

Report on the results of the questionnaire
“Satisfaction of master students with educational services”
for the 2022-2023 academic year
in the educational program
7M07204 Metallurgy

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 attended by:

- 1st year - 7 master's students (58,3%);

- 2nd year – 0 master's 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	42,9
Opportunity for internships abroad while studying	42,9
Availability of budget places	57,1
Opportunity to do science while studying	14,3
University in the locality where the family lives (close to it)	28,6
High quality education	42,9
Leading scientists on staff	14,3
Large selection of specialties and areas of education	-
An opportunity to easily get a job with a diploma from this university	28,6
The university where you studied as an undergraduate	42,9
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?



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

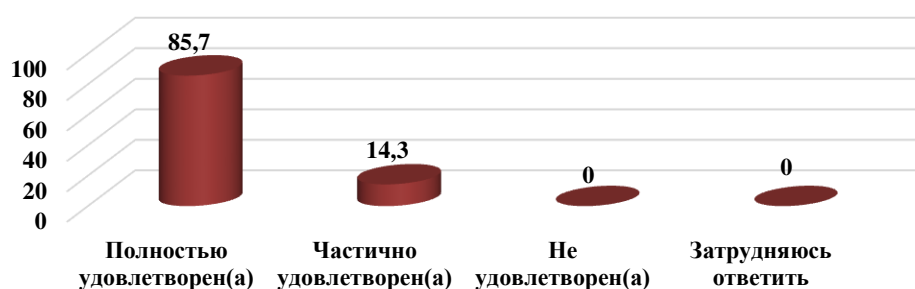
Other (write your answer) _____

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	85,7
Partially satisfied	14,3
Not satisfied)	-
I find it difficult to answer	-

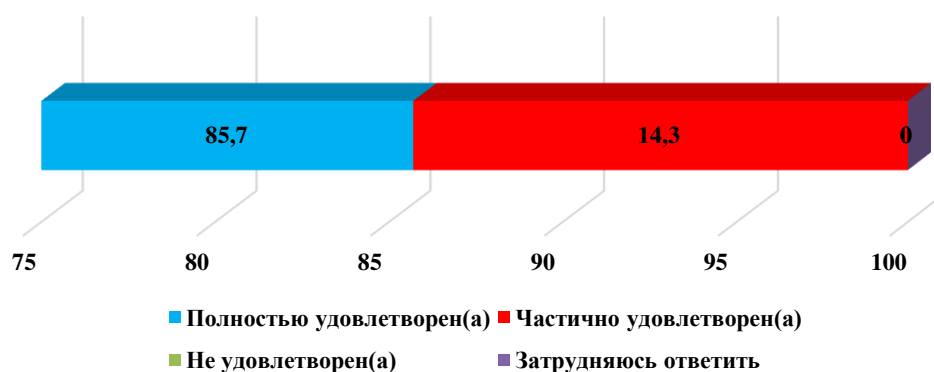
2.1 About the training profile



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

Answer options	1st year (%)
Completely satisfied	85,7
Partially satisfied	14,3
Not satisfied)	-
I find it difficult to answer	-

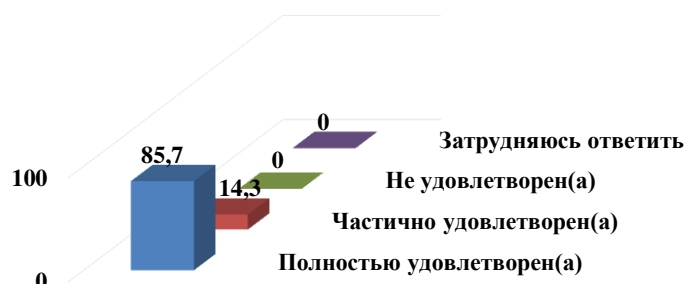
2.2 Characteristics of a master's student's professional activity



2.3 List of developed competencies of master's degree graduates

Answer options	1st year (%)
Completely satisfied	85,7
Partially satisfied	14,3
Not satisfied)	-
I find it difficult to answer	-

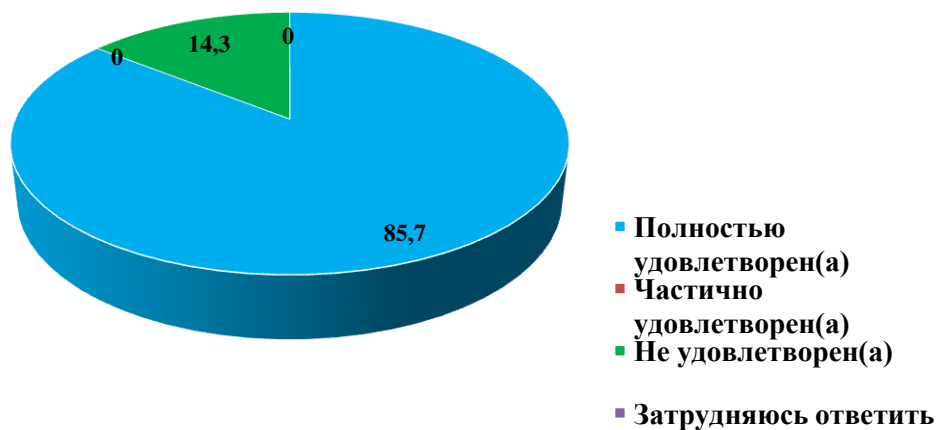
2.3 List of developed competencies of master's degree graduates



2.4 List of internship bases for master's students

Answer options	1st year (%)
Completely satisfied	85,7
Partially satisfied	-
Not satisfied)	14,3
I find it difficult to answer	-

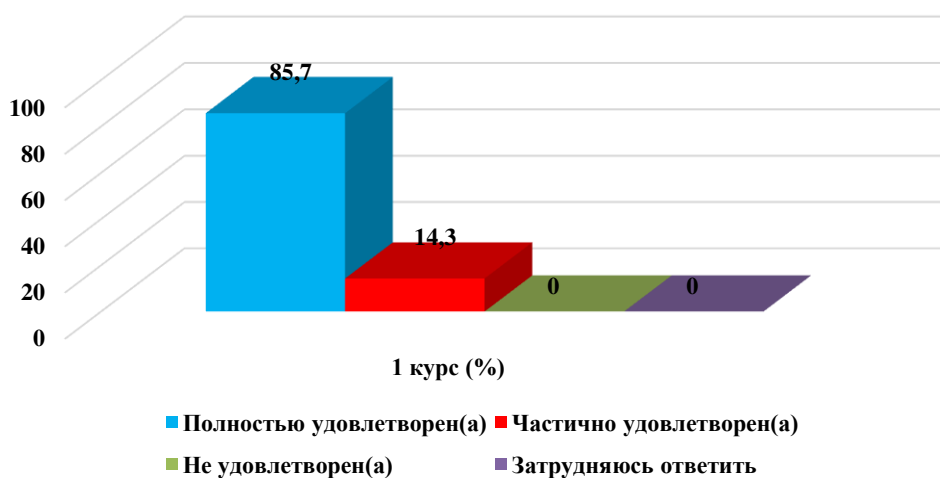
2.4 List of internship bases for master's students



