

Report on the results of the questionnaire
«Satisfaction of master's students with educational services»
2024-2025 academic year
in educational program
7M07107 Electric power industry

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.

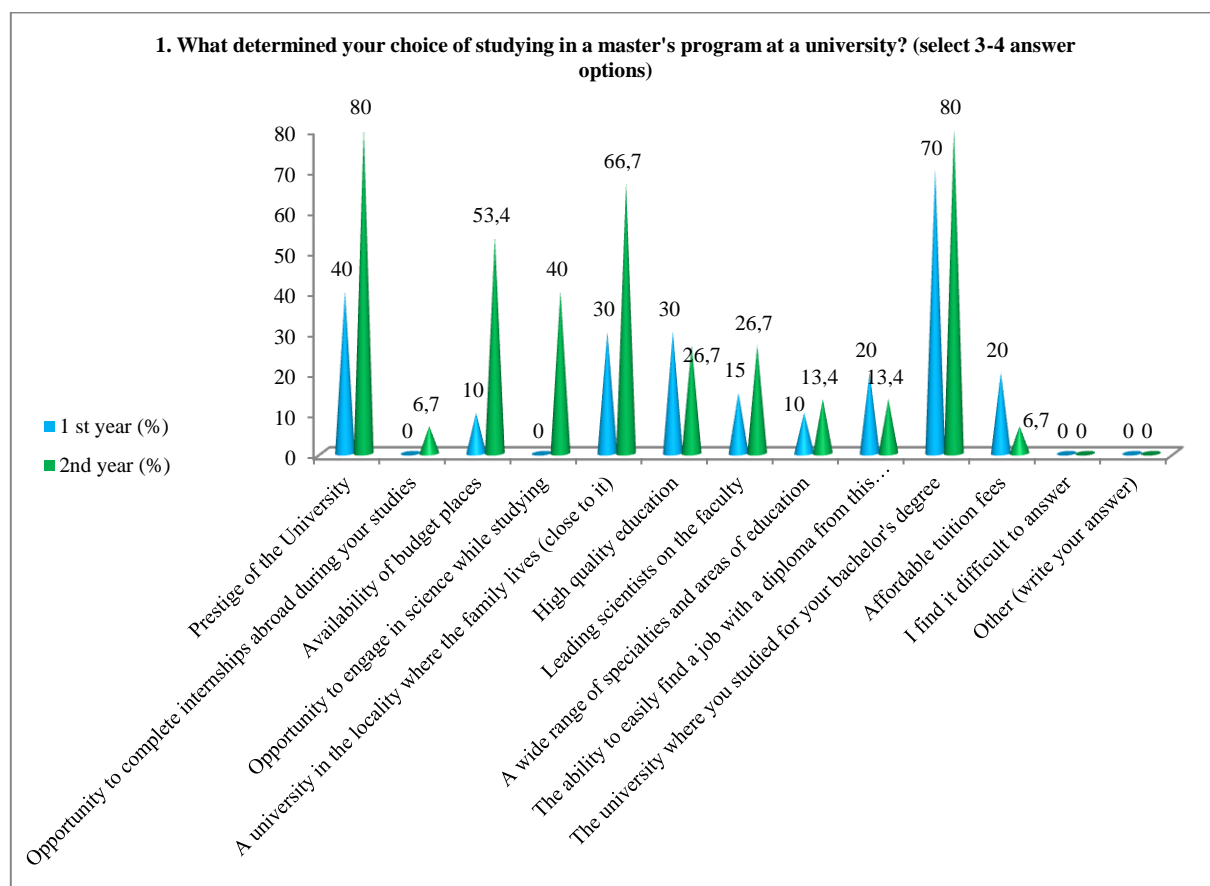
35 respondents took part in the questionnaire, which constituted 100% of the total number of master's students.

The following data were obtained during the questionnaire:

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

Answer options	1 st year (%)	2nd year (%)
Prestige of the University	40	80
Opportunity to complete internships abroad during your studies	-	6,7
Availability of budget places	10	53,4
Opportunity to engage in science while studying	-	40
A university in the locality where the family lives (close to it)	30	66,7
High quality education	30	26,7
Leading scientists on the faculty	15	26,7
A wide range of specialties and areas of education	10	13,4
The ability to easily find a job with a diploma from this university	20	13,4
The university where you studied for your bachelor's degree	70	80
Affordable tuition fees	20	6,7
I find it difficult to answer	-	-
Other (write your answer)	-	-

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



2. How satisfied are you with the availability of information provided by the university in your field of study:

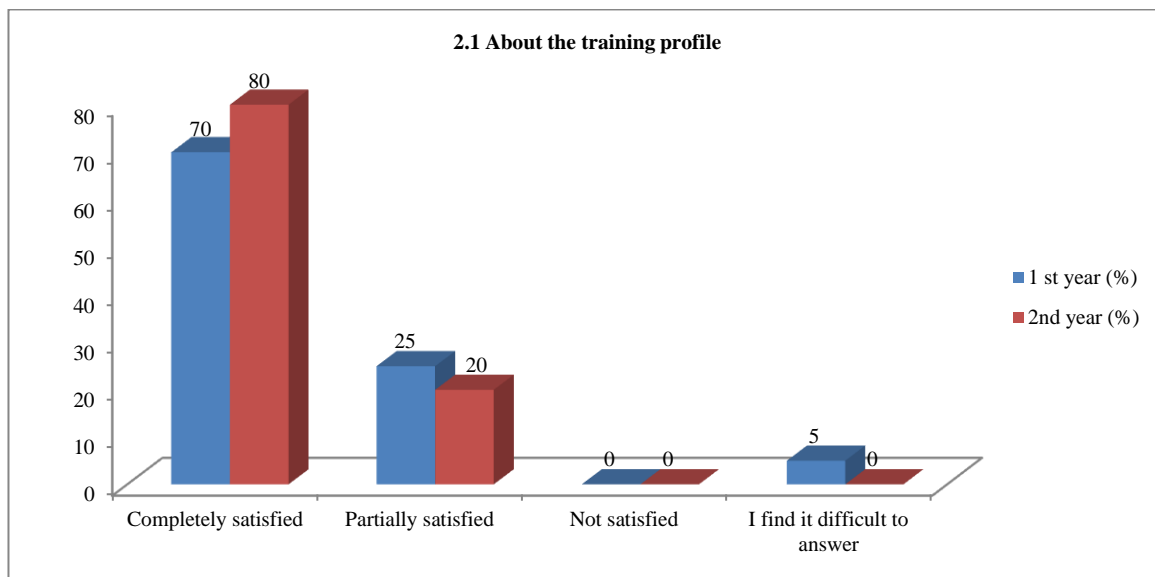
2.1 About the training profile
2.2 Characteristics of the professional activities of a master's student
2.3 List of developing competencies of a master's degree graduate
2.4 List of master's students' practice bases
2.5 Information about scientific supervisors

Other (write your answer)_____

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

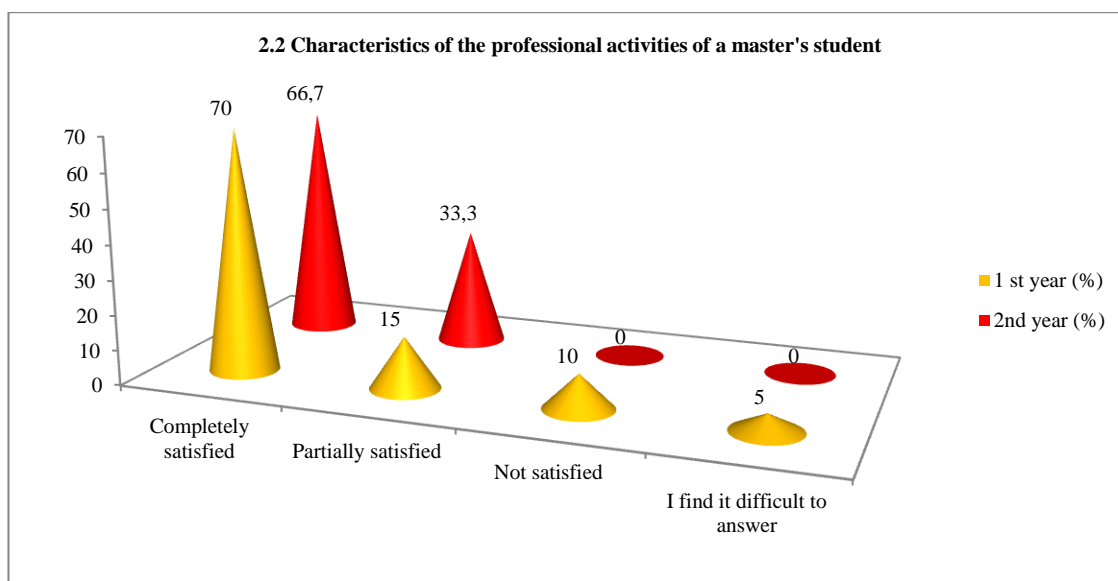
2.1 About the training profile

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	70	80
Partially satisfied	25	20
Not satisfied	-	-
I find it difficult to answer	5	-



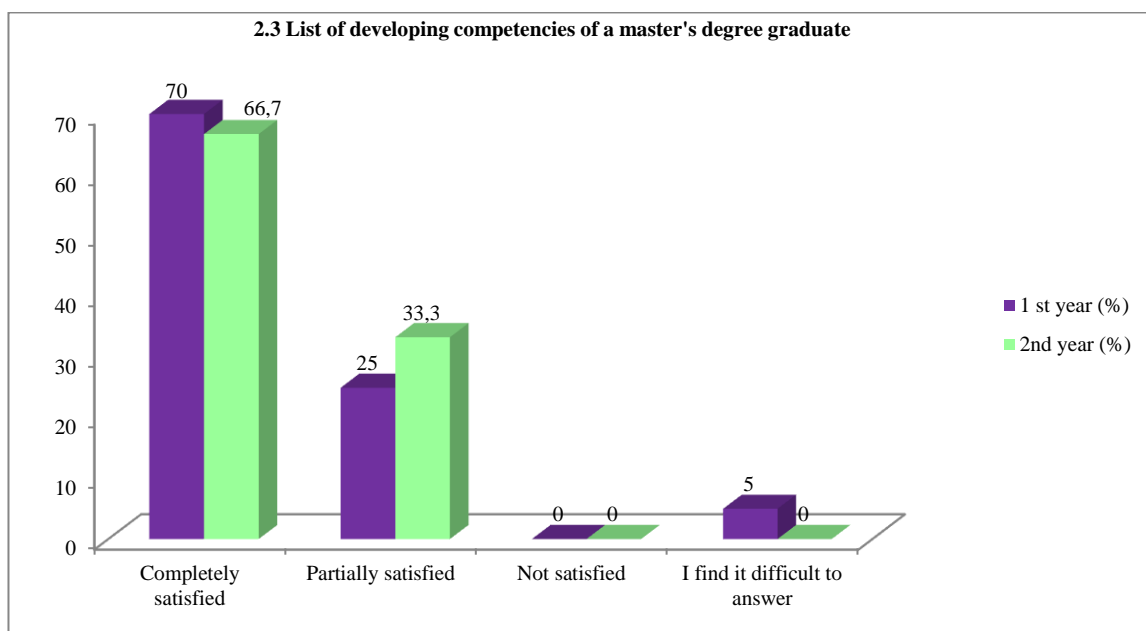
2.2 Characteristics of the professional activities of a master's student

