

Report on the results of the survey
«Master students' satisfaction with educational services»
for 2024-2025 ac. year
in educational program
7M06101 Information systems

In February 2025, the Center for quality management and accreditation conducted an anonymous electronic survey "Master students' satisfaction with educational services".

The purpose of the survey was to measure consumer satisfaction with the quality of services provided by the university.

The subject of the survey was the 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 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 survey was the 1 and 2 year master students.

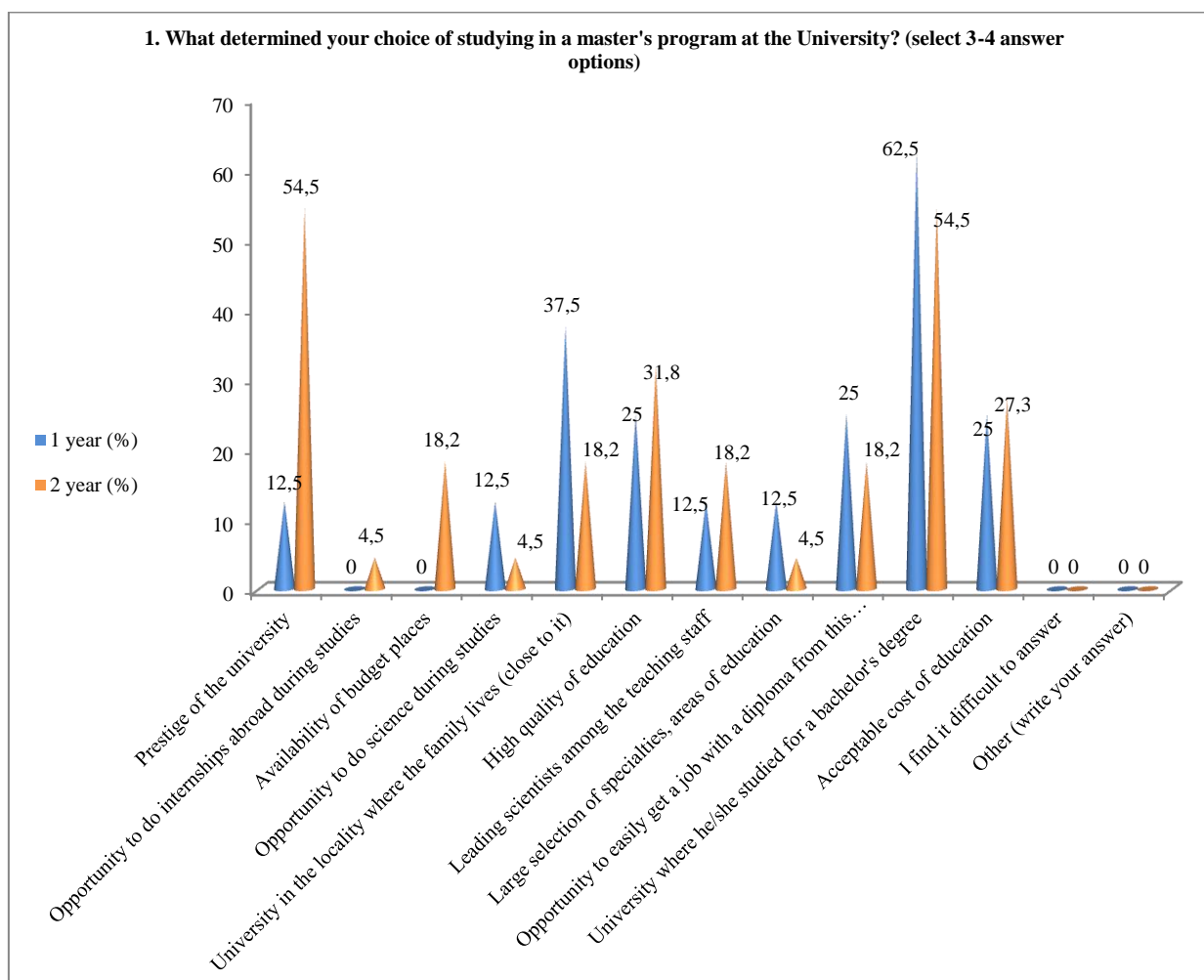
30 respondents took part in the survey, which amounted to 85.8% of the total number of master students.

The following data were obtained during the survey:

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

| Answer options | 1 year (%) | 2 year (%) |
|---|-------------------|-------------------|
| Prestige of the university | 12,5 | 54,5 |
| Opportunity to do internships abroad during studies | - | 4,5 |
| Availability of budget places | - | 18,2 |
| Opportunity to do science during studies | 12,5 | 4,5 |
| University in the locality where the family lives (close to it) | 37,5 | 18,2 |
| High quality of education | 25 | 31,8 |
| Leading scientists among the teaching staff | 12,5 | 18,2 |
| Large selection of specialties, areas of education | 12,5 | 4,5 |
| Opportunity to easily get a job with a diploma from this university | 25 | 18,2 |
| University where he/she studied for a bachelor's degree | 62,5 | 54,5 |
| Acceptable cost of education | 25 | 27,3 |
| I find it difficult to answer | - | - |
| Other (write your answer) | - | - |

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



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

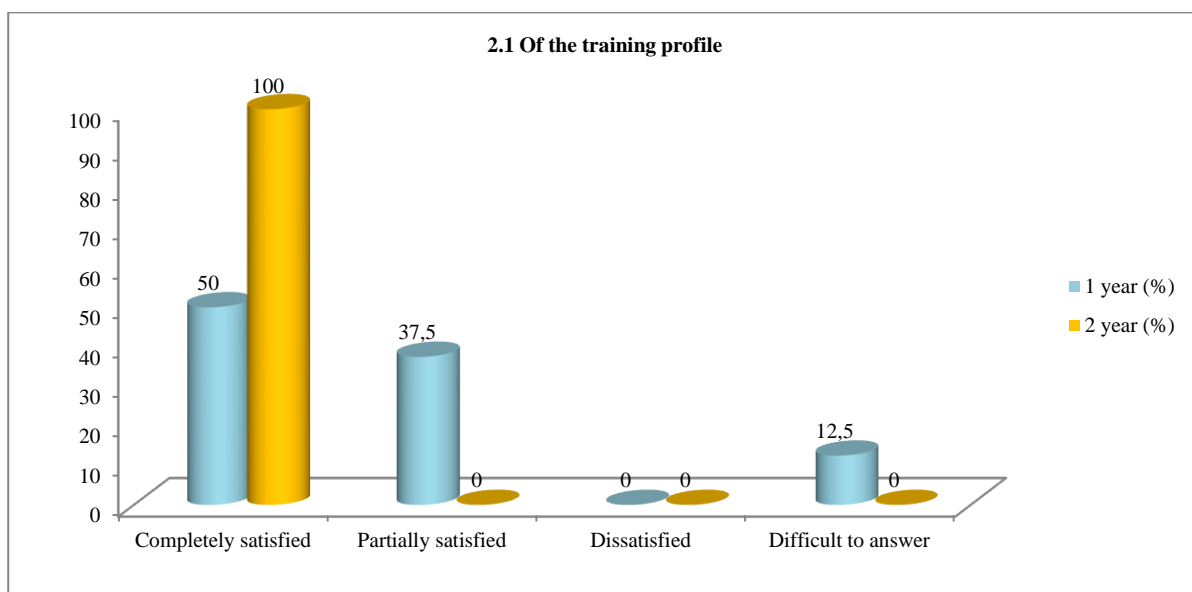
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| 2.1 Of the training profile |
| 2.2 Characteristics of the professional activity of a master student |
| 2.3 List of developing competencies of a master graduate |
| 2.4 List of bases of master students' practices |
| 2.5 Information of scientific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

Other (write your answer) _____

If you answered "Not satisfied" to the previous question, give recommendations for improving the direction of training _____

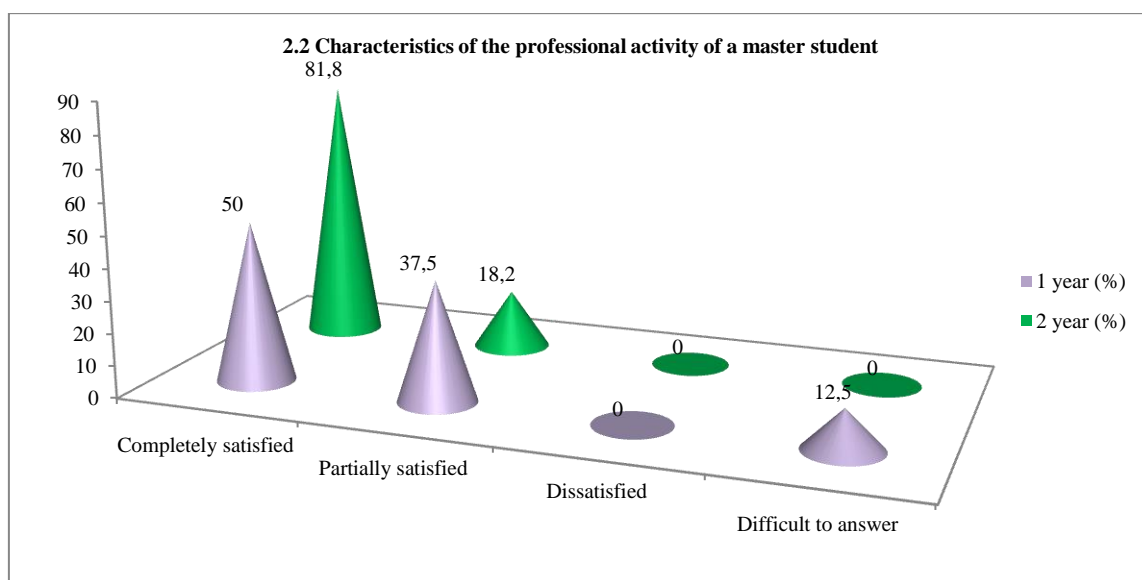
2.1 Of the training profile

| Answer options | 1 year (%) | 2 year (%) |
|----------------------|------------|------------|
| Completely satisfied | 50 | 100 |
| Partially satisfied | 37,5 | - |
| Dissatisfied | - | - |
| Difficult to answer | 12,5 | - |



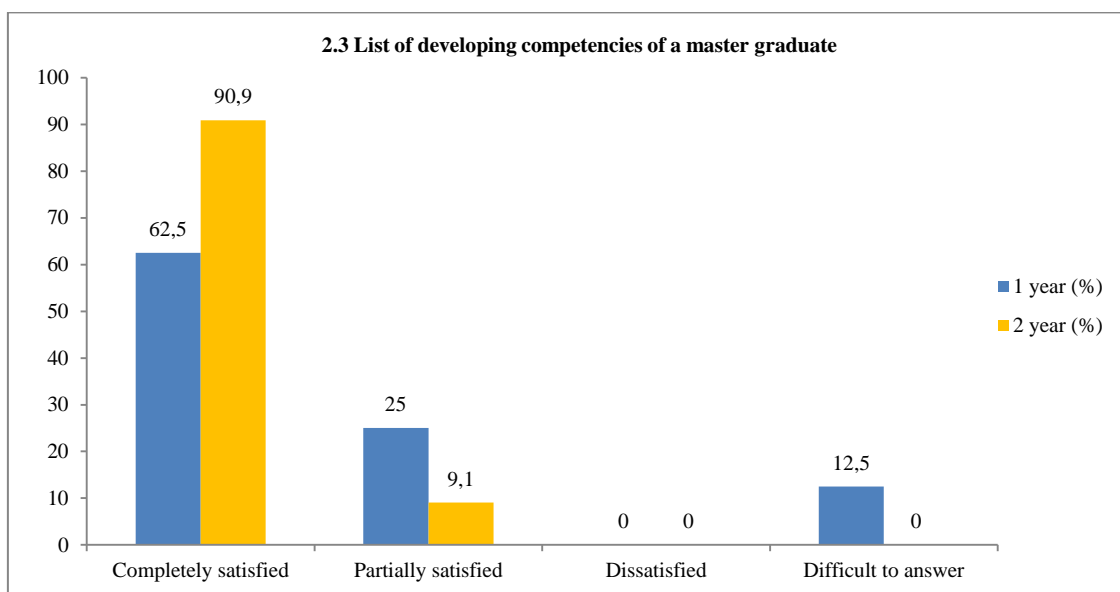
2.2 Characteristics of the professional activity of a master student

| Answer options | 1 year (%) | 2 year (%) |
|----------------------|------------|------------|
| Completely satisfied | 50 | 81,8 |
| Partially satisfied | 37,5 | 18,2 |
| Dissatisfied | - | - |
| Difficult to answer | 12,5 | - |



