

Report on the results of the questionnaire
«Satisfaction of master's students with educational services»
2024-2025 ac. year
in educational program
7M07305 Remote sensing of the earth

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.

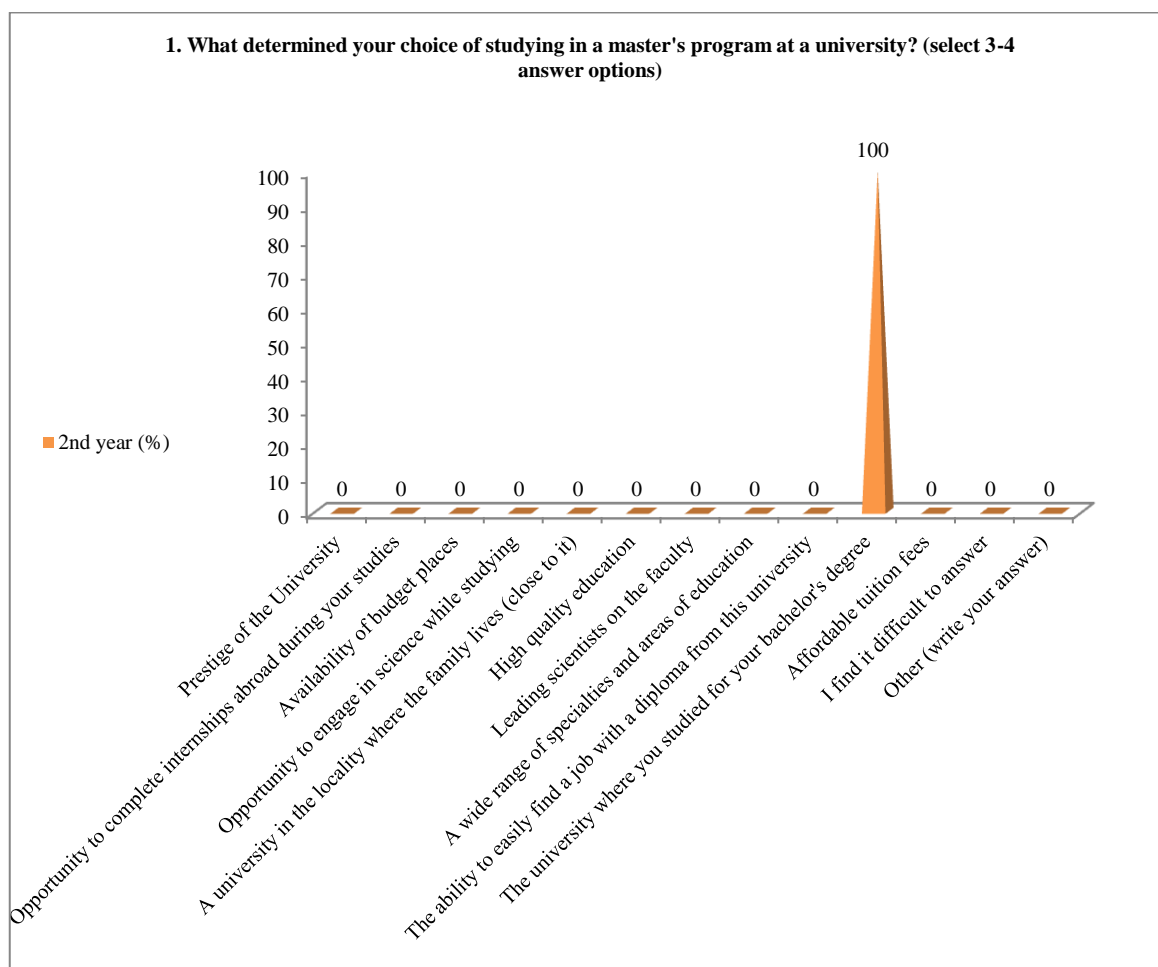
1 respondents took part in the questionnaire, which constituted 100% of the total number of master's students.

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	2nd year (%)
Prestige of the University	-
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	-
A wide range of specialties and areas of education	-
The ability to easily find a job with a diploma from this university	-
The university where you studied for your bachelor's degree	100
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:

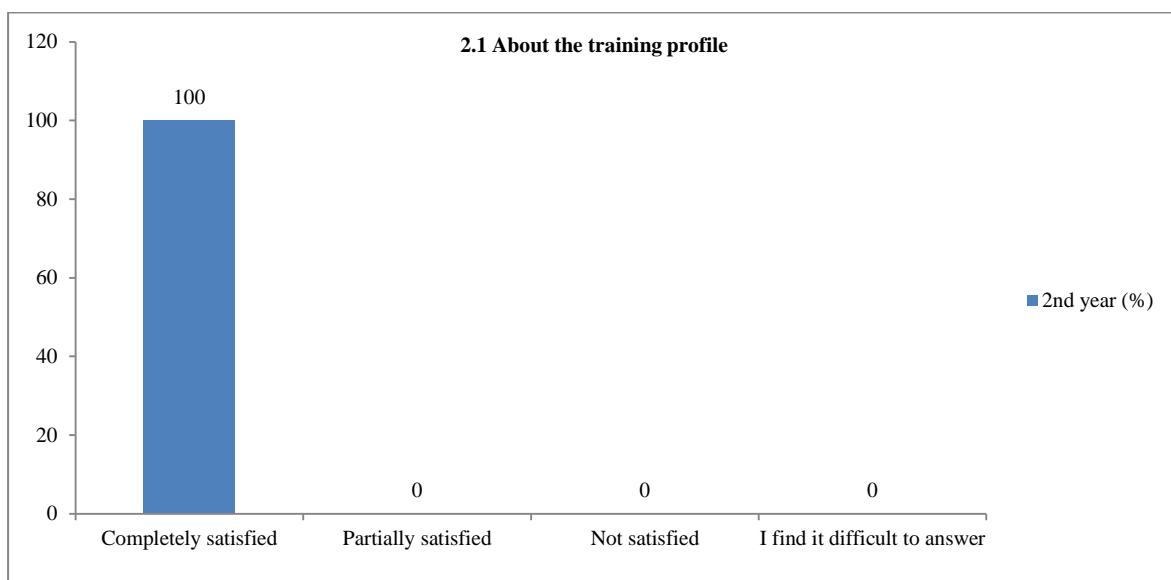
2.1 About the training profile
2.2 Characteristics of the professional activities of a master's student
2.3 List of developing competencies of a master's degree graduate
2.4 List of master's students' practice bases
2.5 Information about scientific supervisors

Other (write your answer) _____

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

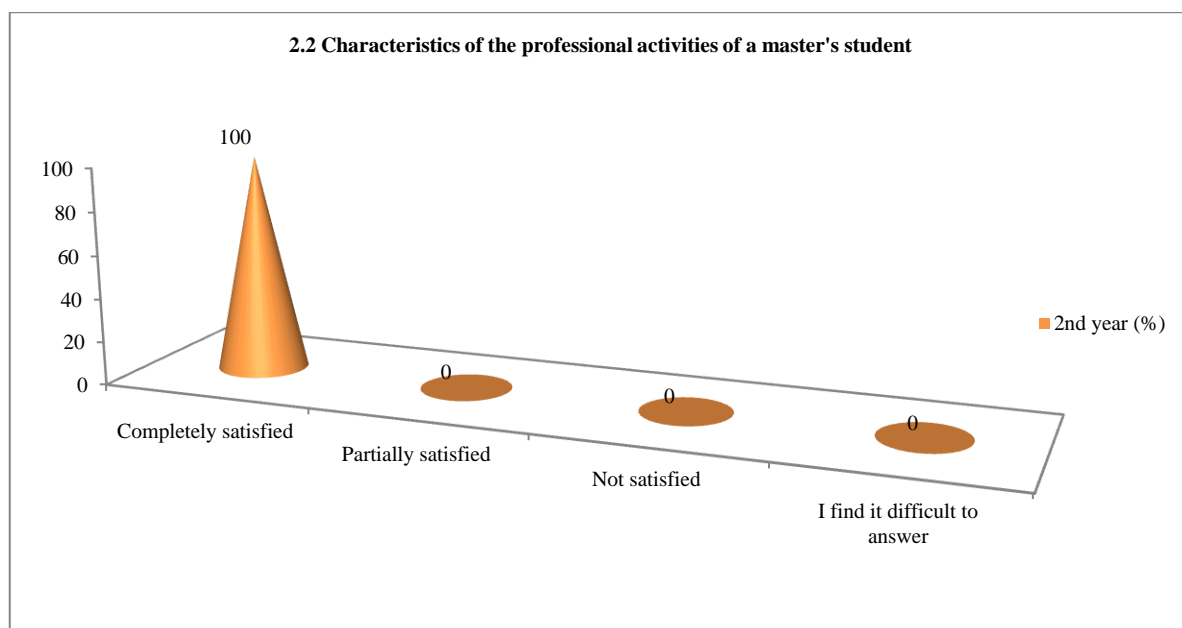
2.1 About the training profile

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



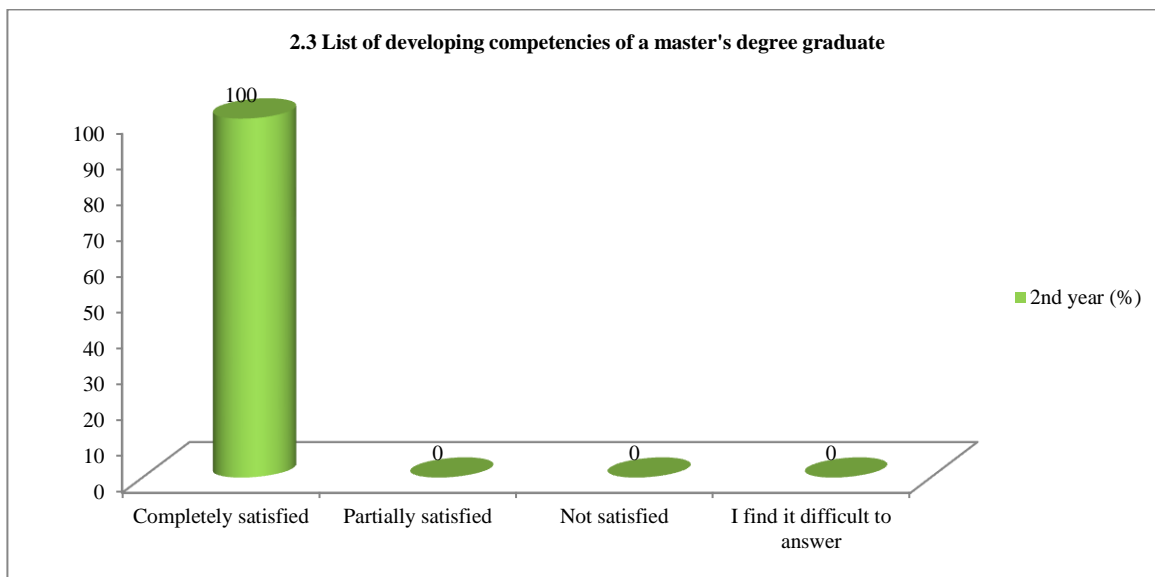
2.2 Characteristics of the professional activities of a master's student

