

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
7M07205 Mine Surveying

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.

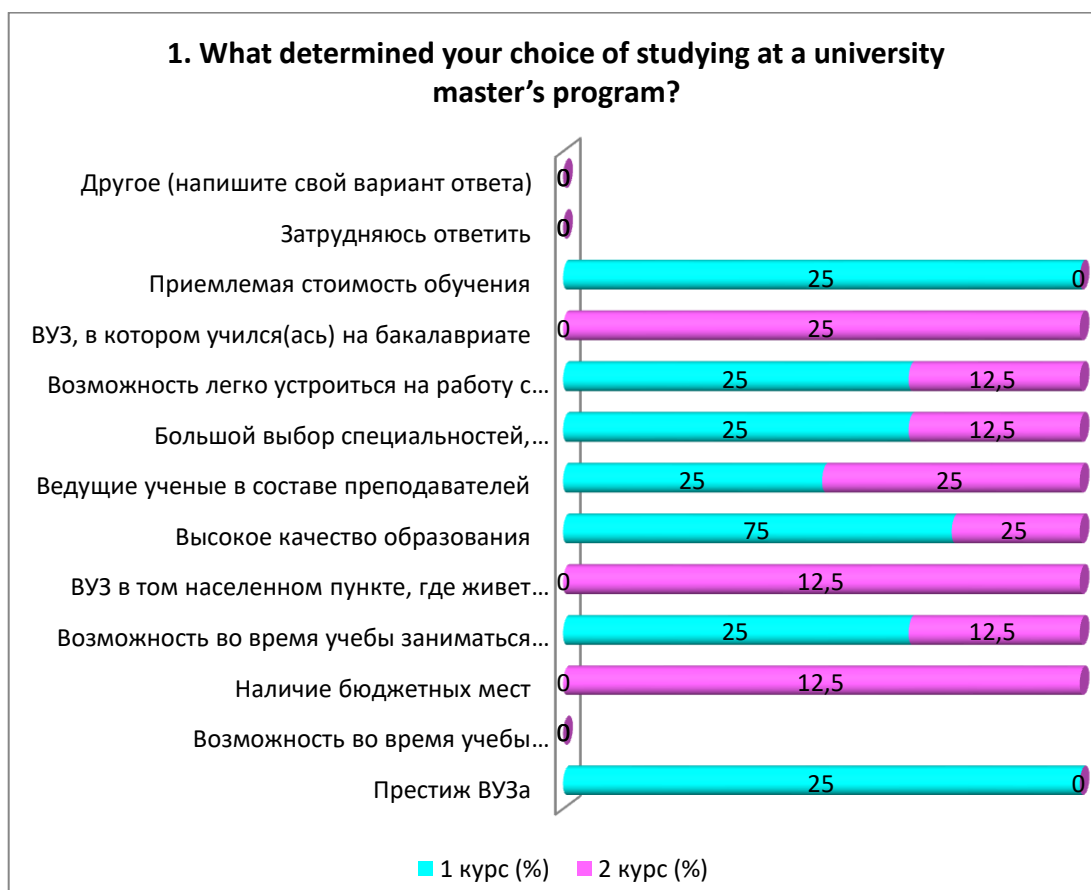
12 respondents took part in the questionnaire, which was 66,7% of the total number of master's students.

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	25	-
Possibility of internships abroad during studies	-	-
Availability of budgetary places	-	12,5
Opportunity to do science during studies	25	12,5
University in the locality where the family lives (close to it)	-	12,5
High quality of education	75	25
Leading scientists in the teaching staff	25	25
Large choice of specialities, areas of education	25	12,5
Ability to easily find a job with a diploma from this university.	25	12,5
The university where you studied at the bachelor's programme.	-	25
Acceptable cost of education	25	-
Difficult to answer	-	-
Other (write your answer)	-	-

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



2. How satisfied are you with the availability of information provided by the university in your field of study:

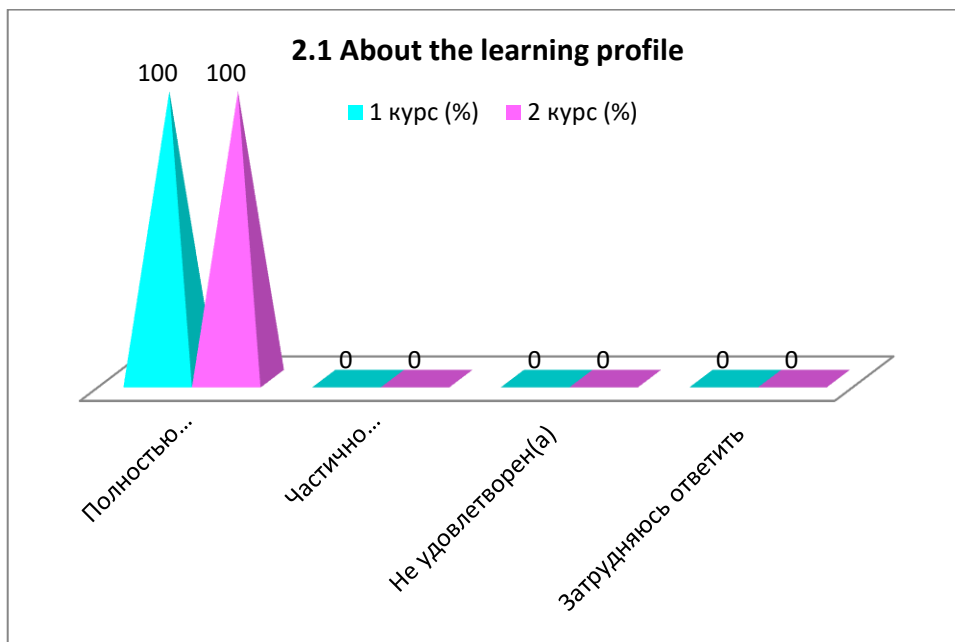
2.1 About the learning profile
2.2 Characteristics of professional activity of a master's student
2.3 List of developed competencies of master's degree graduates
2.4 List of practice bases for master's students
2.5 Information about scientific supervisors

Other (write your answer) _____

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

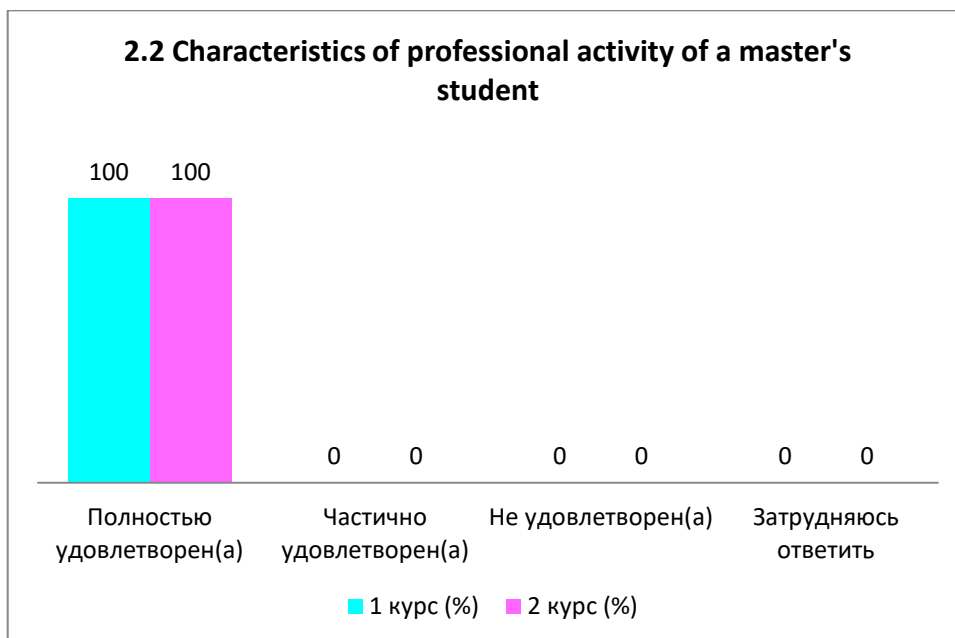
2.1 About the learning profile

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



2.2 Characteristics of professional activity of a master's student

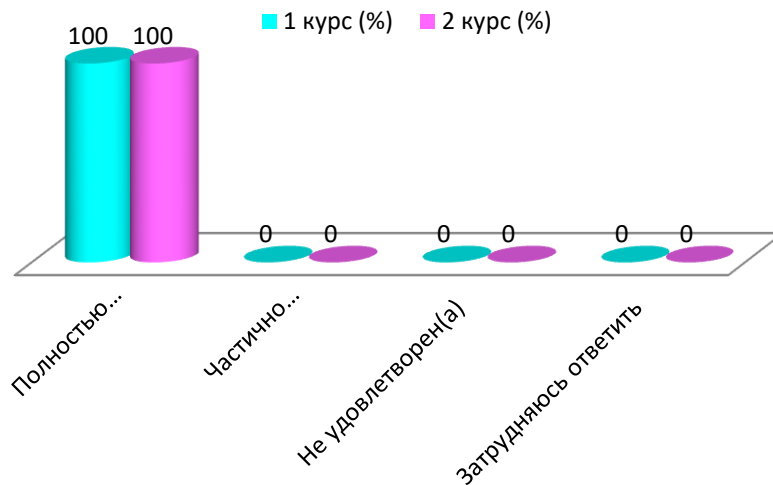
Answer options	1st year (%)	2nd year (%)
Completely satisfied	100	100
Partially satisfied	-	-
Not satisfied	-	-
I find it difficult to answer	-	-