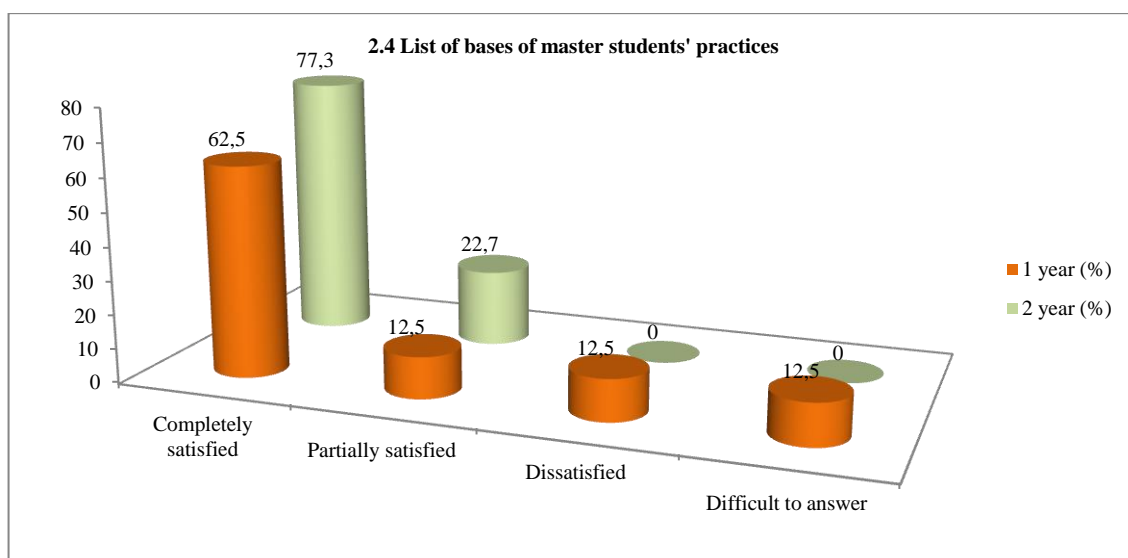
2.3 List of developing competencies of a master graduate

| Answer options | 1 year (%) | 2 year (%) |
|----------------------|------------|------------|
| Completely satisfied | 62,5 | 90,9 |
| Partially satisfied | 25 | 9,1 |
| Dissatisfied | - | - |
| Difficult to answer | 12,5 | - |



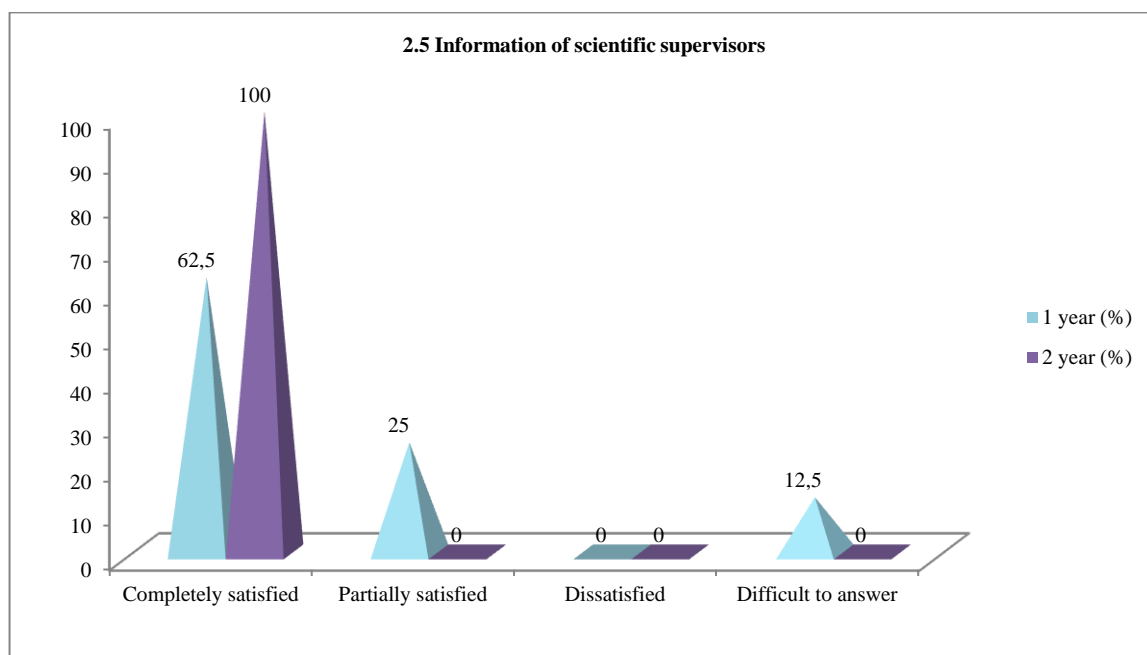
2.4 List of bases of master students' practices

| Answer options | 1 year (%) | 2 year (%) |
|----------------------|------------|------------|
| Completely satisfied | 62,5 | 77,3 |
| Partially satisfied | 12,5 | 22,7 |
| Dissatisfied | 12,5 | - |
| Difficult to answer | 12,5 | - |



2.5 Information of scientific supervisors

| Answer options | 1 year (%) | 2 year (%) |
|----------------------|------------|------------|
| Completely satisfied | 62,5 | 100 |
| Partially satisfied | 25 | - |
| Dissatisfied | - | - |
| Difficult to answer | 12,5 | - |



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

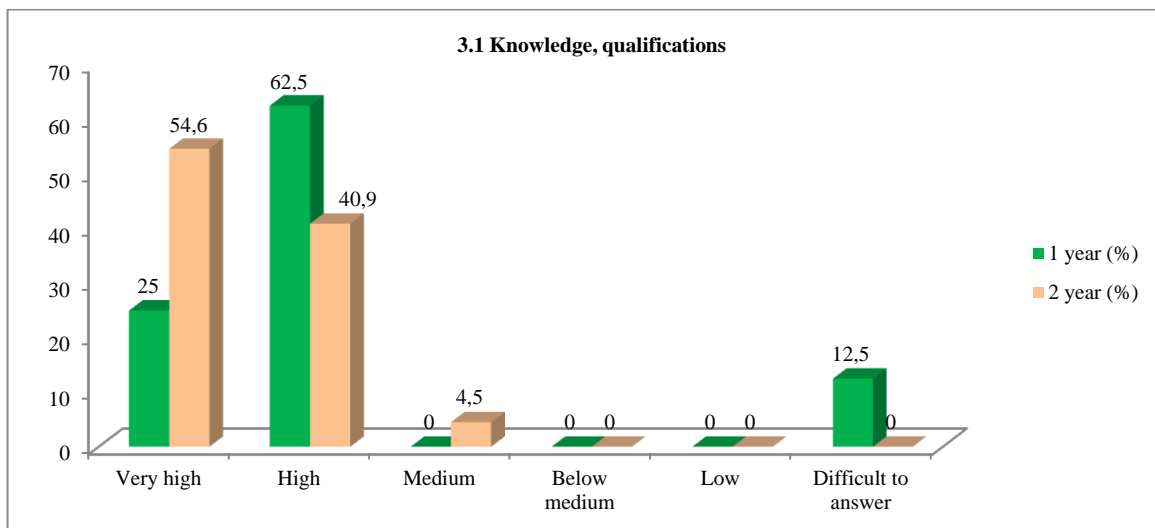
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|---|
| 3.1 Knowledge, qualifications |
| 3.2 Pedagogical qualities |
| 3.3 Objectivity and impartiality of assessments |
| 3.4 Teaching methods used |

Other (write your answer)_____

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

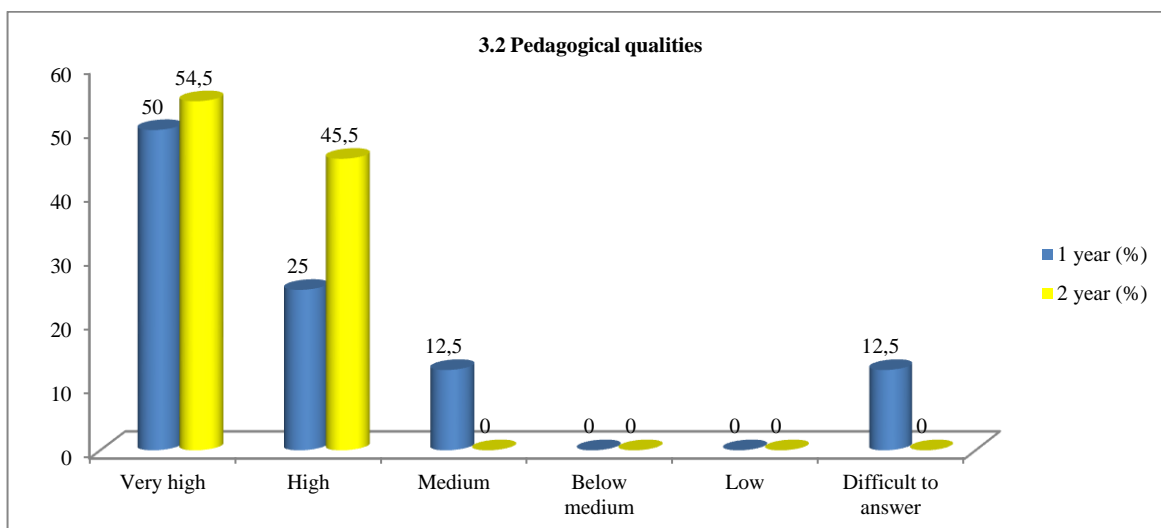
3.1 Knowledge, qualifications

| Answer options | 1 year (%) | 2 year (%) |
|---------------------|------------|------------|
| Very high | 25 | 54,6 |
| High | 62,5 | 40,9 |
| Medium | - | 4,5 |
| Below medium | - | - |
| Low | - | - |
| Difficult to answer | 12,5 | - |



