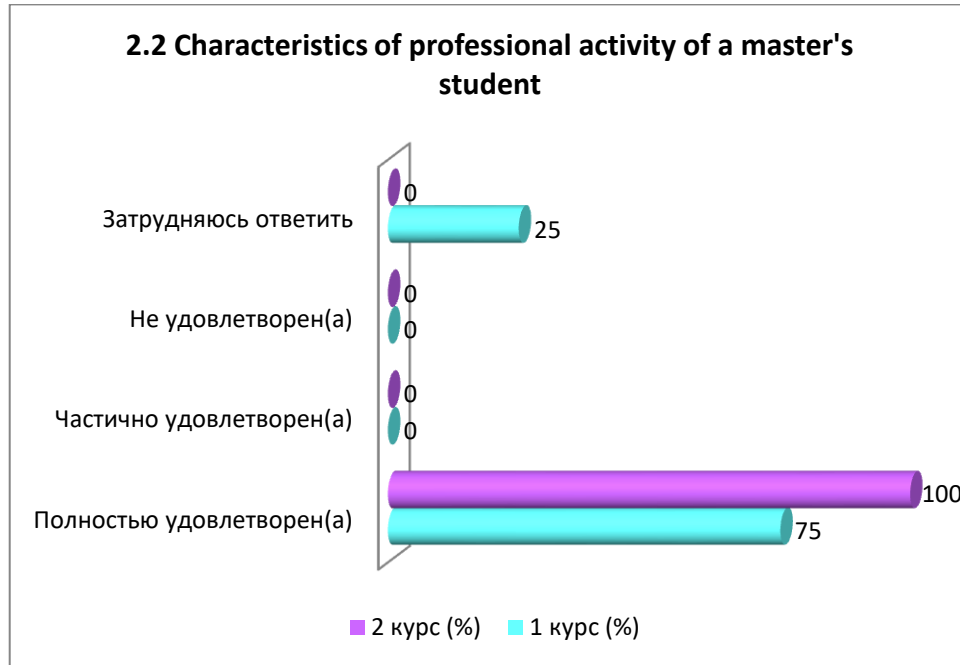
**2.1 About the learning profile**

| Answer options                | 1st year (%) | 2nd year (%) |
|-------------------------------|--------------|--------------|
| Completely satisfied          | 75           | 100          |
| Partially satisfied           | -            | -            |
| Not satisfied                 | -            | -            |
| I find it difficult to answer | 25           | -            |



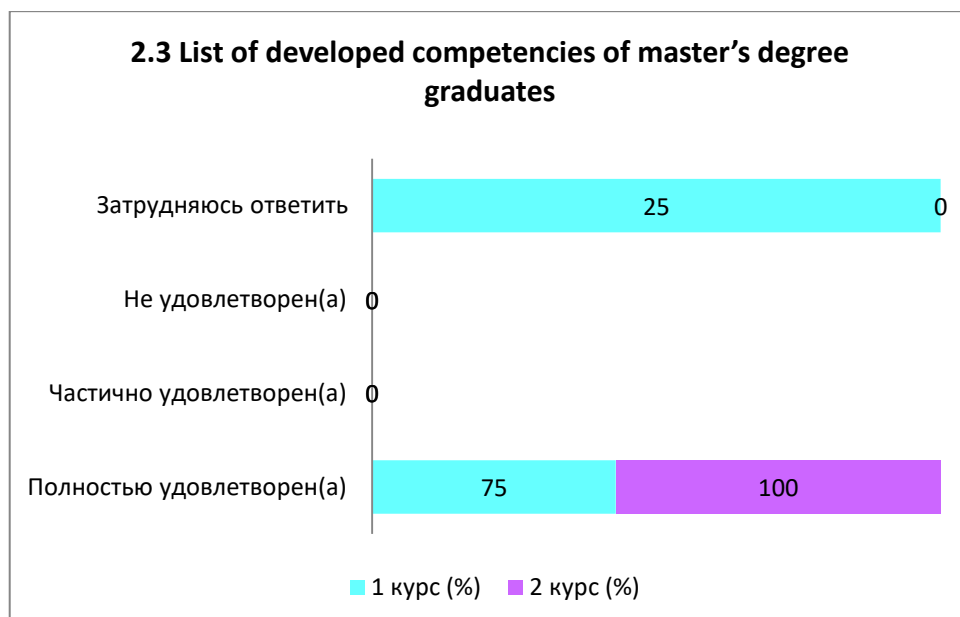
## 2.2 Characteristics of professional activity of a master's student

| Answer options                | 1st year (%) | 2nd year (%) |
|-------------------------------|--------------|--------------|
| Completely satisfied          | 75           | 100          |
| Partially satisfied           | -            | -            |
| Not satisfied                 | -            | -            |
| I find it difficult to answer | 25           | -            |



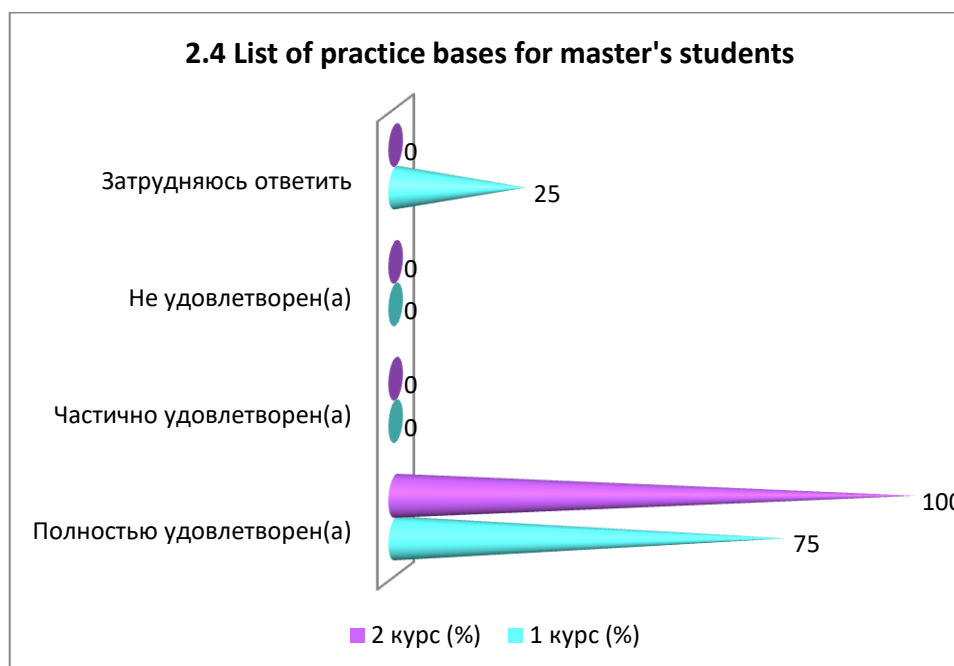
## 2.3 List of developed competencies of master's degree graduates

| Answer options                | 1st year (%) | 2nd year (%) |
|-------------------------------|--------------|--------------|
| Completely satisfied          | 75           | 100          |
| Partially satisfied           | -            | -            |
| Not satisfied                 | -            | -            |
| I find it difficult to answer | 25           | -            |



## 2.4 List of practice bases for master's students

| Answer options                | 1st year (%) | 2nd year (%) |
|-------------------------------|--------------|--------------|
| Completely satisfied          | 75           | 100          |
| Partially satisfied           | -            | -            |
| Not satisfied                 | -            | -            |
| I find it difficult to answer | 25           | -            |



### 2.5 Information about scientific supervisors

| Answer options                | 1st year (%) | 2nd year (%) |
|-------------------------------|--------------|--------------|
| Completely satisfied          | 75           | 100          |
| Partially satisfied           | -            | -            |
| Not satisfied                 | -            | -            |
| I find it difficult to answer | 25           | -            |



