

Report on the results of the questionnaire
«Satisfaction of master students with educational services» for the 2022-2023 academic
year
in the educational program
7M07102 Materials science and technology of new materials

In February 2023, the center for quality management and accreditation conducted an anonymous electronic questionnaire «Master students' satisfaction 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 undergraduates 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, guaranteeing the confidentiality of the personal opinions of undergraduates.

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

*This extensive questionnaire is conducted once every 5 years.

The following people took part in the questionnaire:

- 1 year - 1 master's student (100%);
- 2nd year – 0 master's students (master's 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	1 st year (%)
University prestige	100
Opportunity for internships abroad while studying	100
Availability of budget places	-
Opportunity to do science while studying	-
University in the locality where the family lives (close to it)	100
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 a master's student's professional activity
2.3 List of developed competencies of master's degree graduates
2.4 List of internship 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 _____

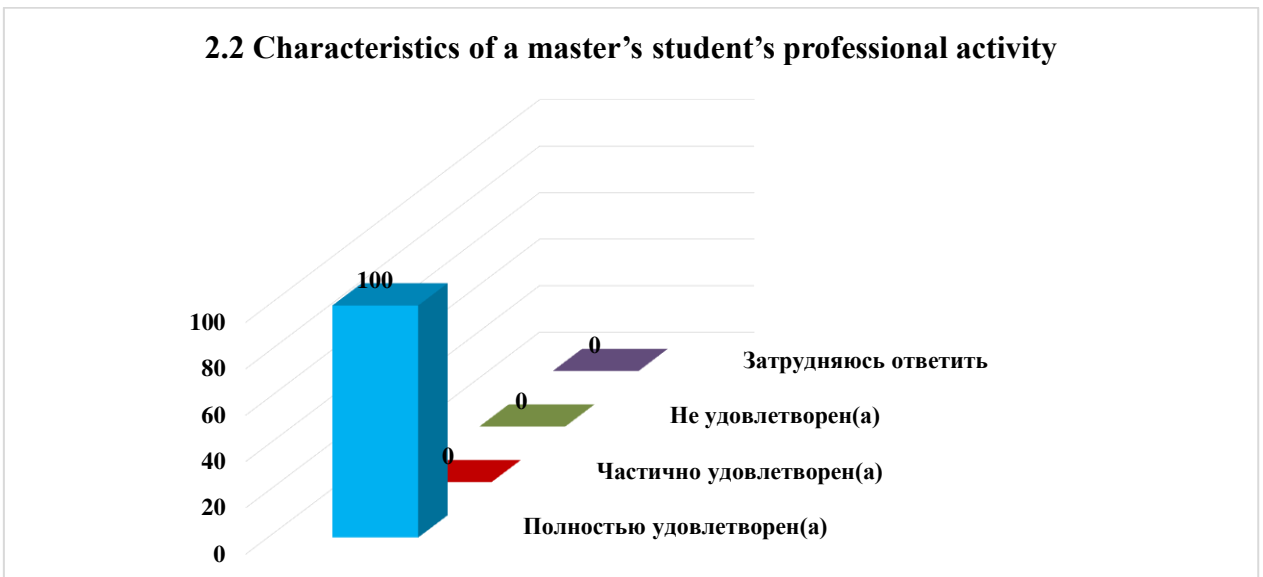
2.1 About the training profile

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



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

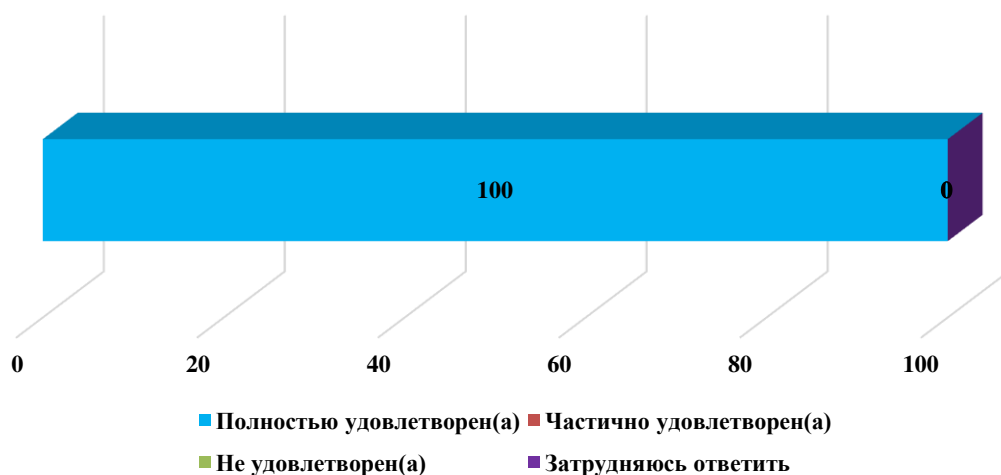
Answer options	1 st year (%)
Completely satisfied	100
Partially satisfied	-
Not satisfied)	-
I find it difficult to answer	-



