

Report on the results of the questionnaire
«Satisfaction of master's students with educational services»
2024-2025 ac. year
in educational program
7M07302 Construction

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.

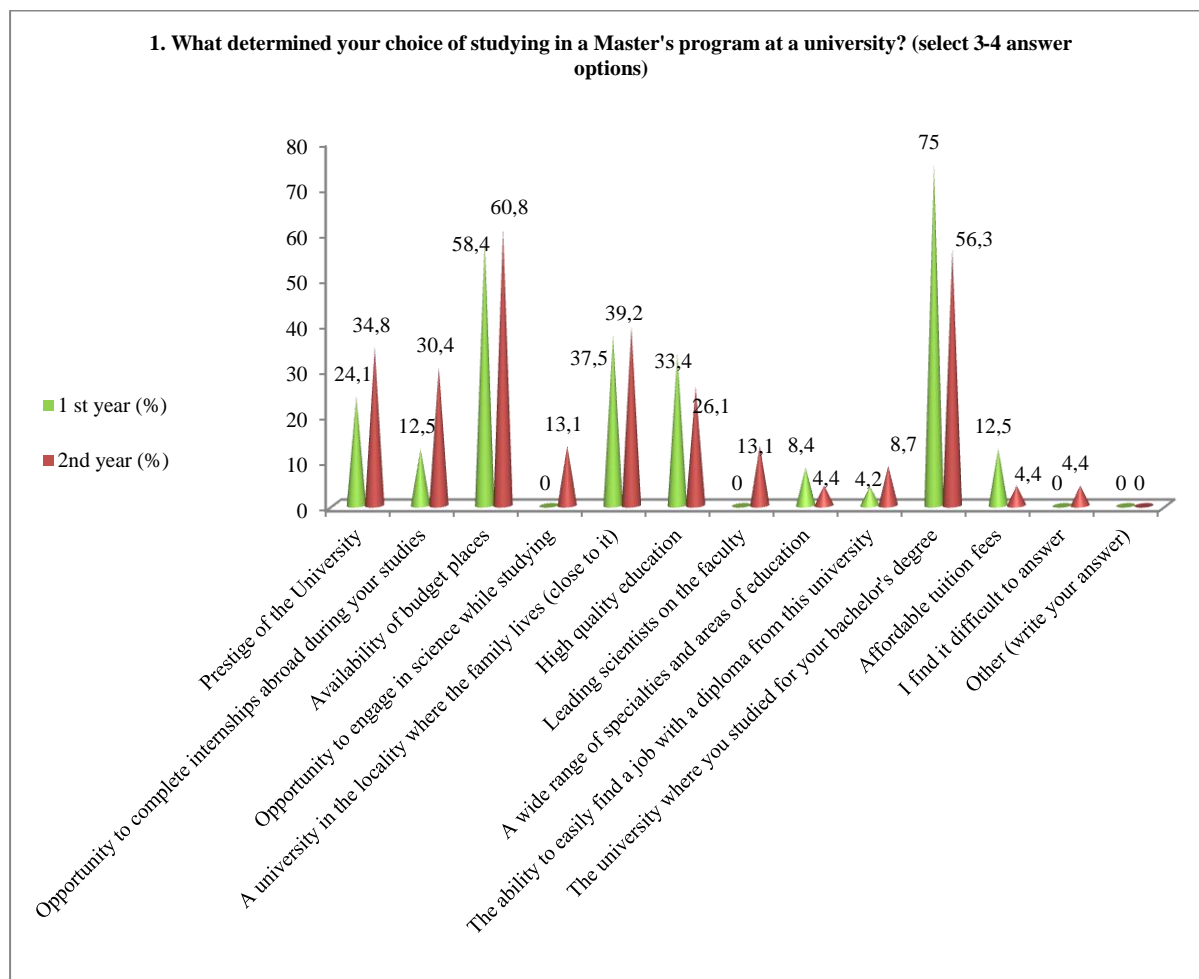
47 respondents took part in the questionnaire, which constituted 78.4% of the total number of master's students.

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	24,1	34,8
Opportunity to complete internships abroad during your studies	12,5	30,4
Availability of budget places	58,4	60,8
Opportunity to engage in science while studying	-	13,1
A university in the locality where the family lives (close to it)	37,5	39,2
High quality education	33,4	26,1
Leading scientists on the faculty	-	13,1
A wide range of specialties and areas of education	8,4	4,4
The ability to easily find a job with a diploma from this university	4,2	8,7
The university where you studied for your bachelor's degree	75	56,3
Affordable tuition fees	12,5	4,4
I find it difficult to answer	-	4,4
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:

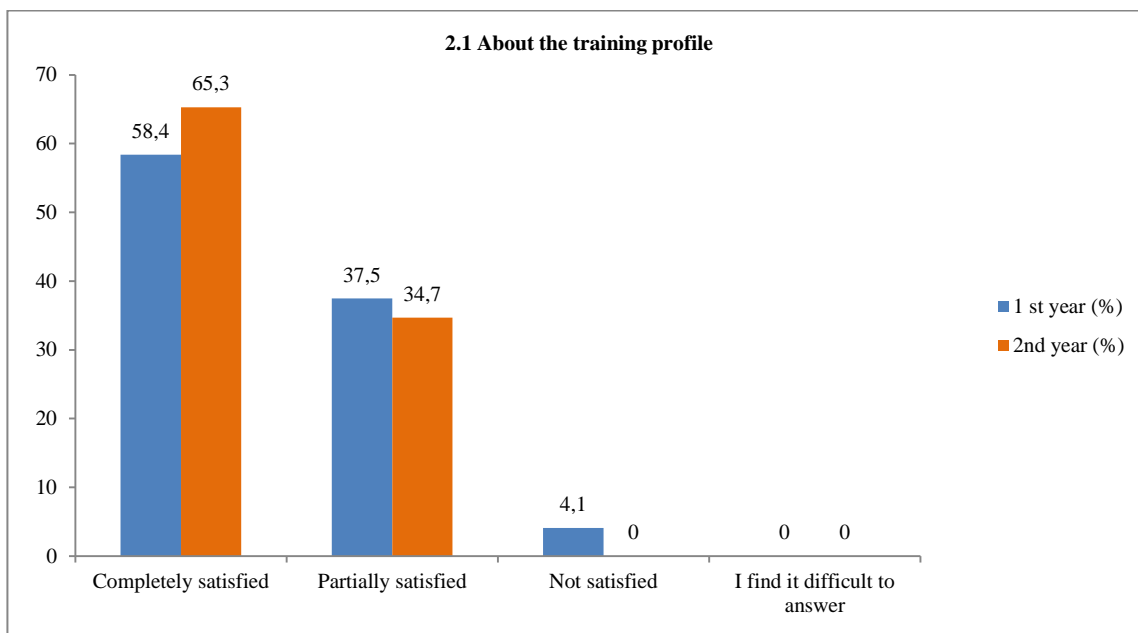
2.1 About the training profile
2.2 Characteristics of the professional activities of a master's student
2.3 List of developing competencies of a Master's degree graduate
2.4 List of Master's students' practice bases
2.5 Information about scientific supervisors

Other (write your answer)_____

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

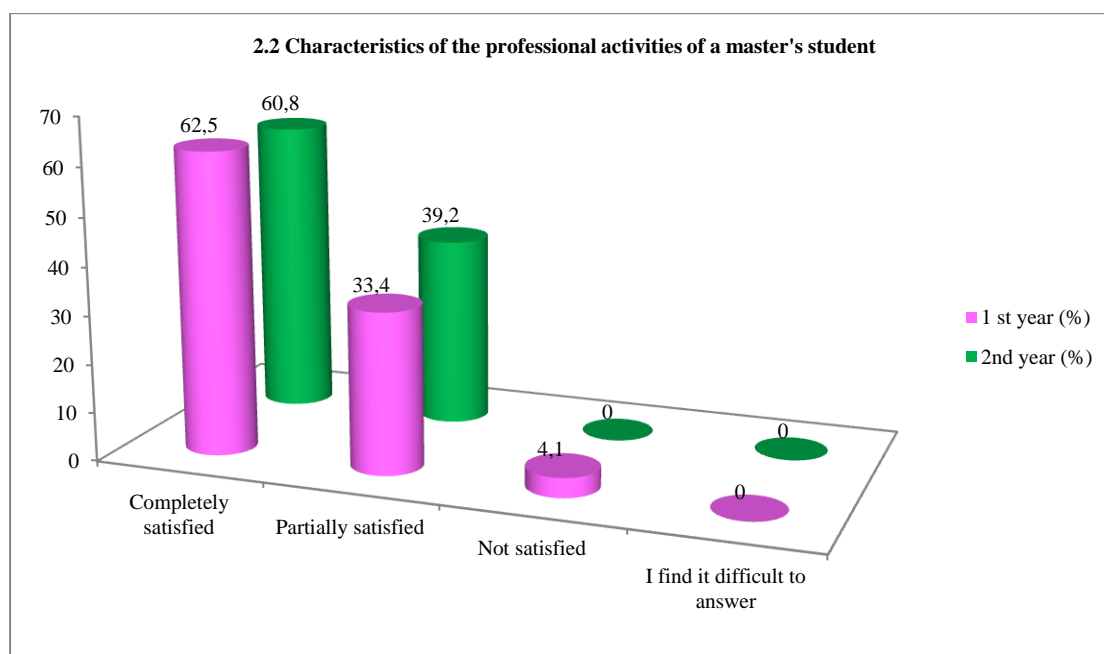
2.1 About the training profile

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	58,4	65,3
Partially satisfied	37,5	34,7
Not satisfied	4,1	-
I find it difficult to answer	-	-



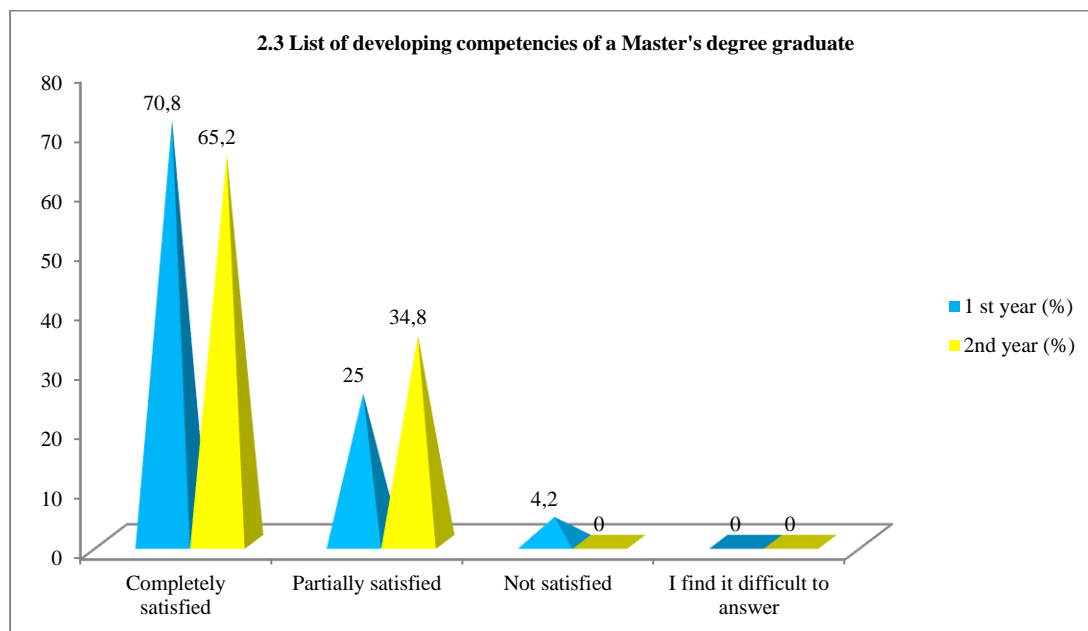
2.2 Characteristics of the professional activities of a master's student

