

Report on the results of the questionnaire
“Satisfaction of master students with educational services”
for the 2022-2023 academic year
in the educational program
7M06103 “Machine learning and data analytics”

In February 2023, the Center for Quality Management and Accreditation conducted an anonymous electronic questionnaire **“Satisfaction master's students 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 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 summarized form with a guarantee of confidentiality of the personal opinions of master's students.

An object research - master students of 1-2 years.

* This extensive questionnaire is conducted once every 5 years.

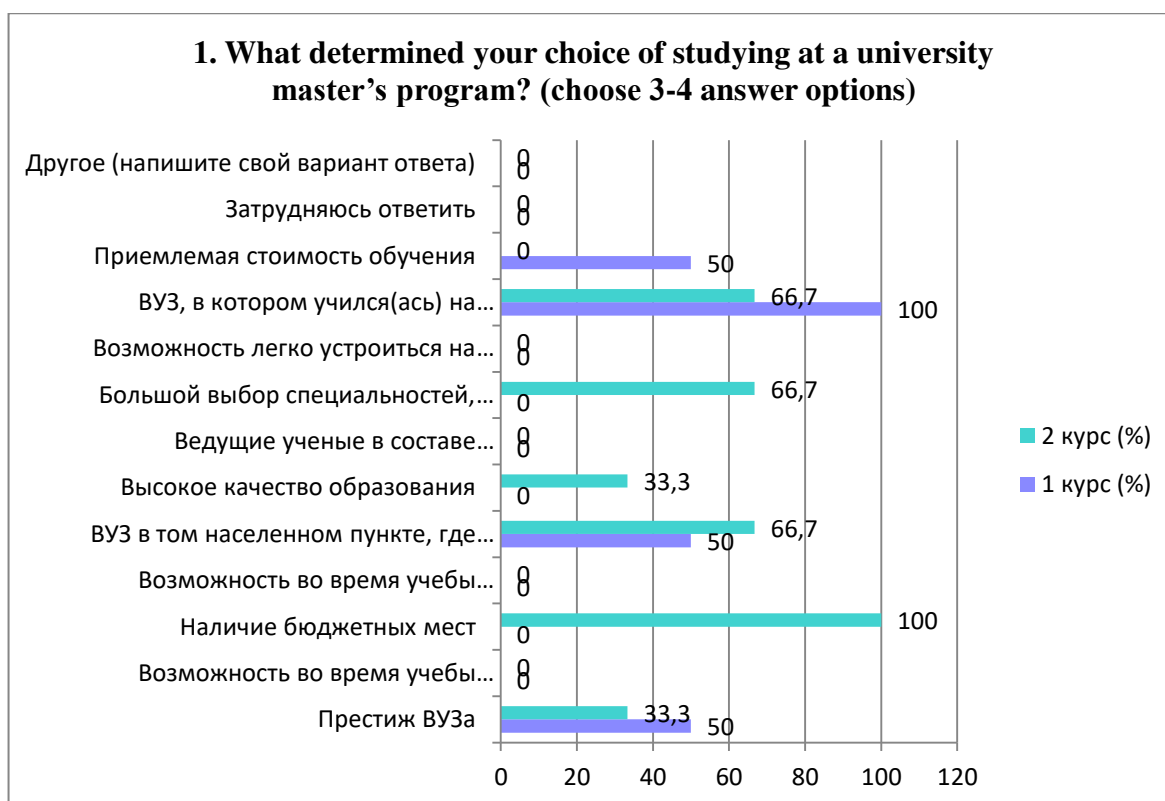
5 respondents took part in the questionnaire, which amounted to 72.2% of the total number of master's students.

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)

Answer options	1st year (%)	2nd year (%)
University prestige	50	33,3
Opportunity for internships abroad while studying	-	-
Availability of budget places	-	100
Opportunity to do science while studying	-	-
University in the locality where the family lives (close to it)	50	66,7
High quality education	-	33,3
Leading scientists on staff	-	-
Large selection of specialties and areas of education	-	66,7
An opportunity to easily get a job with a diploma from this university	-	-
The university where you studied as an undergraduate	100	66,7
Reasonable cost of training	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) _____

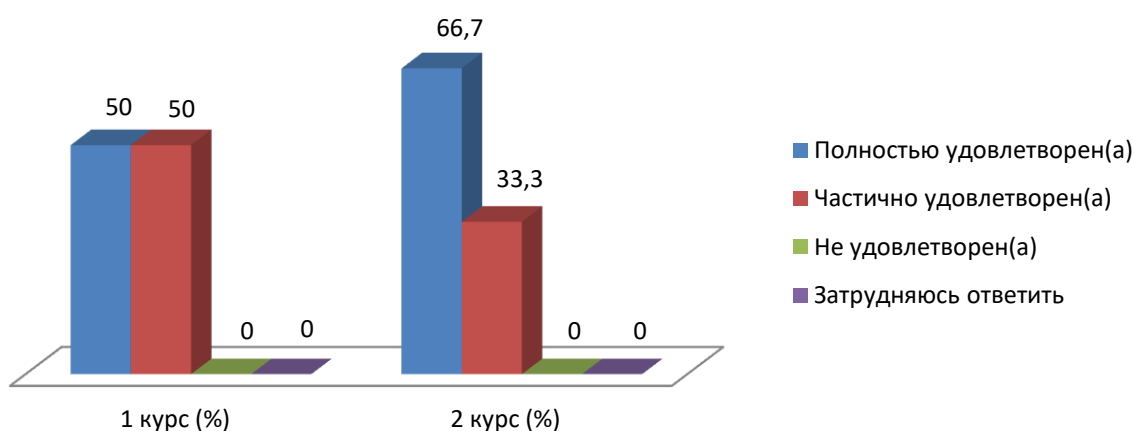
If you answered "Not satisfied" to the previous question, give recommendations for improving the area of training _____

2.1 About the training profile

Answer options	1st year (%)	2nd year (%)
Completely satisfied	50	66,7
Partially satisfied	50	33,3
Not satisfied)	-	-
I find it difficult to answer	-	-

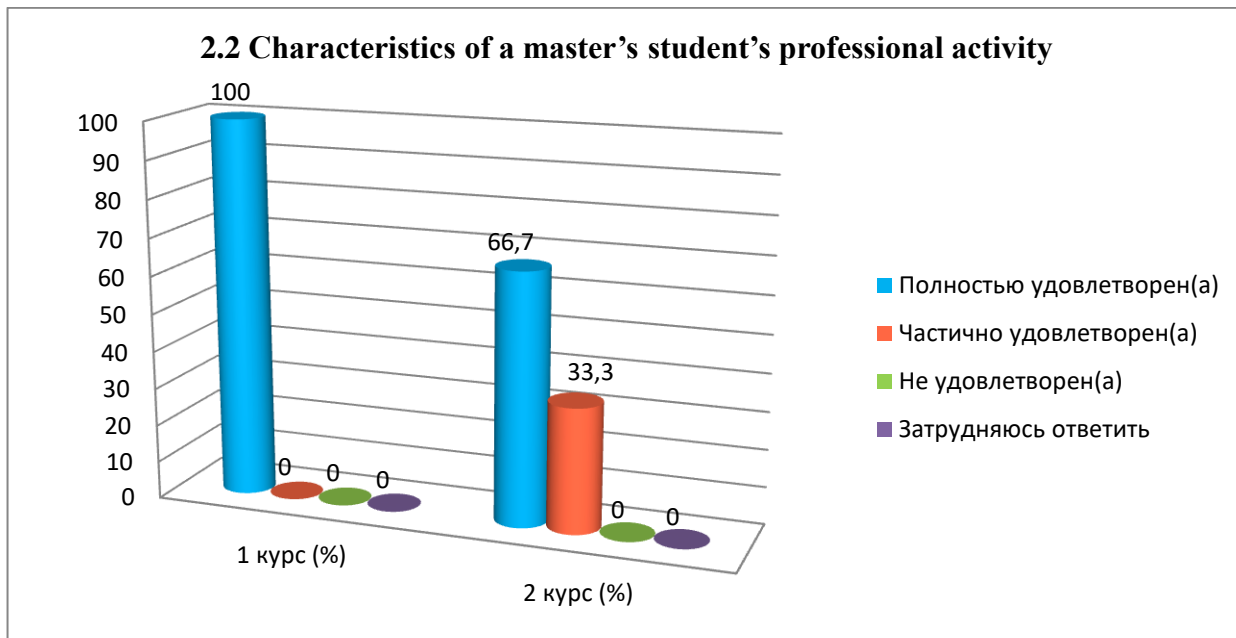
2. How satisfied are you with the availability of information provided by the university in your field of study:

2.1 About the training profile



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

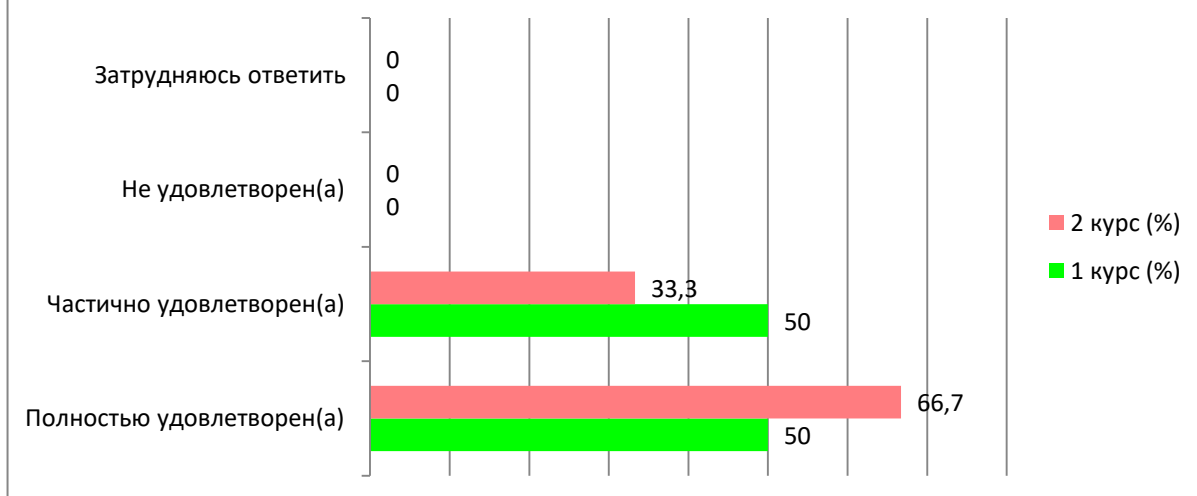
Answer options	1st year (%)	2nd year (%)
Completely satisfied	100	66,7
Partially satisfied	-	33,3
Not satisfied)	-	-
I find it difficult to answer	-	-



