

Report
based on the results of the survey “Master students’ satisfaction with
educational services”
2021-2022

Specialty: “Geophysical methods of prospecting and exploration of mineral deposits.

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 "Geophysical methods of prospecting and exploration of mineral deposits", the 1-2 year (11 master students) took part in the survey.

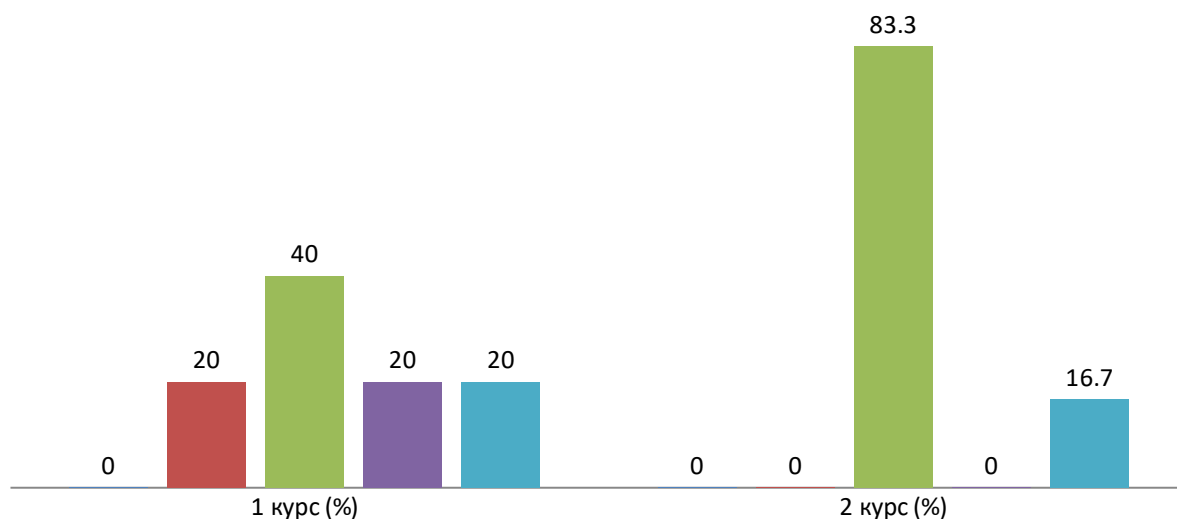
In the course of the survey, the following data were obtained:

1. Evaluate your participation in forming an individual work plan for a master's student.

Answer options	1 year (%)	2 year (%)
Do not participate.	-	-
Participation is purely formal, the formation of an individual plan actually does not depend on me.	20	-
I develop all the sections of the plan independently under the supervision of my supervisor.	40	83.3
I form an individual plan on my own, the supervisor only signs it.	20	-
Difficult to answer	20	16.7

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

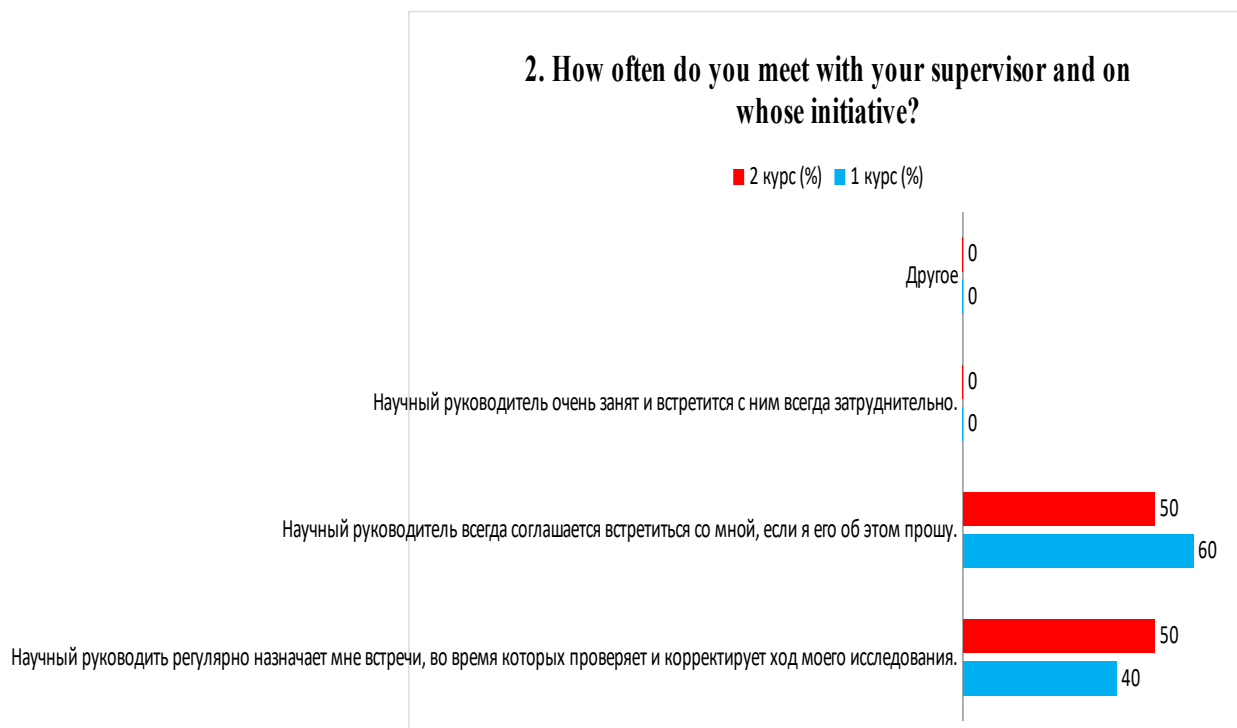
- Не участвую.
- Участие чисто формальное, формирование индивидуального плана фактически от меня не зависит.
- Все разделы плана я разрабатываю самостоятельно под контролем моего руководителя.
- Индивидуальный план формирую самостоятельно, руководитель только подписывает его.
- Затрудняюсь ответить