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	62,5	60,8
Partially satisfied	33,4	39,2
Not satisfied	4,1	-
I find it difficult to answer	-	-



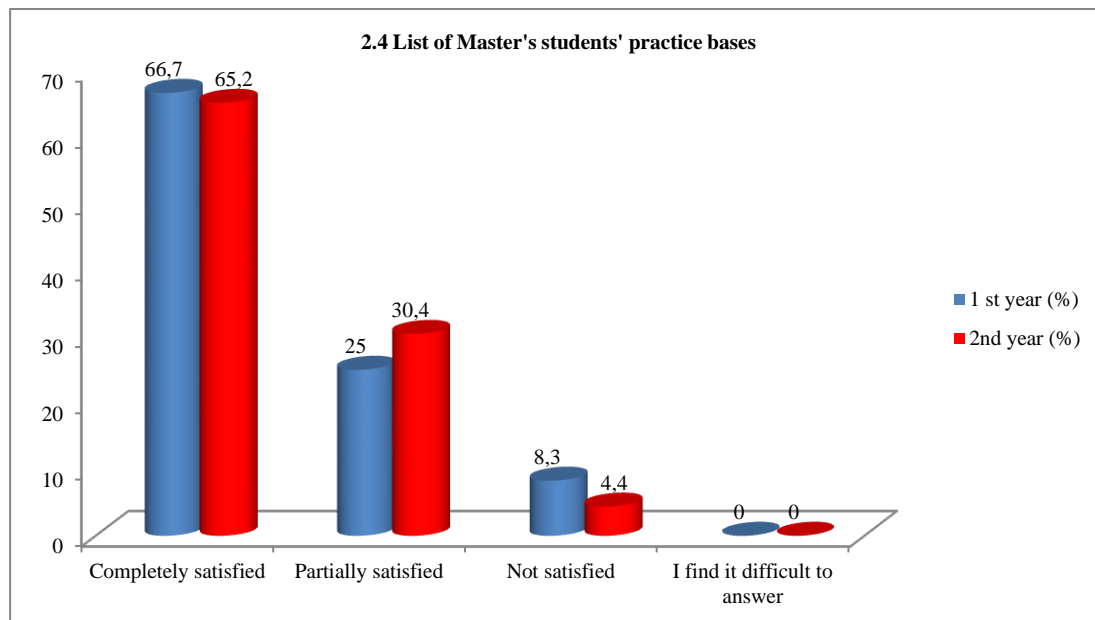
2.3 List of developing competencies of a Master's degree graduate

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	70,8	65,2
Partially satisfied	25	34,8
Not satisfied	4,2	-
I find it difficult to answer	-	-



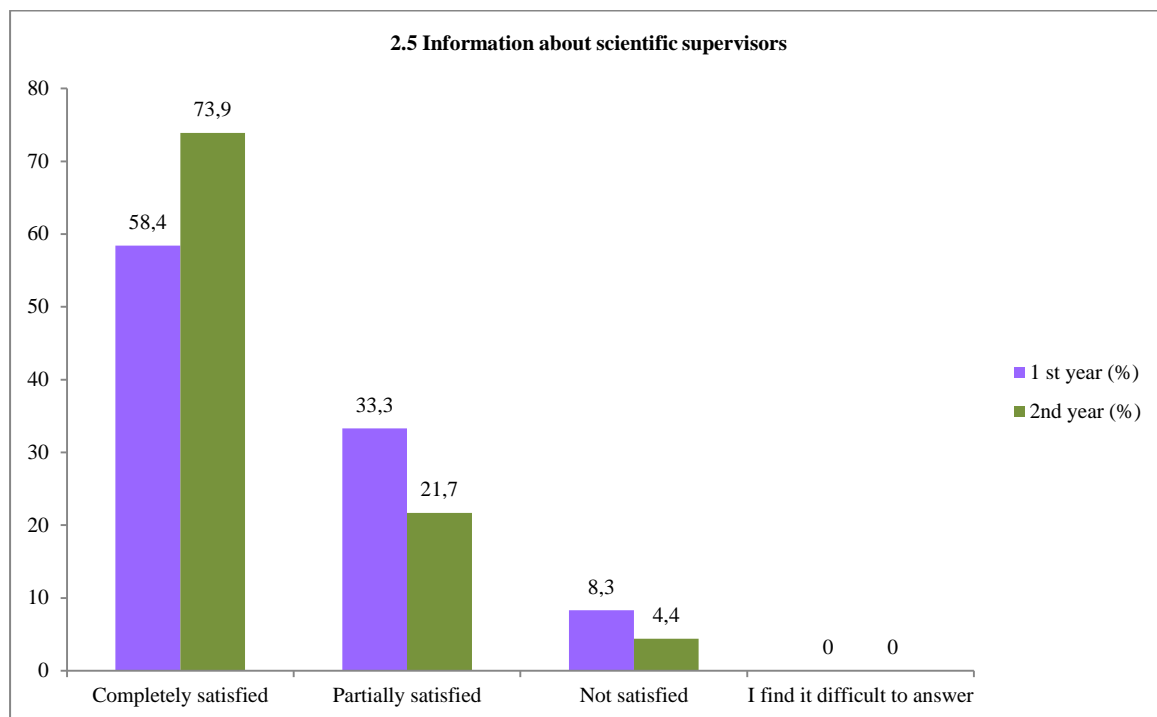
2.4 List of Master's students' practice bases

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	66,7	65,2
Partially satisfied	25	30,4
Not satisfied	8,3	4,4
I find it difficult to answer	-	-



2.5 Information about scientific supervisors

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	58,4	73,9
Partially satisfied	33,3	21,7
Not satisfied	8,3	4,4
I find it difficult to answer	-	-



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

-Let the teachers who know the practice (production workers) teach, there are catastrophically few of them.

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

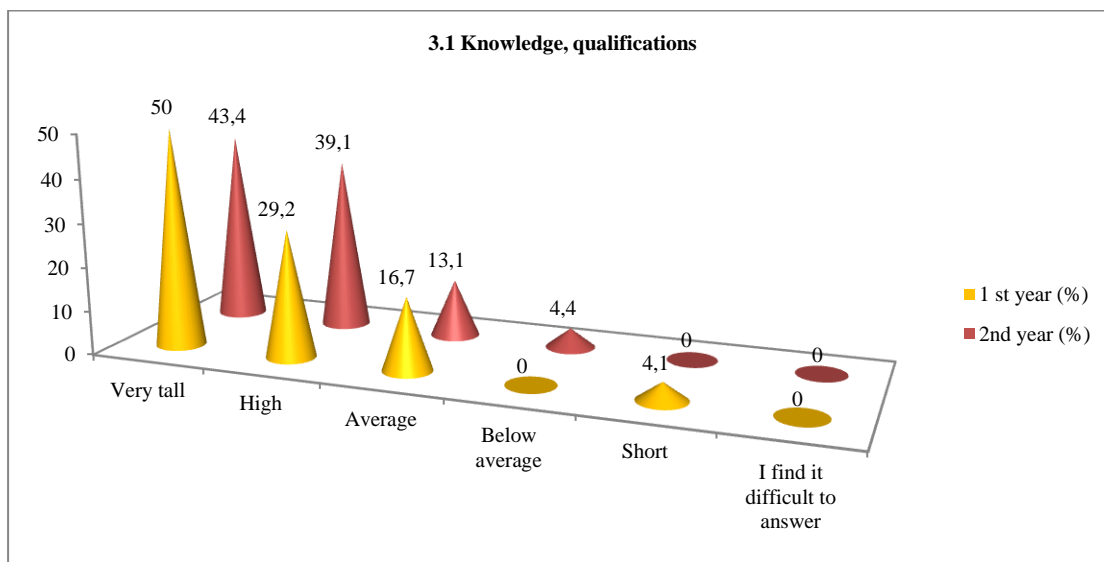
3.1 Knowledge, qualifications
3.2 Teaching qualities
3.3 Objectivity and impartiality of assessments
3.4 Teaching methods used

Other (write your answer)_____

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

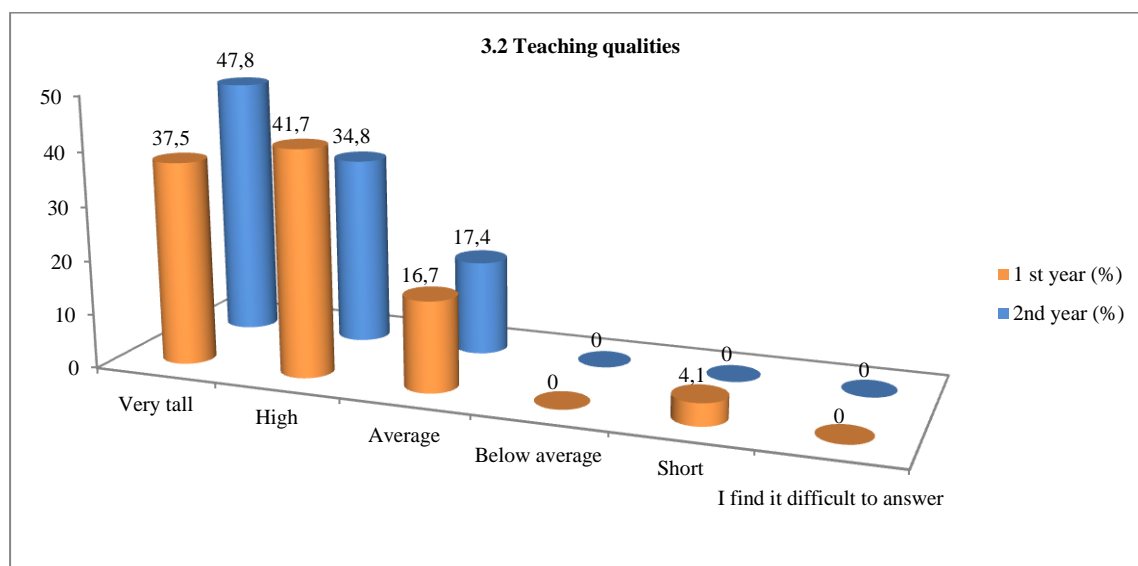
3.1 Knowledge, qualifications

Answer options	1 st year (%)	2nd year (%)
Very tall	50	43,4
High	29,2	39,1
Average	16,7	13,1
Below average	-	4,4
Short	4,1	-
I find it difficult to answer	-	-