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



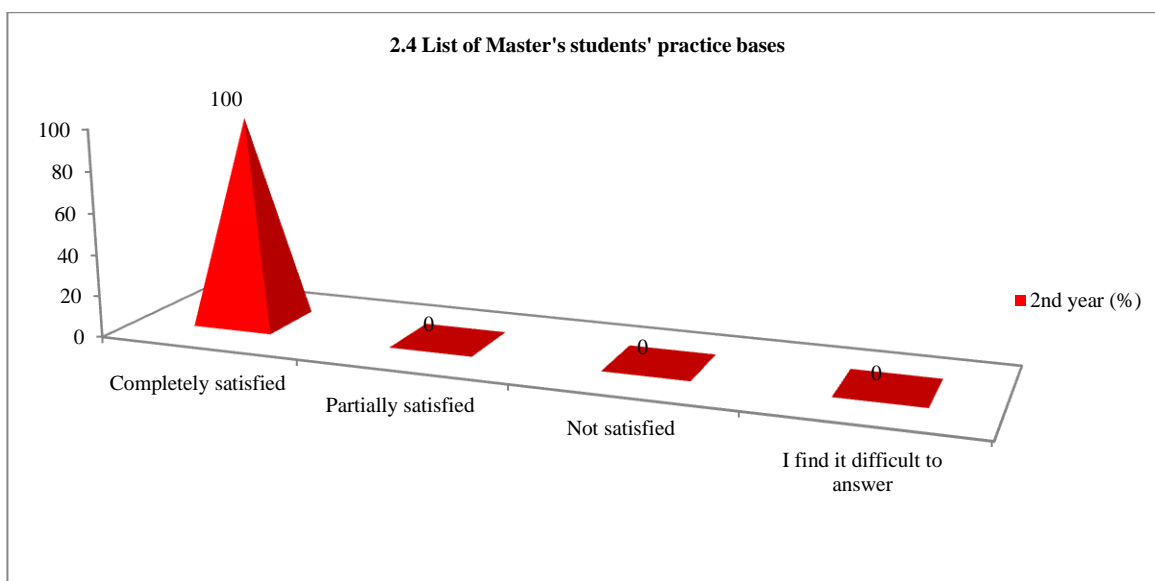
2.3 List of developing competencies of a master's degree graduate

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



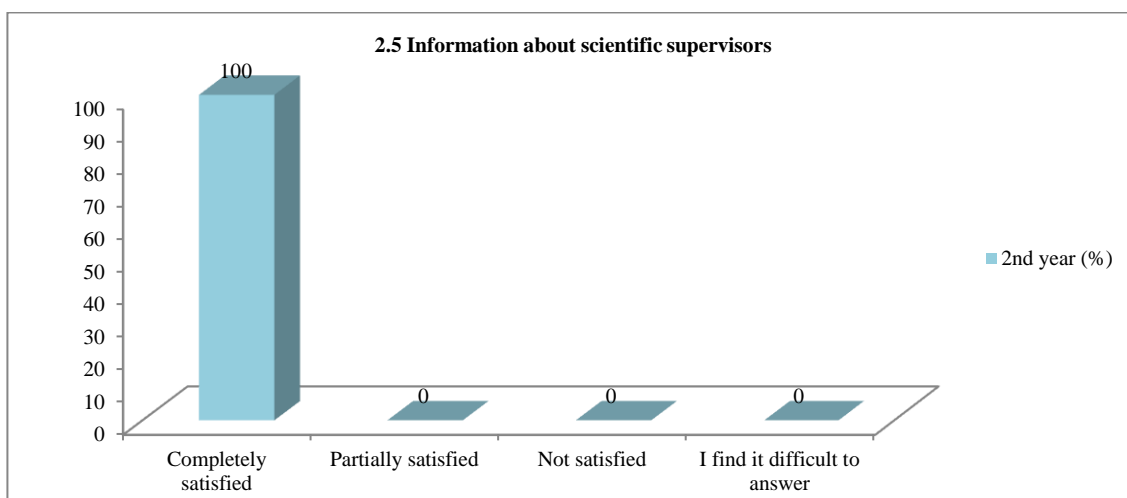
2.4 List of Master's students' practice bases

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



2.5 Information about scientific supervisors

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



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

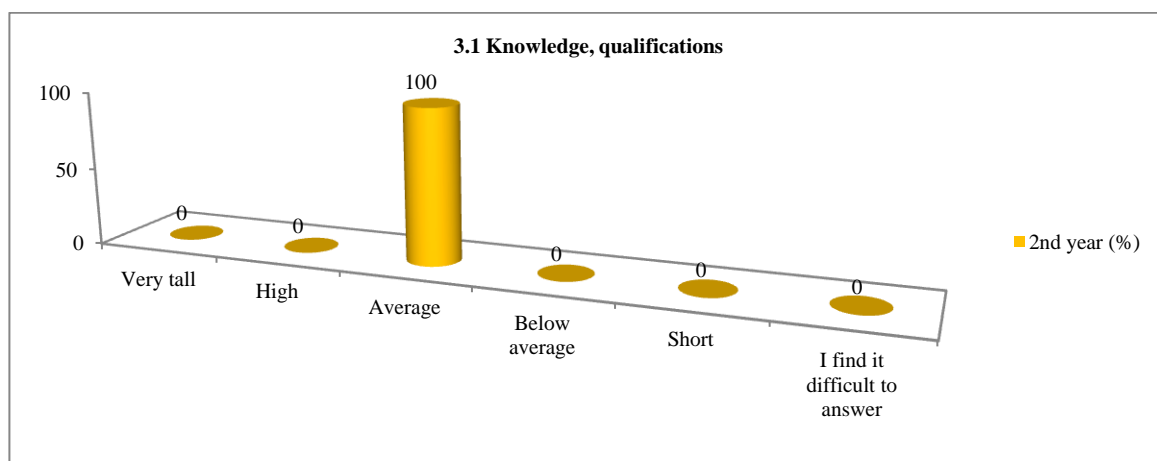
3.1 Knowledge, qualifications
3.2 Teaching qualities
3.3 Objectivity and impartiality of assessments
3.4 Teaching methods used

Other (write your answer)_____

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

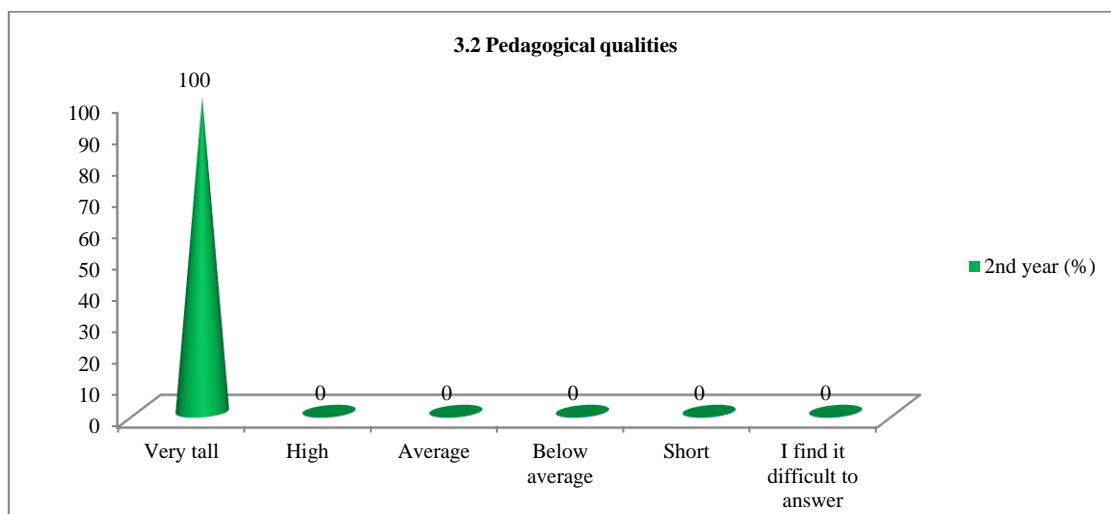
3.1 Knowledge, qualifications

Answer options	2nd year (%)
Very tall	-
High	-
Average	100
Below average	-
Short	-
I find it difficult to answer	-



