Report on the results of the questionnaire
«Satisfaction of master's students with educational services»
2023-2024 academic year
according to the educational program
7M07103 Mechanical engineering

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

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

Subject of research: the formed ideas of master's students about the organization of the educational process, the degree of satisfaction with its various characteristics.

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

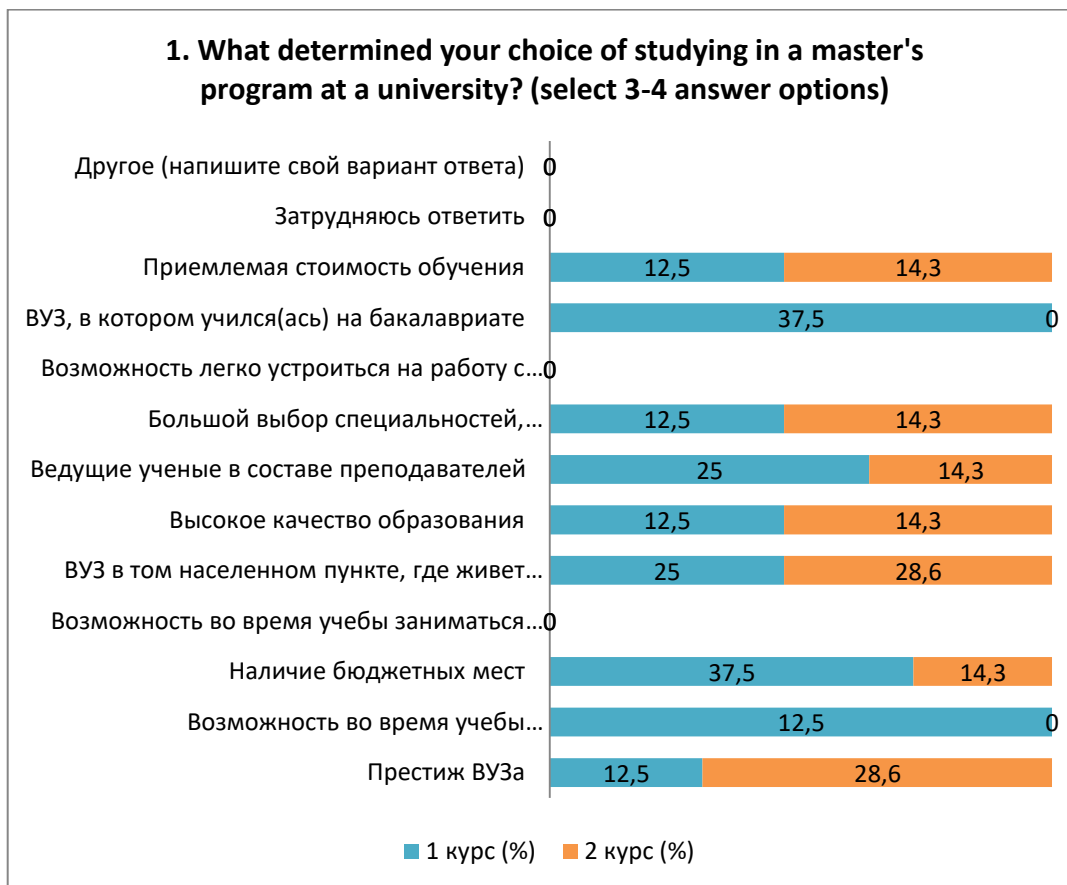**Object research** - 1st-2nd year master's students.

15 respondents took part in the questionnaire, which constituted 65.2% of the total number of master's students.

The following data were obtained during the questionnaire:

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

Answer options	1st year (%)	2nd year (%)
Prestige of the university	12.5	28.6
Opportunity to complete internships abroad during your studies	12.5	-
Availability of budget places	37.5	14.3
Opportunity to engage in science while studying	-	-
A university in the locality where the family lives (close to it)	25	28.6
High quality education	12.5	14.3
Leading scientists on the faculty	25	14.3
A wide range of specialties and areas of education	12.5	14.3
The ability to easily find a job with a diploma from this university	-	-
The university where you studied for your bachelor's degree	37.5	-
Affordable tuition fees	12.5	14.3
I find it difficult to answer	-	-
Other (write your answer)	-	-

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

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

	1 курс (%)	2 курс (%)
Другое (напишите свой вариант ответа)	0	
Затрудняюсь ответить	0	
Приемлемая стоимость обучения	12,5	14,3
ВУЗ, в котором училcя(ась) на бакалавриате	37,5	0
Возможность легко устроиться на работу с…	0	
Большой выбор специальностей,…	12,5	14,3
Ведущие ученые в составе преподавателей	25	14,3
Высокое качество образования	12,5	14,3
ВУЗ в том населенном пункте, где живет…	25	28,6
Возможность во время учебы заниматься…	0	
Наличие бюджетных мест	37,5	14,3
Возможность во время учебы…	12,5	0
Престиж ВУЗа	12,5	28,6

2. How satisfied are you with the availability of information provided by the university in your field of study:
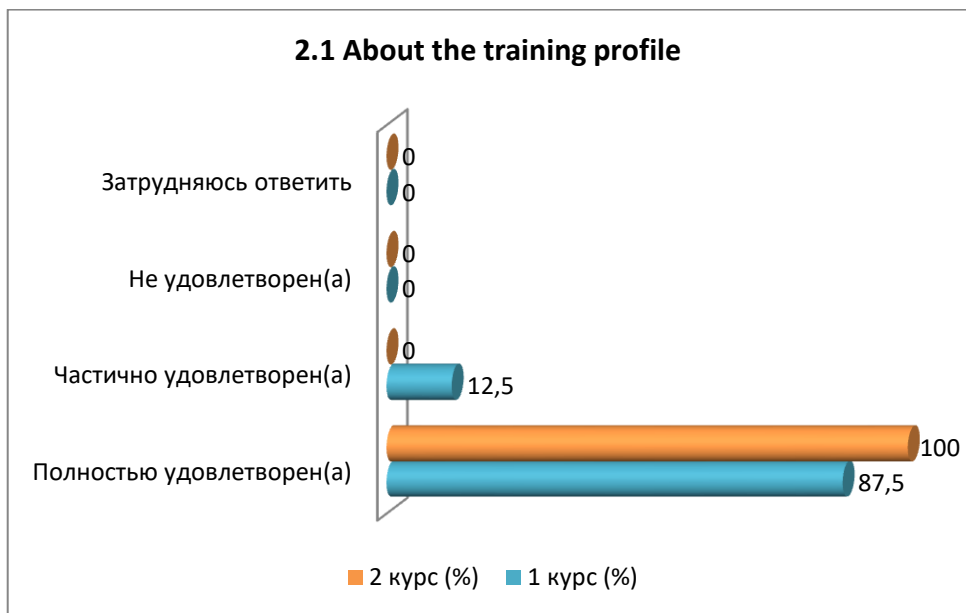
2.1 About the training profile
2.2 Characteristics of the professional activities of a master's student
2.3 List of developing competencies of a master's degree graduate
2.4 List of master's students' practice bases
2.5 Information about scientific supervisors

Other (write your answer)_____

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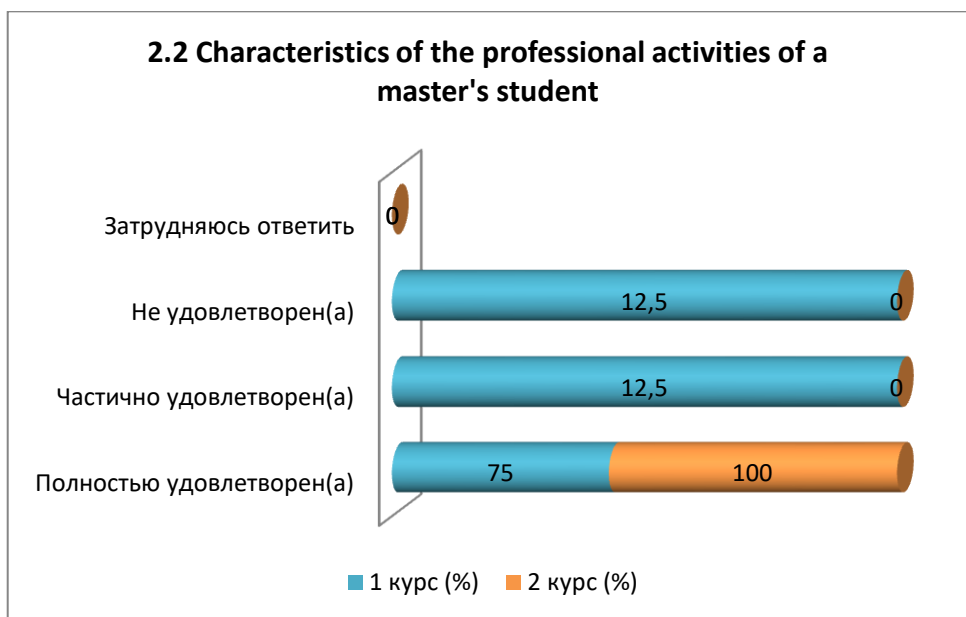
2.1 About the training profile

