

Report on the results of the questionnaire
«Satisfaction of master's students with educational services»
2023-2024 academic year
 according to the educational program
7M07303 Production of building materials, products and structures

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.

40 respondents took part in the questionnaire, which constituted 69% 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	-	-
Opportunity to complete internships abroad during your studies	-	66.7
Availability of budget places	60	66.7
Opportunity to engage in science while studying	20	66.7
A university in the locality where the family lives (close to it)	60	-
High quality education	20	33.3
Leading scientists on the faculty	40	33.3
A wide range of specialties and areas of education	20	-
The ability to easily find a job with a diploma from this university	60	33.3
The university where you studied for your bachelor's degree	60	33.3
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:

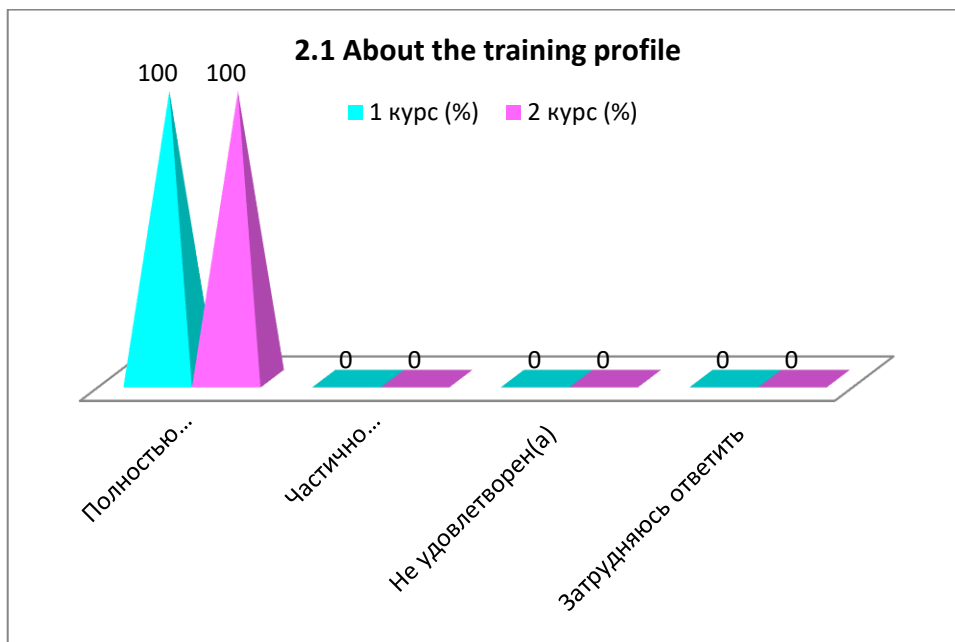
2.1 About the training profile
2.2 Characteristics of the professional activities of a master's student
2.3 List of developing competencies of a master's degree graduate
2.4 List of master's students' practice bases
2.5 Information about scientific supervisors

Other (write your answer) _____

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

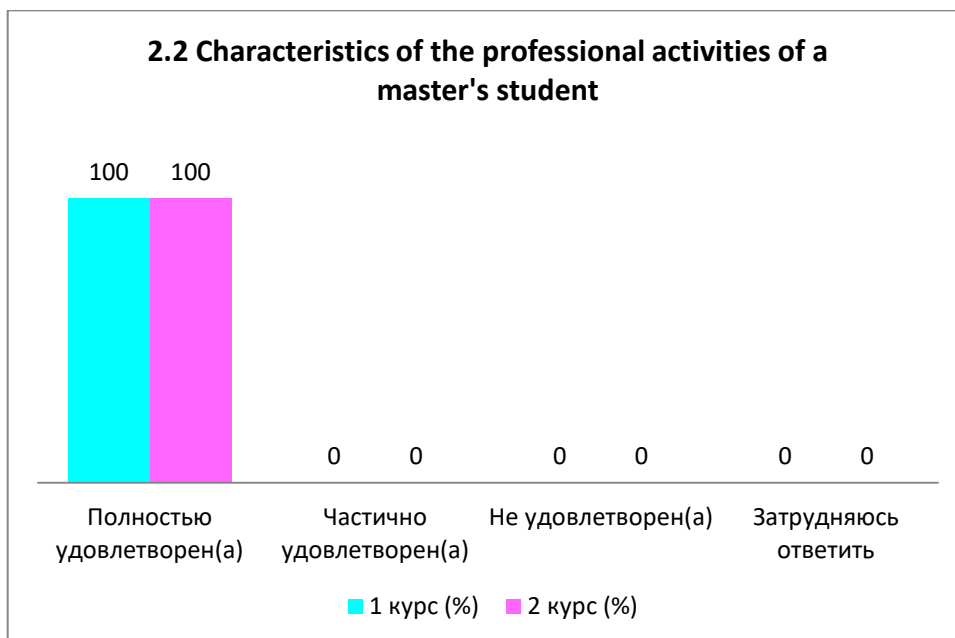
2.1 About the training profile

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



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

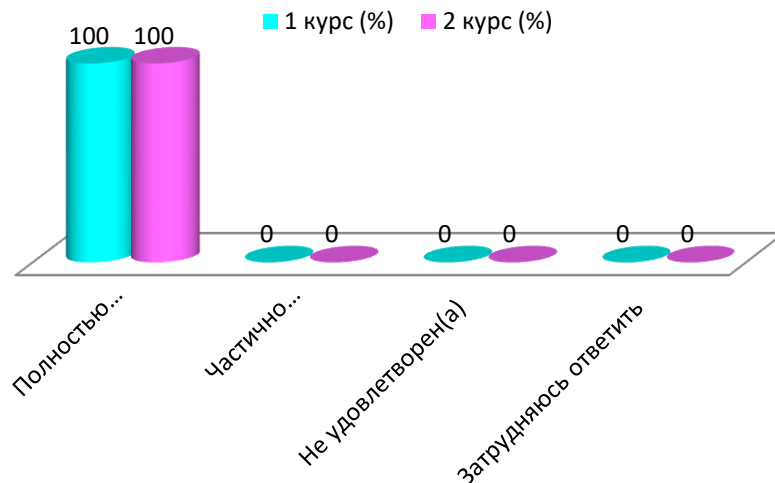
Answer options	1 st year (%)	2nd year (%)
Completely satisfied	100	100
Partially satisfied	-	-
Not satisfied	-	-
I find it difficult to answer	-	-



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

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

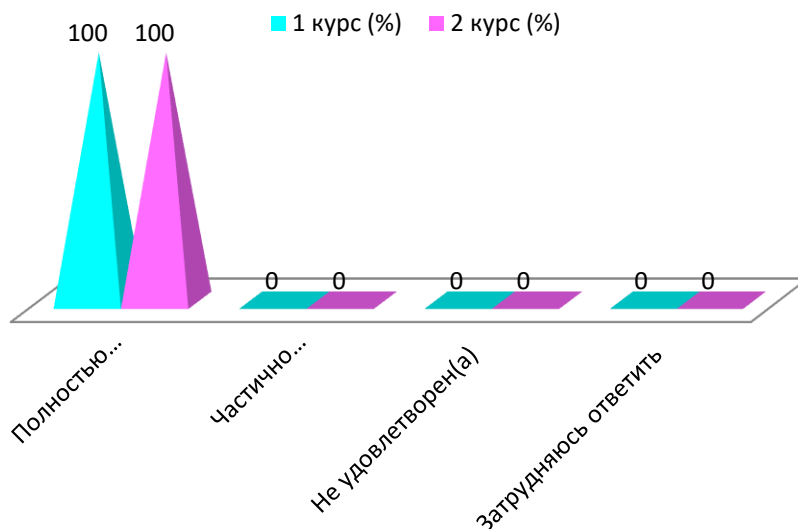
2.3 List of developing competencies of a master's degree graduate