2.5 Information about scientific supervisors

Answer options	1st year (%)
Completely satisfied	85,7
Partially satisfied	14,3
Not satisfied)	-
I find it difficult to answer	-

2.5 Information about scientific supervisors



For the option “If you answered “Not satisfied” to the previous question, give recommendations to improve the direction of training” master students indicated the following*:

- The base of practices abroad, and to inform everyone, there is an Instagram and a university website!!! But many possibilities are hushed up

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

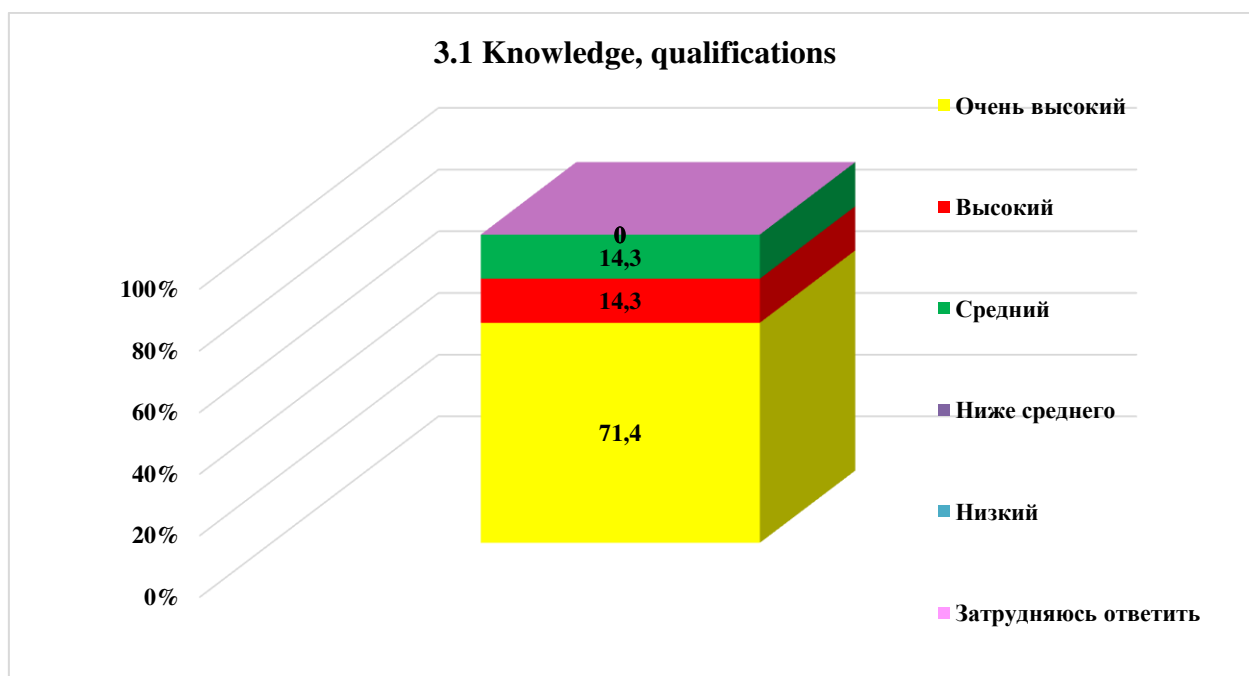
3.1 Knowledge, qualifications
3.2 Pedagogical qualities
3.3 Objectivity and impartiality of assessments
3.4 Teaching methods used

Other (write your answer) _____

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

3.1 Knowledge, qualifications

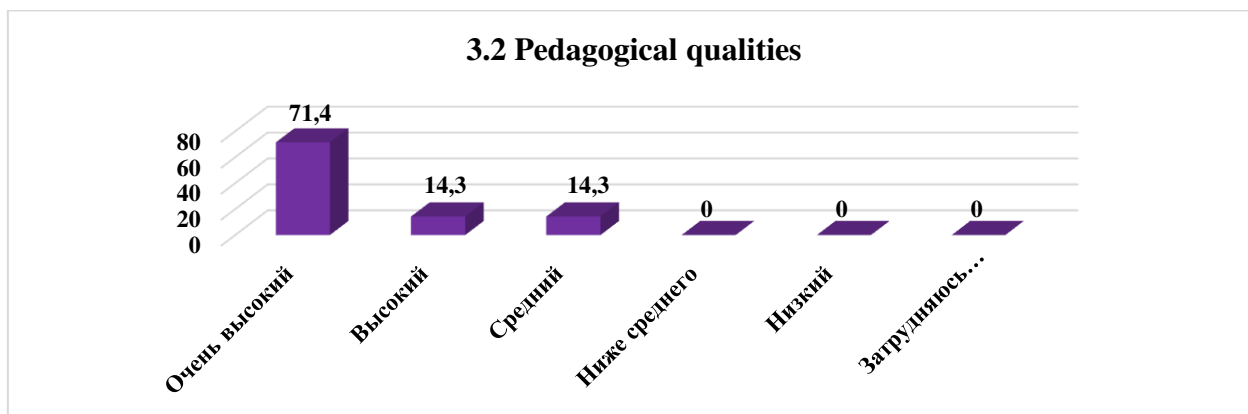
Answer options	1st year (%)
Very tall	71,4
High	14,3
Average	14,3
Below the average	-
Short	-
I find it difficult to answer	-



3.2 Pedagogical qualities

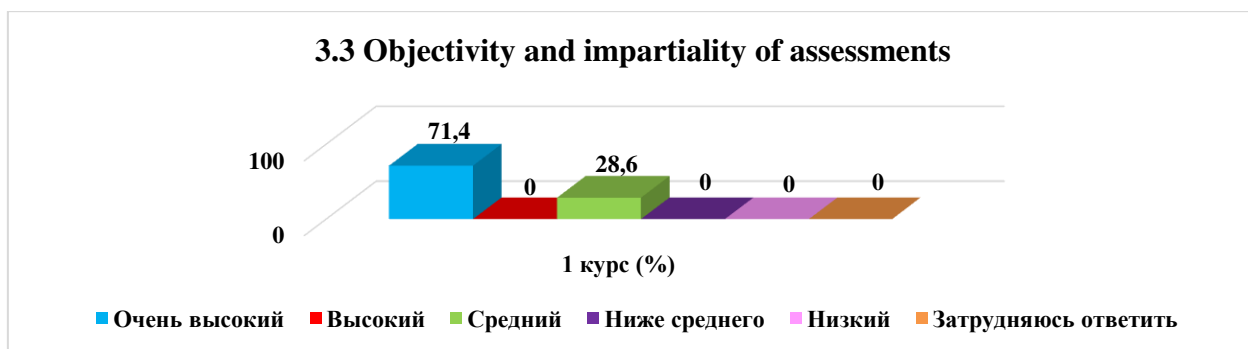
* Students' answers are presented in the original. The author's spelling and punctuation have been preserved.

