

Report on the results of the survey
«Master students' satisfaction with educational services»
for 2024-2025 ac. year
in educational program
7M11301 Organization of transportation, traffic, and operation of transport

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.

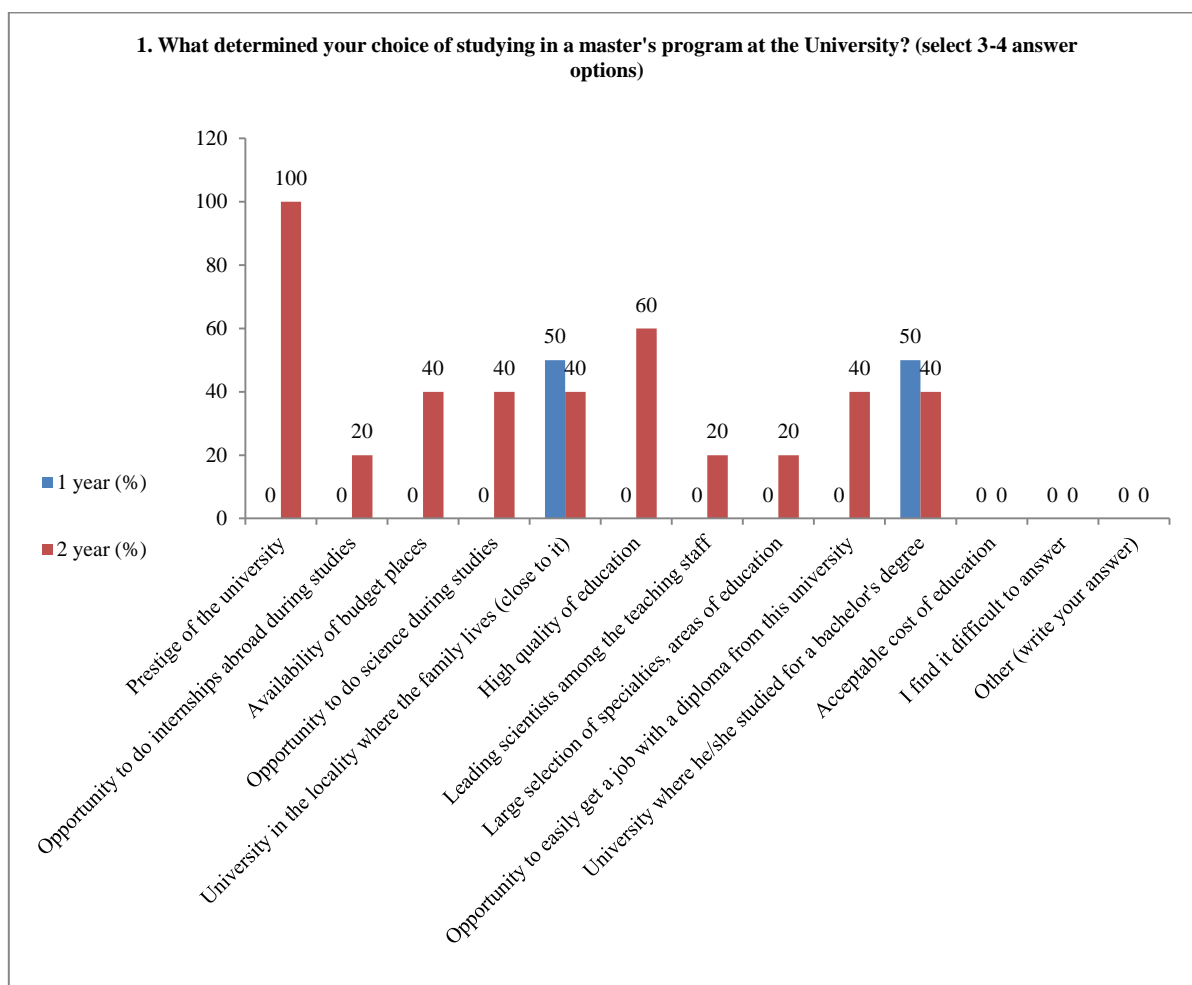
9 respondents took part in the survey, which amounted to 90% of the total number of master students.

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	-	100
Opportunity to do internships abroad during studies	-	20
Availability of budget places	-	40
Opportunity to do science during studies	-	40
University in the locality where the family lives (close to it)	50	40
High quality of education	-	60
Leading scientists among the teaching staff	-	20
Large selection of specialties, areas of education	-	20
Opportunity to easily get a job with a diploma from this university	-	40
University where he/she studied for a bachelor's degree	50	40
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:

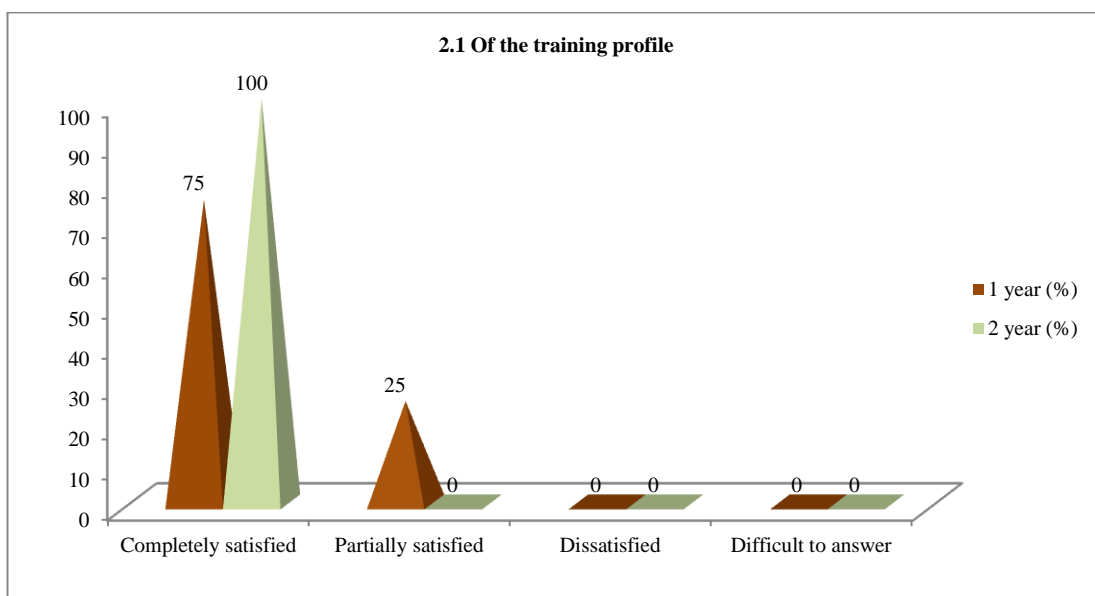
2.1 Of the training profile
2.2 Characteristics of the professional activity of a master student
2.3 List of developing competencies of a master graduate
2.4 List of bases of master students' practices
2.5 Information of scientific supervisors

Other (write your answer) _____

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

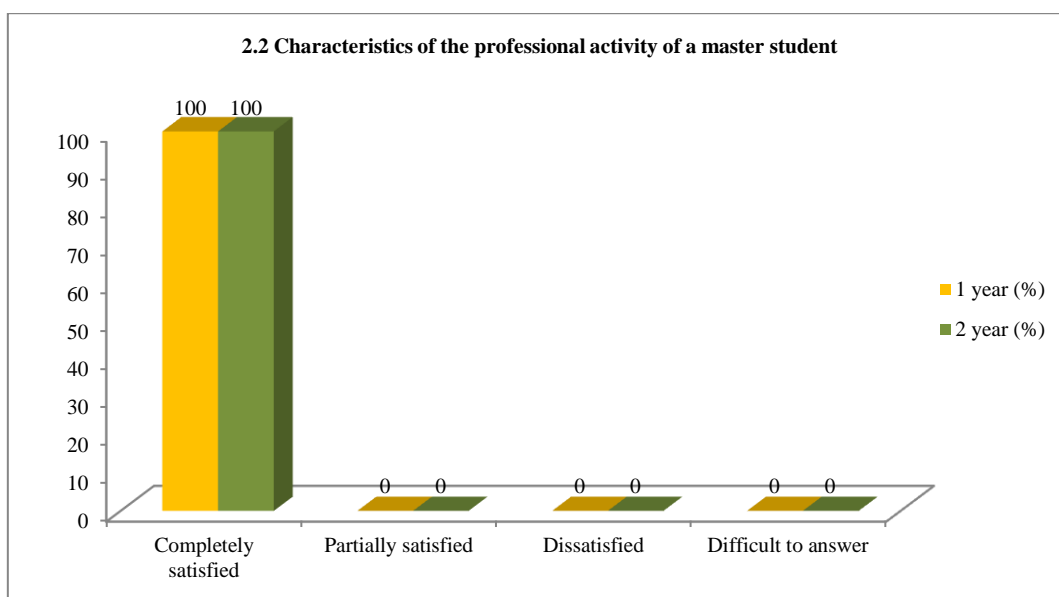
2.1 Of the training profile

Answer options	1 year (%)	2 year (%)
Completely satisfied	75	100
Partially satisfied	25	-
Dissatisfied	-	-
Difficult to answer	-	-



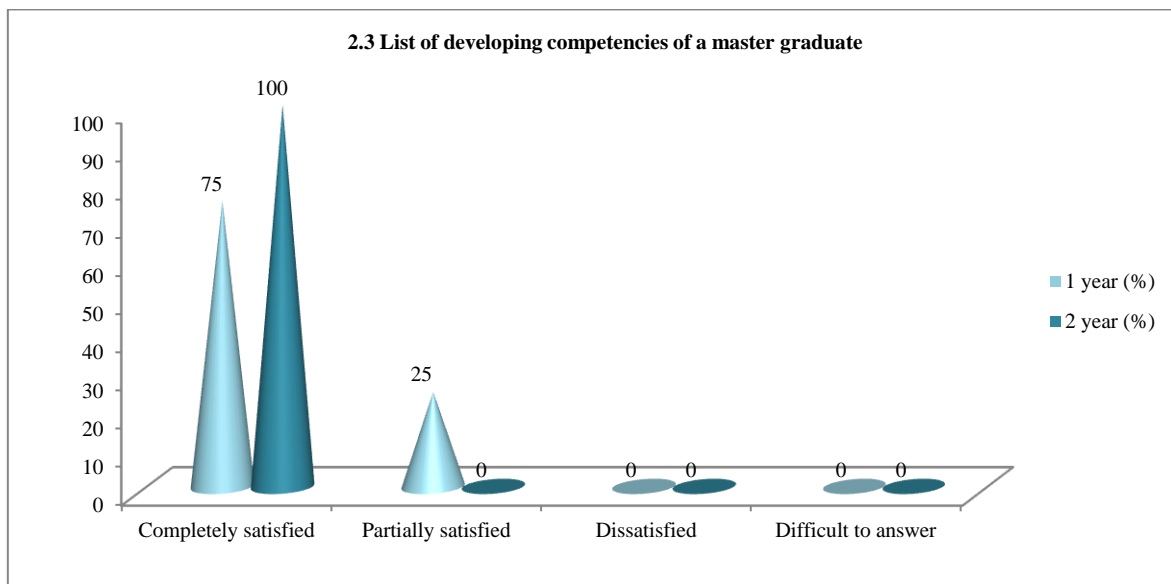
2.2 Characteristics of the professional activity of a master student

