Report on the results of the survey
«Master students' satisfaction with educational services»
for 2024-2025 ac. year
in educational program
7M06103 Machine learning and data analysis

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.
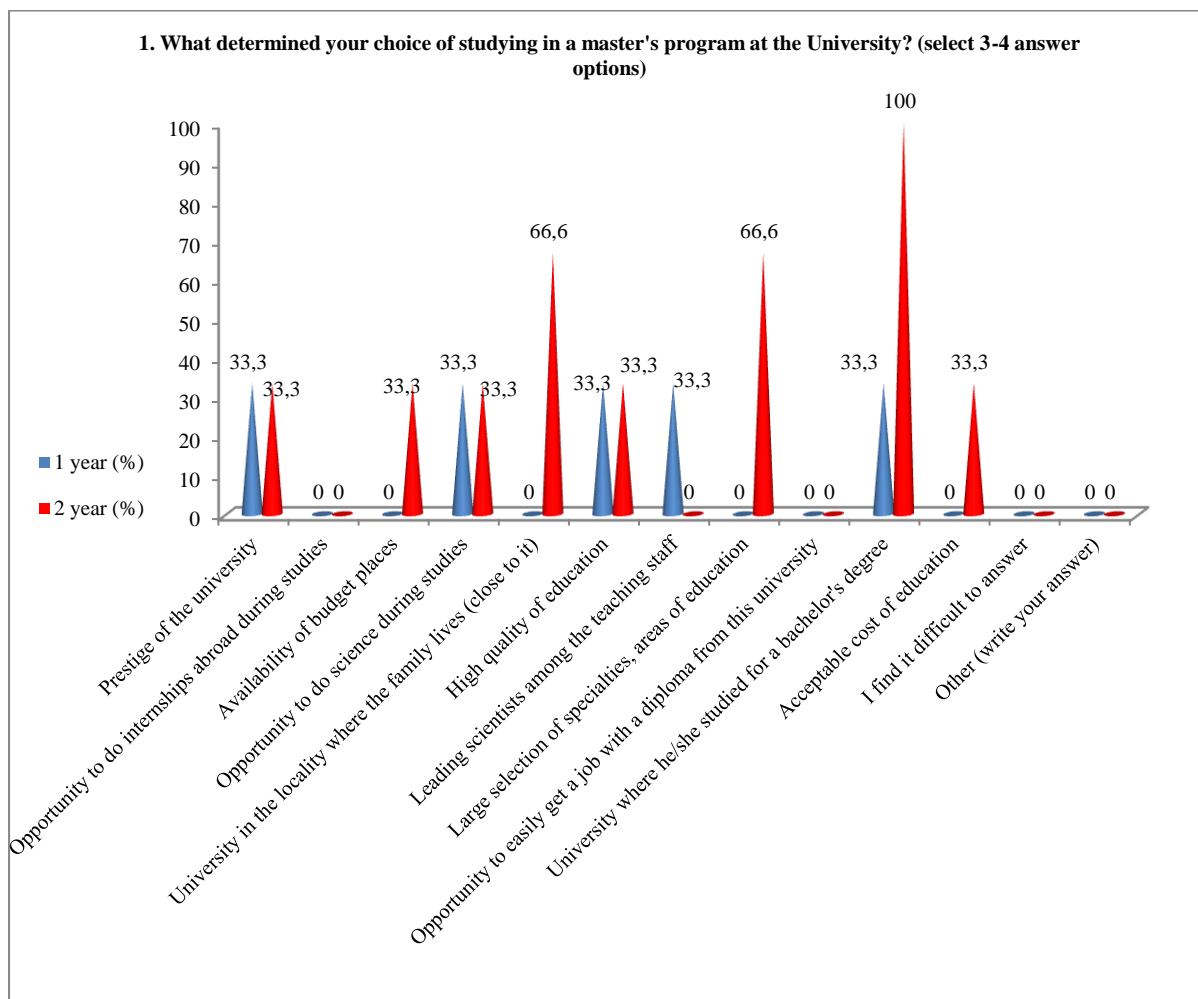
6 respondents took part in the survey, which amounted to 66.7% of the total number of master students.

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	33,3	33,3
Opportunity to do internships abroad during studies	-	-
Availability of budget places	-	33,3
Opportunity to do science during studies	33,3	33,3
University in the locality where the family lives (close to it)	-	66,6
High quality of education	33,3	33,3
Leading scientists among the teaching staff	33,3	-
Large selection of specialties, areas of education	-	66,6
Opportunity to easily get a job with a diploma from this university	-	-
University where he/she studied for a bachelor's degree	33,3	100
Acceptable cost of education	-	33,3
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.

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

2. **How satisfied are you with the availability of information provided by the University in your field of study:**
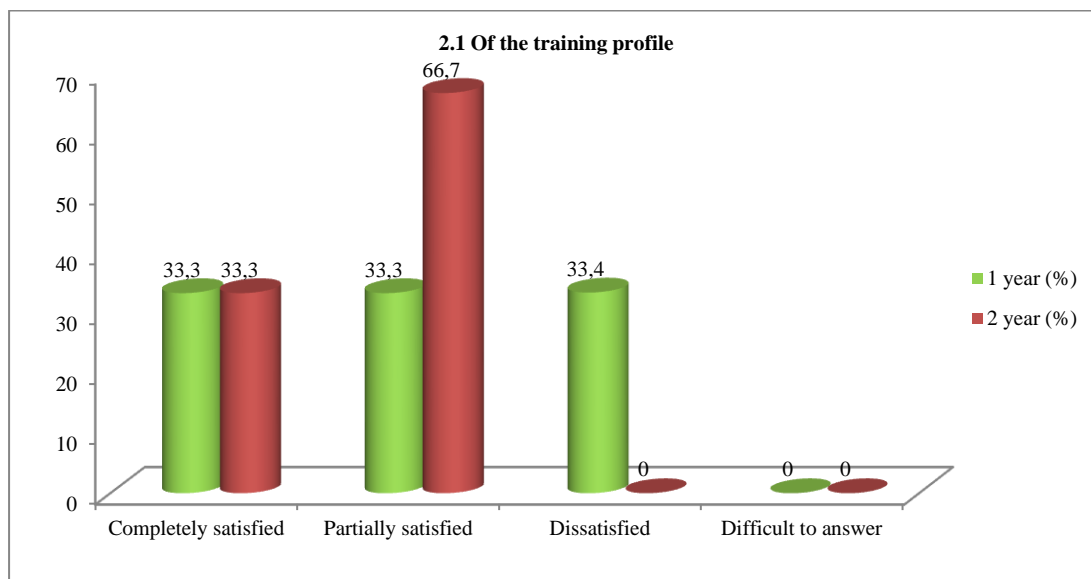
| 2.1 Of the training profile |
| 2.2 Characteristics of the professional activity of a master student |
| 2.3 List of developing competencies of a master graduate |
| 2.4 List of bases of master students' practices |
| 2.5 Information of scientific supervisors |

Other (write your answer)_____

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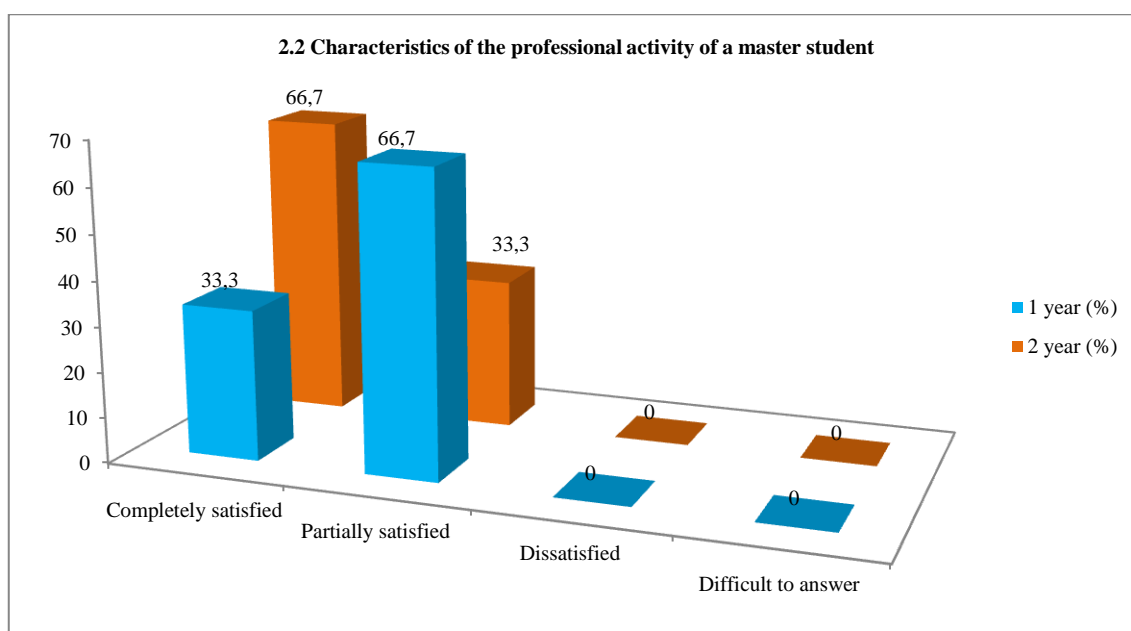
2.1 Of the training profile

Answer options	1 year (%)	2 year (%)
Completely satisfied	33,3	33,3
Partially satisfied	33,3	66,7
Dissatisfied	33,4	-
Difficult to answer	-	-

2.2 Characteristics of the professional activity of a master student

Answer options	1 year (%)	2 year (%)
Completely satisfied	33,3	66,7
Partially satisfied	66,7	33,3
Dissatisfied	-	-
Difficult to answer	-	-

2.3 List of developing competencies of a master graduate

Answer options	1 year (%)	2 year (%)
Completely satisfied	33,3	66,7
Partially satisfied	66,7	33,3
Dissatisfied	-	-
Difficult to answer	-	-

2.3 List of developing competencies of a master graduate
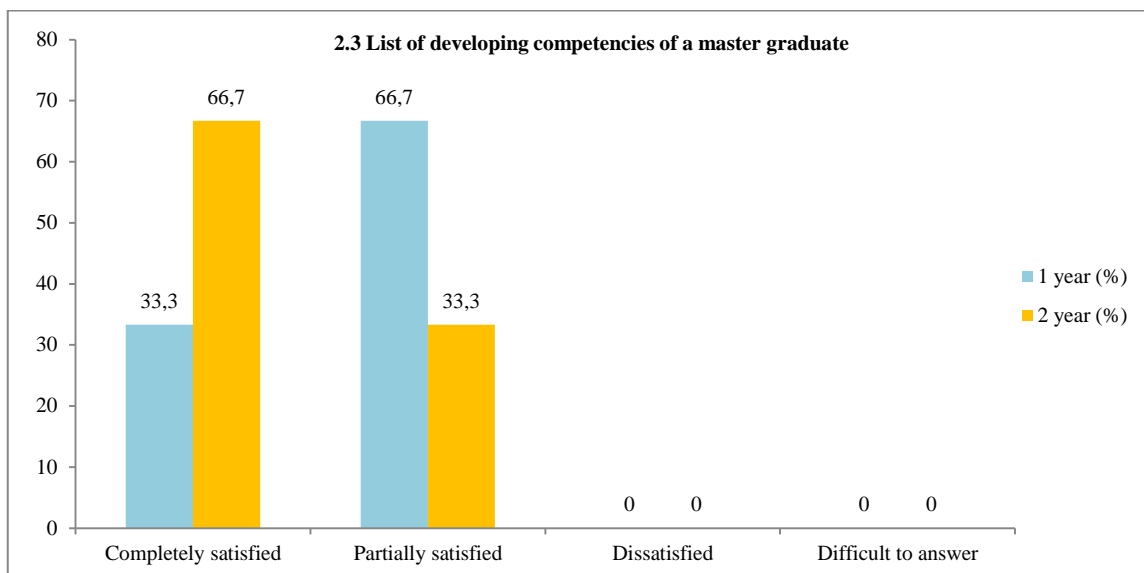
2.4 List of bases of master students' practices