2.3 List of developed competencies of master's degree graduates

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

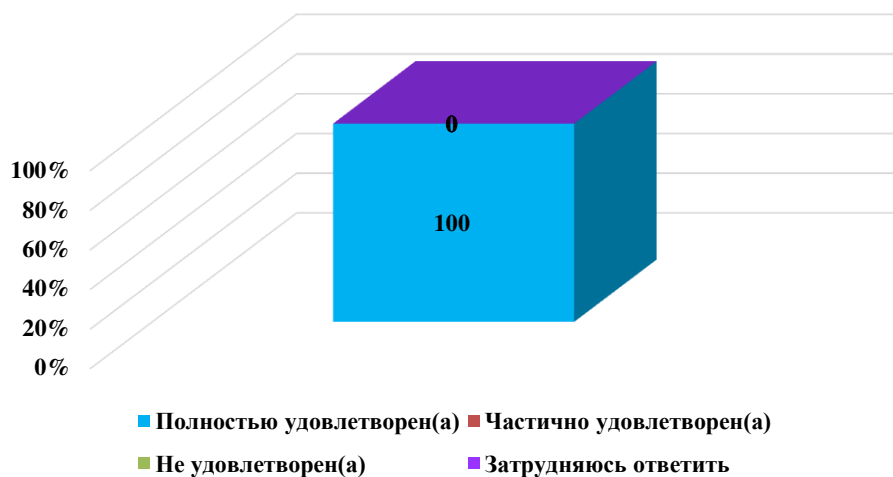
2.3 List of developed competencies of master's degree graduates



2.4 List of internship bases for master's students

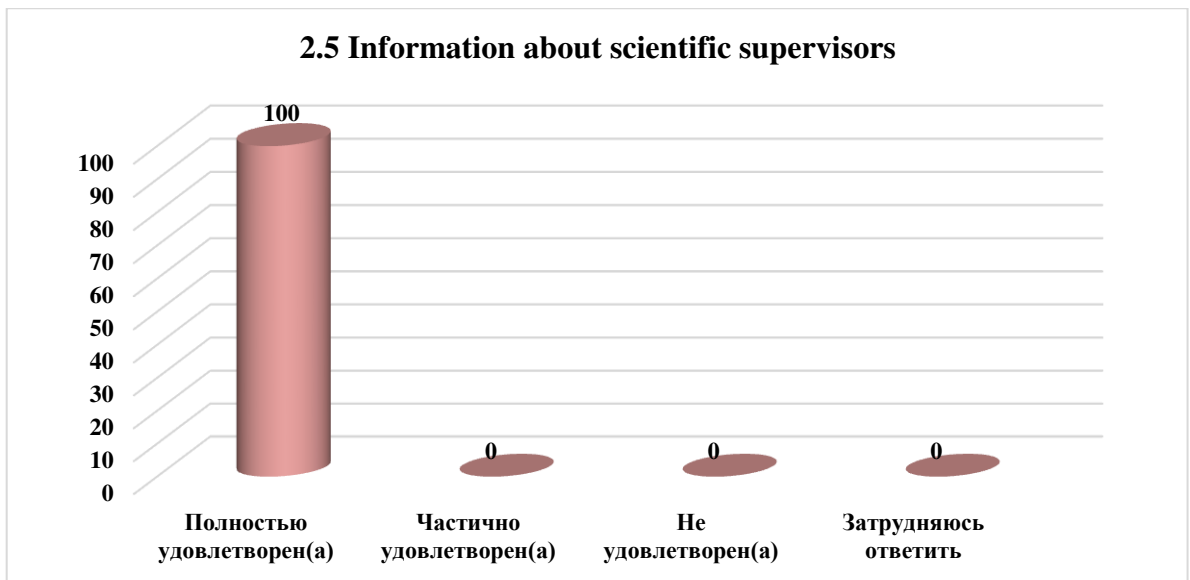
Answer options	1 st year (%)
Completely satisfied	100
Partially satisfied	-
Not satisfied)	-
I find it difficult to answer	-

2.4 List of internship bases for master's students



2.5 Information about scientific supervisors

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

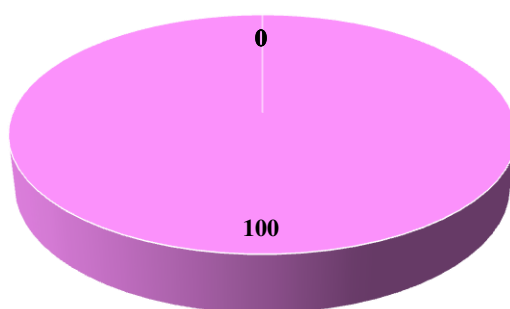
Other (write your answer) _____

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

3.1 Knowledge, qualifications

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

3.1 Knowledge, qualifications

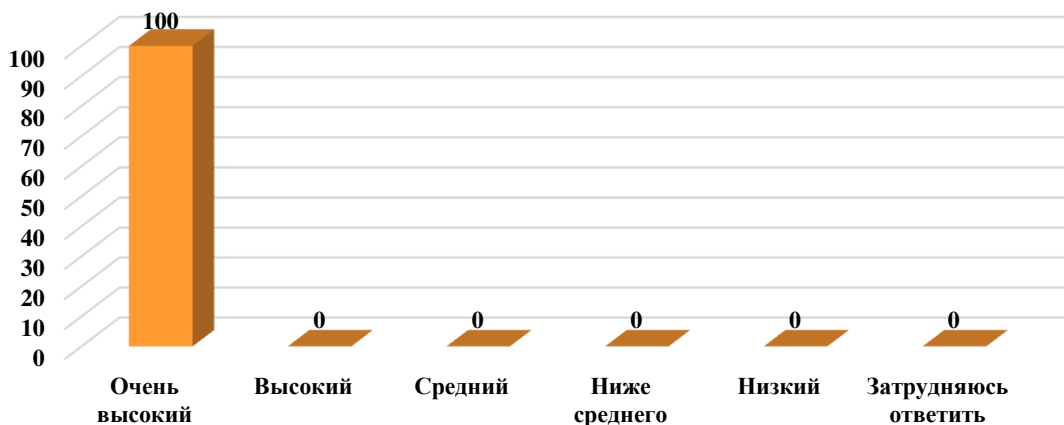


- **Очень высокий**
- **Высокий**
- **Средний**
- **Ниже среднего**
- **Низкий**
- **Затрудняюсь ответить**

