Report on the results of the questionnaire
«Satisfaction of master's students with educational services»
2024-2025 ac. year
in educational program
7M07301 Geodesy

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.

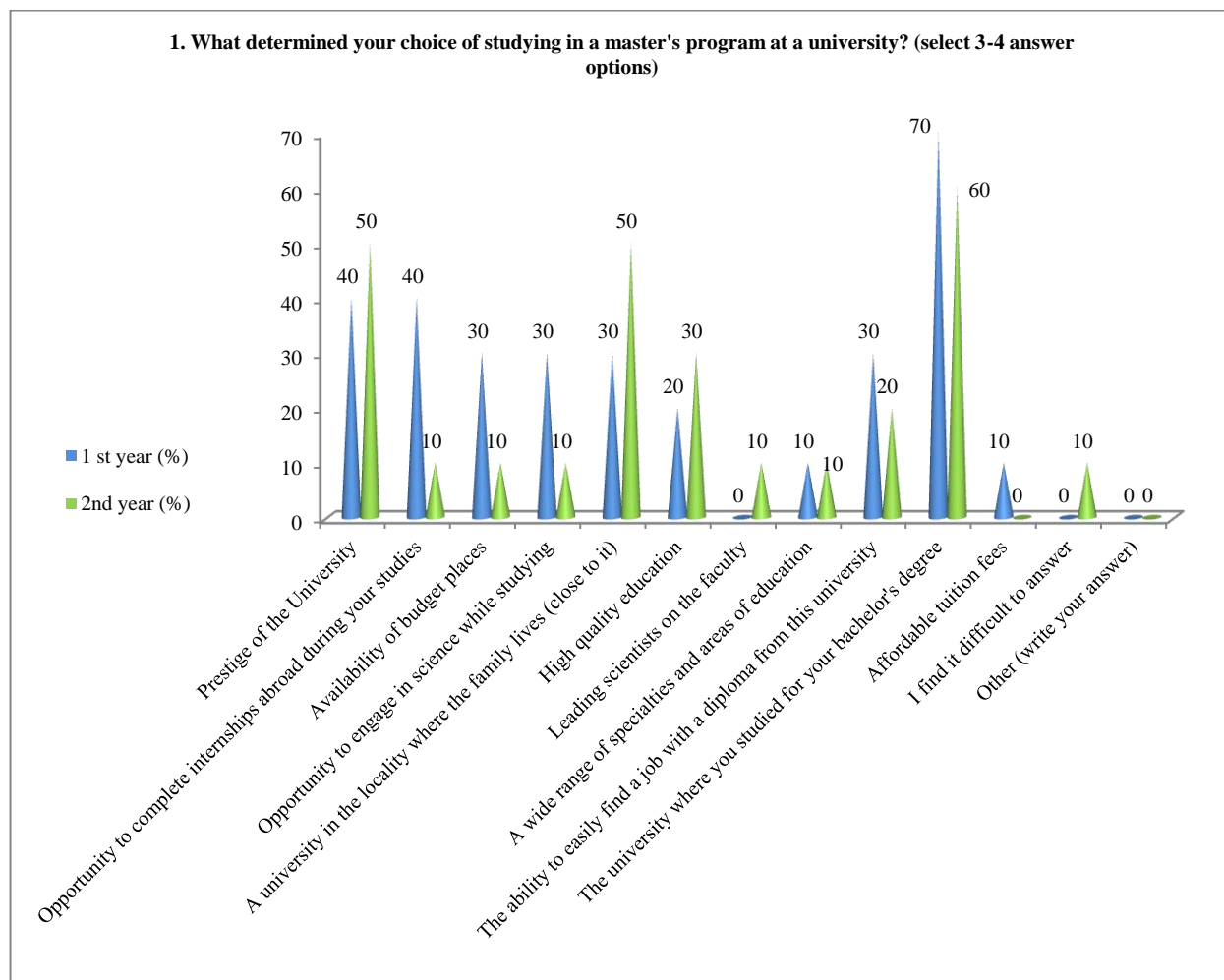**Object** research - 1st-2nd year master's students.

20 respondents took part in the questionnaire, which constituted 100% 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 (%)	2nd year (%)
Prestige of the University	40	50
Opportunity to complete internships abroad during your studies	40	10
Availability of budget places	30	10
Opportunity to engage in science while studying	30	10
A university in the locality where the family lives (close to it)	30	50
High quality education	20	30
Leading scientists on the faculty	-	10
A wide range of specialties and areas of education	10	10
The ability to easily find a job with a diploma from this university	30	20
The university where you studied for your bachelor's degree	70	60
Affordable tuition fees	10	-
I find it difficult to answer	-	10
Other (write your answer)	-	-

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

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

Legend:
- 1 st year (%)
- 2nd year (%)

2. How satisfied are you with the availability of information provided by the university in your field of study:
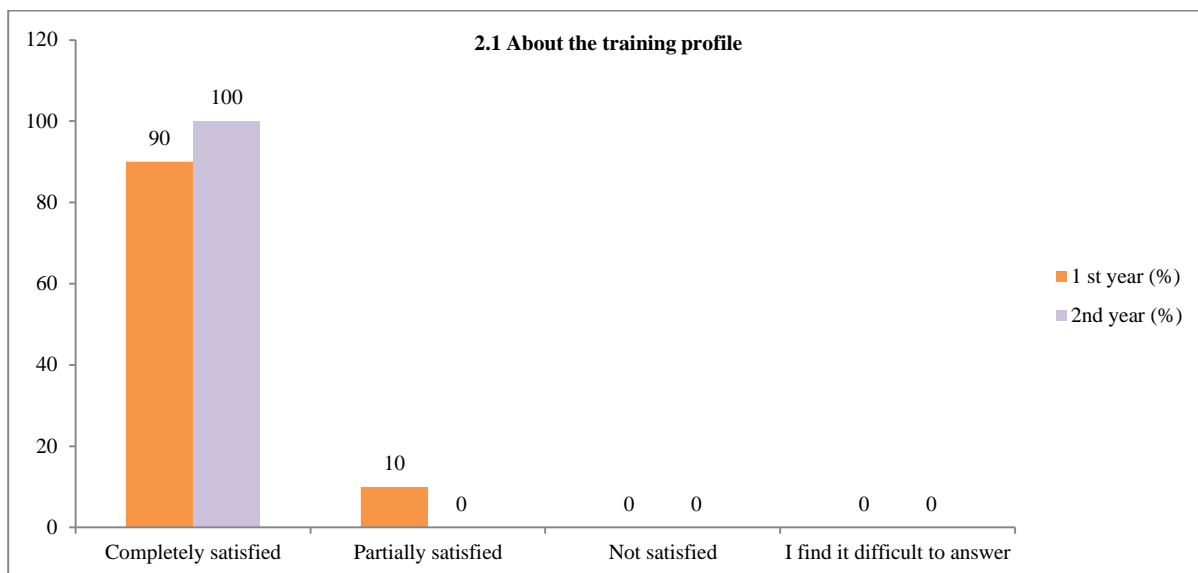
| 2.1 About the training profile |
| 2.2 Characteristics of the professional activities of a master's student |
| 2.3 List of developing competencies of a master's degree graduate |
| 2.4 List of Master's students' practice bases |
| 2.5 Information about scientific supervisors |

Other (write your answer)_____

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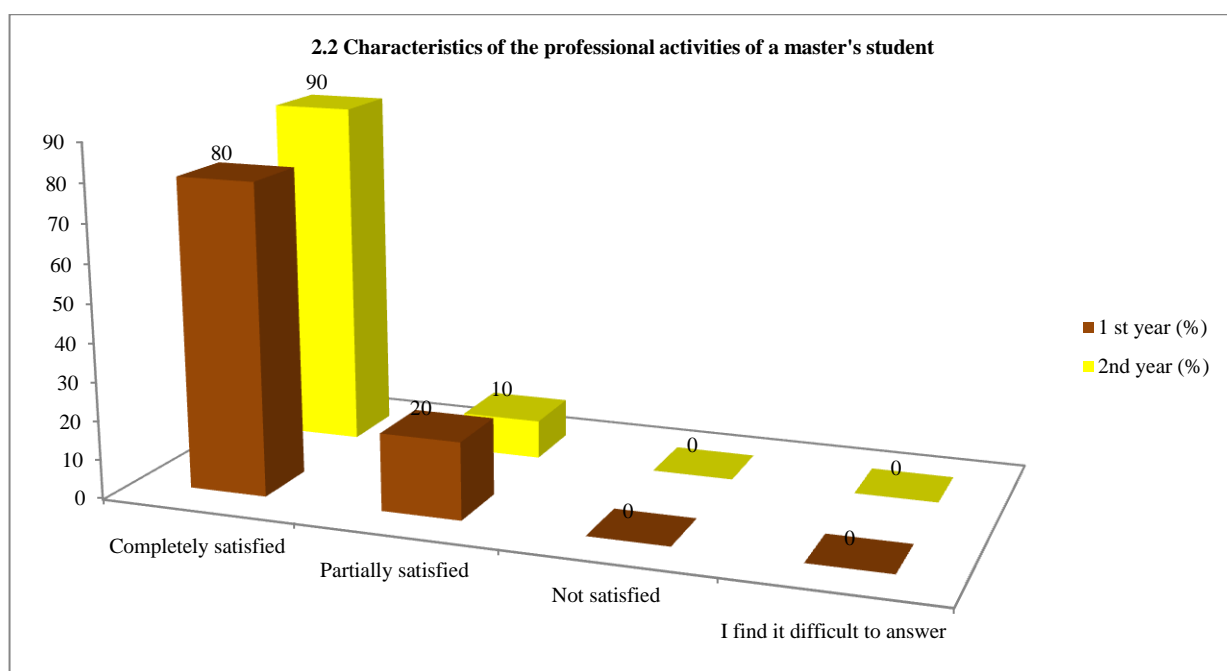
2.1 About the training profile

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	90	100
Partially satisfied	10	-
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 (%)	2nd year (%)
Completely satisfied	80	90
Partially satisfied	20	10
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 (%)	2nd year (%)
Completely satisfied	90	90
Partially satisfied	10	10
Not satisfied	-	-
I find it difficult to answer	-	-

