

Report on the results of the survey
«Master students' satisfaction with educational services»
for 2024-2025 ac. year
in educational program
7M07109 Technological machines and equipment (by industry)

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.

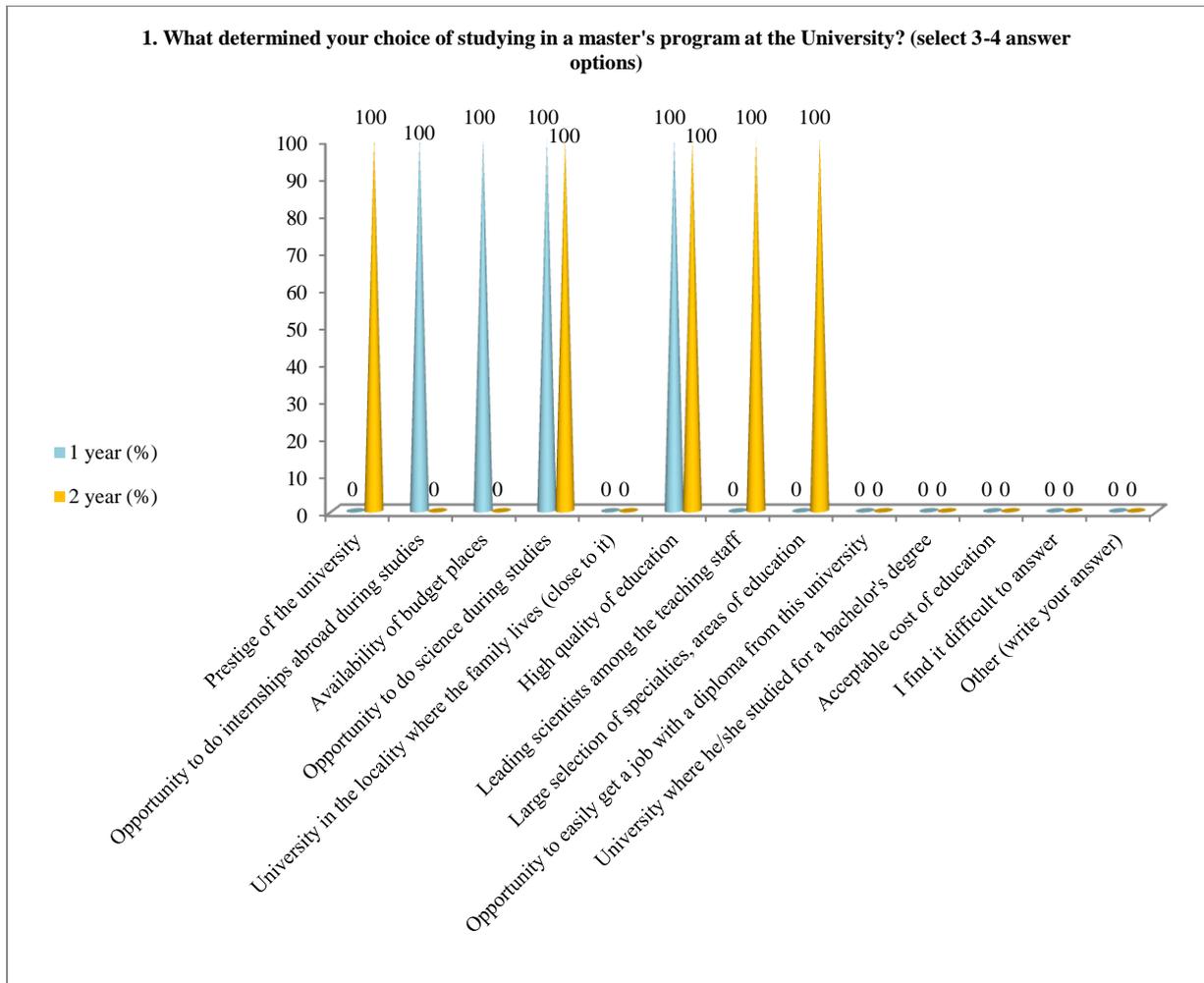
2 respondents took part in the survey, which amounted to 100% of the total number of master students.

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

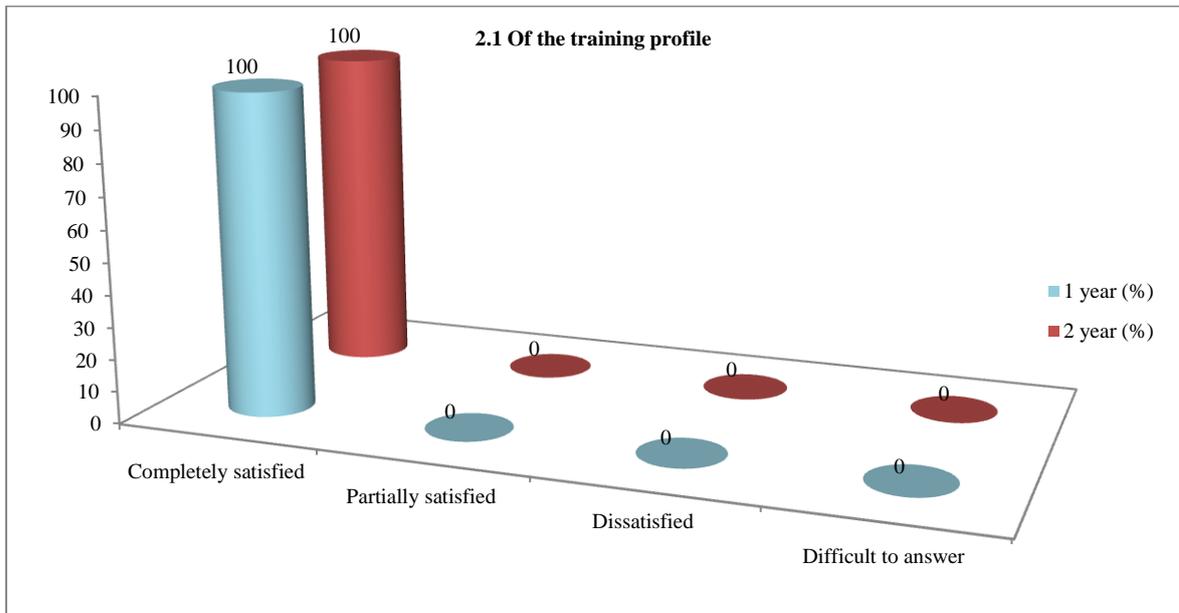
2.1 Of the training profile
2.2 Characteristics of the professional activity of a master student
2.3 List of developing competencies of a master graduate
2.4 List of bases of master students' practices
2.5 Information of scientific supervisors

Other (write your answer) _____

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

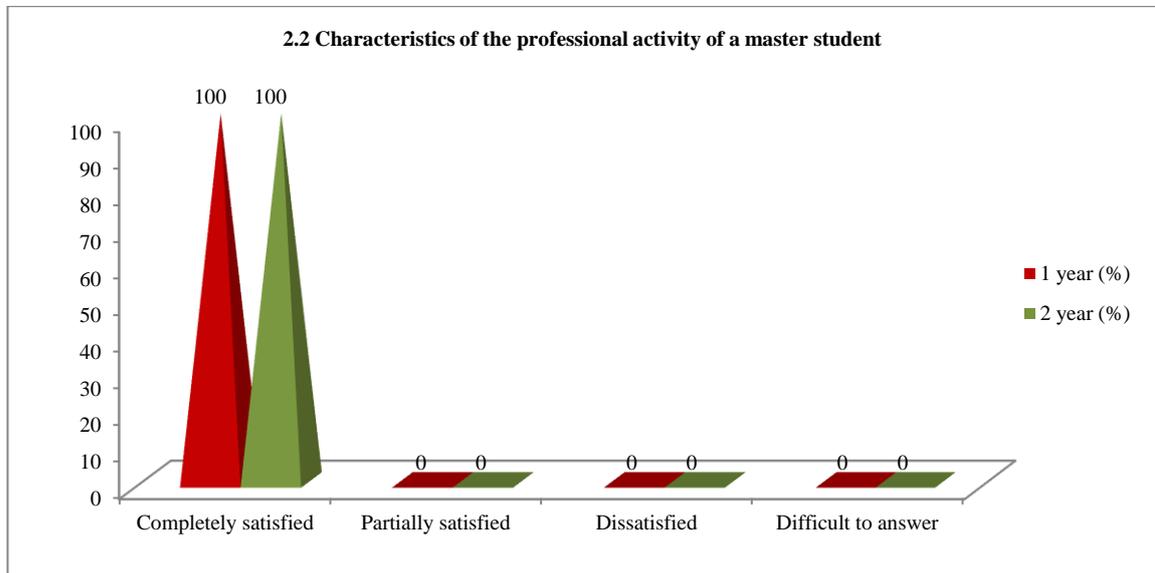
2.1 Of the training profile

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



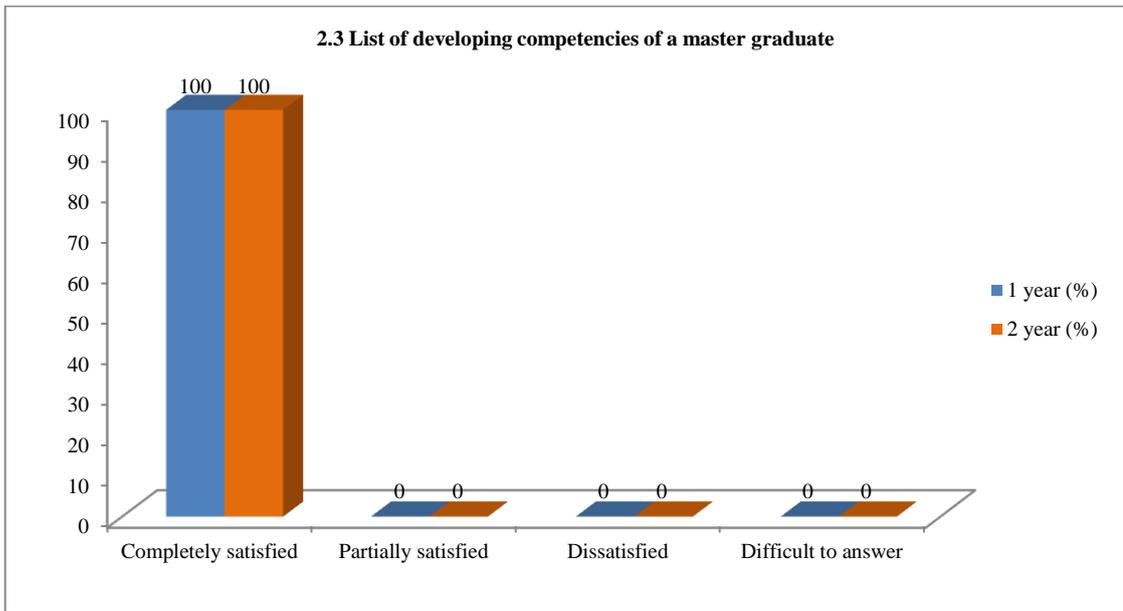
2.2 Characteristics of the professional activity of a master student

