

**Report**  
on the results of the survey  
**Master students' satisfaction with educational services**  
for 2023-2024 academic year in educational program  
**7M07105 Instrument Making**

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.

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

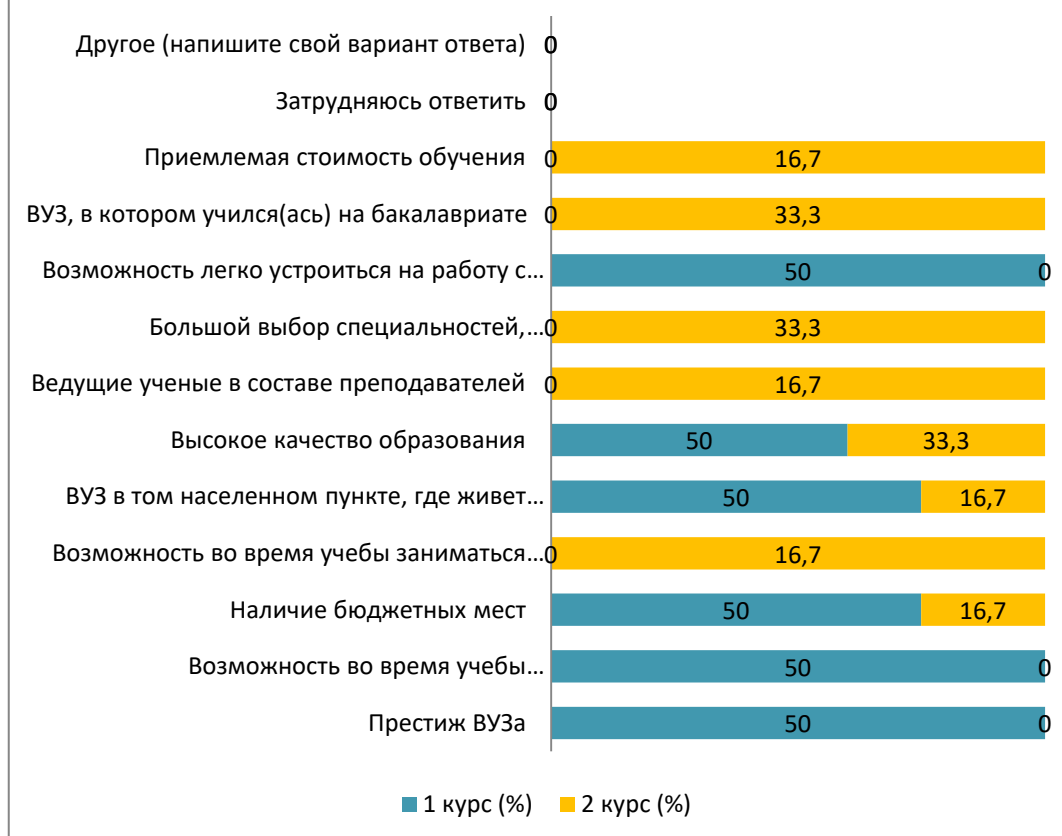
The following data were obtained during the survey.

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

<b>Answer options</b>	<b>1 year (%)</b>	<b>2 year (%)</b>
Prestige of the University	50	-
Opportunity to do internships abroad during studies	50	-
Availability of budget places	50	16,7
Opportunity to do science during studies	-	16,7
University in the locality where the family lives (close to it)	50	16,7
High quality of education	50	33,3
Leading scientists among the teaching staff	-	16,7
Wide choice of specialties, areas of education	-	33,3
Opportunity to easily get a job with a diploma from this University	50	-
University where he/she studied for a bachelor's degree	-	33,3
Acceptable cost of education	-	16,7
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*

### 1. What determined your choice of studying in the master's degree program at the University?



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

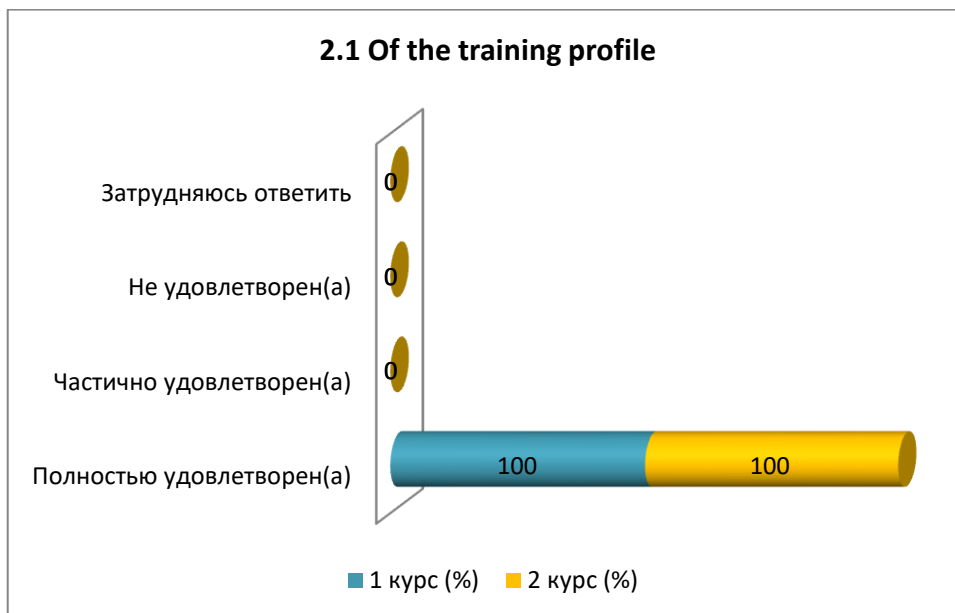
2.1 Of the training profile
2.2 Characteristics of the professional activity of a master student
2.3 List of formed competencies of a master graduate
2.4 List of bases of master students' internships
2.5 Information of scientific supervisors

