

Report on the results of the questionnaire
«Satisfaction of master's students with educational services»
2024-2025 ac. year
in educational program
7M07303 Production of building materials, products, and structures

In February 2025, the Center for quality management and accreditation conducted an anonymous online survey titled «**Graduate students' satisfaction with educational services.**»

The purpose of the study was to measure students' satisfaction with the quality of services provided by the university.

The subject of the study: students' perceptions of the organization of the educational process and the degree of satisfaction with its various aspects.

Survey results were processed and presented in aggregated form, ensuring the confidentiality of students' personal opinions.

The target group of the study consisted of 1st- and 2nd-year master's students.

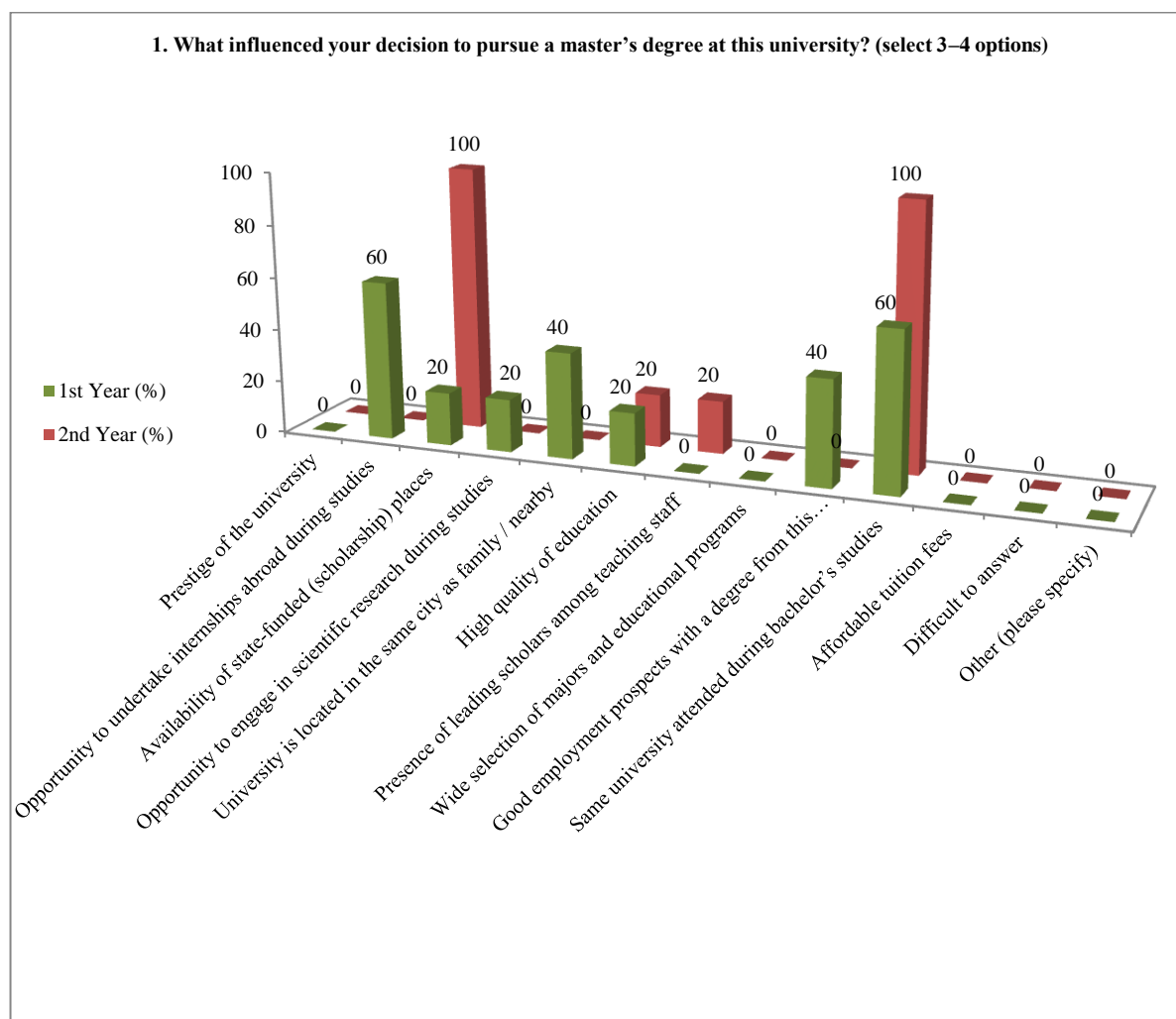
A total of 15 respondents participated in the survey, accounting for 100% of all students enrolled in the program.

The following data were obtained during the survey:

**1. What influenced your decision to pursue a master's degree at this university?
(select 3–4 options)**

Response Options	1st Year (%)	2nd Year (%)
Prestige of the university	-	-
Opportunity to undertake internships abroad during studies	60	-
Availability of state-funded (scholarship) places	20	100
Opportunity to engage in scientific research during studies	20	-
University is located in the same city as family / nearby	40	-
High quality of education	20	20
Presence of leading scholars among teaching staff	-	20
Wide selection of majors and educational programs	-	-
Good employment prospects with a degree from this university	40	-
Same university attended during bachelor's studies	60	100
Affordable tuition fees	-	-
Difficult to answer	-	-
Other (please specify)	-	-

** Percentages do not add up to 100% because respondents were allowed to select multiple answers*



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

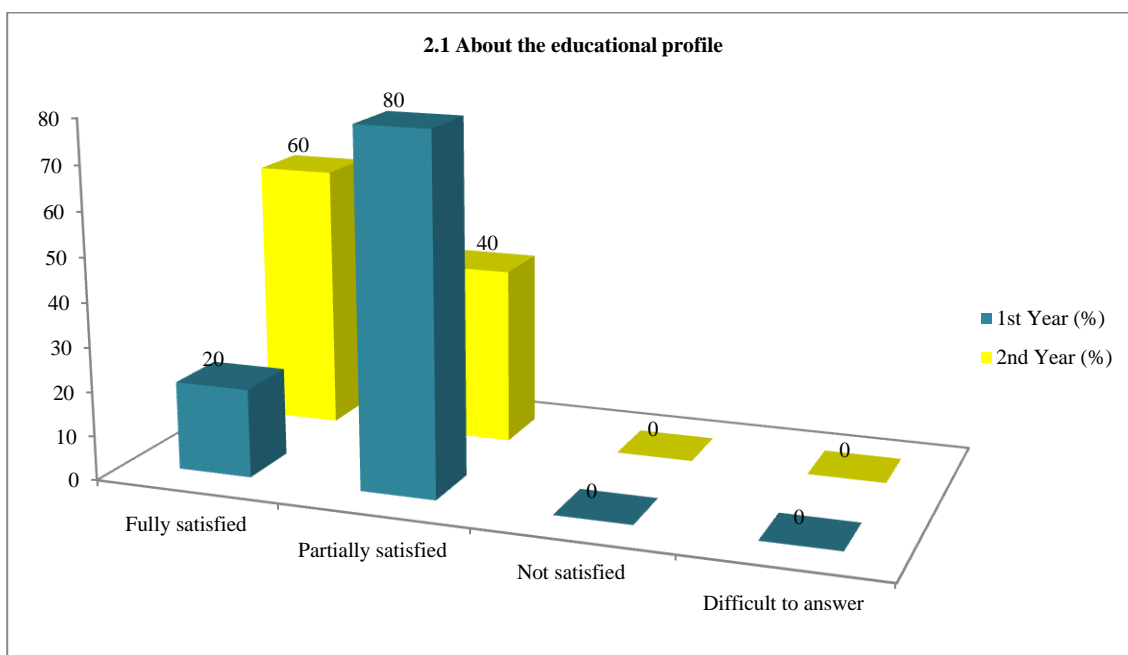
2.1 About the educational profile
2.2 Description of the professional activities of a master's graduate
2.3 List of competencies developed in the master's program
2.4 List of internship bases for master's students
2.5 Information about academic supervisors

Other (please specify) _____

If you answered “Not satisfied” to any of the above, please provide recommendations for improving your study program _____

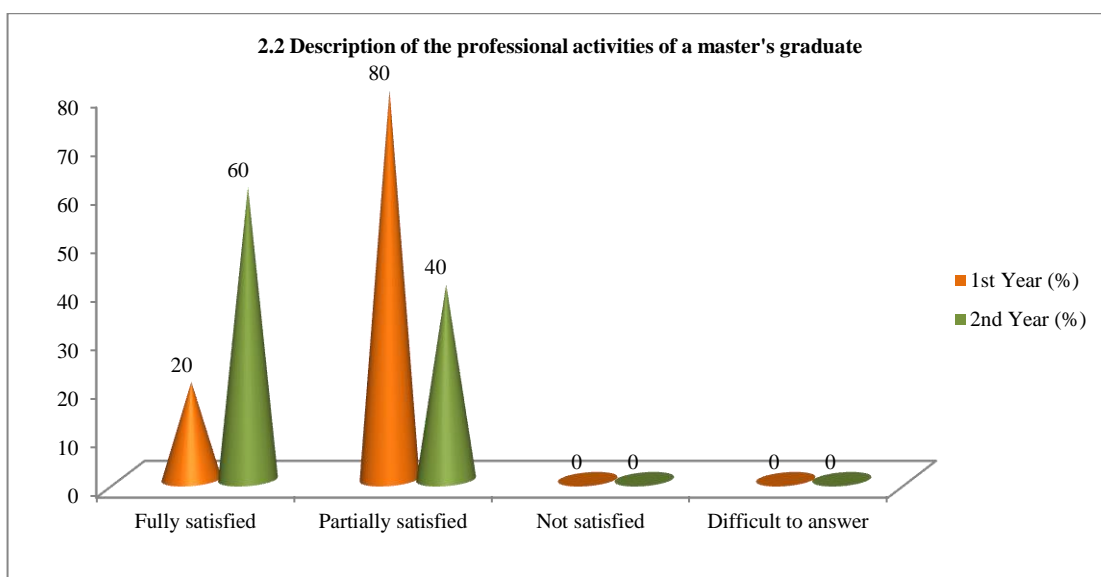
2.1 About the educational profile

Response Options	1st Year (%)	2nd Year (%)
Fully satisfied	20	60
Partially satisfied	80	40
Not satisfied	-	-
Difficult to answer	-	-



