

Report on the results of the survey
«Master students' satisfaction with educational services»
for 2024-2025 ac. year
in educational program
7M06102 Computer engineering and software

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 students.

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

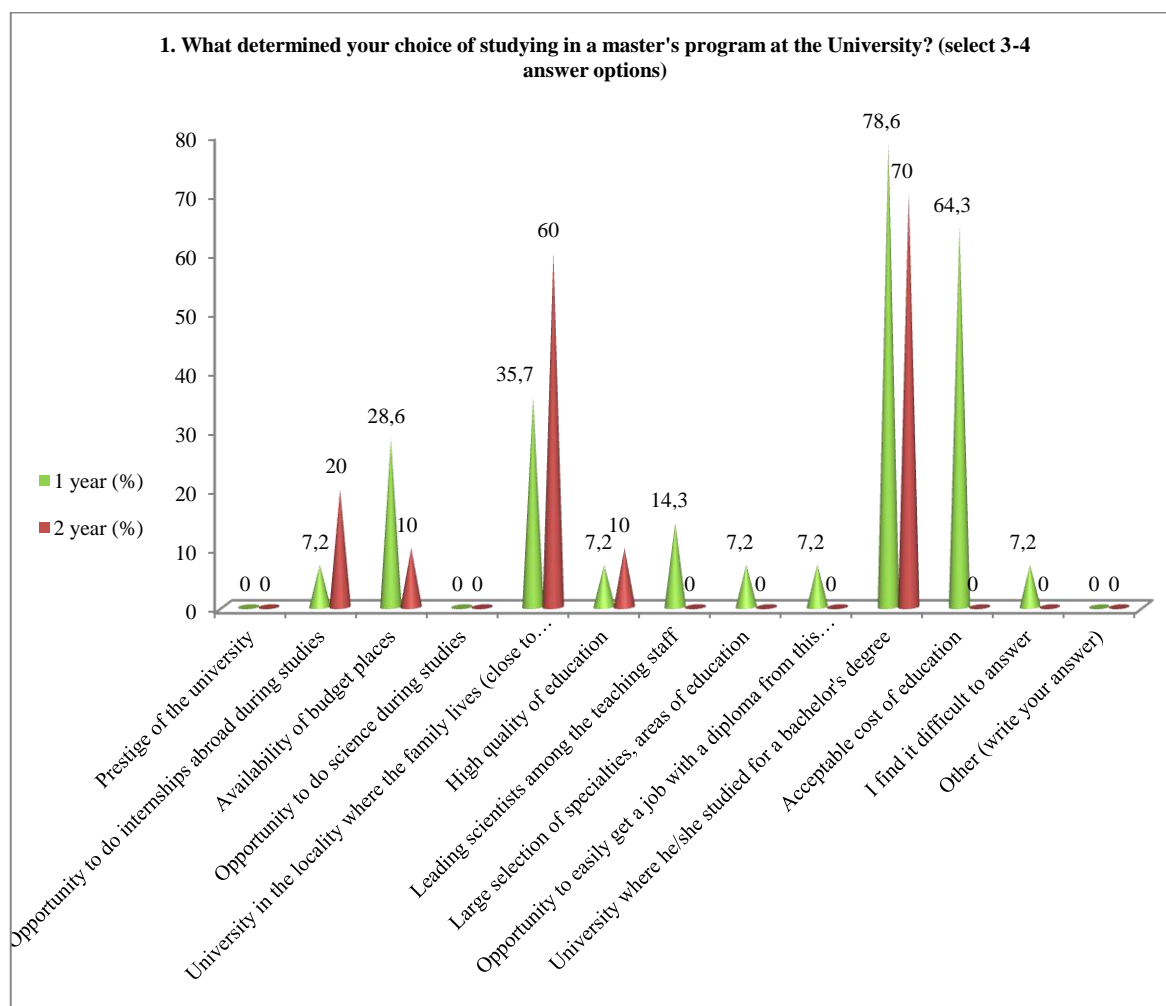
24 respondents took part in the survey, which amounted to 96% of the total number of master students.

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	-	-
Opportunity to do internships abroad during studies	7,2	20
Availability of budget places	28,6	10
Opportunity to do science during studies	-	-
University in the locality where the family lives (close to it)	35,7	60
High quality of education	7,2	10
Leading scientists among the teaching staff	14,3	-
Large selection of specialties, areas of education	7,2	-
Opportunity to easily get a job with a diploma from this university	7,2	-
University where he/she studied for a bachelor's degree	78,6	70
Acceptable cost of education	64,3	-
I find it difficult to answer	7,2	-
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:

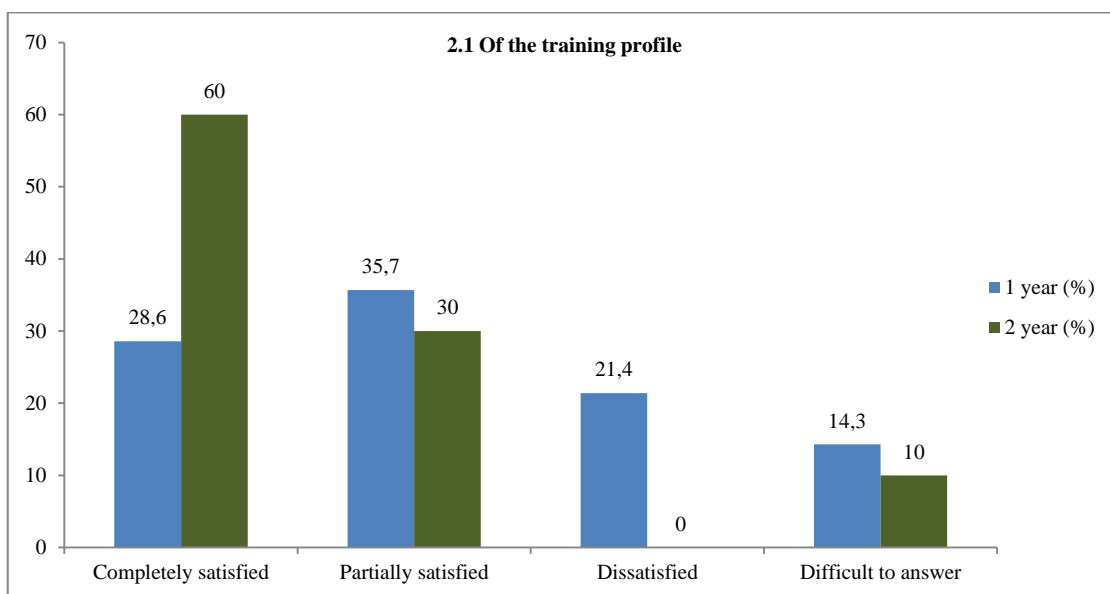
2.1 Of the training profile
2.2 Characteristics of the professional activity of a master student
2.3 List of developing competencies of a master graduate
2.4 List of bases of master students' practices
2.5 Information of scientific supervisors

Other (write your answer)_____

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

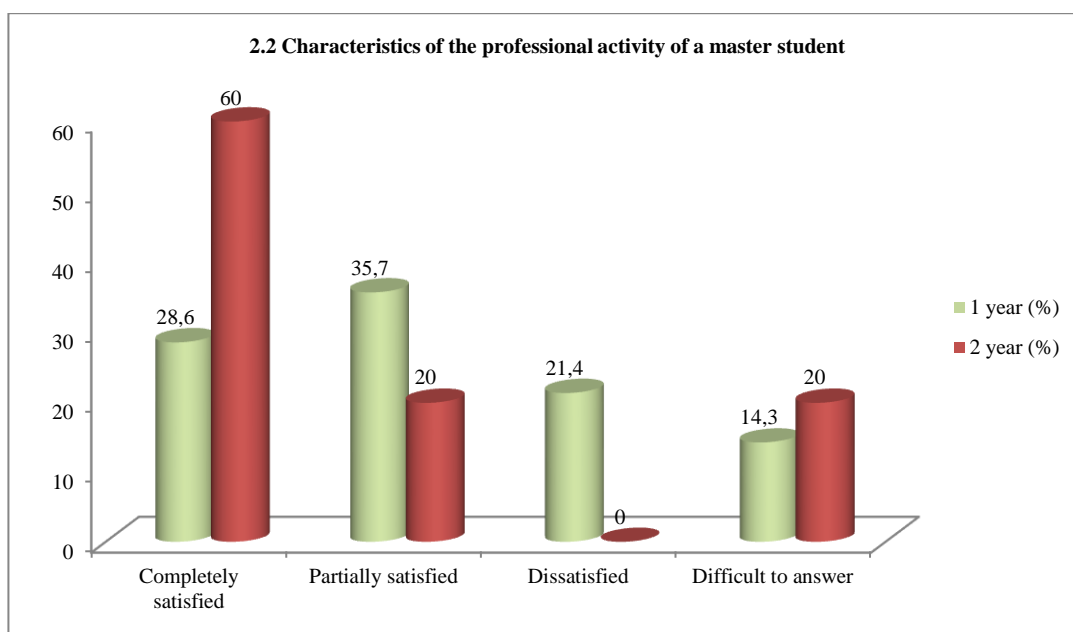
2.1 Of the training profile

Answer options	1 year (%)	2 year (%)
Completely satisfied	28,6	60
Partially satisfied	35,7	30
Dissatisfied	21,4	-
Difficult to answer	14,3	10



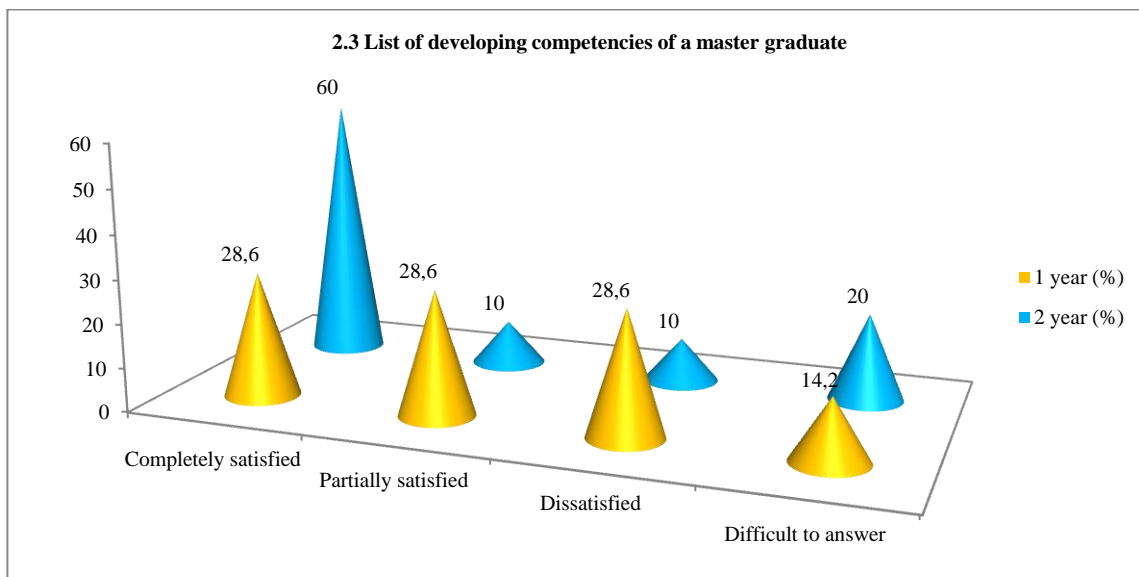
2.2 Characteristics of the professional activity of a master student

