Report on the results of the questionnaire
«Satisfaction of master's students with educational services»
2024-2025 academic year
according to the educational program
7M07104 Transport, transport equipment and technologies

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.

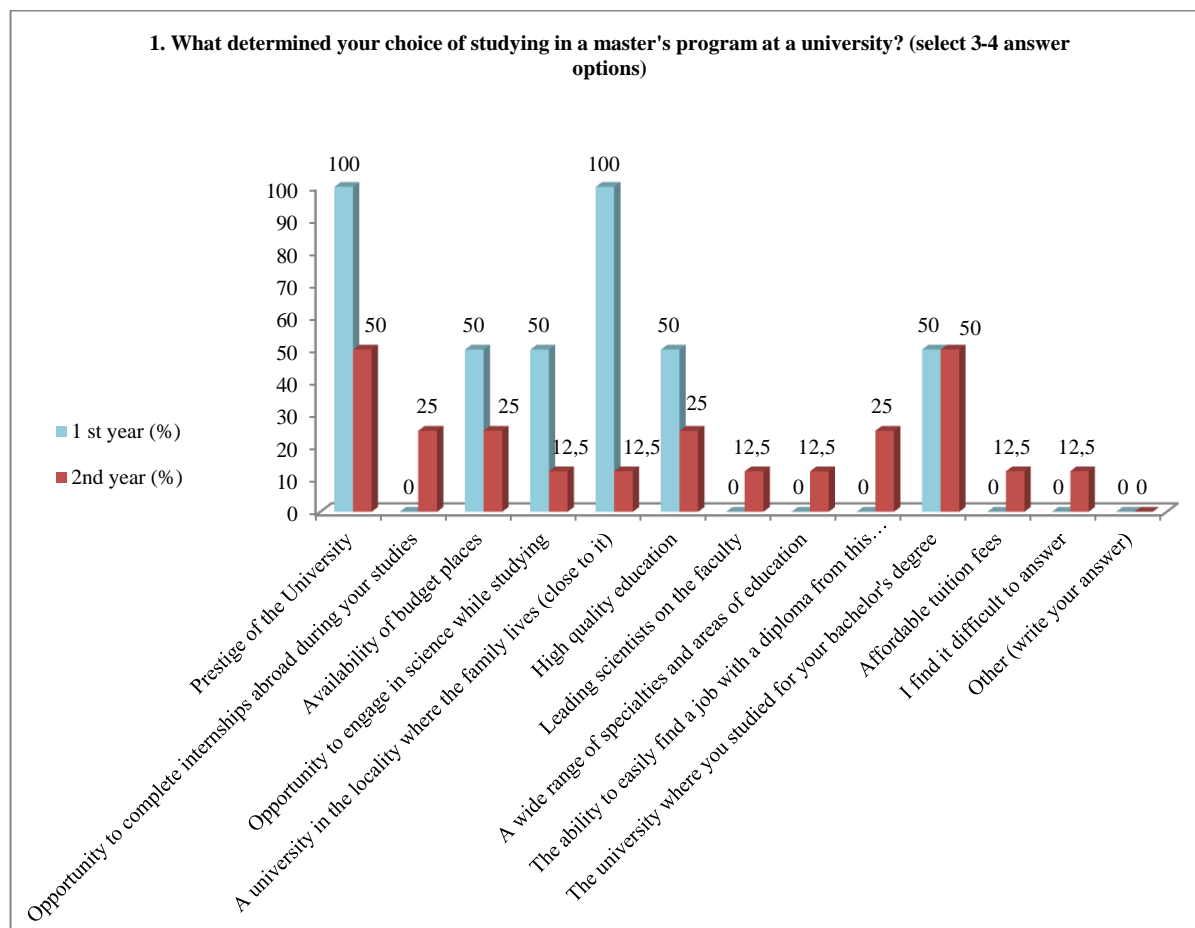**Object** research - 1st-2nd year master's students.

10 respondents took part in the questionnaire, which constituted 83.3% 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	100	50
Opportunity to complete internships abroad during your studies	-	25
Availability of budget places	50	25
Opportunity to engage in science while studying	50	12,5
A university in the locality where the family lives (close to it)	100	12,5
High quality education	50	25
Leading scientists on the faculty	-	12,5
A wide range of specialties and areas of education	-	12,5
The ability to easily find a job with a diploma from this university	-	25
The university where you studied for your bachelor's degree	50	50
Affordable tuition fees	-	12,5
I find it difficult to answer	-	12,5
Other (write your answer)	-	-

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

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

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

Category	1 st year (%)	2nd year (%)
Prestige of the University	100	50
Opportunity to complete internships abroad during your studies	0	25
Availability of budget places	50	25
Opportunity to engage in science while studying	50	12,5
A university in the locality where the family lives (close to it)	100	12,5
High quality education	50	25
Leading scientists on the faculty	0	12,5
A wide range of specialties and areas of education	0	12,5
The ability to easily find a job with a diploma from this…	0	25
The university where you studied for your bachelor's degree	50	50
Affordable tuition fees	0	12,5
I find it difficult to answer	0	12,5
Other (write your answer)	0	0

2. How satisfied are you with the availability of information provided by the university in your field of study:
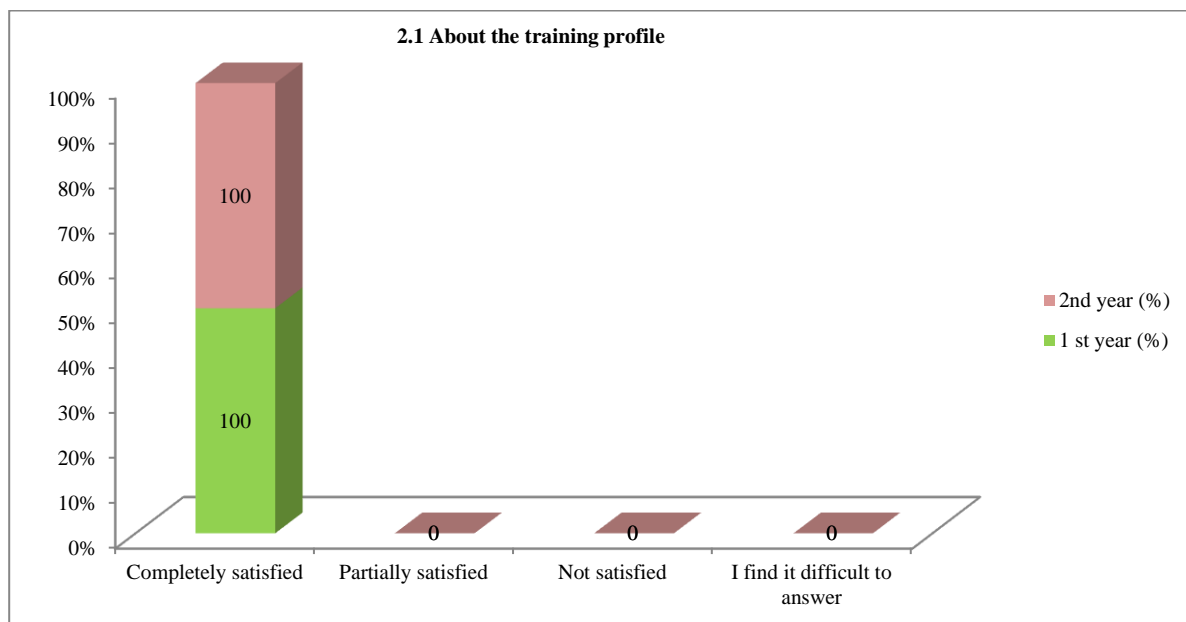
2.1 About the training profile
2.2 Characteristics of the professional activities of a master's student
2.3 List of developing competencies of a master's degree graduate
2.4 List of master's students' practice bases
2.5 Information about scientific supervisors

Other (write your answer)_____

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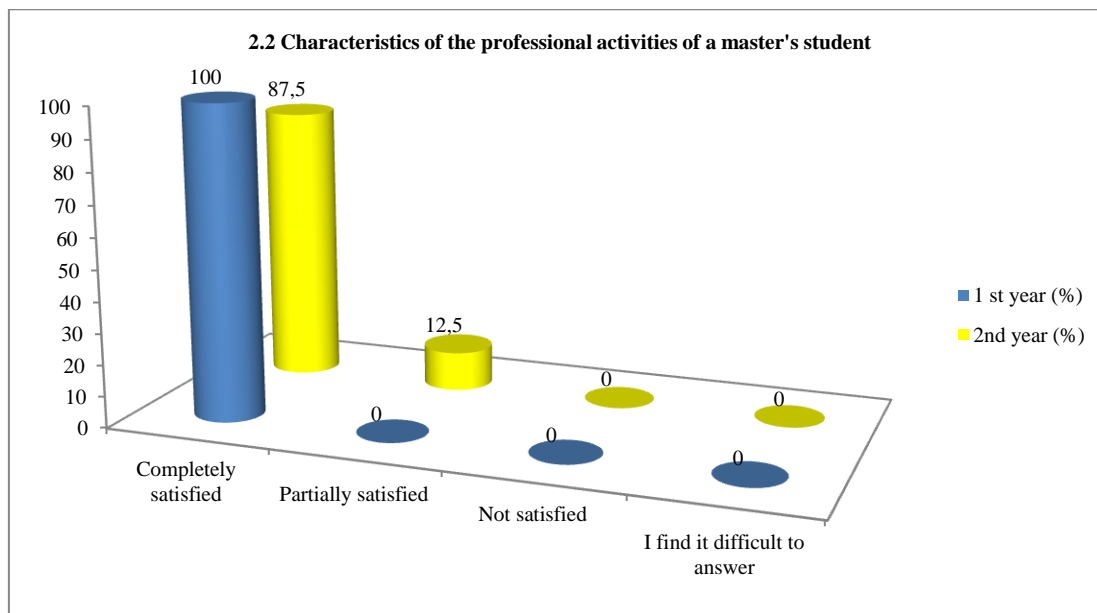
2.1 About the training profile

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

2.1 About the training profile

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

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	100	87,5
Partially satisfied	-	12,5
Not satisfied	-	-
I find it difficult to answer	-	-

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

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

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	100	87,5
Partially satisfied	-	12,5
Not satisfied	-	-
I find it difficult to answer	-	-

