

Report on the results of the questionnaire
«Satisfaction of master's students with educational services»
2024-2025 ac. year
in educational program
7M07102 Materials science and technology of new materials

In February 2025, the center for quality management and accreditation conducted an anonymous electronic questionnaire «Satisfaction of master's students with educational services».

The aim of the study is measuring consumer satisfaction with the quality of services provided by the university.

Subject of research: 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 questionnaire were processed and presented in a generalized form with a guarantee of confidentiality of the personal opinions of the master's students.

Object research - 1st-2nd year master's students.

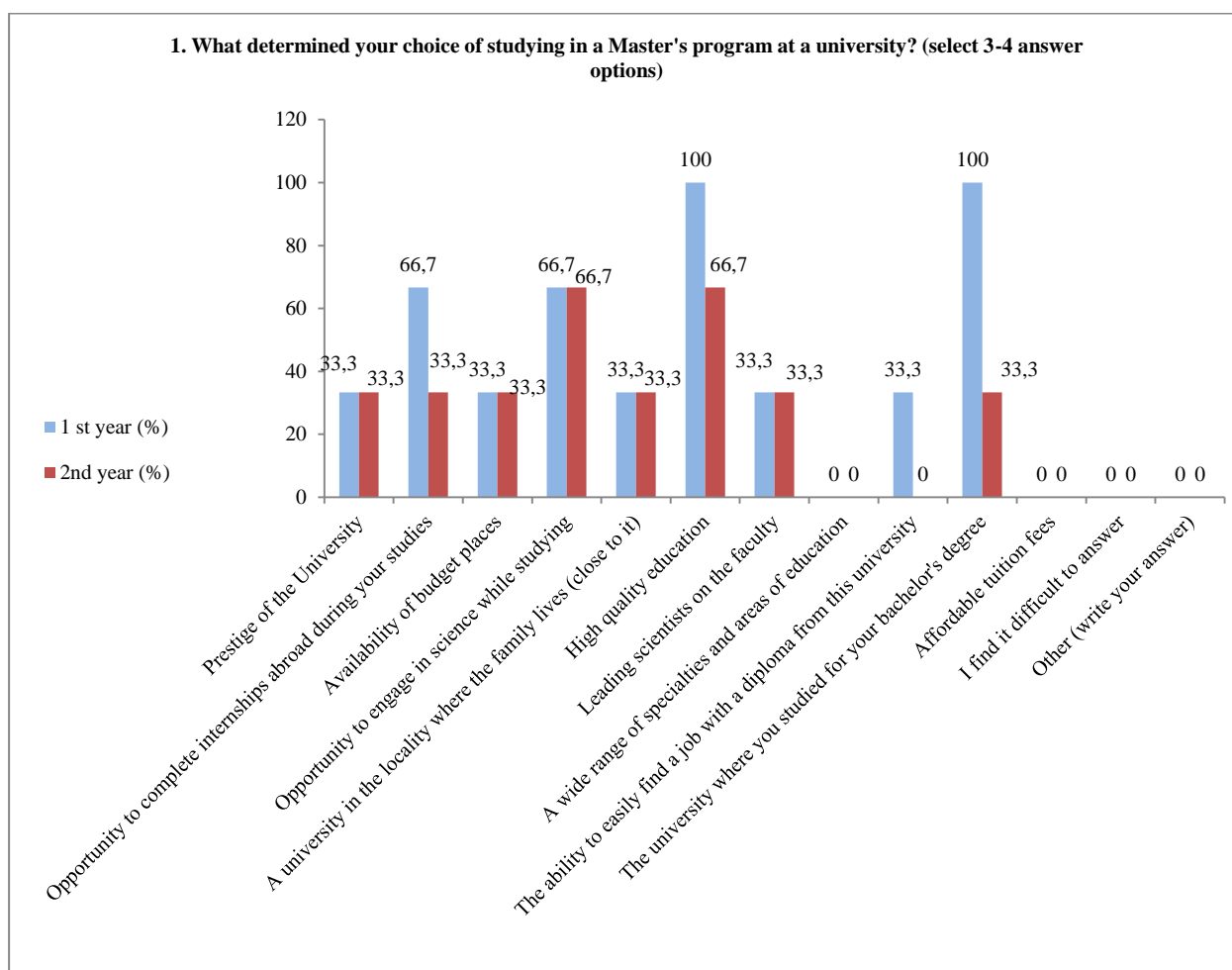
6 respondents took part in the questionnaire, which constituted 100% of the total number of master's students.

The following data were obtained during the questionnaire:

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

Answer options	1 st year (%)	2nd year (%)
Prestige of the University	33,3	33,3
Opportunity to complete internships abroad during your studies	66,7	33,3
Availability of budget places	33,3	33,3
Opportunity to engage in science while studying	66,7	66,7
A university in the locality where the family lives (close to it)	33,3	33,3
High quality education	100	66,7
Leading scientists on the faculty	33,3	33,3
A wide range of specialties and areas of education	-	-
The ability to easily find a job with a diploma from this university	33,3	-
The university where you studied for your bachelor's degree	100	33,3
Affordable tuition fees	-	-
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 satisfied are you with the availability of information provided by the university in your field of study:

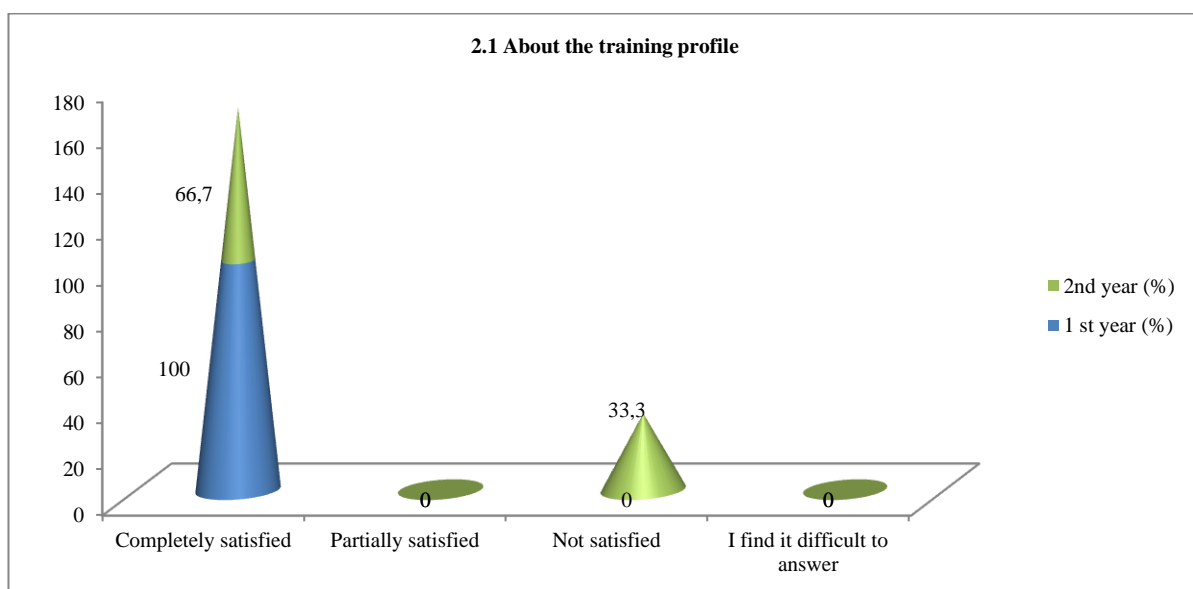
2.1 About the training profile
2.2 Characteristics of the professional activities of a master's student
2.3 List of developing competencies of a Master's degree graduate
2.4 List of Master's students' practice bases
2.5 Information about scientific supervisors

Other (write your answer) _____

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

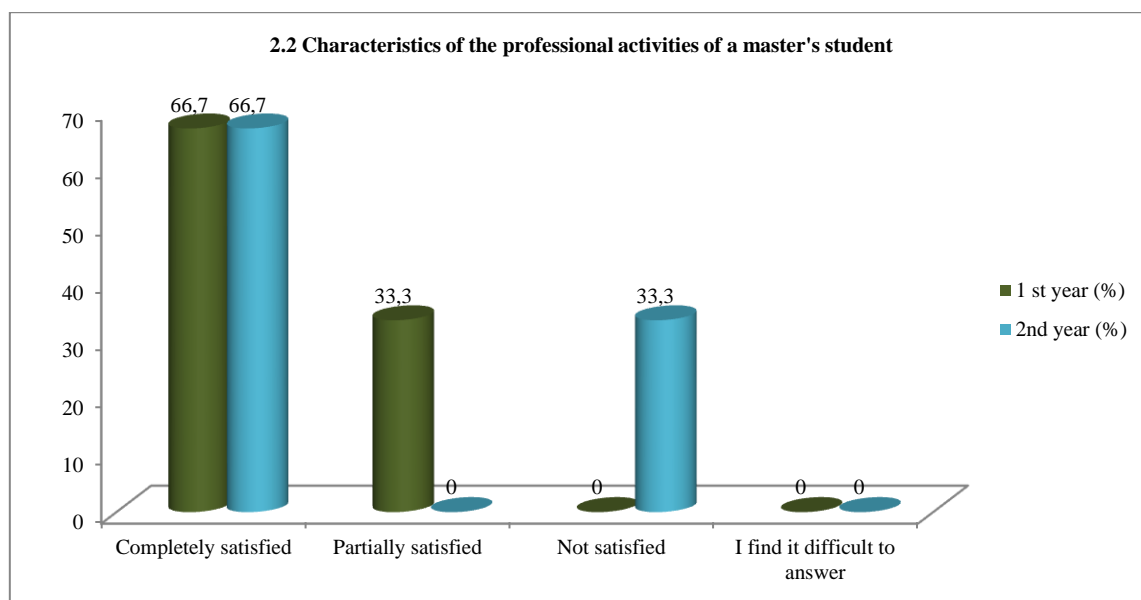
2.1 About the training profile

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	100	66.7
Partially satisfied	-	-
Not satisfied	-	33.3
I find it difficult to answer	-	-



2.2 Characteristics of the professional activities of a master's student

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	66.7	66.7
Partially satisfied	33.3	-
Not satisfied	-	33.3
I find it difficult to answer	-	-



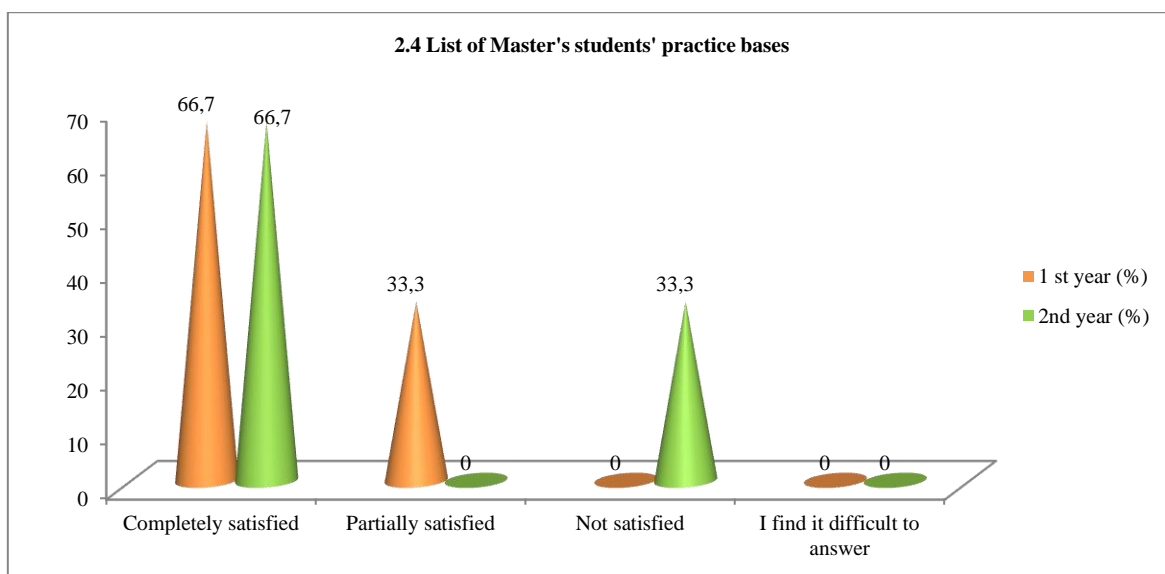
2.3 List of developing competencies of a Master's degree graduate

