

**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  
**7M07109 Technological machines and equipment (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.

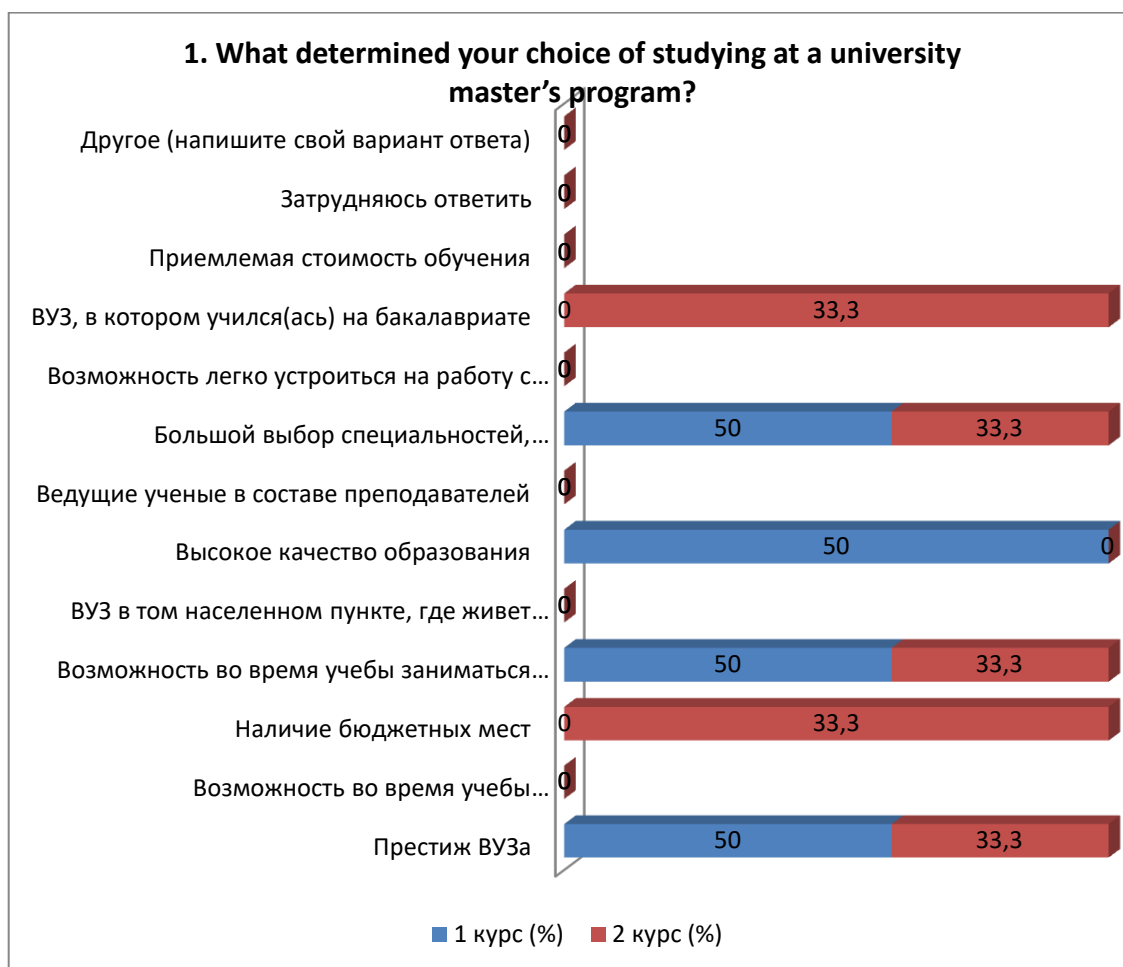
5 respondents took part in the questionnaire, which was 83,3% of the total number of master's students.

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	50	33,3
Possibility of internships abroad during studies	-	-
Availability of budgetary places	-	33,3
Opportunity to do science during studies	50	33,3
University in the locality where the family lives (close to it)	-	-
High quality of education	50	-
Leading scientists in the teaching staff	-	-
Large choice of specialities, areas of education	50	33,3
Ability to easily find a job with a diploma from this university.	-	-
The university where you studied at the bachelor's programme.	-	33,3
Acceptable cost of education	-	-
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:**

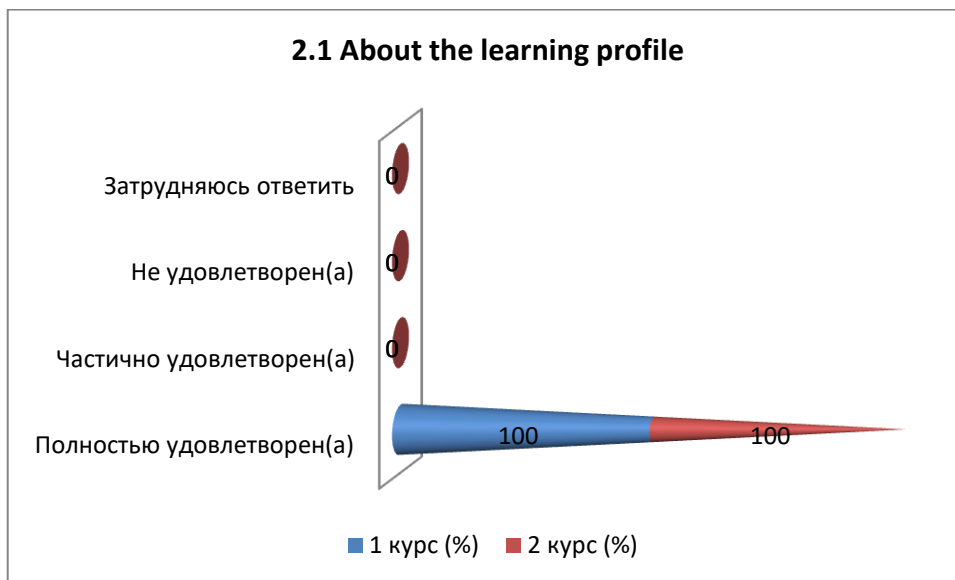
2.1 About the learning profile
2.2 Characteristics of professional activity of a master's student
2.3 List of developed competencies of master's degree graduates
2.4 List of practice bases for master's students
2.5 Information about scientific supervisors

