

Report on the results of the survey
«Master students' satisfaction with educational services»
for 2024-2025 ac. year
in educational program
7M07106 Heat power 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.

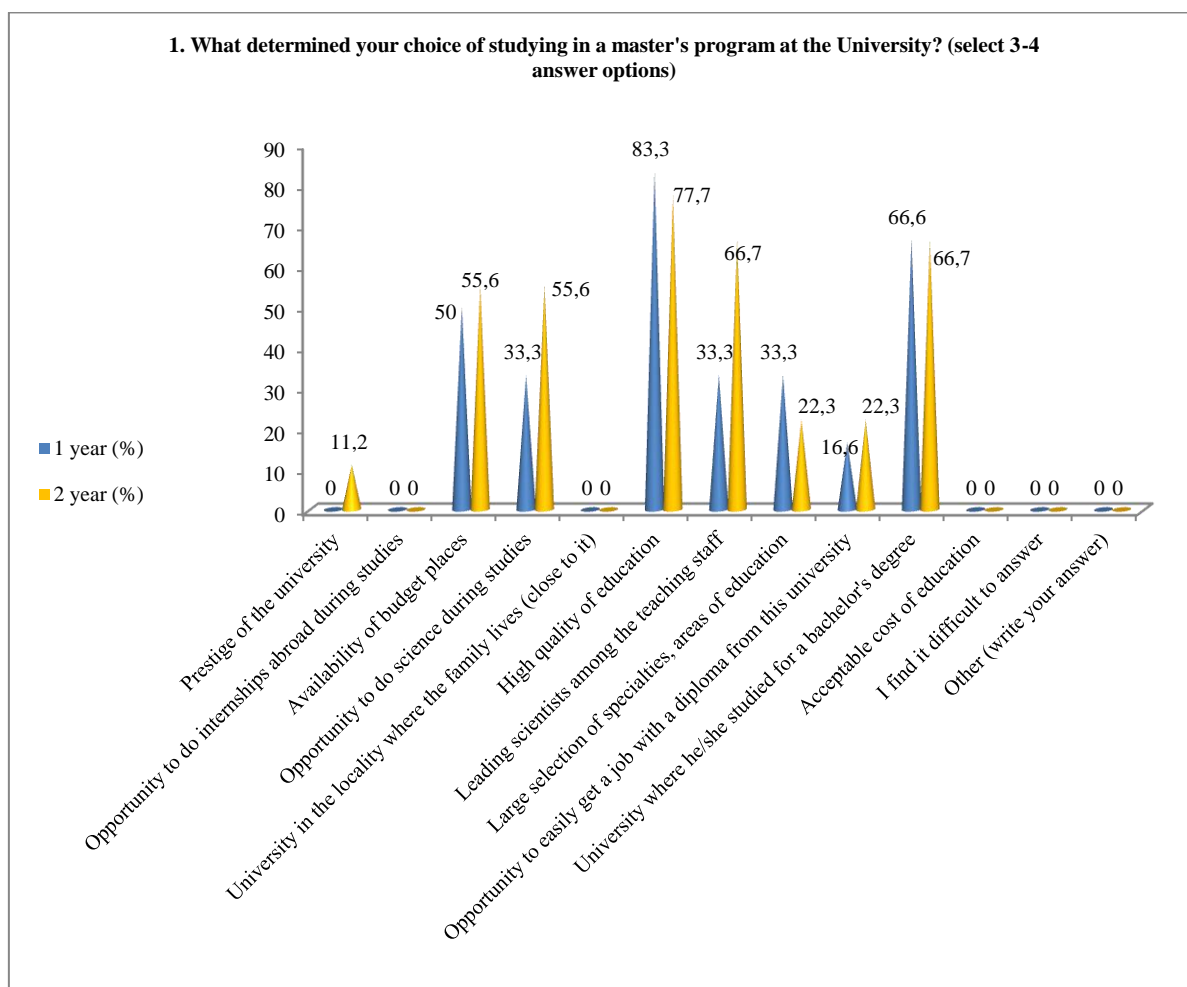
8 respondents took part in the survey, which amounted to 100% of the total number of master students.

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	1 year (%)	2 year (%)
Prestige of the university	-	11,2
Opportunity to do internships abroad during studies	-	-
Availability of budget places	50	55,6
Opportunity to do science during studies	33,3	55,6
University in the locality where the family lives (close to it)	-	-
High quality of education	83,3	77,7
Leading scientists among the teaching staff	33,3	66,7
Large selection of specialties, areas of education	33,3	22,3
Opportunity to easily get a job with a diploma from this university	16,6	22,3
University where he/she studied for a bachelor's degree	66,6	66,7
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:

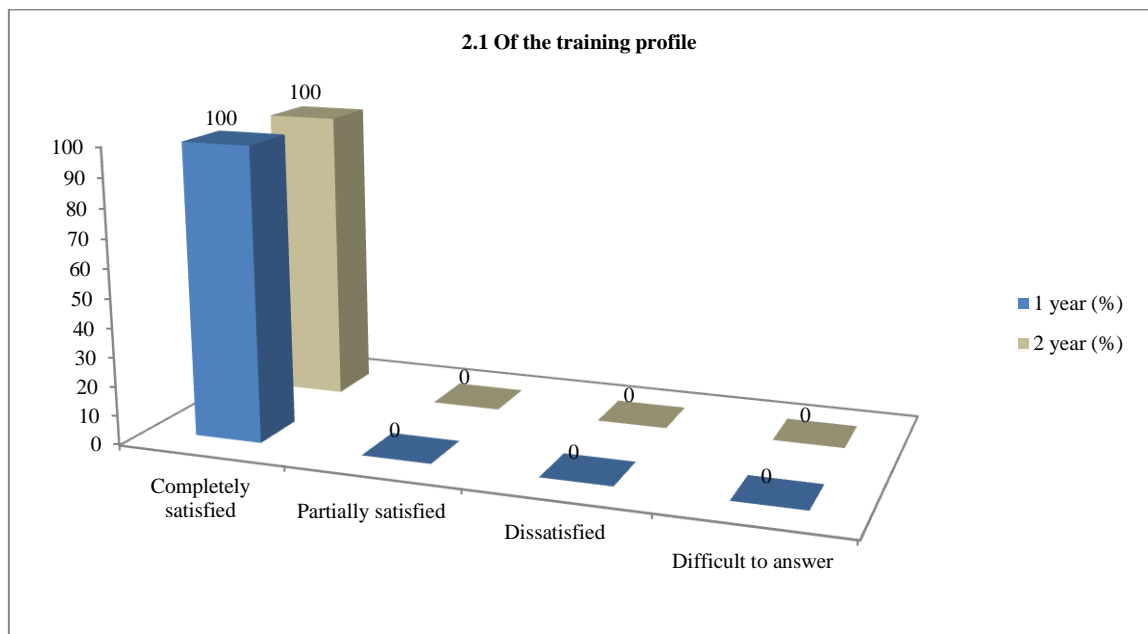
2.1 Of the training profile
2.2 Characteristics of the professional activity of a master student
2.3 List of developing competencies of a master graduate
2.4 List of bases of master students' practices
2.5 Information of scientific supervisors

Other (write your answer) _____

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

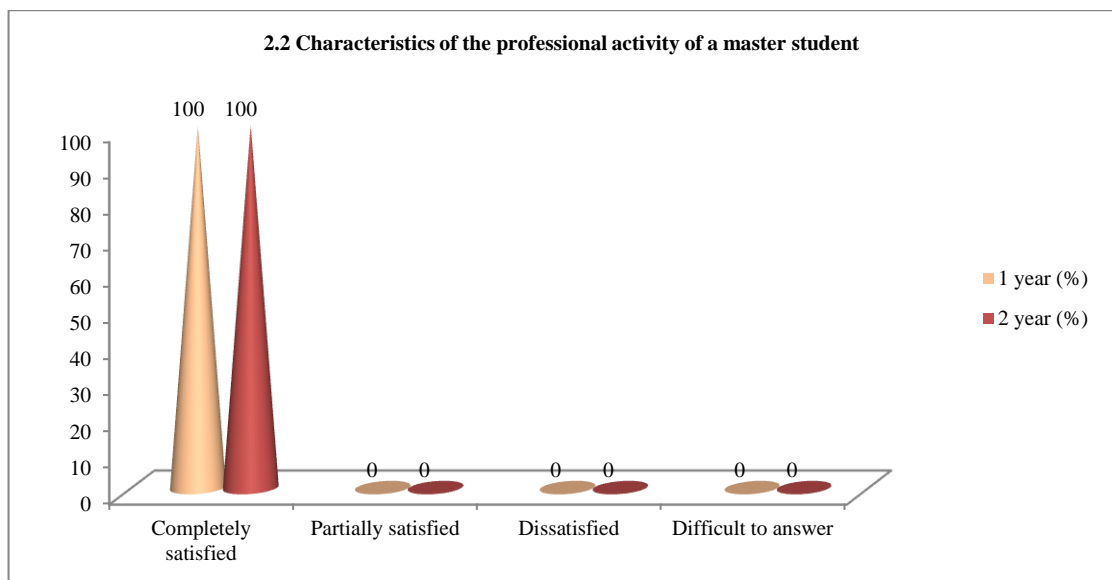
2.1 Of the training profile

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



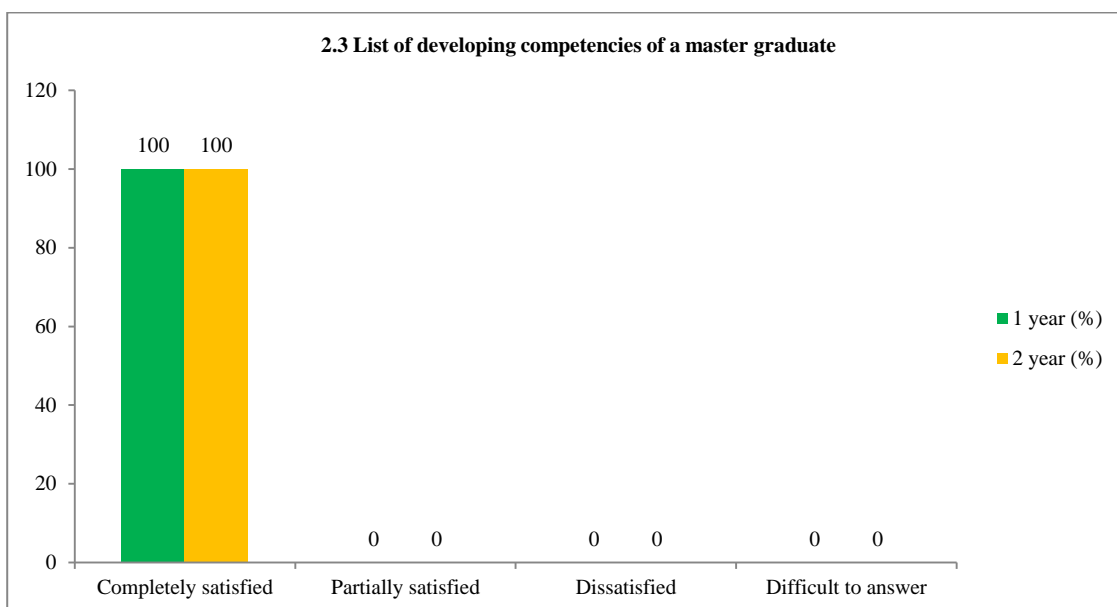
2.2 Characteristics of the professional activity of a master student