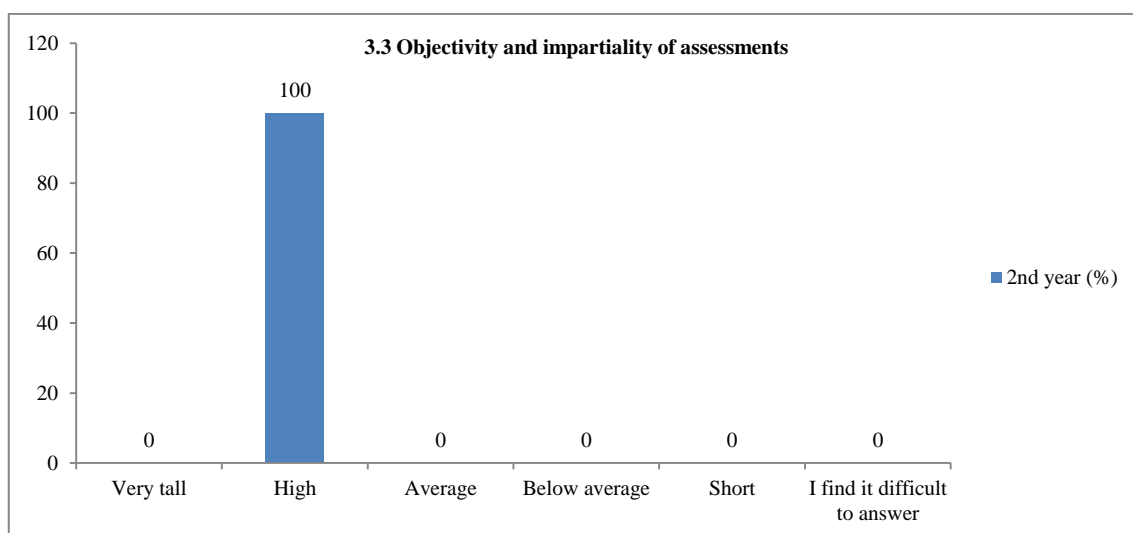
3.2 Pedagogical qualities

Answer options	2nd year (%)
Very tall	100
High	-
Average	-
Below average	-
Short	-
I find it difficult to answer	-



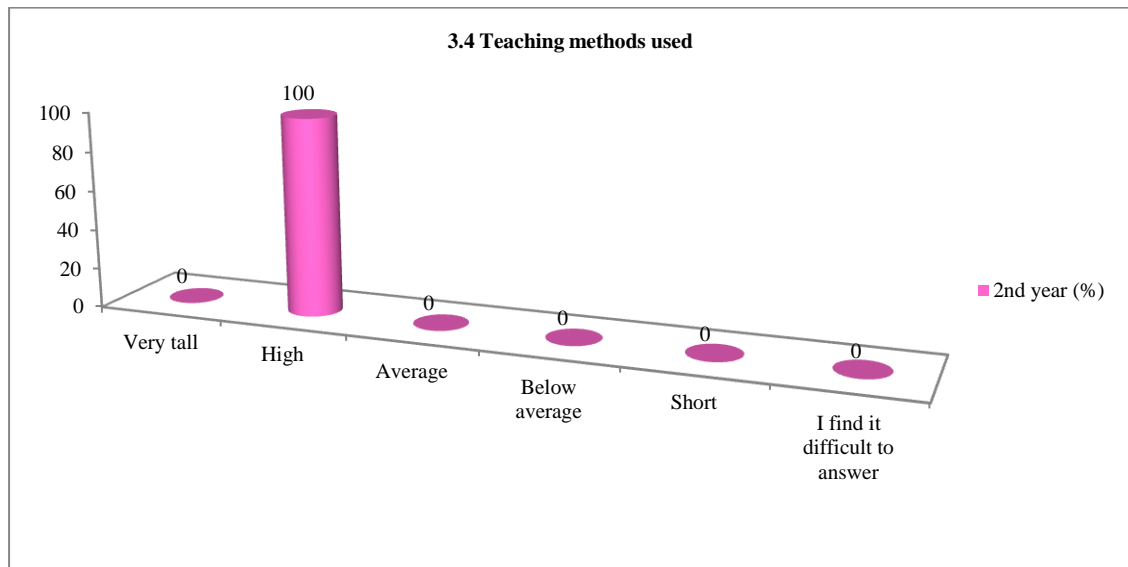
3.3 Objectivity and impartiality of assessments

Answer options	2nd year (%)
Very tall	-
High	100
Average	-
Below average	-
Short	-
I find it difficult to answer	-



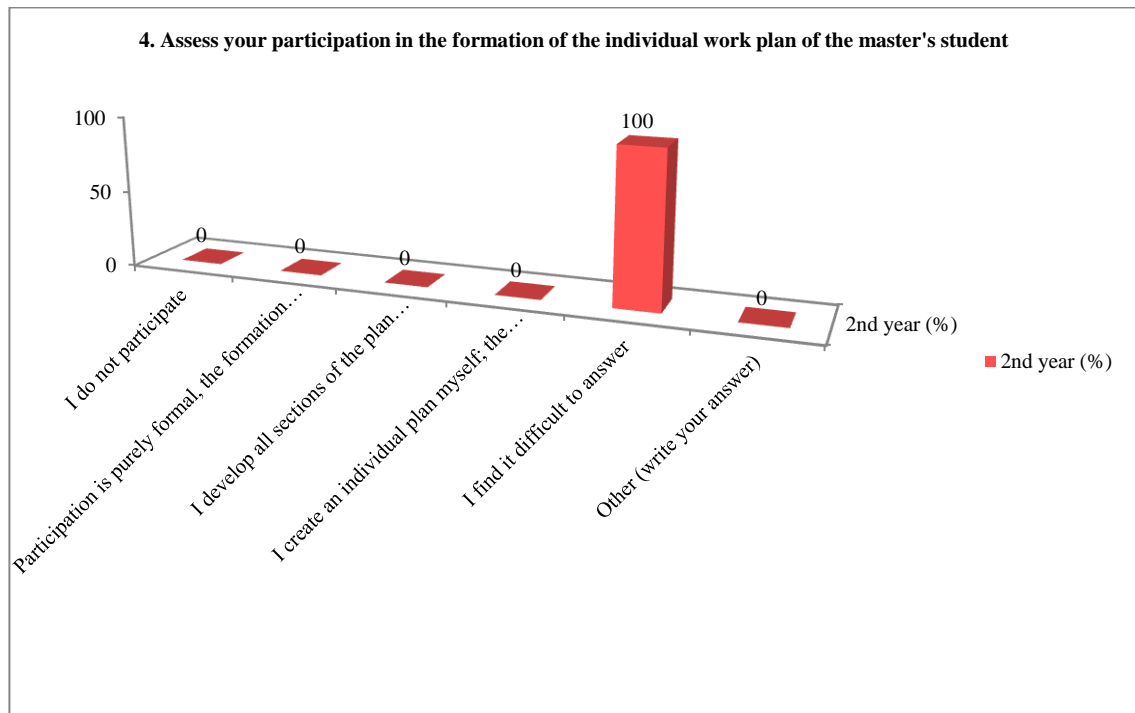
3.4 Teaching methods used

Answer options	2nd year (%)
Very tall	-
High	100
Average	-
Below average	-
Short	-
I find it difficult to answer	-



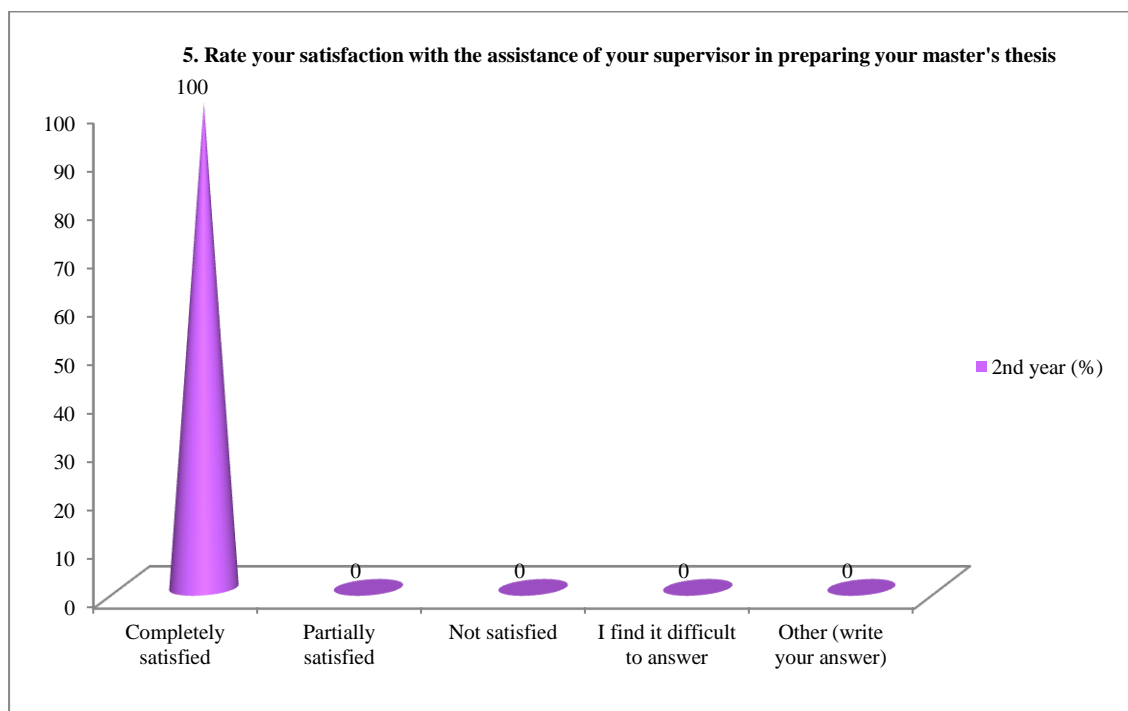
4. Assess your participation in the formation of the individual work plan of the master's student

Answer options	2nd 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.	-
I create an individual plan myself; the manager only signs it.	-
I find it difficult to answer	100
Other (write your answer)	-



