

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

**Specialty: “Geodesy”**

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.

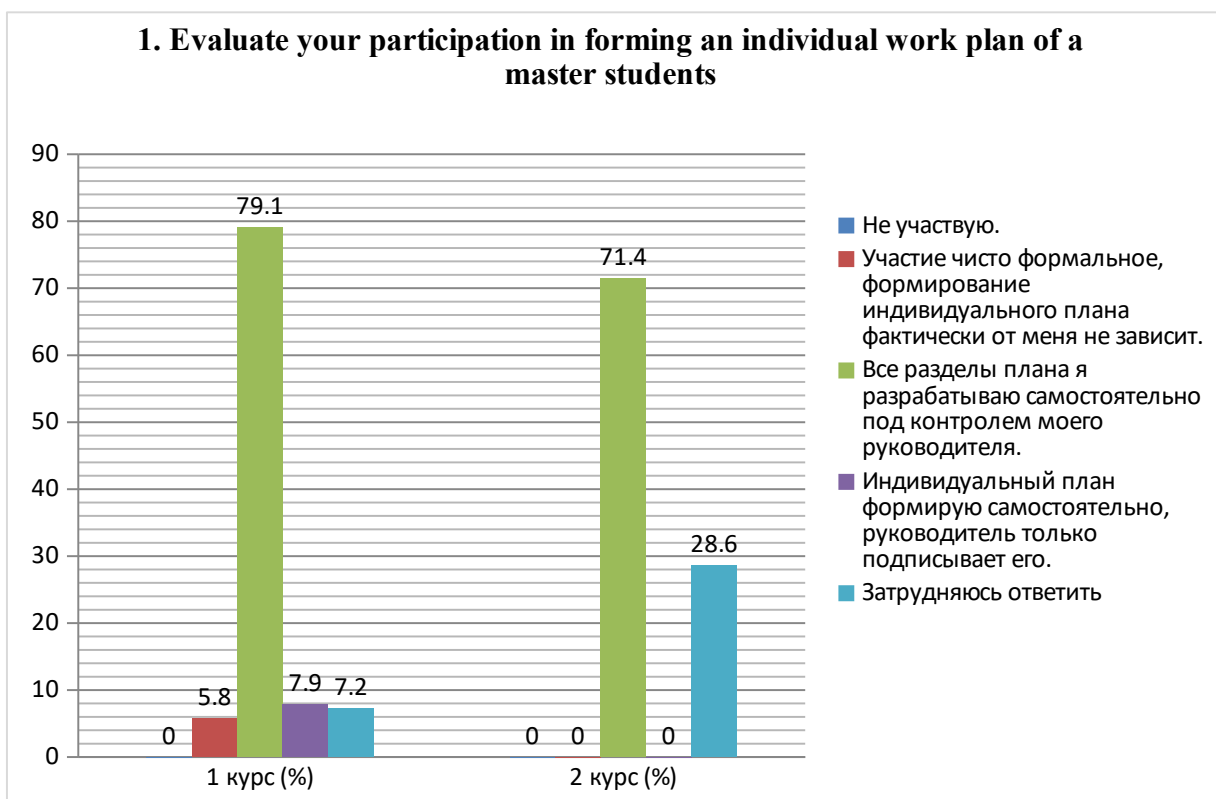
**The purpose of the survey:** to identify problems that arise in the process of training and scientific work of the 1-2 year master students at KTU.

In specialty “Geodesy”, the 1-2 year (17 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.**

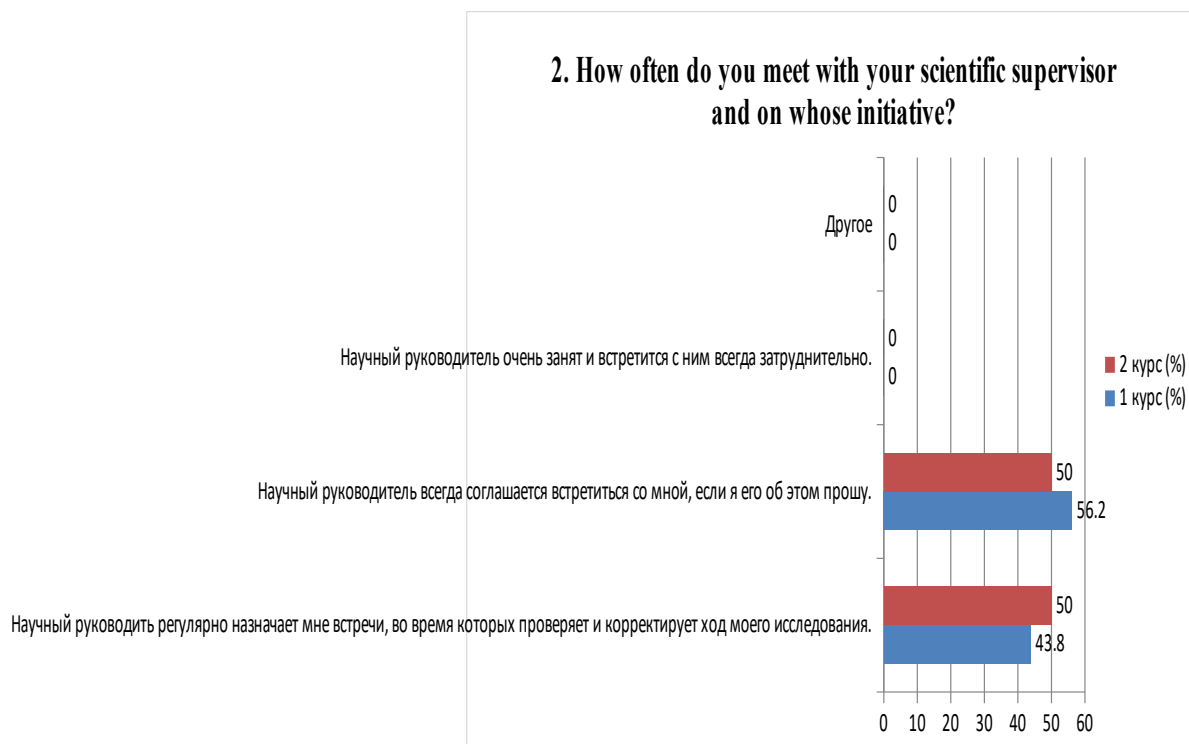
<b>Answer options</b>	<b>1 year (%)</b>	<b>2 year (%)</b>
Do not participate.	-	-
Participation is purely formal, the formation of an individual plan actually does not depend on me.	5.8	-
I develop all the sections of the plan independently under the supervision of my supervisor.	79.1	71.4
I form an individual plan on my own, the supervisor only signs it.	7.9	-
Difficult to answer	7.2	28.6