Answer options	1 year (%)	2 year (%)
Completely satisfied	33,3	66,7
Partially satisfied	66,7	33,3
Dissatisfied	-	-
Difficult to answer	-	-

2.4 List of bases of master students' practices
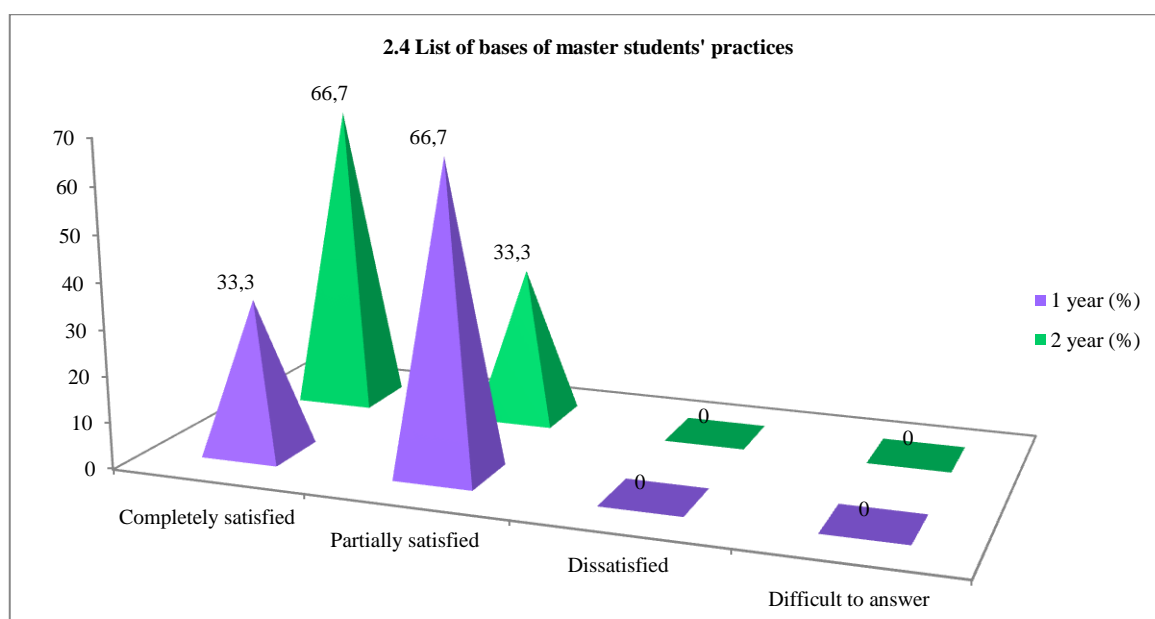
2.5 Information of scientific supervisors

Answer options	1 year (%)	2 year (%)
Completely satisfied	33,3	66,3
Partially satisfied	66,7	33,3
Dissatisfied	-	-
Difficult to answer	-	-

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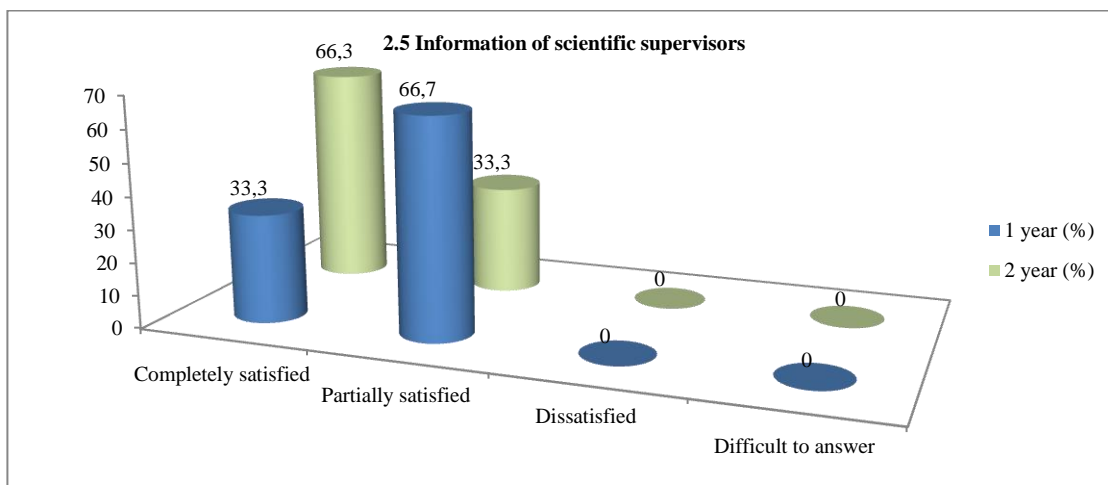
3. How would you rate the faculty of your master's program overall?

| 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	66,7	33,3
High	33,3	66,7
Medium	-	-
Below medium	-	-
Low	-	-
Difficult to answer	-	-

3.1 Knowledge, qualifications
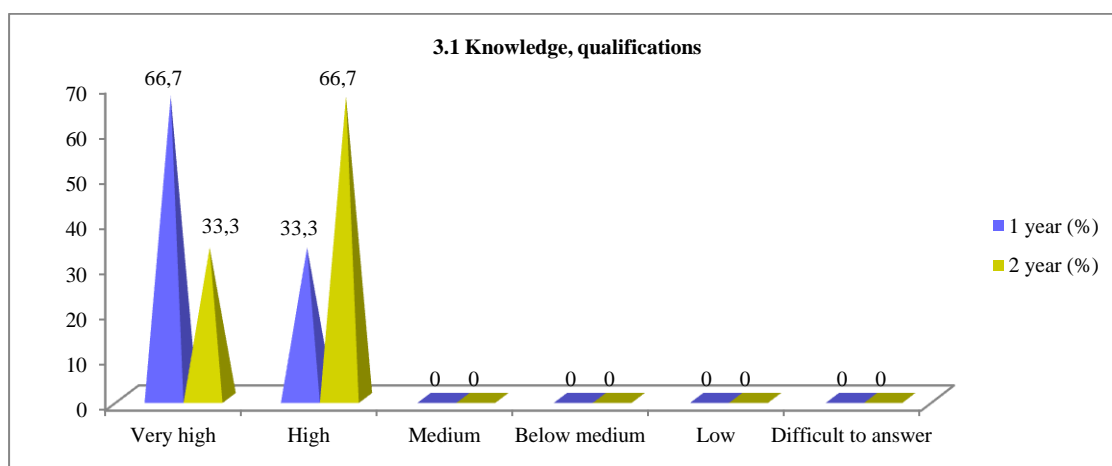
3.2 Pedagogical qualities

Answer options	1 year (%)	2 year (%)
Very high	66,7	66,7
High	33,3	33,3
Medium	-	-
Below medium	-	-
Low	-	-
Difficult to answer	-	-

3.2 Pedagogical qualities
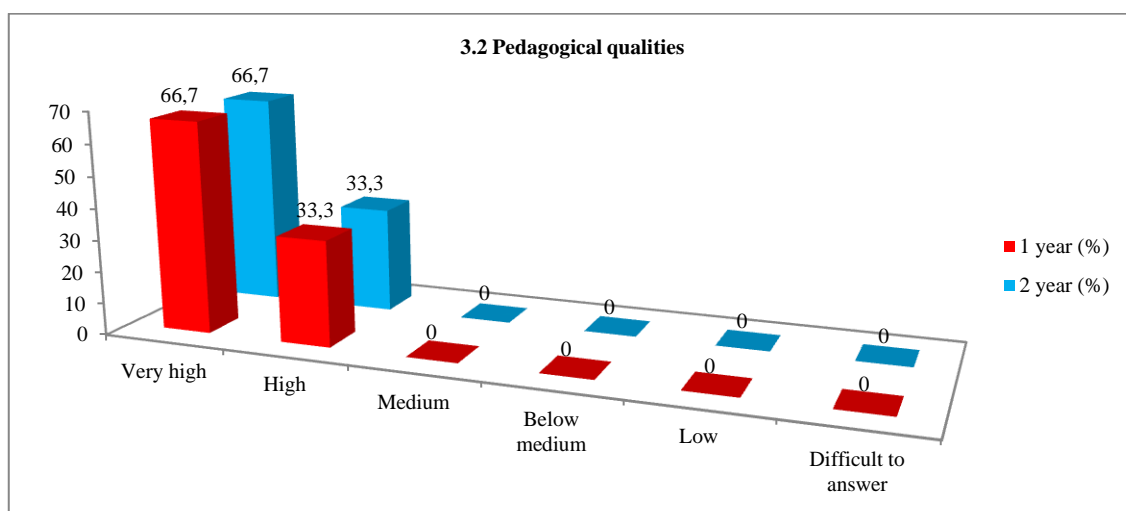
3.3 Objectivity and impartiality of assessments

Answer options	1 year (%)	2 year (%)
Very high	33,3	100
High	66,7	-
Medium	-	-
Below medium	-	-
Low	-	-
Difficult to answer	-	-