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

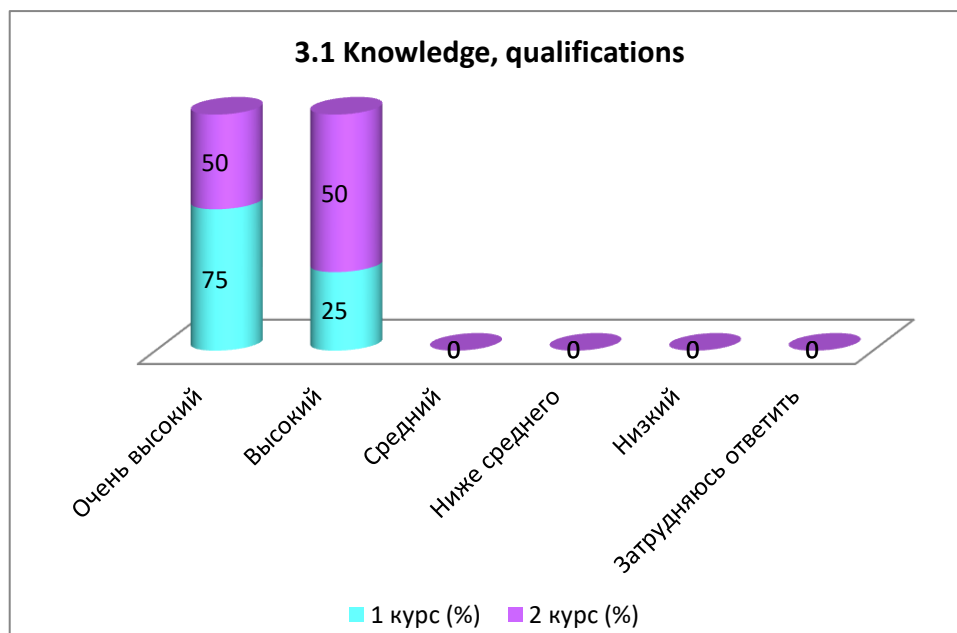
|   |
|---|
| 3.1 Knowledge, qualifications                   |
| 3.2 Pedagogical qualities                       |
| 3.3 Objectivity and impartiality of assessments |
| 3.4 Teaching methods used                       |

Other (write your answer) \_\_\_\_\_

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

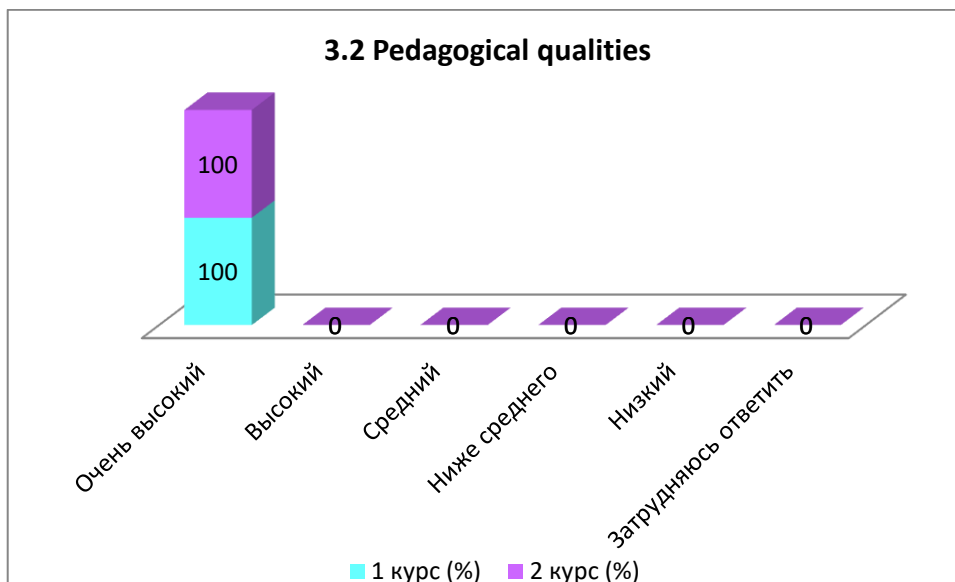
### 3.1 Knowledge, qualifications

| Answer options      | 1st year (%) | 2nd year (%) |
|---------------------|--------------|--------------|
| Very high           | 75           | 50           |
| High                | 25           | 50           |
| Average             | -            | -            |
| Below average       | -            | -            |
| Low                 | -            | -            |
| Difficult to answer | -            | -            |



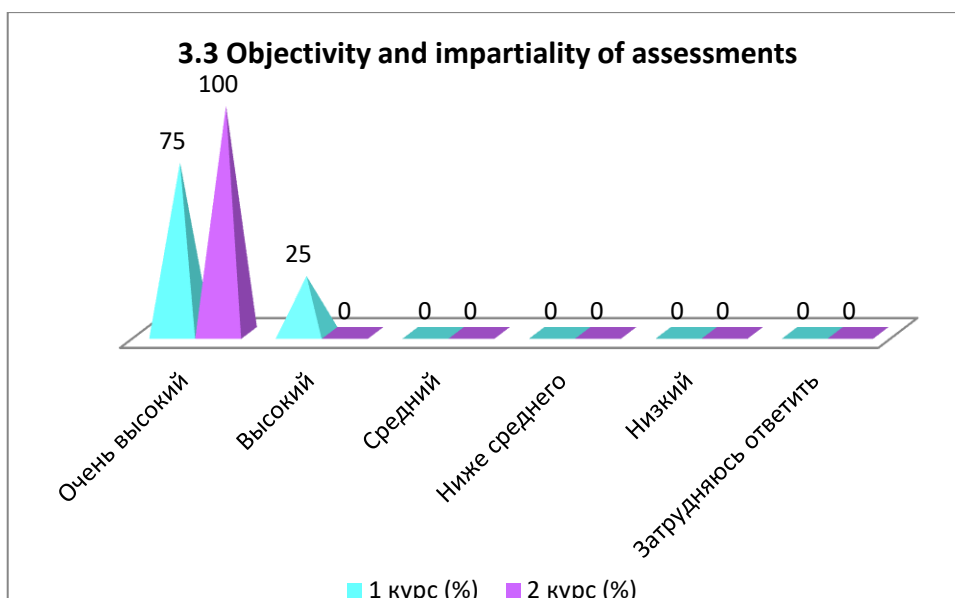
### 3.2 Pedagogical qualities

| Answer options      | 1st year (%) | 2nd year (%) |
|---------------------|--------------|--------------|
| Very high           | 100          | 100          |
| High                | -            | -            |
| Average             | -            | -            |
| Below average       | -            | -            |
| Low                 | -            | -            |
| Difficult to answer | -            | -            |



