

Report on the results of the questionnaire
“Satisfaction of master students with educational services”
for the 2022-2023 academic year
in the educational program
7M07109 Technological machines and equipment (by branches)

In February 2023, the Center for Quality Management and Accreditation conducted an anonymous electronic questionnaire **“Satisfaction master's students with educational services”**.

The purpose of the study – measuring consumer satisfaction with the quality of university services provided.

The subject of the study: 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 summarized form with a guarantee of confidentiality of the personal opinions of master's students.

An object research - master students of 1-2 years.

* This extensive questionnaire is conducted once every 5 years.

The questionnaire was attended by:

- 1st year - 3 master's students (75%);

- 2nd year – 0 master's students (master students did not want to take part in the questionnaire).

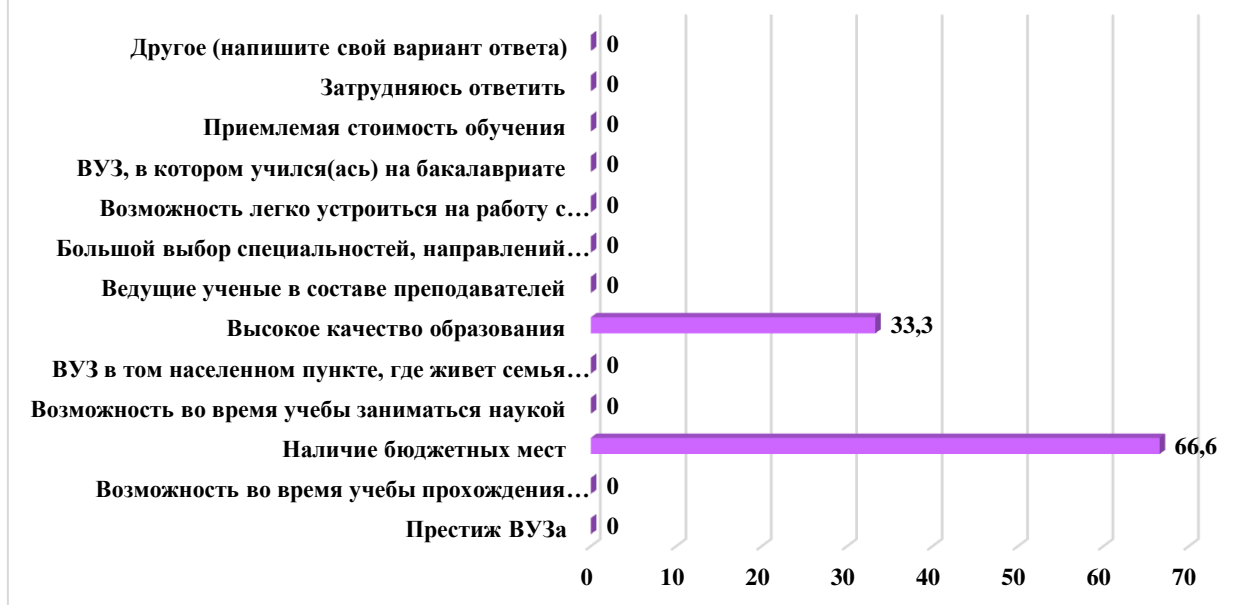
During the questionnaire process, the following data was obtained:

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

Answer options	1st year (%)
University prestige	-
Opportunity for internships abroad while studying	-
Availability of budget places	66,6
Opportunity to do science while studying	-
University in the locality where the family lives (close to it)	-
High quality education	33,3
Leading scientists on staff	-
Large selection of specialties and areas of education	-
An opportunity to easily get a job with a diploma from this university	-
The university where you studied as an undergraduate	-
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?



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 activity of a master's student
2.3 List of developed competencies of master's degree graduates
2.4 List of master's students' practice databases
2.5 Information about scientific supervisors

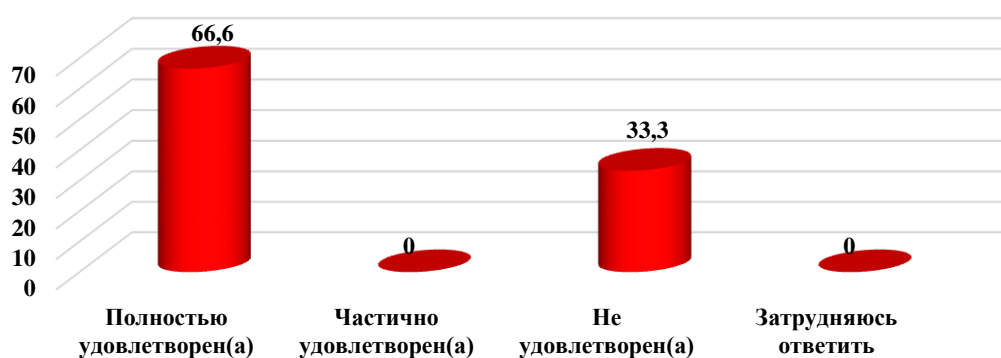
Other (write your answer) _____

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	1st year (%)
Completely satisfied	66,6
Partially satisfied	-
Not satisfied)	33,3
I find it difficult to answer	-

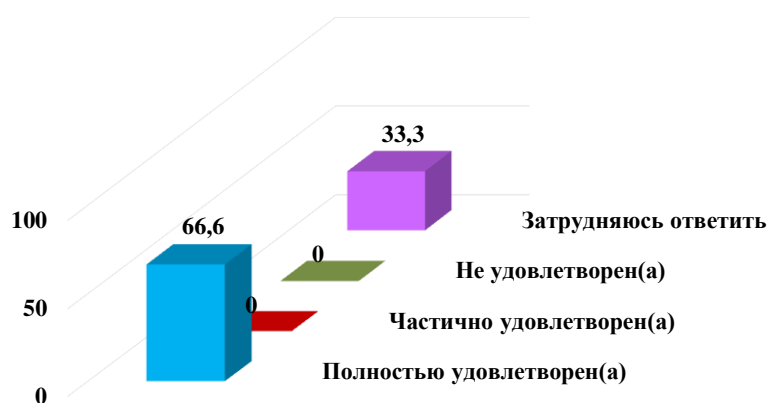
2.1 About the training profile



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

Answer options	1st year (%)
Completely satisfied	66,6
Partially satisfied	-
Not satisfied)	-
I find it difficult to answer	33,3

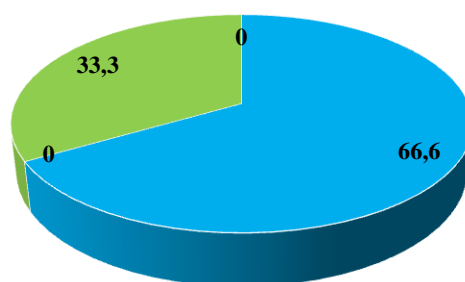
2.2 Characteristics of a master's student's professional activity



2.3 List of developed competencies of master's degree graduates

Answer options	1st year (%)
Completely satisfied	66,6
Partially satisfied	-
Not satisfied)	33,3
I find it difficult to answer	-

