

**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  
**7M07501 Standardisation and certification (by branches)**

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.

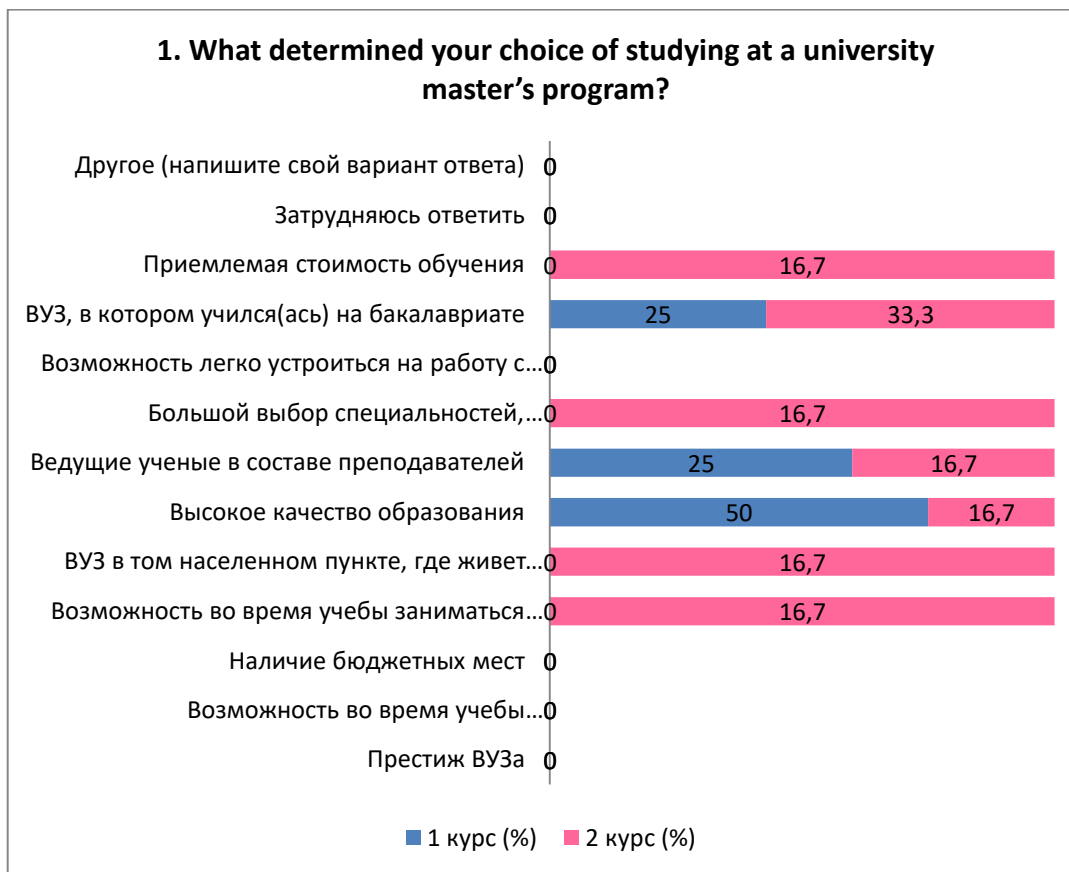
10 respondents took part in the questionnaire, which was 71,4% of the total number of master's students.

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)**

<b>Answer options</b>	<b>1st year (%)</b>	<b>2nd year (%)</b>
University prestige	-	-
Possibility of internships abroad during studies	-	-
Availability of budgetary places	-	-
Opportunity to do science during studies	-	16,7
University in the locality where the family lives (close to it)	-	16,7
High quality of education	50	16,7
Leading scientists in the teaching staff	25	16,7
Large choice of specialities, areas of education	-	16,7
Ability to easily find a job with a diploma from this university.	-	-
The university where you studied at the bachelor's programme.	25	33,3
Acceptable cost of education	-	16,7
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:**

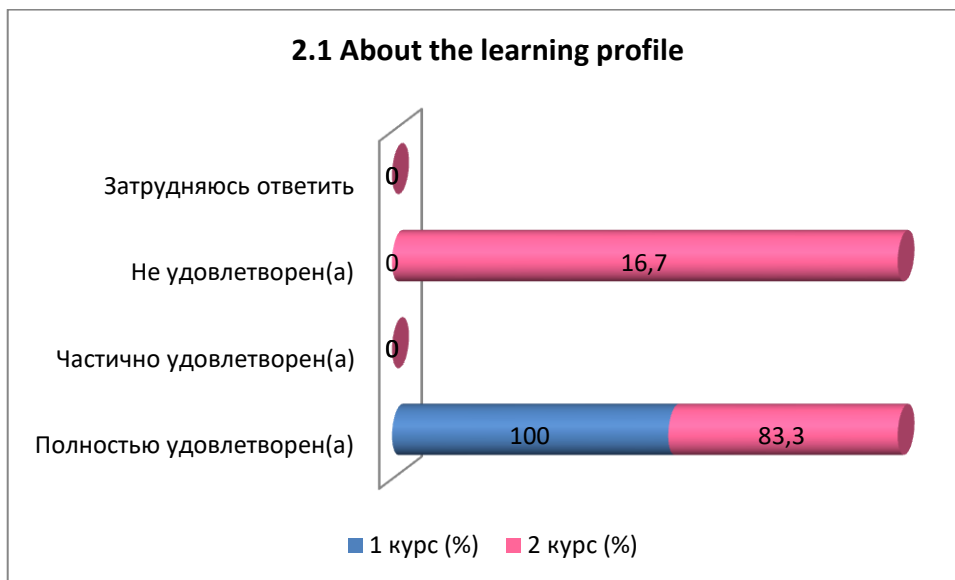
2.1 About the learning profile
2.2 Characteristics of professional activity of a master's student
2.3 List of developed competencies of master's degree graduates
2.4 List of practice bases for master's students
2.5 Information about scientific supervisors

Other (write your answer) \_\_\_\_\_

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

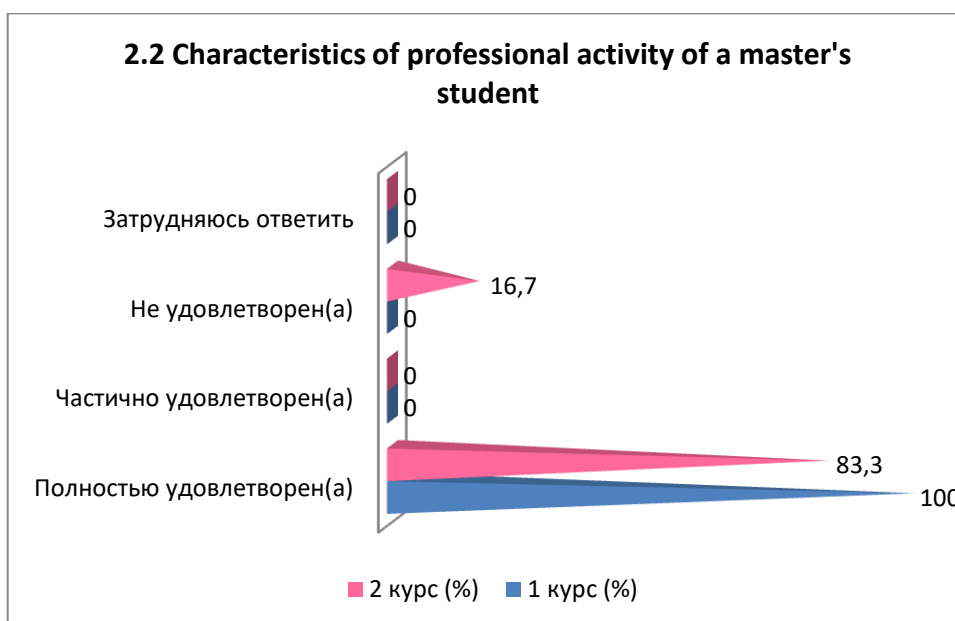
**2.1 About the learning profile**

Answer options	1st year (%)	2nd year (%)
Completely satisfied	100	83,3
Partially satisfied	-	-
Not satisfied	-	16,7
I find it difficult to answer	-	-