3.3 Objectivity and impartiality of assessments
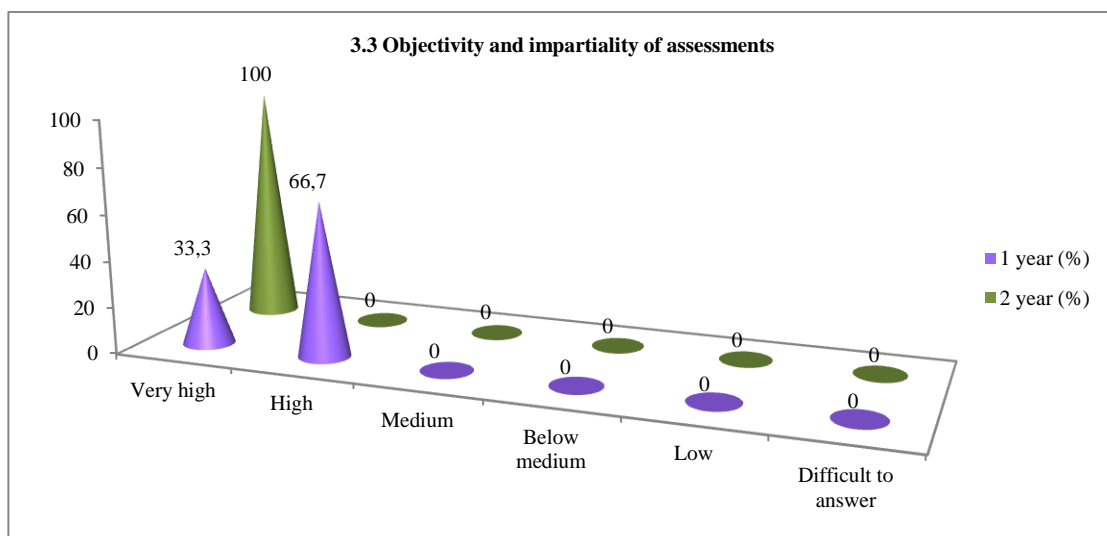
3.4 Teaching methods used

Answer options	1 year (%)	2 year (%)
Very high	66,7	33,3
High	33,3	66,7
Medium	-	-
Below medium	-	-
Low	-	-
Difficult to answer	-	-
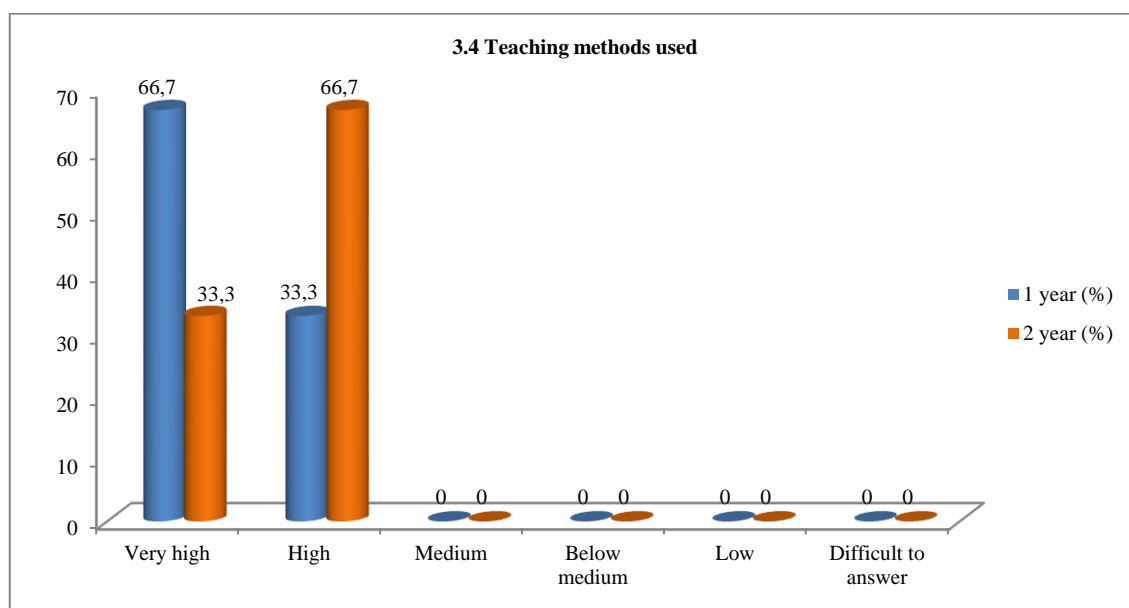
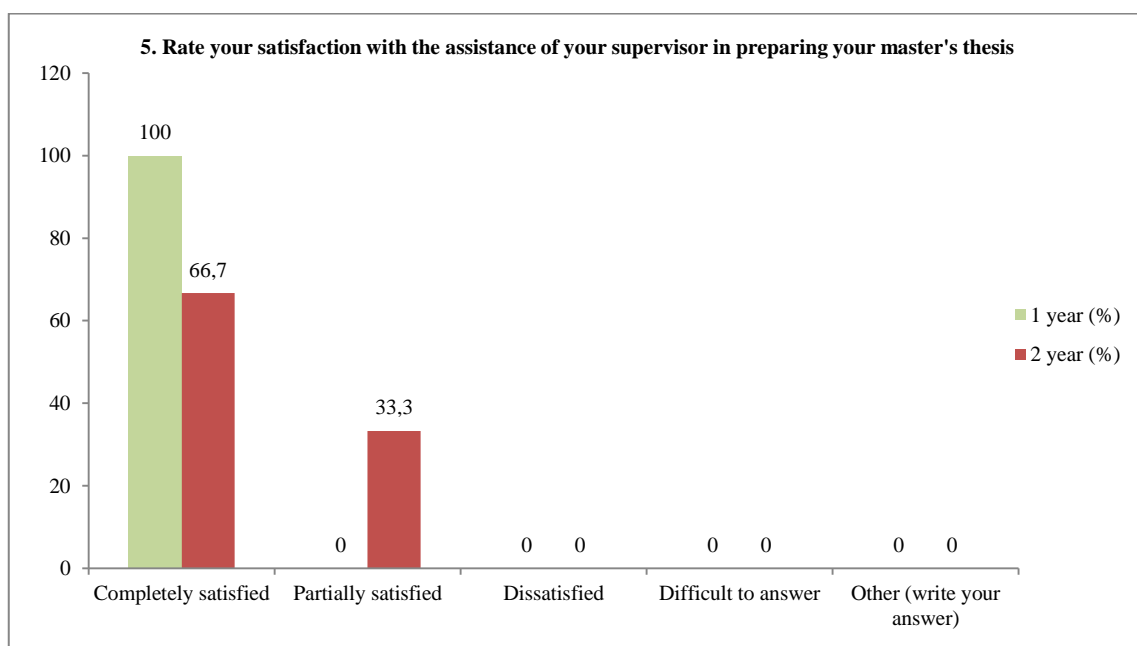**4. Assess your participation in the formation of the individual work plan of the master's student**

Answer options	1 year (%)	2 year (%)
I do not participate	33,3	-
Participation is purely formal, the formation of an individual plan does not actually depend on me	-	33,3
I develop all the sections of the plan independently under the guidance of my supervisor	66,7	66,7
I form the individual plan independently, the supervisor only signs it	-	-
I find it difficult to answer	-	-
Other (write your answer)	-	-
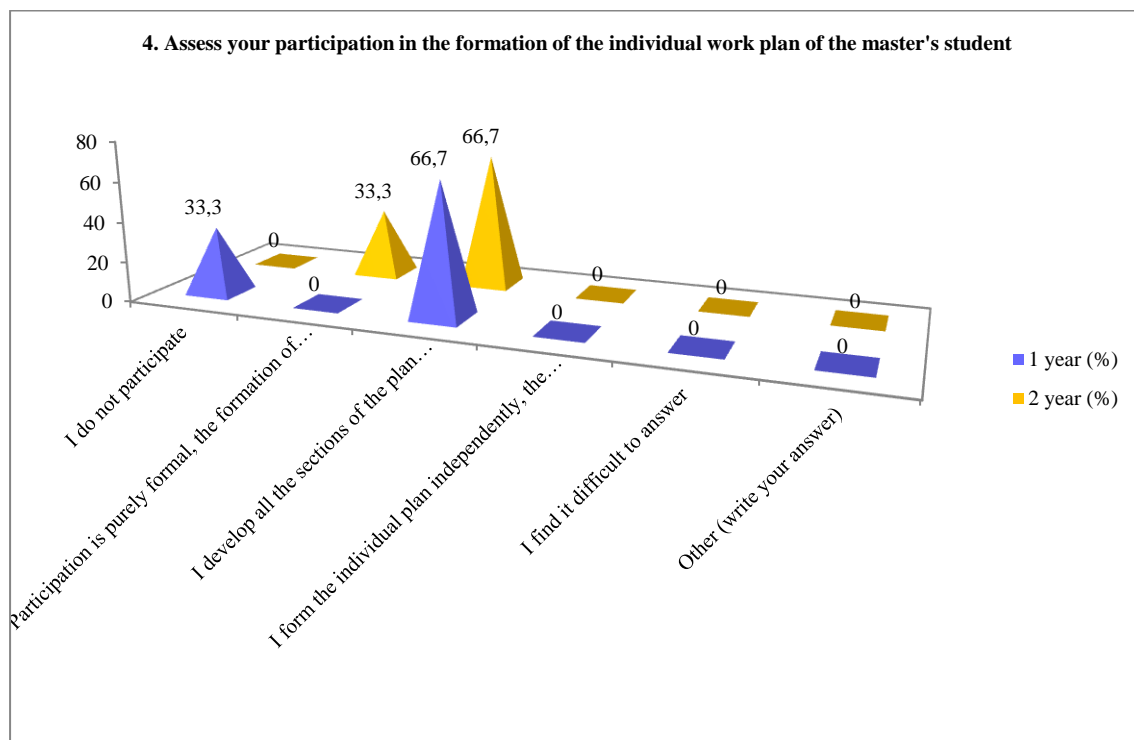
4. Assess your participation in the formation of the individual work plan of the master's student

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

Answer options	1 year (%)	2 year (%)
Completely satisfied	100	66,7
Partially satisfied	-	33,3
Dissatisfied	-	-
Difficult to answer	-	-
Other (write your answer)	-	-

