

Report
on the results of the survey
Master students' satisfaction with educational services
for 2023-2024 academic year in educational program
7M06101 Information Systems

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.

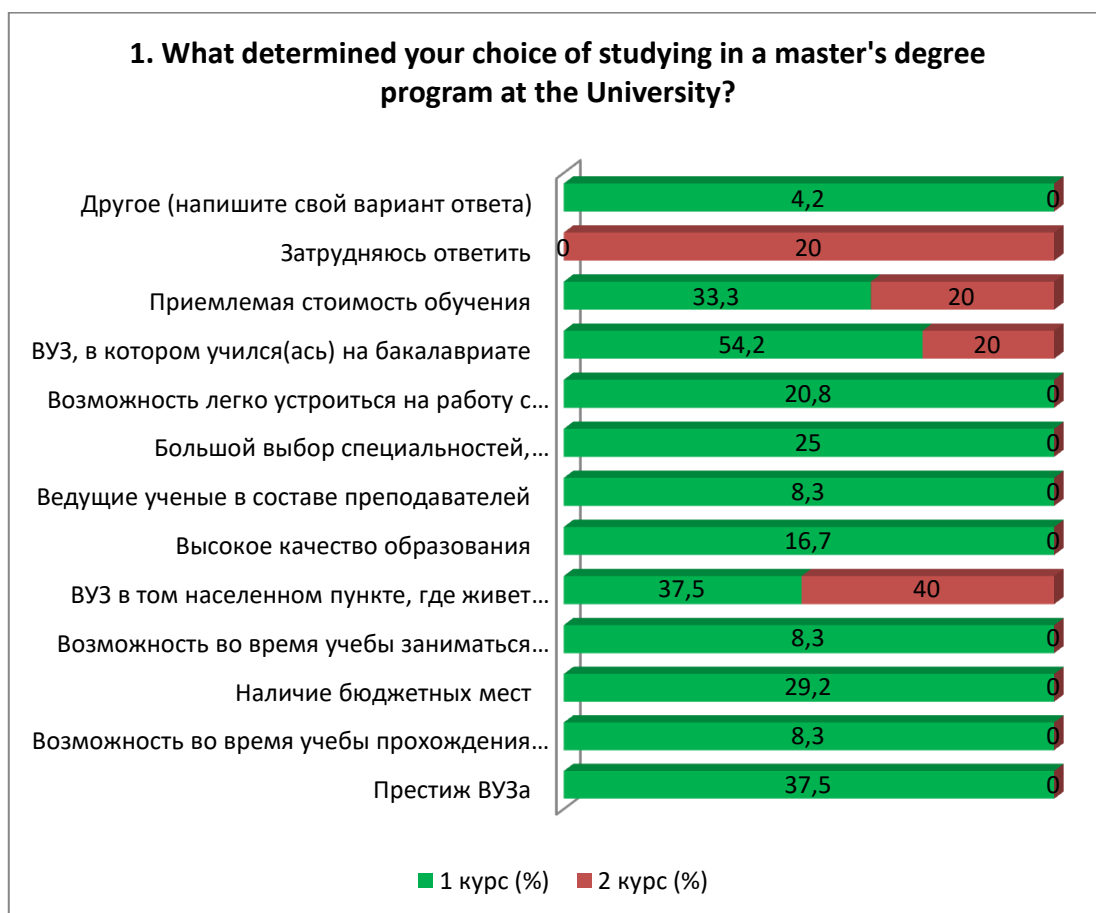
29 respondents took part in the survey, which amounted to 82.6% of the total number of master students.

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	37,5	-
Opportunity to do internships abroad during studies	8,3	-
Availability of budget places	29,2	-
Opportunity to do science during studies	8,3	-
University in the locality where the family lives (close to it)	37,5	40
High quality of education	16,7	-
Leading scientists among the teaching staff	8,3	-
Wide choice of specialties, areas of education	25	-
Opportunity to easily get a job with a diploma from this University	20,8	-
University where he/she studied for a bachelor's degree	54,2	20
Acceptable cost of education	33,3	20
I find it difficult to answer	-	20
Other (write your answer)	4,2	-

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



For the option Other, students gave the following answers*:

- To get full higher education.

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

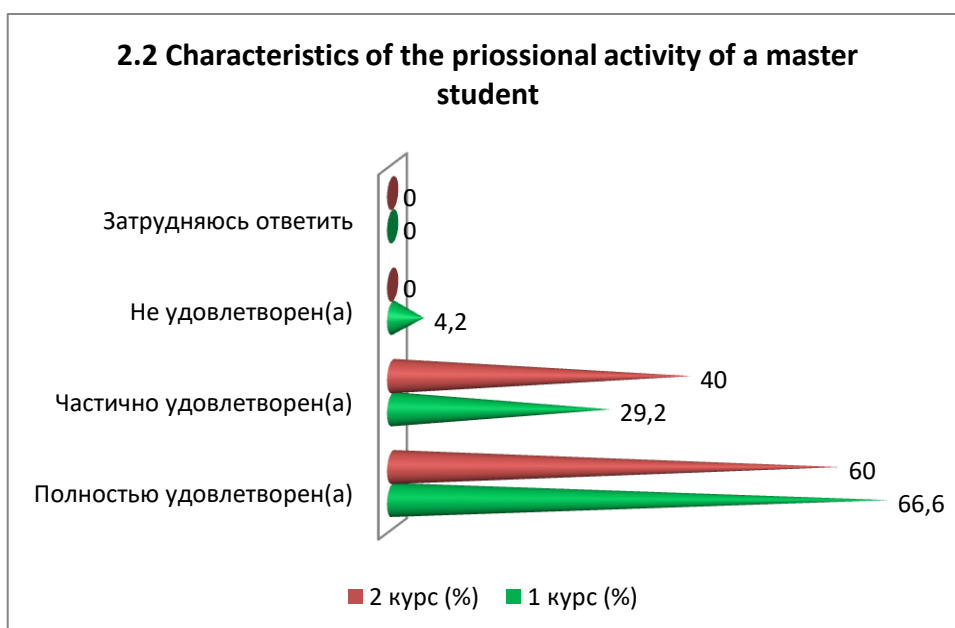
Answer options	1 year (%)	2 year (%)
Completely satisfied	66,6	60
Partially satisfied	25	40
Not satisfied	4,2	-
Difficult to answer	4,2	-

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



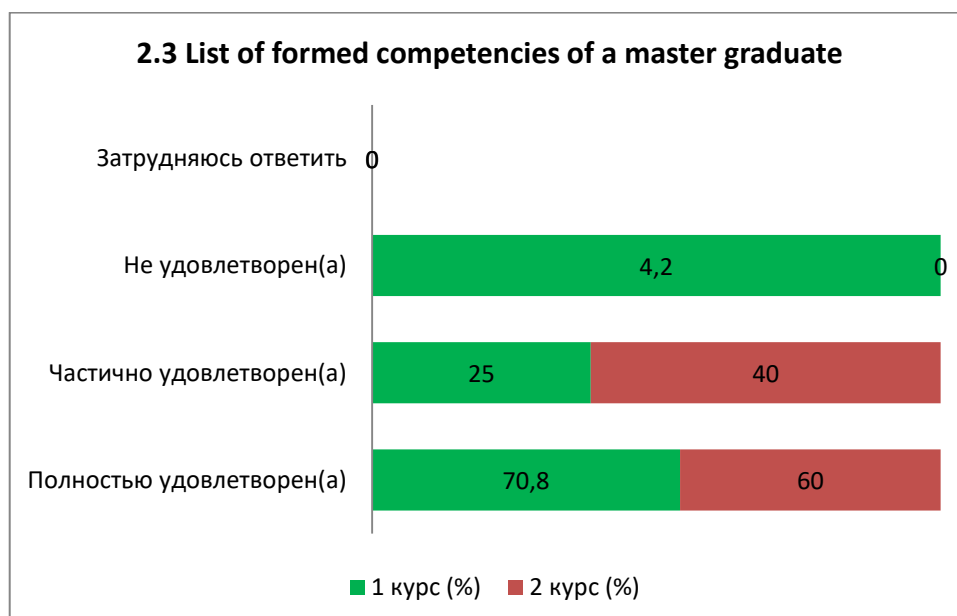
2.2 Characteristics of the professional activity of a master student