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	66.7	66.7
Partially satisfied	33.3	-
Not satisfied	-	33.3
I find it difficult to answer	-	-



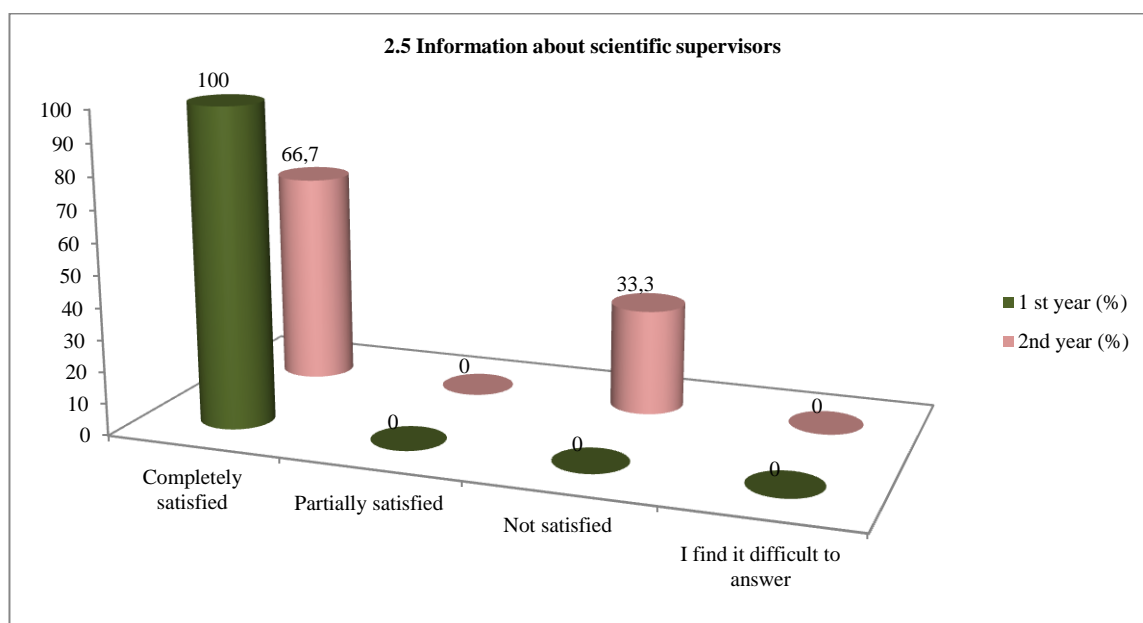
2.4 List of Master's students' practice bases

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	66.7	66.7
Partially satisfied	33.3	-
Not satisfied	-	33.3
I find it difficult to answer	-	-



2.5 Information about scientific supervisors

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	100	66.7
Partially satisfied	-	-
Not satisfied	-	33.3
I find it difficult to answer	-	-



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

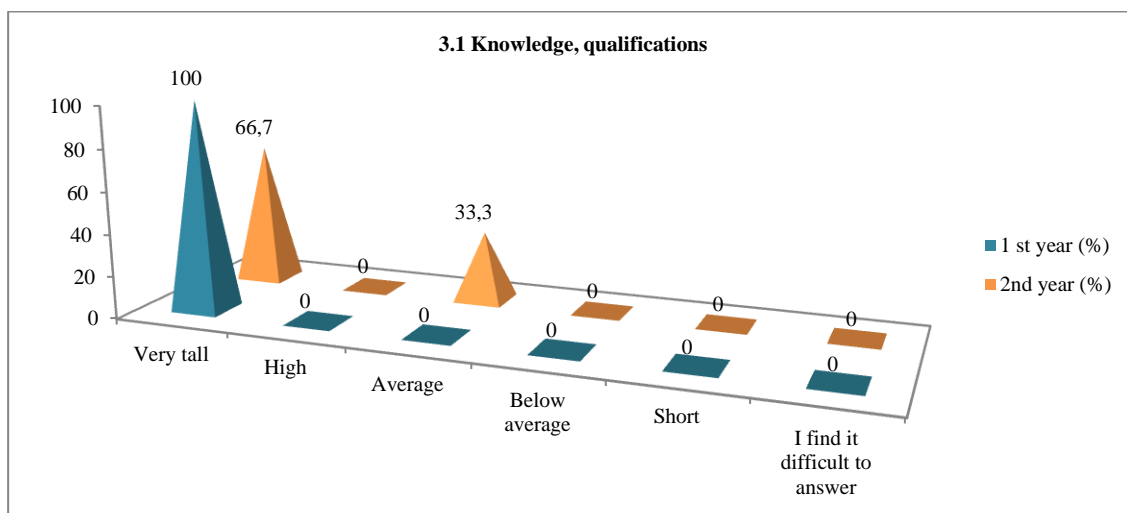
3.1 Knowledge, qualifications
3.2 Teaching qualities
3.3 Objectivity and impartiality of assessments
3.4 Teaching methods used

Other (write your answer)_____

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

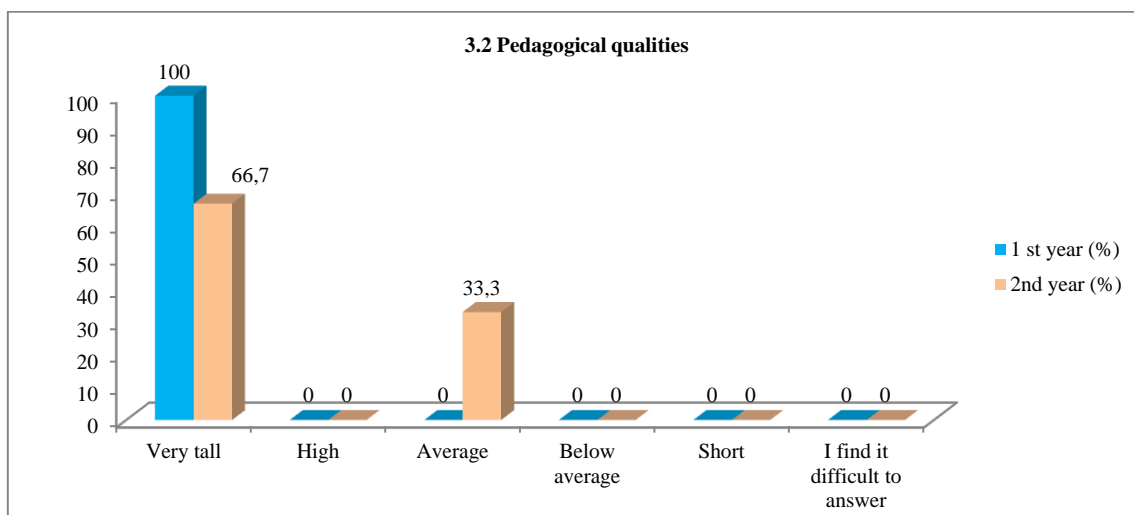
3.1 Knowledge, qualifications

Answer options	1 st year (%)	2nd year (%)
Very tall	100	66.7
High	-	-
Average	-	33.3
Below average	-	-
Short	-	-
I find it difficult to answer	-	-



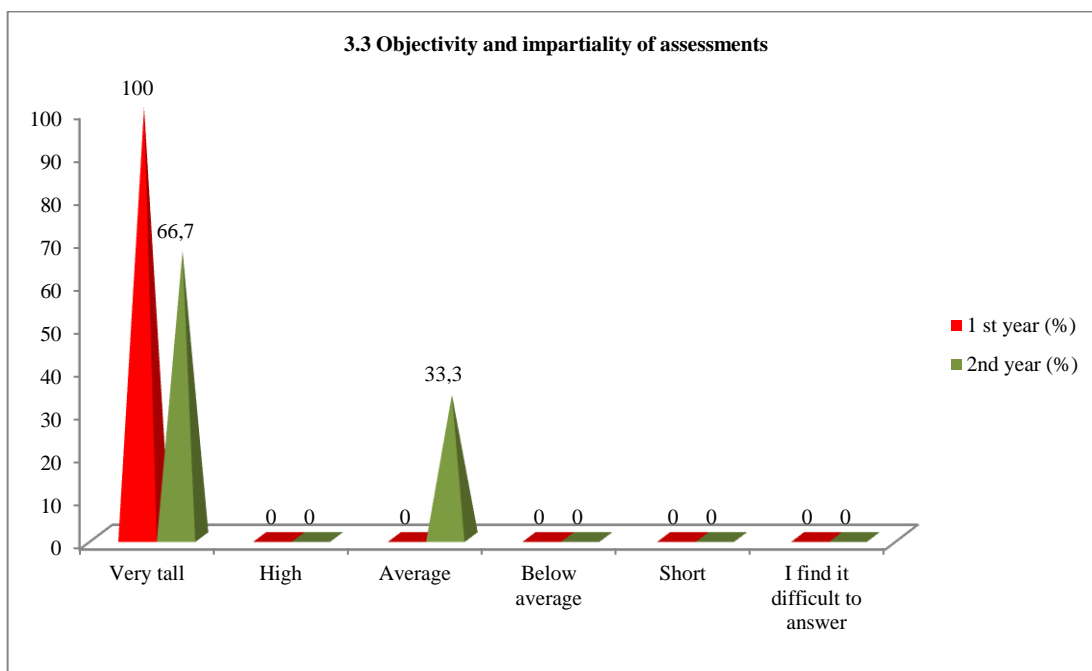
3.2 Pedagogical qualities

Answer options	1 st year (%)	2nd year (%)
Very tall	100	66.7
High	-	-
Average	-	33.3
Below average	-	-
Short	-	-
I find it difficult to answer	-	-