3.2 Pedagogical qualities

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

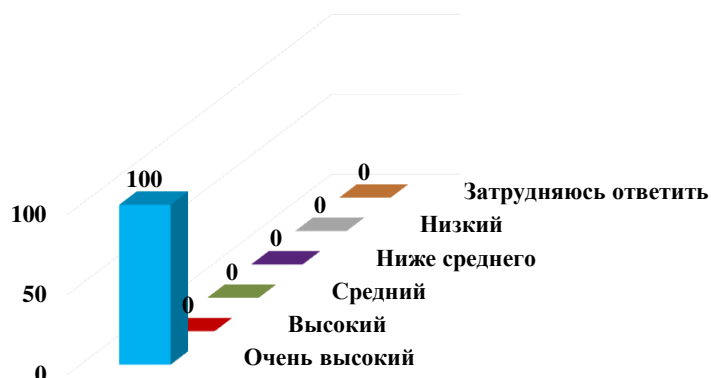
3.2 Pedagogical qualities



3.3 Objectivity and impartiality of assessments

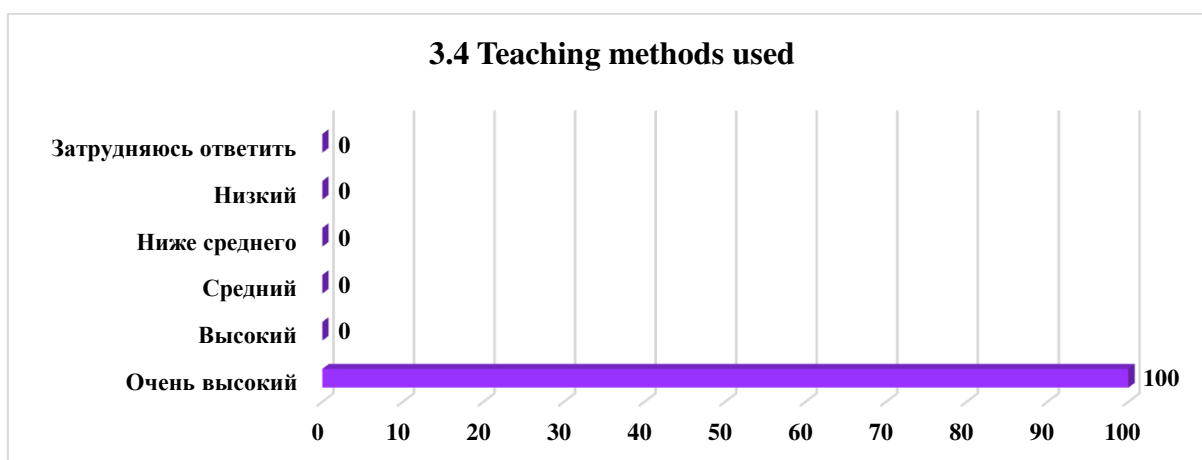
Answer options	1 st year (%)
Very tall	100
High	-
Average	-
Below the average	-
Short	-
I find it difficult to answer	-

3.3 Objectivity and impartiality of assessments



3.4 Teaching methods used

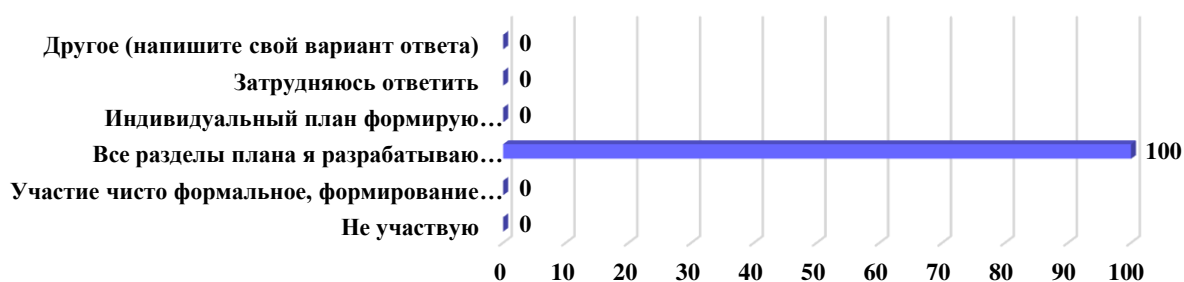
Answer options	1 st year (%)
Very tall	100
High	-
Average	-
Below the average	-
Short	-
I find it difficult to answer	-



