

Report
on the results of the questionnaire
“Satisfaction of master's students with educational services”
for the 2023-2024 academic year
on the educational programme
7M07102 Materials science and technology of new materials

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 to measure customer satisfaction with the quality of services provided by the university.

Subject of the study: formed perceptions of undergraduates about the organisation of the educational process, the degree of satisfaction with its various characteristics.

The results of the questionnaire were processed and presented in a summarised form with the guarantee of confidentiality of the personal opinions of master's students.

The object of the study is master's students of 1-2 years.

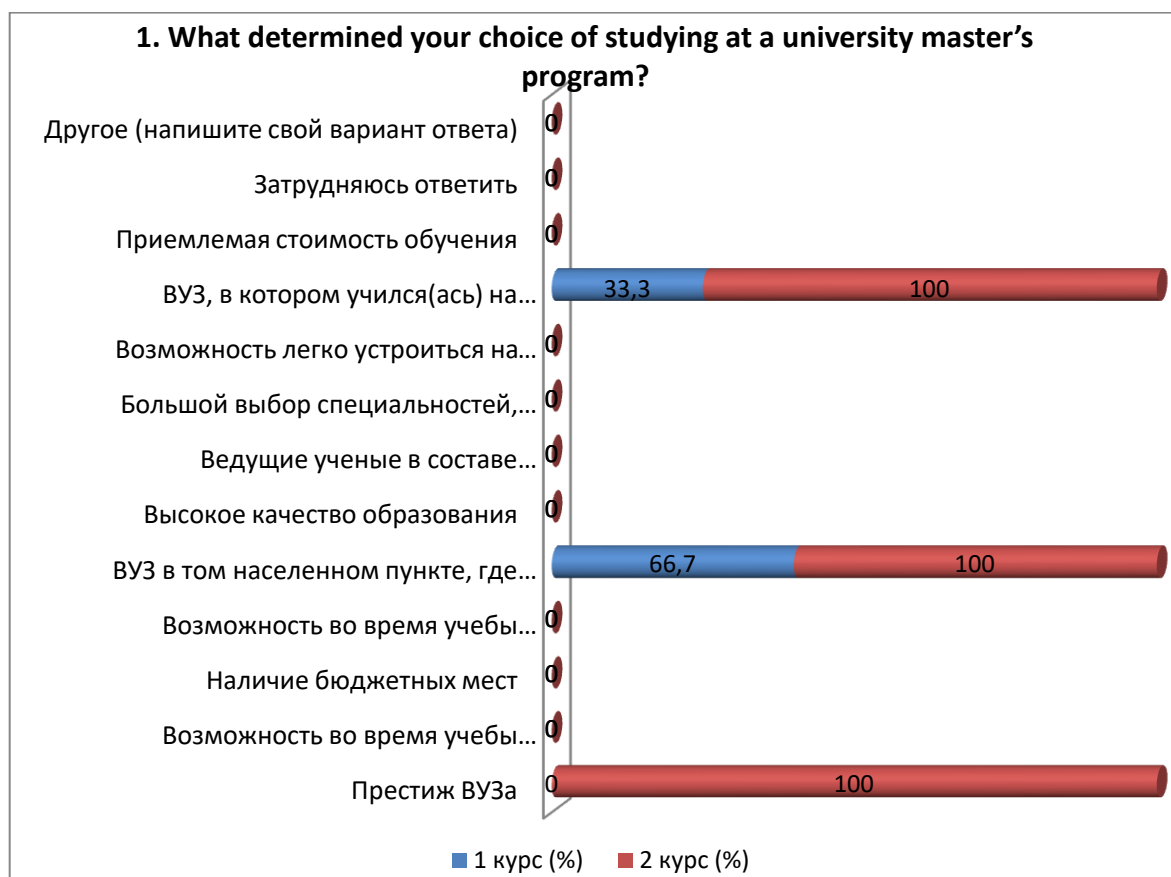
4 respondents took part in the questionnaire, which was 80% of the total number of master's students.

In the process of questionnaire survey the following data were 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	-	100
Possibility of internships abroad during studies	-	-
Availability of budgetary places	-	-
Opportunity to do science during studies	-	-
University in the locality where the family lives (close to it)	66,7	100
High quality of education	-	-
Leading scientists in the teaching staff	-	-
Large choice of specialities, areas of education	-	-
Ability to easily find a job with a diploma from this university.	-	-
The university where you studied at the bachelor's programme.	33,3	100
Acceptable cost of education	-	-
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:

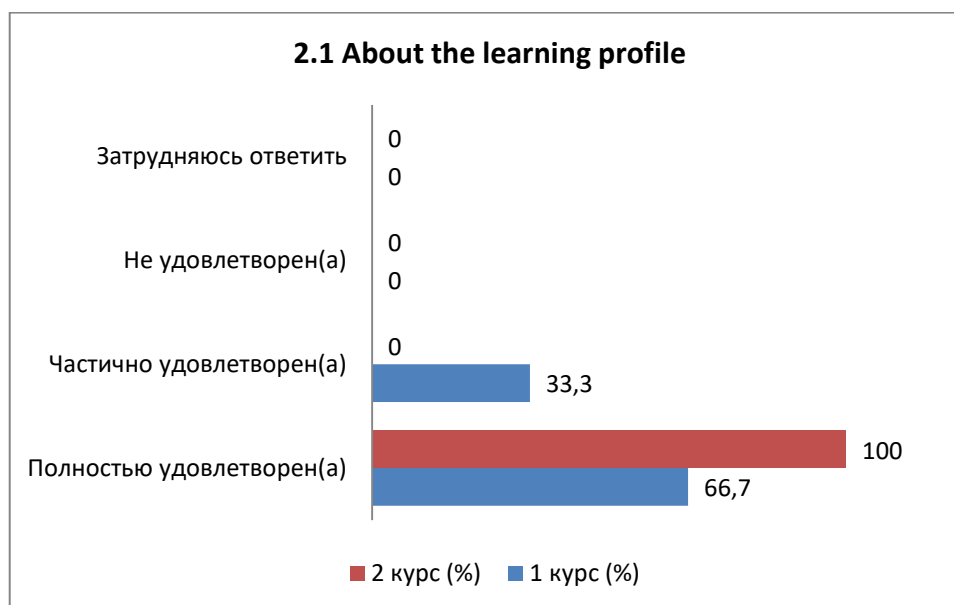
2.1 About the learning profile
2.2 Characteristics of professional activity of a master's student
2.3 List of developed competencies of master's degree graduates
2.4 List of practice bases for master's students
2.5 Information about scientific supervisors

