

Report on the results of the questionnaire
«Satisfaction of master students' with educational services» for the 2022-2023 academic
year
in the educational program
7M07501 Standardization and certification (in industry)

In February 2023, the center for quality management and accreditation conducted an anonymous electronic questionnaire «Master students' satisfaction with educational services»

Purpose of the study -measuring consumer satisfaction with the quality of university services provided.

Subject of study: formed ideas of undergraduates 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 summarized form, guaranteeing the confidentiality of the personal opinions of undergraduates.

An object research - 1st-2nd year master's students.

*This extensive questionnaire is conducted once every 5 years.

10 respondents took part in the questionnaire, which amounted to 63% of the total number of undergraduates.

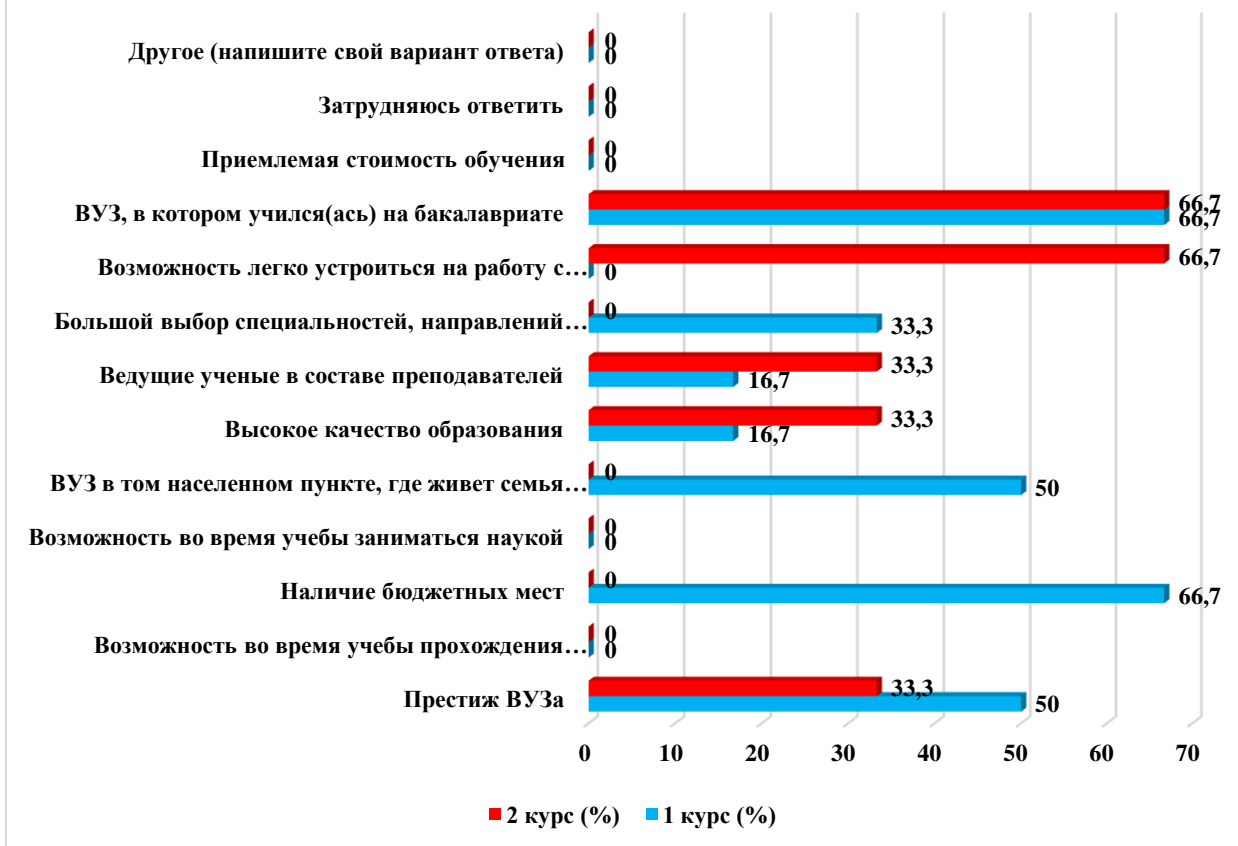
During the questionnaire process, the following data was obtained:

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

Answer options	1 st year (%)	2nd year (%)
University prestige	50	33.3
Opportunity for internships abroad while studying	-	-
Availability of budget places	66.7	-
Opportunity to do science while studying	-	-
University in the locality where the family lives (close to it)	50	-
High quality education	16.7	33.3
Leading scientists on staff	16.7	33.3
Large selection of specialties and areas of education	33.3	-
An opportunity to easily get a job with a diploma from this university	-	66.7
The university where you studied as an undergraduate	66.7	66.7
Reasonable cost of training	-	-
I find it difficult to answer	-	-
Other (write your answer)	-	-

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

1. What determined your choice of studying at a university master's program? (choose 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 a master's student's professional activity
2.3 List of developed competencies of master's degree graduates
2.4 List of internship bases for master's students
2.5 Information about scientific supervisors

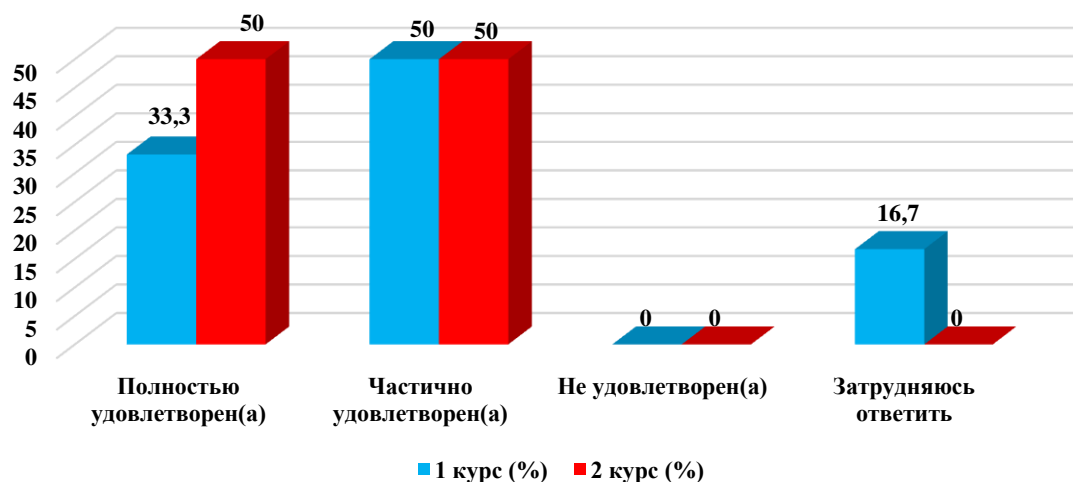
Other (write your answer) _____

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

2.1 About the training profile

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	33.3	50
Partially satisfied	50	50
Not satisfied)	-	-
I find it difficult to answer	16.7	-

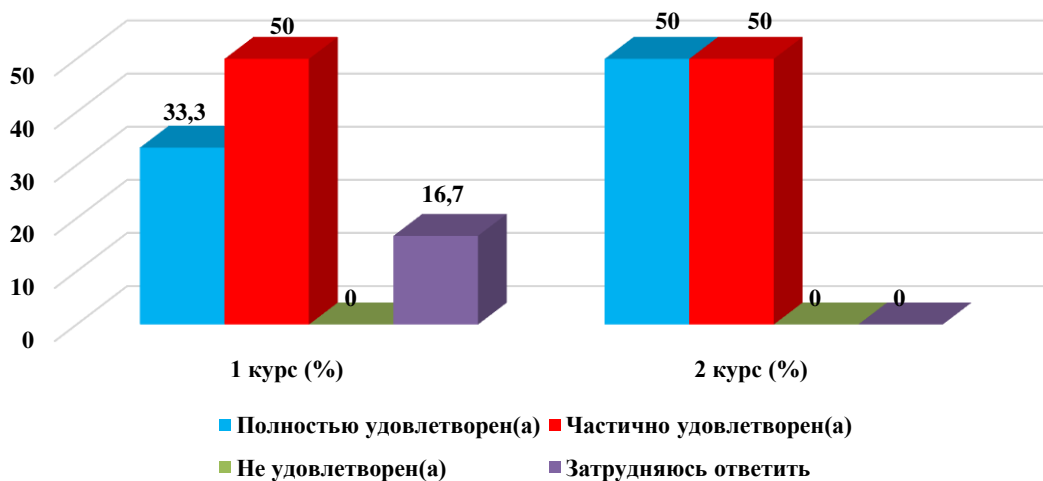
2.1 About the training profile



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

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	33.3	50
Partially satisfied	50	50
Not satisfied)	-	-
I find it difficult to answer	16.7	-

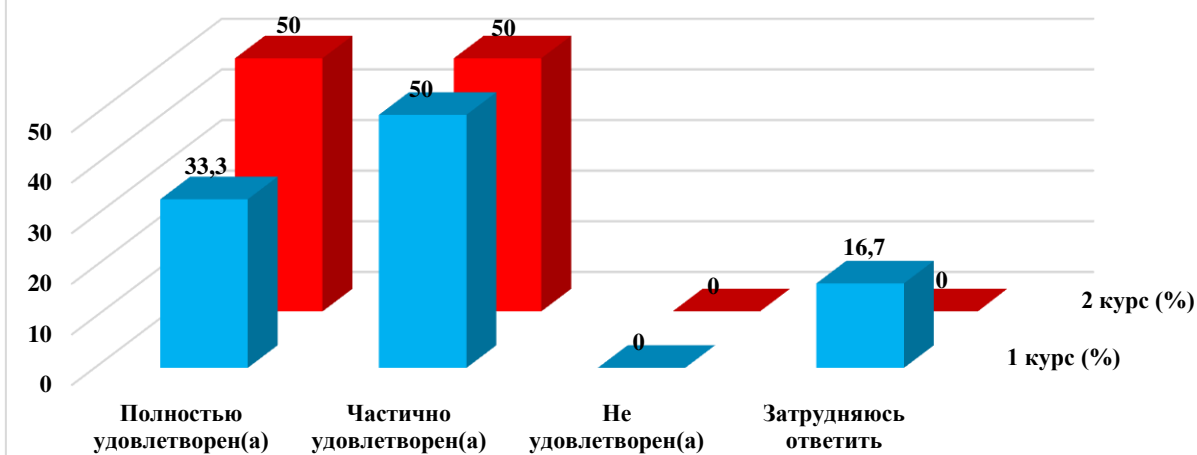
2.2 Characteristics of a master's student's professional activity