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	70	66,7
Partially satisfied	15	33,3
Not satisfied	10	-
I find it difficult to answer	5	-



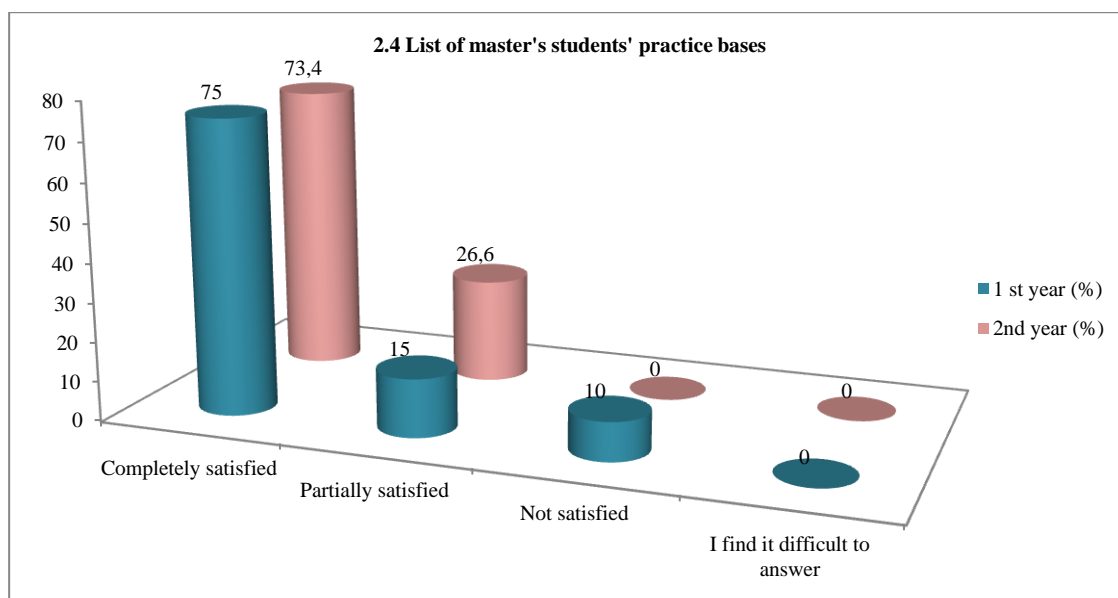
2.3 List of developing competencies of a master's degree graduate

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	70	66,7
Partially satisfied	25	33,3
Not satisfied	-	-
I find it difficult to answer	5	-



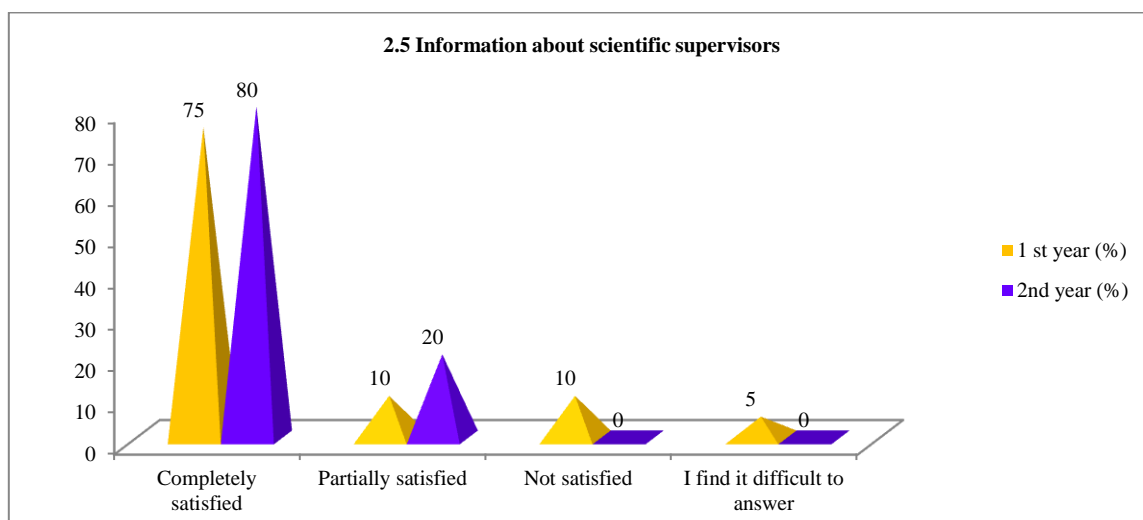
2.4 List of master's students' practice bases

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	75	73,4
Partially satisfied	15	26,6
Not satisfied	10	-
I find it difficult to answer	-	-



2.5 Information about scientific supervisors

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	75	80
Partially satisfied	10	20
Not satisfied	10	-
I find it difficult to answer	5	-



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

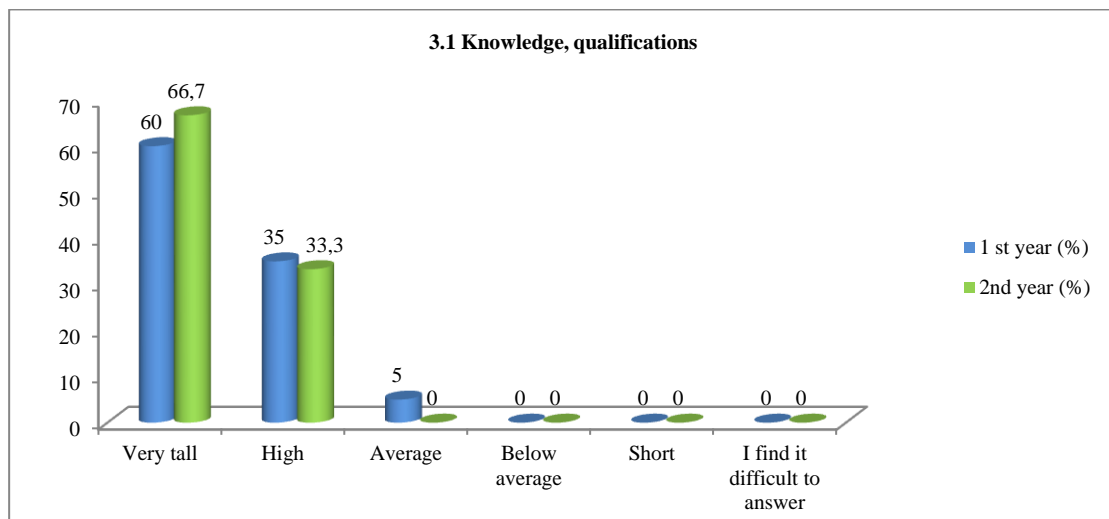
3.1 Knowledge, qualifications
3.2 Teaching qualities
3.3 Objectivity and impartiality of assessments
3.4 Teaching methods used

Other (write your answer)_____

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

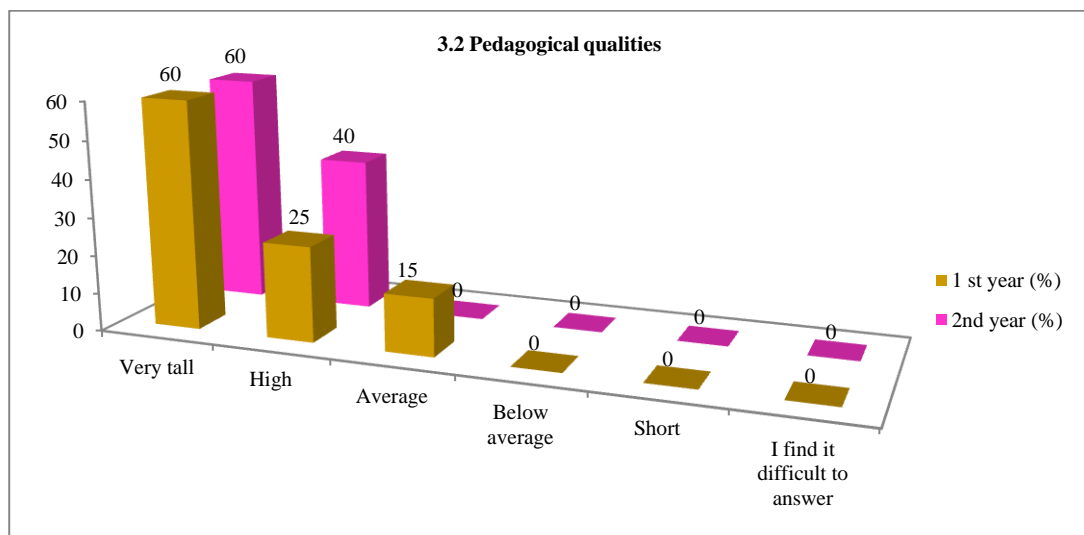
3.1 Knowledge, qualifications

Answer options	1 st year (%)	2nd year (%)
Very tall	60	66,7
High	35	33,3
Average	5	-
Below average	-	-
Short	-	-
I find it difficult to answer	-	-



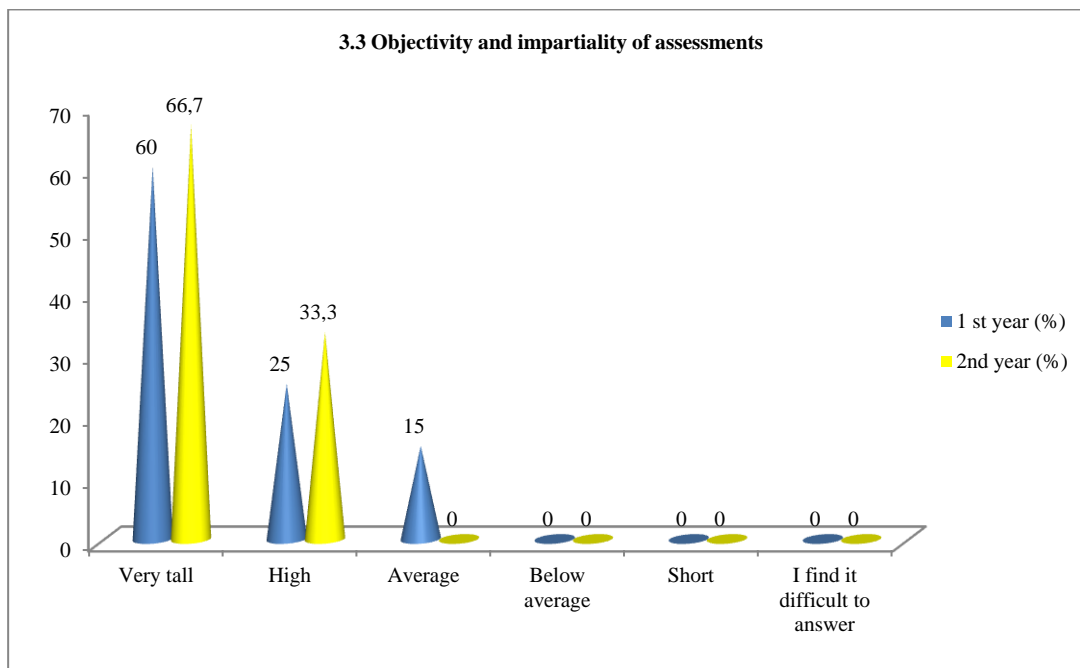
3.2 Pedagogical qualities

Answer options	1 st year (%)	2nd year (%)
Very tall	60	60
High	25	40
Average	15	-
Below average	-	-
Short	-	-
I find it difficult to answer	-	-