2.4 List of master's students' practice bases

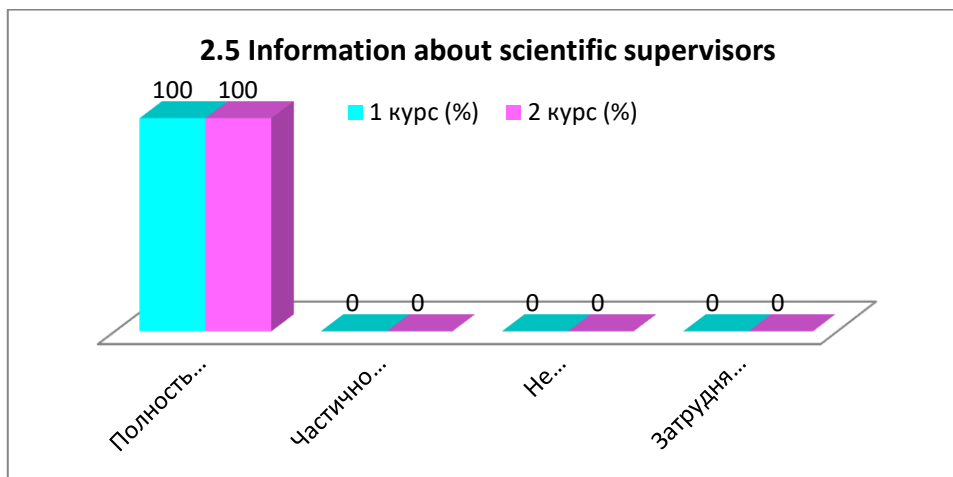
Answer options	1 st year (%)	2nd year (%)
Completely satisfied	100	100
Partially satisfied	-	-
Not satisfied	-	-
I find it difficult to answer	-	-

2.4 List of master's students' practice bases



2.5 Information about scientific supervisors

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

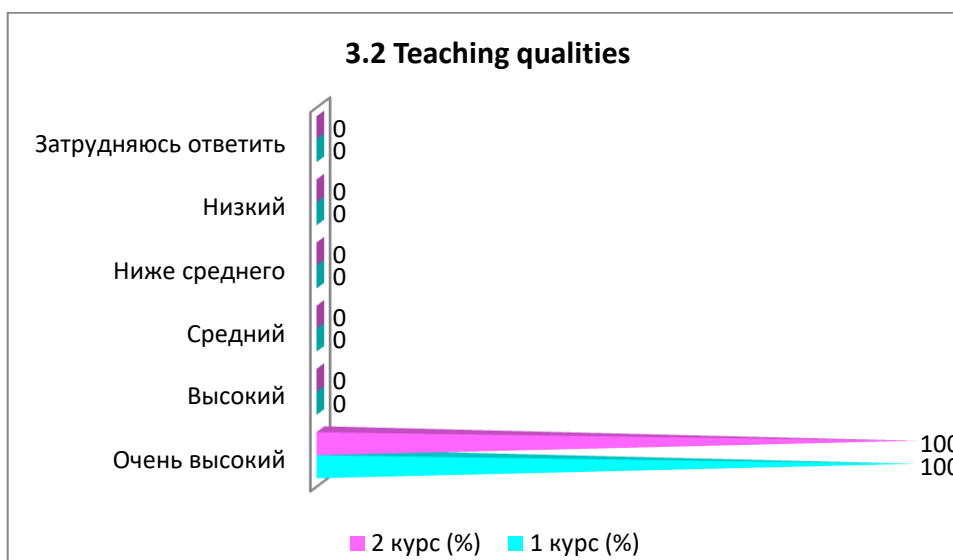
3.1 Knowledge, qualifications

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



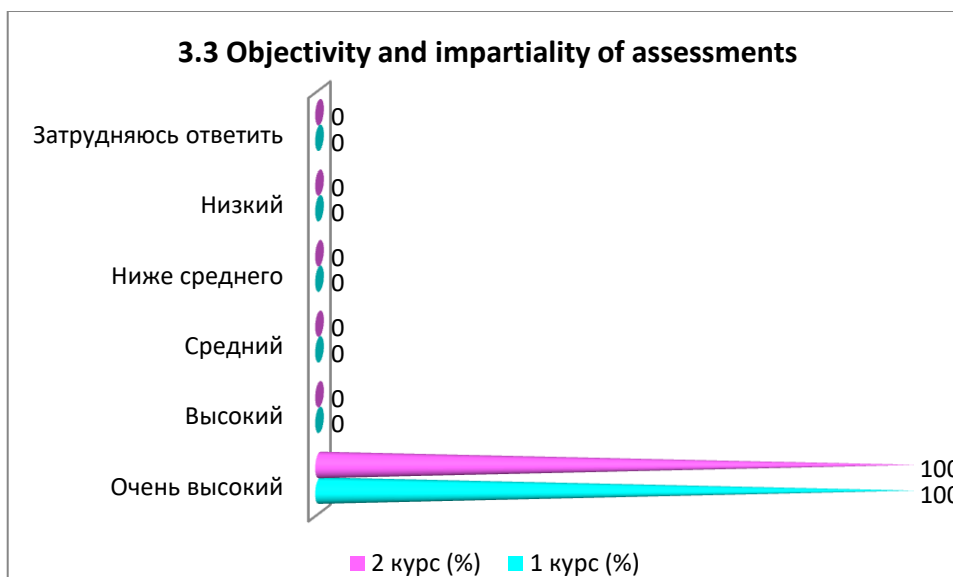
3.2 Teaching qualities

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



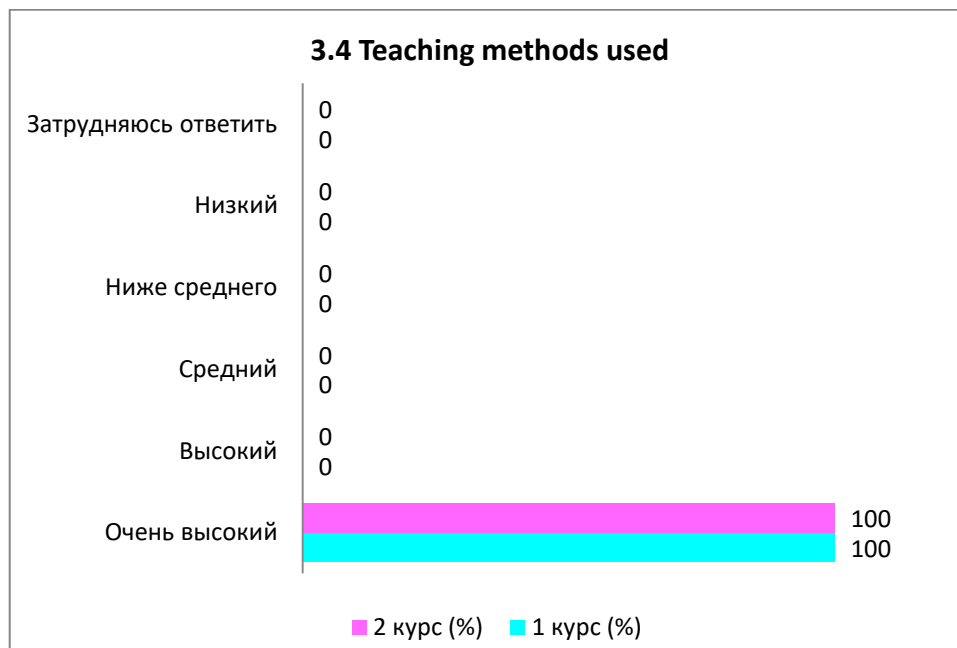
3.3 Objectivity and impartiality of assessments