Answer options	1 year (%)	2 year (%)
Completely satisfied	66,6	60
Partially satisfied	29,2	40
Not satisfied	4,2	-
Difficult to answer	-	-



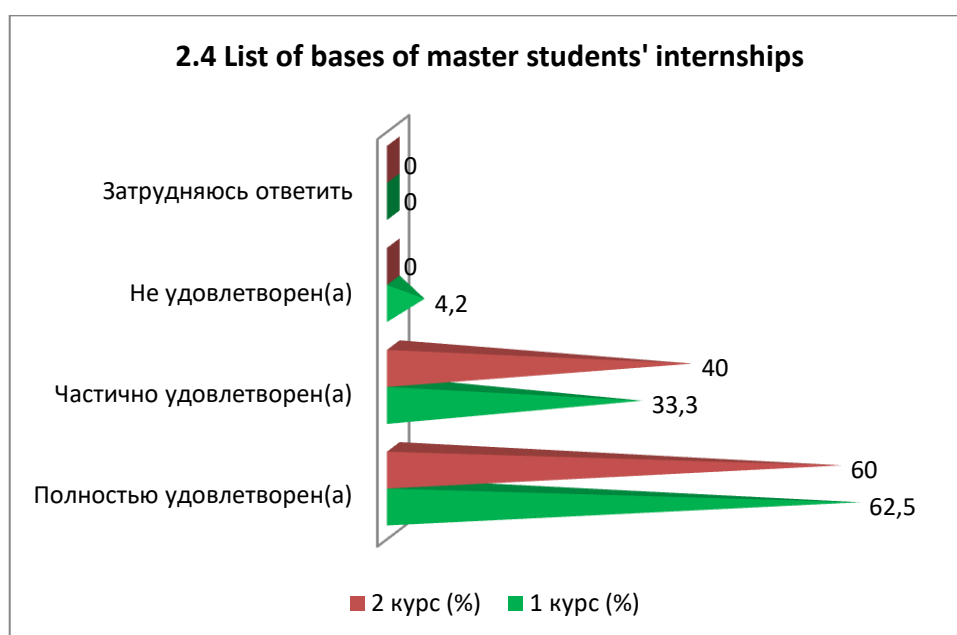
2.3 List of formed competencies of a master graduate

Answer options	1 year (%)	2 year (%)
Completely satisfied	70,8	60
Partially satisfied	25	40
Not satisfied	4,2	-
Difficult to answer	-	-



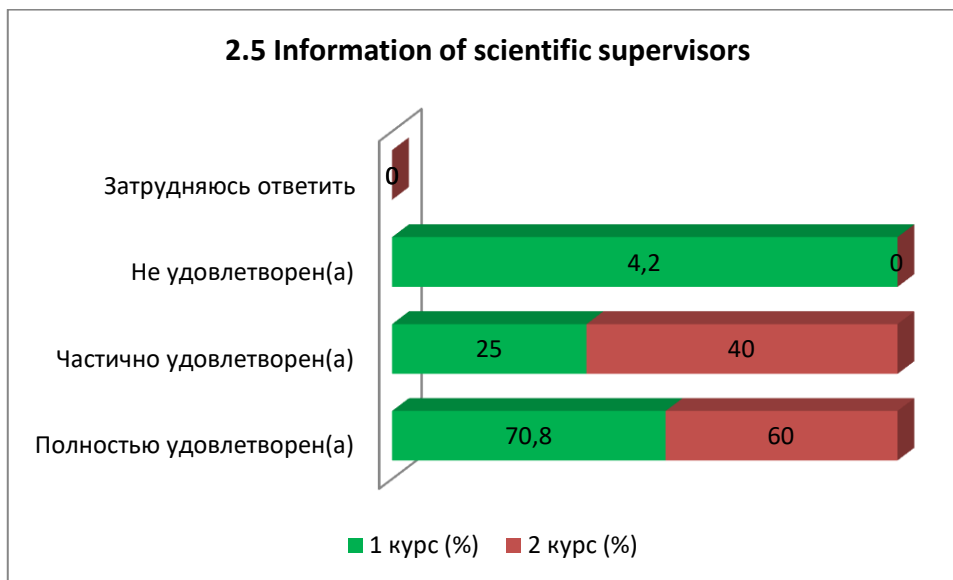
2.4 List of bases of master students' internships

Answer options	1 year (%)	2 year (%)
Completely satisfied	62,5	60
Partially satisfied	33,3	40
Not satisfied	4,2	-
Difficult to answer	-	-



2.5 Information of scientific supervisors

Answer options	1 year (%)	2 year (%)
Completely satisfied	70,8	60
Partially satisfied	25	40
Not satisfied	4,2	-
Difficult to answer	-	-



For the “Other” option, students indicated the following options:

- I like everything.

If you answered “Not satisfied” to the previous question, please provide recommendations for improving the training area*:

- The information on the kstu website should be improved, updated, and supplemented.

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

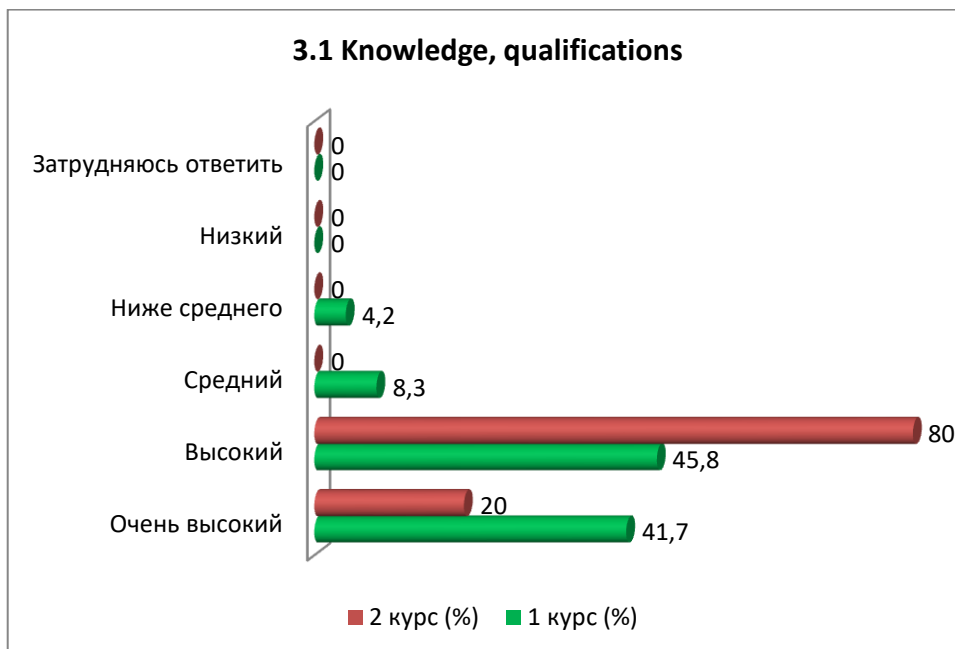
3.1 Knowledge, qualifications
3.2 Pedagogical qualities
3.3 Objectivity and impartiality of assessments
3.4 Teaching methods used

Other (write your answer) _____

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

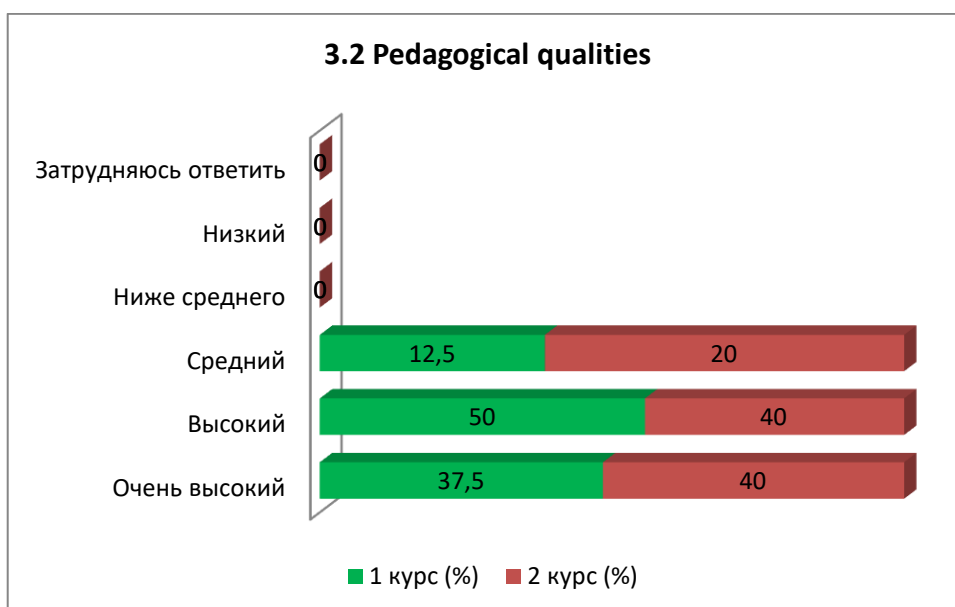
3.1 Knowledge, qualifications

	1 year (%)	2 year (%)
Very high		
High	41,7	20
Average	45,8	80
Below average	8,3	-
Low	4,2	-
I don't know	-	-
Very high	-	-



