

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
7M11201 Health Safety and Environmental Protection

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.

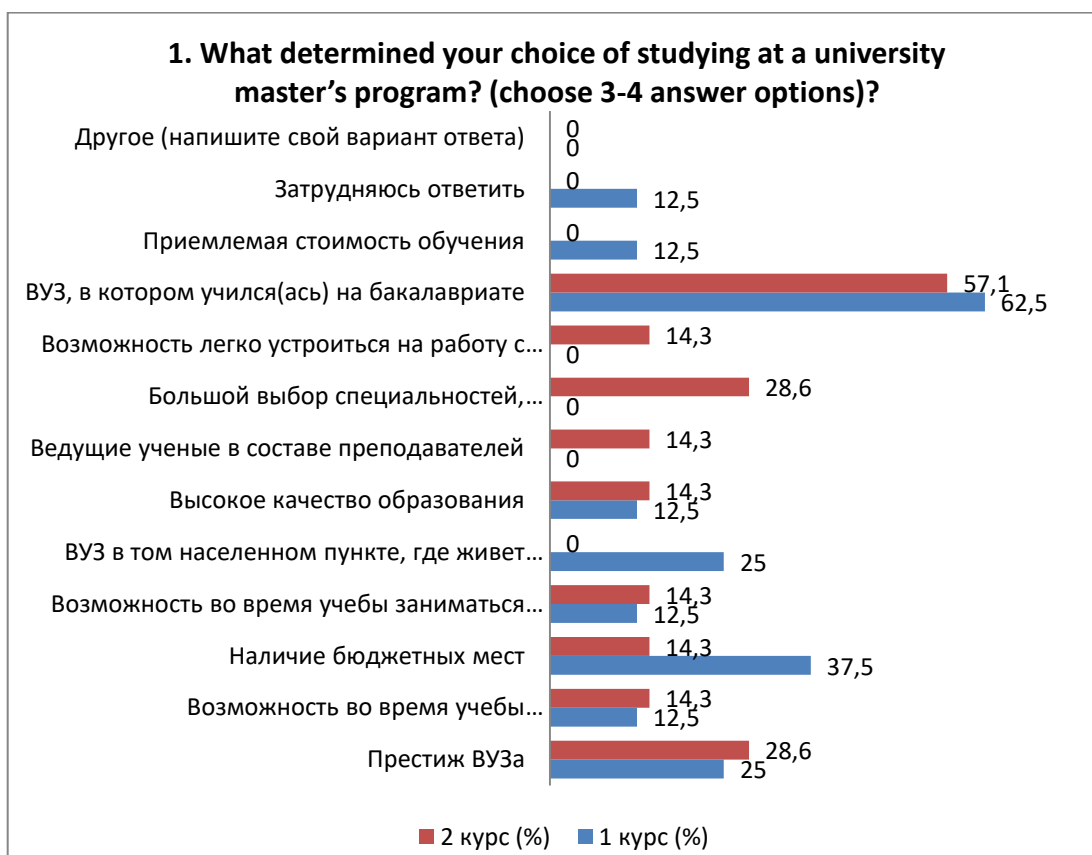
15 respondents took part in the questionnaire, which was 93.8% of the total number of master's students.

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	25	28,6
Possibility of internships abroad during studies	12,5	14,3
Availability of budgetary places	37,5	14,3
Opportunity to do science during studies	12,5	14,3
University in the locality where the family lives (close to it)	25	-
High quality of education	12,5	14,3
Leading scientists in the teaching staff	-	14,3
Large choice of specialities, areas of education	-	28,6
Ability to easily find a job with a diploma from this university.	-	14,3
The university where you studied at the bachelor's programme.	62,5	57,1
Acceptable cost of education	12,5	-
Difficult to answer	12,5	-
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:

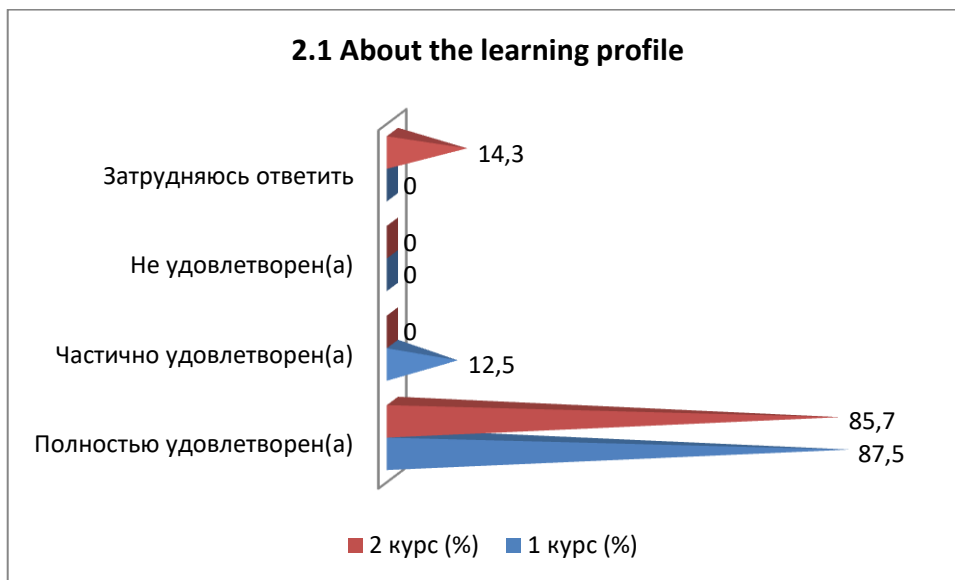
2.1 About the learning profile
2.2 Characteristics of professional activity of a master's student
2.3 List of developed competencies of master's degree graduates
2.4 List of practice bases for master's students
2.5 Information about scientific supervisors

Other (write your answer) _____

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

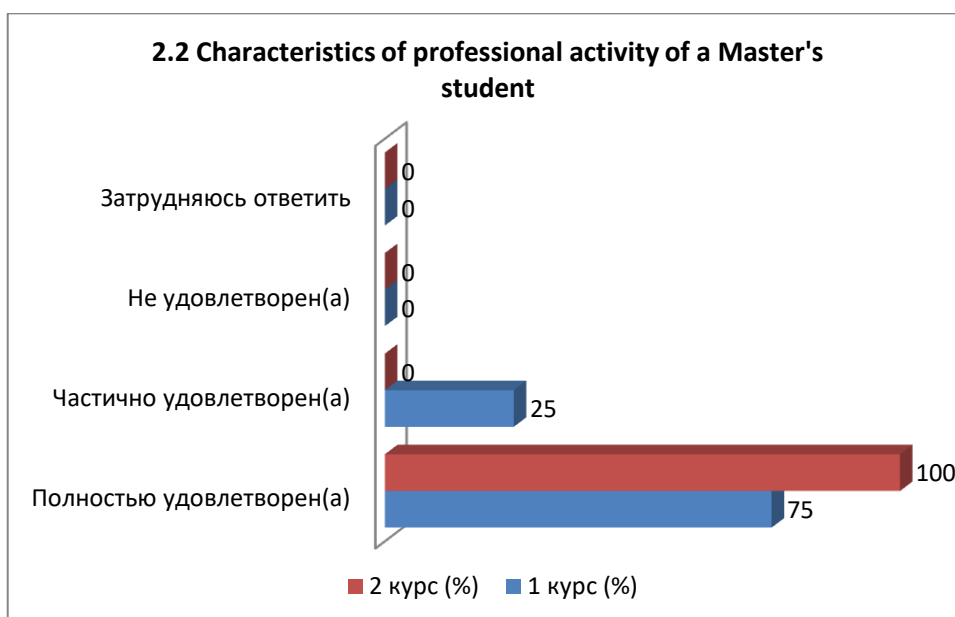
2.1 About the learning profile

Answer options	1st year (%)	2nd year (%)
Completely satisfied	87,5	85,7
Partially satisfied	12,5	-
Not satisfied	-	-
I find it difficult to answer	-	14,3



