

Report on the results of the questionnaire
«Satisfaction of master's students with educational services»
2023-2024 academic year
 according to the educational program
7M07203 Mining

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 questionnaire 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.

78 respondents took part in the questionnaire, which constituted 70.3% of the total number of master's students.

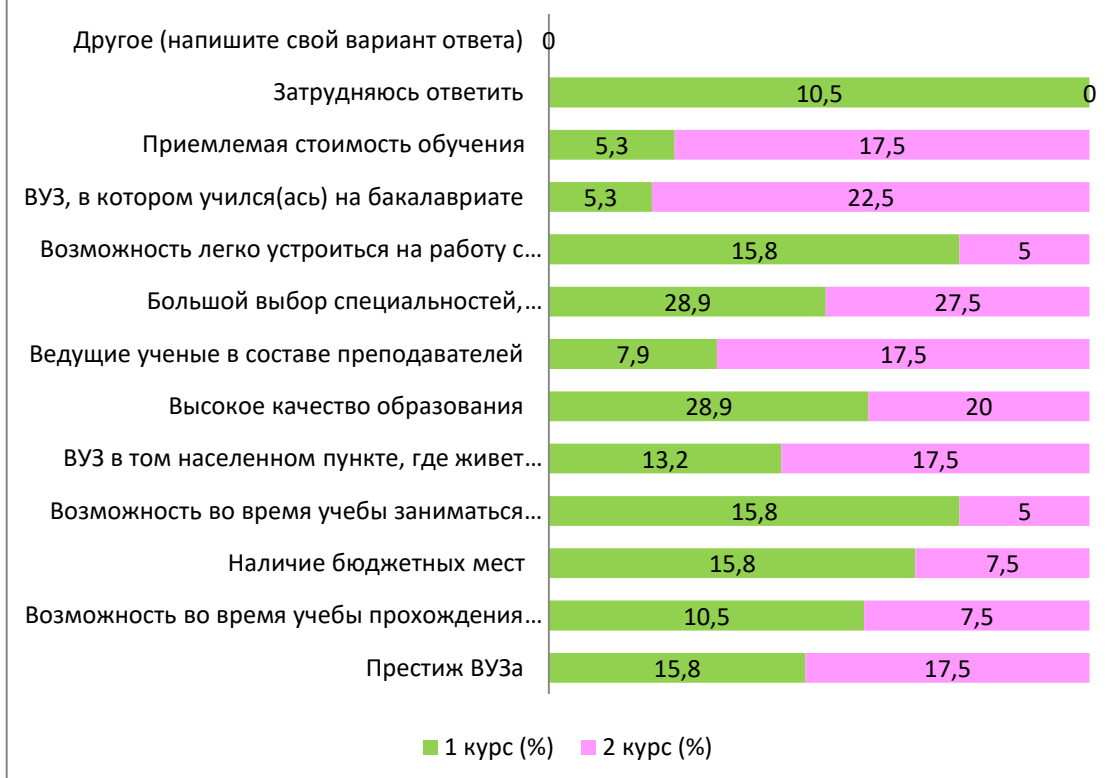
The following data were obtained during the questionnaire:

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

Answer options	1 st year (%)	2nd year (%)
Prestige of the University	15.8	17.5
Opportunity to complete internships abroad during your studies	10.5	7.5
Availability of budget places	15.8	7.5
Opportunity to engage in science while studying	15.8	5
A university in the locality where the family lives (close to it)	13.2	17.5
High quality education	28.9	20
Leading scientists on the faculty	7.9	17.5
A wide range of specialties and areas of education	28.9	27.5
The ability to easily find a job with a diploma from this university	15.8	5
The university where you studied for your bachelor's degree	5.3	22.5
Affordable tuition fees	5.3	17.5
I find it difficult to answer	10.5	-
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)



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

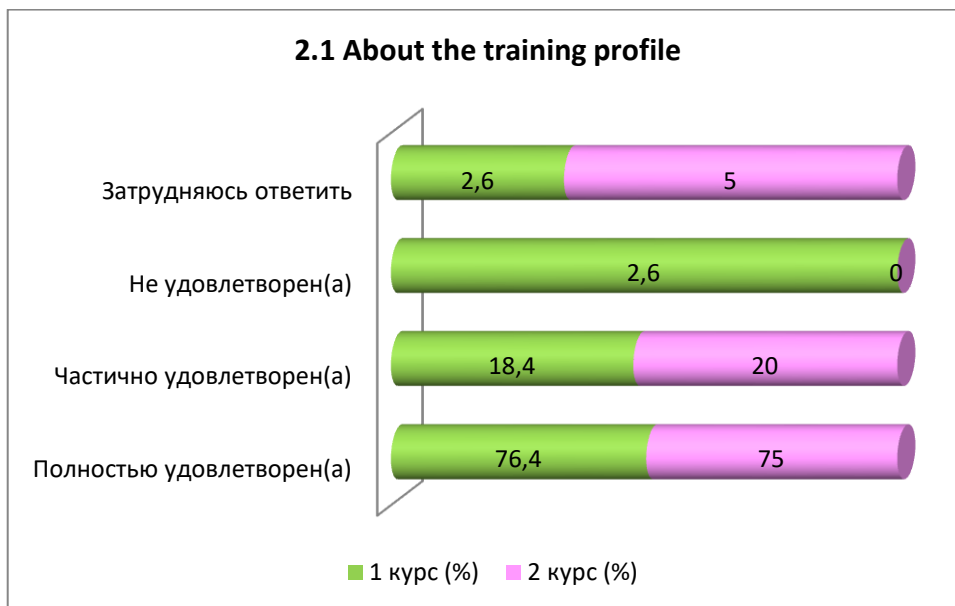
2.1 About the training profile
2.2 Characteristics of the professional activities of a master's student
2.3 List of developing competencies of a master's degree graduate
2.4 List of master's students' practice bases
2.5 Information about scientific supervisors

Other (write your answer) _____

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

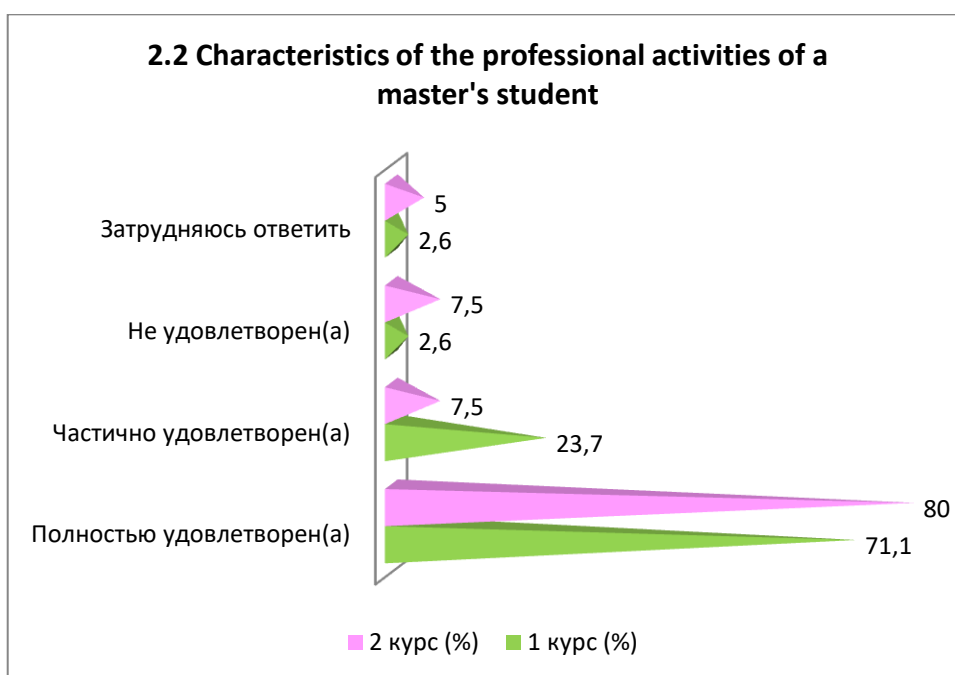
2.1 About the training profile

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	76.4	75
Partially satisfied	18.4	20
Not satisfied	2.6	-
I find it difficult to answer	2.6	5