3.2 Pedagogical qualities

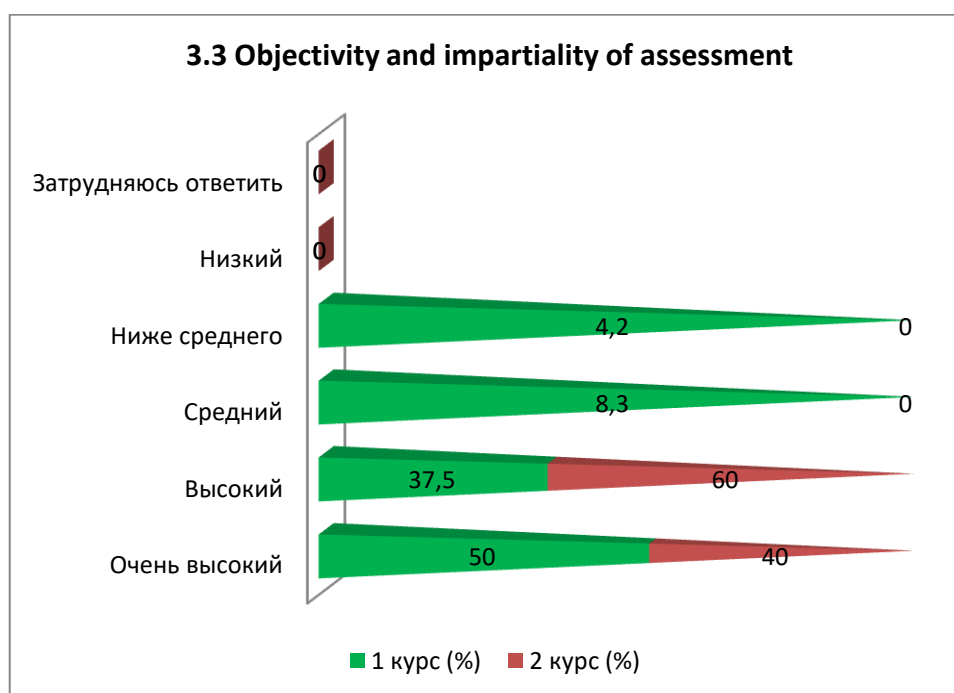
	1 year (%)	2 year (%)
Very high		
High	37,5	40
Average	50	40
Below average	12,5	20
Low	-	-
I don't know	-	-
Very high	-	-



3.3 Objectivity and impartiality of assessments

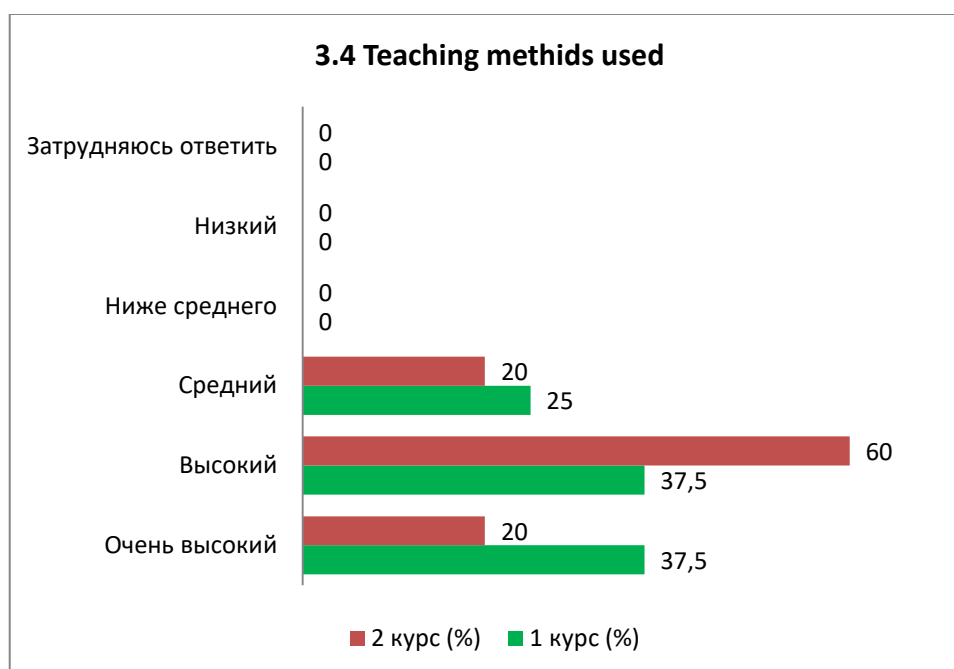
	1 year (%)	2 year (%)
Very high		
High	50	40
Average	37,5	60
Below average	8,3	-

Low	4,2	-
I don't know	-	-
Very high	-	-



3.4 Teaching methods used

	1 year (%)	2 year (%)
Very high		
High	37,5	20
Average	37,5	60
Below average	25	20
Low	-	-
I don't know	-	-
Very high	-	-

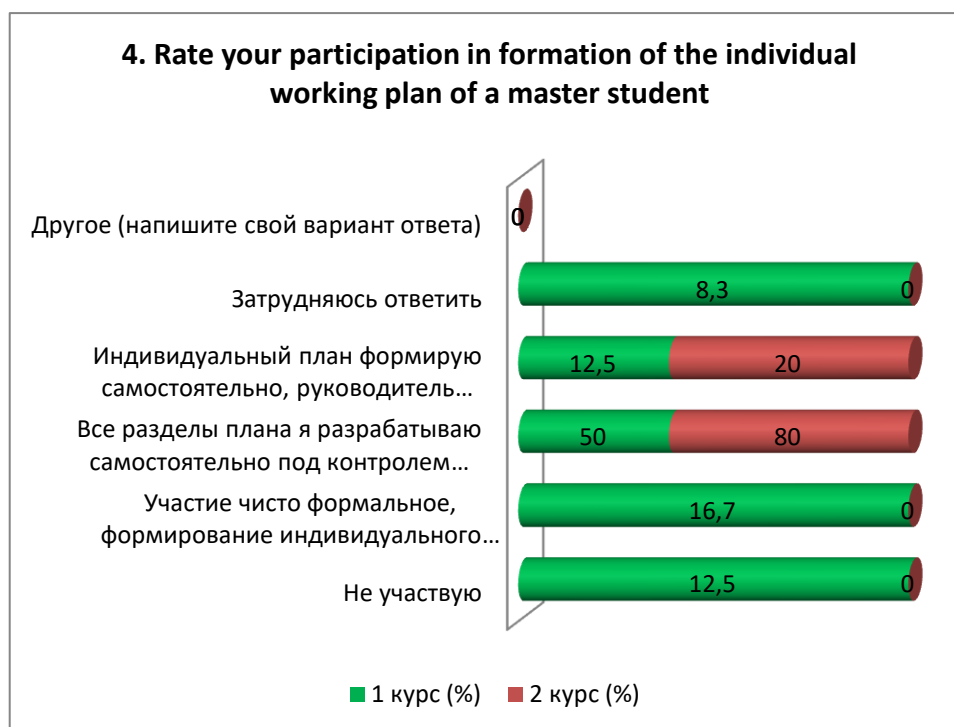


For the option Other, students gave the following answers* :

- Highest category teachers.