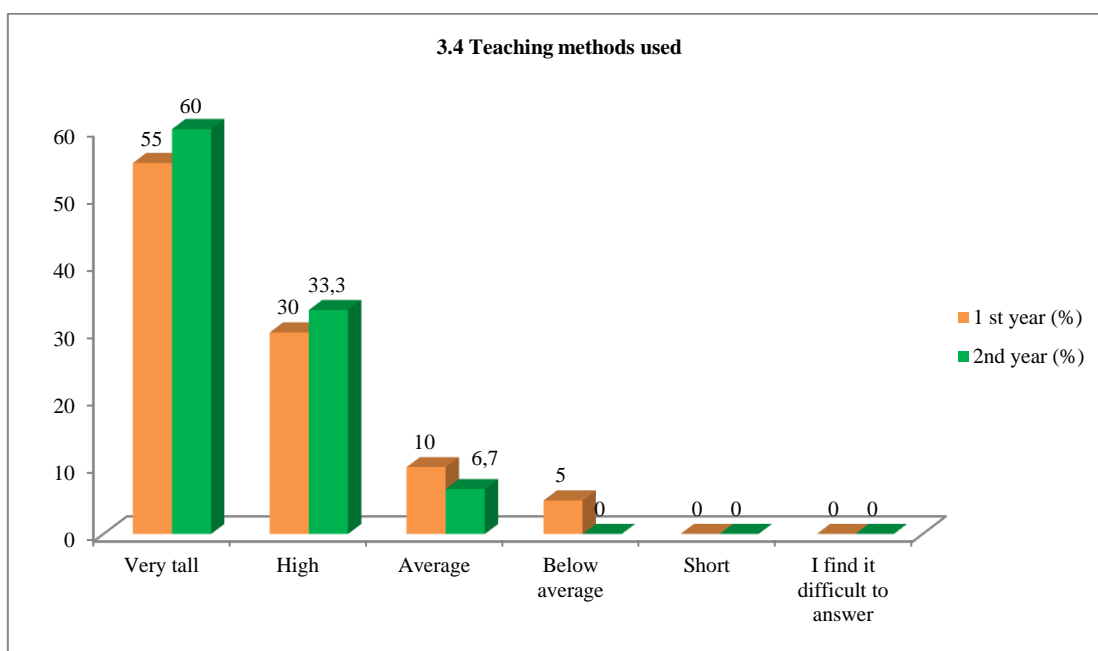
3.3 Objectivity and impartiality of assessments

Answer options	1 st year (%)	2nd year (%)
Very tall	60	66,7
High	25	33,3
Average	15	-
Below average	-	-
Short	-	-
I find it difficult to answer	-	-



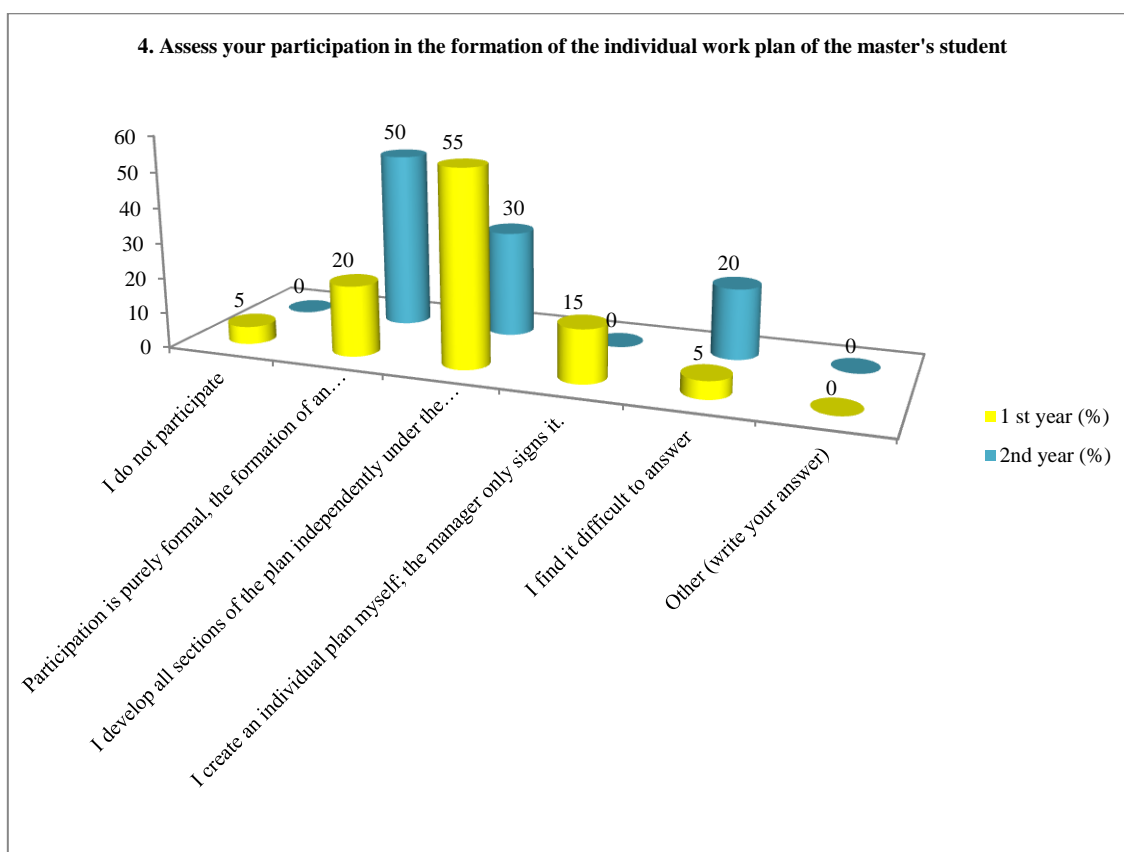
3.4 Teaching methods used

Answer options	1 st year (%)	2nd year (%)
Very tall	55	60
High	30	33,3
Average	10	6,7
Below average	5	-
Short	-	-
I find it difficult to answer	-	-



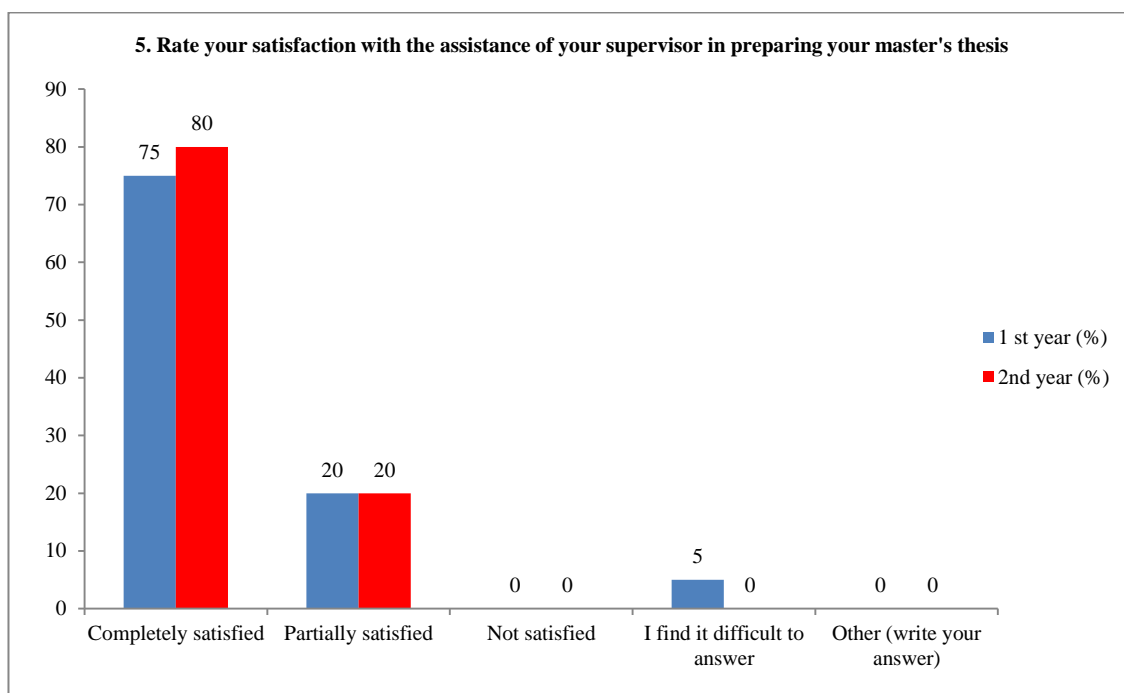
4. Assess your participation in the formation of the individual work plan of the master's student

Answer options	1 st year (%)	2nd year (%)
I do not participate	5	-
Participation is purely formal, the formation of an individual plan does not actually depend on me.	20	50
I develop all sections of the plan independently under the supervision of my supervisor.	55	30
I create an individual plan myself; the manager only signs it.	15	-
I find it difficult to answer	5	20
Other (write your answer)	-	-



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

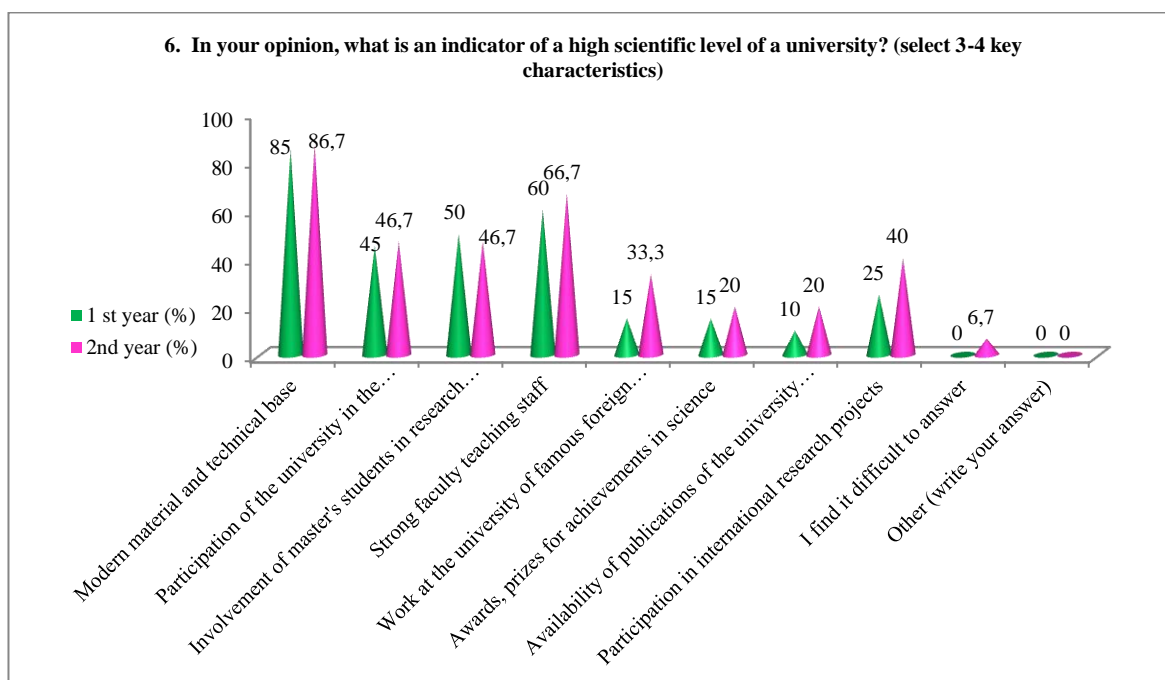
Answer options	1 st year (%)	2nd year (%)
Completely satisfied	75	80
Partially satisfied	20	20
Not satisfied	-	-
I find it difficult to answer	5	-
Other (write your answer)	-	-