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

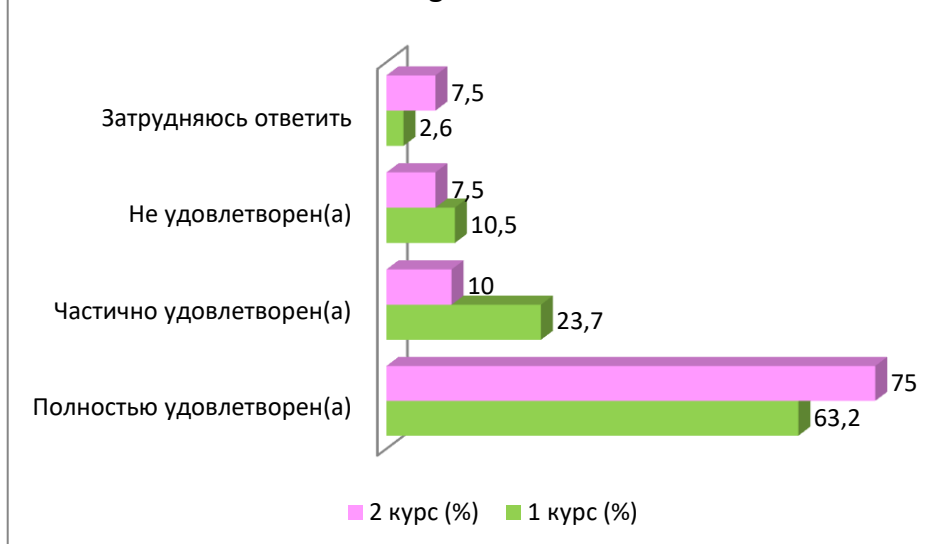
Answer options	1 st year (%)	2nd year (%)
Completely satisfied	71.1	80
Partially satisfied	23.7	7.5
Not satisfied	2.6	7.5
I find it difficult to answer	2.6	5



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

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	63.2	75
Partially satisfied	23.7	10
Not satisfied	10.5	7.5
I find it difficult to answer	2.6	7.5

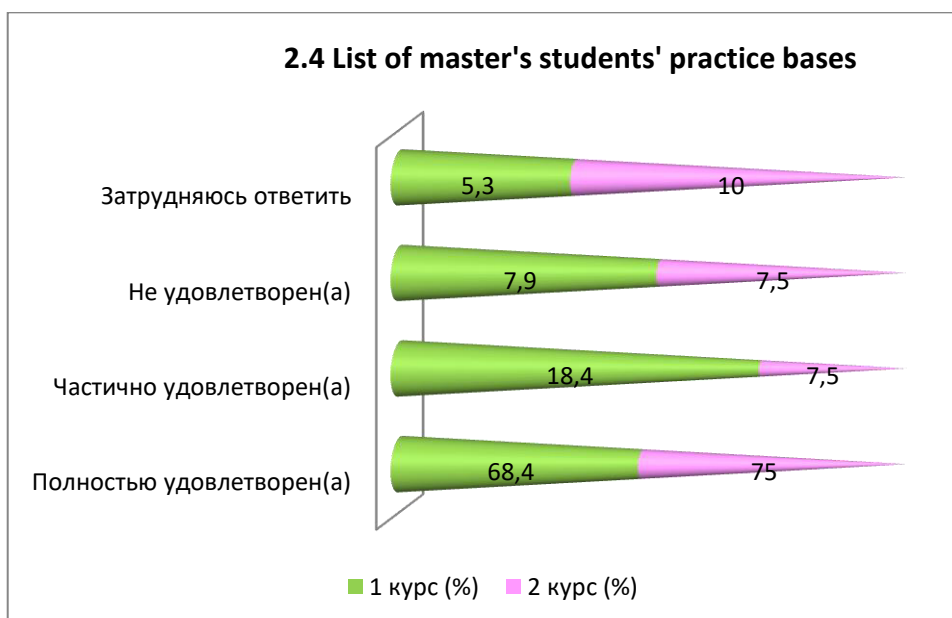
2.3 List of developing competencies of a master's degree graduate



2.4 List of master's students' practice bases

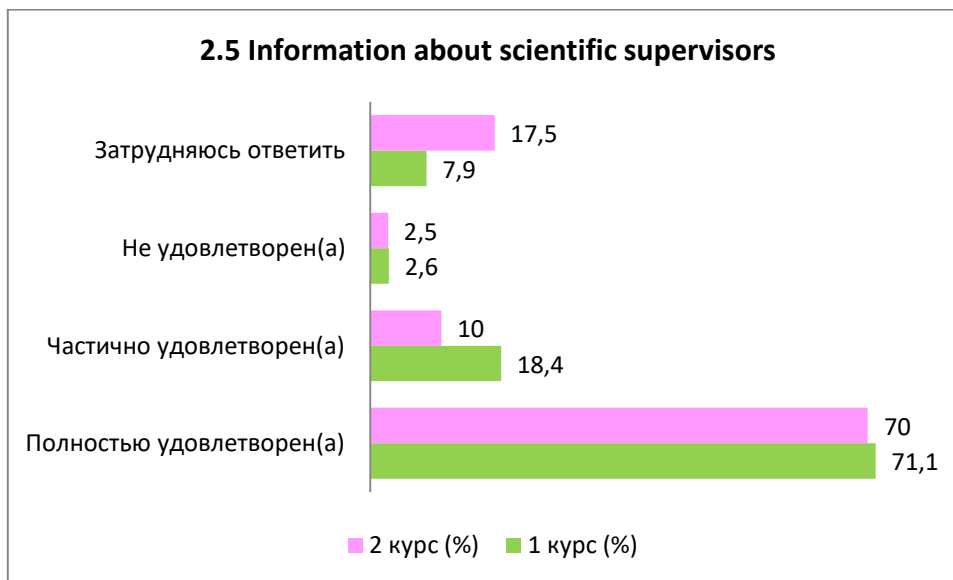
Answer options	1 st year (%)	2nd year (%)
Completely satisfied	68.4	75
Partially satisfied	18.4	7.5
Not satisfied	7.9	7.5
I find it difficult to answer	5.3	10

2.4 List of master's students' practice bases



2.5 Information about scientific supervisors

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	71.1	70
Partially satisfied	18.4	10
Not satisfied	2.6	2.5
I find it difficult to answer	7.9	17.5



For the «Other» option, students indicated the following options:*

- Quality education
- OK
- None.
- Yes.
- No
- Great

If you answered «not satisfied» to the previous question, please provide recommendations for improving the training area*:

- OK
- Don't know
- I can't.

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) _____

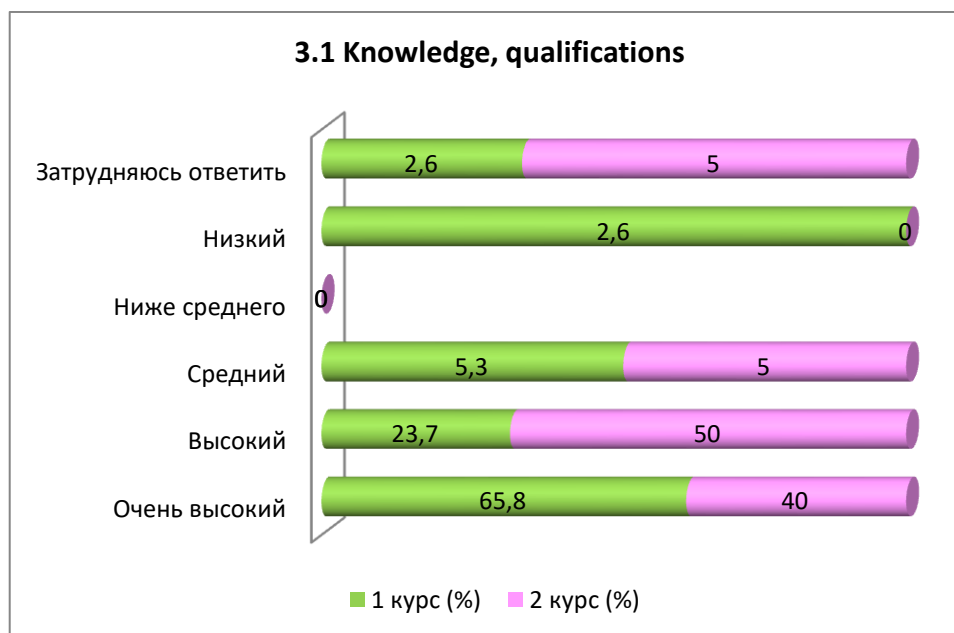
If you answered «Low» to the previous question, please provide recommendations for improving the teaching staff _____

