

**Report on the results of the questionnaire**  
**«Satisfaction of master students with educational services» for the 2022-2023 academic**  
**year**  
**in the educational program**  
**7M06101 «Information systems»**

In February 2023, the center for quality management and accreditation conducted an anonymous electronic questionnaire «Master students' satisfaction with educational services»

**The purpose of the study** - measuring consumer satisfaction with the quality of university services provided.

**The subject of the study:** formed ideas of undergraduates about the organization of the educational process, the degree of satisfaction with its various characteristics.

The results of the questionnaire were processed and presented in a summarized form, guaranteeing the confidentiality of the personal opinions of undergraduates.

**An object** research - 1st-2nd year master's students.

\* This extensive questionnaire is conducted once every 5 years.

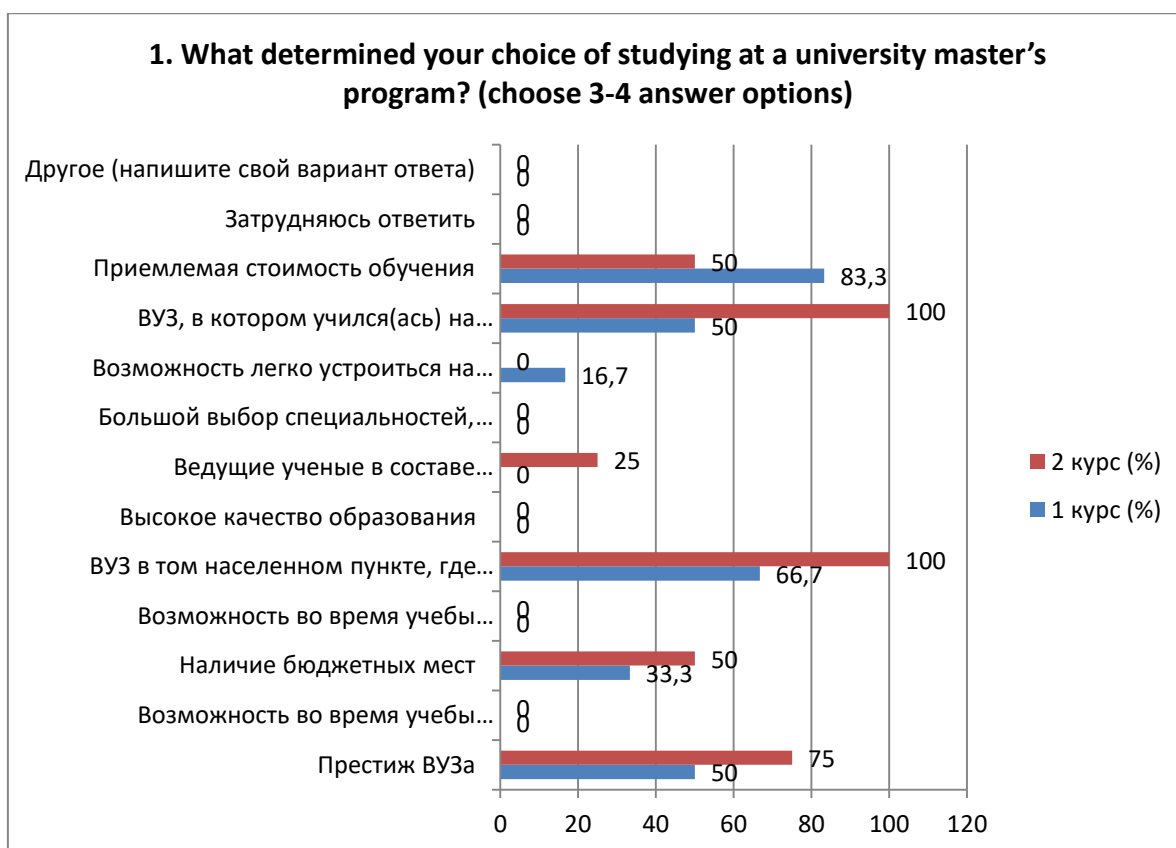
10 respondents took part in the questionnaire, which amounted to 62.5% of the total number of undergraduates.

During the questionnaire process, the following data was obtained:

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

<b>Answer options</b>	<b>1 st yaer (%)</b>	<b>2nd year (%)</b>
University prestige	50	75
Opportunity for internships abroad while studying	-	-
Availability of budget places	33.3	50
Opportunity to do science while studying	-	-
University in the locality where the family lives (close to it)	66.7	100
High quality education	-	-
Leading scientists on staff	-	25
Large selection of specialties and areas of education	-	-
An opportunity to easily get a job with a diploma from this university	16.7	-
The university where you studied as an undergraduate	50	100
Reasonable cost of training	83.3	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*



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

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

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

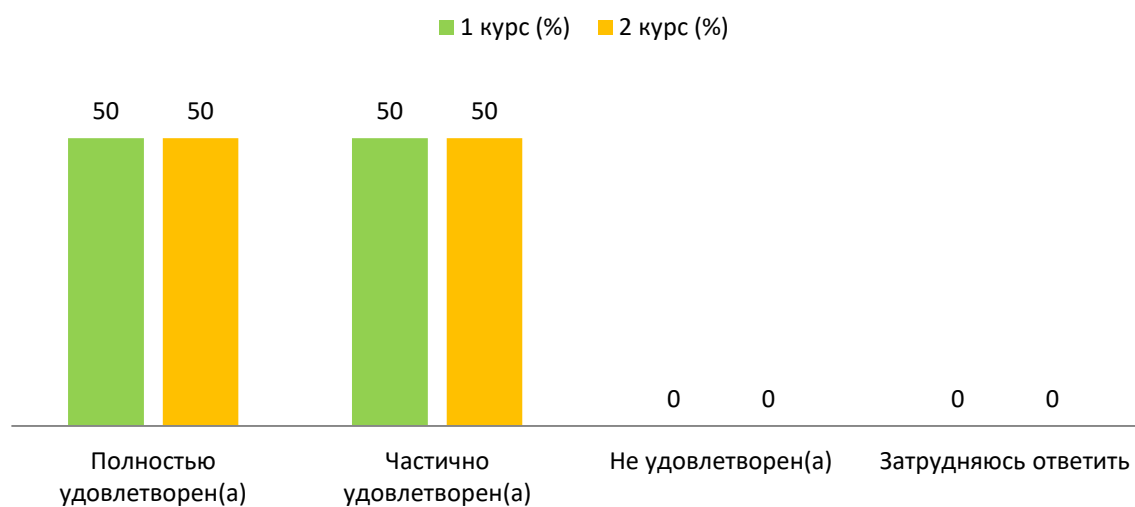
If you answered «Not satisfied» to the previous question, give recommendations for improving the area of training \_\_\_\_\_

**2.1 About the training profile**

Answer options	1 st yaer (%)	2nd year (%)
Completely satisfied	50	50
Partially satisfied	50	50
Not satisfied)	-	-
I find it difficult to answer	-	-

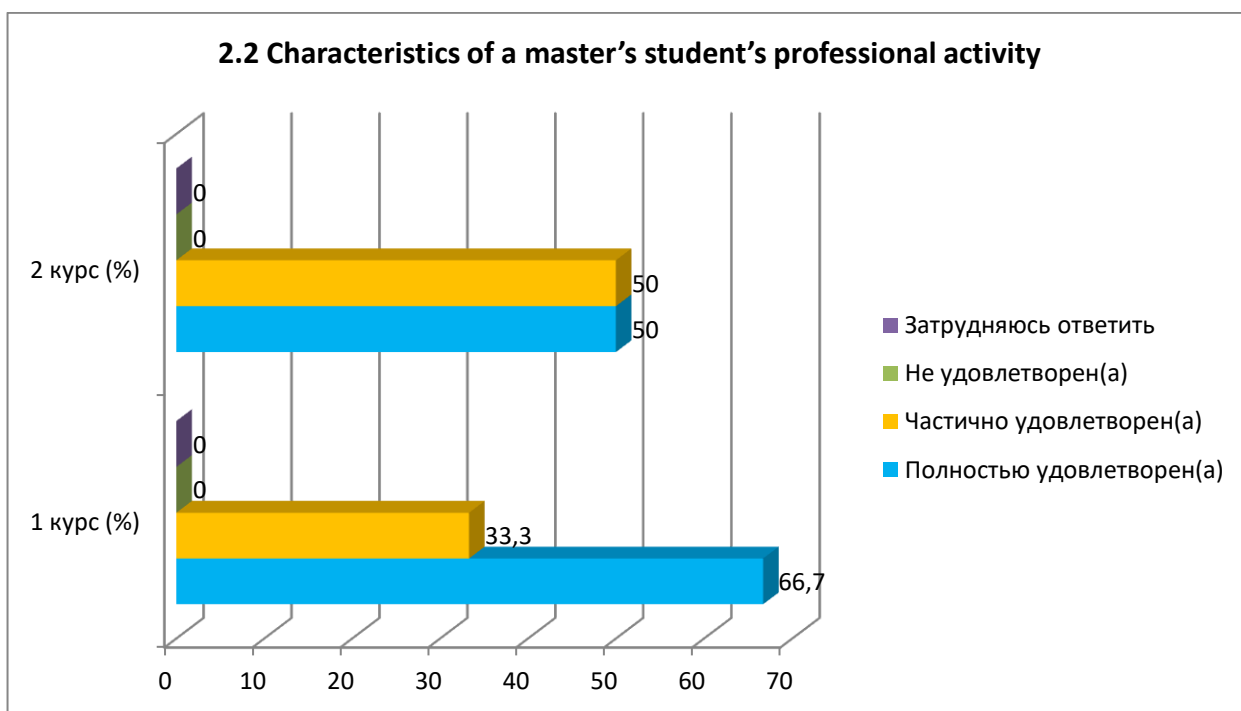
**2. How satisfied are you with the availability of information provided by the university in your field of study:**

