

Report on the results of the survey  
«Master students' satisfaction with educational services»  
for 2024-2025 ac. year  
in educational program  
**7M07205 Mine surveying**

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.

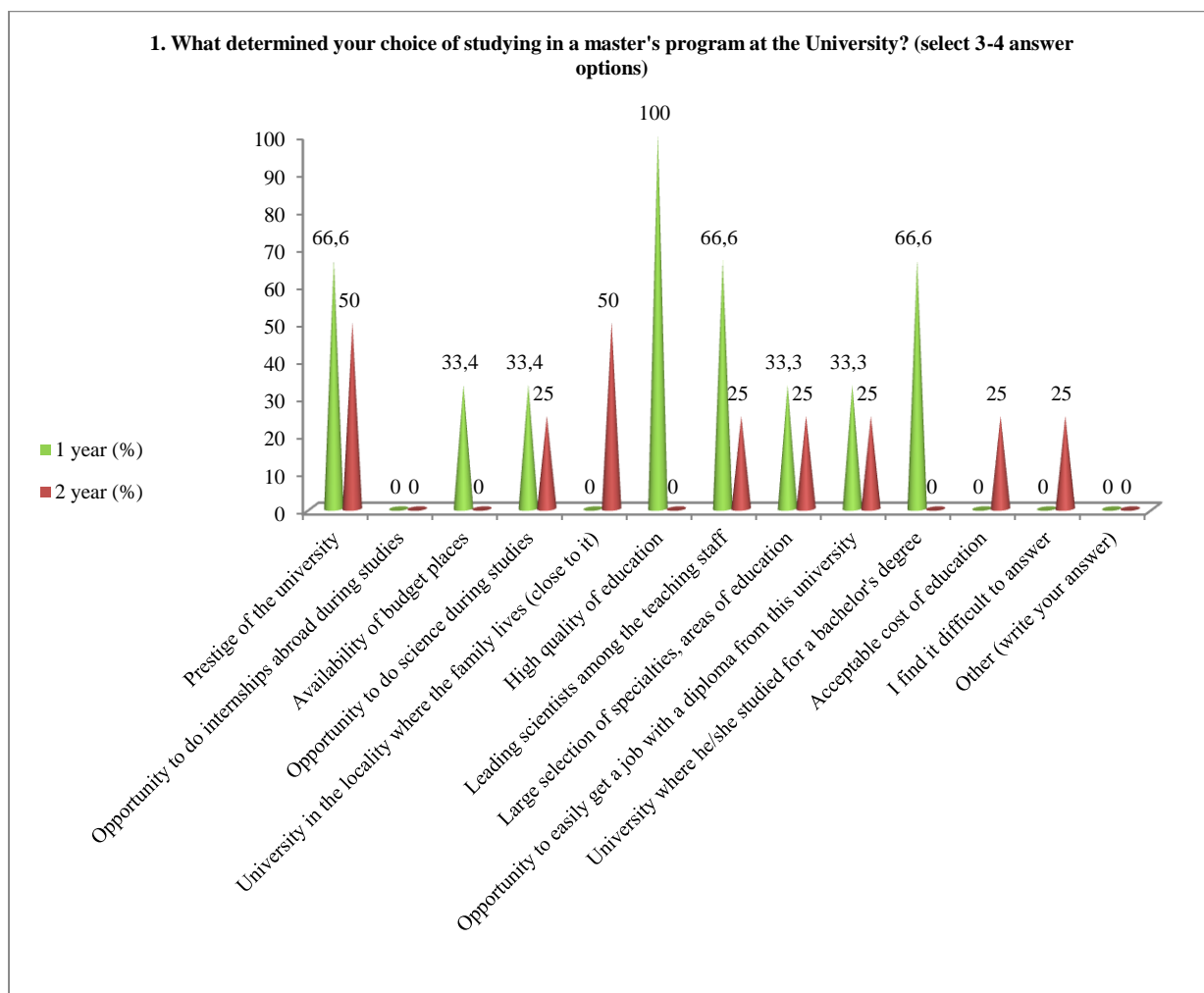
7 respondents took part in the survey, which amounted to 87,5% of the total number of master students.

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)**

<b>Answer options</b>	<b>1 year (%)</b>	<b>2 year (%)</b>
Prestige of the university	66,6	50
Opportunity to do internships abroad during studies	-	-
Availability of budget places	33,4	-
Opportunity to do science during studies	33,4	25
University in the locality where the family lives (close to it)	-	50
High quality of education	100	-
Leading scientists among the teaching staff	66,6	25
Large selection of specialties, areas of education	33,3	25
Opportunity to easily get a job with a diploma from this university	33,3	25
University where he/she studied for a bachelor's degree	66,6	-
Acceptable cost of education	-	25
I find it difficult to answer	-	25
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:**

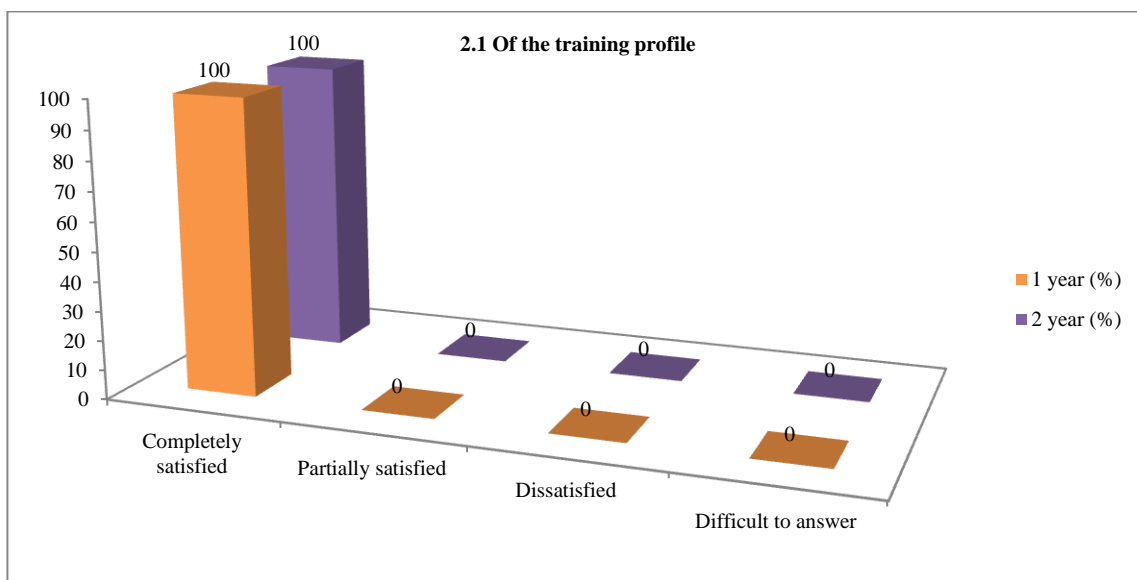
2.1 Of the training profile
2.2 Characteristics of the professional activity of a master student
2.3 List of developing competencies of a master graduate
2.4 List of bases of master students' practices
2.5 Information of scientific supervisors

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

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

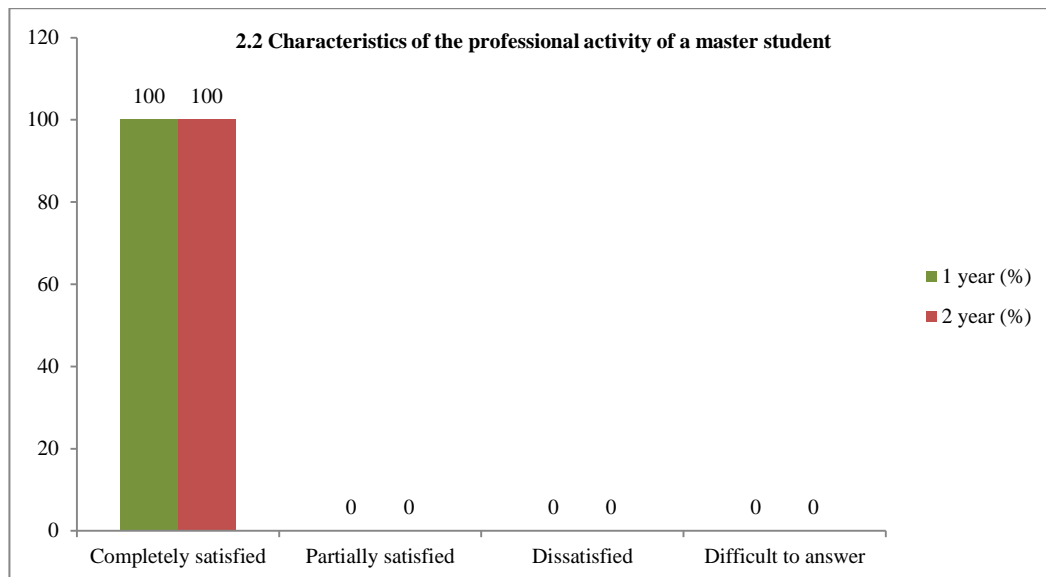
**2.1 Of the training profile**

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



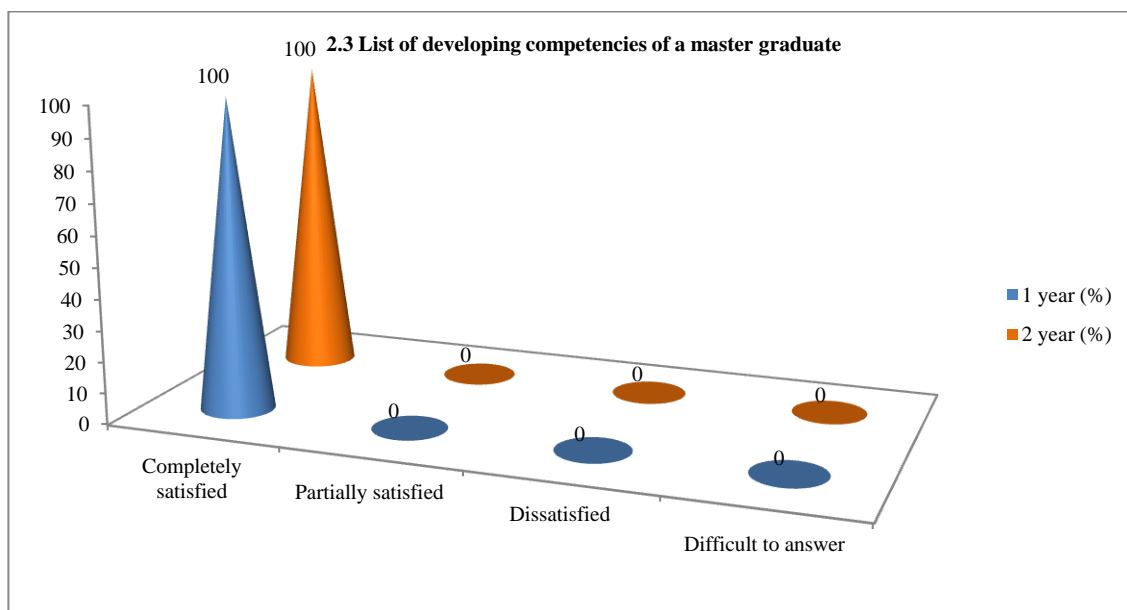
## 2.2 Characteristics of the professional activity of a master student