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



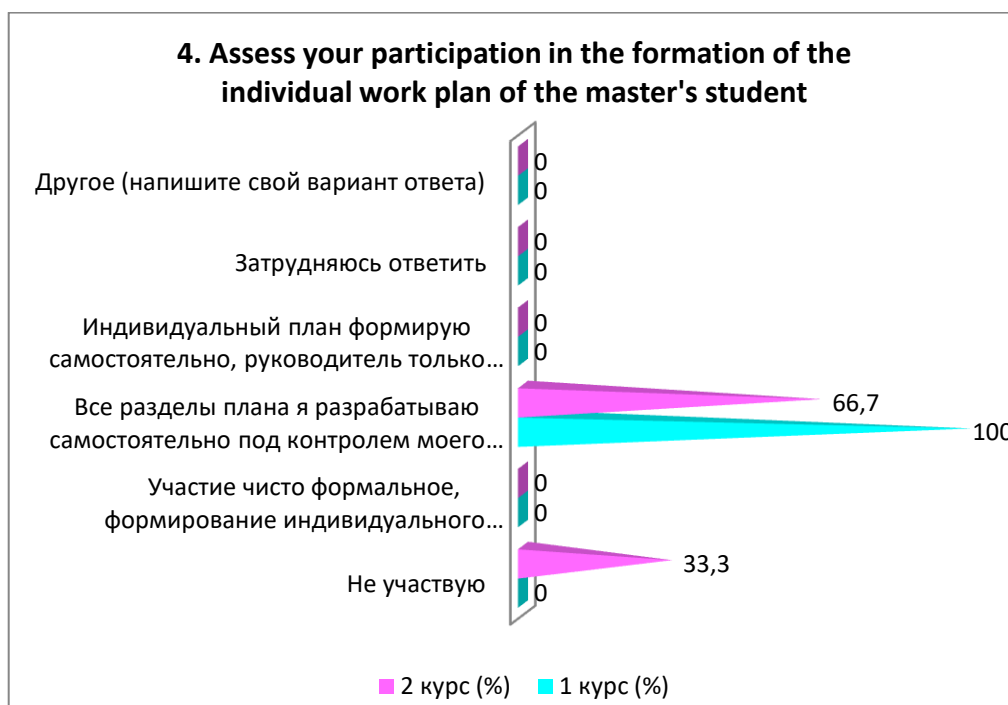
3.4 Teaching methods used

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



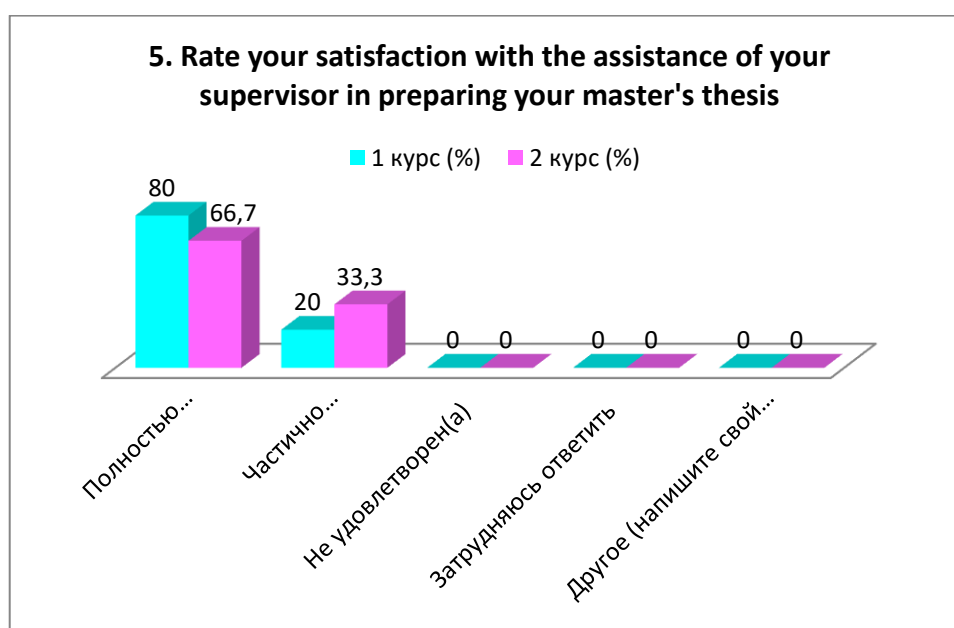
4. Assess your participation in the formation of the individual work plan of the master's student

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.	100	66.7
I create an individual plan myself; the manager only signs it.	-	-
I find it difficult to answer	-	-
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	80	66.7
Partially satisfied	20	33.3
Not satisfied	-	-
I find it difficult to answer	-	-
Other (write your answer)	-	-

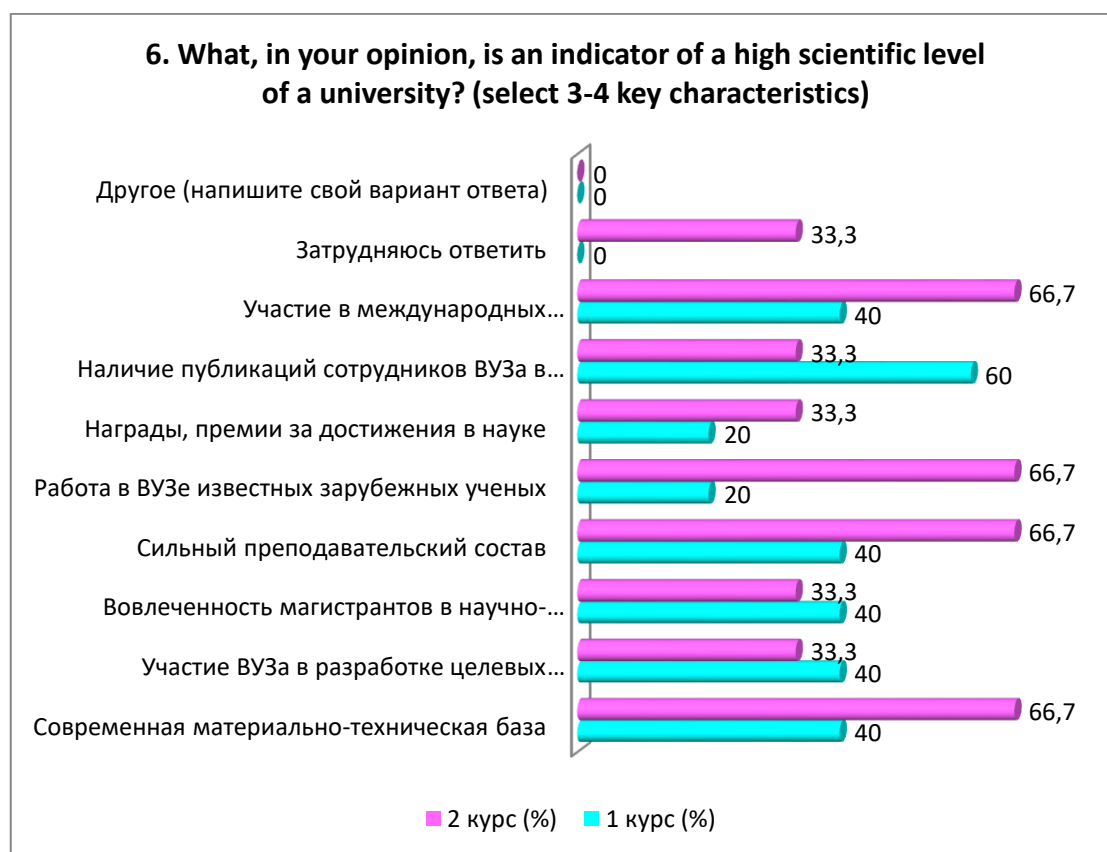


6. What, in your opinion, is an indicator of a high scientific level of a university? (select 3-4 key characteristics)

Answer options	1 st year (%)	2nd year (%)
Modern material and technical base	40	66.7