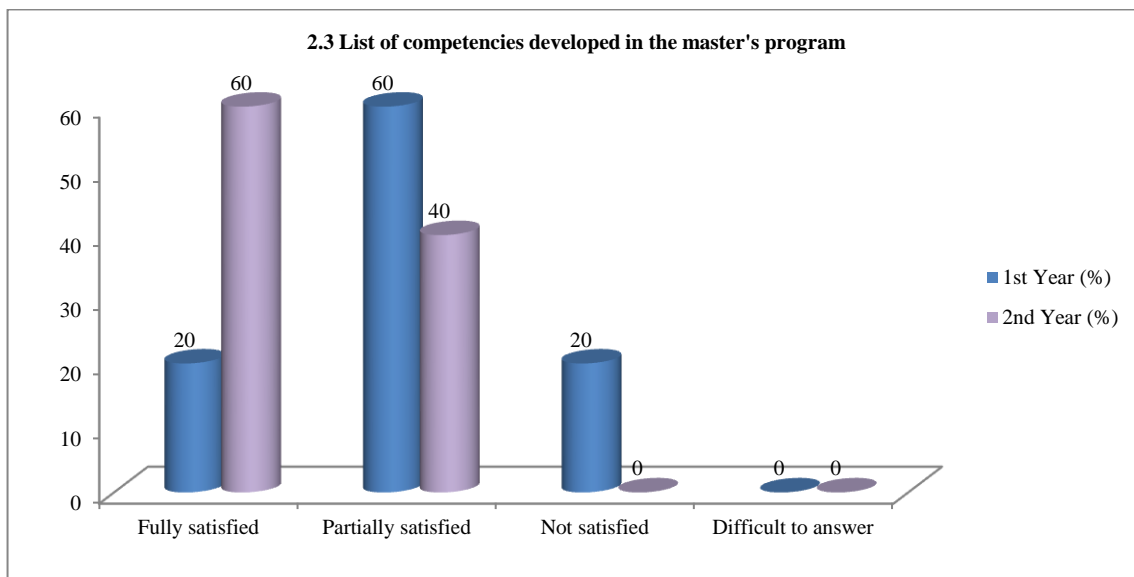
2.2 Description of the professional activities of a master's graduate

Response Options	1st Year (%)	2nd Year (%)
Fully satisfied	20	60
Partially satisfied	80	40
Not satisfied	-	-
Difficult to answer	-	-



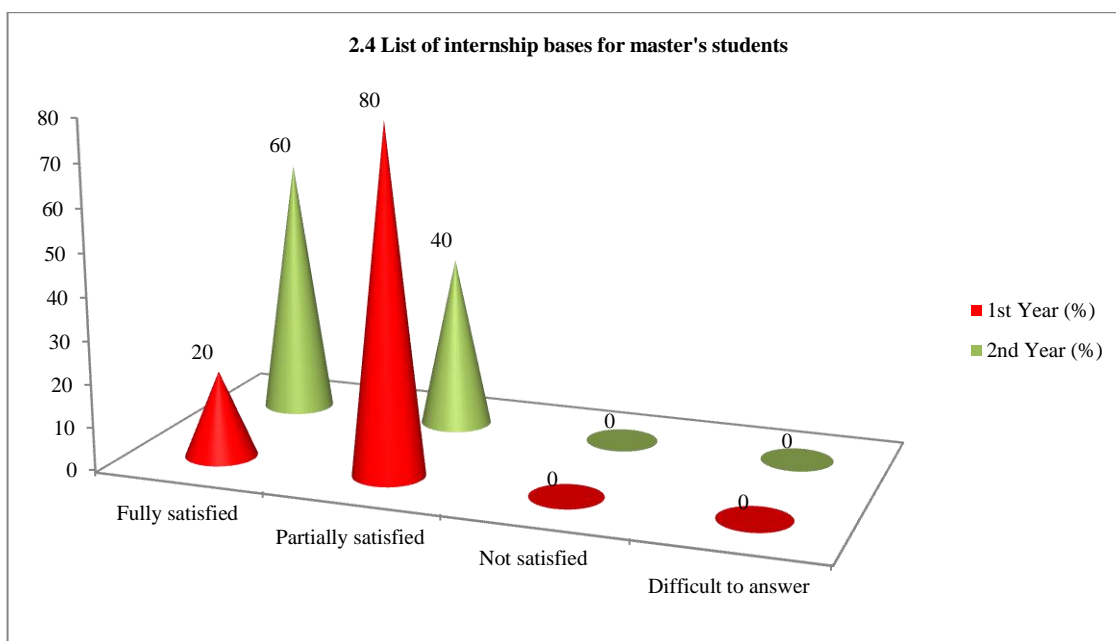
2.3 List of competencies developed in the master's program

Response Options	1st Year (%)	2nd Year (%)
Fully satisfied	20	60
Partially satisfied	60	40
Not satisfied	20	-
Difficult to answer	-	-



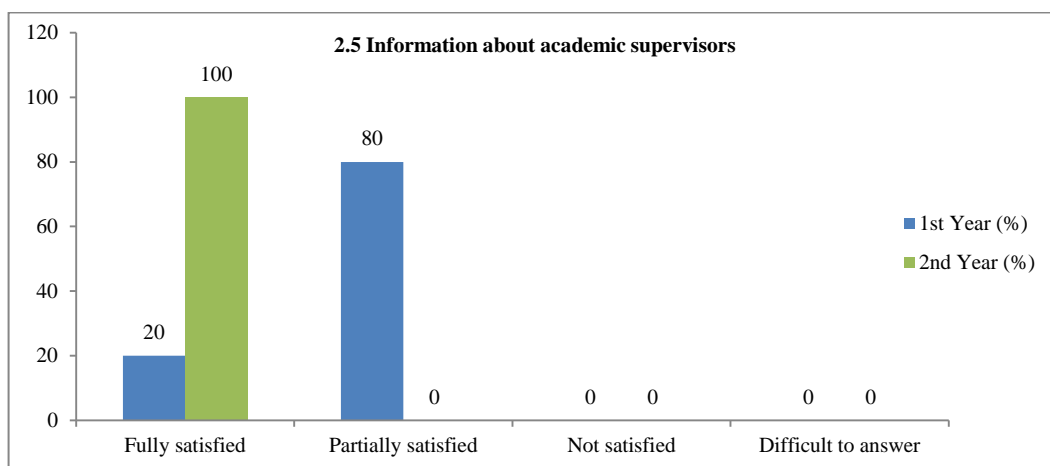
2.4 List of internship bases for master's students

Response Options	1st Year (%)	2nd Year (%)
Fully satisfied	20	60
Partially satisfied	80	40
Not satisfied	-	-
Difficult to answer	-	-



2.5 Information about academic supervisors

Response Options	1st Year (%)	2nd Year (%)
Fully satisfied	20	100
Partially satisfied	80	-
Not satisfied	-	-
Difficult to answer	-	-



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

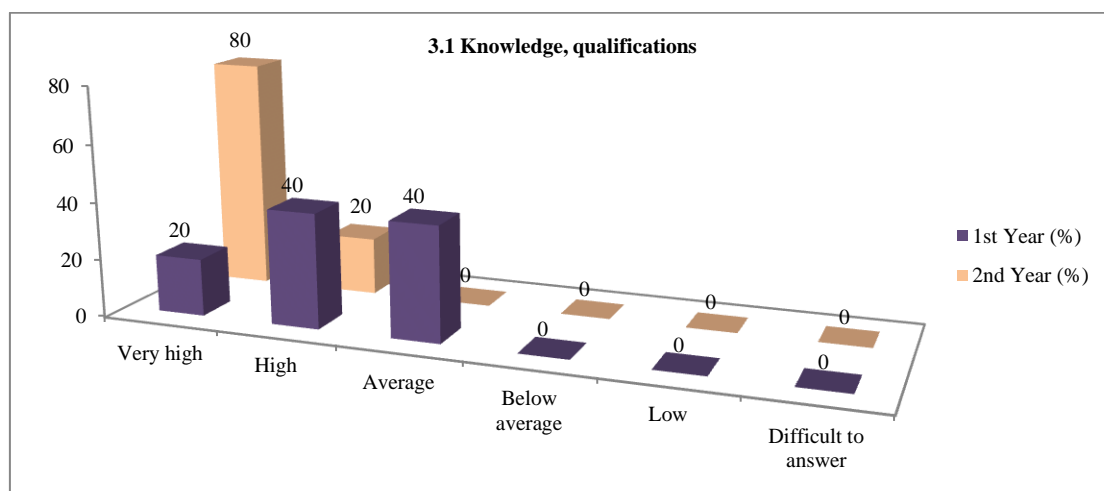
3.1 Knowledge, qualifications
3.2 Pedagogical skills
3.3 Objectivity and impartiality of grading
3.4 Teaching methods used

Other (please specify)_____

If you answered "Low" to any of the above, please provide recommendations for improving the teaching staff _____

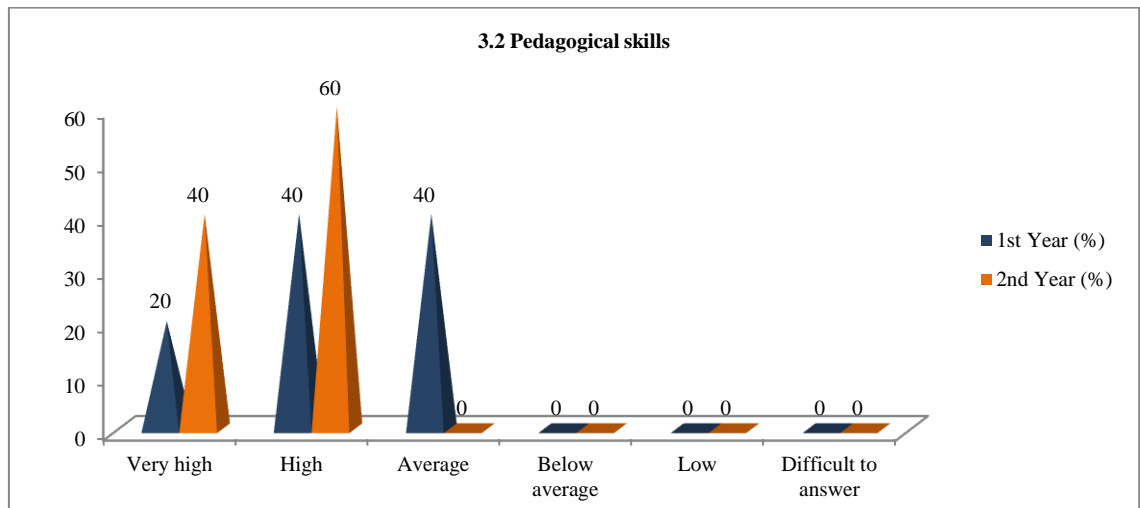
3.1 Knowledge, qualifications

Response Options	1st Year (%)	2nd Year (%)
Very high	20	80
High	40	20
Average	40	-
Below average	-	-
Low	-	-
Difficult to answer	-	-