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



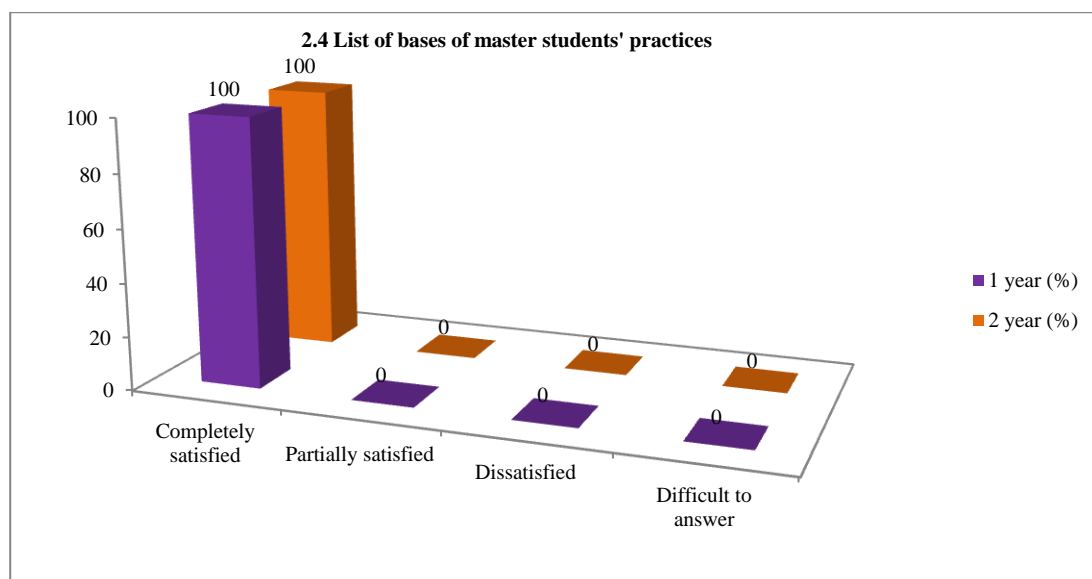
2.3 List of developing competencies of a master graduate

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



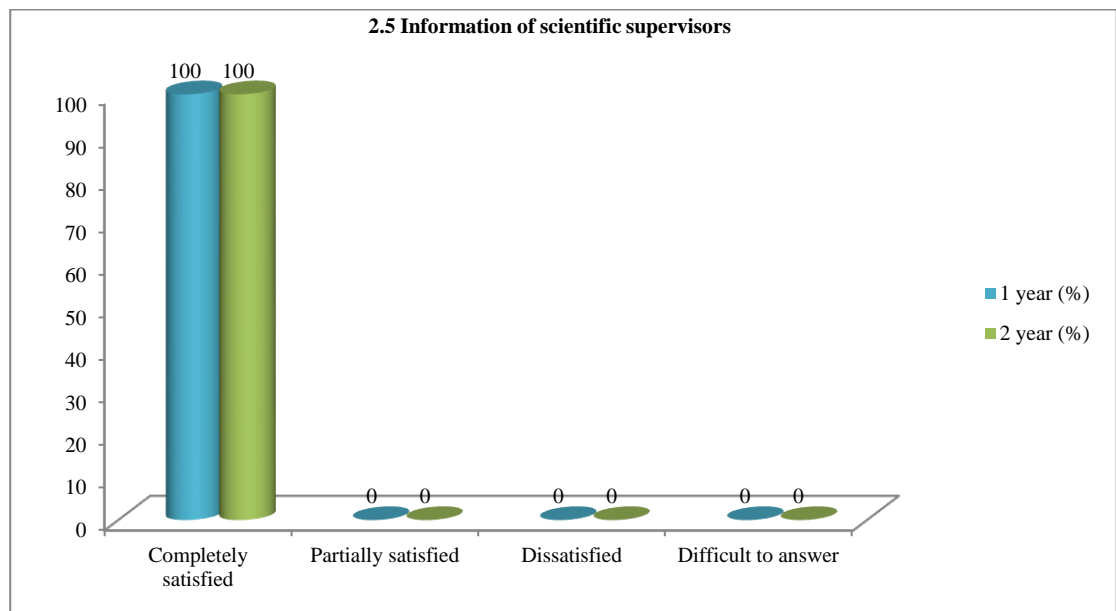
2.4 List of bases of master students' practices

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



2.5 Information of scientific supervisors

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



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

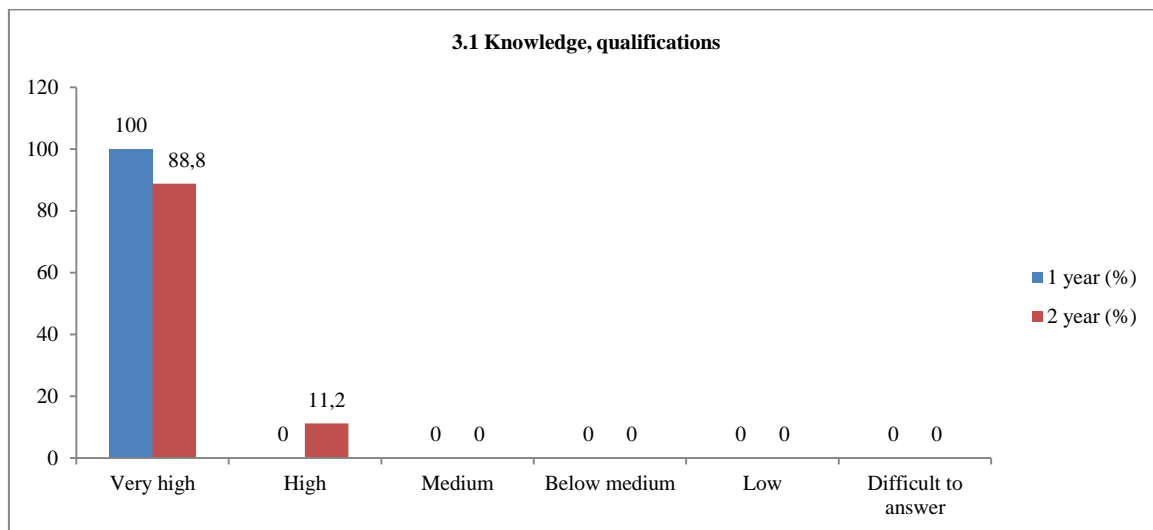
3.1 Knowledge, qualifications
3.2 Pedagogical qualities
3.3 Objectivity and impartiality of assessments
3.4 Teaching methods used

Other (write your answer)_____

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

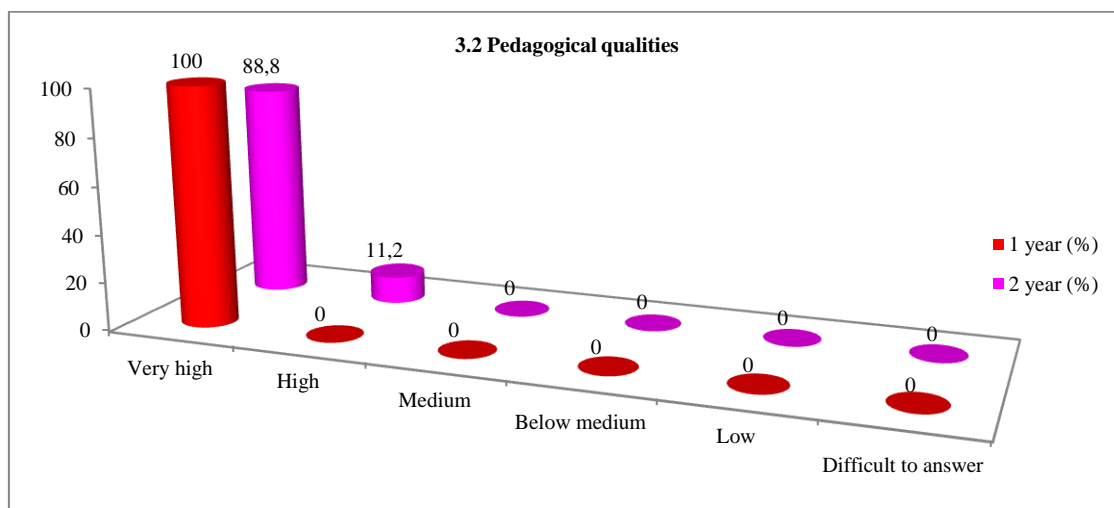
3.1 Knowledge, qualifications

Answer options	1 year (%)	2 year (%)
Very high	100	88,8
High	-	11,2
Medium	-	-
Below medium	-	-
Low	-	-
Difficult to answer	-	-