5. Rate your satisfaction with the assistance of your supervisor in preparing your master's thesis
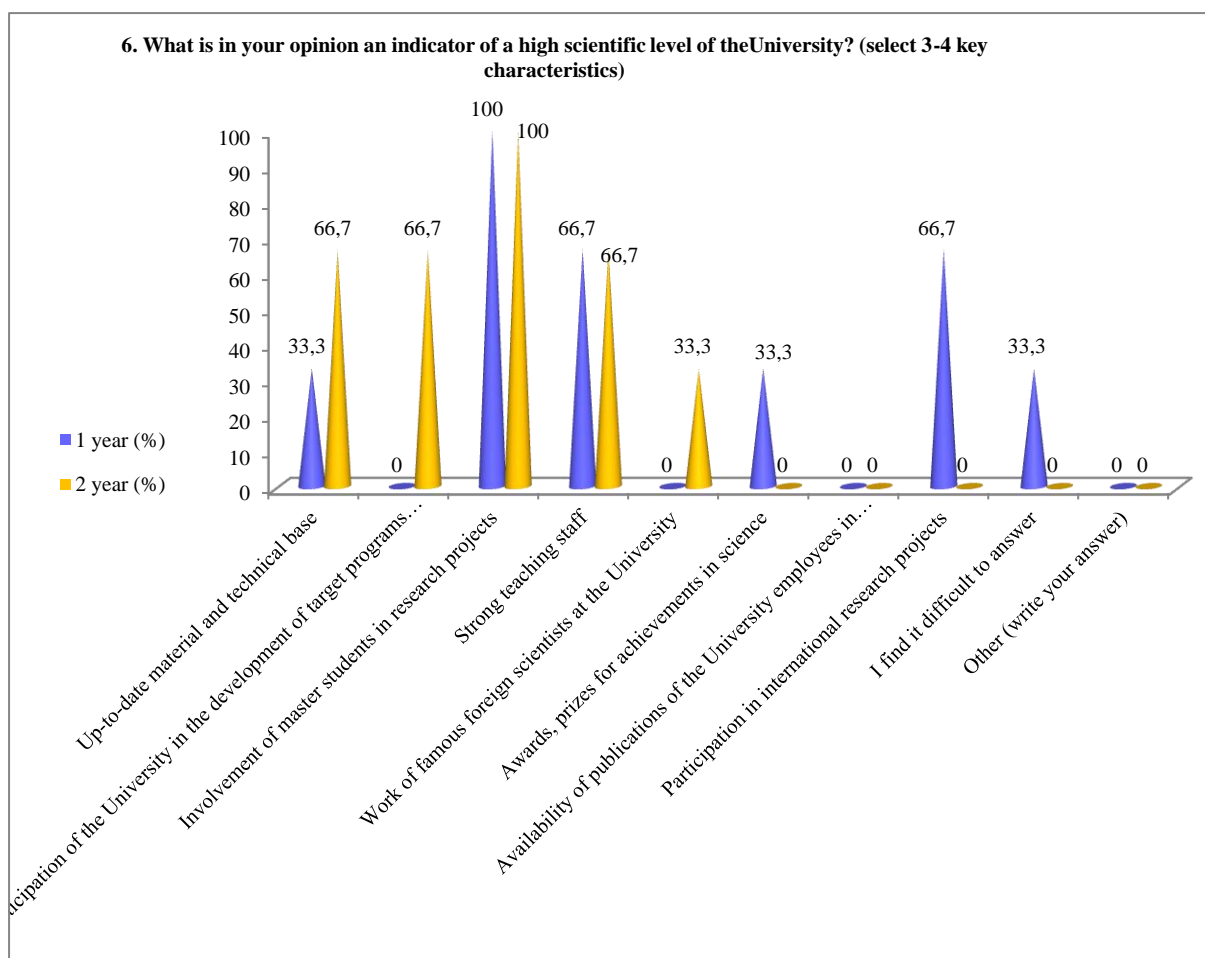
6. What is in your opinion an indicator of a high scientific level of the University? (select 3-4 key characteristics)
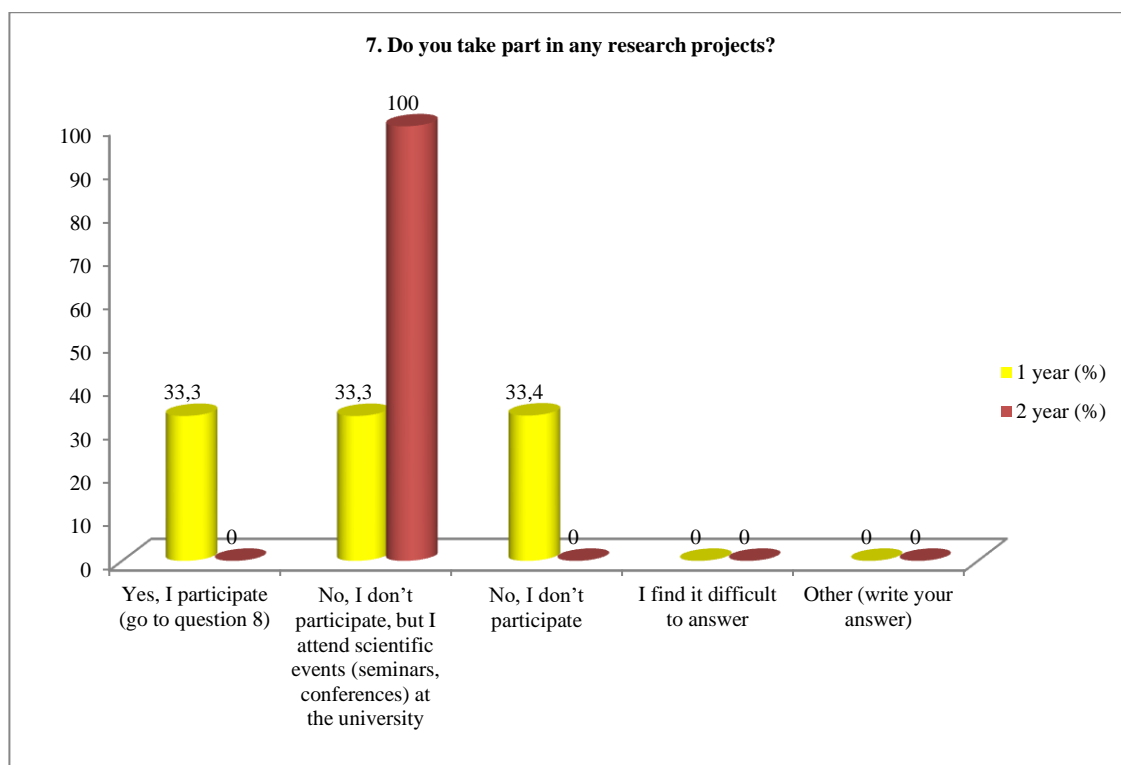
Answer options	1 year (%)	2 year (%)
Up-to-date material and technical base	33,3	66,7
Participation of the University in the development of target programs for the socio-economic development of the region, cities, enterprises	-	66,7
Involvement of master students in research projects	100	100
Strong teaching staff	66,7	66,7
Work of famous foreign scientists at the University	-	33,3
Awards, prizes for achievements in science	33,3	-
Availability of publications of the University employees in international publications	-	-
Participation in international research projects	66,7	-
I find it difficult to answer	33,3	-
Other (write your answer)	-	-

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

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

7. Do you take part in any research projects?

Answer options	1 year (%)	2 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	100
No, I don't participate	33,4	-
I find it difficult to answer	-	-
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	-	33,3
I participate in a project managed by my supervisor/another teacher	33,3	-
I work on a research project with friends	33,3	33,3
I participate in a research project at another university	-	-
I participate in a research project with foreign universities	-	-
I find it difficult to answer	33,4	66,7
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%.

8. Please indicate which research projects you are involved in (select all that apply)
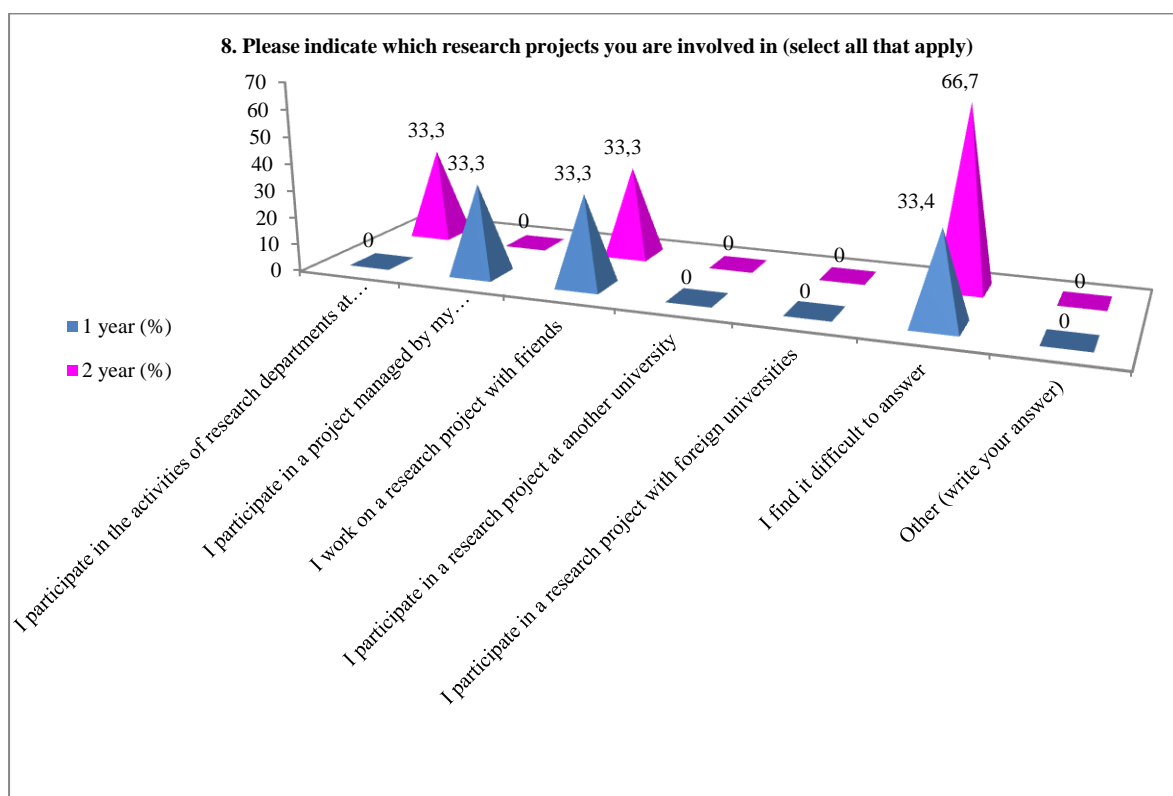
9. Say, where have you published theses, articles throughout your entire career?

Answer options	1 year (%)	2 year (%)
In Kazakhstan and far/near abroad foreign publications	-	33,3
Only in Kazakhstan publications	66,7	66,7
Only in far abroad foreign publications	-	-
Only in near abroad foreign publications	-	-
I have no scientific publications	33,3	-
Other (write your answer)	-	-

9. Say, where have you published theses, articles throughout your entire career?
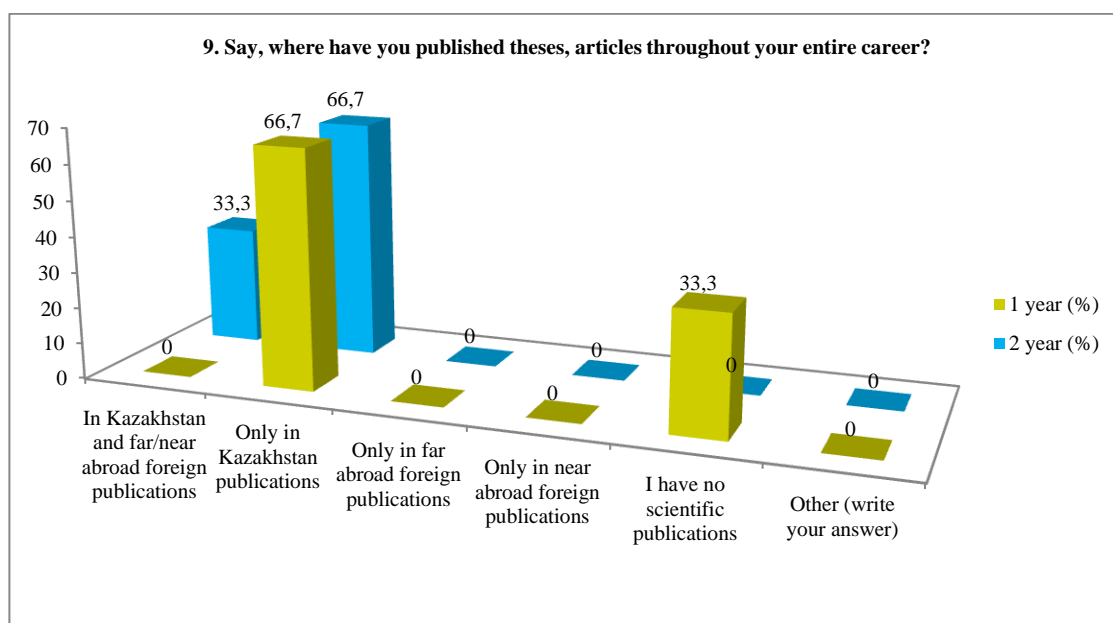
10. Your level of foreign language proficiency:

Answer options	1 year (%)	2 year (%)
With a dictionary	-	-
Conversational level	33,3	-
Intermediate level	33,3	66,7
I speak fluently	33,4	33,3
I do not speak a foreign language	-	-
Other (write your answer)	-	-
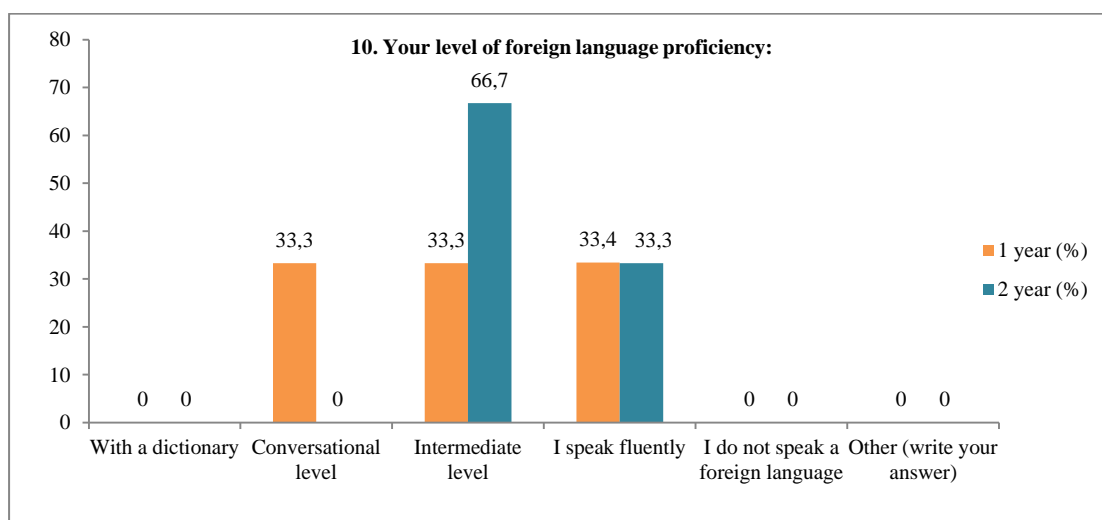
11. Please rate your level of participation in the following types of department work

| |
|---|
| 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	66,7	33,3
Medium	-	33,3
Low	33,3	-
Difficult to answer	-	33,4

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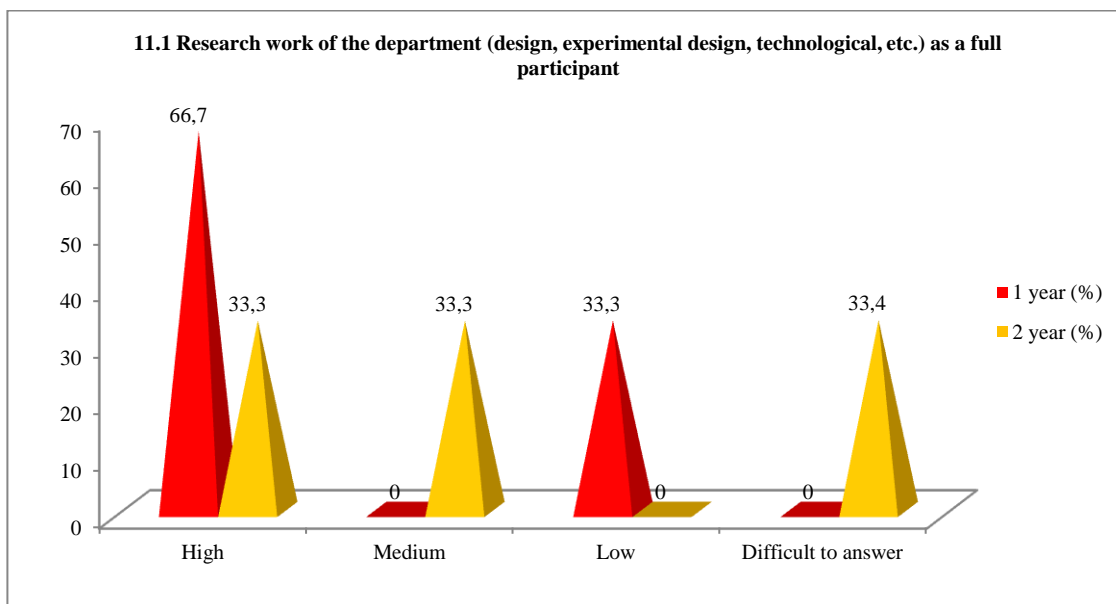
11.2 Writing scientific articles

Answer options	1 year (%)	2 year (%)
High	66,7	100
Medium	-	-
Low	33,3	-
Difficult to answer	-	-

11.2 Writing scientific articles
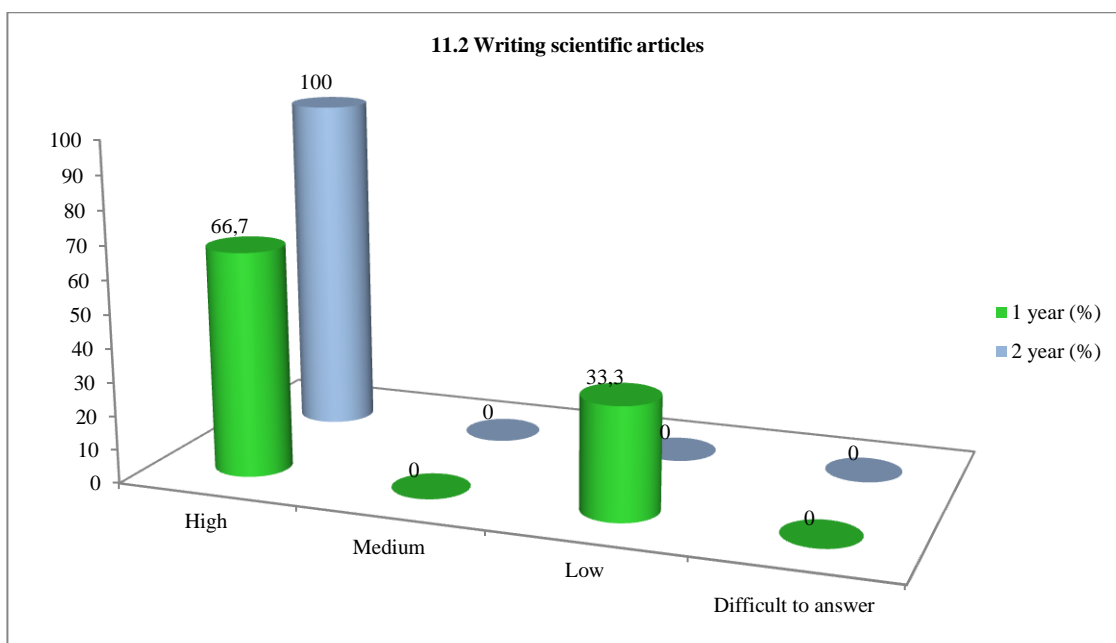
11.3 Participation with reports at conferences and seminars

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

11.3 Participation with reports at conferences and seminars
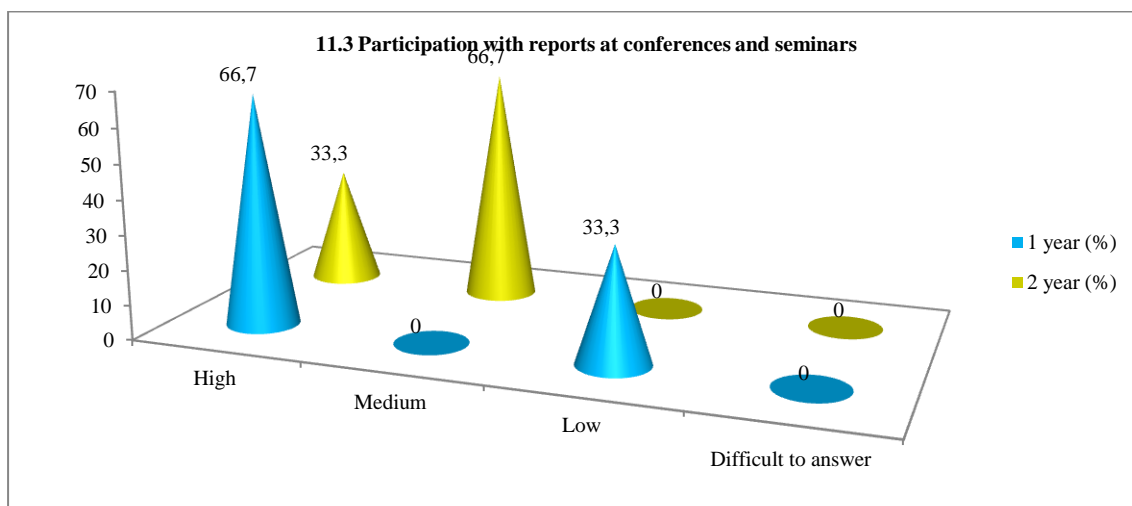
11.4 Preparation of reports on research, abstracts

Answer options	1 year (%)	2 year (%)
High	66,7	100
Medium	-	-
Low	33,3	-
Difficult to answer	-	-

11.4 Preparation of reports on research, abstracts
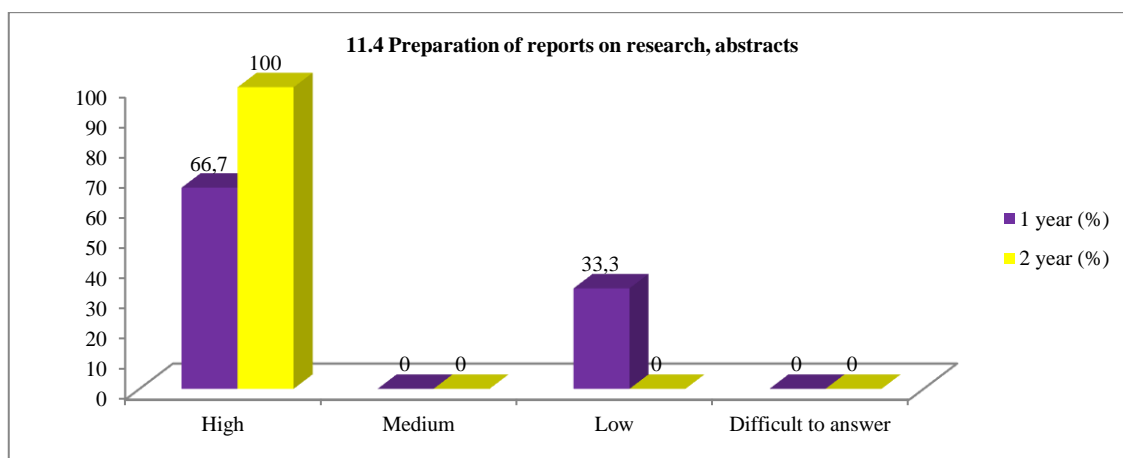
12. Are you satisfied with the scientific and educational environment of the University in your master's degree studies?

