

Report on the results of the survey
«Master students' satisfaction with educational services»
for 2024-2025 ac. year
in educational program
7M07105 Instrument making

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.

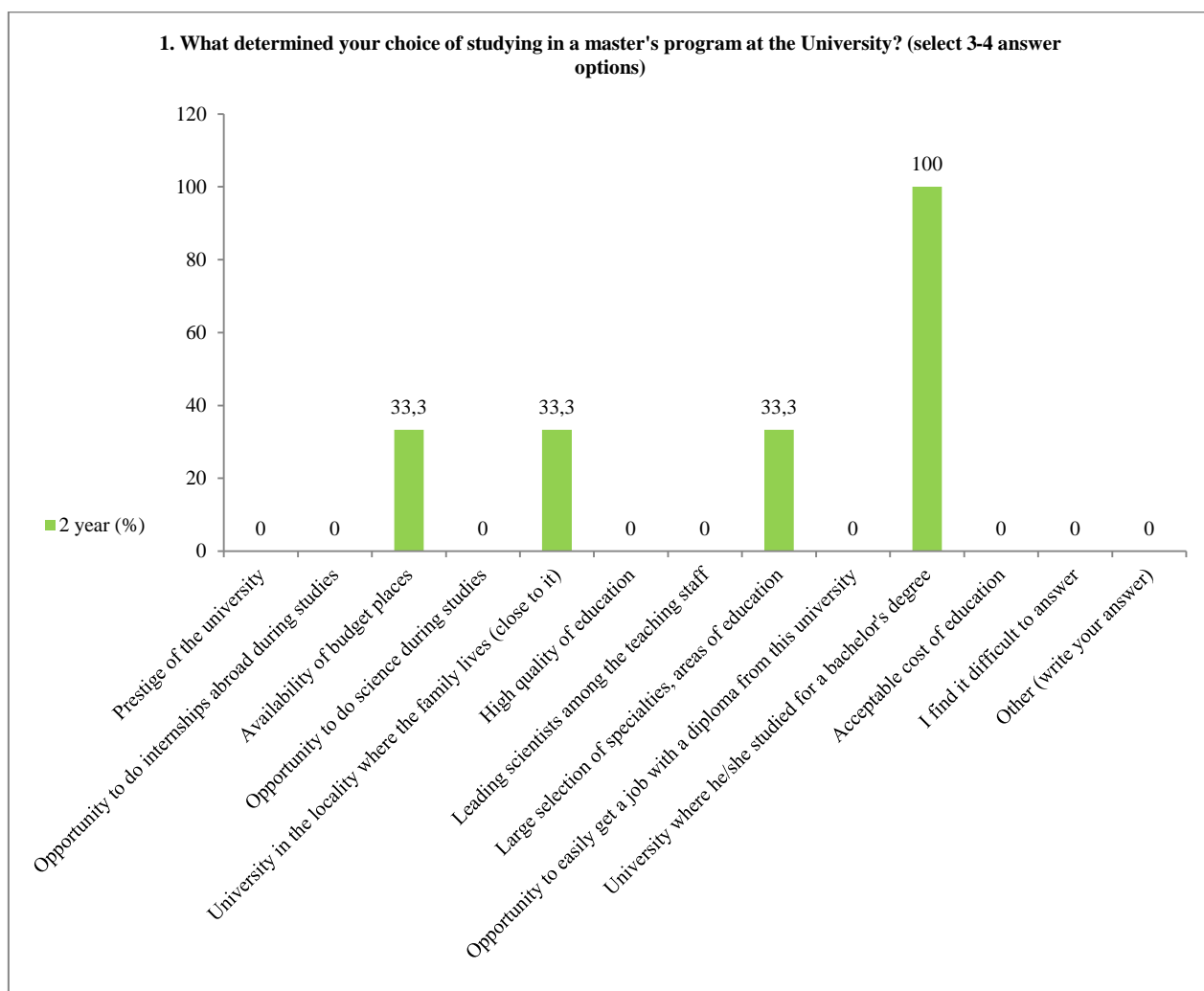
3 respondents took part in the survey, which amounted to 100% of the total number of master students.

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

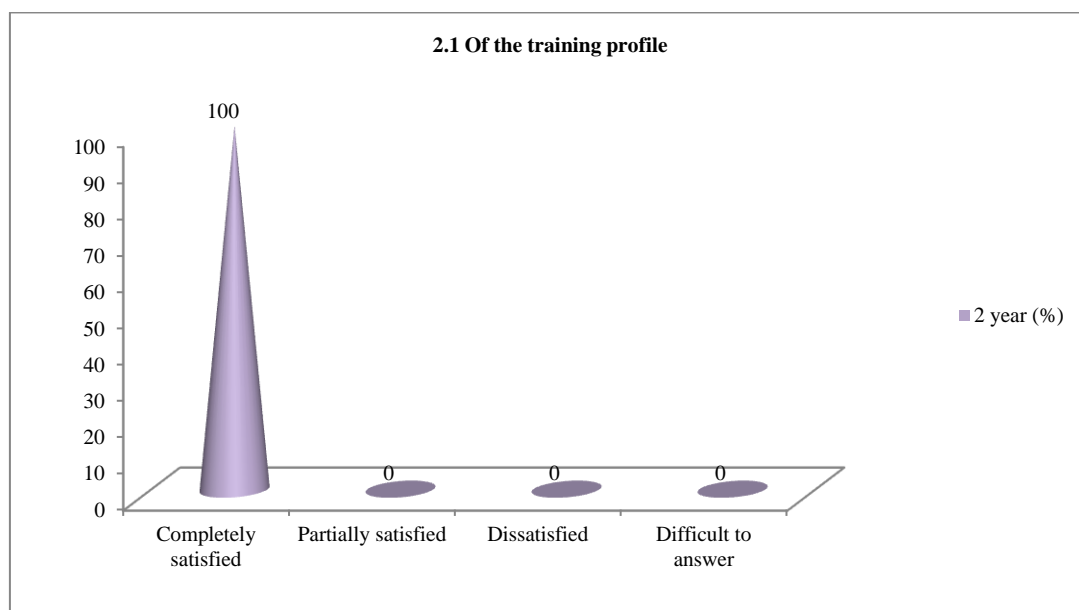
2.1 Of the training profile
2.2 Characteristics of the professional activity of a master student
2.3 List of developing competencies of a master graduate
2.4 List of bases of master students' practices
2.5 Information of scientific supervisors

Other (write your answer) _____

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

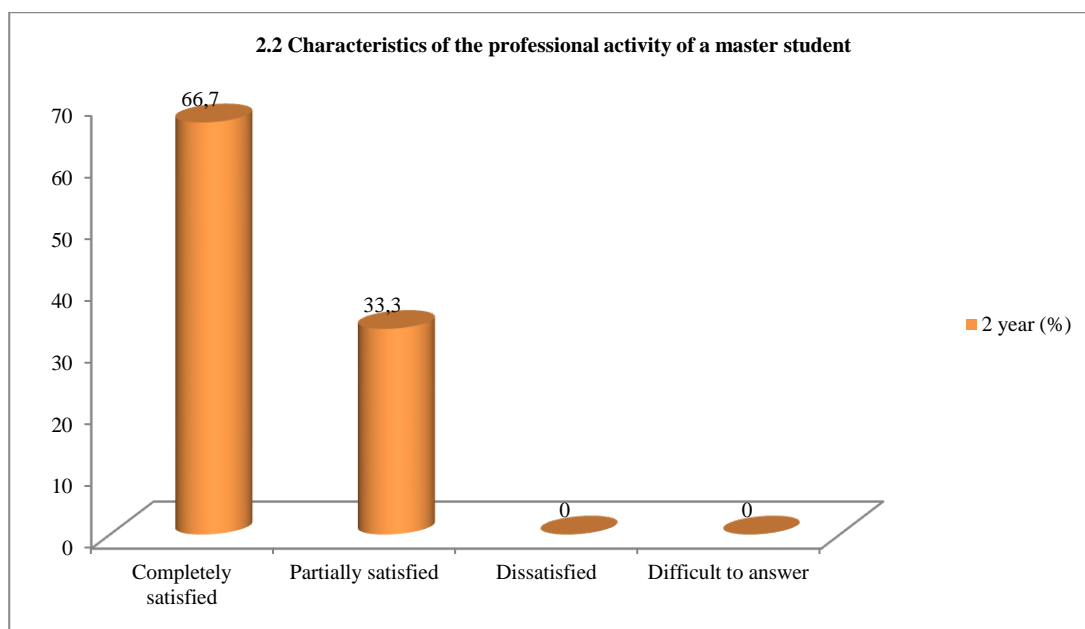
2.1 Of the training profile

Answer options	2 year (%)
Completely satisfied	100
Partially satisfied	-
Dissatisfied	-
Difficult to answer	-



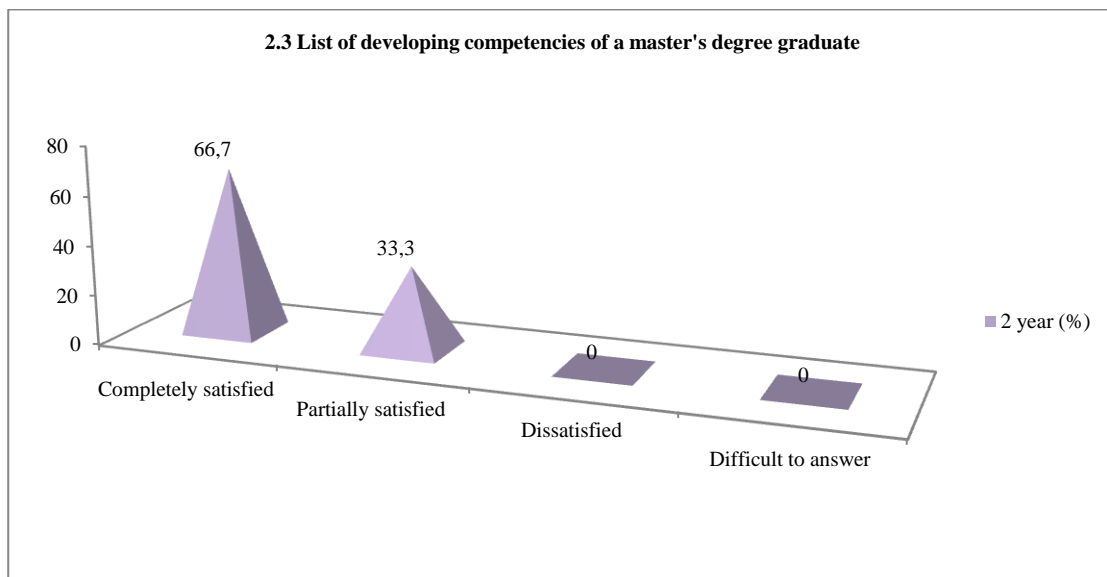
2.2 Characteristics of the professional activity of a master student