2.3 List of developing competencies of a master's degree graduate
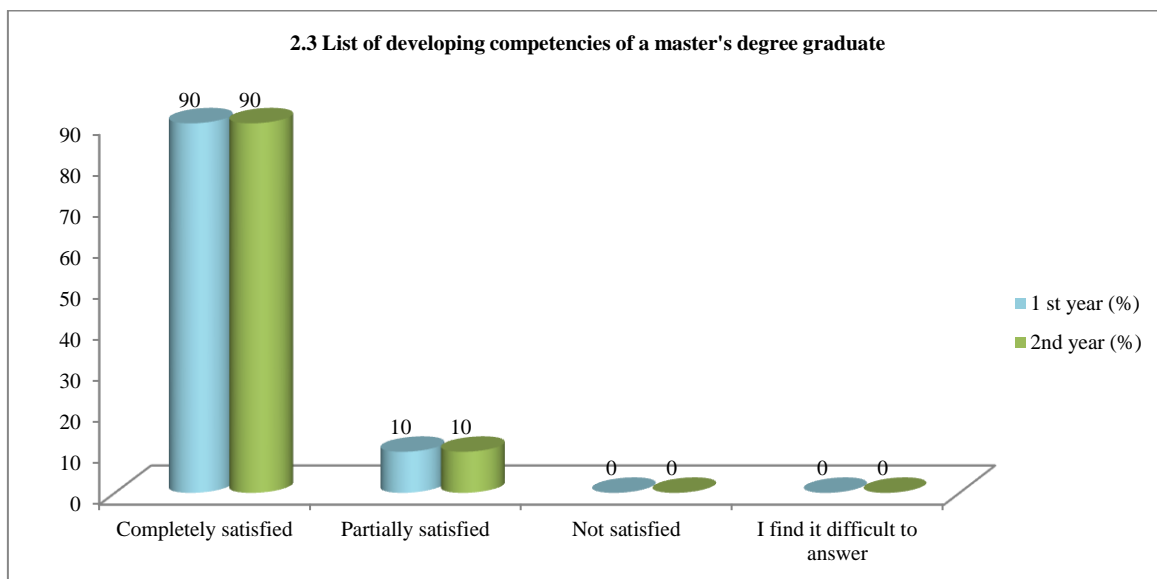
2.4 List of Master's students' practice bases

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	90	80
Partially satisfied	10	10
Not satisfied	-	10
I find it difficult to answer	-	-

2.4 List of Master's students' practice bases
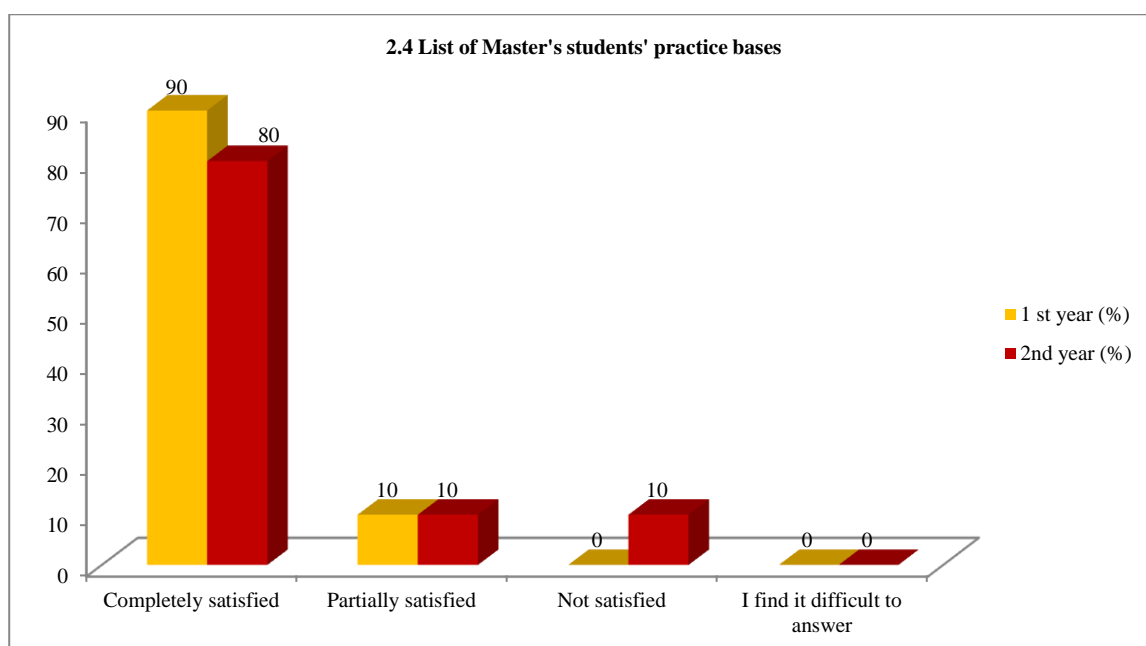
2.5 Information about scientific supervisors

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	100	90
Partially satisfied	-	10
Not satisfied	-	-
I find it difficult to answer	-	-

2.5 Information about scientific supervisors
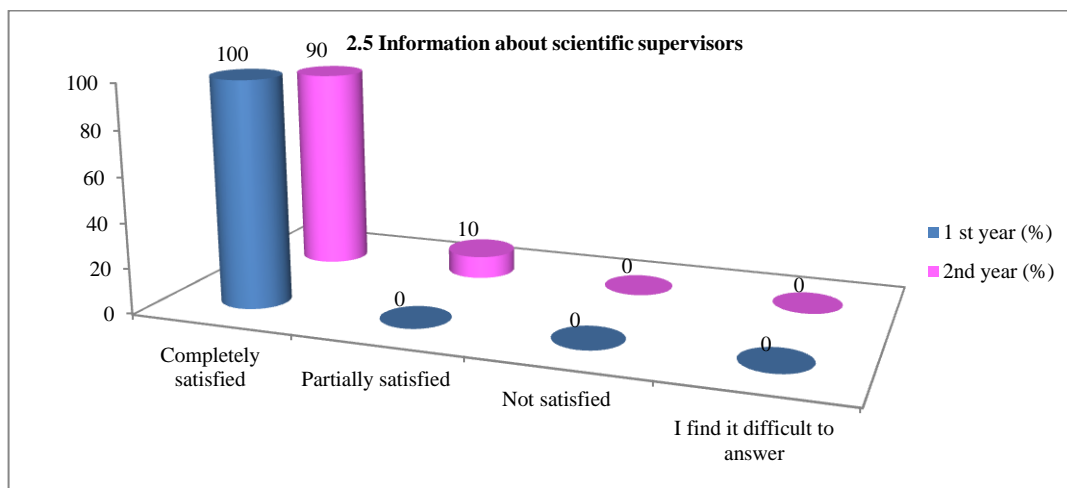
3. How would you rate the faculty of your master's program overall?

| 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	70	80
High	30	10
Average	-	10
Below average	-	-
Short	-	-
I find it difficult to answer	-	-

3.1 Knowledge, qualifications
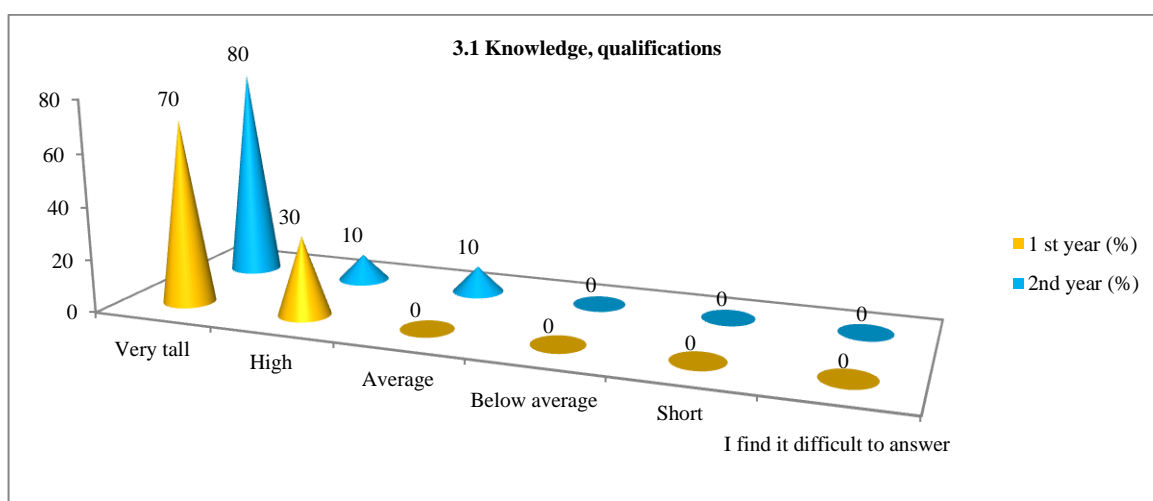
3.2 Teaching qualities

Answer options	1 st year (%)	2nd year (%)
Very tall	70	80
High	20	10
Average	10	10
Below average	-	-
Short	-	-
I find it difficult to answer	-	-
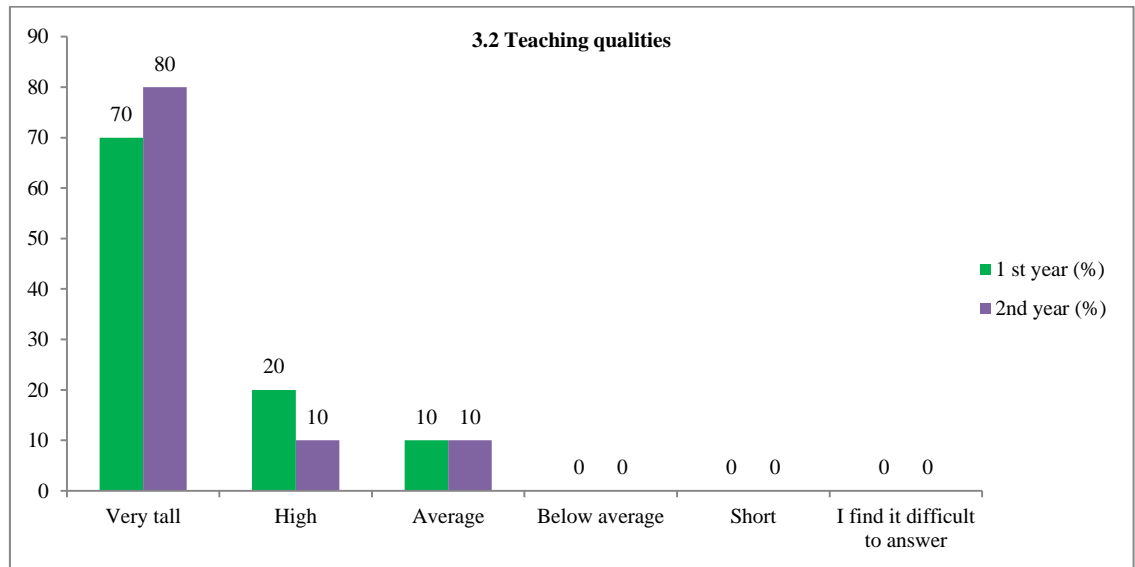
3.3 Objectivity and impartiality of assessments