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

Answer options	1 st 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)	-

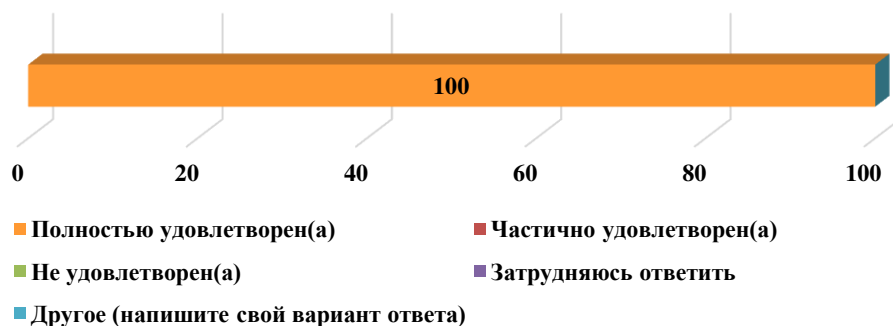
4. Evaluate your participation in the formation of an individual work plan for a master's student



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

Answer options	1 st year (%)
Completely satisfied	100
Partially satisfied	-
Not satisfied)	-
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

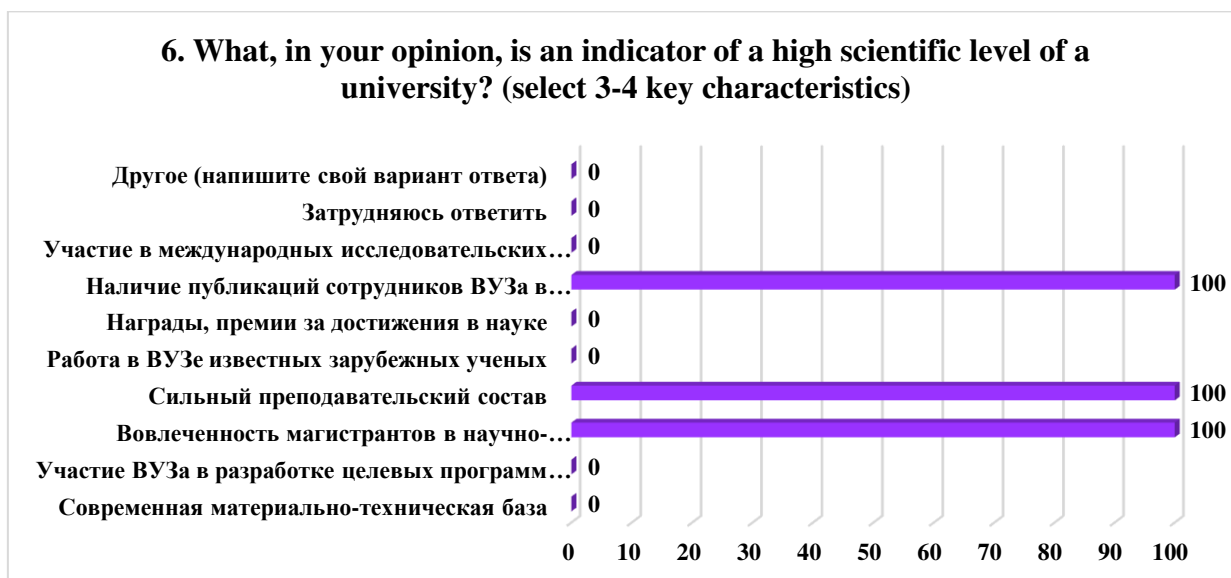


6. What, in your opinion, is an indicator of a high scientific level of a university? (select 3-4 key characteristics)

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

Other (write your answer)	-
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**The amount in % is not equal to 100, because multiple answer options were expected*



7. Are you involved in any research projects?

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

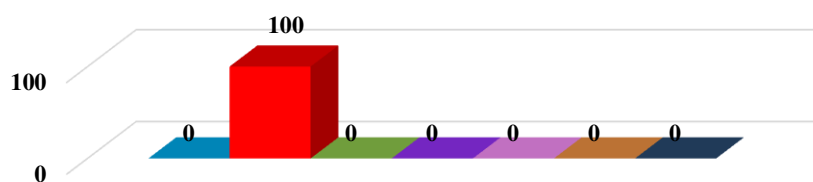


8. Please indicate which research projects you are involved in (select all that apply)

Answer options	1 st year (%)
I participate in the activities of scientific departments at my university	-
I am participating in a project led by my supervisor/other teacher	100
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	-
Other (write your answer)	-

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

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

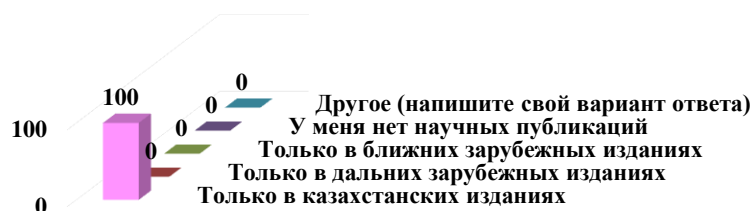


- Участвую в деятельности научных подразделений в своем вузе
- Участвую в проекте, который ведет мой научный руководитель/другой преподаватель
- Работаю над исследовательским проектом совместно с друзьями
- Участвую в исследовательском проекте в другом вузе
- Участвую в исследовательском проекте с зарубежными вузами
- Затрудняюсь ответить