2.3 List of developed competencies of master's degree graduates

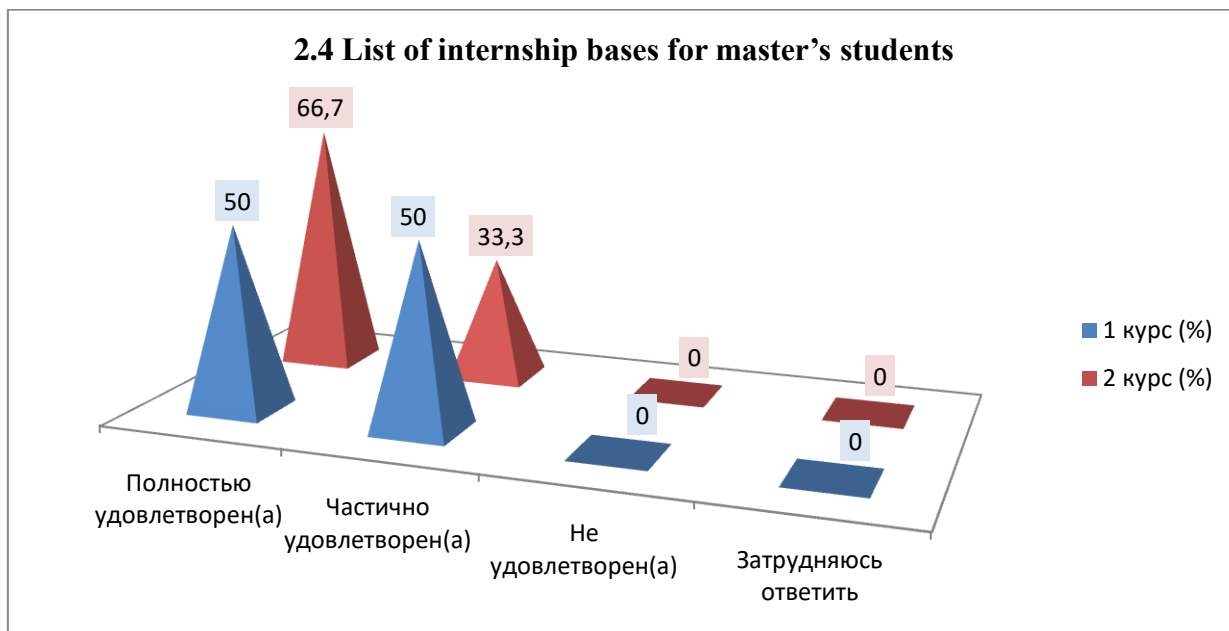
Answer options	1st year (%)	2nd year (%)
Completely satisfied	50	66,7
Partially satisfied	50	33,3
Not satisfied)	-	-
I find it difficult to answer	-	-

2.3 List of developed competencies of master's degree graduates



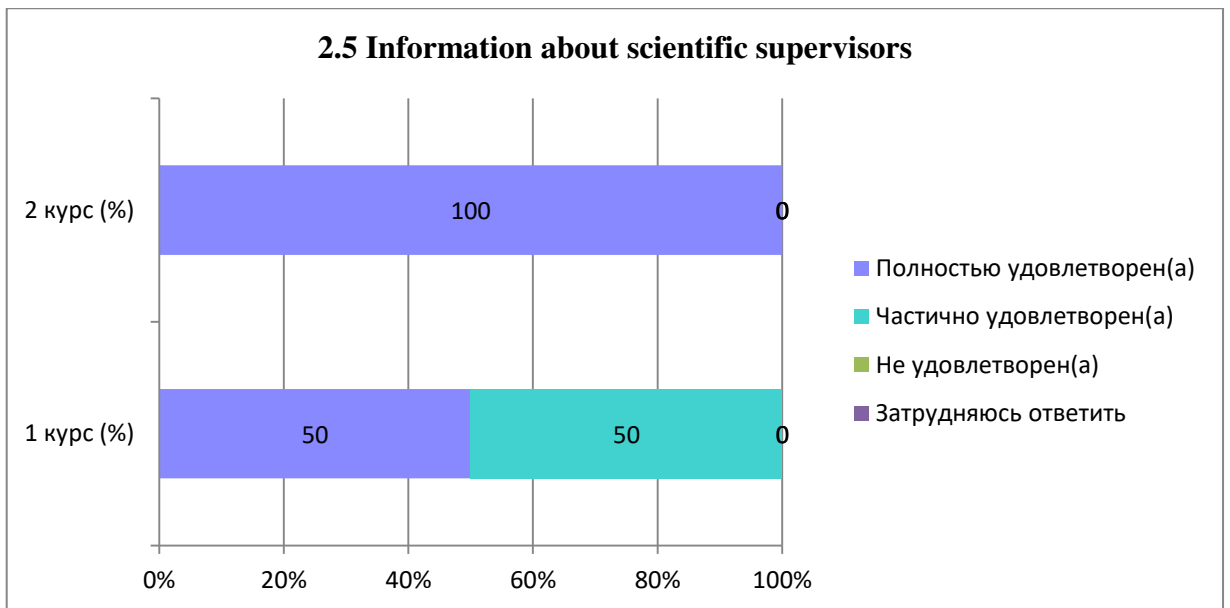
2.4 List of internship bases for master's students

Answer options	1st year (%)	2nd year (%)
Completely satisfied	50	66,7
Partially satisfied	50	33,3
Not satisfied)	-	-
I find it difficult to answer	-	-



2.5 Information about scientific supervisors

Answer options	1st year (%)	2nd year (%)
Completely satisfied	50	100
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) _____

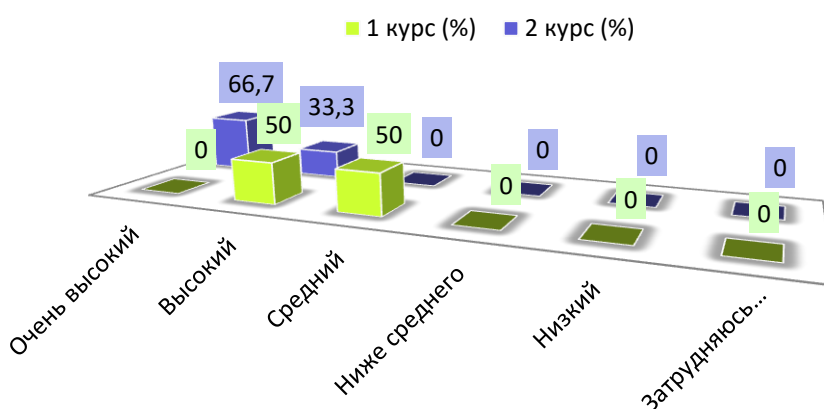
If you answered “Low” to the previous question, give recommendations for improving the teaching staff _____

3.1 Knowledge, qualifications

Answer options	1st year (%)	2nd year (%)
Very tall	-	66,7
High	50	33,3
Average	50	-
Below the average	-	-
Short	-	-
I find it difficult to answer	-	-

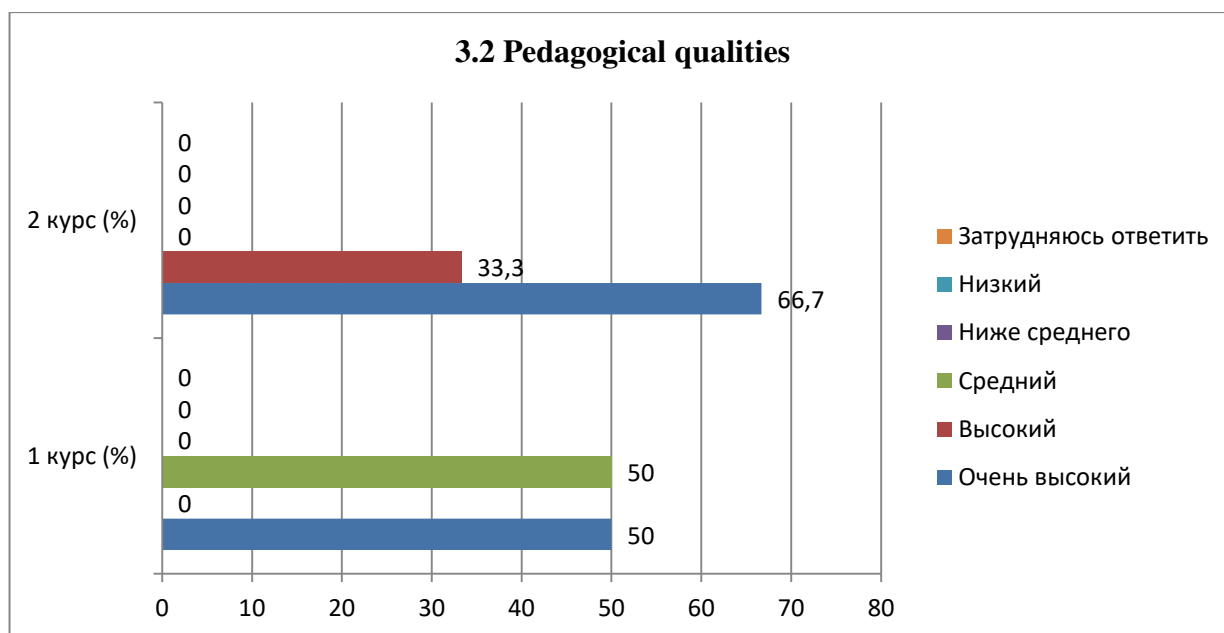
3. How would you overall rate the teaching staff of your master's program?