2.3 List of developed competencies of master's degree graduates

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	33.3	50
Partially satisfied	50	50
Not satisfied)	-	-
I find it difficult to answer	16.7	-

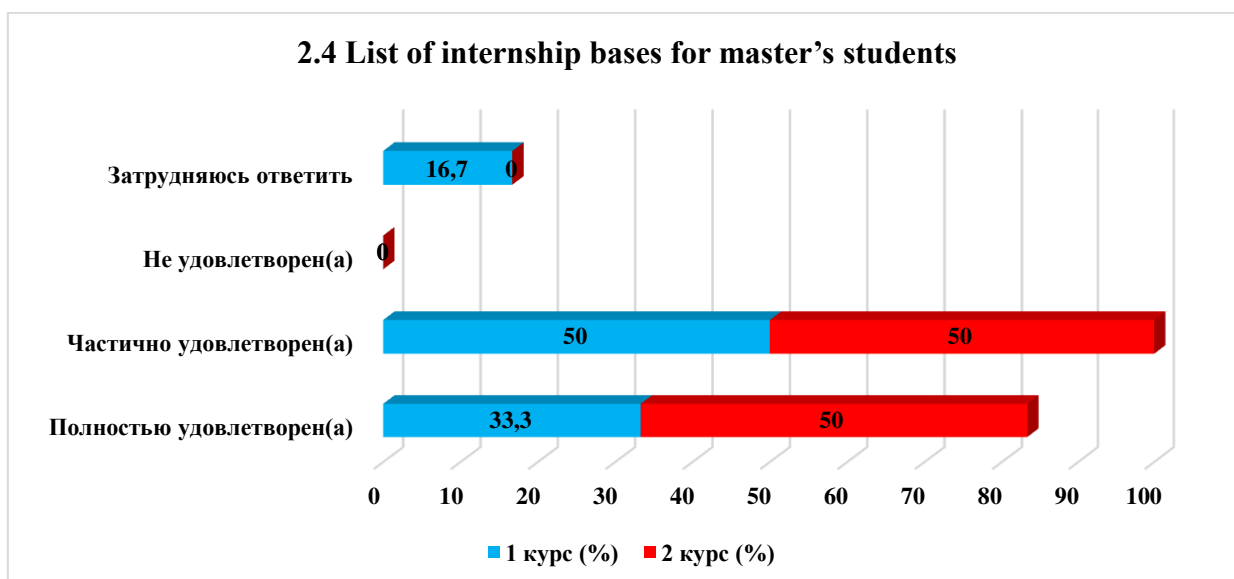
2.3 List of developed competencies of master's degree graduates



2.4 List of internship bases for master's students

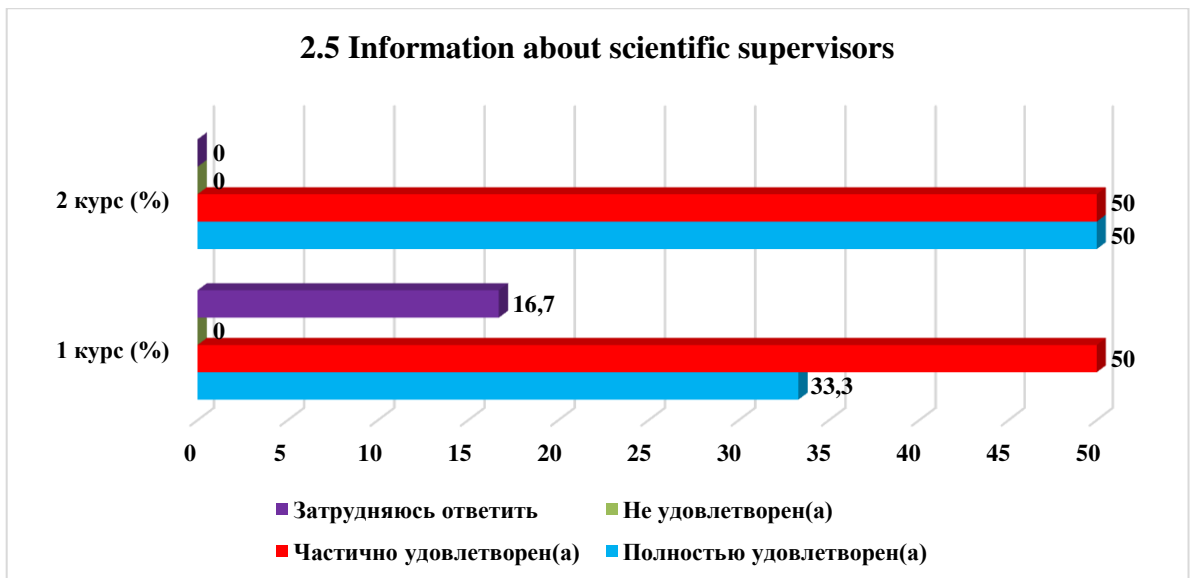
Answer options	1 st year (%)	2nd year (%)
Completely satisfied	33.3	50
Partially satisfied	50	50
Not satisfied)	-	-
I find it difficult to answer	16.7	-

2.4 List of internship bases for master's students



2.5 Information about scientific supervisors

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	33.3	50
Partially satisfied	50	50
Not satisfied)	-	-
I find it difficult to answer	16.7	-



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

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

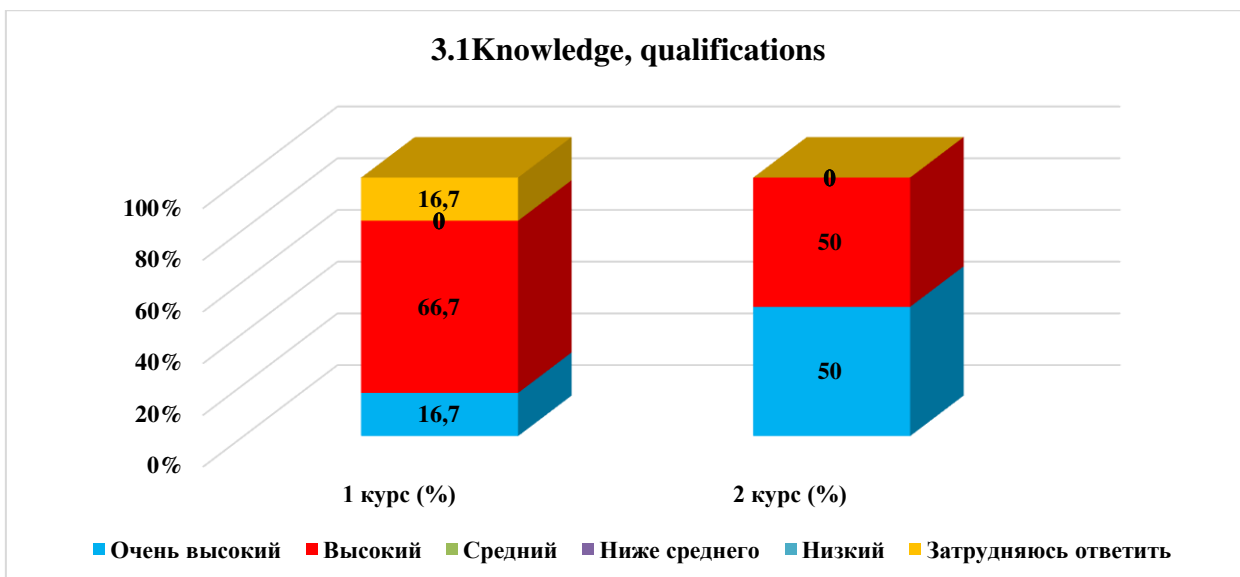
Other (write your answer) _____

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

3.1 Knowledge, qualifications

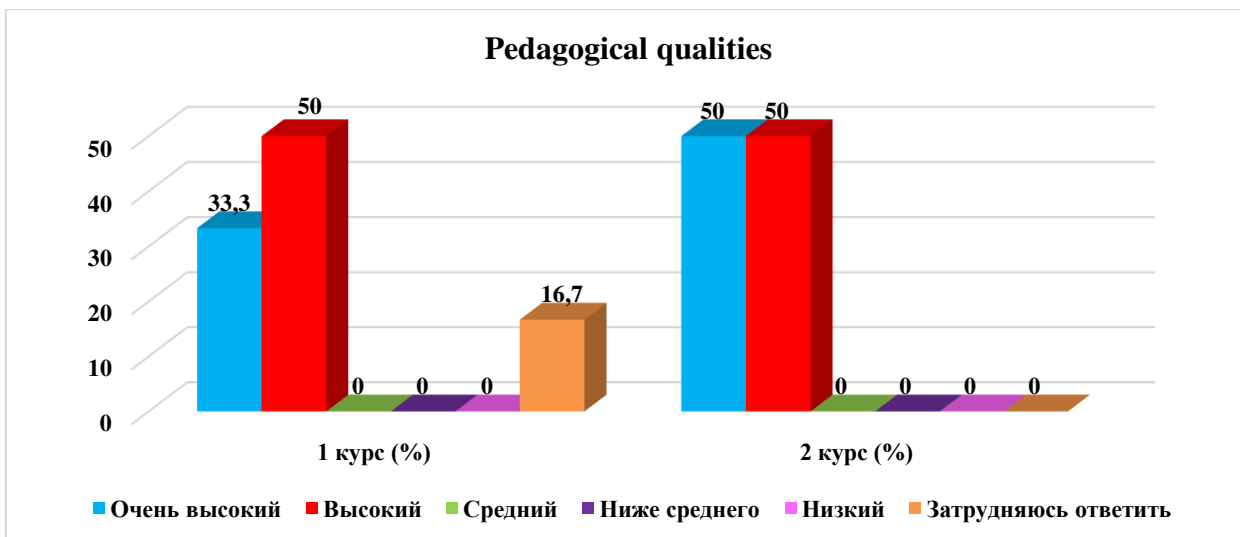
Answer options	1 st year (%)	2nd year (%)
Very tall	16.7	50
High	66.7	50
Average	-	-
Below the average	-	-
Short	-	-
I find it difficult to answer	16.7	-