2.3 List of developed competencies of master's degree graduates

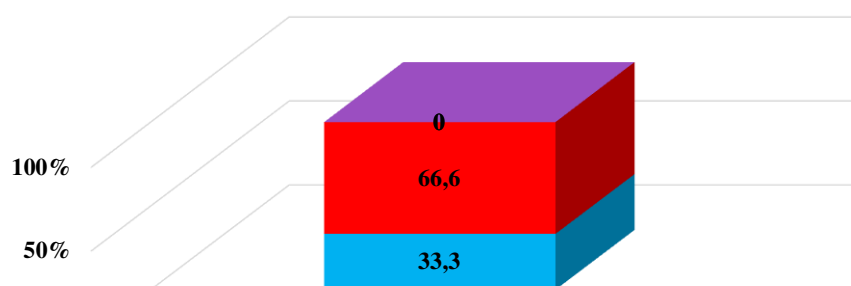


■ Полностью удовлетворен(а)
 ■ Частично удовлетворен(а)
 ■ Не удовлетворен(а)
 ■ Затрудняюсь ответить

2.4 List of internship bases for master's students

Answer options	1st year (%)
Completely satisfied	33,3
Partially satisfied	66,6
Not satisfied)	-
I find it difficult to answer	-

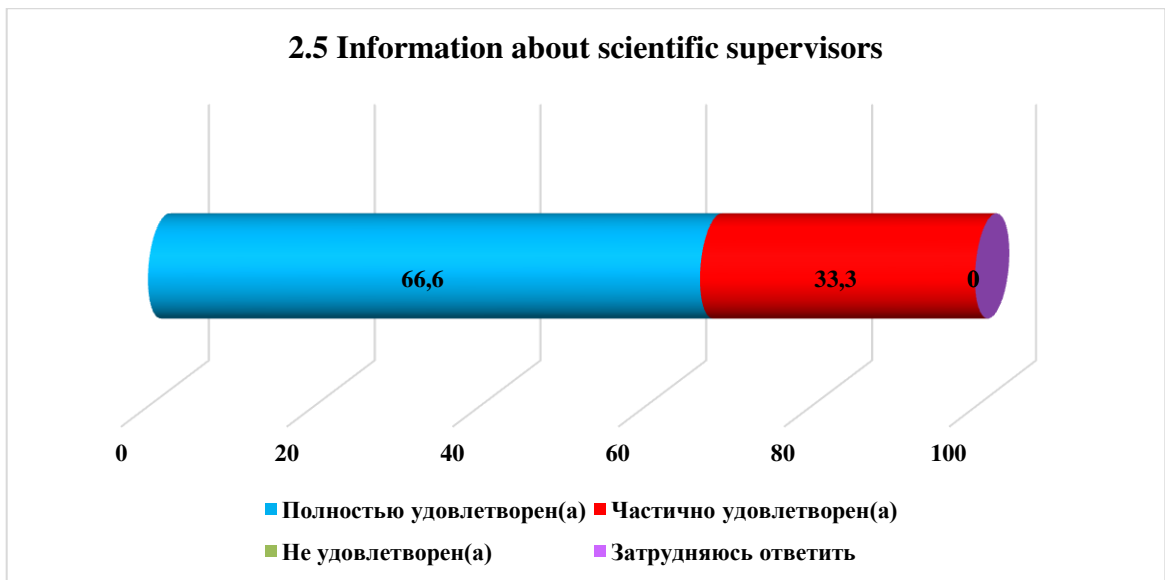
2.4 List of internship bases for master's students



■ Полностью удовлетворен(а)
 ■ Частично удовлетворен(а)
 ■ Не удовлетворен(а)
 ■ Затрудняюсь ответить

2.5 Information about scientific supervisors

Answer options	1st year (%)
Completely satisfied	66,6
Partially satisfied	33,3
Not satisfied)	-
I find it difficult to answer	-



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

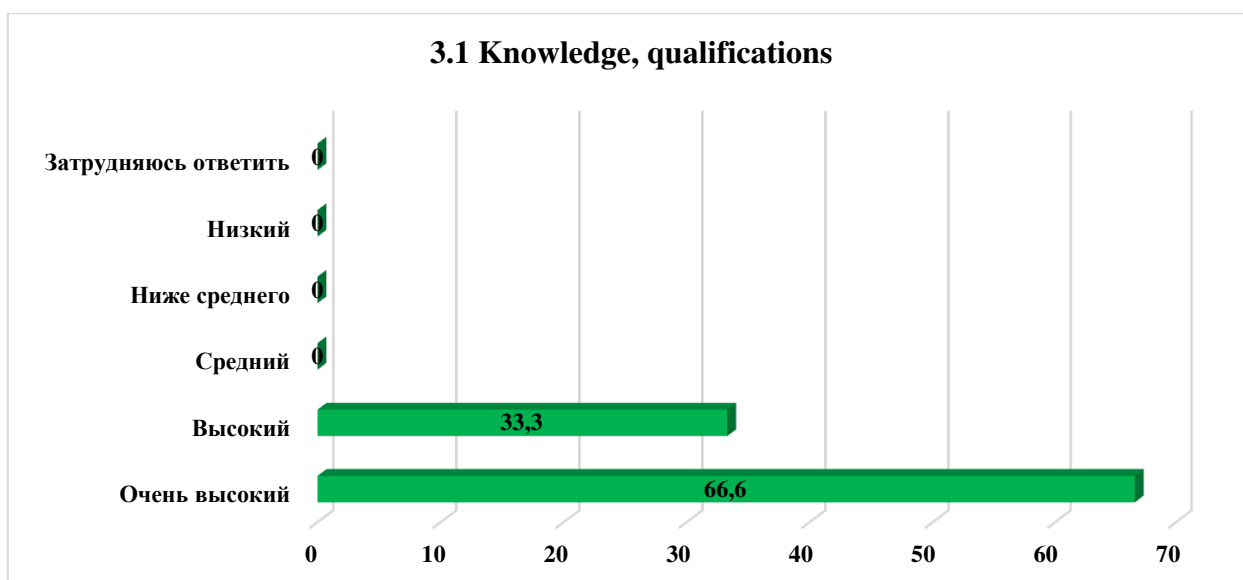
Other (write your answer) _____

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

3.1 Knowledge, qualifications

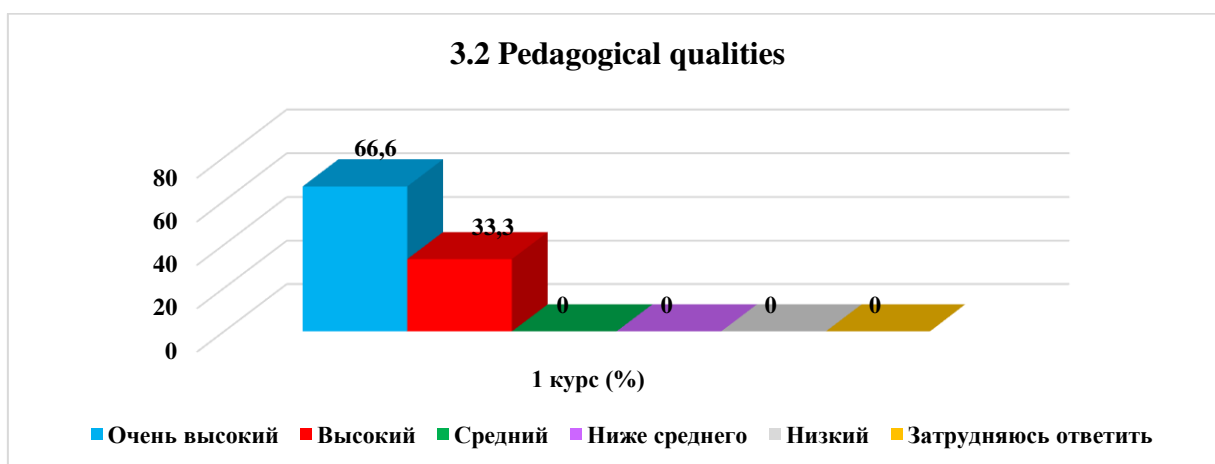
Answer options	1st year (%)
Very tall	66,6
High	33,3
Average	-
Below the average	-
Short	-
I find it difficult to answer	-