3.1 Knowledge, qualifications



3.2 Pedagogical qualities

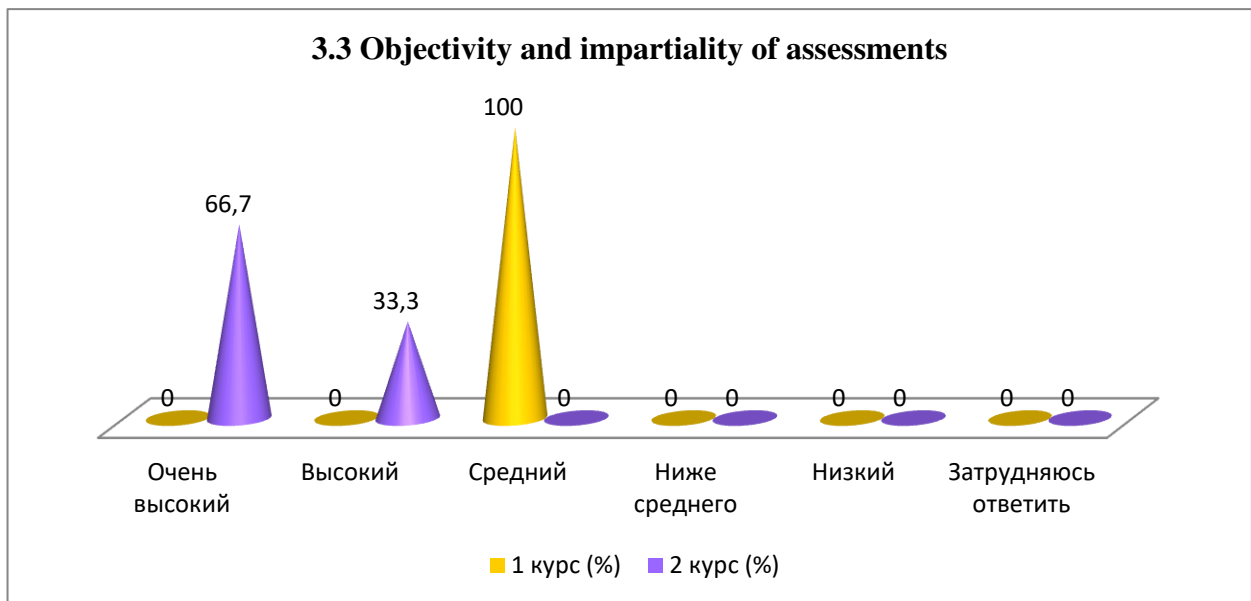
Answer options	1st year (%)	2nd year (%)
Very tall	50	66,7
High	-	33,3
Average	50	-
Below the average	-	-
Short	-	-
I find it difficult to answer	-	-



3.3 Objectivity and impartiality of assessments

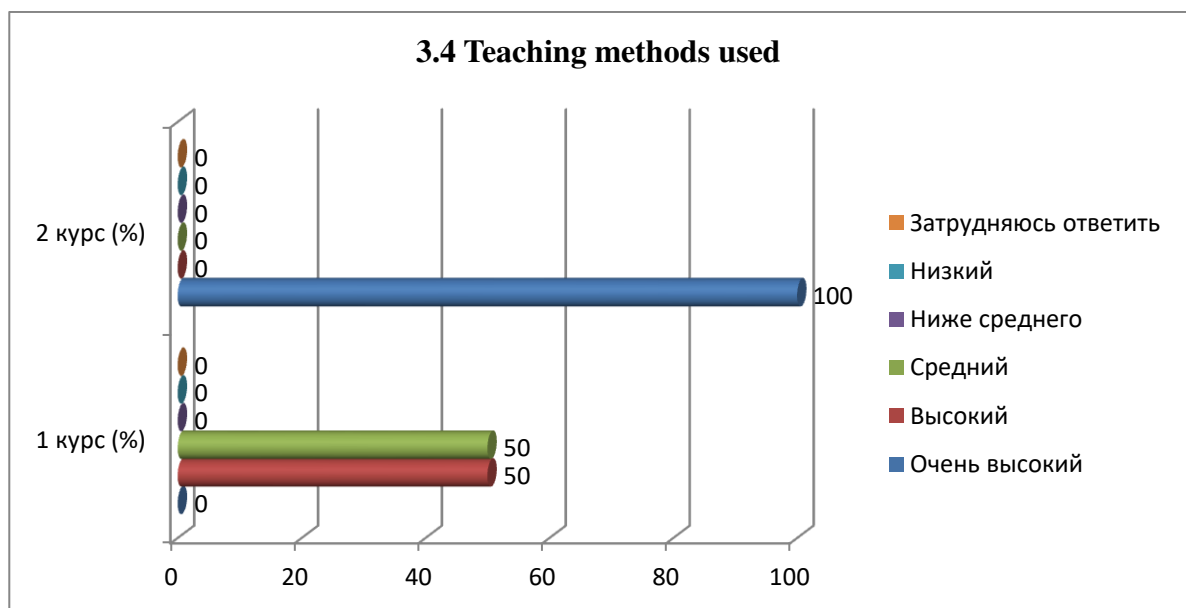
Answer options	1st year (%)	2nd year (%)
Very tall	-	66,7

High	-	33,3
Average	100	-
Below the average	-	-
Short	-	-
I find it difficult to answer	-	-



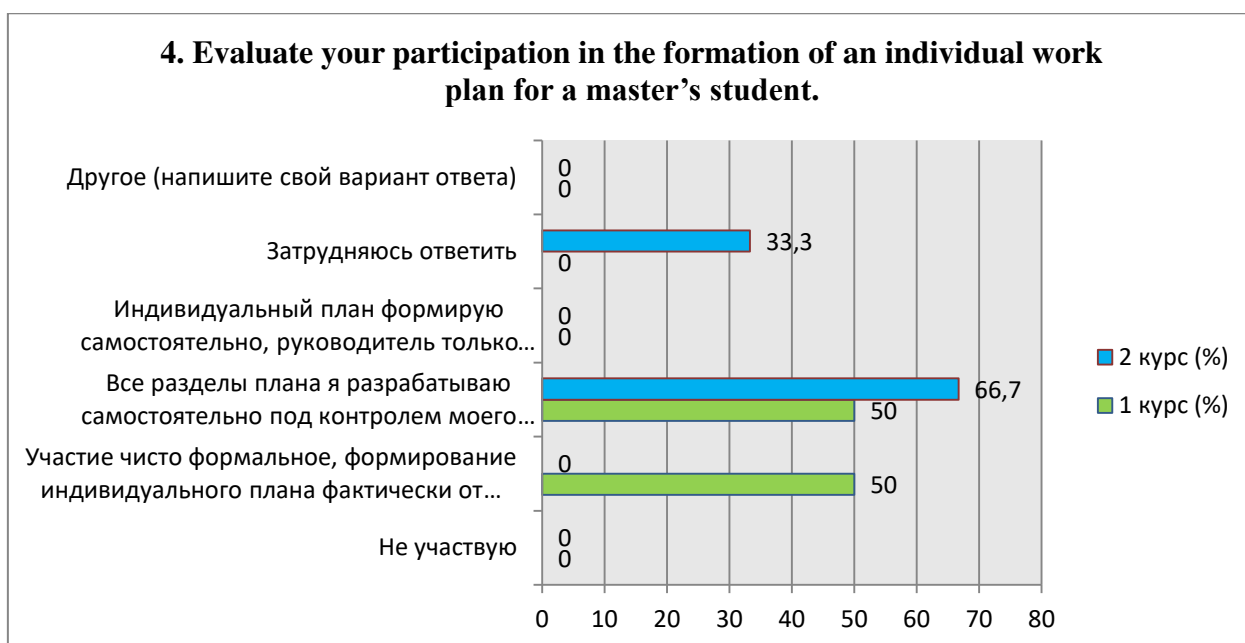
3.4 Teaching methods used

Answer options	1st year (%)	2nd year (%)
Very tall	-	100
High	50	-
Average	50	-
Below the average	-	-
Short	-	-
I find it difficult to answer	-	-



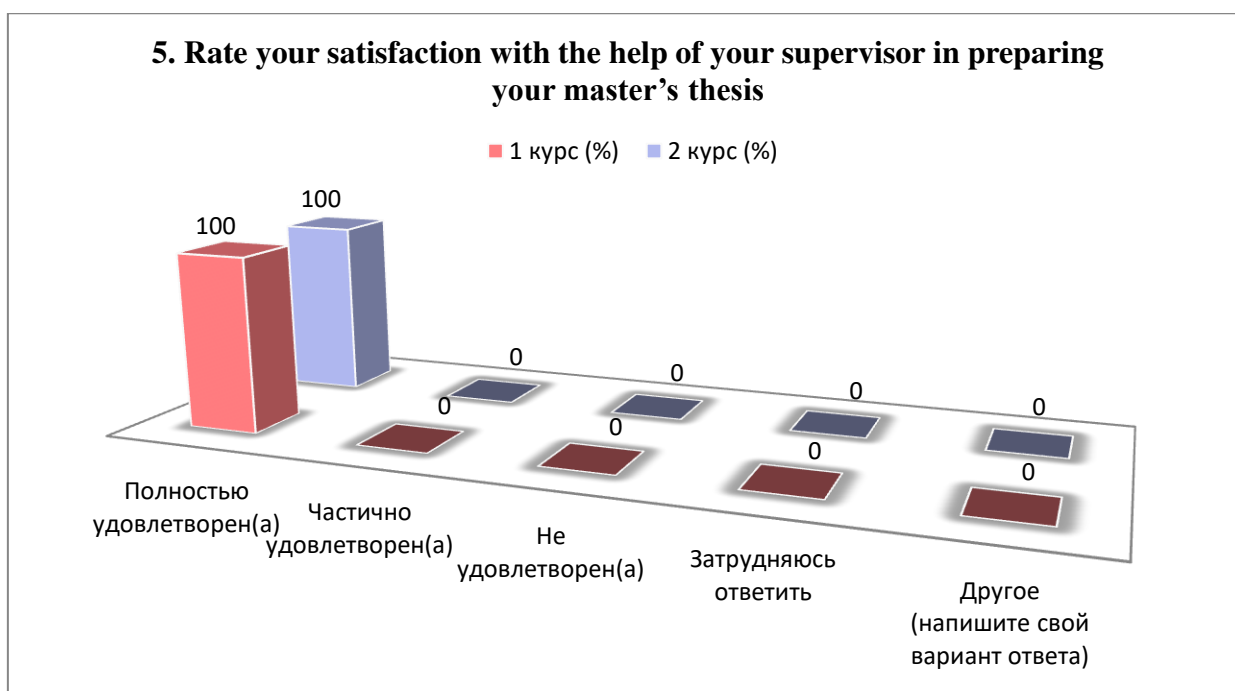
4. Evaluate your participation in the formation of an individual work plan for a master's student.