3.1 Knowledge, qualifications

Answer options	1 st year (%)	2nd year (%)
Very tall	65.8	40
High	23.7	50

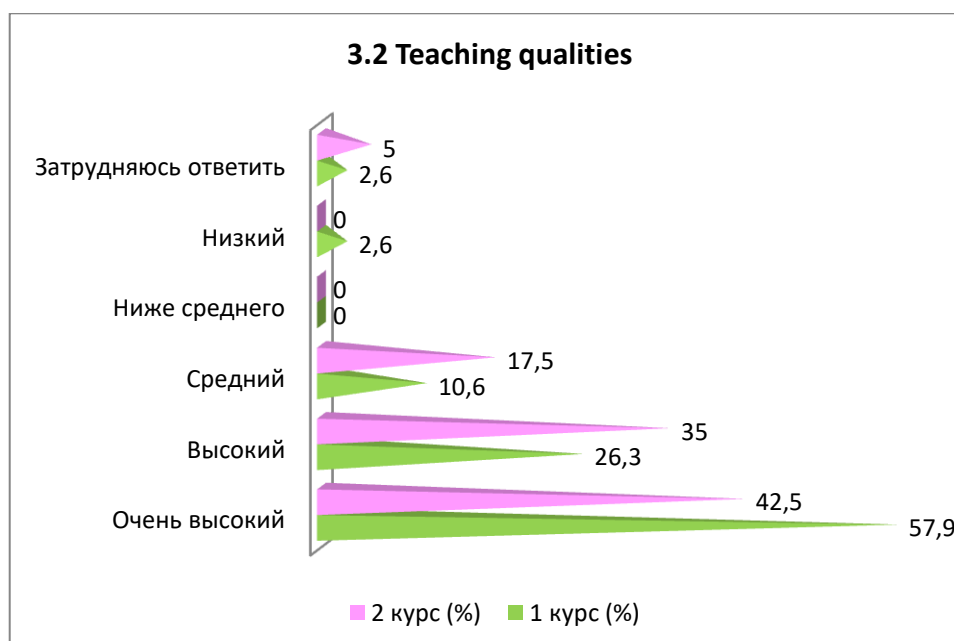
*The students' answers are presented in the original. The author's spelling and punctuation have been preserved.

Average	5.3	5
Below average	-	-
Short	2.6	-
I find it difficult to answer	2.6	5



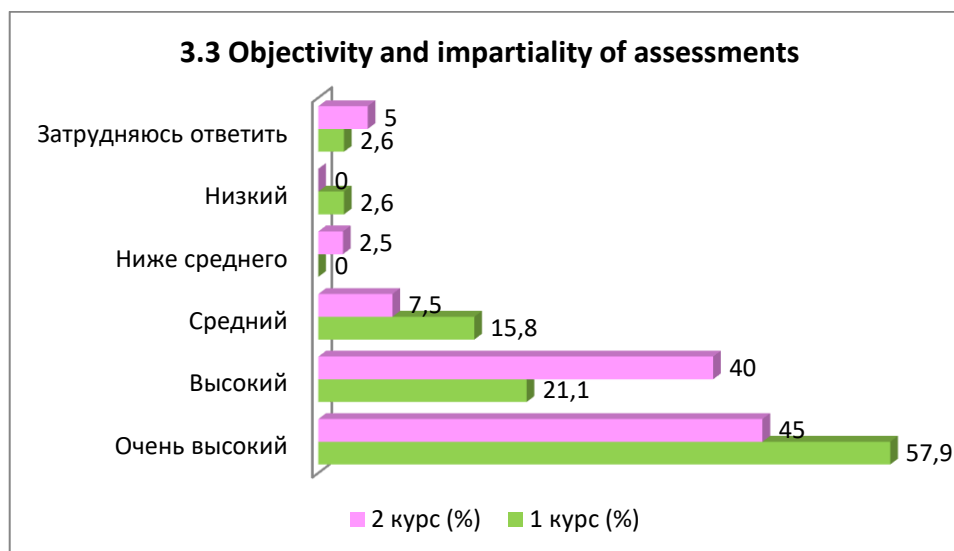
3.2 Teaching qualities

Answer options	1 st year (%)	2nd year (%)
Very tall	57.9	42.5
High	26.3	35
Average	10.6	17.5
Below average	-	-
Short	2.6	-
I find it difficult to answer	2.6	5



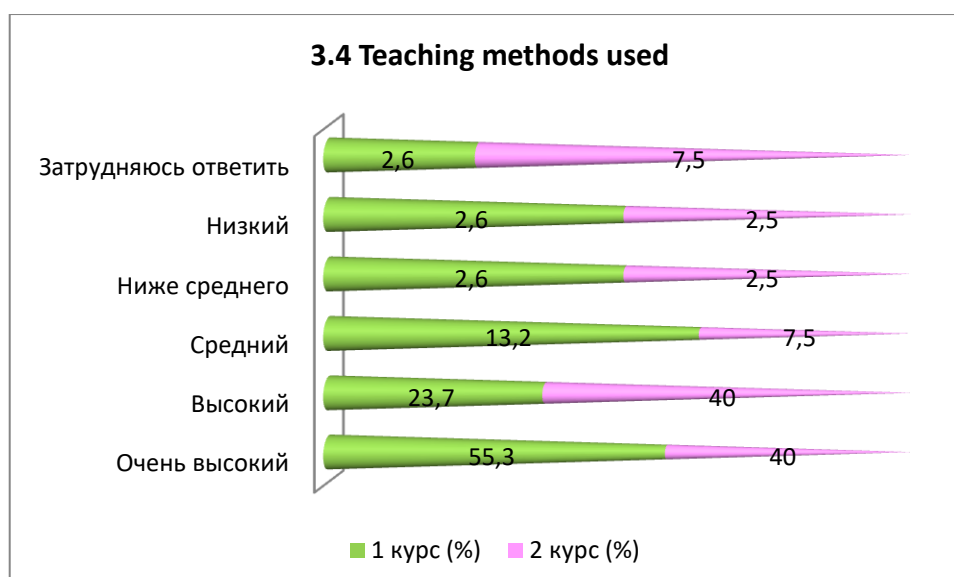
3.3 Objectivity and impartiality of assessments

Answer options	1 st year (%)	2nd year (%)
Very tall	57.9	45
High	21.1	40
Average	15.8	7.5
Below average	-	2.5
Short	2.6	-
I find it difficult to answer	2.6	5



3.4 Teaching methods used

Answer options	1 st year (%)	2nd year (%)
Very tall	55.3	40
High	23.7	40
Average	13.2	7.5
Below average	2.6	2.5
Short	2.6	2.5
I find it difficult to answer	2.6	7.5



For the «Other» option, students indicated the following options: *

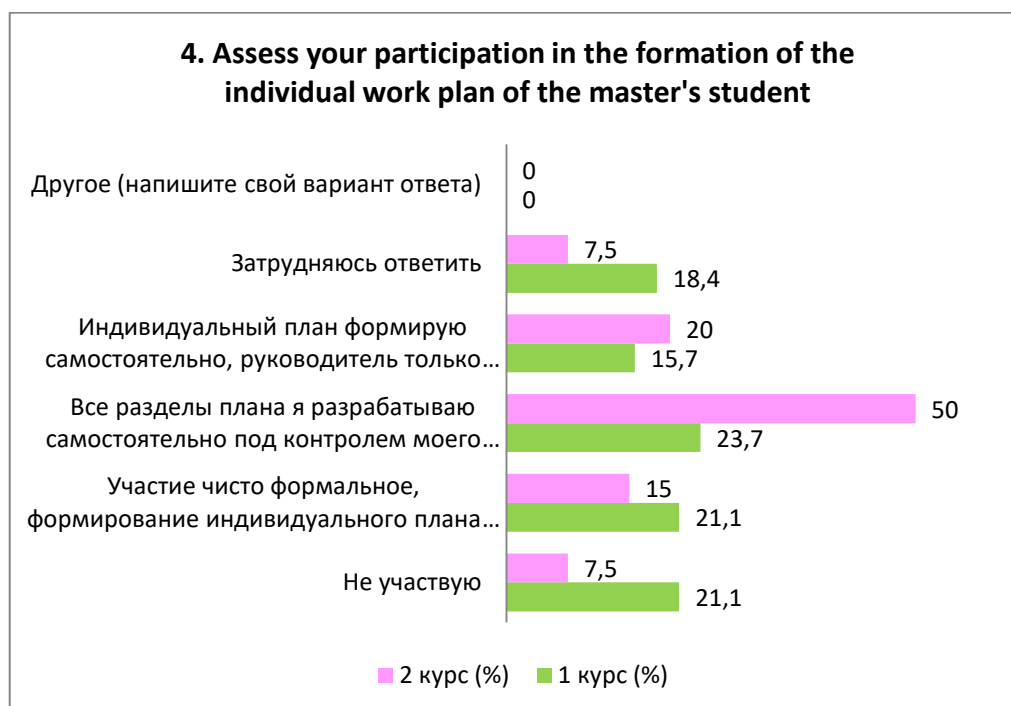
- OK
- Nothing
- Good.