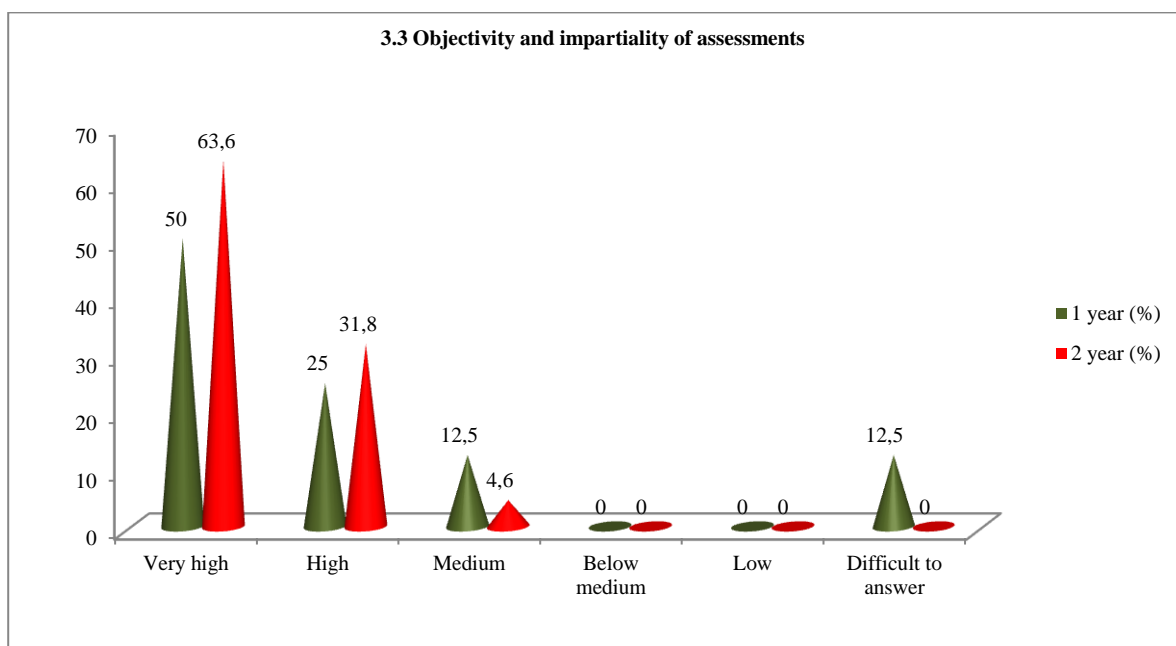
3.2 Pedagogical qualities

| Answer options | 1 year (%) | 2 year (%) |
|---------------------|------------|------------|
| Very high | 50 | 54,5 |
| High | 25 | 45,5 |
| Medium | 12,5 | - |
| Below medium | - | - |
| Low | - | - |
| Difficult to answer | 12,5 | - |



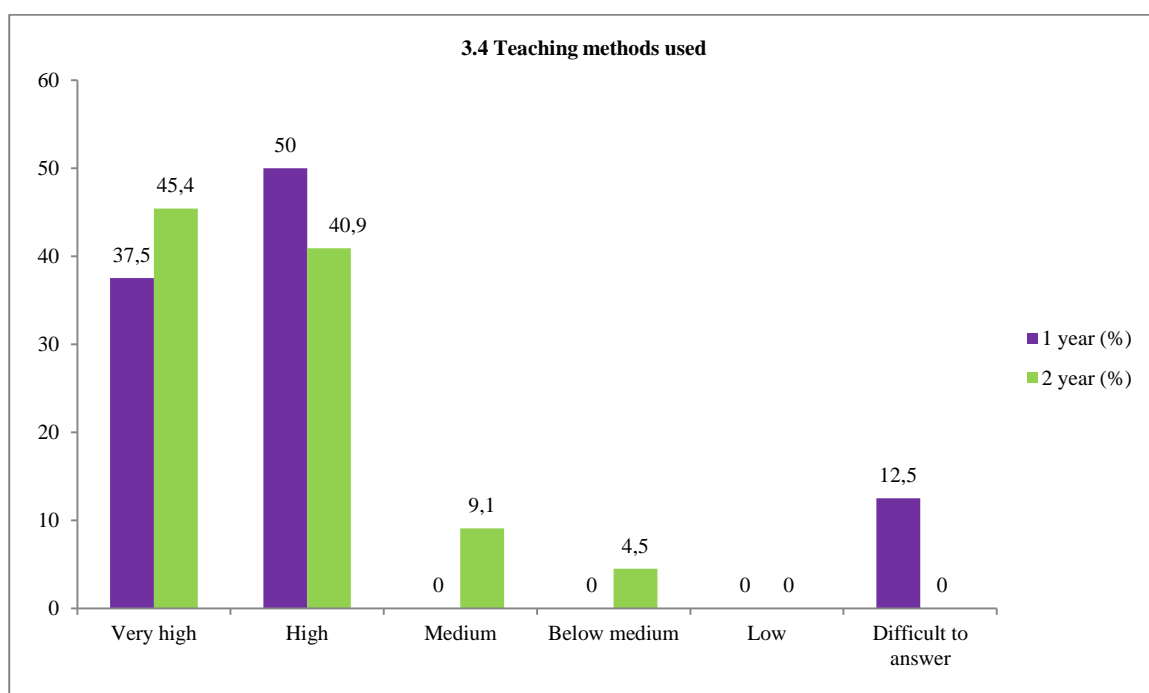
3.3 Objectivity and impartiality of assessments

| Answer options | 1 year (%) | 2 year (%) |
|---------------------|------------|------------|
| Very high | 50 | 63,6 |
| High | 25 | 31,8 |
| Medium | 12,5 | 4,6 |
| Below medium | - | - |
| Low | - | - |
| Difficult to answer | 12,5 | - |



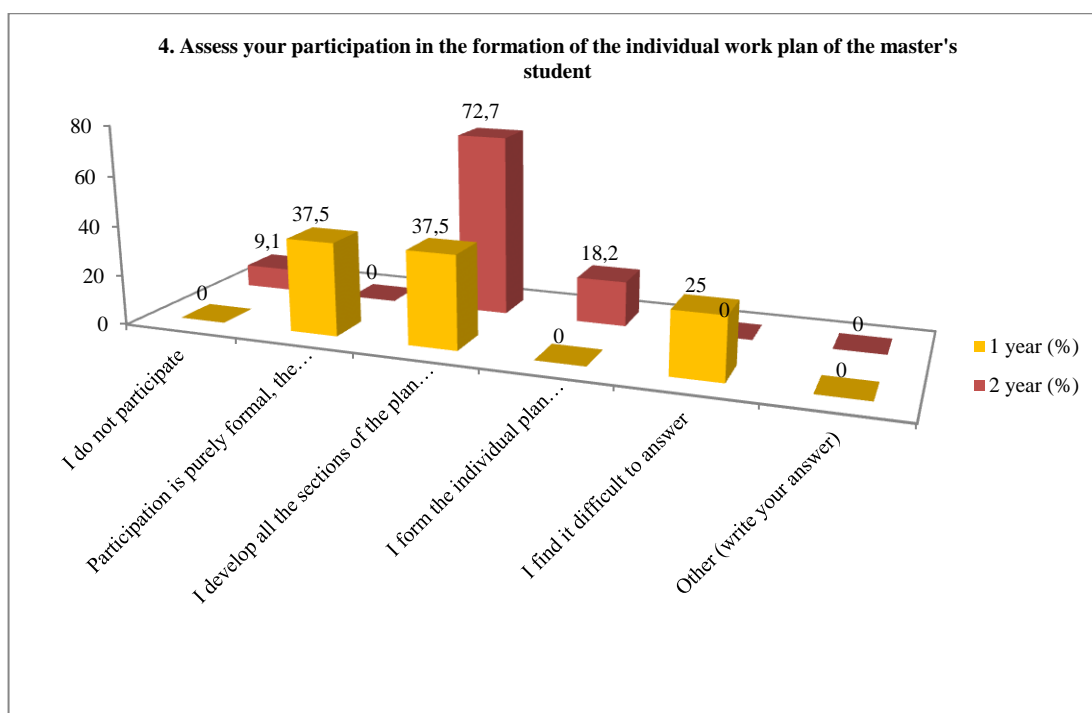
3.4 Teaching methods used

| Answer options | 1 year (%) | 2 year (%) |
|---------------------|------------|------------|
| Very high | 37,5 | 45,4 |
| High | 50 | 40,9 |
| Medium | - | 9,1 |
| Below medium | - | 4,5 |
| Low | - | - |
| Difficult to answer | 12,5 | - |



4. Assess your participation in the formation of the individual work plan of the master's student

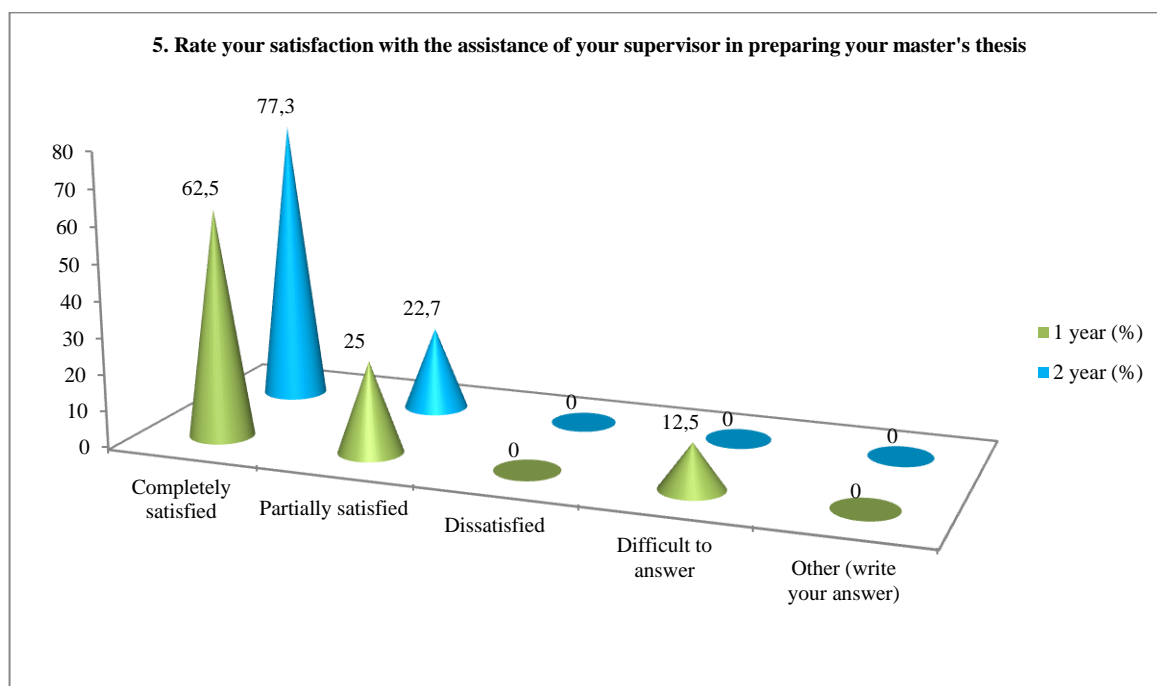
| Answer options | 1 year (%) | 2 year (%) |
|--|------------|------------|
| I do not participate | - | 9,1 |
| Participation is purely formal, the formation of an individual plan does not actually depend on me | 37,5 | - |
| I develop all the sections of the plan independently under the guidance of my supervisor | 37,5 | 72,7 |
| I form the individual plan independently, the supervisor only signs it | - | 18,2 |
| I find it difficult to answer | 25 | - |
| Other (write your answer) | - | - |



If you answered "I do not participate" to the previous question, please write why*:
- I don't know.