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

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

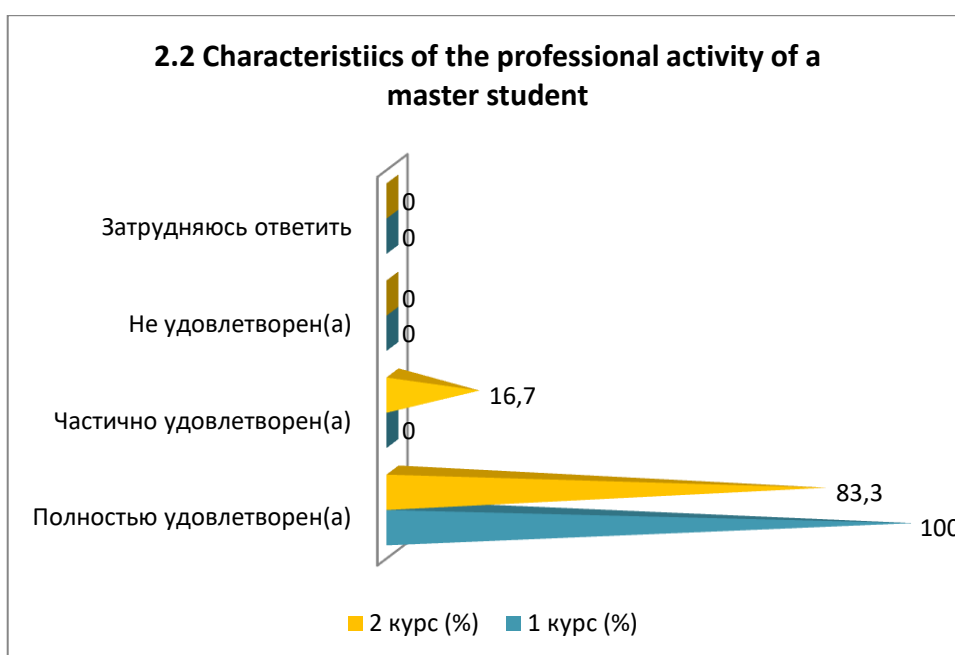
#### 2.1 Of the training profile

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

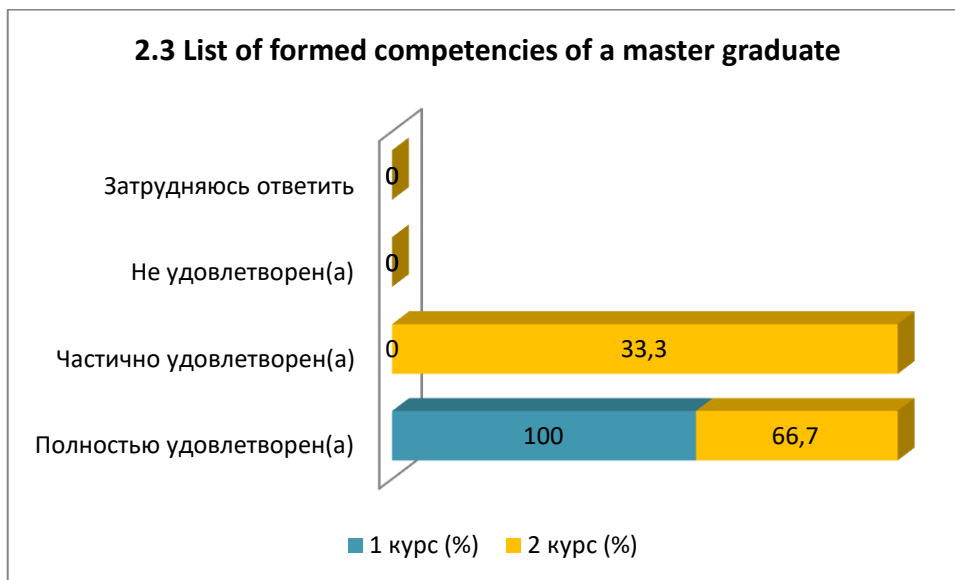
Answer options	1 year (%)	2 year (%)
Completely satisfied	100	83,3
Partially satisfied	-	16,7
Not satisfied	-	-
Difficult to answer	-	-



## 2.3 List of formed competencies of a master graduate

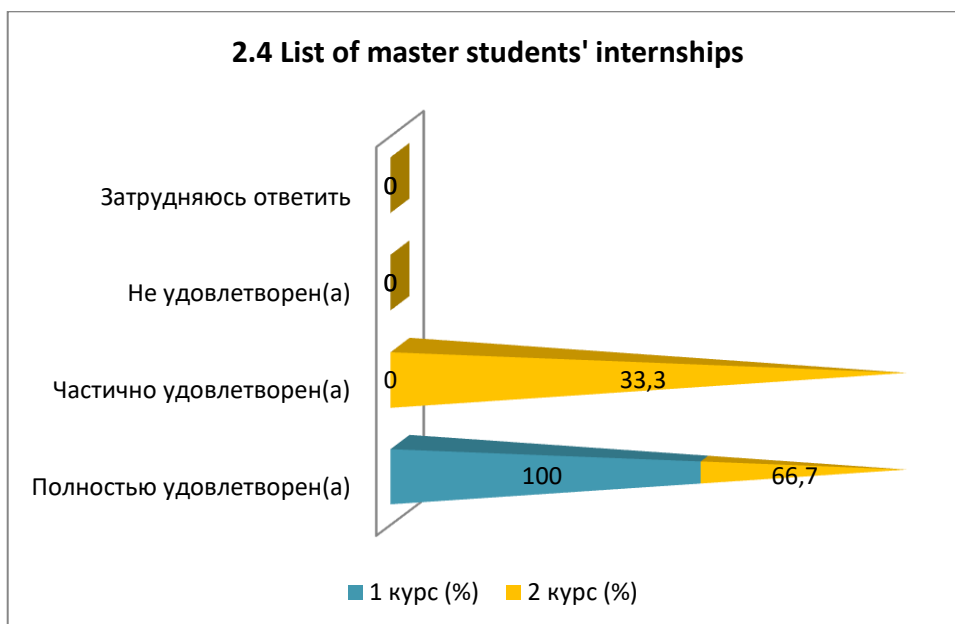
Answer options	1 year (%)	2 year (%)
Completely satisfied	100	66,7
Partially satisfied	-	33,3
Not satisfied	-	-
Difficult to answer	-	-

### 2.3 List of formed competencies of a master graduate



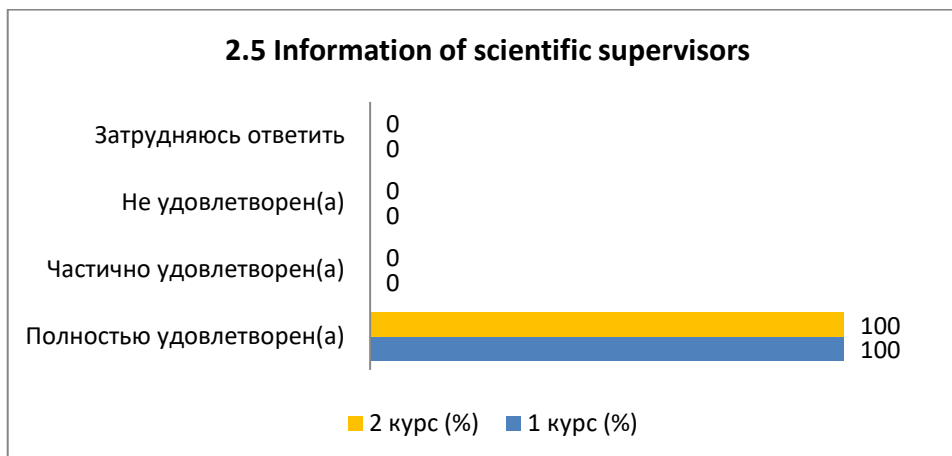
### 2.4 List if bases of master students' internships

Answer options	1 year (%)	2 year (%)
Completely satisfied	100	66,7
Partially satisfied	-	33,3
Not satisfied	-	-
Difficult to answer	-	-



### 2.5 Information of scientific supervisors

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



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

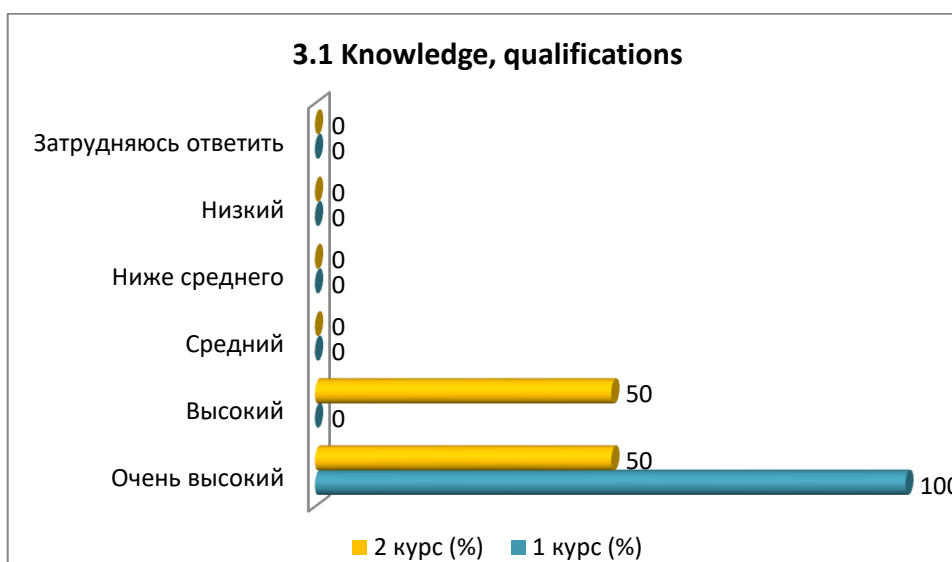
3.1 Knowledge, qualifications
3.2 Pedagogical qualities
3.3 Objectivity and impartiality of assessments
3.4 Teaching methods used

