

Report on the results of the survey  
«Master students' satisfaction with educational services»  
for 2024-2025 ac. year  
in educational program  
**7M07103 Mechanical engineering**

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.

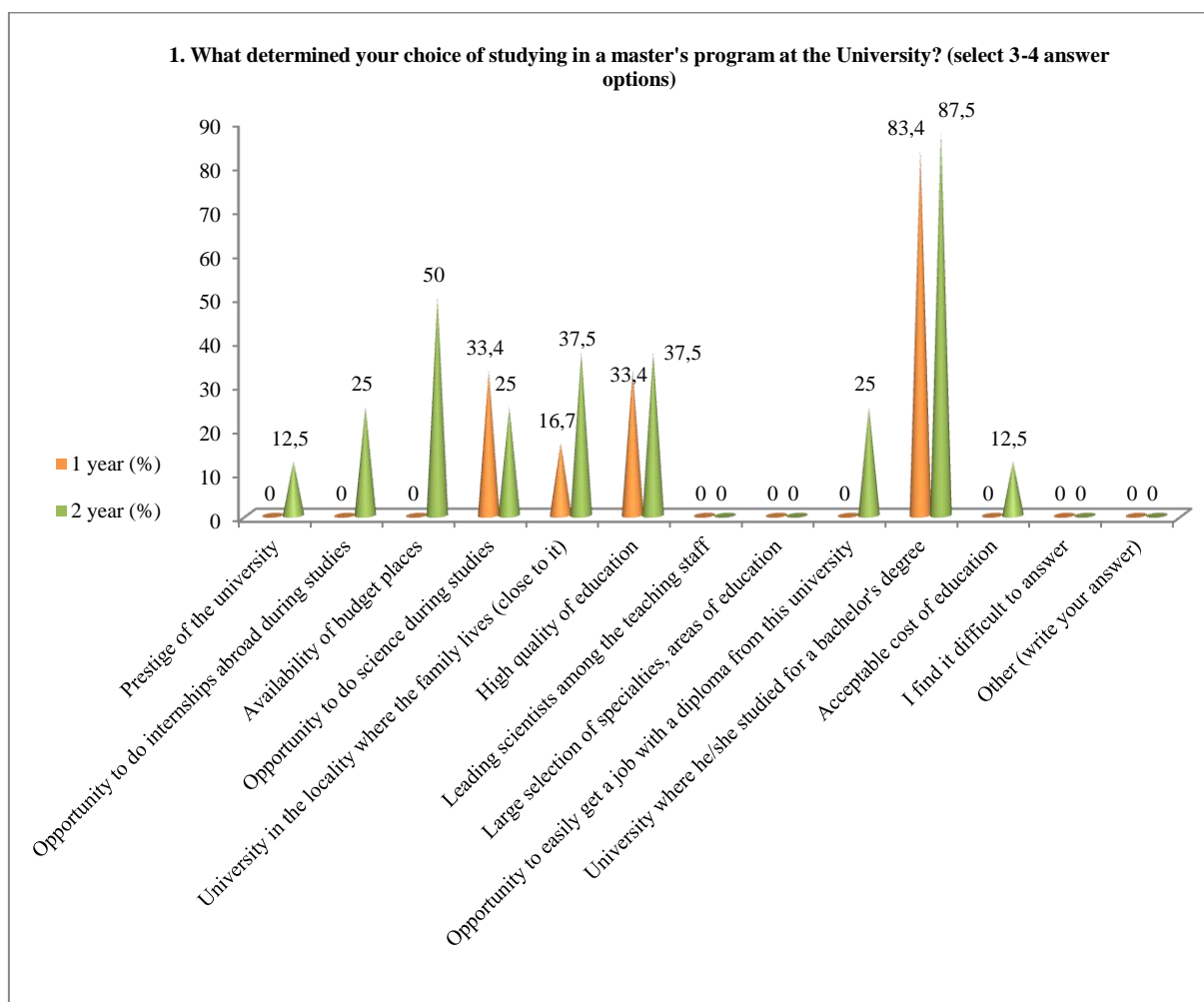
14 respondents took part in the survey, which amounted to 66.7% of the total number of master students.

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)**

<b>Answer options</b>	<b>1 year (%)</b>	<b>2 year (%)</b>
Prestige of the university	-	12,5
Opportunity to do internships abroad during studies	-	25
Availability of budget places	-	50
Opportunity to do science during studies	33,4	25
University in the locality where the family lives (close to it)	16,7	37,5
High quality of education	33,4	37,5
Leading scientists among the teaching staff	-	-
Large selection of specialties, areas of education	-	-
Opportunity to easily get a job with a diploma from this university	-	25
University where he/she studied for a bachelor's degree	83,4	87,5
Acceptable cost of education	-	12,5
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:**

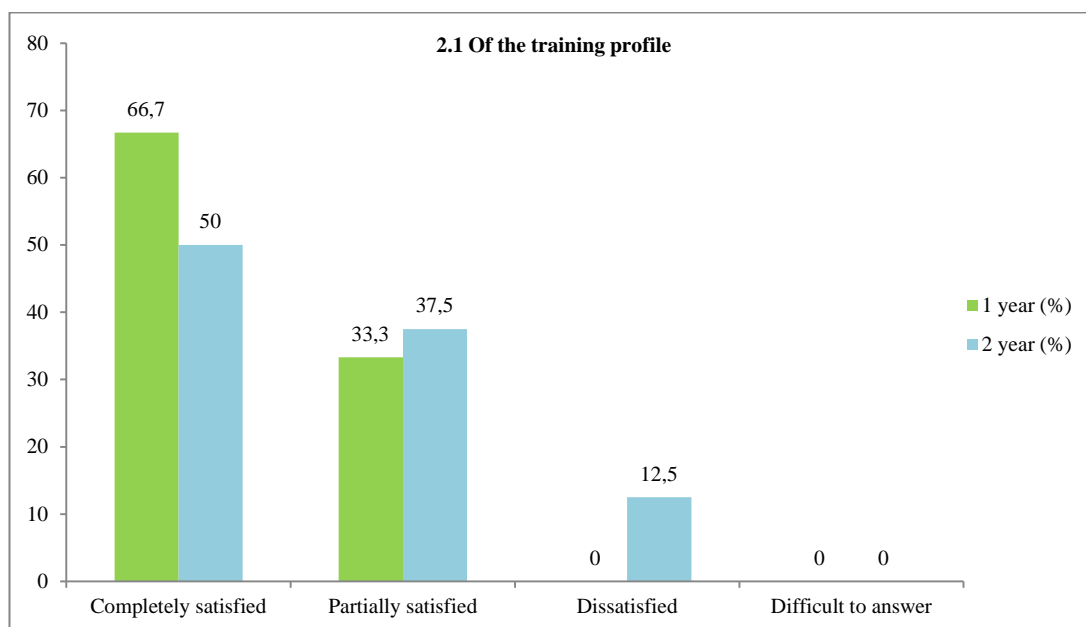
2.1 Of the training profile
2.2 Characteristics of the professional activity of a master student
2.3 List of developing competencies of a master graduate
2.4 List of bases of master students' practices
2.5 Information of scientific supervisors

Other (write your answer) \_\_\_\_\_

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

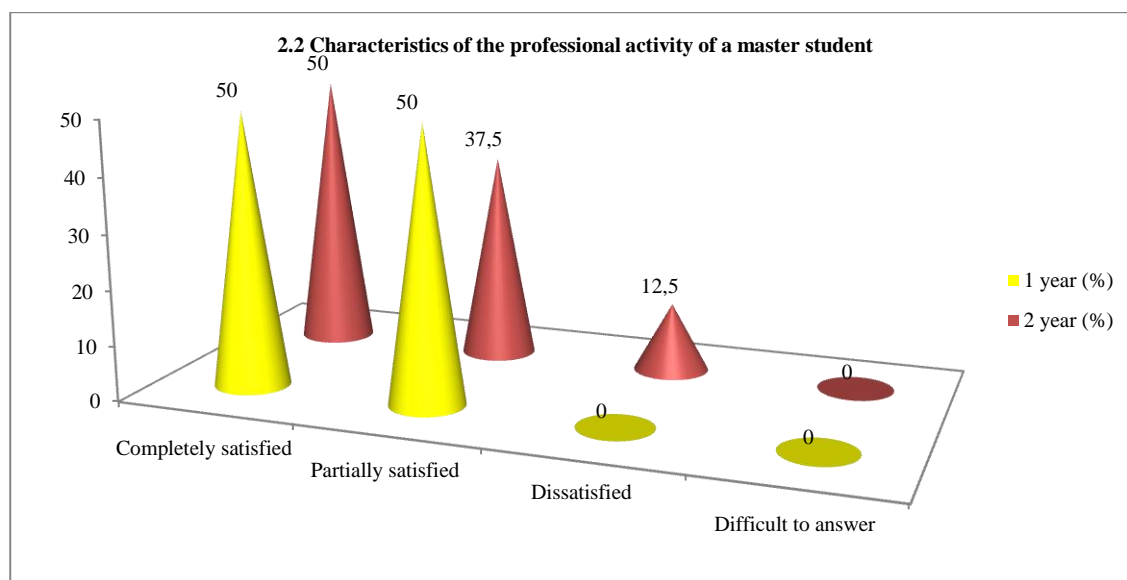
**2.1 Of the training profile**

Answer options	1 year (%)	2 year (%)
Completely satisfied	66,7	50
Partially satisfied	33,3	37,5
Dissatisfied	-	12,5
Difficult to answer	-	-



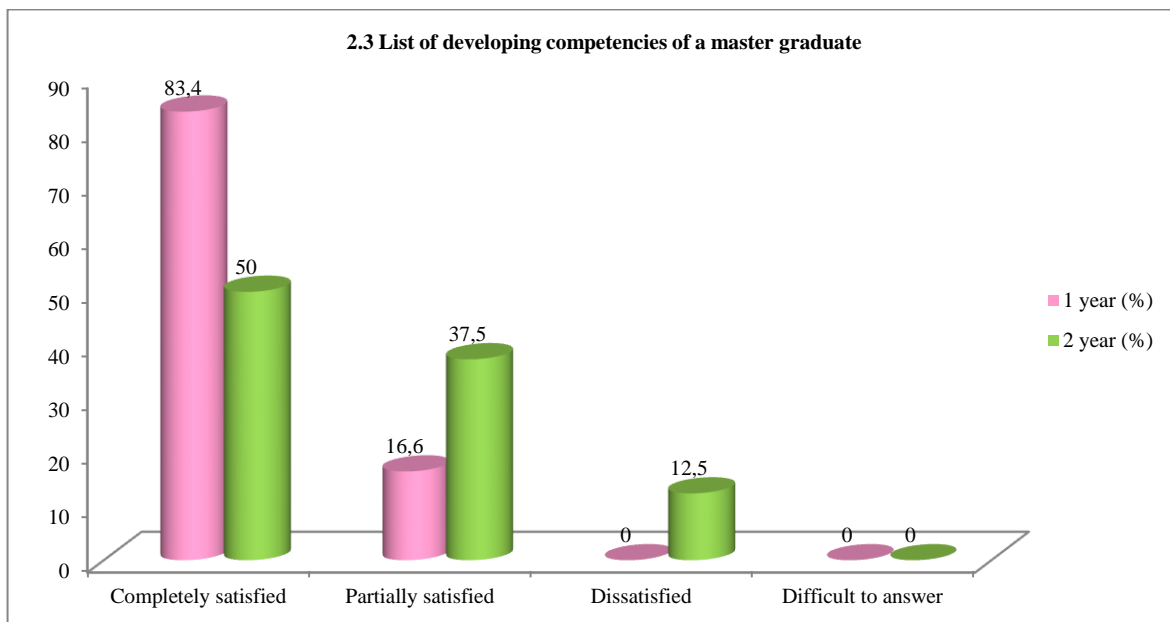
## 2.2 Characteristics of the professional activity of a master student