2.3 List of developed competencies of master's degree graduates

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

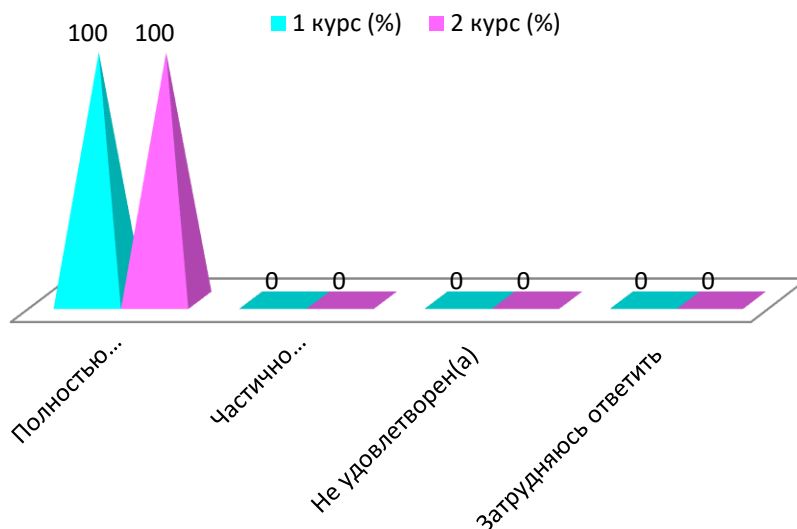
2.3 List of developed competencies of master's degree graduates



2.4 List of practice bases for master's students

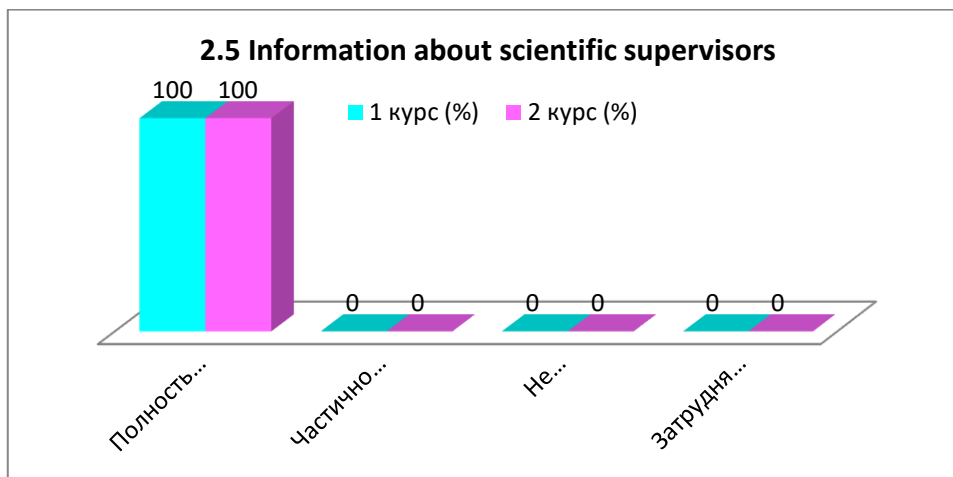
Answer options	1st year (%)	2nd year (%)
Completely satisfied	100	100
Partially satisfied	-	-
Not satisfied	-	-
I find it difficult to answer	-	-

2.4 List of practice bases for master's students



2.5 Information about scientific supervisors

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



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

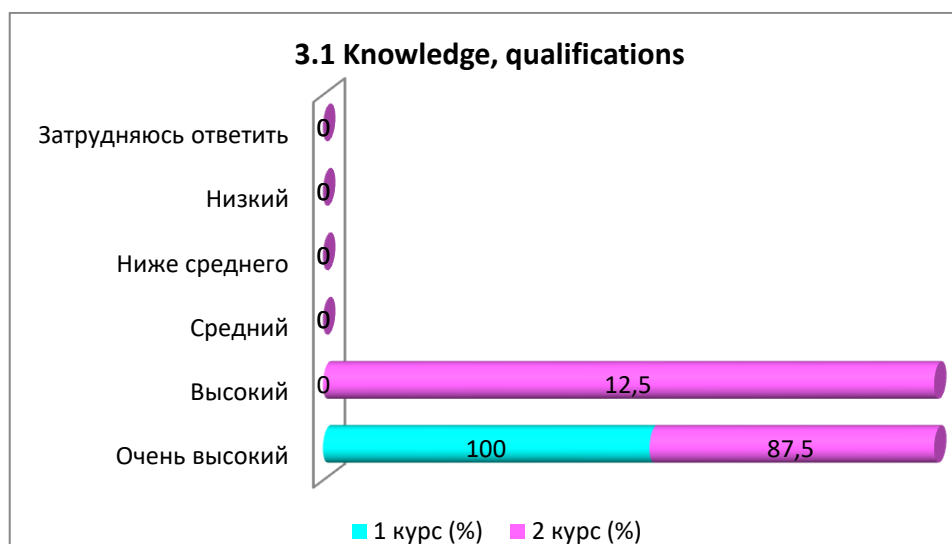
3.1 Knowledge, qualifications
3.2 Pedagogical qualities
3.3 Objectivity and impartiality of assessments
3.4 Teaching methods used

Other (write your answer) _____

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

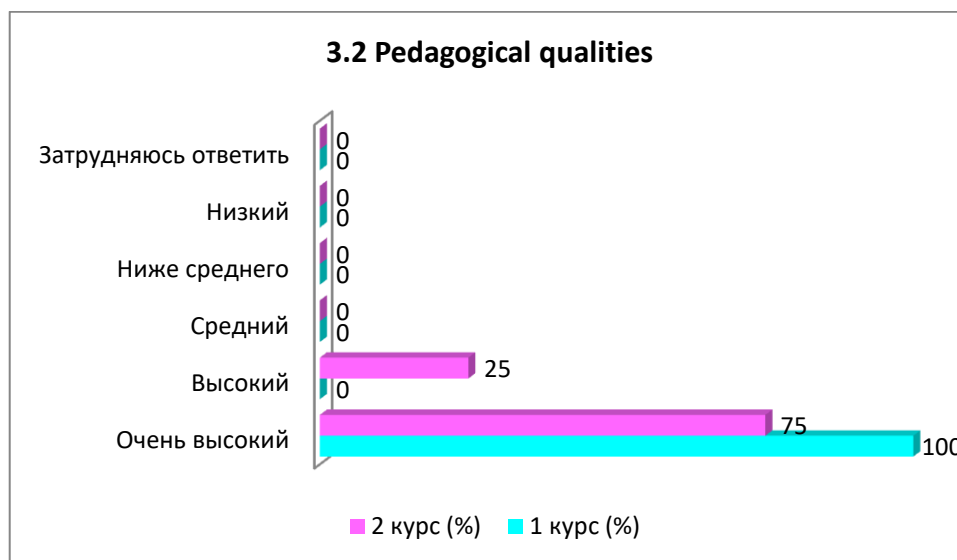
3.1 Knowledge, qualifications

Answer options	1st year (%)	2nd year (%)
Very high	100	87,5
High	-	12,5
Average	-	-
Below average	-	-
Low	-	-
Difficult to answer	-	-