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

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

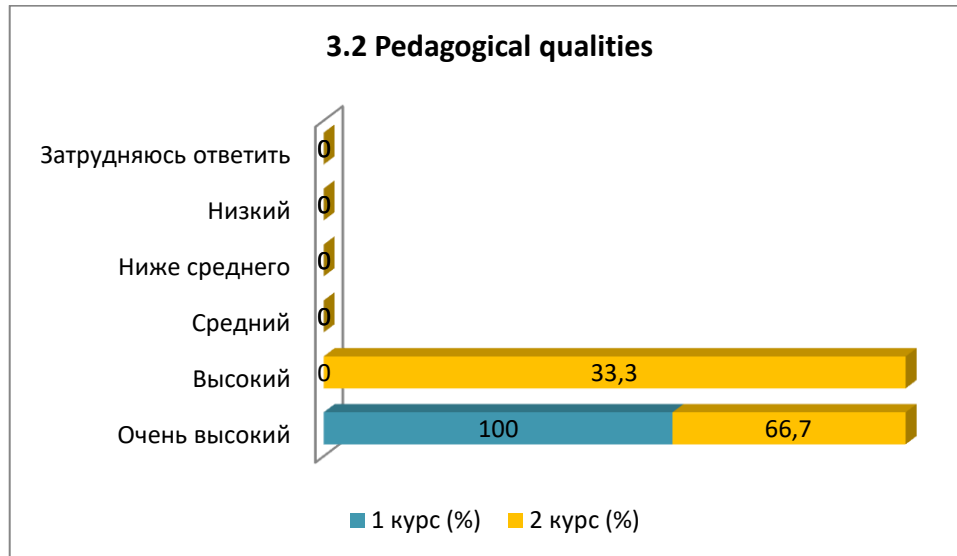
#### 3.1 Knowledge, qualifications

Answer options	1 year (%)	2 year (%)
Very high	100	50
High	-	50
Average	-	-
Below average	-	-
Low	-	-
Difficult to answer	-	-



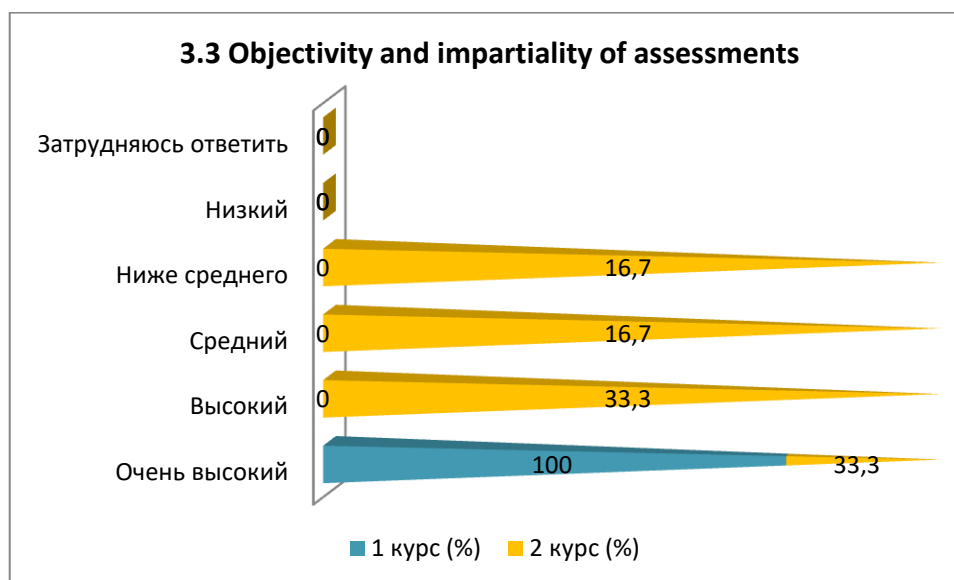
### 3.2 Pedagogical qualities

Answer options	1 year (%)	2 year (%)
Very high	100	66,7
High	-	33,3
Average	-	-
Below average	-	-
Low	-	-
Difficult to answer	-	-



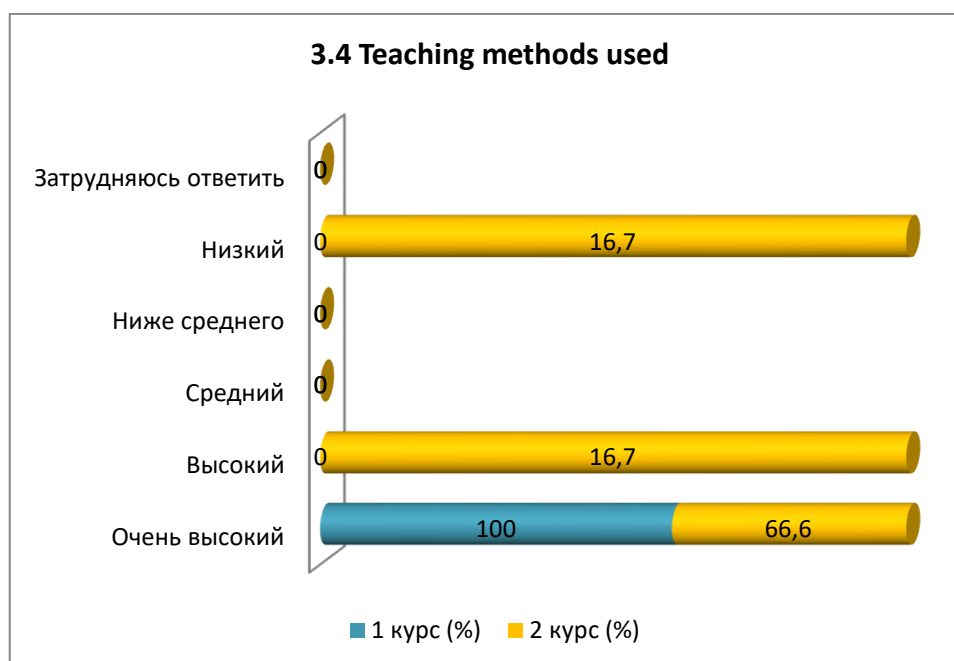
### 3.3 Objectivity and impartiality of assessments

Answer options	1 year (%)	2 year (%)
Very high	100	33,3
High	-	33,3
Average	-	16,7
Below average	-	16,7
Low	-	-
Difficult to answer	-	-



### 3.4 Teaching methods used

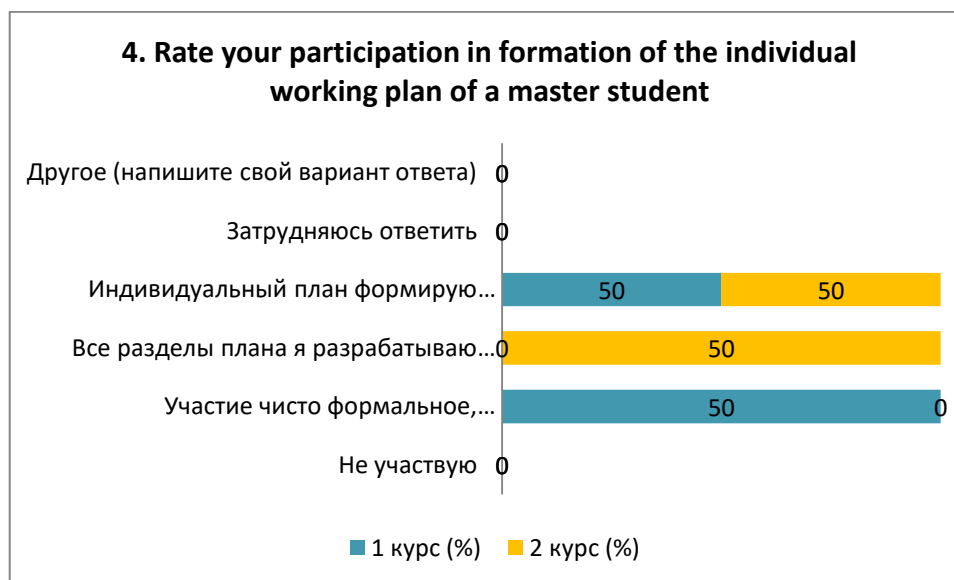
Answer options	1 year (%)	2 year (%)
Very high	100	66,6
High	-	16,7
Average	-	-
Below average	-	-
Low	-	16,7
Difficult to answer	-	-



### 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	-	-
Participation is purely formal, the formation of an individual plan does not actually depend on me	50	-