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

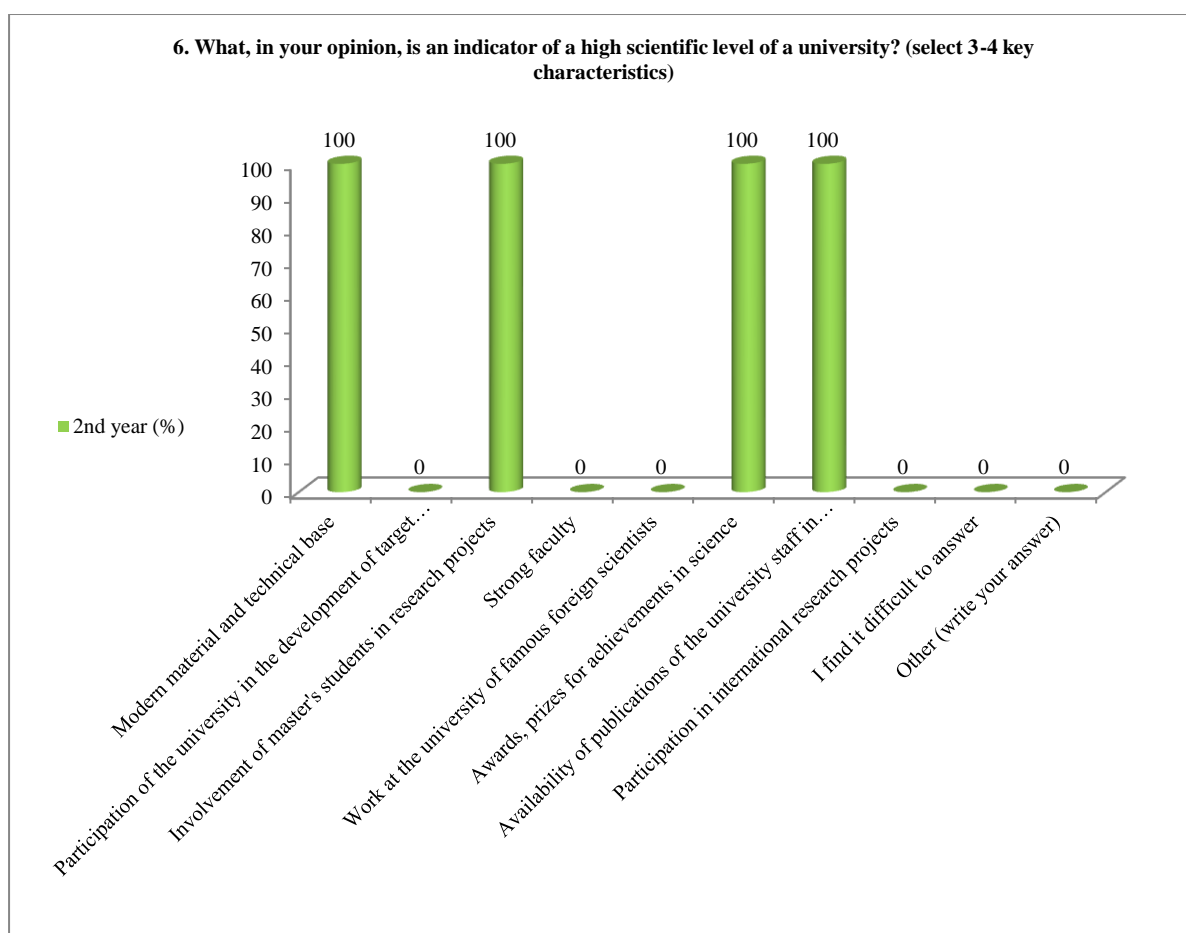
Answer options	2nd year (%)
Completely satisfied	100
Partially satisfied	-
Not satisfied	-
I find it difficult to answer	-
Other (write your answer)	-



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

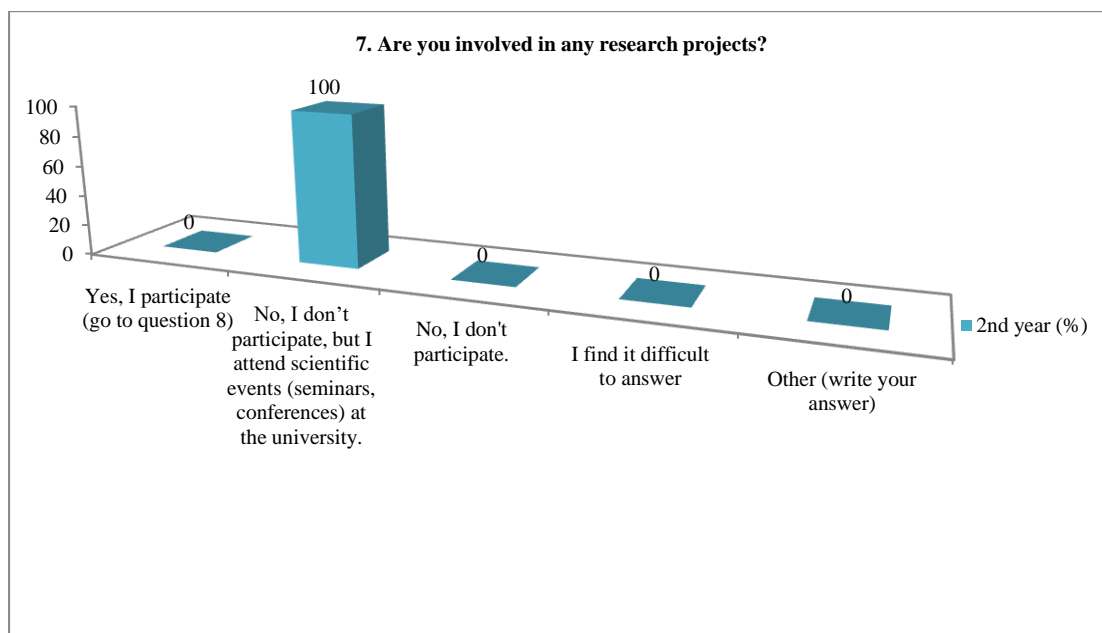
Answer options	2nd year (%)
Modern material and technical base	100
Participation of the university in the development of target programs for the socio-economic development of the region, cities, and enterprises	-
Involvement of master's students in research projects	100
Strong faculty	-
Work at the university of famous foreign scientists	-
Awards, prizes for achievements in science	100
Availability of publications of the university staff in international publications	100
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?

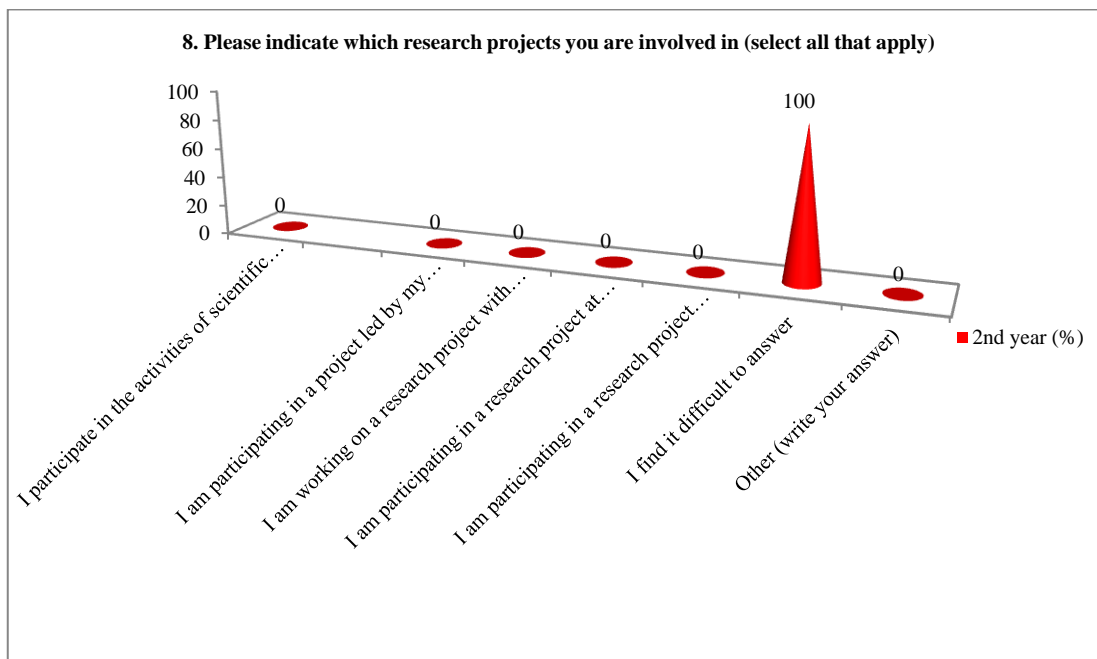
Answer options	2nd year (%)
Yes, I participate (go to question 8)	-
No, I don't participate, but I attend scientific events (seminars, conferences) at the university.	100
No, I don't participate.	-
I find it difficult to answer	-
Other (write your answer)	-



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

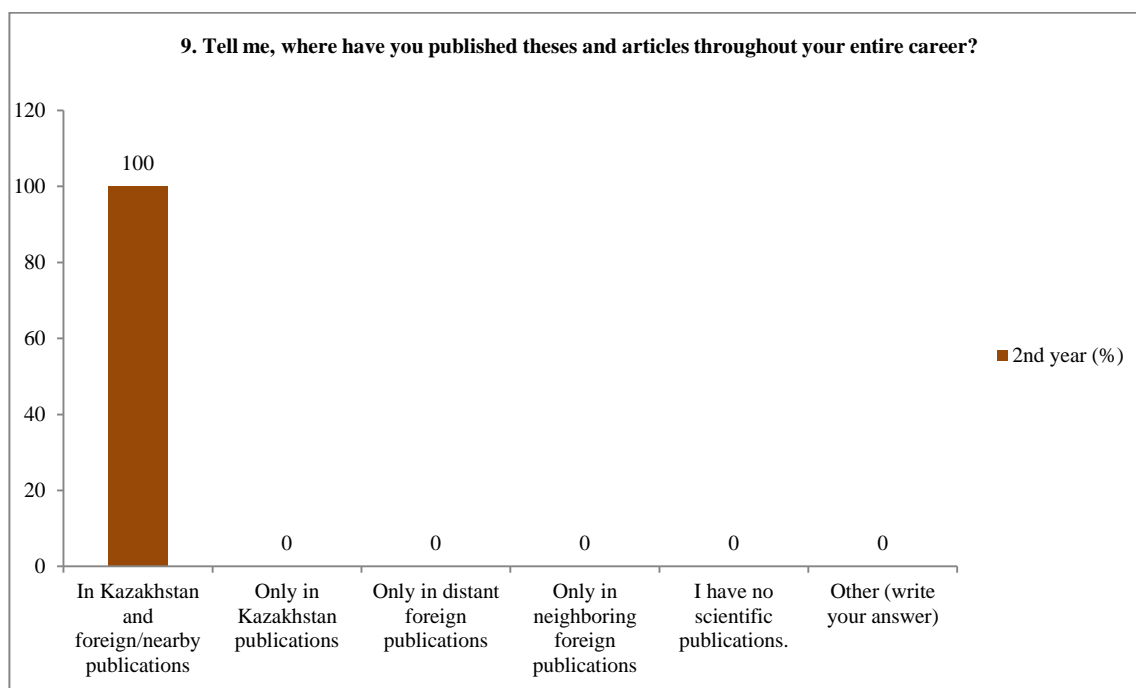
Answer options	2nd year (%)
I participate in the activities of scientific departments at my university	-
I am participating in a project led by my supervisor/another teacher.	-
I am working on a research project with friends.	-
I am participating in a research project at another university.	-
I am participating in a research project with foreign universities	-
I find it difficult to answer	100
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%.