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



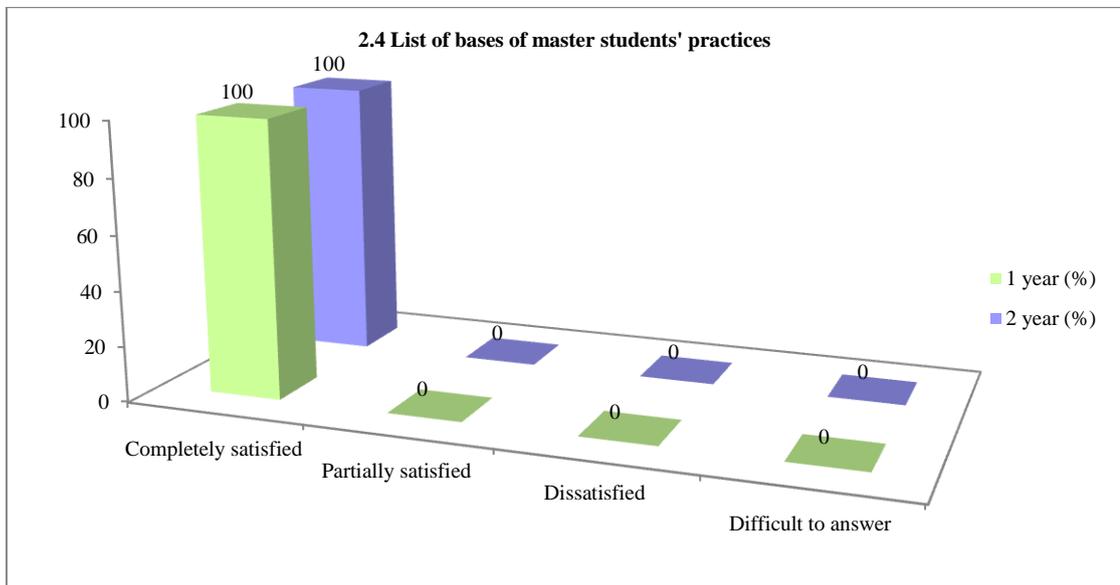
2.3 List of developing competencies of a master graduate

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



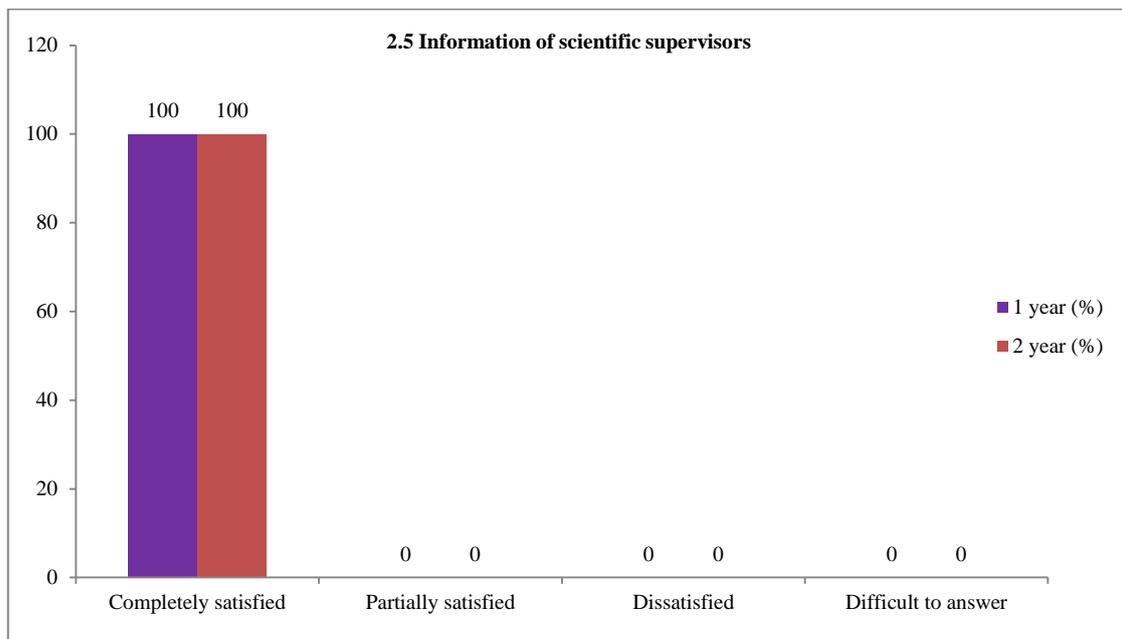
2.4 List of bases of master students' practices

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?

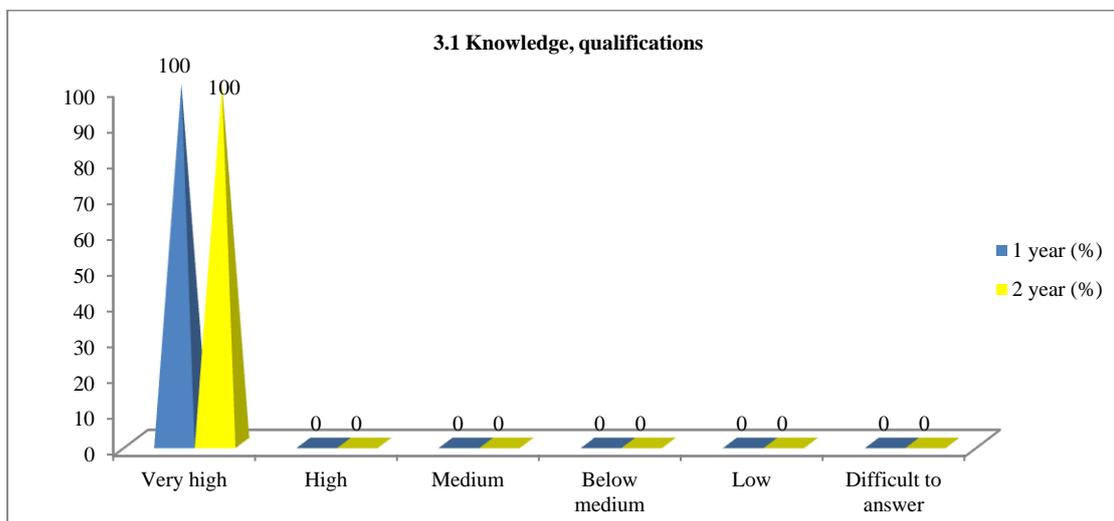
3.1 Knowledge, qualifications
3.2 Pedagogical qualities
3.3 Objectivity and impartiality of assessments
3.4 Teaching methods used

