

Report on the results of the survey  
«Satisfaction of master's students with educational services»  
for 2024-2025 ac. year  
in educational program  
**7M07203 Mining**

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.

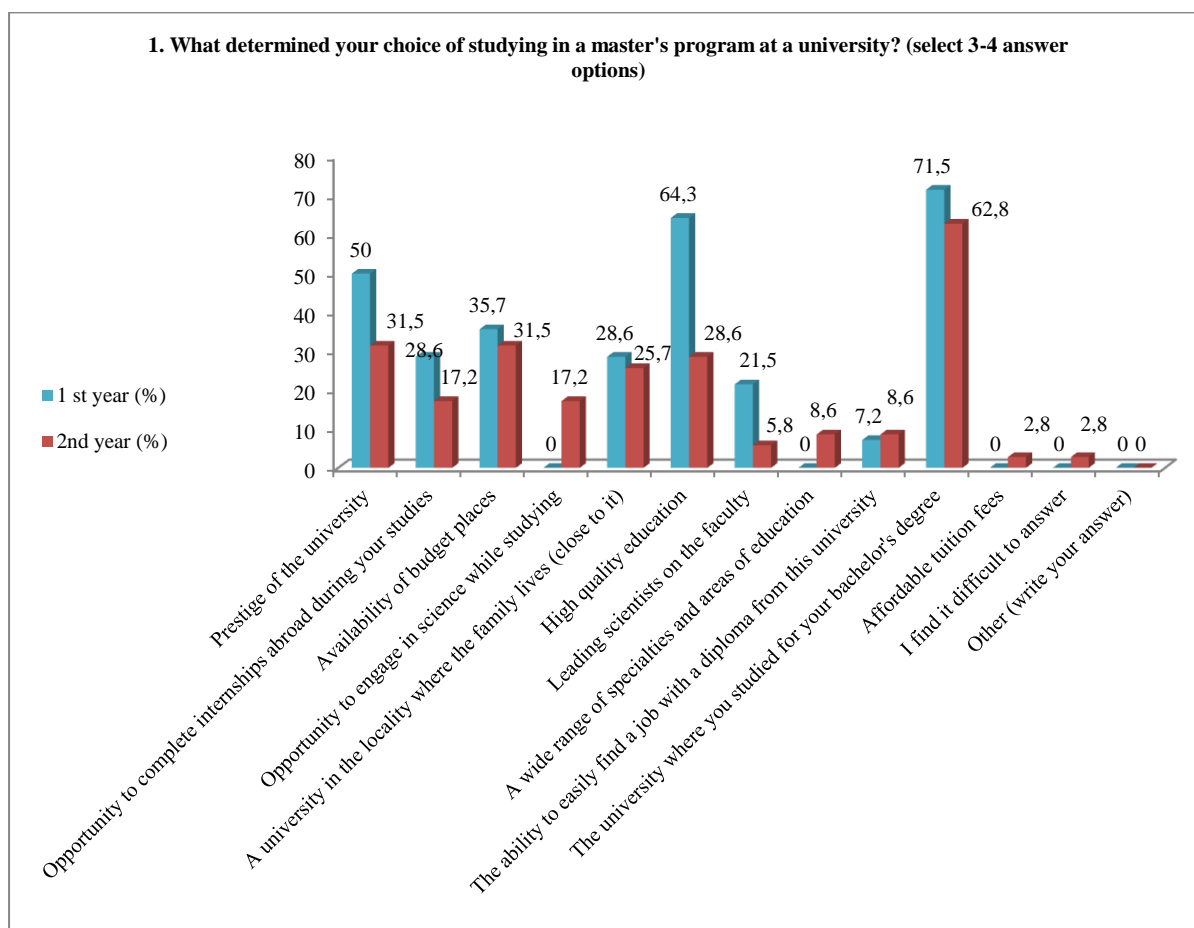
50 respondents took part in the questionnaire, which constituted 65.7% of the total number of master's students.

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)**

<b>Answer options</b>	<b>1 st year (%)</b>	<b>2nd year (%)</b>
Prestige of the university	50	31,5
Opportunity to complete internships abroad during your studies	28,6	17,2
Availability of budget places	35,7	31,5
Opportunity to engage in science while studying	-	17,2
A university in the locality where the family lives (close to it)	28,6	25,7
High quality education	64,3	28,6
Leading scientists on the faculty	21,5	5,8
A wide range of specialties and areas of education	-	8,6
The ability to easily find a job with a diploma from this university	7,2	8,6
The university where you studied for your bachelor's degree	71,5	62,8
Affordable tuition fees	-	2,8
I find it difficult to answer	-	2,8
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:**

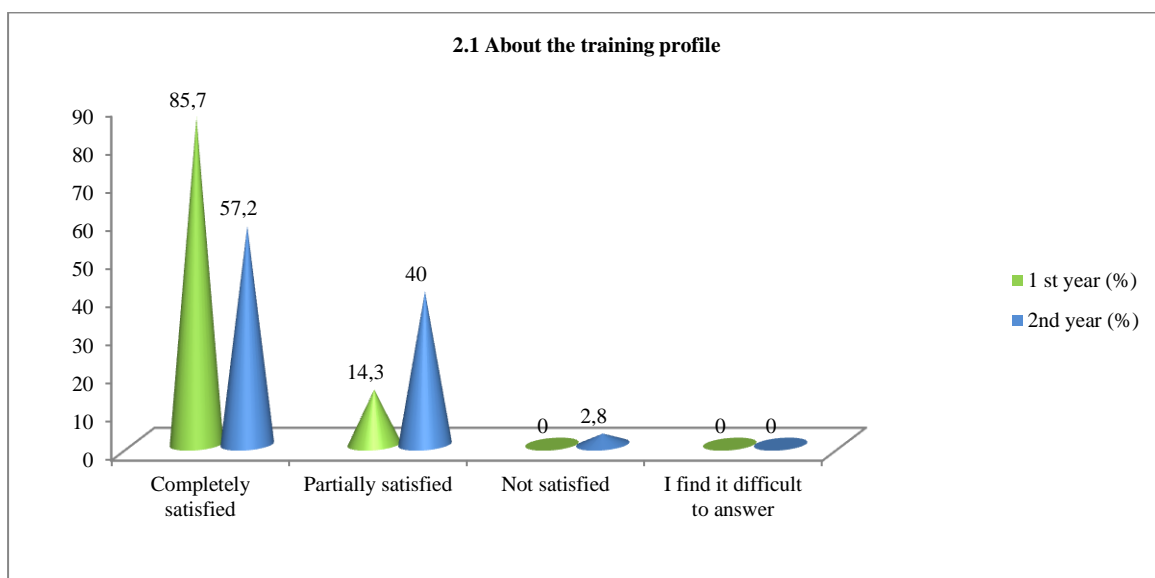
2.1 About the training profile
2.2 Characteristics of the professional activities of a master's student
2.3 List of developing competencies of a master's degree graduate
2.4 List of master's students' practice bases
2.5 Information about scientific supervisors

Other (write your answer)\_\_\_\_\_

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

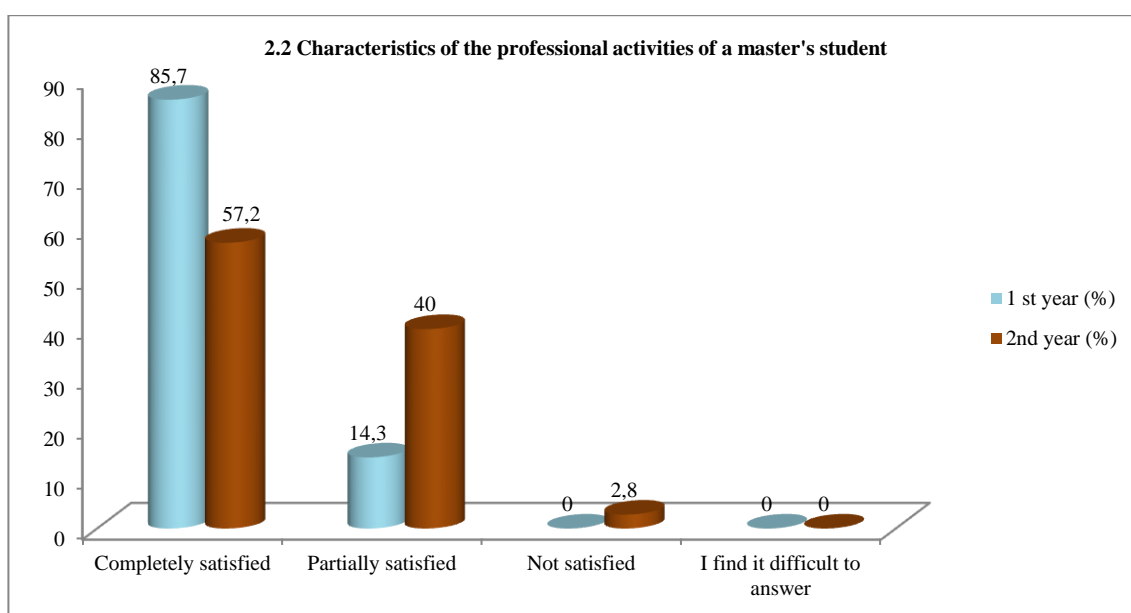
**2.1 About the training profile**

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	85,7	57,2
Partially satisfied	14,3	40
Not satisfied	-	2,8
I find it difficult to answer	-	-



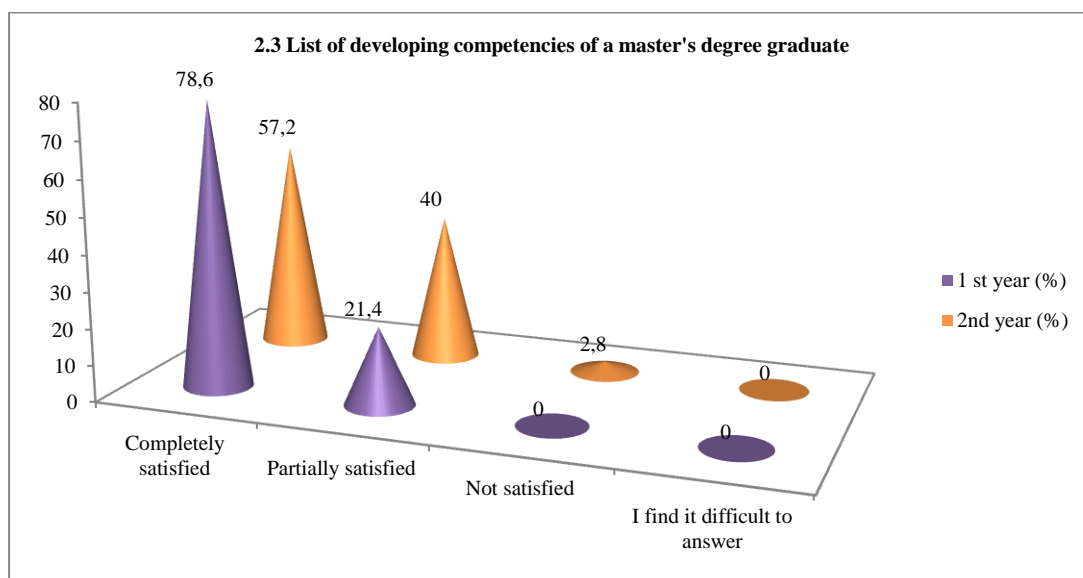
## 2.2 Characteristics of the professional activities of a master's student