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. There are also respondents who found it difficult to answer, and participate purely formally in the formation of individual work plans for undergraduates. Probably, supervisors of master's programs should pay attention to the planning of educational and research activities of undergraduates 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.	40	50
The supervisor always agrees to meet with me if I ask him to.	60	50
The supervisor is very busy and it is always difficult to meet with him.	-	-
Other	-	-



According to diagram No. 2, it is seen that the majority of master students, 55.5% selected the option "The supervisor always agrees to meet with me if I ask him to"; 45% of the respondents noted that "The scientific supervisor 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 undergraduate, 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.

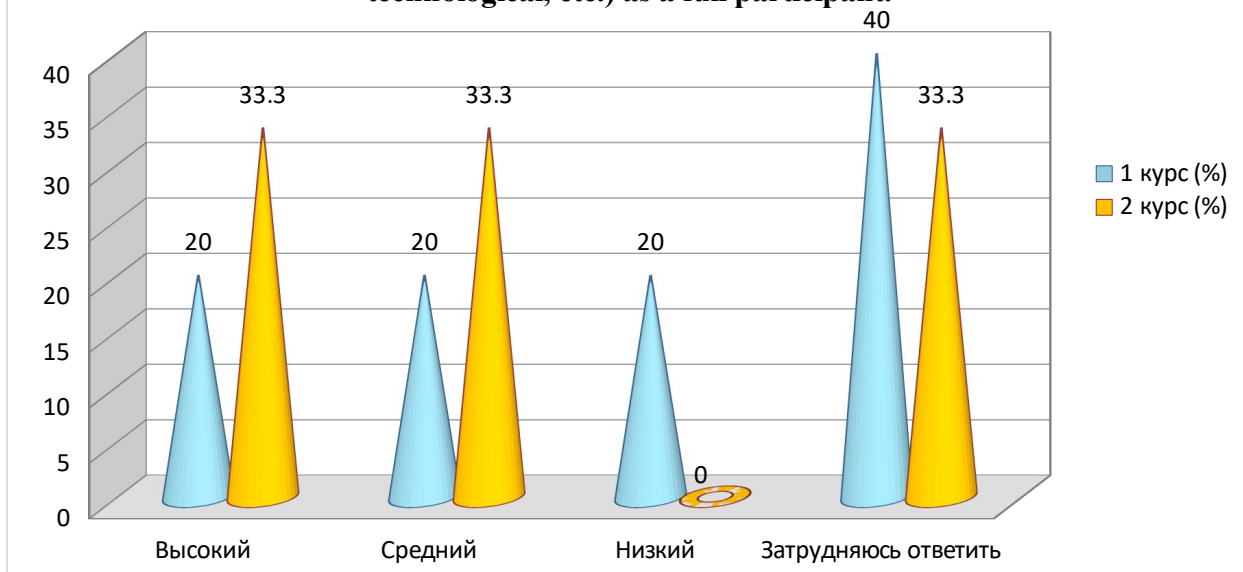
3. Evaluate the level of your participation in the following types of the department work.

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

Answer options	1 year (%)	2 year (%)
High	20	33.3
Medium	20	33.3
Low	20	-
Difficult to answer	40	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.