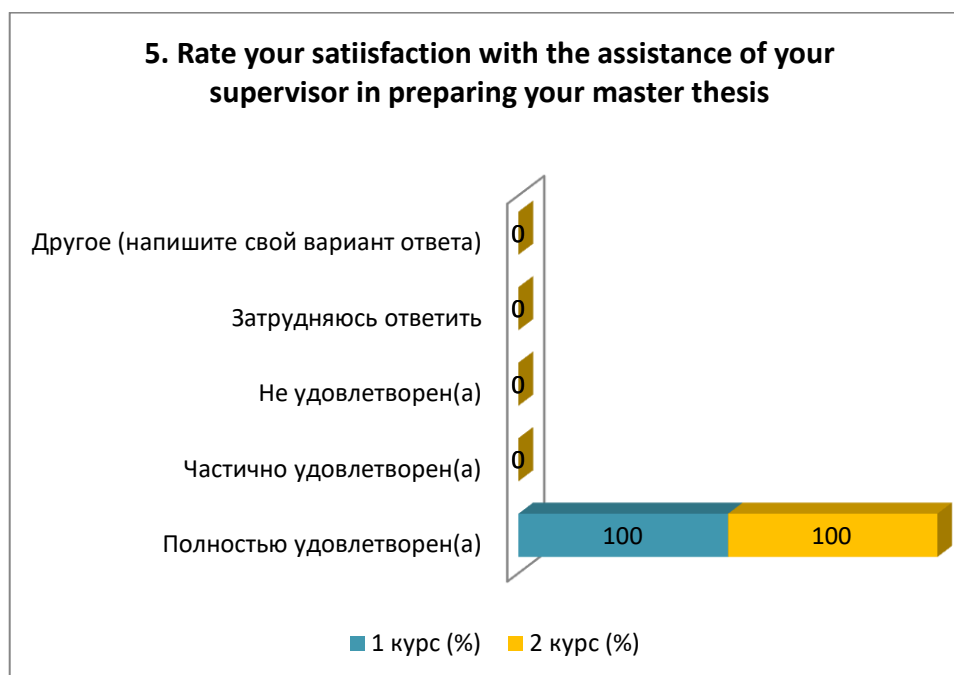
I develop all the sections of the plan independently under the guidance of my supervisor	-	50
I form an individual plan independently, the supervisor only signs it.	50	50
I find it difficult to answer	-	-
Other (write your answer)	-	-



**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	100
Partially satisfied	-	-
Not satisfied	-	-
I don't know	-	-
Other (write your answer)	-	-

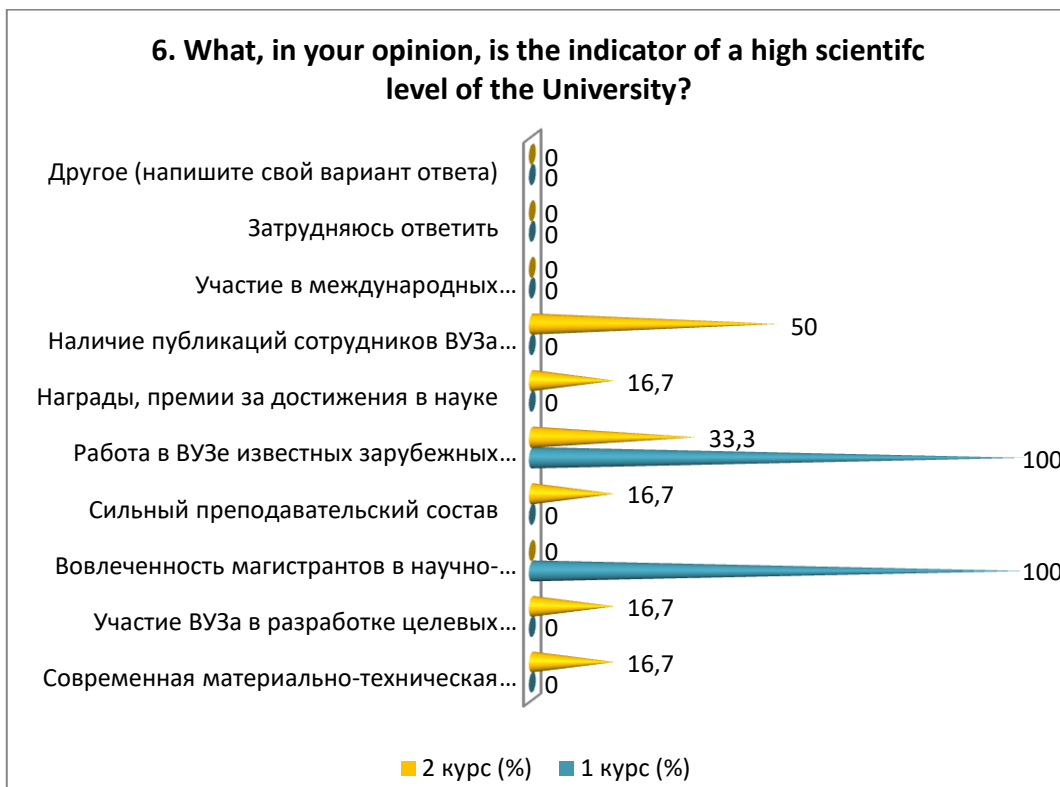




**6. What, in your opinion, is the indicator of a high scientific level of the University?**  
(choose 3-4 key characteristics)

Answer options	1 year (%)	2 year (%)
Updated material and technical base	-	16,7
Participation of the University in the development of target programs for the socio-economic development of the region, city, enterprises	-	16,7
Involvement of mastes students in research projects	100	-
Competent teaching staff	-	16,7
Famous foreign scientists working at the University	100	33,3
Awards, prizes for achievements in science	-	16,7
Availability of publications of the University employees in international publications	-	50
Participation in international research projects	-	-
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*



### 7. Do you participate in any research projects?

Answer options	1 year (%)	2 year (%)
Yes, I do (to question 8)	50	33,3
No, I don't participate, but I attend scientific events (seminars, conferences) at the University	-	-
No, I don't participate	50	66,7
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	-	33,3
I participate in a project led by my supervisor/another teacher	-	16,7
I work at a research project with friends	50	-
I participate in a research project at another university	-	33,3
I participate in a research project with foreign universities	-	-
I find it difficult to answer	-	-
Other (write your answer)	-	-

Note: Question 8 was answered only by those students who answered Yes to question 7. In addition, question 8 had multiple answer options, so the sum of the answers does not add up to 100%.



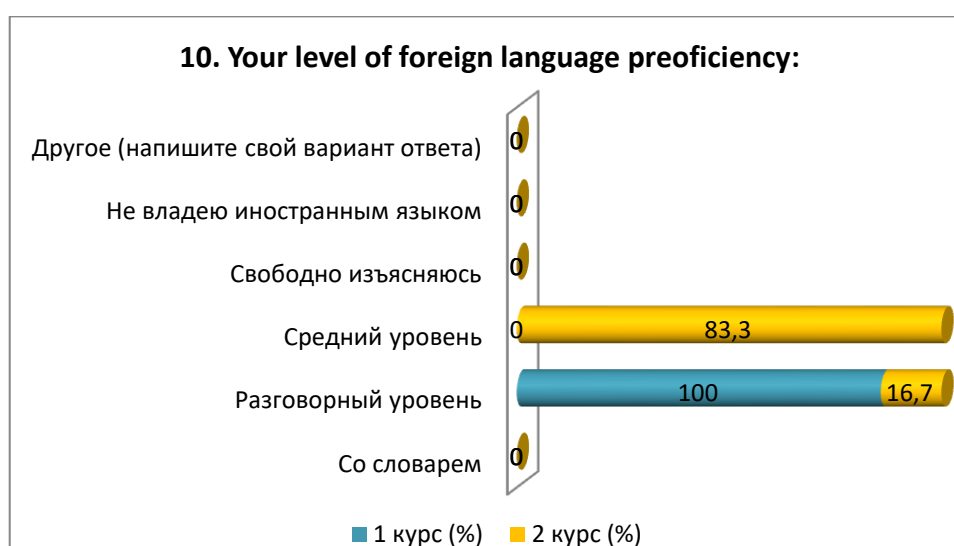
## 9. Where have you published theses and articles throughout your career?