Participation of the university in the development of target programs for the socio-economic development of the region, cities, and enterprises	40	33.3
Involvement of master's students in research projects	40	33.3
Strong faculty	40	66.7
Work at the university of famous foreign scientists	20	66.7
Awards, prizes for achievements in science	20	33.3
Availability of publications of the university staff in international publications	60	33.3
Participation in international research projects	40	66.7
I find it difficult to answer	-	33.3
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
No, I don't participate, but I attend scientific events (seminars, conferences) at the university	40	33.3
No, I don't participate.	40	33.3
I find it difficult to answer	20	-
Other (write your answer)	-	-



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

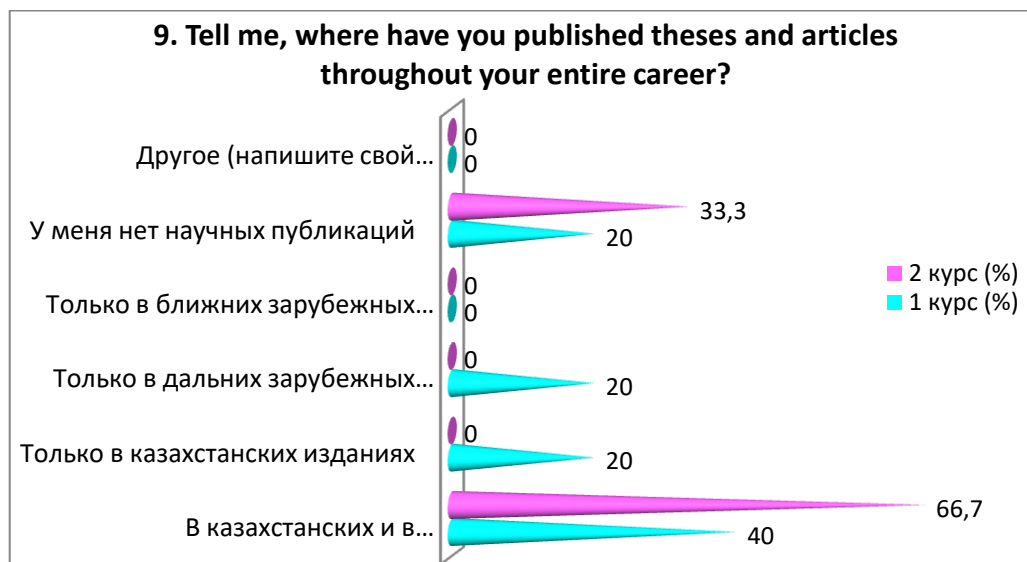
Answer options	1 st year (%)	2nd year (%)
I participate in the activities of scientific departments at my university	-	33.3
I am participating in a project led by my supervisor/another teacher.	20	33.3
I am working on a research project with friends.	20	-
I am participating in a research project at another university.	-	-
I am participating in a research project with foreign universities	-	-
I find it difficult to answer	40	-
Other (write your answer)	-	-

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%.



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	40	66.7
Only in Kazakhstani publications	20	-
Only in distant foreign publications	20	-
Only in neighboring foreign publications	-	-
I have no scientific publications.	20	33.3
Other (write your answer)	-	-



10. Your level of foreign language proficiency:

Answer options	1 st year (%)	2nd year (%)
With a dictionary	-	33.3
Conversational level	-	33.3
Intermediate level	100	33.3
I express myself freely	-	-
I don't speak a foreign language	-	-
Other (write your answer)	-	-



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,

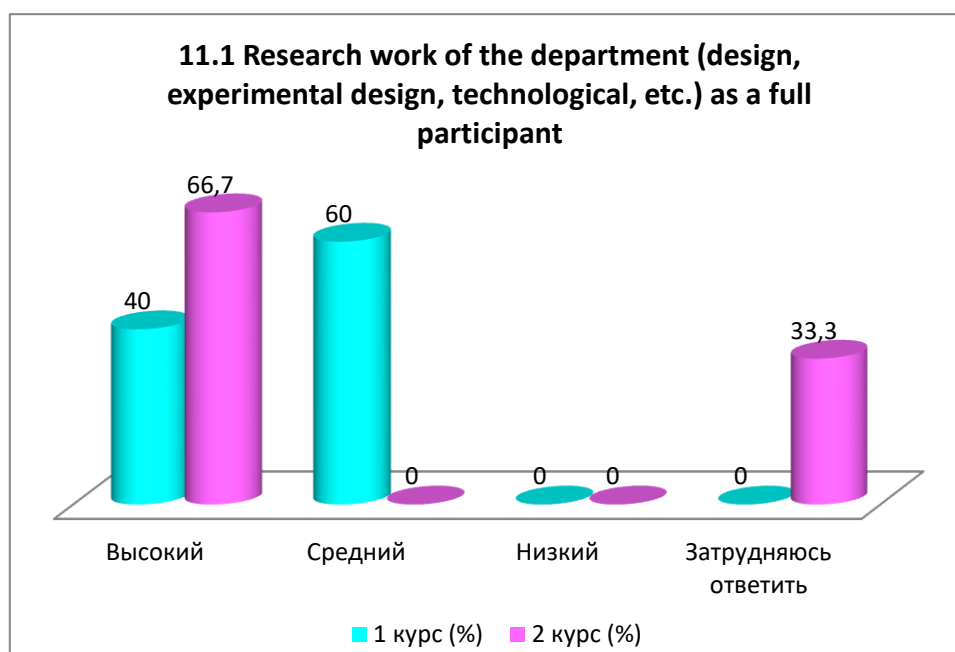
etc.) as a full participant
11.2 Writing scientific articles
11.3 Participation with reports at conferences and seminars
11.4 Preparation of research reports, abstracts

