

Report on the results of the questionnaire
“Satisfaction of doctoral students with educational services”
for the 2022-2023 academic year
in the educational program
7M07303 Manufacture of building materials, products and structures

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.

The questionnaire was participated:

- 1st year - 4 master students (100%);

- 2nd year – 0 master students (master students did not want to take part in the questionnaire).

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 (%)
University prestige	50
Opportunity for internships abroad while studying	25
Availability of budget places	-
Opportunity to do science while studying	-
University in the locality where the family lives (close to it)	25
High quality education	-
Leading scientists on staff	-
Large selection of specialties and areas of education	-
An opportunity to easily get a job with a diploma from this university	-
The university where you studied as an undergraduate	-
Reasonable cost of training	-
I find it difficult to answer	-
Other (write your answer)	-

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

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



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

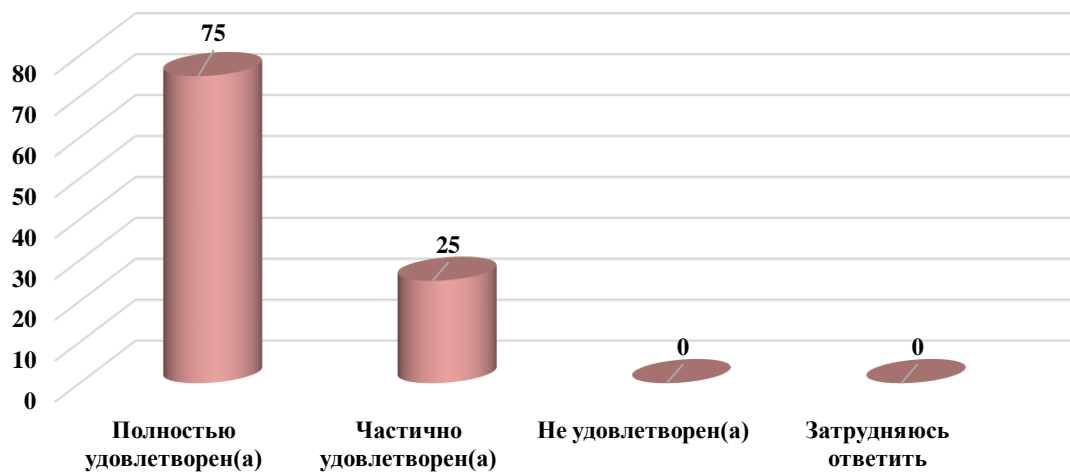
Other (write your answer) _____

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 (%)
Completely satisfied	75
Partially satisfied	25
Not satisfied)	-
I find it difficult to answer	-

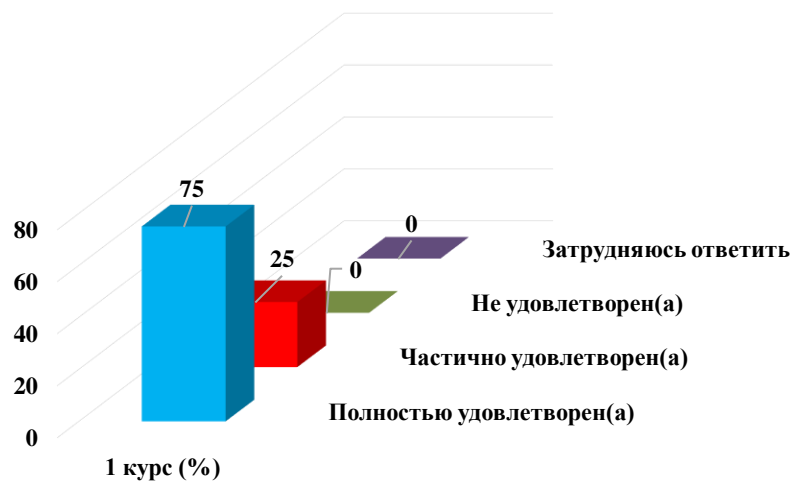
2.1 About the training profile



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

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

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



2.3 List of developed competencies of master's degree graduates

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

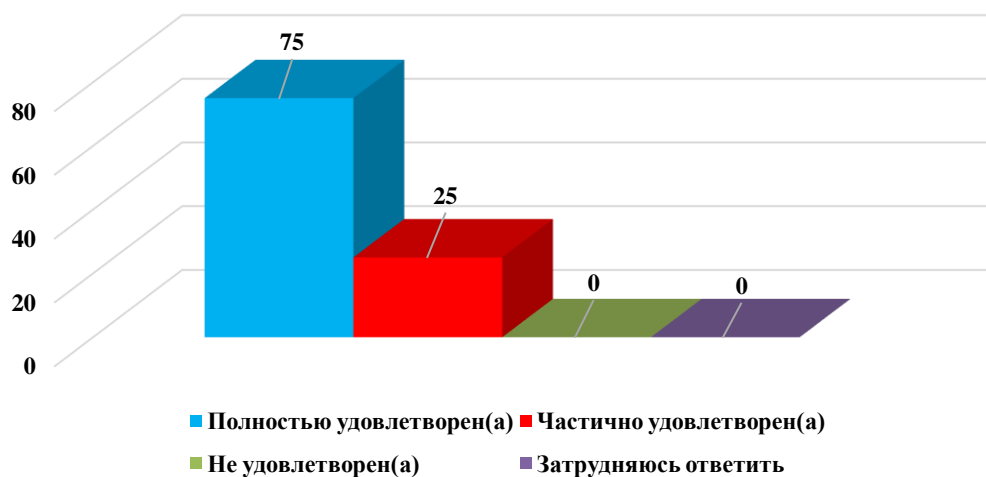
2.3 List of developed competencies of master's degree graduates



2.4 List of internship bases for master's students

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

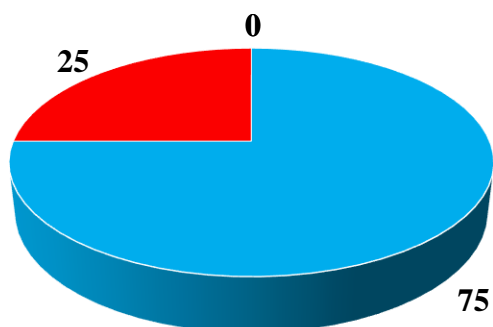
2.4 List of internship bases for master's students



2.5 Information about scientific supervisors

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

2.5 Information about scientific supervisors



- Полностью удовлетворен(а) ■ Частично удовлетворен(а)
- Не удовлетворен(а) ■ Затрудняюсь ответить

