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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
7M07204 Metallurgy

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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.

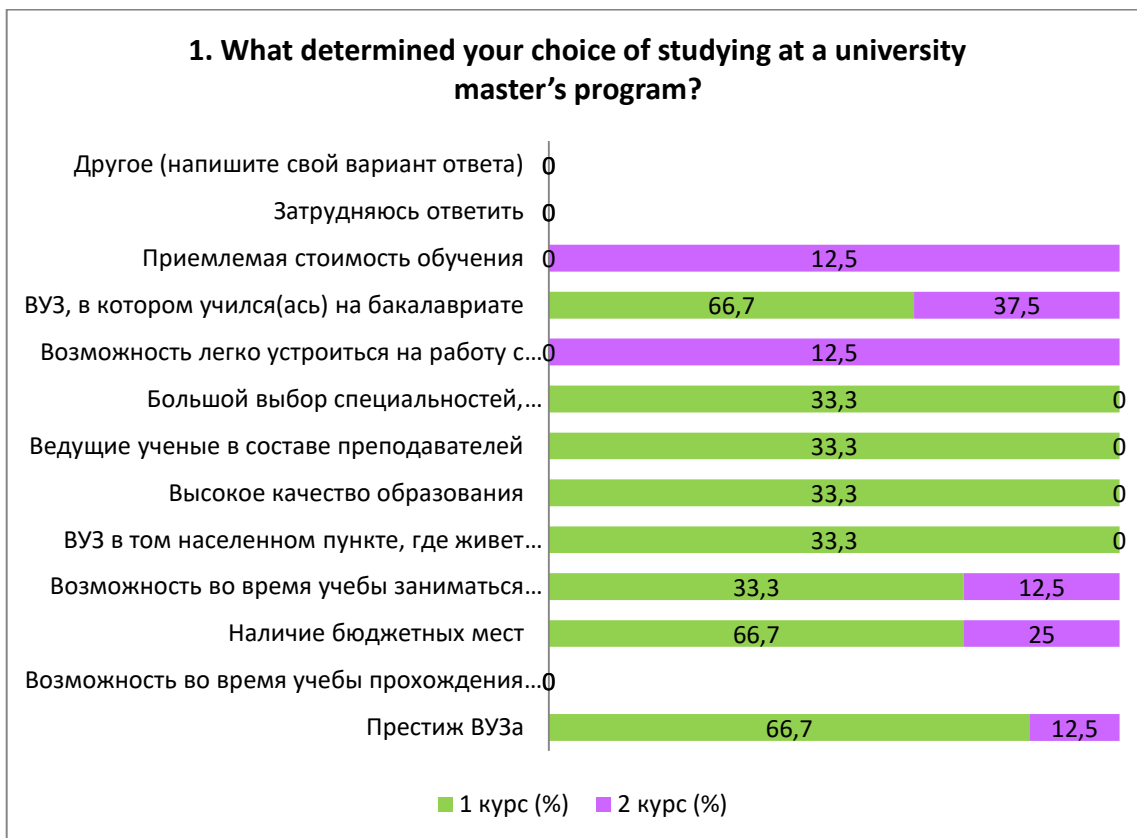**The object** of the study is master's students of 1-2 years.

11 respondents took part in the questionnaire, which was 73,3% 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	66,7	12,5
Possibility of internships abroad during studies	-	-
Availability of budgetary places	66,7	25
Opportunity to do science during studies	33,3	12,5
University in the locality where the family lives (close to it)	33,3	-
High quality of education	33,3	-
Leading scientists in the teaching staff	33,3	-
Large choice of specialities, areas of education	33,3	-
Ability to easily find a job with a diploma from this university.	-	12,5
The university where you studied at the bachelor's programme.	66,7	37,5
Acceptable cost of education	-	12,5
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?

Ответ	1 курс (%)	2 курс (%)
Другое (напишите свой вариант ответа)	0	
Затрудняюсь ответить	0	
Приемлемая стоимость обучения	0	12,5
ВУЗ, в котором учил(ась) на бакалавриате	66,7	37,5
Возможность легко устроиться на работу с…	0	12,5
Большой выбор специальностей,…	33,3	0
Ведущие ученые в составе преподавателей	33,3	0
Высокое качество образования	33,3	0
ВУЗ в том населенном пункте, где живет…	33,3	0
Возможность во время учебы заниматься…	33,3	12,5
Наличие бюджетных мест	66,7	25
Возможность во время учебы прохождения…	0	
Престиж ВУЗа	66,7	12,5

■ 1 курс (%) ■ 2 курс (%)

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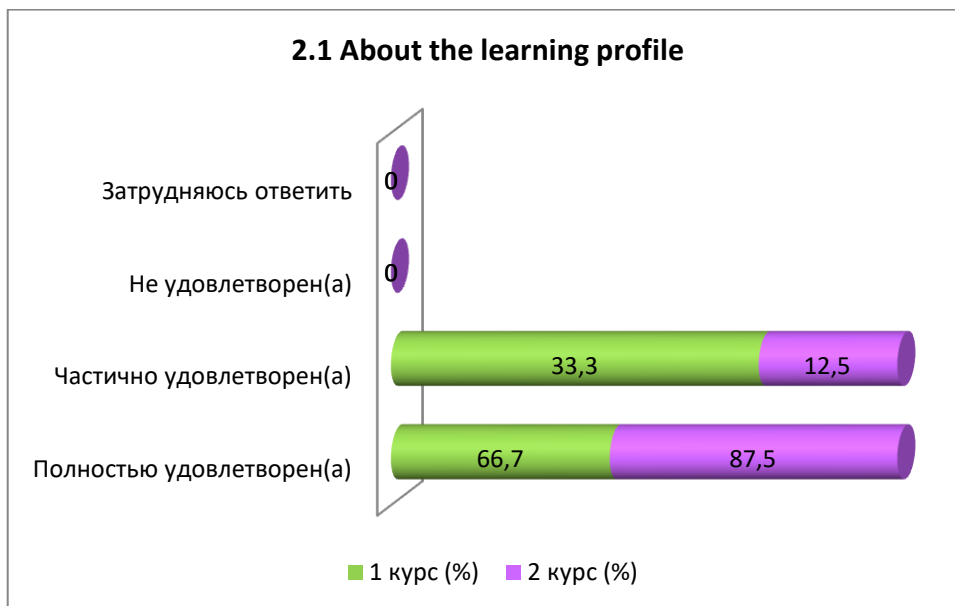
2.1 About the learning profile
2.2 Characteristics of professional activity of a master's student
2.3 List of developed competencies of master's degree graduates
2.4 List of practice bases for master's students
2.5 Information about scientific supervisors

Other (write your answer)_____

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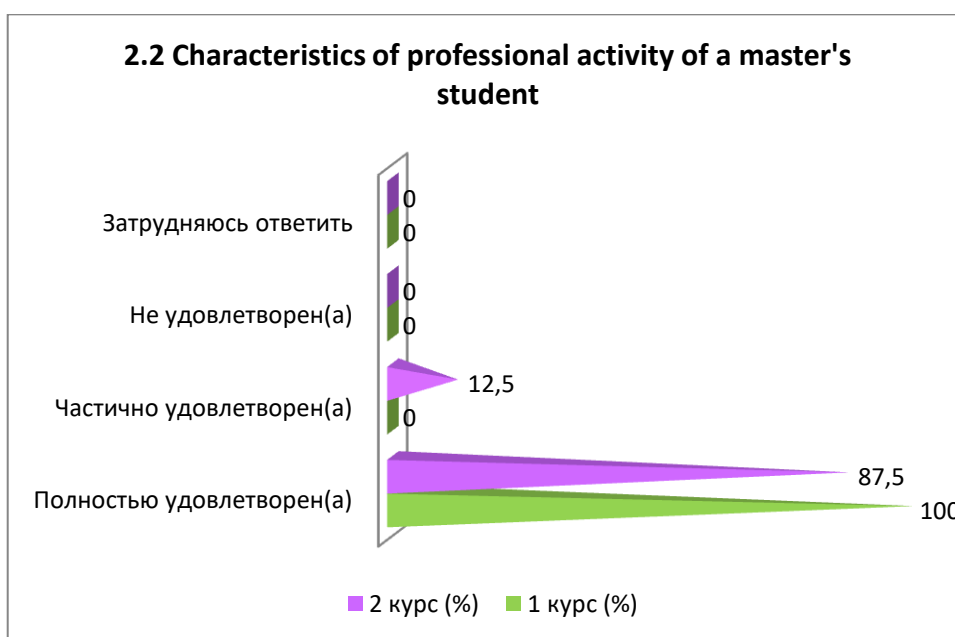
2.1 About the learning profile

Answer options	1st year (%)	2nd year (%)
Completely satisfied	66,7	87,5
Partially satisfied	33,3	12,5
Not satisfied	-	-
I find it difficult to answer	-	-

2.1 About the learning profile

2.2 Characteristics of professional activity of a master's student

Answer options	1st year (%)	2nd year (%)
Completely satisfied	100	87,5
Partially satisfied	-	12,5
Not satisfied	-	-
I find it difficult to answer	-	-