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	85,7	57,2
Partially satisfied	14,3	40
Not satisfied	-	2,8
I find it difficult to answer	-	-



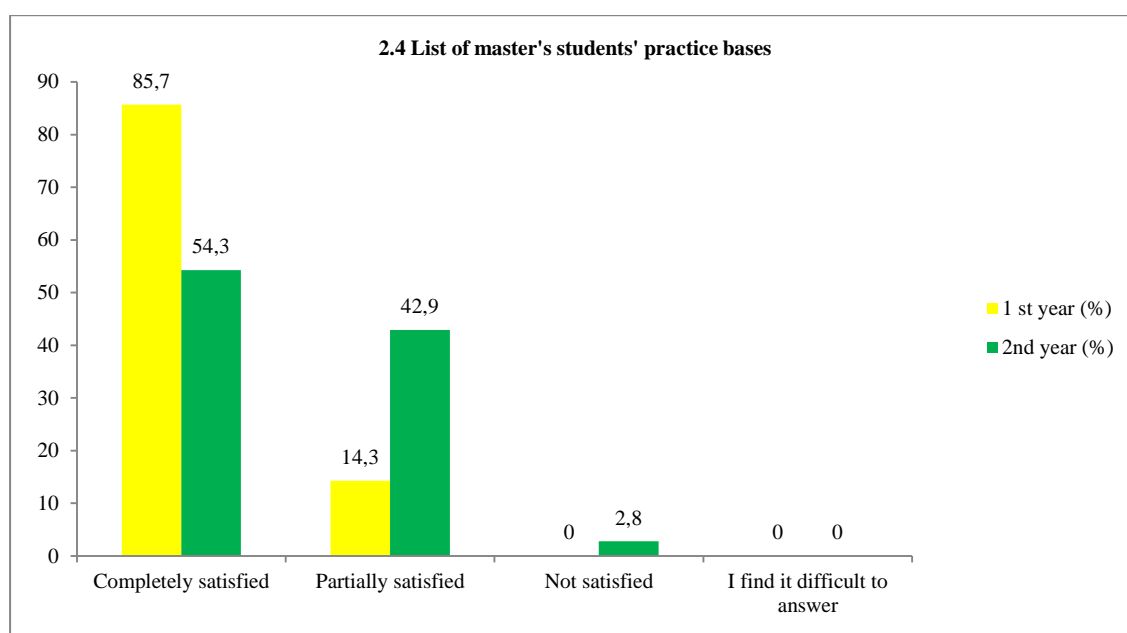
## 2.3 List of developing competencies of a master's degree graduate

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	78,6	57,2
Partially satisfied	21,4	40
Not satisfied	-	2,8
I find it difficult to answer	-	-



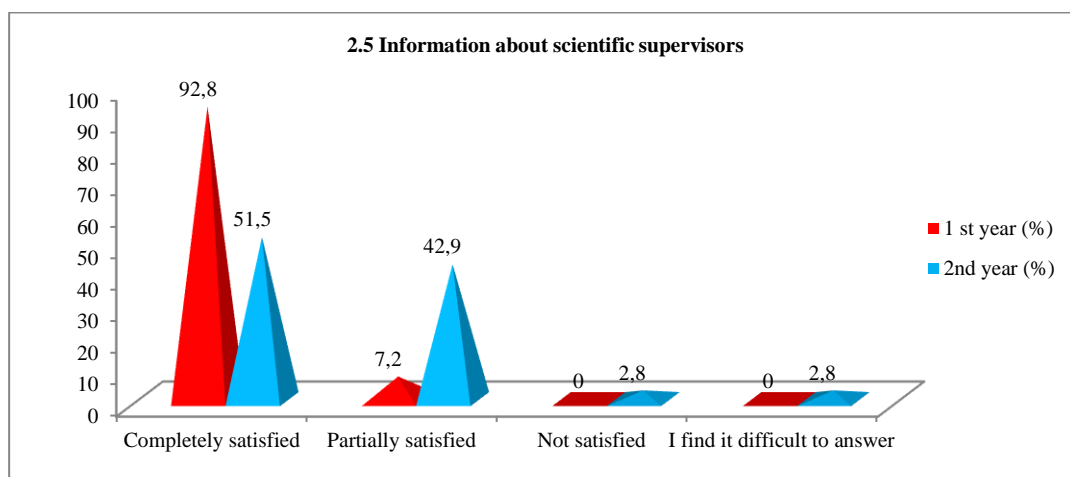
## 2.4 List of master's students' practice bases

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	85,7	54,3
Partially satisfied	14,3	42,9
Not satisfied	-	2,8
I find it difficult to answer	-	-



## 2.5 Information about scientific supervisors

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	92,8	51,5
Partially satisfied	7,2	42,9
Not satisfied	-	2,8
I find it difficult to answer	-	2,8



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

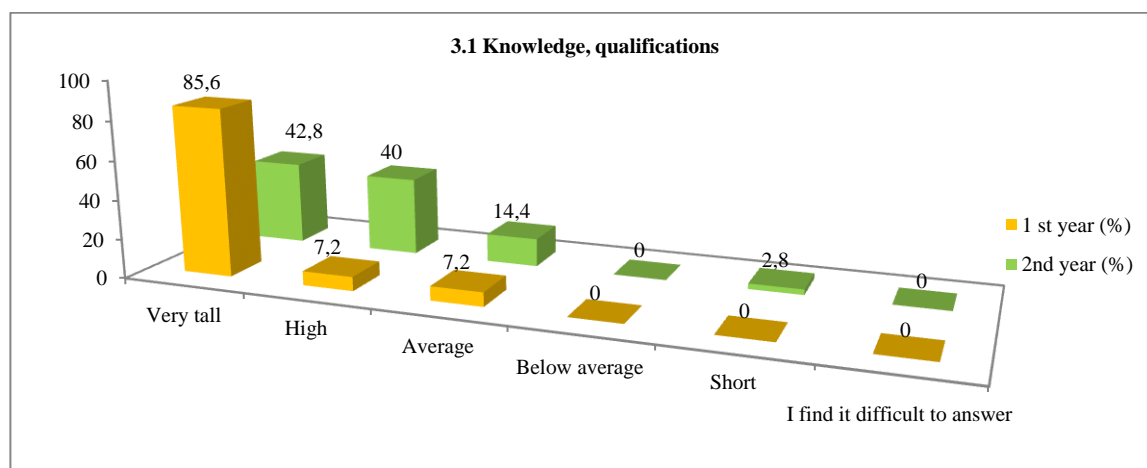
3.1 Knowledge, qualifications
3.2 Teaching qualities
3.3 Objectivity and impartiality of assessments
3.4 Teaching methods used

Other (write your answer) \_\_\_\_\_

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

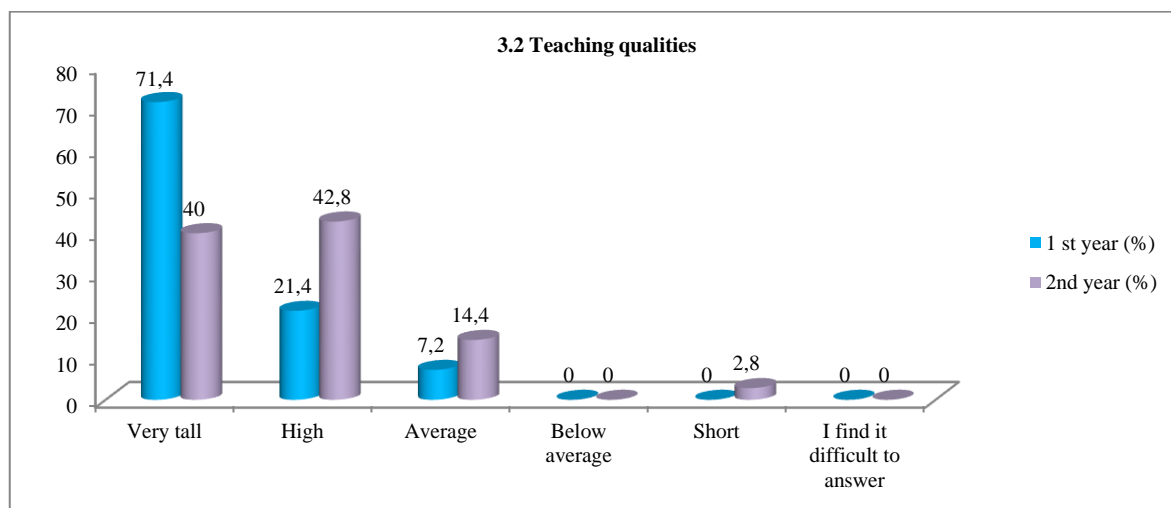
#### 3.1 Knowledge, qualifications

Answer options	1 st year (%)	2nd year (%)
Very tall	85,6	42,8
High	7,2	40
Average	7,2	14,4
Below average	-	-
Short	-	2,8
I find it difficult to answer	-	-



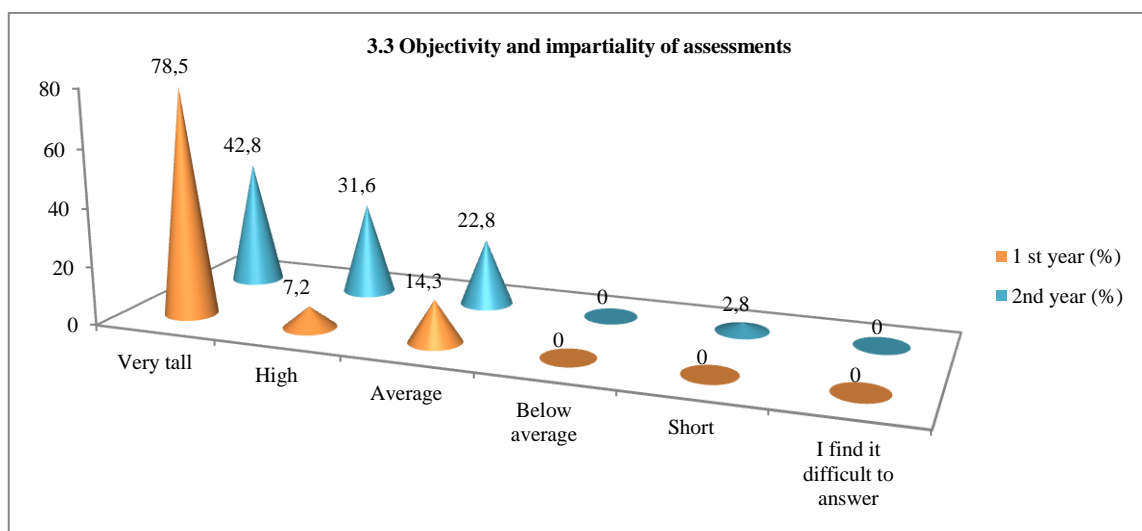
### 3.2 Teaching qualities

Answer options	1 st year (%)	2nd year (%)
Very tall	71,4	40
High	21,4	42,8
Average	7,2	14,4
Below average	-	-
Short	-	2,8
I find it difficult to answer	-	-