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

Answer options	1 st year (%)
In Kazakhstan and in distant/near foreign publications	-
Only in Kazakhstan publications	100
Only in distant foreign publications	-
Only in nearby foreign publications	-
I have no scientific publications	-
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	1 st year (%)
With dictionary	-

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

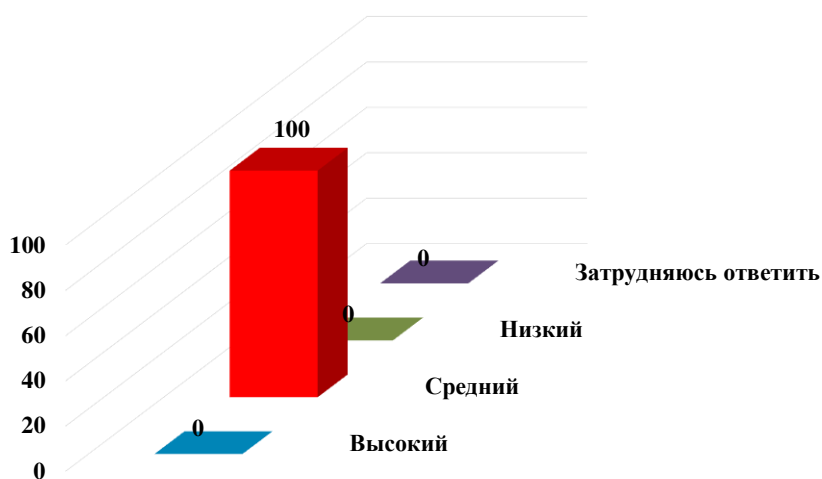
11.1 Research work of the department (design, development, technological, etc.) as a full participant



11.2 Writing scientific articles

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

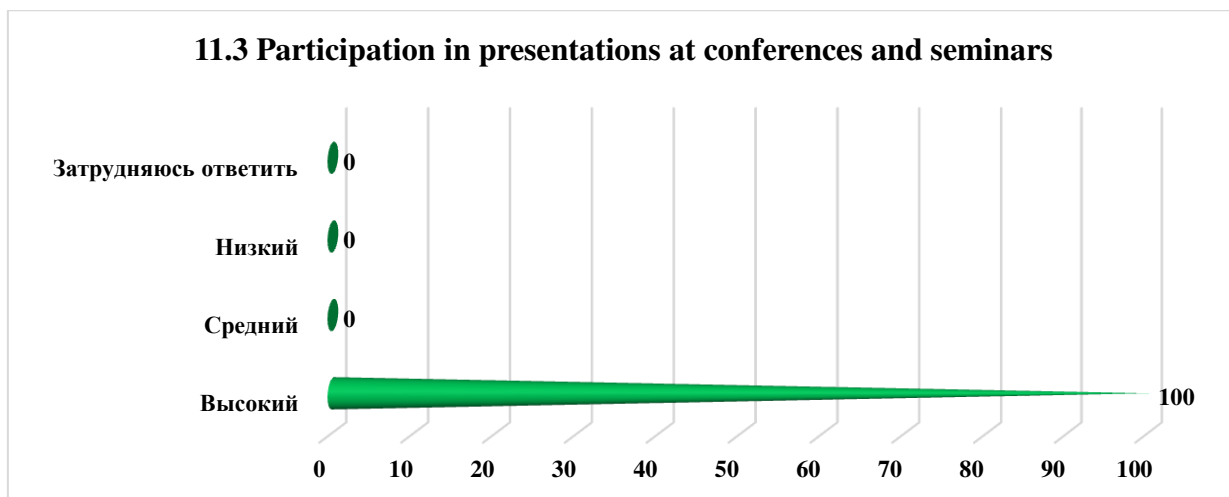
11.2 Writing scientific articles



11.3 Participation in presentations at conferences and seminars

Answer options	1 st year (%)
High	100
Average	-
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	1 st 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 undergraduates
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 undergraduates

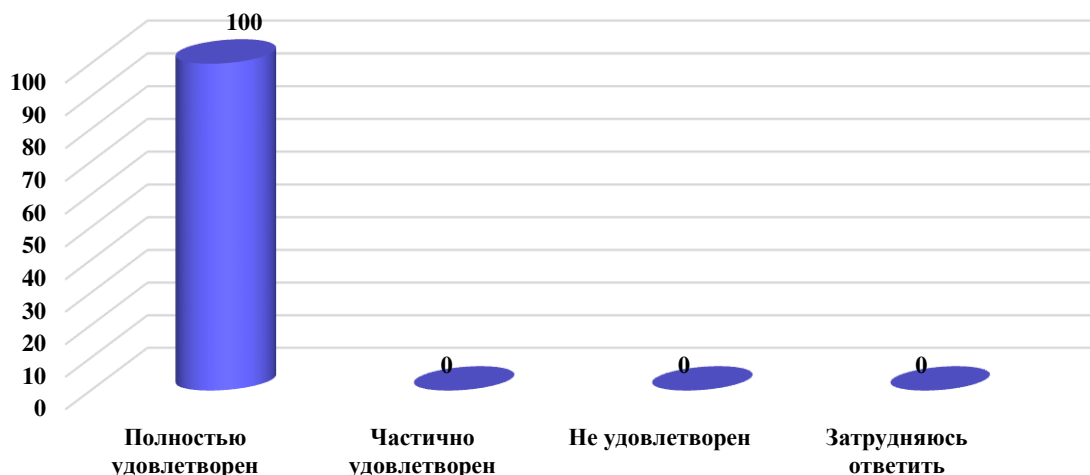
Answer options	1 st year (%)
Completely satisfied	-
Partially satisfied	100
Not satisfied	-
I find it difficult to answer	-