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



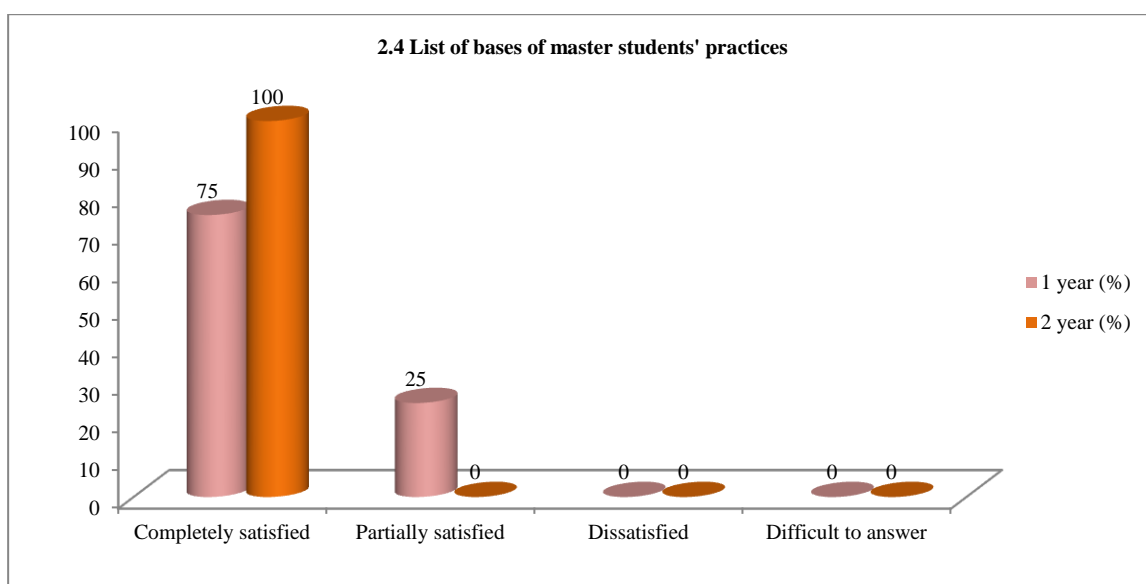
2.3 List of developing competencies of a master graduate

Answer options	1 year (%)	2 year (%)
Completely satisfied	75	100
Partially satisfied	25	-
Dissatisfied	-	-
Difficult to answer	-	-



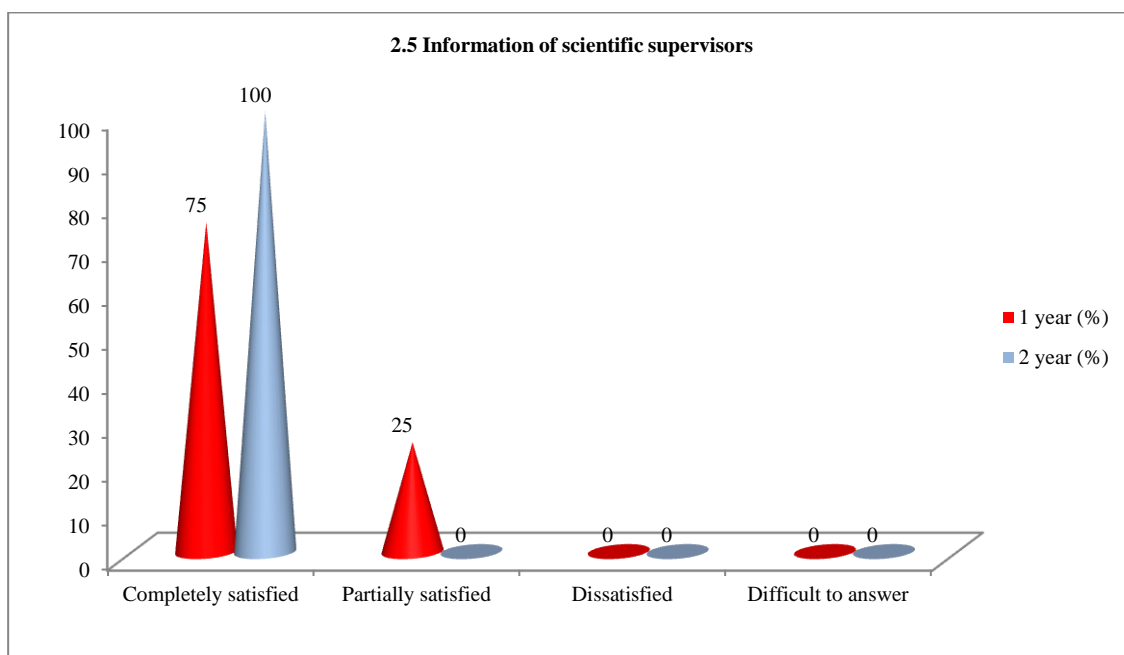
2.4 List of bases of master students' practices

Answer options	1 year (%)	2 year (%)
Completely satisfied	75	100
Partially satisfied	25	-
Dissatisfied	-	-
Difficult to answer	-	-



2.5 Information of scientific supervisors

Answer options	1 year (%)	2 year (%)
Completely satisfied	75	100
Partially satisfied	25	-
Dissatisfied	-	-
Difficult to answer	-	-



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

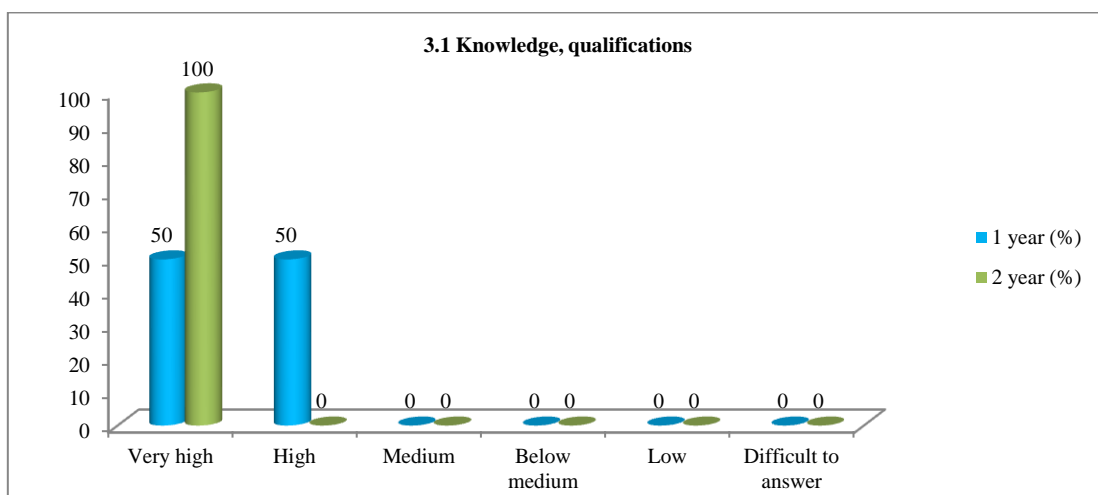
3.1 Knowledge, qualifications
3.2 Pedagogical qualities
3.3 Objectivity and impartiality of assessments
3.4 Teaching methods used

Other (write your answer)_____

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

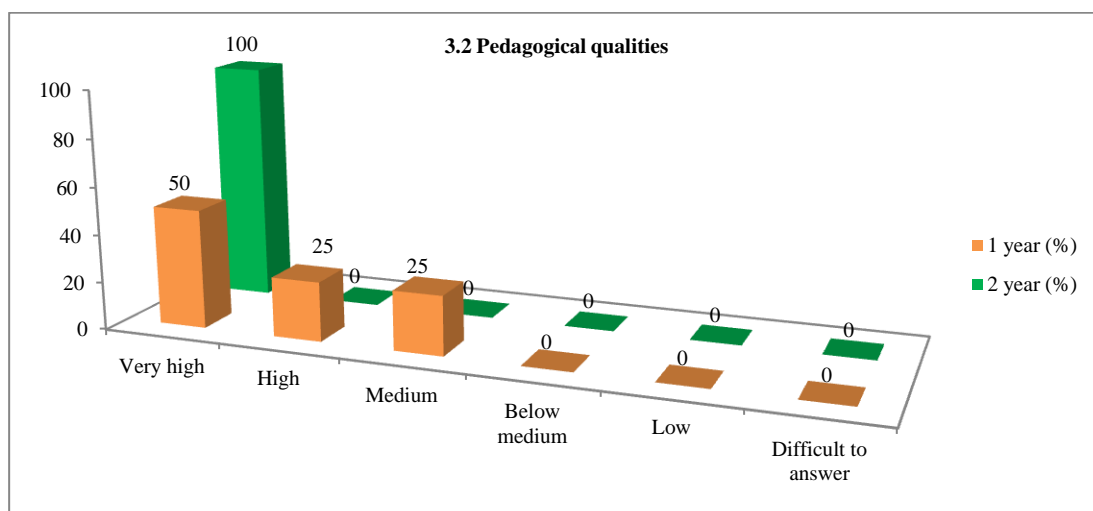
3.1 Knowledge, qualifications

Answer options	1 year (%)	2 year (%)
Very high	50	100
High	50	-
Medium	-	-
Below medium	-	-
Low	-	-
Difficult to answer	-	-



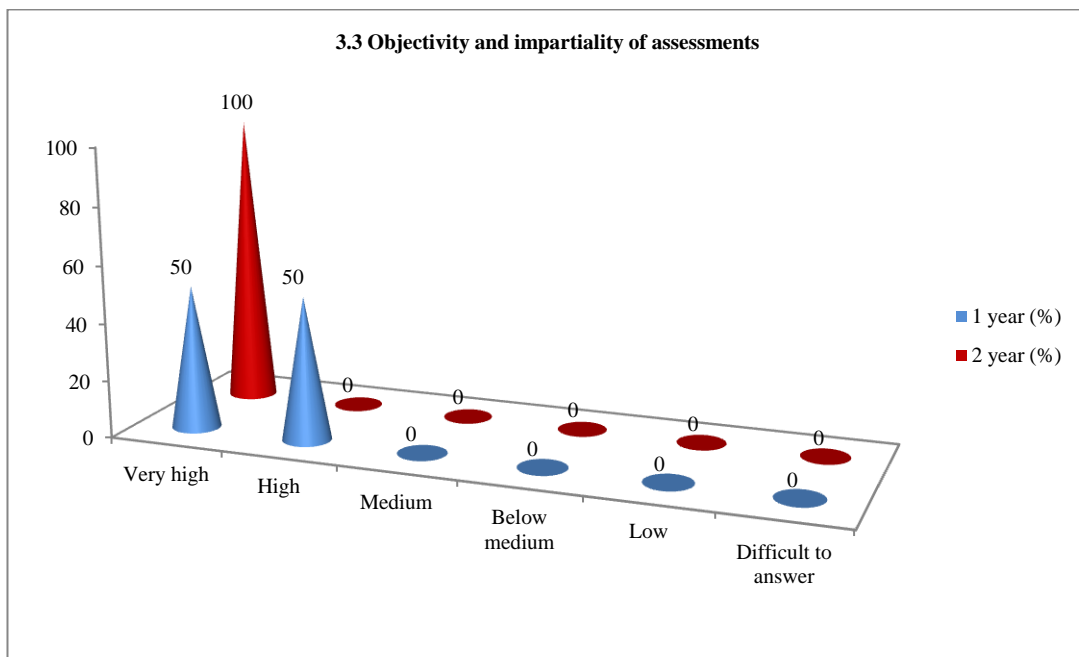
3.2 Pedagogical qualities

Answer options	1 year (%)	2 year (%)
Very high	50	100
High	25	-
Medium	25	-
Below medium	-	-
Low	-	-
Difficult to answer	-	-