3.1 Knowledge, qualifications



3.2 Pedagogical qualities

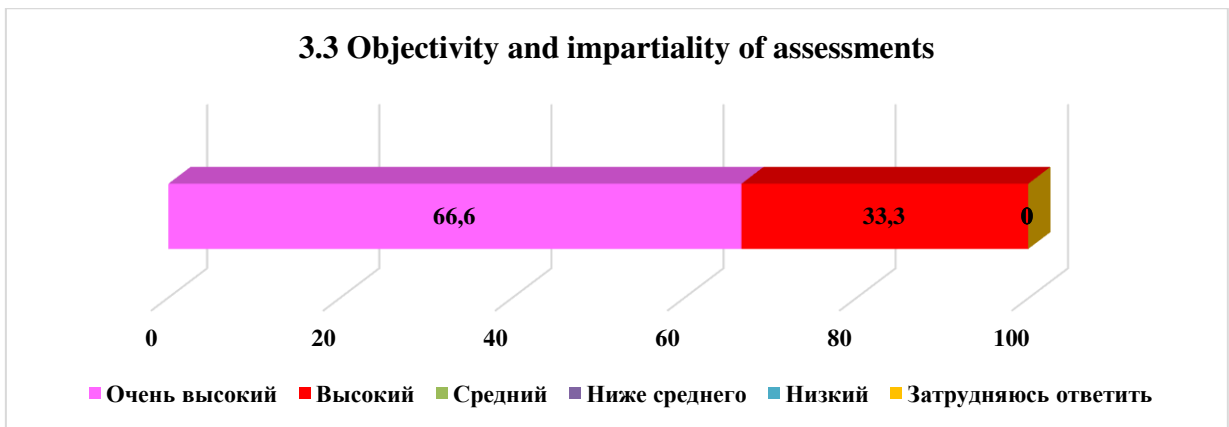
Answer options	1st year (%)
Very tall	66,6
High	33,3
Average	-
Below the average	-
Short	-
I find it difficult to answer	-



3.3 Objectivity and impartiality of assessments

Answer options	1st year (%)
Very tall	66,6
High	33,3
Average	-
Below the average	-
Short	-
I find it difficult to answer	-

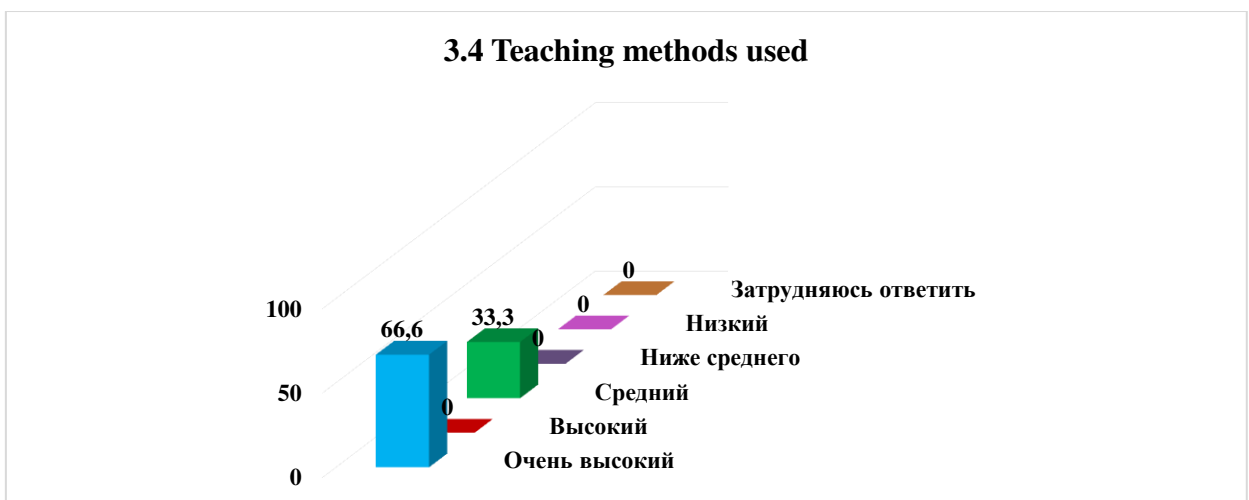
3.3 Objectivity and impartiality of assessments



3.4 Teaching methods used

Answer options	1st year (%)
Very tall	66,6
High	-
Average	33,3
Below the average	-
Short	-
I find it difficult to answer	-

3.4 Teaching methods used



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

Answer options	1st year (%)
I don't participate	33,3
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.	33,3
I formulate an individual plan myself; the manager only signs it.	-
I find it difficult to answer	-
Other (write your answer)	-

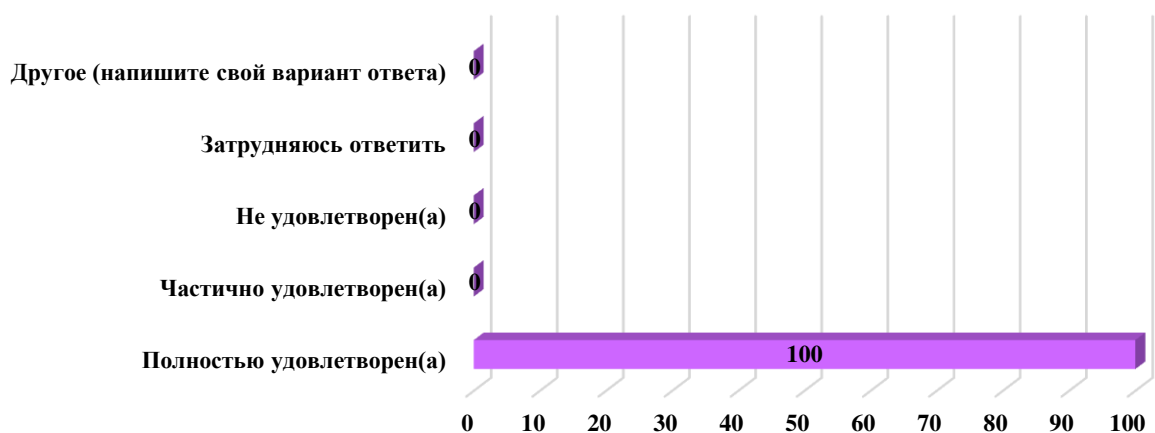
4. Evaluate your participation in the formation of an individual work plan for a master's student