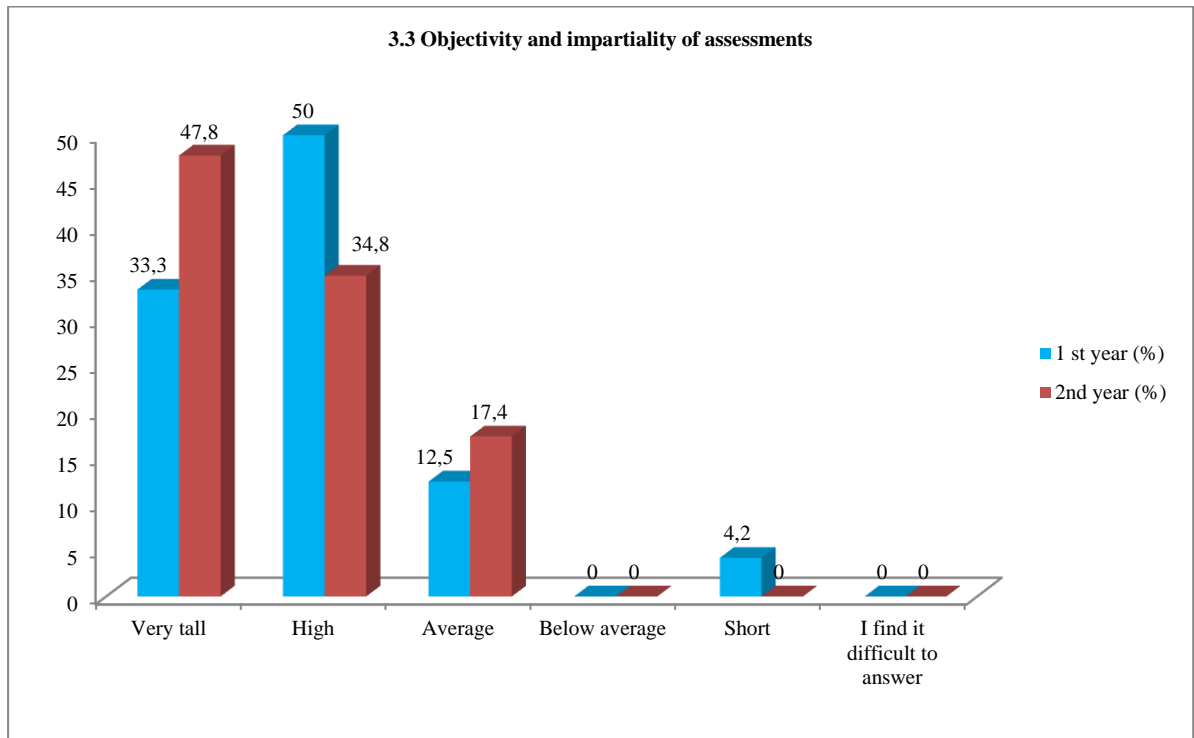
3.2 Teaching qualities

Answer options	1 st year (%)	2nd year (%)
Very tall	37,5	47,8
High	41,7	34,8
Average	16,7	17,4
Below average	-	-
Short	4,1	-
I find it difficult to answer	-	-



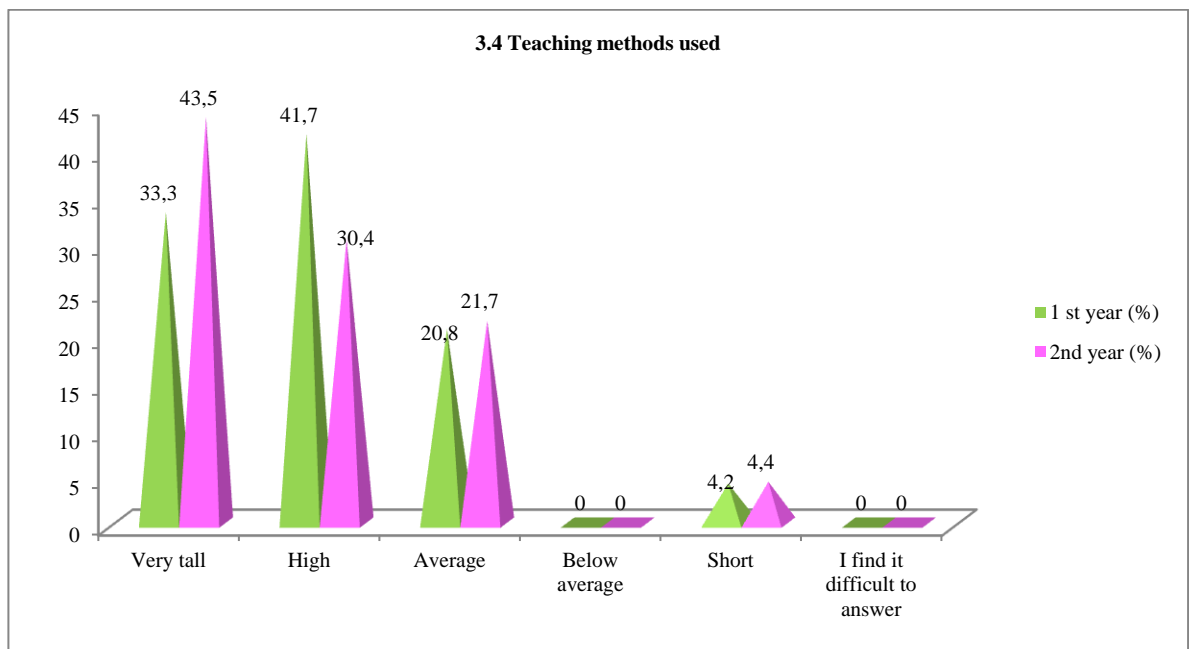
3.3 Objectivity and impartiality of assessments

Answer options	1 st year (%)	2nd year (%)
Very tall	33,3	47,8
High	50	34,8
Average	12,5	17,4
Below average	-	-
Short	4,2	-
I find it difficult to answer	-	-



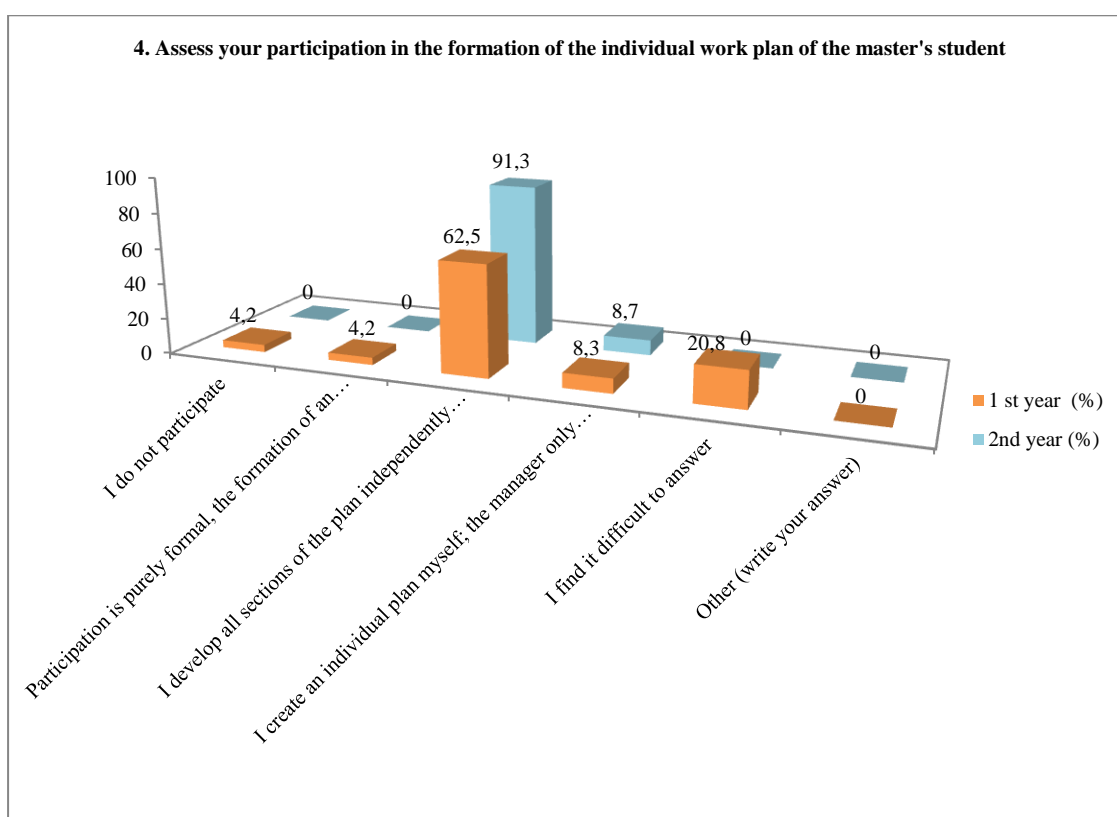
3.4 Teaching methods used

Answer options	1 st year (%)	2nd year (%)
Very tall	33,3	43,5
High	41,7	30,4
Average	20,8	21,7
Below average	-	-
Short	4,2	4,4
I find it difficult to answer	-	-



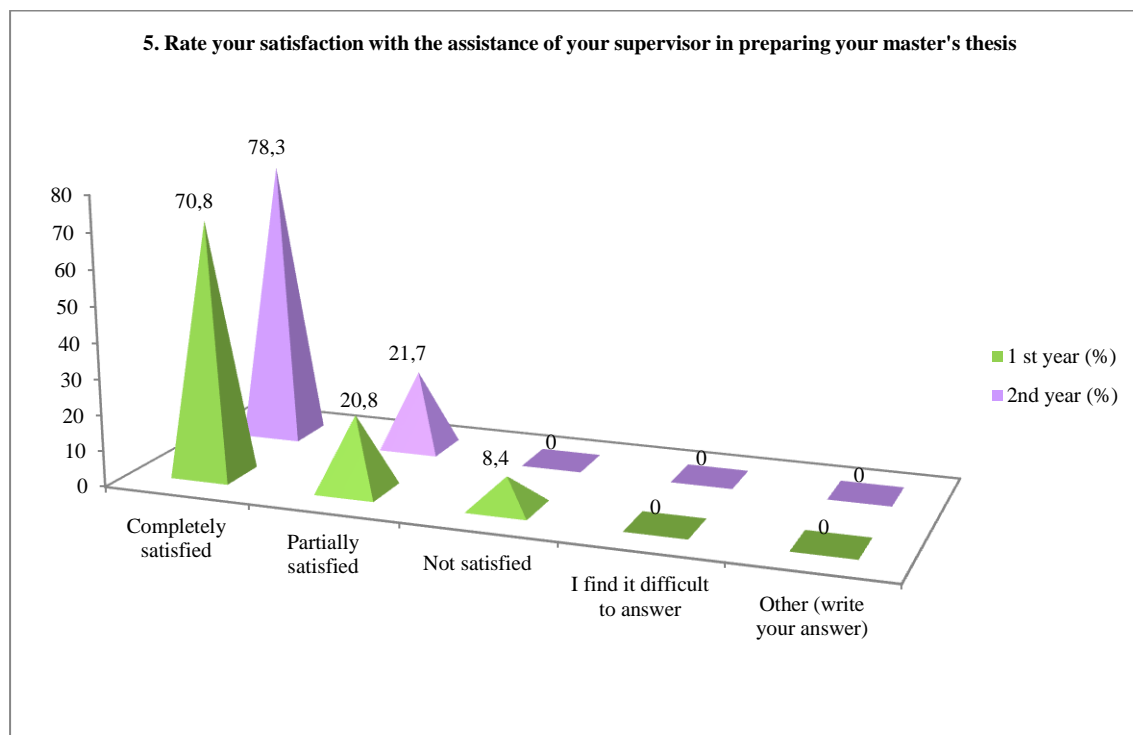
4. Assess your participation in the formation of the individual work plan of the master's student

Answer options	1 st year (%)	2nd year (%)
I do not participate	4,2	-
Participation is purely formal, the formation of an individual plan does not actually depend on me.	4,2	-
I develop all sections of the plan independently under the supervision of my supervisor.	62,5	91,3
I create an individual plan myself; the manager only signs it.	8,3	8,7
I find it difficult to answer	20,8	-
Other (write your answer)	-	-