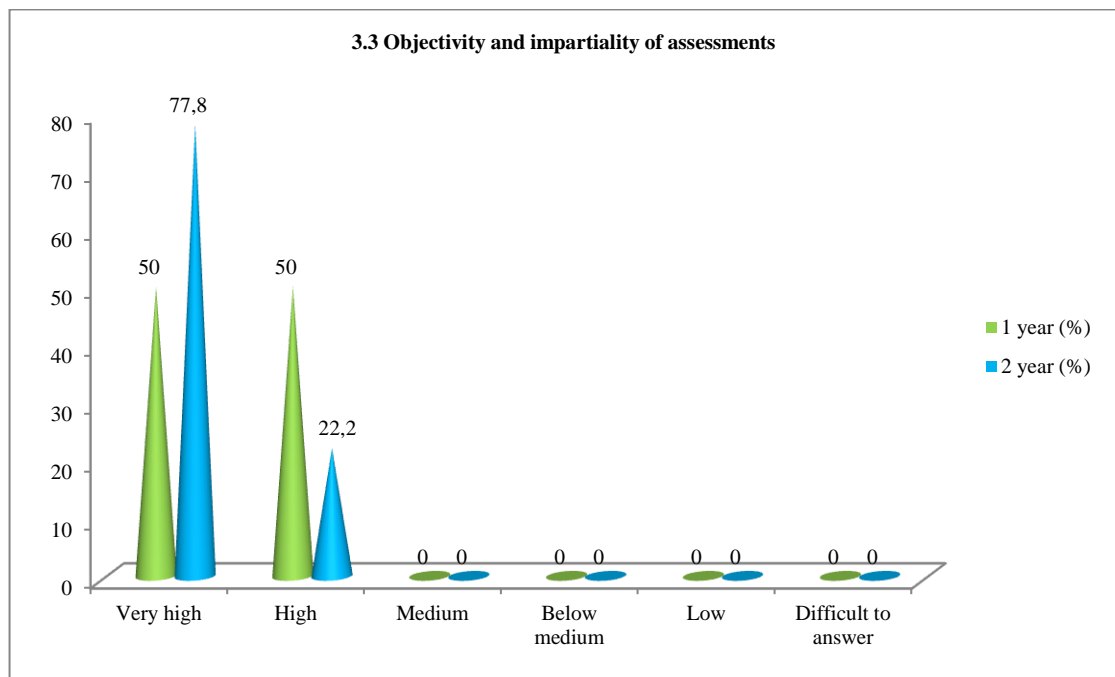
3.2 Pedagogical qualities

Answer options	1 year (%)	2 year (%)
Very high	100	88,8
High	-	11,2
Medium	-	-
Below medium	-	-
Low	-	-
Difficult to answer	-	-



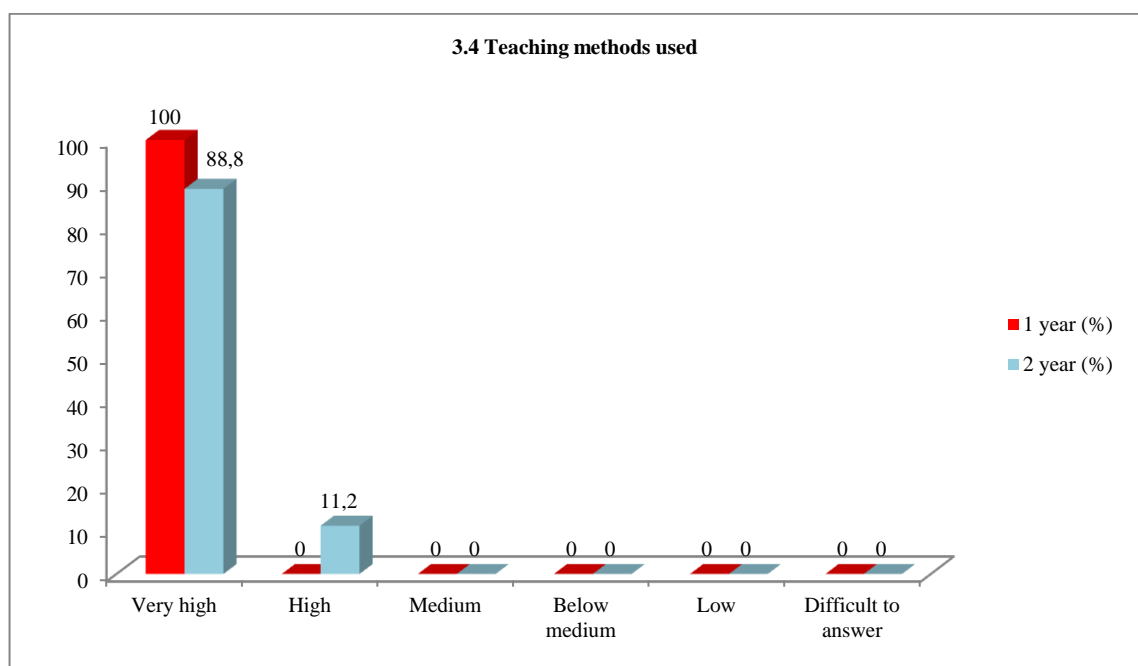
3.3 Objectivity and impartiality of assessments

Answer options	1 year (%)	2 year (%)
Very high	50	77,8
High	50	22,2
Medium	-	-
Below medium	-	-
Low	-	-
Difficult to answer	-	-



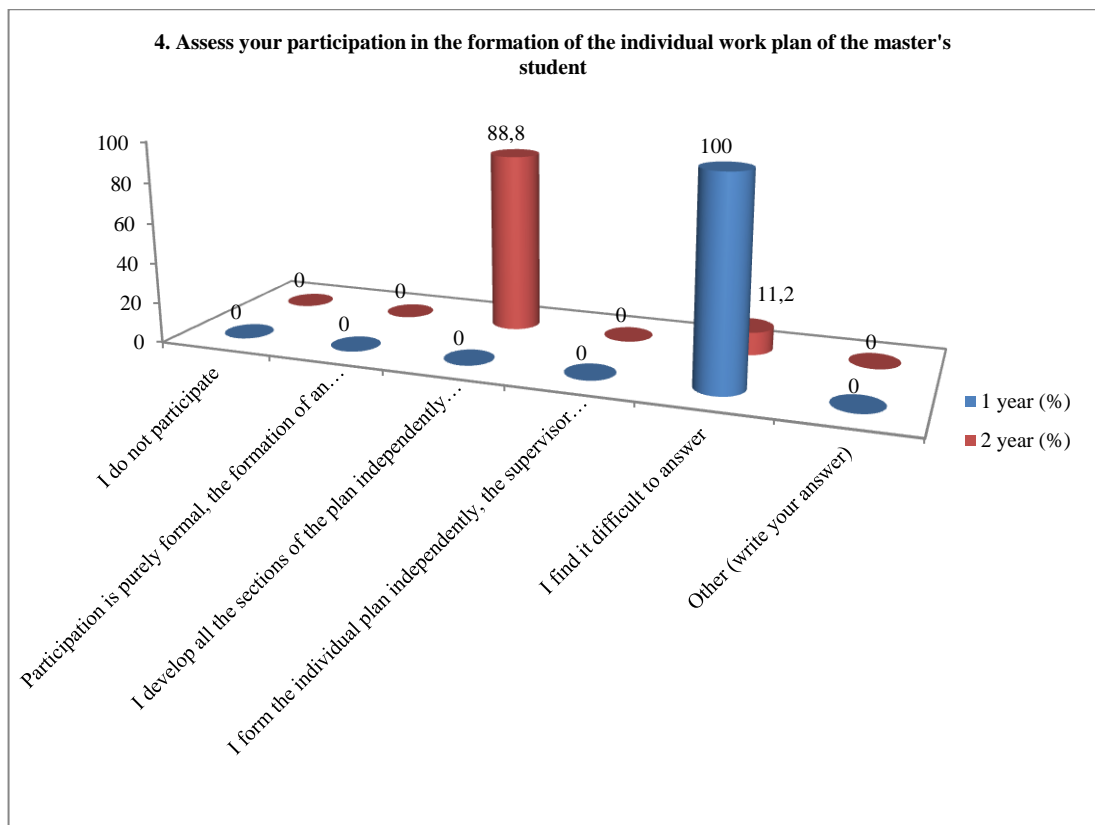
3.4 Teaching methods used

Answer options	1 year (%)	2 year (%)
Very high	100	88,8
High	-	11,2
Medium	-	-
Below medium	-	-
Low	-	-
Difficult to answer	-	-



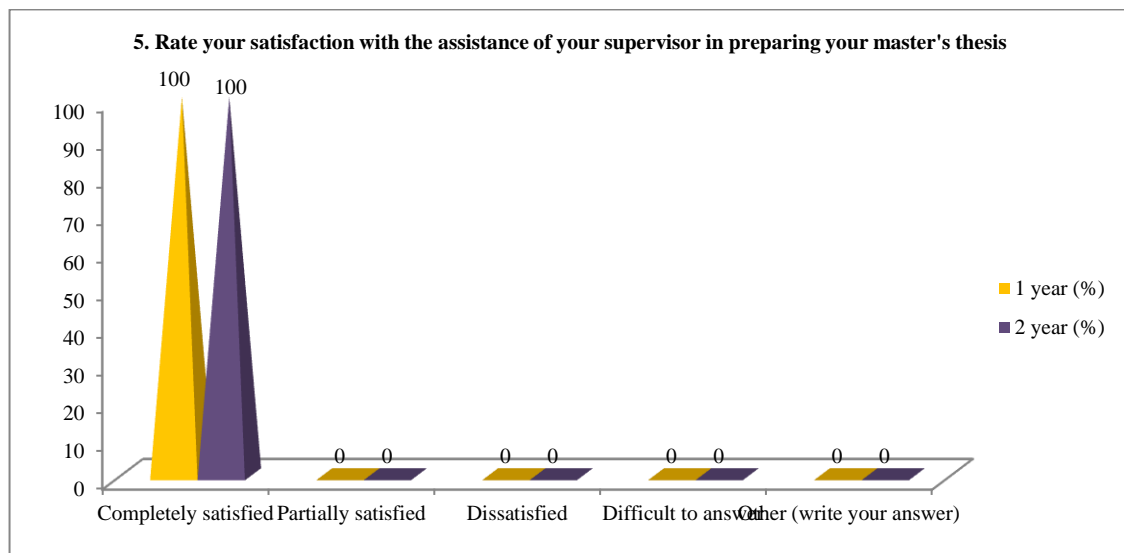
4. Assess your participation in the formation of the individual work plan of the master's student

Answer options	1 year (%)	2 year (%)
I do not participate	-	-
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	-	88,8
I form the individual plan independently, the supervisor only signs it	-	-
I find it difficult to answer	100	11,2
Other (write your answer)	-	-