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



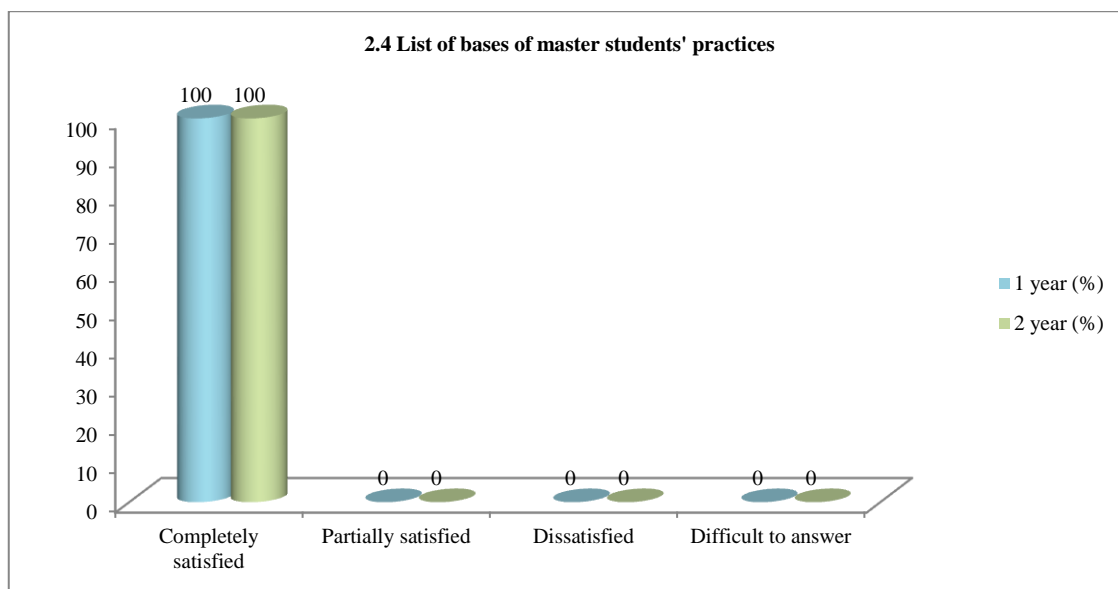
## 2.3 List of developing competencies of a master graduate

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



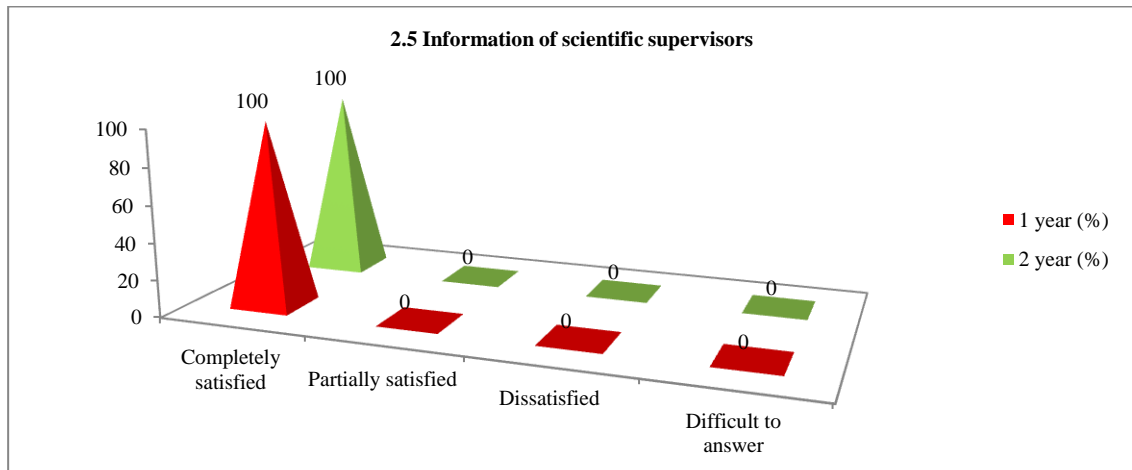
## 2.4 List of bases of master students' practices

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?

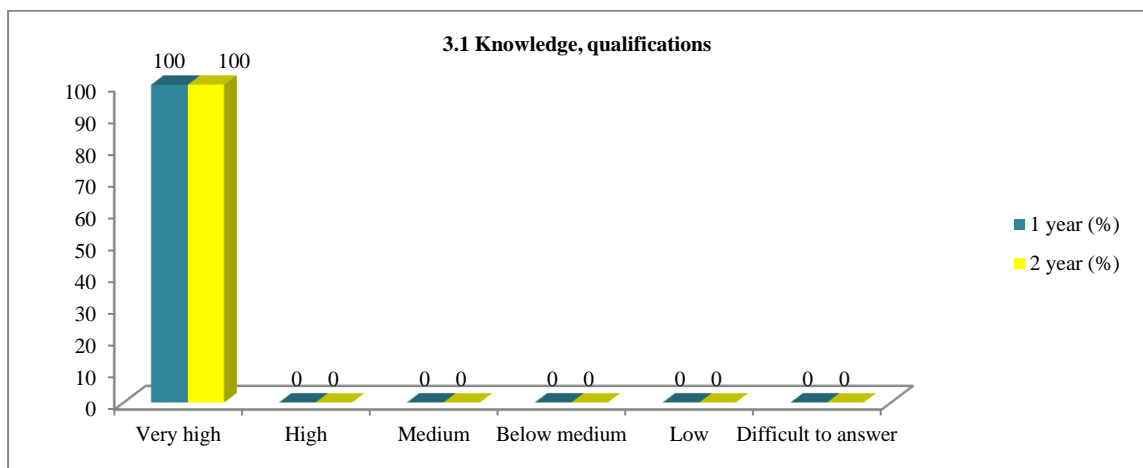
3.1 Knowledge, qualifications
3.2 Pedagogical qualities
3.3 Objectivity and impartiality of assessments
3.4 Teaching methods used

