

Report on the results of the questionnaire
«Satisfaction of master's students with educational services»
2023-2024 academic year
 according to the educational program
7M06103 Machine learning and data analysis

In February 2024, the center for quality management and accreditation conducted an anonymous electronic questionnaire «Satisfaction of master's students with educational services».

The purpose of the study is measuring consumer satisfaction with the quality of services provided by the university.

Subject of research: the formed ideas of master's students 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 generalized form with a guarantee of confidentiality of the personal opinions of the master's students.

Object research - 1st-2nd year master's students.

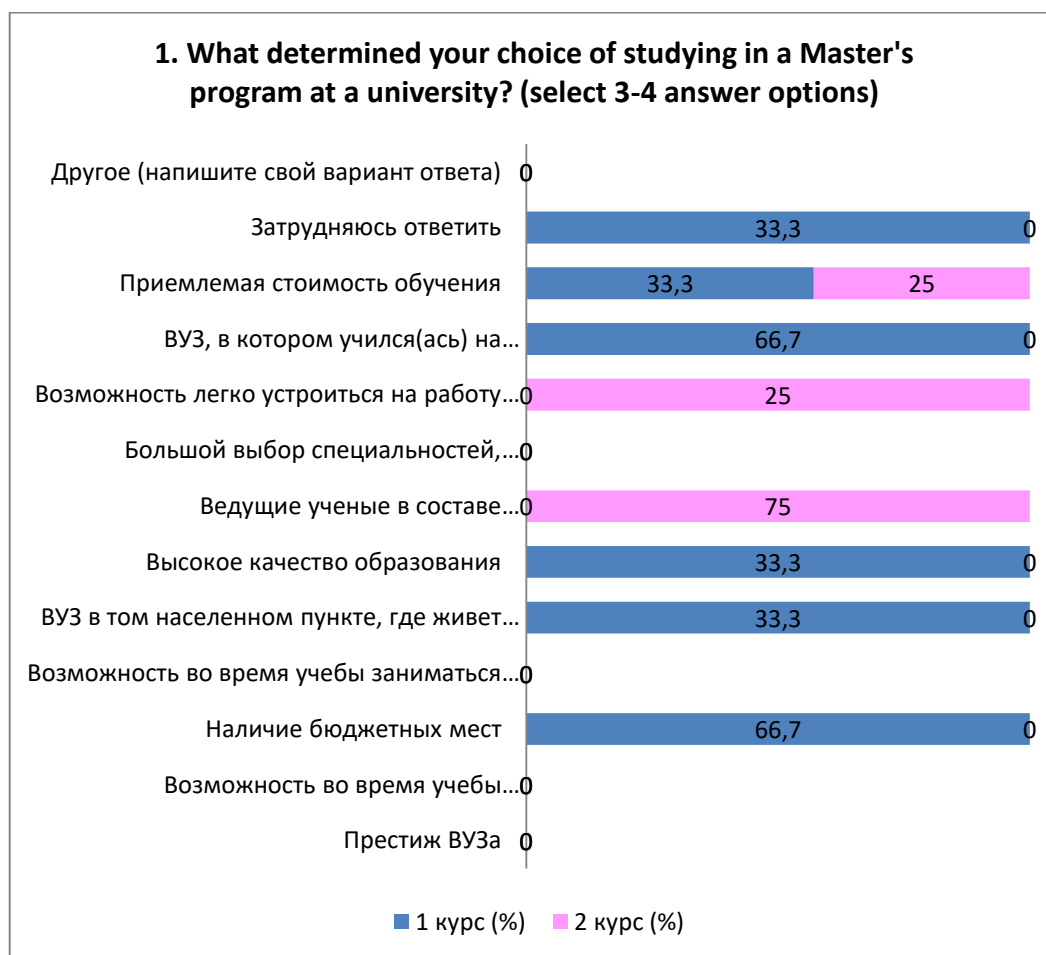
7 respondents took part in the questionnaire, which constituted 87.5% of the total number of master's students.

The following data were obtained during the questionnaire:

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

Answer options	1 st year (%)	2nd year (%)
Prestige of the University	-	-
Opportunity to complete internships abroad during your studies	-	-
Availability of budget places	66.7	-
Opportunity to engage in science while studying	-	-
A university in the locality where the family lives (close to it)	33.3	-
High quality education	33.3	-
Leading scientists on the faculty	-	75
A wide range of specialties and areas of education	-	-
The ability to easily find a job with a diploma from this university	-	25
The university where you studied for your bachelor's degree	66.7	-
Affordable tuition fees	33.3	25
I find it difficult to answer	33.3	-
Other (write your answer)	-	-

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



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

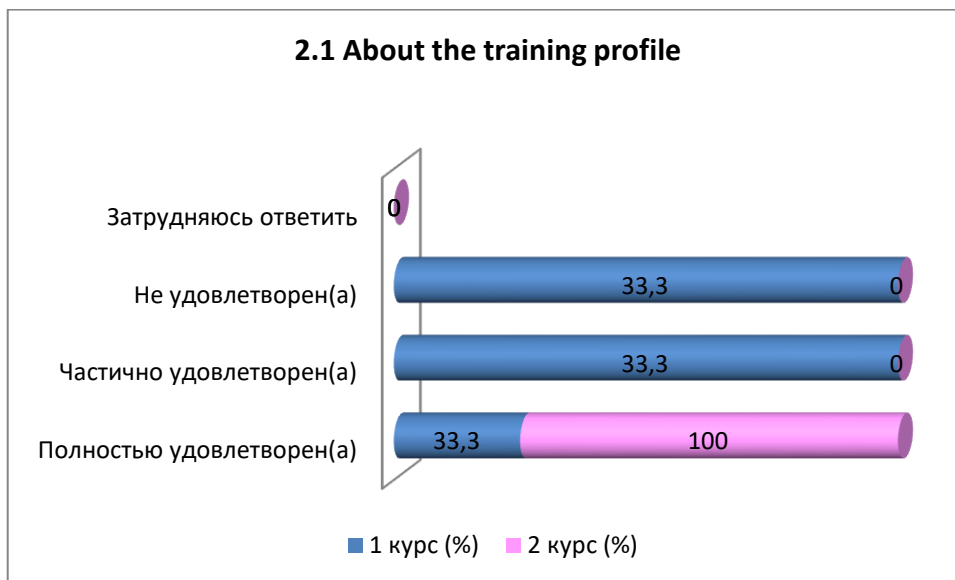
2.1 About the training profile
2.2 Characteristics of the professional activities of a master's student
2.3 List of developing competencies of a master's degree graduate
2.4 List of master's students' practice bases
2.5 Information about scientific supervisors

Other (write your answer) _____

If you answered «not satisfied» to the previous question, please provide recommendations for improving the training area _____

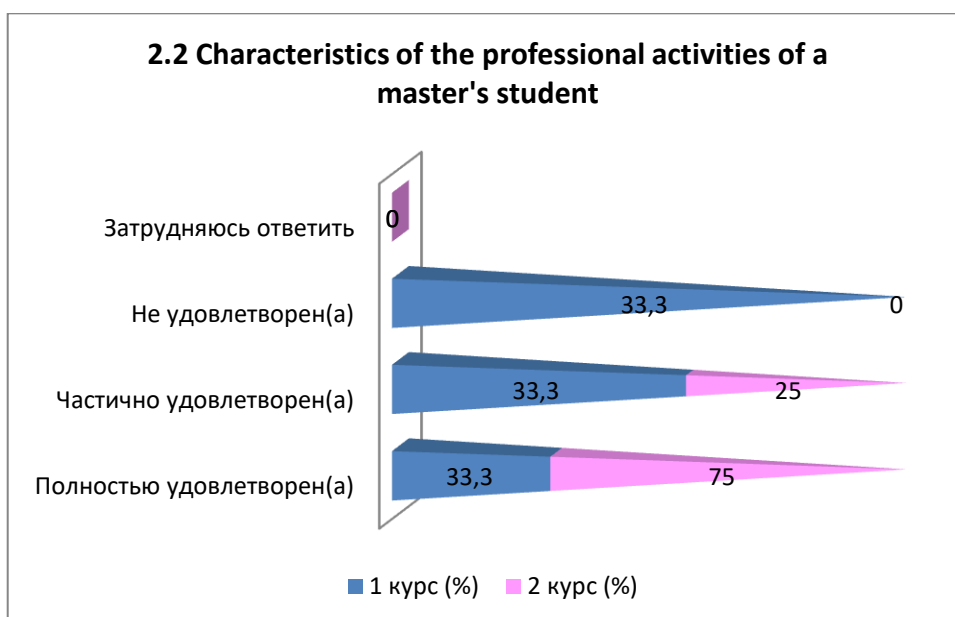
2.1 About the training profile

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	33.3	100
Partially satisfied	33.3	-
Not satisfied	33.3	-
I find it difficult to answer	-	-