Answer options	1st year (%)
Очень высокий	71,4
Высокий	14,3
Средний	14,3
Ниже среднего	-
Низкий	-
Затрудняюсь ответить	-



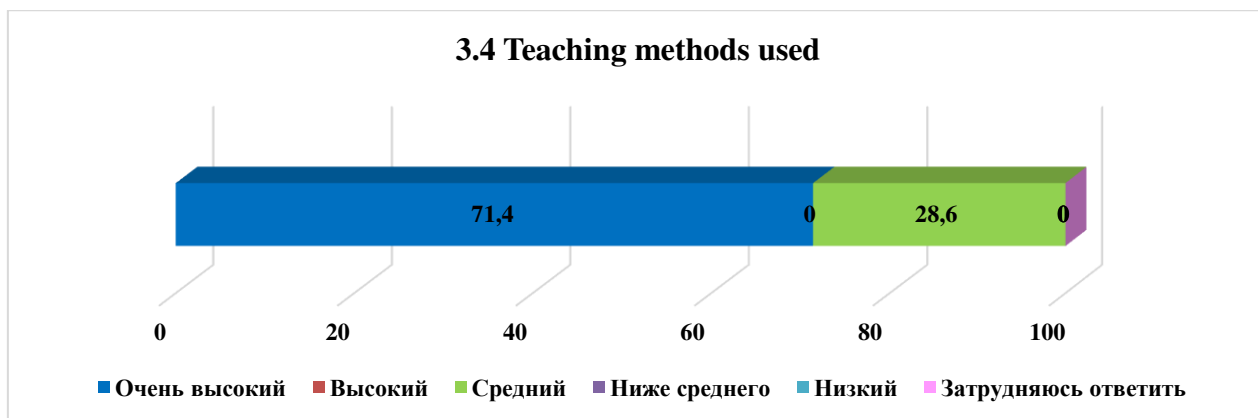
3.3 Objectivity and impartiality of assessments

Answer options	1st year (%)
Very tall	71,4
High	-
Average	28,6
Below the average	-
Short	-
I find it difficult to answer	-



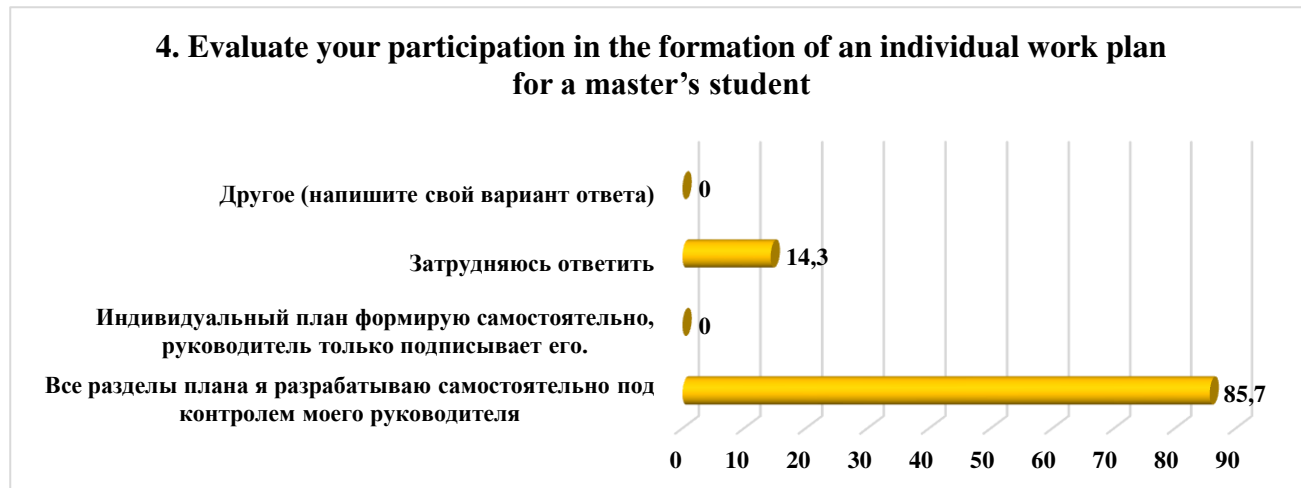
3.4 Teaching methods used

Answer options	1st year (%)
Very tall	71,4
High	-
Average	28,6
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

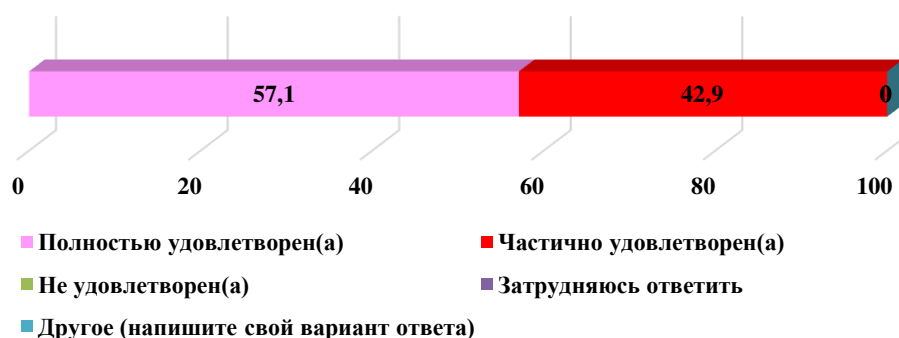
Answer options	1st year (%)
I don't participate	-
Participation is purely formal; the formation of an individual plan actually does not depend on me	-
I develop all sections of the plan independently under the supervision of my supervisor.	85,7
I formulate an individual plan myself; the manager only signs it.	-
I find it difficult to answer	14,3
Other (write your answer)	-



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

Answer options	1st year (%)
Completely satisfied	57,1
Partially satisfied	42,9
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	1st year (%)
Modern material and technical base	57,1
Participation of the university in the development of targeted programs for the socio-economic development of the region, cities, and enterprises	14,3
Involvement of undergraduates in research projects	-
Strong teaching staff	14,3
Work at the university of famous foreign scientists	-
Awards, prizes for achievements in science	-
Availability of publications by university staff in international publications	-
Participation in international research projects	-
I find it difficult to answer	14,3
Other (write your answer)	-

*Сумма в % не равна 100, т.к. предполагался выбор нескольких вариантов ответов

6. What, in your opinion, is an indicator of a high scientific level of a university?



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	57,1
No, I'm not participating	14,3
I find it difficult to answer	28,6
Other (write your answer)	-



For the option “If you answered “No, I do not participate” to the previous question, write why,” masters students indicated the following options*:

- don't know how, where.