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

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

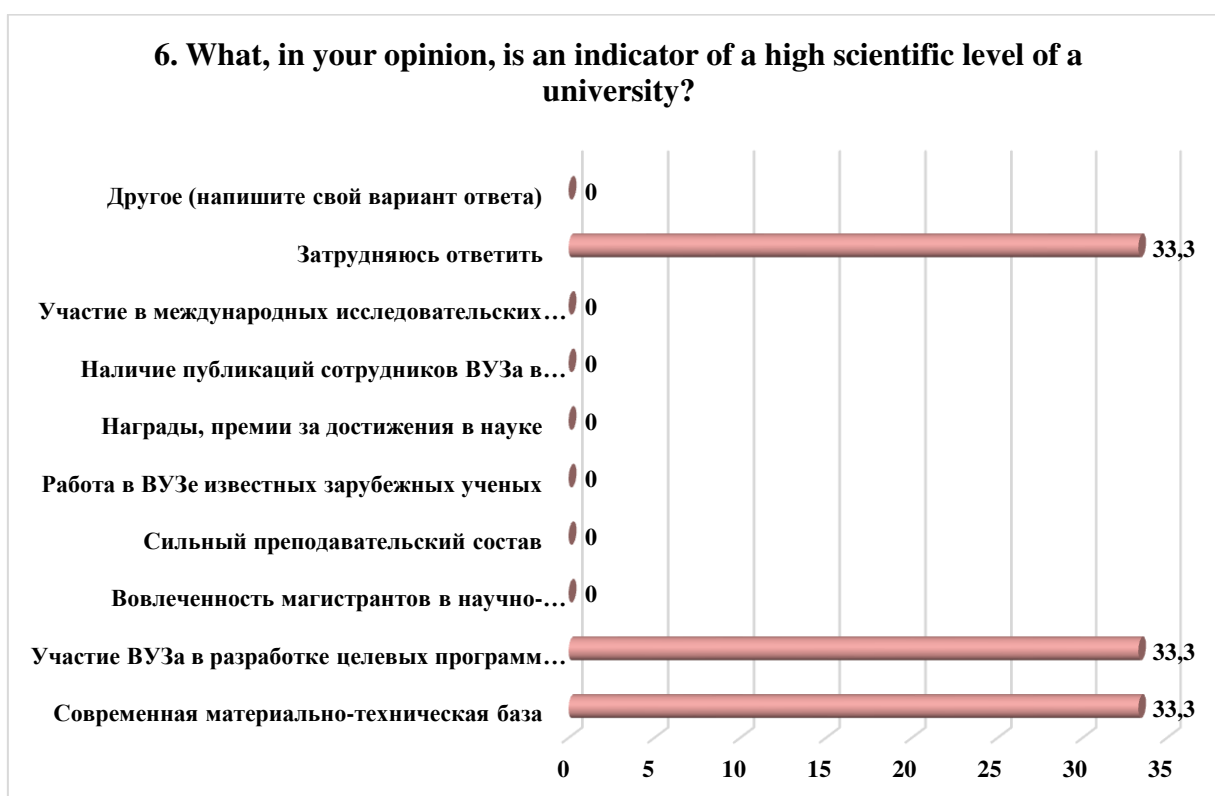
5. Rate your satisfaction with the help of your supervisor in preparing your master's thesis



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 (%)
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	33,3
Involvement of undergraduates in research projects	-
Strong teaching staff	-
Work at the university of famous foreign scientists	-
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	33,3
Other (write your answer)	-

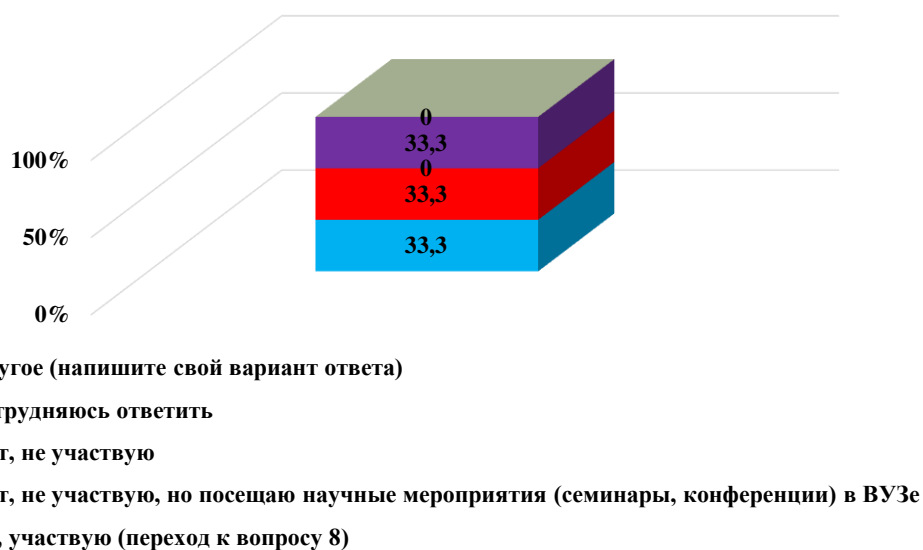
* The amount in % is not equal to 100, because multiple answer options were expected



7. Are you involved in any research projects?

Answer options	1st year (%)
Yes, I participate (go to question 8)	33,3
No, I don't participate, but I attend scientific events (seminars, conferences) at the university	33,3
No, I'm not participating	-
I find it difficult to answer	33,3
Other (write your answer)	-

7. Are you involved in any research projects?



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

Answer options	1st year (%)
I participate in the activities of scientific departments at my university	-
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	-
I am participating in a research project with foreign universities	-
I find it difficult to answer	66,6
Other (write your answer)	-

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

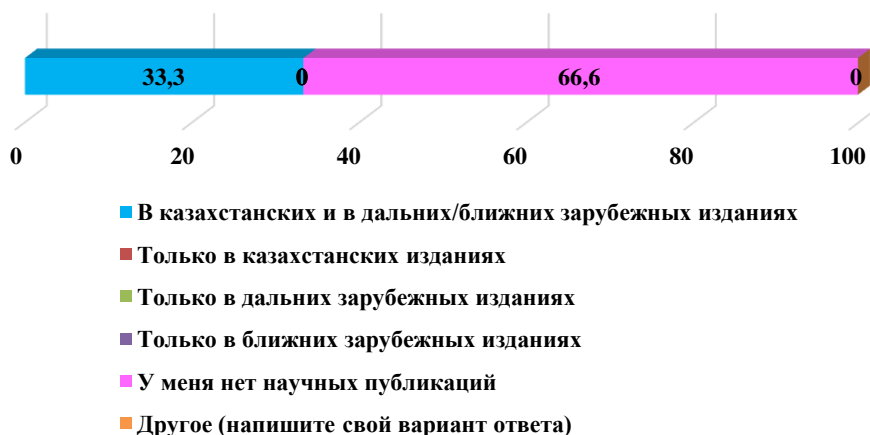
8. Please indicate which research projects you are involved in



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

Answer options	1st year (%)
In Kazakhstan and in distant/near foreign publications	33,3
Only in Kazakhstan publications	-
Only in distant foreign publications	-
Only in nearby foreign publications	-
I have no scientific publications	66,6
Other (write your answer)	-

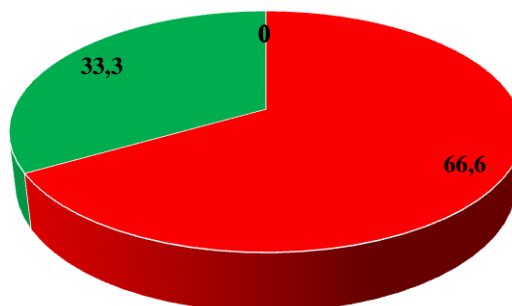
9. Tell me, where have you published theses and articles throughout your career?