**2.1 About the training profile**



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

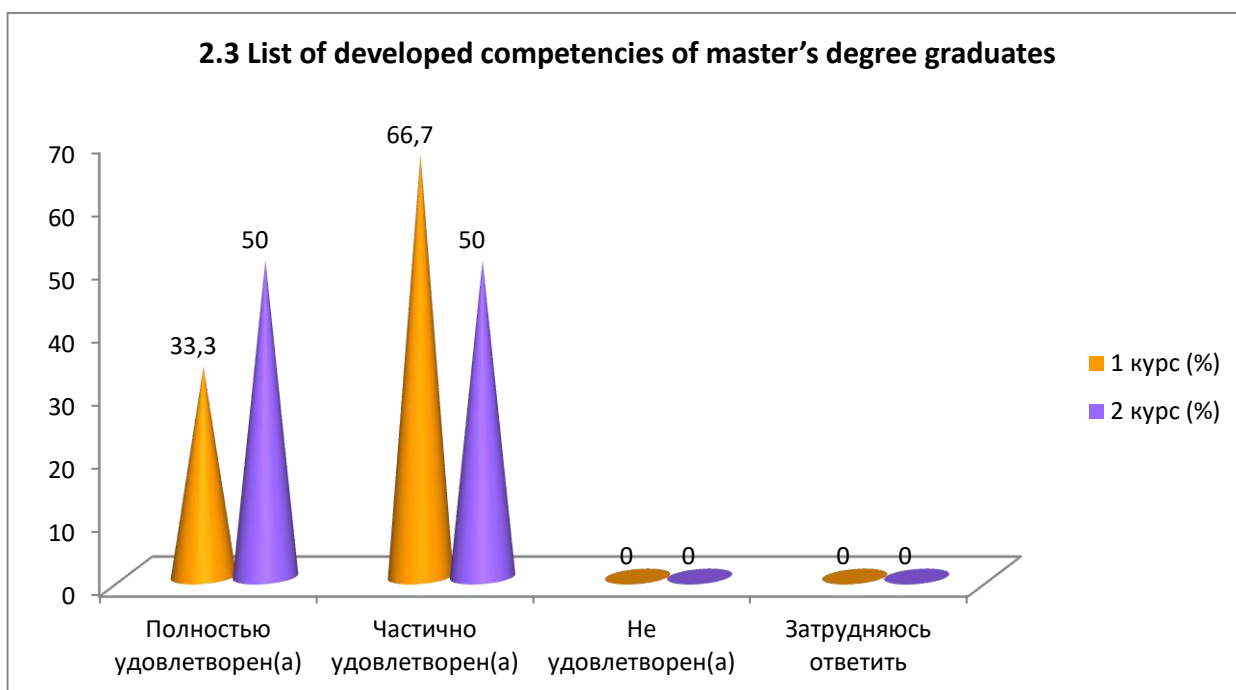
Answer options	1 st yaer (%)	2nd year (%)
Completely satisfied	66.7	50
Partially satisfied	33.3	50
Not satisfied)	-	-
I find it difficult to answer	-	-



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

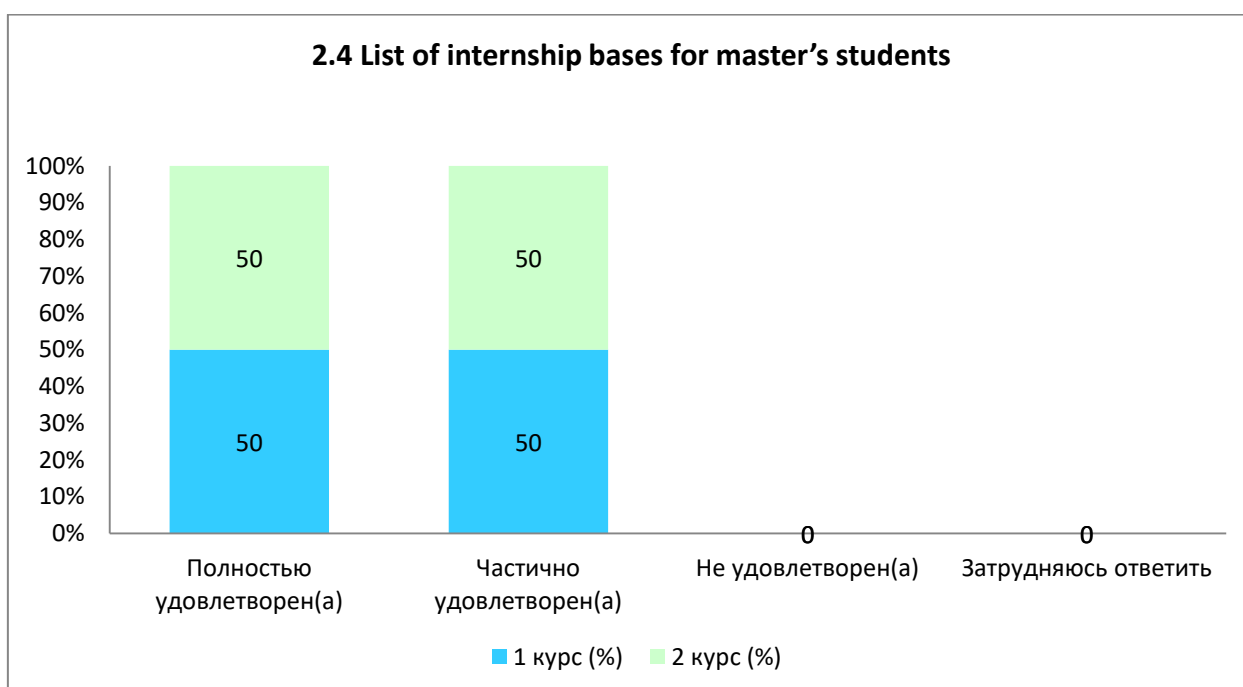
Answer options	1 st yaer (%)	2nd year (%)
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Completely satisfied	33.3	50
Partially satisfied	66.7	50
Not satisfied)	-	-
I find it difficult to answer	-	-



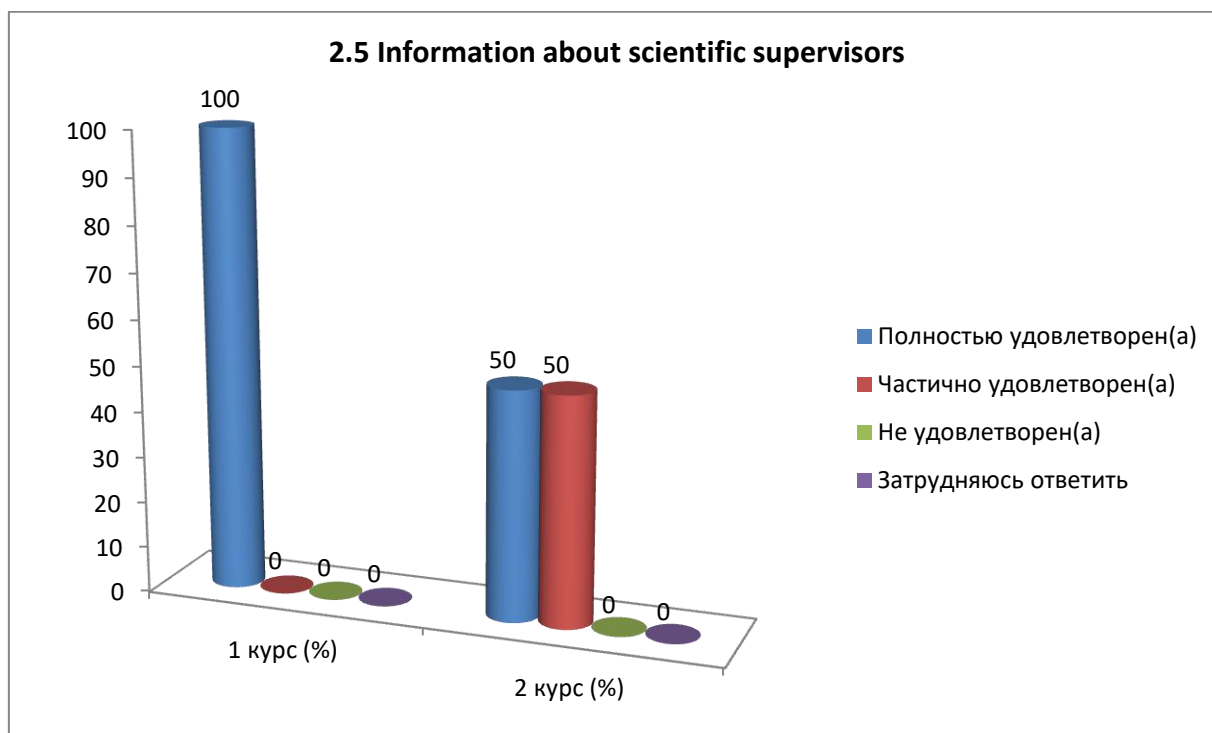
#### 2.4 List of internship bases for master's students

Answer options	1 st yaer (%)	2nd year (%)
Completely satisfied	50	50
Partially satisfied	50	50
Not satisfied)	-	-
I find it difficult to answer	-	-



## 2.5 Information about scientific supervisors

Answer options	1 st yaer (%)	2nd year (%)
Completely satisfied	100	50
Partially satisfied	-	50
Not satisfied)	-	-
I find it 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) \_\_\_\_\_

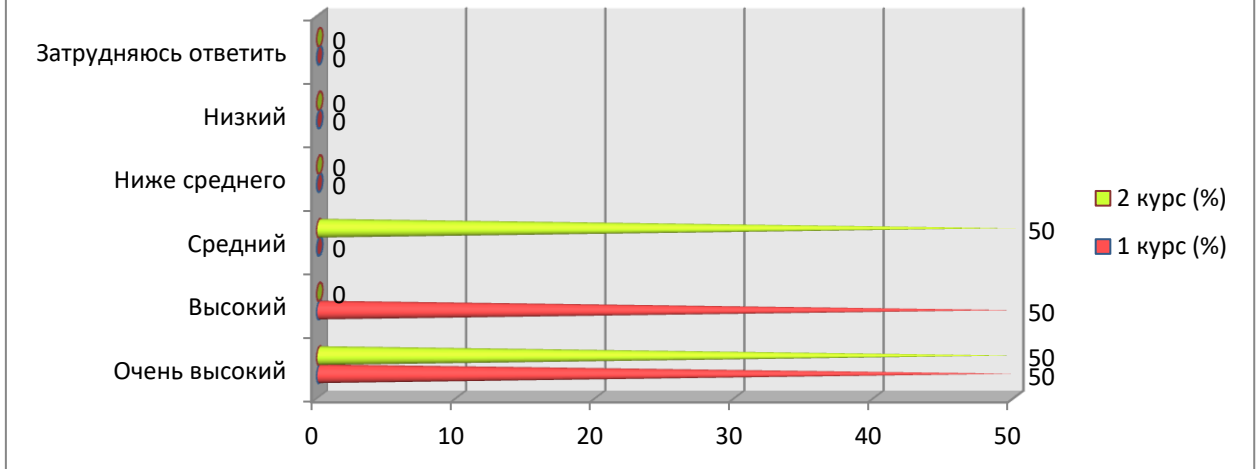
If you answered «Low» to the previous question, give recommendations for improving the teaching staff \_\_\_\_\_