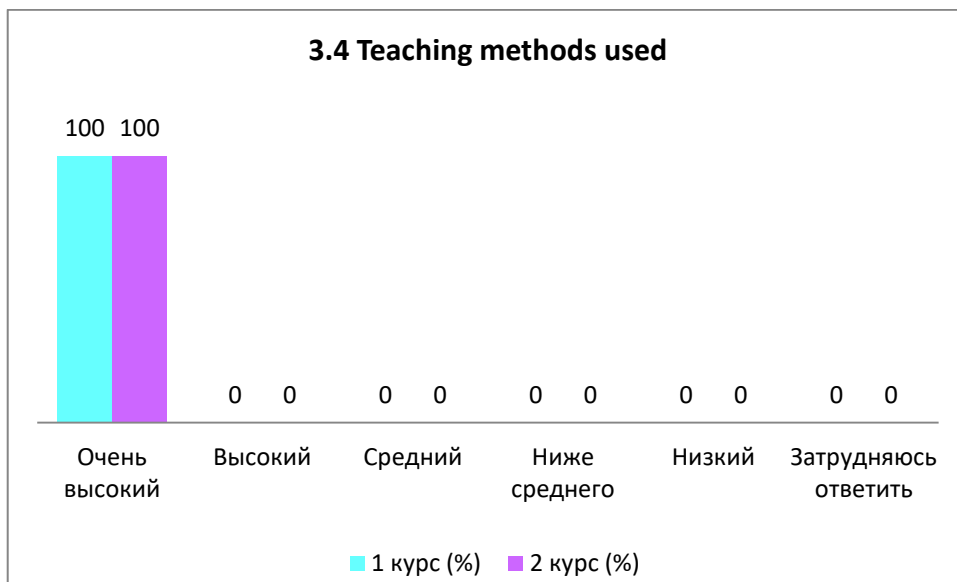
### 3.3 Objectivity and impartiality of assessments

| Answer options      | 1st year (%) | 2nd year (%) |
|---------------------|--------------|--------------|
| Very high           | 75           | 100          |
| High                | 25           | -            |
| Average             | -            | -            |
| Below average       | -            | -            |
| Low                 | -            | -            |
| Difficult to answer | -            | -            |



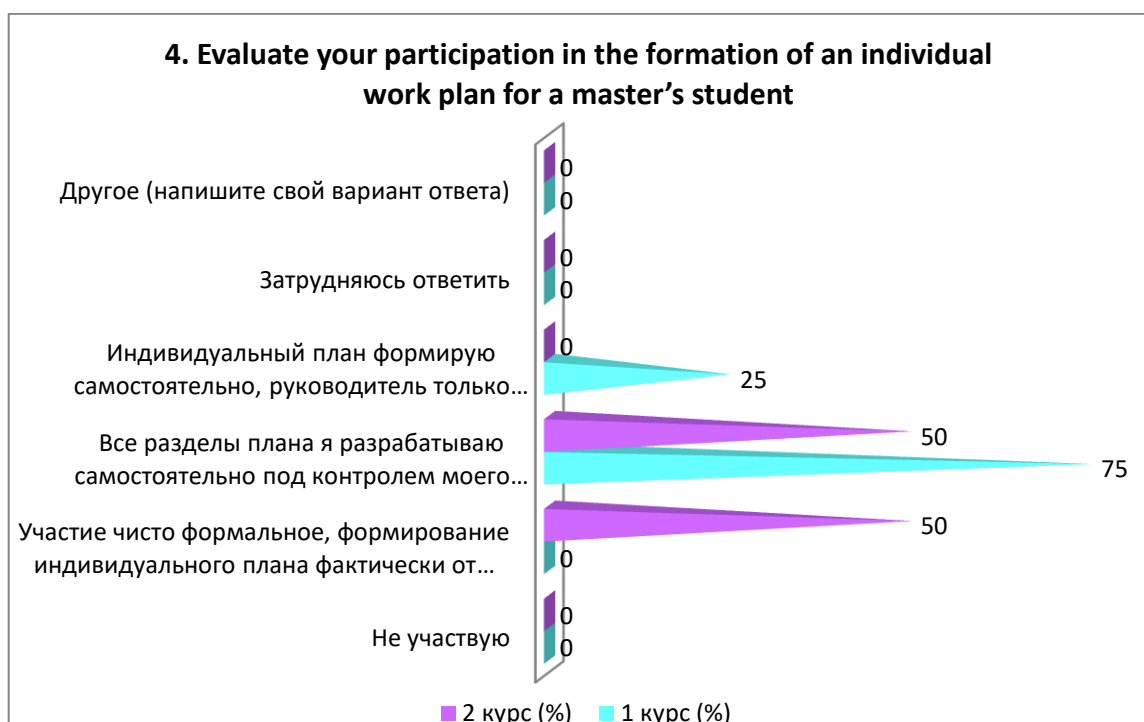
### 3.4 Teaching methods used

| Answer options      | 1st year (%) | 2nd year (%) |
|---------------------|--------------|--------------|
| Very high           | 100          | 100          |
| High                | -            | -            |
| 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 (%) | 2nd year (%) |
|--|--------------|--------------|
| I don't participate  | -            | -            |
| Participation is purely formal; the formation of an individual plan actually does not depend on me | -            | 50           |
| I develop all sections of the plan independently under the supervision of my supervisor.           | 75           | 50           |
| I formulate an individual plan myself; the manager only signs it.                                  | 25           | -            |
| 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 (%) | 2nd year (%) |
|-------------------------------|--------------|--------------|
| Completely satisfied          | 75           | 100          |
| Partially satisfied           | 25           | -            |
| 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 (%) | 2nd year (%) |
|---|--------------|--------------|
| Modern material and technical base  | 50           | 50           |
| Participation of the university in the development of targeted programs for the socio-economic development of the region, cities, and enterprises | -            | 50           |
| Involvement of undergraduates in research projects  | 100          | 50           |
| Strong teaching staff   | 75           | 50           |
| Work at the university of famous foreign scientists   | 25           | 100          |
| Awards, prizes for achievements in science  | -            | -            |
| Availability of publications by university staff in international publications  | 25           | -            |
| 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*



## 6. What, in your opinion, is an indicator of a high scientific level of a university?



## 7. Are you involved in any research projects?

| Answer options  | 1st year (%) | 2nd year (%) |
|---|--------------|--------------|
| Yes, I participate (go to question 8)   | 25           | 50           |
| No, I don't participate, but I attend scientific events (seminars, conferences) at the university | 75           | -            |
| No, I'm not participating   | -            | 50           |
| 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 (%) | 2nd year (%) |
|--|--------------|--------------|
| I participate in the activities of scientific departments at my university | -            | -            |
| I am participating in a project led by my supervisor/other teacher         | 25           | 50           |
| Working on a research project with friends                                 | 25           | -            |
| 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)  | -            | -            |

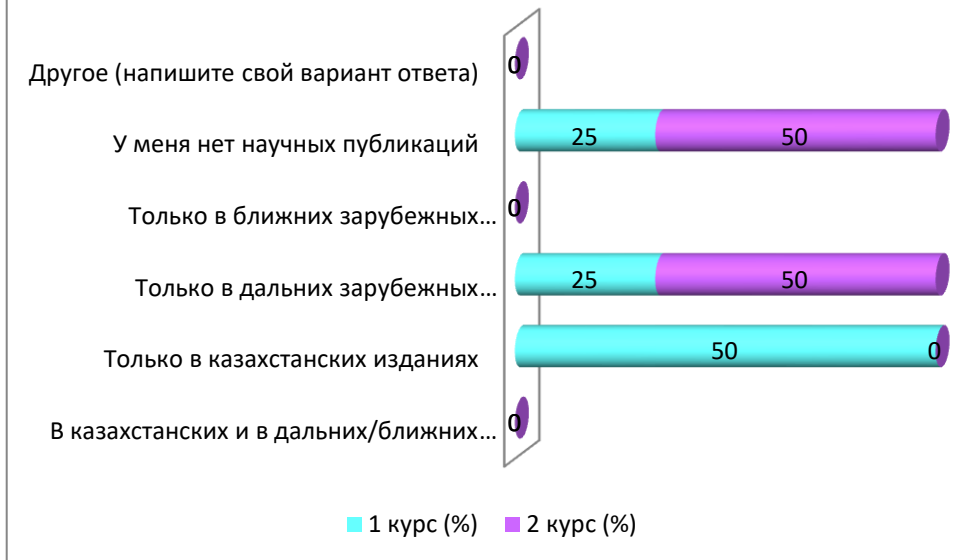
Note: question 8 was answered only by those students who answered positively to question 7. Also, question 8 had more than one answer choice, so the sum of the answers does not add up to 100%.



