

Report
on the results of the survey
Master students' satisfaction with educational services
for 2023-2024 academic year in educational program
7M07106 Heat Power Engineering

In February 2024, the Center for Quality Management and Accreditation conducted an anonymous electronic survey "Satisfaction of master students with educational services".

The purpose of the study is to measure consumer satisfaction with the quality of services provided by the University.

The subject of the study is the formed ideas of master students about organization of the educational process, the degree of satisfaction with its various characteristics.

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

The object of the study is the 1 and 2 year master students.

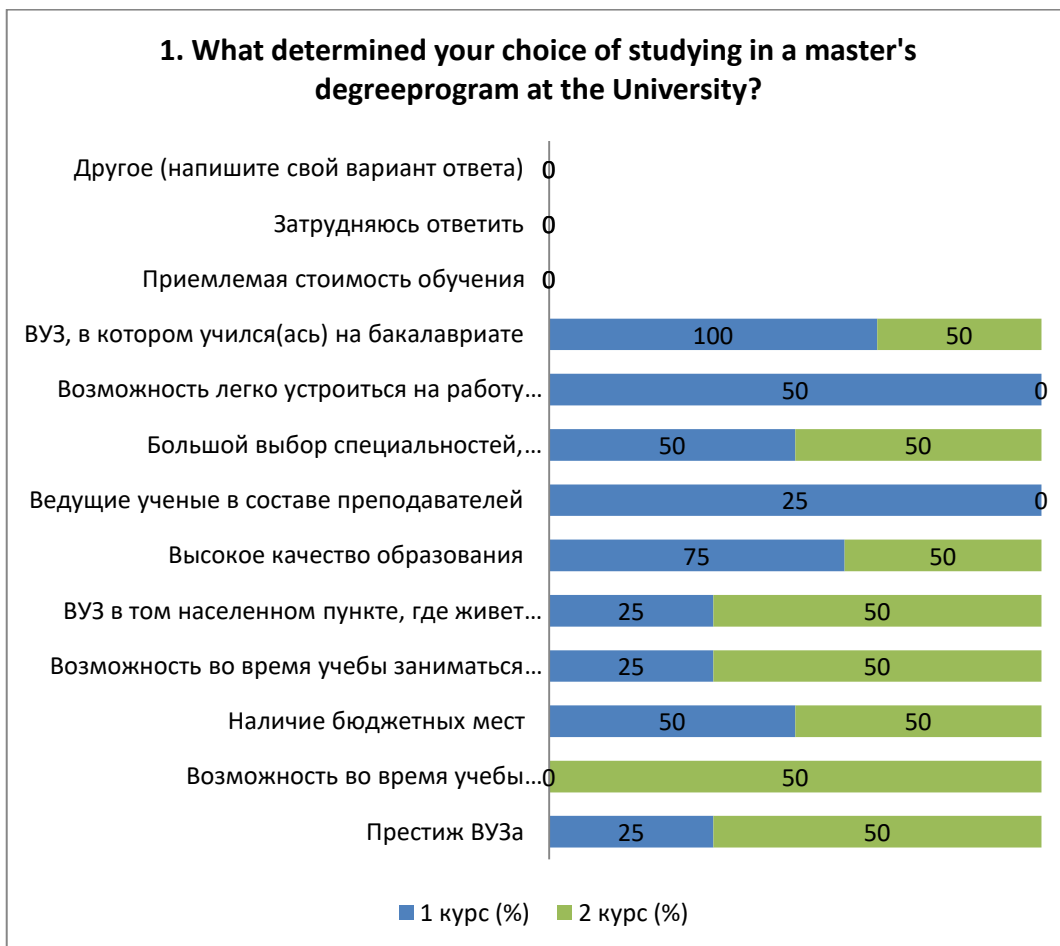
6 respondents took part in the survey, which amounted to 82.6% of the total number of master students.

The following data were obtained during the survey.

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

Answer options	1 year (%)	2 year (%)
Prestige of the University	25	50
Opportunity to do internships abroad during studies	-	50
Availability of budget places	50	50
Opportunity to do science during studies	25	50
University in the locality where the family lives (close to it)	25	50
High quality of education	75	50
Leading scientists among the teaching staff	25	-
Wide choice of specialties, areas of education	50	50
Opportunity to easily get a job with a diploma from this University	50	-
University where he/she studied for a bachelor's degree	100	50
Acceptable cost of education	-	-
I find it difficult to answer	-	-
Other (write your answer)	-	-

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



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

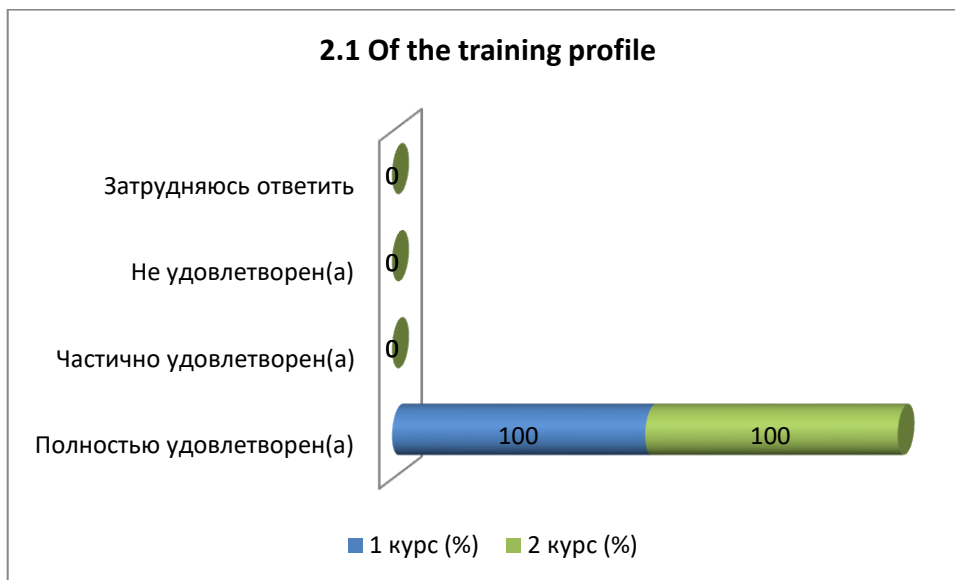
2.1 Of the training profile
2.2 Characteristics of the professional activity of a master student
2.3 List of formed competencies of a master graduate
2.4 List of bases of master students' internships
2.5 Information of scientific supervisors

Other (write your answer) _____

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

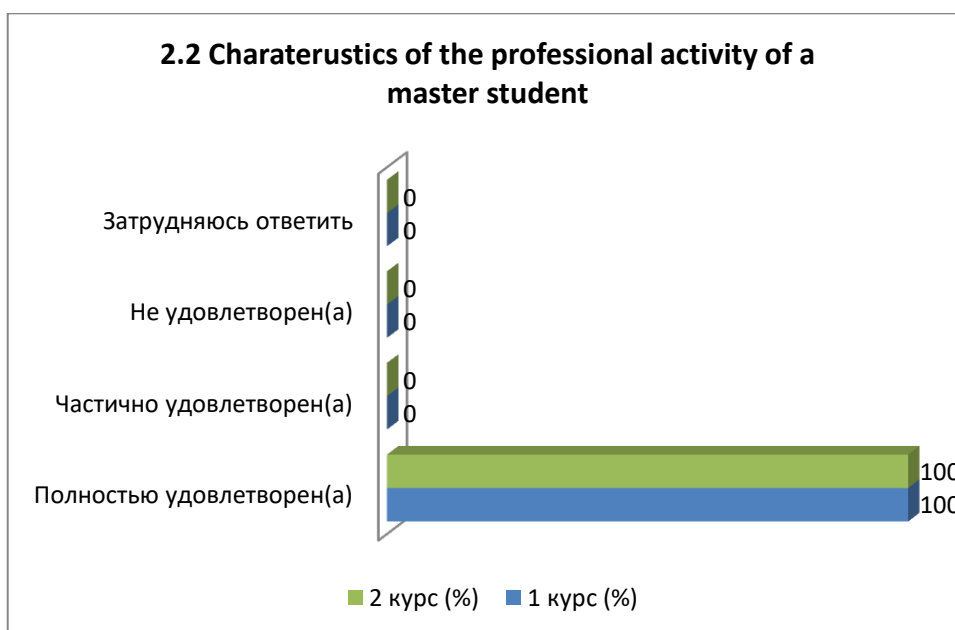
2.1 Of the training profile

Answer options	1 year (%)	2 year (%)
Completely satisfied	100	100
Partially satisfied	-	-
Not satisfied	-	-
Difficult to answer	-	-