2.3 List of developing competencies of a master's degree graduate
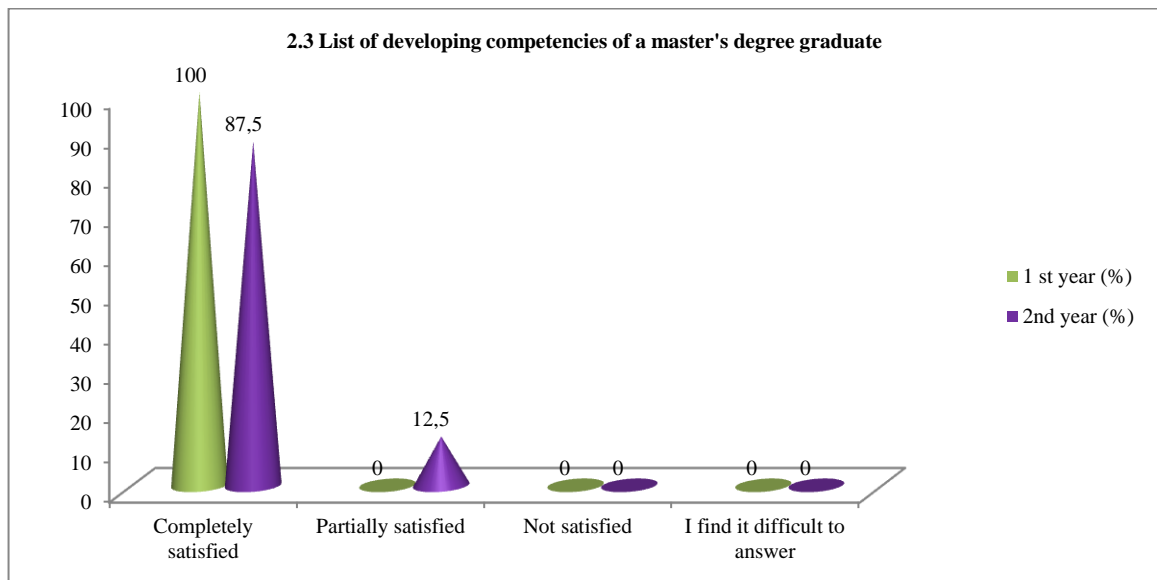
2.4 List of master's students' practice bases

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	100	87,5
Partially satisfied	-	12,5
Not satisfied	-	-
I find it difficult to answer	-	-

2.4 List of master's students' practice bases
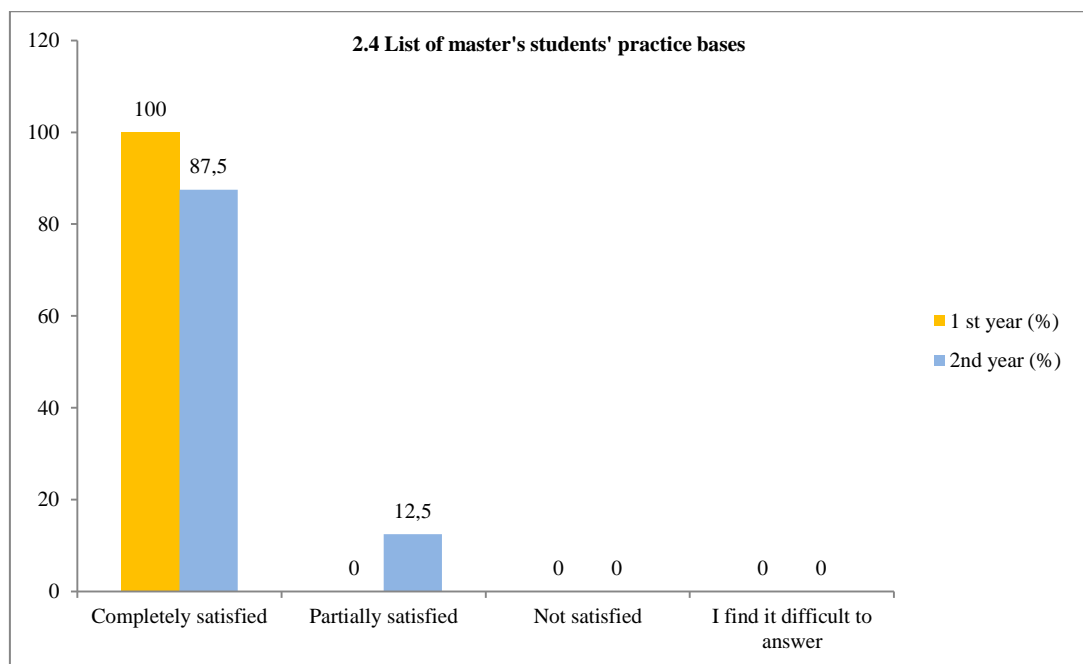
2.5 Information about scientific supervisors

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	100	87,5
Partially satisfied	-	12,5
Not satisfied	-	-
I find it difficult to answer	-	-

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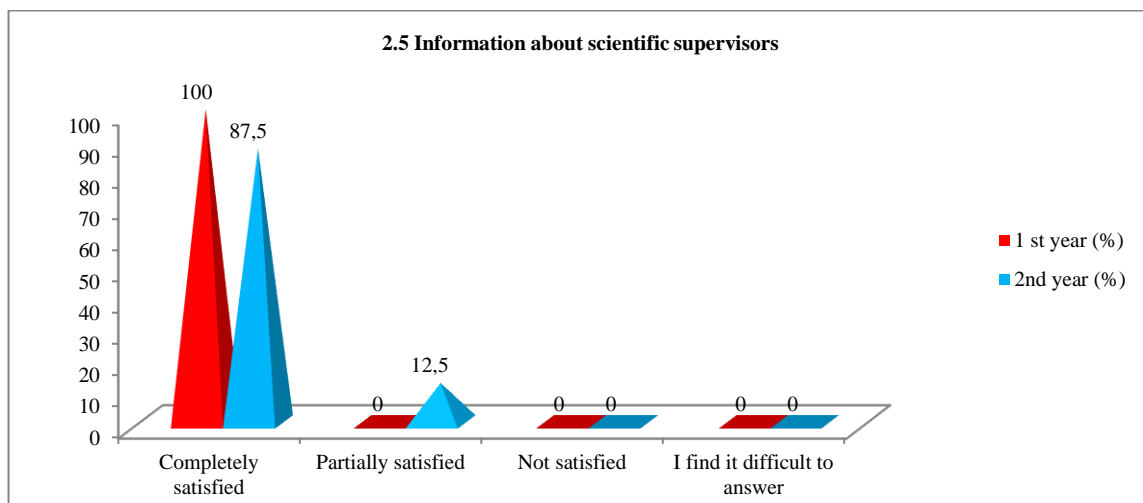
3. How would you rate the faculty of your master's program overall?

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	50	87,5
High	50	12,5
Average	-	-
Below average	-	-
Short	-	-
I find it difficult to answer	-	-

3.1 Knowledge, qualifications
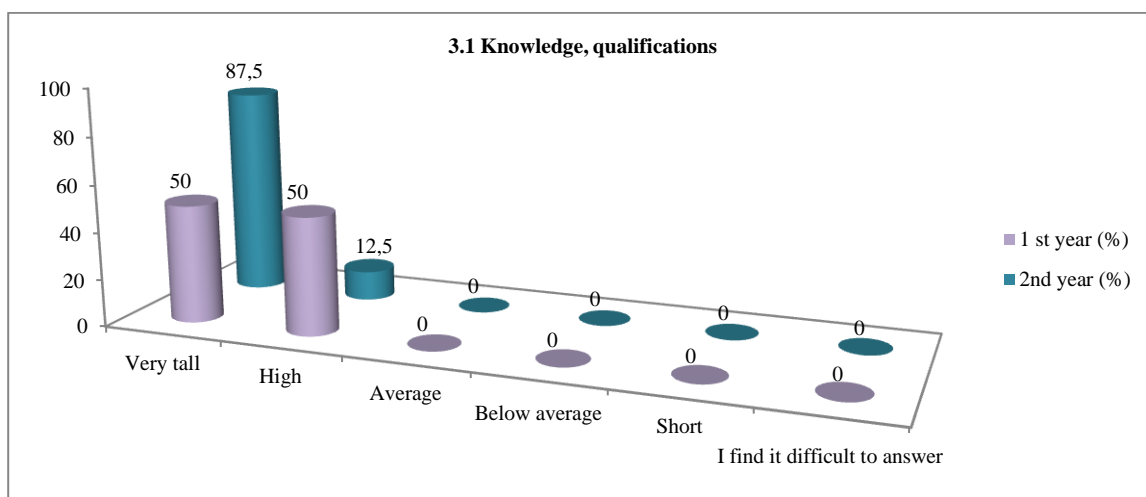
3.2 Pedagogical qualities

Answer options	1 st year (%)	2nd year (%)
Very tall	50	87,5
High	50	12,5
Average	-	-
Below average	-	-
Short	-	-
I find it difficult to answer	-	-
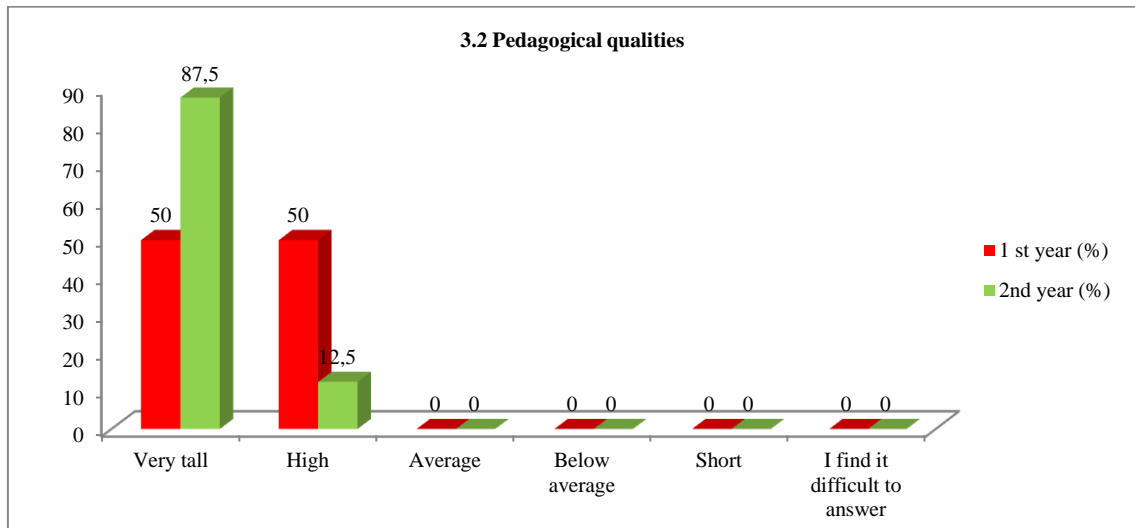
3.3 Objectivity and impartiality of assessments

Answer options	1 st year (%)	2nd year (%)
Very tall	50	75
High	50	25
Average	-	-
Below average	-	-
Short	-	-
I find it difficult to answer	-	-
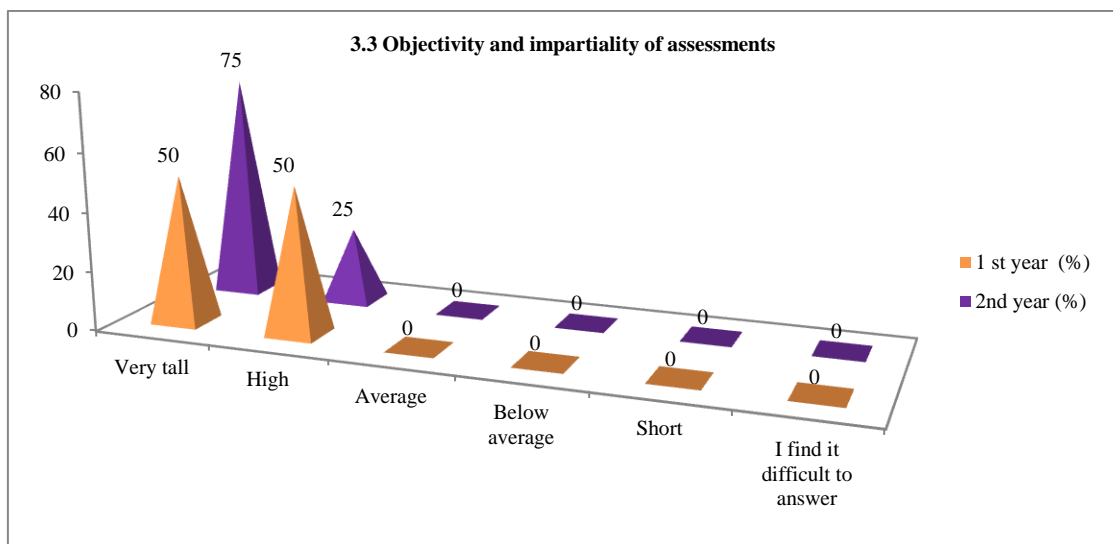
3.4 Teaching methods used