Other (write your answer) _____

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

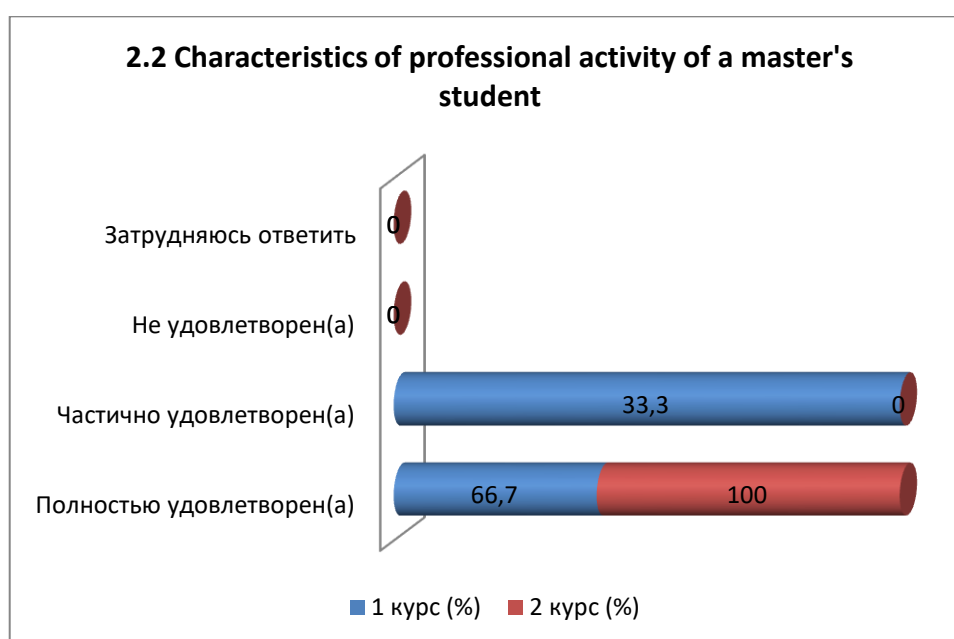
2.1 About the learning profile

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



2.2 Characteristics of professional activity of a master's student

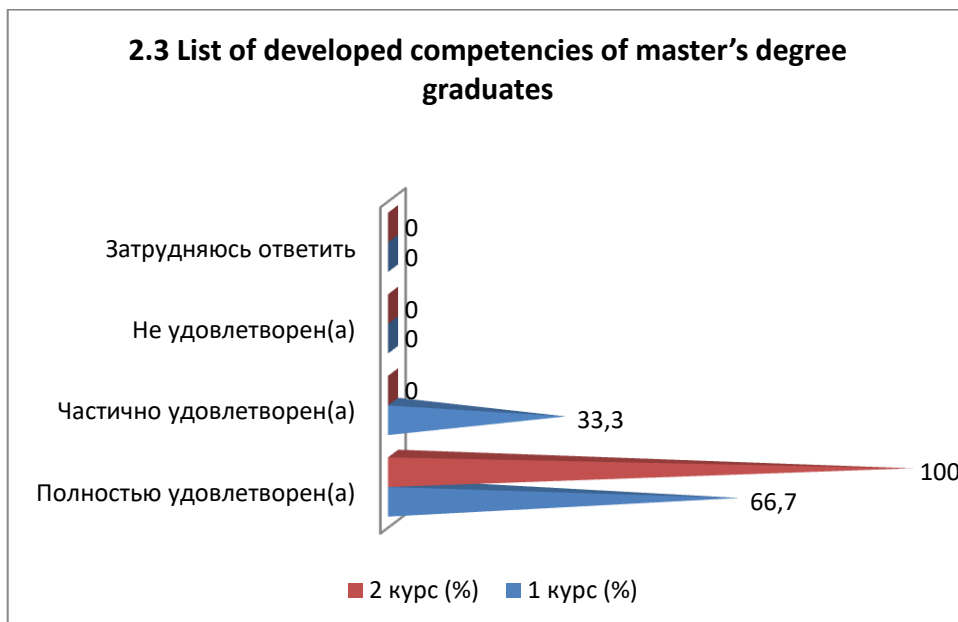
Answer options	1st year (%)	2nd year (%)
Completely satisfied	66,7	100
Partially satisfied	33,3	-
Not satisfied	-	-
I find it difficult to answer	-	-



2.3 List of developed competencies of master's degree graduates

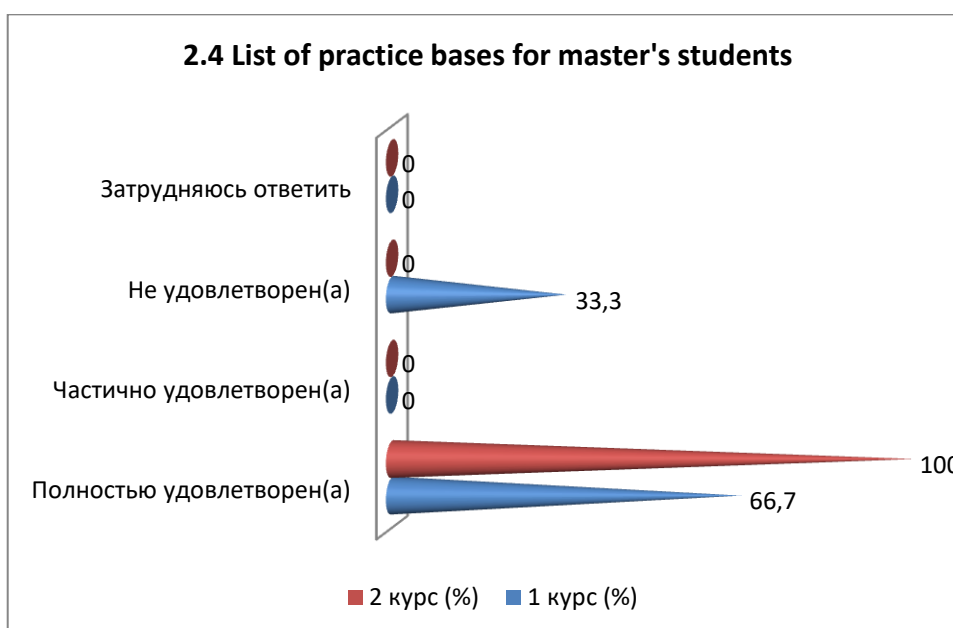
Answer options	1st year (%)	2nd year (%)
Completely satisfied	66,7	100
Partially satisfied	33,3	-
Not satisfied	-	-
I find it difficult to answer	-	-

2.3 List of developed competencies of master's degree graduates



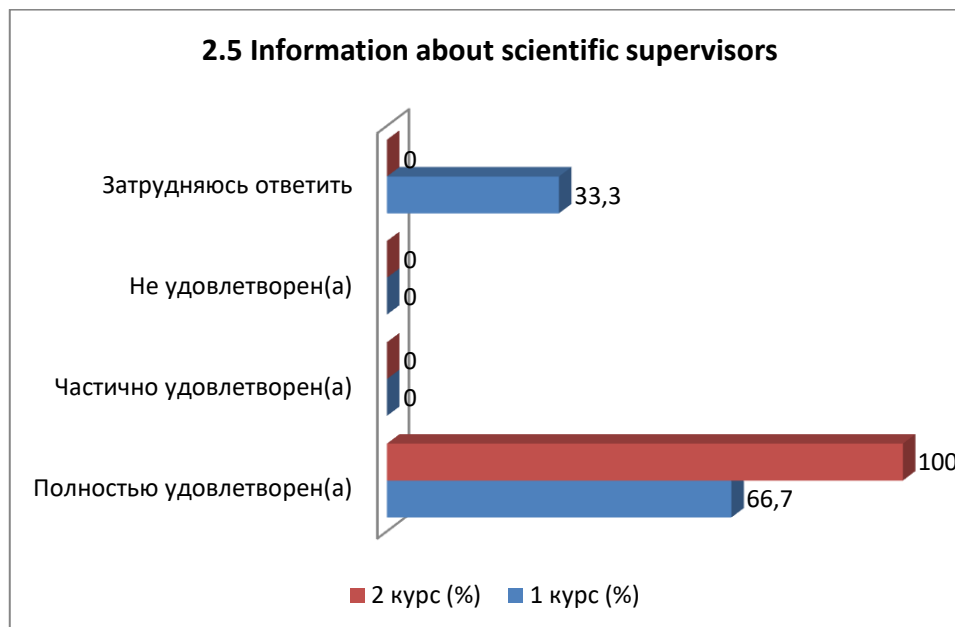
2.4 List of practice bases for master's students

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



2.5 Information about scientific supervisors

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



3. How would you generally assess the teaching staff of your Master's programme?

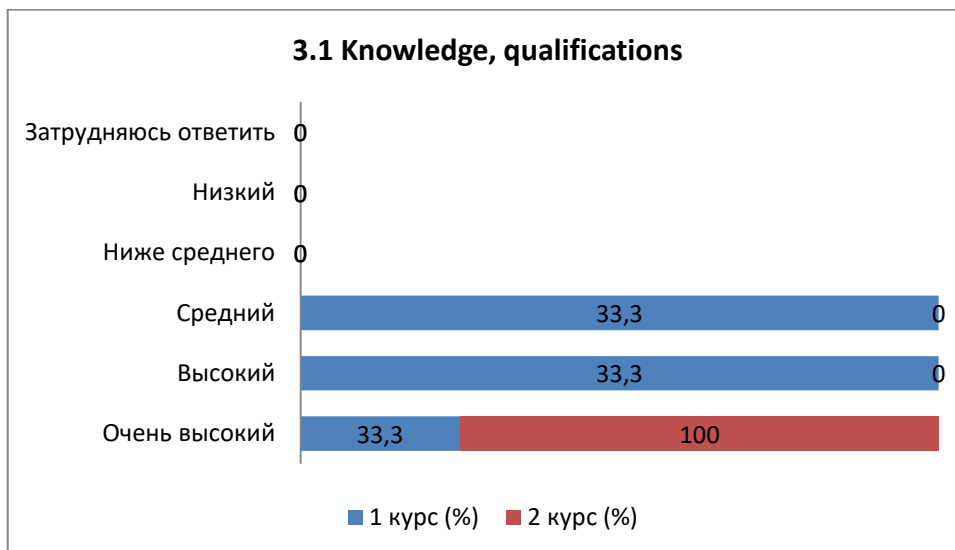
3.1 Knowledge, qualifications
3.2 Pedagogical qualities
3.3 Objectivity and impartiality of assessments
3.4 Teaching methods used

