

Report on the results of the questionnaire
«Satisfaction of master's students with educational services»
2024-2025 academic year
according to the educational program
7M07206 Mineral processing

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.

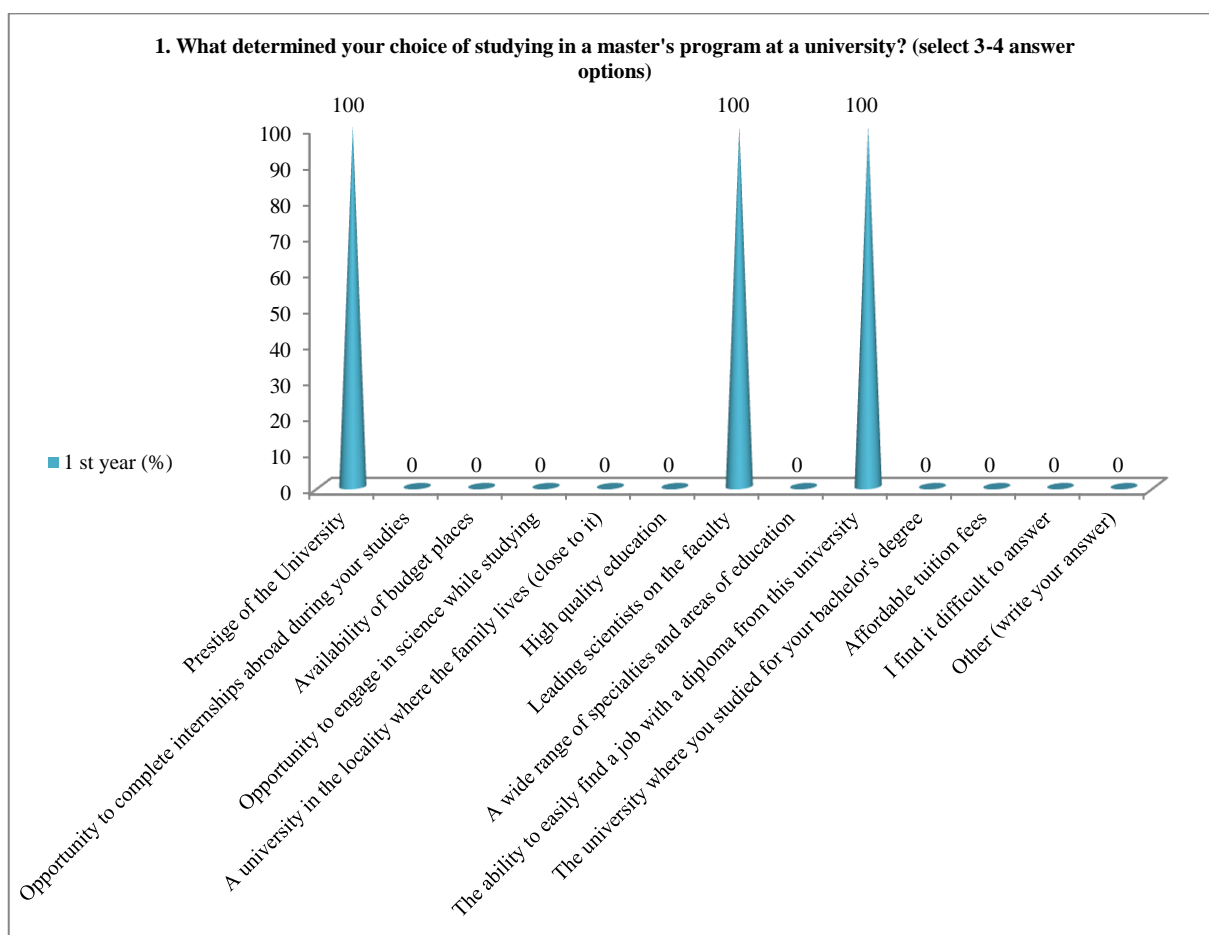
Two respondents took part in the questionnaire, which constituted 50% of the total number of master's students.

The following data were obtained during the questionnaire:

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

Answer options	1 st year (%)
Prestige of the University	100
Opportunity to complete internships abroad during your studies	-
Availability of budget places	-
Opportunity to engage in science while studying	-
A university in the locality where the family lives (close to it)	-
High quality education	-
Leading scientists on the faculty	100
A wide range of specialties and areas of education	-
The ability to easily find a job with a diploma from this university	100
The university where you studied for your bachelor's degree	-
Affordable tuition fees	-
I find it difficult to answer	-
Other (write your answer)	-

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



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

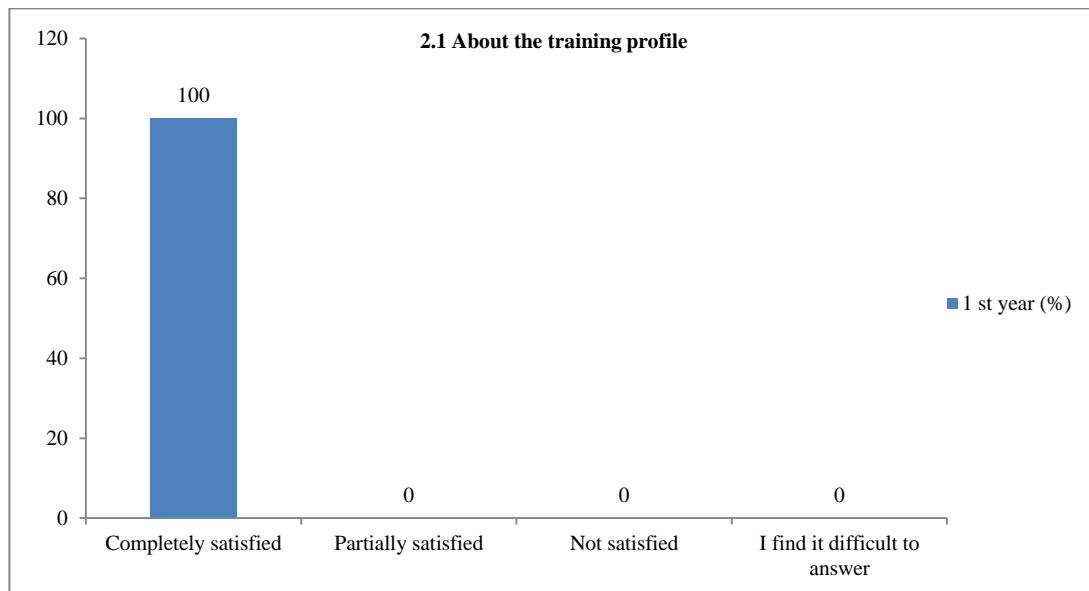
2.1 About the training profile
2.2 Characteristics of the professional activities of a master's student
2.3 List of developing competencies of a master's degree graduate
2.4 List of master's students' practice bases
2.5 Information about scientific supervisors

Other (write your answer) _____

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

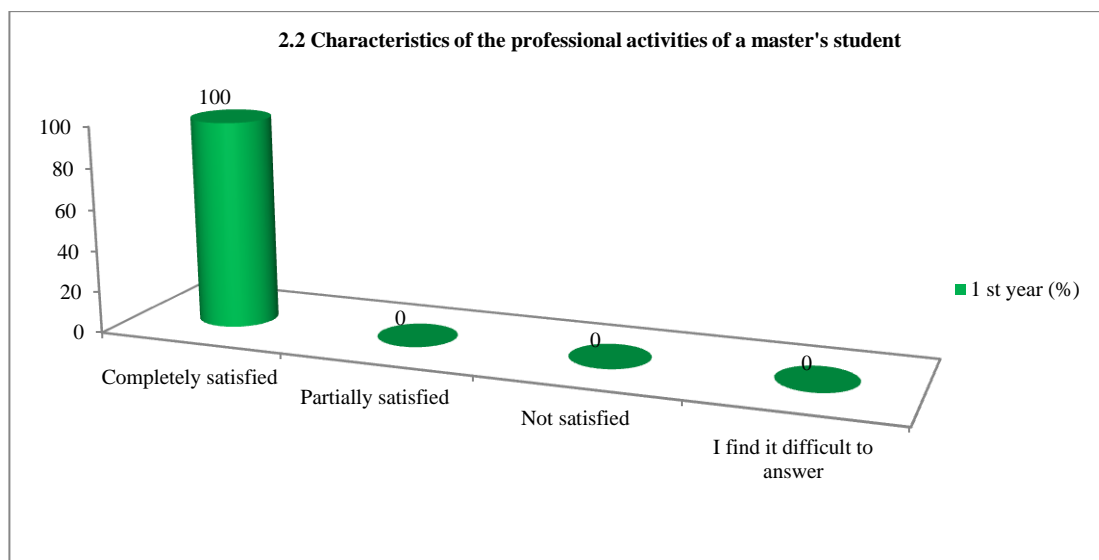
2.1 About the training profile

Answer options	1 st year (%)
Completely satisfied	100
Partially satisfied	-
Not satisfied	-
I find it difficult to answer	-



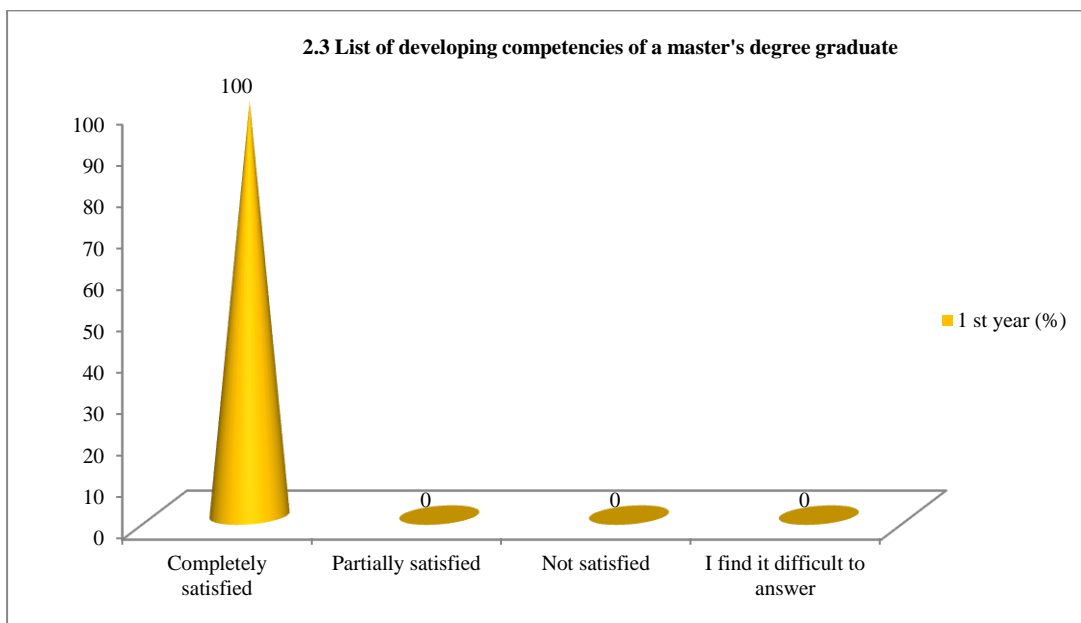
2.2 Characteristics of the professional activities of a master's student