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

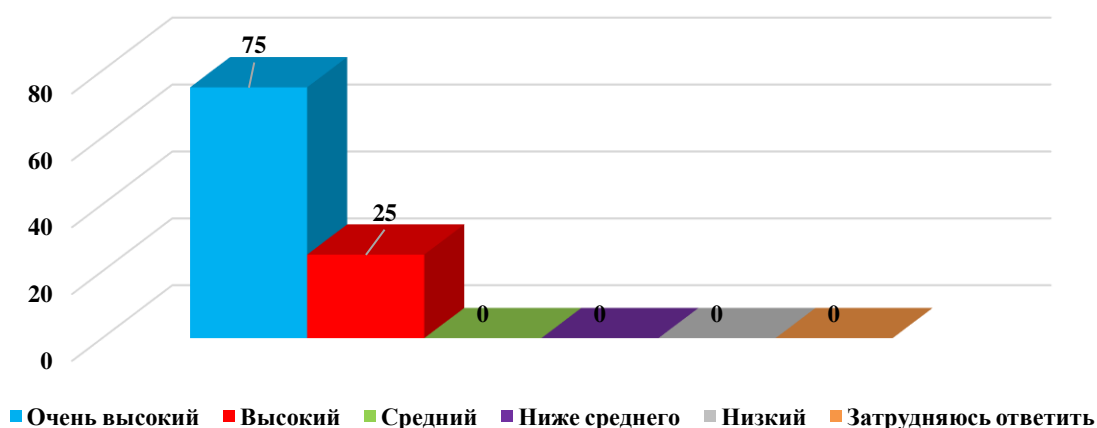
Other (write your answer) _____

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

3.1 Knowledge, qualifications

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

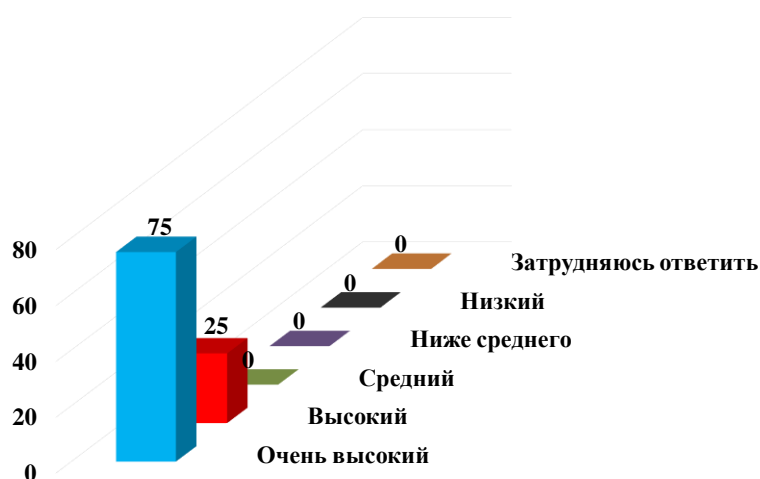
3.1 Knowledge, qualifications



3.2 Pedagogical qualities

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

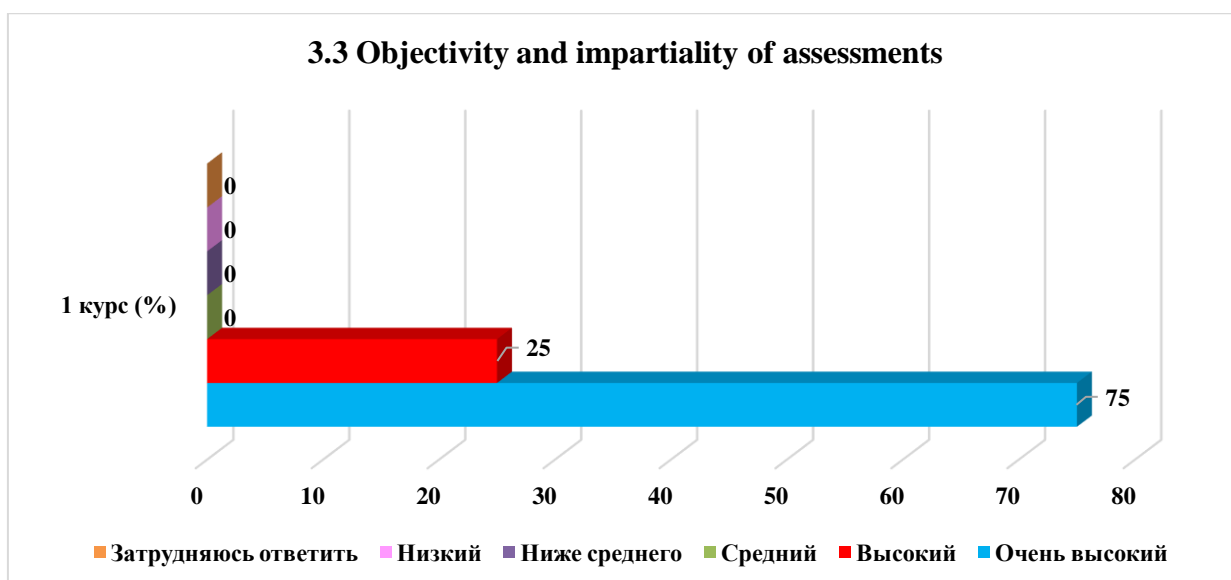
3.2 Pedagogical qualities



3.3 Objectivity and impartiality of assessments

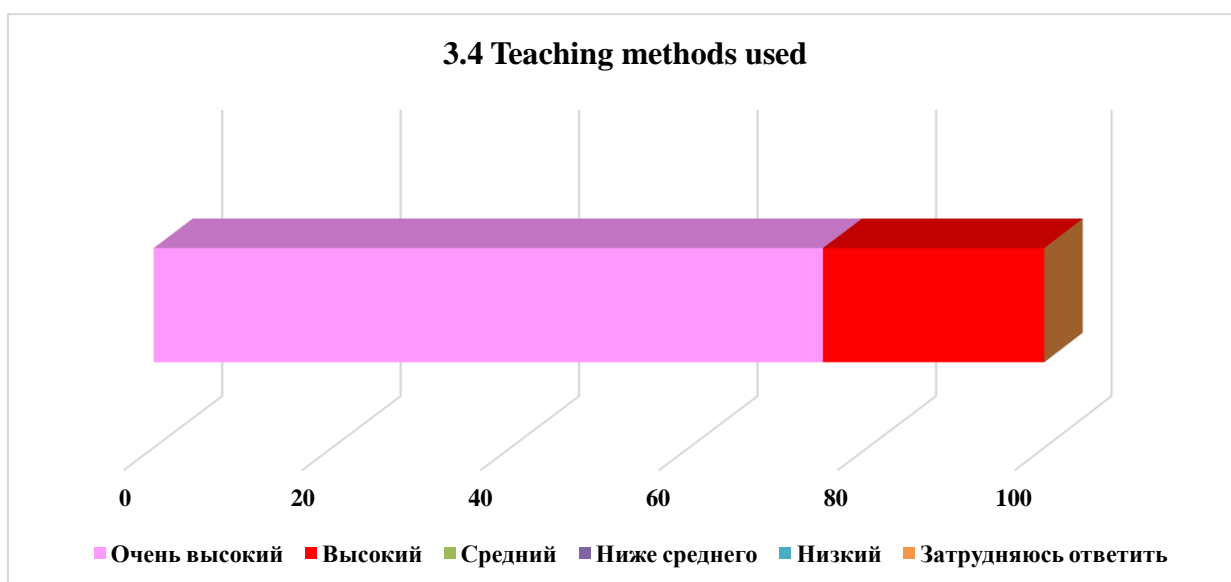
Answer options	1st year (%)
Very tall	75
High	25
Average	-
Below the average	-
Short	-
I find it difficult to answer	-

3.3 Objectivity and impartiality of assessments



3.4 Teaching methods used