3.1 Knowledge, qualifications



3.2 Pedagogical qualities

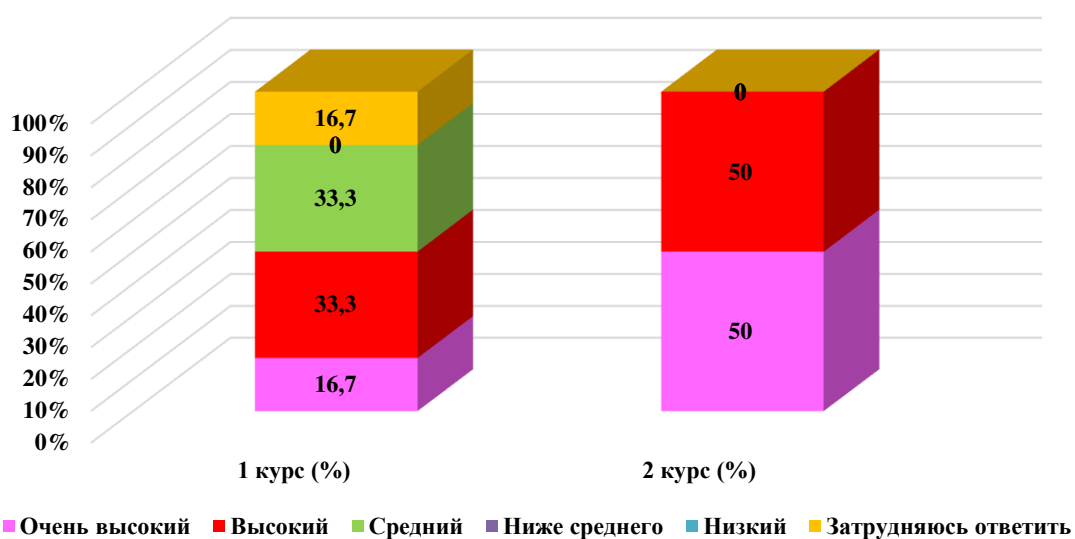
Answer options	1 st year (%)	2nd year (%)
Very tall	33.3	50
High	50	50
Average	-	-
Below the average	-	-
Short	-	-
I find it difficult to answer	16.7	-



3.3 Objectivity and impartiality of assessments

Answer options	1 st year (%)	2nd year (%)
Very tall	16.7	50
High	33.3	50
Average	33.3	-
Below the average	-	-
Short	-	-
I find it difficult to answer	16.7	-

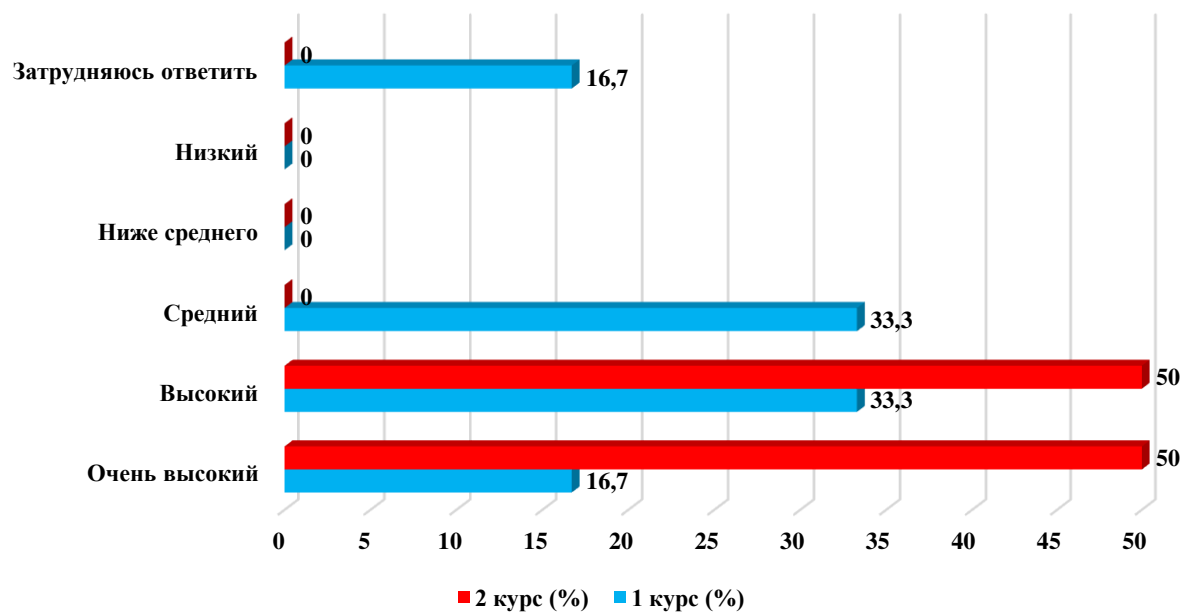
3.3 Objectivity and impartiality of assessments



3.4 Teaching methods used

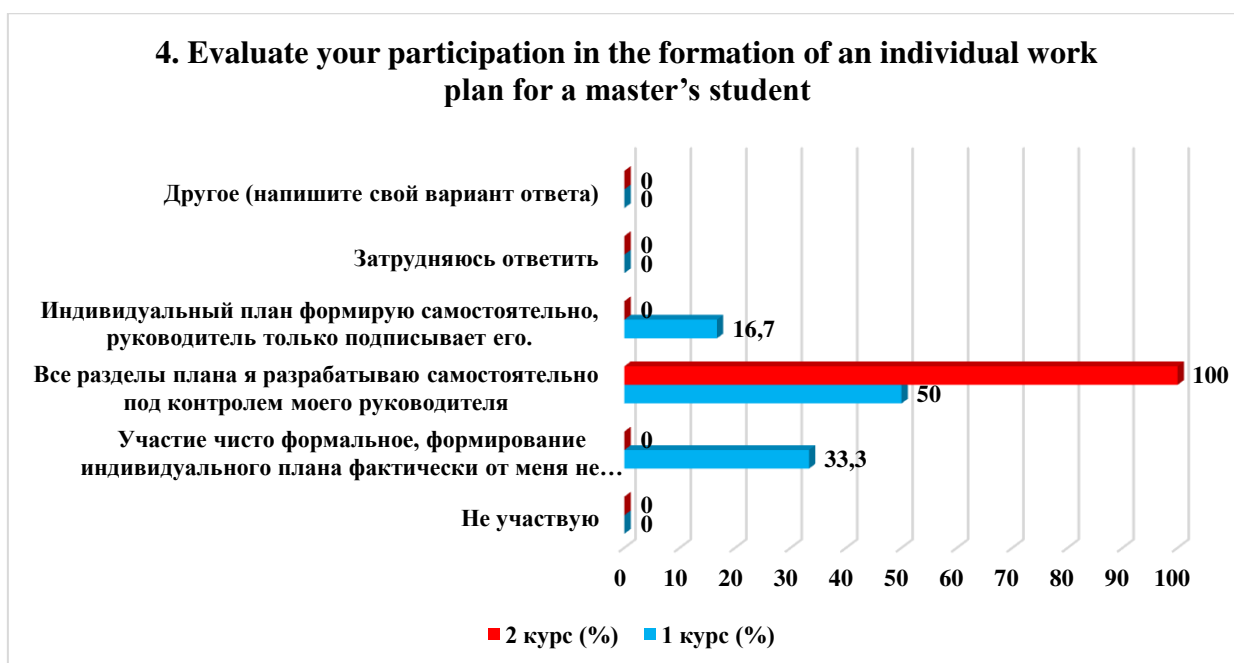
Answer options	1 st year (%)	2nd year (%)
Very tall	16.7	50
High	33.3	50
Average	33.3	-
Below the average	-	-
Short	-	-
I find it difficult to answer	16.7	-

3.4 Teaching methods used



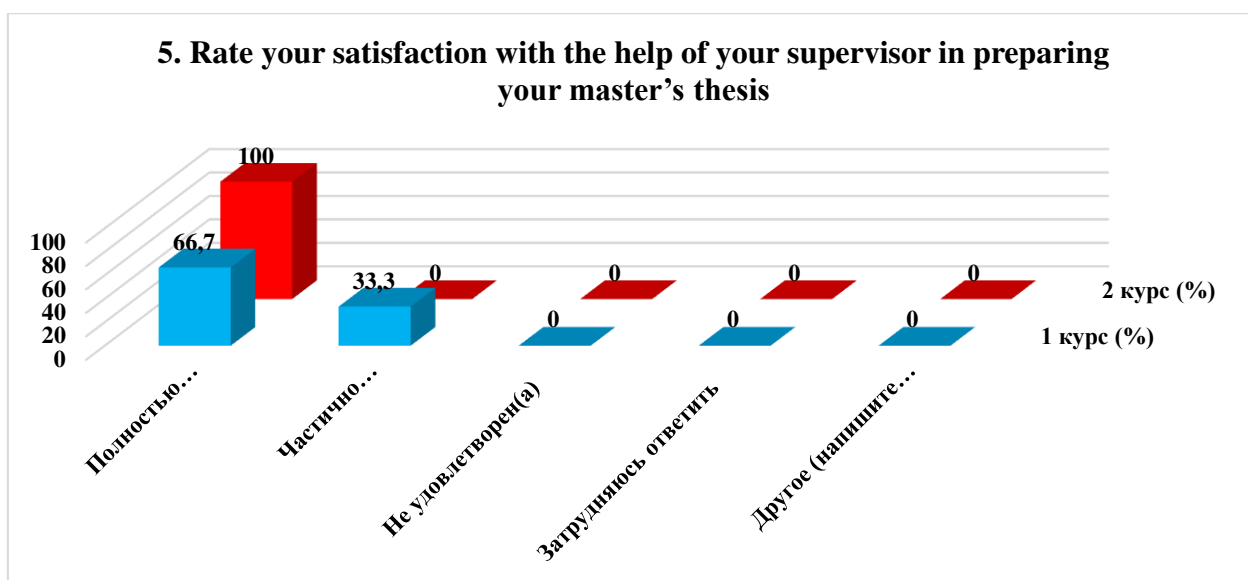
4. Evaluate your participation in the formation of an individual work plan for a master's student