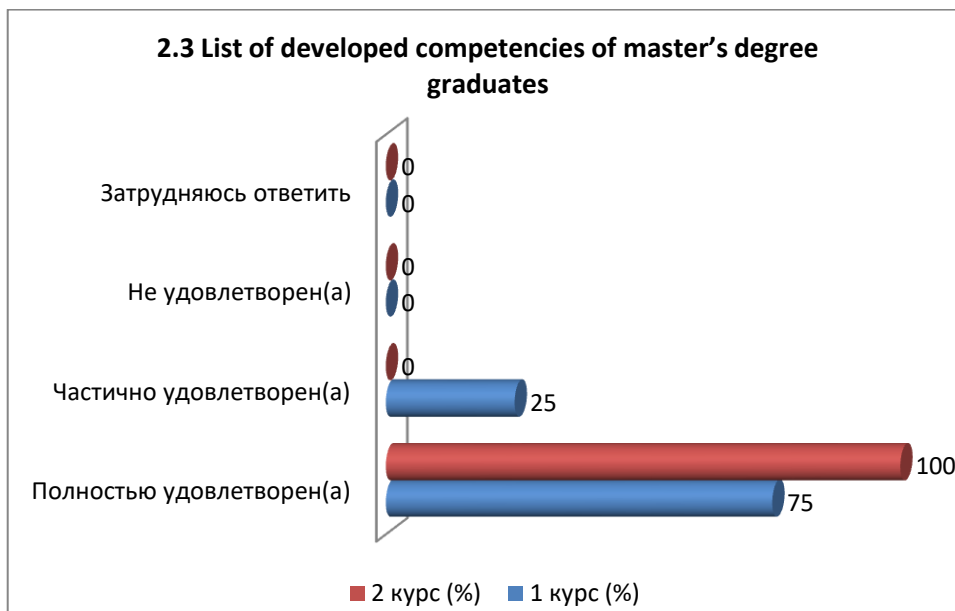
2.2 Characteristics of professional activity of a master's student

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



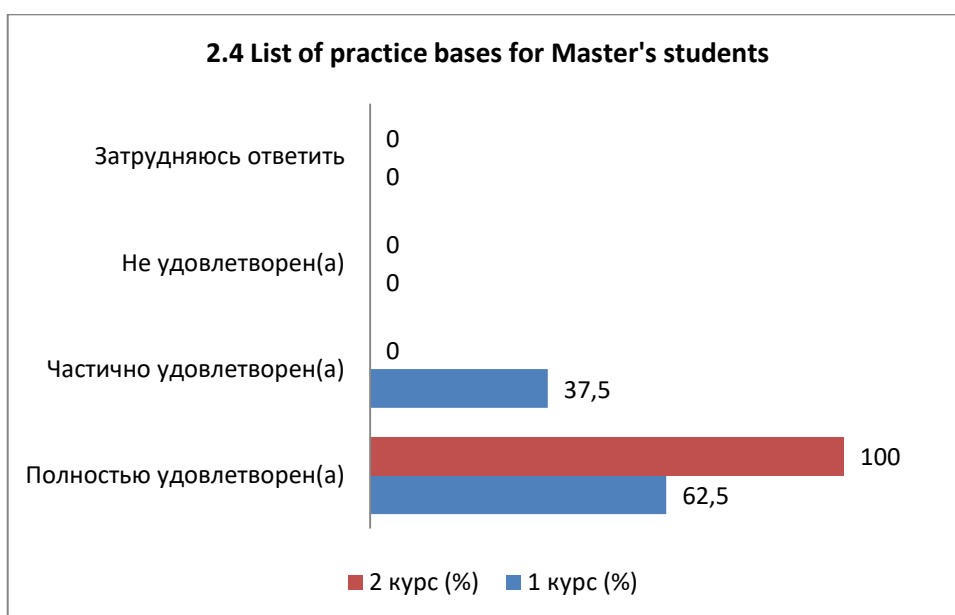
2.3 List of developed competencies of master's degree graduates

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



2.4 List of practice bases for master's students

Answer options	1st year (%)	2nd year (%)
Completely satisfied	62,5	100
Partially satisfied	37,5	-
Not satisfied	-	-
I find it difficult to answer	-	-



2.5 Information about scientific supervisors

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



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

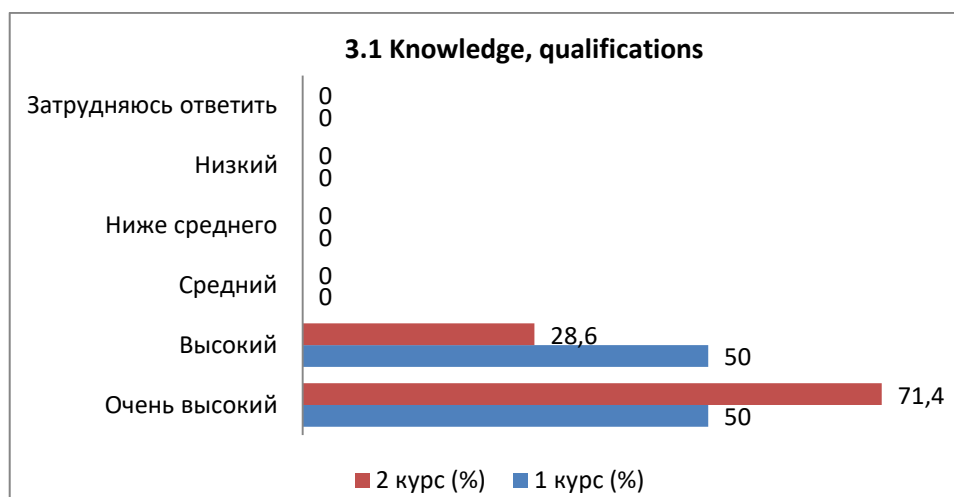
3.1 Knowledge, qualifications
3.2 Pedagogical qualities
3.3 Objectivity and impartiality of assessments
3.4 Teaching methods used

Other (write your answer) _____

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

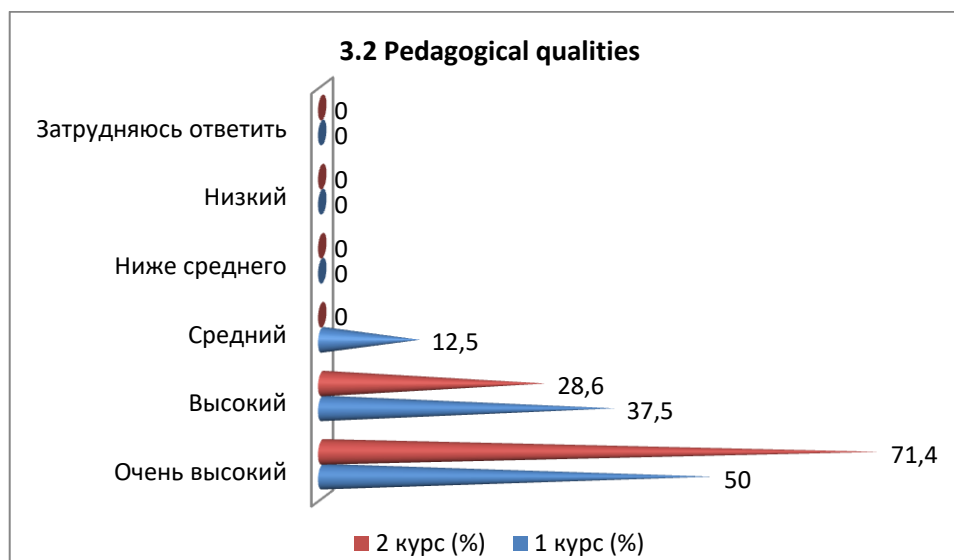
3.1 Knowledge, qualifications

Answer options	1st year (%)	2nd year (%)
Very high	50	71,4
High	50	28,6
Average	-	-
Below average	-	-
Low	-	-
Difficult to answer	-	-