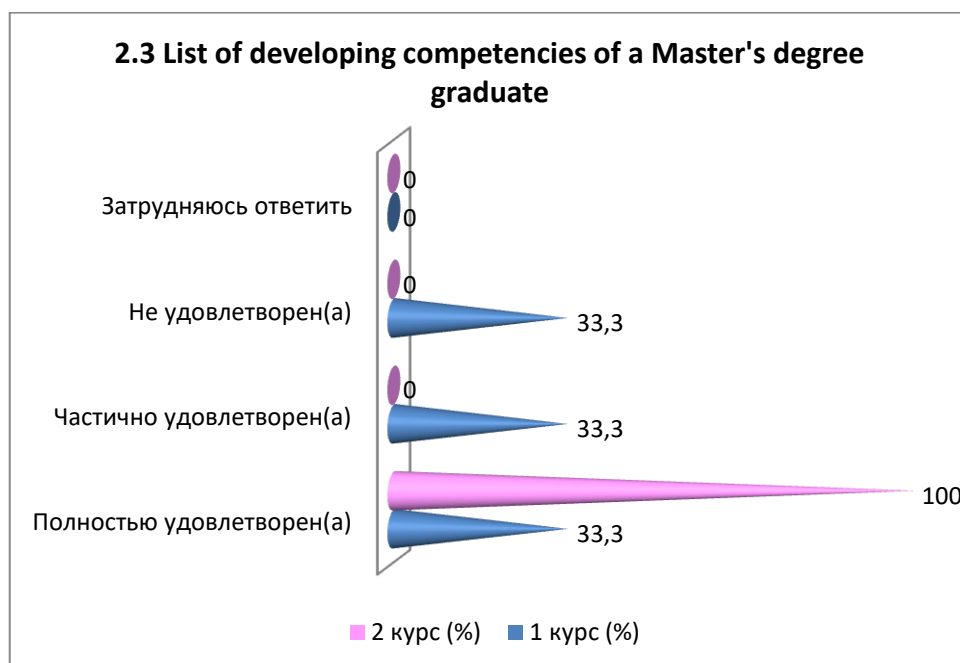
2.2 Characteristics of the professional activities of a master's student

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	33.3	75
Partially satisfied	33.3	25
Not satisfied	33.3	-
I find it difficult to answer	-	-



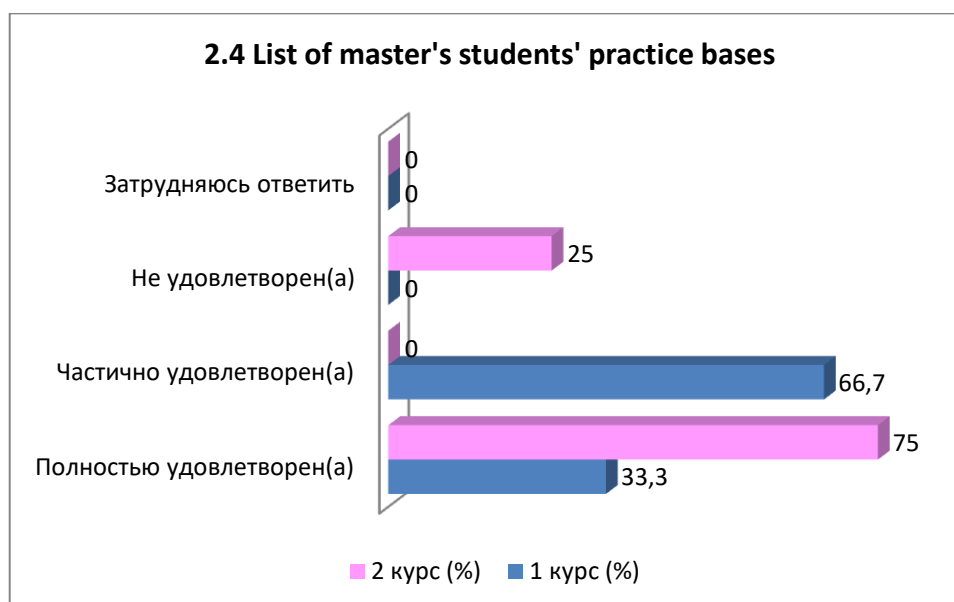
2.3 List of developing competencies of a master's degree graduate

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	33.3	100
Partially satisfied	33.3	-
Not satisfied	33.3	-
I find it difficult to answer	-	-



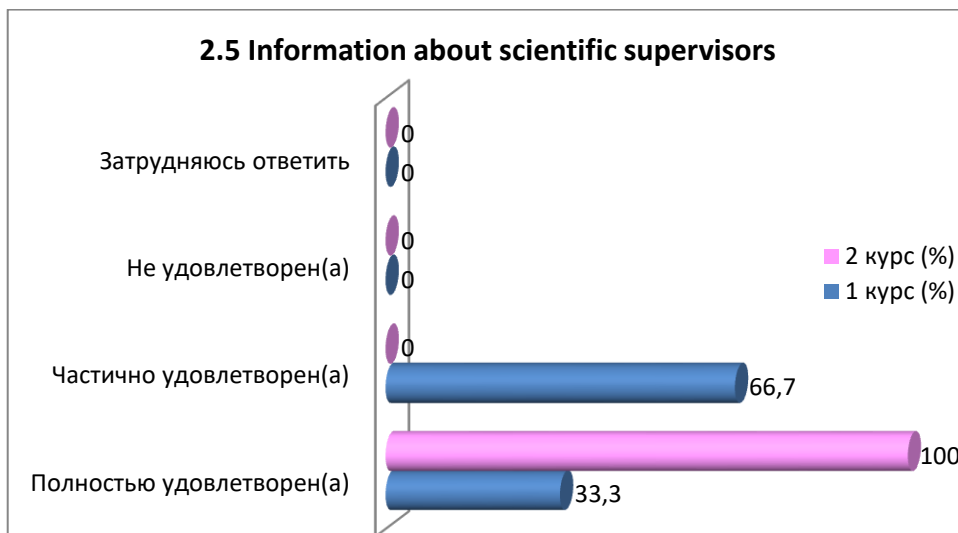
2.4 List of master's students' practice bases

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	33.3	75
Partially satisfied	66.7	-
Not satisfied	-	25
I find it difficult to answer	-	-



2.5 Information about scientific supervisors

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	33.3	100
Partially satisfied	66.7	-
Not satisfied	-	-
I find it difficult to answer	-	-



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

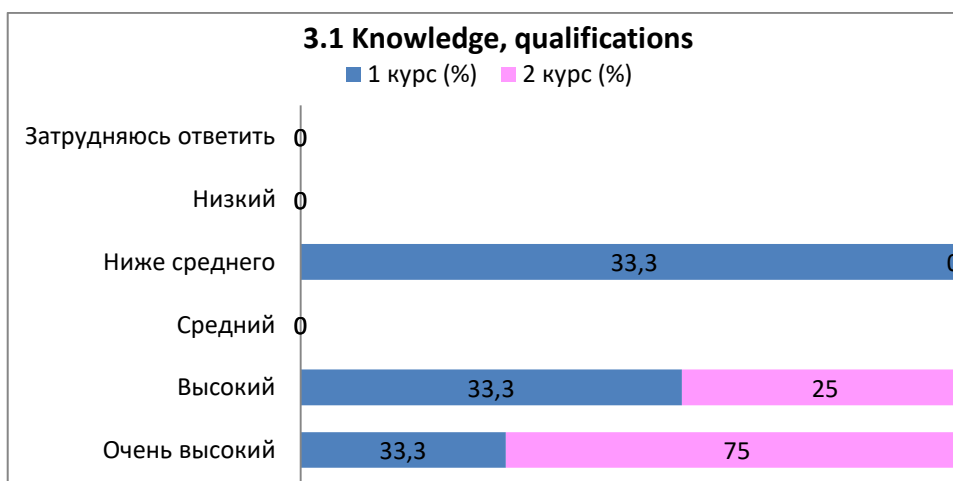
3.1 Knowledge, qualifications
3.2 Teaching qualities
3.3 Objectivity and impartiality of assessments
3.4 Teaching methods used

