

Report on the results of the survey
«Master students' satisfaction with educational services»
for 2024-2025 ac. year
in educational program
7M07108 Chemical technology of organic matters

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.

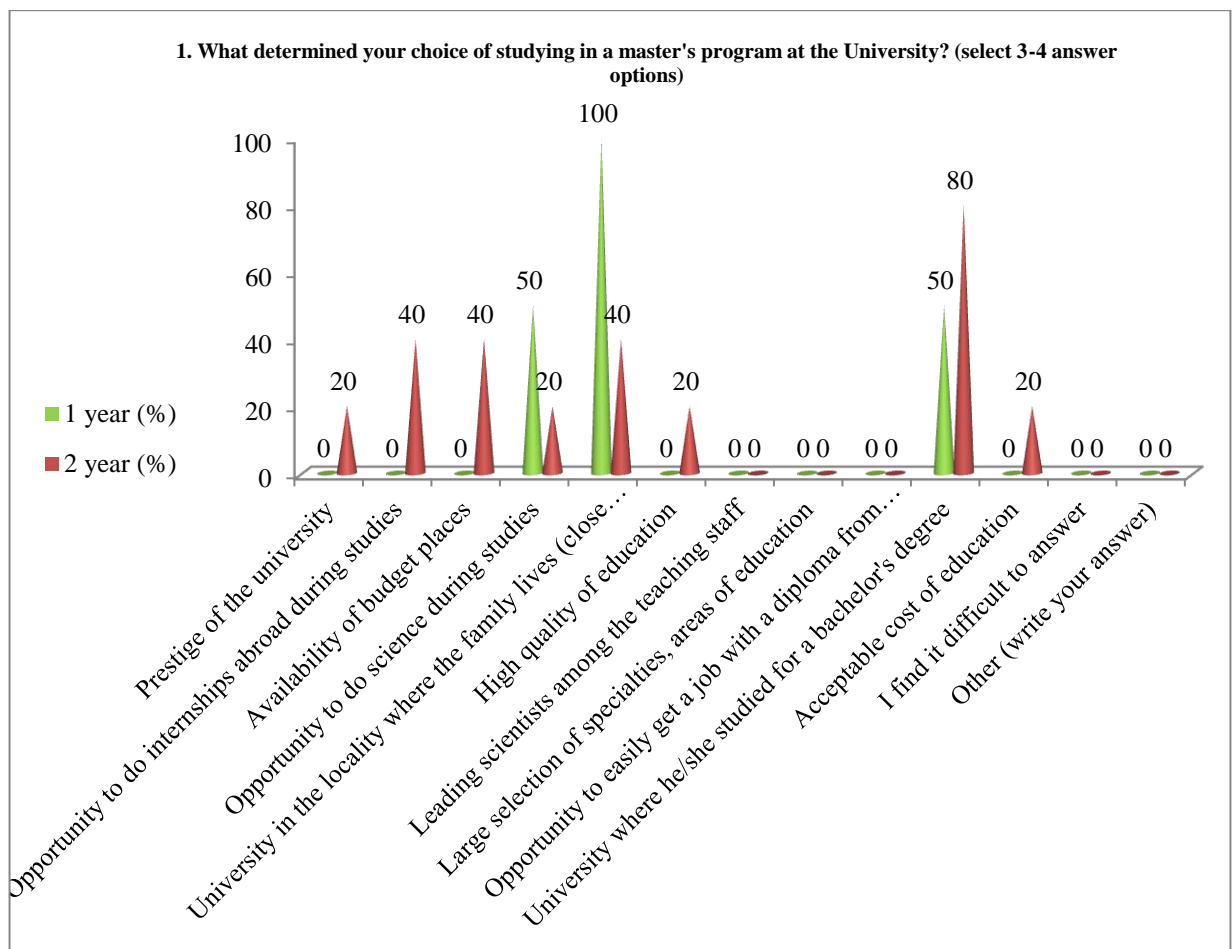
7 respondents took part in the survey, which amounted to 100% of the total number of master students.

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	-	20
Opportunity to do internships abroad during studies	-	40
Availability of budget places	-	40
Opportunity to do science during studies	50	20
University in the locality where the family lives (close to it)	100	40
High quality of education	-	20
Leading scientists among the teaching staff	-	-
Large selection of specialties, areas of education	-	-
Opportunity to easily get a job with a diploma from this university	-	-
University where he/she studied for a bachelor's degree	50	80
Acceptable cost of education	-	20
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:

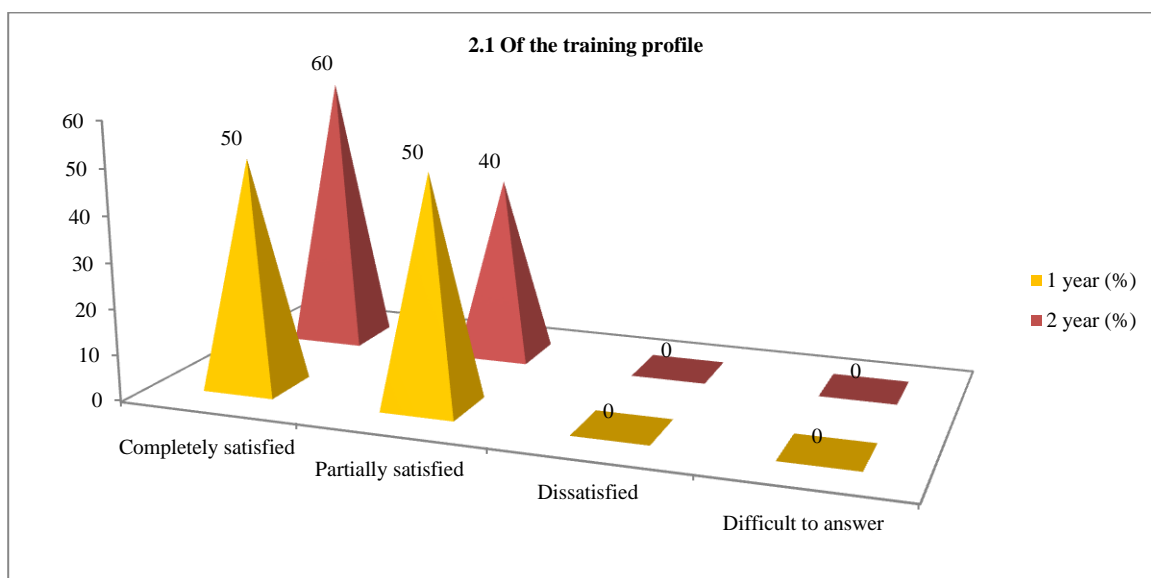
2.1 Of the training profile
2.2 Characteristics of the professional activity of a master student
2.3 List of developing competencies of a master graduate
2.4 List of bases of master students' practices
2.5 Information of scientific supervisors

Other (write your answer) _____

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

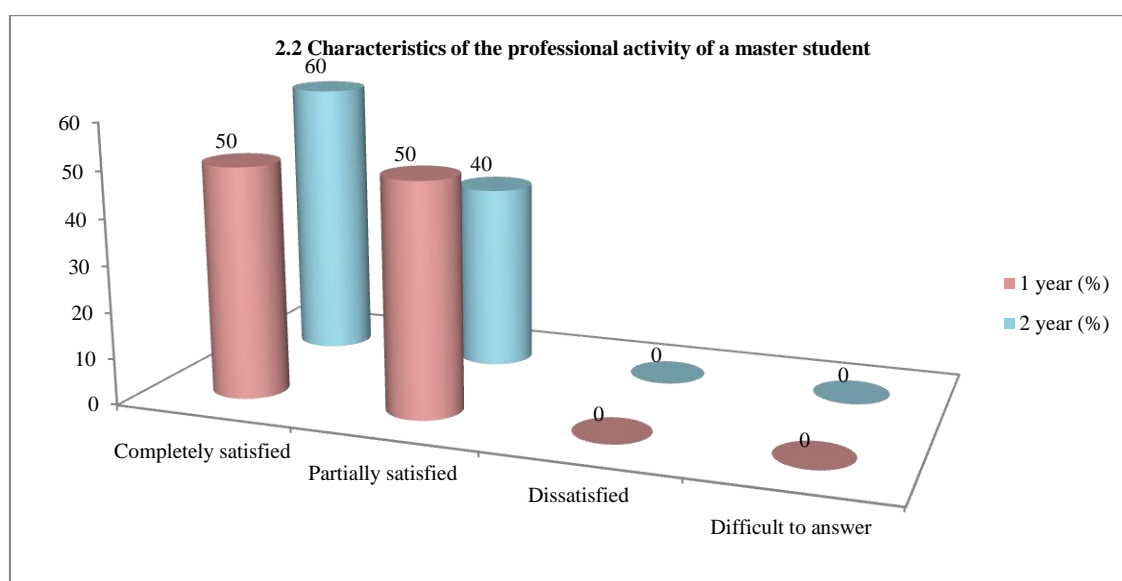
2.1 Of the training profile

Answer options	1 year (%)	2 year (%)
Completely satisfied	50	60
Partially satisfied	50	40
Dissatisfied	-	-
Difficult to answer	-	-



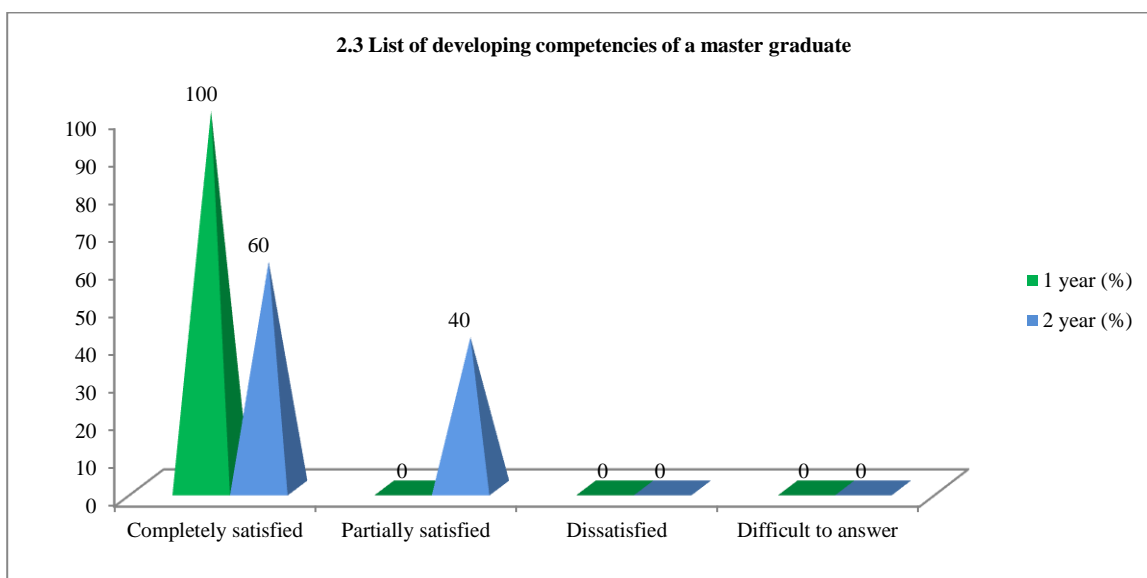
2.2 Characteristics of the professional activity of a master student