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

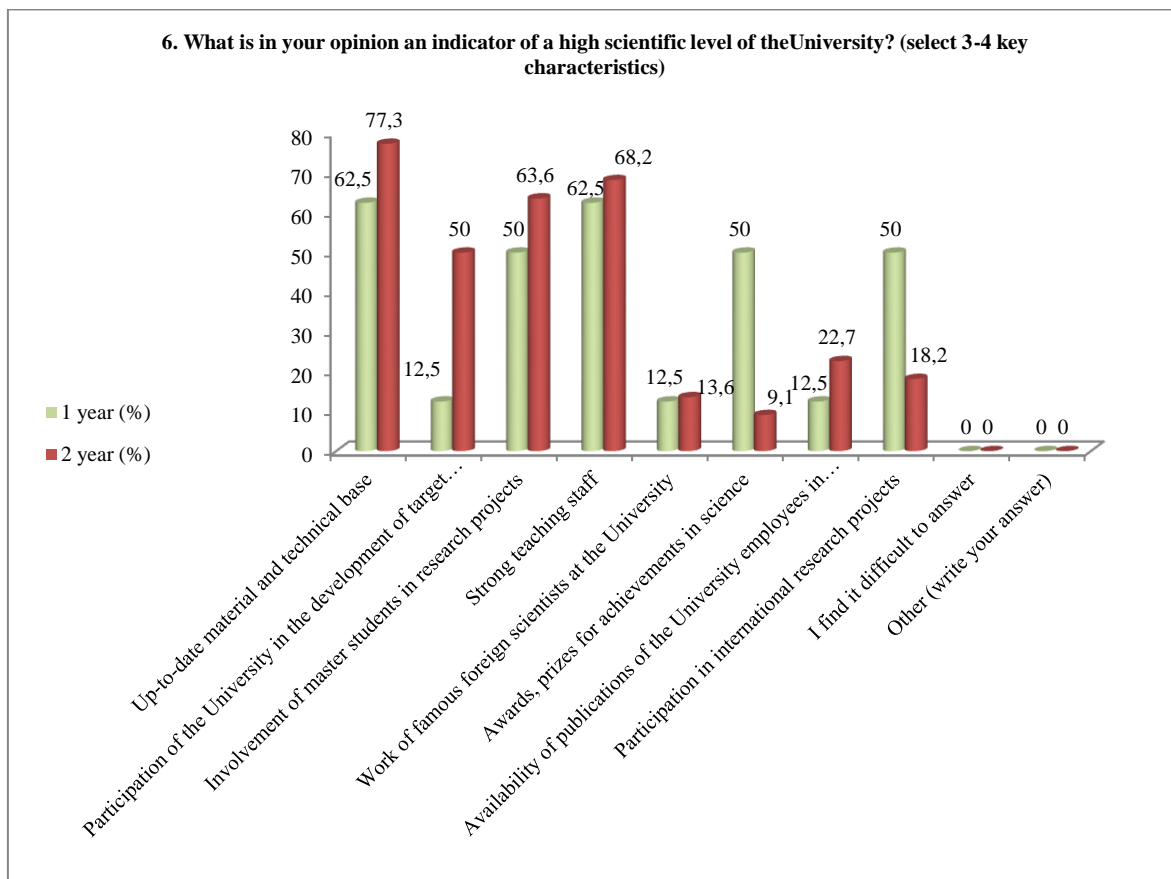
| Answer options | 1 year (%) | 2 year (%) |
|---------------------------|------------|------------|
| Completely satisfied | 62,5 | 77,3 |
| Partially satisfied | 25 | 22,7 |
| Dissatisfied | - | - |
| Difficult to answer | 12,5 | - |
| Other (write your answer) | - | - |



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

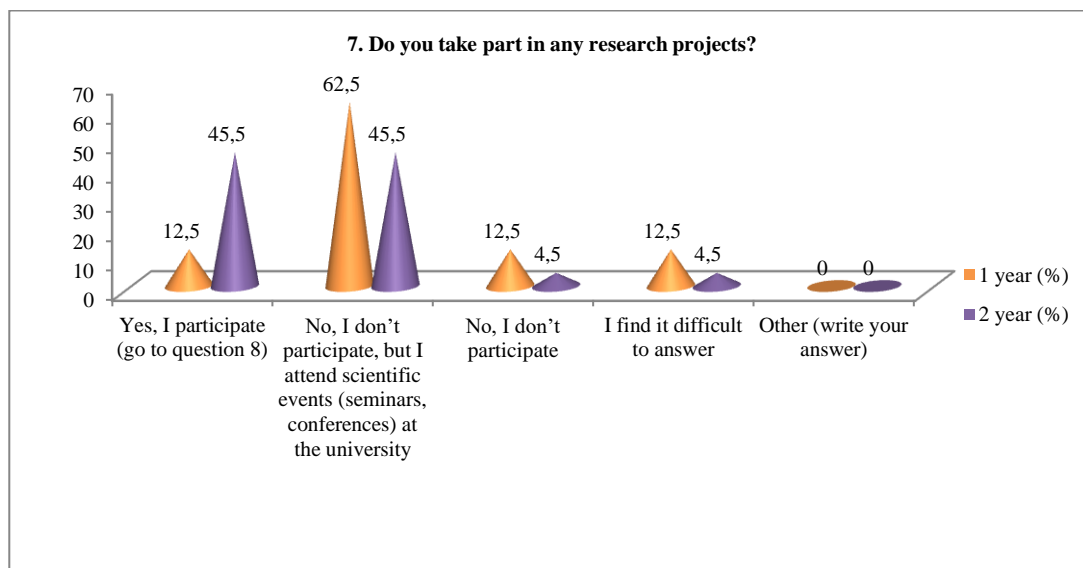
| Answer options | 1 year (%) | 2 year (%) |
|---|------------|------------|
| Up-to-date material and technical base | 62,5 | 77,3 |
| Participation of the University in the development of target programs for the socio-economic development of the region, cities, enterprises | 12,5 | 50 |
| Involvement of master students in research projects | 50 | 63,6 |
| Strong teaching staff | 62,5 | 68,2 |
| Work of famous foreign scientists at the University | 12,5 | 13,6 |
| Awards, prizes for achievements in science | 50 | 9,1 |
| Availability of publications of the University employees in international publications | 12,5 | 22,7 |
| Participation in international research projects | 50 | 18,2 |
| I find it difficult to answer | - | - |
| Other (write your answer) | - | - |

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



7. Do you take part in any research projects?

| Answer options | 1 year (%) | 2 year (%) |
|---|------------|------------|
| Yes, I participate (go to question 8) | 12,5 | 45,5 |
| No, I don't participate, but I attend scientific events (seminars, conferences) at the university | 62,5 | 45,5 |
| No, I don't participate | 12,5 | 4,5 |
| I find it difficult to answer | 12,5 | 4,5 |
| Other (write your answer) | - | - |

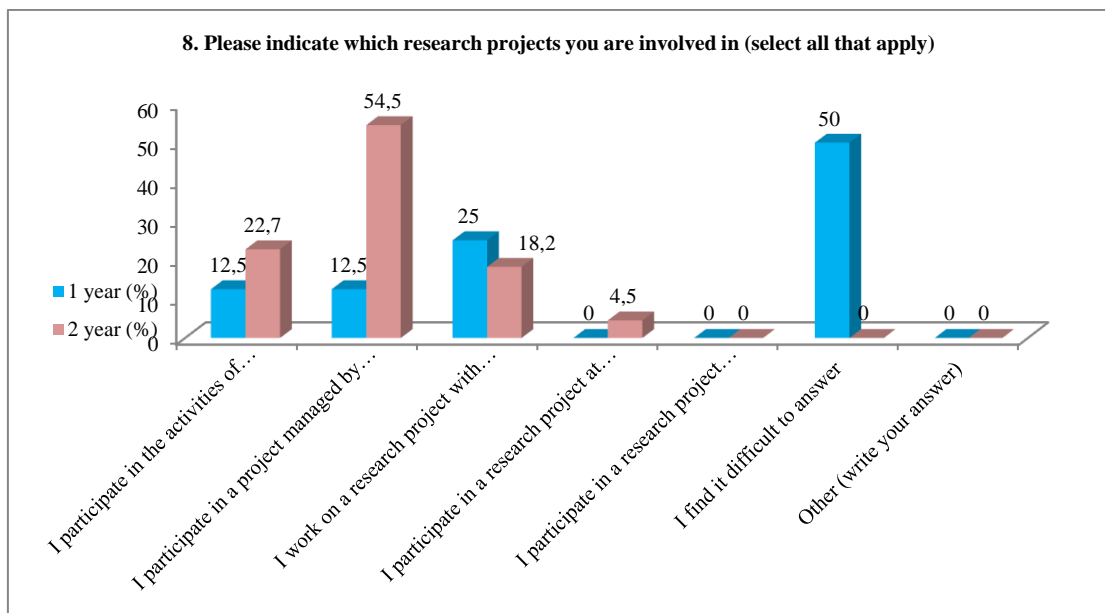


If you answered "I do not participate" to the previous question, please write why:
 - I don't know.

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

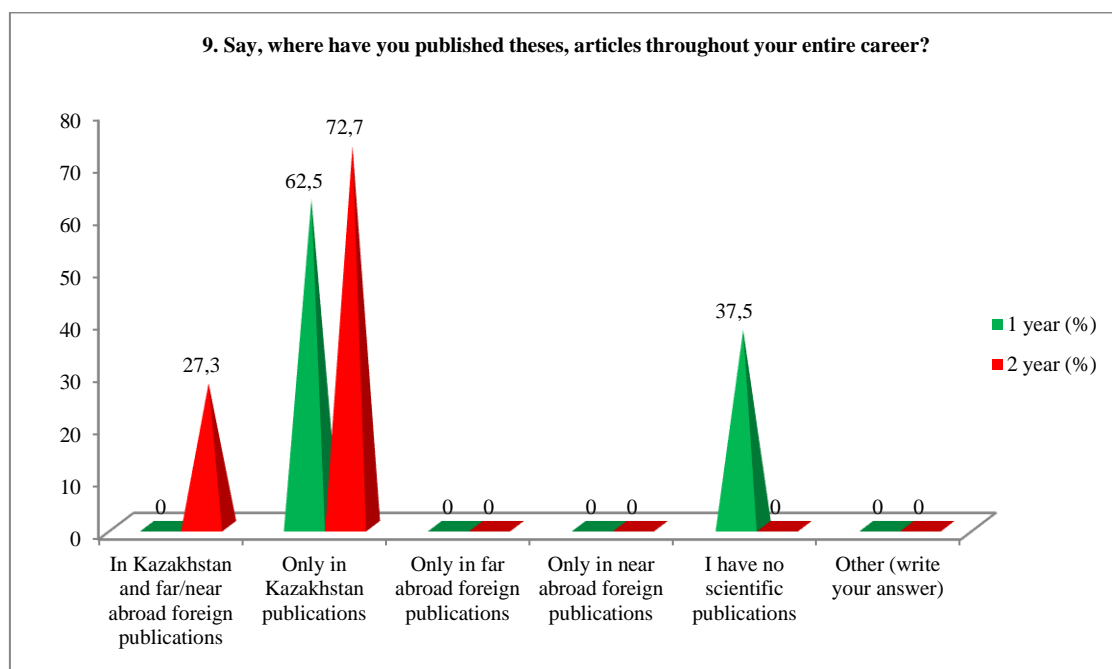
| Answer options | 1 year (%) | 2 year (%) |
|--|------------|------------|
| I participate in the activities of research departments at my university | 12,5 | 22,7 |
| I participate in a project managed by my supervisor/another teacher | 12,5 | 54,5 |
| I work on a research project with friends | 25 | 18,2 |
| I participate in a research project at another university | - | 4,5 |
| I participate in a research project with foreign universities | - | - |
| I find it difficult to answer | 50 | - |
| Other (write your answer) | - | - |

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%.



