

Report
on the results of the survey
Master students' satisfaction with educational services
for 2023-2024 academic year in educational program
7M07104 Transport, Transport equipment and technology

In February 2024, the Center for Quality Management and Accreditation conducted an anonymous electronic survey "Satisfaction of master students with educational services".

The purpose of the study is to measure consumer satisfaction with the quality of services provided by the University.

The subject of the study is the formed ideas of master students about organization of the educational process, the degree of satisfaction with its various characteristics.

The results of the survey were processed and presented in a generalized form with a guarantee of confidentiality of the personal opinions of master's students.

The object of the study is the 1 and 2 year master students.

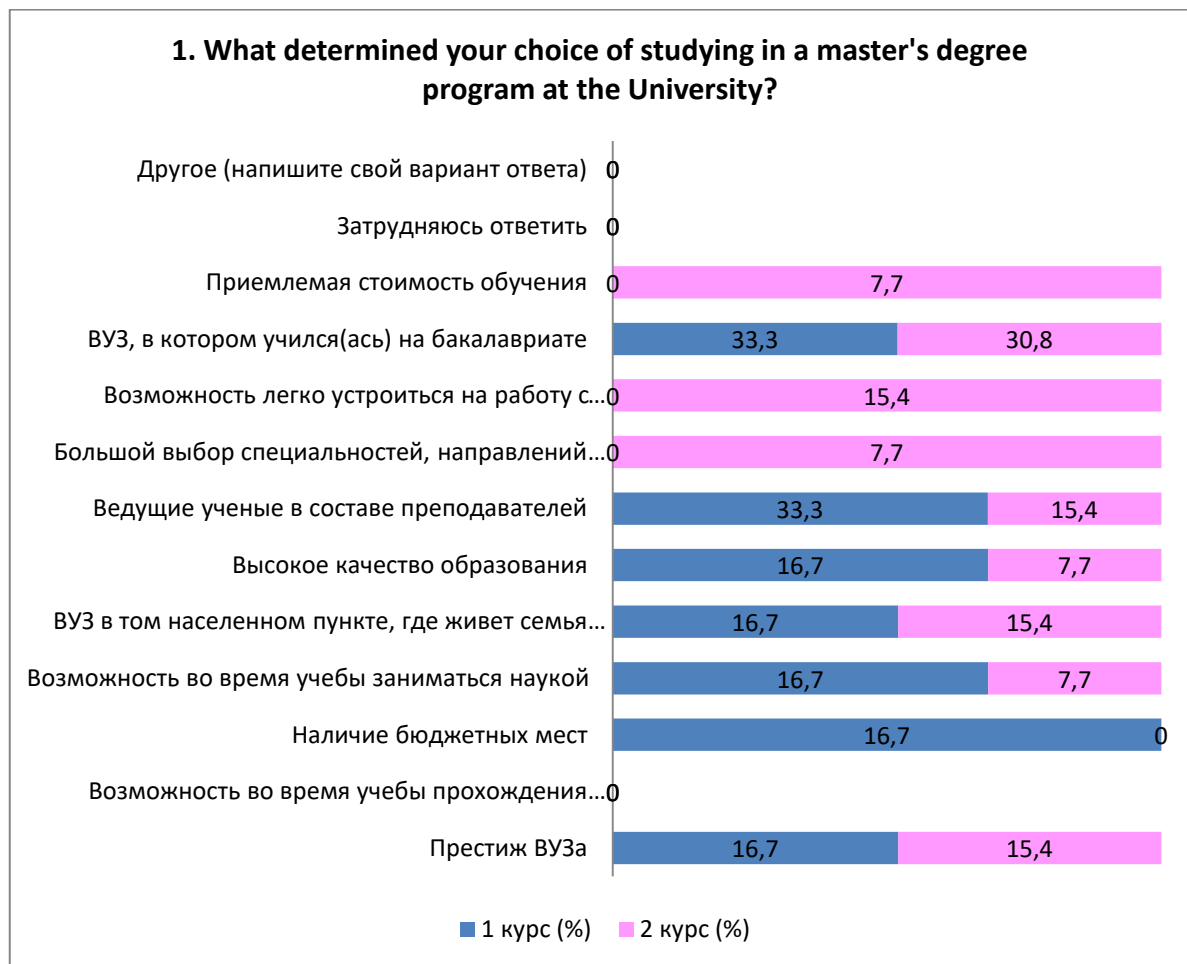
19 respondents took part in the survey, which amounted to 82.6% of the total number of master students.

The following data were obtained during the survey.

1. What determined your choice of studying in a master's degree program at the University? (select 3-4 answer options)

| Answer options | 1 year (%) | 2 year (%) |
|---|-------------------|-------------------|
| Prestige of the University | 16,7 | 15,4 |
| Opportunity to do internships abroad during studies | - | - |
| Availability of budget places | 16,7 | - |
| Opportunity to do science during studies | 16,7 | 7,7 |
| University in the locality where the family lives (close to it) | 16,7 | 15,4 |
| High quality of education | 16,7 | 7,7 |
| Leading scientists among the teaching staff | 33,3 | 15,4 |
| Wide choice of specialties, areas of education | - | 7,7 |
| Opportunity to easily get a job with a diploma from this University | - | 15,4 |
| University where he/she studied for a bachelor's degree | 33,3 | 30,8 |
| Acceptable cost of education | - | 7,7 |
| I find it difficult to answer | - | - |
| Other (write your answer) | - | - |

**The sum in % is not equal to 100, since several answer options were supposed to be selected*



2. How much are you satisfied with availability of information provided by the University in your field of study:

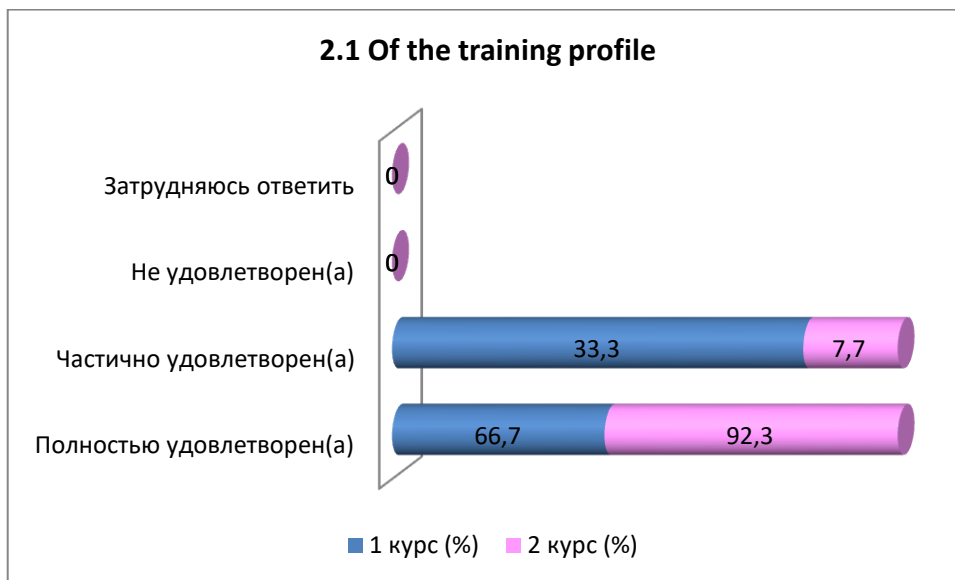
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|--|
| 2.1 Of the training profile |
| 2.2 Characteristics of the professional activity of a master student |
| 2.3 List of formed competencies of a master graduate |
| 2.4 List of bases of master students' internships |
| 2.5 Information of scientific supervisors |

Other (write your answer) _____

If you answered "Not satisfied" to the previous question, please provide recommendations for improving the training area _____

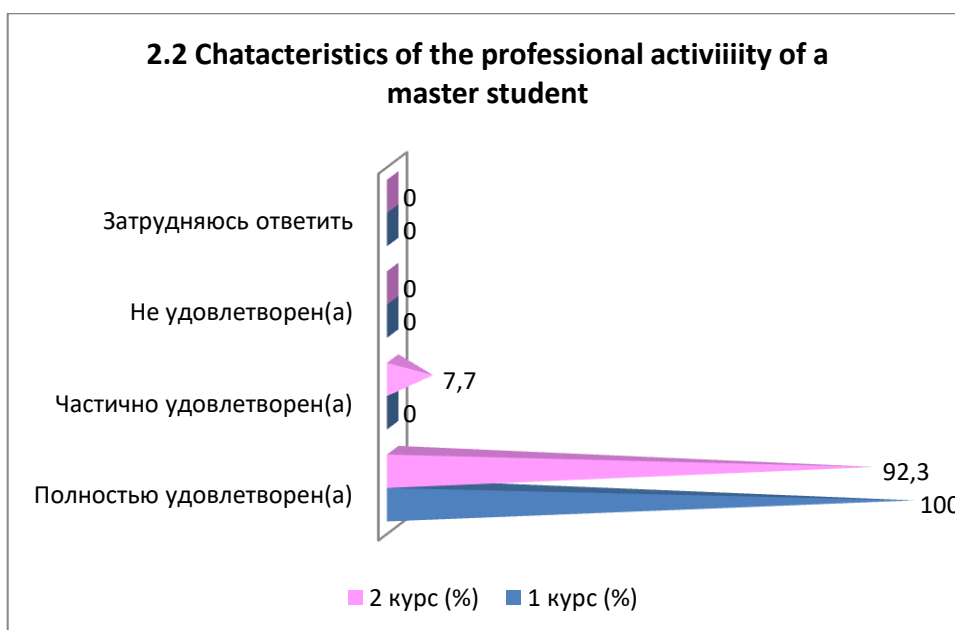
2.1 Of the training profile

| Answer options | 1 year (%) | 2 year (%) |
|----------------------|------------|------------|
| Completely satisfied | 66,7 | 92,3 |
| Partially satisfied | 33,3 | 7,7 |
| Not satisfied | - | - |
| Difficult to answer | - | - |