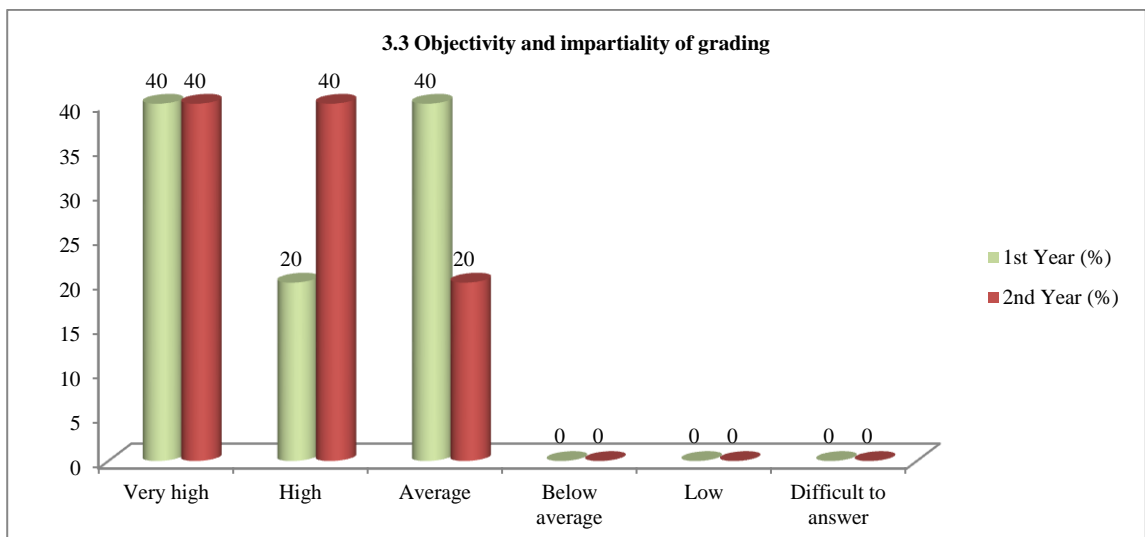
3.2 Pedagogical skills

Response Options	1st Year (%)	2nd Year (%)
Very high	20	40
High	40	60
Average	40	-
Below average	-	-
Low	-	-
Difficult to answer	-	-



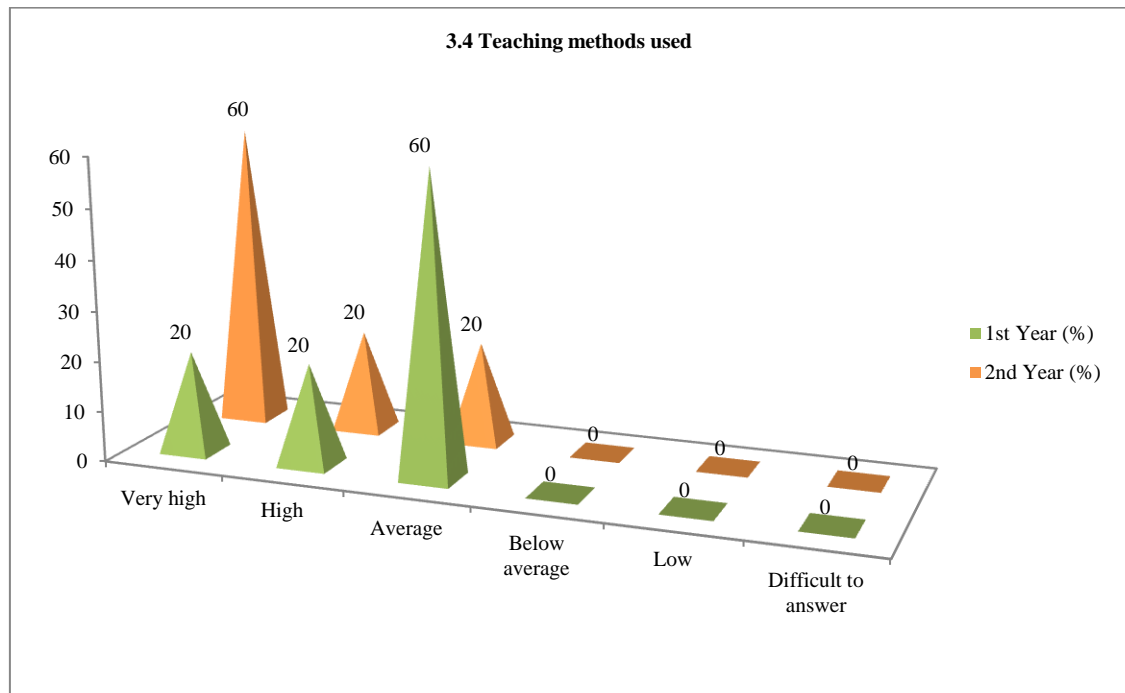
3.3 Objectivity and impartiality of grading

Response Options	1st Year (%)	2nd Year (%)
Very high	40	40
High	20	40
Average	40	20
Below average	-	-
Low	-	-
Difficult to answer	-	-



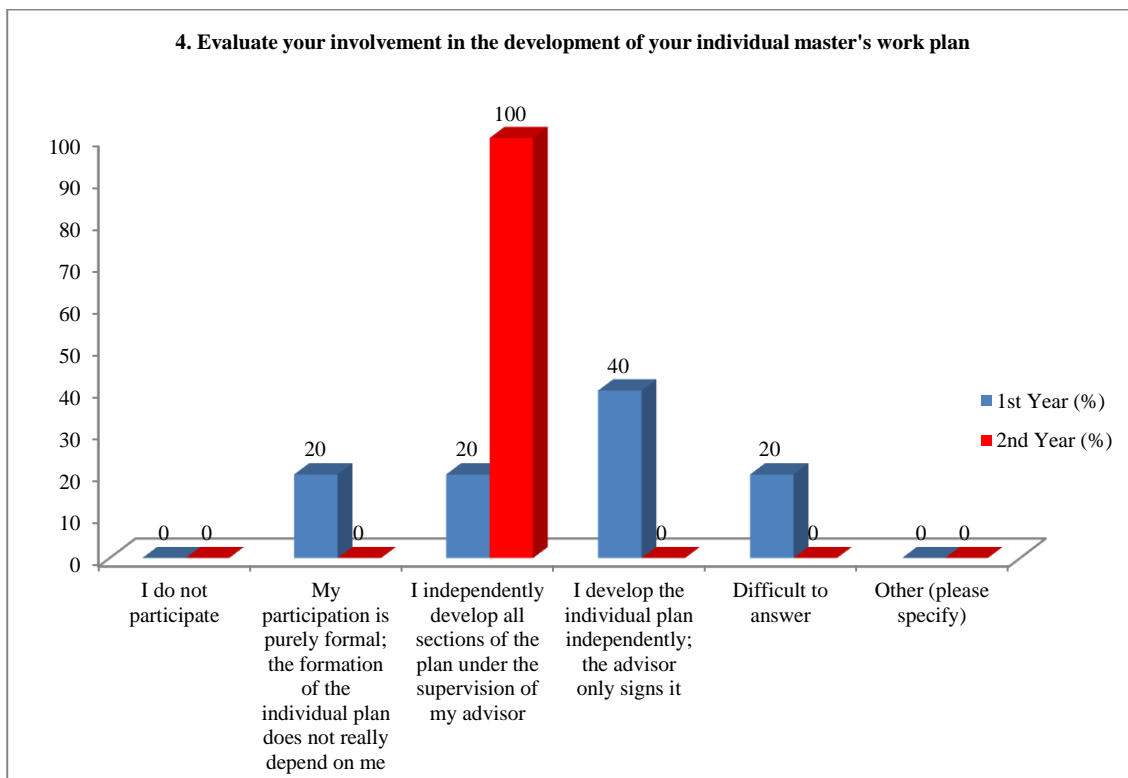
3.4 Teaching methods used

Response Options	1st Year (%)	2nd Year (%)
Very high	20	60
High	20	20
Average	60	20
Below average	-	-
Low	-	-
Difficult to answer	-	-



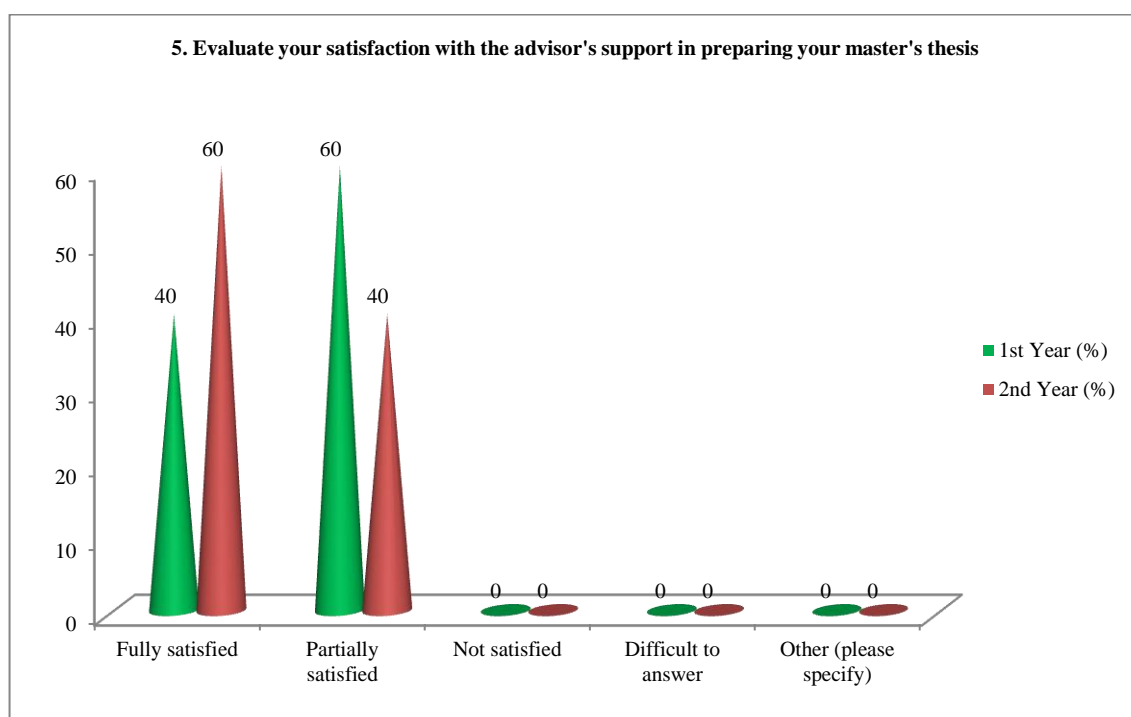
4. Evaluate your involvement in the development of your individual master's work plan

Response Options	1st Year (%)	2nd Year (%)
I do not participate	-	-
My participation is purely formal; the formation of the individual plan does not really depend on me	20	-
I independently develop all sections of the plan under the supervision of my advisor	20	100
I develop the individual plan independently; the advisor only signs it	40	-
Difficult to answer	20	-
Other (please specify)	-	-