9. Say, where have you published theses, articles throughout your entire career?

| Answer options | 1 year (%) | 2 year (%) |
|--|------------|------------|
| In Kazakhstan and far/near abroad foreign publications | - | 27,3 |
| Only in Kazakhstan publications | 62,5 | 72,7 |
| Only in far abroad foreign publications | - | - |
| Only in near abroad foreign publications | - | - |
| I have no scientific publications | 37,5 | - |
| Other (write your answer) | - | - |

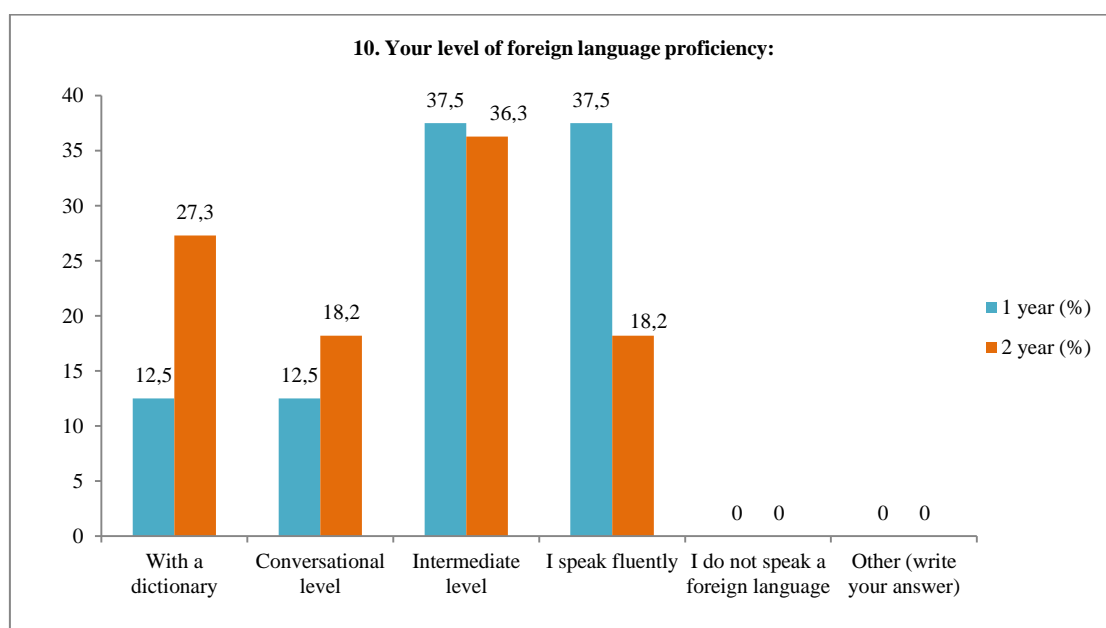


If you answered “I have no scientific publications” to the previous question, please write why:

- Not published yet.

10. Your level of foreign language proficiency:

| Answer options | 1 year (%) | 2 year (%) |
|-----------------------------------|------------|------------|
| With a dictionary | 12,5 | 27,3 |
| Conversational level | 12,5 | 18,2 |
| Intermediate level | 37,5 | 36,3 |
| I speak fluently | 37,5 | 18,2 |
| I do not speak a foreign language | - | - |
| Other (write your answer) | - | - |



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

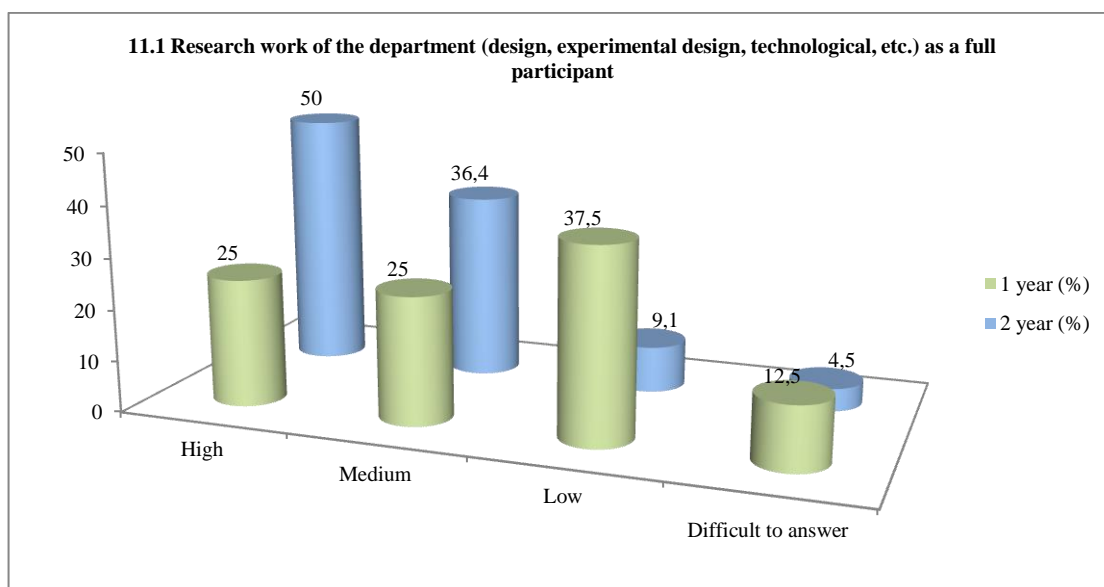
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| 11.1 Research work of the department (design, experimental design, technological, etc.) as a full participant |
| 11.2 Writing scientific articles |
| 11.3 Participation with reports at conferences and seminars |
| 11.4 Preparation of reports on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

Other (write your answer) _____

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

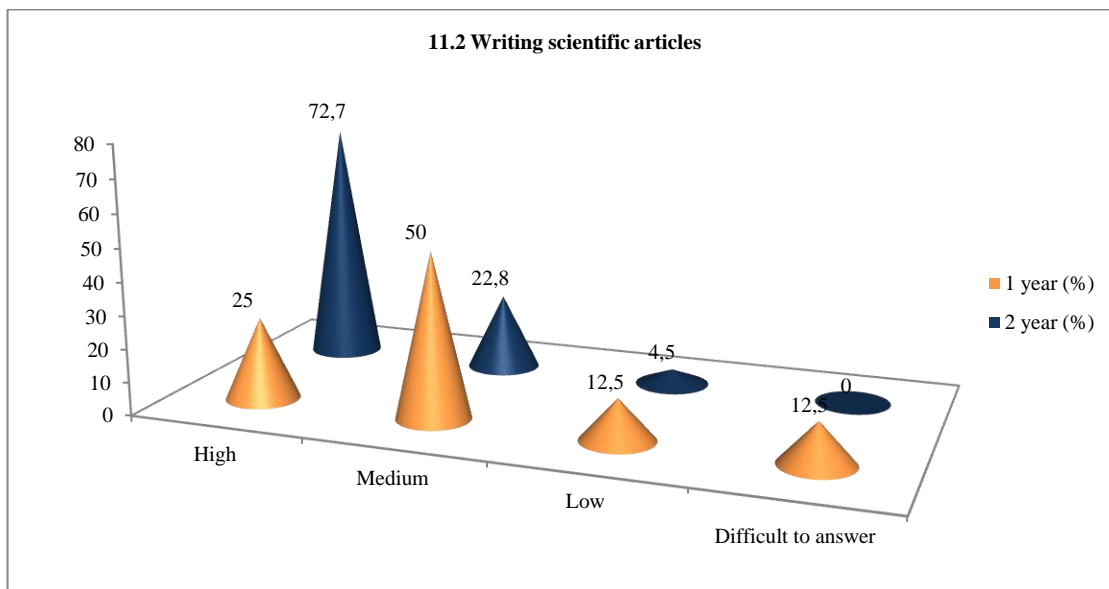
11.1 Research work of the department (design, experimental design, technological, etc.) as a full participant

| Answer options | 1 year (%) | 2 year (%) |
|---------------------|------------|------------|
| High | 25 | 50 |
| Medium | 25 | 36,4 |
| Low | 37,5 | 9,1 |
| Difficult to answer | 12,5 | 4,5 |



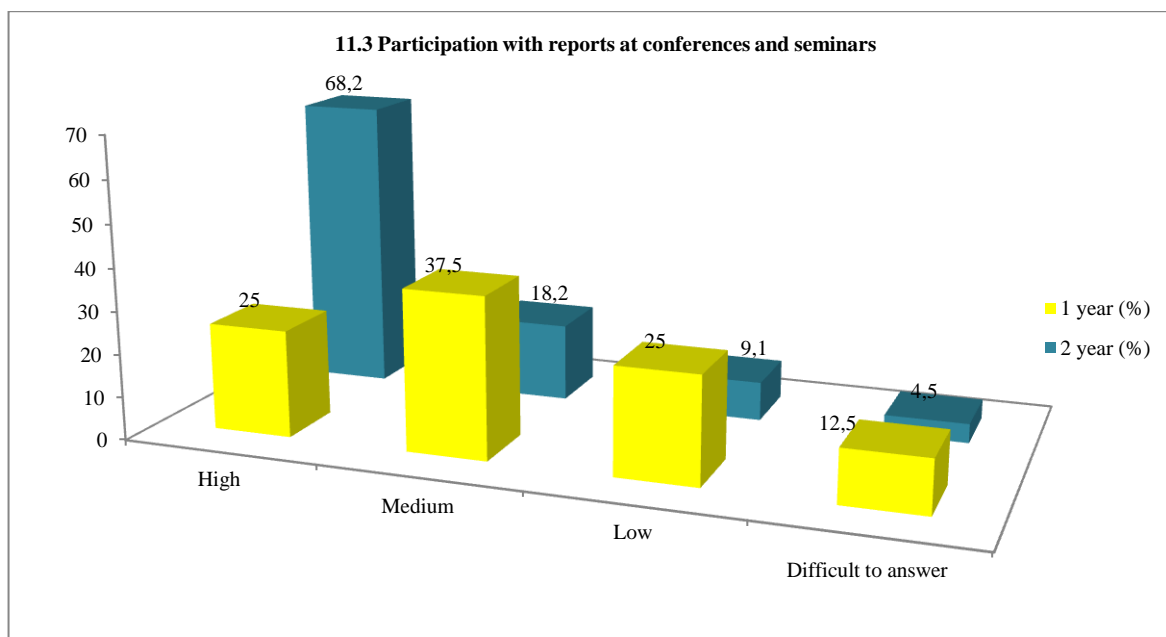
11.2 Writing scientific articles

| Answer options | 1 year (%) | 2 year (%) |
|---------------------|------------|------------|
| High | 25 | 72,7 |
| Medium | 50 | 22,8 |
| Low | 12,5 | 4,5 |
| Difficult to answer | 12,5 | - |



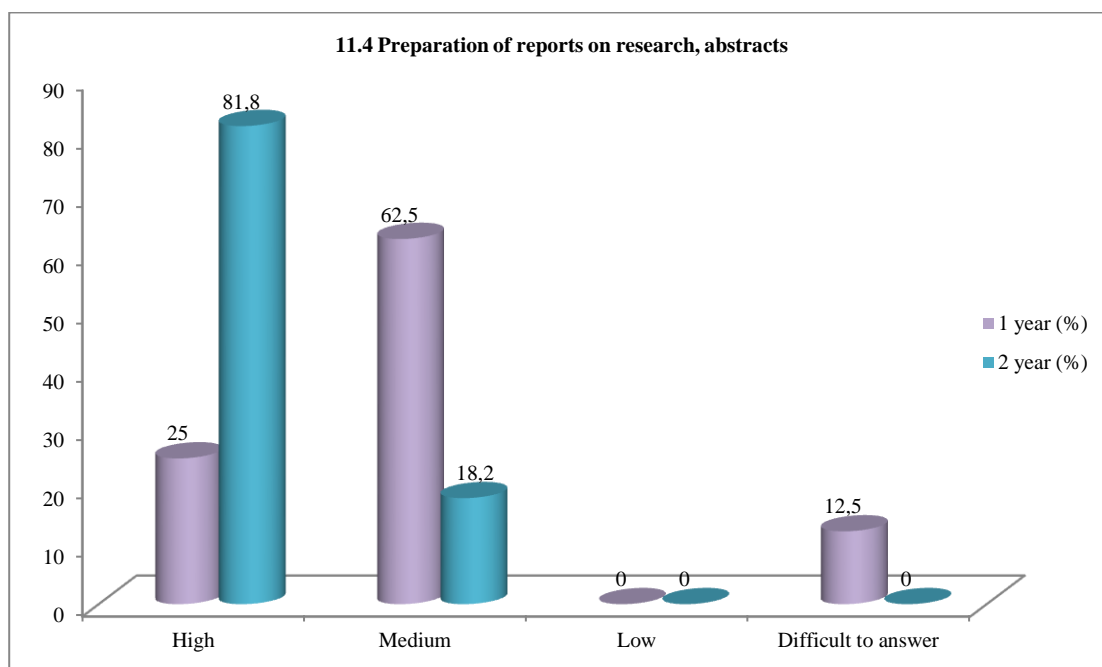
11.3 Participation with reports at conferences and seminars

| Answer options | 1 year (%) | 2 year (%) |
|---------------------|------------|------------|
| High | 25 | 68,2 |
| Medium | 37,5 | 18,2 |
| Low | 25 | 9,1 |
| Difficult to answer | 12,5 | 4,5 |