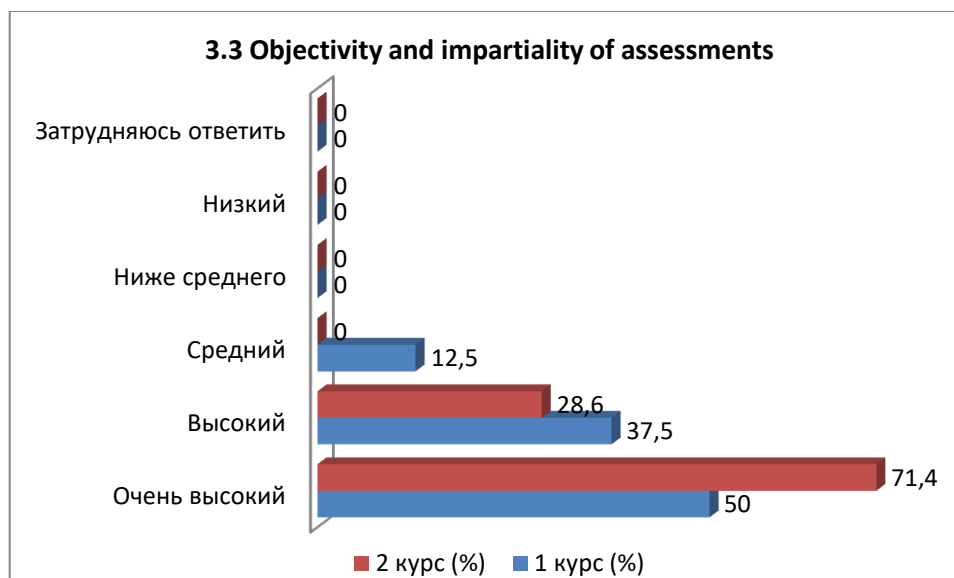
3.2 Pedagogical qualities

Answer options	1st year (%)	2nd year (%)
Very high	50	71,4
High	37,5	28,6
Average	12,5	-
Below average	-	-
Low	-	-
Difficult to answer	-	-



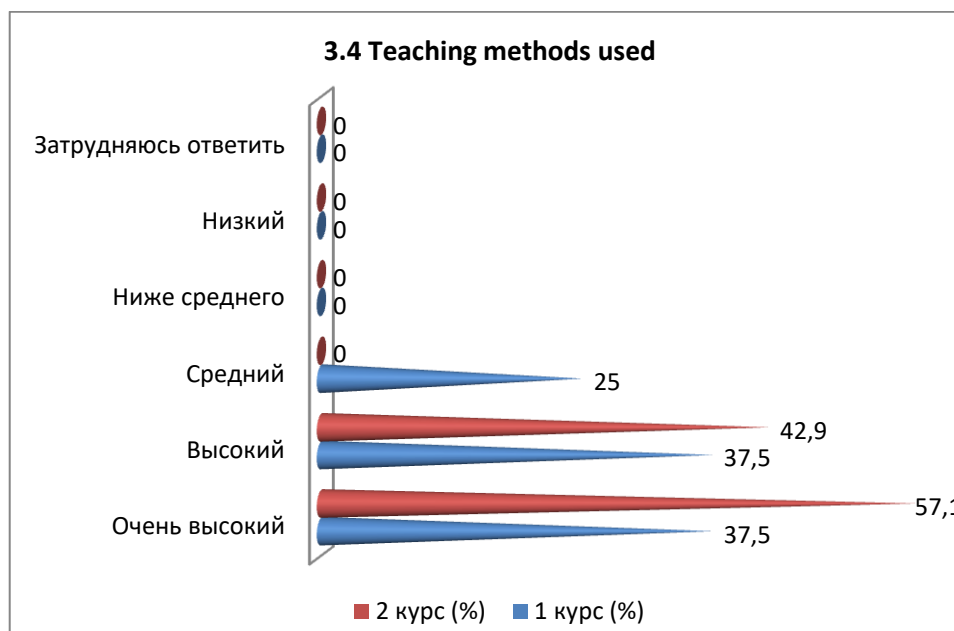
3.3 Objectivity and impartiality of assessments

Answer options	1st year (%)	2nd year (%)
Very high	50	71,4
High	37,5	28,6
Average	12,5	-
Below average	-	-
Low	-	-
Difficult to answer	-	-



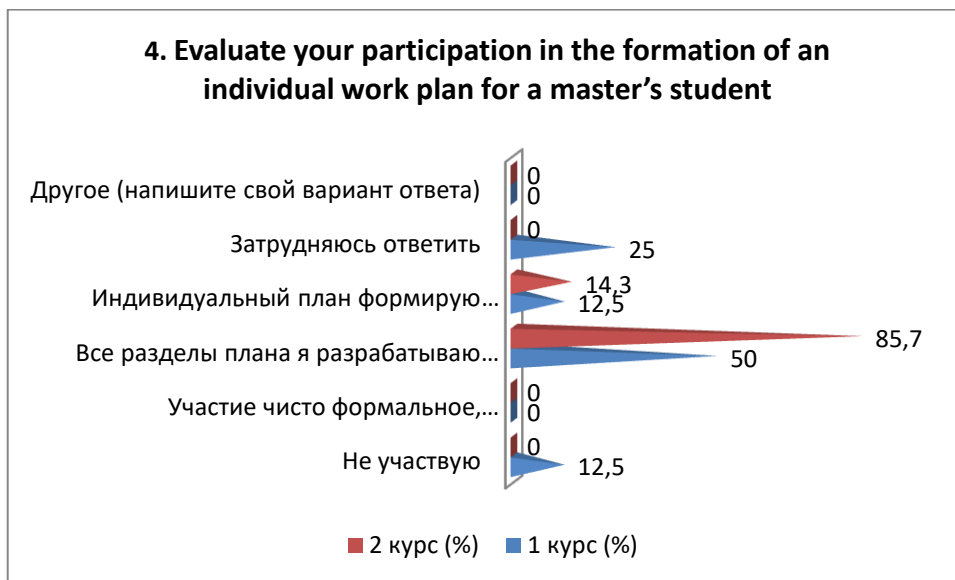
3.4 Teaching methods used

Answer options	1st year (%)	2nd year (%)
Very high	37,5	57,1
High	37,5	42,9
Average	25	-
Below average	-	-
Low	-	-
Difficult to answer	-	-



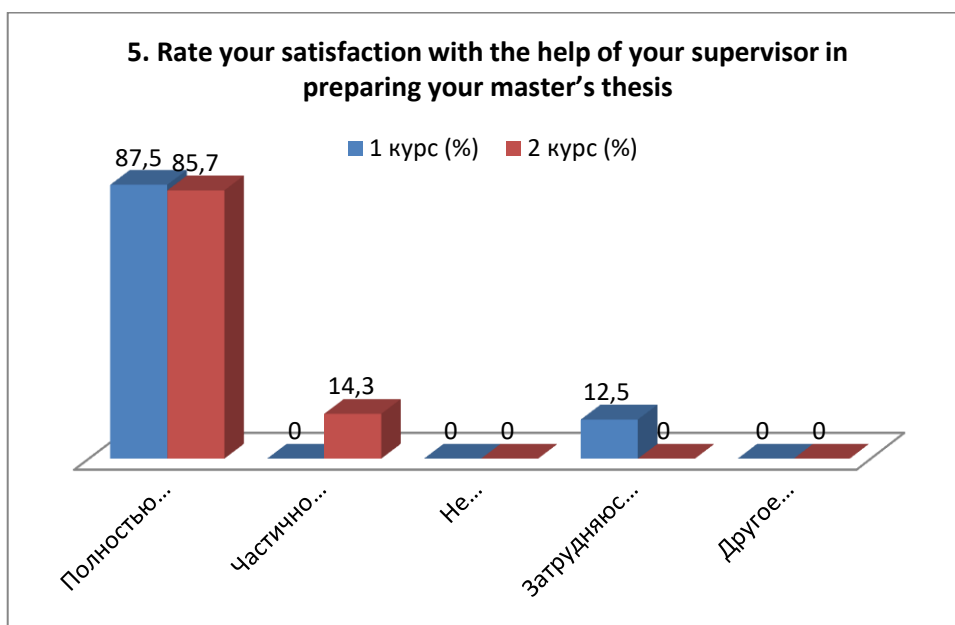
4. Evaluate your participation in the formation of an individual work plan for a master's student

Answer options	1st year (%)	2nd year (%)
I don't participate	12,5	-
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	85,7
I formulate an individual plan myself; the manager only signs it.	12,5	14,3
I find it difficult to answer	25	-
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	87,5	85,7
Partially satisfied	-	14,3
Not satisfied)	-	-
I find it difficult to answer	12,5	-
Other (write your answer)	-	-