Answer options	1 year (%)	2 year (%)
Completely satisfied	50	60
Partially satisfied	50	40
Dissatisfied	-	-
Difficult to answer	-	-



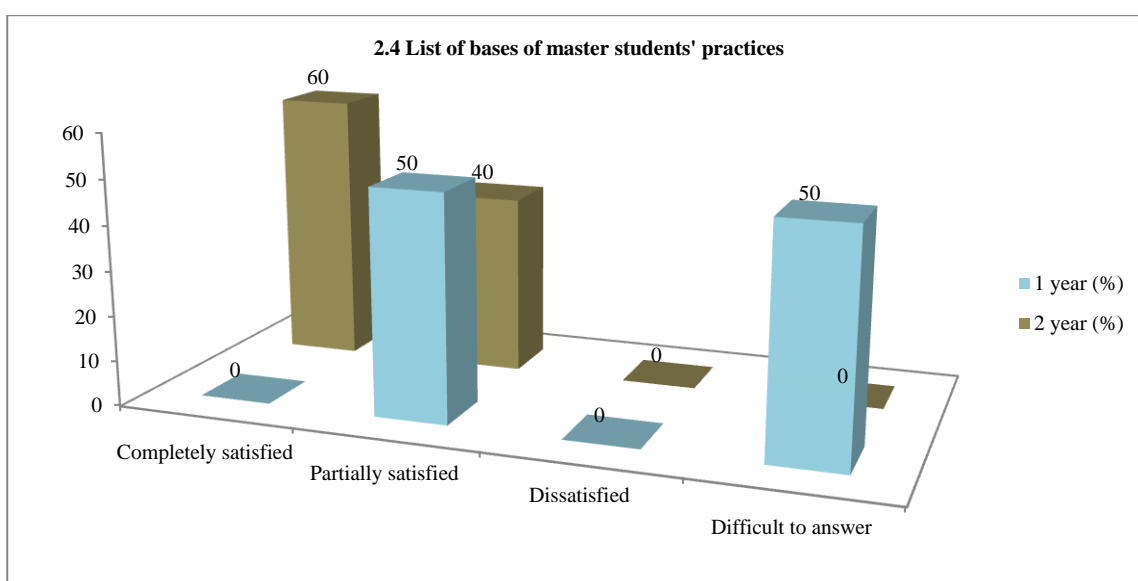
2.3 List of developing competencies of a master graduate

Answer options	1 year (%)	2 year (%)
Completely satisfied	100	60
Partially satisfied	-	40
Dissatisfied	-	-
Difficult to answer	-	-



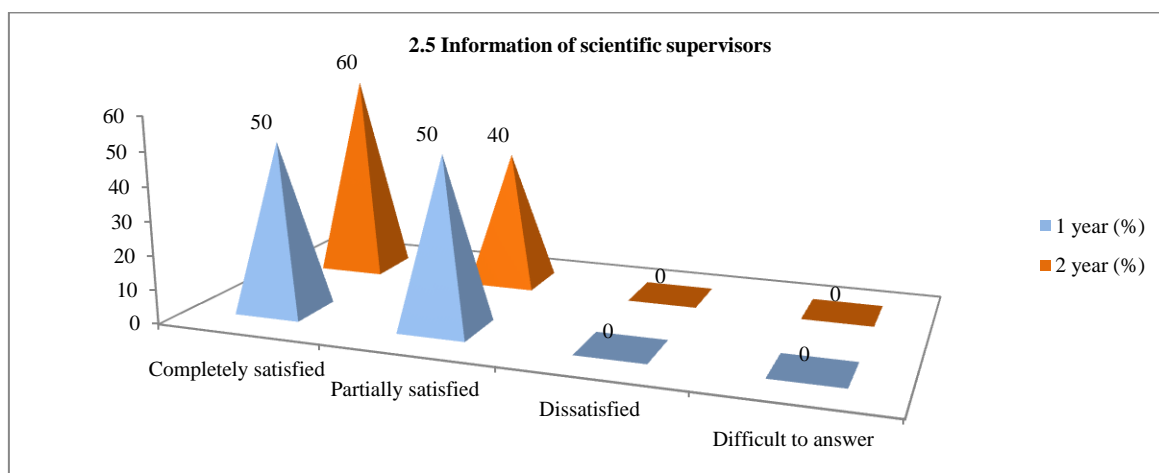
2.4 List of bases of master students' practices

Answer options	1 year (%)	2 year (%)
Completely satisfied	-	60
Partially satisfied	50	40
Dissatisfied	-	-
Difficult to answer	50	-



2.5 Information of scientific supervisors

Answer options	1 year (%)	2 year (%)
Completely satisfied	50	60
Partially satisfied	50	40
Dissatisfied	-	-
Difficult to answer	-	-



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

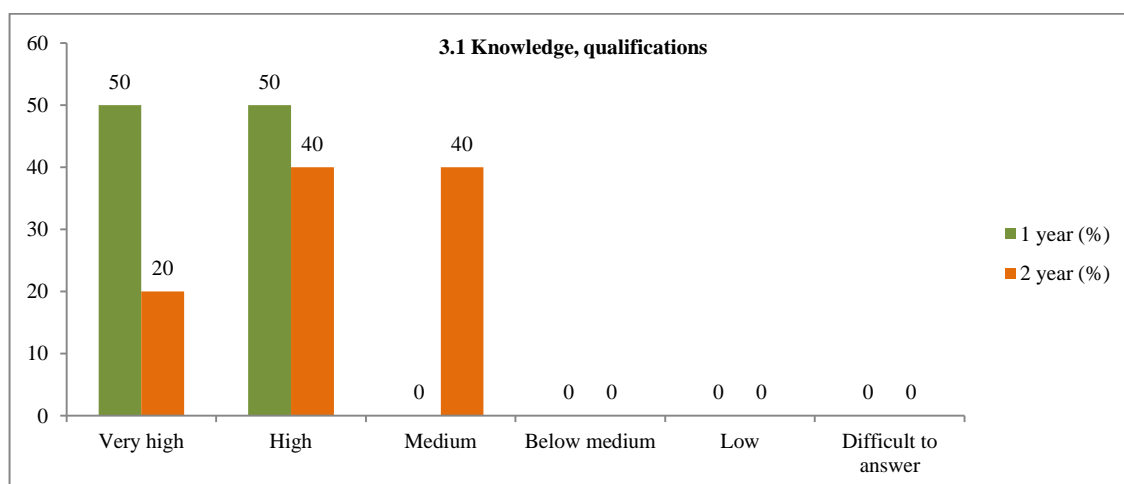
3.1 Knowledge, qualifications
3.2 Pedagogical qualities
3.3 Objectivity and impartiality of assessments
3.4 Teaching methods used

Other (write your answer)_____

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

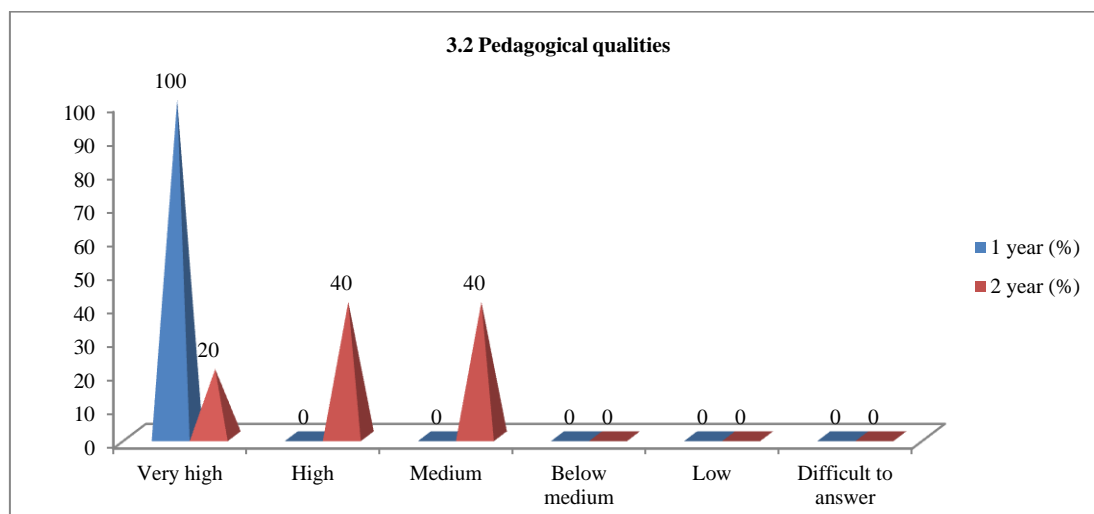
3.1 Knowledge, qualifications

Answer options	1 year (%)	2 year (%)
Very high	50	20
High	50	40
Medium	-	40
Below medium	-	-
Low	-	-
Difficult to answer	-	-



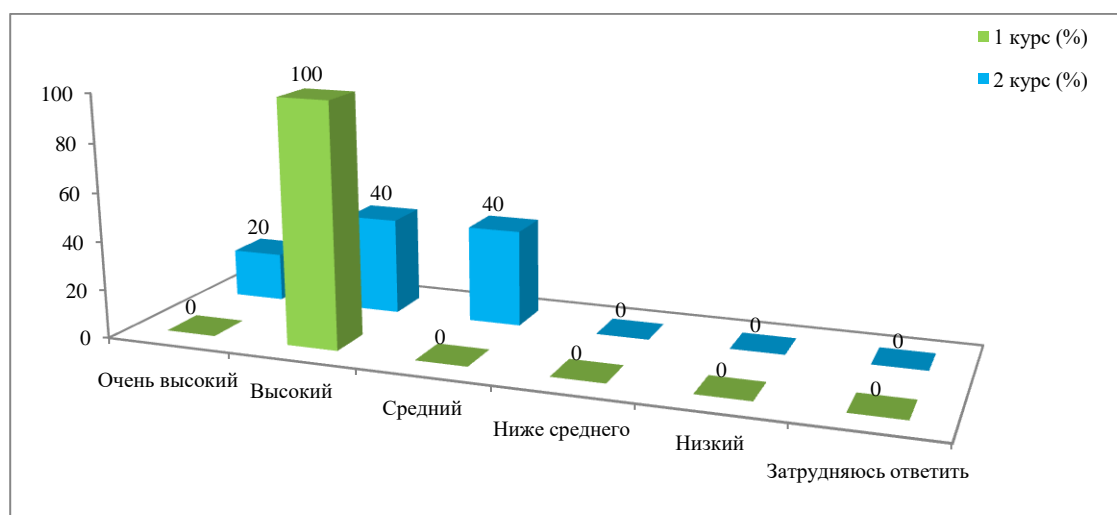
3.2 Pedagogical qualities

Answer options	1 year (%)	2 year (%)
Very high	100	20
High	-	40
Medium	-	40
Below medium	-	-
Low	-	-
Difficult to answer	-	-