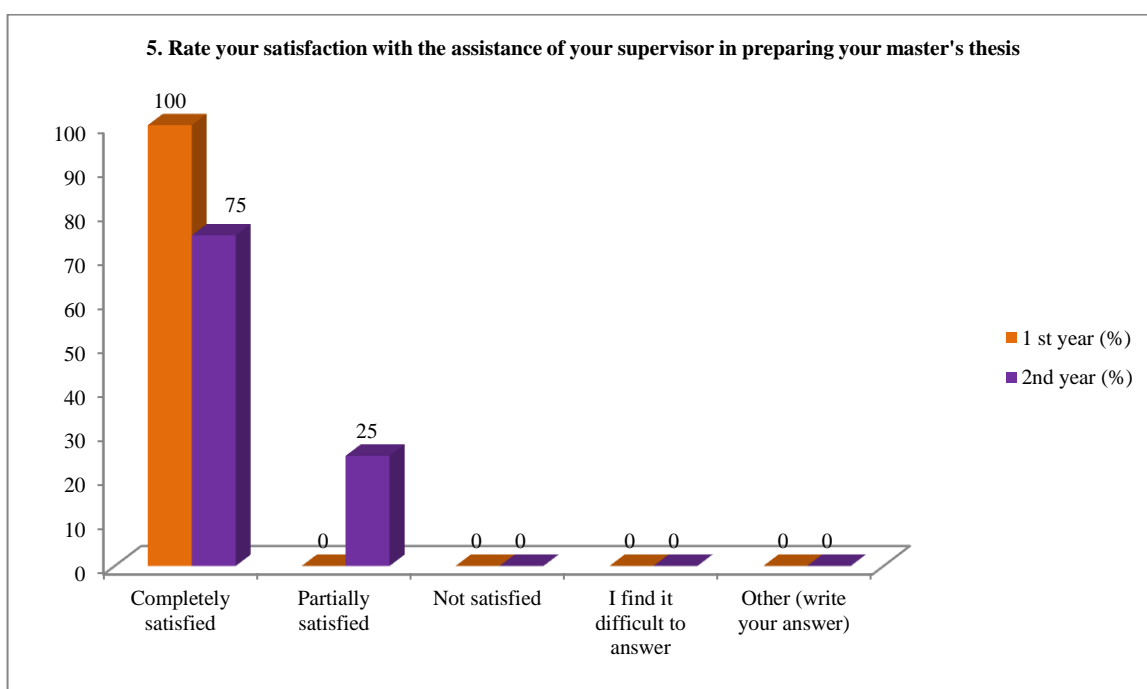| Answer options	1 st year (%)	2nd year (%)
Very tall	50	87,5
High	50	12,5
Average	-	-
Below average	-	-
Short	-	-
I find it difficult to answer	-	-
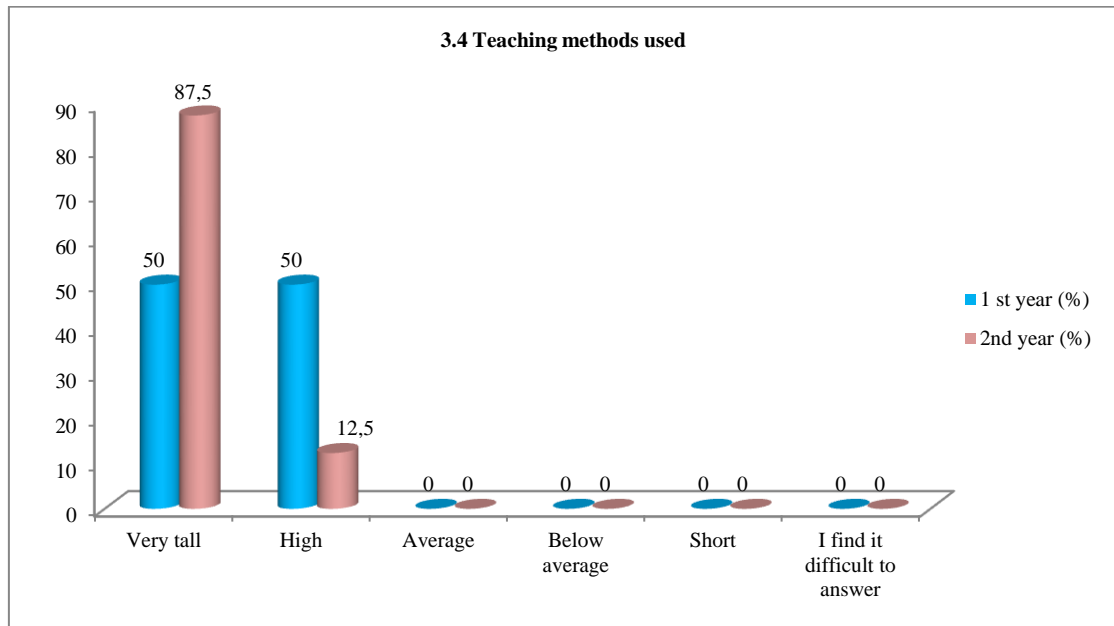
4. Assess your participation in the formation of the individual work plan of the master's student

Answer options	1 st year (%)	2nd year (%)
I do not participate	-	12,5
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.	50	75
I create an individual plan myself; the manager only signs it.	-	12,5
I find it difficult to answer	50	-
Other (write your answer)	-	-
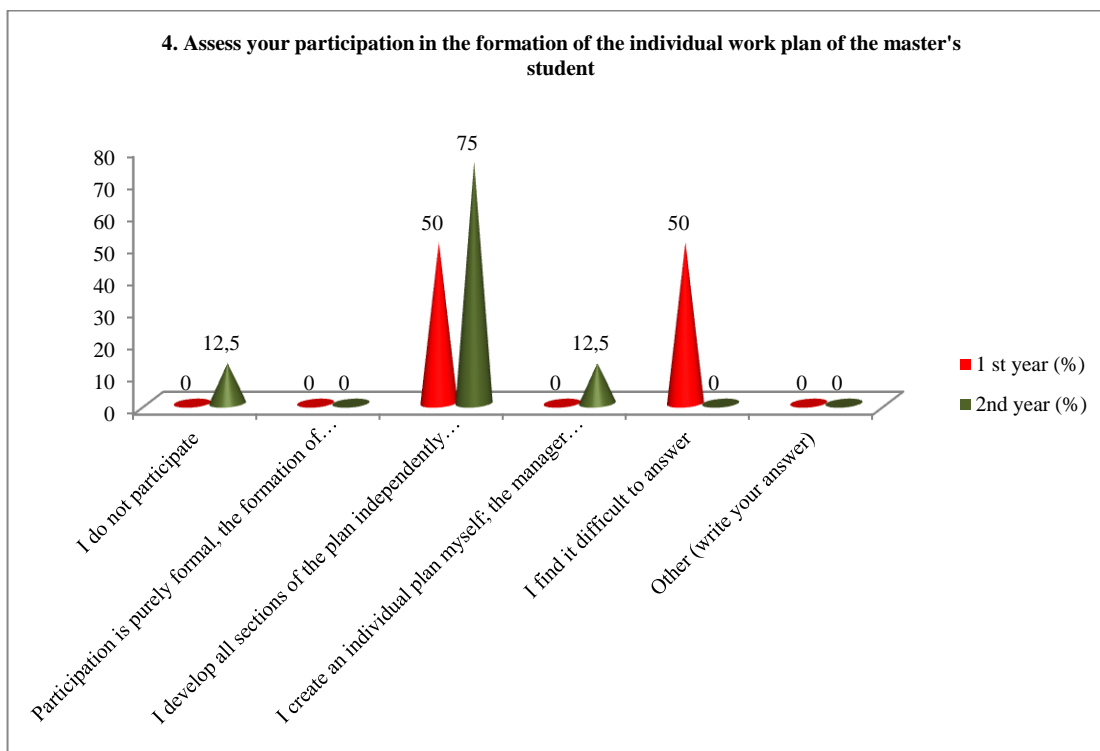
4. Assess your participation in the formation of the individual work plan of the master's student

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

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	100	75
Partially satisfied	-	25
Not satisfied	-	-
I find it difficult to answer	-	-
Other (write your answer)	-	-

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

6. In your opinion, what are the indicators of a university's high scientific (research) level? Please choose 3–4 key characteristics.
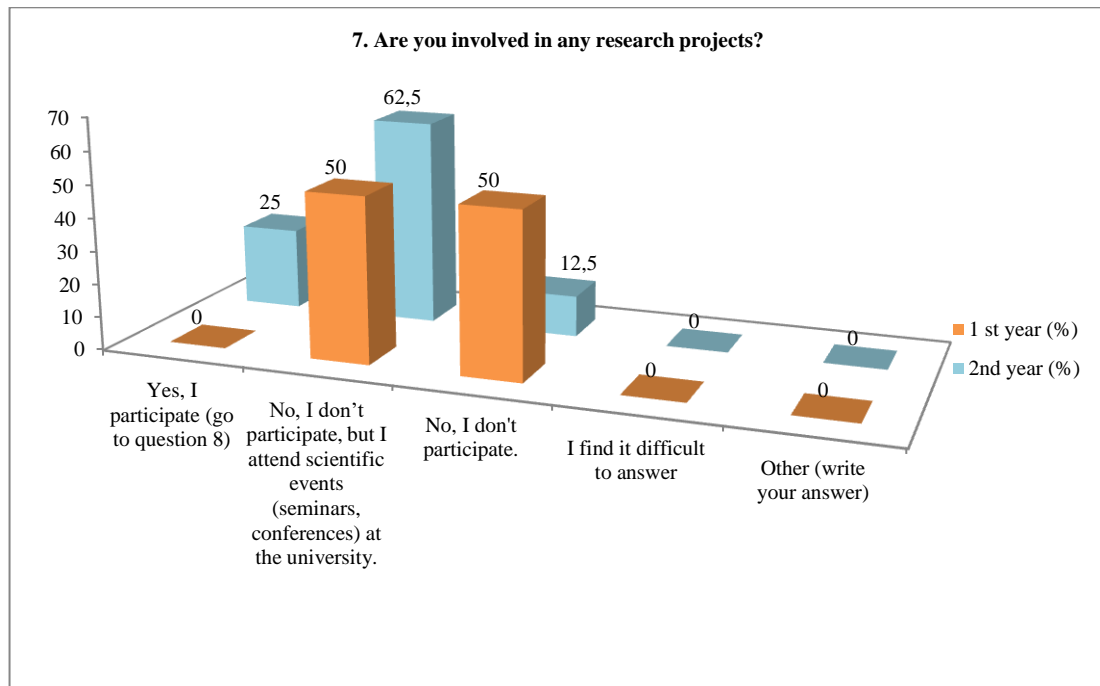
Answer options	1 st year (%)	2nd year (%)
Modern material and technical base	100	75
Participation of the university in the development of target programs for the socio-economic development of the region, cities, and enterprises	50	12,5
Involvement of master's students in research projects	100	25
Strong faculty	50	75
Work at the university of famous foreign scientists	50	12,5
Awards, prizes for achievements in science	-	-
Availability of publications of the university staff in international publications	50	62,5
Participation in international research projects	-	25
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