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

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

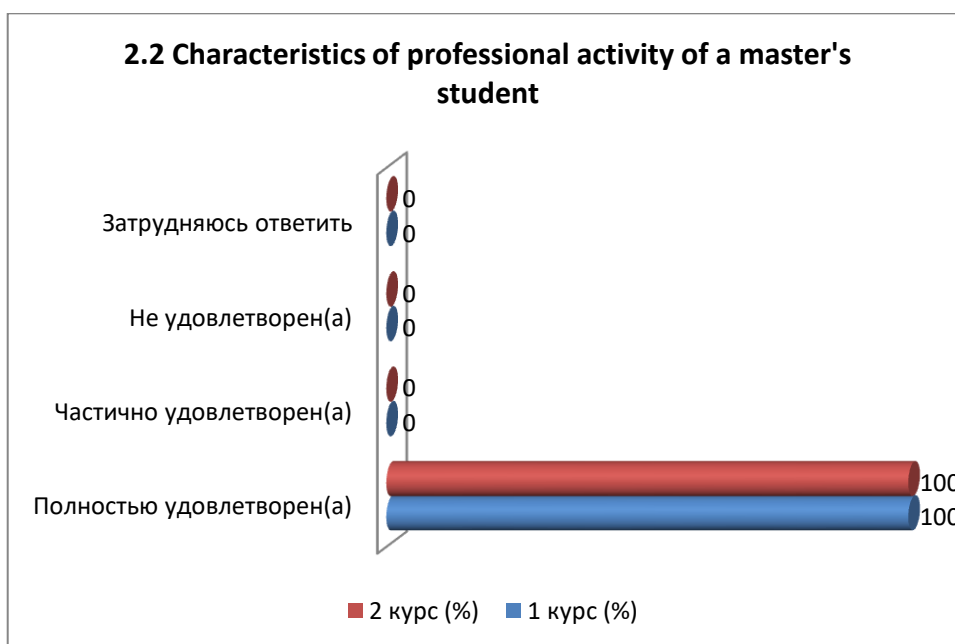
**2.1 About the learning profile**

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



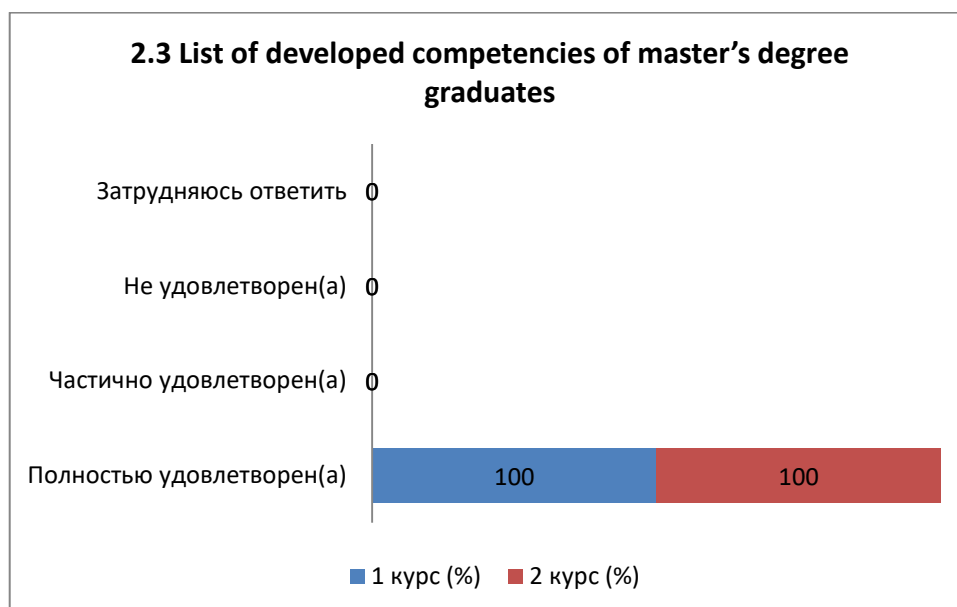
## 2.2 Characteristics of professional activity of a master's student

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



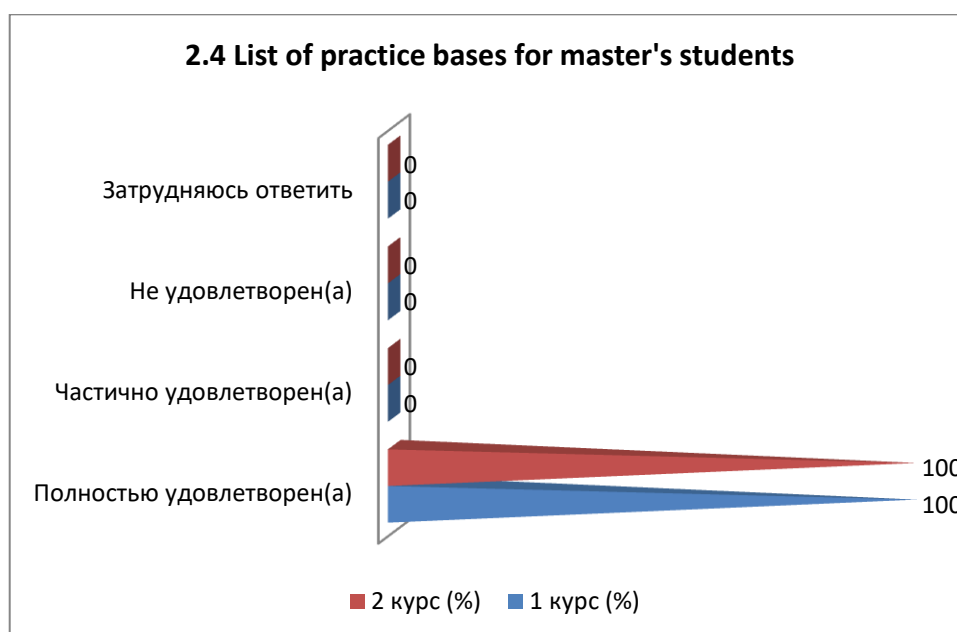
## 2.3 List of developed competencies of master's degree graduates

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



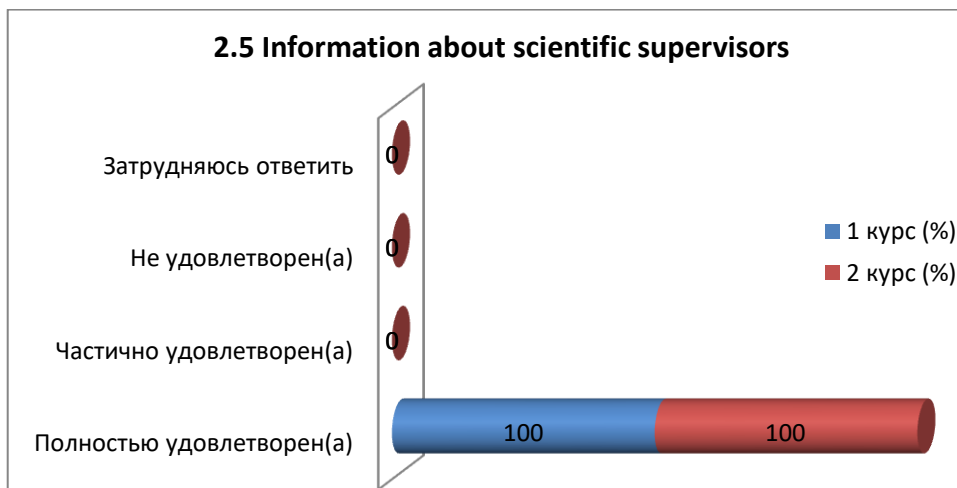
### 2.4 List of practice bases for master's students