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



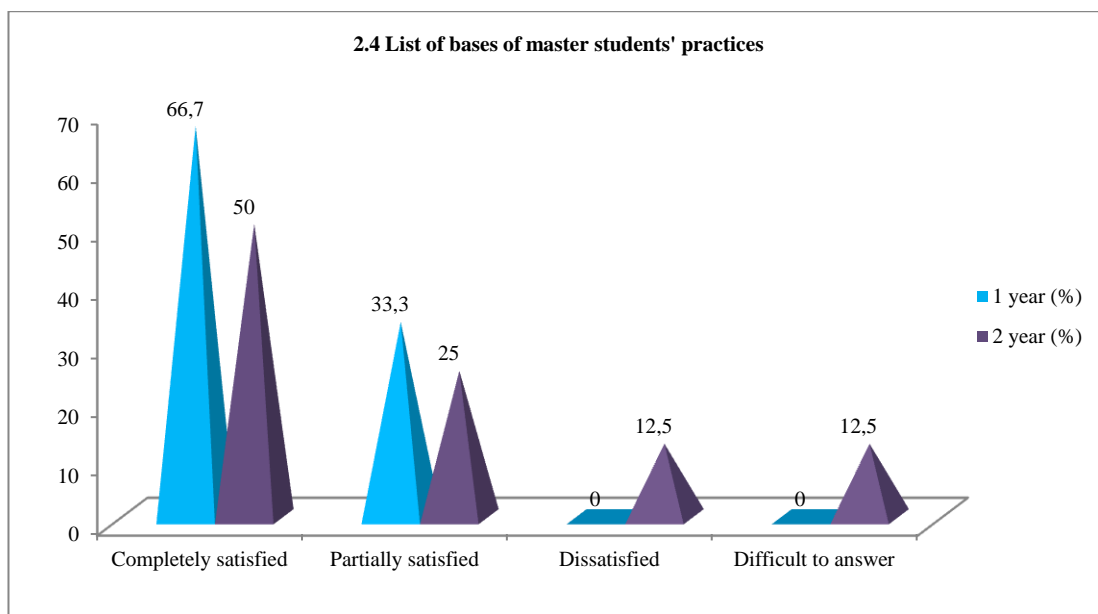
## 2.3 List of developing competencies of a master graduate

Answer options	1 year (%)	2 year (%)
Completely satisfied	83,4	50
Partially satisfied	16,6	37,5
Dissatisfied	-	12,5
Difficult to answer	-	-



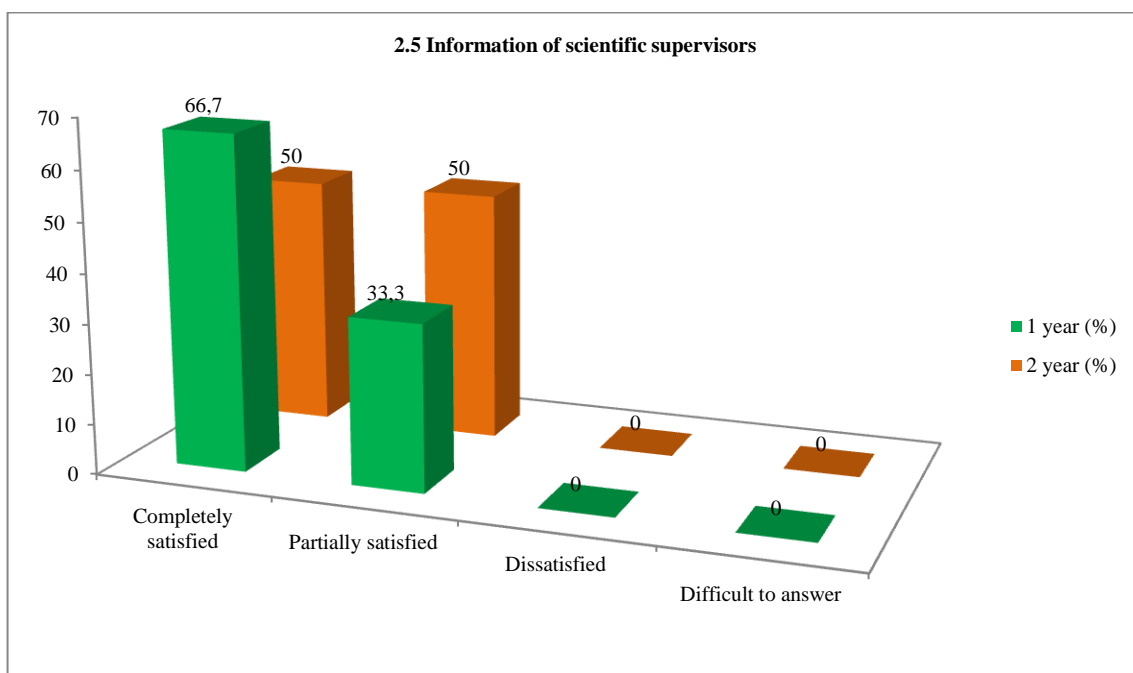
## 2.4 List of bases of master students' practices

Answer options	1 year (%)	2 year (%)
Completely satisfied	66,7	50
Partially satisfied	33,3	25
Dissatisfied	-	12,5
Difficult to answer	-	12,5



## 2.5 Information of scientific supervisors

Answer options	1 year (%)	2 year (%)
Completely satisfied	66,7	50
Partially satisfied	33,3	50
Dissatisfied	-	-
Difficult to answer	-	-



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

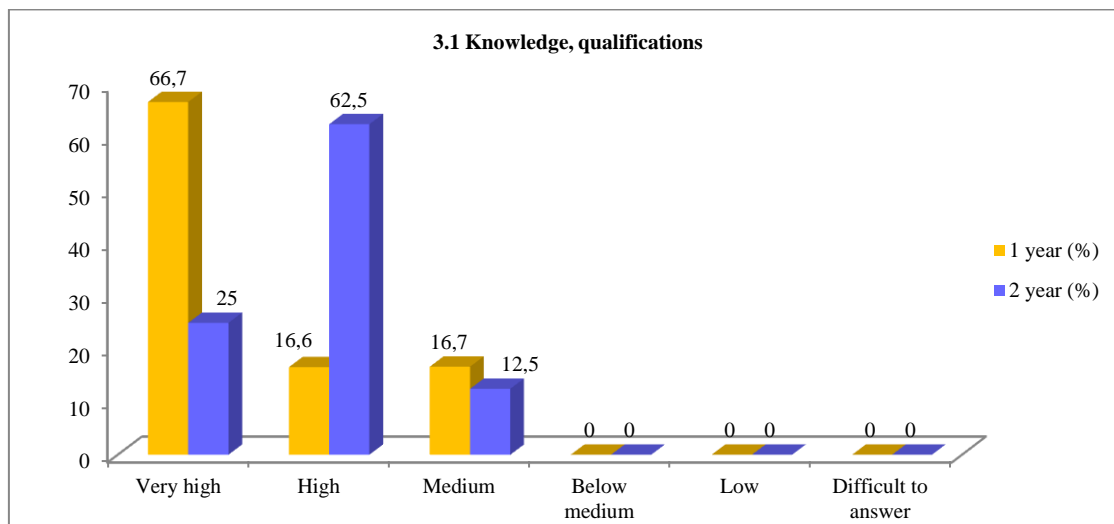
3.1 Knowledge, qualifications
3.2 Pedagogical qualities
3.3 Objectivity and impartiality of assessments
3.4 Teaching methods used

Other (write your answer)\_\_\_\_\_

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

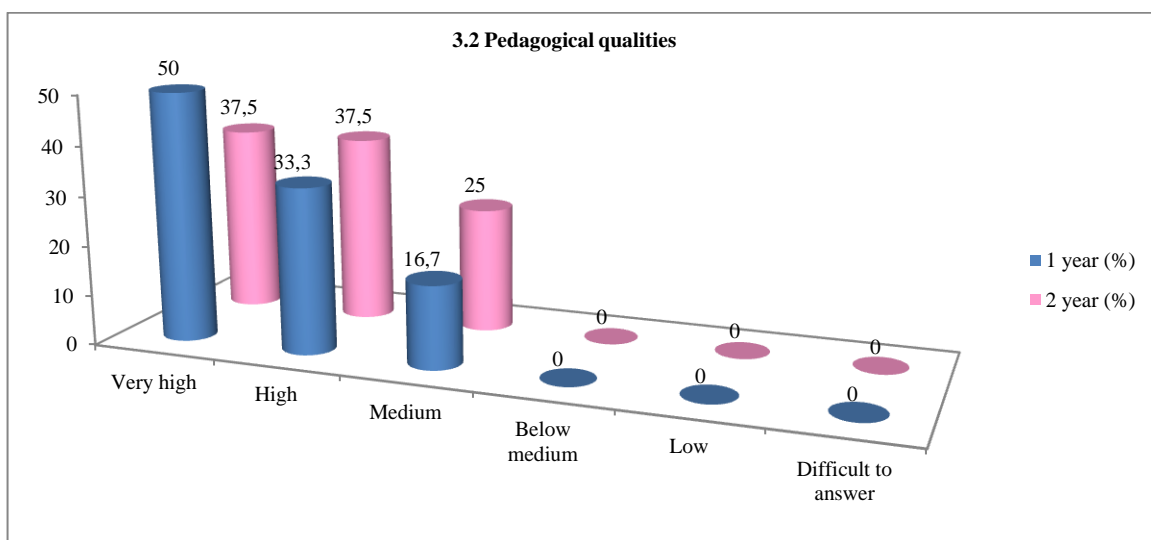
#### 3.1 Knowledge, qualifications

Answer options	1 year (%)	2 year (%)
Very high	66,7	25
High	16,6	62,5
Medium	16,7	12,5
Below medium	-	-
Low	-	-
Difficult to answer	-	-