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

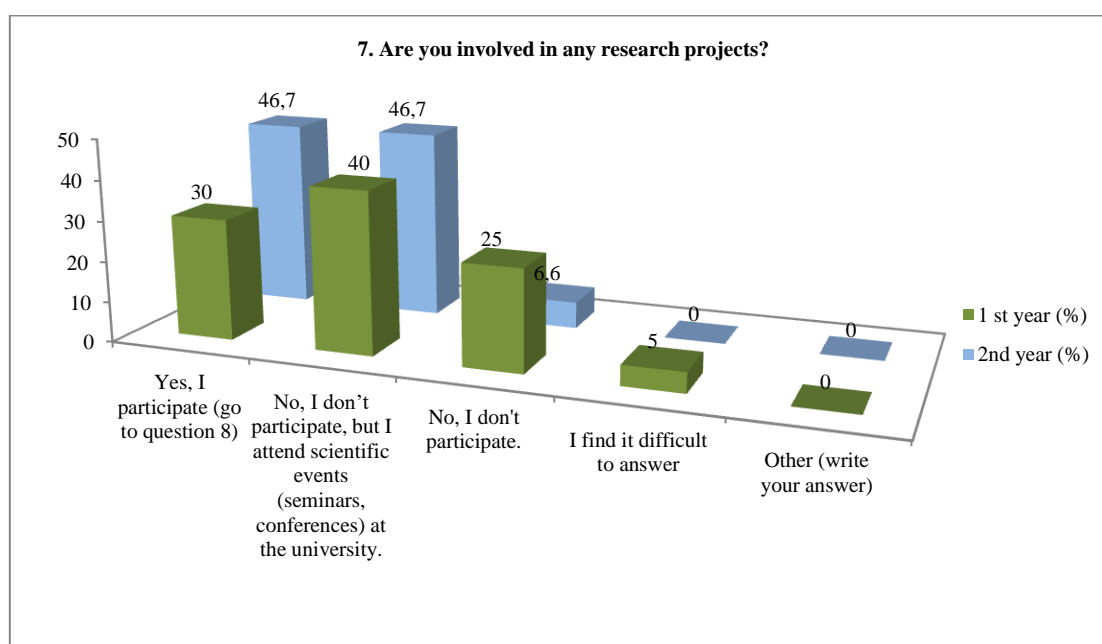
Answer options	1 st year (%)	2nd year (%)
Modern material and technical base	85	86,7
Participation of the university in the development of target programs for the socio-economic development of the region, cities, and enterprises	45	46,7
Involvement of master's students in research projects	50	46,7
Strong faculty teaching staff	60	66,7
Work at the university of famous foreign scientists	15	33,3
Awards, prizes for achievements in science	15	20
Availability of publications of the university staff in international publications	10	20
Participation in international research projects	25	40
I find it difficult to answer	-	6,7
Other (write your answer)	-	-

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



7. Are you involved in any research projects?

Answer options	1 st year (%)	2nd year (%)
Yes, I participate (go to question 8)	30	46,7
No, I don't participate, but I attend scientific events (seminars, conferences) at the university.	40	46,7
No, I don't participate.	25	6,6
I find it difficult to answer	5	-
Other (write your answer)	-	-

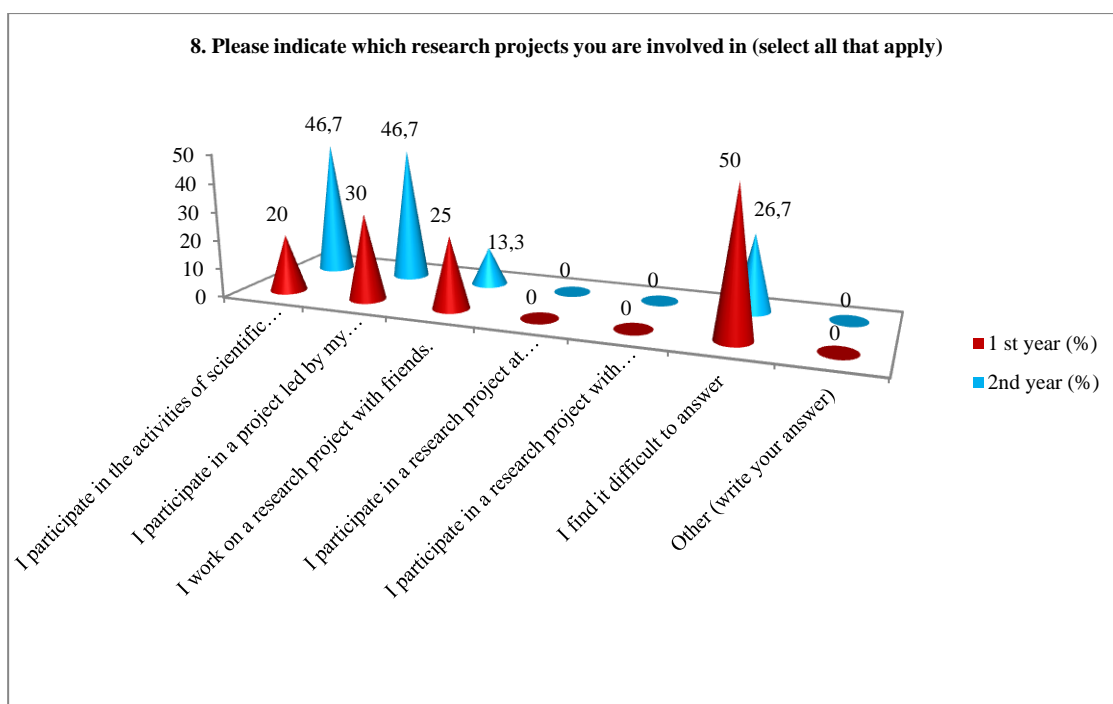


If you answered «No, I do not participate» to the previous question, please write why:
 -Developing my career.

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

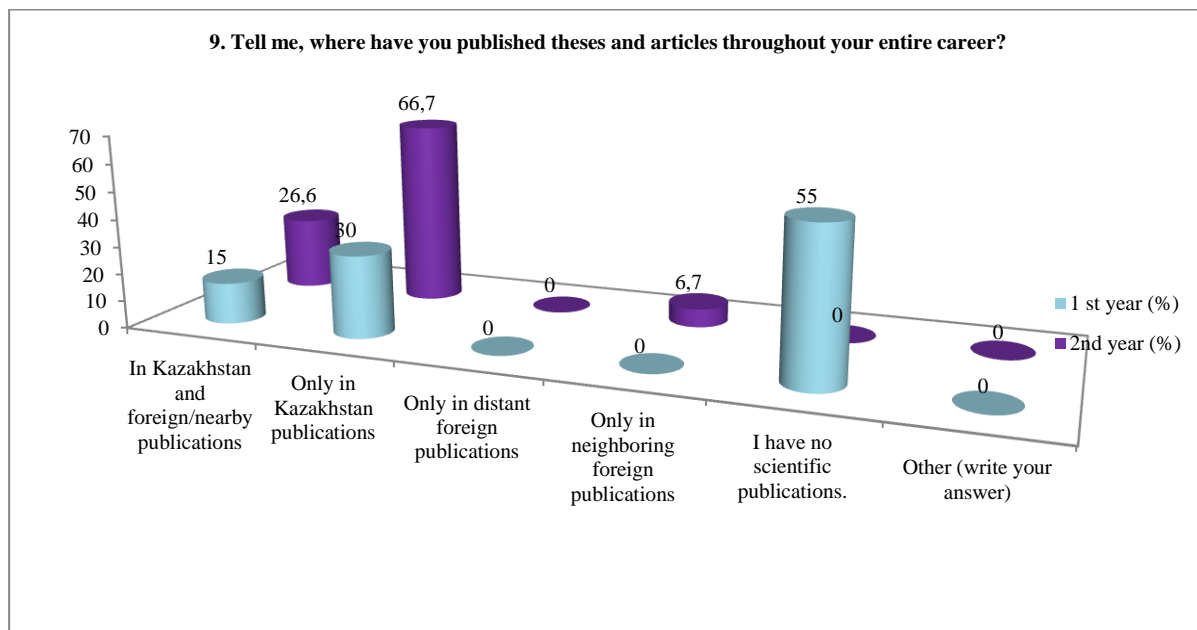
Answer options	1 st year (%)	2nd year (%)
I participate in the activities of scientific departments at my university	20	46,7
I participate in a project led by my supervisor/another teacher.	30	46,7
I work on a research project with friends.	25	13,3
I participate in a research project at another university.	-	-
I participate in a research project with foreign universities	-	-
I find it difficult to answer	50	26,7
Other (write your answer)	-	-

Note: Question 8 was answered only by those students who answered yes to question 7. In addition, question 8 had multiple answer options, so the sum of the answers does not add up to 100%.