2.2 Characteristics of the professional activity of a master student

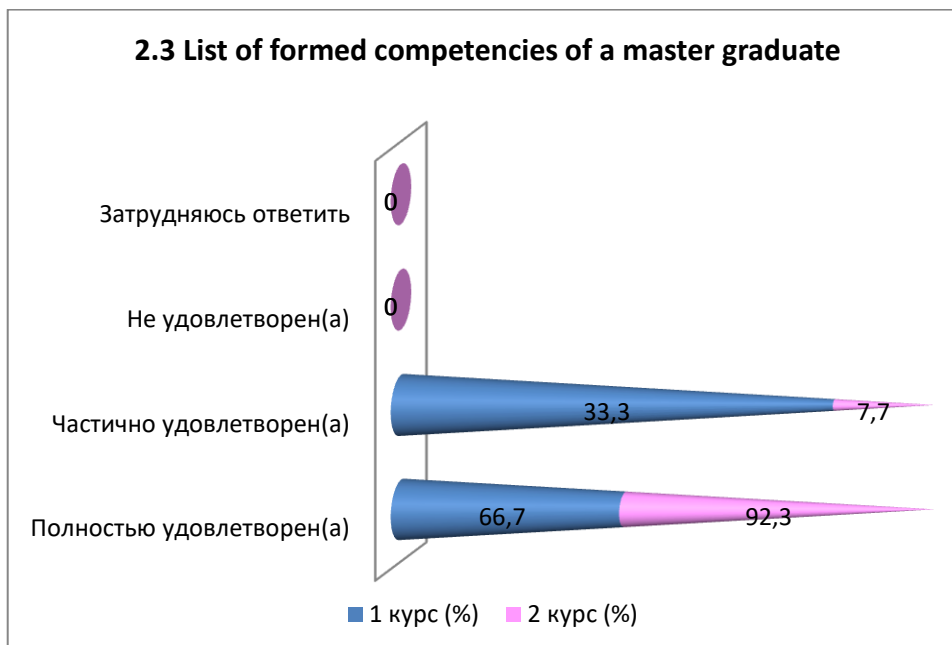
| Answer options | 1 year (%) | 2 year (%) |
|----------------------|------------|------------|
| Completely satisfied | 100 | 92,3 |
| Partially satisfied | - | 7,7 |
| Not satisfied | - | - |
| Difficult to answer | - | - |



2.3 List of formed competencies of a master graduate

| Answer options | 1 year (%) | 2 year (%) |
|----------------------|------------|------------|
| Completely satisfied | 66,7 | 92,3 |
| Partially satisfied | 33,3 | 7,7 |
| Not satisfied | - | - |
| Difficult to answer | - | - |

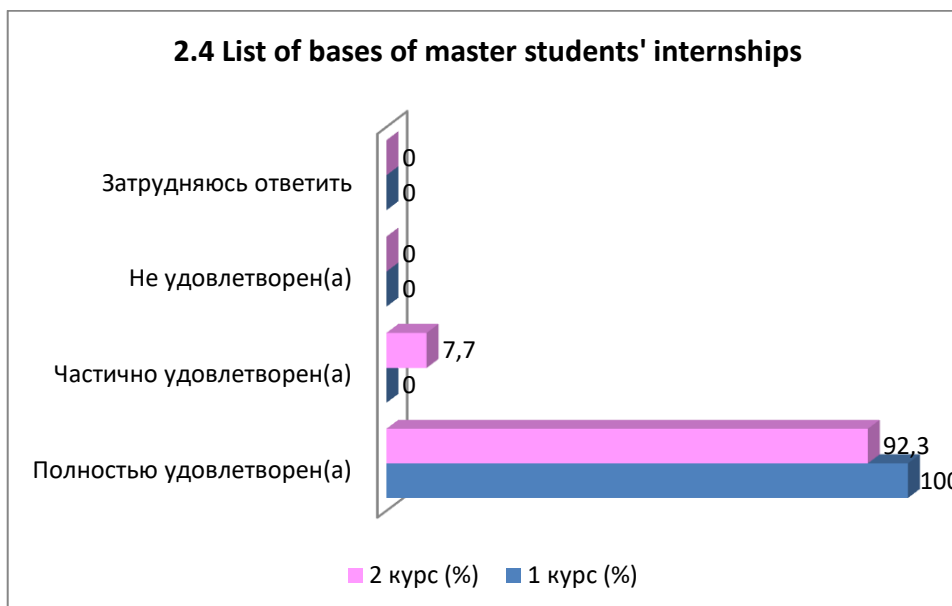
2.3 List of formed competencies of a master graduate



2.4 List if bases of master students' internships

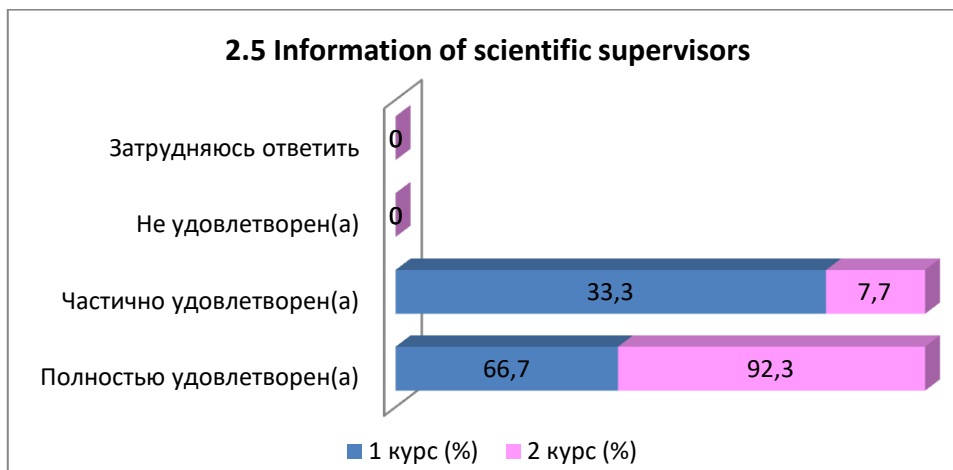
| Answer options | 1 year (%) | 2 year (%) |
|----------------------|------------|------------|
| Completely satisfied | 100 | 92,3 |
| Partially satisfied | - | 7,7 |
| Not satisfied | - | - |
| Difficult to answer | - | - |

2.4 List of bases of master students' internships



2.5 Information of scientific supervisors

| Answer options | 1 year (%) | 2 year (%) |
|----------------------|------------|------------|
| Completely satisfied | 66,7 | 92,3 |
| Partially satisfied | 33,3 | 7,7 |
| Not satisfied | - | - |
| Difficult to answer | - | - |



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

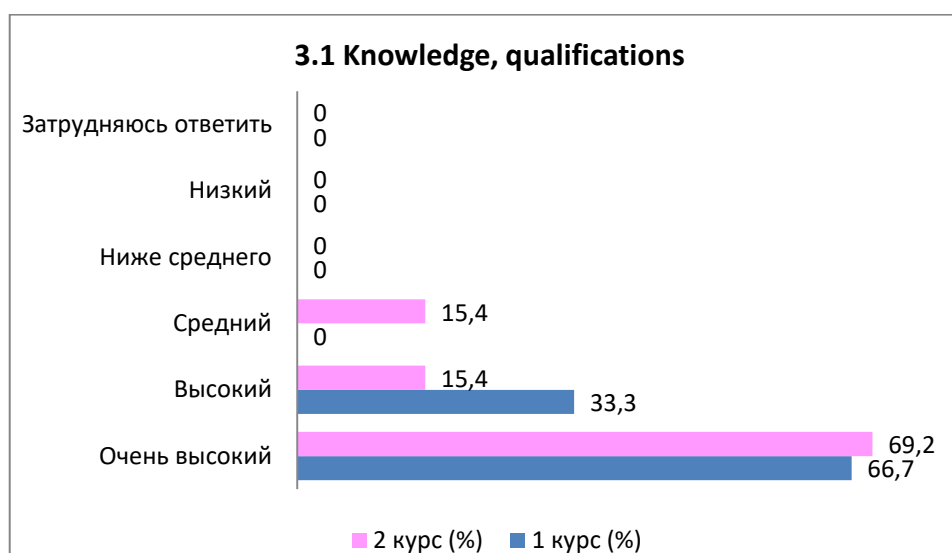
| |
|---|
| 3.1 Knowledge, qualifications |
| 3.2 Pedagogical qualities |
| 3.3 Objectivity and impartiality of assessments |
| 3.4 Teaching methods used |

Other (write your answer) _____

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

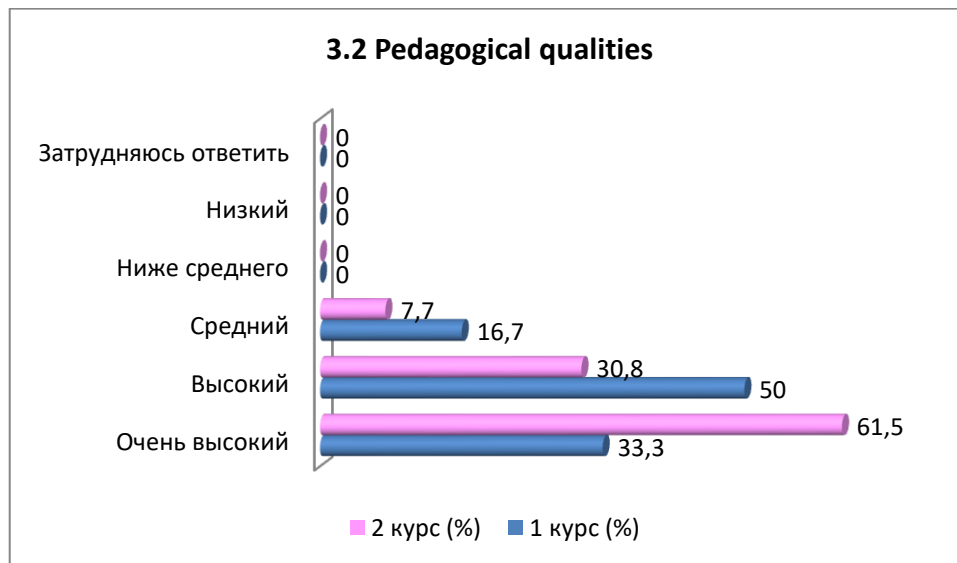
3.1 Knowledge, qualifications

| Answer options | 1 year (%) | 2 year (%) |
|-------------------------------|------------|------------|
| Very high | 66,7 | 69,2 |
| High | 33,3 | 15,4 |
| Average | - | 15,4 |
| Below average | - | - |
| Low | - | - |
| I find it difficult to answer | - | - |