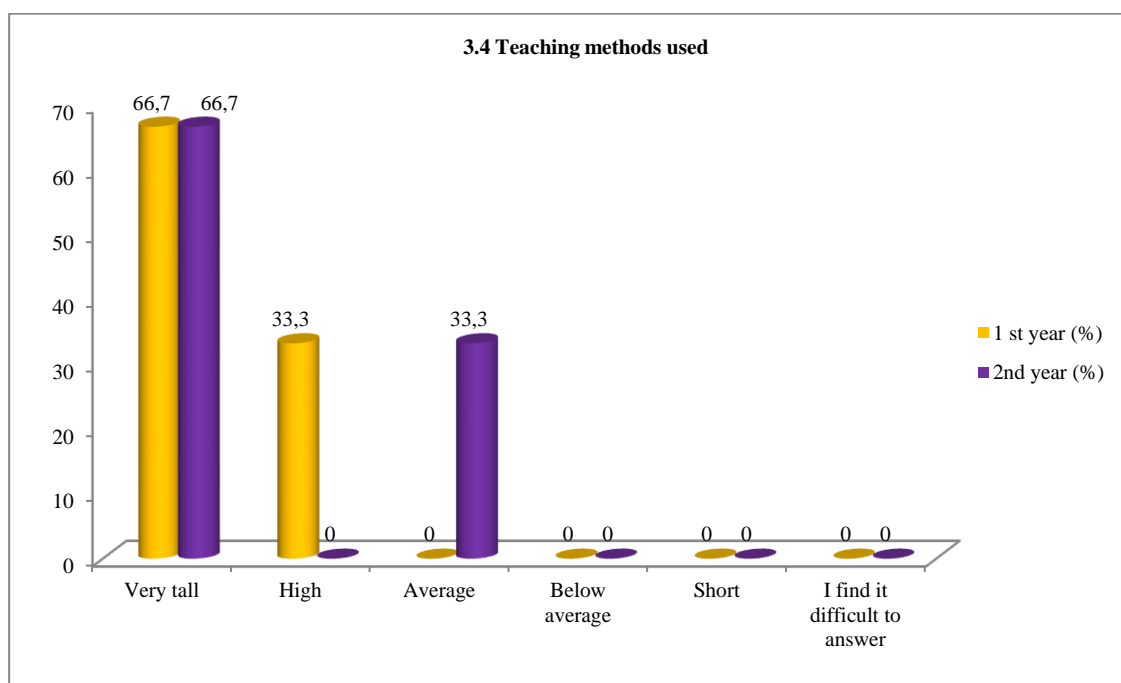
3.3 Objectivity and impartiality of assessments

Answer options	1 st year (%)	2nd year (%)
Very tall	100	66.7
High	-	-
Average	-	33.3
Below average	-	-
Short	-	-
I find it difficult to answer	-	-



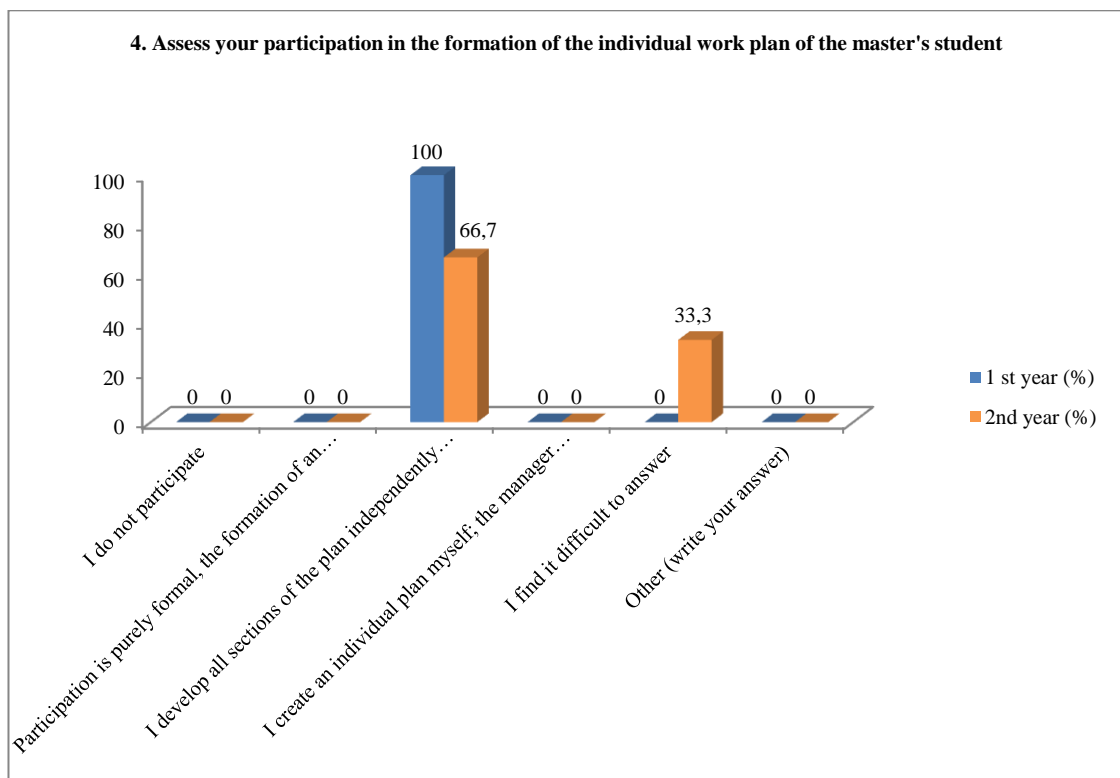
3.4 Teaching methods used

Answer options	1 st year (%)	2nd year (%)
Very tall	66.7	66.7
High	33.3	-
Average	-	33.3
Below average	-	-
Short	-	-
I find it difficult to answer	-	-



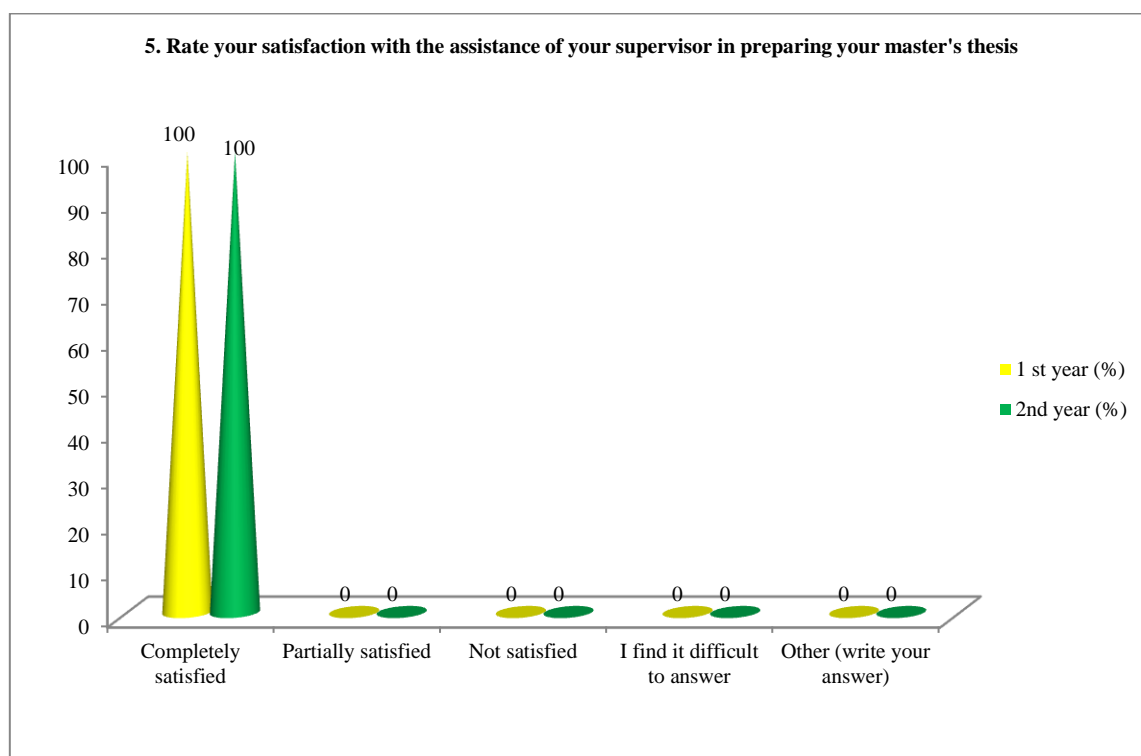
4. Assess your participation in the formation of the individual work plan of the master's student

Answer options	1 st year (%)	2nd year (%)
I do not participate	-	-
Participation is purely formal, the formation of an individual plan does not actually depend on me.	-	-
I develop all sections of the plan independently under the supervision of my supervisor.	100	66.7
I create an individual plan myself; the manager only signs it.	-	-
I find it difficult to answer	-	33.3
Other (write your answer)	-	-



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

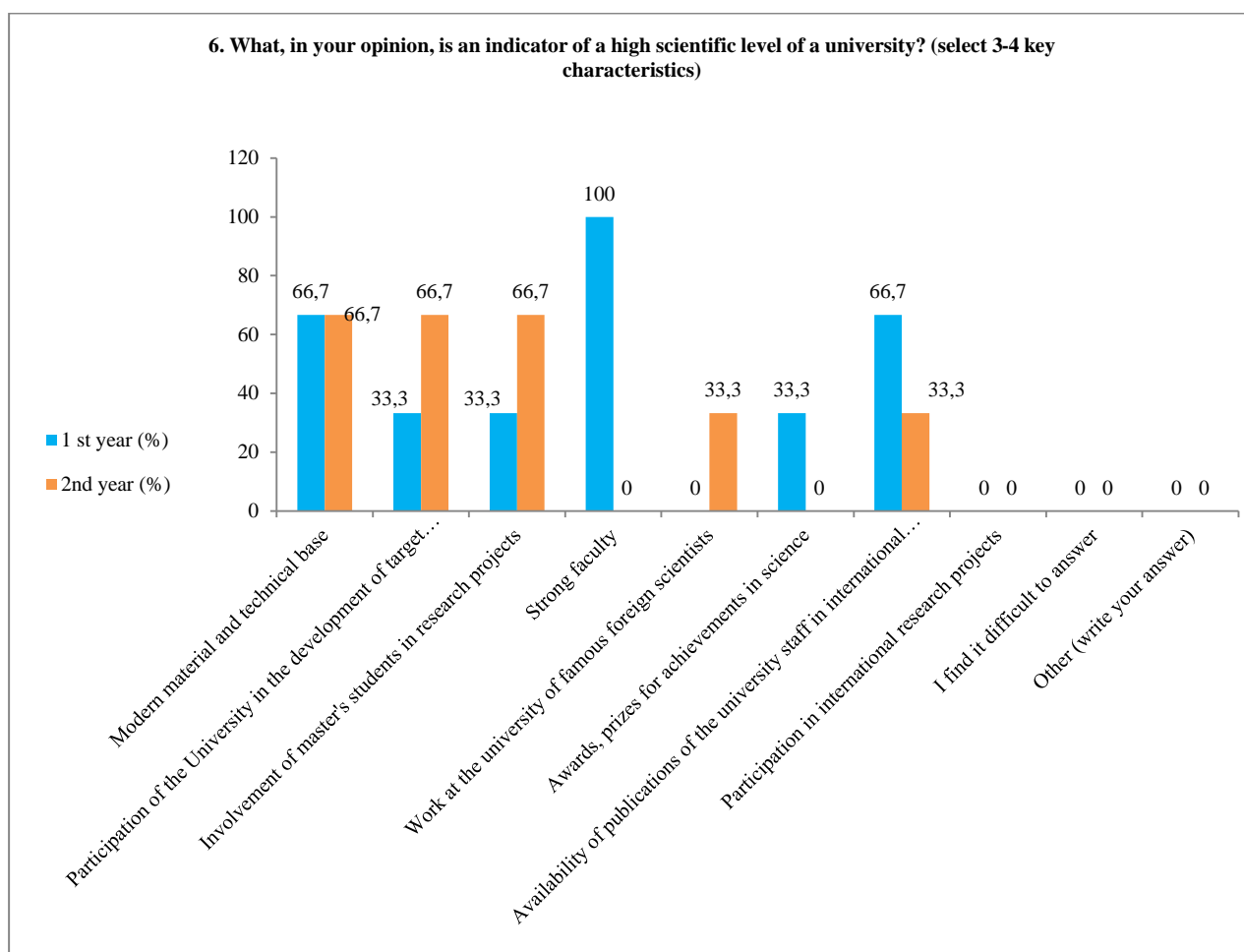
Answer options	1 st year (%)	2nd year (%)
Completely satisfied	100	100
Partially satisfied	-	-
Not satisfied	-	-
I find it difficult to answer	-	-
Other (write your answer)	-	-