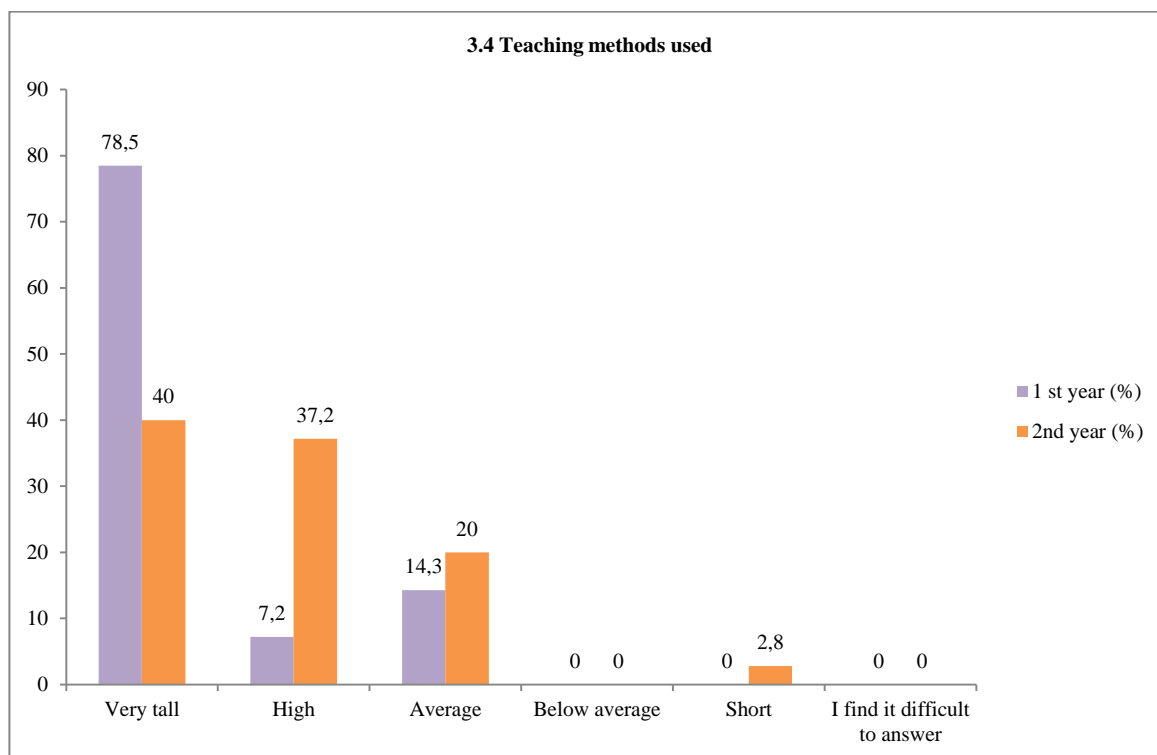
### 3.3 Objectivity and impartiality of assessments

Answer options	1 st year (%)	2nd year (%)
Very tall	78,5	42,8
High	7,2	31,6
Average	14,3	22,8
Below average	-	-
Short	-	2,8
I find it difficult to answer	-	-



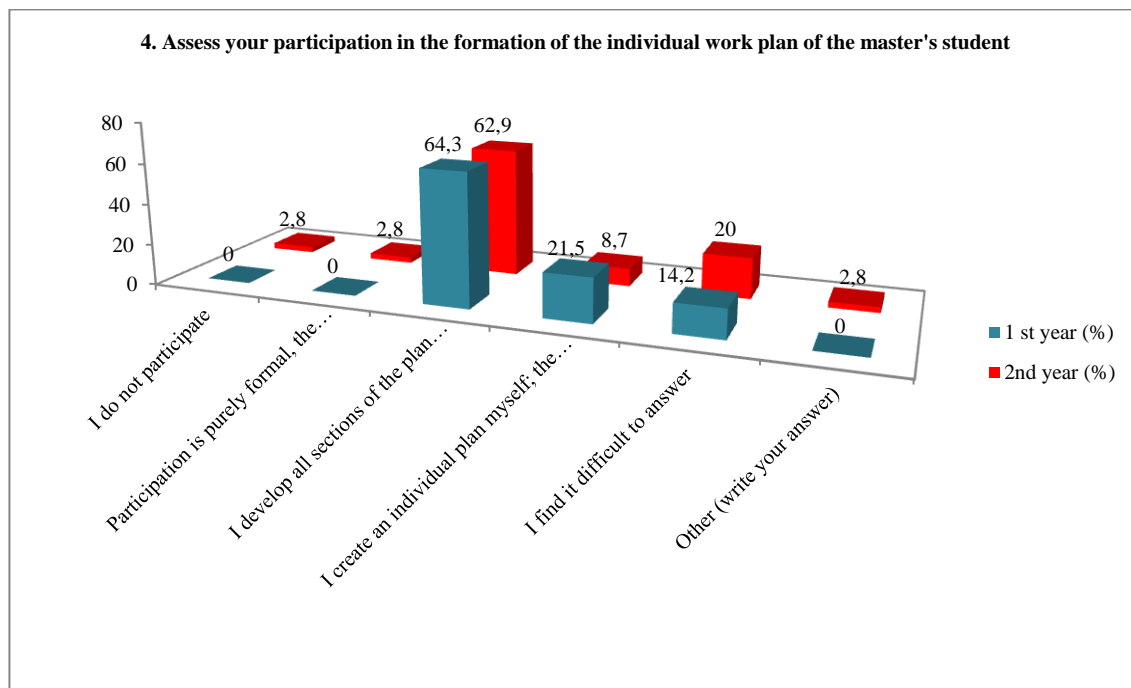
### 3.4 Teaching methods used

Answer options	1 st year (%)	2nd year (%)
Very tall	78,5	40
High	7,2	37,2
Average	14,3	20
Below average	-	-
Short	-	2,8
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	-	2,8
Participation is purely formal, the formation of an individual plan does not actually depend on me.	-	2,8
I develop all sections of the plan independently under the supervision of my supervisor.	64,3	62,9
I create an individual plan myself; the manager only signs it.	21,5	8,7
I find it difficult to answer	14,2	20
Other (write your answer)	-	2,8

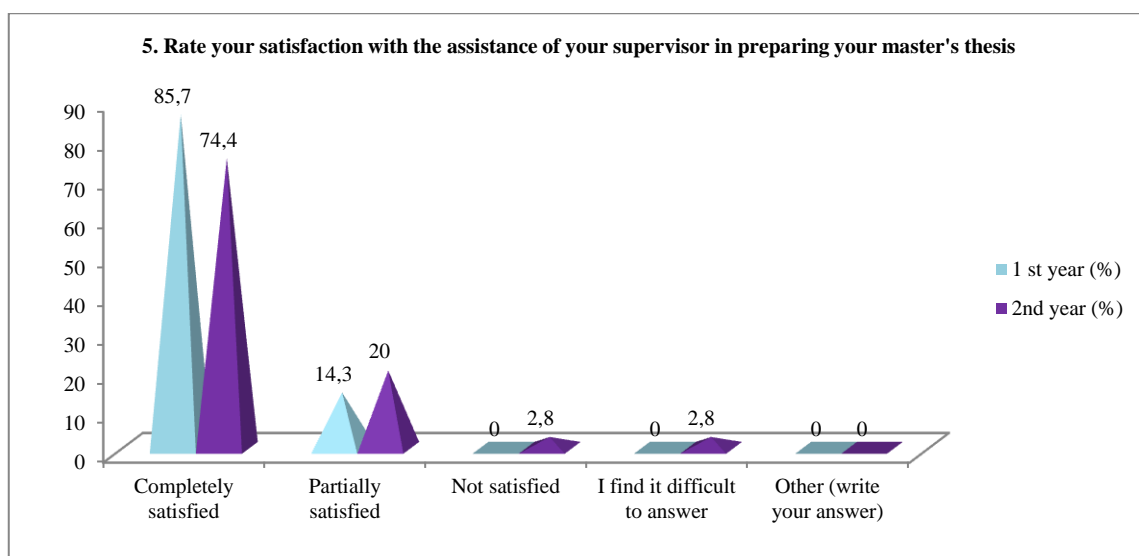


For the «Other» option, students indicated the following options:

-Classes start on September 1st, and on September 3rd they already require an IWP.  
Do you think everyone has an IWP before entering university?

### 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	85,7	74,4
Partially satisfied	14,3	20
Not satisfied	-	2,8
I find it difficult to answer	-	2,8
Other (write your answer)	-	-

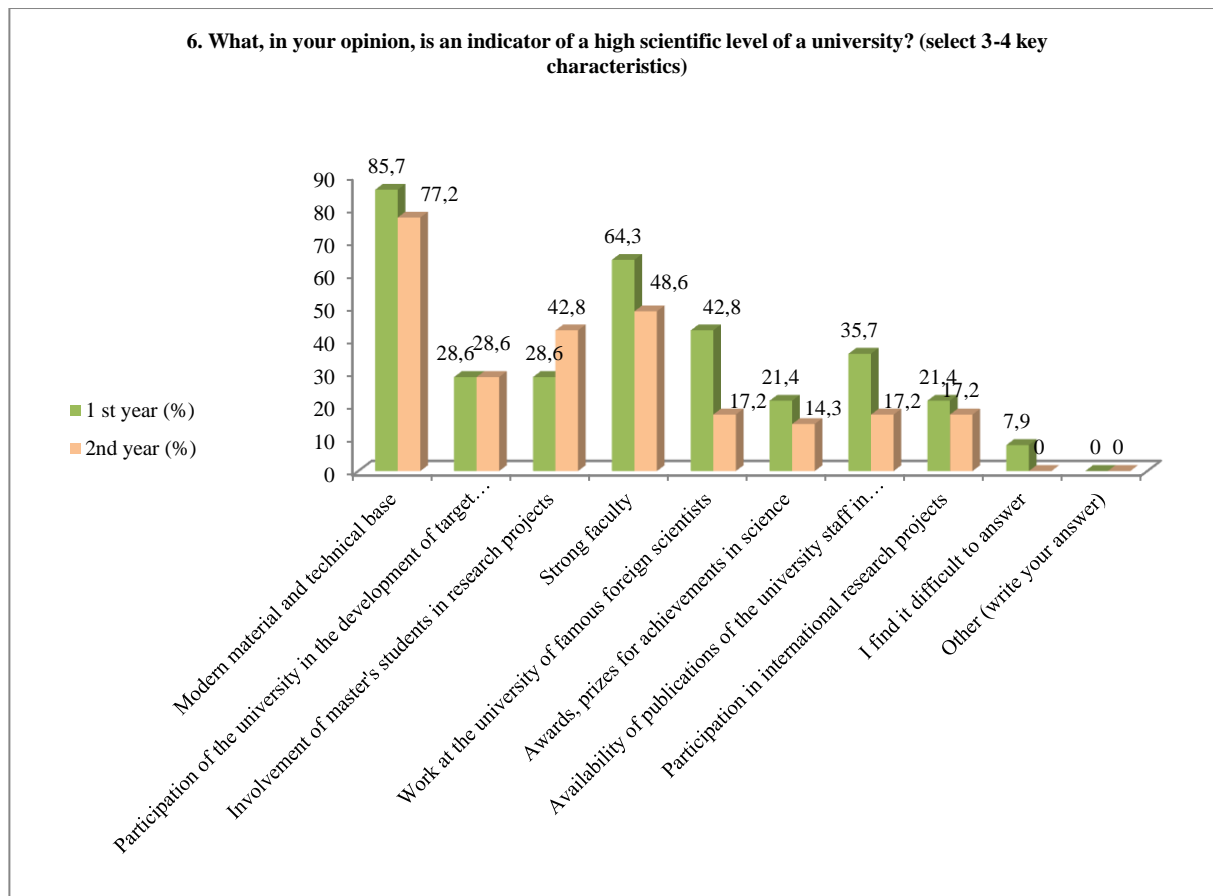




**6. What, in your opinion, is an indicator of a high scientific level of a university? (select 3-4 key characteristics)**