Other (write your answer) _____

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

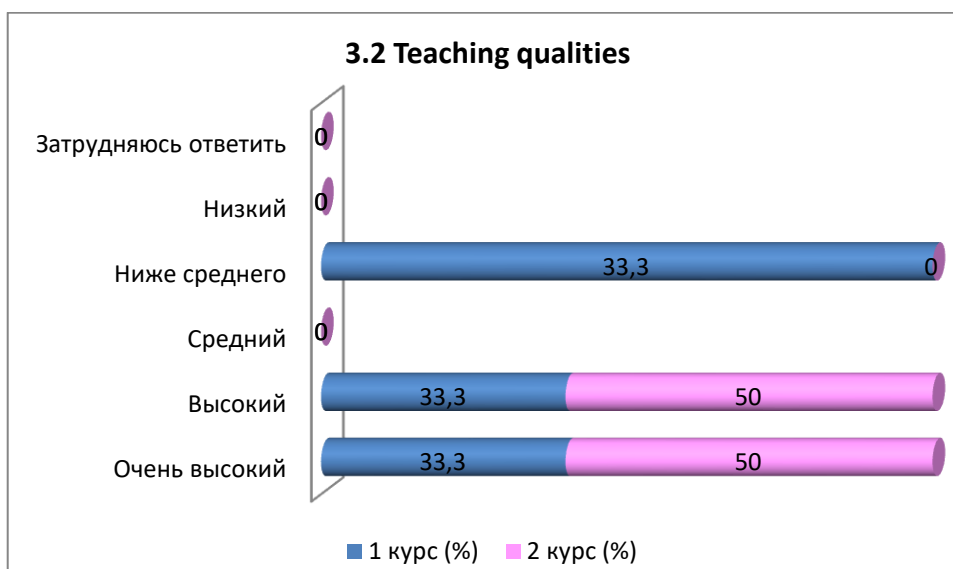
3.1 Knowledge, qualifications

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



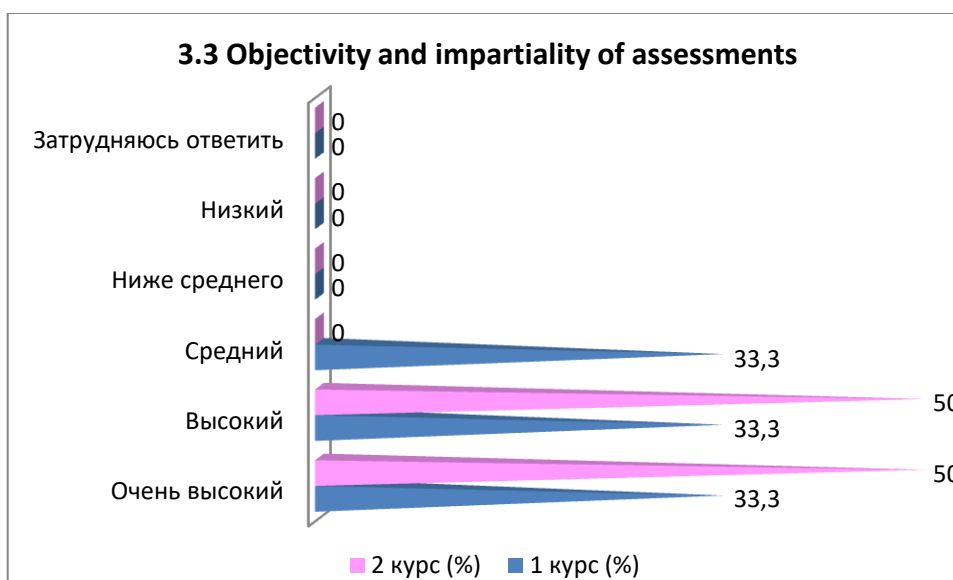
3.2 Teaching qualities

Answer options	1 st year (%)	2nd year (%)
Very tall	33.3	50
High	33.3	50
Average	-	-
Below average	33.3	-
Short	-	-
I find it difficult to answer	-	-



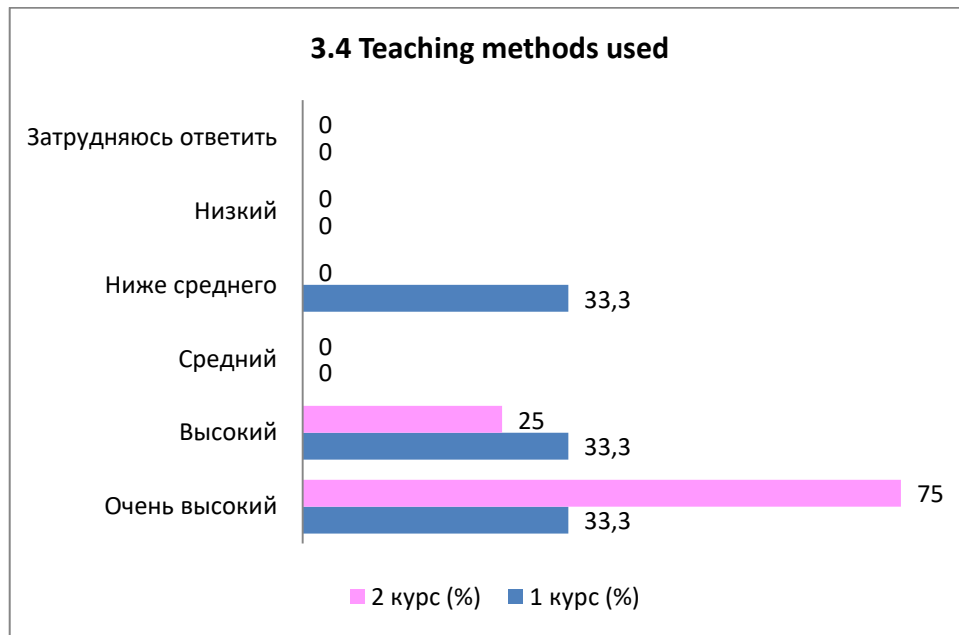
3.3 Objectivity and impartiality of assessments

Answer options	1 st year (%)	2nd year (%)
Very tall	33.3	50
High	33.3	50
Average	33.3	-
Below average	-	-
Short	-	-
I find it difficult to answer	-	-



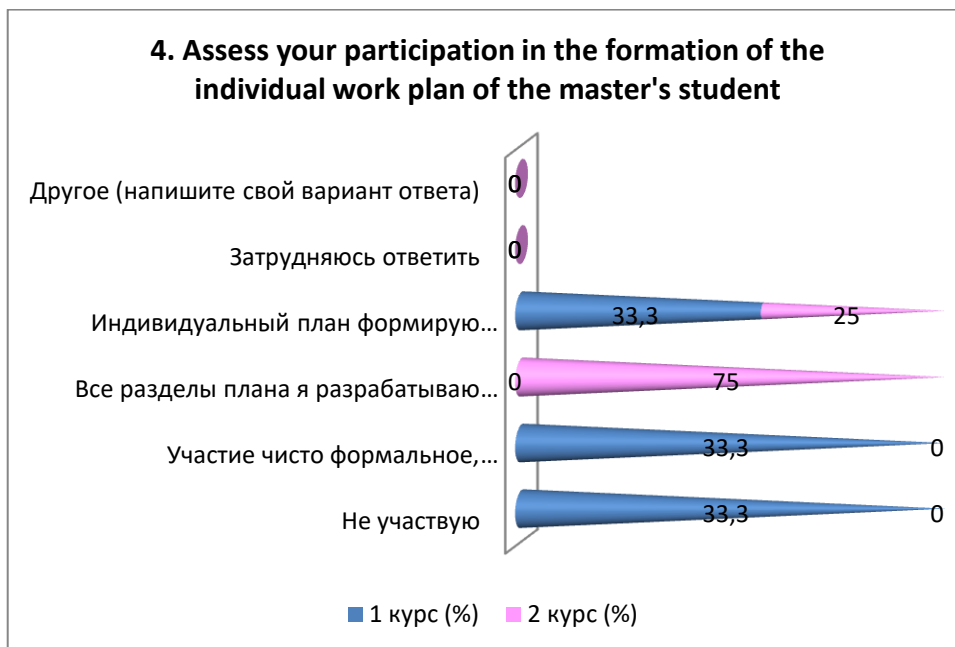
3.4 Teaching methods used

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



4. Assess your participation in the formation of the individual work plan of the master's student

Answer options	1 st year (%)	2nd year (%)
I do not participate	33.3	-
Participation is purely formal, the formation of an individual plan does not actually depend on me.	33.3	-
I develop all sections of the plan independently under the supervision of my supervisor.	-	75
I create 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 assistance of your supervisor in preparing your master's thesis