## 2.2 Characteristics of professional activity of a master's student

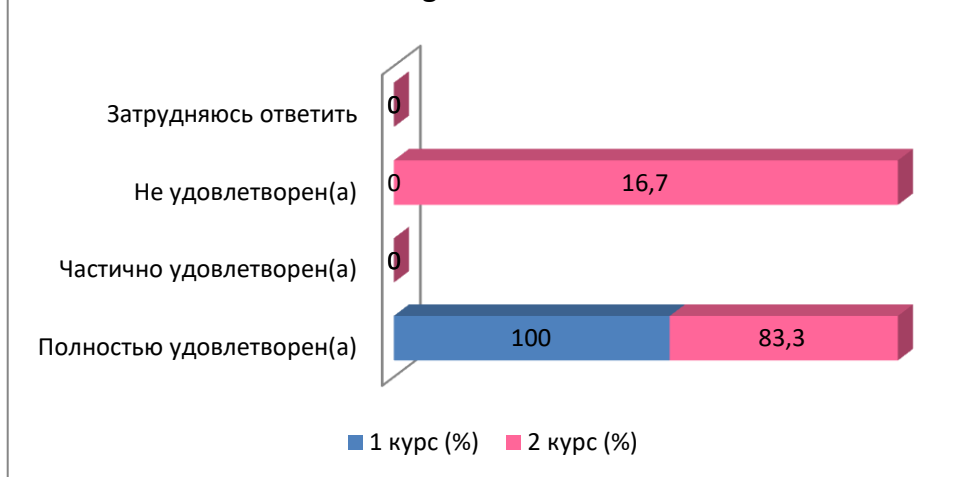
Answer options	1st year (%)	2nd year (%)
Completely satisfied	100	83,3
Partially satisfied	-	-
Not satisfied	-	16,7
I find it difficult to answer	-	-



## 2.3 List of developed competencies of master's degree graduates

Answer options	1st year (%)	2nd year (%)
Completely satisfied	100	83,3
Partially satisfied	-	-
Not satisfied	-	16,7
I find it difficult to answer	-	-

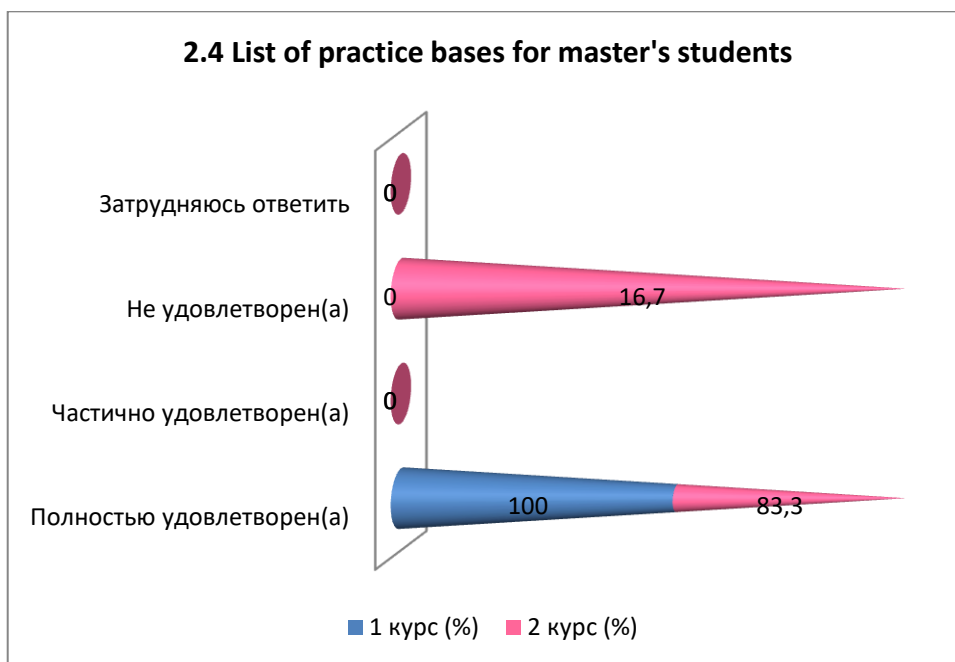
### 2.3 List of developed competencies of master's degree graduates



### 2.4 List of practice bases for master's students

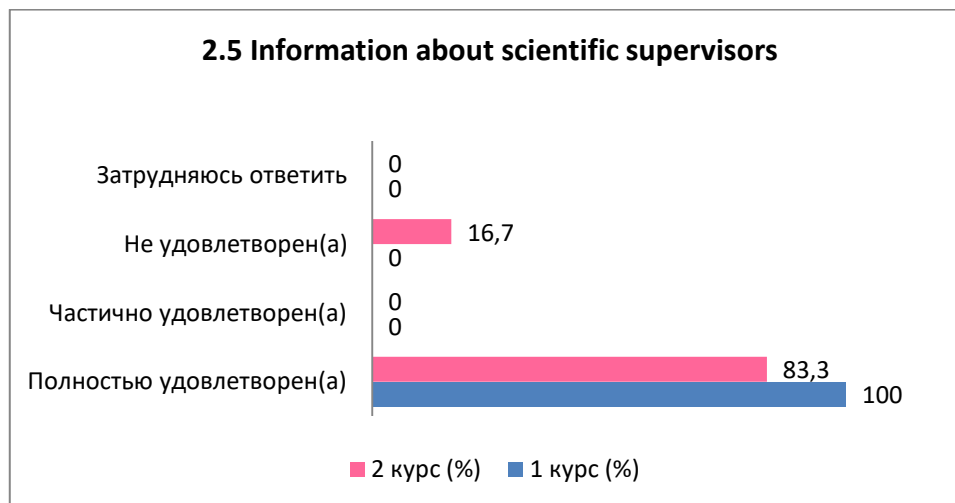
Answer options	1st year (%)	2nd year (%)
Completely satisfied	100	83,3
Partially satisfied	-	-
Not satisfied	-	16,7
I find it difficult to answer	-	-

### 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	83,3
Partially satisfied	-	-
Not satisfied	-	16,7
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 \_\_\_\_\_