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

| Answer options   | 1st year (%) | 2nd year (%) |
|--|--------------|--------------|
| In Kazakhstan and in distant/near foreign publications | -            | -            |
| Only in Kazakhstan publications                        | 50           | -            |
| Only in distant foreign publications                   | 25           | 50           |
| Only in nearby foreign publications                    | -            | -            |
| I have no scientific publications                      | 25           | 50           |
| Other (write your answer)                              | -            | -            |

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



If you answered ‘**I have no scientific publications**’ to the previous question, write why\*:

- Just starting my scientific activity.

**10. Your level of foreign language skills:**

| Answer options                   | 1st year (%) | 2nd year (%) |
|----------------------------------|--------------|--------------|
| With dictionary                  | 25           | -            |
| Speaking level                   | -            | 50           |
| Average level                    | 75           | -            |
| I express myself freely          | -            | 50           |
| I don't speak a foreign language | -            | -            |
| Other (write your answer)        | -            | -            |



\* Ответы обучающихся представлены в оригинале. Орфография и пунктуация автора сохранены.

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

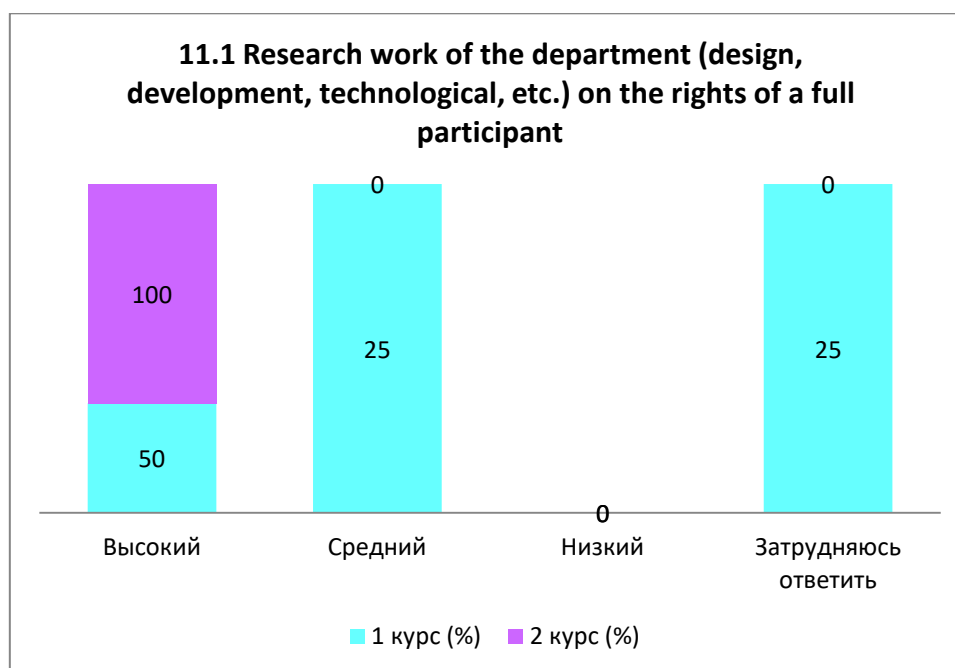
|   |
|---|
| 11.1 Research work of the department (design, development, technological, etc.) on the rights of a full participant |
| 11.2 Writing scientific articles  |
| 11.3 Participation in presentations at conferences and seminars   |
| 11.4 Preparation of research reports and abstracts  |

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 \_\_\_\_\_

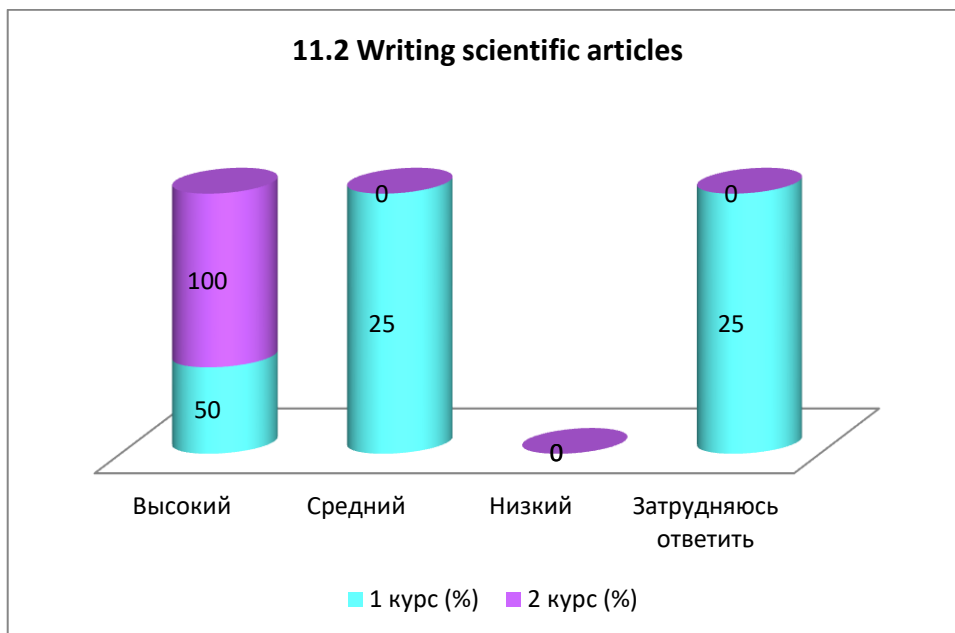
### 11.1 Research work of the department (design, development, technological, etc.) on the rights of a full participant

| Answer options                | 1st year (%) | 2nd year (%) |
|-------------------------------|--------------|--------------|
| High                          | 50           | 100          |
| Average                       | 25           | -            |
| Short                         | -            | -            |
| I find it difficult to answer | 25           | -            |



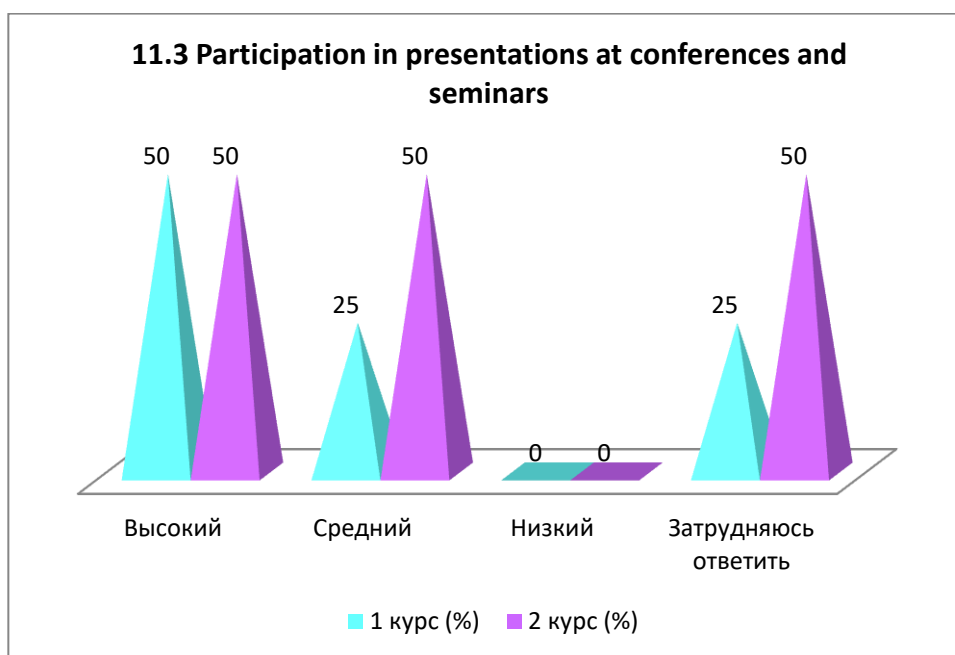
### 11.2 Writing scientific articles

| Answer options                | 1st year (%) | 2nd year (%) |
|-------------------------------|--------------|--------------|
| High                          | 50           | 100          |
| Average                       | 25           | -            |
| Short                         | -            | -            |
| I find it difficult to answer | 25           | -            |