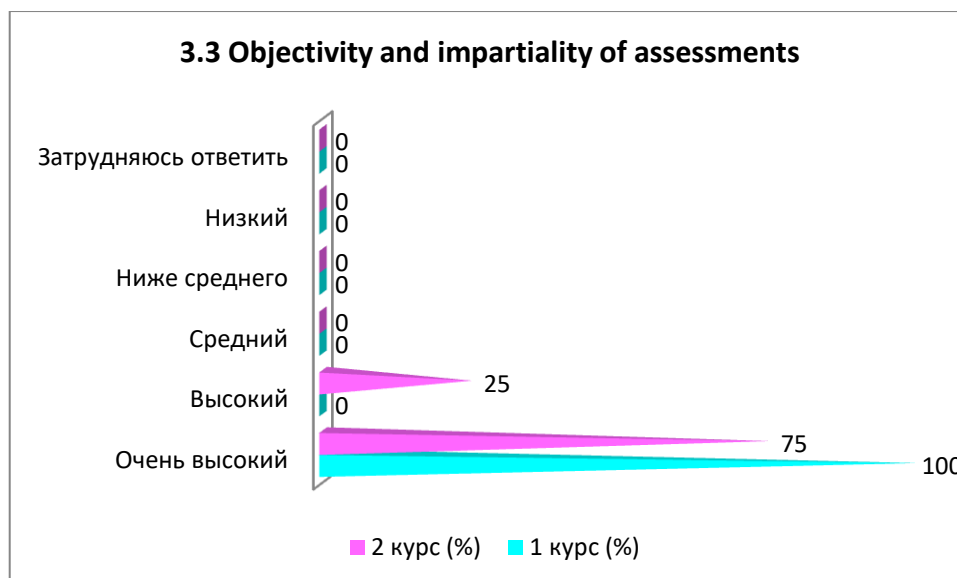
3.2 Pedagogical qualities

Answer options	1st year (%)	2nd year (%)
Very high	100	75
High	-	25
Average	-	-
Below average	-	-
Low	-	-
Difficult to answer	-	-



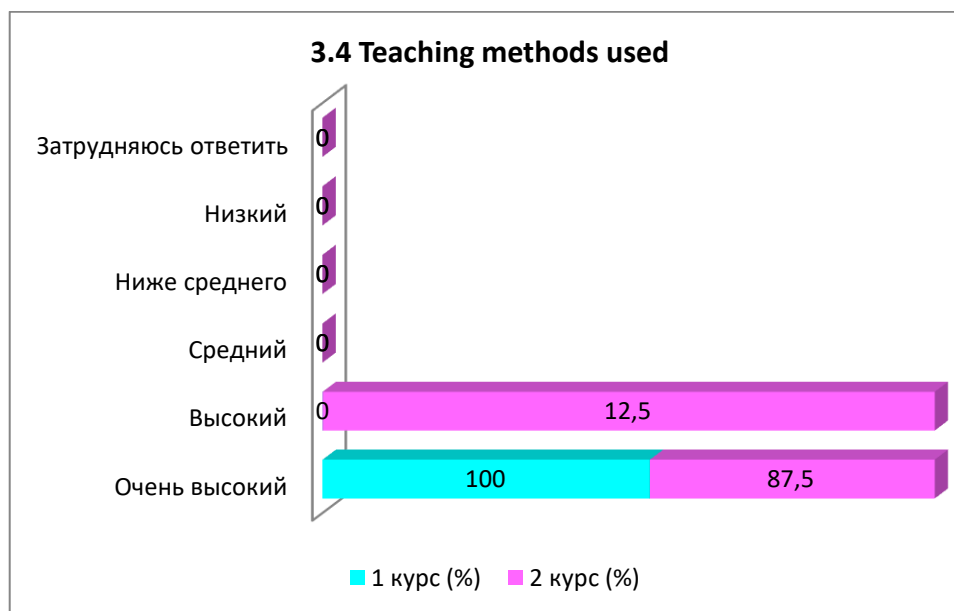
3.3 Objectivity and impartiality of assessments

Answer options	1st year (%)	2nd year (%)
Very high	100	75
High	-	25
Average	-	-
Below average	-	-
Low	-	-
Difficult to answer	-	-



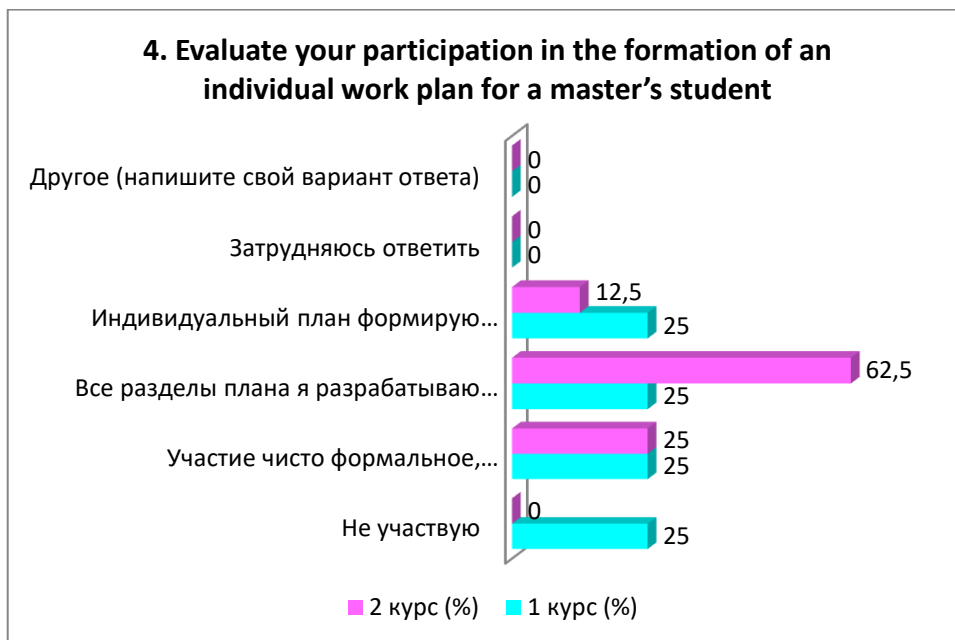
3.4 Teaching methods used

Answer options	1st year (%)	2nd year (%)
Very high	100	87,5
High	-	12,5
Average	-	-
Below average	-	-
Low	-	-
Difficult to answer	-	-



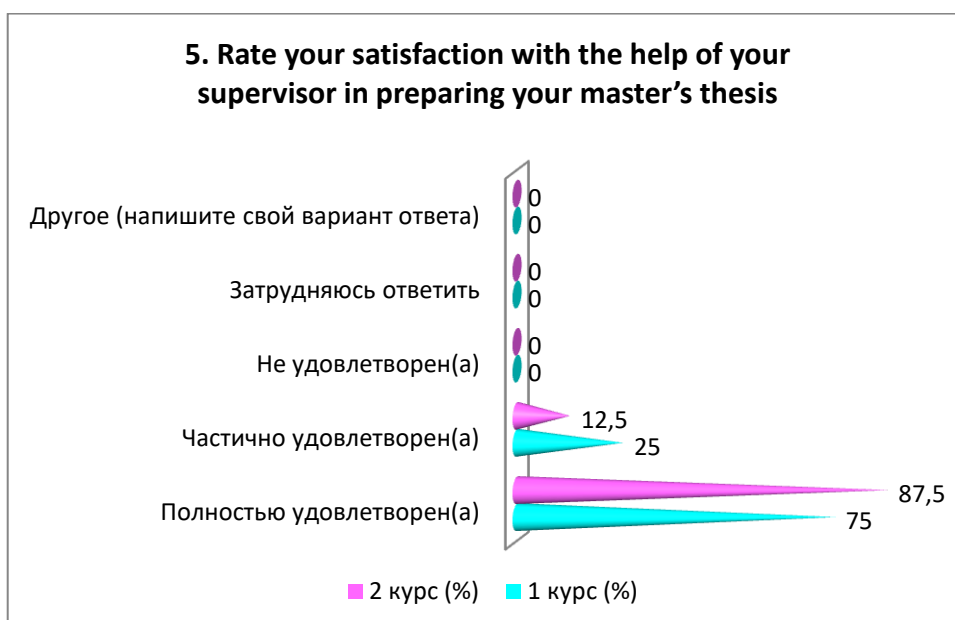
4. Evaluate your participation in the formation of an individual work plan for a master's student

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



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

Answer options	1st year (%)	2nd year (%)
Completely satisfied	75	87,5
Partially satisfied	25	12,5
Not satisfied	-	-
I find it difficult to answer	-	-
Other (write your answer)	-	-