5. Rate your satisfaction with the assistance of your supervisor in preparing your master's thesis

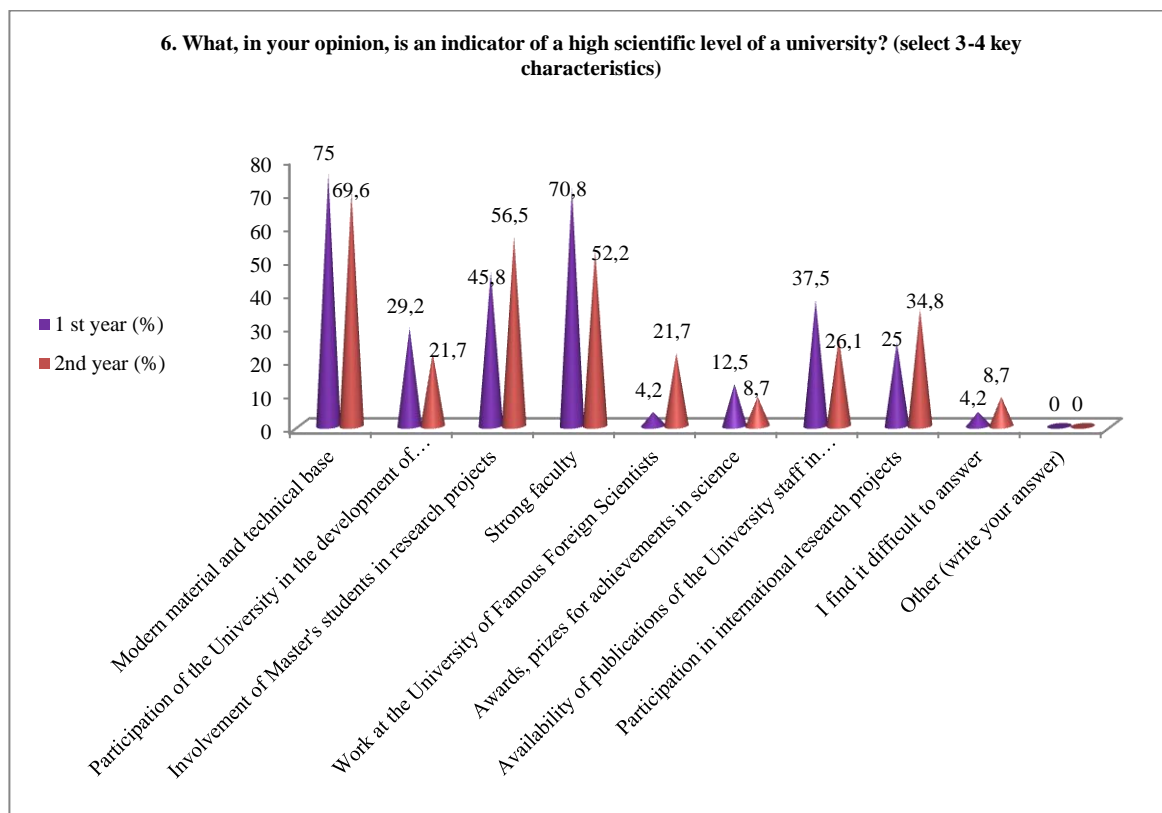
Answer options	1 st year (%)	2nd year (%)
Completely satisfied	70,8	78,3
Partially satisfied	20,8	21,7
Not satisfied	8,4	-
I find it difficult to answer	-	-
Other (write your answer)	-	-



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

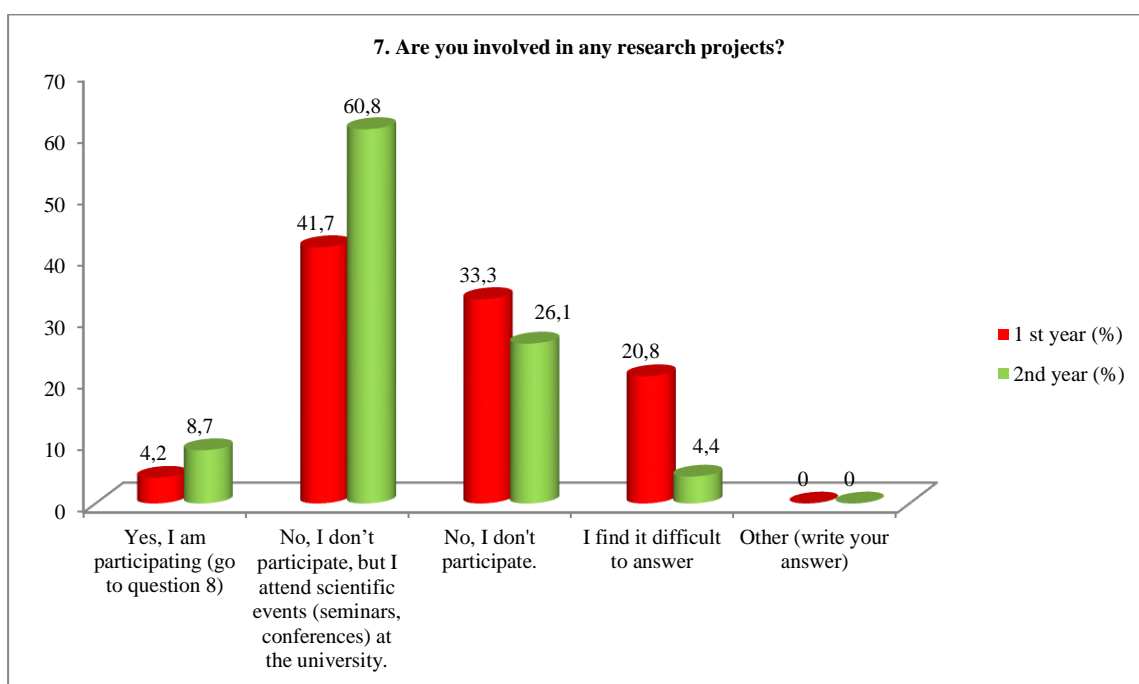
Answer options	1 st year (%)	2nd year (%)
Modern material and technical base	75	69,6
Participation of the University in the development of target programs for the socio-economic development of the region, cities, and enterprises	29,2	21,7
Involvement of Master's students in research projects	45,8	56,5
Strong faculty	70,8	52,2
Work at the University of Famous Foreign Scientists	4,2	21,7
Awards, prizes for achievements in science	12,5	8,7
Availability of publications of the University staff in international publications	37,5	26,1
Participation in international research projects	25	34,8
I find it difficult to answer	4,2	8,7
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)	4,2	8,7
No, I don't participate, but I attend scientific events (seminars, conferences) at the university.	41,7	60,8
No, I don't participate.	33,3	26,1
I find it difficult to answer	20,8	4,4
Other (write your answer)	-	-



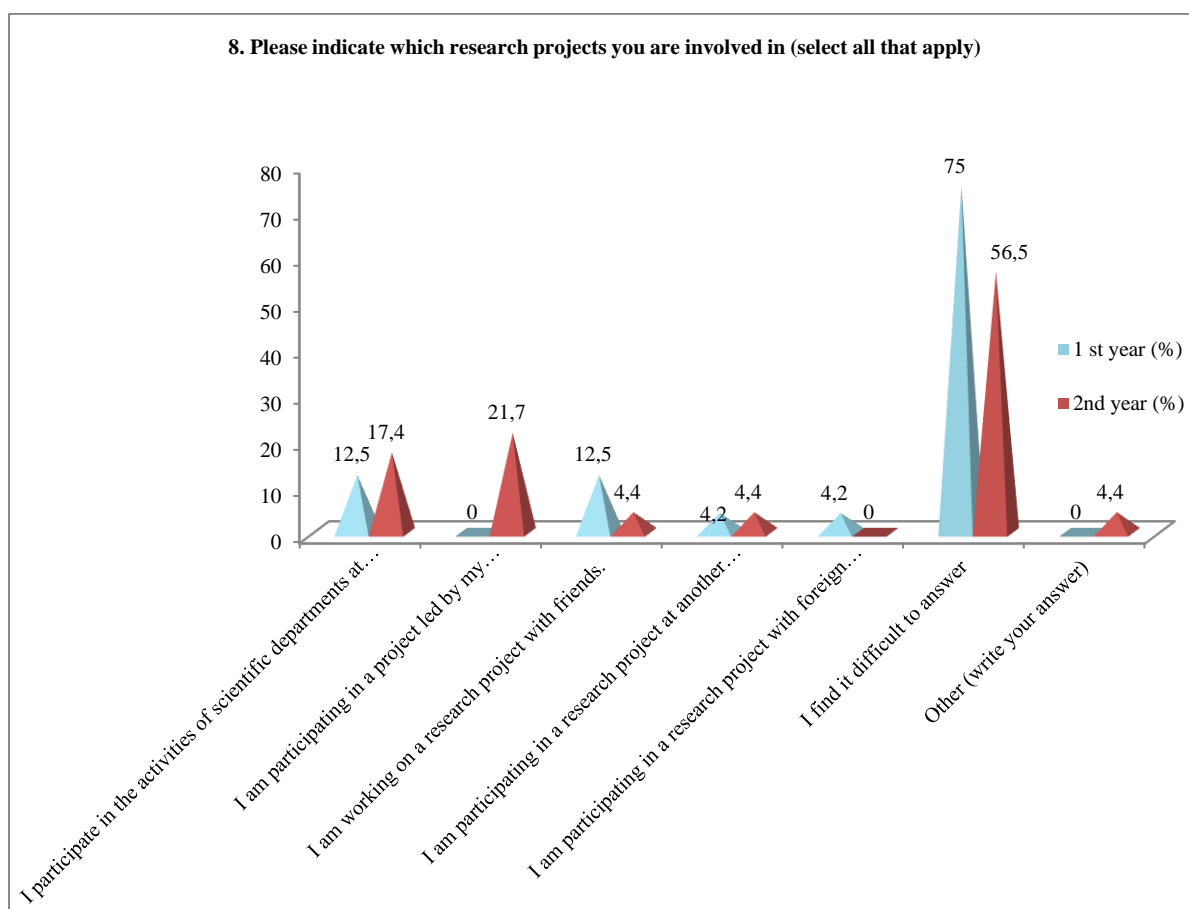
If you answered «No, I do not participate» to the previous question, please write why:

- No time.
- I don't have time to combine it with my studies.

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	12,5	17,4
I am participating in a project led by my supervisor/another teacher.	-	21,7
I am working on a research project with friends.	12,5	4,4
I am participating in a research project at another university.	4,2	4,4
I am participating in a research project with foreign universities	4,2	-
I find it difficult to answer	75	56,5
Other (write your answer)	-	4,4

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%.

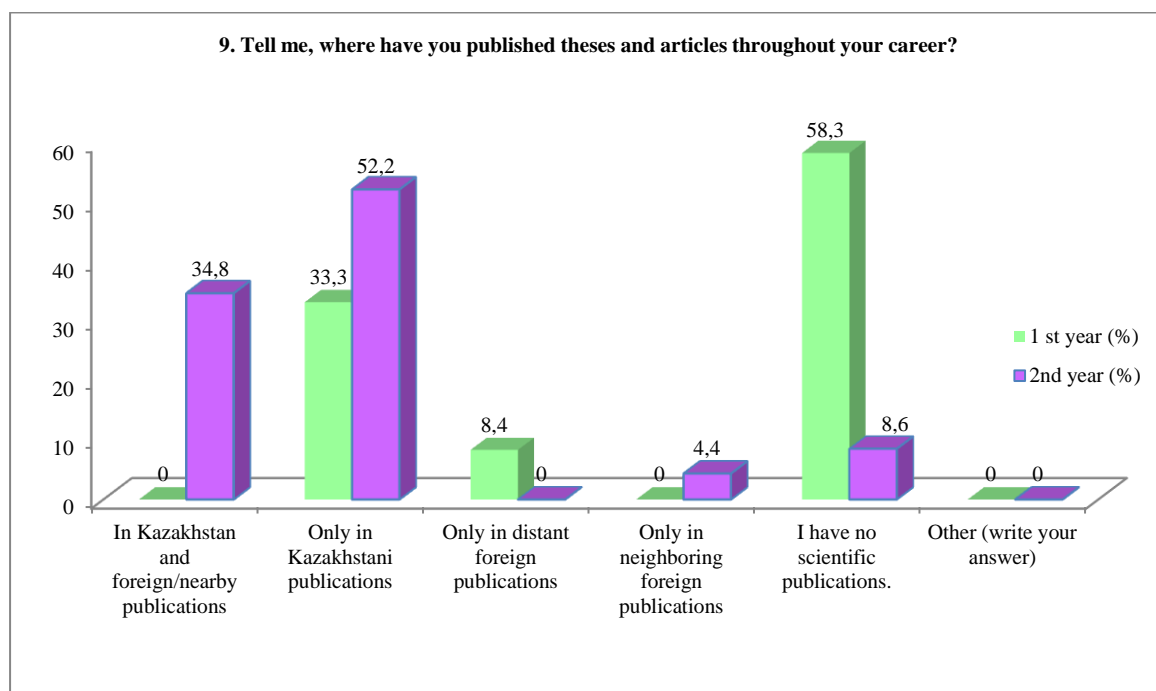


For the «Other» option, students indicated the following options:

- Personal research.