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

Answer options	1 st year (%)	2nd year (%)
In Kazakhstan and foreign/nearby publications	15	26,6
Only in Kazakhstan publications	30	66,7
Only in distant foreign publications	-	-
Only in neighboring foreign publications	-	6,7
I have no scientific publications.	55	-
Other (write your answer)	-	-

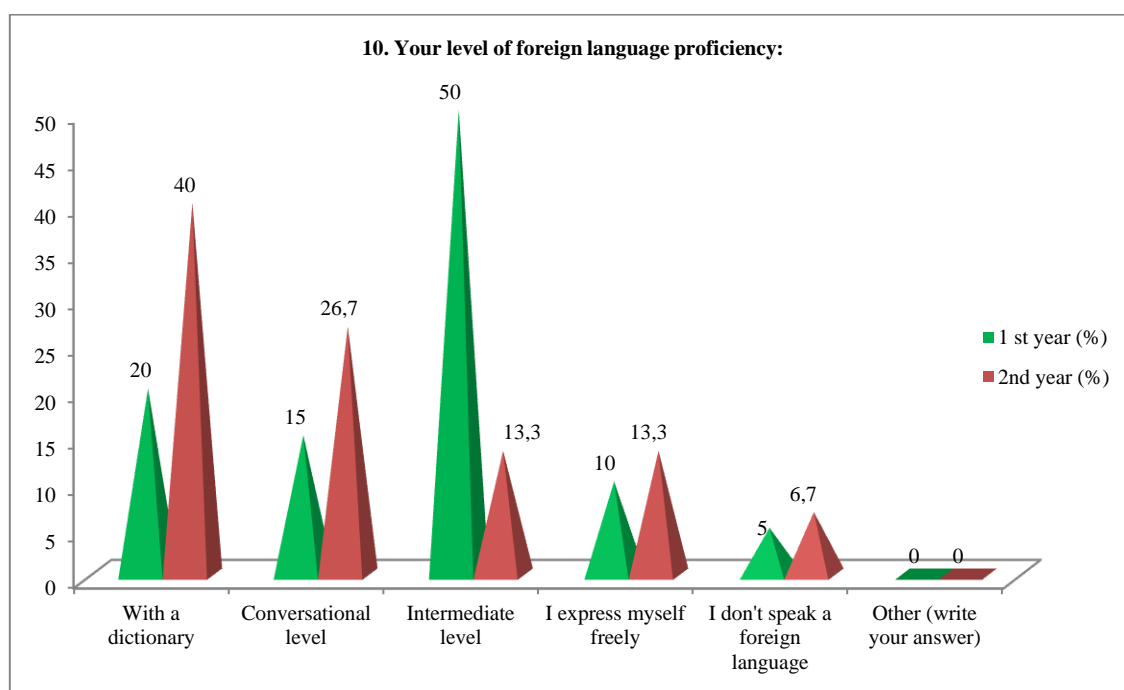


If you answered «I have no scientific publications» to the previous question, please write why:

- In progress.

10. Your level of foreign language proficiency:

Answer options	1 st year (%)	2nd year (%)
With a dictionary	20	40
Conversational level	15	26,7
Intermediate level	50	13,3
I express myself freely	10	13,3
I don't speak a foreign language	5	6,7
Other (write your answer)	-	-



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

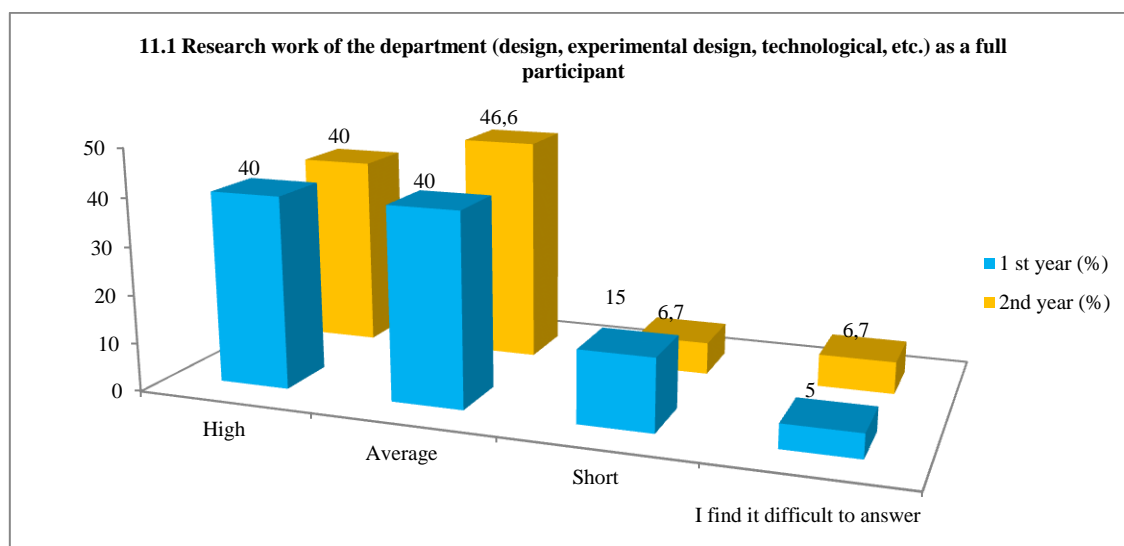
11.1 Research work of the department (design, experimental design, technological, etc.) as a full participant
11.2 Writing scientific articles
11.3 Participation with reports at conferences and seminars
11.4 Preparation of research reports, abstracts

Other (write your answer)_____

If you answered «Low» to the previous question, please provide recommendations for improving the participation of graduate students in the work of the department

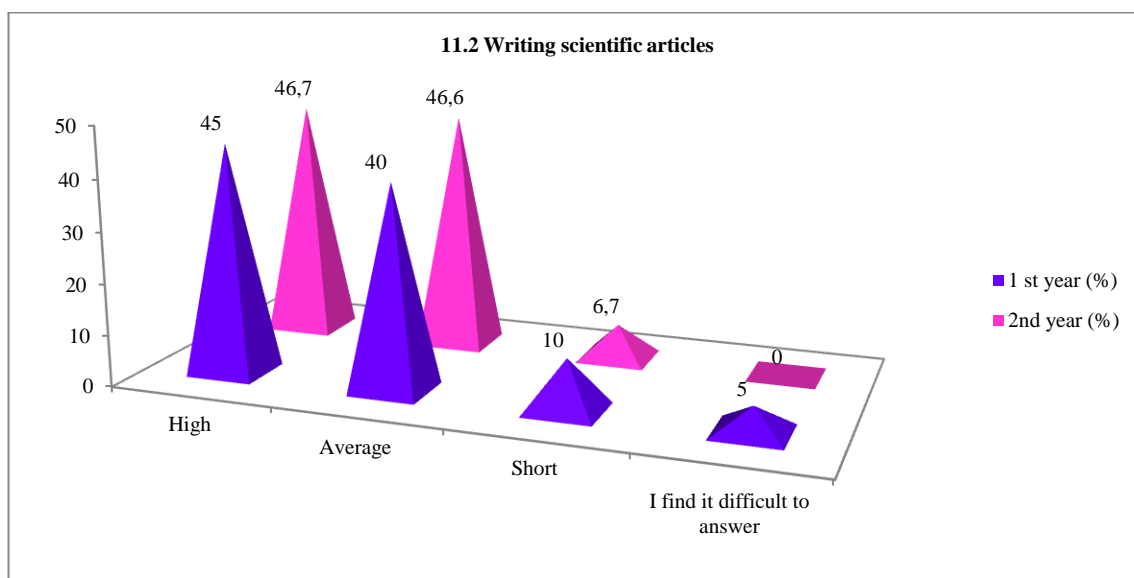
11.1 Research work of the department (design, experimental design, technological, etc.) as a full participant

Answer options	1 st year (%)	2nd year (%)
High	40	40
Average	40	46,6
Short	15	6,7
I find it difficult to answer	5	6,7



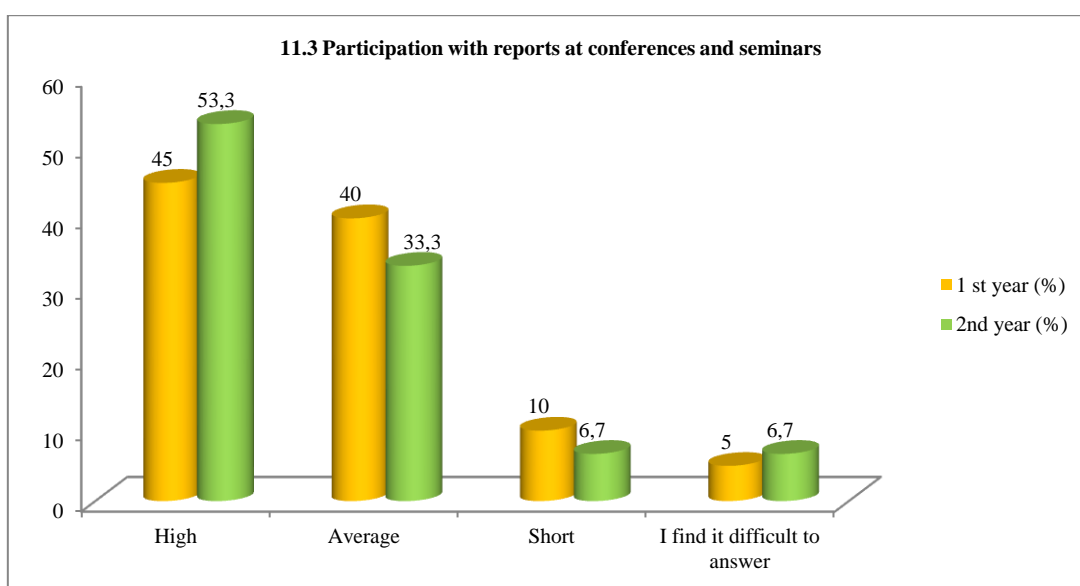
11.2 Writing scientific articles

Answer options	1 st year (%)	2nd year (%)
High	45	46,7
Average	40	46,6
Short	10	6,7
I find it difficult to answer	5	-



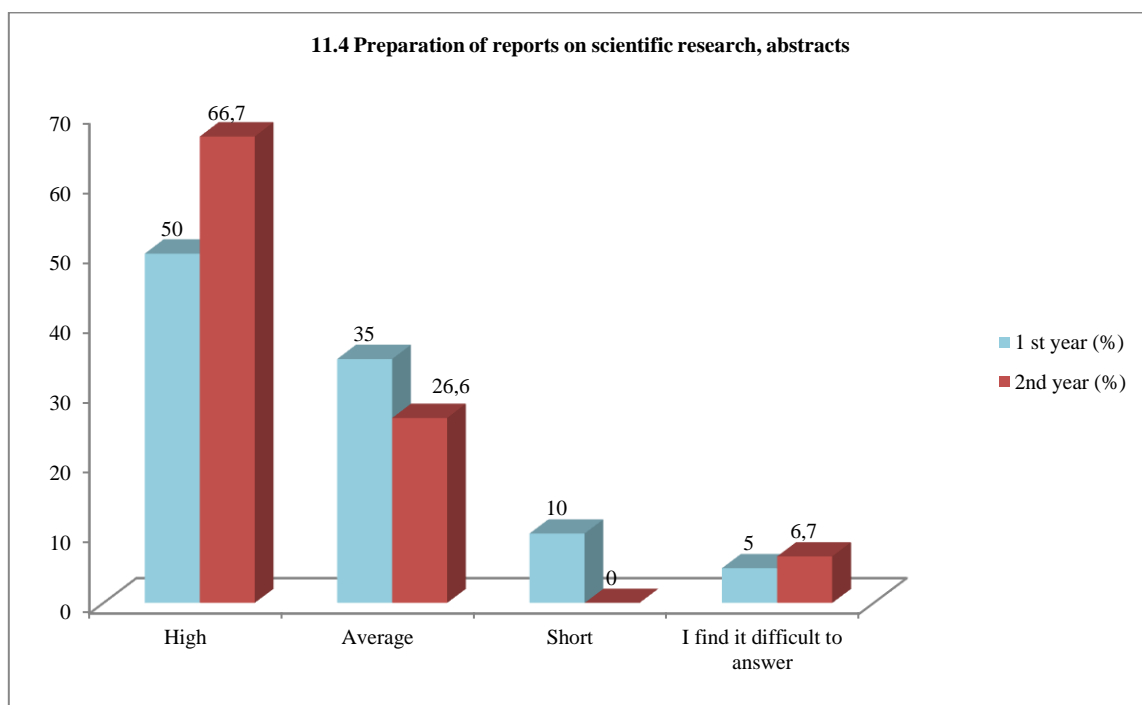
11.3 Participation with reports at conferences and seminars