Answer options	1 st year (%)
Completely satisfied	100
Partially satisfied	-
Not satisfied	-
I find it difficult to answer	-



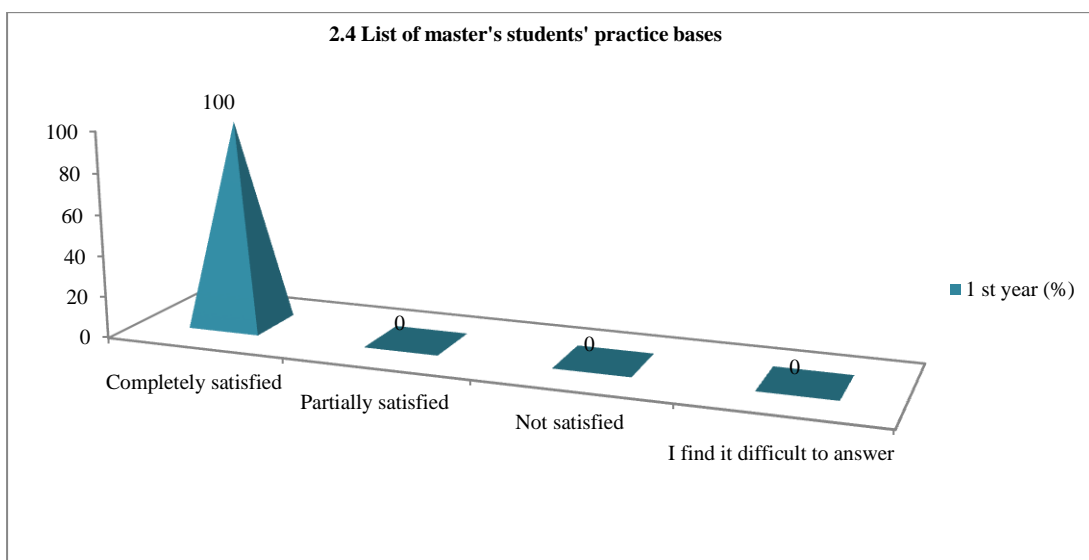
2.3 List of developing competencies of a master's degree graduate

Answer options	1 st year (%)
Completely satisfied	100
Partially satisfied	-
Not satisfied	-
I find it difficult to answer	-



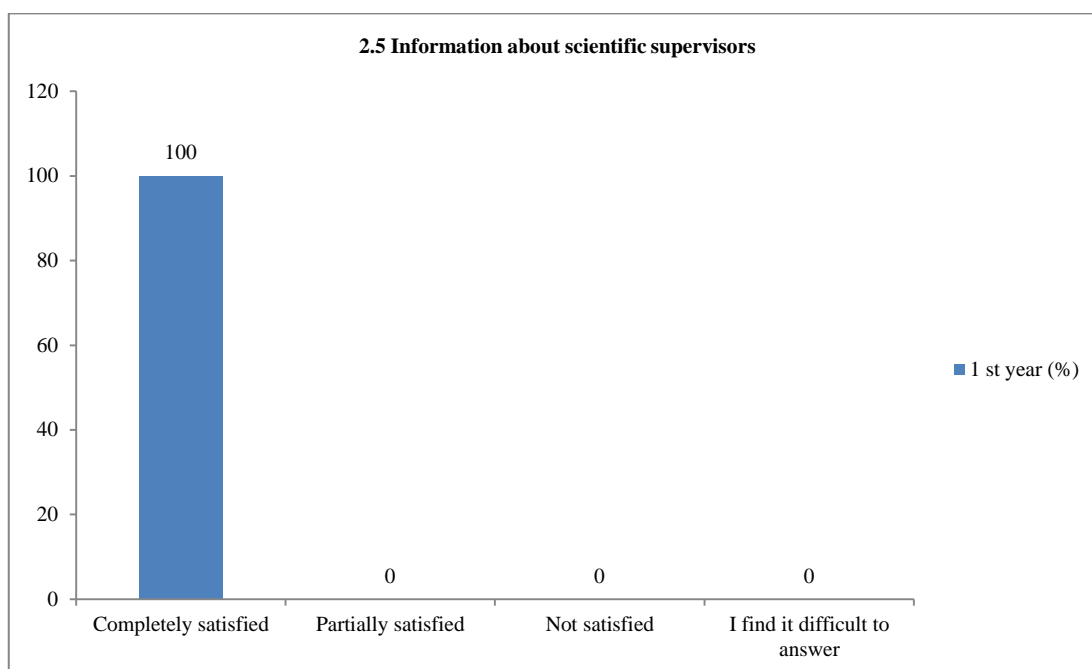
2.4 List of master's students' practice bases

Answer options	1 st year (%)
Completely satisfied	100
Partially satisfied	-
Not satisfied	-
I find it difficult to answer	-



2.5 Information about scientific supervisors

Answer options	1 st year (%)
Completely satisfied	100
Partially satisfied	-
Not satisfied	-
I find it difficult to answer	-



3. How would you generally assess the teaching staff of your master's programme?

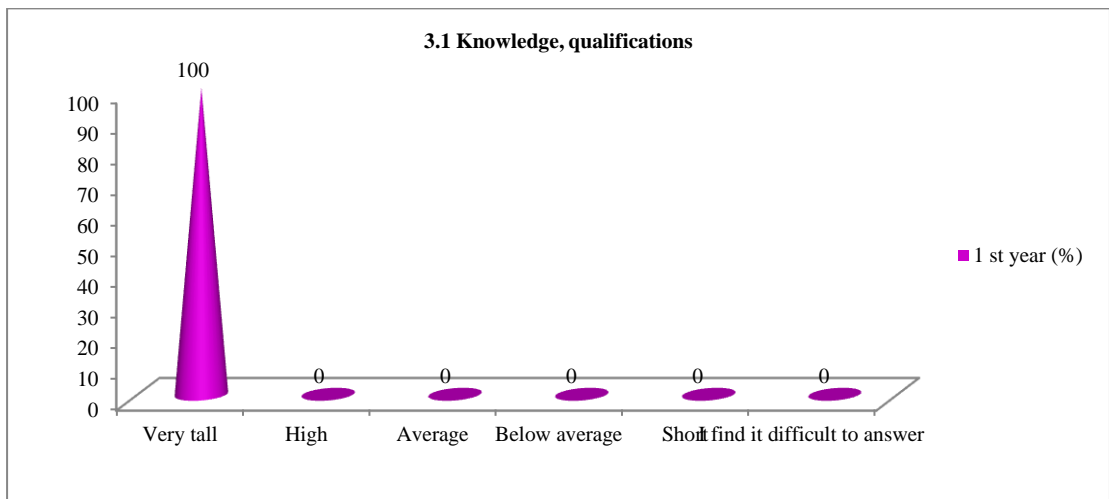
3.1 Knowledge, qualifications
3.2 Pedagogical qualities.
3.3 Objectivity and impartiality of assessments
3.4 Teaching methods used

Other (write your answer)_____

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

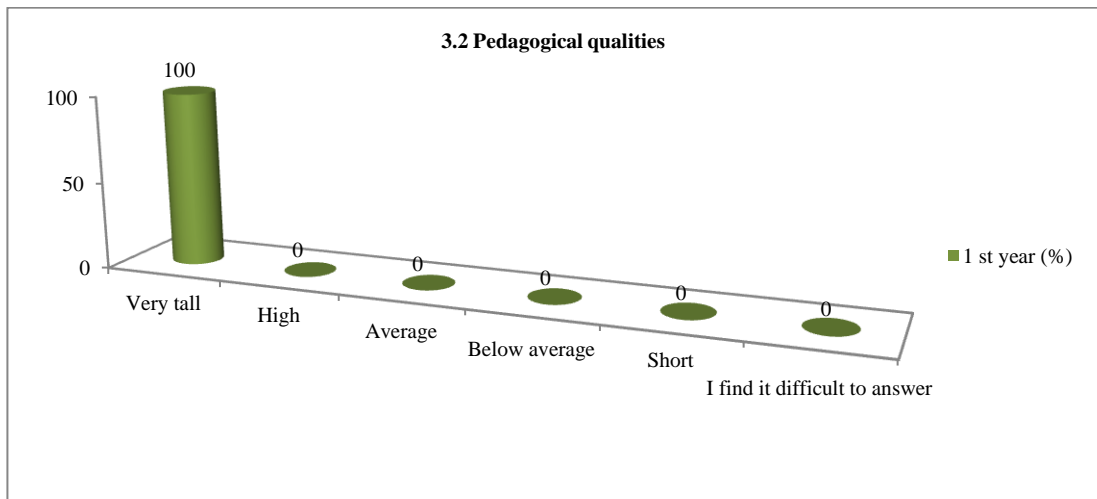
3.1 Knowledge, qualifications

Answer options	1 st year (%)
Very tall	100
High	-
Average	-
Below average	-
Short	-
I find it difficult to answer	-



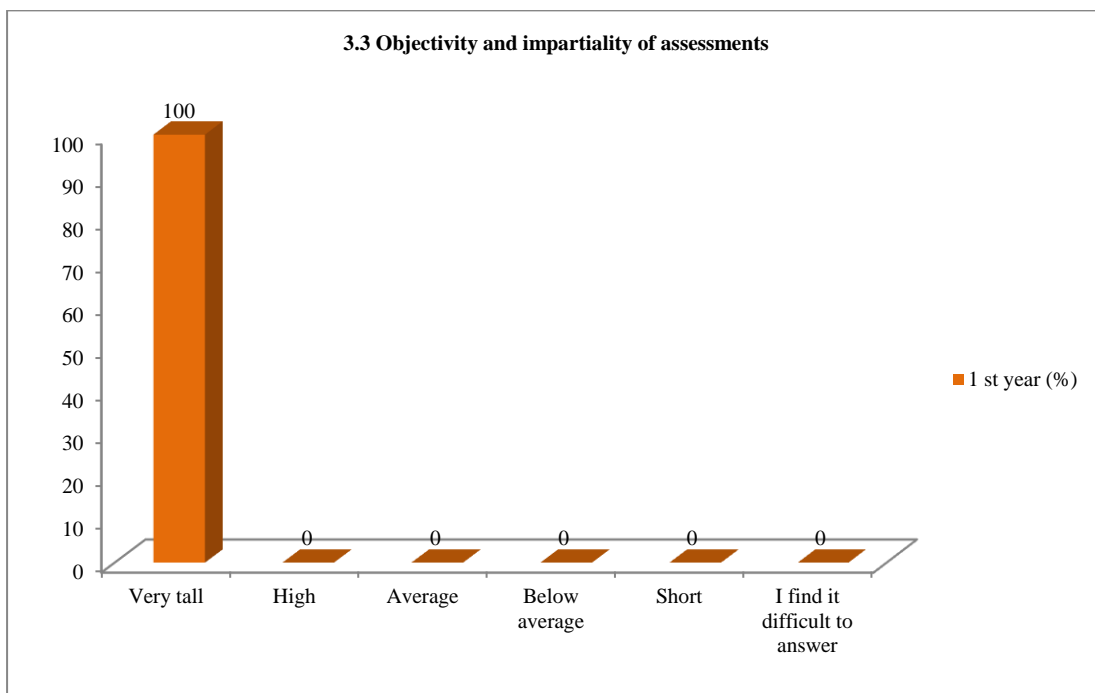
3.2 Pedagogical qualities

Answer options	1 st year (%)
Very tall	100
High	-
Average	-
Below average	-
Short	-
I find it difficult to answer	-



