

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

7M11301 Organization of transportation, movement and operation of transport

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.

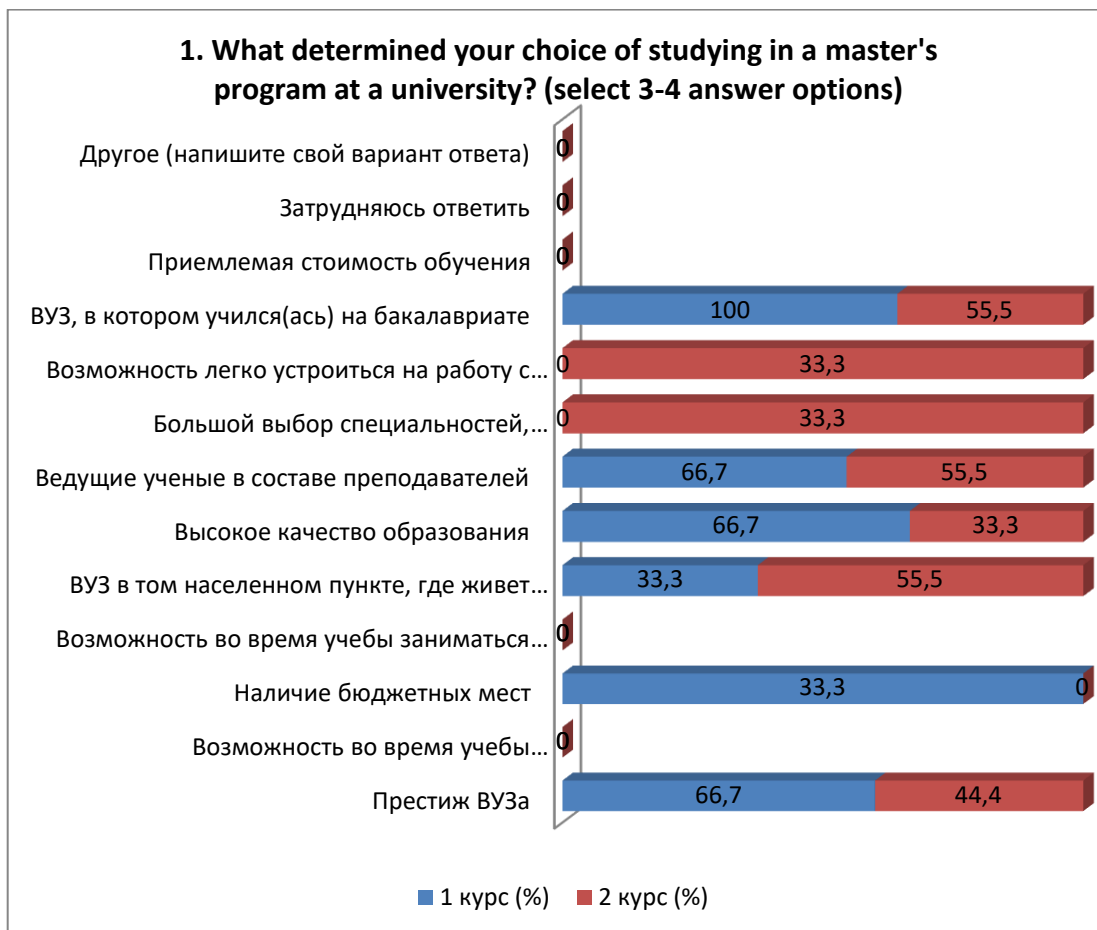
12 respondents took part in the questionnaire, which constituted 85.7% of the total number of master's students.

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	66.7	44.4
Opportunity to complete internships abroad during your studies	-	-
Availability of budget places	33.3	-
Opportunity to engage in science while studying	-	-
A university in the locality where the family lives (close to it)	33.3	55.5
High quality education	66.7	33.3
Leading scientists on the faculty	66.7	55.5
A wide range of specialties and areas of education	-	33.3
The ability to easily find a job with a diploma from this university	-	33.3
The university where you studied for your bachelor's degree	100	55.5
Affordable tuition fees	-	-
I find it difficult to answer	-	-
Other (write your answer)	-	-

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



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

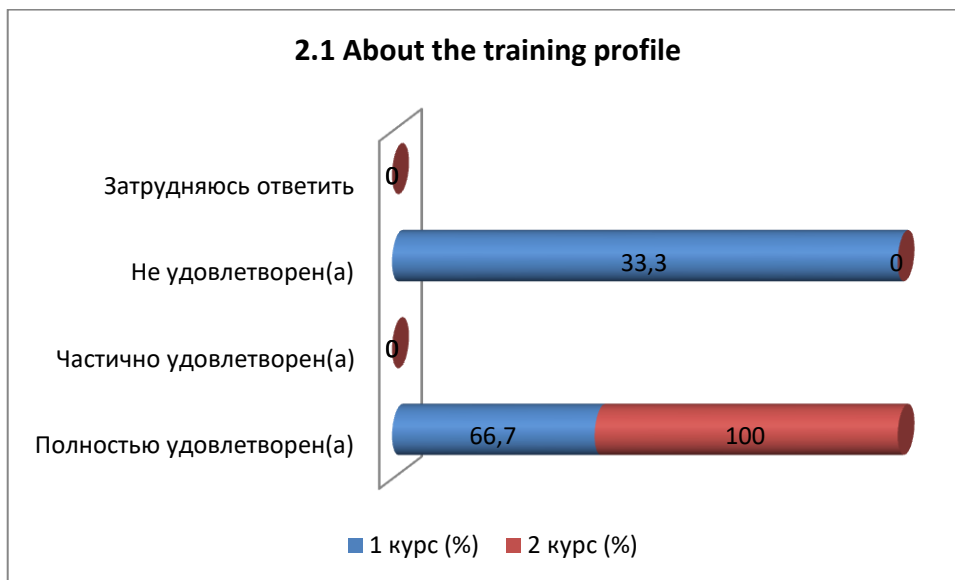
2.1 About the training profile
2.2 Characteristics of the professional activities of a master's student
2.3 List of developing competencies of a Master's degree graduate
2.4 List of Master's students' practice bases
2.5 Information about scientific supervisors

Other (write your answer) _____

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

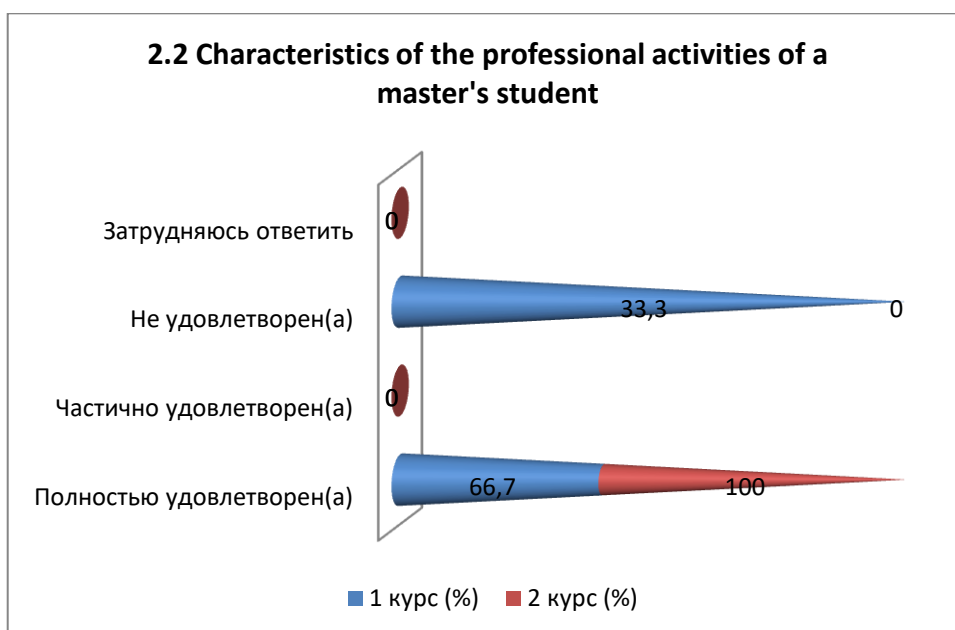
2.1 About the training profile

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	66.7	100
Partially satisfied	-	-
Not satisfied	33.3	-
I find it difficult to answer	-	-