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

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

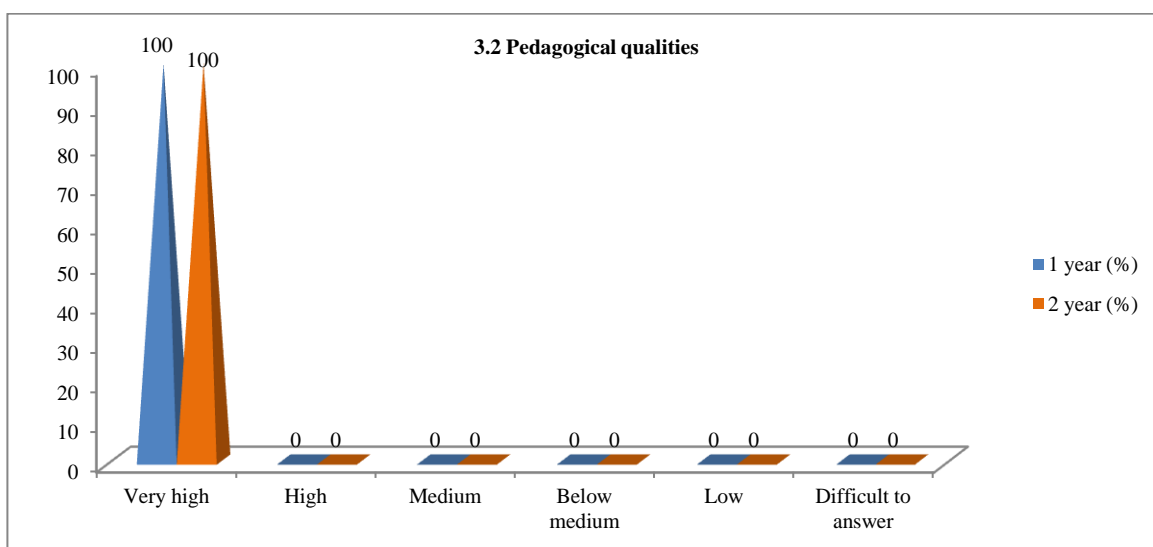
#### 3.1 Knowledge, qualifications

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



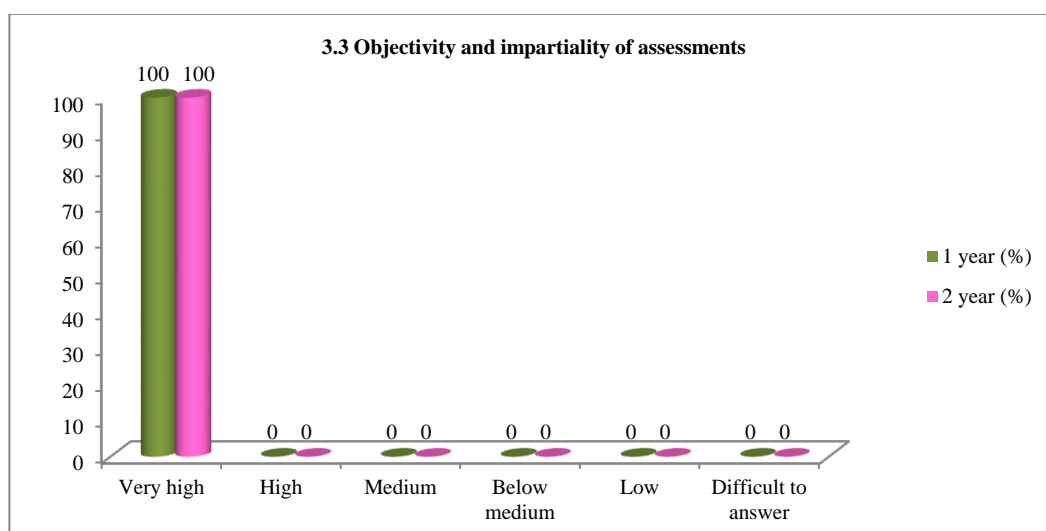
### 3.2 Pedagogical qualities

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



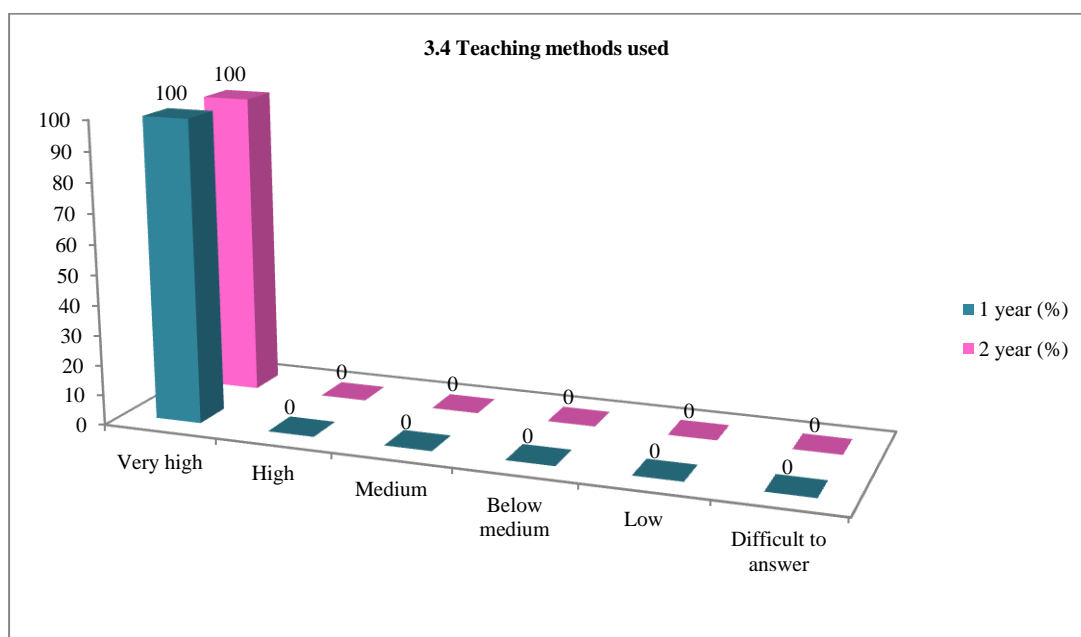
### 3.3 Objectivity and impartiality of assessments

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



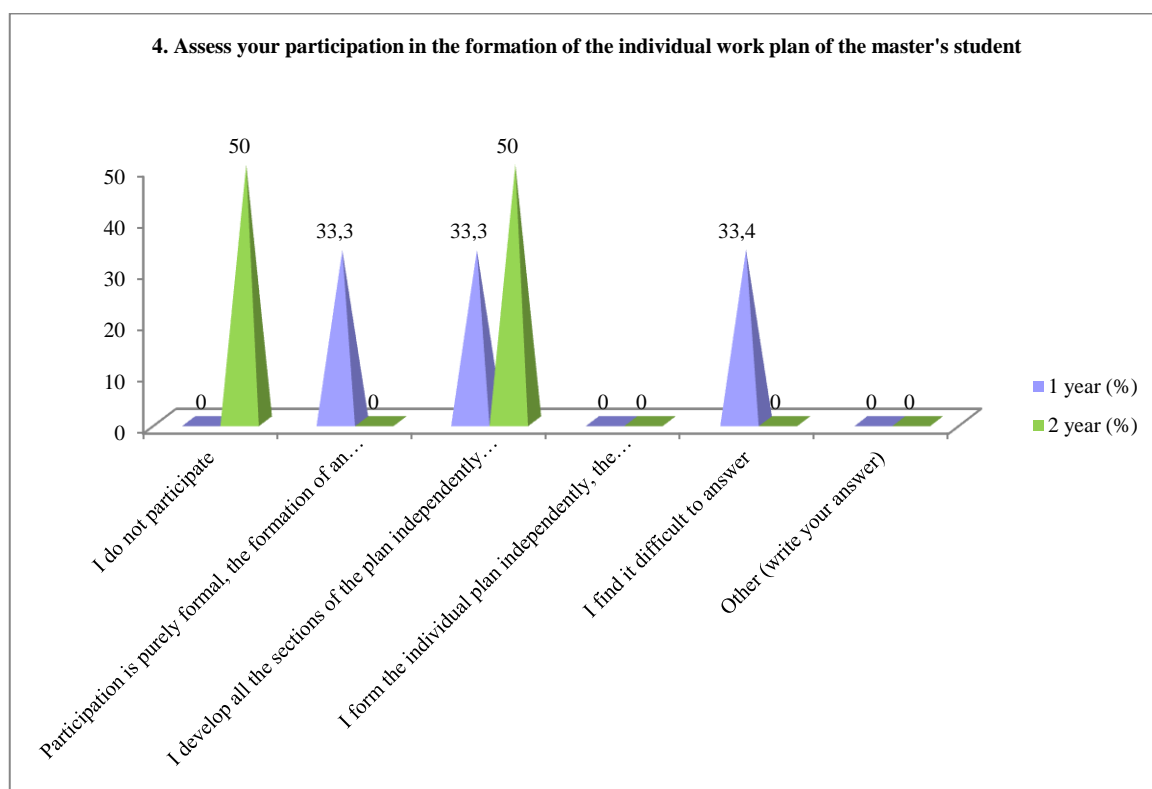
### 3.4 Teaching methods used

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



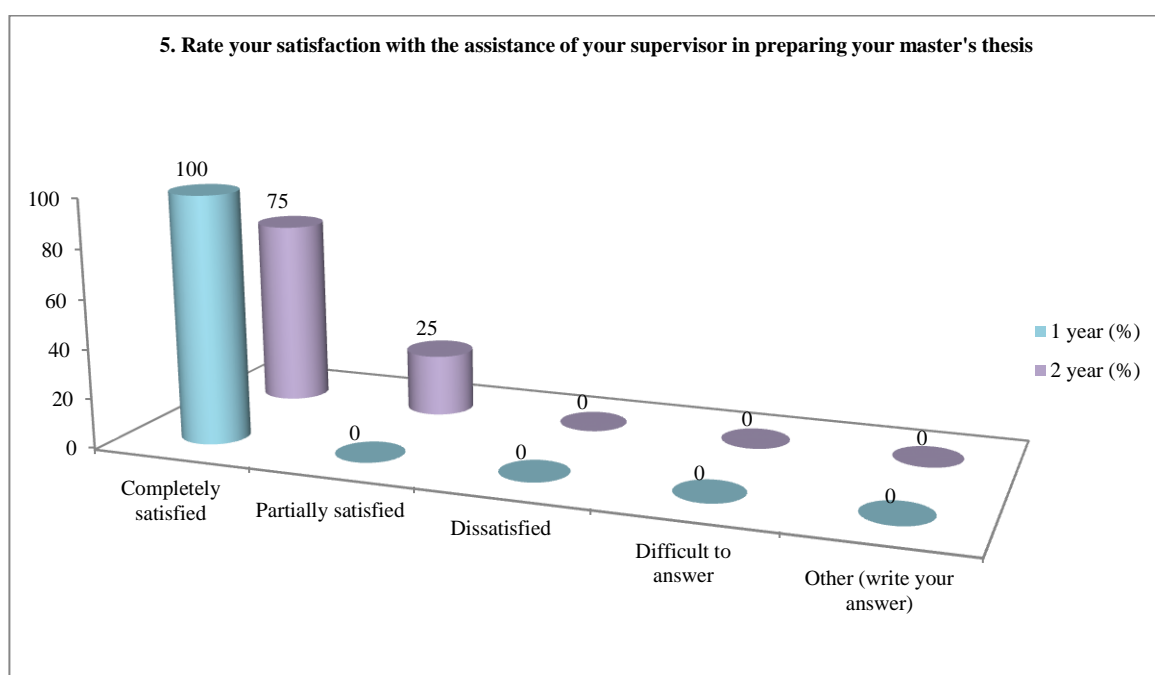
### 4. Assess your participation in the formation of the individual work plan of the master's student

Answer options	1 year (%)	2 year (%)
I do not participate	-	50
Participation is purely formal, the formation of an individual plan does not actually depend on me	33,3	-
I develop all the sections of the plan independently under the guidance of my supervisor	33,3	50
I form the individual plan independently, the supervisor only signs it	-	-
I find it difficult to answer	33,4	-
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	75
Partially satisfied	-	25
Dissatisfied	-	-
Difficult to answer	-	-
Other (write your answer)	-	-

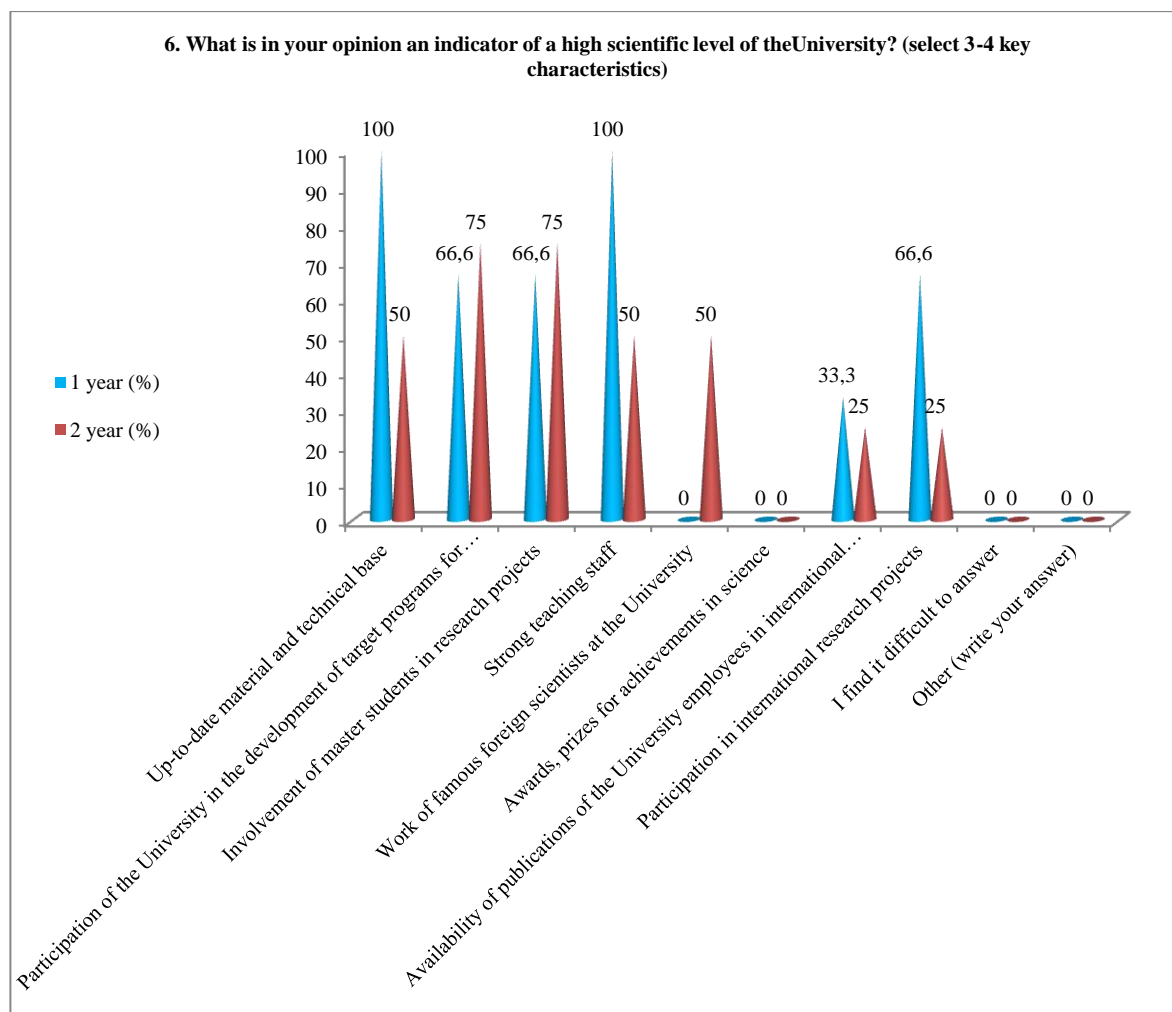




**6. What is in your opinion an indicator of a high scientific level of the University? (select 3-4 key characteristics)**

