

Report on the results of the survey
«Master students' satisfaction with educational services»
for 2024-2025 ac. year
in educational program
7M11201 Life safety and environmental protection

In February 2025, the Center for quality management and accreditation conducted an anonymous electronic survey "Master students' satisfaction with educational services".

The purpose of the survey was to measure consumer satisfaction with the quality of services provided by the university.

The subject of the survey was 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 survey were processed and presented in a generalized form with a guarantee of confidentiality of the personal opinions of master's students.

The object of the survey was the 1 and 2 year master students.

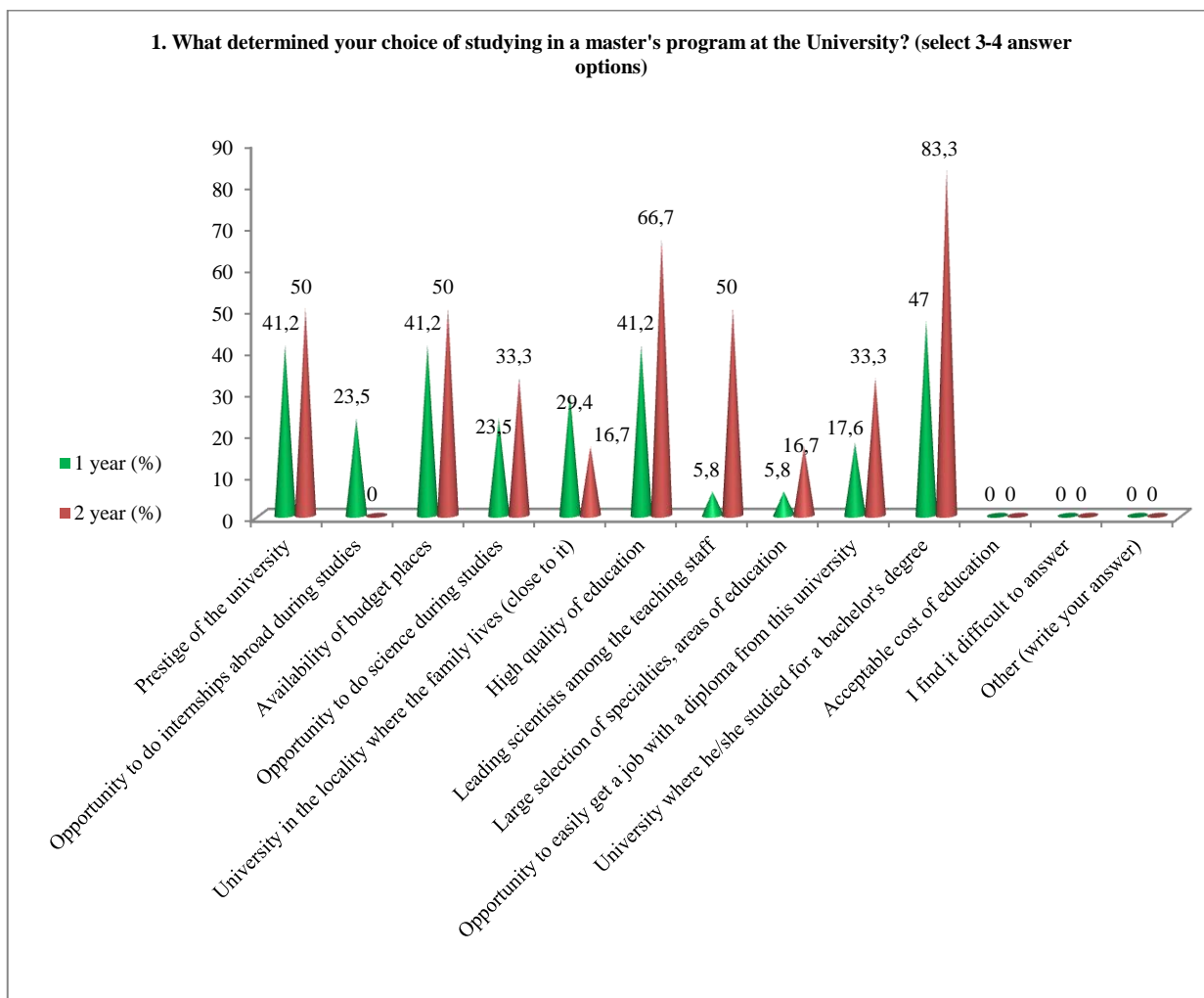
23 respondents took part in the survey, which amounted to 79.3% of the total number of master students.

The following data were obtained during the survey:

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

Answer options	1 year (%)	2 year (%)
Prestige of the university	41,2	50
Opportunity to do internships abroad during studies	23,5	-
Availability of budget places	41,2	50
Opportunity to do science during studies	23,5	33,3
University in the locality where the family lives (close to it)	29,4	16,7
High quality of education	41,2	66,7
Leading scientists among the teaching staff	5,8	50
Large selection of specialties, areas of education	5,8	16,7
Opportunity to easily get a job with a diploma from this university	17,6	33,3
University where he/she studied for a bachelor's degree	47	83,3
Acceptable cost of education	-	-
I find it difficult to answer	-	-
Other (write your answer)	-	-

** The sum in % is not equal to 100, because 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:

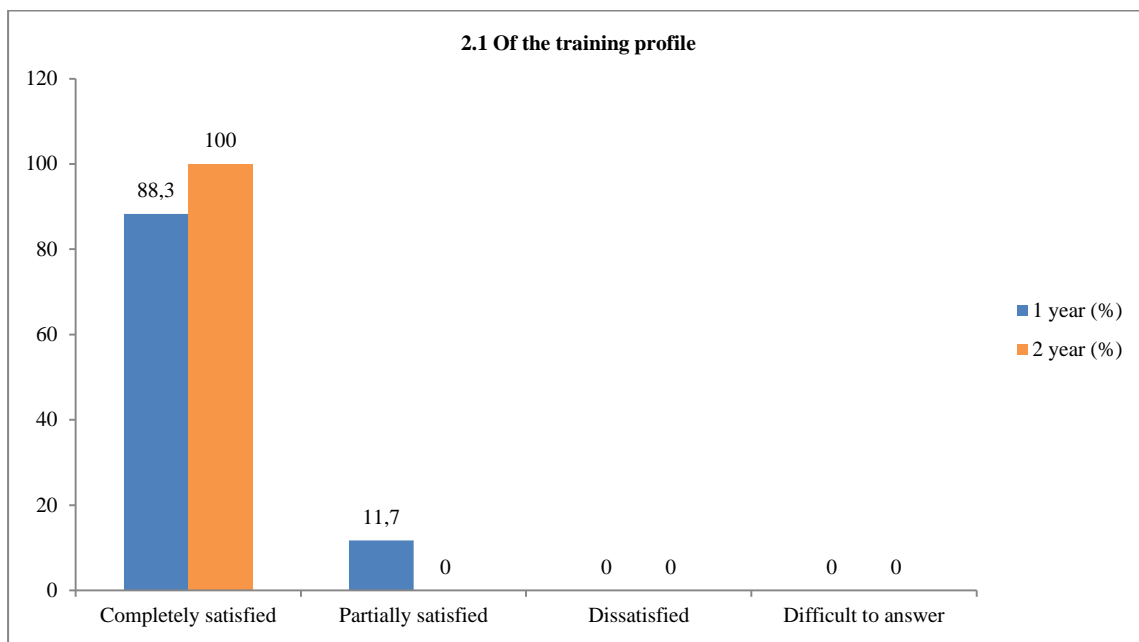
2.1 Of the training profile
2.2 Characteristics of the professional activity of a master student
2.3 List of developing competencies of a master graduate
2.4 List of bases of master students' practices
2.5 Information of scientific supervisors

Other (write your answer)_____

If you answered "Not satisfied" to the previous question, give recommendations for improving the direction of training _____

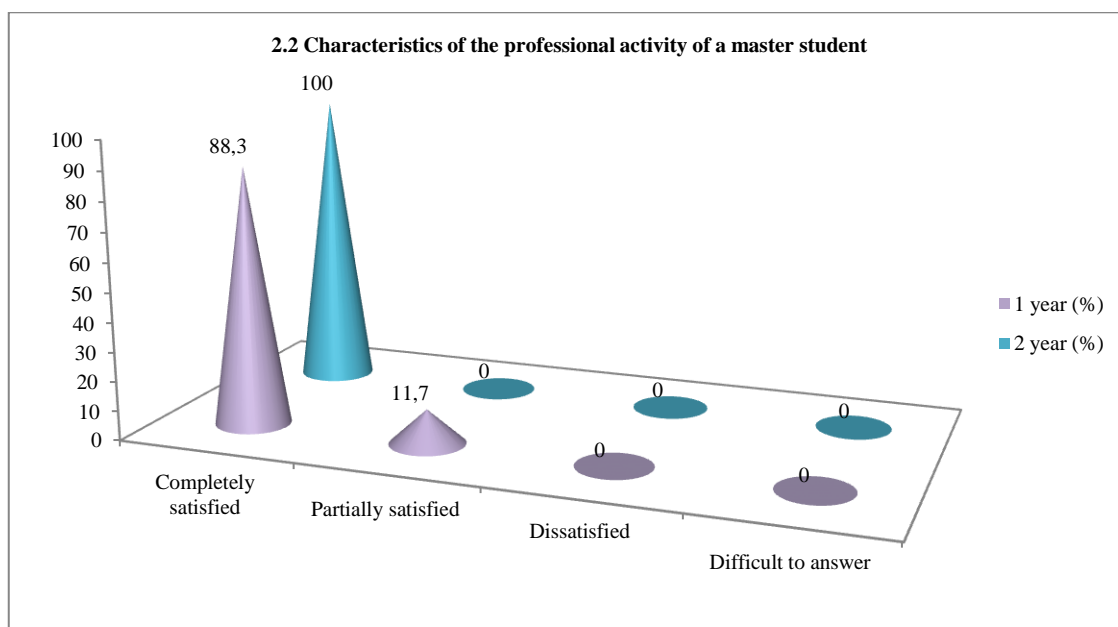
2.1 Of the training profile

Answer options	1 year (%)	2 year (%)
Completely satisfied	88,3	100
Partially satisfied	11,7	-
Dissatisfied	-	-
Difficult to answer	-	-



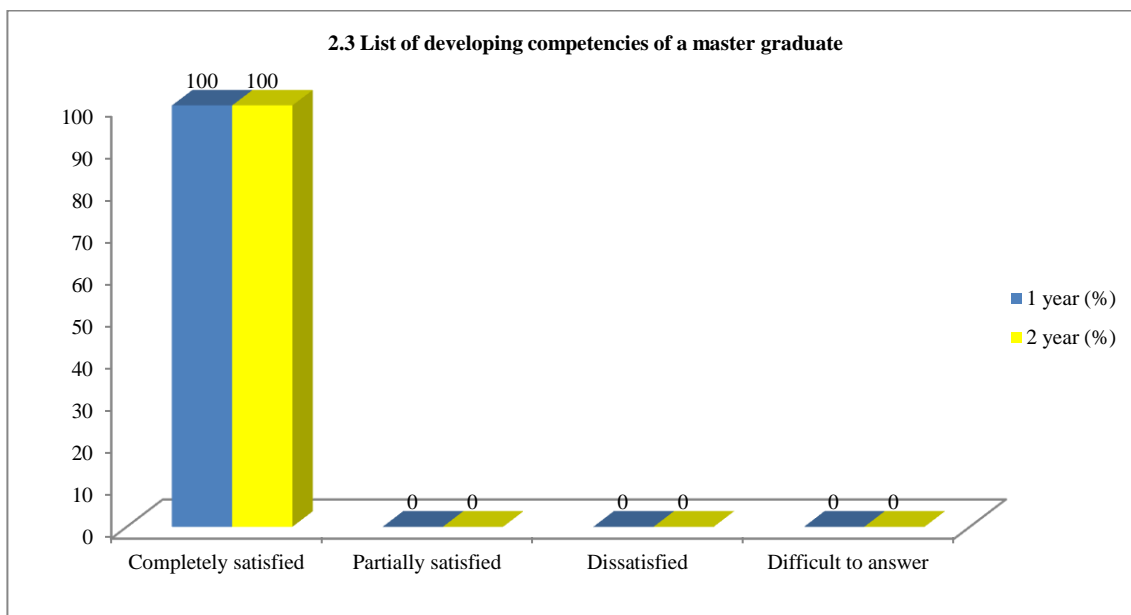
2.2 Characteristics of the professional activity of a master student