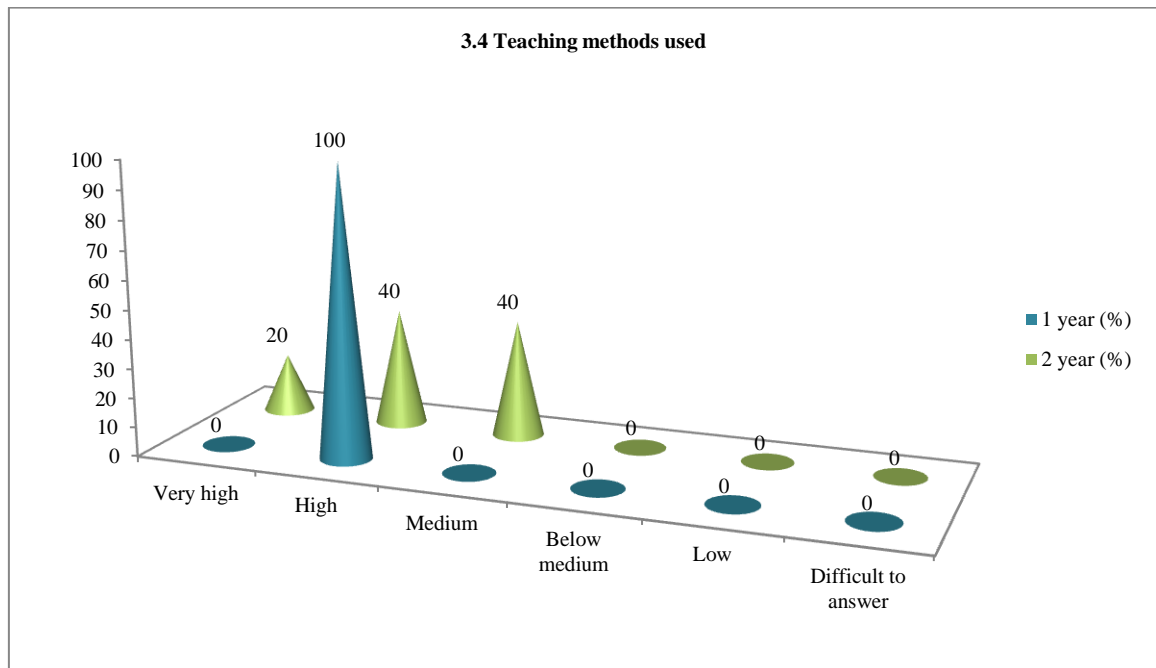
3.3 Objectivity and impartiality of assessments

Answer options	1 year (%)	2 year (%)
Very high	-	20
High	100	40
Medium	-	40
Below medium	-	-
Low	-	-
Difficult to answer	-	-



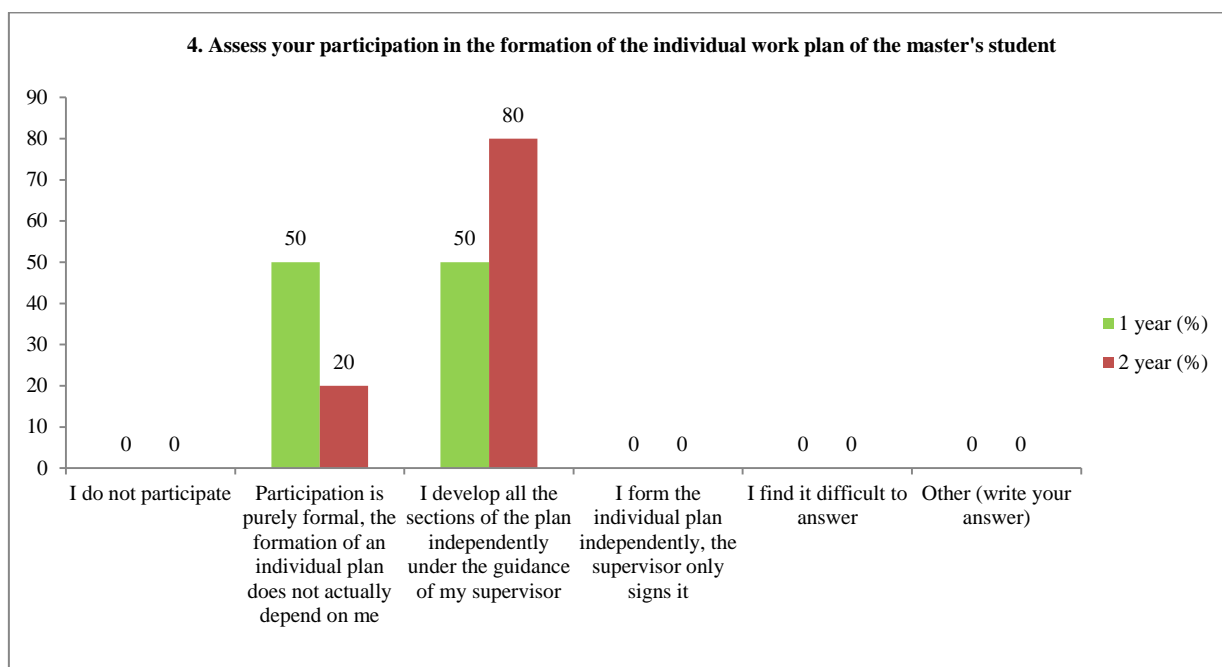
3.4 Teaching methods used

Answer options	1 year (%)	2 year (%)
Very high	-	20
High	100	40
Medium	-	40
Below medium	-	-
Low	-	-
Difficult to answer	-	-



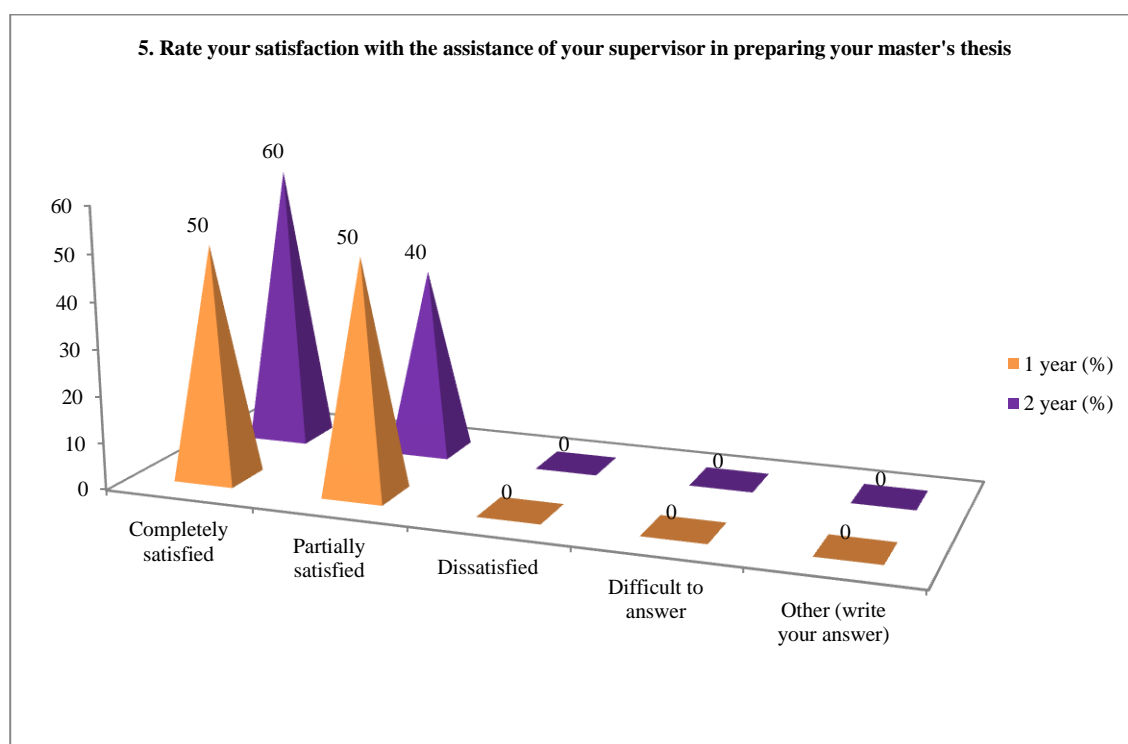
4. Assess your participation in the formation of the individual work plan of the master's student

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	50	20
I develop all the sections of the plan independently under the guidance of my supervisor	50	80
I form the individual plan independently, the supervisor only signs it	-	-
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

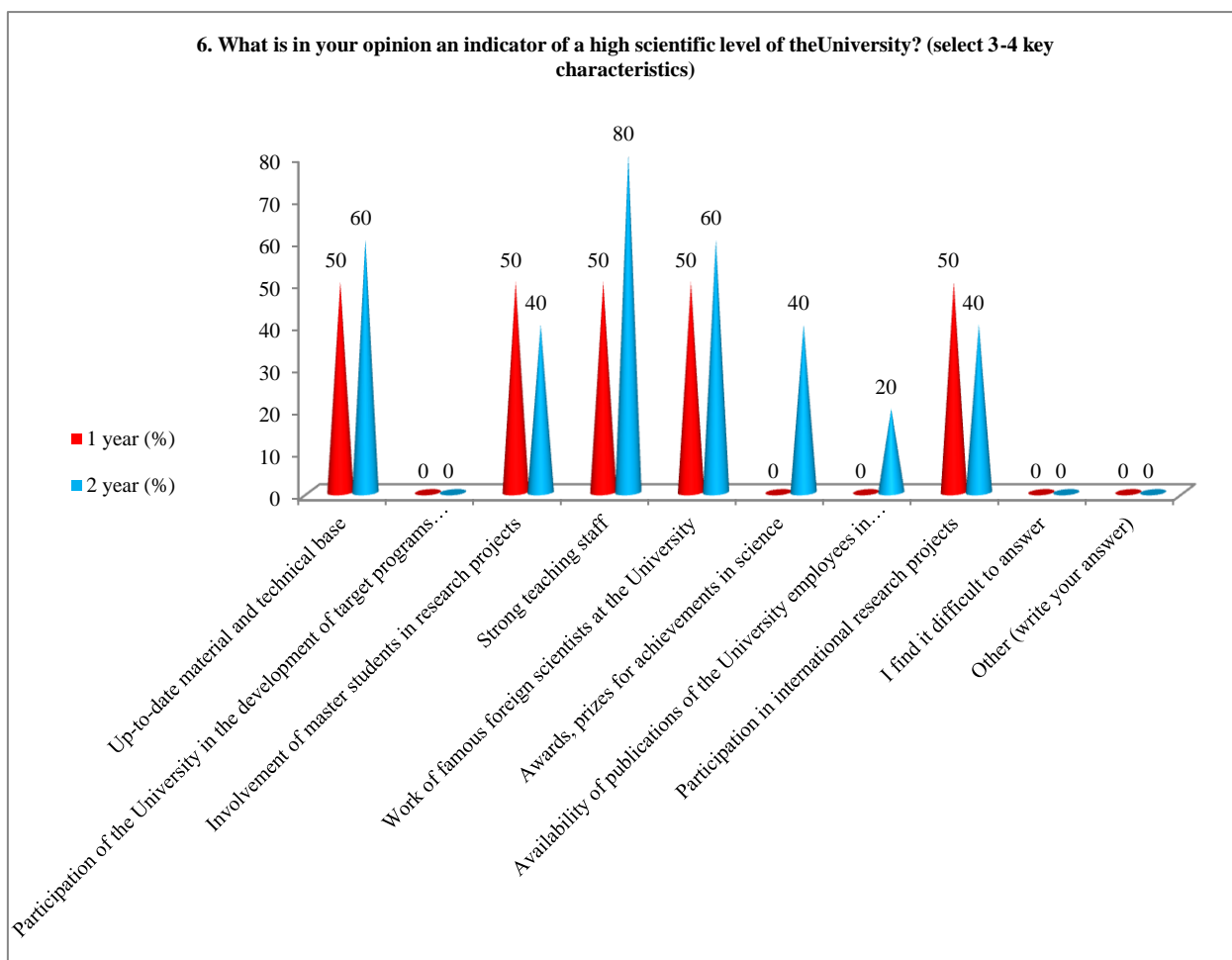
Answer options	1 year (%)	2 year (%)
Completely satisfied	50	60
Partially satisfied	50	40
Dissatisfied	-	-
Difficult to answer	-	-
Other (write your answer)	-	-