5. Evaluate your satisfaction with the advisor's support in preparing your master's thesis

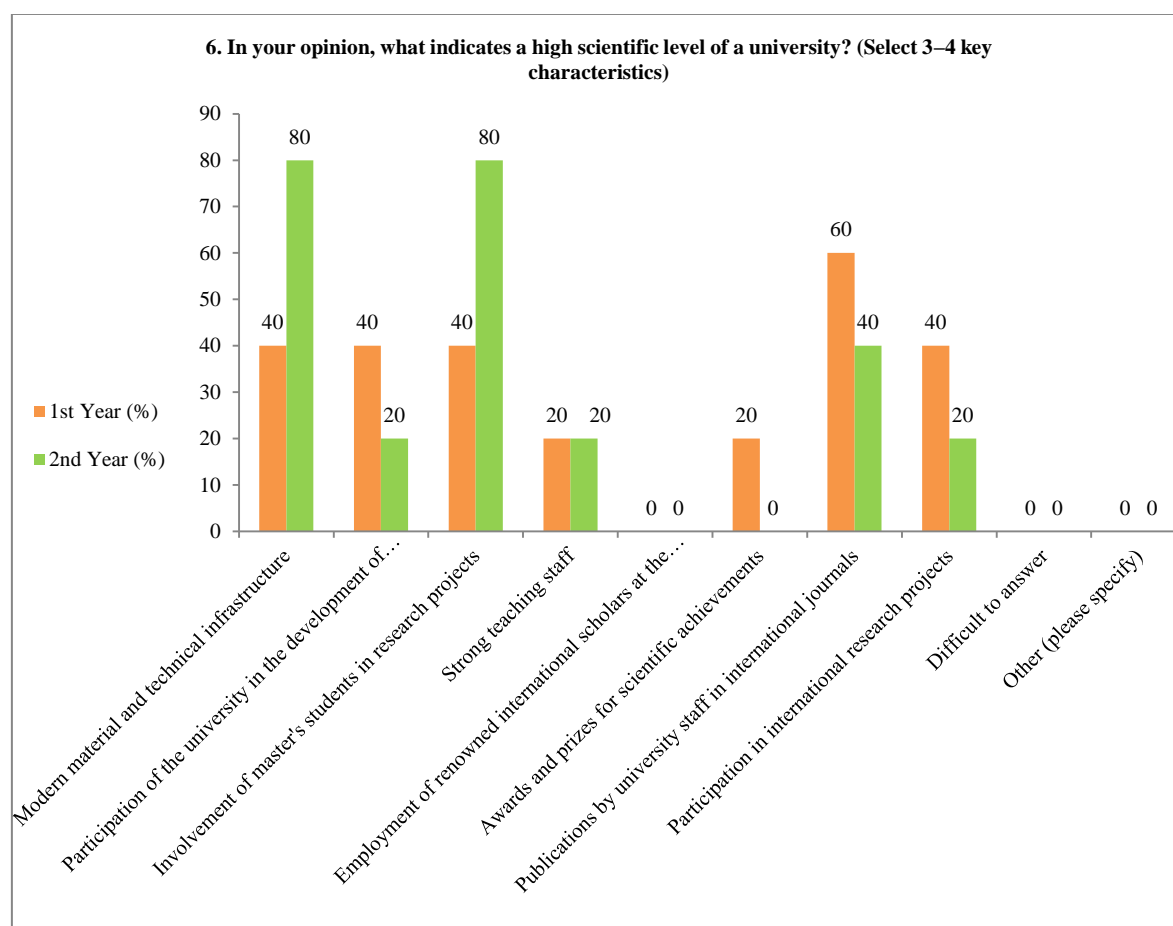
Response Options	1st Year (%)	2nd Year (%)
Fully satisfied	40	60
Partially satisfied	60	40
Not satisfied	-	-
Difficult to answer	-	-
Other (please specify)	-	-



6. In your opinion, what indicates a high scientific level of a university? (Select 3–4 key characteristics)

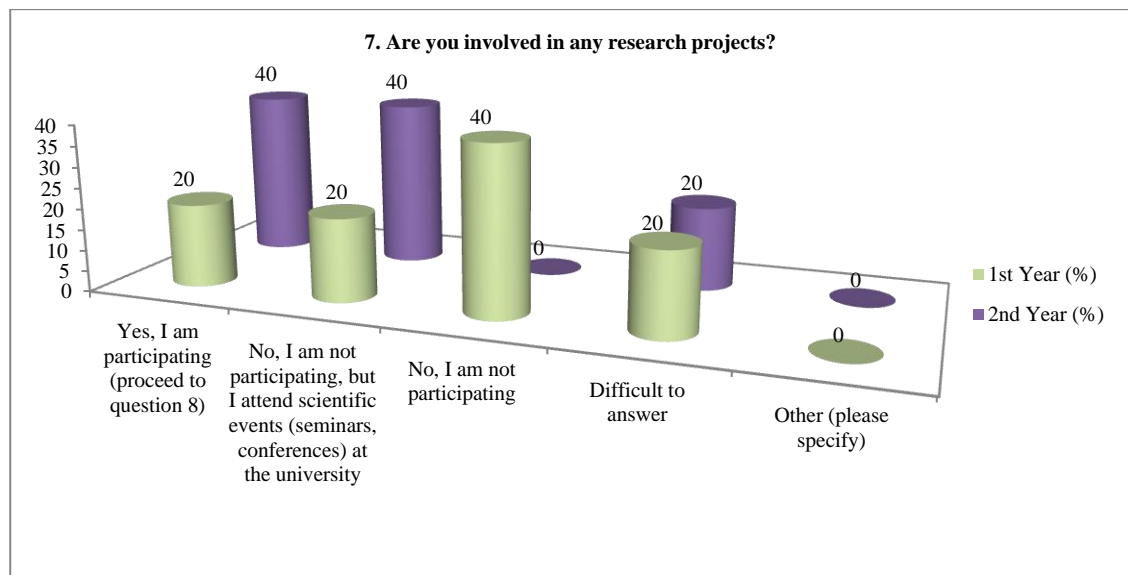
Response Options	1st Year (%)	2nd Year (%)
Modern material and technical infrastructure	40	80
Participation of the university in the development of targeted programs for socio-economic development of regions, cities, enterprises	40	20
Involvement of master's students in research projects	40	80
Strong teaching staff	20	20
Employment of renowned international scholars at the university	-	-
Awards and prizes for scientific achievements	20	-
Publications by university staff in international journals	60	40
Participation in international research projects	40	20
Difficult to answer	-	-
Other (please specify)	-	-

** The total percentage does not equal 100%, as respondents could choose multiple answers*



7. Are you involved in any research projects?

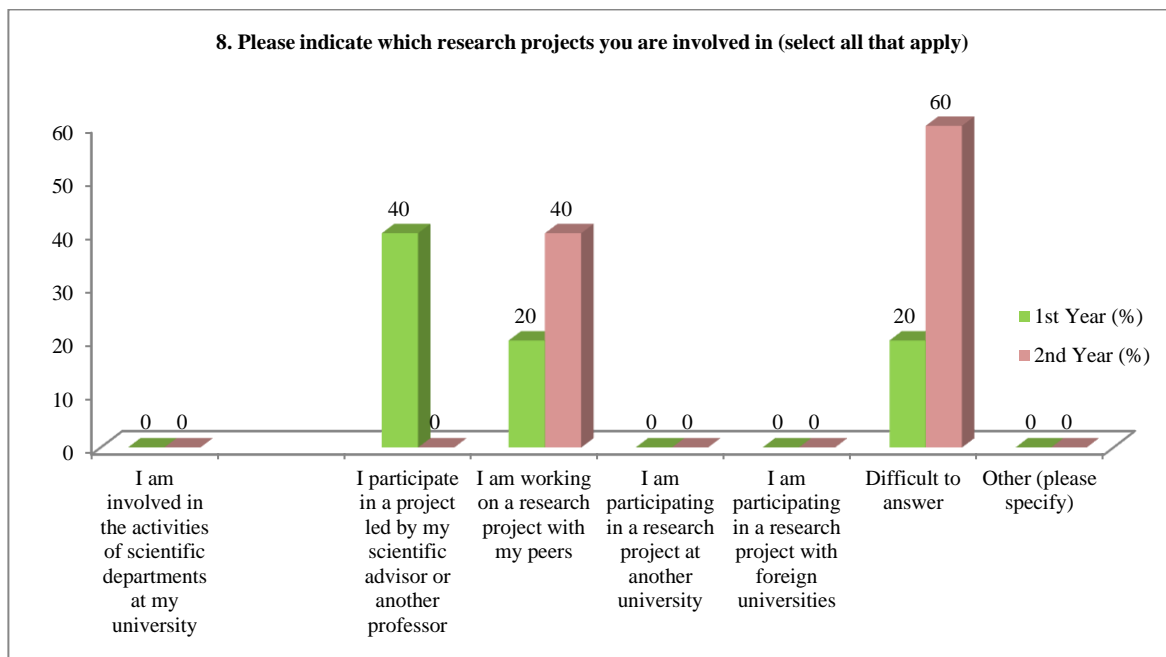
Response Options	1st Year (%)	2nd Year (%)
Yes, I am participating (proceed to question 8)	20	40
No, I am not participating, but I attend scientific events (seminars, conferences) at the university	20	40
No, I am not participating	40	-
Difficult to answer	20	20
Other (please specify)	-	-



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

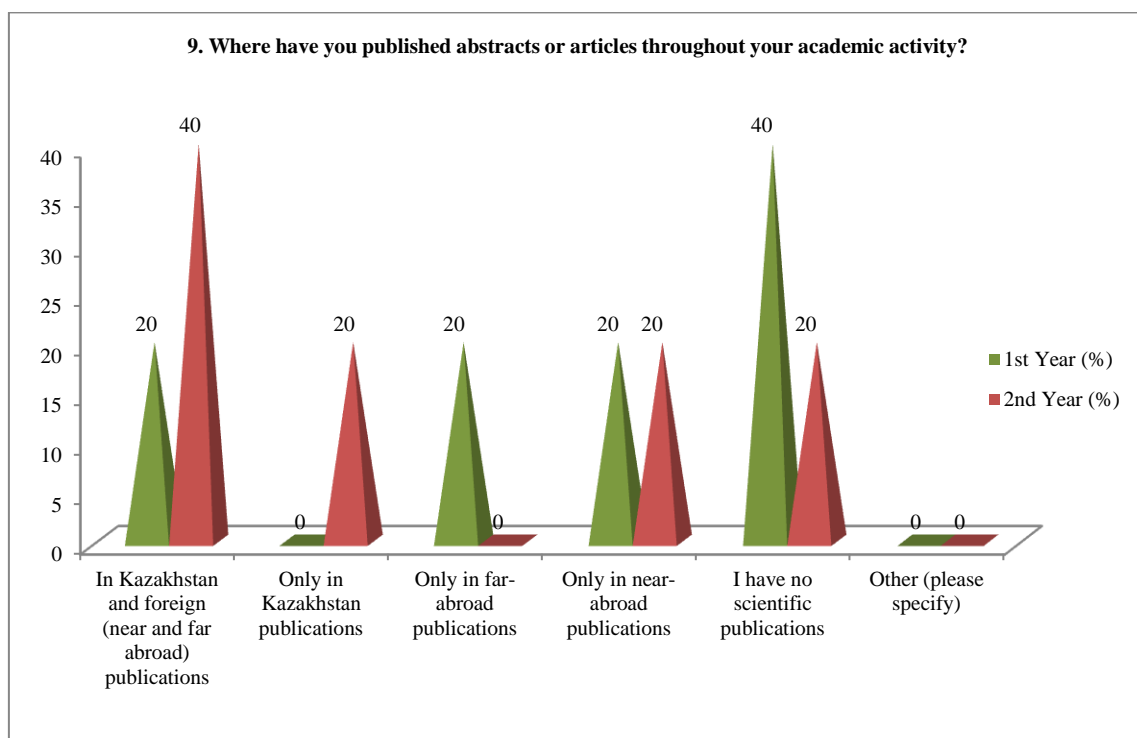
Response Options	1st Year (%)	2nd Year (%)
I am involved in the activities of scientific departments at my university	-	-
I participate in a project led by my scientific advisor or another professor	40	-
I am working on a research project with my peers	20	40
I am participating in a research project at another university	-	-
I am participating in a research project with foreign universities	-	-
Difficult to answer	20	60
Other (please specify)	-	-

Note: Only students who answered "yes" to question 7 responded to question 8. Multiple answers were allowed, so the totals do not add up to 100%.