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

Answer options	1 st year (%)	2nd year (%)
In Kazakhstan and foreign/nearby publications	-	34,8
Only in Kazakhstani publications	33,3	52,2
Only in distant foreign publications	8,4	-
Only in neighboring foreign publications	-	4,4
I have no scientific publications.	58,3	8,6
Other (write your answer)	-	-

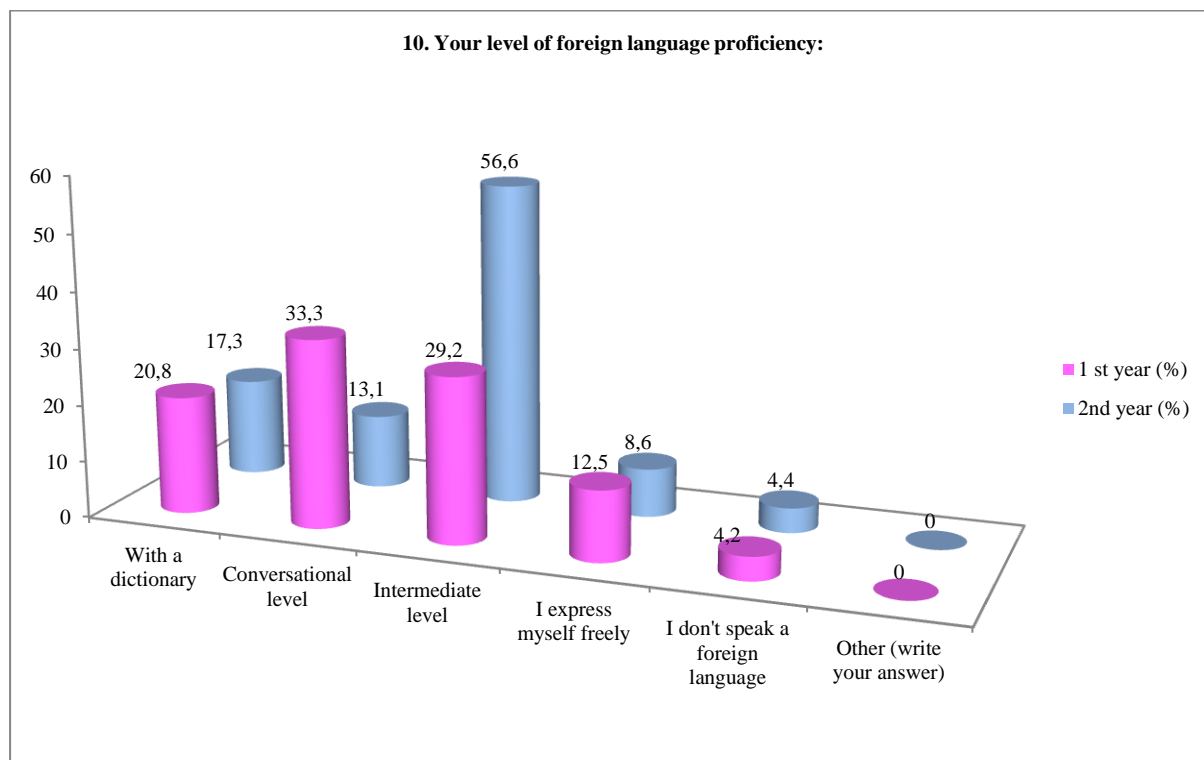


If you answered «I have no scientific publications» to the previous question, please write why:

- At work.
- I haven't had time yet.

10. Your level of foreign language proficiency:

Answer options	1 st year (%)	2nd year (%)
With a dictionary	20,8	17,3
Conversational level	33,3	13,1
Intermediate level	29,2	56,6
I express myself freely	12,5	8,6
I don't speak a foreign language	4,2	4,4
Other (write your answer)	-	-



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

-There was no opportunity or means.

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

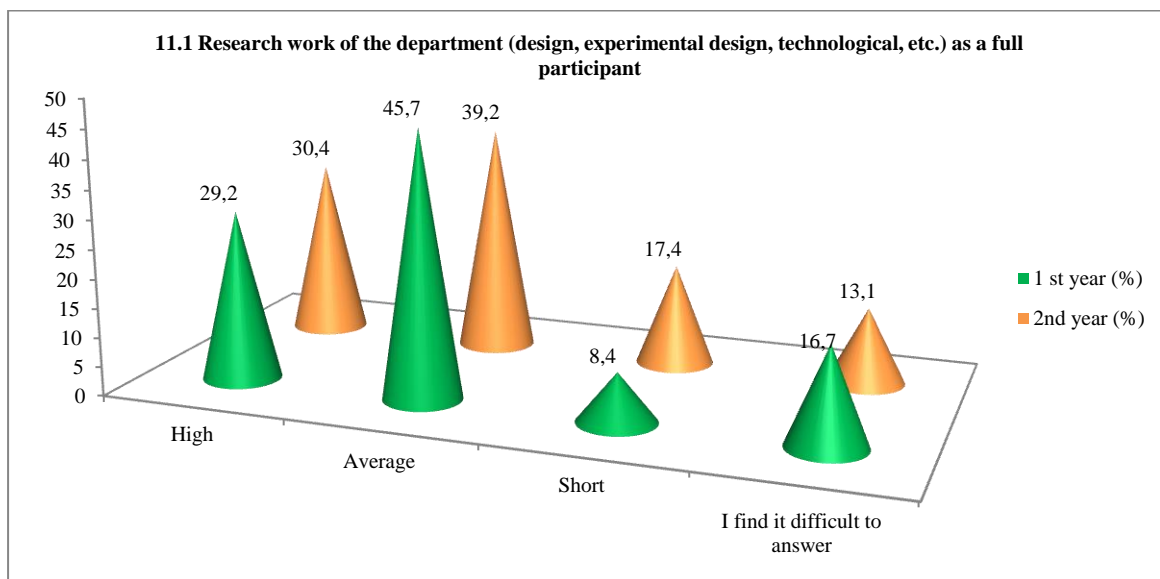
11.1 Research work of the department (design, experimental design, technological, etc.) as a full participant
11.2 Writing scientific articles
11.3 Participation with reports at conferences and seminars
11.4 Preparation of research reports, abstracts

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

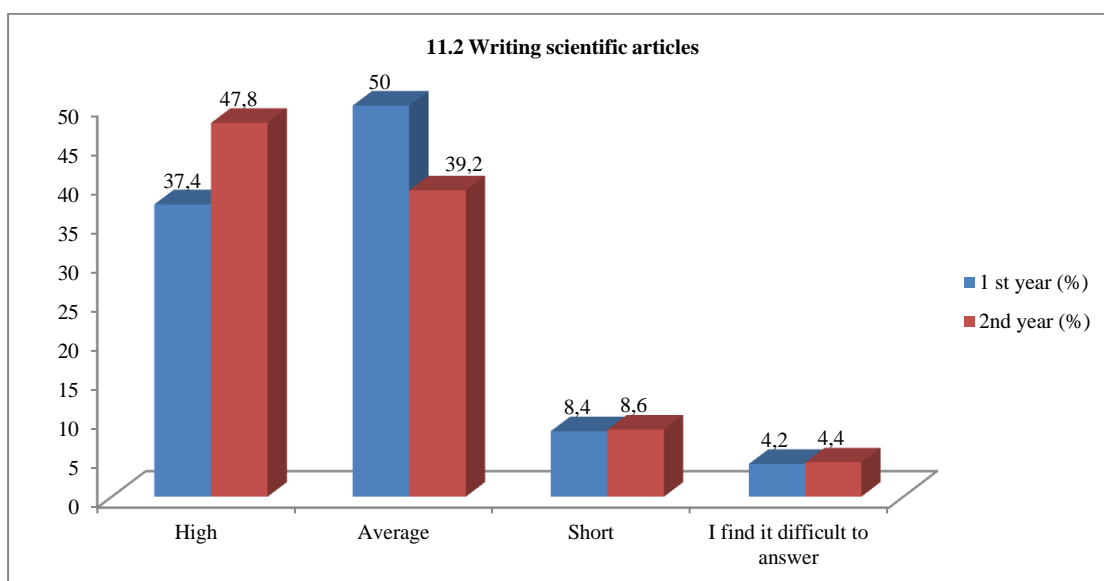
11.1 Research work of the department (design, experimental design, technological, etc.) as a full participant

Answer options	1 st year (%)	2nd year (%)
High	29,2	30,4
Average	45,7	39,2
Short	8,4	17,4
I find it difficult to answer	16,7	13,1



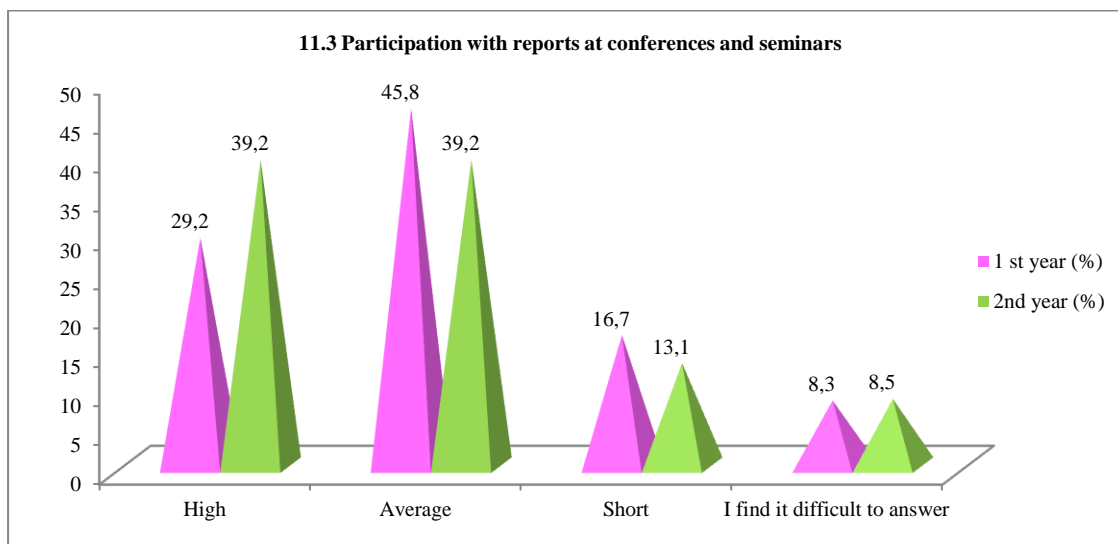
11.2 Writing scientific articles

Answer options	1 st year (%)	2nd year (%)
High	37,4	47,8
Average	50	39,2
Short	8,4	8,6
I find it difficult to answer	4,2	4,4