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	12,5	-
Participation is purely formal, the formation of an individual plan does not actually depend on me	16,7	-
I develop all the sections of the plan independently under the guidance of my supervisor	50	80
I form an individual plan independently, the supervisor only signs it.	12,5	20
I find it difficult to answer	8,3	-
Other (write your answer)	-	-



If you answered "I do not participate" to the previous question, please write why*:

- I don't know.

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

Answer options	1 year (%)	2 year (%)
Completely satisfied	58,3	60
Partially satisfied	33,3	40
Not satisfied	-	-

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

I don't know	4,2	-
Other (write your answer)	4,2	-



For the option Other, students gave the following answers* :
 - Satisfied in general.

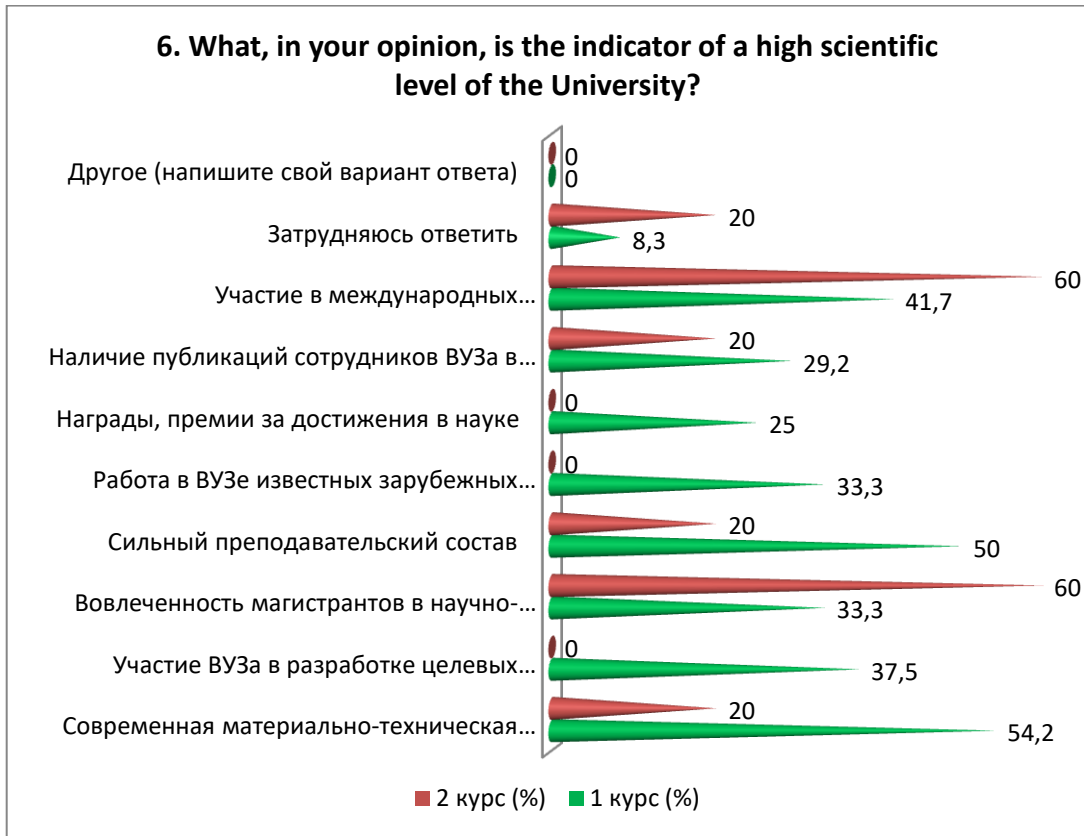
6. What, in your opinion, is the indicator of a high scientific level of the University?
 (choose 3-4 key characteristics)

Answer options	1 year (%)	2 year (%)
Updated material and technical base	54,2	20
Participation of the University in the development of target programs for the socio-economic development of the region, city, enterprises	37,5	-
Involvement of master's students in research projects	33,3	60
Competent teaching staff	50	20
Famous foreign scientists working at the University	33,3	-
Awards, prizes for achievements in science	25	-
Availability of publications of the University employees in international publications	29,2	20
Participation in international research projects	41,7	60
I find it difficult to answer	8,3	20
Other (write your answer)	-	-

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

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

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



7. Do you participate in any research projects?

Answer options	1 year (%)	2 year (%)
Yes, I do (to question 8)	8,3	20
No, I don't participate, but I attend scientific events (seminars, conferences) at the University	62,5	20
No, I don't participate	12,5	60
I find it difficult to answer	16,7	-
Other (write your answer)	-	-



If you answered "I do not participate" to the previous question, please write why*:
 - I don't know.

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

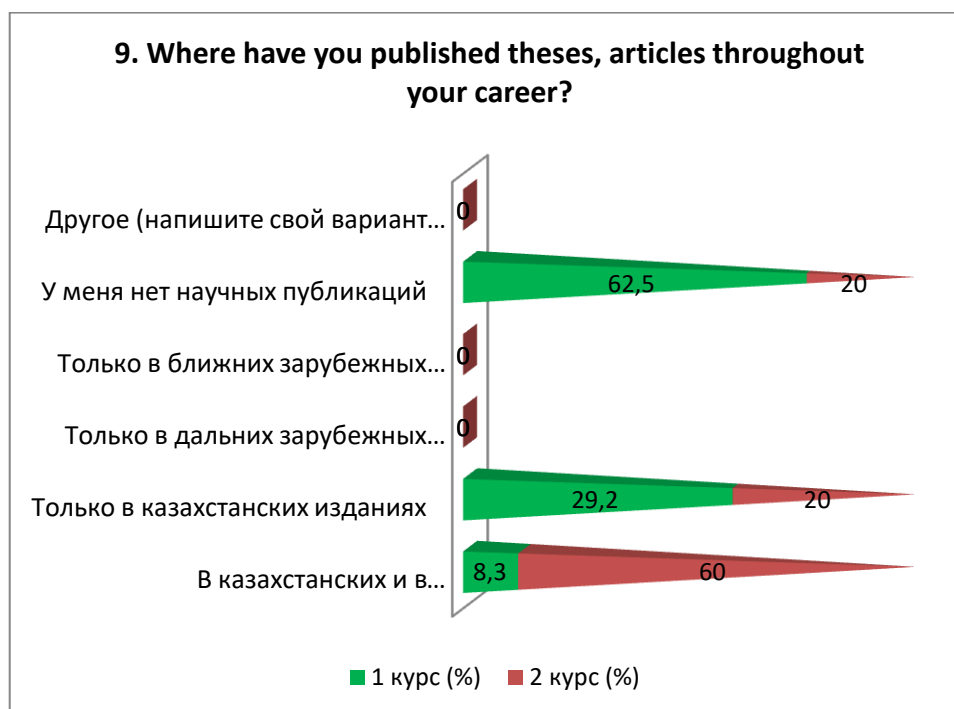
Answer options	1 year (%)	2 year (%)
I participate in the activities of research departments at my University	12,5	20
I participate in a project led by my supervisor/another teacher	12,5	-
I work at a research project with friends	12,5	-
I participate in a research project at another university	4,2	20
I participate in a research project with foreign universities	-	-
I find it difficult to answer	50	40
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?

Варианты ответов	1 year (%)	2 year (%)
Answer options	8,3	60
In Kazakhstan and far/near abroad foreign editions	29,2	20
Only in Kazakhstan editions	-	-
Only in far abroad foreign editions	-	-
Only in near abroad foreign publications	62,5	20
I have no scientific publications	-	-



If you answered “I don’t have any scientific publications” to the previous question, please write why*:

- I don’t know
- I haven’t had time yet
- I’ll publish later
- I haven’t yet formed the content of my master’s thesis
- I haven’t had time
- Because there aren’t any.