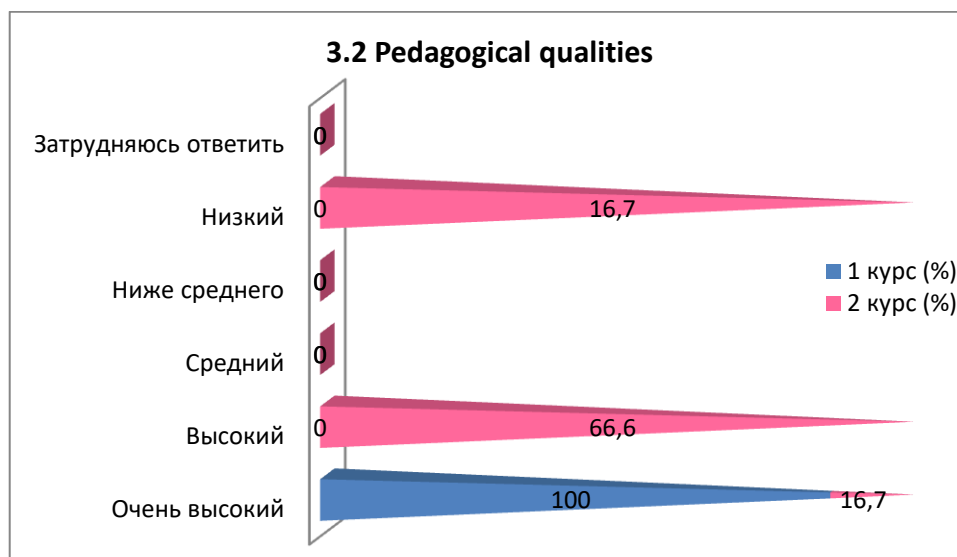
#### 3.1 Knowledge, qualifications

Answer options	1st year (%)	2nd year (%)
Very high	100	33,3
High	-	50
Average	-	-
Below average	-	-
Low	-	16,7
Difficult to answer	-	-



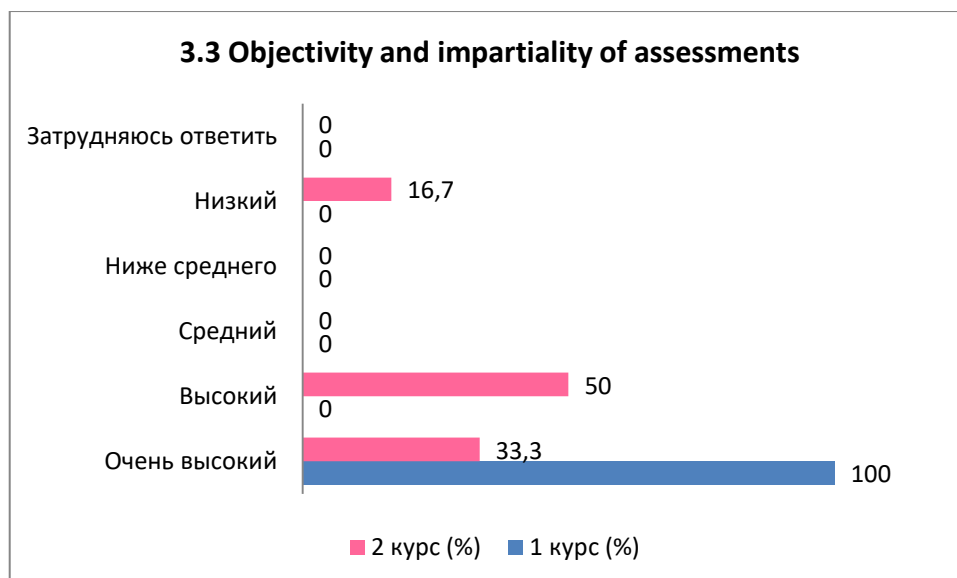
#### 3.2 Pedagogical qualities

Answer options	1st year (%)	2nd year (%)
Very high	100	16,7
High	-	66,6
Average	-	-
Below average	-	-
Low	-	16,7
Difficult to answer	-	-



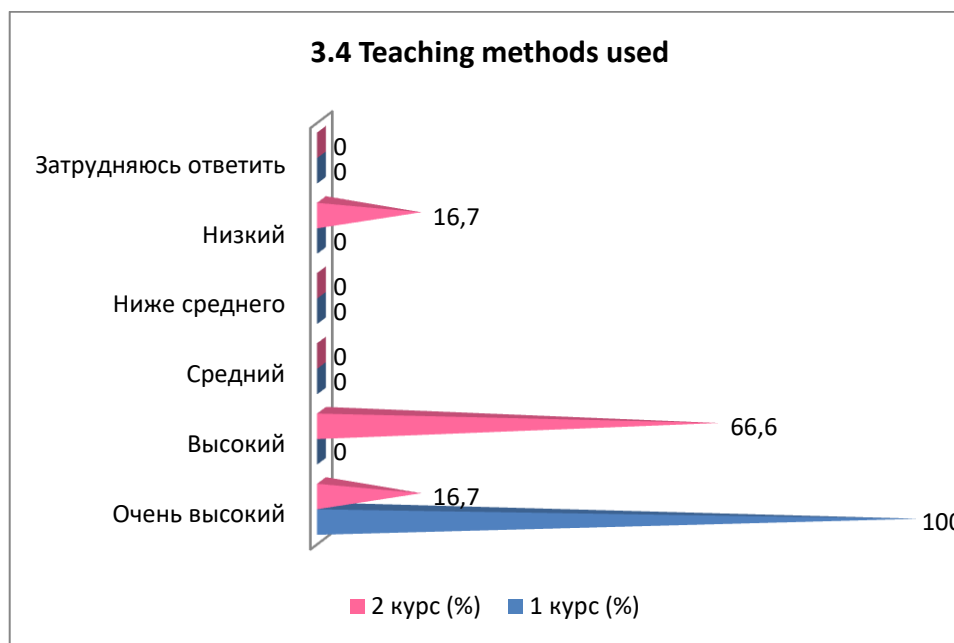
### 3.3 Objectivity and impartiality of assessments

Answer options	1st year (%)	2nd year (%)
Very high	100	33,3
High	-	50
Average	-	-
Below average	-	-
Low	-	16,7
Difficult to answer	-	-



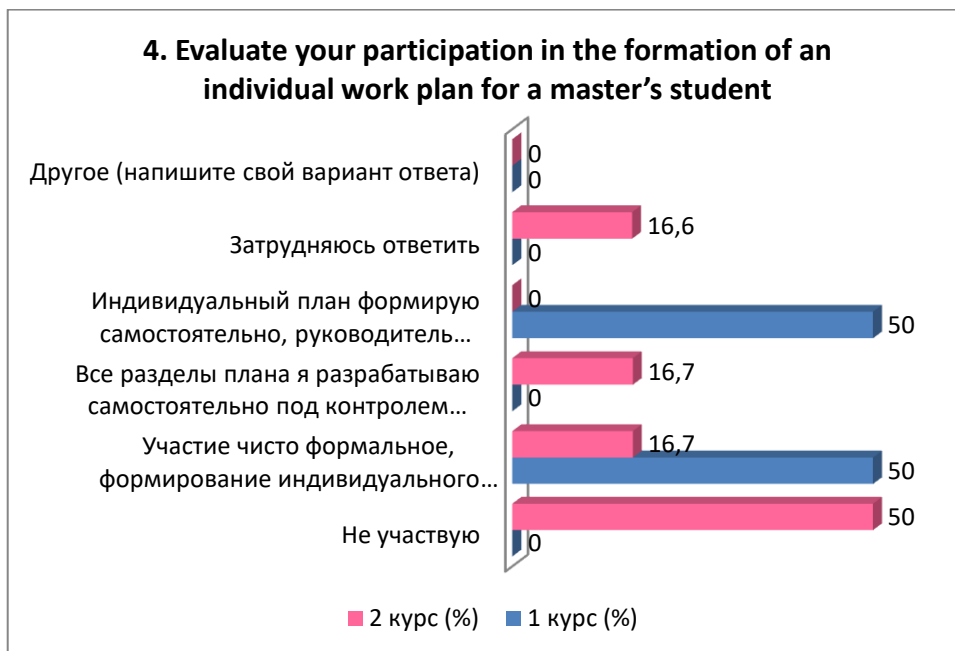
### 3.4 Teaching methods used

Answer options	1st year (%)	2nd year (%)
Very high	100	16,7
High	-	66,6
Average	-	-
Below average	-	-
Low	-	16,7
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	-	50
Participation is purely formal; the formation of an individual plan actually does not depend on me	50	16,7
I develop all sections of the plan independently under the supervision of my supervisor.	-	16,7
I formulate an individual plan myself; the manager only signs it.	50	-
I find it difficult to answer	-	16,6
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	66,6
Partially satisfied	25	16,7
Not satisfied	-	16,7
I find it difficult to answer	-	-
Other (write your answer)	-	-