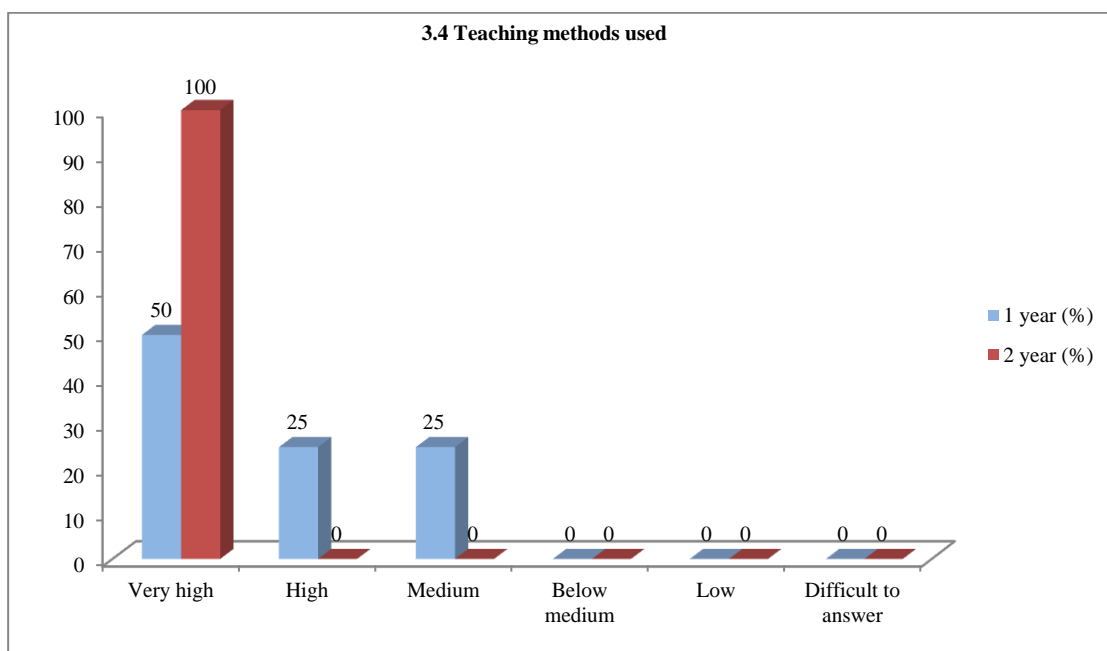
3.3 Objectivity and impartiality of assessments

Answer options	1 year (%)	2 year (%)
Very high	50	100
High	50	-
Medium	-	-
Below medium	-	-
Low	-	-
Difficult to answer	-	-



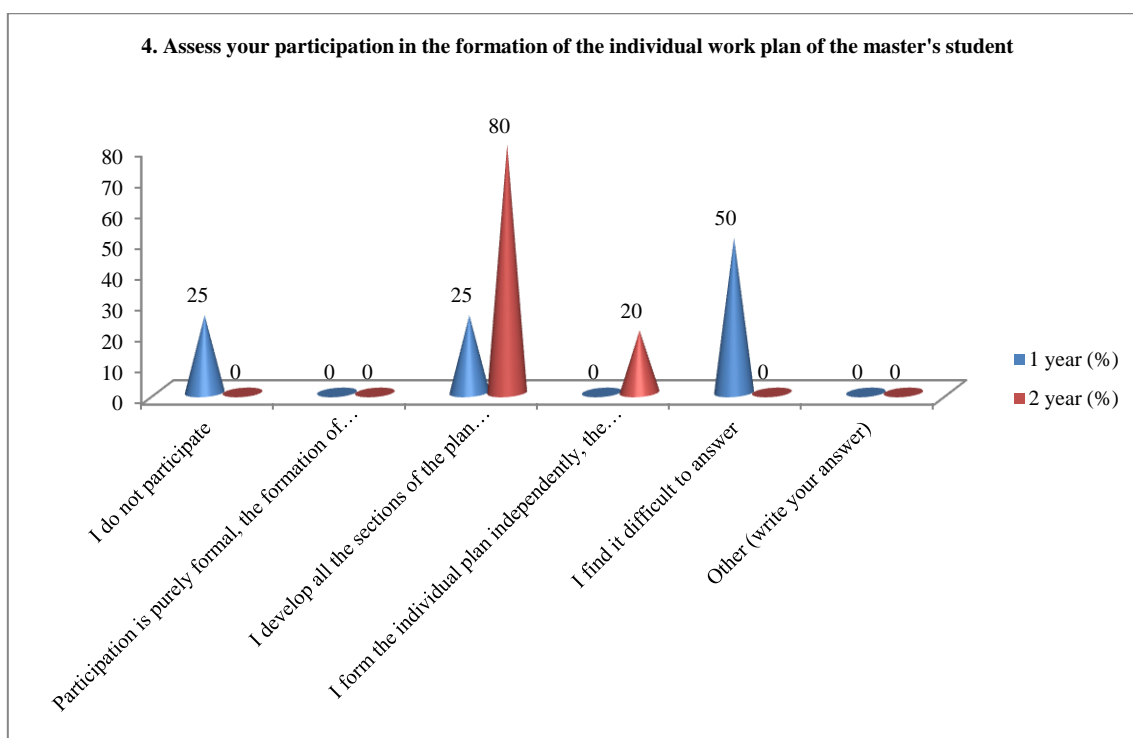
3.4 Teaching methods used

Answer options	1 year (%)	2 year (%)
Very high	50	100
High	25	-
Medium	25	-
Below medium	-	-
Low	-	-
Difficult to answer	-	-



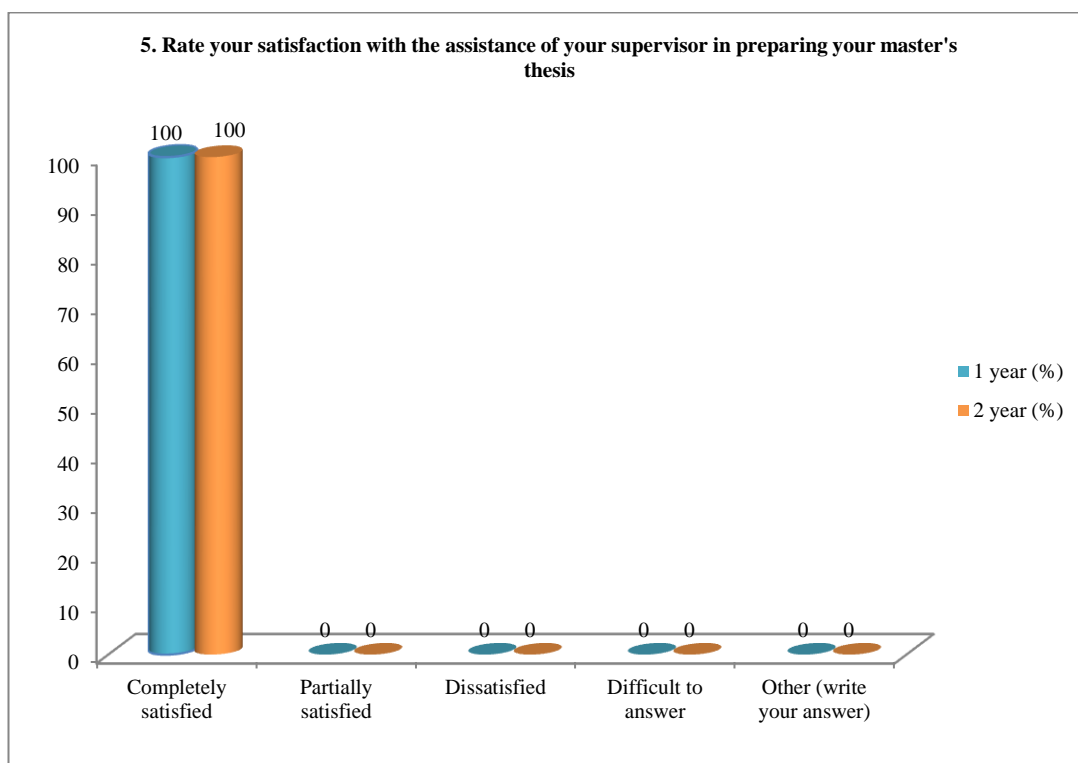
4. Assess your participation in the formation of the individual work plan of the master's student

Answer options	1 year (%)	2 year (%)
I do not participate	25	-
Participation is purely formal, the formation of an individual plan does not actually depend on me	-	-
I develop all the sections of the plan independently under the guidance of my supervisor	25	80
I form the individual plan independently, the supervisor only signs it	-	20
I find it difficult to answer	50	-
Other (write your answer)	-	-



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

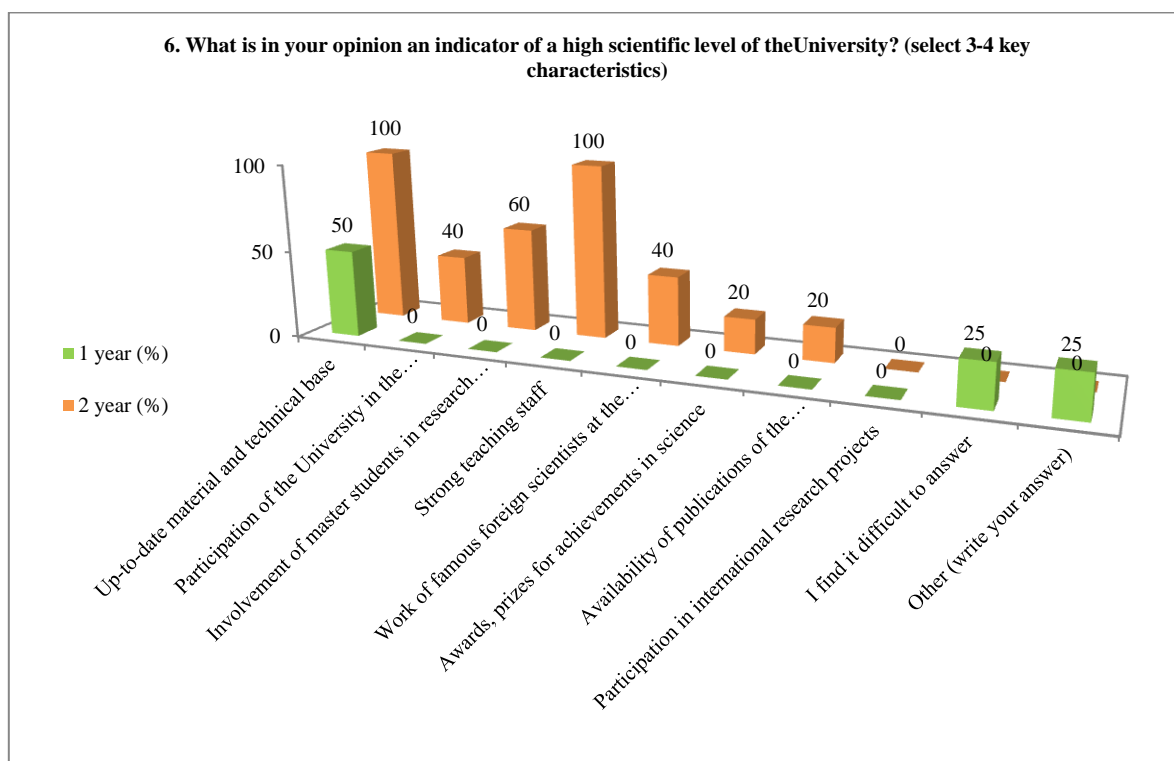
Answer options	1 year (%)	2 year (%)
Completely satisfied	100	100
Partially satisfied	-	-
Dissatisfied	-	-
Difficult to answer	-	-
Other (write your answer)	-	-