10. Your level of foreign language proficiency

Answer options	1 year (%)	2 year (%)
With the dictionary	12,5	-
Conversational level	33,3	-
Intermediate level	41,7	40
I express myself fluently	12,5	60
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

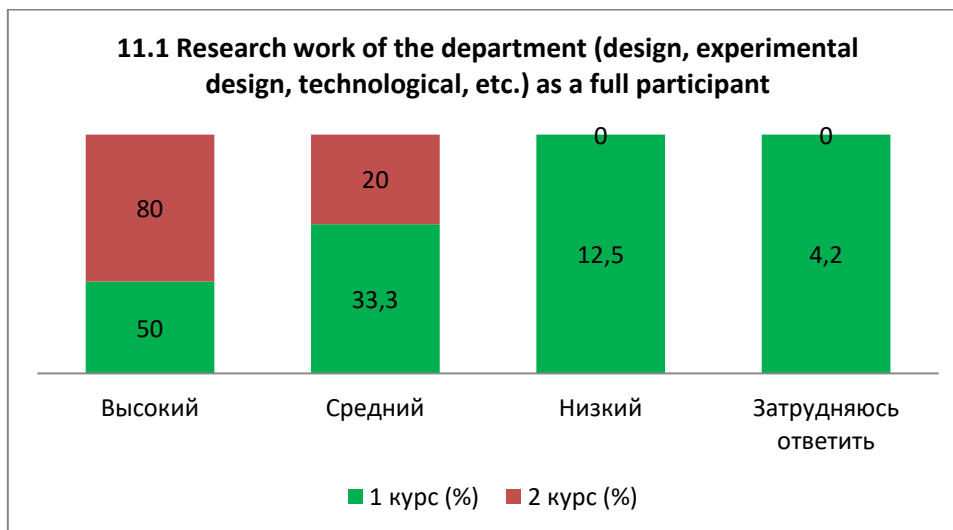
11.1 Research work of the department (design, experimental design, technological, etc.) as a full participant
11.2 Writing scientific articles
11.3 Participation with reports at conferences and seminars
11.4 Preparation of reports on research, abstracts

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

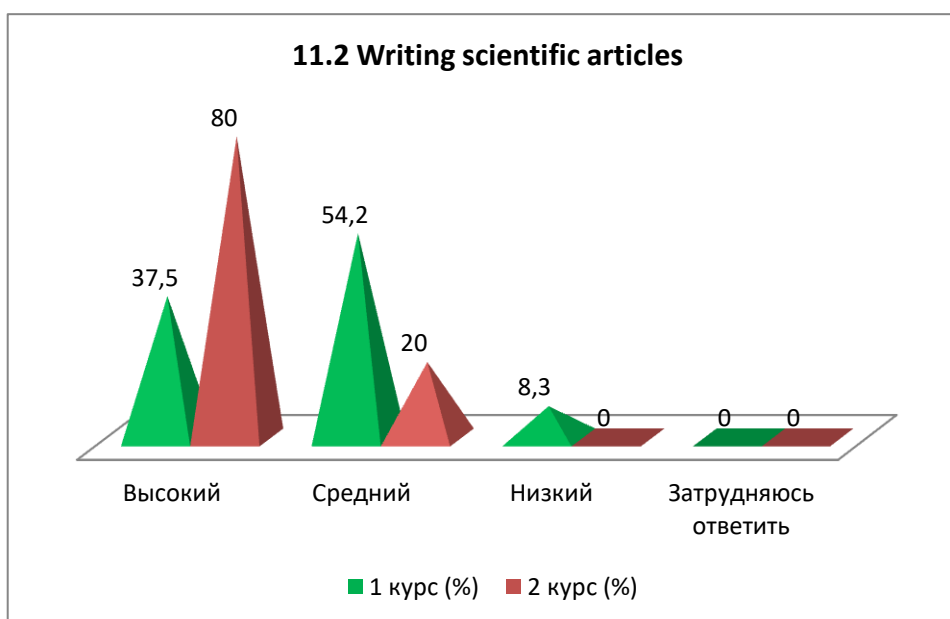
11.1 Research work of the department (design, experimental design, technological, etc.) as a full participant

Answer options	1 year (%)	2 year (%)
High	50	80
Medium	33,3	20
Low	12,5	-
Difficult to answer	4,2	-



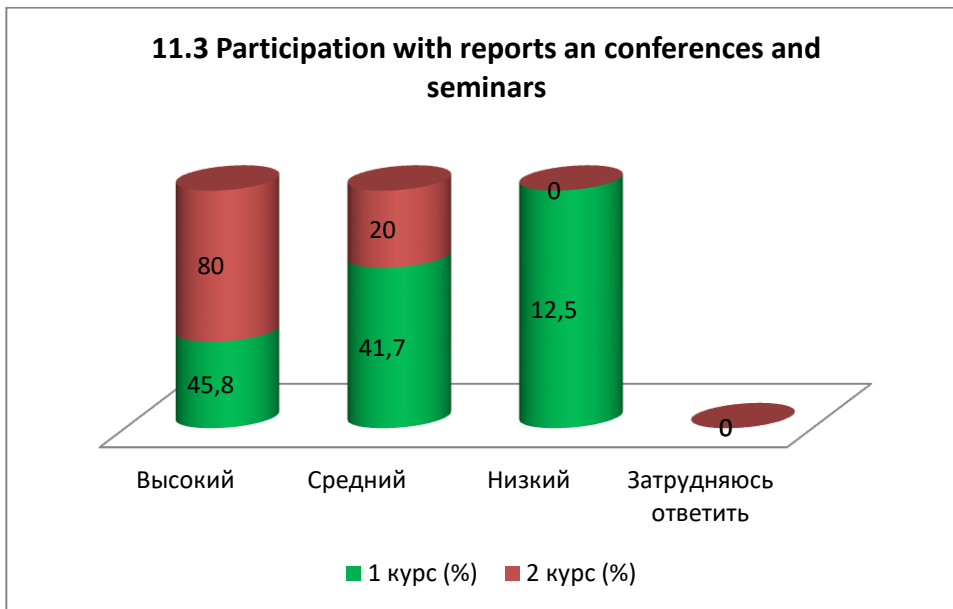
11.2 Writing scientific articles

Answer options	1 year (%)	2 year (%)
High	37,5	80
Medium	54,2	20
Low	8,3	-
Difficult to answer	-	-



11.3 Participation with reports at conferences and seminars

Answer options	1 year (%)	2 year (%)
High	45,8	80
Medium	41,7	20
Low	12,5	-
Difficult to answer	-	-



11.4 Preparation of reports on research, abstracts

Answer options	1 year (%)	2 year (%)
High	50	80
Medium	45,8	20
Low	4,2	-
Difficult to answer	-	-



For the "Other" option, students indicated the following options*:
 - Very high.

If you answered "Low" to the previous question, please provide recommendations for improving the participation of graduate students in the department's work*:
 - More intensive supervision and suggestion of topics.

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

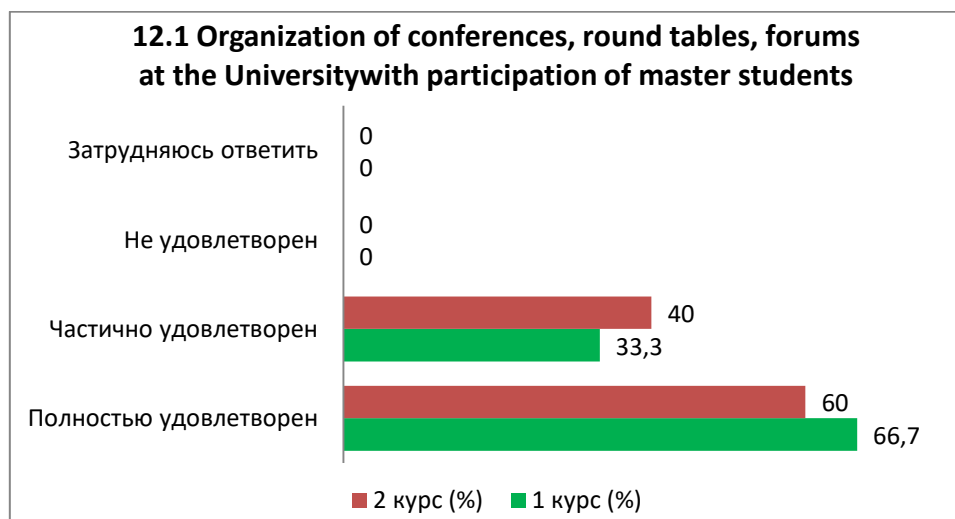
12.1 Organization of conferences, round tables, forums at the University with participation of master students
12.2 Material and technical support for applied scientific research
12.3 Availability of equipment, computers needed for the master students' educational process and scientific activities
12.4 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

