

Report
based on the results of the survey “Master students’
satisfaction with educational services”

Specialty: “Earth remote sensing”

The Center of Quality Management and Accreditation conducted an electronic anonymous survey among master students in January - February 2022 to ensure maximum satisfaction of the needs of students in the learning process.

The purpose of the survey: to identify problems that arise in the process of training and scientific work of the 1-2 year master students at KTU.

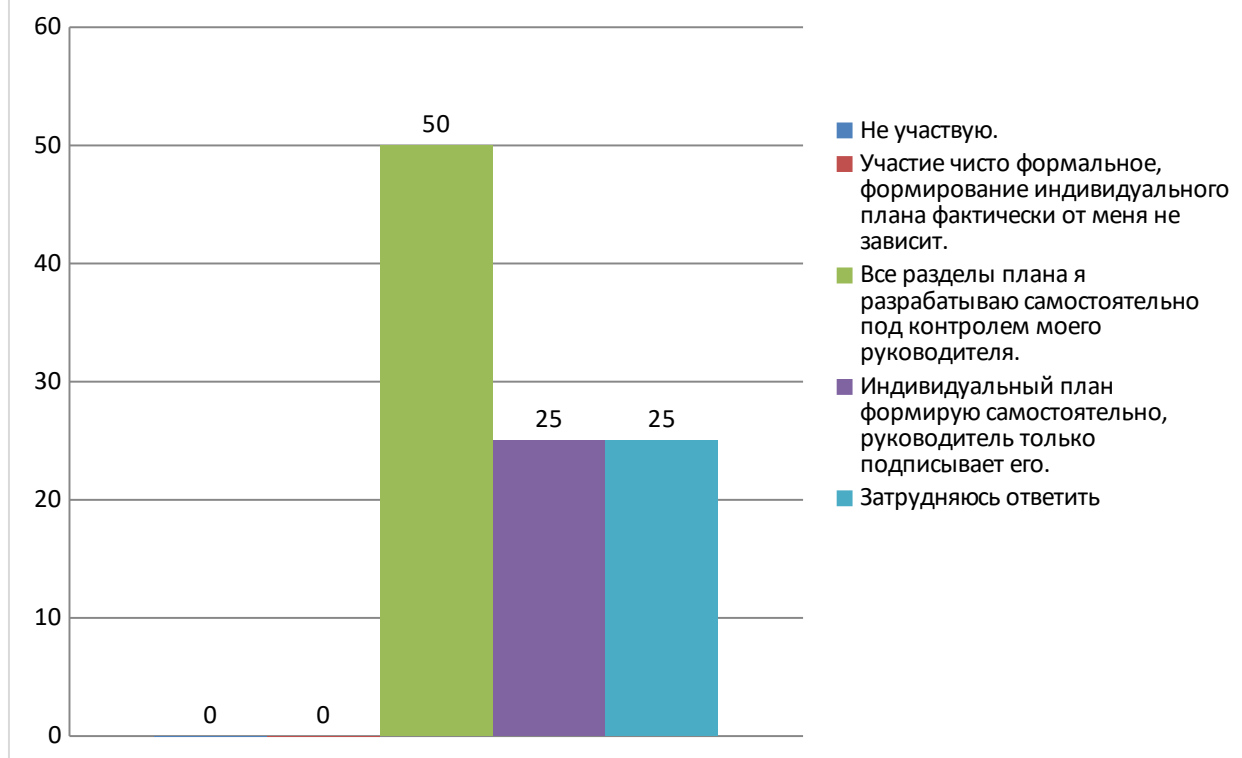
In specialty “Earth remote sensing”, the 1 year (4 master students) took part in the survey.

In the course of the survey, the following data were obtained:

1. Evaluate your participation in forming an individual work plan of a master student.

Answer options	1 year (%)
Do not participate.	-
Participation is purely formal, the formation of an individual plan actually does not depend on me.	-
I develop all the sections of the plan independently under the supervision of my supervisor.	50
I form an individual plan on my own, the supervisor only signs it.	25
Difficult to answer	25

1. Evaluate your participation in forming an individual work plan of a master student.



Studying in the master's program is performed in accordance with the individual work plan of the master students that is developed with participation of the supervisor of the master's program. Additional information of participation of a master student in scientific conferences, publications, etc. can be entered into an individual plan.