### 3.1 Knowledge, qualifications

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

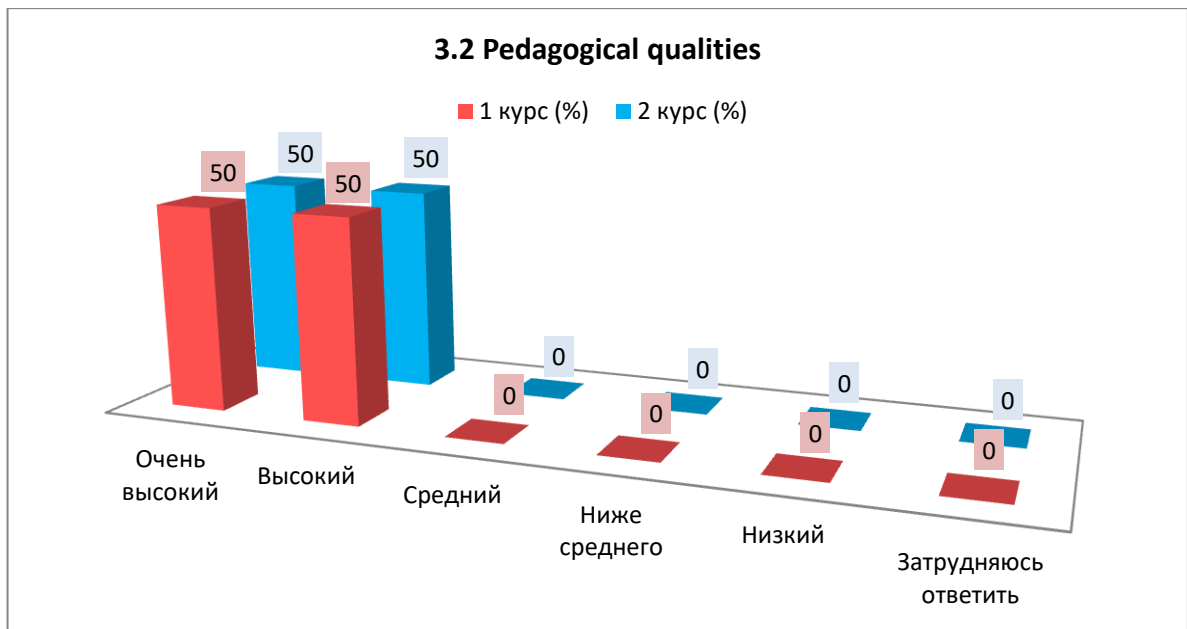
### 3. How would you overall rate the teaching staff of your master's program?

#### 3.1 Knowledge, qualifications



#### 3.2 Pedagogical qualities

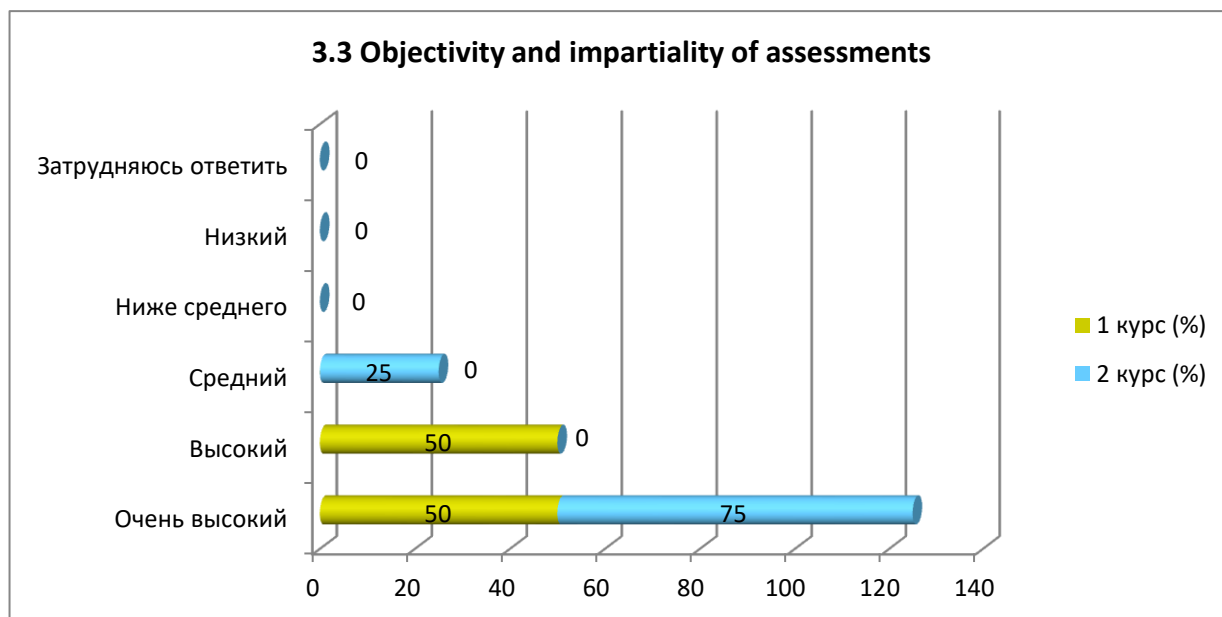
Answer options	1 st yaer (%)	2nd year (%)
Very tall	50	50
High	50	50
Average	-	-
Below the average	-	-
Short	-	-
I find it difficult to answer	-	-



#### 3.3 Objectivity and impartiality of assessments

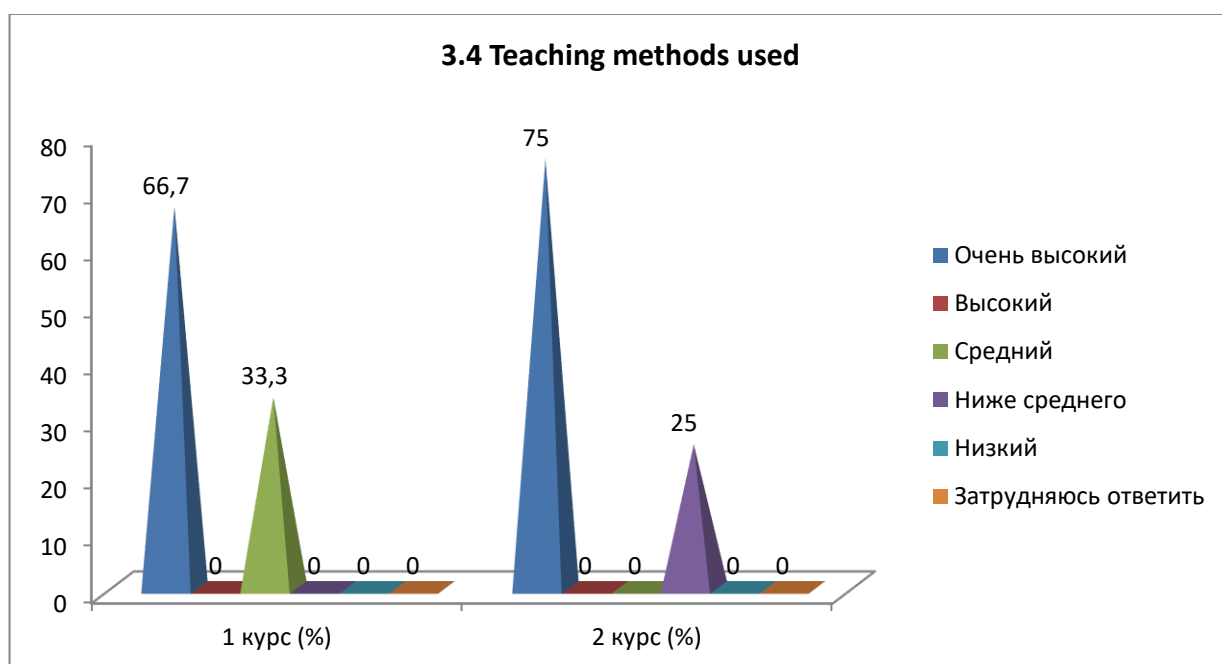
Answer options	1 st yaer (%)	2nd year (%)
Very tall	50	75

High	50	-
Average	-	25
Below the average	-	-
Short	-	-
I find it difficult to answer	-	-



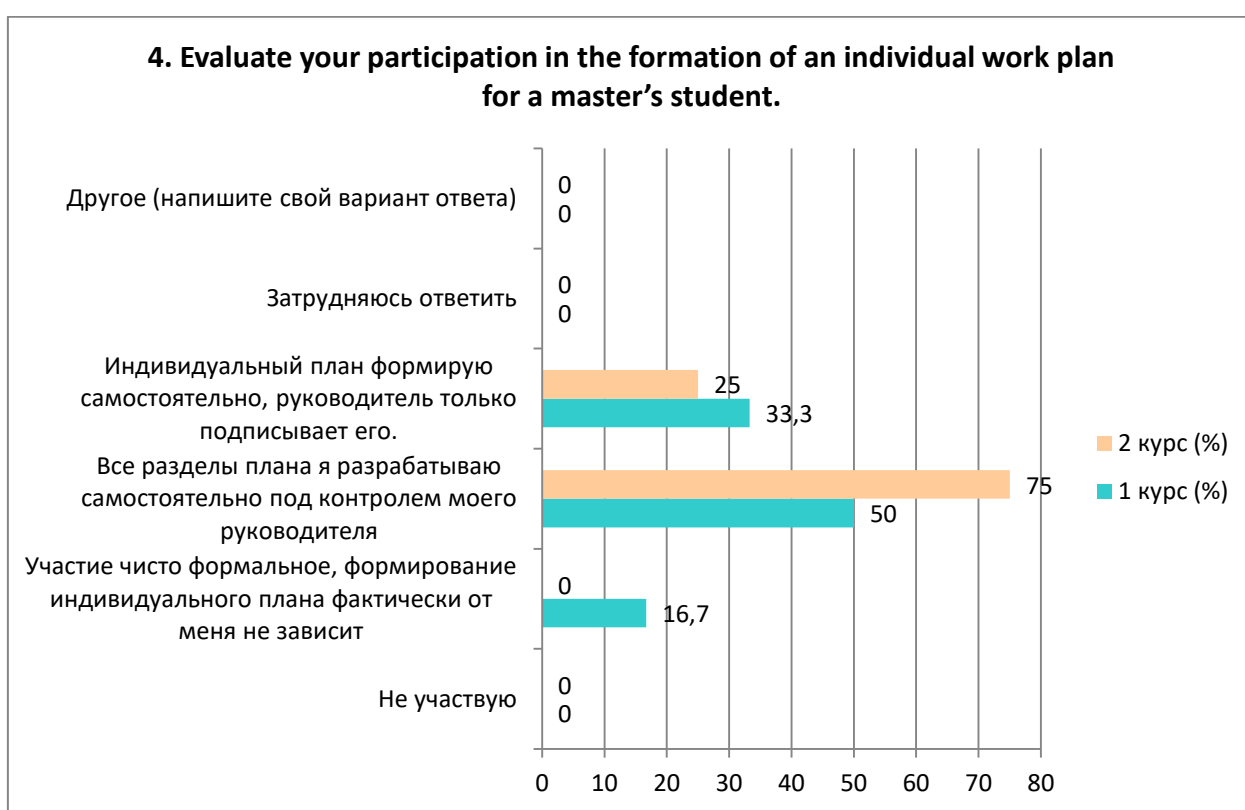
### 3.4 Teaching methods used

Answer options	1 st yaer (%)	2nd year (%)
Very tall	66.7	75
High	-	-
Average	33.3	-
Below the average	-	25
Short	-	-
I find it difficult to answer	-	-