Other (write your answer) _____

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

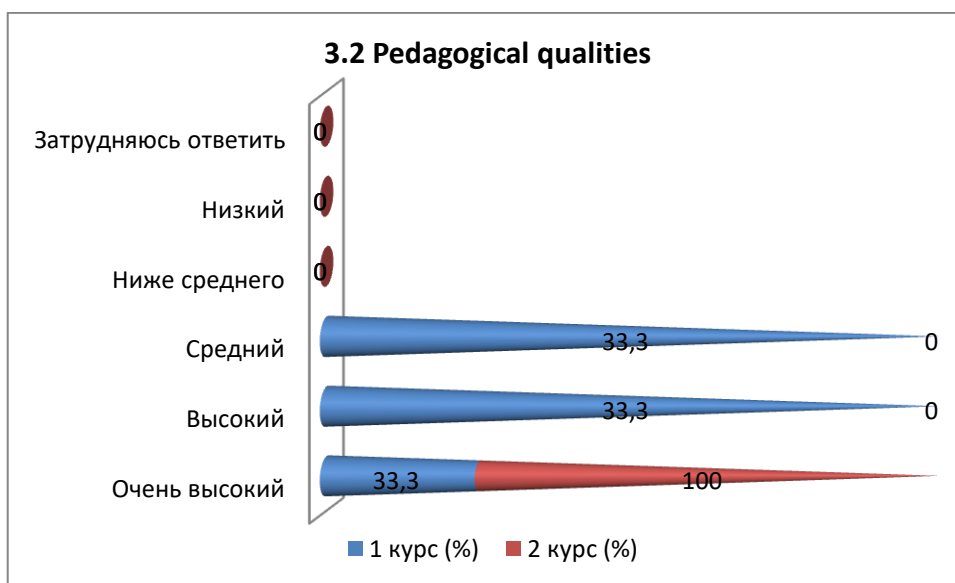
3.1 Knowledge, qualifications

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



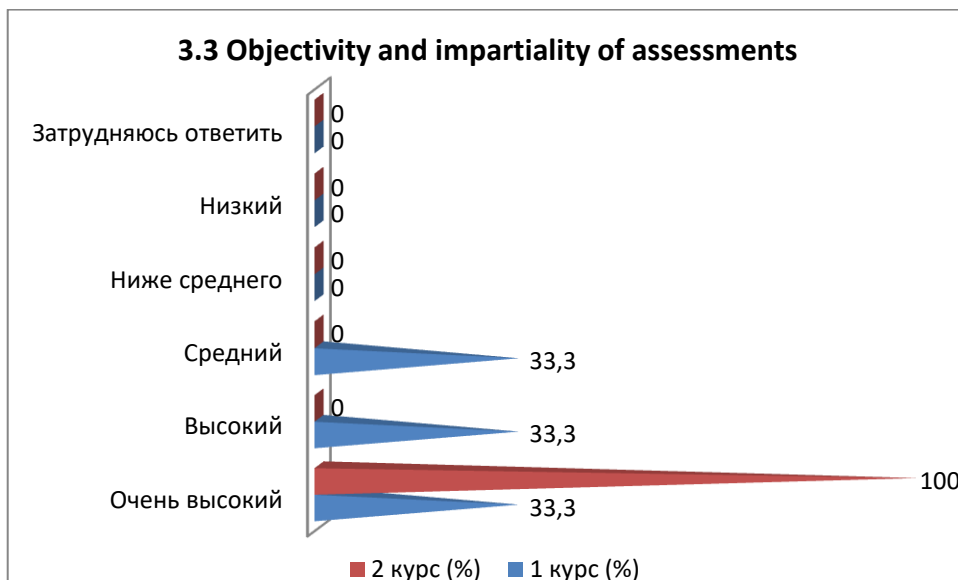
3.2 Pedagogical qualities

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



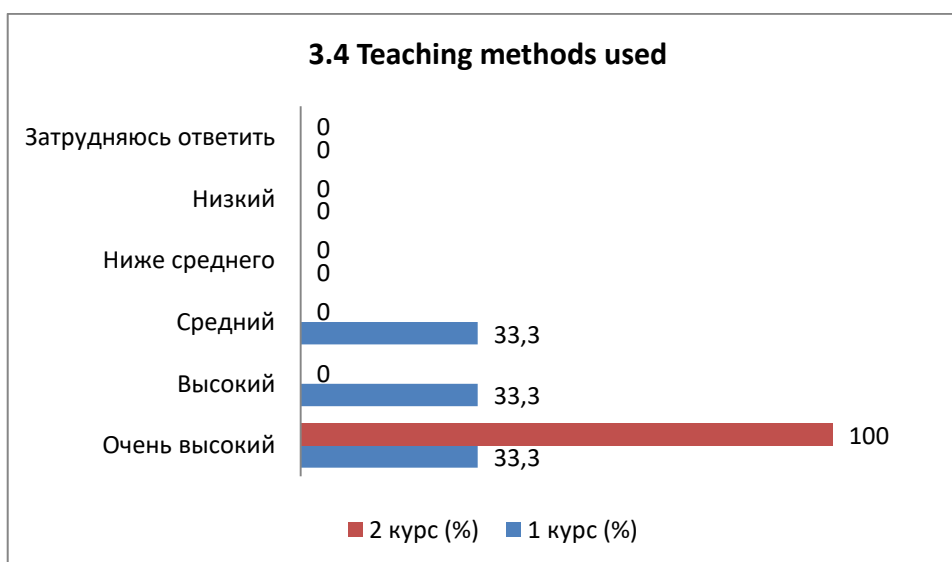
3.3 Objectivity and impartiality of assessments

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



3.4 Teaching methods used

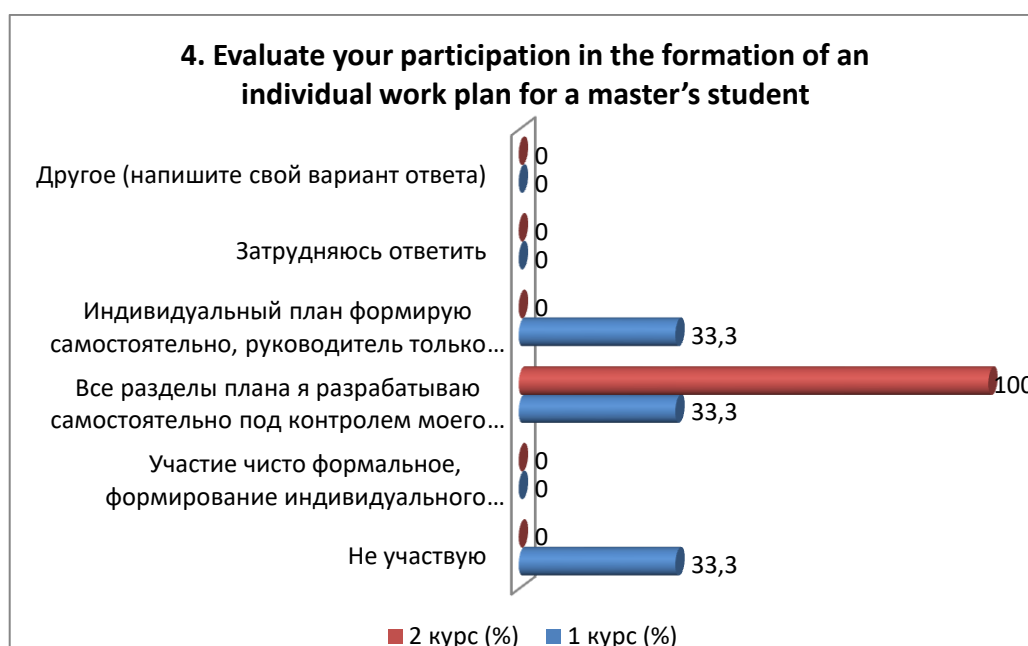
Answer options	1st year (%)	2nd year (%)
Very high	33,3	100
High	33,3	-
Average	33,3	-
Below average	-	-
Low	-	-
Difficult to answer	-	-



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	33,3	-
Participation is purely formal; the formation of an individual plan actually does not depend on me	-	-
I develop all sections of the plan independently	33,3	100

under the supervision of my supervisor.		
I formulate an individual plan myself; the manager only signs it.	33,3	-
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