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	50	100
Participation of the University in the development of target programs for the socio-economic development of the region, cities, enterprises	-	40
Involvement of master students in research projects	-	60
Strong teaching staff	-	100
Work of famous foreign scientists at the University	-	40
Awards, prizes for achievements in science	-	20
Availability of publications of the University employees in international publications	-	20
Participation in international research projects	-	-
I find it difficult to answer	25	-
Other (write your answer)	25	-

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

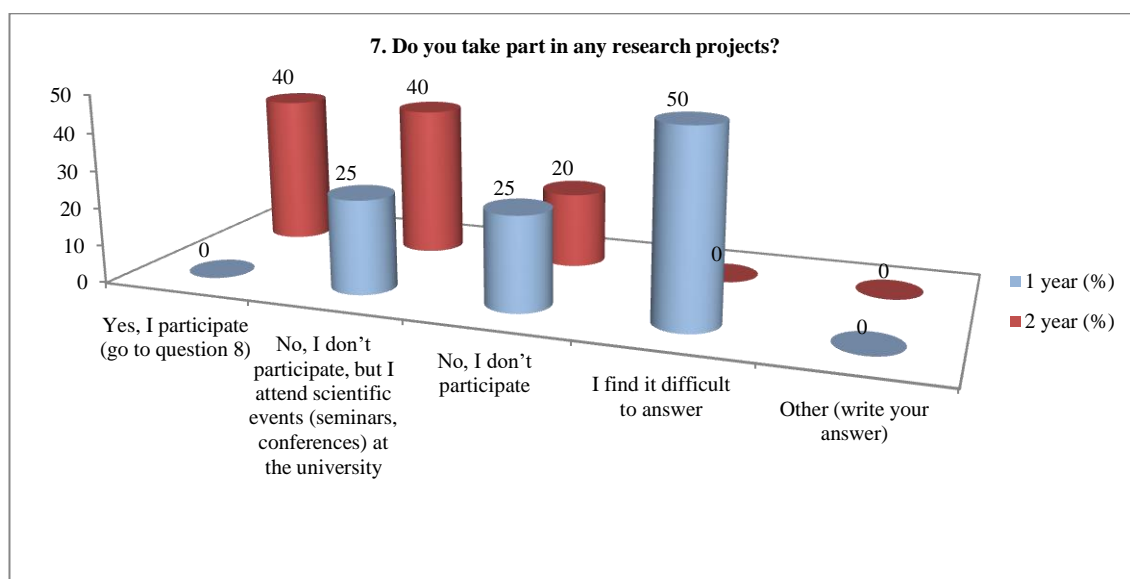


For the “Other” option, students indicated the following options□:

- There is no time.

7. Do you take part in any research projects?

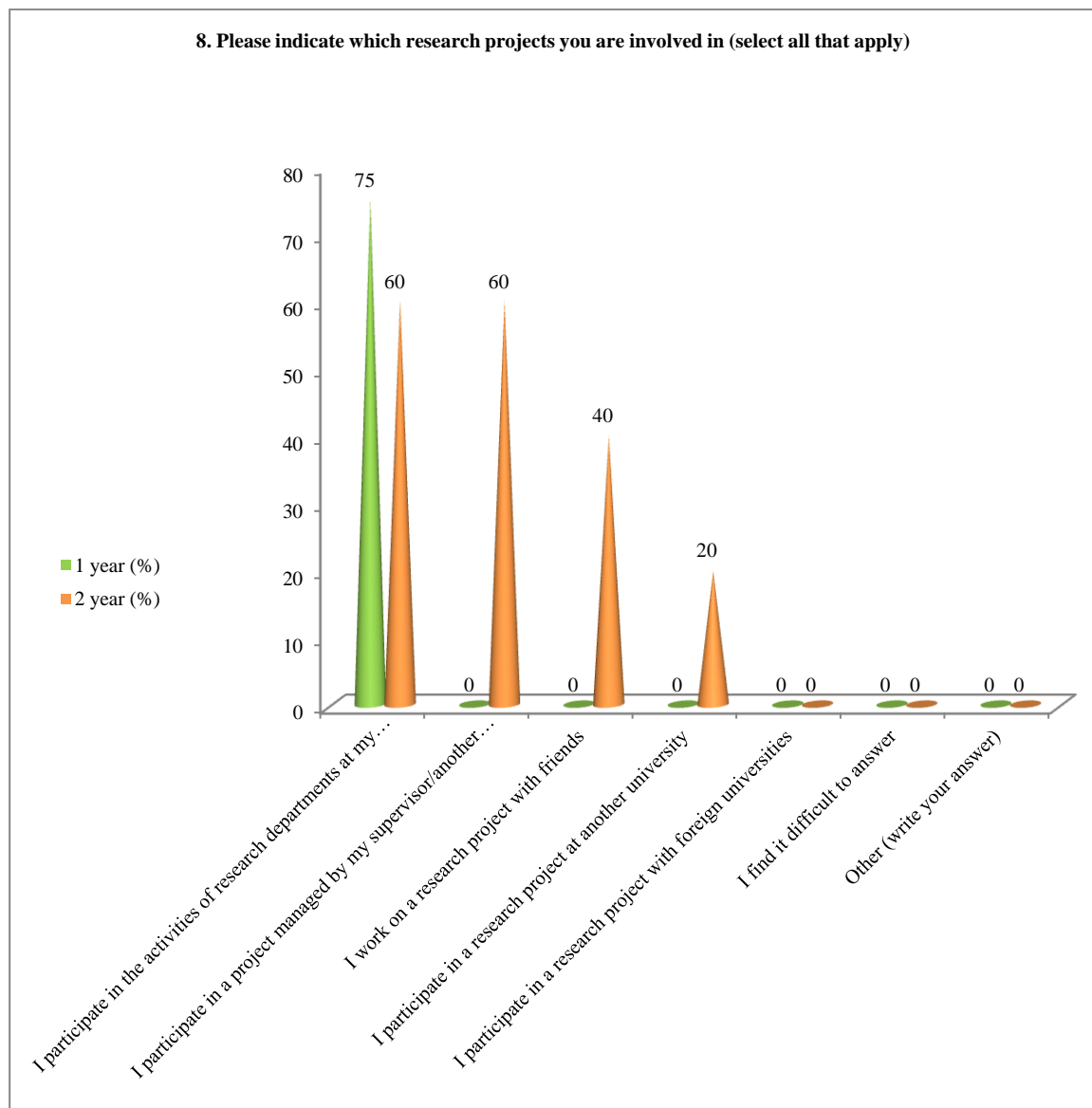
Answer options	1 year (%)	2 year (%)
Yes, I participate (go to question 8)	-	40
No, I don't participate, but I attend scientific events (seminars, conferences) at the university	25	40
No, I don't participate	25	20
I find it difficult to answer	50	-
Other (write your answer)	-	-



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

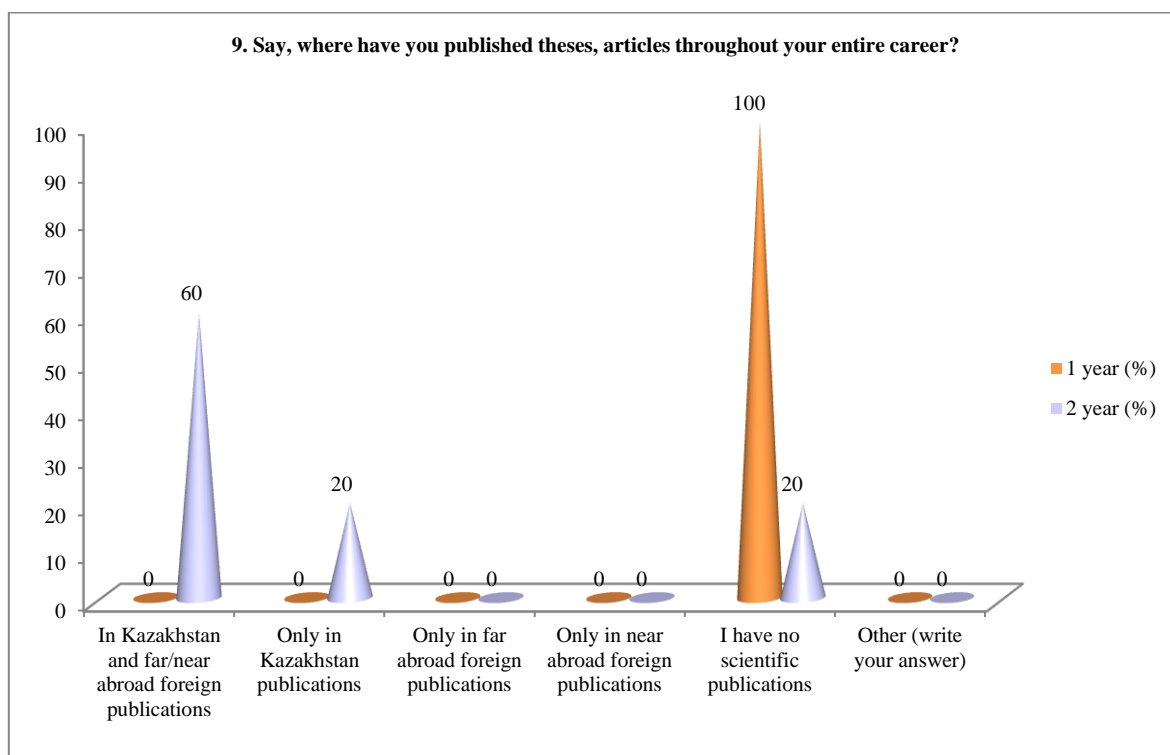
Answer options	1 year (%)	2 year (%)
I participate in the activities of research departments at my university	75	60
I participate in a project managed by my supervisor/another teacher	-	60
I work on a research project with friends	-	40
I participate in a research project at another university	-	20
I participate in a research project with foreign universities	-	-
I find it difficult to answer	-	-
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%.