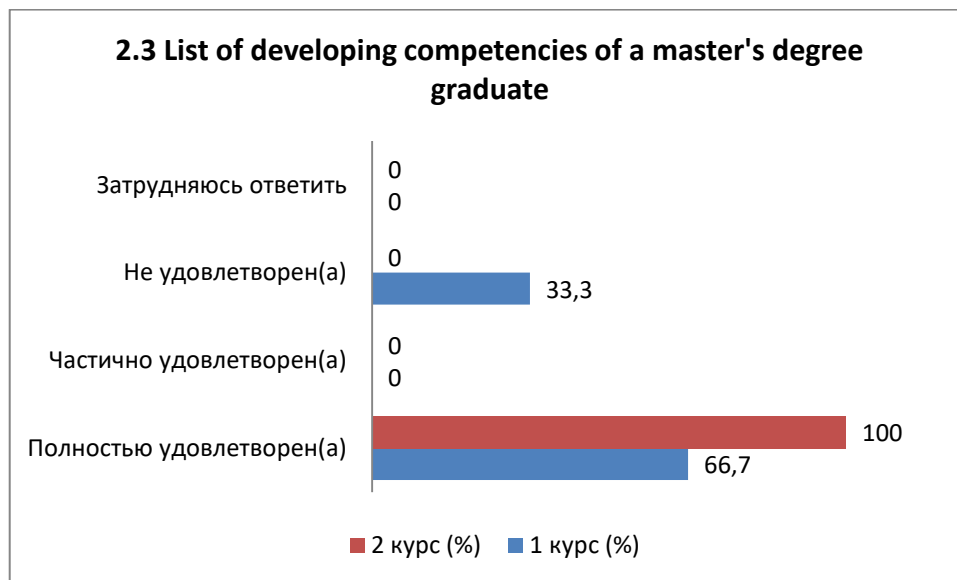
2.2 Characteristics of the professional activities of a master's student

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	66.7	100
Partially satisfied	-	-
Not satisfied	33.3	-
I find it difficult to answer	-	-



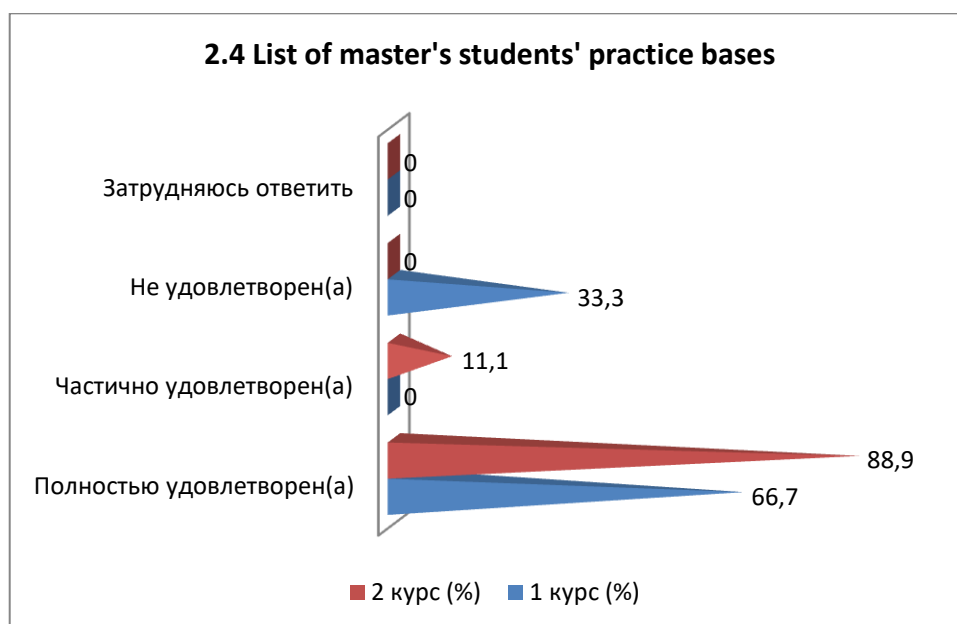
2.3 List of developing competencies of a master's degree graduate

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	66.7	100
Partially satisfied	-	-
Not satisfied	33.3	-
I find it difficult to answer	-	-



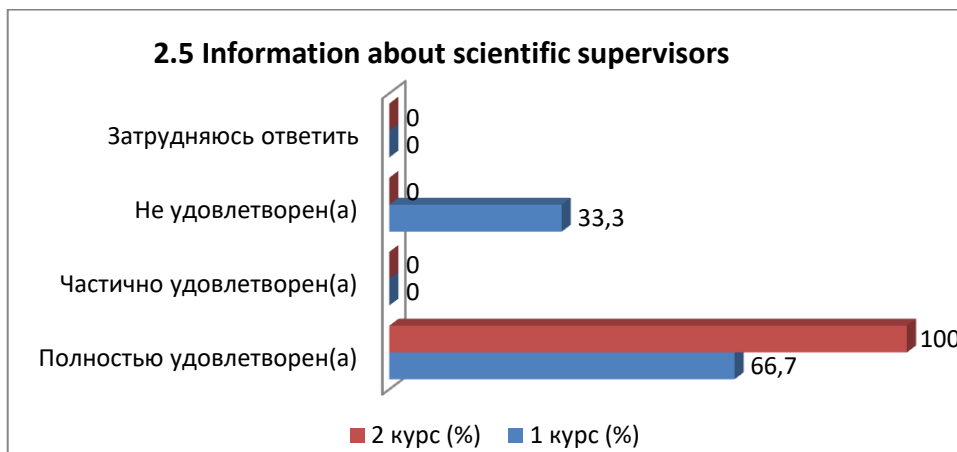
2.4 List of master's students' practice bases

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	66.7	88.9
Partially satisfied	-	11.1
Not satisfied	33.3	-
I find it difficult to answer	-	-



2.5 Information about scientific supervisors

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	66.7	100
Partially satisfied	-	-
Not satisfied	33.3	-
I find it difficult to answer	-	-



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

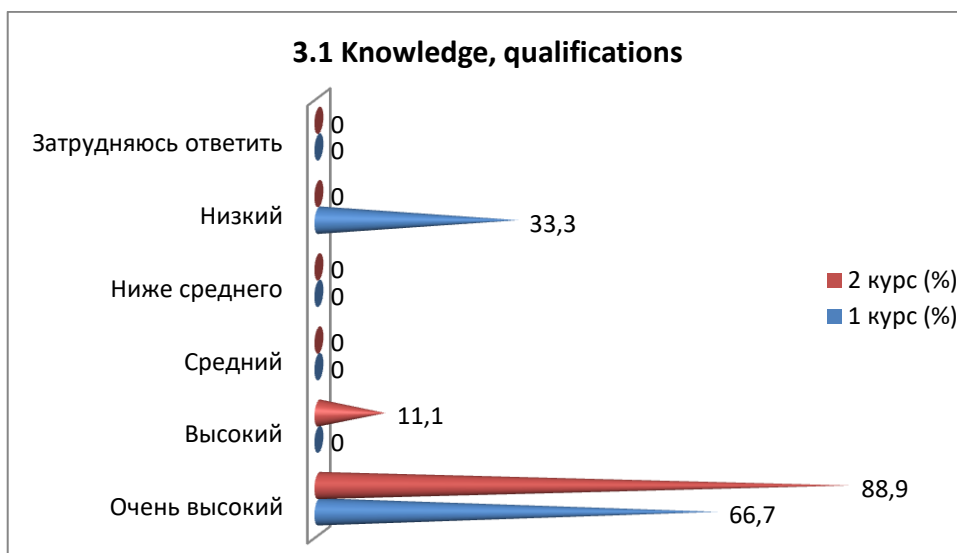
3.1 Knowledge, qualifications
3.2 Teaching qualities
3.3 Objectivity and impartiality of assessments
3.4 Teaching methods used