Answer options	1 year (%)	2 year (%)
Completely satisfied	88,3	100
Partially satisfied	11,7	-
Dissatisfied	-	-
Difficult to answer	-	-



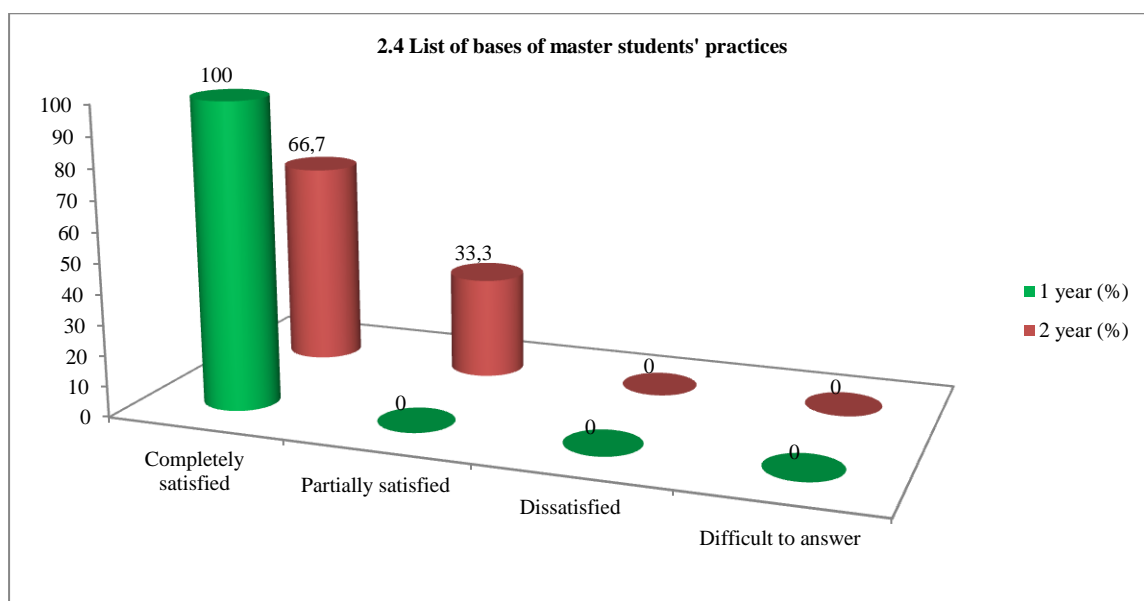
2.3 List of developing competencies of a master graduate

Answer options	1 year (%)	2 year (%)
Completely satisfied	100	100
Partially satisfied	-	-
Dissatisfied	-	-
Difficult to answer	-	-



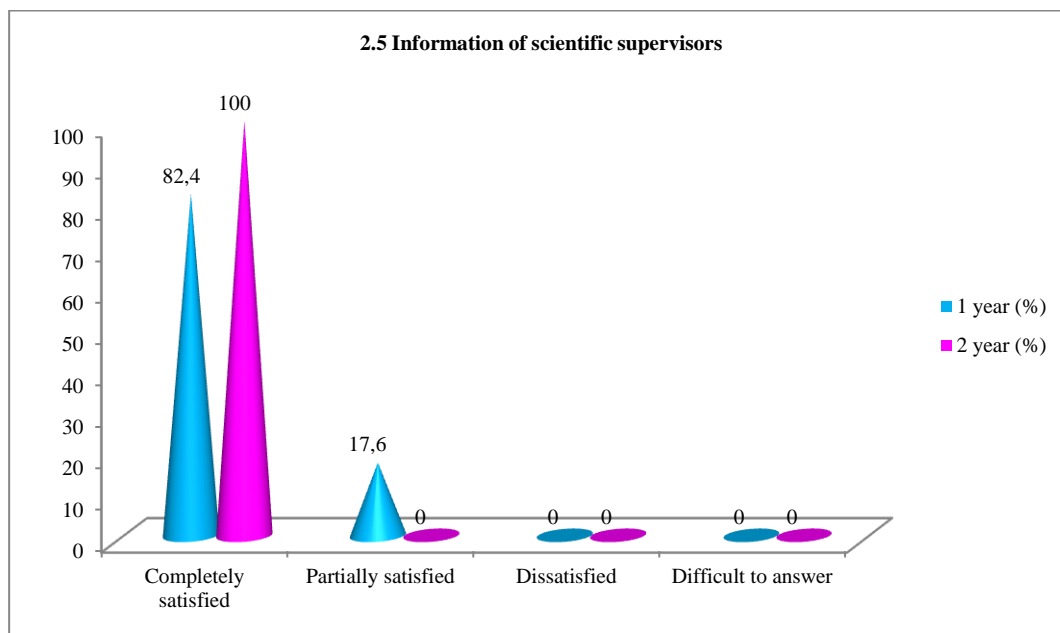
2.4 List of bases of master students' practices

Answer options	1 year (%)	2 year (%)
Completely satisfied	100	66,7
Partially satisfied	-	33,3
Dissatisfied	-	-
Difficult to answer	-	-



2.5 Information of scientific supervisors

Answer options	1 year (%)	2 year (%)
Completely satisfied	82,4	100
Partially satisfied	17,6	-
Dissatisfied	-	-
Difficult to answer	-	-



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

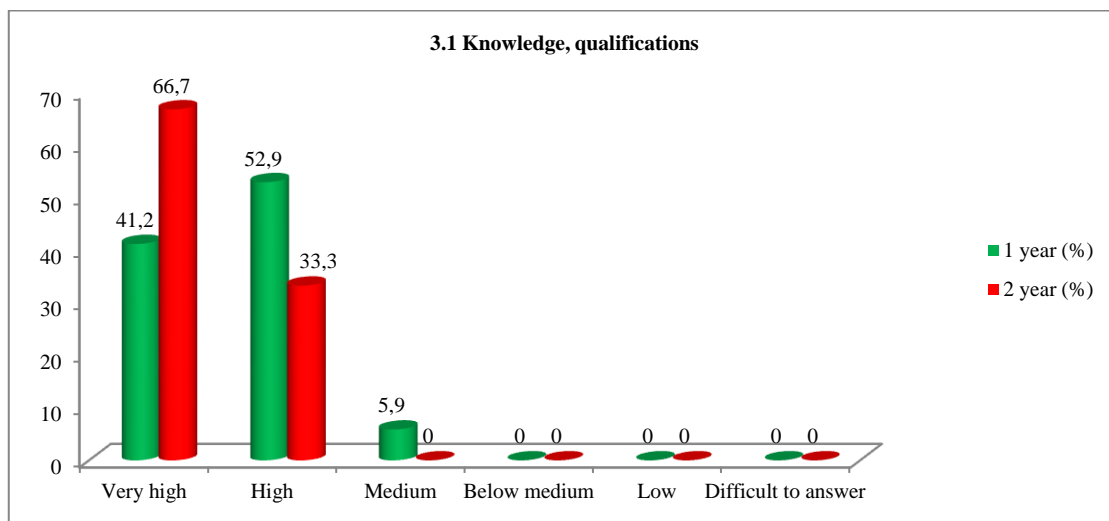
3.1 Knowledge, qualifications
3.2 Pedagogical qualities
3.3 Objectivity and impartiality of assessments
3.4 Teaching methods used

Other (write your answer)_____

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

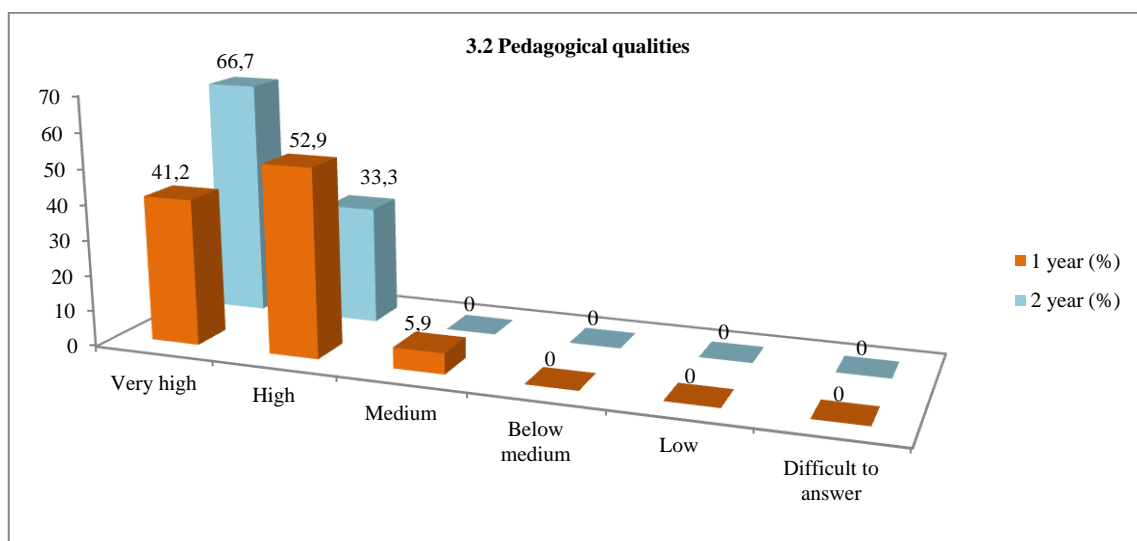
3.1 Knowledge, qualifications

Answer options	1 year (%)	2 year (%)
Very high	41,2	66,7
High	52,9	33,3
Medium	5,9	-
Below medium	-	-
Low	-	-
Difficult to answer	-	-