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	33.3	100
Partially satisfied	33.3	-
Not satisfied	33.3	-
I find it difficult to answer	-	-
Other (write your answer)	-	-



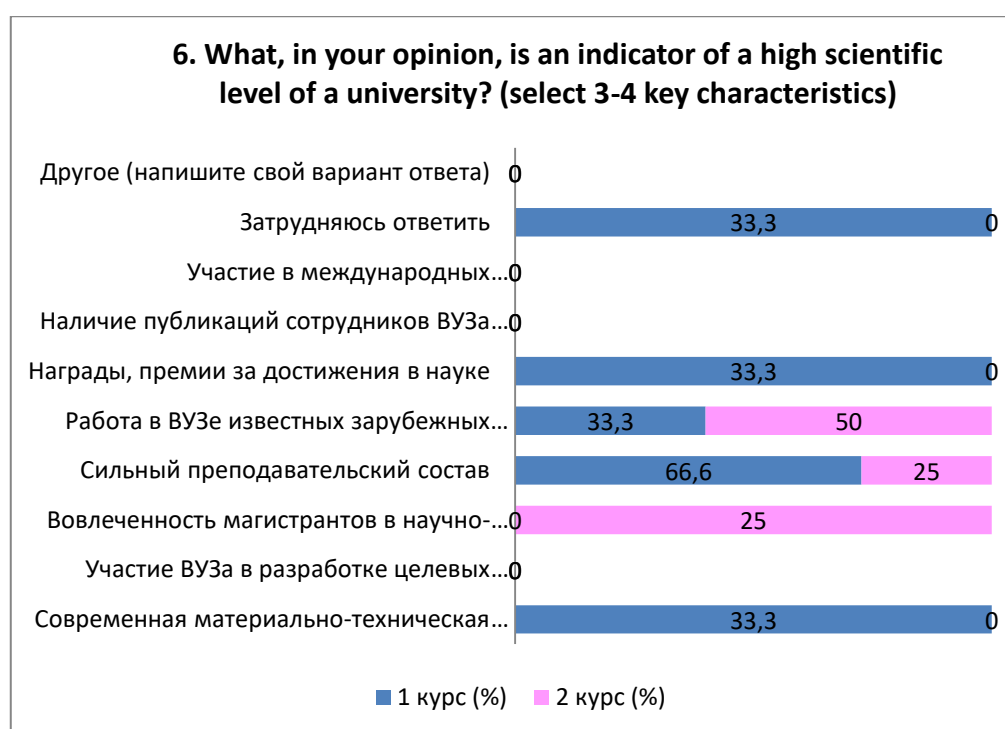
If you answered «not satisfied» to the previous question, please write why. *: - Because it doesn't exist.

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

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 year (%)	2nd year (%)
Modern material and technical base	33.3	-
Participation of the university in the development of target programs for the socio-economic development of the region, cities, and enterprises	-	-
Involvement of master's students in research projects	-	25
Strong faculty	66.6	25
Work at the university of famous foreign scientists	33.3	50
Awards, prizes for achievements in science	33.3	-
Availability of publications of the university staff in international publications	-	-
Participation in international research projects	-	-
I find it difficult to answer	33.3	-
Other (write your answer)	-	-

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



7. Are you involved in any research projects?

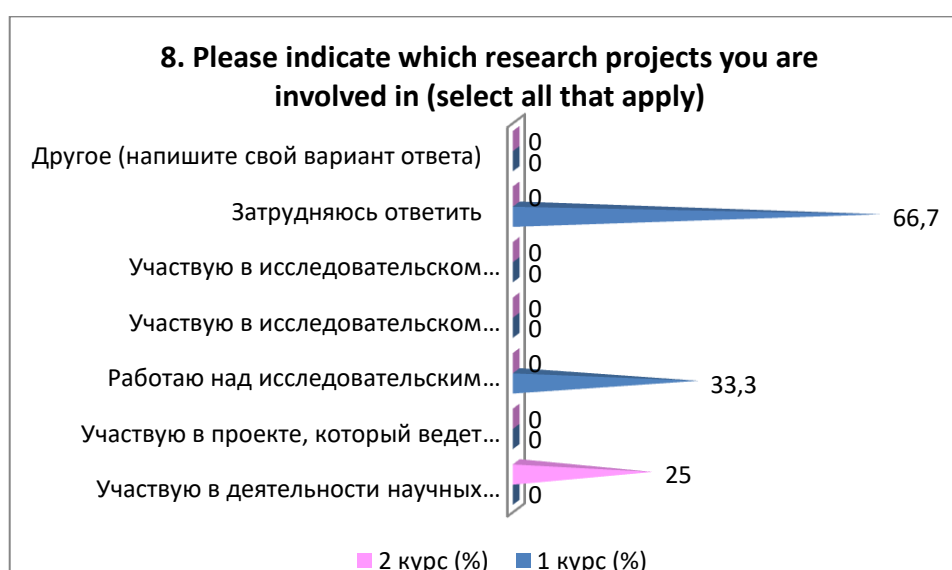
Answer options	1 st year (%)	2nd year (%)
Yes, I am participating (go to question 8)	33.3	25
No, I don't participate, but I attend scientific events (seminars, conferences) at the university	33.3	-
No, I don't participate.	-	75
I find it difficult to answer	33.3	-
Other (write your answer)	-	-



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

Answer options	1 st year (%)	2nd year (%)
I participate in the activities of scientific departments at my university	-	25
I am participating in a project led by my supervisor/another teacher.	-	-
I am working on a research project with friends.	33.3	-
I am participating in a research project at another university.	-	-
I am participating in a research project with foreign universities	-	-
I find it difficult to answer	66.7	-
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%.



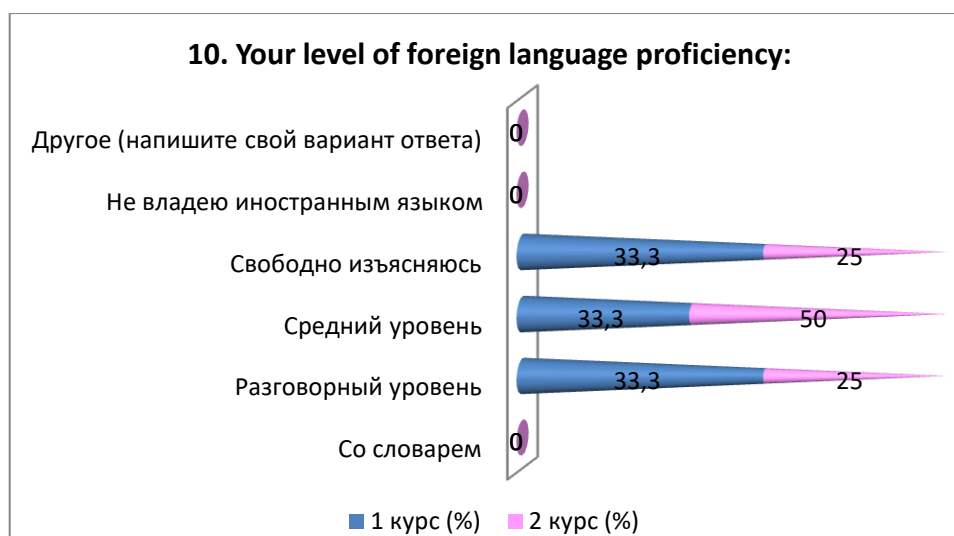
9. Tell me, where have you published theses and articles throughout your entire career?