Answer options	1st year (%)	2nd year (%)
Completely satisfied	87.5	100
Partially satisfied	12.5	-
Not satisfied	-	-
I find it difficult to answer	-	-

2.1 About the training profile

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

Answer options	1st year (%)	2nd year (%)
Completely satisfied	75	100
Partially satisfied	12.5	-
Not satisfied	12.5	-
I find it difficult to answer	-	-

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

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

Answer options	1st year (%)	2nd year (%)
Completely satisfied	87.5	100
Partially satisfied	12.5	-
Not satisfied	-	-
I find it difficult to answer	-	-

2.3 List of developing competencies of a master's degree graduate
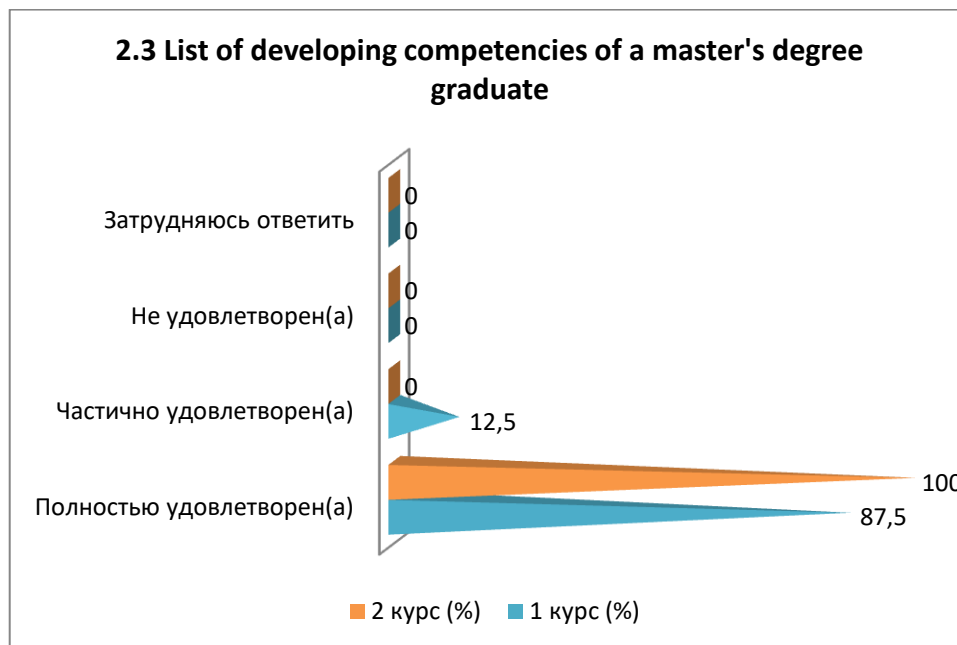
2.4 List of master's students' practice bases

Answer options	1st year (%)	2nd year (%)
Completely satisfied	75	100
Partially satisfied	12.5	-
Not satisfied	-	-
I find it difficult to answer	12.5	-

2.4 List of master's students' practice bases
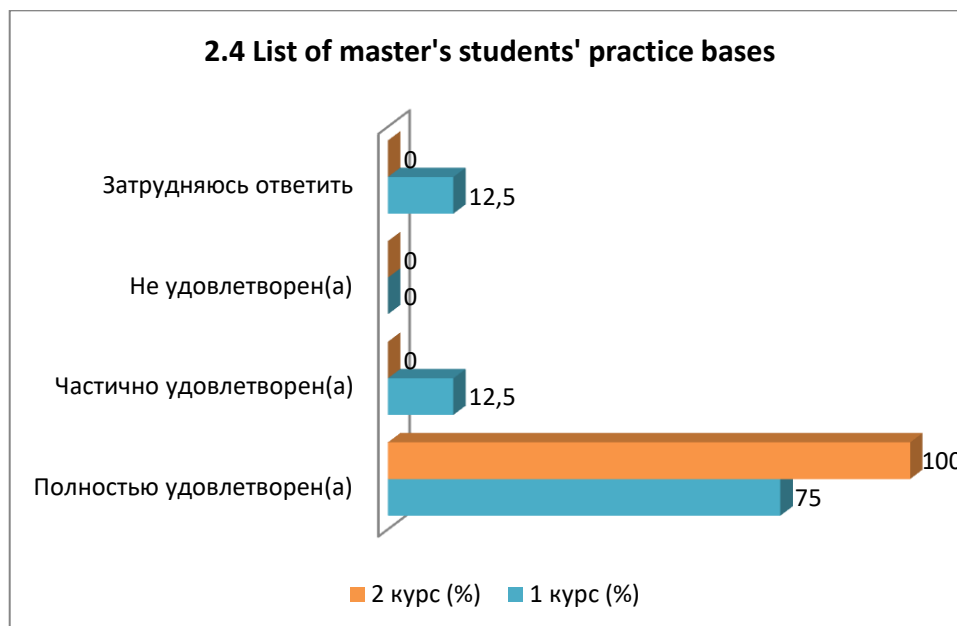
2.5 Information about scientific supervisors

Answer options	1st year (%)	2nd year (%)
Completely satisfied	87.5	100
Partially satisfied	12.5	-
Not satisfied	-	-
I find it difficult to answer	-	-

2.5 Information about scientific supervisors

	1 курс (%)	2 курс (%)
Затрудняюсь ответить	0	
Не удовлетворен(а)	0	
Частично удовлетворен(а)	12,5	0
Полностью удовлетворен(а)	87,5	100
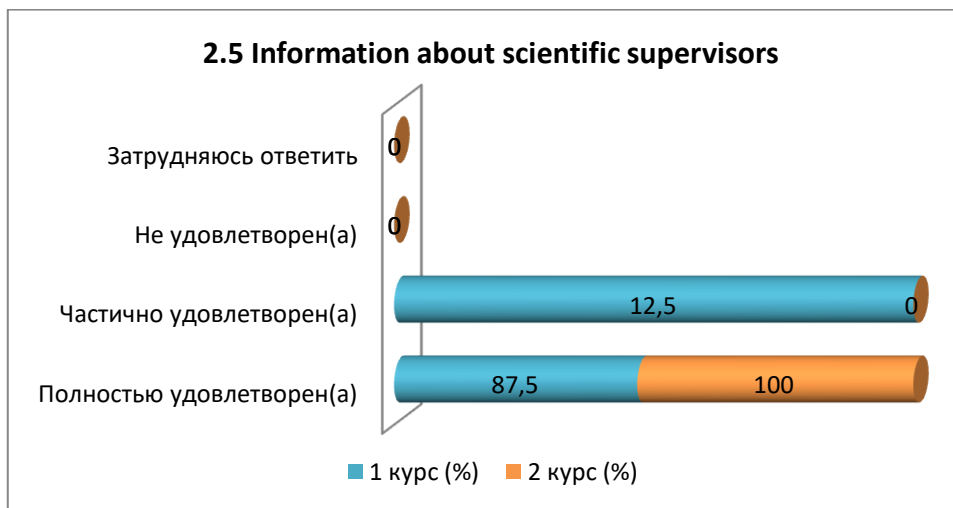
3. How would you rate the faculty of your master's program overall?
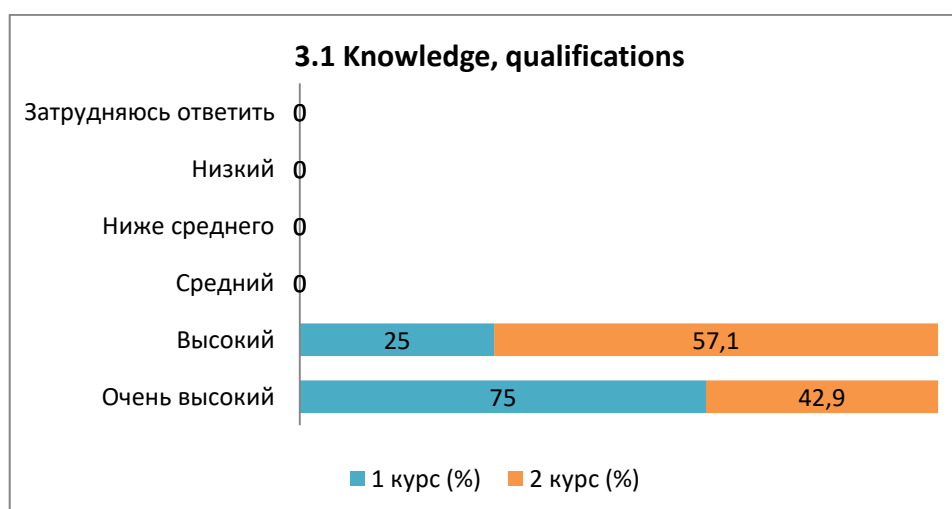
3.1 Knowledge, qualifications
3.2 Teaching qualities
3.3 Objectivity and impartiality of assessments
3.4 Teaching methods used