Other (write your answer) _____

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

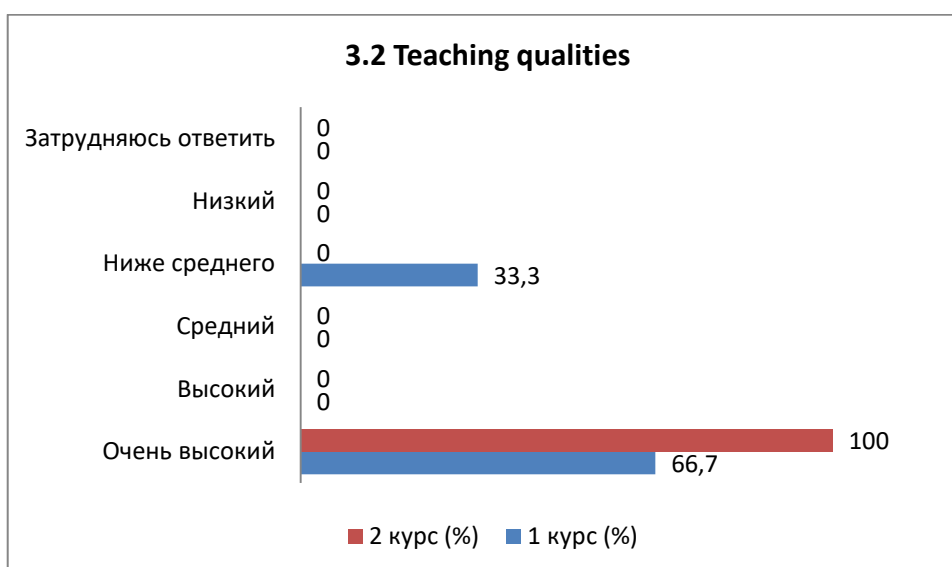
3.1 Knowledge, qualifications

Answer options	1 st year (%)	2nd year (%)
Very tall	66.7	88.9
High	-	11.1
Average	-	-
Below average	-	-
Short	33.3	-
I find it difficult to answer	-	-



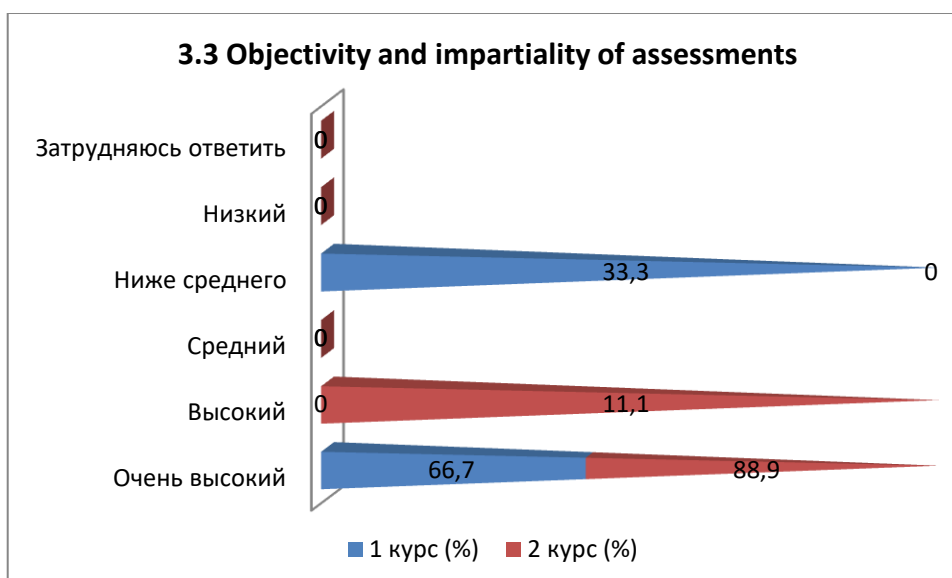
3.2 Teaching qualities

Answer options	1 course (%)	2nd year (%)
Very tall	66.7	100
High	-	-
Average	-	-
Below average	33.3	-
Short	-	-
I find it difficult to answer	-	-



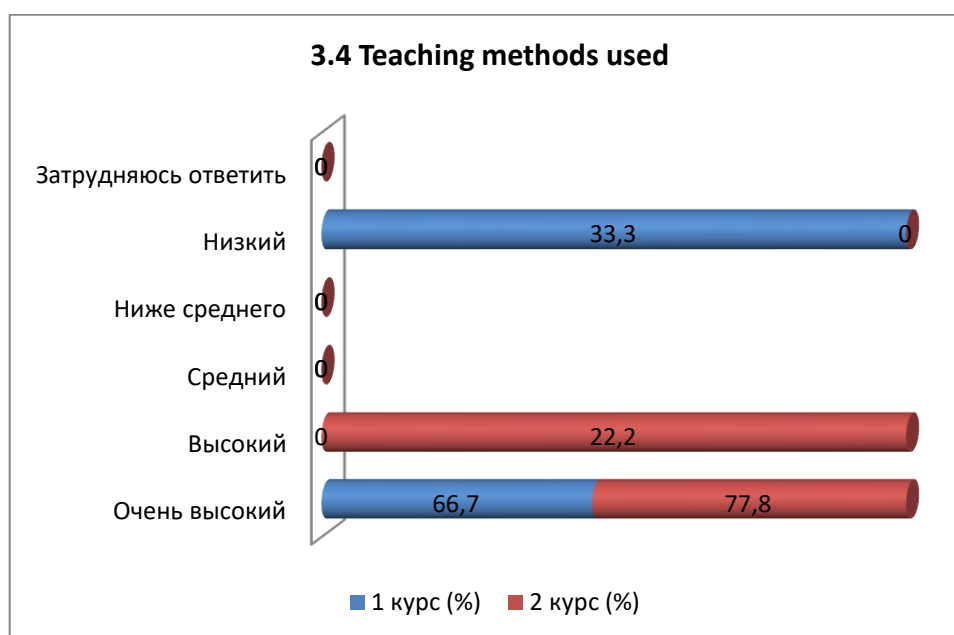
3.3 Objectivity and impartiality of assessments

Answer options	1 st year (%)	2nd year (%)
Very tall	66.7	88.9
High	-	11.1
Average	-	-
Below average	33.3	-
Short	-	-
I find it difficult to answer	-	-



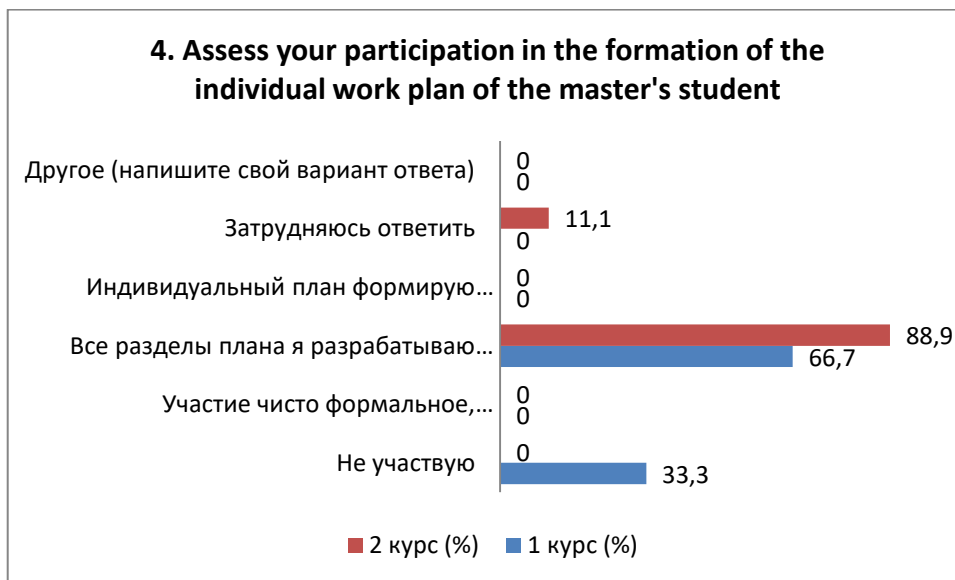
3.4 Teaching methods used

Answer options	1 st year (%)	2nd year (%)
Very tall	66.7	77.8
High	-	22.2
Average	-	-
Below average	-	-
Short	33.3	-
I find it difficult to answer	-	-