Answer options	1st year (%)	2nd year (%)
I don't participate	-	-
Participation is purely formal; the formation of an individual plan actually does not depend on me	50	-
I develop all sections of the plan independently under the supervision of my supervisor.	50	66,7
I formulate an individual plan myself; the manager only signs it.	-	-
I find it difficult to answer	-	33,3
Other (write your answer)	-	-



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

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

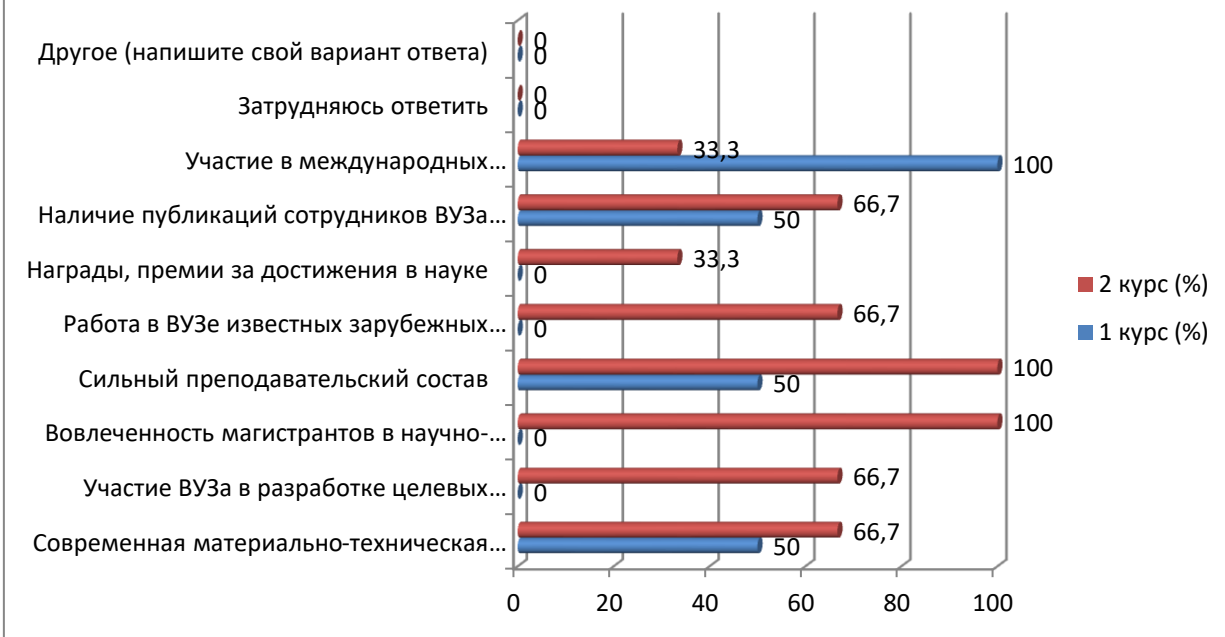


6. What, in your opinion, is an indicator of a high scientific level of a university? (select 3-4 key characteristics)

Answer options	1st year (%)	2nd year (%)
Modern material and technical base	50	66,7
Participation of the university in the development of targeted programs for the socio-economic development of the region, cities, and enterprises	-	66,7
Involvement of undergraduates in research projects	-	100
Strong teaching staff	50	100
Work at the university of famous foreign scientists	-	66,7
Awards, prizes for achievements in science	-	33,3
Availability of publications by university staff in international publications	50	66,7
Participation in international research projects	100	33,3
I find it difficult to answer	-	-
Other (write your answer)	-	-

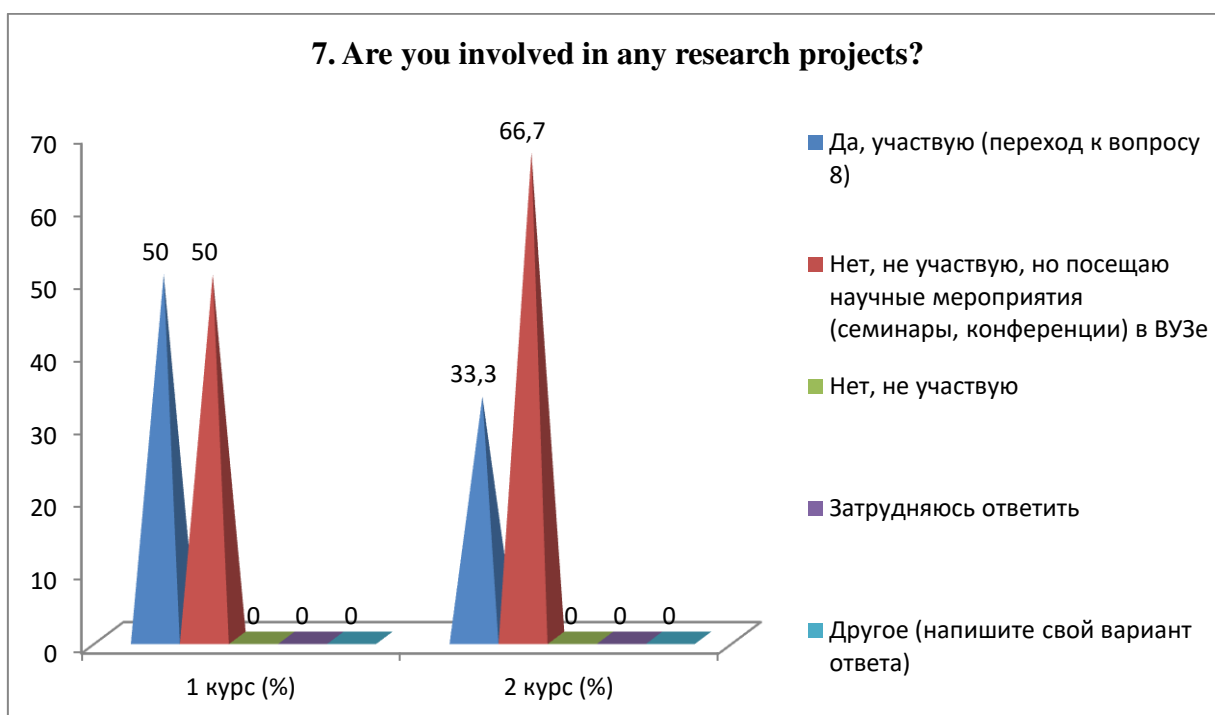
** The amount in % is not equal to 100, because multiple answer options were expected*

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?

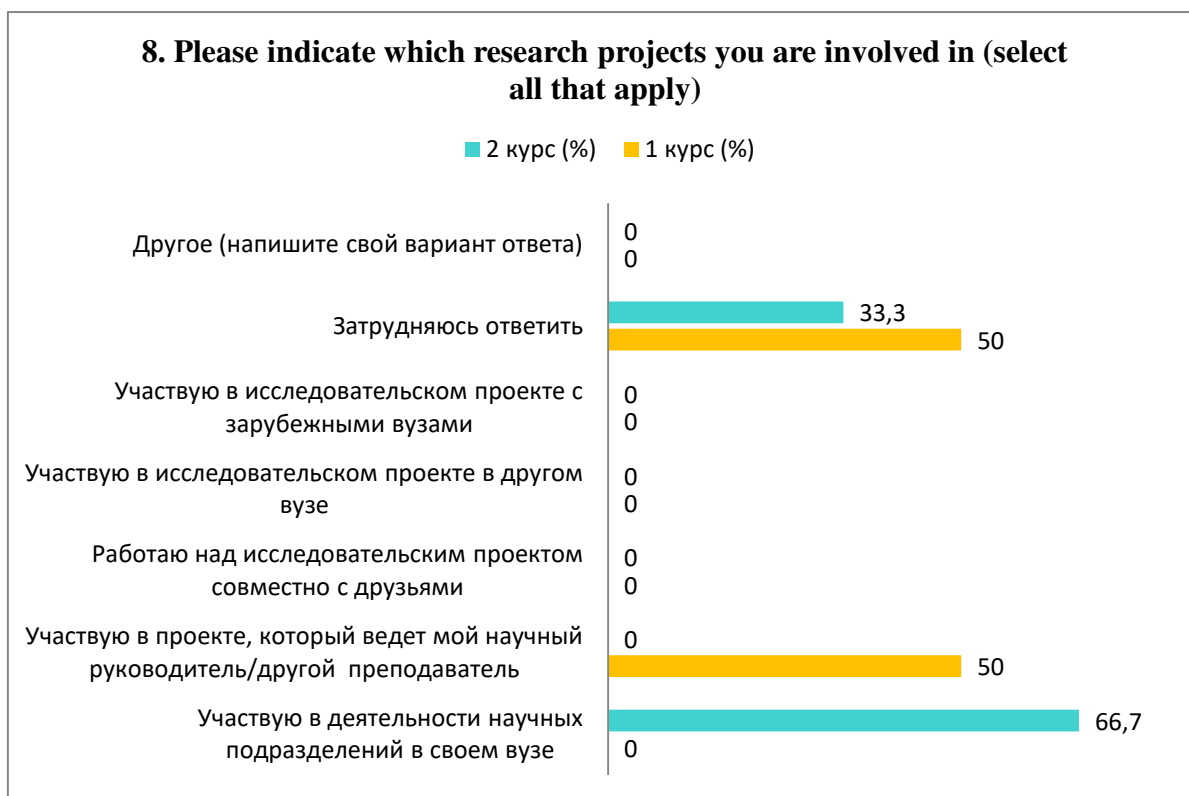
Answer options	1st year (%)	2nd year (%)
Yes, I participate (go to question 8)	50	33,3
No, I don't participate, but I attend scientific events (seminars, conferences) at the university	50	66,7
No, I'm not participating	-	-
I find it difficult to answer	-	-
Other (write your answer)	-	-



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

Answer options	1st year (%)	2nd year (%)
I participate in the activities of scientific departments at my university	-	66,7
I am participating in a project led by my supervisor/other teacher	50	-
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	33,3
Other (write your answer)	-	-

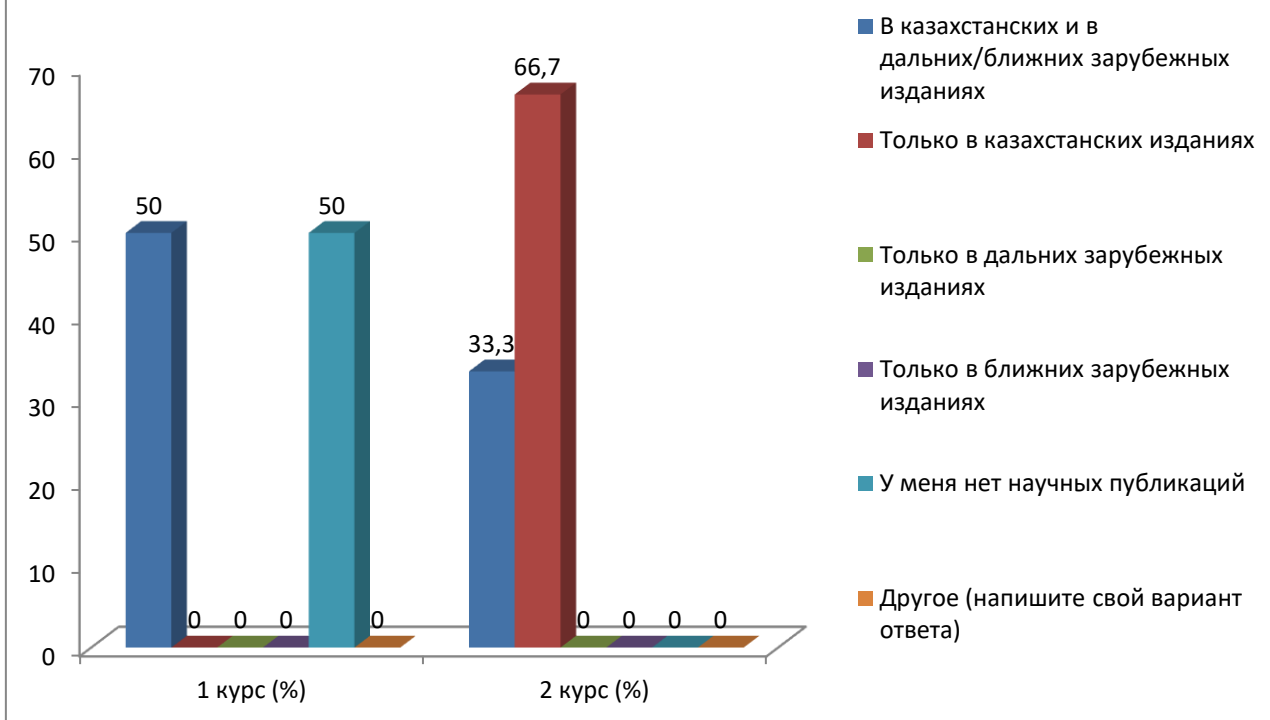
** The amount in % is not equal to 100, because multiple answer options were expected*