According to this diagram, the majority of master students indicated that all the sections of the plan are developed independently under the supervision of the supervisor, and some respondents form an individual plan on their own, and supervisors sign. Some respondents also found it difficult to answer, and participate purely formally in forming individual work plans of master students. 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 (%)	2 year (%)
The scientific supervisor regularly makes appointments for me during which he checks and corrects the progress of my research.	43.8	50
The supervisor always agrees to meet with me if I ask him to.	56.2	50
The supervisor is very busy and it is always difficult to meet with him.	-	-
Other	-	-



According to diagram No. 2, it can be seen that the majority of master students, 53.1% selected the option "The supervisor always agrees to meet with me if I ask him to." 46.9% of respondents noted: "The scientific sSupervisor makes regular appointments with me during which he checks and corrects the progress of my research."

For the dissertation work, the supervisor plays the second most important role, after the master student, he monitors the progress of his research, regularly makes appointments, checks the performance of the work in parts or as a whole, changes and supplements what is necessary in the work.

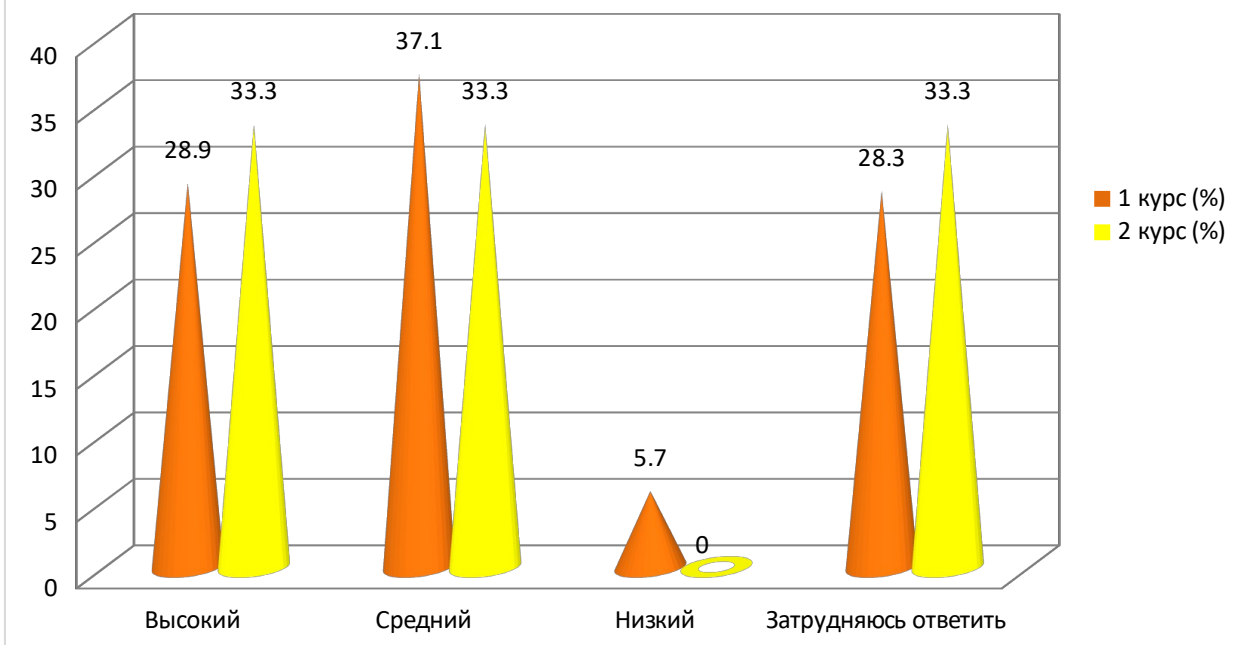
### 3. Evaluate the level of your participation in the following types of the department work.