Answer options	1 st year (%)	2nd year (%)
Very tall	100	80
High	-	10
Average	-	10
Below average	-	-
Short	-	-
I find it difficult to answer	-	-
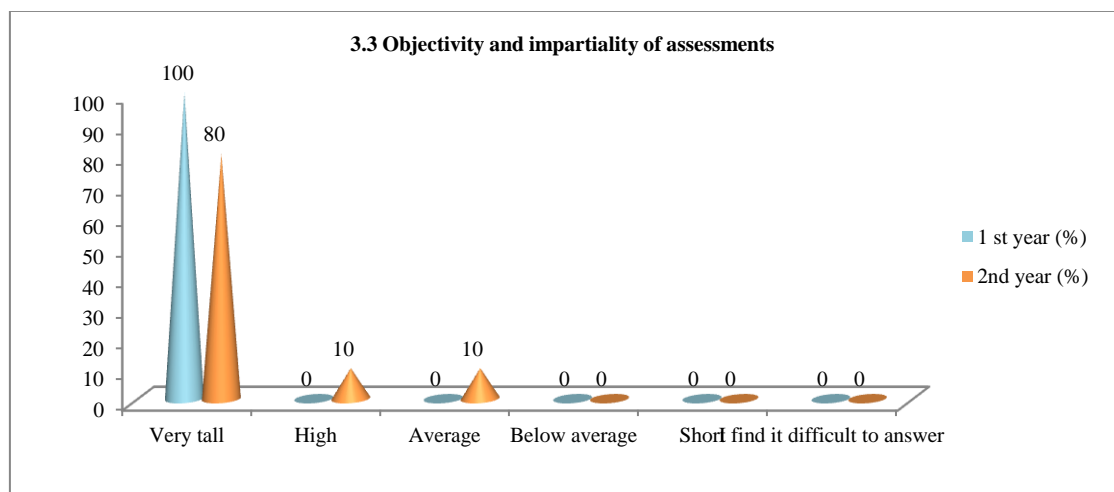
3.4 Teaching methods used

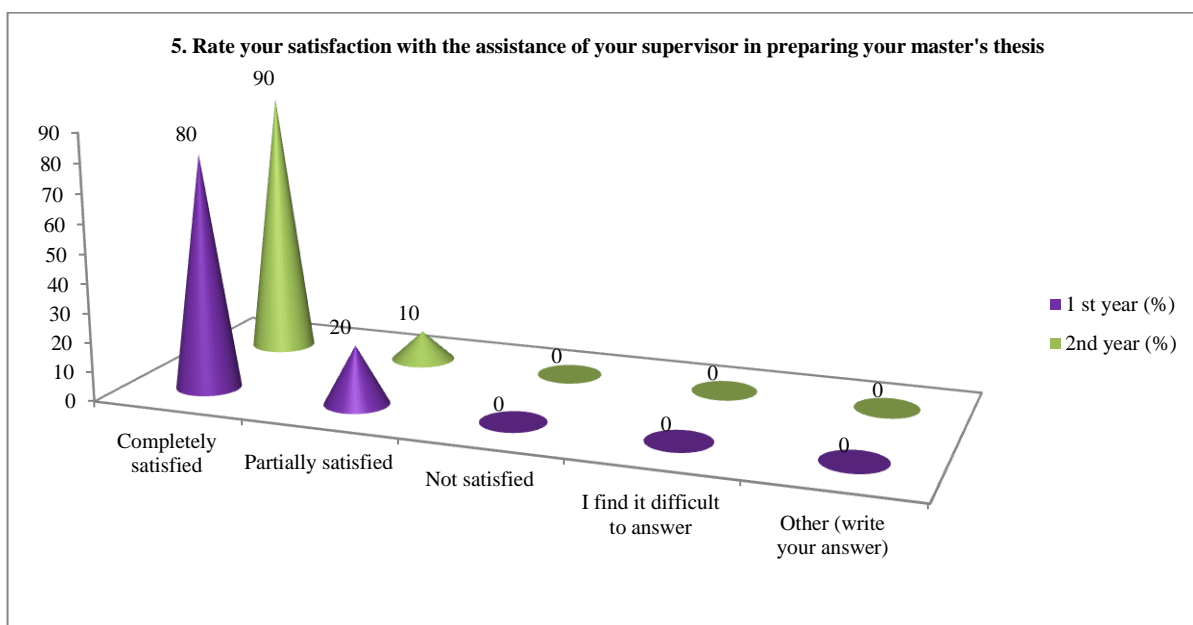| Answer options	1 st year (%)	2nd year (%)
Very tall	70	80
High	30	10
Average	-	10
Below average	-	-
Short	-	-
I find it difficult to answer	-	-
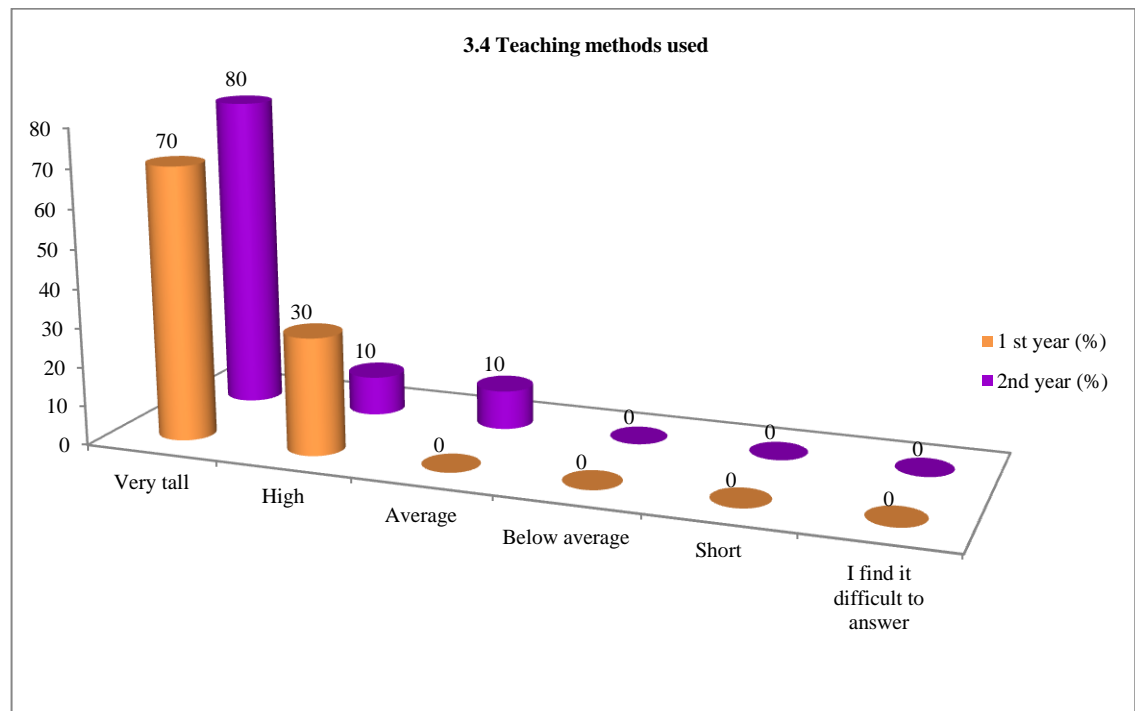
4. Assess your participation in the formation of the individual work plan of the master's student

Answer options	1 st year (%)	2nd year (%)
I do not participate	-	-
Participation is purely formal, the formation of an individual plan does not actually depend on me.	20	-
I develop all sections of the plan independently under the supervision of my supervisor.	60	80
I create an individual plan myself; the manager only signs it.	-	-
I find it difficult to answer	20	20
Other (write your answer)	-	-
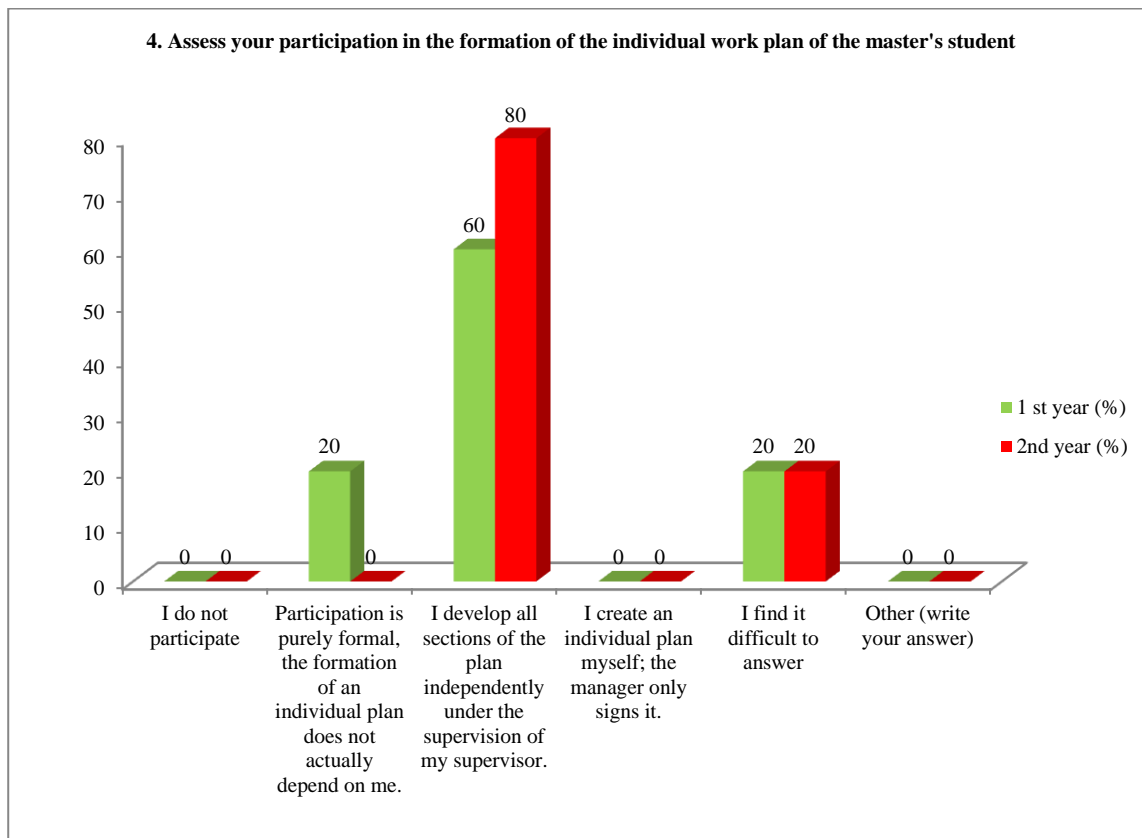
4. Assess your participation in the formation of the individual work plan of the master's student