Answer options	1 st year (%)	2nd year (%)
I don't participate	-	-
Participation is purely formal; the formation of an individual plan actually does not depend on me	33.3	-
I develop all sections of the plan independently under the supervision of my supervisor.	50	100
I formulate an individual plan myself, the manager only signs it.	16.7	-
I find it difficult to answer	-	-
Other (write your answer)	-	-



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

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

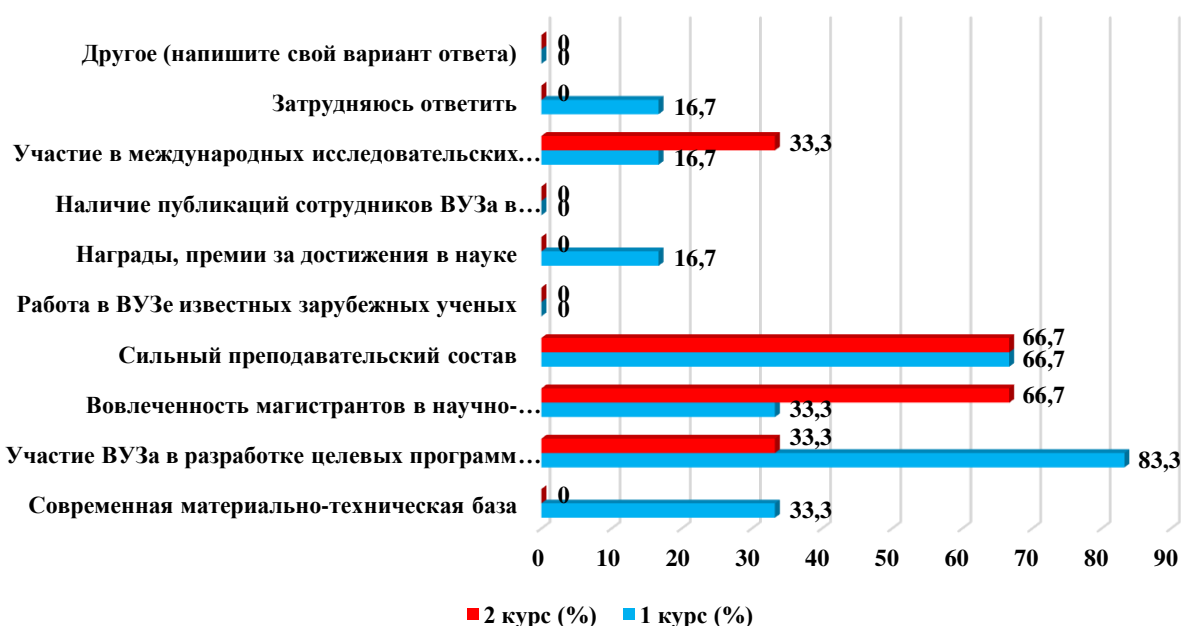


6. What, in your opinion, is an indicator of a high scientific level of a university? (select 3-4 key characteristics)

Answer options	1 st year (%)	2nd year (%)
Modern material and technical base	33.3	-
Participation of the university in the development of targeted programs for the socio-economic development of the region, cities, and enterprises	83.3	33.3
Involvement of undergraduates in research projects	33.3	66.7
Strong teaching staff	66.7	66.7
Work at the university of famous foreign scientists	-	-
Awards, prizes for achievements in science	16.7	-
Availability of publications by university staff in international publications	-	-
Participation in international research projects	16.7	33.3
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*

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



7. Are you involved in any research projects?

Answer options	1 st year (%)	2nd year (%)
Yes, I participate (go to question 8)	-	50
No, I don't participate, but I attend scientific events (seminars, conferences) at the university	50	50
No, I'm not participating	33.3	-
I find it difficult to answer	16.7	-
Other (write your answer)	-	-



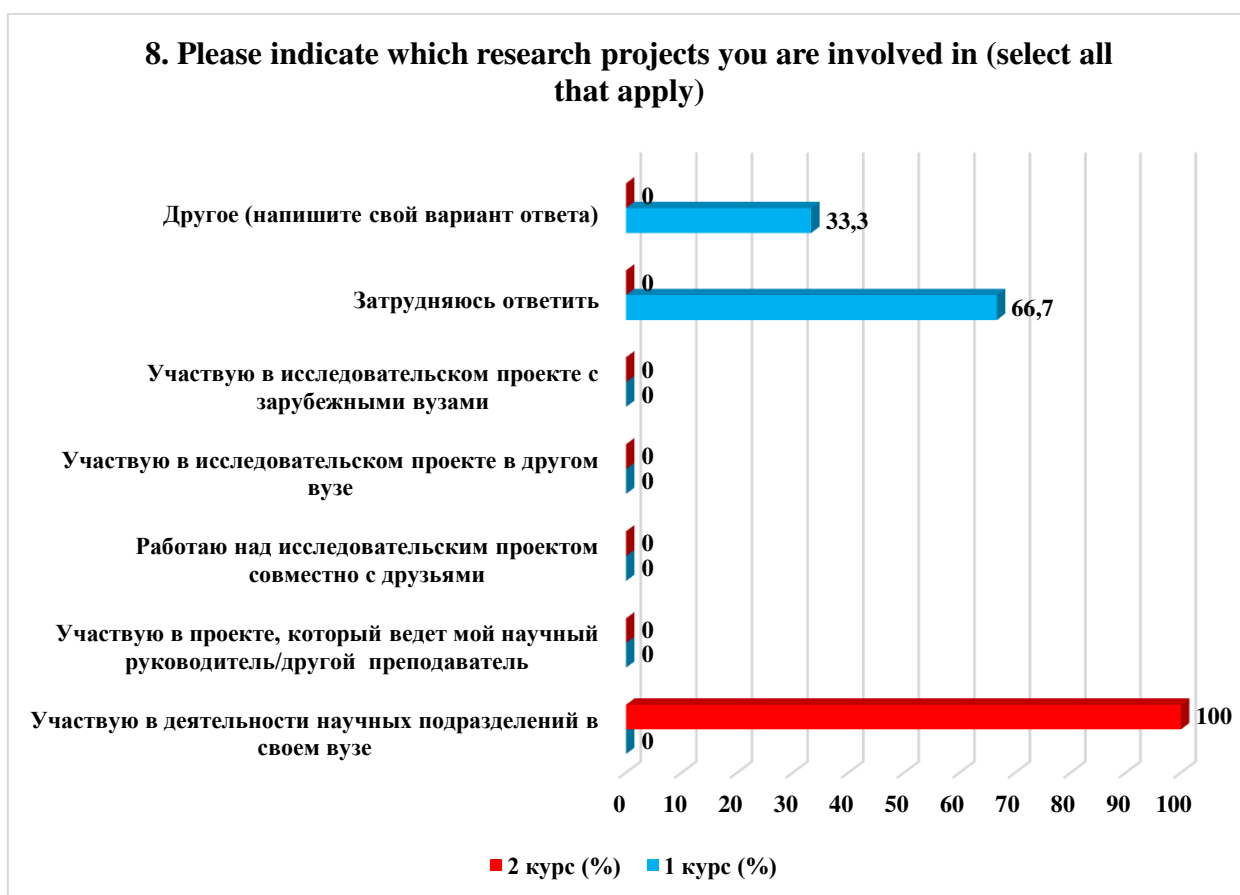
To the option «If you answered «No, I don't participate» to the previous question, write why,» undergraduates indicated the following options*:

- I plan to participate in research projects in the future.

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	-	100
I am participating in a project led by my supervisor/other teacher	-	-
Working on a research project with friends	-	-
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	66.7	-
Other (write your answer)	33.3	-

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



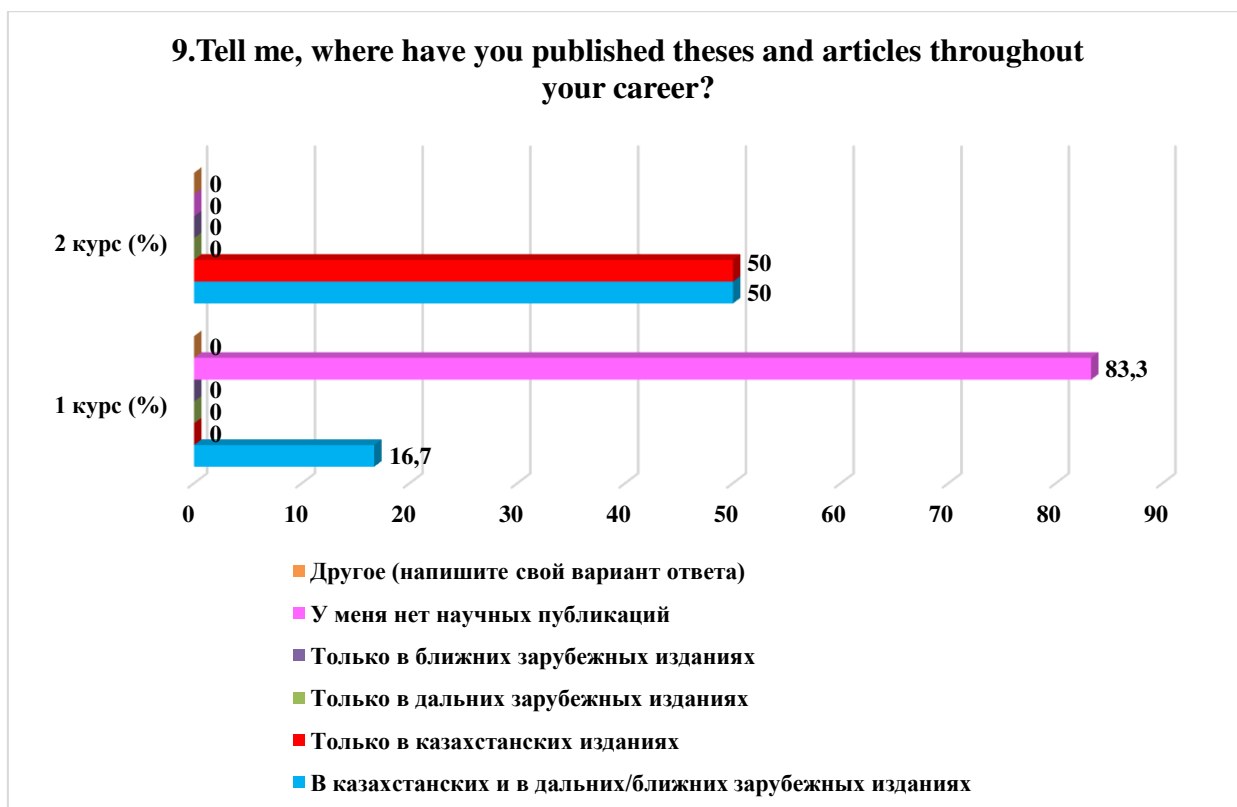
Students indicated the following for the «Other» option:*

- I plan to participate.