10. Your level of foreign language proficiency:

Answer options	1st year (%)
With dictionary	-
Speaking level	66,6
Average level	33,3
I express myself freely	-
I don't speak a foreign language	-
Other (write your answer)	-

10. Your level of foreign language proficiency:



- Со словарем
- Средний уровень
- Не владею иностранным языком
- Разговорный уровень
- Свободно изъясняюсь
- Другое (напишите свой вариант ответа)

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

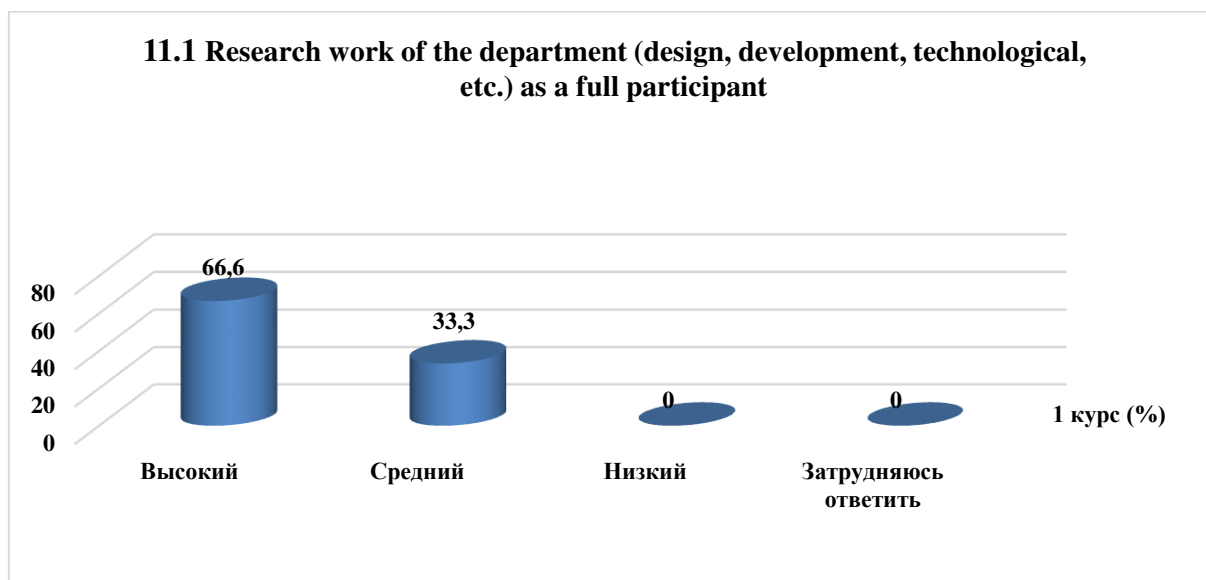
11.1 Research work of the department (design, development, technological, etc.) as a full participant
11.2 Writing scientific articles
11.3 Participation in presentations at conferences and seminars
11.4 Preparation of research reports and abstracts

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

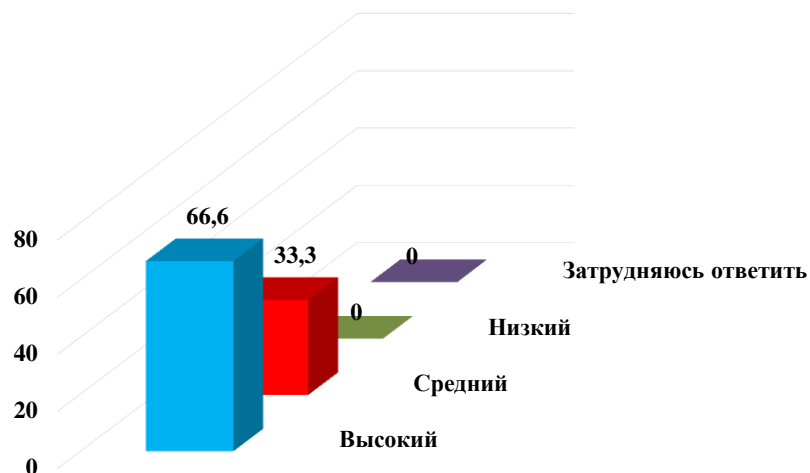
Answer options	1st year (%)
High	66,6
Average	33,3
Short	-
I find it difficult to answer	-



11.2 Writing scientific articles

Answer options	1st year (%)
High	66,6
Average	33,3
Short	-
I find it difficult to answer	-

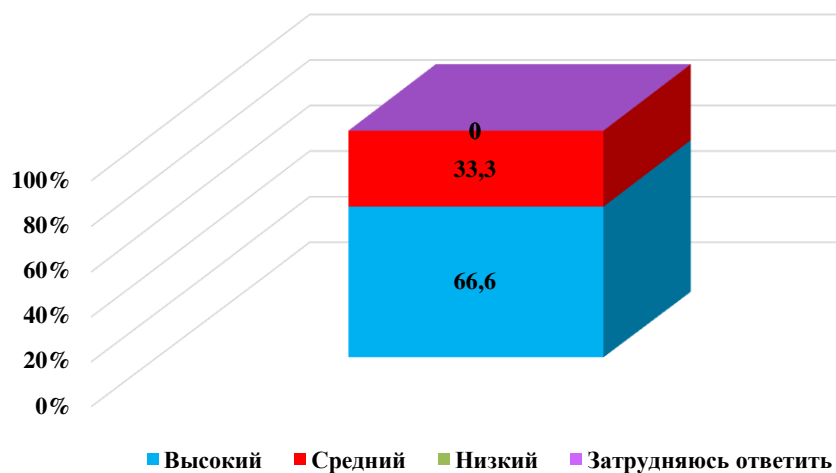
11.2 Writing scientific articles



11.3 Participation in presentations at conferences and seminars

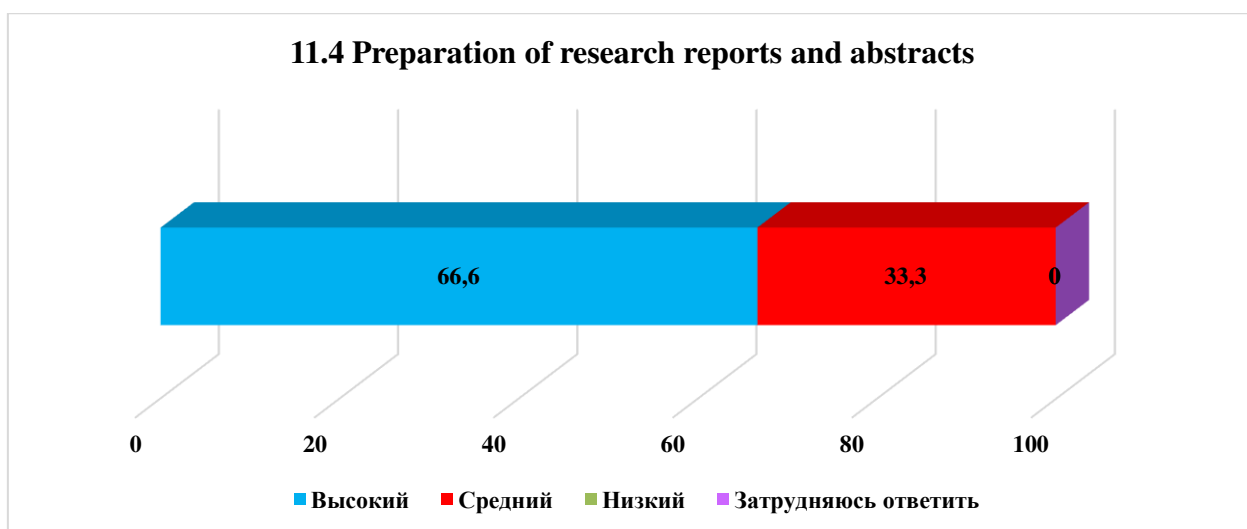
Answer options	1st year (%)
High	66,6
Average	33,3
Short	-
I find it difficult to answer	-