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

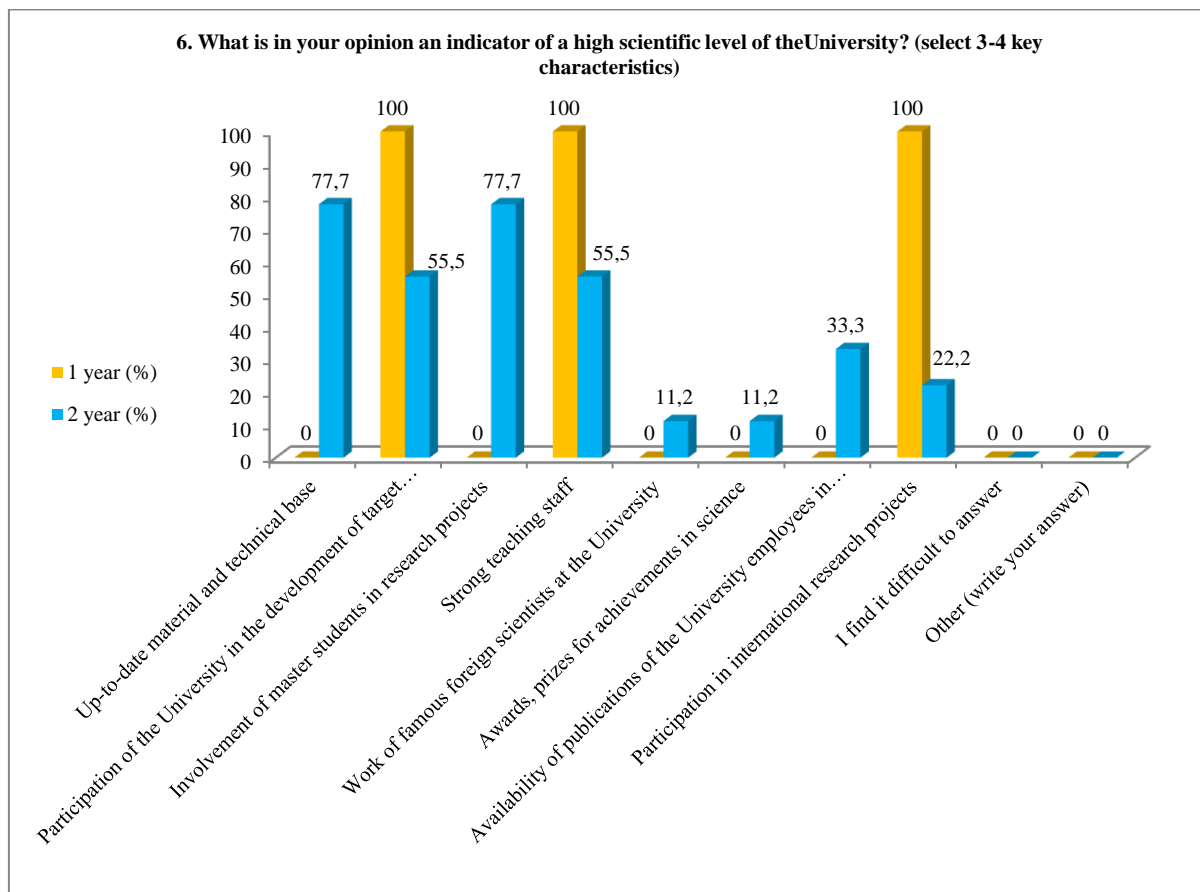
Answer options	1 year (%)	2 year (%)
Completely satisfied	100	100
Partially satisfied	-	-
Dissatisfied	-	-
Difficult to answer	-	-
Other (write your answer)	-	-



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

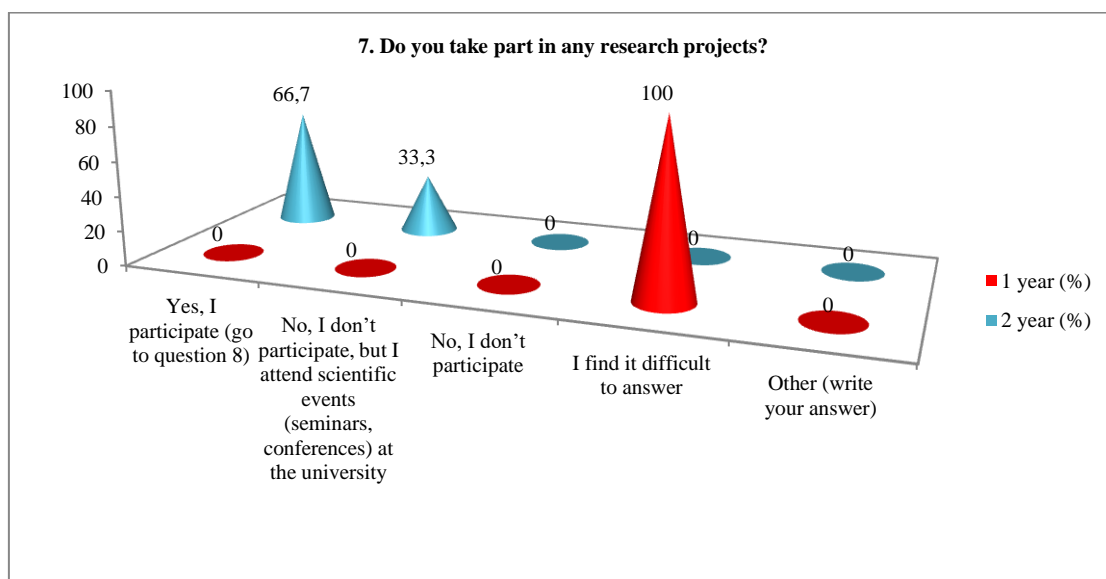
Answer options	1 year (%)	2 year (%)
Up-to-date material and technical base	-	77,7
Participation of the University in the development of target programs for the socio-economic development of the region, cities, enterprises	100	55,5
Involvement of master students in research projects	-	77,7
Strong teaching staff	100	55,5
Work of famous foreign scientists at the University	-	11,2
Awards, prizes for achievements in science	-	11,2
Availability of publications of the University employees in international publications	-	33,3
Participation in international research projects	100	22,2
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?

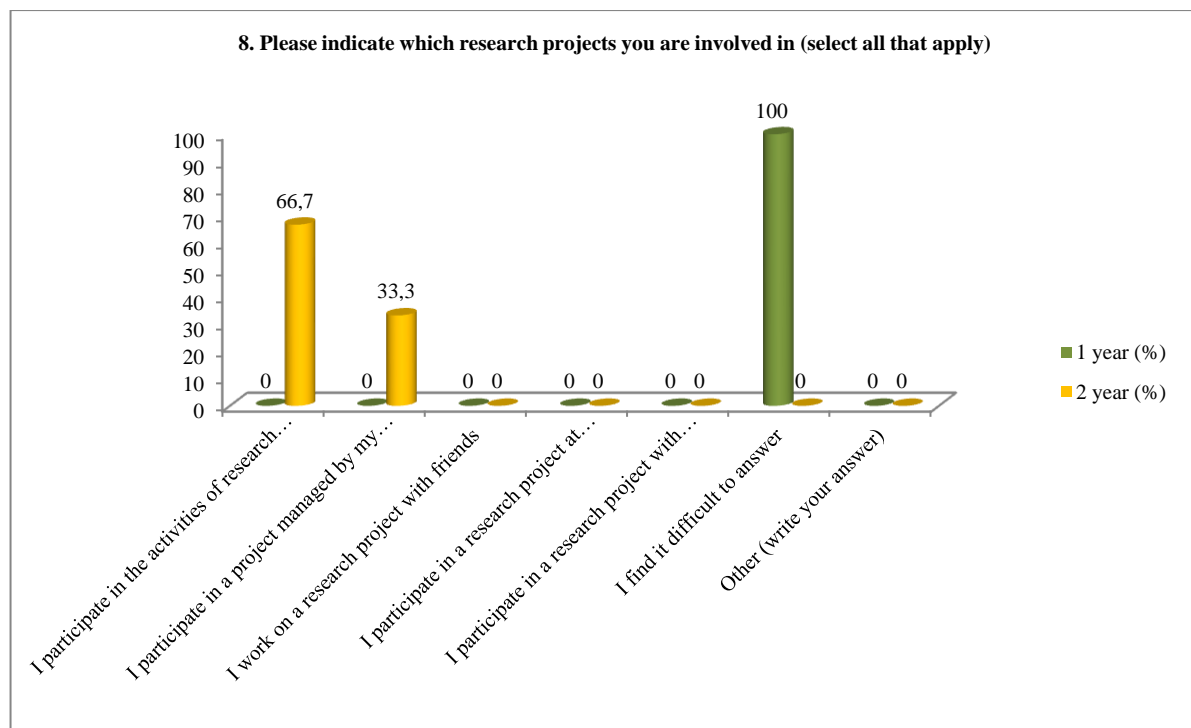
Answer options	1 year (%)	2 year (%)
Yes, I participate (go to question 8)	-	66,7
No, I don't participate, but I attend scientific events (seminars, conferences) at the university	-	33,3
No, I don't participate	-	-
I find it difficult to answer	100	-
Other (write your answer)	-	-



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

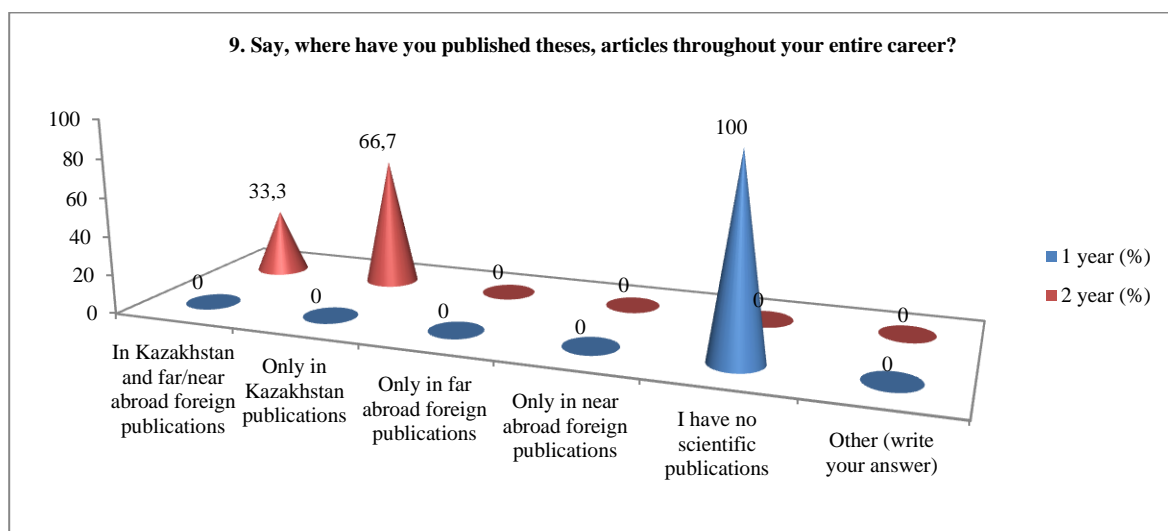
Answer options	1 year (%)	2 year (%)
I participate in the activities of research departments at my university	-	66,7
I participate in a project managed by my supervisor/another teacher	-	33,3
I work on a research project with friends	-	-
I participate in a research project at another university	-	-
I 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%.