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

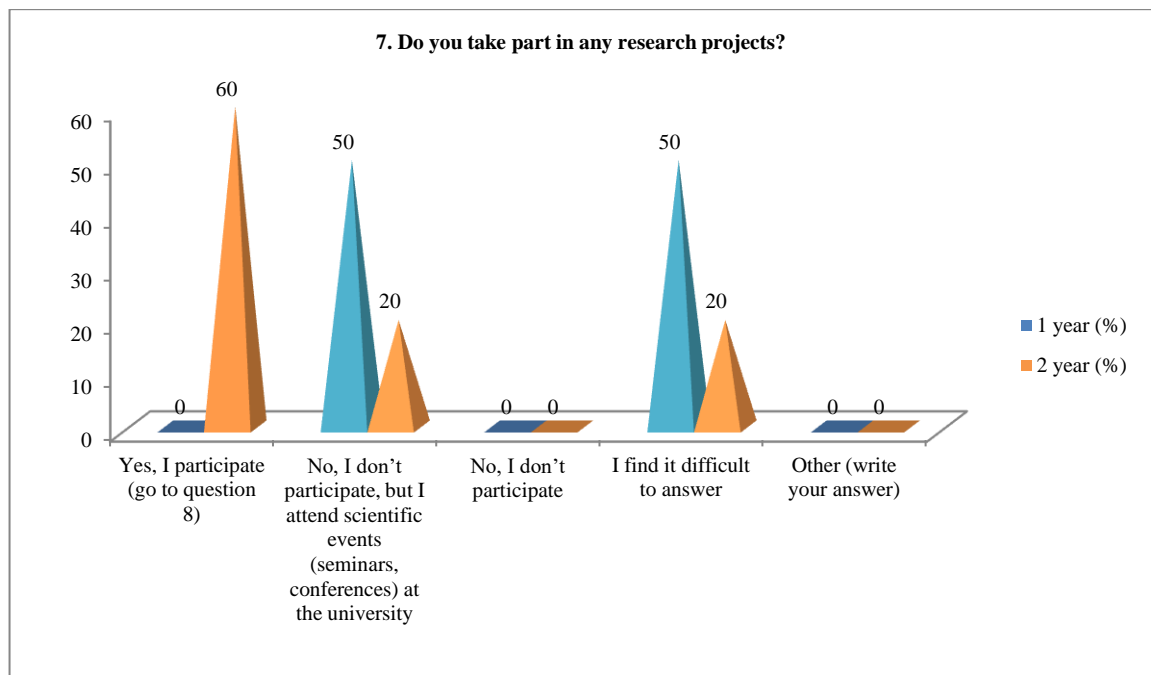
Answer options	1 year (%)	2 year (%)
Up-to-date material and technical base	50	60
Participation of the University in the development of target programs for the socio-economic development of the region, cities, enterprises	-	-
Involvement of master students in research projects	50	40
Strong teaching staff	50	80
Work of famous foreign scientists at the University	50	60
Awards, prizes for achievements in science	-	40
Availability of publications of the University employees in international publications	-	20
Participation in international research projects	50	40
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?

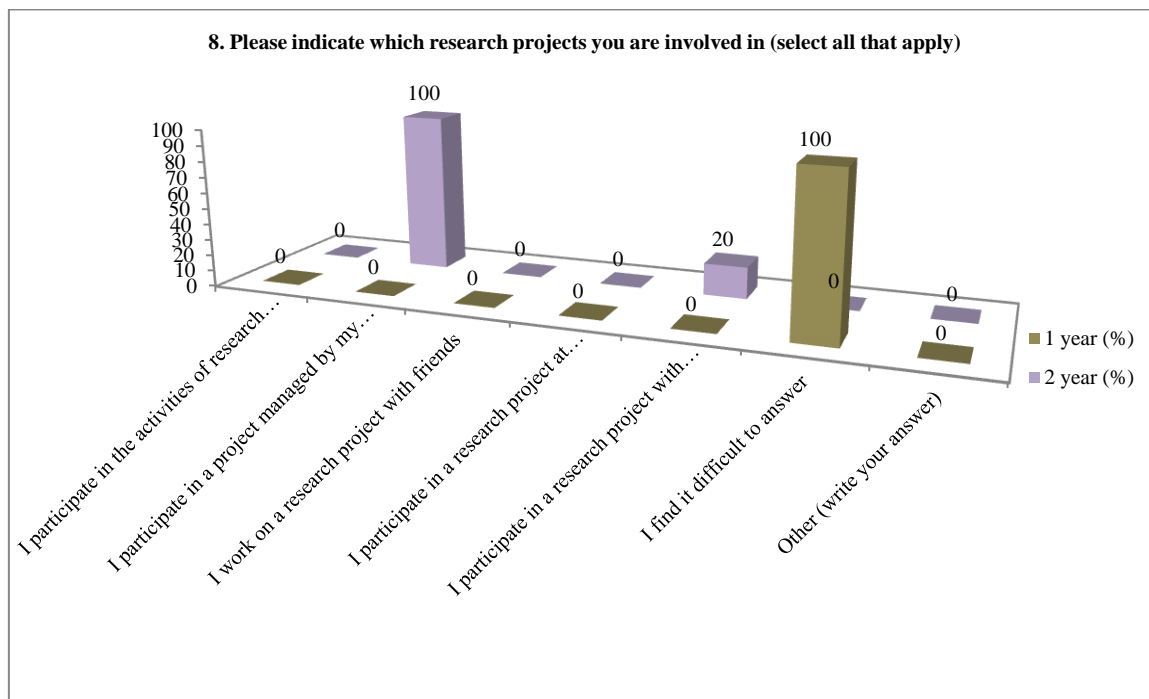
Answer options	1 year (%)	2 year (%)
Yes, I participate (go to question 8)	-	60
No, I don't participate, but I attend scientific events (seminars, conferences) at the university	50	20
No, I don't participate	-	-
I find it difficult to answer	50	20
Other (write your answer)	-	-



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

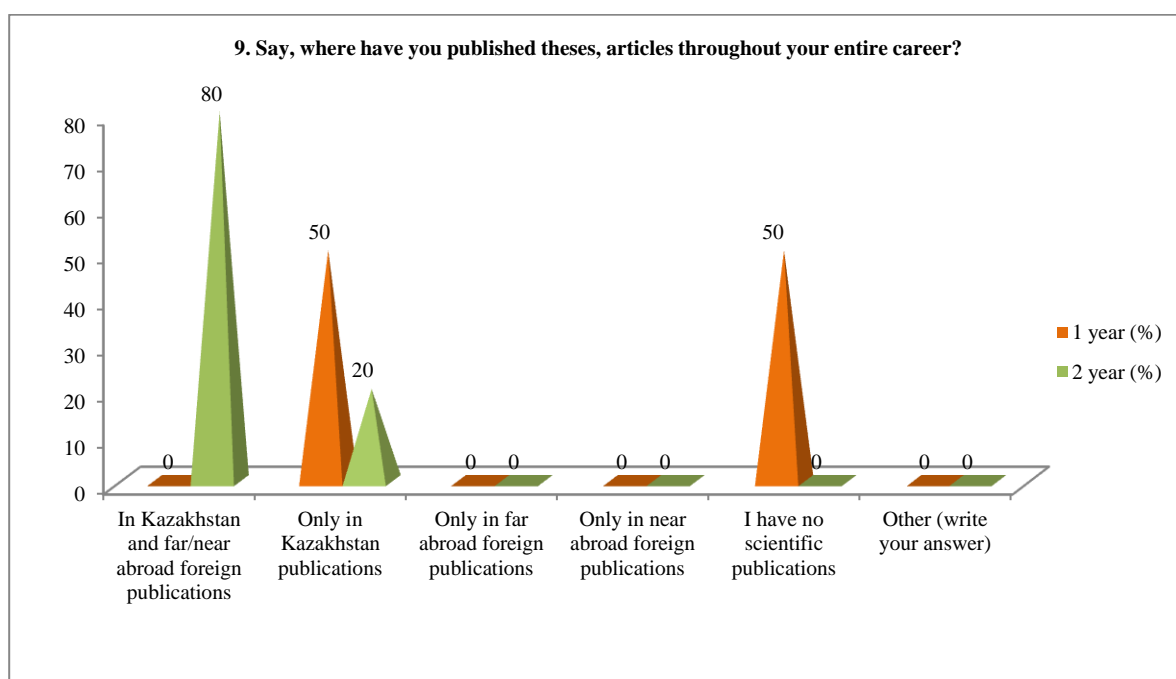
Answer options	1 year (%)	2 year (%)
I participate in the activities of research departments at my university	-	-
I participate in a project managed by my supervisor/another teacher	-	100
I work on a research project with friends	-	-
I participate in a research project at another university	-	-
I participate in a research project with foreign universities	-	20
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%.



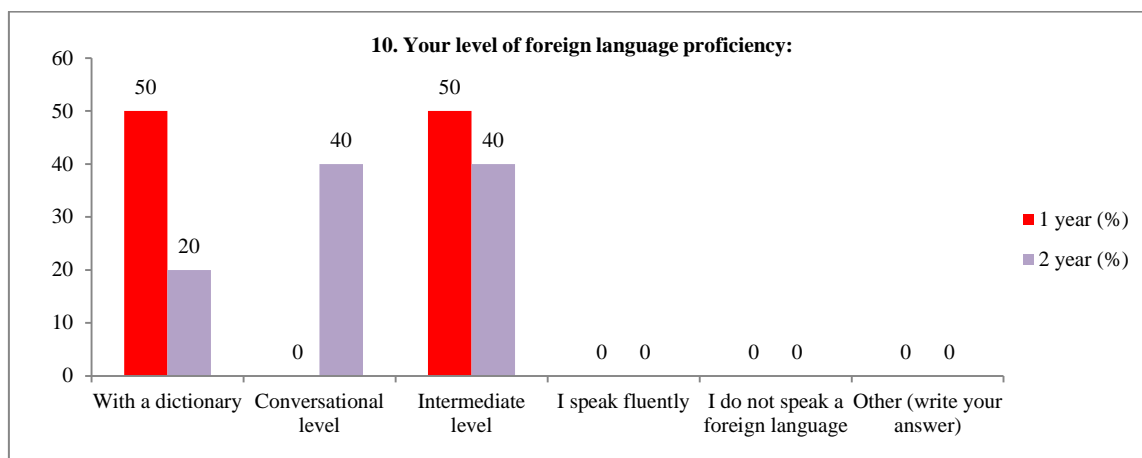
9. Say, where have you published theses, articles throughout your entire career?