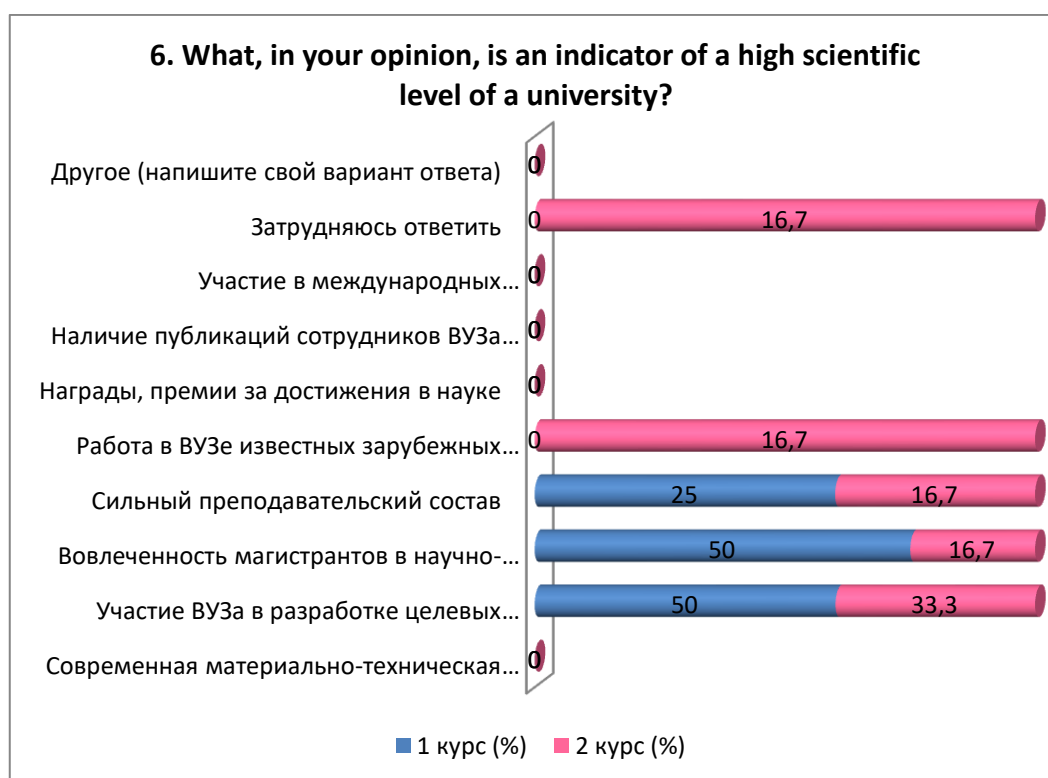
**6. What, in your opinion, is an indicator of a high scientific level of a university? (select 3-4 key characteristics)**

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	50	33,3
Involvement of undergraduates in research projects	50	16,7
Strong teaching staff	25	16,7
Work at the university of famous foreign scientists	-	16,7
Awards, prizes for achievements in science	-	-
Availability of publications by university staff in international publications	-	-
Participation in international research projects	-	-
I find it difficult to answer	-	16,7
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)	50	50
No, I don't participate, but I attend scientific events (seminars, conferences) at the university	25	33,3
No, I'm not participating	25	16,7
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	25	-
I am participating in a project led by my supervisor/other teacher	-	-
Working on a research project with friends	25	16,7
I am participating in a research project at another university	25	16,7
I am participating in a research project with foreign universities	-	16,7
I find it difficult to answer	-	-
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	25	-
Only in Kazakhstan publications	-	-
Only in distant foreign publications	25	16,7
Only in nearby foreign publications	25	33,3
I have no scientific publications	25	50
Other (write your answer)	-	-



### 10. Your level of foreign language skills:

Answer options	1st year (%)	2nd year (%)
With dictionary	-	-
Speaking level	50	-
Average level	-	33,3
I express myself freely	50	16,7
I don't speak a foreign language	-	50
Other (write your answer)	-	-



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

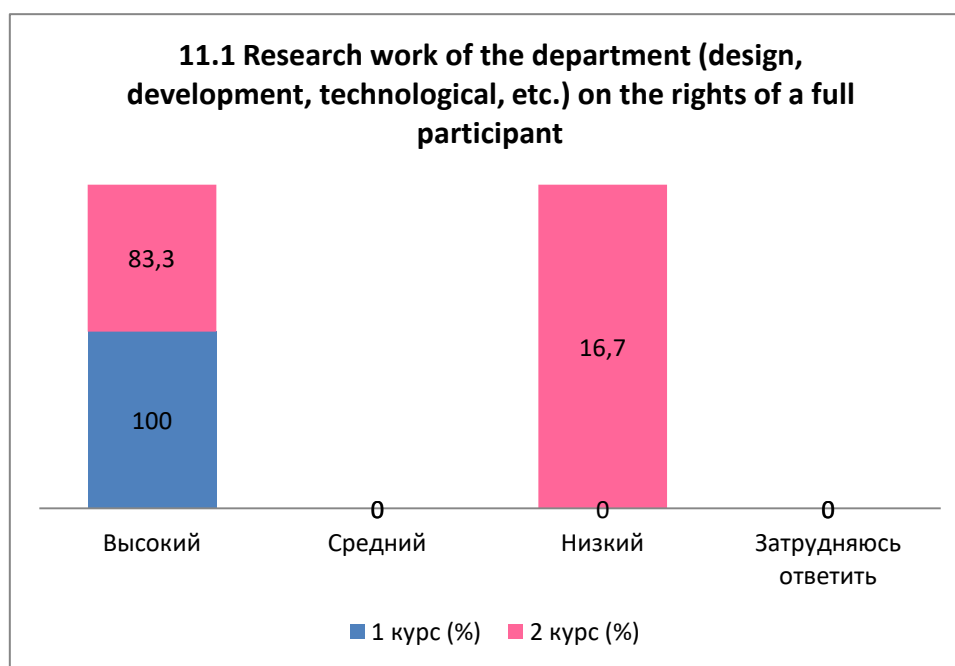
11.1 Research work of the department (design, development, technological, etc.) on the rights of a full participant
11.2 Writing scientific articles
11.3 Participation in presentations at conferences and seminars
11.4 Preparation of research reports and abstracts