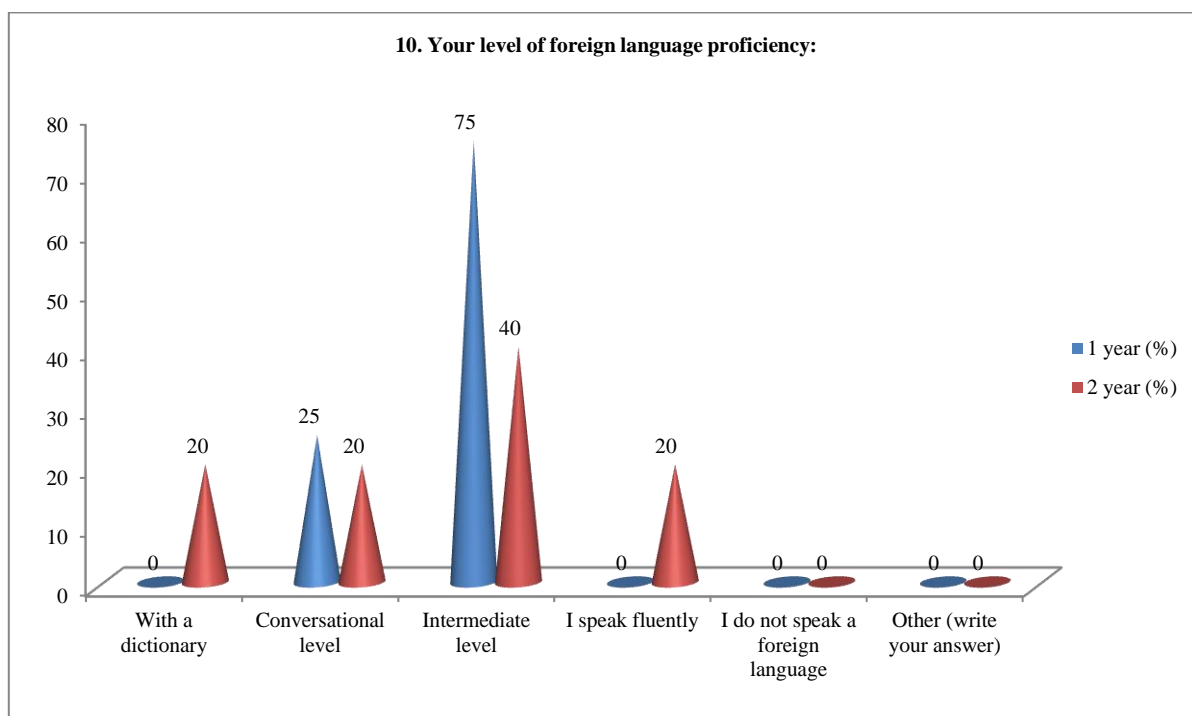
9. Say, where have you published theses, articles throughout your entire career?

Answer options	1 year (%)	2 year (%)
In Kazakhstan and far/near abroad foreign publications	-	60
Only in Kazakhstan publications	-	20
Only in far abroad foreign publications	-	-
Only in near abroad foreign publications	-	-
I have no scientific publications	100	20
Other (write your answer)	-	-



10. Your level of foreign language proficiency:

Answer options	1 year (%)	2 year (%)
With a dictionary	-	20
Conversational level	25	20
Intermediate level	75	40
I speak fluently	-	20
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

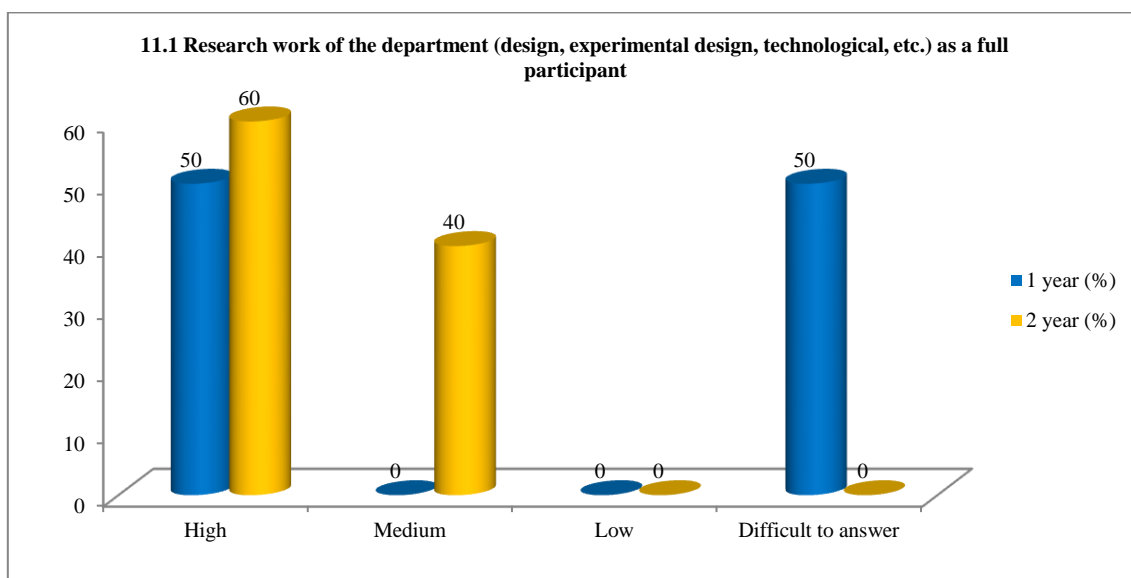
11.1 Research work of the department (design, experimental design, technological, etc.) as a full participant
11.2 Writing scientific articles
11.3 Participation with reports at conferences and seminars
11.4 Preparation of reports on research, abstracts

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

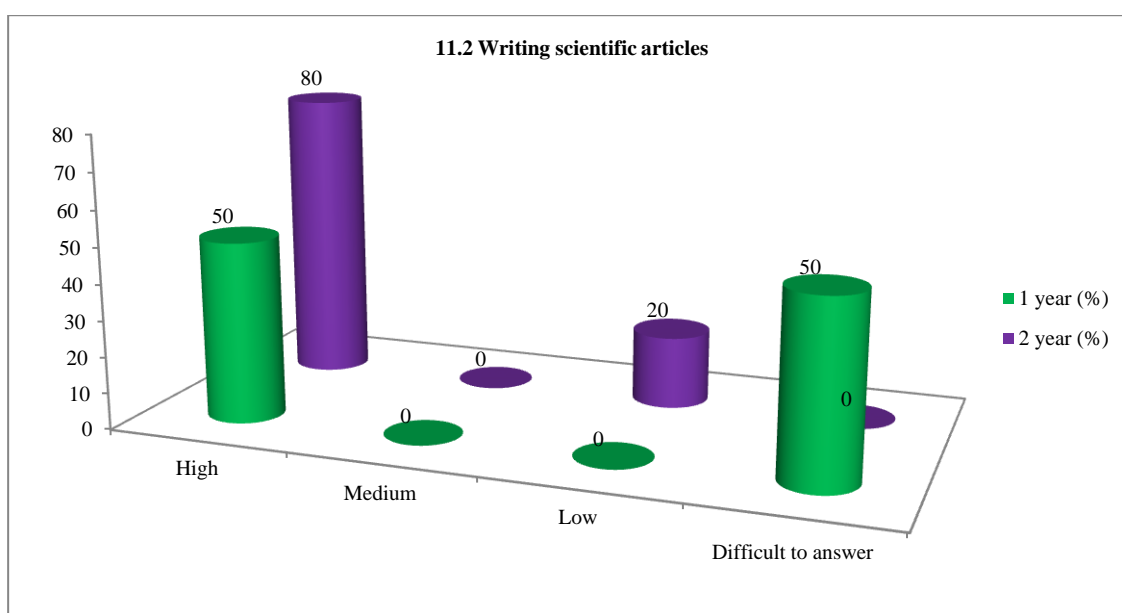
11.1 Research work of the department (design, experimental design, technological, etc.) as a full participant

Answer options	1 year (%)	2 year (%)
High	50	60
Medium	-	40
Low	-	-
Difficult to answer	50	-



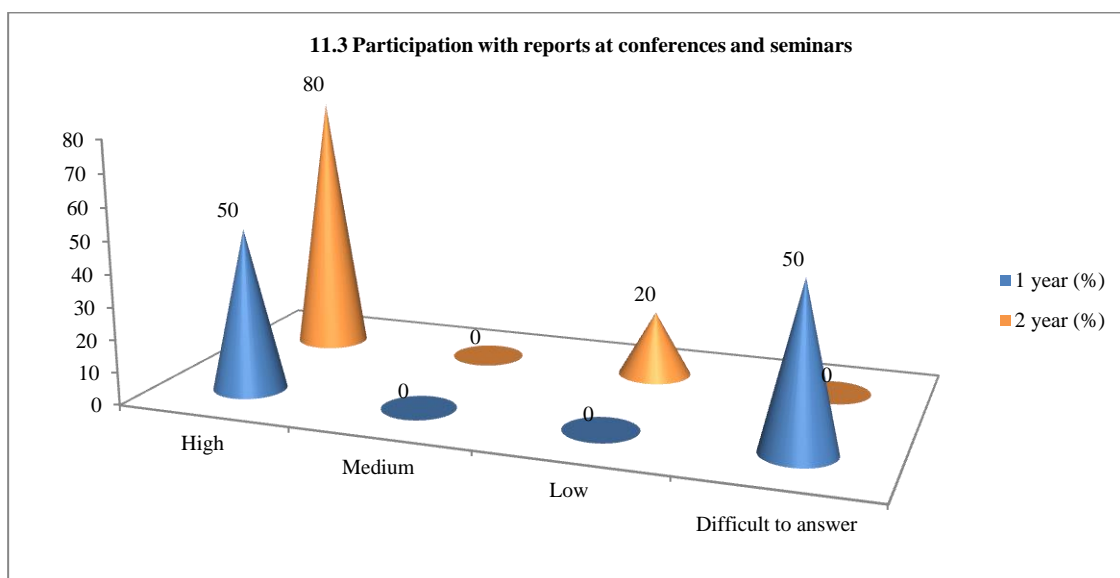
11.2 Writing scientific articles

Answer options	1 year (%)	2 year (%)
High	50	80
Medium	-	-
Low	-	20
Difficult to answer	50	-



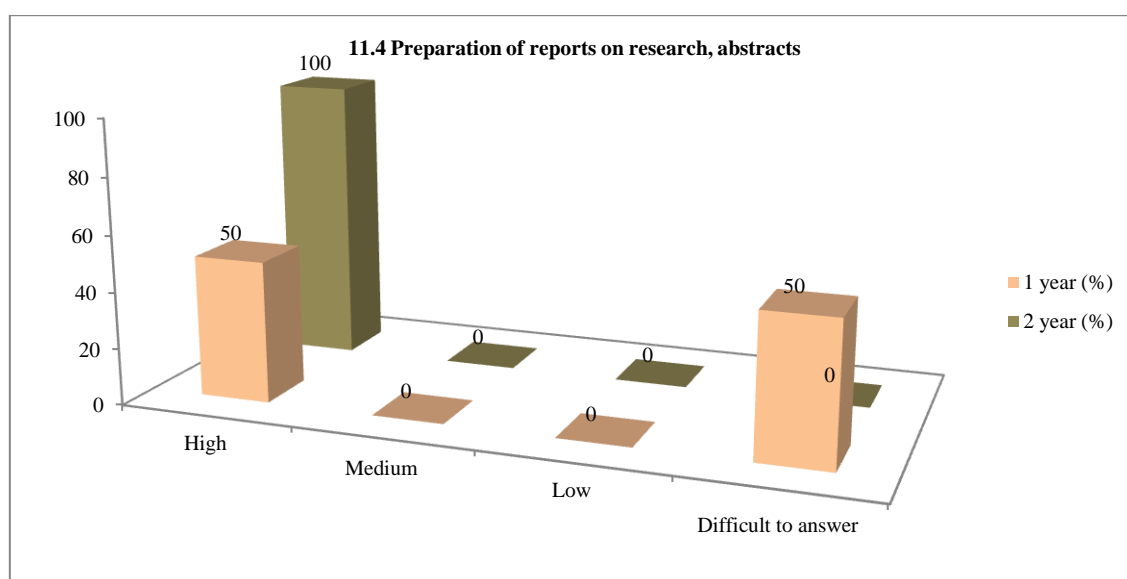
11.3 Participation with reports at conferences and seminars