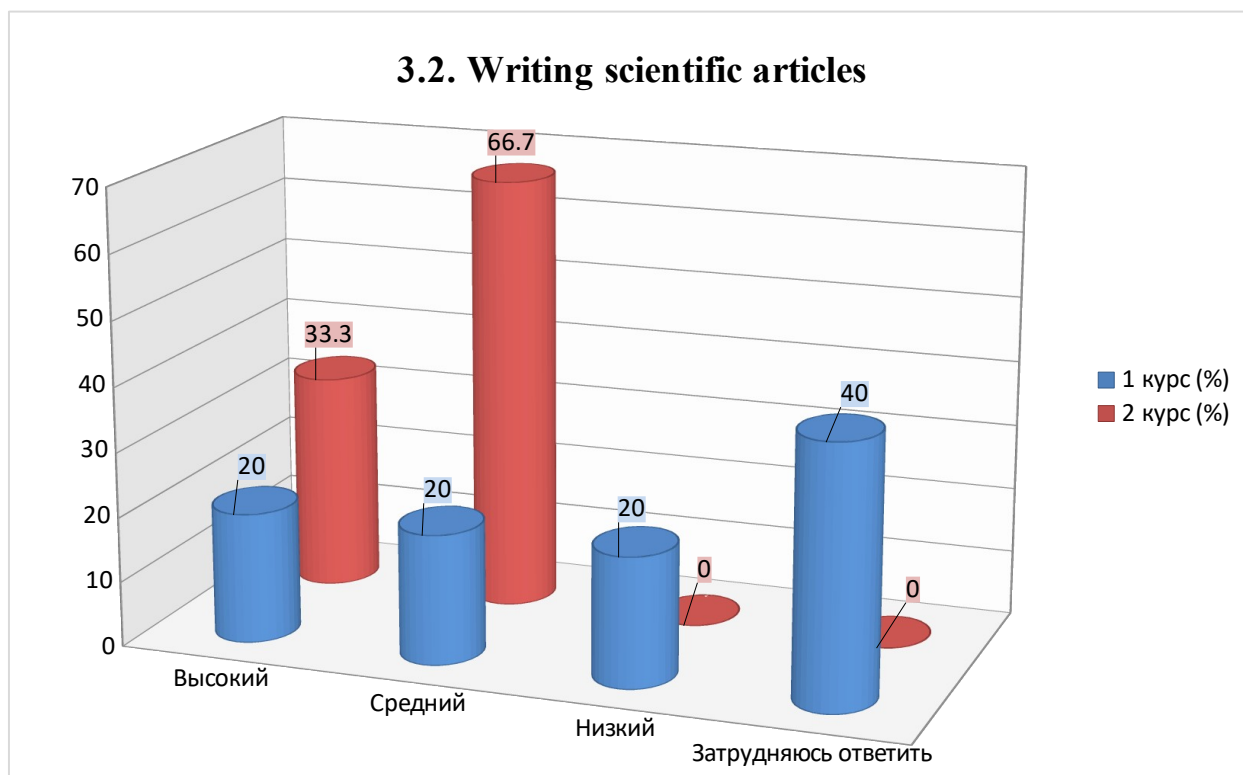
The level of participation in the research work of the department (design, development, technological, etc.) as a full participant, master students rated as "high" - 26.6%, "medium" - 26.6% and "low " - 10%. There are also students who found it difficult to answer - 36.7%.

It is necessary to inform actively master students of the methods, opportunities and goals of doing extracurricular research. The University in turn is ready to provide all the needed conditions for the implementation of research work.

3.2. Writing scientific articles.

Answer options	1 year (%)	2 year (%)
High	20	33.3
Medium	20	66.7
Low	20	-
Difficult to answer	40	-