Other (write your answer)_____

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

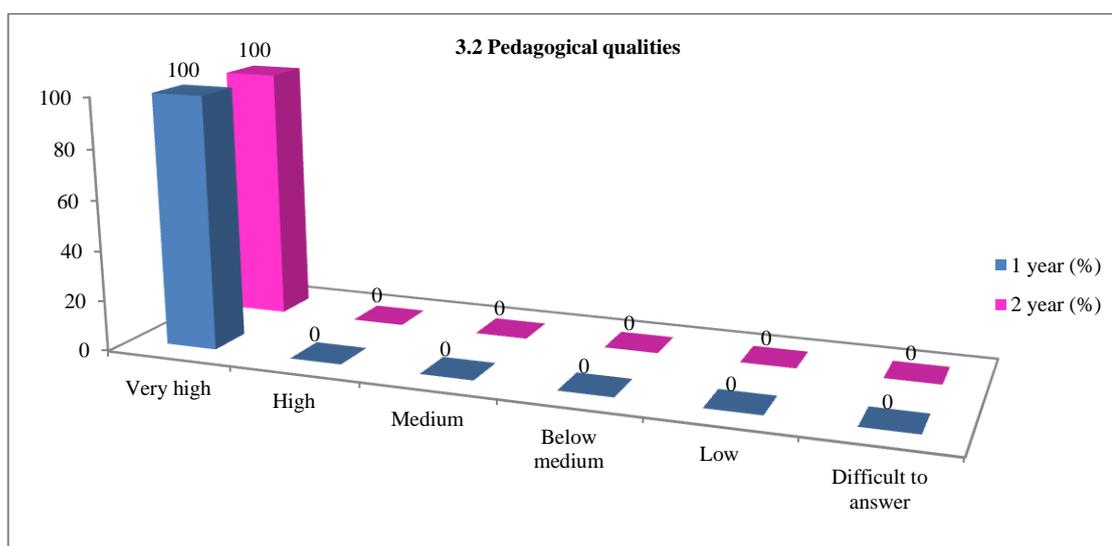
3.1 Knowledge, qualifications

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



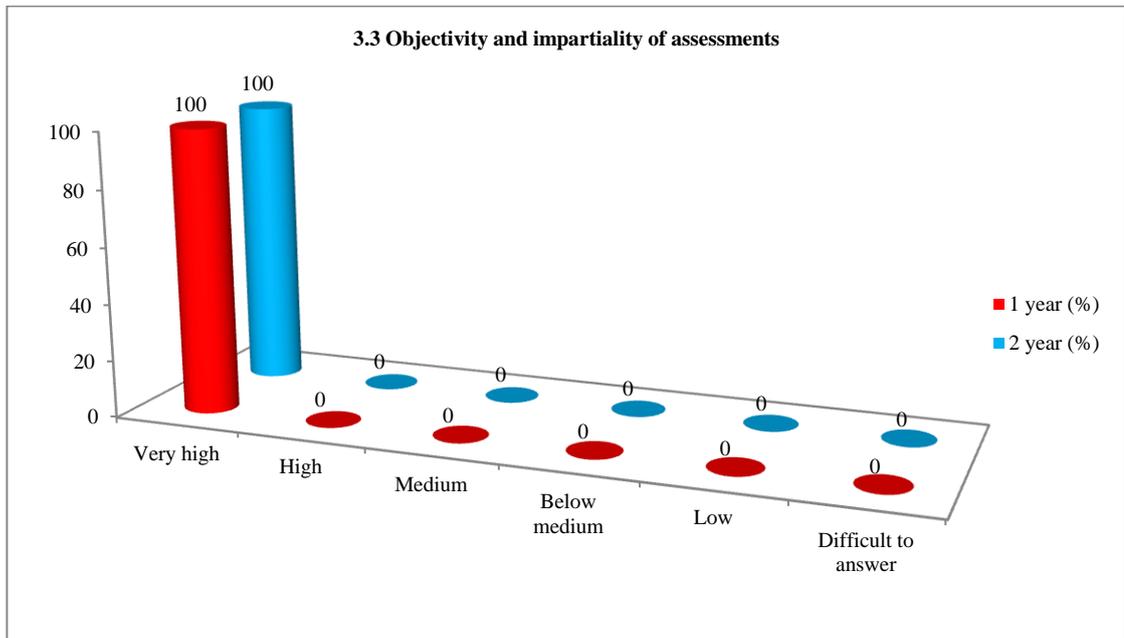
3.2 Pedagogical qualities

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



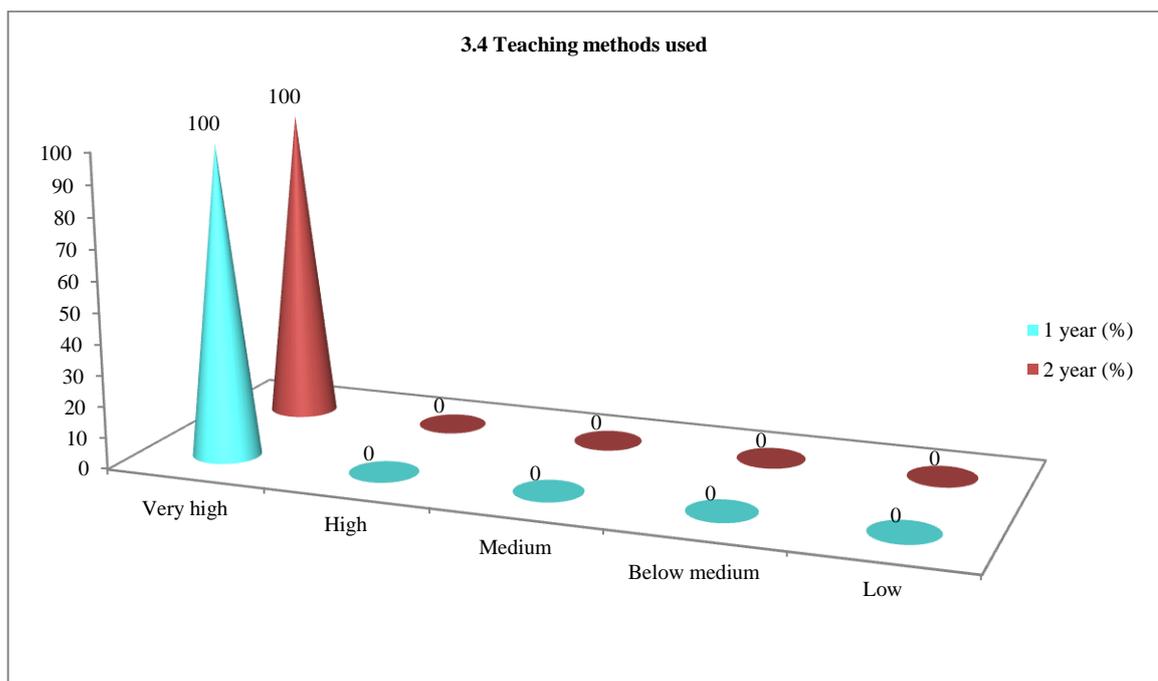
3.3 Objectivity and impartiality of assessments

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



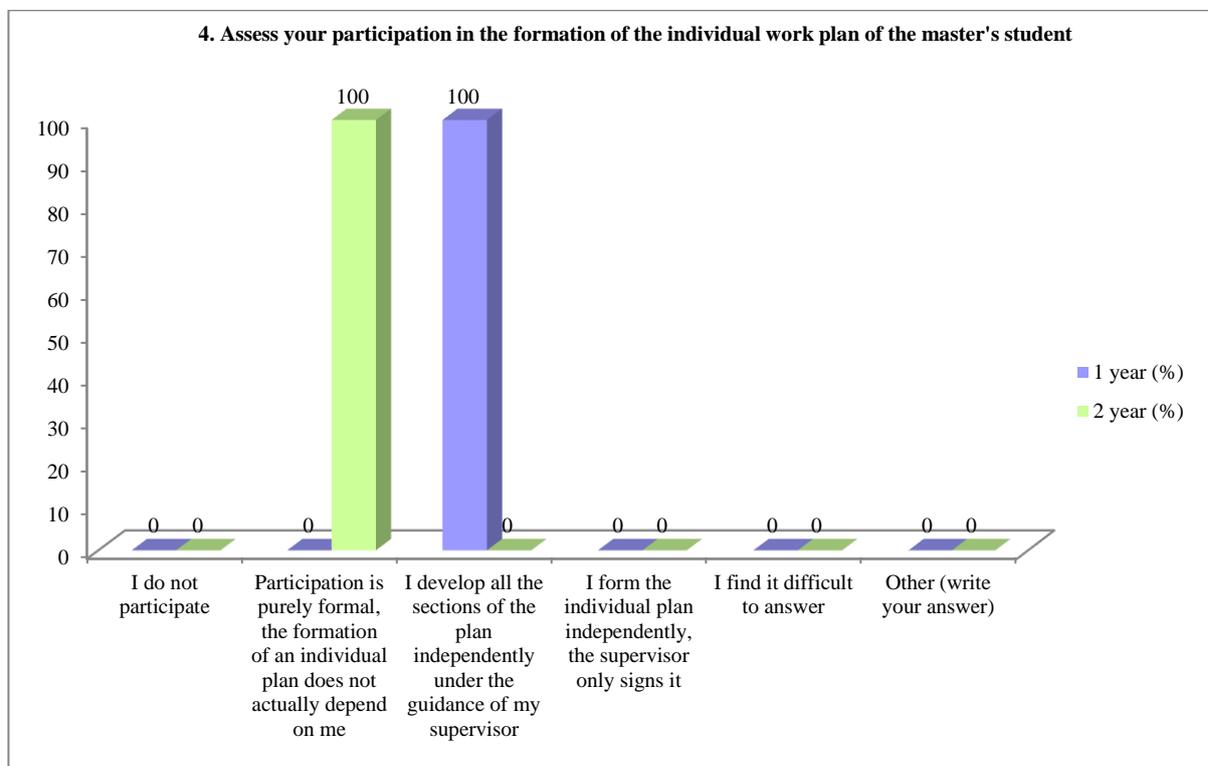
3.4 Teaching methods used

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



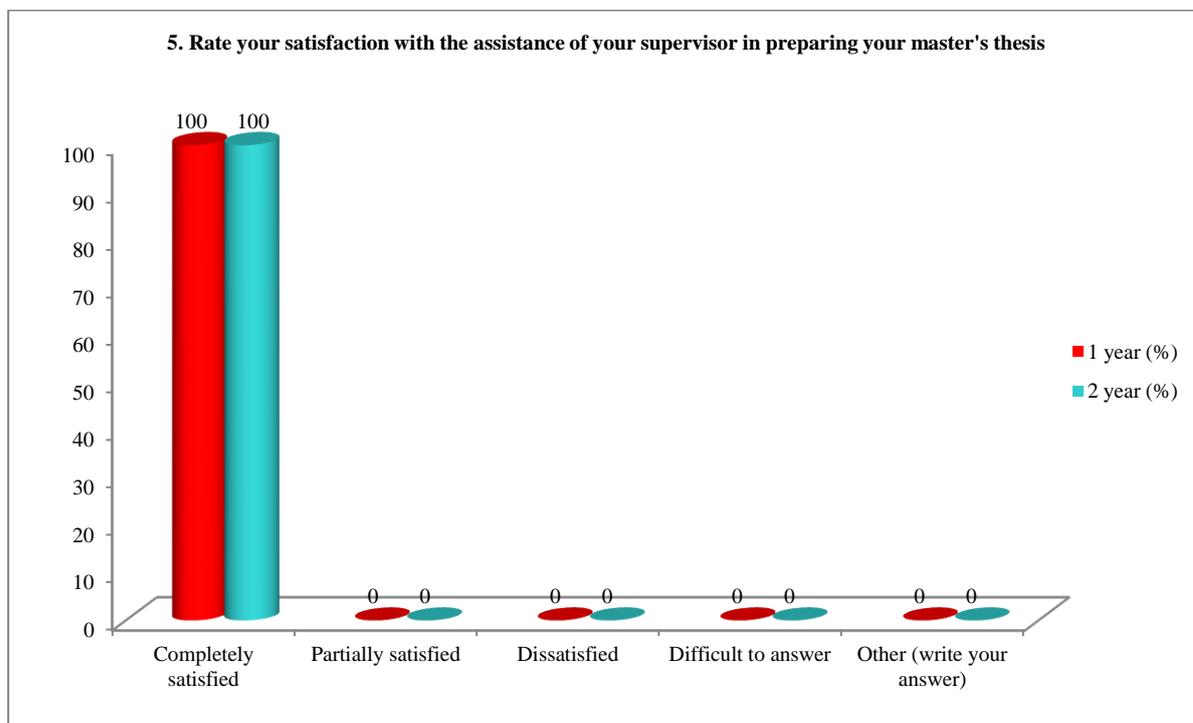
4. Assess your participation in the formation of the individual work plan of the master's student

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	-	100
I develop all the sections of the plan independently under the guidance of my supervisor	100	-
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