Answer options	1 year (%)	2 year (%)
High	50	80
Medium	-	-
Low	-	20
Difficult to answer	50	-



11.4 Preparation of reports on research, abstracts

Answer options	1 year (%)	2 year (%)
High	50	100
Medium	-	-
Low	-	-
Difficult to answer	50	-



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

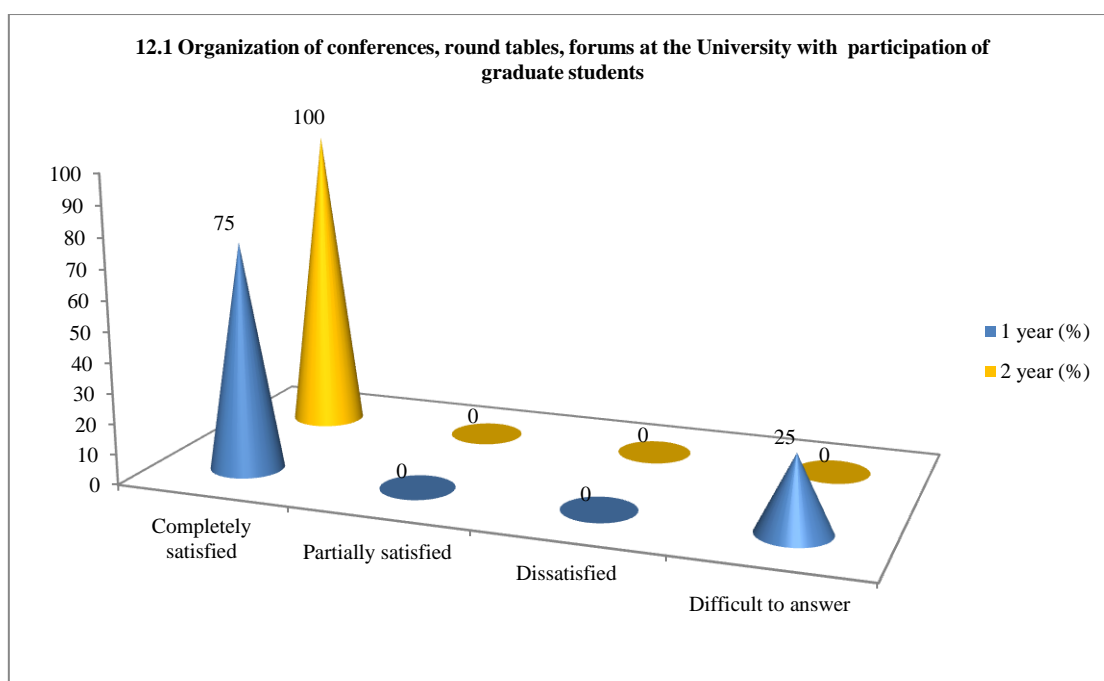
12.4 General level of organization and implementation of foreign internships
12.5 Availability of library collections, electronic databases and Internet resources
12.6 Availability of scientific equipment, tools, materials
12.7 Availability of laboratories, specialized facilities and experimental sites

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 _____

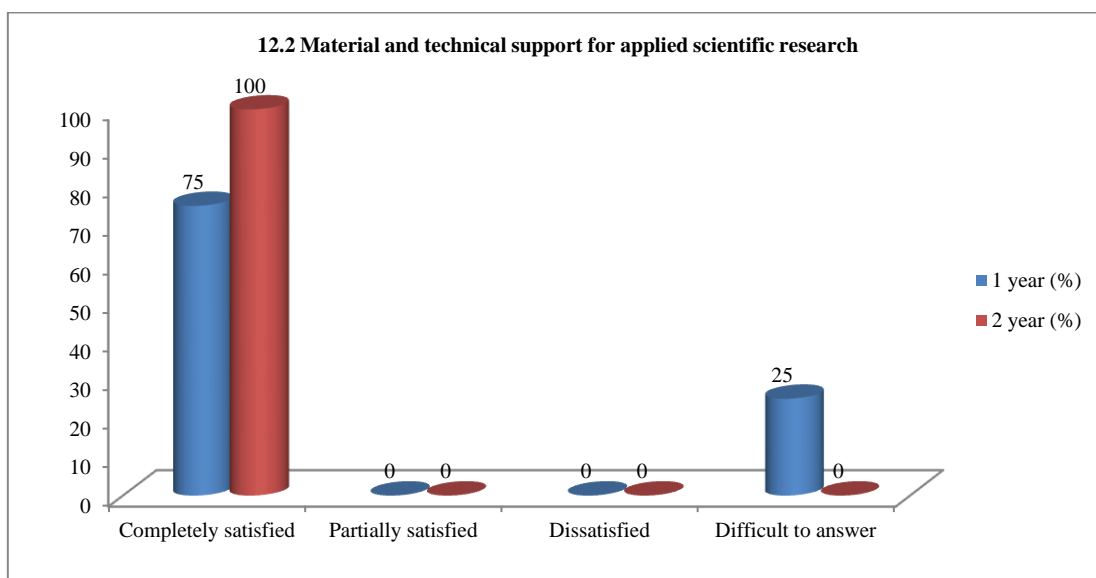
12.1 Organization of conferences, round tables, forums at the University with participation of graduate students

Answer options	1 year (%)	2 year (%)
Completely satisfied	75	100
Partially satisfied	-	-
Dissatisfied	-	-
Difficult to answer	25	-



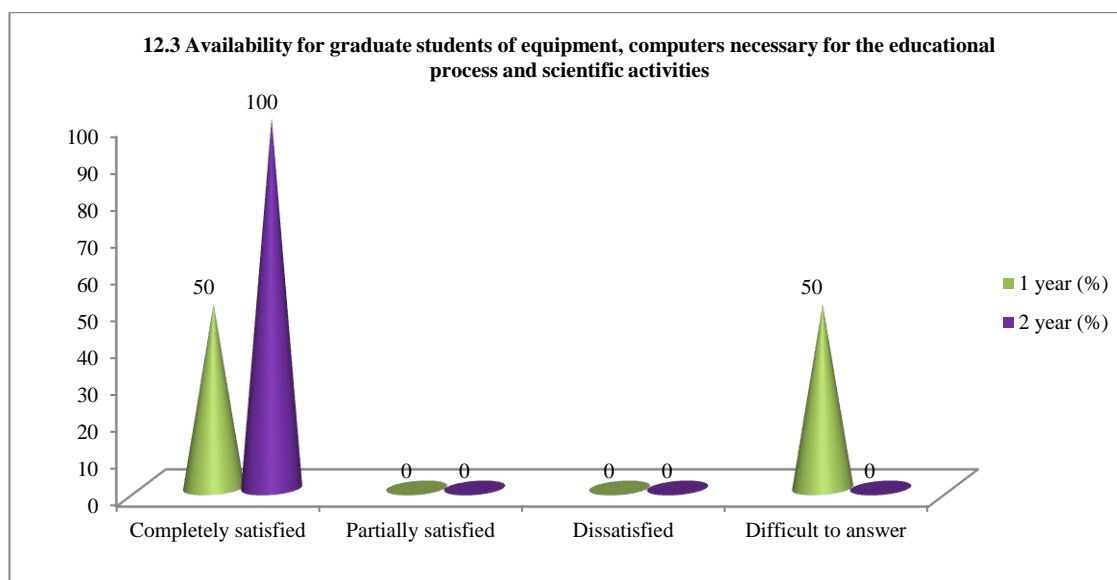
12.2 Material and technical support for applied scientific research

Answer options	1 year (%)	2 year (%)
Completely satisfied	75	100
Partially satisfied	-	-
Dissatisfied	-	-
Difficult to answer	25	-



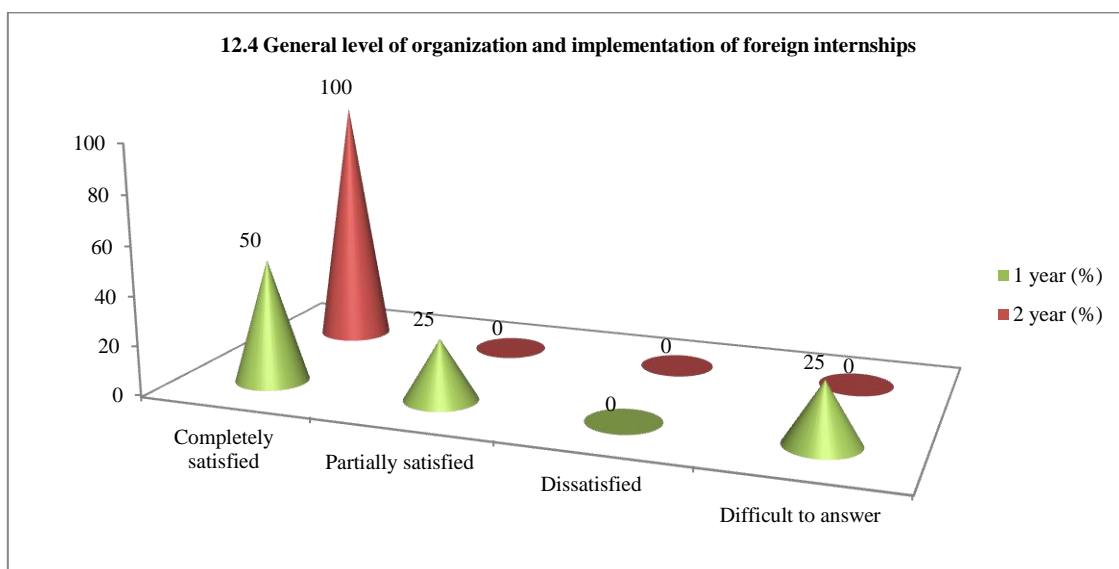
12.3 Availability for graduate students of equipment, computers necessary for the educational process and scientific activities

Answer options	1 year (%)	2 year (%)
Completely satisfied	50	100
Partially satisfied	-	-
Dissatisfied	-	-
Difficult to answer	50	-