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

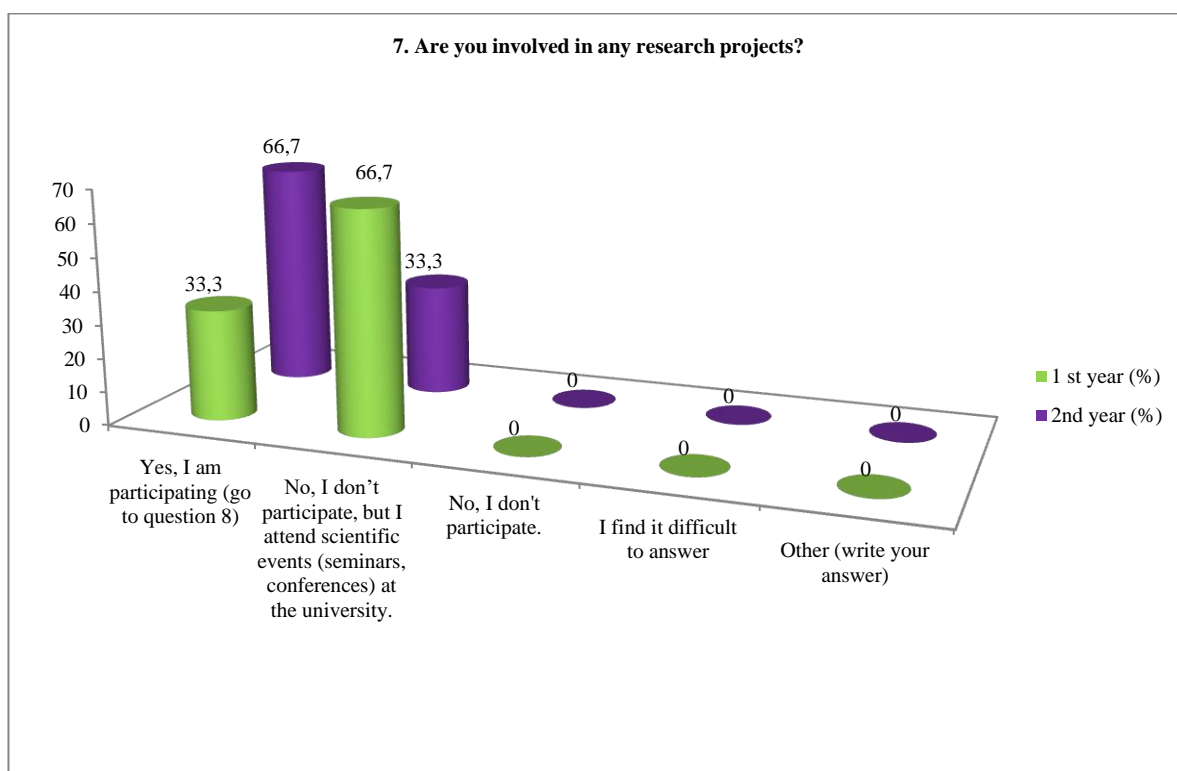
Answer options	1 st year (%)	2nd year (%)
Modern material and technical base	66.7	66.7
Participation of the University in the development of target programs for the socio-economic development of the region, cities, and enterprises	33.3	66.7
Involvement of master's students in research projects	33.3	66.7
Strong faculty	100	-
Work at the university of famous foreign scientists	-	33.3
Awards, prizes for achievements in science	33.3	-
Availability of publications of the university staff in international publications	66.7	33.3
Participation in international research projects	-	-
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*



7. Are you involved in any research projects?

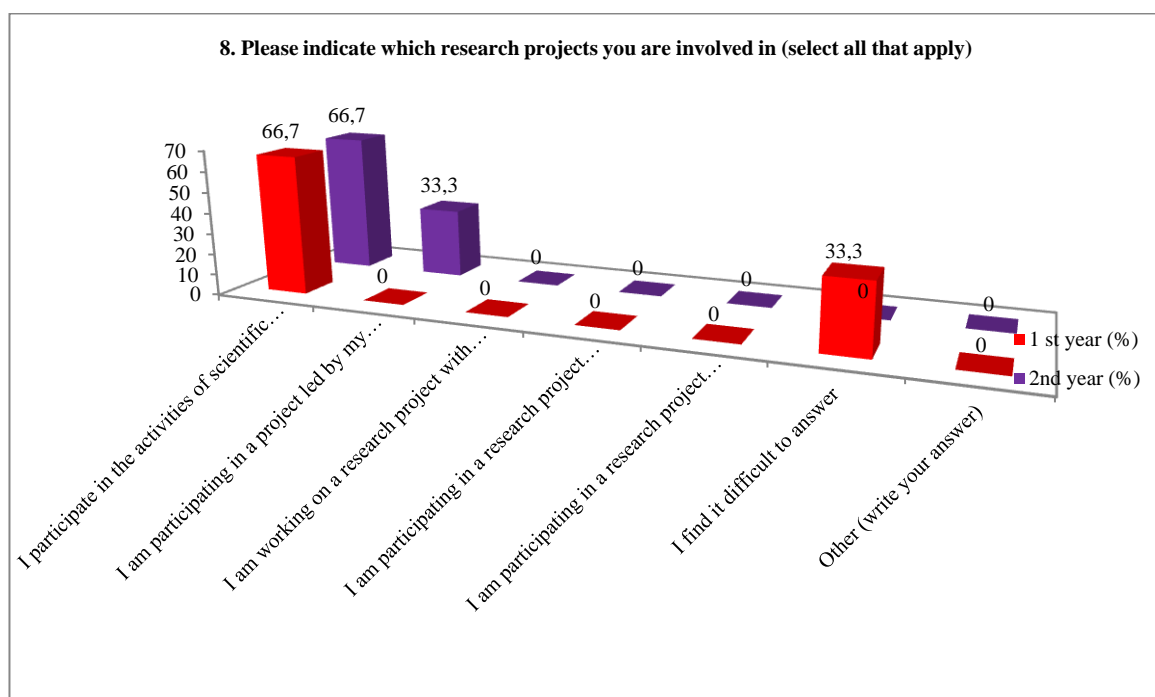
Answer options	1 st year (%)	2nd year (%)
Yes, I am participating (go to question 8)	33.3	66.7
No, I don't participate, but I attend scientific events (seminars, conferences) at the university.	66.7	33.3
No, I don't participate.	-	-
I find it difficult to answer	-	-
Other (write your answer)	-	-



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

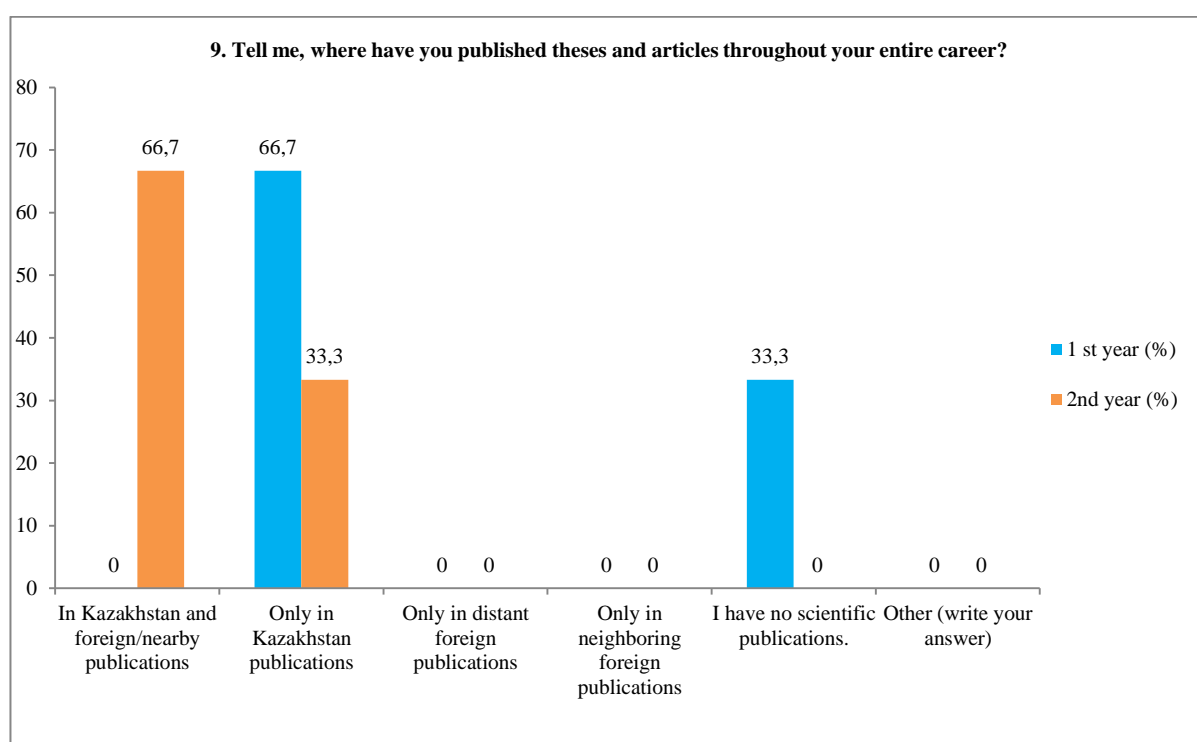
Answer options	1 st year (%)	2nd year (%)
I participate in the activities of scientific departments at my university	66.7	66.7
I am participating in a project led by my supervisor/another teacher.	-	33.3
I am working on a research project with friends.	-	-
I am participating in a research project at another university.	-	-
I am participating in a research project with foreign universities	-	-
I find it difficult to answer	33.3	-
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%.



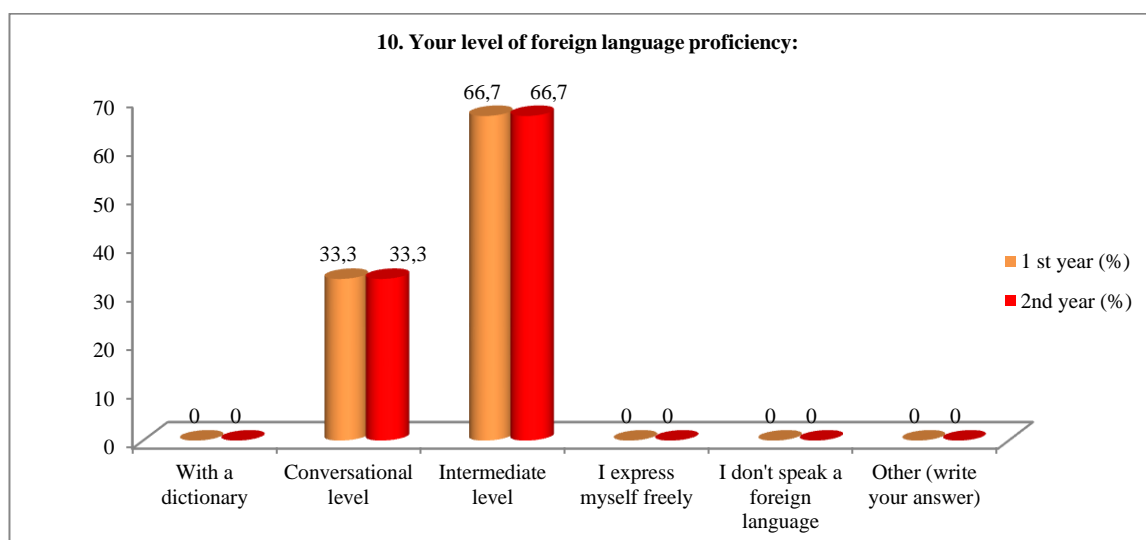
9. Tell me, where have you published theses and articles throughout your entire career?