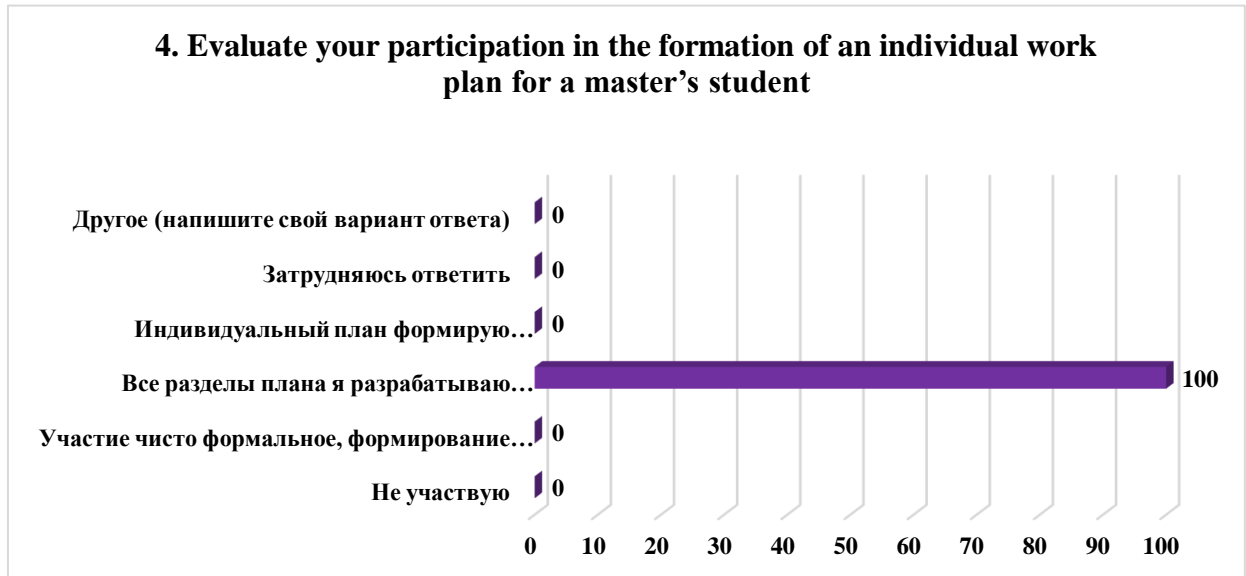
Answer options	1st year (%)
Very tall	75
High	25
Average	-
Below the average	-
Short	-
I find it difficult to answer	-



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

Answer options	1st year (%)
I don't participate	-
Participation is purely formal; the formation of an individual plan actually does not depend on me	-

I develop all sections of the plan independently under the supervision of my supervisor.	100
I formulate an individual plan myself; the manager only signs it.	-
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

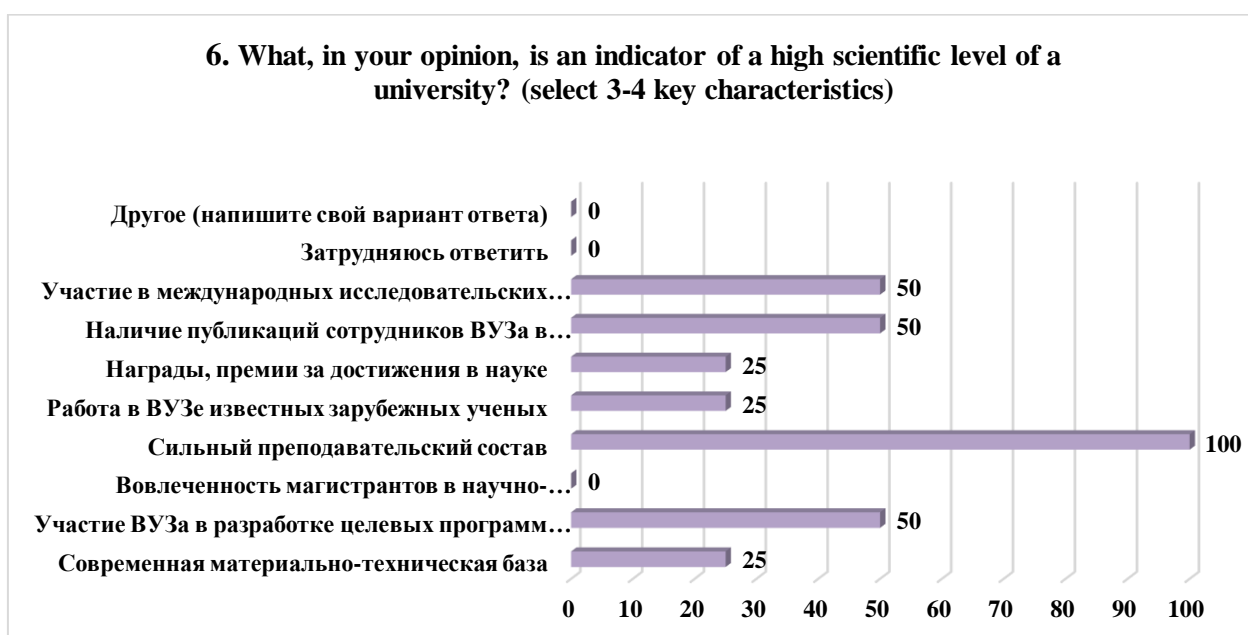
Answer options	1st year (%)
Completely satisfied	100
Partially satisfied	-
Not satisfied)	-
I find it difficult to answer	-
Other (write your answer)	-