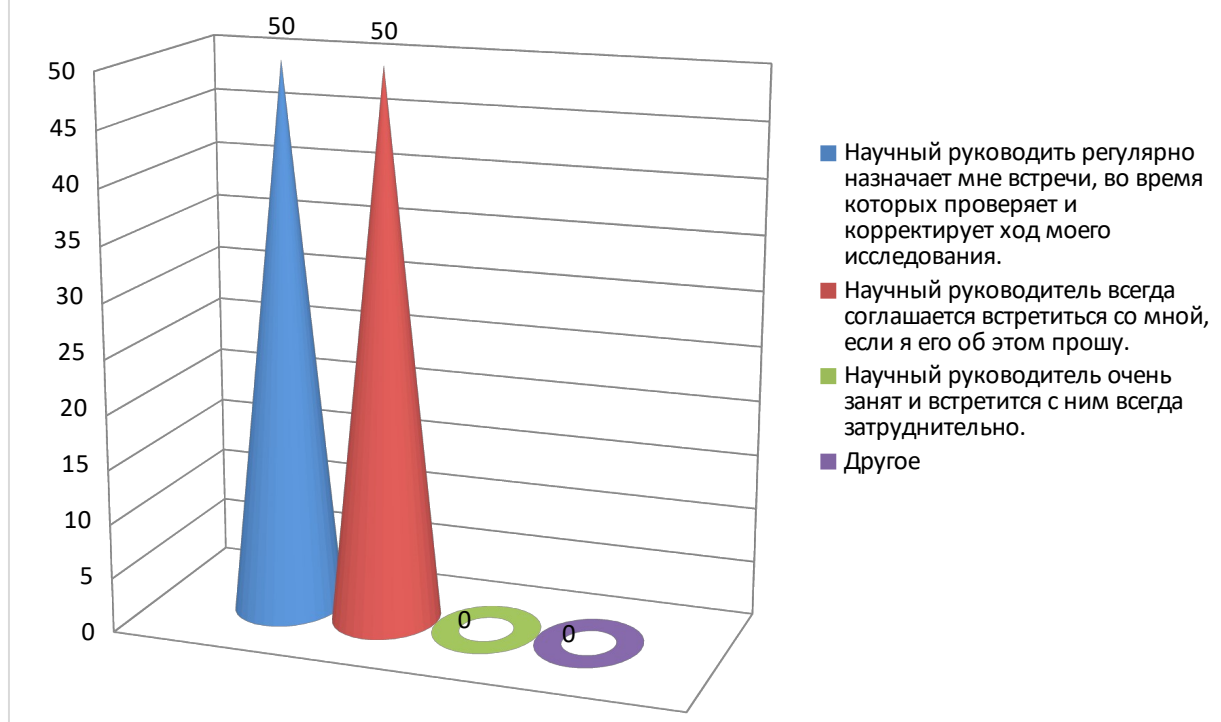
From the results obtained, it can be concluded that 50% of master students develop all the sections of the plan on their own under the supervision of supervisors. The opinions of the students were also divided between the options "I form an individual plan on my own, the supervisor only signs it" and "I find it difficult to answer".

Probably, supervisors of master's programs should pay attention to the planning of educational and research activities of master students with their more active participation.

2. How often do you meet with your supervisor and on whose initiative?

Answer options	1 year (%)
The scientific supervisor regularly makes appointments for me during which he checks and corrects the progress of my research.	50
The supervisor always agrees to meet with me if I ask him to.	50
The supervisor is very busy and it is always difficult to meet with him.	-
Other	-

2. How often do you meet with your scientific supervisor and on whose initiative?



An important condition of training a master student is implementation of regular monitoring and coordination of his activities by the supervisor. For the most part, this happens during personal meetings between the master student and the supervisor. Half of the surveyed, 50% of master students noted that the supervisor always agrees to meet at the request of the master student, and 50% of master students are regularly invited by scientific supervisors to meet. The supervisor and master student should be in constant contact, conduct scientific discussions, and students should carefully prepare for the meeting with the supervisor.