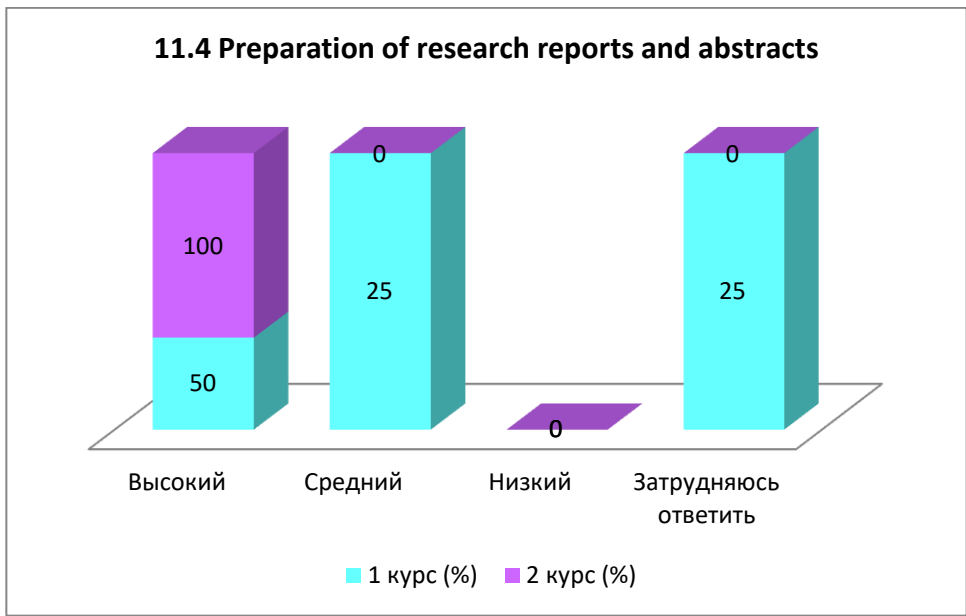
### 11.3 Participation in presentations at conferences and seminars

| Answer options                | 1st year (%) | 2nd year (%) |
|-------------------------------|--------------|--------------|
| High                          | 50           | 50           |
| Average                       | 25           | 50           |
| Short                         | -            | -            |
| I find it difficult to answer | 25           | 50           |



### 11.4 Preparation of research reports and abstracts

| Answer options                | 1st year (%) | 2nd year (%) |
|-------------------------------|--------------|--------------|
| High                          | 50           | 100          |
| Average                       | 25           | -            |
| Short                         | -            | -            |
| I find it difficult to answer | 25           | -            |



**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   |

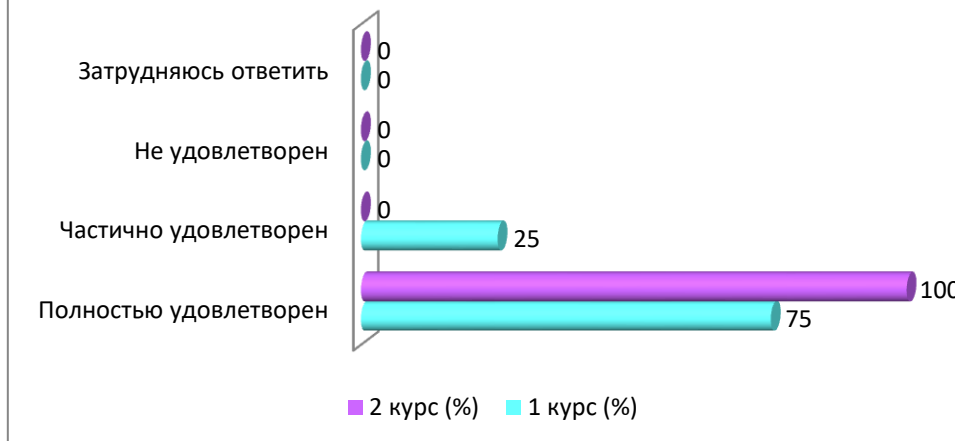
Other (write your answer) \_\_\_\_\_

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**

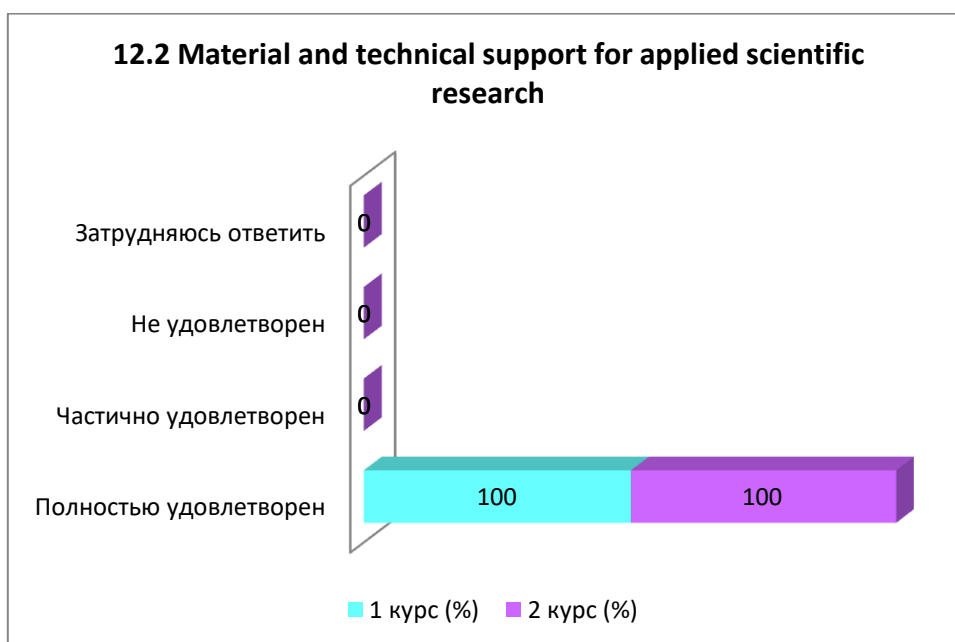
| Answer options                | 1st year (%) | 2nd year (%) |
|-------------------------------|--------------|--------------|
| Completely satisfied          | 75           | 100          |
| Partially satisfied           | 25           | -            |
| Not satisfied                 | -            | -            |
| 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

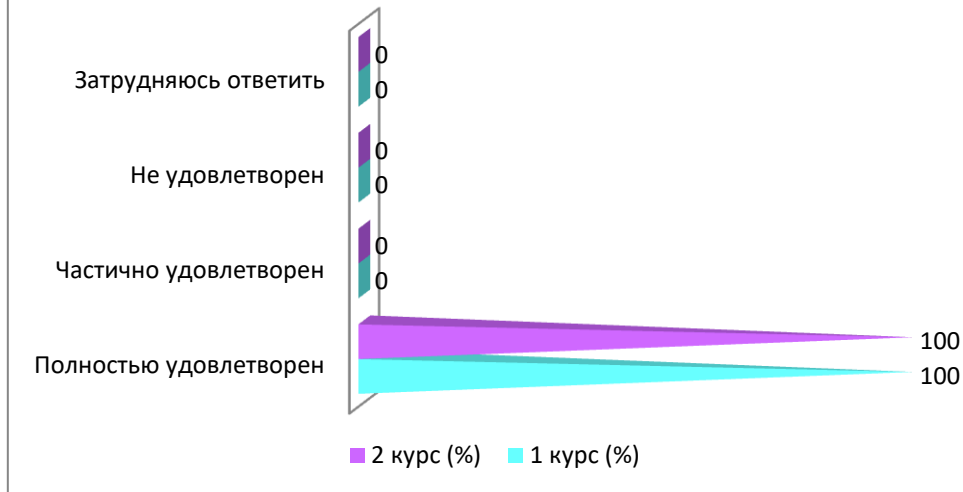
| Answer options                | 1st year (%) | 2nd year (%) |
|-------------------------------|--------------|--------------|
| Completely satisfied          | 100          | 100          |
| Partially satisfied           | -            | -            |
| Not satisfied                 | -         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