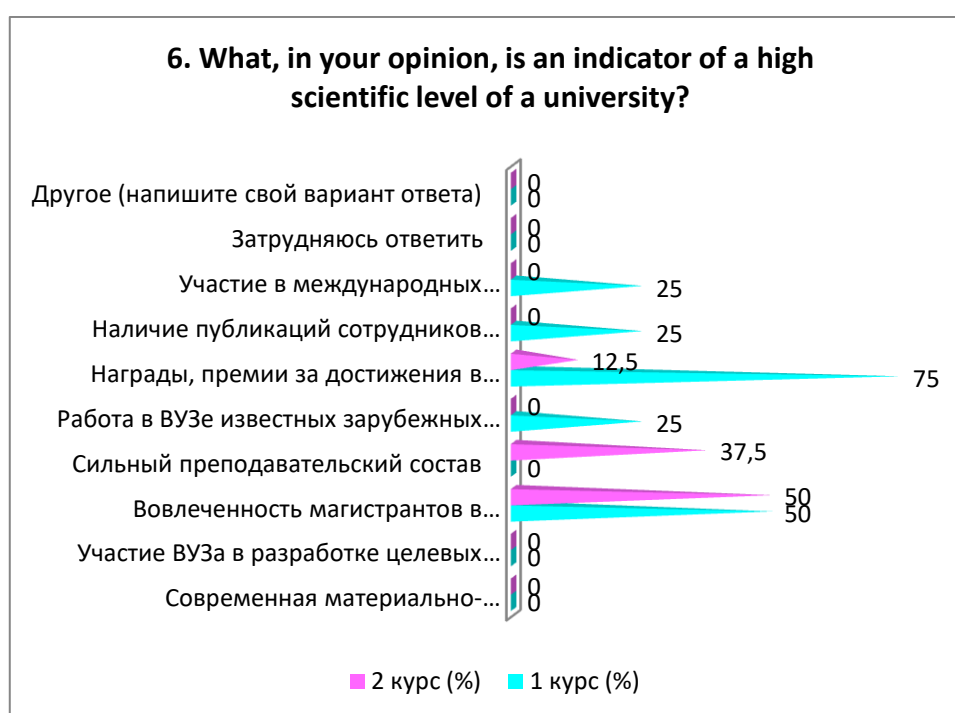


6. What, in your opinion, is an indicator of a high scientific level of a university? (select 3-4 key characteristics)

Answer options	1st year (%)	2nd year (%)
Modern material and technical base	-	-
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	50	50
Strong teaching staff	-	37,5
Work at the university of famous foreign scientists	25	-
Awards, prizes for achievements in science	75	12,5
Availability of publications by university staff in international publications	25	-
Participation in international research projects	25	-
I find it difficult to answer	-	-
Other (write your answer)	-	-

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



7. Are you involved in any research projects?

Answer options	1st year (%)	2nd year (%)
Yes, I participate (go to question 8)	-	25
No, I don't participate, but I attend scientific events (seminars, conferences) at the university	-	37,5
No, I'm not participating	100	37,5
I find it difficult to answer	-	-
Other (write your answer)	-	-



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

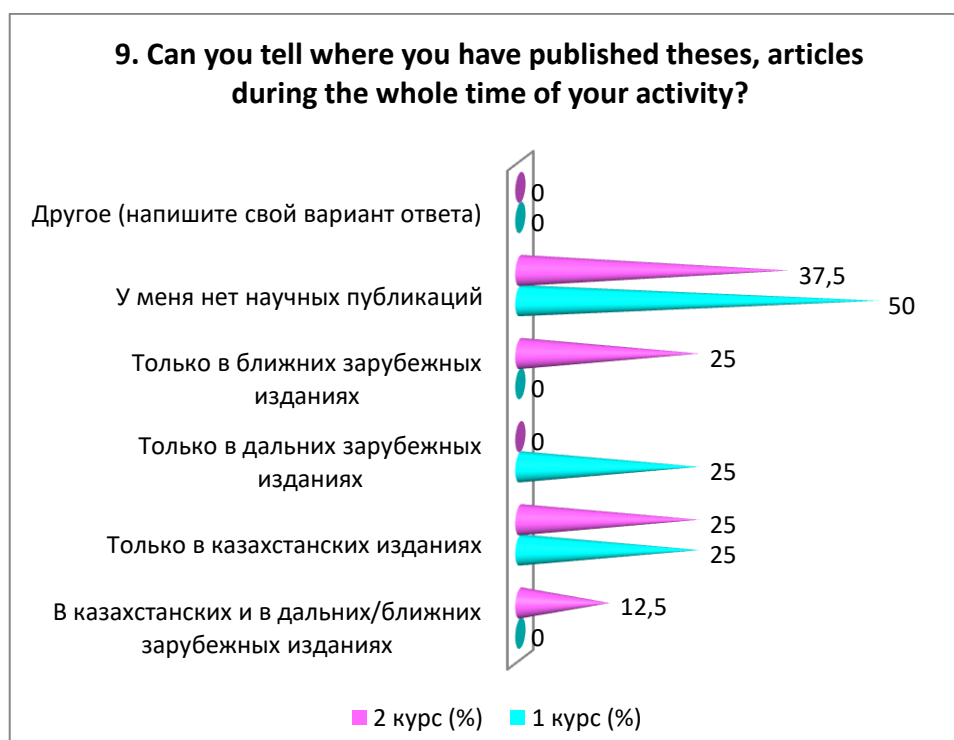
Answer options	1st year (%)	2nd year (%)
I participate in the activities of scientific departments at my university	-	-
I am participating in a project led by my supervisor/other teacher	-	12,5
Working on a research project with friends	25	-
I am participating in a research project at another university	-	12,5
I am participating in a research project with foreign universities	-	-
I find it difficult to answer	25	-
Other (write your answer)	-	-

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



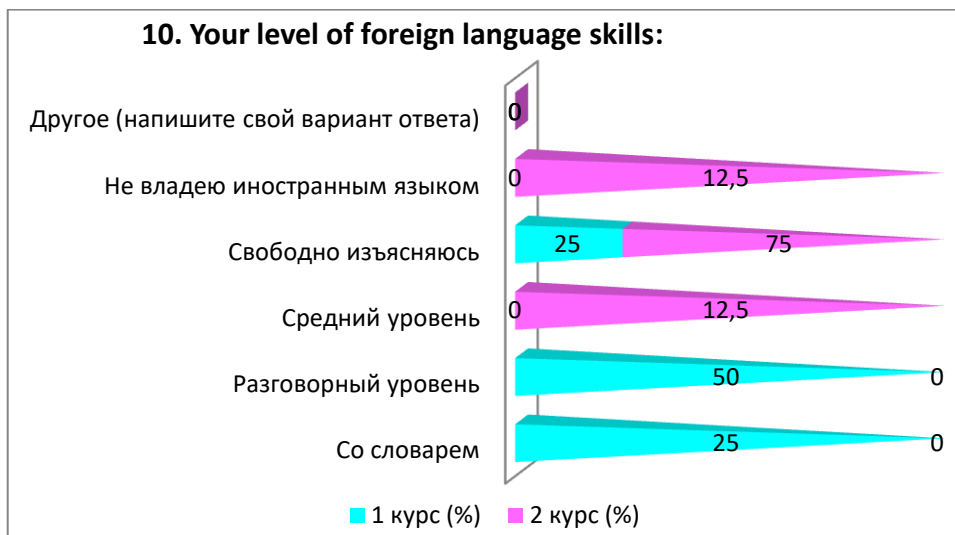
9. Can you tell where you have published theses, articles during the whole time of your activity?

Answer options	1st year (%)	2nd year (%)
In Kazakhstan and in distant/near foreign publications	-	12,5
Only in Kazakhstan publications	25	25
Only in distant foreign publications	25	-
Only in nearby foreign publications	-	25
I have no scientific publications	50	37,5
Other (write your answer)	-	-



10. Your level of foreign language skills:

Answer options	1st year (%)	2nd year (%)
With dictionary	25	-
Speaking level	50	-
Average level	-	12,5
I express myself freely	25	75
I don't speak a foreign language	-	12,5
Other (write your answer)	-	-