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

- Ok
- Don't know
- Normal.

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

Answer options	1 st year (%)	2nd year (%)
I do not participate	21.1	7.5
Participation is purely formal, the formation of an individual plan does not actually depend on me.	21.1	15
I develop all sections of the plan independently under the supervision of my supervisor.	23.7	50
I create an individual plan myself; the manager only signs it.	15.7	20
I find it difficult to answer	18.4	7.5
Other (write your answer)	-	-



If you answered «I do not participate» to the previous question, please write why.*:

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

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- OK
- Yes.
- When I finish my 4th year I'm going to get a master's degree.

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

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	65.8	77.5
Partially satisfied	21.1	15
Not satisfied	2.6	-
I find it difficult to answer	10.5	7.5
Other (write your answer)	-	-



If you answered «not satisfied» to the previous question, please write why*:

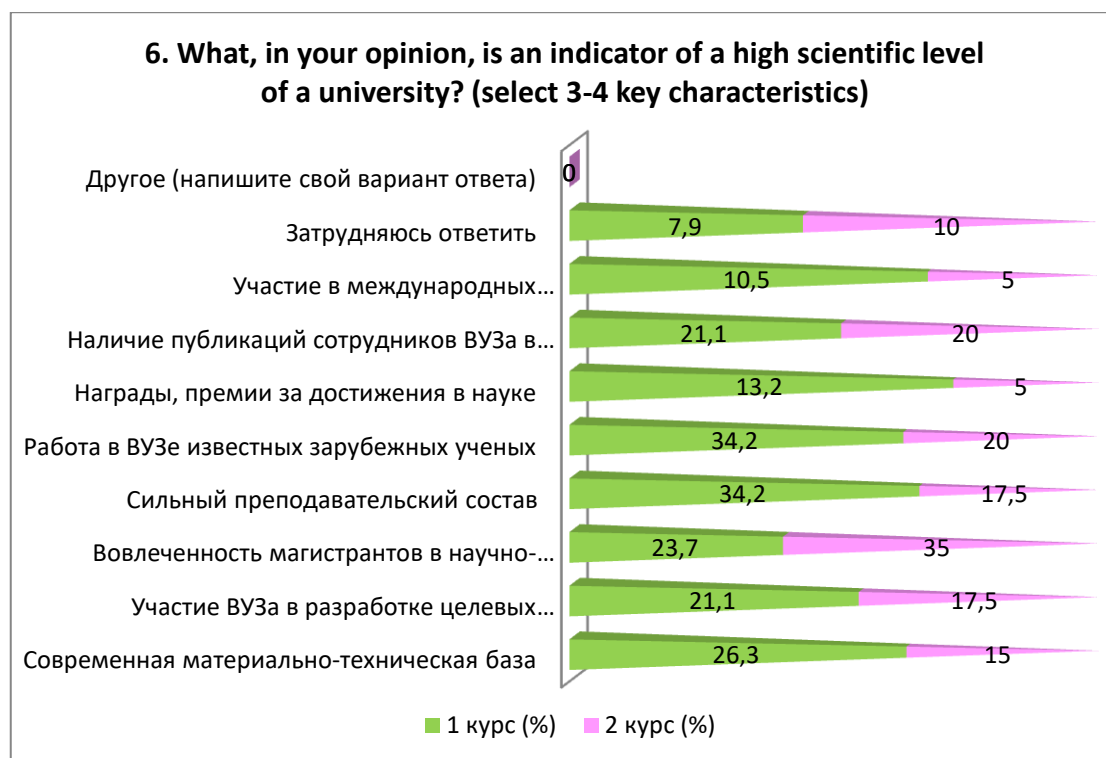
- OK
- Yes.

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

Answer options	1 st year (%)	2nd year (%)
Modern material and technical base	26.3	15
Participation of the university in the development of target programs for the socio-economic development of the region, cities, and enterprises	21.1	17.5
Involvement of master's students in research projects	23.7	35
Strong faculty	34.2	17.5
Work at the university of famous foreign	34.2	20

scientists		
Awards, prizes for achievements in science	13.2	5
Availability of publications of the university staff in international publications	21.1	20
Participation in international research projects	10.5	5
I find it difficult to answer	7.9	10
Other (write your answer)	-	-

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



7. Are you involved in any research projects?

Answer options	1 st year (%)	2nd year (%)
Yes, I am participating (go to question 8)	18.4	27.5
No, I don't participate, but I attend scientific events (seminars, conferences) at the university	31.6	32.5
No, I don't participate.	34.2	30
I find it difficult to answer	15.8	10
Other (write your answer)	-	-

If you answered «no, I do not participate» to the previous question, please write why.*:

- not interesting
- OK
- Don't know
- I'm not interested in this.
- Yes.
- I plan to in the future.

*The 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 (select all that apply)

Answer options	1 st year (%)	2nd year (%)
I participate in the activities of scientific departments at my university	18.4	5
I am participating in a project led by my supervisor/another teacher.	10.5	20
I am working on a research project with friends.	13.2	5
I am participating in a research project at another university.	7.9	7.5
I am participating in a research project with foreign universities	5.3	5
I find it difficult to answer	26.3	12.5
Other (write your answer)	2.6	-

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%.

For the «Other» option, students indicated the following options:*

- I'm not participating.

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



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

Answer options	1 st year (%)	2nd year (%)
In Kazakhstani and foreign/nearby publications	10.5	10
Only in Kazakhstani publications	18.4	15
Only in distant foreign publications	13.2	15
Only in neighboring foreign publications	13.2	15
I have no scientific publications.	44.7	45
Other (write your answer)	-	-

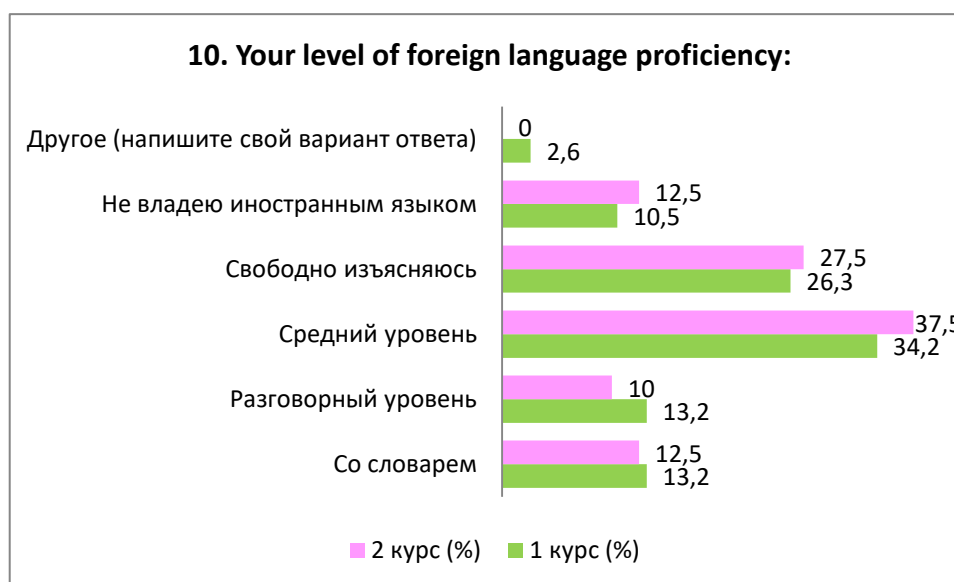


If you answered «I have no scientific publications» to the previous question, please write why. *:

- Don't know
- OK
- I'm not interested in this.
- Help that you didn't participate.

10. Your level of foreign language proficiency:

Answer options	1 st year (%)	2nd year (%)
With a dictionary	13.2	12.5
Conversational level	13.2	10
Intermediate level	34.2	37.5
I express myself freely	26.3	27.5
I don't speak a foreign language	10.5	12.5
Other (write your answer)	2.6	-



For the «Other» option, students indicated the following options*:

- A little higher than the initial level.

If you answered «I don't speak a foreign language» to the previous question, please write why*:

- OK.