2.2 Characteristics of professional activity of a master's student

2.3 List of developed competencies of master's degree graduates

Answer options	1st year (%)	2nd year (%)
Completely satisfied	66,7	87,5
Partially satisfied	33,3	12,5
Not satisfied	-	-
I find it difficult to answer	-	-

2.3 List of developed competencies of master's degree graduates

Не удовлетворен(а)	0	
Частично удовлетворен(а)	33,3	12,5
Полностью удовлетворен(а)	66,7	87,5

■ 1 курс (%) ■ 2 курс (%)
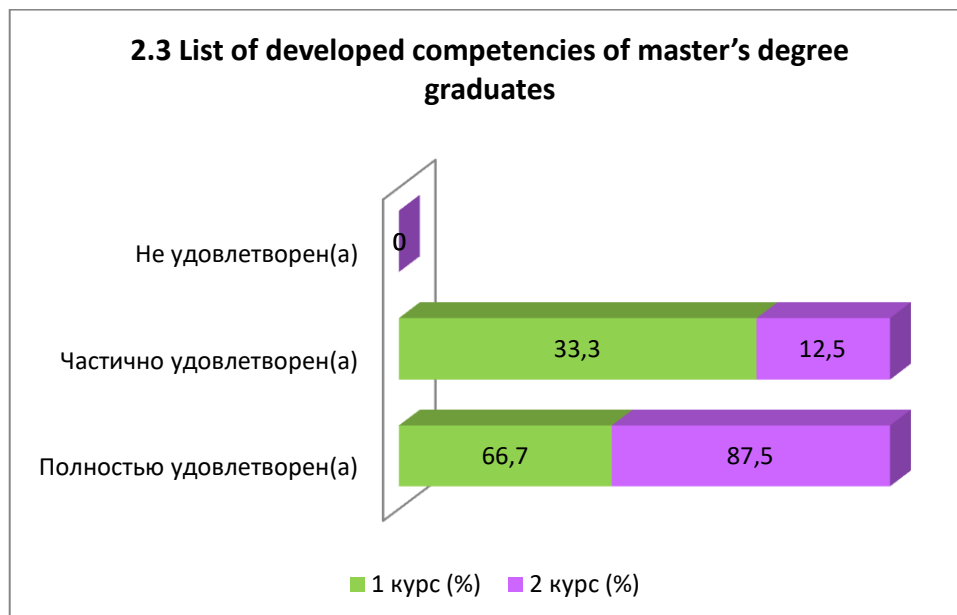
2.4 List of practice bases for master's students

Answer options	1st year (%)	2nd year (%)
Completely satisfied	66,7	87,5
Partially satisfied	33,3	12,5
Not satisfied	-	-
I find it difficult to answer	-	-

2.4 List of practice bases for master's students

Затрудняюсь ответить	0 / 0	
Не удовлетворен(а)	0 / 0	
Частично удовлетворен(а)	12,5 / 33,3	
Полностью удовлетворен(а)	87,5 / 66,7	

■ 2 курс (%) ■ 1 курс (%)
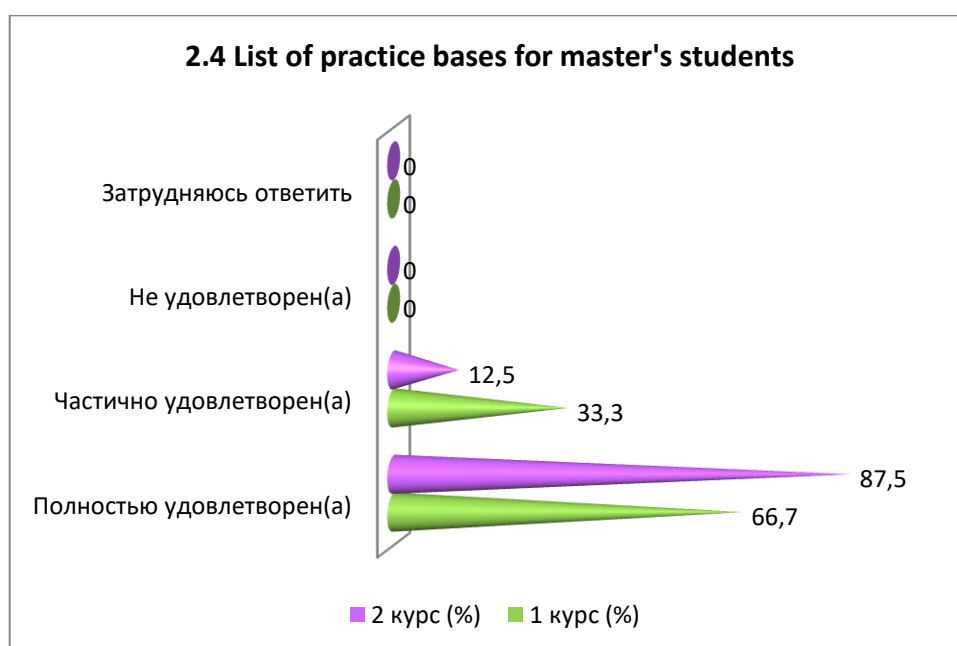
2.5 Information about scientific supervisors

Answer options	1st year (%)	2nd year (%)
Completely satisfied	100	87,5
Partially satisfied	-	12,5
Not satisfied	-	-
I find it difficult to answer	-	-

2.5 Information about scientific supervisors
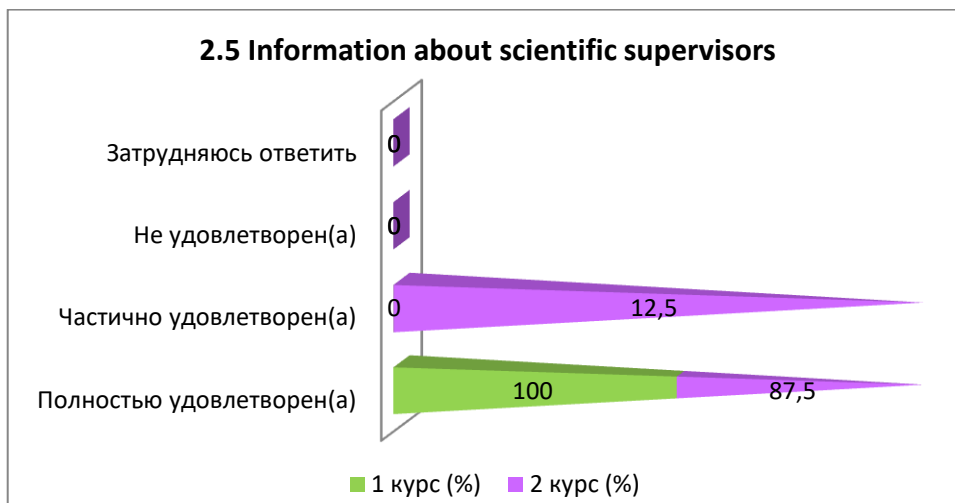
## 3. How would you generally assess the teaching staff of your Master's programme?

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 _____
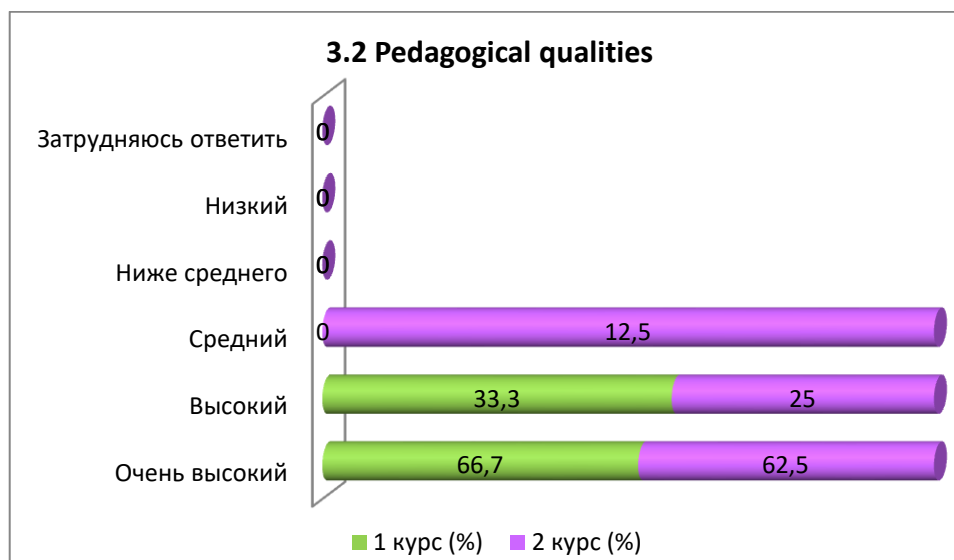
3.1 Knowledge, qualifications

Варианты ответов	1 курс (%)	2 курс (%)
Very high	100	62,5
High	-	37,5
Average	-	-
Below average	-	-
Low	-	-
Difficult to answer	-	-