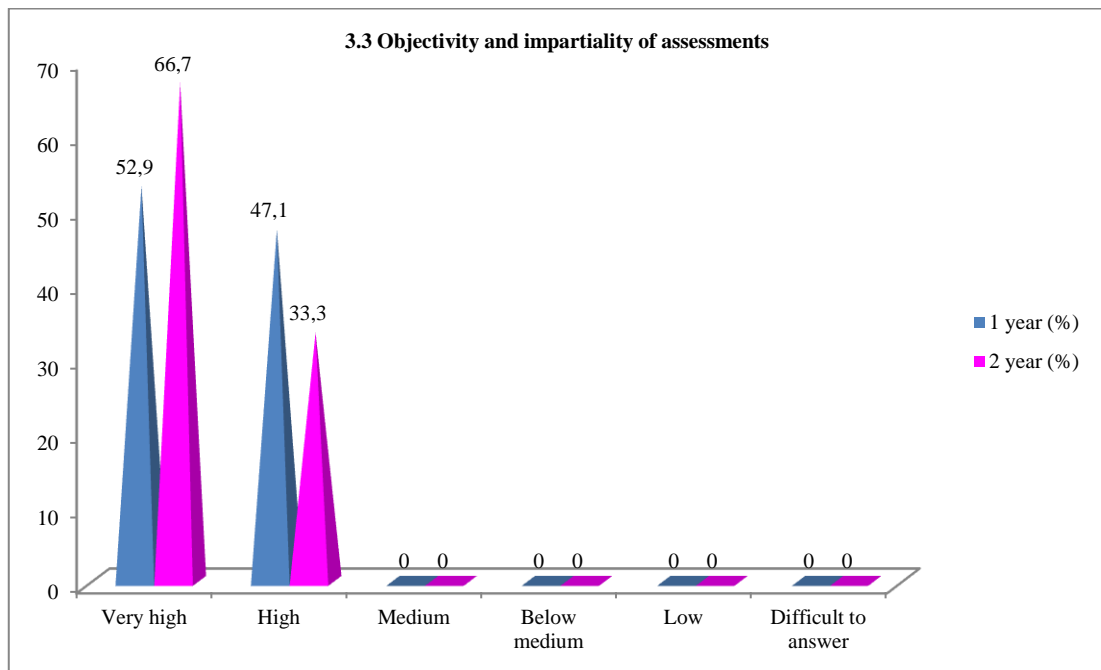
3.2 Pedagogical qualities

Answer options	1 year (%)	2 year (%)
Very high	41,2	66,7
High	52,9	33,3
Medium	5,9	-
Below medium	-	-
Low	-	-
Difficult to answer	-	-



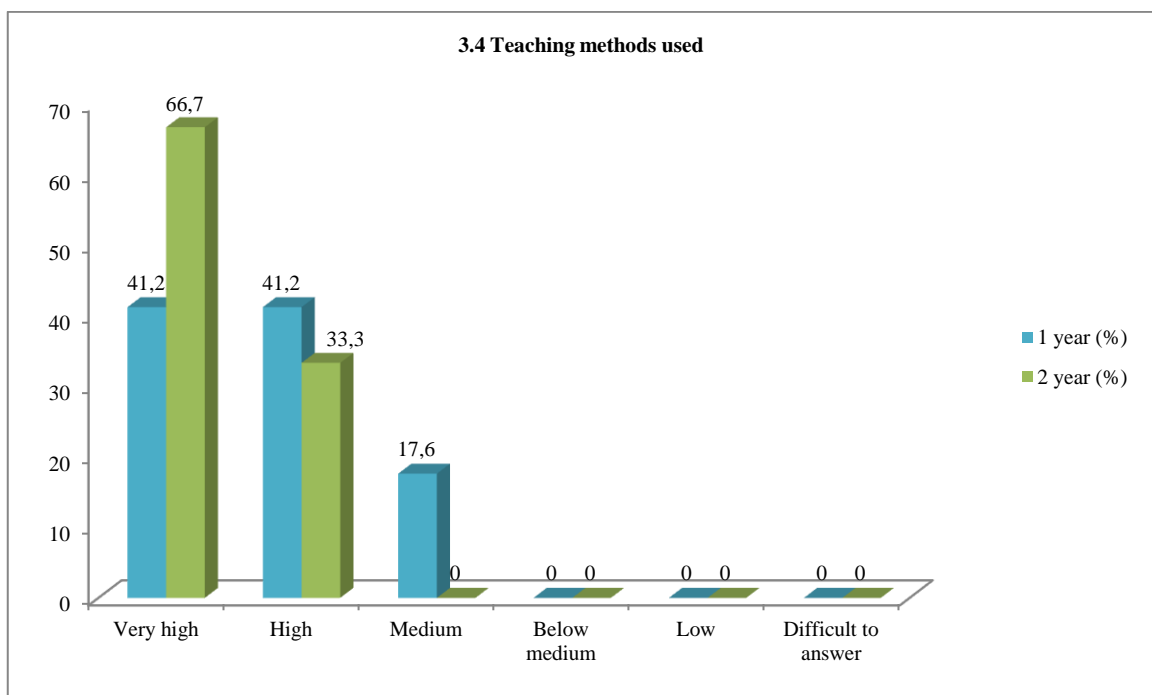
3.3 Objectivity and impartiality of assessments

Answer options	1 year (%)	2 year (%)
Very high	52,9	66,7
High	47,1	33,3
Medium	-	-
Below medium	-	-
Low	-	-
Difficult to answer	-	-



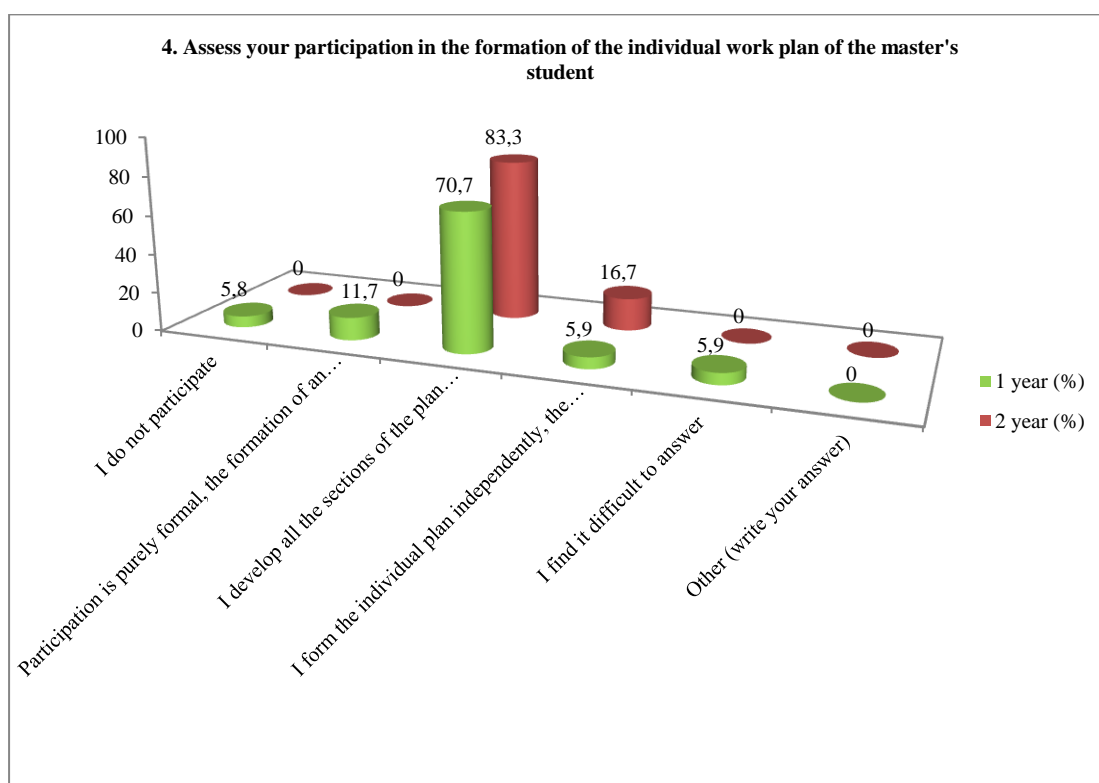
3.4 Teaching methods used

Answer options	1 year (%)	2 year (%)
Very high	41,2	66,7
High	41,2	33,3
Medium	17,6	-
Below medium	-	-
Low	-	-
Difficult to answer	-	-



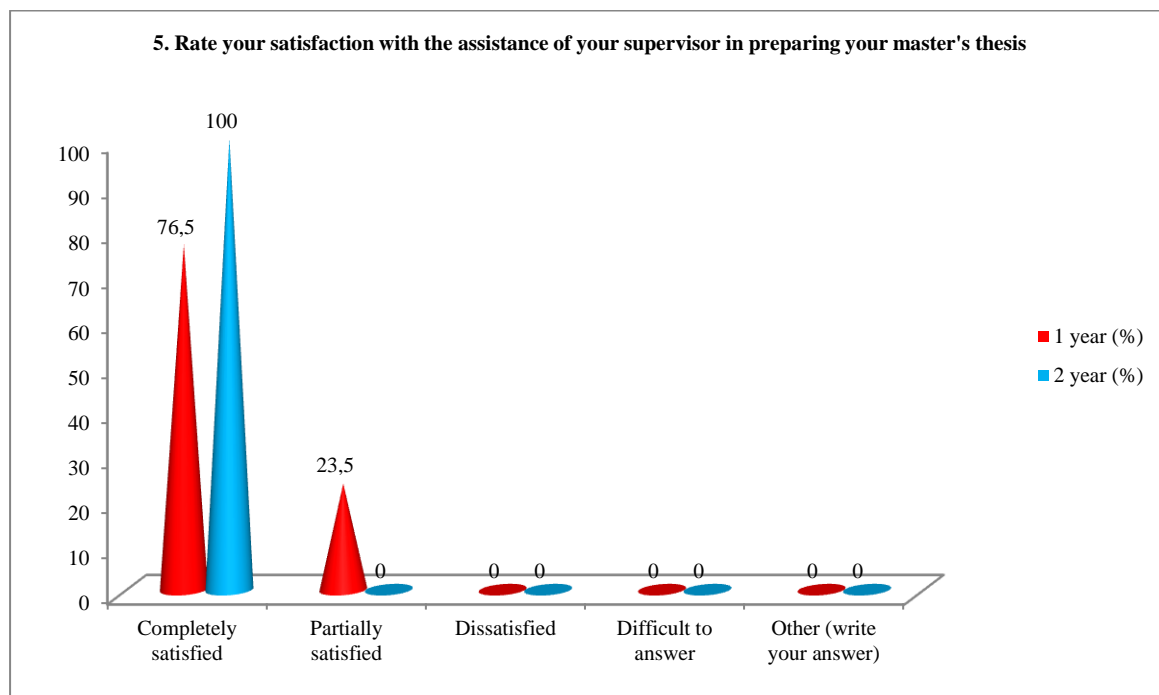
4. Assess your participation in the formation of the individual work plan of the master's student

Answer options	1 year (%)	2 year (%)
I do not participate	5,8	-
Participation is purely formal, the formation of an individual plan does not actually depend on me	11,7	-
I develop all the sections of the plan independently under the guidance of my supervisor	70,7	83,3
I form the individual plan independently, the supervisor only signs it	5,9	16,7
I find it difficult to answer	5,9	-
Other (write your answer)	-	-



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

Answer options	1 year (%)	2 year (%)
Completely satisfied	76,5	100
Partially satisfied	23,5	-
Dissatisfied	-	-
Difficult to answer	-	-
Other (write your answer)	-	-