12.2 Material and technical support of applied scientific research

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

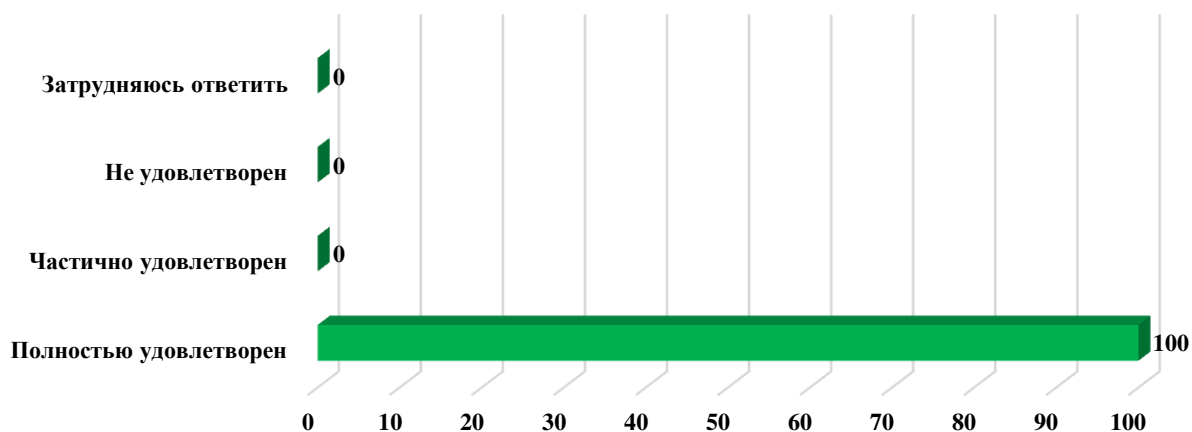
12.2 Material and technical support of applied scientific research



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

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

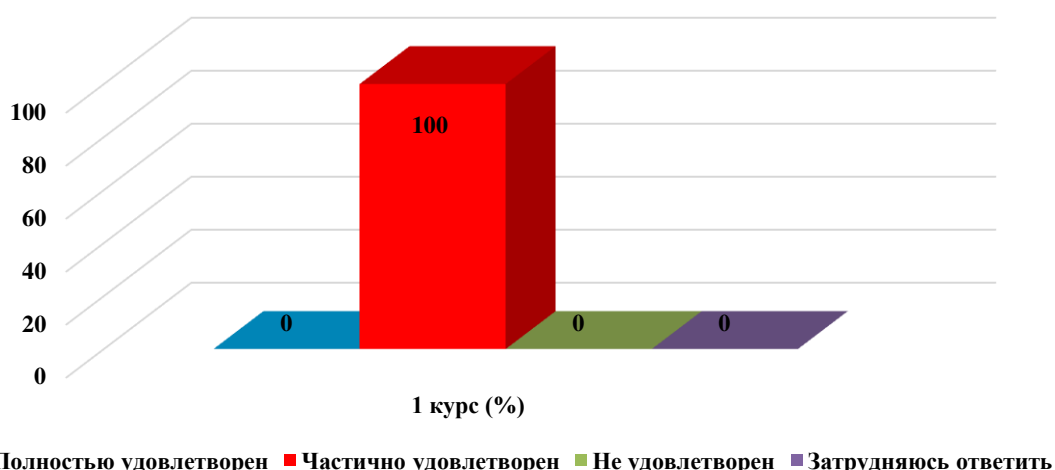
12.3 Availability for undergraduates of technology, computers necessary for the educational process and scientific activities



12.4 General level of organization and conduct of foreign internships

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

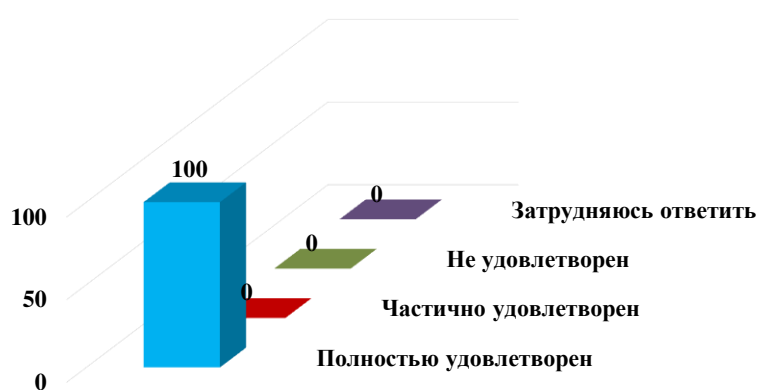
12.4 General level of organization and conduct of foreign internships