3.2. Writing scientific articles



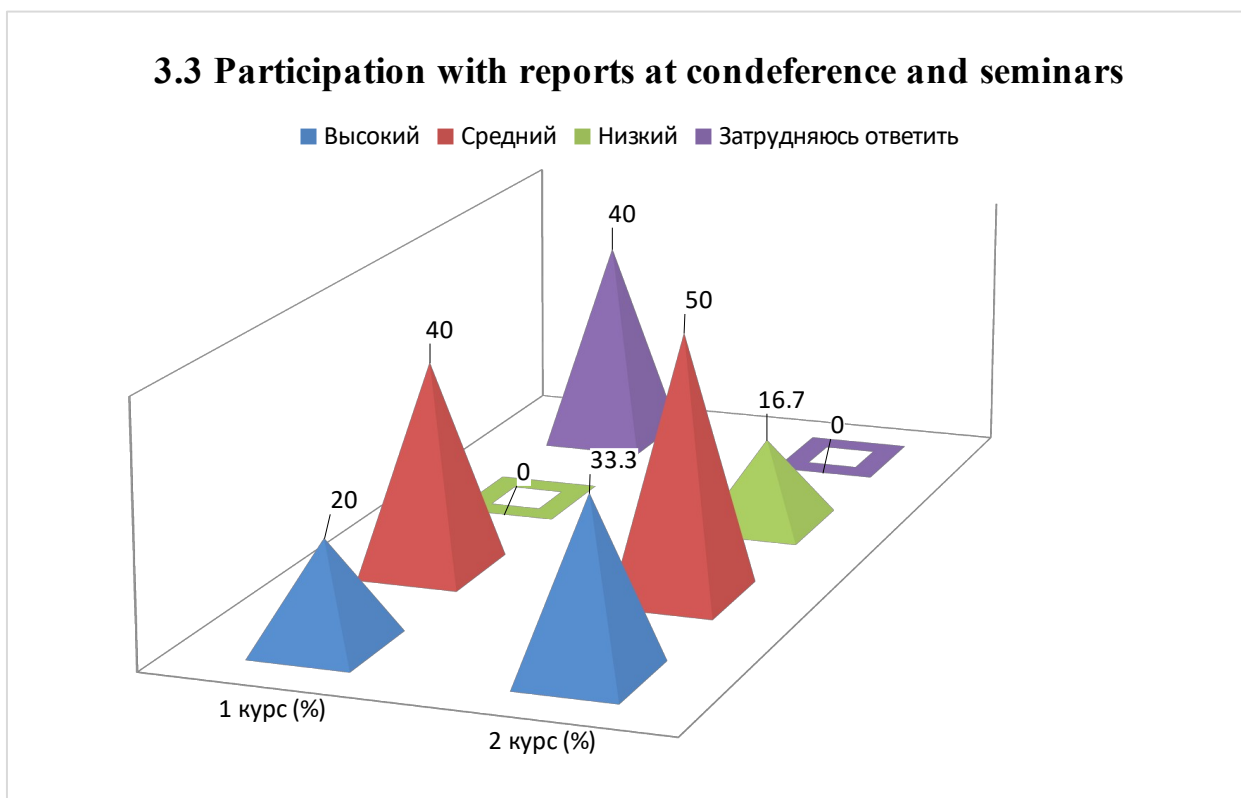
Writing and publishing scientific articles are among the professional duties of every master. The presence of published scientific articles for a master student serves as an admission to the defense of a master's thesis and is an indicator of the author's success as a novice researcher.

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 1-year master students, 40% found it difficult to answer the question, but the same percentages of 20% were distributed between the answers "high", "medium" and "low". 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, development, technological, etc.) as a full participant.

3.3 Participation with reports at conferences and seminars.

Answer options	1 year (%)	2 year (%)
High	20	33.3
Medium	40	50
Low	-	16.7
Difficult to answer	40	-