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



### 2.5 Information about scientific supervisors

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

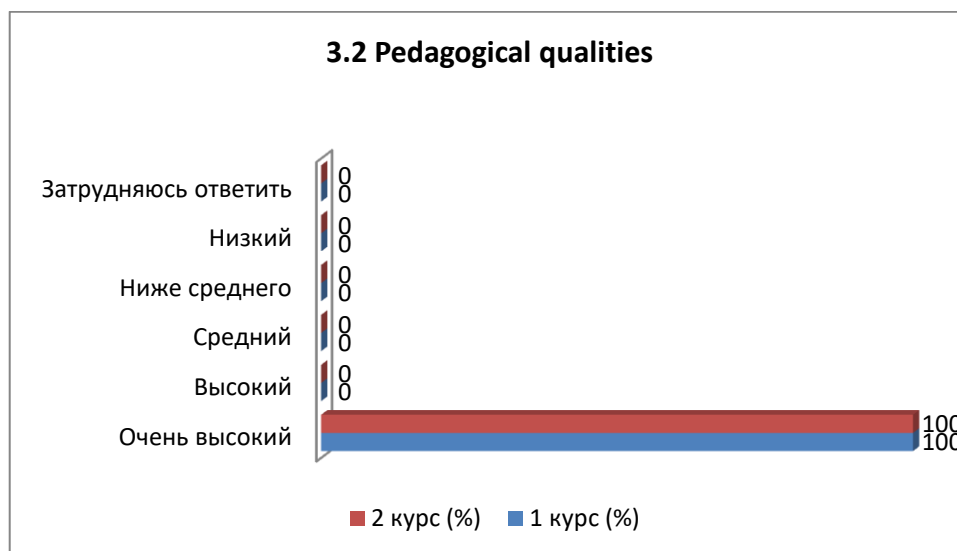
#### 3.1 Knowledge, qualifications

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



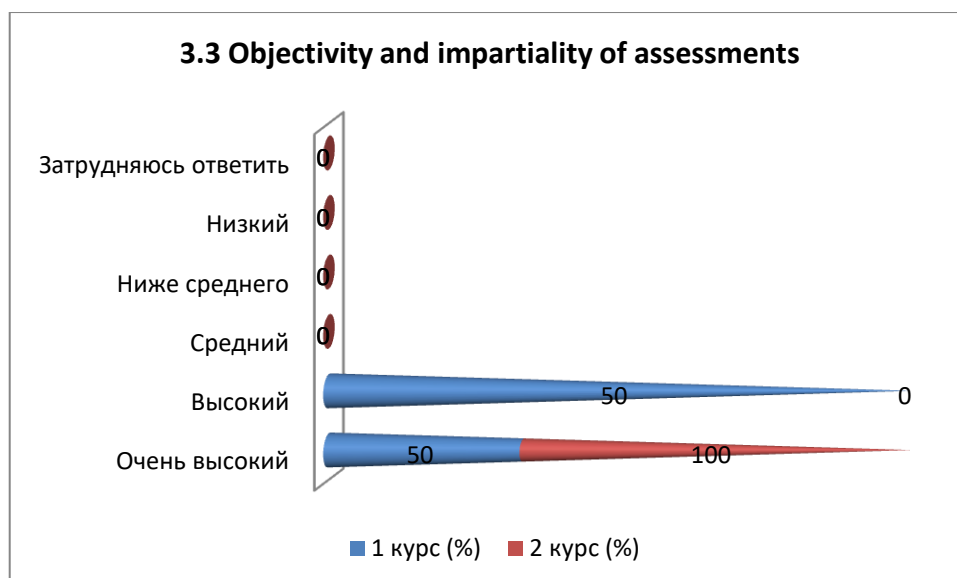
#### 3.2 Pedagogical qualities

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



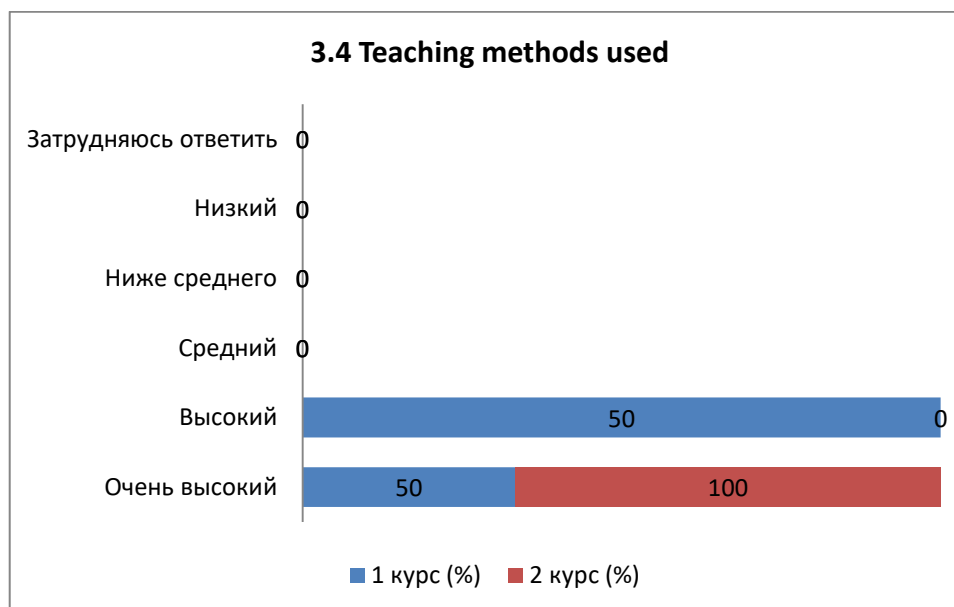
### 3.3 Objectivity and impartiality of assessments

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



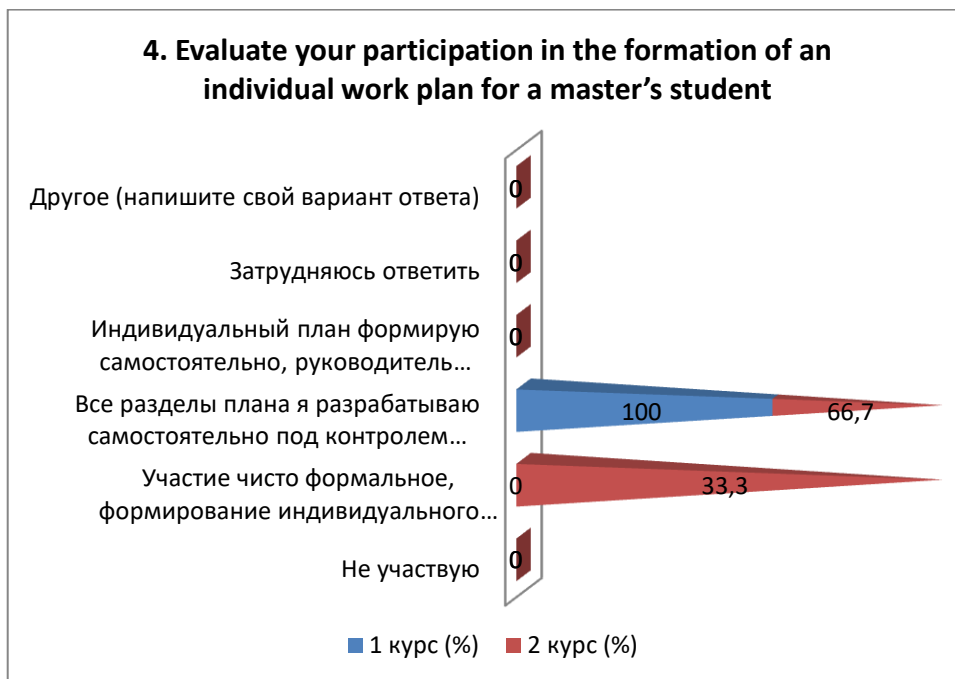
### 3.4 Teaching methods used

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



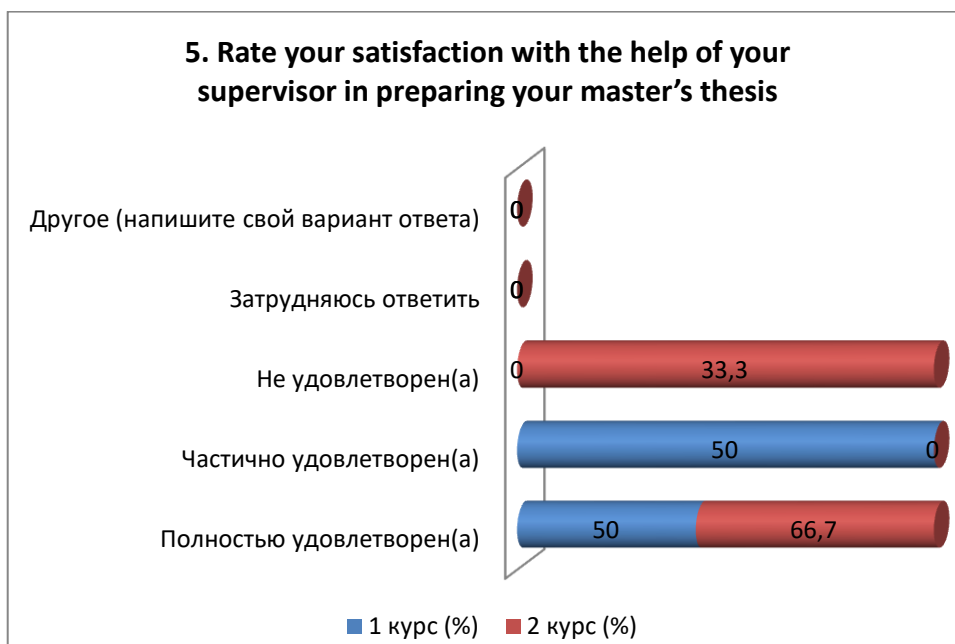
#### 4. Evaluate your participation in the formation of an individual work plan for a master's student