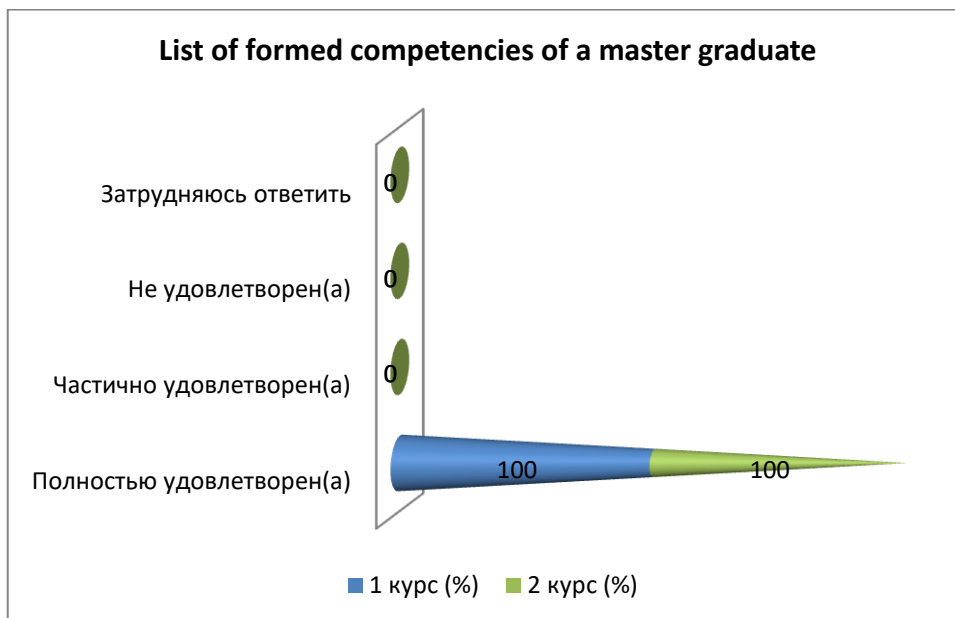
2.2 Characteristics of the professional activity of a master student

Answer options	1 year (%)	2 year (%)
Completely satisfied	100	100
Partially satisfied	-	-
Not satisfied	-	-
Difficult to answer	-	-



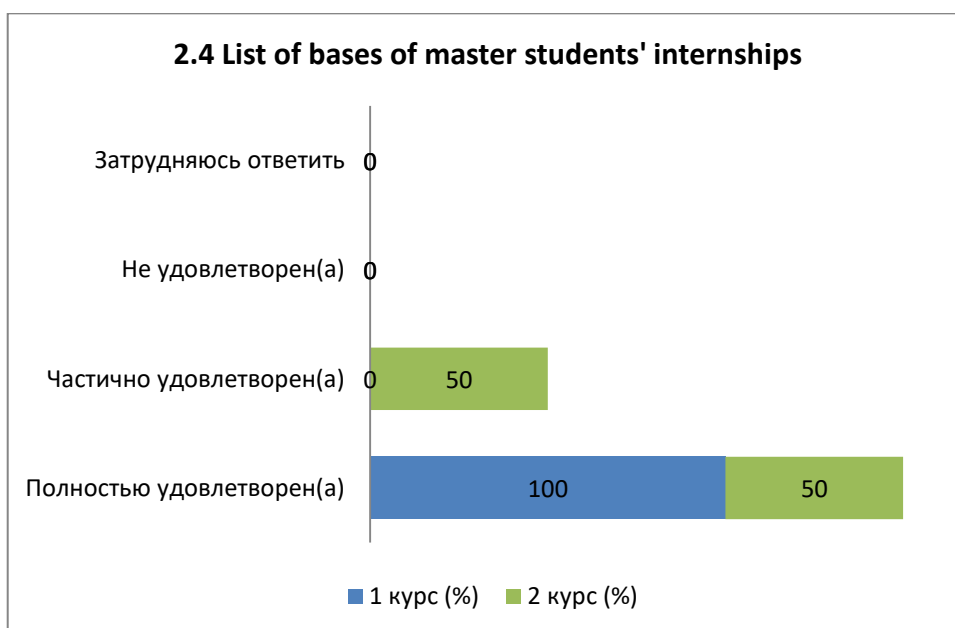
2.3 List of formed competencies of a master graduate

Answer options	1 year (%)	2 year (%)
Completely satisfied	100	100
Partially satisfied	-	-
Not satisfied	-	-
Difficult to answer	-	-



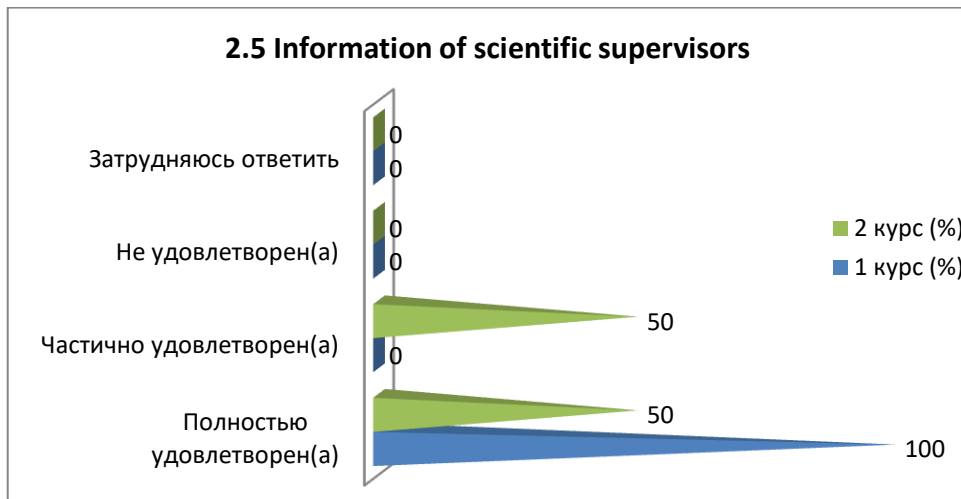
2.4 List of bases of master students' internships

Answer options	1 year (%)	2 year (%)
Completely satisfied	100	50
Partially satisfied	-	50
Not satisfied	-	-
Difficult to answer	-	-



2.5 Information of scientific supervisors

Answer options	1 year (%)	2 year (%)
Completely satisfied	100	50
Partially satisfied	-	50
Not satisfied	-	-
Difficult to answer	-	-



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

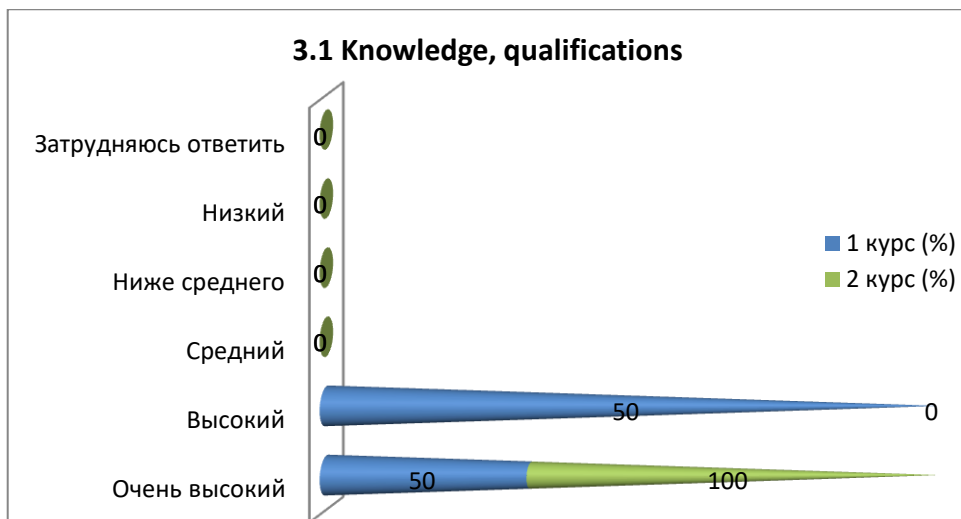
3.1 Knowledge, qualifications
3.2 Pedagogical qualities
3.3 Objectivity and impartiality of assessments
3.4 Teaching methods used