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



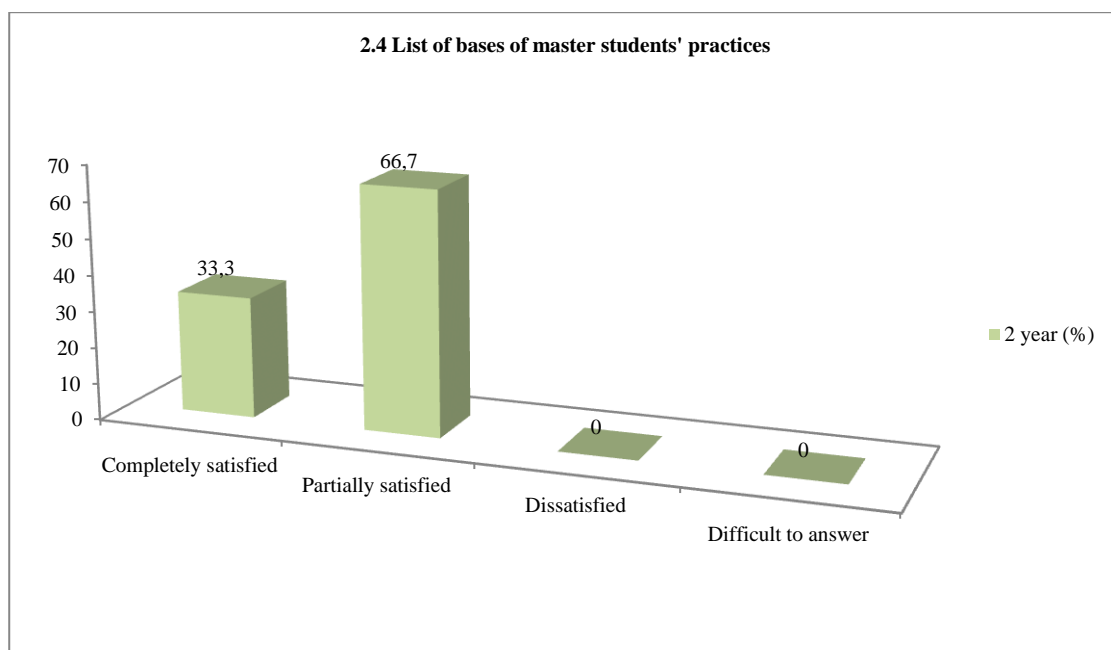
2.3 List of developing competencies of a master's degree graduate

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



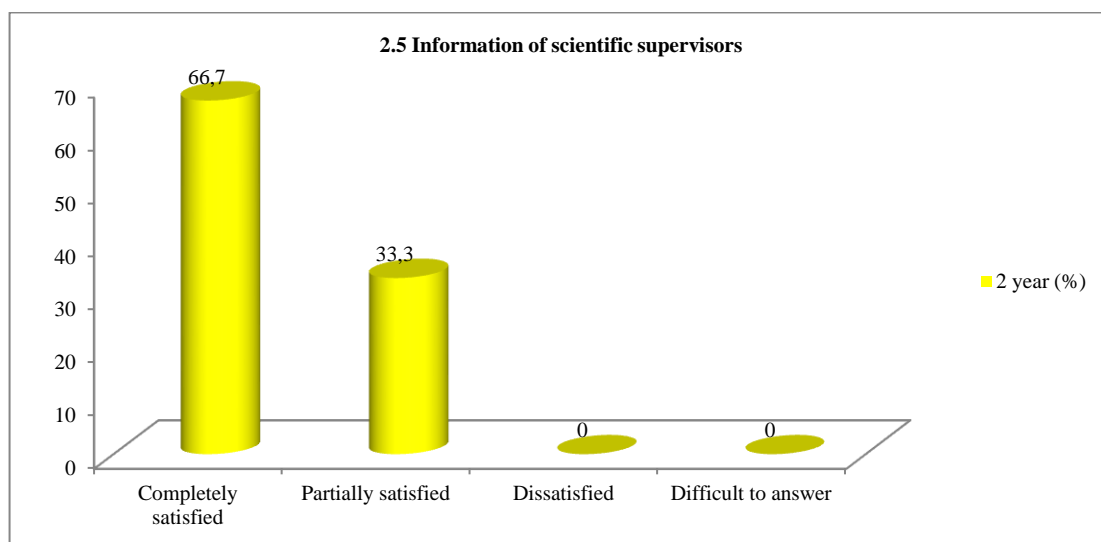
2.4 List of bases of master students' practices

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



2.5 Information of scientific supervisors

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



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

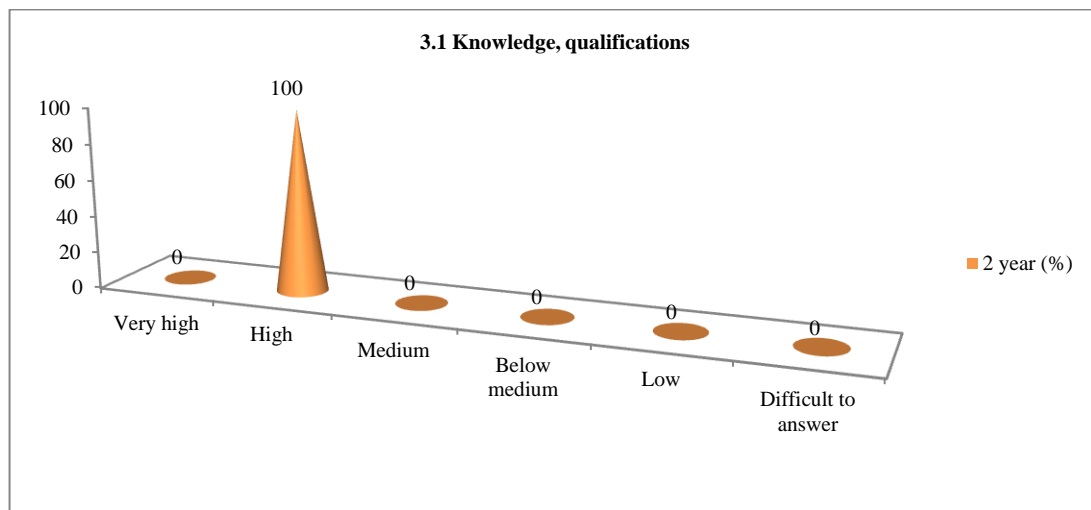
3.1 Knowledge, qualifications
3.2 Pedagogical qualities
3.3 Objectivity and impartiality of assessments
3.4 Teaching methods used

Other (write your answer)_____

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

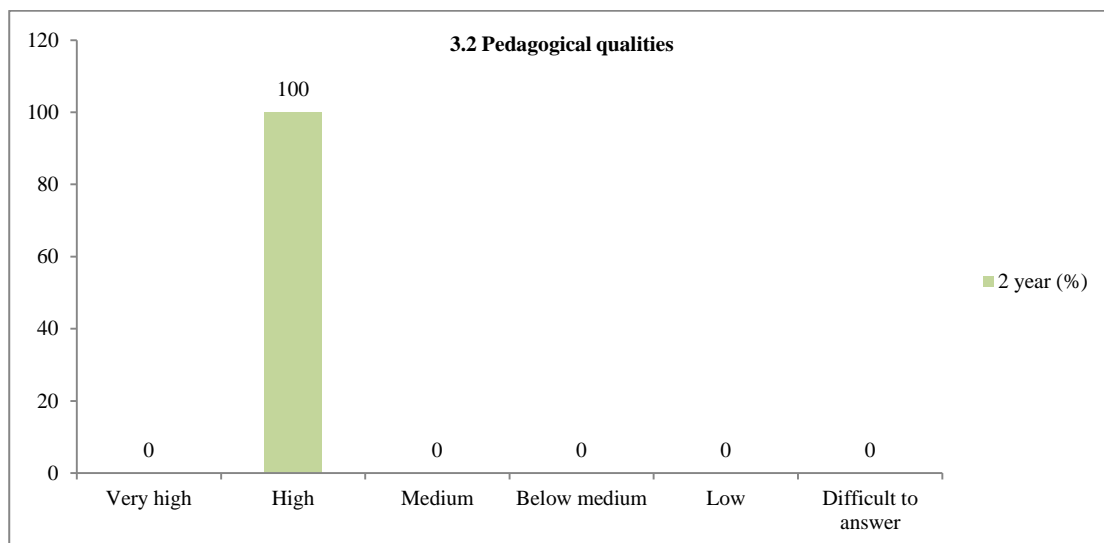
3.1 Knowledge, qualifications

Answer options	2 year (%)
Very high	-
High	100
Medium	-
Below medium	-
Low	-
Difficult to answer	-



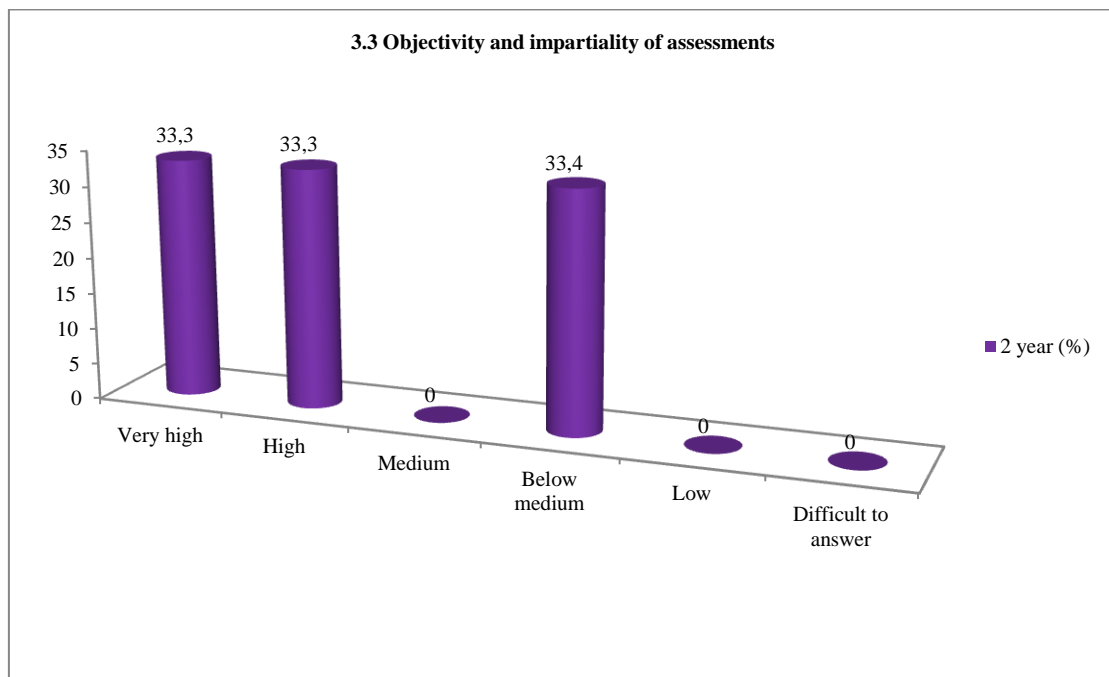
3.2 Pedagogical qualities

Answer options	2 year (%)
Very high	-
High	100
Medium	-
Below medium	-
Low	-
Difficult to answer	-