Answer options	1st year (%)	2nd year (%)
I don't participate	-	-
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.	100	66,7
I formulate 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 help of your supervisor in preparing your master's thesis**

Answer options	1st year (%)	2nd year (%)
Completely satisfied	50	66,7
Partially satisfied	50	-
Not satisfied	-	33,3
I find it difficult to answer	-	-
Other (write your answer)	-	-



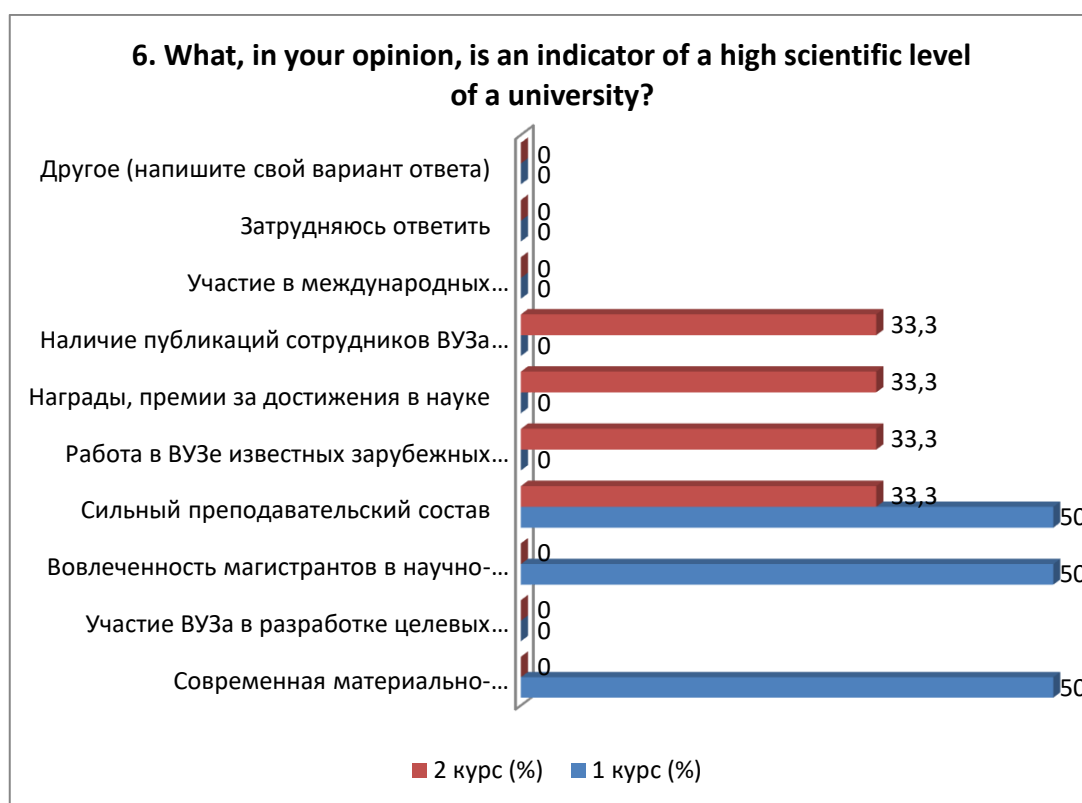
**6. What, in your opinion, is an indicator of a high scientific level of a university? (select 3-4 key characteristics)**

Answer options	1st year (%)	2nd year (%)
Modern material and technical base	50	-



Participation of the university in the development of targeted programs for the socio-economic development of the region, cities, and enterprises	-	-
Involvement of undergraduates in research projects	50	-
Strong teaching staff	50	33,3
Work at the university of famous foreign scientists	-	33,3
Awards, prizes for achievements in science	-	33,3
Availability of publications by university staff in international publications	-	33,3
Participation in international research projects	-	-
I find it difficult to answer	-	-
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)	-	33,3
No, I don't participate, but I attend scientific events (seminars, conferences) at the university	50	-
No, I'm not participating	-	66,7
I find it difficult to answer	50	-
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	50	-
I am participating in a project led by my supervisor/other teacher	-	33,3
Working on a research project with friends	-	-
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	-	-
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	-	66,7
Only in Kazakhstan publications	50	-
Only in distant foreign publications	50	-
Only in nearby foreign publications	-	33,3
I have no scientific publications	-	-
Other (write your answer)	-	-



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

Answer options	1st year (%)	2nd year (%)
With dictionary	50	-
Speaking level	50	-
Average level	-	33,3
I express myself freely	-	66,7
I don't speak a foreign language	-	-
Other (write your answer)	-	-



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

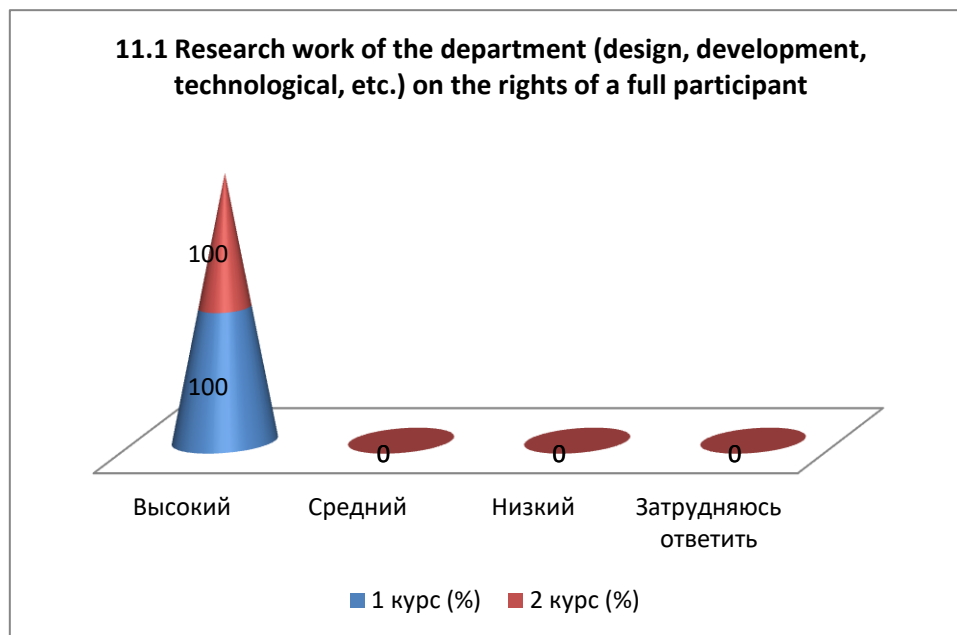
11.1 Research work of the department (design, development, technological, etc.) on the rights of a full participant
11.2 Writing scientific articles
11.3 Participation in presentations at conferences and seminars
11.4 Preparation of research reports and abstracts