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

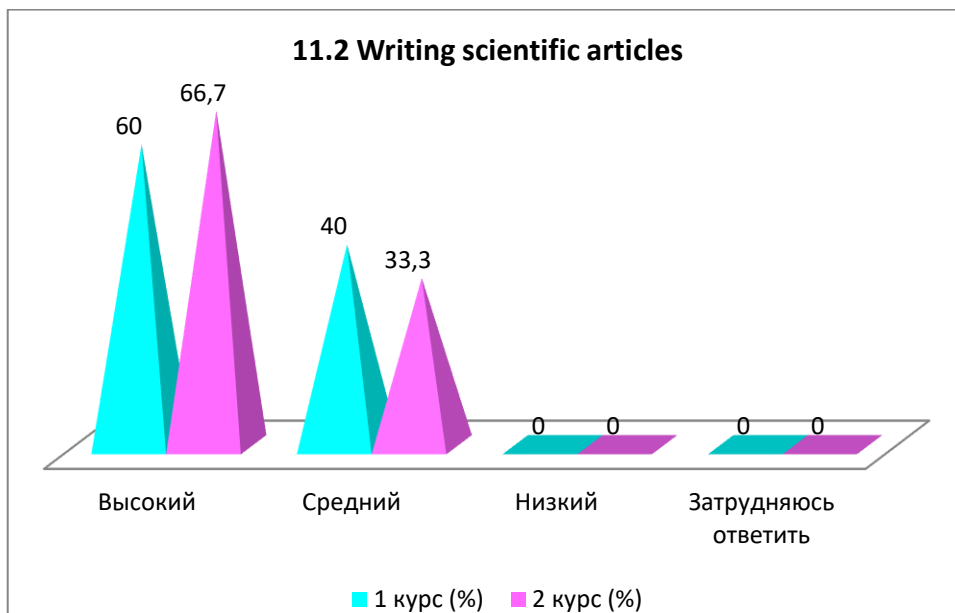
11.1 Research work of the department (design, experimental design, technological, etc.) as a full participant

Answer options	1 st year (%)	2nd year (%)
High	40	66.7
Average	60	-
Short	-	-
I find it difficult to answer	-	33.3



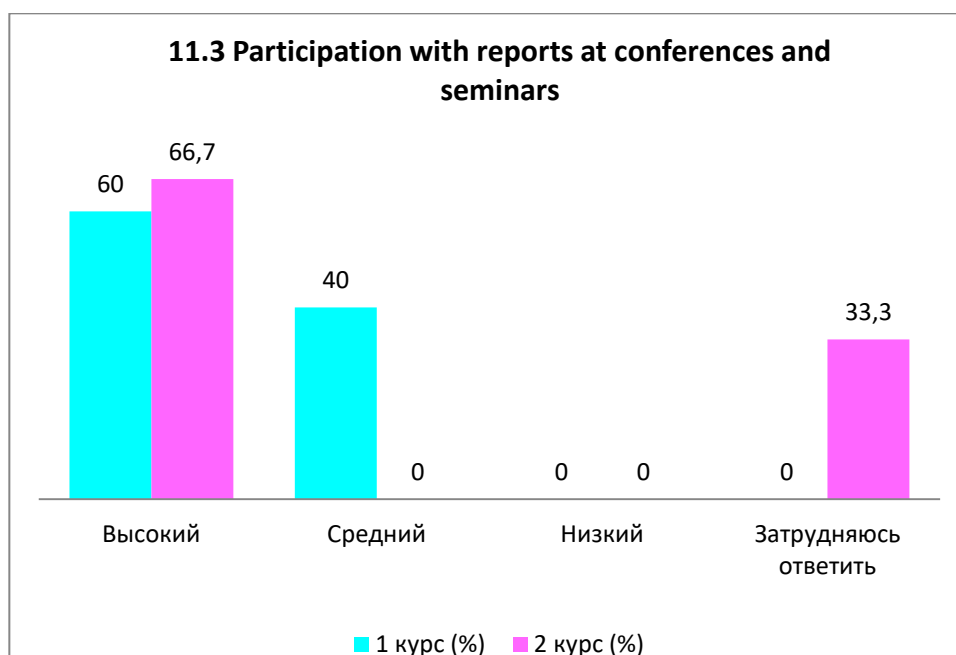
11.2 Writing scientific articles

Answer options	1 st year (%)	2nd year (%)
High	60	66.7
Average	40	33.3
Short	-	-
I find it difficult to answer	-	-



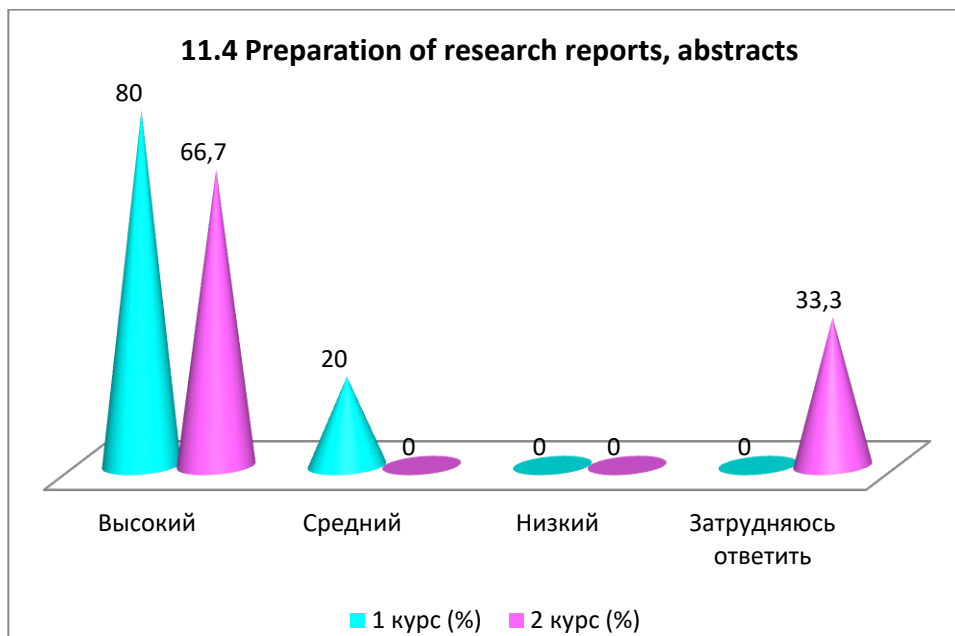
11.3 Participation with reports at conferences and seminars

Answer options	1 st year (%)	2nd year (%)
High	60	66.7
Average	40	-
Short	-	-
I find it difficult to answer	-	33.3



11.4 Preparation of research reports, abstracts

Answer options	1 st year (%)	2nd year (%)
High	80	66.7
Average	20	-
Short	-	-
I find it difficult to answer	-	33.3



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

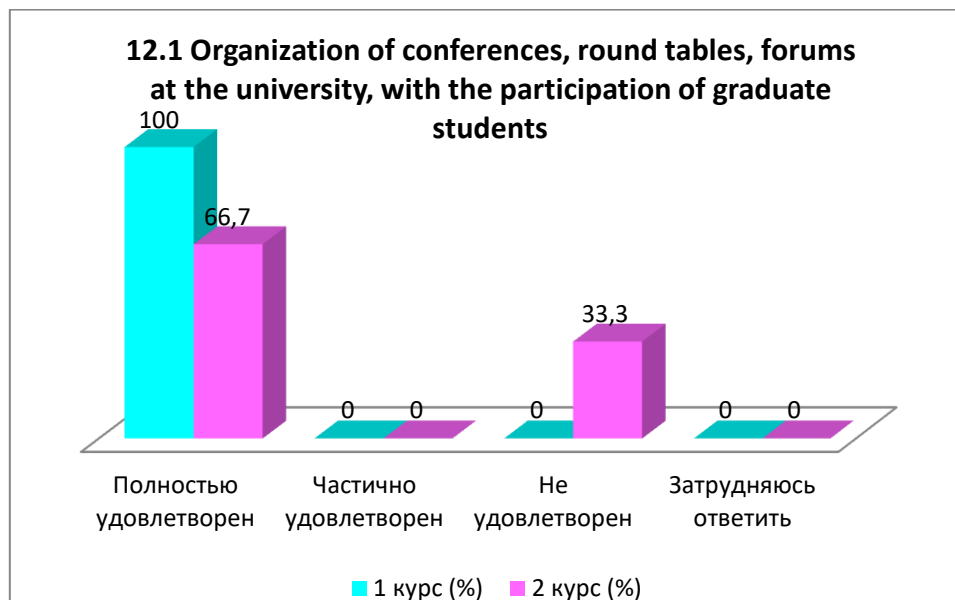
12.1 Organization of conferences, round tables, forums at the university, with the participation of graduate students
12.2 Logistics support for applied scientific research
12.3 Accessibility for master's students of technology, computers necessary for the educational process and scientific activities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