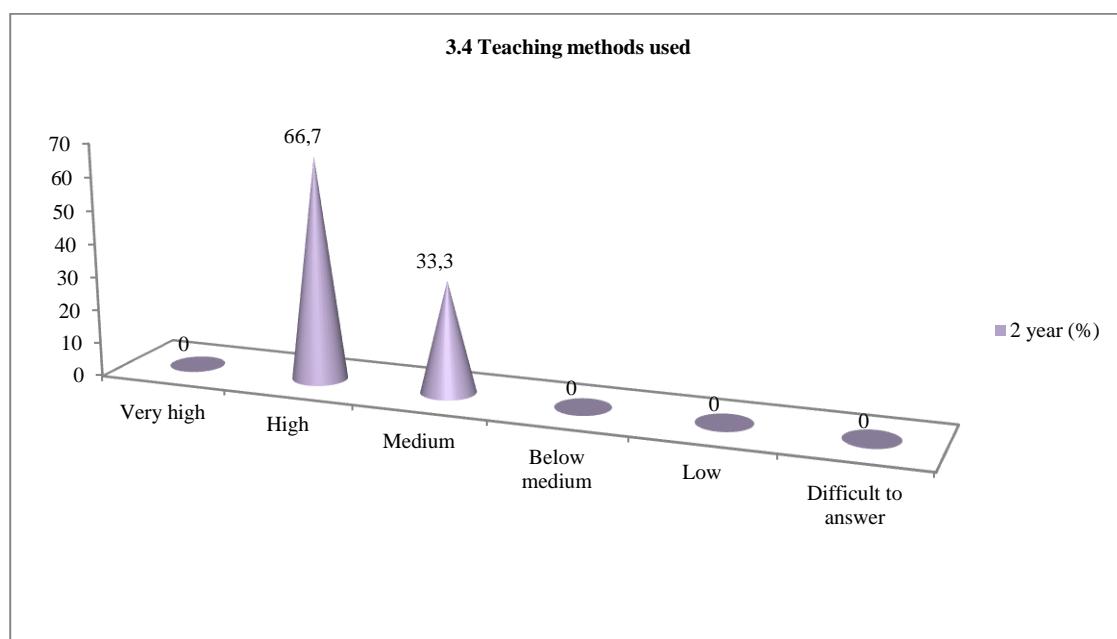
3.3 Objectivity and impartiality of assessments

Answer options	2 year (%)
Very high	33,3
High	33,3
Medium	-
Below medium	33,4
Low	-
Difficult to answer	-



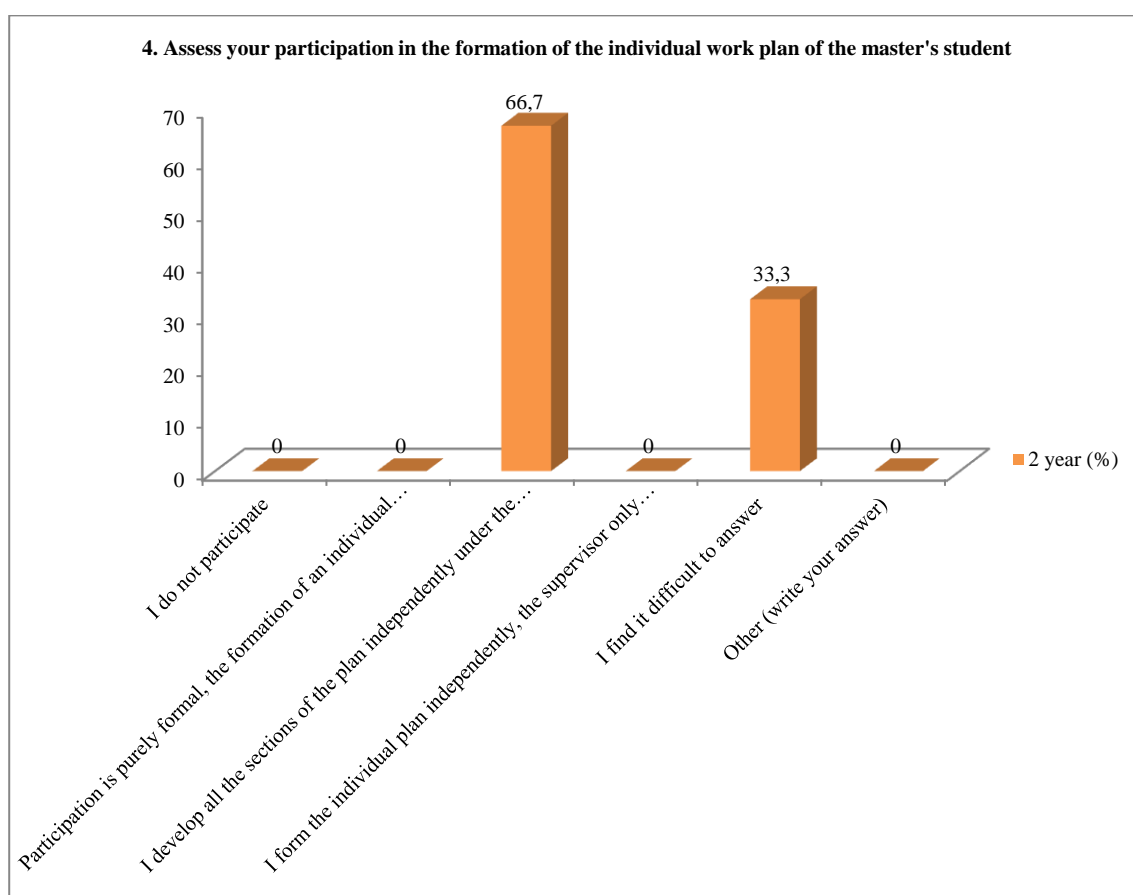
3.4 Teaching methods used

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



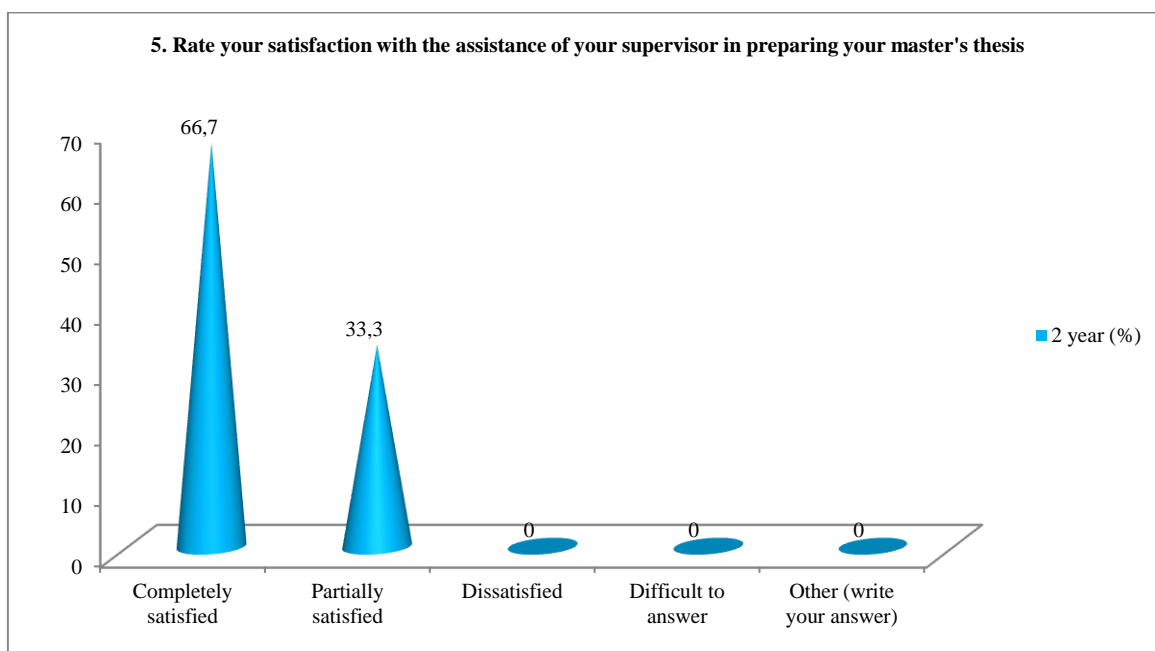
4. Assess your participation in the formation of the individual work plan of the master's student

Answer options	2 year (%)
I do not participate	-
Participation is purely formal, the formation of an individual plan does not actually depend on me	-
I develop all the sections of the plan independently under the guidance of my supervisor	66,7
I form the individual plan independently, the supervisor 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