Other (write your answer)_____

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

3.1 Knowledge, qualifications

Answer options	1st year (%)	2nd year (%)
Very tall	75	42.9
High	25	57.1
Average	-	-
Below average	-	-
Short	-	-
I find it difficult to answer	-	-

3.1 Knowledge, qualifications

	1 курс (%)	2 курс (%)
Затрудняюсь ответить	0	
Низкий	0	
Ниже среднего	0	
Средний	0	
Высокий	25	57,1
Очень высокий	75	42,9

3.2 Teaching qualities

Answer options	1st year (%)	2nd year (%)
Very tall	87.5	57.1
High	-	42.9
Average	-	-
Below average	12.5	-
Short	-	-
I find it difficult to answer	-	-
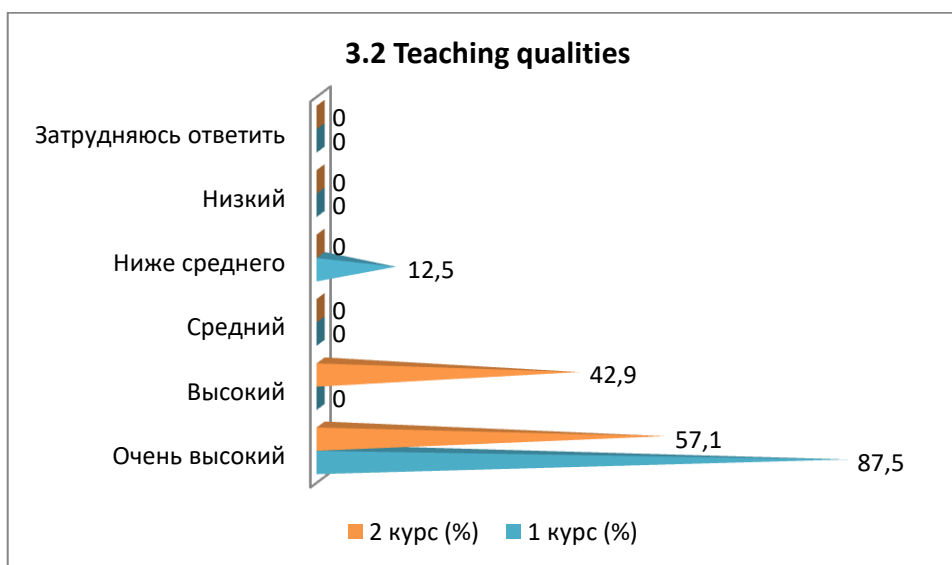
3.3 Objectivity and impartiality of assessments

Answer options	1st year (%)	2nd year (%)
Very tall	75	57.1
High	12.5	42.9
Average	12.5	-
Below average	-	-
Short	-	-
I find it difficult to answer	-	-
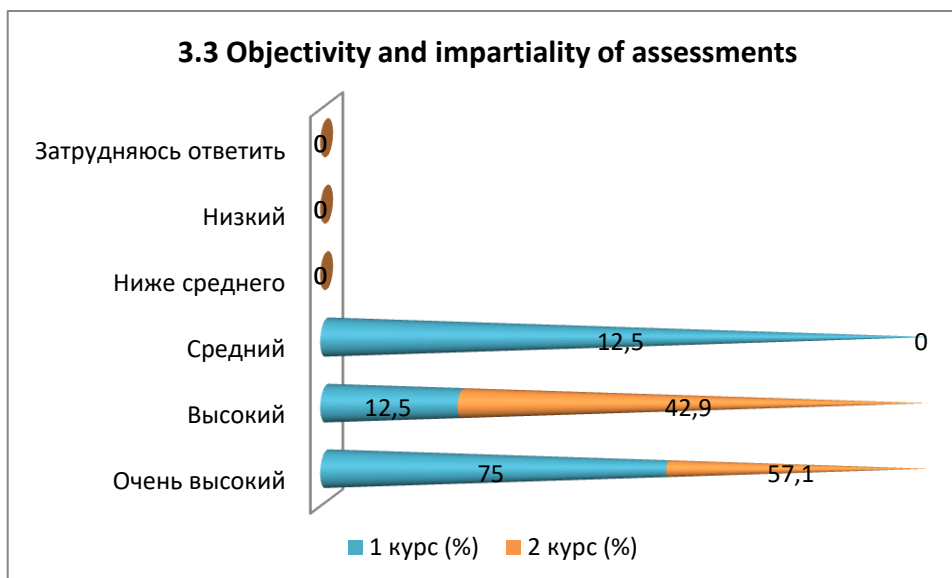
3.4 Teaching methods used

Answer options	1st year (%)	2nd year (%)
Very tall	75	42.9
High	12.5	57.1
Average	-	-
Below average	-	-
Short	12.5	-
I find it difficult to answer	-	-
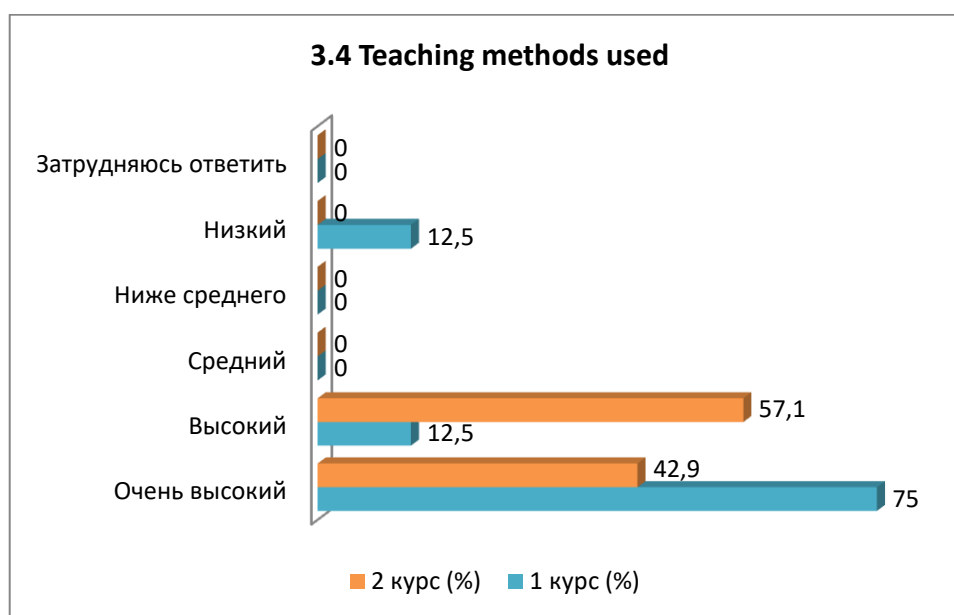
4. Assess your participation in the formation of the individual work plan of the master's student