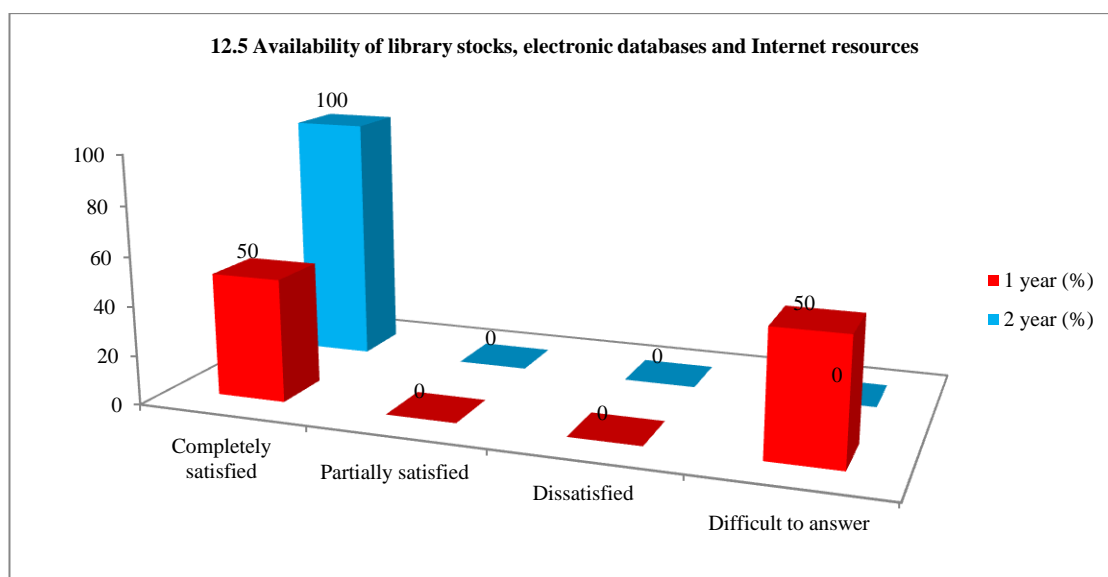
12.4 General level of organization and implementation of foreign internships

Answer options	1 year (%)	2 year (%)
Completely satisfied	50	100
Partially satisfied	25	-
Dissatisfied	-	-
Difficult to answer	25	-



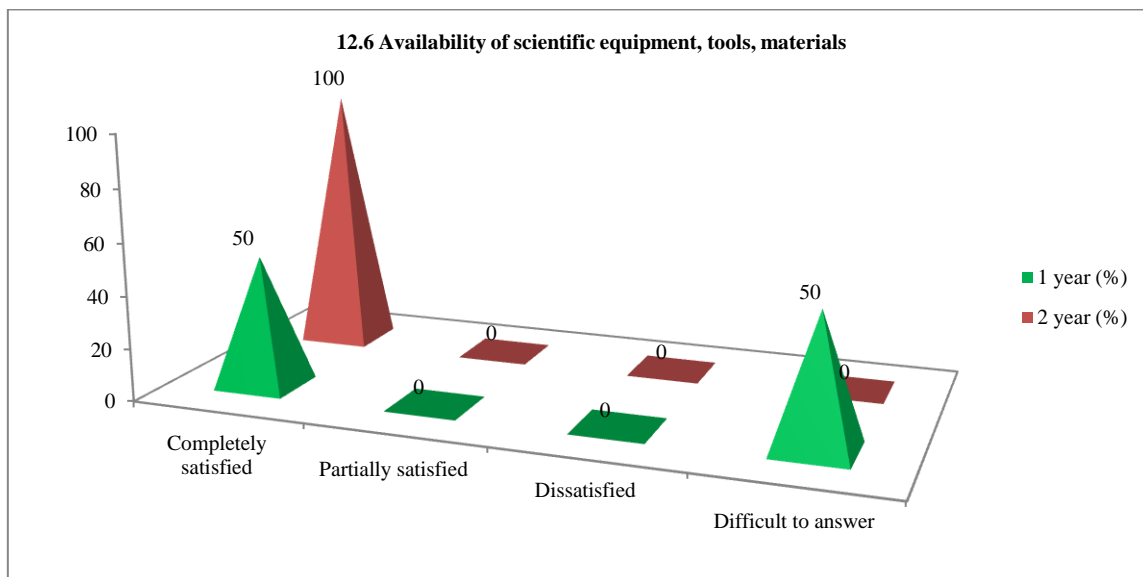
12.5 Availability of library stocks, electronic databases and Internet resources

Answer options	1 year (%)	2 year (%)
Completely satisfied	50	100
Partially satisfied	-	-
Dissatisfied	-	-
Difficult to answer	50	-



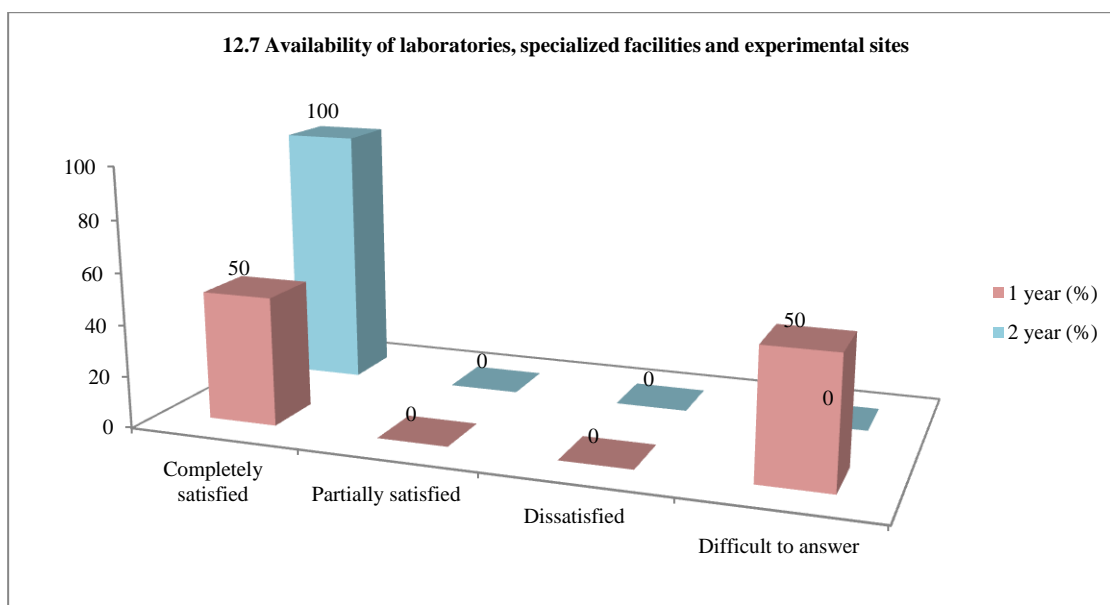
12.6 Availability of scientific equipment, tools, materials

Answer options	1 year (%)	2 year (%)
Completely satisfied	50	100
Partially satisfied	-	-
Dissatisfied	-	-
Difficult to answer	50	-



12.7 Availability of laboratories, specialized facilities and experimental sites

Answer options	1 year (%)	2 year (%)
Completely satisfied	50	100
Partially satisfied	-	-
Dissatisfied	-	-
Difficult to answer	50	-

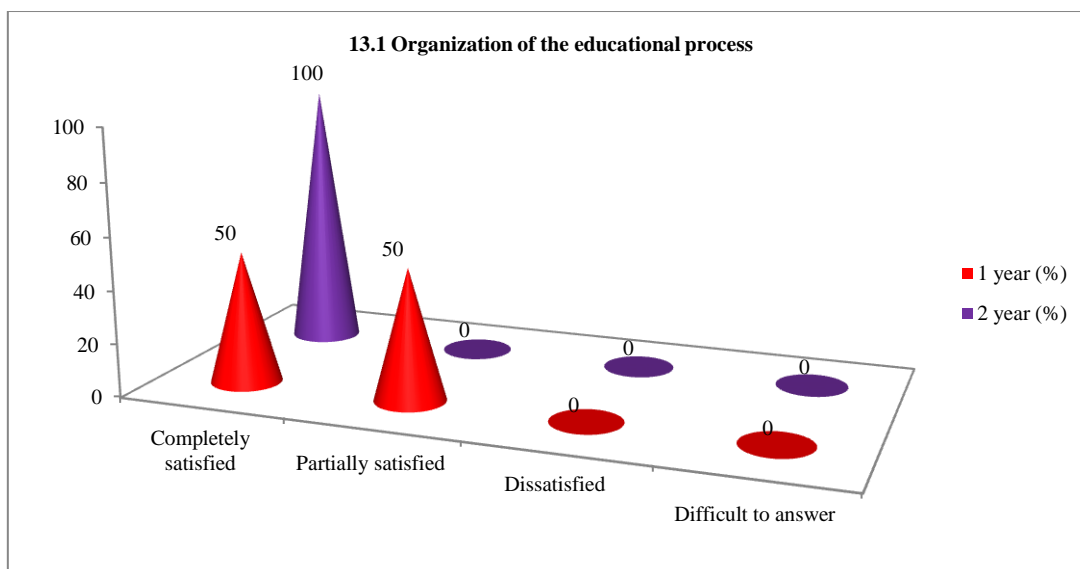


13. Are you satisfied with?

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

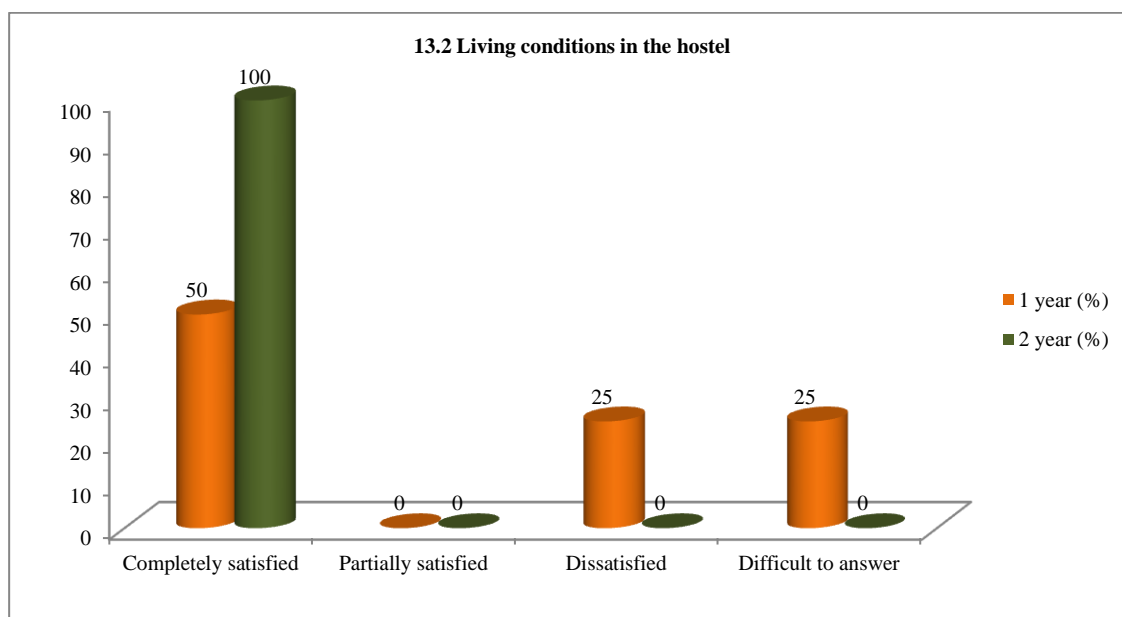
13.1 Organization of the educational process