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 (%)
Modern material and technical base	25
Participation of the university in the development of targeted programs for the socio-economic development of the region, cities, and enterprises	50
Involvement of undergraduates in research projects	-
Strong teaching staff	100
Work at the university of famous foreign scientists	25
Awards, prizes for achievements in science	25
Availability of publications by university staff in international publications	50
Participation in international research projects	50
I find it difficult to answer	-
Other (write your answer)	-

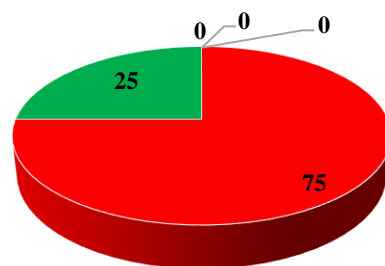
* The amount in % is not equal to 100, because multiple answer options were expected



7. Are you involved in any research projects?

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

7. Are you involved in any research projects?



- Да, участвую (переход к вопросу 8)
- Нет, не участвую, но посещаю научные мероприятия (семинары, конференции) в ВУЗе
- Нет, не участвую
- Затрудняюсь ответить
- Другое (напишите свой вариант ответа)

To the option “If you answered “No, I don’t participate» to the previous question, write why” undergraduates indicated the following options*

- I just got in, I haven't had the opportunity yet.

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

Answer options	1st year (%)
I participate in the activities of scientific departments at my university	25
I am participating in a project led by my supervisor/other teacher	-
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	75
Other (write your answer)	-

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

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

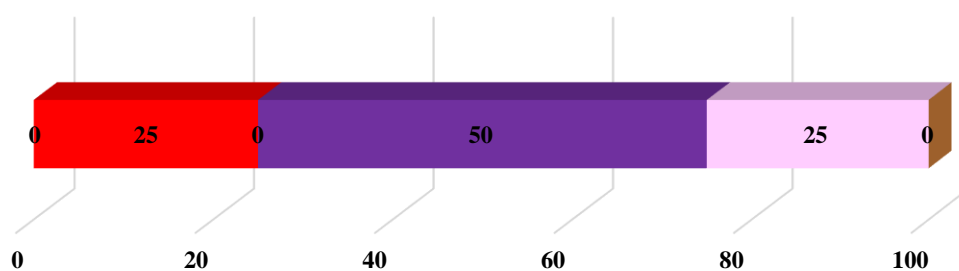
8. Please indicate which research projects you are involved in (select all that apply)



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

Answer options	1st year (%)
In Kazakhstan and in distant/near foreign publications	-
Only in Kazakhstan publications	25
Only in distant foreign publications	-
Only in nearby foreign publications	50
I have no scientific publications	25
Other (write your answer)	-

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



- В казахстанских и в дальних/ближних зарубежных изданиях
- Только в казахстанских изданиях
- Только в дальних зарубежных изданиях
- Только в ближних зарубежных изданиях
- У меня нет научных публикаций
- Другое (напишите свой вариант ответа)

10. Your level of foreign language proficiency:

Answer options	1 курс (%)
With dictionary	25
Speaking level	50
Average level	25
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

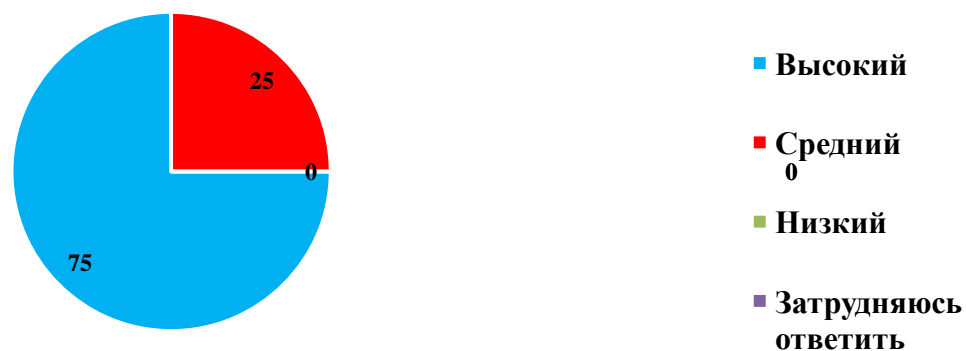
Other (write your answer) _____

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

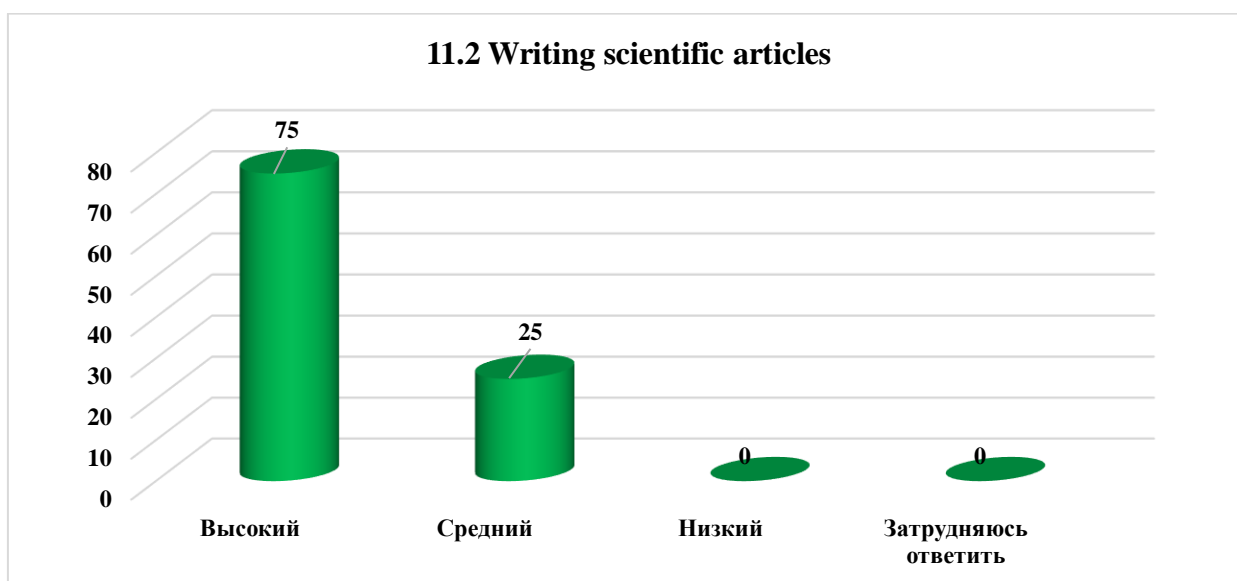
Answer options	1st year (%)
High	75
Average	25
Short	-
I find it difficult to answer	-