Answer options	1 year (%)	2 year (%)
In Kazakhstan and far/near abroad foreign editions	-	-
Only in Kazakhstan editions	50	33,3
Only in far abroad foreign editions	-	33,3
Only in near abroad foreign publications	50	33,3
Other (you option)	-	-
I have no scientific publications	-	-



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

Answer options	1 year (%)	2 year (%)
With the dictionary	-	-
Conversational level	100	16,7
Intermediate level	-	83,3
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

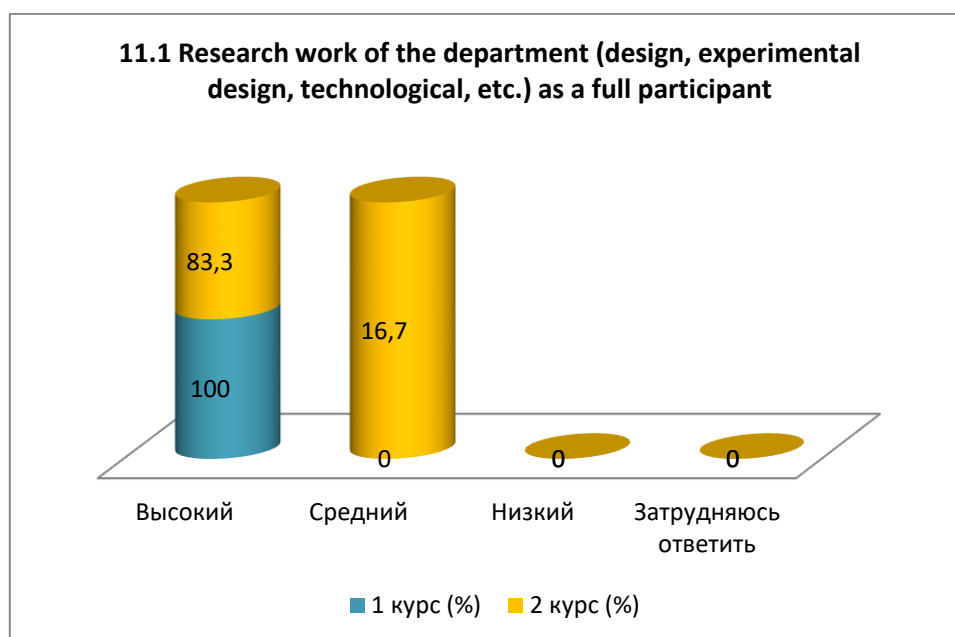
Other (write your answer)\_\_\_\_\_

If you answered “Low” to the previous question, please provide recommendations for improving the participation of master students in the work of the department

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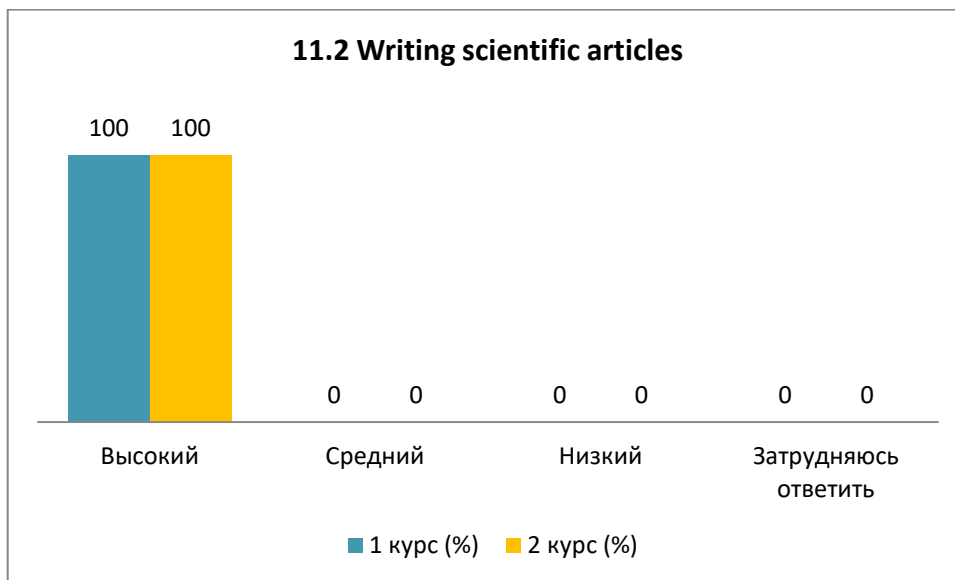
### 11.1 Research work of the department (design, experimental design, technological, etc.) as a full participant

Answer options	1 year (%)	2 year (%)
High	100	83,3
Medium	-	16,7
Low	-	-
Difficult to answer	-	-



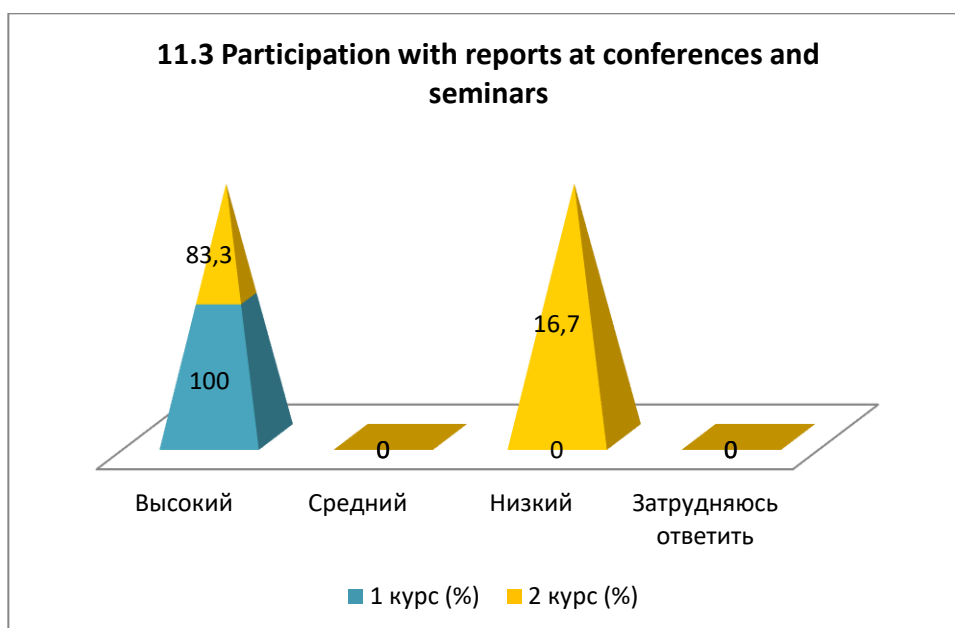
### 11.2 Writing scientific articles

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



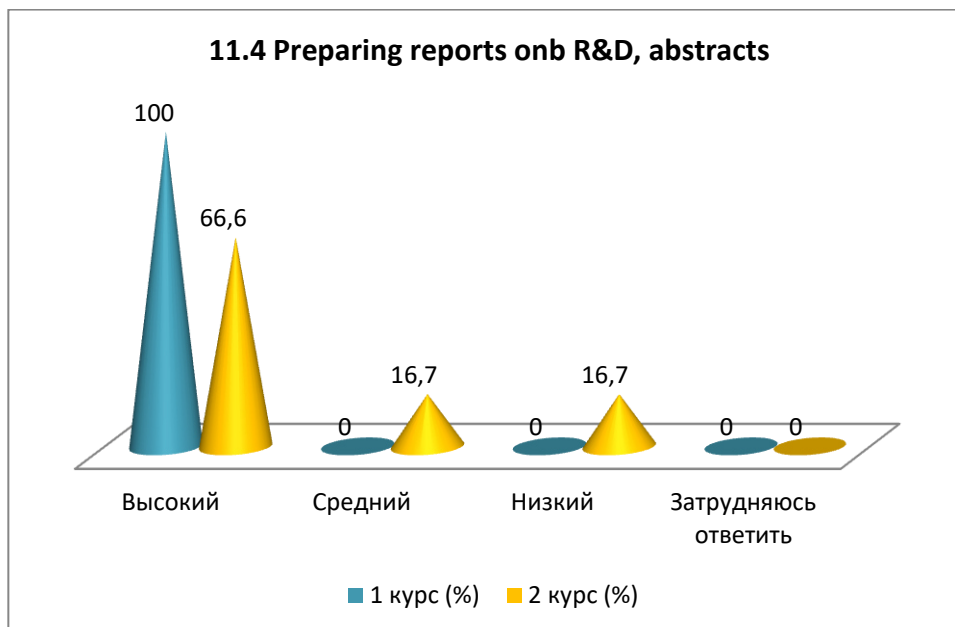
### 11.3 Participation with reports at conferences and seminars

Answer options	1 year (%)	2 year (%)
High	100	83,3
Medium	-	-
Low	-	16,7
Difficult to answer	-	-