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	80	90
Partially satisfied	20	10
Not satisfied	-	-
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
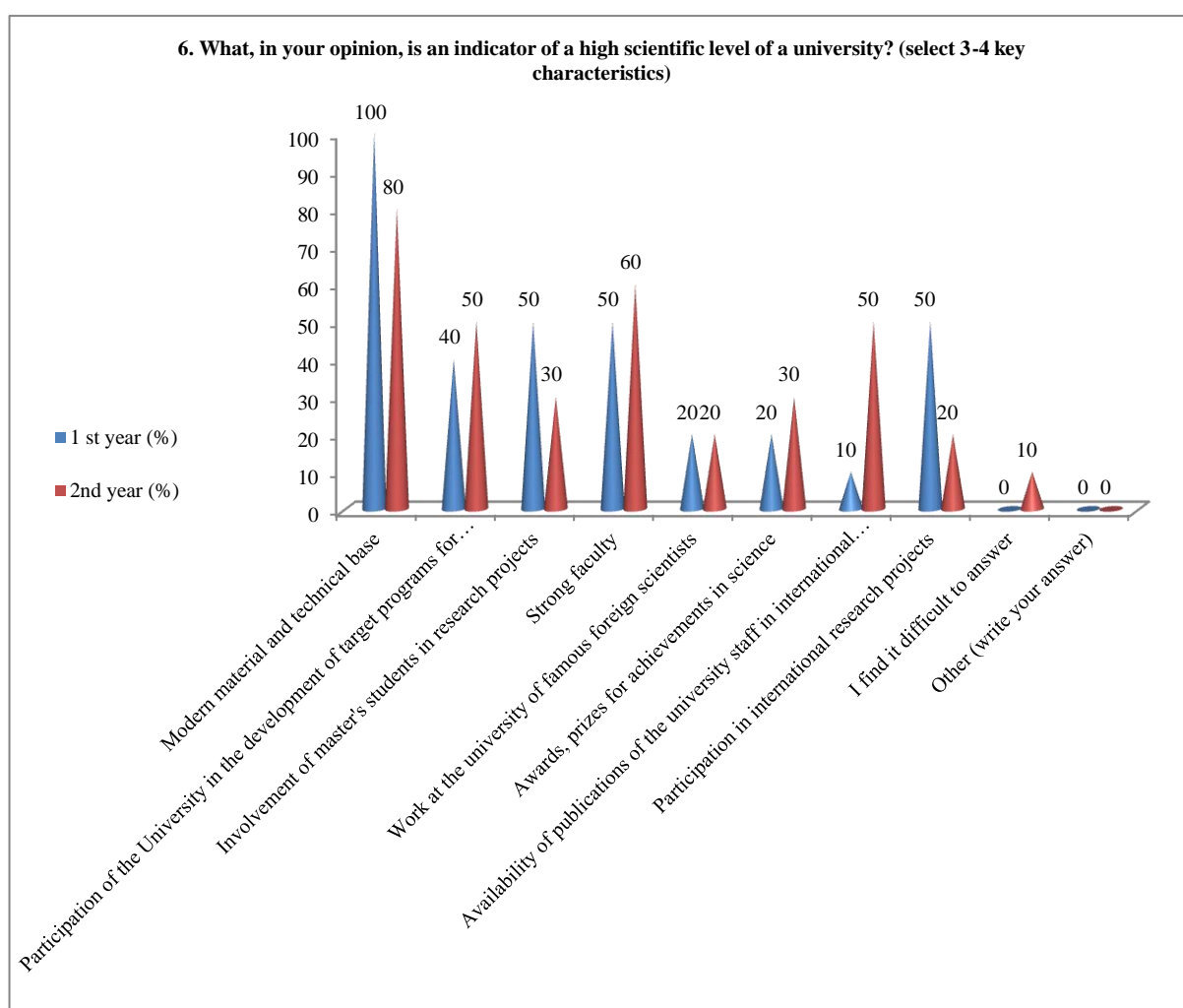
6. What, in your opinion, is an indicator of a high scientific level of a university? (select 3-4 key characteristics)

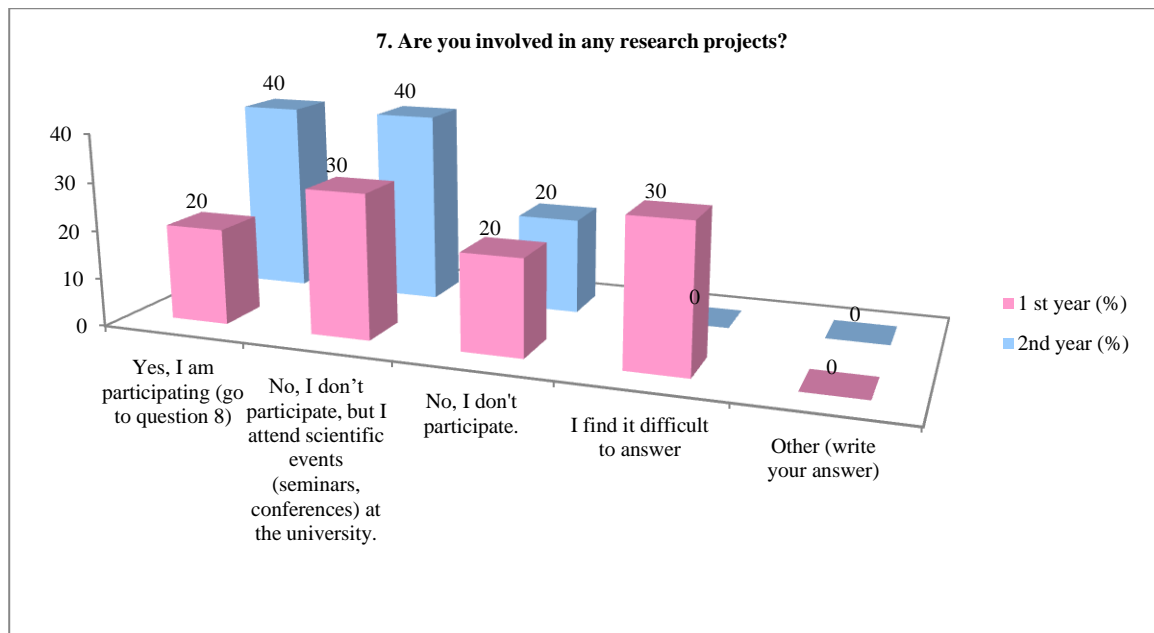| Answer options	1 st year (%)	2nd year (%)
Modern material and technical base	100	80
Participation of the University in the development of target programs for the socio-economic development of the region, cities, and enterprises	40	50
Involvement of master's students in research projects	50	30
Strong faculty	50	60
Work at the university of famous foreign scientists	20	20
Awards, prizes for achievements in science	20	30
Availability of publications of the university staff in international publications	10	50
Participation in international research projects	50	20
I find it difficult to answer	-	10
Other (write your answer)	-	-

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

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

7. Are you involved in any research projects?

Answer options	1 st year (%)	2nd year (%)
Yes, I am participating (go to question 8)	20	40
No, I don't participate, but I attend scientific events (seminars, conferences) at the university.	30	40
No, I don't participate.	20	20
I find it difficult to answer	30	-
Other (write your answer)	-	-

## 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	30	20
I am participating in a project led by my supervisor/another teacher.	20	20
I am working on a research project with friends.	-	-
I am participating in a research project another university.	-	-
I am participating in a research project wit foreign universities	-	-
I find it difficult to answer	50	60
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%.

8. Please indicate which research projects you are involved in (select all that apply)
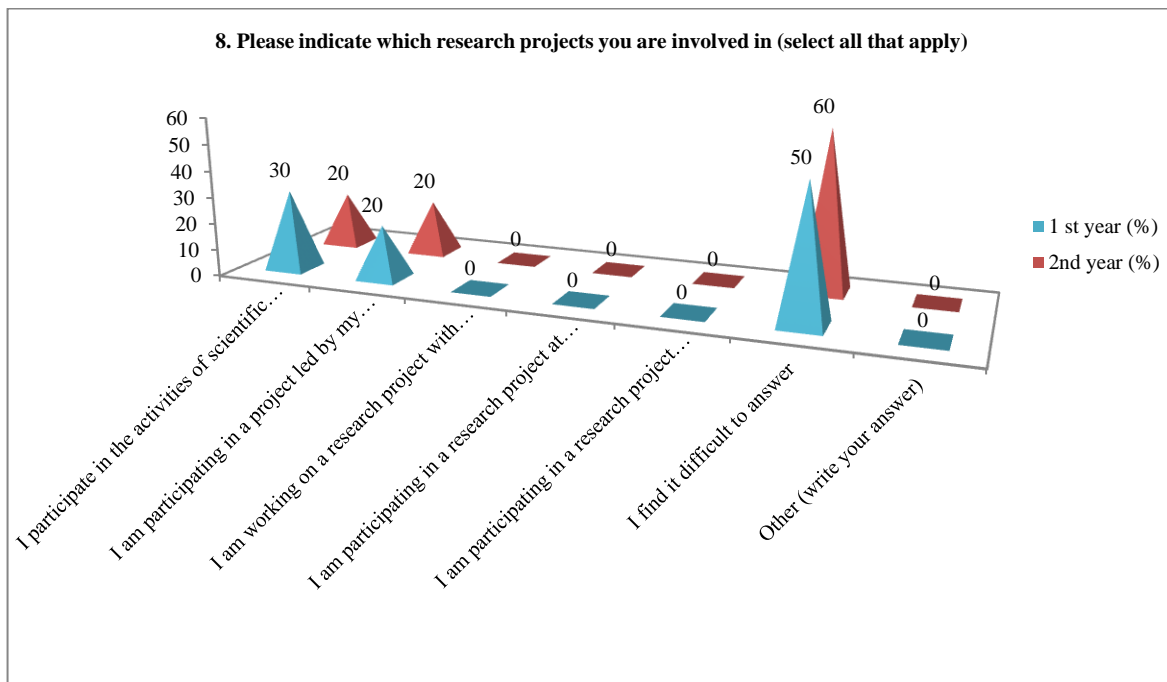
9. Tell me, where have you published theses and articles throughout your entire career?

Answer options	1 st year (%)	2nd year (%)
In Kazakhstan and foreign/nearby publications	40	30
Only in Kazakhstan publications	20	50
Only in distant foreign publications	-	-
Only in neighboring foreign publications	-	-
I have no scientific publications.	40	20
Other (write your answer)	-	-

9. Tell me, where have you published theses and articles throughout your entire career?
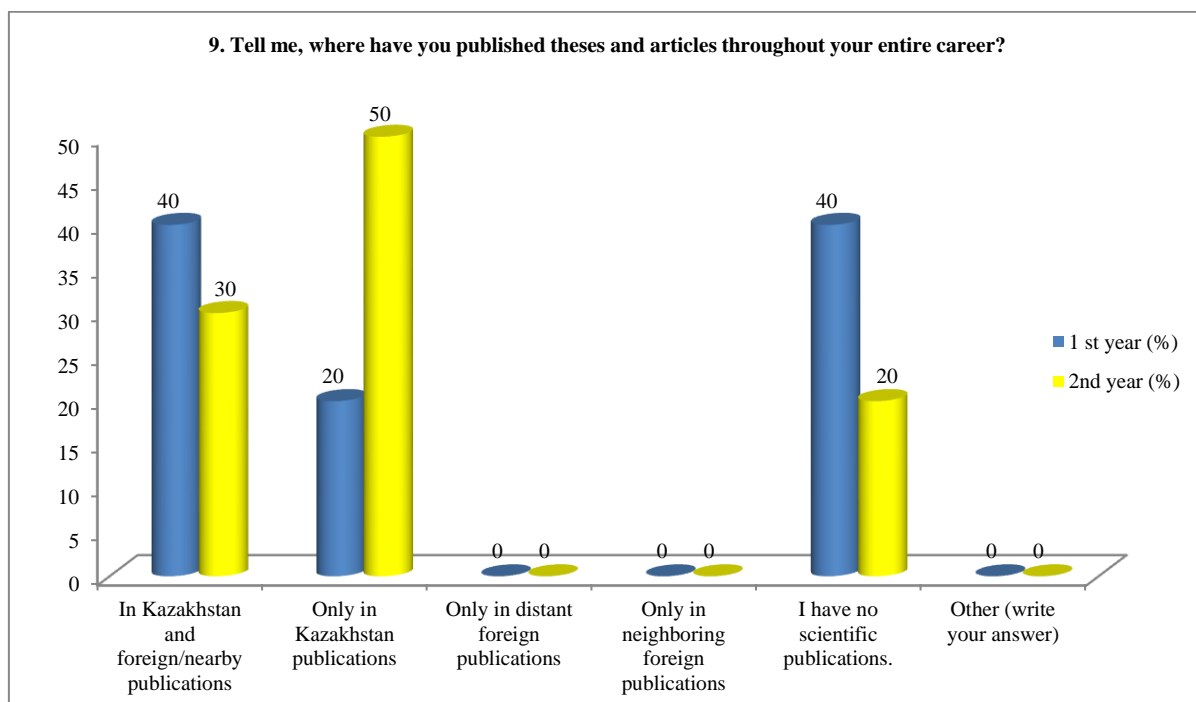
If you answered «I have no scientific publications» to the previous question, please write why:
-not yet.
-I haven't published it yet, I'm just getting ready.