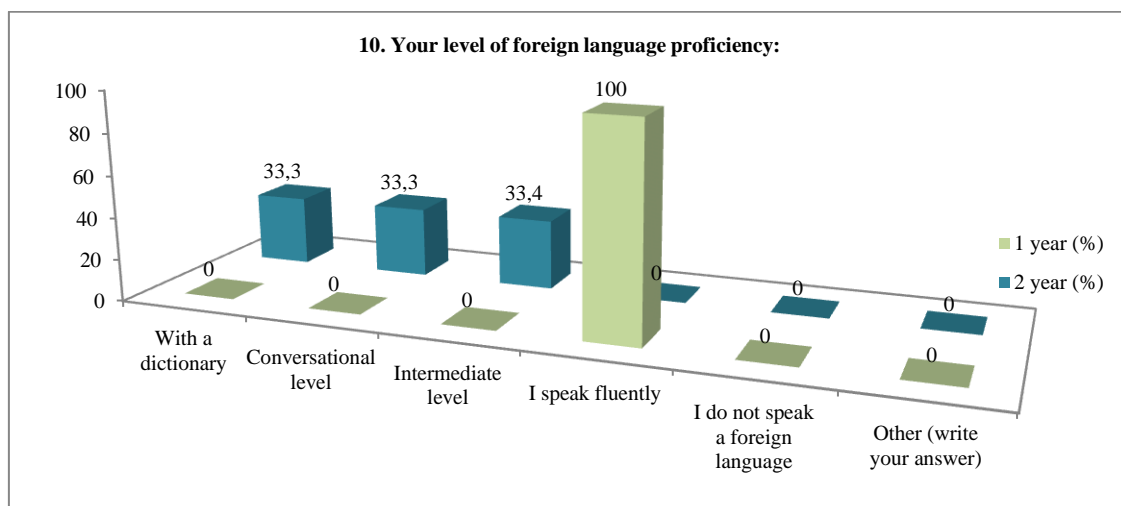
9. Say, where have you published theses, articles throughout your entire career?

Answer options	1 year (%)	2 year (%)
In Kazakhstan and far/near abroad foreign publications	-	33,3
Only in Kazakhstan publications	-	66,7
Only in far abroad foreign publications	-	-
Only in near abroad foreign publications	-	-
I have no scientific publications	100	-
Other (write your answer)	-	-



10. Your level of foreign language proficiency:

Answer options	1 year (%)	2 year (%)
With a dictionary	-	33,3
Conversational level	-	33,3
Intermediate level	-	33,4
I speak fluently	100	-
I do not speak a foreign language	-	-
Other (write your answer)	-	-



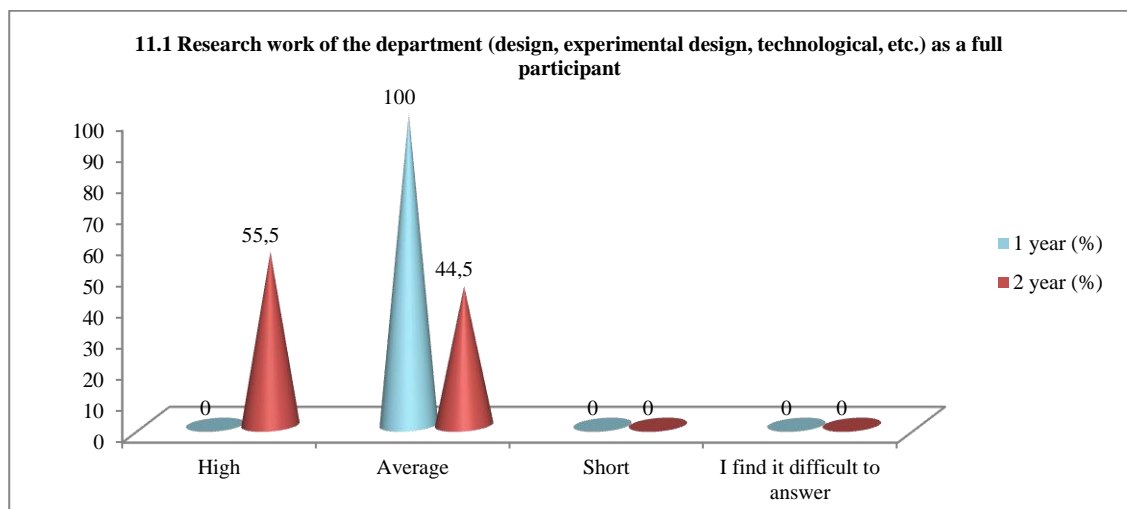
11. Please rate your level of participation in the following types of department work

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

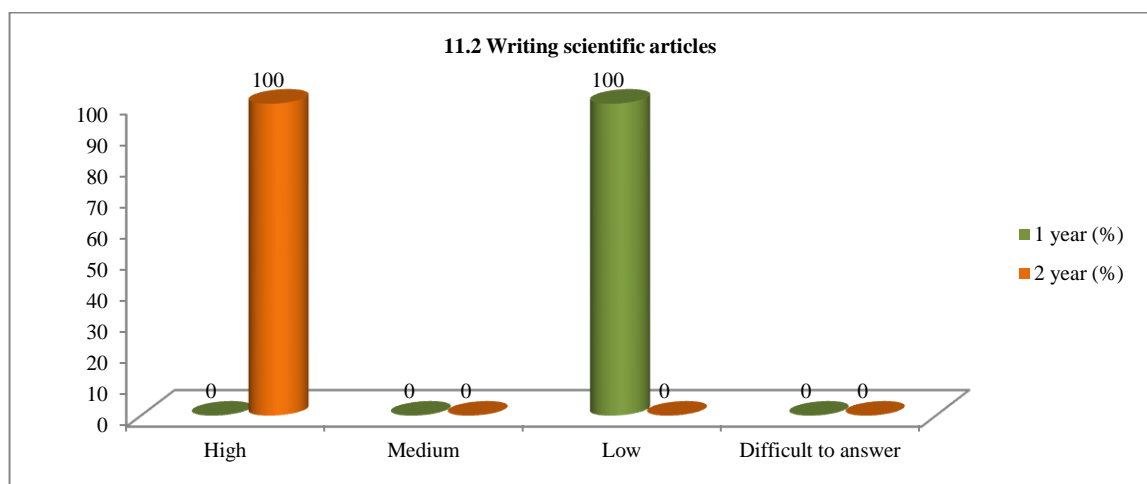
11.1 Research work of the department (design, experimental design, technological, etc.) as a full participant

Answer options	1 year (%)	2 year (%)
High	-	55,5
Medium	100	44,5
Low	-	-
Difficult to answer	-	-



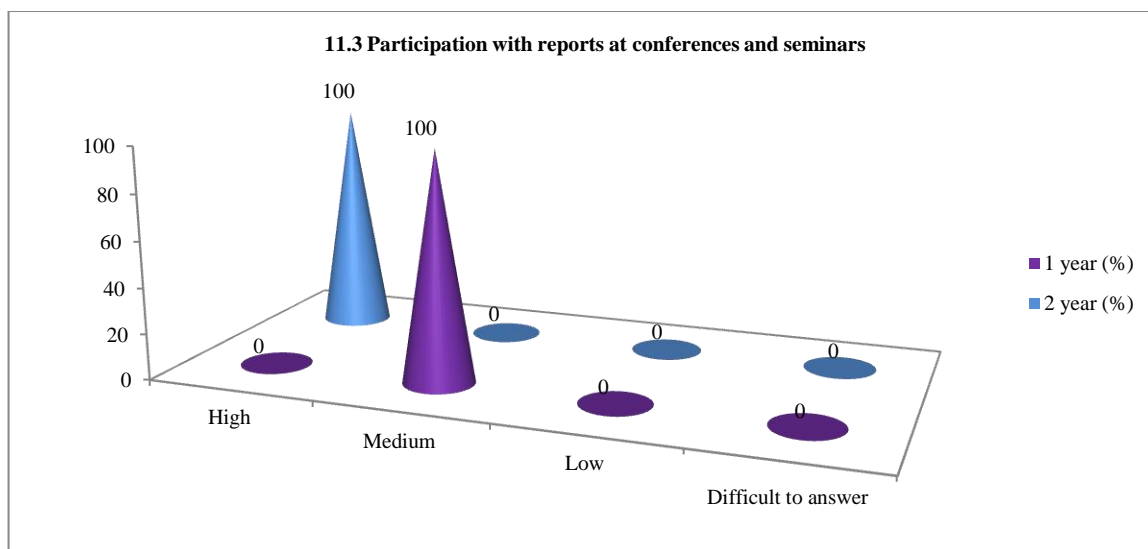
11.2 Writing scientific articles

Answer options	1 year (%)	2 year (%)
High	-	100
Medium	-	-
Low	100	-
Difficult to answer	-	-