3.1 Knowledge, qualifications
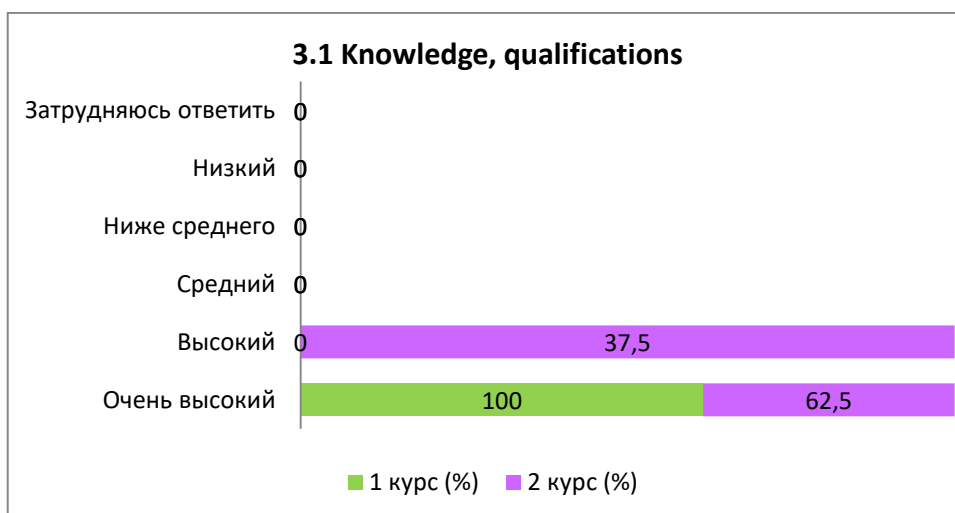
3.2 Pedagogical qualities

Answer options	1st year (%)	2nd year (%)
Very high	66,7	62,5
High	33,3	25
Average	-	12,5
Below average	-	-
Low	-	-
Difficult to answer	-	-

3.2 Pedagogical qualities

Затрудняюсь ответить	0
Низкий	0
Ниже среднего	0
Средний	0 / 12,5
Высокий	33,3 / 25
Очень высокий	66,7 / 62,5

■ 1 курс (%) ■ 2 курс (%)

3.3 Objectivity and impartiality of assessments

Answer options	1st year (%)	2nd year (%)
Very high	100	62,5
High	-	37,5
Average	-	-
Below average	-	-
Low	-	-
Difficult to answer	-	-

3.3 Objectivity and impartiality of assessments

Затрудняюсь ответить	0 / 0
Низкий	0 / 0
Ниже среднего	0 / 0
Средний	0 / 0
Высокий	37,5 / 0
Очень высокий	62,5 / 100

■ 2 курс (%) ■ 1 курс (%)
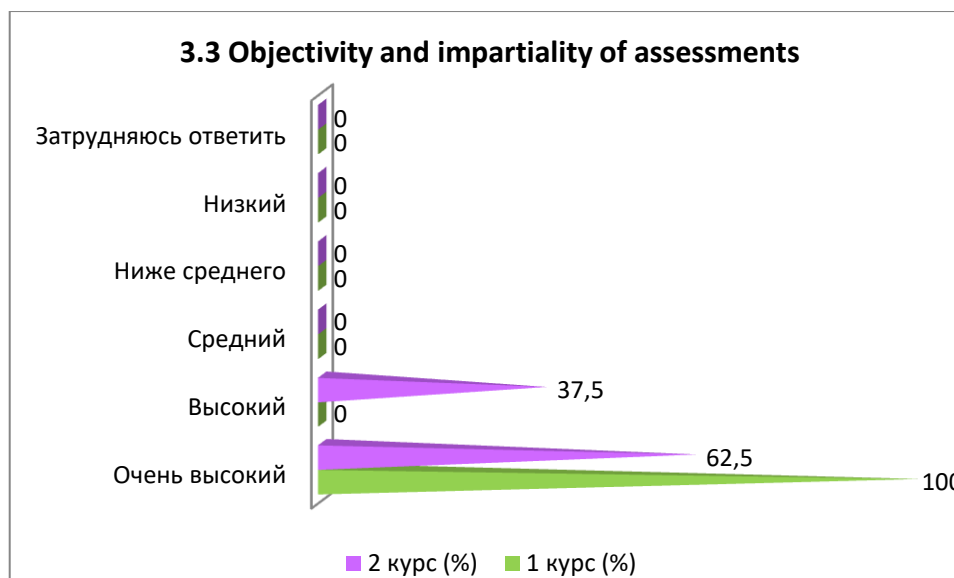
3.4 Teaching methods used

Answer options	1st year (%)	2nd year (%)
Very high	66,7	62,5
High	33,3	25
Average	-	12,5
Below average	-	-
Low	-	-
Difficult to answer	-	-

3.4 Teaching methods used

Затрудняюсь ответить	0 / 0
Низкий	0 / 0
Ниже среднего	0 / 0
Средний	12,5 / 0
Высокий	25 / 33,3
Очень высокий	62,5 / 66,7

■ 2 курс (%) ■ 1 курс (%)
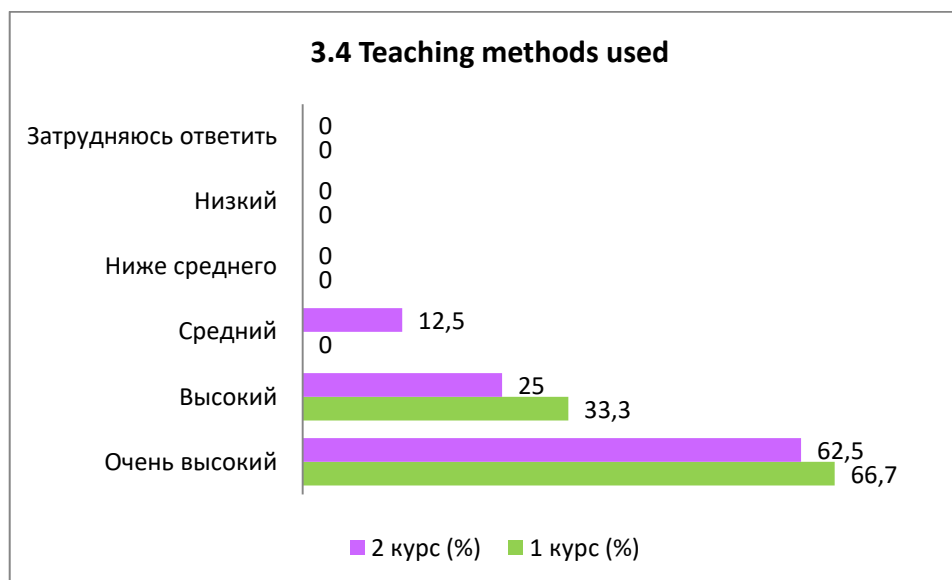
4. Evaluate your participation in the formation of an individual work plan for a master's student

Answer options	1st year (%)	2nd year (%)
I don't participate	-	-
Participation is purely formal; the formation of an individual plan actually does not depend on me	66,7	12,5
I develop all sections of the plan independently under the supervision of my supervisor.	33,3	62,5
I formulate an individual plan myself; the manager only signs it.	-	25
I find it difficult to answer	-	-
Other (write your answer)	-	-
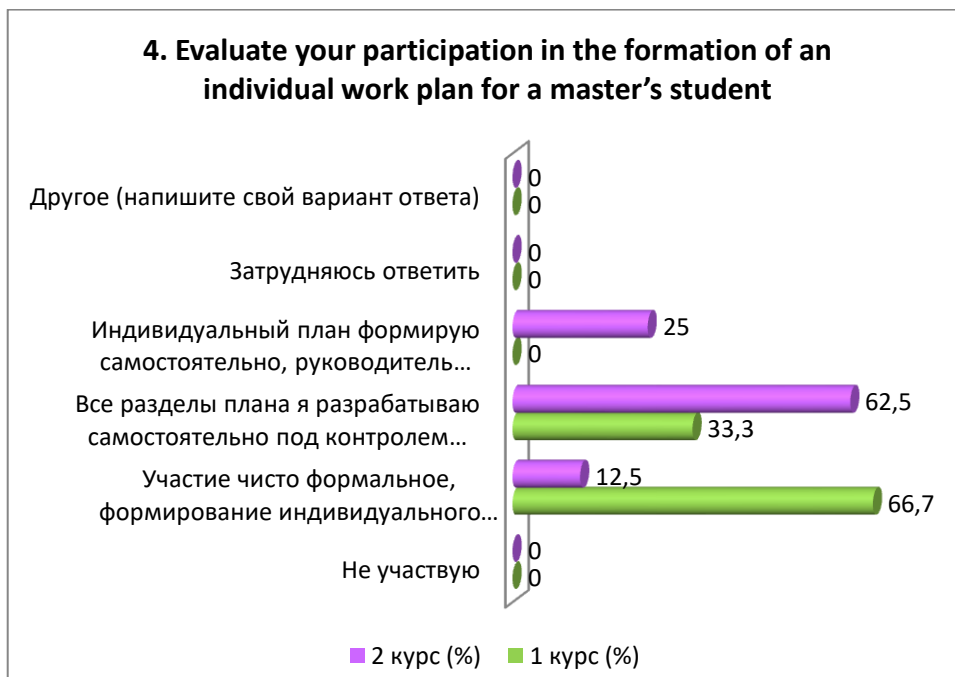
4. Evaluate your participation in the formation of an individual work plan for a master's student