10. Your level of foreign language proficiency:

Answer options	1 st year (%)	2nd year (%)
With a dictionary	30	30
Conversational level	20	10
Intermediate level	30	50
I express myself freely	10	-
I don't speak a foreign language	10	10
Other (write your answer)	-	-

10. Your level of foreign language proficiency:
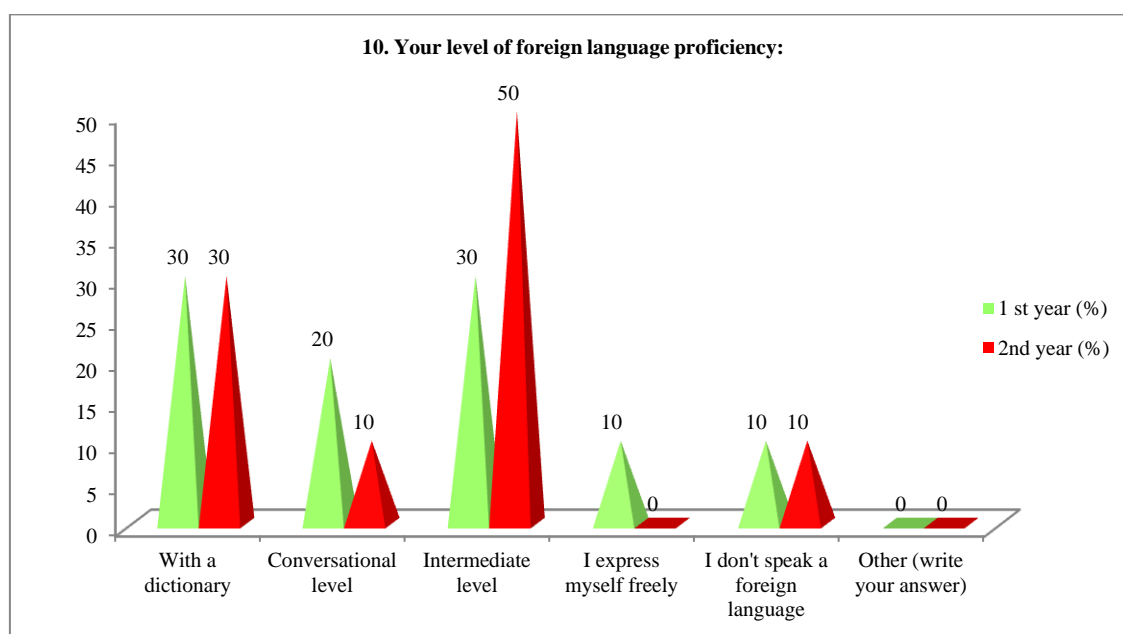
11. Assess the level of your participation in the following types of department work

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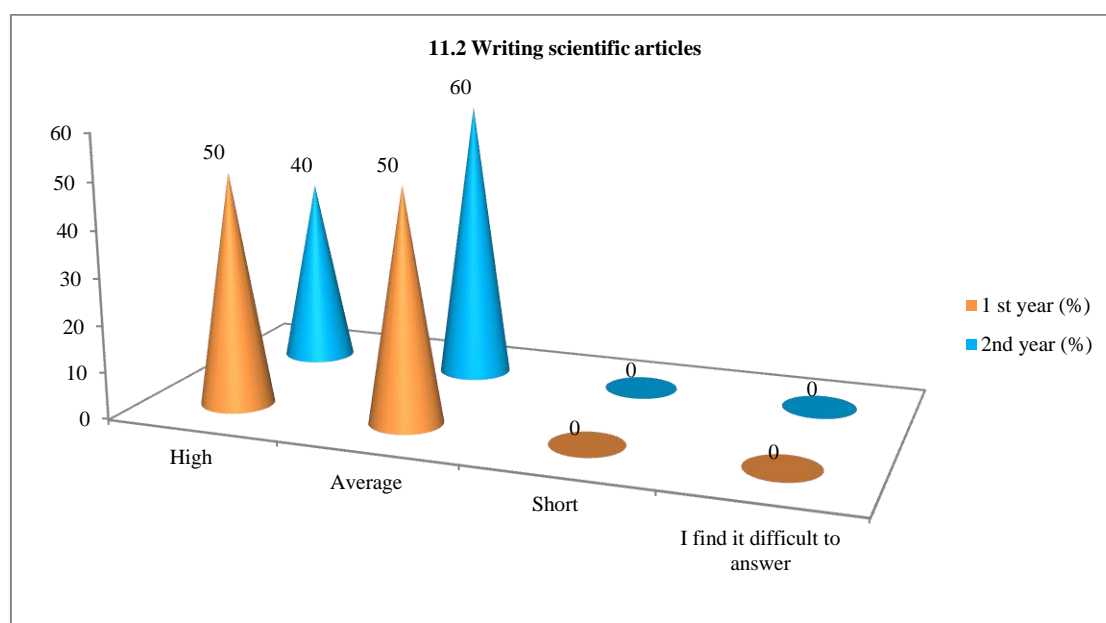
11.1 Research work of the department (design, experimental design, technological, etc.) as a full participant

Answer options	1 st year (%)	2nd year (%)
High	50	40
Average	50	60
Short	-	-
I find it difficult to answer	-	-
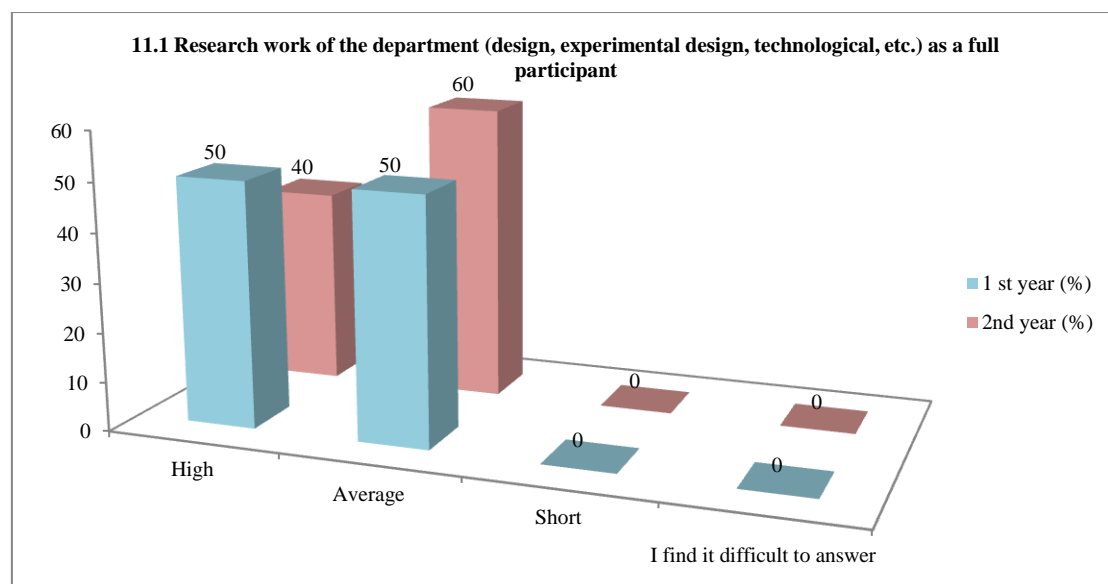
11.2 Writing scientific articles

Answer options	1 st year (%)	2nd year (%)
High	50	40
Average	50	60
Short	-	-
I find it difficult to answer	-	-

11.3 Participation with reports at conferences and seminars

Answer options	1 st year (%)	2nd year (%)
High	40	40
Average	60	60
Short	-	-
I find it difficult to answer	-	-
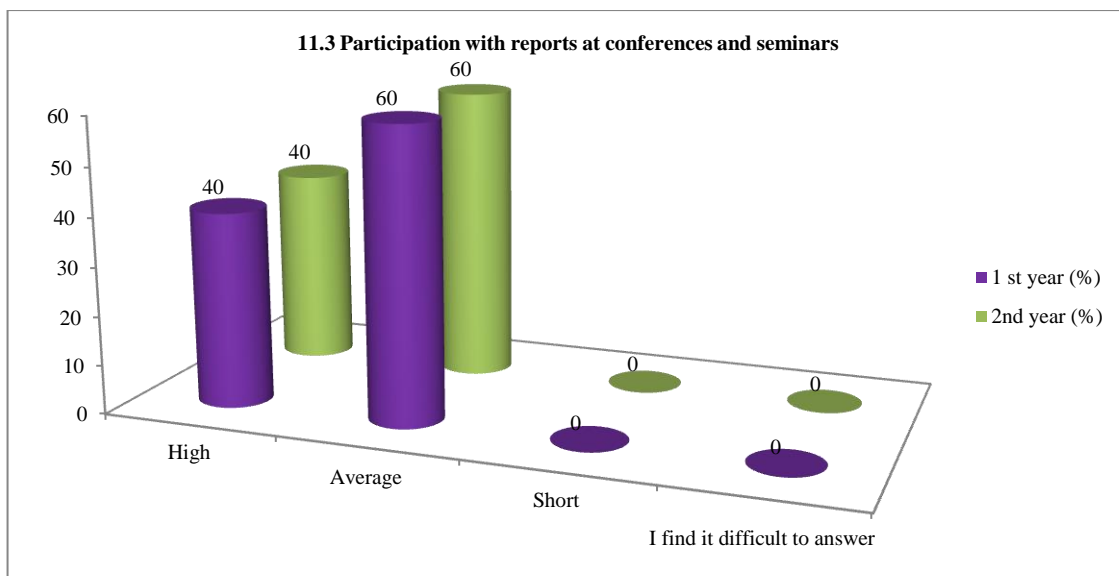
11.4 Preparation of scientific research work, abstracts