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

Answer options	1 st year (%)	2nd year (%)
I do not participate	33.3	-
Participation is purely formal, the formation of an individual plan does not actually depend on me.	-	-
I develop all sections of the plan independently under the supervision of my supervisor.	66.7	88.9
I create an individual plan myself; the manager only signs it.	-	-
I find it difficult to answer	-	11.1
Other (write your answer)	-	-



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	100	100
Partially satisfied	-	-
Not satisfied	-	-
I find it difficult to answer	-	-
Other (write your answer)	-	-

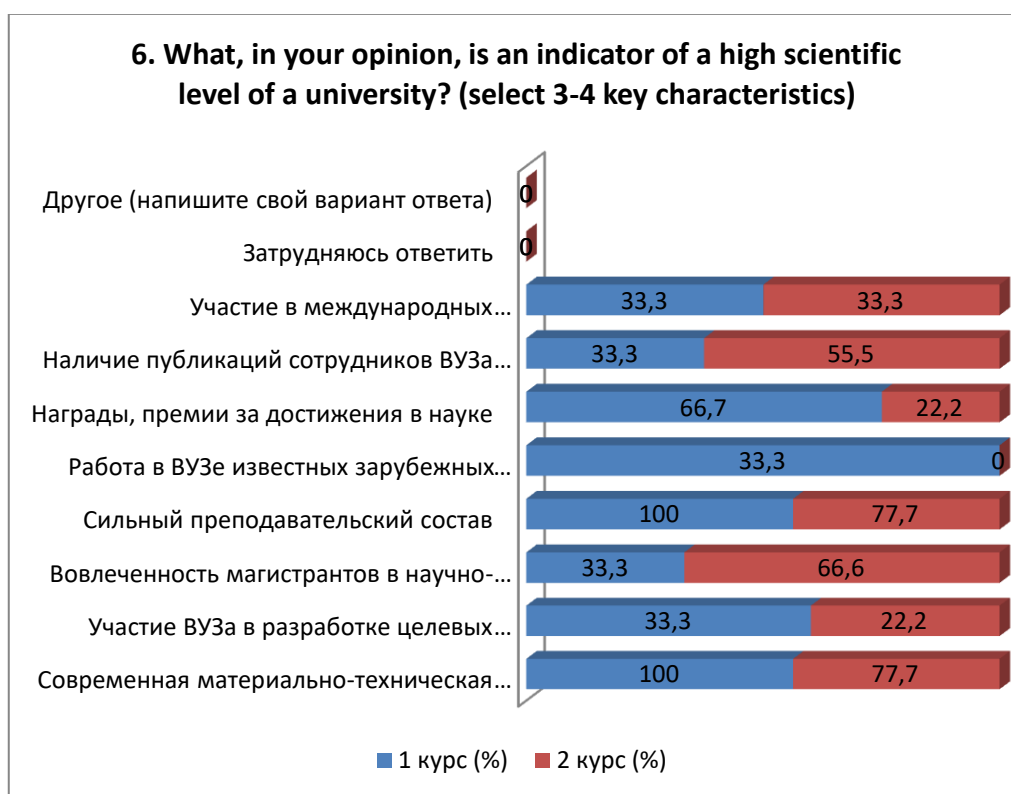


6. What, in your opinion, is an indicator of a high scientific level of a university? (select 3-4 key characteristics)

Answer options	1 st year (%)	2nd year (%)
Modern material and technical base	100	77.7
Participation of the university in the development	33.3	22.2

of target programs for the socio-economic development of the region, cities, and enterprises		
Involvement of master's students in research projects	33.3	66.6
Strong faculty	100	77.7
Work at the university of famous foreign scientists	33.3	-
Awards, prizes for achievements in science	66.7	22.2
Availability of publications of the university staff in international publications	33.3	55.5
Participation in international research projects	33.3	33.3
I find it difficult to answer	-	-
Other (write your answer)	-	-

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



7. Are you involved in any research projects?

Answer options	1 st year (%)	2nd year (%)
Yes, I am participating (go to question 8)	33.3	22.2
No, I don't participate, but I attend scientific events (seminars, conferences) at the university	33.3	55.5
No, I don't participate.	-	22.2
I find it difficult to answer	33.3	-
Other (write your answer)	-	-



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	66.7	66.6
I am participating in a project led by my supervisor/another teacher.	66.7	33.3
I am working on a research project with friends.	33.3	11.1
I am participating in a research project at another university.	33.3	-
I am participating in a research project with foreign universities	-	-
I find it difficult to answer	-	11.1
Other (write your answer)	-	11.1

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%.

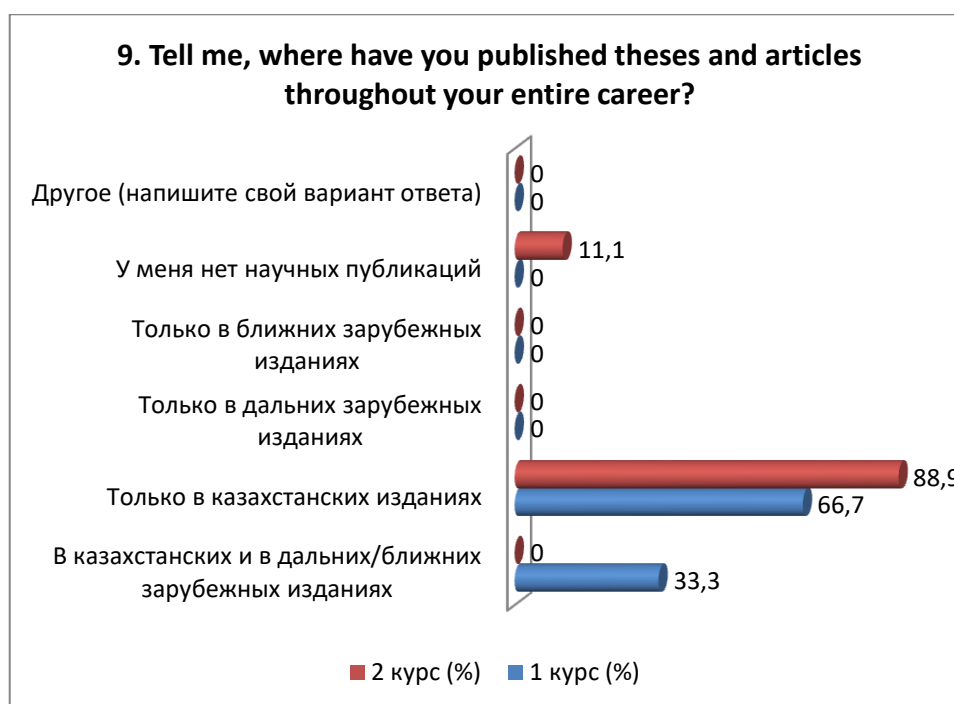


For the «Other» option, students indicated the following options: *

- I'm not participating yet.