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

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

Answer options	1 year (%)
High	25
Medium	25
Low	-
Difficult to answer	50

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

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

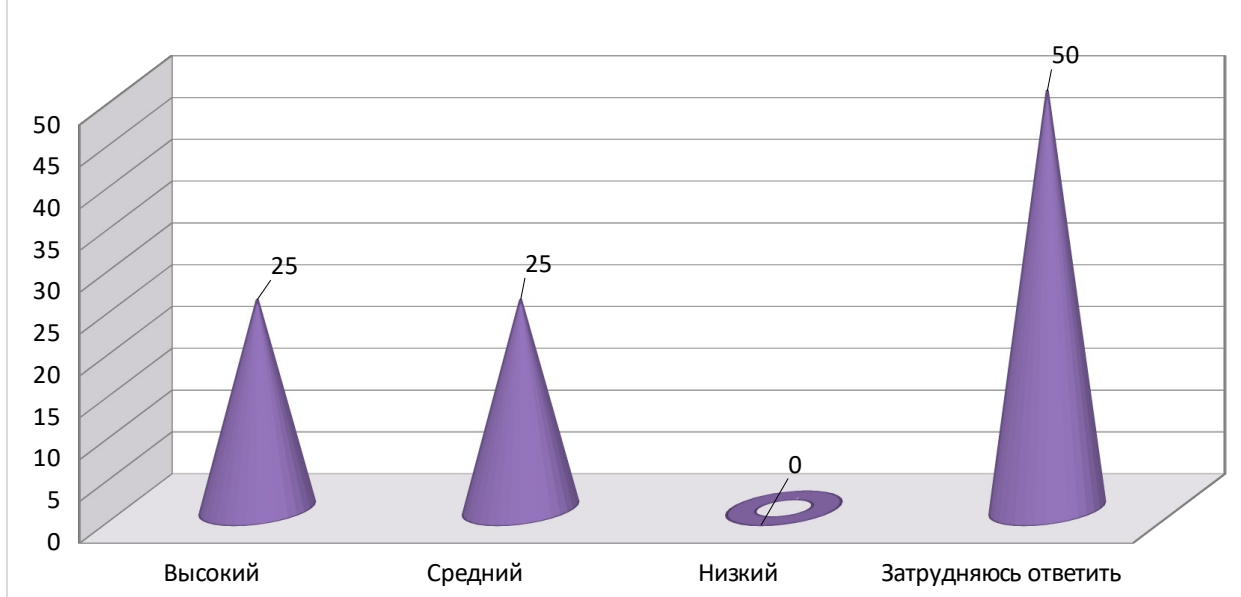
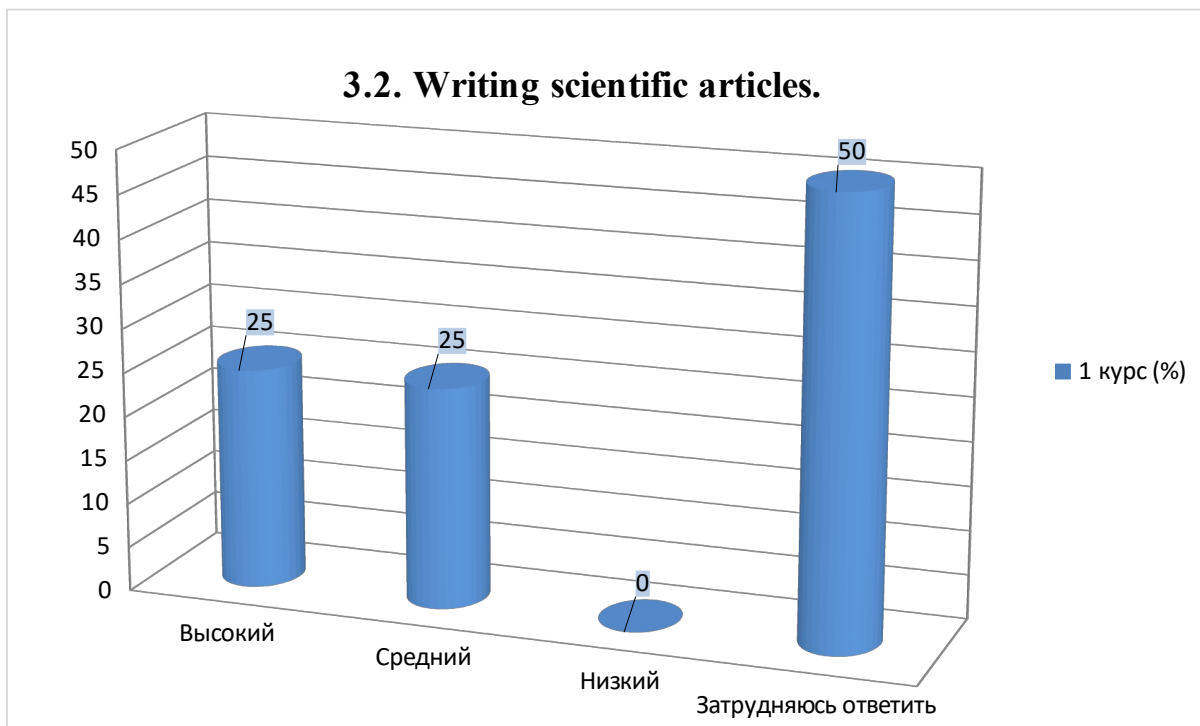


Diagram No. 3.1. Participation in research work of the department (design, development, technological, etc.) as a full participant was rated by 25% of master students as "high". 25% selected the “medium” option, and 50% found it difficult to answer. The objectives of research activities are:

- conducting fundamental, exploratory, applied research, development and innovation activities;
- obtaining new knowledge through scientific research and creative activities of scientific and pedagogical workers and students;
- research and development of theoretical and methodological foundations of scientific research, etc.