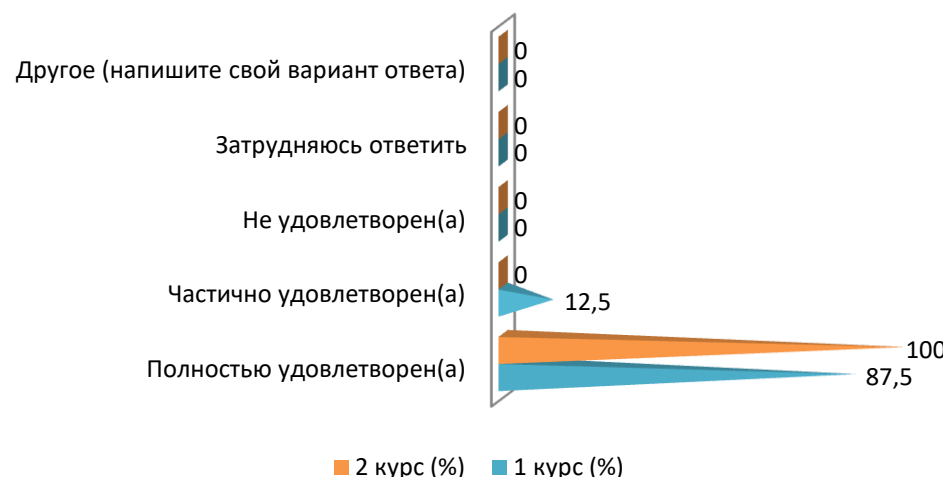| Answer options	1st year (%)	2nd year (%)
I do not participate	12.5	14.2
Participation is purely formal, the formation of an individual plan does not actually depend on me.	50	28.6
I develop all sections of the plan independently under the supervision of my supervisor.	37.5	28.6
I create an individual plan myself; the manager only signs it.	-	28.6
I find it difficult to answer	-	-
Other (write your answer)	-	-

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

Answer	1 курс (%)	2 курс (%)
Другое (напишите свой вариант ответа)	0	
Затрудняюсь ответить	0	
Индивидуальный план формирую…	0	28,6
Все разделы плана я разрабатываю…	37,5	28,6
Участие чисто формальное,…	50	28,6
Не участвую	12,5	14,2
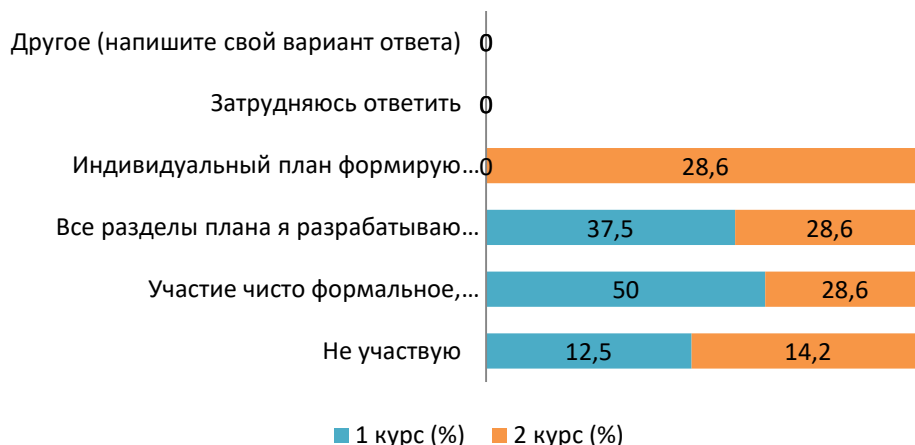
5. Rate your satisfaction with the assistance of your supervisor in preparing your master's thesis

Answer options	1st year (%)	2nd year (%)
Completely satisfied	87.5	100
Partially satisfied	12.5	-
Not satisfied	-	-
I find it difficult to answer	-	-
Other (write your answer)	-	-

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

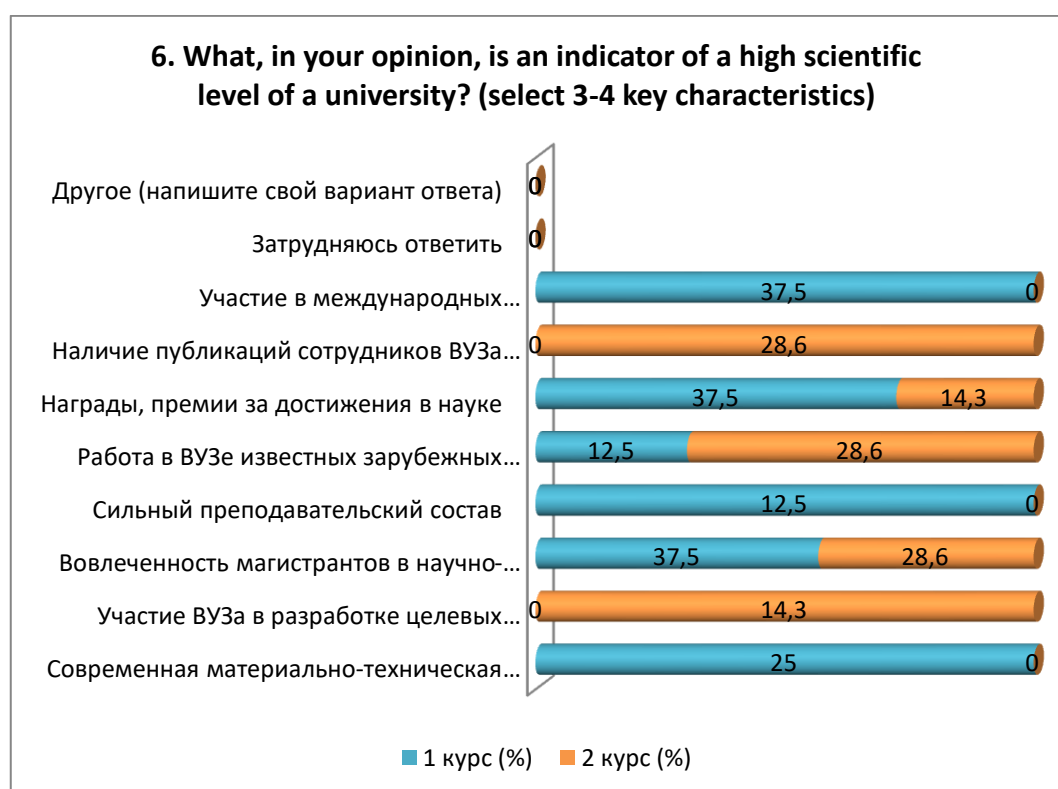| Answer	2 курс (%)	1 курс (%)
Другое (напишите свой вариант ответа)	0	0
Затрудняюсь ответить	0	0
Не удовлетворен(а)	0	0
Частично удовлетворен(а)	0	12,5
Полностью удовлетворен(а)	100	87,5

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	25	-
Participation of the University in the	-	14.3

development of target programs for the socio-economic development of the region, cities, and enterprises		
Involvement of Master's students in research projects	37.5	28.6
Strong faculty	12.5	-
Work at the University of Famous Foreign Scientists	12.5	28.6
Awards, prizes for achievements in science	37.5	14.3
Availability of publications of the University staff in international publications	-	28.6
Participation in international research projects	37.5	-
I find it difficult to answer	-	-
Other (write your answer)	-	-

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

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

- Другое (напишите свой вариант ответа) — 0
- Затрудняюсь ответить — 0
- Участие в международных… — 37,5 / 0
- Наличие публикаций сотрудников ВУЗа… — 0 / 28,6
- Награды, премии за достижения в науке — 37,5 / 14,3
- Работа в ВУЗе известных зарубежных… — 12,5 / 28,6
- Сильный преподавательский состав — 12,5 / 0
- Вовлеченность магистрантов в научно-… — 37,5 / 28,6
- Участие ВУЗа в разработке целевых… — 0 / 14,3
- Современная материально-техническая… — 25 / 0

■ 1 курс (%) ■ 2 курс (%)

7. Are you involved in any research projects?

Answer options	1st year (%)	2nd year (%)
Yes, I am participating (go to question 8)	50	42.9
No, I don't participate, but I attend scientific events (seminars, conferences) at the university	50	-
No, I don't participate.	-	57.1
I find it difficult to answer	-	-
Other (write your answer)	-	-

7. Are you involved in any research projects?

Другое (напишите свой вариант ответа)	0
Затрудняюсь ответить	0
Нет, не участвую	57,1
Нет, не участвую, но посещаю…	50 / 0
Да, участвую (переход к вопросу 8)	50 / 42,9

■ 1 курс (%) ■ 2 курс (%)

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	-	14.3
I am participating in a project led by my supervisor/another teacher.	25	28.6
I am working on a research project with friends.	12.5	14.3
I am participating in a research project at another university.	-	-
I am participating in a research project with foreign universities	12.5	14.3
I find it difficult to answer	-	-
Other (write your answer)	-	-

*Note:*Question 8 was answered only by those students who answered yes to question 7. In addition, question 8 had multiple answer options, so the sum of the answers does not add up to 100%.