11.3 Participation in presentations at conferences and seminars



11.4 Preparation of research reports and abstracts

Answer options	1st year (%)
High	66,6
Average	33,3
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 Logistics 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

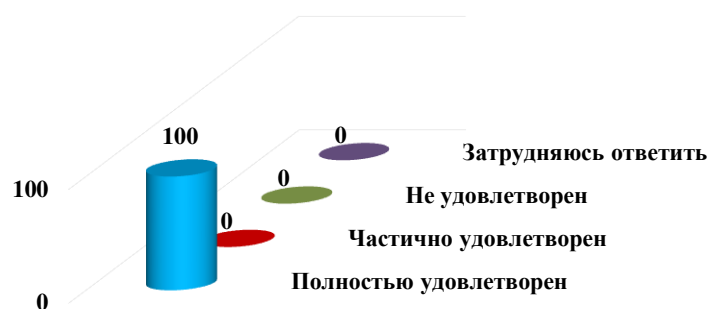
Other (write your answer) _____

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's students

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

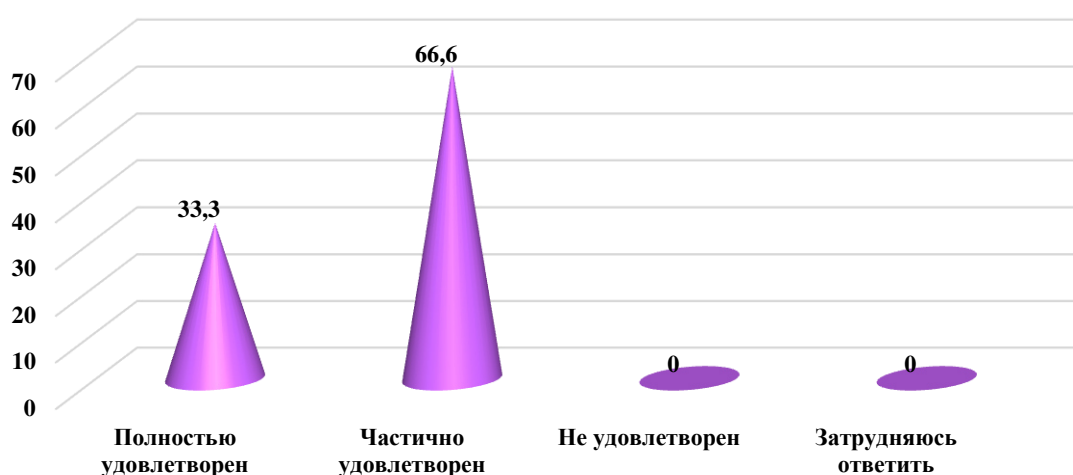
12.1 Organization of conferences, round tables, forums at the university with the participation of master's students



12.2 Material and technical support for applied scientific research

Answer options	1st year (%)
Completely satisfied	33,3
Partially satisfied	66,6
Not satisfied	-
I find it difficult to answer	-

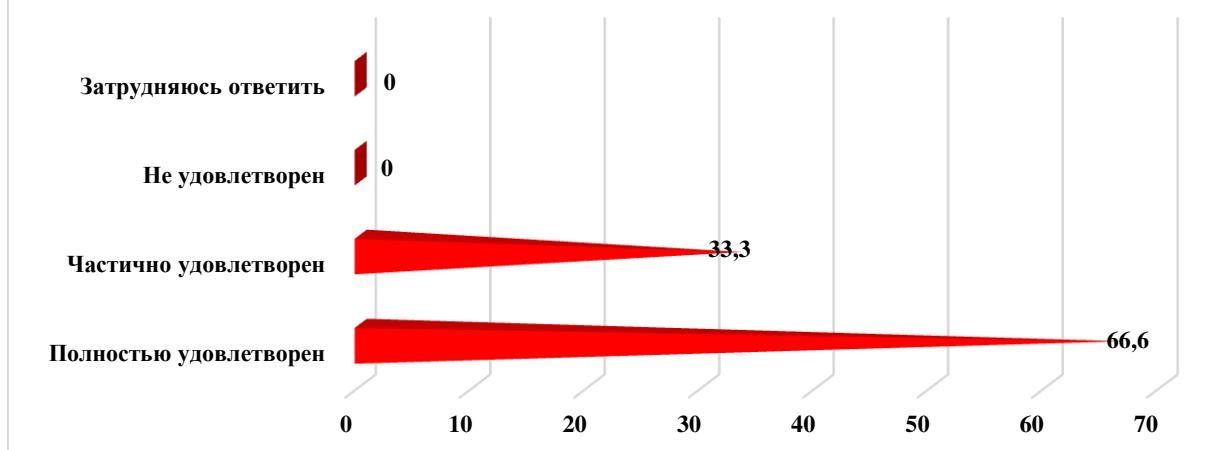
12.2 Material and technical support for applied scientific research



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

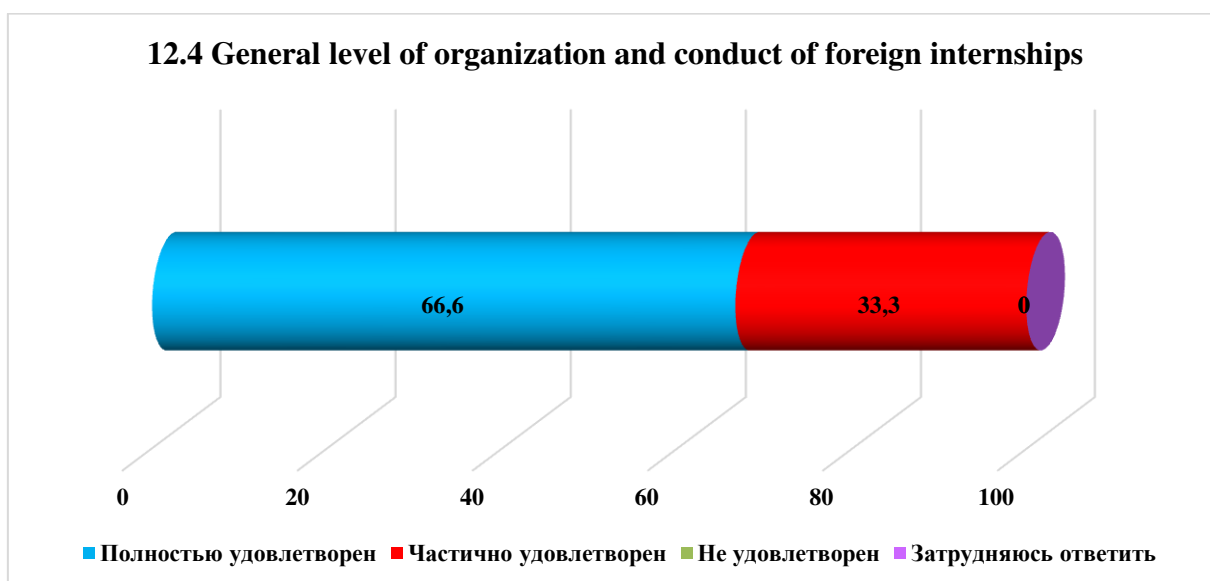
Answer options	1st year (%)
Completely satisfied	66,6
Partially satisfied	33,3
Not satisfied	-
I find it difficult to answer	-

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 (%)
Completely satisfied	66,6
Partially satisfied	33,3
Not satisfied	-
I find it difficult to answer	-