Answer options	1 st year (%)	2nd year (%)
In Kazakhstani and foreign/nearby publications	-	-
Only in Kazakhstani publications	-	-
Only in distant foreign publications	33.3	25
Only in neighboring foreign publications	33.3	50
I have no scientific publications.	33.3	25
Other (write your answer)	-	-



10. Your level of foreign language proficiency:

Answer options	1 st year (%)	2nd year (%)
With a dictionary	-	-
Conversational level	33.3	25
Intermediate level	33.3	50
I express myself freely	33.3	25
I don't speak a foreign language	-	-
Other (write your answer)	-	-



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

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

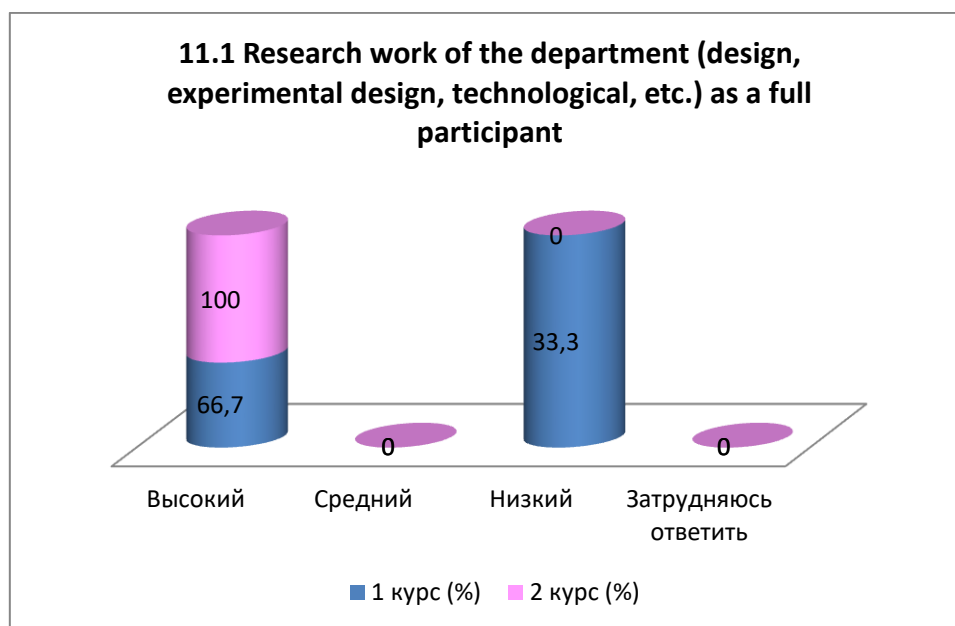
11.2 Writing scientific articles
11.3 Participation with reports at conferences and seminars
11.4 Preparation of research reports, abstracts

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

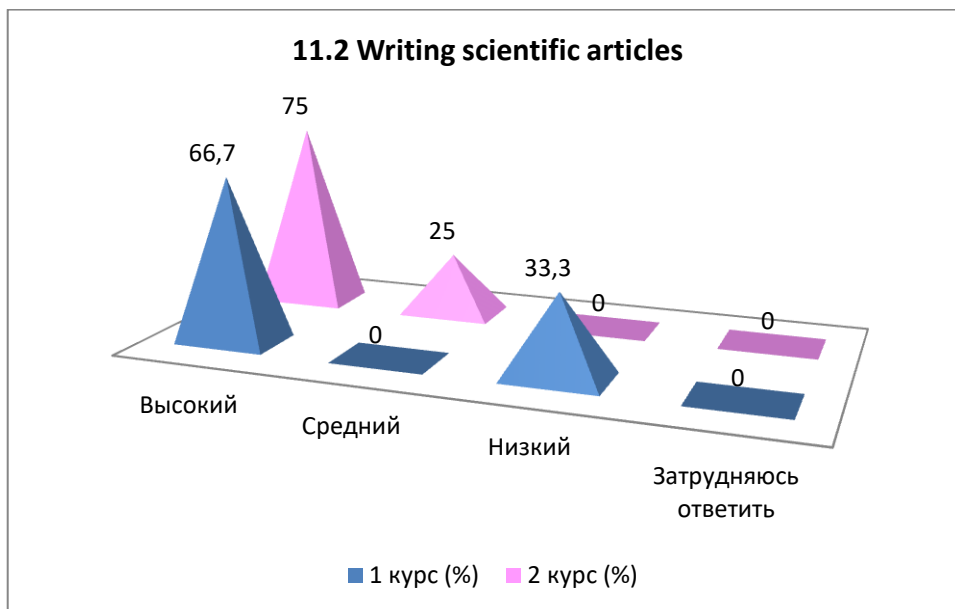
11.1 Research work of the department (design, experimental design, technological, etc.) as a full participant

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



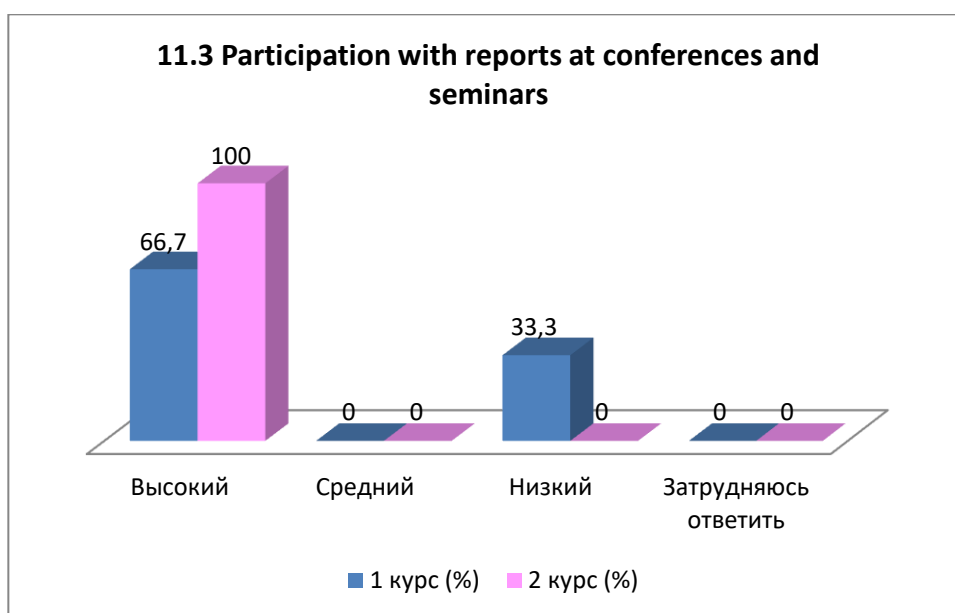
11.2 Writing scientific articles

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



11.3 Participation with reports at conferences and seminars

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



11.4 Preparation of research reports, abstracts

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



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

12.1 Organization of conferences, round tables, forums at the university, with the participation of graduate students
12.2 Logistics support for applied scientific research
12.3 Accessibility for master's students of technology, computers necessary for the educational process and scientific activities
12.4 General level of organization and implementation of foreign internships
12.5 Accessibility 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

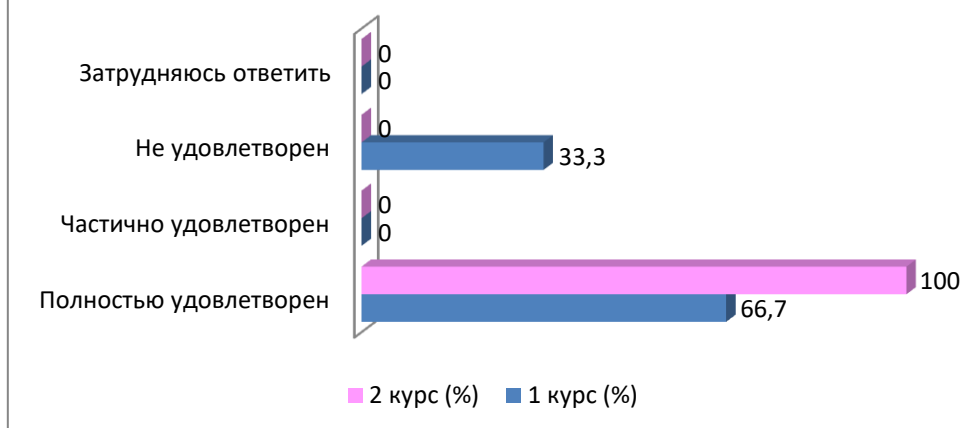
Other (write your answer) _____

If you answered «not satisfied» to the previous question, 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 the participation of graduate students