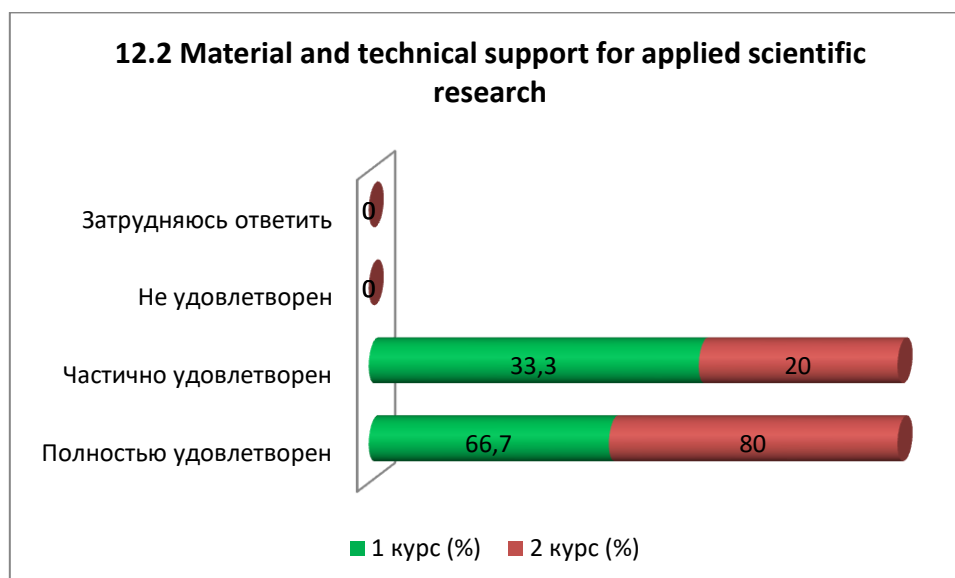
Answer options	1 year (%)	2 year (%)
Completely satisfied	66,7	60
Partially satisfied	33,3	40
Not satisfied	-	-
Difficult to answer	-	-



12.2 Material and technical support for applied scientific research

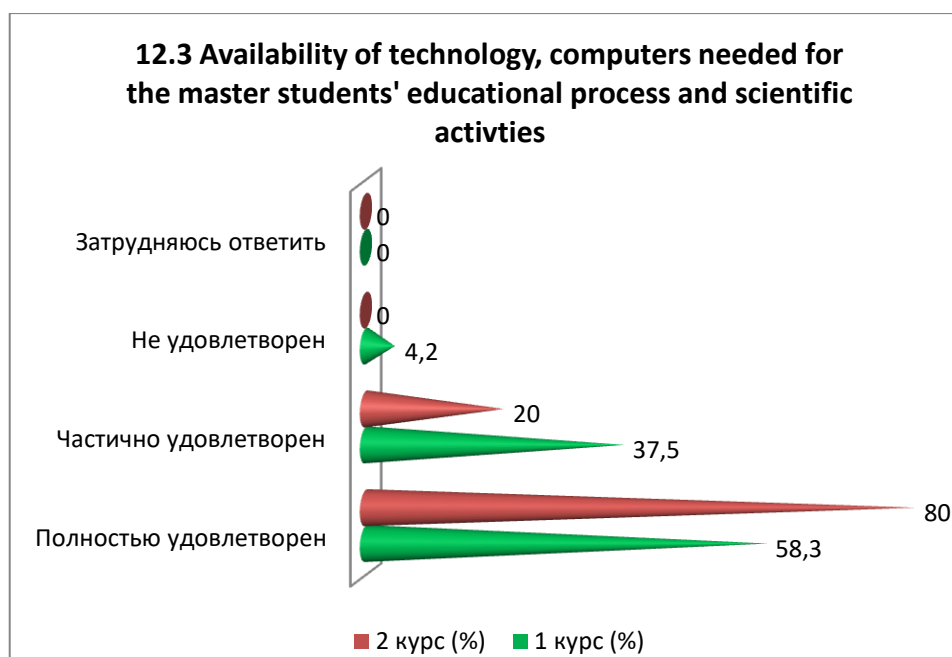
Answer options	1 year (%)	2 year (%)
Completely satisfied	66,7	80
Partially satisfied	33,3	20

Not satisfied	-	-
Difficult to answer	-	-



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

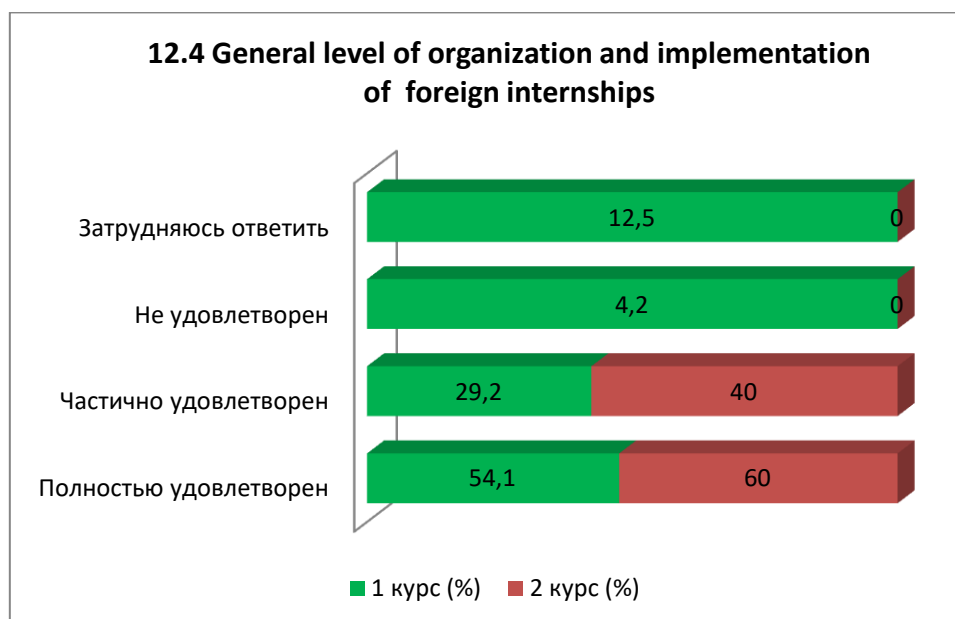
Answer options	1 year (%)	2 year (%)
Completely satisfied	58,3	80
Partially satisfied	37,5	20
Not satisfied	4,2	-
Difficult to answer	-	-



12.4 General level of organization and implementation of foreign internships

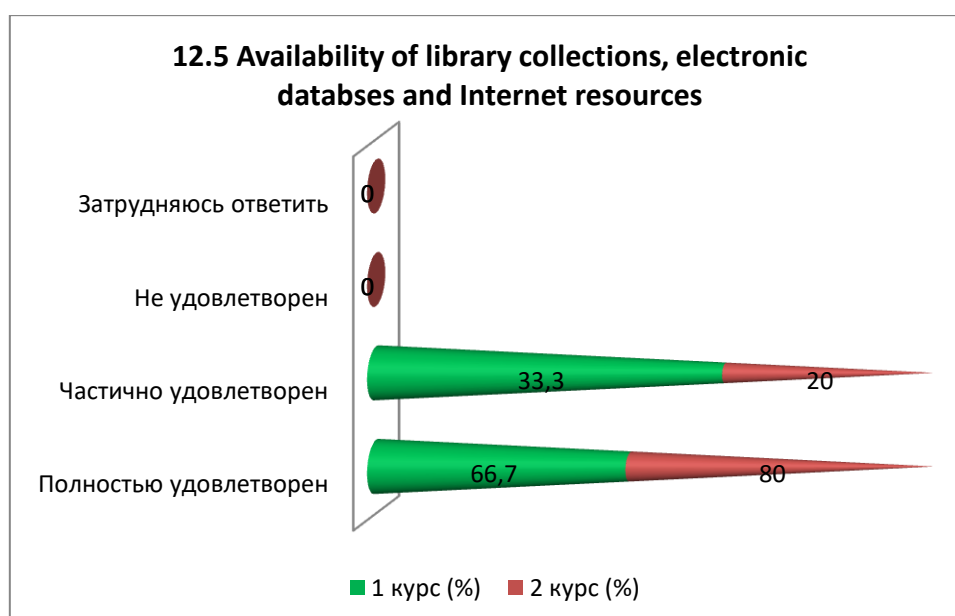
Answer options	1 year (%)	2 year (%)
Completely satisfied	54,1	60
Partially satisfied	29,2	40