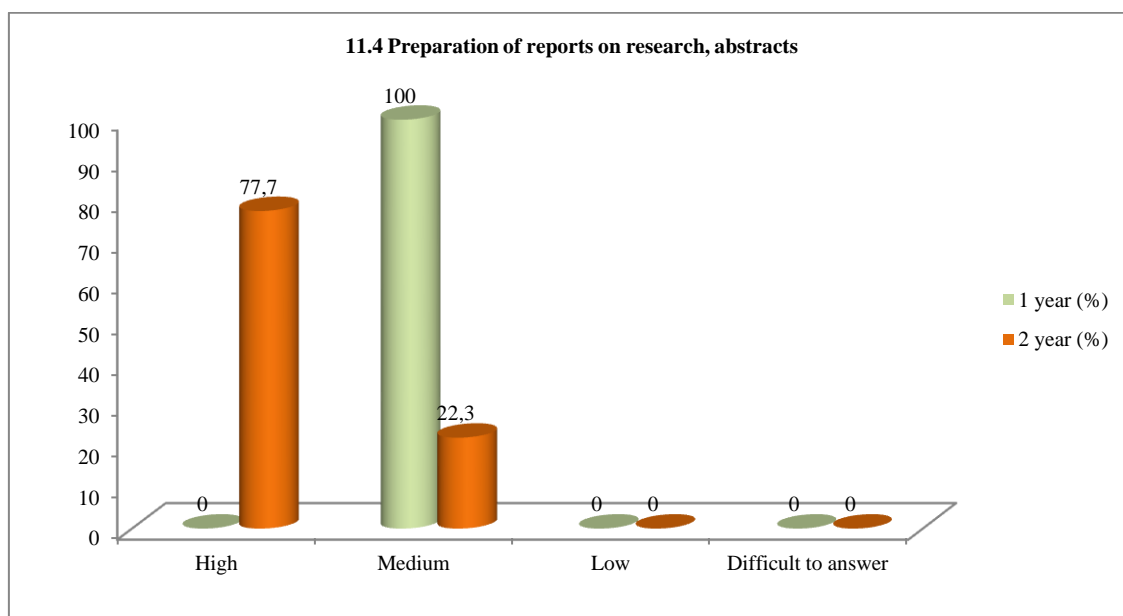
11.3 Participation with reports at conferences and seminars

Answer options	1 year (%)	2 year (%)
High	-	100
Medium	100	-
Low	-	-
Difficult to answer	-	-



11.4 Preparation of reports on research, abstracts

Answer options	1 year (%)	2 year (%)
High	-	77,7
Medium	100	22,3
Low	-	-
Difficult to answer	-	-



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

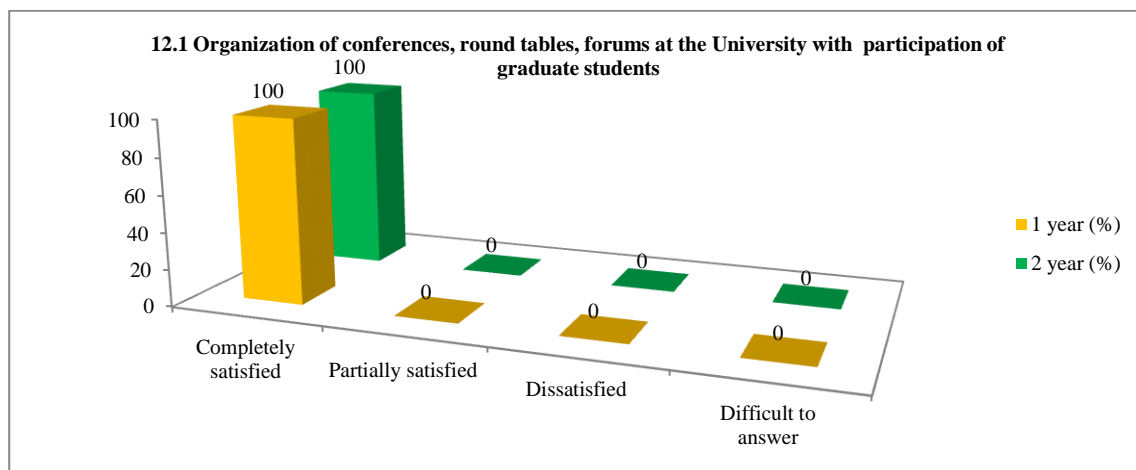
12.1 Organization of conferences, round tables, forums at the University with participation of graduate students
12.2 Material and technical support for applied scientific research
12.3 Availability for graduate students of equipment, computers necessary for the educational process and scientific activities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

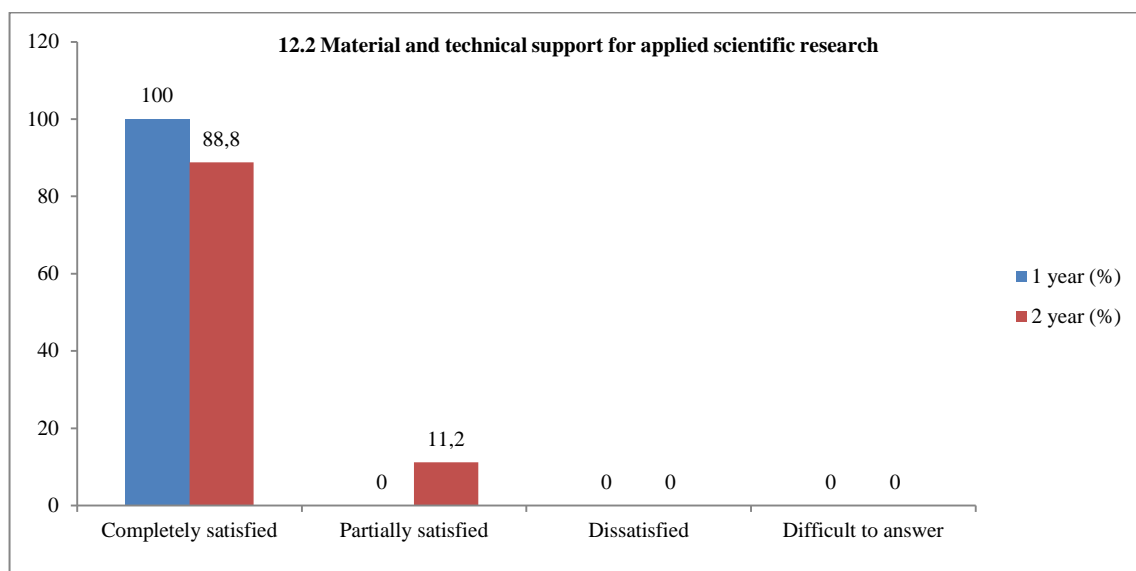
12.1 Organization of conferences, round tables, forums at the University with participation of graduate students

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



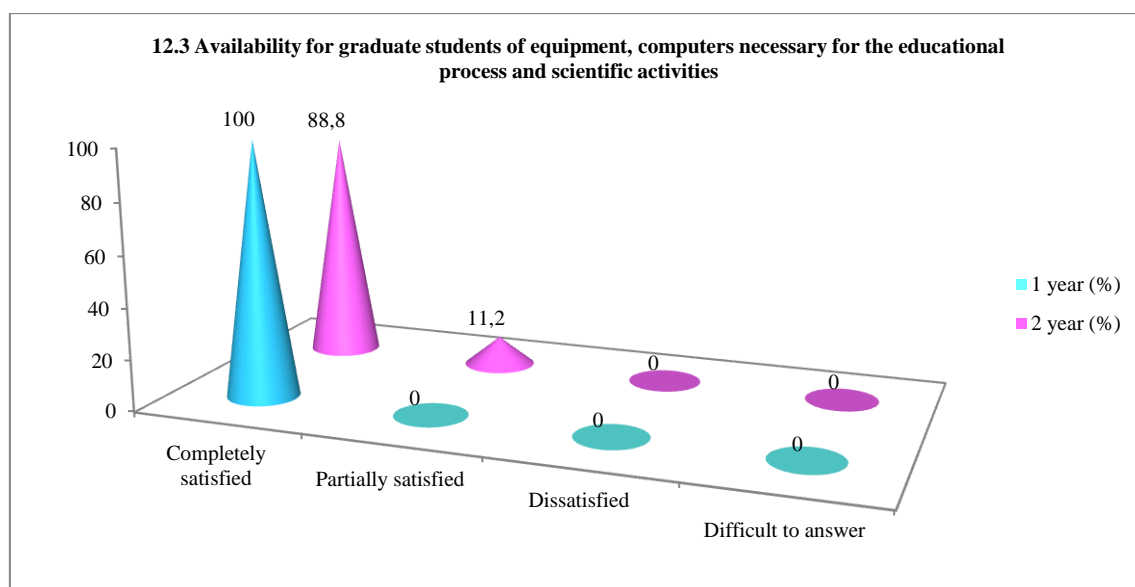
12.2 Material and technical support for applied scientific research

Answer options	1 year (%)	2 year (%)
Completely satisfied	100	88,8
Partially satisfied	-	11,2
Dissatisfied	-	-
Difficult to answer	-	-



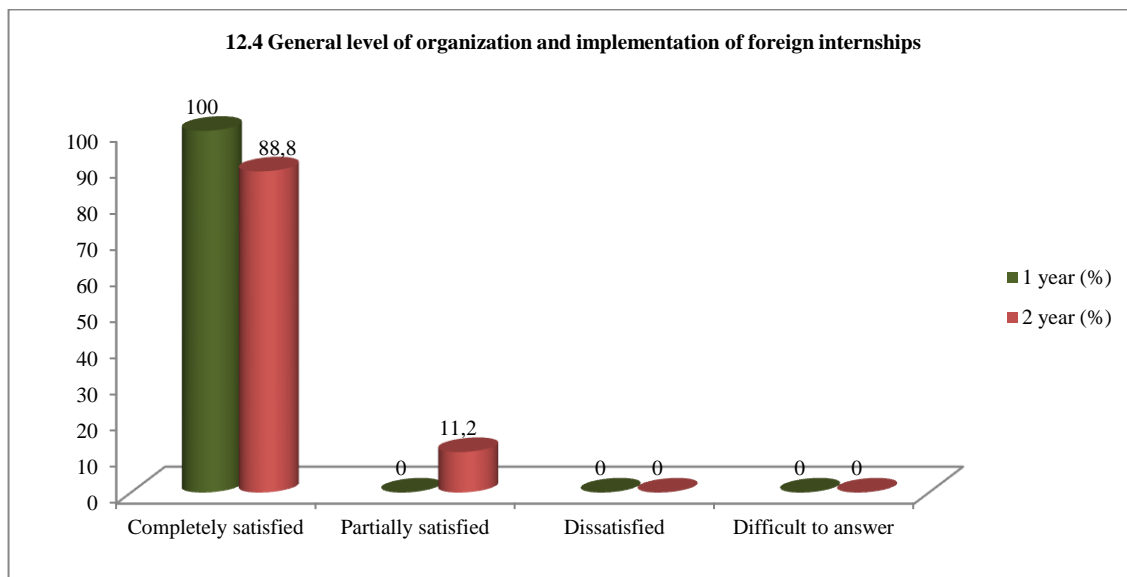
12.3 Availability for graduate students of equipment, computers necessary for the educational process and scientific activities