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

Answer options	1st year (%)	2nd year (%)
In Kazakhstan and in distant/near foreign publications	50	33,3
Only in Kazakhstan publications	-	66,7
Only in distant foreign publications	-	-
Only in nearby foreign publications	-	-
I have no scientific publications	50	-
Other (write your answer)	-	-

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



10. Your level of foreign language proficiency:

Answer options	1st year (%)	2nd year (%)
With dictionary	50	33,3
Speaking level	-	33,3
Average level	50	33,3
I express myself freely	-	-
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

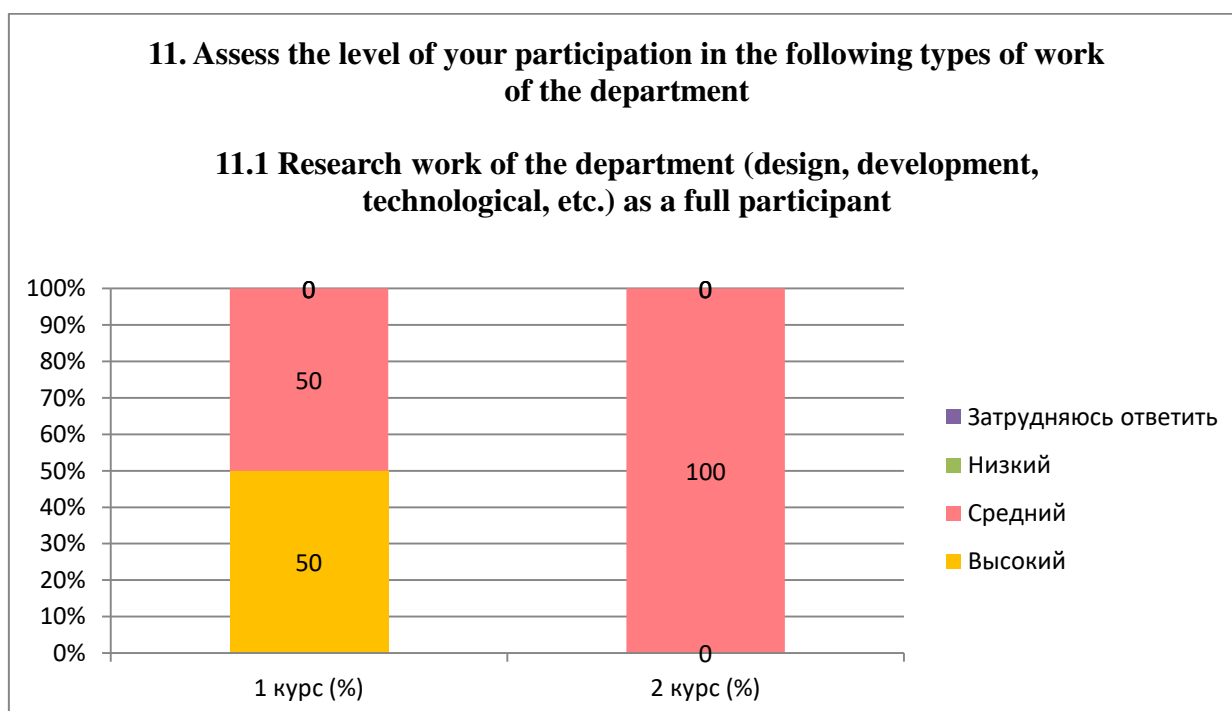
11.1 Research work of the department (design, development, technological, etc.) as a full participant
11.2 Writing scientific articles
11.3 Participation in presentations at conferences and seminars
11.4 Preparation of research reports and abstracts

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

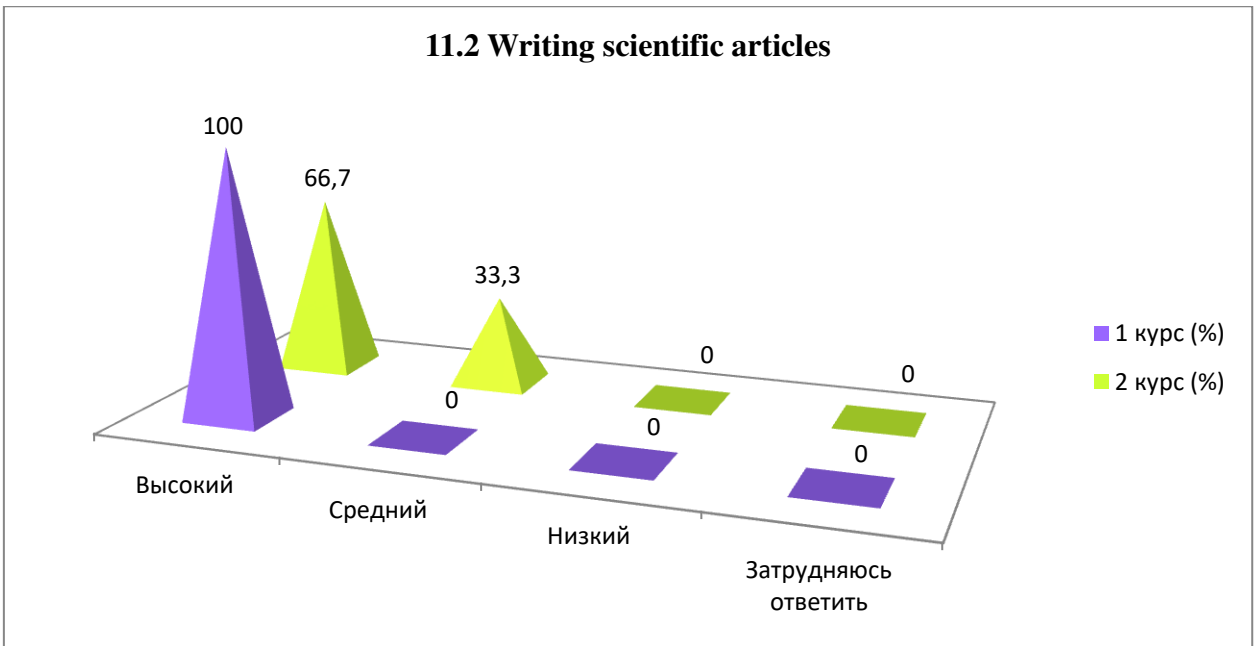
11.1 Research work of the department (design, development, technological, etc.) as a full participant

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



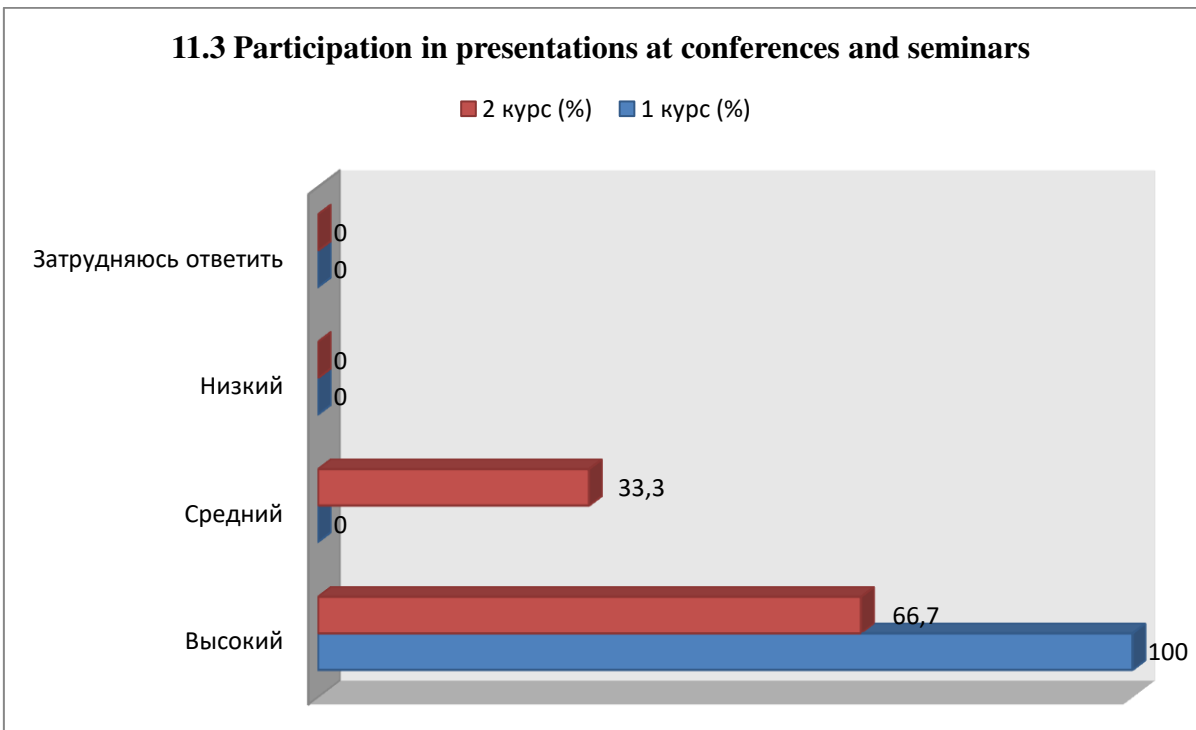
11.2 Writing scientific articles

Answer options	1st year (%)	2nd year (%)
High	100	66,7
Average	-	33,3
Short	-	-
I find it difficult to answer	-	-