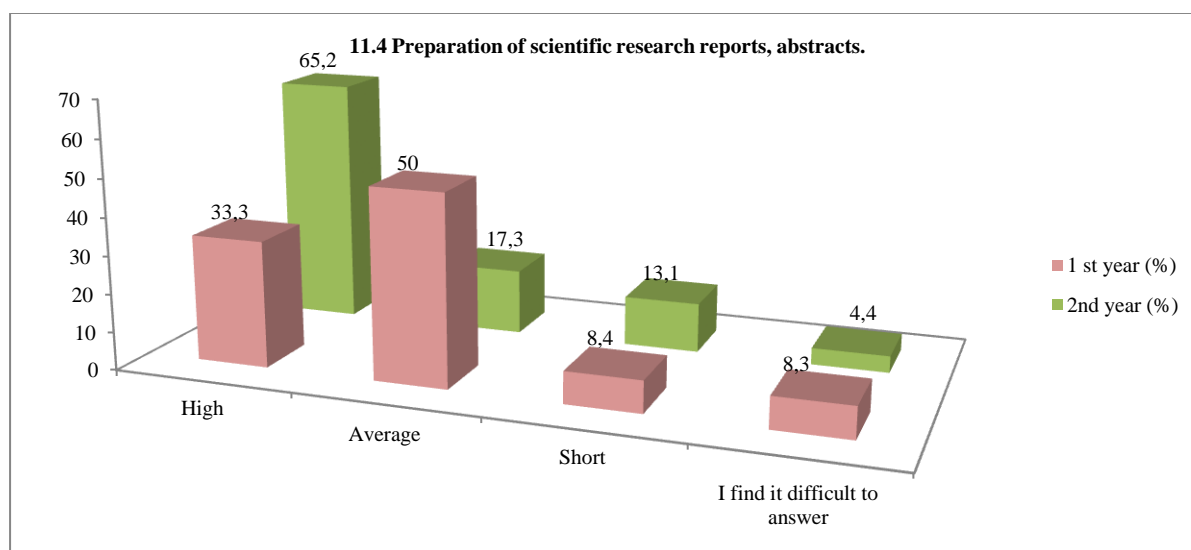
11.3 Participation with reports at conferences and seminars

Answer options	1 st year (%)	2nd year (%)
High	29,2	39,2
Average	45,8	39,2
Short	16,7	13,1
I find it difficult to answer	8,3	8,5



11.4 Preparation of scientific research reports, abstracts.

Answer options	1 st year (%)	2nd year (%)
High	33,3	65,2
Average	50	17,3
Short	8,4	13,1
I find it difficult to answer	8,3	4,4



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

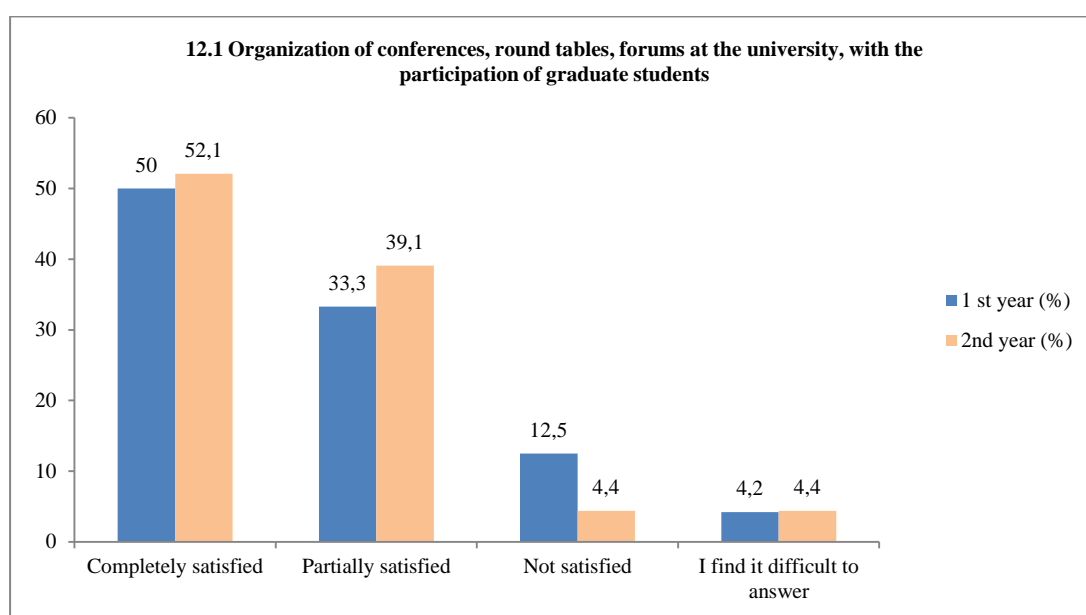
12.1 Organization of conferences, round tables, forums at the university, with the participation of graduate students
12.2 Logistics support for applied scientific research
12.3 Accessibility for master's students of technology, computers necessary for the educational process and scientific activities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

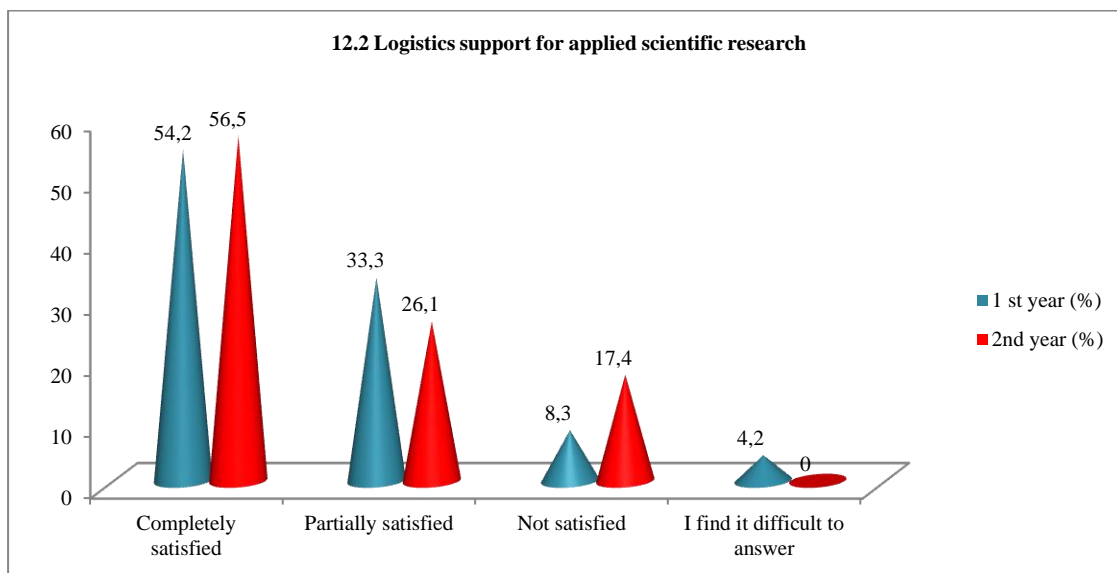
12.1 Organization of conferences, round tables, forums at the university, with the participation of graduate students

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	50	52,1
Partially satisfied	33,3	39,1
Not satisfied	12,5	4,4
I find it difficult to answer	4,2	4,4



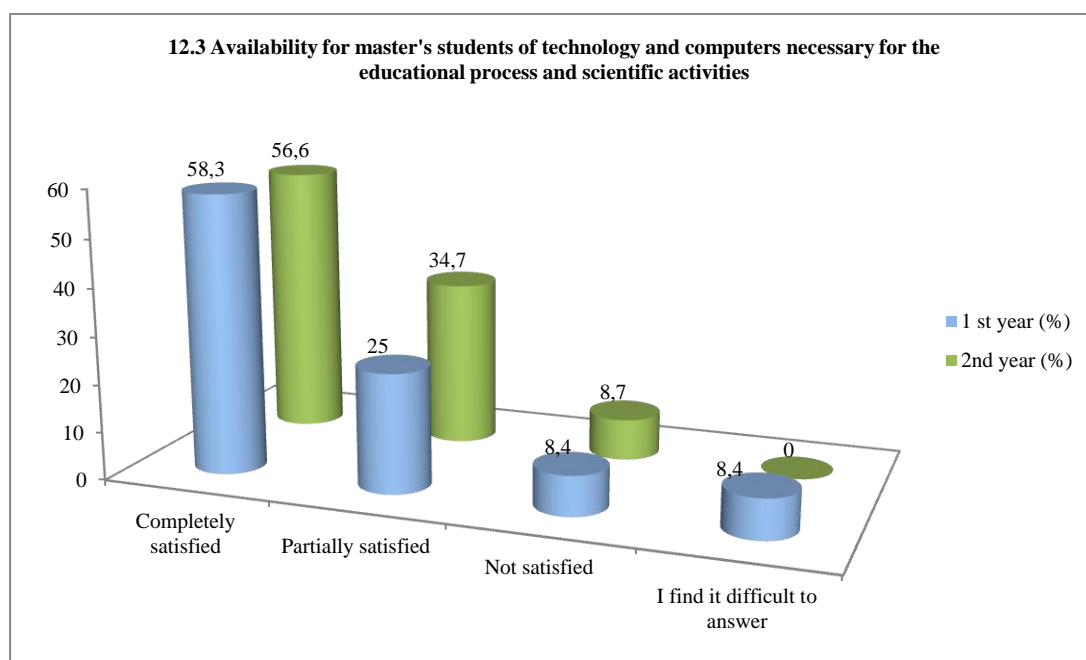
12.2 Logistics support for applied scientific research

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	54,2	56,5
Partially satisfied	33,3	26,1
Not satisfied	8,3	17,4
I find it difficult to answer	4,2	-



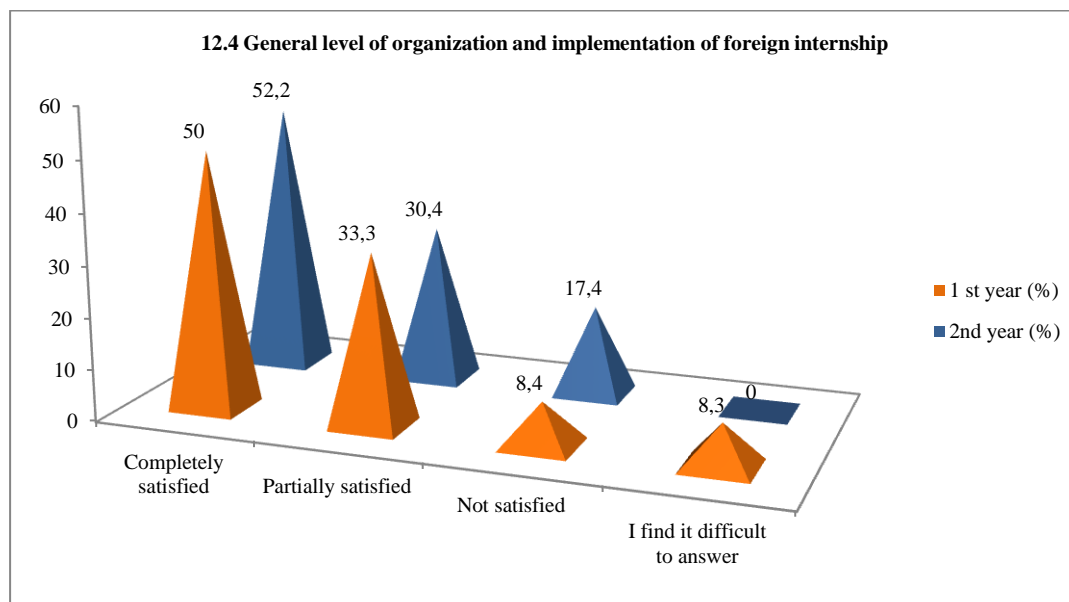
12.3 Availability for master's students of technology and computers necessary for the educational process and scientific activities

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	58,3	56,6
Partially satisfied	25	34,7
Not satisfied	8,4	8,7
I find it difficult to answer	8,4	-