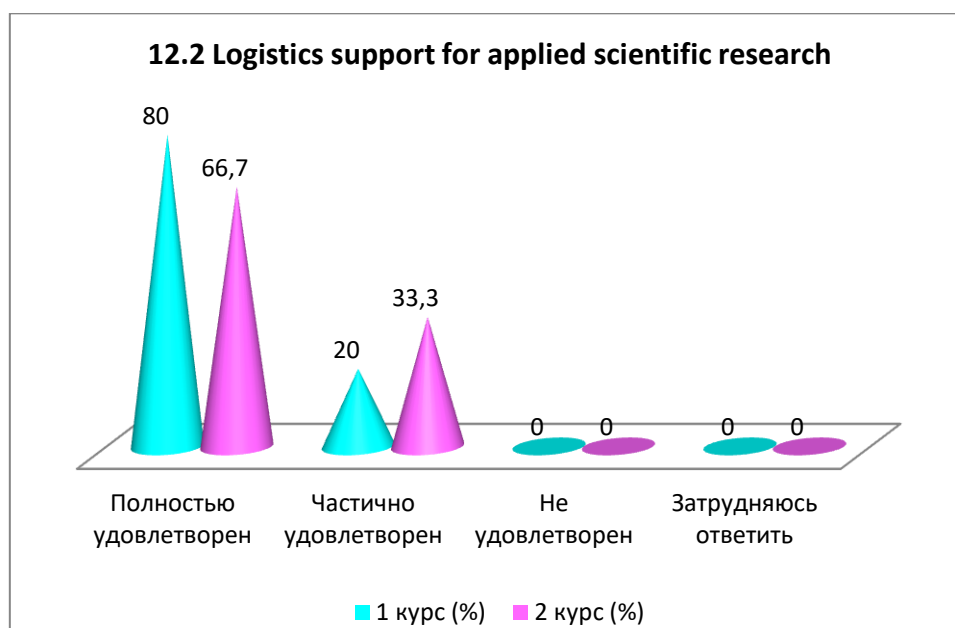
12.1 Organization of conferences, round tables, forums at the university, with the participation of graduate students

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



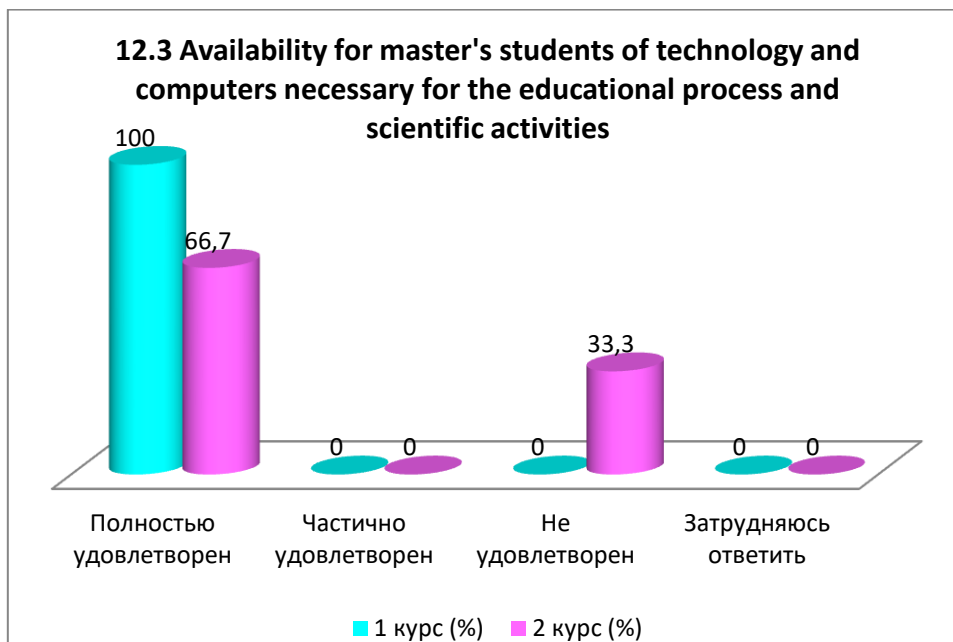
12.2 Logistics support for applied scientific research

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	80	66.7
Partially satisfied	20	33.3
Not satisfied	-	-
I find it difficult to answer	-	-



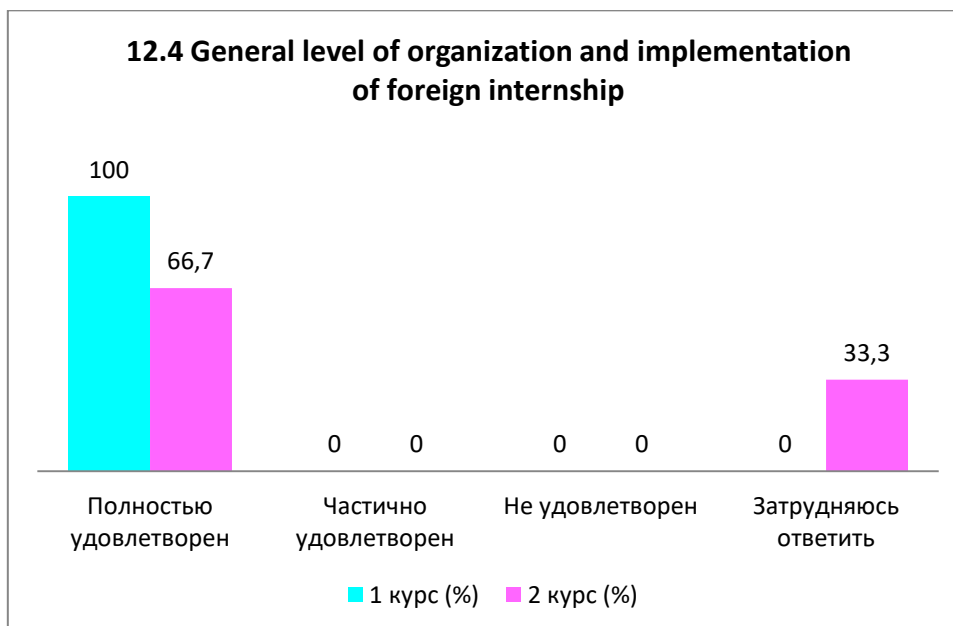
12.3 Availability for master's students of technology and computers necessary for the educational process and scientific activities