Answer options	1 st year (%)	2nd year (%)
In Kazakhstan and foreign/nearby publications	-	66.7
Only in Kazakhstan publications	66.7	33.3
Only in distant foreign publications	-	-
Only in neighboring foreign publications	-	-
I have no scientific publications.	33.3	-
Other (write your answer)	-	-



10. Your level of foreign language proficiency:

Answer options	1 st year (%)	2nd year (%)
With a dictionary	-	-
Conversational level	33.3	33.3
Intermediate level	66.7	66.7
I express myself freely	-	-
I don't speak a foreign language	-	-
Other (write your answer)	-	-



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

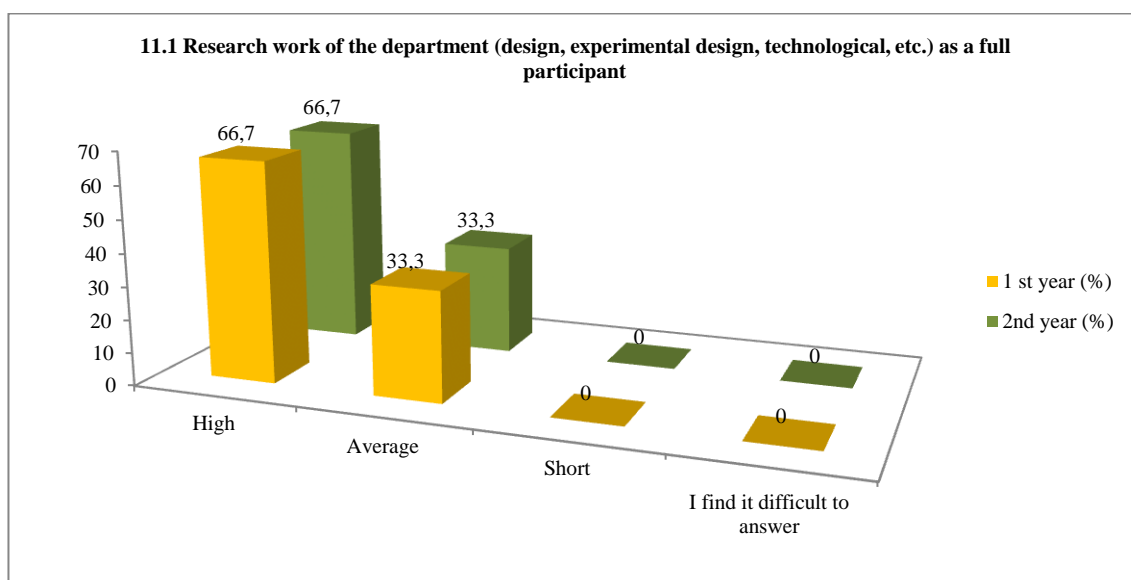
11.1 Research work of the department (design, experimental design, technological, etc.) as a full participant
11.2 Writing scientific articles
11.3 Participation with reports at conferences and seminars
11.4 Preparation of research reports, abstracts

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

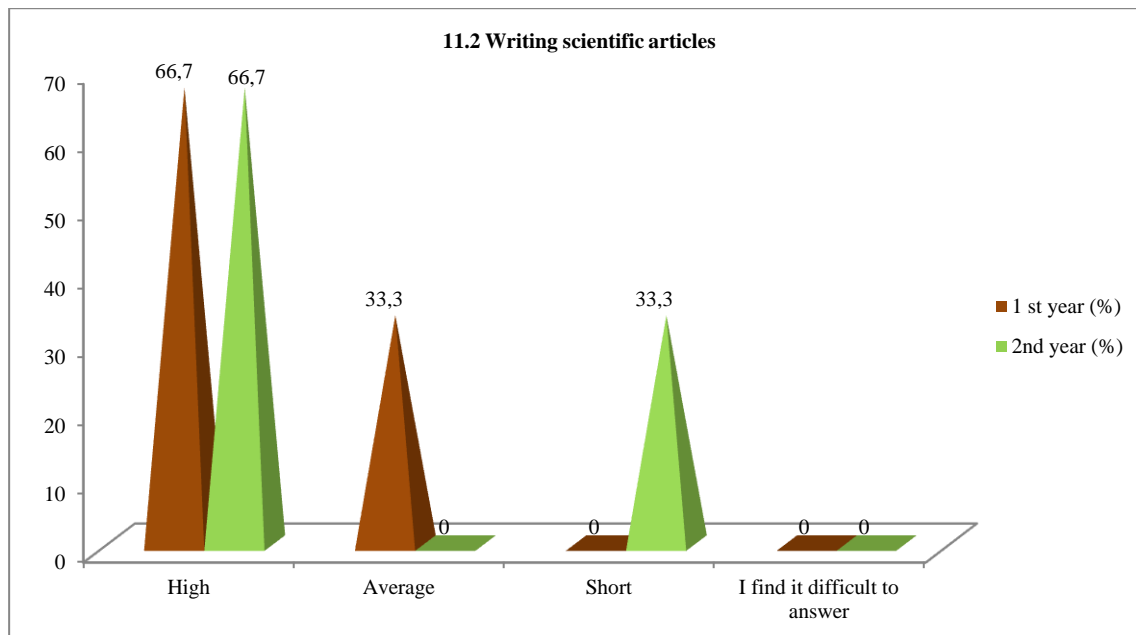
11.1 Research work of the department (design, experimental design, technological, etc.) as a full participant

Answer options	1 st year (%)	2nd year (%)
High	66.7	66.7
Average	33.3	33.3
Short	-	-
I find it difficult to answer	-	-



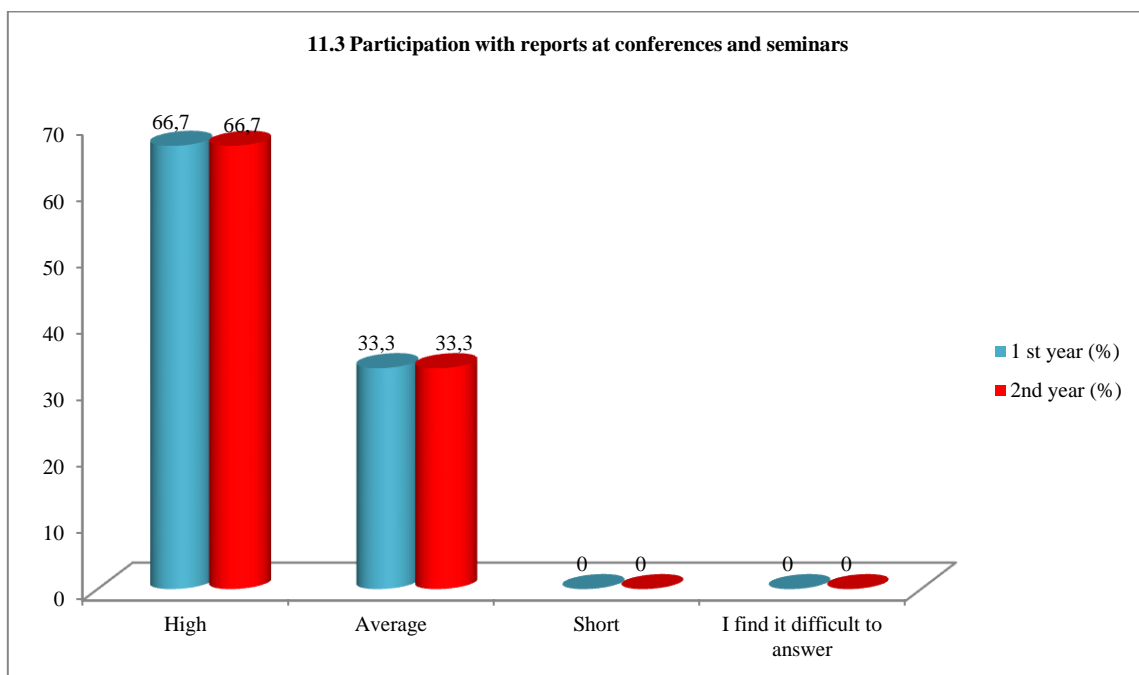
11.2 Writing scientific articles

Answer options	1 st year (%)	2nd year (%)
High	66.7	66.7
Average	33.3	-
Short	-	33.3
I find it difficult to answer	-	-



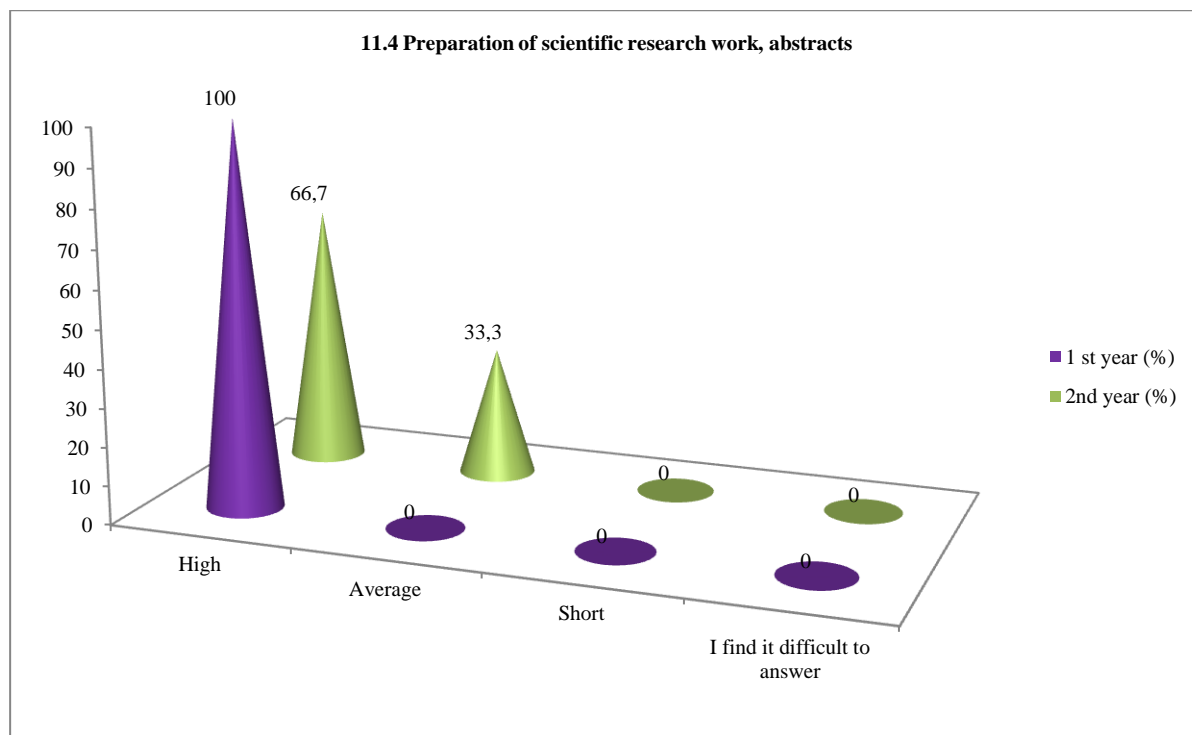
11.3 Participation with reports at conferences and seminars

Answer options	1 st year (%)	2nd year (%)
High	66.7	66.7
Average	33.3	33.3
Short	-	-
I find it difficult to answer	-	-



11.4 Preparation of scientific research work, abstracts

Answer options	1 st year (%)	2nd year (%)
High	100	66.7
Average	-	33.3
Short	-	-
I find it difficult to answer	-	-



12. Are you satisfied with the scientific and educational environment of the university during your Master's degree studies?