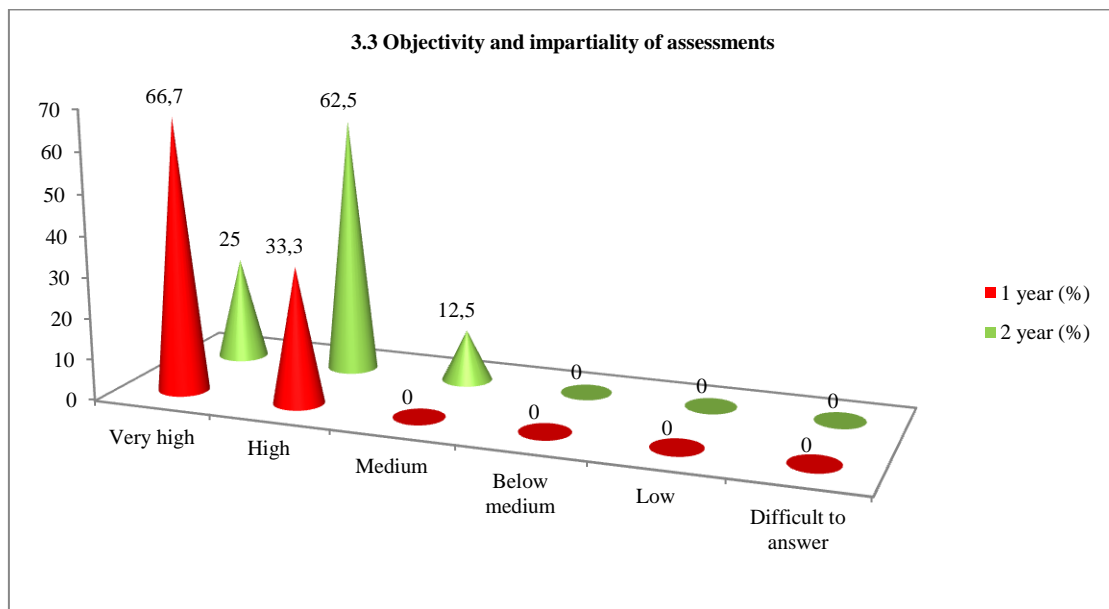
### 3.2 Pedagogical qualities

Answer options	1 year (%)	2 year (%)
Very high	50	37,5
High	33,3	37,5
Medium	16,7	25
Below medium	-	-
Low	-	-
Difficult to answer	-	-



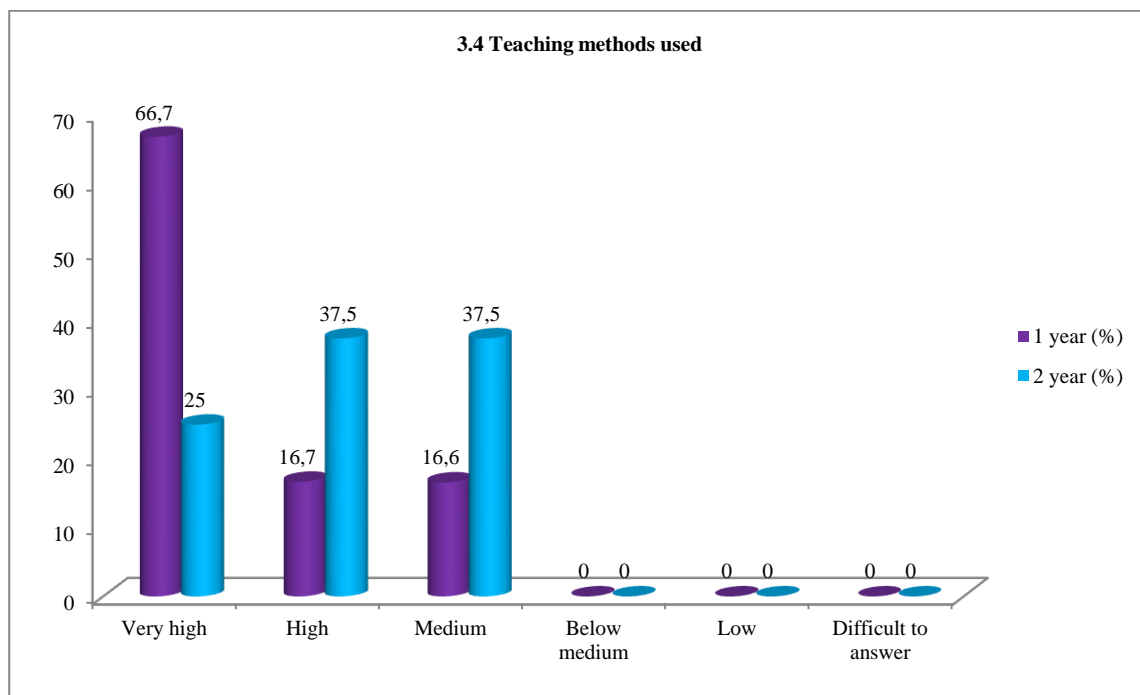
### 3.3 Objectivity and impartiality of assessments

Answer options	1 year (%)	2 year (%)
Very high	66,7	25
High	33,3	62,5
Medium	-	12,5
Below medium	-	-
Low	-	-
Difficult to answer	-	-



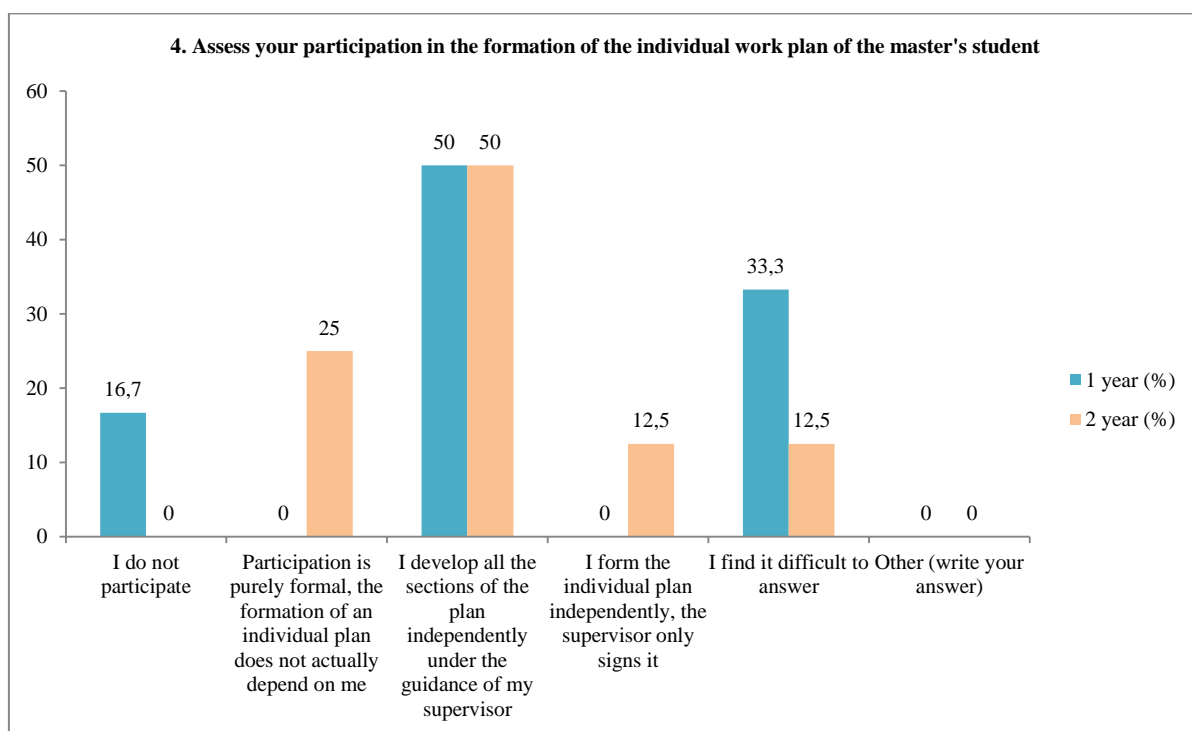
### 3.4 Teaching methods used

Answer options	1 year (%)	2 year (%)
Very high	66,7	25
High	16,7	37,5
Medium	16,6	37,5
Below medium	-	-
Low	-	-
Difficult to answer	-	-



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

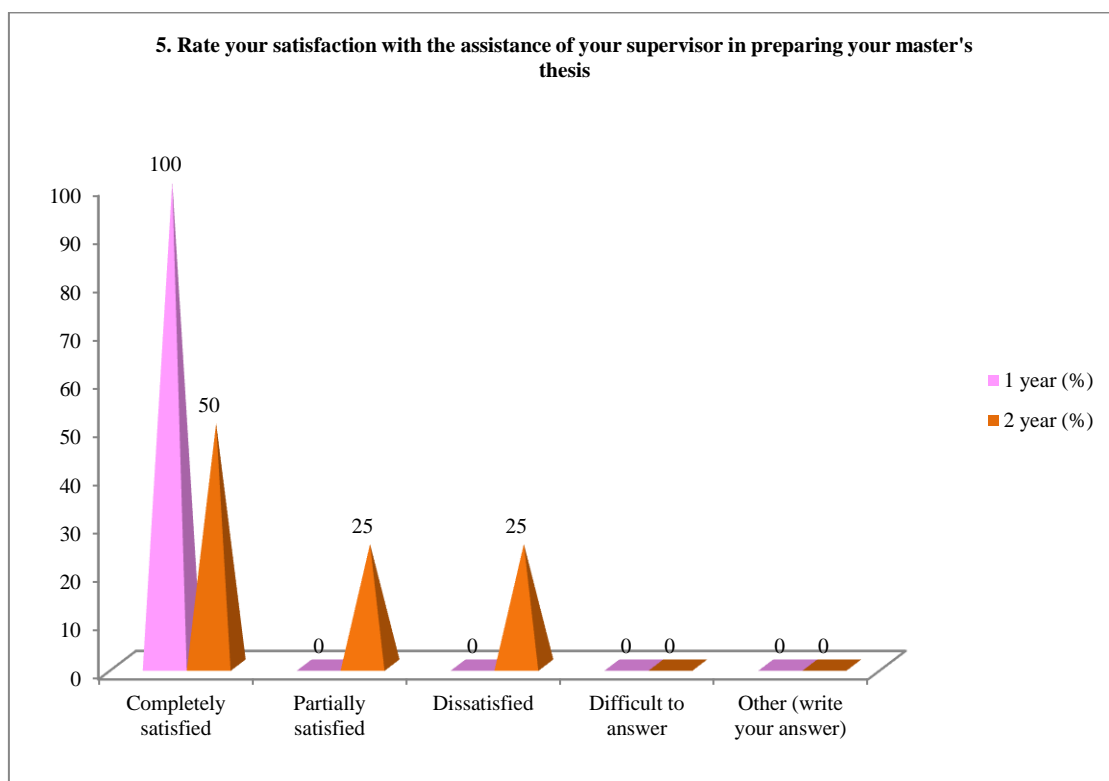
Answer options	1 year (%)	2 year (%)
I do not participate	16,7	-
Participation is purely formal, the formation of an individual plan does not actually depend on me	-	25
I develop all the sections of the plan independently under the guidance of my supervisor	50	50
I form the individual plan independently, the supervisor only signs it	-	12,5
I find it difficult to answer	33,3	12,5
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	100	50
Partially satisfied	-	25
Dissatisfied	-	25
Difficult to answer	-	-
Other (write your answer)	-	-