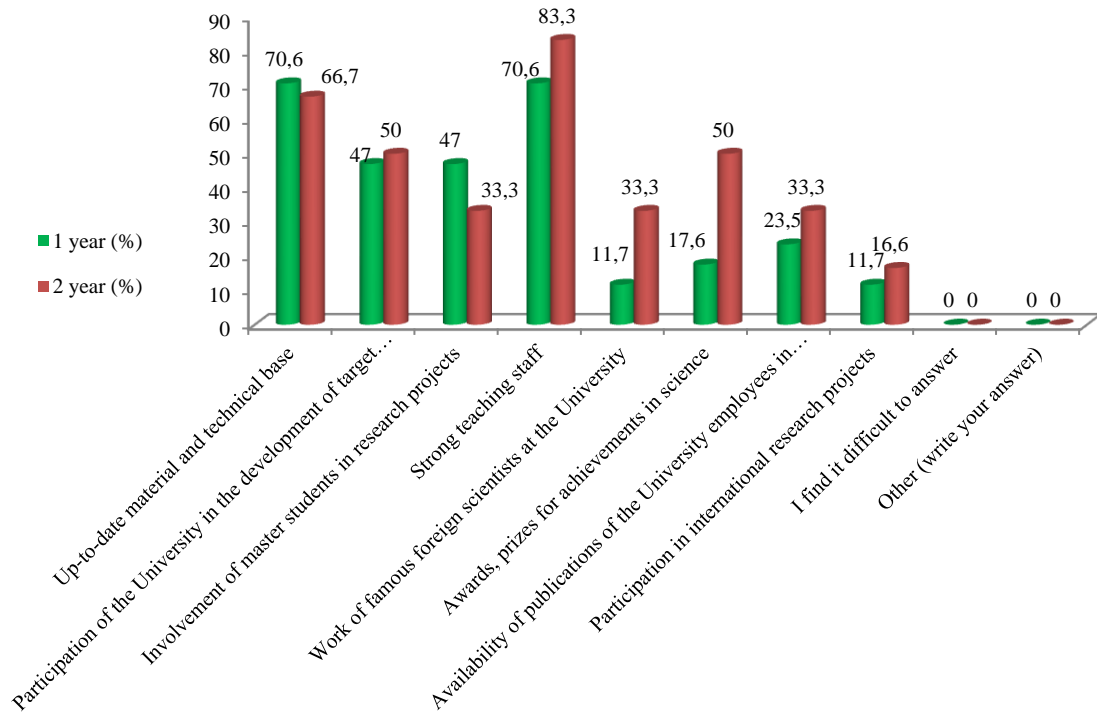


**6. What is in your opinion an indicator of a high scientific level of the University?
(select 3-4 key characteristics)**

Answer options	1 year (%)	2 year (%)
Up-to-date material and technical base	70,6	66,7
Participation of the University in the development of target programs for the socio-economic development of the region, cities, enterprises	47	50
Involvement of master students in research projects	47	33,3
Strong teaching staff	70,6	83,3
Work of famous foreign scientists at the University	11,7	33,3
Awards, prizes for achievements in science	17,6	50
Availability of publications of the University employees in international publications	23,5	33,3
Participation in international research projects	11,7	16,6
I find it difficult to answer	-	-
Other (write your answer)	-	-

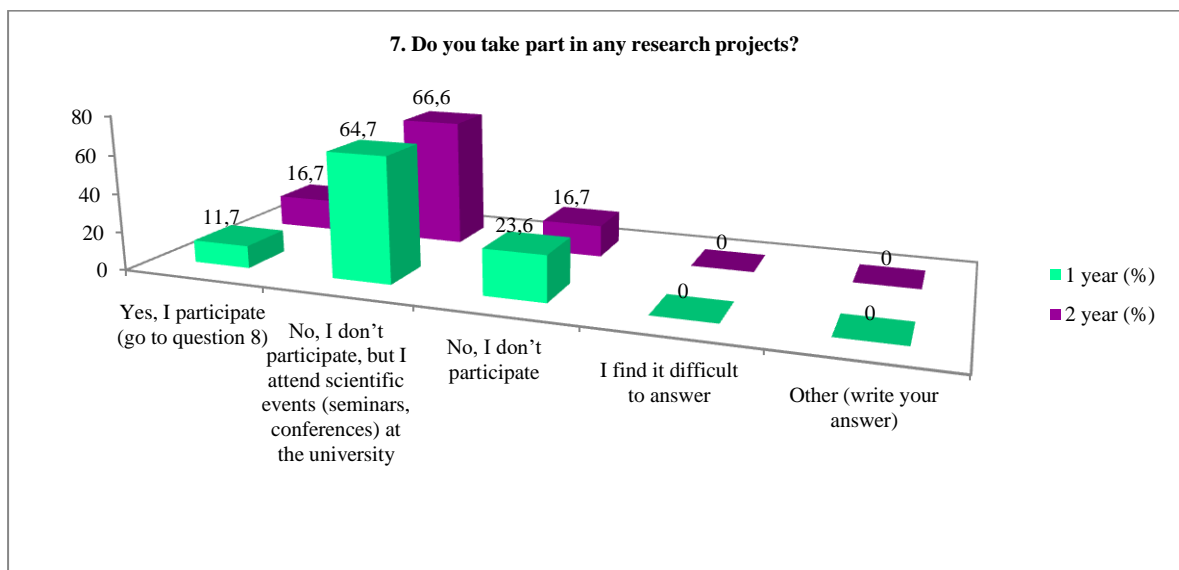
** The sum in % is not equal to 100, because several answer options were supposed to be selected.*

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



7. Do you take part in any research projects?

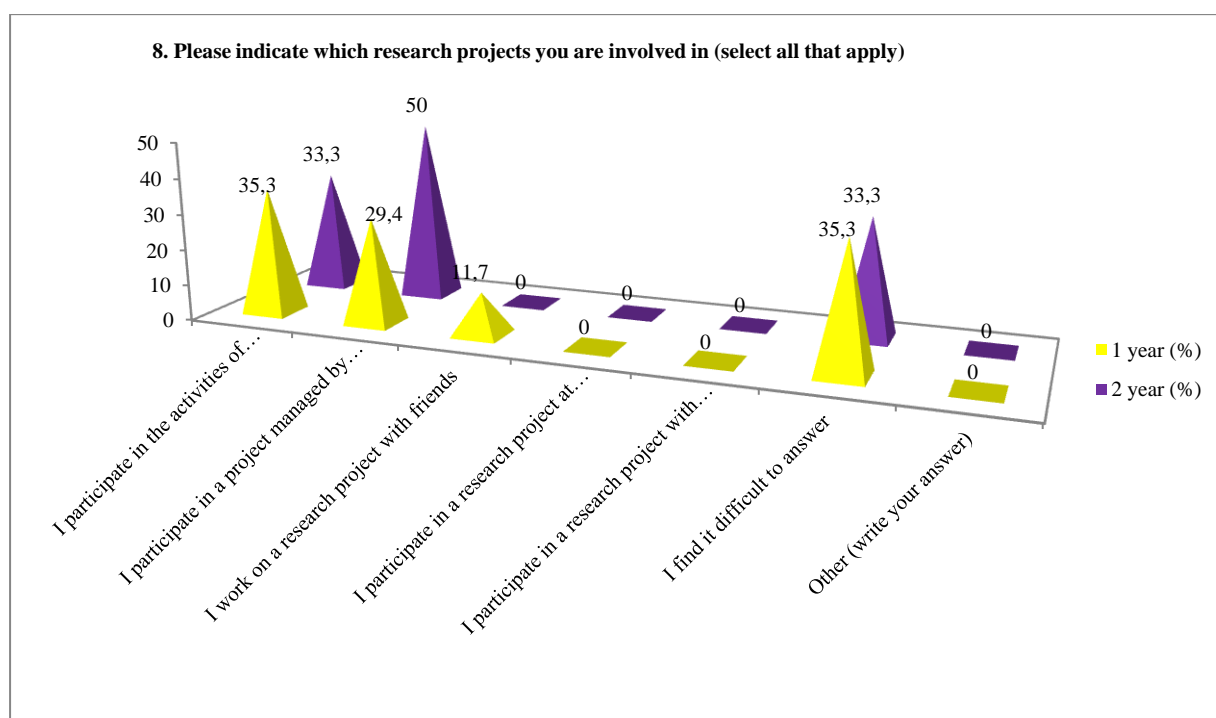
Answer options	1 year (%)	2 year (%)
Yes, I participate (go to question 8)	11,7	16,7
No, I don't participate, but I attend scientific events (seminars, conferences) at the university	64,7	66,6
No, I don't participate	23,6	16,7
I find it difficult to answer	-	-
Other (write your answer)	-	-



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

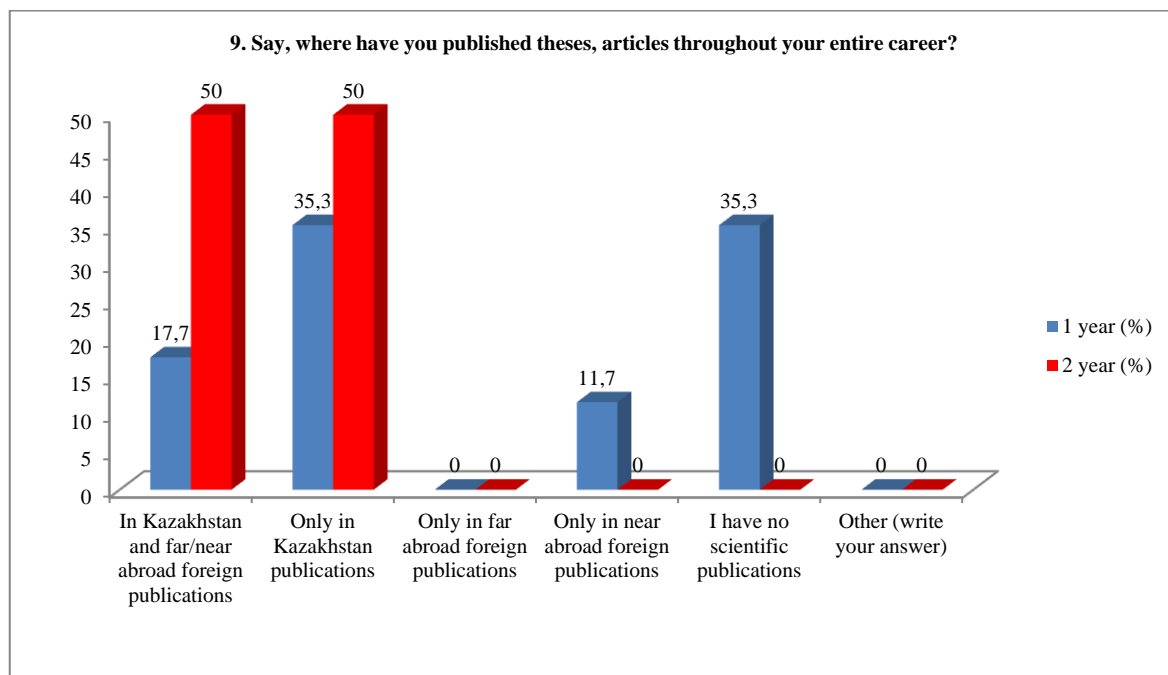
Answer options	1 year (%)	2 year (%)
I participate in the activities of research departments at my university	35,3	33,3
I participate in a project managed by my supervisor/another teacher	29,4	50
I work on a research project with friends	11,7	-
I participate in a research project at another university	-	-
I participate in a research project with foreign universities	-	-
I find it difficult to answer	35,3	33,3
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. Say, where have you published theses, articles throughout your entire career?