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

Answer options	1st year (%)	2nd year (%)
Completely satisfied	100	75
Partially satisfied	-	25
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
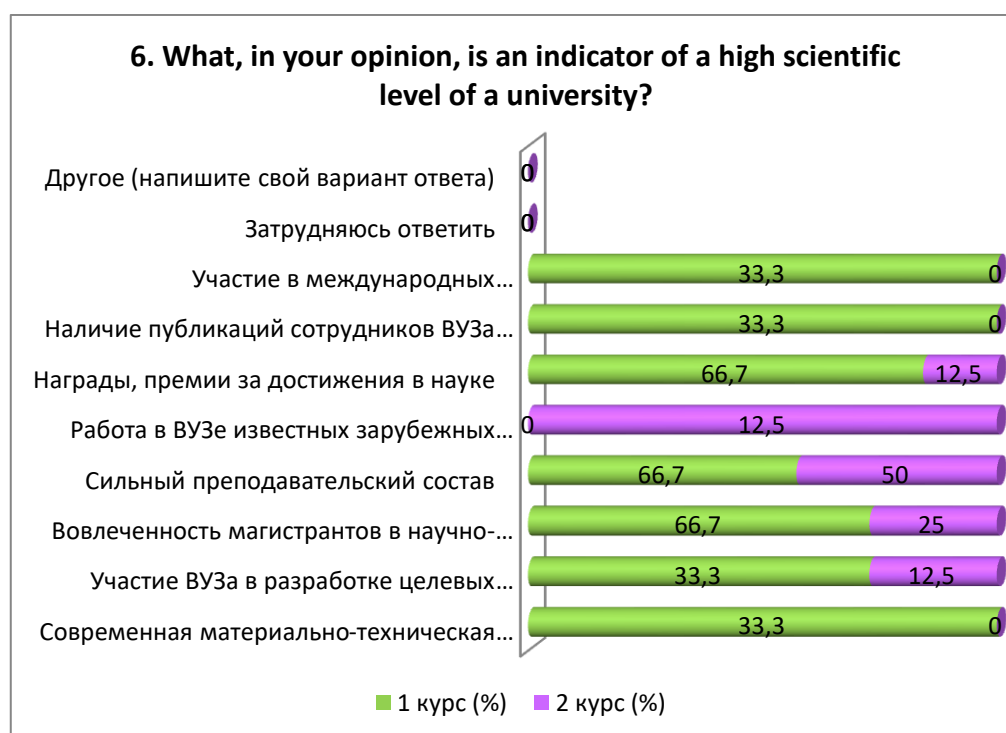
6. What, in your opinion, is an indicator of a high scientific level of a university? (select 3-4 key characteristics)

Answer options	1st year (%)	2nd year (%)
Modern material and technical base	33,3	-
Participation of the university in the development	33,3	12,5

of targeted programs for the socio-economic development of the region, cities, and enterprises		
Involvement of undergraduates in research projects	66,7	25
Strong teaching staff	66,7	50
Work at the university of famous foreign scientists	-	12,5
Awards, prizes for achievements in science	66,7	12,5
Availability of publications by university staff in international publications	33,3	-
Participation in international research projects	33,3	-
I find it difficult to answer	-	-
Other (write your answer)	-	-

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

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

- Другое (напишите свой вариант ответа): 0 | 0
- Затрудняюсь ответить: 0 | 0
- Участие в международных…: 33,3 | 0
- Наличие публикаций сотрудников ВУЗа…: 33,3 | 0
- Награды, премии за достижения в науке: 66,7 | 12,5
- Работа в ВУЗе известных зарубежных…: 0 | 12,5
- Сильный преподавательский состав: 66,7 | 50
- Вовлеченность магистрантов в научно-…: 66,7 | 25
- Участие ВУЗа в разработке целевых…: 33,3 | 12,5
- Современная материально-техническая…: 33,3 | 0

■ 1 курс (%) ■ 2 курс (%)

7. Are you involved in any research projects?

Answer options	1st year (%)	2nd year (%)
Yes, I participate **(go to question 8)**	33,3	50
No, I don't participate, but I attend scientific events (seminars, conferences) at the university	66,7	-
No, I'm not participating	-	50
I find it difficult to answer	-	-
Other (write your answer)	-	-

7. Are you involved in any research projects?

Другое (напишите свой вариант ответа): 0 / 0
Затрудняюсь ответить: 0 / 0
Нет, не участвую: 50 / 0
Нет, не участвую, но посещаю…: 0 / 66,7
Да, участвую (переход к вопросу 8): 50 / 33,3

■ 2 курс (%) ■ 1 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	-	-
I am participating in a project led by my supervisor/other teacher	33,3	12,5
Working on a research project with friends	-	12,5
I am participating in a research project at another university	-	-
I am participating in a research project with foreign universities	-	25
I find it difficult to answer	33,3	-
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%.
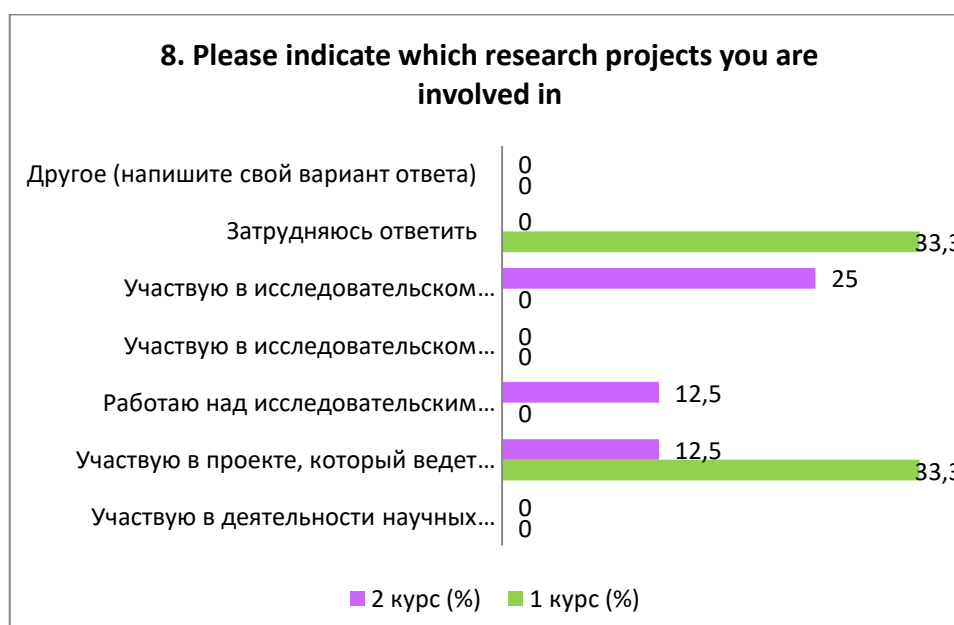
8. Please indicate which research projects you are involved in

Другое (напишите свой вариант ответа): 0 / 0
Затрудняюсь ответить: 0 / 33,3
Участвую в исследовательском…: 25 / 0
Участвую в исследовательском…: 0 / 0
Работаю над исследовательским…: 12,5 / 0
Участвую в проекте, который ведет…: 12,5 / 33,3
Участвую в деятельности научных…: 0 / 0

■ 2 курс (%) ■ 1 курс (%)

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	33,3	25
Only in Kazakhstan publications	66,7	-
Only in distant foreign publications	-	-
Only in nearby foreign publications	-	25
I have no scientific publications	-	50
Other (write your answer)	-	-

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

	2 курс (%)	1 курс (%)
Другое (напишите свой вариант ответа)	0	0
У меня нет научных публикаций	50	0
Только в ближних зарубежных…	25	0
Только в дальних зарубежных…	0	0
Только в казахстанских изданиях	0	66,7
В казахстанских и в дальних/ближних…	25	33,3
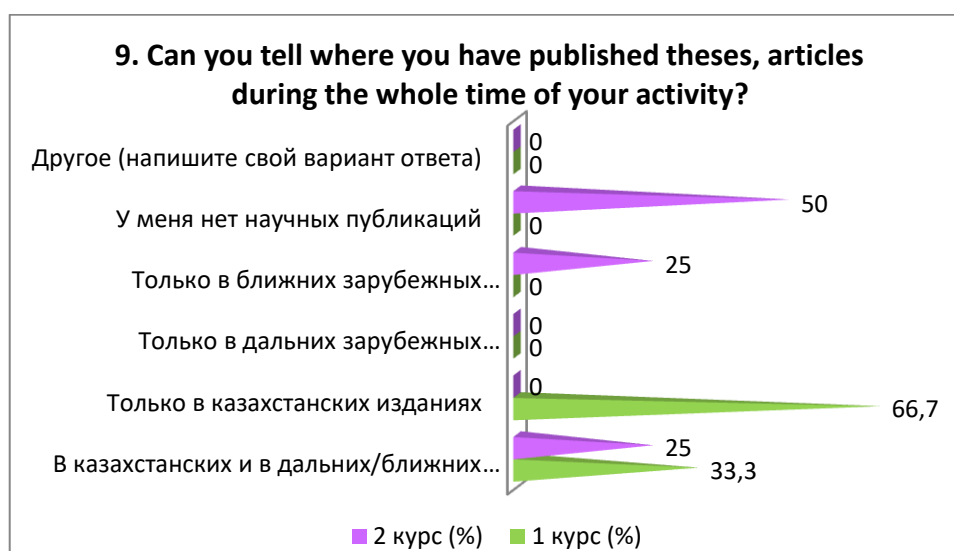
10. Your level of foreign language skills:

Answer options	1st year (%)	2nd year (%)
With dictionary	-	-
Speaking level	33,3	-
Average level	66,7	25
I express myself freely	-	75
I don't speak a foreign language	-	-
Other (write your answer)	-	-

10. Your level of foreign language skills:

	1 курс (%)	2 курс (%)
Другое (напишите свой вариант ответа)	0	
Не владею иностранным языком	0	
Свободно изъясняюсь	0	75
Средний уровень	66,7	25
Разговорный уровень	33,3	0
Со словарем	0	

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	33,3	100
Average	33,3	-
Short	-	-
I find it difficult to answer	33,3	-
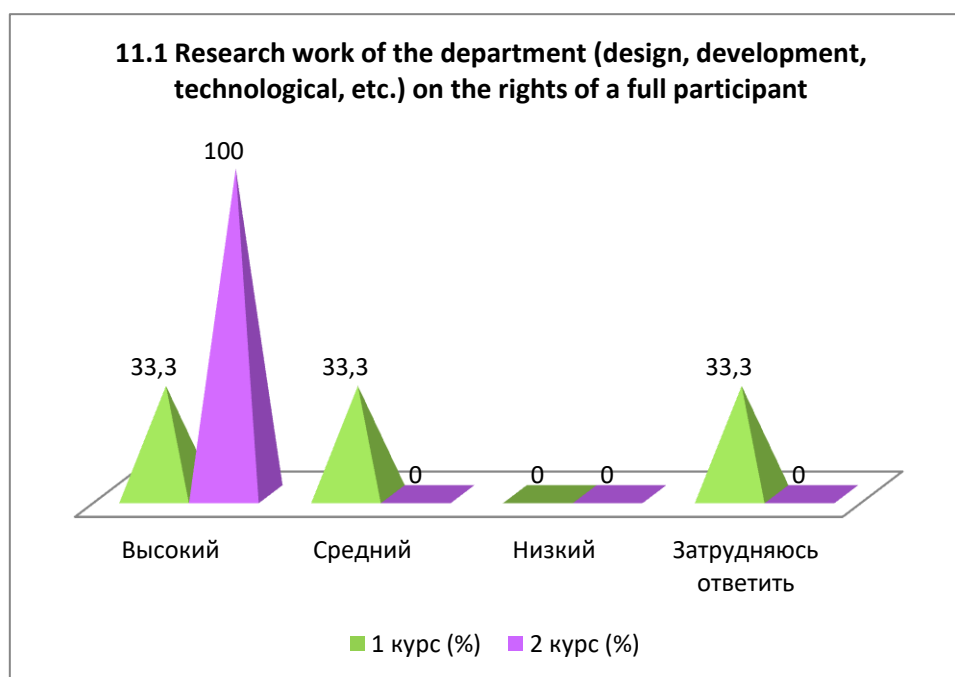
11.2 Writing scientific articles

Answer options	1st year (%)	2nd year (%)
High	33,3	87,5
Average	33,3	12,5
Short	-	-
I find it difficult to answer	33,3	-

11.2 Writing scientific articles
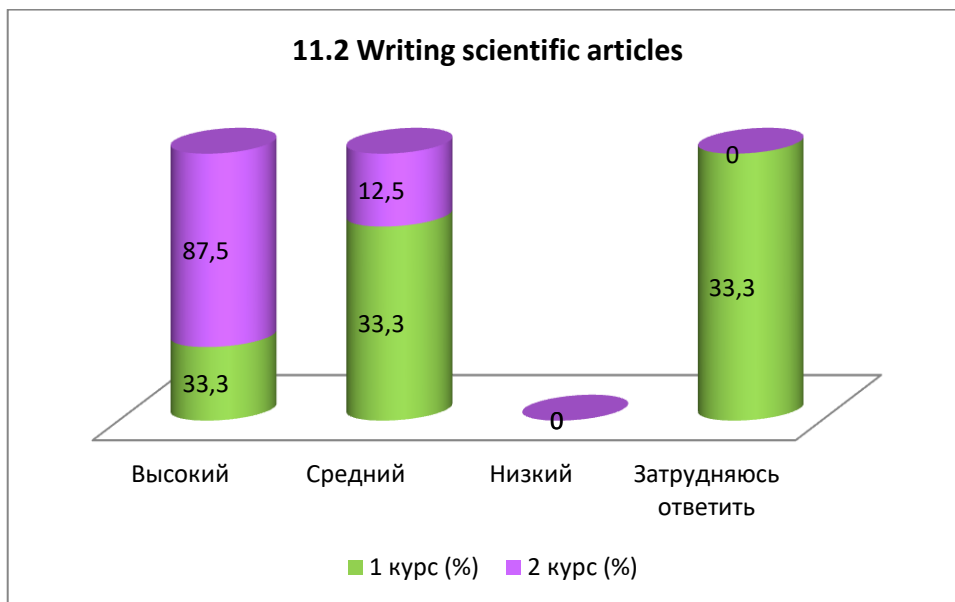
11.3 Participation in presentations at conferences and seminars

Answer options	1st year (%)	2nd year (%)
High	33,3	87,5
Average	33,3	12,5
Short	-	-
I find it difficult to answer	33,3	-

11.3 Participation in presentations at conferences and seminars
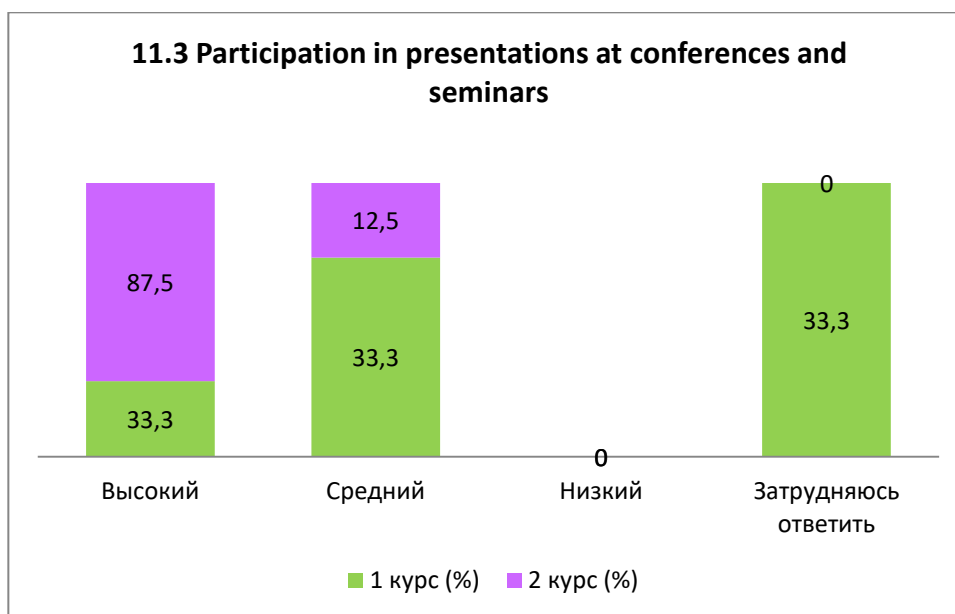
11.4 Preparation of research reports and abstracts

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

11.4 Preparation of research reports and abstracts

(Chart values — Высокий: 100 / 0; Средний: 0 / 66,7; Низкий: 0 / 0; Затрудняюсь ответить: 0 / 33,3; Legend: 1 курс (%), 2 курс (%))
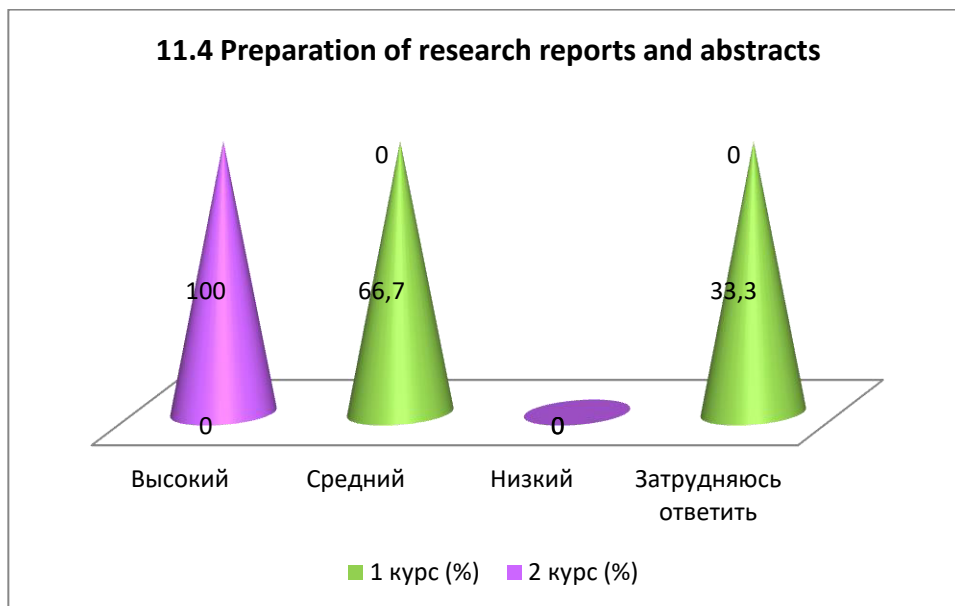
12. Are you satisfied with the scientific and educational environment of the university during your master's studies?