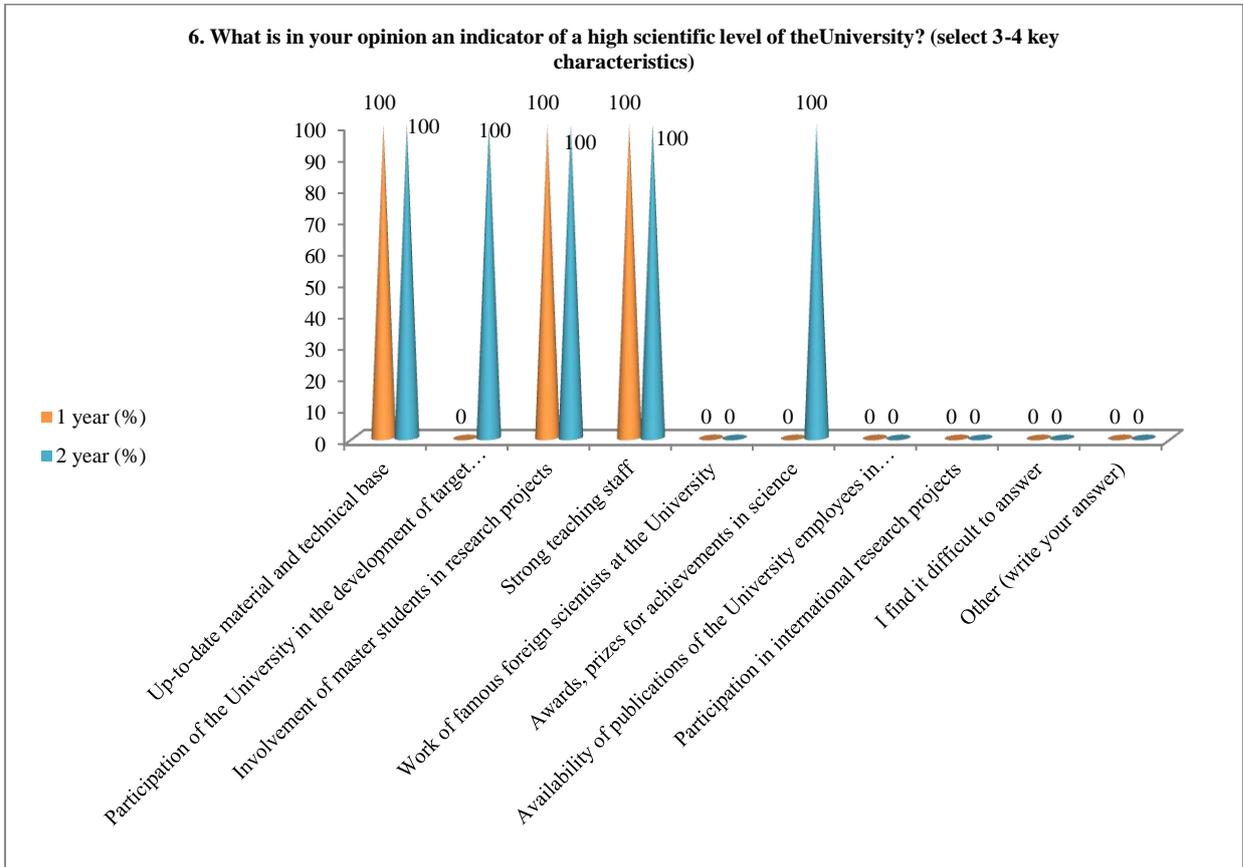
Answer options	1 year (%)	2 year (%)
Completely satisfied	100	100
Partially satisfied	-	-
Dissatisfied	-	-
Difficult to answer	-	-
Other (write your answer)	-	-



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

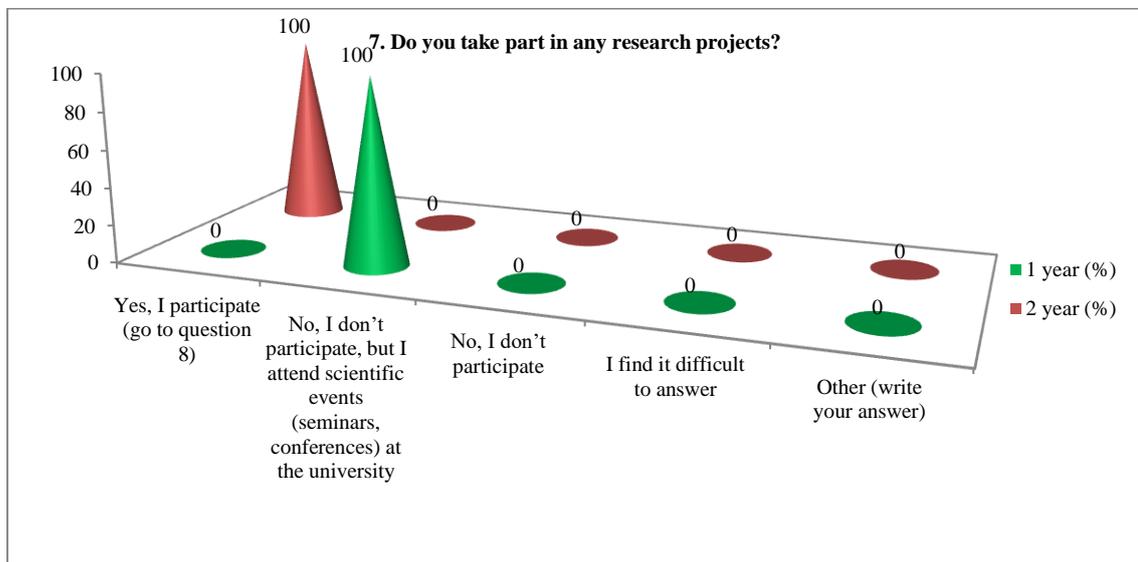
Answer options	1 year (%)	2 year (%)
Up-to-date material and technical base	100	100
Participation of the University in the development of target programs for the socio-economic development of the region, cities, enterprises	-	100
Involvement of master students in research projects	100	100
Strong teaching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

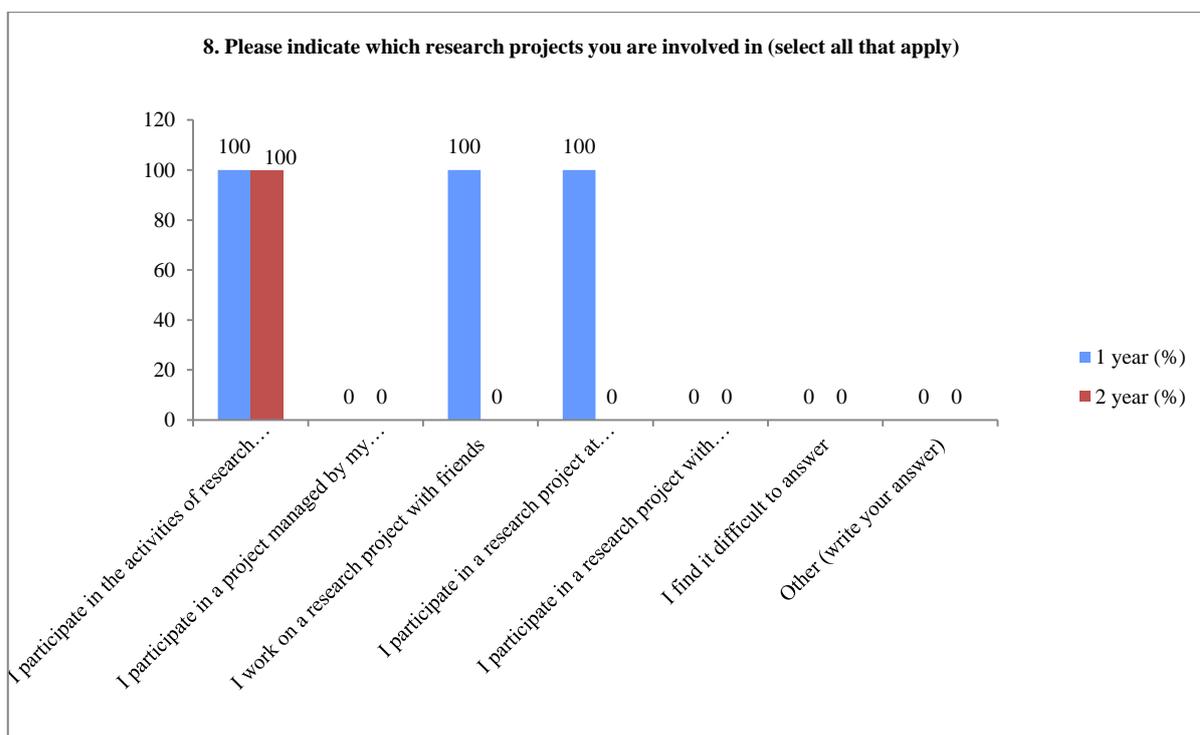
Answer options	1 year (%)	2 year (%)
Yes, I participate (go to question 8)	-	100
No, I don't participate, but I attend scientific events (seminars, conferences) at the university	100	-
No, I don't participate	-	-
I find it difficult to answer	-	-
Other (write your answer)	-	-



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

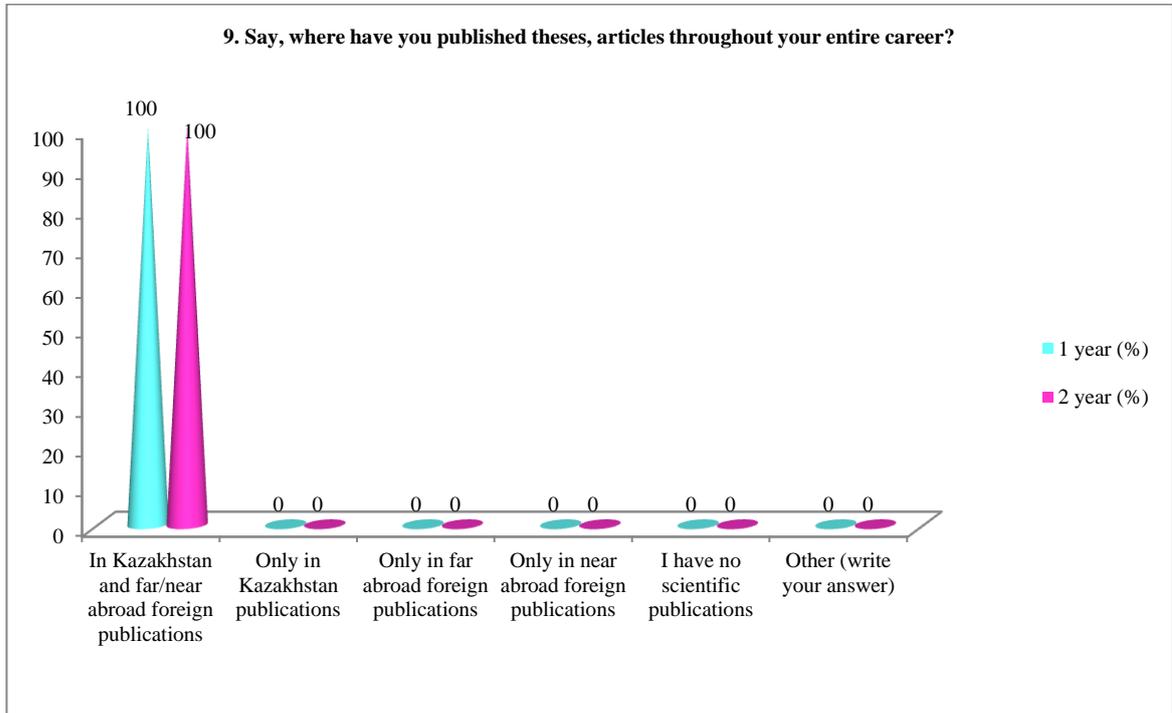
Answer options	1 year (%)	2 year (%)
I participate in the activities of research departments at my university	100	100
I participate in a project managed by my supervisor/another teacher	-	-
I work on a research project with friends	100	-
I participate in a research project at another university	100	-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