Answer options	1 st year (%)	2nd year (%)
High	45	53,3
Average	40	33,3
Short	10	6,7
I find it difficult to answer	5	6,7



11.4 Preparation of reports on scientific research, abstracts

Answer options	1 st year (%)	2nd year (%)
High	50	66,7
Average	35	26,6
Short	10	-
I find it difficult to answer	5	6,7



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

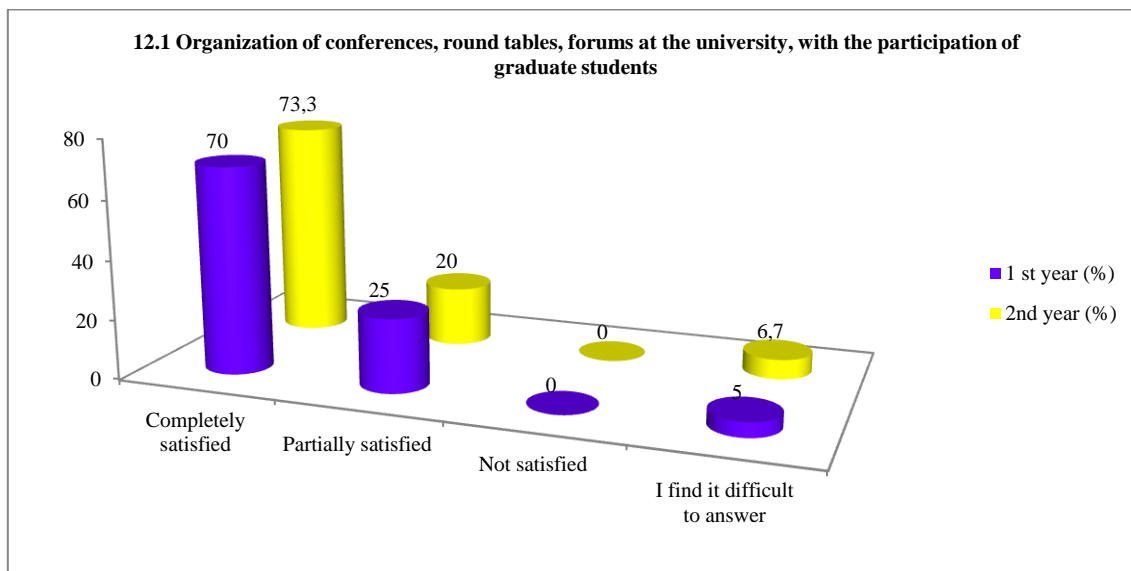
12.1 Organization of conferences, round tables, forums at the university, with the participation of graduate students
12.2 Logistics support for applied scientific research
12.3 Accessibility for master's students of technology, computers necessary for the educational process and scientific activities
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 _____

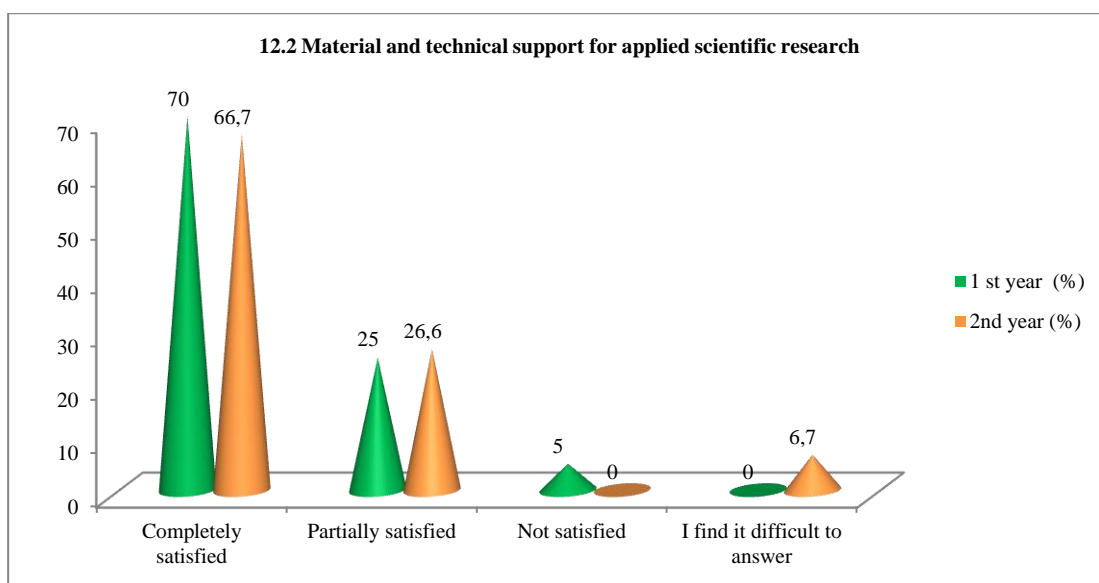
12.1 Organization of conferences, round tables, forums at the university, with the participation of graduate students

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	70	73,3
Partially satisfied	25	20
Not satisfied	-	-
I find it difficult to answer	5	6,7



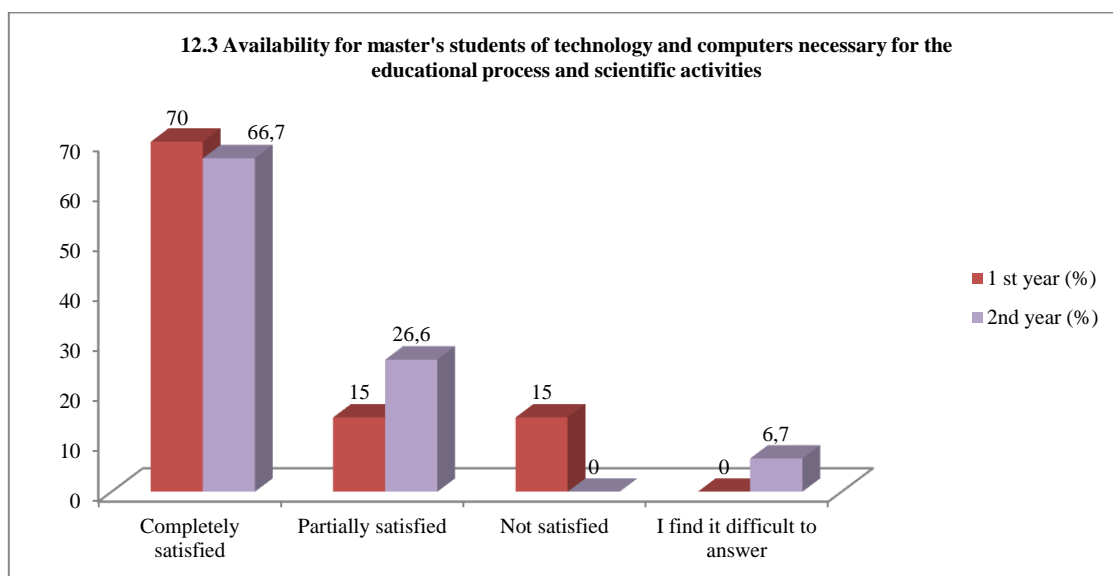
12.2 Material and technical support for applied scientific research

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	70	66,7
Partially satisfied	25	26,6
Not satisfied	5	-
I find it difficult to answer	-	6,7



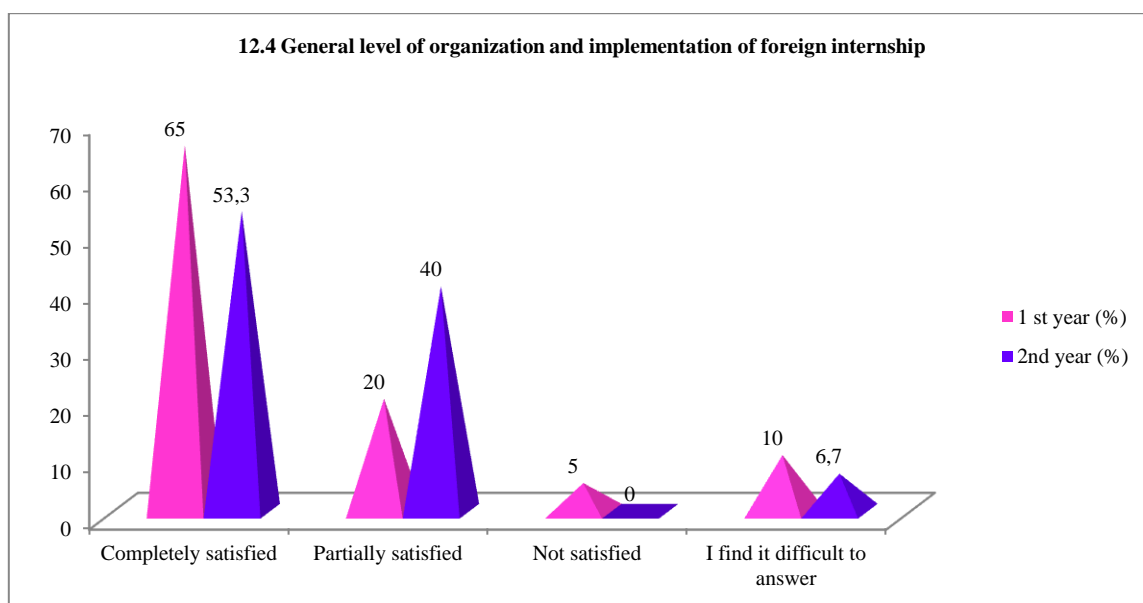
12.3 Availability for master's students of technology and computers necessary for the educational process and scientific activities

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	70	66,7
Partially satisfied	15	26,6
Not satisfied	15	-
I find it difficult to answer	-	6,7