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	33.3	-
Only in Kazakhstani publications	66.7	88.9
Only in distant foreign publications	-	-
Only in neighboring foreign publications	-	-
I have no scientific publications.	-	11.1
Other (write your answer)	-	-



10. Your level of foreign language proficiency:

Answer options	1 st year (%)	2nd year (%)
With a dictionary	-	11.1
Conversational level	-	22.2
Intermediate level	100	66.7
I express myself freely	-	-
I don't speak a foreign language	-	-
Other (write your answer)	-	-

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



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

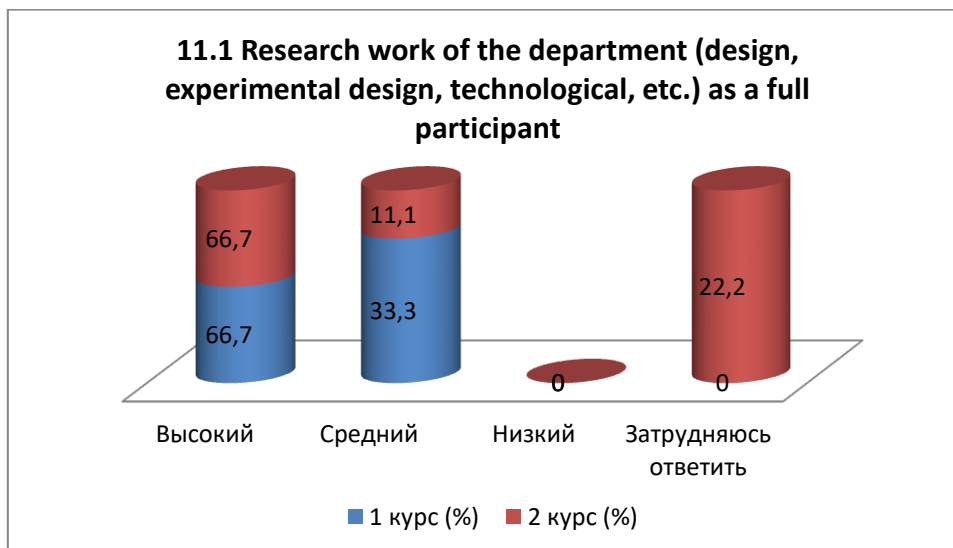
11.1 Research work of the department (design, experimental design, technological, etc.) as a full participant
11.2 Writing scientific articles
11.3 Participation with reports at conferences and seminars
11.4 Preparation of research reports, abstracts

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

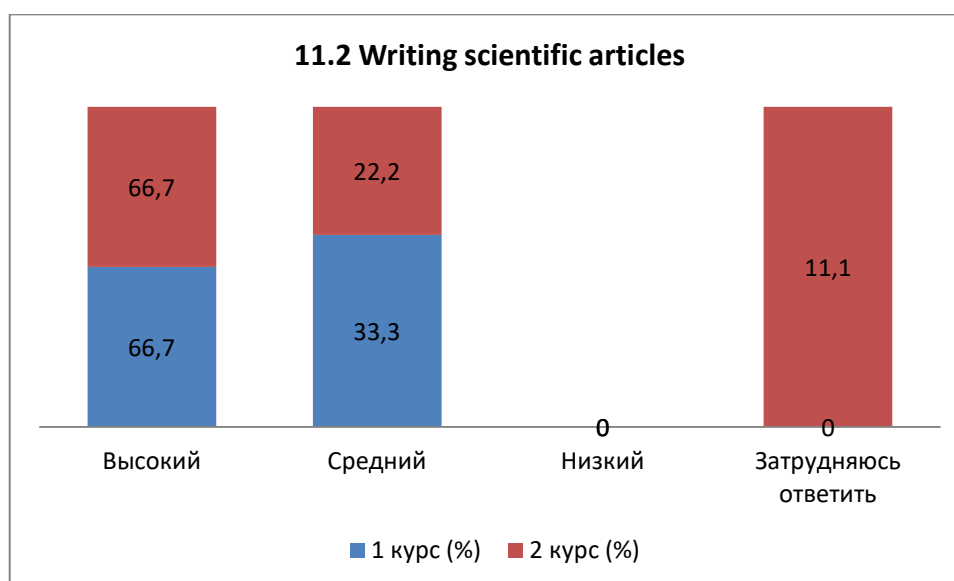
11.1 Research work of the department (design, experimental design, technological, etc.) as a full participant

Answer options	1 st year (%)	2nd year (%)
High	66.7	66.7
Average	33.3	11.1
Short	-	-
I find it difficult to answer	-	22.2



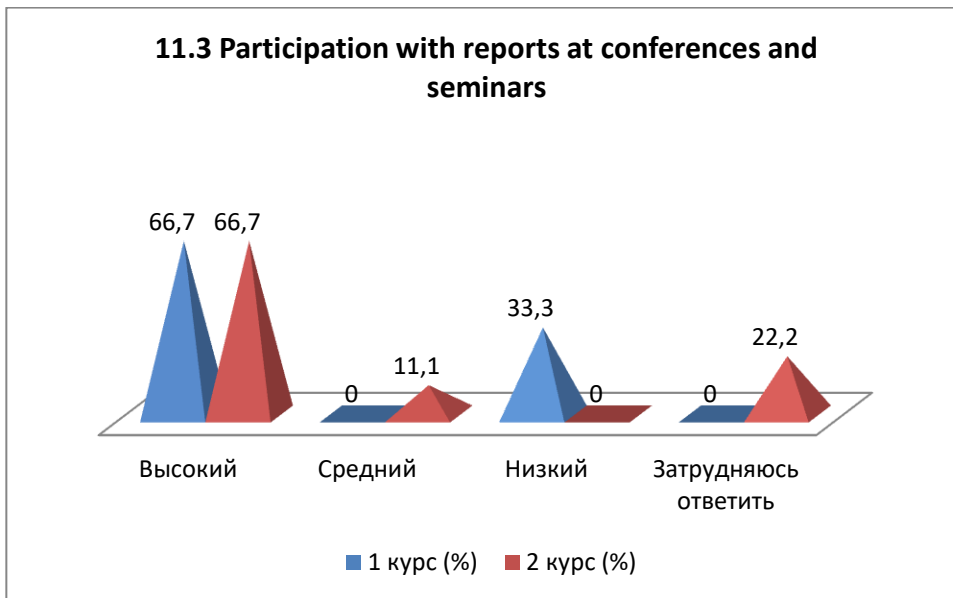
11.2 Writing scientific articles

Answer options	1 st year (%)	2nd year (%)
High	66.7	66.7
Average	33.3	22.2
Short	-	-
I find it difficult to answer	-	11.1



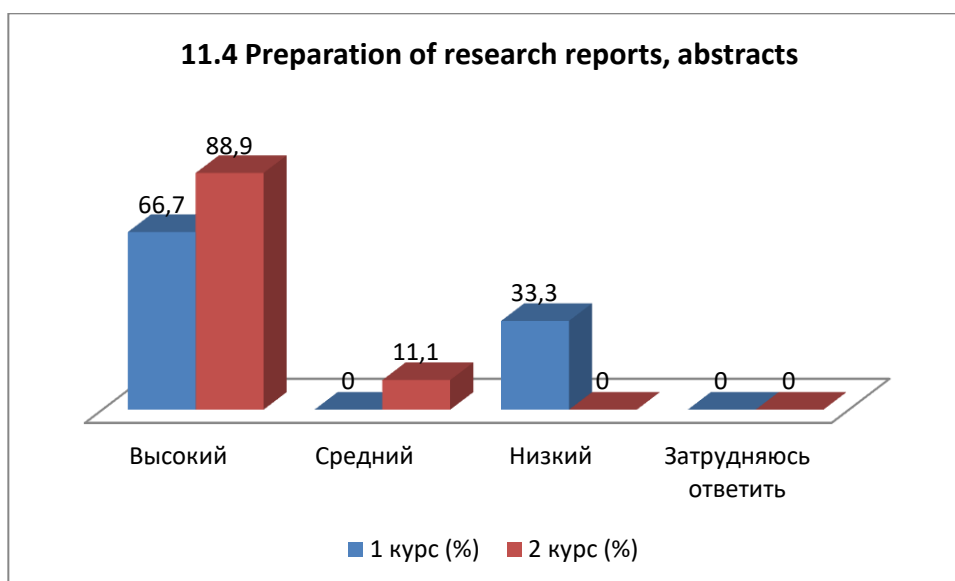
11.3 Participation with reports at conferences and seminars