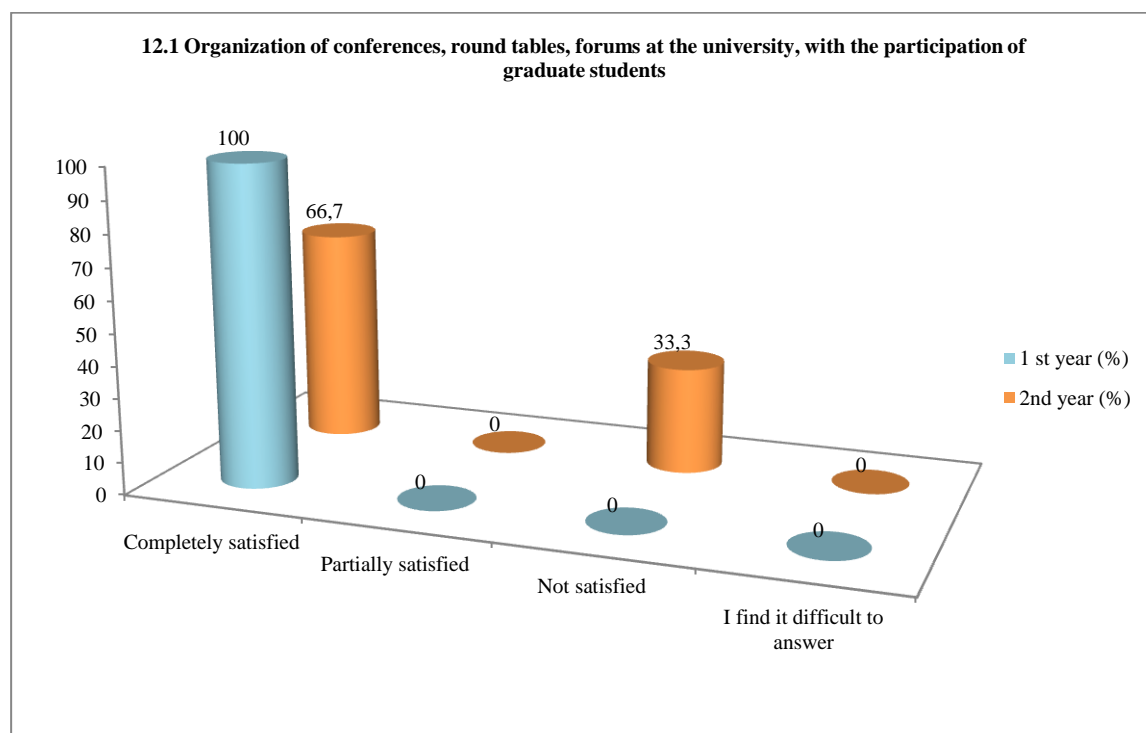
12.1 Organization of conferences, round tables, forums at the university, with the participation of graduate students
12.2 Logistics support for applied scientific research
12.3 Accessibility for master's students of technology, computers necessary for the educational process and scientific activities
12.4 General level of organization and implementation of foreign internships
12.5 Accessibility of library collections, electronic databases and Internet resources
12.6 Availability of scientific equipment, instruments, materials
12.7 Availability of laboratories, specialized facilities and experimental sites

Other (write your answer) _____

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

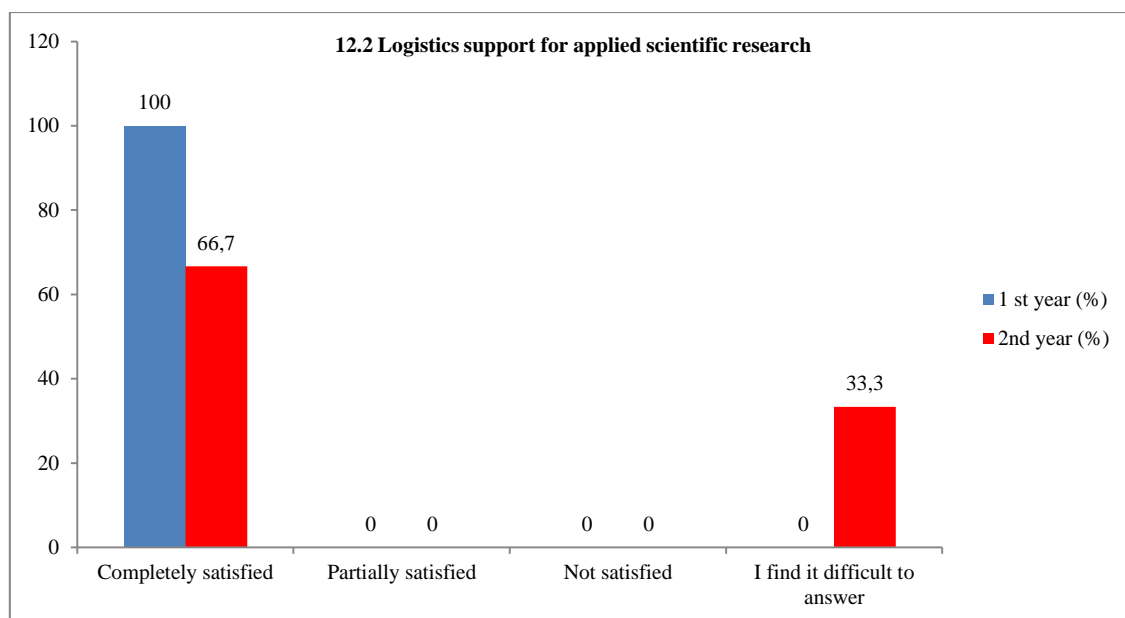
12.1 Organization of conferences, round tables, forums at the university, with the participation of graduate students

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	100	66.7
Partially satisfied	-	-
Not satisfied	-	33.3
I find it difficult to answer	-	-



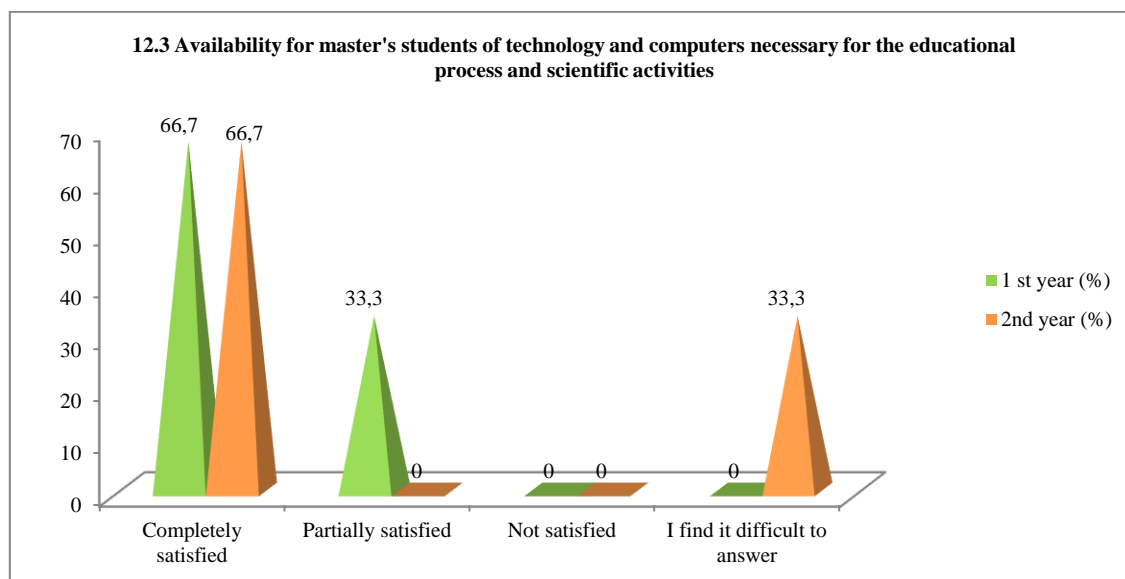
12.2 Logistics support for applied scientific research

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	100	66.7
Partially satisfied	-	-
Not satisfied	-	-
I find it difficult to answer	-	33.3



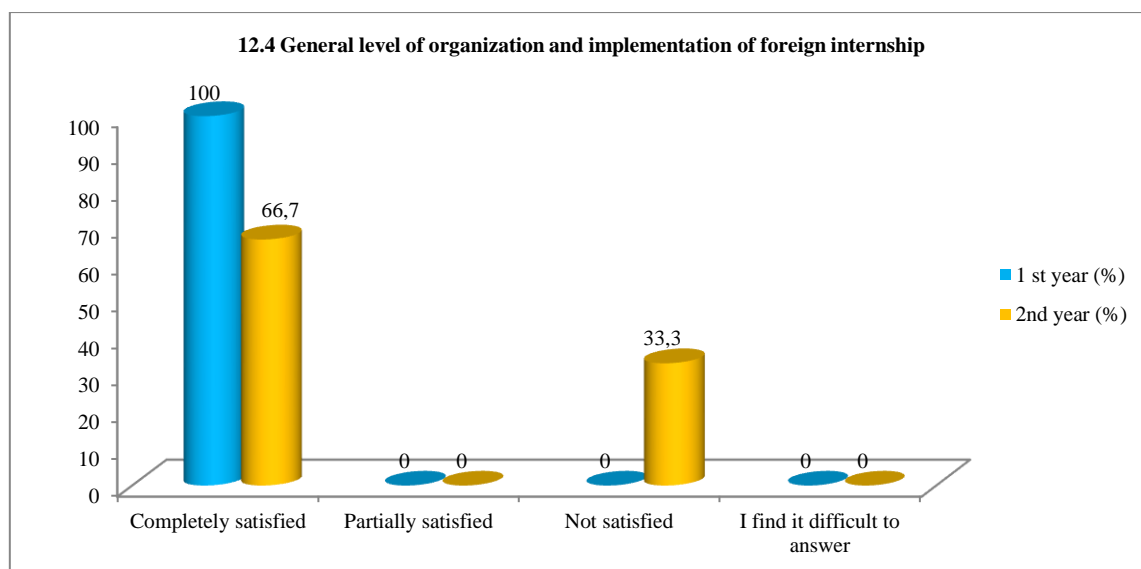
12.3 Availability for master's students of technology and computers necessary for the educational process and scientific activities