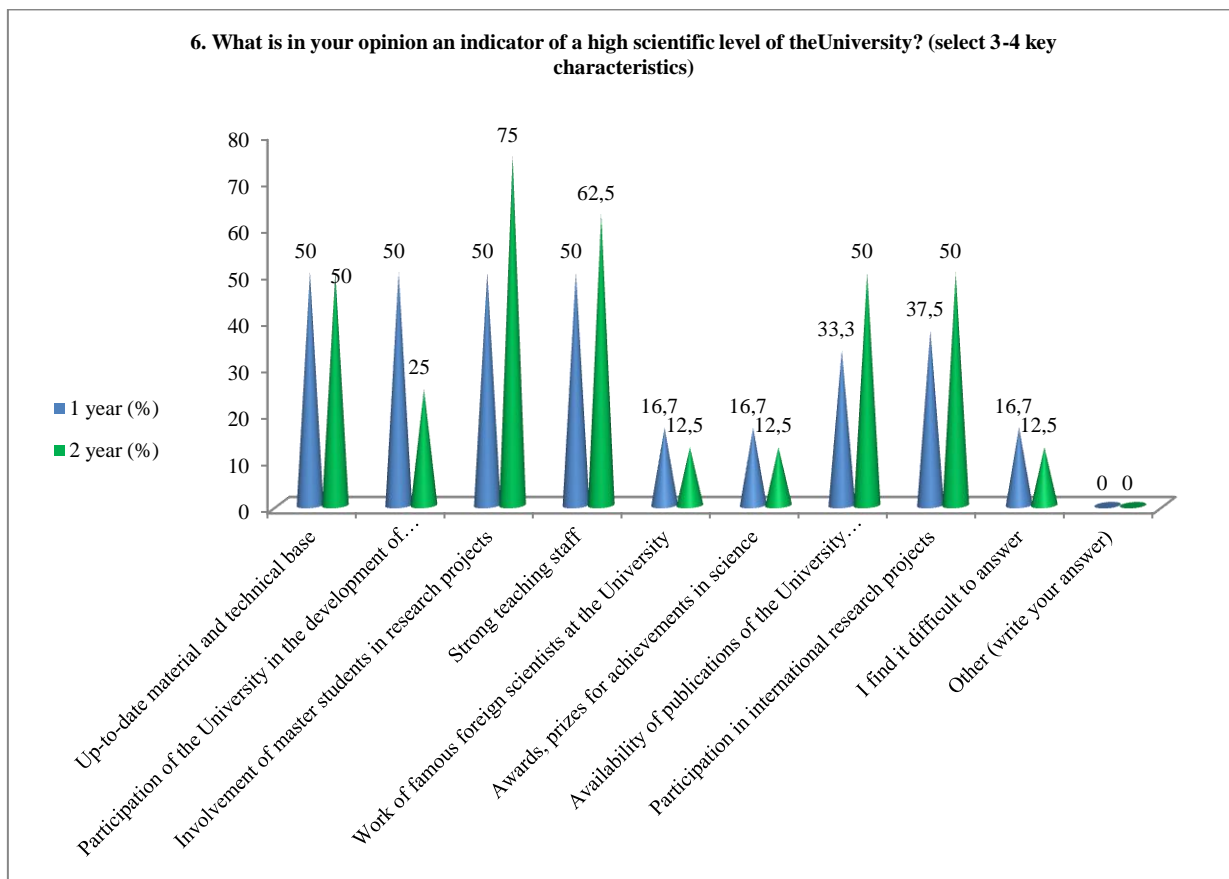




**6. What is in your opinion an indicator of a high scientific level of the University? (select 3-4 key characteristics)**

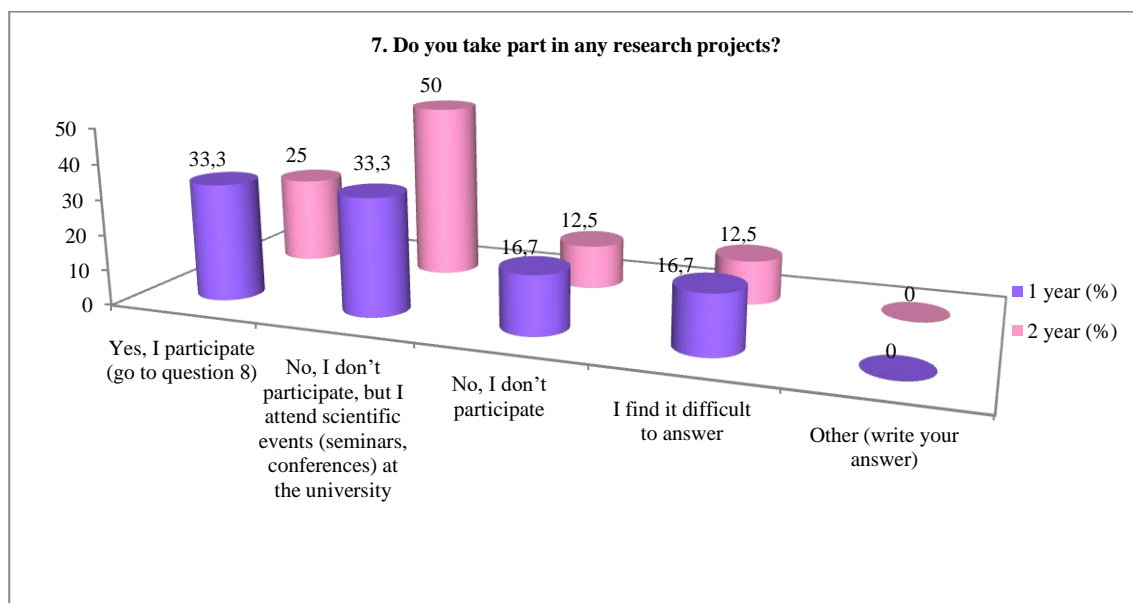
Answer options	1 year (%)	2 year (%)
Up-to-date material and technical base	50	50
Participation of the University in the development of target programs for the socio-economic development of the region, cities, enterprises	50	25
Involvement of master students in research projects	50	75
Strong teaching staff	50	62,5
Work of famous foreign scientists at the University	16,7	12,5
Awards, prizes for achievements in science	16,7	12,5
Availability of publications of the University employees in international publications	33,3	50
Participation in international research projects	37,5	50
I find it difficult to answer	16,7	12,5
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)	33,3	25
No, I don't participate, but I attend scientific events (seminars, conferences) at the university	33,3	50
No, I don't participate	16,7	12,5
I find it difficult to answer	16,7	12,5
Other (write your answer)	-	-



If you answered “No, I’m not participating” to the previous question, please write why\*:

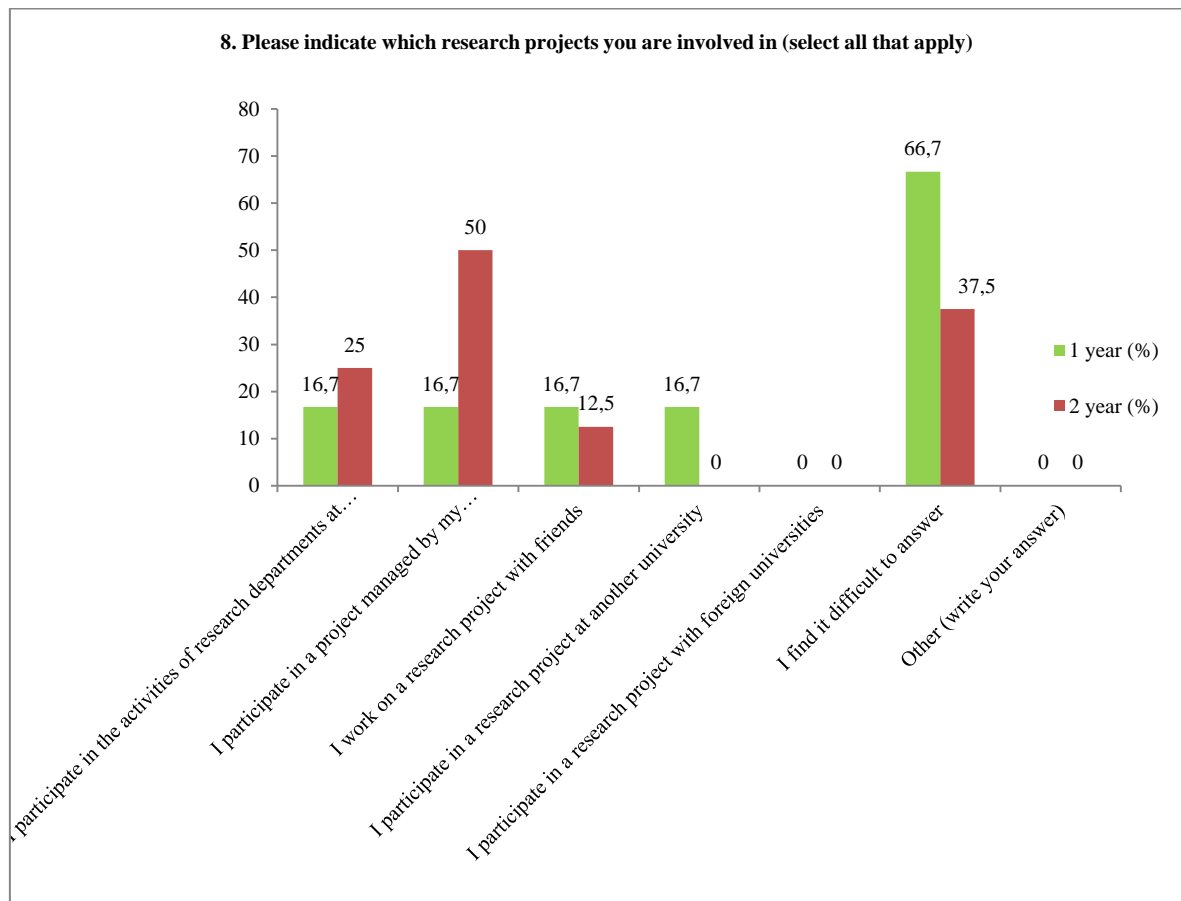
- Not interested.

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

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

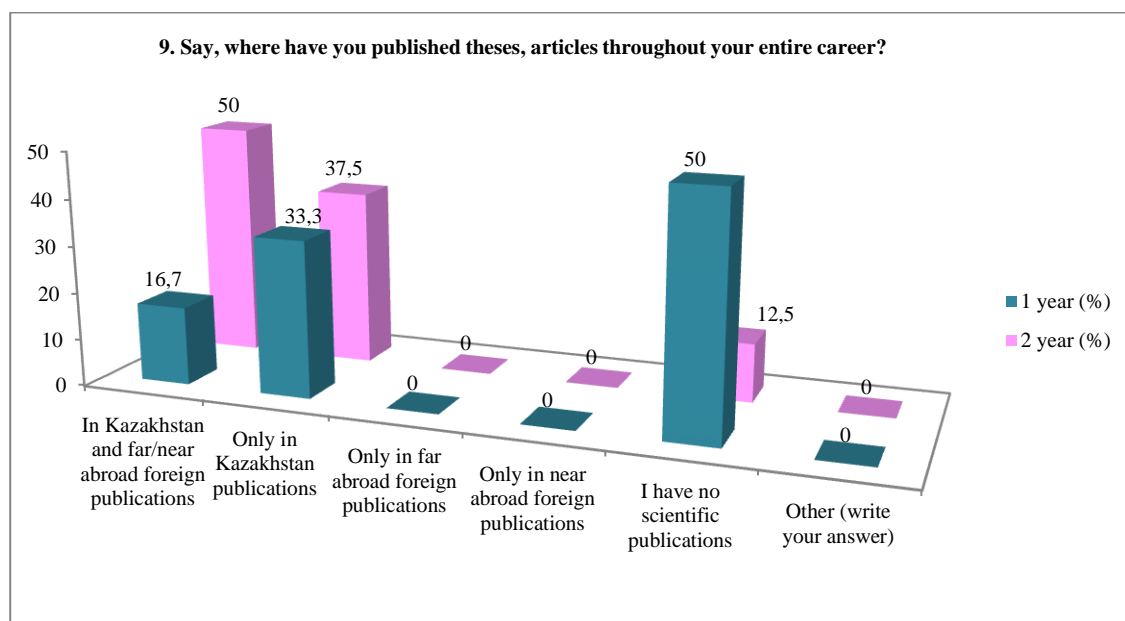
Answer options	1 year (%)	2 year (%)
I participate in the activities of research departments at my university	16,7	25
I participate in a project managed by my supervisor/another teacher	16,7	50
I work on a research project with friends	16,7	12,5
I participate in a research project at another university	16,7	-
I participate in a research project with foreign universities	-	-
I find it difficult to answer	66,7	37,5
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	16,7	50
Only in Kazakhstan publications	33,3	37,5
Only in far abroad foreign publications	-	-
Only in near abroad foreign publications	-	-
I have no scientific publications	50	12,5
Other (write your answer)	-	-