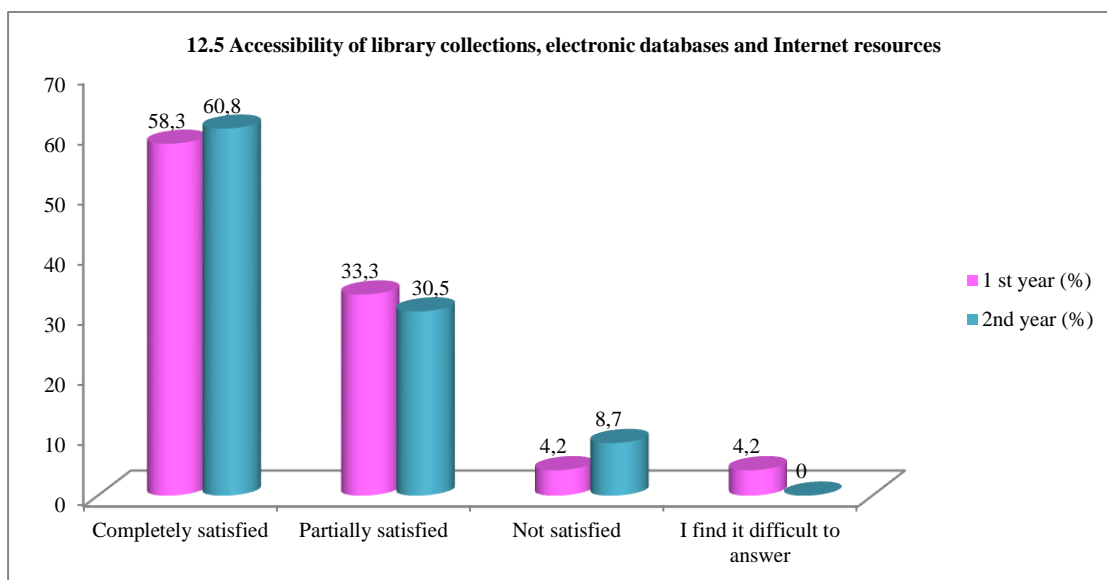
12.4 General level of organization and implementation of foreign internship

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	50	52,2
Partially satisfied	33,3	30,4
Not satisfied	8,4	17,4
I find it difficult to answer	8,3	-



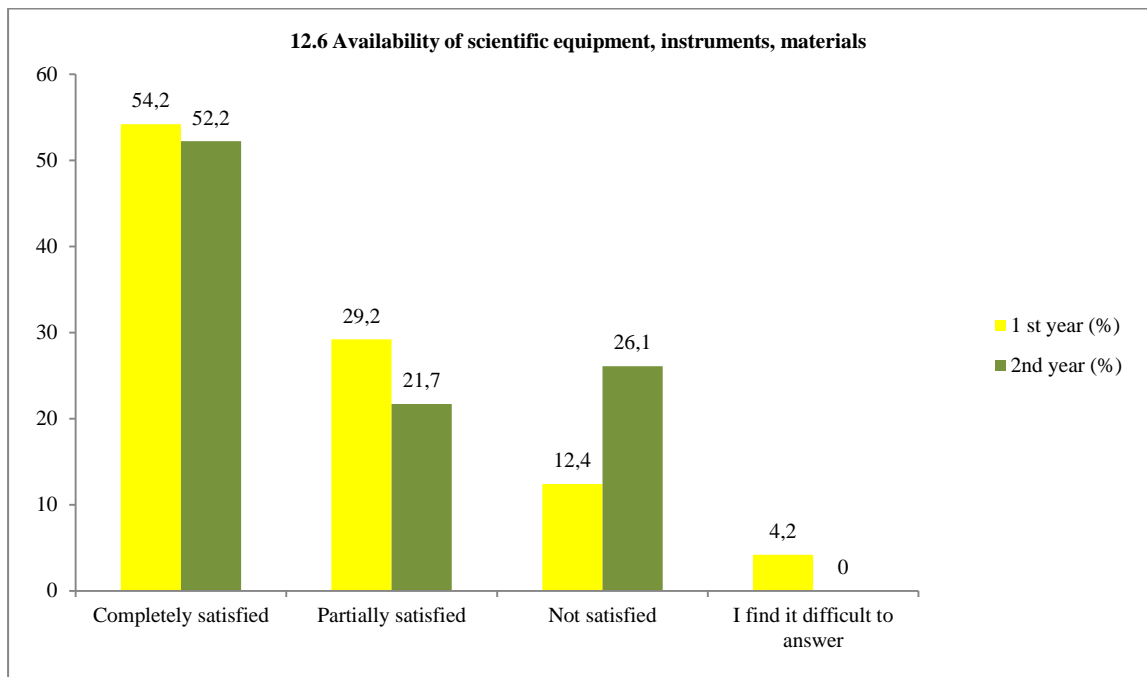
12.5 Accessibility of library collections, electronic databases and Internet resources

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	58,3	60,8
Partially satisfied	33,3	30,5
Not satisfied	4,2	8,7
I find it difficult to answer	4,2	-



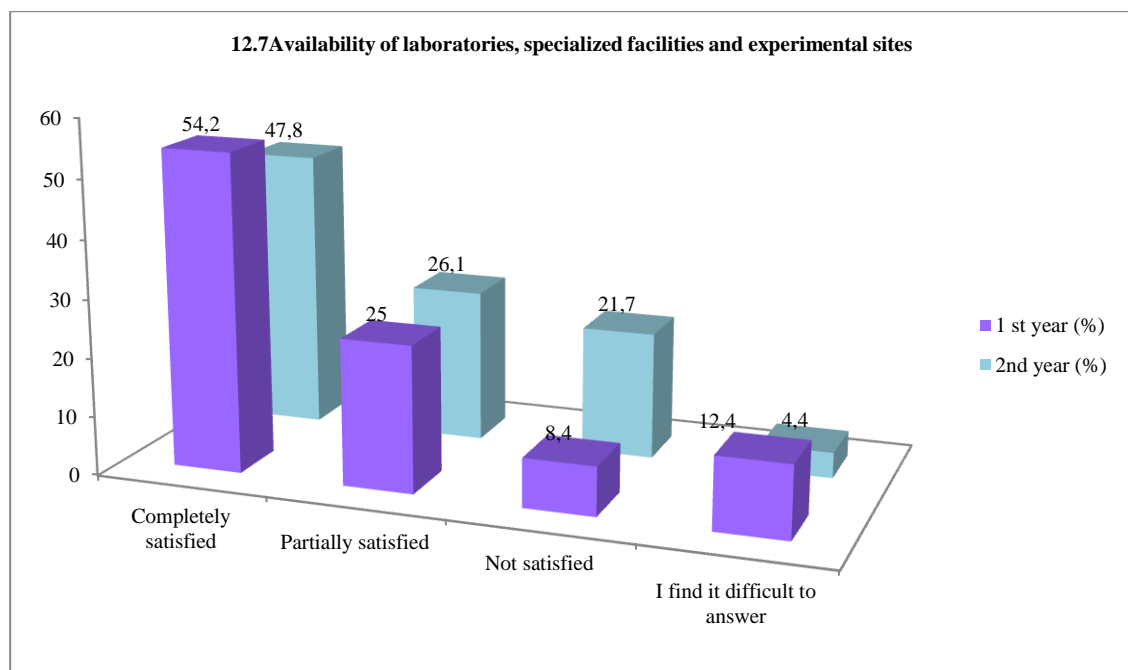
12.6 Availability of scientific equipment, instruments, materials

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	54,2	52,2
Partially satisfied	29,2	21,7
Not satisfied	12,4	26,1
I find it difficult to answer	4,2	-



12.7 Availability of laboratories, specialized facilities and experimental sites

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	54,2	47,8
Partially satisfied	25	26,1
Not satisfied	8,4	21,7
I find it difficult to answer	12,4	4,4



If you answered «Not satisfied» to the previous question, please provide recommendations for improving the scientific and educational environment of the university:

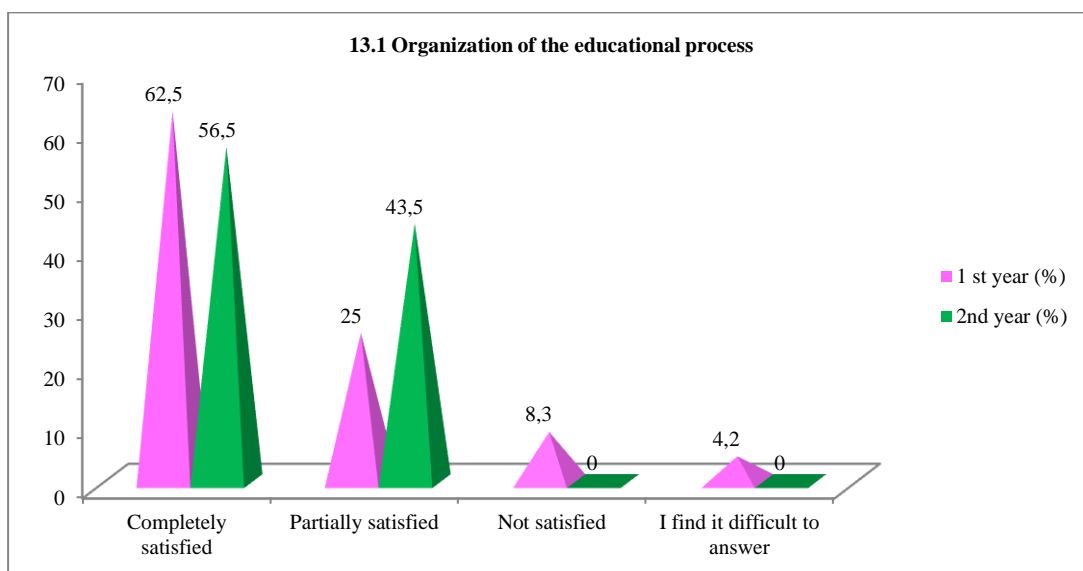
- Provide a research laboratory for the study of building structures and building materials.
- There is no modern technological and material base.

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

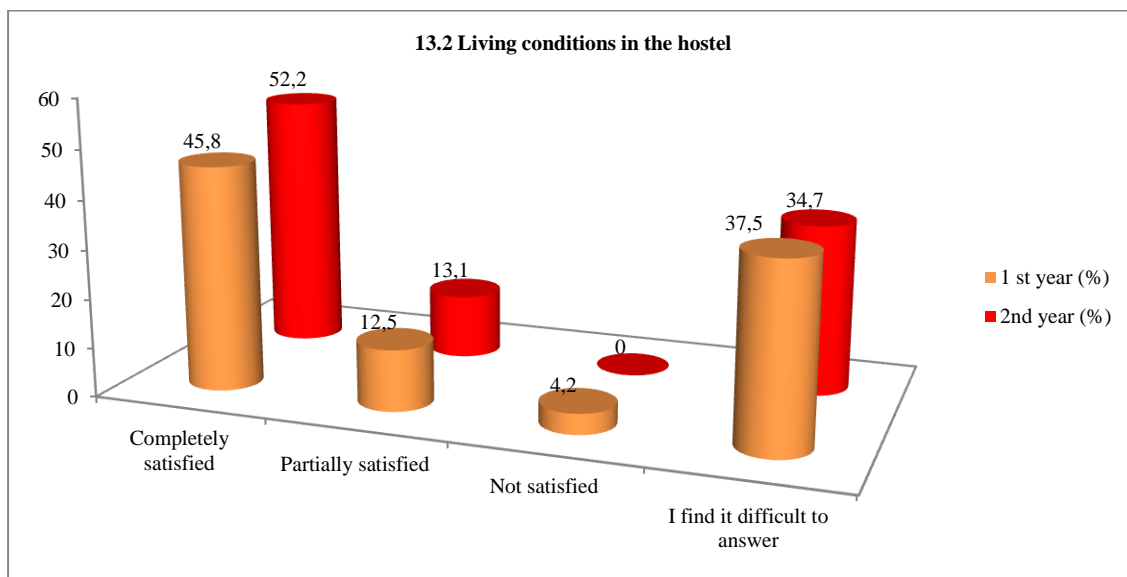
13.1 Organization of the educational process