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 \_\_\_\_\_

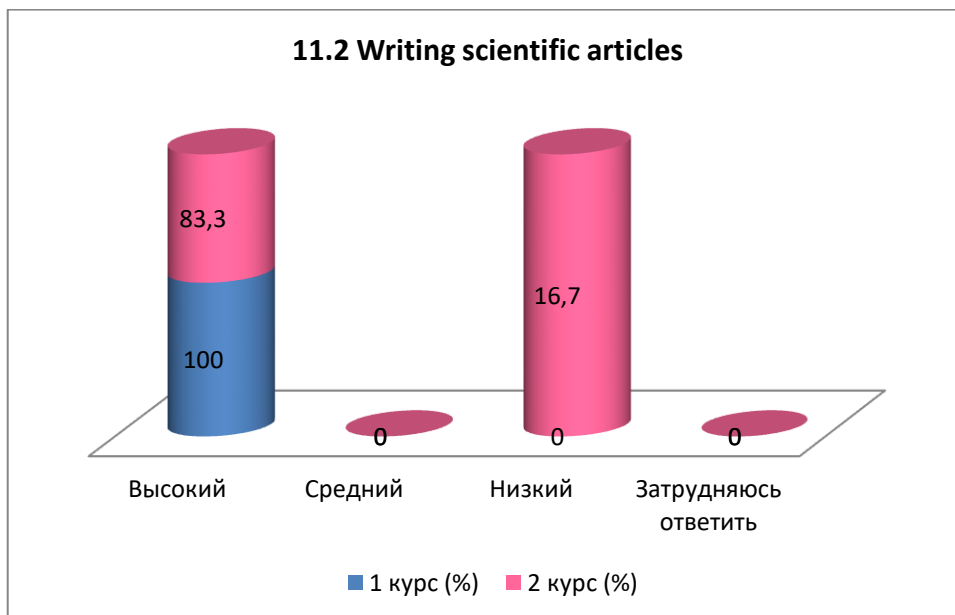
### 11.1 Research work of the department (design, development, technological, etc.) on the rights of a full participant

Answer options	1st year (%)	2nd year (%)
High	100	83,3
Average	-	-
Short	-	16,7
I find it difficult to answer	-	-



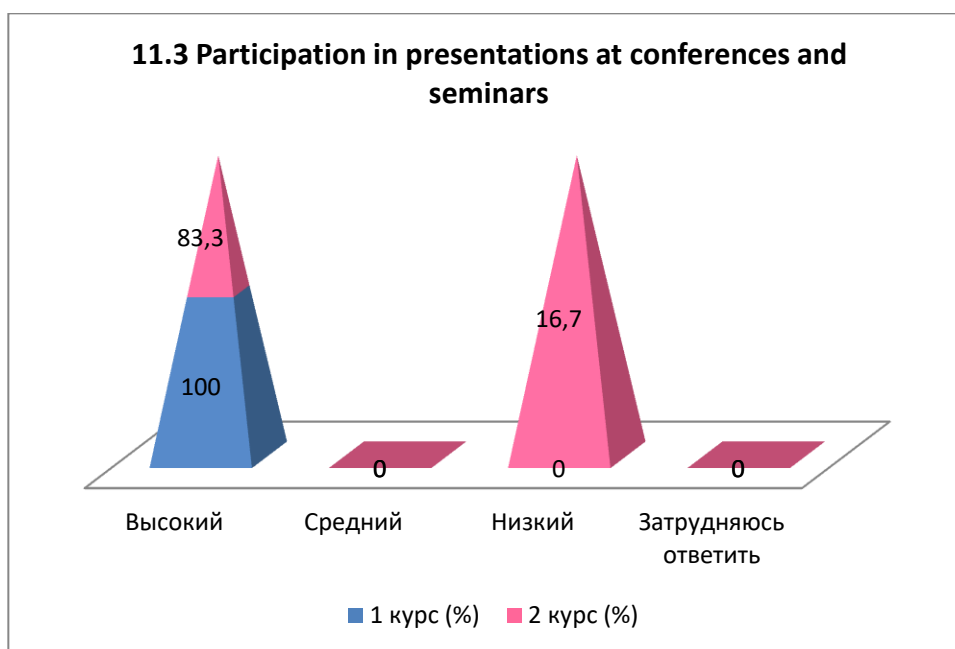
### 11.2 Writing scientific articles

Answer options	1st year (%)	2nd year (%)
High	100	83,3
Average	-	-
Short	-	16,7
I find it difficult to answer	-	-



### 11.3 Participation in presentations at conferences and seminars

Answer options	1st year (%)	2nd year (%)
High	100	83,3
Average	-	-
Short	-	16,7
I find it difficult to answer	-	-



### 11.4 Preparation of research reports and abstracts

Answer options	1st year (%)	2nd year (%)
High	100	83,3
Average	-	-
Short	-	16,7
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

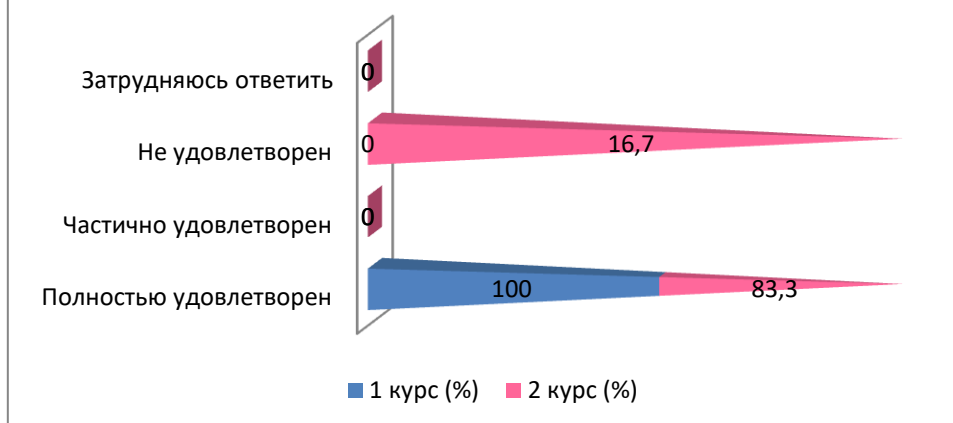
Other (write your answer) \_\_\_\_\_

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**

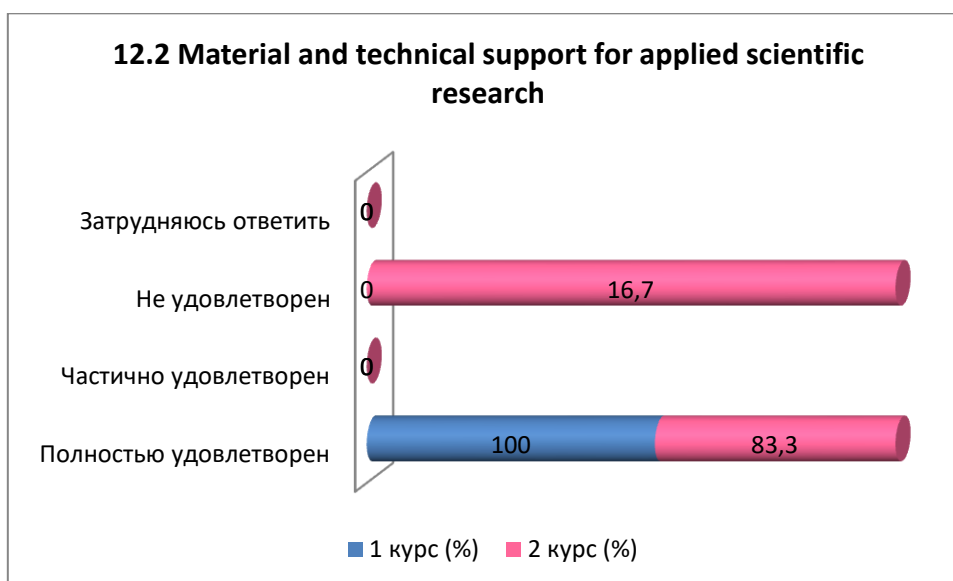
Answer options	1st year (%)	2nd year (%)
Completely satisfied	100	83,3
Partially satisfied	-	-
Not satisfied	-	16,7
I find it difficult to answer	-	-