Answer options	1 year (%)	2 year (%)
Completely satisfied	28,6	60
Partially satisfied	35,7	20
Dissatisfied	21,4	-
Difficult to answer	14,3	20



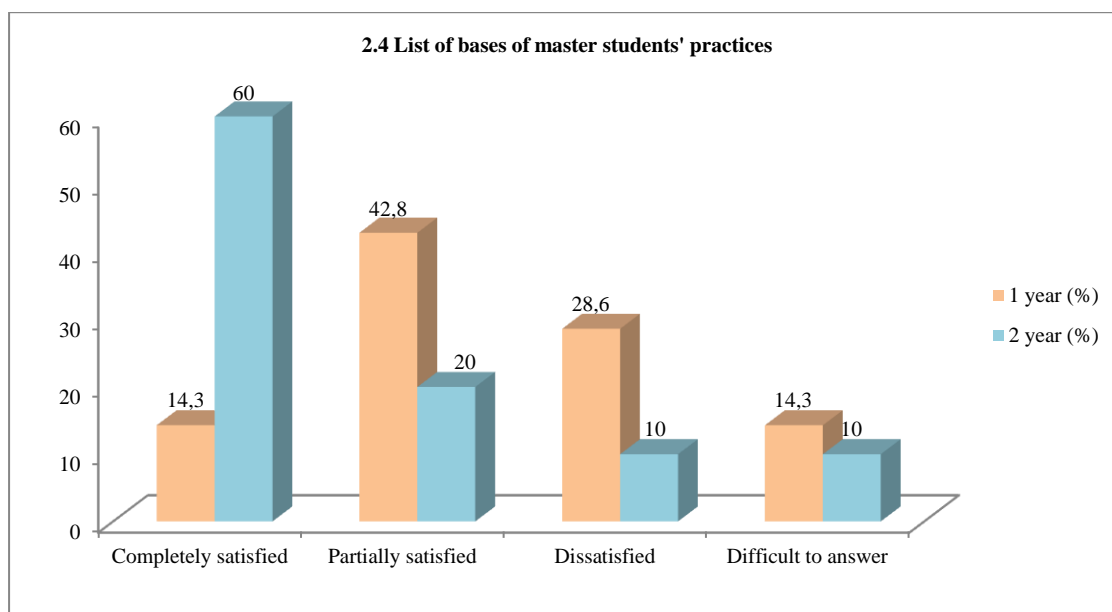
2.3 List of developing competencies of a master graduate

Answer options	1 year (%)	2 year (%)
Completely satisfied	28,6	60
Partially satisfied	28,6	10
Dissatisfied	28,6	10
Difficult to answer	14,2	20



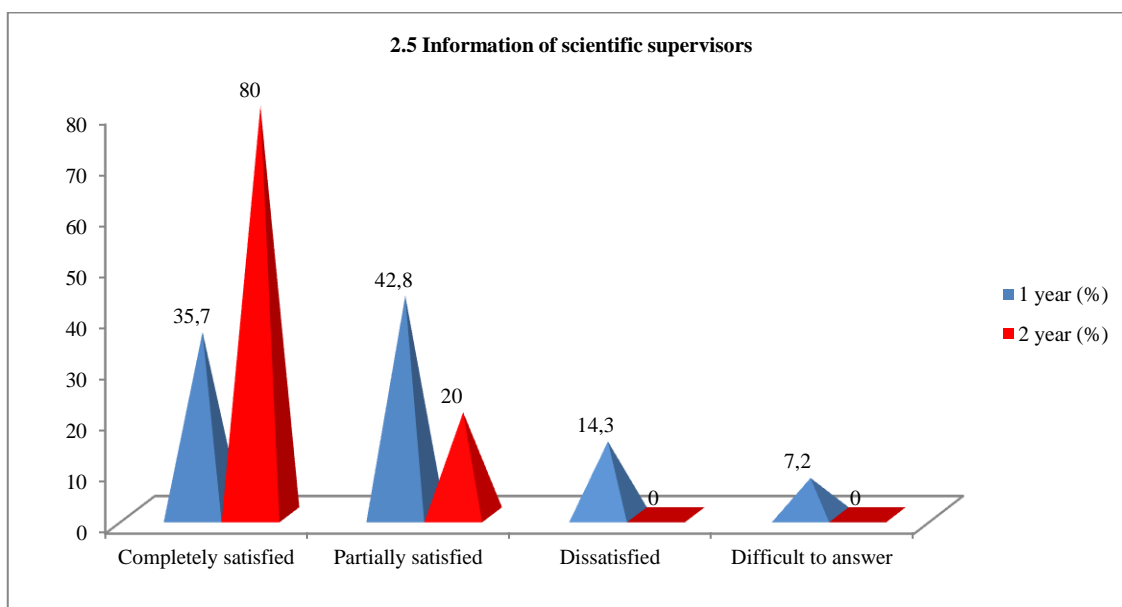
2.4 List of bases of master students' practices

Answer options	1 year (%)	2 year (%)
Completely satisfied	14,3	60
Partially satisfied	42,8	20
Dissatisfied	28,6	10
Difficult to answer	14,3	10



2.5 Information of scientific supervisors

Answer options	1 year (%)	2 year (%)
Completely satisfied	35,7	80
Partially satisfied	42,8	20
Dissatisfied	14,3	-
Difficult to answer	7,2	-



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

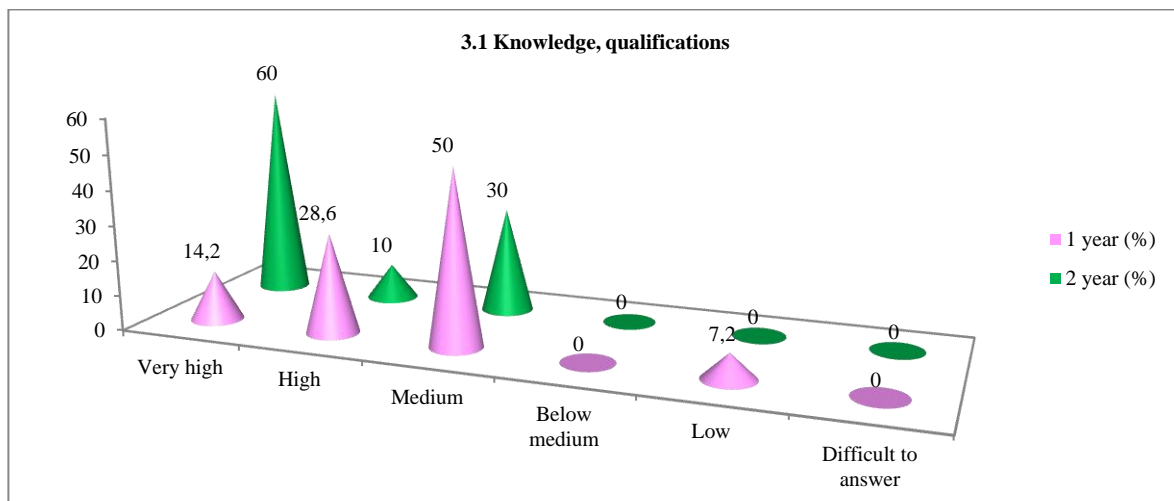
3.1 Knowledge, qualifications
3.2 Pedagogical qualities
3.3 Objectivity and impartiality of assessments
3.4 Teaching methods used

Other (write your answer)_____

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

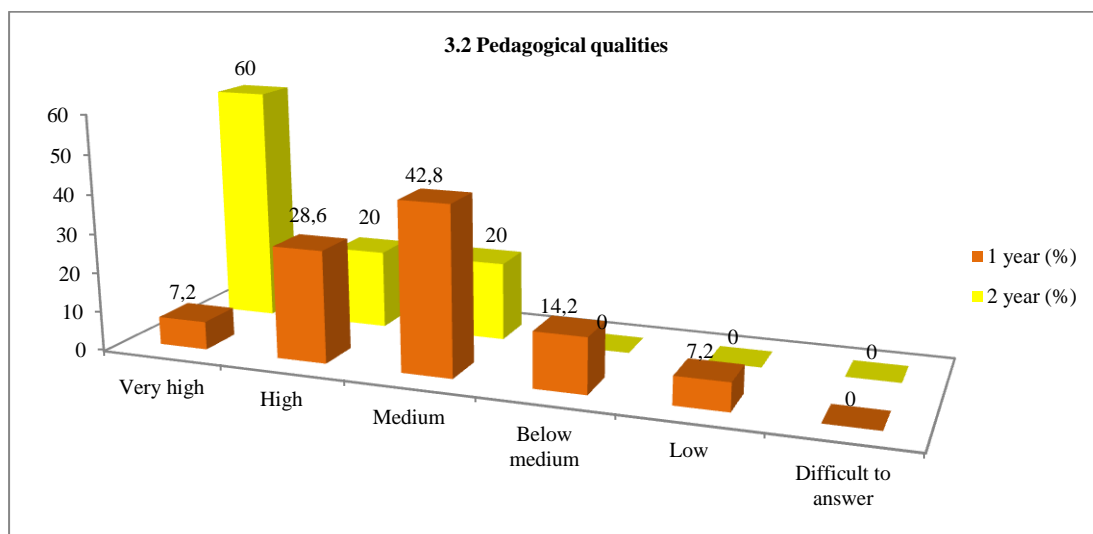
3.1 Knowledge, qualifications

Answer options	1 year (%)	2 year (%)
Very high	14,2	60
High	28,6	10
Medium	50	30
Below medium	-	-
Low	7,2	-
Difficult to answer	-	-



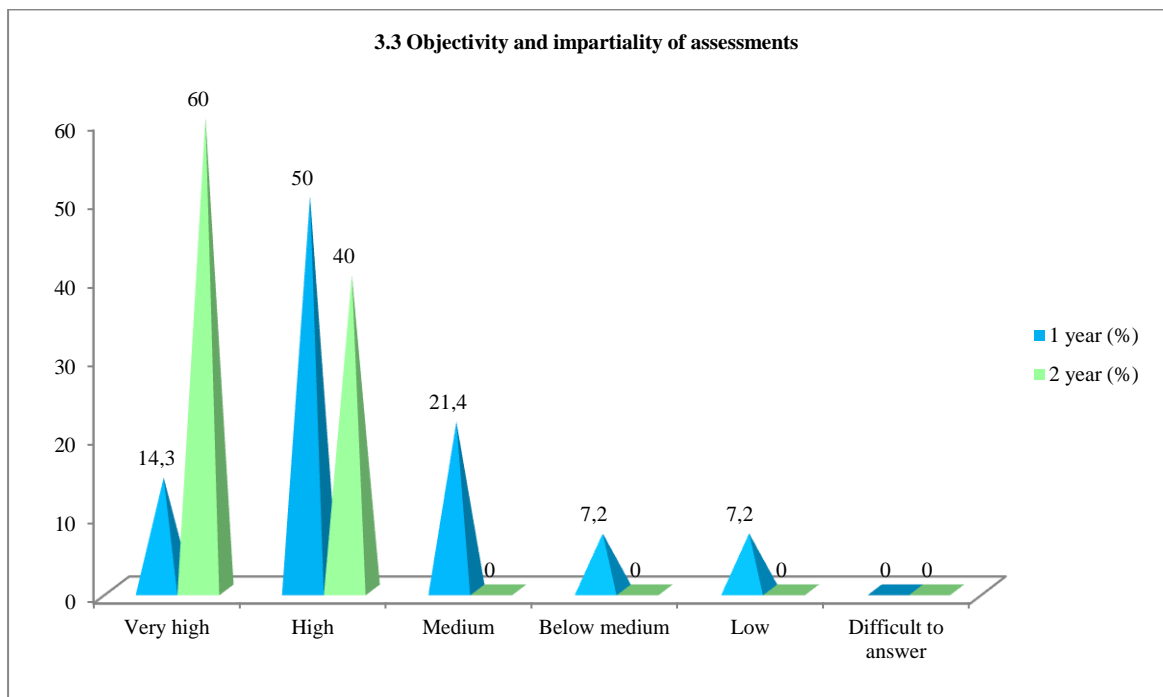
3.2 Pedagogical qualities

Answer options	1 year (%)	2 year (%)
Very high	7,2	60
High	28,6	20
Medium	42,8	20
Below medium	14,2	-
Low	7,2	-
Difficult to answer	-	-