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



11.2 Writing scientific articles

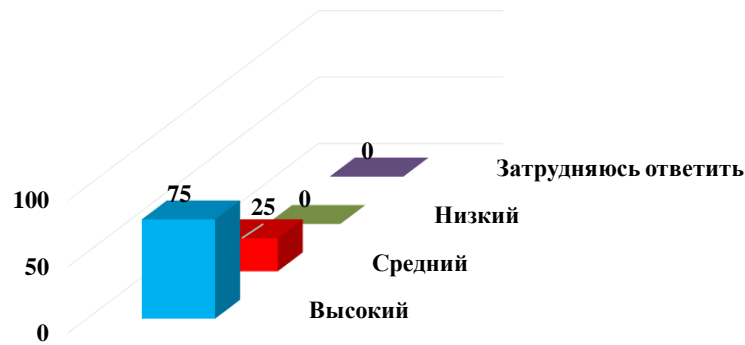
Answer options	1st year (%)
High	75
Average	25
Short	-
I find it difficult to answer	-



11.3 Participation in presentations at conferences and seminars

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

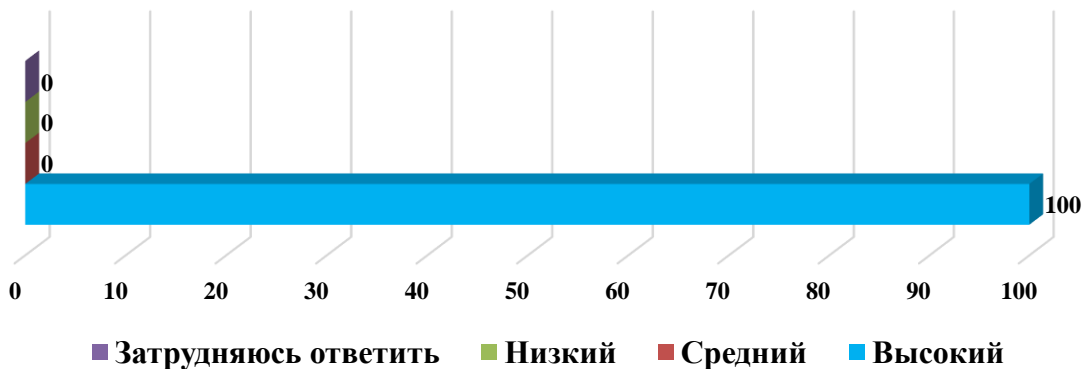
11.3 Participation in presentations at conferences and seminars



11.4 Preparation of research reports and abstracts

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

11.4 Preparation of research reports and abstracts



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

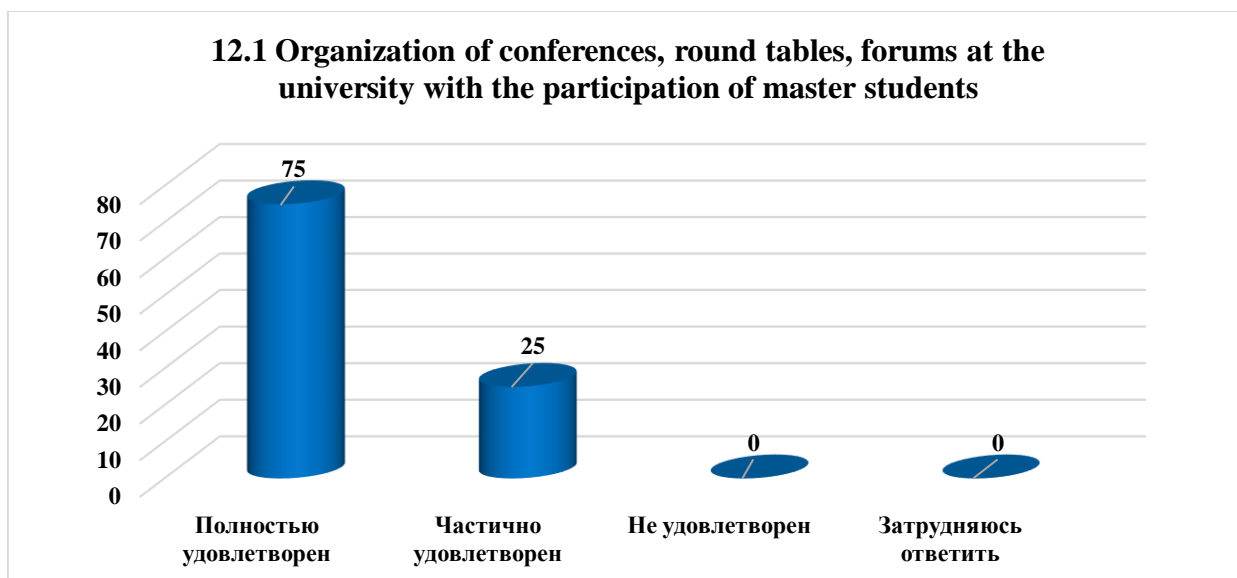
12.1 Organization of conferences, round tables, forums at the university with the participation of master students
12.2 Logistics support for applied scientific research
12.3 Availability for undergraduates of technology, computers necessary for the educational process and scientific activities
12.4 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 _____