Other (write your answer) _____

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

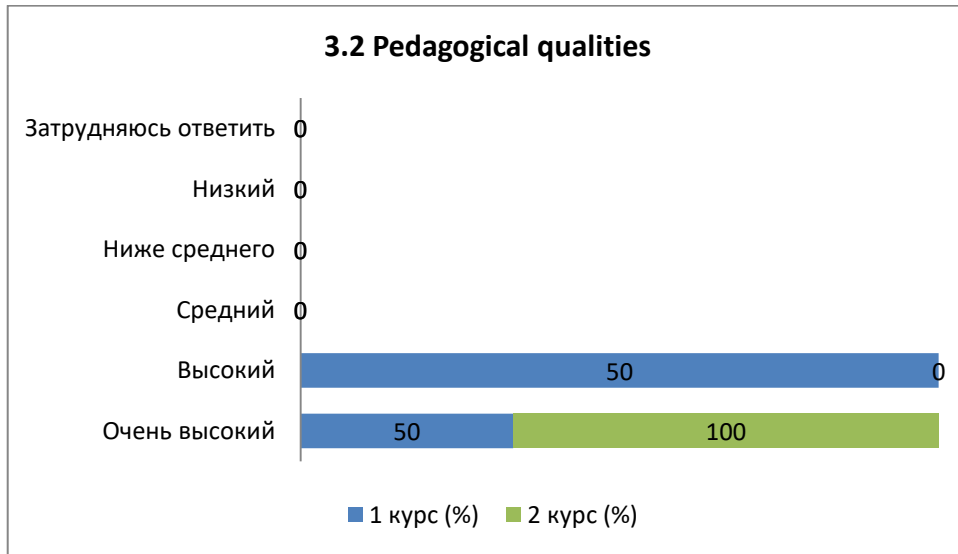
3.1 Knowledge, qualifications

Answer options	1 year (%)	2 year (%)
Very high	50	100
High	50	-
Average	-	-
Below average	-	-
Low	-	-
I don't know	-	-



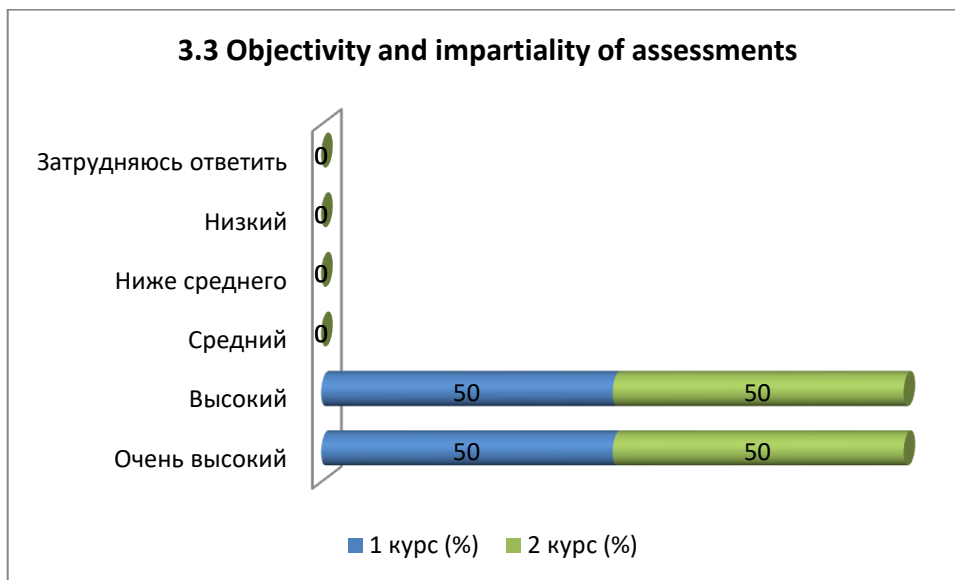
3.2 Pedagogical qualities

Answer options	1 year (%)	2 year (%)
Very high	50	100
High	50	-
Average	-	-
Below average	-	-
Low	-	-
I don't know	-	-



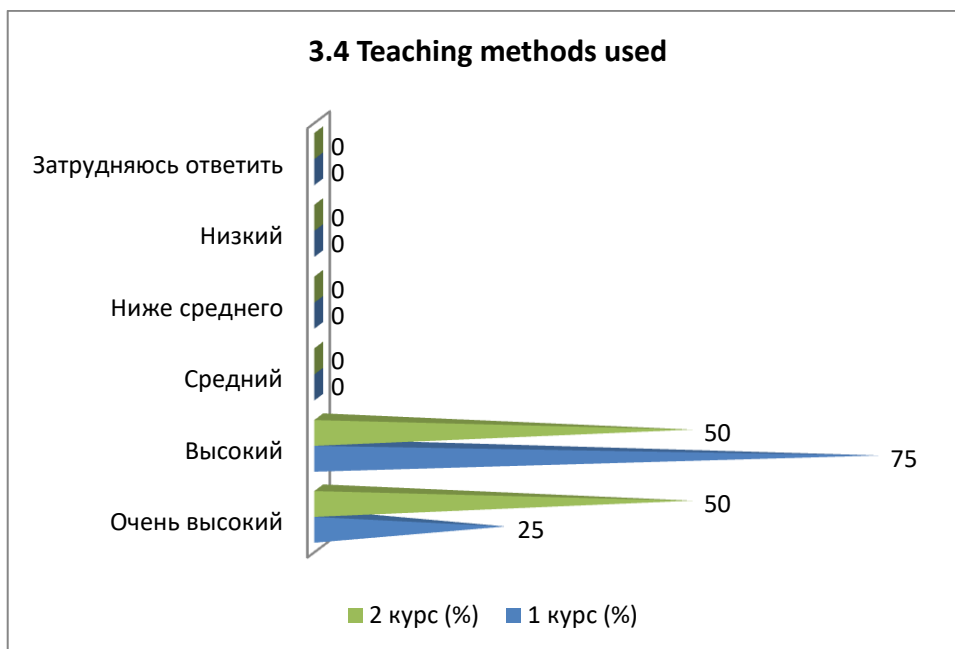
3.3 Objectivity and impartiality of assessments

Answer options	1 year (%)	2 year (%)
Very high	50	50
High	50	50
Average	-	-
Below average	-	-
Low	-	-
I don't know	-	-



3.4 Teaching methods used

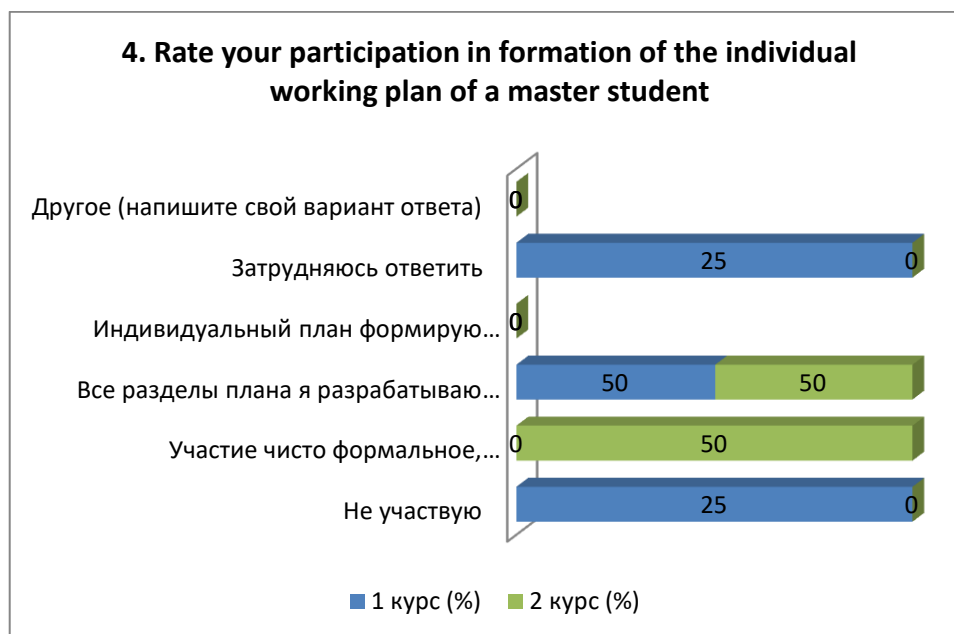
Answer options	1 year (%)	2 year (%)
Very high	25	50
High	75	50
Average	-	-
Below average	-	-
Low	-	-
I don't know	-	-