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



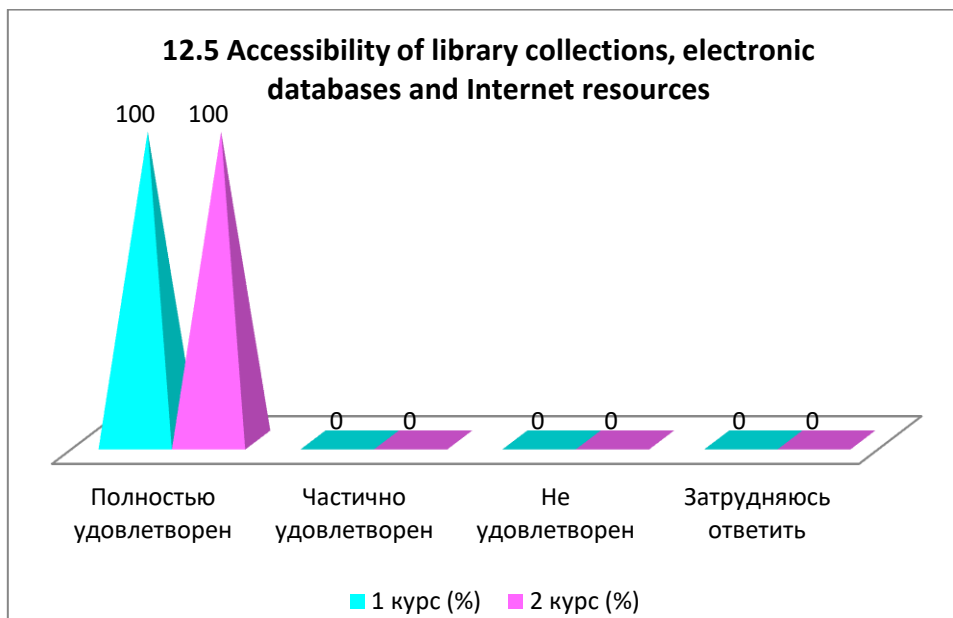
12.4 General level of organization and implementation of foreign internship

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



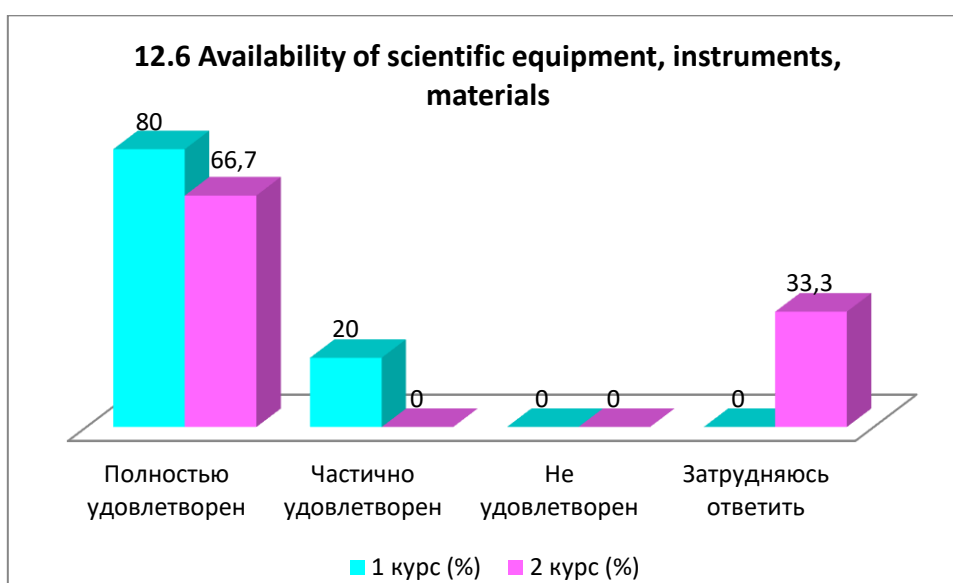
12.5 Accessibility of library collections, electronic databases and Internet resources

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



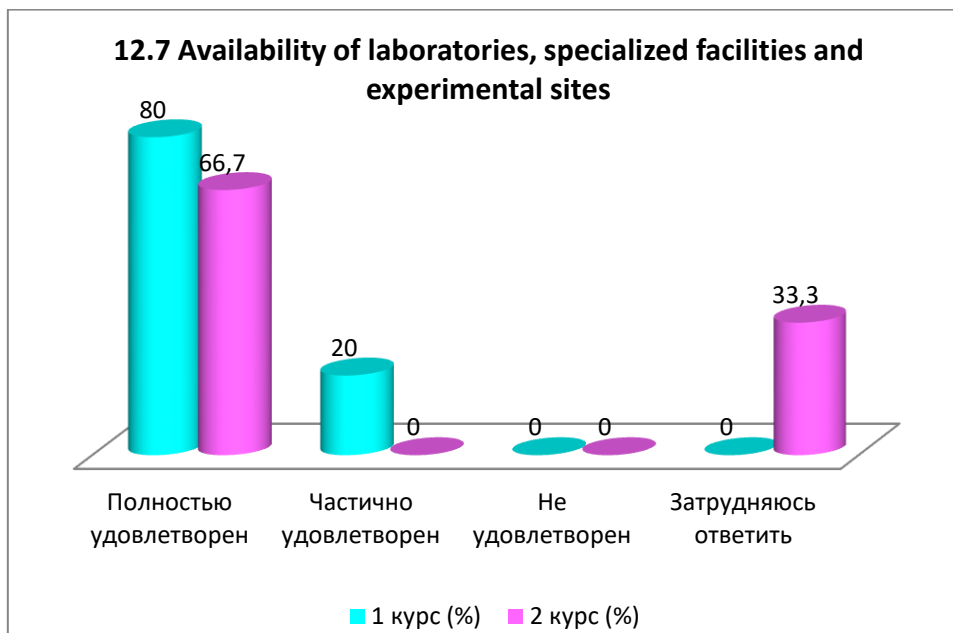
12.6 Availability of scientific equipment, instruments, materials

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	80	66.7
Partially satisfied	20	-
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	80	66.7
Partially satisfied	20	-
Not satisfied	-	-
I find it difficult to answer	-	33.3