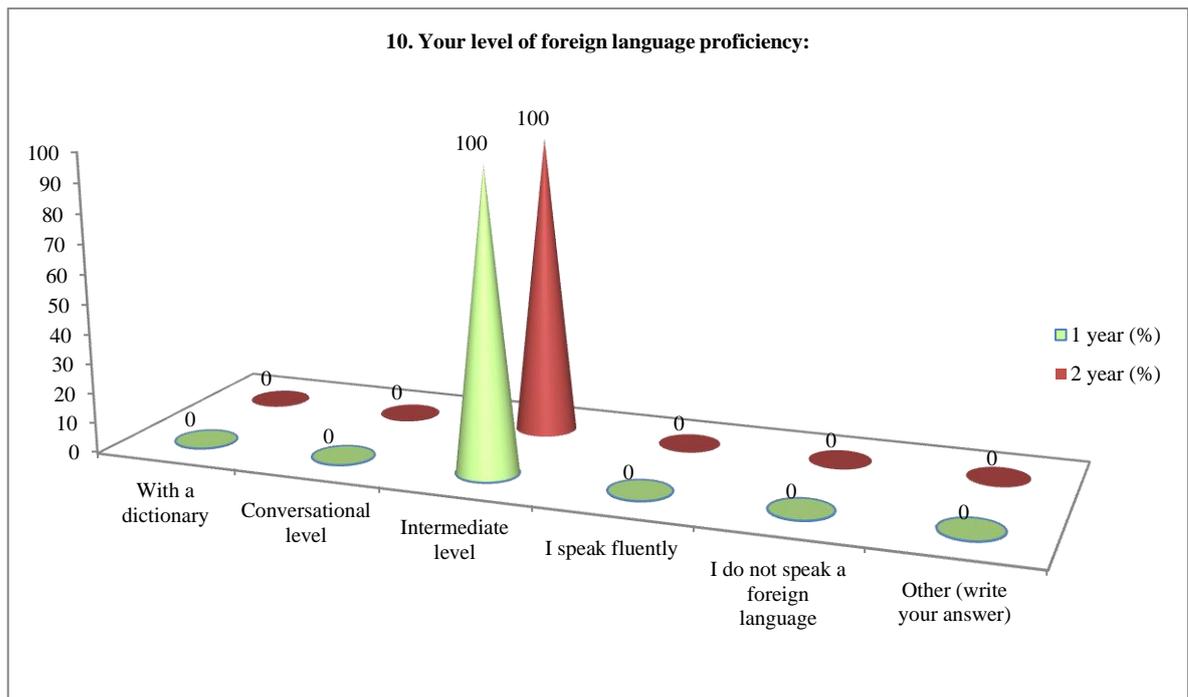
9. Say, where have you published theses, articles throughout your entire career?

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



10. Your level of foreign language proficiency:

Answer options	1 year (%)	2 year (%)
With a dictionary	-	-
Conversational level	-	-
Intermediate level	100	100
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

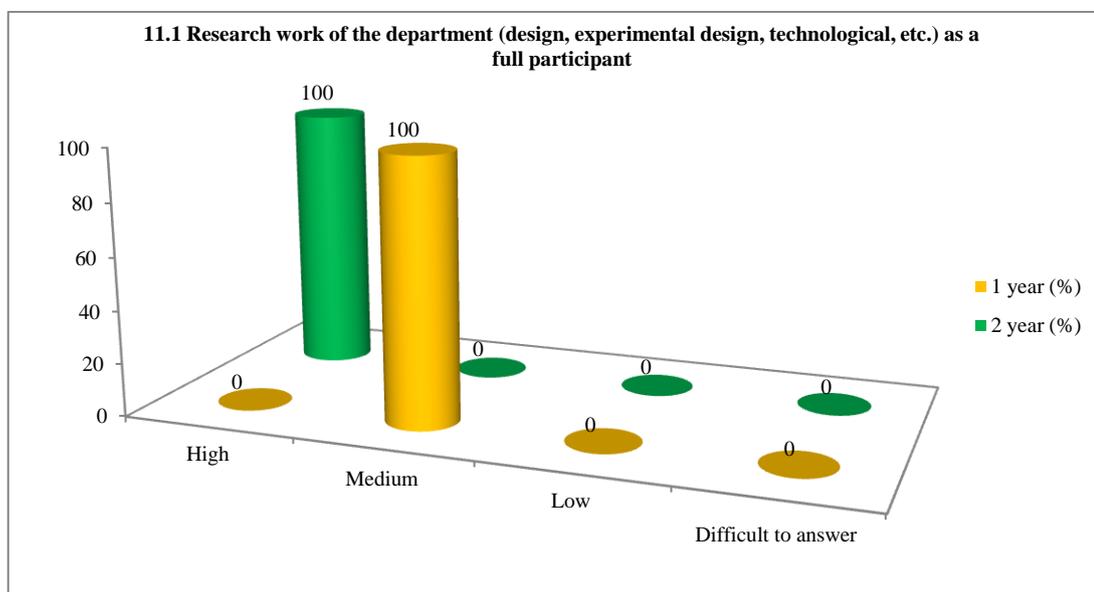
11.1 Research work of the department (design, experimental design, technological, etc.) as a full participant
11.2 Writing scientific articles
11.3 Participation with reports at conferences and seminars
11.4 Preparation of reports on research, abstracts

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

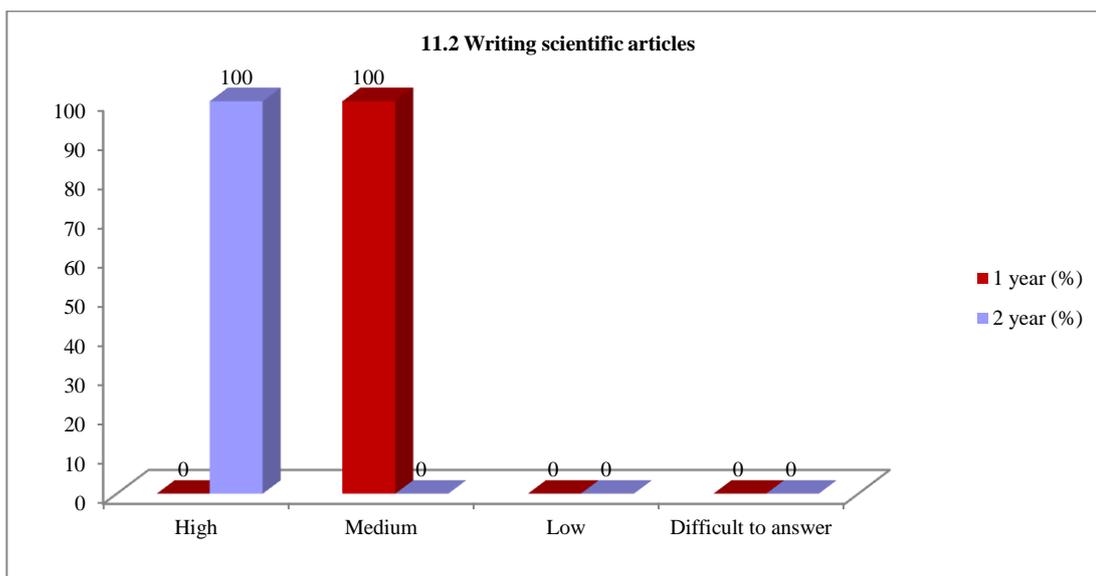
11.1 Research work of the department (design, experimental design, technological, etc.) as a full participant