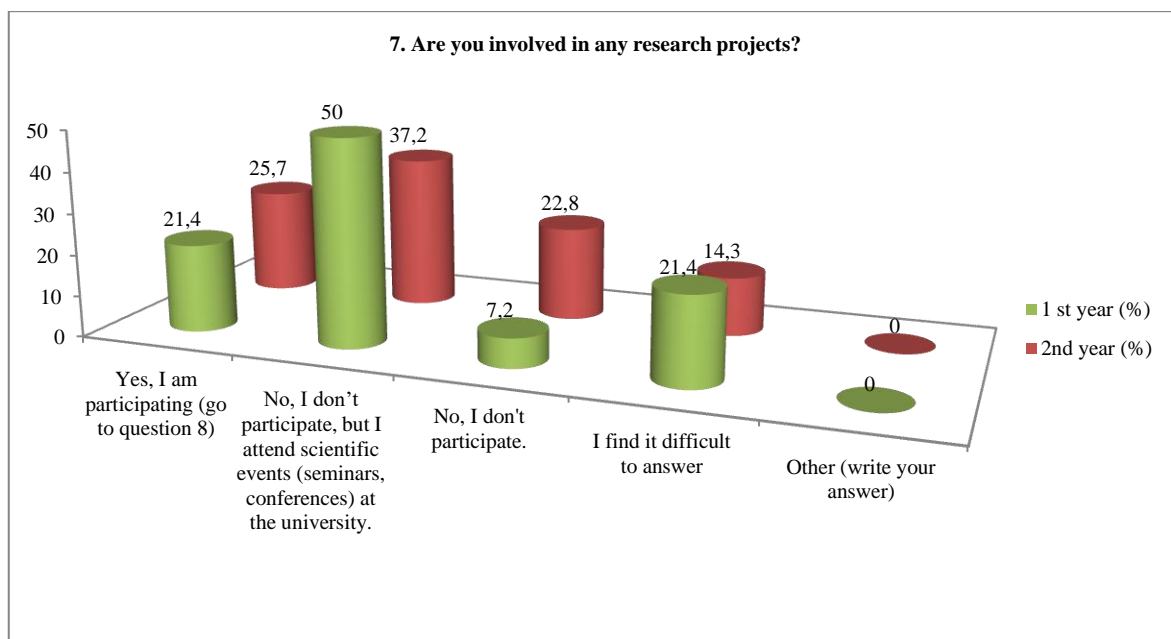
<b>Answer options</b>	<b>1 st year (%)</b>	<b>2nd year (%)</b>
Modern material and technical base	85,7	77,2
Participation of the university in the development of target programs for the socio-economic development of the region, cities, and enterprises	28,6	28,6
Involvement of master's students in research projects	28,6	42,8
Strong faculty	64,3	48,6
Work at the university of famous foreign scientists	42,8	17,2
Awards, prizes for achievements in science	21,4	14,3
Availability of publications of the university staff in international publications	35,7	17,2
Participation in international research projects	21,4	17,2
I find it difficult to answer	7,9	-
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 am participating (go to question 8)	21,4	25,7
No, I don't participate, but I attend scientific events (seminars, conferences) at the university.	50	37,2
No, I don't participate.	7,2	22,8
I find it difficult to answer	21,4	14,3
Other (write your answer)	-	-



If you answered «No, I do not participate» to the previous question, please write why:

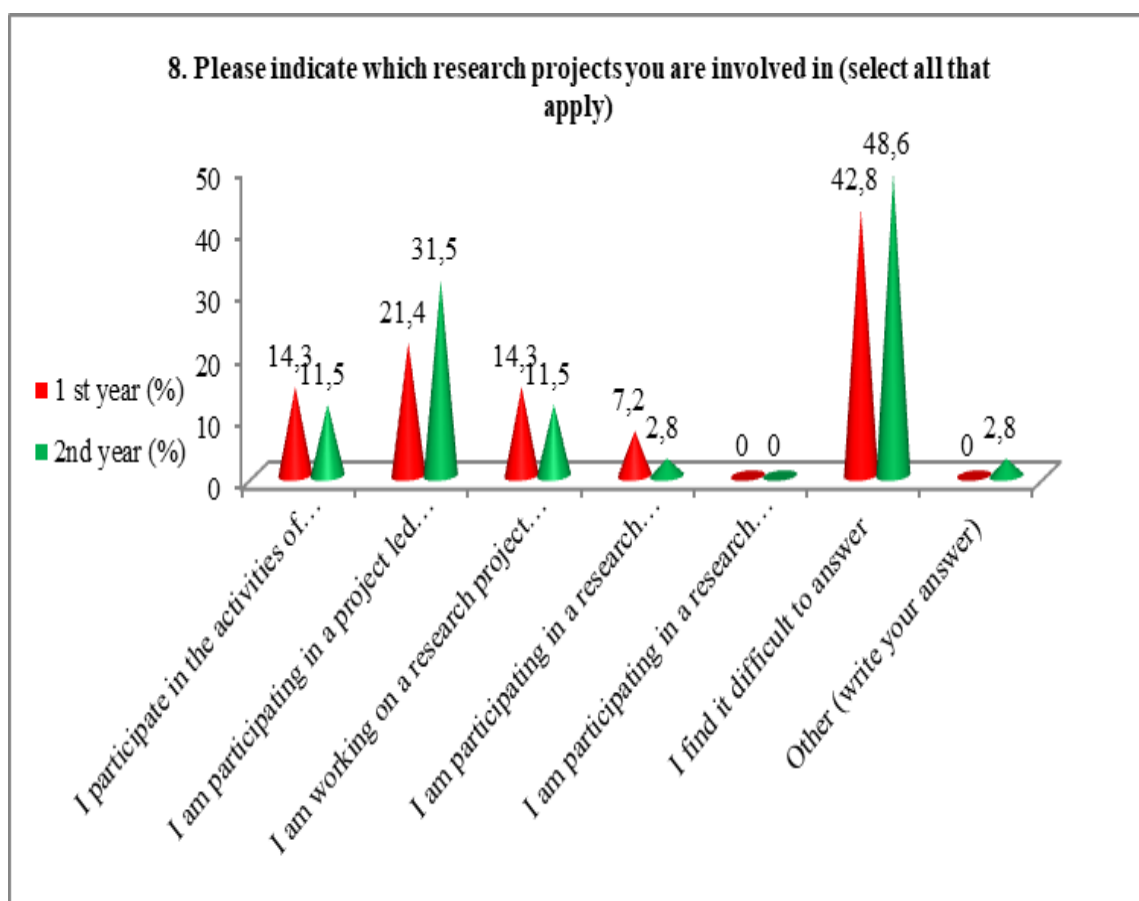
- not interesting
- OK
- Don't know
- I'm not interested in this.
- Yes.
- I plan to in the future.

**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	14,3	11,5
I am participating in a project led by my supervisor/another teacher.	21,4	31,5
I am working on a research project with	14,3	11,5

friends.		
I am participating in a research project at another university.	7,2	2,8
I am participating in a research project with foreign universities	-	-
I find it difficult to answer	42,8	48,6
Other (write your answer)	-	2,8

*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%.

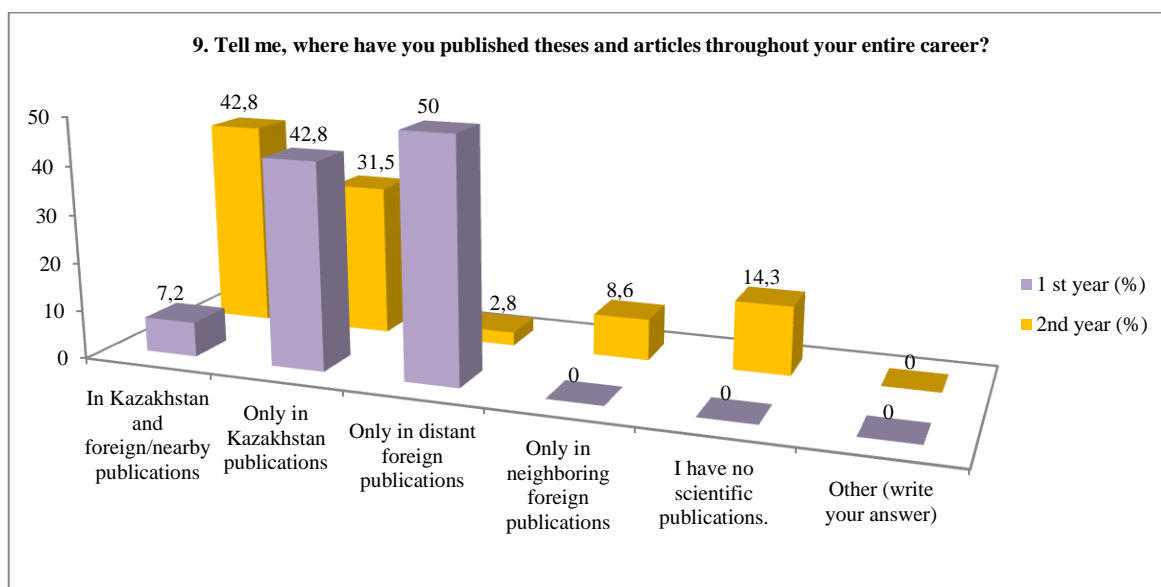


For the «Other» option, students indicated the following options:

- I do not participate.