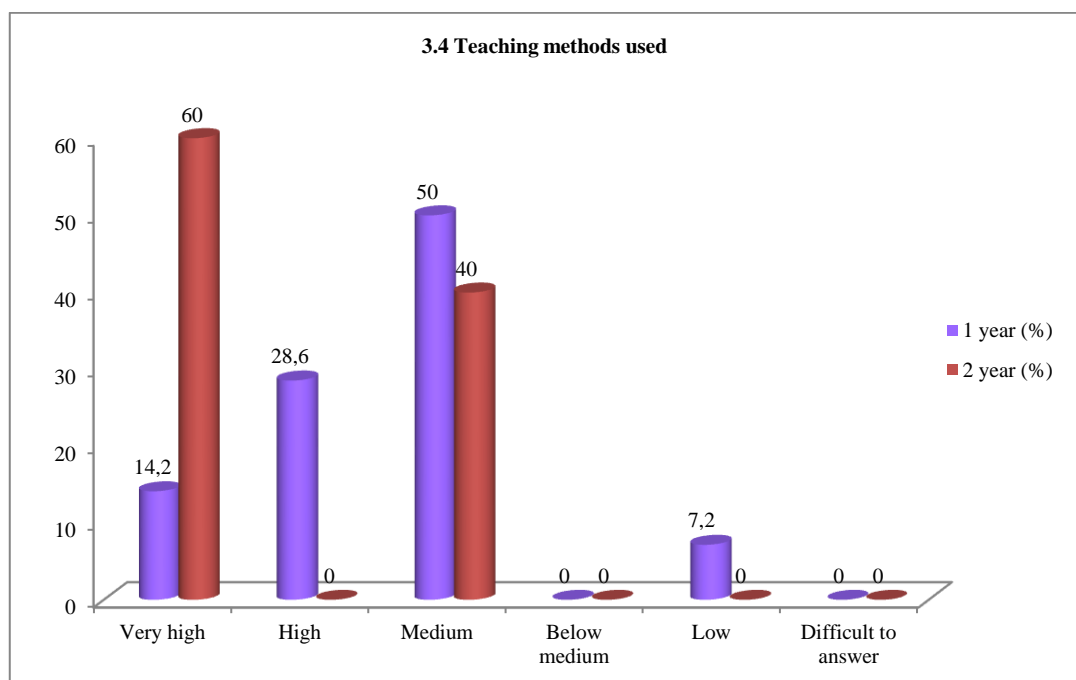
3.3 Objectivity and impartiality of assessments

Answer options	1 year (%)	2 year (%)
Very high	14,3	60
High	50	40
Medium	21,4	-
Below medium	7,2	-
Low	7,2	-
Difficult to answer	-	-



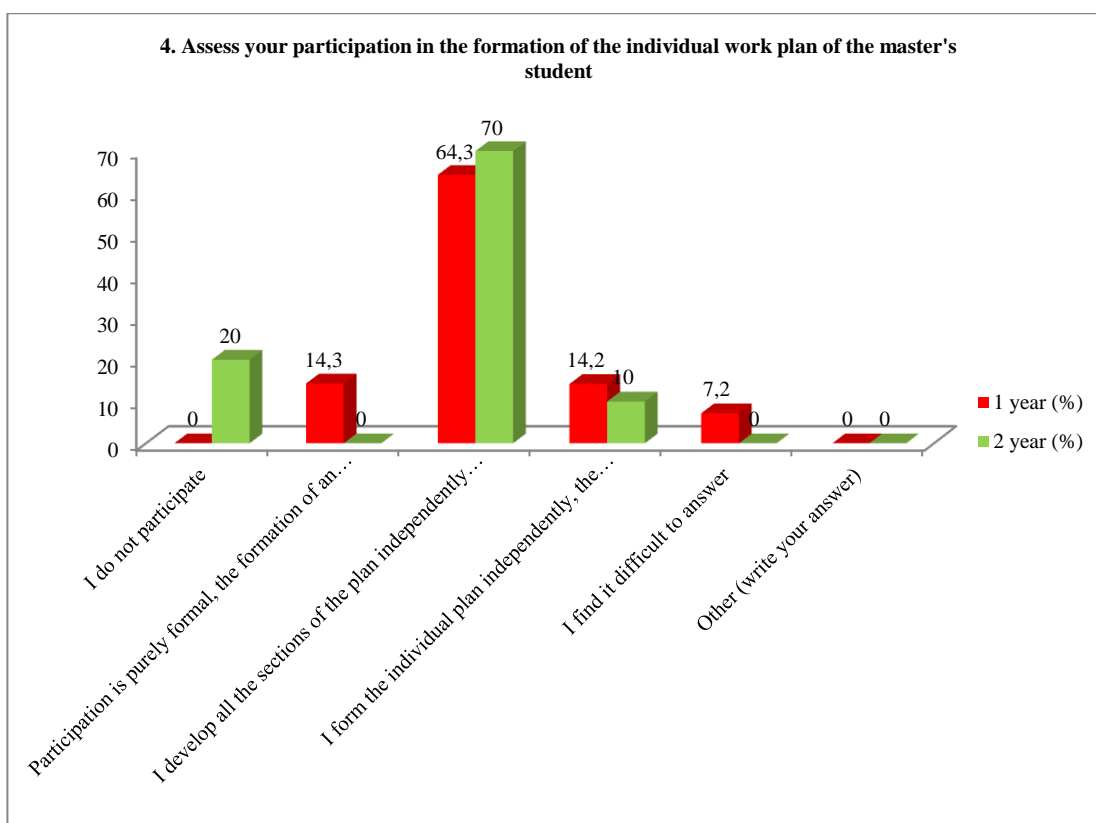
3.4 Teaching methods used

Answer options	1 year (%)	2 year (%)
Very high	14,2	60
High	28,6	-
Medium	50	40
Below medium	-	-
Low	7,2	-
Difficult to answer	-	-



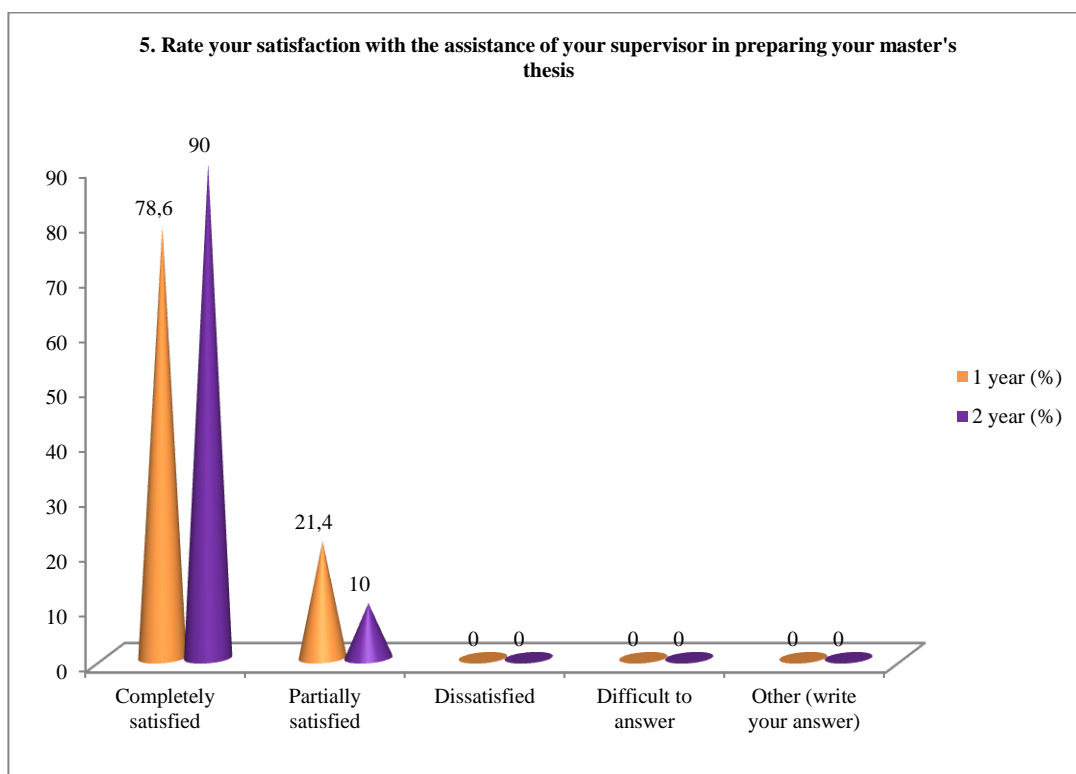
4. Assess your participation in the formation of the individual work plan of the master's student

Answer options	1 year (%)	2 year (%)
I do not participate	-	20
Participation is purely formal, the formation of an individual plan does not actually depend on me	14,3	-
I develop all the sections of the plan independently under the guidance of my supervisor	64,3	70
I form the individual plan independently, the supervisor only signs it	14,2	10
I find it difficult to answer	7,2	-
Other (write your answer)	-	-