Not satisfied	4,2	-
Difficult to answer	12,5	-



12.5 Availability of library collections, electronic databases and Internet resources

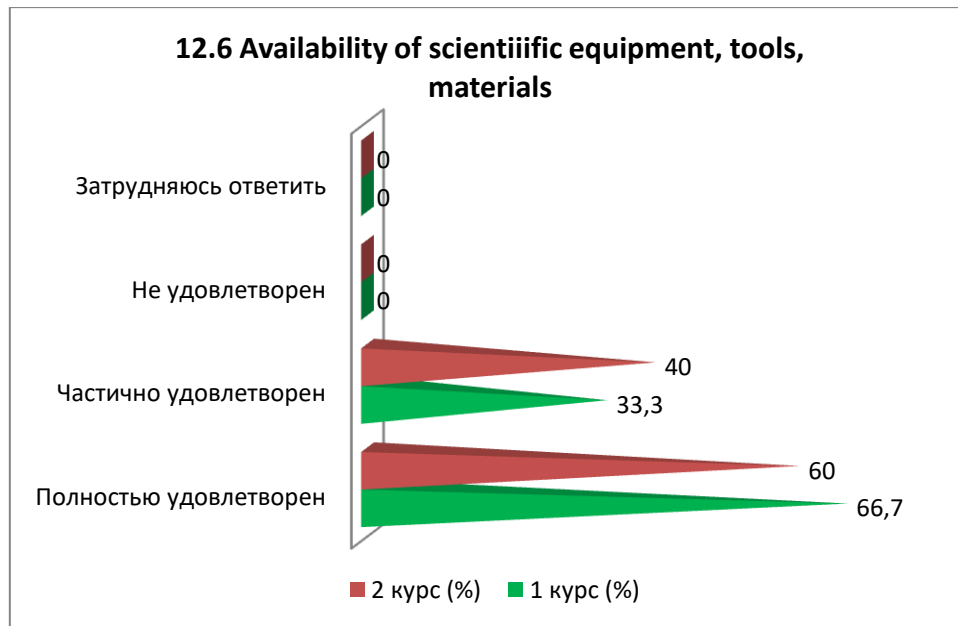
Answer options	1 year (%)	2 year (%)
Completely satisfied	66,7	80
Partially satisfied	33,3	20
Not satisfied	-	-
Difficult to answer	-	-



12.6 Availability of scientific equipment, tools, materials

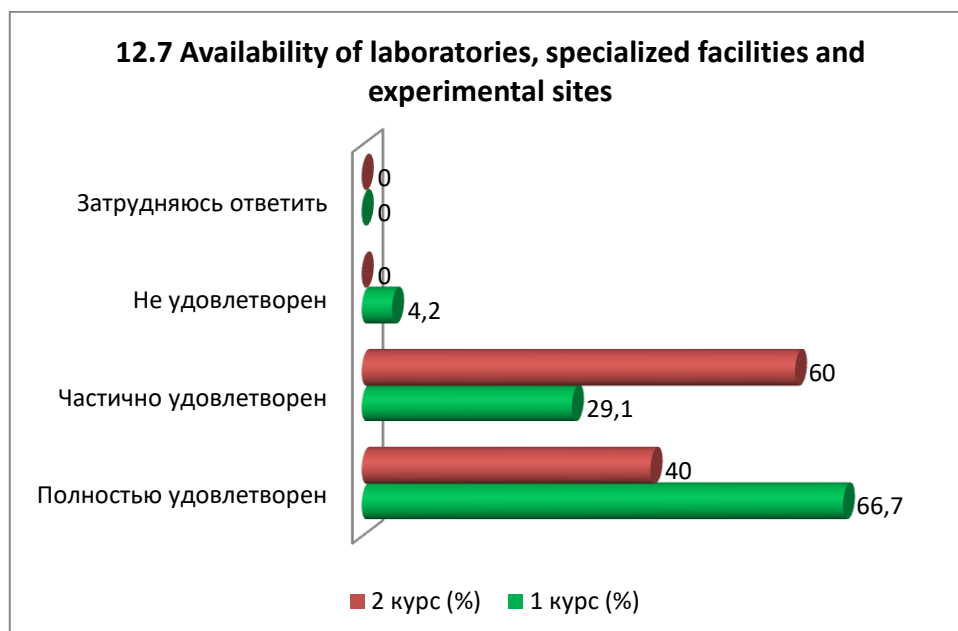
Answer options	1 year (%)	2 year (%)
Completely satisfied	66,7	60
Partially satisfied	33,3	40
Not satisfied	-	-

Difficult to answer	-	-
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12.7 Availability of laboratories, specialized facilities and experimental sites

Answer options	1 year (%)	2 year (%)
Completely satisfied	66,7	40
Partially satisfied	29,1	60
Not satisfied	4,2	-
Difficult to answer	-	-



For the option Other, students gave the following answers*:

- Completely satisfied.

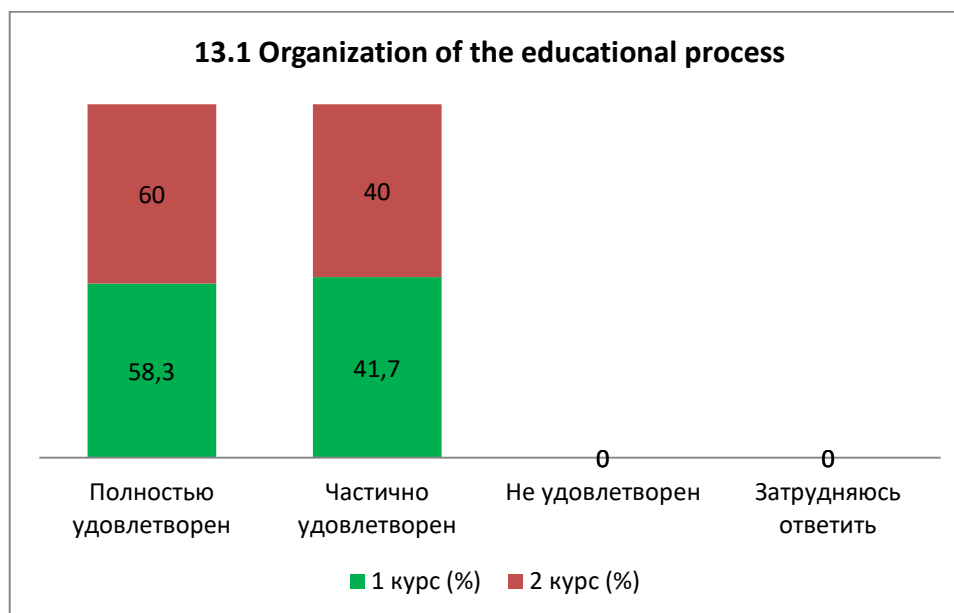
* The students' answers are presented in the original. The author's spelling and punctuation have been preserved..

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

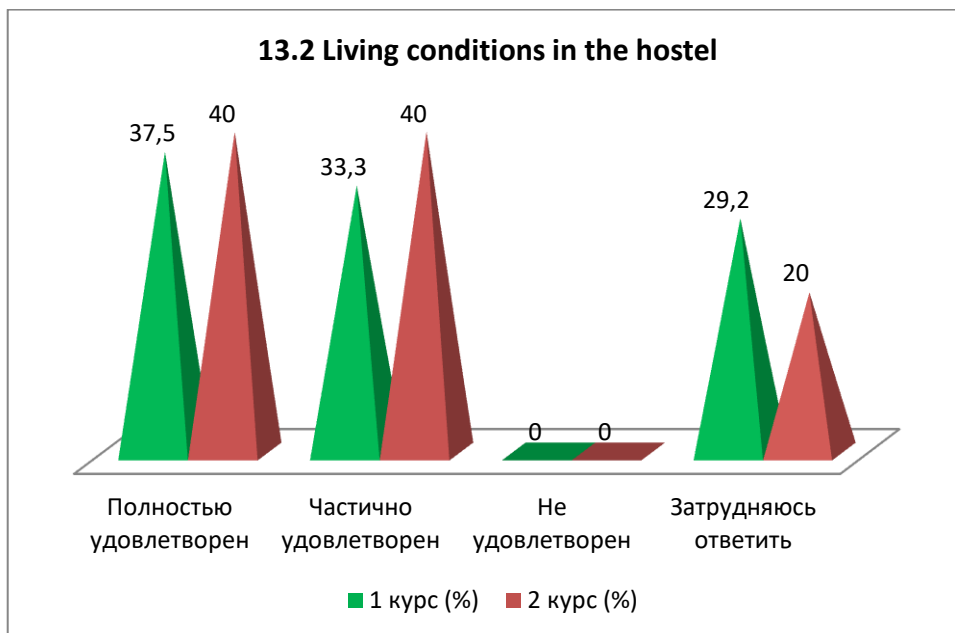
13.1 Organization of the educational process