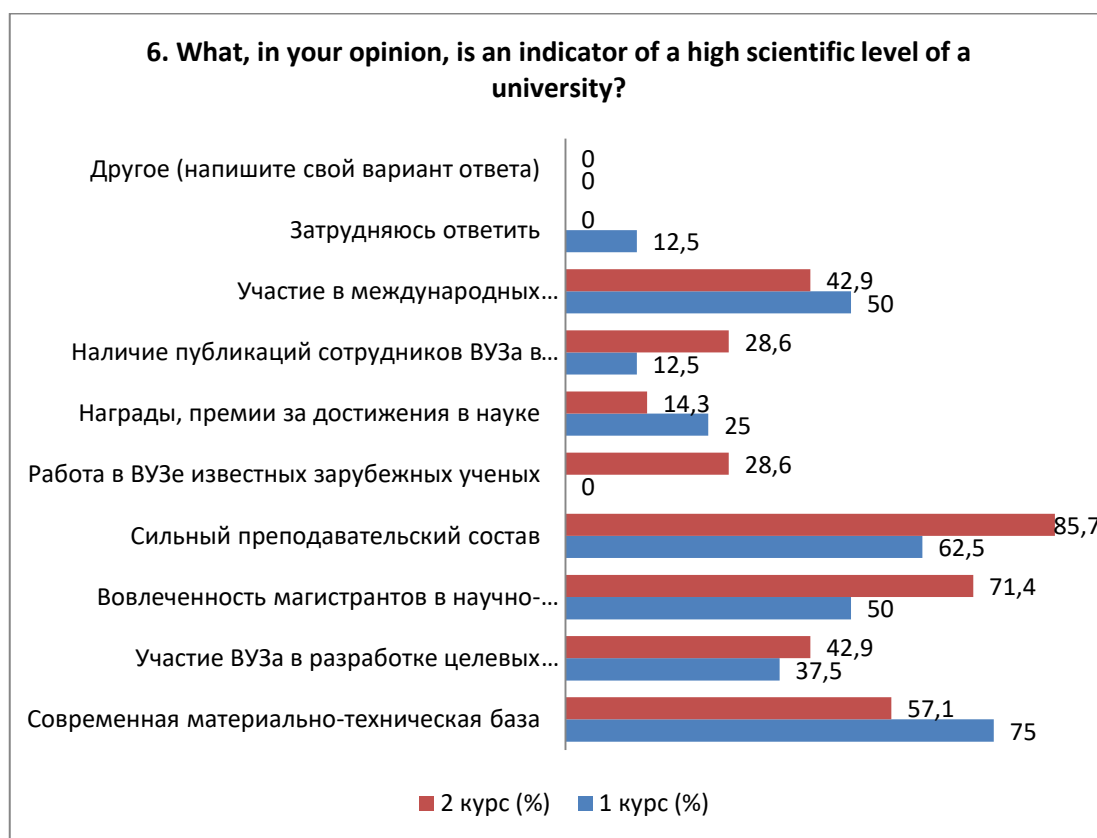


6. What, in your opinion, is an indicator of a high scientific level of a university? (select 3-4 key characteristics)

Answer options	1st year (%)	2nd year (%)
Modern material and technical base	75	57,1
Participation of the university in the development of targeted programs for the socio-economic development of the region, cities, and enterprises	37,5	42,9

Involvement of undergraduates in research projects	50	71,4
Strong teaching staff	62,5	85,7
Work at the university of famous foreign scientists	-	28,6
Awards, prizes for achievements in science	25	14,3
Availability of publications by university staff in international publications	12,5	28,6
Participation in international research projects	50	42,9
I find it difficult to answer	12,5	-
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 (%)	2nd year (%)
Yes, I participate (go to question 8)	12,5	57,1
No, I don't participate, but I attend scientific events (seminars, conferences) at the university	50	42,9
No, I'm not participating	12,5	-
I find it difficult to answer	25	-
Other (write your answer)	-	-



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

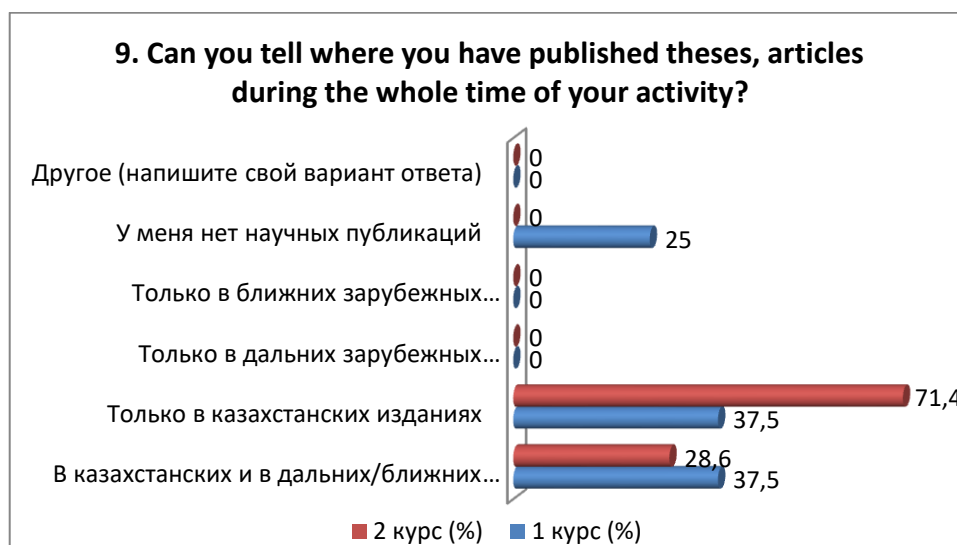
Answer options	1st year (%)	2nd year (%)
I participate in the activities of scientific departments at my university	12,5	28,6
I am participating in a project led by my supervisor/other teacher	12,5	42,9
Working on a research project with friends	12,5	14,3
I am participating in a research project at another university	-	-
I am participating in a research project with foreign universities	-	-
I find it difficult to answer	50	28,6
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 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	37,5	28,6
Only in Kazakhstan publications	37,5	71,4
Only in distant foreign publications	-	-
Only in nearby foreign publications	-	-
I have no scientific publications	25	-
Other (write your answer)	-	-



10. Your level of foreign language skills:

Answer options	1st year (%)	2nd year (%)
With dictionary	25	28,6
Speaking level	37,5	14,3
Average level	25	57,1
I express myself freely	-	-
I don't speak a foreign language	12,5	-
Other (write your answer)	-	-



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

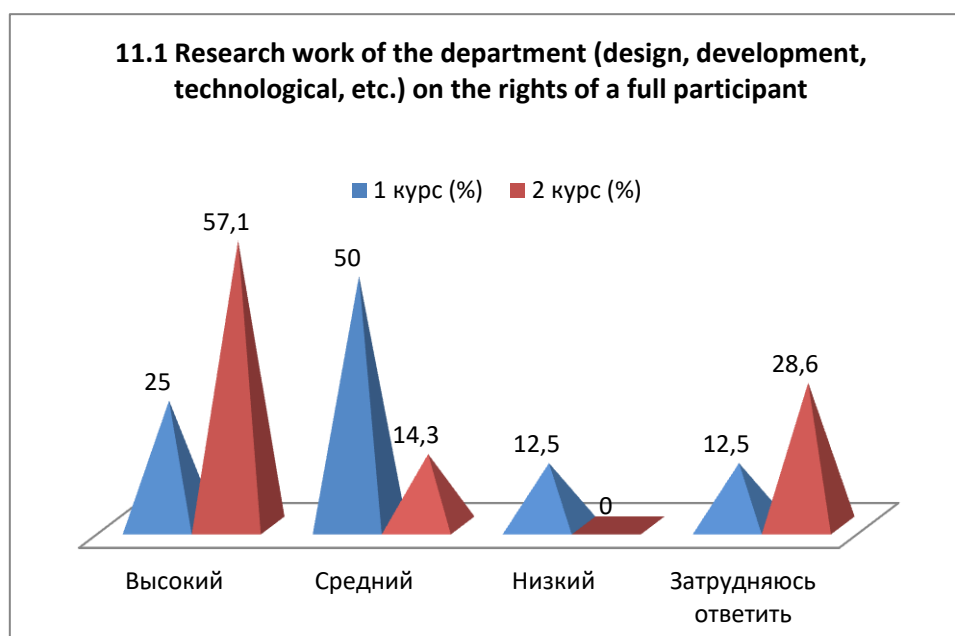
11.1 Research work of the department (design, development, technological, etc.) on the rights of a full participant
11.2 Writing scientific articles
11.3 Participation in presentations at conferences and seminars
11.4 Preparation of research reports and abstracts