Answer options	1 st year (%)	2nd year (%)
High	66.7	66.7
Average	-	11.1
Short	33.3	-
I find it difficult to answer	-	22.2



11.4 Preparation of research reports, abstracts

Answer options	1 st year (%)	2nd year (%)
High	66.7	88.9
Average	-	11.1
Short	33.3	-
I find it difficult to answer	-	-



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

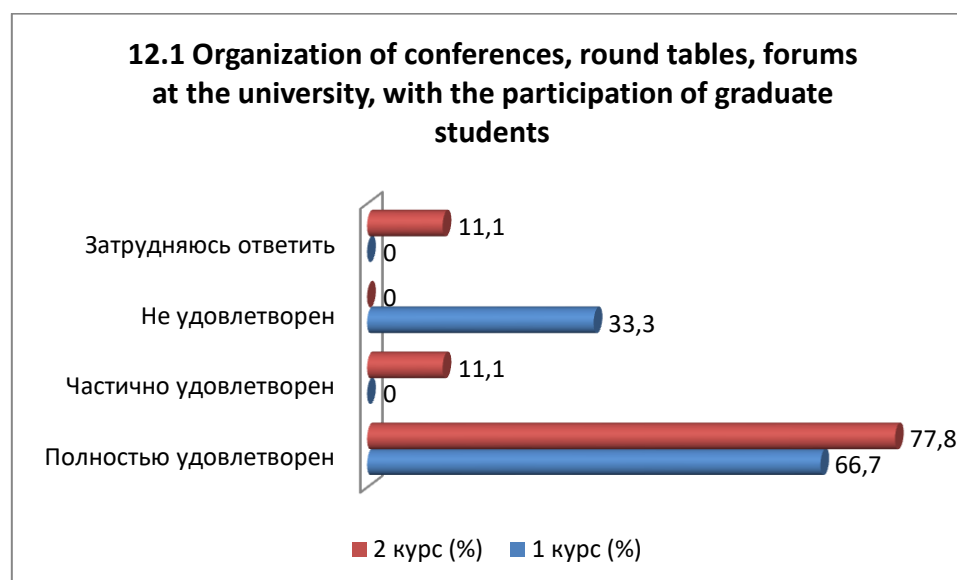
12.7 Availability of laboratories, specialized facilities and experimental sites

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

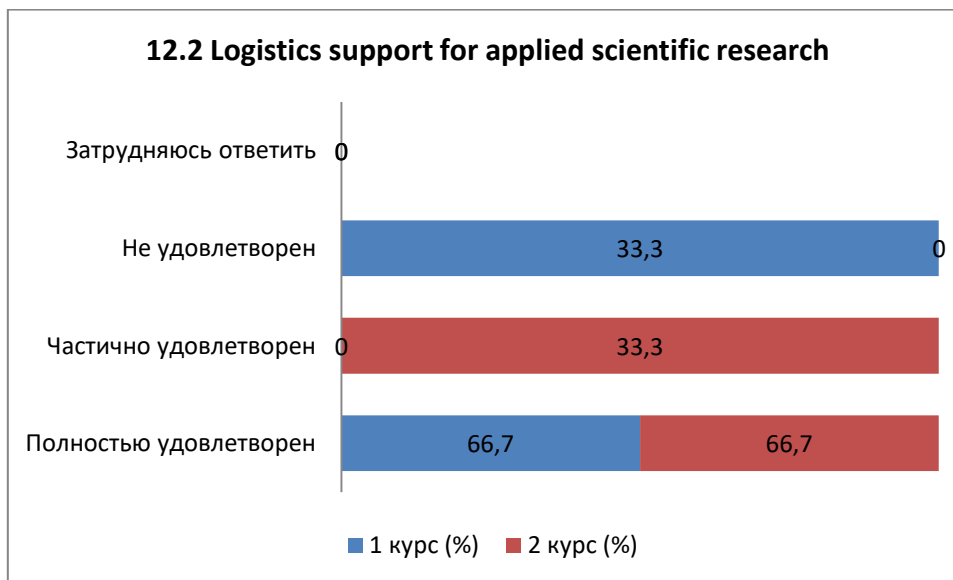
12.1 Organization of conferences, round tables, forums at the university, with the participation of graduate students

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	66.7	77.8
Partially satisfied	-	11.1
Not satisfied	33.3	-
I find it difficult to answer	-	11.1



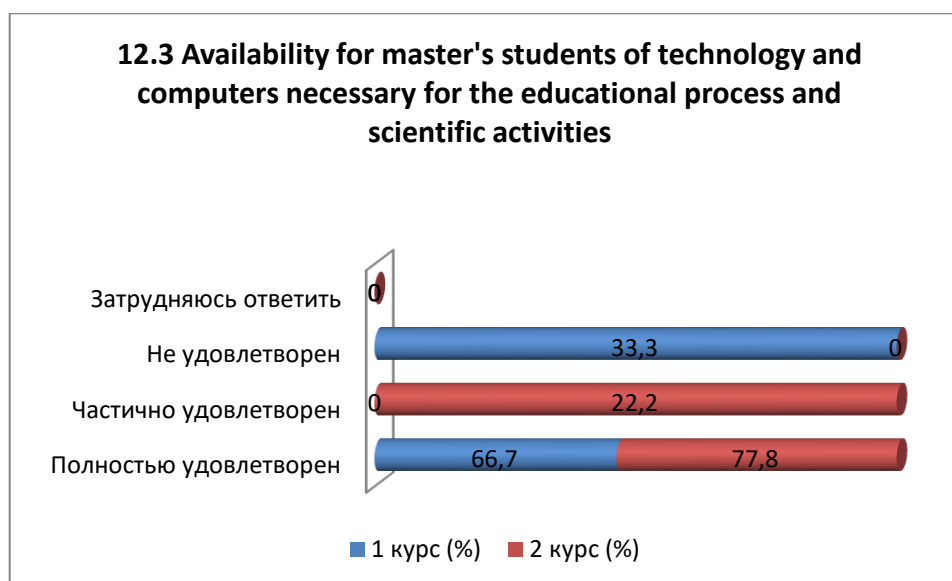
12.2 Logistics support for applied scientific research

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	66.7	66.7
Partially satisfied	-	33.3
Not satisfied	33.3	-
I find it difficult to answer	-	-



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

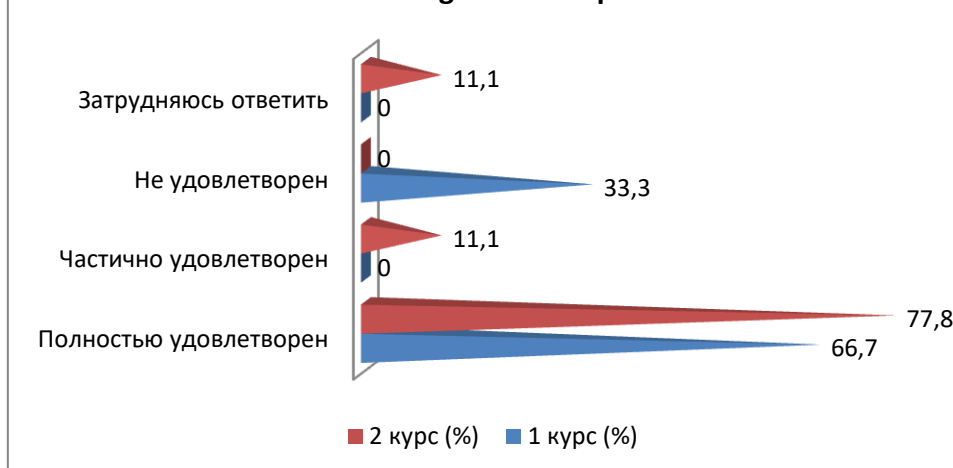
Answer options	1 st year (%)	2nd year (%)
Completely satisfied	66.7	77.8
Partially satisfied	-	22.2
Not satisfied	33.3	-
I find it difficult to answer	-	-