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

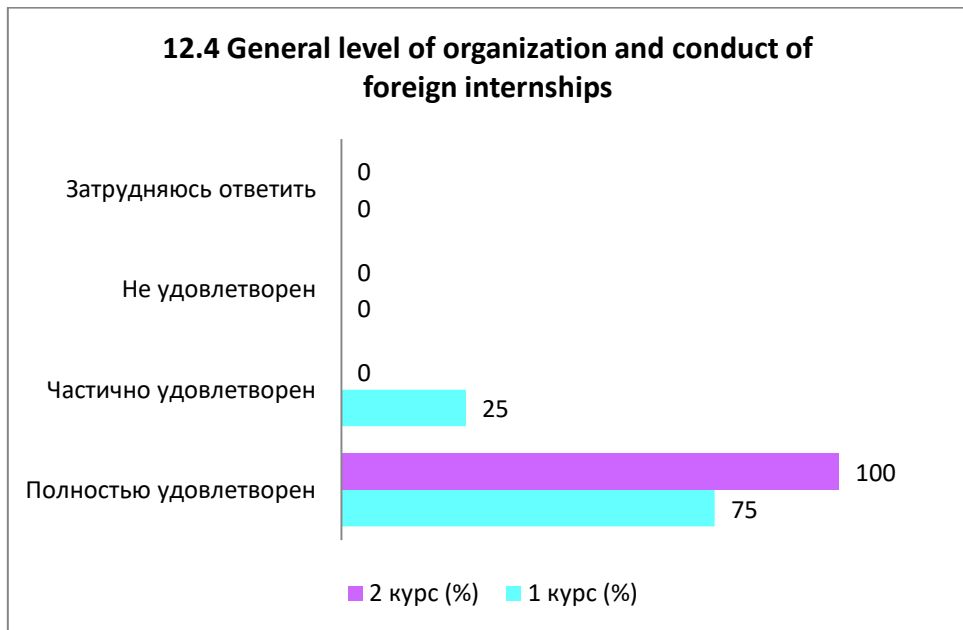
| Answer options                | 1st year (%) | 2nd year (%) |
|-------------------------------|--------------|--------------|
| Completely satisfied          | 100          | 100          |
| Partially satisfied           | -            | -            |
| Not satisfied                 | -            | -            |
| 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**

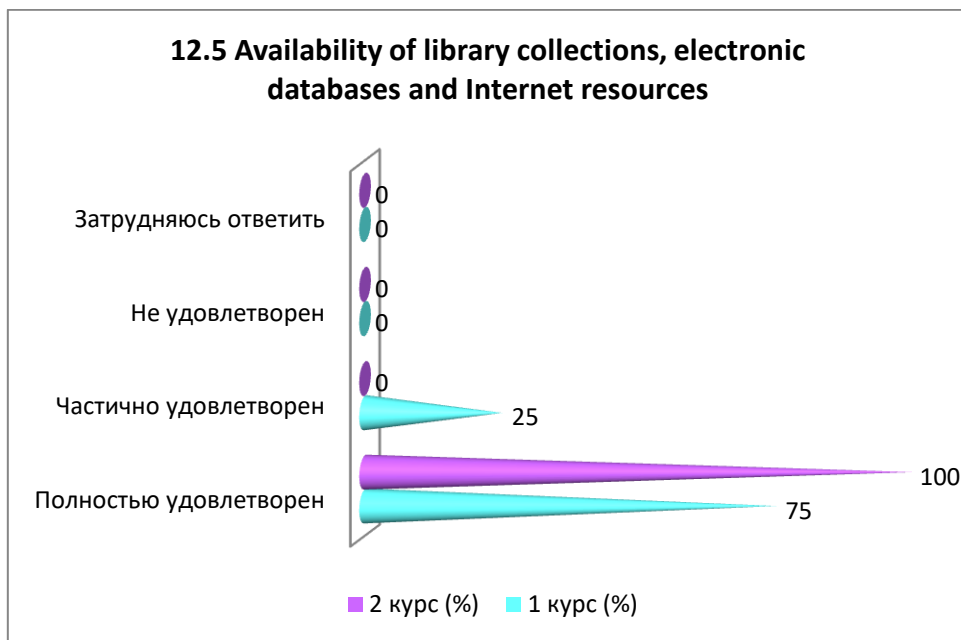
| Answer options                | 1st year (%) | 2nd year (%) |
|-------------------------------|--------------|--------------|
| Completely satisfied          | 75           | 100          |
| Partially satisfied           | 25           | -            |
| Not satisfied                 | -            | -            |
| I find it difficult to answer | -            | -            |



**12.5 Availability of library collections, electronic databases and Internet resources**

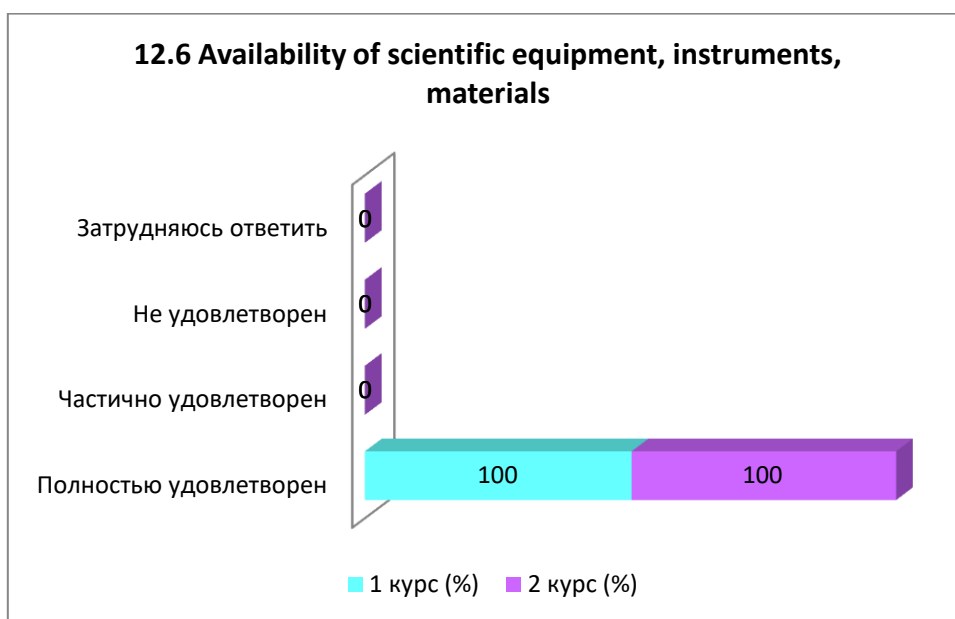
| Answer options                | 1st year (%) | 2nd year (%) |
|-------------------------------|--------------|--------------|
| Completely satisfied          | 75           | 100          |
| Partially satisfied           | 25           | -            |
| Not satisfied                 | -            | -            |
| I find it difficult to answer | -            | -            |