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

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

Answer options	1 st year (%)	2nd year (%)
In Kazakhstan and in distant/near foreign publications	16.7	50
Only in Kazakhstan publications	-	50
Only in distant foreign publications	-	-
Only in nearby foreign publications	-	-
I have no scientific publications	83.3	-
Other (write your answer)	-	-



For the option «If you answered «I have no scientific publications» to the previous question, write why» master's students indicated the following*:

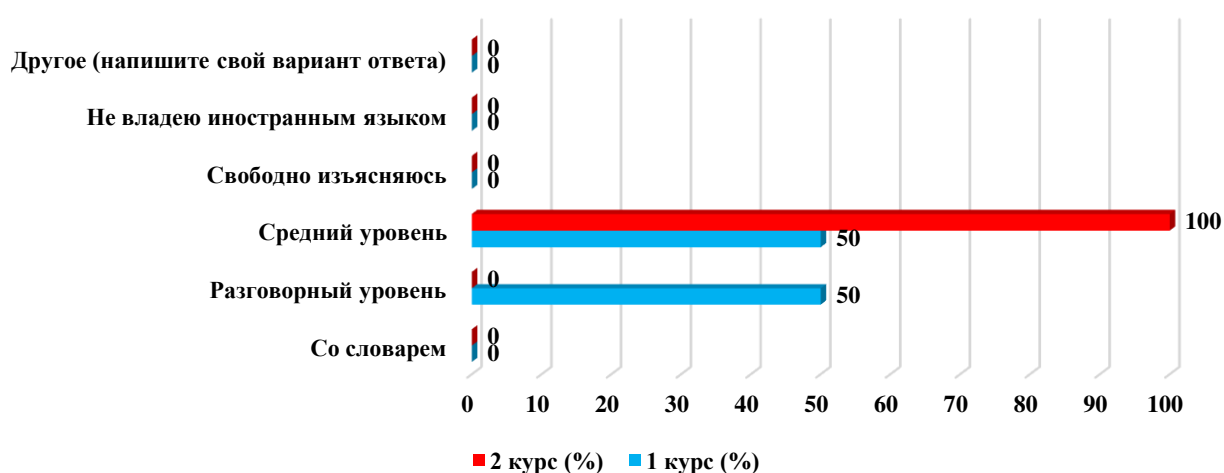
- I haven't published it yet, but I'm planning to;
- Lack of time.

10. Your level of foreign language proficiency:

Answer options	1 st year (%)	2nd year (%)
With dictionary	-	-
Speaking level	50	-
Average level	50	100
I express myself freely	-	-
I don't speak a foreign language	-	-
Other (write your answer)	-	-

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

10. Your level of foreign language proficiency:



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

11.1 Research work of the department (design, development, technological, etc.) as 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

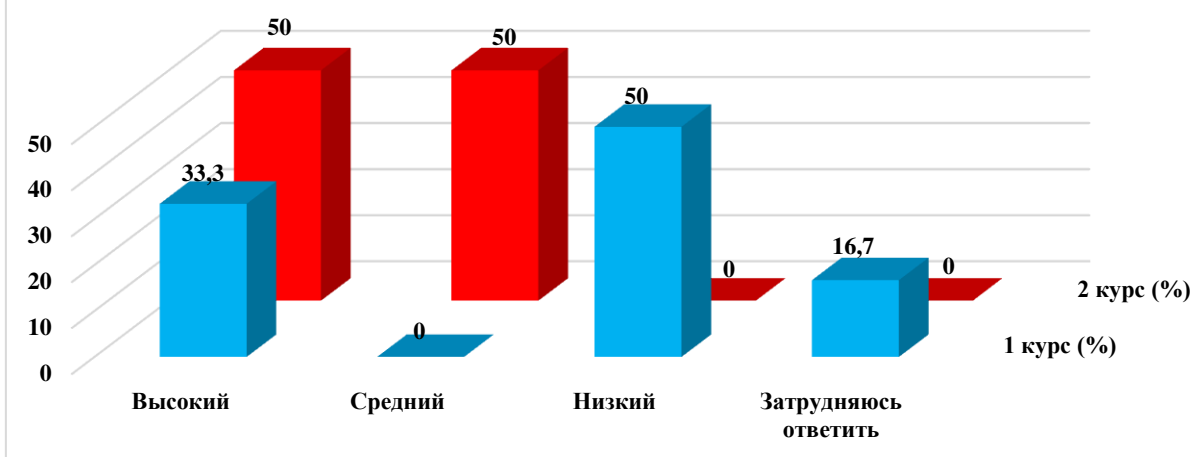
Other (write your answer) _____

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.) as a full participant

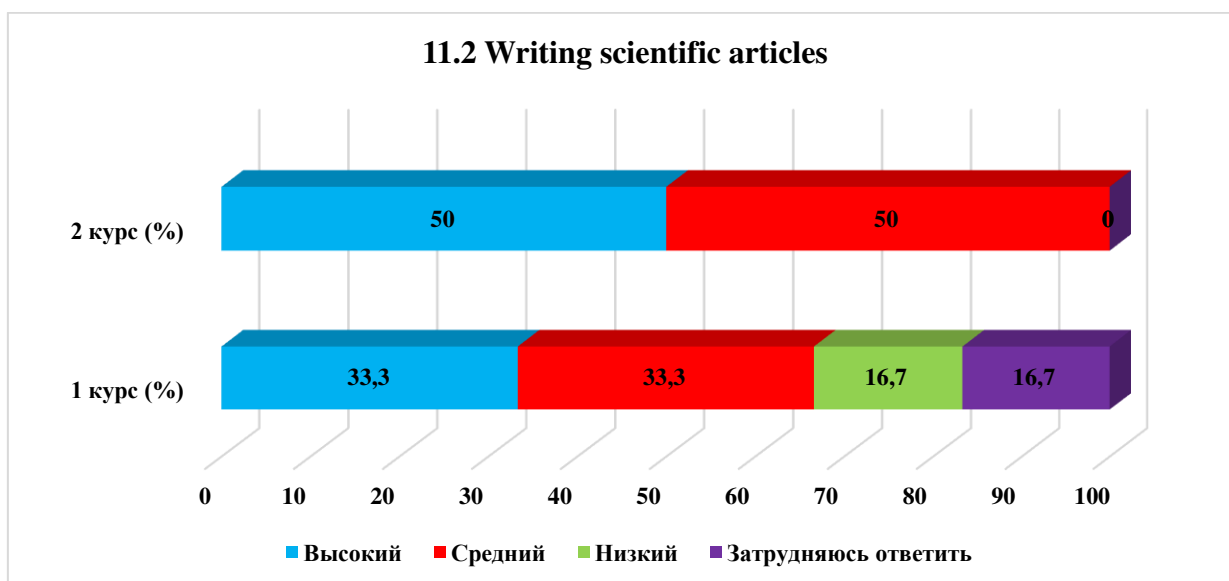
Answer options	1 st year (%)	2nd year (%)
High	33.3	50
Average	-	50
Short	50	-
I find it difficult to answer	16.7	-

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



11.2 Writing scientific articles

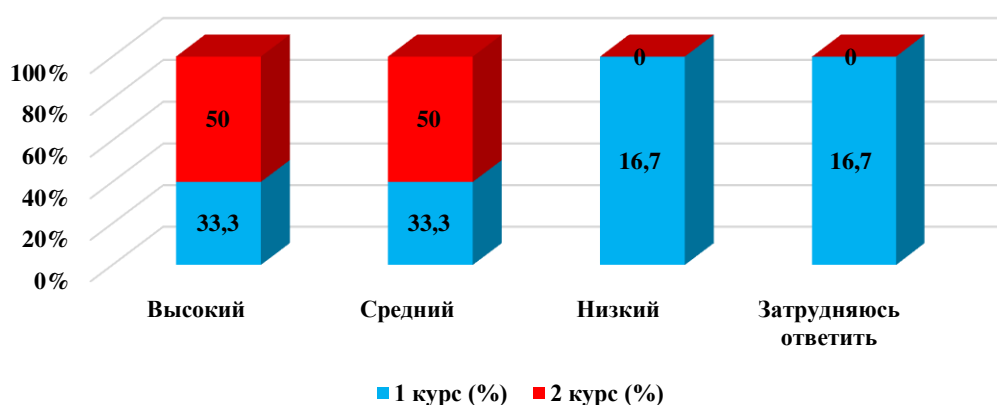
Answer options	1 st year (%)	2nd year (%)
High	33.3	50
Average	33.3	50
Short	16.7	-
I find it difficult to answer	16.7	-



11.3 Participation in presentations at conferences and seminars

Answer options	1 st year (%)	2nd year (%)
High	33.3	50
Average	33.3	50
Short	16.7	-
I find it difficult to answer	16.7	-

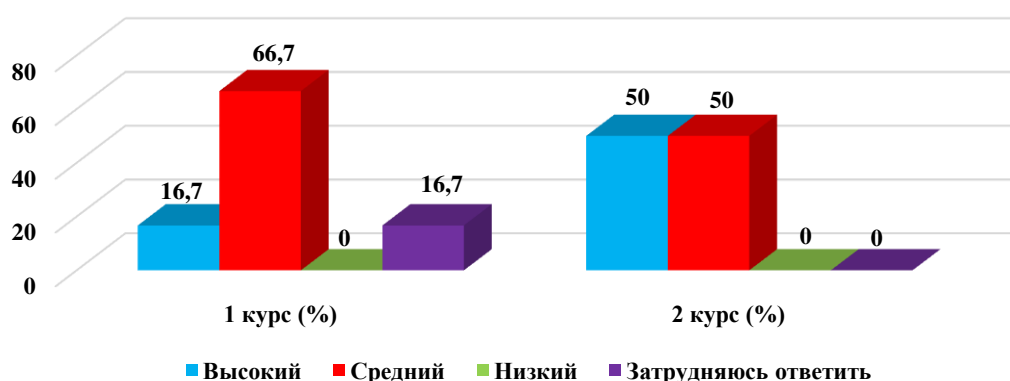
11.3 Participation in presentations at conferences and seminars