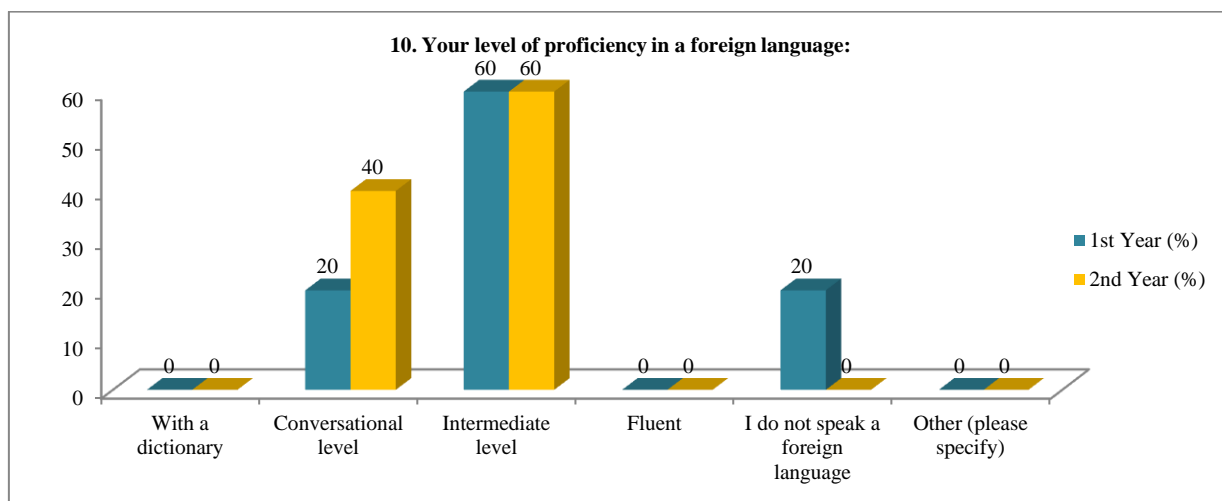
9. Where have you published abstracts or articles throughout your academic activity?

Response Options	1st Year (%)	2nd Year (%)
In Kazakhstan and foreign (near and far abroad) publications	20	40
Only in Kazakhstan publications	-	20
Only in far-abroad publications	20	-
Only in near-abroad publications	20	20
I have no scientific publications	40	20
Other (please specify)	-	-



10. Your level of proficiency in a foreign language:

Response Options	1st Year (%)	2nd Year (%)
With a dictionary	-	-
Conversational level	20	40
Intermediate level	60	60
Fluent	-	-
I do not speak a foreign language	20	-
Other (please specify)	-	-



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

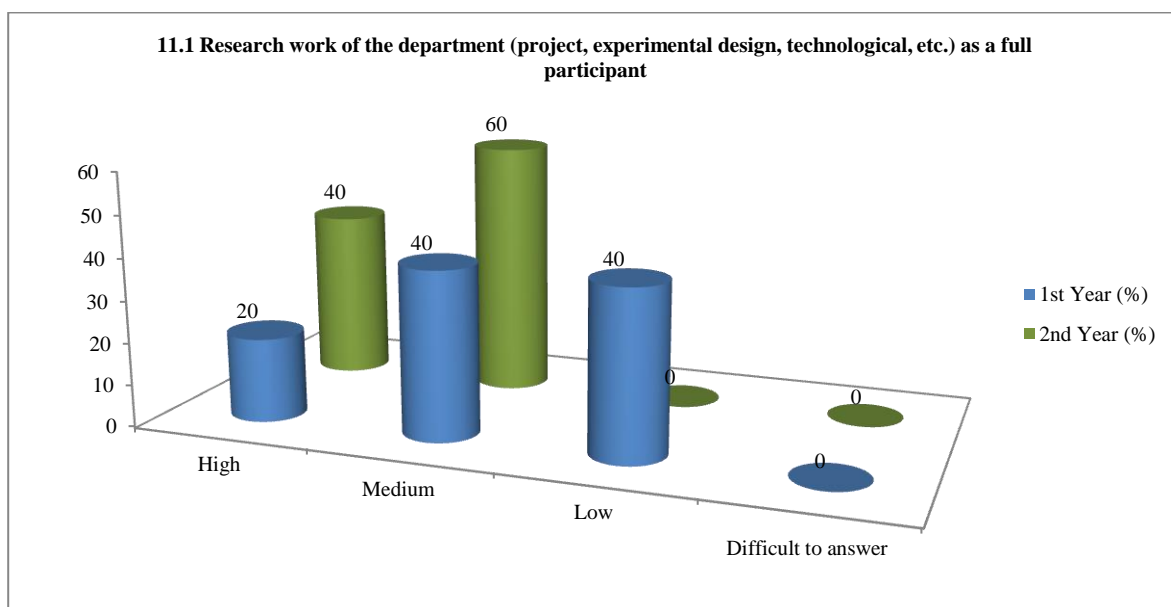
11.1 Research work of the department (project, experimental design, technological, etc.) as a full participant
11.2 Writing scientific articles
11.3 Participation with presentations at conferences and seminars
11.4 Preparing research reports, essays

Other (please specify)_____

If you answered “Low” to the previous question, please provide your recommendations on how to improve master's student participation in departmental work _____

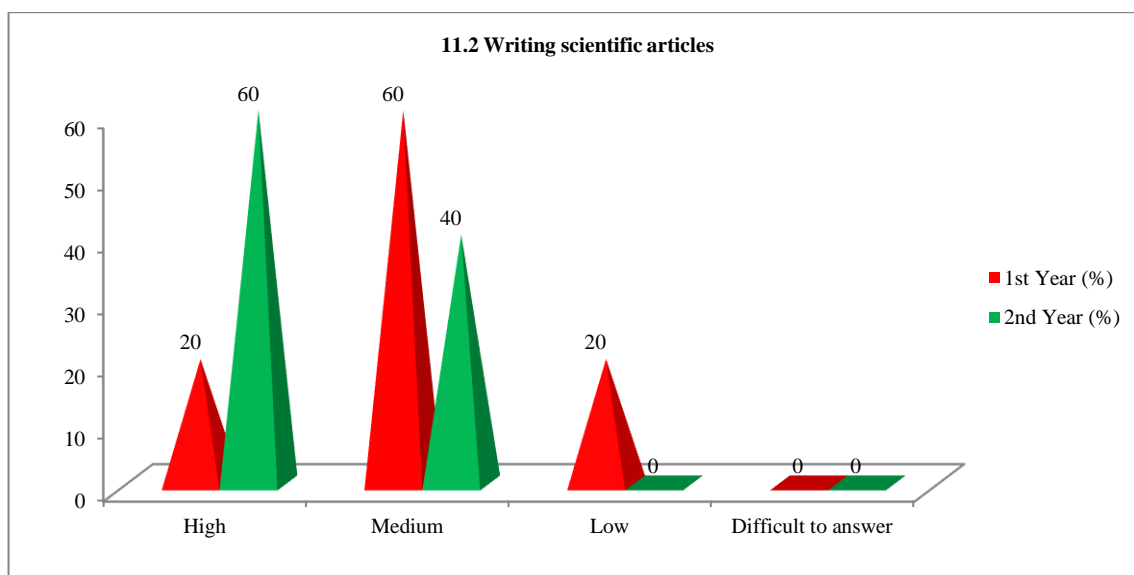
11.1 Research work of the department (project, experimental design, technological, etc.) as a full participant

Response Options	1st Year (%)	2nd Year (%)
High	20	40
Medium	40	60
Low	40	-
Difficult to answer	-	-



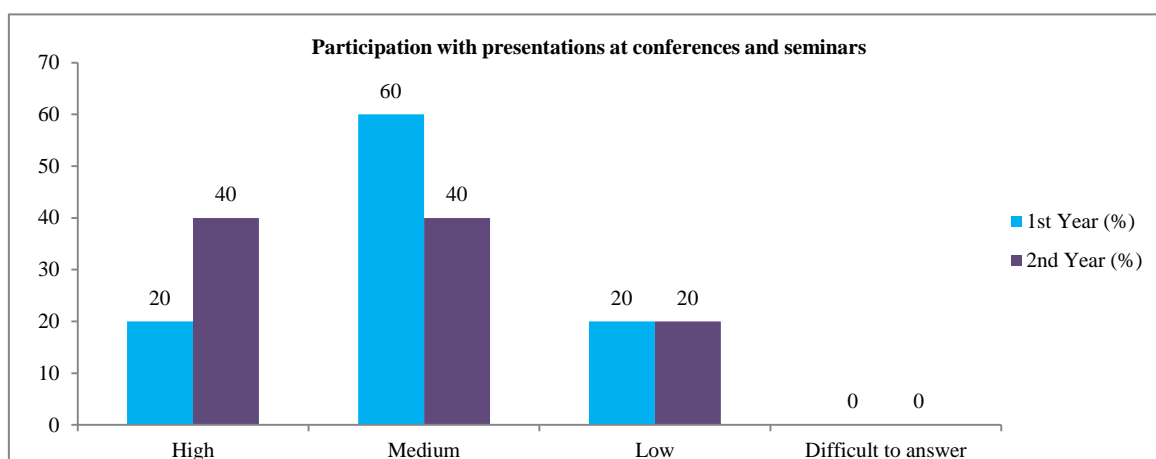
11.2 Writing scientific articles

Response Options	1st Year (%)	2nd Year (%)
High	20	60
Medium	60	40
Low	20	-
Difficult to answer	-	-