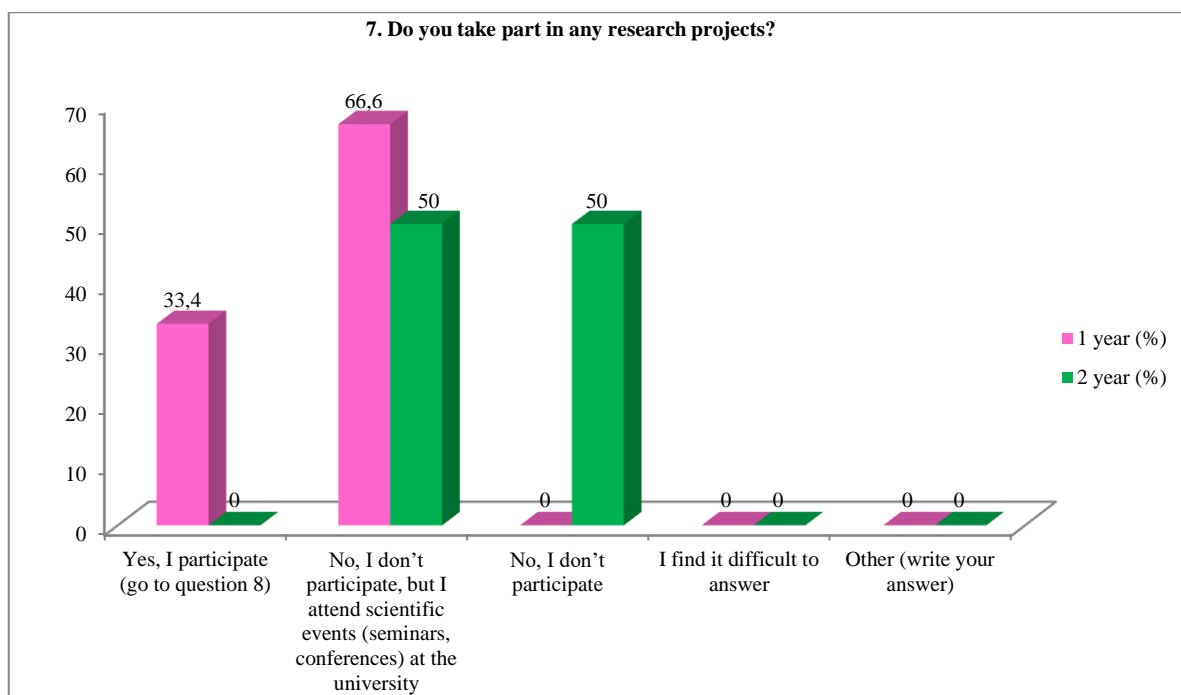
<b>Answer options</b>	<b>1 year (%)</b>	<b>2 year (%)</b>
Up-to-date material and technical base	100	50
Participation of the University in the development of target programs for the socio-economic development of the region, cities, enterprises	66,6	75
Involvement of master students in research projects	66,6	75
Strong teaching staff	100	50
Work of famous foreign scientists at the University	-	50
Awards, prizes for achievements in science	-	-
Availability of publications of the University employees in international publications	33,3	25
Participation in international research projects	66,6	25
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?

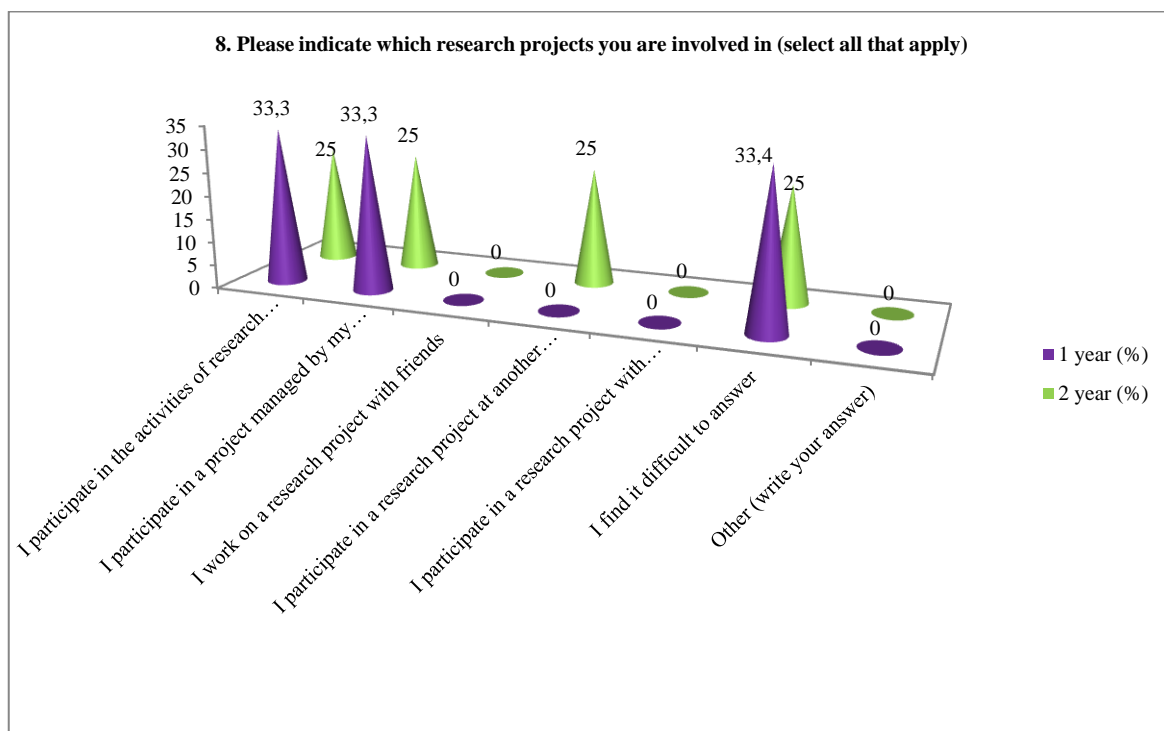
Answer options	1 year (%)	2 year (%)
Yes, I participate (go to question 8)	33,4	-
No, I don't participate, but I attend scientific events (seminars, conferences) at the university	66,6	50
No, I don't participate	-	50
I find it difficult to answer	-	-
Other (write your answer)	-	-



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

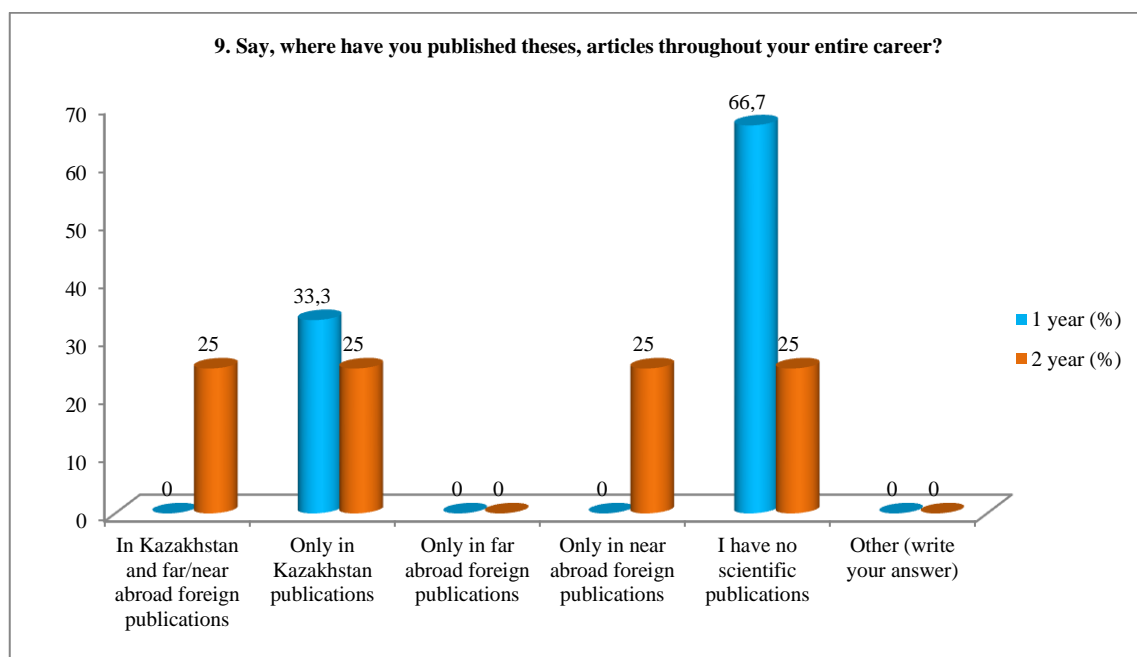
Answer options	1 year (%)	2 year (%)
I participate in the activities of research departments at my university	33,3	25
I participate in a project managed by my supervisor/another teacher	33,3	25
I work on a research project with friends	-	-
I participate in a research project at another university	-	25
I participate in a research project with foreign universities	-	-
I find it difficult to answer	33,4	25
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%.