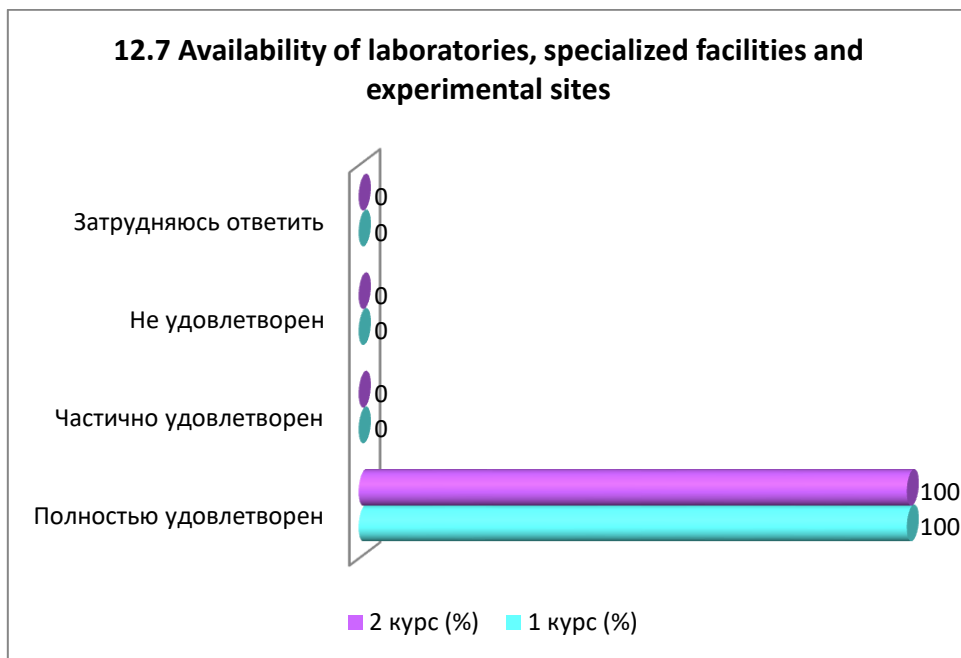
### 12.6 Availability of scientific equipment, instruments, materials

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

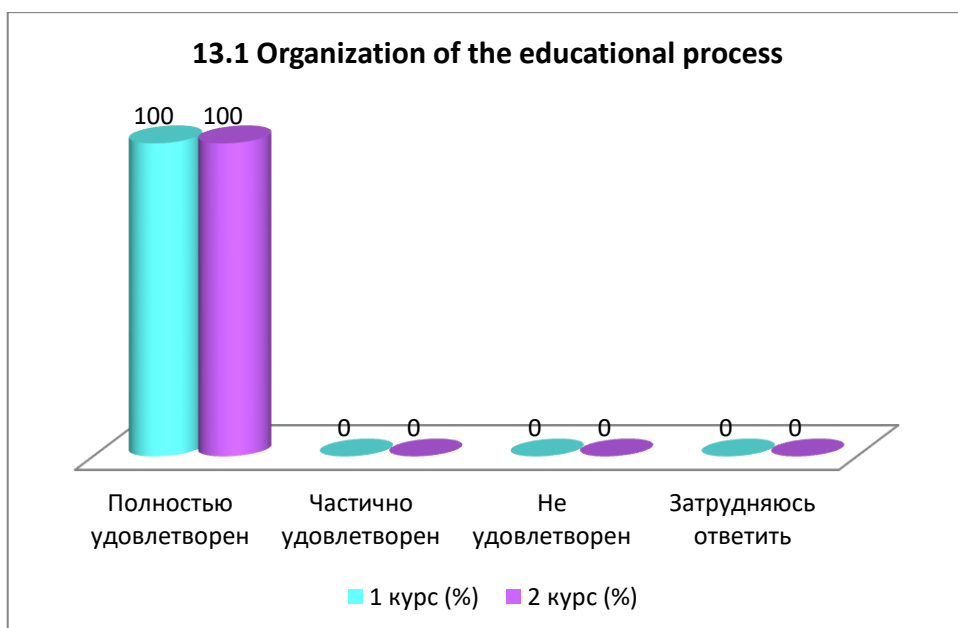


### 13. Are you satisfied?

|  |
|--|
| 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     |

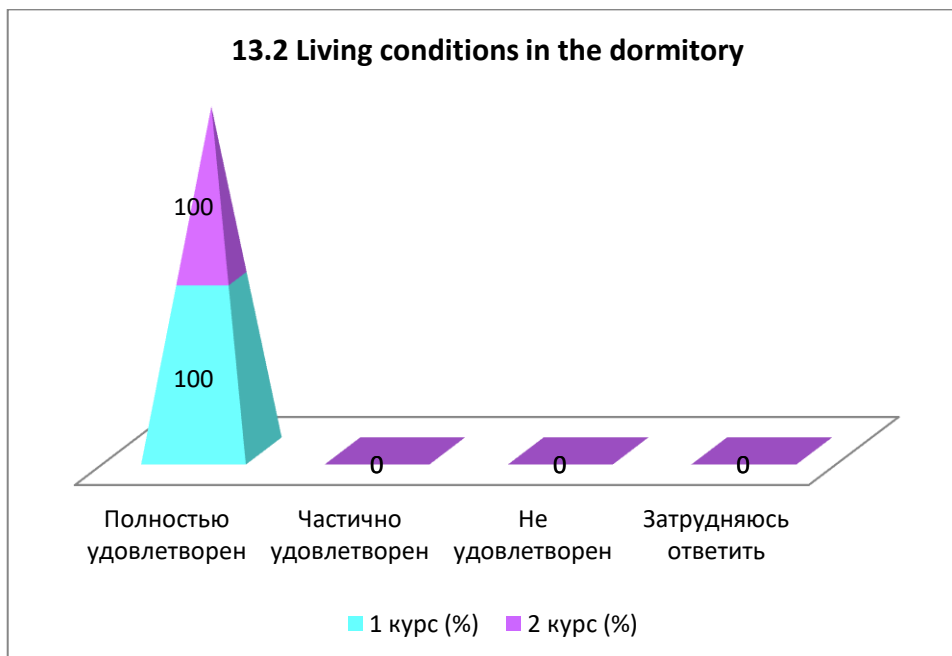
#### 13.1 Organization of the educational process

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



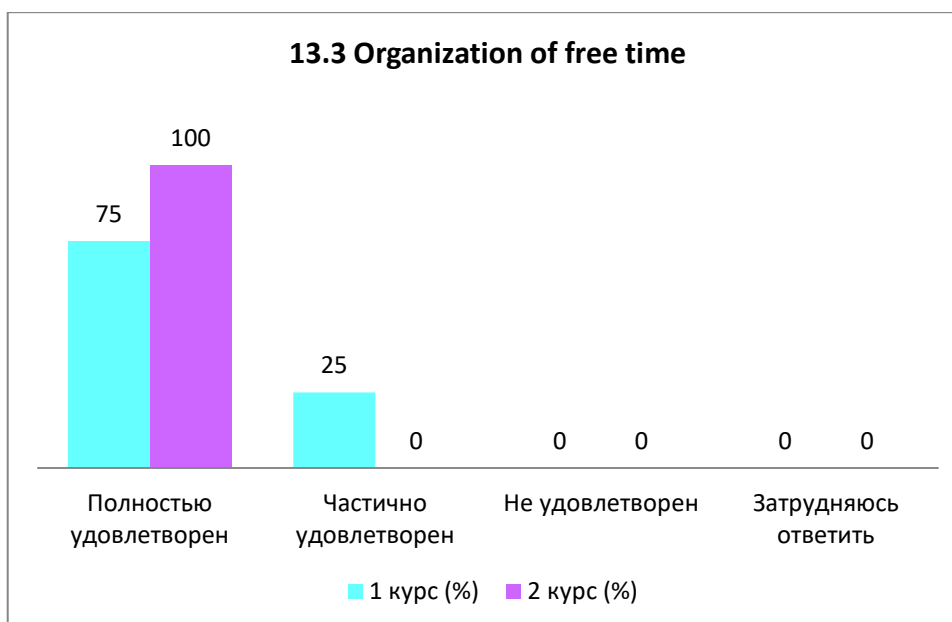
### 13.2 Living conditions in the dormitory