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

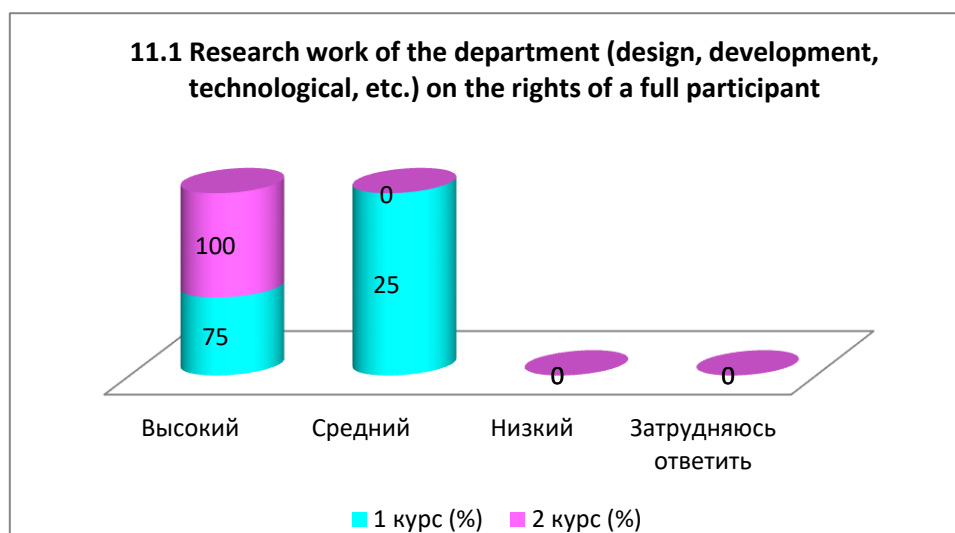
11.1 Research work of the department (design, development, technological, etc.) on the rights of a full participant
11.2 Writing scientific articles
11.3 Participation in presentations at conferences and seminars
11.4 Preparation of research reports and abstracts

Other (write your answer) _____

If you answered “Low” to the previous question, give recommendations for improving the participation of undergraduates in the work of the department _____

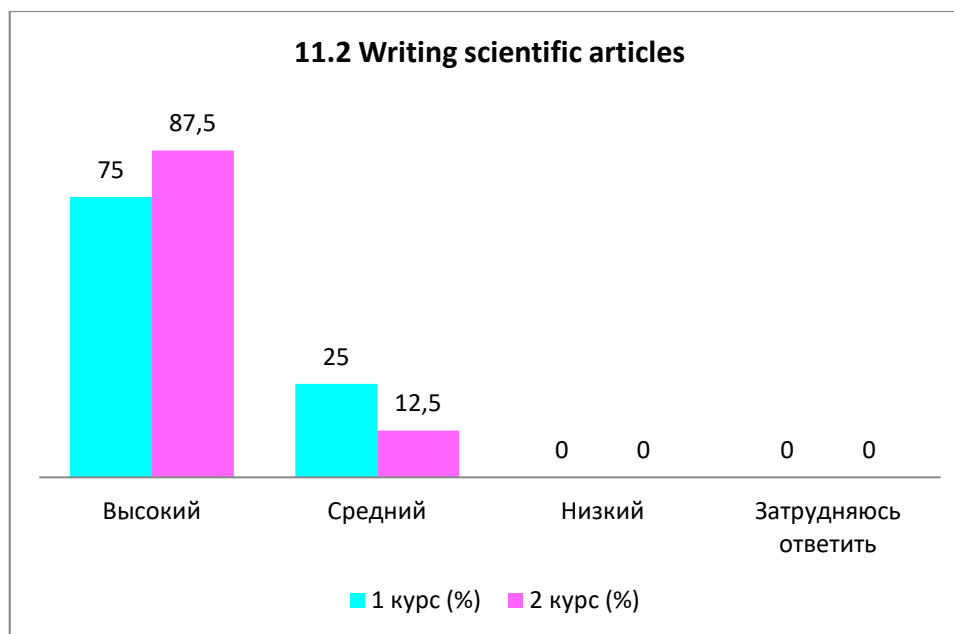
11.1 Research work of the department (design, development, technological, etc.) on the rights of a full participant

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



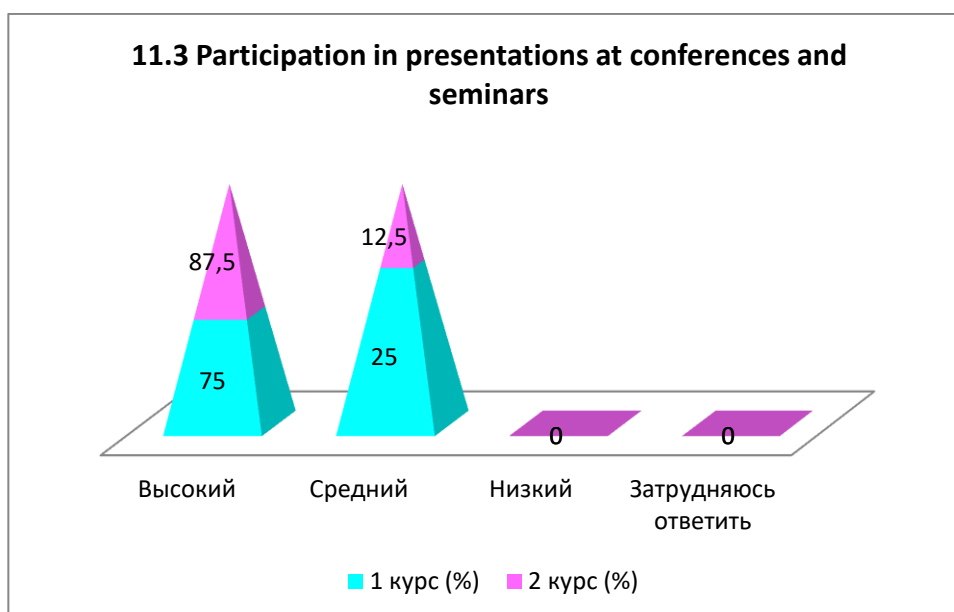
11.2 Writing scientific articles

Answer options	1st year (%)	2nd year (%)
High	75	87,5
Average	25	12,5
Short	-	-
I find it difficult to answer	-	-



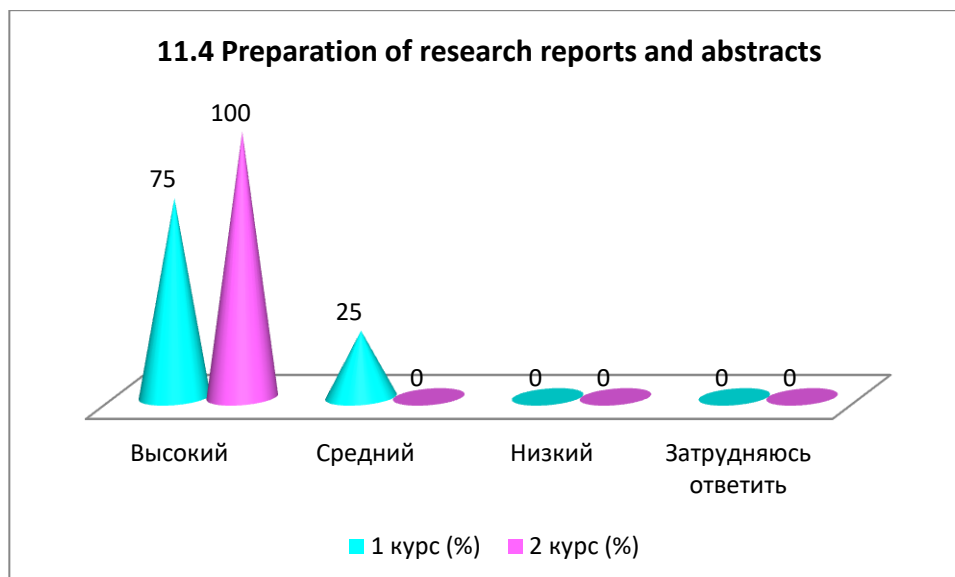
11.3 Participation in presentations at conferences and seminars

Answer options	1st year (%)	2nd year (%)
High	75	87,5
Average	25	12,5
Short	-	-
I find it difficult to answer	-	-