11.4 Preparation of research reports and abstracts

Answer options	1 st year (%)	2nd year (%)
High	16.7	50
Average	66.7	50
Short	-	-
I find it difficult to answer	16.7	-

11.4 Preparation of research reports and abstracts



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

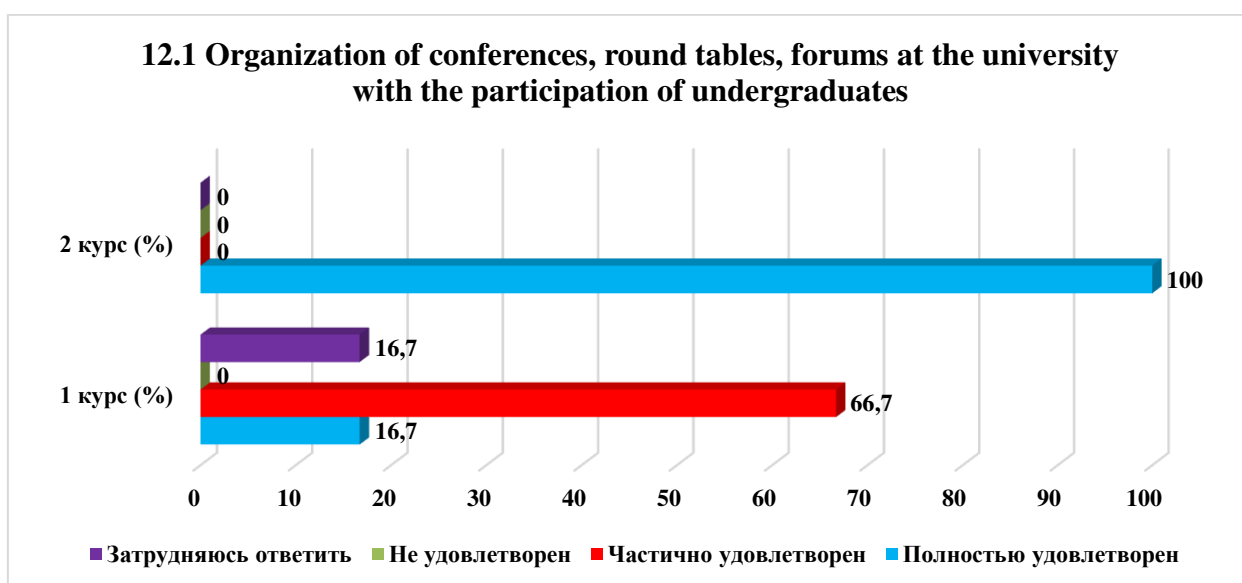
12.1 Organization of conferences, round tables, forums at the university with the participation of undergraduates
12.2 Logistics support for applied scientific research
12.3 Availability for undergraduates of technology, computers necessary for the educational process and scientific activities
12.4 General 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 undergraduates

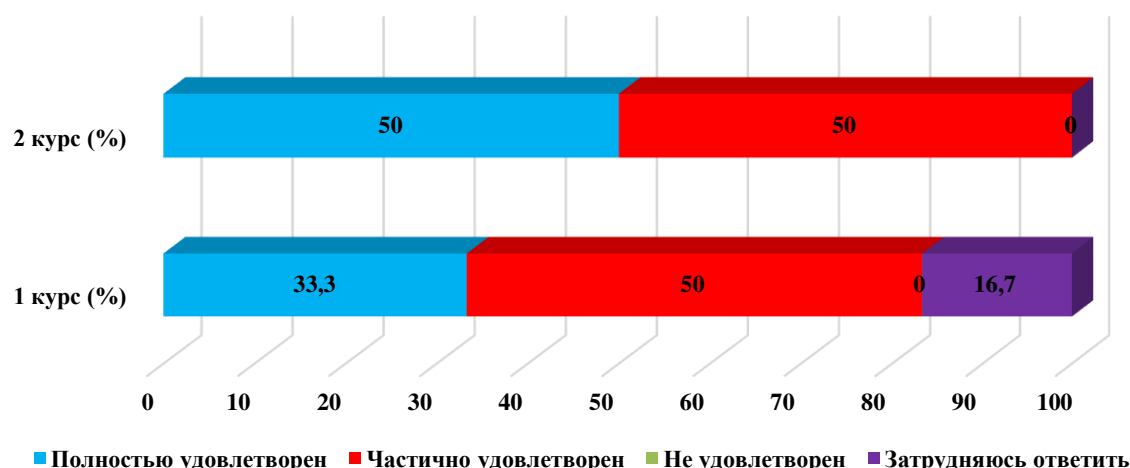
Answer options	1 st year(%)	2nd year (%)
Completely satisfied	16.7	100
Partially satisfied	66.7	-
Not satisfied	-	-
I find it difficult to answer	16.7	-



12.2 Logistics support for applied scientific research

Answer options	1 st year(%)	2nd year (%)
Completely satisfied	33.3	50
Partially satisfied	50	50
Not satisfied	-	-
I find it difficult to answer	16.7	-

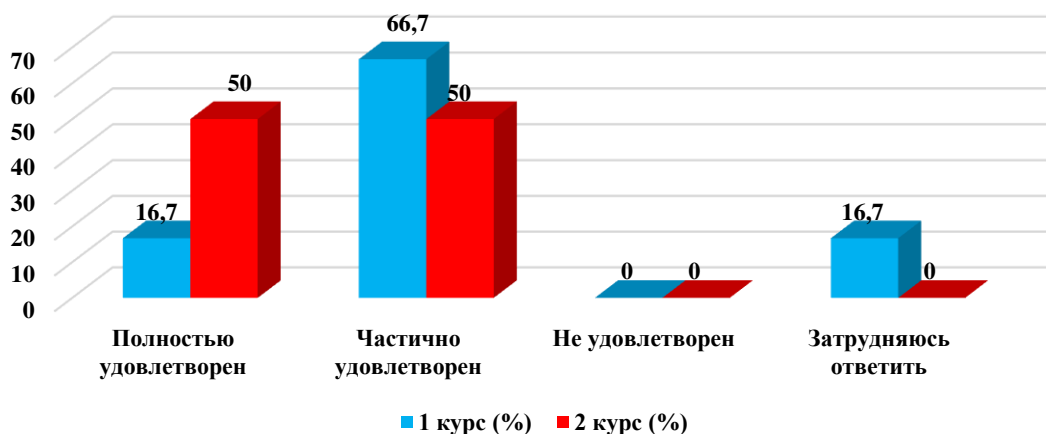
12.2 Logistics support for applied scientific research



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

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	16.7	50
Partially satisfied	66.7	50
Not satisfied	-	-
I find it difficult to answer	16.7	-

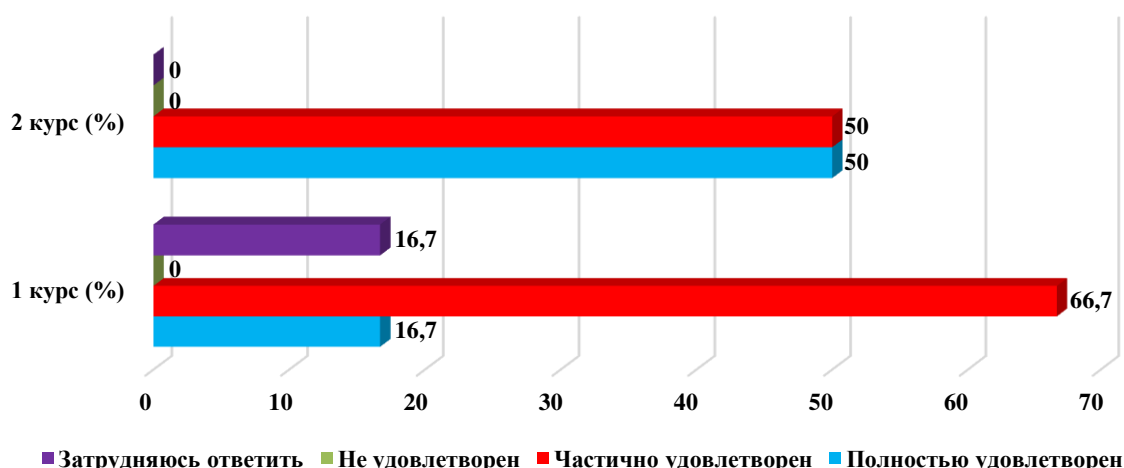
12.3 Availability for undergraduates of technology, computers necessary for the educational process and scientific activities



12.4 General level of organization and conduct of foreign internships

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	16.7	50
Partially satisfied	66.7	50
Not satisfied	-	-
I find it difficult to answer	16.7	-

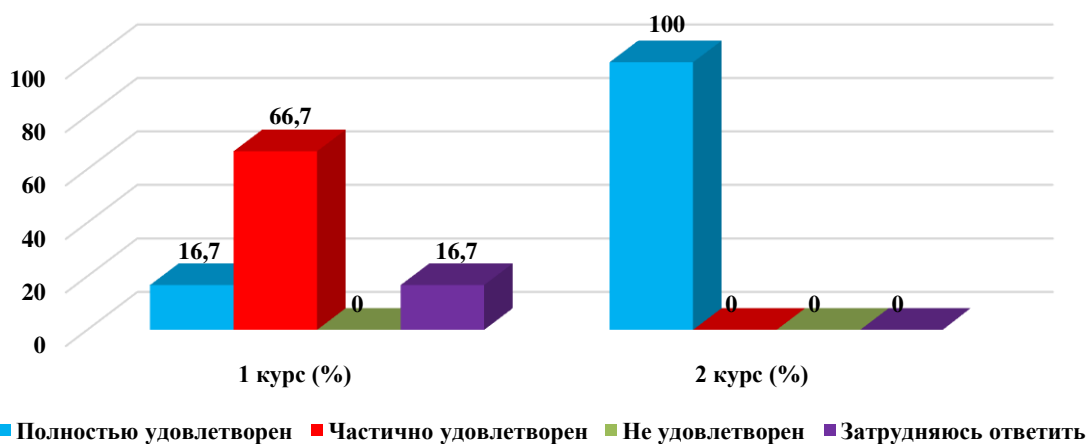
12.4 General level of organization and conduct of foreign internships