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



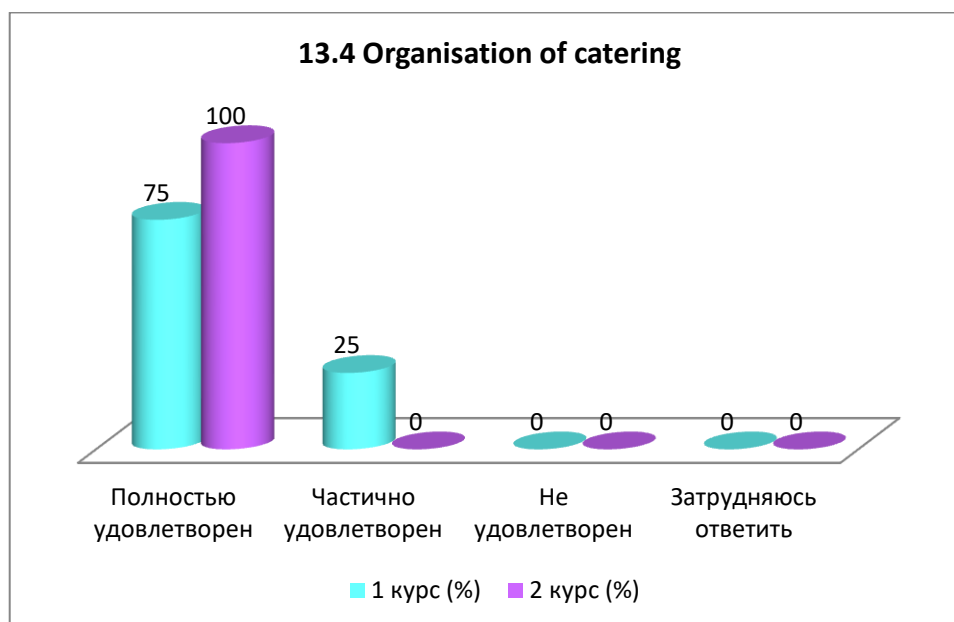
### 13.3 Organization of free time

| Answer options                | 1st year (%) | 2nd year (%) |
|-------------------------------|--------------|--------------|
| Completely satisfied          | 75           | 100          |
| Partially satisfied           | 25           | -            |
| Not satisfied                 | -            | -            |
| I find it difficult to answer | -            | -            |



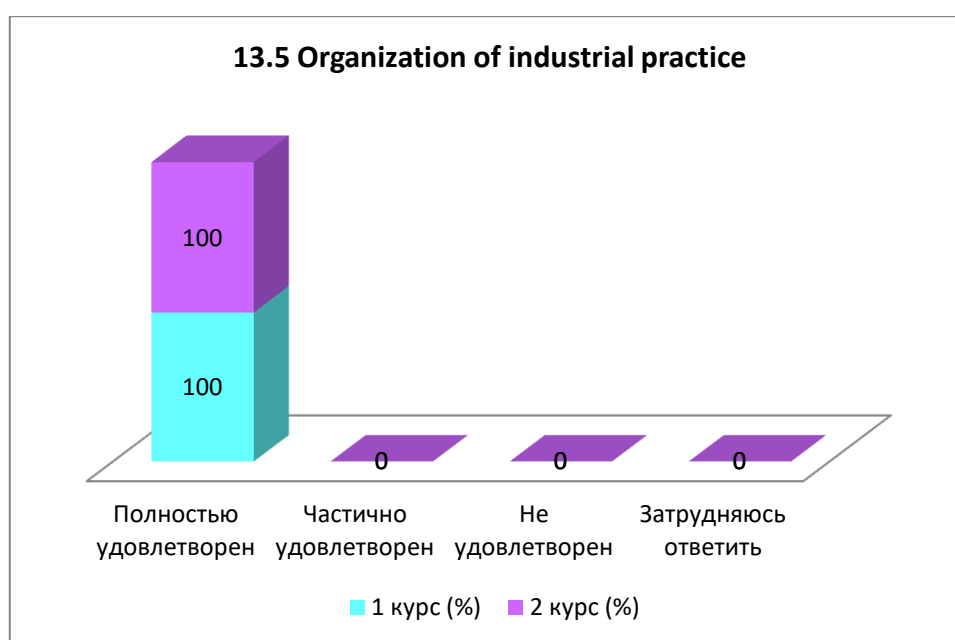
### 13.4 Organisation of catering

| Answer options                | 1st year (%) | 2nd year (%) |
|-------------------------------|--------------|--------------|
| Completely satisfied          | 75           | 100          |
| Partially satisfied           | 25           | -            |
| Not satisfied                 | -            | -            |
| I find it difficult to answer | -            | -            |



### 13.5 Organization of industrial practice

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



**14. If you are experiencing difficulties while studying for a Master's degree, then what are the reasons for these difficulties? (write):**

- No.

**Please write what questions you think should be added to this questionnaire in order to improve the study programme, the quality of services provided and other areas of university activity** (*The answers of the students are presented in the original. Orthography and punctuation of the author are preserved*):

- No.

## **Conclusions from the results of the questionnaire:**

### *1. the main factors for choosing a master's programme:*

- Leading scientists in the teaching staff (75 per cent);
- acceptable cost of education (50%);
- availability of budgetary places (37.5%);
- prestige of the university (25%);
- employment opportunities with a diploma of this university (25%);
- internship abroad (12.5%);
- proximity to the place of family residence (12.5%);
- opportunity to do science during studies (12.5%).

### *2. Satisfaction with the availability of information:*

- A high level (87.5%) of satisfaction of Master's students with the availability of information on aspects of their studies, which helps Master's students to be well informed about their programme.

### *3- Evaluation of teaching staff:*

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

### *4. Participation of Master's students in the formation of an individual work plan:*

- 62.5% of master's students actively participate in the development of their work plan under the supervision of the supervisor, which indicates a high degree of independence and responsibility of master's students;

- 12,5% of Master's students form the plan independently, and the supervisor signs it without significant influence;

- 25% of master's students see their participation as formal, as they relied more on the supervisor's help due to difficulties in formulating ideas independently.

### *5. Satisfaction with the help of the supervisor:*

- Master's students are 100% satisfied with the supervisor's help in writing the thesis.

### *6. Indicators of high scientific level of the university:*

- involvement of master students in research projects (75%);

- strong teaching staff (62.5%);

- work at the university of famous foreign scientists (62,5%);

- modern material and technical base (50%);

- participation of the university in the development of targeted programmes of socio-economic development (25%);

- participation in international research projects (25%);

- availability of publications of university staff in international editions (12.5%).

### *7. Publication of scientific papers:*

- Active participation: 62.5% of master's students

- Significance: the degree of involvement in the scientific community and the desire to disseminate research results is above average.

### *8. Foreign language proficiency:*

- Different level of proficiency: 100% of master students

- Significance: foreign language proficiency from basic level to complete freedom of expression.

### *9. Participation of Master students in the work of the department:*

- research work of the department (design, development, technological, etc.) as a full participant: 75%.

- Writing of scientific articles: 75%.

- Participation with reports at conferences and seminars: 50%.
- writing reports on research and development, abstracts: 75%.

*10. Organisation of the educational process:*

- high degree of satisfaction of master's students with the conditions of accommodation, free time, meals and industrial practice.

**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](mailto: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.