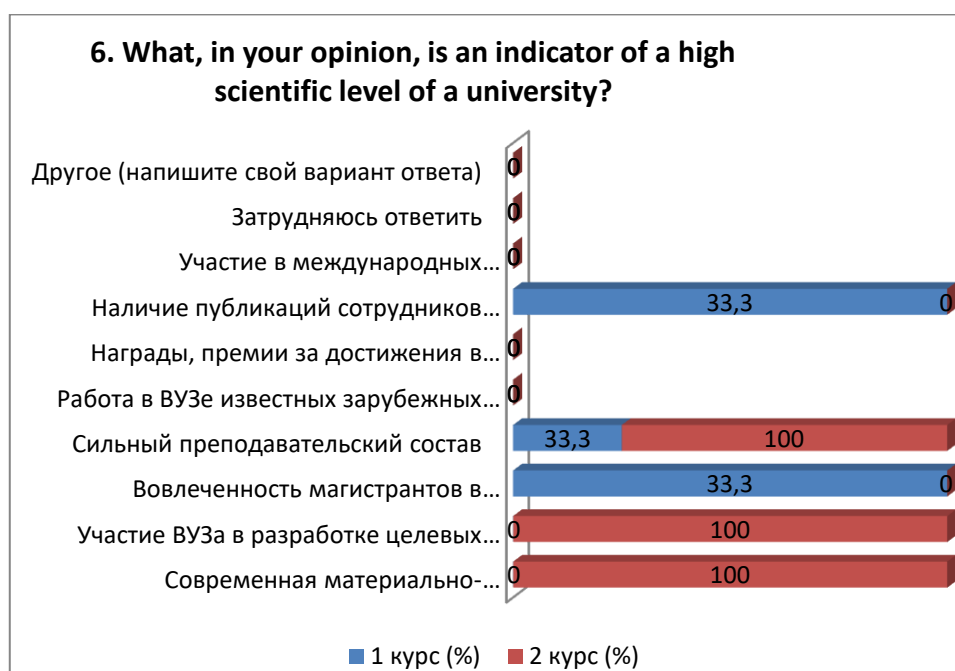
Answer options	1st year (%)	2nd year (%)
Completely satisfied	100	100
Partially satisfied	-	-
Not satisfied	-	-
I find it difficult to answer	-	-
Other (write your answer)	-	-



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	-	100
Participation of the university in the development of targeted programs for the socio-economic development of the region, cities, and enterprises	-	100
Involvement of undergraduates in research projects	33,3	-
Strong teaching staff	33,3	100
Work at the university of famous foreign scientists	-	-
Awards, prizes for achievements in science	-	-
Availability of publications by university staff in international publications	33,3	-
Participation in international research projects	-	-
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?

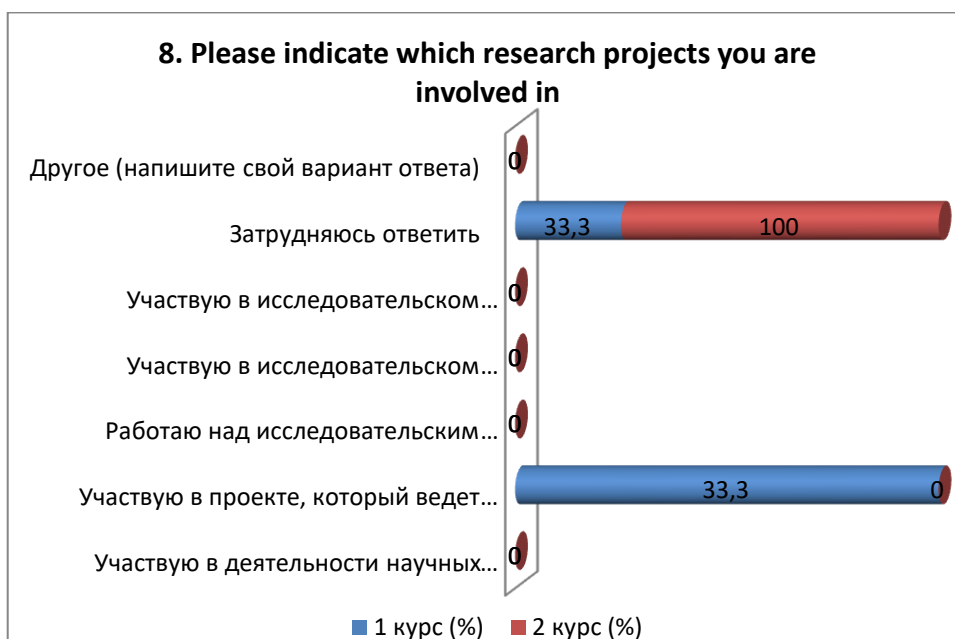
Answer options	1st year (%)	2nd year (%)
Yes, I participate (go to question 8)	33,3	-
No, I don't participate, but I attend scientific events (seminars, conferences) at the university	-	-
No, I'm not participating	66,7	100
I find it difficult to answer	-	-
Other (write your answer)	-	-



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	-	-
I am participating in a project led by my supervisor/other teacher	33,3	-
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	33,3	100
Other (write your answer)	-	-

Note: question 8 was answered only by those students who answered positively to question 7. Also, question 8 had more than one answer choice, so the sum of the answers does not add up to 100%.



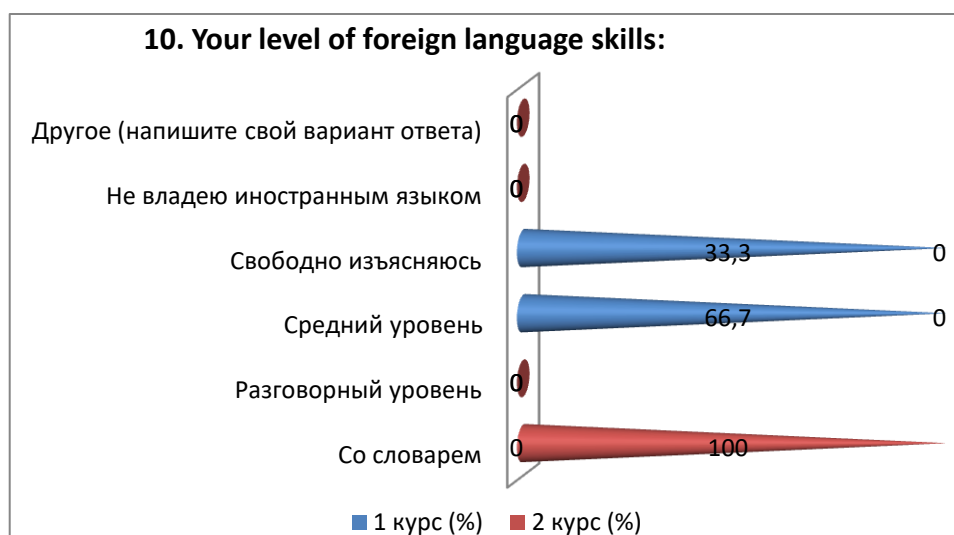
9. Can you tell where you have published theses, articles during the whole time of your activity?

Answer options	1st year (%)	2nd year (%)
In Kazakhstan and in distant/near foreign publications	-	-
Only in Kazakhstan publications	-	-
Only in distant foreign publications	33,3	-
Only in nearby foreign publications	-	-
I have no scientific publications	66,7	100
Other (write your answer)	-	-



10. Your level of foreign language skills:

Answer options	1st year (%)	2nd year (%)
With dictionary	-	100
Speaking level	-	-
Average level	66,7	-
I express myself freely	33,3	-
I don't speak a foreign language	-	-
Other (write your answer)	-	-



11. Rate your level of participation in the following activities of the department

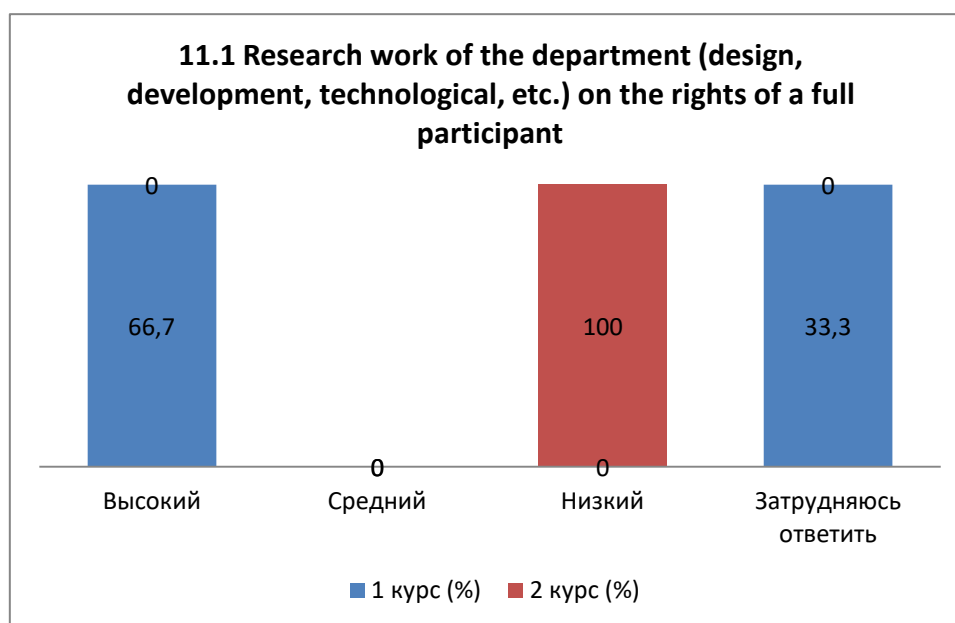
11.1 Research work of the department (design, development, technological, etc.) on the rights of a full participant
11.2 Writing scientific articles
11.3 Participation in presentations at conferences and seminars
11.4 Preparation of research reports and abstracts