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

Answer options	1 year (%)	2 year (%)
High	28.9	33.3
Medium	37.1	33.3
Low	5.7	-
Difficult to answer	28.3	33.3

### 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.



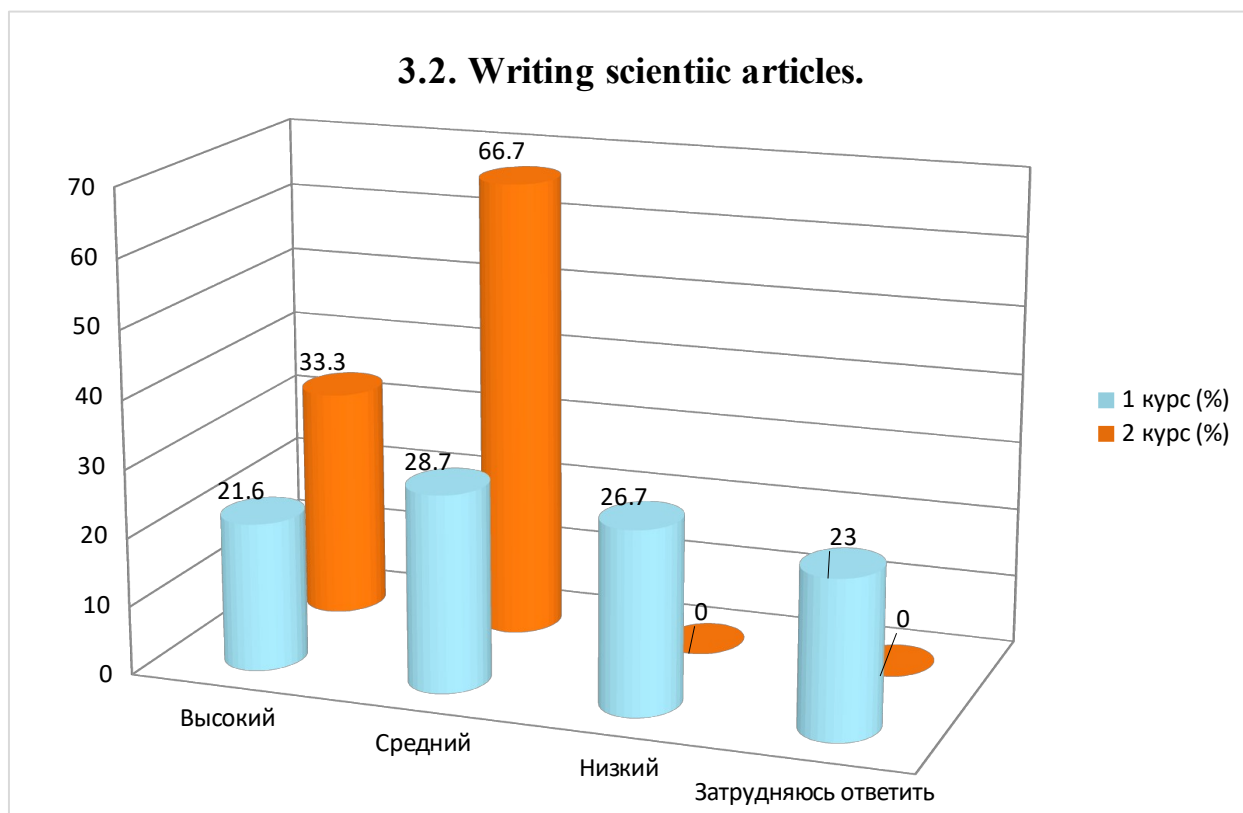
The level of participation in the research work of the department (design, development, technological, etc.) as a full participant was rated by master students as "high" - 31.1%, "medium" - 35.2%, "low" - 2.8% and "Difficult to answer" - 30.8%.

The research program of undergraduates is determined at the beginning of the first year of study, research is carried out under the supervision of the supervisor according to the approved plan.

#### 3.2. Writing scientific articles.

Answer options	1 year (%)	2 year (%)
High	21.6	33.3
Medium	28.7	66.7
Low	26.7	-
Difficult to answer	23	-