6. In your opinion, what are the indicators of a university's high scientific (research) level? Please choose 3–4 key characteristics.
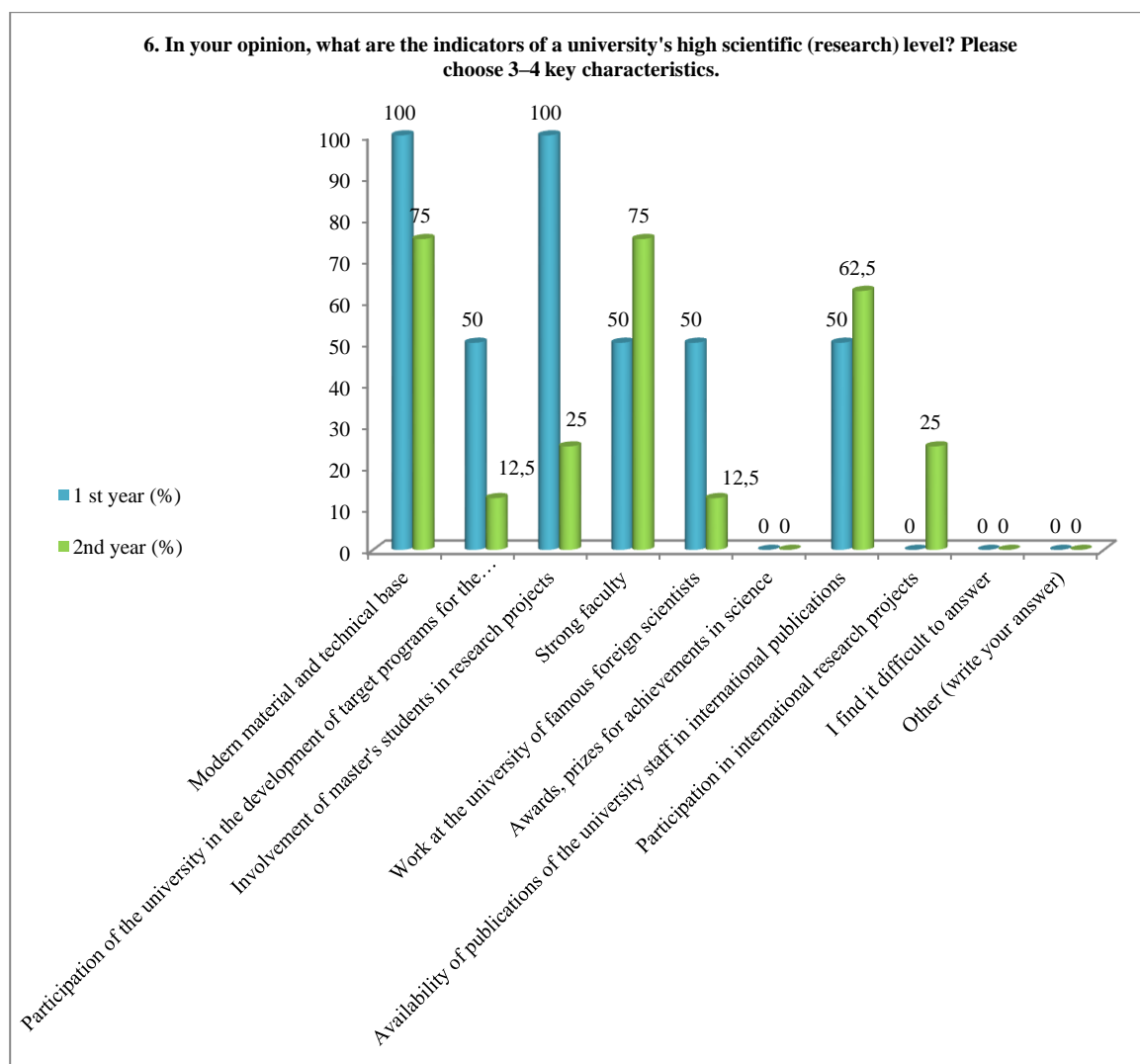
7. Are you involved in any research projects?

Answer options	1 st year (%)	2nd year (%)
Yes, I participate (go to question 8)	-	25
No, I don't participate, but I attend scientific events (seminars, conferences) at the university.	50	62,5
No, I don't participate.	50	12,5
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	-	50
I participate in a project led by my supervisor/another teacher.	-	12,5
I work on a research project with friends.	-	25
I participate in a research project at another university.	-	-
I participate in a research project with foreign universities	-	-
I find it difficult to answer	100	12,5
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%.

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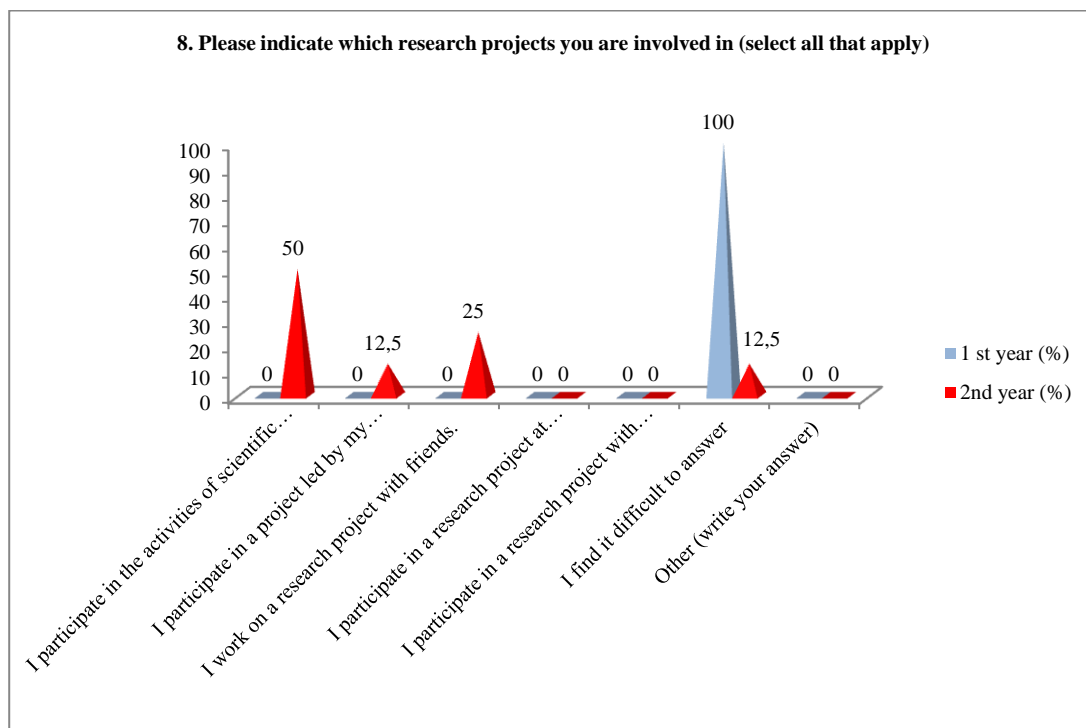
9. Tell me, where have you published theses and articles throughout your entire career?

Answer options	1 st year (%)	2nd year (%)
In Kazakhstan and foreign/nearby publications	-	25
Only in Kazakhstan publications	50	62,5
Only in distant foreign publications	-	-
Only in neighboring foreign publications	-	-
I have no scientific publications.	50	12,5
Other (write your answer)	-	-
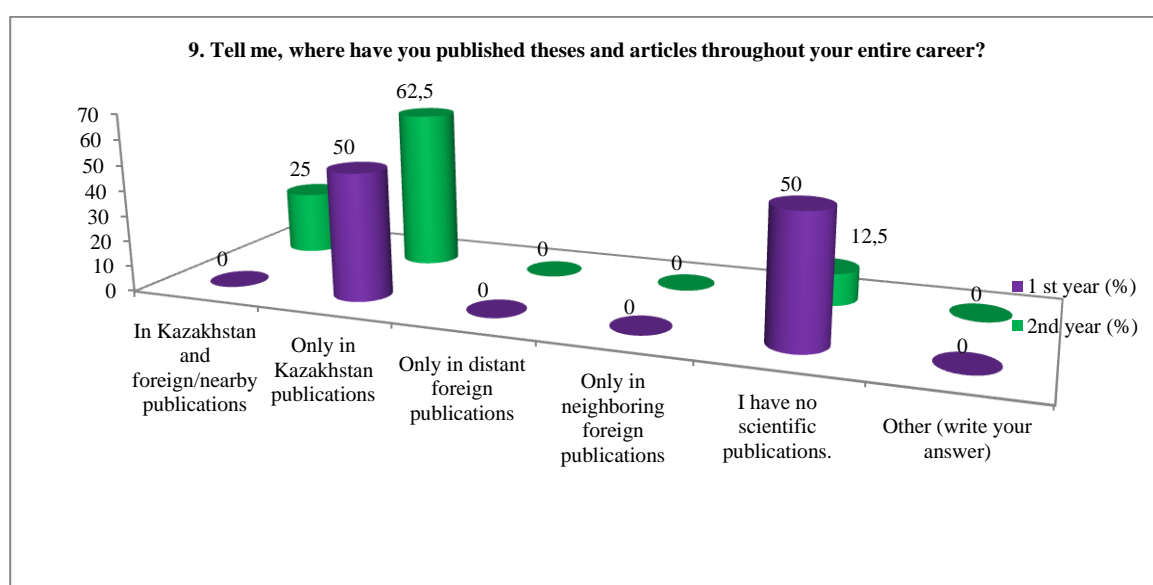
If you answered «I have no scientific publications» to the previous question, please write why:

- I am in the process of writing an article.