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



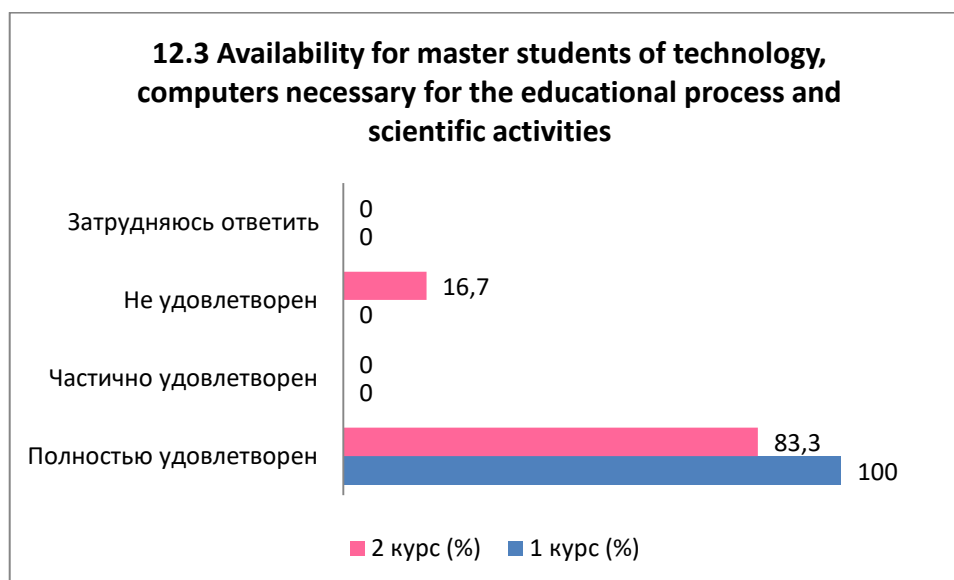
### 12.2 Material and technical support for applied scientific research

Answer options	1st year (%)	2nd year (%)
Completely satisfied	100	83,3
Partially satisfied	-	-
Not satisfied	-	16,7
I find it difficult to answer	-	-



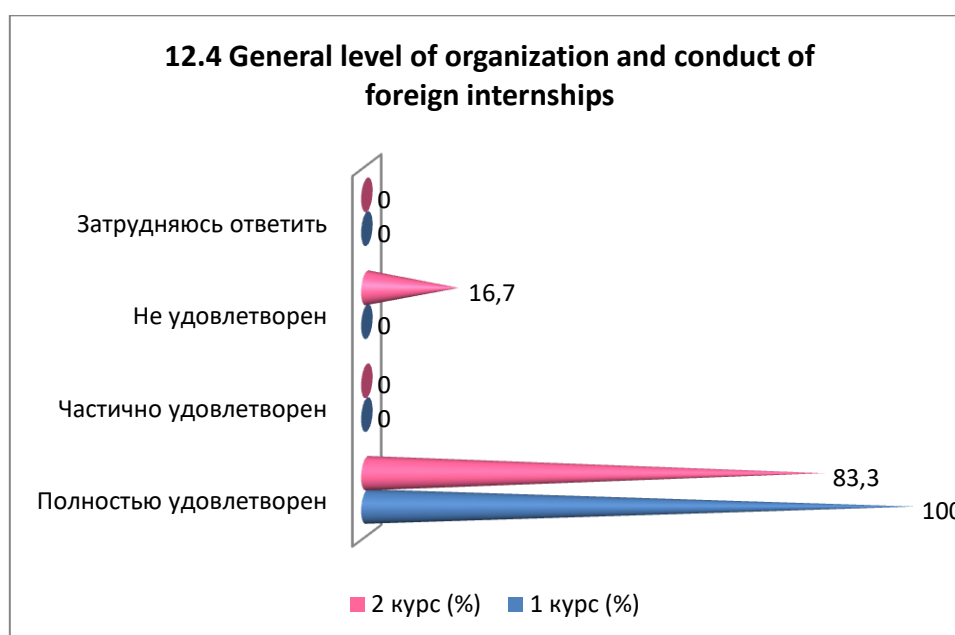
### 12.3 Availability for master students of technology, computers necessary for the educational process and scientific activities

Answer options	1st year (%)	2nd year (%)
Completely satisfied	100	83,3
Partially satisfied	-	-
Not satisfied	-	16,7
I find it difficult to answer	-	-



### 12.4 General level of organization and conduct of foreign internships

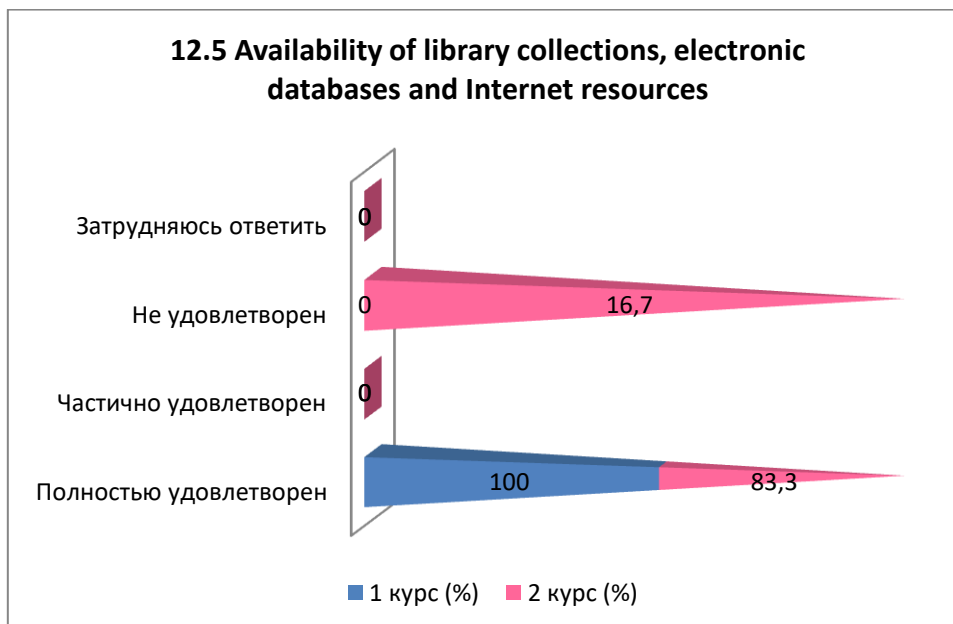
Answer options	1st year (%)	2nd year (%)
Completely satisfied	100	83,3
Partially satisfied	-	-
Not satisfied	-	16,7
I find it difficult to answer	-	-



### 12.5 Availability of library collections, electronic databases and Internet resources

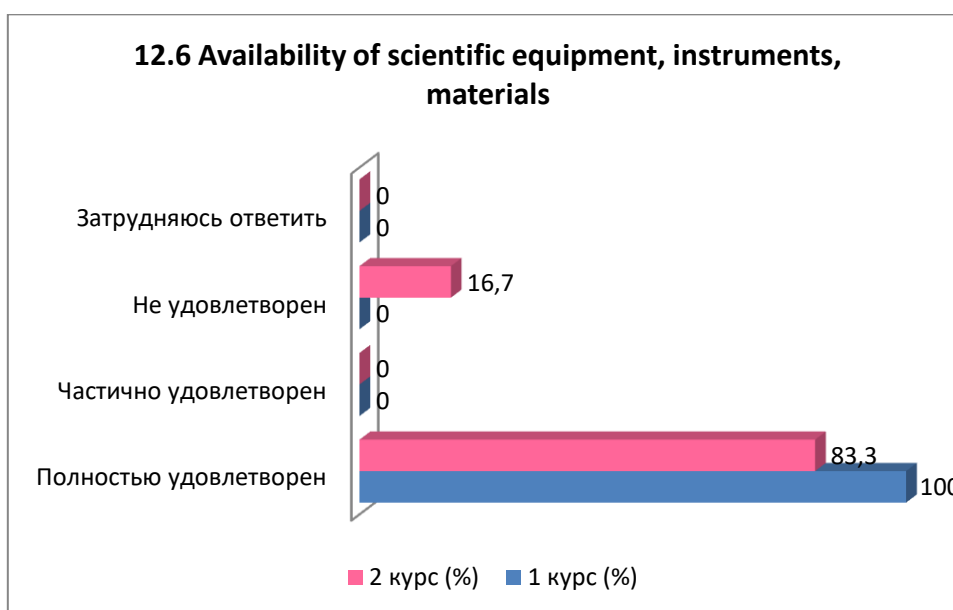
Answer options	1st year (%)	2nd year (%)
Completely satisfied	100	83,3
Partially satisfied	-	-
Not satisfied	-	16,7
I find it difficult to answer	-	-