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	66.7	66.7
Partially satisfied	33.3	-
Not satisfied	-	-
I find it difficult to answer	-	33.3



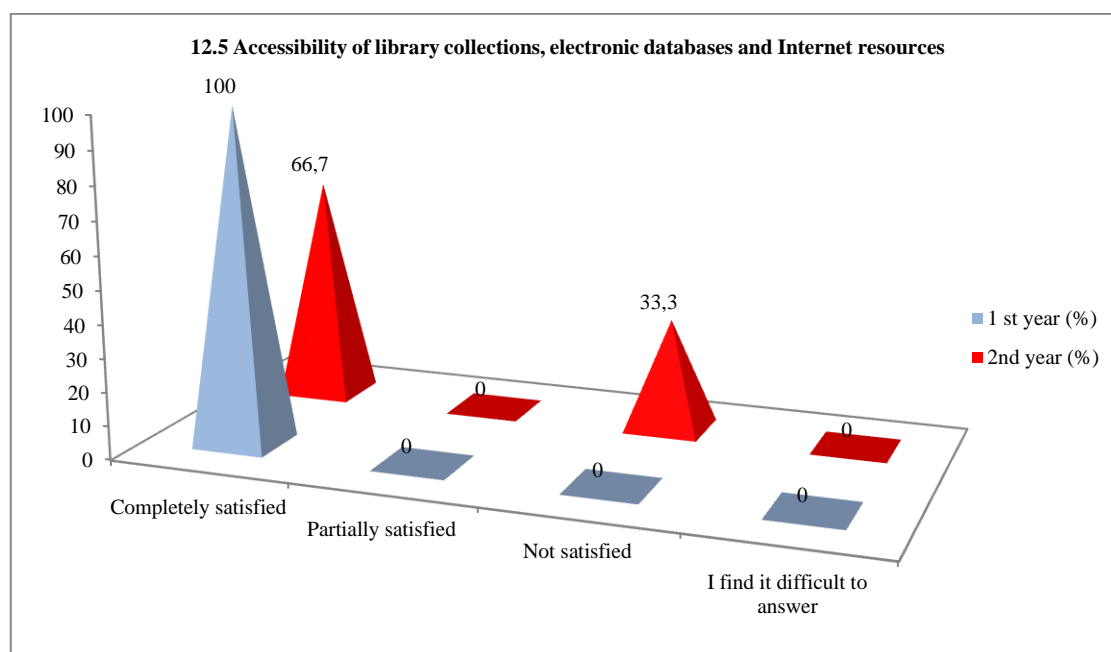
12.4 General level of organization and implementation of foreign internship

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	100	66.7
Partially satisfied	-	-
Not satisfied	-	33.3
I find it difficult to answer	-	-



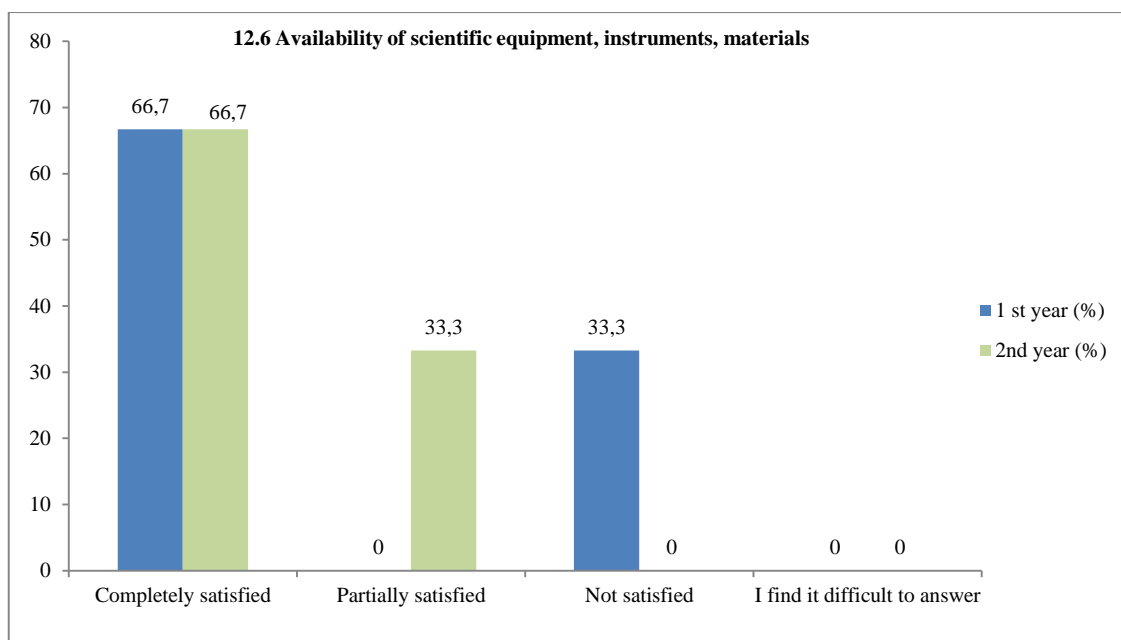
12.5 Accessibility of library collections, electronic databases and Internet resources

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	100	66.7
Partially satisfied	-	-
Not satisfied	-	33.3
I find it difficult to answer	-	-



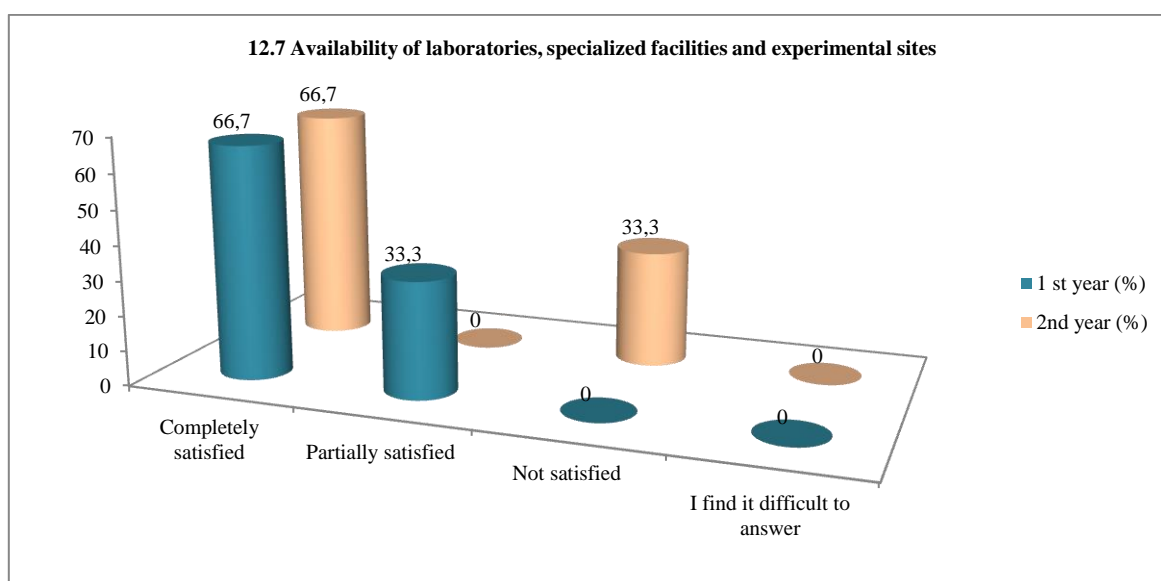
12.6 Availability of scientific equipment, instruments, materials

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	66.7	66.7
Partially satisfied	-	33.3
Not satisfied	33.3	-
I find it difficult to answer	-	-



12.7 Availability of laboratories, specialized facilities and experimental sites

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	66.7	66.7
Partially satisfied	33.3	-
Not satisfied	-	33.3
I find it difficult to answer	-	-

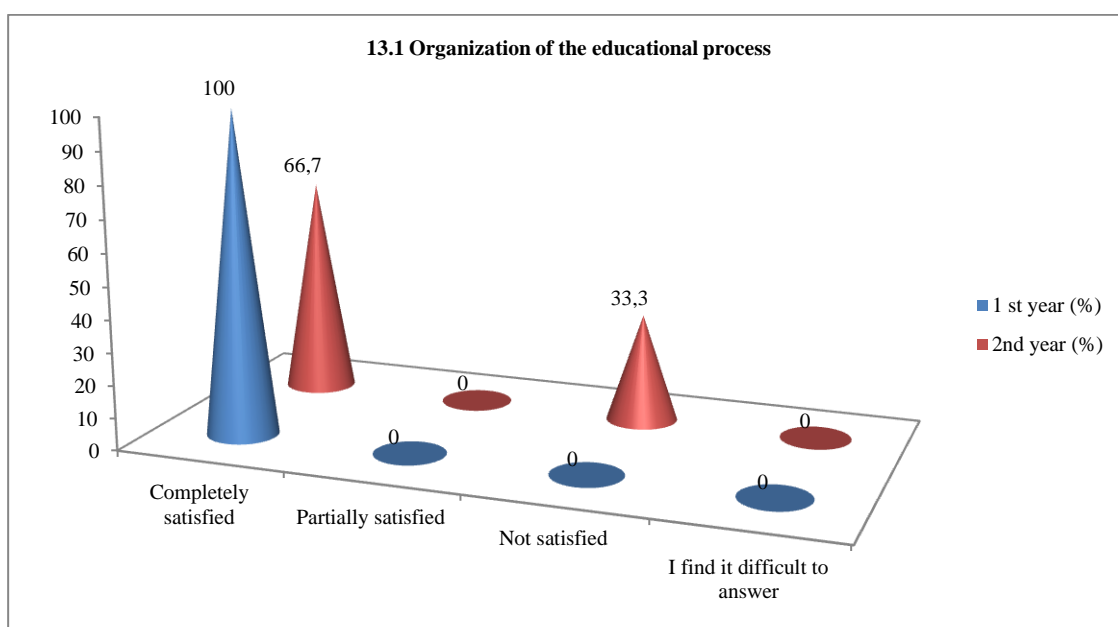


13. Are you satisfied?

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

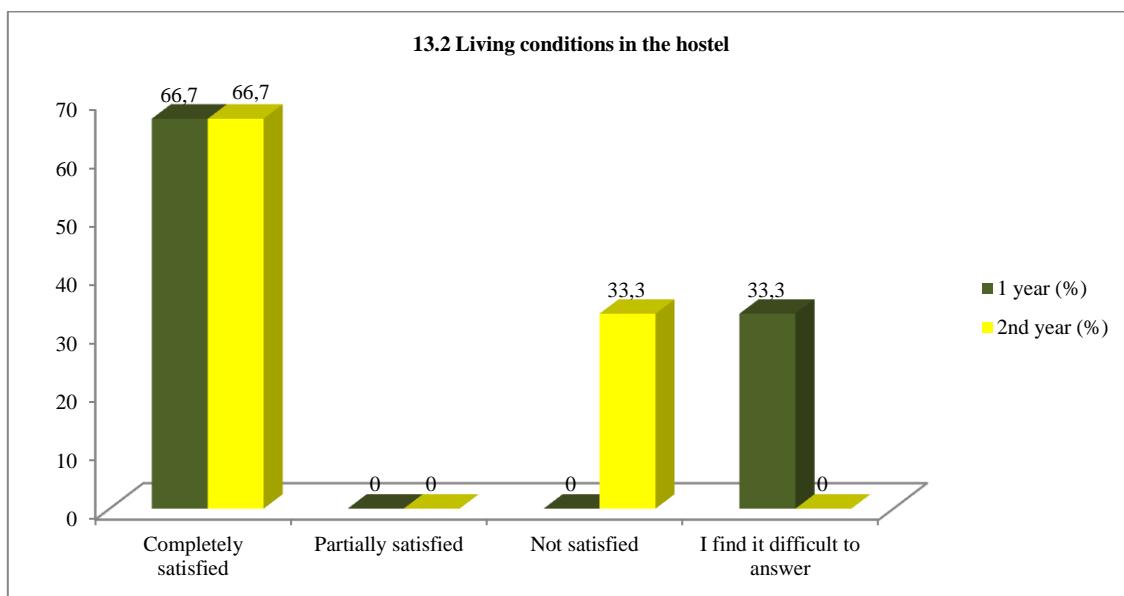
13.1 Organization of the educational process