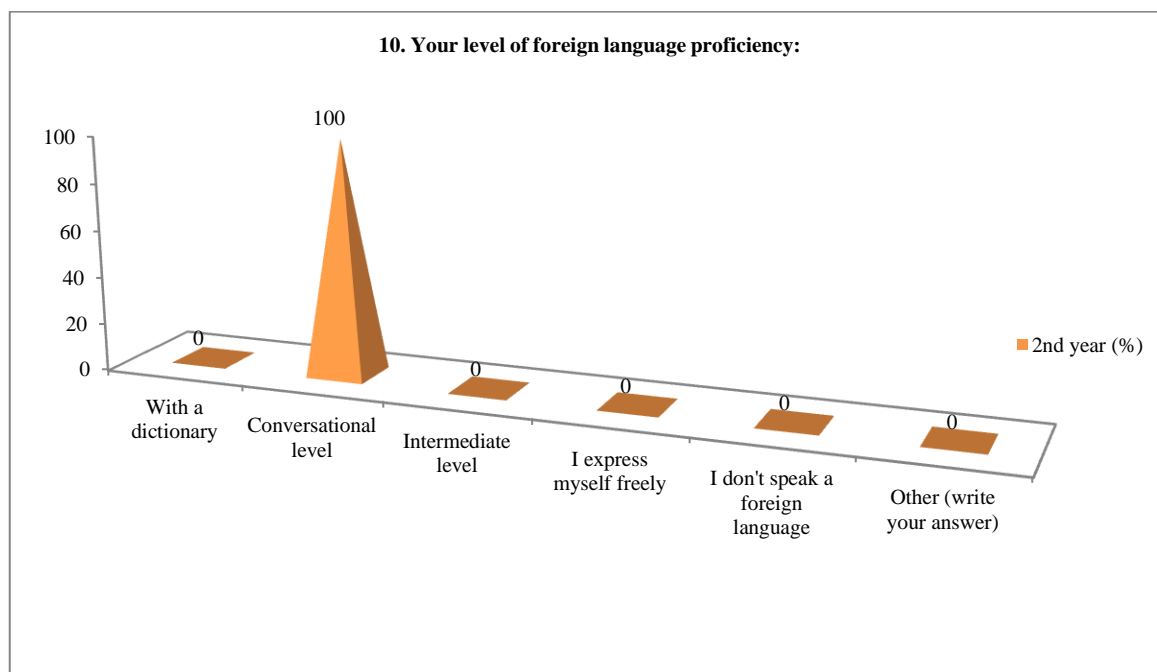
9. Tell me, where have you published theses and articles throughout your entire career?

Answer options	2nd 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	2nd year (%)
With a dictionary	-
Conversational level	100
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

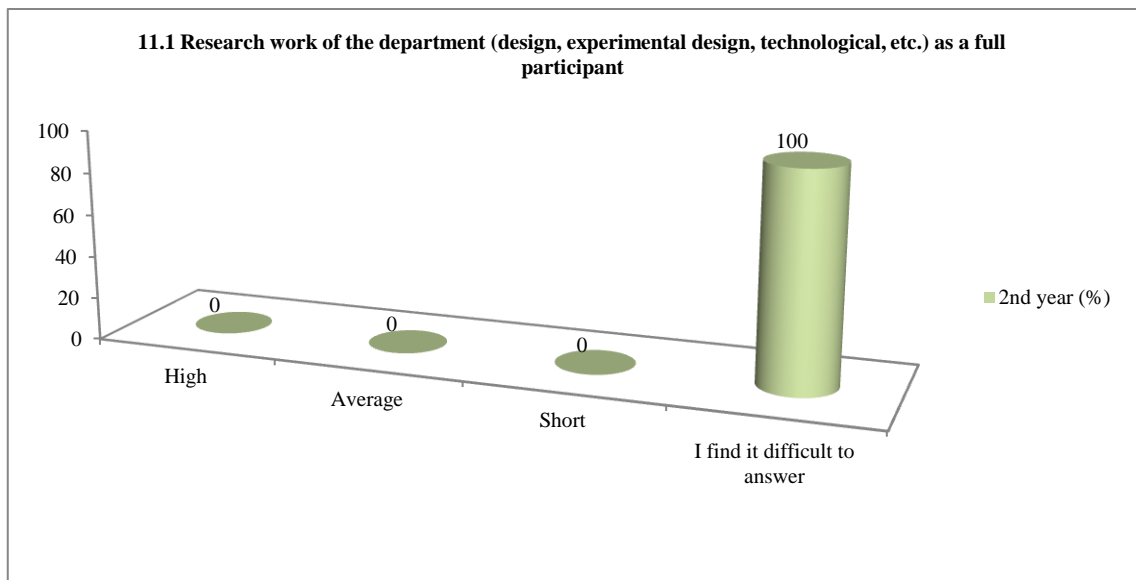
11.1 Research work of the department (design, experimental design, technological, etc.) as a full participant
11.2 Writing scientific articles
11.3 Participation with reports at conferences and seminars
11.4 Preparation of research reports, abstracts

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

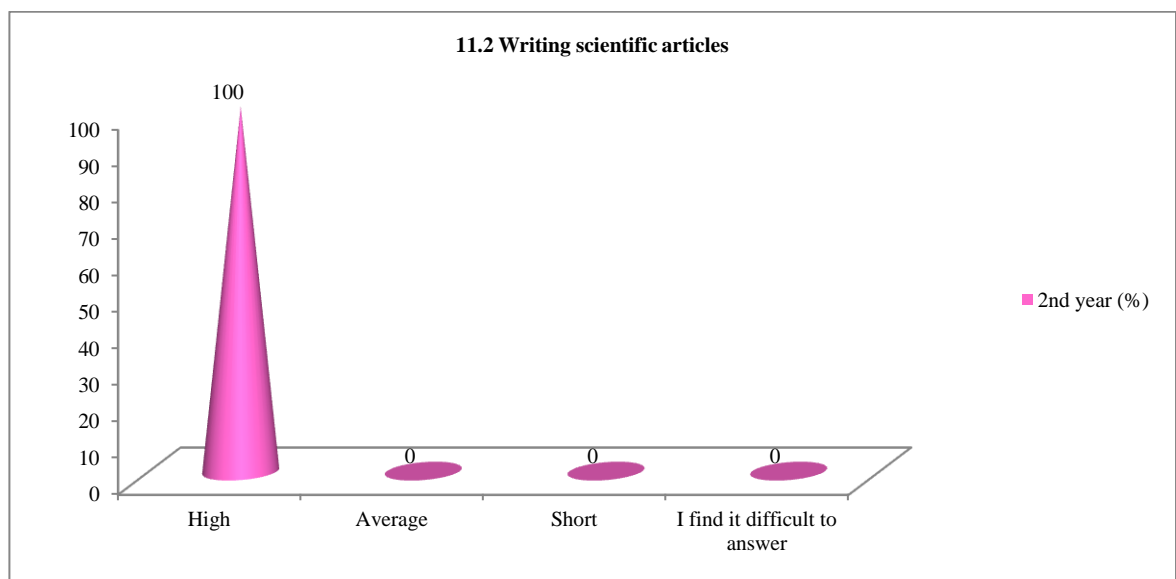
11.1 Research work of the department (design, experimental design, technological, etc.) as a full participant

Answer options	2nd year (%)
High	-
Average	-
Short	-
I find it difficult to answer	100



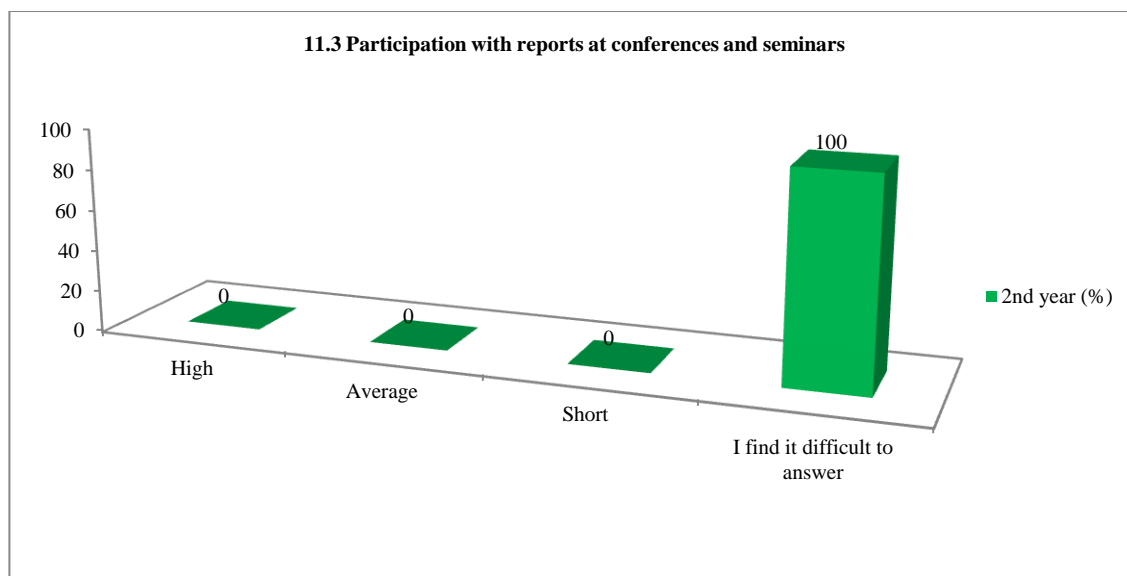
11.2 Writing scientific articles

Answer options	2nd year (%)
High	100
Average	-
Short	-
I find it difficult to answer	-