### 3.2. Writing scientific articles.



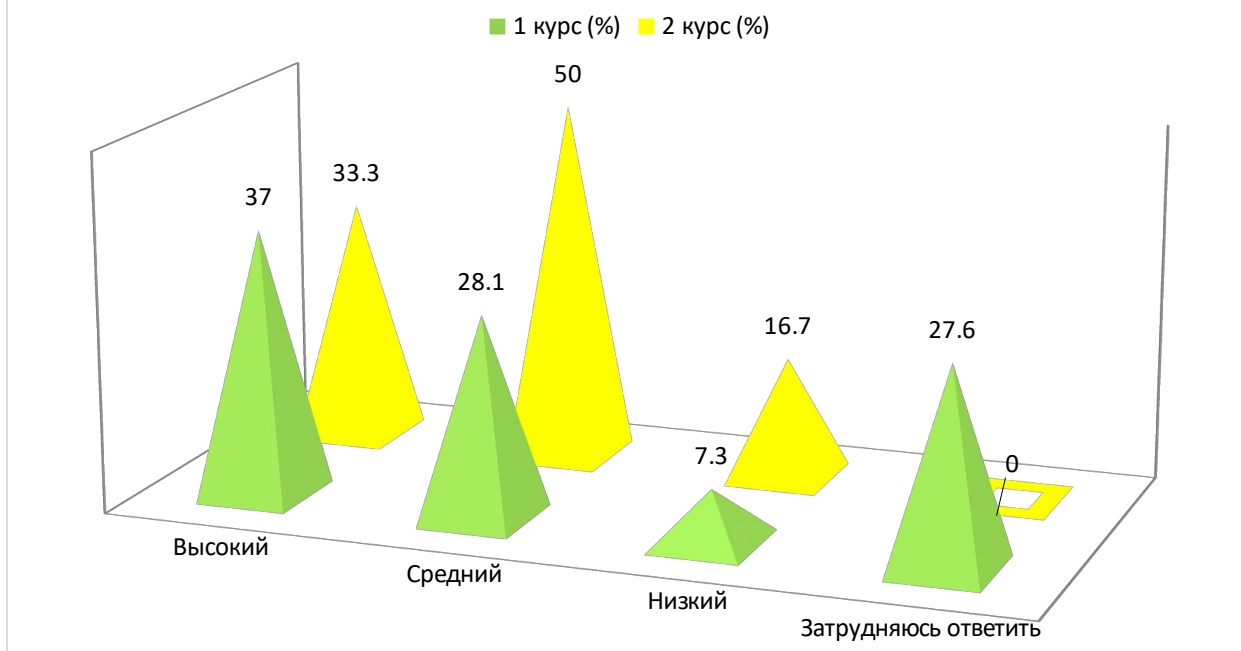
Writing and publishing scientific articles are among the professional duties of every master. The presence of published scientific articles for a master student serves as an admission to the defense of a master's thesis and is an indicator of the author's success as a novice researcher.

According to the diagram, it can be seen that in writing scientific articles, the 2 year master students rated: 33.3% as “high”, and 66.7% “medium”. The majority of the 1 year master students, 23% found it difficult to answer the question; the answers of master students were distributed between the answers "high" - 21.6%, "medium" - 28.7% and "low" - 26.7%. It is recommended to increase scientific research work of master students: conducting scientific research when performing a master's thesis; participation with reports at conferences and seminars; writing scientific articles; participation in the work of the department (design, experimental design, technological, etc.) as a full participant.

### 3.3 Participation with reports at conferences and seminars.

Answer options	1 year (%)	2 year (%)
High	37	33,3
Medium	28,1	50
Low	7,3	16,7
Difficult to answer	27,6	-

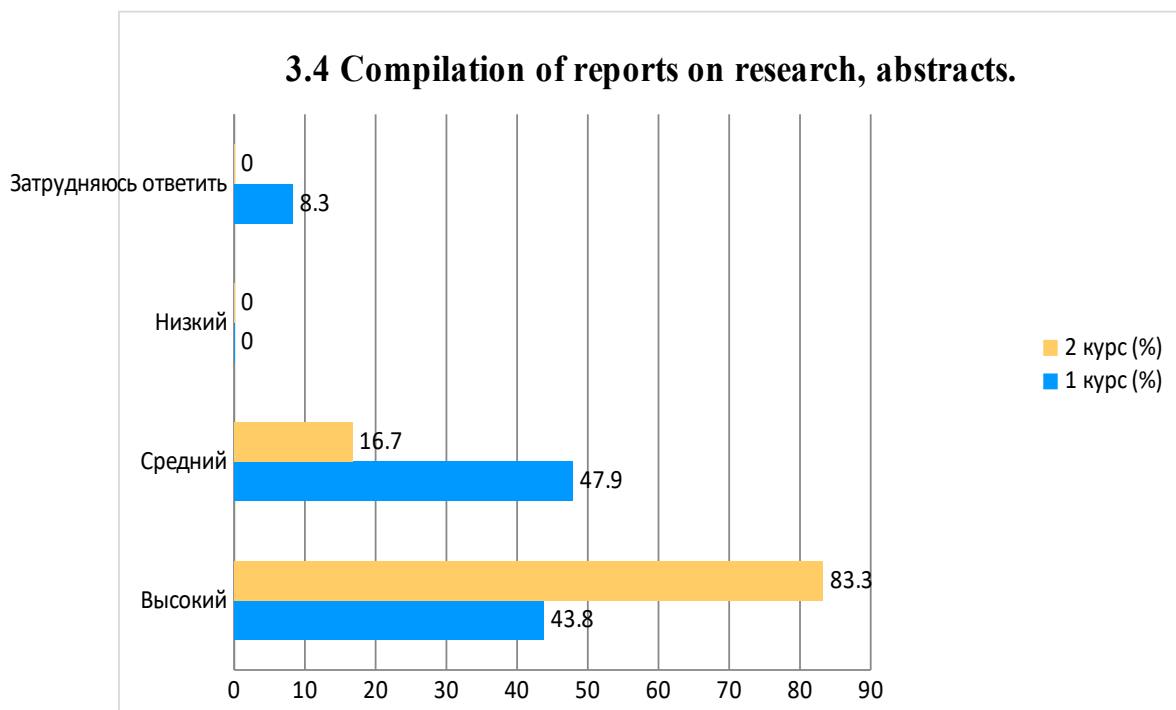
### 3.3 Participation with reports at conferences and seminars.