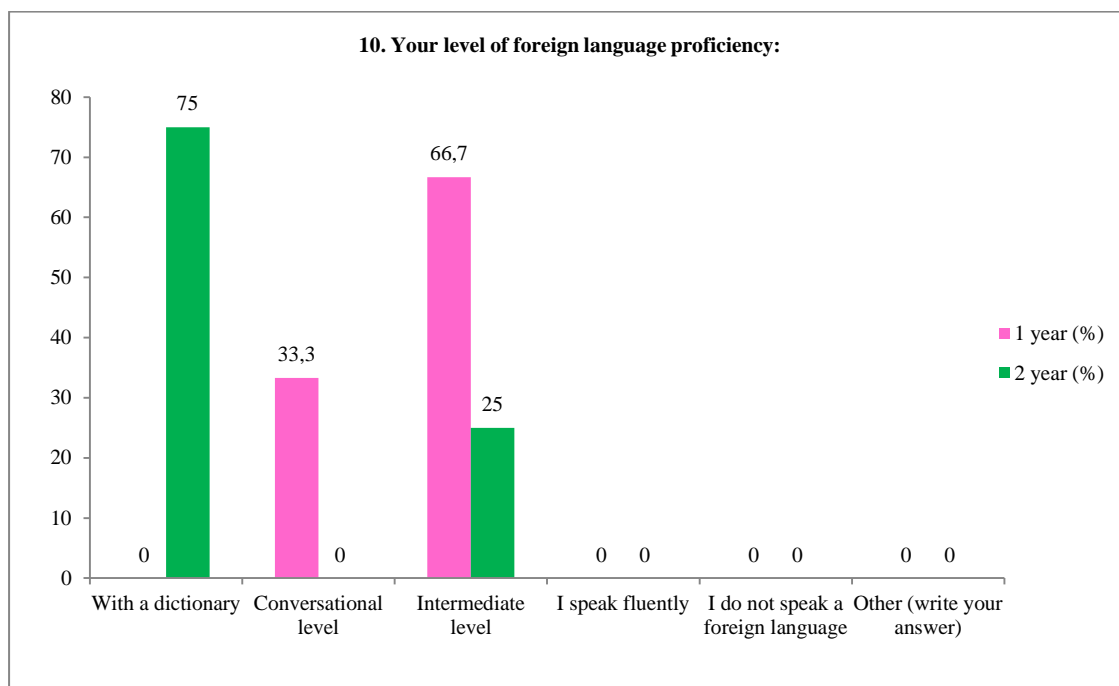
**9. Say, where have you published theses, articles throughout your entire career?**

Answer options	1 year (%)	2 year (%)
In Kazakhstan and far/near abroad foreign publications	-	25
Only in Kazakhstan publications	33,3	25
Only in far abroad foreign publications	-	-
Only in near abroad foreign publications	-	25
I have no scientific publications	66,7	25
Other (write your answer)	-	-



## 10. Your level of foreign language proficiency:

Answer options	1 year (%)	2 year (%)
With a dictionary	-	75
Conversational level	33,3	-
Intermediate level	66,7	25
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

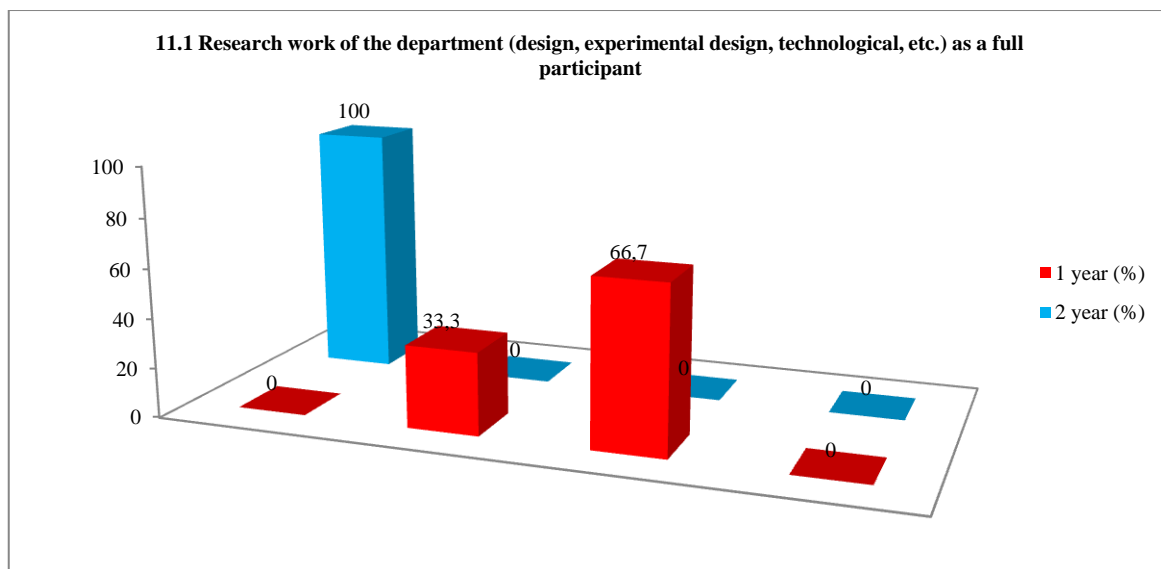
Other (write your answer)\_\_\_\_\_

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

\_\_\_\_\_

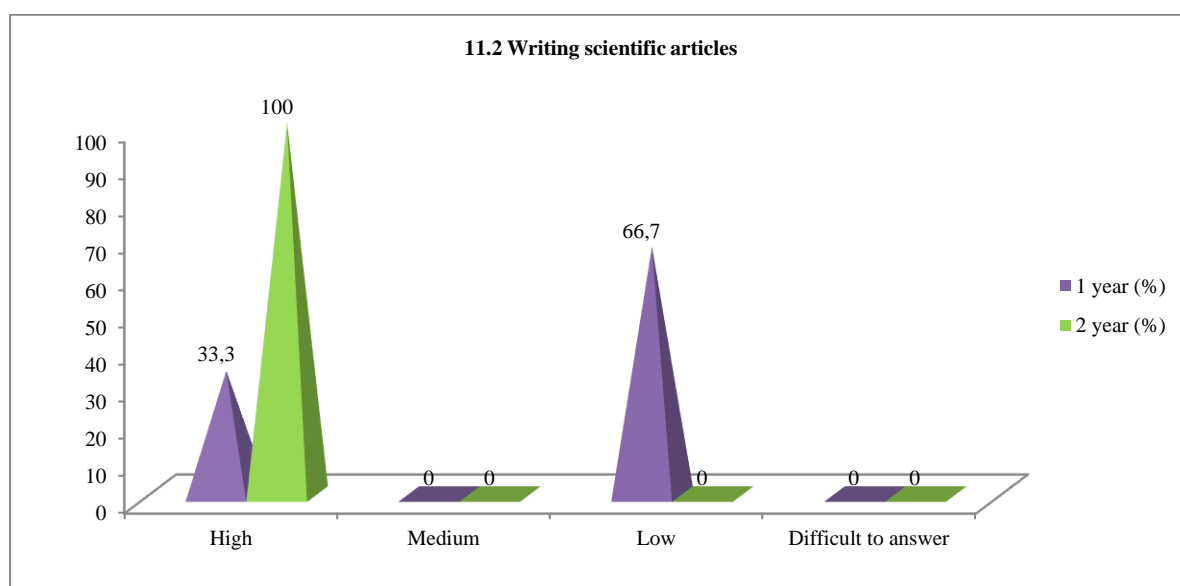
## 11.1 Research work of the department (design, experimental design, technological, etc.) as a full participant

Answer options	1 year (%)	2 year (%)
High	-	100
Medium	33,3	-
Low	66,7	-
Difficult to answer	-	-



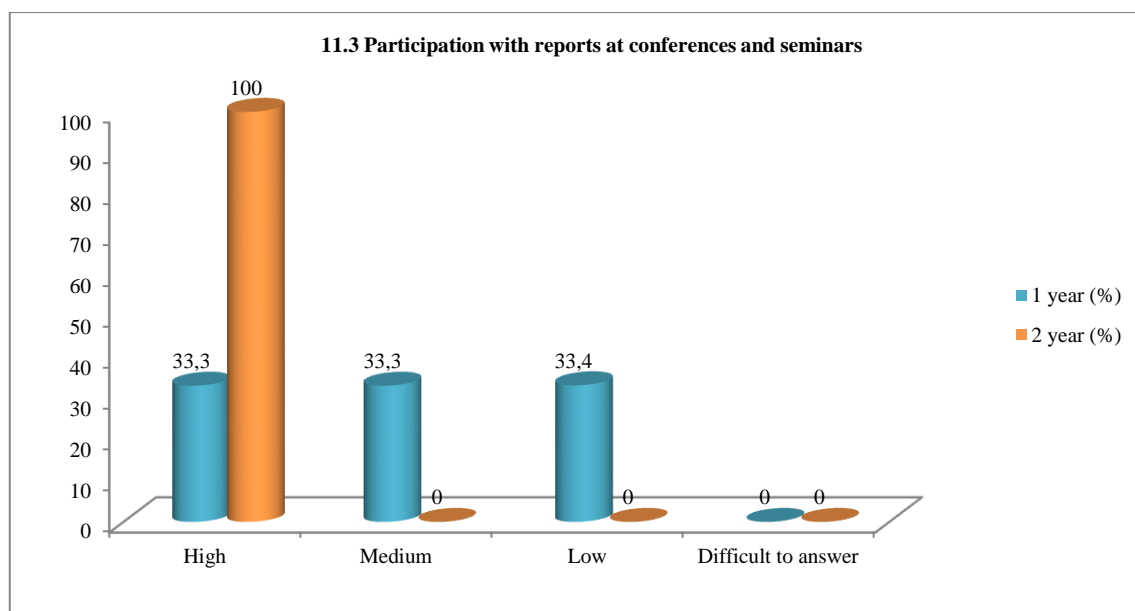
## 11.2 Writing scientific articles

Answer options	1 year (%)	2 year (%)
High	33,3	100
Medium	-	-
Low	66,7	-
Difficult to answer	-	-



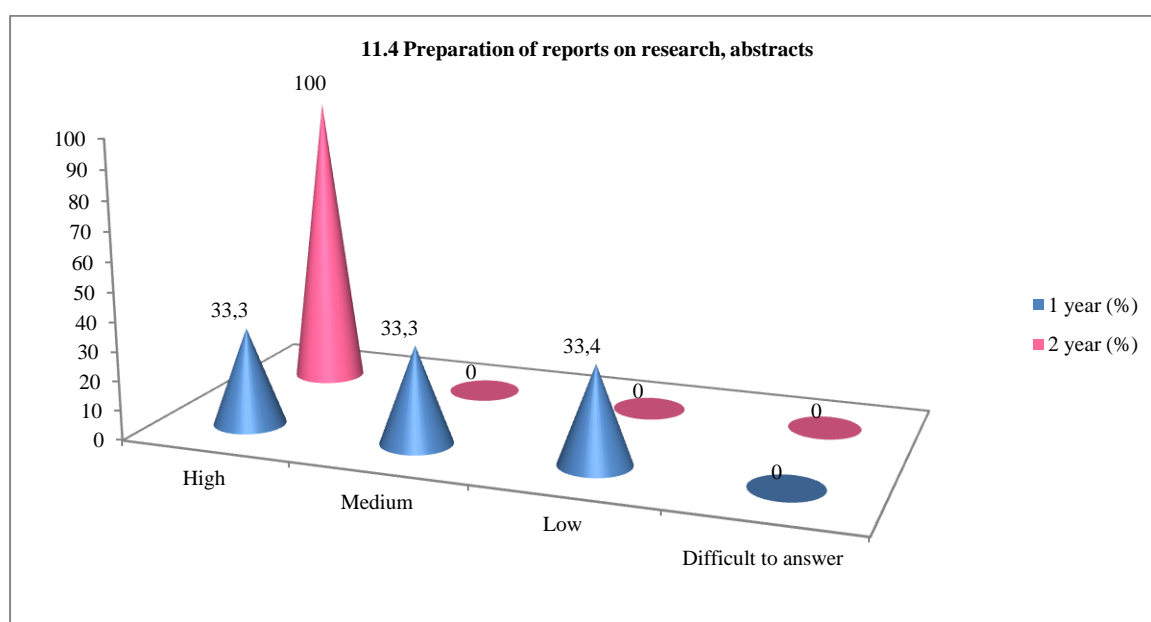
### 11.3 Participation with reports at conferences and seminars