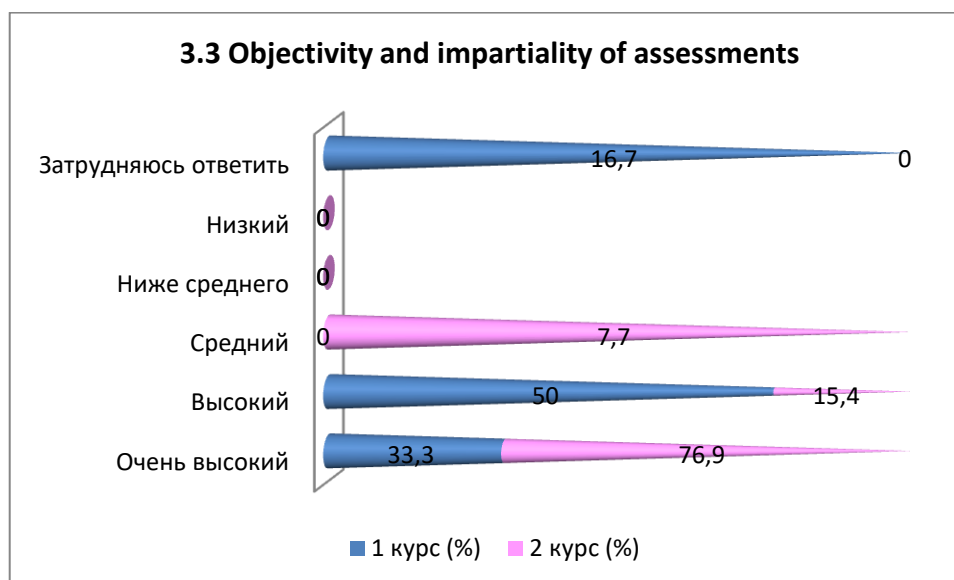
3.2 Pedagogical qualities

| Answer options | 1 year (%) | 2 year (%) |
|-------------------------------|------------|------------|
| Very high | 33,3 | 61,5 |
| High | 50 | 30,8 |
| Average | 16,7 | 7,7 |
| Below average | - | - |
| Low | - | - |
| I find it difficult to answer | - | - |



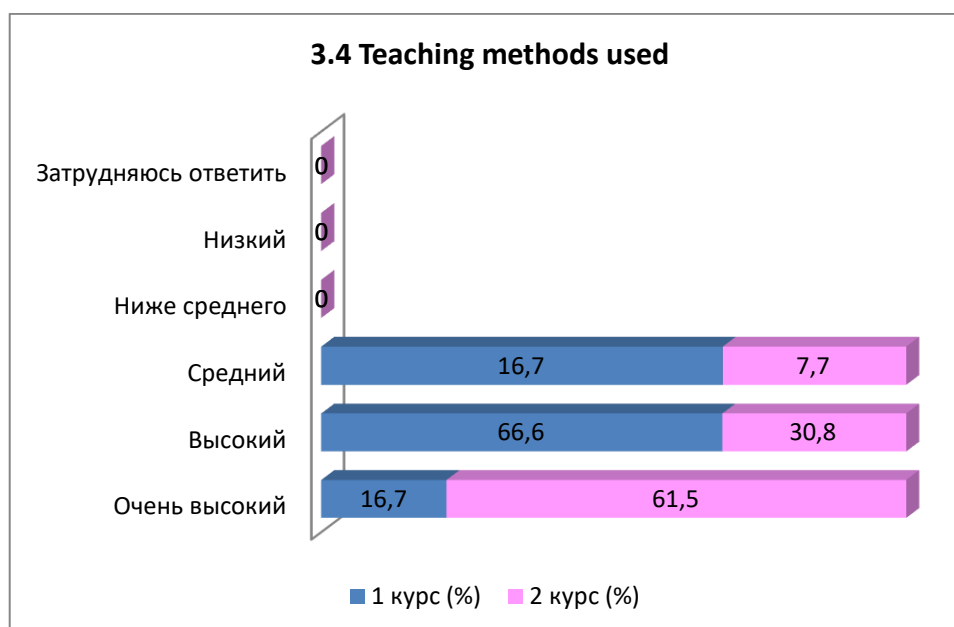
3.3 Objectivity and impartiality of assessments

| Answer options | 1 year (%) | 2 year (%) |
|-------------------------------|------------|------------|
| Very high | 33,3 | 76,9 |
| High | 50 | 15,4 |
| Average | - | 7,7 |
| Below average | - | - |
| Low | - | - |
| I find it difficult to answer | 16,7 | - |



3.4 Teaching methods used

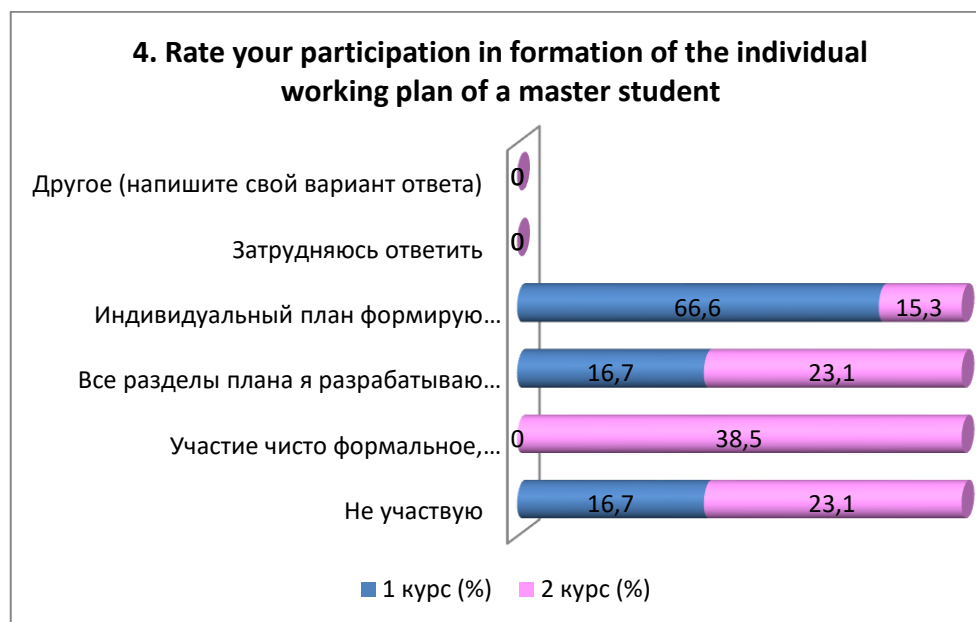
| Answer options | 1 year (%) | 2 year (%) |
|-------------------------------|------------|------------|
| Very high | 16,7 | 61,5 |
| High | 66,6 | 30,8 |
| Average | 16,7 | 7,7 |
| Below average | - | - |
| Low | - | - |
| I find it difficult to answer | - | - |



4. Rate your participation in formation of the individual working plan of a master student

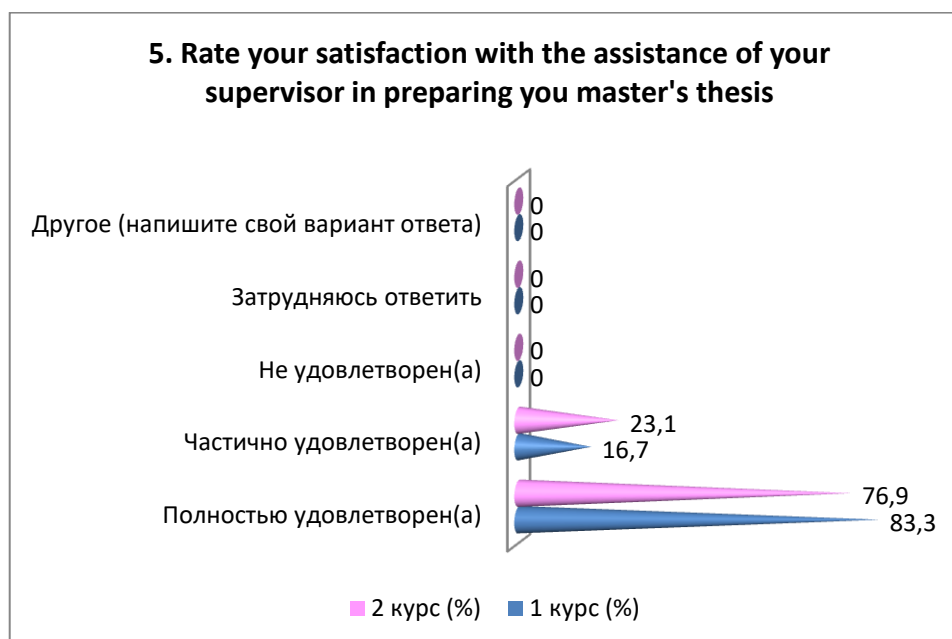
| Answer options | 1 year (%) | 2 year (%) |
|--|------------|------------|
| I do not participate | 16,7 | 23,1 |
| Participation is purely formal, the formation of an individual plan does not actually depend on me | - | 38,5 |

| | | |
|--|------|------|
| I develop all the sections of the plan independently under the guidance of my supervisor | 16,7 | 23,1 |
| I form an individual plan independently, the supervisor only signs it. | 66,6 | 15,3 |
| I find it difficult to answer | - | - |
| Other (write your answer) | - | - |