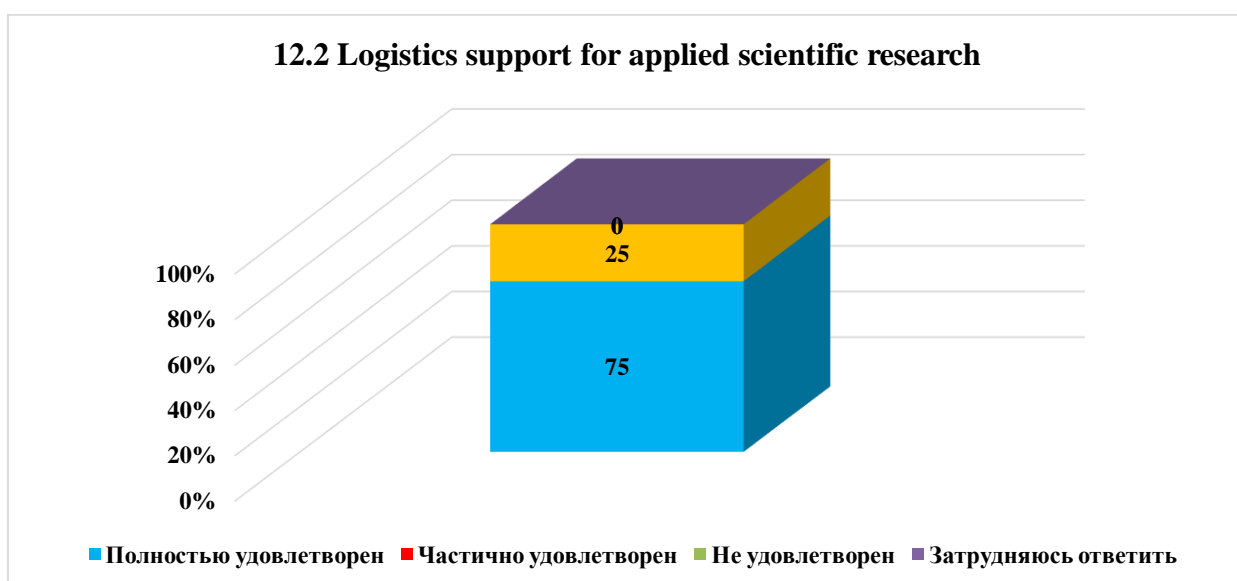
12.1 Organization of conferences, round tables, forums at the university with the participation of master students

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



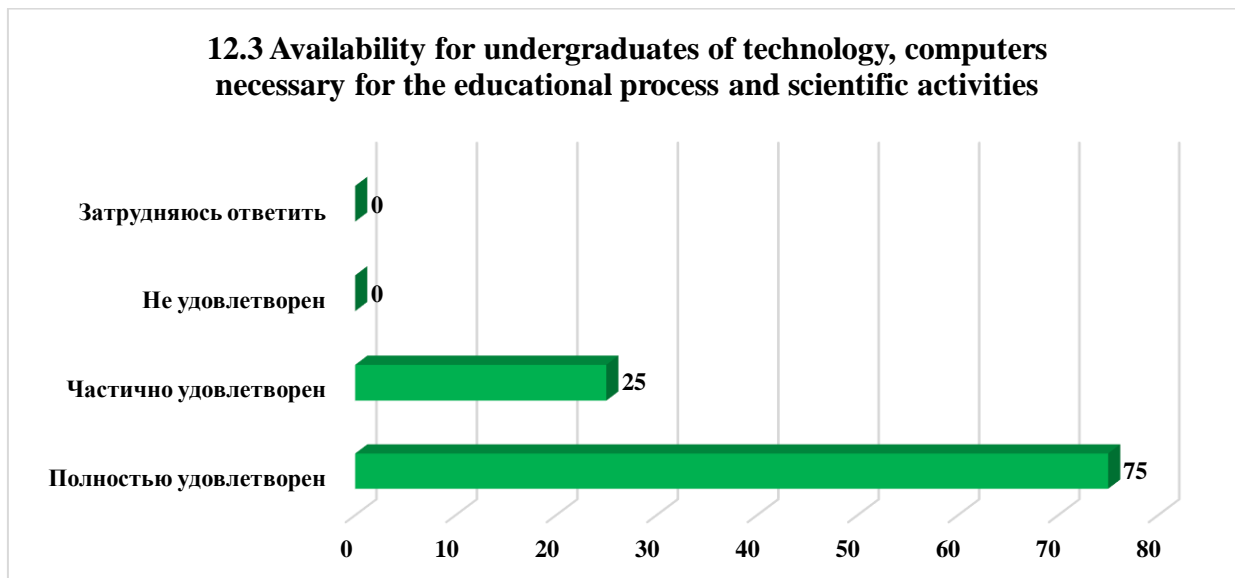
12.2 Logistics support for applied scientific research

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



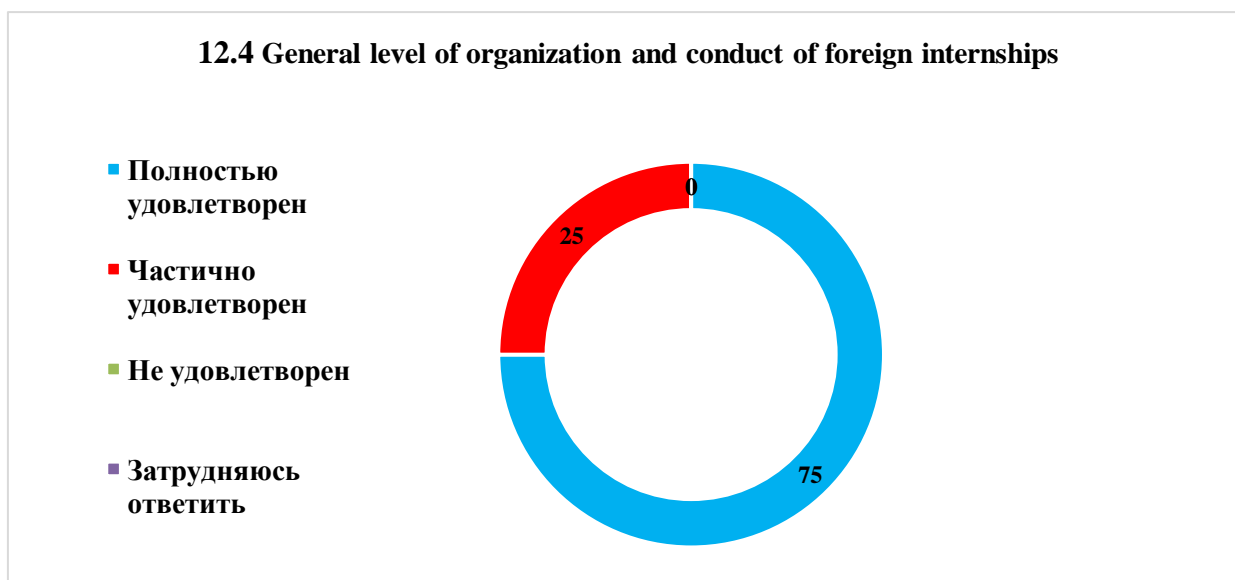
12.3 Availability for undergraduates of technology, computers necessary for the educational process and scientific activities