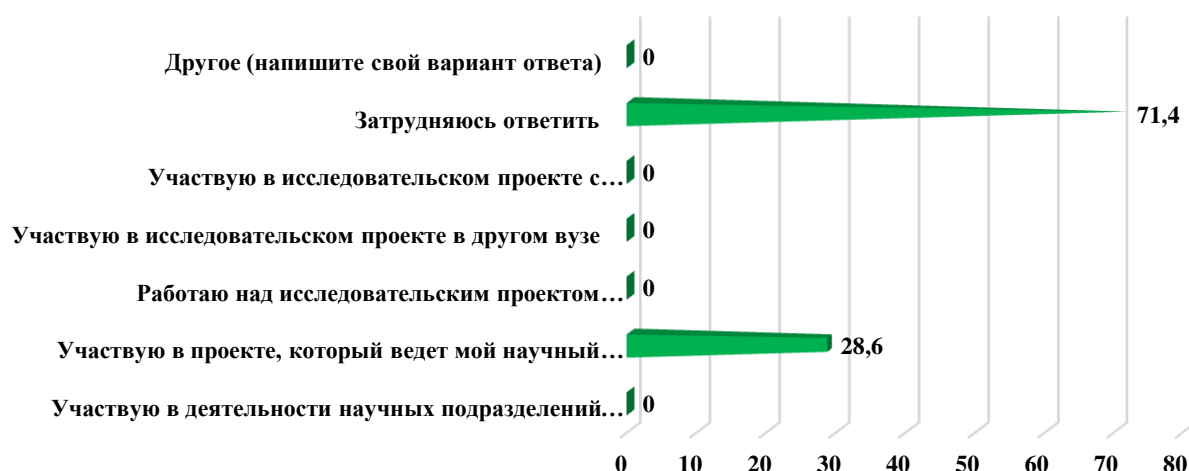
8. Please indicate which research projects you are involved in (select all that apply)

Answer options	1st year (%)
I participate in the activities of scientific departments at my university	-
I am participating in a project led by my supervisor/other teacher	28,6
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	71,4
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.

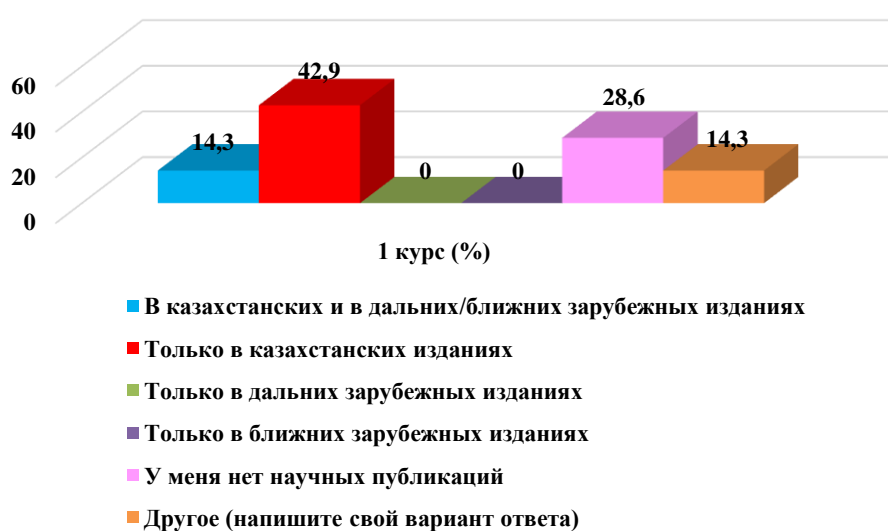
8. Please indicate which research projects you are involved in



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	14,3
Only in Kazakhstan publications	42,9
Only in distant foreign publications	-
Only in nearby foreign publications	-
I have no scientific publications	28,6
Other (write your answer)	14,3

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



For the “Other” option, students indicated the following *:
 - Awaiting publication.

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

10. Your level of foreign language proficiency:

Answer options	1st year (%)
With dictionary	28,6
Speaking level	-
Average level	57,1
I express myself freely	14,3
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

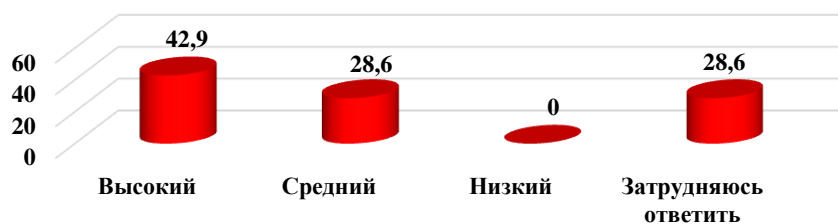
Other (write your answer) _____

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	42,9
Average	28,6
Short	-
I find it difficult to answer	28,6

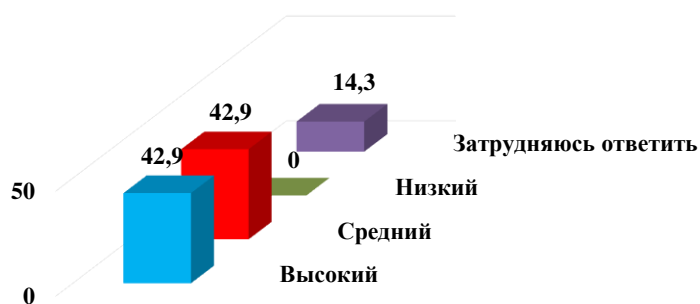
11.1 Research work of the department (design, development, technological, etc.) as a full participant



11.2 Writing scientific articles

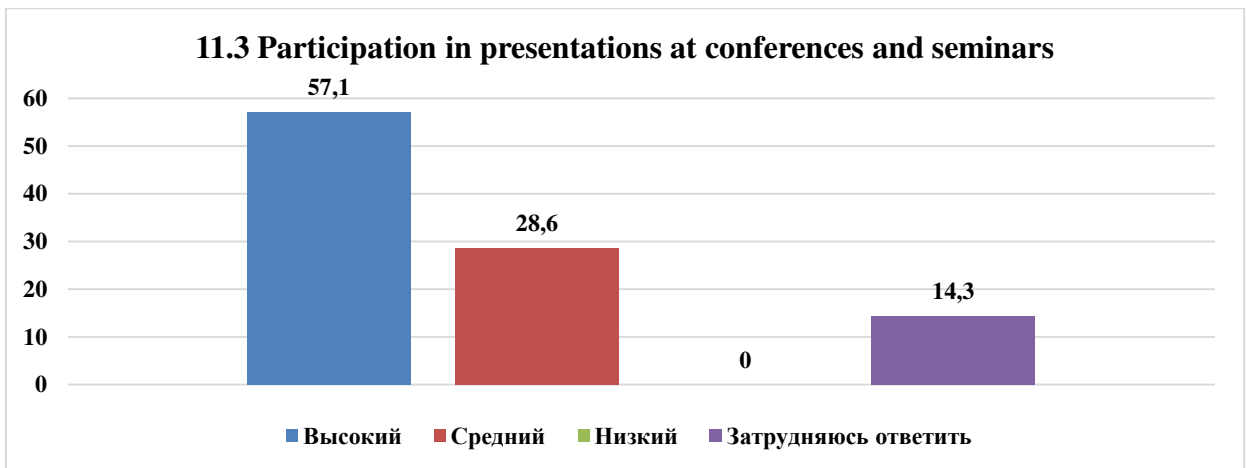
Answer options	1st year (%)
High	42,9
Average	42,9
Short	-
I find it difficult to answer	14,3