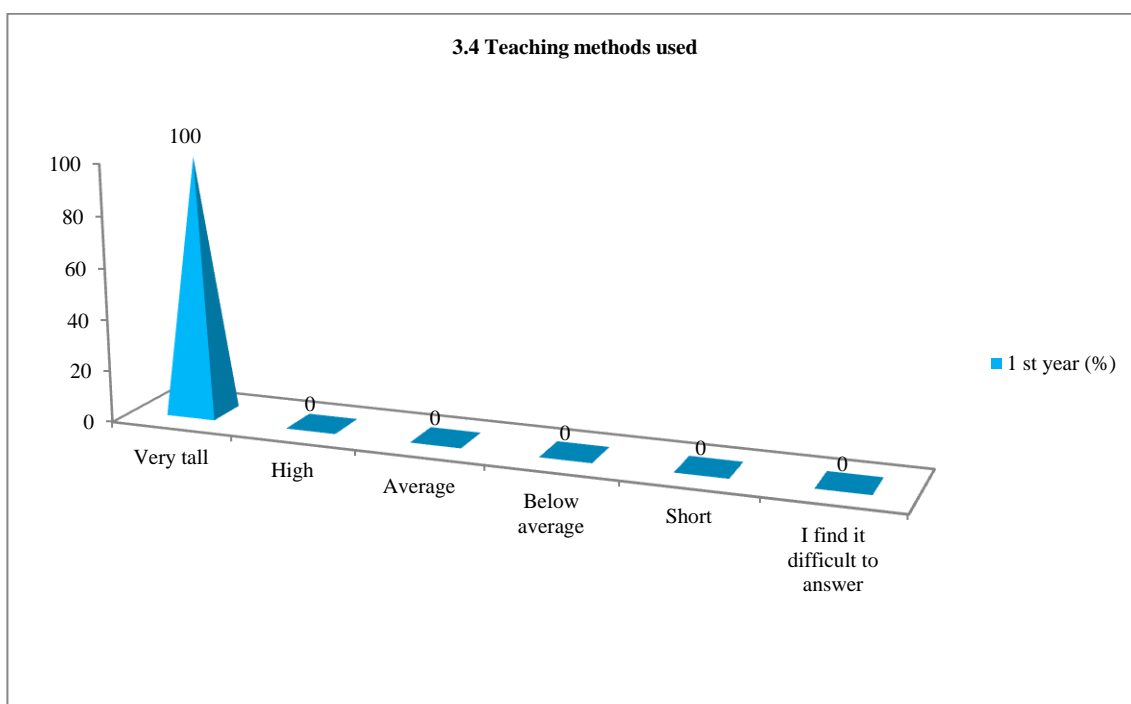
3.3 Objectivity and impartiality of assessments

Answer options	1 st year (%)
Very tall	100
High	-
Average	-
Below average	-
Short	-
I find it difficult to answer	-



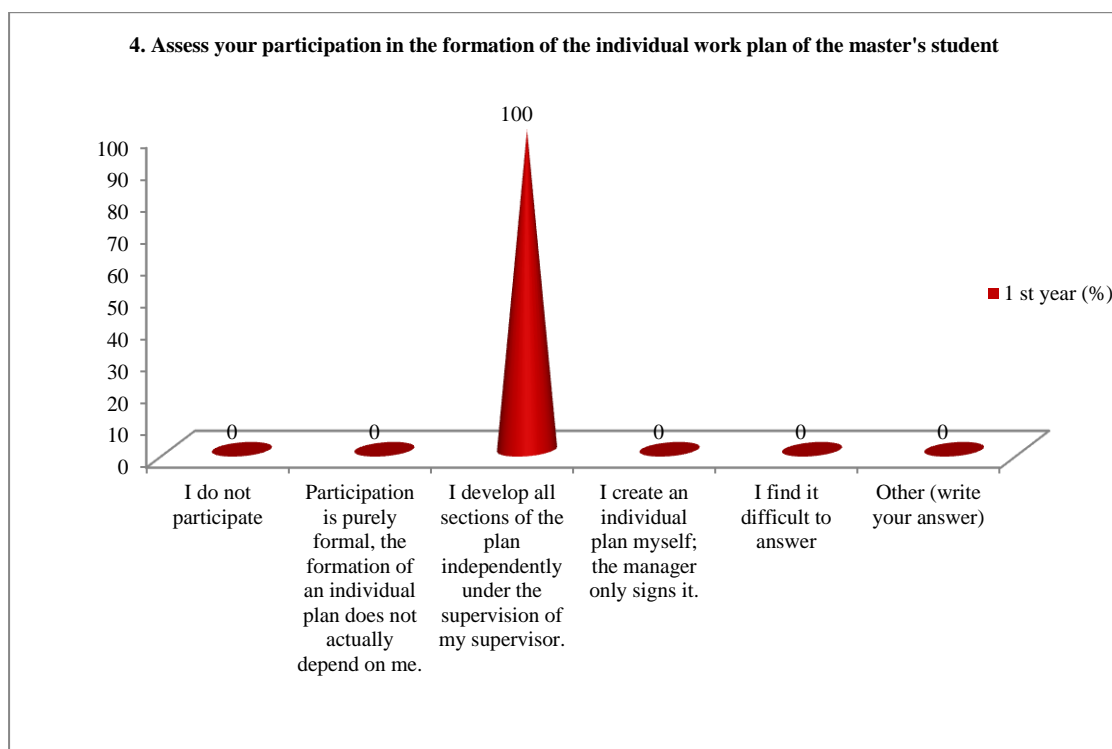
3.4 Teaching methods used

Answer options	1 st year (%)
Very tall	100
High	-
Average	-
Below average	-
Short	-
I find it difficult to answer	-



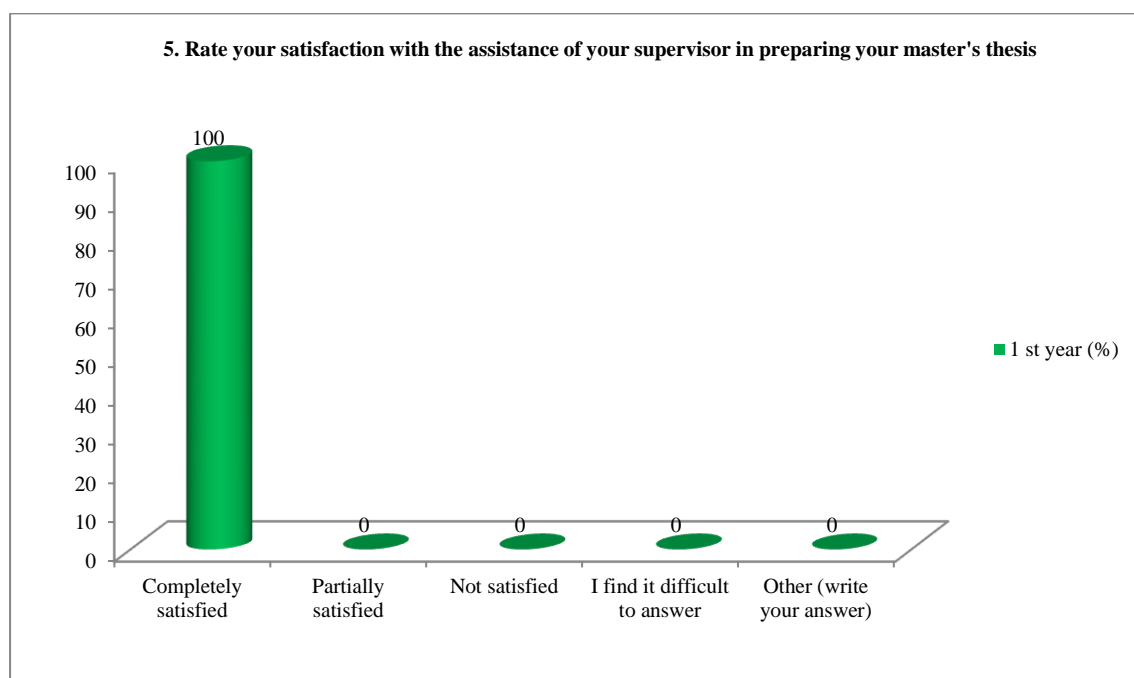
4. Assess your participation in the formation of the individual work plan of the master's student

Answer options	1 st year (%)
I do not participate	-
Participation is purely formal, the formation of an individual plan does not actually depend on me.	-
I develop all sections of the plan independently under the supervision of my supervisor.	100
I create an individual plan myself; the manager 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