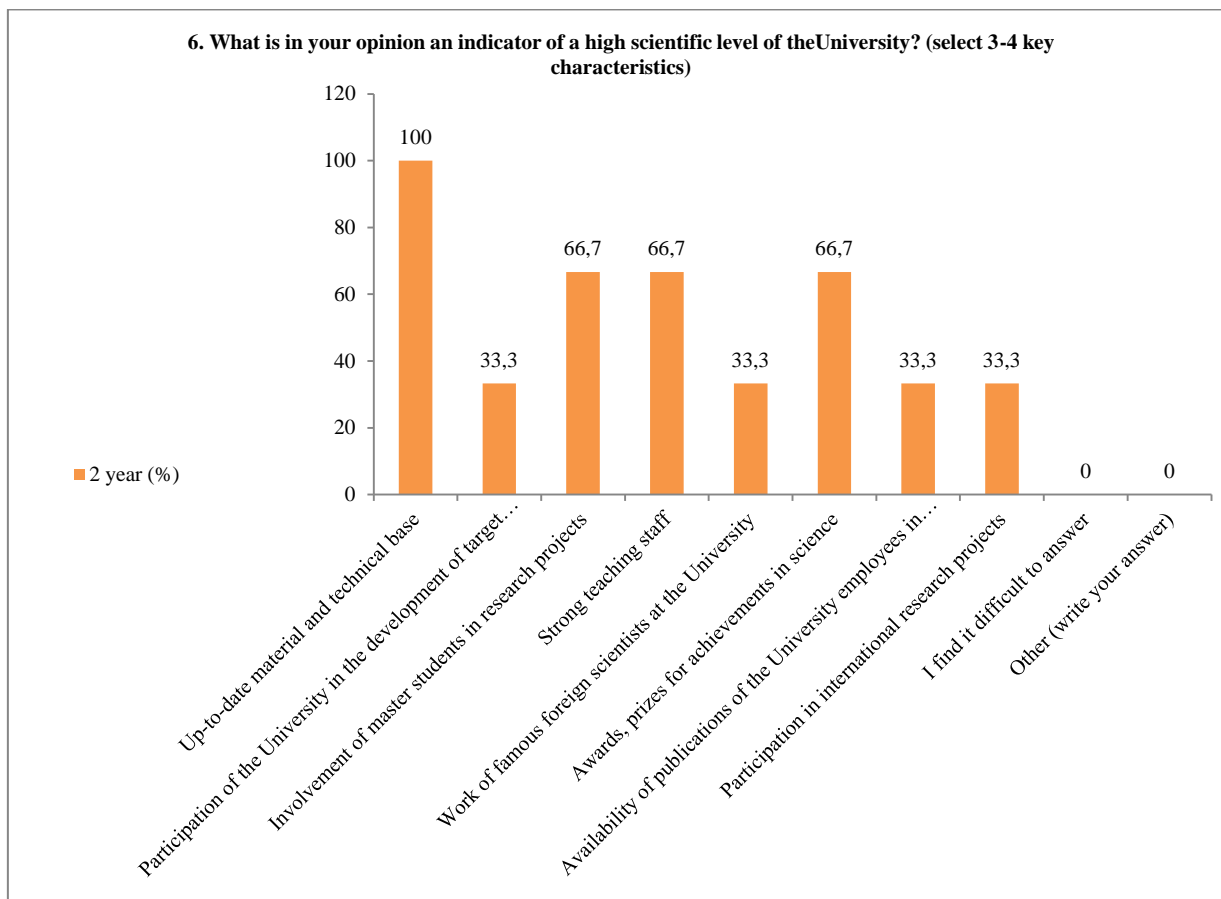
Answer options	2 year (%)
Completely satisfied	66,7
Partially satisfied	33,3
Dissatisfied	-
Difficult to answer	-
Other (write your answer)	-



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

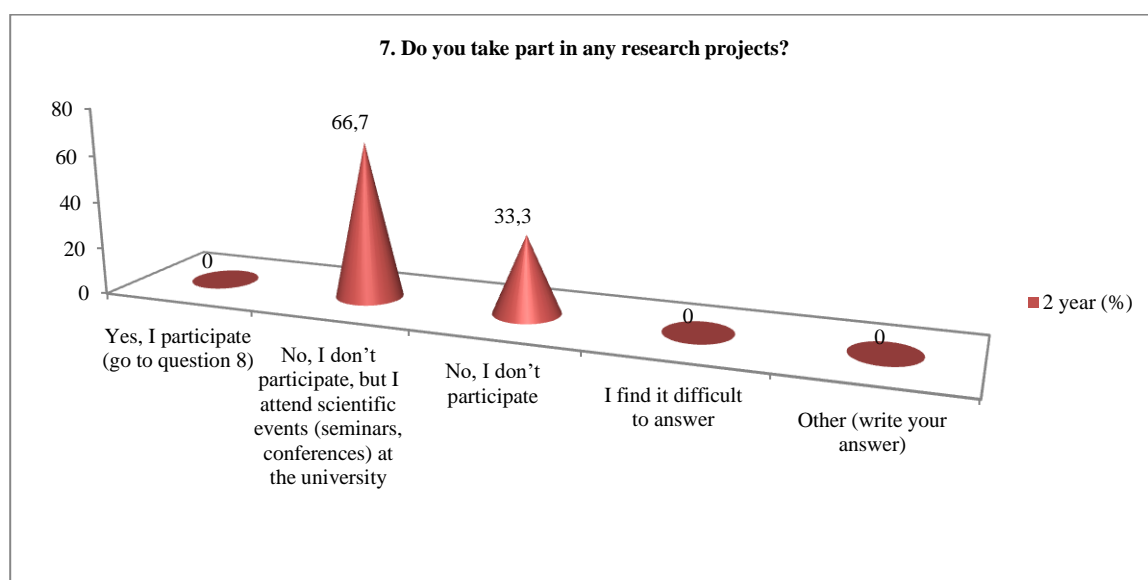
Answer options	2 year (%)
Up-to-date material and technical base	100
Participation of the University in the development of target programs for the socio-economic development of the region, cities, enterprises	33,3
Involvement of master students in research projects	66,7
Strong teaching staff	66,7
Work of famous foreign scientists at the University	33,3
Awards, prizes for achievements in science	66,7
Availability of publications of the University employees in international publications	33,3
Participation in international research projects	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.*



7. Do you take part in any research projects?

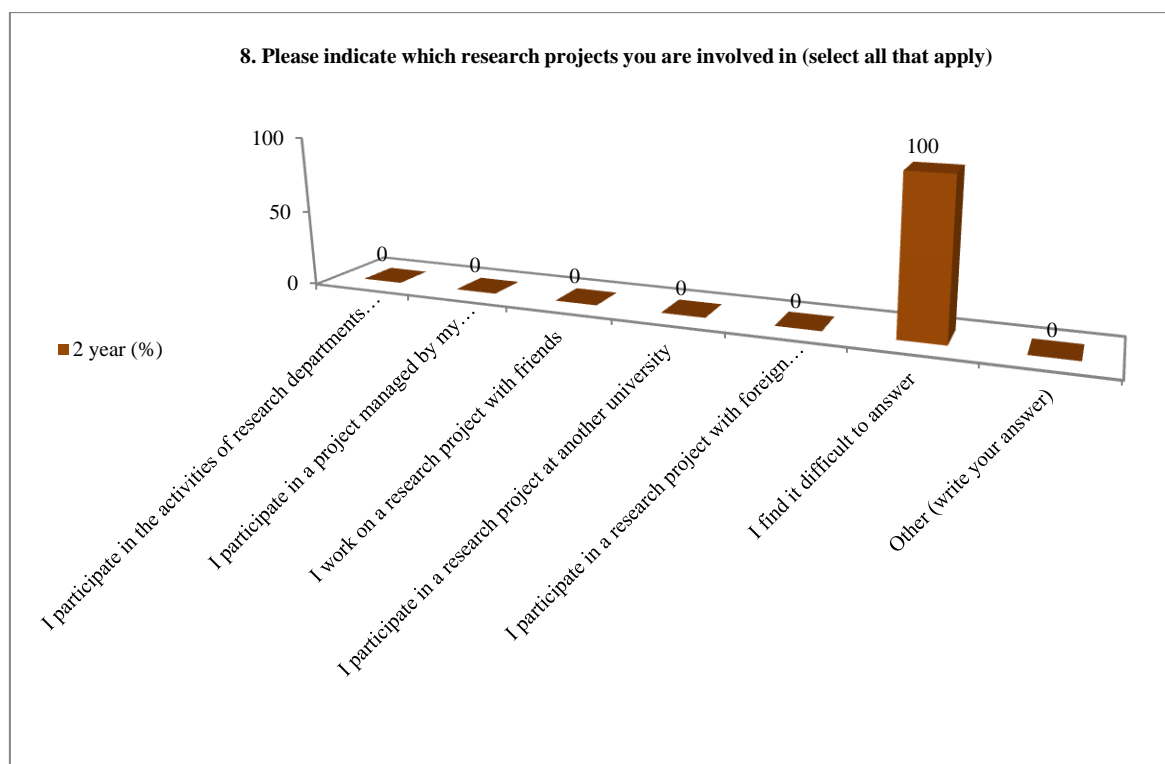
Answer options	2 year (%)
Yes, I participate (go to question 8)	-
No, I don't participate, but I attend scientific events (seminars, conferences) at the university	66,7
No, I don't participate	33,3
I find it difficult to answer	-
Other (write your answer)	-



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

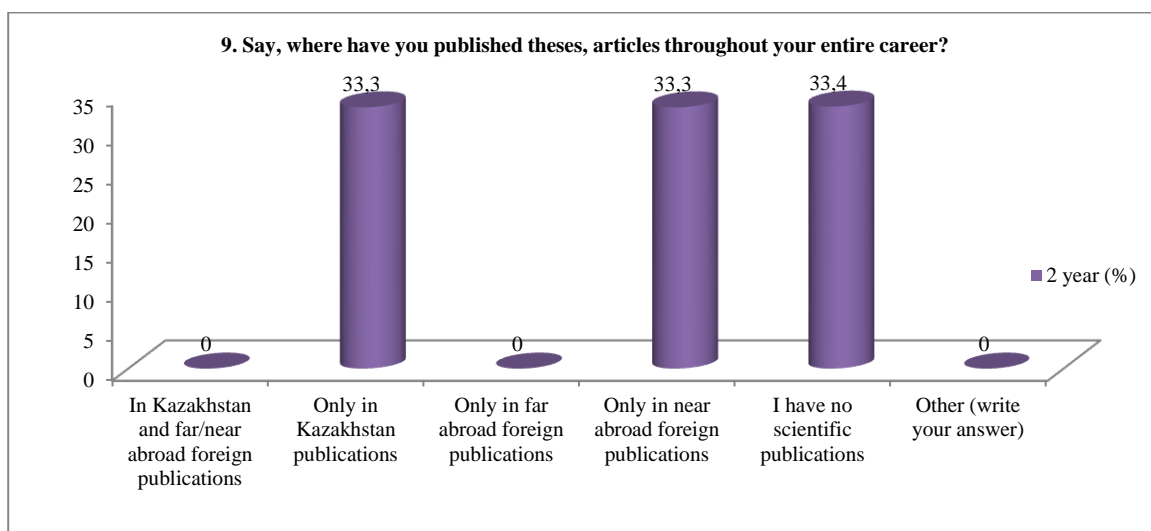
Answer options	2 year (%)
I participate in the activities of research departments at my university	-
I participate in a project managed by my supervisor/another teacher	-
I work on a research project with friends	-
I participate in a research project at another university	-
I participate in a research project with foreign universities	-
I find it difficult to answer	100
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%.