Answer options	1 year (%)	2 year (%)
In Kazakhstan and far/near abroad foreign publications	17,7	50
Only in Kazakhstan publications	35,3	50
Only in far abroad foreign publications	-	-
Only in near abroad foreign publications	11,7	-
I have no scientific publications	35,3	-
Other (write your answer)	-	-

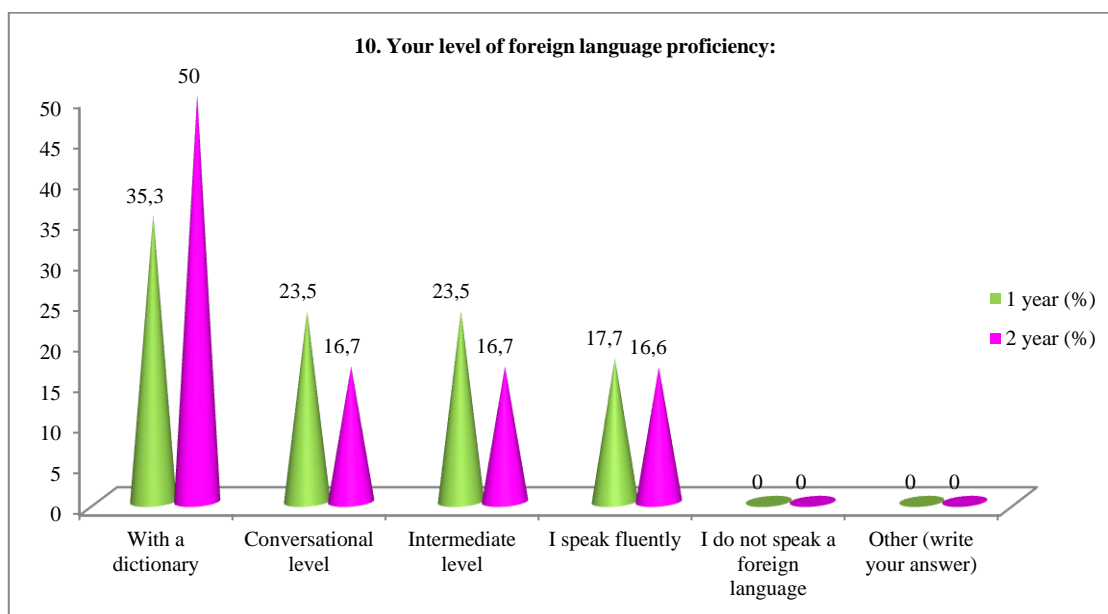


If you answered "I have no scientific publications" to the previous question, please write why*:

- I am planning.

10. Your level of foreign language proficiency:

Answer options	1 year (%)	2 year (%)
With a dictionary	35,3	50
Conversational level	23,5	16,7
Intermediate level	23,5	16,7
I speak fluently	17,7	16,6
I do not speak a foreign language	-	-
Other (write your answer)	-	-



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

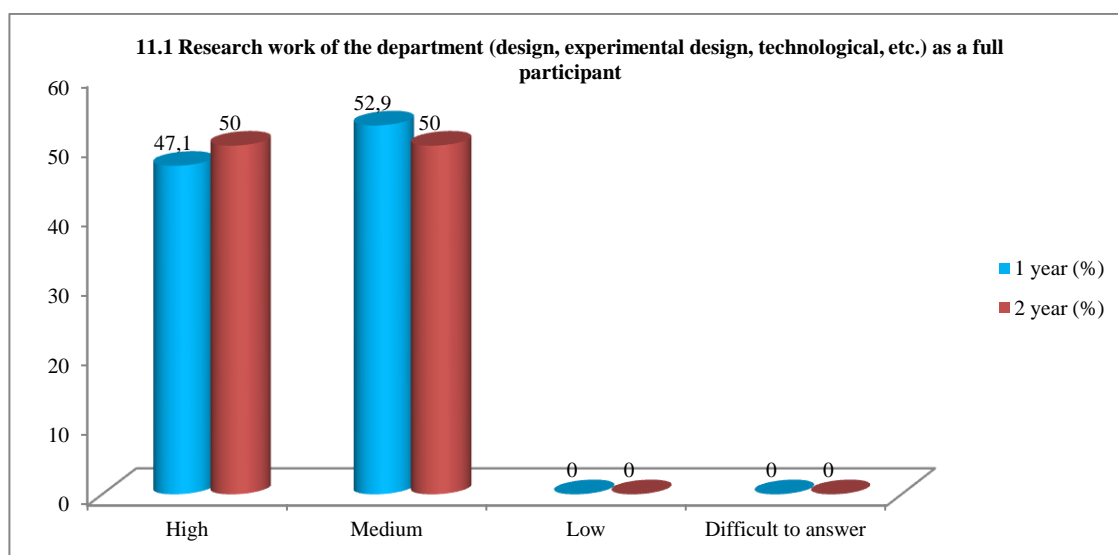
11.1 Research work of the department (design, experimental design, technological, etc.) as a full participant
11.2 Writing scientific articles
11.3 Participation with reports at conferences and seminars
11.4 Preparation of reports on research, abstracts

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

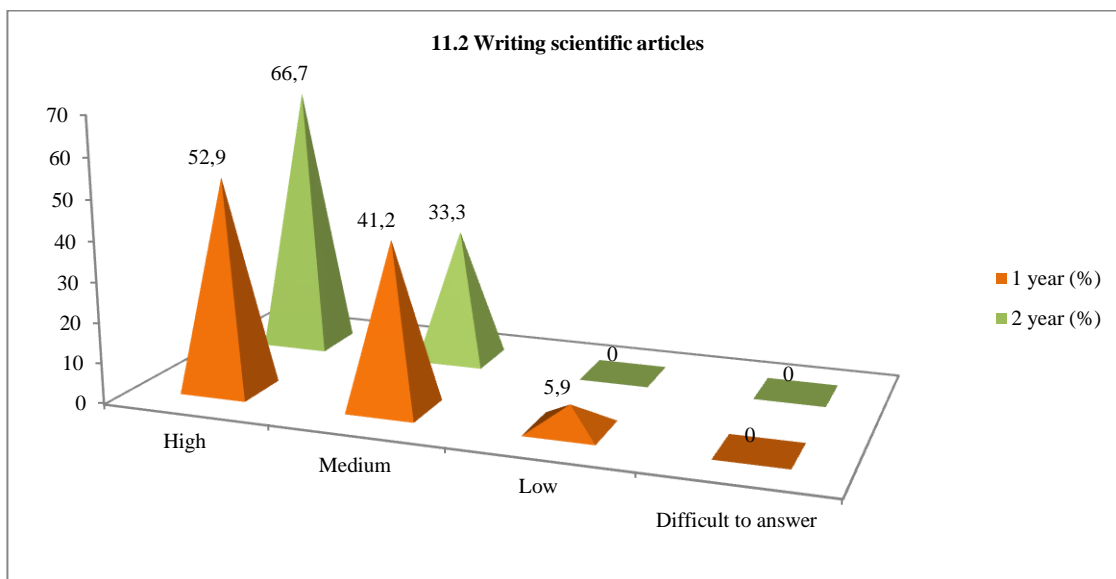
11.1 Research work of the department (design, experimental design, technological, etc.) as a full participant

Answer options	1 year (%)	2 year (%)
High	47,1	50
Medium	52,9	50
Low	-	-
Difficult to answer	-	-



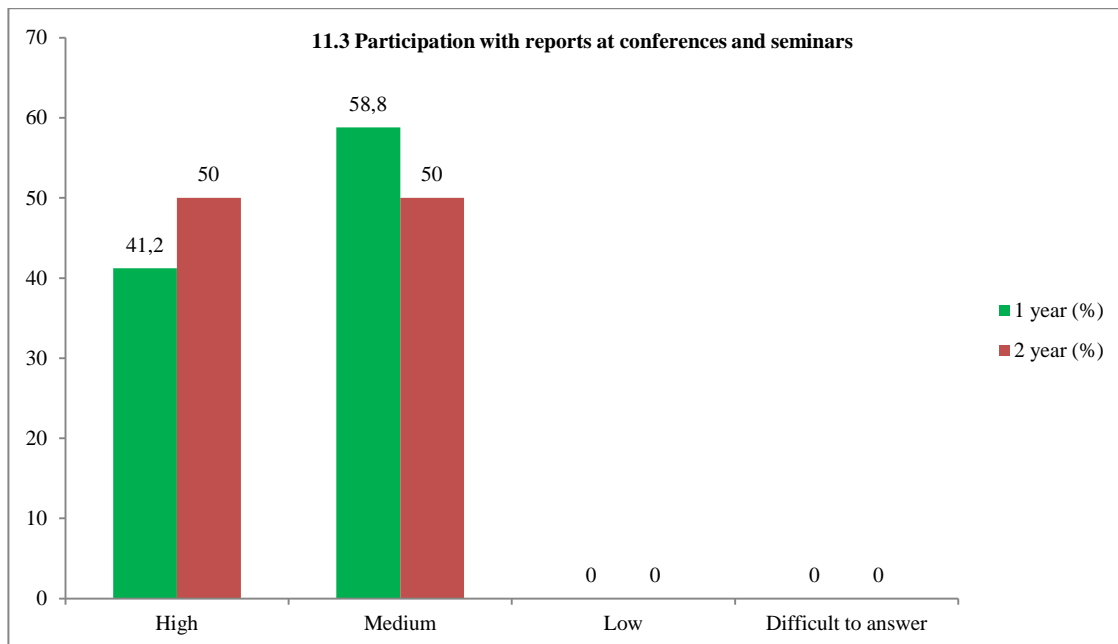
11.2 Writing scientific articles

Answer options	1 year (%)	2 year (%)
High	52,9	66,7
Medium	41,2	33,3
Low	5,9	-
Difficult to answer	-	-



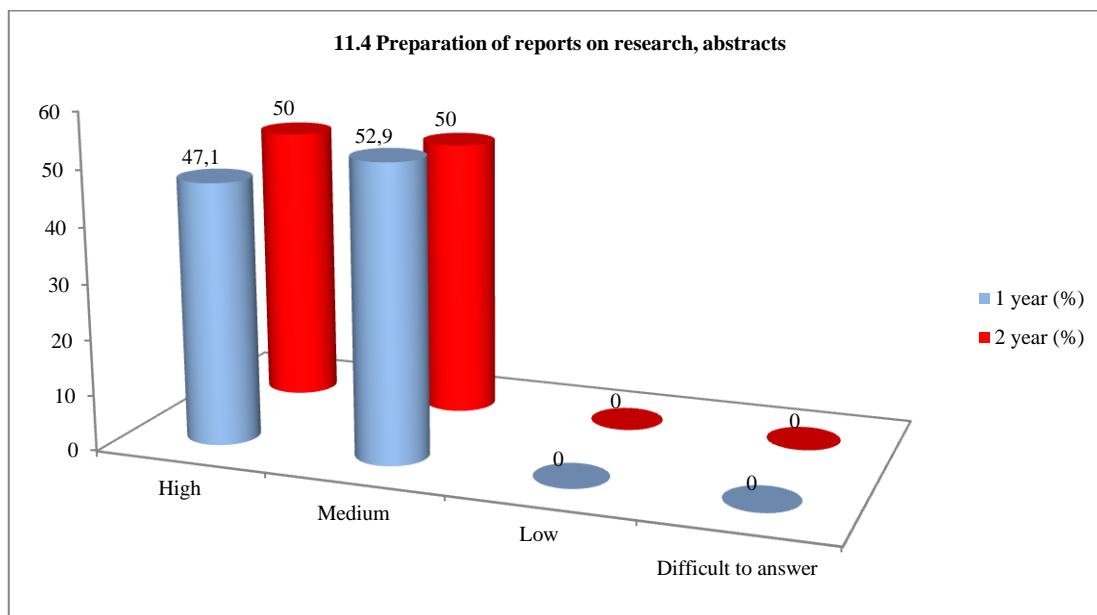
11.3 Participation with reports at conferences and seminars

Answer options	1 year (%)	2 year (%)
High	41,2	50
Medium	58,8	50
Low	-	-
Difficult to answer	-	-