The main task of the master students when participating with reports at conferences and seminars is to expand the circle of scientific communication, to develop the skills of free presentation of the results of their own scientific research, to hear points of view in the field of ongoing research and exchange experience. The majority of master students, 39.1% rated it as "medium", 35.1% as high, 12% as low and 13.8% as "difficult to answer"

### 3.4 Compilation of reports on research, abstracts.

Answer options	1 year (%)	2 year (%)
High	43.8	83.3
Medium	47.9	16.7
Low	-	-
Difficult to answer	8.3	-



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 evaluated by 63.5% of master students as "high", 32.2% as medium, and 4.1% found it difficult to answer. The data show that master students are active in compiling reports on research and abstracts.

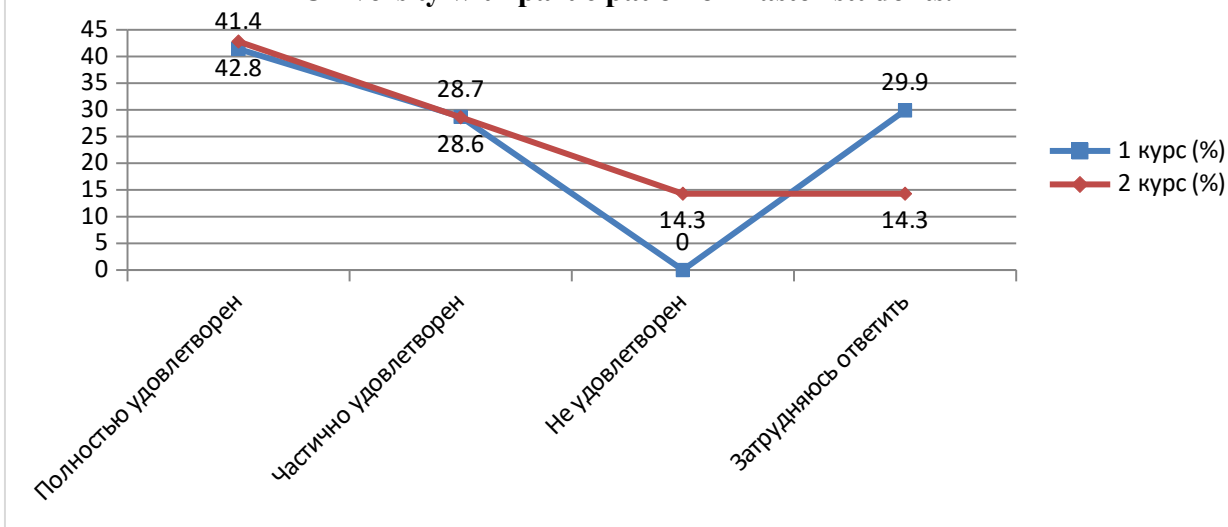
#### 4. Are you satisfied with the scientific and educational environment of the University when studying for a master's degree?

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

Answer options	1 year (%)	2 year (%)
Satisfied completely	41,4	42,8
Satisfied partly	28,7	28,6
Not satisfied	-	14,3
Difficult to answer	29,9	14,3

#### 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 and forums at the University with participation of master students.



The respondents' answers were distributed as follows: 42.1% - "completely satisfied", 28.6% - "partly satisfied", 7.1% - "not satisfied" and 22.1% - "difficult to answer".