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

Другое (напишите свой вариант ответа)	0
Затрудняюсь ответить	0
Участвую в исследовательском…	12,5 / 14,3
Участвую в исследовательском…	0
Работаю над исследовательским…	12,5 / 14,3
Участвую в проекте, который ведет…	25 / 28,6
Участвую в деятельности научных…	0 / 14,3

■ 1 курс (%) ■ 2 курс (%)

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

Answer options	1st year (%)	2nd year (%)
In Kazakhstani and foreign/nearby publications	12.5	-
Only in Kazakhstani publications	-	28.6
Only in distant foreign publications	25	14.3
Only in neighboring foreign publications	12.5	-
I have no scientific publications.	50	57.1
Other (write your answer)	-	-

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

10. Your level of foreign language proficiency:

Answer options	1st year (%)	2nd year (%)
With a dictionary	-	-
Conversational level	37.5	42.9
Intermediate level	-	14.2
I express myself freely	50	49.2
I don't speak a foreign language	12.5	-
Other (write your answer)	-	-

10. Your level of foreign language proficiency:

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

11.1 Research work of the department (design, experimental design, technological,

etc.) as a full participant
11.2Writing scientific articles
11.3Participation with reports at conferences and seminars
11.4Preparation of research reports, abstracts

Other (write your answer)_____

If you answered «Low» to the previous question, please provide recommendations for improving the participation of graduate students in the work of the department _____
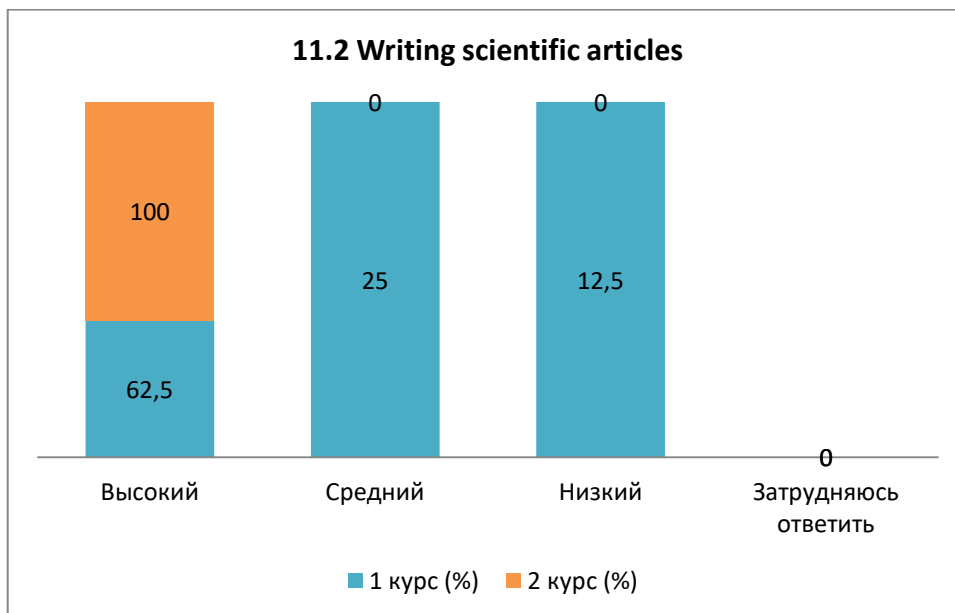
11.1Research work of the department (design, experimental design, technological, etc.) as a full participant

Answer options	1st year (%)	2nd year (%)
High	75	100
Average	25	-
Short	-	-
I find it difficult to answer	-	-
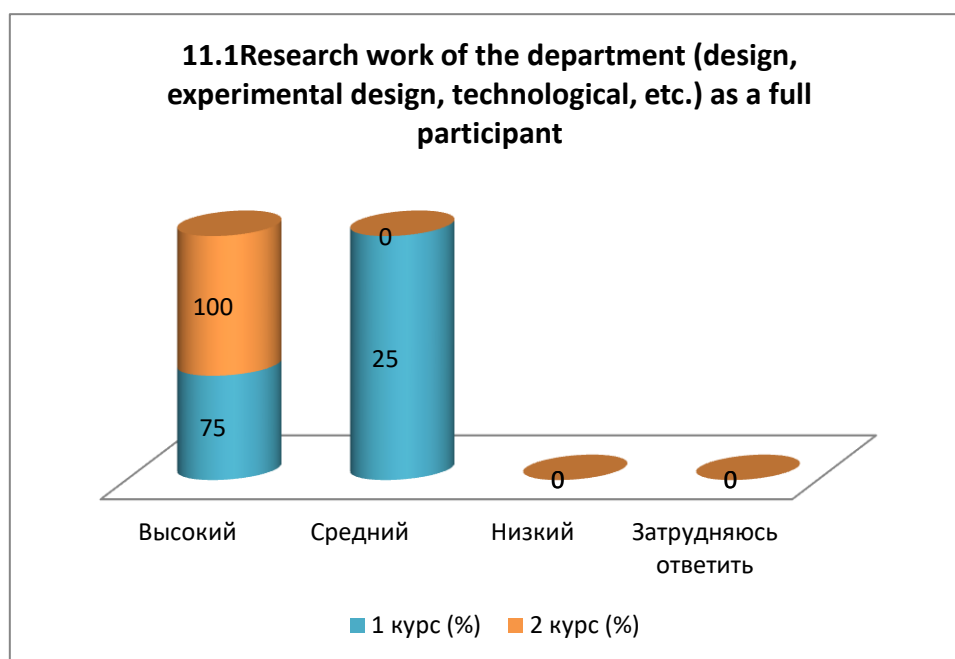
11.2 Writing scientific articles

Answer options	1st year (%)	2nd year (%)
High	62.5	100
Average	25	-
Short	12.5	-
I find it difficult to answer	-	-

11.2 Writing scientific articles

11.3 Participation with reports at conferences and seminars

Answer options	1st year (%)	2nd year (%)
High	62.5	100
Average	25	-
Short	-	-
I find it difficult to answer	12.5	-

11.3 Participation with reports at conferences and seminars
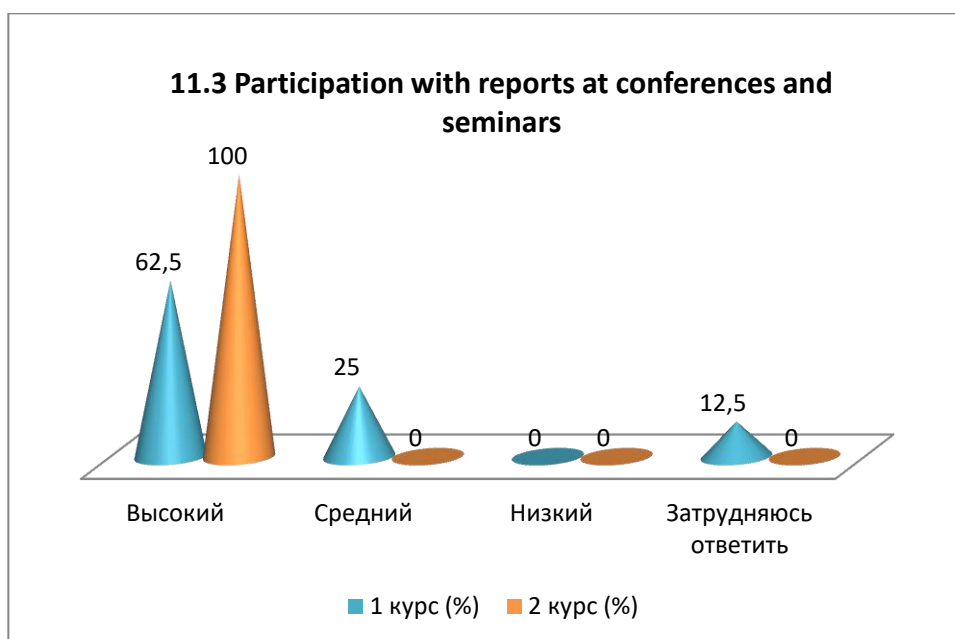
11.4 Preparation of research reports, abstracts

Answer options	1st year (%)	2nd year (%)
High	75	100
Average	25	-
Short	-	-
I find it difficult to answer	-	-

11.4 Preparation of research reports, abstracts

Chart values:
- Высокий: 1 курс 75, 2 курс 100
- Средний: 1 курс 25, 2 курс 0
- Низкий: 1 курс 0, 2 курс 0
- Затрудняюсь ответить: 1 курс 0, 2 курс 0