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
11.2 Writing scientific articles
11.3 Participation with reports at conferences and seminars
11.4 Preparation of research reports, abstracts

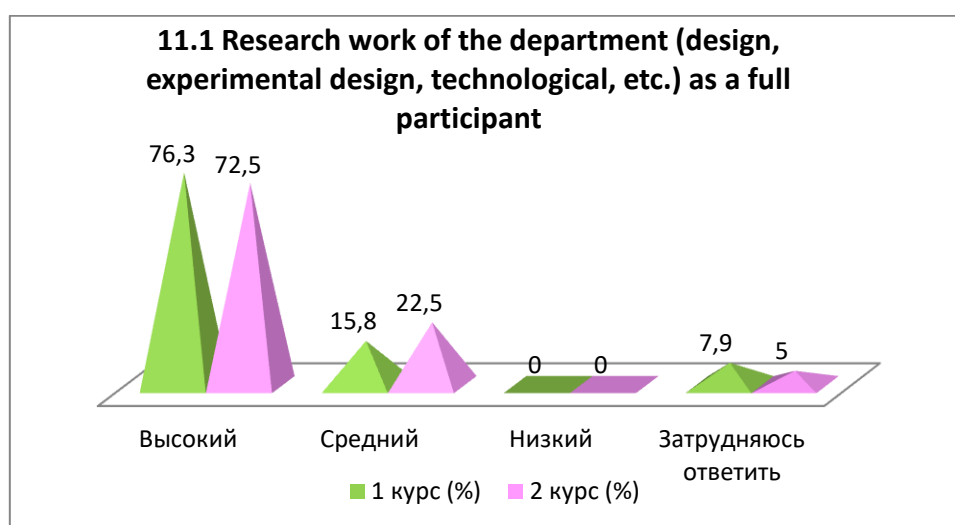
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Other (write your answer) _____

If you answered «Low» to the previous question, please provide recommendations for improving the participation of graduate students in the work of the department

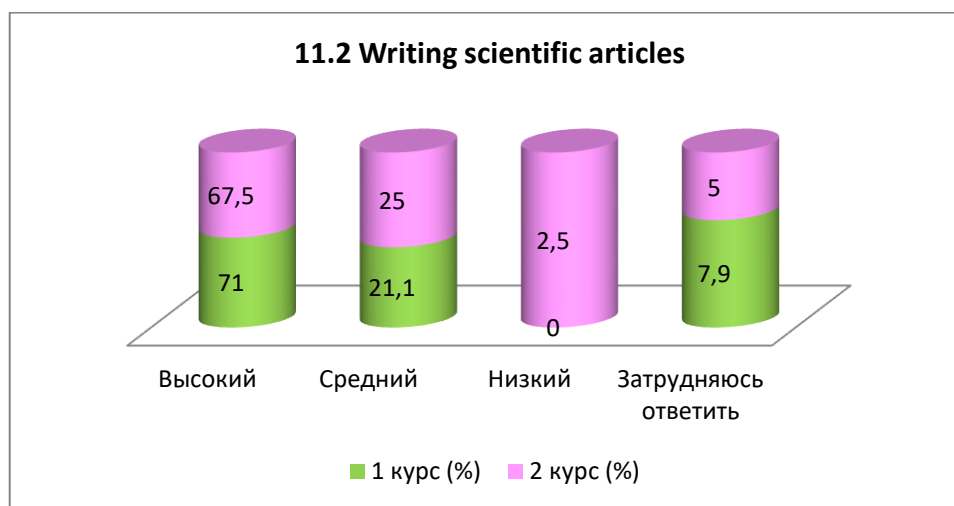
11.1 Research work of the department (design, experimental design, technological, etc.) as a full participant

Answer options	1 st year (%)	2nd year (%)
High	76.3	72.5
Average	15.8	22.5
Short	-	-
I find it difficult to answer	7.9	5



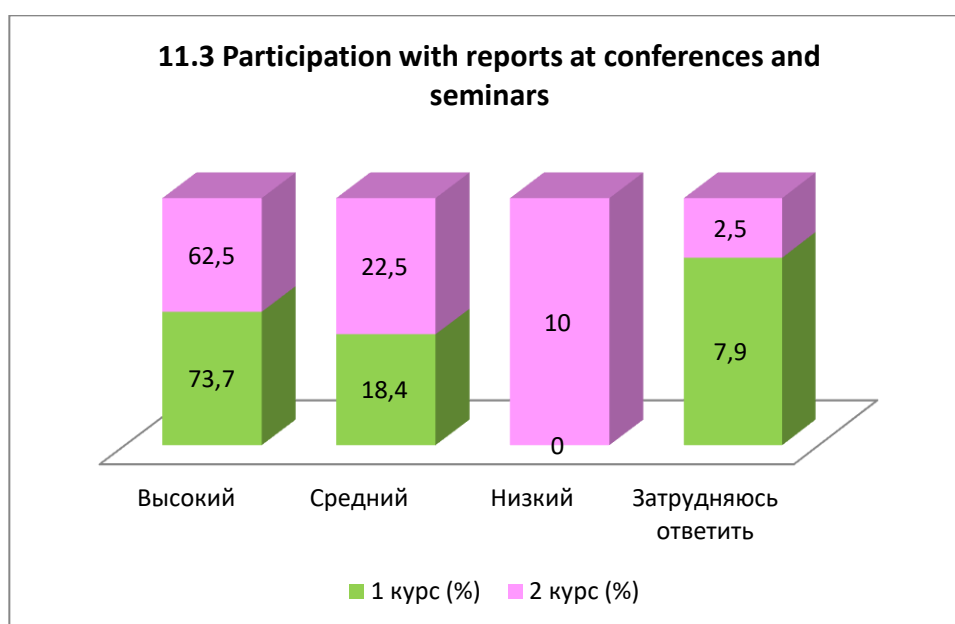
11.2 Writing scientific articles

Answer options	1 st year (%)	2nd year (%)
High	71	67.5
Average	21.1	25
Short	-	2.5
I find it difficult to answer	7.9	5



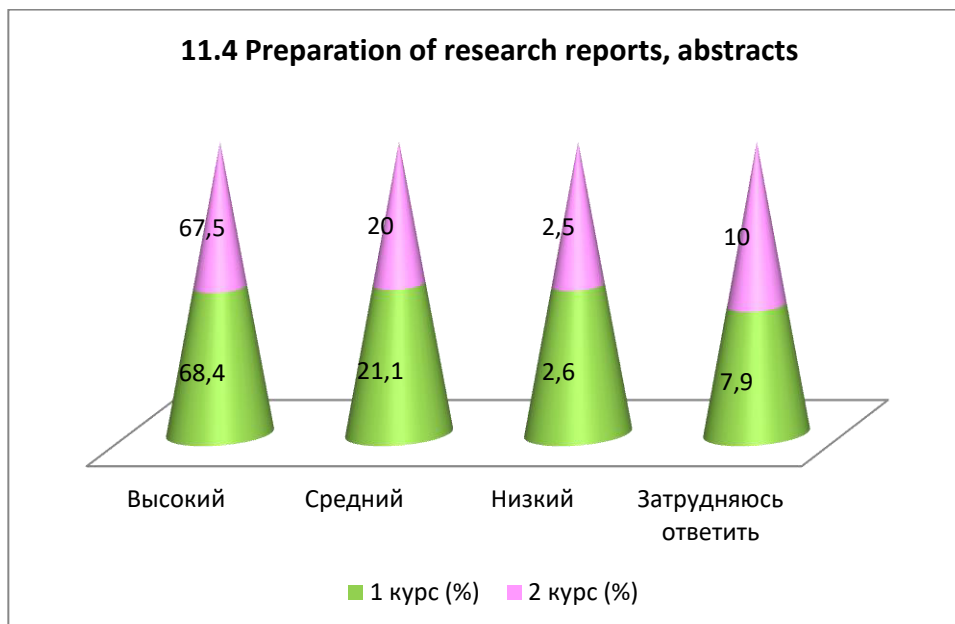
11.3 Participation with reports at conferences and seminars

Answer options	1 st year (%)	2nd year (%)
High	73.7	62.5
Average	18.4	22.5
Short	-	10
I find it difficult to answer	7.9	2.5



11.4 Preparation of research reports, abstracts

Answer options	1 st year (%)	2nd year (%)
High	68.4	67.5
Average	21.1	20
Short	2.6	2.5
I find it difficult to answer	7.9	10