Answer options	1 st year (%)	2nd year (%)
High	60	40
Average	40	60
Short	-	-
I find it difficult to answer	-	-
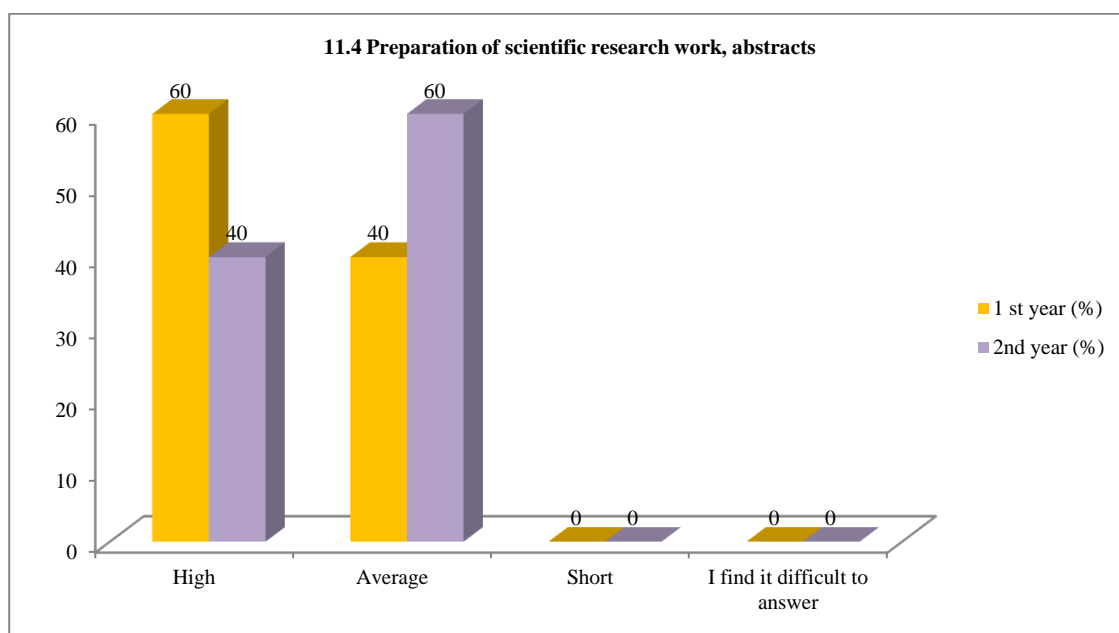
12. Are you satisfied with the scientific and educational environment of the university during your master's degree studies?

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 (%)	2nd year (%)
Completely satisfied	70	80
Partially satisfied	30	10
Not satisfied	-	10
I find it difficult to answer	-	-

12.1 Organization of conferences, round tables, forums at the university, with the participation of graduate students
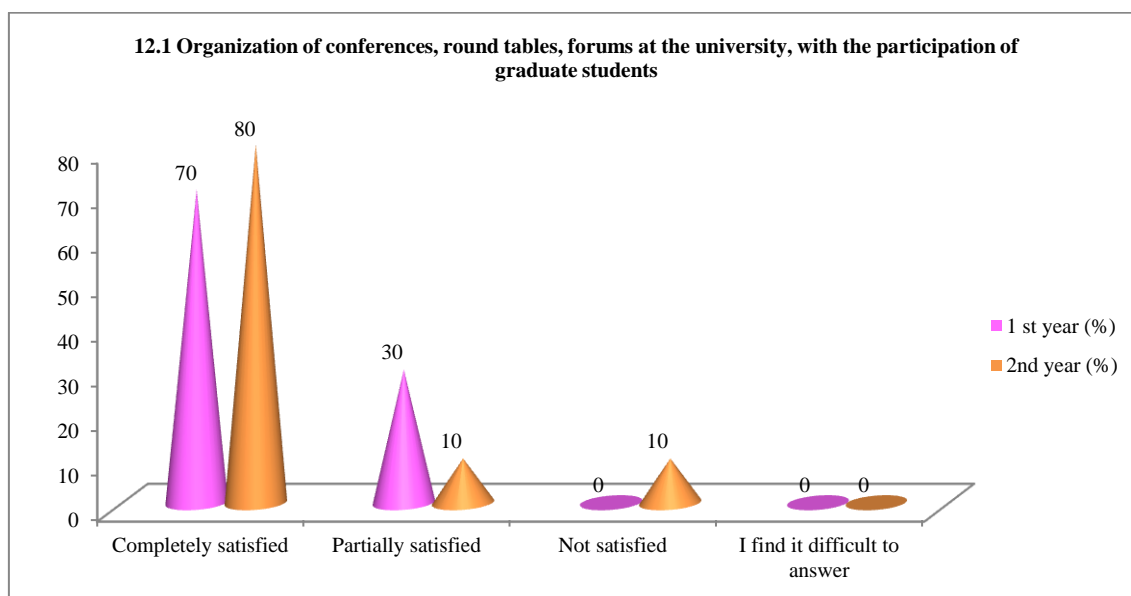
12.2 Logistics support for applied scientific research

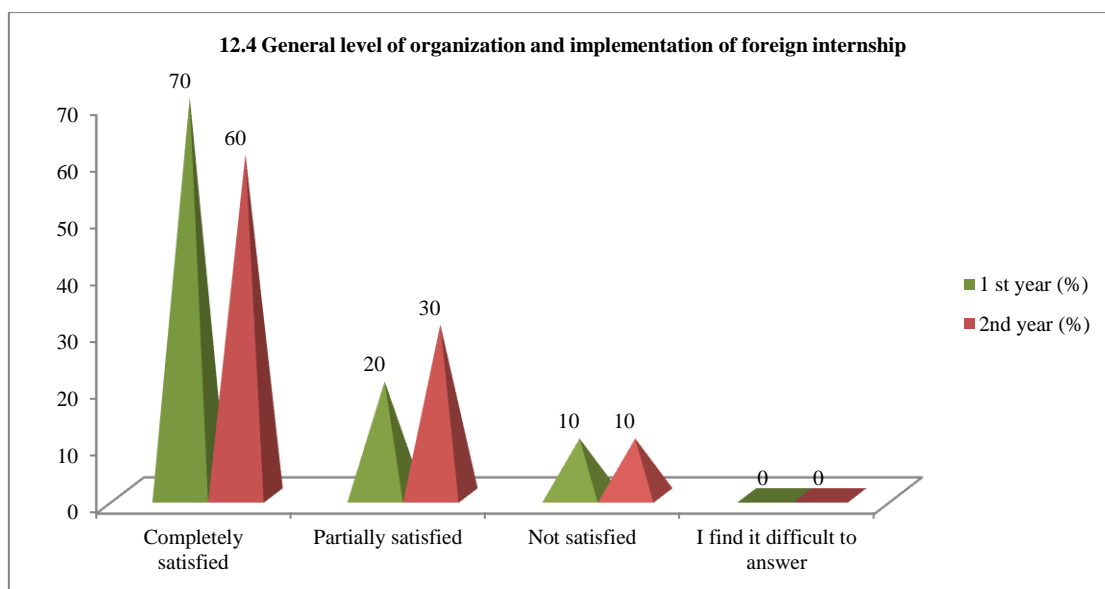| Answer options	1 st year (%)	2nd year (%)
Completely satisfied	70	80
Partially satisfied	30	10
Not satisfied	-	10
I find it difficult to answer	-	-
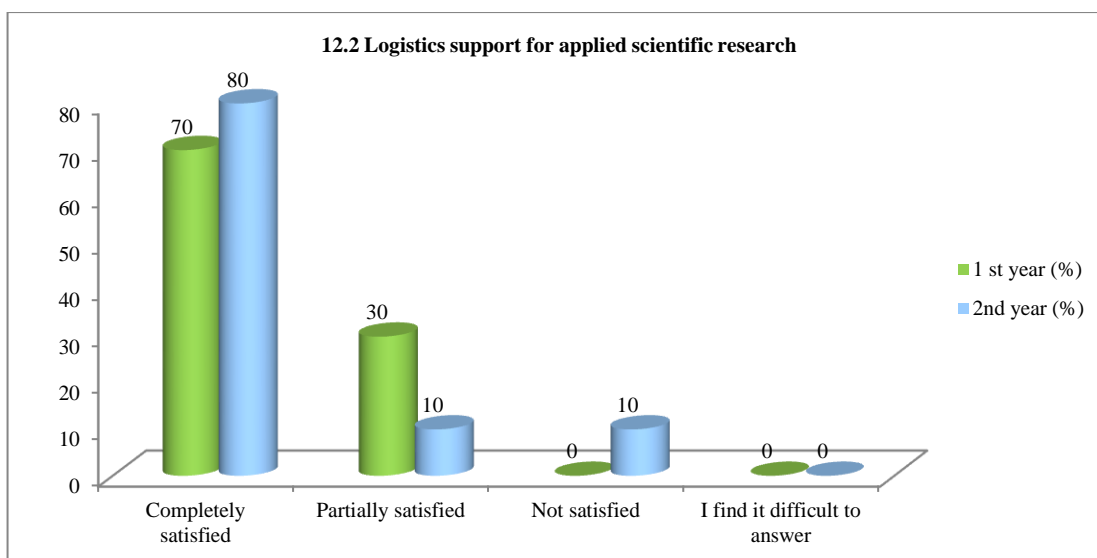
12.3 Availability for master's students of technology and computers necessary for the educational process and scientific activities

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	90	80
Partially satisfied	10	10
Not satisfied	-	10
I find it difficult to answer	-	-
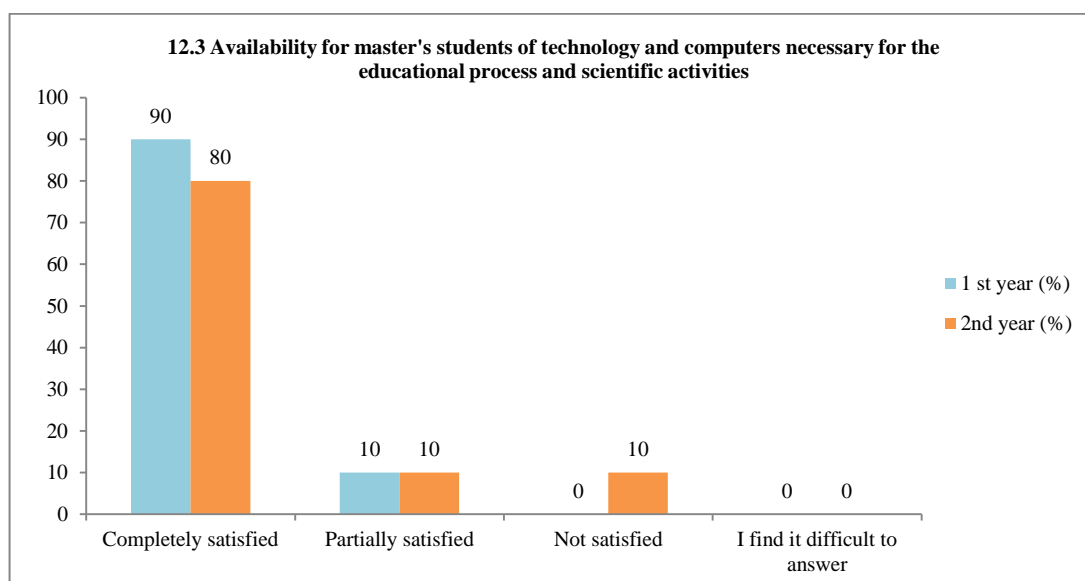
12.4 General level of organization and implementation of foreign internship