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 _____

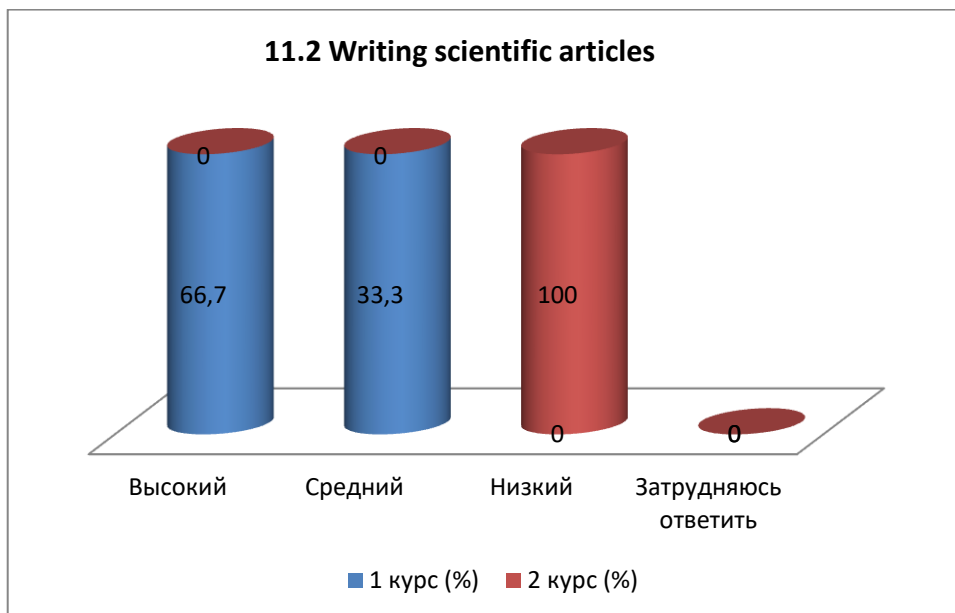
11.1 Research work of the department (design, development, technological, etc.) on the rights of a full participant

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



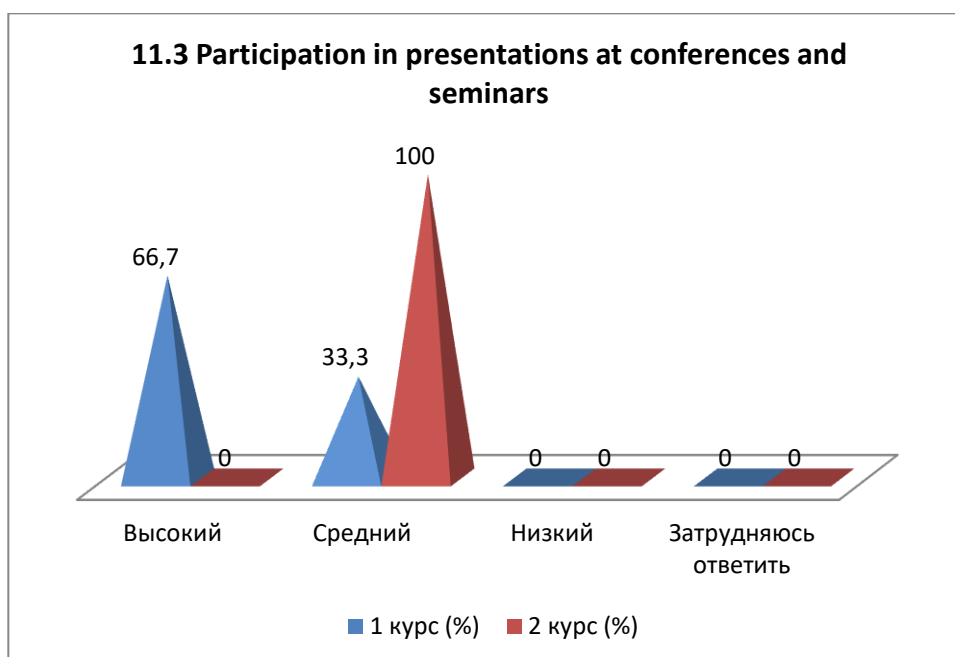
11.2 Writing scientific articles

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



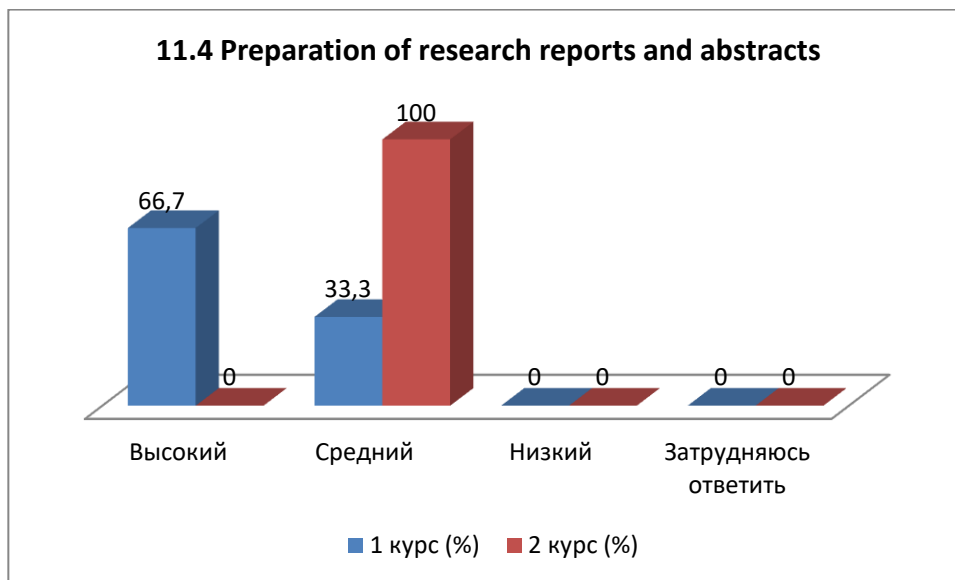
11.3 Participation in presentations at conferences and seminars

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



11.4 Preparation of research reports and abstracts

Answer options	1st year (%)	2nd year (%)
High	66,7	-
Average	33,3	100
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 Material and technical 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