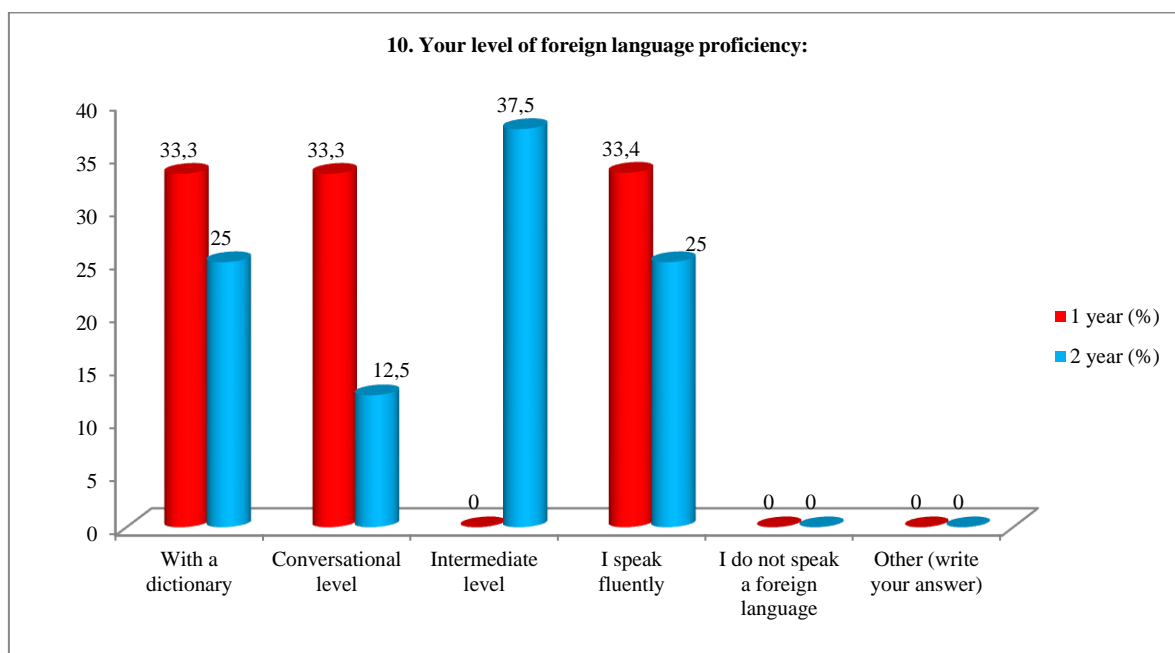


If you answered "I have no scientific publications" to the previous question, please write why\*:

- The publication will be soon.

### 10. Your level of foreign language proficiency:

Answer options	1 year (%)	2 year (%)
With a dictionary	33,3	25
Conversational level	33,3	12,5
Intermediate level	-	37,5
I speak fluently	33,4	25
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**

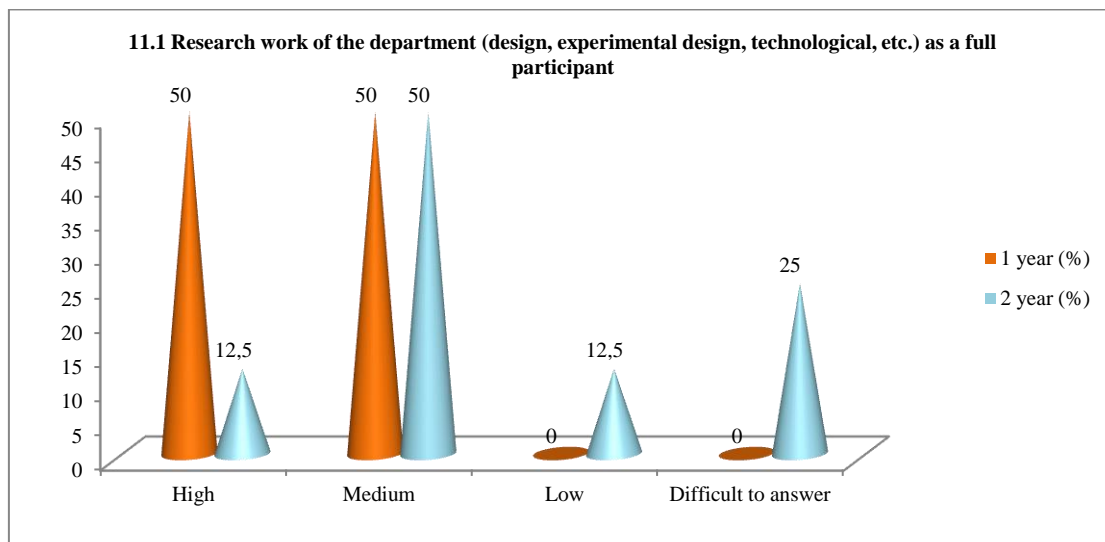
11.1 Research work of the department (design, experimental design, technological, etc.) as a full participant
11.2 Writing scientific articles
11.3 Participation with reports at conferences and seminars
11.4 Preparation of reports on research, abstracts

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

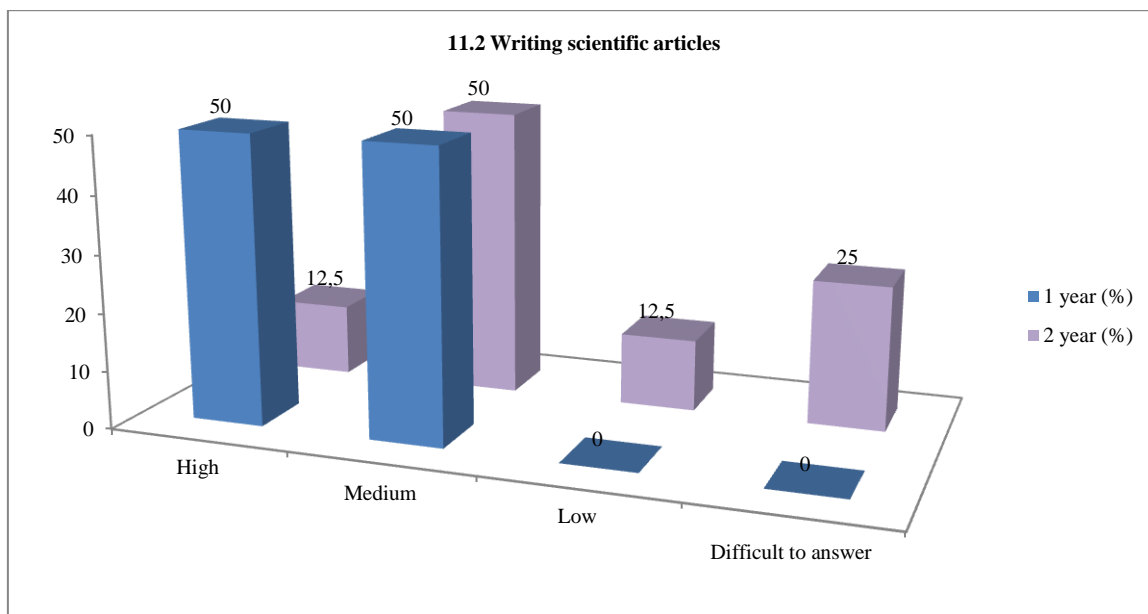
**11.1 Research work of the department (design, experimental design, technological, etc.) as a full participant**

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



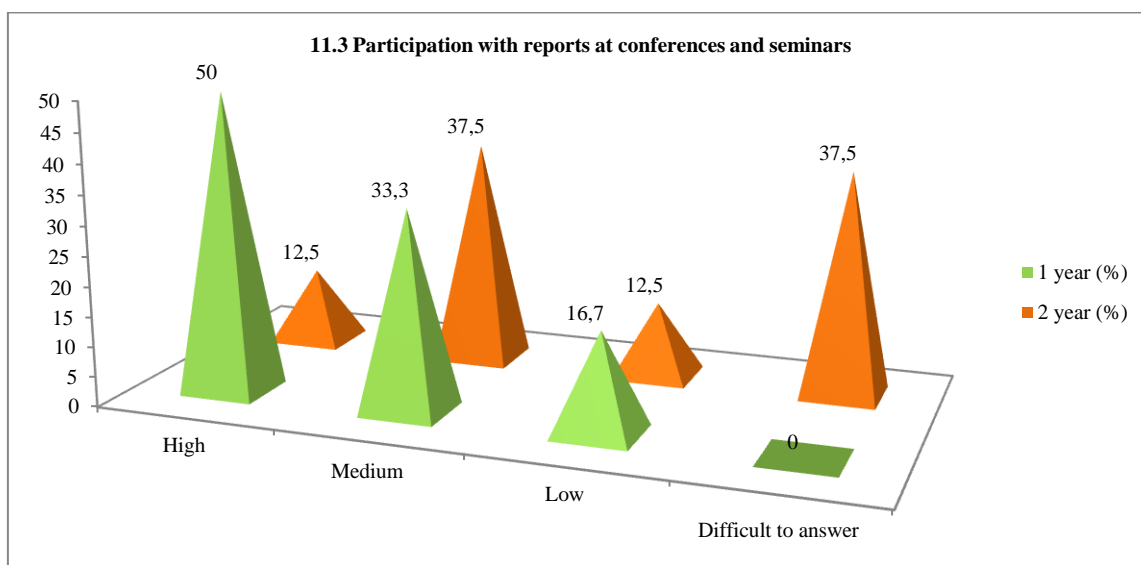
## 11.2 Writing scientific articles

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



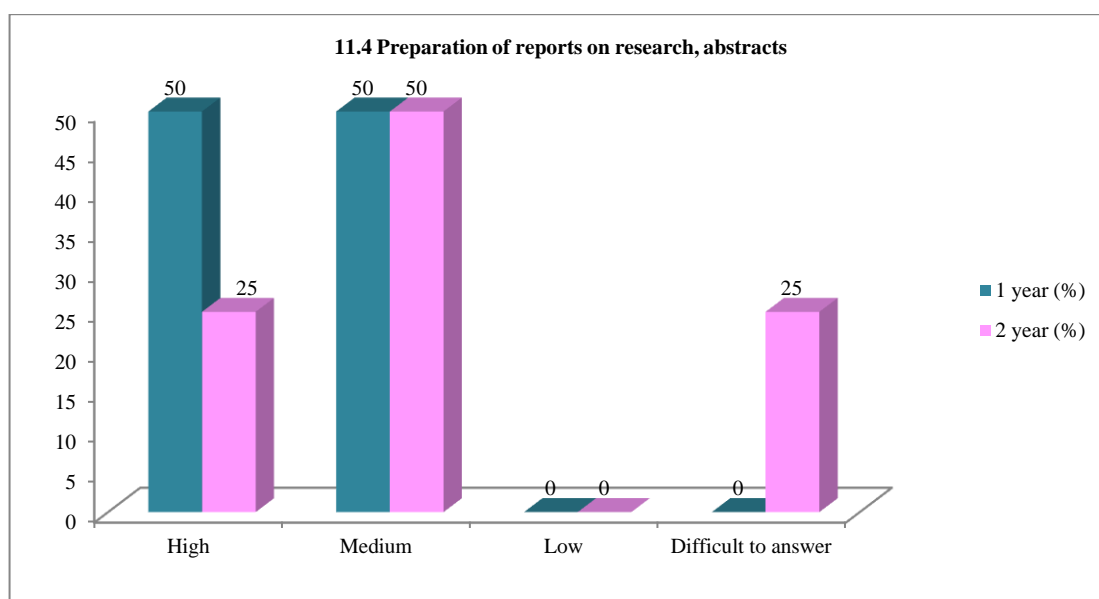
## 11.3 Participation with reports at conferences and seminars