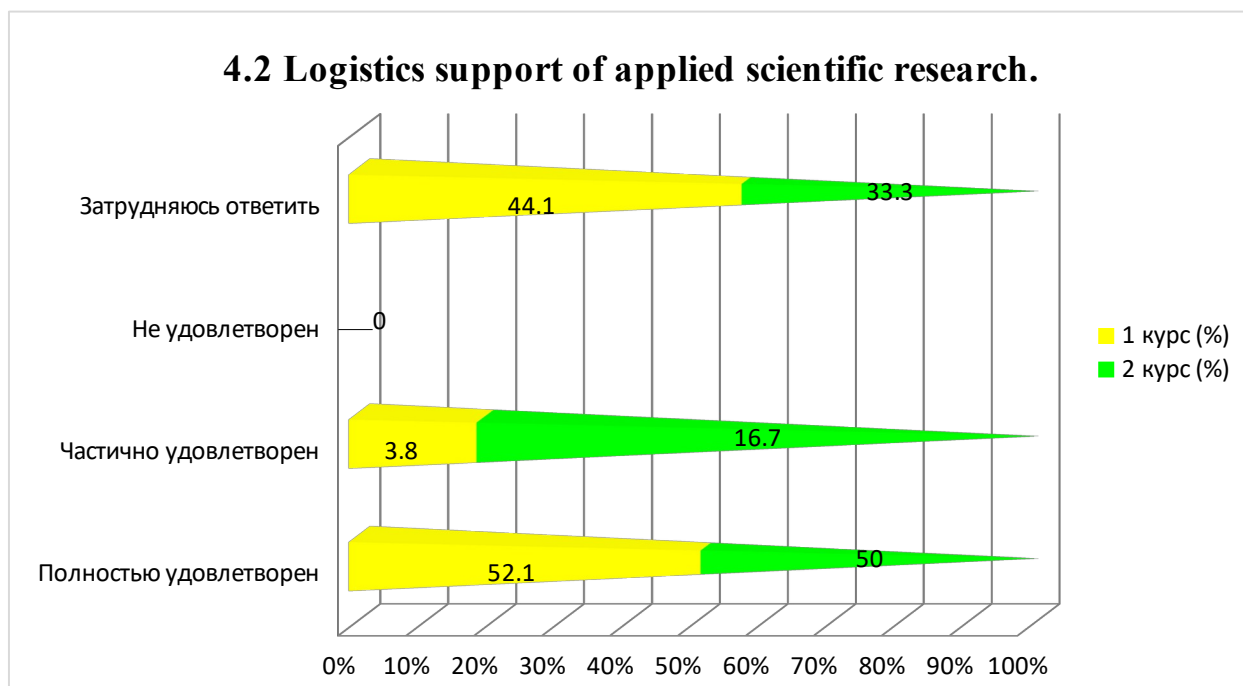
Such meetings provide an opportunity to reveal the potential of each participant, to implement the voiced ideas, and also help to activate and support initiative in the social, political and other spheres of society.

#### 4.2 Logistics support for applied scientific research.

Answer options	1 year (%)	2 year (%)
Satisfied completely	52.1	50
Satisfied partly	3.8	16.7
Not satisfied	-	-
Difficult to answer	44.1	33.3



## 4.2 Logistics support of applied scientific research.

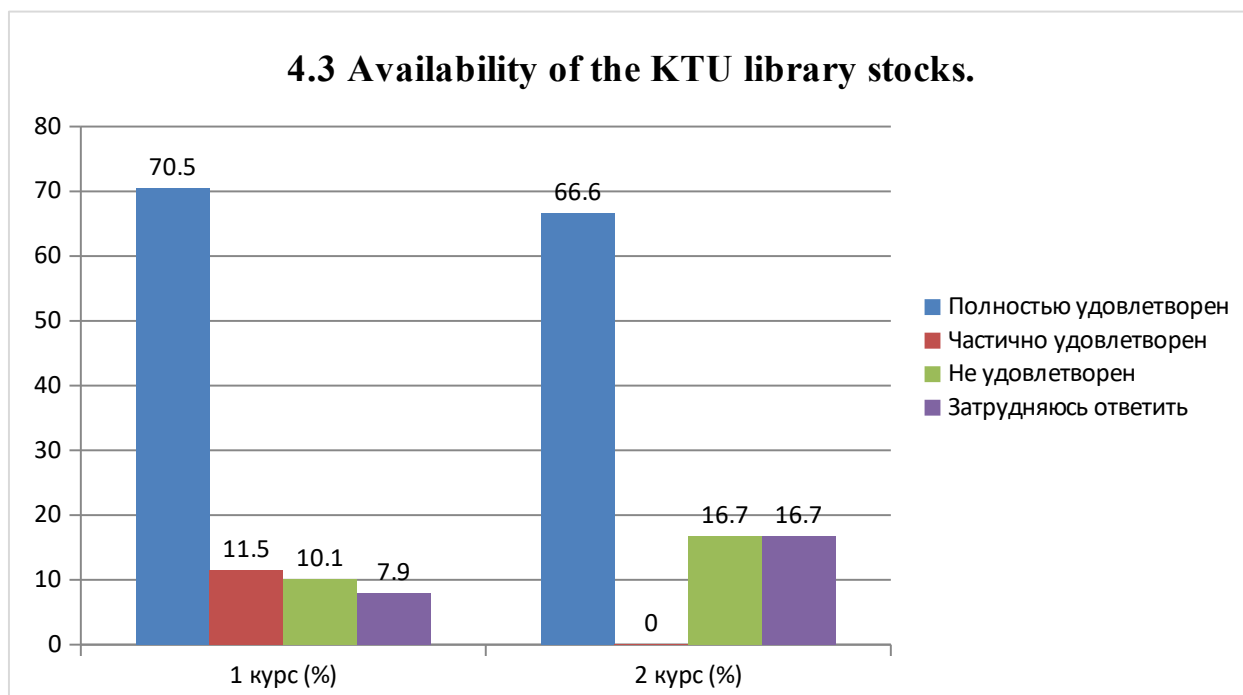


According to the responses received, the material and technical support of applied scientific research fully satisfies 51.1% of master students. The options: “partly satisfied” is 10.2%, “difficult to answer” is 38.7%, and among the respondents there are no dissatisfied with the material and technical support of applied scientific research.