11.4 Preparation of reports on research, abstracts

| Answer options | 1 year (%) | 2 year (%) |
|---------------------|------------|------------|
| High | 25 | 81,8 |
| Medium | 62,5 | 18,2 |
| Low | - | - |
| Difficult to answer | 12,5 | - |



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

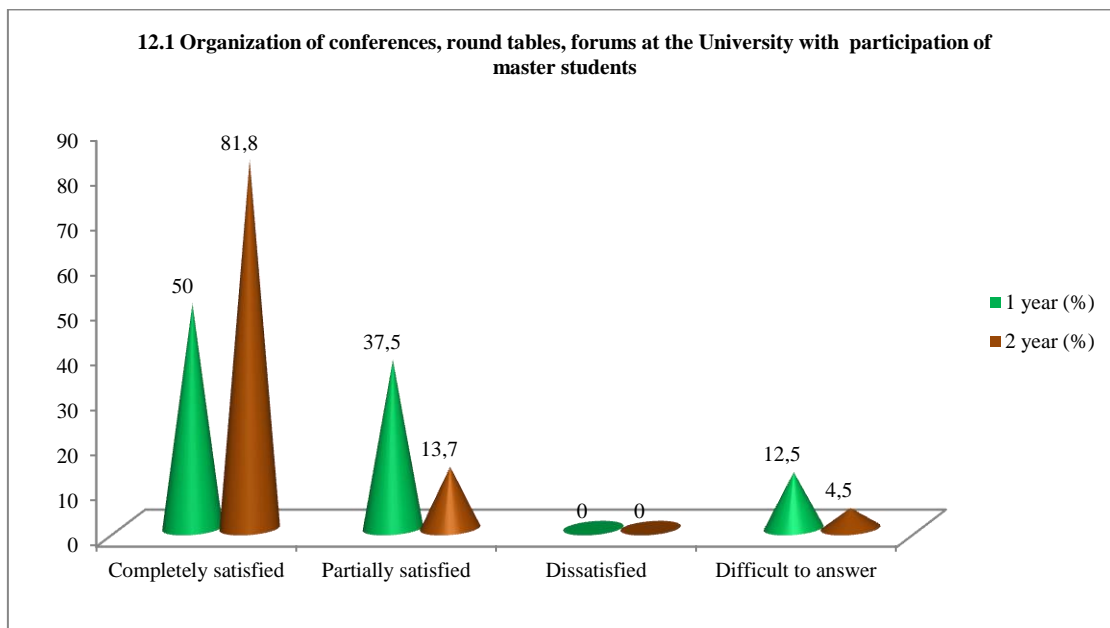
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| 12.1 Organization of conferences, round tables, forums at the University with participation of master students |
| 12.2 Material and technical support for applied scientific research |
| 12.3 Availability for master students of equipment, computers necessary for the 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 _____

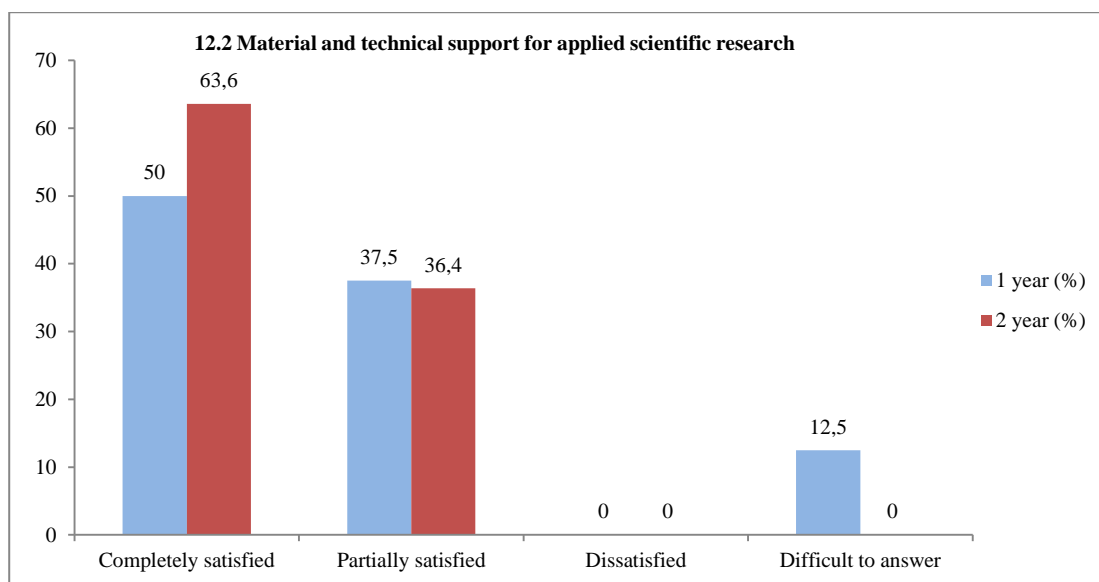
12.1 Organization of conferences, round tables, forums at the University with participation of master students

| Answer options | 1 year (%) | 2 year (%) |
|----------------------|------------|------------|
| Completely satisfied | 50 | 81,8 |
| Partially satisfied | 37,5 | 13,7 |
| Dissatisfied | - | - |
| Difficult to answer | 12,5 | 4,5 |



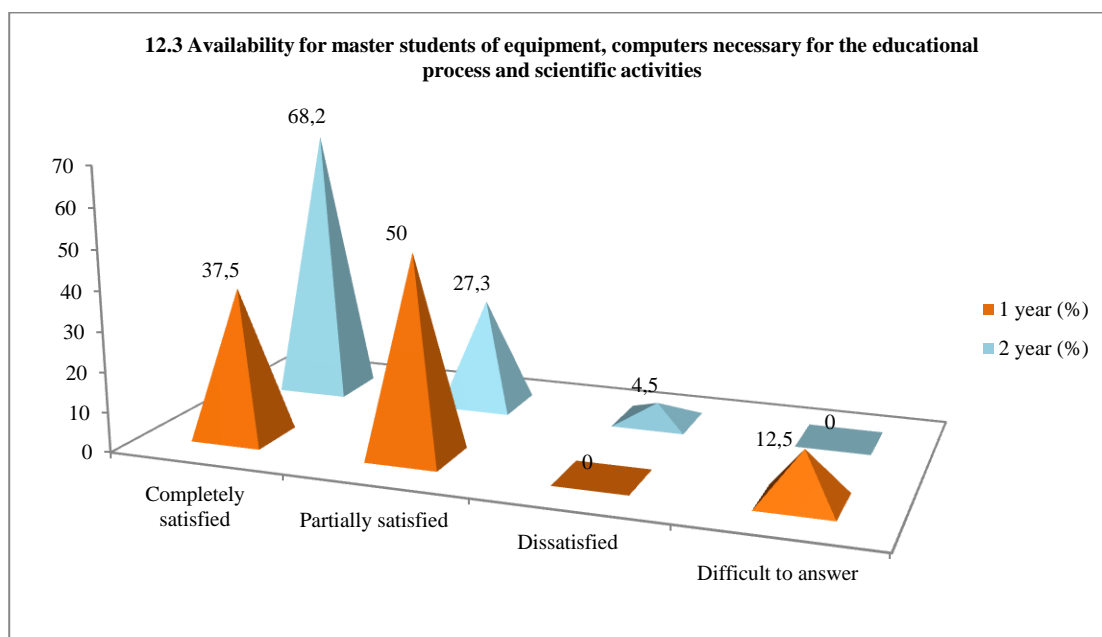
12.2 Material and technical support for applied scientific research

| Answer options | 1 year (%) | 2 year (%) |
|----------------------|------------|------------|
| Completely satisfied | 50 | 63,6 |
| Partially satisfied | 37,5 | 36,4 |
| Dissatisfied | - | - |
| Difficult to answer | 12,5 | - |



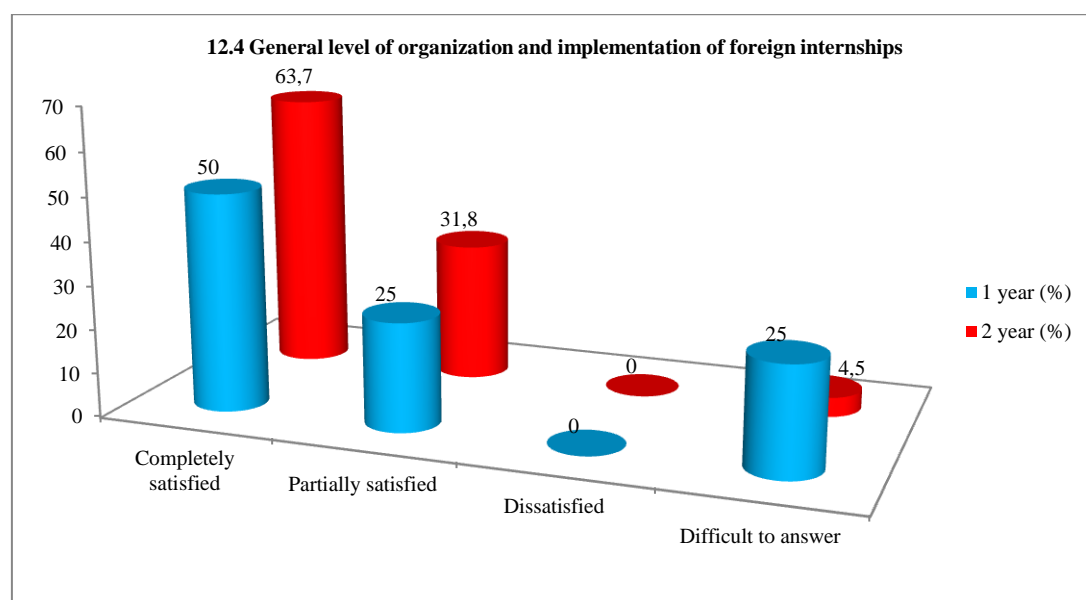
12.3 Availability for master students of equipment, computers necessary for the educational process and scientific activities

| Answer options | 1 year (%) | 2 year (%) |
|----------------------|------------|------------|
| Completely satisfied | 37,5 | 68,2 |
| Partially satisfied | 50 | 27,3 |
| Dissatisfied | - | 4,5 |
| Difficult to answer | 12,5 | - |



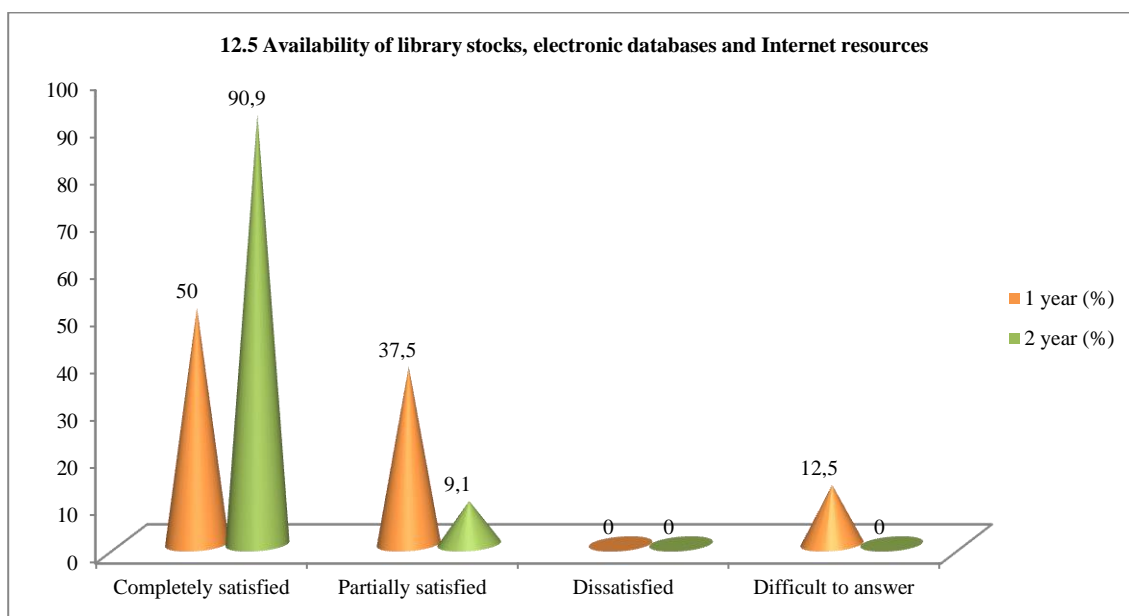
12.4 General level of organization and implementation of foreign internships

| Answer options | 1 year (%) | 2 year (%) |
|----------------------|------------|------------|
| Completely satisfied | 50 | 63,7 |
| Partially satisfied | 25 | 31,8 |
| Dissatisfied | - | - |
| Difficult to answer | 25 | 4,5 |