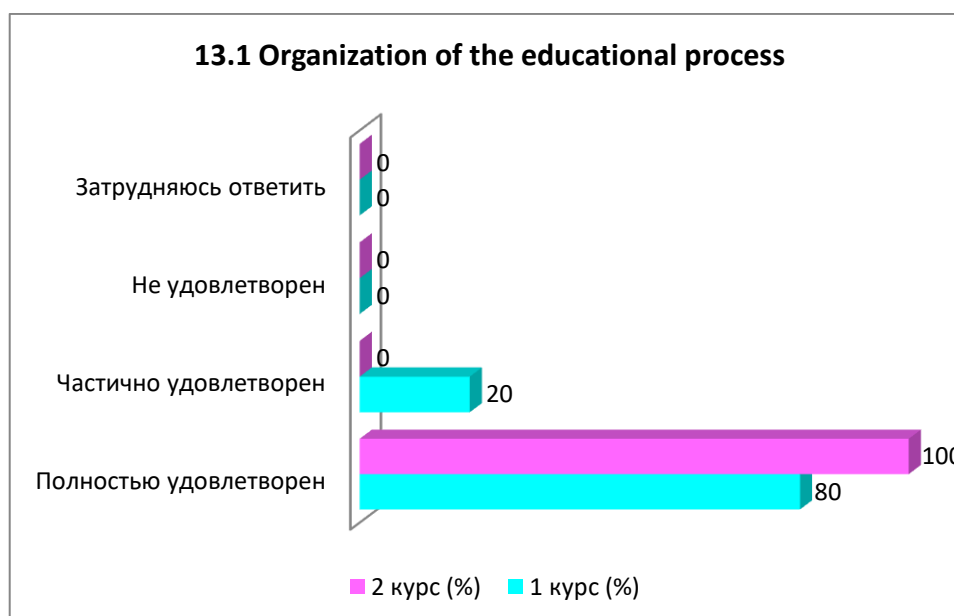


13. Are you satisfied?

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

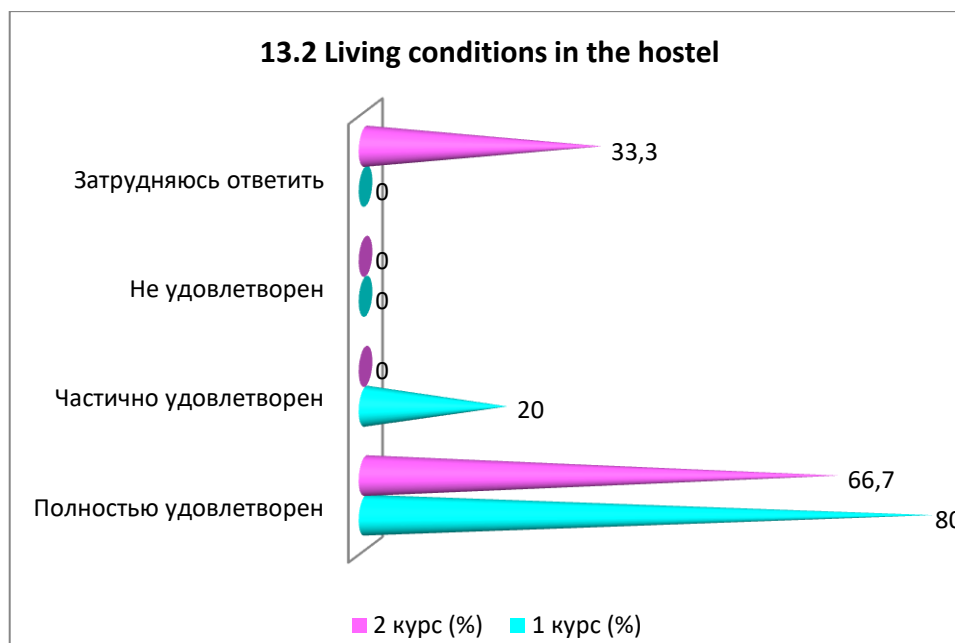
13.1 Organization of the educational process

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	80	100
Partially satisfied	20	-
Not satisfied	-	-
I find it difficult to answer	-	-



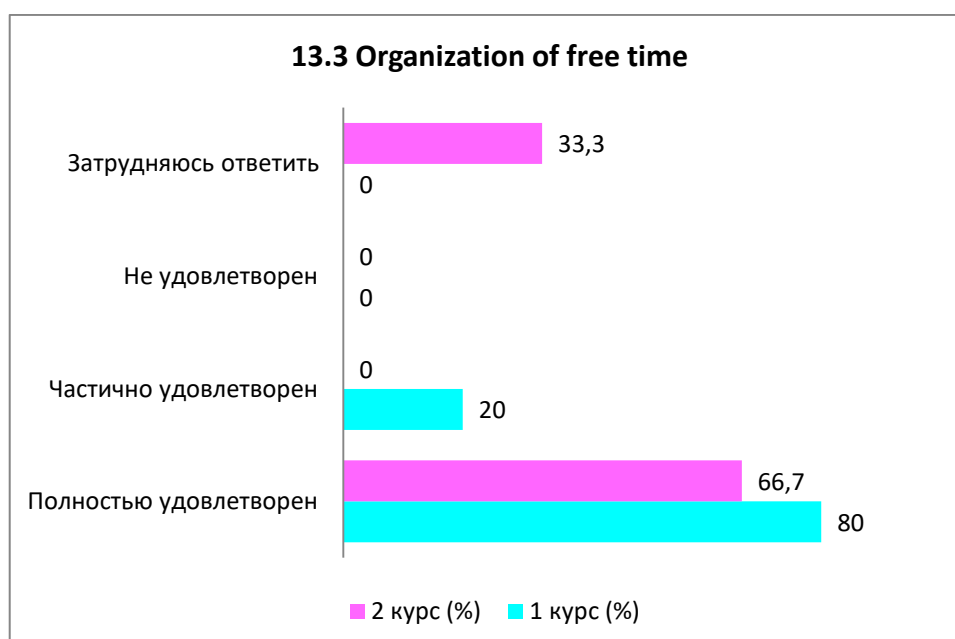
13.2 Living conditions in the hostel

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	80	66.7
Partially satisfied	20	-
Not satisfied	-	-
I find it difficult to answer	-	33.3



13.3 Organization of free time

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	80	66.7
Partially satisfied	20	-
Not satisfied	-	-
I find it difficult to answer	-	33.3



13.4 Organization of food

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	80	66.7
Partially satisfied	-	-
Not satisfied	20	-
I find it difficult to answer	-	33.3



13.5 Organization of industrial practice

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



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

Factors influencing the choice of a master's degree at a university include the availability of state-funded places (63.3%), continuing education at the previous university and the ability to easily find a job with a diploma from this university (46.7%) and engage in research during studies (43.3%). Additionally, it is worth noting that leading scientists among the teaching staff, internships abroad and proximity to the family's place of residence also play a significant role in choosing a master's degree at a university.

The level of satisfaction of master's students with the availability of information on various aspects of their studies is very high (100%). This indicates that all master's students feel well informed about their study programme, professional activities, competencies, opportunities for practice and their academic supervisors.

Evaluation of the teaching staff: 100% of graduate students rated the level of knowledge, professionalism, objectivity, teaching skills and methods of the teachers as "very high".

The majority (83.3%) of the master's students independently developed the plan under the supervision of the supervisor, which indicates a high degree of independence and responsibility of the students. The remaining (16.7%) master's students see their participation as formal, as they relied more on the help of the supervisor due to difficulties in independently formulating ideas.

Master's students are 100% satisfied with the assistance of their supervisor in writing their dissertation, which indicates a high level of satisfaction and successful cooperation between students and supervisors during the learning process.

Indicators of the university's high scientific level:

1. Modern material and technical base, strong teaching staff and participation in international research projects: 53.4%
2. Availability of publications of university staff in international publications: 46.7%
3. Work at the university of famous foreign scientists: 43.3%
4. Participation in targeted programs of socio-economic development and involvement in research projects: 36.7%
5. Awards, prizes for achievements in science: 15.4%.

Over the entire period of their activity, 73.4% 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.

The level of foreign language proficiency among master's students varies significantly: some master's 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.

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: 83.3%.
- Logistics support for applied scientific research: 100%.
- Availability of equipment and computers necessary for the educational process and scientific activities: 83.3%.
- Overall level of organization and implementation of foreign internships: 83.3%.

- Availability of library collections, electronic databases and Internet resources: 100%.
- Availability of scientific equipment, instruments, materials: 83.3%.
- Availability of laboratories, specialized facilities and experimental sites: 83.3%.

The university successfully organizes the educational process, ensuring a high degree of satisfaction of master's students with living conditions, free time, meals and industrial practice. This contributes to the creation of a favorable educational environment and has a positive effect on the reputation of the educational institution.

Overall, postgraduates highly value the research and teaching opportunities provided by the university, which is reflected in postgraduate satisfaction.

Recommendations:

1. Discussion of the questionnaire results:
 - The head of the department must familiarize and discuss the results of the questionnaire with staff and graduate students.
2. Availability of questionnaire results:
 - Master's students can request the results of the questionnaire by e-mail from the quality management and accreditation center: cqma_kstu@mail.ru.
3. Improving engagement in research projects:
 - understanding the reasons for the low involvement of master's students in research projects;
 - development of activities to stimulate the participation of master's students in scientific research.