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

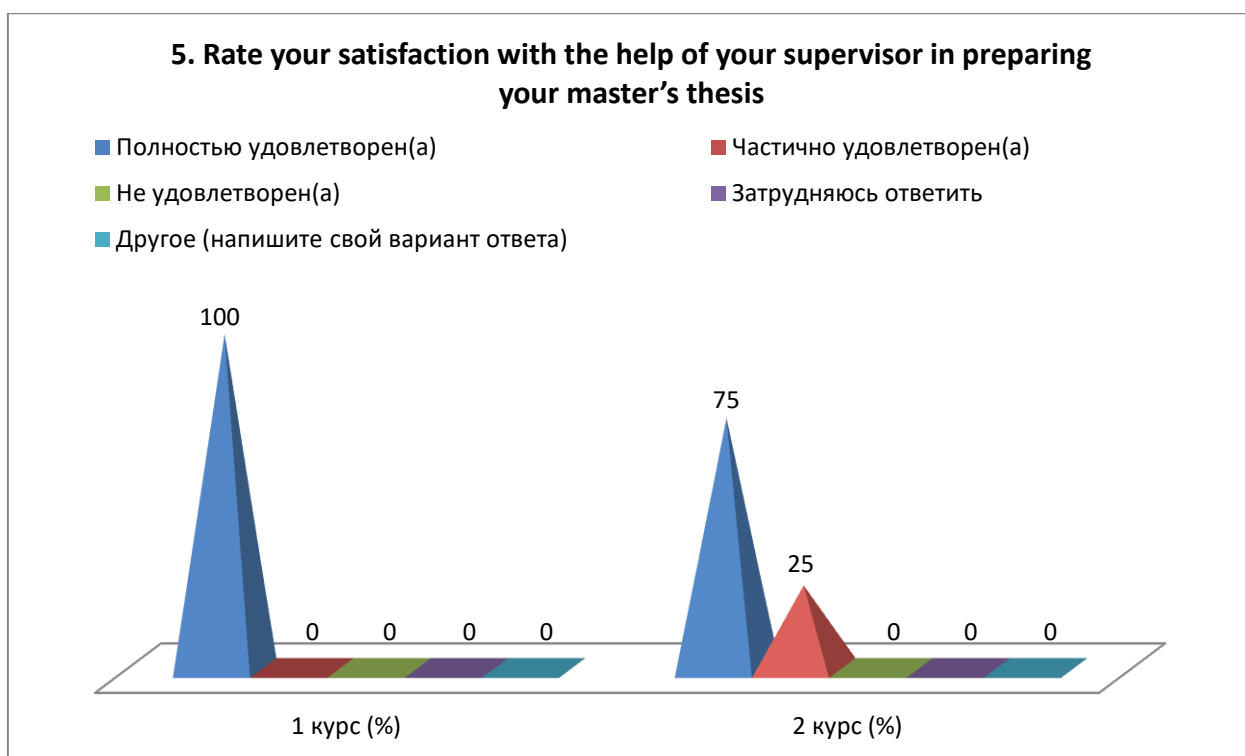
Answer options	1 st yaer (%)	2nd year (%)
I don't participate	-	-
Participation is purely formal; the formation of an individual plan actually does not depend on me	16.7	-
I develop all sections of the plan independently under the supervision of my supervisor.	50	75
I formulate an individual plan myself, the manager only signs it.	33.3	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	1 st yaer (%)	2nd year (%)
Completely satisfied	100	75
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	1 st yaer (%)	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	16.7	50
Involvement of undergraduates in research projects	50	-
Strong teaching staff	33.3	100
Work at the university of famous foreign scientists	-	-
Awards, prizes for achievements in science	-	-
Availability of publications by university staff in international publications	-	-
Participation in international research projects	-	75
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? (select 3-4 key characteristics)**



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

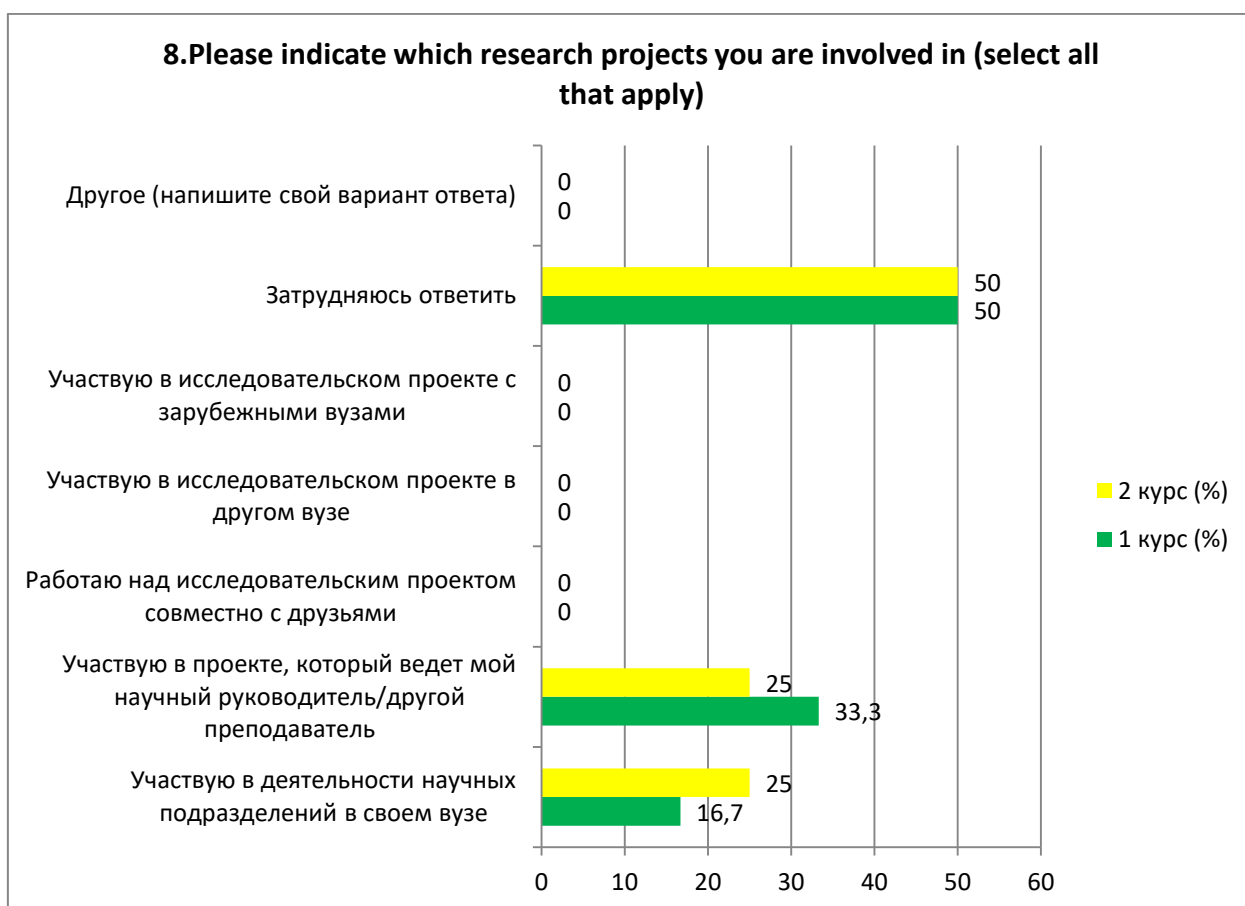
Answer options	1 st yaer (%)	2nd year (%)
Yes, I participate (go to question 8)	50	25
No, I don't participate, but I attend scientific events (seminars, conferences) at the university	33.3	75
No, I'm not participating	16.7	-
I find it difficult to answer	-	-
Other (write your answer)	-	-



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

Answer options	1 st yaer (%)	2nd year (%)
I participate in the activities of scientific departments at my university	16.7	25
I am participating in a project led by my supervisor/other teacher	33.3	25
Working on a research project with friends	-	-
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	50
Other (write your answer)	-	-

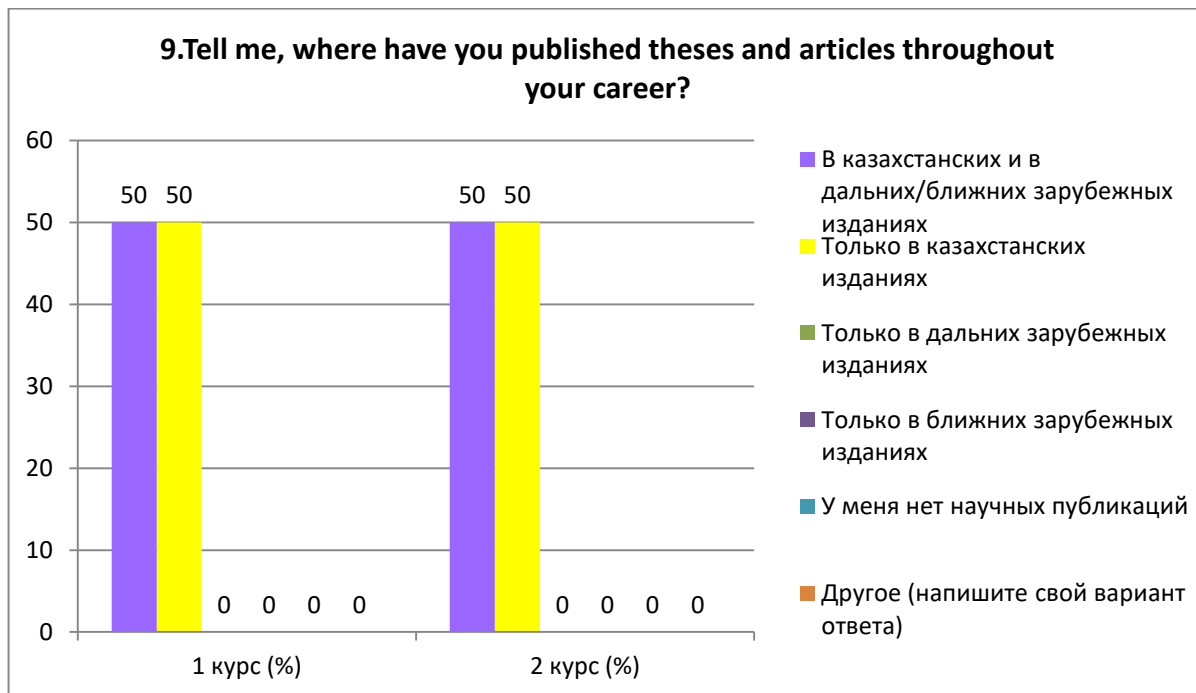
*\*The amount in % is not equal to 100, because multiple answer options were expected*