12.5 Availability of library collections, electronic databases and Internet resources

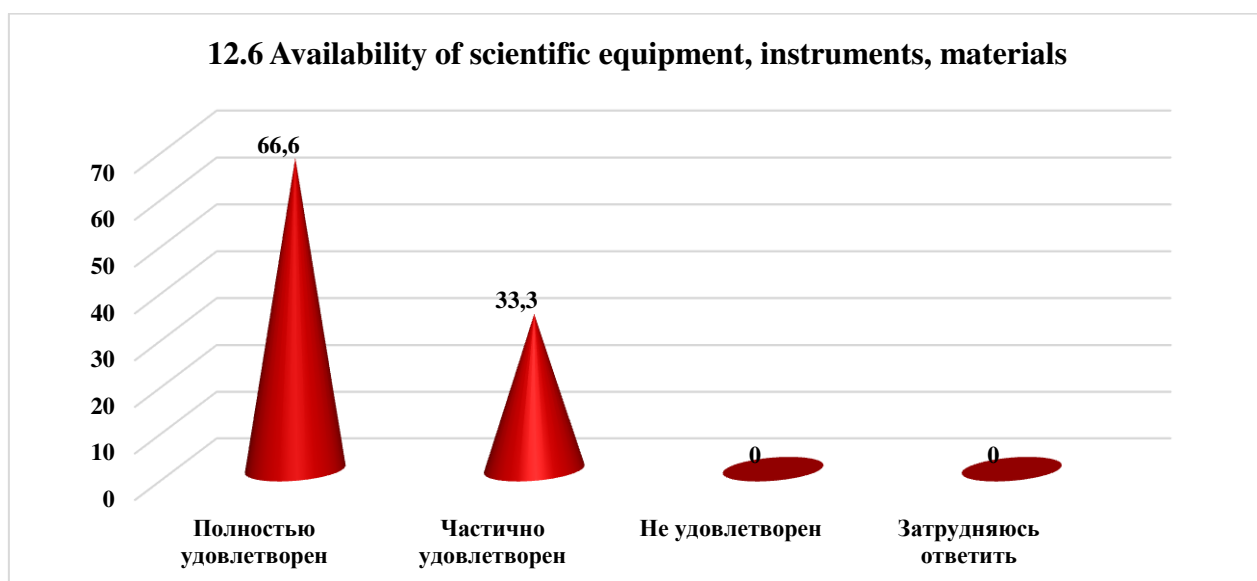
Answer options	1st year (%)
Completely satisfied	66,6
Partially satisfied	33,3
Not satisfied	-
I find it difficult to answer	-

12.5 Availability of library collections, electronic databases and Internet resources



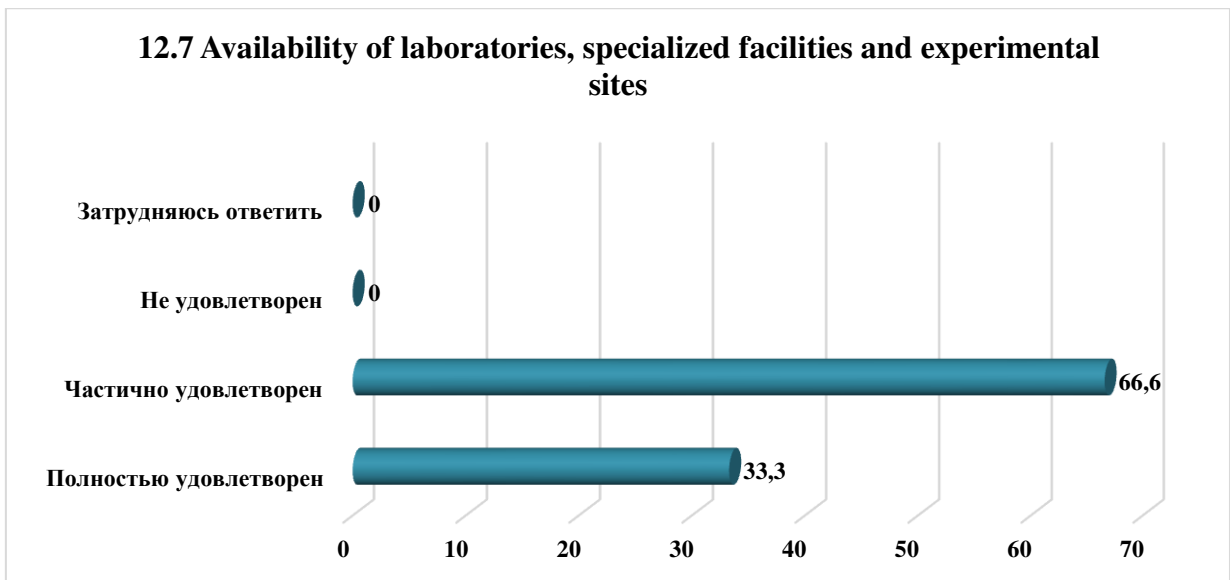
12.6 Availability of scientific equipment, instruments, materials

Answer options	1st year (%)
Completely satisfied	66,6
Partially satisfied	33,3
Not satisfied	-
I find it difficult to answer	-



12.7 Availability of laboratories, specialized facilities and experimental sites

Answer options	1st year (%)
Completely satisfied	33,3
Partially satisfied	66,6
Not satisfied	-
I find it difficult to answer	-