12.4 General level of organization and implementation of foreign internship

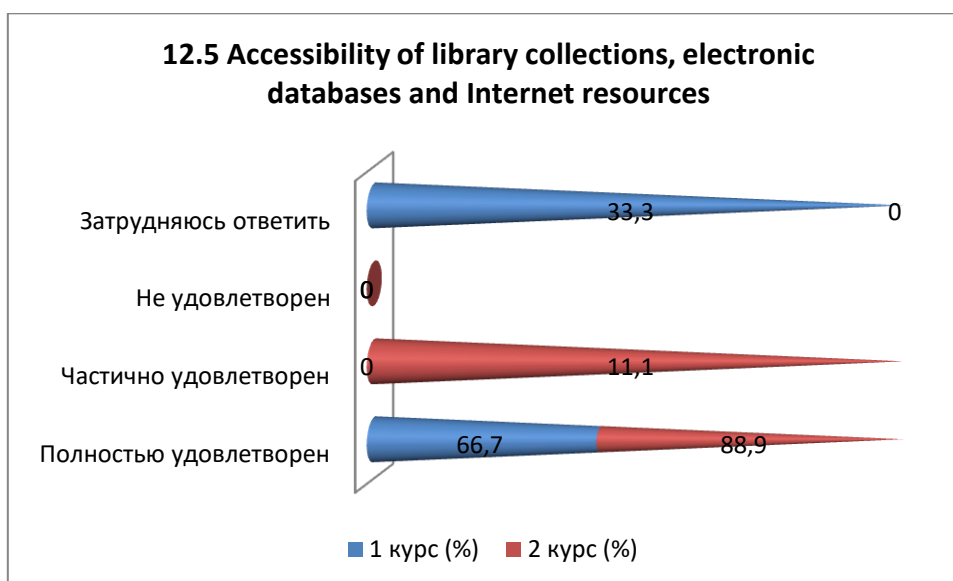
Answer options	1 st year (%)	2nd year (%)
Completely satisfied	66.7	77.8
Partially satisfied	-	11.1
Not satisfied	33.3	-
I find it difficult to answer	-	11.1

12.4 General level of organization and implementation of foreign internship



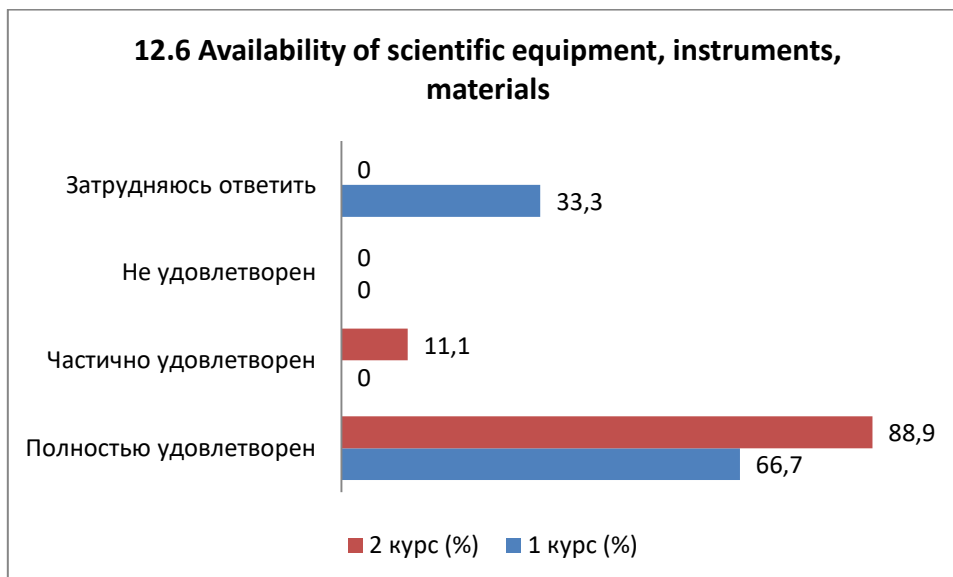
12.5 Accessibility of library collections, electronic databases and Internet resources

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	66.7	88.9
Partially satisfied	-	11.1
Not satisfied	-	-
I find it difficult to answer	33.3	-



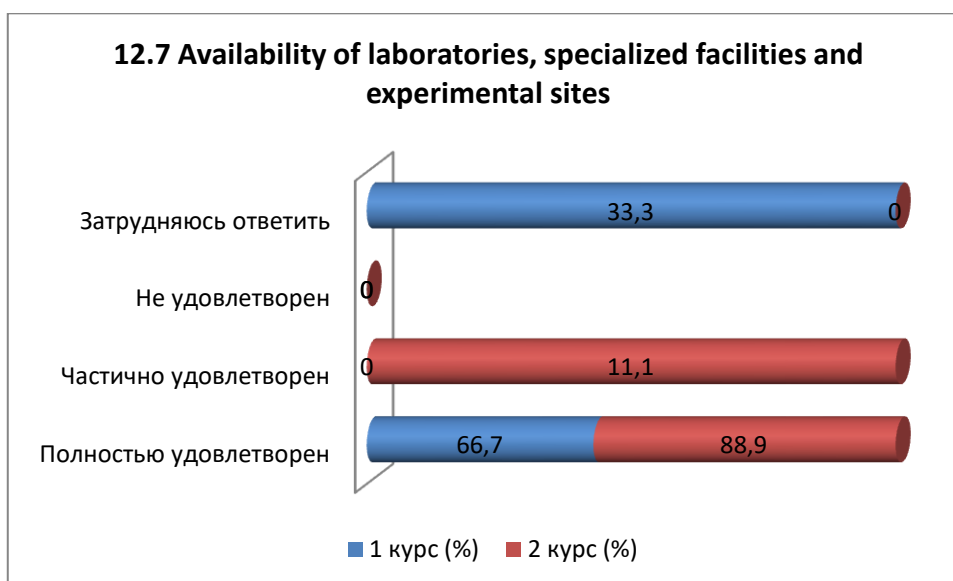
12.6 Availability of scientific equipment, instruments, materials

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	66.7	88.9
Partially satisfied	-	11.1
Not satisfied	-	-
I find it difficult to answer	33.3	-



12.7 Availability of laboratories, specialized facilities and experimental sites

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	66.7	88.9
Partially satisfied	-	11.1
Not satisfied	-	-
I find it difficult to answer	33.3	-



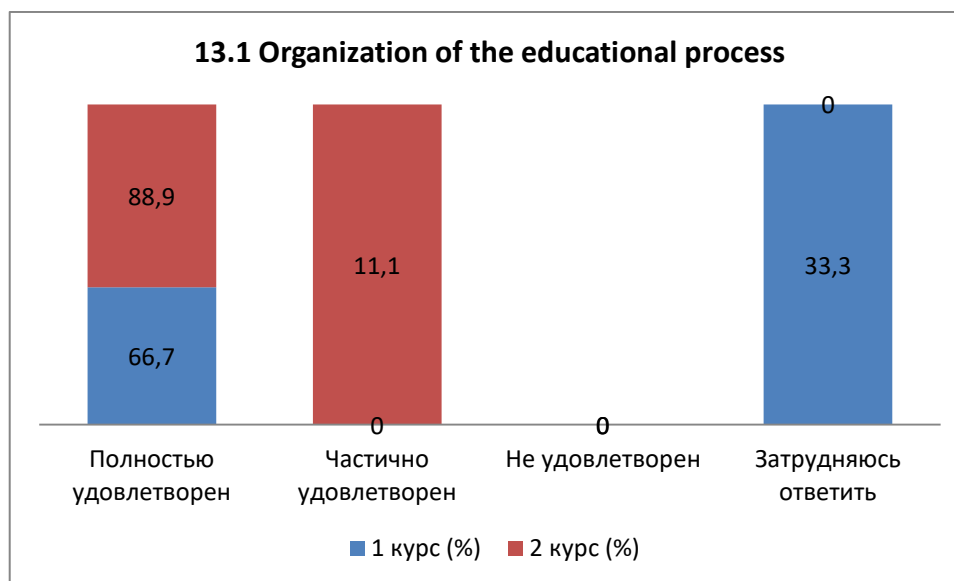
13. Are you satisfied?