## 4.3 Availability of library collections of KarTU.

Answer options	1 year (%)	2 year (%)
Satisfied completely	70.5	66.6
Satisfied partly	11.5	-
Not satisfied	10.1	16.7
Difficult to answer	7.9	16.7

### 4.3 Availability of the KTU library stocks.

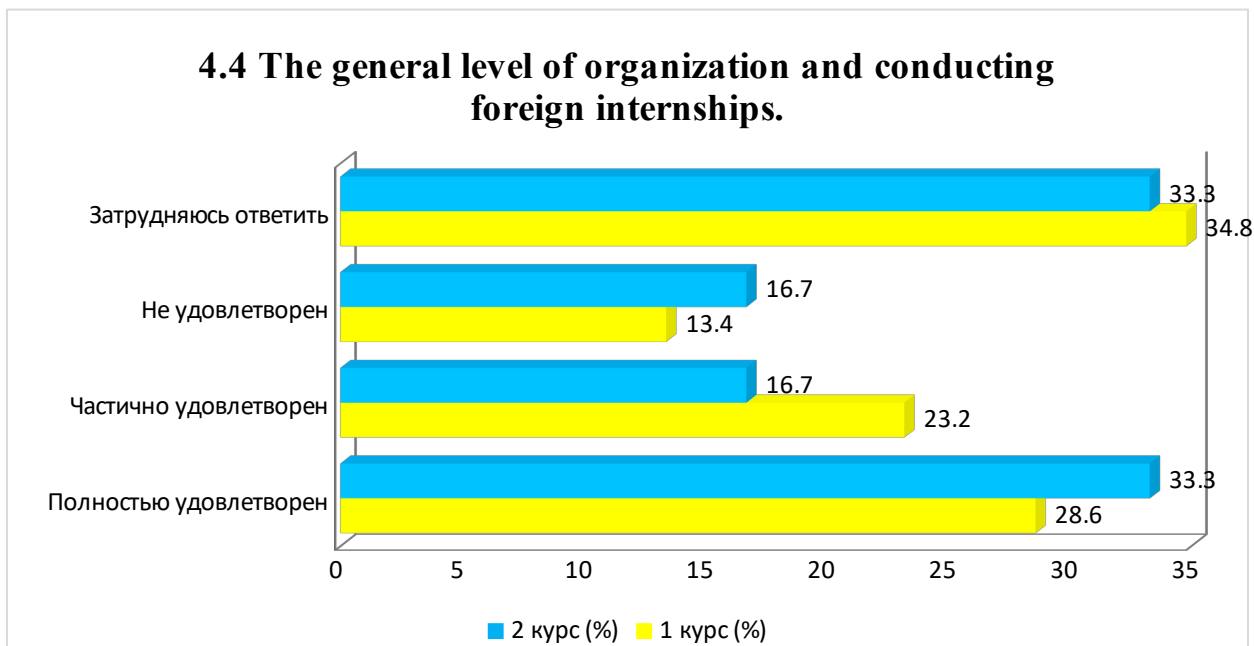


Free and fast access to information is an important factor for the development and competitiveness of the University. Therefore, the assessment of the activities of libraries and availability of its stock is one of the main aspects of the assessment of the educational process. The majority of master students, 68.5% are fully satisfied with the availability of the KTU library stocks; 5.7% are partly satisfied. There are also students who selected the options “not satisfied” -13.4% and “difficult to answer” - 12.3%.

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 conduct of foreign internships.

Answer options	1 year (%)	2 year (%)
Satisfied completely	28.6	33.3
Satisfied partly	23.2	16.7
Not satisfied	13.4	16.7
Difficult to answer	34.8	33.3



According to diagram No. 4.4, it can be seen that the majority of master students, 30.9% selected the option "completely satisfied"; 19.9% "partly satisfied"; "not satisfied" – 15.1% and "difficult to answer" – 34.1%.

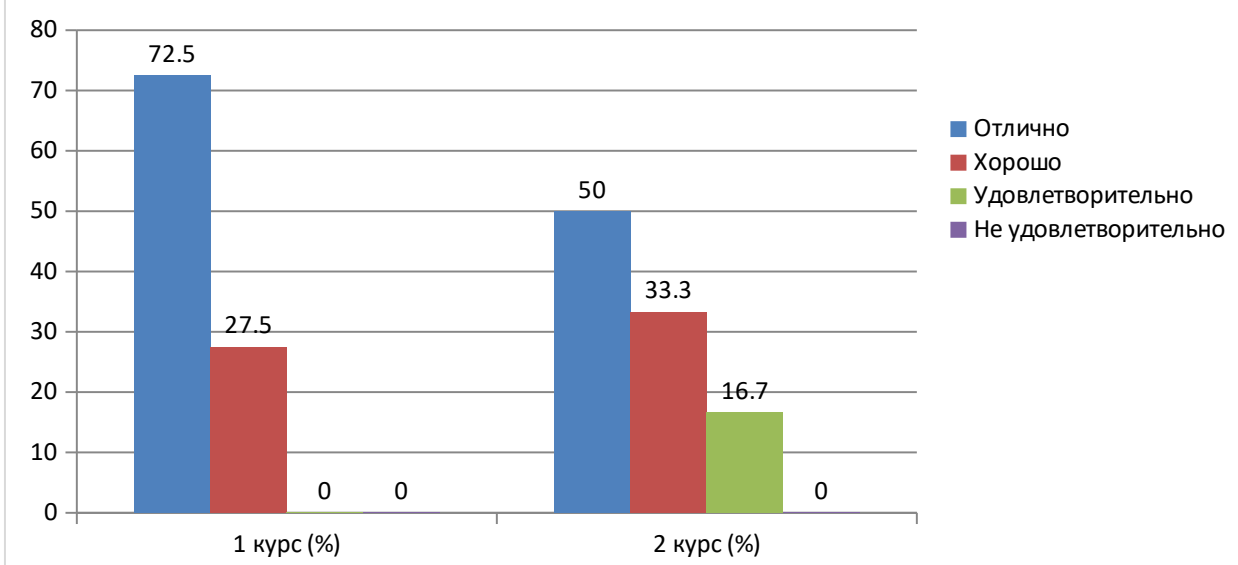
## 5. How would you rate the teaching staff of your master's program in general?