11.4 Preparation of research reports and abstracts

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



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

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

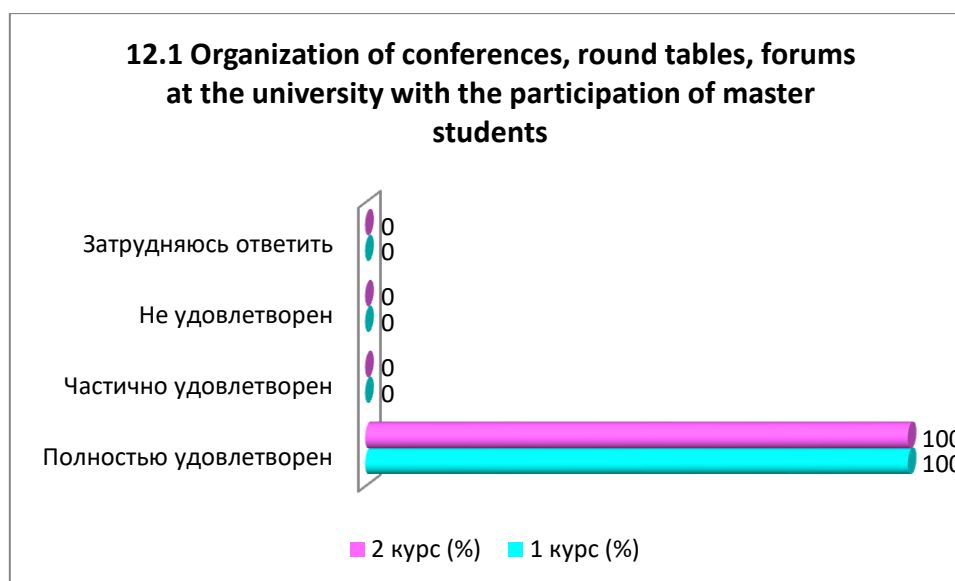
Other (write your answer) _____

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

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

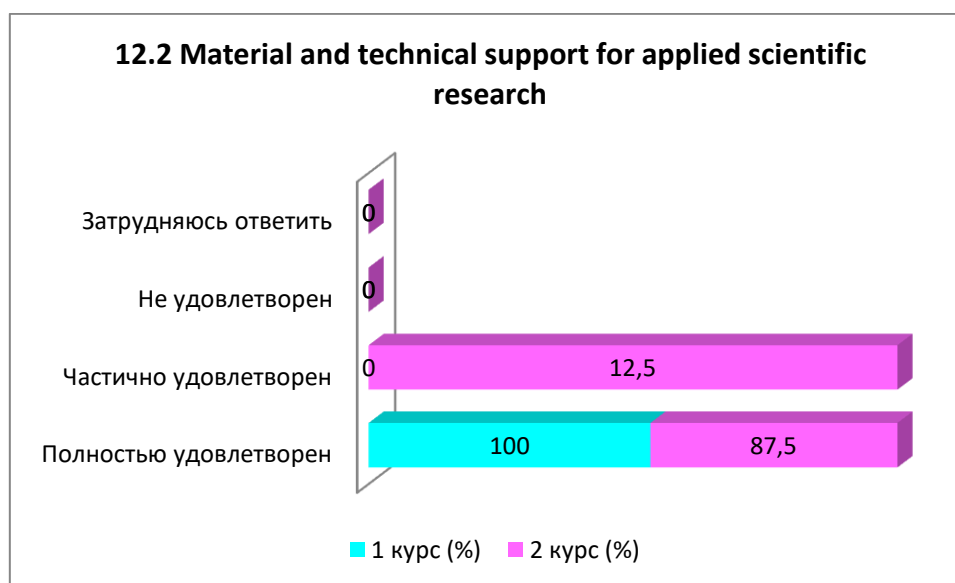
Answer options	1st year (%)	2nd year (%)
Completely satisfied	100	100
Partially satisfied	-	-
Not satisfied	-	-

I find it difficult to answer	-	-
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12.2 Material and technical support for applied scientific research

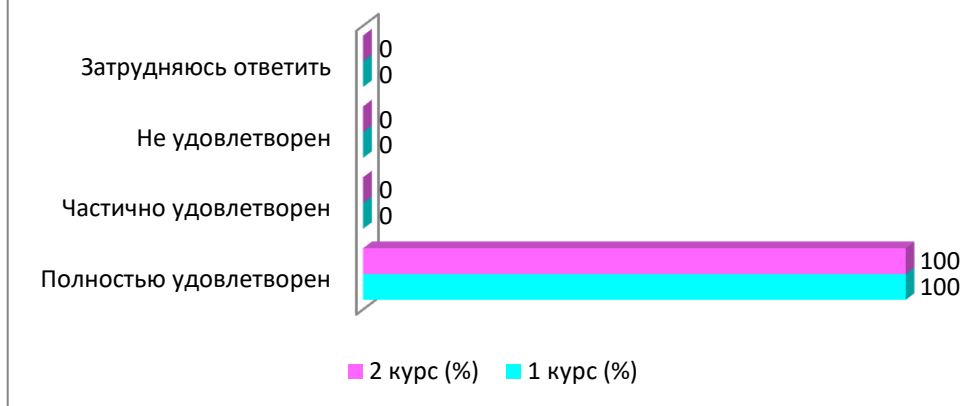
Answer options	1st year (%)	2nd year (%)
Completely satisfied	100	87,5
Partially satisfied	-	12,5
Not satisfied	-	-
I find it difficult to answer	-	-



12.3 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	-	-

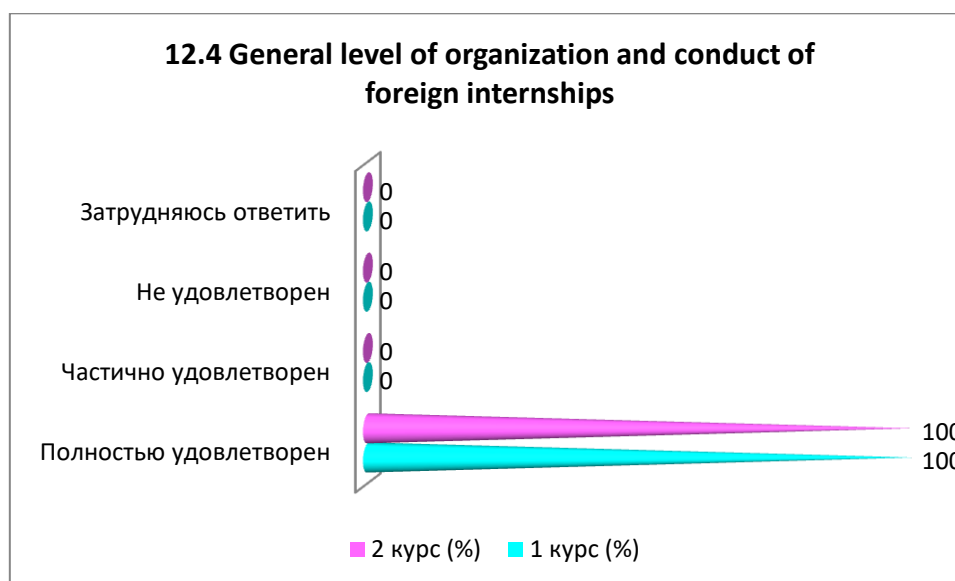
12.3 Availability for master students of technology, computers necessary for the educational process and scientific activities



12.4 General level of organization and conduct of foreign internships

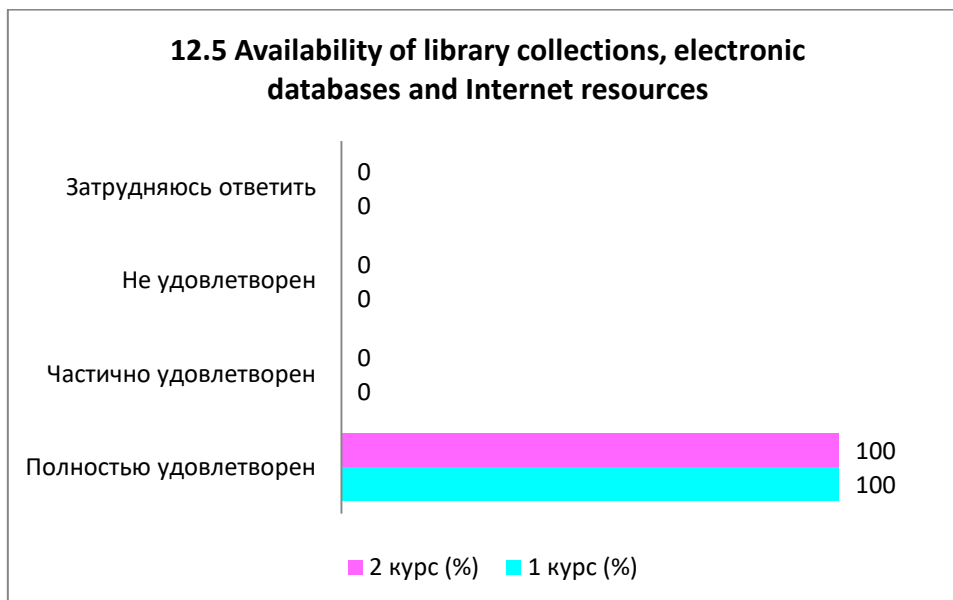
Answer options	1st year (%)	2nd year (%)
Completely satisfied	100	100
Partially satisfied	-	-
Not satisfied	-	-
I find it difficult to answer	-	-