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 \_\_\_\_\_

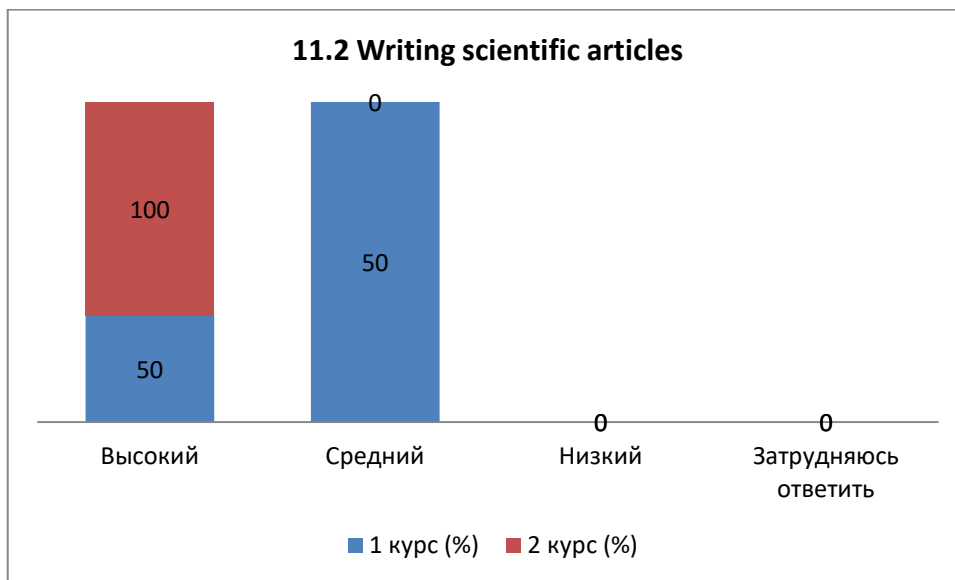
**11.1 Research work of the department (design, development, technological, etc.) on the rights of a full participant**

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



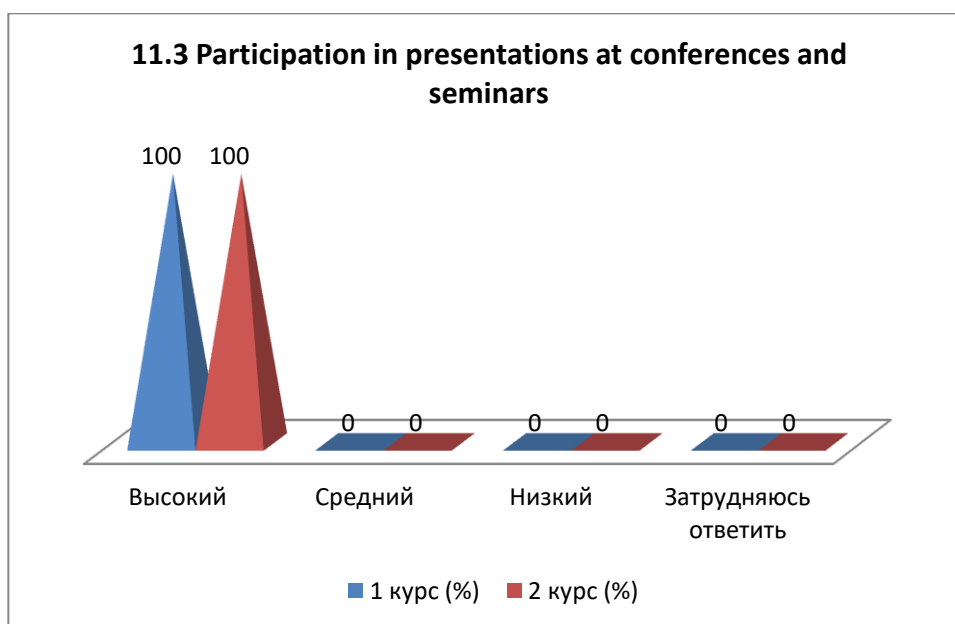
**11.2 Writing scientific articles**

Answer options	1st year (%)	2nd year (%)
High	50	100
Average	50	-
Short	-	-
I find it difficult to answer	-	-



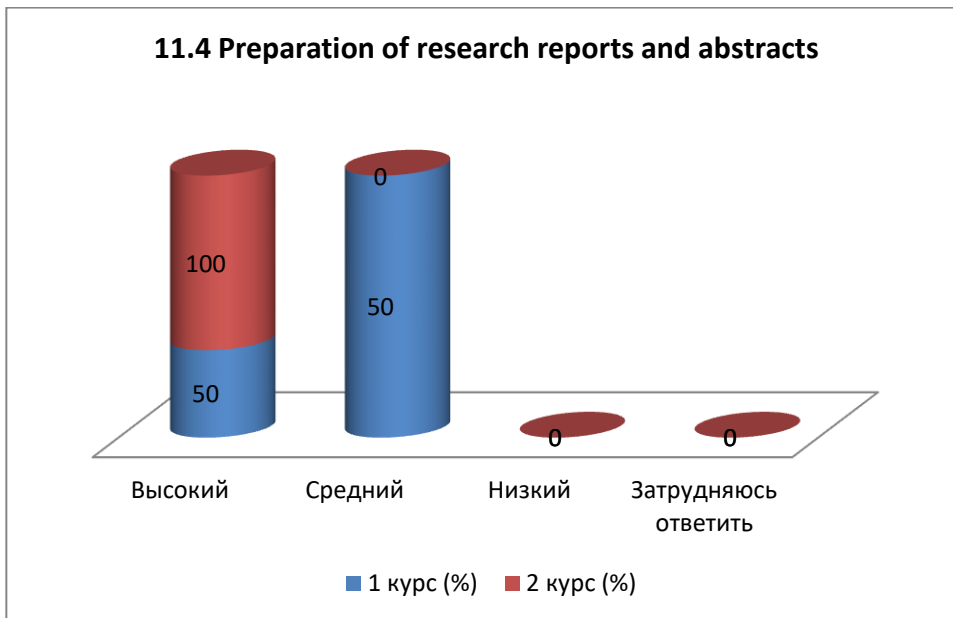
### 11.3 Participation in presentations at conferences and seminars

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



### 11.4 Preparation of research reports and abstracts

Answer options	1st year (%)	2nd year (%)
High	50	100
Average	50	-
Short	-	-
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