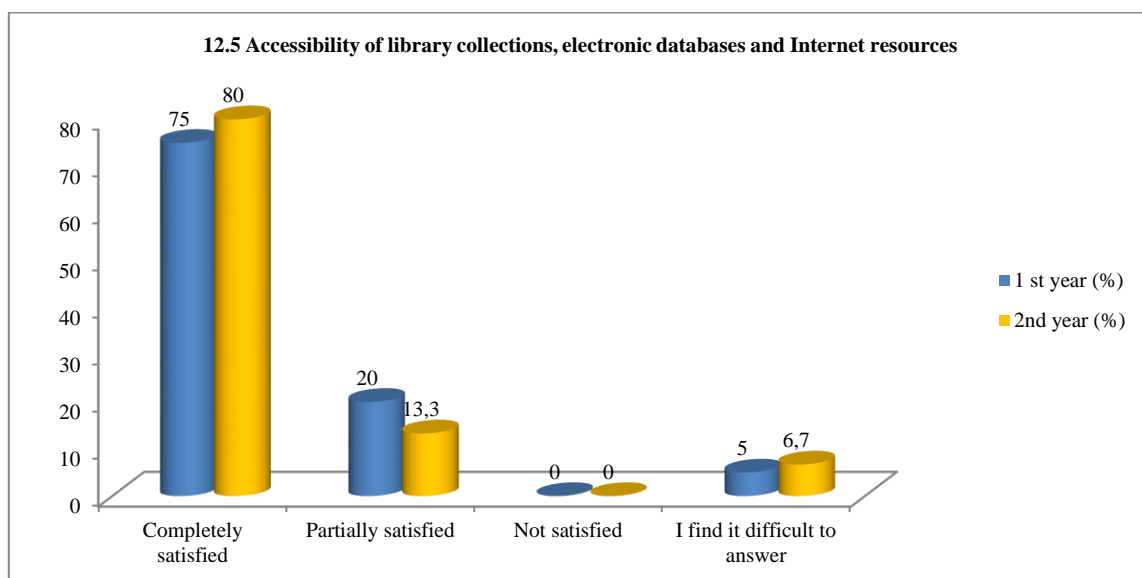
12.4 General level of organization and implementation of foreign internship

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	65	53,3
Partially satisfied	20	40
Not satisfied	5	-
I find it difficult to answer	10	6,7



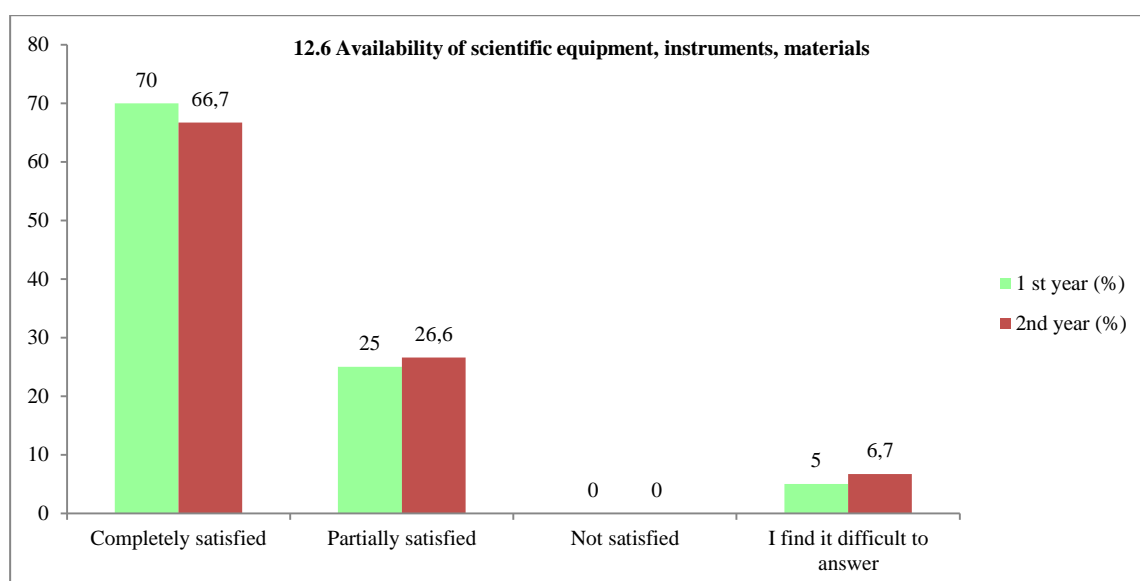
12.5 Accessibility of library collections, electronic databases and Internet resources

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	75	80
Partially satisfied	20	13,3
Not satisfied	-	-
I find it difficult to answer	5	6,7



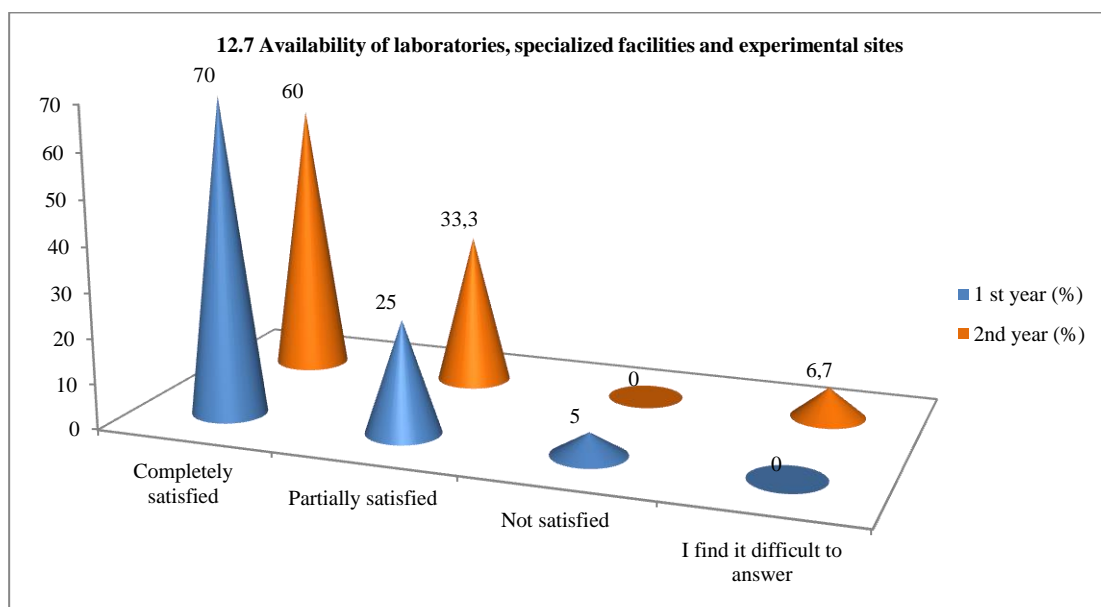
12.6 Availability of scientific equipment, instruments, materials

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	70	66,7
Partially satisfied	25	26,6
Not satisfied	-	-
I find it difficult to answer	5	6,7



12.7 Availability of laboratories, specialized facilities and experimental sites

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	70	60
Partially satisfied	25	33,3
Not satisfied	5	-
I find it difficult to answer	-	6,7

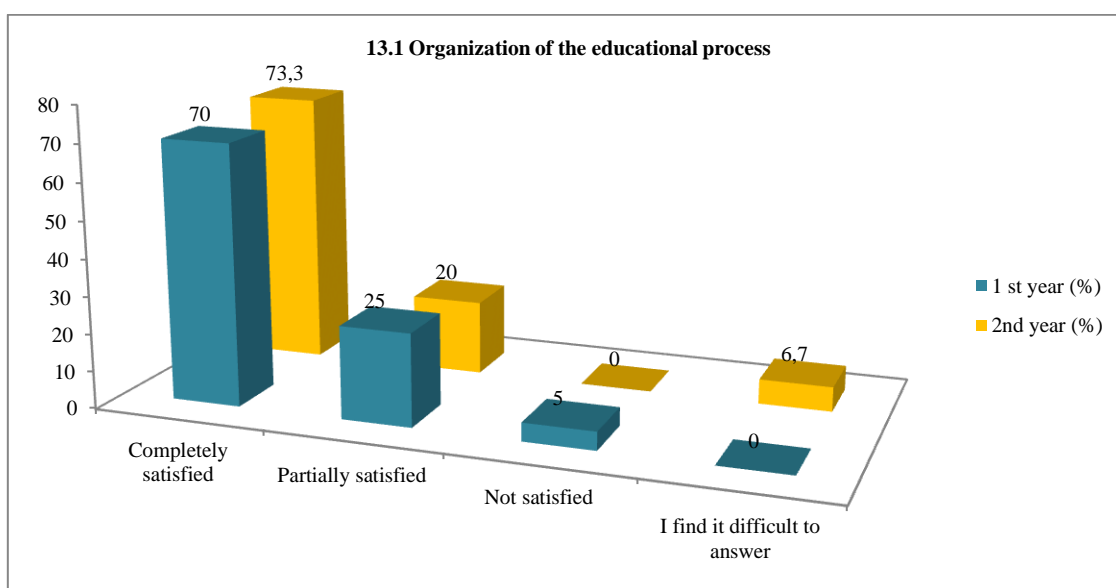


13. Are you satisfied?

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

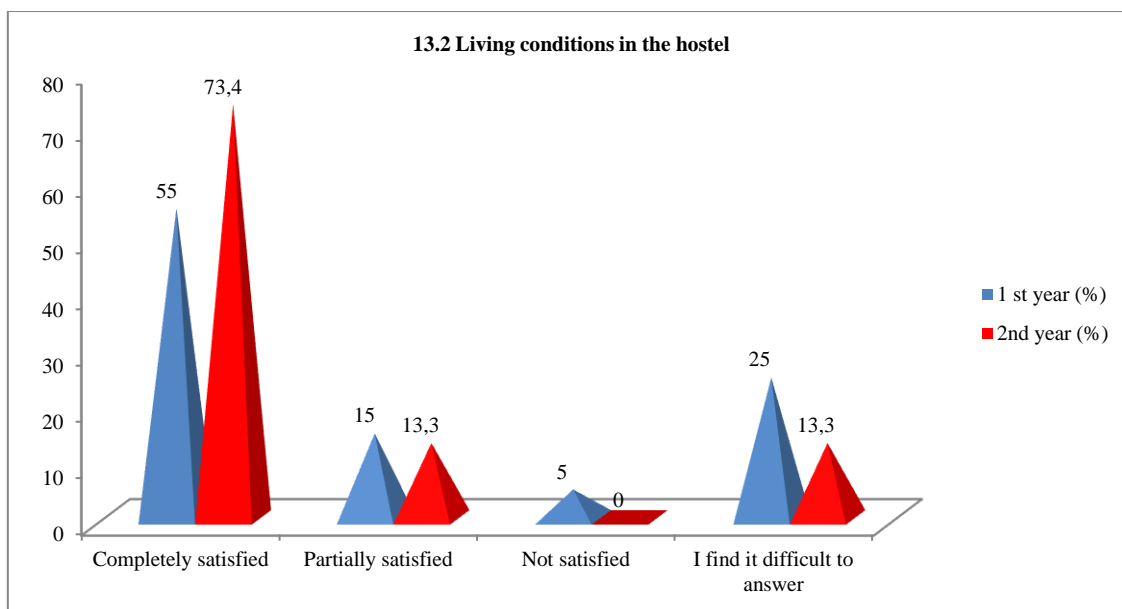
13.1 Organization of the educational process

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	70	73,3
Partially satisfied	25	20
Not satisfied	5	-
I find it difficult to answer	-	6,7