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

| Answer options | 1 year (%) | 2 year (%) |
|---------------------------|------------|------------|
| Completely satisfied | 83,3 | 76,9 |
| Partially satisfied | 16,7 | 23,1 |
| Not satisfied | - | - |
| I don't know | - | - |
| Other (write your answer) | - | - |

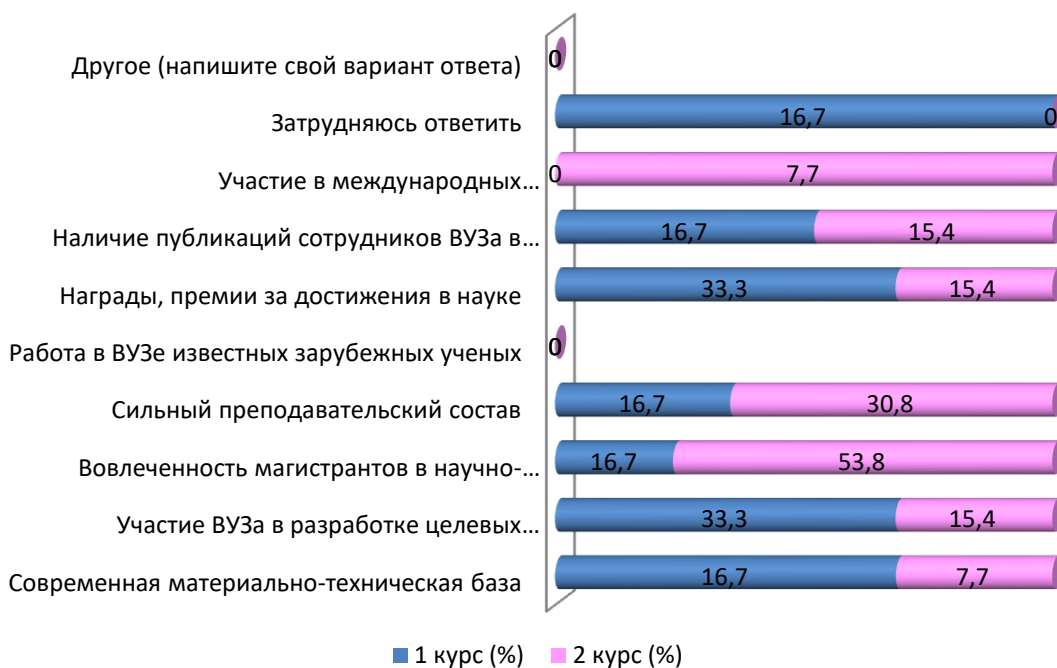


6. What, in your opinion, is the indicator of a high scientific level of the University?
(choose 3-4 key characteristics)

| Answer options | 1 year (%) | 2 year (%) |
|---|------------|------------|
| Updated material and technical base | 16,7 | 7,7 |
| Participation of the University in the development of target programs for the socio-economic development of the region, city, enterprises | 33,3 | 15,4 |
| Involvement of mastes students in research projects | 16,7 | 53,8 |
| Competent teaching staff | 16,7 | 30,8 |
| Famous foreign scientists working at the University | - | - |
| Awards, prizes for achievements in science | 33,3 | 15,4 |
| Availability of publications of the University employees in international publications | 16,7 | 15,4 |
| Participation in international research projects | - | 7,7 |
| I find it difficult to answer | 16,7 | - |
| Other (write your answer) | - | - |

**The sum in % is not equal to 100, since several answer options were supposed to be selected*

6. What, in your opinion, is the indicator of a high scientific level of the University?



7. Do you participate in any research projects?

| Answer options | 1 year (%) | 2 year (%) |
|---|------------|------------|
| Yes, I do (to question 8) | 16,7 | 30,8 |
| No, I don't participate, but I attend scientific events (seminars, conferences) at the University | 16,7 | 23 |
| No, I don't participate | 66,6 | 46,2 |
| I find it difficult to answer | - | - |
| Other (write your answer) | - | - |

7. Do you participate in any research projects?



8. Indicate which research projects you are involved in (choose all that apply)

| Answer options | 1 year (%) | 2 year (%) |
|--|------------|------------|
| I participate in the activities of research departments at my University | - | 30,8 |
| I participate in a project led by my supervisor/another teacher | - | 7,7 |
| I work at a research project with friends | 16,7 | 7,7 |
| I participate in a research project at another university | - | - |
| I participate in a research project with foreign universities | - | - |
| I find it difficult to answer | - | 7,7 |
| Other (write your answer) | 16,7 | - |

Note: Question 8 was answered only by those students who answered Yes to question 7. In addition, question 8 had multiple answer options, so the sum of the answers does not add up to 100%.



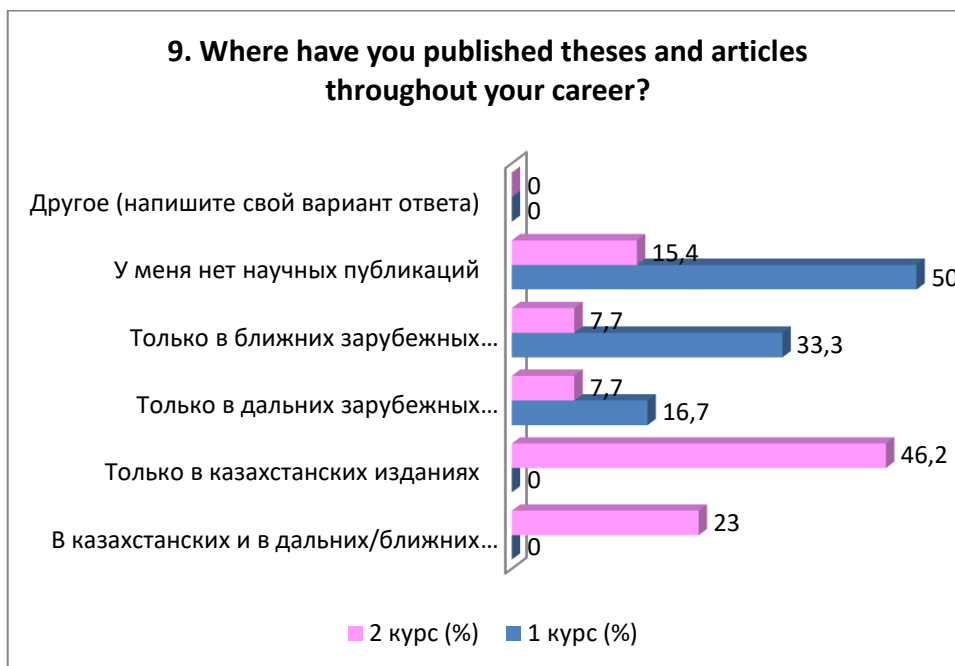
For the option Other, students gave the following answer*:

- I do not participate.

9. Where have you published theses and articles throughout your career?

| Варианты ответов | 1 year (%) | 2 year (%) |
|---|------------|------------|
| В казахстанских и в дальних/ближних зарубежных изданиях | - | 23 |
| Только в казахстанских изданиях | - | 46,2 |
| Только в дальних зарубежных изданиях | 16,7 | 7,7 |
| Только в ближних зарубежных изданиях | 33,3 | 7,7 |
| У меня нет научных публикаций | 50 | 15,4 |
| Другое (напишите свой вариант ответа) | - | - |

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

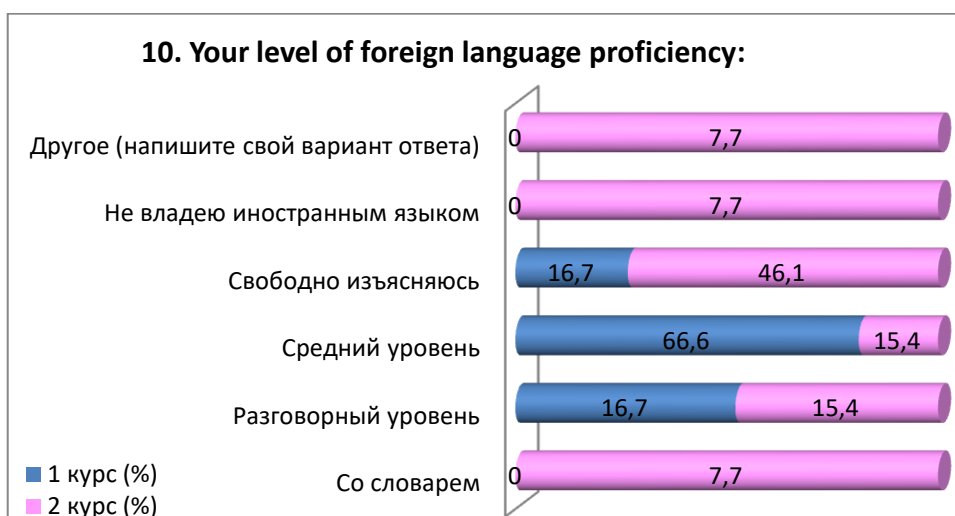


10. Your level of foreign language proficiency:

| Answer options | 1 year (%) | 2 year (%) |
|-----------------------------------|------------|------------|
| With the dictionary | - | 7,7 |
| Conversational level | 16,7 | 15,4 |
| Intermediate level | 66,6 | 15,4 |
| I express myself fluently | 16,7 | 46,1 |
| I do not speak a foreign language | - | 7,7 |
| Other (write your answer) | - | 7,7 |

For the option Other, students gave the following answers* :

- I am from America.