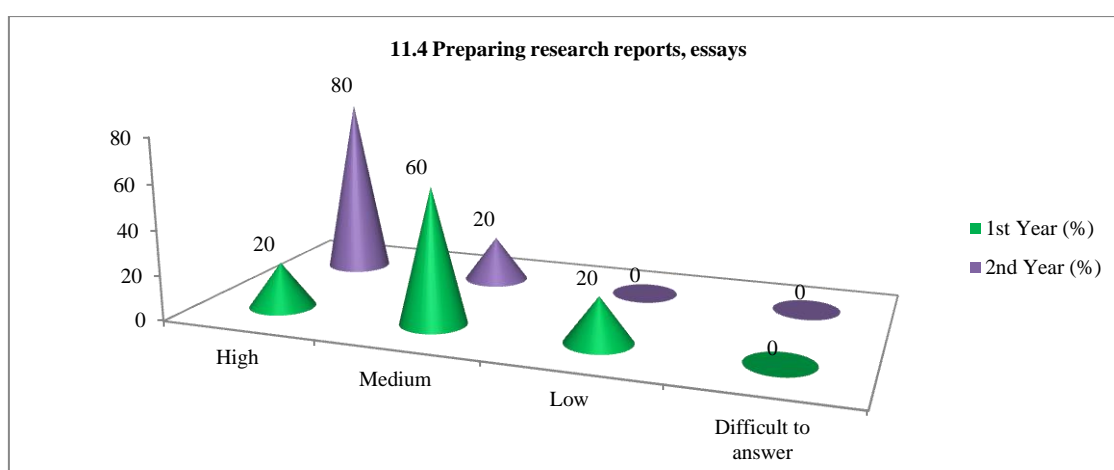
11.3 Participation with presentations at conferences and seminars

Response Options	1st Year (%)	2nd Year (%)
High	20	40
Medium	60	40
Low	20	20
Difficult to answer	-	-



11.4 Preparing research reports, essays

Response Options	1st Year (%)	2nd Year (%)
High	20	80
Medium	60	20
Low	20	-
Difficult to answer	-	-



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

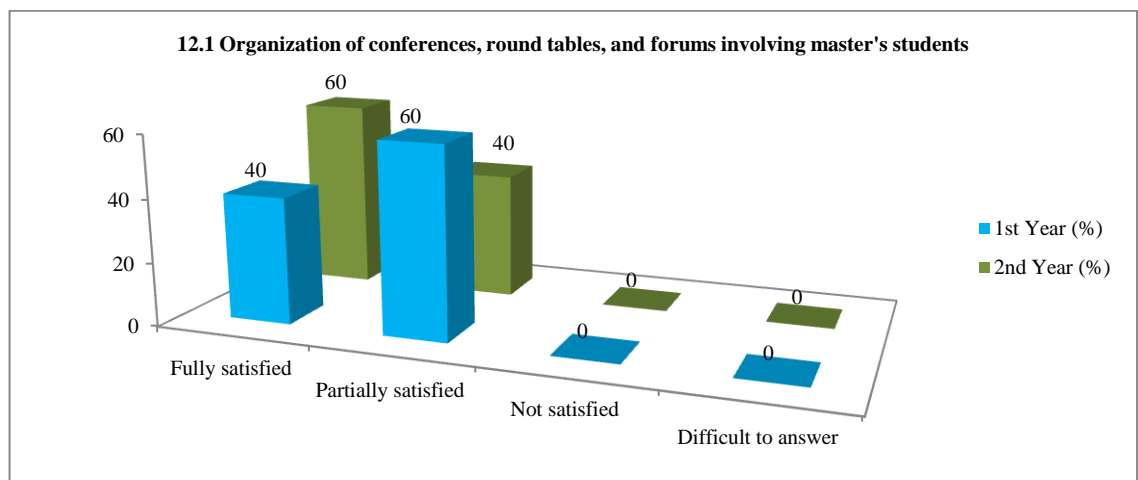
12.1 Organization of conferences, round tables, and forums involving master's students
12.2 Material and technical support for applied scientific research
12.3 Availability of equipment and computers necessary for academic and scientific activities
12.4 Overall organization and implementation of international internships
12.5 Access to library resources, electronic databases, and internet resources
12.6 Access to scientific equipment, tools, and materials
12.7 Access to laboratories, specialized facilities, and pilot sites

Other (please specify) _____

If you answered “Not satisfied” to the previous question, please provide your recommendations for improving the university’s scientific and educational environment

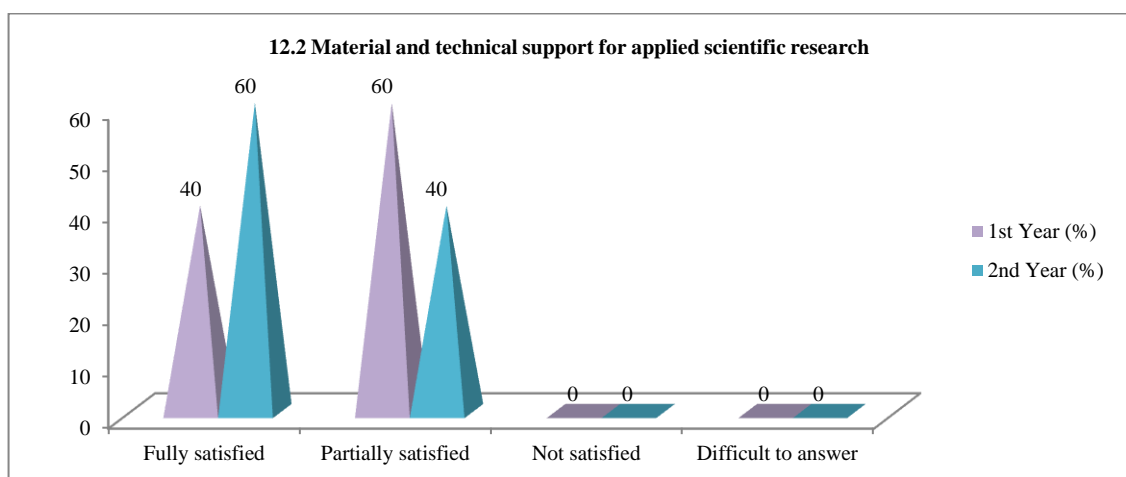
12.1 Organization of conferences, round tables, and forums involving master's students

Response Options	1st Year (%)	2nd Year (%)
Fully satisfied	40	60
Partially satisfied	60	40
Not satisfied	-	-
Difficult to answer	-	-



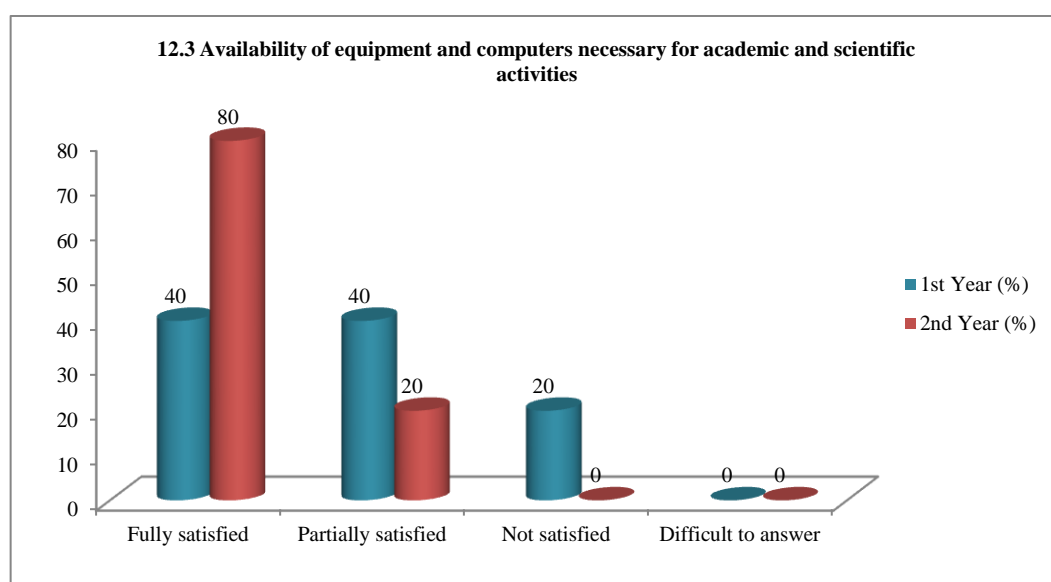
12.2 Material and technical support for applied scientific research

Response Options	1st Year (%)	2nd Year (%)
Fully satisfied	40	60
Partially satisfied	60	40
Not satisfied	-	-
Difficult to answer	-	-



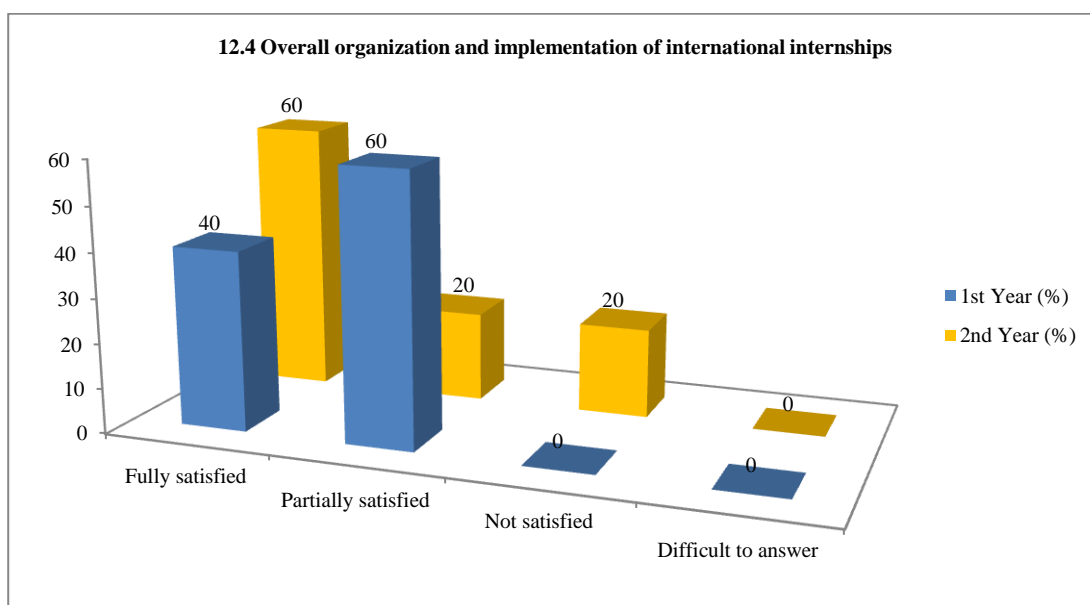
12.3 Availability of equipment and computers necessary for academic and scientific activities

Response Options	1st Year (%)	2nd Year (%)
Fully satisfied	40	80
Partially satisfied	40	20
Not satisfied	20	-
Difficult to answer	-	-