12.4 General level of organization and conduct of foreign internships



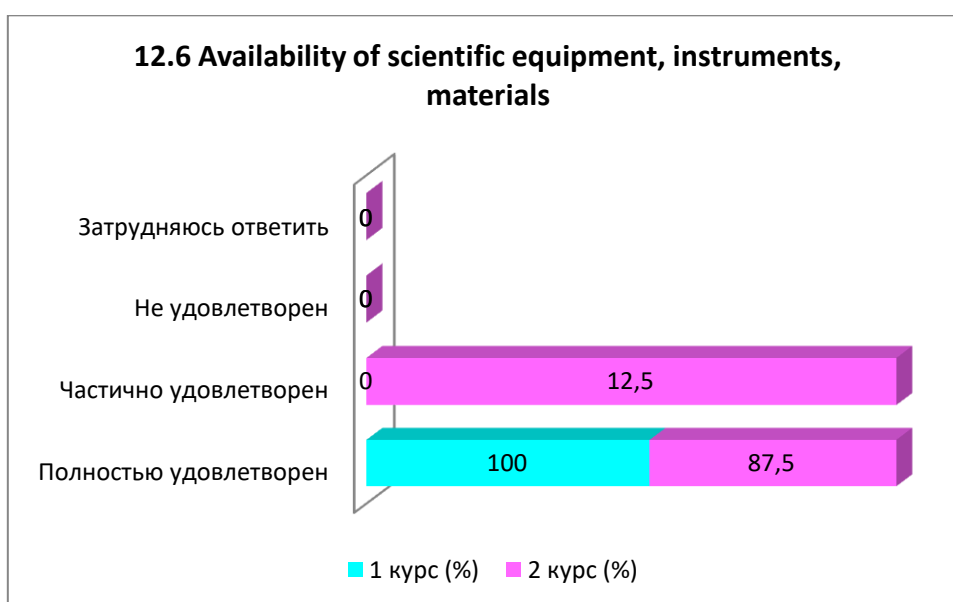
12.5 Availability of library collections, electronic databases and Internet resources

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



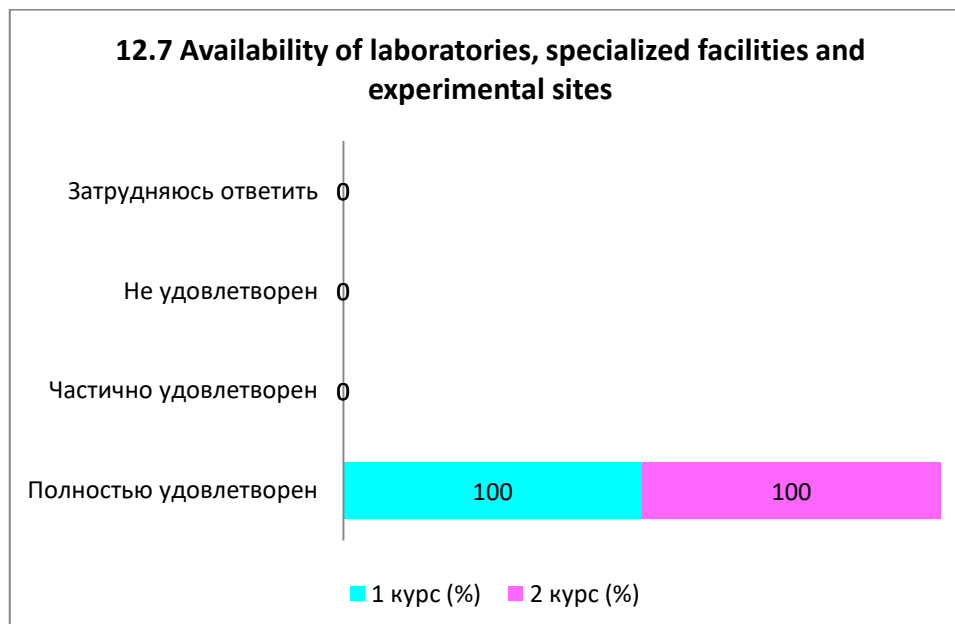
12.6 Availability of scientific equipment, instruments, materials

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



12.7 Availability of laboratories, specialized facilities and experimental sites

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

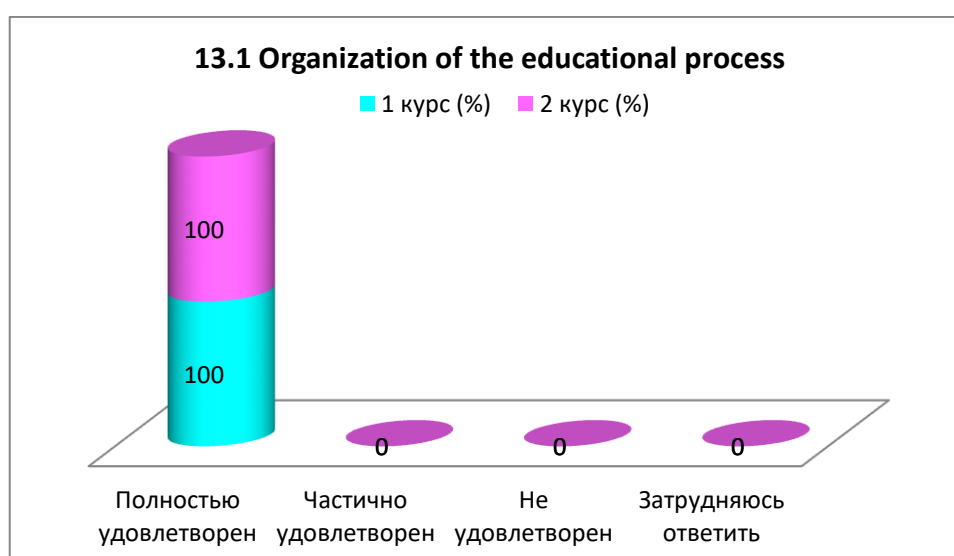


13. Are you satisfied?

13.1 Organization of the educational process
13.2 Living conditions in the 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

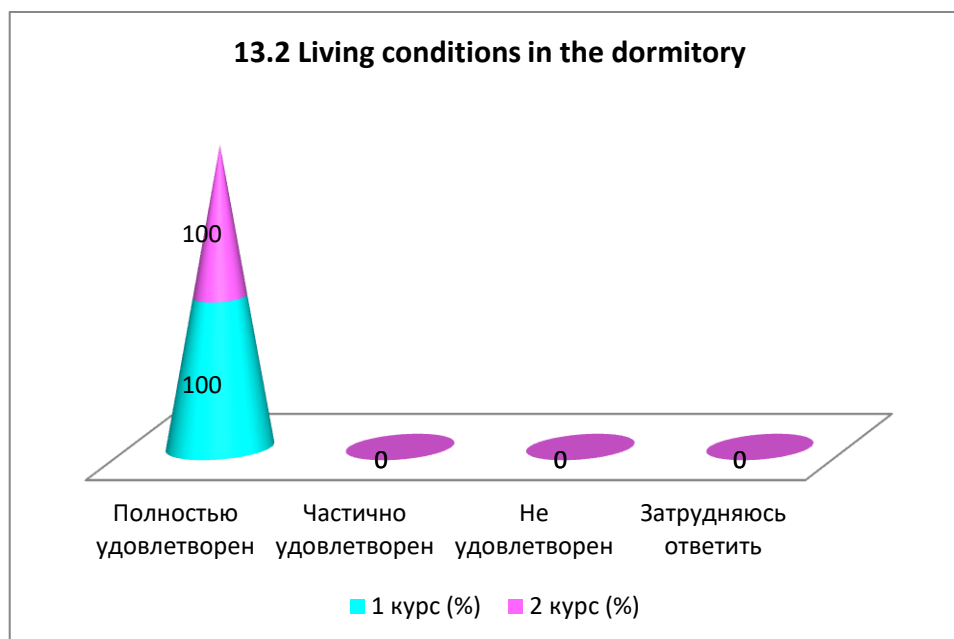
Answer options	1st year (%)	2nd year (%)
Completely satisfied	100	100
Partially satisfied	-	-
Not satisfied	-	-
I find it difficult to answer	-	-