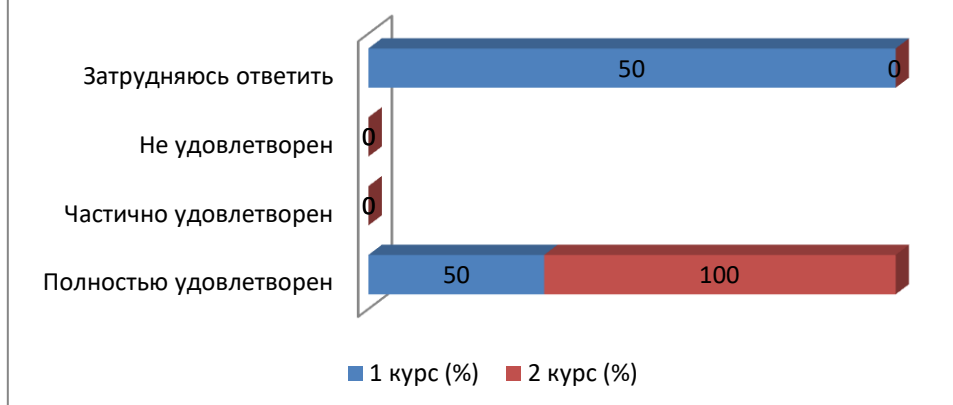
Other (write your answer) \_\_\_\_\_

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**

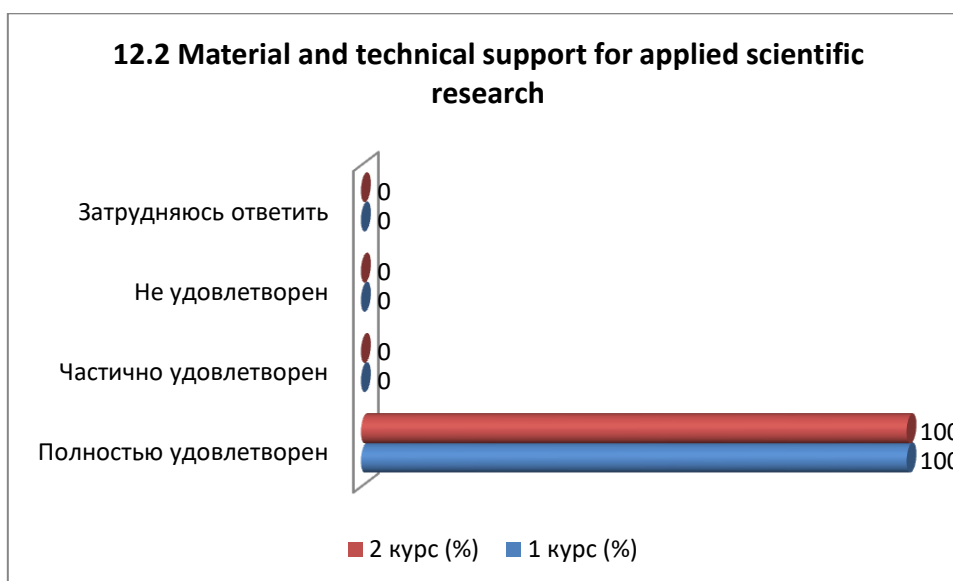
Answer options	1st year (%)	2nd year (%)
Completely satisfied	50	100
Partially satisfied	-	-
Not satisfied	-	-
I find it difficult to answer	50	-

### 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

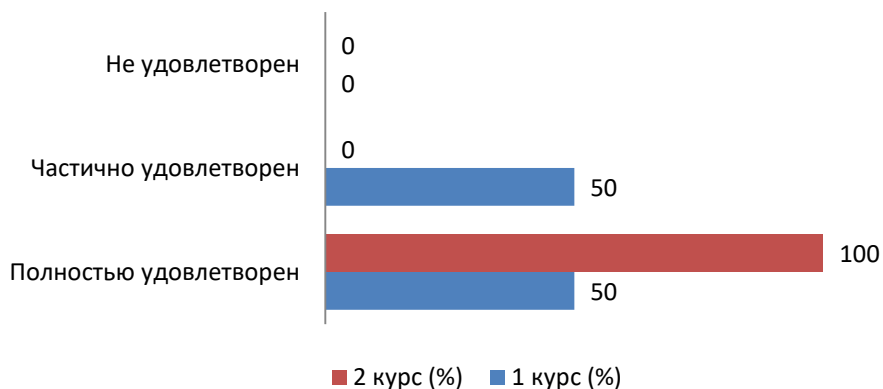
Answer options	1st year (%)	2nd year (%)
Completely satisfied	100	100
Partially satisfied	-	-
Not satisfied	-	-
I find it difficult to answer	-	-



### 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	50	100
Partially satisfied	50	-
Not satisfied	-	-
I find it difficult to answer	-	-

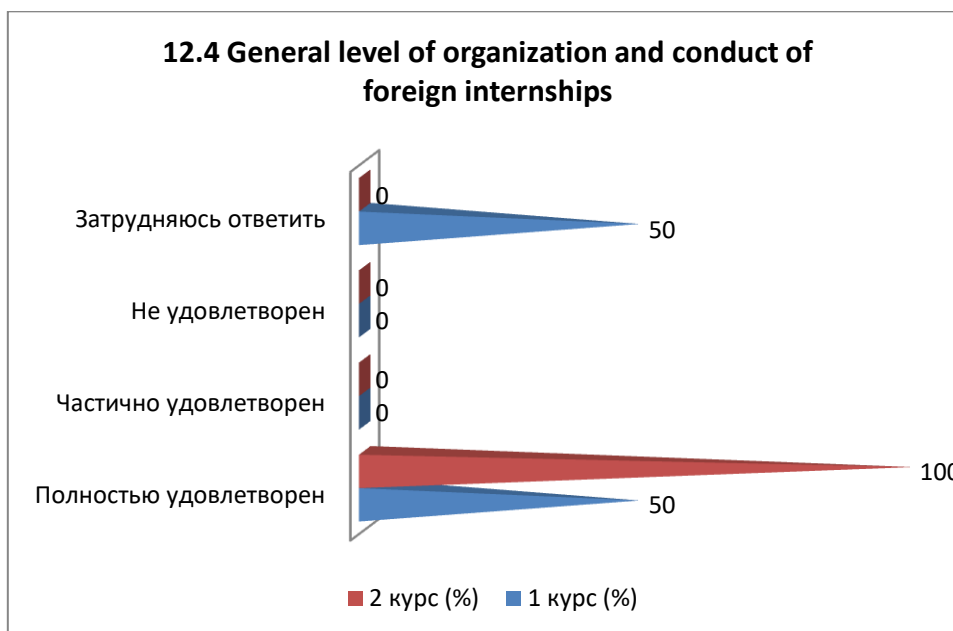
**12.3 Availability for master students of technology, computers necessary for the educational process and scientific activities**



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

Answer options	1st year (%)	2nd year (%)
Completely satisfied	50	100
Partially satisfied	-	-
Not satisfied	-	-
I find it difficult to answer	50	-