Answer options	1 year (%)	2 year (%)
High	50	12,5
Medium	33,3	37,5
Low	16,7	12,5
Difficult to answer	-	37,5



## 11.4 Preparation of reports on research, abstracts

Answer options	1 year (%)	2 year (%)
High	50	25
Medium	50	50
Low	-	-
Difficult to answer	-	25



## 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

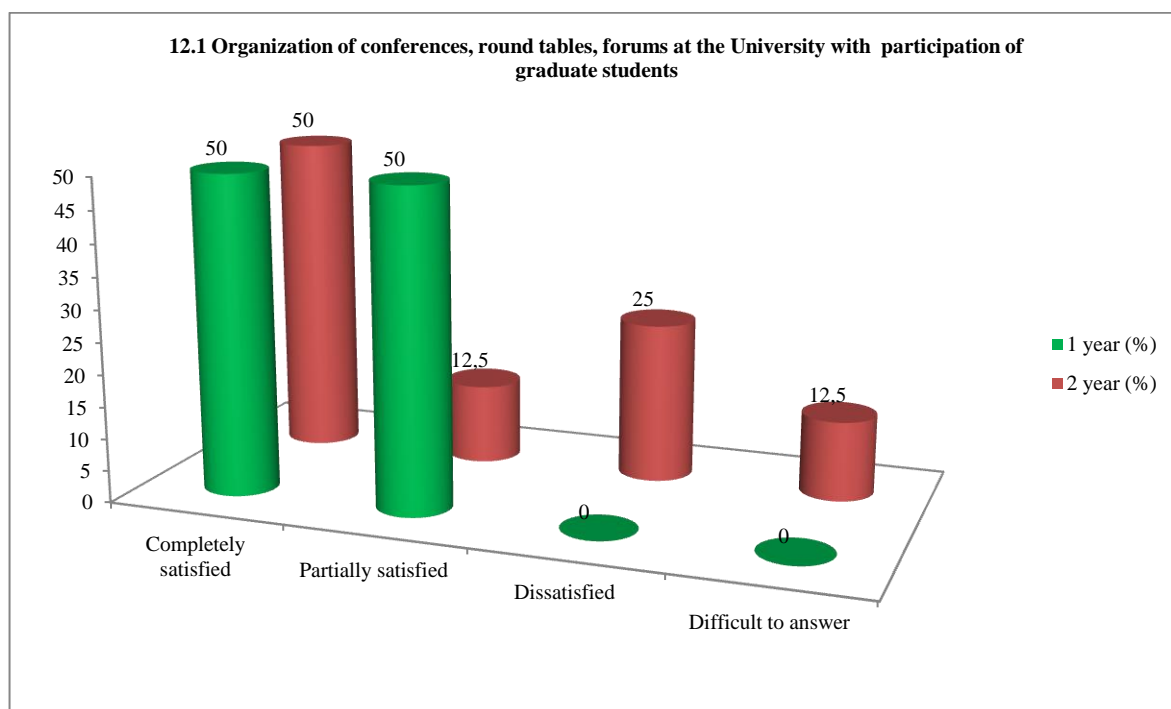
12.5 Availability of library collections, electronic databases and Internet resources
12.6 Availability of scientific equipment, tools, materials
12.7 Availability of laboratories, specialized facilities and experimental sites

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

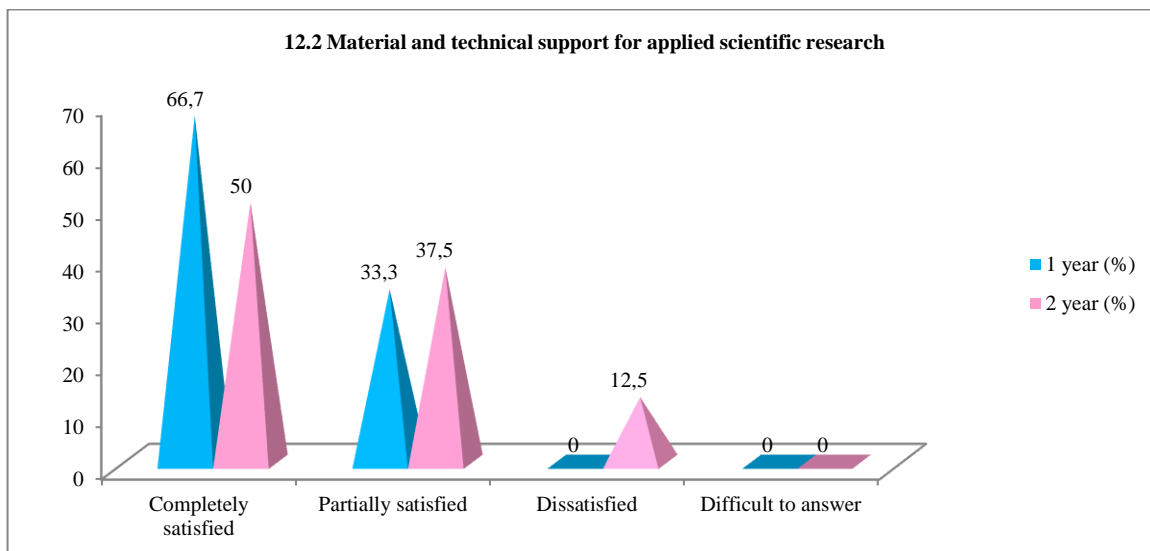
Answer options	1 year (%)	2 year (%)
Completely satisfied	50	50
Partially satisfied	50	12,5
Dissatisfied	-	25
Difficult to answer	-	12,5



### 12.2 Material and technical support for applied scientific research

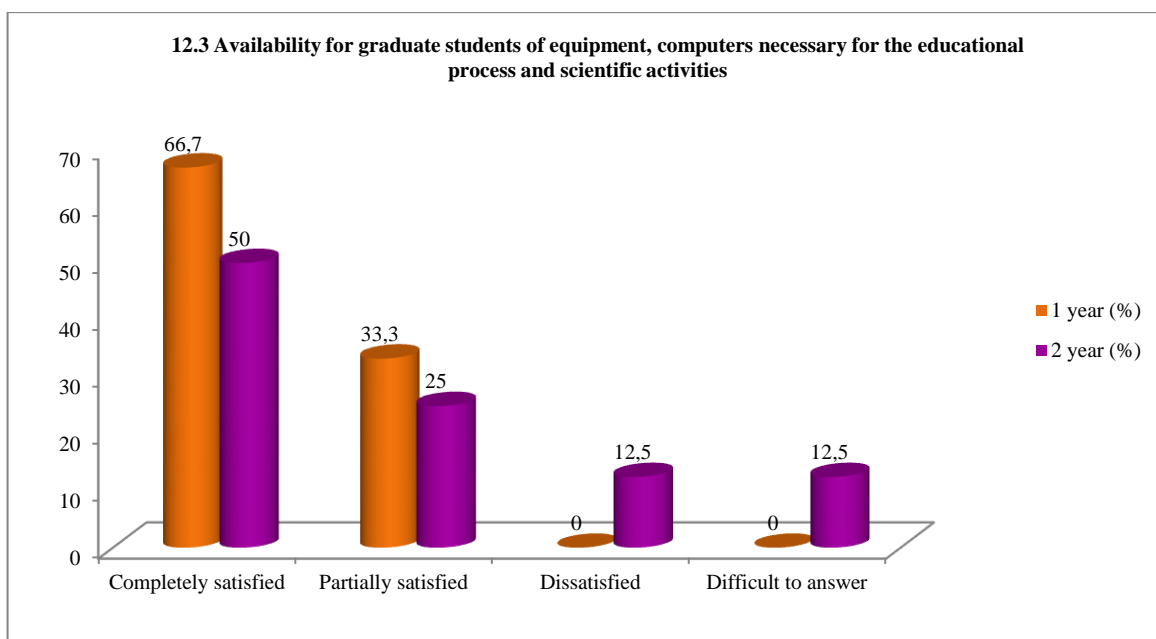
Answer options	1 year (%)	2 year (%)
Completely satisfied	66,7	50
Partially satisfied	33,3	37,5
Dissatisfied	-	12,5
Difficult to answer	-	-





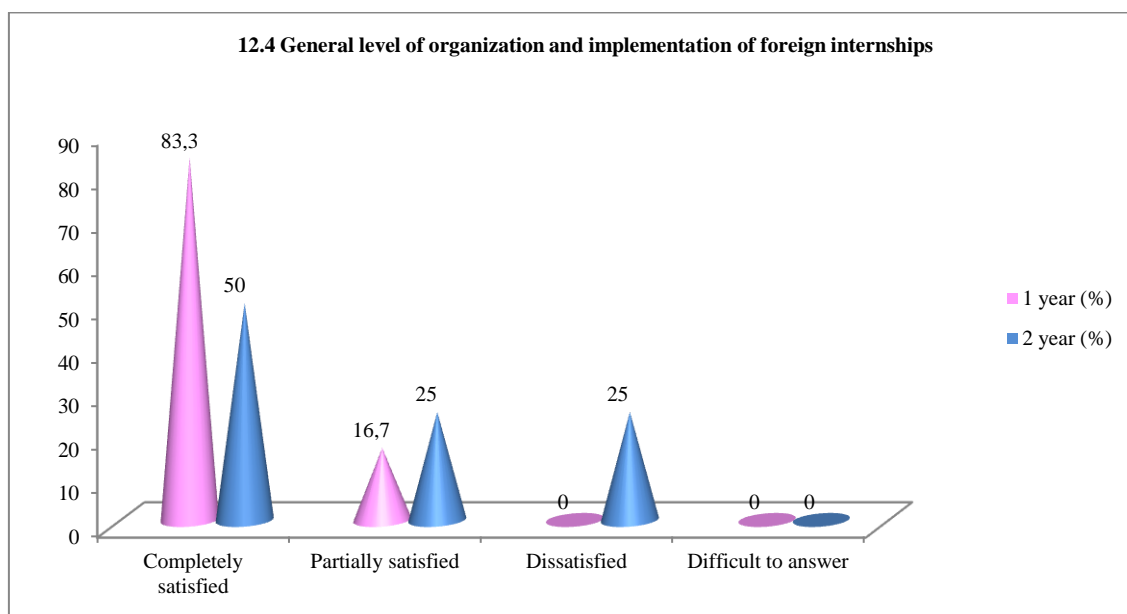
### 12.3 Availability for graduate students of equipment, computers necessary for the educational process and scientific activities

Answer options	1 year (%)	2 year (%)
Completely satisfied	66,7	50
Partially satisfied	33,3	25
Dissatisfied	-	12,5
Difficult to answer	-	12,5