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	70	60
Partially satisfied	20	30
Not satisfied	10	10
I find it difficult to answer	-	-

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

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	70	80
Partially satisfied	30	20
Not satisfied	-	-
I find it difficult to answer	-	-
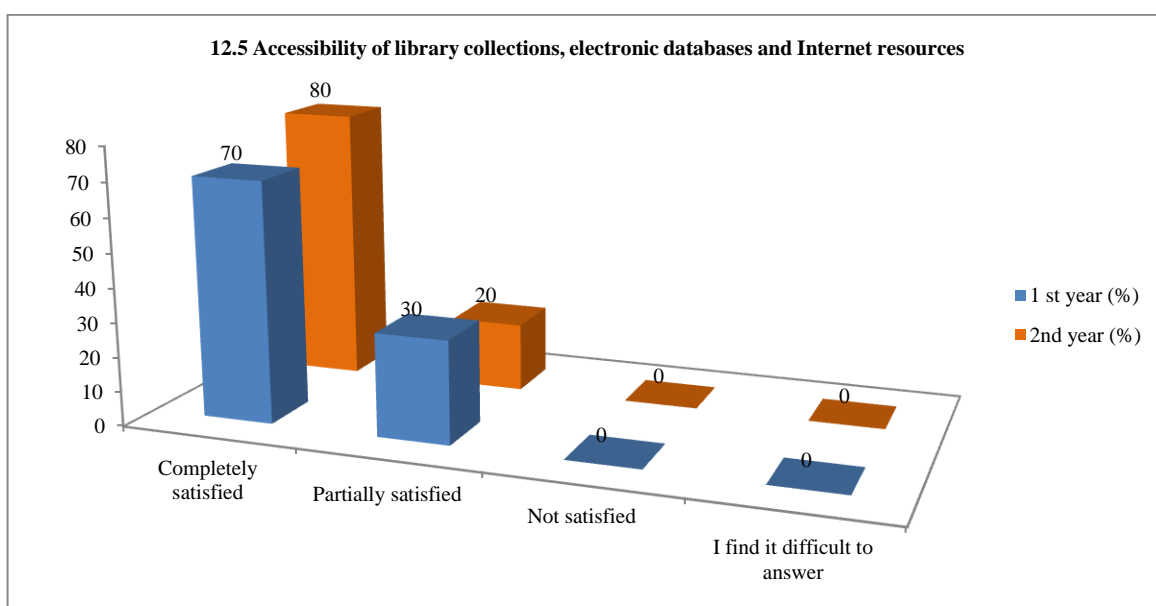
12.6 Availability of scientific equipment, instruments, materials

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	60	70
Partially satisfied	40	30
Not satisfied	-	-
I find it difficult to answer	-	-
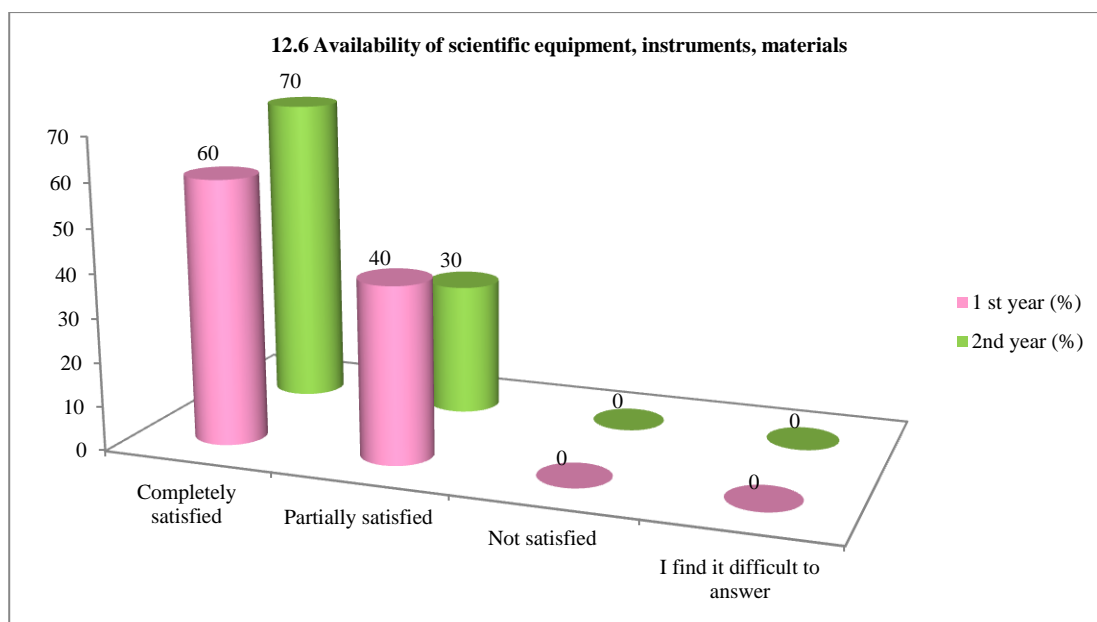
12.7 Availability of laboratories, specialized facilities and experimental sites

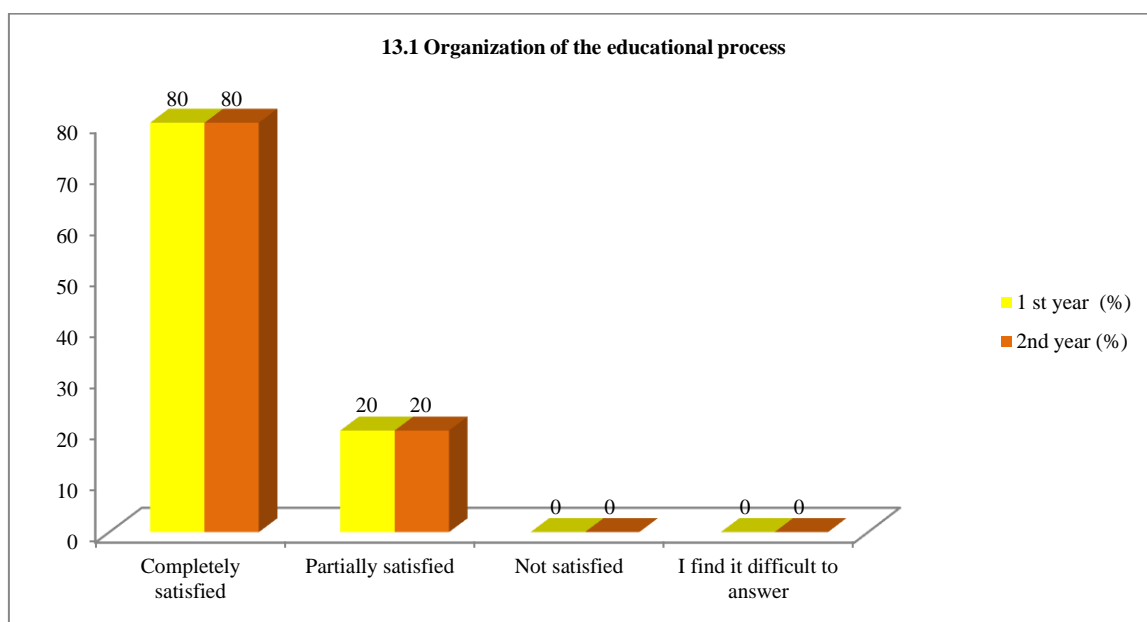| Answer options	1 st year (%)	2nd year (%)
Completely satisfied	70	70
Partially satisfied	30	20
Not satisfied	-	10
I find it difficult to answer	-	-
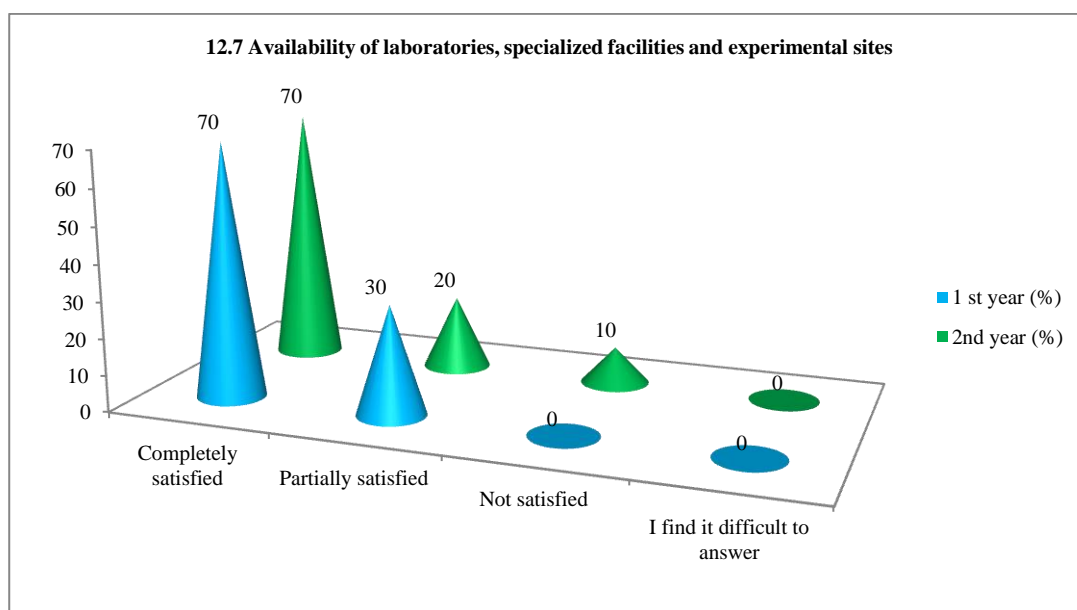
13. Are you satisfied?

| |
|---|
| 13.1 Organization of the educational process |
| 13.2 Living conditions in the hostel |
| 13.3 Organization of 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	80	80
Partially satisfied	20	20
Not satisfied	-	-
I find it difficult to answer	-	-

13.2 Living conditions in the hostel

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	60	60
Partially satisfied	10	20
Not satisfied	-	-
I find it difficult to answer	30	20

