

Report on the results of the questionnaire  
«Satisfaction of master's students with educational services»  
2024-2025 academic year  
in educational program  
**7M07501 Standardization and certification (by branches)**

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.

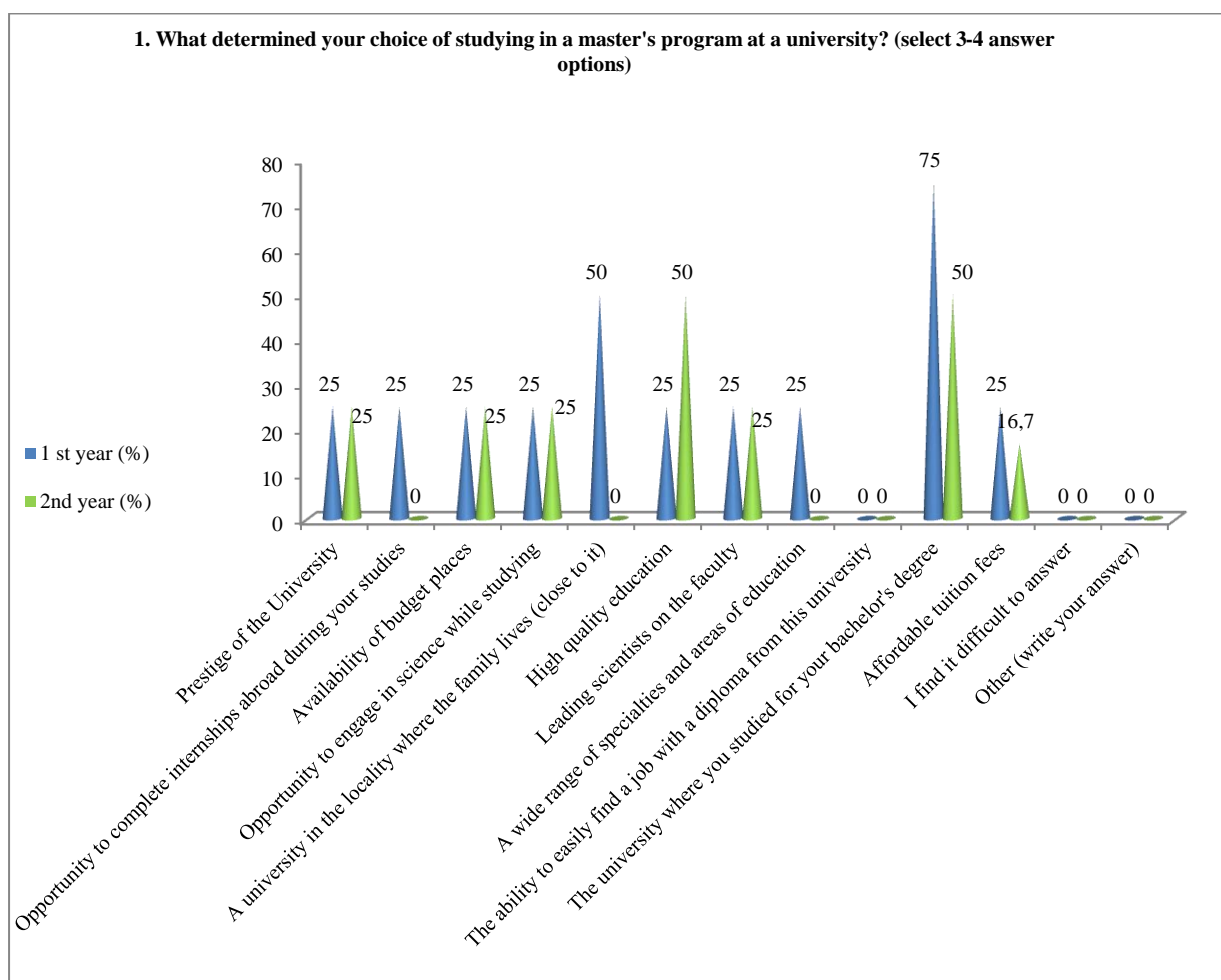
8 respondents took part in the questionnaire, which constituted 100% of the total number of master's students.

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)

<b>Answer options</b>	<b>1 st year (%)</b>	<b>2nd year (%)</b>
Prestige of the University	25	25
Opportunity to complete internships abroad during your studies	25	-
Availability of budget places	25	25
Opportunity to engage in science while studying	25	25
A university in the locality where the family lives (close to it)	50	-
High quality education	25	50
Leading scientists on the faculty	25	25
A wide range of specialties and areas of education	25	-
The ability to easily find a job with a diploma from this university	-	-
The university where you studied for your bachelor's degree	75	50
Affordable tuition fees	25	16,7
I find it difficult to answer	-	-
Other (write your answer)	-	-

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



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

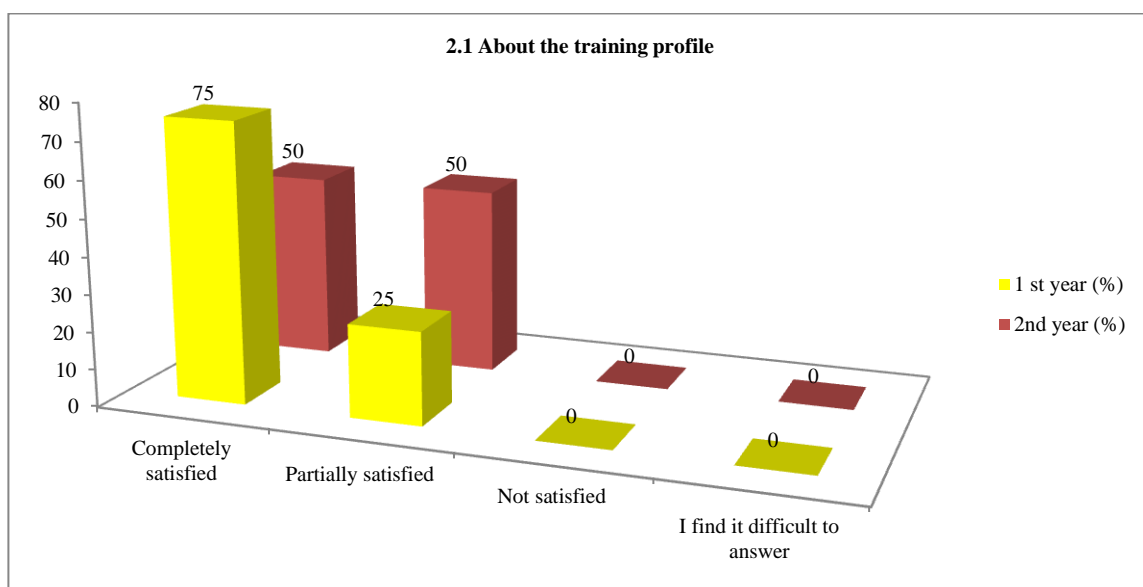
2.1 About the training profile
2.2 Characteristics of the professional activities of a master's student
2.3 List of developing competencies of a Master's degree graduate
2.4 List of Master's students' practice bases
2.5 Information about scientific supervisors

Other (write your answer) \_\_\_\_\_

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

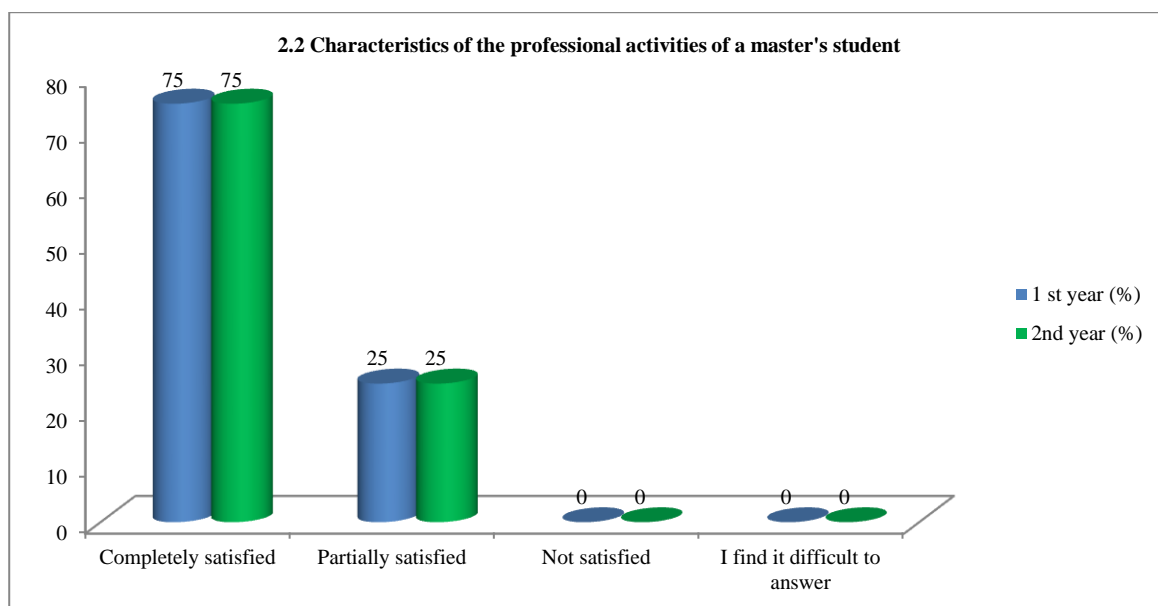
### 2.1 About the training profile

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	75	50
Partially satisfied	25	50
Not satisfied	-	-
I find it difficult to answer	-	-



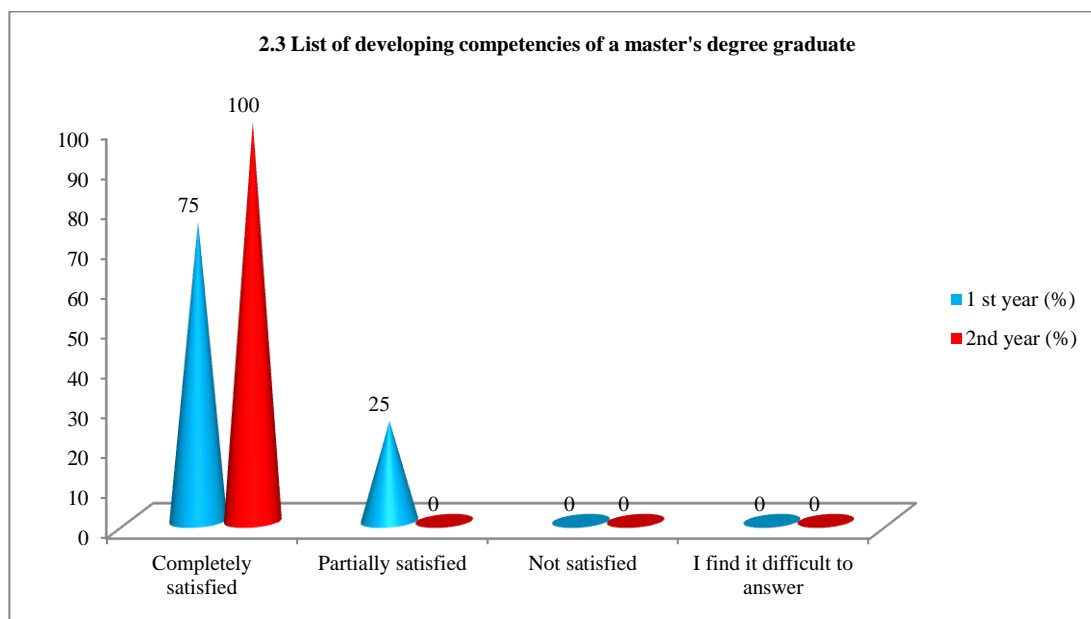
## 2.2 Characteristics of the professional activities of a master's student