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

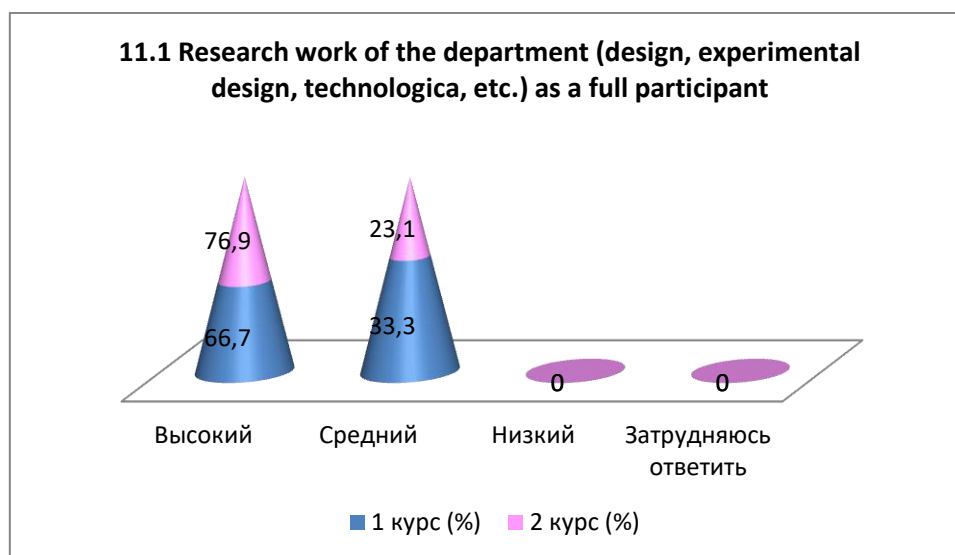
| |
|---|
| 11.1 Research work of the department (design, experimental design, technological, etc.) as a full participant |
| 11.2 Writing scientific articles |
| 11.3 Participation with reports at conferences and seminars |
| 11.4 Preparation of reports on research, abstracts |

Other (write your answer) _____

If you answered “Low” to the previous question, please provide recommendations for improving the participation of graduate students in the work of the department

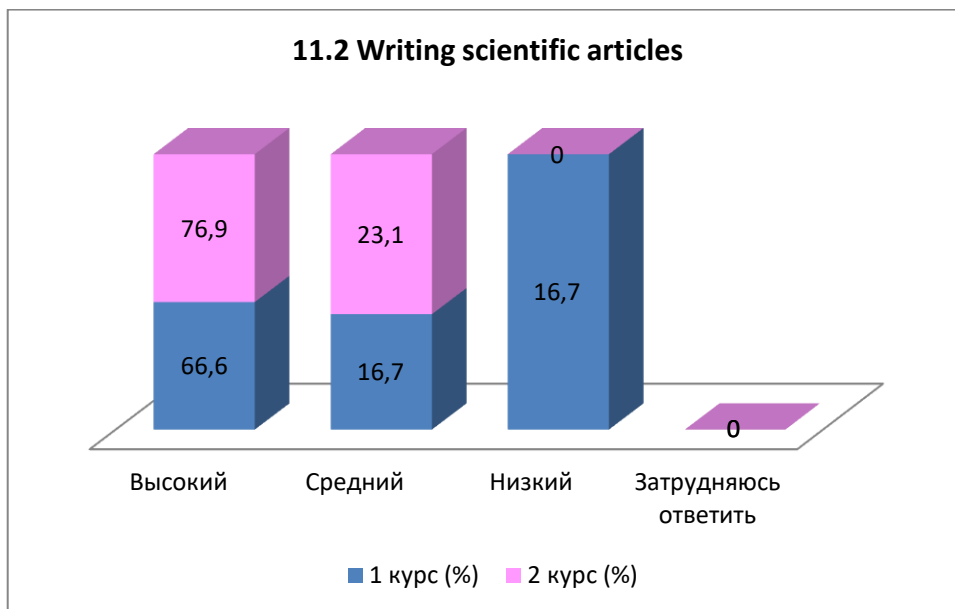
11.1 Research work of the department (design, experimental design, technological, etc.) as a full participant

| Answer options | 1 year (%) | 2 year (%) |
|---------------------|------------|------------|
| High | 66,7 | 76,9 |
| Medium | 33,3 | 23,1 |
| Low | - | - |
| Difficult to answer | - | - |



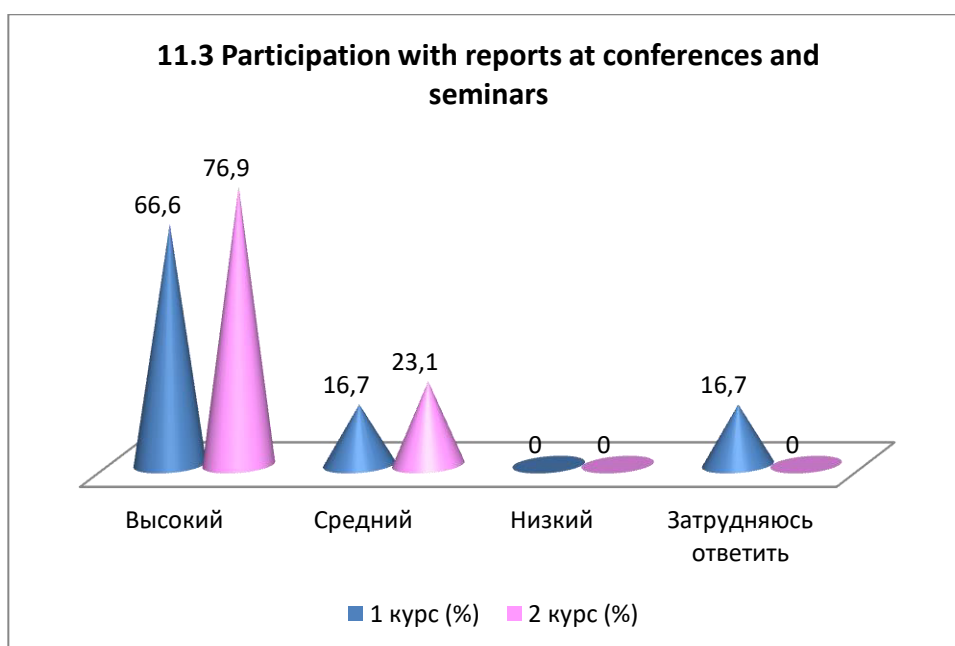
11.2 Writing scientific articles

| Answer options | 1 year (%) | 2 year (%) |
|---------------------|------------|------------|
| High | 66,6 | 76,9 |
| Medium | 16,7 | 23,1 |
| Low | 16,7 | - |
| Difficult to answer | - | - |



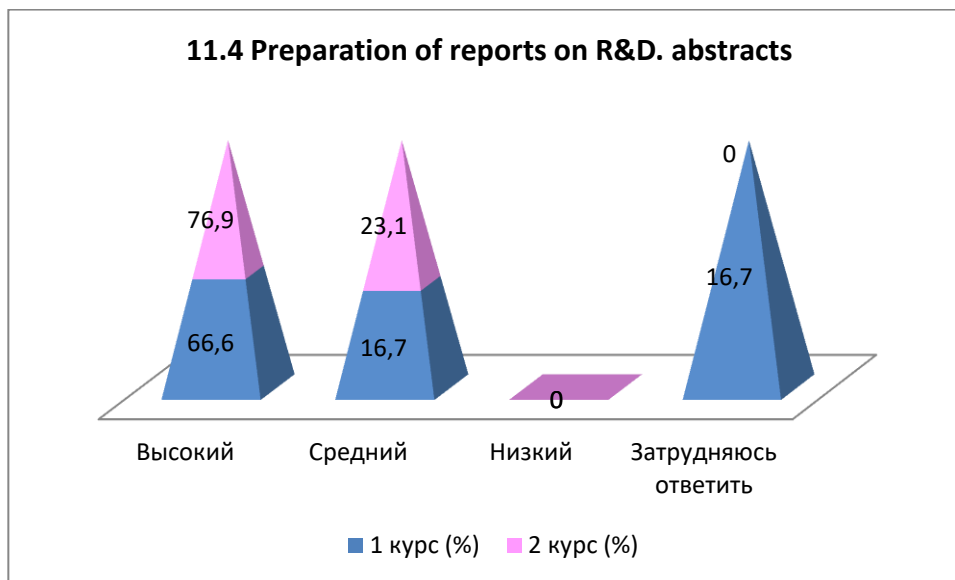
11.3 Participation with reports at conferences and seminars

| Answer options | 1 year (%) | 2 year (%) |
|---------------------|------------|------------|
| High | 66,6 | 76,9 |
| Medium | 16,7 | 23,1 |
| Low | - | - |
| Difficult to answer | 16,7 | - |



11.4 Preparation of reports on R&D, abstracts

| Answer options | 1 year (%) | 2 year (%) |
|---------------------|------------|------------|
| High | 66,6 | 76,9 |
| Medium | 16,7 | 23,1 |
| Low | - | - |
| Difficult to answer | 16,7 | - |



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

| |
|---|
| 12.1 Organization of conferences, round tables, forums at the University with participation of master students |
| 12.2 Material and technical support for applied scientific research |
| 12.3 Availability of equipment, computers needed for the master students' educational process and scientific activities |
| 12.4 General level of organization and implementation of foreign internships |
| 12.5 Availability of library collections, electronic databases and Internet resources |
| 12.6 Availability of scientific equipment, tools, materials |
| 12.7 Availability of laboratories, specialized facilities and experimental sites |