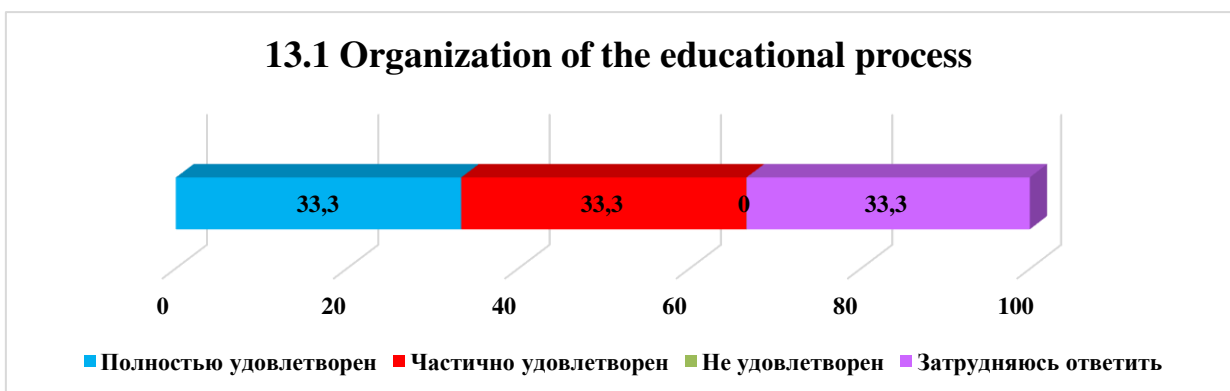


13. Are you satisfied?

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

13.1 Organization of the educational process

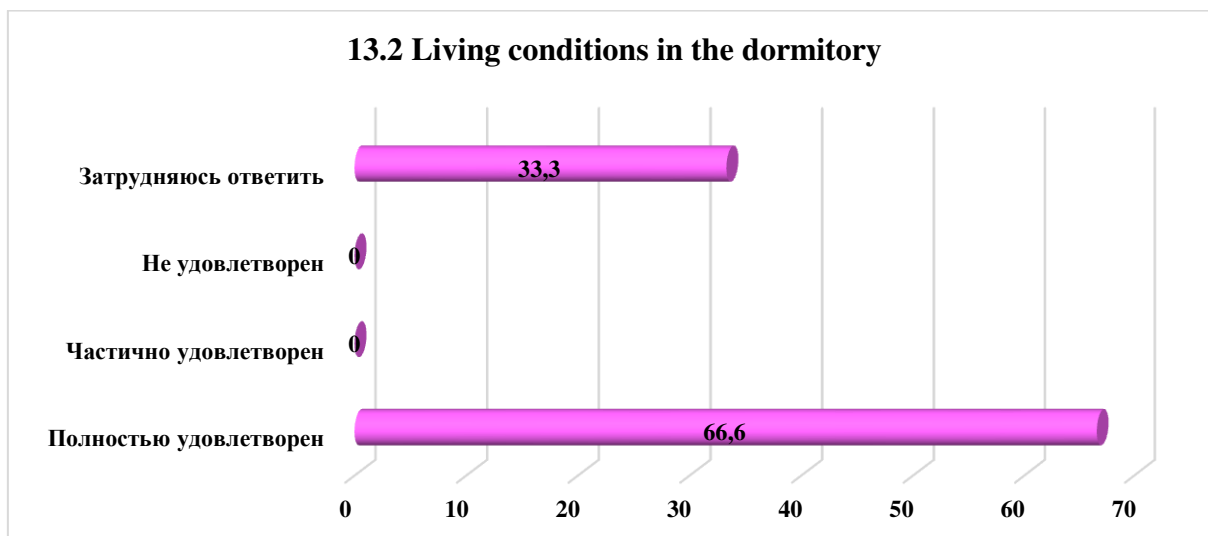
Answer options	1st year (%)
Completely satisfied	33,3
Partially satisfied	33,3
Not satisfied	-
I find it difficult to answer	33,3



13.2 Living conditions in the dormitory

Answer options	1st year (%)
Completely satisfied	66,6
Partially satisfied	-
Not satisfied	-

I find it difficult to answer	33,3
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13.3 Organization of free time

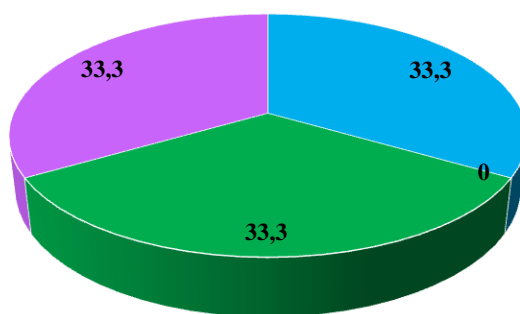
Answer options	1st year (%)
Completely satisfied	66,6
Partially satisfied	-
Not satisfied	-
I find it difficult to answer	33,3



13.4 Catering organization

Answer options	1st year (%)
Completely satisfied	33,3
Partially satisfied	-
Not satisfied	33,3
I find it difficult to answer	33,3

13.4 Catering organization

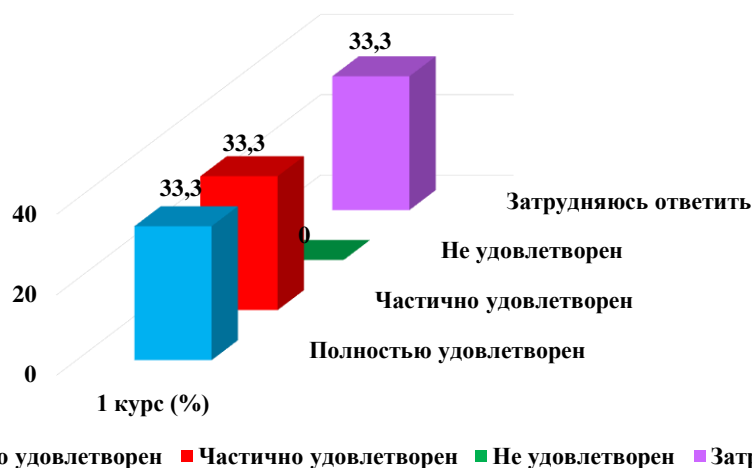


■ Полностью удовлетворен
 ■ Частично удовлетворен
■ Не удовлетворен
 ■ Затрудняюсь ответить

13.5 Organization of industrial practice

Answer options	1st year (%)
Completely satisfied	33,3
Partially satisfied	33,3
Not satisfied	-
I find it difficult to answer	33,3

13.5 Organization of industrial practice



■ Полностью удовлетворен
 ■ Частично удовлетворен
 ■ Не удовлетворен
 ■ Затрудняюсь ответить

14. If you are experiencing difficulties while studying for a master's degree, what is causing them? (write):

- Well sometimes it's hard to combine work and master's degree, and some teachers don't realize that.

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

Master's study is a conscious choice of an adult person, which is not influenced by parents or situation, obtaining professional competencies in accordance with the chosen specialty, the next educational stage after 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 66.6% indicated "Availability of budget places". 33.3% chose the option "High quality of education".

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 students' satisfaction was 66,6%, 33,3% are not satisfied;
- "Characteristics of a master's student's professional activity" master's students' satisfaction was 66,6%, 33,3% found it difficult to answer
- "List of developed competencies of master's degree graduates" master's students' satisfaction was 66,6%, 33,3% are not satisfied;
- "List of master's students' practice databases" master's students' satisfaction was 100%;
- "Information about scientific supervisors" master's students' satisfaction was 100%.

The teaching staff is rated quite highly by the respondents. For all criteria presented in the questionnaire (knowledge, qualifications, objectivity, methodological skill) more than 91.7% of respondents gave "very high" and "high" marks.

According to the obtained data, 33.3% of first-year respondents develop all sections of the plan independently under the control of their supervisor. 33.3% chose the option "participation is purely formal, the formation of an individual plan actually does not depend on me" and the remaining 33.3% of first-year master's students who found it difficult to answer. Probably, scientific supervisors of master's programs should pay attention to the planning of 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 master's students amounted to 100%. When answering the question **"What, in your opinion, is an indicator of a high scientific level of a university? (select 3-4 key characteristics)"** 33.3% equally distributed between the options "modern material and technical base"; "participation of university in the development of target programs of socio-economic development of the region, cities, enterprises", "it is difficult to answer".

Publication of scientific articles, theses is one of the main conditions for successful start of scientific work for Master students. Published articles and theses, their quantity and quality determine the master's ability to work independently with large amounts of information, to organize scientific activity, to apply methods in the work, to obtain results, to form correct conclusions, to comply with the requirements for the general design and content of scientific papers. Master's students publish their articles and theses in Kazakhstan and far/near foreign editions (33.3%). However, 66.6% of first-year respondents indicated that they have no scientific publications.

On the question **"Your level of foreign language proficiency:"** the answers of respondents were distributed as follows: "conversational level" - 66.6%, "average level" - 33.3%.

Assessment of the level of participation of master students in the work of the department at a high level –66,6%.

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 master students" master's students' satisfaction was 100%;
- "Material and technical support for applied scientific research" master's students' satisfaction was 100%;
- "Availability for master students of technology, computers necessary for the educational process and scientific activities" master's students' satisfaction was 100%;
- "General level of organization and conduct of foreign internships" master's students' satisfaction was 100%;
- "Accessibility of library collections, electronic databases and Internet resources" master's students' satisfaction was 100%;
- "Availability of scientific equipment, tools, materials" master's students' satisfaction was 100%
- "Availability of laboratories, specialized facilities and experimental sites" master's students' satisfaction was 100%.

At the end of the questionnaire, to the question “**If you have difficulties studying for a master's degree, what is the reason for them? (write)**” respondents wrote the following: “Well sometimes it is difficult to combine work and master's degree, and some teachers do not understand it”.

Recommendations:

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