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	33,3	100
Partially satisfied	33,3	-
Dissatisfied	33,4	-
Difficult to answer	-	-
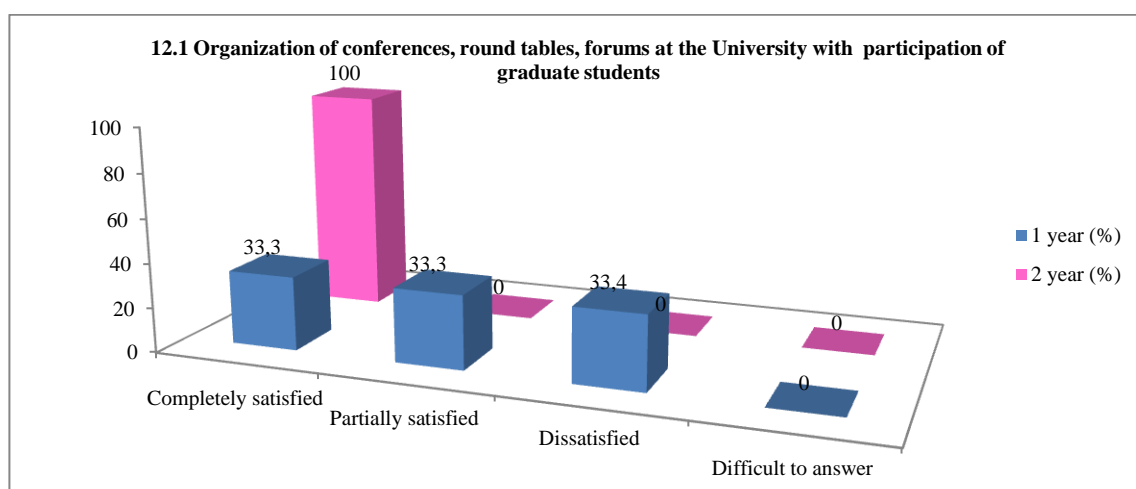
12.2 Material and technical support for applied scientific research

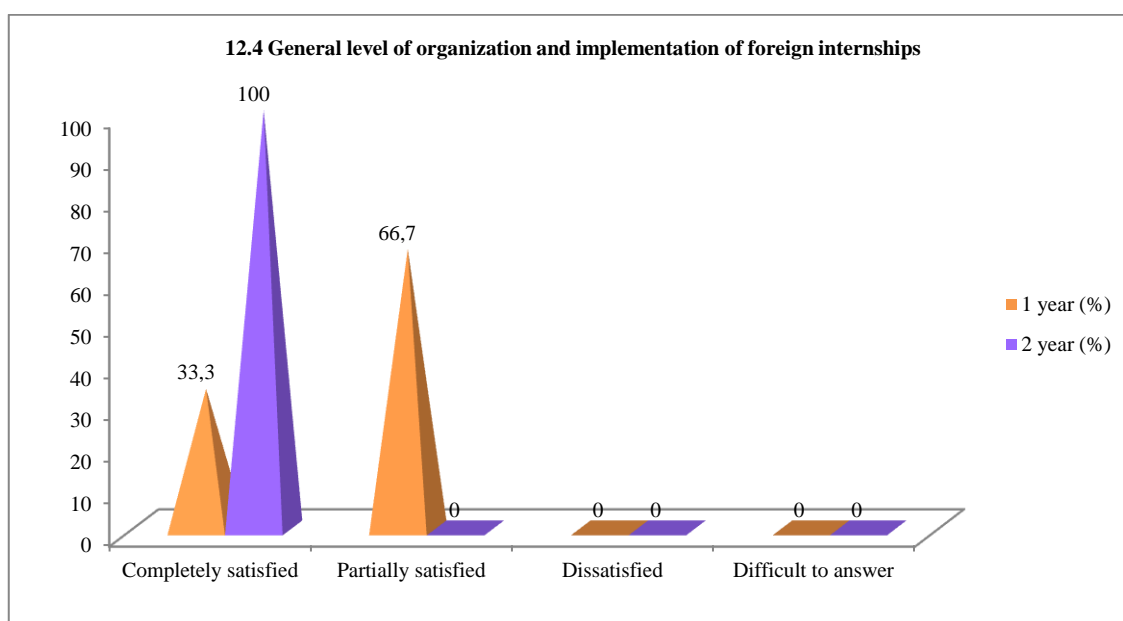| Answer options	1 year (%)	2 year (%)
Completely satisfied	33,3	66,7
Partially satisfied	66,7	33,3
Dissatisfied	-	-
Difficult to answer	-	-
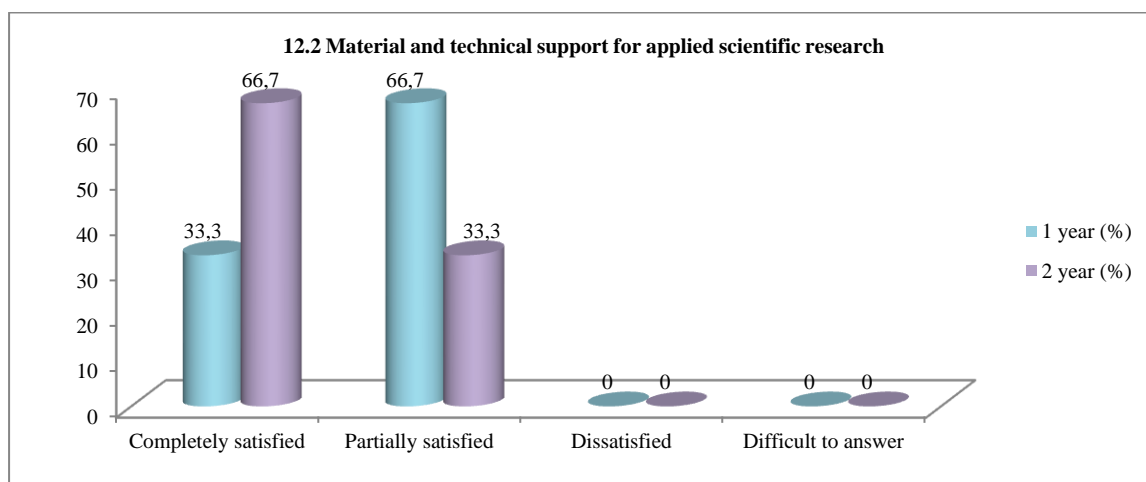
12.3 Availability for graduate students of equipment, computers necessary for the educational process and scientific activities

Answer options	1 year (%)	2 year (%)
Completely satisfied	33,3	66,7
Partially satisfied	66,7	-
Dissatisfied	-	33,3
Difficult to answer	-	-
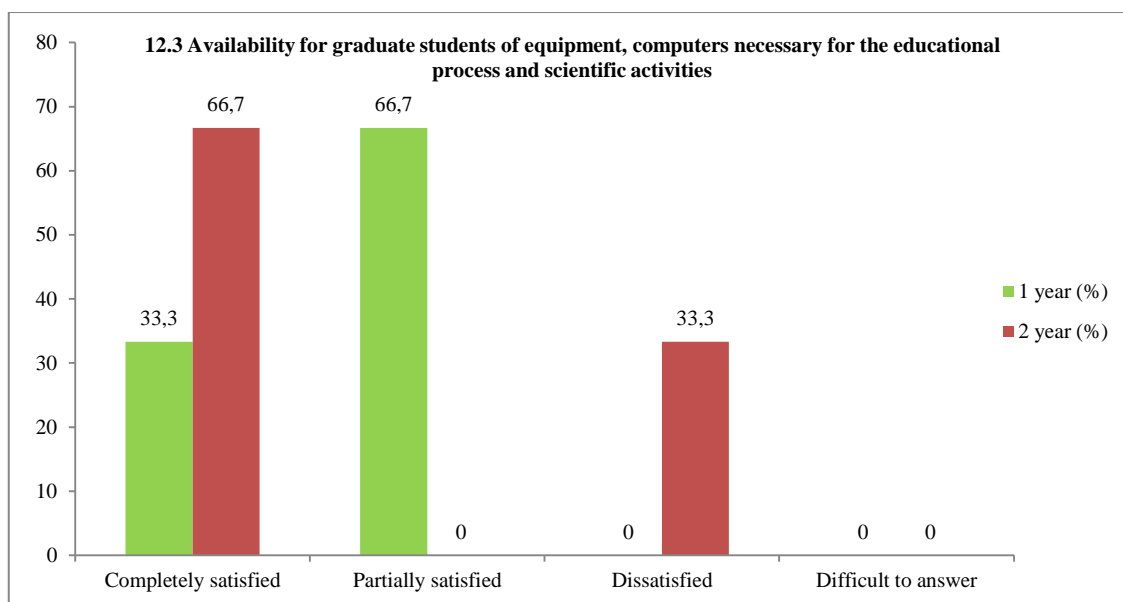
## 12.4 General level of organization and implementation of foreign internships

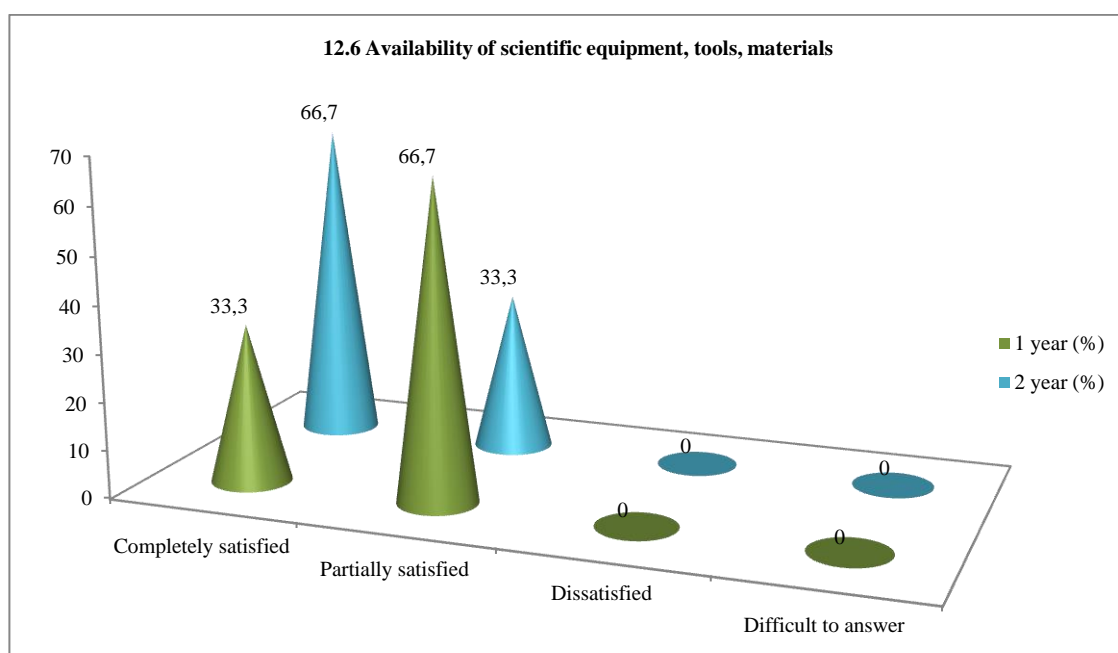| Answer options	1 year (%)	2 year (%)
Completely satisfied	33,3	100
Partially satisfied	66,7	-
Dissatisfied	-	-
Difficult to answer	-	-