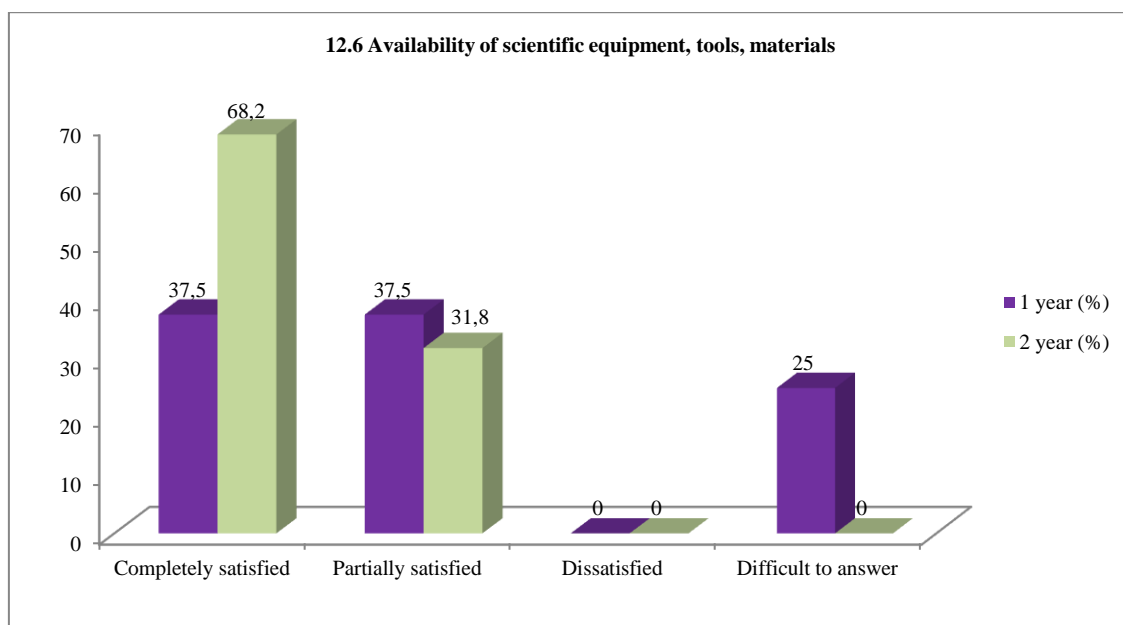
12.5 Availability of library stocks, electronic databases and Internet resources

| Answer options | 1 year (%) | 2 year (%) |
|----------------------|------------|------------|
| Completely satisfied | 50 | 90,9 |
| Partially satisfied | 37,5 | 9,1 |
| Dissatisfied | - | - |
| Difficult to answer | 12,5 | - |



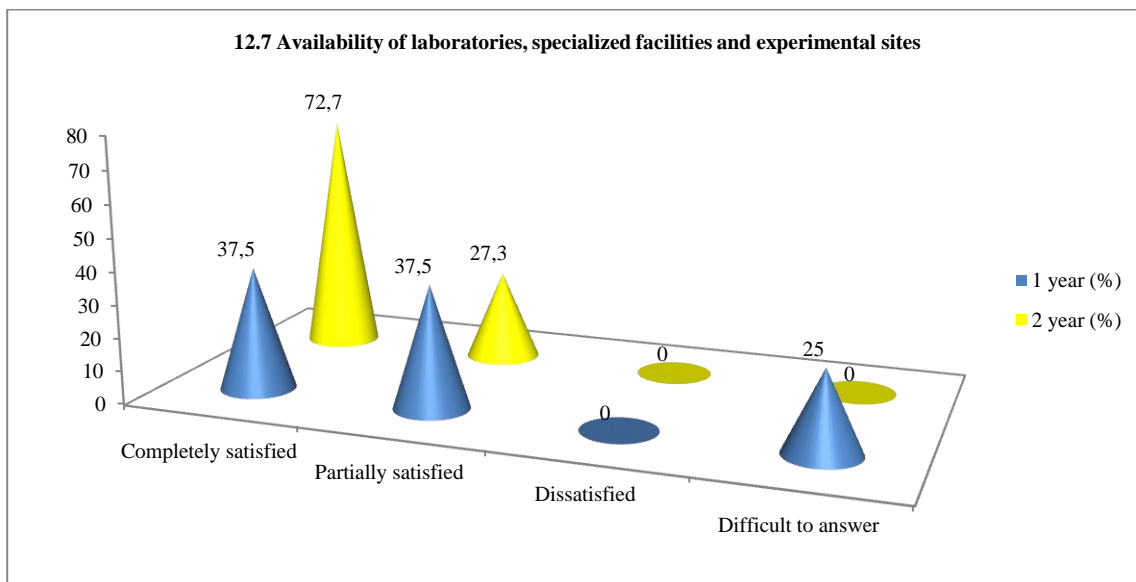
12.6 Availability of scientific equipment, tools, materials

| Answer options | 1 year (%) | 2 year (%) |
|----------------------|------------|------------|
| Completely satisfied | 37,5 | 68,2 |
| Partially satisfied | 37,5 | 31,8 |
| Dissatisfied | - | - |
| Difficult to answer | 25 | - |



12.7 Availability of laboratories, specialized facilities and experimental sites

| Answer options | 1 year (%) | 2 year (%) |
|----------------------|------------|------------|
| Completely satisfied | 37,5 | 72,7 |
| Partially satisfied | 37,5 | 27,3 |
| Dissatisfied | - | - |
| Difficult to answer | 25 | - |

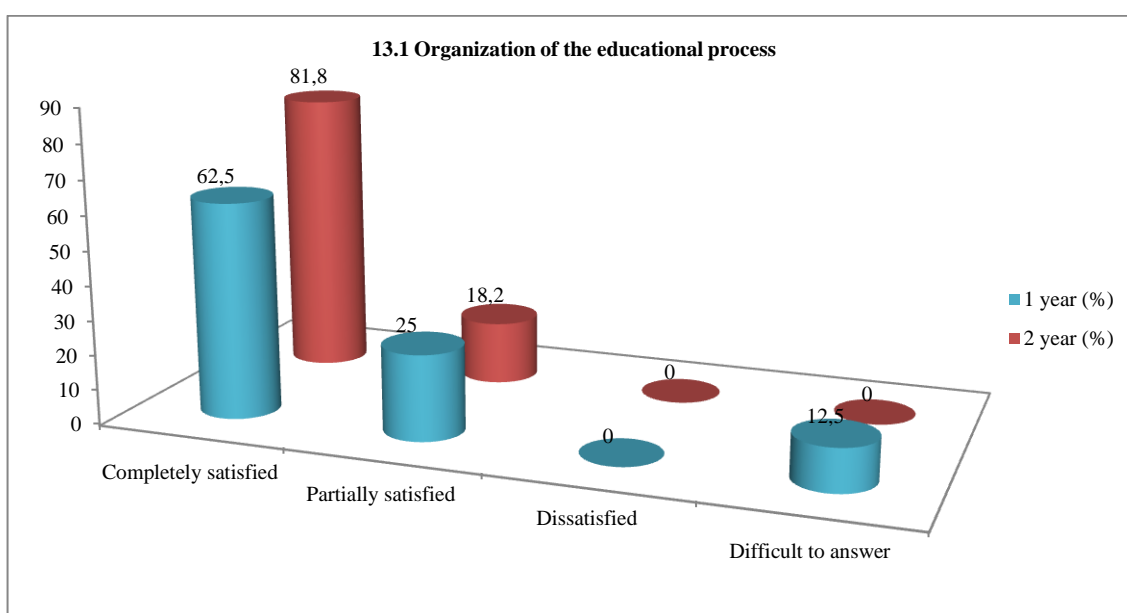


13. Are you satisfied with?

| |
|--|
| 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 |

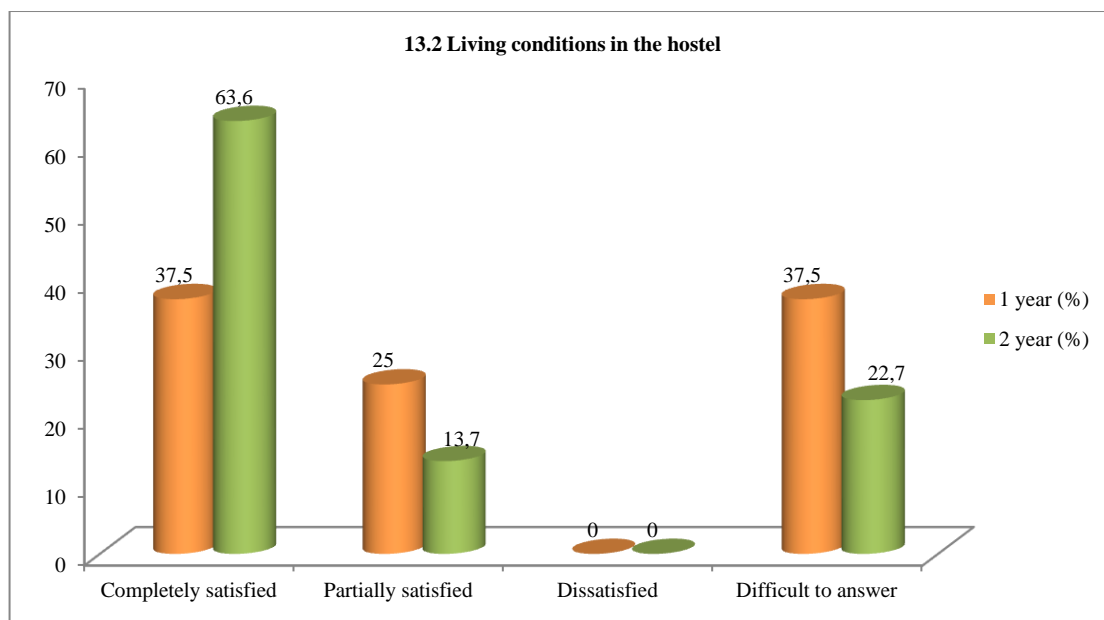
13.1 Organization of the educational process

| Answer options | 1 year (%) | 2 year (%) |
|----------------------|------------|------------|
| Completely satisfied | 62,5 | 81,8 |
| Partially satisfied | 25 | 18,2 |
| Dissatisfied | - | - |
| Difficult to answer | 12,5 | - |