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

Answer options	1 st yaer (%)	2nd year (%)
In Kazakhstan and in distant/near foreign publications	50	50
Only in Kazakhstan publications	50	50
Only in distant foreign publications	-	-
Only in nearby foreign publications	-	-
I have no scientific publications	-	-

Other (write your answer)	-	-
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**10. Your level of foreign language proficiency:**

Answer options	1 st yaer (%)	2nd year (%)
With dictionary	-	50
Speaking level	-	-
Average level	66.7	50
I express myself freely	33.3	-
I don't speak a foreign language	-	-
Other (write your answer)	-	-



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

11.1 Research work of the department (design, development, technological, etc.) as 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

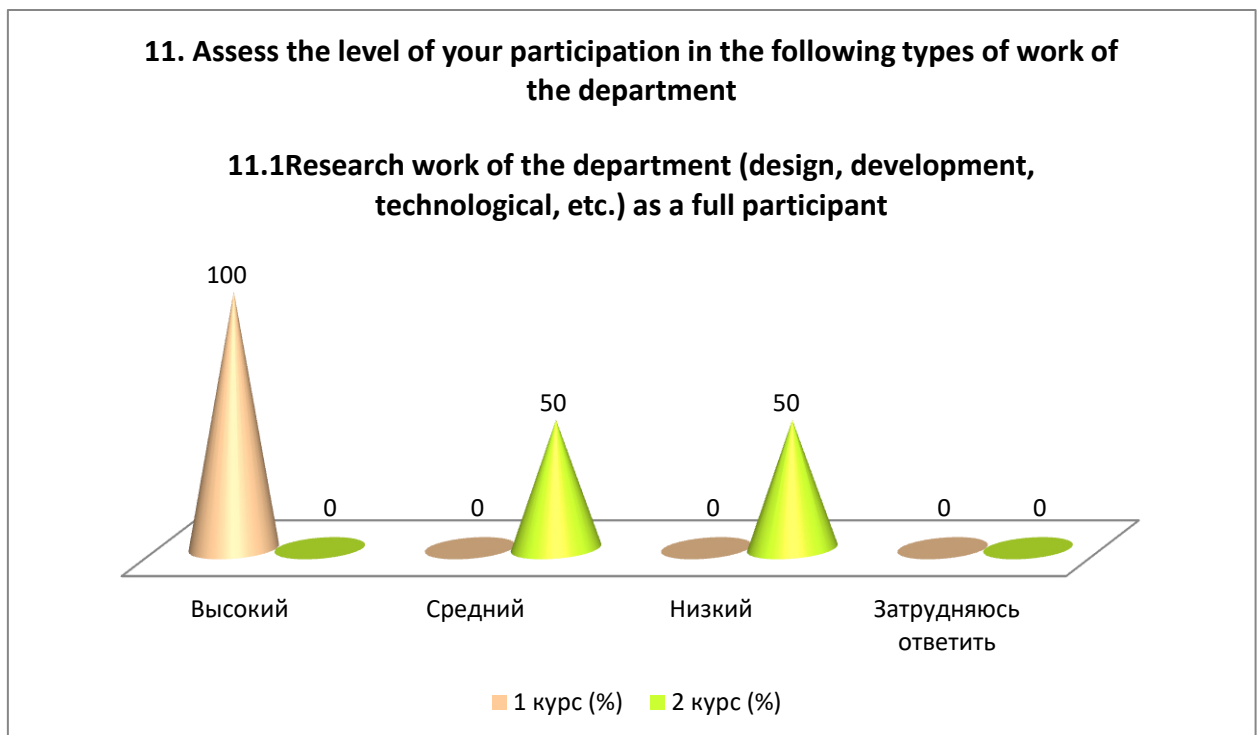
Other (write your answer) \_\_\_\_\_

If you answered «Low» to the previous question, give recommendations for improving the participation of undergraduates in the work of the department

\_\_\_\_\_

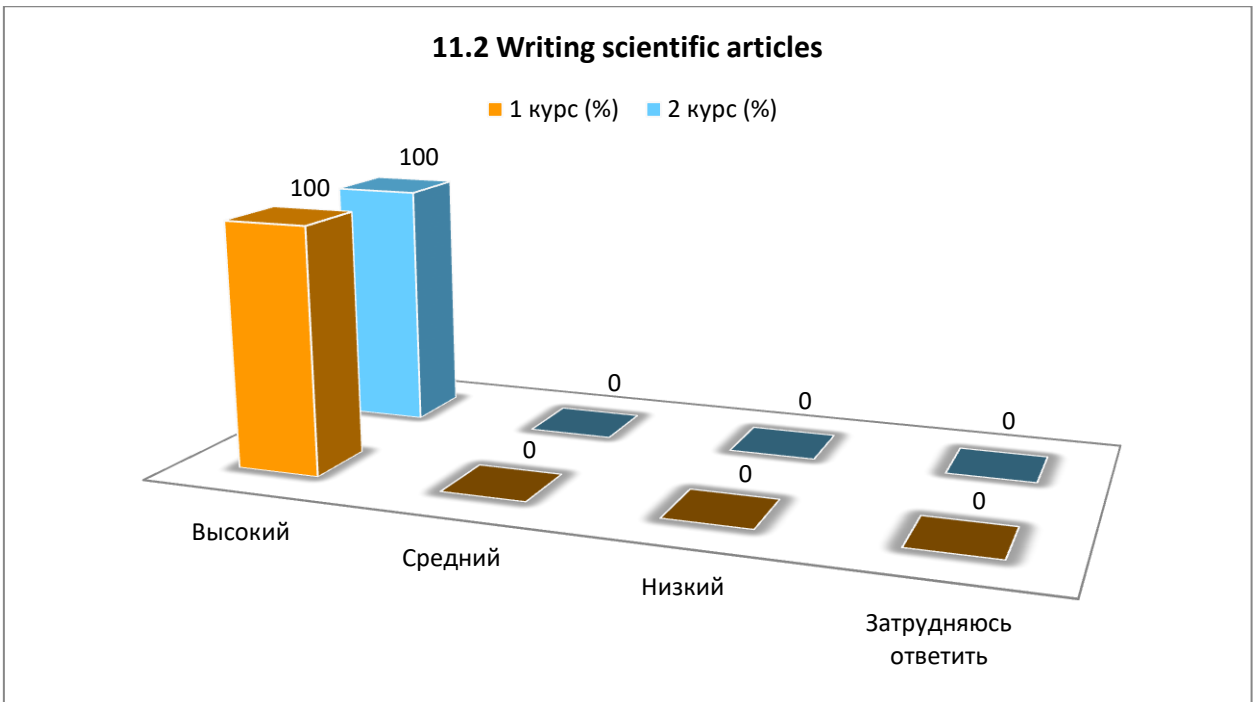
**11.1 Research work of the department (design, development, technological, etc.) as a full participant**

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



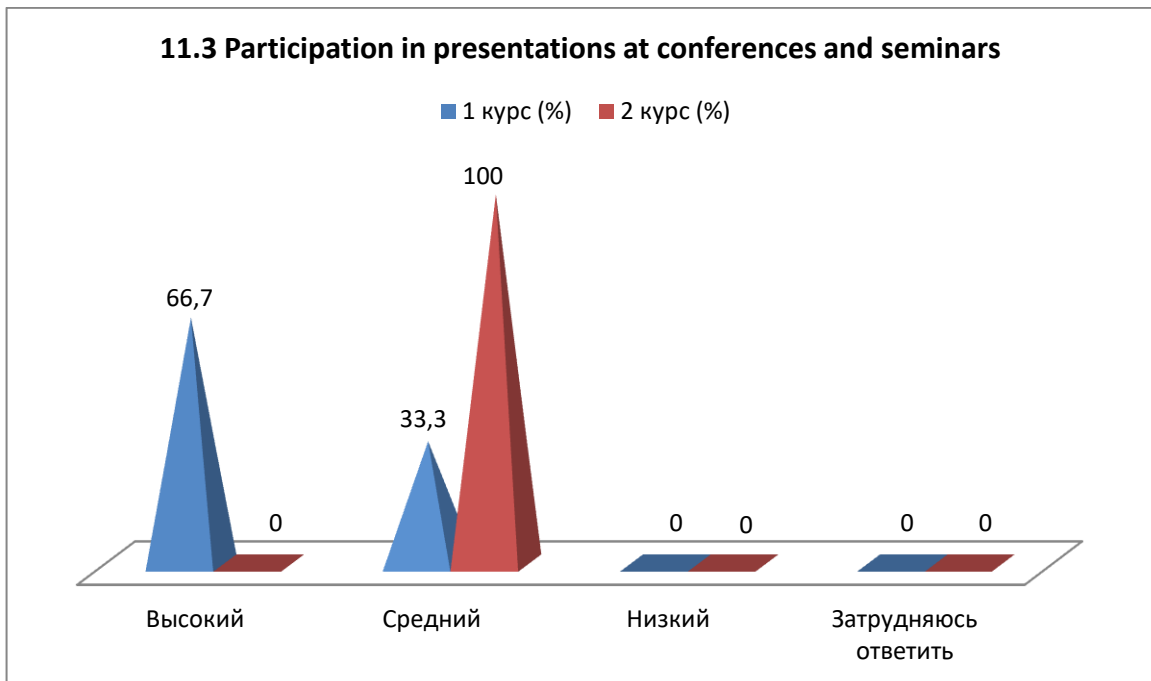
**11.2 Writing scientific articles**

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



### 11.3 Participation in presentations at conferences and seminars

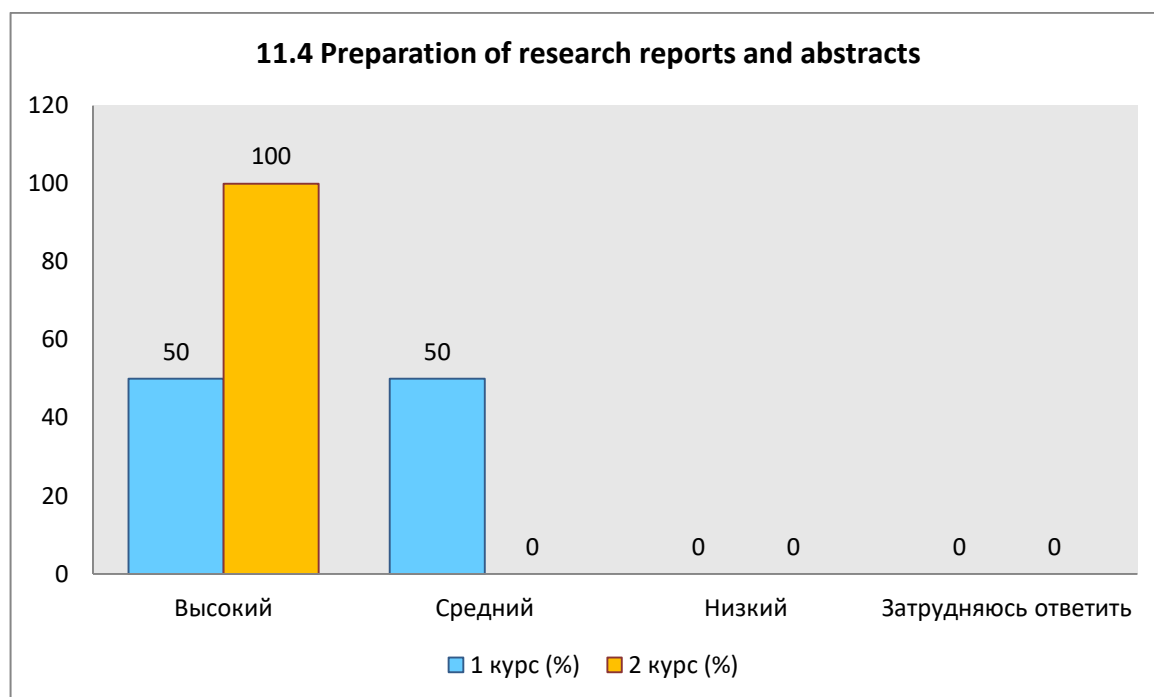
Answer options	1 st yaer (%)	2nd year (%)
High	66.7	-
Average	33.3	100
Short	-	-
I find it difficult to answer	-	-