11.2 Writing scientific articles



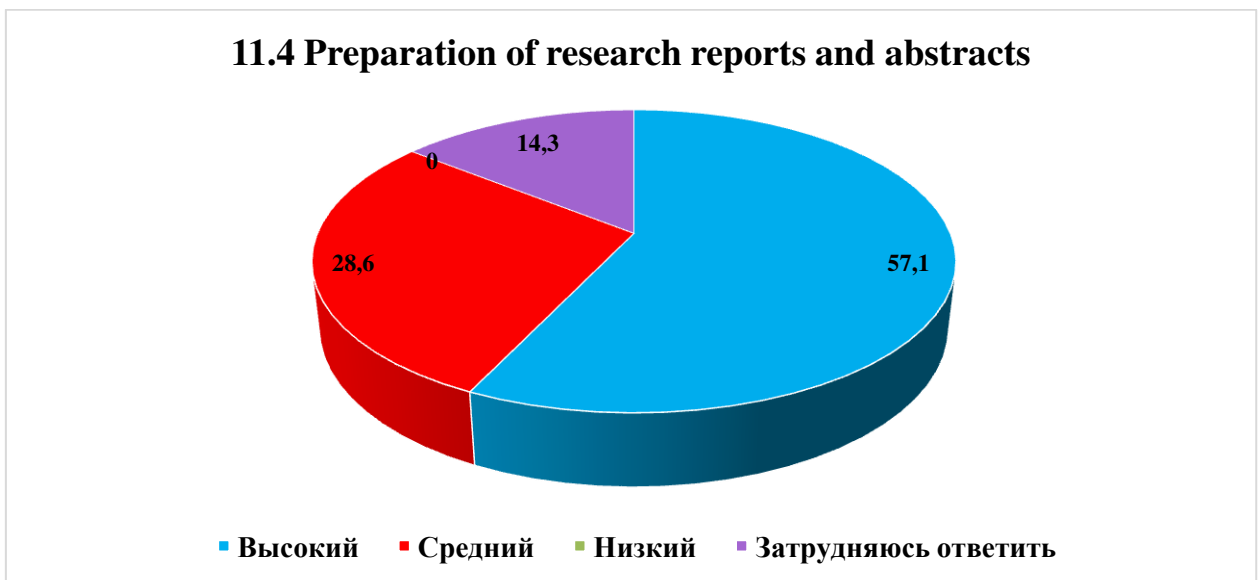
11.3 Participation in presentations at conferences and seminars

Answer options	1st year (%)
High	57,1
Average	28,6
Short	-
I find it difficult to answer	14,3



11.4 Preparation of research reports and abstracts

Answer options	1st year (%)
High	57,1
Average	28,6
Short	-
I find it difficult to answer	14,3



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

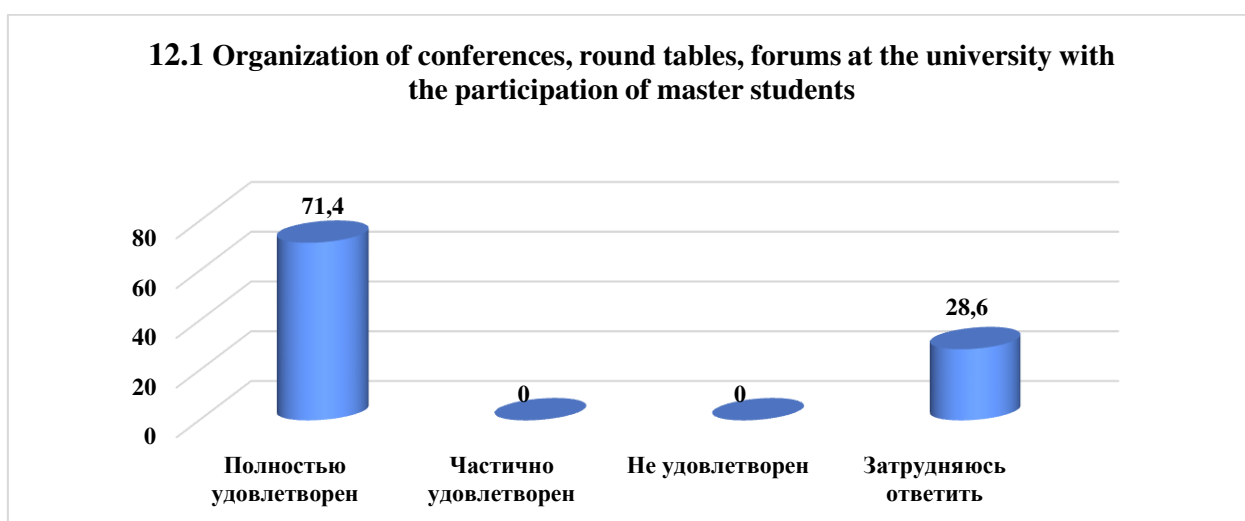
12.1 Organization of conferences, round tables, forums at the university with the participation of master students
12.2 Logistics support for applied scientific research
12.3 Availability for master students of technology, computers necessary for the educational process and scientific activities
12.4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

Other (write your answer) _____

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

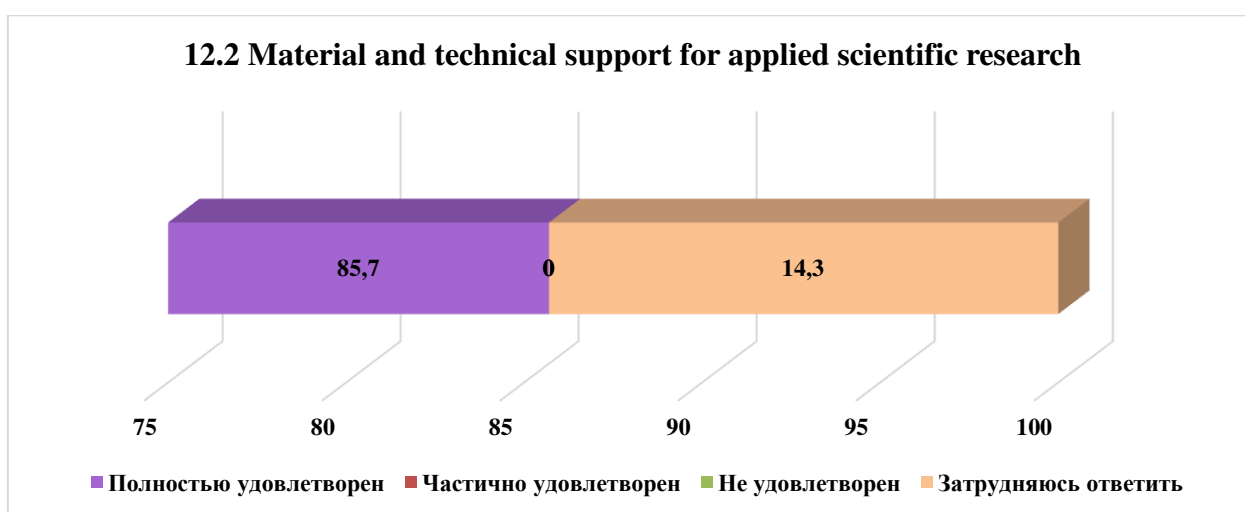
12.1 Organization of conferences, round tables, forums at the university with the participation of master students

Answer options	1st year (%)
Completely satisfied	71,4
Partially satisfied	-
Not satisfied	-
I find it difficult to answer	28,6