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	62,5	56,5
Partially satisfied	25	43,5
Not satisfied	8,3	-
I find it difficult to answer	4,2	-



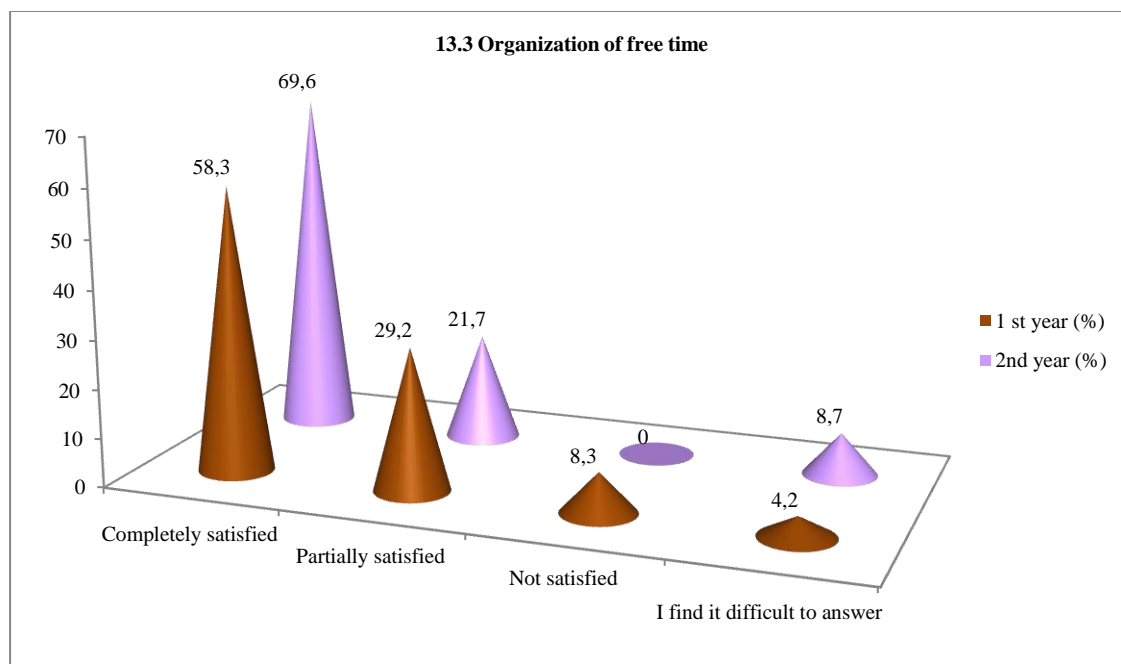
13.2 Living conditions in the hostel

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	45,8	52,2
Partially satisfied	12,5	13,1
Not satisfied	4,2	-
I find it difficult to answer	37,5	34,7



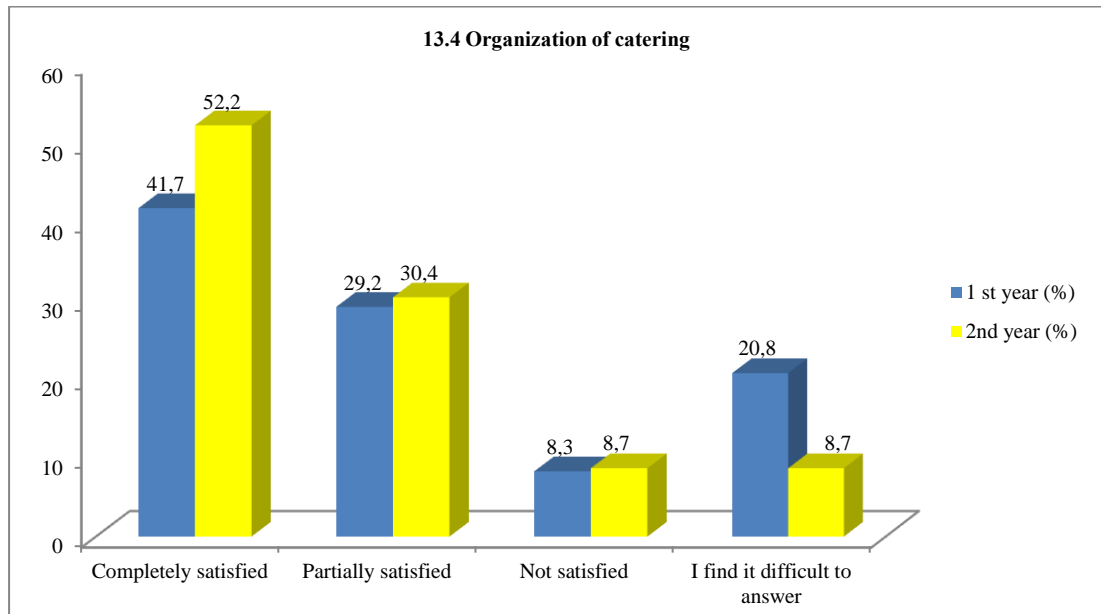
13.3 Organization of free time

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	58,3	69,6
Partially satisfied	29,2	21,7
Not satisfied	8,3	-
I find it difficult to answer	4,2	8,7



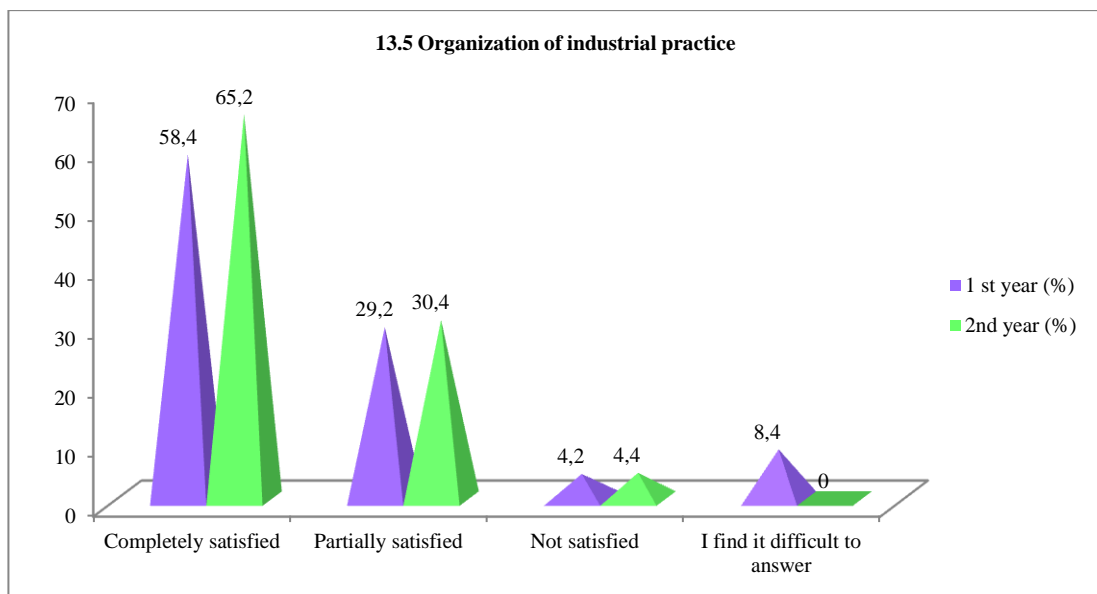
13.4 Organization of catering

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	41,7	52,2
Partially satisfied	29,2	30,4
Not satisfied	8,3	8,7
I find it difficult to answer	20,8	8,7



13.5 Organization of industrial practice

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	58,4	65,2
Partially satisfied	29,2	30,4
Not satisfied	4,2	4,4
I find it difficult to answer	8,4	-



14. If you have difficulties studying for a master's degree, what causes them? (write):

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

- I am experiencing difficulties with the lack of a laboratory to conduct research related to the testing of building structures.

- many undergraduates are already adult working people, the university does not take this into account when scheduling couples. (one couple in the middle of the day is not convenient!)

Conclusions based on the questionnaire results:

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

- continuation of education at the same university (65.6%);
- availability of budget places (59.6%);
- proximity to the family's place of residence (38.4%);
- high quality of education (29.7%);
- the opportunity to complete internships abroad during studies (21.5%);
- affordable tuition fees (8.5%);
- the opportunity to engage in science while studying (6.5%).

Additional factors: the prestige of the university, the ability to easily find a job with a diploma from this university and a wide choice of specialties also influence the choice of a master's degree.

Satisfaction with the availability of information:

- Average satisfaction level: (96.2%).
- Meaning: A high level of satisfaction indicates that information is accessible and satisfactory, which helps students plan their learning activities effectively.

Evaluation of the teaching staff of the master's program:

- more than 79.7% of students rated the level of knowledge, professionalism, objectivity, teaching skills and methods of teachers as «very high» and «high».

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

- 76.9% of master's students actively participate in developing their work plan under the supervision of their supervisor, which indicates the independence and responsibility of students;
- 8.5% of students form a plan independently, and the supervisor signs it without exerting significant influence;
- 2.1% of students see their participation as formal, as they relied more on the help of the supervisor due to difficulties in independently formulating ideas;
- 2.1% of 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 help of their academic supervisor;
- 10.4% of 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: 95.8%
- Significance: high level of satisfaction of master's students with the quality of support from their academic supervisor.

Indicators of the high scientific level of the University:

1. Modern material and technical base: 72.3%;
2. Strong teaching staff: 61.5%;
3. Involvement in research projects: 51.2%;
4. Availability of publications of university staff in international publications: 31.8%;

5. Participation in international research projects: 29.9%;
6. Participation in targeted programs of socio-economic development: 25.5%;
7. Work of famous foreign scientists: 12.9%;
8. Awards, prizes for achievements in science: 10.6%.

Publication of scientific papers:

- Active participation: 49.2% of master's students
- Meaning: the degree of involvement in the scientific community and the desire to disseminate research results is average.

The analysis revealed that 66.5% of master's students published scientific articles in Kazakhstani and foreign publications during their educational activities. This indicator indicates a high degree of involvement of master's students in scientific research activities.

Level of foreign language proficiency:

- Different levels of proficiency: 95.7% of master's students
- Meaning: knowledge of a foreign language from a basic level to complete freedom in expression, while some do not know the language at all, which can create difficulties in learning and communication.

Participation of graduate students in the work of the department:

- research work of the department (design, experimental design, technological, etc.) as a full participant: 72.3%.
- writing scientific articles: 87.2%.
- participation with reports at conferences and seminars: 76.7%.
- preparation of research reports, abstracts: 82.9%.

Satisfaction of master's students with the scientific and educational environment of the university:

- Organization of conferences, round tables, forums at the university, with the participation of master's students: 87.2%.
- Material and technical support for applied scientific research: 85%.
- Availability of technology and computers necessary for the educational process and scientific activities: 87.3%.
- Overall level of organization and implementation of foreign internships: 82.9%.
- Availability of library collections, electronic databases and Internet resources: 91.4%.
- Availability of scientific equipment, instruments, materials: 78.6%.
- Availability of laboratories, specialized facilities and experimental sites: 76.6%.

Students' satisfaction with the quality of educational services:

1. Organization of the educational process: 93.7%;
2. Living conditions in a hostel: 61.8%;
3. Organization of free time: 89.4%;
4. Organization of food: 76.7%;
5. Organization of industrial practice: 91.6%.

Overall rating:

- Postgraduates highly value research and teaching opportunities, which is reflected in overall satisfaction with the university's services and support.

Final satisfaction of master's degree students in the specialty «Construction» educational services is **81,7%**, 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.