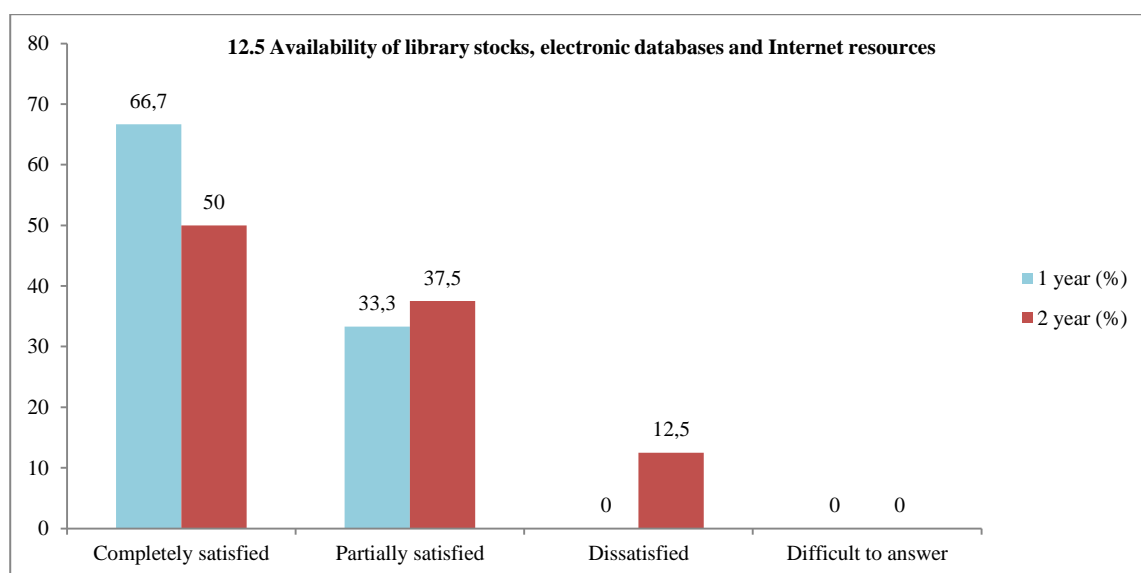
### 12.4 General level of organization and implementation of foreign internships

Answer options	1 year (%)	2 year (%)
Completely satisfied	83,3	50
Partially satisfied	16,7	25
Dissatisfied	-	25
Difficult to answer	-	-



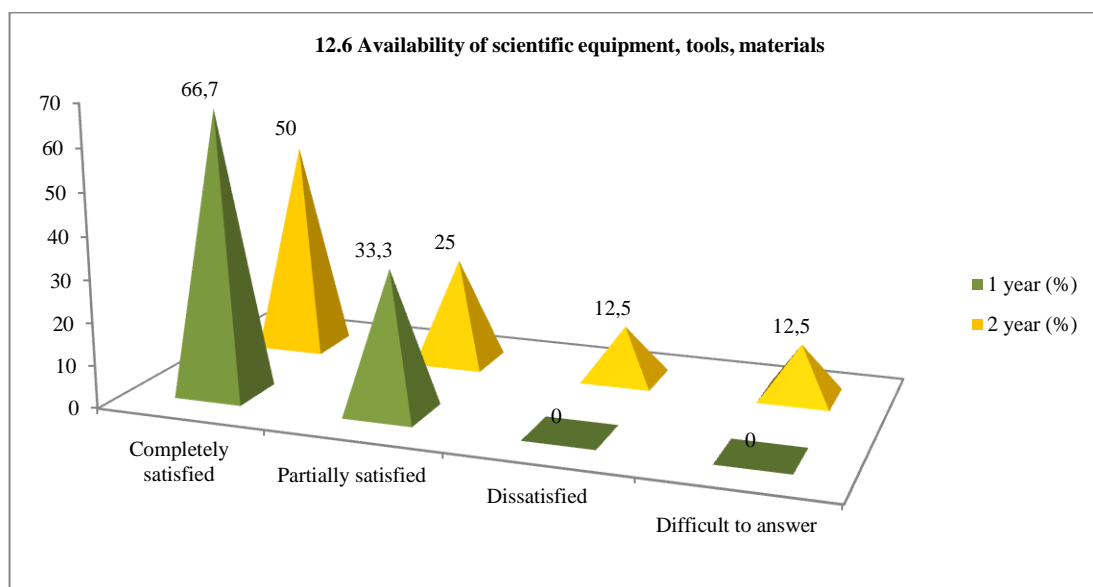
## 12.5 Availability of library stocks, electronic databases and Internet resources

Answer options	1 year (%)	2 year (%)
Completely satisfied	66,7	50
Partially satisfied	33,3	37,5
Dissatisfied	-	12,5
Difficult to answer	-	-



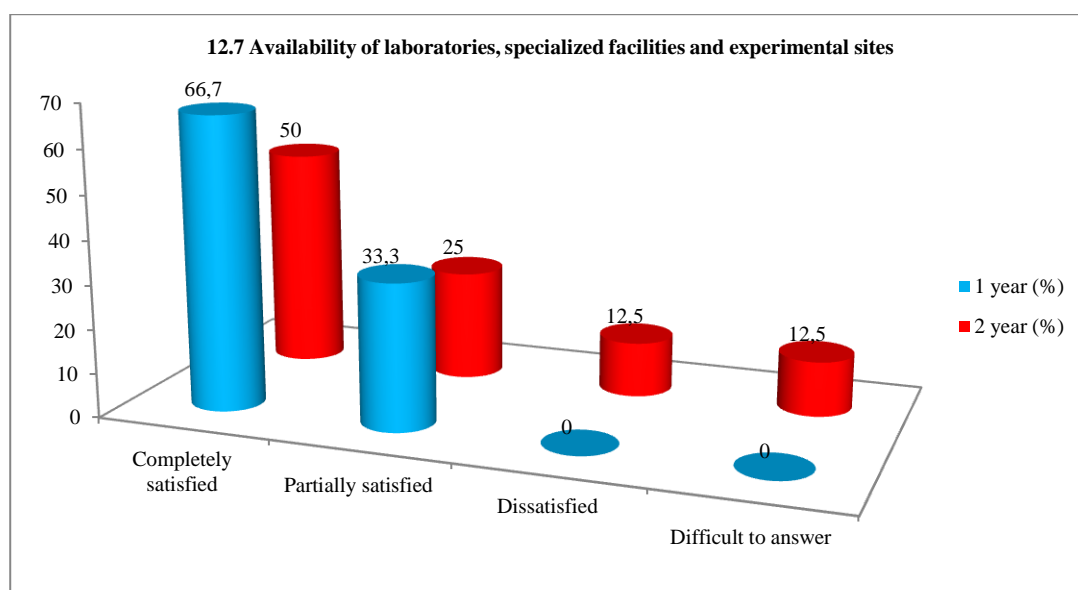
## 12.6 Availability of scientific equipment, tools, materials

Answer options	1 year (%)	2 year (%)
Completely satisfied	66,7	50
Partially satisfied	33,3	25
Dissatisfied	-	12,5
Difficult to answer	-	12,5



### 12.7 Availability of laboratories, specialized facilities and experimental sites

Answer options	1 year (%)	2 year (%)
Completely satisfied	66,7	50
Partially satisfied	33,3	25
Dissatisfied	-	12,5
Difficult to answer	-	12,5

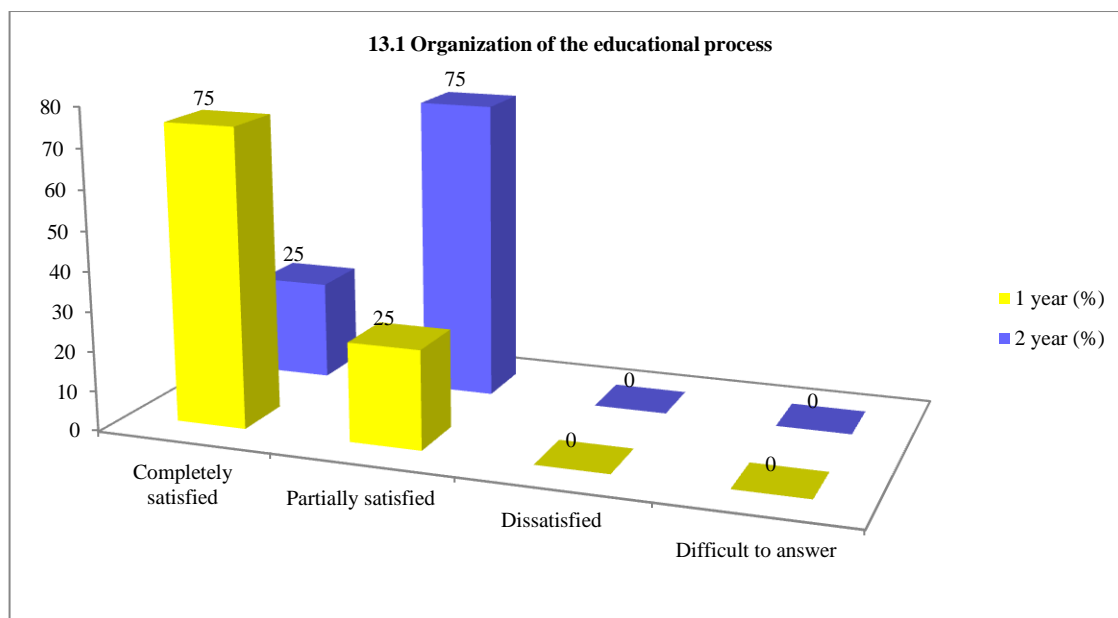


### 13. Are you satisfied with?

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

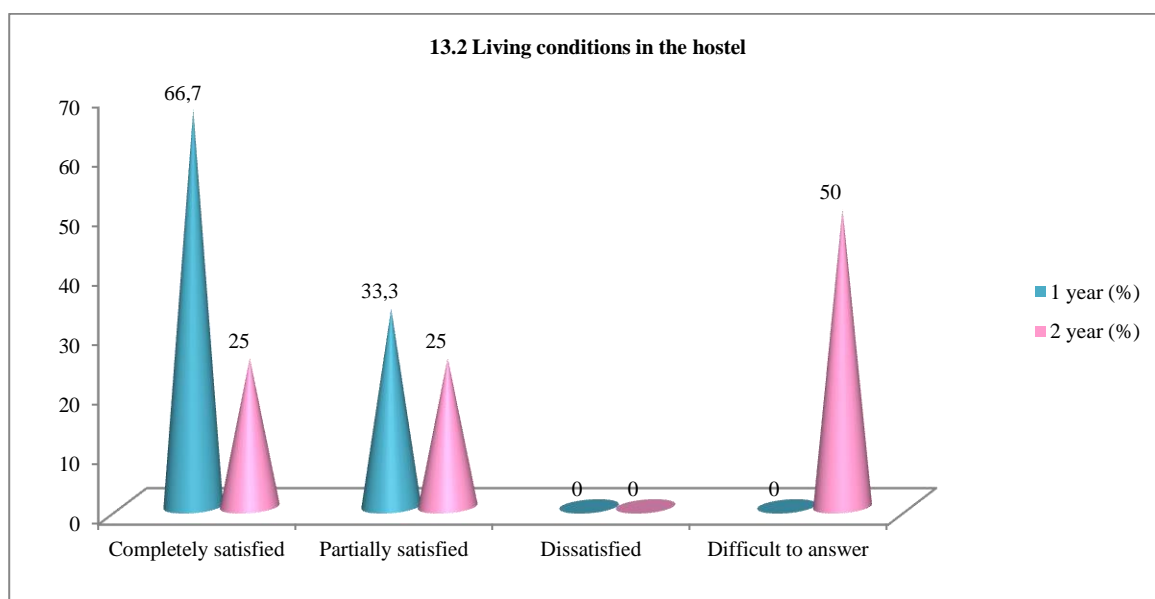
### 13.1 Organization of the educational process