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 _____

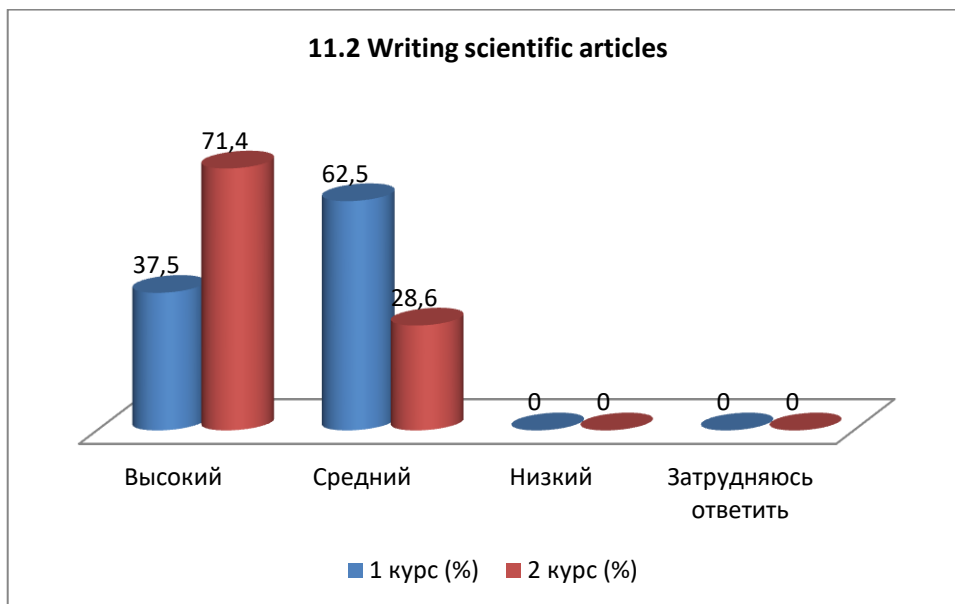
11.1 Research work of the department (design, development, technological, etc.) on the rights of a full participant

Answer options	1st year (%)	2nd year (%)
High	25	57,1
Average	50	14,3
Short	12,5	-
I find it difficult to answer	12,5	28,6



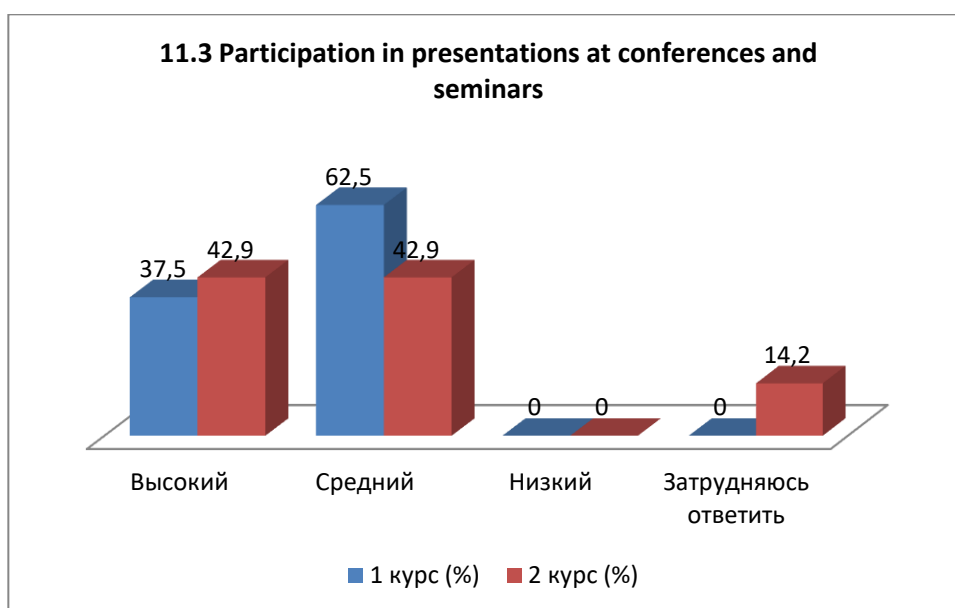
11.2 Writing scientific articles

Answer options	1st year (%)	2nd year (%)
High	37,5	71,4
Average	62,5	28,6
Short	-	-
I find it difficult to answer	-	-



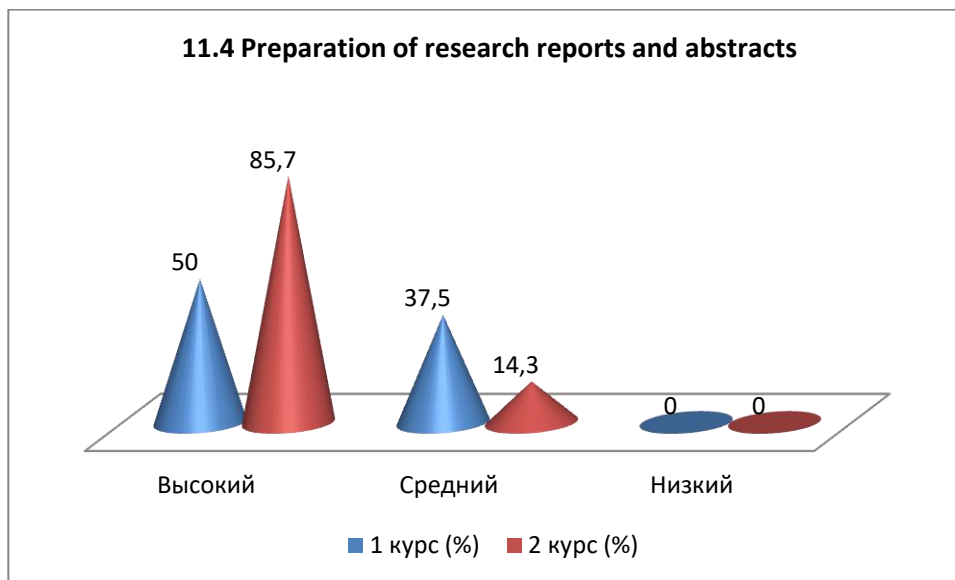
11.3 Participation in presentations at conferences and seminars

Answer options	1st year (%)	2nd year (%)
High	37,5	42,9
Average	62,5	42,9
Short	-	-
I find it difficult to answer	-	14,2



11.4 Preparation of research reports and abstracts

Answer options	1st year (%)	2nd year (%)
High	50	85,7
Average	37,5	14,3
Short	-	-
I find it difficult to answer	12,5	-



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

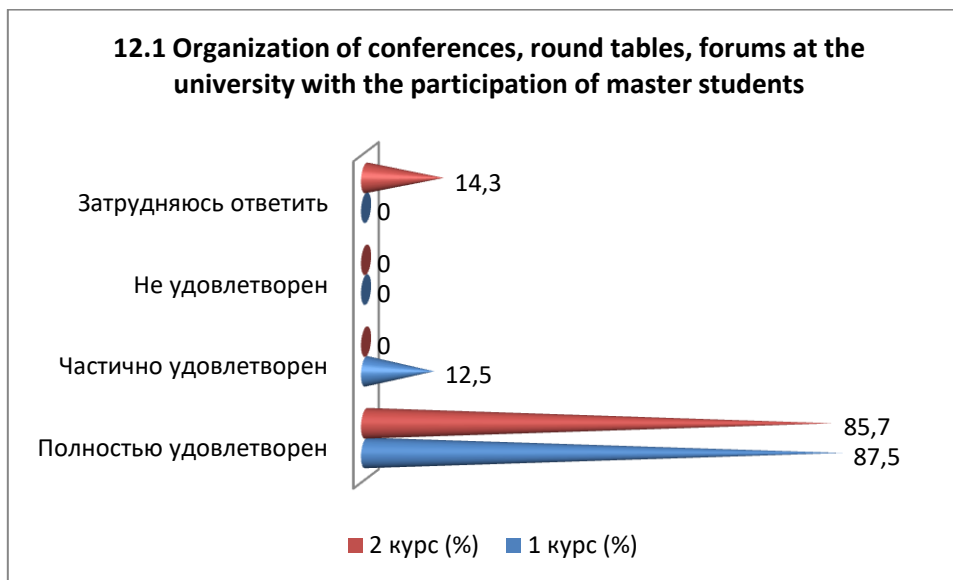
12.1 Organization of conferences, round tables, forums at the university with the participation of master students
12.2 Material and technical support for applied scientific research
12.3 Availability for master students of technology, computers necessary for the educational process and scientific activities
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