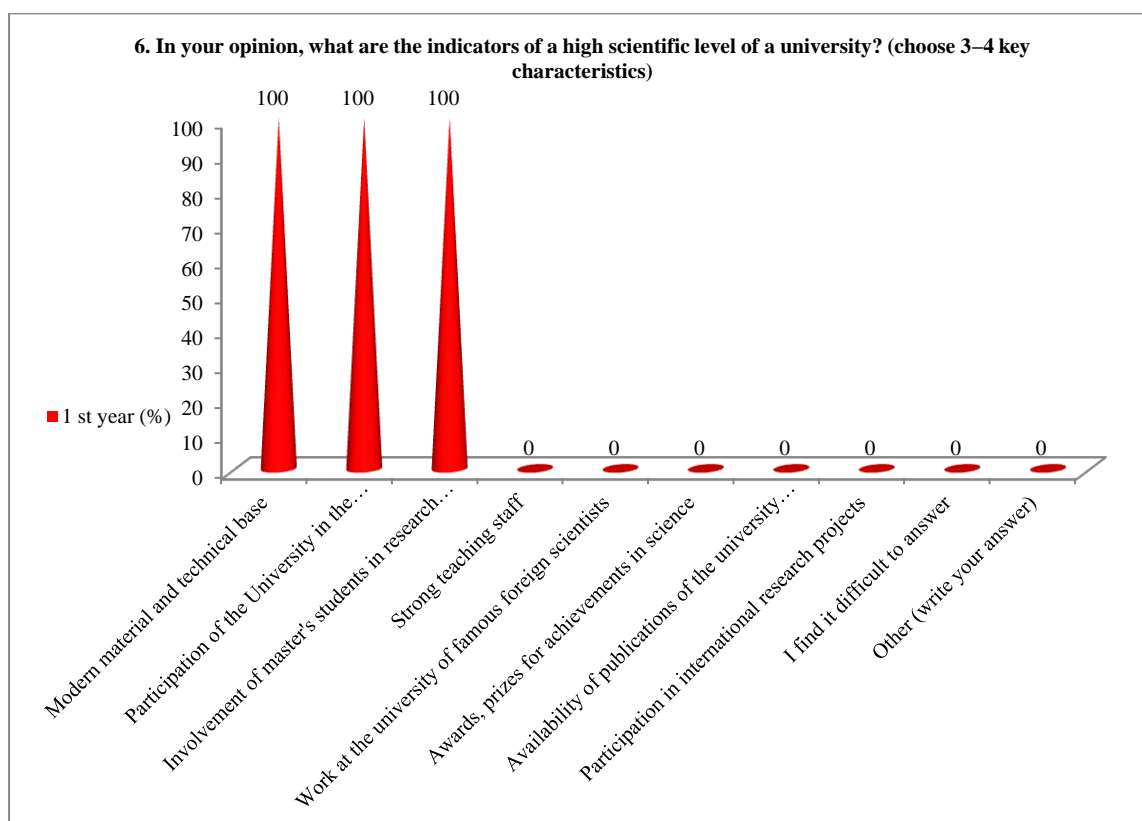
Answer options	1 st year (%)
Completely satisfied	100
Partially satisfied	-
Not satisfied	-
I find it difficult to answer	-
Other (write your answer)	-



6. In your opinion, what are the indicators of a high scientific level of a university? (choose 3–4 key characteristics)

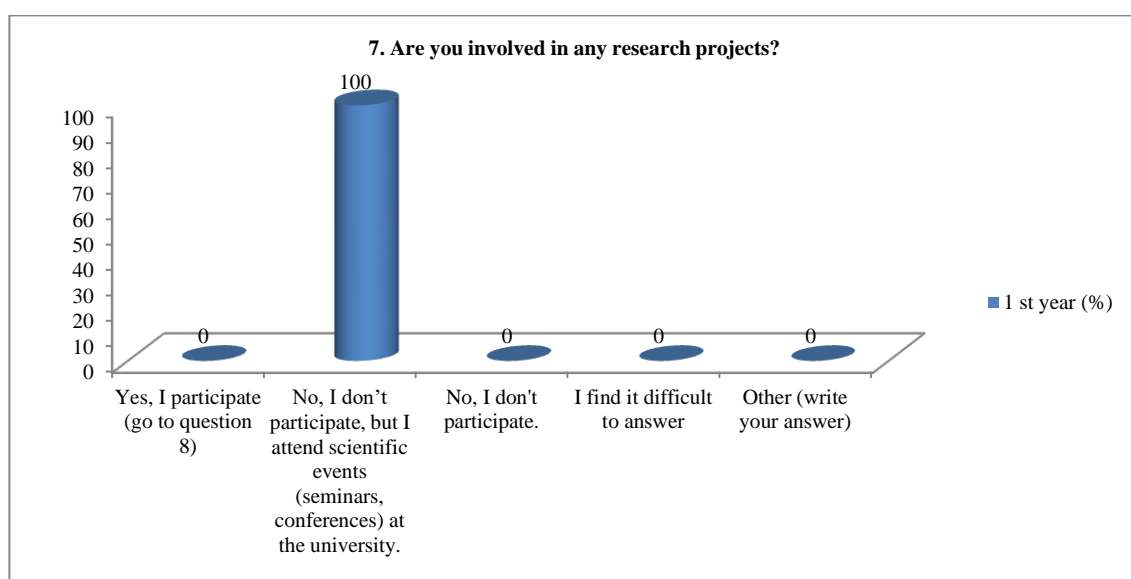
Answer options	1 st year (%)
Modern material and technical base	100
Participation of the University in the development of target programs for the socio-economic development of the region, cities, and enterprises	100
Involvement of master's students in research projects	100
Strong teaching staff	-
Work at the university of famous foreign scientists	-
Awards, prizes for achievements in science	-
Availability of publications of the university staff 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, since several answer options were supposed to be selected*



7. Are you involved in any research projects?

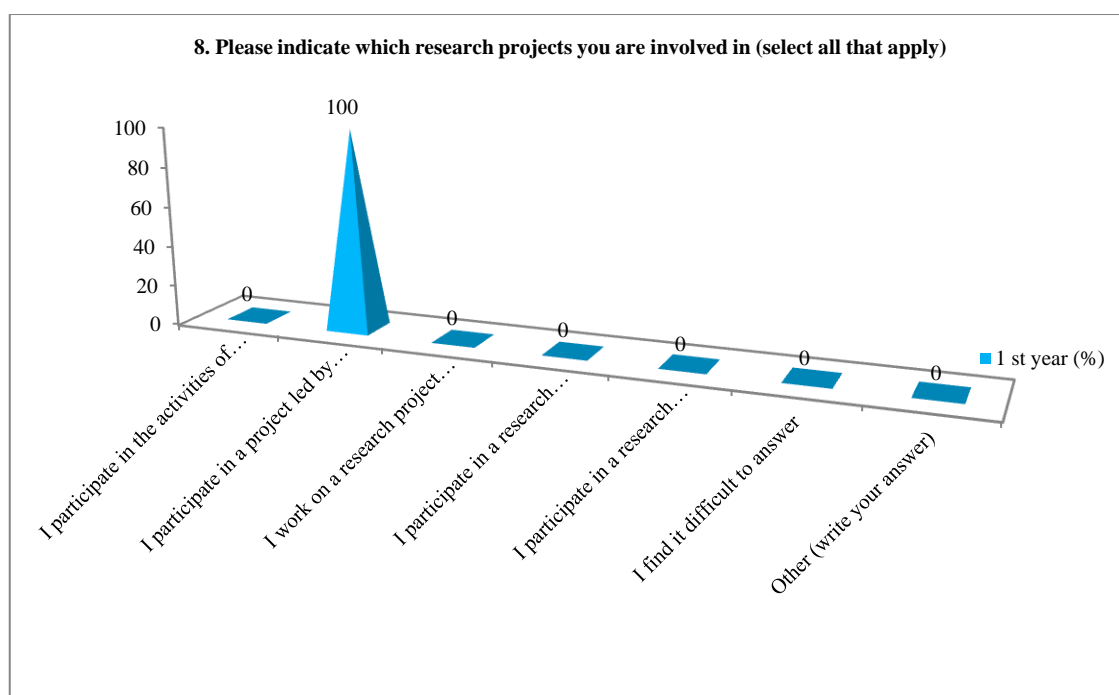
Answer options	1 st year (%)
Yes, I participate (go to question 8)	-
No, I don't participate, but I attend scientific events (seminars, conferences) at the university.	100
No, I don't participate.	-
I find it difficult to answer	-
Other (write your answer)	-



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

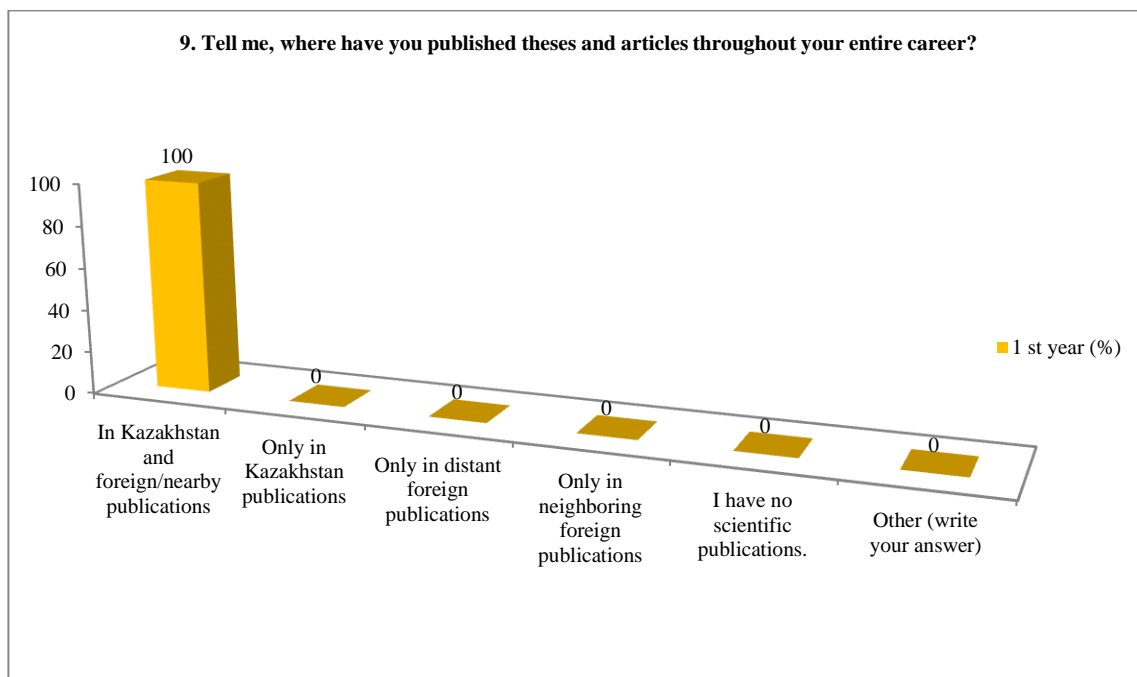
Answer options	1 st year (%)
I participate in the activities of scientific departments at my university	-
I participate in a project led by my supervisor/another teacher.	100
I work on a research project with friends.	-
I participate in a research project at another university.	-
I participate in a research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