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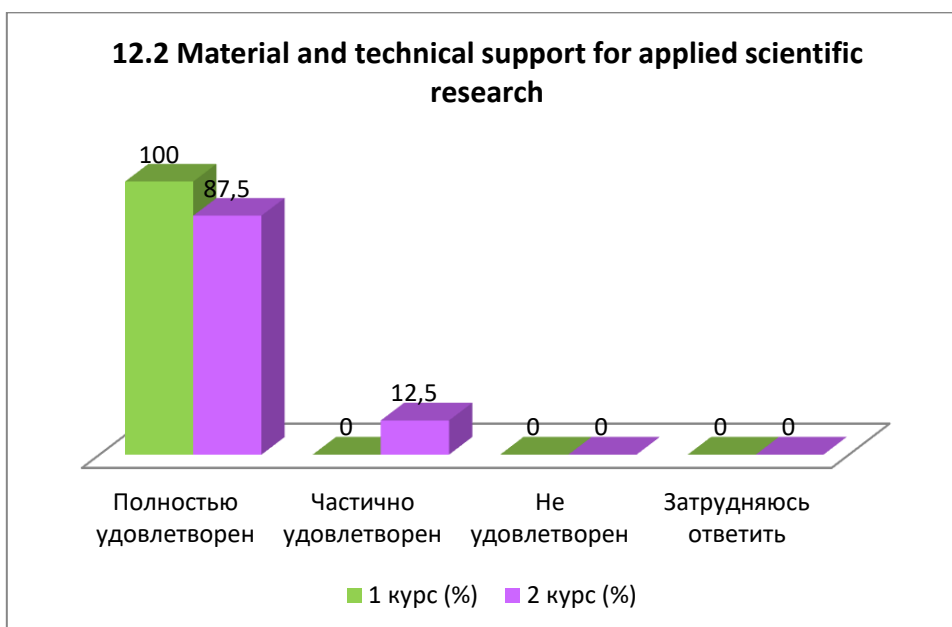
Answer options	1st year (%)	2nd year (%)
Completely satisfied	66,7	100
Partially satisfied	33,3	-
Not satisfied	-	-
I find it difficult to answer	-	-

12.1 Organization of conferences, round tables, forums at the university with the participation of master students
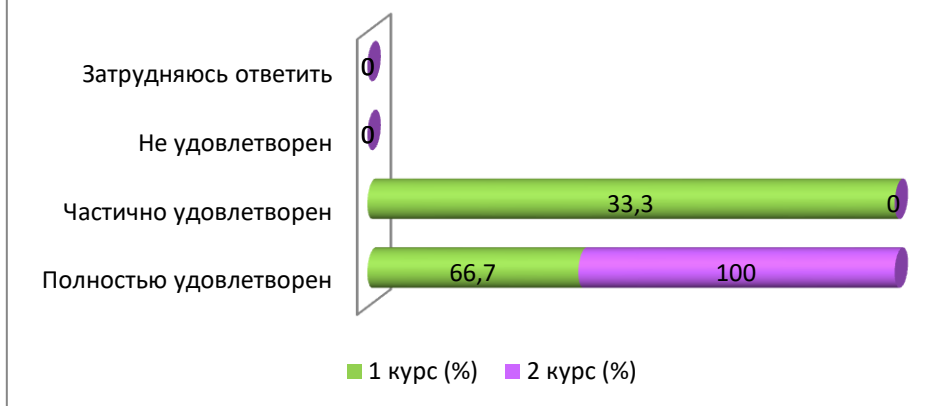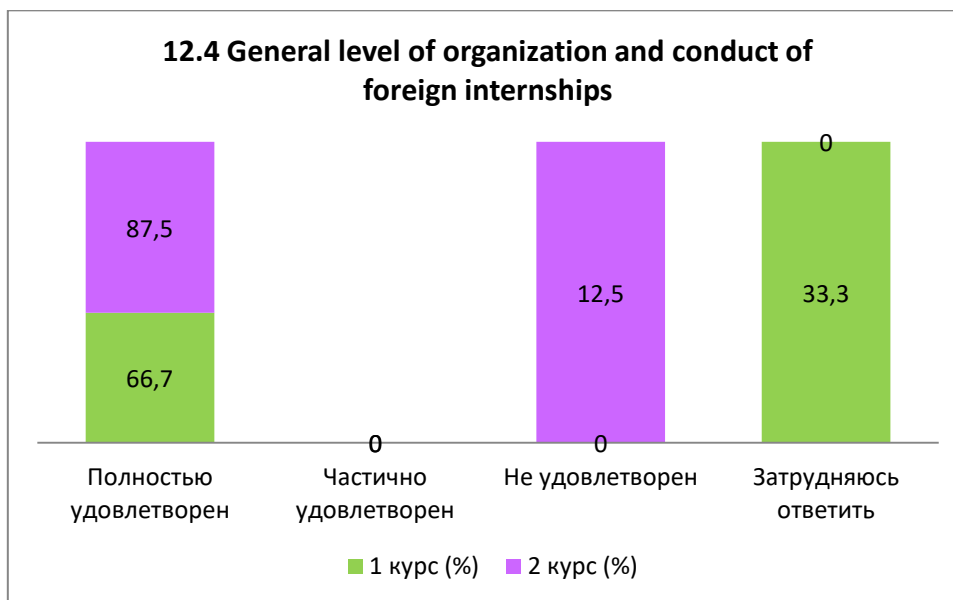
12.2 Material and technical support for applied scientific research

Answer options	1st year (%)	2nd year (%)
Completely satisfied	100	87,5
Partially satisfied	-	12,5
Not satisfied	-	-
I find it difficult to answer	-	-

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

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 students of technology, computers necessary for the educational process and scientific activities
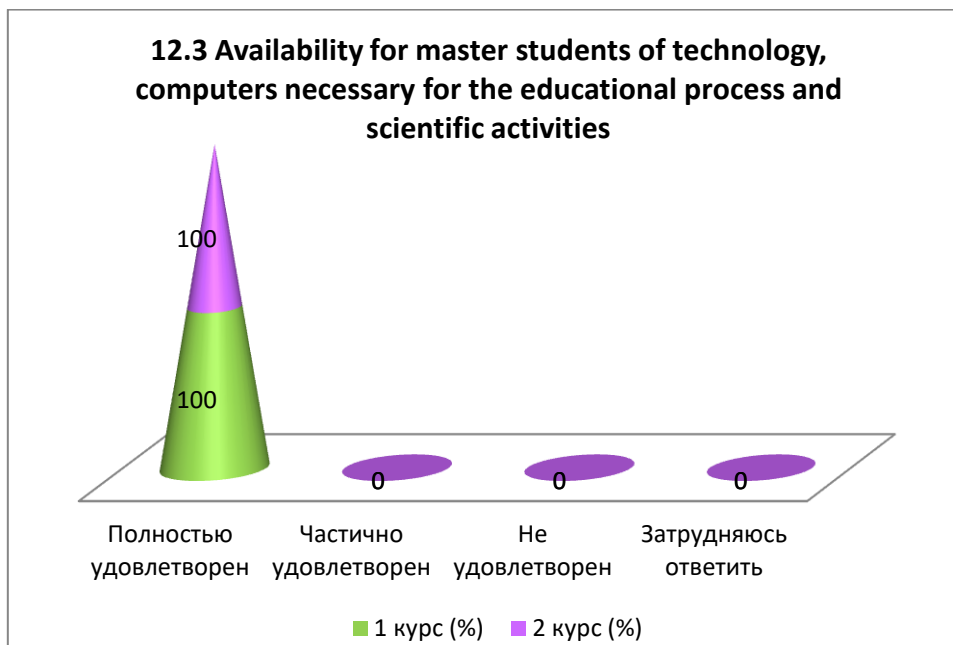
12.4 General level of organization and conduct of foreign internships

Answer options	1st year (%)	2nd year (%)
Completely satisfied	66,7	87,5
Partially satisfied	-	-
Not satisfied	-	12,5
I find it difficult to answer	33,3	-