4. Rate your participation in formation of the individual working plan of a master student

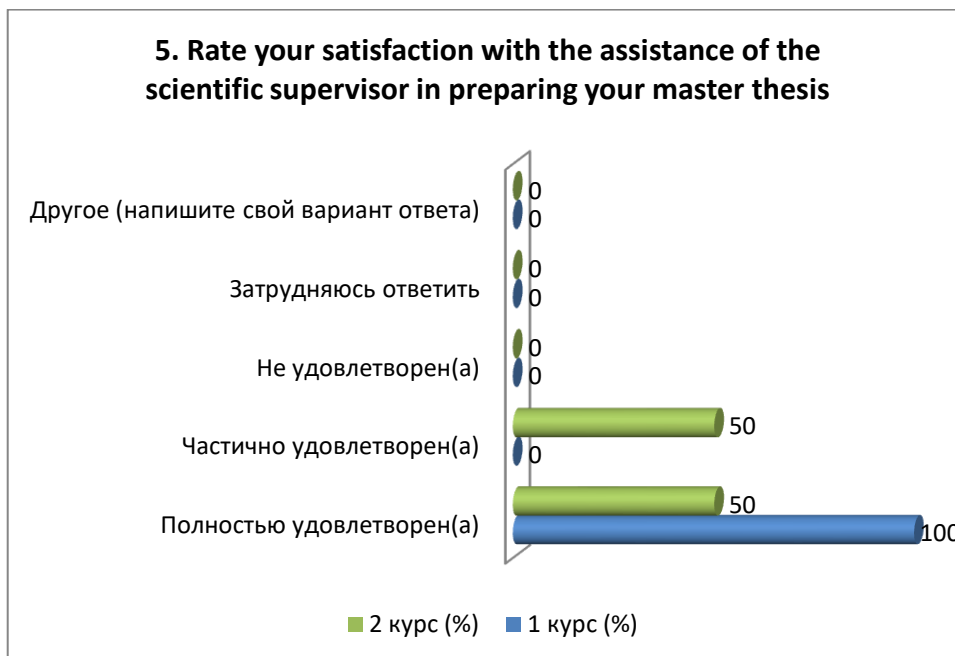
Answer options	1 year (%)	2 year (%)
I do not participate	25	-
Participation is purely formal, the formation of an individual plan does not actually depend on me	-	50

I develop all the sections of the plan independently under the guidance of my supervisor	50	50
I form an individual plan independently, the supervisor only signs it.	-	-
I find it difficult to answer	25	-
Other (write your answer)	-	-



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

Answer options	1 year (%)	2 year (%)
Completely satisfied	100	50
Partially satisfied	-	50
Not satisfied	-	-
I don't know	-	-
Other (write your answer)	-	-

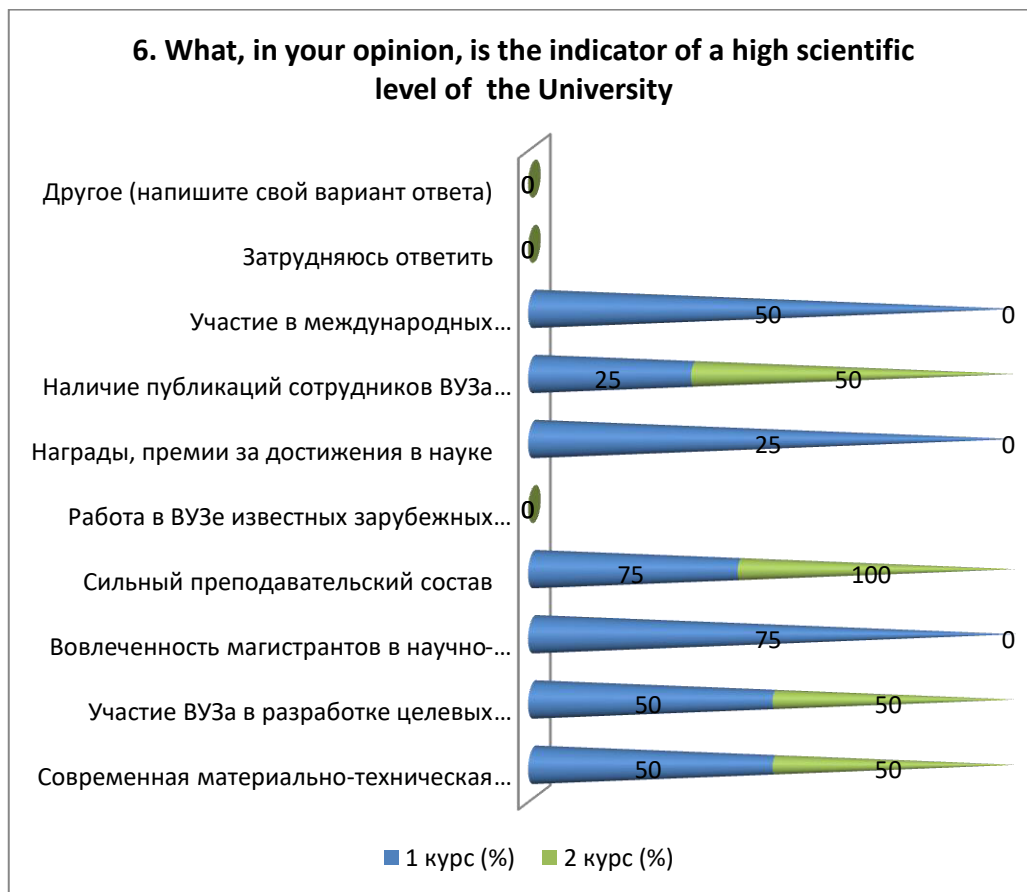


6. What, in your opinion, is the indicator of a high scientific level of the University?
(choose 3-4 key characteristics)

Answer options	1 year (%)	2 year (%)
Updated material and technical base	50	50
Participation of the University in the development of target programs for the socio-economic development of the region, city, enterprises	50	50
Involvement of mastes students in research projects	75	-
Competent teaching staff	75	100
Famous foreign scientists working at the University	-	-
Awards, prizes for achievements in science	25	-
Availability of publications of the University employees in international publications	25	50
Participation in international research projects	50	-
I find it difficult to answer	-	-
Other (write your answer)	-	-

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

6. What, in your opinion, is the indicator of a high scientific level of the University



7. Do you participate I any research projects?

Answer options	1 year (%)	2 year (%)
Yes, I do (to question 8)	-	-
No, I don't participate, but I attend scientific events (seminars, conferences) at the University	100	100
No, I don't participate	-	-
I find it difficult to answer	-	-
Other (write your answer)	-	-



8. Indicate which research projects you are involved in (choose all that apply)

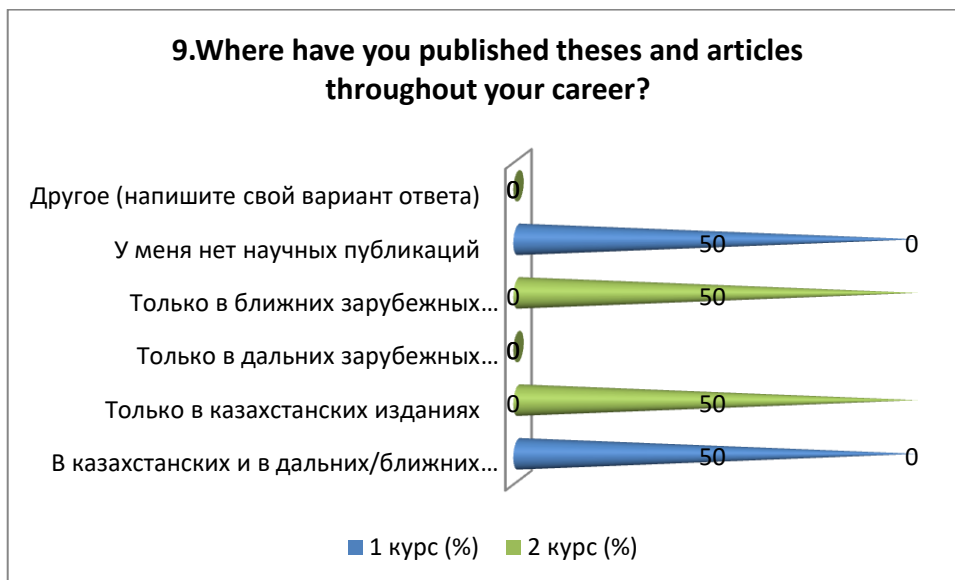
Answer options	1 year (%)	2 year (%)
I participate in the activities of research departments at my University	-	-
I participate in a project led by my supervisor/another teacher	-	-
I work at a research project with friends	25	-
I participate in a research project at another university	-	-
I participate in a research project with foreign universities	-	-
I find it difficult to answer	25	50
Other (write your answer)	-	-

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%.