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	100	66.7
Partially satisfied	-	-
Not satisfied	-	33.3
I find it difficult to answer	-	-



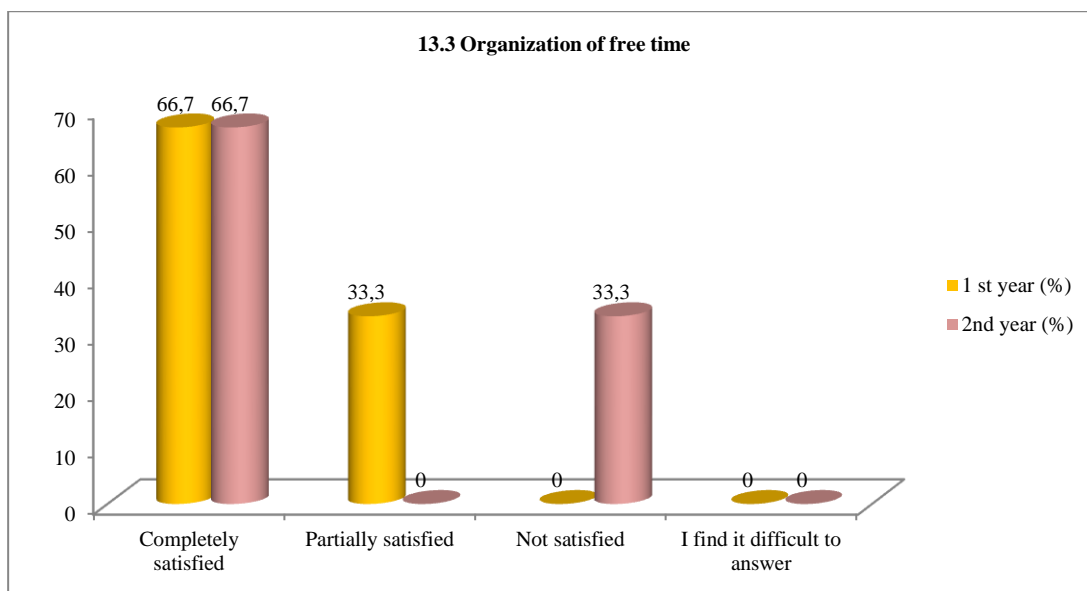
13.2 Living conditions in the hostel

Answer options	1 year (%)	2nd year (%)
Completely satisfied	66.7	66.7
Partially satisfied	-	-
Not satisfied	-	33.3
I find it difficult to answer	33.3	-



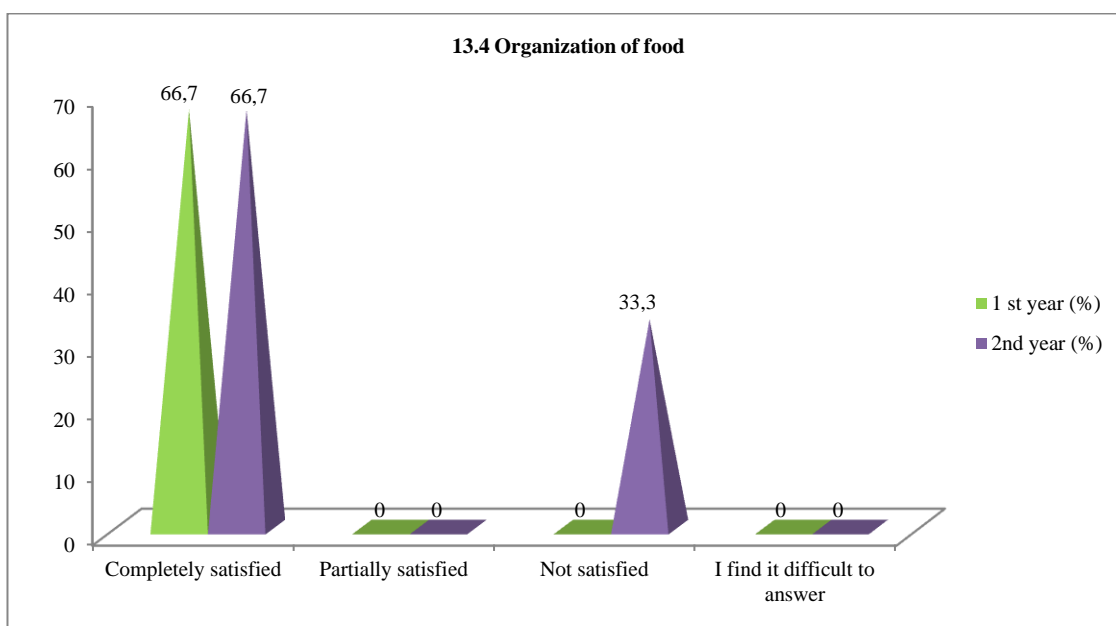
13.3 Organization of free time

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	66.7	66.7
Partially satisfied	33.3	-
Not satisfied	-	33.3
I find it difficult to answer	-	-



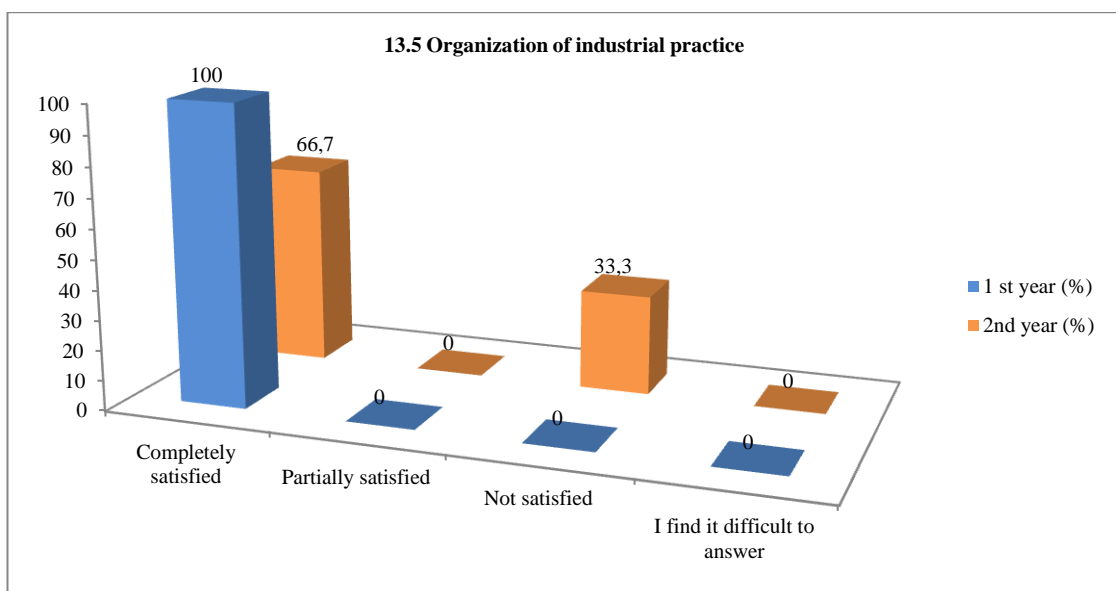
13.4 Organization of food

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	66.7	66.7
Partially satisfied	33.3	-
Not satisfied	-	33.3
I find it difficult to answer	-	-



13.5 Organization of industrial practice

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	100	66.7
Partially satisfied	-	-
Not satisfied	-	33.3
I find it difficult to answer	-	-



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

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

- high quality of education (83.4%);
- continuation of education at the same university (66.7%);

- the opportunity to complete internships abroad during studies (50%);
- prestige of the university (33.3%).

Additional factors: availability of budget places, leading scientists among the teaching staff and the ability to easily find a job with a diploma from this university also influence the choice of a master's degree.

2. *Average level of satisfaction with the availability of information in the field of training for master's students* is 83.4%. High availability of information helps graduate students to plan their educational activities more effectively, navigate the educational process and successfully master the educational material.

3. *Teaching staff of the Master's program* is rated highly by master's students. According to key indicators such as level of knowledge and professionalism, objectivity, pedagogical skills and teaching methods, more than 83.4% of survey participants gave ratings of «very high» and «high».

4. *Participation of the master's student in the formation of an individual work plan:*

- 83.4% of master's 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's students;

- 16.6% of graduate students find it difficult to answer whose initiative was greater – theirs or their supervisor's.

5. *Satisfaction with the assistance of the scientific supervisor in preparing the master's thesis:* Master's students are 100% satisfied with the help provided by their supervisor. This indicator demonstrates the high level of satisfaction of master's students with the quality and support they receive from their supervisor.

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

- modern material and technical base (66.7%) has a significant impact on the quality of scientific research and training Master's students;

- a strong teaching staff (50%) contributes to high-quality educational and scientific activities;

- the involvement of master's students in research projects (50%) indicates active scientific activity Master's students.

Participation of graduate students in research projects and scientific life of the university: 91.6% of master's students actively participate in research projects and attend scientific events such as seminars and conferences. These data show that the majority of master's students are involved in scientific activities, which contributes to their academic and professional development.

Publication of scientific papers: During the entire period of their activity (83.4%), master's degree students published their theses and articles in both Kazakhstani and foreign publications. This indicates a good level 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. This level of activity promotes the exchange of knowledge and experience, and also increases their professional status in the academic environment.

7. *Level of foreign language proficiency* the majority of master's students (100%) have different levels of foreign language proficiency.

8. *Participation of graduate students in the work of the department:*

- research work of the department (design, experimental design, technological, etc.) as a full participant: 100%;

- writing scientific articles: 100%;
- participation with reports at conferences and seminars: 100%;
- preparation of research reports, abstracts: 100%.

9. The satisfaction of master's students with the scientific and educational environment of the university is 83.4% according to the following indicators:

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

10. Satisfaction of master's students with the quality of educational services:

1. Organization of the educational process: 83.4%;
2. Organization of free time: 83.4%;
3. Organization of food: 83.4%;
4. Living conditions in the hostel: 66.7%.
5. Organization of industrial practice 83.4%.

The overall satisfaction of master's students in the specialty «Materials science and technology of new materials» with educational services is **90,6%**, which indicates a high level of satisfaction among students in general, despite individual problems and areas for improvement.

Recommendations:

1. Discussion of the questionnaire results:
 - The head of the department must familiarize and discuss the results of the questionnaire with employees and graduate students.
2. Availability of questionnaire results:
 - Master's students can request the results of the questionnaire by e-mail from the quality management and accreditation center: cqma@ktu.edu.kz.