11.4 Preparation of reports on research, abstracts

Answer options	1 year (%)	2 year (%)
High	47,1	50
Medium	52,9	50
Low	-	-
Difficult to answer	-	-



12. Are you satisfied with the scientific and educational environment of the University in your master's degree studies?

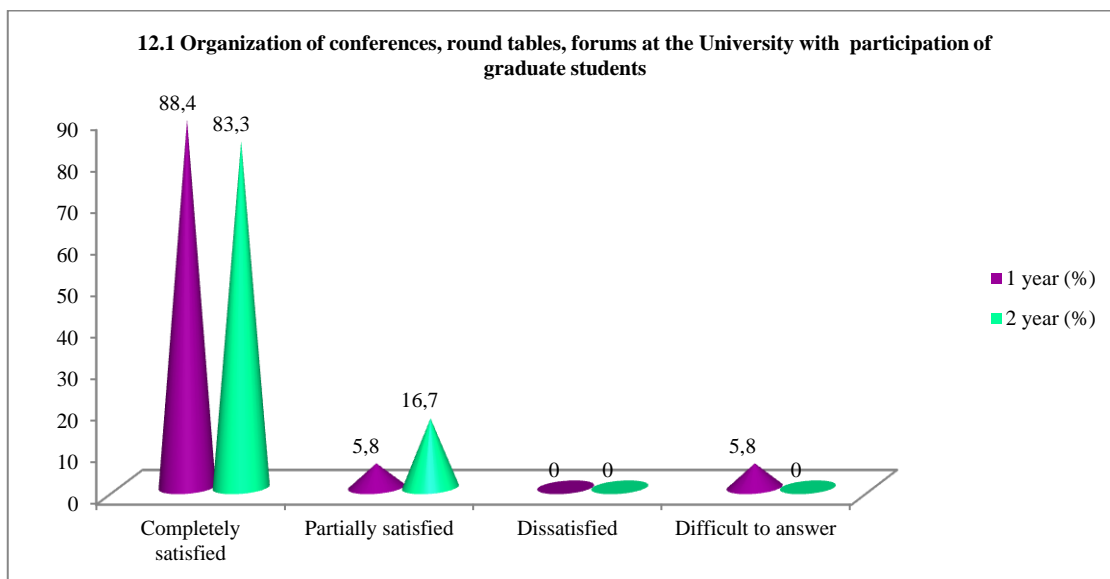
12.1 Organization of conferences, round tables, forums at the University with participation of graduate students
12.2 Material and technical support for applied scientific research
12.3 Availability for graduate students of equipment, computers necessary for the educational process and scientific activities
12.4 General level of organization and implementation of foreign internships
12.5 Availability of library collections, electronic databases and Internet resources
12.6 Availability of scientific equipment, tools, 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 _____

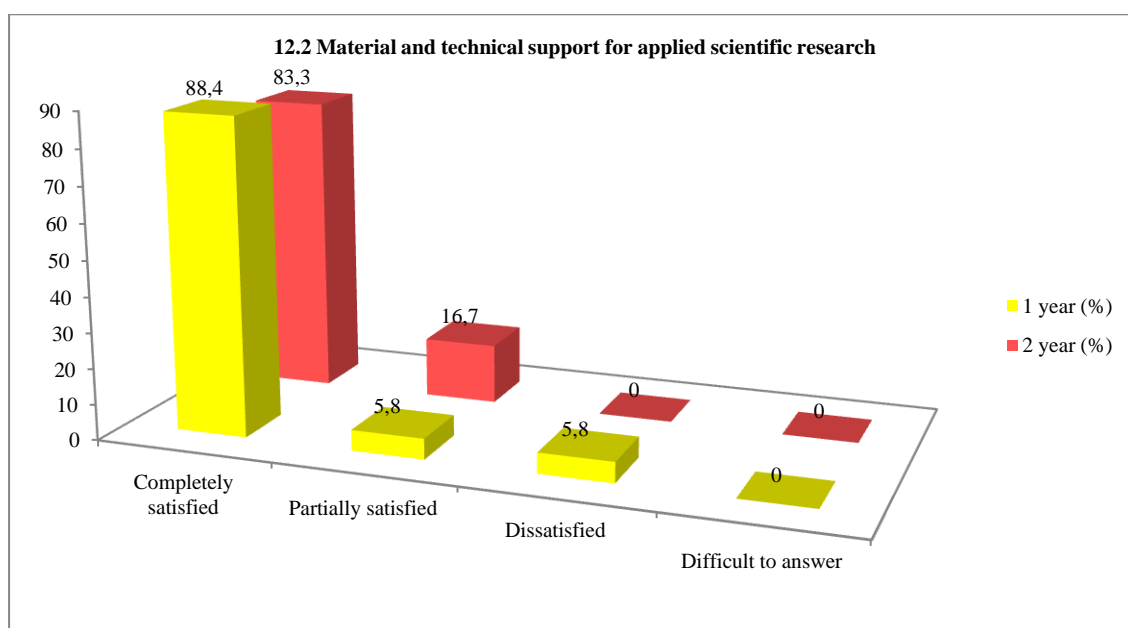
12.1 Organization of conferences, round tables, forums at the University with participation of graduate students

Answer options	1 year (%)	2 year (%)
Completely satisfied	88,4	83,3
Partially satisfied	5,8	16,7
Dissatisfied	-	-
Difficult to answer	5,8	-



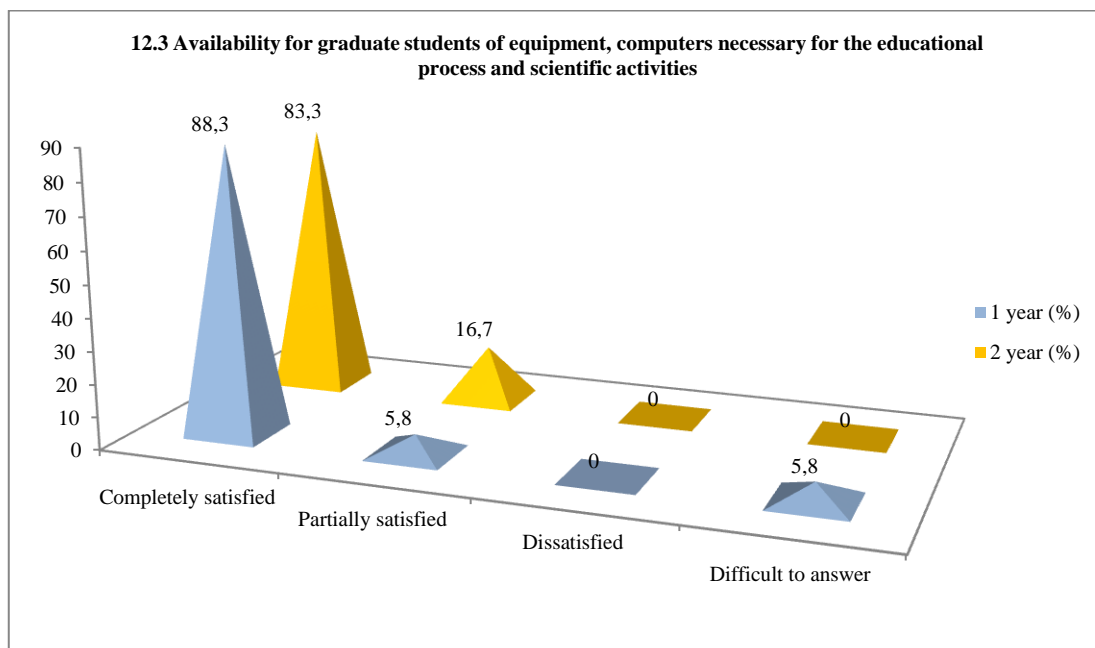
12.2 Material and technical support for applied scientific research

Answer options	1 year (%)	2 year (%)
Completely satisfied	88,4	83,3
Partially satisfied	5,8	16,7
Dissatisfied	5,8	-
Difficult to answer	-	-



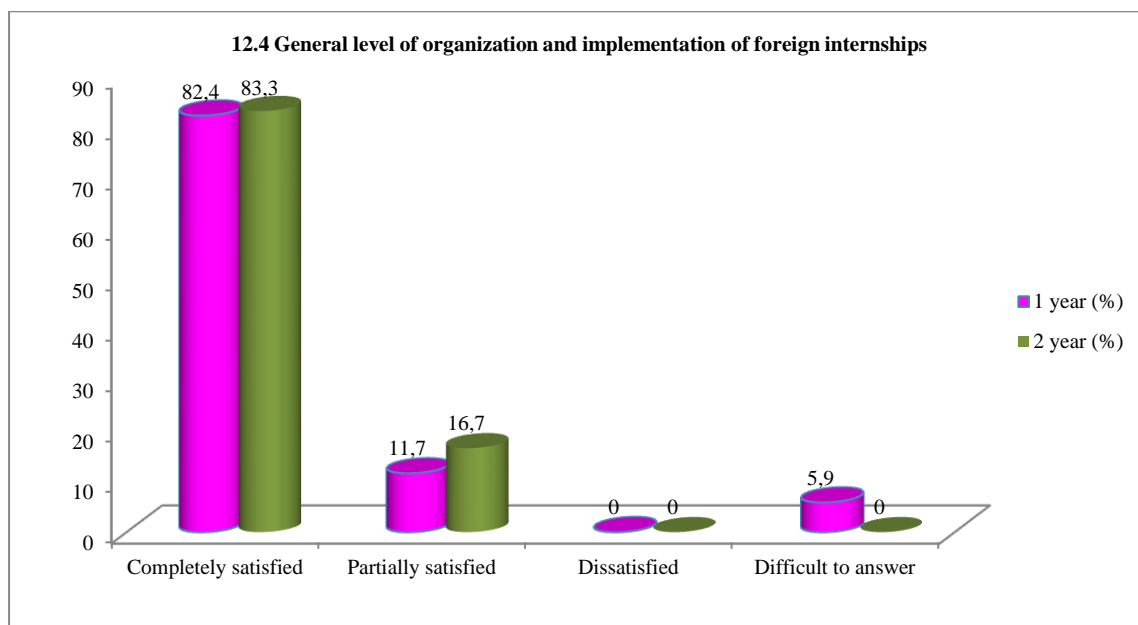
12.3 Availability for graduate students of equipment, computers necessary for the educational process and scientific activities

Answer options	1 year (%)	2 year (%)
Completely satisfied	88,3	83,3
Partially satisfied	5,8	16,7
Dissatisfied	-	-
Difficult to answer	5,8	-