9. Where have you published theses and articles throughout your career?

Answer options	1 year (%)	2 year (%)
In Kazakhstan and far/near abroad foreign editions	50	-
Only in Kazakhstan editions	-	50
Only in far abroad foreign editions	-	-
Only in near abroad foreign publications	-	50
I have no scientific publications	50	-
	-	-



10. Your level of foreign language proficiency:

Answer options	1 year (%)	2 year (%)
With the dictionary	25	-
Conversational level	-	50
Intermediate level	75	50
I express myself fluently	-	-
I do not speak a foreign language	-	-
Other (write your answer)	-	-



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

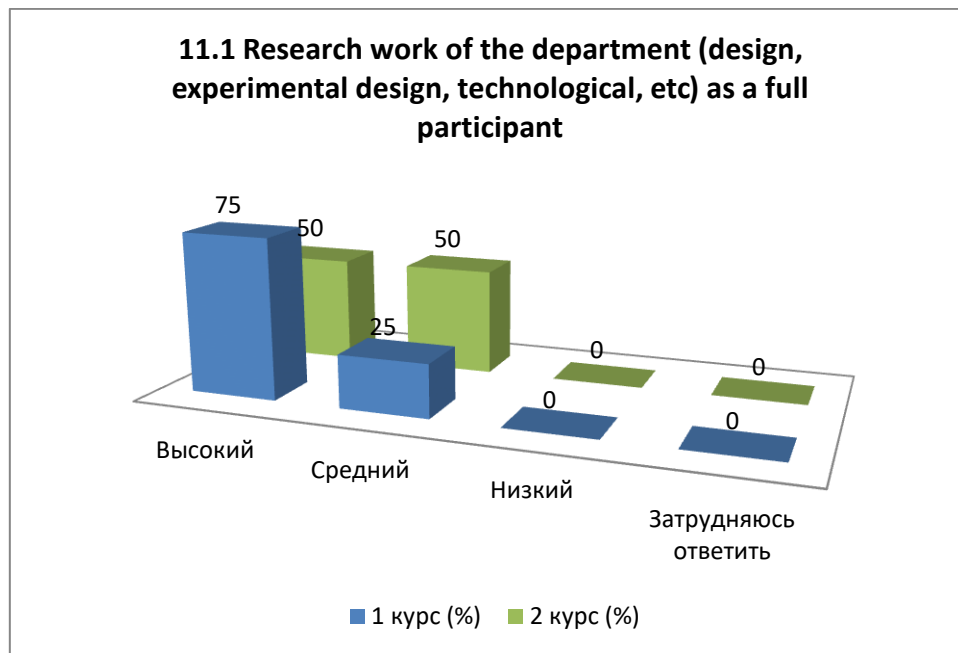
11.1 Research work of the department (design, experimental design, technological, etc.) as a full participant
11.2 Writing scientific articles
11.3 Participation with reports at conferences and seminars
11.4 Preparation of reports on research, abstracts

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

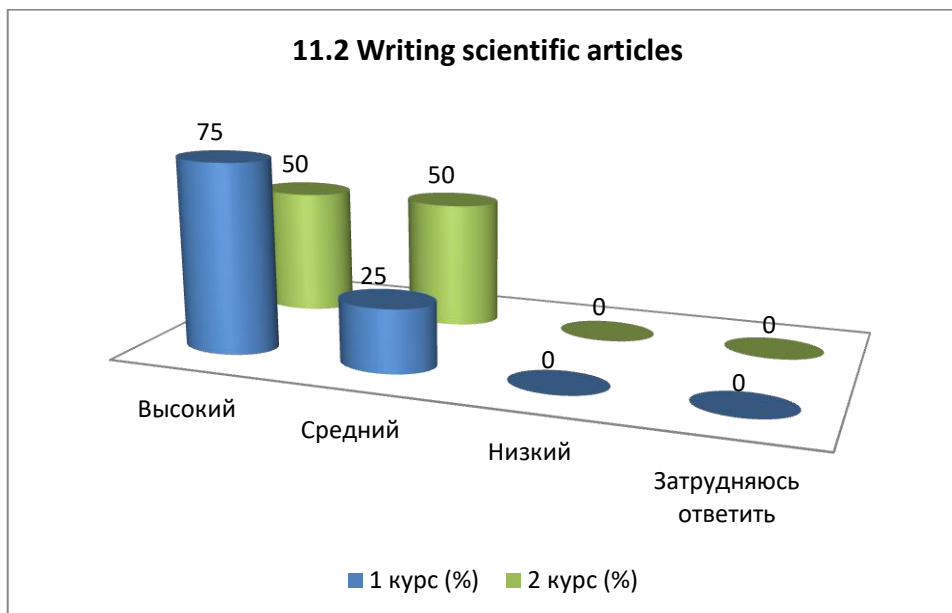
11.1 Research work of the department (design, experimental design, technological, etc.) as a full participant

Answer options	1 year (%)	2 year (%)
High	75	50
Medium	25	50
Low	-	-
Difficult to answer	-	-



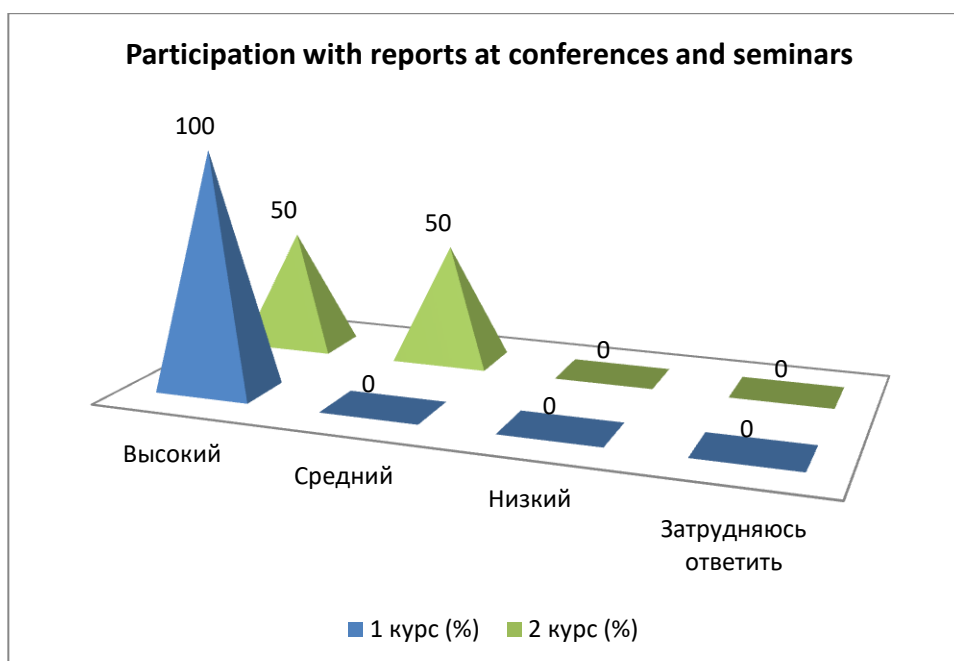
11.2 Writing scientific articles

Answer options	1 year (%)	2 year (%)
High	75	50
Medium	25	50
Low	-	-
Difficult to answer	-	-



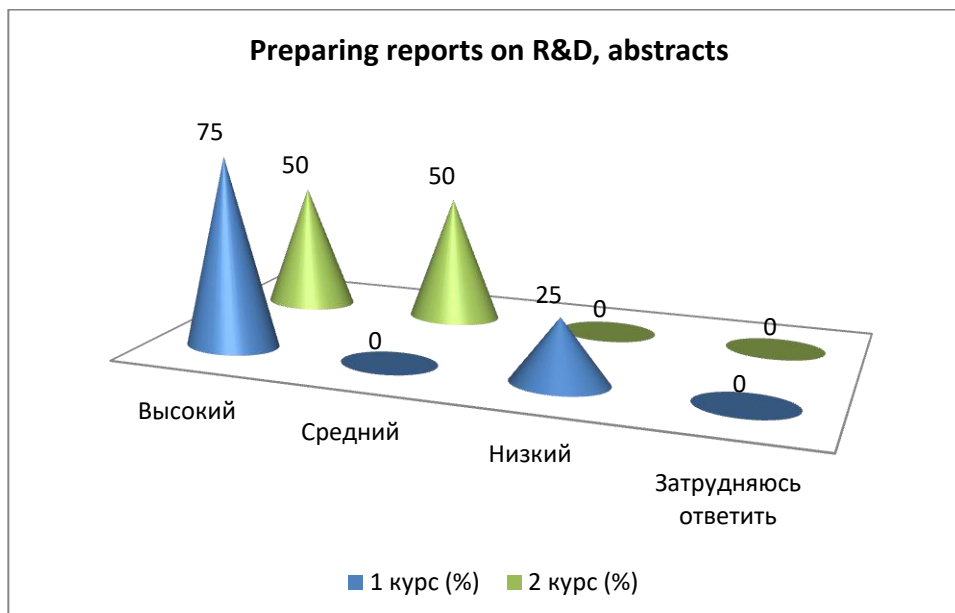
11.3 Participation with reports at conferences and seminars

Answer options	1 year (%)	2 year (%)
High	100	50
Medium	-	50
Low	-	-
Difficult to answer	-	-



11.4 Preparing reports on R&D, abstracts

Answer options	1 year (%)	2 year (%)
High	75	50
Medium	-	50
Low	25	-
Difficult to answer	-	-