Answer options	1 year (%)	2 year (%)
In Kazakhstan and far/near abroad foreign publications	-	80
Only in Kazakhstan publications	50	20
Only in far abroad foreign publications	-	-
Only in near abroad foreign publications	-	-
I have no scientific publications	50	-
Other (write your answer)	-	-



10. Your level of foreign language proficiency:

Answer options	1 year (%)	2 year (%)
With a dictionary	50	20
Conversational level	-	40
Intermediate level	50	40
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

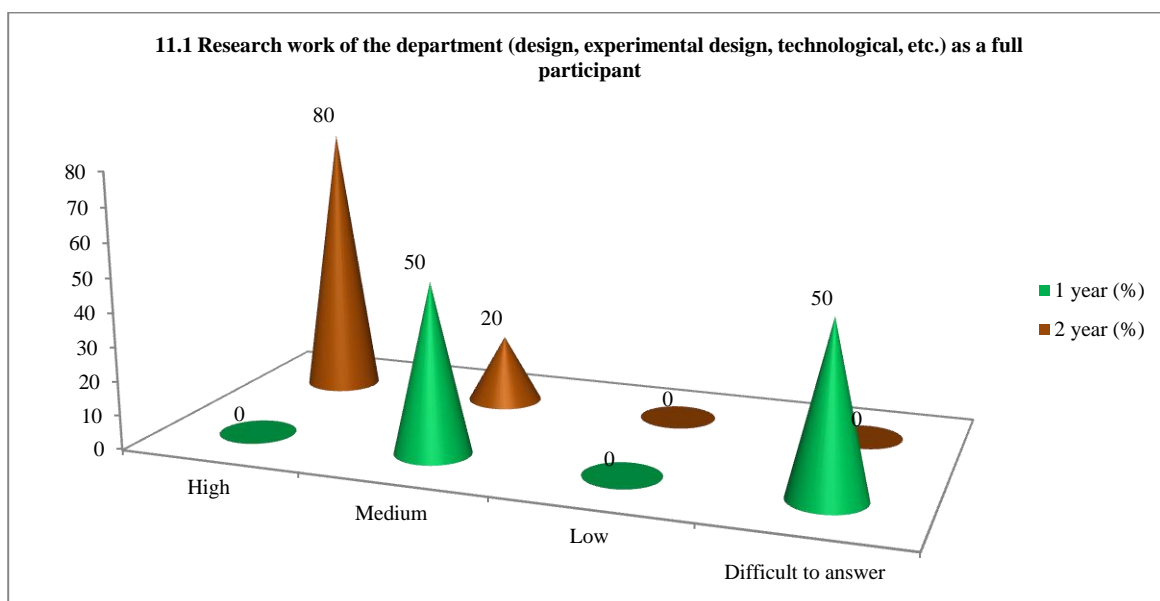
11.1 Research work of the department (design, experimental design, technological, etc.) as a full participant
11.2 Writing scientific articles
11.3 Participation with reports at conferences and seminars
11.4 Preparation of reports on research, abstracts

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

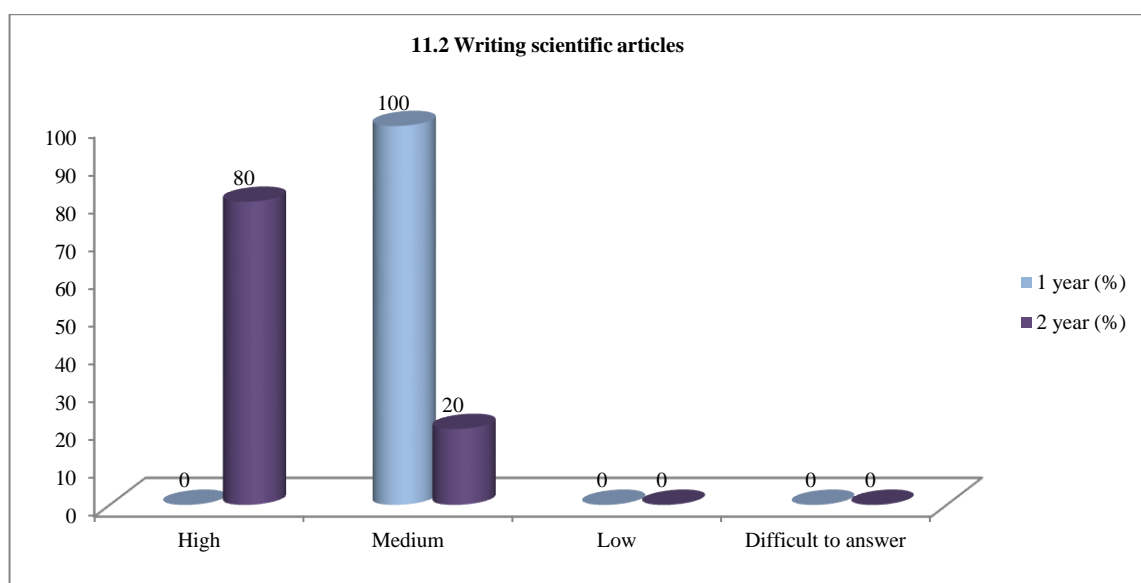
11.1 Research work of the department (design, experimental design, technological, etc.) as a full participant

Answer options	1 year (%)	2 year (%)
High	-	80
Medium	50	20
Low	-	-
Difficult to answer	50	-



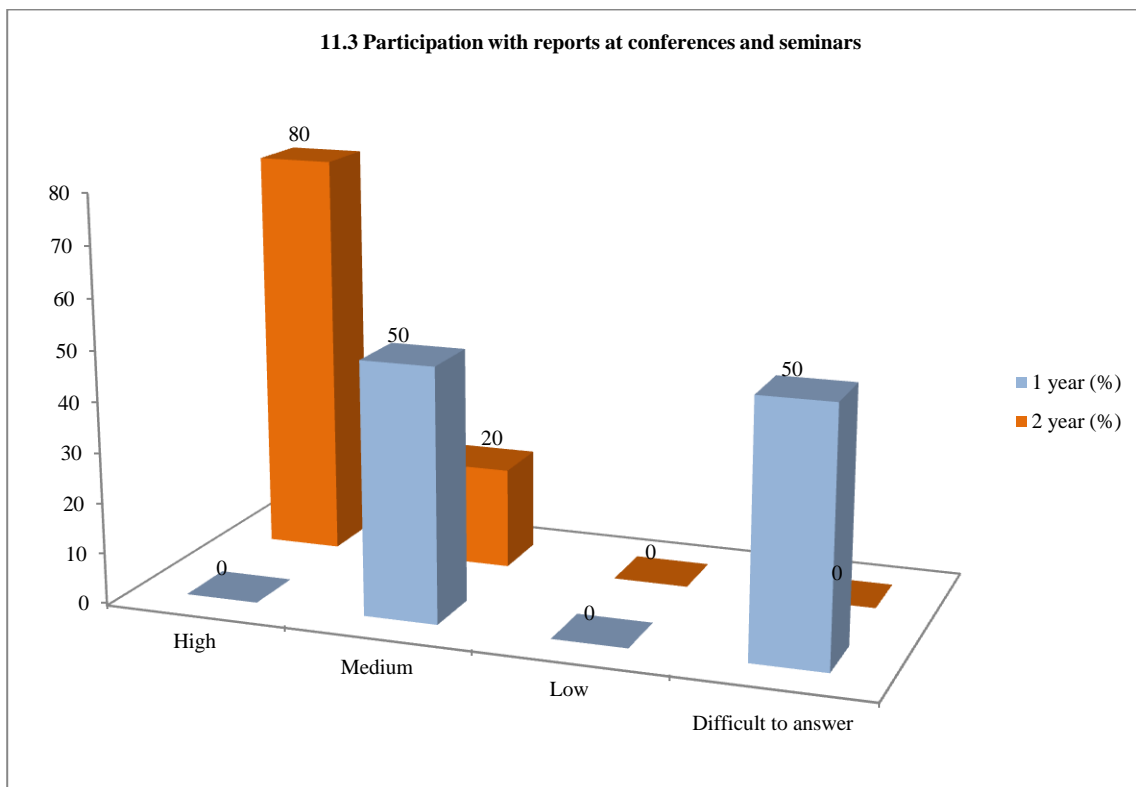
11.2 Writing scientific articles

Answer options	1 year (%)	2 year (%)
High	-	80
Medium	100	20
Low	-	-
Difficult to answer	-	-



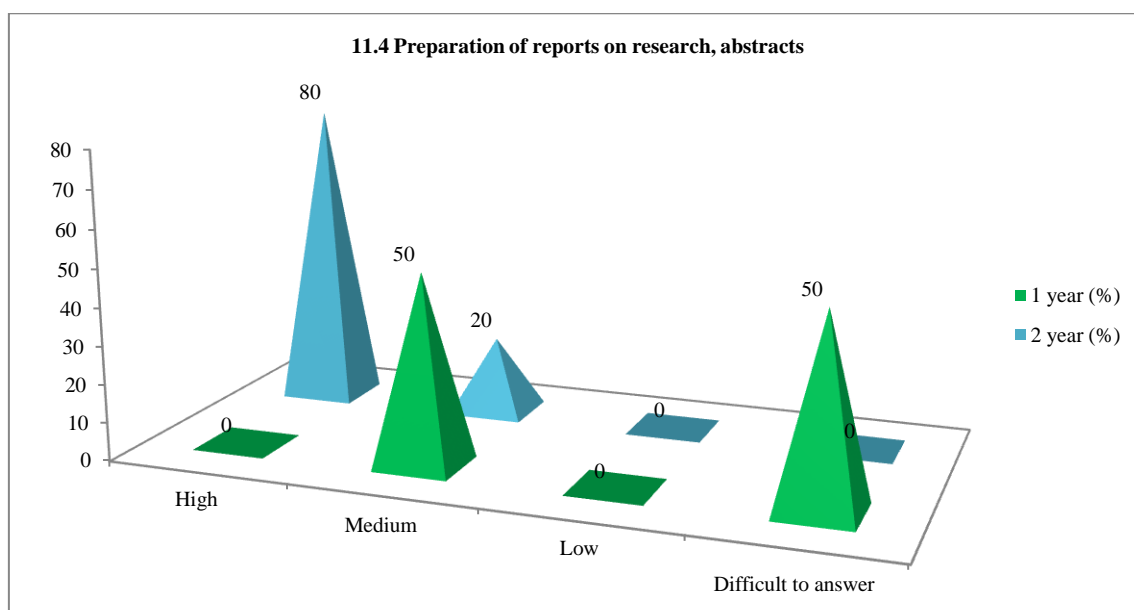
11.3 Participation with reports at conferences and seminars