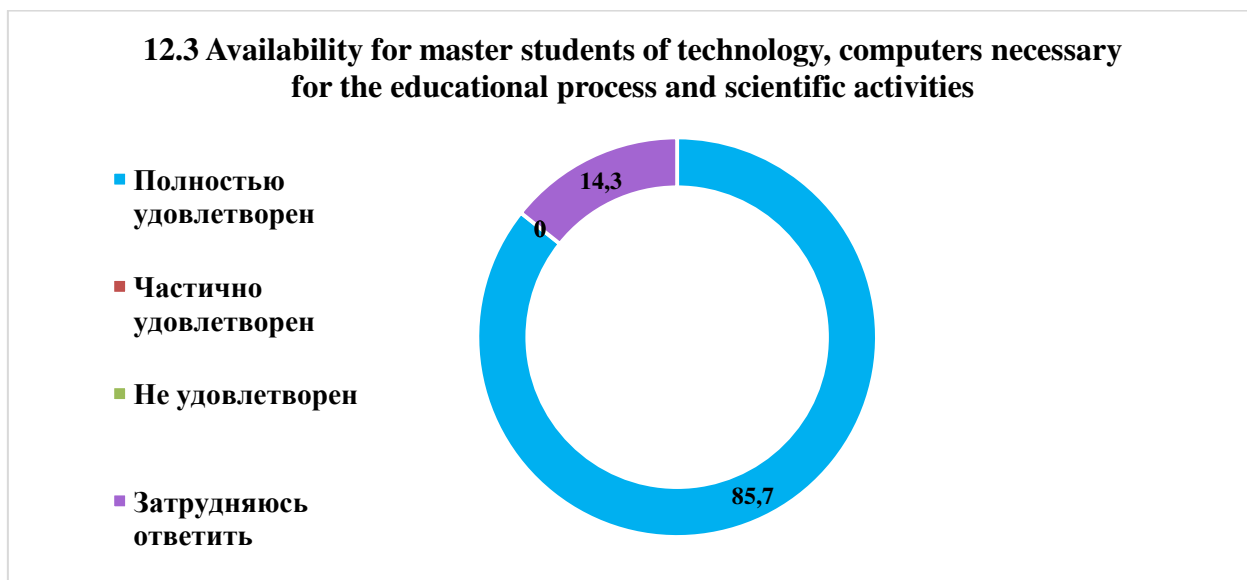
12.2 Material and technical support for applied scientific research

Answer options	1st year (%)
Completely satisfied	85,7
Partially satisfied	-
Not satisfied	-
I find it difficult to answer	14,3



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

Answer options	1st year (%)
Completely satisfied	85,7
Partially satisfied	-
Not satisfied	-
I find it difficult to answer	14,3



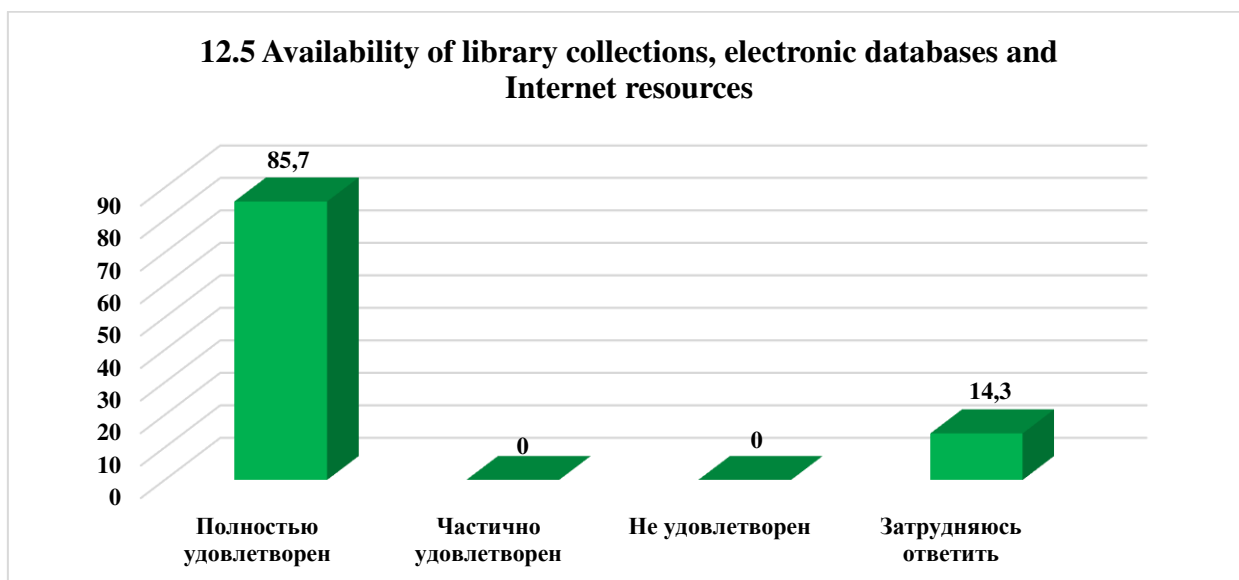
12.4 General level of organization and conduct of foreign internships

Answer options	1st year (%)
Completely satisfied	57,1
Partially satisfied	14,3
Not satisfied	14,3
I find it difficult to answer	14,3



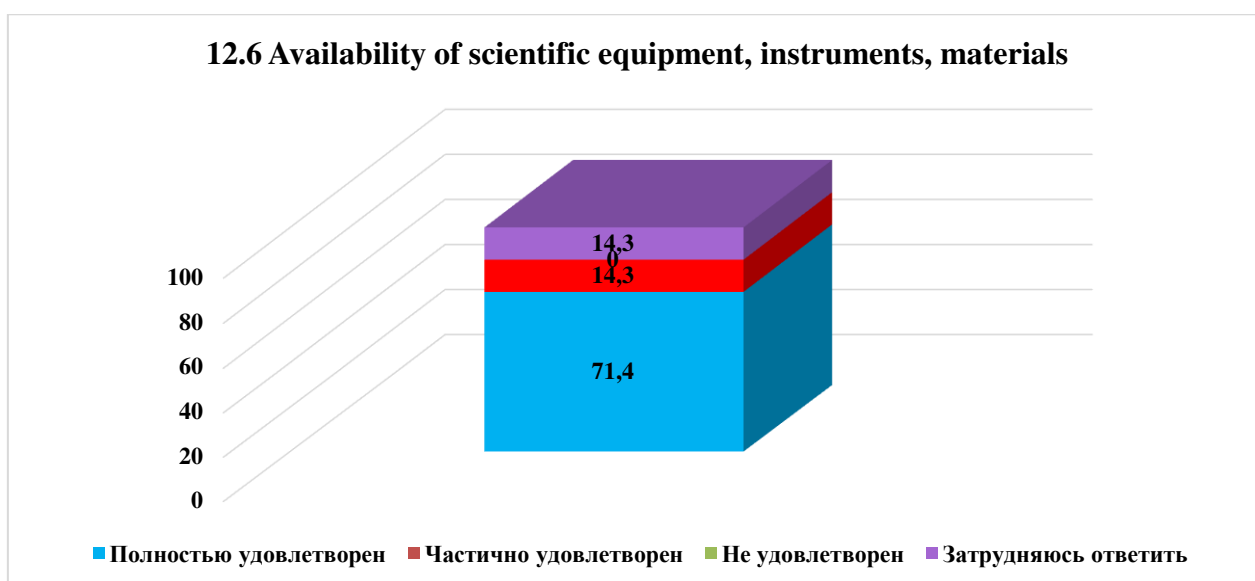
12.5 Availability of library collections, electronic databases and Internet resources