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

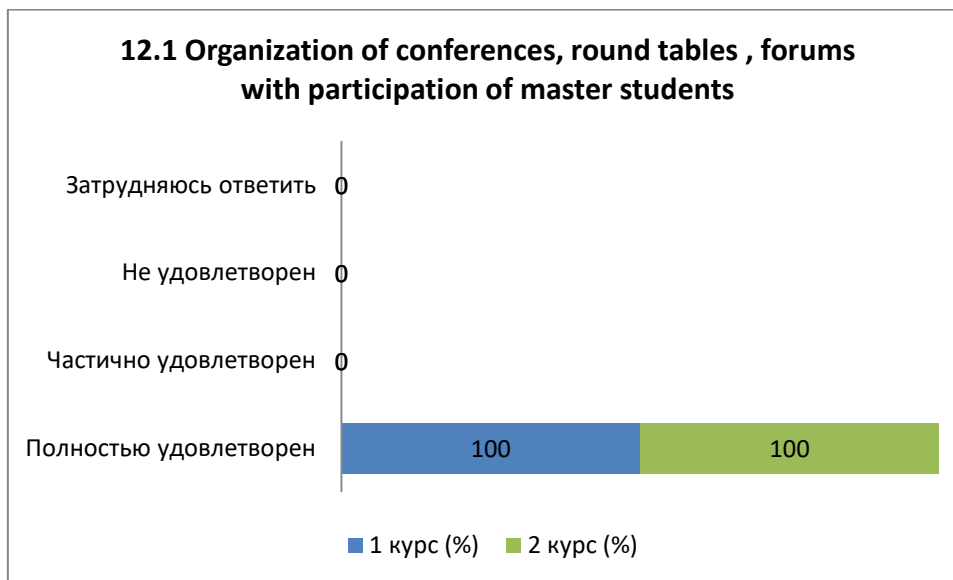
12.1 Organization of conferences, round tables, forums at the University with participation of master students
12.2 Material and technical support for applied scientific research
12.3 Availability of equipment, computers needed for the master students' educational process and scientific activities
12.4 General level of organization and implementation of foreign internships
12.5 Availability of library collections, electronic databases and Internet resources
12.6 Availability of scientific equipment, tools, 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

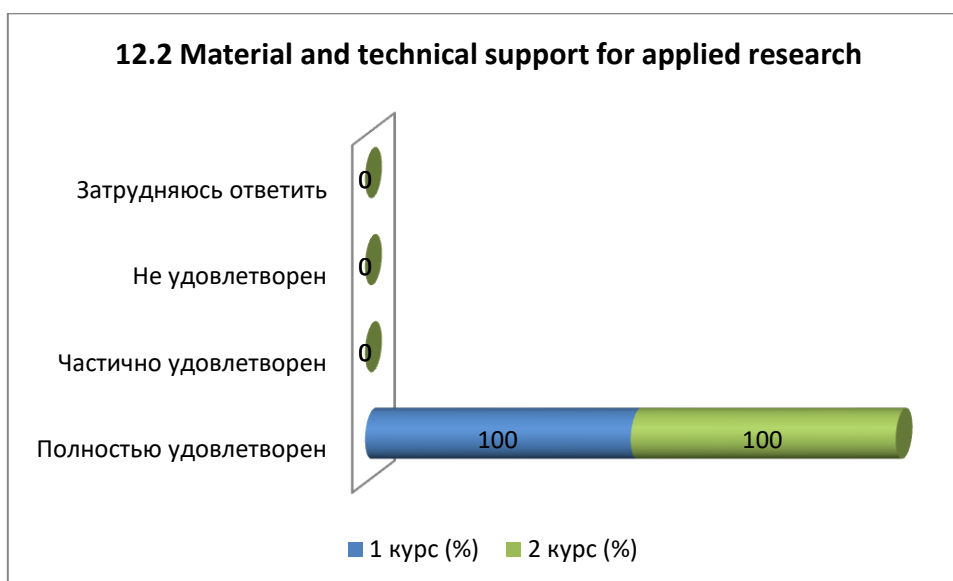
12.1 Organization of conferences, round tables, forums at the University with participation of master students

Answer options	1 year (%)	2 year (%)
Completely satisfied	100	100
Partially satisfied	-	-
Not satisfied	-	-
Difficult to answer	-	-



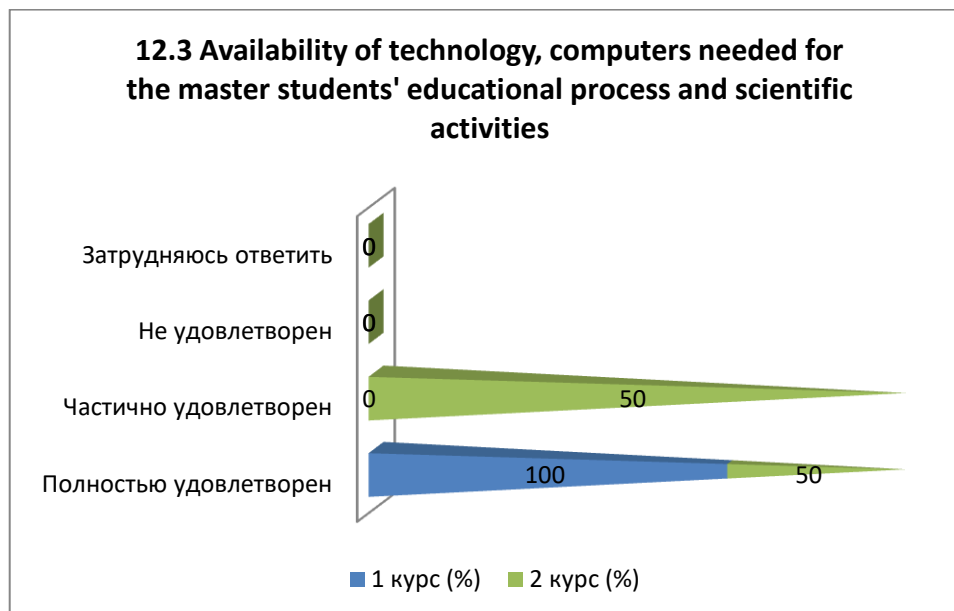
12.2 Material and technical support for applied scientific research

Answer options	1 year (%)	2 year (%)
Completely satisfied	100	100
Partially satisfied	-	-
Not satisfied	-	-
Difficult to answer	-	-



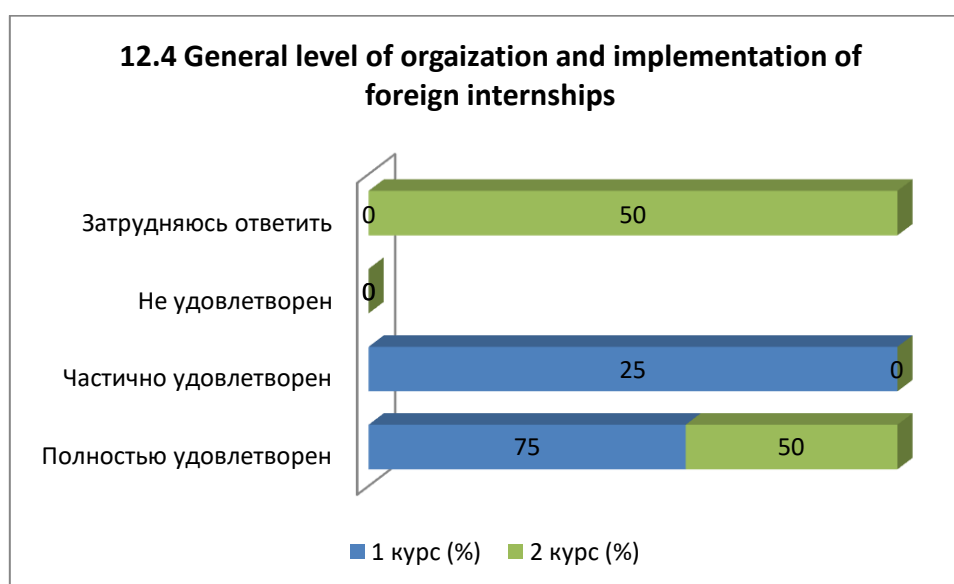
12.3 Availability of technology, computers needed for the master students' educational process and scientific activities

Answer options	1 year (%)	2 year (%)
Completely satisfied	100	50
Partially satisfied	-	50
Not satisfied	-	-
Difficult to answer	-	-