3.2. Writing scientific articles.

Answer options	1 year (%)
High	25
Medium	25
Low	-
Difficult to answer	50



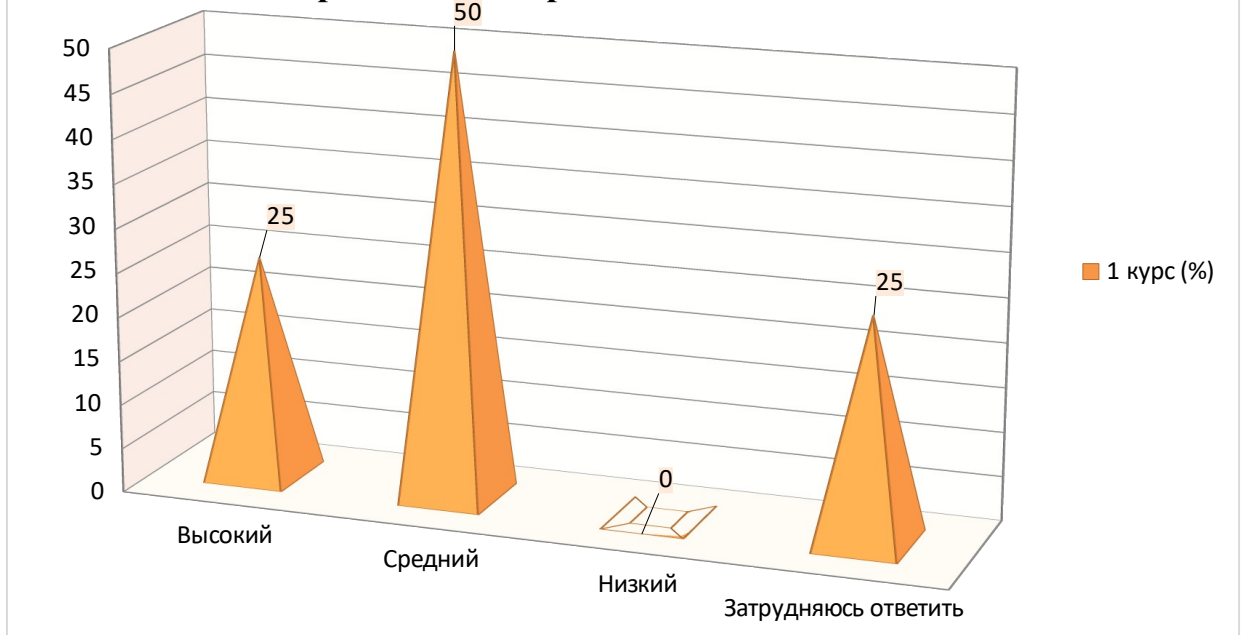
Writing scientific articles gives the master student space for creative activity and self-realization, helps to clearly determine the choice of the direction of scientific research.

The publication of master's articles has many more advantages for students studying in the master's program: presenting and discussing their scientific research at forums, etc., deepening professional knowledge and gaining competitiveness, and the likelihood of being noticed both in the scientific community and in the circle of employers.

3.3 Participation with reports at conferences and seminars.

Answer options	1 year (%)
High	25
Medium	50
Low	-
Difficult to answer	25

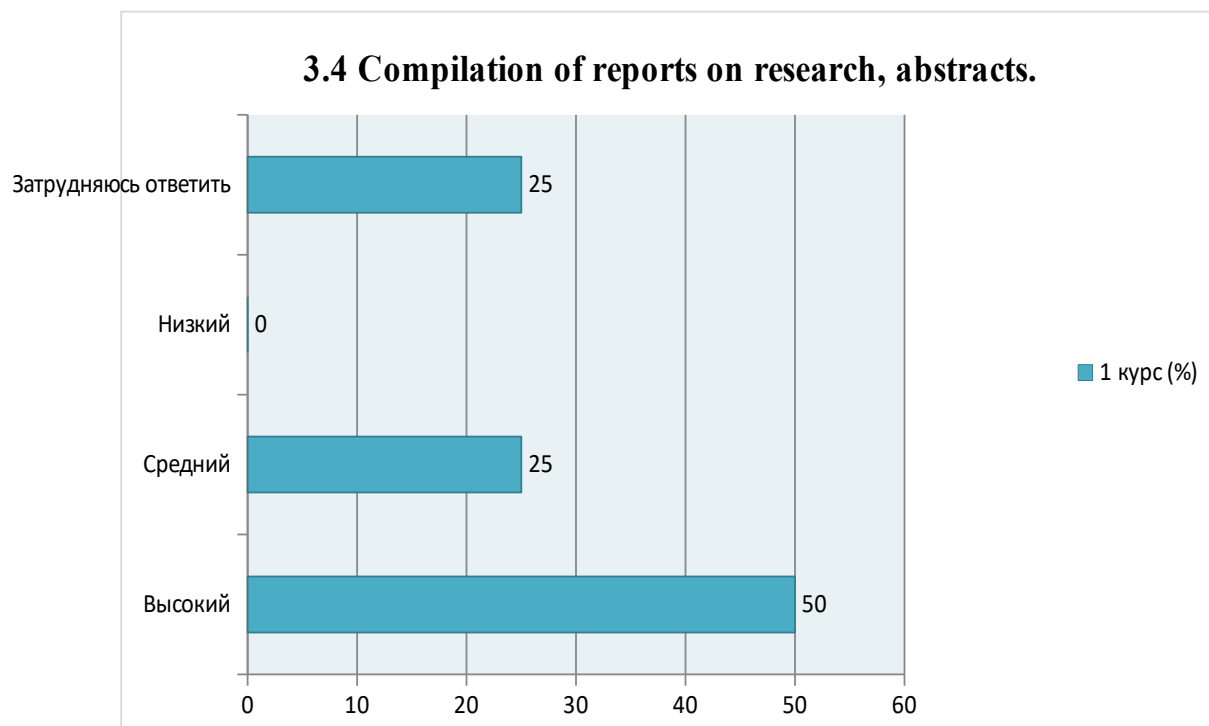
3.3 Participation with reports at conferences and seminars.