11.3 Participation in presentations at conferences and seminars

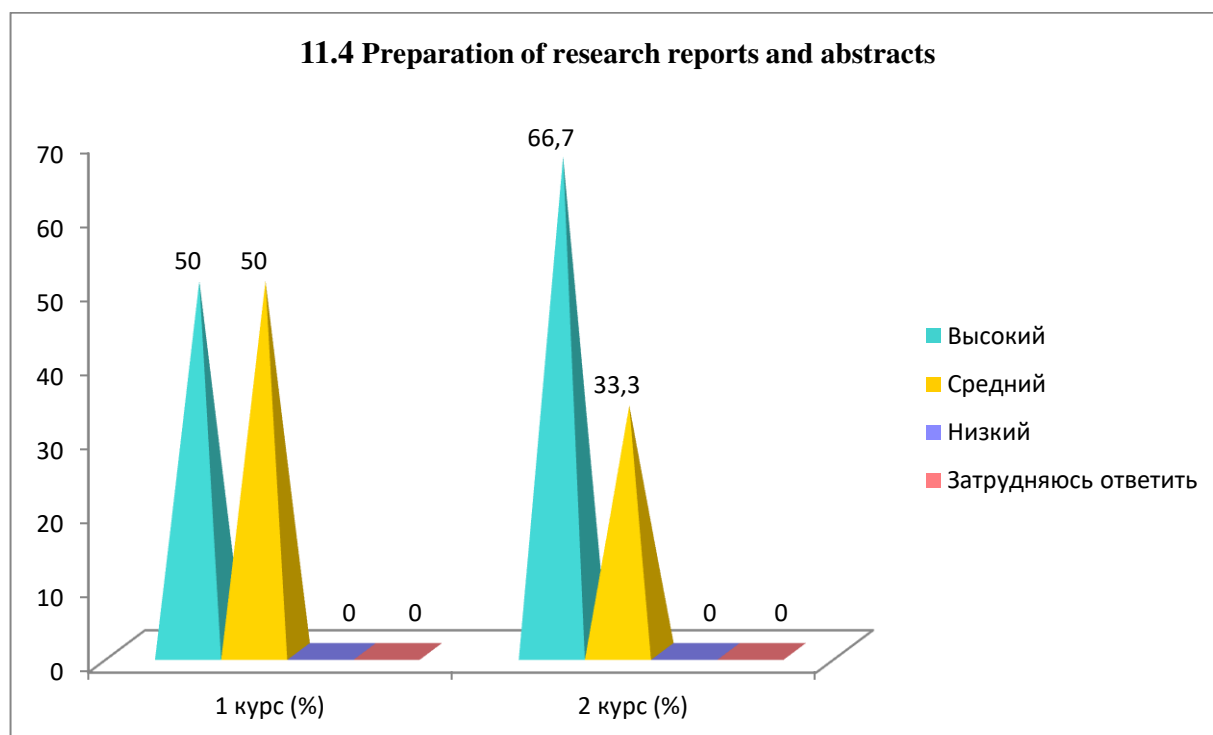
Answer options	1st year (%)	2nd year (%)
High	100	66,7
Average	-	33,3
Short	-	-
I find it difficult to answer	-	-



11.4 Preparation of research reports and abstracts

Answer options	1st year (%)	2nd year (%)
High	50	66,7
Average	50	33,3

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 master students
12.2 Logistics support for applied scientific research
12.3 Availability for master students 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) _____

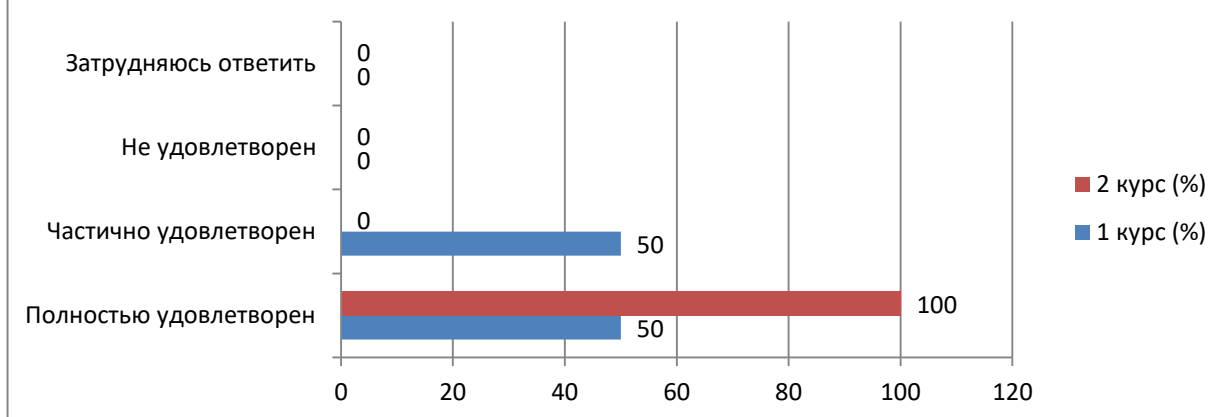
If you answered "Not satisfied" to the previous question, give recommendations for improving the scientific and educational environment of the university _____

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

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

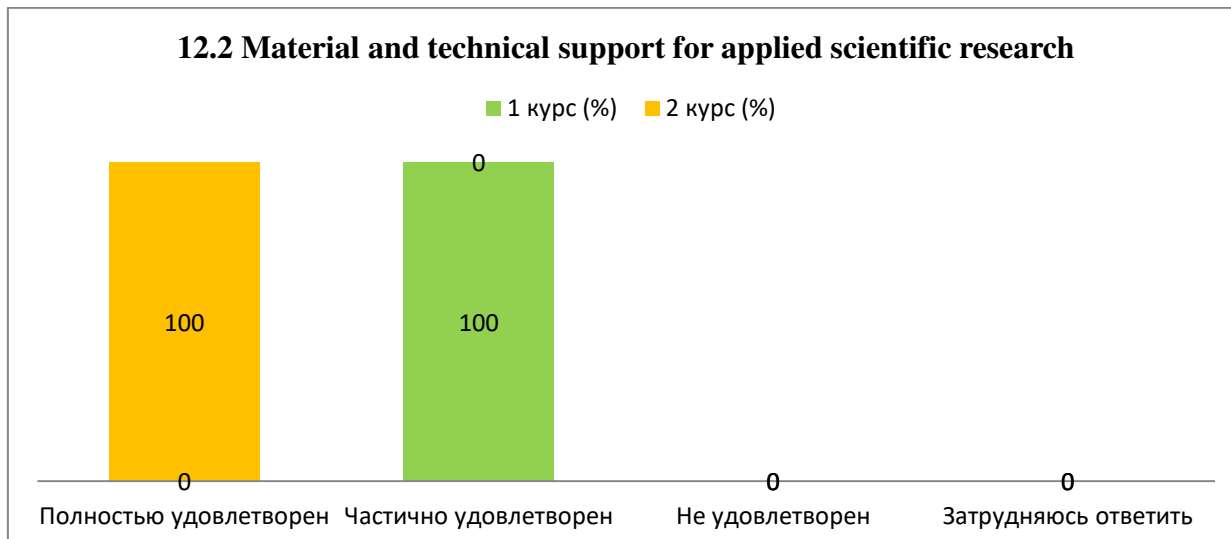
12. Are you satisfied with the scientific and educational environment of the university during your master's studies?

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



12.2 Material and technical support for applied scientific research

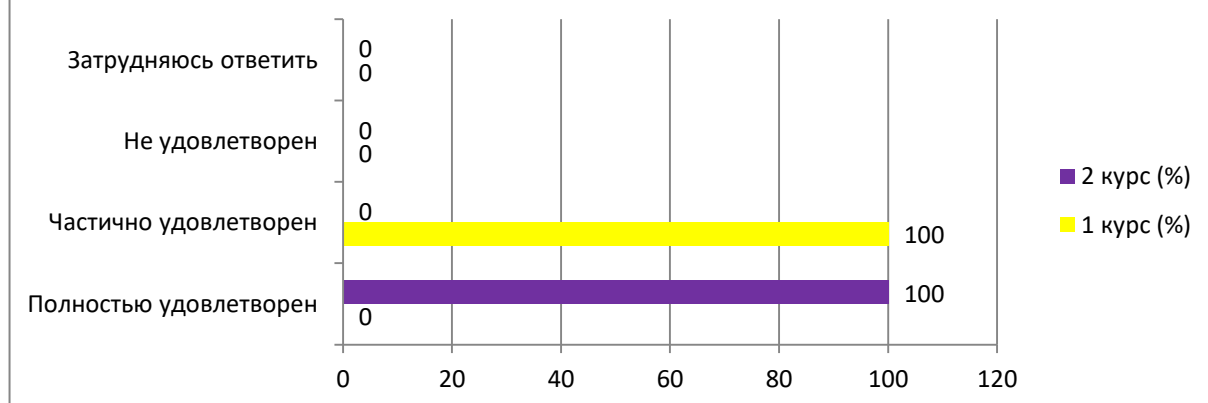
Answer options	1st year (%)	2nd year (%)
Completely satisfied	-	100
Partially satisfied	100	-
Not satisfied	-	-
I find it difficult to answer	-	-



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

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

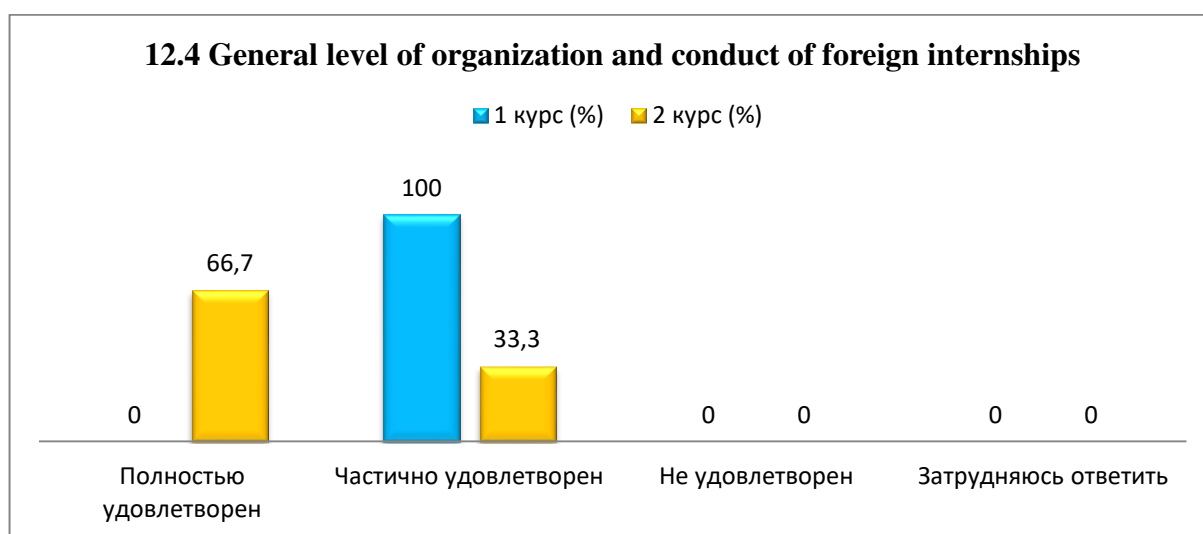
12.3 Availability for master students of technology, computers necessary for the educational process and scientific activities