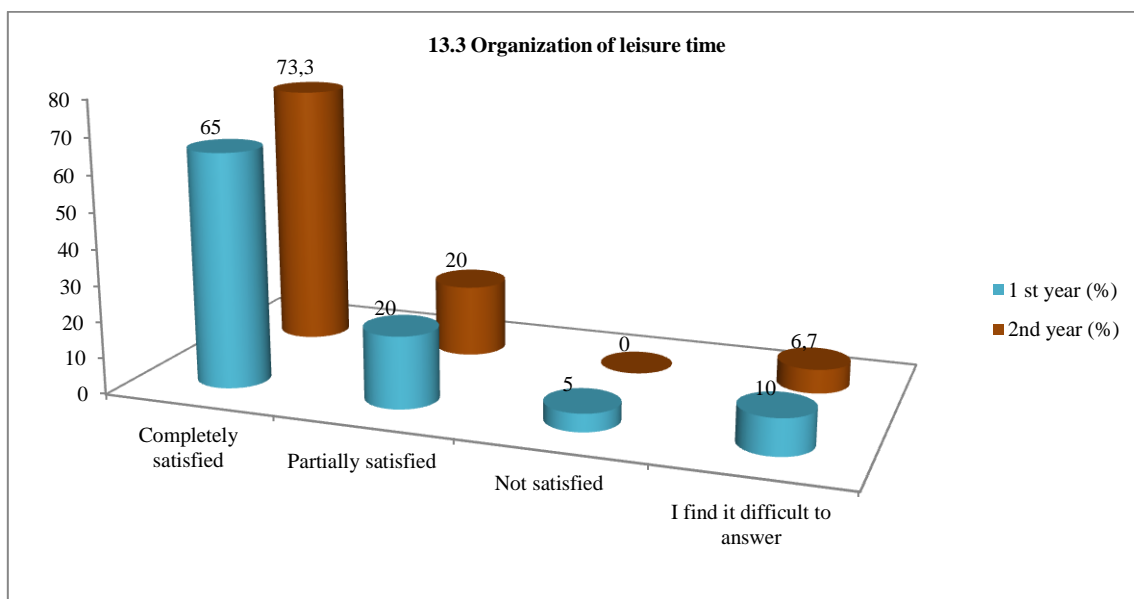
13.2 Living conditions in the hostel

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	55	73,4
Partially satisfied	15	13,3
Not satisfied	5	-
I find it difficult to answer	25	13,3



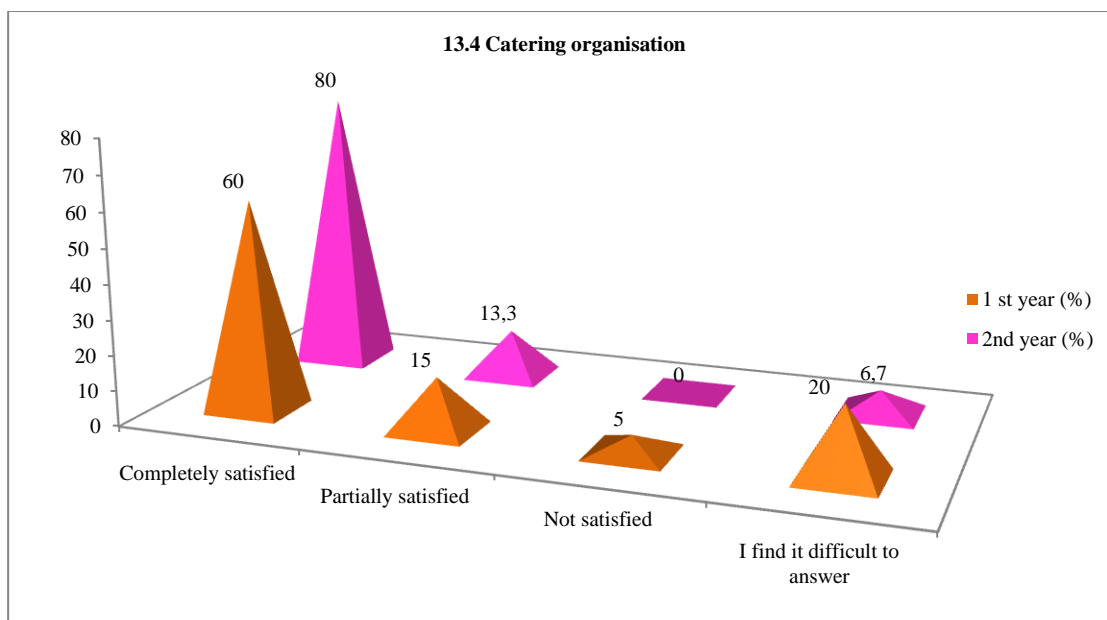
13.3 Organization of leisure time

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	65	73,3
Partially satisfied	20	20
Not satisfied	5	-
I find it difficult to answer	10	6,7



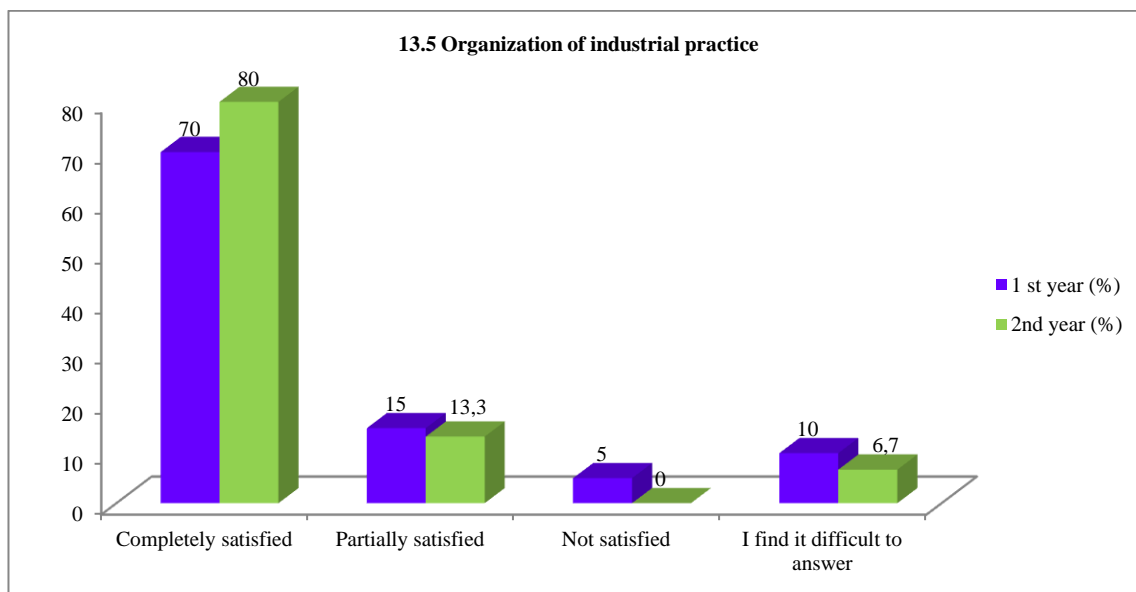
13.4 Catering organisation

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	60	80
Partially satisfied	15	13,3
Not satisfied	5	-
I find it difficult to answer	20	6,7



13.5 Organization of industrial practice

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	70	80
Partially satisfied	15	13,3
Not satisfied	5	-
I find it difficult to answer	10	6,7



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

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

- continuation of studies at the same university (75%);
- prestige of the university (60%);
- proximity to the family's place of residence (48.4%);
- availability of budget places (31.7%);
- high quality of education (28.4%);
- the opportunity to engage in science while studying (20%);
- acceptable cost of education (13.4%).

Additionally, it is worth noting that leading scientists among the teaching staff and a wide choice of specialties, the ability to easily find a job with a diploma from this university also play a significant role when choosing a master's degree at the university.

The level of satisfaction of Master's students with the availability of information on various aspects of their studies is very high (95%). This indicates that most Master's students feel well informed about their study programme, professional activities, competencies, internship opportunities and their supervisors.

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

1. The knowledge and qualifications of teachers are rated at (97.5%);
2. The teaching qualities of teachers received a positive assessment (92.5%);
3. The objectivity and impartiality of assessments are rated highly, (92.5%) of graduate students expressed satisfaction with this indicator;
4. The teaching methods used by teachers are satisfactory for (89.2%) master's students.

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

- 42.5% 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;
- 35% of graduate students see their participation as formal, as they relied more on the help of their supervisor due to difficulties in independently formulating ideas;
- 7.5% of graduate students develop a plan independently, and the supervisor signs it without exerting significant influence;
- 2.5% 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 assistance of their academic supervisor;
- 12.5% of graduate students find it difficult to answer whose initiative was greater – theirs or their supervisor's.

The satisfaction of master's students with the assistance of their supervisor in preparing their master's thesis is 97.5%. This figure demonstrates a high level of satisfaction among graduate students with the quality and support they receive from their supervisor.

Indicators of the university's high scientific level include the following:

1. Modern material and technical base (85.8%);
2. Strong teaching staff (63.4%);
3. Involvement of master's students in research projects (48.4%);

4. Participation in targeted programs of socio-economic development (45.8%);
5. Participation in international research projects (32.5%);
6. Work at the university by famous foreign scientists (24.2%);
7. Availability of publications of university staff in international publications (15%).

More than half (86.3%) of the master's students actively participate in research projects and attend scientific events such as seminars and conferences. These data show that the majority of master's students are involved in scientific activities, which contributes to their academic and professional development.

The analysis revealed that 72.5% of master's students published scientific articles in Kazakhstani and foreign publications during their educational activities. This indicator indicates a high degree of involvement of master's students in scientific research activities.

94.2% 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. However, there are those who do not speak a foreign language at all, which can create certain difficulties in learning and communication. Efforts to improve knowledge of a foreign language can be useful in both academic and professional activities of master's degree students.

Participation of graduate students in the work of the department:

- research work of the department (design, experimental design, technological, etc.) as a full participant: 83.3%.

- writing scientific articles: 89.2%.

- participation with reports at conferences and seminars: 85.8%.

- preparation of research reports, abstracts: 89.2%.

The satisfaction of master's students with the scientific and educational environment of the university is 92.7% according to the following indicators:

-organization of conferences, round tables, forums with the participation of graduate students;

-logistical support for applied scientific research;

-availability of technology and computers for the educational process and scientific activities;

-organization of foreign internships;

-accessibility of library collections, electronic databases and Internet resources;

-availability of scientific equipment, instruments, materials;

-availability of laboratories, specialized facilities and experimental sites.

94.2% of respondents expressed satisfaction with the organization of the educational process, 89.2% with the organization of free time, 78.4% with the living conditions in the dormitory, 89.2% with the organization of industrial practice and 84.2% with the organization of meals. These data indicate the good quality of services and support provided by the university to ensure successful learning and comfort of master's students.

Overall, postgraduates highly value the research and teaching opportunities provided by the university, which is reflected in postgraduate satisfaction.

Final satisfaction of master's degree students in the specialty «Electric power industry» educational services is **88,9%**, 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.