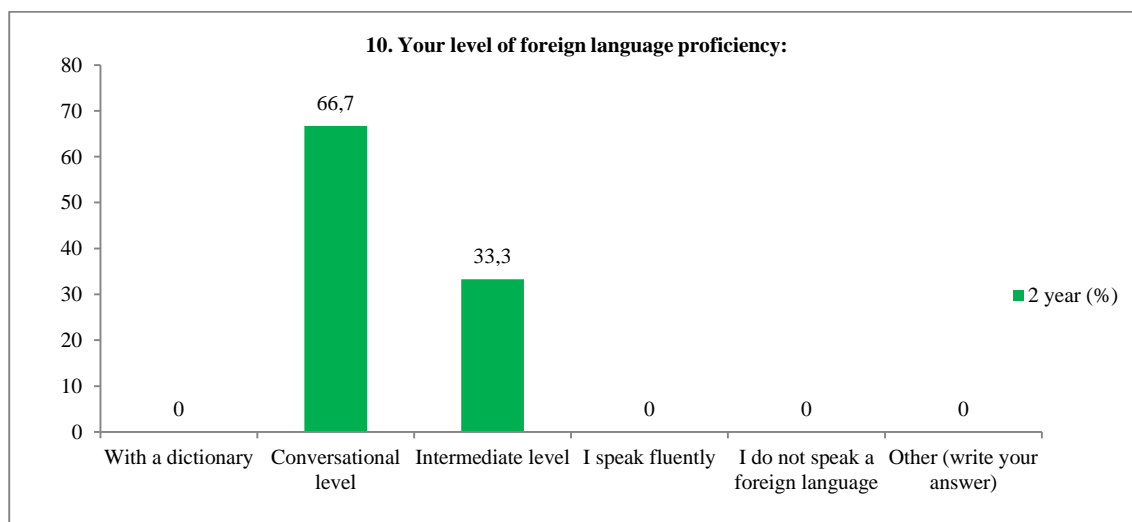
9. Say, where have you published theses, articles throughout your entire career?

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



10. Your level of foreign language proficiency:

Answer options	2 year (%)
With a dictionary	-
Conversational level	66,7
Intermediate level	33,3
I speak fluently	-
I do not speak a foreign language	-
Other (write your answer)	-



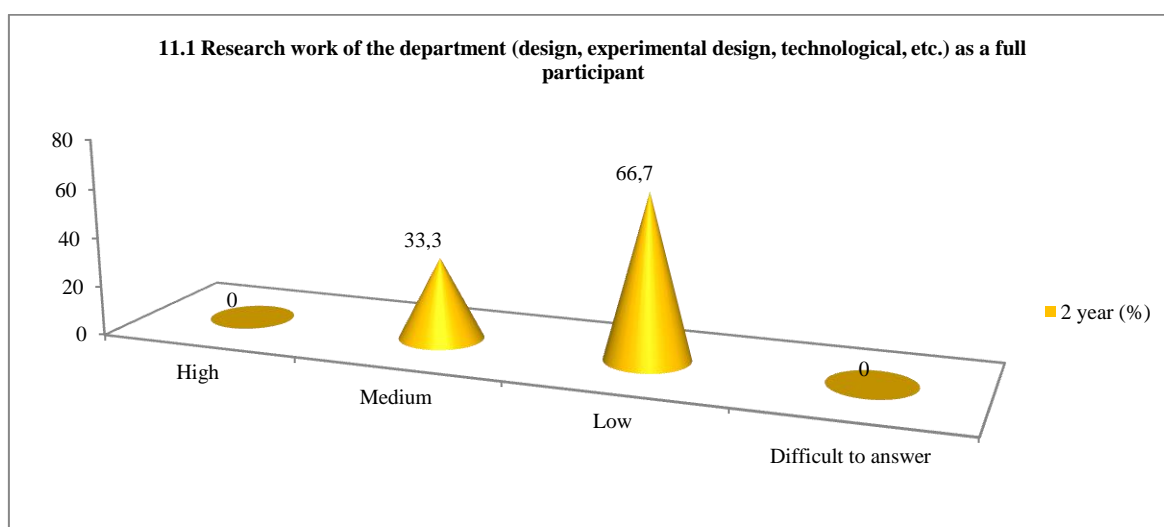
11. Please rate your level of participation in the following types of department work

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

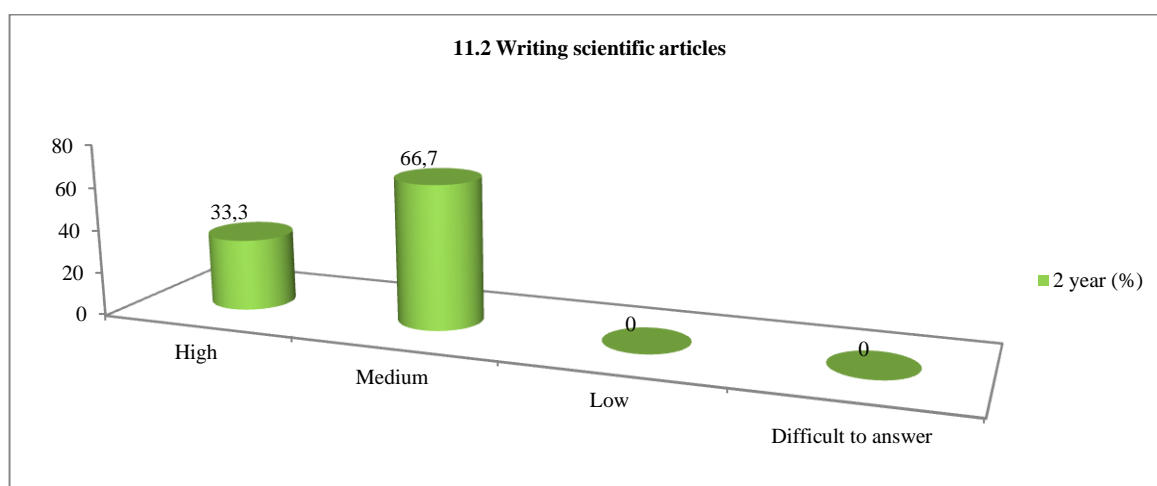
11.1 Research work of the department (design, experimental design, technological, etc.) as a full participant

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



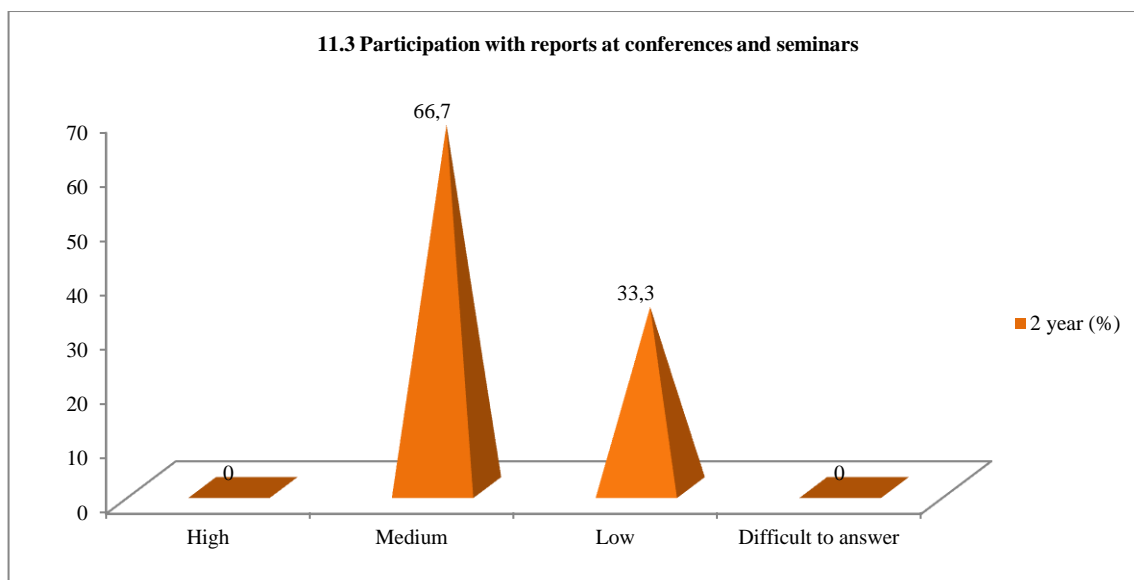
11.2 Writing scientific articles

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



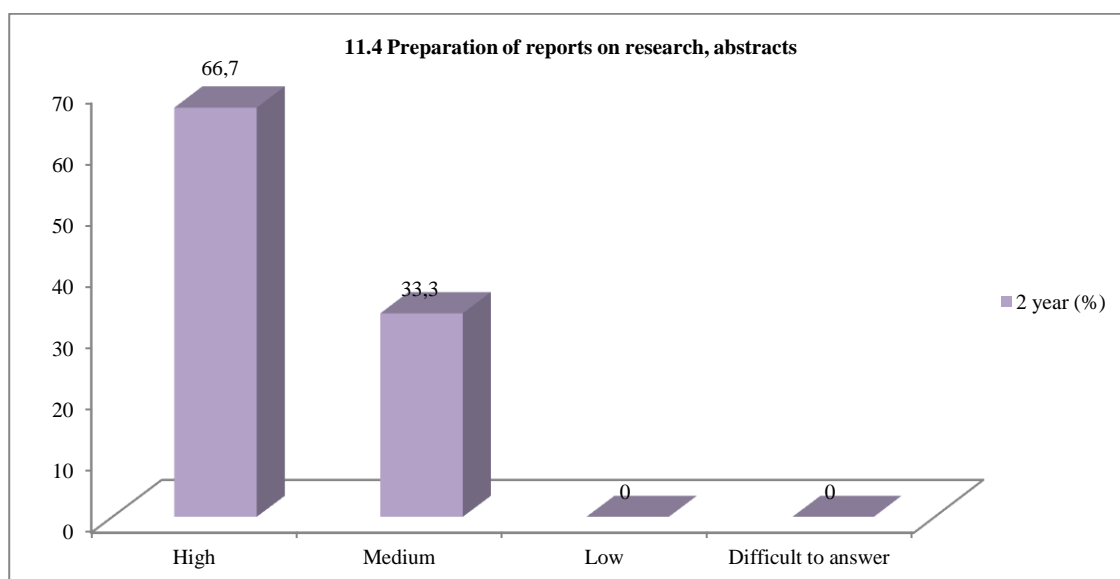
11.3 Participation with reports at conferences and seminars