One of the factors that increase the effectiveness of scientific and pedagogical training of master students is participation with reports at conferences and seminars. "Participation with reports at conferences and seminars" is marked by the majority of master students, 50% as "medium", 25% as "high" and 25% as "difficult to answer".

3.4 Compilation of reports on research, abstracts.

Answer options	1 year (%)
High	50
Medium	25
Low	-
Difficult to answer	25



The R&D report is drawn up in accordance with the requirements and submitted for verification to the head of the practice. Alongside with the content of the master's research, the report on the research work of the master student serves as an indicator of his viability as a novice scientist. Based on these documents, a decision is made and the student is awarded a master's degree, as well as recommendations are given regarding the continuation of scientific activity and the advisability of entering graduate school.

Compilation of reports on research, abstracts was rated by 50% of master students as "high"; medium - 25% and found it difficult to answer 25%. The data show that master students are active in compiling reports on research and abstracts.

4. Are you satisfied with the scientific and educational environment of the University when studying for a master's degree?

4.1 Organization of conferences, round tables, forums at the University with participation of master students.

Answer options	1 year (%)
Satisfied completely	50
Satisfied partly	25
Not satisfied	-
Difficult to answer	25

4. Are you satisfied with the scientific and educational environment of the University when studying for a masters' degree?

4.1 Organization of conferences, round tables, forums at the University with participation of master students.

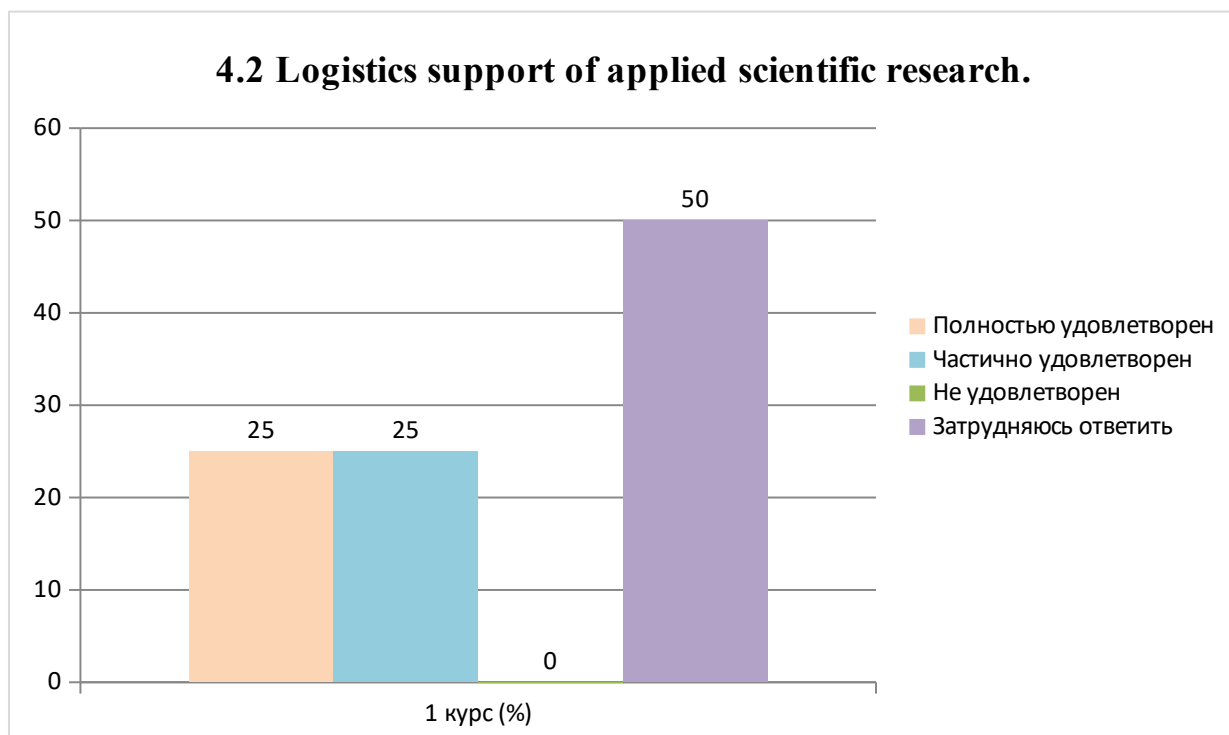


Most of the respondents, 50% are "completely satisfied" with organization of conferences, round tables and forums with participation of master students that are held at KTU. The options "partly satisfied", "difficult to answer" amounted to 25% each. There should be created more opportunities for the participation of master students in conferences, round tables and forums that are held every year within the walls of the University.