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	75	75
Partially satisfied	25	25
Not satisfied	-	-
I find it difficult to answer	-	-



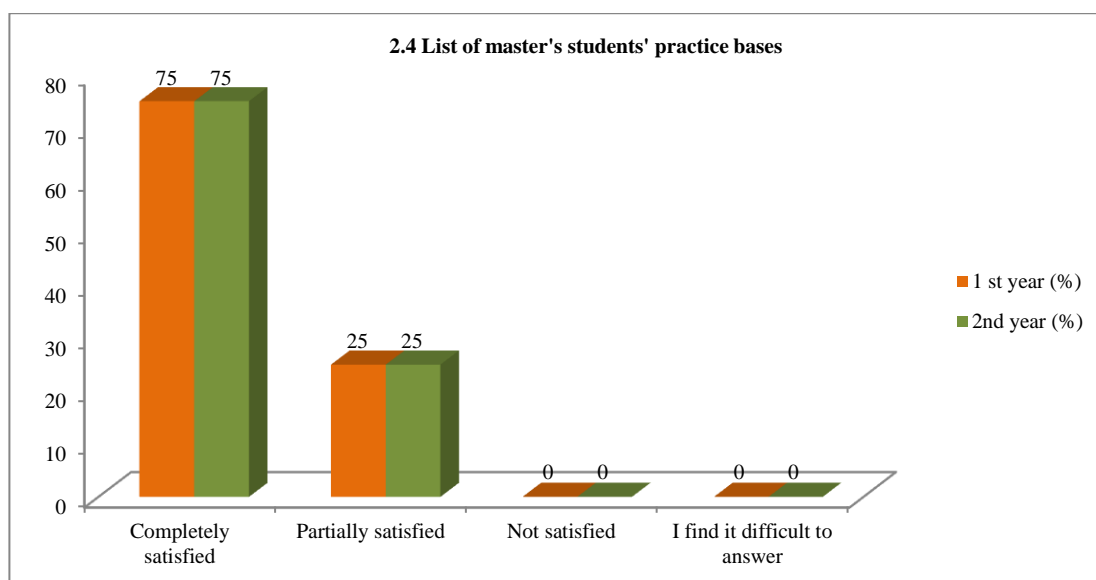
## 2.3 List of developing competencies of a master's degree graduate

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	75	100
Partially satisfied	25	-
Not satisfied	-	-
I find it difficult to answer	-	-



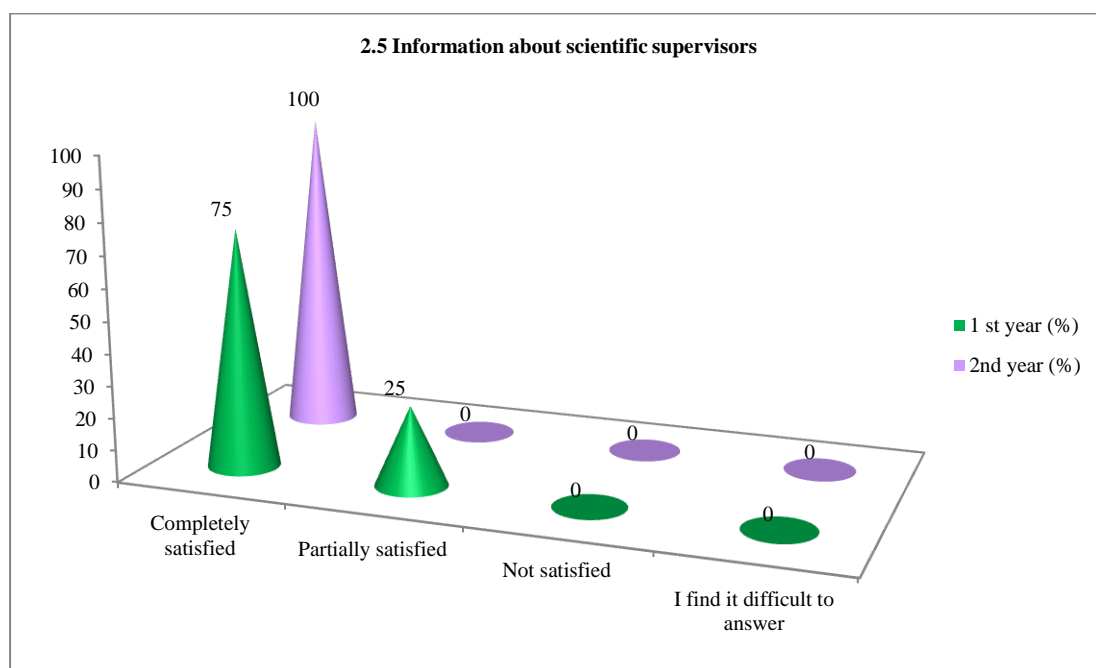
## 2.4 List of master's students' practice bases

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	75	75
Partially satisfied	25	25
Not satisfied	-	-
I find it difficult to answer	-	-



## 2.5 Information about scientific supervisors

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	75	100
Partially satisfied	25	-
Not satisfied	-	-
I find it difficult to answer	-	-



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

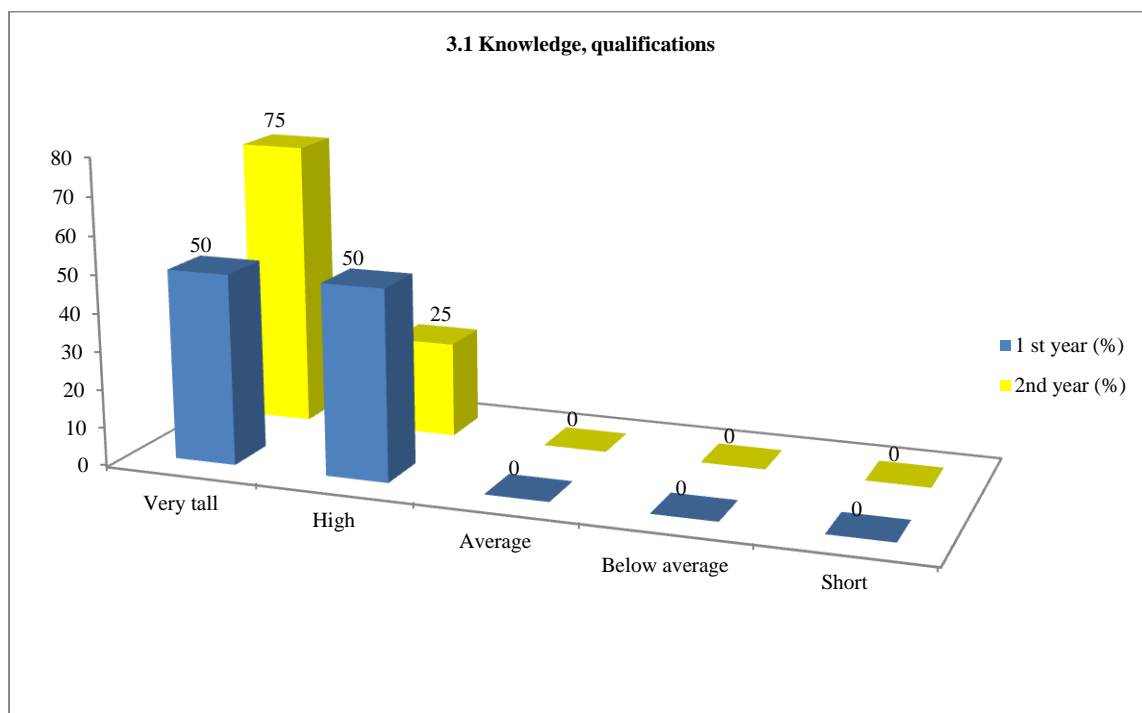
3.1 Knowledge, qualifications
3.2 Teaching qualities
3.3 Objectivity and impartiality of assessments
3.4 Teaching methods used

Other (write your answer)\_\_\_\_\_

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

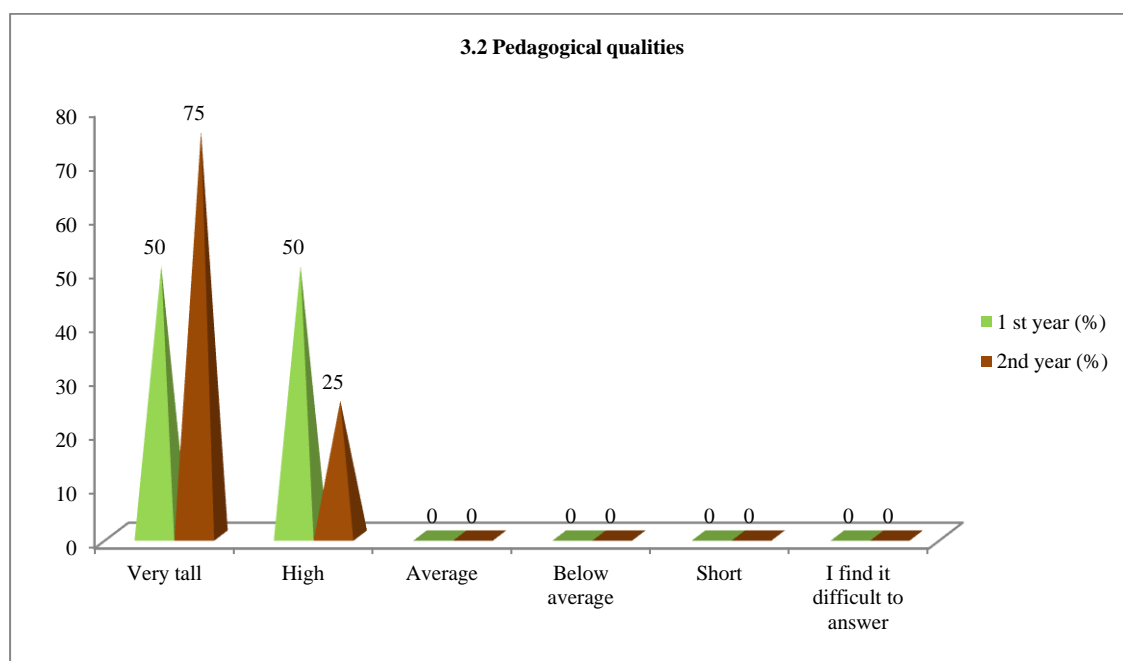
#### 3.1 Knowledge, qualifications

Answer options	1 st year (%)	2nd year (%)
Very tall	50	75
High	50	25
Average	-	-
Below average	-	-
Short	-	-
I find it difficult to answer	-	-