12.5 Availability of library collections, electronic databases and Internet resources

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

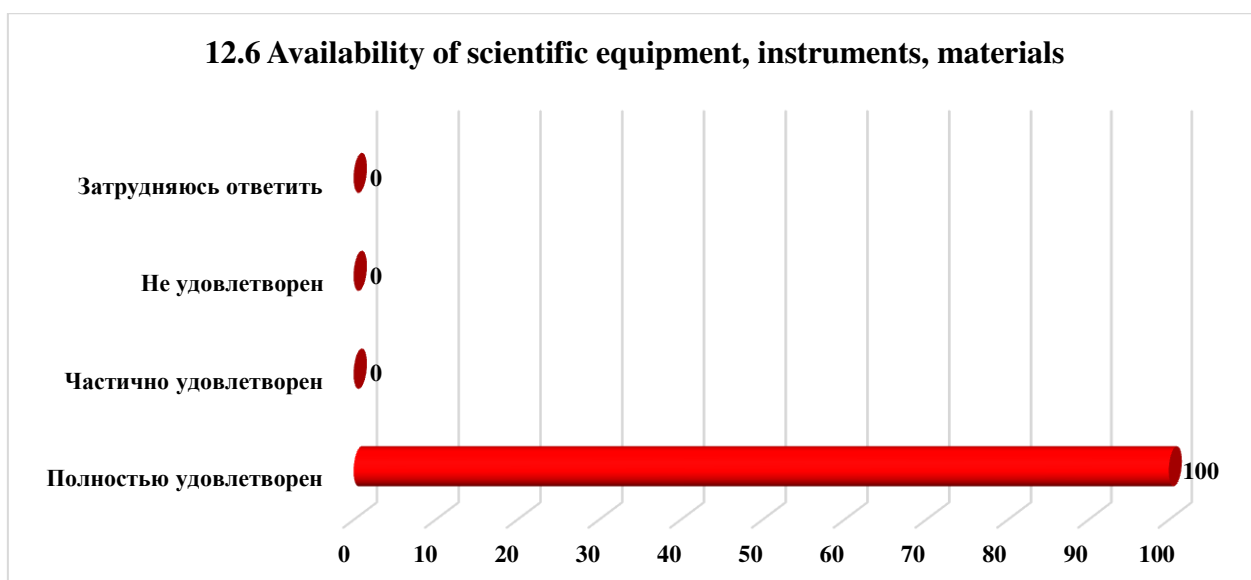
12.5 Availability of library collections, electronic databases and Internet resources



12.6 Availability of scientific equipment, instruments, materials

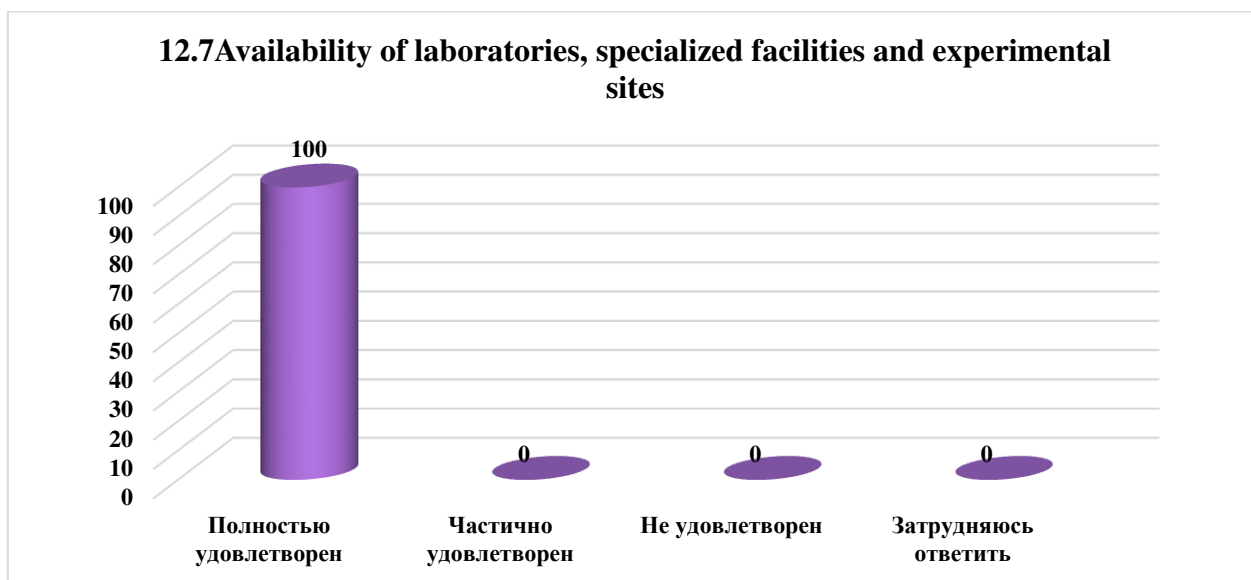
Answer options	1 st year (%)
Completely satisfied	100
Partially satisfied	-
Not satisfied	-
I find it difficult to answer	-