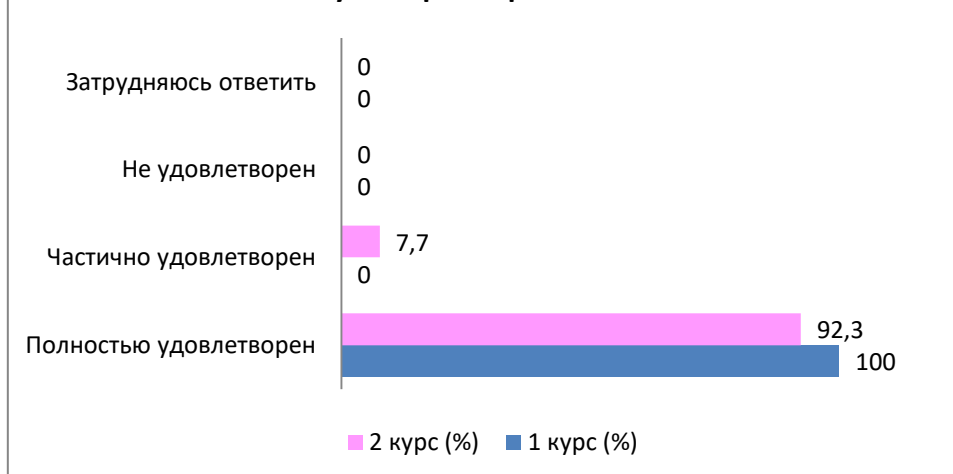
Other (write your answer) _____

If you answered "Not satisfied" to the previous question, please provide recommendations for improving the scientific and educational environment of the University

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

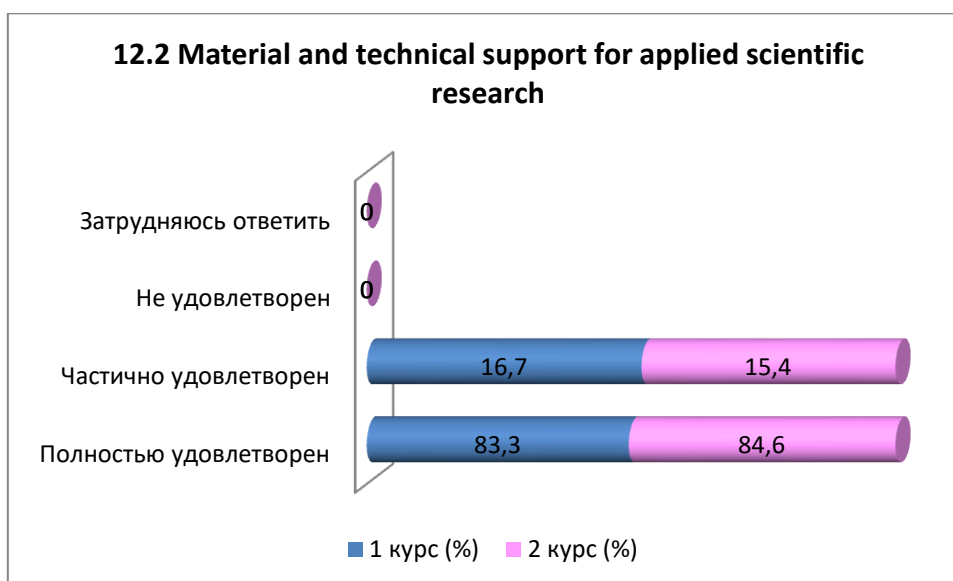
| Answer options | 1 year (%) | 2 year (%) |
|----------------------|------------|------------|
| Completely satisfied | 100 | 92,3 |
| Partially satisfied | - | 7,7 |
| Not satisfied | - | - |
| Difficult to answer | - | - |

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



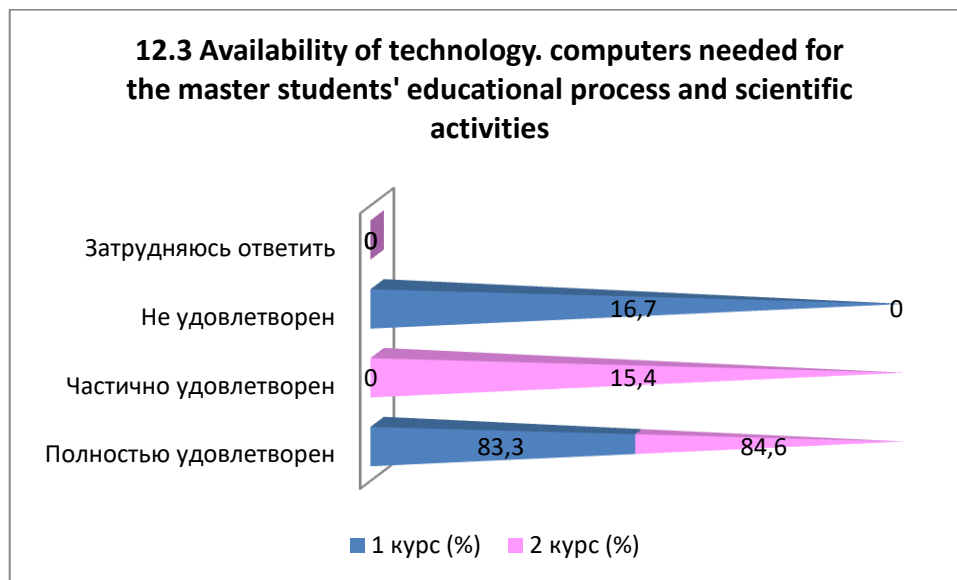
12.2 Material and technical support for applied scientific research

| Answer options | 1 year (%) | 2 year (%) |
|----------------------|------------|------------|
| Completely satisfied | 83,3 | 84,6 |
| Partially satisfied | 16,7 | 15,4 |
| Not satisfied | - | - |
| Difficult to answer | - | - |



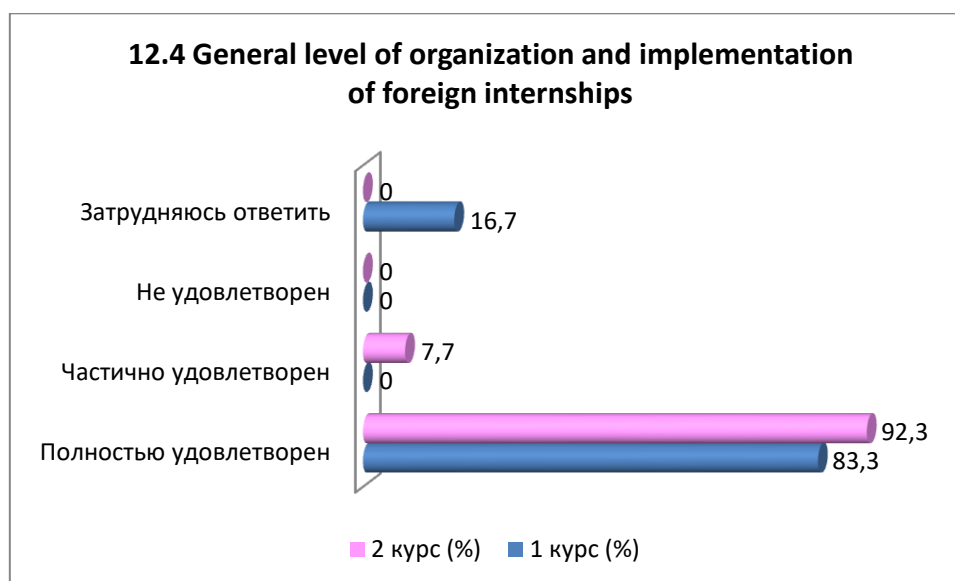
12.3 Availability of technology, computers needed for the master students' educational process and scientific activities

| Answer options | 1 year (%) | 2 year (%) |
|----------------------|------------|------------|
| Completely satisfied | 83,3 | 84,6 |
| Partially satisfied | - | 15,4 |
| Not satisfied | 16,7 | - |
| Difficult to answer | - | - |



12.4 General level of organization and implementation of foreign internships

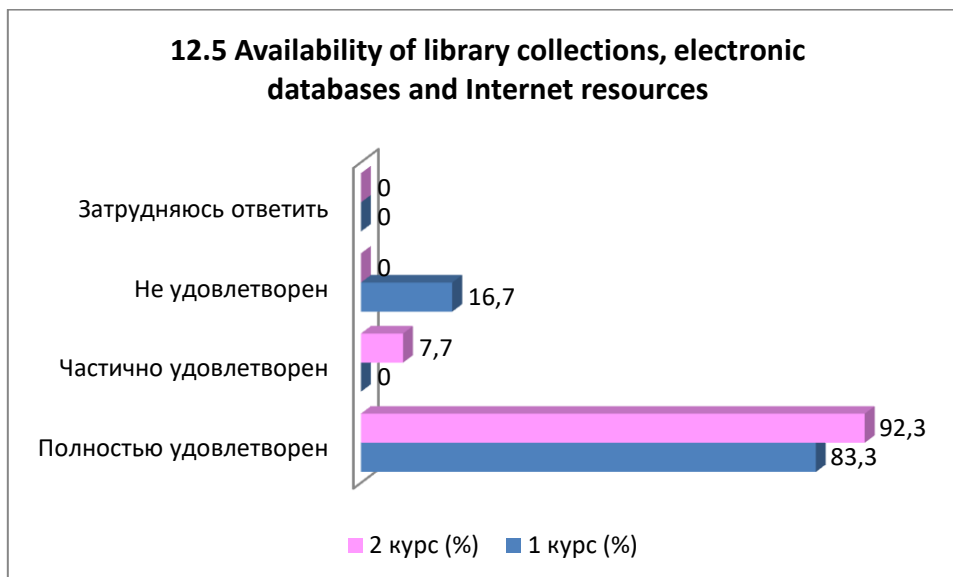
| Answer options | 1 year (%) | 2 year (%) |
|----------------------|------------|------------|
| Completely satisfied | 83,3 | 92,3 |
| Partially satisfied | - | 7,7 |
| Not satisfied | - | - |
| Difficult to answer | 16,7 | - |