### 11.4 Preparation of research reports and abstracts

Answer options	1 st yaer (%)	2nd year (%)
High	50	100

Average	50	-
Short	-	-
I find it difficult to answer	-	-



**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 undergraduates
12.2 Logistics support for applied scientific research
12.3 Availability for undergraduates 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) \_\_\_\_\_

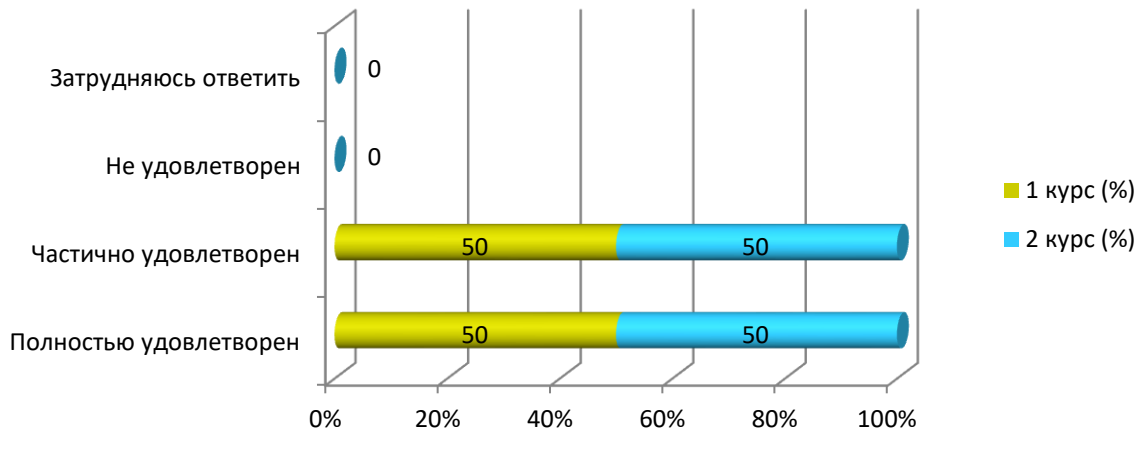
If you answered "Not satisfied" to the previous question, give recommendations for improving the scientific and educational environment of the university \_\_\_\_\_

**12.1 Organization of conferences, round tables, forums at the university with the participation of undergraduates**

Answer options	1 st yaer (%)	2nd year (%)
Completely satisfied	50	50
Partially satisfied	50	50
Not satisfied	-	-
I find it difficult to answer	-	-

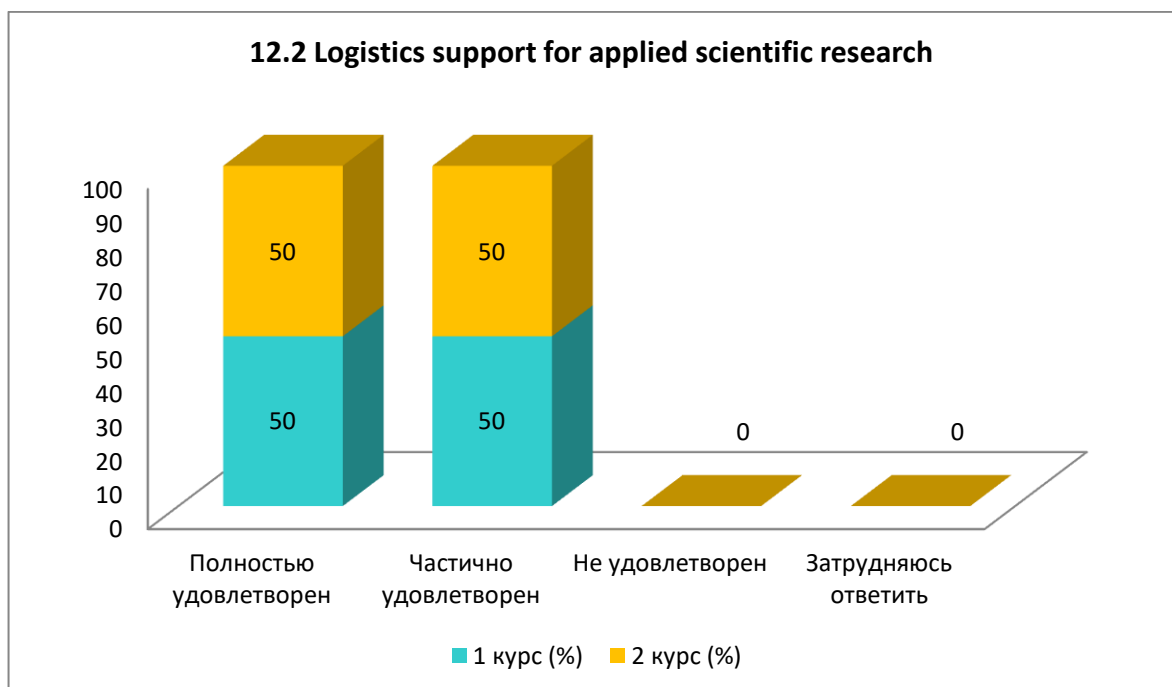
**12. Are you satisfied with the scientific and educational environment of the university during your master's studies?**

**12.1 Organization of conferences, round tables, forums at the university with the participation of undergraduates**



**12.2 Logistics support for applied scientific research**

Answer options	1 st yaer (%)	2nd year (%)
Completely satisfied	50	50
Partially satisfied	50	50
Not satisfied	-	-
I find it difficult to answer	-	-

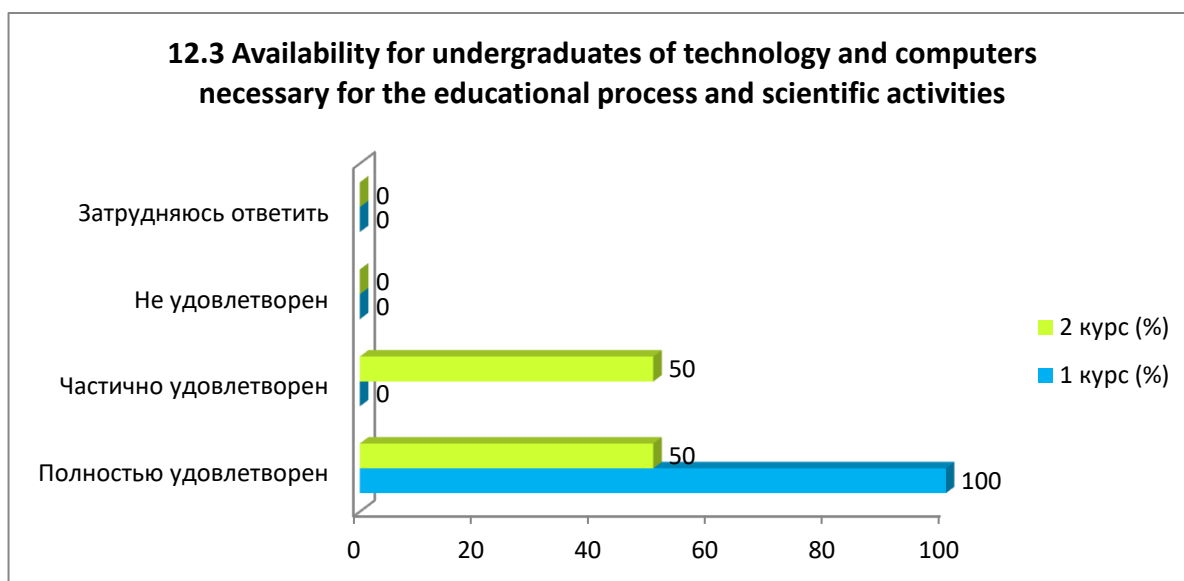


**12.3 Availability for undergraduates of technology and computers necessary for the educational process and scientific activities**

Answer options	1 st yaer (%)	2nd year (%)
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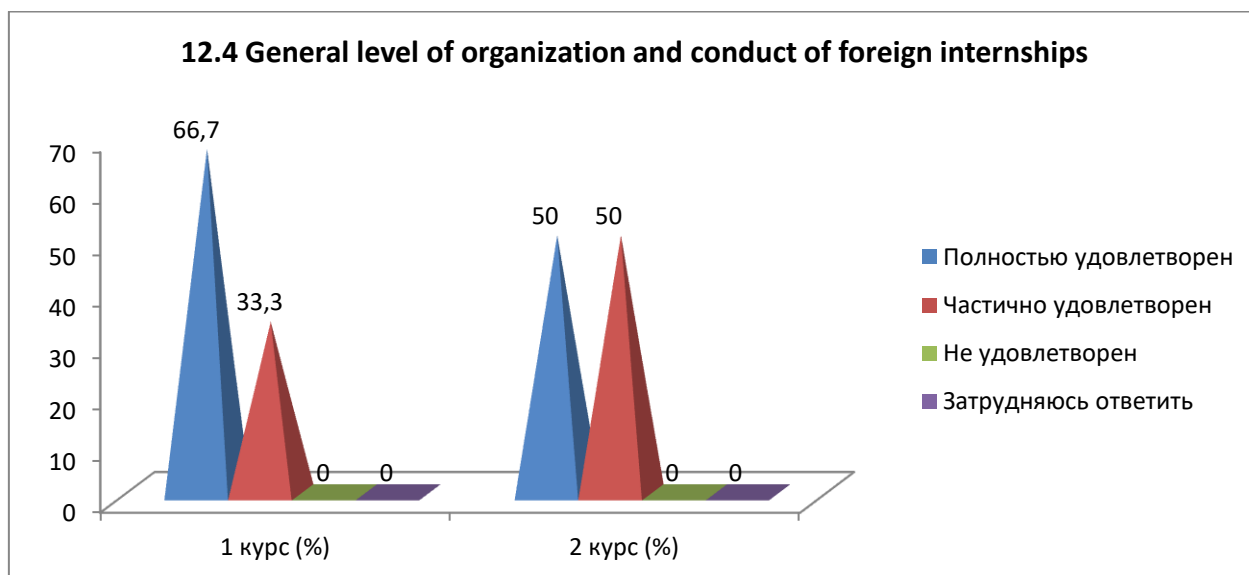