Answer options	1 year (%)	2 year (%)
High	33,3	100
Medium	33,3	-
Low	33,4	-
Difficult to answer	-	-



### 11.4 Preparation of reports on research, abstracts

Answer options	1 year (%)	2 year (%)
High	33,3	100
Medium	33,3	-
Low	33,4	-
Difficult to answer	-	-



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

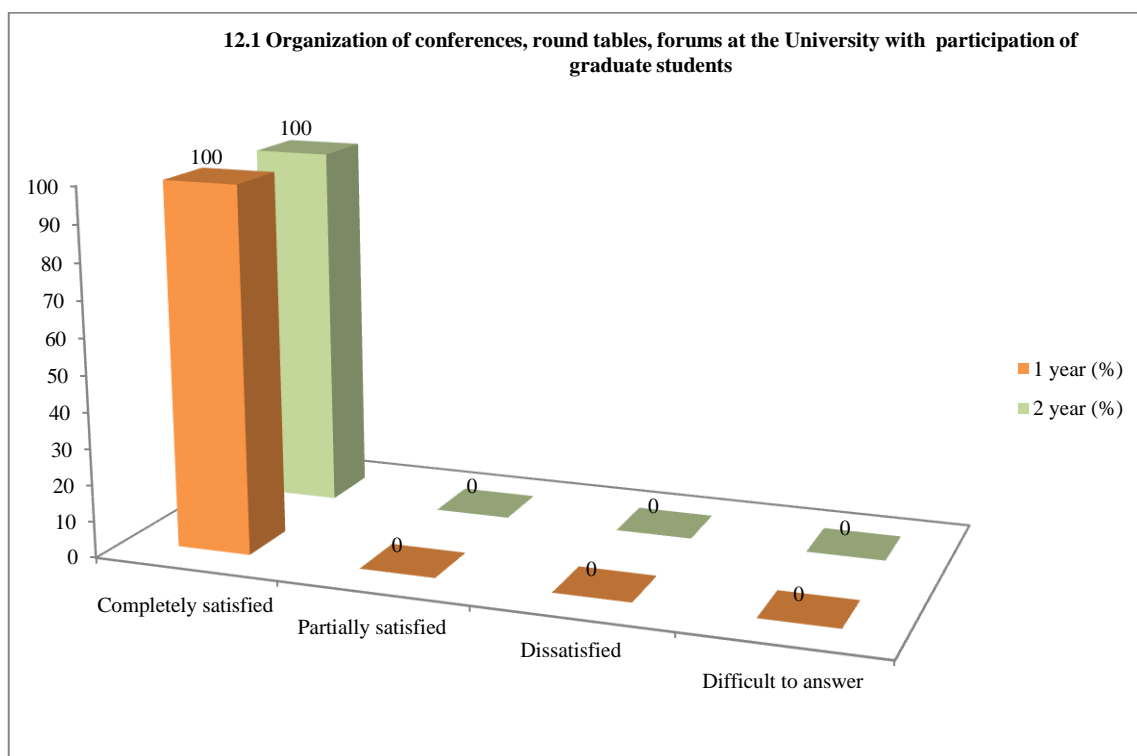
12.1 Organization of conferences, round tables, forums at the University with participation of graduate students
12.2 Material and technical support for applied scientific research
12.3 Availability for graduate students of equipment, computers necessary for the educational process and scientific activities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

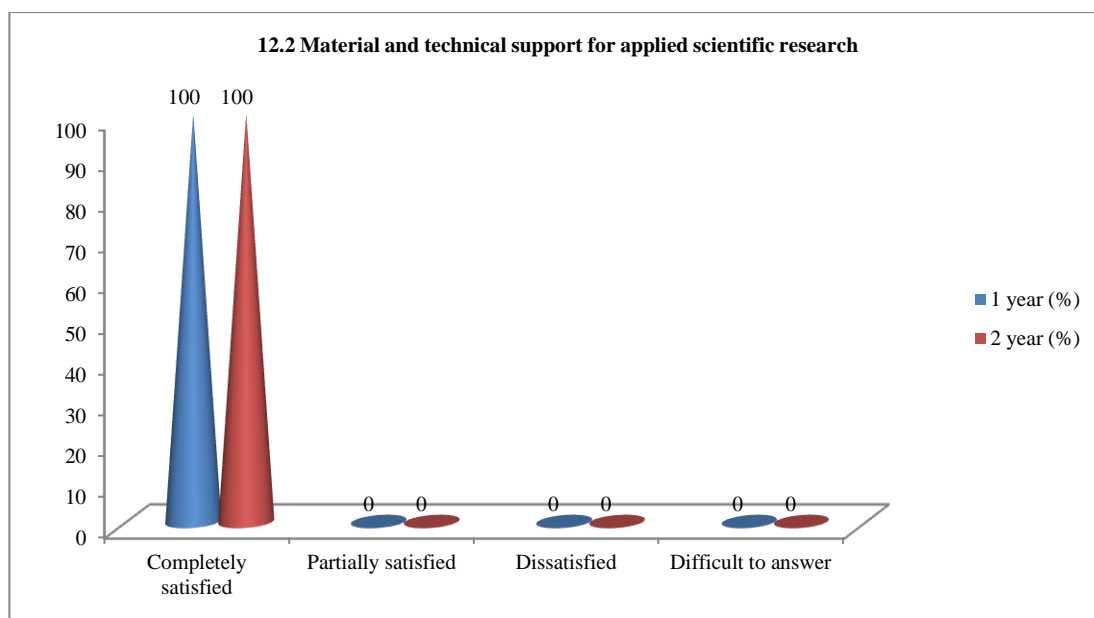
**12.1 Organization of conferences, round tables, forums at the University with participation of graduate students**

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



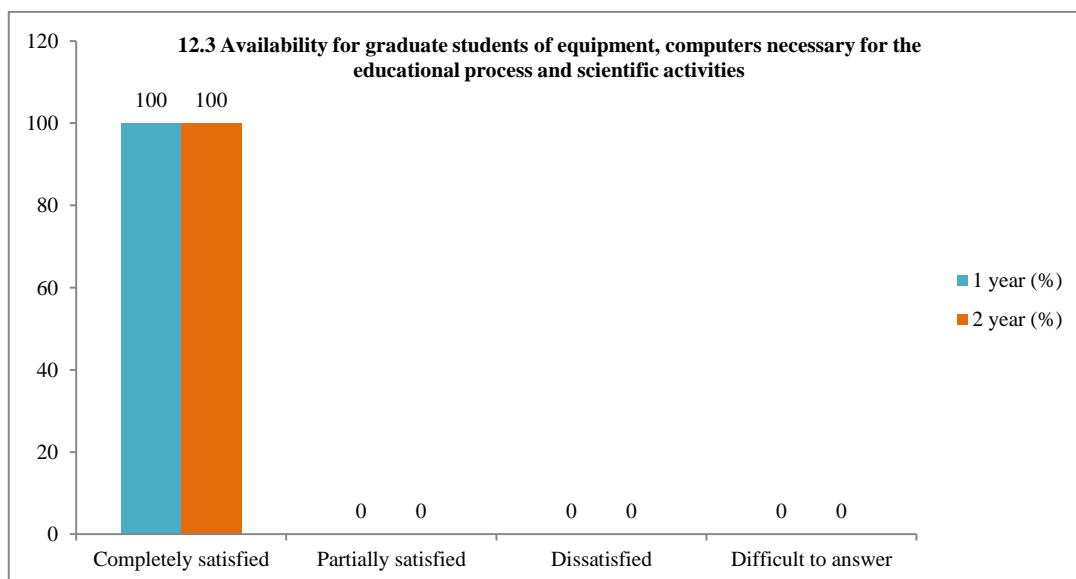
## 12.2 Material and technical support for applied scientific research

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

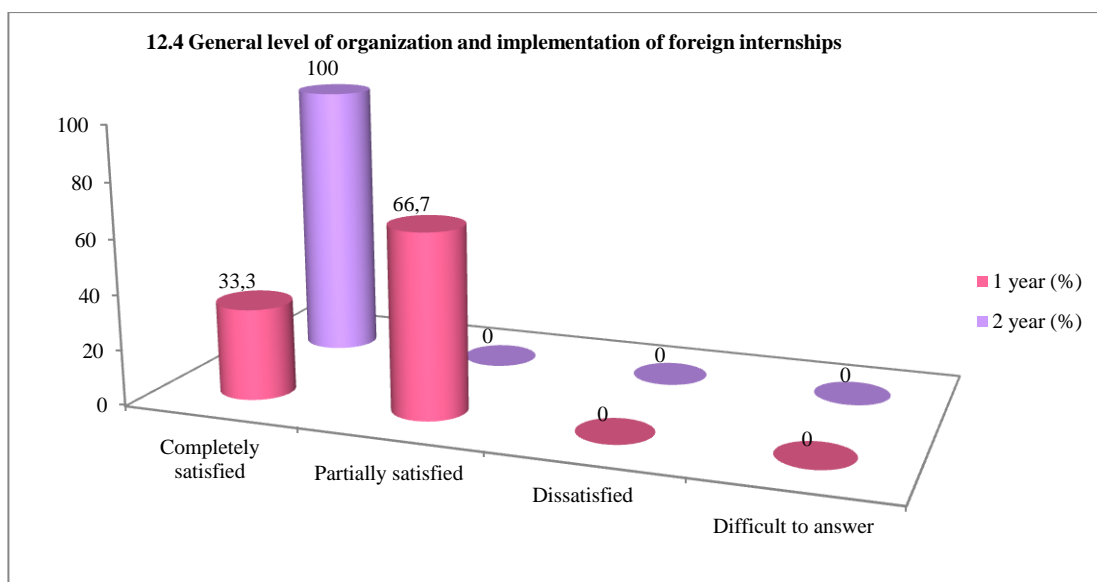
Answer options	1 year (%)	2 year (%)
Completely satisfied	100	100
Partially satisfied	-	-
Dissatisfied	-	-
Difficult to answer	-	-