12.4 General level of organization and conduct of foreign internships

12.5 Availability of library collections, electronic databases and Internet resources

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

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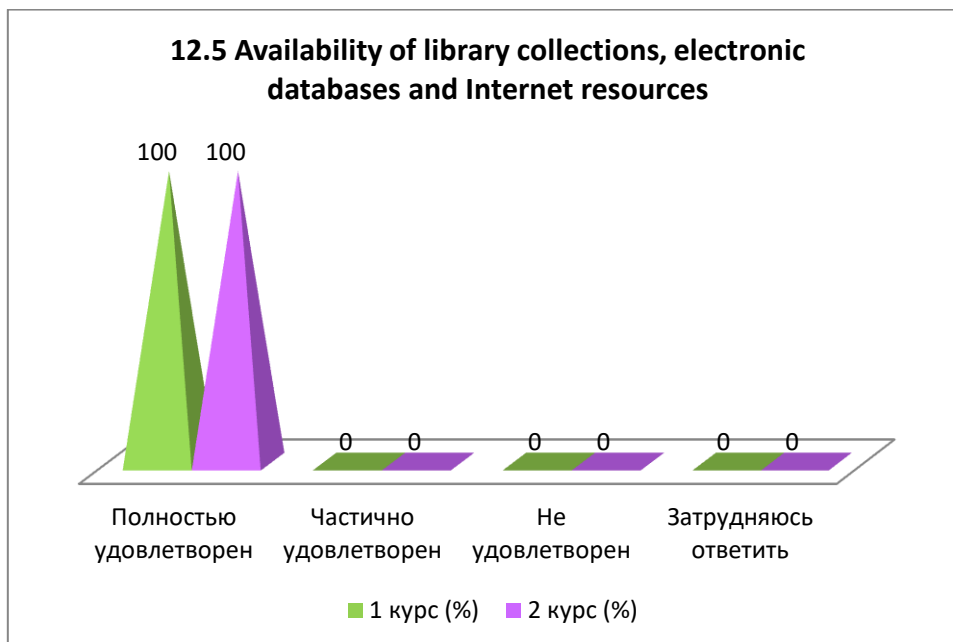
12.6 Availability of scientific equipment, instruments, materials

Answer options	1st year (%)	2nd year (%)
Completely satisfied	66,7	87,5
Partially satisfied	-	-
Not satisfied	-	-
I find it difficult to answer	33,3	12,5

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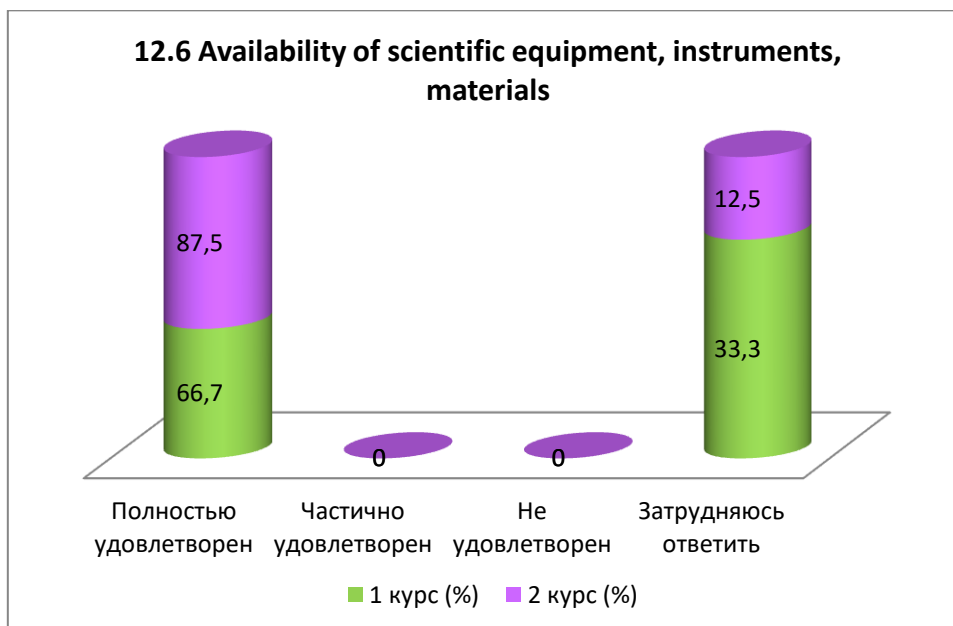
12.7 Availability of laboratories, specialized facilities and experimental sites

Answer options	1st year (%)	2nd year (%)
Completely satisfied	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
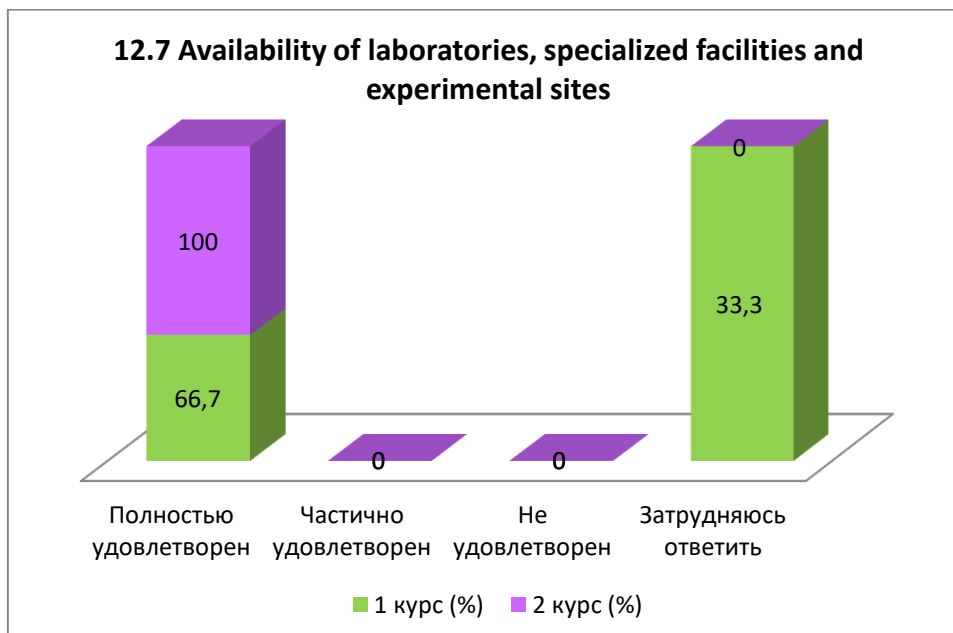
13. Are you satisfied?

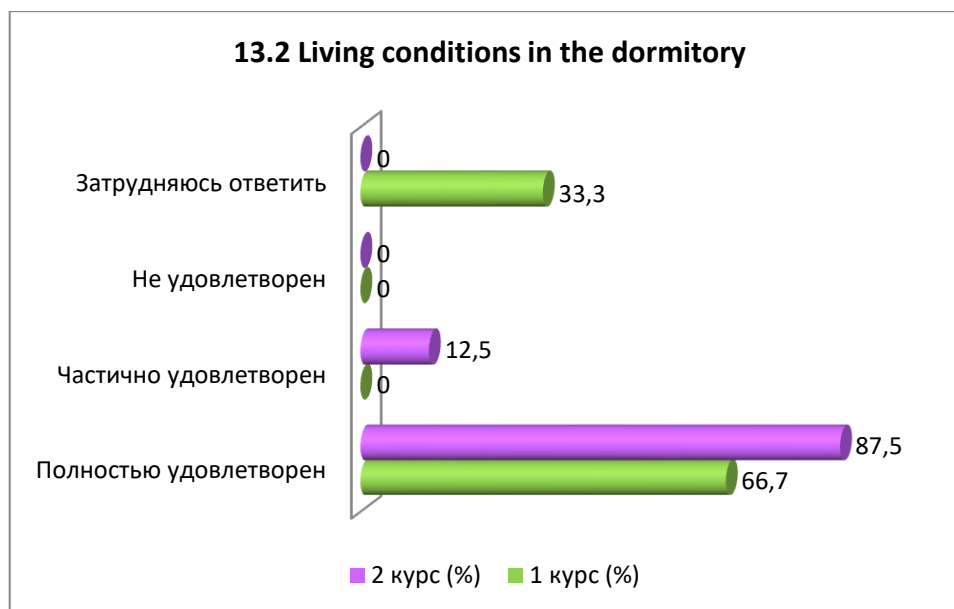| |
|---|
| 13.1 Organization of the educational process |
| 13.2 Living conditions in the dormitory |
| 13.3 Organization of free time |
| 13.4 Organisation of catering |
| 13.5 Organization of industrial practice |