**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	7,2	42,8
Only in Kazakhstan publications	42,8	31,5
Only in distant foreign publications	50	2,8
Only in neighboring foreign publications	-	8,6
I have no scientific publications.	-	14,3
Other (write your answer)	-	-

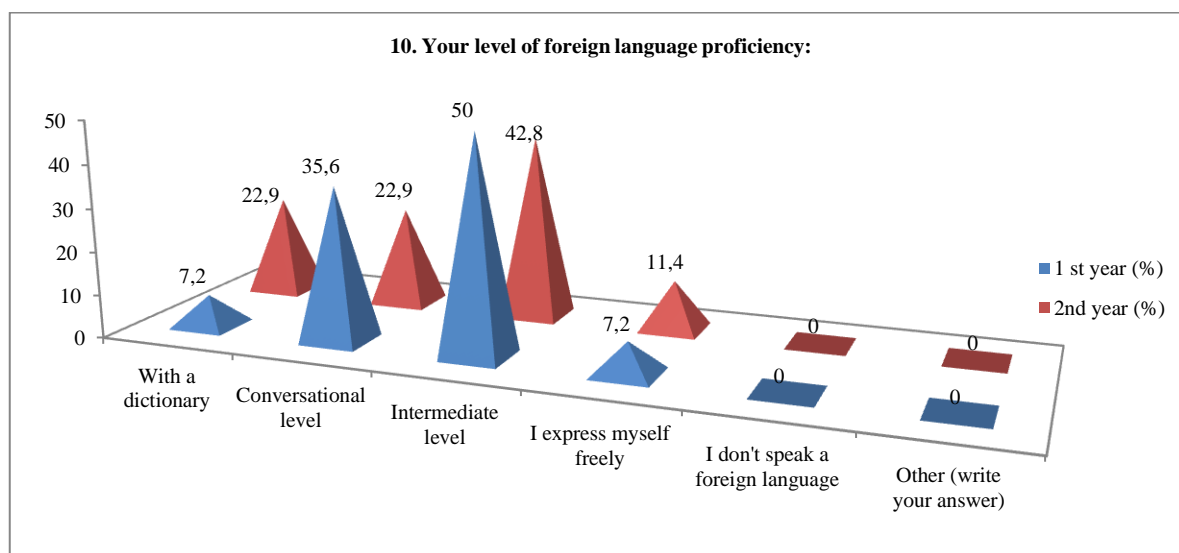


If you answered «I have no scientific publications» to the previous question, please write why:

- Don't know
- OK
- I'm not interested in this.
- Because I didn't participate.

#### 10. Your level of foreign language proficiency:

Answer options	1 st year (%)	2nd year (%)
With a dictionary	7,2	22,9
Conversational level	35,6	22,9
Intermediate level	50	42,8
I express myself freely	7,2	11,4
I don't speak a foreign language	-	-
Other (write your answer)	-	-



If you answered «I don't speak a foreign language» to the previous question, please write why:

- OK.

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

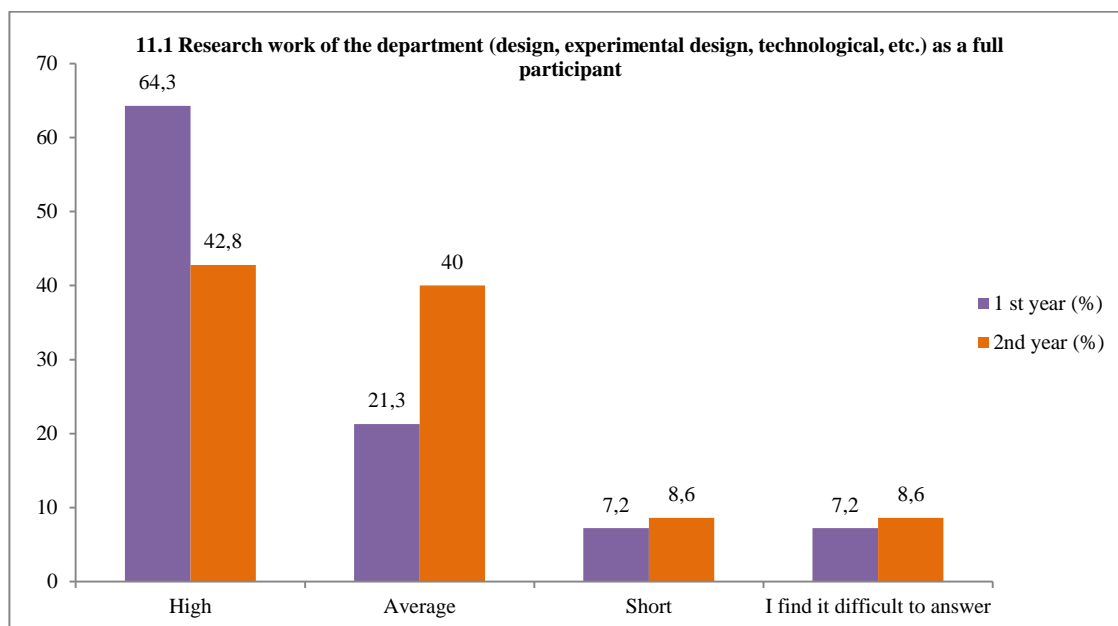
11.1 Research work of the department (design, experimental design, technological, etc.) as a full participant
11.2 Writing scientific articles
11.3 Participation with reports at conferences and seminars
11.4 Preparation of research reports, abstracts
Other (write your answer)_____

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

\_\_\_\_\_

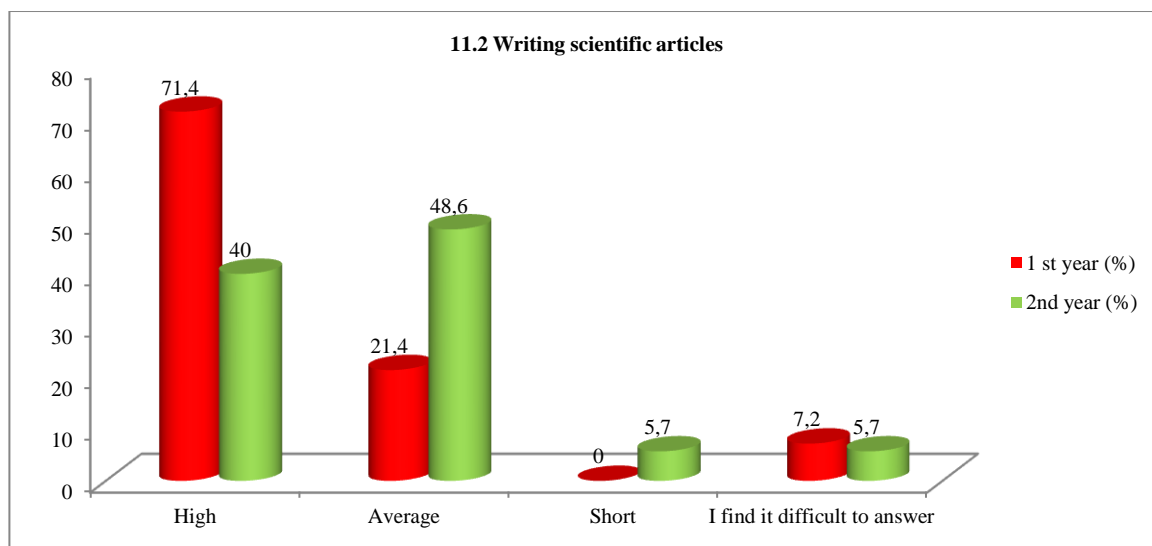
### 11.1 Research work of the department (design, experimental design, technological, etc.) as a full participant

Answer options	1 st year (%)	2nd year (%)
High	64,3	42,8
Average	21,3	40
Short	7,2	8,6
I find it difficult to answer	7,2	8,6



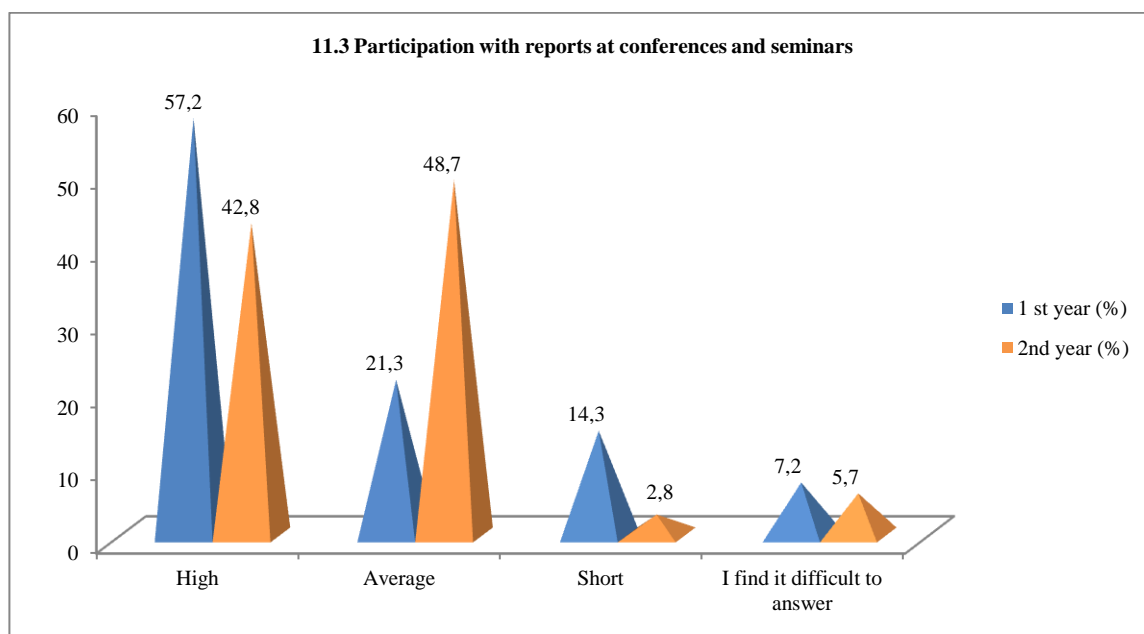
## 11.2 Writing scientific articles

Answer options	1 st year (%)	2nd year (%)
High	71,4	40
Average	21,4	48,6
Short	-	5,7
I find it difficult to answer	7,2	5,7



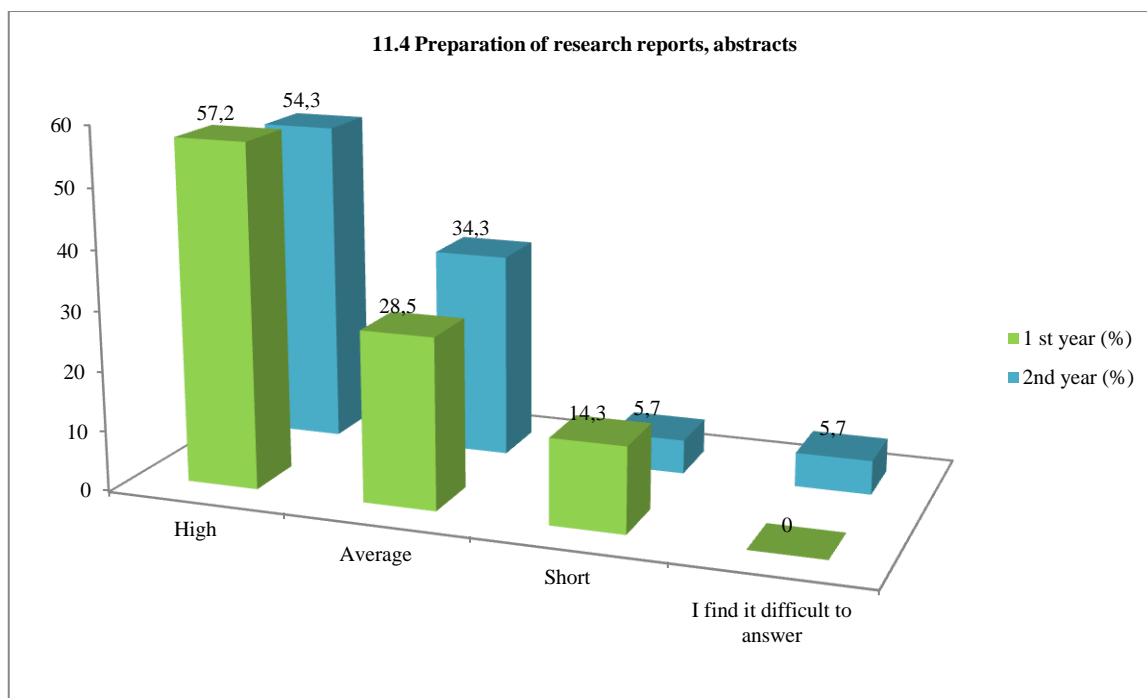
## 11.3 Participation with reports at conferences and seminars