12.5 Availability of library collections, electronic databases and Internet resources

Answer options	1 st year(%)	2nd year (%)
Completely satisfied	16.7	100
Partially satisfied	66.7	-
Not satisfied	-	-
I find it difficult to answer	16.7	-

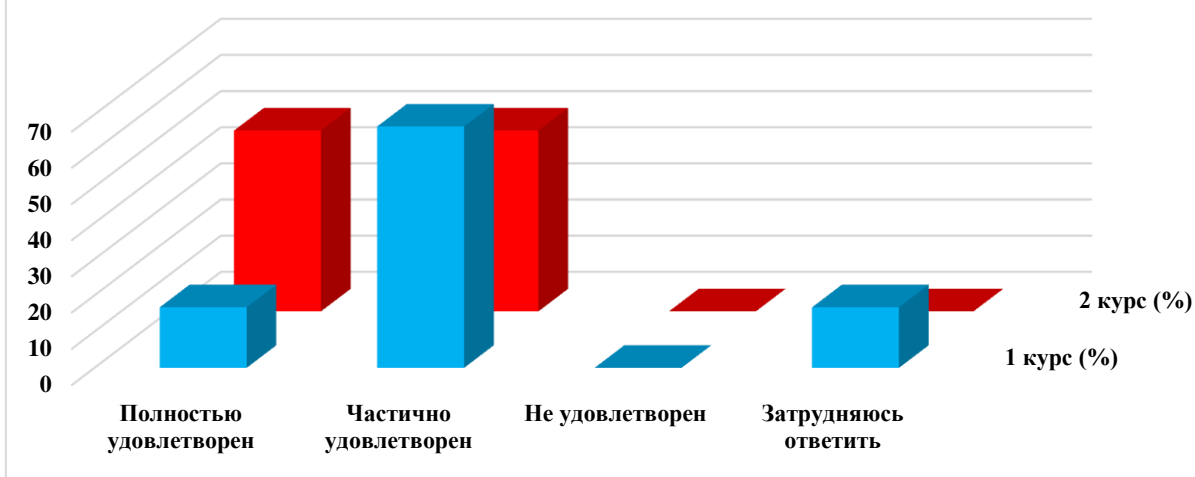
12.5 Availability of library collections, electronic databases and Internet resources



12.6 Availability of scientific equipment, instruments, materials

Answer options	1 st year(%)	2nd year (%)
Completely satisfied	16.7	50
Partially satisfied	66.7	50
Not satisfied	-	-
I find it difficult to answer	16.7	-

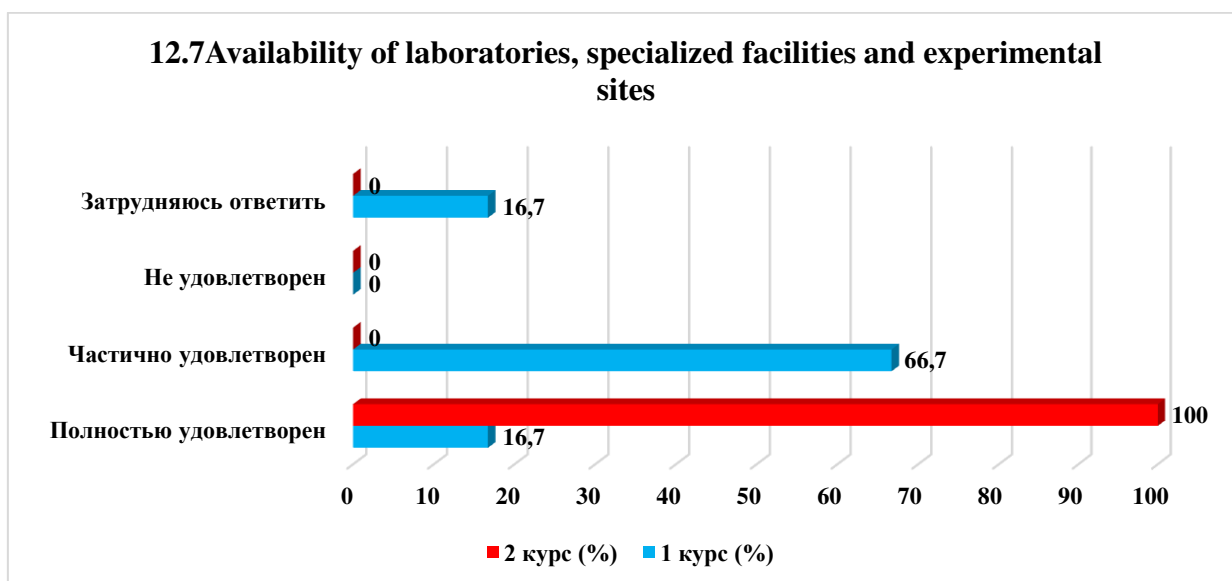
12.6 Availability of scientific equipment, instruments, materials



12.7 Availability of laboratories, specialized facilities and experimental sites

Answer options	1 st year(%)	2nd year (%)
Completely satisfied	16.7	100
Partially satisfied	66.7	-
Not satisfied	-	-
I find it difficult to answer	16.7	-

12.7 Availability of laboratories, specialized facilities and experimental sites

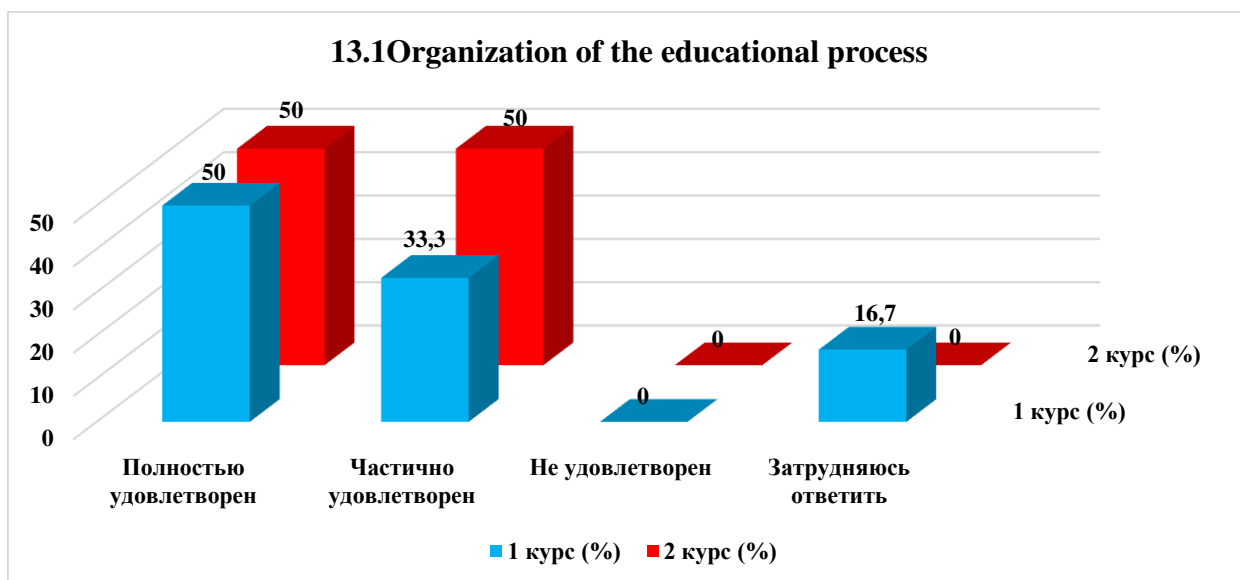


13. Are you satisfied?

13.1 Organization of the educational process
13.2 Living conditions in the hostel
13.3 Organization of free time
13.4 Catering organization
13.5 Organization of industrial practice
Other _____

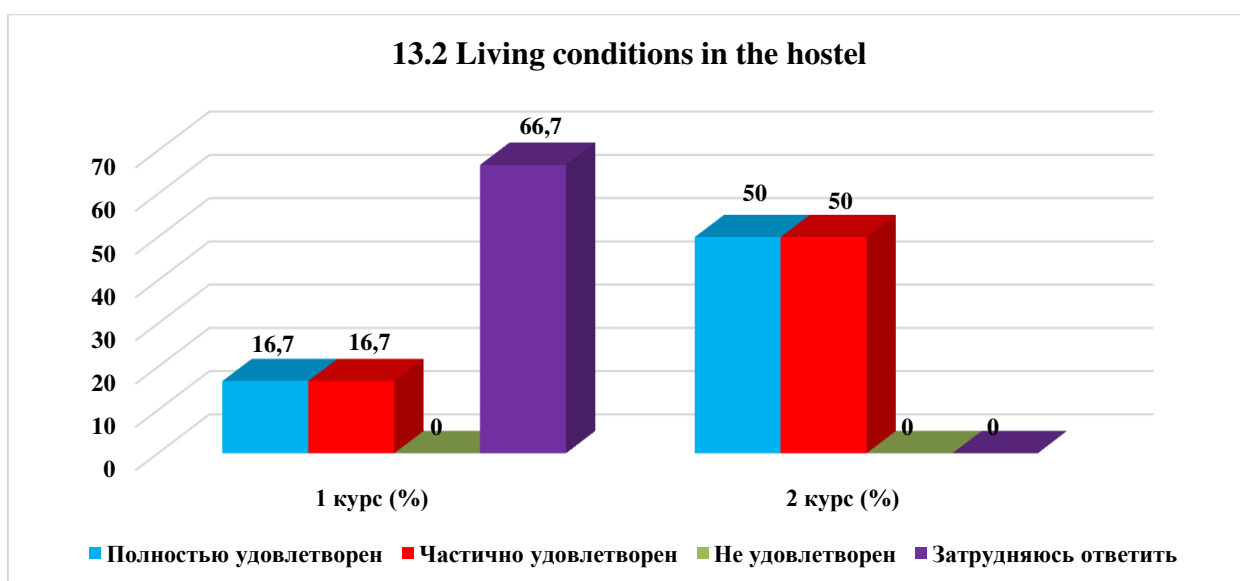
13.1 Organization of the educational process