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

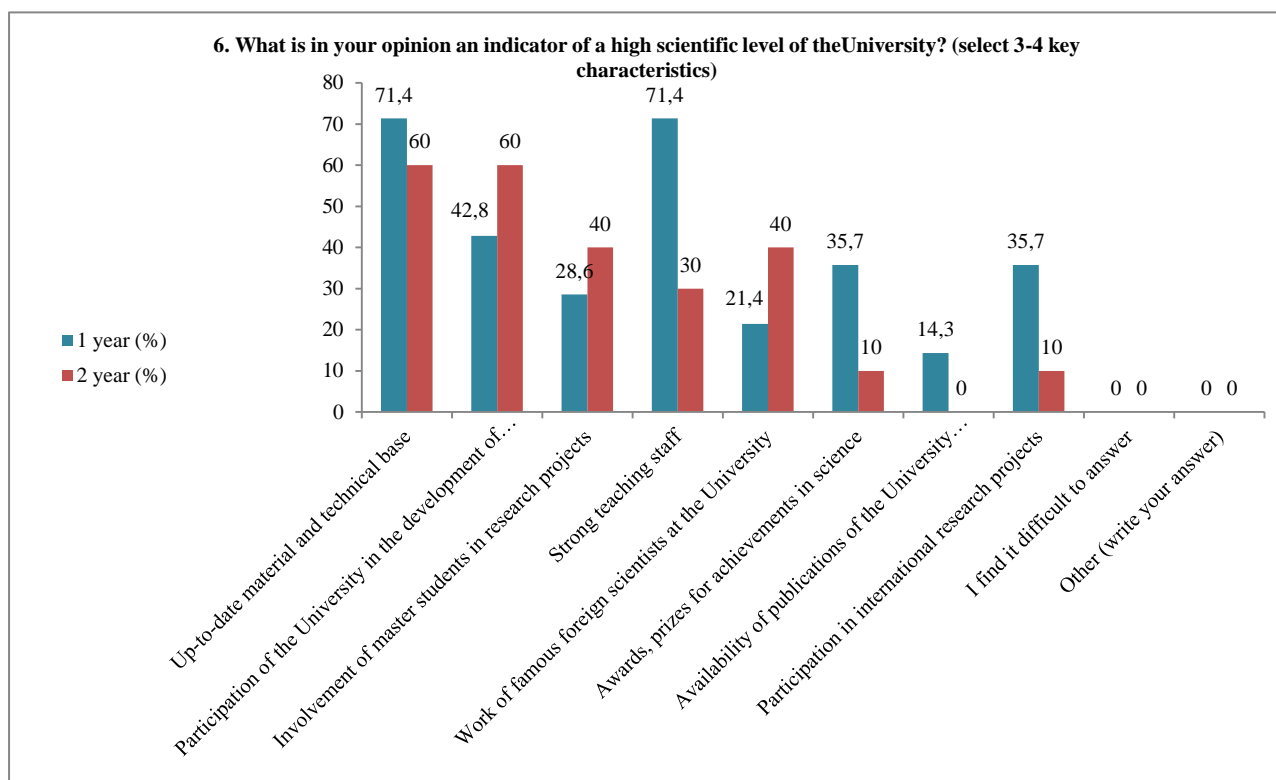
Answer options	1 year (%)	2 year (%)
Completely satisfied	78,6	90
Partially satisfied	21,4	10
Dissatisfied	-	-
Difficult to answer	-	-
Other (write your answer)	-	-



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

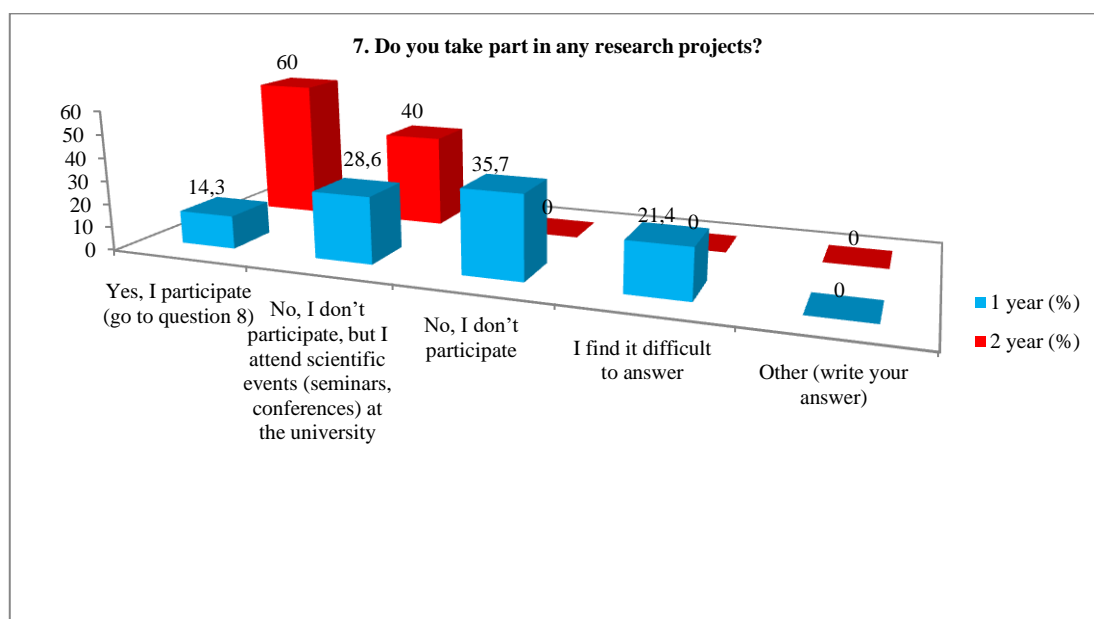
Answer options	1 year (%)	2 year (%)
Up-to-date material and technical base	71,4	60
Participation of the University in the development of target programs for the socio-economic development of the region, cities, enterprises	42,8	60
Involvement of master students in research projects	28,6	40
Strong teaching staff	71,4	30
Work of famous foreign scientists at the University	21,4	40
Awards, prizes for achievements in science	35,7	10
Availability of publications of the University employees in international publications	14,3	-
Participation in international research projects	35,7	10
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?

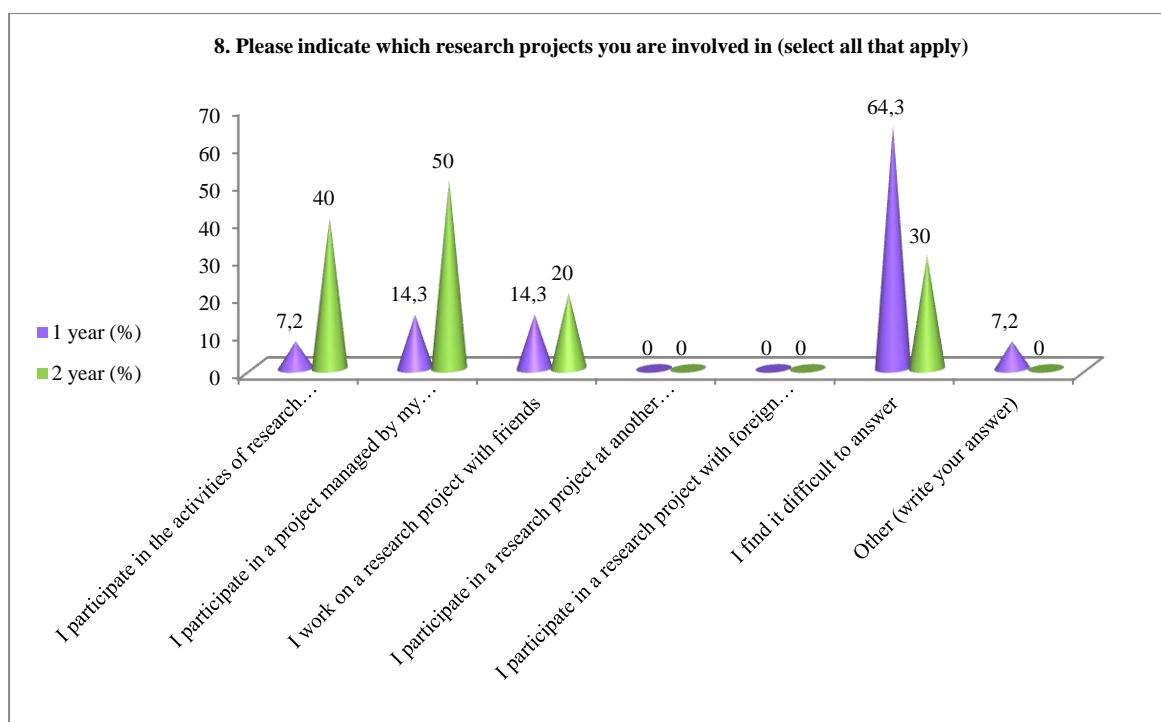
Answer options	1 year (%)	2 year (%)
Yes, I participate (go to question 8)	14,3	60
No, I don't participate, but I attend scientific events (seminars, conferences) at the university	28,6	40
No, I don't participate	35,7	-
I find it difficult to answer	21,4	-
Other (write your answer)	-	-



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

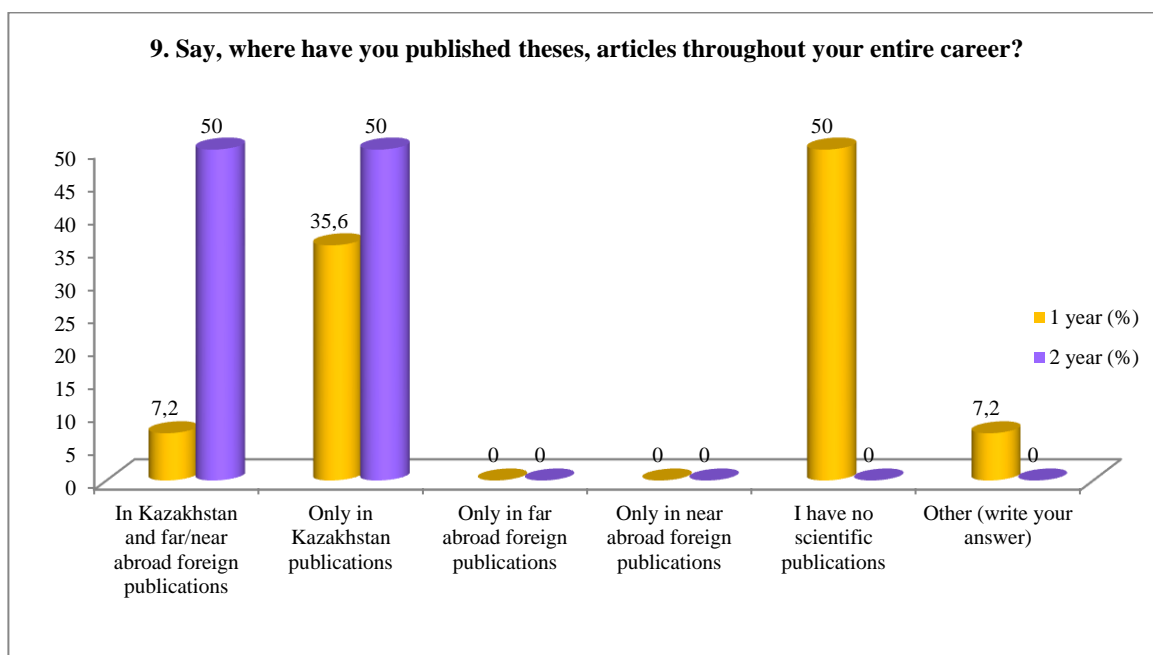
Answer options	1 year (%)	2 year (%)
I participate in the activities of research departments at my university	7,2	40
I participate in a project managed by my supervisor/another teacher	14,3	50
I work on a research project with friends	14,3	20
I participate in a research project at another university	-	-
I participate in a research project with foreign universities	-	-
I find it difficult to answer	64,3	30
Other (write your answer)	7,2	-

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?