10. Your level of foreign language proficiency:

Answer options	1 st year (%)	2nd year (%)
With a dictionary	37,5	-
Conversational level	12,5	-
Intermediate level	50	100
I express myself freely	-	-
I don't speak a foreign language	-	-
Other (write your answer)	-	-
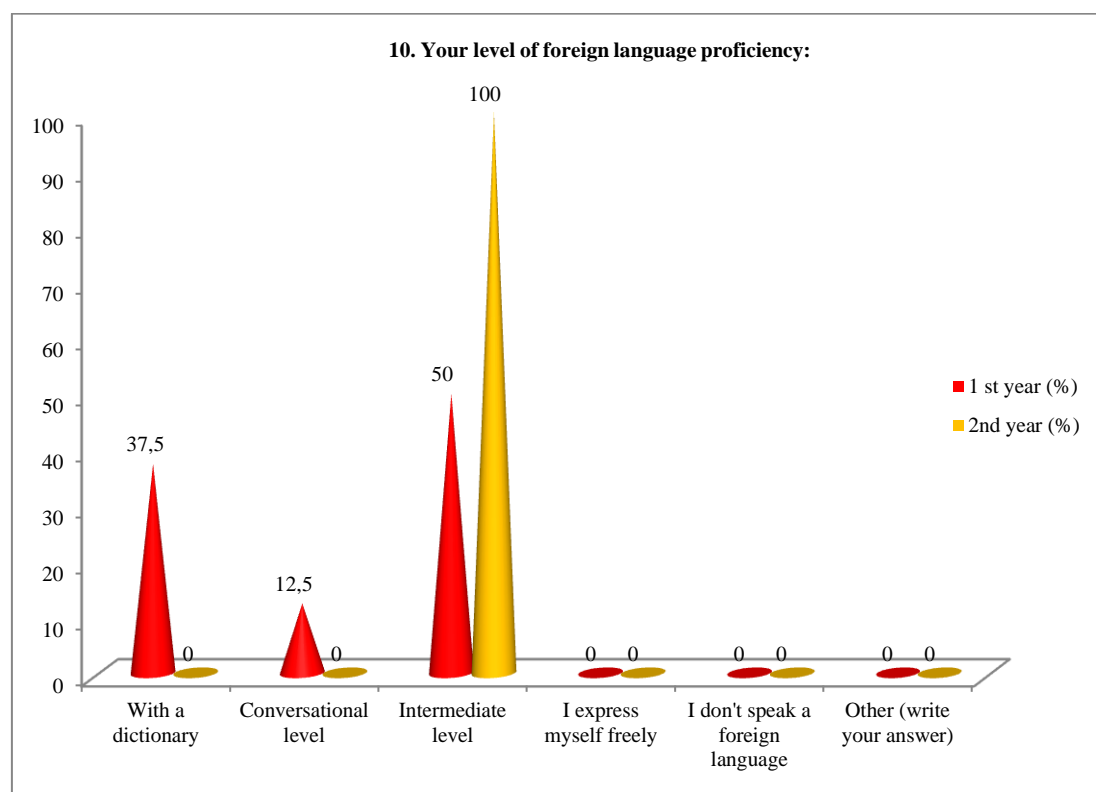
**11. Assess the level of your participation in the following types of department work**

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 reports on research work and 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 _____
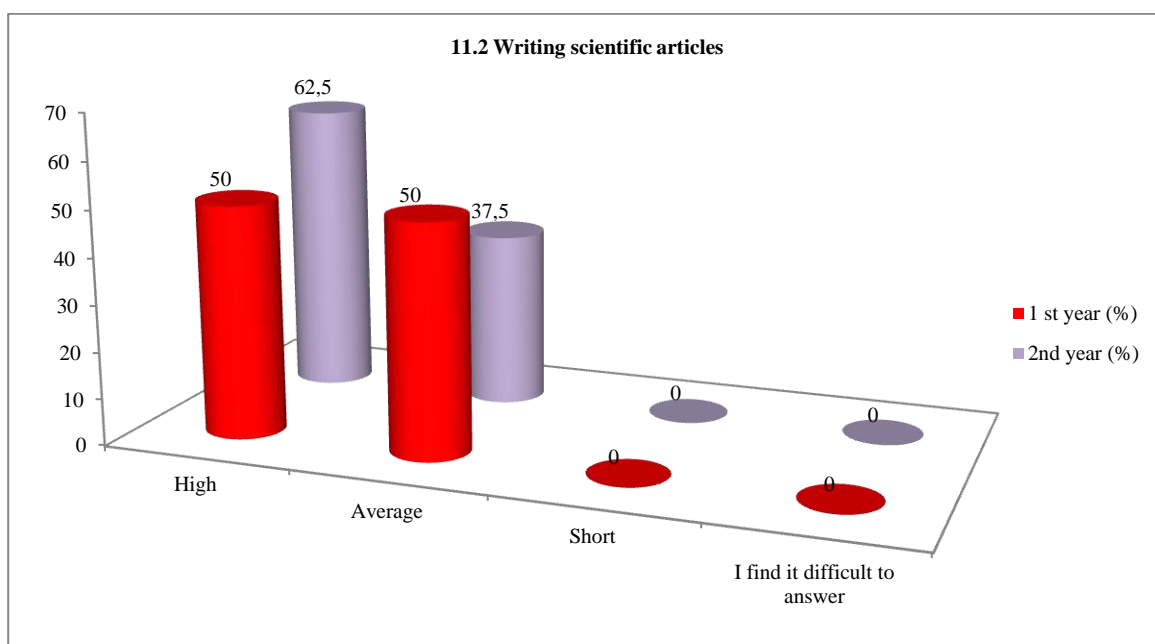
11.1 Research work of the department (design, experimental design, technological, etc.) as a full participant

Answer options	1 st year (%)	2nd year (%)
High	-	62,5
Average	100	37,5
Short	-	-
I find it difficult to answer	-	-
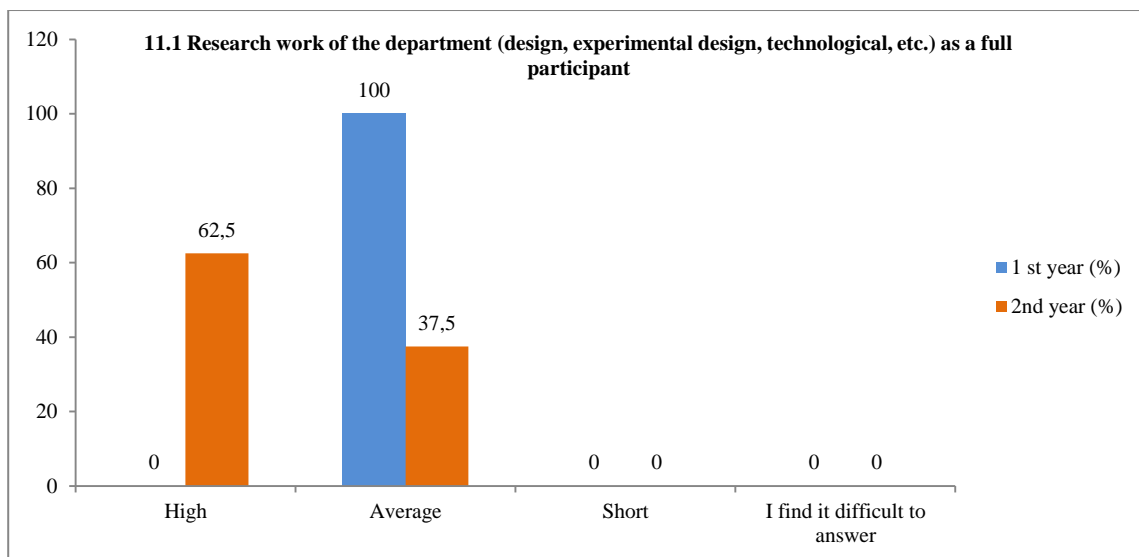
11.2 Writing scientific articles

Answer options	1 st year (%)	2nd year (%)
High	50	62,5
Average	50	37,5
Short	-	-
I find it difficult to answer	-	-

11.3 Participation with reports at conferences and seminars

Answer options	1 st year (%)	2nd year (%)
High	-	62,5
Average	50	37,5
Short	50	-
I find it difficult to answer	-	-
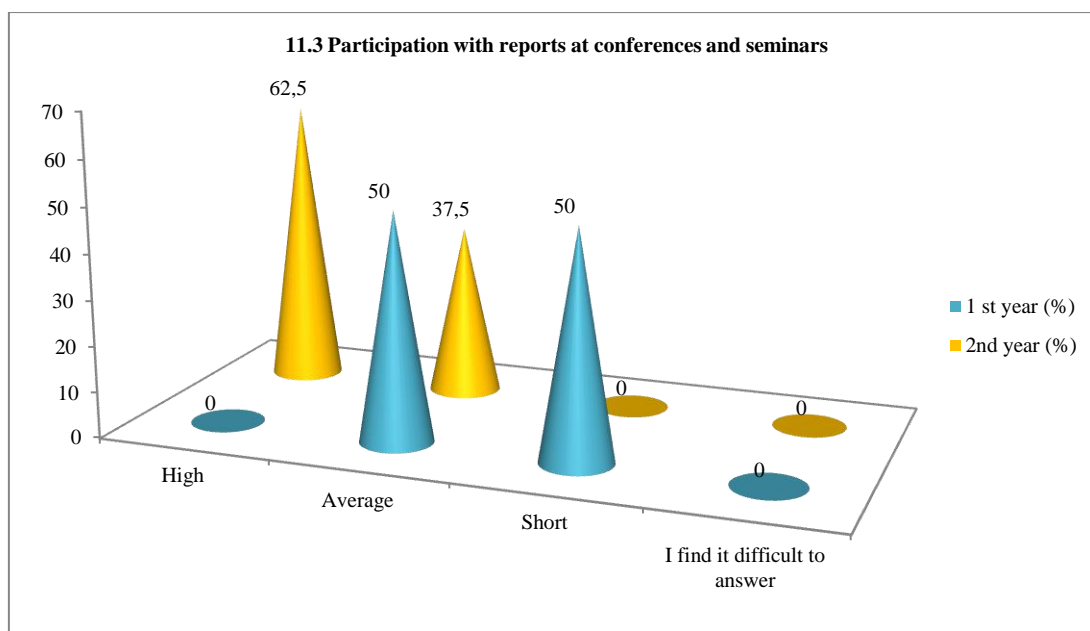
11.4 Preparation of research reports, abstracts

Answer options	1 st year (%)	2nd year (%)
High	-	75
Average	100	25
Short	-	-
I find it difficult to answer	-	-
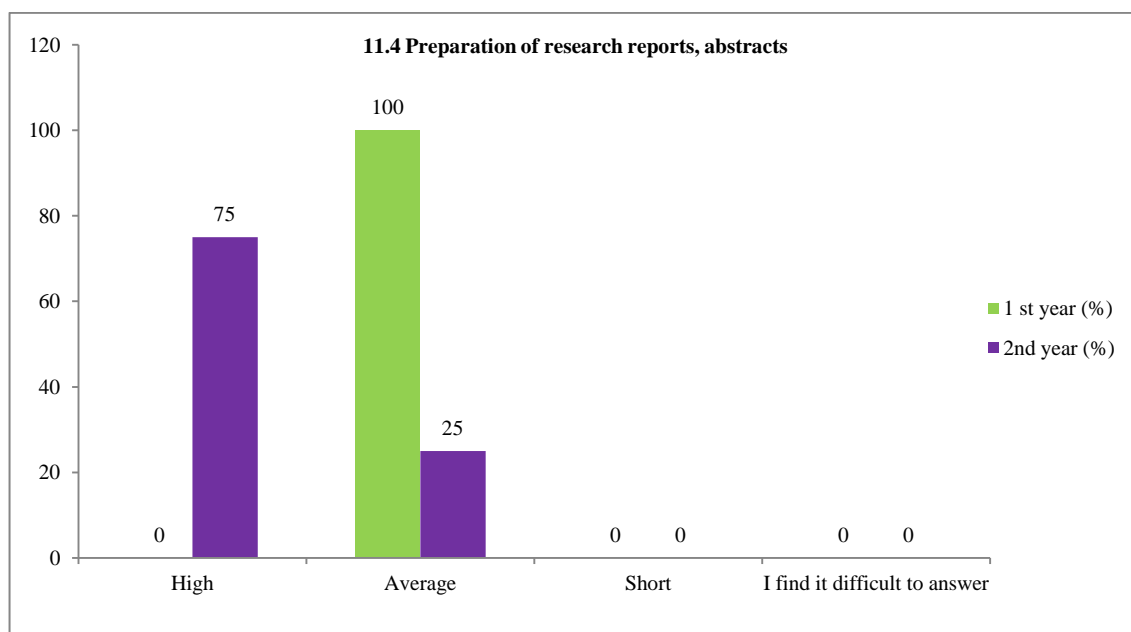
12. Are you satisfied with the scientific and educational environment of the university during your master's degree studies?