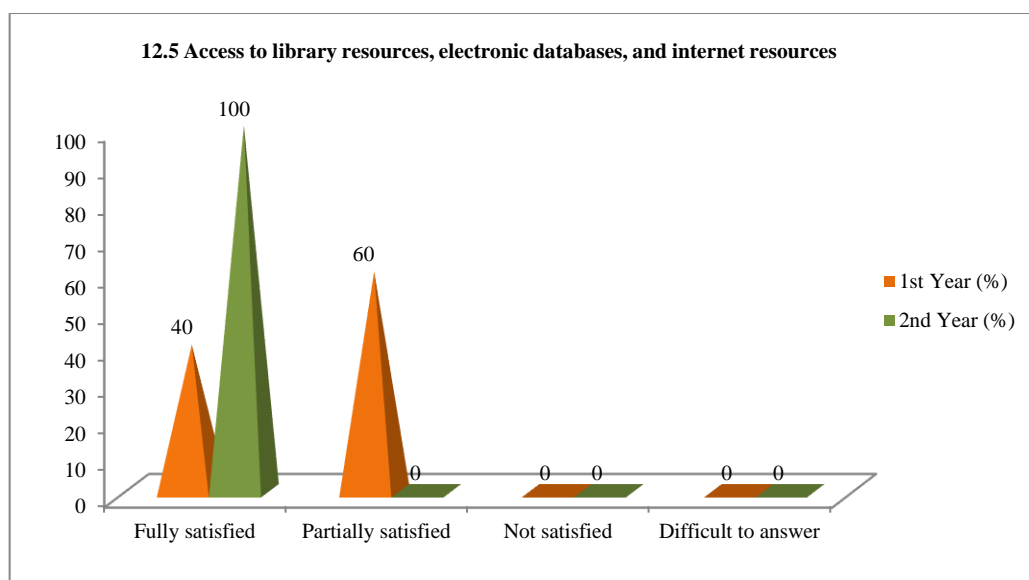
12.4 Overall organization and implementation of international internships

Response Options	1st Year (%)	2nd Year (%)
Fully satisfied	40	60
Partially satisfied	60	20
Not satisfied	-	20
Difficult to answer	-	-



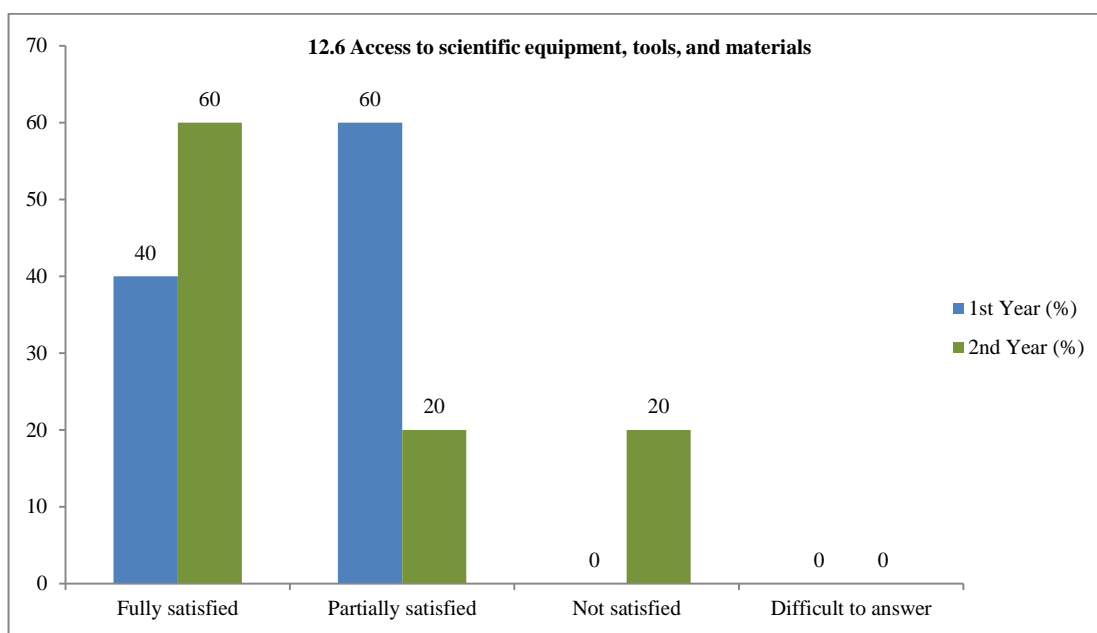
12.5 Access to library resources, electronic databases, and internet resources

Response Options	1st Year (%)	2nd Year (%)
Fully satisfied	40	100
Partially satisfied	60	-
Not satisfied	-	-
Difficult to answer	-	-



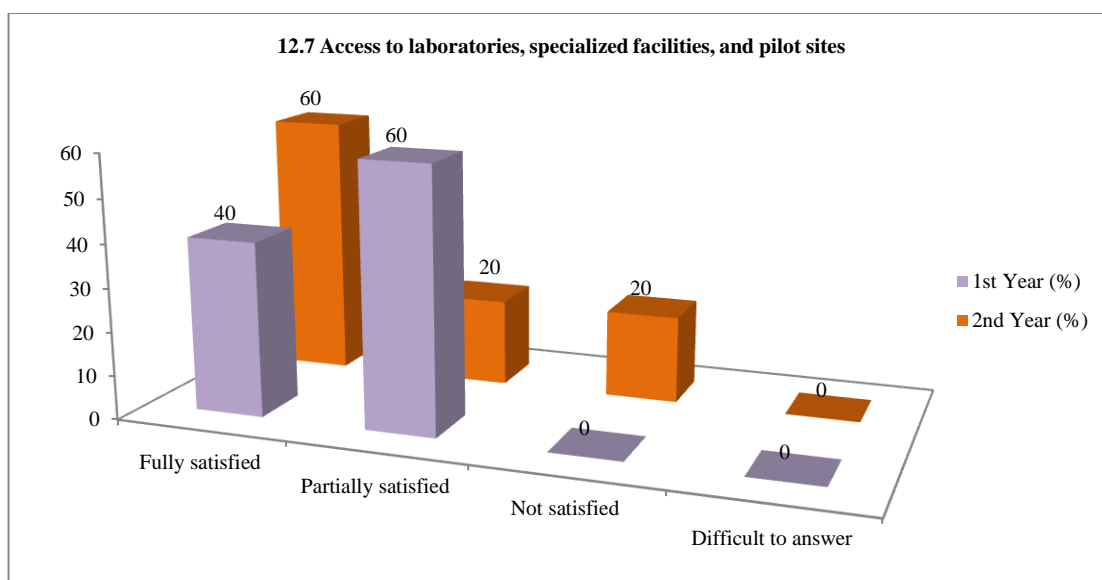
12.6 Access to scientific equipment, tools, and materials

Response Options	1st Year (%)	2nd Year (%)
Fully satisfied	40	60
Partially satisfied	60	20
Not satisfied	-	20
Difficult to answer	-	-



12.7 Access to laboratories, specialized facilities, and pilot sites

Response Options	1st Year (%)	2nd Year (%)
Fully satisfied	40	60
Partially satisfied	60	20
Not satisfied	-	20
Difficult to answer	-	-

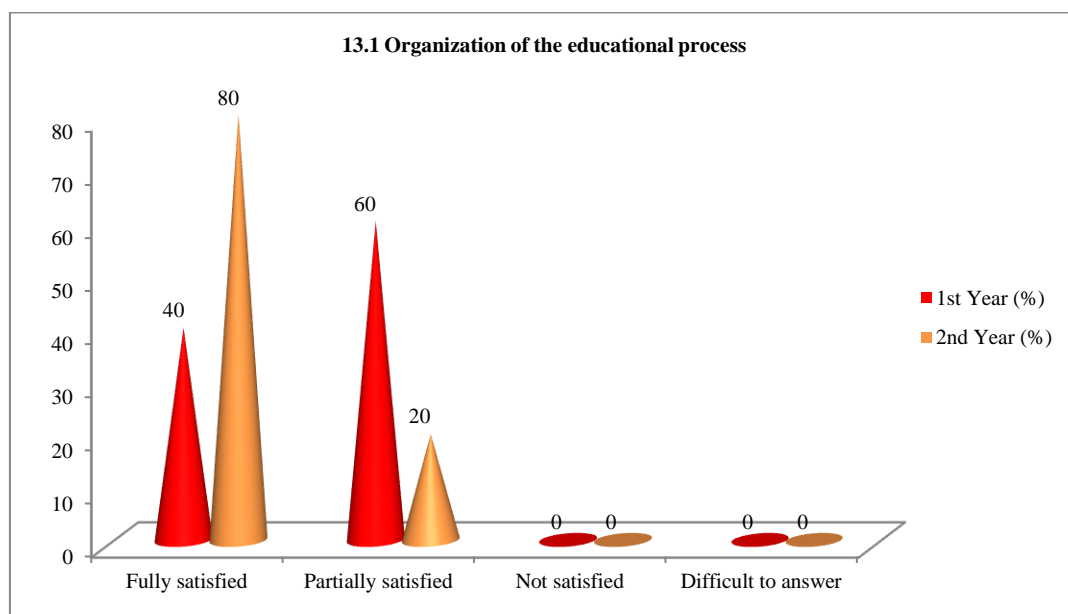


13. Are you satisfied with the following?

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

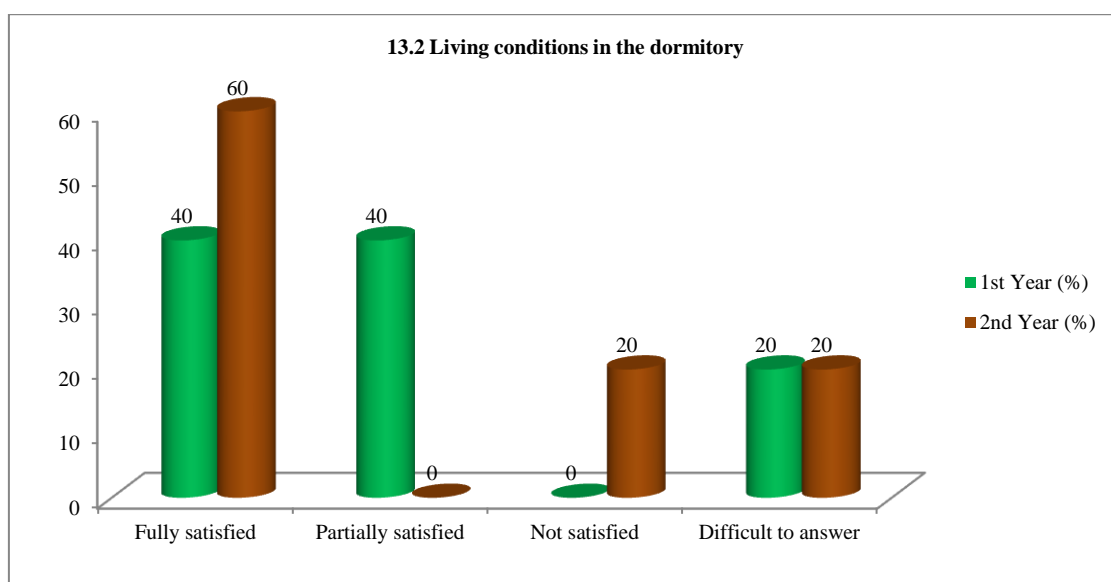
13.1 Organization of the educational process