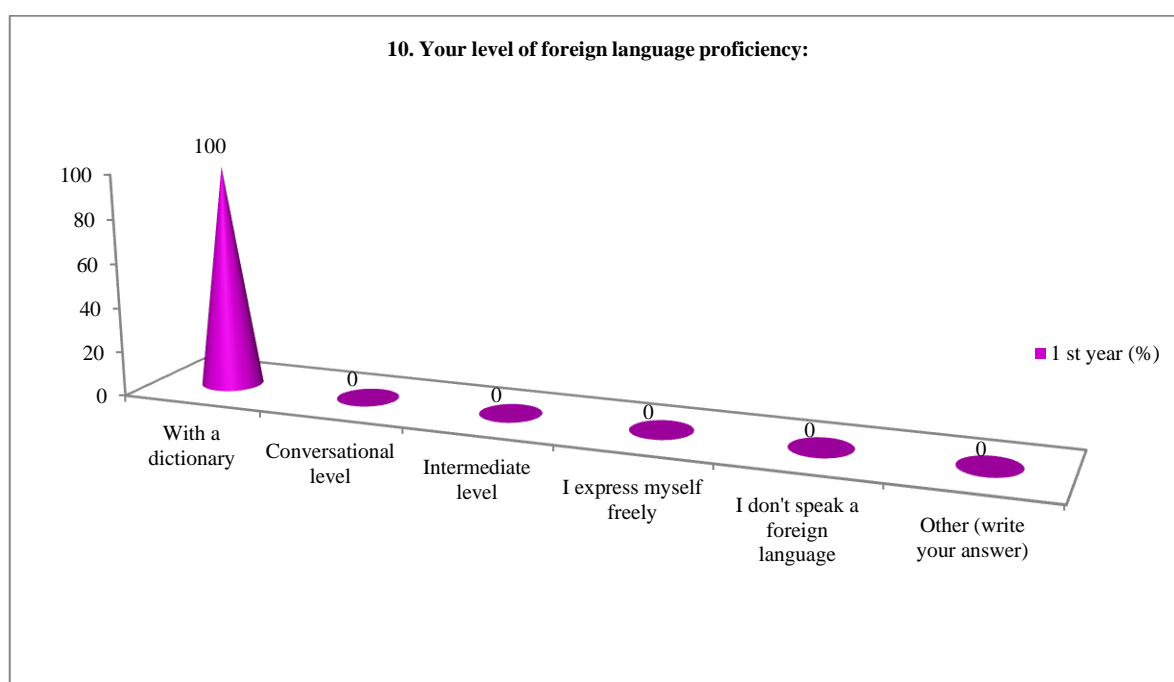
9. Tell me, where have you published theses and articles throughout your entire career?

Answer options	1 st year (%)
In Kazakhstan and foreign/nearby publications	100
Only in Kazakhstan publications	-
Only in distant foreign publications	-
Only in neighboring foreign publications	-
I have no scientific publications.	-
Other (write your answer)	-



10. Your level of foreign language proficiency:

Answer options	1 st year (%)
With a dictionary	100
Conversational level	-
Intermediate level	-
I express myself freely	-
I don't speak a foreign language	-
Other (write your answer)	-



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

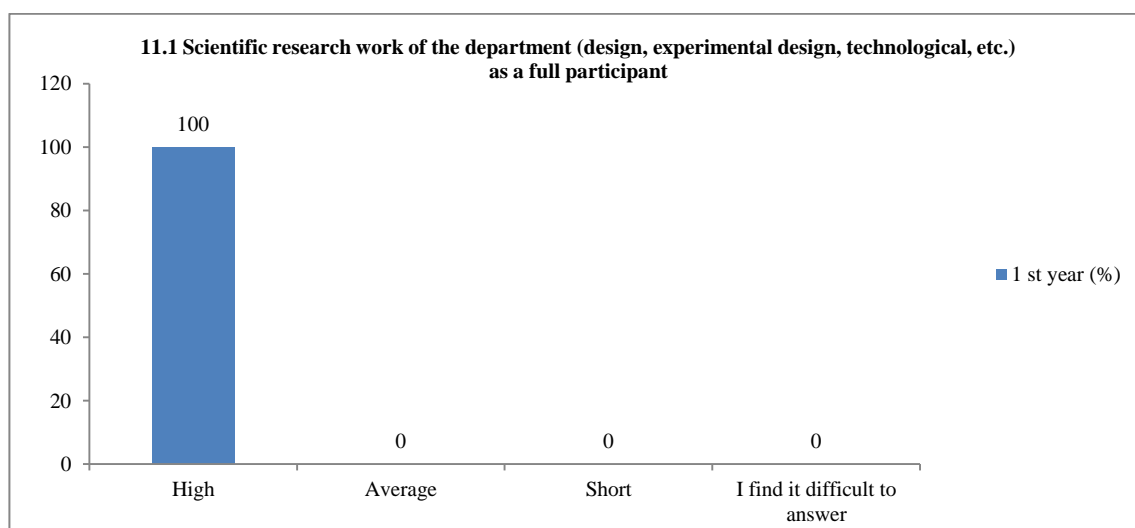
11.1 Research work of the department (design, experimental design, technological, etc.) as a full participant
11.2 Writing scientific articles
11.3 Participation with reports at conferences and seminars
11.4 Preparation of reports on scientific research work and abstracts

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

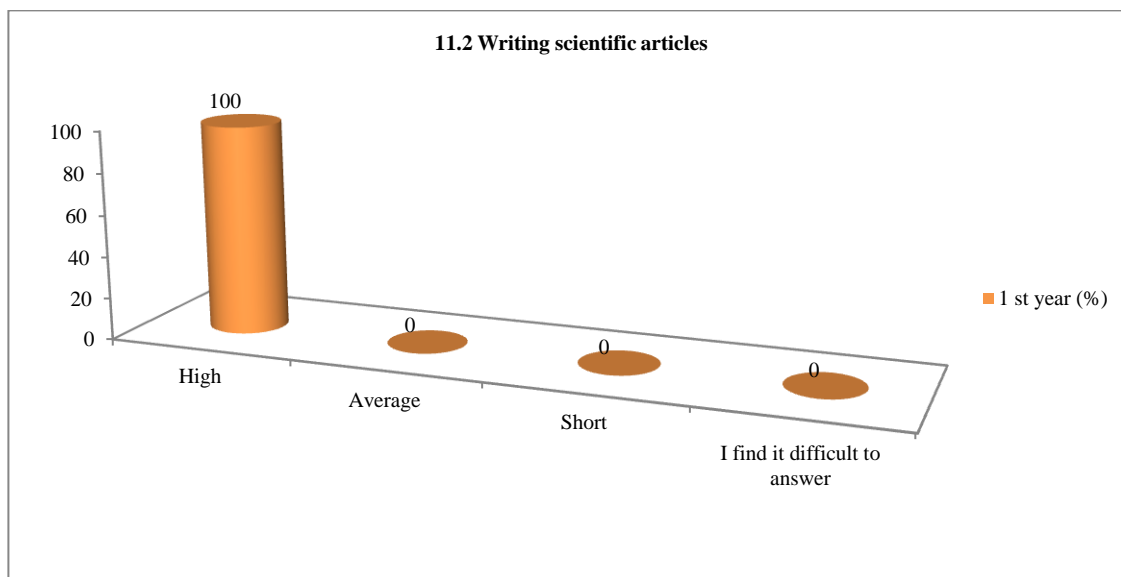
11.1 Scientific research work of the department (design, experimental design, technological, etc.) as a full participant

Answer options	1 st year (%)
High	100
Average	-
Short	-
I find it difficult to answer	-



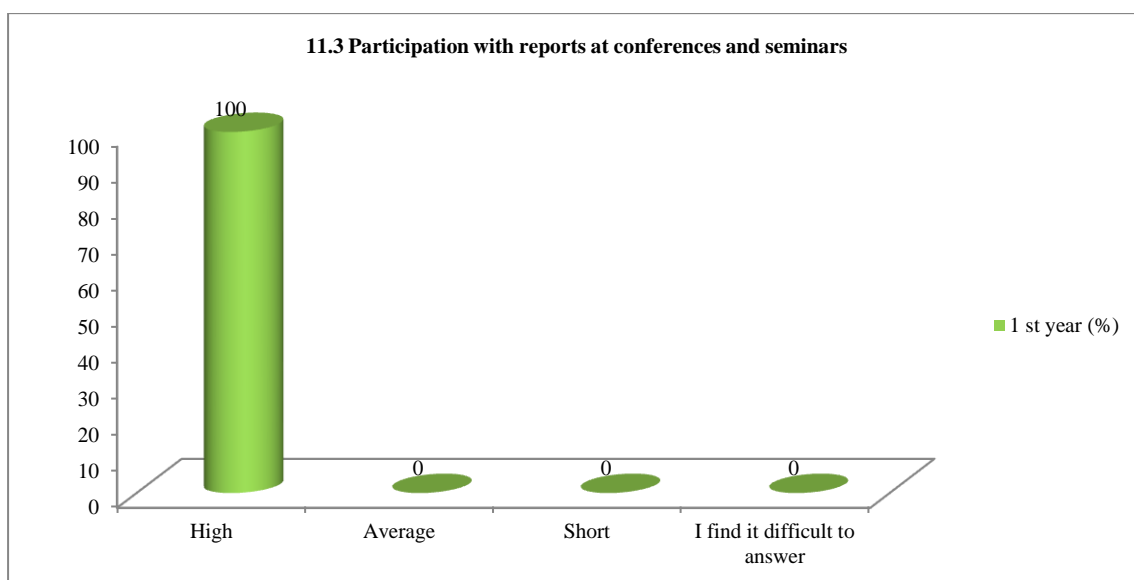
11.2 Writing scientific articles

Answer options	1 st year (%)
High	100
Average	-
Short	-
I find it difficult to answer	-



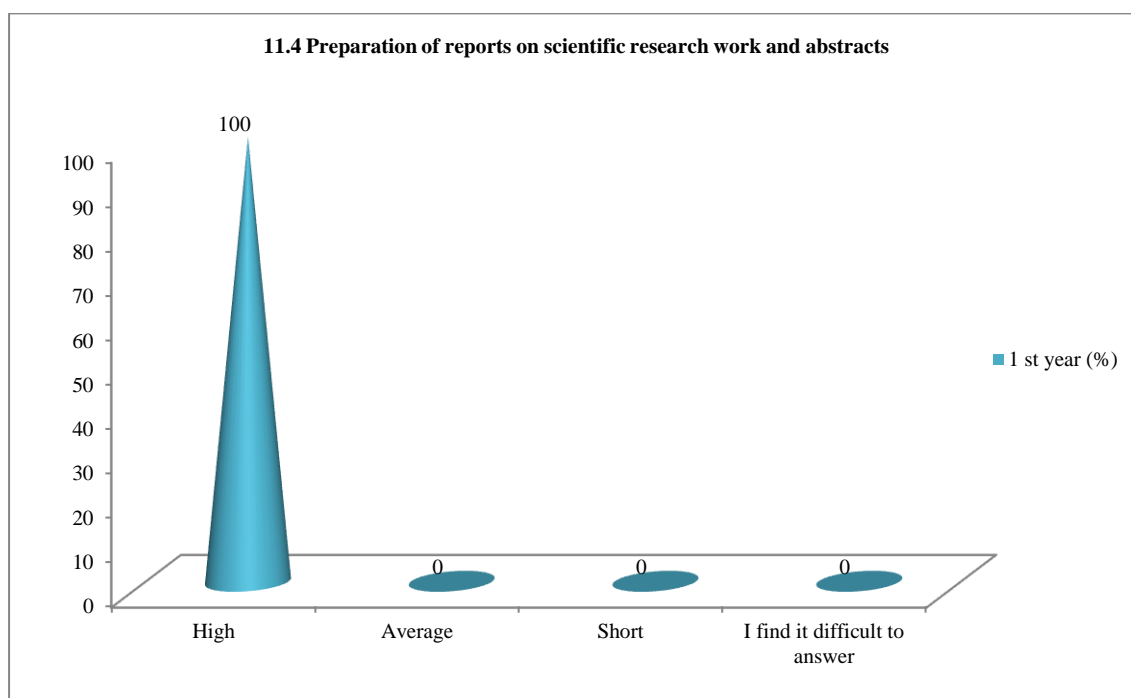
11.3 Participation with reports at conferences and seminars