### 11.4 Preparing reports on R&D, abstracts

Answer options	1 year (%)	2 year (%)
High	100	66,6
Medium	-	16,7
Low	-	16,7
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

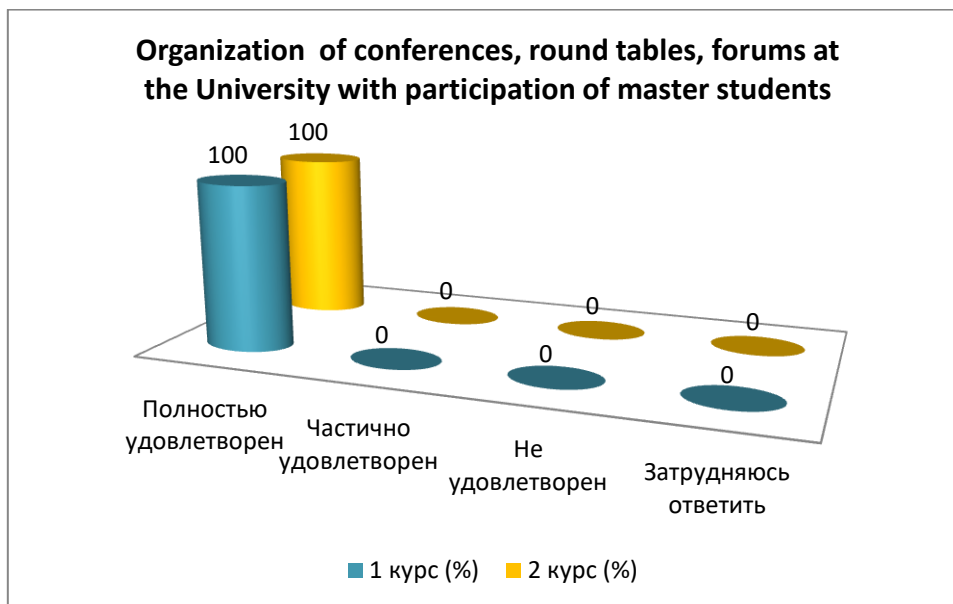
Other (write your answer) \_\_\_\_\_

If you answered "Not satisfied" to the previous question, please provide recommendations for improving the scientific and educational environment of the University

\_\_\_\_\_

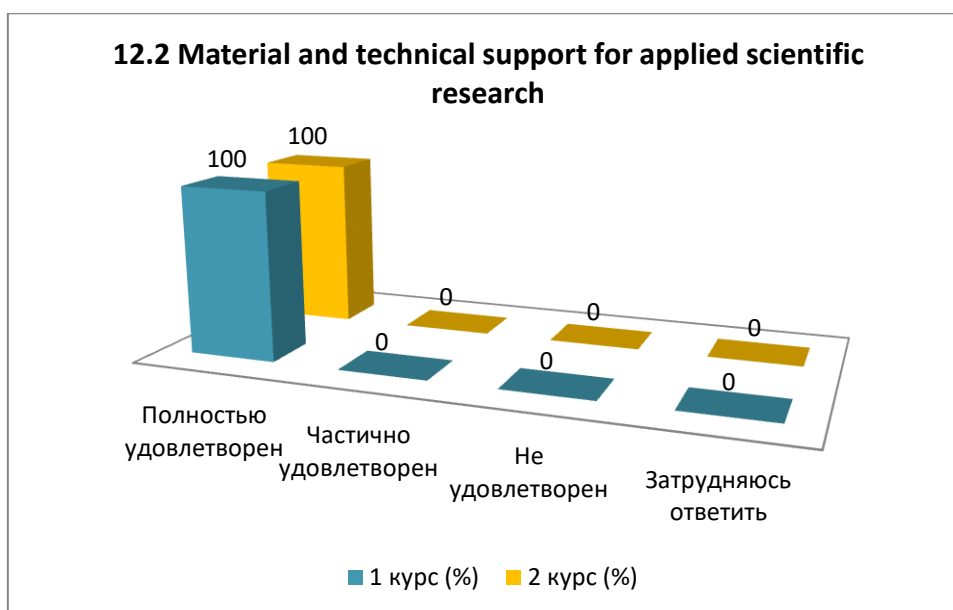
**12.1 Organization of conferences, round tables, forums at the University with participation of master students**

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	-	-

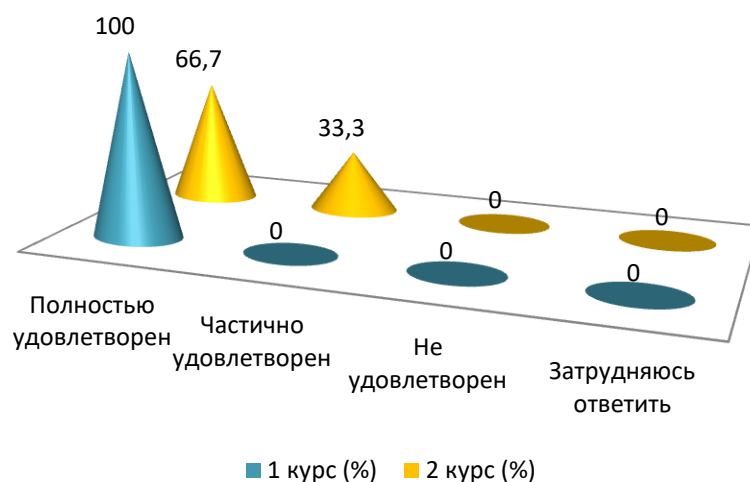


## 12.3 Availability of technology, computers needed for the for master students' educational process and scientific activities

Answer options	1 year (%)	2 year (%)
Completely satisfied	100	66,7
Partially satisfied	-	33,3
Not satisfied	-	-
Difficult to answer	-	-



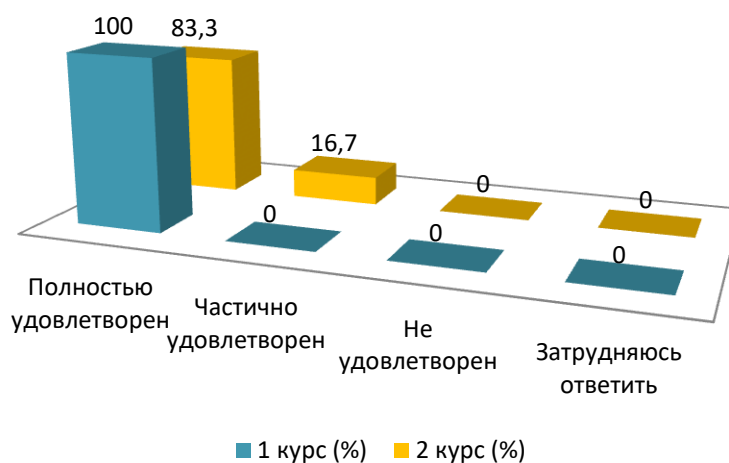
### 12.3 Availability of equipment, computers needed for the educational process and scientific activities



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

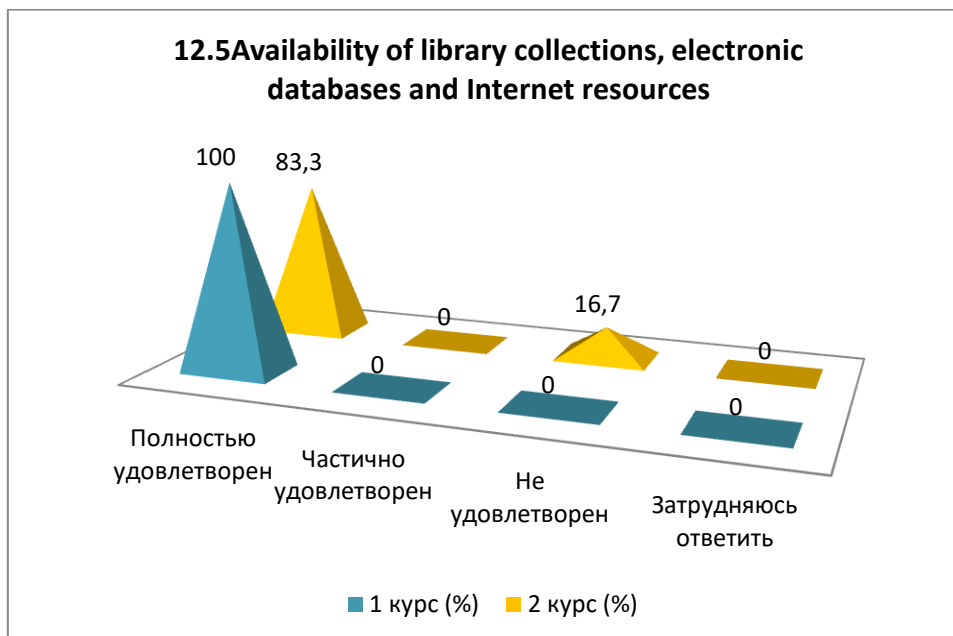
Answer options	1 year (%)	2 year (%)
Completely satisfied	100	83,3
Partially satisfied	-	16,7
Not satisfied	-	-
Difficult to answer	-	-