4.2 Logistics support for applied scientific research.

Answer options	1 year (%)
Satisfied completely	25
Satisfied partly	25
Not satisfied	-
Difficult to answer	50

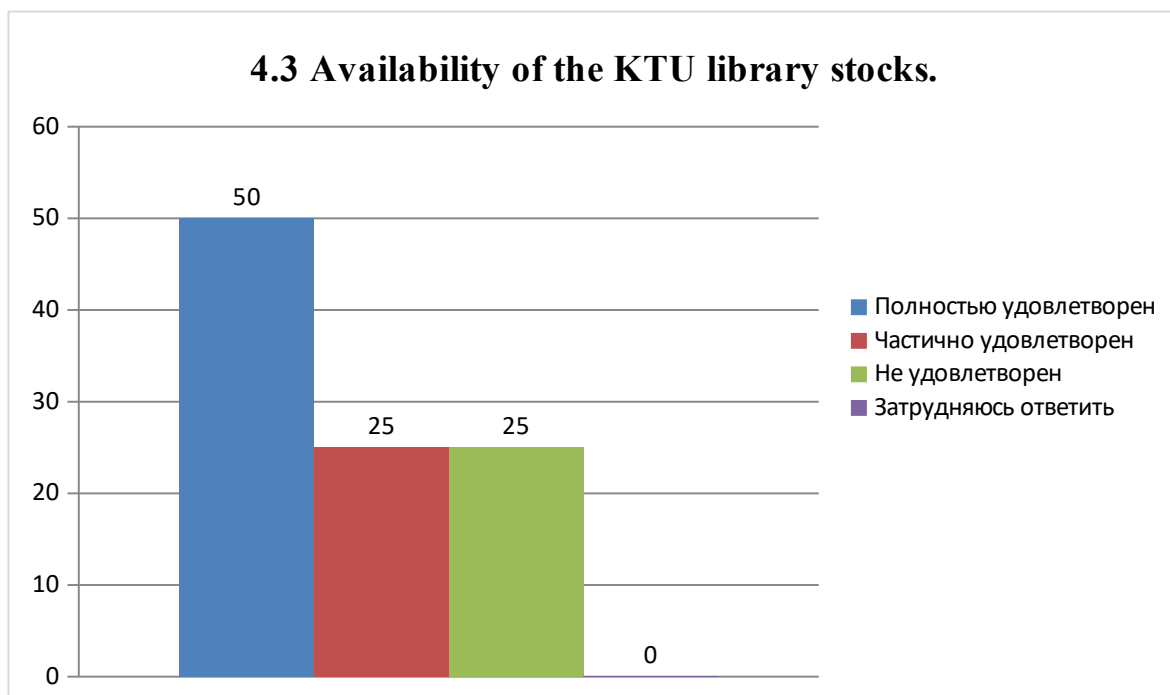
4.2 Logistics support of applied scientific research.



According to the responses received, the logistics of applied scientific research fully and partly satisfied 25%. Master students also selected the option “difficult to answer” and among the respondents there are no dissatisfied with the material and technical support of applied scientific research.

4.3 Availability of the KTU library stocks

Answer options	1 year (%)
Satisfied completely	50
Satisfied partly	25
Not satisfied	25
Difficult to answer	-