Answer options	1 year (%)	2 year (%)
High	-	80
Medium	50	20
Low	-	-
Difficult to answer	50	-



11.4 Preparation of reports on research, abstracts

Answer options	1 year (%)	2 year (%)
High	-	80
Medium	50	20
Low	-	-
Difficult to answer	50	-



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

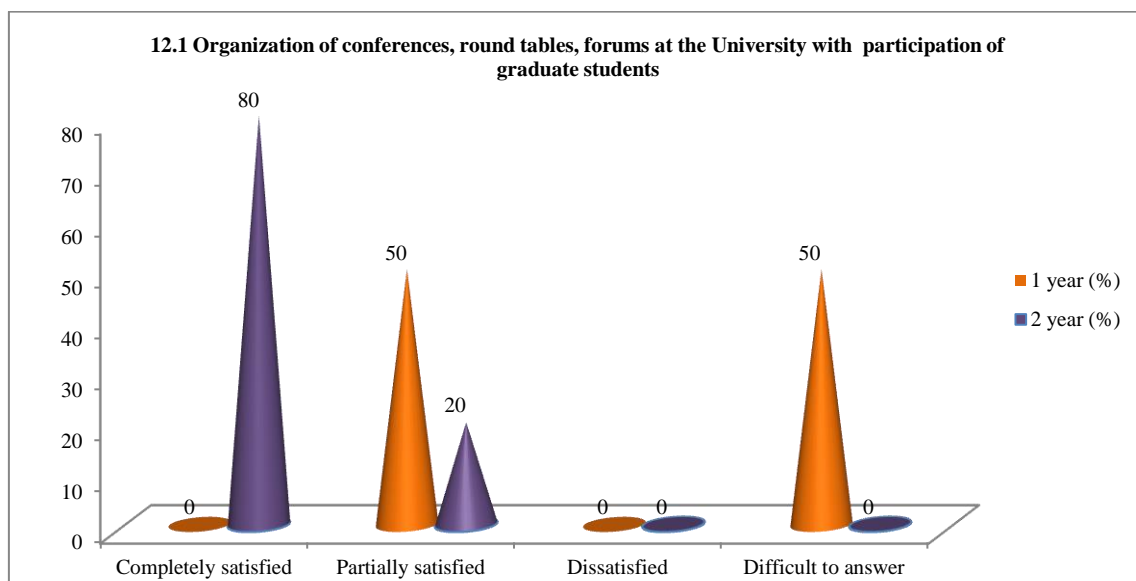
12.1 Organization of conferences, round tables, forums at the University with participation of graduate students
12.2 Material and technical support for applied scientific research
12.3 Availability for graduate students of equipment, computers necessary for the educational process and scientific activities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

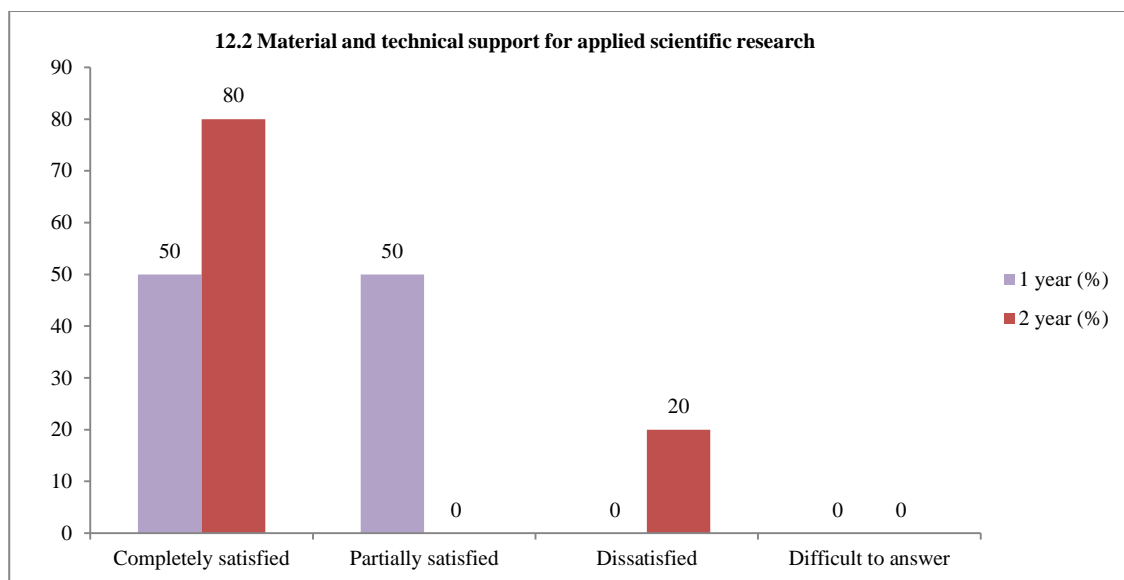
12.1 Organization of conferences, round tables, forums at the University with participation of graduate students

Answer options	1 year (%)	2 year (%)
Completely satisfied	-	80
Partially satisfied	50	20
Dissatisfied	-	-
Difficult to answer	50	-



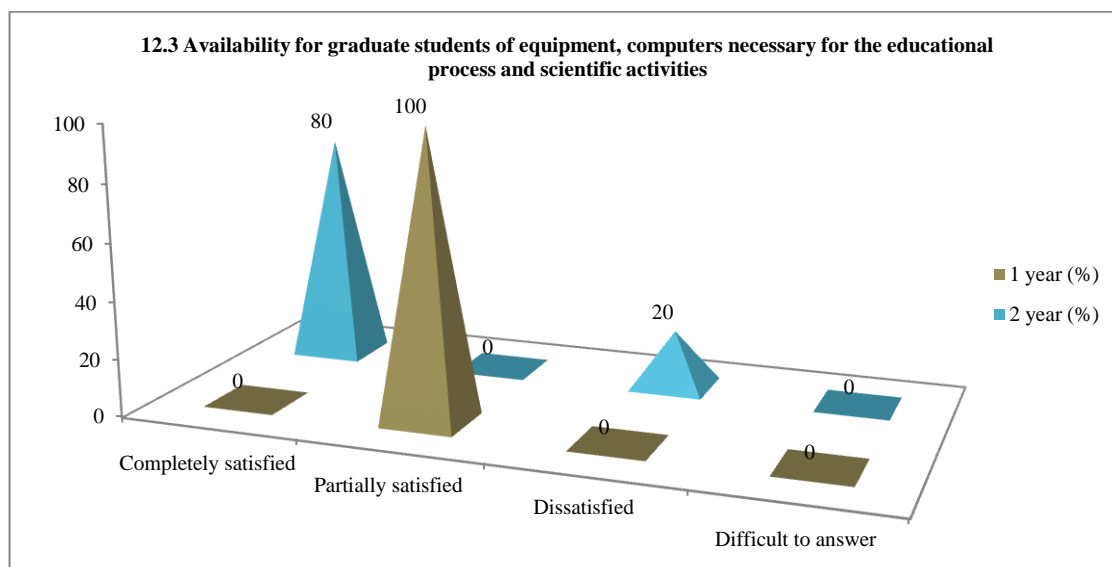
12.2 Material and technical support for applied scientific research

Answer options	1 year (%)	2 year (%)
Completely satisfied	50	80
Partially satisfied	50	-
Dissatisfied	-	20
Difficult to answer	-	-



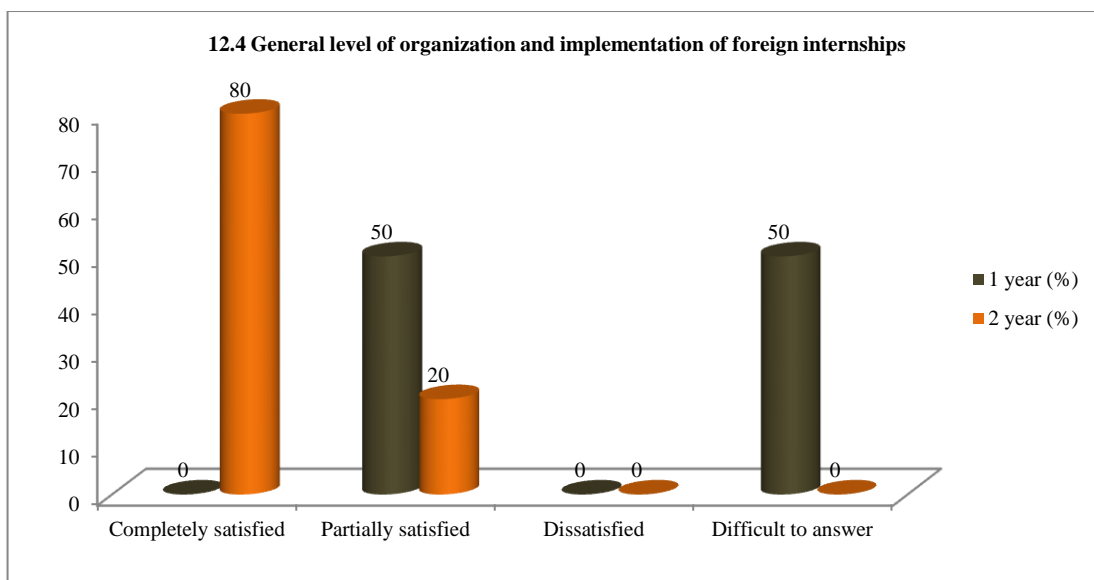
12.3 Availability for graduate students of equipment, computers necessary for the educational process and scientific activities

Answer options	1 year (%)	2 year (%)
Completely satisfied	-	80
Partially satisfied	100	-
Dissatisfied	-	20
Difficult to answer	-	-



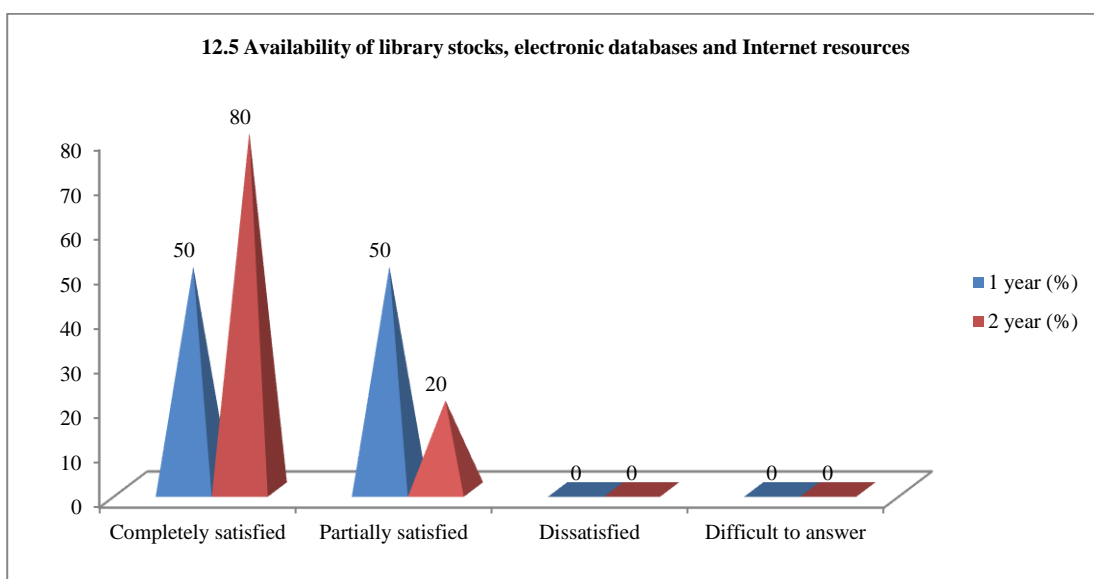
12.4 General level of organization and implementation of foreign internships