Answer options	1 st year (%)	2nd year (%)
High	57,2	42,8
Average	21,3	48,7
Short	14,3	2,8
I find it difficult to answer	7,2	5,7



## 11.4 Preparation of research reports, abstracts

Answer options	1 st year (%)	2nd year (%)
High	57,2	54,3
Average	28,5	34,3
Short	14,3	5,7
I find it difficult to answer	-	5,7



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

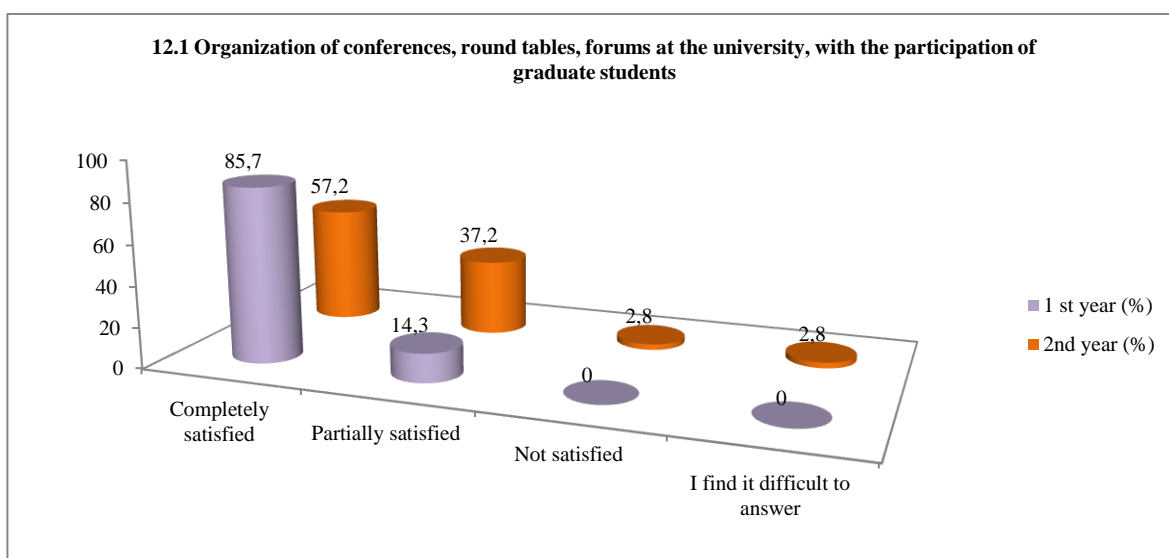
12.1 Organization of conferences, round tables, forums at the university, with the participation of graduate students
12.2 Logistics support for applied scientific research
12.3 Accessibility for master's students of technology, computers necessary for the educational process and scientific activities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

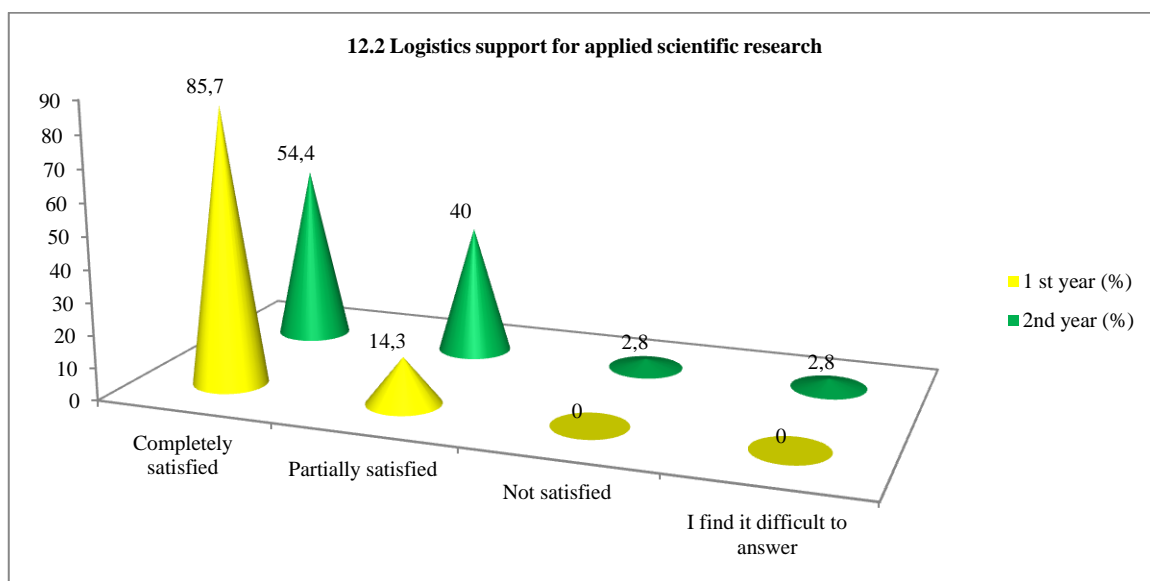
## 12.1 Organization of conferences, round tables, forums at the university, with the participation of graduate students

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	85,7	57,2
Partially satisfied	14,3	37,2
Not satisfied	-	2,8
I find it difficult to answer	-	2,8



## 12.2 Logistics support for applied scientific research

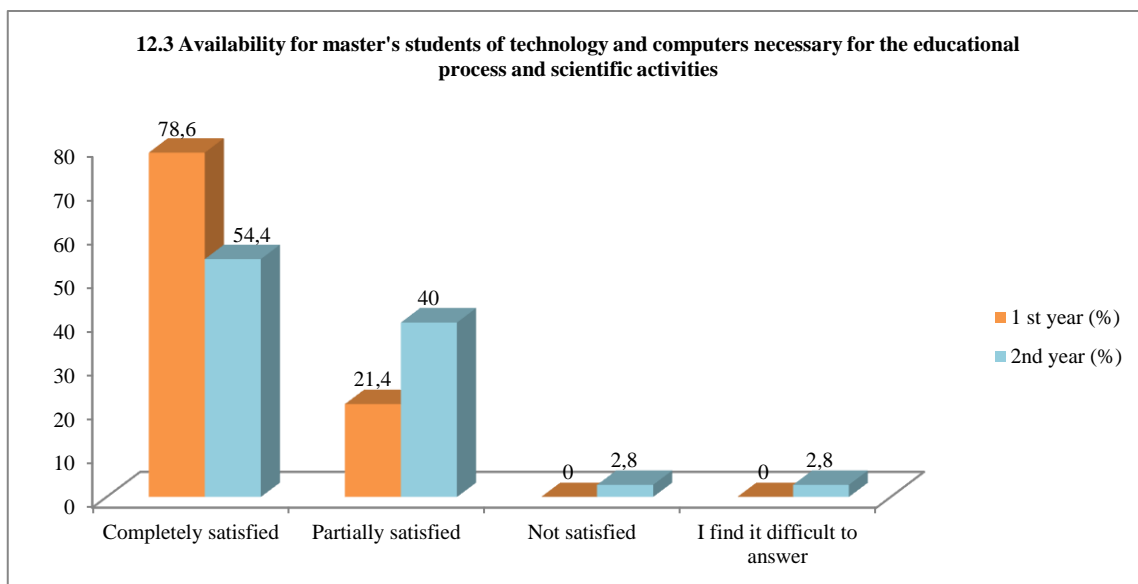
Answer options	1 st year (%)	2nd year (%)
Completely satisfied	85,7	54,4
Partially satisfied	14,3	40
Not satisfied	-	2,8
I find it difficult to answer	-	2,8





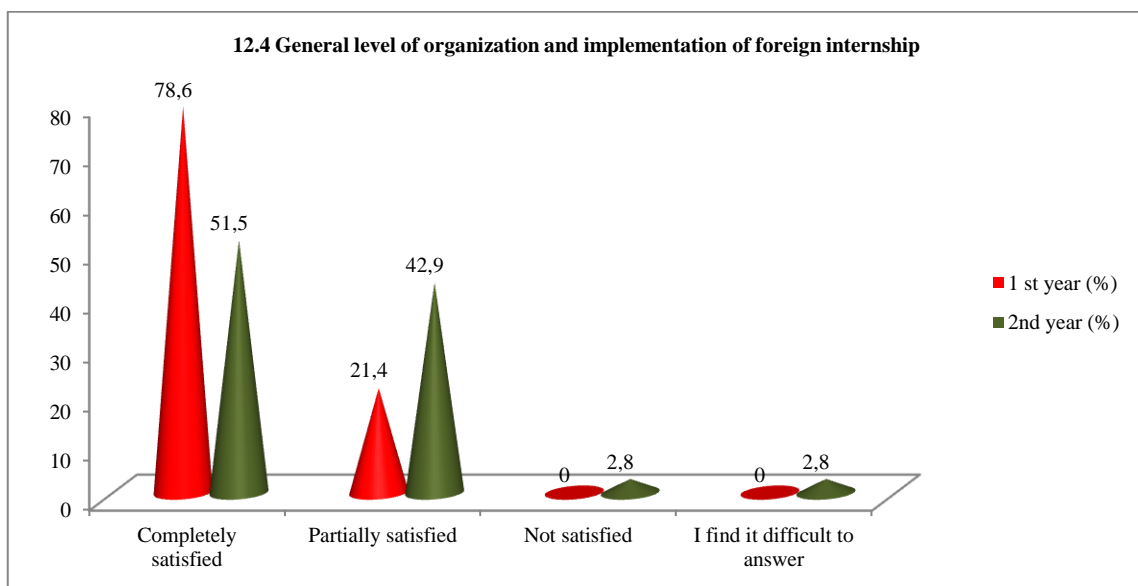
### 12.3 Availability for master's students of technology and computers necessary for the educational process and scientific activities

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	78,6	54,4
Partially satisfied	21,4	40
Not satisfied	-	2,8
I find it difficult to answer	-	2,8