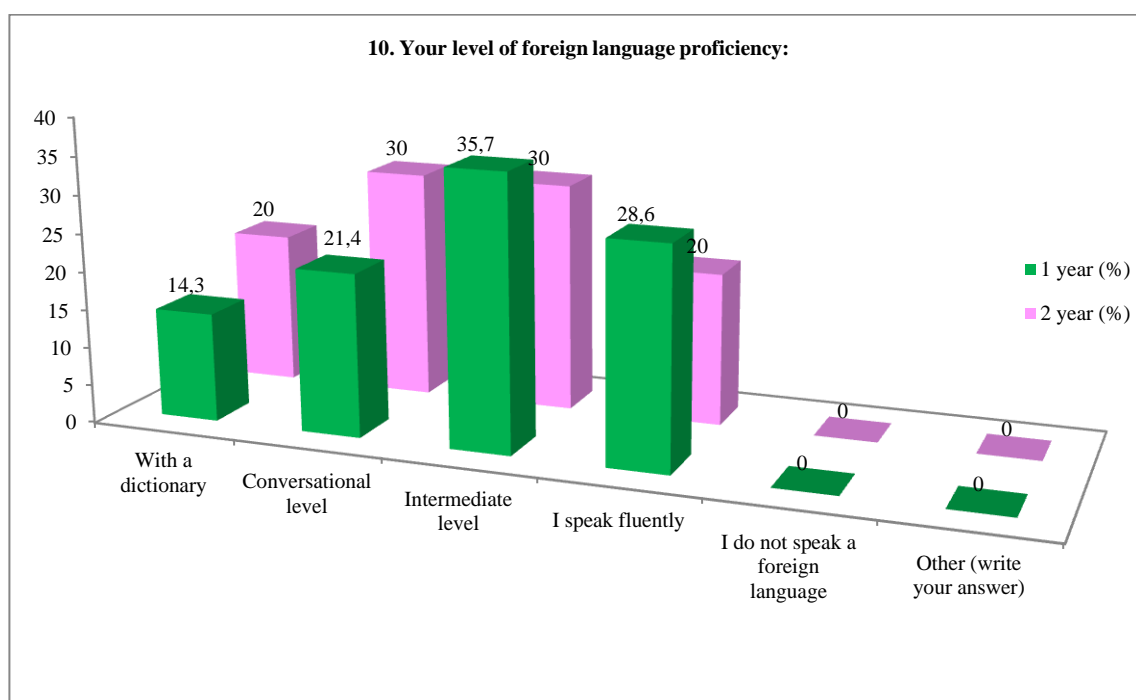
Answer options	1 year (%)	2 year (%)
In Kazakhstan and far/near abroad foreign publications	7,2	50
Only in Kazakhstan publications	35,6	50
Only in far abroad foreign publications	-	-
Only in near abroad foreign publications	-	-
I have no scientific publications	50	-
Other (write your answer)	7,2	-



The students indicated the following options for the "Other" option:
 - Nowhere yet.

10. Your level of foreign language proficiency:

Answer options	1 year (%)	2 year (%)
With a dictionary	14,3	20
Conversational level	21,4	30
Intermediate level	35,7	30
I speak fluently	28,6	20
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

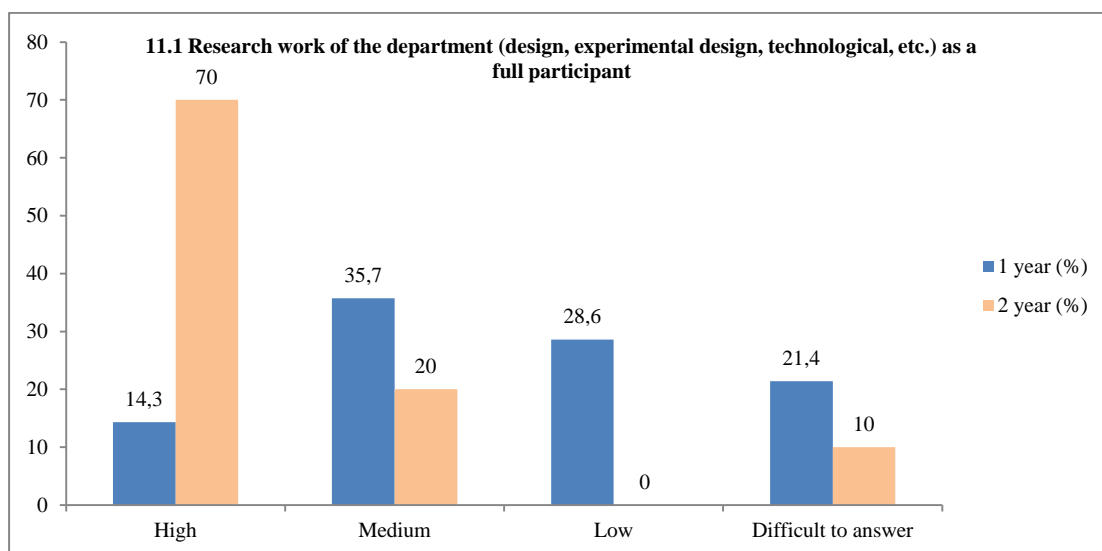
11.1 Research work of the department (design, experimental design, technological, etc.) as a full participant
11.2 Writing scientific articles
11.3 Participation with reports at conferences and seminars
11.4 Preparation of reports on research, abstracts

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

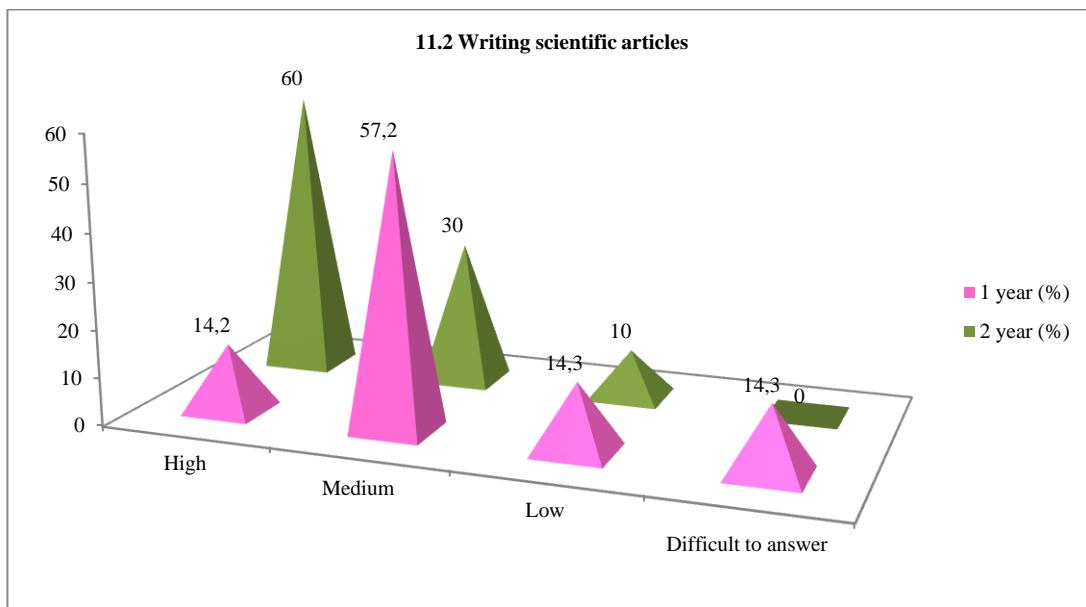
11.1 Research work of the department (design, experimental design, technological, etc.) as a full participant

Answer options	1 year (%)	2 year (%)
High	14,3	70
Medium	35,7	20
Low	28,6	-
Difficult to answer	21,4	10



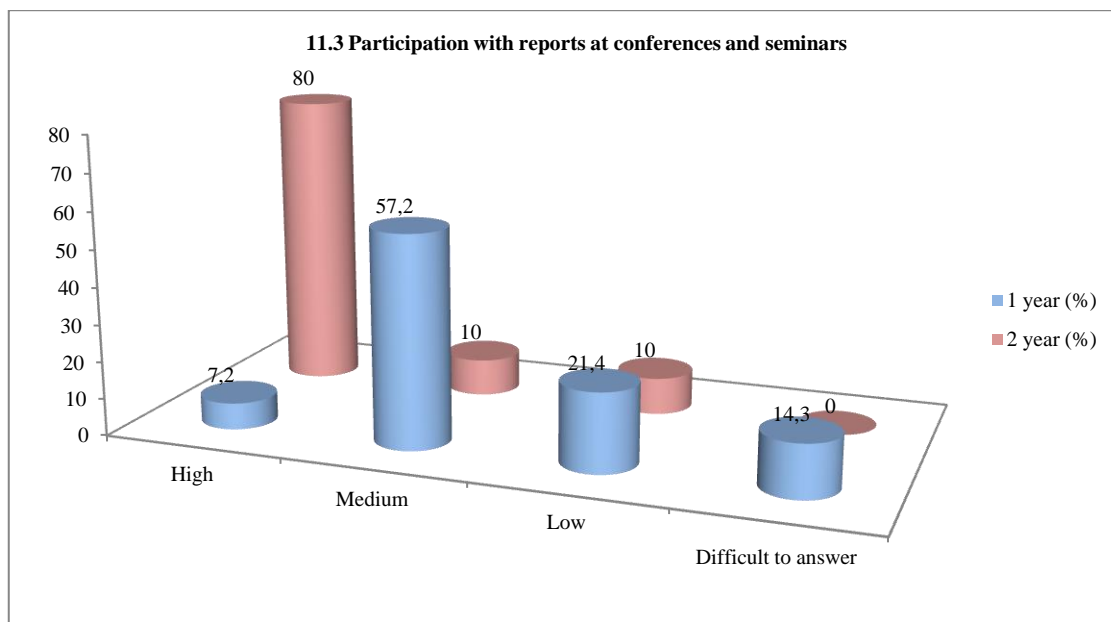
11.2 Writing scientific articles

Answer options	1 year (%)	2 year (%)
High	14,2	60
Medium	57,2	30
Low	14,3	10
Difficult to answer	14,3	-



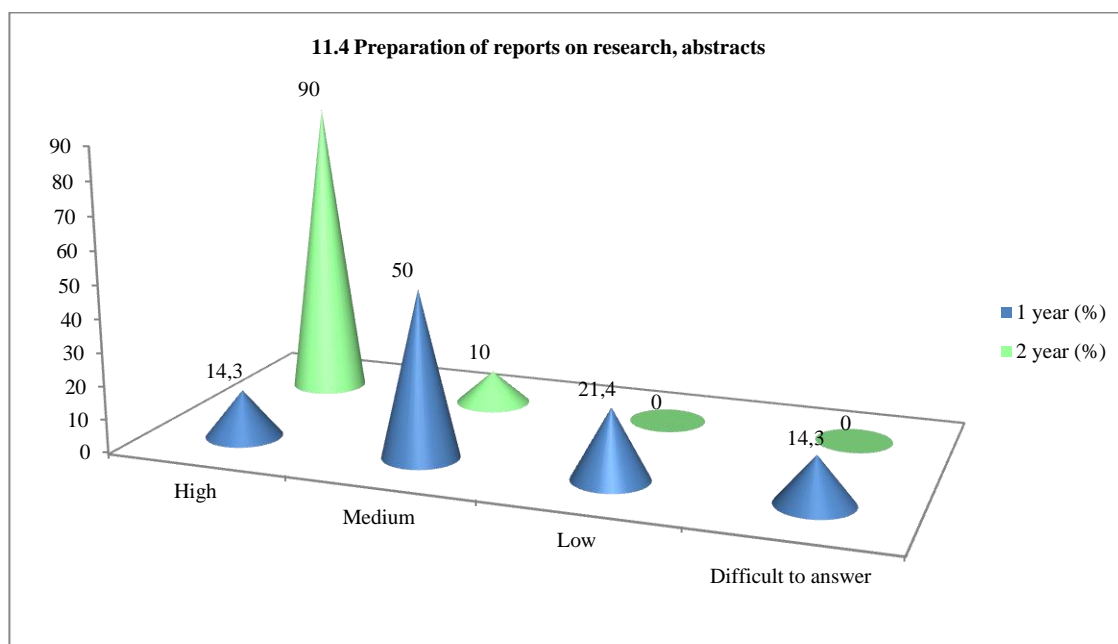
11.3 Participation with reports at conferences and seminars