Answer options	1 year (%)	2 year (%)
Completely satisfied	58,3	60
Partially satisfied	41,7	40
Not satisfied	-	-
Difficult to answer	-	-



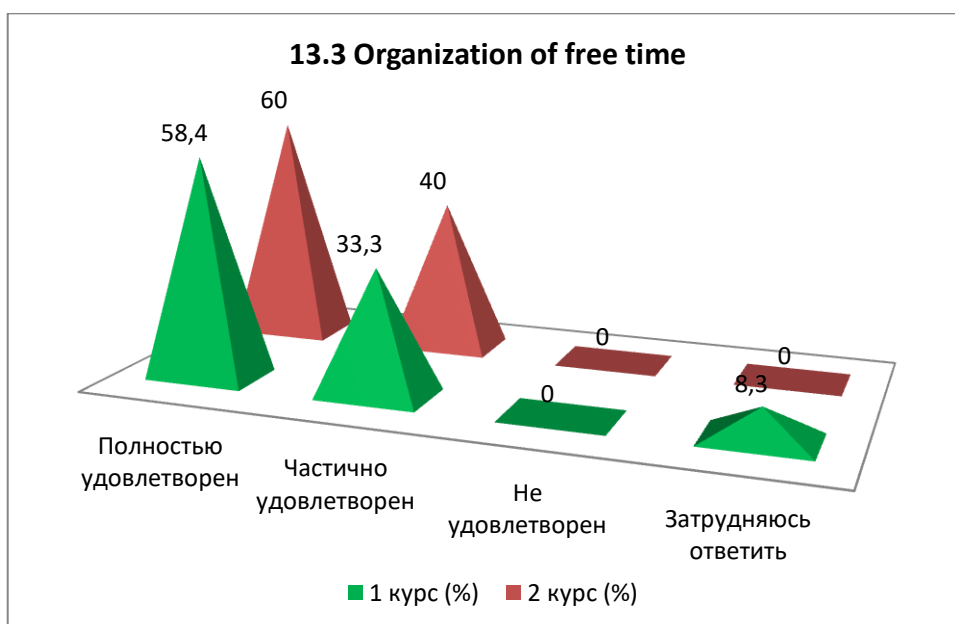
13.2 Living conditions in the hostel

Answer options	1 year (%)	2 year (%)
Completely satisfied	37,5	40
Partially satisfied	33,3	40
Not satisfied	-	-
Difficult to answer	29,2	20



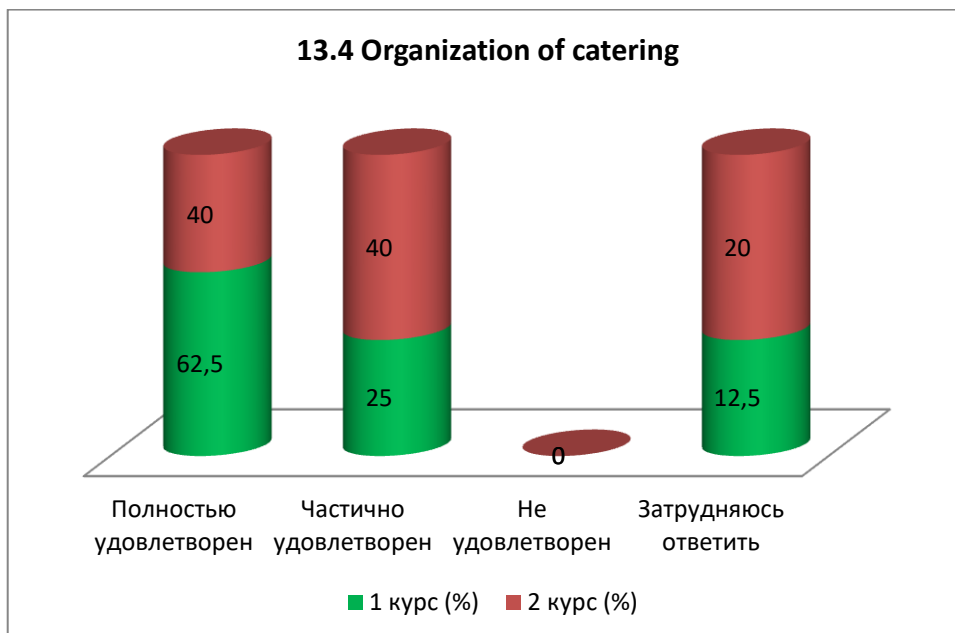
13.3 Organization of free time

Answer options	1 year (%)	2 year (%)
Completely satisfied	58,4	60
Partially satisfied	33,3	40
Not satisfied	-	-
Difficult to answer	8,3	-



13.4 Organization of catering

Answer options	1 year (%)	2 year (%)
Completely satisfied	62,5	40
Partially satisfied	25	40
Not satisfied	-	-
Difficult to answer	12,5	20



13.5 Organization of industrial practice

Answer options	1 year (%)	2 year (%)
Completely satisfied	50	40
Partially satisfied	41,7	60
Not satisfied	-	-
Difficult to answer	8,3	-



14. If you experience difficulties while studying for a master's degree, what are they caused by? (write):

- I don't know.

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 find it difficult to answer
- Everything is fine
- None.

The following conclusions can be drawn from the survey results:

Factors influencing the choice of a master's degree at the University include proximity to the family's place of residence, continuing education at the previous university, and affordable tuition fees. Additionally, it is worth noting that the prestige of the University, availability of state-funded places, and a large selection of specialties also play a significant role in choosing a master's degree at the University.

The level of satisfaction of master's degree students with the availability of information of various aspects of education is high (97.5%). This indicates that most master's degree students feel well informed about their program of study, professional activities, competencies, opportunities for practice, and their academic supervisors.

The teaching staff of the master's degree program is assessed by master's degree students as follows:

- the knowledge and qualifications of the teachers are rated by 93.8%;
- the pedagogical qualities of the teachers received a positive assessment (83.7%);
- the objectivity and impartiality of assessments are rated highly, 93.8% of master's degree students expressed satisfaction with this indicator;
- the teaching methods used by teachers are satisfactory for 77.5% of master's students.

The majority (65%) of master's students develop their plan independently under the supervision of their supervisor. Some (16.3%) develop the plan independently, and the supervisor signs it without exerting significant influence. 6.2% of master's students do not participate in making the plan, and 8.4% consider their participation formal due to difficulties in independently formulating ideas. Another 4.1% of master's students find it difficult to answer whose initiative was greater - theirs or their supervisor's.

Master's students rated their satisfaction with the help of their supervisor in writing their master's thesis at 95.8%, which indicates a high level of satisfaction and successful cooperation between master's students and supervisors in the learning process.

Indicators of a high scientific level of the University include the following:

- participation in international research projects (50.9%) indicates the university's active cooperation with the international scientific community and its contribution to global research;
- involvement of master's students in research projects (46.7%) shows that master's students are actively involved in research, which contributes to their professional development;
- the updated material and technical base (37.1%) indicates the availability of modern equipment and infrastructure for conducting research at a high level;
- the competent teaching staff (35%) indicates the qualifications and experience of teachers, which is a key factor in ensuring high-quality education and research.

The majority of students (40.8%) have an intermediate level of foreign language proficiency, while a significant proportion (36.2%) can express themselves freely. This indicates the effectiveness of foreign language teaching methods, but also emphasizes the need for further improvement of programs for those who are just starting to learn or have a conversational level.

The University successfully organizes the educational process, ensuring a high degree of satisfaction of master students with living conditions, free time, catering and industrial practice. This contributes to the creation of a favorable educational environment and has a positive effect on the reputation of the education institution.

It is important to note that the low level of involvement of master students in research projects can negatively affect the scientific development of the University. Understanding the reasons for this lack of involvement and developing activities to stimulate participation can improve the situation.

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.