Answer options	1 st year (%)
High	100
Average	-
Short	-
I find it difficult to answer	-



11.4 Preparation of reports on scientific research work and abstracts

Answer options	1 st year (%)
High	100
Average	-
Short	-
I find it difficult to answer	-



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

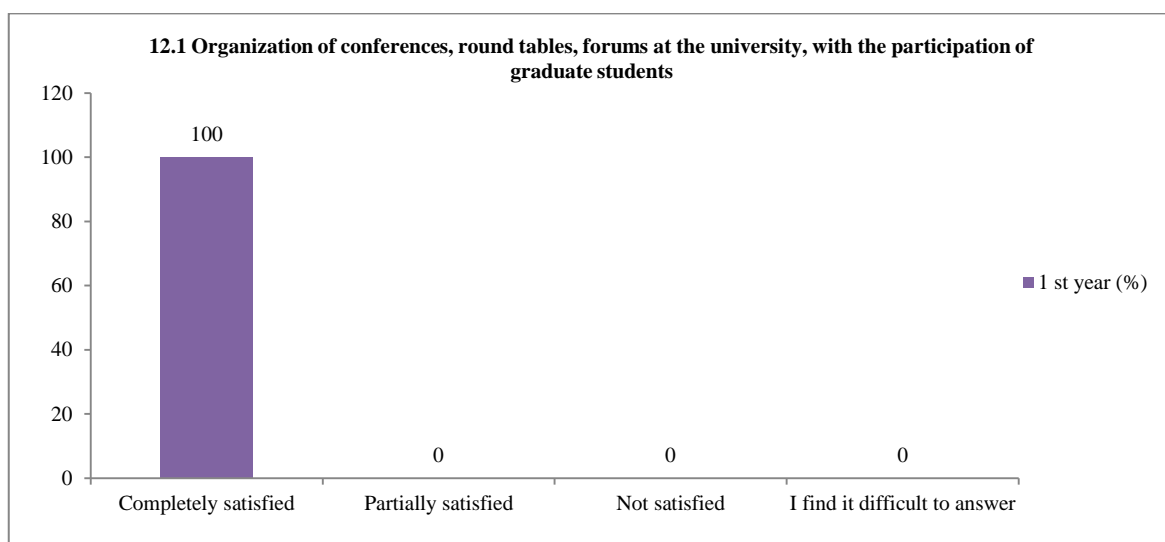
12.1 Organization of conferences, round tables, forums at the university, with the participation of graduate students
12.2 Logistics support for applied scientific research
12.3 Accessibility for master's students of technology, computers necessary for the educational process and scientific activities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

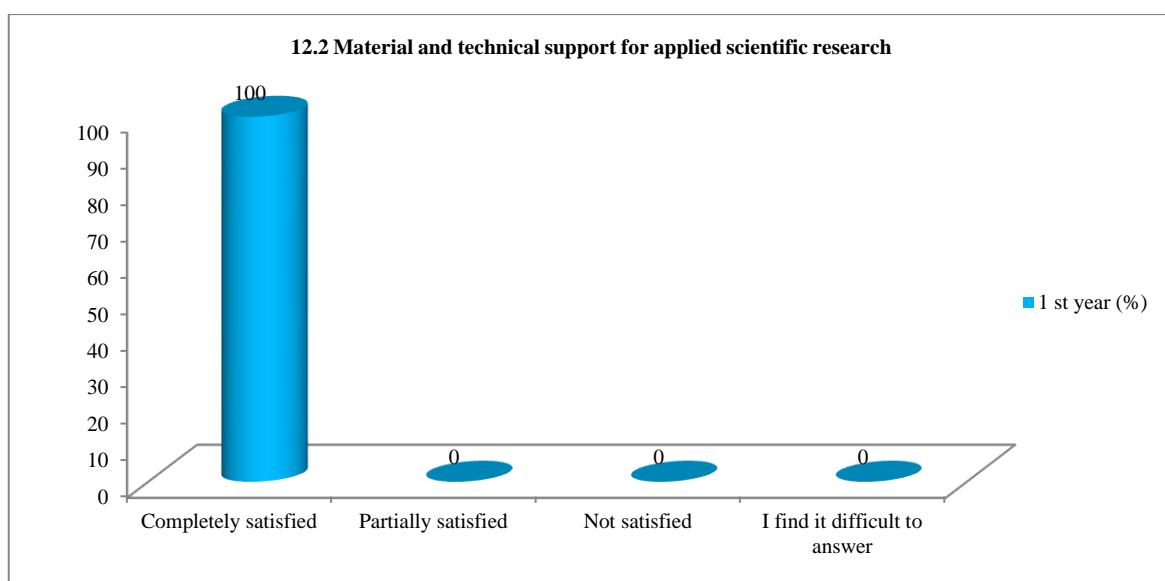
12.1 Organization of conferences, round tables, forums at the university, with the participation of graduate students

Answer options	1 st year (%)
Completely satisfied	100
Partially satisfied	-
Not satisfied	-
I find it difficult to answer	-



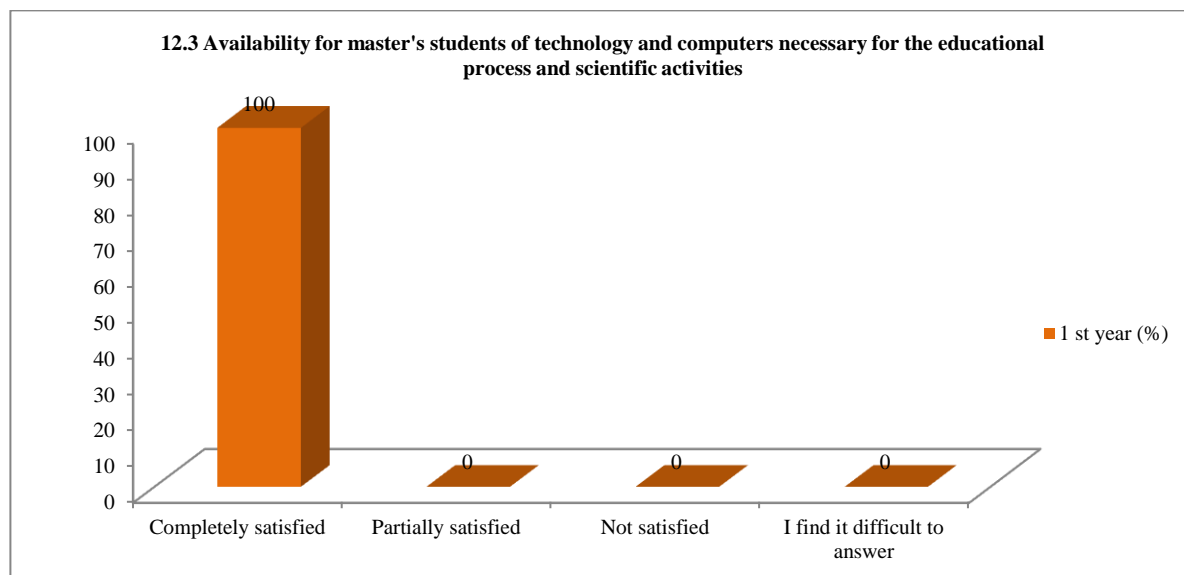
12.2 Material and technical support for applied scientific research

Answer options	1 st year (%)
Completely satisfied	100
Partially satisfied	-
Not satisfied	-
I find it difficult to answer	-



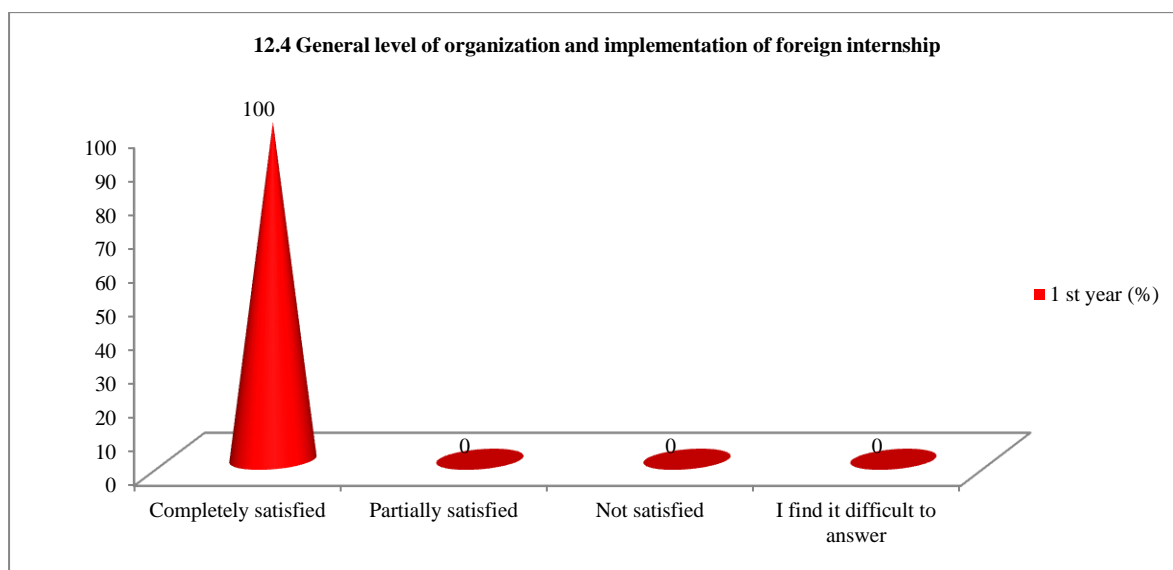
12.3 Availability for master's students of technology and computers necessary for the educational process and scientific activities

Answer options	1 st year (%)
Completely satisfied	100
Partially satisfied	-
Not satisfied	-
I find it difficult to answer	-