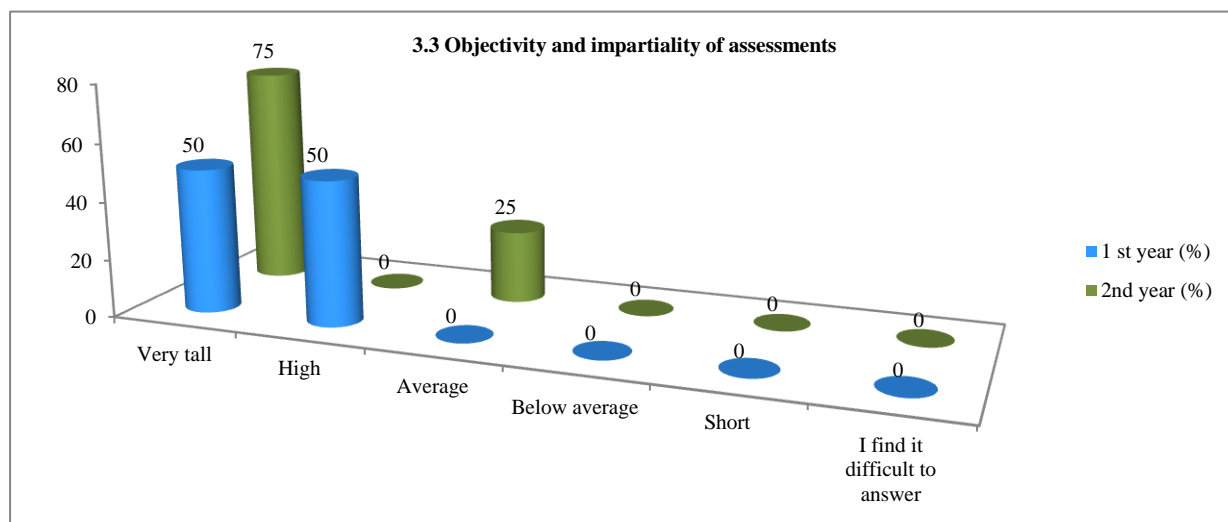
### 3.2 Pedagogical qualities

Answer options	1 st year (%)	2nd year (%)
Very tall	50	75
High	50	25
Average	-	-
Below average	-	-
Short	-	-
I find it difficult to answer	-	-



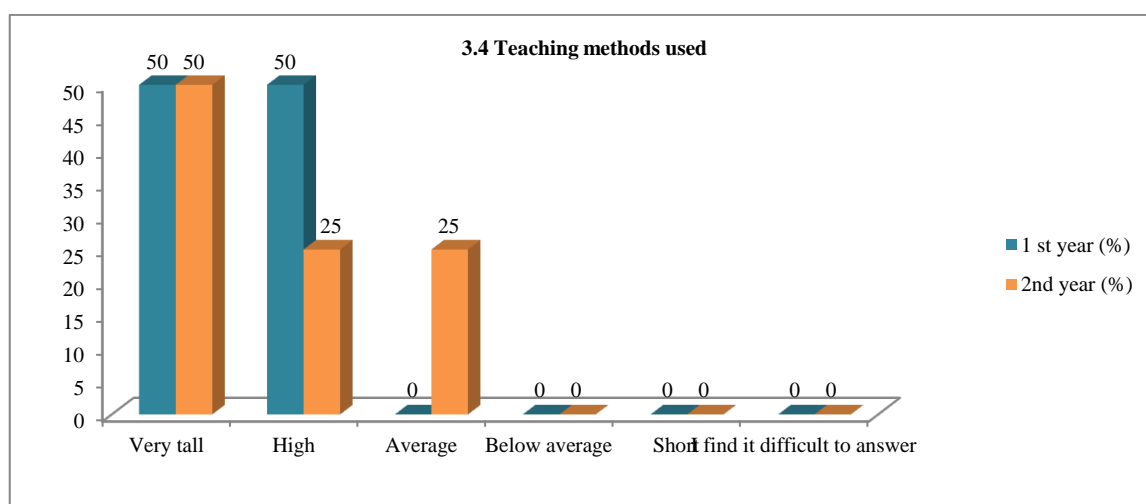
### 3.3 Objectivity and impartiality of assessments

Answer options	1 st year (%)	2nd year (%)
Very tall	50	75
High	50	-
Average	-	25
Below average	-	-
Short	-	-
I find it difficult to answer	-	-



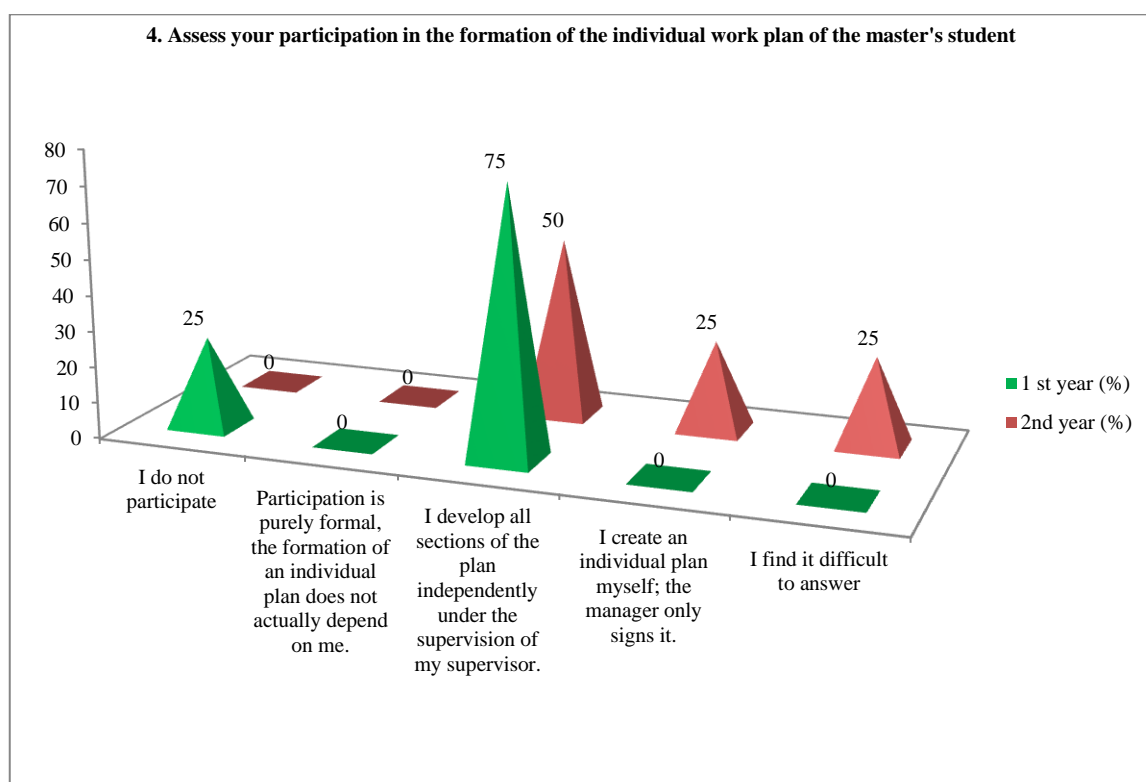
### 3.4 Teaching methods used

Answer options	1 st year (%)	2nd year (%)
Very tall	50	50
High	50	25
Average	-	25
Below average	-	-
Short	-	-
I find it difficult to answer	-	-



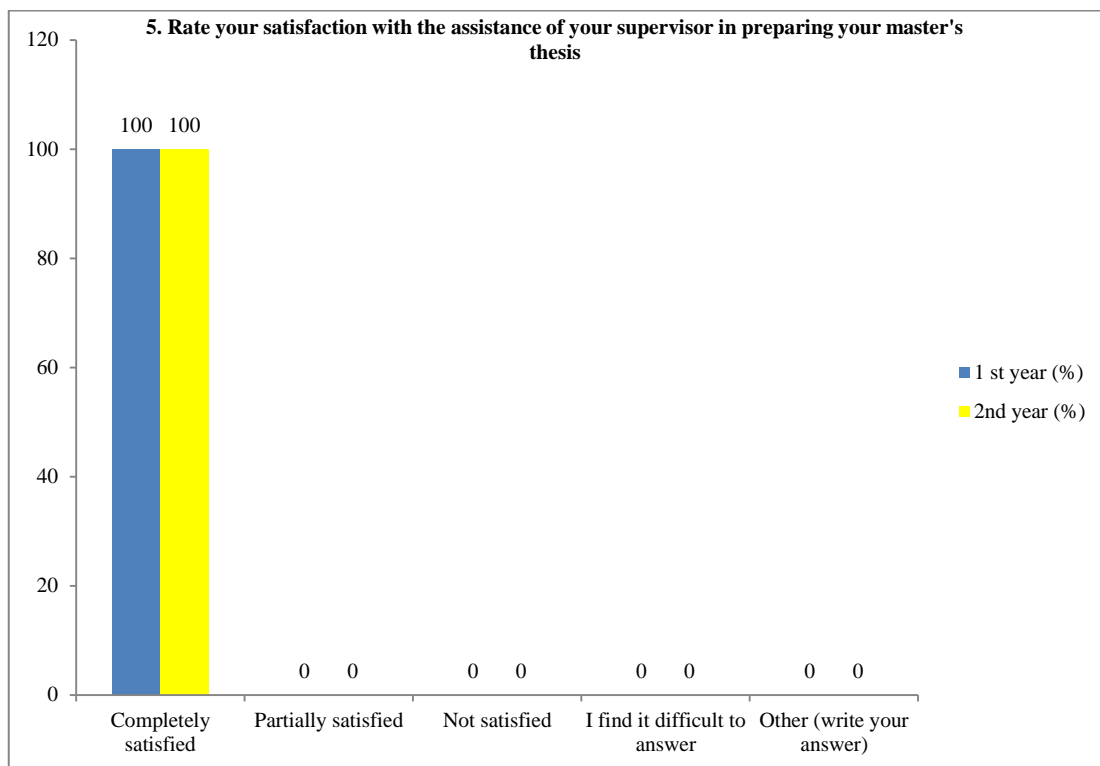
#### 4. Assess your participation in the formation of the individual work plan of the master's student

Answer options	1 st year (%)	2nd year (%)
I do not participate	25	-
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.	75	50
I create an individual plan myself; the manager only signs it.	-	25
I find it difficult to answer	-	25
Other (write your answer)	-	-



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

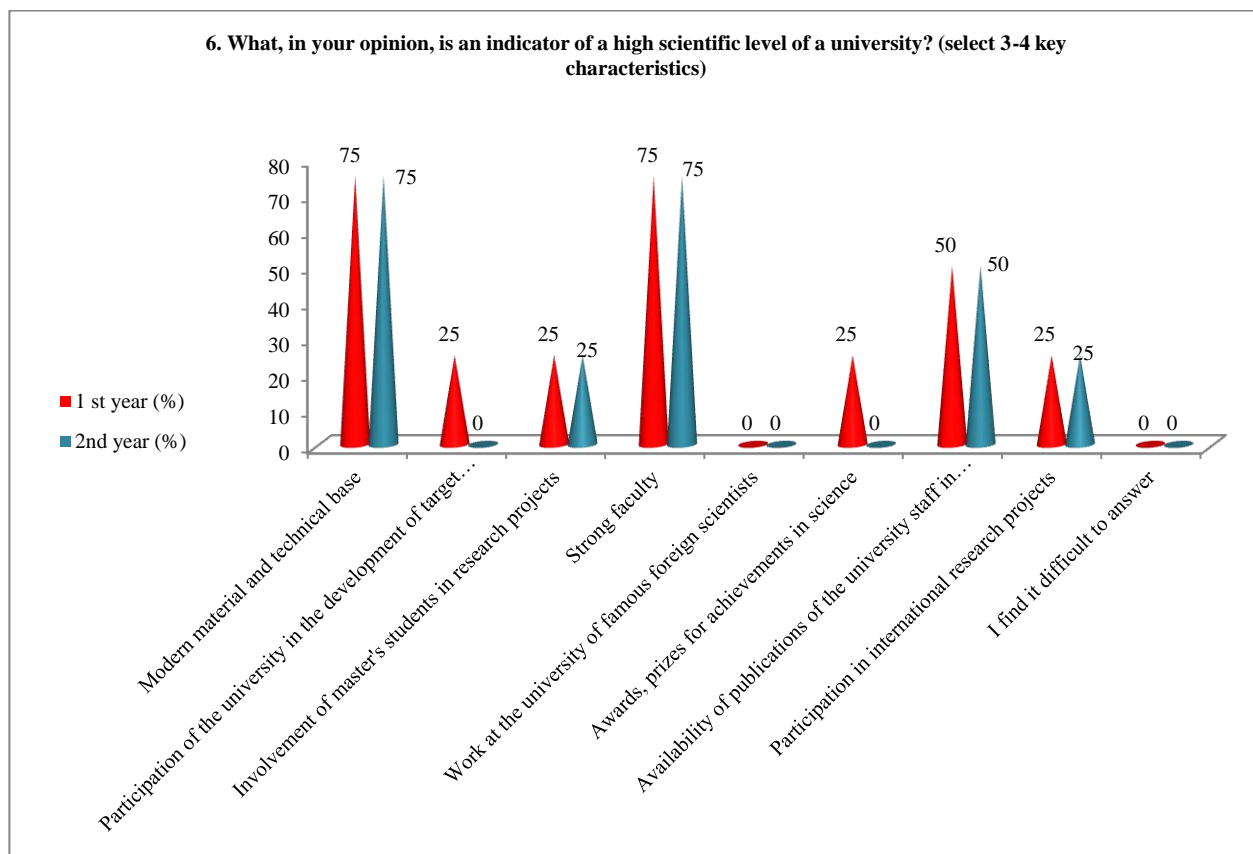
Answer options	1 st year (%)	2nd year (%)
Completely satisfied	100	100
Partially satisfied	-	-
Not satisfied	-	-
I find it difficult to answer	-	-
Other (write your answer)	-	-