### 5.1 Knowledge, qualifications.

Answer options	1 year (%)	2 year (%)
Excellent	72.5	50
Good	27.5	33.3
Satisfactory	-	16.7
Unsatisfactory	-	-

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

### 5.1 Knowledge, qualifications.

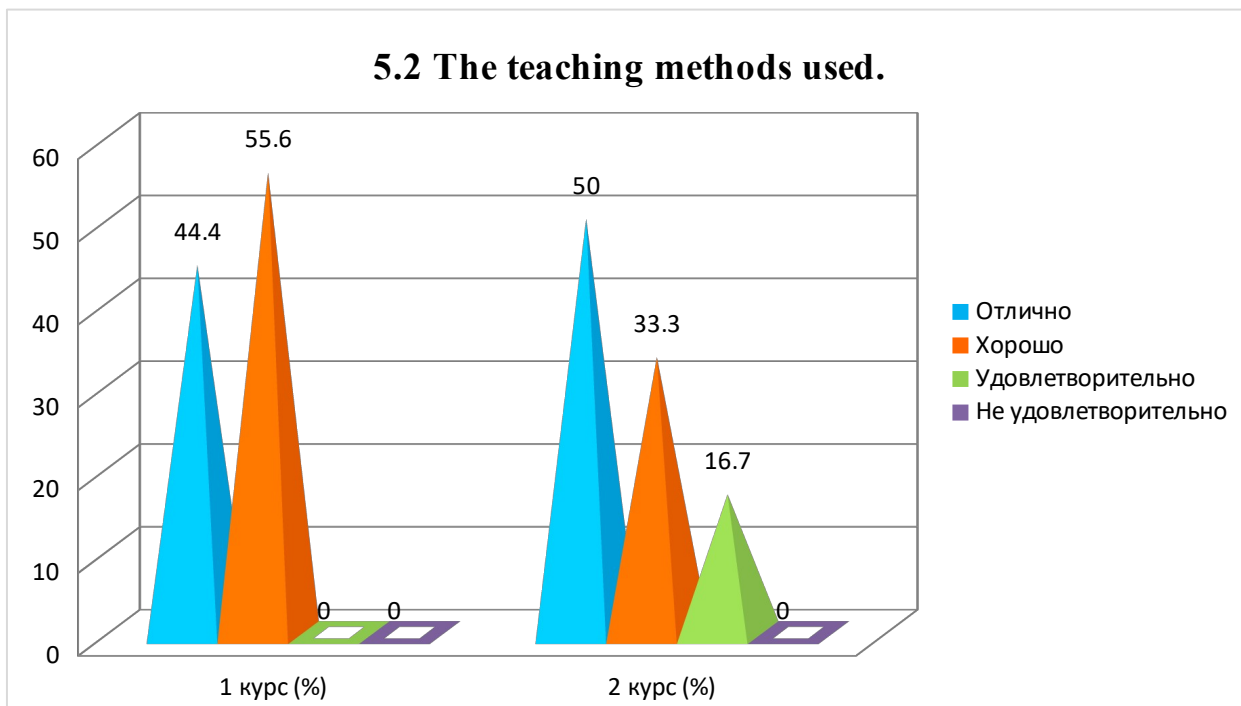


The knowledge and qualifications of the teaching staff were rated as "excellent" by 61.2%. The option "satisfactory" is 8.3% and "good" is 30.4%. Consequently, in the conditions of modern higher educational institutions, the teacher of disciplines is responsible for the fulfillment of the pedagogical tasks set and bears full responsibility for the decisions made.

### 5.2 The teaching methods used.

Answer options	1 year (%)	2 year (%)
Excellent	44.4	50
Good	55.6	33.3
Satisfactory	-	16.7
Unsatisfactory	-	-

## 5.2 The teaching methods used.



Master students highly appreciate the teaching methods used: 47.2% are completely satisfied, they rated it as "excellent", 44.4% rated it as "good", 8.3% rated it as "satisfactory".

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

1 year	2 year
- no	- not experience

### Your training profile

1 year	2 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	2 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, 75.2% of master students develop all the sections of the plan independently under the supervision of the supervisor.

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 partially satisfied with the 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. It is worth noting that there is a minority of the second-year master students who marked the answer option "Not satisfied".

Dissatisfied with the general level of organization and conducting foreign internships among the first and the second year master students are 15.1%. 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 by the majority of master students as "excellent" and "good".

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.

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