12.5 Availability of library collections, electronic databases and Internet resources

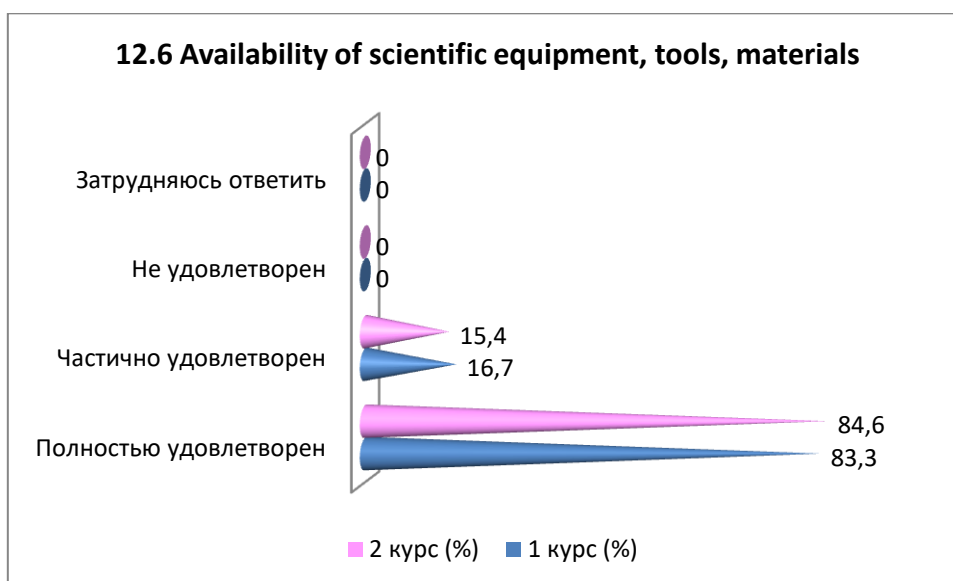
| Answer options | 1 year (%) | 2 year (%) |
|----------------------|------------|------------|
| Completely satisfied | 83,3 | 92,3 |
| Partially satisfied | - | 7,7 |
| Not satisfied | 16,7 | - |
| Difficult to answer | - | - |

12.5 Availability of library collections, electronic databases and Internet resources



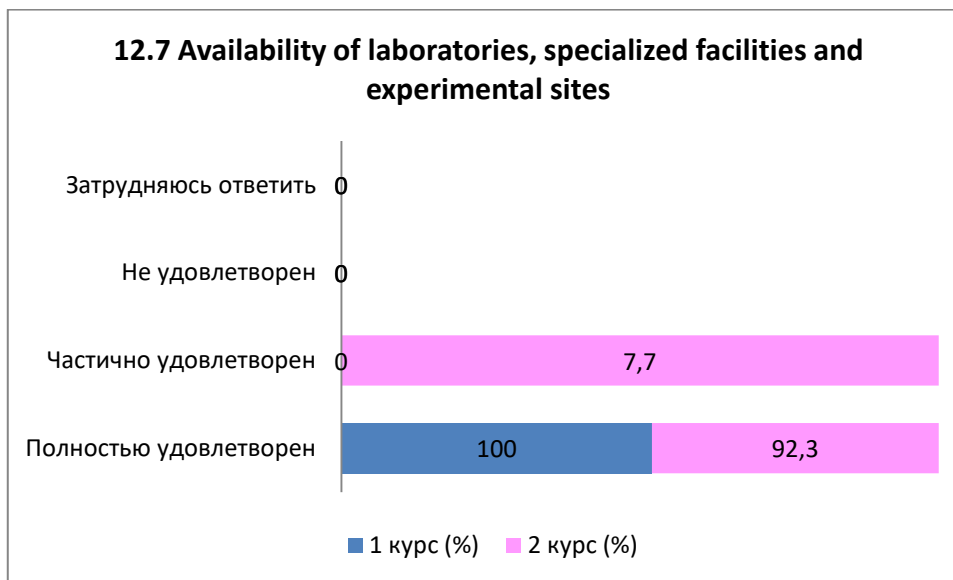
12.6 Availability of scientific equipment, tools, materials

| Answer options | 1 year (%) | 2 year (%) |
|----------------------|------------|------------|
| Completely satisfied | 83,3 | 84,6 |
| Partially satisfied | 16,7 | 15,4 |
| Not satisfied | - | - |
| Difficult to answer | - | - |



12.7 Availability of laboratories, specialized facilities and experimental sites

| Answer options | 1 year (%) | 2 year (%) |
|----------------------|------------|------------|
| Completely satisfied | 100 | 92,3 |
| Partially satisfied | - | 7,7 |
| Not satisfied | - | - |
| Difficult to answer | - | - |

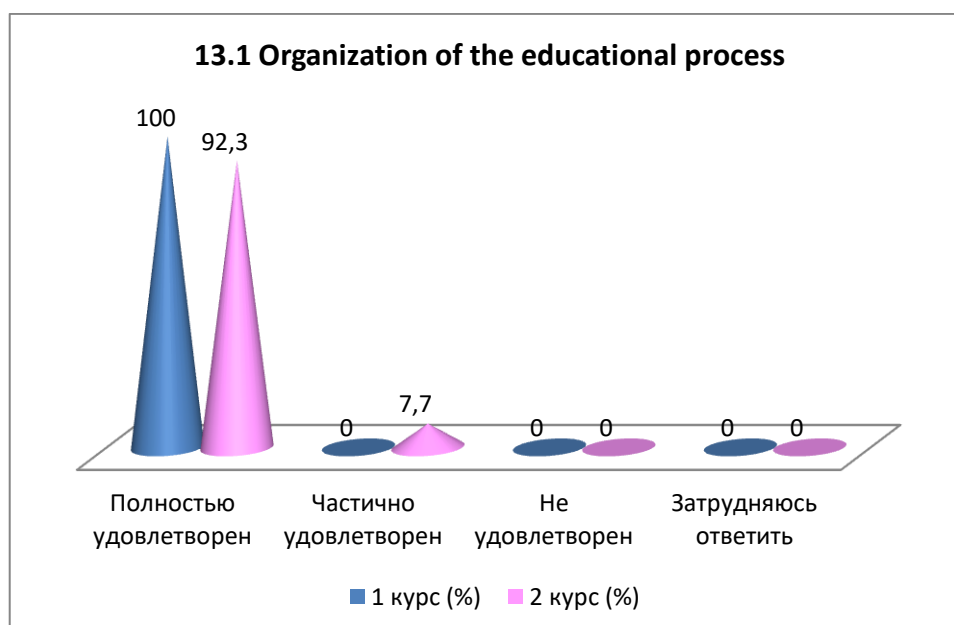


13. Are you satisfied with:

| |
|--|
| 13.1 Organization of the educational process |
| 13.2 Living conditions in the hostel |
| 13.3 Organization of free time |
| 13.4 Organization of catering |
| 13.5 Organization of industrial practice |

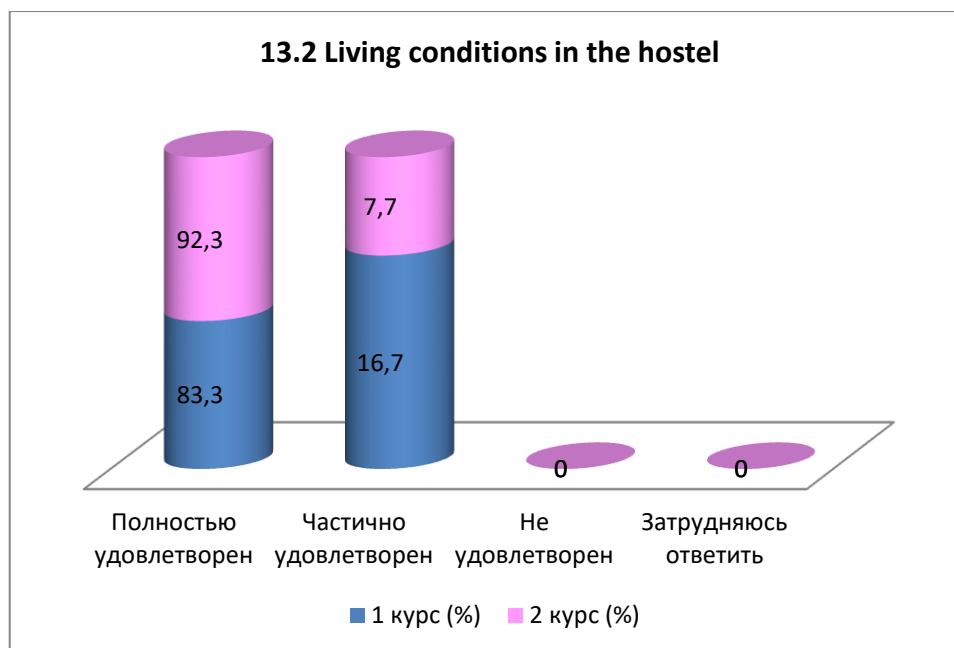
13.1 Organization of the educational process

| Answer options | 1 year (%) | 2 year (%) |
|----------------------|------------|------------|
| Completely satisfied | 100 | 92,3 |
| Partially satisfied | - | 7,7 |
| Not satisfied | - | - |
| Difficult to answer | - | - |