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



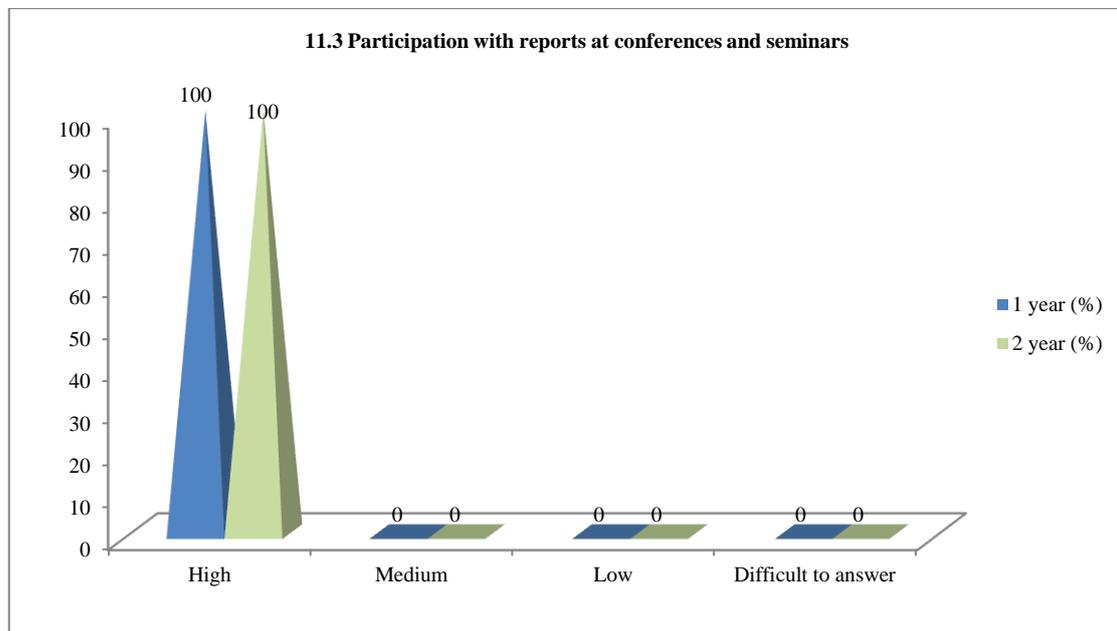
11.2 Writing scientific articles

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



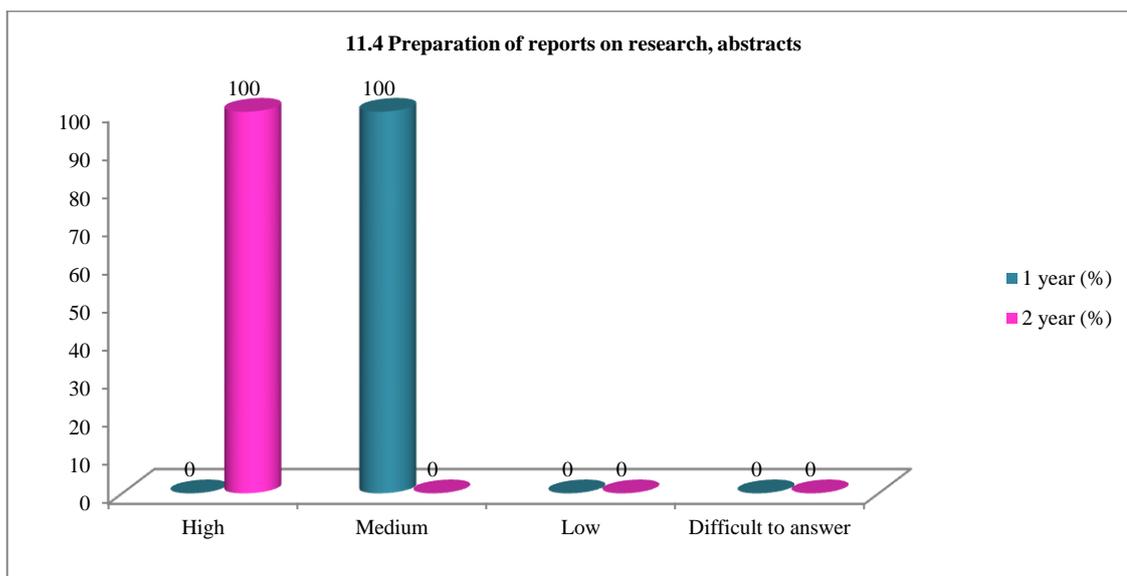
11.3 Participation with reports at conferences and seminars

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



11.4 Preparation of reports on research, abstracts

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



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

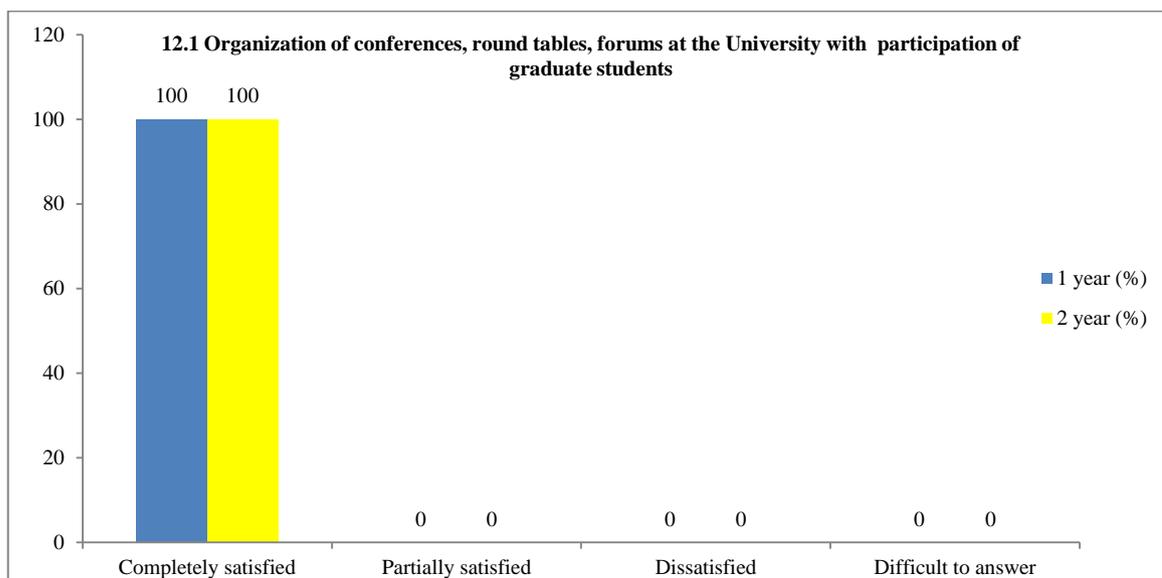
12.1 Organization of conferences, round tables, forums at the University with participation of graduate students
12.2 Material and technical support for applied scientific research
12.3 Availability for graduate students of equipment, computers necessary for the educational process and scientific activities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

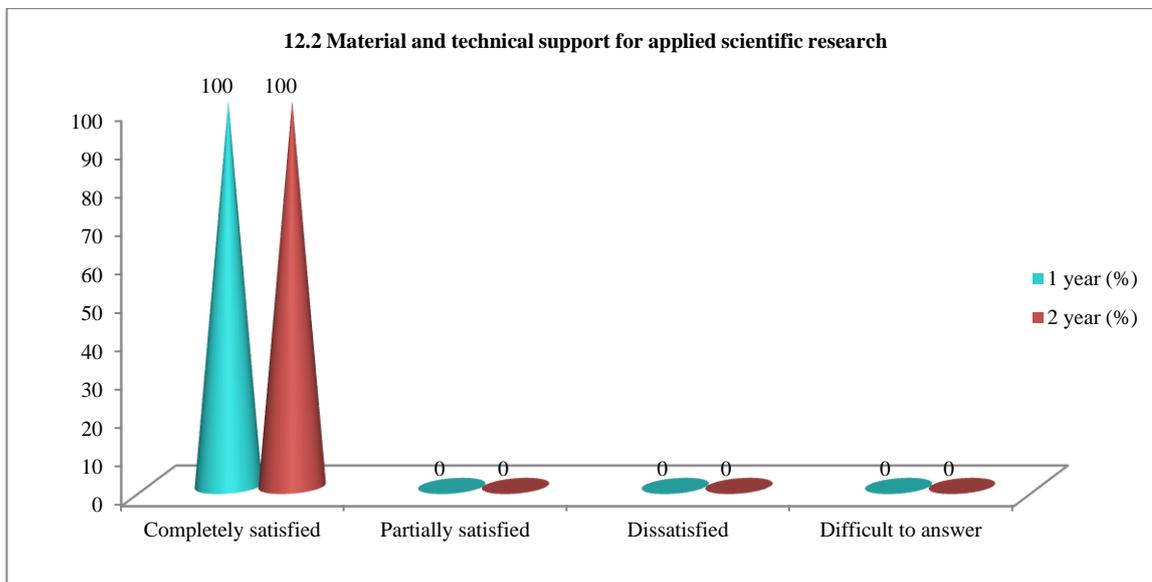
12.1 Organization of conferences, round tables, forums at the University with participation of graduate students

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



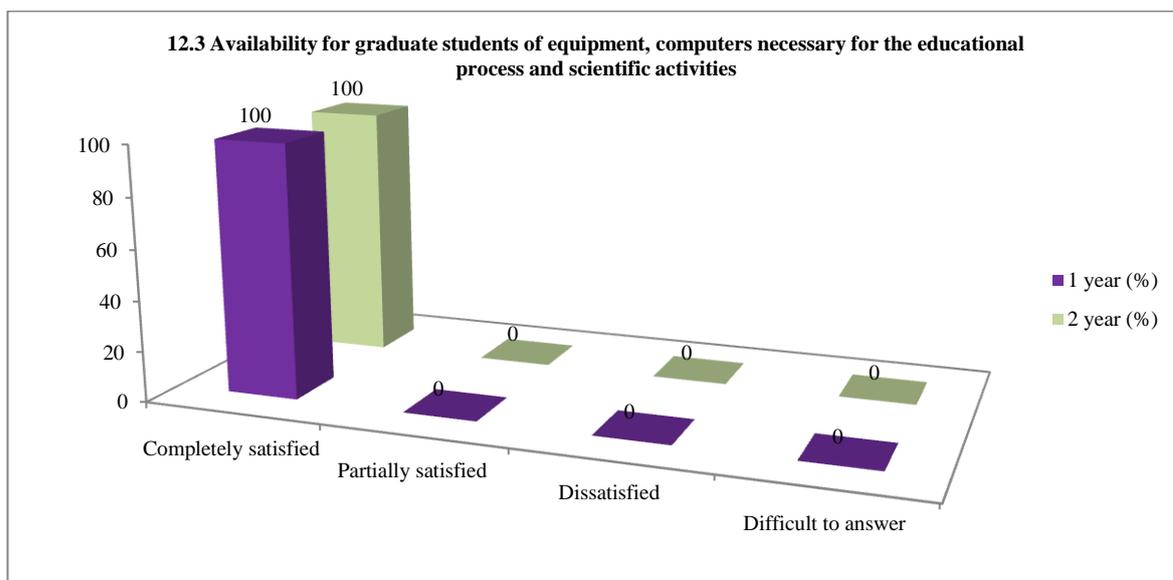
12.2 Material and technical support for applied scientific research

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



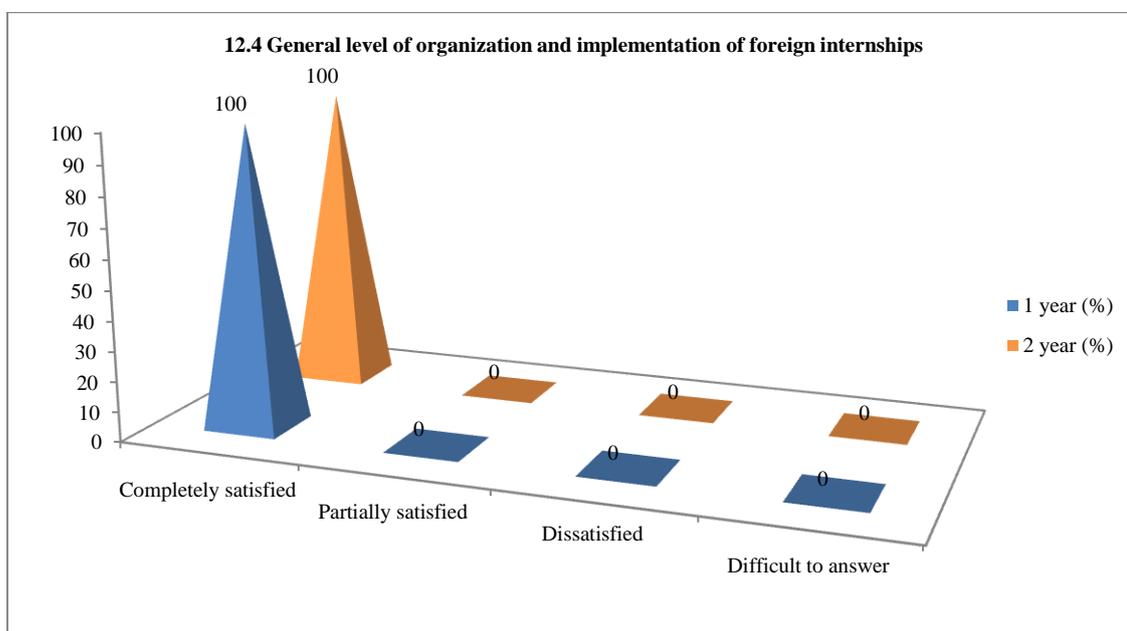
12.3 Availability for graduate students of equipment, computers necessary for the educational process and scientific activities