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	87,5
Partially satisfied	-	12,5
Not satisfied	-	-
I find it difficult to answer	-	-

12.1 Organization of conferences, round tables, forums at the university, with the participation of graduate students
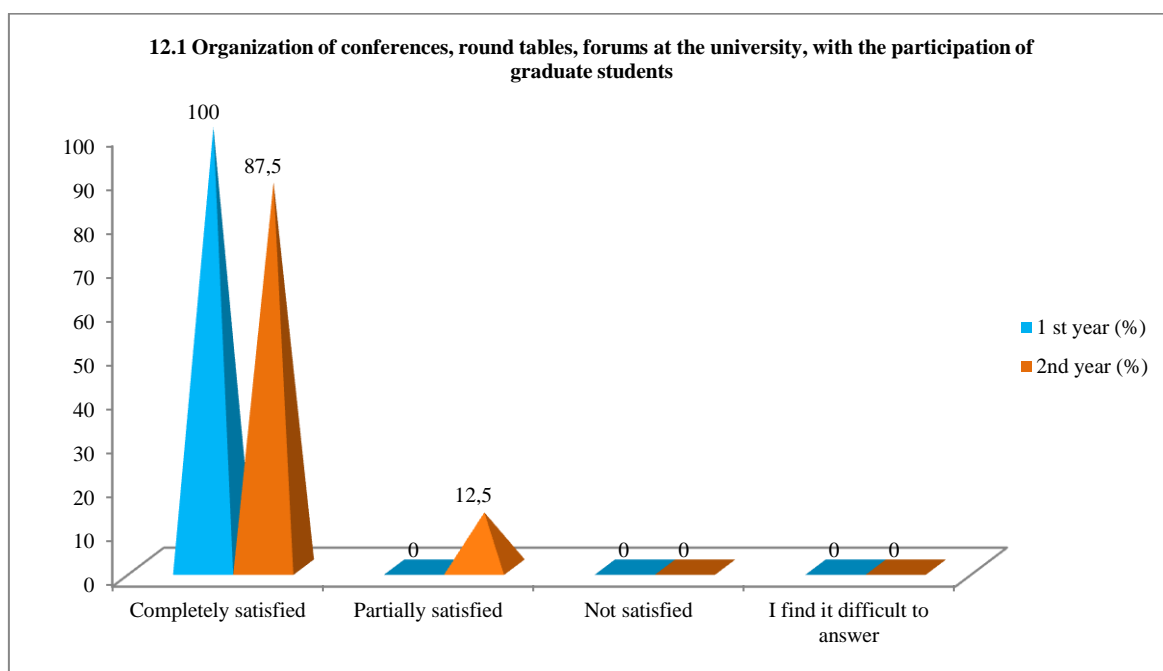
12.2 Logistics support for applied scientific research

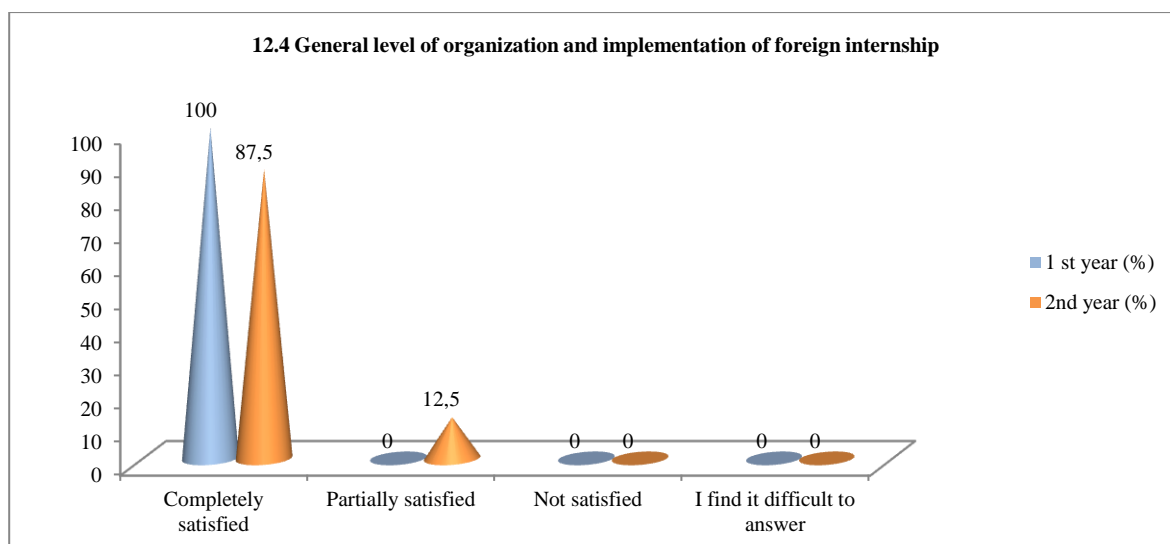| Answer options	1 st year (%)	2nd year (%)
Completely satisfied	50	87,5
Partially satisfied	50	12,5
Not satisfied	-	-
I find it difficult to answer	-	-
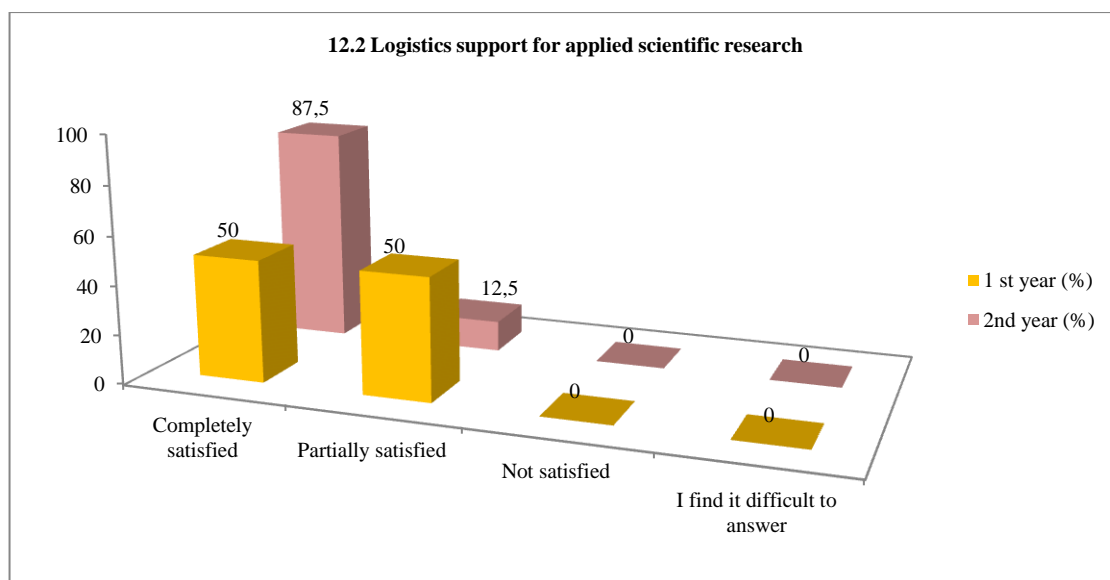
12.3 Availability for master's students of technology and computers necessary for the educational process and scientific activities

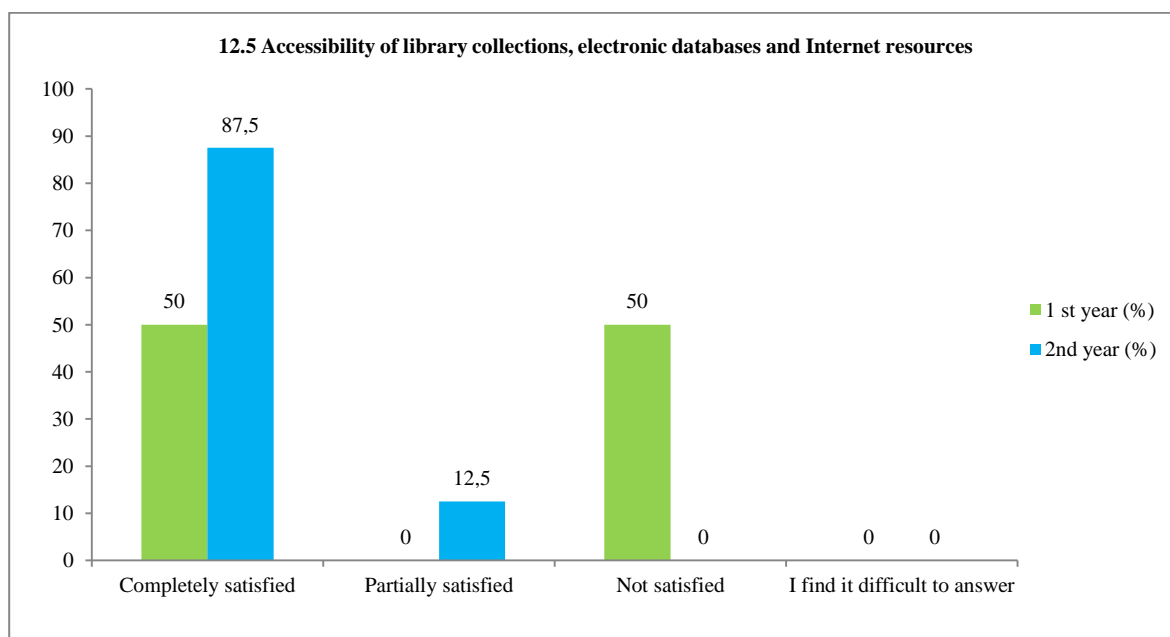| Answer options	1 st year (%)	2nd year (%)
Completely satisfied	50	87,5
Partially satisfied	50	12,5
Not satisfied	-	-
I find it difficult to answer	-	-
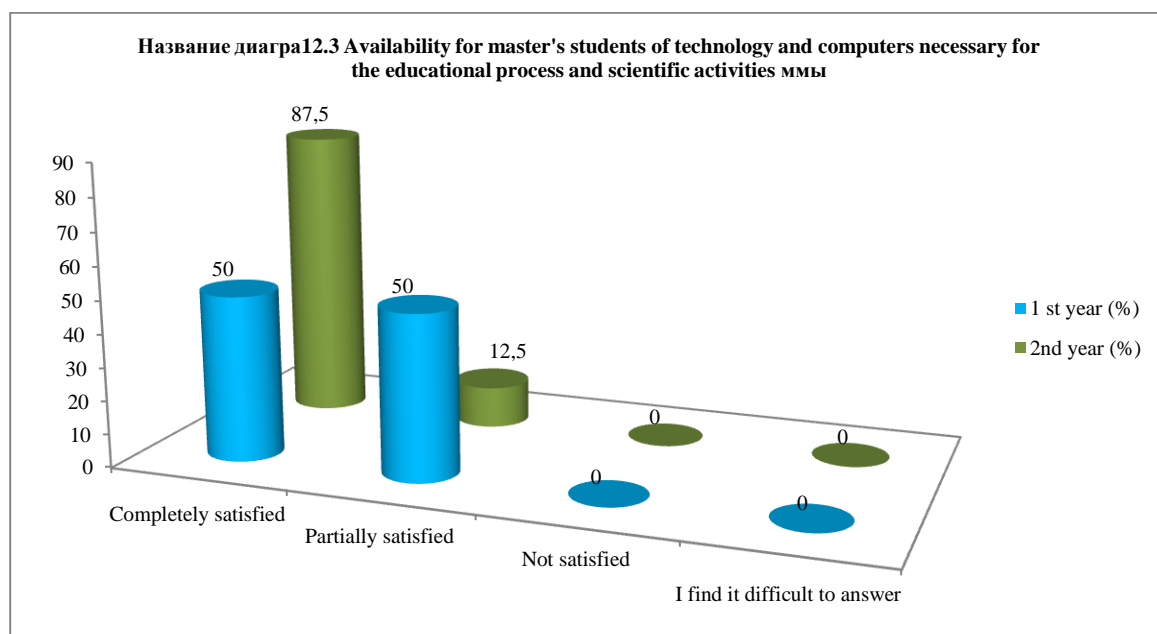
12.4 General level of organization and implementation of foreign internship