Answer options	1 year (%)	2 year (%)
Completely satisfied	100	88,8
Partially satisfied	-	11,2
Dissatisfied	-	-
Difficult to answer	-	-



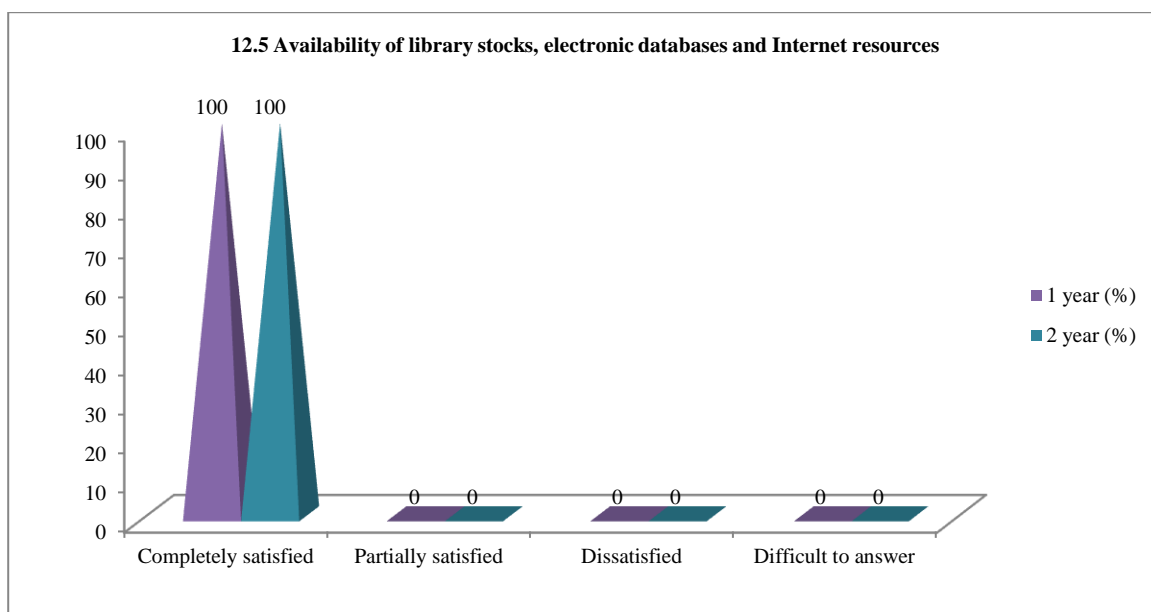
12.4 General level of organization and implementation of foreign internships

Answer options	1 year (%)	2 year (%)
Completely satisfied	100	88,8
Partially satisfied	-	11,2
Dissatisfied	-	-
Difficult to answer	-	-



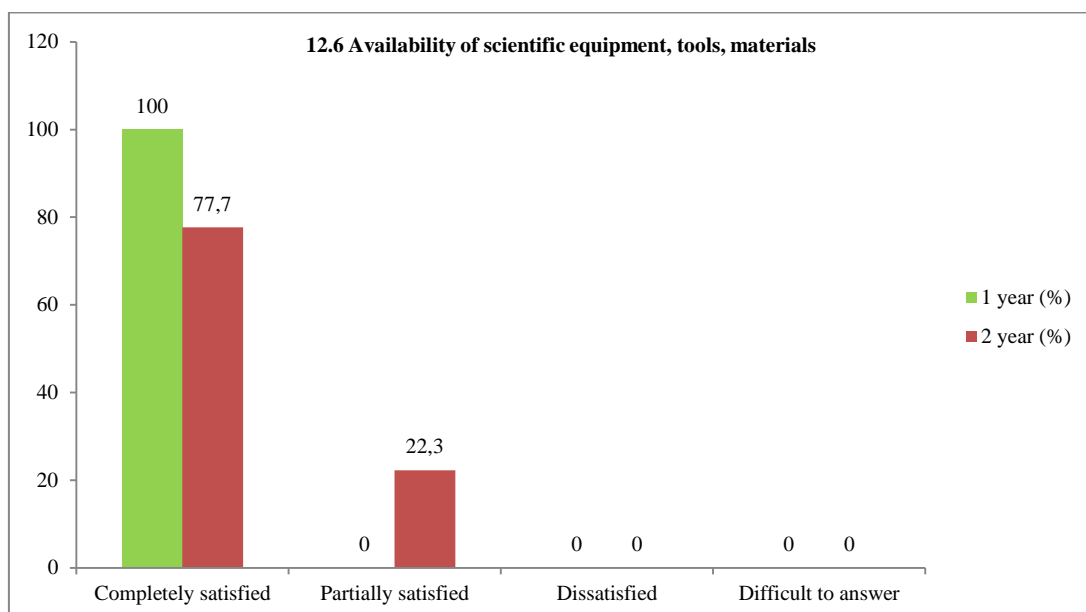
12.5 Availability of library stocks, electronic databases and Internet resources

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



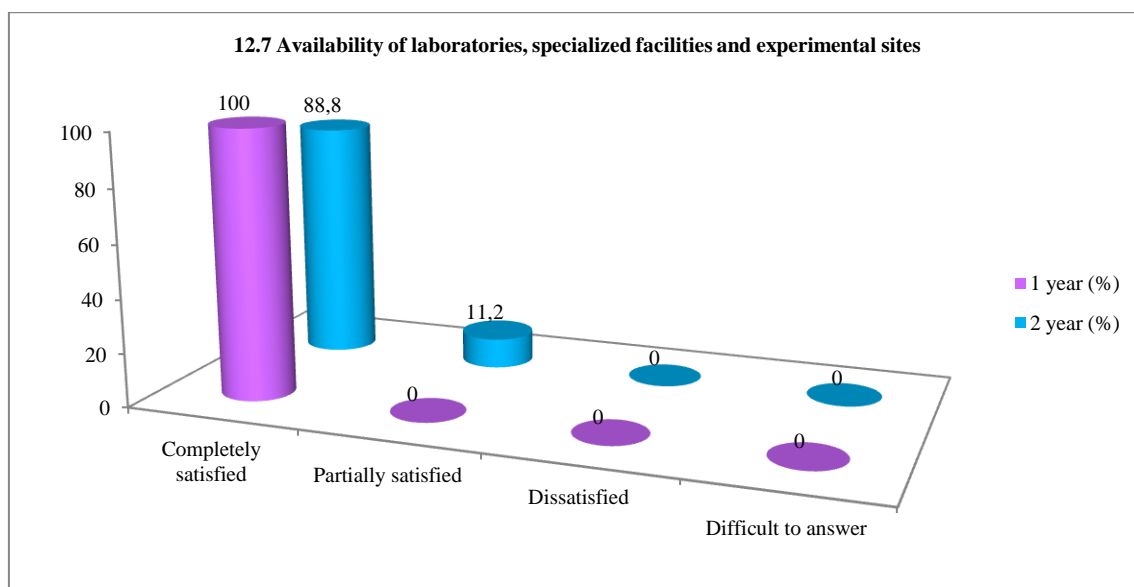
12.6 Availability of scientific equipment, tools, materials

Answer options	1 year (%)	2 year (%)
Completely satisfied	100	77,7
Partially satisfied	-	22,3
Dissatisfied	-	-
Difficult to answer	-	-



12.7 Availability of laboratories, specialized facilities and experimental sites

Answer options	1 year (%)	2 year (%)
Completely satisfied	100	88,8
Partially satisfied	-	11,2
Dissatisfied	-	-
Difficult to answer	-	-

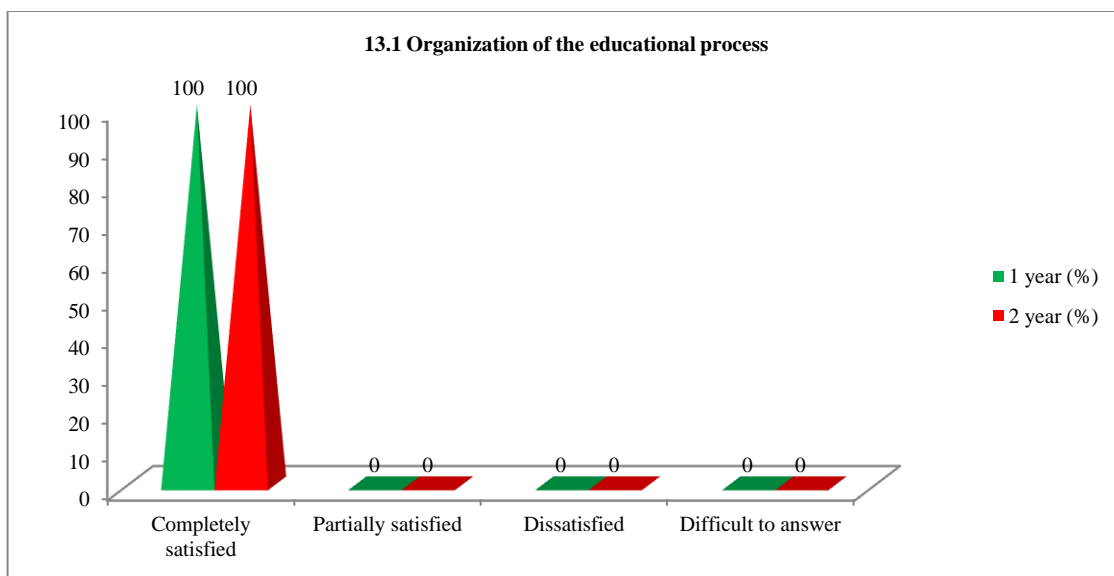


13. Are you satisfied with?

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

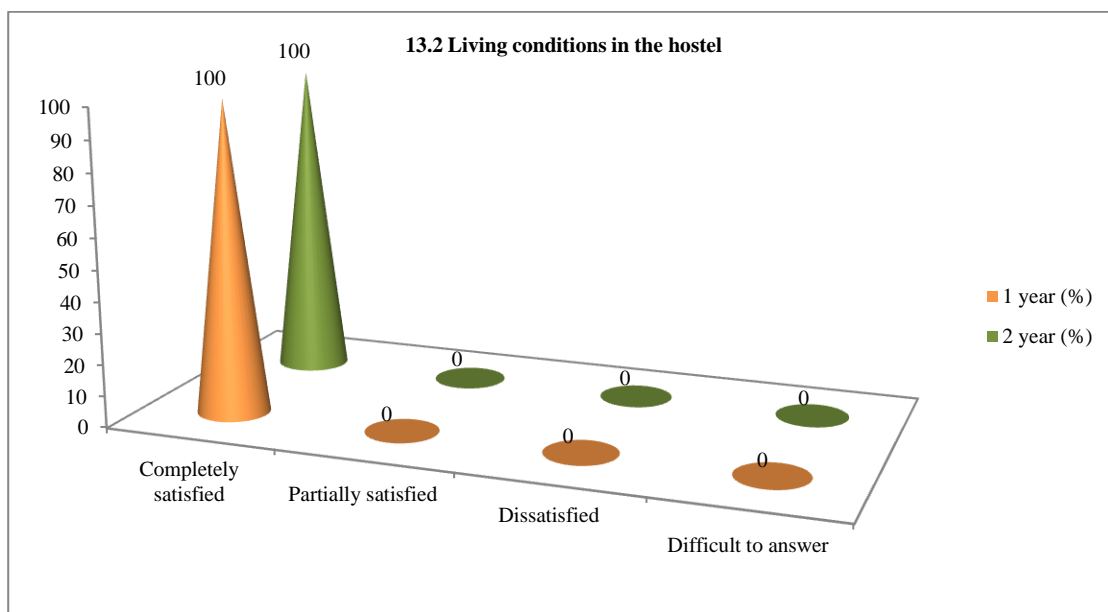
13.1 Organization of the educational process