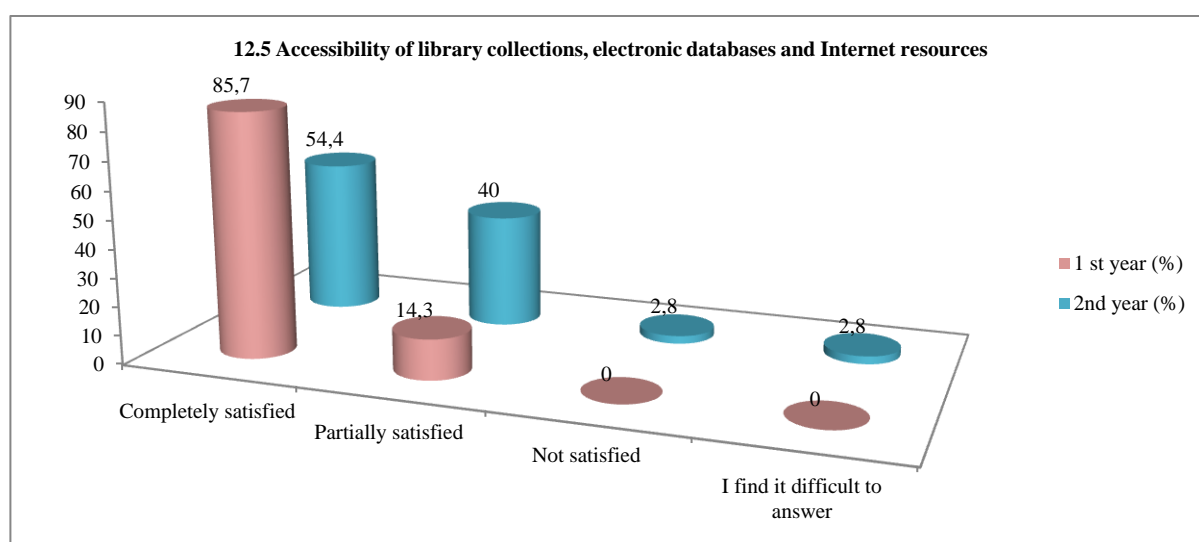
### 12.4 General level of organization and implementation of foreign internship

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	78,6	51,5
Partially satisfied	21,4	42,9
Not satisfied	-	2,8
I find it difficult to answer	-	2,8



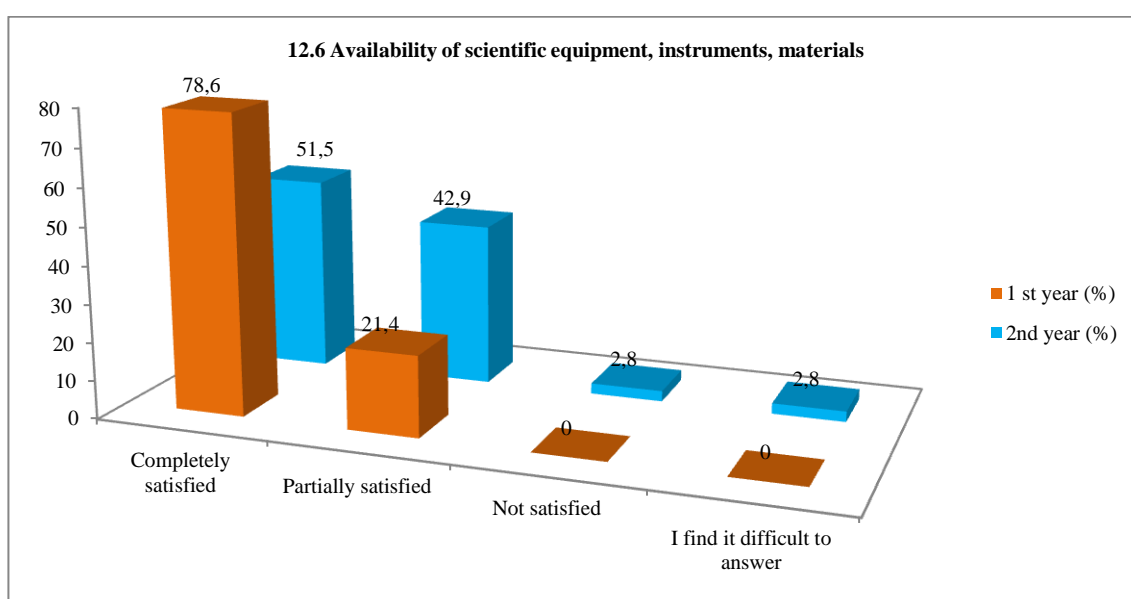
## 12.5 Accessibility of library collections, electronic databases and Internet resources

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	85,7	54,4
Partially satisfied	14,3	40
Not satisfied	-	2,8
I find it difficult to answer	-	2,8



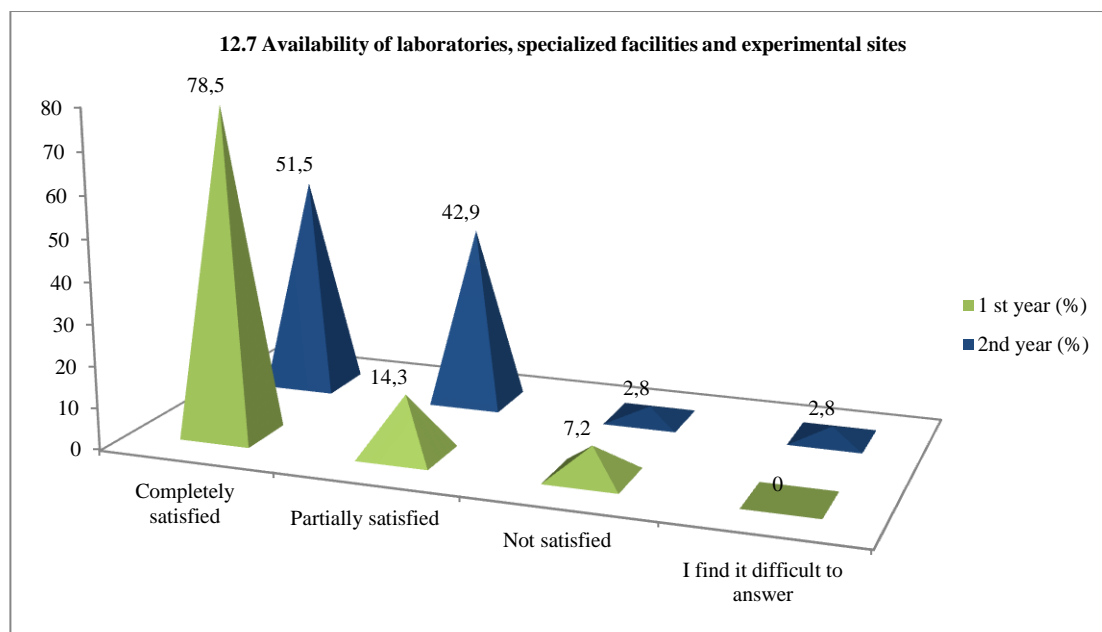
## 12.6 Availability of scientific equipment, instruments, materials

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	78,6	51,5
Partially satisfied	21,4	42,9
Not satisfied	-	2,8
I find it difficult to answer	-	2,8



## 12.7 Availability of laboratories, specialized facilities and experimental sites

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	78,5	51,5
Partially satisfied	14,3	42,9
Not satisfied	7,2	2,8
I find it difficult to answer	-	2,8

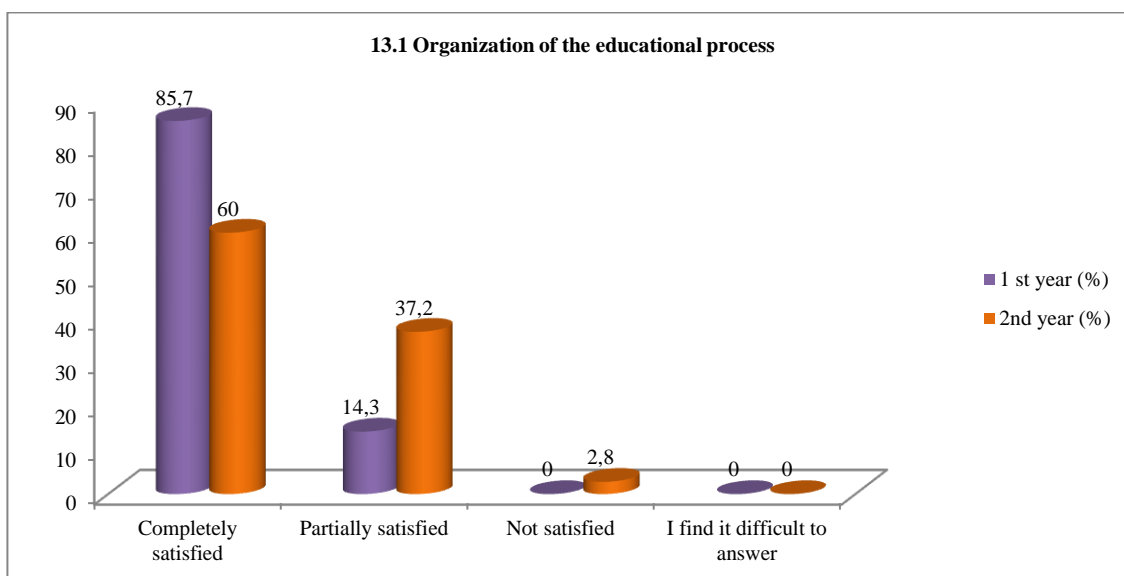


## 13. Are you satisfied?

13.1 Organization of the educational process
13.2 Living conditions in the hostel
13.3 Organization of free time
13.4 Organization of food
13.5 Organization of industrial practice

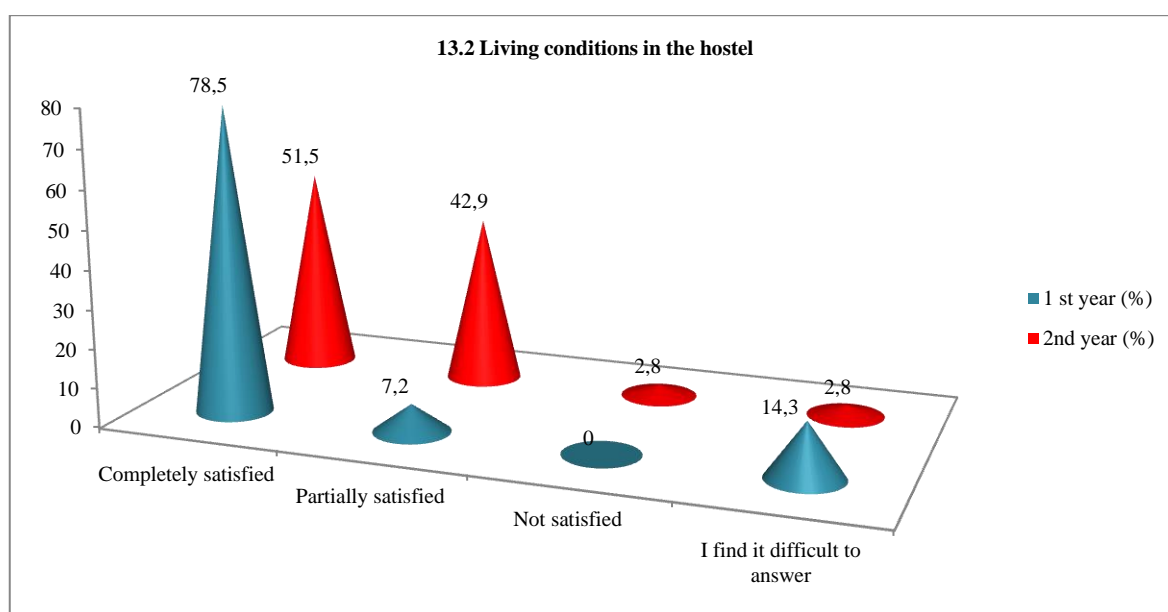
### 13.1 Organization of the educational process