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

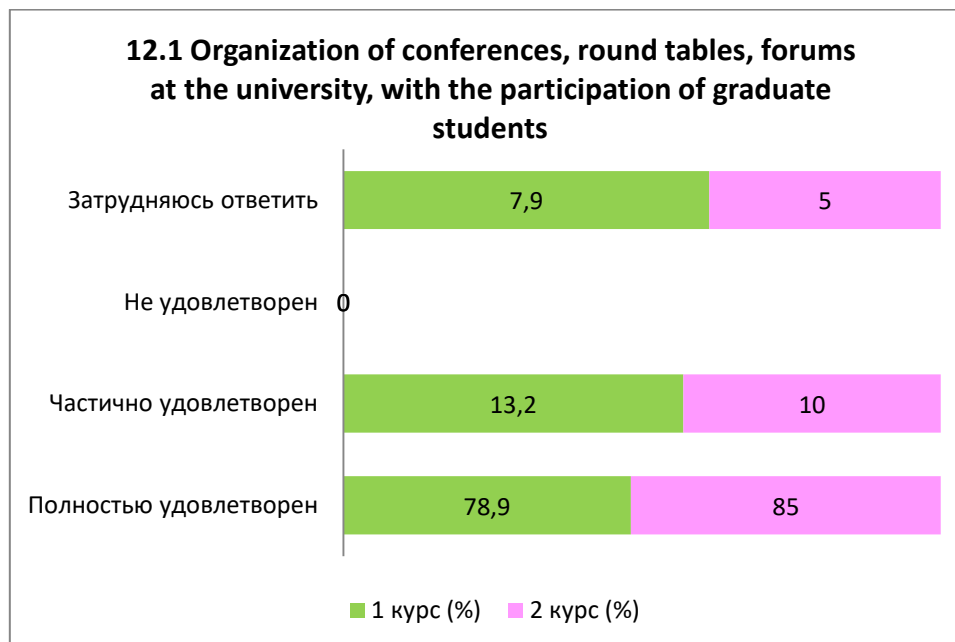
12.1 Organization of conferences, round tables, forums at the university, with the participation of graduate students
12.2 Logistics support for applied scientific research
12.3 Accessibility for master's students of technology, computers necessary for the educational process and scientific activities
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

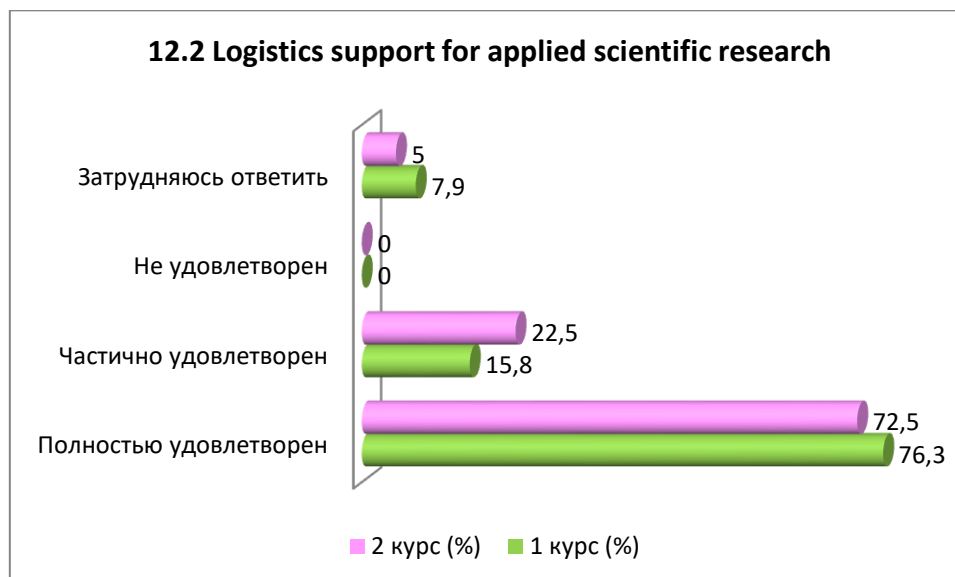
12.1 Organization of conferences, round tables, forums at the university, with the participation of graduate students

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	78.9	85
Partially satisfied	13.2	10
Not satisfied	-	-
I find it difficult to answer	7.9	5



12.2 Logistics support for applied scientific research

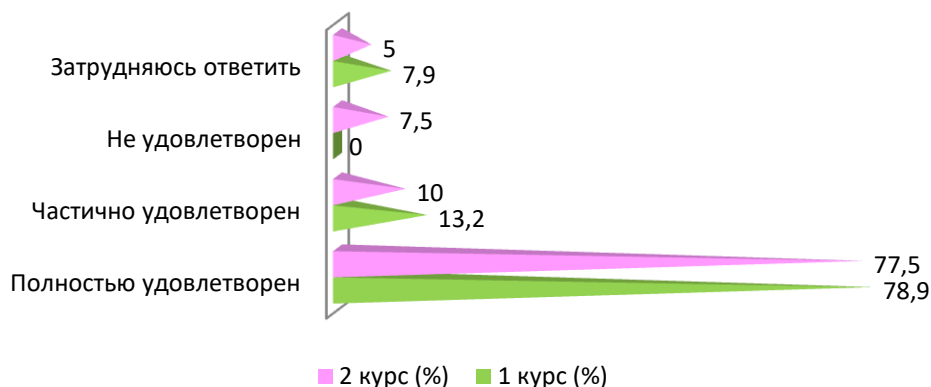
Answer options	1 st year (%)	2nd year (%)
Completely satisfied	76.3	72.5
Partially satisfied	15.8	22.5
Not satisfied	-	-
I find it difficult to answer	7.9	5



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

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	78.9	77.5
Partially satisfied	13.2	10
Not satisfied	-	7.5
I find it difficult to answer	7.9	5

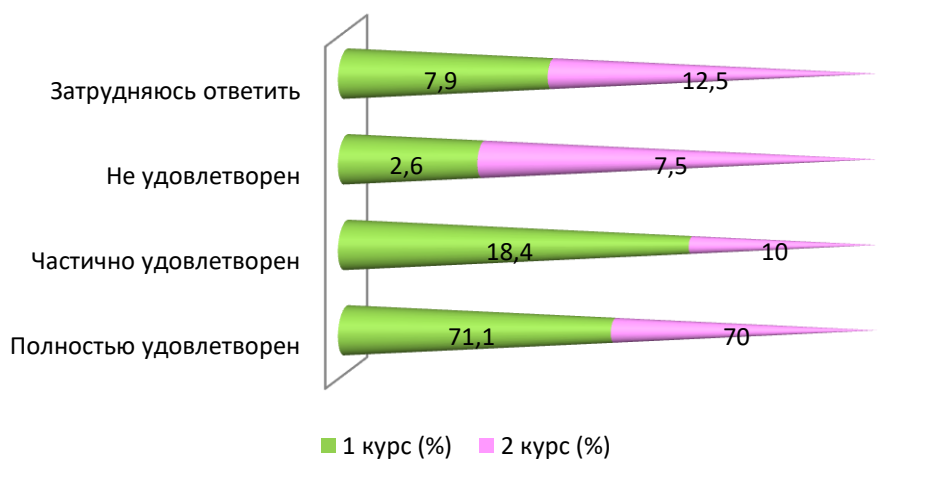
12.3 Availability for master's students of technology and computers necessary for the educational process and scientific activities



12.4 General level of organization and implementation of foreign internship

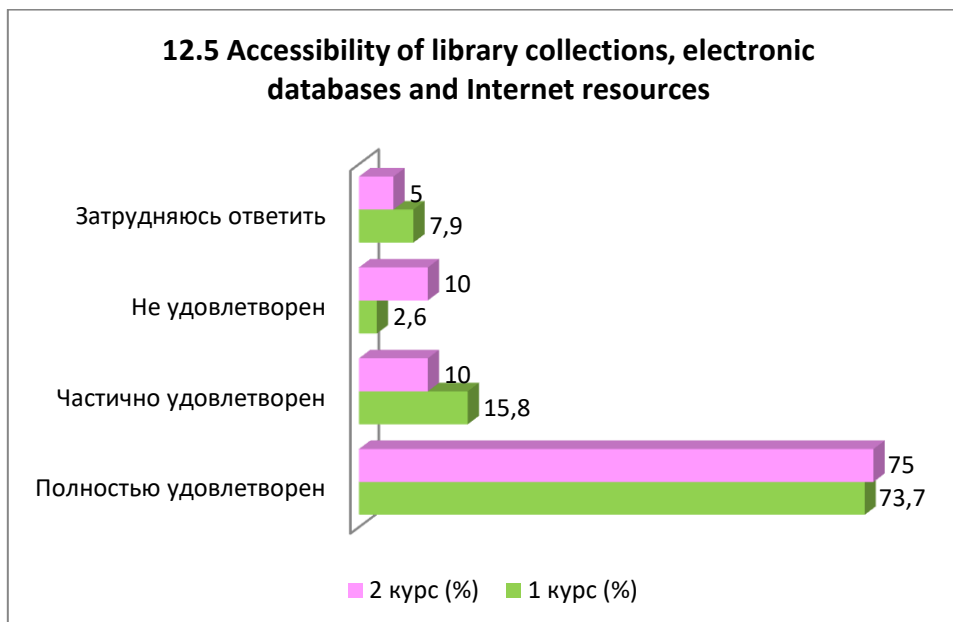
Answer options	1 st year (%)	2nd year (%)
Completely satisfied	71.1	70
Partially satisfied	18.4	10
Not satisfied	2.6	7.5
I find it difficult to answer	7.9	12.5