Answer options	1 year (%)	2 year (%)
Completely satisfied	-	80
Partially satisfied	50	20
Dissatisfied	-	-
Difficult to answer	50	-



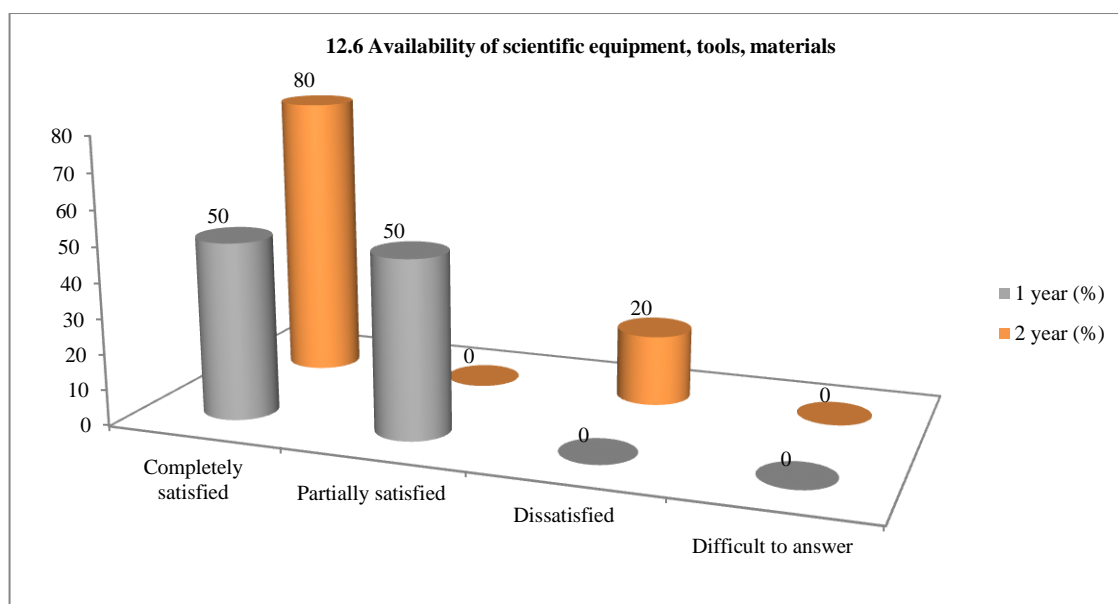
12.5 Availability of library stocks, electronic databases and Internet resources

Answer options	1 year (%)	2 year (%)
Completely satisfied	50	80
Partially satisfied	50	20
Dissatisfied	-	-
Difficult to answer	-	-



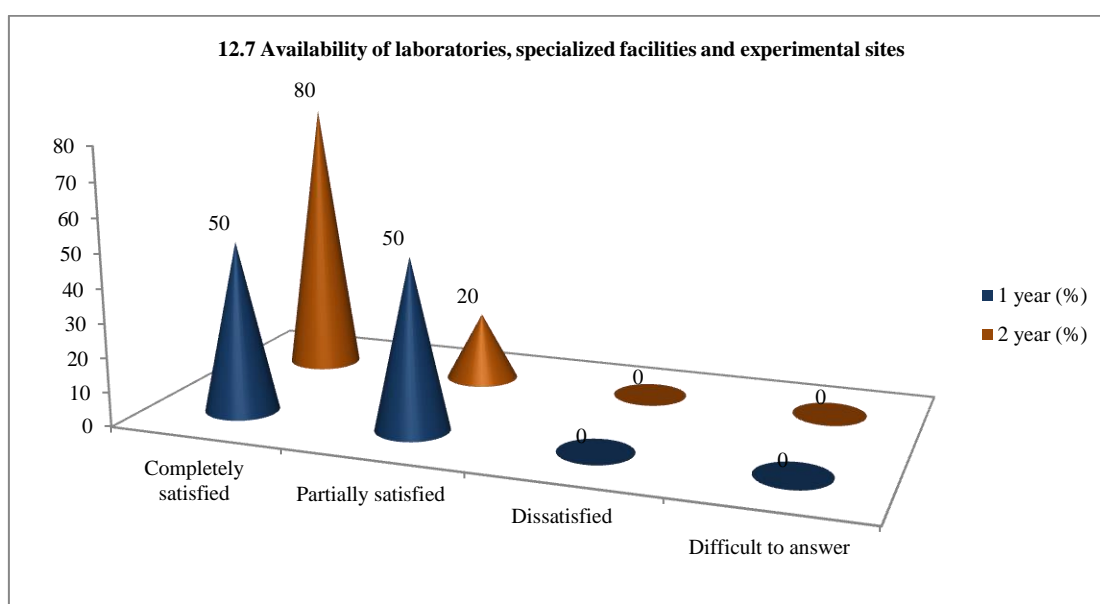
12.6 Availability of scientific equipment, tools, materials

Answer options	1 year (%)	2 year (%)
Completely satisfied	50	80
Partially satisfied	50	-
Dissatisfied	-	20
Difficult to answer	-	-



12.7 Availability of laboratories, specialized facilities and experimental sites

Answer options	1 year (%)	2 year (%)
Completely satisfied	50	80
Partially satisfied	50	20
Dissatisfied	-	-
Difficult to answer	-	-

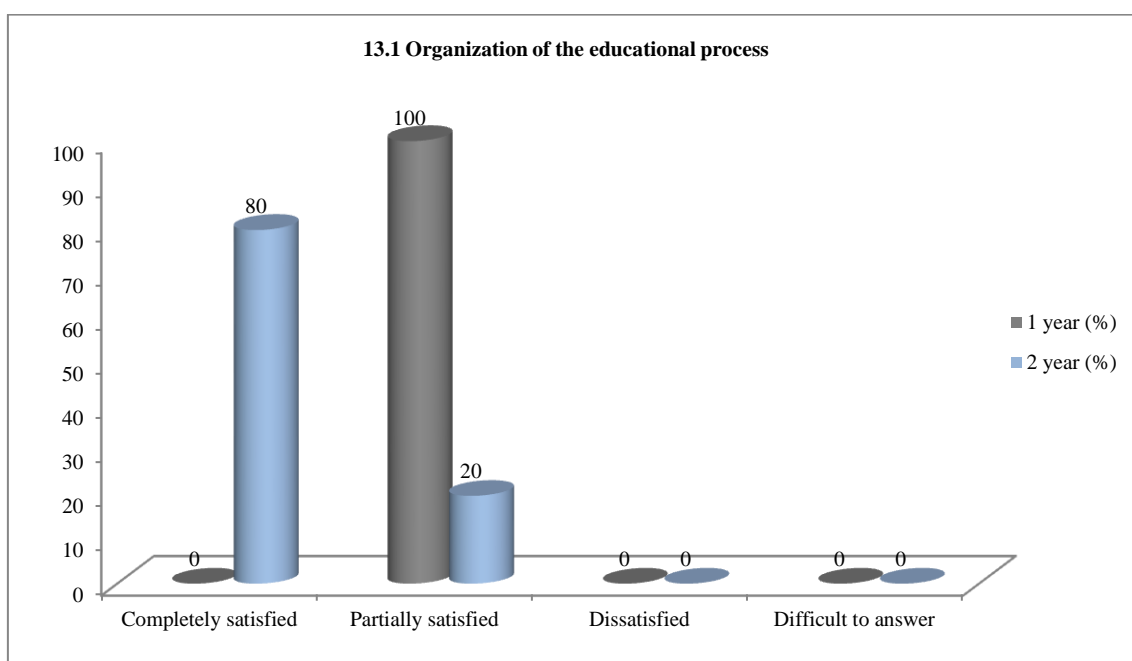


13. Are you satisfied with?

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

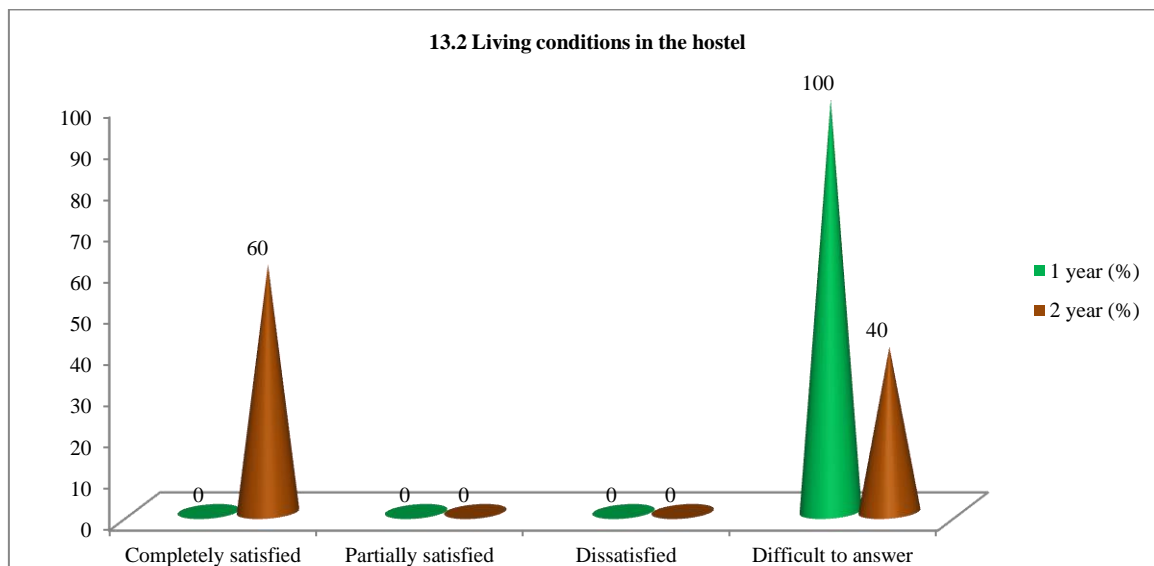
13.1 Organization of the educational process

Answer options	1 year (%)	2 year (%)
Completely satisfied	-	80
Partially satisfied	100	20
Dissatisfied	-	-
Difficult to answer	-	-