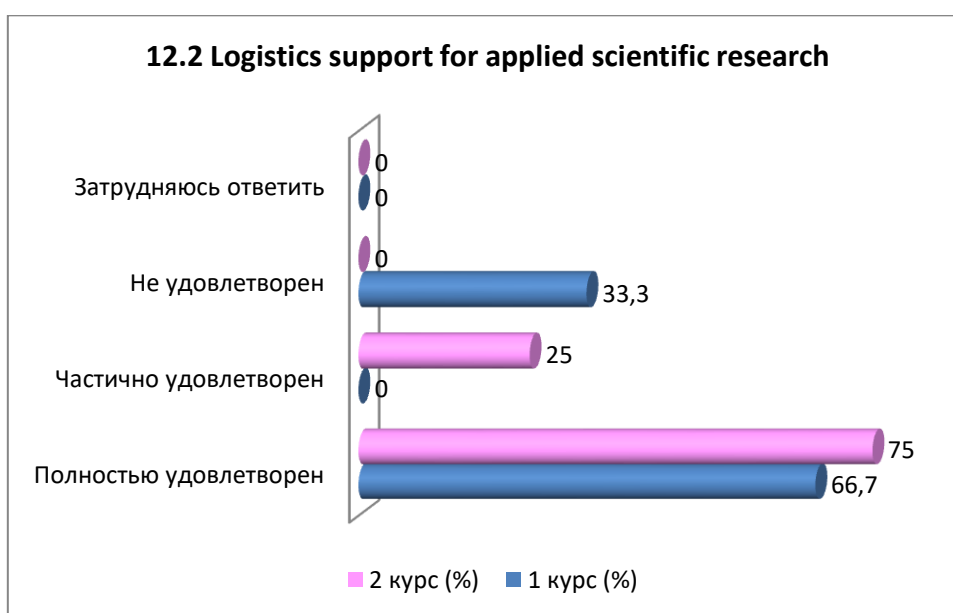
Answer options	1 st year (%)	2nd year (%)
Completely satisfied	66.7	100
Partially satisfied	-	-
Not satisfied	33.3	-
I find it difficult to answer	-	-

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



12.2 Logistics support for applied scientific research

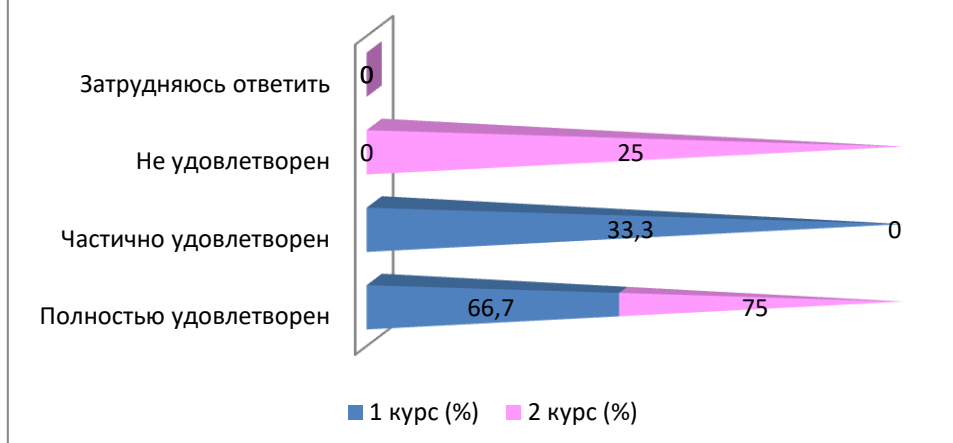
Answer options	1 st year (%)	2nd year (%)
Completely satisfied	66.7	75
Partially satisfied	-	25
Not satisfied	33.3	-
I find it difficult to answer	-	-



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

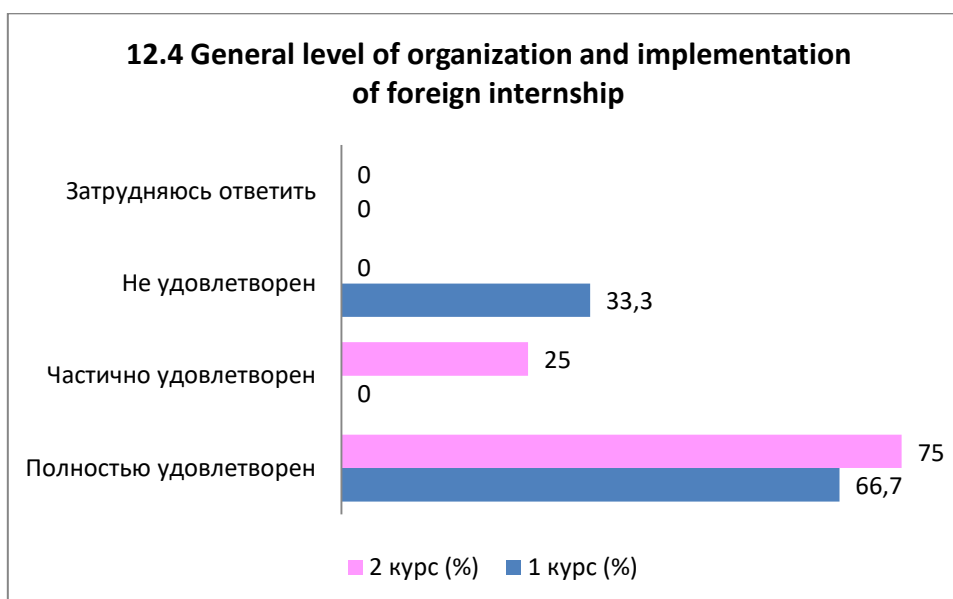
Answer options	1 st year (%)	2nd year (%)
Completely satisfied	66.7	75
Partially satisfied	33.3	-
Not satisfied	-	25
I find it difficult to answer	-	-

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



12.4 General level of organization and implementation of foreign internship

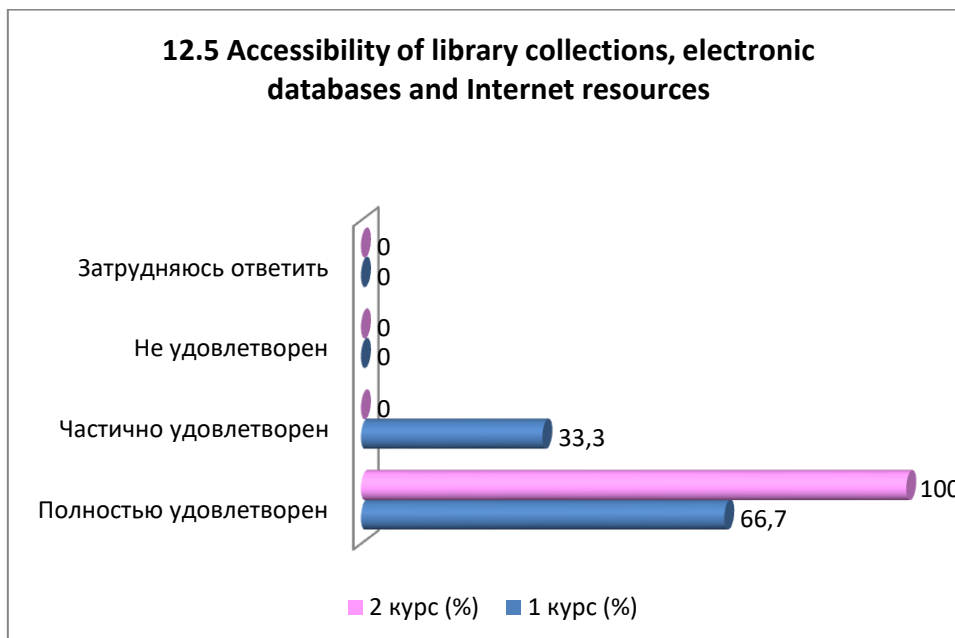
Answer options	1 st year (%)	2nd year (%)
Completely satisfied	66.7	75
Partially satisfied	-	25
Not satisfied	33.3	-
I find it difficult to answer	-	-