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

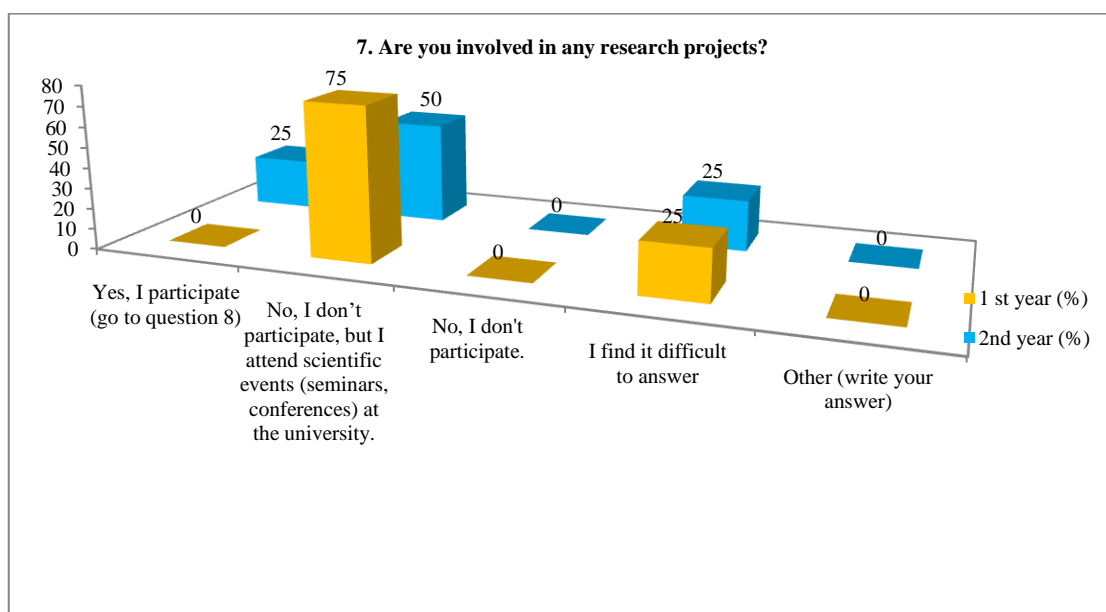
Answer options	1 st year (%)	2nd year (%)
Modern material and technical base	75	75
Participation of the university in the development of target programs for the socio-economic development of the region, cities, and enterprises	25	-
Involvement of master's students in research projects	25	25
Strong faculty	75	75
Work at the university of famous foreign scientists	-	-
Awards, prizes for achievements in science	25	-
Availability of publications of the university staff in international publications	50	50
Participation in international research projects	25	25
I find it difficult to answer	-	-
Other (write your answer)	-	-

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



## 7. Are you involved in any research projects?

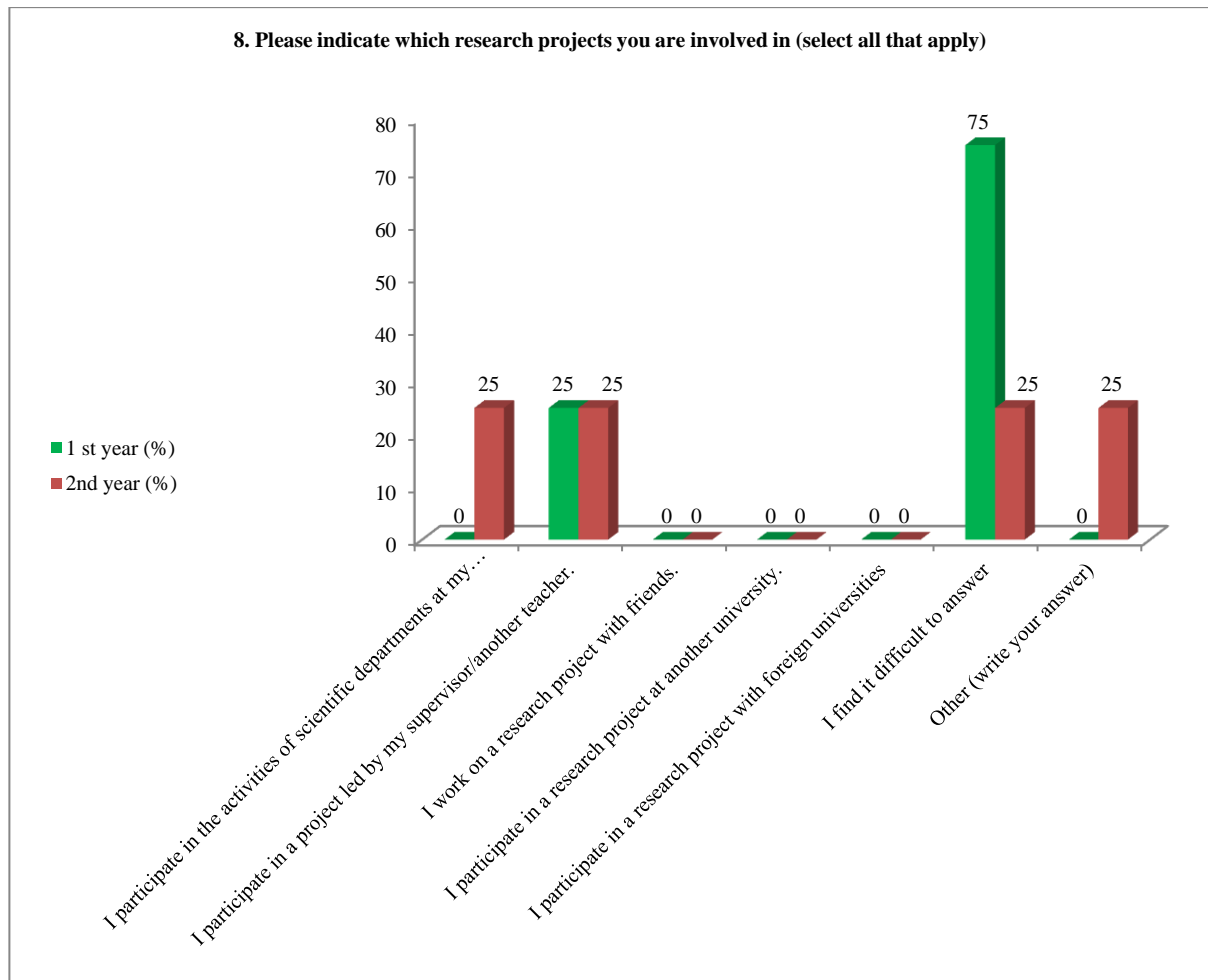
Answer options	1 st year (%)	2nd year (%)
Yes, I participate (go to question 8)	-	25
No, I don't participate, but I attend scientific events (seminars, conferences) at the university.	75	50
No, I don't participate.	-	-
I find it difficult to answer	25	25
Other (write your answer)	-	-



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

<b>Answer options</b>	<b>1 st year (%)</b>	<b>2nd year (%)</b>
I participate in the activities of scientific departments at my university	-	25
I participate in a project led by my supervisor/another teacher.	25	25
I work on a research project with friends.	-	-
I participate in a research project at another university.	-	-
I participate in a research project with foreign universities	-	-
I find it difficult to answer	75	25
Other (write your answer)	-	25

*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%.

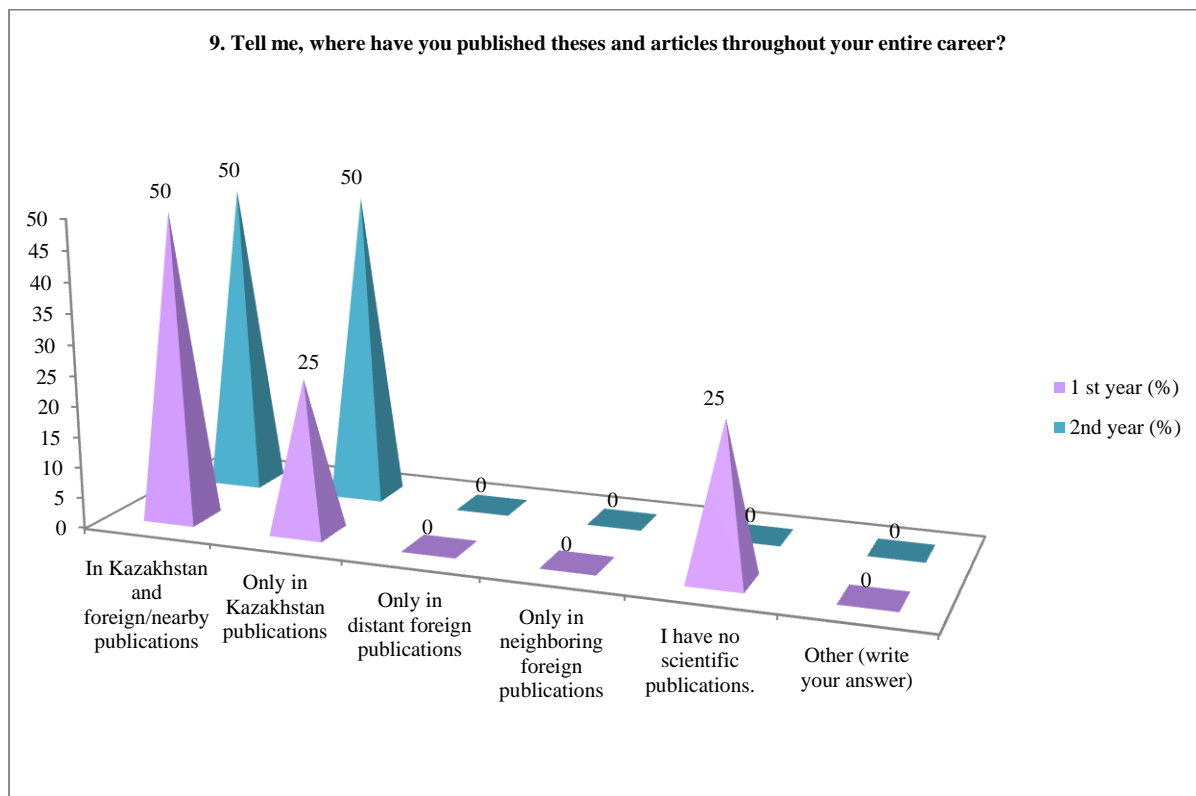


For the «Other» option, students indicated the following options:

-No, I don't participate, but I attend scientific events (seminars, conferences) at the university.