12.5 Availability of library stocks, electronic databases and Internet resources

Answer options	1 year (%)	2 year (%)
Completely satisfied	33,3	100
Partially satisfied	33,3	-
Dissatisfied	-	-
Difficult to answer	33,4	-

12.5 Availability of library stocks, electronic databases and Internet resources
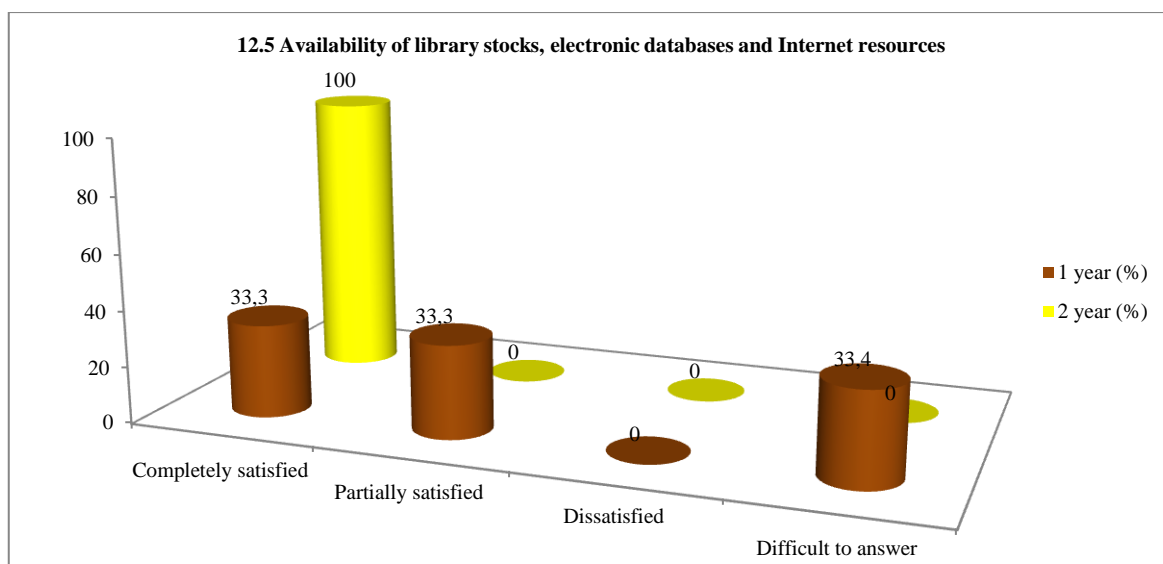
12.6 Availability of scientific equipment, tools, materials

Answer options	1 year (%)	2 year (%)
Completely satisfied	33,3	66,7
Partially satisfied	66,7	33,3
Dissatisfied	-	-
Difficult to answer	-	-

12.6 Availability of scientific equipment, tools, materials

12.7 Availability of laboratories, specialized facilities and experimental sites

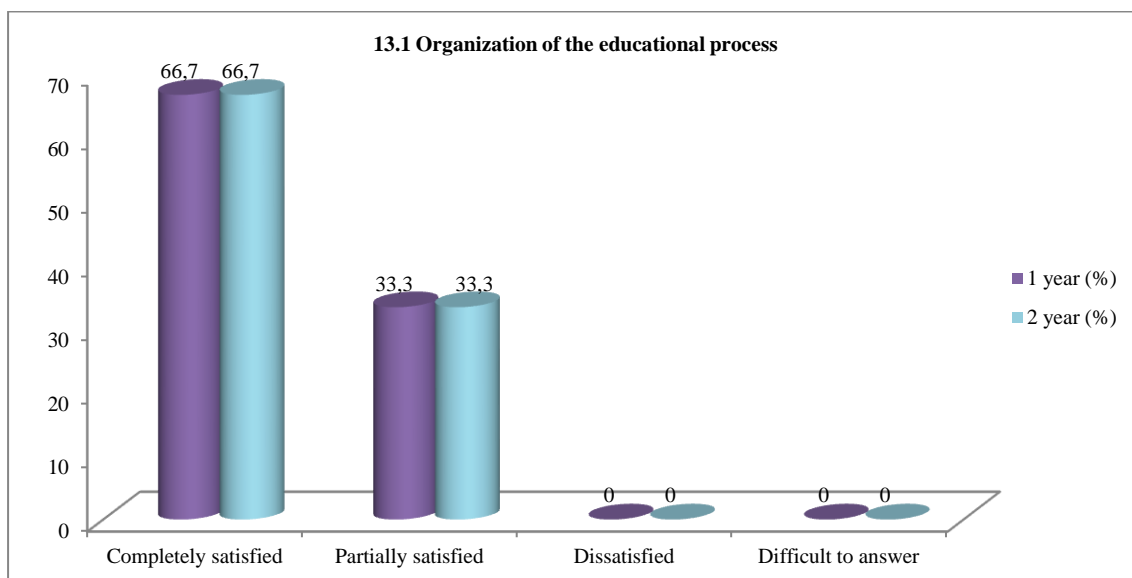| Answer options	1 year (%)	2 year (%)
Completely satisfied	33,3	33,3
Partially satisfied	33,3	66,7
Dissatisfied	-	-
Difficult to answer	33,4	-
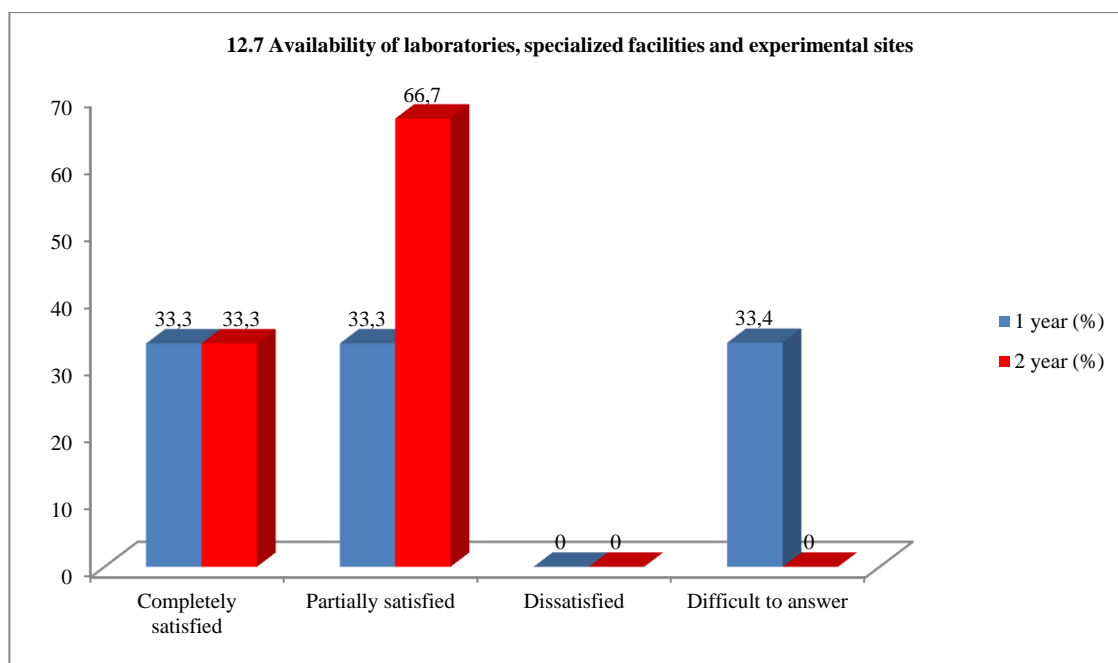
13. Are you satisfied with?

| |
|---|
| 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	66,7	66,7
Partially satisfied	33,3	33,3
Dissatisfied	-	-
Difficult to answer	-	-

13.1 Organization of the educational process

13.2 Living conditions in the hostel

Answer options	1 year (%)	2 year (%)
Completely satisfied	33,3	33,3
Partially satisfied	33,3	-
Dissatisfied	-	-
Difficult to answer	33,3	66,7

13.2 Living conditions in the hostel
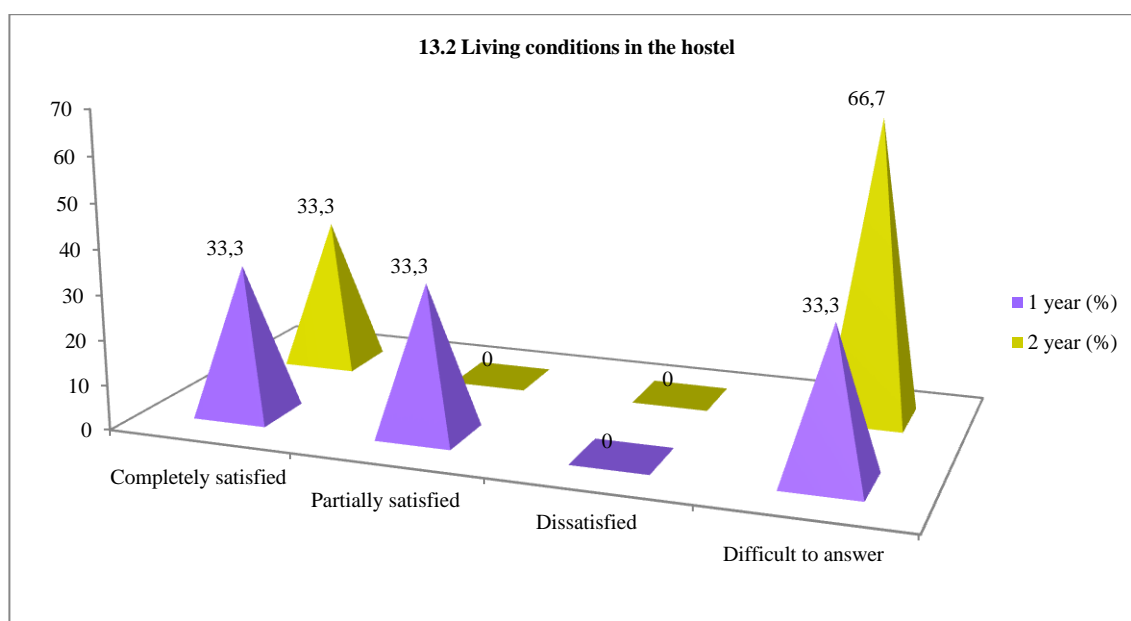
13.3 Organization of free time

Answer options	1 year (%)	2 year (%)
Completely satisfied	33,3	66,7
Partially satisfied	66,7	33,3
Dissatisfied	-	-
Difficult to answer	-	-