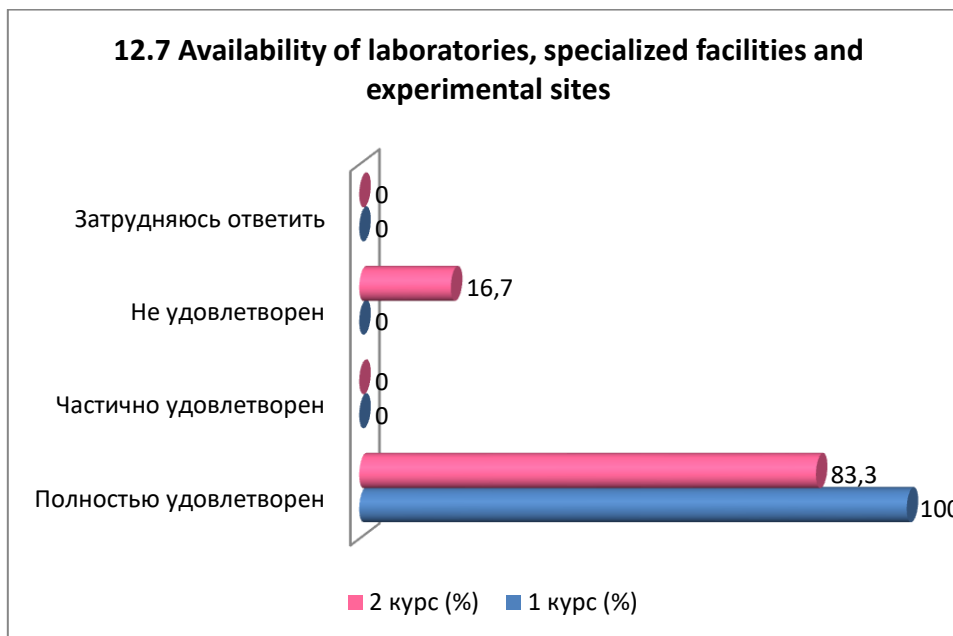
### 12.6 Availability of scientific equipment, instruments, materials

Answer options	1st year (%)	2nd year (%)
Completely satisfied	100	83,3
Partially satisfied	-	-
Not satisfied	-	16,7
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	83,3
Partially satisfied	-	-
Not satisfied	-	16,7
I find it difficult to answer	-	-

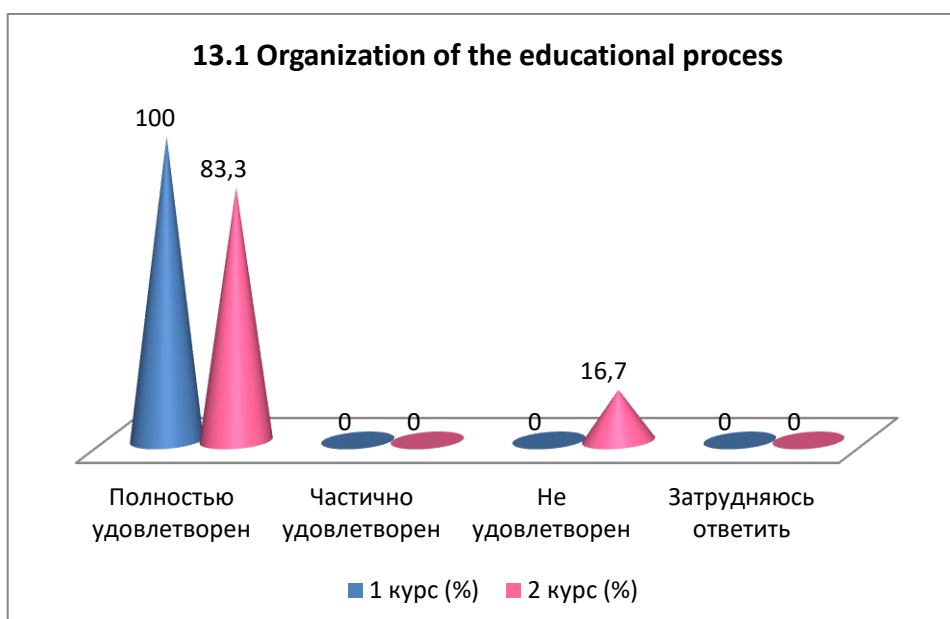


### 13. Are you satisfied?

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

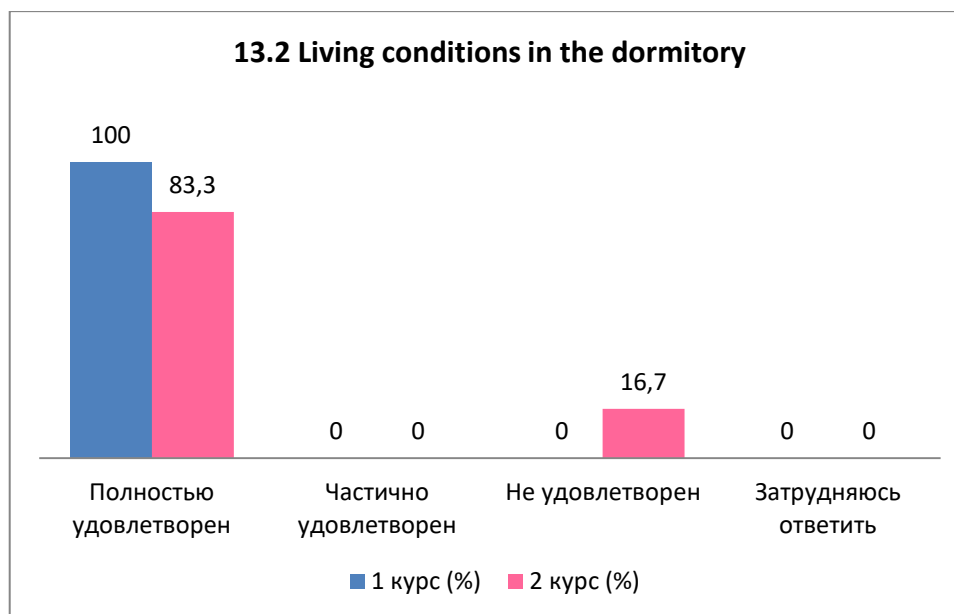
#### 13.1 Organization of the educational process

Answer options	1st year (%)	2nd year (%)
Completely satisfied	100	83,3
Partially satisfied	-	-
Not satisfied	-	16,7
I find it difficult to answer	-	-