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



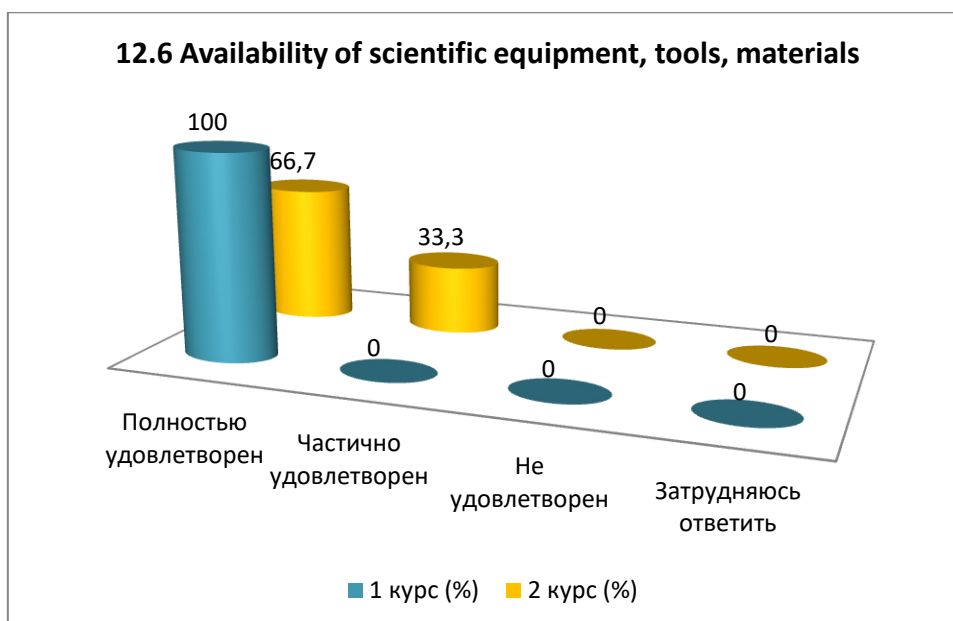
### 12.5 Availability of library collections, electronic databases and Internet resources

Answer options	1 year (%)	2 year (%)
Completely satisfied	100	83,3
Partially satisfied	-	-
Not satisfied	-	16,7
Difficult to answer	-	-



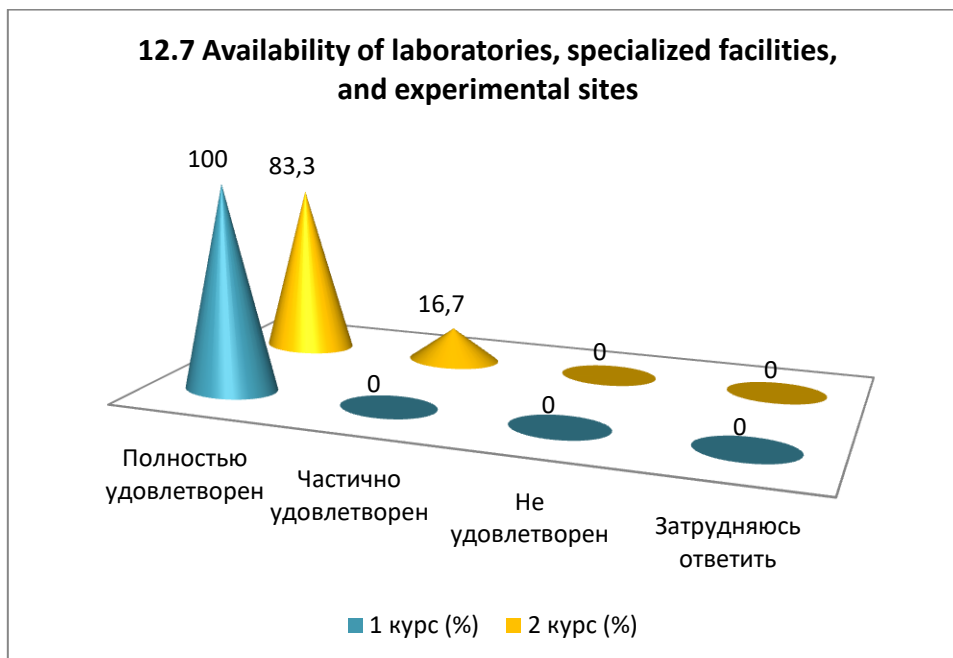
**12.6 Availability of scientific equipment, tools, materials**

Answer options	1 year (%)	2 year (%)
Completely satisfied	100	66,7
Partially satisfied	-	33,3
Not satisfied	-	-
Difficult to answer	-	-



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

Answer options	1 year (%)	2 year (%)
Completely satisfied	100	83,3
Partially satisfied	-	16,7
Not satisfied	-	-
Difficult to answer	-	-

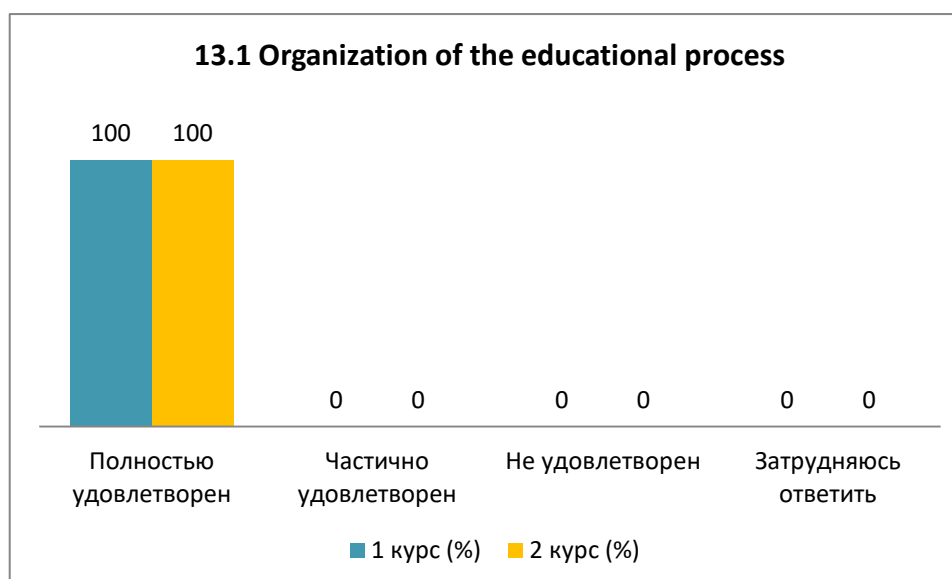


### 13. Are you satisfied with

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

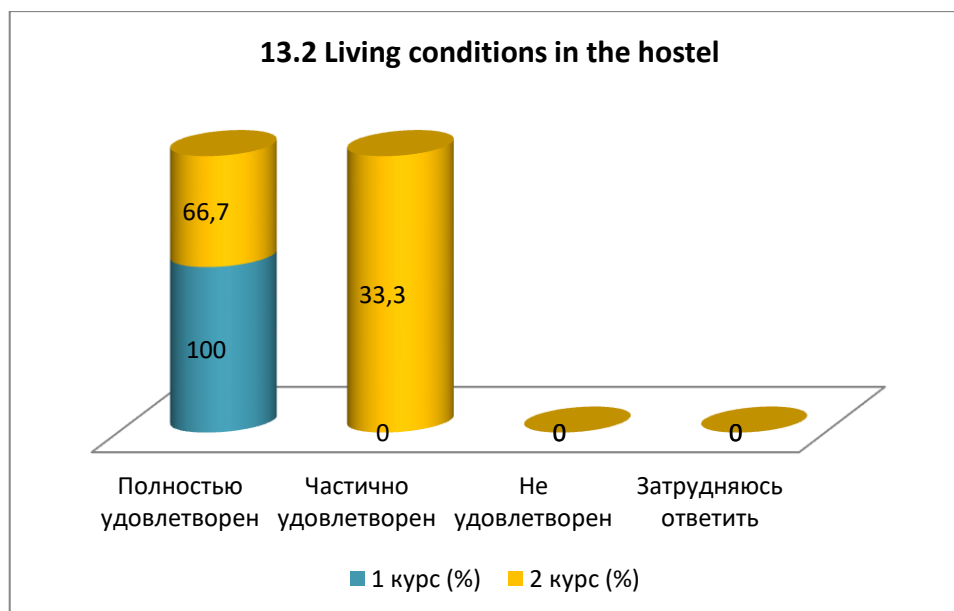
#### 13.1 Organization of the educational process