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	85,7	60
Partially satisfied	14,3	37,2
Not satisfied	-	2,8
I find it difficult to answer	-	-



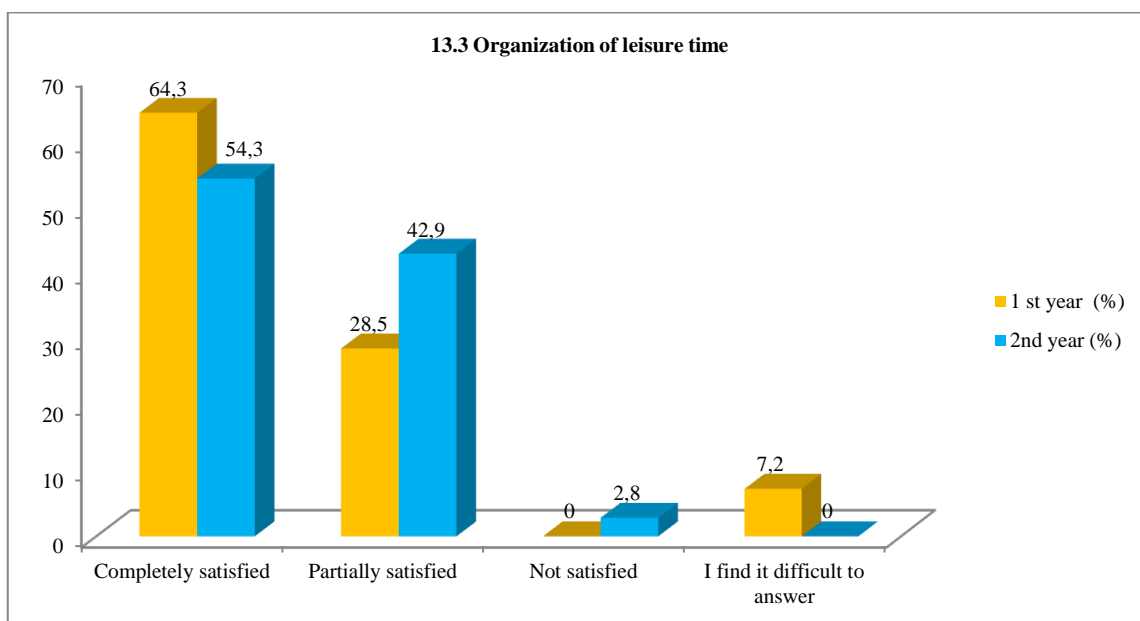
### 13.2 Living conditions in the hostel

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	78,5	51,5
Partially satisfied	7,2	42,9
Not satisfied	-	2,8
I find it difficult to answer	14,3	2,8



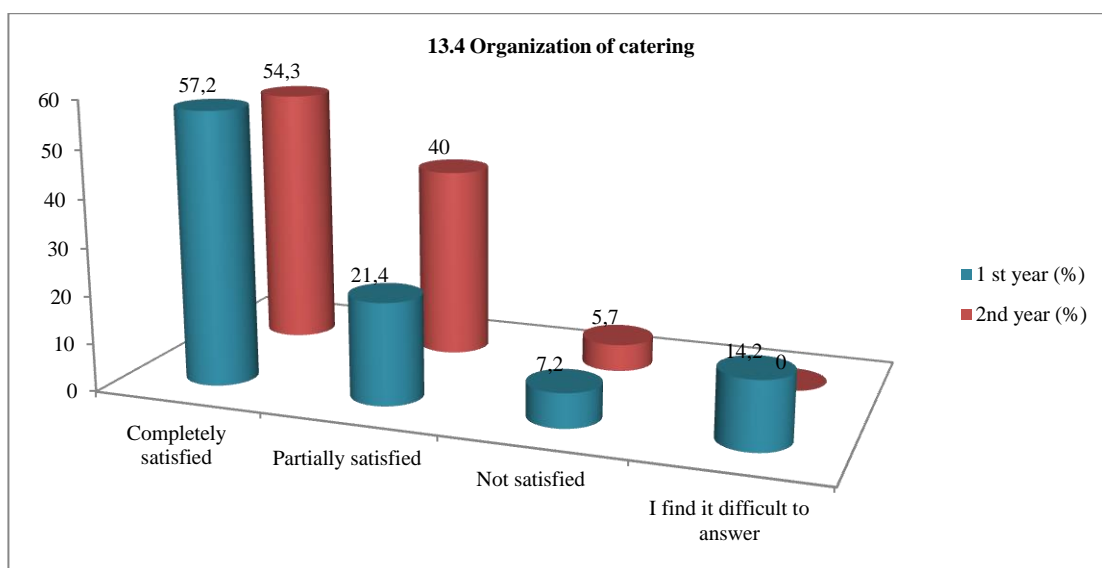
### 13.3 Organization of leisure time

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	64,3	54,3
Partially satisfied	28,5	42,9
Not satisfied	-	2,8
I find it difficult to answer	7,2	-



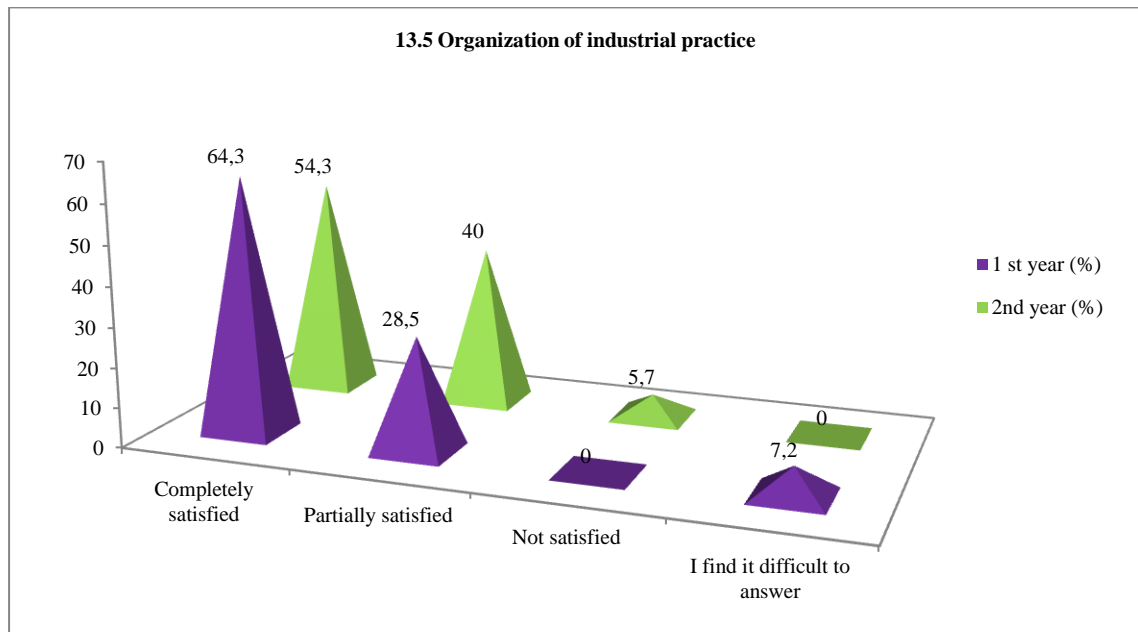
### 13.4 Organization of catering

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	57,2	54,3
Partially satisfied	21,4	40
Not satisfied	7,2	5,7
I find it difficult to answer	14,2	-



### 13.5 Organization of industrial practice

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	64,3	54,3
Partially satisfied	28,5	40
Not satisfied	-	5,7
I find it difficult to answer	7,2	-



**14. If you are experiencing difficulties while studying for a master's degree, what is causing them? (write):**

- Not enough practical part. Internships, industrial practice, etc. I think that technical education is 10% theory, 90% practice.

**Please write what questions you think should be added to this questionnaire to improve the training program, improve the quality of services provided and other areas of the university's activities. (The students' answers are presented in the original. The author's spelling and punctuation have been preserved):**

- OK
- Nothing.

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

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

- continuation of education at the same university (67.2%);
- high quality of education (46.5%);
- prestige of the university (40.7%);
- availability of budget places (33.6%);
- proximity to the family's place of residence (27.2%);
- internship abroad (22.9%);
- leading scientists among the teaching staff (13.6%);
- the opportunity to engage in science while studying (8.6%).

In addition, it is worth considering that a wide choice of specialties, the ability to easily find a job with a diploma from this university and affordable tuition fees also influence the decision to enter a master's program at the university.

*2. Average level of satisfaction with the availability of information in the field of training for master's students is 98.6%. This is a high level of satisfaction, which*

indicates that most master's degree students consider information in their field of study to be accessible and satisfactory. High availability of information helps master's degree students to plan their educational activities more effectively, navigate the educational process and successfully master the educational material.

3. *Evaluation of the teaching staff:* More than 84.3% of master's students rated the level of knowledge, professionalism, objectivity, teaching skills and methods of teachers as «very high» and «high».

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

- 63.6% 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;

- 15.1% of graduate students develop a plan independently, and the supervisor signs it without exerting significant influence;

- 1.4% of master's students see their participation as formal, as they relied more on the help of their supervisor due to difficulties in independently formulating ideas;

- 1.4% 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;

- 17.1% of graduate students find it difficult to answer whose initiative was greater – theirs or their supervisor's.

5. *Satisfaction with the assistance of the scientific supervisor in preparing the master's thesis:* 97.2% of master's students are satisfied with the help they receive from their supervisor. This indicator demonstrates the high level of satisfaction of master's students with the quality and support they receive from their supervisor.

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

- modern material and technical base (81.5%) has a significant impact on the quality of scientific research and training master's students.

- a strong teaching staff (56.5%) contributes to high-quality educational and scientific activities;

- the involvement of master's students in research projects (35.7%) indicates active scientific activity master's students;

- the work of famous foreign scientists at the university (30%) facilitates the exchange of experience, the development of scientific ties and the attraction of international projects;

7. *Participation of master's students in research projects and scientific life of the university:* 62.2% of master's students actively participate in research projects and attend scientific events such as seminars and conferences. These data show that half of master's students are involved in scientific activities that contribute to their academic and professional development.

8. *Publication of scientific papers:* throughout their career (92.8%), master's degree students published their theses and articles in both Kazakhstani and foreign publications. This indicates a high degree of involvement of master's 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:* The majority of master's students (100%) have different levels of proficiency in a foreign language, from basic with the use of a dictionary to complete freedom in expression.

10. *Participation of master's students in the work of the department:*

- research work of the department (design, experimental design, technological, etc.) as a full participant: 84.2%;

- writing scientific articles: 67.5%;

- participation with reports at conferences and seminars: 85%;

- preparation of research reports, abstracts: 87.2%.

11. *The satisfaction of master's students with the scientific and educational environment of the university is 96.6% for 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.

12. *Satisfaction of master's students with the quality of educational services:* 98.6% of respondents expressed satisfaction with the organization of the educational process, 90% with the living conditions in the dormitory, 93.5% with industrial practice, 95% with the organization of free time, and 86.5% 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.

The overall satisfaction of master's students in the mining specialty with educational services is **88,5%**, 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](mailto:cqma@ktu.edu.kz).