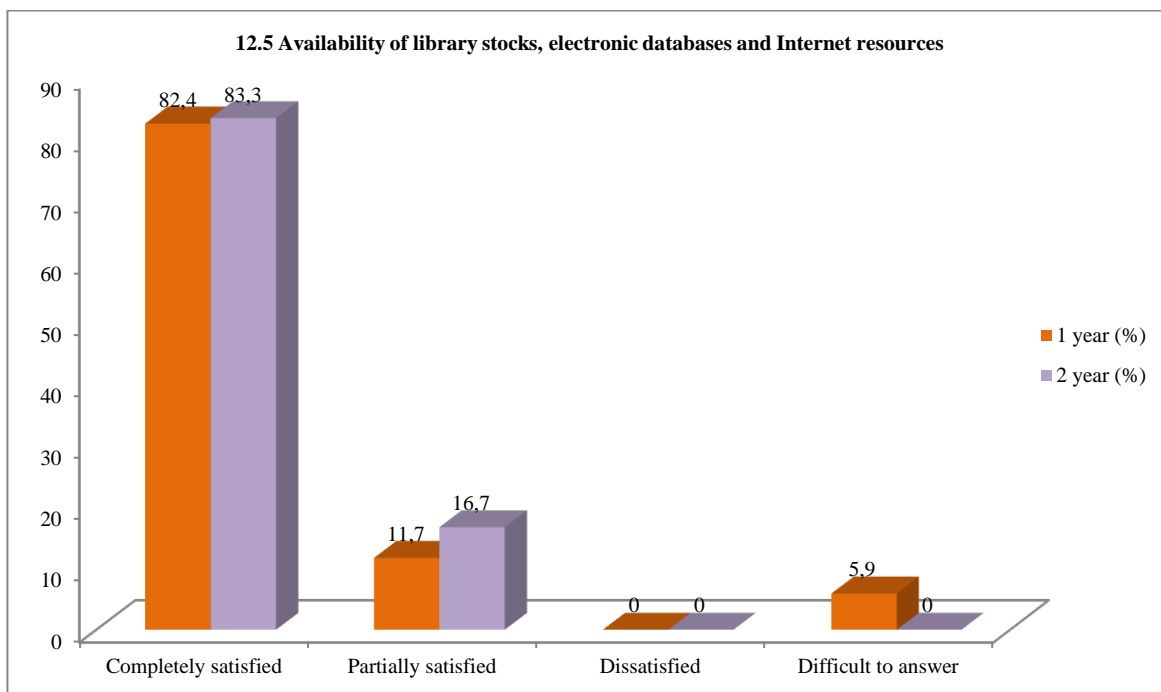
12.4 General level of organization and implementation of foreign internships

Answer options	1 year (%)	2 year (%)
Completely satisfied	82,4	83,3
Partially satisfied	11,7	16,7
Dissatisfied	-	-
Difficult to answer	5,9	-



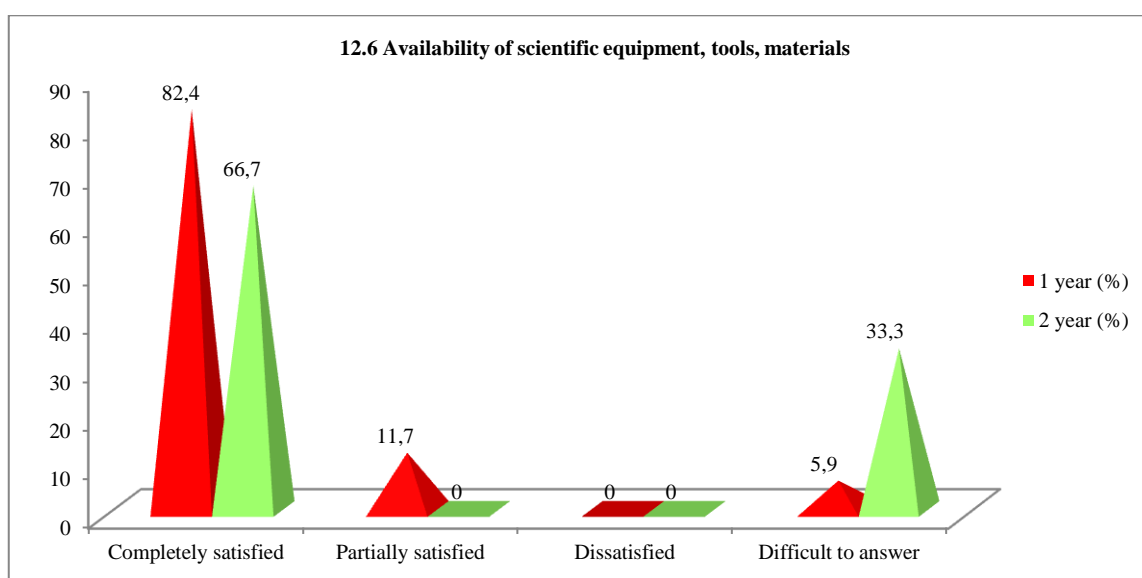
12.5 Availability of library stocks, electronic databases and Internet resources

Answer options	1 year (%)	2 year (%)
Completely satisfied	82,4	83,3
Partially satisfied	11,7	16,7
Dissatisfied	-	-
Difficult to answer	5,9	-



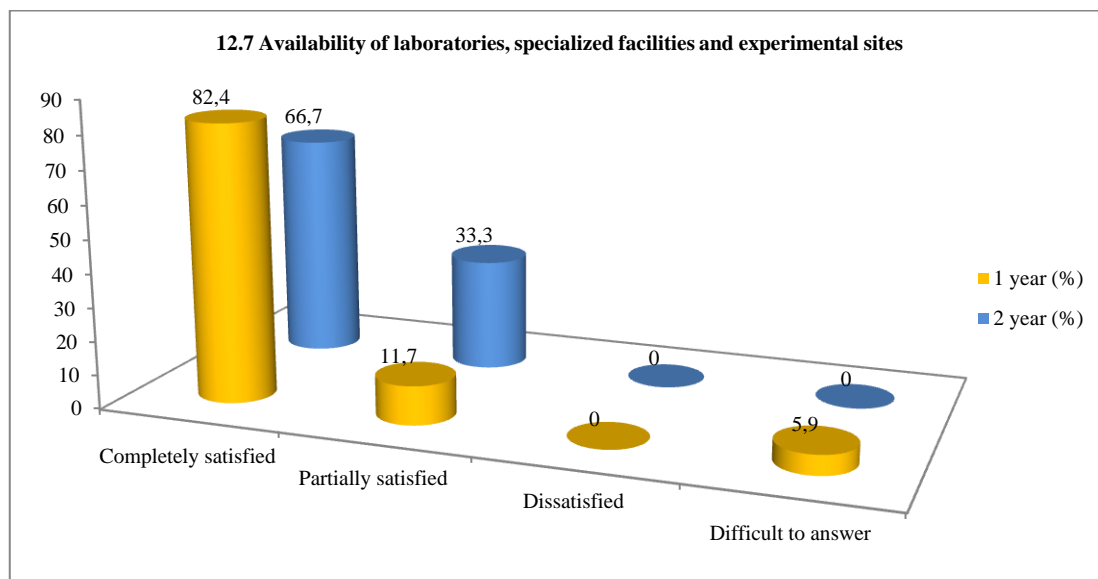
12.6 Availability of scientific equipment, tools, materials

Answer options	1 year (%)	2 year (%)
Completely satisfied	82,4	66,7
Partially satisfied	11,7	-
Dissatisfied	-	-
Difficult to answer	5,9	33,3



12.7 Availability of laboratories, specialized facilities and experimental sites

Answer options	1 year (%)	2 year (%)
Completely satisfied	82,4	66,7
Partially satisfied	11,7	33,3
Dissatisfied	-	-
Difficult to answer	5,9	-

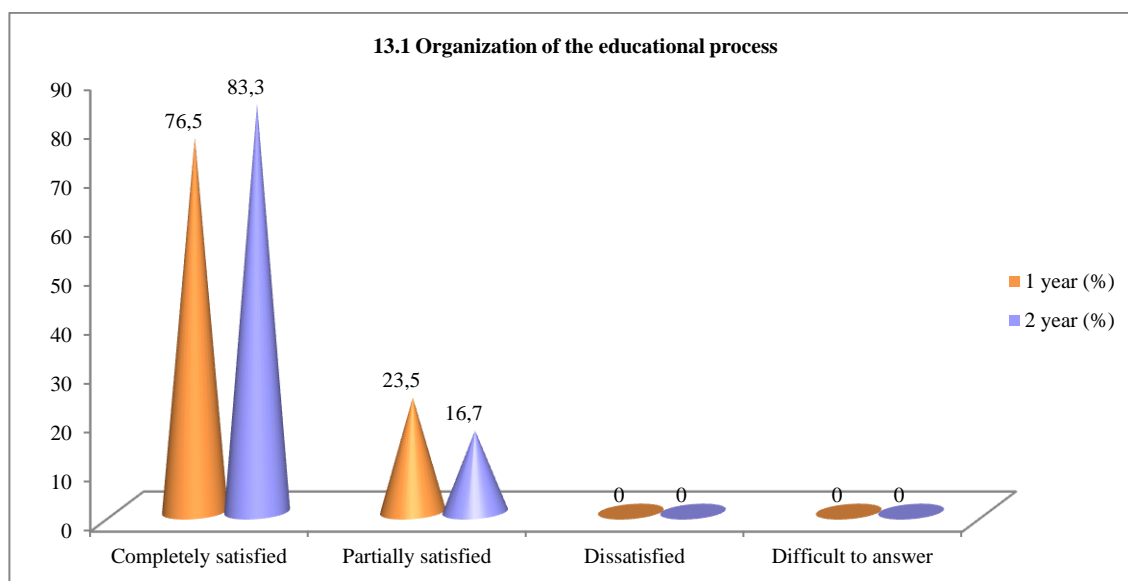


13. Are you satisfied with?

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

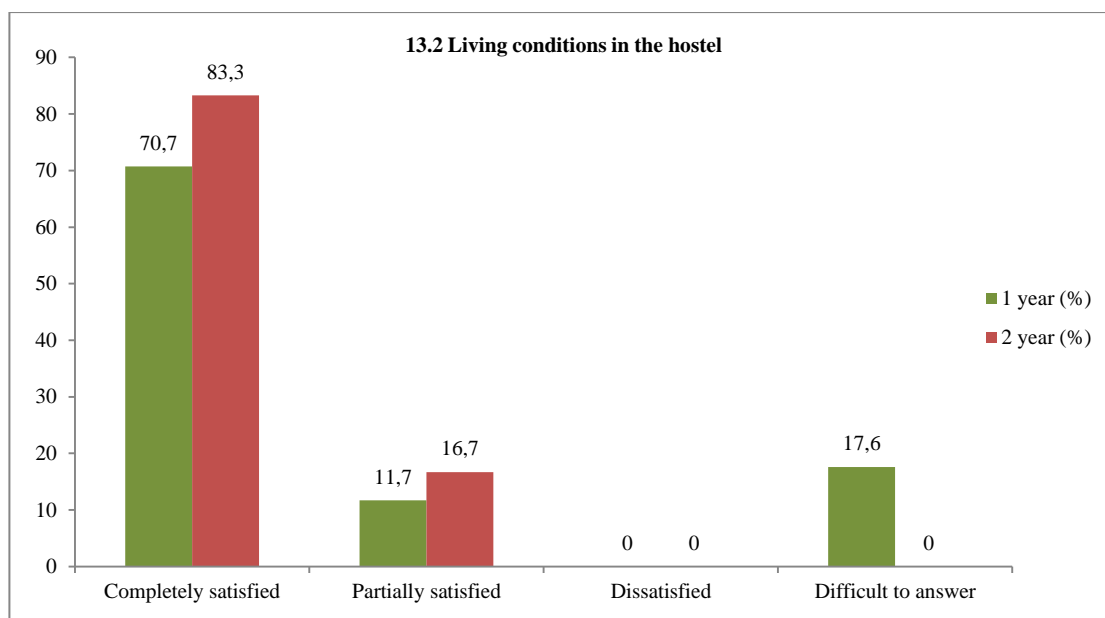
13.1 Organization of the educational process

Answer options	1 year (%)	2 year (%)
Completely satisfied	76,5	83,3
Partially satisfied	23,5	16,7
Dissatisfied	-	-
Difficult to answer	-	-