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



11.4 Preparation of reports on research, abstracts

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



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

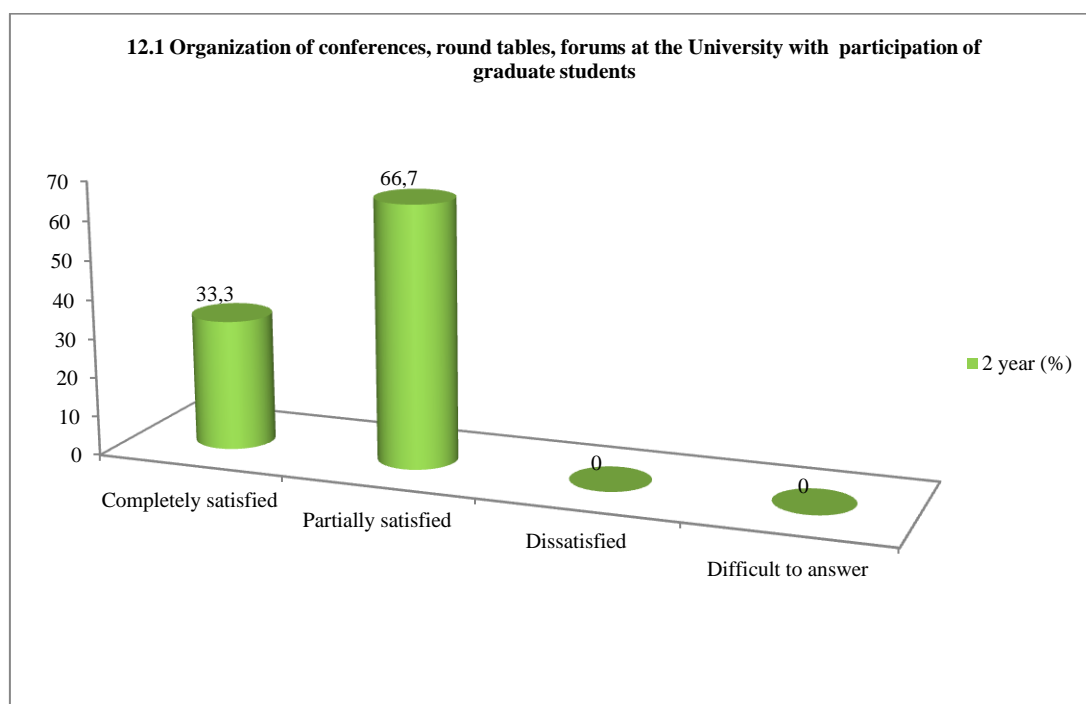
12.1 Organization of conferences, round tables, forums at the University with participation of graduate students
12.2 Material and technical support for applied scientific research
12.3 Availability for graduate students of equipment, computers necessary for the educational process and scientific activities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

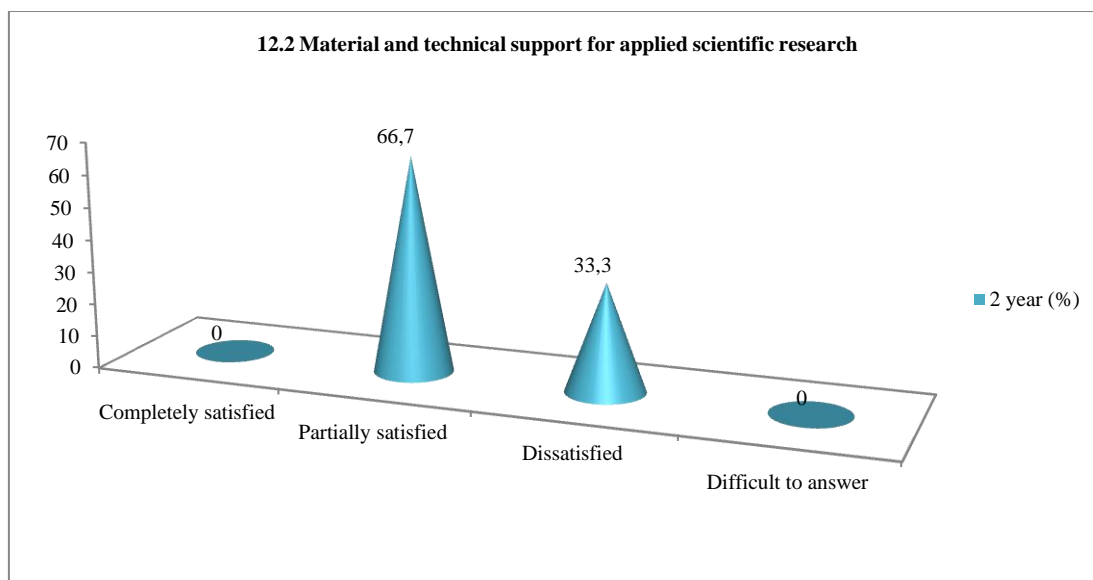
12.1 Organization of conferences, round tables, forums at the University with participation of graduate students

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



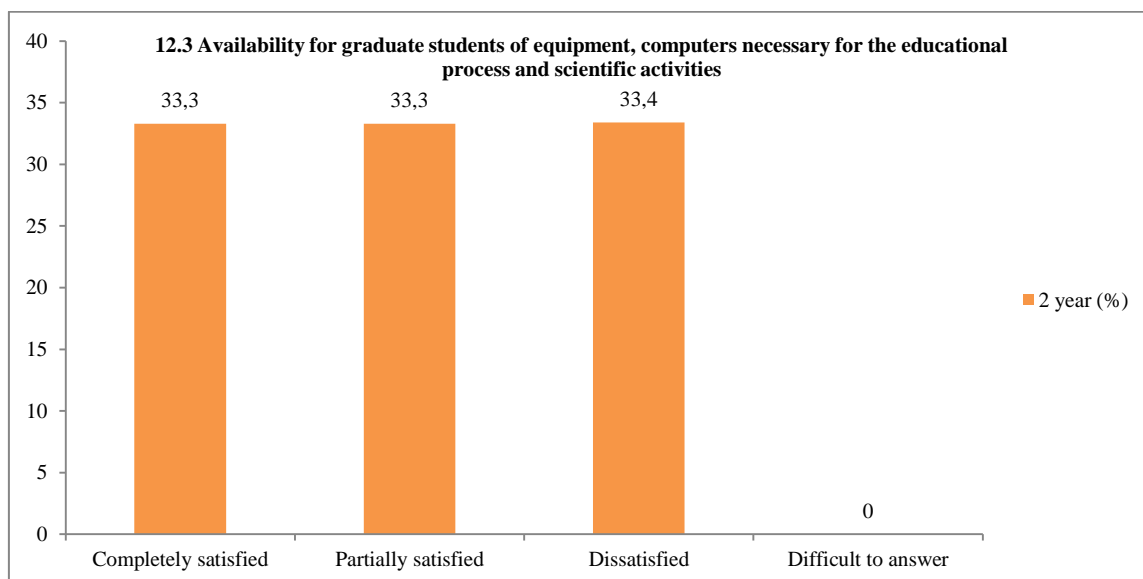
12.2 Material and technical support for applied scientific research

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



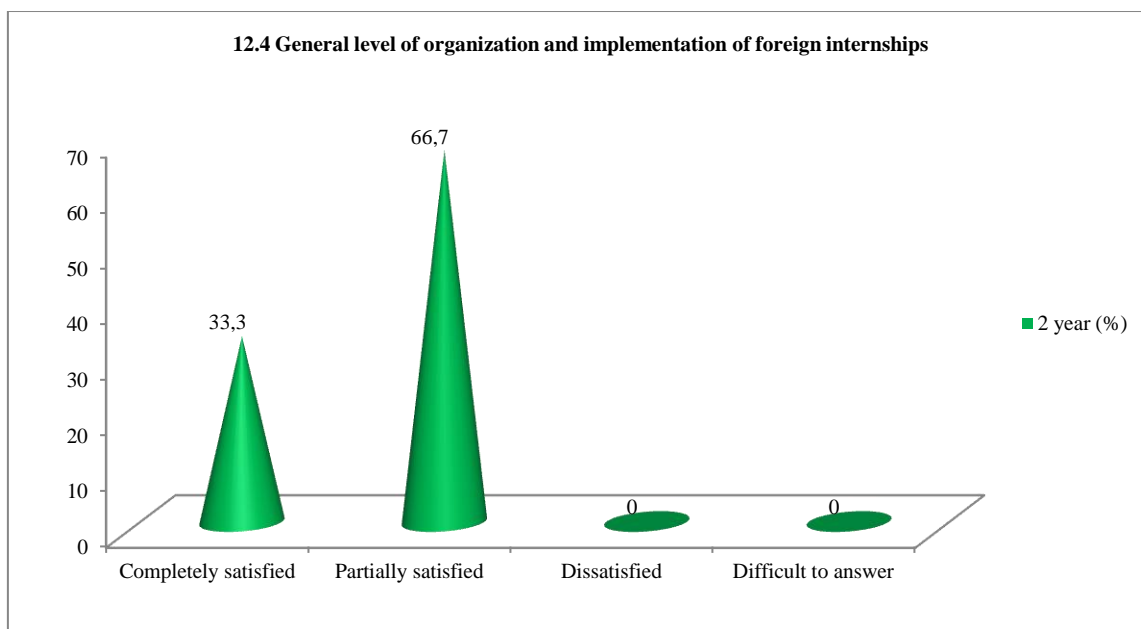
12.3 Availability for graduate students of equipment, computers necessary for the educational process and scientific activities