13.1 Organization of the educational process

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

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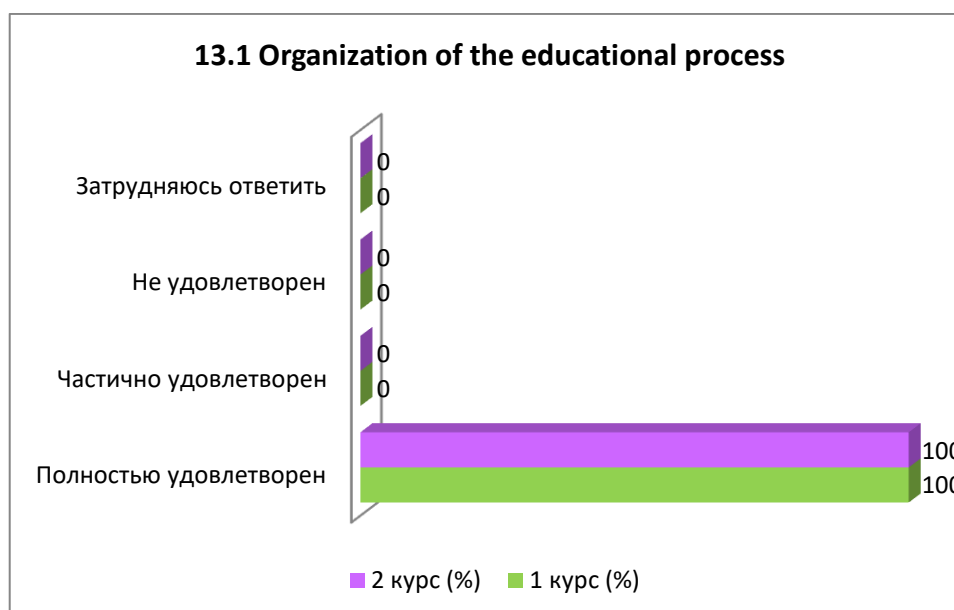
13.2 Living conditions in the dormitory

Answer options	1st year (%)	2nd year (%)
Completely satisfied	66,7	87,5
Partially satisfied	-	12,5
Not satisfied	-	-
I find it difficult to answer	33,3	-

13.2 Living conditions in the dormitory

Затрудняюсь ответить	0 / 33,3
Не удовлетворен	0 / 0
Частично удовлетворен	12,5 / 0
Полностью удовлетворен	87,5 / 66,7

■ 2 курс (%)   ■ 1 курс (%)

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	-

13.3 Organization of free time

Затрудняюсь ответить	0 / 33,3
Не удовлетворен	0 / 0
Частично удовлетворен	0 / 0
Полностью удовлетворен	100 / 66,7

■ 2 курс (%)   ■ 1 курс (%)
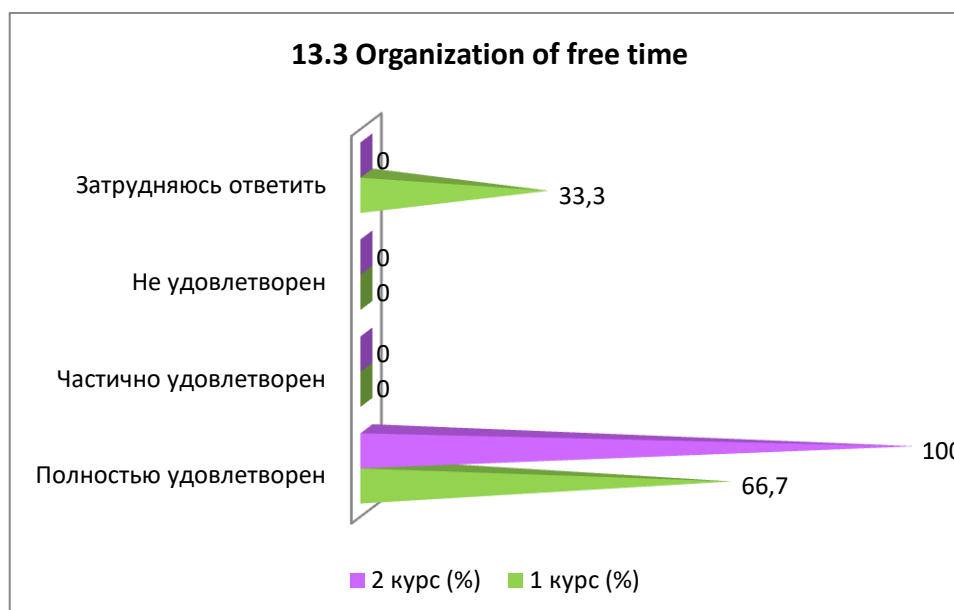
13.4 Organisation of catering

Answer options	1st year (%)	2nd year (%)
Completely satisfied	100	87,5
Partially satisfied	-	-
Not satisfied	-	12,5
I find it difficult to answer	-	-

13.4 Organisation of catering
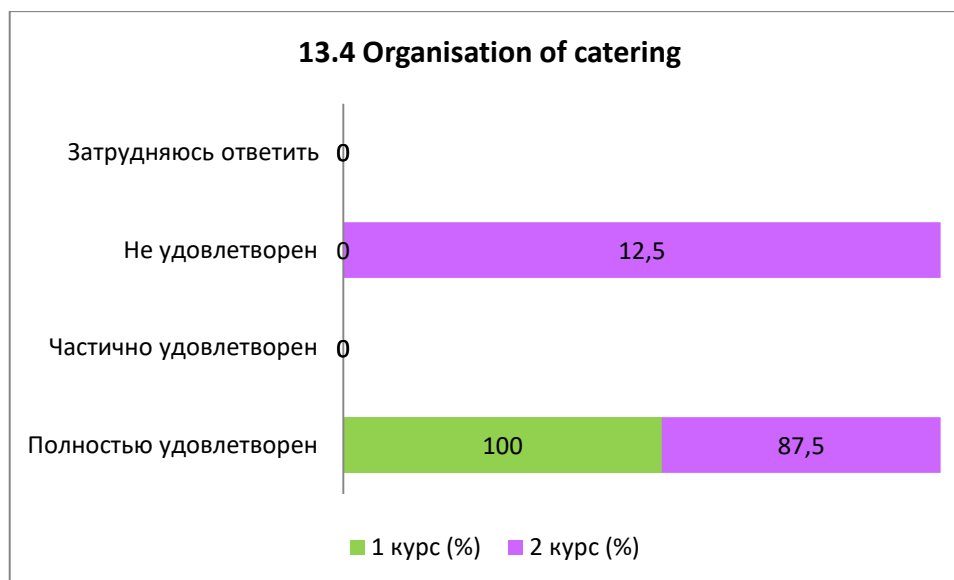
13.5 Organization of industrial practice

Answer options	1st year (%)	2nd year (%)
Completely satisfied	66,7	87,5
Partially satisfied	-	12,5
Not satisfied	-	-
I find it difficult to answer	33,3	-

13.5 Organization of industrial practice

Conclusions from the results of the questionnaire:

The main factors determining the choice of study in the master's programme of higher education:
1. Continuation of studies at the previous university: 52.1%.
2. Availability of budget places: 45.9%.
3. Prestige of the university: 39.6%.
4. Opportunity to do science during study: 22.9%.
5. High quality of education: 16.7%.
6. Proximity to the place of family residence: 16.7%.
7. Possibility to easily find a job with a diploma from this university: 6.3%.
Additional factors: availability of budget places and variety of specialities also influence the choice of Master's degree.

Satisfaction with the availability of information:
- Average level of satisfaction: 100%
- Significance: a very high level of satisfaction indicates that information is available and satisfactory, which helps Master's students to plan their study activities effectively.

Evaluation of the teaching staff of the Master's programme:
1. Knowledge and qualification of teachers: 100%.
2. Pedagogical qualities of teachers: 93,7%.
3. Objectivity and impartiality of assessments: 100%.
4. Teaching methods: satisfactory for 93.7% of master's students.

Participation of master's students in the formation of an individual work plan:
- 47.9% 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;
- 12.5% of master's students form the plan independently, and the supervisor signs it without significant influence;
- 39.6% 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.

Satisfaction with the help of the supervisor:
- Satisfaction level: 87.5%
- Significance: high level of master's students' satisfaction with the quality of support from their supervisor.

Indicators of high scientific level of the university:
1. Strong teaching staff: 58.4 per cent.
2. Involvement in research projects: 45,8%.
3. Awards, prizes for achievements in science: 39.6%.
4. Participation in targeted programmes of socio-economic development: 22.9%.
5. Modern material and technical base: 16.7%.
6. Availability of publications of university staff in international editions: 16,7%.
7. Participation in international research projects: 16,7%.
8. Work of famous foreign scientists: 6.3%.

Participation of master's students in scientific life:
- Active participation: 75% of master's students
- Significance: high degree of involvement in research projects and scientific activities, which contributes to academic and professional development.

Publication of research papers:

- Publication of papers: 75% of master's students.
- Significance: high degree of involvement in the scientific community and desire to disseminate research results.

Foreign language proficiency:
- Different level of proficiency: 100% of master's students
- Significance: foreign language proficiency from basic level to full freedom of expression.
Master's students' satisfaction with the quality of educational services:
1. Organisation of the educational process: 100%.
2.Living conditions in the dormitory: 83,3%.
3. Organisation of free time: 83,3%.
4. Organisation of meals: 93,3%.
5.Organisation of industrial practice: 83.3%.
Overall Evaluation:
- Master's students value research and learning opportunities, which is reflected in their overall satisfaction with the services and support provided by the University.

Recommendations:

The head of the department should familiarise and discuss the results of the questionnaire with the staff and master's students. If necessary, develop an action plan to improve the quality of educational services.

Master's students can request the results of the questionnaire by emailing the Centre for Quality Management and Accreditation cqma_kstu@mail.ru.