Completely satisfied	100	50
Partially satisfied	-	50
Not satisfied	-	-
I find it difficult to answer	-	-



#### 12.4 General level of organization and conduct of foreign internships

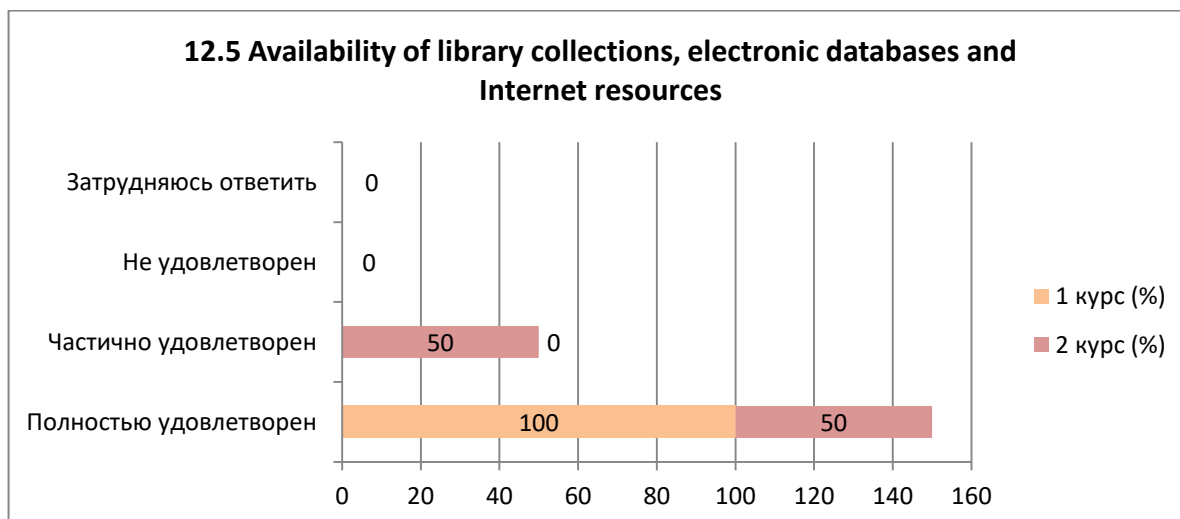
Answer options	1 st yaer (%)	2nd year (%)
Completely satisfied	66.7	50
Partially satisfied	33.3	50
Not satisfied	-	-
I find it difficult to answer	-	-



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

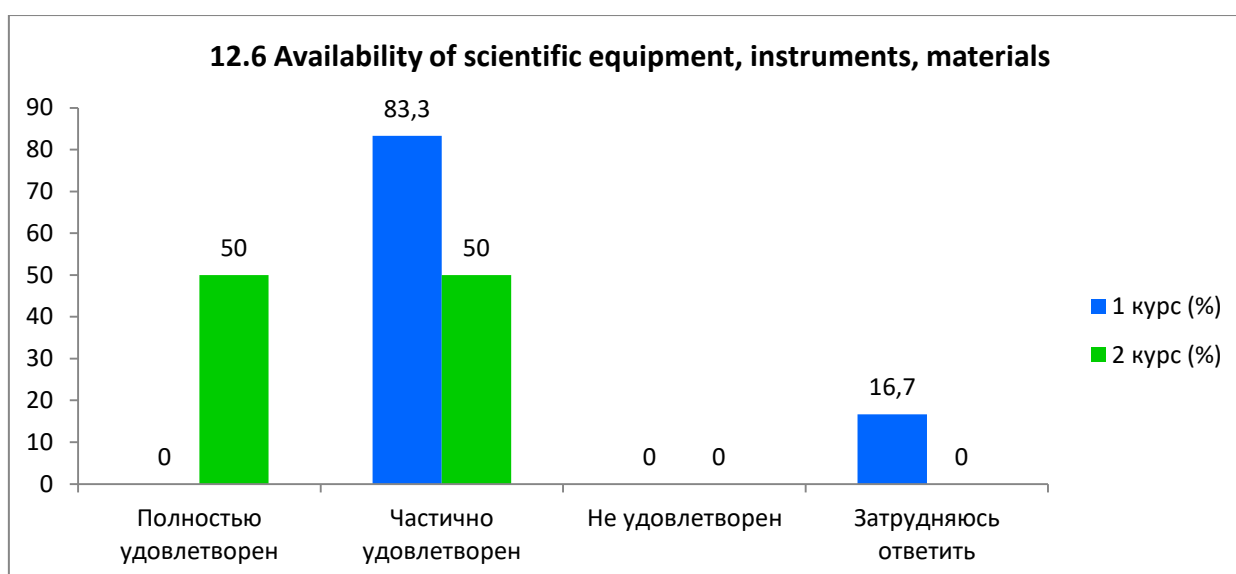
Answer options	1 st yaer (%)	2nd year (%)
Completely satisfied	100	50
Partially satisfied	-	50
Not satisfied	-	-

I find it difficult to answer	-	-
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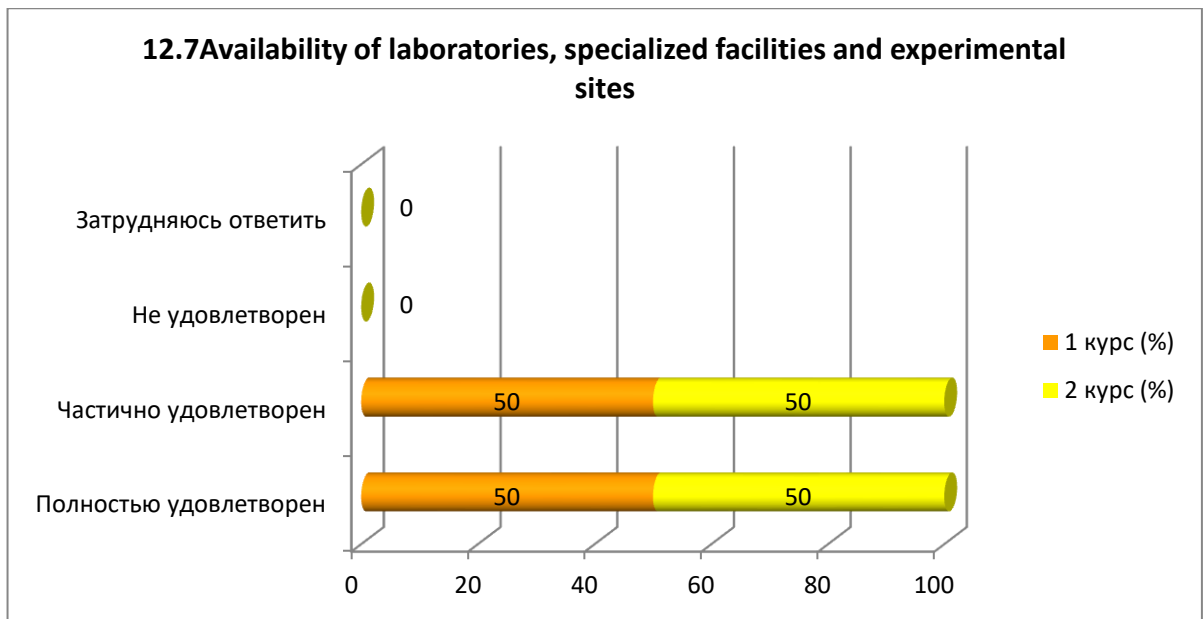
### 12.6 Availability of scientific equipment, instruments, materials

Answer options	1 st yaer (%)	2nd year (%)
Completely satisfied	-	50
Partially satisfied	83.3	50
Not satisfied	-	-
I find it difficult to answer	16.7	-



### 12.7 Availability of laboratories, specialized facilities and experimental sites

Answer options	1 st yaer (%)	2nd year (%)
Completely satisfied	50	50
Partially satisfied	50	50
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 hostel
13.3 Organization of free time
13.4 Catering organization
13.5 Organization of industrial practice

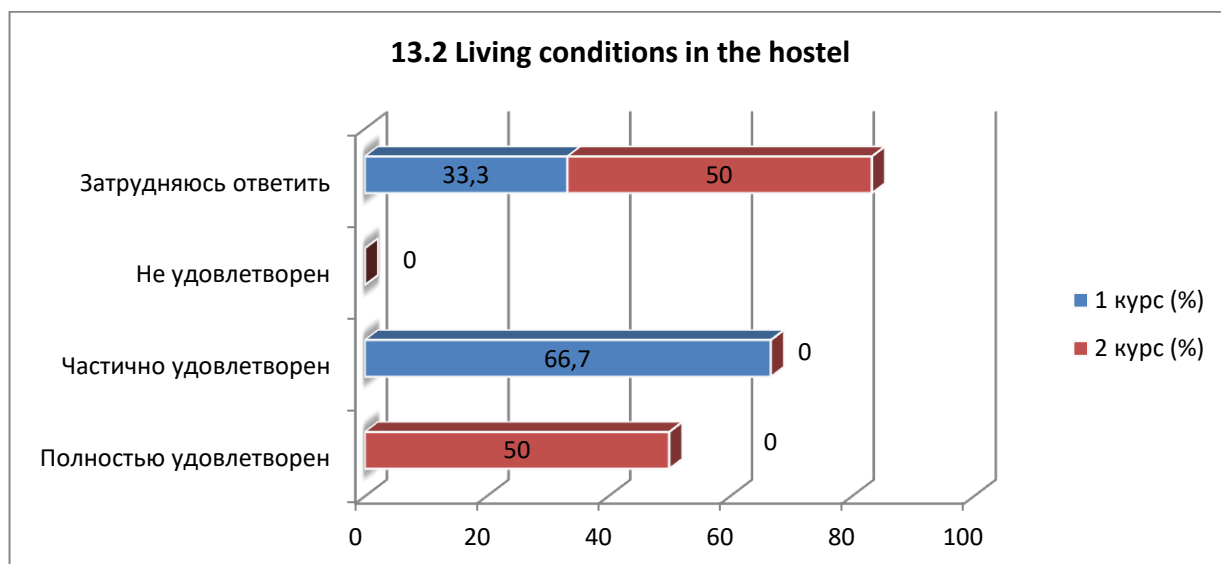
#### 13.1 Organization of the educational process