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



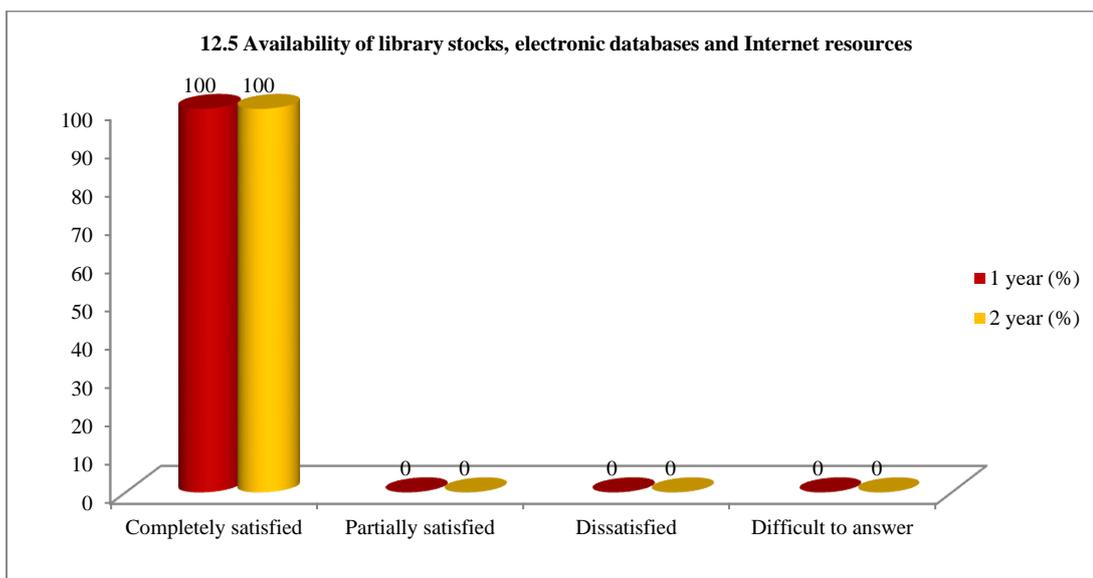
12.4 General level of organization and implementation of foreign internships

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



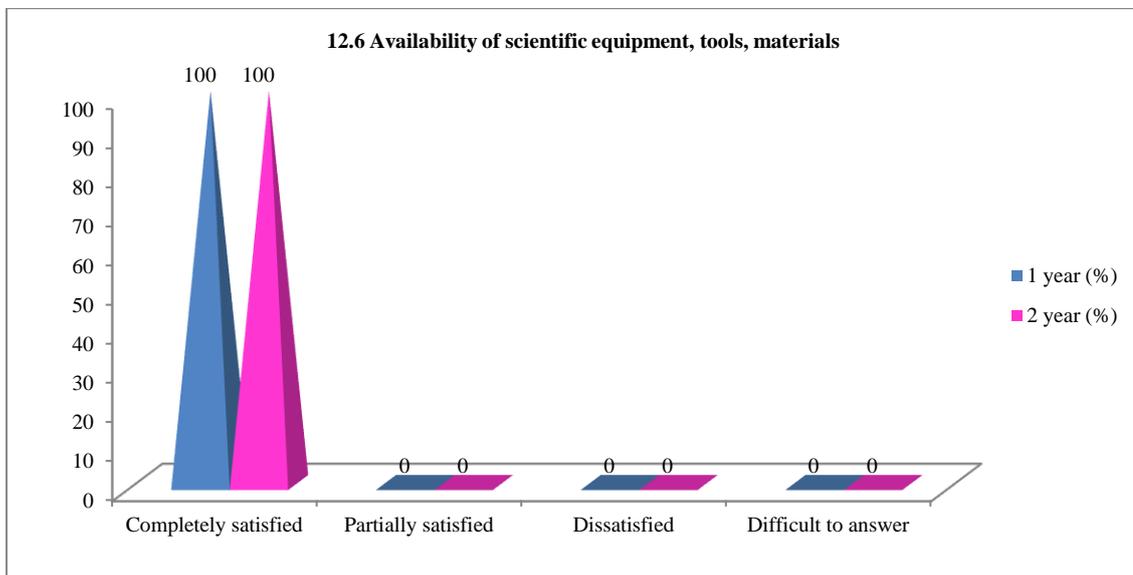
12.5 Availability of library stocks, electronic databases and Internet resources

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



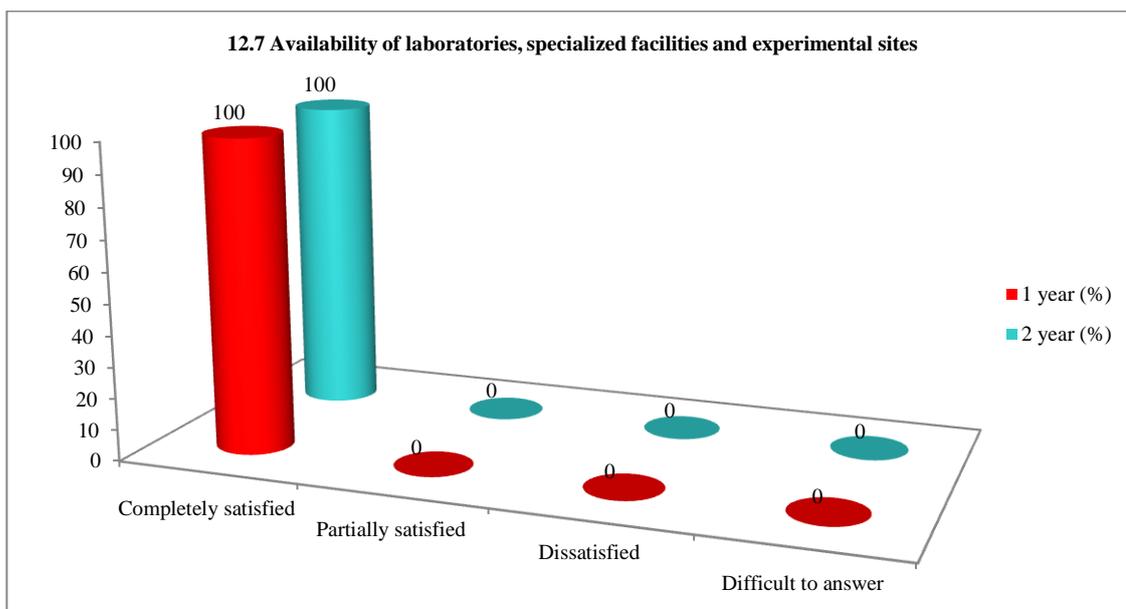
12.6 Availability of scientific equipment, tools, materials

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



12.7 Availability of laboratories, specialized facilities and experimental sites

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

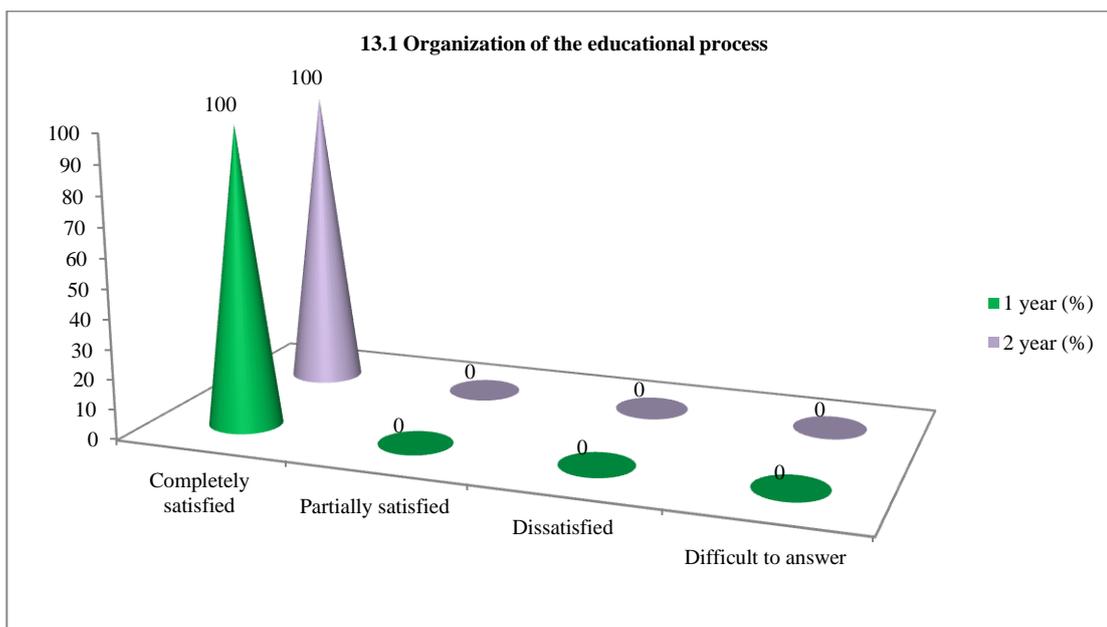


13. Are you satisfied with?

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

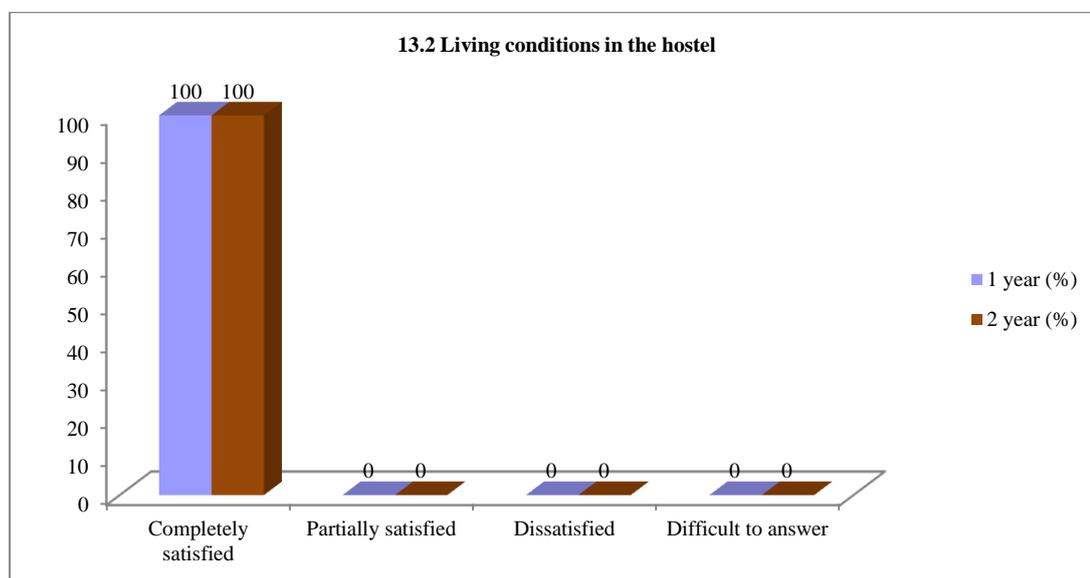
13.1 Organization of the educational process