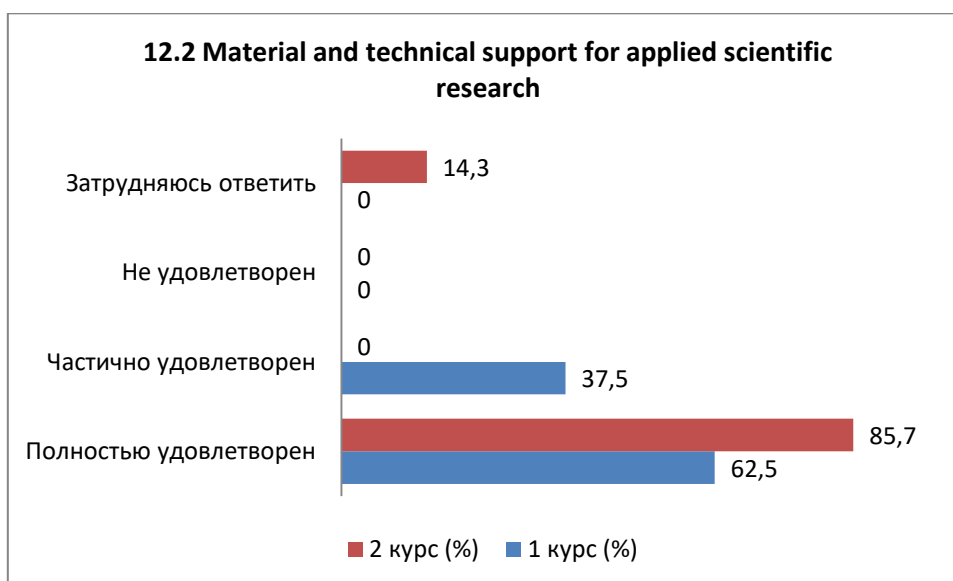
12.1 Organization of conferences, round tables, forums at the university with the participation of master students

Answer options	1st year (%)	2nd year (%)
Completely satisfied	87,5	85,7
Partially satisfied	12,5	-
Not satisfied	-	-
I find it difficult to answer	-	14,3



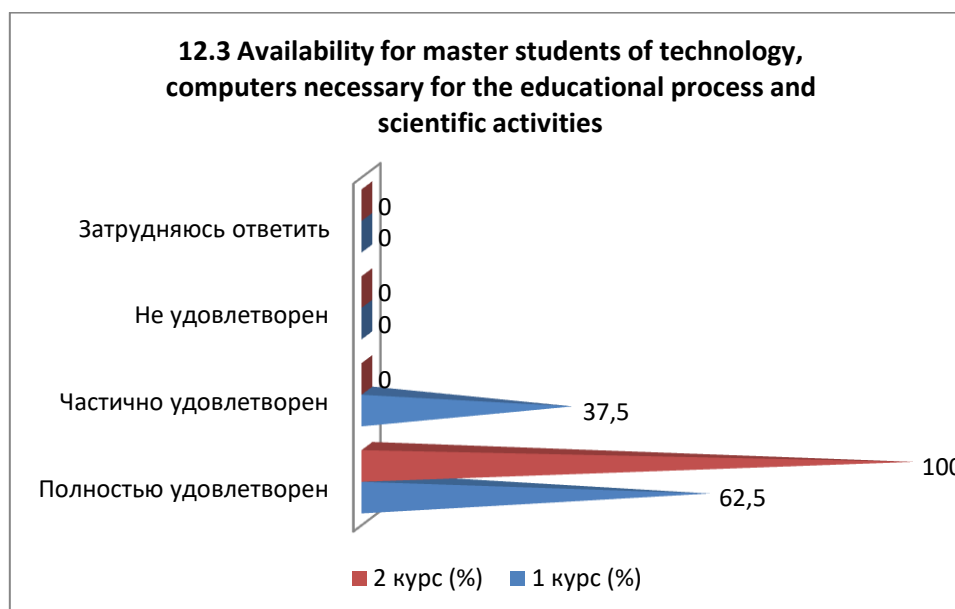
12.2 Material and technical support for applied scientific research

Answer options	1st year (%)	2nd year (%)
Completely satisfied	62,5	85,7
Partially satisfied	37,5	-
Not satisfied	-	-
I find it difficult to answer	-	14,3



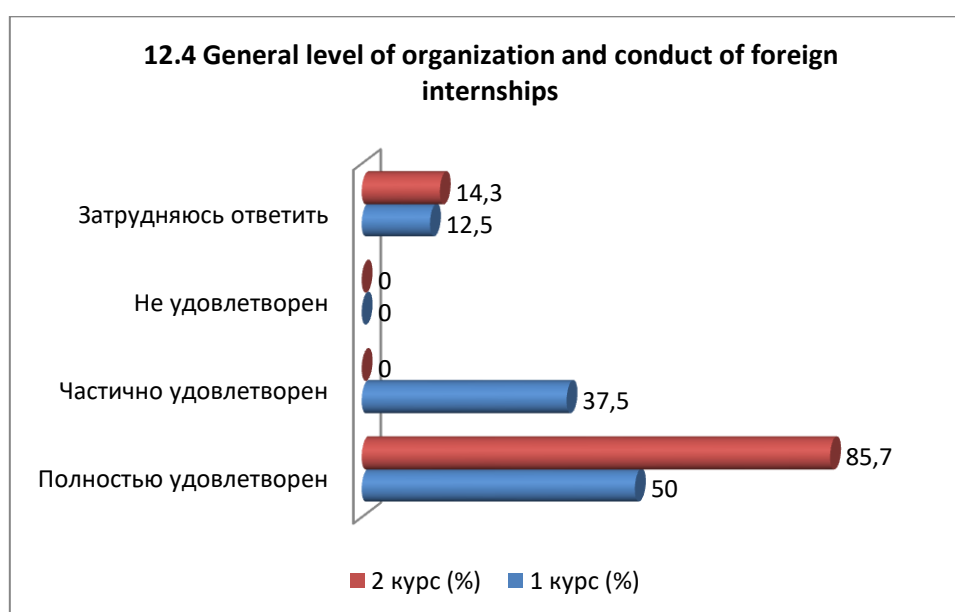
12.3 Availability for master students of technology, computers necessary for the educational process and scientific activities

Answer options	1st year (%)	2nd year (%)
Completely satisfied	62,5	100
Partially satisfied	37,5	-
Not satisfied	-	-
I find it difficult to answer	-	-



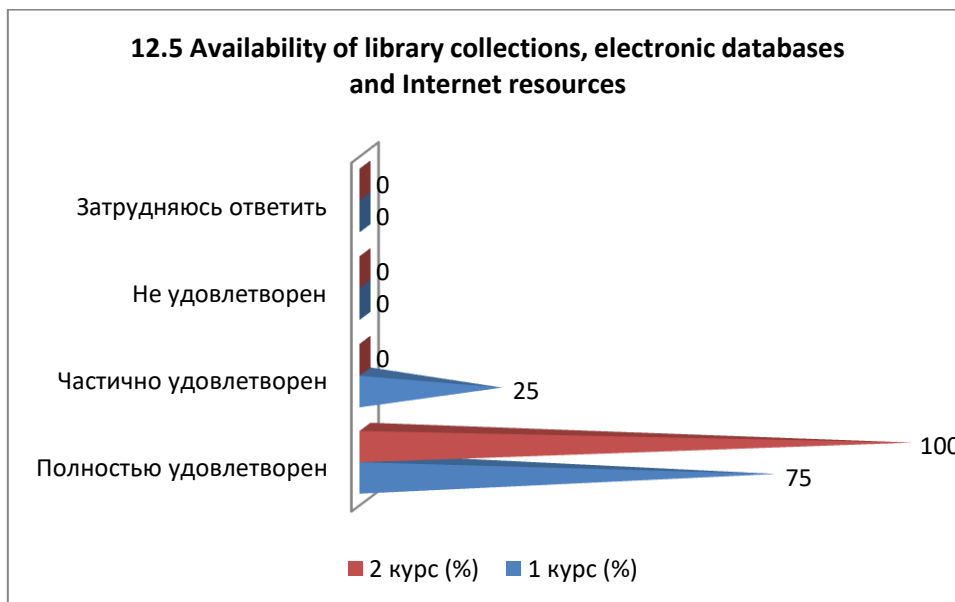
12.4 General level of organization and conduct of foreign internships

Answer options	1st year (%)	2nd year (%)
Completely satisfied	50	85,7
Partially satisfied	37,5	-
Not satisfied	-	-
I find it difficult to answer	12,5	14,3