Answer options	1 year (%)	2 year (%)
Completely satisfied	50	100
Partially satisfied	50	-
Dissatisfied	-	-
Difficult to answer	-	-



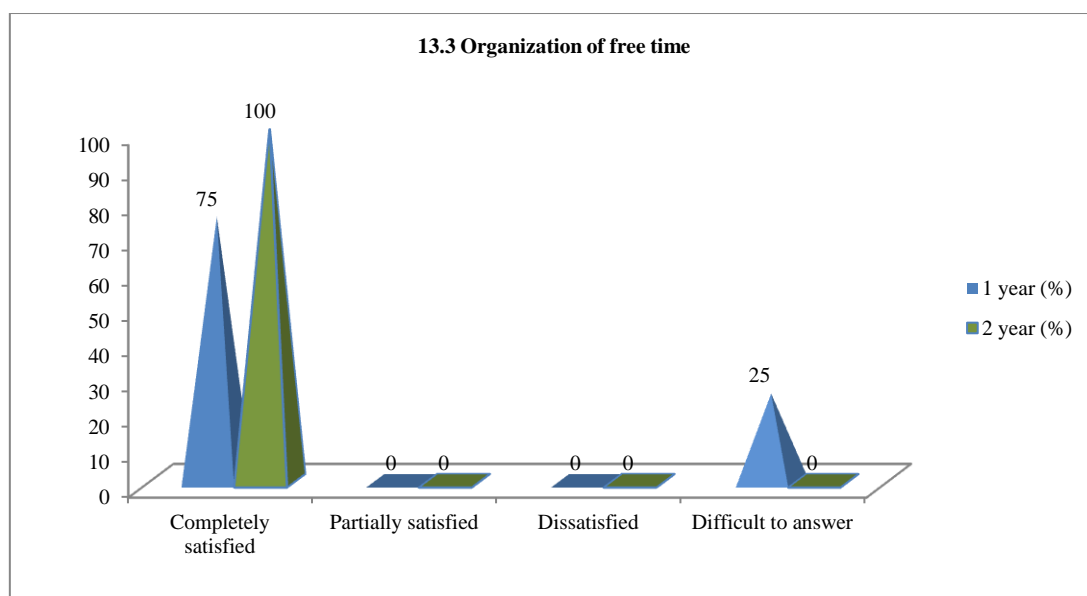
13.2 Living conditions in the hostel

Answer options	1 year (%)	2 year (%)
Completely satisfied	50	100
Partially satisfied	-	-
Dissatisfied	25	-
Difficult to answer	25	-



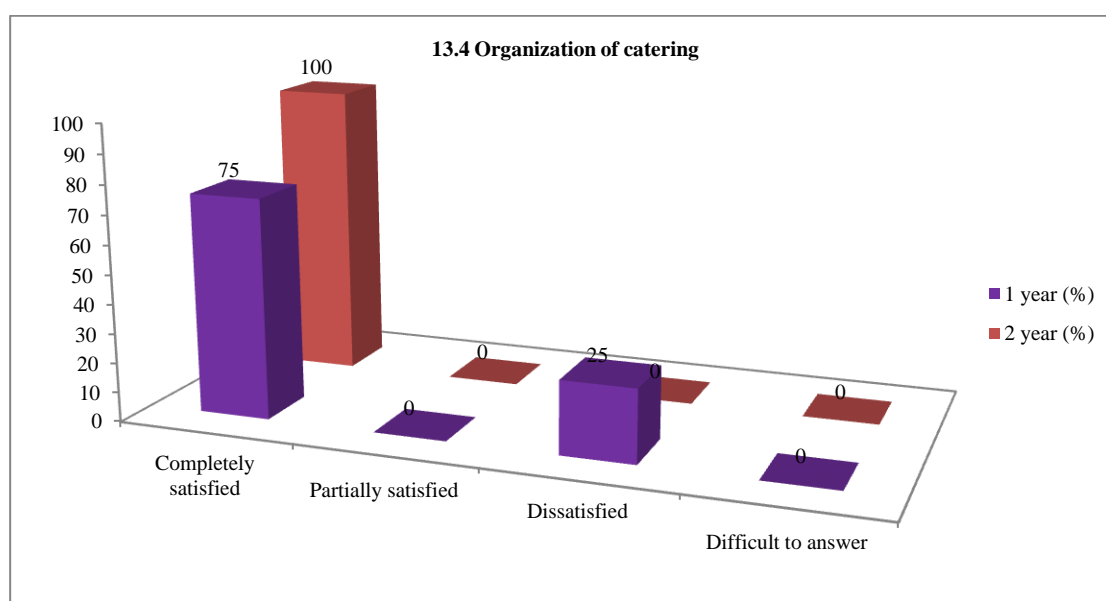
13.3 Organization of free time

Answer options	1 year (%)	2 year (%)
Completely satisfied	75	100
Partially satisfied	-	-
Dissatisfied	-	-
Difficult to answer	25	-



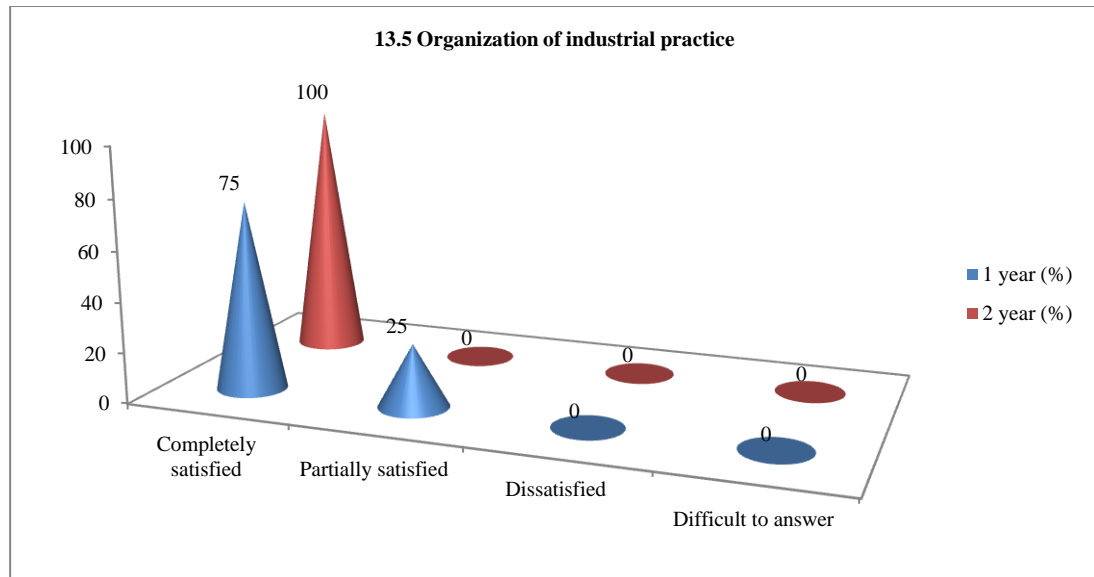
13.4 Organization of catering

Answer options	1 year (%)	2 year (%)
Completely satisfied	75	100
Partially satisfied	-	-
Dissatisfied	25	-
Difficult to answer	-	-



13.5 Organization of industrial practice

Answer options	1 year (%)	2 year (%)
Completely satisfied	75	100
Partially satisfied	25	-
Dissatisfied	-	-
Difficult to answer	-	-



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

- I don't feel it.

Conclusions on the results of the survey:

1. The main factors determining the choice of studying in a master's program at the university:

- the prestige of the university (50%);
- proximity to the family's place of residence (45%);
- continuing education at the same university (45%);
- high quality of education (30%);
- the ability to easily find a job with a diploma from this university (20%);
- availability of budget places (20%);
- leading scientists among the teaching staff (10%);
- a wide choice of specialties (10%).

2. The average level of satisfaction with the availability of information in the field of study for master students is 100%. This is a high level of satisfaction, which indicates that most master students consider the information in their field of study to be accessible and satisfactory. Good availability of information helps master students to more

effectively plan their educational activities, navigate the educational process and successfully master the educational material.

3. *The teaching staff of the master's program is highly rated by master students.* According to key indicators, such as the level of knowledge and professionalism, objectivity, pedagogical skills and teaching methods, more than 93.7% of the survey participants gave ratings of "very high" and "high".

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

- 52.5% of master students actively participate in the development of their work plan under the supervision of the supervisor, which indicates a high degree of independence and responsibility of master students;

- 12.5% 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 help of their supervisor;

- 10% of master students form a plan independently, and the supervisor signs it without exerting significant influence;

- 25% of master students find it difficult to answer whose initiative was greater: theirs or their supervisor's.

5. *Satisfaction with the help of the supervisor in preparing the master's thesis:* 100% of master students are satisfied with the assistance provided by their scientific supervisor. This indicator indicates a high level of satisfaction among master's students with the quality and support they receive from their supervisor.

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

- modern material and technical base (75%);

- strong teaching staff (50%);

- involvement of master students in research projects (30%);

- participation of the University in the development of target programs for the socio-economic development of the region, cities, enterprises (20%);

- work of famous foreign scientists at the University (20%);

- awards, prizes for achievements in science (10%).

7. *Participation of master students in research projects and scientific life of the University:* 90% of master 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, which contributes to their academic and professional development.

8. *Publication of scientific papers:* throughout their career (40%), master's degree students have published their theses and articles in both Kazakhstani and foreign publications.

9. *Level of foreign language proficiency:* 100% from basic level to complete freedom of expression.

10. *Participation of master's degree students in the work of the department:*

- research work of the department (design, experimental design, technological, etc.) as a full participant: 75%;

- writing scientific articles: 65%;

- participation with reports at conferences and seminars: 65%;

- preparation of research reports, abstracts: 75%.

11. Satisfaction of master's degree students with the scientific and educational environment of the University:

- organization of conferences, round tables, forums at the University, with the participation of master's students: 87.5%;
- material and technical support for applied scientific research: 87.5%;
- availability of equipment, computers necessary for the educational process and scientific activity: 75%;
- general level of organization and implementation of foreign internships: 87.5%;
- availability of library collections, electronic databases and Internet resources: 75%;
- availability of scientific equipment, tools, materials: 75%;
- availability of laboratories, specialized facilities and experimental sites: 75%.

12. Organization of the educational process:

- organization of the educational process: 100%;
- living conditions in the hostel: 75%;
- organization of free time: 87.5%;
- organization of catering: 87.5%;
- organization of industrial practice: 87.5%.

Overall, master students highly value the research and learning opportunities provided by the university, which is reflected in postgraduate student satisfaction. The overall satisfaction of postgraduate students in the specialty "Organization of transportation, traffic and operation of transport" with educational services is **82,4%**, which indicates a high level of student satisfaction overall, despite individual problems and areas for improvement.

Recommendations:

1. Discussion of the survey results:
 - the head of the department must familiarize and discuss the survey results with the staff and master students.
2. Availability of the survey results:
 - master students can request survey results by email from the Quality management and accreditation center: cqma@ktu.edu.kz.