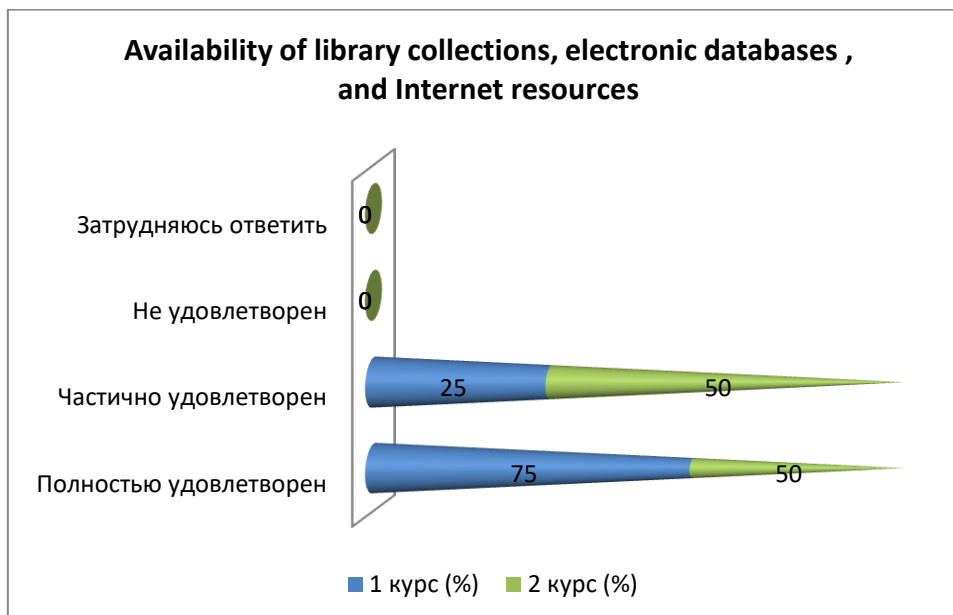
12.4 General level of organization and implementation of foreign internships

Answer options	1 year (%)	2 year (%)
Completely satisfied	75	50
Partially satisfied	25	-
Not satisfied	-	-
Difficult to answer	-	50



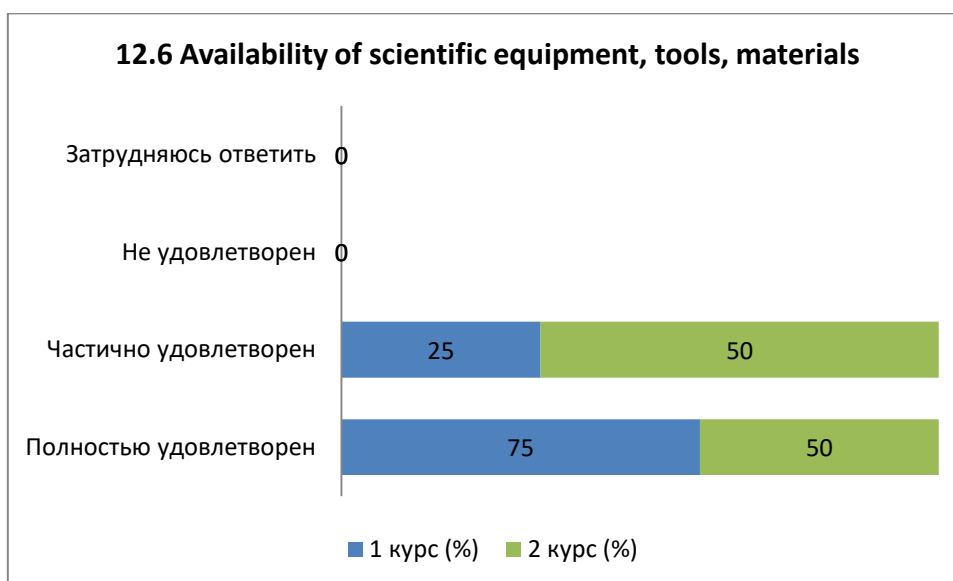
12.5 Availability of library collections, electronic databases and Internet resources

Answer options	1 year (%)	2 year (%)
Completely satisfied	75	50
Partially satisfied	25	50
Not satisfied	-	-
Difficult to answer	-	-



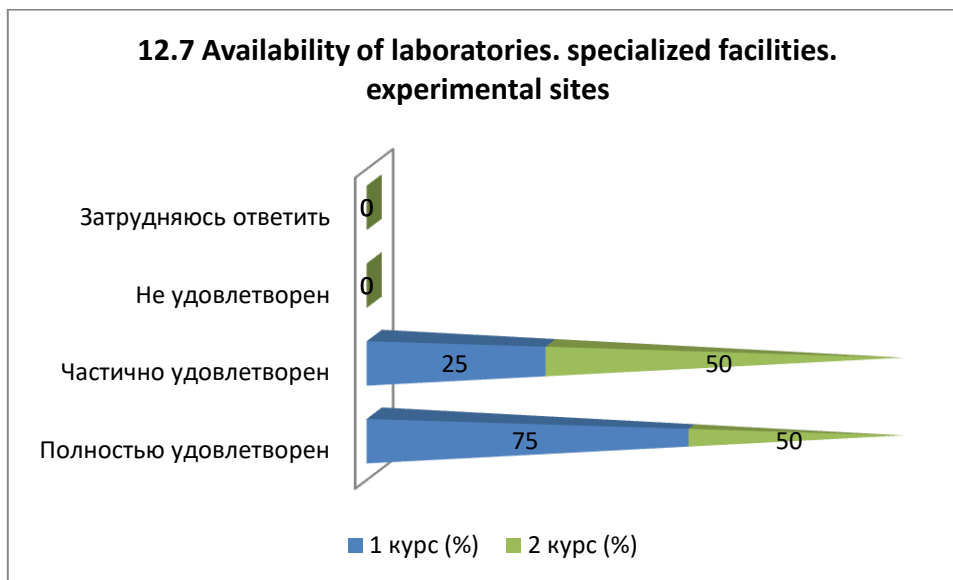
12.6 Availability of scientific equipment, tools, materials

Answer options	1 year (%)	2 year (%)
Completely satisfied	75	50
Partially satisfied	25	50
Not satisfied	-	-
Difficult to answer	-	-



12.7 Availability of laboratories, specialized facilities and experimental sites

Answer options	1 year (%)	2 year (%)
Completely satisfied	75	50
Partially satisfied	25	50
Not satisfied	-	-
Difficult to answer	-	-