12.4 General level of organization and conduct of foreign internships

Answer options	1st year (%)	2nd year (%)
Completely satisfied	-	66,7
Partially satisfied	100	33,3
Not satisfied	-	-
I find it difficult to answer	-	-

12.4 General level of organization and conduct of foreign internships



12.5 Availability of library collections, electronic databases and Internet resources

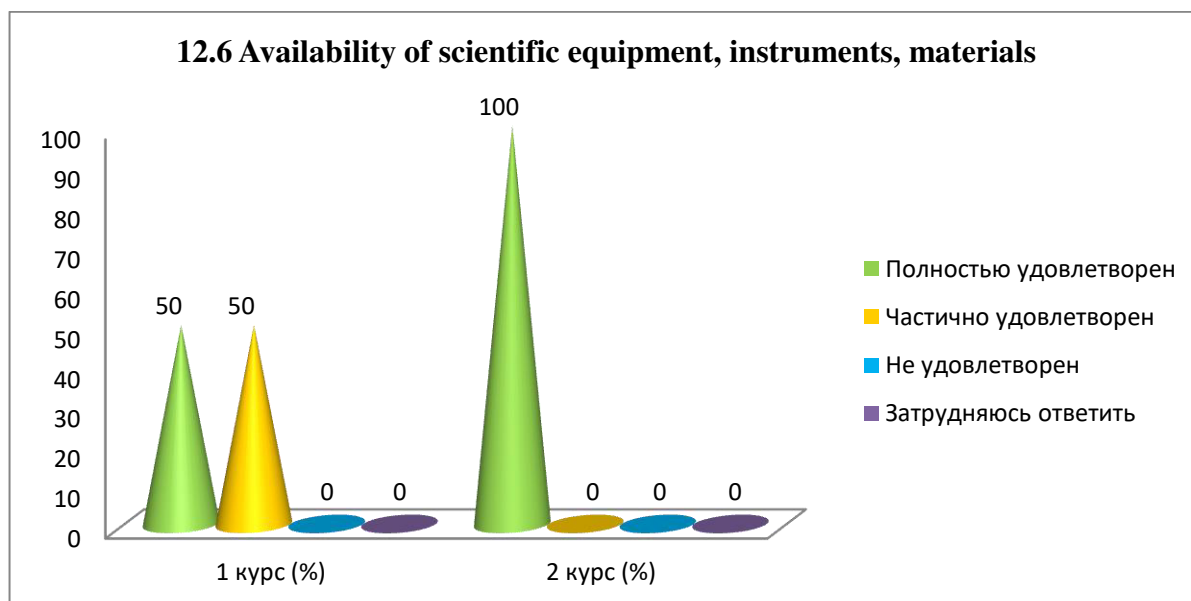
Answer options	1st year (%)	2nd year (%)
Completely satisfied	50	100
Partially satisfied	50	-
Not satisfied	-	-
I find it difficult to answer	-	-

12.5 Availability of library collections, electronic databases and Internet resources



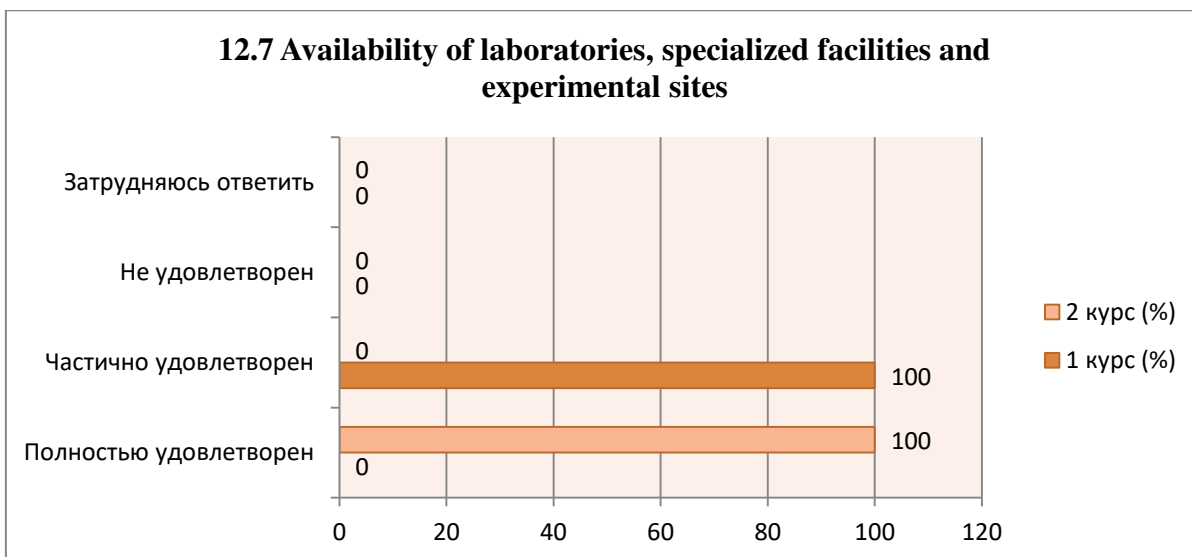
12.6 Availability of scientific equipment, instruments, materials

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



12.7 Availability of laboratories, specialized facilities and experimental sites

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

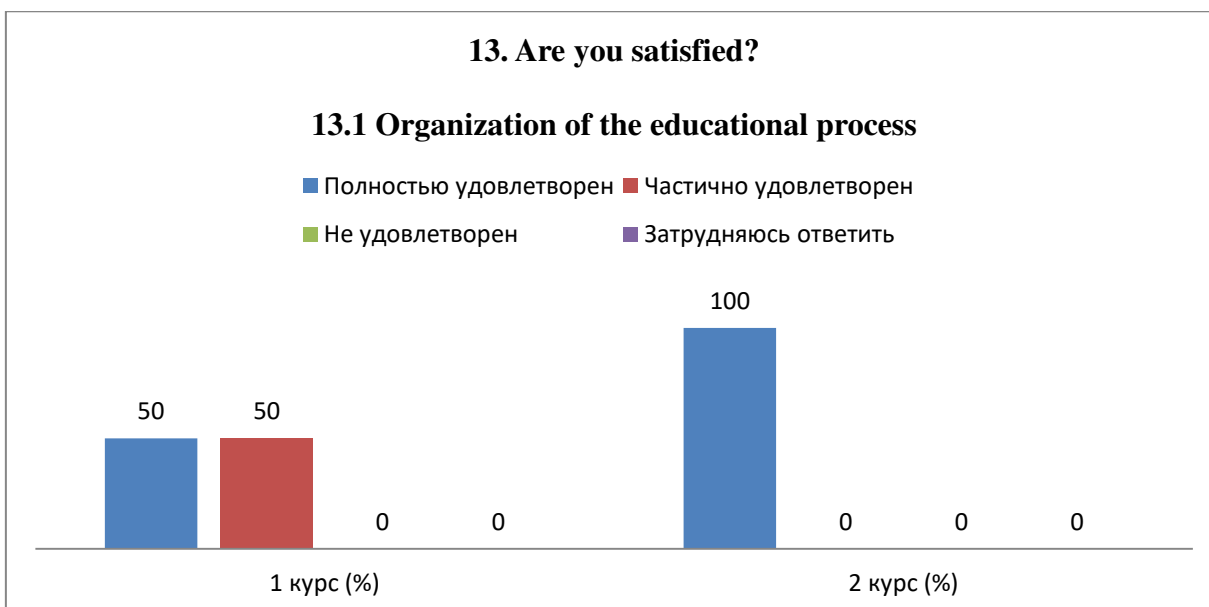


13. Are you satisfied?

13.1 Organization of the educational process
13.2 Living conditions in the dormitory
13.3 Organization of free time
13.4 Catering organization
13.5 Organization of industrial practice

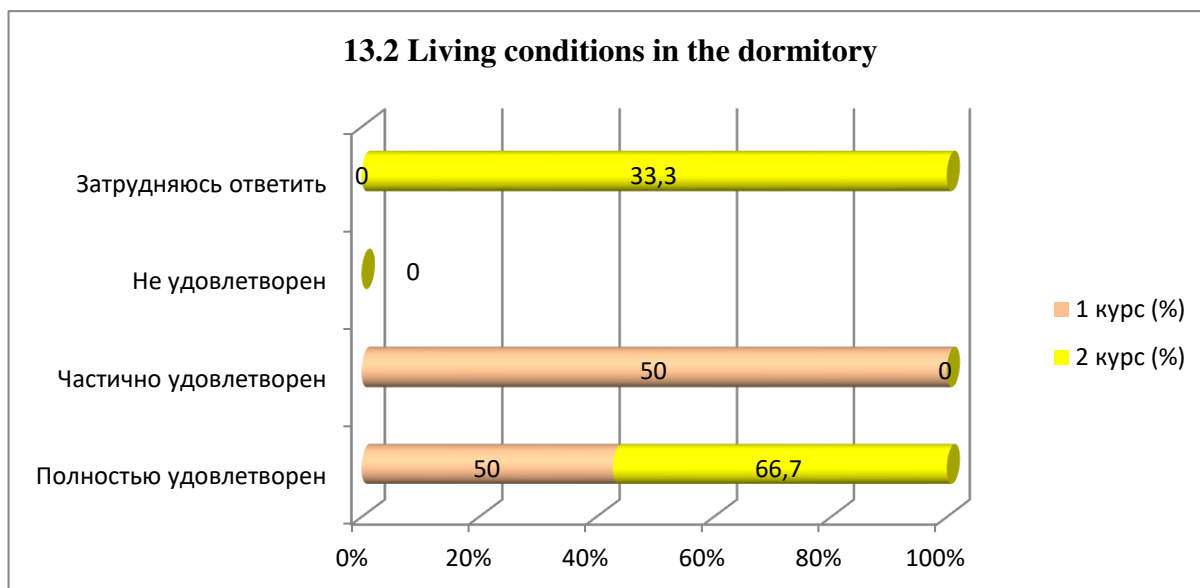
13.1 Organization of the educational process