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



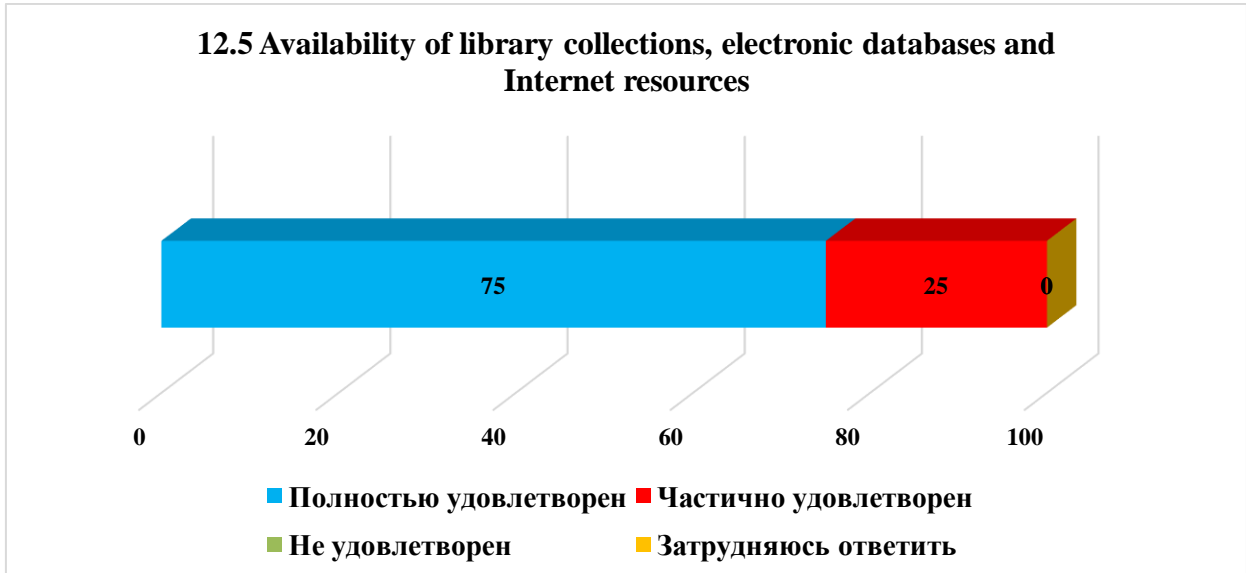
12.4 General level of organization and conduct of foreign internships

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



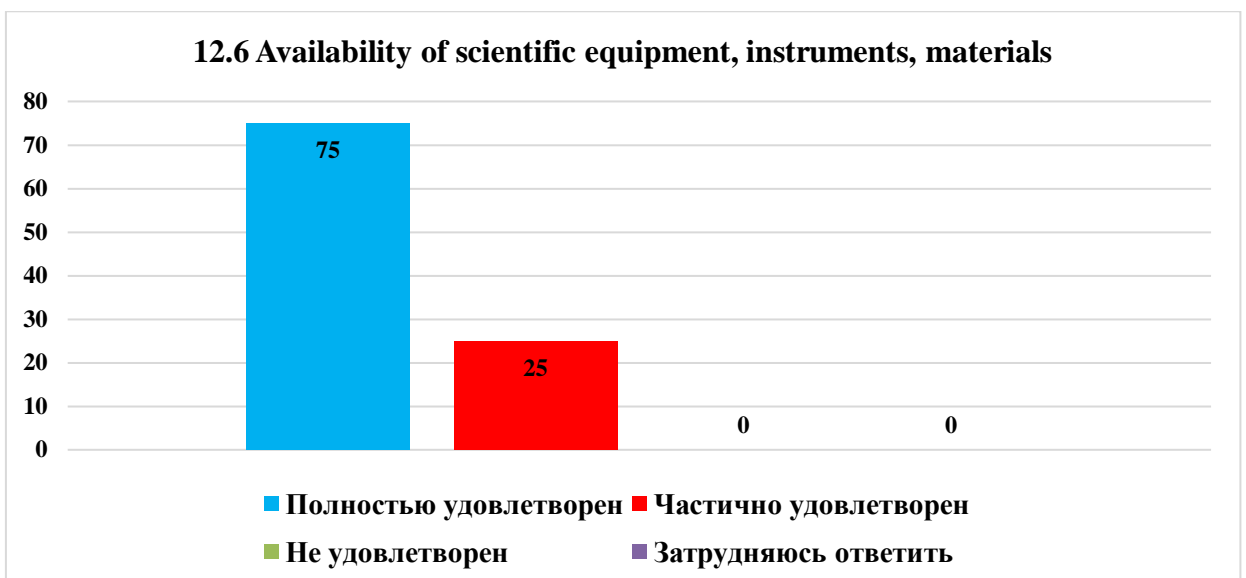
12.5 Availability of library collections, electronic databases and Internet resources

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



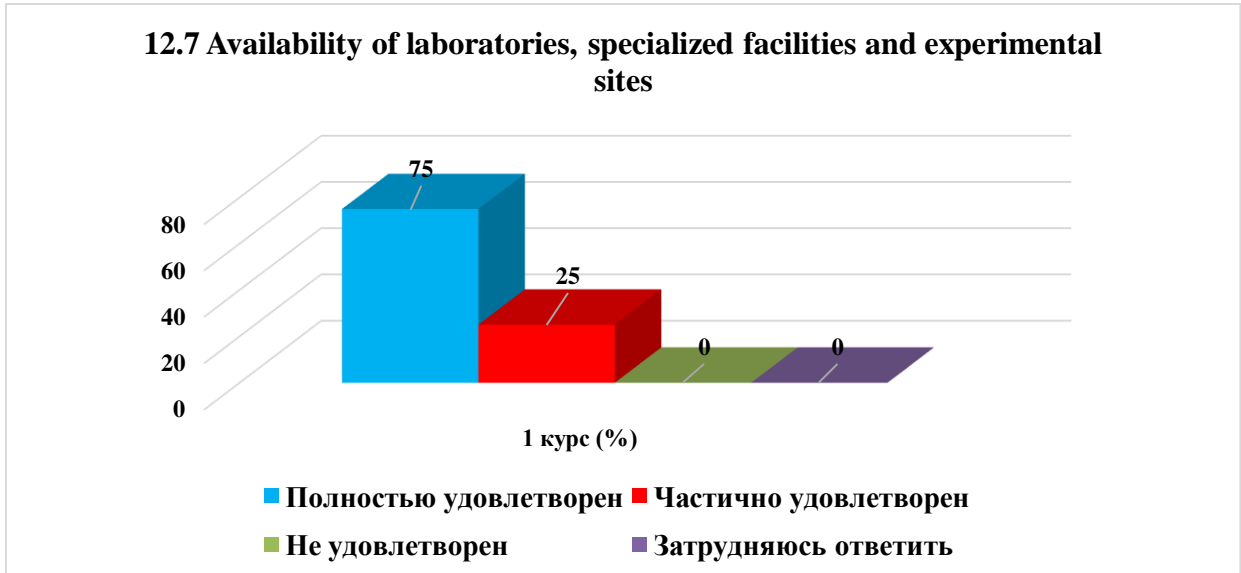
12.6 Availability of scientific equipment, instruments, materials