**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	50	50
Only in Kazakhstan publications	25	50
Only in distant foreign publications	-	-
Only in neighboring foreign publications	-	-
I have no scientific publications.	25	-
Other (write your answer)	-	-

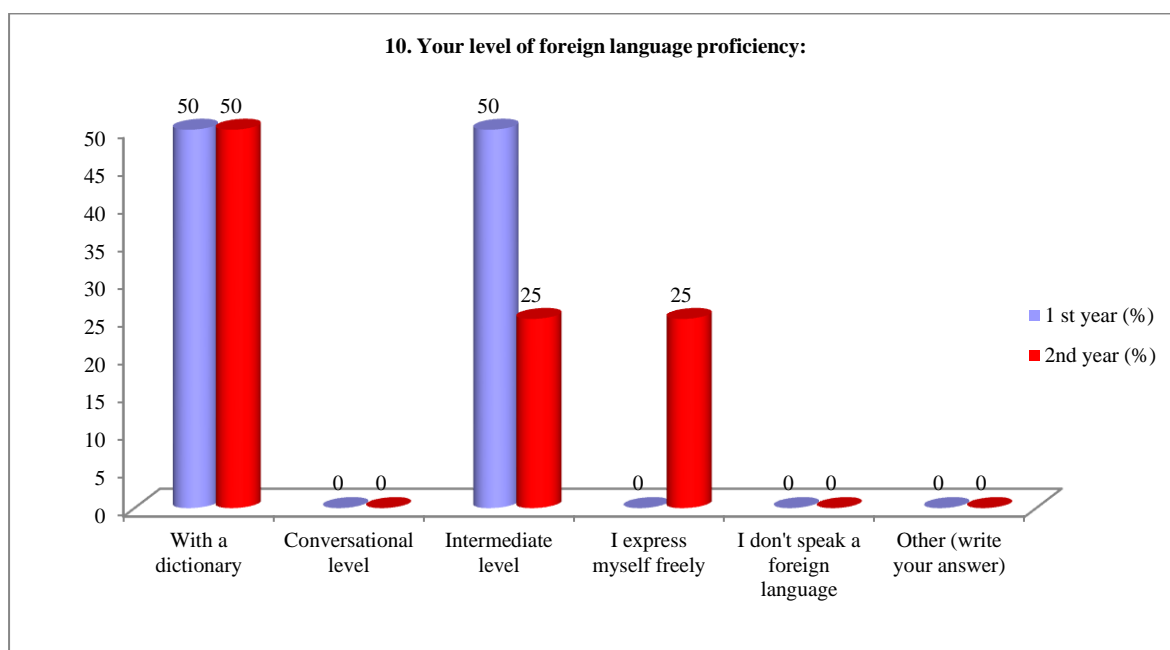


If you answered «I have no scientific publications» to the previous question, please write why:

- In the future there will be

**10. Your level of foreign language proficiency:**

Answer options	1 st year (%)	2nd year (%)
With a dictionary	50	50
Conversational level	-	-
Intermediate level	50	25
I express myself freely	-	25
I don't speak a foreign language	-	-
Other (write your answer)	-	-



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

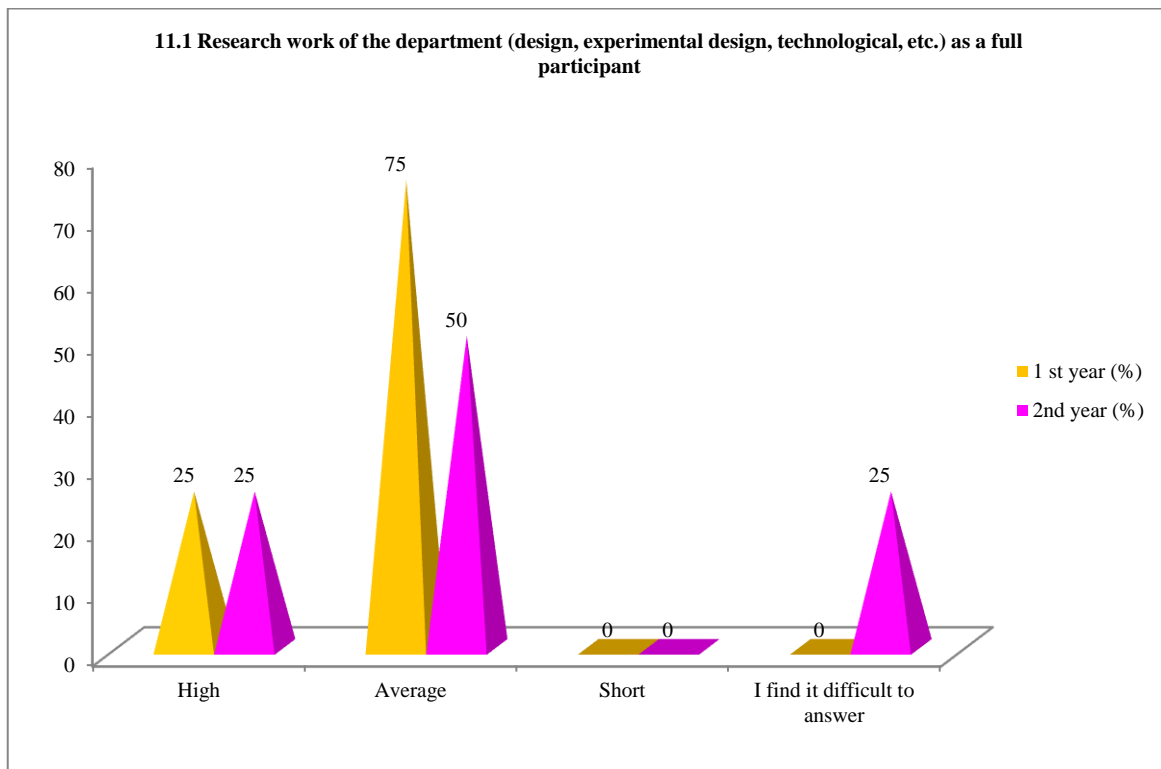
11.1 Research work of the department (design, experimental design, technological, etc.) as a full participant
11.2 Writing scientific articles
11.3 Participation with reports at conferences and seminars
11.4 Preparation of reports on scientific research work and abstracts

Other (write your answer)\_\_\_\_\_

If you answered «Low» to the previous question, please provide recommendations for improving the participation of graduate students in the work of the department

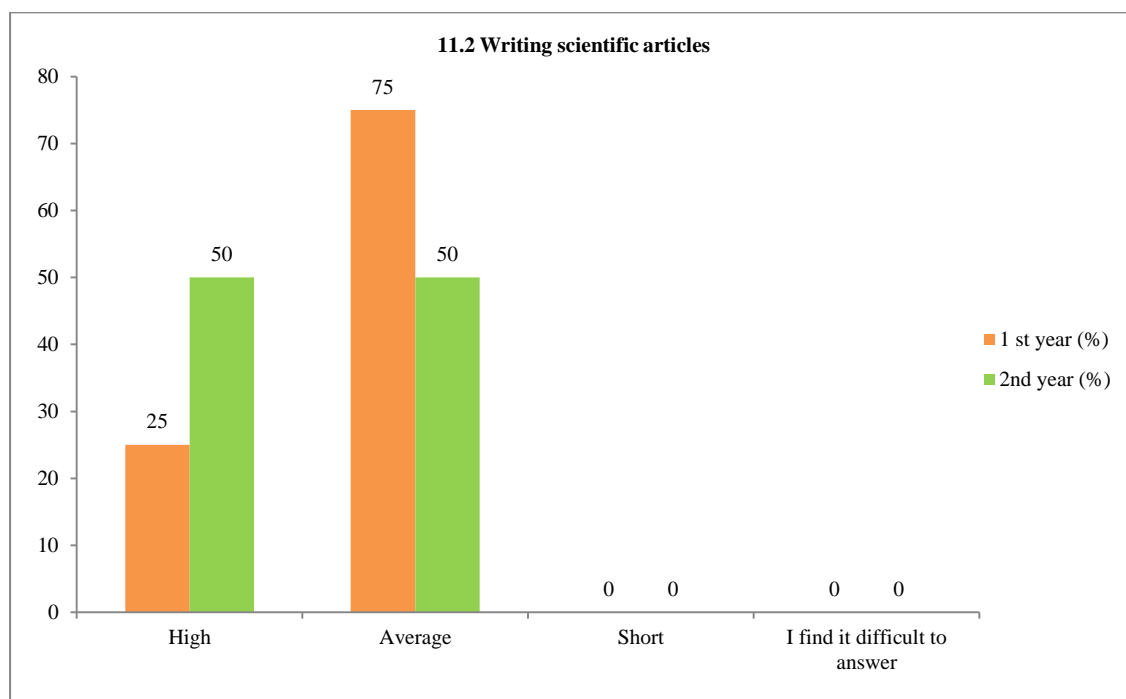
#### 11.1 Research work of the department (design, experimental design, technological, etc.) as a full participant

Answer options	1 st year (%)	2nd year (%)
High	25	25
Average	75	50
Short	-	-
I find it difficult to answer	-	25



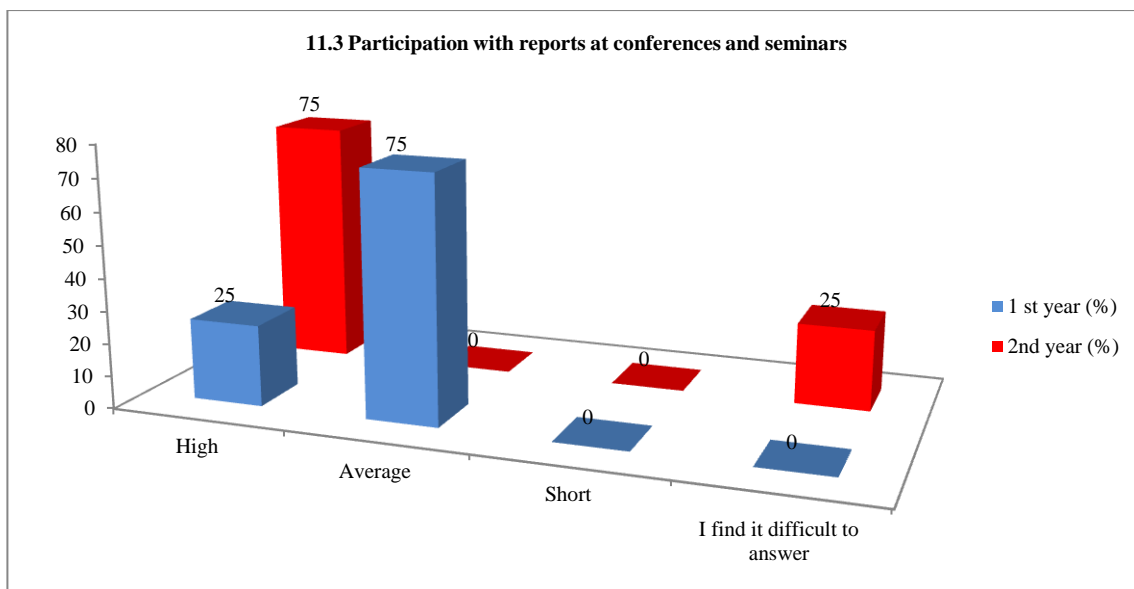
## 11.2 Writing scientific articles

Answer options	1 st year (%)	2nd year (%)
High	25	50
Average	75	50
Short	-	-
I find it difficult to answer	-	-