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

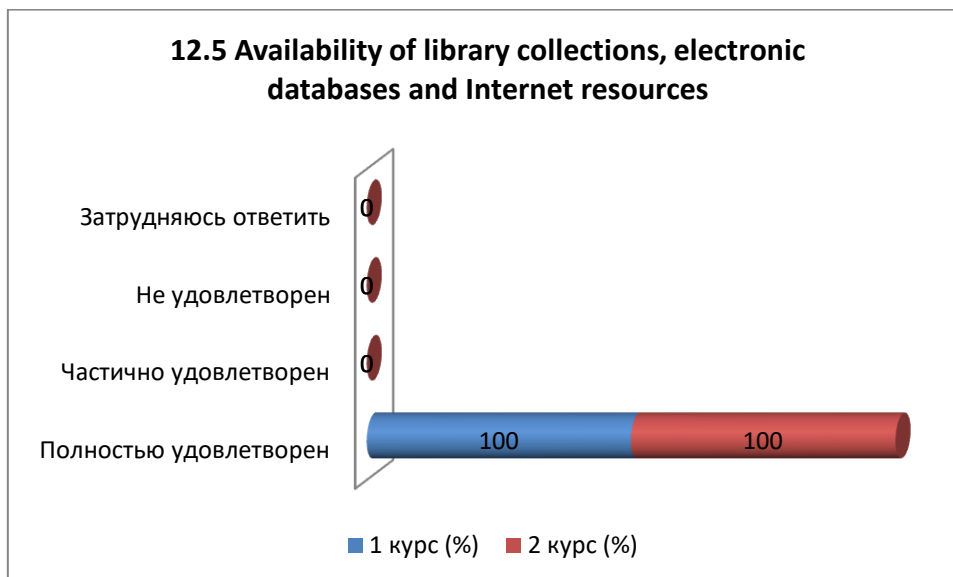


**12.5 Availability of library collections, electronic databases and Internet resources**

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

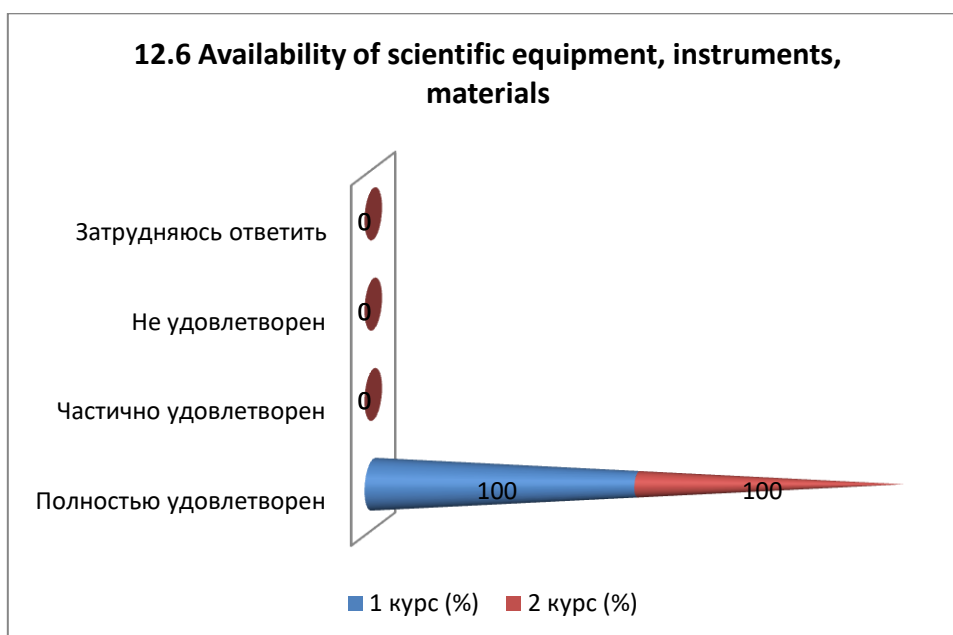


### 12.5 Availability of library collections, electronic databases and Internet resources



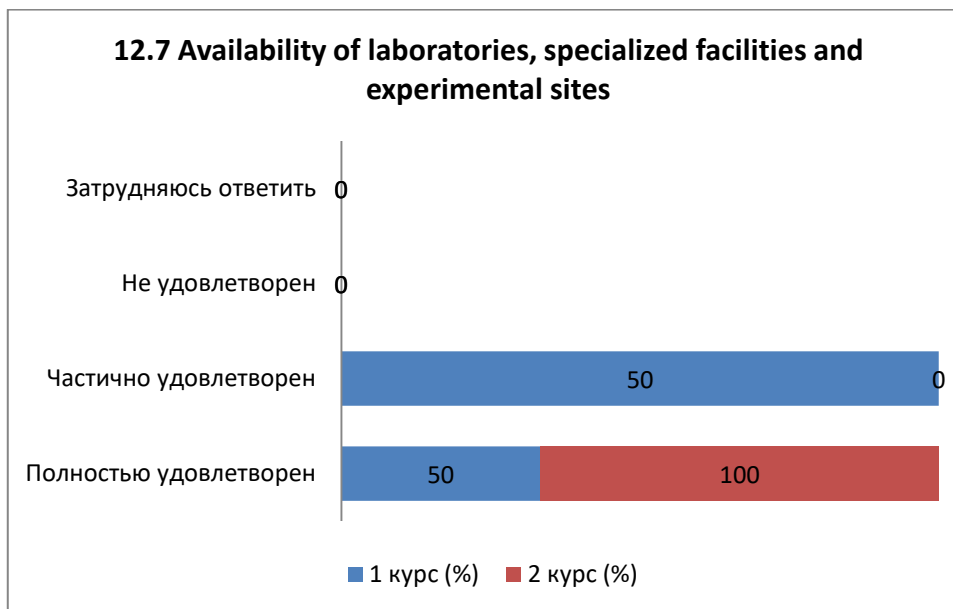
### 12.6 Availability of scientific equipment, instruments, materials

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



### 12.7 Availability of laboratories, specialized facilities and experimental sites

Answer options	1st year (%)	2nd year (%)
Completely satisfied	50	100
Partially satisfied	50	-
Not satisfied	-	-
I find it difficult to answer	-	-

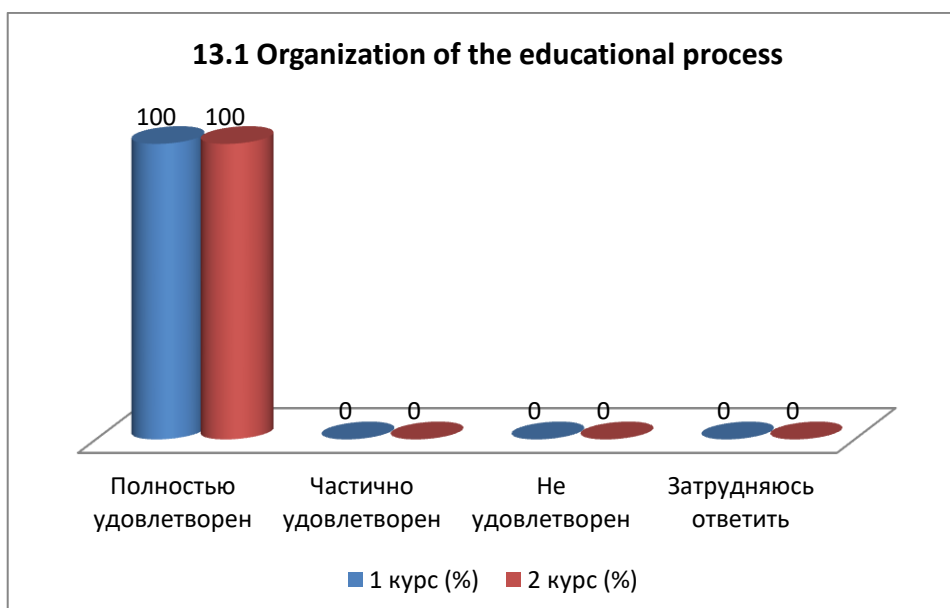


### 13. Are you satisfied?

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

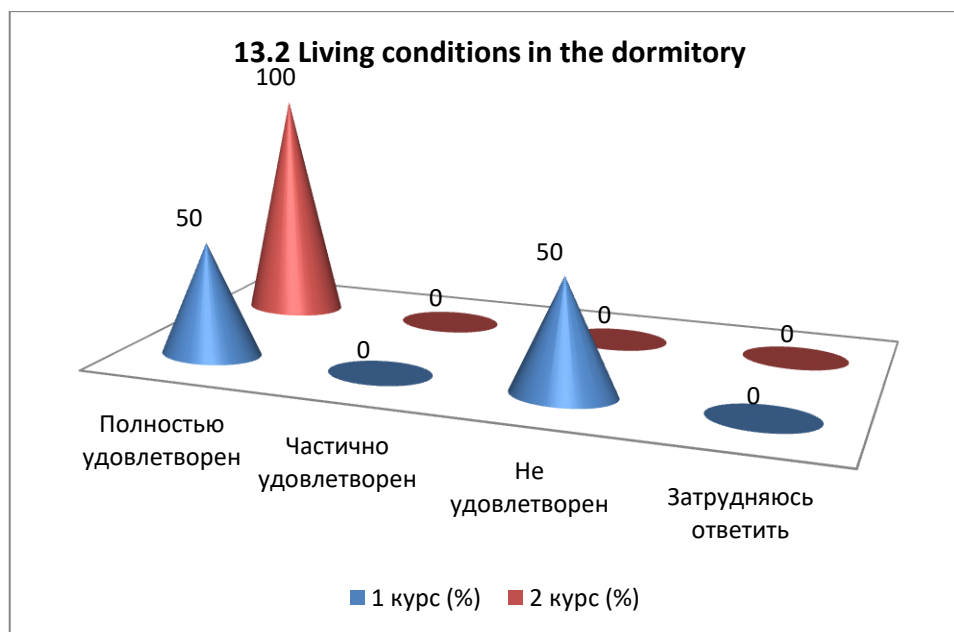
#### 13.1 Organization of the educational process