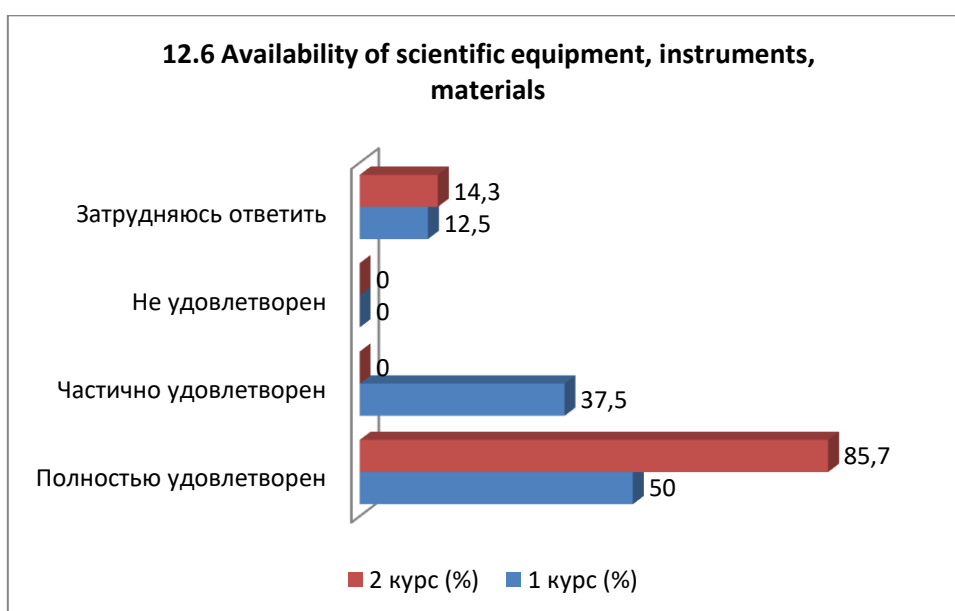
12.5 Availability of library collections, electronic databases and Internet resources

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



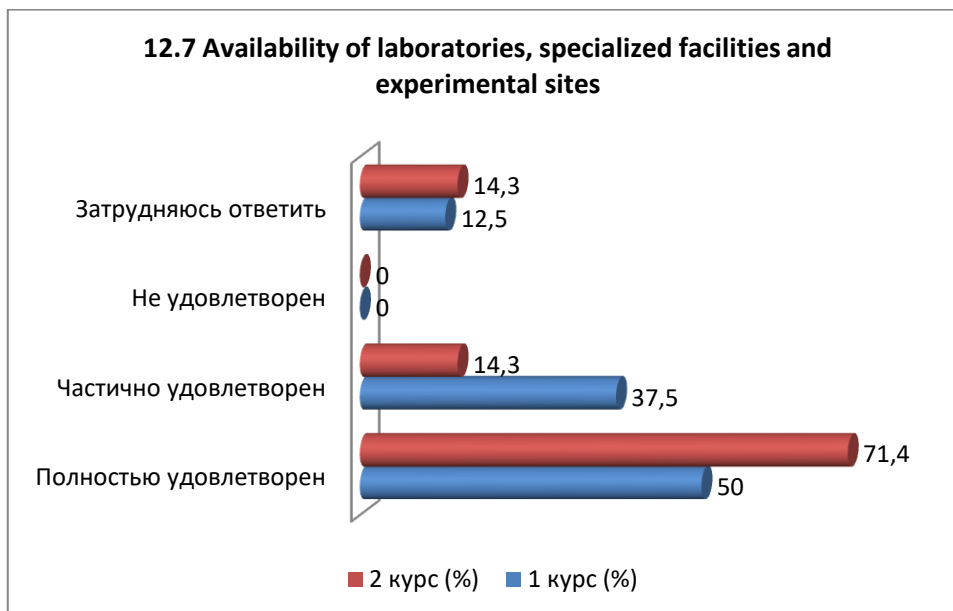
12.6 Availability of scientific equipment, instruments, materials

Answer options	1st year (%)	2nd year (%)
Completely satisfied	50	85,7
Partially satisfied	37,5	-
Not satisfied	-	-
I find it difficult to answer	12,5	14,3



12.7 Availability of laboratories, specialized facilities and experimental sites

Answer options	1st year (%)	2nd year (%)
Completely satisfied	50	71,4
Partially satisfied	37,5	14,3
Not satisfied	-	-
I find it difficult to answer	12,5	14,3

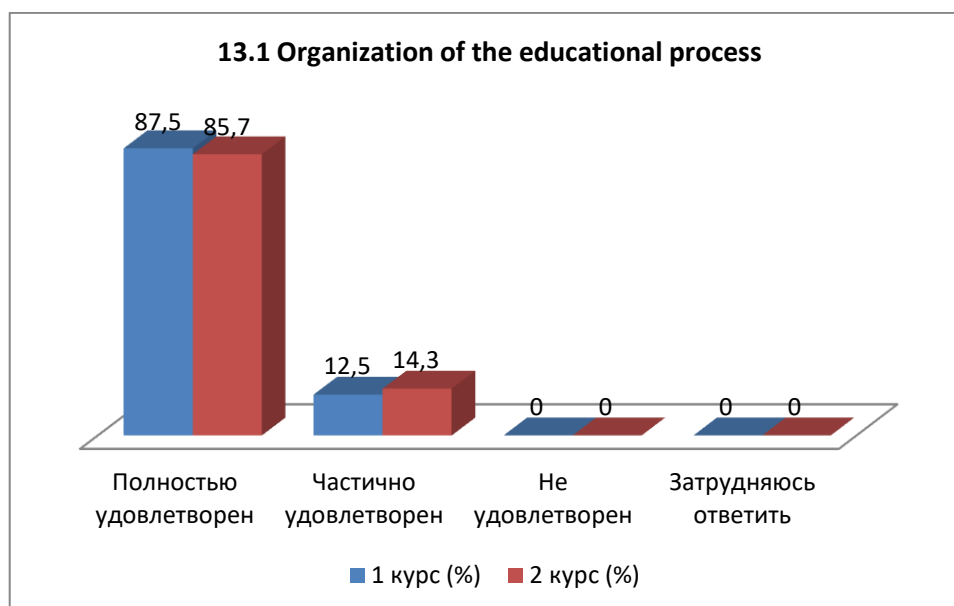


13. Are you satisfied?

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

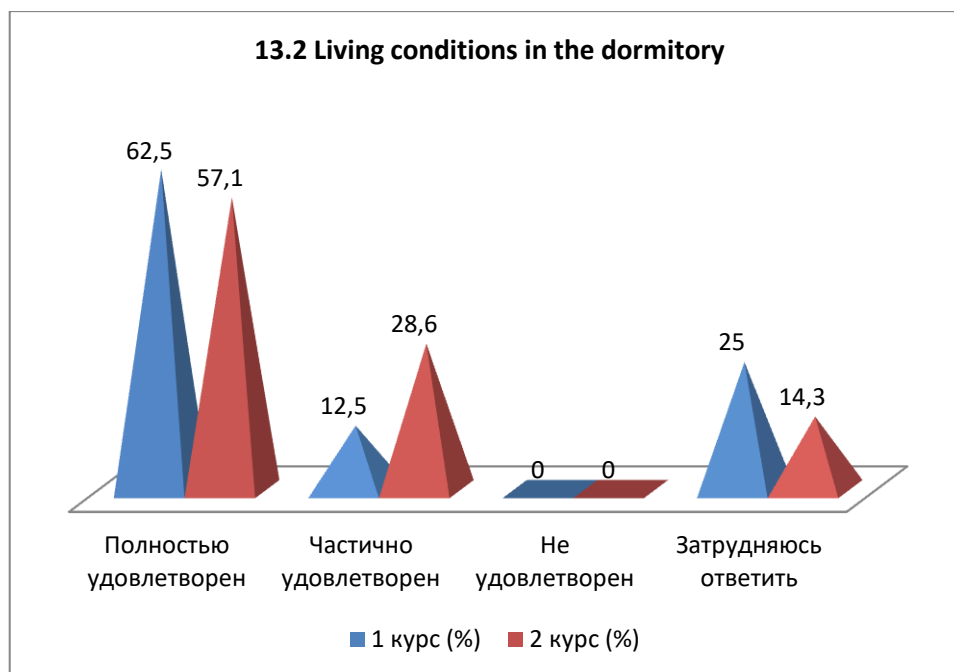
13.1 Organization of the educational process

Answer options	1st year (%)	2nd year (%)
Completely satisfied	87,5	85,7
Partially satisfied	12,5	14,3
Not satisfied	-	-
I find it difficult to answer	-	-