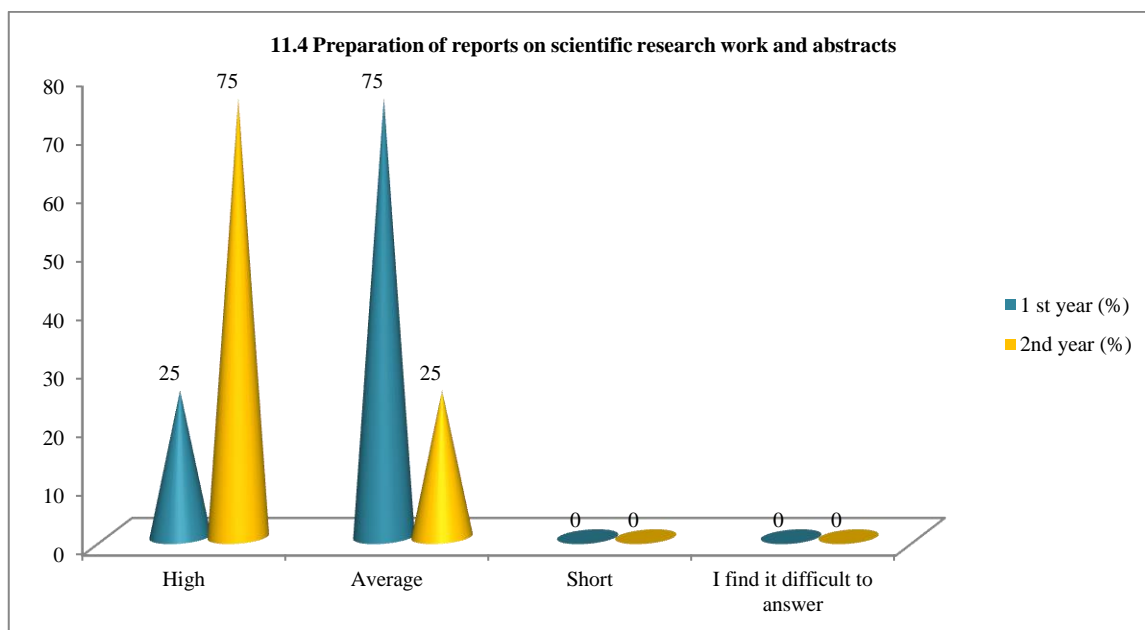
### 11.3 Participation with reports at conferences and seminars

Answer options	1 st year (%)	2nd year (%)
High	25	75
Average	75	-
Short	-	-
I find it difficult to answer	-	25



### 11.4 Preparation of reports on scientific research work and abstracts

Answer options	1 st year (%)	2nd year (%)
High	25	75
Average	75	25
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?**

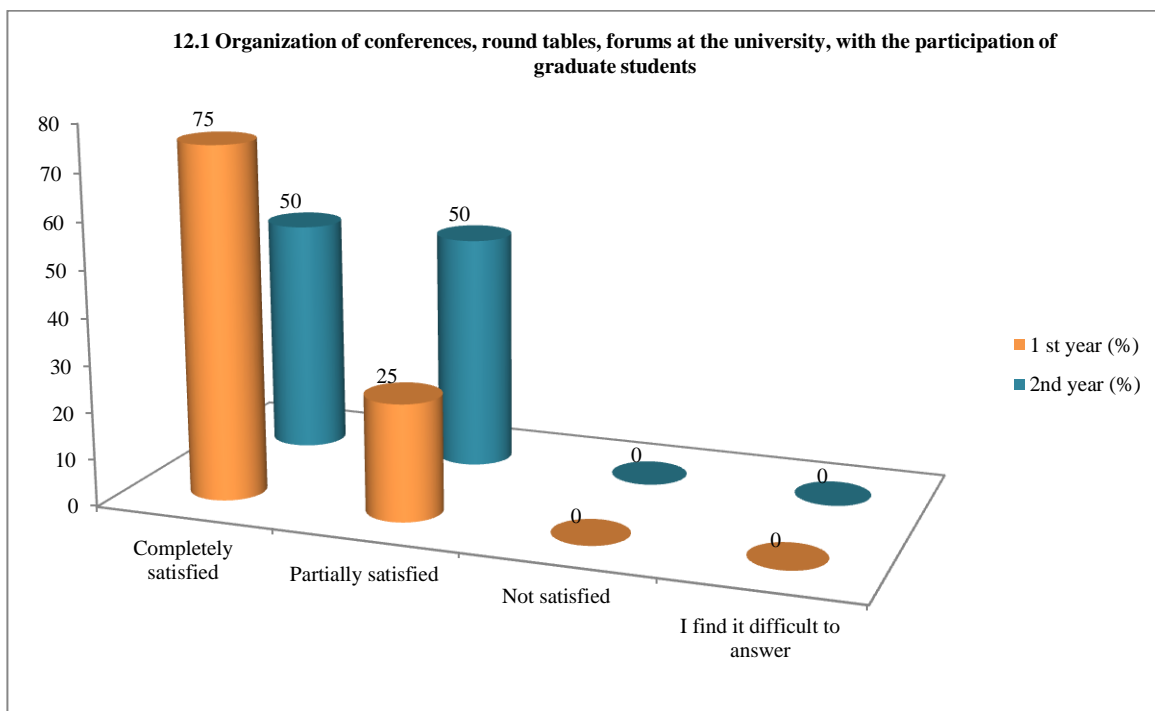
12.1 Organization of conferences, round tables, forums at the university, with the participation of graduate students
12.2 Logistics support for applied scientific research
12.3 Accessibility for master's students of technology, computers necessary for the educational process and scientific activities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

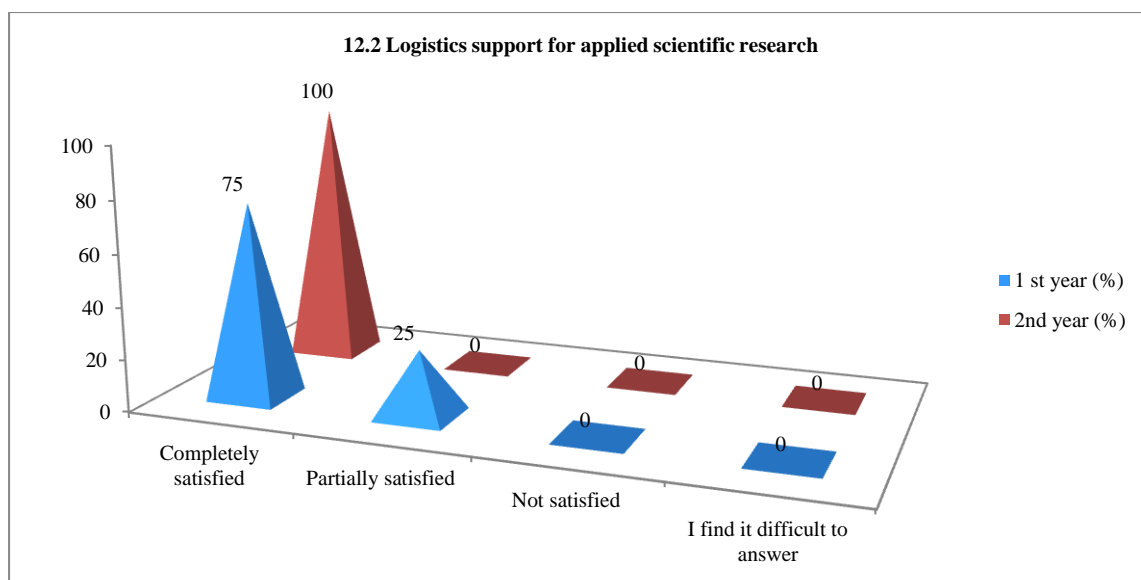
**12.1 Organization of conferences, round tables, forums at the university, with the participation of graduate students**

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	75	50
Partially satisfied	25	50
Not satisfied	-	-
I find it difficult to answer	-	-



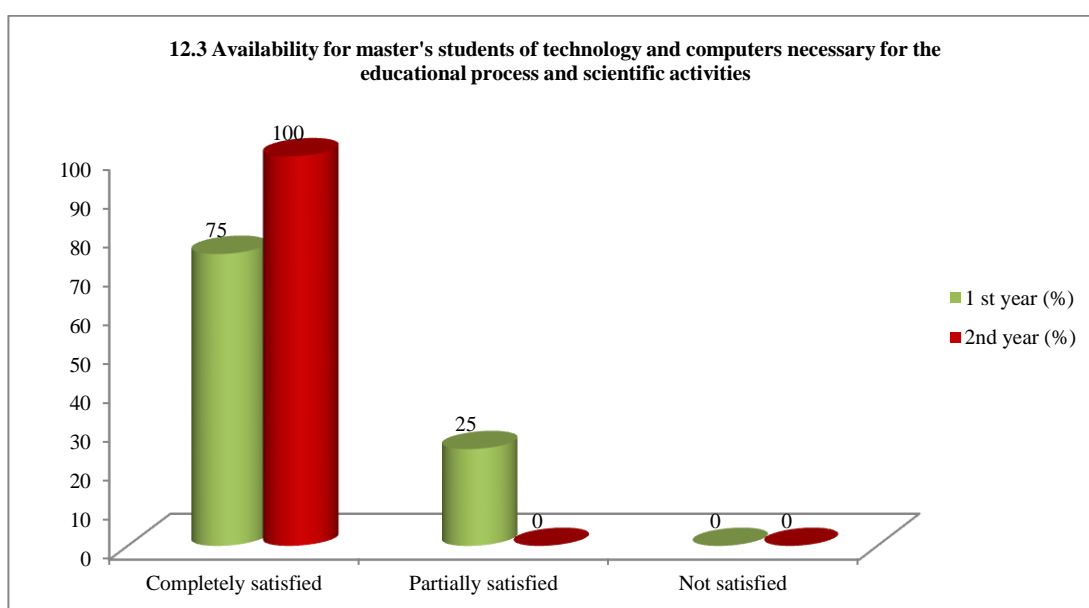
## 12.2 Logistics support for applied scientific research

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	75	100
Partially satisfied	25	-
Not satisfied	-	-
I find it difficult to answer	-	-