Answer options	1 year (%)	2 year (%)
High	7,2	80
Medium	57,2	10
Low	21,4	10
Difficult to answer	14,3	-



11.4 Preparation of reports on research, abstracts

Answer options	1 year (%)	2 year (%)
High	14,3	90
Medium	50	10
Low	21,4	-
Difficult to answer	14,3	-



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

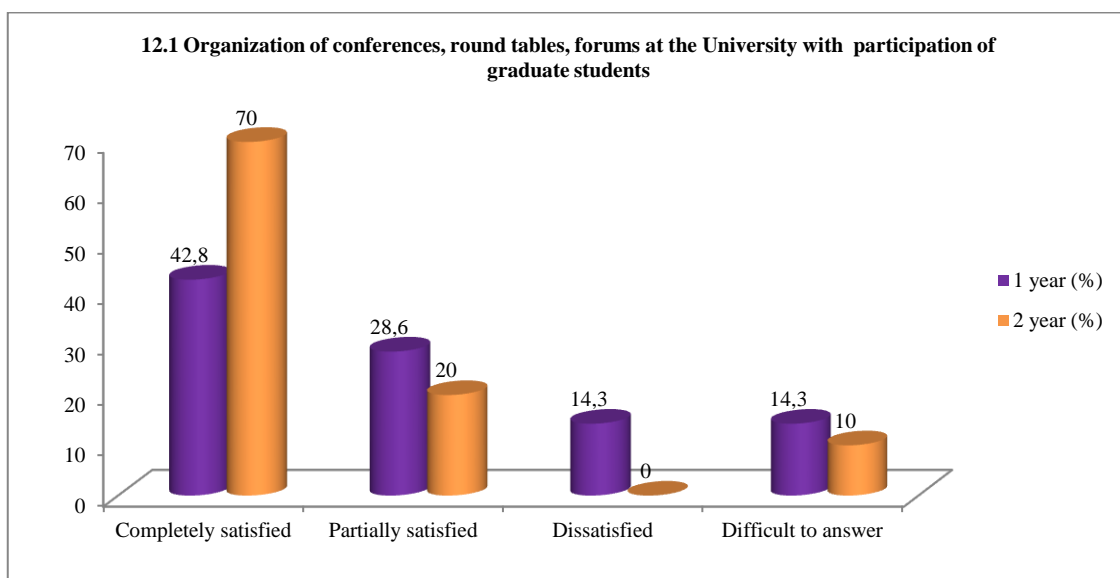
12.1 Organization of conferences, round tables, forums at the University with participation of graduate students
12.2 Material and technical support for applied scientific research
12.3 Availability for graduate students of equipment, computers necessary for the educational process and scientific activities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

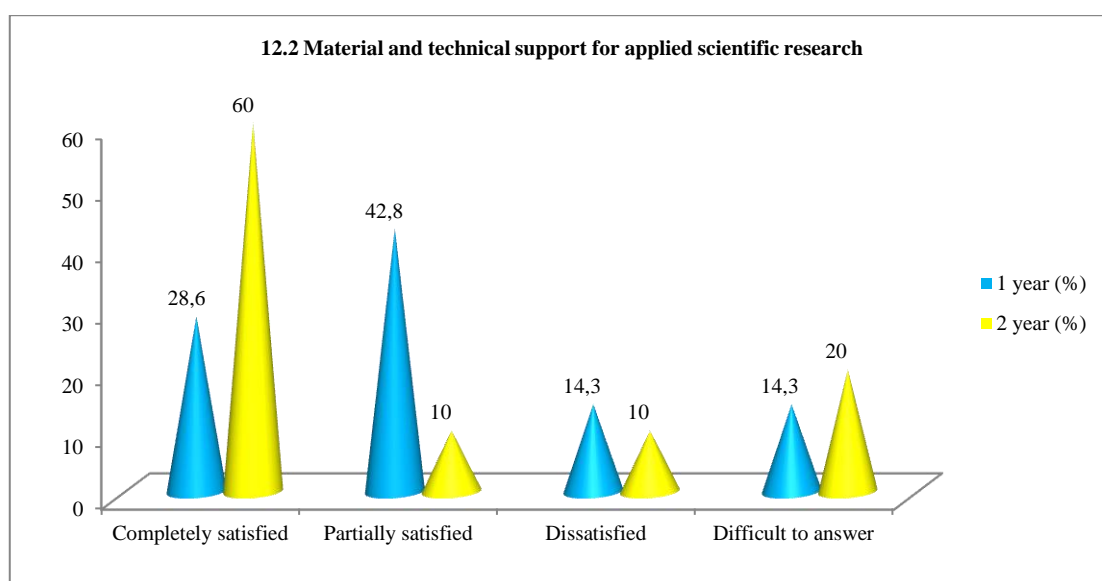
12.1 Organization of conferences, round tables, forums at the University with participation of graduate students

Answer options	1 year (%)	2 year (%)
Completely satisfied	42,8	70
Partially satisfied	28,6	20
Dissatisfied	14,3	-
Difficult to answer	14,3	10



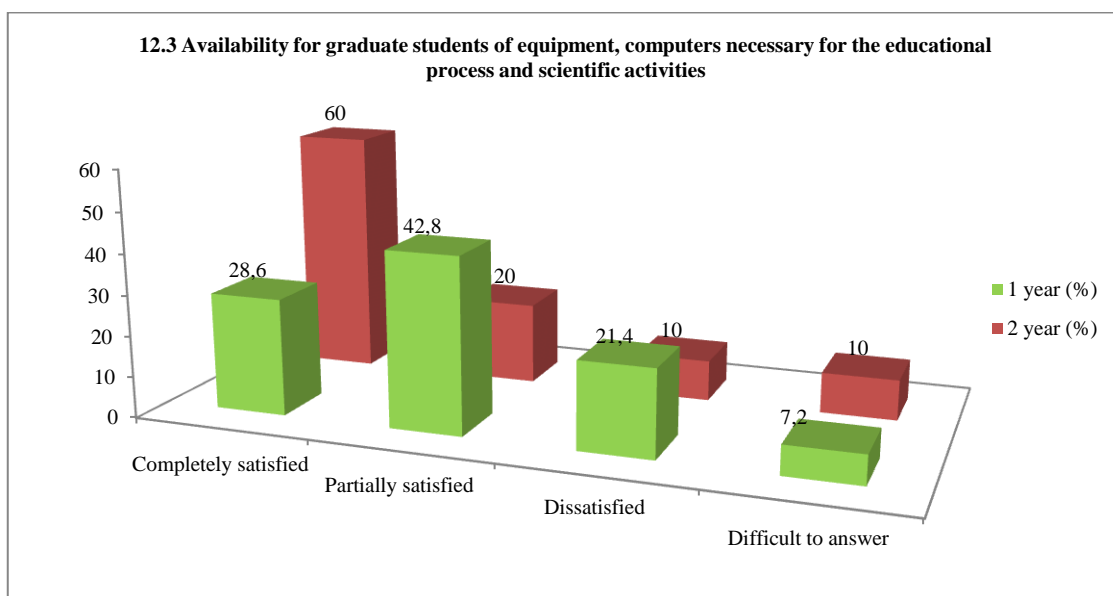
12.2 Material and technical support for applied scientific research

Answer options	1 year (%)	2 year (%)
Completely satisfied	28,6	60
Partially satisfied	42,8	10
Dissatisfied	14,3	10
Difficult to answer	14,3	20



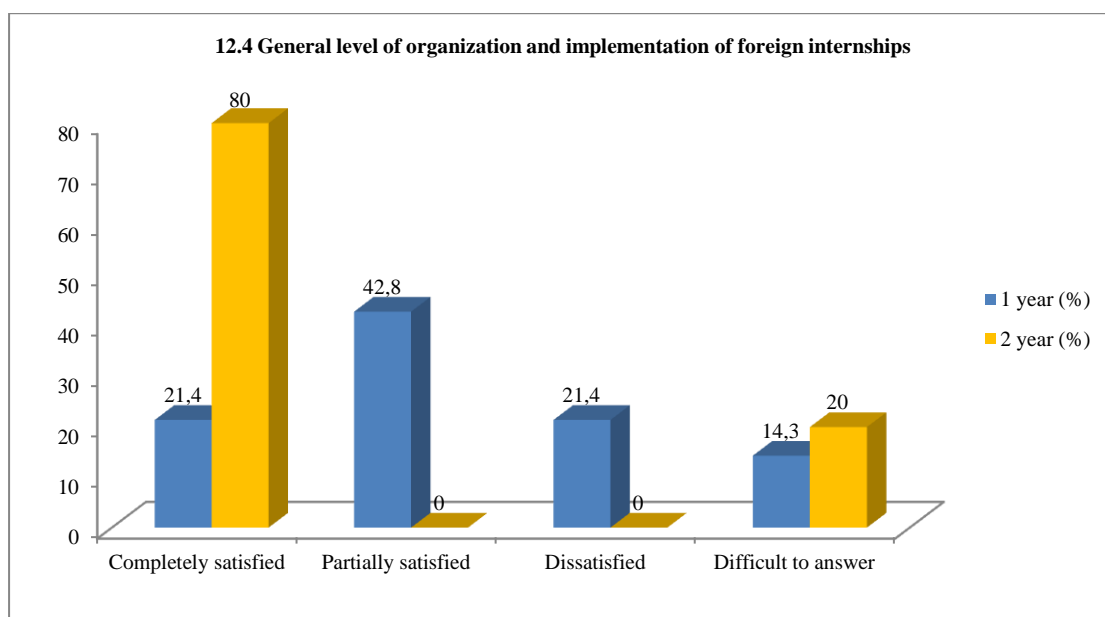
12.3 Availability for graduate students of equipment, computers necessary for the educational process and scientific activities

Answer options	1 year (%)	2 year (%)
Completely satisfied	28,6	60
Partially satisfied	42,8	20
Dissatisfied	21,4	10
Difficult to answer	7,2	10



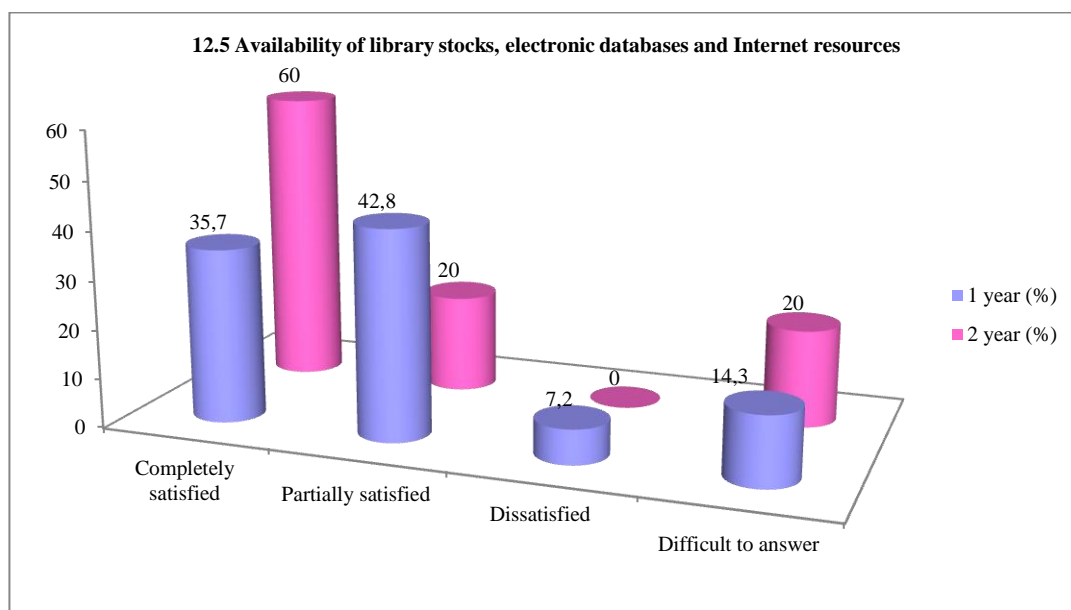
12.4 General level of organization and implementation of foreign internships