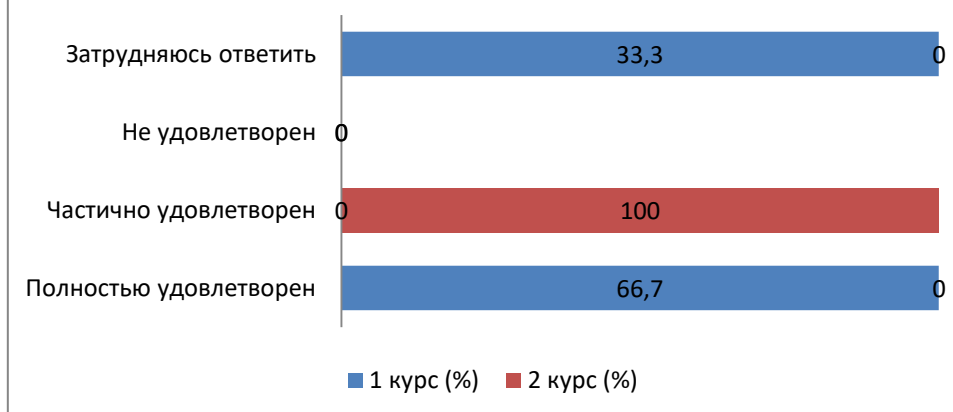
Other (write your answer) _____

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

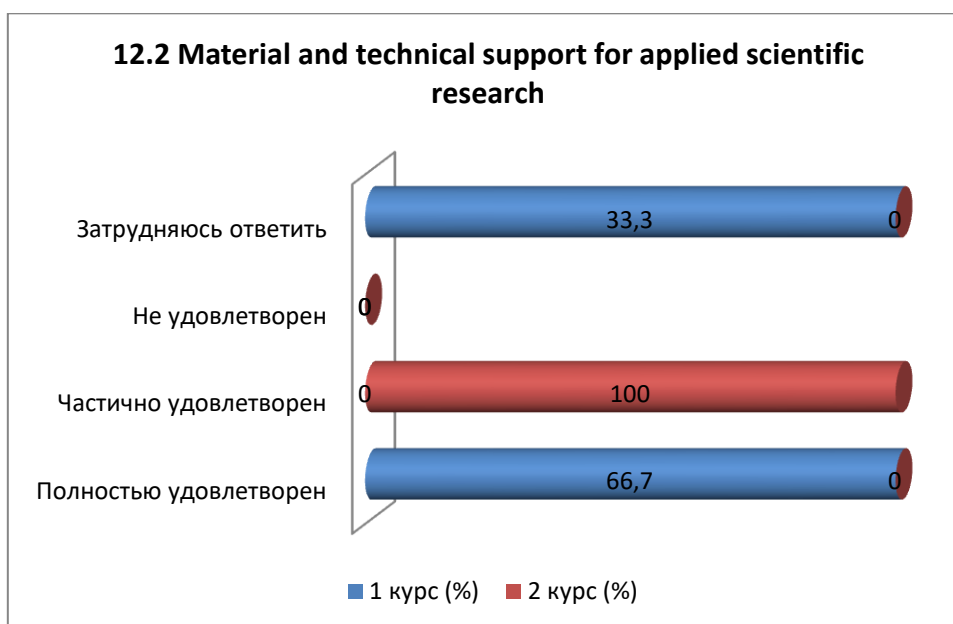
Answer options	1st year (%)	2nd year (%)
Completely satisfied	66,7	-
Partially satisfied	-	100
Not satisfied	-	-
I find it difficult to answer	33,3	-

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



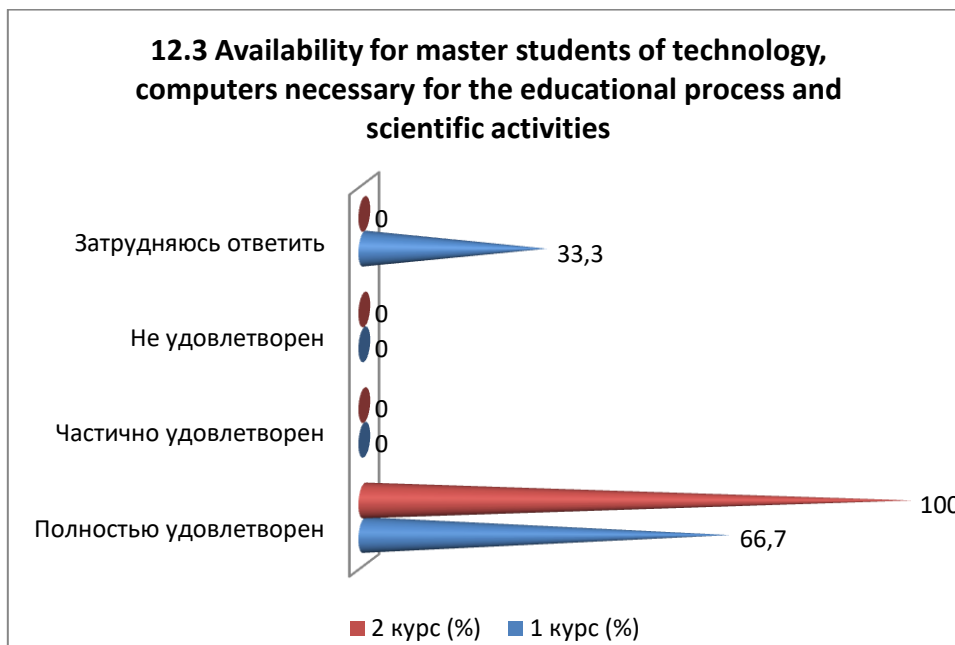
12.2 Material and technical support for applied scientific research

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



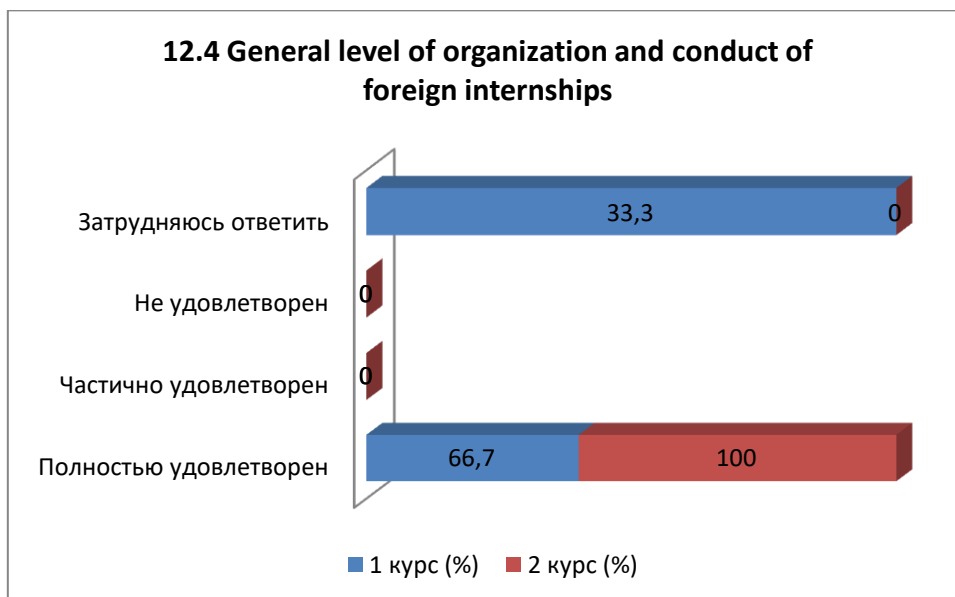
12.3 Availability for master students of technology, computers necessary for the educational process and scientific activities

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



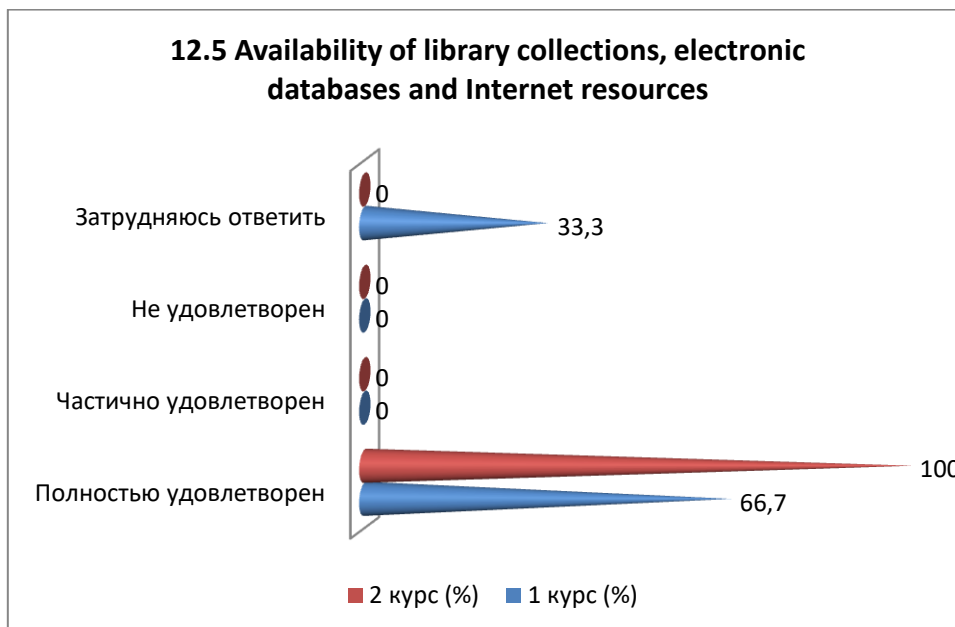
12.4 General level of organization and conduct of foreign internships