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

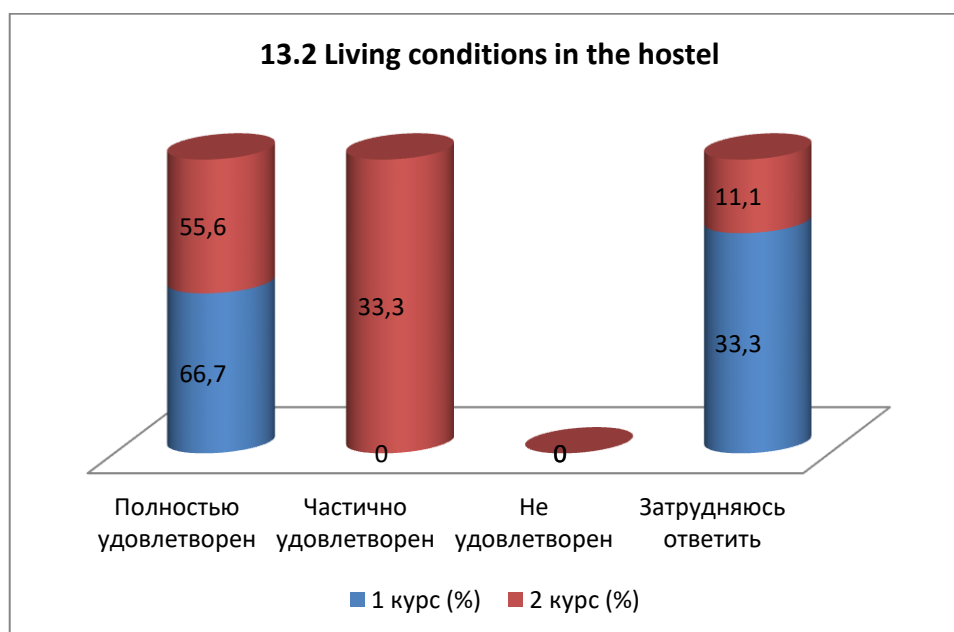
Answer options	1 st year (%)	2nd year (%)
----------------	---------------	--------------

Completely satisfied	66.7	88.9
Partially satisfied	-	11.1
Not satisfied	-	-
I find it difficult to answer	33.3	-



13.2 Living conditions in the hostel

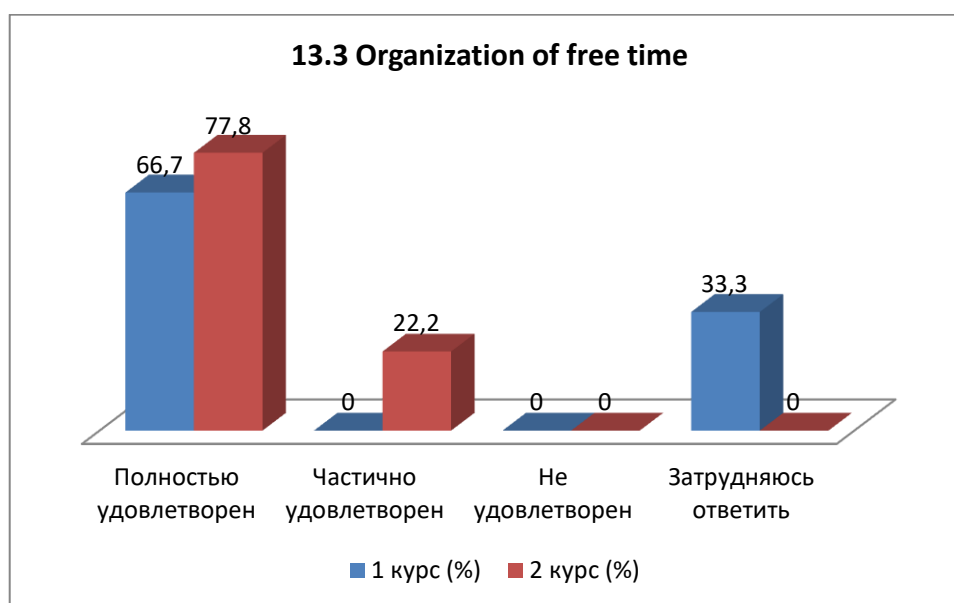
Answer options	1 st year (%)	2nd year (%)
Completely satisfied	66.7	55.6
Partially satisfied	-	33.3
Not satisfied	-	-
I find it difficult to answer	33.3	11.1



13.3 Organization of free time

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	66.7	77.8

Partially satisfied	-	22.2
Not satisfied	-	-
I find it difficult to answer	33.3	-



13.4 Organization of food

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	66.7	77.8
Partially satisfied	-	22.2
Not satisfied	-	-
I find it difficult to answer	33.3	-



13.5 Organization of industrial practice

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	66.7	77.8
Partially satisfied	-	22.2
Not satisfied	-	-

I find it difficult to answer	33.3	-
-------------------------------	------	---



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):

- We have everything.

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:

- continuation of education at the same university (77.7%);
- leading scientists among the teaching staff (61.1%);
- prestige of the university (55.6%);
- high quality of education (50%);
- proximity to the family's place of residence (44.4%);
- the ability to easily find a job with a diploma from this university (16.7%);
- availability of budget places (16.7%);
- a wide choice of specialties (16.7%).

2. Average level of satisfaction with the availability of information in the field of training for master's students is 83.3%. 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. Teaching staff of the master's program is rated highly by master's students. According to key indicators such as level of knowledge and professionalism, objectivity, pedagogical skills and teaching methods, more than 83% of survey participants gave ratings of «very high» and «high».

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

- 77.8% 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;

- 16.7% 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;

- 5.5% 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:* Master's students are 100% satisfied with the help provided by 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:

- modern material and technical base (88.8%);

- strong teaching staff (88.8%);

- involvement of master's students in research projects (50%);

- awards, prizes for achievements in science (44.4%);

- participation in international research projects (33.3%);

- participation of the university in the development of target programs for the socio-economic development of the region, cities, enterprises (27.7%);

- work of famous foreign scientists at the university (16.7%).

7. *Participation of master's students in research projects and scientific life of the university:* 72.2% of master's students actively participate in research projects and attend scientific events such as seminars and conferences. These data show that the majority of master's students are involved in scientific activities, which contributes to their academic and professional development.

8. *Publication of scientific papers:* over the entire period of their activity, 94.5% of master's degree students published their theses and articles in both Kazakhstani and foreign publications. This indicates a high degree 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. This level of activity promotes the exchange of knowledge and experience, and also increases their professional status in the academic environment.

9. *Level of foreign language proficiency* varies considerably among graduate students: some graduate students speak and understand a foreign language fluently, while others are only at the initial stage of learning it and need constant reference to a dictionary or help from a teacher.

10. *Satisfaction of master's students with the scientific and educational environment of the university:*

- organization of conferences, round tables, forums at the university, with the participation of master's students: 77.8%.

- logistical support for applied scientific research: 83.3%.

- availability of technology and computers necessary for the educational process and scientific activities: 83.3%.

- the overall level of organization and implementation of foreign internships: 77.8%.

- availability of library collections, electronic databases and Internet resources: 83.3%.

- availability of scientific equipment, instruments, materials: 83.3%.

- availability of laboratories, specialized facilities and experimental sites: 83.3%.

11. *Organization of the educational process:* high level of satisfaction of master's students with living conditions, free time, food and industrial training.

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.