12.5 Accessibility of library collections, electronic databases and Internet resources

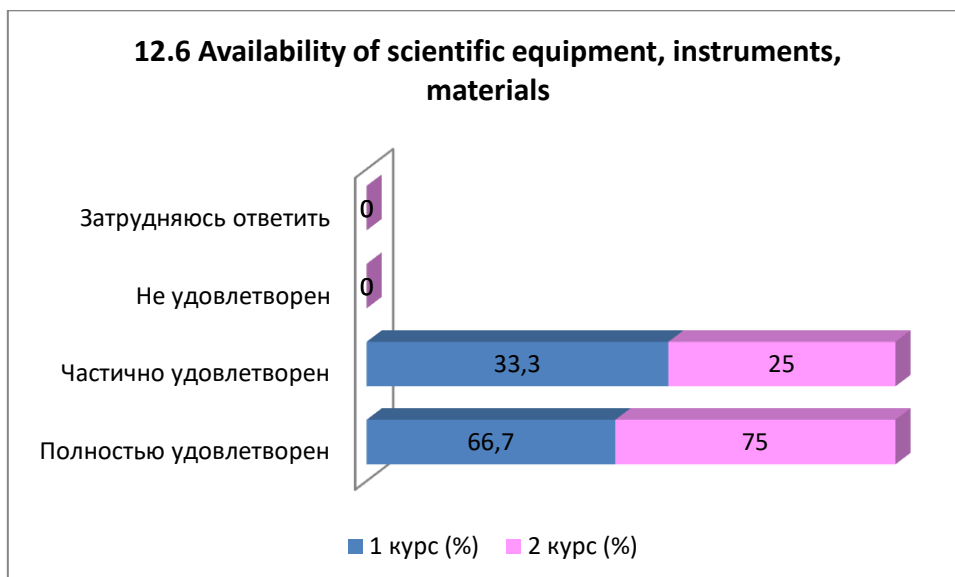
Answer options	1 st year (%)	2nd year (%)
Completely satisfied	66.7	100
Partially satisfied	33.3	-
Not satisfied	-	-
I find it difficult to answer	-	-

12.5 Accessibility of library collections, electronic databases and Internet resources



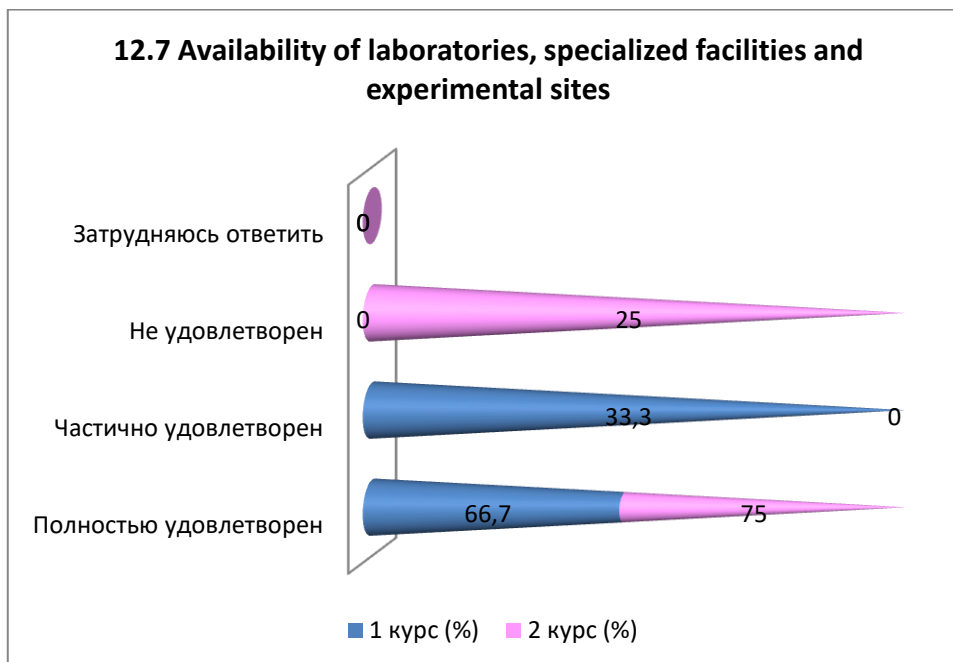
12.6 Availability of scientific equipment, instruments, materials

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	66.7	75
Partially satisfied	33.3	25
Not satisfied	-	-
I find it difficult to answer	-	-



12.7 Availability of laboratories, specialized facilities and experimental sites

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	66.7	75
Partially satisfied	33.3	-
Not satisfied	-	25
I find it difficult to answer	-	-

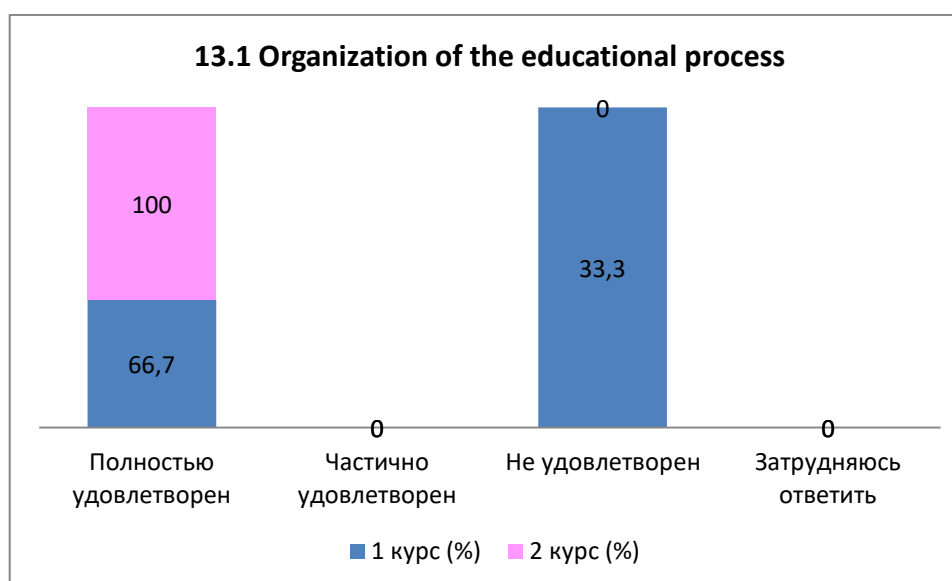


13. Are you satisfied?

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

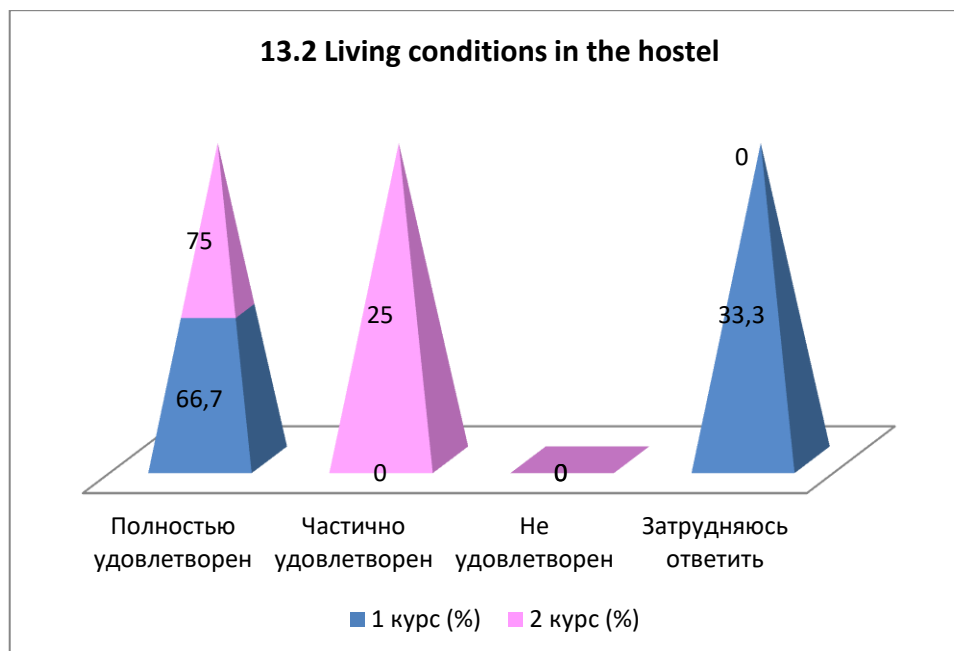
13.1 Organization of the educational process