12.6 Availability of scientific equipment, instruments, materials



12.7 Availability of laboratories, specialized facilities and experimental sites

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

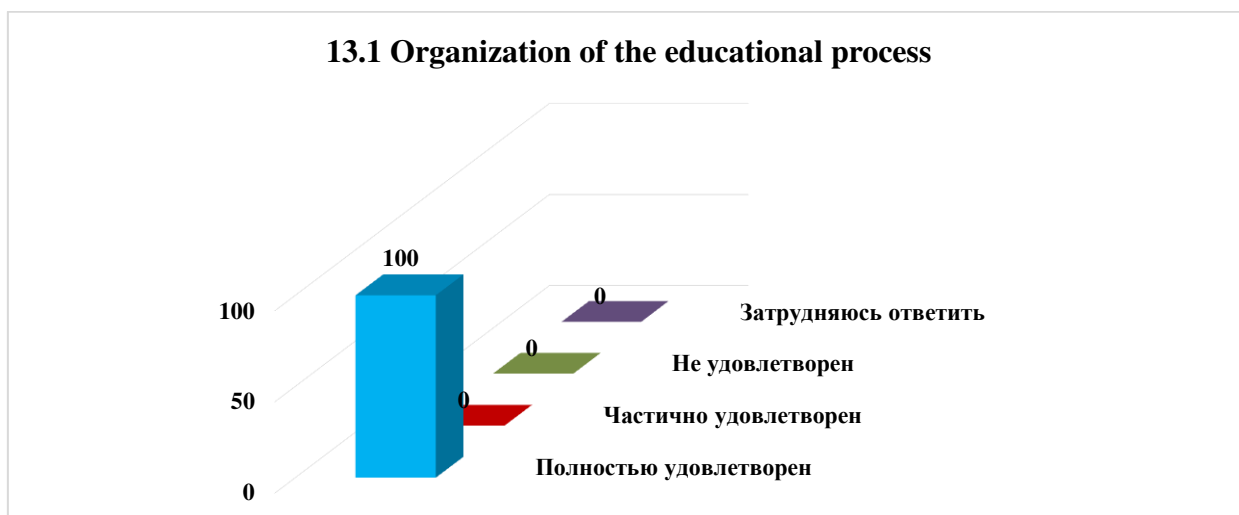


13. Are you satisfied?

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

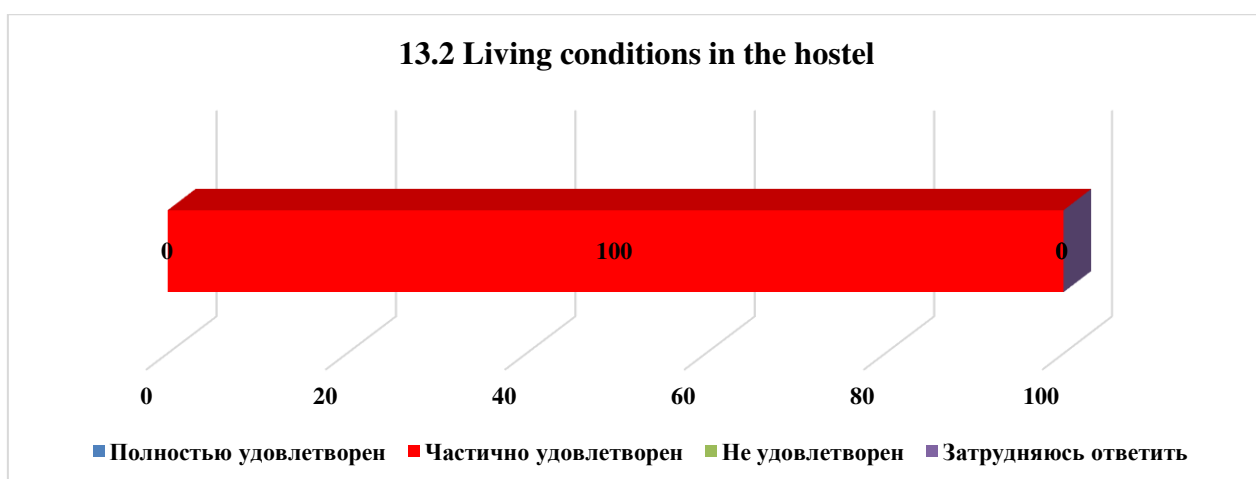
13.1 Organization of the educational process

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



13.2 Living conditions in the hostel

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



13.3 Organization of free time

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



13.4 Catering organization

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



13.5 Organization of industrial practice

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



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)» 100% indicated «University prestige», «Opportunity for internships abroad while studying», «University in the locality where the family lives (close to it)»

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 respondents. For all the criteria presented in the questionnaire (knowledge, qualifications, objectivity, pedagogical qualities, teaching methods used), 100% of respondents gave «very high» and «high» marks.

In general, undergraduates are satisfied with their participation in the formation of an individual work plan. According to the data obtained, 100% of first-year respondents 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» the satisfaction of the master's students was 100%.

When answering the question «**What do you thinkview, is an indicator of the high scientific level of the university? (select 3-4 key characteristics)**» 100% of respondents chose the option «involvement of undergraduates in research projects», «strong teaching staff» and «the presence of publications by university staff in international publications».

Publication of scientific articles and theses is one of the main conditions for a successful start of scientific work for undergraduates. Published articles and theses, their quantity and quality determine the master's student's ability to independently work with large volumes of information, organize scientific activities, apply methods in work, obtain results, form correct conclusions, and comply with the requirements for the general design and content of scientific works. Master's students publish their articles and theses only in Kazakh publications (100%).

To the question «Your level of foreign language proficiency»: the respondents' answers were distributed as follows: «average level» - 100%.

The assessment of the level of participation of undergraduates in the work of the department is at a high level – 50%. At the same time, the largest percentage of respondents who rated their level of participation as «high» was in «preparation of research reports, abstracts» - 100% and «participation in presentations at conferences and seminars» - 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 undergraduates» 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, respondents do not experience any difficulties when studying for a master's degree.

Recommendations:

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