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



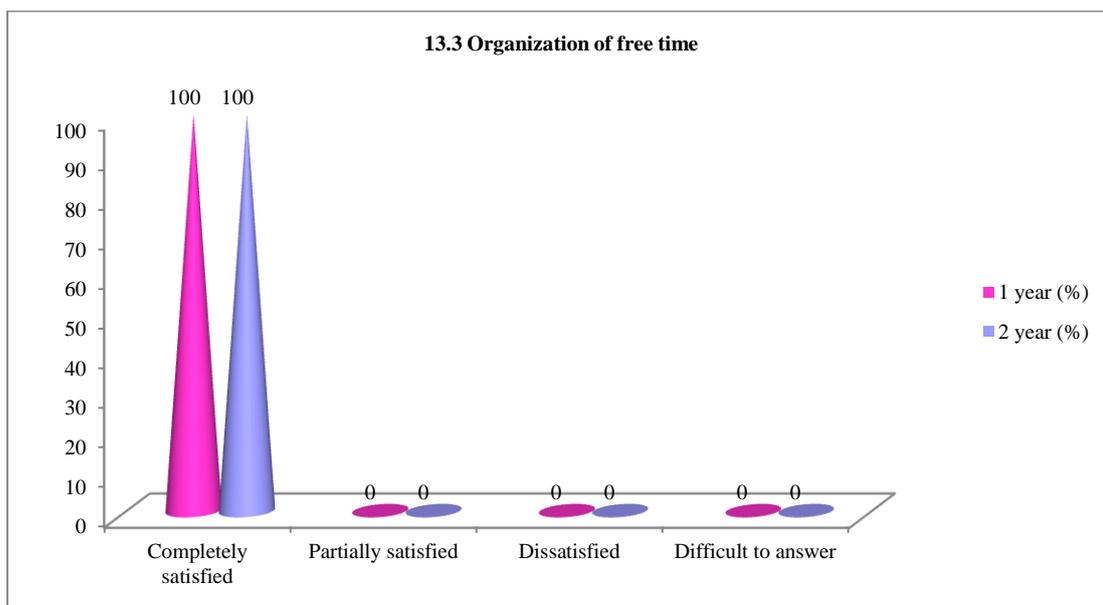
13.2 Living conditions in the hostel

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



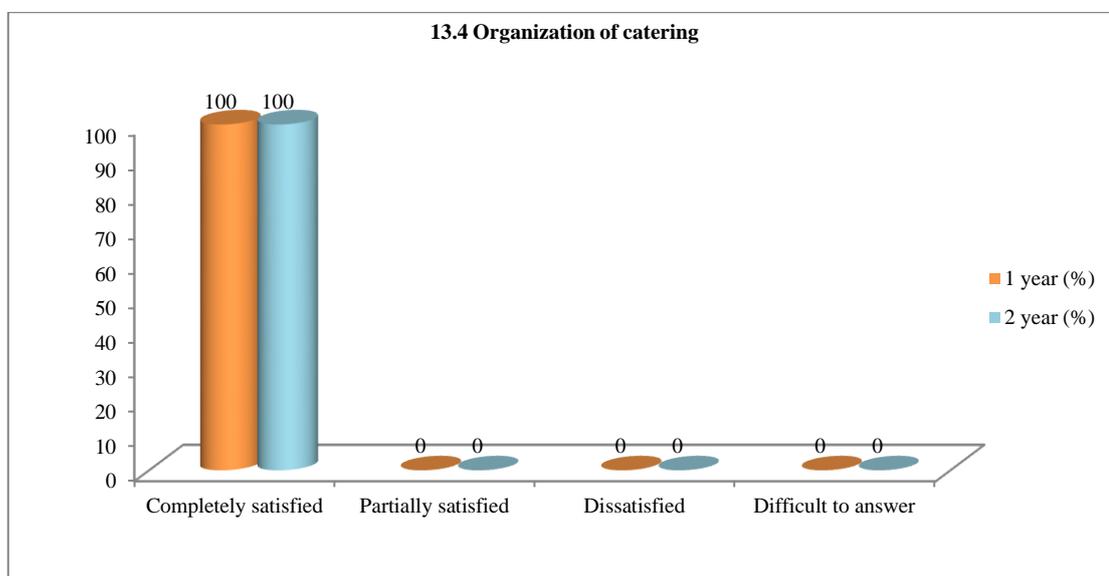
13.3 Organization of free time

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



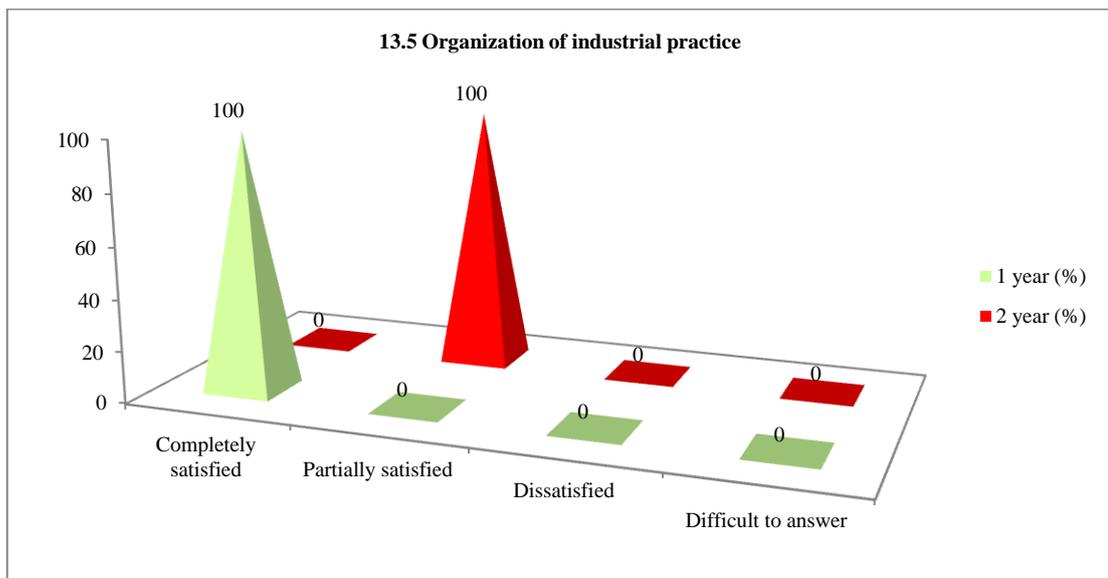
13.4 Organization of catering

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



13.5 Organization of industrial practice

Answer options	1 year (%)	2 year (%)
Completely satisfied	100	-
Partially satisfied	-	100
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:*

- the high quality of education at the university was rated as a decisive factor (100%) by master's students;
- the opportunity to engage in research during their studies (100%) by master's students;
- the prestige of the university was important for (50%) of master students;
- the availability of state-funded places was taken into account by (50%) of master students.

In addition, it is worth considering that leading scientists among the teaching staff, a wide choice of specialties and the opportunity to undergo internships abroad during studies also influence the decision to enroll in a master's program at a university.

2. *The average level of satisfaction with the availability of information on the area of training for master students is (100%).* This is a very high level of satisfaction, which indicates that all master's students consider the information on their area of training to be accessible and satisfactory.

3. *Assessment of the teaching staff:* master students (100%) rated the level of knowledge, professionalism, objectivity, pedagogical skills and methods of the teachers as "very high" and "high".

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

- 50% of master students independently develop a plan under the supervision of the scientific supervisor, which indicates a high degree of independence and responsibility of the students. The remaining (50%) Master's 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 students are satisfied with the help provided to them by the

scientific supervisor. This indicator indicates a high level of satisfaction of master students with the quality and support received from their supervisor.

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

- a strong teaching staff (100%) contributes to high-quality educational and scientific activities;

- a modern material and technical base (100%) has a significant impact on the quality of scientific research and the training of master students;

- the involvement of master students in research projects (100%) indicates the active scientific activity of master students;

7. Participation of master students in research projects and scientific life of the University: 100% 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's students are involved in scientific activities, which contributes to their academic and professional development.

8. Publication of scientific papers: throughout their entire career (100%), all master's students have published their theses and articles in both Kazakhstani and foreign publications. This indicates a very 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 among master students (100%) is average.

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: 100%.

- writing scientific articles: 100%.

- participation with reports at conferences and seminars: 100%.

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

11. Satisfaction of master 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;

- availability of laboratories, specialized facilities and experimental sites.

12. Organization of the educational process: 100% of master's degree students are satisfied with the conditions of accommodation, free time, meals and industrial practice, which indicates the high quality of services and support provided by the University to ensure successful learning and comfort of master's degree students.

In general, master's degree students highly value the opportunities for research and training provided by the university, which is reflected in the satisfaction of master's degree students.

The overall satisfaction of master's degree students majoring in Technological machines and equipment with educational services is **100%**.

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:
 - graduate students can request survey results by email from the Quality management and accreditation center: cqma@ktu.edu.kz.