12.4 General level of organization and implementation of foreign internship



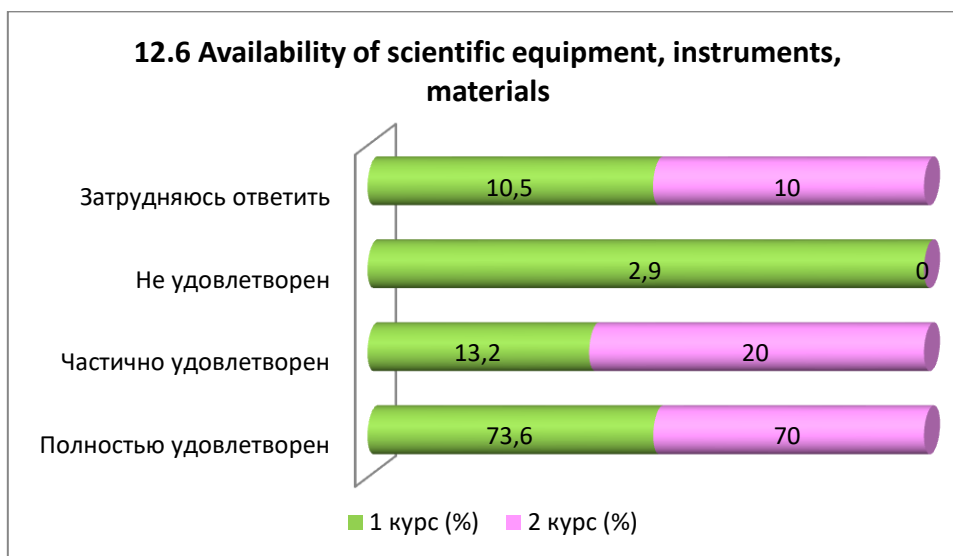
12.5 Accessibility of library collections, electronic databases and Internet resources

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	73.7	75
Partially satisfied	15.8	10
Not satisfied	2.6	10
I find it difficult to answer	7.9	5



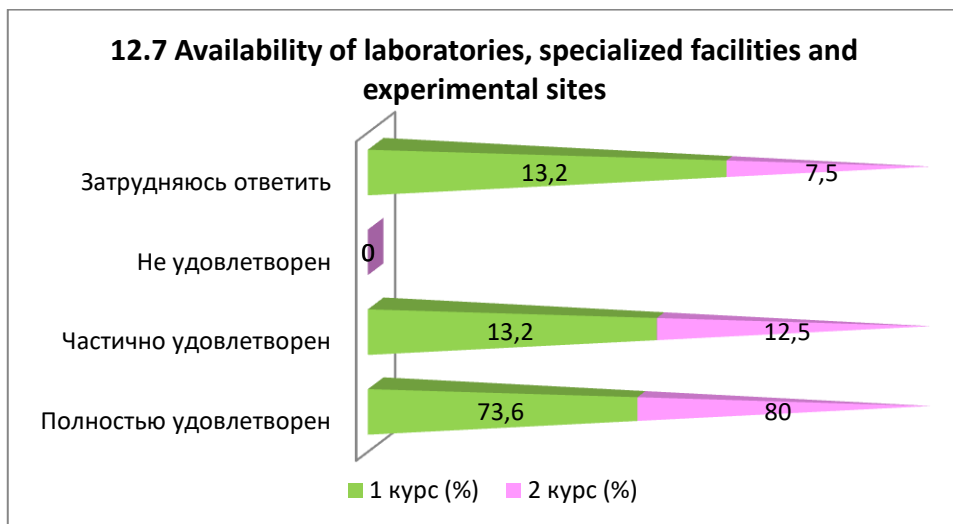
12.6 Availability of scientific equipment, instruments, materials

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	73.6	70
Partially satisfied	13.2	20
Not satisfied	2.9	-
I find it difficult to answer	10.5	10



12.7 Availability of laboratories, specialized facilities and experimental sites

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	73.6	80
Partially satisfied	13.2	12.5
Not satisfied	-	-
I find it difficult to answer	13.2	7.5

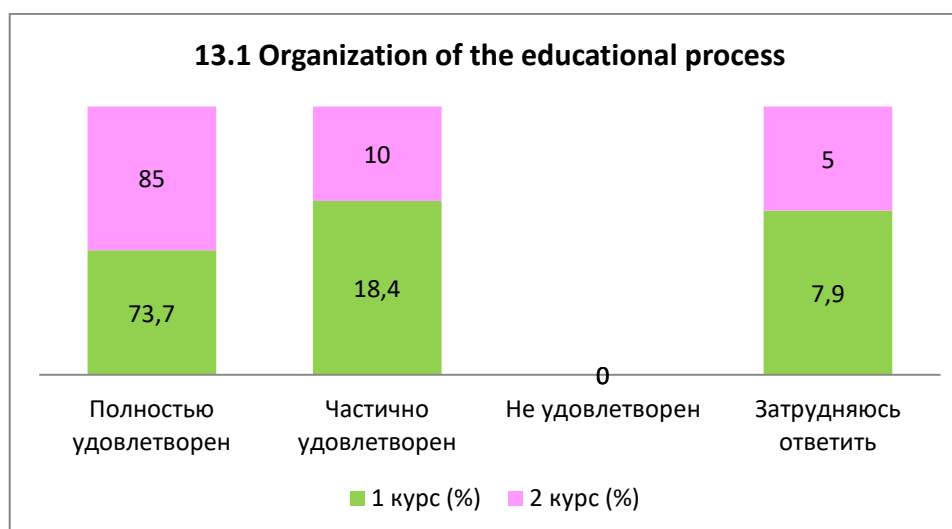


13. Are you satisfied?

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

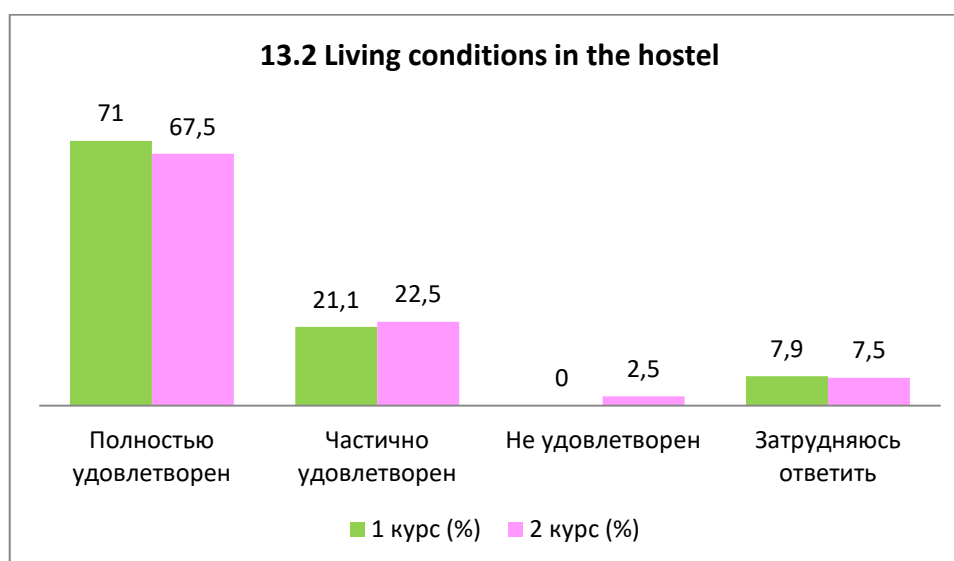
Answer options	1 st year (%)	2nd year (%)
Completely satisfied	73.7	85
Partially satisfied	18.4	10
Not satisfied	-	-
I find it difficult to answer	7.9	5