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	100	87,5
Partially satisfied	-	12,5
Not satisfied	-	-
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	50	87,5
Partially satisfied	-	12,5
Not satisfied	50	-
I find it difficult to answer	-	-

12.6 Availability of scientific equipment, instruments, materials

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	50	87,5
Partially satisfied	50	12,5
Not satisfied	-	-
I find it difficult to answer	-	-
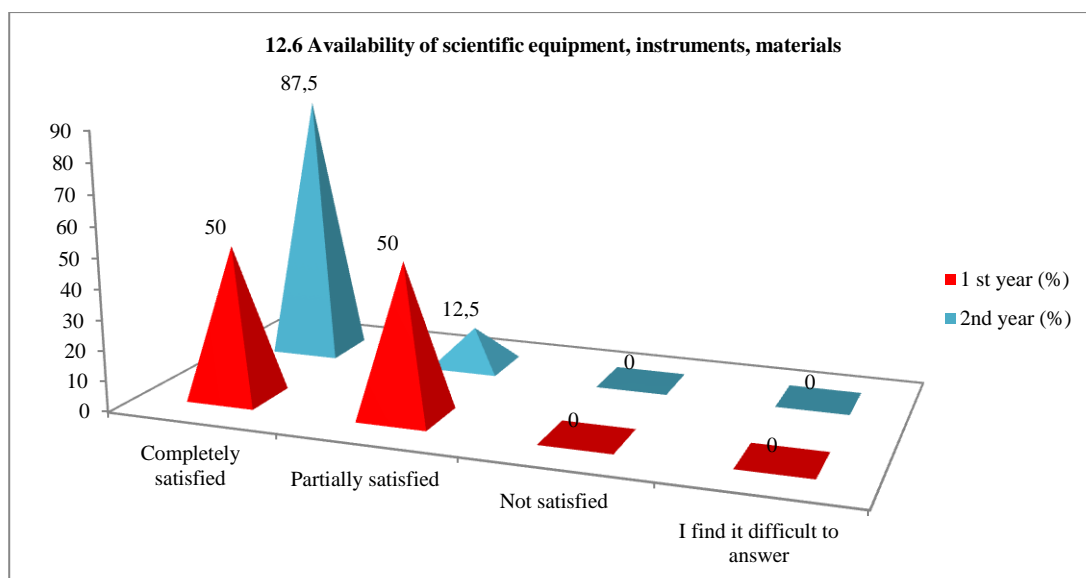
12.7 Availability of laboratories, specialized facilities and experimental sites

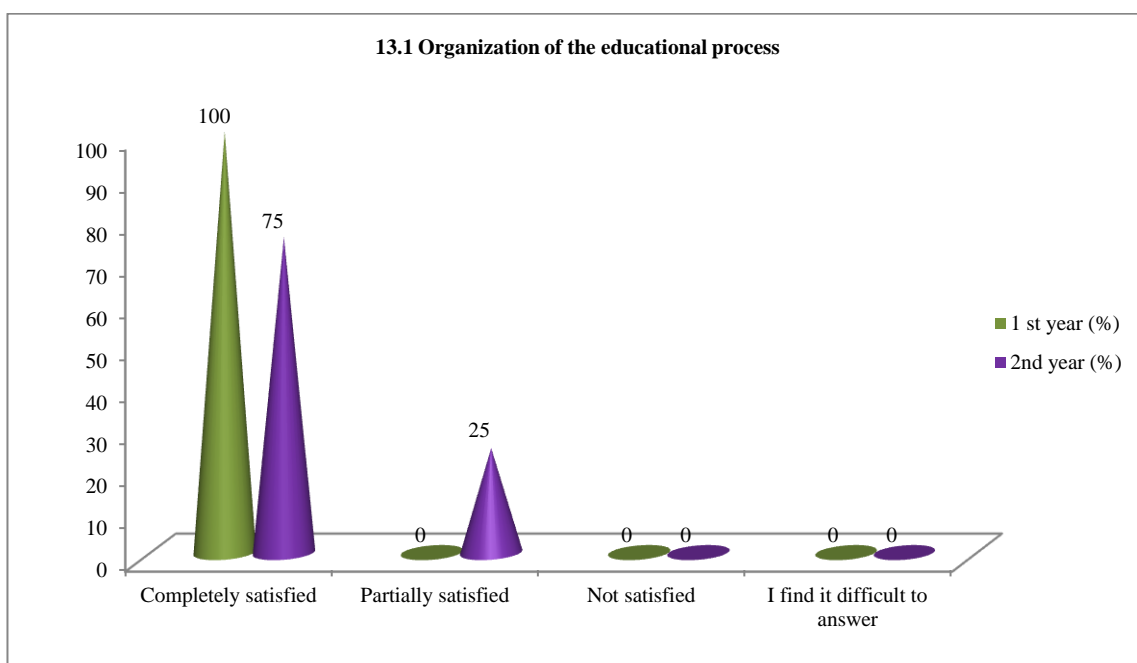| Answer options	1 st year (%)	2nd year (%)
Completely satisfied	50	87,5
Partially satisfied	50	12,5
Not satisfied	-	-
I find it difficult to answer	-	-
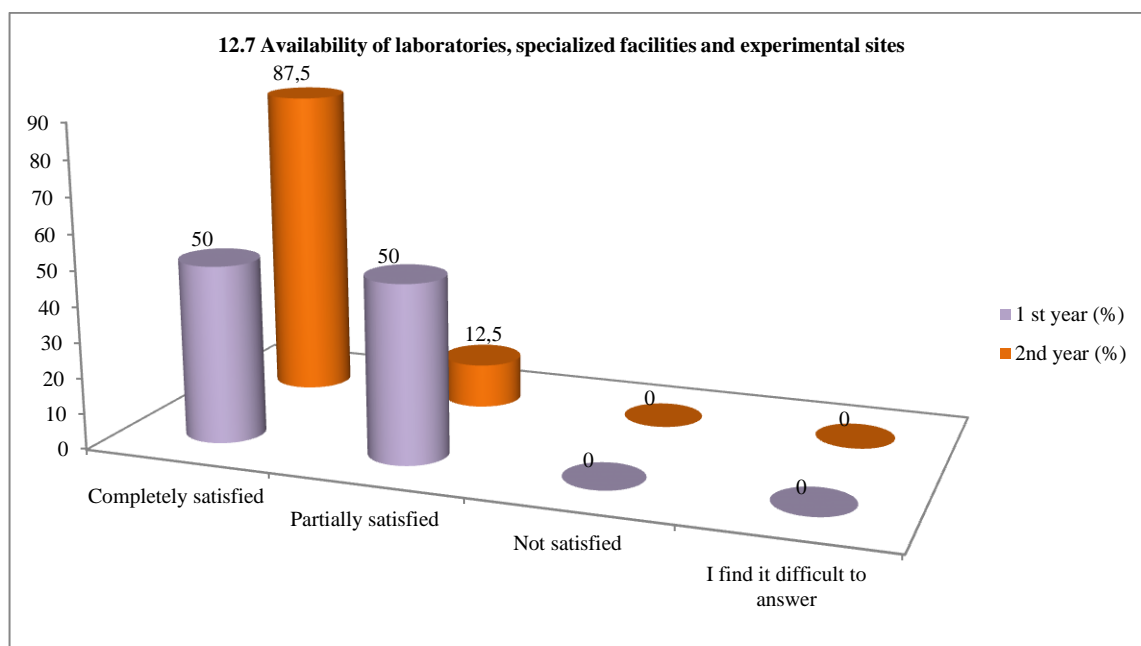
13. Are you satisfied?

| |
|---|
| 13.1 Organization of the educational process |
| 13.2 Living conditions in the hostel |
| 13.3 Organization of leisure time |
| 13.4 Catering organisation |
| 13.5 Organization of industrial practice |

13.1 Organization of the educational process

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	100	75
Partially satisfied	-	25
Not satisfied	-	-
I find it difficult to answer	-	-

13.2 Living conditions in the hostel

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	100	62,5
Partially satisfied	-	25
Not satisfied	-	-
I find it difficult to answer	-	12,5