Answer options	1 year (%)	2 year (%)
Completely satisfied	21,4	80
Partially satisfied	42,8	-
Dissatisfied	21,4	-
Difficult to answer	14,3	20



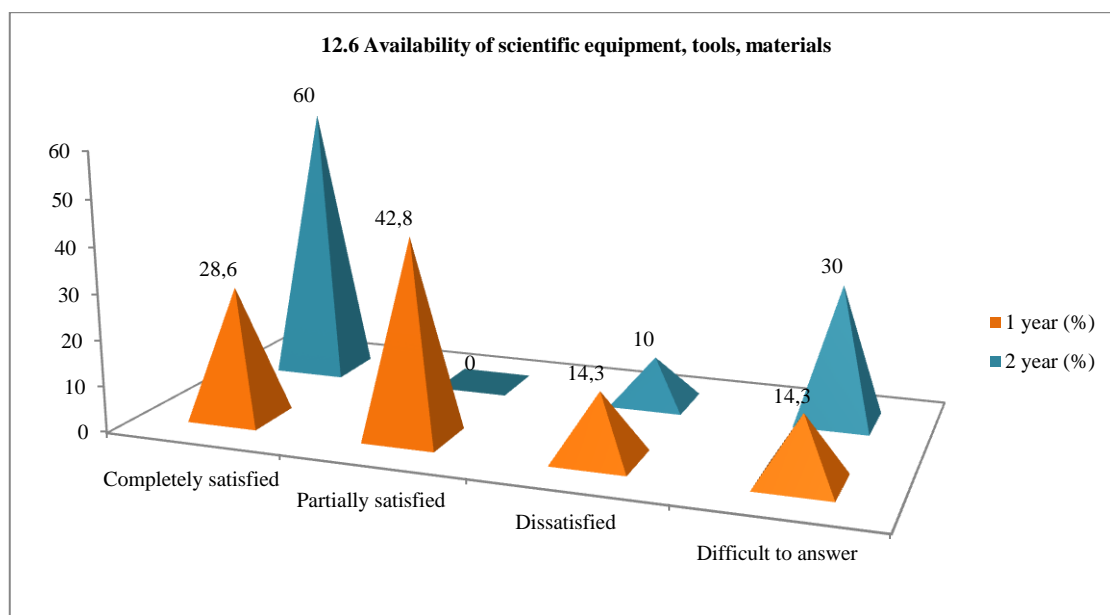
12.5 Availability of library stocks, electronic databases and Internet resources

Answer options	1 year (%)	2 year (%)
Completely satisfied	35,7	60
Partially satisfied	42,8	20
Dissatisfied	7,2	-
Difficult to answer	14,3	20



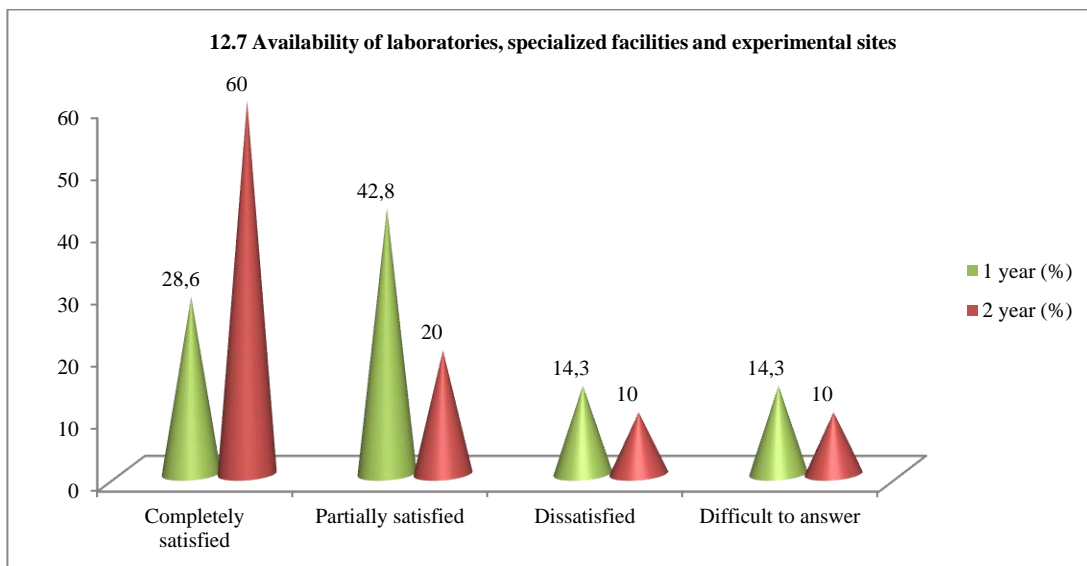
12.6 Availability of scientific equipment, tools, materials

Answer options	1 year (%)	2 year (%)
Completely satisfied	28,6	60
Partially satisfied	42,8	-
Dissatisfied	14,3	10
Difficult to answer	14,3	30



12.7 Availability of laboratories, specialized facilities and experimental sites

Answer options	1 year (%)	2 year (%)
Completely satisfied	28,6	60
Partially satisfied	42,8	20
Dissatisfied	14,3	10
Difficult to answer	14,3	10

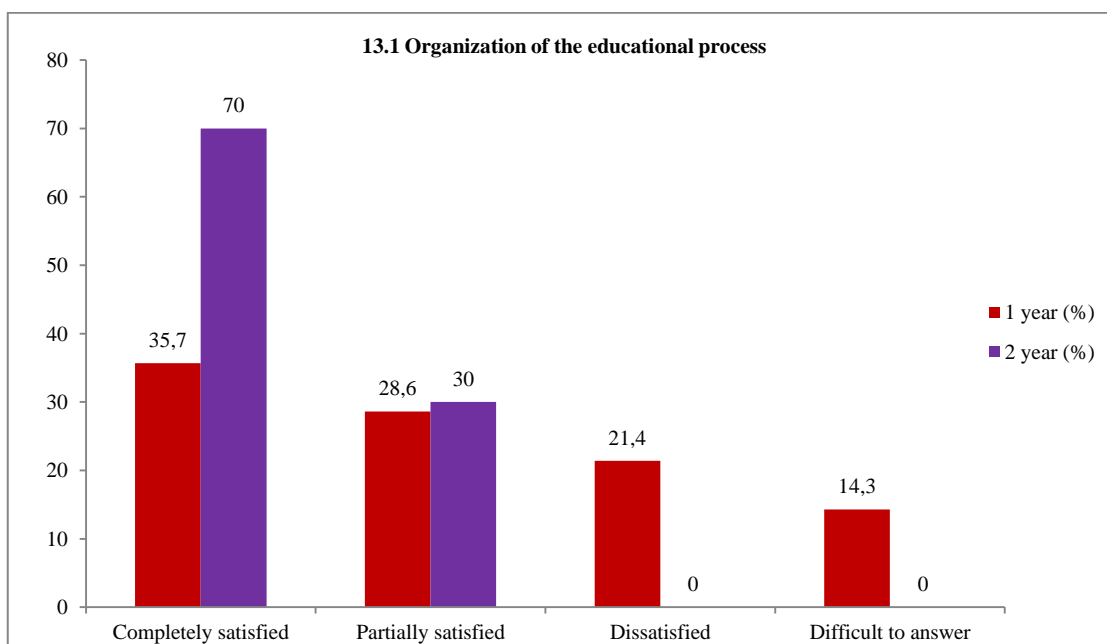


13. Are you satisfied with?

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

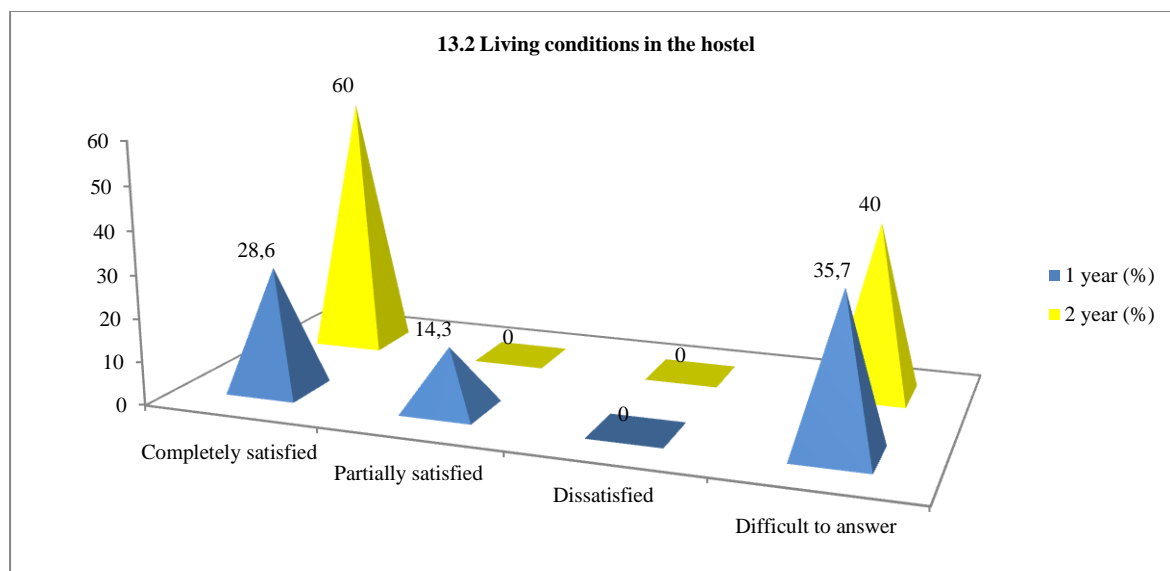
13.1 Organization of the educational process

Answer options	1 year (%)	2 year (%)
Completely satisfied	35,7	70
Partially satisfied	28,6	30
Dissatisfied	21,4	-
Difficult to answer	14,3	-