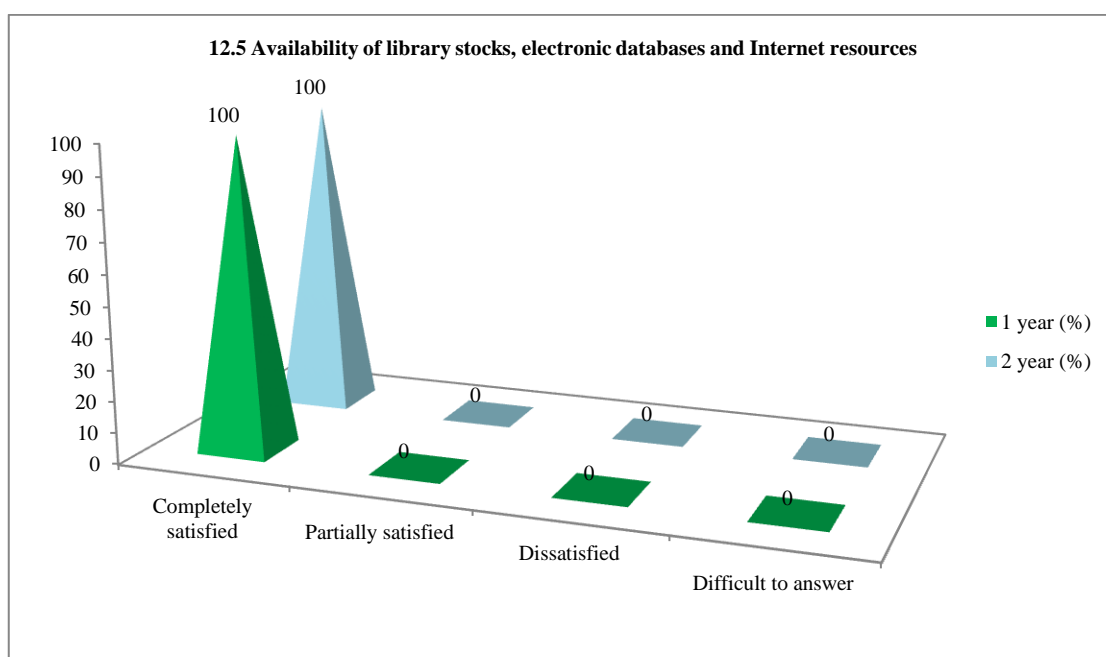
## 12.4 General level of organization and implementation of foreign internships

Answer options	1 year (%)	2 year (%)
Completely satisfied	33,3	100
Partially satisfied	66,7	-
Dissatisfied	-	-
Difficult to answer	-	-



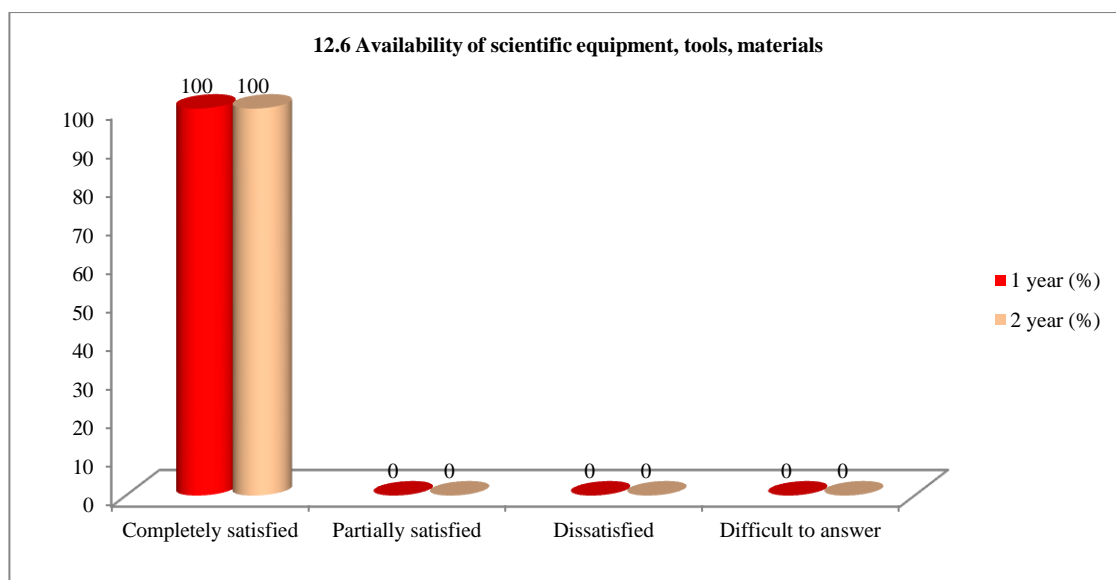
## 12.5 Availability of library stocks, electronic databases and Internet resources

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



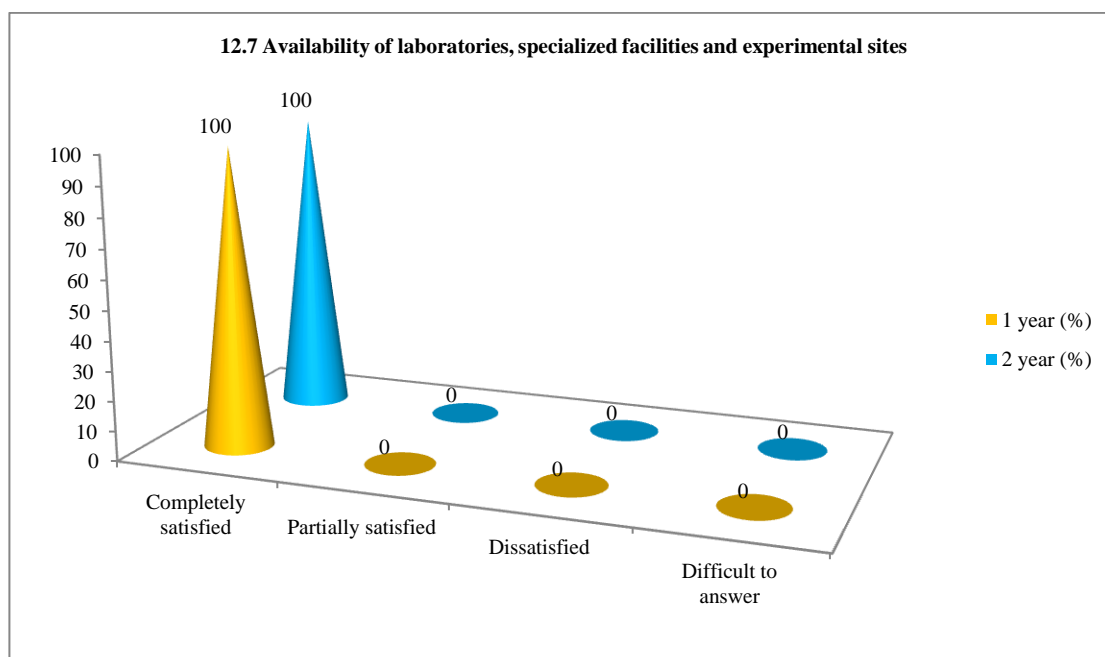
## 12.6 Availability of scientific equipment, tools, materials

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	-	-

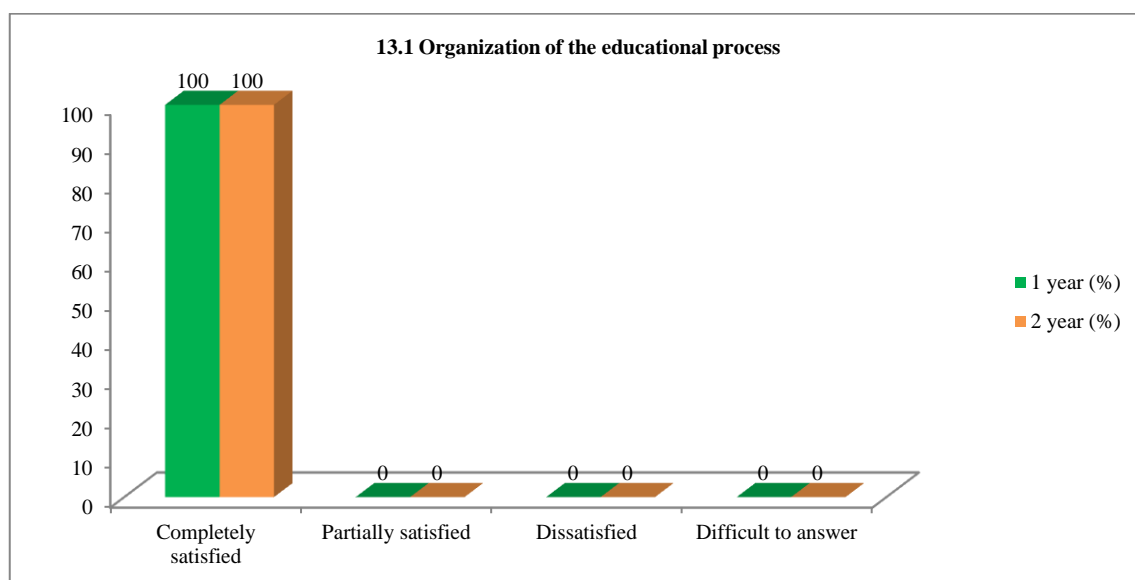


### 13. Are you satisfied with?

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

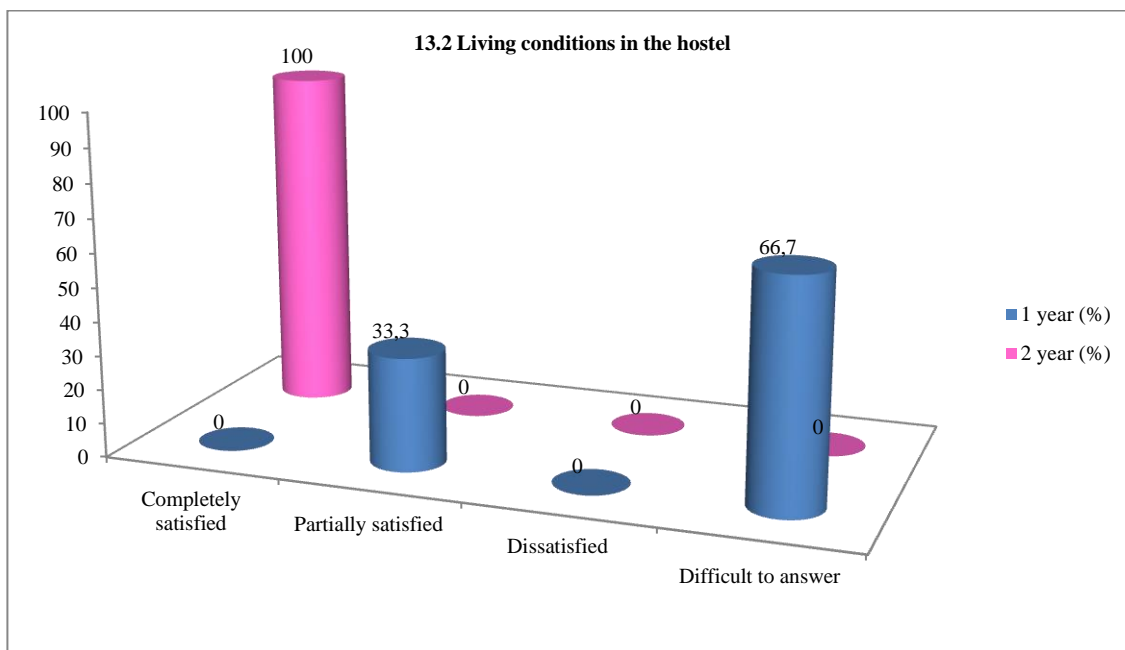
#### 13.1 Organization of the educational process