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



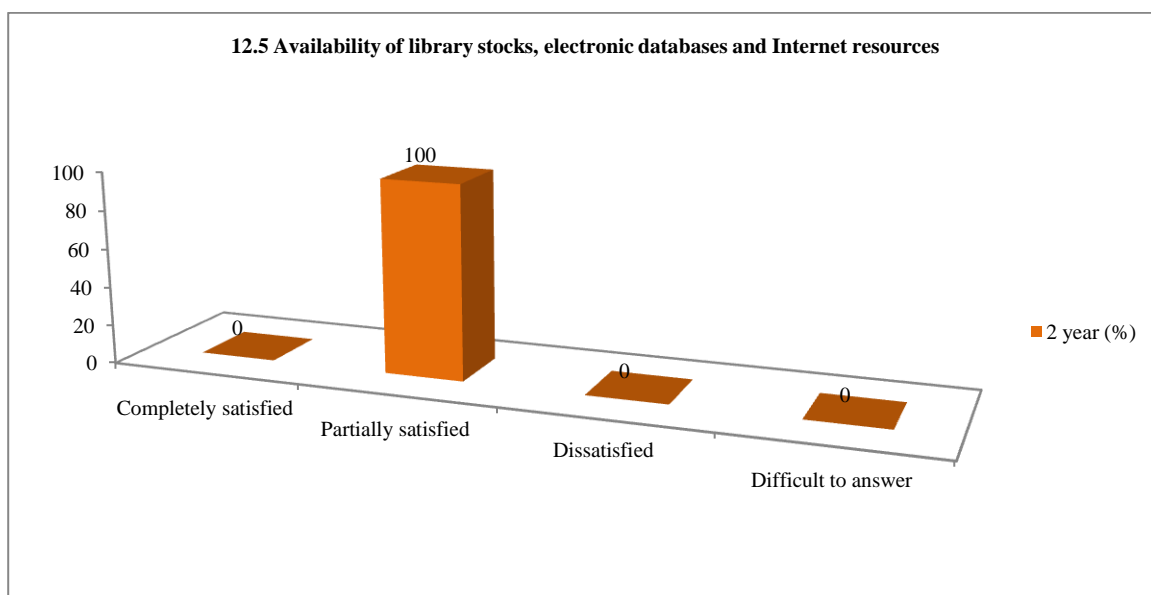
12.4 General level of organization and implementation of foreign internships

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



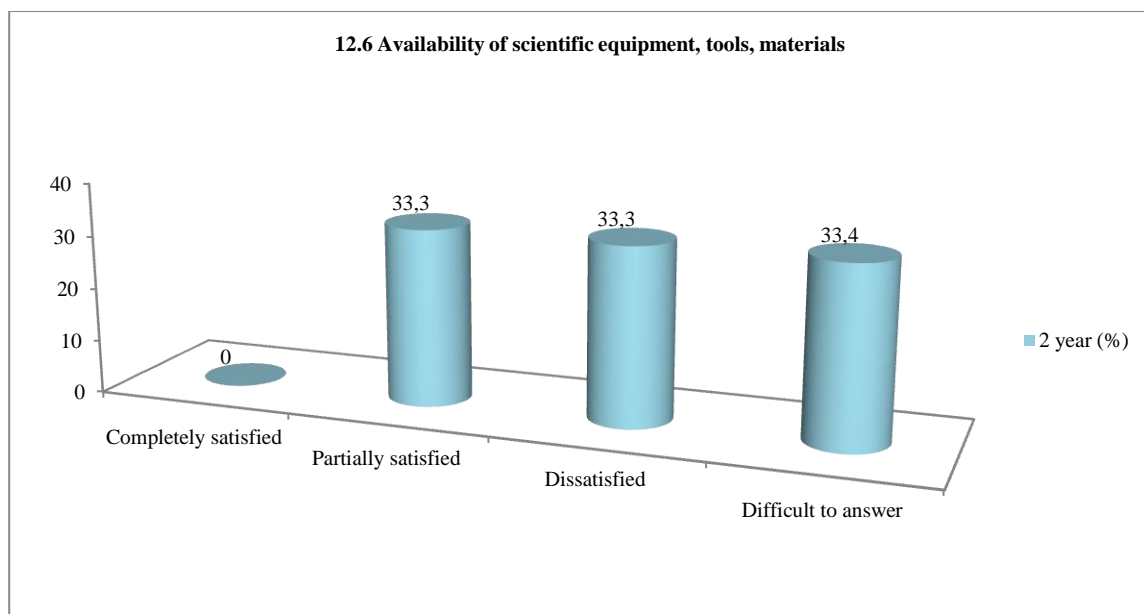
12.5 Availability of library stocks, electronic databases and Internet resources

Answer options	2 year (%)
Completely satisfied	-
Partially satisfied	100
Dissatisfied	-
Difficult to answer	-



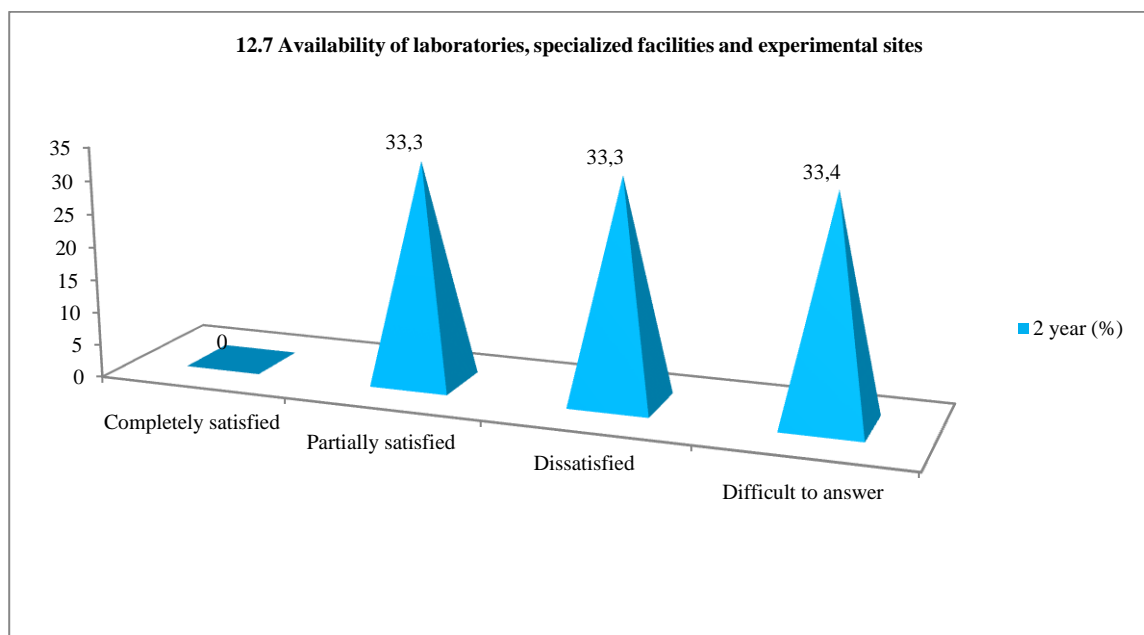
12.6 Availability of scientific equipment, tools, materials

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



12.7 Availability of laboratories, specialized facilities and experimental sites

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

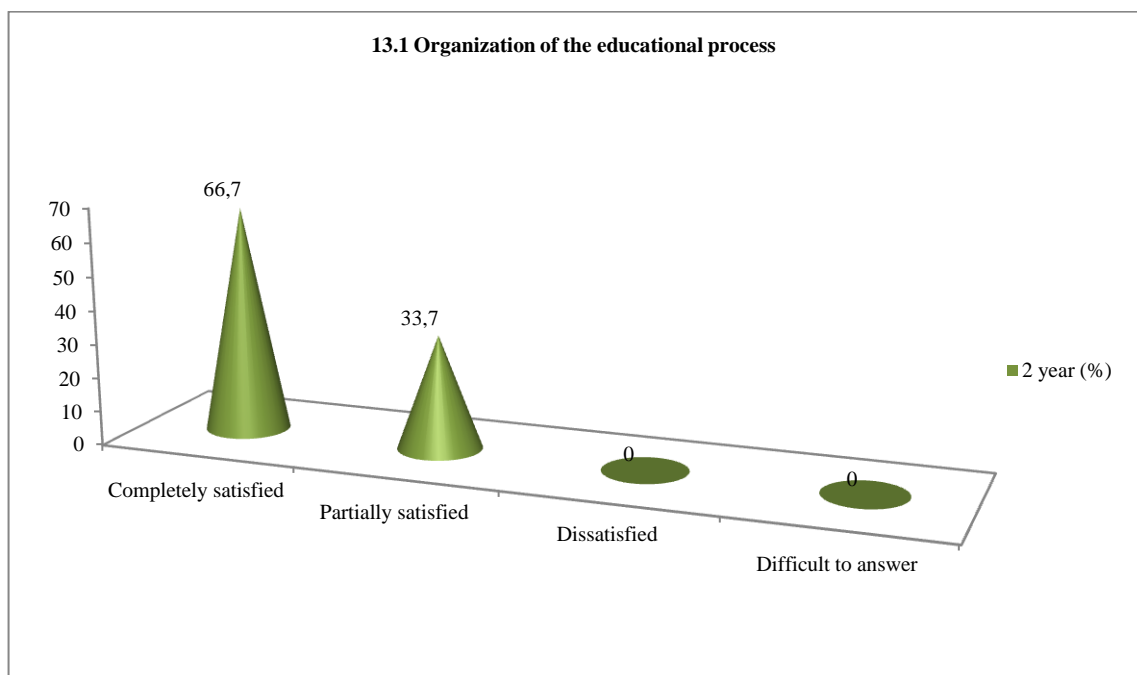


13. Are you satisfied with?

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

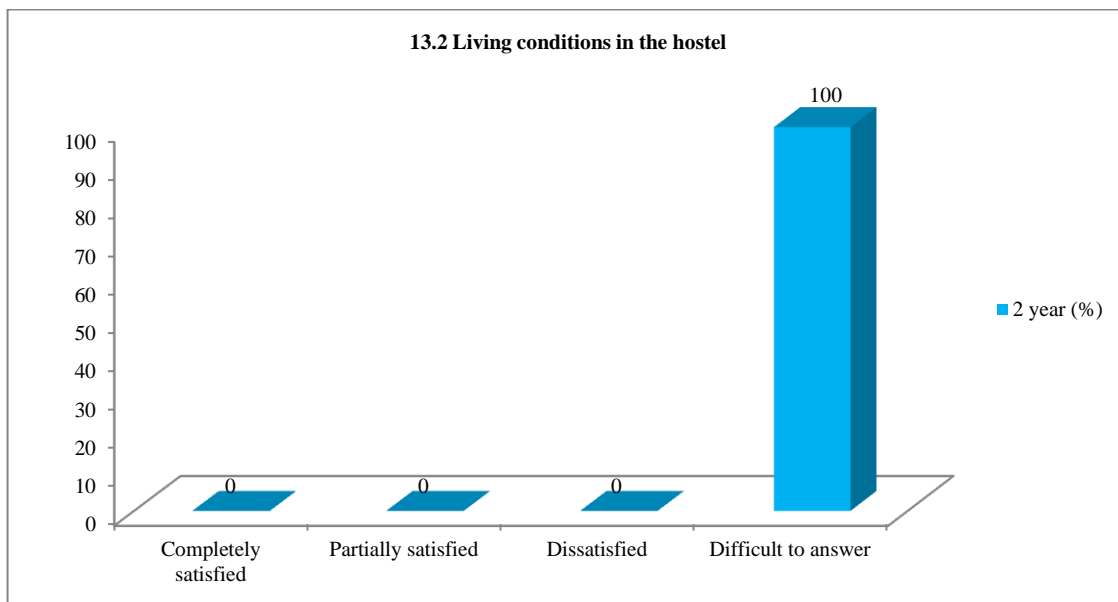
13.1 Organization of the educational process