13.2 Living conditions in the hostel

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	71	67.5

Partially satisfied	21.1	22.5
Not satisfied	-	2.5
I find it difficult to answer	7.9	7.5



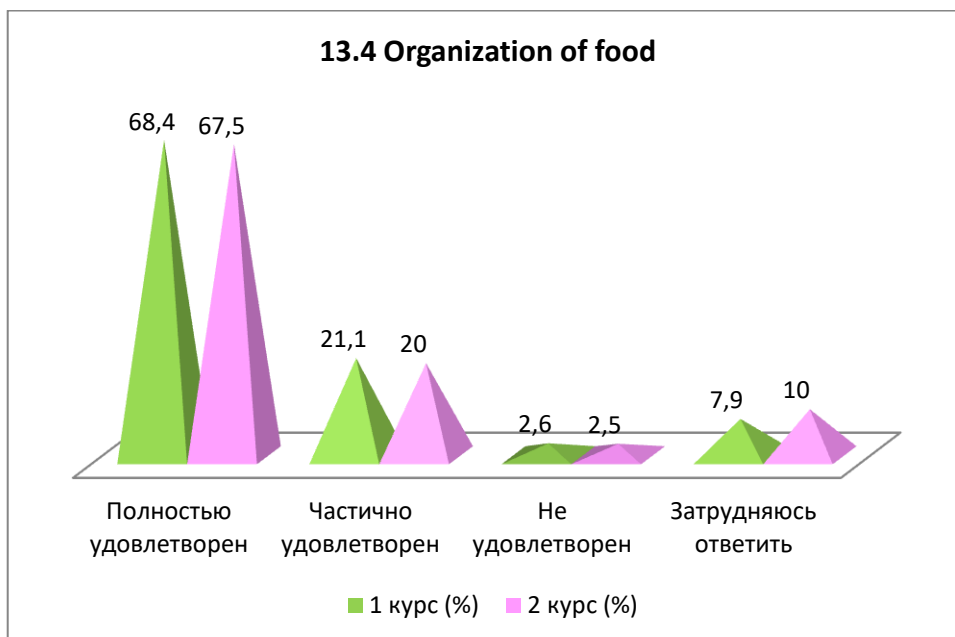
13.3 Organization of free time

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	68.4	77.5
Partially satisfied	21.1	12.5
Not satisfied	2.6	5
I find it difficult to answer	7.9	5



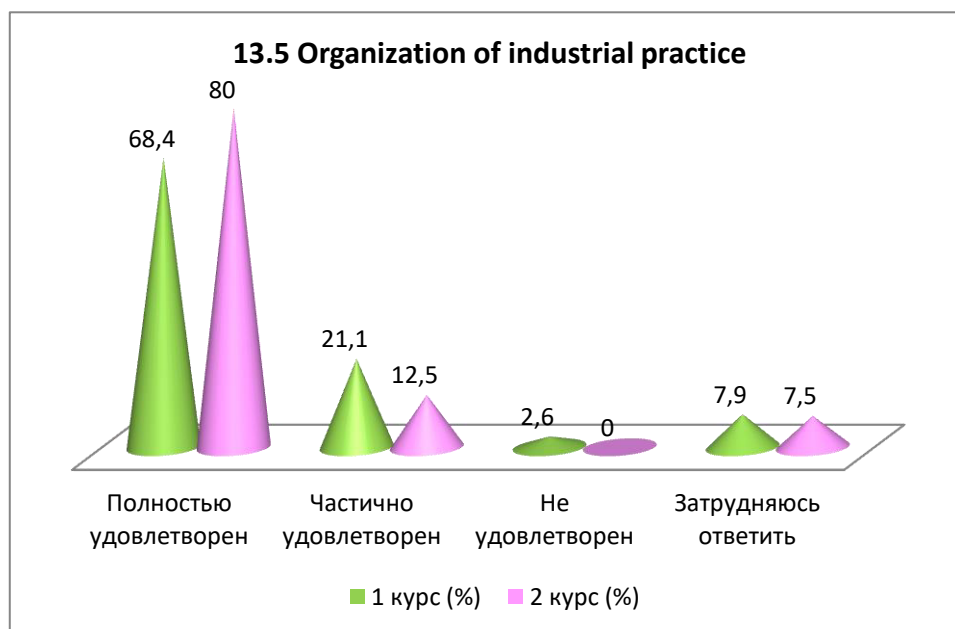
13.4 Organization of food

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	68.4	67.5
Partially satisfied	21.1	20
Not satisfied	2.6	2.5
I find it difficult to answer	7.9	10



13.5 Organization of industrial practice

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	68.4	80
Partially satisfied	21.1	12.5
Not satisfied	2.6	-
I find it difficult to answer	7.9	7.5



14.If you are experiencing difficulties while studying for a master's degree, what is causing them? (write):

- Ok.

Please write what questions you think should be added to this questionnaire to improve the training program, improve the quality of services provided and other areas

of the university's activities. (*The students' answers are presented in the original. The author's spelling and punctuation have been preserved*):

- OK
- Nothing.

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

1. The main factors determining the choice of studying in a master's degree program at a university:

- 28.2% of master's students took into account a wide choice of specialties;
- The high quality of education at the university was rated as a decisive factor by 24.5% of master's students;
- the prestige of the university was important for 16.7% of master's students. In addition, it is worth considering that proximity to the family's place of residence, continuing education at the previous university and the availability of budget places also influence the decision to enroll in a master's program at the university.

2. Average level of satisfaction with the availability of information in the field of training for master's students is 88.3%. This is a high level of satisfaction, which indicates that most master's degree students consider information in their field of study to be accessible and satisfactory. Good accessibility of information helps master's degree students to plan their educational activities more effectively, navigate the educational process and successfully master the educational material.

3. Evaluation of the teaching staff: More than 83% of graduate students rated the level of knowledge, professionalism, objectivity, teaching skills and methods of teachers as «very high» and «high».

4. Participation of the master's student in the formation of an individual work plan:

- 36.8% of master's students actively participate in developing their work plan under the supervision of their supervisor, which indicates a high degree of independence and responsibility of master's students;
- 17.9% of graduate students develop a plan independently, and the supervisor signs it without exerting significant influence;
- 18.1% of graduate students see their participation as formal, as they relied more on the help of their supervisor due to difficulties in independently formulating ideas;
- 14.3% of master's students do not participate at all, however, self-critically assessing their efforts, they believe that they would not have been able to cope without the main assistance of their academic supervisor;
- 12.9% of graduate students find it difficult to answer whose initiative was greater – theirs or their supervisor's.

5. Satisfaction with the assistance of the scientific supervisor in preparing the master's thesis: 89.7% of master's students are satisfied with the help they receive from their supervisor. This indicator demonstrates the high level of satisfaction of master's students with the quality and support they receive from their supervisor.

6. Indicators of the high scientific level of the University:

- the involvement of master's students in research projects (29.4%) indicates active scientific activity master's students;
- the work of famous foreign scientists at the university (27.1%) facilitates the exchange of experience, the development of scientific ties and the attraction of international projects;

- a strong teaching staff (25.9%) contributes to high-quality educational and scientific activities;

- modern material and technical base (20.7%) has a significant impact on the quality of scientific research and training master's students.

7. *Participation of master's students in research projects and scientific life of the university:* 67.9% of master's students actively participate in research projects and attend scientific events such as seminars and conferences. These data show that more than half of master's students are involved in scientific activities that contribute to their academic and professional development.

8. *Publication of scientific papers:* over the entire period of their activity, 55.1% of master's degree students published their theses and articles in both Kazakhstani and foreign publications. This indicates an average level of involvement of master's degree students in the scientific community and their desire to disseminate the results of their research at the international level.

9. *Level of foreign language proficiency:* The majority of master's degree students (88.5%) 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.

10. *Satisfaction of master's students with the quality of educational services:* 92.6% of respondents expressed satisfaction with the organization of the educational process, 91.1% with the living conditions in the dormitory, 91% with industrial practice, 88.7% with the organization of free time, and 88.5% with the organization of meals. These data indicate the good quality of services and support provided by the university to ensure successful learning and comfort of master's students.

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 department It 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 survey results by email from the quality management and accreditation center cqma_kstu@mail.ru.