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	66.7	100
Partially satisfied	-	-
Not satisfied	33.3	-
I find it difficult to answer	-	-



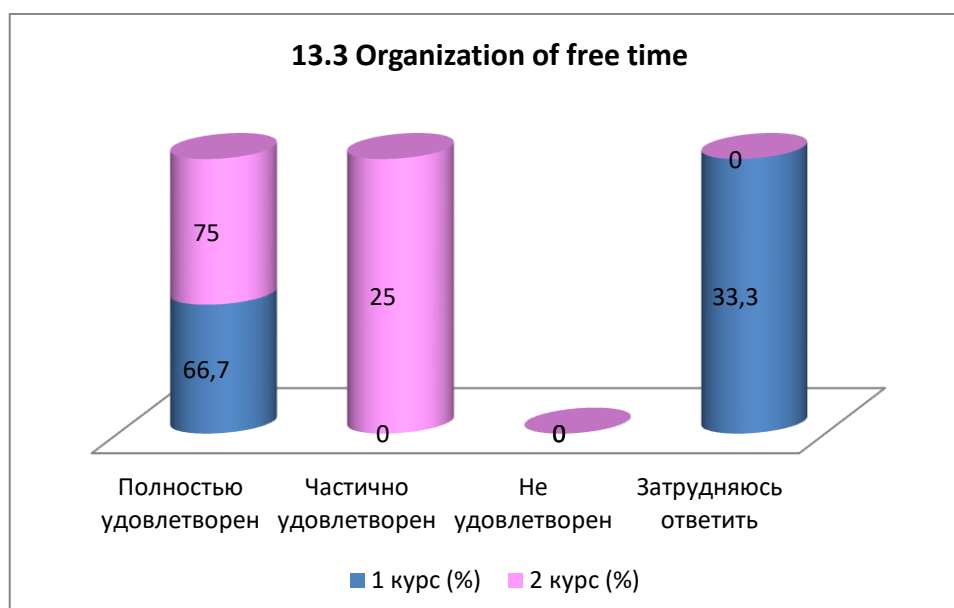
13.2 Living conditions in the hostel

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	66.7	75
Partially satisfied	-	25
Not satisfied	-	-
I find it difficult to answer	33.3	-



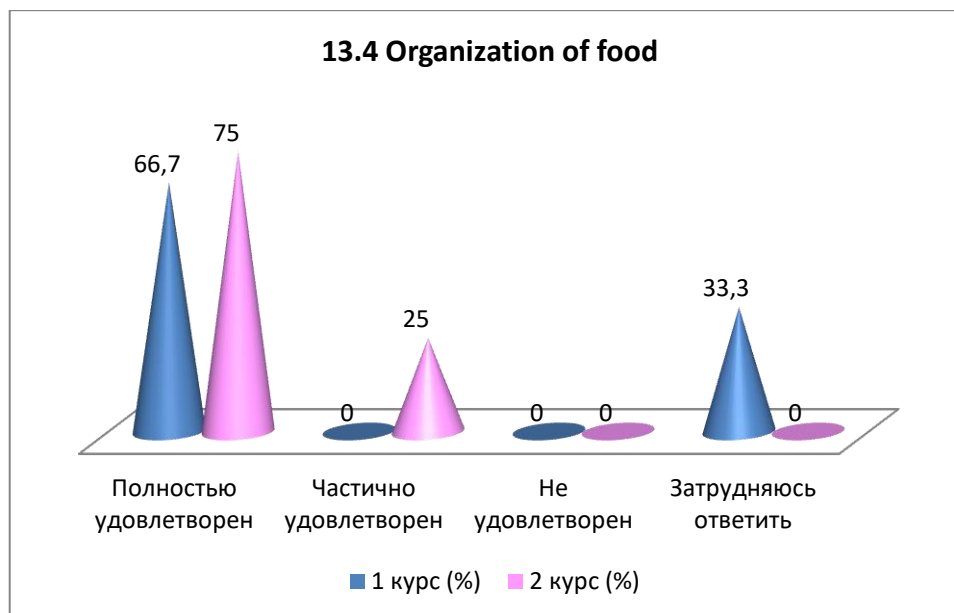
13.3 Organization of free time

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	66.7	75
Partially satisfied	-	25
Not satisfied	-	-
I find it difficult to answer	33.3	-



13.4 Organization of food

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	66.7	75
Partially satisfied	-	25
Not satisfied	-	-
I find it difficult to answer	33.3	-



13.5 Organization of industrial practice

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	66.7	100
Partially satisfied	-	-
Not satisfied	33.3	-
I find it difficult to answer	-	-



Conclusions based on the questionnaire results:

The main factors determining the choice of studying in a master's degree program at a university:

1. Leading scientists on the faculty:
 - Importance: 37.5% of master's students
 - Reason: The opportunity to learn from leading experts in their field, providing access to the most current knowledge and cutting-edge research.
2. Availability of budget places
 - Importance: 33.3% of master's students
 - Reason: the possibility of receiving a scholarship or other financial incentives.
3. Acceptable cost of training
 - Importance: 29.2% of master's students
 - Reason: reducing the financial burden on graduate students and their families, which makes education more accessible.

Additional factors: continuing education at the same university, proximity to family residence and high quality of education also influence the choice of a master's degree.

Satisfaction with the availability of information:

- Average satisfaction level: 87.5%
- Meaning: High level of satisfaction indicates that information is accessible and satisfactory, which helps graduate students to effectively plan their learning activities.

Evaluation of the teaching staff of the master's program:

- more than 83% of master's students rated the level of knowledge, professionalism, objectivity, teaching skills and methods of teachers as "very high" and "high".

Participation of master's students in the formation of an individual work plan:

- 37.5% of graduate students independently develop a plan under the supervision of a supervisor;
- 29.1% form a plan independently, and the manager signs it without exerting significant influence;
- 16.7% of graduate students do not participate in the creation of the plan or consider their participation formal due to difficulties in independently formulating ideas.

Satisfaction with the assistance of the scientific supervisor:

- Satisfaction level: 83.3%
- Meaning: high level of satisfaction of master's students with the quality of support from their academic supervisor.

Indicators of the high scientific level of the University:

1. Strong faculty: 45.8%.
2. Work at the university by famous foreign scientists: 41.7%.
3. Modern material and technical base and awards, prizes for achievements in science: 16.7%.
4. Involvement in research projects: 12.5%.

Publication of scientific papers:

- Active participation: 70.9% of master's students
- Meaning: high degree of involvement in the scientific community and desire to disseminate research results.

Level of foreign language proficiency:

- the majority of master's degree students (70.9%) have an intermediate level of proficiency in a foreign language, and 29.1% can express themselves freely.

Satisfaction of master's students with the scientific and educational environment of the university:

1. Organization of conferences, round tables, and forums at the university with the participation of master's students: 83.3%.

2. Material and technical support for applied scientific research: 83.3%.

3. Availability of technology and computers necessary for the educational process and scientific activities: 87.5%.

4. Overall level of organization and implementation of foreign internships: 83.3%.

5. Availability of library collections, electronic databases and Internet resources: 100%.

6. Availability of scientific equipment, instruments, materials: 100%.

7. Availability of laboratories, specialized facilities and experimental sites: 87.5%.

Satisfaction of master's students with the quality of educational services:

- high level of satisfaction of master's students with living conditions, free time, food and industrial training.

Overall rating:

- Postgraduates highly value research and teaching opportunities, which is reflected in overall satisfaction with the university's services and support.

Recommendations:

1. Discussion of the questionnaire results:

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

2. Availability of survey results:

- Master's students can request the results of the survey by e-mail from the quality management and accreditation center: cqma_kstu@mail.ru.

3. Improving engagement in research projects:

- understanding the reasons for the low involvement of master's students in research projects;

- development of activities to stimulate the participation of master's students in scientific research.