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



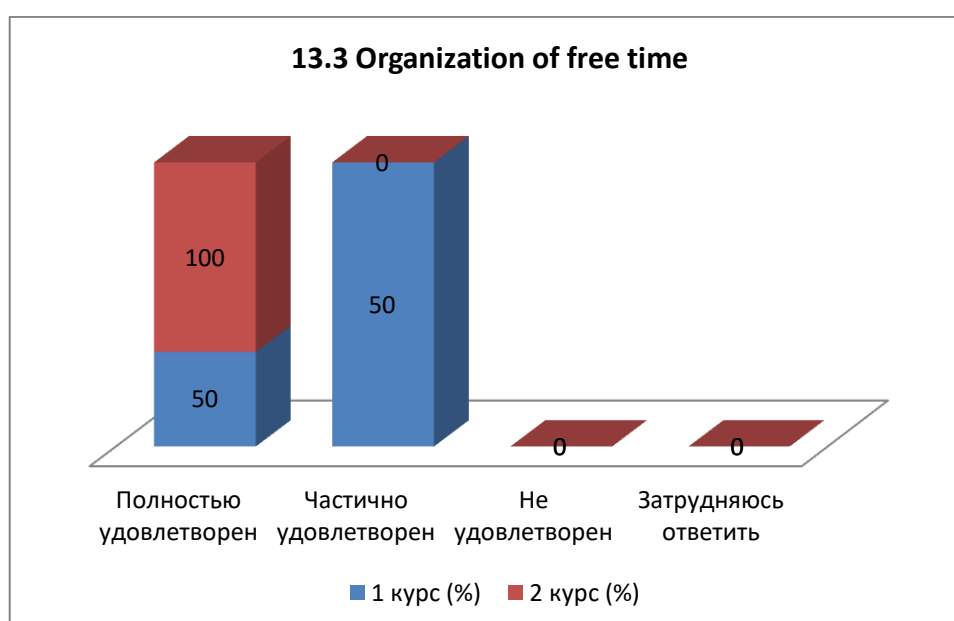
### 13.2 Living conditions in the dormitory

Answer options	1st year (%)	2nd year (%)
Completely satisfied	50	100
Partially satisfied	-	-
Not satisfied	50	-
I find it difficult to answer	-	-



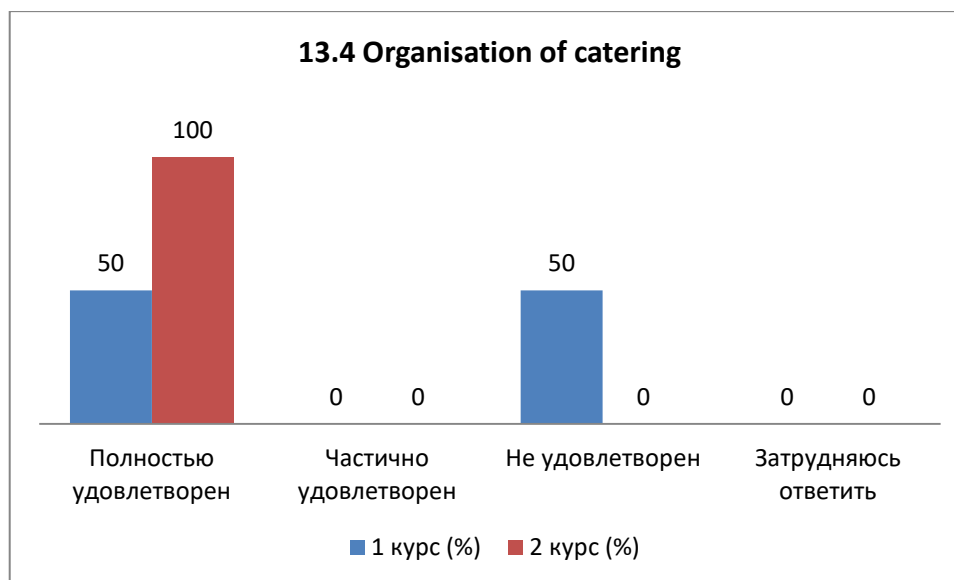
### 13.3 Organization of free time

Answer options	1st year (%)	2nd year (%)
Completely satisfied	50	100
Partially satisfied	50	-
Not satisfied	-	-
I find it difficult to answer	-	-



### 13.4 Organisation of catering

Answer options	1st year (%)	2nd year (%)
Completely satisfied	50	100
Partially satisfied	-	-
Not satisfied	50	-
I find it difficult to answer	-	-



### 13.5 Organization of industrial practice

Answer options	1st year (%)	2nd year (%)
Completely satisfied	50	100
Partially satisfied	50	-
Not satisfied	-	-
I find it difficult to answer	-	-



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

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

- prestige of the university was important for 41.7% of master's students;
- high quality of education at the university was evaluated as a decisive factor by 25% of master's students.

- availability of budget places was considered by 16.7% of master's students. In addition, it should be taken into account that the opportunity to do science during studies, continuation of studies at the previous university and a wide choice of specialities also influence the decision to enter the Master's programme of the university.

*2. The average level of satisfaction with the availability of information on master's students' field of study is 100%. This is a very high level of satisfaction, which indicates that all master's students consider the information on their area of training accessible and satisfactory. Good availability of information helps master's students to plan their learning activities more effectively, to orientate themselves in the learning process and successfully master the study material.*

*3. evaluation of teaching staff:* master's students 100% evaluated the level of knowledge, professionalism, objectivity, pedagogical skills and methods of teachers as 'very high' and 'high'.

### *4. Master's student's participation in the formation of an individual work plan:*

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

*5. Satisfaction with the assistance of the supervisor in the preparation of master's thesis:* 83.3% of master's students are satisfied with the assistance provided by their supervisor. This indicator indicates a high level of master's students' satisfaction with the quality and support received from their supervisor.

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

- strong teaching staff (41.7%) contributes to the quality of educational and scientific activities;

- modern material and technical base (25%) has a significant impact on the quality of scientific research and master's students' education;

- involvement of master's students in research projects (25%) indicates active scientific activity of master's students;

- the work of renowned foreign scientists at the university (16.7%) contributes to the exchange of experience, development of scientific relations and attraction of international projects.

*7. Publication of scientific works:* during the whole period of their activity all master's students published their theses and articles both in Kazakhstan and foreign editions. This indicates a very 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.

*8. 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 its learning and need constant reference to a dictionary or teacher's assistance.

### *9. Participation of master's students in the work of the department:*

- research work of the department (design, development, technological, etc.) as a full participant: 100%.

- Writing of scientific articles: 75%.

- participation with reports at conferences and seminars: 100%.

- drawing up reports on research and development, abstracts: 75%.

*10. Organisation of the educational process:* 90% of master's students are satisfied with the conditions of accommodation, free time, meals and industrial practice, which indicates the high quality of services and support provided by the university to ensure successful learning and comfort of master's students.

In general, master's students highly appreciate the research and learning opportunities provided by the university, which is reflected in the satisfaction of master's students.

### **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).

3. Improving engagement in research projects:

- understanding the reasons for low involvement of Master students in research projects;  
- development of measures to stimulate Master's students' involvement in research.