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



12.7 Availability of laboratories, specialized facilities and experimental sites

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



13. Are you satisfied?

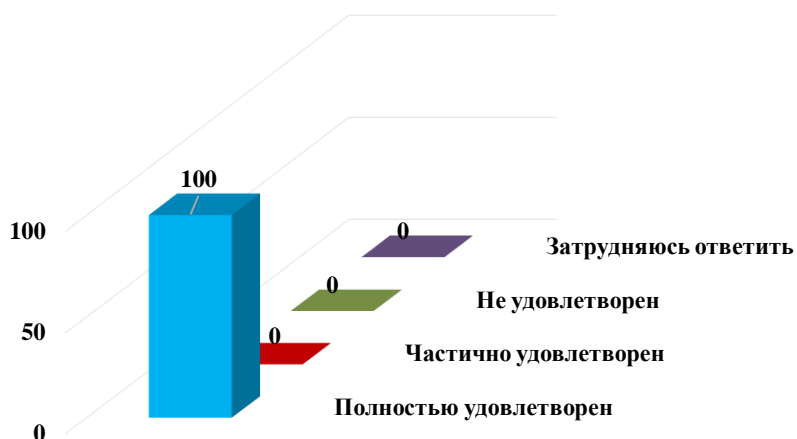
13.1 Organization of the educational process
13.2 Living conditions in the dormitory
13.3 Organization of free time
13.4 Catering organization
13.5 Organization of industrial practice

Other _____

13.1 Organization of the educational process

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

13.1 Organization of the educational process



13.2 Living conditions in the dormitory

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

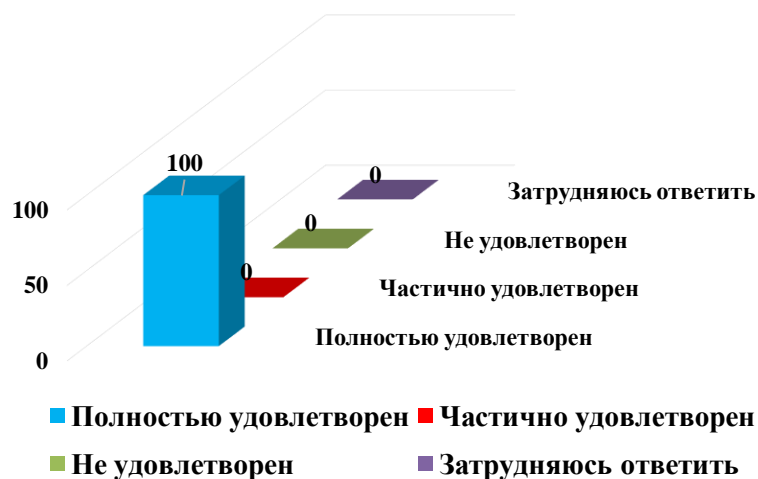
13.2 Living conditions in the dormitory



13.3 Organization of free time

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

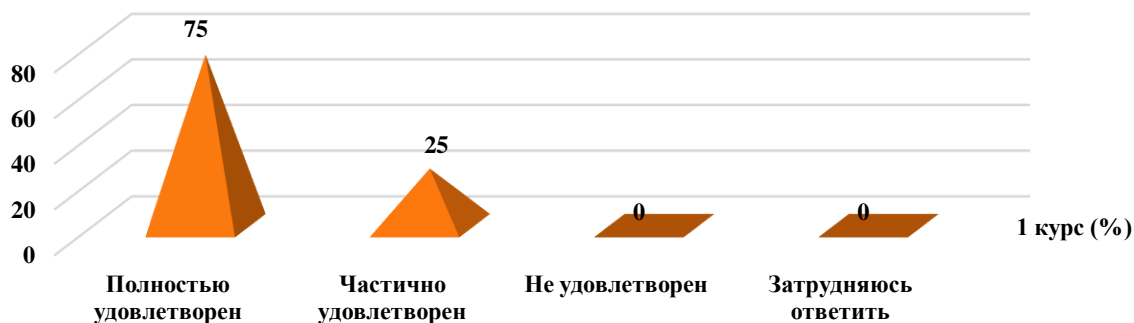
13.3 Organization of free time



13.4 Catering organization

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

13.4 Catering organization



13.5 Organization of industrial practice

Варианты ответов	1 курс (%)
Completely satisfied	100
Partially satisfied	-
Not satisfied	-
I find it difficult to answer	-

13.5 Organization of industrial practice



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 50% indicated. The university where you studied as an undergraduate” “University prestige”. The same percentages of 25% were distributed between “The university is in the locality where the family lives (close to it)” and “The possibility of internships abroad during study”.

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 the respondents For all criteria presented in the questionnaire (knowledge, qualifications, objectivity, methodological skill), more than 100% 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 received data, 100 % of respondents of the first year develop all sections of the plan independently under the control of their supervisor.

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)”** 100% of respondents chose the option “strong teaching staff”, the same percentages of 50% were distributed between the options “participation of the university in the development of targeted programs of socio-economic development of the region, cities, enterprises”, “the presence of publications of university staff in international publications” and “participation in international research projects”.

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 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 only in near foreign editions (1st year - 50%). There are also master students who publish only in Kazakhstani editions (1st year -25%). However, 25% 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: “conversational level” - 50%, “average level” - 25%, “with a dictionary” - 25%.

Assessment of the level of participation of undergraduates in the work of the department at a high level - 81.3%. At the same time, the highest percentage of respondents who assessed the level of their participation as “high” in the preparation of research reports and abstracts (100%).

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 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 students' satisfaction was 100%;

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

In general, they don’t experience any difficulties when studying for a master's degree.

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 the services provided.