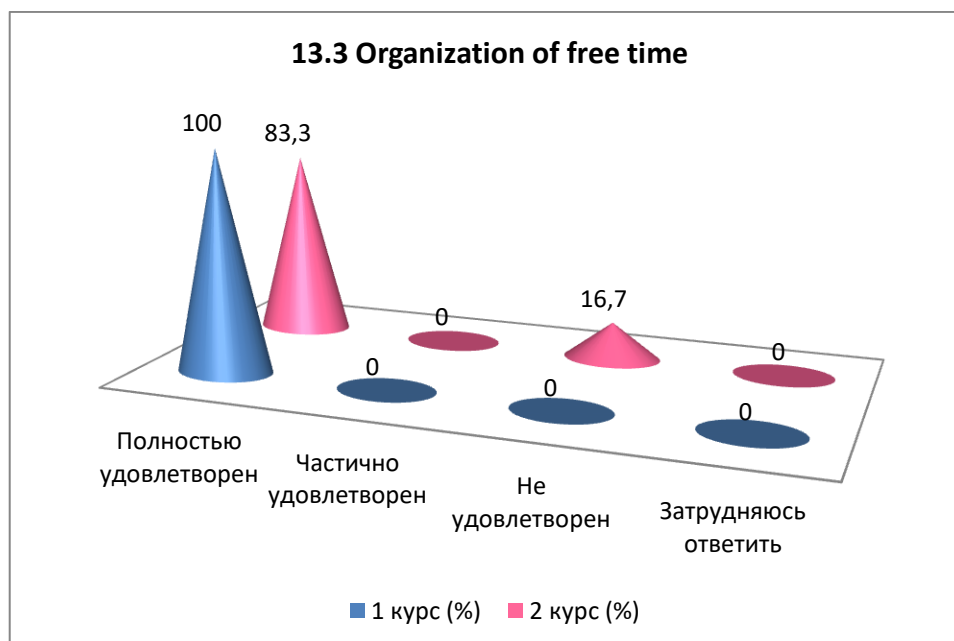
### 13.2 Living conditions in the dormitory

Answer options	1st year (%)	2nd year (%)
Completely satisfied	100	83,3
Partially satisfied	-	-
Not satisfied	-	16,7
I find it difficult to answer	-	-



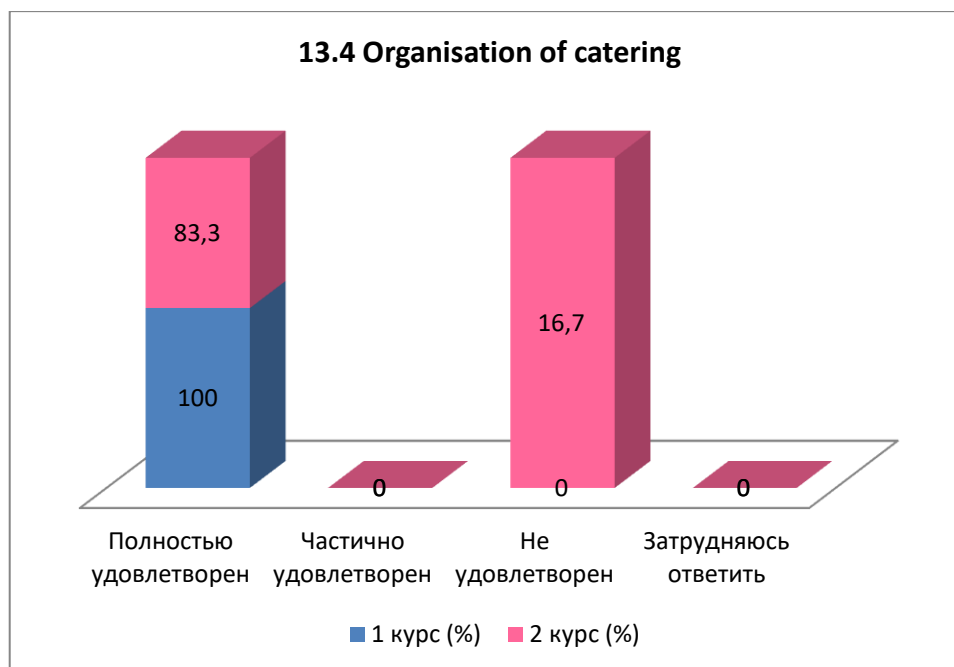
### 13.3 Organization of free time

Answer options	1st year (%)	2nd year (%)
Completely satisfied	100	83,3
Partially satisfied	-	-
Not satisfied	-	16,7
I find it difficult to answer	-	-



### 13.4 Organisation of catering

Answer options	1st year (%)	2nd year (%)
Completely satisfied	100	83,3
Partially satisfied	-	-
Not satisfied	-	16,7
I find it difficult to answer	-	-



### 13.5 Organization of industrial practice

Answer options	1st year (%)	2nd year (%)
Completely satisfied	100	83,3
Partially satisfied	-	-
Not satisfied	-	16,7
I find it difficult to answer	-	-



## **Conclusions from the results of the questionnaire:**

### *1. the main factors for choosing a master's programme:*

- high quality of education (33.3%);
- continuation of studies at the previous higher education institution (29.1%);
- leading scientists in the teaching staff (20.8%);
- proximity to the place of family residence (8.3%);
- opportunity to do science during studies (8.3%);
- acceptable cost of education (8.3%);
- wide choice of specialities (8.3%).

### *2. Satisfaction with the availability of information:*

- A high level (91.7%) of master's students' satisfaction with the availability of information on aspects of their studies, which helps master's students to be well informed about their programme.

### *3. evaluation of the teaching staff:*

- more than 91% of master's students rated the level of knowledge, professionalism, objectivity, pedagogical skills and techniques of the teaching staff as 'very high' and 'high'.

### *4. Participation of master's students in the formation of an individual work plan:*

- 8.3% 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 form the plan independently, and the supervisor signs it without significant influence;

- 33.4% of master's students see their participation as formal, as they relied more on the supervisor's help due to difficulties in formulating ideas independently;

- 25% 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 their supervisor;

- 8.3% of master's students find it difficult to answer whose initiative was greater - theirs or the supervisor's.

### *5. Satisfaction with the help of the supervisor:*

- 91.7% of master's students are satisfied with the help of the supervisor in writing the thesis.

### *6. Indicators of high scientific level of the university:*

- modern material and technical base (41.6 per cent);
- involvement of master's students in research projects (33.3%);
- strong teaching staff (20.9%);
- the work of renowned foreign scientists (8.3%).

### *7. Master's students' involvement in scientific life:*

- 78.6% of master's students are involved in research projects and research activities, which contributes to academic and professional development.

### *8. Publication of scientific papers:*

- 87.5% of master's students have published their theses and articles in both Kazakhstan and foreign editions during the whole period of their activity. This indicates a high degree of involvement of master's 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:*

- 79.1% of master's students have various levels of foreign language proficiency, from basic with the use of a dictionary to complete freedom in expressing themselves. Nevertheless, there

are those who do not speak a foreign language at all, which can create certain difficulties in learning and communication. Efforts to improve foreign language skills can be useful in both academic and professional activities of master's students.

*10. Satisfaction of master's students with the scientific and educational environment of the university is 91.7% according to the following indicators:*

- organisation of conferences, round tables, forums with the participation of master's students;

- material and technical support of applied scientific research;

- availability of equipment, computers for the educational process and scientific activities;

- organisation of foreign internships;

- availability of library funds, electronic databases and Internet resources;

- availability of scientific equipment, tools, materials;

- availability of laboratories, specialised facilities and experimental sites.

*11. organisation of the educational process:*

- high degree of satisfaction of master's students with the conditions of accommodation, free time, meals and production practice.

### **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](mailto:cqma_kstu@mail.ru).