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



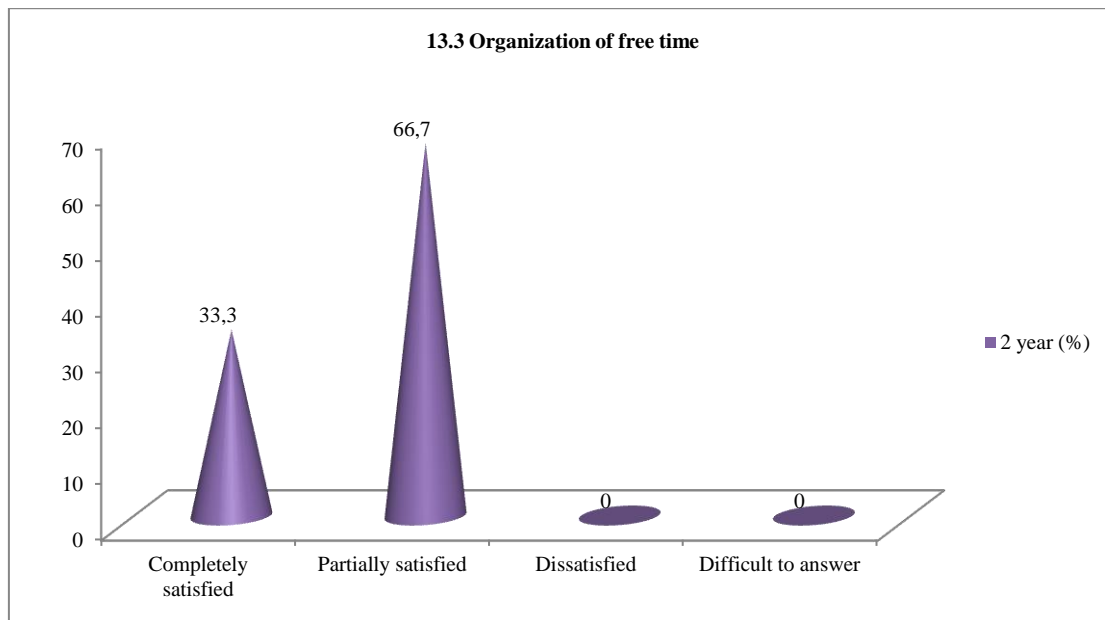
13.2 Living conditions in the hostel

Answer options	2 year (%)
Completely satisfied	-
Partially satisfied	-
Dissatisfied	-
Difficult to answer	100



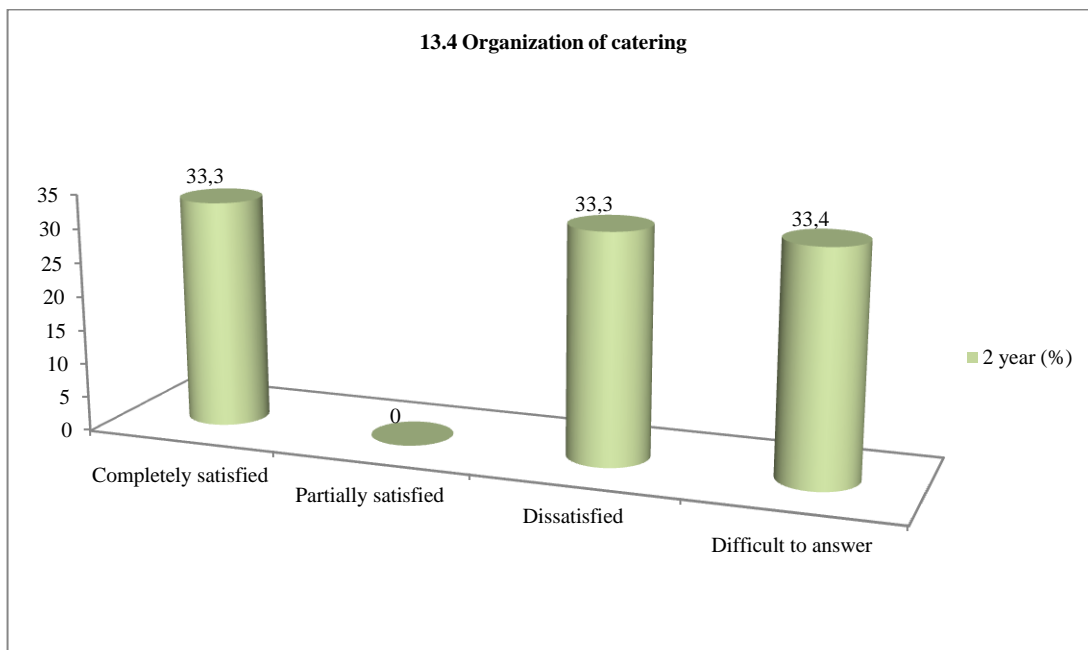
13.3 Organization of free time

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



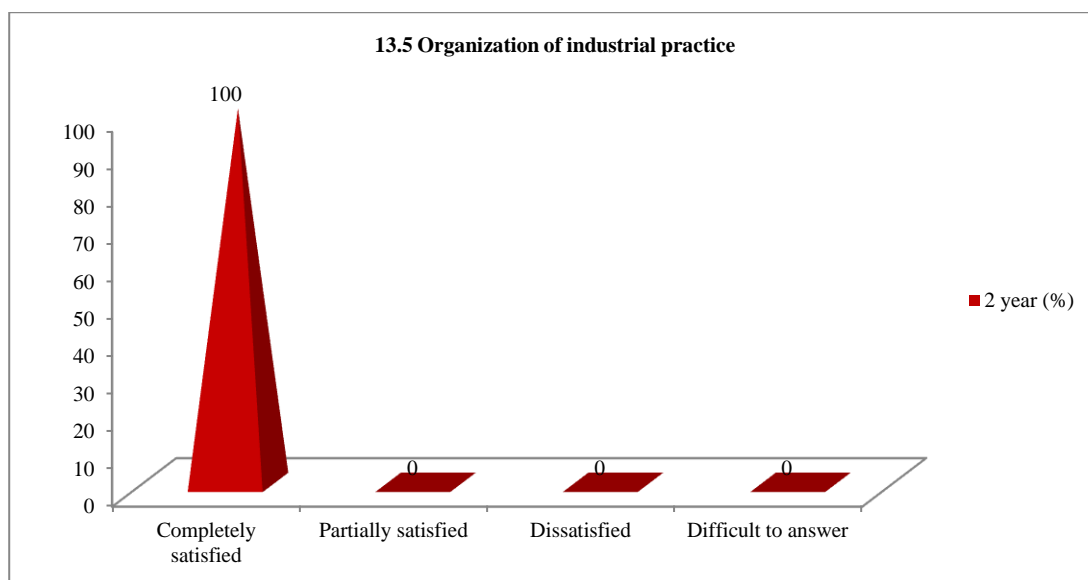
13.4 Organization of catering

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



13.5 Organization of industrial practice

Answer options	2 year (%)
Completely satisfied	100
Partially satisfied	-
Dissatisfied	-
Difficult to answer	-



Conclusions on the results of the survey:

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

1. Continuing education at the previous university: 100%;
2. A wide choice of specialties: 33.3%.

Additional factors: the availability of budget places and proximity to the family's place of residence influence the choice of a Master's program.

2. Satisfaction with the availability of information:

- a high level (100%) of satisfaction of master students with the availability of information on aspects of their studies, which helps Master's students to be well informed about their program.

3. Evaluation of the teaching staff:

- more than 83.3% of master students rated the level of knowledge, professionalism, objectivity, pedagogical skills and methods of teachers as "very high" and "high".

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

- 66.7% of master students actively participate in the development of their work plan under the supervision of their supervisor, which indicates the independence and responsibility of Master's students;

- 33.3% of master students find it difficult to answer whose initiative was greater - theirs or their supervisor's.

5. Satisfaction with the help of the scientific supervisor:

- 100% of master students are satisfied with the help of the scientific supervisor in writing the dissertation.

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

- modern material and technical base (100%);
- involvement of master students in research projects (66.7%);
- awards, prizes for achievements in science (33.3%);
- work of famous foreign scientists at the University (33.3%);
- availability of publications of the University staff in international publications (33.3%).

7. Publication of scientific papers:

- half of the master's degree students (66.7%) actively participate in research projects and attend scientific events, such as seminars and conferences.

8. Publication of scientific papers: over the entire period of their activity, 66.6% of master's degree students published their theses and articles in both Kazakhstani and foreign publications.

9. Level of foreign language proficiency:

- master's degree students have a conversational (66.7%) and intermediate (33.3%) level of foreign language proficiency.

10. 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: 33.3%;

- writing scientific articles: 100%;

- participation with reports at conferences and seminars: 66.7%;

11. Satisfaction of master students with the scientific and educational environment of the University:

- Organization of conferences, round tables, forums at the University, with the participation of graduate students: 100%.

- Material and technical support for applied scientific research: 66.7%.

- Availability of equipment, computers necessary for the educational process and scientific activity: 66.6%.

12. General level of organization and implementation of foreign internships: 100%.

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

- Availability of scientific equipment, tools, materials: 33.3%.

- Availability of laboratories, specialized facilities and experimental sites: 33.3%.

13. Organization of the educational process: 66.6% of master students are satisfied with the conditions of the educational process, free time and industrial practice.

The overall satisfaction of master students majoring in Instrument Making with educational services is **79,6%**, which indicates a high level of satisfaction among students in general, despite individual problems and areas for improvement.

Recommendations:

1. Discussion of the survey results:

- the head of the department must familiarize and discuss the survey results with the staff and 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.