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



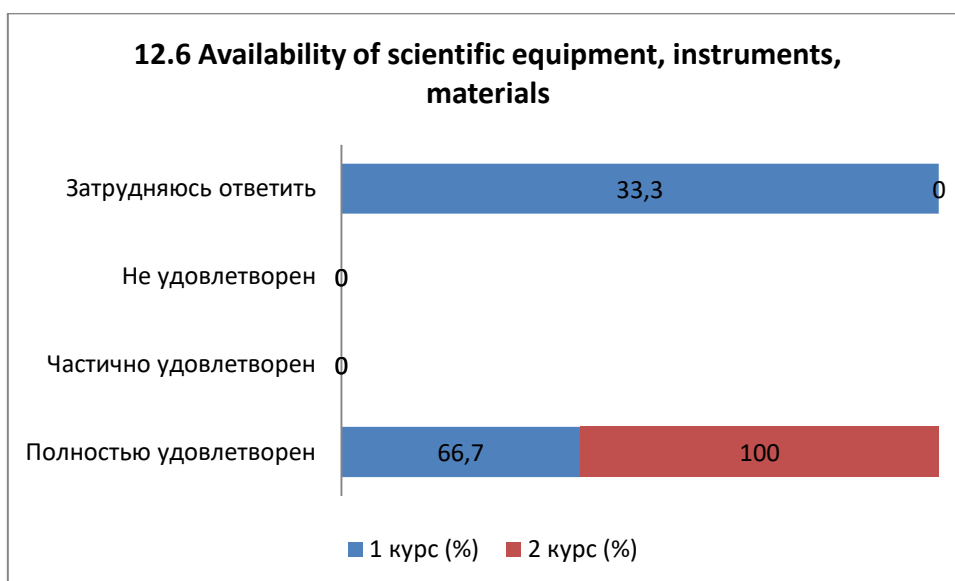
12.5 Availability of library collections, electronic databases and Internet resources

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



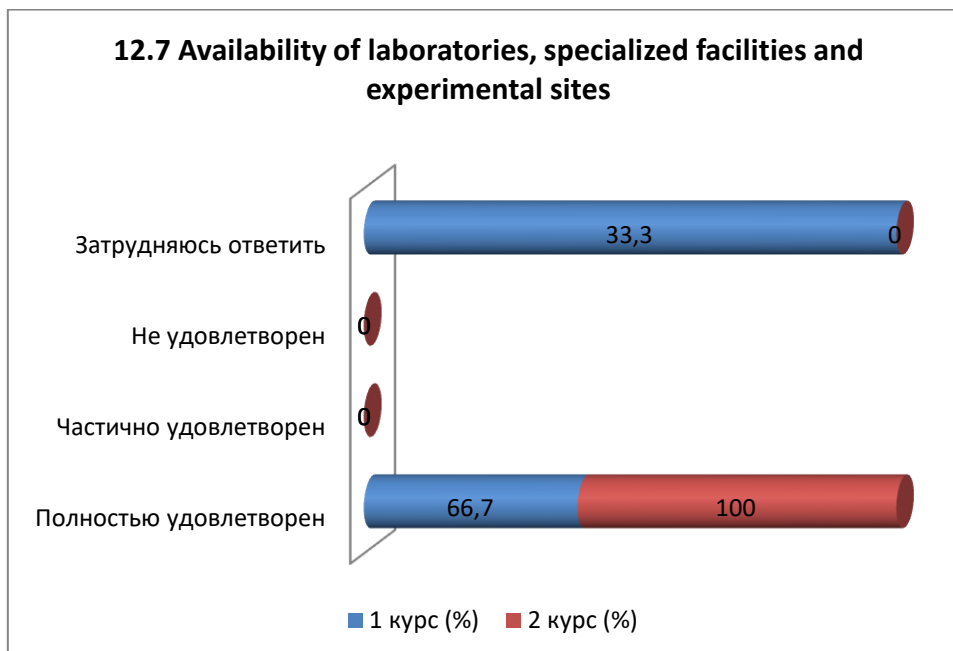
12.6 Availability of scientific equipment, instruments, materials

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



12.7 Availability of laboratories, specialized facilities and experimental sites

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

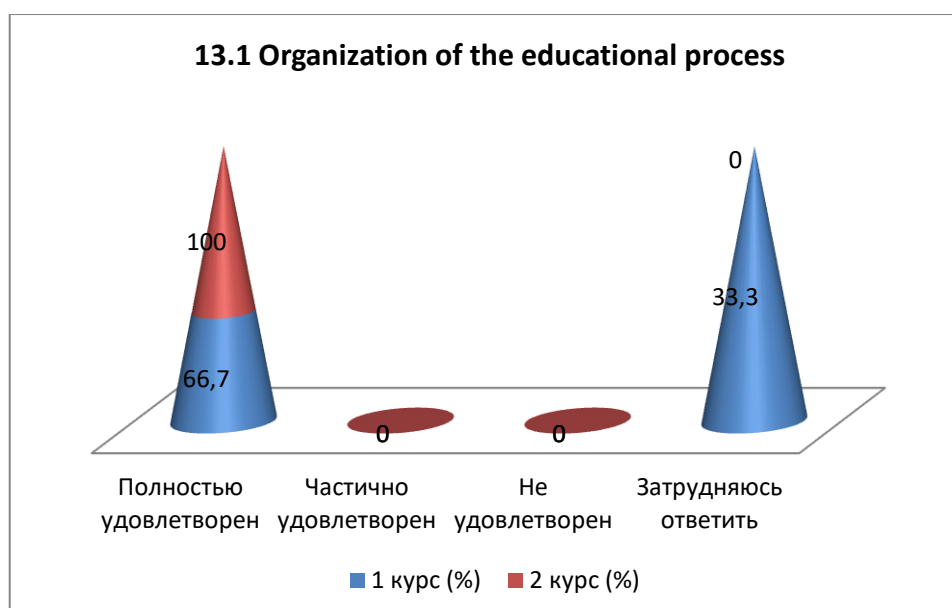


13. Are you satisfied?

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

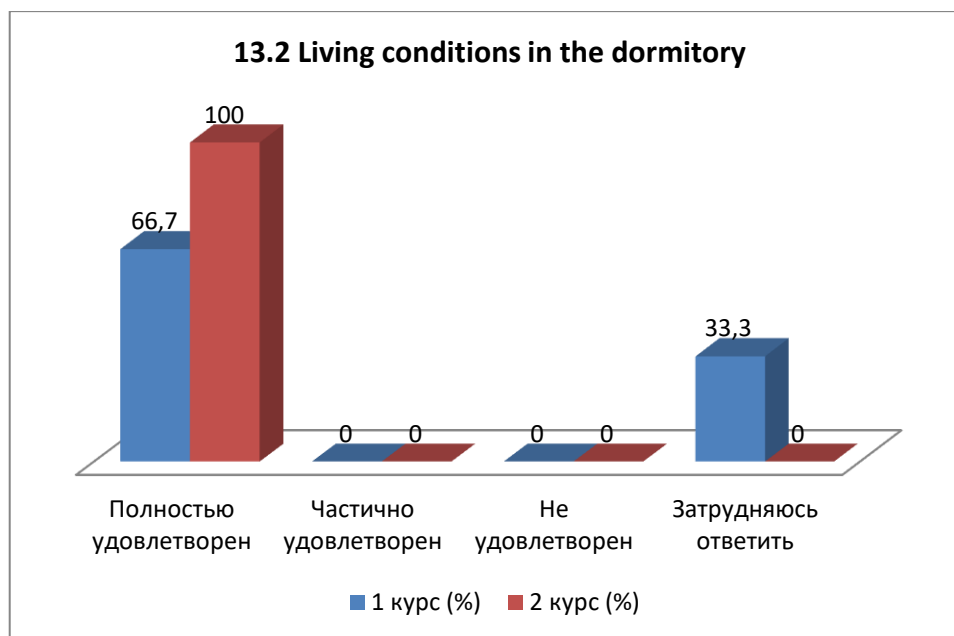
13.1 Organization of the educational process