13.3 Organization of free time
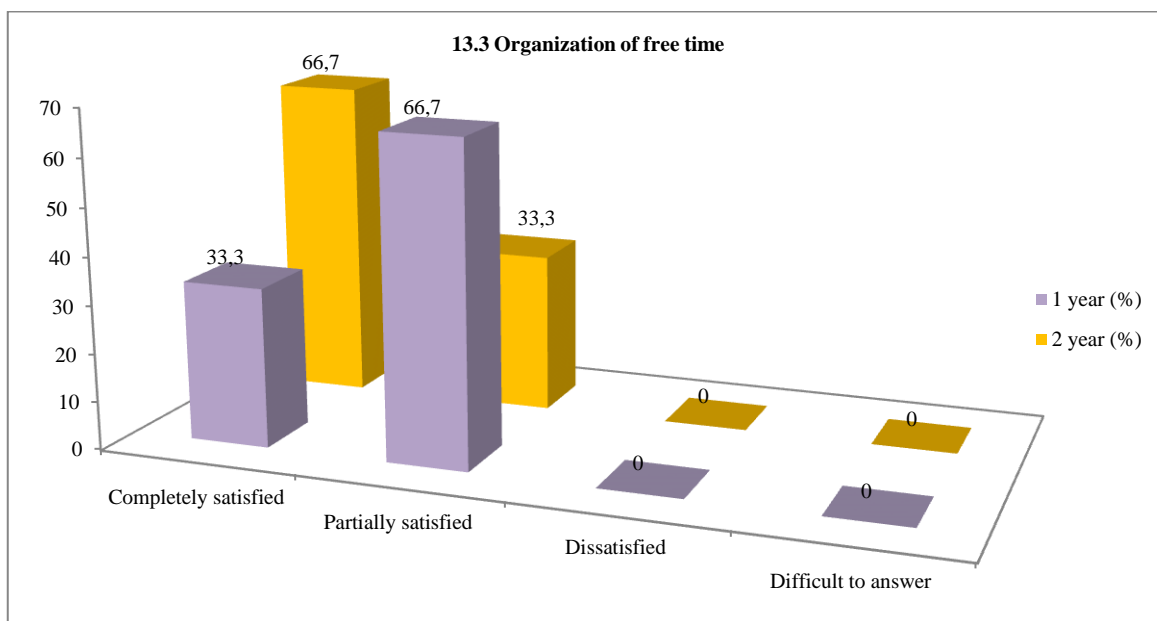
13.4 Organization of catering

Answer options	1 year (%)	2 year (%)
Completely satisfied	33,3	100
Partially satisfied	66,7	-
Dissatisfied	-	-
Difficult to answer	-	-

13.4 Organization of catering
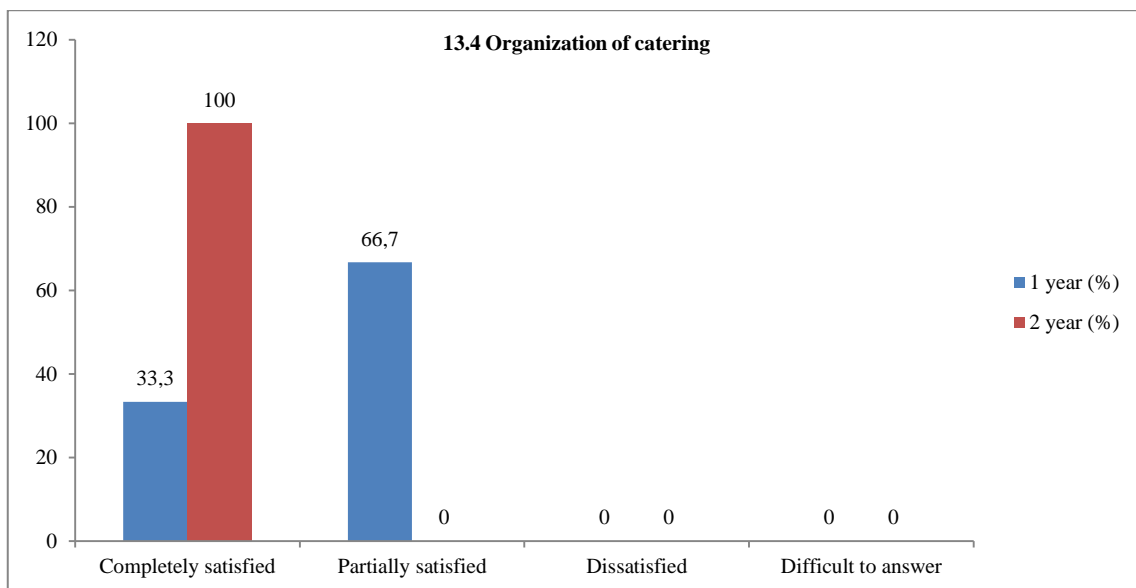
13.5 Organization of industrial practice

Answer options	1 year (%)	2 year (%)
Completely satisfied	33,3	6,7
Partially satisfied	33,3	33,3
Dissatisfied	-	-
Difficult to answer	33,4	-

13.5 Organization of industrial practice

Legend:
- 1 year (%)
- 2 year (%)

	Completely satisfied	Partially satisfied	Dissatisfied	Difficult to answer
1 year (%)	33,3	33,3	0	33,4
2 year (%)	6,7	33,3	0	0
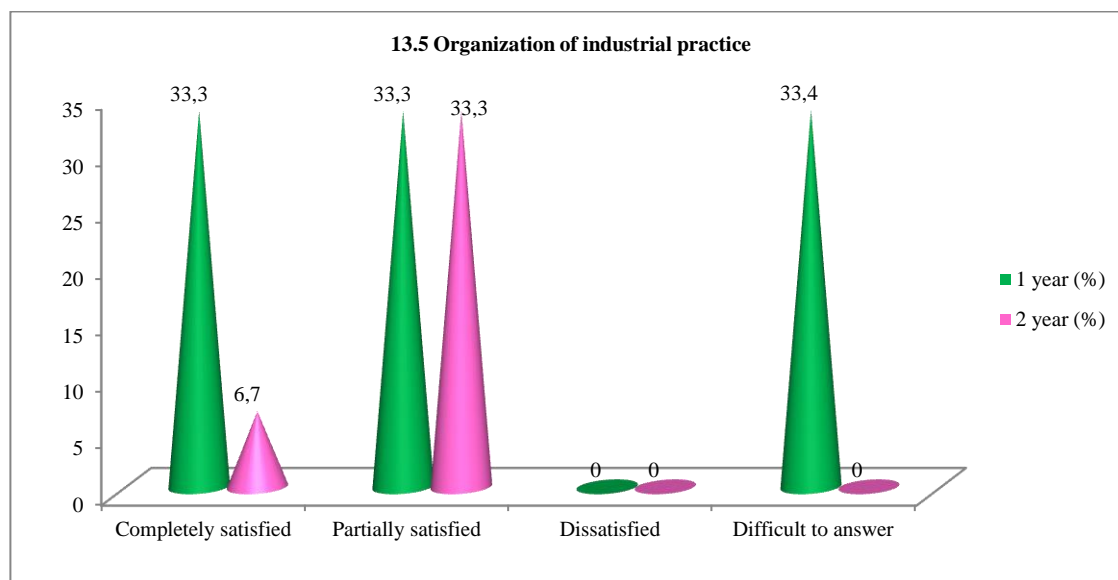
Conclusions on the results of the survey:

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

1. Continuing education at the previous university: 66.6%.
2. Proximity to the family's place of residence: 33.3%.
3. Availability of budget places: 16.6%.

Additional factors: the prestige of the university, leading scientists among the teaching staff, the opportunity to engage in research during studies and the diversity of specialties also influence the choice of a master's program.

Satisfaction with the availability of information:

- Average level of satisfaction: 96.6%

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

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

- more than 100% of master students rated the level of knowledge, professionalism, objectivity, pedagogical skills and methods of the teachers as "very high" and "high".

Participation of master students in the development of an individual work plan:

- 33.3% of master students independently develop a plan under the supervision of a supervisor;

- 16.6% of master students see their participation as formal, since they relied more on the help of a supervisor due to difficulties in independently formulating ideas;

- 16.6% of master students do not participate in creating a plan or consider their participation formal due to difficulties in independently formulating ideas.

Satisfaction with the help of an academic supervisor:

- Satisfaction level: 100%

- Meaning: high level of satisfaction of master students with the quality of support from an academic supervisor.

Indicators of a high scientific level of the University:

1. Involvement in research projects: 100%;

2. Strong teaching staff: 66.7%;

3. Modern material and technical base: 50%;

4. Participation in international research projects: 33.3%;

5. Work of famous foreign scientists at the University: 16.6%.

Publication of scientific papers:

- Active participation: 74.9% of master students

- Significance: high degree of involvement in the scientific community and desire to disseminate research results.

Publication of scientific papers: over the entire period of their activity, 83.4% of master students published their theses and articles in both Kazakhstan and foreign publications. This indicates a high degree of involvement of master students in the scientific community and their desire to disseminate the results of their research at the international level.

Foreign language proficiency:

- most master's degree students (66.7%) have an intermediate and conversational level of foreign language proficiency, and 33.3% can express themselves freely.

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: 66.6%;

- writing scientific articles: 83.3%;

- participation with reports at conferences and seminars: 83.3%;

- preparation of research reports, abstracts: 83.3%.

Satisfaction of master's degree students with the scientific and educational environment of the University:

1. Organization of conferences, round tables, forums at the university, with the participation of master's degree students: 83.3%.

2. Material and technical support for applied scientific research: 83.3%.

3. Availability of equipment, computers necessary for the educational process and scientific activity: 100%.

4. General level of organization and implementation of foreign internship: 100%.

5. Availability of library collections, electronic databases and Internet resources: 100%.

6. Availability of scientific equipment, tools, materials: 100%.

7. Availability of laboratories, specialized facilities and experimental sites: 83.3%.

Satisfaction of master students with the quality of educational services:

1. Organization of the educational process and industrial practice: 100%.

2. Organization of free time: 100%.

3. Organization of meals: 100%.

4. Living conditions in the hostel: 49.9%.

- high degree of satisfaction of master students with living conditions, free time, meals and industrial practice.

Overall assessment:

- 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.

The overall satisfaction of Master's students in the Machine Learning and Data Analysis specialty with educational services is **88,3%**, which indicates a high level of student satisfaction 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.