Response Options	1st Year (%)	2nd Year (%)
Fully satisfied	40	80
Partially satisfied	60	20
Not satisfied	-	-
Difficult to answer	-	-



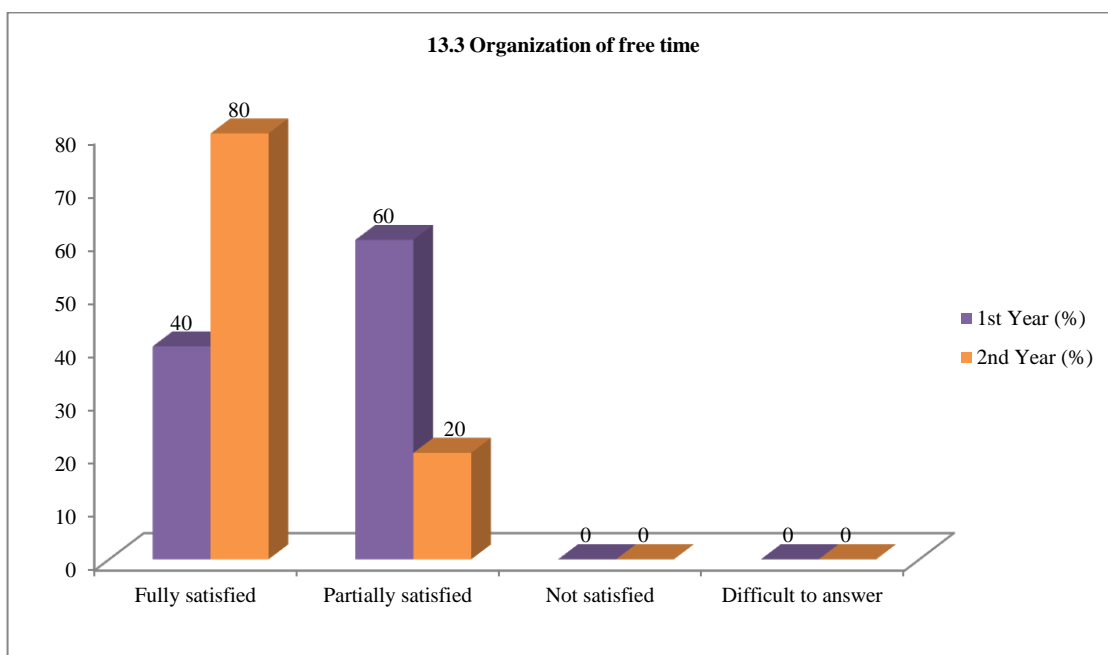
13.2 Living conditions in the dormitory

Response Options	1st Year (%)	2nd Year (%)
Fully satisfied	40	60
Partially satisfied	40	-
Not satisfied	-	20
Difficult to answer	20	20



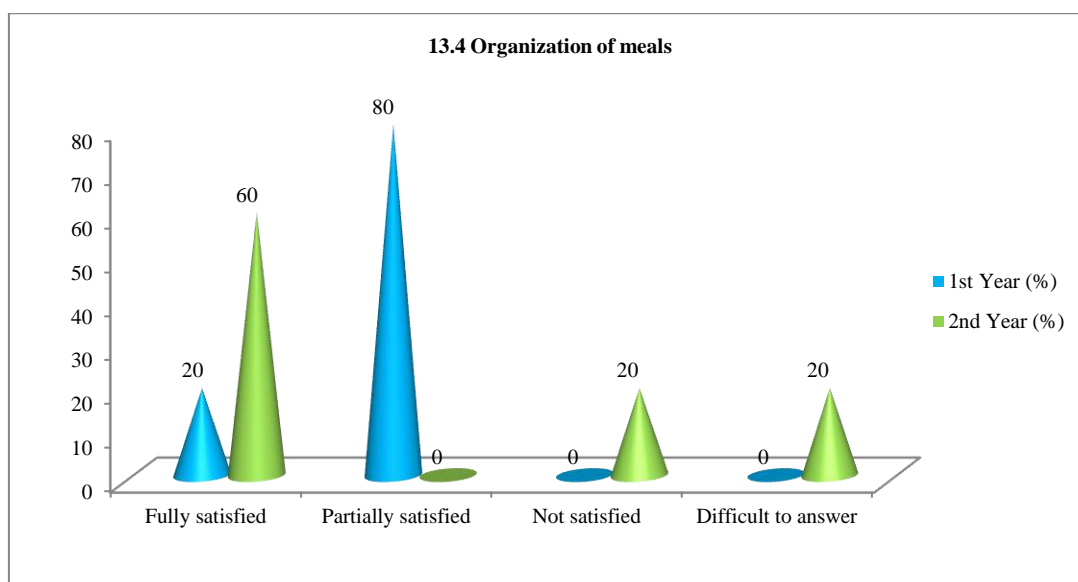
13.3 Organization of free time

Response Options	1st Year (%)	2nd Year (%)
Fully satisfied	40	80
Partially satisfied	60	20
Not satisfied	-	-
Difficult to answer	-	-



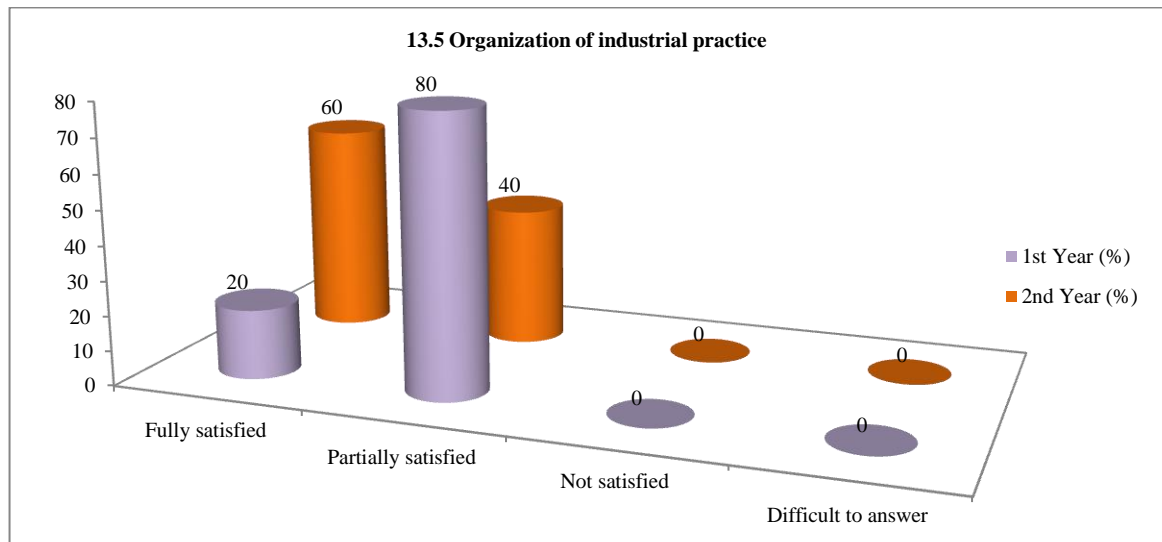
13.4 Organization of meals

Response Options	1st Year (%)	2nd Year (%)
Fully satisfied	20	60
Partially satisfied	80	-
Not satisfied	-	20
Difficult to answer	-	20



13.5 Organization of industrial practice

Response Options	1st Year (%)	2nd Year (%)
Fully satisfied	20	60
Partially satisfied	80	40
Not satisfied	-	-
Difficult to answer	-	-



Conclusions based on the survey results:

Factors influencing the choice of a master's program at the university include continuing studies at the same university (80%), availability of state-funded places (60%), opportunity for internships abroad (30%), and the possibility of easily finding a job with the university diploma (20%). Additionally, it is worth noting that having leading scientists among the faculty, the opportunity to engage in research during studies, and proximity to the family's residence also play a significant role in choosing the master's program at the university.

The level of satisfaction of master's students with the availability of information on various aspects of their education is very high (96%). This indicates that all master's students feel well-informed about their study program, professional activities, competencies, practice bases, and their scientific supervisors.

Assessment of the teaching staff: 80% of master's students rated the knowledge, professionalism, objectivity, pedagogical skills, and teaching methods of the faculty as "very high."

Participation of master's students in forming their individual work plan:

- 60% of master's students actively participate in developing their work plan under the supervision of their advisor, indicating independence and responsibility;
- 10% of students see their participation as formal, relying more on the advisor's help due to difficulties in formulating ideas independently;
- 20% of students develop the plan independently, with the advisor only signing it without significant influence;
- 10% of master's students found it difficult to say whether the initiative was theirs or the advisor's.

100% of master's students are satisfied with the help of their scientific supervisor in preparing the dissertation, indicating a high level of satisfaction and successful collaboration between students and supervisors during the training process.

Indicators of a high scientific level of the university:

1. Modern material and technical base: (60%);
2. Involvement of master's students in research projects: (60%);
3. Presence of faculty publications in international journals: (50%);

4. Participation in targeted programs of socio-economic development: (30%);
5. Strong teaching staff: (20%);
6. Awards and prizes for achievements in science: (10%).

More than half (75%) of master's students actively participate in research projects and attend scientific events such as seminars and conferences. These data show that most master's students are involved in scientific activities, contributing to their academic and professional development.

Analysis shows that 70% of master's students have published scientific articles in Kazakhstan and abroad during their educational activities. This indicates a high level of engagement in research activities.

90% of master's students have varying levels of foreign language proficiency, from basic with a dictionary to fluent communication. However, some students do not speak a foreign language at all, which may create difficulties in learning and communication. Efforts to improve foreign language skills could be beneficial both academically and professionally.

Participation of master's students in department work:

- Research work of the department (design, experimental, technological, etc.) as full participants: 80%;
- Writing scientific articles: 90%;
- Presenting reports at conferences and seminars: 80%;
- Preparing research reports and abstracts: 90%.

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

- Organization of conferences, round tables, forums with student participation: 100%;
- Material and technical support for applied scientific research: 100%;
- Availability of equipment and computers necessary for the educational process and scientific work: 90%;
- Overall level of organization and conduct of internships abroad: 90%;
- Accessibility of library funds, electronic databases, and internet resources: 100%;
- Availability of scientific equipment, tools, materials: 90%;
- Access to laboratories, specialized facilities, and experimental sites: 90%.

100% of respondents expressed satisfaction with the organization of the educational process, 100% with industrial practice and leisure time organization, 80% with food services, and 70% with dormitory living conditions. These data indicate good quality of services and support provided by the university to ensure successful learning and comfort for master's students.

Overall, master's students highly value the opportunities for research and learning provided by the university, which is reflected in their satisfaction.

The overall satisfaction rate of master's students in the program "Production of building materials, products, and Structures" with educational services is **87%**, indicating a high level of satisfaction despite some issues and areas for improvement.

Recommendations:

1. Discussion of survey result:
 - The head of the department should familiarize themselves with and discuss the survey results with staff and master's students.
2. Accessibility of survey results:
 - Master's students may request the survey results by email from the Center for quality management and accreditation: cqma@ktu.edu.kz.