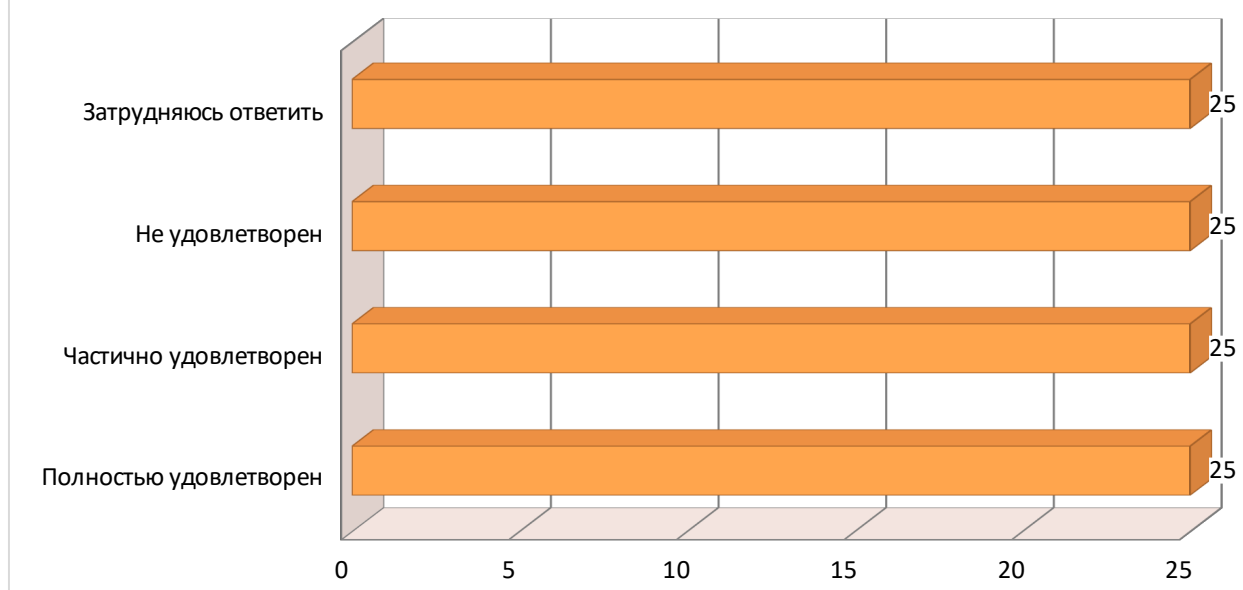


Free and fast access to information is an important factor for the development and competitiveness of the university. Therefore, the assessment of the activities of the library and availability of its stock is one of the main aspects of the assessment of the educational process. The majority of master students selected the options “completely satisfied” with availability of the KTU library stocks - 50% and partly - 25%. The library of KTU is one of the structural divisions of the University, providing literature and information for the educational process and scientific research, as well as a center of dissemination of knowledge, spiritual, intellectual communication and culture.

4.4 The general level of organization and conducting foreign internships.

Answer options	1 year (%)
Satisfied completely	25
Satisfied partly	25
Not satisfied	25
Difficult to answer	25

4.4 The general level of organization and conducting foreign internships.



An internship abroad for a master's student is a great way to increase your value in the labor market, gain new professional skills, and consolidate your knowledge of a foreign language.

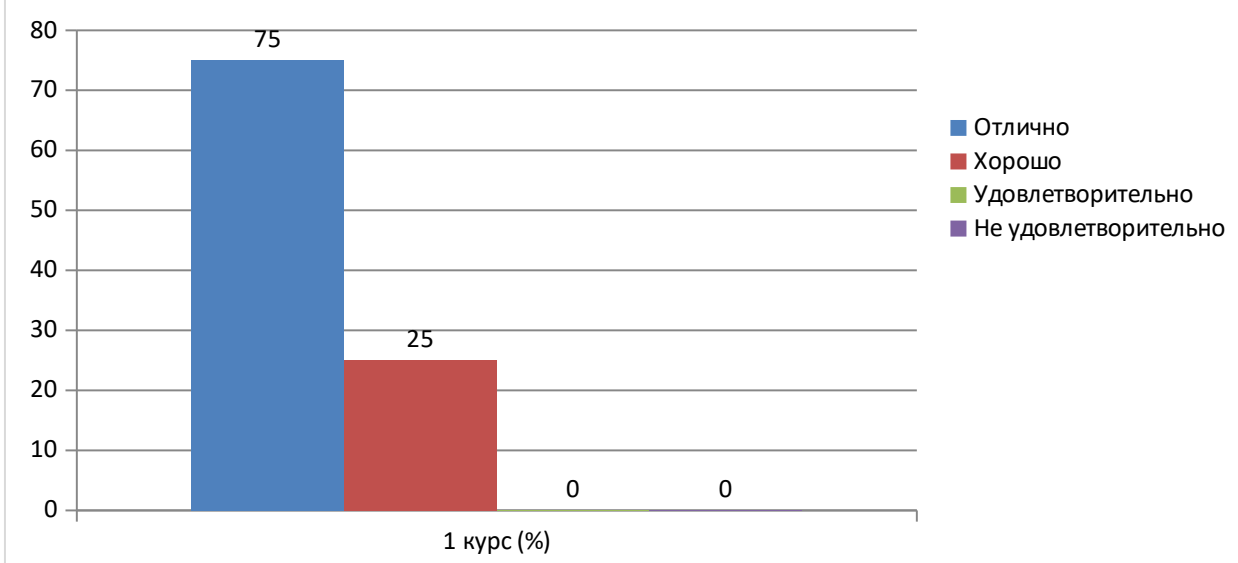
5. How would you rate the teaching staff of your master's program in general?

5.1 Knowledge, qualifications.

Answer options	1 year (%)
Excellent	75
Good	25
Satisfactory	-
Unsatisfactory	-

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5.1 Knowledge, qualifications.