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



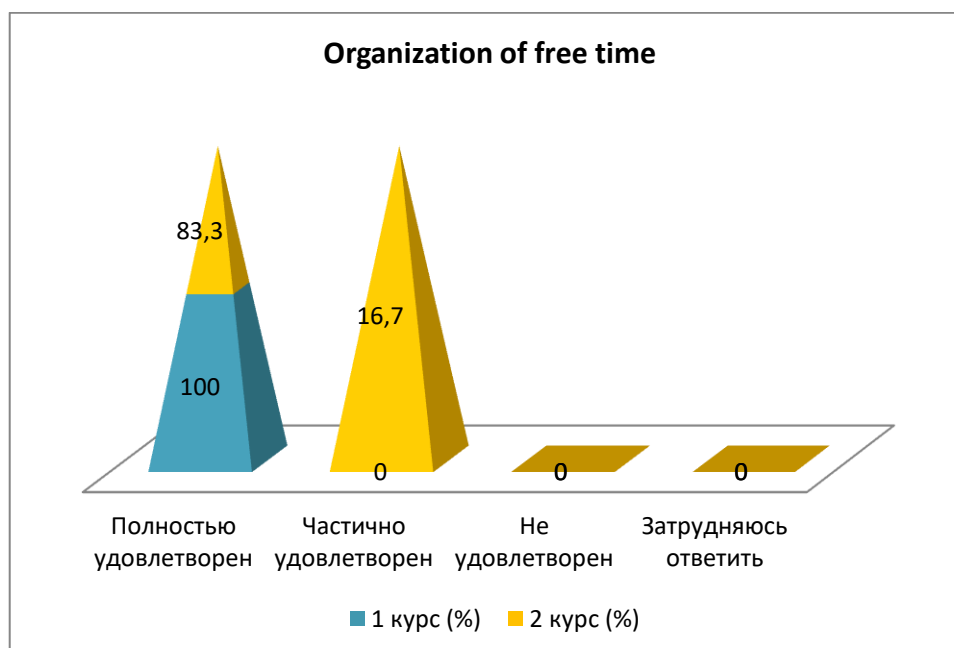
### 13.2 Living conditions in the hostel

Answer options	1 year (%)	2 year (%)
Completely satisfied	100	66,7
Partially satisfied	-	33,3
Not satisfied	-	-
Difficult to answer	-	-



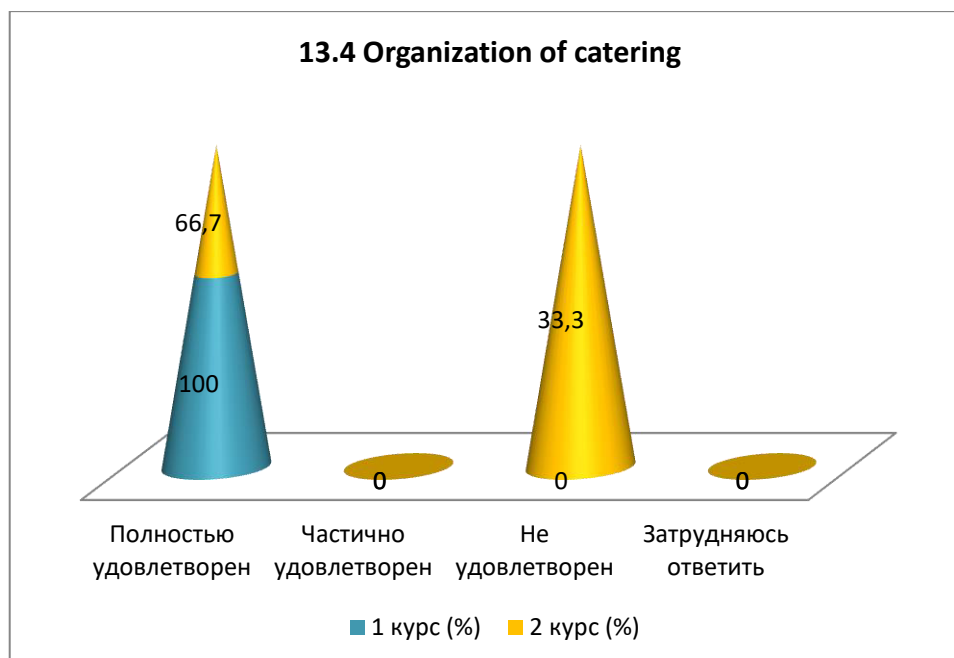
### 13.3 Organization of free time

Answer options	1 year (%)	2 year (%)
Completely satisfied	100	83,3
Partially satisfied	-	16,7
Not satisfied	-	-
Difficult to answer	-	-



### 13.4 Organization of catering

Answer options	1 year (%)	2 year (%)
Completely satisfied	100	66,7
Partially satisfied	-	-
Not satisfied	-	33,3
Difficult to answer	-	-



### 13.5 Organization of industrial practice

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



## Conclusions based on the results of the survey

### *1. Main factors of selecting the master's degree program:*

- high quality of education (41.7%);
- availability of budget places (33.4%);
- proximity to family residence (33.4%);
- university prestige (25%);
- internship abroad (25%);
- employment opportunity with a university diploma (25%).

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

- high level of satisfaction of master's degree students with the availability of information of the aspects of their studies, which helps master's degree students to be well informed about their program.

### *3. Evaluation of the teaching staff:*

- more than 93% of master's degree students rated the level of knowledge, professionalism, objectivity, pedagogical skills and methods of teachers as "very high" and "high".

### *4. Participation of master's degree students in the formation of an individual working plan:*

- 25% of master degree students actively participate in the development of their work plan under the supervision of their supervisor, which indicates the independence and responsibility of master's degree students;

- 50% of master students formulate a plan independently, and the supervisor signs it without exerting significant influence;

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

### *5. Satisfaction with the assistance of the scientific 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:*

- work of famous foreign scientists at the University (66.7%);

- involvement of master students in research projects (50%);

- availability of publications of the University staff in international journals (25%).

Additionally: modern material and technical base, competent teaching staff, awards or prizes for achievements in science and participation of the university in the development of target programs for the socio-economic development of the region, cities, enterprises are also indicators of the high scientific level of the university.

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

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

### *8. Level of foreign language proficiency:*

- master students have a conversational (58.4%) and intermediate (41.6%) level of foreign language proficiency.

### *9. Satisfaction of postgraduates with the scientific and educational environment of the University:*

- organization of conferences, round tables, forums at the University, with the participation of postgraduates: 100%.

- material and technical support for applied scientific research: 100%.

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

- general level of organization and implementation of foreign internships: 100%.
- availability of library collections, electronic databases and Internet resources: 91.7%.
- availability of scientific equipment, tools, materials: 100%.
- availability of laboratories, specialized facilities and experimental sites: 100%.

10. Organization of the educational process:

- high degree of satisfaction of postgraduates with living conditions, free time, meals and industrial practice.

**Recommendations:**

1. Discussion of the survey results:

- head of the department must familiarize and discuss the survey results with the staff and master students.

2. Availability of survey results:

- master students can request survey results by email from the Quality Management and Accreditation Center: [cqma\\_kstu@mail.ru](mailto:cqma_kstu@mail.ru).

3. Improving involvement in research projects:

- understanding the reasons for the low involvement of master students in research projects;
- developing activities to stimulate the participation of master students in scientific research.