Legend: ■ 1 курс (%) ■ 2 курс (%)
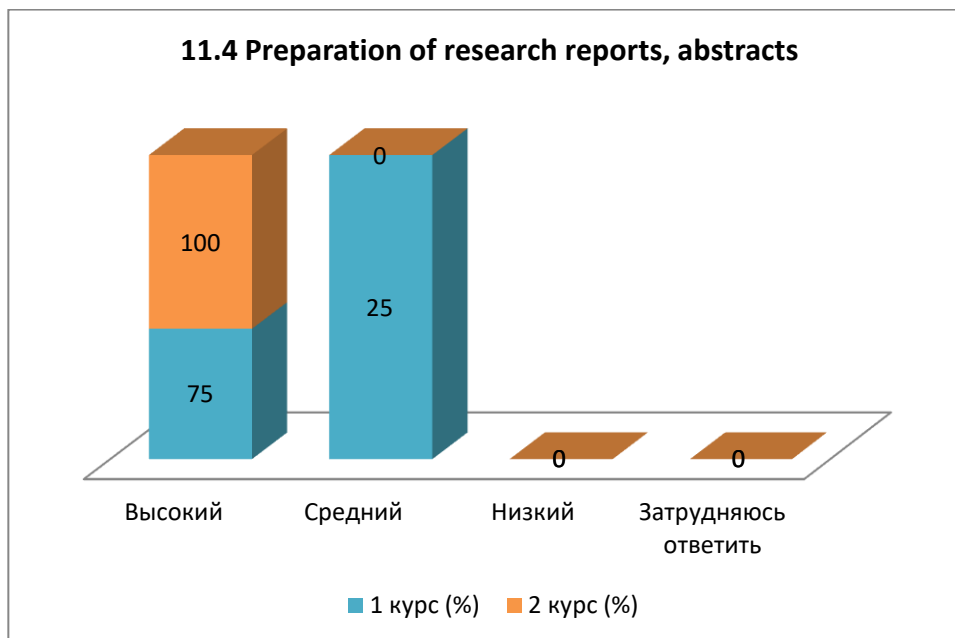
12. Are you satisfied with the scientific and educational environment of the university during your Master's degree studies?

| 12.1 Organization of conferences, round tables, forums at the university, with the participation of graduate students |
| 12.2 Logistics support for applied scientific research |
| 12.3 Accessibility for master's students of technology, computers necessary for the educational process and scientific activities |
| 12.4 General level of organization and implementation of foreign internships |
| 12.5 Accessibility of library collections, electronic databases and Internet resources |
| 12.6 Availability of scientific equipment, instruments, materials |
| 12.7 Availability of laboratories, specialized facilities and experimental sites |

Other (write your answer)_____

If you answered «not satisfied» to the previous question, please provide recommendations for improving the scientific and educational environment of the university _____

12.1 Organization of conferences, round tables, forums at the university, with the participation of graduate students
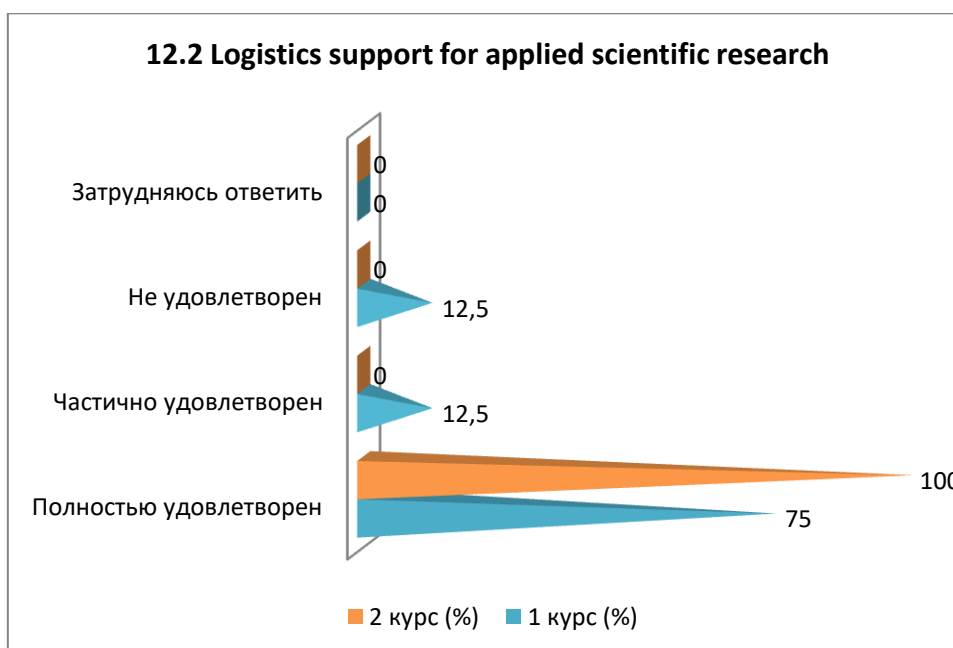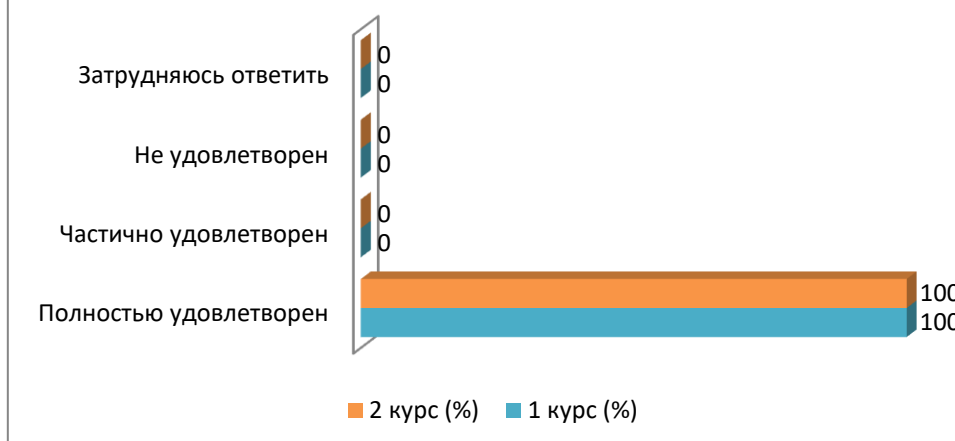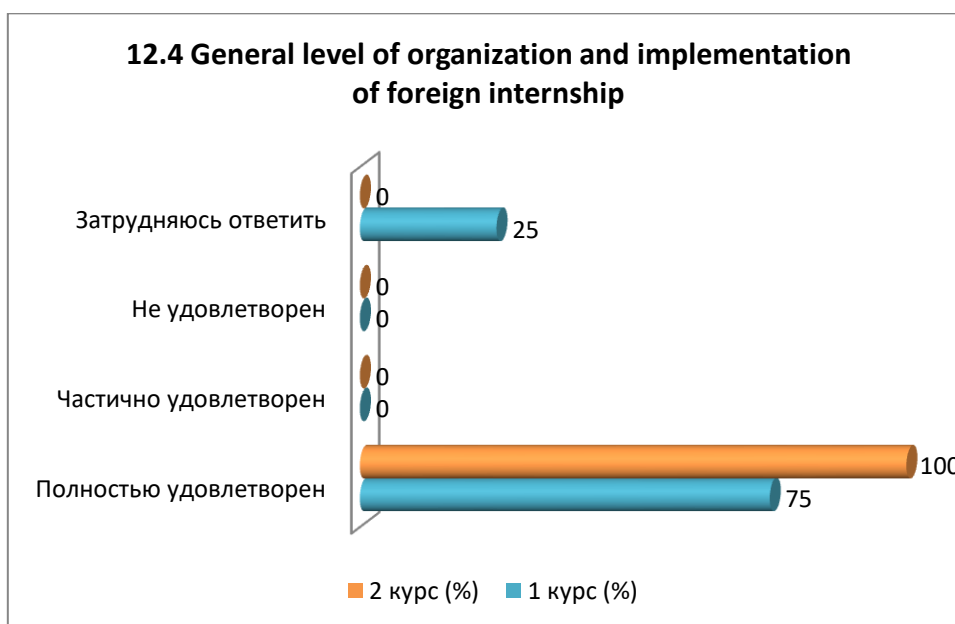
Answer options	1st year (%)	2nd year (%)
Completely satisfied	75	100
Partially satisfied	25	-
Not satisfied	-	-
I find it difficult to answer	-	-