Answer options	1 st year(%)	2nd year (%)
Completely satisfied	50	50
Partially satisfied	33.3	50
Not satisfied	-	-
I find it difficult to answer	16.7	-



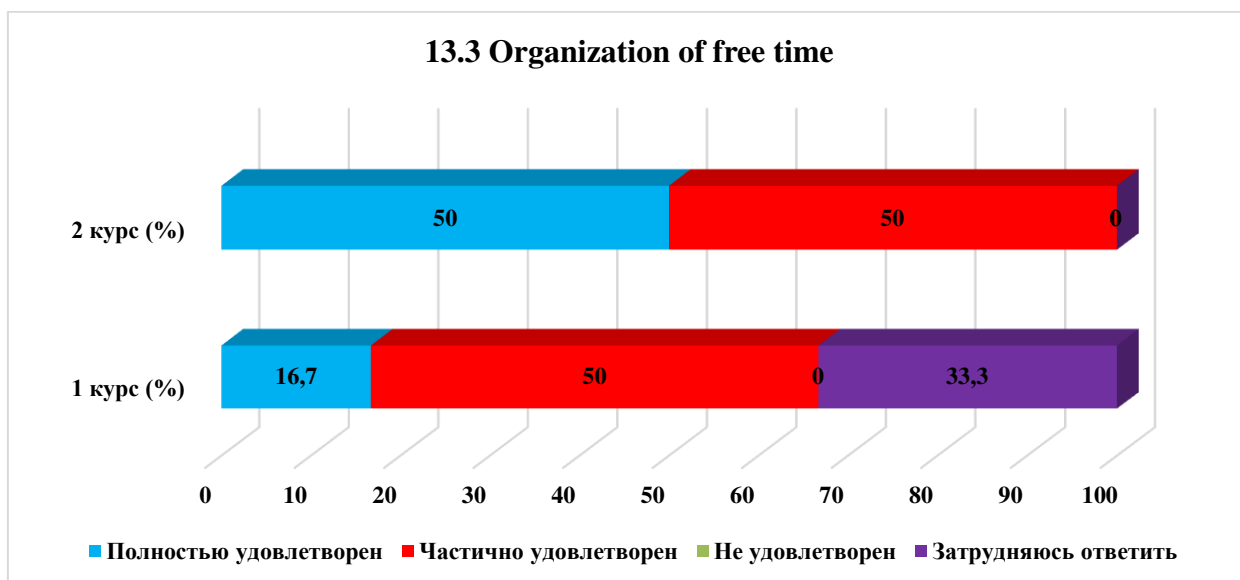
13.2 Living conditions in the hostel

Answer options	1 st year(%)	2nd year (%)
Completely satisfied	16.7	50
Partially satisfied	16.7	50
Not satisfied	-	-
I find it difficult to answer	66.7	-



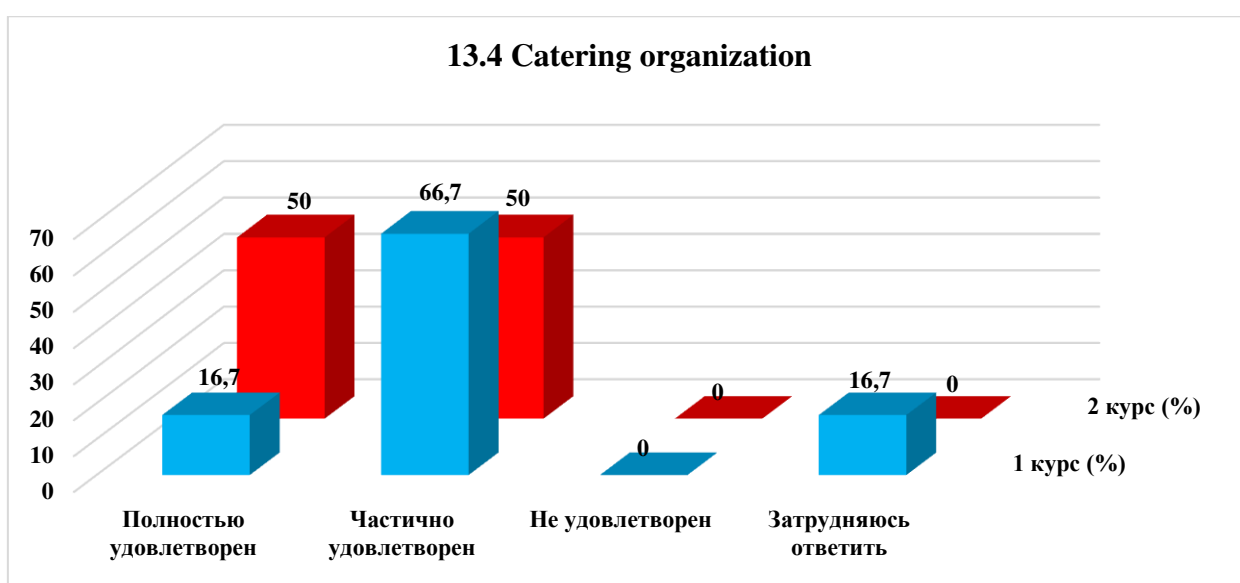
13.3 Organization of free time

Answer options	1 st year(%)	2nd year (%)
Completely satisfied	16.7	50
Partially satisfied	50	50
Not satisfied	-	-
I find it difficult to answer	33.3	-



13.4 Catering organization

Answer options	1 st year(%)	2nd year (%)
Completely satisfied	16.7	50
Partially satisfied	66.7	50
Not satisfied	-	-
I find it difficult to answer	16.7	-



13.5 Organization of industrial practice

Answer options	1 st year(%)	2nd year (%)
Completely satisfied	16.7	50
Partially satisfied	66.7	50
Not satisfied	-	-
I find it difficult to answer	16.7	-



Based on the results of the survey, the following conclusions can be drawn:

Studying for a master's degree is a conscious choice of an adult, no longer made under the influence of parents or the situation, obtaining professional competencies in accordance with the chosen specialty, the next educational level after a bachelor's degree. To the question «What determined your choice of studying at a university master's program? (choose 3-4 answer options)» the majority of master's students, 66.7%, indicated «the university where they studied as an undergraduate». The undergraduates also noted such options as: «An opportunity to easily get a job with a diploma from this university" - 33.4%,» «Availability of budget places» - 33.4%.

To the question «How satisfied are you with the availability of information provided by the university in your field of study:» the following information was received:

- «About the training profile» master's degree students' satisfaction was 91.7%, 8.3% found it difficult to answer;

- «Characteristics of a master's student's professional activity» master's degree students' satisfaction was 91.7%, 8.3% found it difficult to answer;

- «List of developed competencies of master's degree graduates» the satisfaction of undergraduates was 91.7%, 8.3% found it difficult to answer;

- «List of master's students' practice databases» the satisfaction of undergraduates was 91.7%, 8.3% found it difficult to answer;

- «Information about scientific supervisors» Master's students' satisfaction was 91.7%, 8.3% found it difficult to answer.

The teaching staff is rated quite highly by respondents. For all the criteria presented in the questionnaire (knowledge, qualifications, objectivity, pedagogical qualities, teaching methods used), more than 83.3% of respondents gave «very high» and «high» marks.

In general, undergraduates are satisfied with their participation in the formation of an individual work plan. According to the data obtained, 50% of first-year respondents and 100% of second-year respondents develop all sections of the plan independently under the control of their supervisor. However, there are also 16.7% of first-year master's students who form an individual plan on their own; the supervisor only signs it. There are also respondents who participate purely formally in the formation of individual work plans for master's students (1st year – 33.3%). Probably, scientific supervisors of master's programs should pay attention to planning the cognitive and research activities of master's students with their more active participation.

To the question: «Rate your satisfaction with the help of your supervisor in preparing your master's thesis» the satisfaction of the master's students was 100%.

When answering the question «**What do you thinkview, is an indicator of the high scientific level of the university? (select 3-4 key characteristics)**» 66.7% of respondents chose the option «strong teaching staff», 58.3% - «participation of the university in the development of targeted programs for the socio-economic development of the region, cities, and enterprises», on the third place «involvement of undergraduates in research projects» - 50%.

Publication of scientific articles and theses is one of the main conditions for a successful start of scientific work for undergraduates. Published articles and theses, their quantity and quality determine the master's student's ability to independently work with large volumes of information, organize scientific activities, apply methods in work, obtain results, form correct conclusions, and comply with the requirements for the general design and content of scientific works. Master's students publish their articles and theses both in Kazakh publications and in distant/near foreign publications (1st year - 16.7%, 2nd year - 50%). There are also master's students who are published only in Kazakh publications (2nd year – 50%). However, 83.3% of first-year respondents indicated that they do not have scientific publications.

To the question «Your level of foreign language proficiency»: the respondents' answers were distributed as follows: «intermediate level» - 75%, «conversational level» - 25%.

The assessment of the level of participation of undergraduates in the work of the department is at a high level – 79.2%.

To the question «Are you satisfied with the scientific and educational environment of the university during your master's studies»? The following information was received:

- «Organization of conferences, round tables, forums at the university, with the participation of undergraduates» Master's students' satisfaction was 91.7%, found it difficult to answer 8.3%;

- «Material and technical support for applied scientific research» Master's students' satisfaction was 91.7%, found it difficult to answer 8.3%;

- «Availability for undergraduates of technology, computers necessary for the educational process and scientific activities» Master's students' satisfaction was 91.7%, found it difficult to answer 8.3%;

- «General level of organization and conduct of foreign internships» Master's students' satisfaction was 91.7%, found it difficult to answer 8.3%;

- «Accessibility of library collections, electronic databases and Internet resources» Master's students' satisfaction was 91.7%, found it difficult to answer 8.3%;

- «Availability of scientific equipment, tools, materials» Master's students' satisfaction was 91.7%, found it difficult to answer 8.3%;

- «Availability of laboratories, specialized facilities and experimental sites» Master's students' satisfaction was 91.7%, found it difficult to answer 8.3%.

Recommendations:

- The head of the department, PO, familiarize himself with the results of the questionnaire and, if necessary, develop an action plan to improve the quality of the services provided.

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