13.2 Living conditions in the dormitory

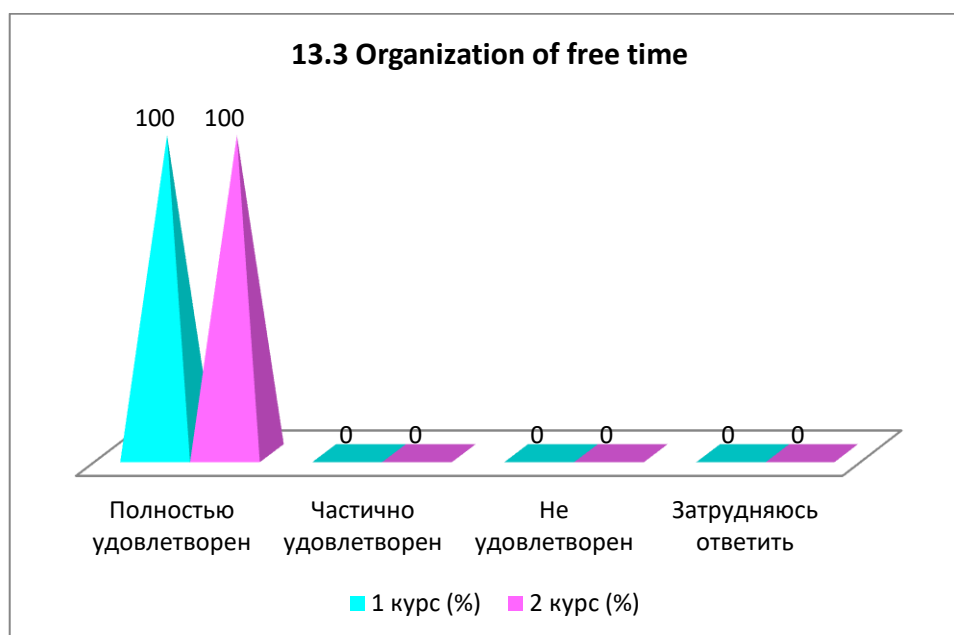
Answer options	1st year (%)	2nd year (%)
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Completely satisfied	100	100
Partially satisfied	-	-
Not satisfied	-	-
I find it difficult to answer	-	-



13.3 Organization of free time

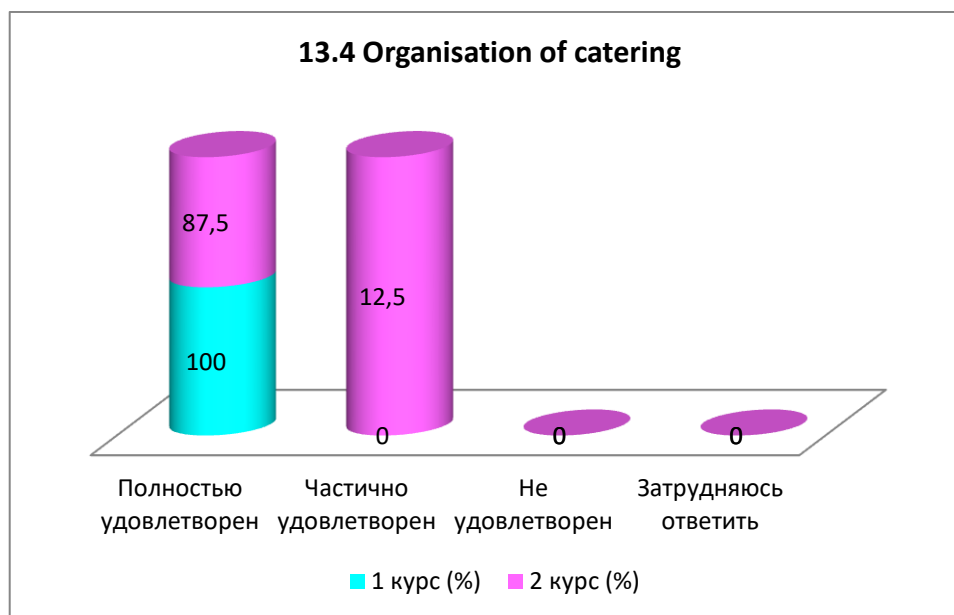
Answer options	1st year (%)	2nd year (%)
Completely satisfied	100	100
Partially satisfied	-	-
Not satisfied	-	-
I find it difficult to answer	-	-



13.4 Organisation of catering

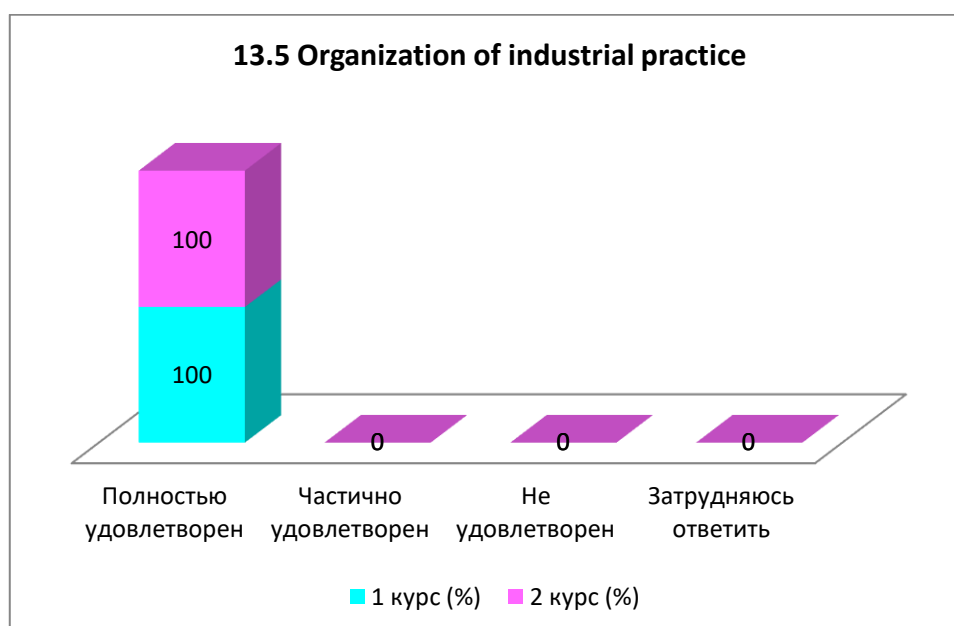
Answer options	1st year (%)	2nd year (%)
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Completely satisfied	100	87,5
Partially satisfied	-	12,5
Not satisfied	-	-
I find it difficult to answer	-	-



13.5 Organization of industrial practice

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



Conclusions from the results of the questionnaire:

The main factors determining the choice of study in the master's programme of higher education:

1. High quality of education:

- Importance: 50% of master students
- Reason: recognition of high quality of education as a decisive factor.

2. Leading academics in the teaching staff:

- Importance: 25% of Master students
- Reason: the opportunity to learn from leading experts in their field, which provides access to the most up-to-date knowledge and cutting-edge research.

3. Employment opportunities with a university degree:

- Importance: 18.7% of master students
- Reason: the prospect of easy employment.

Additional factors: availability of budgetary places, continuation of studies at the previous university, proximity to the place of family residence and variety of specialities also influence the choice of Master's programme.

Satisfaction with the availability of information:

- Average level of satisfaction: 100%
- Meaning: a very high level of satisfaction indicates the availability and satisfactory information, which helps Master's students to effectively plan their learning activities.

Evaluation of the teaching staff of the Master's programme: Master's students 100% evaluated the level of knowledge, professionalism, objectivity, pedagogical skills and methods of teachers as 'very high' and 'high'.

Participation of Master students in the formation of an individual work plan:

- 43,8% 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;

- 25% of master's students see their participation as formal, as they relied more on the help of the supervisor due to difficulties in independent formulation of ideas;

- 18,7% of Master students form the plan independently and the supervisor signs it without significant influence;

- 12.5% of Master's students do not participate at all, however, self-critically assessing their efforts, they believe that they could not have coped without the main help of the supervisor.

Satisfaction with the assistance of the supervisor:

- Satisfaction level: 81.3% completely and 18.7% partially satisfied
- Significance: high level of satisfaction of Master students with the quality of support from the supervisor.

Indicators of high scientific level of the university:

1. Involvement in research projects: 50%.

2. Awards, prizes for achievements in science: 43.8%.

3. Strong teaching staff: 18.7%.

4. Famous foreign scientists working at the university: 12.5%.

5. Presence of publications of university staff in international editions: 12,5%.

6. Participation in international research projects: 12,5%.

Publication of scientific papers:

- Active participation: 56.3% of master students

- Significance: average degree of involvement in the scientific community and desire to disseminate research results.

Foreign language proficiency level:

- Different level of proficiency: 93.7 per cent of Master students
- Significance: mastery of a foreign language from a basic level to complete freedom of expression, at the same time, some do not speak the language at all, which can create difficulties in learning and communication.

Master students' satisfaction with the quality of educational services:

1. organisation of educational process and industrial practice: 100%.
2. organisation of free time: 100%.
3. Organisation of meals: 100%.
4. Living conditions in the dormitory: 93,8%.

Overall Evaluation:

- Masters students value research and learning opportunities, as reflected in their overall satisfaction with the services and support provided by the university.

Recommendations:

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