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



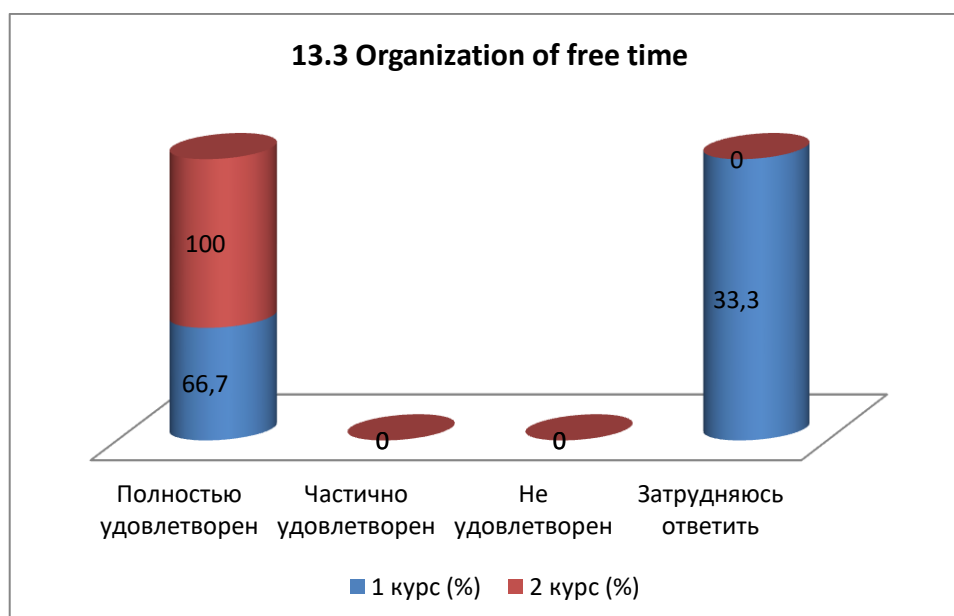
13.2 Living conditions in the dormitory

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



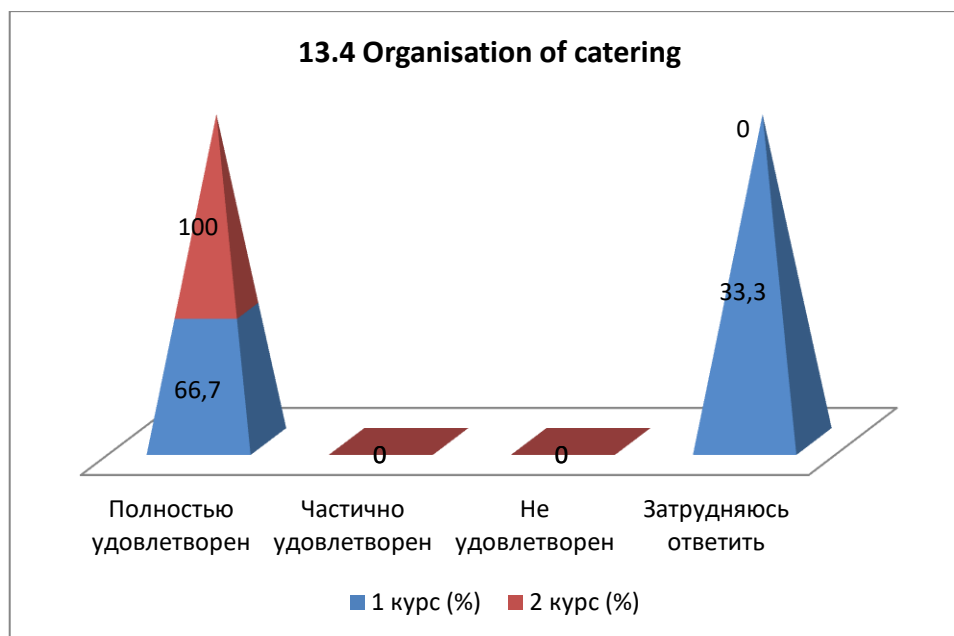
13.3 Organization of free time

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



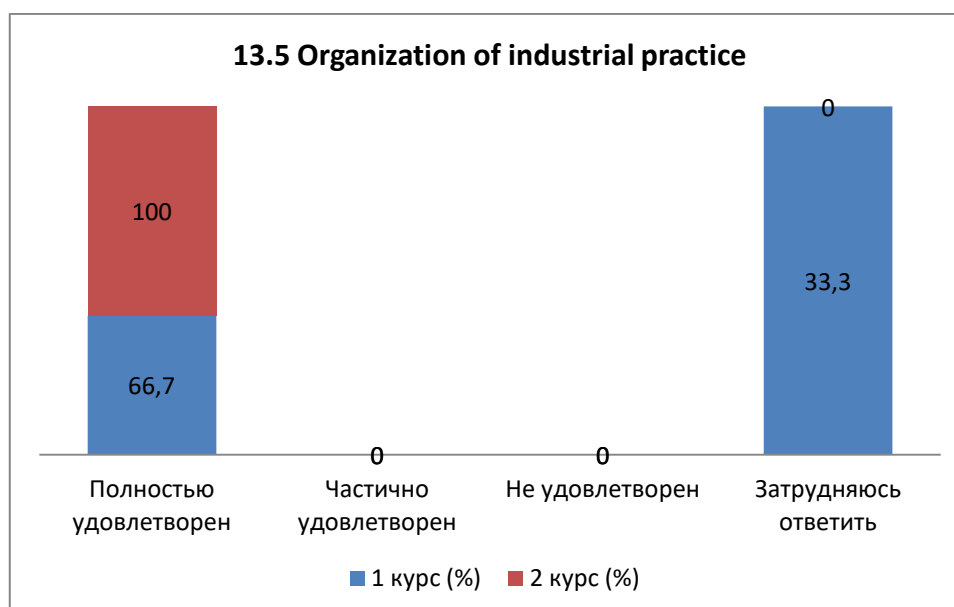
13.4 Organisation of catering

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



13.5 Organization of industrial practice

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



The following **conclusions** can be drawn from the results of the questionnaire:

1. the main factors determining the choice of studying at a master's programme of higher education institution:

- location of the university in the same locality where the family lives or close to it was taken into account by 83.4% of master's students;
- the continuation of studies at the previous university was evaluated as a decisive factor by 66.7% of master's students;
- prestige of the university was important for 50% of undergraduates.

2. The average level of satisfaction with the availability of information on the direction of training of master's students is 93.3%. This is a high level of satisfaction, which indicates that the majority of master's students consider information on their field of study to be accessible and satisfactory. Good availability of information helps master's students to plan their study activities more effectively, to orientate themselves in the learning process and to master the study material successfully.

3. The teaching staff of the Master's programme is highly evaluated by Master's students. According to the key indicators, such as the level of knowledge and professionalism, objectivity, pedagogical skills and teaching methods, more than 83% of the survey participants gave ratings of 'very high' and 'high'.

4. Master's student's participation in the formation of an individual work plan:

- 66.6% of master's students actively participate in the development of their work plan under the supervision of the supervisor, which indicates a high degree of independence and responsibility of master's students;
- 16.7% of master's students form the plan independently, and the supervisor signs it without significant influence;
- 16.7% of master's students see their participation as formal, as they relied more on the supervisor's help due to difficulties in formulating ideas independently.

5. Satisfaction with the assistance of the supervisor in the preparation of Master's thesis: Master's students are 100% satisfied with the assistance provided by their supervisor. This indicator indicates a high level of satisfaction of Master students with the quality and support received from their supervisor.

6. Indicators of high scientific level of the university:

- strong teaching staff (66.7%) contributes to the quality of educational and scientific activities;
- modern material and technical base (50%) has a significant impact on the quality of scientific research and on the training of undergraduates;
- participation in international research projects (50%) indicates the university's active co-operation with the international scientific community and its contribution to global research;
- involvement of Master's students in research projects (16.7%) indicates active research activity of Master's students.

7. The level of foreign language proficiency among Master's students varies significantly: some Master's students speak and understand a foreign language fluently, while others are only at the initial stage of its learning and need constant reference to a dictionary or teacher's assistance.

8. Satisfaction of master's students with the scientific and educational environment of the university is 83.3% according to the following indicators:

- organisation of conferences, round tables, forums with the participation of master's students;

- material and technical support of applied scientific research;
- availability of equipment, computers for the educational process and scientific activities;
- organisation of foreign internships;
- availability of library funds, electronic databases and Internet resources;
- availability of scientific equipment, tools, materials;
- availability of laboratories, specialised facilities and experimental sites.

9. Quality of educational services: a high degree of satisfaction of master's students with the conditions of accommodation, free time, meals and industrial practice.

Recommendations:

1. discussion of the results of the questionnaire:
 - The Head of the Department should familiarise and discuss the results of the questionnaire with the staff and graduate students.
2. Availability of questionnaire results:
 - Master students can request the results of the questionnaire by emailing the Center of Quality Management and Accreditation: cqma_kstu@mail.ru.
3. Improving engagement in research projects:
 - understanding the reasons for low involvement of Master students in research projects;
 - development of measures to stimulate Master's students' involvement in research.