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



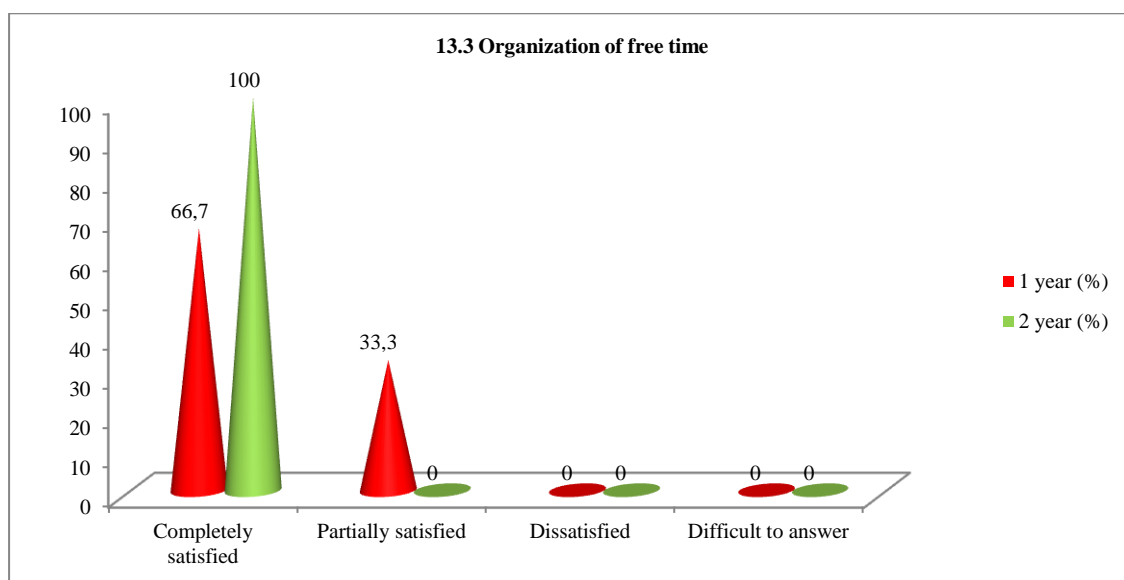
#### 13.2 Living conditions in the hostel

Answer options	1 year (%)	2 year (%)
Completely satisfied	-	100
Partially satisfied	33,3	-
Dissatisfied	-	-
Difficult to answer	66,7	-



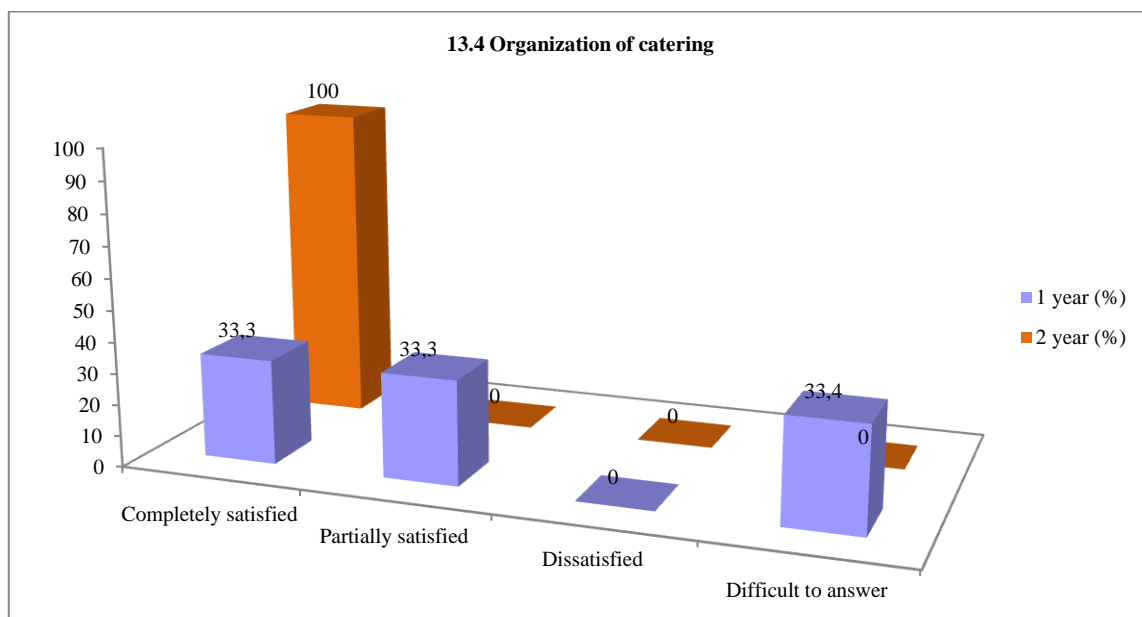
### 13.3 Organization of free time

Answer options	1 year (%)	2 year (%)
Completely satisfied	66,7	100
Partially satisfied	33,3	-
Dissatisfied	-	-
Difficult to answer	-	-



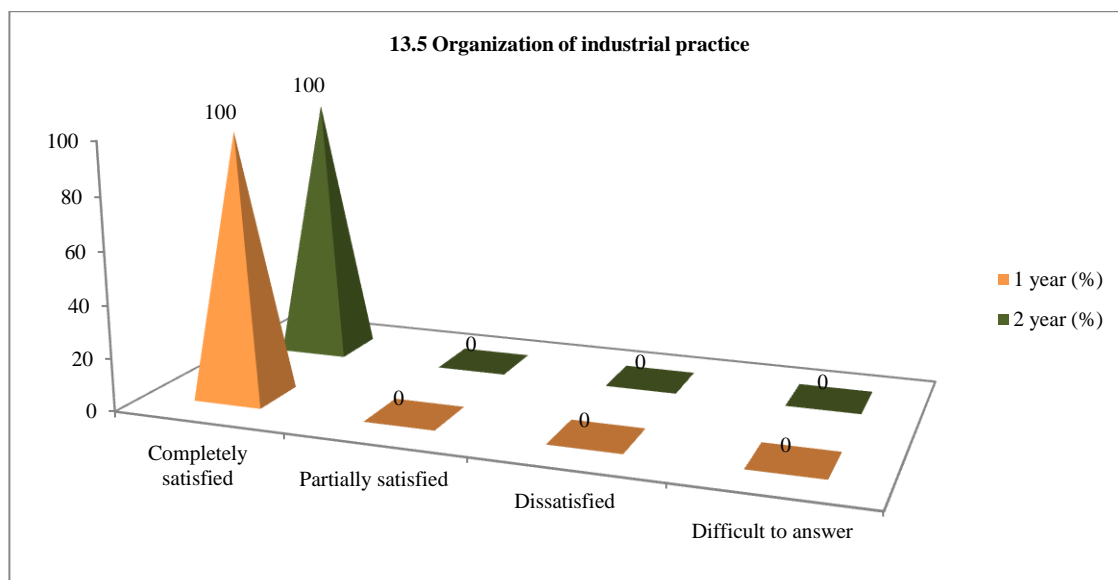
### 13.4 Organization of catering

Answer options	1 year (%)	2 year (%)
Completely satisfied	33,3	100
Partially satisfied	33,3	-
Dissatisfied	-	-
Difficult to answer	33,4	-



### 13.5 Organization of industrial practice

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



### Conclusions on the results of the survey:

*The main factors* that determine the choice of studying in a master's program at the University are rated as follows:

- the University prestige (58.3%);
- high quality of education (50%);
- leading scientists among the faculty (45%);

- continuing education at the previous University (33.3%);
- a wide choice of specialties (29.2%);
- proximity to the family's place of residence (25%).

*Additional factors:* availability of budget places, acceptable tuition fees and the ability to easily find a job with a diploma from this University also influence the choice of a master's degree.

*Satisfaction with the availability of information:*

- average level of satisfaction: 100%
- meaning: a very high level of satisfaction indicates the availability and satisfactory nature of information, which helps master's degree students effectively plan their educational activities.

*Assessment of the teaching staff of the master's program:* 100% of master's degree students rated the level of knowledge, professionalism, objectivity, pedagogical skills and methods of the teachers as "very high" and "high".

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

- 41.6% of master 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 students;
- 16.6% 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;
- 25% of master students do not participate at all, however, self-critically assessing their efforts, they believe that they could not have coped without the main help of their scientific supervisor.
- 16.7% of master students find it difficult to answer whose initiative was greater: theirs or their supervisor's.

*Satisfaction with the assistance of the scientific supervisor:*

- satisfaction level: 100% completely
- meaning: high level of satisfaction of master students with the quality of support from the scientific supervisor.

*Indicators of the high scientific level of the University:*

1. Modern material and technical base and: 75%;
2. Strong teaching staff
2. Involvement in research projects: 70.8%;
3. Participation in international research projects: 45.8%;
4. Availability of publications of the University staff in international journals: 29.2%;
5. Work of famous foreign scientists at the University: 25%.

*Publication of scientific papers:*

- active participation: 72.9% of master students
- meaning: average level of involvement in the scientific community and desire to disseminate research results.

The analysis revealed that 54.2% of master students published scientific articles in Kazakhstan and foreign publications during their educational activities. This indicator indicates a high degree of involvement of master students in scientific research activities.

*Foreign language proficiency level:*

- different levels of proficiency: 100% of master students

- meaning: proficiency in a foreign language from a basic level to complete freedom of expression.

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

- scientific research work of the department (design, experimental design, technological, etc.) as a full participant: 66.6%.

- writing scientific articles: 66.6%.

- participation with reports at conferences and seminars: 83.3%.

- preparation of research reports, essays: 83.3%.

*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 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.

*Satisfaction of master students with the quality of educational services:*

1. Organization of the educational process and industrial practice: 100%.

2. Organization of free time: 100%.

3. Organization of catering: 83.3%.

4. Living conditions in the hostel: 66.6%.

*Overall assessment:*

Postgraduates highly value the research and learning opportunities, which is reflected in their overall satisfaction with the services and support provided by the university.

The overall satisfaction of Mine Surveying postgraduates with educational services is **84,7%**, which indicates a high level of student satisfaction overall, 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](mailto:cqma@ktu.edu.kz).