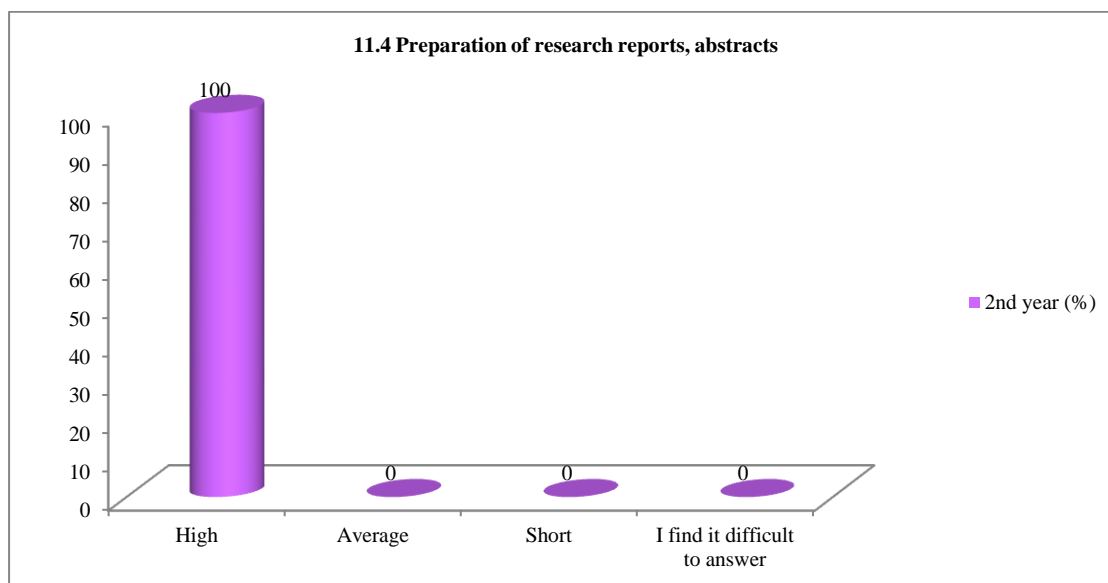
11.3 Participation with reports at conferences and seminars

Answer options	2nd year (%)
High	-
Average	-
Short	-
I find it difficult to answer	100



11.4 Preparation of research reports, abstracts

Answer options	2nd year (%)
High	100
Average	-
Short	-
I find it difficult to answer	-



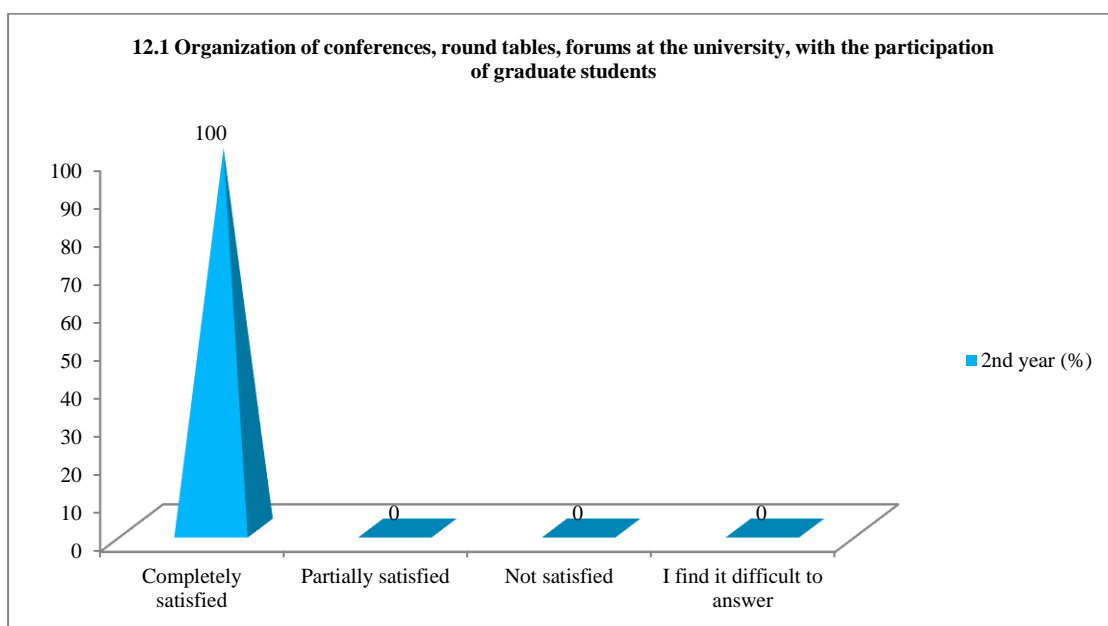
12. Are you satisfied with the scientific and educational environment of the university during your Master's degree studies?

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 _____

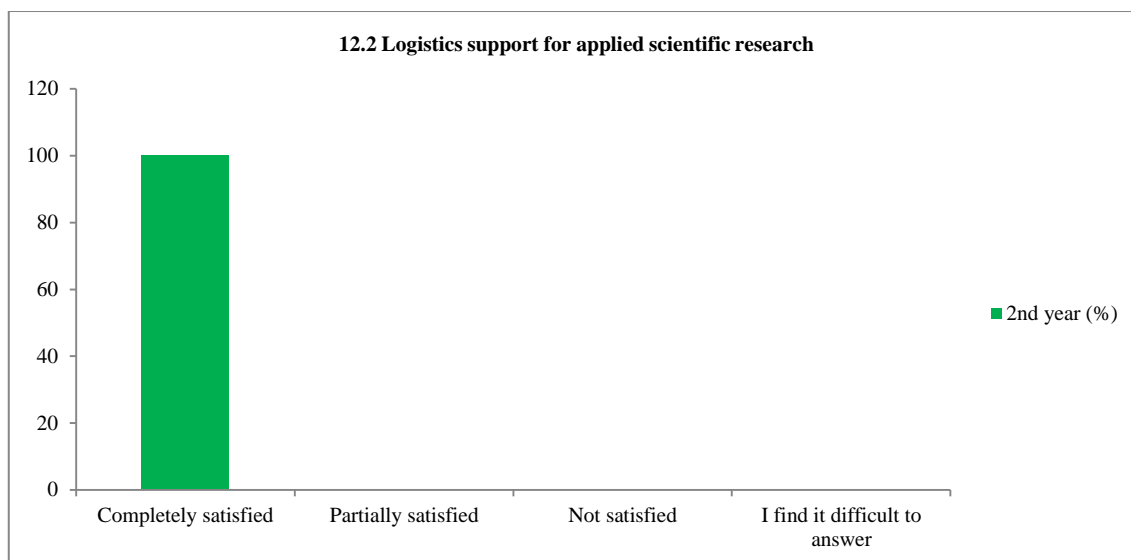
12.1 Organization of conferences, round tables, forums at the university, with the participation of graduate students

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



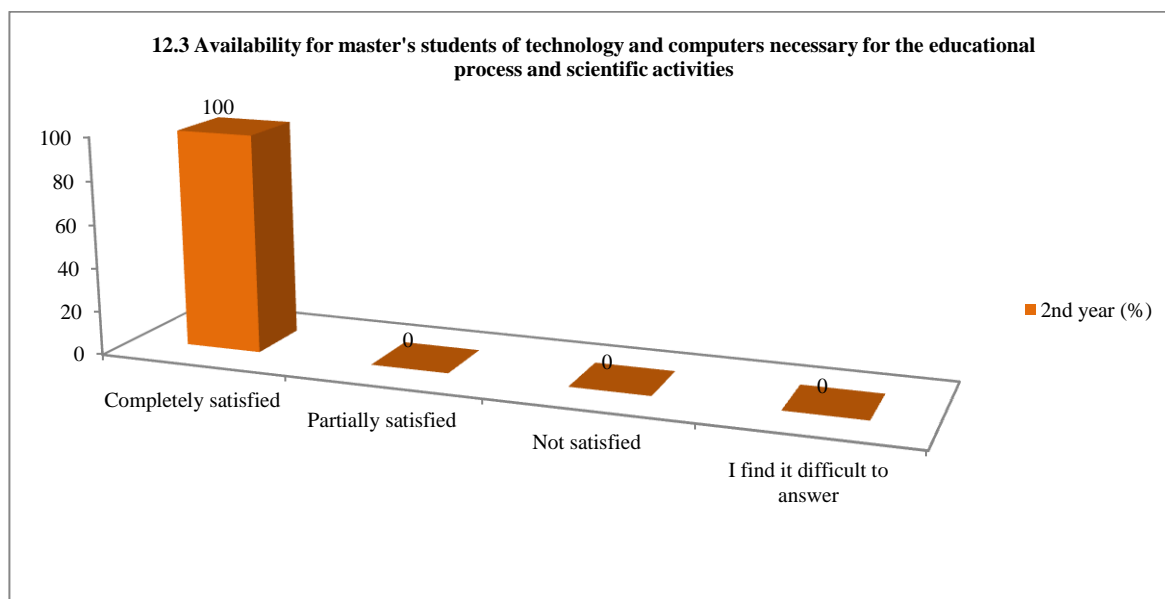
12.2 Logistics support for applied scientific research

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



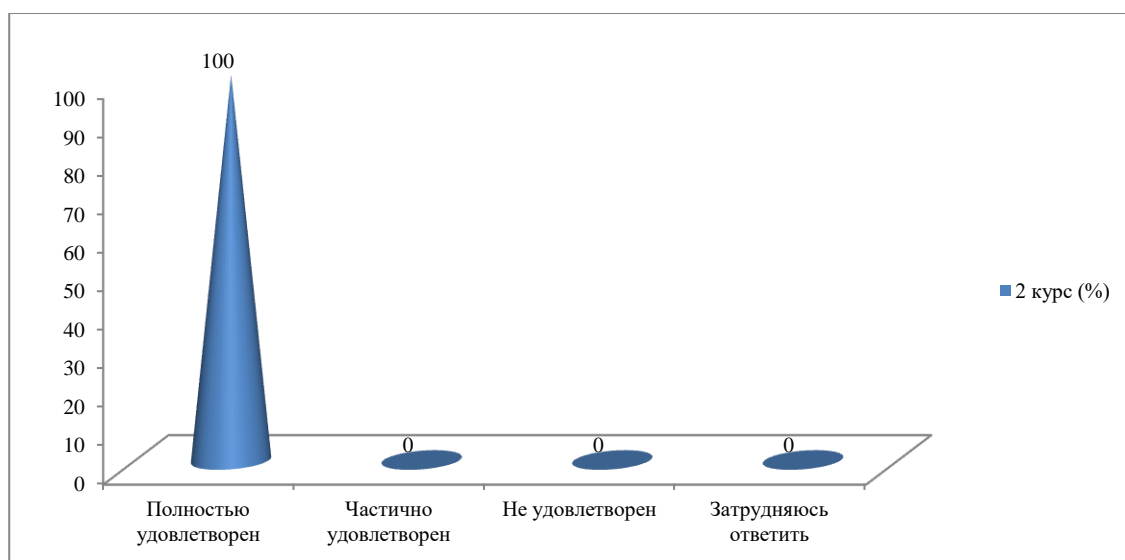
12.3 Availability for master's students of technology and computers necessary for the educational process and scientific activities