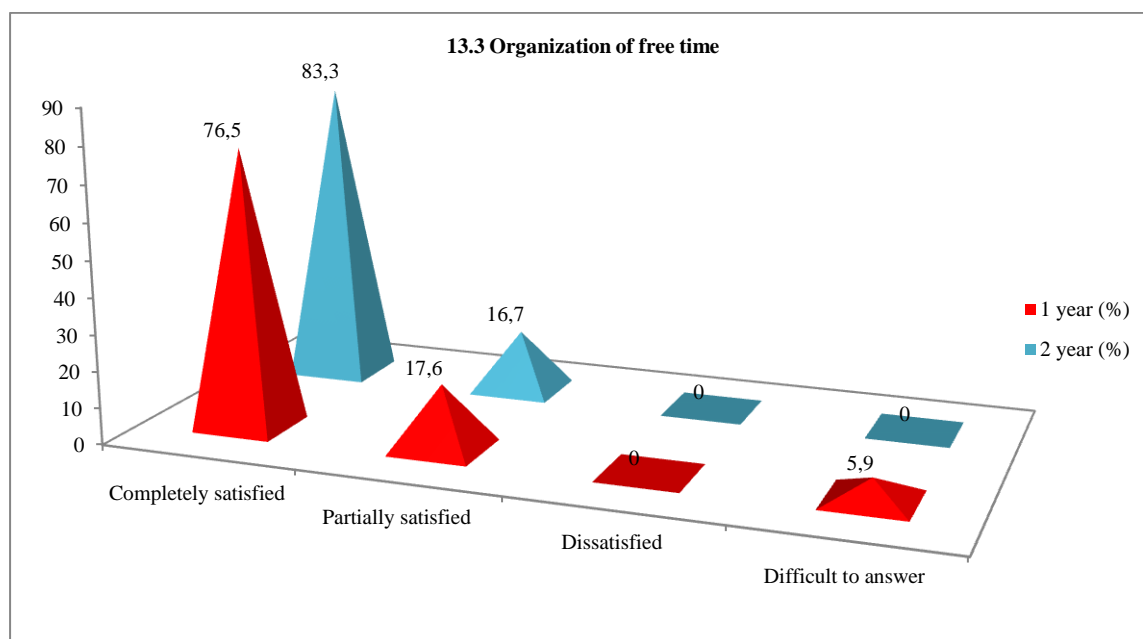
13.2 Living conditions in the hostel

Answer options	1 year (%)	2 year (%)
Completely satisfied	70,7	83,3
Partially satisfied	11,7	16,7
Dissatisfied	-	-
Difficult to answer	17,6	-



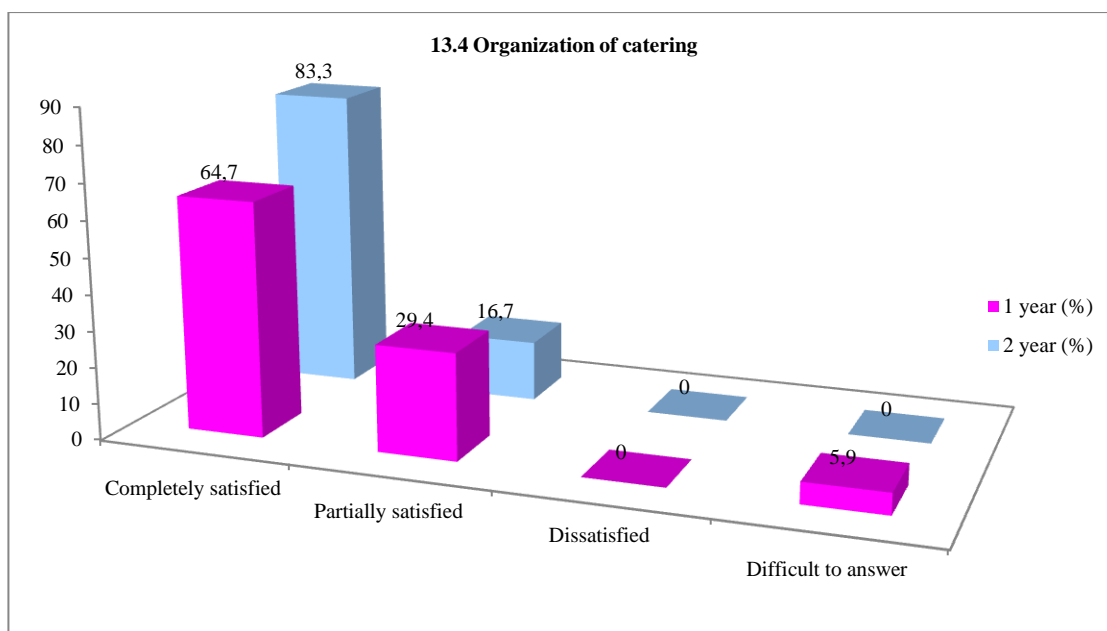
13.3 Organization of free time

Answer options	1 year (%)	2 year (%)
Completely satisfied	76,5	83,3
Partially satisfied	17,6	16,7
Dissatisfied	-	-
Difficult to answer	5,9	-



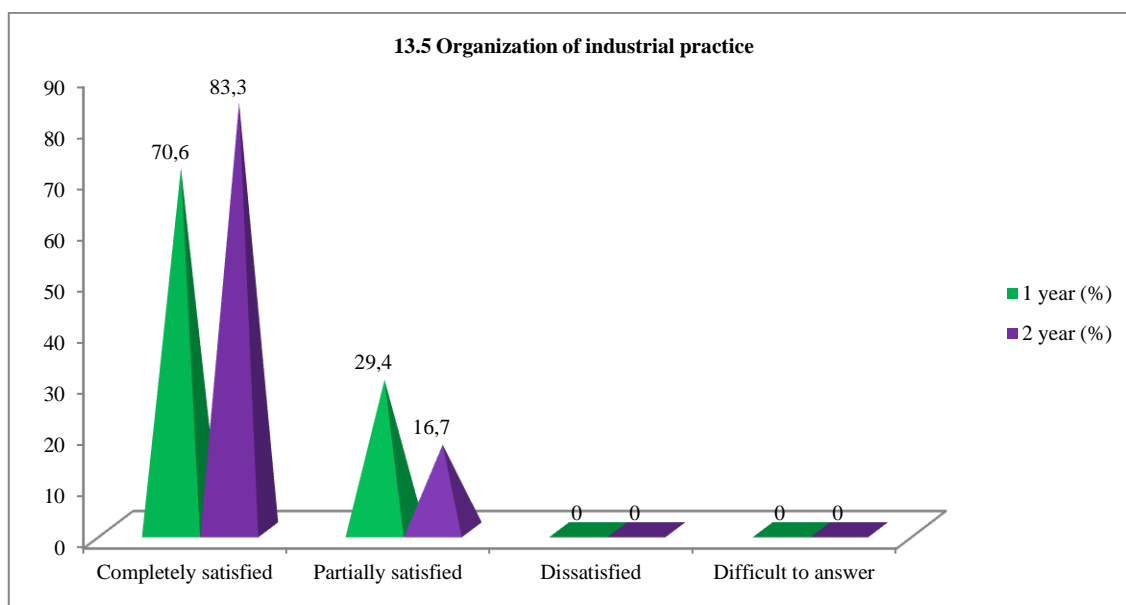
13.4 Organization of catering

Answer options	1 year (%)	2 year (%)
Completely satisfied	64,7	83,3
Partially satisfied	29,4	16,7
Dissatisfied	-	-
Difficult to answer	5,9	-



13.5 Organization of industrial practice

Answer options	1 year (%)	2 year (%)
Completely satisfied	70,6	83,3
Partially satisfied	29,4	16,7
Dissatisfied	-	-
Difficult to answer	-	-



Conclusions on the results of the survey:

1. *The main factors* that determine the choice of studying in a master's program at the University are rated as follows:

- continuing education at the same university (65.2%);
- high quality of education (53.9%);
- prestige of the University (45.6%);
- availability of state-funded places (45.6%);
- proximity to family residence (23%);
- doing research while studying (28.3%);
- leading scientists as faculty (27.9%);

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

2. The average level of satisfaction with the availability of information of the area of training for master students is 100%. High availability of information helps master students plan their educational activities more effectively, navigate the educational process and successfully master the educational material.

3. Evaluation of the teaching staff:

- more than 96.3% of master's students rated the level of knowledge, professionalism, objectivity, pedagogical skills and methods of teachers as "very high" and "high".

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

- 77% of master's students actively participate in the development of their work plan under the supervision of their supervisor, which indicates a high degree of independence and responsibility of master's students;

- 11.3% of master students form a plan independently, and the supervisor signs it without exerting significant influence;

- 5.8% of master students do not participate at all, however, self-critically assessing their efforts, they believe that they could not have coped without the main assistance of their supervisor;

- 2.9% of master students find it difficult to answer whose initiative was greater - theirs or their supervisor's.

5. Satisfaction with the assistance of the supervisor in preparing the master's thesis: 100% of master's students are completely satisfied with the assistance provided to them by their supervisor. This indicator demonstrates the high level of satisfaction of master's students with the quality and support they receive from their supervisor.

6. Indicators of the high scientific level of the University:

- a strong teaching staff (76.9%) contributes to high-quality educational and scientific activities;

- a modern material and technical base (68.6%) has a great impact on the quality of scientific research and on the training of master's students;

- the involvement of master students in research projects (40.2%) indicates the active scientific activity of master students;

- participation in international research projects (14.2%) indicates the active cooperation of the university with the international scientific community and its contribution to global research;

- participation in the development of target programs for the socio-economic development of the region, cities, enterprises (48.5%) indicates its significant role in the socio-economic development of society.

More than half (79.8%) of master's degree students actively participate in research projects and attend scientific events, such as seminars and conferences. These data show that most master's degree students are involved in scientific activities that contribute to their academic and professional development.

7. Publication of scientific papers: over the entire period of their activity, 82.4% of master's degree students published their theses and articles in both Kazakhstani and foreign publications. This indicates a high degree of involvement of master's degree students in the scientific community and their desire to disseminate the results of their research at the international level.

8. The level of foreign language proficiency: most master's degree students (100%) have different levels of foreign language proficiency, from basic with the use of a dictionary to complete freedom in expression.

9. Participation of postgraduates in the work of the department:

- research work of the department (design, experimental design, technological, etc.) as a full participant: 100%;

- writing scientific articles: 97%;

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

- preparation of reports on research, abstracts: 100%.

10. Satisfaction of postgraduates with the scientific and educational environment of the University:

- organization of conferences, round tables, forums at the University, with the participation of postgraduates: 97%;

- material and technical support for applied scientific research: 97%;

- availability of equipment, computers necessary for the educational process and scientific activity: 97%;

- general level of organization and conduct of foreign internships: 97%;

- availability of library collections, electronic databases and Internet resources: 97%;

- availability of scientific equipment, instruments, materials: 80.4%;

- availability of laboratories, specialized facilities and experimental sites: 97%.

Satisfaction of master students with the quality of educational services:

1) organization of the educational process: 100%;

2) living conditions in the hostel: 91.2%;

3) organization of free time: 97%;

4) organization of meals: 97%;

5) organization of industrial practice: 100%.

In general, master students highly value the research and training opportunities provided by the university, which is reflected in the satisfaction of master students.

The overall satisfaction of master students majoring in Life safety and environmental protection with educational services is **93,7%**.

Recommendations:

1. Discussion of the survey results:

- the head of the department must familiarize and discuss the survey results with the staff and graduate students.

2. Availability of the survey results:

- graduate students can request survey results by email from the Quality management and accreditation center: cqma@ktu.edu.kz.