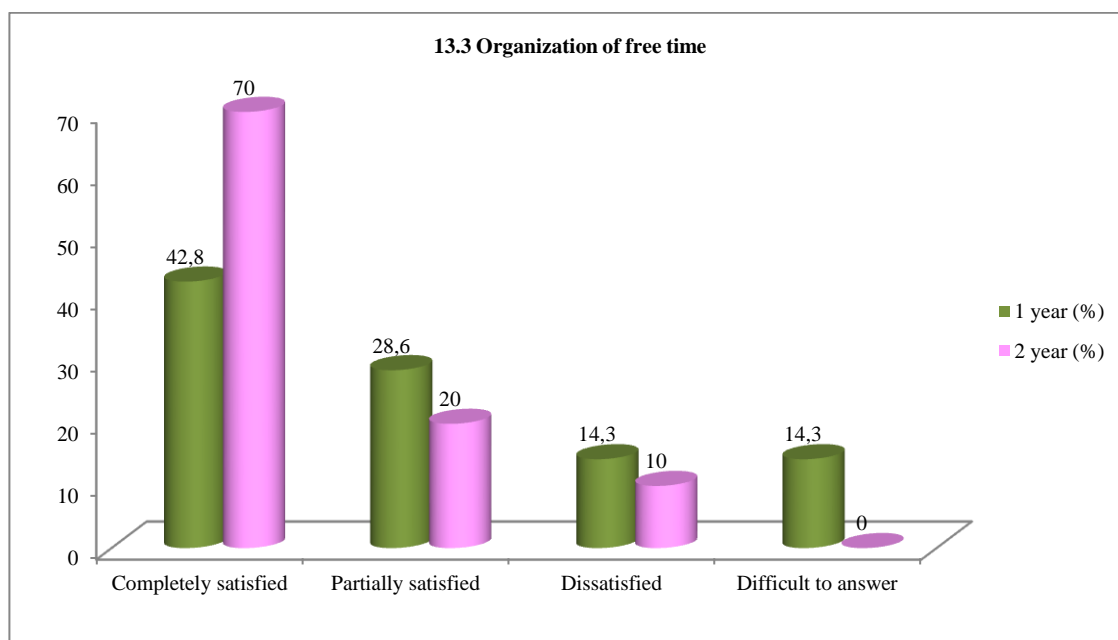
13.2 Living conditions in the hostel

Answer options	1 year (%)	2 year (%)
Completely satisfied	28,6	60
Partially satisfied	14,3	-
Dissatisfied	-	-
Difficult to answer	35,7	40



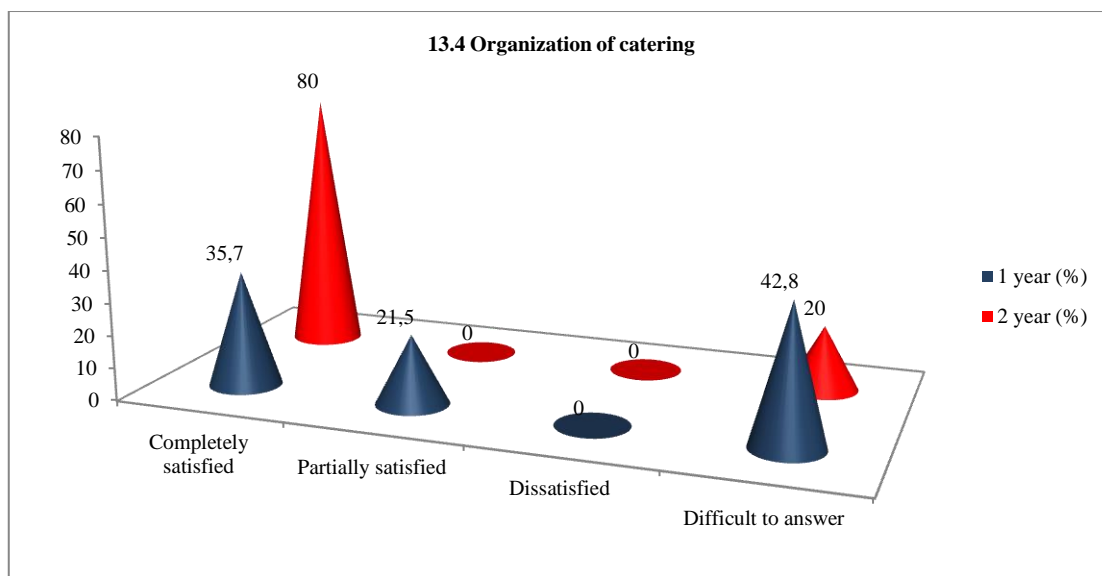
13.3 Organization of free time

Answer options	1 year (%)	2 year (%)
Completely satisfied	42,8	70
Partially satisfied	28,6	20
Dissatisfied	14,3	10
Difficult to answer	14,3	-



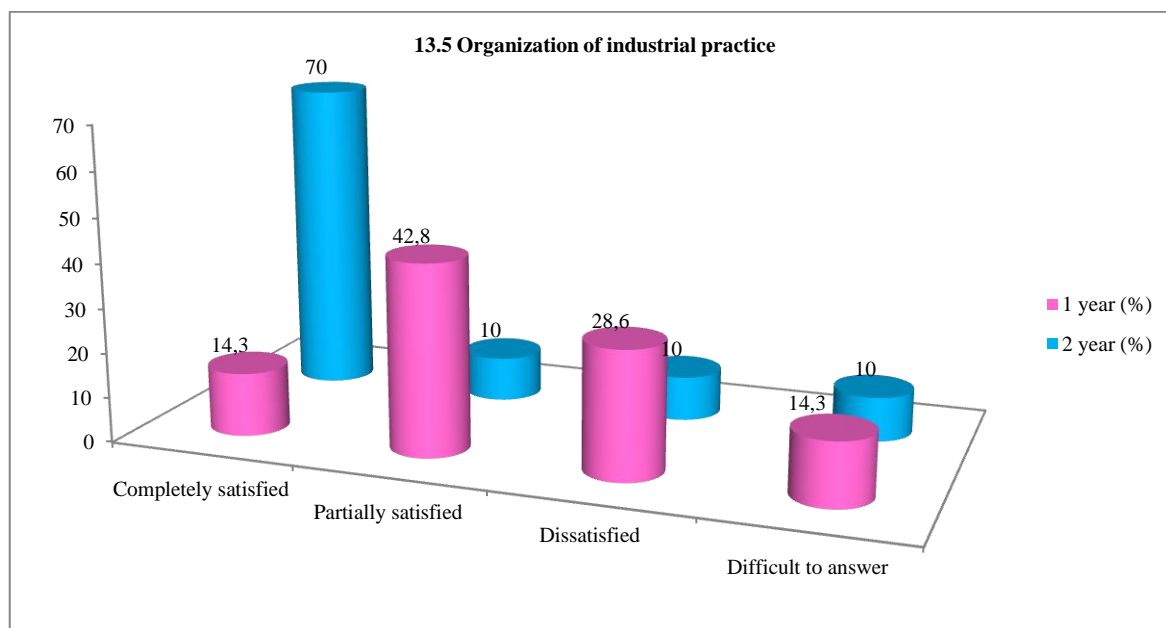
13.4 Organization of catering

Answer options	1 year (%)	2 year (%)
Completely satisfied	35,7	80
Partially satisfied	21,5	-
Dissatisfied	-	-
Difficult to answer	42,8	20



13.5 Organization of industrial practice

Answer options	1 year (%)	2 year (%)
Completely satisfied	14,3	70
Partially satisfied	42,8	10
Dissatisfied	28,6	10
Difficult to answer	14,3	10



Conclusions on the results of the survey:

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

- continuing education at the previous university (74.3%);
- proximity to the family's place of residence (47.8%);
- acceptable tuition fees (32.2%);
- availability of budget places (19.3%);
- internship abroad (13.6%);
- high quality of education (8.6%);
- leading scientists among the teaching staff (7.2%).

2. The average level of satisfaction with the availability of information in the field of training for master students is (75.2%). Good availability of information helps master students to plan their educational activities more effectively, navigate the educational process and successfully master the educational material.

3. The teaching staff of the master's program, according to key indicators such as the level of knowledge and professionalism, objectivity, pedagogical skills and teaching methods, more than (61.9%) of survey participants gave assessments of "very high" and "high".

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

- 67.2% of master's students actively participate in the development of their work plan under the supervision of the supervisor, which indicates a high degree of independence and responsibility of master students;
- 12.1% of master students form a plan independently, and the supervisor signs it without exerting significant influence;
- 7.2% of master's degree students see their participation as formal, since they relied more on the help of their supervisor due to difficulties in independently formulating ideas;
- 10% of master's degree 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 supervisor.
- 3.6% of master's degree students find it difficult to answer whose initiative was greater: theirs or their supervisor's.

5. Satisfaction with the help of their supervisor in preparing their master's thesis: 84.3% of master's degree students are completely and (15.7%) partially satisfied with the help provided to them by their supervisor. This indicates a high level of satisfaction of master's degree students with the quality and support received from their supervisor.

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

- a modern material and technical base (65.7%) has a significant impact on the quality of scientific research and on the training of master's degree students;
- participation of the University in the development of target programs for the socio-economic development of the region, cities, enterprises (51.4%) indicates its significant role in the socio-economic development of society;
- strong teaching staff (50.7%) contributes to high-quality educational and scientific activities;

- involvement of master students in research projects (34.3%) indicates active scientific activity of master's students;
- work of famous foreign scientists at the university (30.7%) contributes to the exchange of experience, development of scientific ties and attraction of international projects;
- participation in international research projects (22.8%).

7. *Participation of master students in research projects and scientific life of the university:* 72.2% of master students actively participate in research projects and attend scientific events, such as seminars and conferences. These data show that the majority of master students are involved in scientific activities, which contributes to their academic and professional development.

8. Publication of scientific papers: throughout their career (71.4%), master students published their theses and articles in both Kazakhstan and foreign publications. This indicates a good degree of involvement of master students in the scientific community and their desire to disseminate the results of their research at the international level. This level of activity contributes to the exchange of knowledge and experience, and also increases their professional status in the academic environment.

9. The level of foreign language proficiency: the majority of master students (100%) have different levels of foreign language proficiency, from basic with the use of a dictionary to complete freedom in expression. Efforts to improve knowledge of a foreign language can be useful in both academic and professional activities of master students.

10. Participation of master students in the work of the department:

- research work of the department (design, experimental design, technological, etc.) as a full participant: 70%;
- writing scientific articles: 80.7%;
- participation with reports at conferences and seminars: 77.2%;
- preparation of reports on research, abstracts: 82.2%.

11. *Satisfaction of the postgraduate student with the scientific and educational environment* of the University is 74.3% for the following indicators:

- organization of conferences, round tables, forums with the participation of master's degree students;
- logistical support for applied scientific research;
- availability of equipment, computers for the educational process and scientific activities;
- organization of foreign internships;
- availability of library collections, electronic databases and Internet resources;
- availability of scientific equipment, tools, materials;
- availability of laboratories, specialized facilities and experimental sites.

12. *Satisfaction of master's degree students with the quality of educational services:* 74.7% of respondents expressed satisfaction with the organization of the educational process and industrial practice, 80.7% with the organization of free time, 68.6% with the organization of meals, and 51.5% with the living conditions in the dormitory. These data indicate the good quality of services and support provided by the University to ensure successful learning and comfort of master's degree students.

In general, master's degree students highly value the opportunities for research and education provided by the university, which is reflected in the satisfaction of master's degree students.

The overall satisfaction of master students in the specialty "Computer engineering and software" with educational services is **78,9%**, which indicates a high level of satisfaction among students in general, 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 graduate students.
2. Availability of the survey results:
 - graduate students can request survey results by email from the Quality management and accreditation center: cqma@ktu.edu.kz.