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



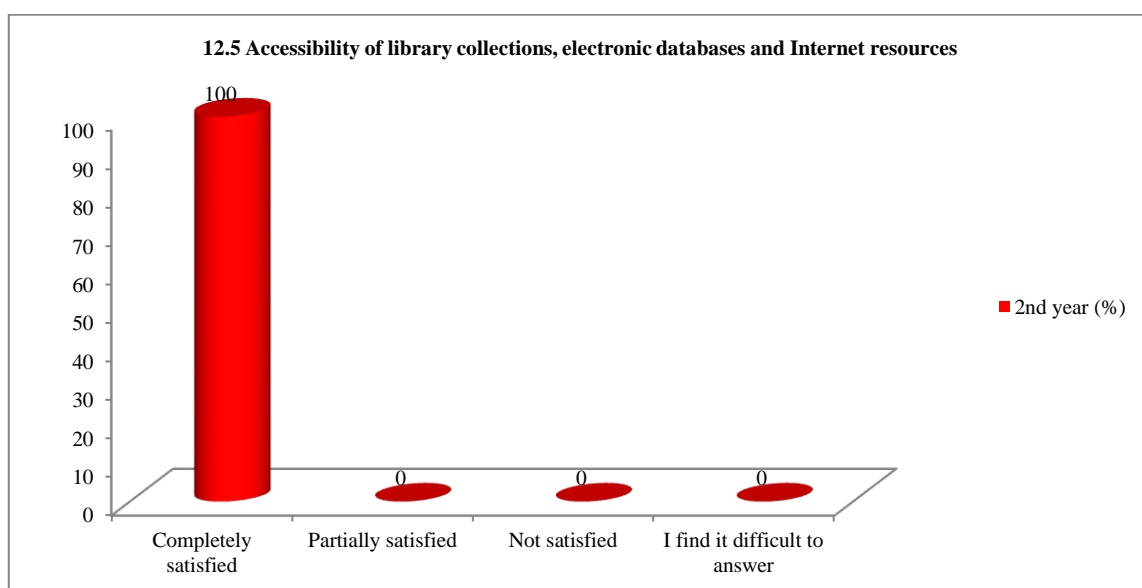
12.4 General level of organization and implementation of foreign internship

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



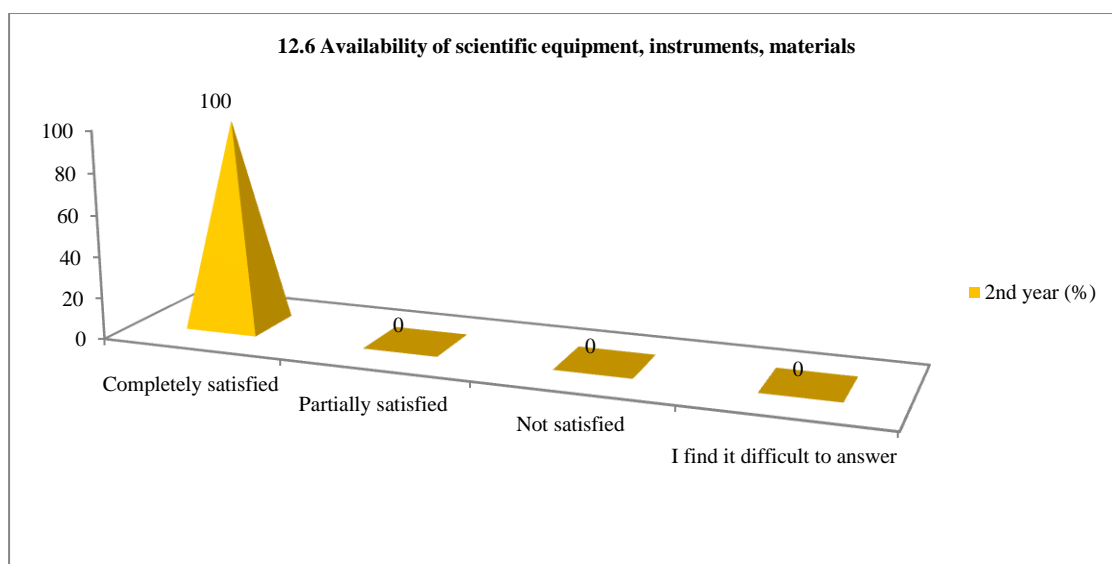
12.5 Accessibility of library collections, electronic databases and Internet resources

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



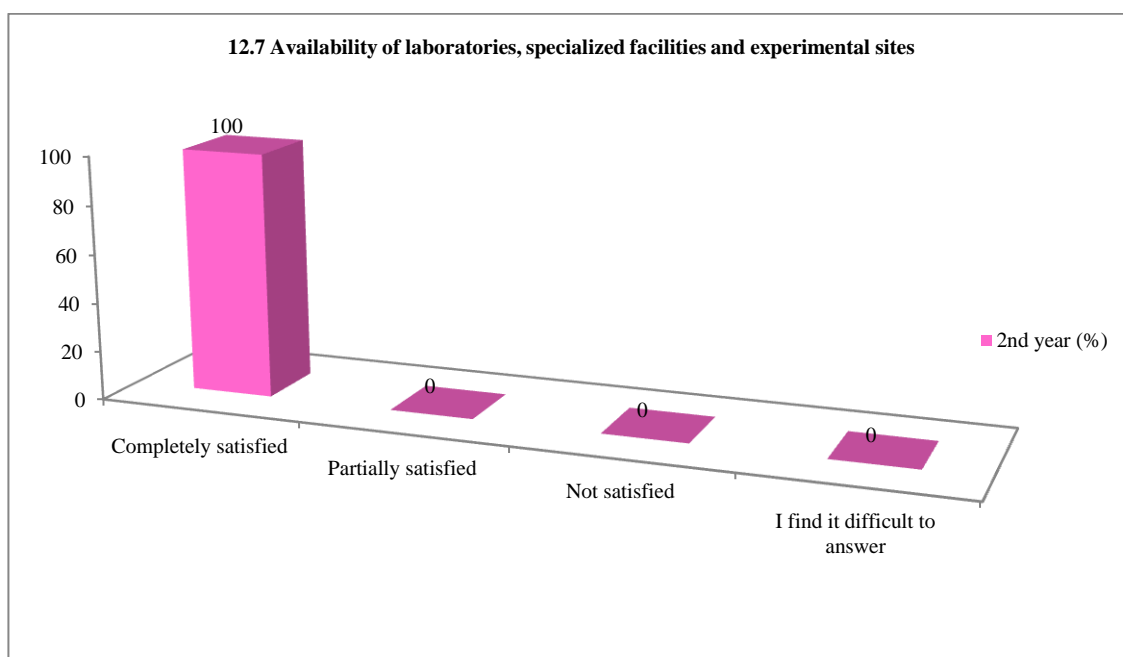
12.6 Availability of scientific equipment, instruments, materials