12.1 Organization of conferences, round tables, forums at the university, with the participation of graduate students
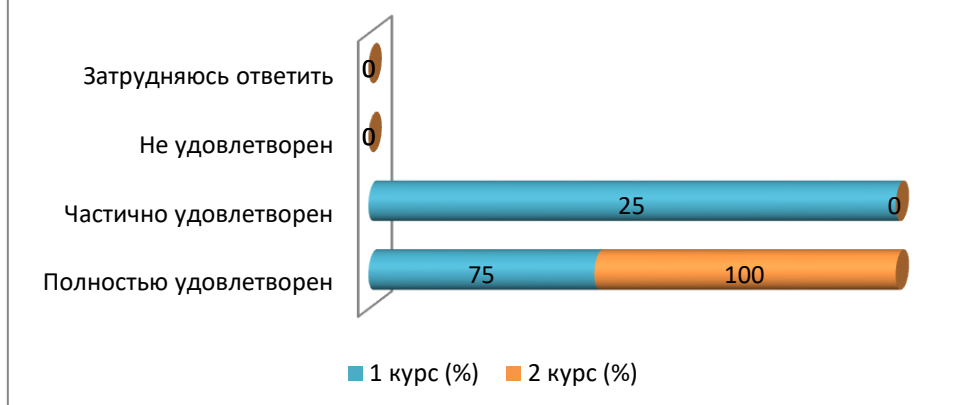
12.2 Logistics support for applied scientific research

Answer options	1st year (%)	2nd year (%)
Completely satisfied	75	100
Partially satisfied	12.5	-
Not satisfied	12.5	-
I find it difficult to answer	-	-

12.2 Logistics support for applied scientific research

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

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

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

## 12.4 General level of organization and implementation of foreign internship

Answer options	1st year (%)	2nd year (%)
Completely satisfied	75	100
Partially satisfied	-	-
Not satisfied	-	-
I find it difficult to answer	25	-

12.4 General level of organization and implementation of foreign internship

12.5 Accessibility of library collections, electronic databases and Internet resources

Answer options	1st year (%)	2nd year (%)
Completely satisfied	87.5	100
Partially satisfied	12.5	-
Not satisfied	-	-
I find it difficult to answer	-	-

12.5 Accessibility of library collections, electronic databases and Internet resources
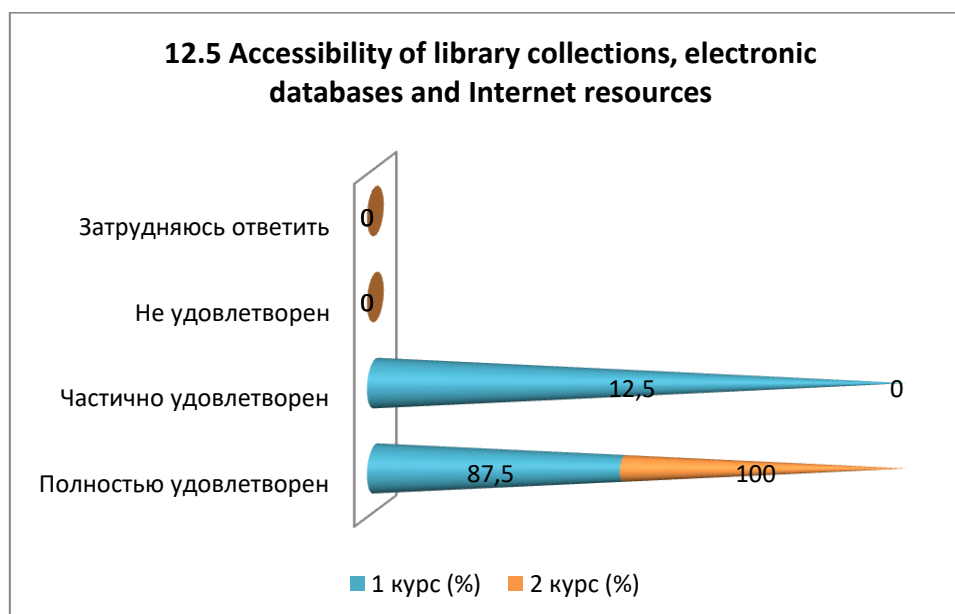
12.6 Availability of scientific equipment, instruments, materials

Answer options	1st year (%)	2nd year (%)
Completely satisfied	75	100
Partially satisfied	12.5	-
Not satisfied	12.5	-
I find it difficult to answer	-	-

12.6 Availability of scientific equipment, instruments, materials
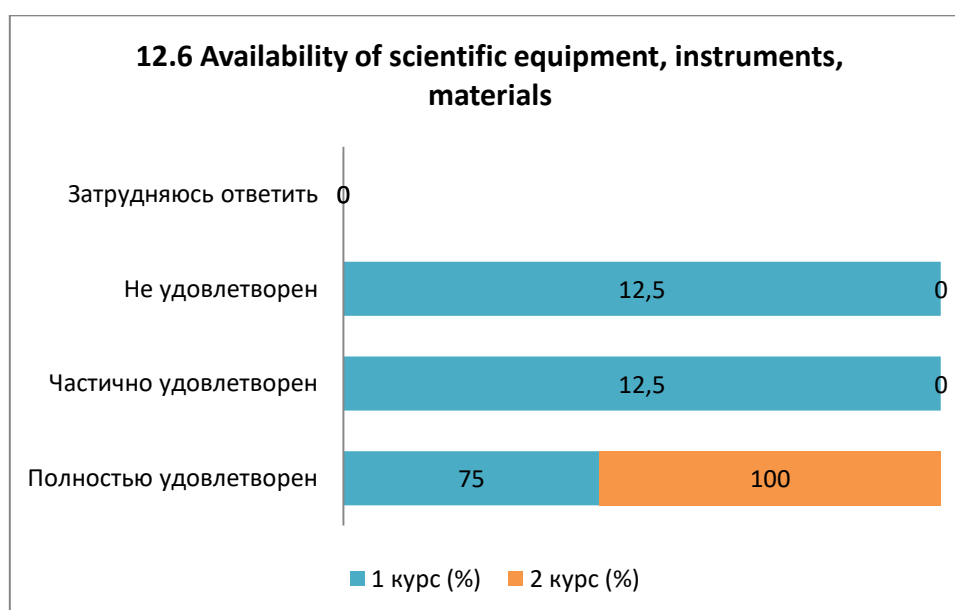
12.7 Availability of laboratories, specialized facilities and experimental sites

Answer options	1st year (%)	2nd year (%)
Completely satisfied	75	100
Partially satisfied	25	-
Not satisfied	-	-
I find it difficult to answer	-	-

12.7 Availability of laboratories, specialized facilities and experimental sites
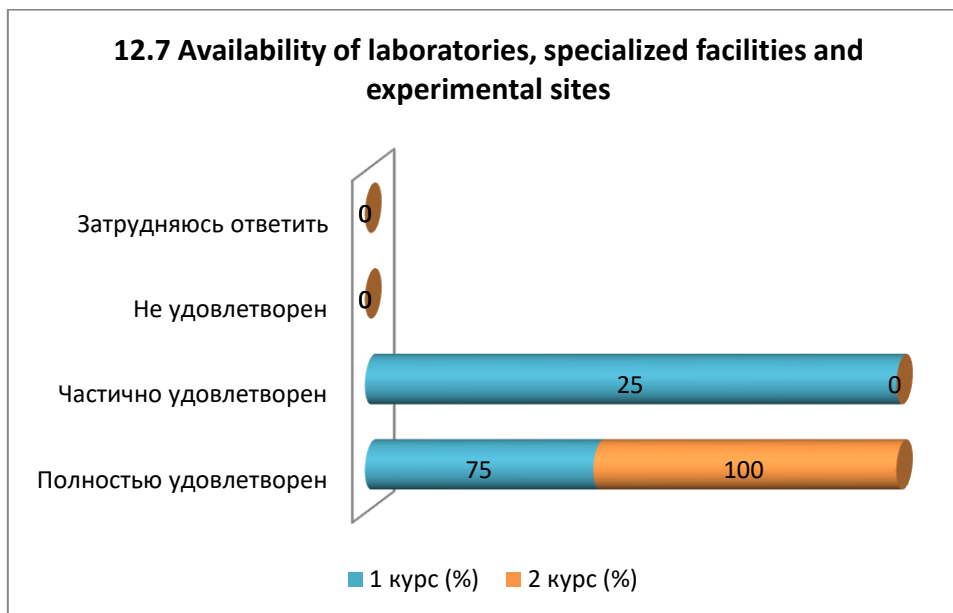
13. Are you satisfied?