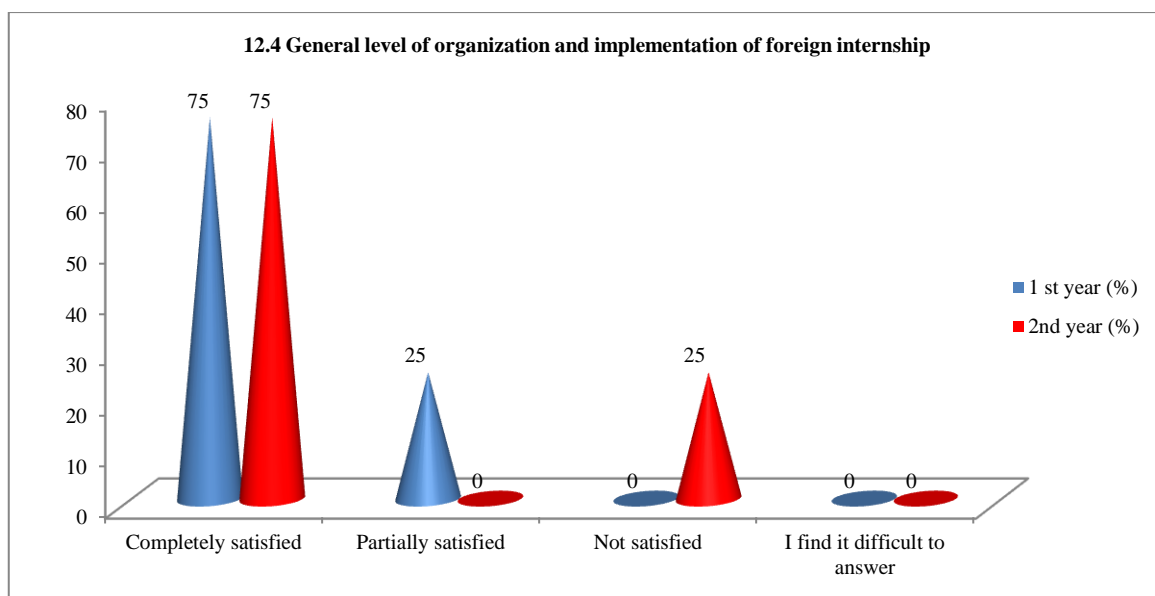
## 12.3 Availability for master's students of technology and computers necessary for the educational process and scientific activities

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	75	100
Partially satisfied	25	-
Not satisfied	-	-
I find it difficult to answer	-	-



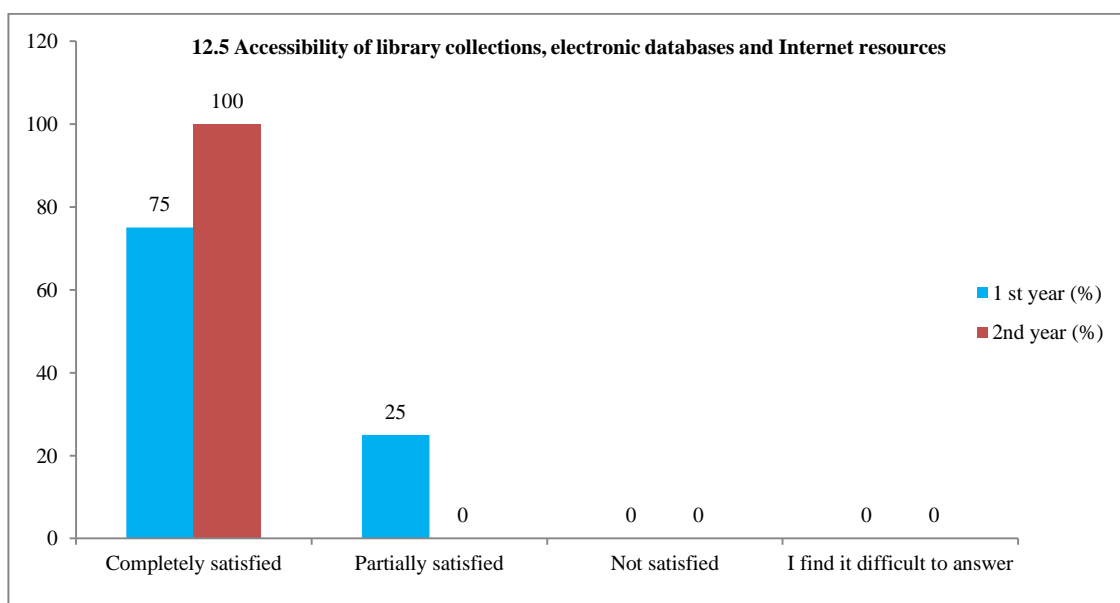
## 12.4 General level of organization and implementation of foreign internship

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	75	75
Partially satisfied	25	-
Not satisfied	-	25
I find it difficult to answer	-	-



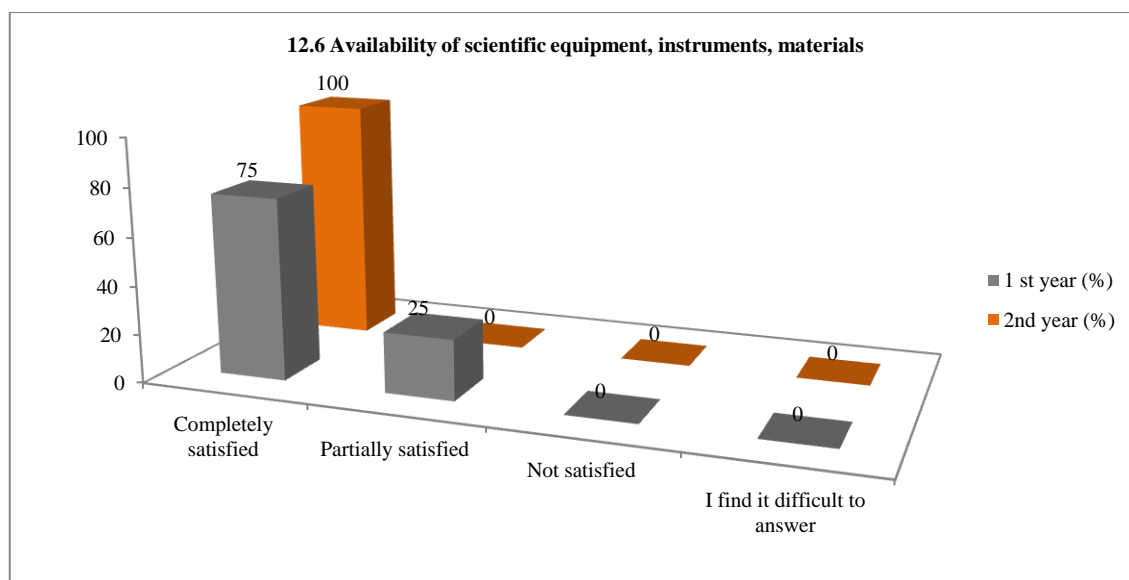
## 12.5 Accessibility of library collections, electronic databases and Internet resources

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	75	100
Partially satisfied	25	-
Not satisfied	-	-
I find it difficult to answer	-	-



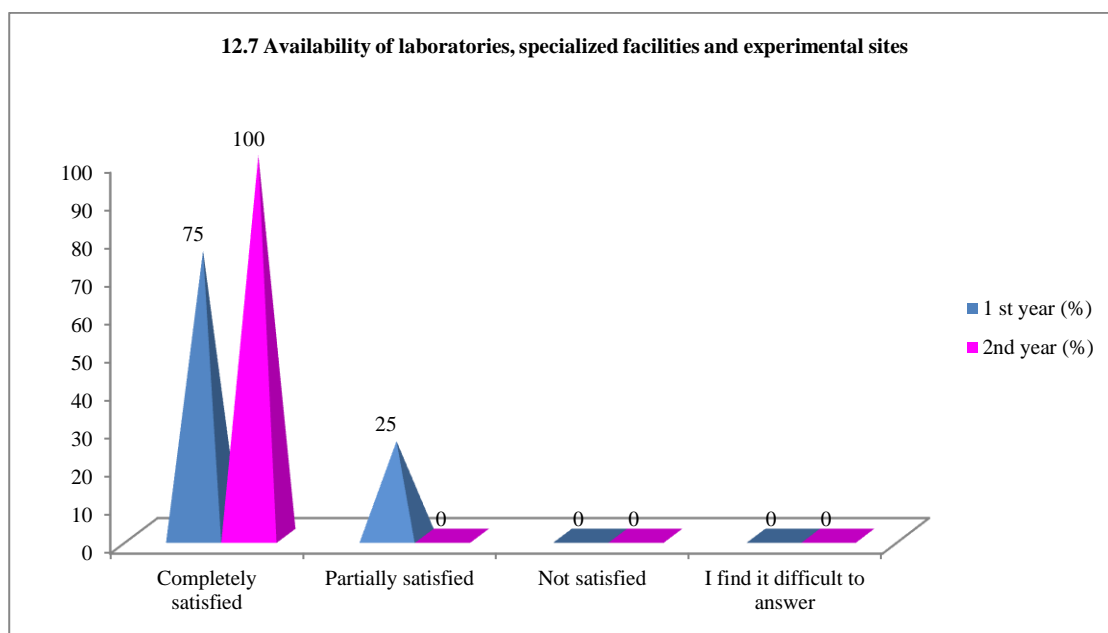
## 12.6 Availability of scientific equipment, instruments, materials

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	75	100
Partially satisfied	25	-
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	75	100
Partially satisfied	25	-
Not satisfied	-	-
I find it difficult to answer	-	-

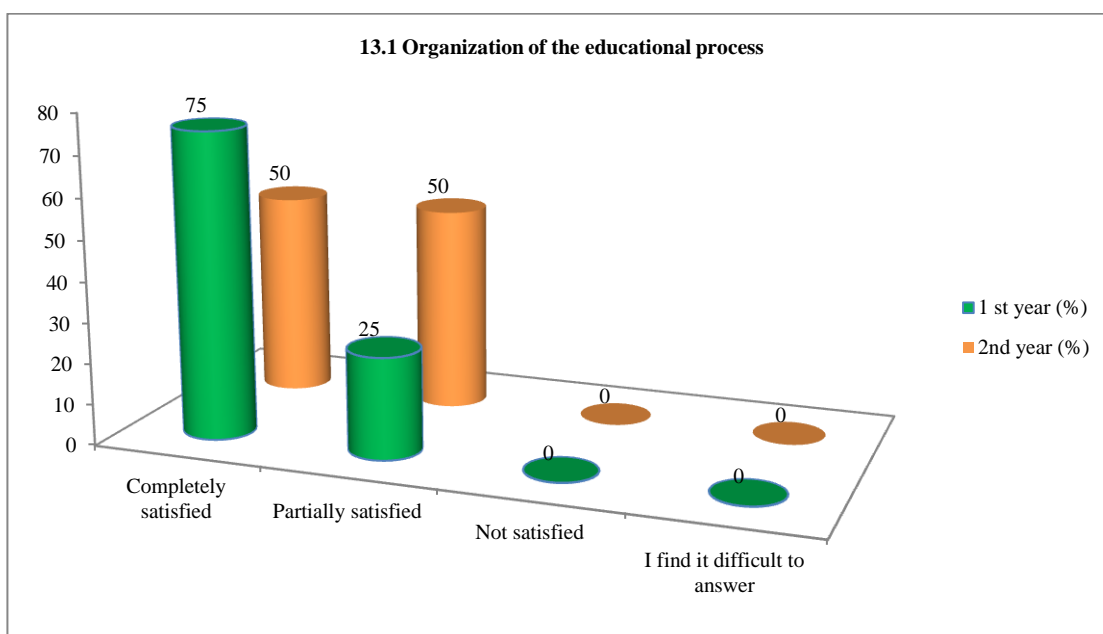


### 13. Are you satisfied?

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

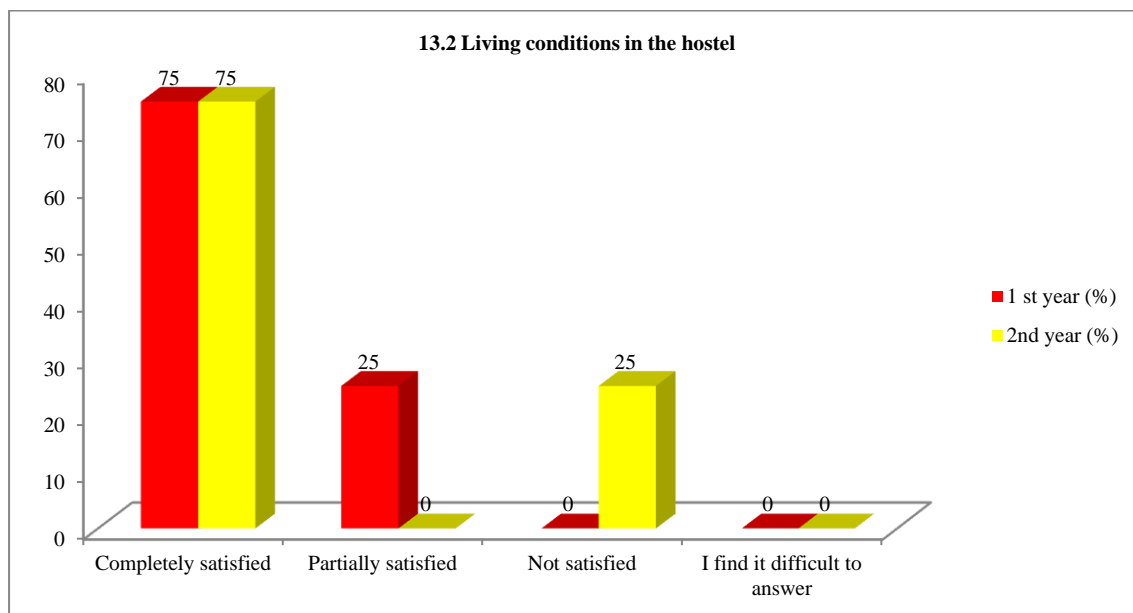
#### 13.1 Organization of the educational process