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



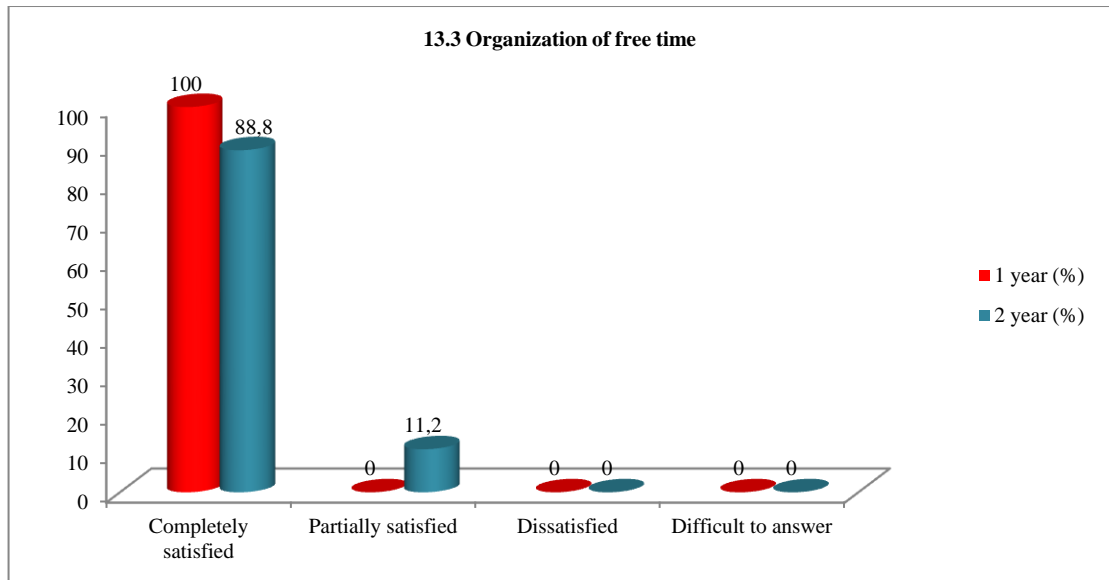
13.2 Living conditions in the hostel

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



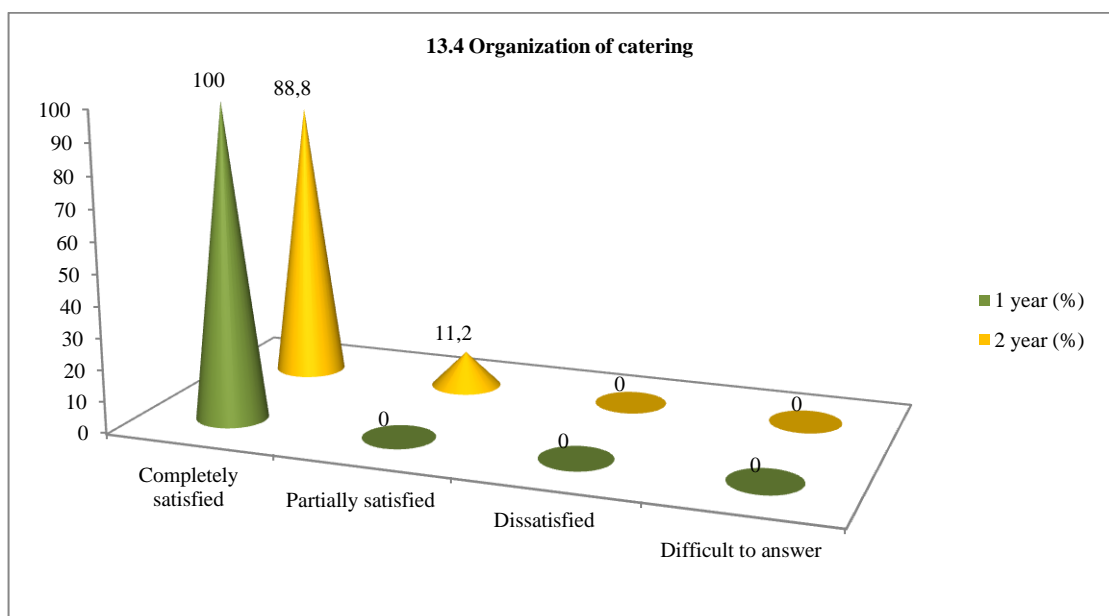
13.3 Organization of free time

Answer options	1 year (%)	2 year (%)
Completely satisfied	100	88,8
Partially satisfied	-	11,2
Dissatisfied	-	-
Difficult to answer	-	-



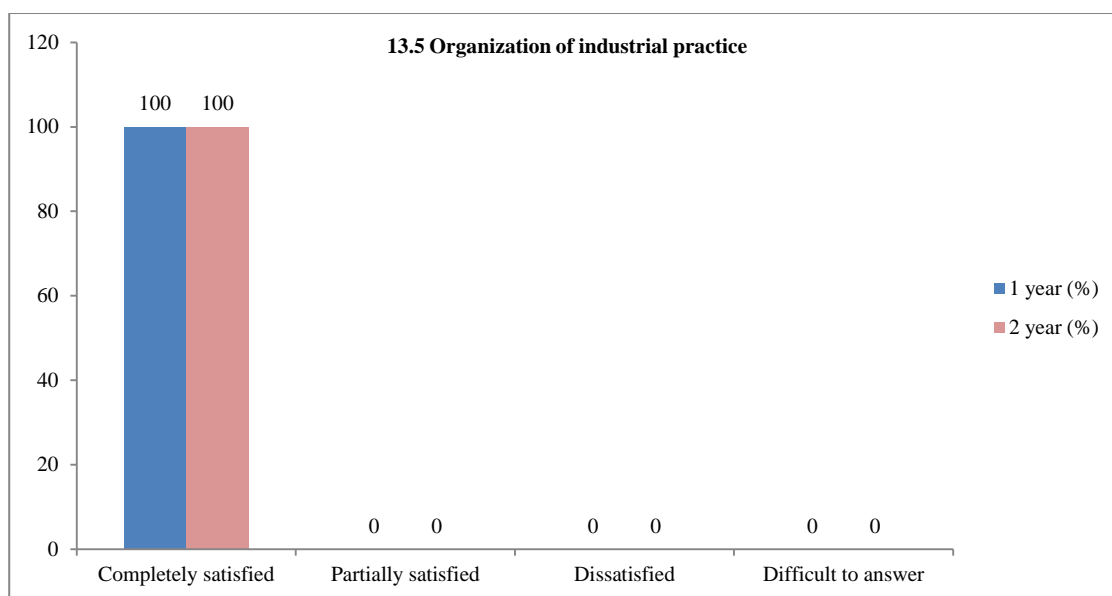
13.4 Organization of catering

Answer options	1 year (%)	2 year (%)
Completely satisfied	100	88,8
Partially satisfied	-	11,2
Dissatisfied	-	-
Difficult to answer	-	-



13.5 Organization of industrial practice

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



Conclusions on the results of the survey:

1. The main factors for choosing a master's degree:

- high quality of education (80.5%);
- continuing education at the same university (66.7%);
- availability of state-funded places (52.8%);
- leading scientists among the teaching staff (50%);
- the opportunity to do research while studying (44.5%).

Additional factors: the prestige of the University, the ability to easily find a job with a diploma from this University and a wide choice of specialties also influence the choice of a master's degree.

2. Satisfaction with the availability of information:

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

3. Evaluation of the teaching staff:

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

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

- 44.4% of master's students actively participate in the development of their work plan under the supervision of their supervisor, which indicates a high degree of independence and responsibility of master students;

- 55.6% 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 their dissertation.

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

- strong teaching staff (77.7%);
- participation in international research projects (61.1%);
- participation of the university in the development of target programs for socio-economic development (38.8%);
- modern material and technical base (38.8%);
- availability of publications of the University staff in international publications (16.6%).
- awards, prizes for achievements in science (5.6%).

7. Participation of master students in research projects and scientific life of the University: 50% of master students attend scientific events, such as seminars and conferences. These data show that half of the master students are involved in scientific activities, which contributes to their academic and professional development.

8. Publication of scientific papers: throughout their career (50%), master students published their theses and articles in both Kazakhstan and foreign publications. This indicates a medium level of involvement of master degree students in the scientific community and their desire to disseminate the results of their research at the international level.

9. Level of foreign language proficiency:

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

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: 100%.
- writing scientific articles: 50%.
- participation with reports at conferences and seminars: 100%.
- preparation of reports on research, abstracts: 100%.

11. Satisfaction of master's degree students with the scientific and educational environment of the university is 100% for the following indicators:

- organization of conferences, round tables, forums with the participation of master's degree students;
- logistical support for applied scientific research;
- availability of equipment, computers for the educational process and scientific activities;
- organization of foreign internships;
- availability of library collections, electronic databases and Internet resources;
- availability of scientific equipment, tools, materials;

12. Organization of the educational process:

- 100% satisfaction of master students with living conditions, free time, meals and industrial practice.

The overall satisfaction of master students in the specialty "Heat power engineering" with educational services is **85,6%**, which indicates a high level of satisfaction of 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.