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

13.1 Organization of the educational process

Answer options	1st year (%)	2nd year (%)
Completely satisfied	75	100
Partially satisfied	25	-
Not satisfied	-	-
I find it difficult to answer	-	-

13.1 Organization of the educational process
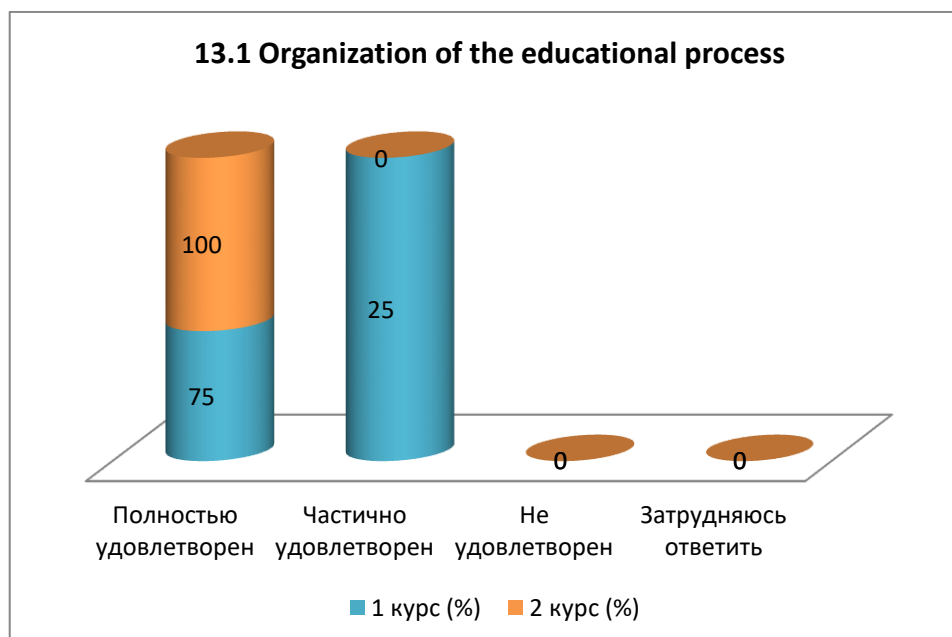
13.2 Living conditions in the hostel

Answer options	1st year (%)	2nd year (%)
Completely satisfied	75	100
Partially satisfied	-	-
Not satisfied	12.5	-
I find it difficult to answer	12.5	-
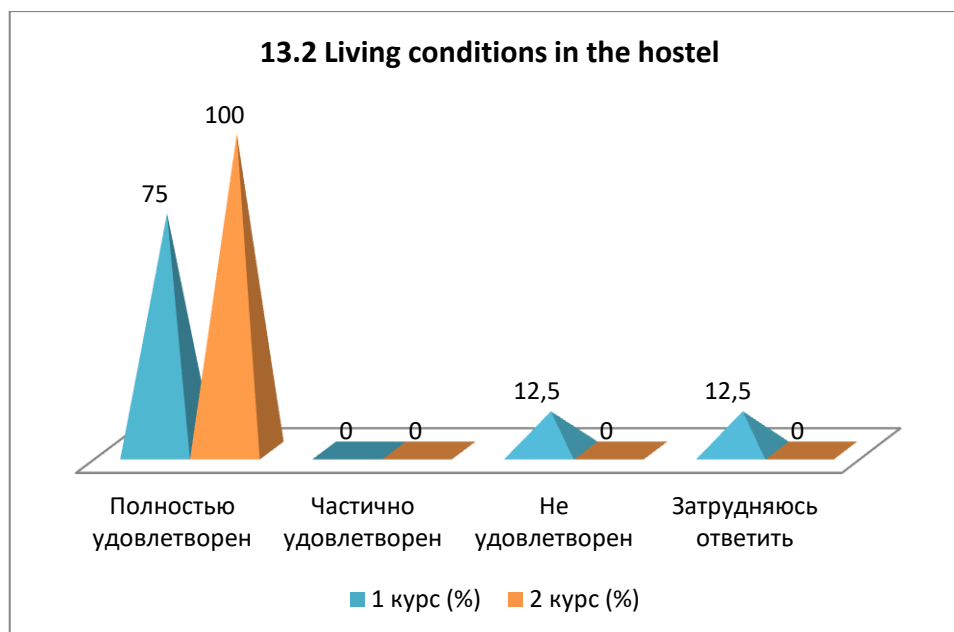
13.3 Organization of free time

Answer options	1st year (%)	2nd year (%)
Completely satisfied	87.5	100
Partially satisfied	-	-
Not satisfied	-	-
I find it difficult to answer	12.5	-

13.4 Organization of food

Answer options	1st year (%)	2nd year (%)
Completely satisfied	62.5	100
Partially satisfied	25	-
Not satisfied	12.5	-
I find it difficult to answer	-	-

13.5 Organization of industrial practice

Answer options	1st year (%)	2nd year (%)
Completely satisfied	87.5	100
Partially satisfied	12.5	-
Not satisfied	-	-
I find it difficult to answer	-	-

Based on the questionnaire results, the following conclusions can be drawn:

Factors influencing the choice of a master's degree at a university include proximity to the family's place of residence (26.8%), availability of state-funded places (25.9%) and the prestige of the university (20.6%). Additionally, it is worth noting that leading scientists among the teaching staff, continuing education at the previous university, reasonable tuition fees and a large selection of specialties also play a significant role in choosing a master's degree at a university.

The level of satisfaction of master's students with the availability of information on various aspects of their studies is high (97.5%). This indicates that most master's students feel well informed about their study programme, professional activities, competencies, opportunities for internship and their academic supervisors.

The teaching staff of the master's program is assessed by master's students as follows:

- the knowledge and qualifications of teachers are rated at 100%;
- the teaching qualities of teachers were highly rated (93.7%);
- objectivity and impartiality of assessments are highly rated, 93.7% of master's students expressed satisfaction with this indicator;
- teaching methods used by teachers are satisfactory for 93.7% of master's students.

33.1% of master's students independently develop a plan under the supervision of a supervisor. Some (14.3%) formulate a plan independently, and the supervisor signs it without exerting significant influence. 13.3% of master's students do not participate in creating a plan, and 39.3% consider their participation formal due to difficulties in independently formulating ideas.

Master's students rated their satisfaction with the assistance of their supervisor in writing their master's thesis at 93.7%, which indicates a high level of satisfaction and successful cooperation between master's students and supervisors during the learning process.

Indicators of the university's high scientific level include the following:

- involvement of master's students in research projects (33.1%);
- awards, prizes for achievements in science (25.9%);
- work of famous foreign scientists at the university (20.6%);
- participation in international research projects (18.7%);
- presence of publications of university employees in international publications (14.3%);
- modern material and technical base (12.5%);
- strong teaching staff (6.2%).

More than half (71.4%) of the master's students actively participate in research projects and attend scientific events such as seminars and conferences. These data show that the majority of master's students are involved in scientific activities that contribute to their academic and professional development.

Over the entire period of their activity, 46.5% of master's students published their theses and articles in both Kazakhstan and foreign publications. This indicates an average level of involvement of master's students in the scientific community and their desire to disseminate the results of their research at the international level.

Level of foreign language proficiency:93.7% of master's degree students have different levels of foreign language proficiency, from basic with the use of a dictionary to complete freedom in expression. However, there are those who do not speak a foreign language at all, which can create certain difficulties in learning and communication. Efforts to improve knowledge of a foreign language can be useful in both academic and professional activities of master's degree students.

The university successfully organizes the educational process, ensuring a high degree of msatisfaction of aster's students with living conditions, free time, meals and industrial practice. This contributes to the creation of a favorable educational environment and has a positive effect on the reputation of the educational institution.

Overall, postgraduates highly value the research and teaching opportunities provided by the university, which is reflected in postgraduate satisfaction.

Recommendations:

To the head of the departmentIt is necessary to familiarize and discuss the results of the survey with employees and graduate students. If necessary, develop an action plan to improve the quality of educational services.

Master's students can request the questionnaire results by email from the quality management and accreditation centercqma_kstu@mail.ru.