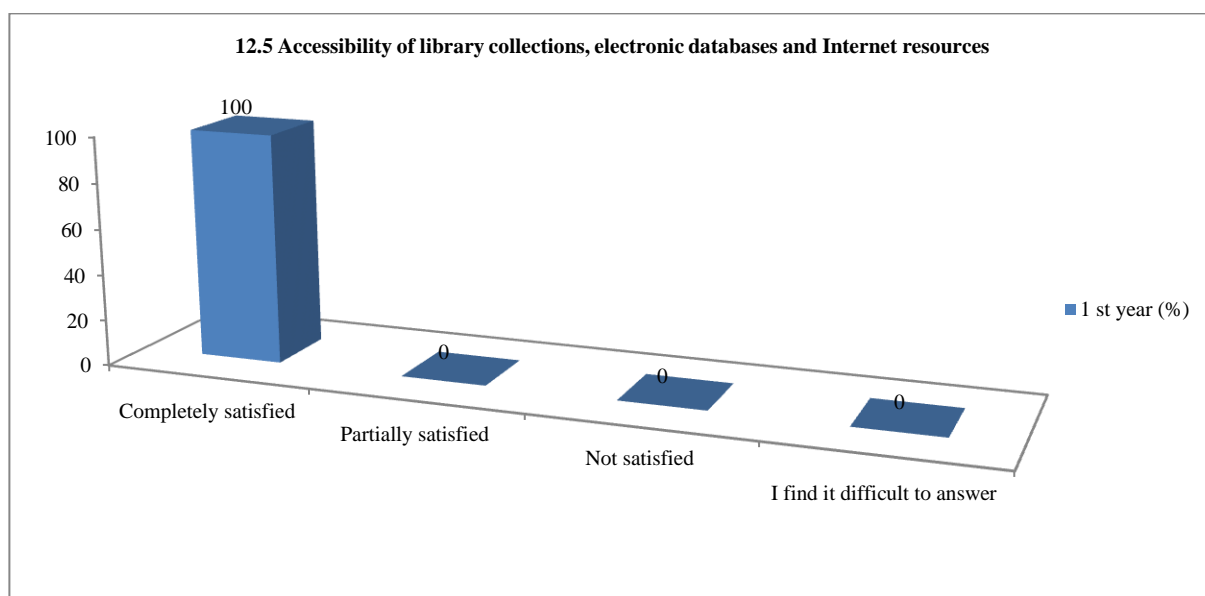
12.4 General level of organization and implementation of foreign internship

Answer options	1 st year (%)
Completely satisfied	100
Partially satisfied	-
Not satisfied	-
I find it difficult to answer	-



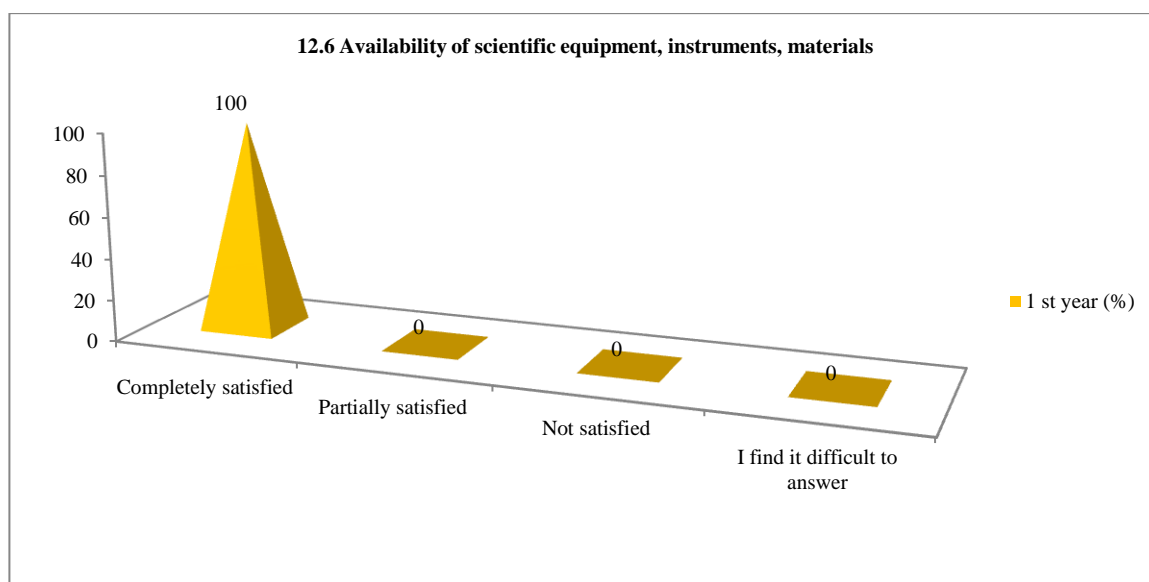
12.5 Accessibility of library collections, electronic databases and Internet resources

Answer options	1 st year (%)
Completely satisfied	100
Partially satisfied	-
Not satisfied	-
I find it difficult to answer	-



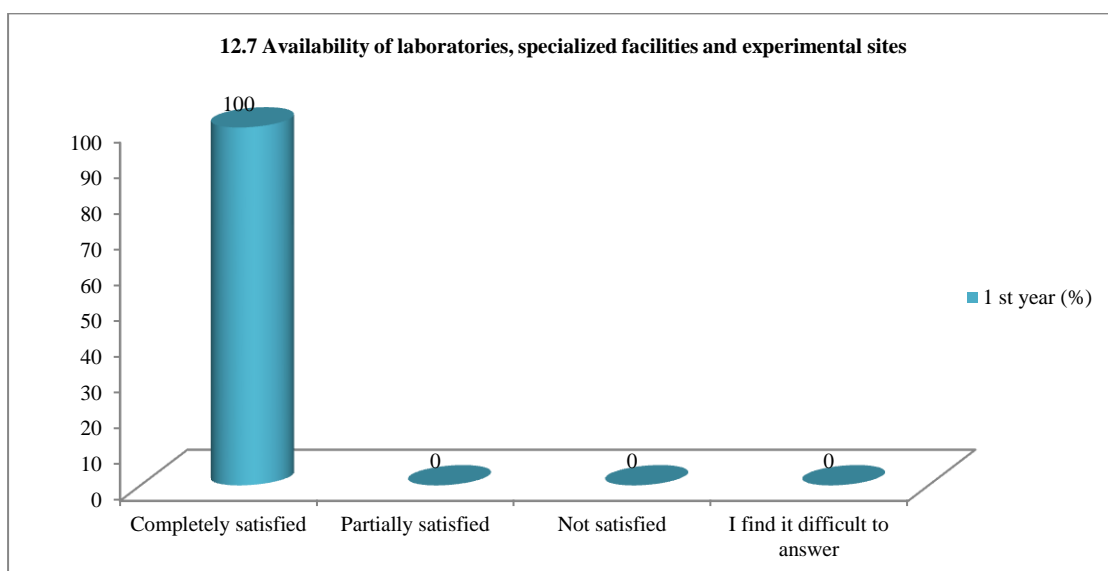
12.6 Availability of scientific equipment, instruments, materials

Answer options	1 st year (%)
Completely satisfied	100
Partially satisfied	-
Not satisfied	-
I find it difficult to answer	-



12.7 Availability of laboratories, specialized facilities and experimental sites

Answer options	1 st year (%)
Completely satisfied	100
Partially satisfied	-
Not satisfied	-
I find it difficult to answer	-

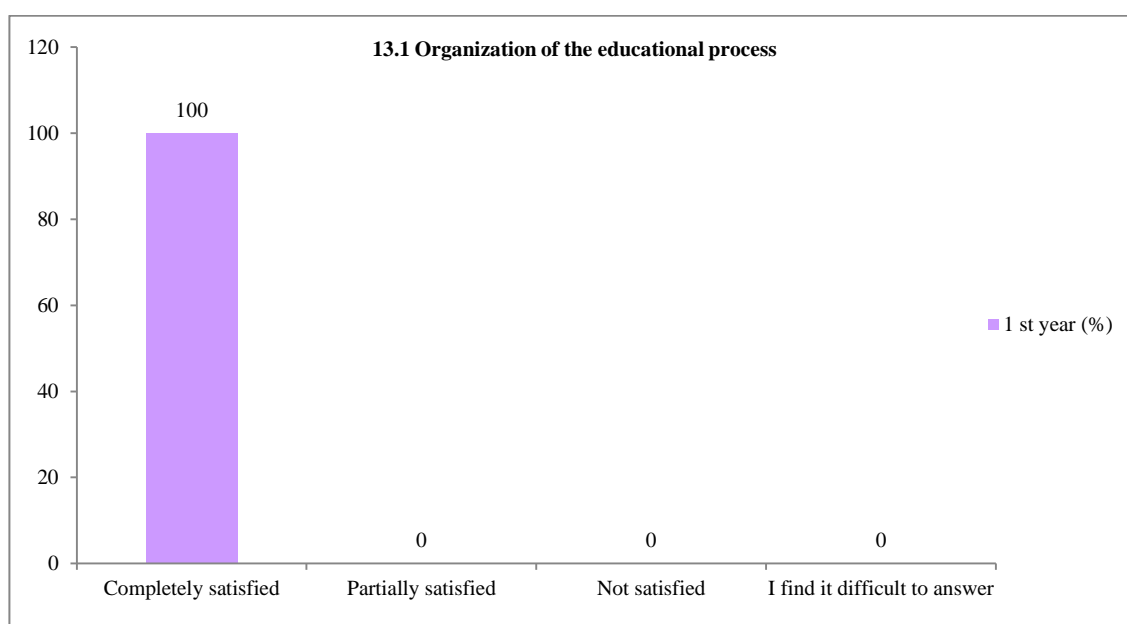


13. Are you satisfied?

13.1 Organization of the educational process
13.2 Living conditions in the hostel
13.3 Organization of leisure time
13.4 Catering organisation
13.5 Organization of industrial practice