13.2 Living conditions in the dormitory

Answer options	1st year (%)	2nd year (%)
Completely satisfied	62,5	57,1
Partially satisfied	12,5	28,6
Not satisfied	-	-
I find it difficult to answer	25	14,3



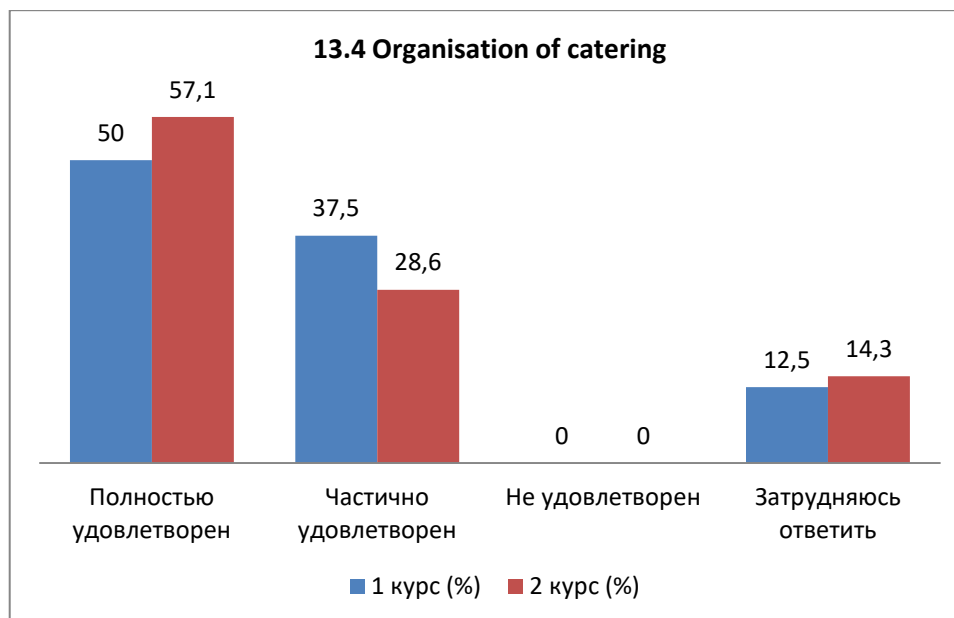
13.3 Organization of free time

Answer options	1st year (%)	2nd year (%)
Completely satisfied	62,5	71,4
Partially satisfied	25	14,3
Not satisfied	-	-
I find it difficult to answer	12,5	14,3



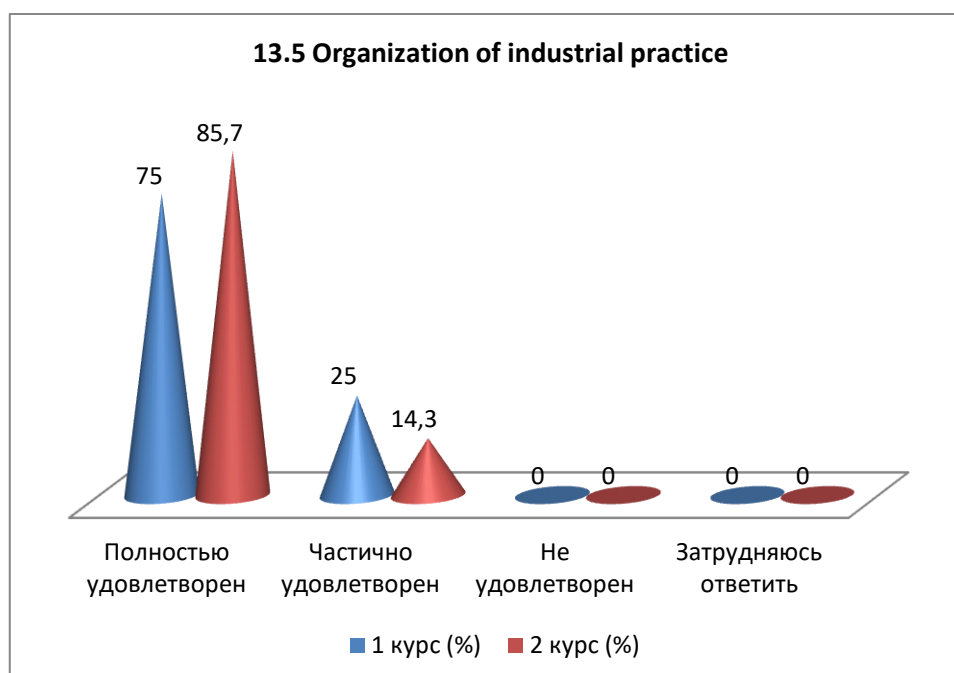
13.4 Organisation of catering

Answer options	1st year (%)	2nd year (%)
Completely satisfied	50	57,1
Partially satisfied	37,5	28,6
Not satisfied	-	-
I find it difficult to answer	12,5	14,3



13.5 Organization of industrial practice

Answer options	1st year (%)	2nd year (%)
Completely satisfied	75	85,7
Partially satisfied	25	14,3
Not satisfied	-	-
I find it difficult to answer	-	-



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

1. the main factors determining the choice of study in the Master's programme of university:

- continuation of studies at the previous university (59.8%);
- prestige of the university (26.8%);
- availability of budget places (25.9%);
- wide choice of specialities (14.3%);
- internship abroad (13.4%);
- proximity to the place of family residence (12.5%).

Additional factors: leading scientists in the teaching staff, acceptable cost of education, the possibility to easily find a job with a diploma of this university and to do science while studying, also influence the choice of a master's programme.

2. The average level of satisfaction with the availability of information on the direction of Master's students' training is 98.6%. This is a high level of satisfaction, which indicates that the majority of Master's students consider the information on their area of training accessible and satisfactory. Good availability of information helps Master students to plan their study activities more effectively, to orientate themselves in the learning process and successfully master the study material.

3. evaluation of the teaching staff:

- More than 93% of master students evaluated the level of knowledge, professionalism, objectivity, pedagogical skills and methods of teachers as 'very high' and 'high'.

4. Master's student's participation in the formation of an individual work plan:

- 67.9% 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;

- 13.4% of master's students form the plan independently, and the supervisor signs it without significant influence;

- 6.2% of master's students do not participate at all, however, self-critically assessing their efforts, they believe that they could not have coped without the main help of their supervisor;

- 12.5% of master students find it difficult to answer whose initiative was greater - theirs or the supervisor's.

5. Satisfaction with the assistance of the supervisor in the preparation of the Master's thesis: 93.8% of Master's students are fully satisfied with the assistance provided by their supervisor. This indicator indicates a high level of satisfaction of Master students with the quality and support received from their supervisor.

6. Indicators of high scientific level of the university:

- strong teaching staff (74.1%) contributes to the quality of educational and scientific activities;

- modern material and technical base (66.1%) has a great impact on the quality of scientific research and on the training of master students;

- involvement of Master's students in research projects (60,7%) indicates active scientific activity of Master's students;

- participation in international research projects (46.5%) indicates the university's active co-operation with the international scientific community and its contribution to global research;

- participation in the development of target programmes of socio-economic development of the region, cities, enterprises (40.2%) indicates its significant role in the socio-economic development of society.

7. Publication of scientific works: during the whole period of their activity 87.5% of Master's students published their theses and articles both in Kazakhstani and foreign editions.

This indicates a high degree of involvement of undergraduates in the scientific community and their desire to disseminate the results of their research at the international level.

8. *The level of foreign language proficiency:* the majority of Master's students (93.8%) have a different level of foreign language proficiency, from basic with the use of a dictionary to complete freedom of expression. Nevertheless, there are also those who have no command of a foreign language at all, which can create certain difficulties in learning and communication.

9. *Master's students' satisfaction with the scientific and educational environment of the university:*

- Organisation of conferences, round tables, forums at the university, with the participation of undergraduates: 92,9%.

- Material and technical support of applied scientific research: 92,9%.

- Availability of equipment, computers necessary for the educational process and scientific activity: 100%.

- General level of organisation and carrying out of foreign internship: 86,6%.

- Availability of library funds, electronic databases and Internet resources: 100%.

- Availability of scientific equipment, tools, materials: 86,6%.

- Availability of laboratories, specialised facilities and experimental sites: 86.6%.

10. *Organisation of the educational process:* a high degree of student satisfaction with the conditions of accommodation, free time, meals and industrial practice.

In general, master's students highly appreciate the research and training 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.