13.2 Living conditions in the hostel
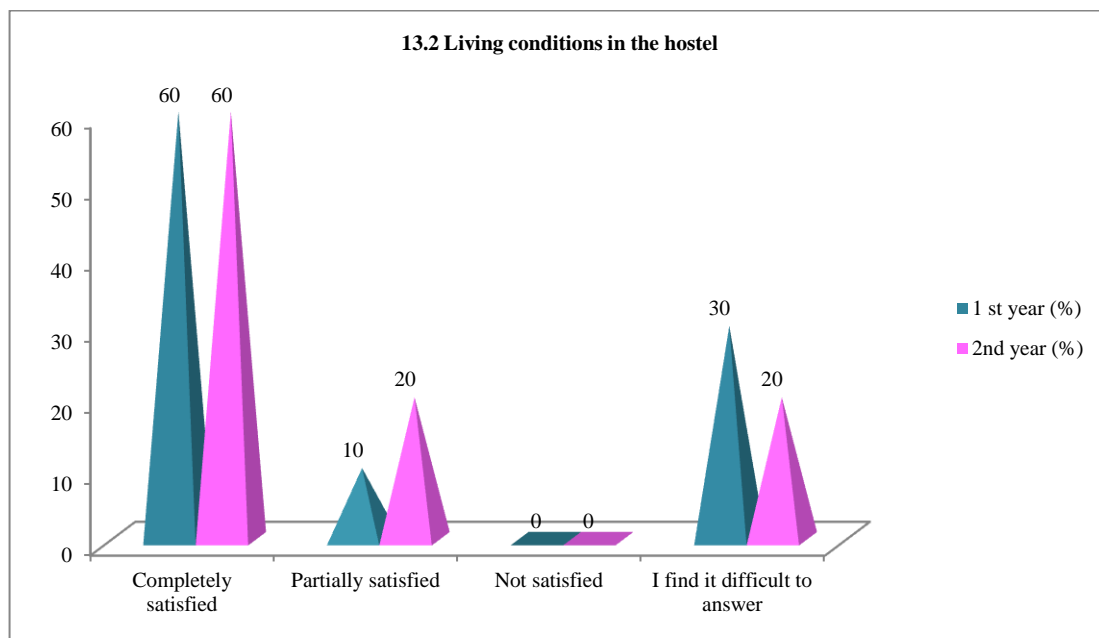
13.3 Organization of leisure time

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	60	60
Partially satisfied	10	20
Not satisfied	-	-
I find it difficult to answer	30	20

13.3 Organization of leisure time
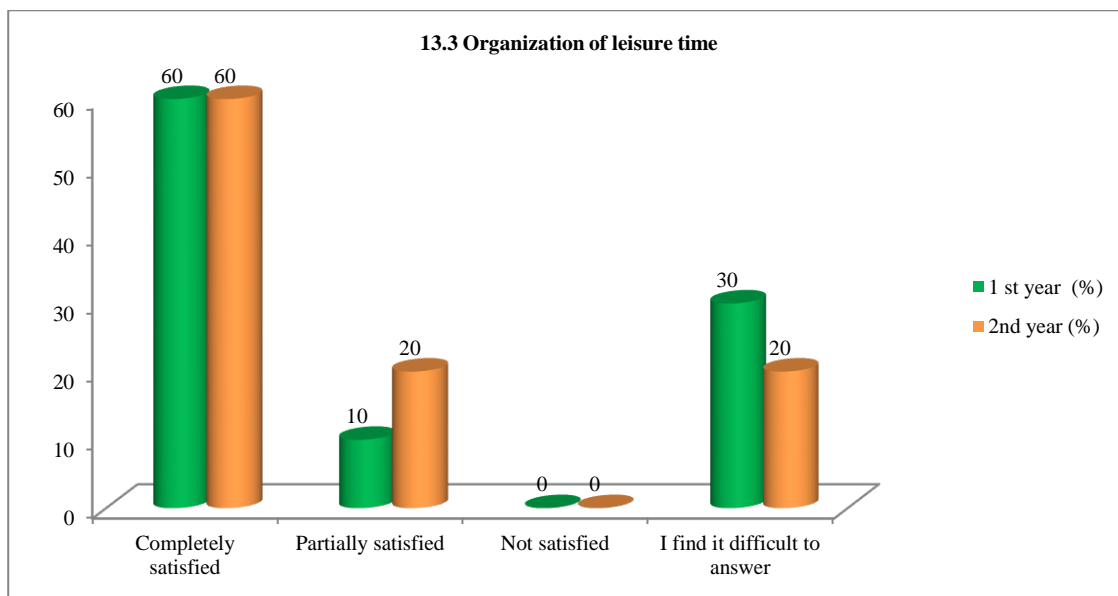
13.4 Organization of catering

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	70	70
Partially satisfied	-	10
Not satisfied	-	10
I find it difficult to answer	30	10

13.4 Organization of catering
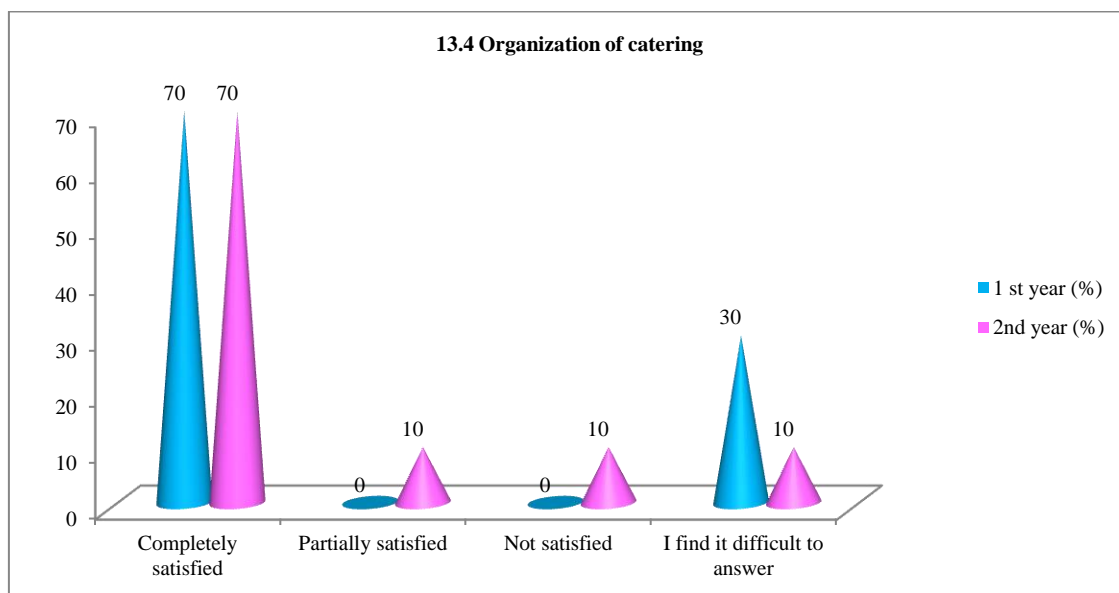
13.5 Organization of industrial practice

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	80	80
Partially satisfied	20	10
Not satisfied	-	-
I find it difficult to answer	-	10

13.5 Organization of industrial practice
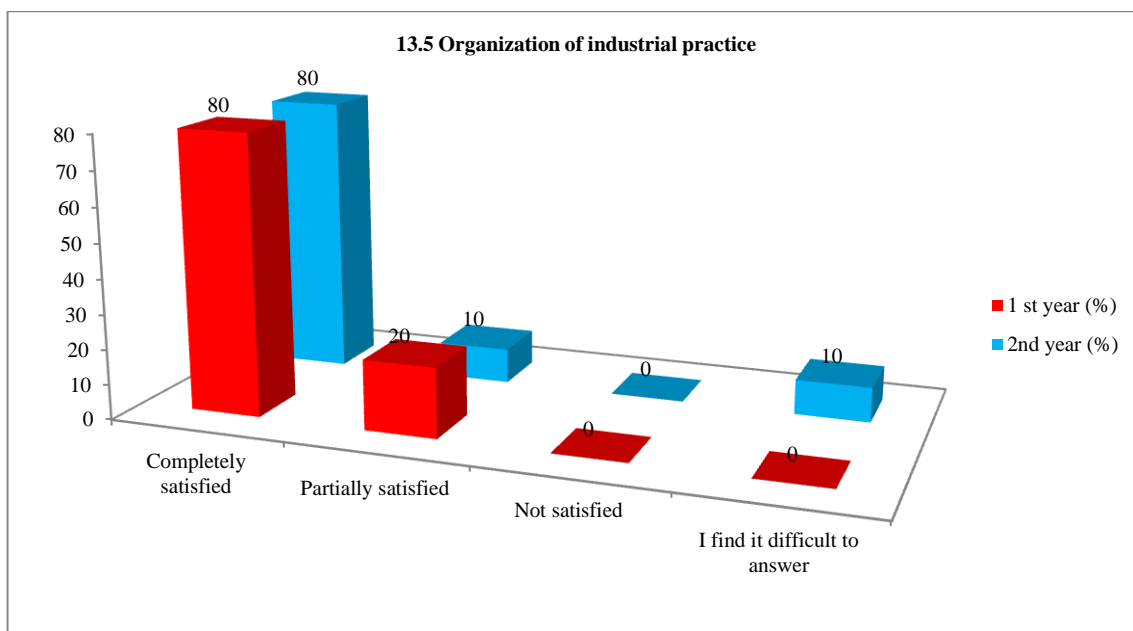
Based on the questionnaire results, the following **conclusions** can be drawn:

The main factors influencing the choice of a master's degree at a university include continuing education at the previous university (65%), proximity to the family's place of residence (40%), the possibility of employment with a university diploma and high quality of education (25%). Additionally, it is worth noting that a wide choice of

specialties, the prestige of the university and an acceptable cost of education also play a significant role when choosing a master's degree at a university.

The level of satisfaction of 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 internship and their academic supervisors.

Evaluation of the teaching staff: Master's students (98%) rated the level of knowledge, professionalism, objectivity, teaching skills and methods of the teachers as «very high» and «high».

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

- 70% of master's students actively participate in developing their work plan under the supervision of their supervisor, which indicates the independence and responsibility of master's students;

- 10% 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.

20% of graduate students find it difficult to answer whose initiative was greater – theirs or their supervisor's.

Master's students are 100% satisfied with the assistance of their supervisor in writing their dissertation, which indicates a high level of satisfaction and successful cooperation between master's students and supervisors during the learning process.

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

1. Modern material and technical base: 90%.
2. Strong teaching staff: 55%.
3. Participation in targeted socio-economic development programs: 45%.
4. Involvement in research projects: 40%.
5. Availability of publications of university employees in international publications: 30%.
6. Work of famous foreign scientists: 20%.

As for the participation of graduate studentsin research projects and scientific life of the university, 65% of master's students actively participate in research projects and attend scientific events such as seminars and conferences.

Over the course of their career, 70% of master's students have published their theses and articles in both Kazakhstani and foreign publications. This indicates an average level of involvement of master's students in the scientific community and their desire to disseminate the results of their research internationally.

Proficiency in a foreign language ranges from basic to complete fluency in expression 90%, while some do not speak the language at all, which can create difficulties in learning and communication.

9. 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: 100%;

- writing scientific articles: 100%;

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

- preparation of research reports, abstracts: 100%.

The satisfaction of master's students with the scientific and educational environment of the university is 95.7% 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.

100% of respondents expressed satisfaction with the organization of the educational process, 75% with the organization of free time, 75% with the living conditions in the dormitory, 95% with the organization of industrial practice and 75% with the organization of meals. These data indicate the high 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.

Final satisfaction of master's degree students in the specialty «Geodesy» educational services is **88,3%**, 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 survey 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.