Answer options	1 st yaer (%)	2nd year (%)
Completely satisfied	100	50
Partially satisfied	-	50
Not satisfied	-	-
I find it difficult to answer	-	-



### 13.2 Living conditions in the hostel

Answer options	1 st yaer (%)	2nd year (%)
Completely satisfied	-	50
Partially satisfied	66.7	-
Not satisfied	-	-
I find it difficult to answer	33.3	50



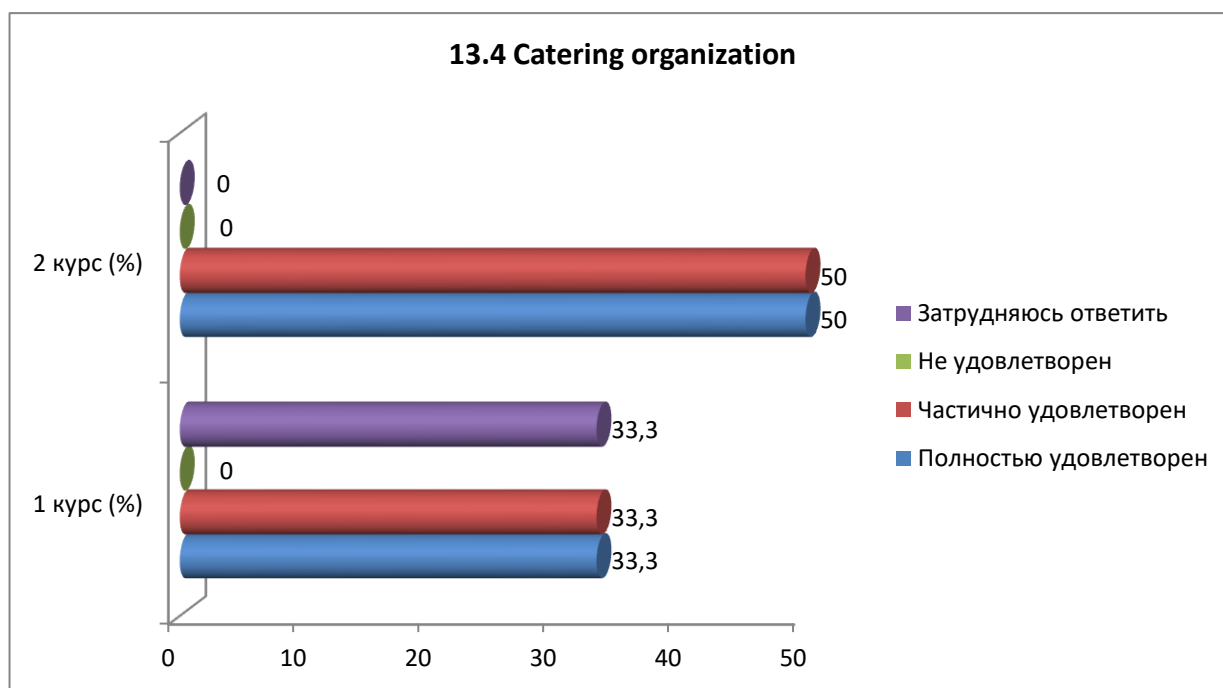
### 13.3 Organization of free time

Answer options	1 st yaer (%)	2nd year (%)
Completely satisfied	100	50
Partially satisfied	-	-
Not satisfied	-	-
I find it difficult to answer	-	50



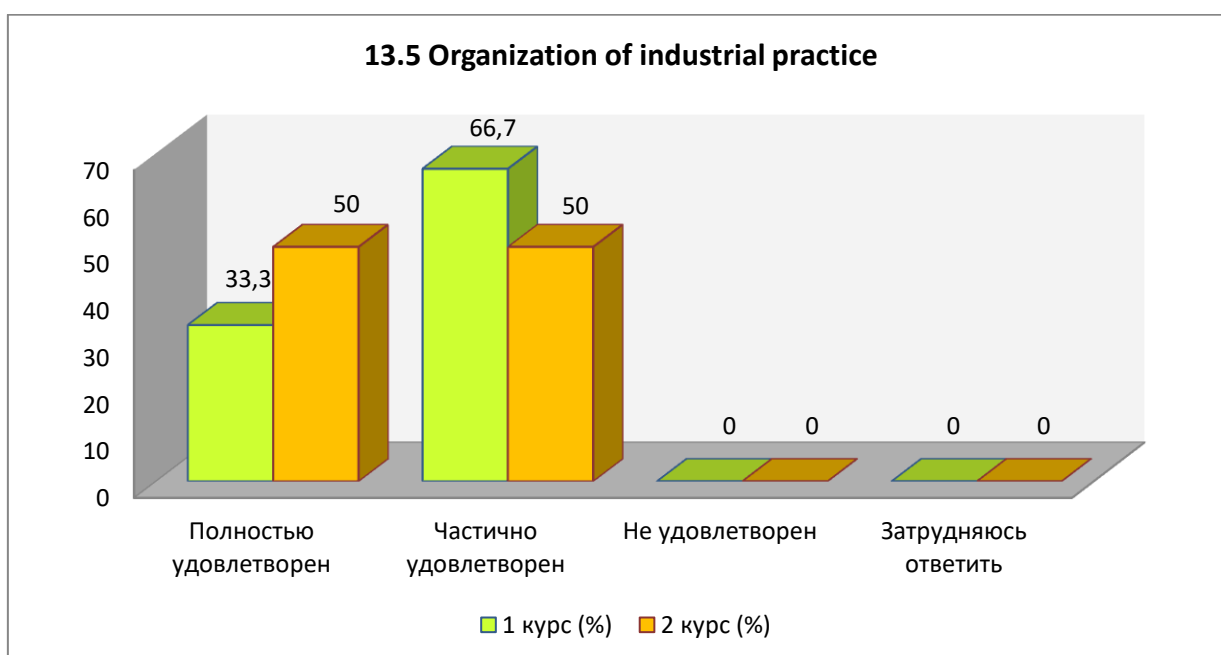
### 13.4 Catering organization

Answer options	1 st yaer (%)	2nd year (%)
Completely satisfied	33.3	50
Partially satisfied	33.3	50
Not satisfied	-	-
I find it difficult to answer	33.3	-



### 13.5 Organization of industrial practice

Answer options	1 st yaer (%)	2nd year (%)
Completely satisfied	33.3	50
Partially satisfied	66.7	50
Not satisfied	-	-
I find it difficult to answer	-	-



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

1 st yaer (%)	2nd year (%)
-	-

**Please write what questions in your opinion need to be added to this questionnaire to improve the training program, improve the quality of services provided and other areas of the university's activities.**

1 st yaer (%)	2nd year (%)
- everything is.	- Enough questions.
- these questions are enough.	-

Based on the results of the survey, the following conclusions can be drawn:

Studying for a master's degree is a conscious choice of an adult, no longer made under the influence of parents or the situation, obtaining professional competencies in accordance with the chosen specialty, the next educational level after a bachelor's degree. To the question "What determined your choice of studying at a university master's program? (choose 3-4 answer options)" the majority of undergraduates, 83.4%, indicated «University in the locality where the family lives (close to it)» The undergraduates also noted such options as: «The university where you studied as an undergraduate» - 75%, «Reasonable cost of training» - 66.7%.

To the question «How satisfied are you with the availability of information provided by the university in your field of study»: the following information was received:

- «About the training profile» Master's students' satisfaction was 100%;
- «Characteristics of a master's student's professional activity» Master's students' satisfaction was 100%;
- «List of developed competencies of master's degree graduates» master's students' satisfaction was 100%;
- «List of master's students' practice databases» master's students' satisfaction was 100%;
- «Information about scientific supervisors» master's students' satisfaction was 100%.

The teaching staff is rated quite highly by respondents. For all the criteria presented in the questionnaire (knowledge, qualifications, objectivity, pedagogical qualities, teaching methods used), more than 83.3% of respondents gave «very high» and «high» marks.

In general, undergraduates are satisfied with their participation in the formation of an individual work plan. According to the data obtained, 50% of first-year respondents and 75% of second-year respondents develop all sections of the plan independently under the control of their supervisor. However, there are 33.3% of first-year master's students and 25% of second-year students who note that they form an individual plan on their own. There are also respondents who participate purely formally in the formation of individual work plans for master's students (1st year – 16.7%). Probably, scientific supervisors of master's programs should pay attention to planning the cognitive and research activities of master's students with their more active participation.

To the question: «Rate your satisfaction with the help of your supervisor in preparing your master's thesis», the satisfaction of the master's students was 100%.

When answering the question «**What do you thinkview, is an indicator of the high scientific level of the university? (select 3-4 key characteristics)**» 66.7% of respondents chose the option «with strong teaching staff», then 50% noted the option «modern material and technical base» and 37.5% «participation in international research projects»

Publication of scientific articles and theses is one of the main conditions for a successful start of scientific work for undergraduates. Published articles and theses, their quantity and quality determine

the master's student's ability to independently work with large volumes of information, organize scientific activities, apply methods in work, obtain results, form correct conclusions, and comply with the requirements for the general design and content of scientific works. Master's students publish their articles and theses both in Kazakh publications and distant/near foreign publications (1st year - 50%, 2nd year - 50%). There are also master's students who are published only in Kazakh publications (1st year – 50%, 2nd year – 50%).

To the question «Your level of foreign language proficiency»: the respondents' answers were distributed as follows: «average level» - 58.4%, «explain myself fluently» - 16.7% and «with a dictionary» - 25%.

The assessment of the level of participation of undergraduates in the work of the department is at a high level – 64.6%. At the same time, the largest percentage of respondents who rated their level of participation as «high» in writing scientific articles (50%).

To the question «Are you satisfied with the scientific and educational environment of the university during your master's studies»? The following information was received:

- «Organization of conferences, round tables, forums at the university, with the participation of undergraduates» Master's students' satisfaction was 100%;

- «Material and technical support for applied scientific research» Master's students' satisfaction was 100%;

- «Availability for undergraduates of technology, computers necessary for the educational process and scientific activities» Master's students' satisfaction was 100%;

- «General level of organization and conduct of foreign internships» Master's students' satisfaction was 100%;

- «Accessibility of library collections, electronic databases and Internet resources» Master's students' satisfaction was 100%;

- «Availability of scientific equipment, tools, materials» master's degree students' satisfaction was 91.7% and 8.3% found it difficult to answer;

- «Availability of laboratories, specialized facilities and experimental sites» Master's students' satisfaction was 100%;

In general, respondents do not experience any difficulties when studying for a master's degree. At the end of the questionnaire, it was proposed to add questions that, in the students' opinion, 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. However, respondents limited themselves to the following answers: «everything is there,» «these questions are enough,» and «there are enough questions.»

#### **Recommendations:**

-The head of the department, PO, get acquainted with the results of the survey and, if necessary, develop an action plan to improve the quality of the services provided.

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