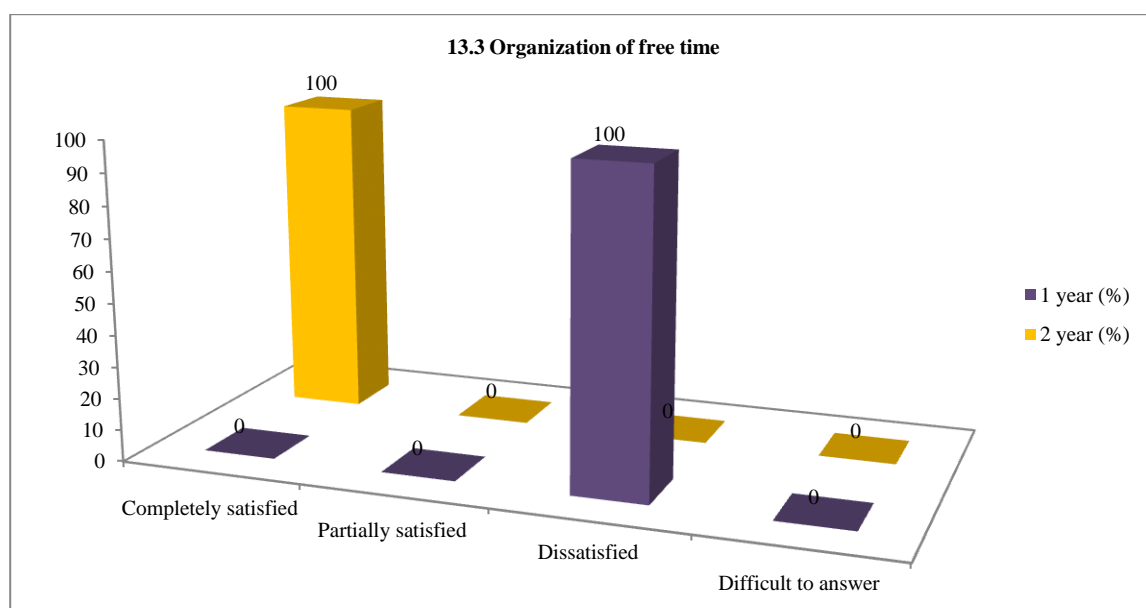
13.2 Living conditions in the hostel

Answer options	1 year (%)	2 year (%)
Completely satisfied	-	60
Partially satisfied	-	-
Dissatisfied	-	-
Difficult to answer	100	40



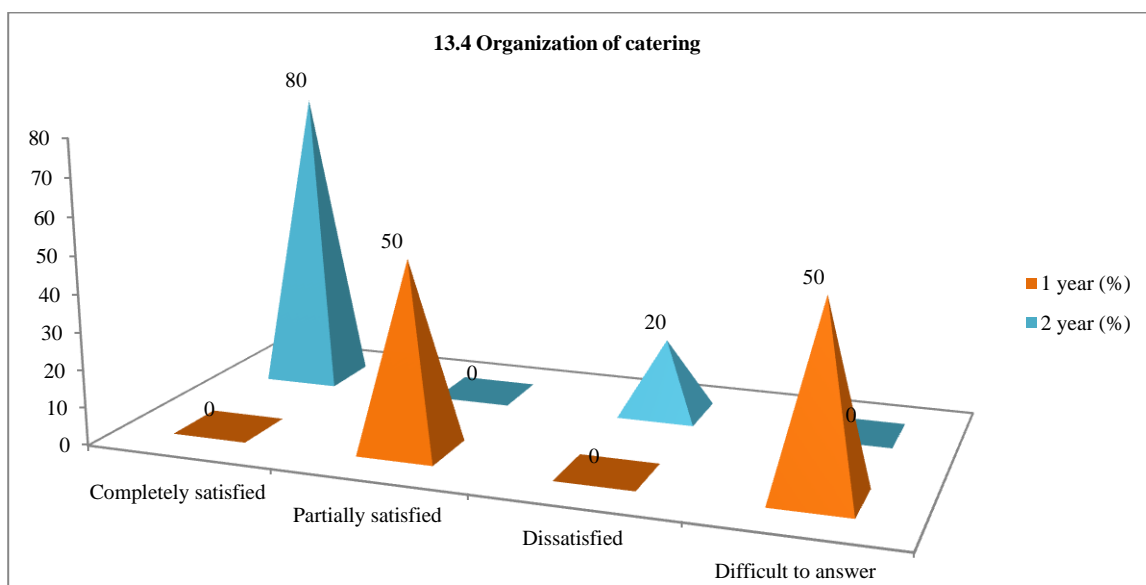
13.3 Organization of free time

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



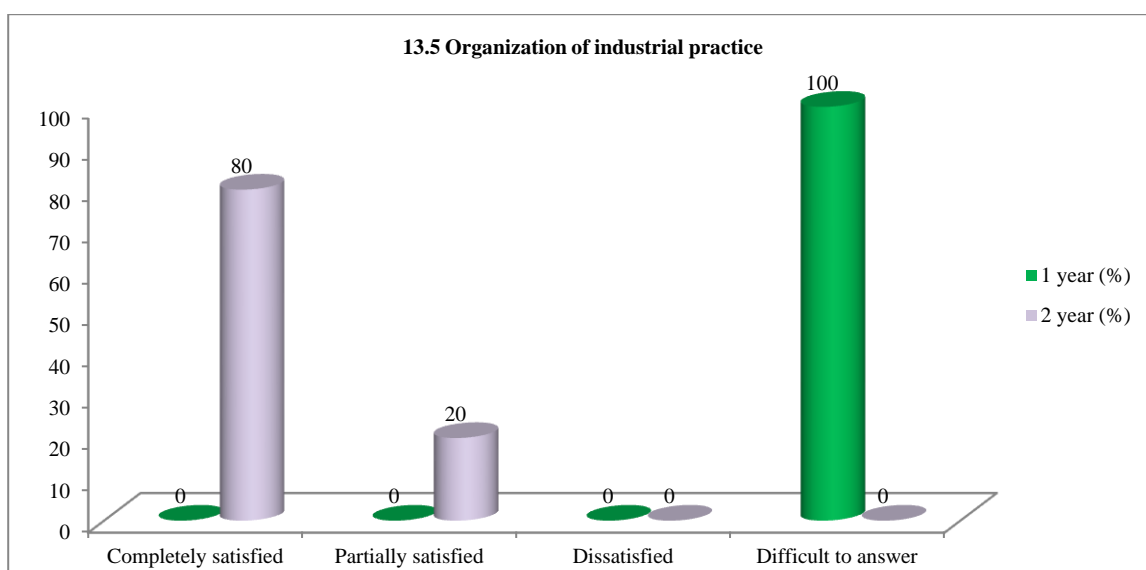
13.4 Organization of catering

Answer options	1 year (%)	2 year (%)
Completely satisfied	-	80
Partially satisfied	50	-
Dissatisfied	-	20
Difficult to answer	50	-



13.5 Organization of industrial practice

Answer options	1 year (%)	2 year (%)
Completely satisfied	-	80
Partially satisfied	-	20
Dissatisfied	-	-
Difficult to answer	100	-



14. If you have difficulties studying for a master's degree, what causes them? (write):

- absence of many reagents, expired shelf life of reagents available. Insufficient number of teachers with the skills and experience of working with the available modern equipment at the department, lack of initiative in scientific research on the part of scientific supervisors.

Please write down what questions you think should be added to this questionnaire in order to improve the curriculum, improve the quality of services

provided and other areas of activity of the university (The answers of the students are presented in the original. The author's spelling and punctuation are preserved):

- I don't feel it.

Conclusions on the results of the survey:

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

- proximity to the family's place of residence (70%);
- continuation of studies at the previous university (65%);
- the opportunity to do research during studies (35%);
- availability of state-funded places (20%).

Additional factors: acceptable tuition fees, high quality of education and the possibility of internships abroad also influence the choice of a Master's program.

2. The average level of satisfaction with the availability of information in the field of study of master students is 95%. This is a high level of satisfaction, which indicates that most master students consider information in their field of study to be accessible and satisfactory. High availability of information helps master students to more effectively plan their educational activities, navigate the educational process and successfully master the educational material.

3. Assessment of the teaching staff: more than 80% of master students rated the level of knowledge, professionalism, objectivity, pedagogical skills and methods of teachers as "very high" and "high".

4. Participation of the master's student in the development of an individual work plan:

- 65% 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;

- 35% of master students see their participation as formal, since they relied more on the help of the supervisor due to difficulties in independently formulating ideas;

5. Satisfaction with the help of the scientific supervisor in preparing the master's thesis: 100% of master's degree students are completely satisfied with the assistance provided by their scientific supervisor. This indicator indicates a high level of satisfaction among master's degree students with the quality and support they receive from their supervisor.

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

- a strong teaching staff (65%) contributes to high-quality educational and scientific activities;

- a modern material and technical base (55%) has a great impact on the quality of scientific research and on the training of master's degree students;

- the work of famous foreign scientists at the University (55%) contributes to the exchange of experience, the development of scientific ties and the attraction of international projects;

- participation in international research projects (45%) gives them the opportunity to work with advanced technologies and methods;

- the involvement of master's degree students in research projects (45%) indicates the active scientific activity of master's degree students;

- the presence of publications of university staff in international publications (10%).

7. Participation of master students in research projects and scientific life of the University: 62.5% of master students actively participate in research projects and attend scientific events, such as seminars and conferences. These data show that the majority of master students are involved in scientific activities, which contributes to their academic and professional development.

8. Publication of scientific papers: over the entire period of their activity, 75% of master students published their theses and articles in both Kazakhstan and foreign publications. This indicates a high degree of involvement of master students in the scientific community and their desire to disseminate the results of their research at the international level.

9. The level of foreign language proficiency 100% among master students varies significantly: some Master's students speak and understand a foreign language fluently, while others are only at the initial stage of its study and need constant reference to a dictionary or help from a teacher.

10. Participation of master students in the work of the department:

- research work of the department (design, experimental design, technological, etc.) as a full participant: 75%;

- writing scientific articles: 100%;

- participation with reports at conferences and seminars: 75%;

- preparation of reports on research, abstracts: 100%.

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

- Organization of conferences, round tables, forums at the University, with the participation of master's students: 75%;

- Material and technical support for applied scientific research: 90%;

- Availability of equipment, computers necessary for the educational process and scientific activity: 90%;

- General level of organization and conduct of foreign internships: 75%;

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

- Availability of scientific equipment, tools, materials: 90%;

- Availability of laboratories, specialized facilities and experimental sites: 100%.

12. Organization of the educational process:

(59%) of master students' satisfaction with living conditions, free time, meals and industrial practice.

In general, master students highly value the research and training opportunities provided by the University, which is reflected in the master students' satisfaction.

The overall satisfaction of master students in the specialty "Chemical technology of organic matters" with educational services is **84,7%**, which indicates a high level of student satisfaction in general, despite individual problems and areas for improvement.

Recommendations:

1. Discussion of the survey results:
 - the head of the department must familiarize and discuss the survey results with the staff and graduate 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.