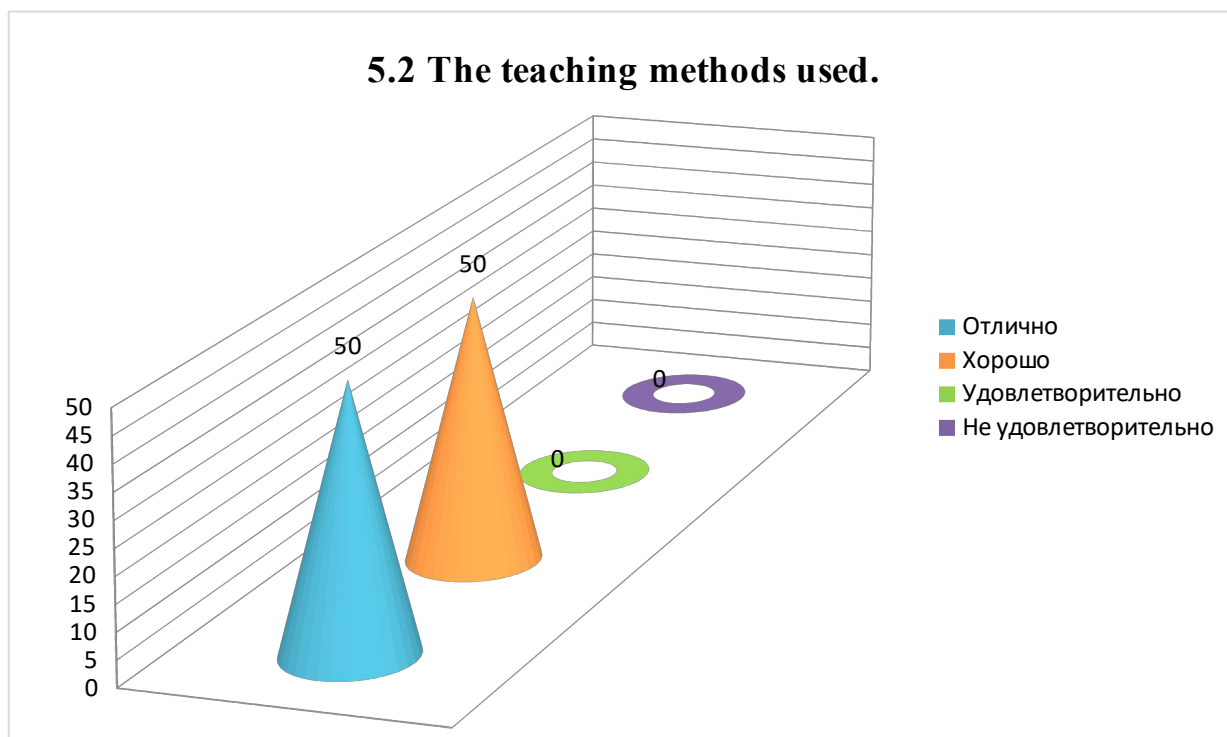


The quality of education is largely determined by the quality of teaching of the teaching staff. When evaluating the "knowledge, qualifications of the teaching staff of the master's program" 75% of the respondents answered that it was "excellent", and 25% "good". The master students rated the indicators of knowledge and qualifications of the teaching staff as high.

5.2 The teaching methods used.

Answer options	1 year (%)
Excellent	50
Good	50
Satisfactory	-
Unsatisfactory	-

5.2 The teaching methods used.



Master students highly appreciate the teaching methods used: 50% are completely satisfied, they rated it as "excellent", 50% rated it as "good".

If you experience difficulties studying in the magistracy, then what caused them? (write)

1 year
-

Your training profile

1 year
-

Please write what questions, in your opinion, should be added to this questionnaire to determine the evaluation of the educational process organization, the quality of education and other activities of the University.

1 year
-

* (The students' answers are presented in the original, spelling and punctuation of the authors preserved)

Based on the results of the survey, the following conclusions can be drawn:

It should be noted that the respondents are in general satisfied with the joint work with their supervisors. As a result, 50% of master students develop all sections of the plan independently under the supervision of the head.

The level of participation in the work of the department, namely: "Research work of the department (design, development, technological, etc.) as a full participant", "Writing scientific articles", "Participation with reports at conferences and seminars", "Compiling reports on research, abstracts" was rated as "high" and "medium".

Most master students are fully and partly satisfied with organization of conferences, round tables and forums at the University.

Most of the master students are completely and partly satisfied with availability of the KTU library collections.

Dissatisfied with the general level of organization and conducting foreign internships among master students are 25%. There should be considered the ways and means to improve the overall level of organization and conducting foreign internships.

The knowledge and qualifications, as well as the teaching methods used by the teaching staff of the master's program, are rated as "excellent" by the majority of master students.

When studying in the master's program, they in general do not experience difficulties. There also were no suggestions from master students that should be added to this questionnaire to determine the evaluation of organization of the educational process, the quality of education and other areas of the University activities.

Recommendations:

1. The head of the department, the head of the PED should familiarize and acquaint master students with the results of the survey and, if needed, develop an action plan to improve the quality of educational services.

* (The students' answers are presented in the original, spelling and punctuation of the authors preserved)