Answer options	1st year (%)
Completely satisfied	85,7
Partially satisfied	-
Not satisfied	-
I find it difficult to answer	14,3



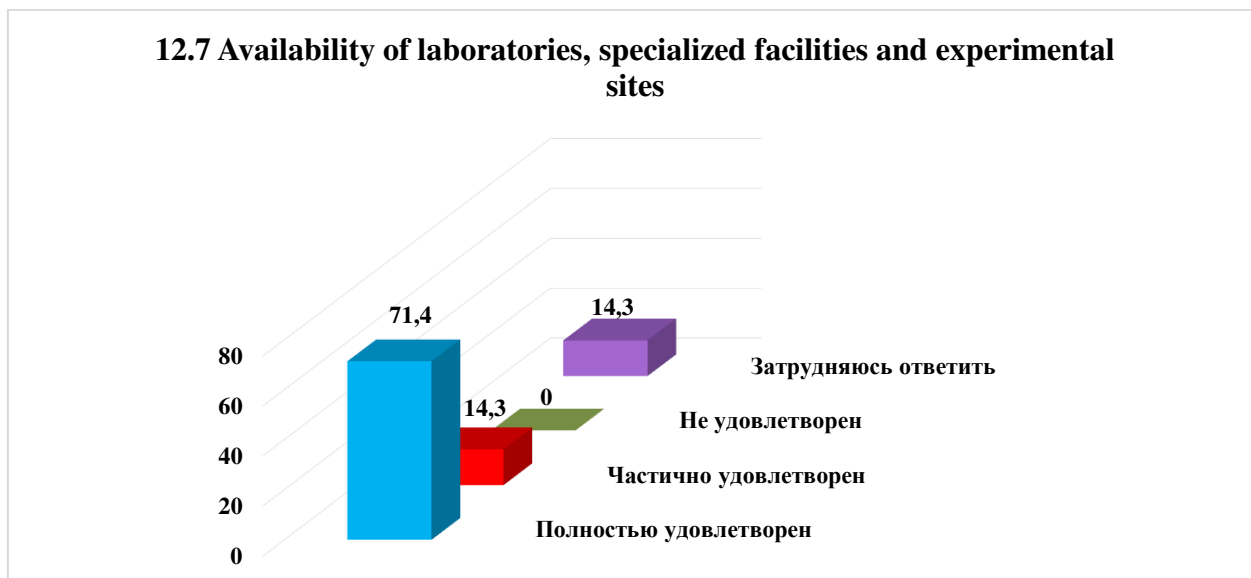
12.6 Availability of scientific equipment, instruments, materials

Answer options	1st year (%)
Completely satisfied	71,4
Partially satisfied	14,3
Not satisfied	-
I find it difficult to answer	14,3



12.7 Availability of laboratories, specialized facilities and experimental sites

Answer options	1st year (%)
Completely satisfied	71,4
Partially satisfied	14,3
Not satisfied	-
I find it difficult to answer	14,3



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 Catering organization
13.5 Organization of industrial practice
Other _____

13.1 Organization of the educational process

Answer options	1st year (%)
Completely satisfied	57,1
Partially satisfied	28,6
Not satisfied	-
I find it difficult to answer	14,3

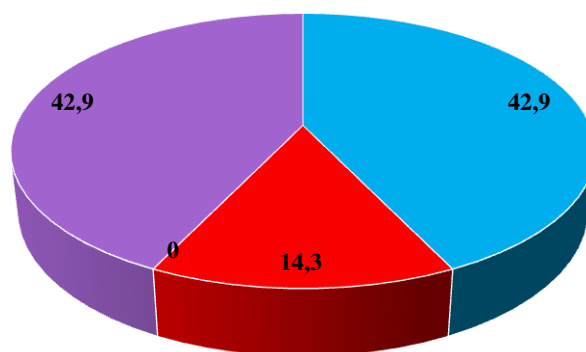
13.1 Organization of the educational process



13.2 Living conditions in the dormitory

Answer options	1st year (%)
Completely satisfied	42,9
Partially satisfied	14,3
Not satisfied	-
I find it difficult to answer	42,9

13.2 Living conditions in the dormitory

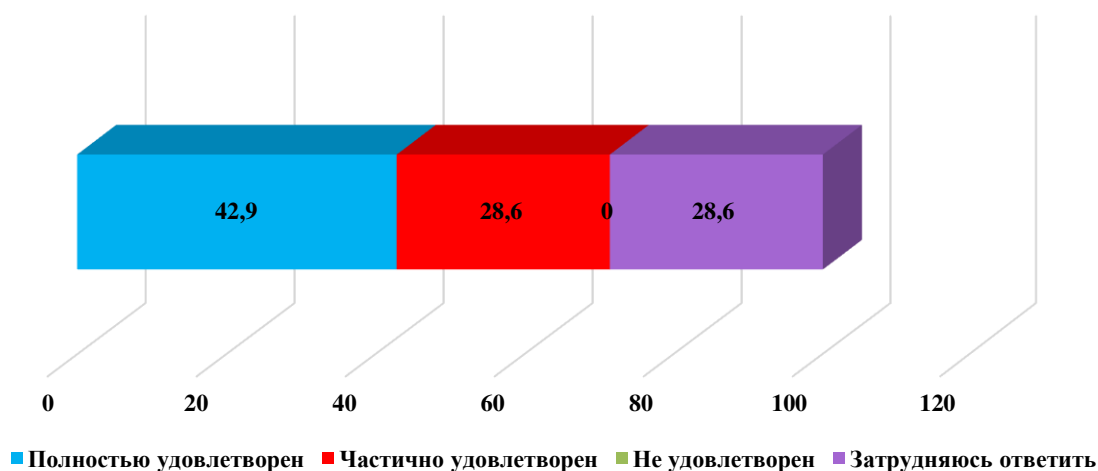


- Полностью удовлетворен
- Частично удовлетворен
- Не удовлетворен
- Затрудняюсь ответить

13.3 Organization of free time

Answer options	1st year (%)
Completely satisfied	42,9
Partially satisfied	28,6
Not satisfied	-
I find it difficult to answer	28,6