13.2 Living conditions in the hostel
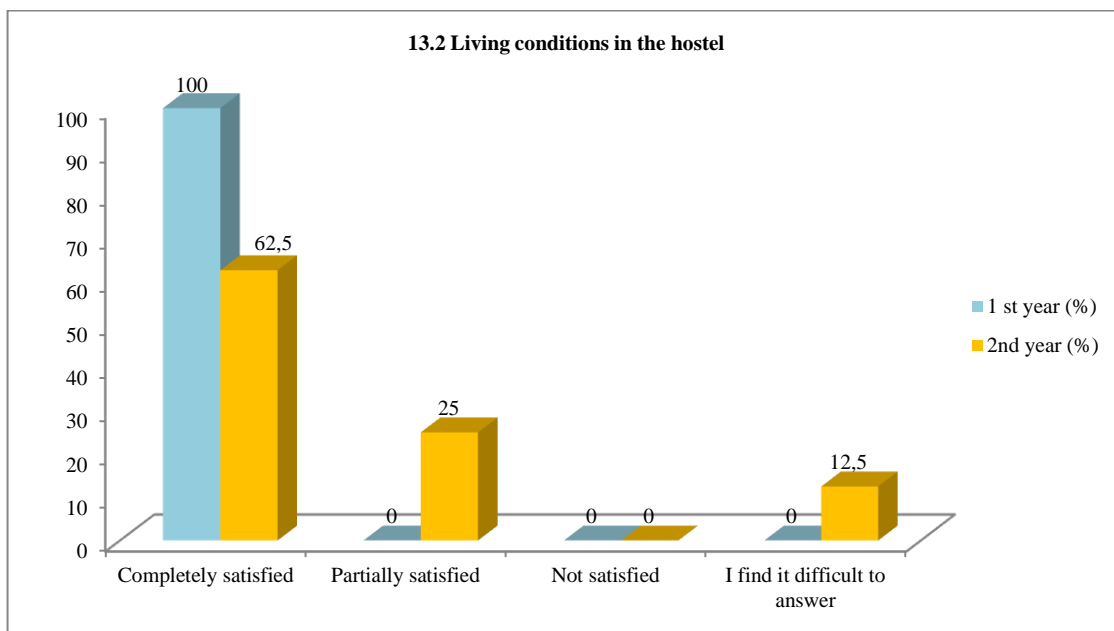
13.3 Organization of leisure time

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	100	62,5
Partially satisfied	-	25
Not satisfied	-	-
I find it difficult to answer	-	12,5

13.3 Organization of leisure time
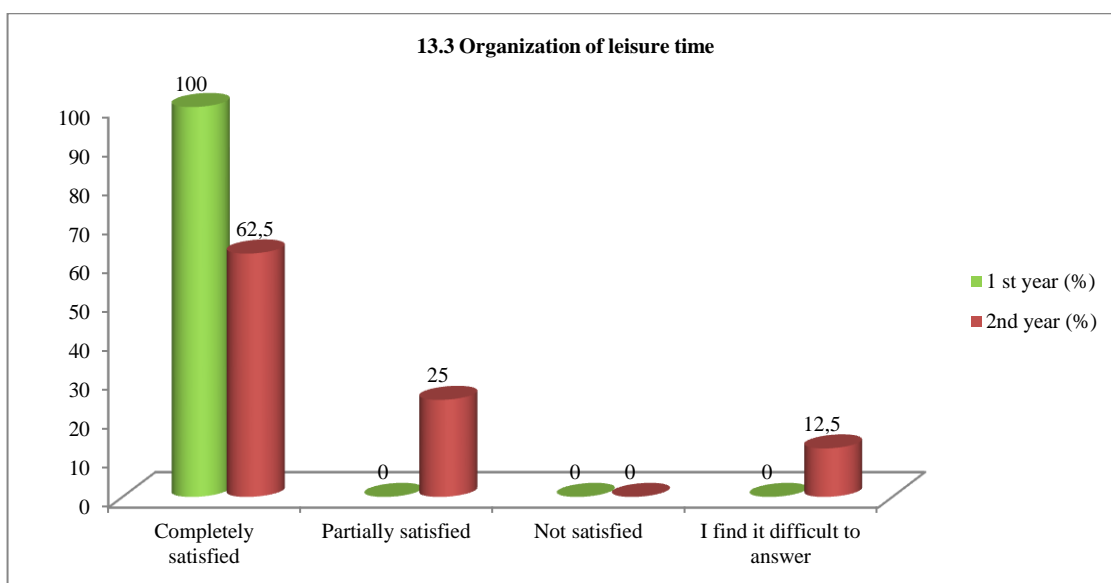
13.4 Catering organisation

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	100	62,5
Partially satisfied	-	25
Not satisfied	-	-
I find it difficult to answer	-	12,5

13.4 Catering organisation
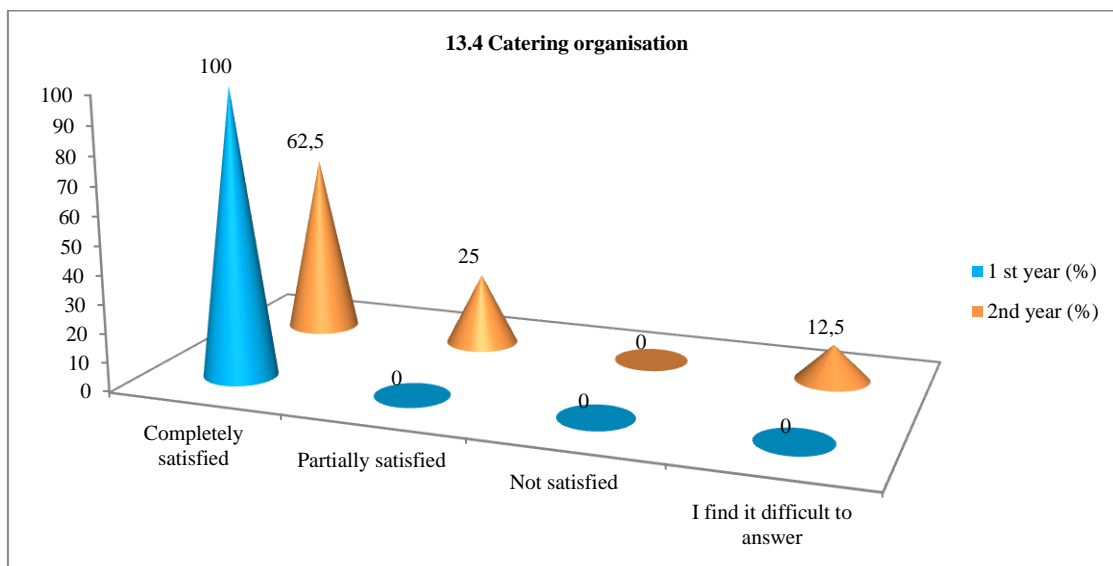
13.5 Organization of industrial practice

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	100	62,5
Partially satisfied	-	37,5
Not satisfied	-	-
I find it difficult to answer	-	-

13.5 Organization of industrial practice
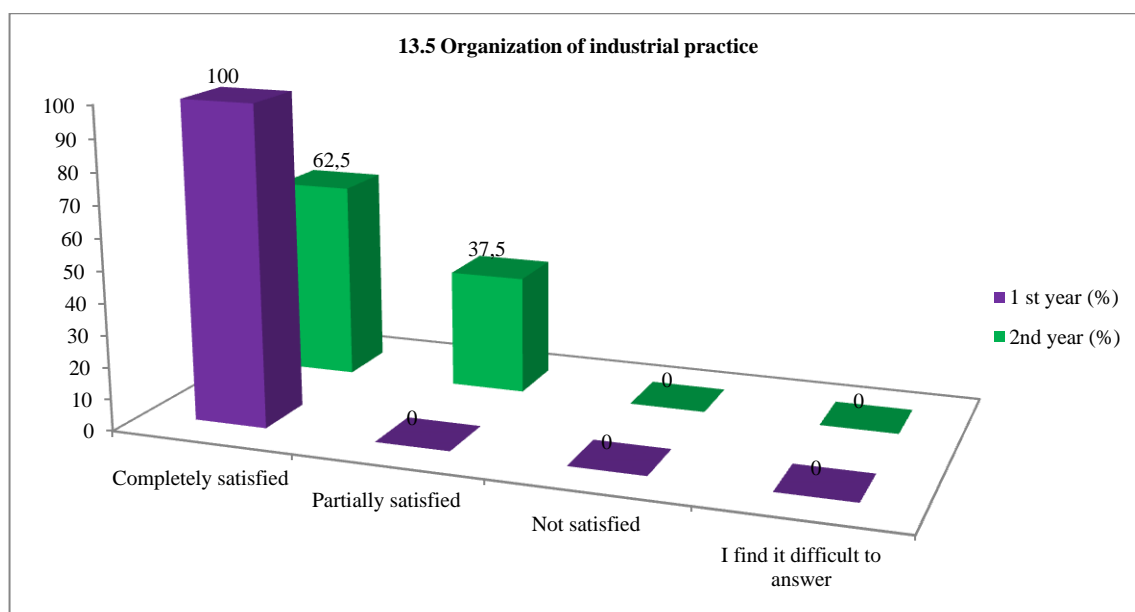
Conclusions based on the questionnaire results:

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

1. Prestige of the University: 75%;
2. Proximity to family residence: 56.3%;
3. Continuation of education at the same university: 50%;
4. Availability of budget places: 37.5%;
5. Opportunity to engage in science while studying: 31.3%;

6. The ability to easily find a job with a diploma from this university: 12.5%;

7. Acceptable tuition fees: 6.3%.

Additional factors: leading scientists on the faculty, diversity of specialties and high quality of education also influence the choice of a master's degree.

Satisfaction with the availability of information:

- Average satisfaction level: 100%.

- Meaning: A very high level of satisfaction indicates that information is accessible and satisfactory, which helps graduate students plan their learning activities effectively.

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

1. Knowledge and qualifications of teachers: 100%.

2. Pedagogical qualities of teachers: 100%.

3. Objectivity and impartiality of assessments: 100%.

4. Teaching methods: satisfactory for 100% of master's students.

Participation of master's students in the formation of an individual work plan:

- 62.5% 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;

- 6.3% of graduate students develop a plan independently, and the supervisor signs it without exerting significant influence;

- 6.3% of master's students do not participate at all, however, self-critically assessing their efforts, they believe that they would not have been able to cope without the main help of their academic supervisor.

- 6.3% of graduate students find it difficult to answer whose initiative was greater – theirs or their supervisor's.

Satisfaction with the assistance of the scientific supervisor:

- Master's students (100%) are satisfied with the assistance of their supervisor in writing their dissertation, which indicates a high level of satisfaction and successful cooperation between students and supervisors during the learning process.

Indicators of the high scientific level of the University:

1. Modern material and technical base: 87.5%.

2. Involvement in research projects: 62.5%.

3. Strong teaching staff: 62.5%.

4. Availability of publications of university staff in international publications: 56.3%.

5. Participation in targeted socio-economic development programs: 31.3%.

6. Participation in international research projects: 12.5%.

Publication of scientific papers:

- Active participation: 78% of master's students

- Meaning: Above average level of involvement in the scientific community and desire to disseminate research results.

*Publication of scientific papers:*During 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 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.

Level of foreign language proficiency:

- Different levels of proficiency: 100% of master's students
- Meaning: knowledge of a foreign language from a basic level to complete freedom in expression.

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: 75%;
- preparation of research reports, abstracts: 100%.

The satisfaction of the master's student with the scientific and educational environment of the university is 96.4% for 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.

SatisfactionMaster's students with the quality of educational services:
1. Organization of the educational process: 100%.
2. Living conditions in the hostel: 100%.
3. Organization of free time: 93.7%.
4. Organization of food: 93.7%.
5. Organization of industrial practice: 100%.

Overall rating:
- Postgraduates highly value research and teaching opportunities, which is reflected in overall satisfaction with the university's services and support.

Final satisfaction of master's degree students in the specialty «Transport, transport equipment and technologies» educational services is 90.3%, 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.