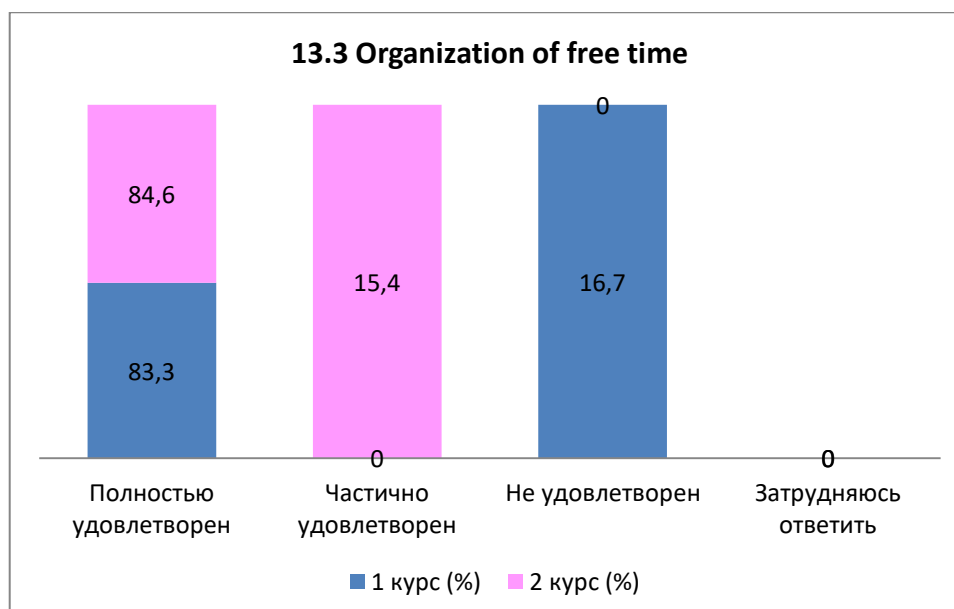
13.2 Living conditions in the hostel

| Answer options | 1 year (%) | 2 year (%) |
|----------------------|------------|------------|
| Completely satisfied | 83,3 | 92,3 |
| Partially satisfied | 16,7 | 7,7 |
| Not satisfied | - | - |
| Difficult to answer | - | - |



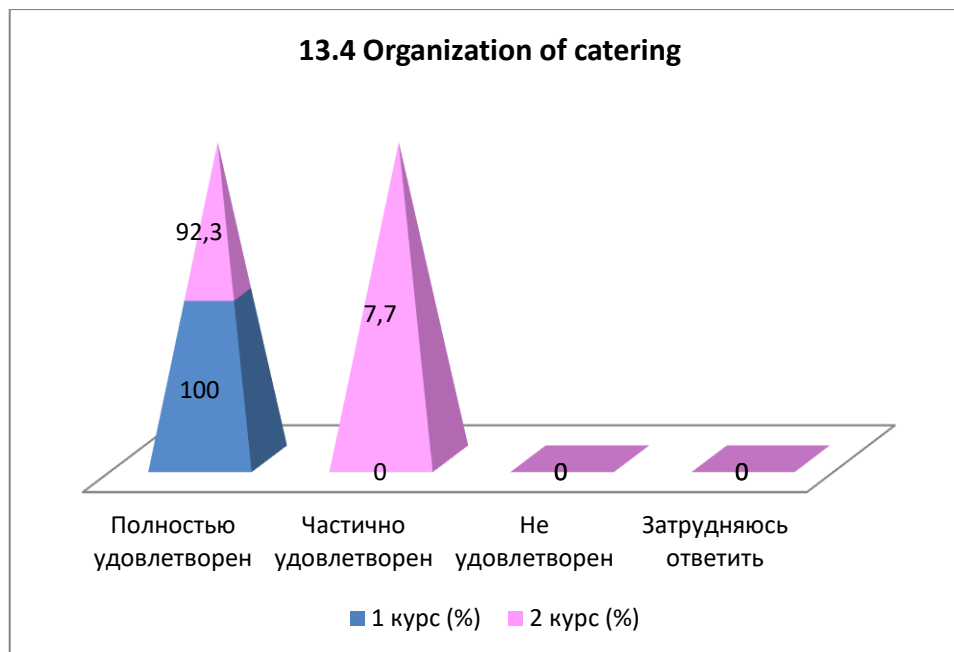
13.3 Organization of free time

| Answer options | 1 year (%) | 2 year (%) |
|----------------------|------------|------------|
| Completely satisfied | 83,3 | 84,6 |
| Partially satisfied | - | 15,4 |
| Not satisfied | 16,7 | - |
| Difficult to answer | - | - |



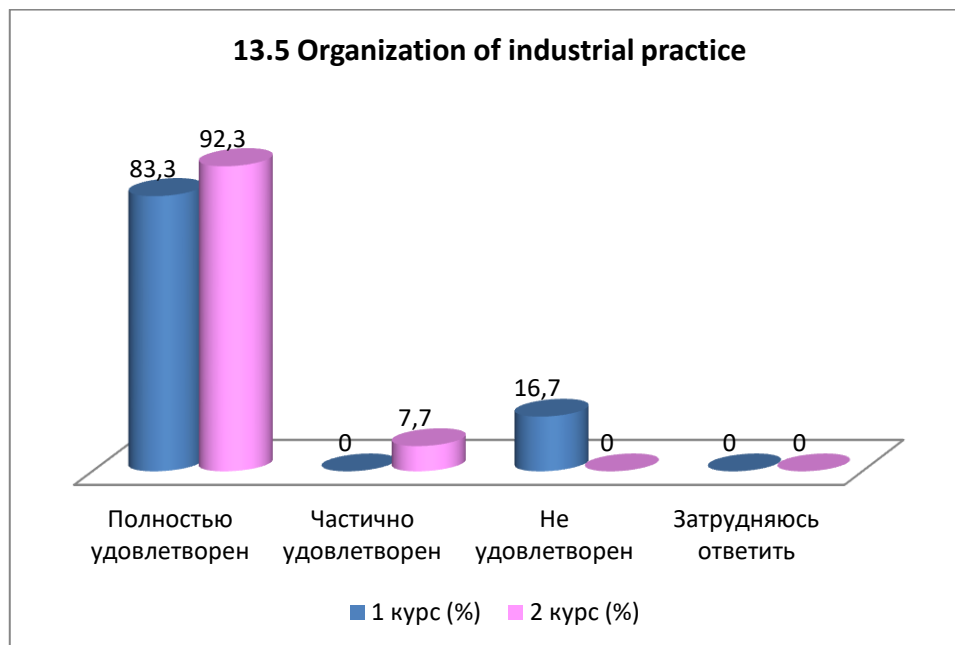
13.4 Organization of catering

| Answer options | 1 year (%) | 2 year (%) |
|----------------------|------------|------------|
| Completely satisfied | 100 | 92,3 |
| Partially satisfied | - | 7,7 |
| Not satisfied | - | - |
| Difficult to answer | - | - |



13.5 Organization of industrial practice

| Answer options | 1 year (%) | 2 year (%) |
|----------------------|------------|------------|
| Completely satisfied | 83,3 | 92,3 |
| Partially satisfied | - | 7,7 |
| Not satisfied | 16,7 | - |
| Difficult to answer | - | - |



Conclusions based on the results of the survey:

1. Main factors that determine the choice of studying in the master's degree program at the University:

1. Continuing education at the same university: 32.1%.
2. Leading scientists among the teaching staff: 24.3%.
3. Prestige of the university: 16.1%.
4. Opportunity to do research while studying: 12.2%.
5. Availability of state-funded places: 8.3%.
6. Opportunity to easily find a job with a diploma from this university: 7.7%.
7. Acceptable tuition: 3.8%.

Additional factors: the variety of specialties and high quality of education also influence the choice of a master's degree.

2. Satisfaction with the availability of information:

- average level of satisfaction: 100%

- meaning: a very high level of satisfaction indicates the availability and adequacy of information, which helps master's degree students effectively plan their educational activities.

3. Assessment of the teaching staff of the master's program:

1. Knowledge and qualifications of teachers: 92.3%.

2. Pedagogical qualities of teachers: 87.8%.

3. Objectivity and impartiality of assessments: 87.8%.

4. Teaching methods: satisfactory for 87.8% of master students.

4. Participation of master students in the formation of an individual work plan:

- 41% of master students formulate their plan independently, and their supervisor signs it without exerting significant influence;

- 19.9% of master students actively participate in developing their work plan under the supervision of their supervisor, which indicates a high degree of independence and responsibility of master students;

- 19.2% of master students see their participation as formal, since they relied more on the supervisor's help due to difficulties in independently formulating ideas;

- 19.9% of master 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 academic supervisor.

5. Satisfaction with the help of the academic supervisor:

- satisfaction level: 100%

- meaning: a very high level of satisfaction of master's students with the quality of support from the academic supervisor.

6. Indicators of a high scientific level of the university:

1. Involvement in research projects: 35.2%.

2. Participation in targeted programs of socio-economic development: 24.3%.

3. Competent teaching staff: 23.7%.

4. Availability of publications of university staff in international journals: 16.1%.

5. Modern material and technical base: 12.2%.

6. Participation in international research projects: 3.8%.

7. Publication of scientific papers:

- active participation: 67.3% of master's students

- meaning: the degree of involvement in the scientific community and the desire to disseminate research results is above average.

8. Level of foreign language proficiency:

- different levels of proficiency: 92.3% of master's students

- meaning: proficiency in a foreign language from a basic level to complete freedom of expression, while some do not speak the language at all, which can create difficulties in learning and communication.

9. Satisfaction of master students with the quality of educational services:

1. Organization of the educational process: 100%.

2. Living conditions in the dormitory: 100%.

3. Organization of free time: 91.7%.

4. Organization of catering: 100%.

5. Organization of industrial practice: 91.7%.

10 Overall rating:

- master students highly value the opportunities for research and training, which is reflected in the overall satisfaction with the services provided and the support of the university.

Recommendations:

1. Discussion of the survey results:

- The head of the department should familiarize and discuss the survey results with the staff and master students.

2. Availability of the survey results:

- Master students can request the survey results by e-mail from the Quality Management and Accreditation Center: cqma_kstu@mail.ru.

3. Improving involvement in research projects:

- understanding the reasons for the low involvement of master students in research projects;
- developing activities to stimulate the participation of master students in scientific research.