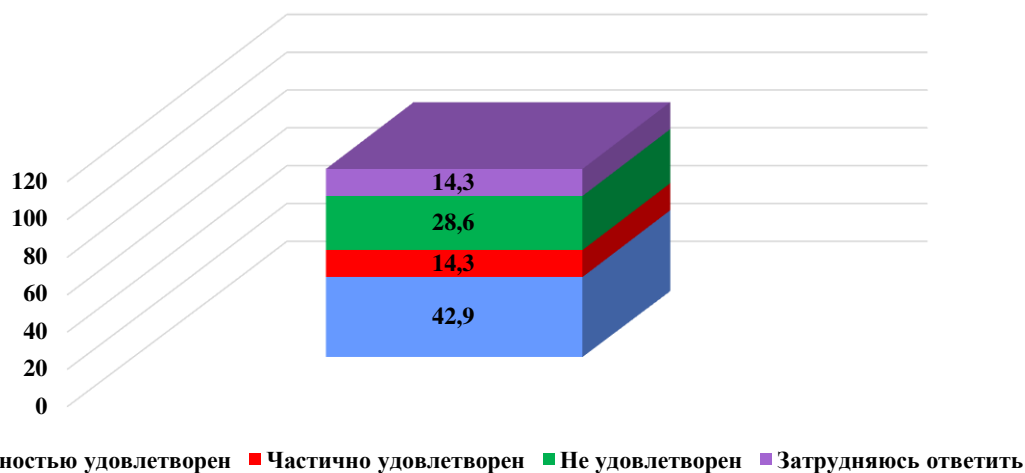
13.3 Organization of free time



13.4 Catering organization

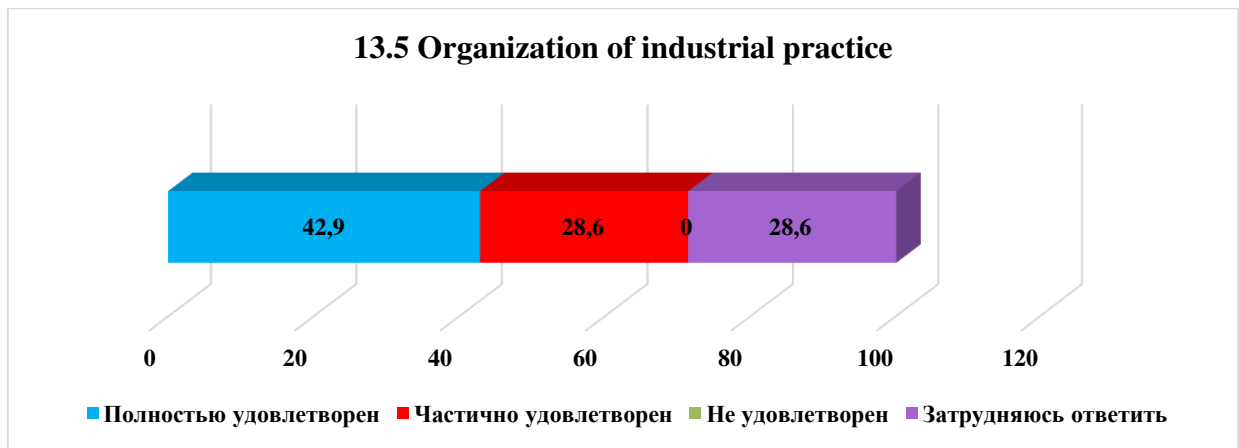
Answer options	1st year (%)
Completely satisfied	42,9
Partially satisfied	14,3
Not satisfied	28,6
I find it difficult to answer	14,3

13.4 Catering organization



13.5 Organization of industrial practice

Answer options	1st year (%)
Completely satisfied	42,9
Partially satisfied	28,6
Not satisfied	-
I find it difficult to answer	28,6



Please, write what questions in your opinion should be added to this questionnaire in order to improve the training program, the quality of services and other areas of the university:

- It feels like the cafeteria at our university hasn't changed since the year it was founded. Compare our cafeteria with other universities' cafeterias. For example: KSU. About the level of knowledge and how cool our university is, it is impossible without basic bases!!

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

Master's study is a conscious choice of an adult person, which is not influenced by parents or situation, obtaining professional competencies in accordance with the chosen specialty, the next educational stage after bachelor's degree. To the question **“What determined your choice of studying at a university master’s program? (choose 3-4 answer options)”** the majority of master students 57.1% indicated “Availability of budget places”. The same percentages of 42.9% were distributed between “Prestige of the university”, “Opportunity to do internships abroad during study”, “High quality of education”, “The university where I studied at bachelor's degree”.

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 85,7%, 14,3% are not satisfied;
- “Information about scientific supervisors” master's students' satisfaction was 100%.

The teaching staff is evaluated quite highly by the respondents. According to all the criteria presented in the questionnaire (knowledge, qualification, objectivity, pedagogical qualities, teaching methods used) more than 78.6% 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, 85,7 % of the first-year respondents develop all sections of the plan independently under the control of their supervisor. However, there are 14.3% of first-year Master students who found it difficult to answer. Probably, scientific supervisors of Master's programs should pay attention to planning cognitive and research activities of Master's students with their more active participation.

To the question: **“Rate your satisfaction with the help of your supervisor in preparing your master’s thesis”** satisfaction of master's students amounted to 100%.

When answering the question **“What, in your opinion, is an indicator of a high scientific level of a university? (select 3-4 key characteristics)”** 57.1% of respondents chose the option “modern material and technical base”; 14.3% were divided between “participation of university in the

development of target programs of socio-economic development of the region, cities, enterprises”, “strong teaching staff” and “I find it difficult to answer”.

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 works. Master students publish their articles and theses only in Kazakhstani editions (42.9%). There are also master students who publish in Kazakhstani and in distant/near foreign editions (1st year - 14.3%). However, 28.6% of first year respondents indicated that they have no scientific publications; 14.3% are waiting for publications.

On the question “**Your level of foreign language proficiency:**” the answers of respondents were distributed as follows: “average level” - 57.1%, “with vocabulary” - 28.6% and “fluent” - 14.3%.

Assessment of the level of participation of undergraduates in the work of the department at a high level -50%. At the same time, the highest percentage of respondents who evaluated the level of their participation as “high” in “compilation of research reports, abstracts” - 57.1% and “participation with reports at conferences and seminars” - 57.1%.

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 71,4%, find it difficult to answer 28,6%;
- “Material and technical support for applied scientific research” master's students' satisfaction was 85,7%, find it difficult to answer 14,3%;
- “Availability for master students of technology, computers necessary for the educational process and scientific activities” master's students' satisfaction was 85,7%, find it difficult to answer 14,3%;
- “General level of organization and conduct of foreign internships” master's students' satisfaction was 71,4%, not satisfied 14,3% and 14,3% find it difficult to answer;
- “Accessibility of library collections, electronic databases and Internet resources” master's students' satisfaction was 85,7%, find it difficult to answer 14,3%;
- “Availability of scientific equipment, tools, materials” master's students' satisfaction was 85,7%, find it difficult to answer 14,3%
- “Availability of laboratories, specialized facilities and experimental sites” master's students' satisfaction was 85,7%, and 14,3% find it difficult to answer.

In general, the respondents have no difficulties when studying at the master's program. At the end of the questionnaire it was proposed to include questions and recommendations that, in the opinion of students, should be added to this questionnaire to improve the training program, improve the quality of services and other areas of the university. Respondents wrote the following: “It feels like the cafeterias at our university have not changed since the year of foundation. Compare our cafeteria with the cafeterias of other universities. For example: KSU. About the level of knowledge and how cool our university is, it is impossible without basic bases!”.

Recommendations:

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