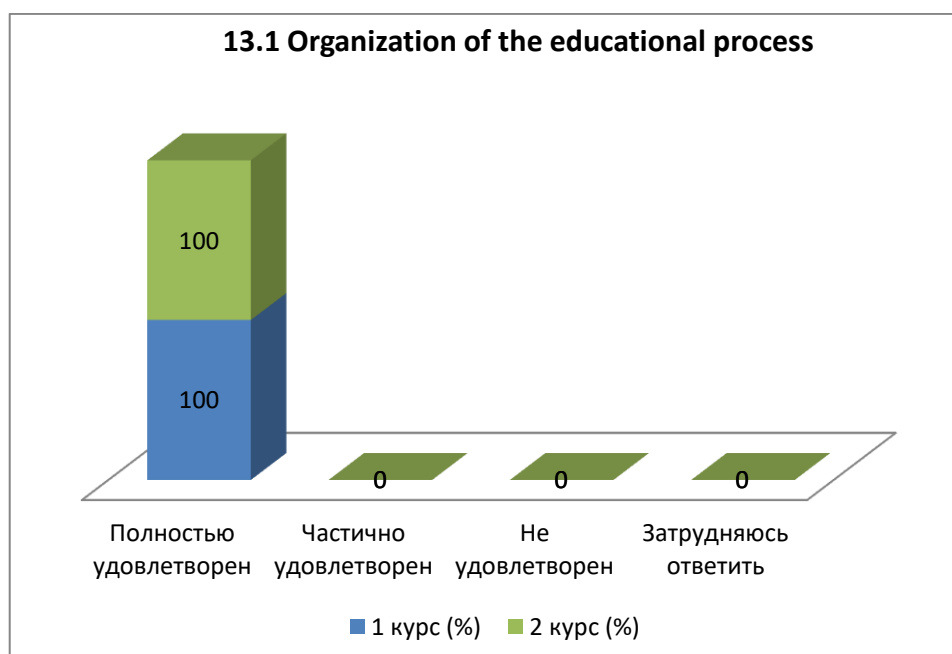


13. Are you satisfied with

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

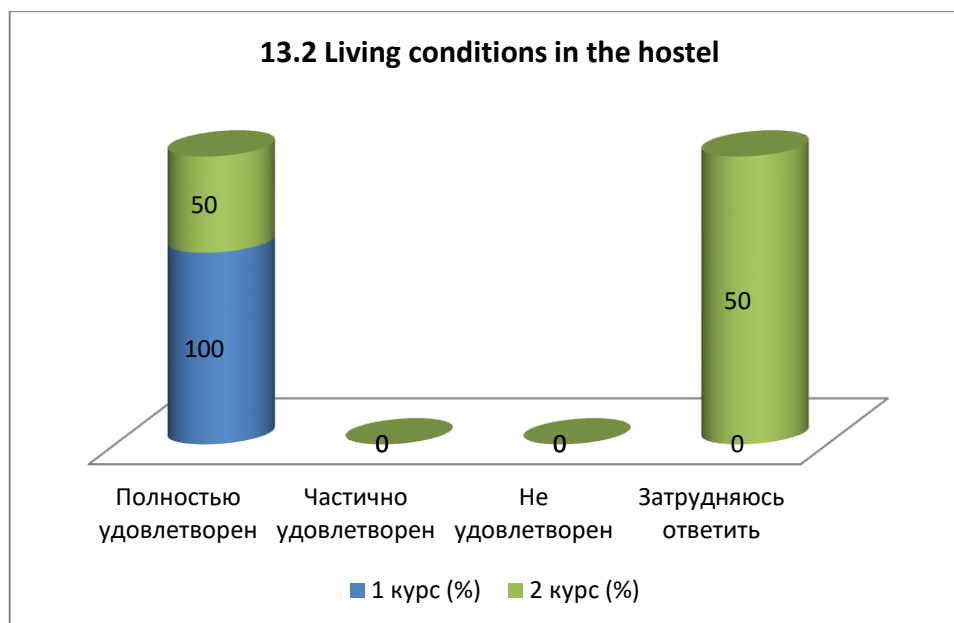
13.1 Organization of the educational process

Answer options	1 year (%)	2 year (%)
Completely satisfied	100	100
Partially satisfied	-	-
Not satisfied	-	-
Difficult to answer	-	-



13.2 Living conditions in the hostel

Answer options	1 year (%)	2 year (%)
Completely satisfied	100	50
Partially satisfied	-	-
Not satisfied	-	-
Difficult to answer	-	50



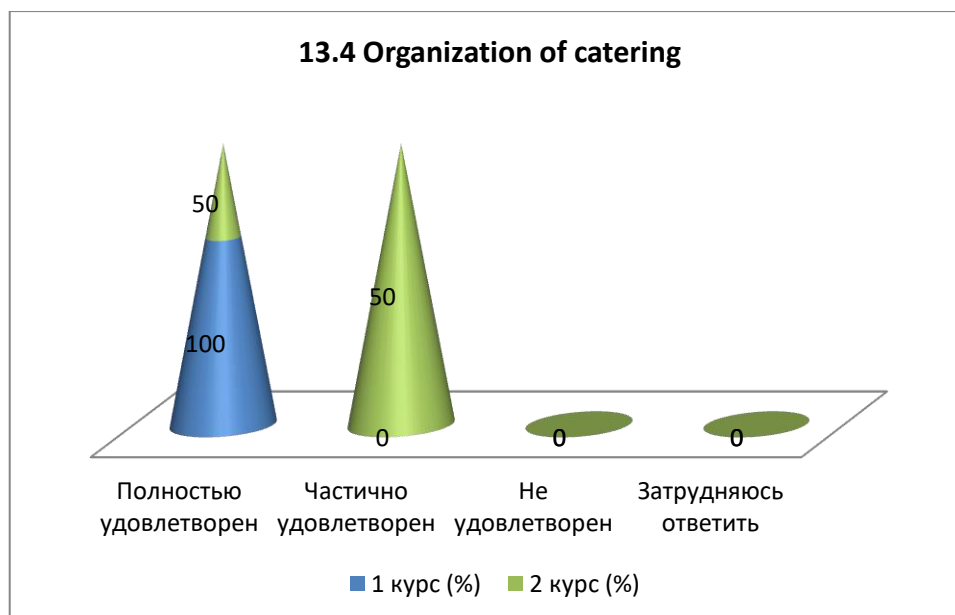
13.3 Organization of free time

Answer options	1 year (%)	2 year (%)
Completely satisfied	100	100
Partially satisfied	-	-
Not satisfied	-	-
Difficult to answer	-	-



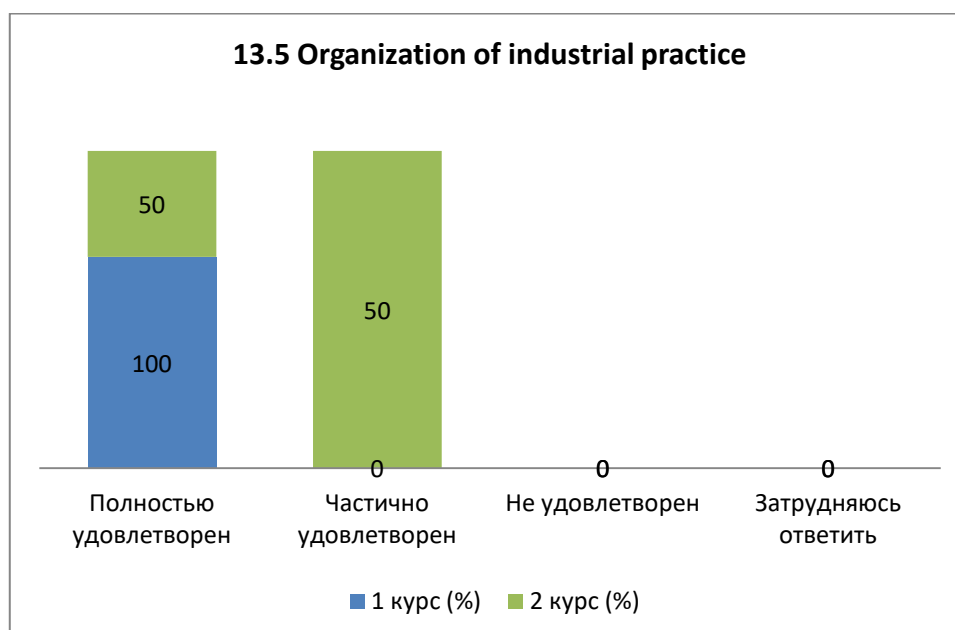
13.4 Organization of catering

Answer options	1 year (%)	2 year (%)
Completely satisfied	100	50
Partially satisfied	-	50
Not satisfied	-	-
Difficult to answer	-	-



13.5 Organization of industrial practice

Answer options	1 year (%)	2 year (%)
Completely satisfied	100	50
Partially satisfied	-	50
Not satisfied	-	-
Difficult to answer	-	-



Conclusions based on the results of the survey:

1. Main factors of choosing a master's degree program:

- continuing education at the same university (75%);
- high quality of education (62.5%);
- availability of state-funded places (50%);
- university prestige (37.5%);
- internship abroad (25%);
- leading scientists among the faculty (12.5%).

Additional factors: proximity to the family's place of residence, the opportunity to be engaged in research during studies and the diversity of specialties also influence the choice of a master's degree.

2. Satisfaction with the availability of information:

- a very high level (100%) of satisfaction among master's students with the availability of information of aspects of their studies, which helps master's students to be well informed of their program.

3. Evaluation of the teaching staff:

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

4. Participation of master students in the development of an individual working plan:

- 50% of master students actively participate in the development of their work plan under the supervision of their supervisor, which indicates a high degree of independence and responsibility of master students;

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

- 12.5% of master 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 their supervisor's.

5. Satisfaction with the help of the supervisor:

- 100% of master students are satisfied with the help of their supervisor in writing their dissertation.

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

- competent teaching staff (87.5%);

- modern material and technical base (50%);

- participation of the university in the development of target programs for socio-economic development (50%);

- involvement of master students in research projects (37.5%);

- availability of publications of University staff in international journals (37.5%).

- participation in international research projects (25%);

- awards, prizes for achievements in science (12.5%).

7. Participation of master students in research projects and scientific life of the university:

100% of master's degree students attend scientific events, such as seminars and conferences. These data show that the majority of master's degree students are involved in scientific activities, which contributes to their academic and professional development.

8. Publication of scientific papers:

- Publication of papers: 75% of master's degree students

- Meaning: high degree of involvement in the scientific community and desire to disseminate research results.

9. Level of foreign language proficiency:

- different levels of proficiency: 100% of master's degree students;
- meaning: proficiency in a foreign language from a basic level to complete freedom of expression.

10. Participation of master's degree students in the work of the department:

- research work of the department (design, experimental design, technological, etc.) as a full participant: 62.5%.

- writing scientific articles: 62.5%.

- participation with reports at conferences and seminars: 75%.

- preparation of research reports, abstracts: 62.5%.

11. Organization of the educational process:

- high degree of satisfaction of master students with living conditions, free time, catering and industrial practice.

Recommendations:

The head of the department should familiarize and discuss the results of the survey with the staff and master students, if necessary, to develop an action plan to improve the quality of educational services.

Master students can request the results of the survey by e-mail from the Quality Management and Accreditation Center cqma_kstu@mail.ru.