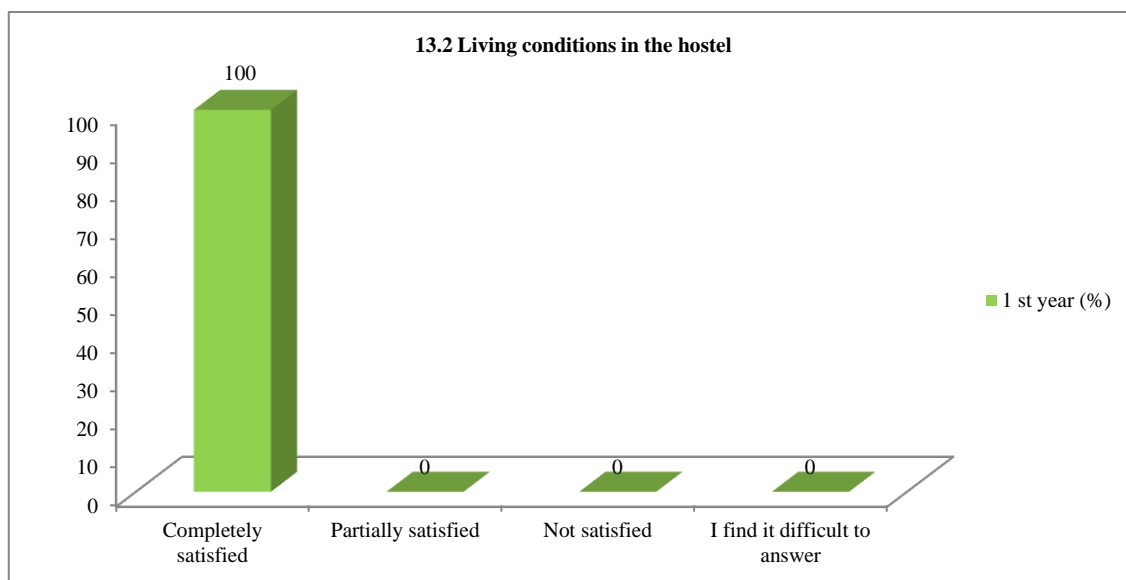
13.1 Organization of the educational process

Answer options	1 st year (%)
Completely satisfied	100
Partially satisfied	-
Not satisfied	-
I find it difficult to answer	-



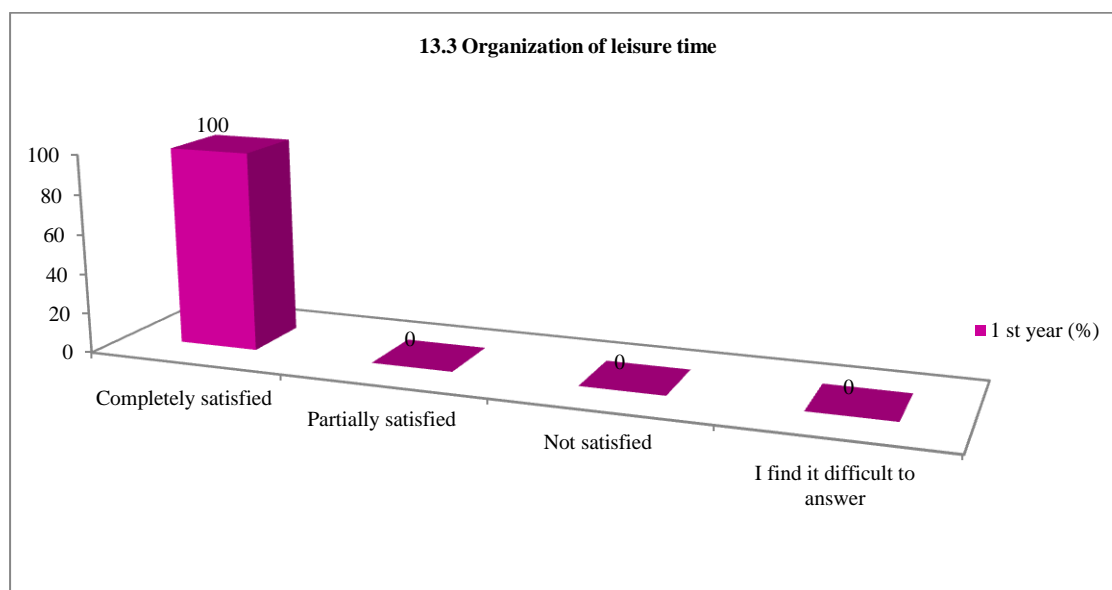
13.2 Living conditions in the hostel

Answer options	1 st year (%)
Completely satisfied	100
Partially satisfied	-
Not satisfied	-
I find it difficult to answer	-



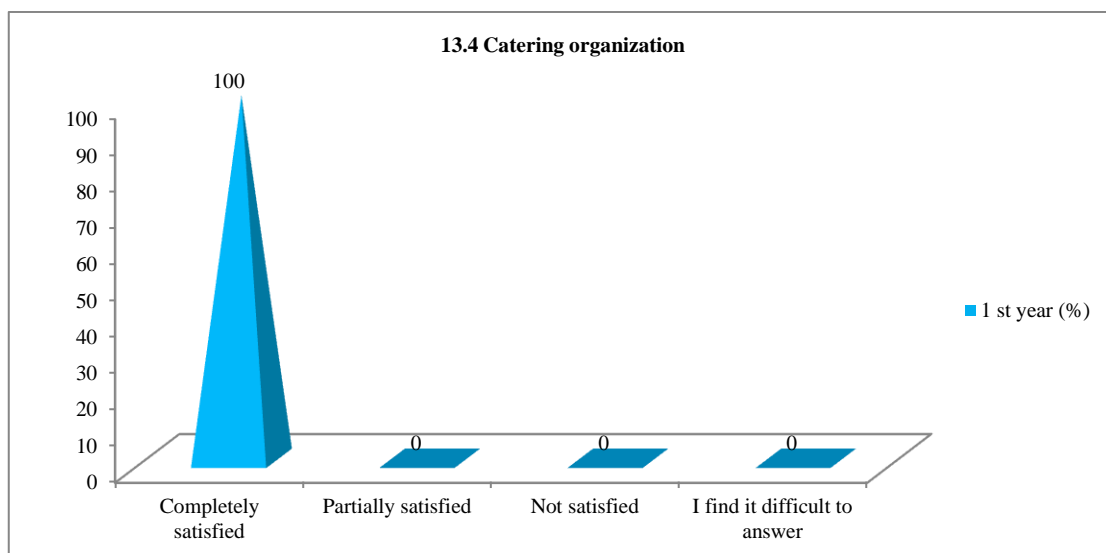
13.3 Organization of leisure time

Answer options	1 st year (%)
Completely satisfied	100
Partially satisfied	-
Not satisfied	-
I find it difficult to answer	-



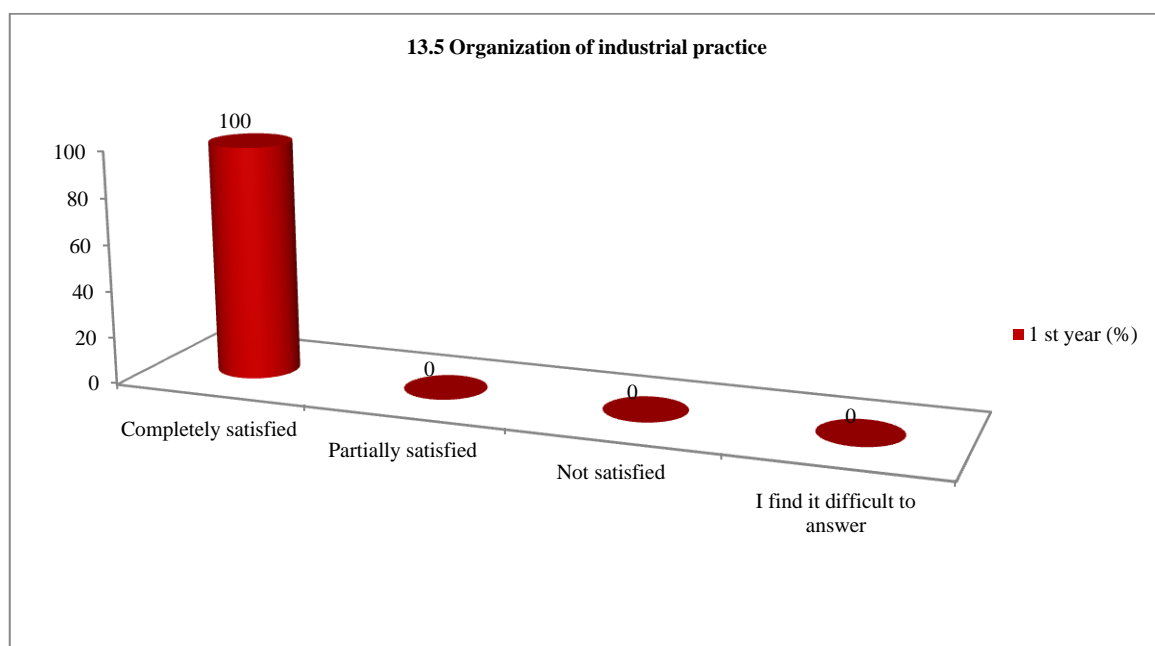
13.4 Catering organization

Answer options	1 st year (%)
Completely satisfied	100
Partially satisfied	-
Not satisfied	-
I find it difficult to answer	-



13.5 Organization of industrial practice

Answer options	1 st year (%)
Completely satisfied	100
Partially satisfied	-
Not satisfied	-
I find it difficult to answer	-



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

Factors influencing the choice of a master's degree at a university include the prestige of the university, leading scientists on the faculty, and the ability to easily find a job with a university degree.

The level of satisfaction of the master's students with the availability of information on various aspects of their studies is very high (100%). This indicates that all master's students feel well informed about their study programme, professional activities, competencies, opportunities for practice and their academic supervisors.

Master's students (100%) rated the level of knowledge, professionalism, objectivity, teaching skills and methods of teachers as «very high» and «high».

Master's students (100%) independently develop a plan under the supervision of a supervisor.

The satisfaction of the master's student with the assistance of the scientific supervisor in preparing the master's thesis is 100%. This indicator indicates a high level of satisfaction of the graduate student with the quality and support received from his supervisor.

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

- modern material and technical base (100%);
- participation of the university in the development of targeted development programs (100%);
- involvement of the master's student in research projects (100%).

Throughout their career, 100% of master's students have published their theses and articles in both Kazakhstan and foreign publications. This indicates a high degree of involvement of master's students in the scientific community and their desire to disseminate the results of their research at the international level. This level of activity promotes the exchange of knowledge and experience, and also increases their professional status in the academic environment.

The master's student's level of proficiency in a foreign language is only at the initial stage of its study and requires constant reference to a dictionary or help from a teacher.

The satisfaction of the master's student with the scientific and educational environment of the university is 100% according to the following indicators:

- organization of conferences, round tables, forums with the participation of graduate students;
- logistical support for applied scientific research;
- availability of technology and computers for the educational process and scientific activities;
- organization of foreign internships;
- accessibility of library collections, electronic databases and Internet resources;
- availability of scientific equipment, instruments, materials;
- availability of laboratories, specialized facilities and experimental sites.

The university successfully organizes the educational process, ensuring a high degree of satisfaction of master's students with living conditions, free time, meals and industrial practice. This contributes to the creation of a favorable educational environment and has a positive effect on the reputation of the educational institution.

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

Final satisfaction of the master's student in the specialty «Mineral enrichment» educational services is **100%**.

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.