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	75	50
Partially satisfied	25	50
Not satisfied	-	-
I find it difficult to answer	-	-



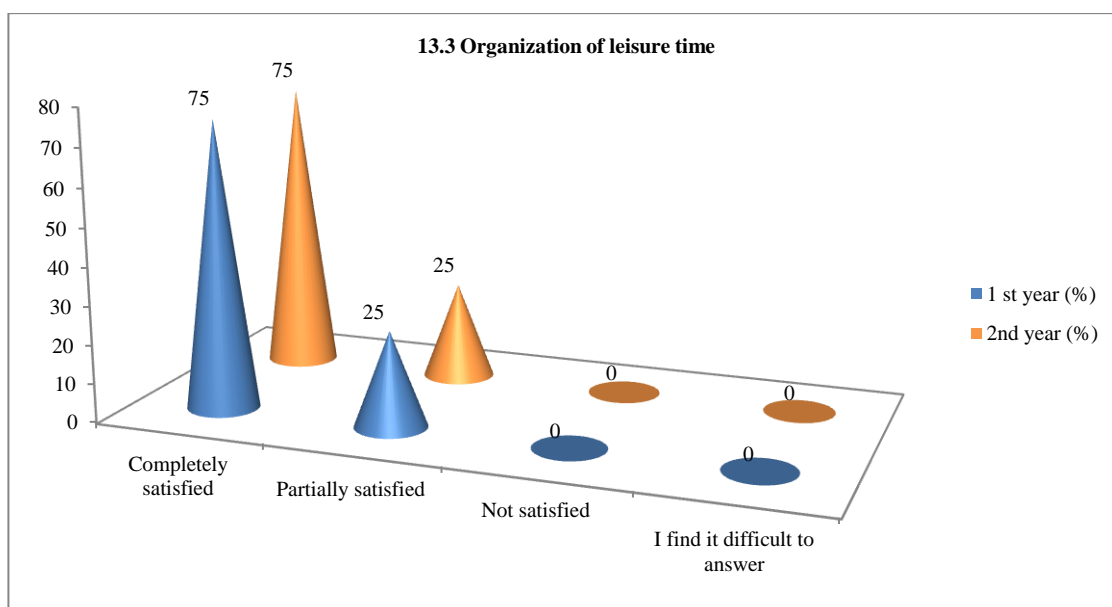
#### 13.2 Living conditions in the hostel

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	75	75
Partially satisfied	25	-
Not satisfied	-	25
I find it difficult to answer	-	-



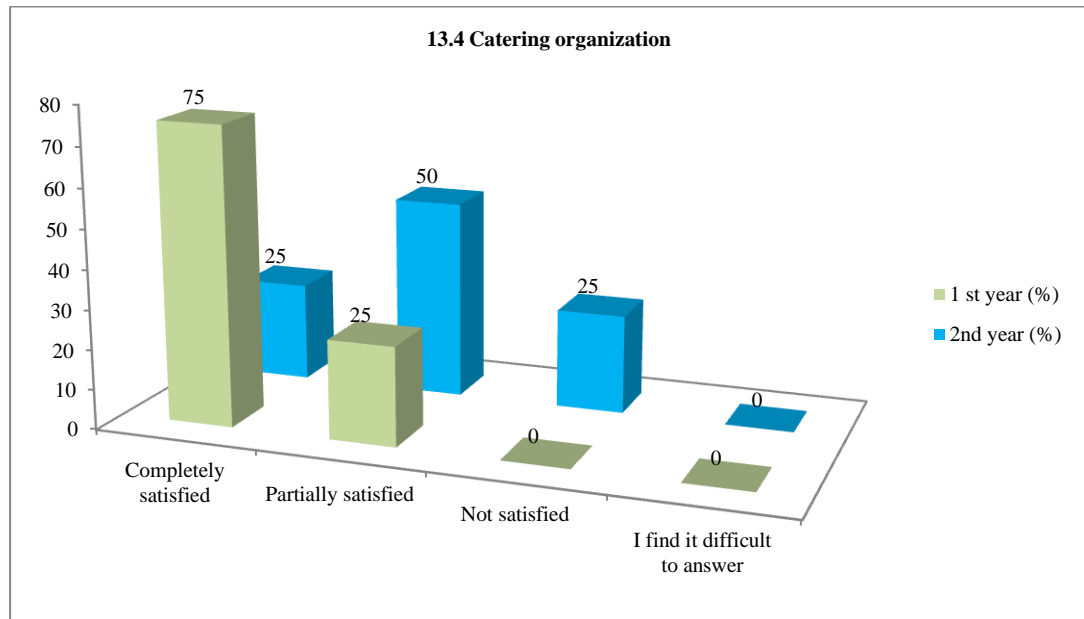
### 13.3 Organization of leisure time

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	75	75
Partially satisfied	25	25
Not satisfied	-	-
I find it difficult to answer	-	-



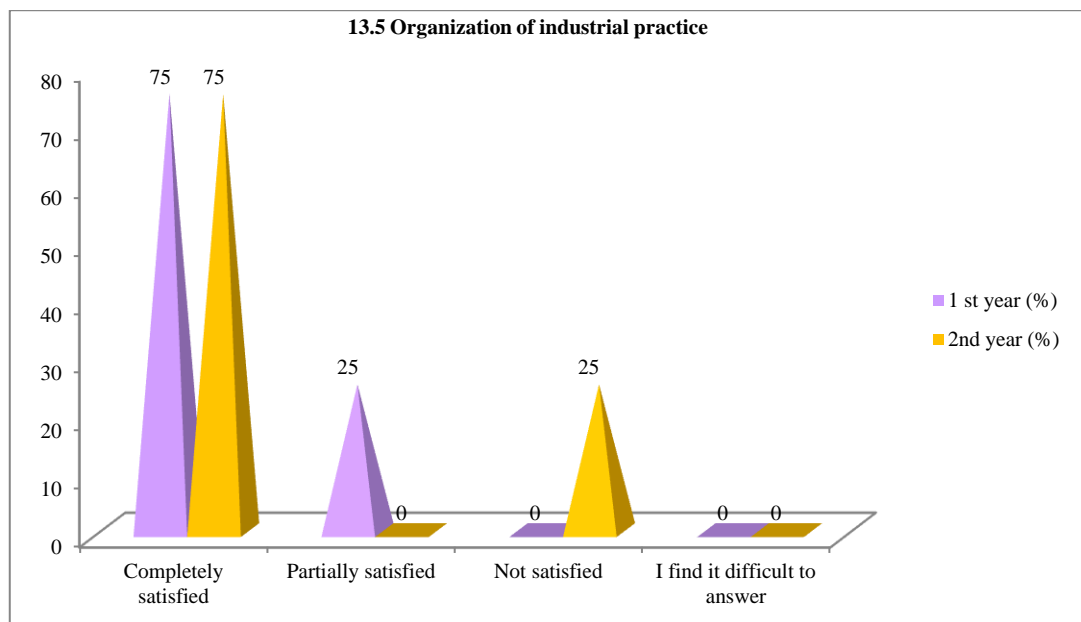
### 13.4 Catering organization

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	75	25
Partially satisfied	25	50
Not satisfied	-	25
I find it difficult to answer	-	-



### 13.5 Organization of industrial practice

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	75	75
Partially satisfied	25	-
Not satisfied	-	25
I find it difficult to answer	-	-



### Conclusions based on the questionnaire results:

#### 1. The main factors for choosing a Master's program:

- continuation of education at the same university (62.5%);
- high quality of education (37.5%);
- leading scientists among the teaching staff (25%);

- proximity to family residence (25%);
- the opportunity to engage in science while studying (25%);
- affordable tuition fees (20.8%);
- a wide choice of specialties (12.5%).

*2. Satisfaction with the availability of information:*

- a high level (100%) of satisfaction among graduate students with the availability of information on aspects of their studies, which helps graduate students to be well informed about their programme.

*3. Evaluation of the teaching staff:*

- more than 96.8% of master's students rated the level of knowledge, professionalism, objectivity, teaching skills and methods of teachers as «very high» and «high».

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

- 62.5% of master's students actively participate in developing their work plan under the supervision of their supervisor, which indicates a high degree of independence and responsibility of master's students;

- 12.5% of graduate students develop a plan independently, and the supervisor signs it without exerting significant influence;

- 12.5% of master's 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 assistance of their academic supervisor;

- 12.5% of graduate students find it difficult to answer whose initiative was greater – theirs or their supervisor's.

*5. Satisfaction with the assistance of the scientific supervisor:*

- 100% of master's students are satisfied with the help of their supervisor in writing their dissertation.

*6. Indicators of the high scientific level of the university:*

- modern material and technical base (75%);

- strong teaching staff (75%);

- presence of publications of university employees in international publications (50%);

- involvement of master's students in research projects (25%).

*7. Participation of master's students in scientific life:*

75% of Master's students are involved in research projects and scientific events, which contributes to their academic and professional development.

*8. Publication of scientific papers:*

- Over the entire period of its activity, 87.5% of master's students published their theses and articles in both Kazakhstan and foreign publications. This indicates a high degree of involvement of master's students in the scientific community and their desire to disseminate the results of their research at the international level.

*9. Level of foreign language proficiency:*

100% of master's students have different levels of foreign language proficiency, from basic with the use of a dictionary to complete freedom in expression. Efforts to improve knowledge of a foreign language can be useful in both academic and professional activities of master's students.

*10. 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: 87.5%.

- writing scientific articles: 100%.
- participation with reports at conferences and seminars: 87.5%.
- preparation of research reports, abstracts: 100%.

*11. Satisfaction of Master's students with the scientific and educational environment of the University* is 98.3% for 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.

*12. Satisfaction of master's students with the quality of educational services:*

- organization of the educational process: 100%;
- living conditions in the hostel: 87.5%;
- organization of free time: 100%;
- organization of food: 87.5%;
- organization of industrial practice: 87.5%.

*Overall rating:*

Postgraduates highly value the opportunities for research and teaching, which is reflected in their overall satisfaction with the services and support provided by the University.

Final satisfaction of master's degree students in the specialty «Standardization and certification» educational services is **90%**, 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](mailto:cqma@ktu.edu.kz).