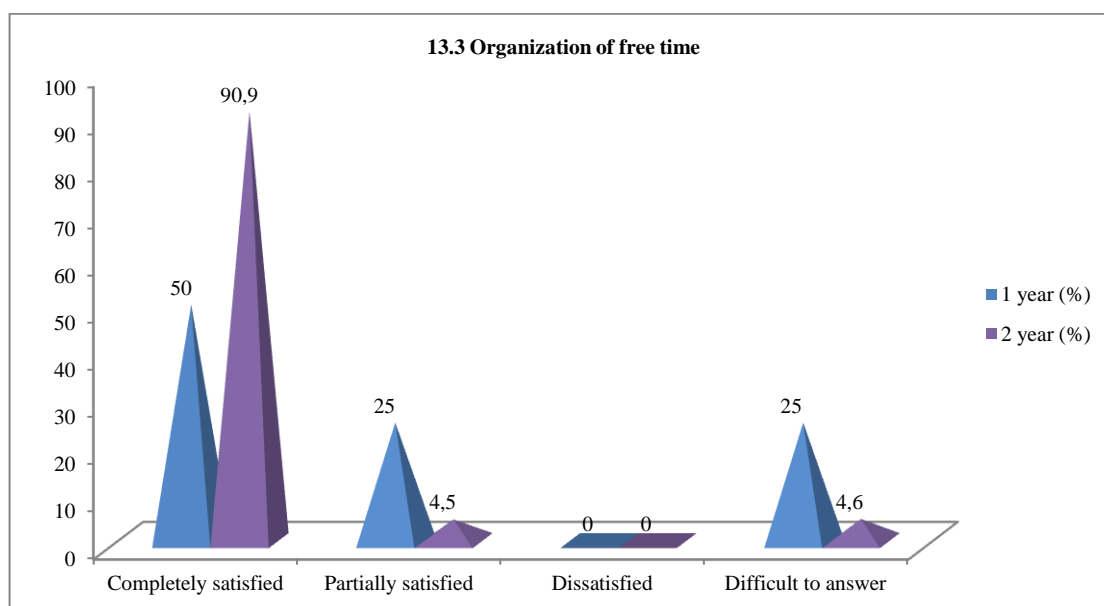
13.2 Living conditions in the hostel

| Answer options | 1 year (%) | 2 year (%) |
|----------------------|------------|------------|
| Completely satisfied | 37,5 | 63,6 |
| Partially satisfied | 25 | 13,7 |
| Dissatisfied | - | - |
| Difficult to answer | 37,5 | 22,7 |



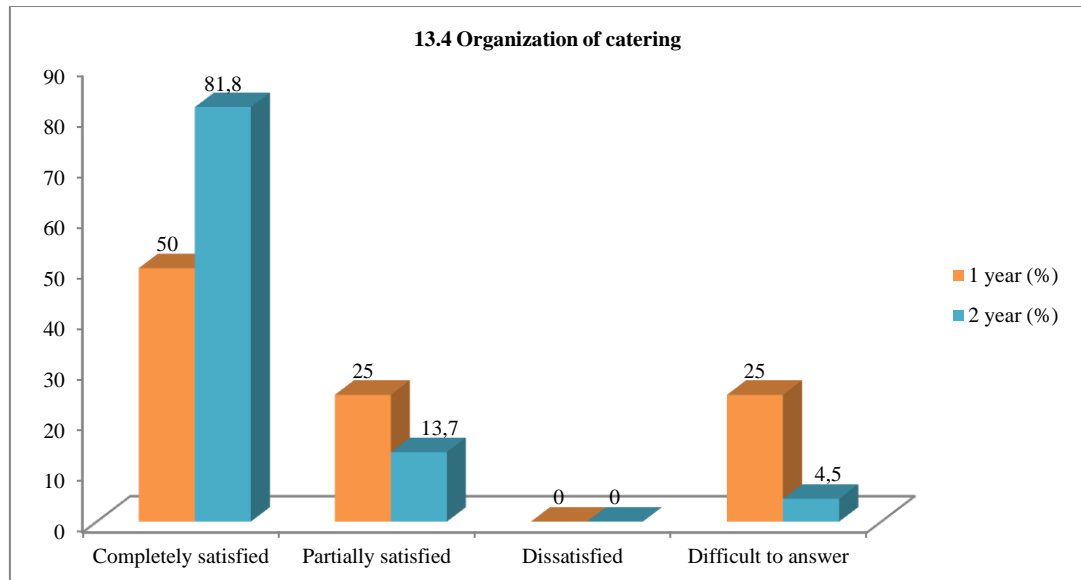
13.3 Organization of free time

| Answer options | 1 year (%) | 2 year (%) |
|----------------------|------------|------------|
| Completely satisfied | 50 | 90,9 |
| Partially satisfied | 25 | 4,5 |
| Dissatisfied | - | - |
| Difficult to answer | 25 | 4,6 |



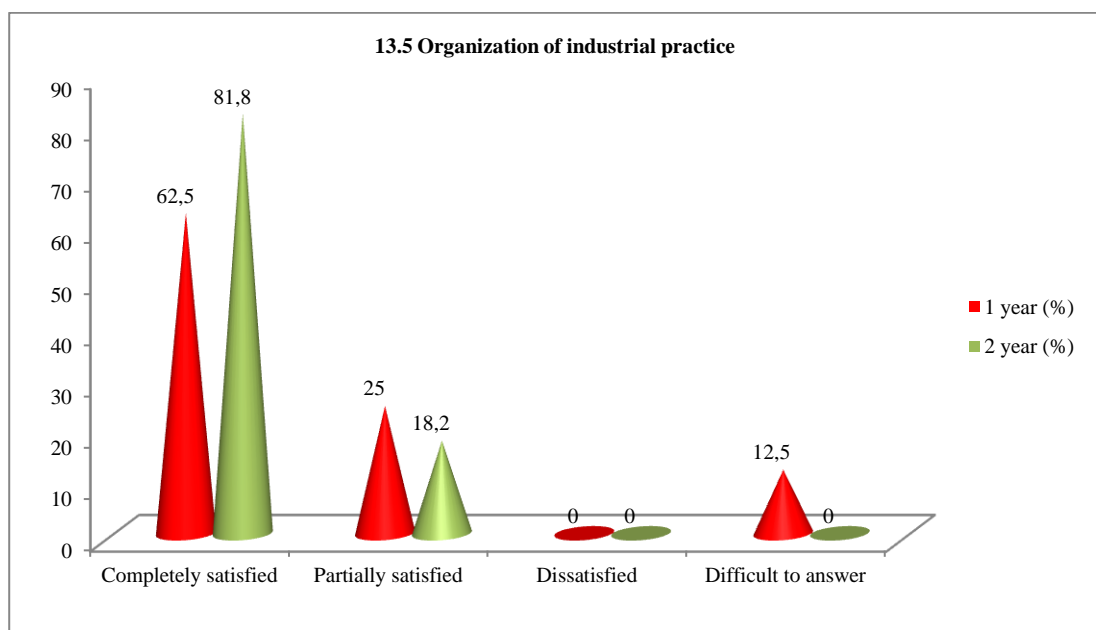
13.4 Organization of catering

| Answer options | 1 year (%) | 2 year (%) |
|----------------------|------------|------------|
| Completely satisfied | 50 | 81,8 |
| Partially satisfied | 25 | 13,7 |
| Dissatisfied | - | - |
| Difficult to answer | 25 | 4,5 |



13.5 Organization of industrial practice

| Answer options | 1 year (%) | 2 year (%) |
|----------------------|------------|------------|
| Completely satisfied | 62,5 | 81,8 |
| Partially satisfied | 25 | 18,2 |
| Dissatisfied | - | - |
| Difficult to answer | 12,5 | - |



14. If you are experiencing difficulties while studying for a master's degree, what are they caused by? (write):

- low awareness, as for a student of another university, there was no information on training, grading, type of education, and so on.

Please write what questions, in your opinion, should be added to this questionnaire to improve the training program, improve the quality of services provided and other areas of the university's activities (*The students' answers are presented in the original. The author's spelling and punctuation have been preserved*):

- I find it difficult to answer
- Everything is fine
- None.

Conclusions on the results of the survey:

1. The main factors determining the choice of studying in a Master's program at a university:

- continuing education at the same university (58.5%);
- prestige of the university (33.5%);
- high quality of education (28.4%);
- proximity to the family's place of residence (27.8%);
- acceptable cost of education (26.2%);
- the ability to easily find a job with a diploma from this university (21.6%);
- leading scientists among the faculty (15.4%).

2. Satisfaction with the availability of information:

- Average level of satisfaction: 92.5%;
- Meaning: a high level of satisfaction indicates the availability and satisfactory nature of the information, which helps master students effectively plan their educational activities.

3. Assessment of the teaching staff: more than 92% of master students rated the level of knowledge, professionalism, objectivity, pedagogical skills and methods of the teachers as "very high" and "high".

4. Participation of the master's degree student in the development of an individual work plan:

- 55.1% of master's degree students actively participate in the development of their work plan under the supervision of their supervisor, which indicates the independence and responsibility of the master's degree students;
- 9.1% of master's degree students develop a plan independently, and the supervisor signs it without exerting significant influence;
- 18.7% of master's degree students see their participation as formal, since they relied more on the help of the supervisor due to difficulties in independently formulating ideas;
- 4.5% 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 assistance of their supervisor;
- 12.5% of master students find it difficult to answer whose initiative was greater: theirs or their supervisor's.

5. *Satisfaction with the supervisor's assistance* in preparing their master's thesis: 93.7% of master's students are completely satisfied with the assistance provided by their supervisor. This indicator indicates a high level of satisfaction among master's students with the quality and support they receive from their supervisor.

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

- a modern material and technical base (69.9%) has a great impact on the quality of scientific research and on the training of master's students;
- a strong teaching staff (65.4%) contributes to high-quality educational and scientific activities;
- the involvement of master's students in research projects (56.8%) indicates active scientific activity of master's students;
- participation in international research projects (34.1%) provides them with the opportunity to work with advanced technologies and methods;
- participation of the university in the development of target programs for socio-economic development (31.3%) indicates its significant role in the socio-economic development of society.
- work of famous foreign scientists at the university (13%) contributes to the exchange of experience, development of scientific ties and attraction of international projects;

7. *Participation of master's students in research projects and scientific life of the university:* 78.9% of master's students actively participate in research projects and attend scientific events, such as seminars and conferences. These data show that most master's students are involved in scientific activities, which contributes to their academic and professional development.

8. *Publication of scientific papers:* over the entire period of their activity, 81.3% of master's students published their theses and articles in both Kazakhstan and foreign publications. This indicates a high degree of involvement of master's degree students in the scientific community and their desire to disseminate the results of their research at the international level.

9. *The level of foreign language proficiency* among master's degree students varies significantly: 100% of some master's degree students speak and understand a foreign language fluently, while others are only at the initial stage of learning it and need constant reference to a dictionary or help from a teacher.

10. *Participation of master's degree students in the work of the department:*

- research work of the department (design, experimental design, technological, etc.) as a full participant: 68.2%;
- writing scientific articles: 85.3%;
- participation with reports at conferences and seminars: 74.5%;
- preparation of reports on research, abstracts: 93.7%.

11. *Satisfaction of master students with the scientific and educational environment of the University:*

- Organization of conferences, round tables, forums at the University, with the participation of master students: 91.5%.
- Material and technical support for applied scientific research: 93.7%.

- Availability of equipment, computers necessary for the educational process and scientific activity: 91.5%.
- General level of organization and implementation of foreign internships: 85.3%.
- Availability of library collections, electronic databases and Internet resources: 93.7%.
- Availability of scientific equipment, tools, materials: 87.5%.
- Availability of laboratories, specialized facilities and experimental sites: 87.5%.
- 12. Organization of the educational process:
 - Organization of the educational process and industrial practice: 93.7%.
 - Organization of free time: 85.2%.
 - Organization of meals: 100%.
 - Living conditions in the hostel: 69.9%.

Overall, master students highly value the research and learning opportunities provided by the university, which is reflected in postgraduate satisfaction.

The overall satisfaction of master students in the Information Systems major with educational services is **88%**, indicating a high level of student satisfaction overall, despite individual problems and areas for improvement.

Recommendations:

1. Discussion of the survey results:
 - the head of the department must familiarize and discuss the survey results with the staff and master students.
2. Availability of the survey results:
 - master students can request survey results by email from the Quality management and accreditation center: cqma@ktu.edu.kz.