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

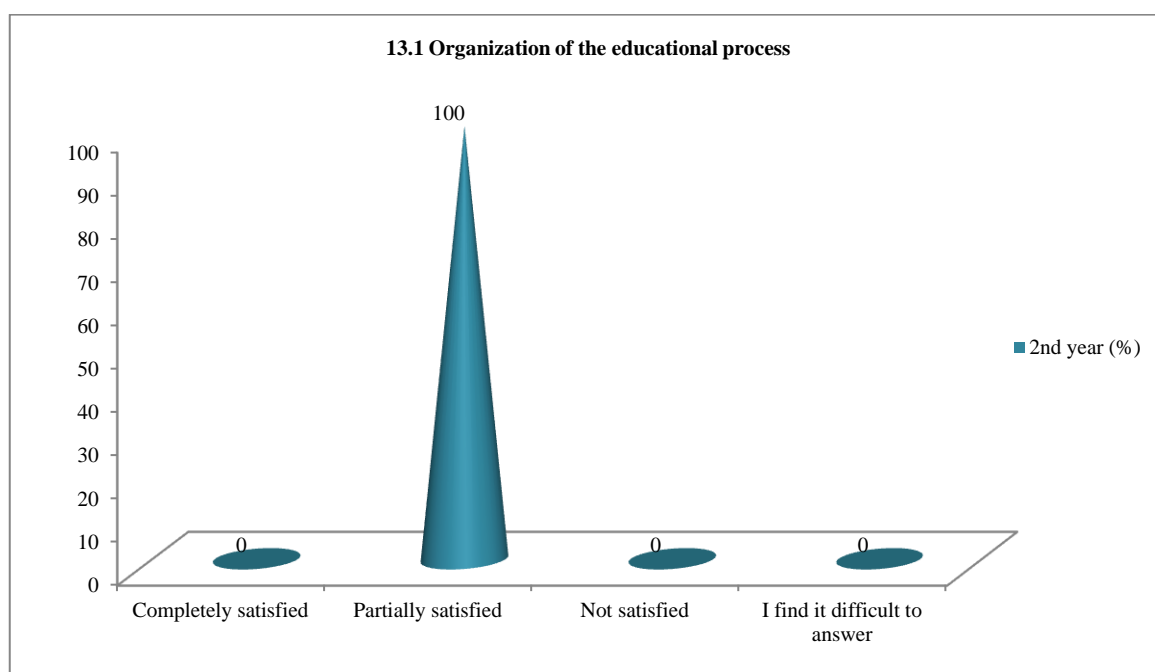


13. Are you satisfied?

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

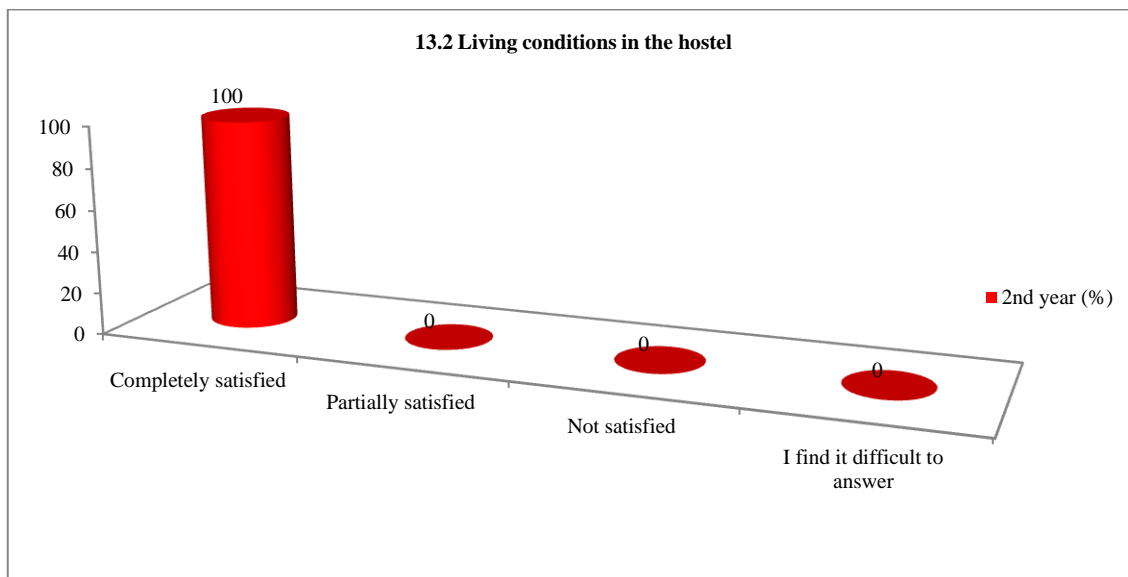
13.1 Organization of the educational process

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



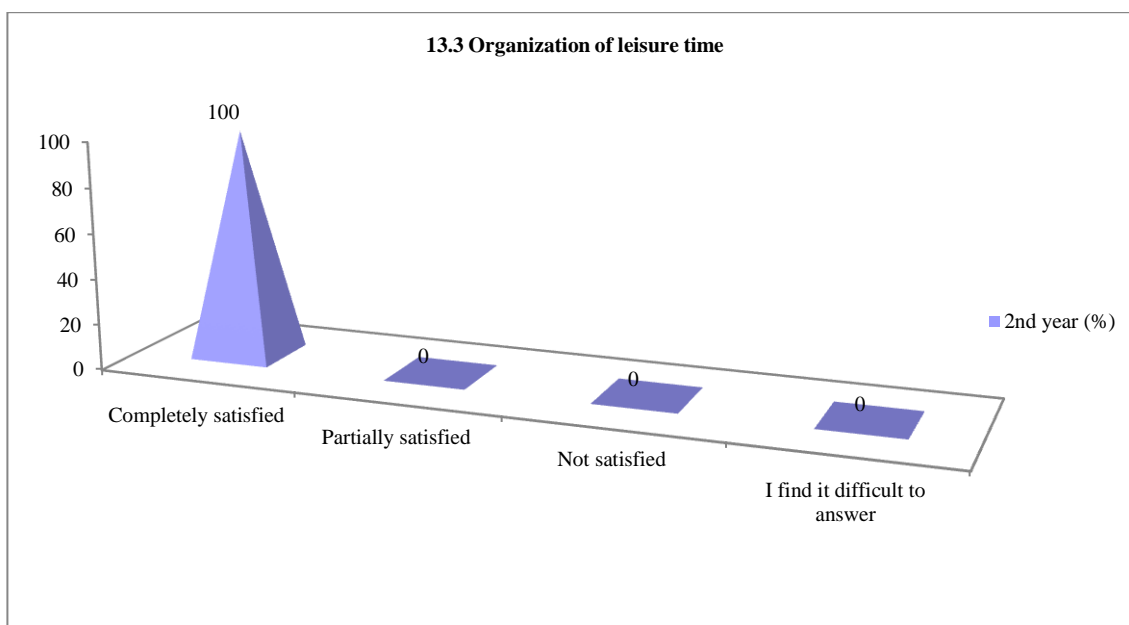
13.2 Living conditions in the hostel

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



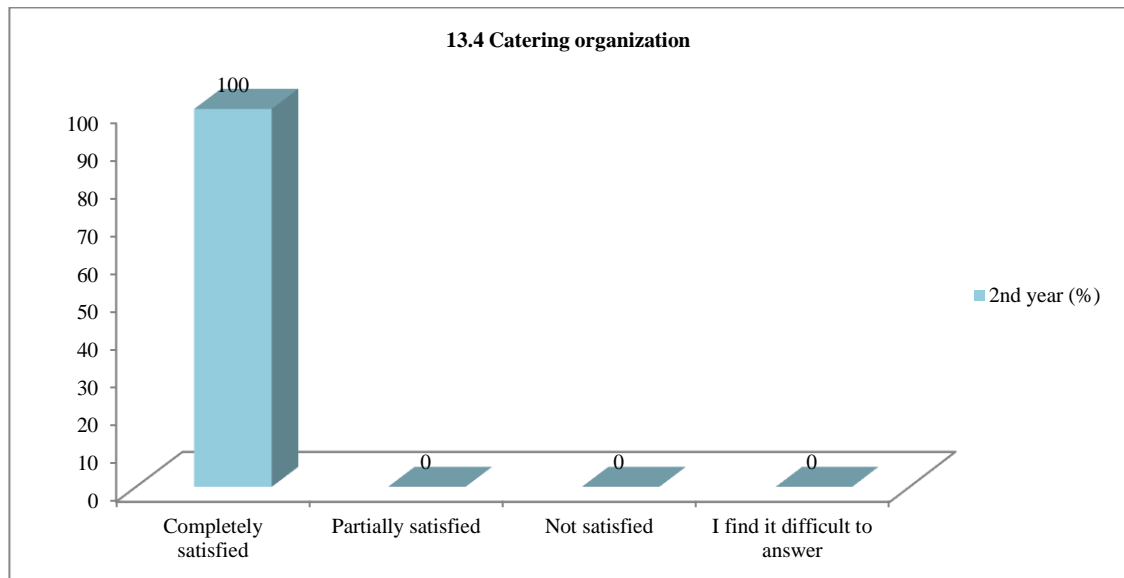
13.3 Organization of leisure time

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



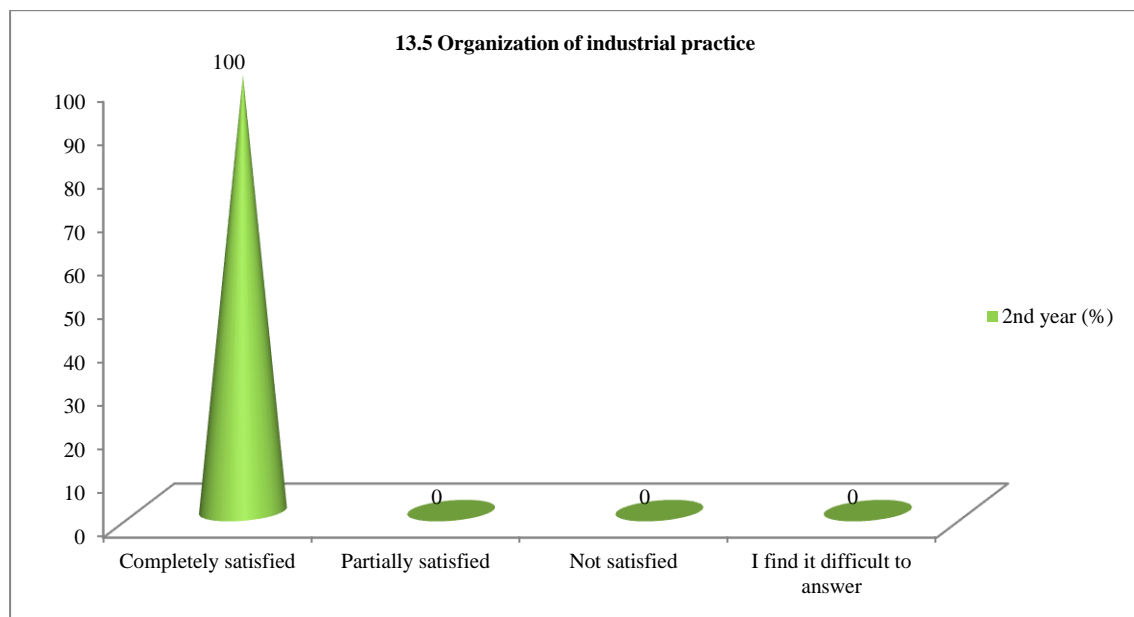
13.4 Catering organization

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



13.5 Organization of industrial practice

Answer options	2nd 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:

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

Factors influencing the choice of a Master's degree at a university, continuation of education at the previous university (100%).

Satisfaction with the availability of information:

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 the master's students feel well informed about their study programme, professional activities, competencies, opportunities for practice and their academic supervisors.

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

100% of master's 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:

100% of graduate students find it difficult to answer whose initiative was greater – theirs or their supervisor's.

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

- involvement in research projects (100%);
- modern material and technical base (100);
- awards, prizes for achievements in science (100);
- availability of publications by university staff in international journals(100%).

Publication of scientific papers:

The analysis revealed that 100% 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:

The master's student's level of foreign language proficiency is conversational.

Satisfaction Master's students with the quality of educational services:

The University successfully organizes the educational process, ensuring a high degree of satisfaction of the Master's student with the conditions of accommodation, free time, food 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 «Remote sensing of the earth» educational services is **86,1%**, 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.