Answer options	1 year (%)	2 year (%)
Completely satisfied	75	25
Partially satisfied	25	75
Dissatisfied	-	-
Difficult to answer	-	-



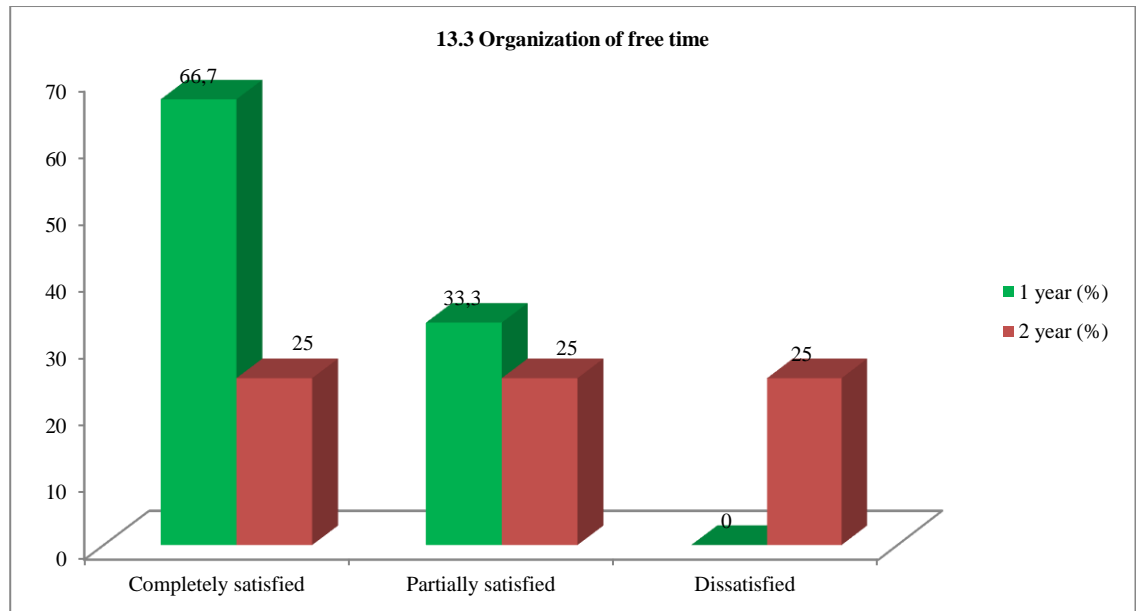
### 13.2 Living conditions in the hostel

Answer options	1 year (%)	2 year (%)
Completely satisfied	66,7	25
Partially satisfied	33,3	25
Dissatisfied	-	-
Difficult to answer	-	50



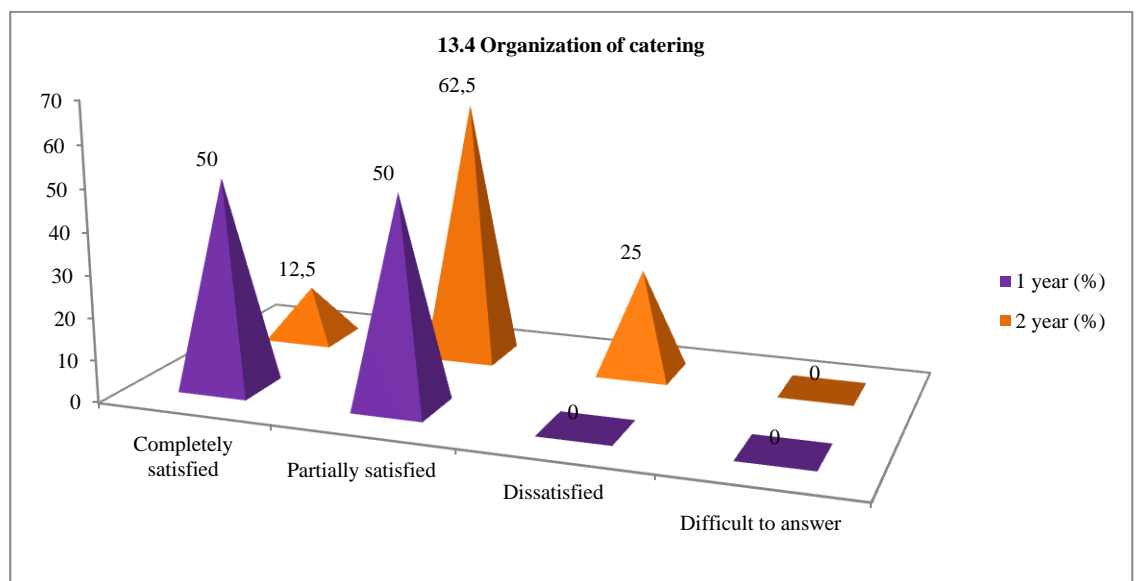
### 13.3 Organization of free time

Answer options	1 year (%)	2 year (%)
Completely satisfied	66,7	25
Partially satisfied	33,3	25
Dissatisfied	-	25
Difficult to answer	-	25



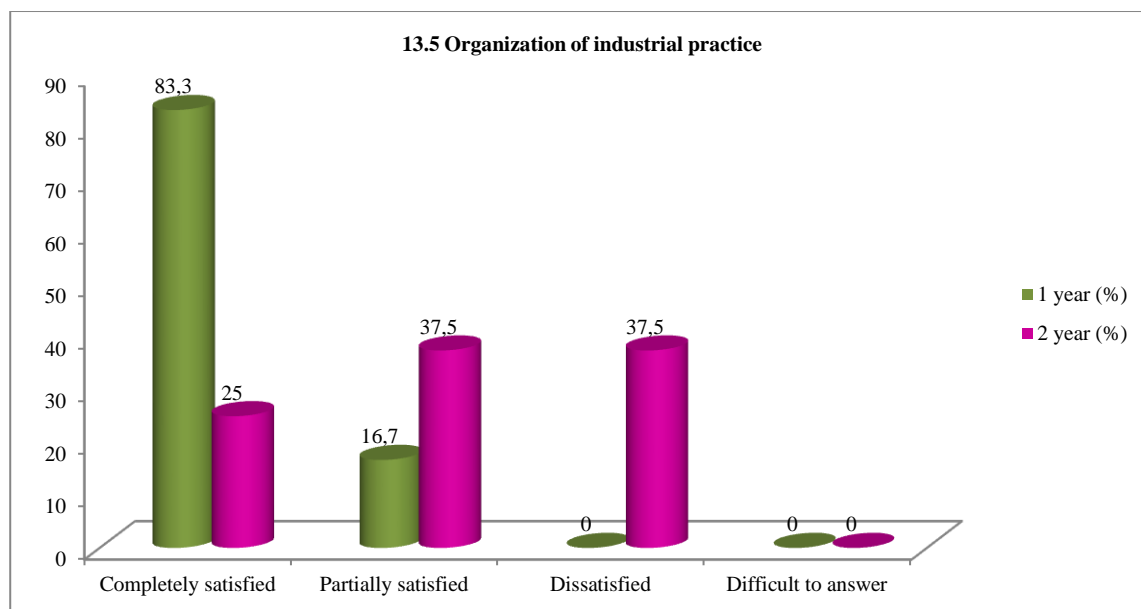
### 13.4 Organization of catering

Answer options	1 year (%)	2 year (%)
Completely satisfied	50	12,5
Partially satisfied	50	62,5
Dissatisfied	-	25
Difficult to answer	-	-



### 13.5 Organization of industrial practice

Answer options	1 year (%)	2 year (%)
Completely satisfied	83,3	25
Partially satisfied	16,7	37,5
Dissatisfied	-	37,5
Difficult to answer	-	-



#### Conclusions on the results of the survey:

The factors that influence the choice of a master's degree at the University include continuing education at the same University (85.5%), high quality of education (35.5%), the opportunity to do research during studies (29.2%), and proximity to the family's place of residence (27.1%) and availability of state-funded places (25%). Additionally, it is worth noting that the prestige of the university, reasonable tuition fees, and the opportunity to easily find a job with a diploma from this University also play a significant role in choosing a master's degree at the University.

The level of satisfaction of master's degree students with the availability of information of various aspects of education is high (93.7%). This indicates that most master's degree students feel well informed about their program of study, professional activities, competencies, opportunities for practice, and their scientific supervisors.

The teaching staff of the master's program is assessed by master's degree students as follows:

- the knowledge and qualifications of the teachers are rated at (85.4%);
- the pedagogical qualities of the teachers are highly rated (79.2%);
- objectivity and impartiality of assessments are rated highly, (93.7%) of master students expressed satisfaction with this indicator;
- teaching methods used by teachers are satisfactory for (72.9)% of master students.

50% of master students independently develop a plan under the supervision of a supervisor. Some (6.2%) form a plan independently, and the supervisor signs it without exerting significant influence. (8.4%) of master students do not participate in creating a

plan and (12.5%) consider their participation formal due to difficulties in independently formulating ideas. (22.9%) of master students find it difficult to answer whose initiative was greater: theirs or their supervisor's.

Master students rated their satisfaction with the assistance of their supervisor in writing their master's thesis at (87.5%), which indicates a high level of satisfaction and successful cooperation between master students and supervisors in the learning process.

Indicators of a high scientific level of the University include the following:

- involvement of master's students in research projects (62.5%);
- strong teaching staff (56.3%);
- modern material and technical base (50%);
- participation in international research projects (43.7%);
- availability of publications of the University staff in international journals (41.6%);
- awards, prizes for achievements in science (14.6%).

More than half (74%) of master 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 that contribute to their academic and professional development.

Over the entire period of their activity (68.7%), master's degree students published their theses and articles in both Kazakhstani and foreign publications. This indicates an average 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.

Foreign language proficiency level: (100%) of master's degree students 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's degree students.

Participation of undergraduates in the work of the department:

- research work of the department (design, development, technological, etc.) as a full participant: 81.3%;
- writing scientific articles: 81.3%;
- participation in conferences and seminars: 66.6%;
- preparation of research reports and abstracts: 87.5%.

Satisfaction of undergraduates with the scientific and educational environment of the University is (84.8%) according to the following indicators:

- organization of conferences, round tables, forums with the participation of undergraduates;
- material and technical support of applied scientific research;
- availability of equipment, computers for the educational process and scientific activities;
- organization of international internships;
- availability of library collections, electronic databases and Internet resources;
- availability of scientific equipment, tools, and materials;
- availability of laboratories, specialized facilities and experimental sites.

100% of the respondents expressed satisfaction with the organization of the educational process, (75%) with the organization of free time, (75%) with the living conditions in the dormitory, (81.3%) with the organization of industrial practice and (75%) with the organization of meals. These data indicate the good quality of the services and support provided by the university to ensure successful studies and the comfort of undergraduates.

In general, undergraduates highly appreciate the research and learning opportunities provided by the university, which is reflected in the satisfaction of undergraduates.

The final satisfaction of undergraduates specializing in «Mechanical engineering» with educational services is **80,8%**, 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 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](mailto:cqma@ktu.edu.kz).