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



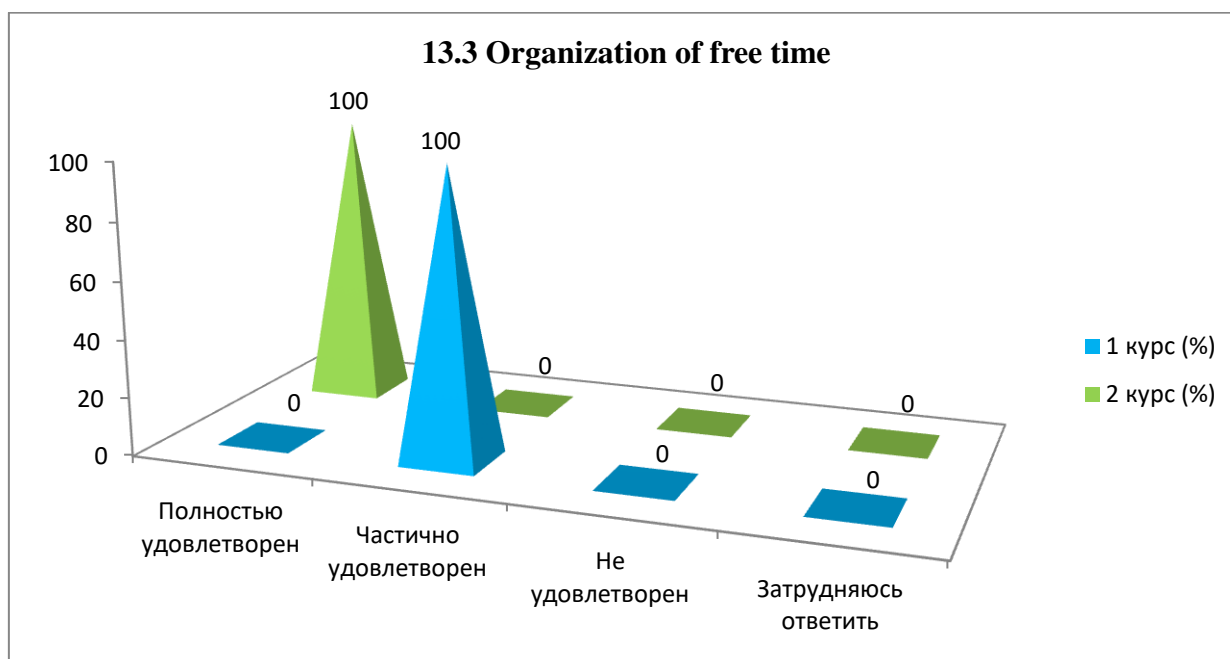
13.2 Living conditions in the dormitory

Answer options	1st year (%)	2nd year (%)
Completely satisfied	50	66,7
Partially satisfied	50	-
Not satisfied	-	-
I find it difficult to answer	-	33,3



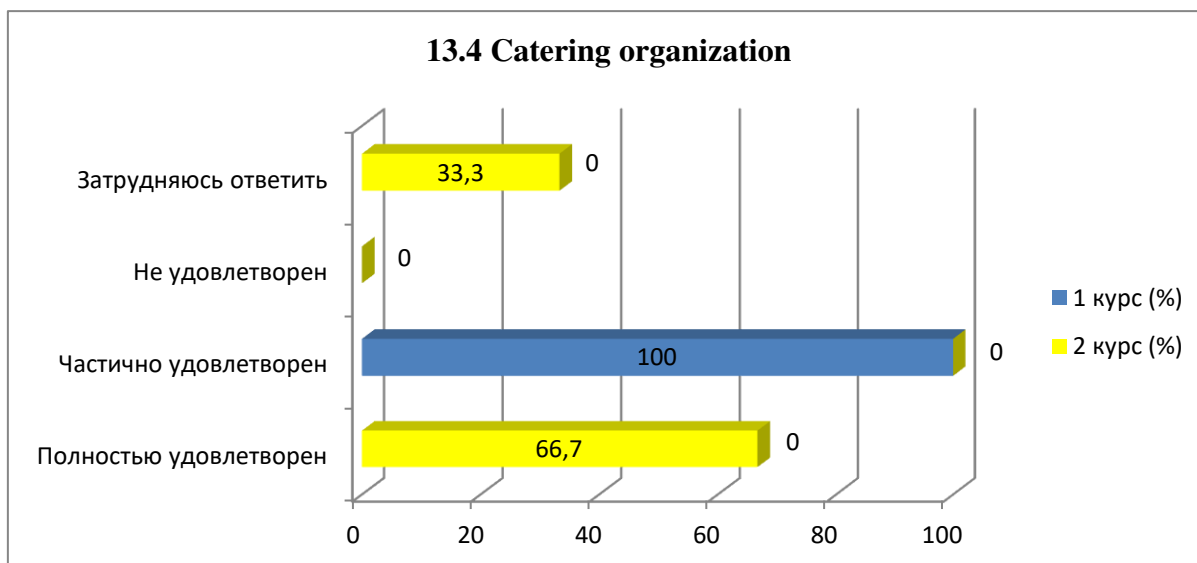
13.3 Organization of free time

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



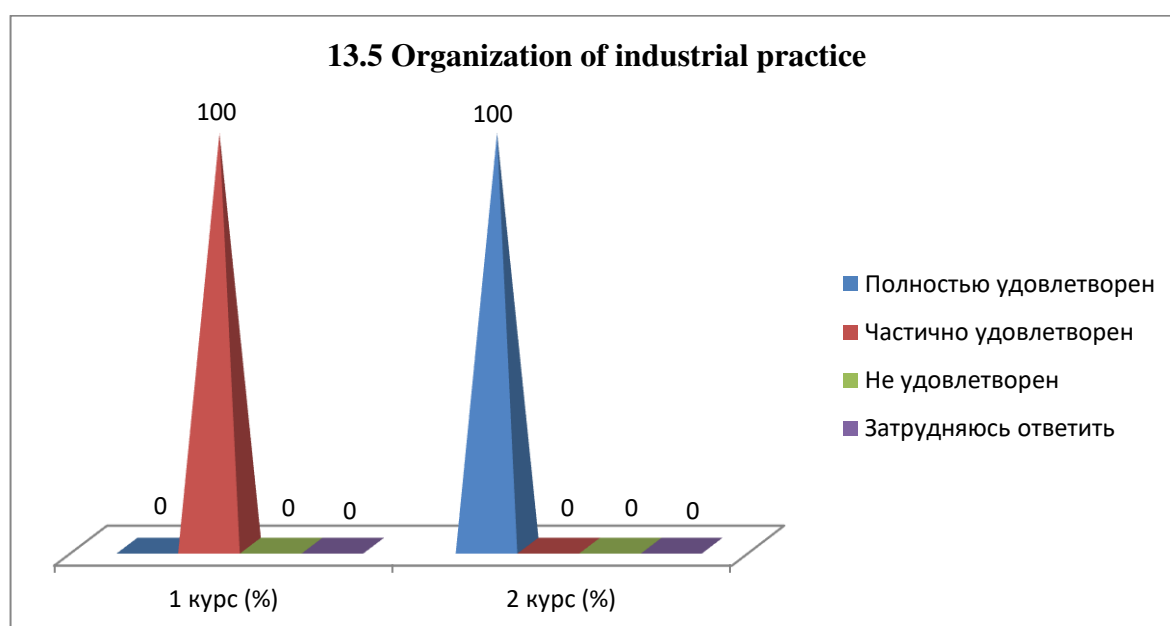
13.4 Catering organization

Answer options	1st year (%)	2nd year (%)
Completely satisfied	-	66,7
Partially satisfied	100	-
Not satisfied	-	-
I find it difficult to answer	-	33,3



13.5 Organization of industrial practice

Answer options	1st year (%)	2nd year (%)
Completely satisfied	-	100
Partially satisfied	100	-
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)

1st year (%)	2nd year (%)
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- I'm not having any difficulty	-
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Please, write what questions in your opinion should be added to this questionnaire in order to improve the training program, the quality of services and other areas of the university.

1st year (%)	2nd year (%)
-	- no questions.

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

Master's study is a conscious choice of an adult person, which is not influenced by parents or situation, obtaining professional competencies in accordance with the chosen specialty, the next educational stage after bachelor's degree. To the question **“What determined your choice to study in the master's program of the university? (choose 3-4 answer options)”** the majority of master's students 83.3% indicated “The university where I studied at the bachelor's degree”. Also, master's students noted such options as: “The university in the locality where the family lives (close to it)” - 58.4%, “Availability of budget places” - 50%.

The following information was received on the question **“How satisfied are you with the accessibility of information provided by the university in your field of study:”**

- “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 evaluated quite highly by the respondents. According to all criteria presented in the questionnaire (knowledge, qualification, objectivity, pedagogical qualities, teaching methods used) more than 68.8% of respondents gave “very high” and “high” marks.

In general, master's students are satisfied with participation in the formation of an individual work plan. According to the obtained data, 50% of first-year respondents and 66.7% of second-year respondents develop all sections of the plan independently under the control of their supervisor. There are also respondents who found it difficult to answer (2nd year - 33.3%), and participate purely formally in the formation of individual work plans of master students (1st year - 50%). Probably, scientific supervisors of master's programs should pay attention to the planning of 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”** satisfaction of master's students amounted to 100%.

When answering the question **“What, in your opinion, is an indicator of a high scientific level of a university? (select 3-4 key characteristics)”** 75% of respondents chose the option “strong teaching staff”, then 66.7% chose the option “participation in international research projects” and the same percentages of 58.4% were distributed between the options “modern material and technical base” and “availability of publications of university staff in international editions”.

Publication of scientific articles, theses is one of the main conditions for successful start of scientific work for master students. Published articles and theses, their quantity and quality determine the master's ability to work independently with large amounts of information, to organize scientific activity, to apply methods in the work, to obtain results, to form correct conclusions, to comply with the requirements for the general design and content of scientific papers. Master students publish their articles and theses both in Kazakhstan editions and distant/close foreign editions (1st year - 50%, 2nd year - 33,3%). There are also master students who publish only in Kazakhstan editions (2nd year - 66.7%). However, 50% of first year respondents indicated that they have no scientific publications.

On the question “**Your level of foreign language proficiency:**” the answers of respondents were distributed as follows: “average level” and “with a dictionary” 41.7% each and “conversational level” - 16.6%.

Assessment of the level of participation of undergraduates in the work of the department at a high level - 62.5%. At the same time, the highest percentage of respondents who assessed the level of their participation as “high” in writing scientific articles and participation with reports at conferences and seminars (83.4%).

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 master students” master's students' satisfaction was 100%;

- “Material and technical support for applied scientific research” master's students' satisfaction was 100%;

- “Availability for master students 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 students' satisfaction was 100%;

- “Availability of laboratories, specialized facilities and experimental sites” master's students' satisfaction was 100%;

In general, the respondents have no difficulties when studying at the master's program. At the end of the questionnaire it was proposed to include questions that, in the opinion of students, should be added to this questionnaire to improve the training program, improve the quality of services and other areas of the university. However, the respondents limited themselves with such answers: “I’m not having any difficulty” and “no questions”.

Recommendations:

- The head of the department, PO will familiarize themselves with the results of the questionnaire and, if necessary, develop an action plan to improve the quality of services provided.

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