3.3 Participation with reports at conference and seminars

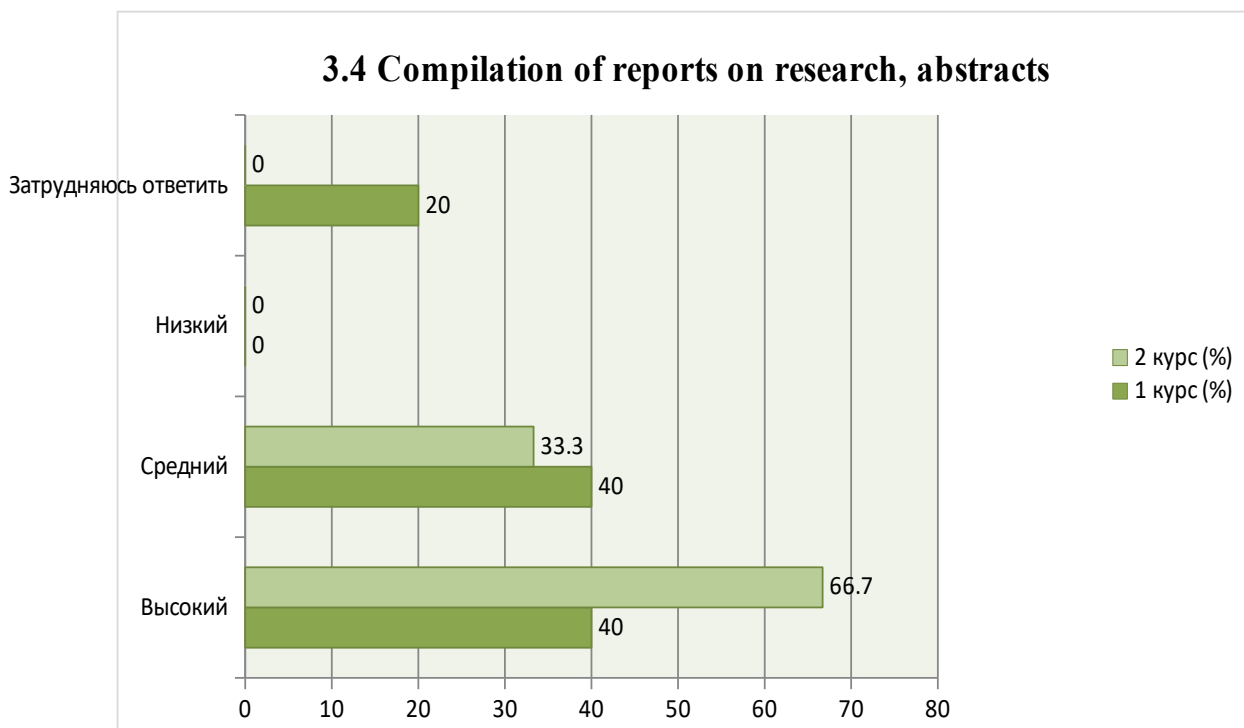


The analysis of the diagram shows that master students participate in various conferences and seminars. The answers were distributed as follows: "high" - 26.6%, "medium" - 45%, "low" - 8.3% and "difficult to answer" - 20%.

Participation of master students with reports at conferences and seminars is an integral part of the advanced training of future specialists, raises their academic performance, leads to the defense of dissertations and creates conditions for future career growth.

3.4 Compilation of reports on research, abstracts.

Answer options	1 year (%)	2 year (%)
High	40	66.7
Medium	40	33.3
Low	-	-
Difficult to answer	20	-



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 respondent 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 53.3% of master students rated it as "high"; medium - 36.6% and found it difficult to answer 10%. The data show that

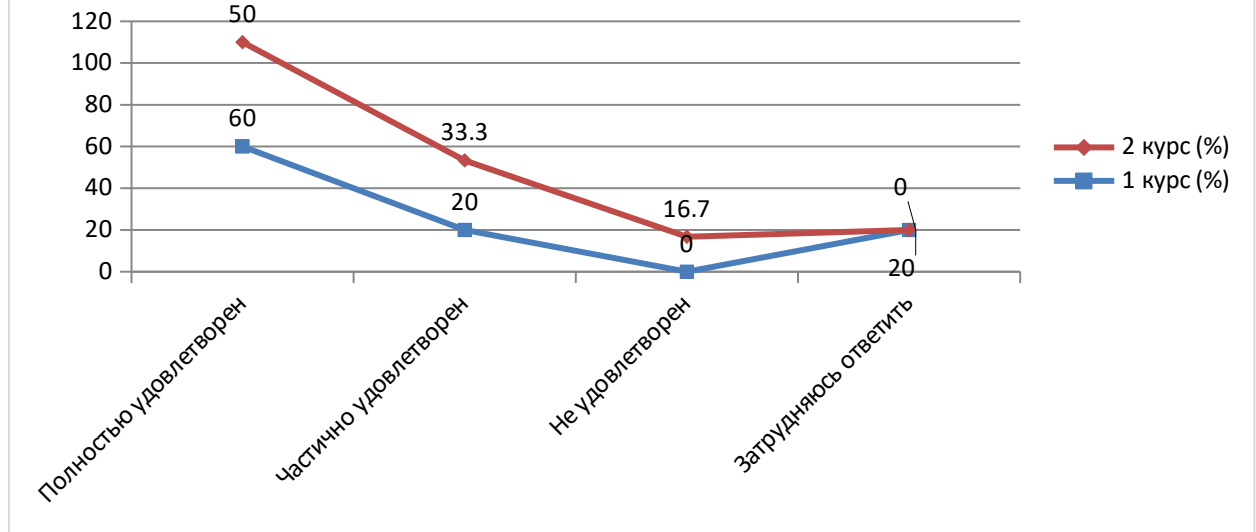
4. Are you satisfied with the scientific and educational environment of the University when studying for a master's degree?

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

Answer options	1 year (%)	2 year (%)
Satisfied completely	60	50
Satisfied partly	20	33.3
Not satisfied	-	16.7
Difficult to answer	20	-

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.



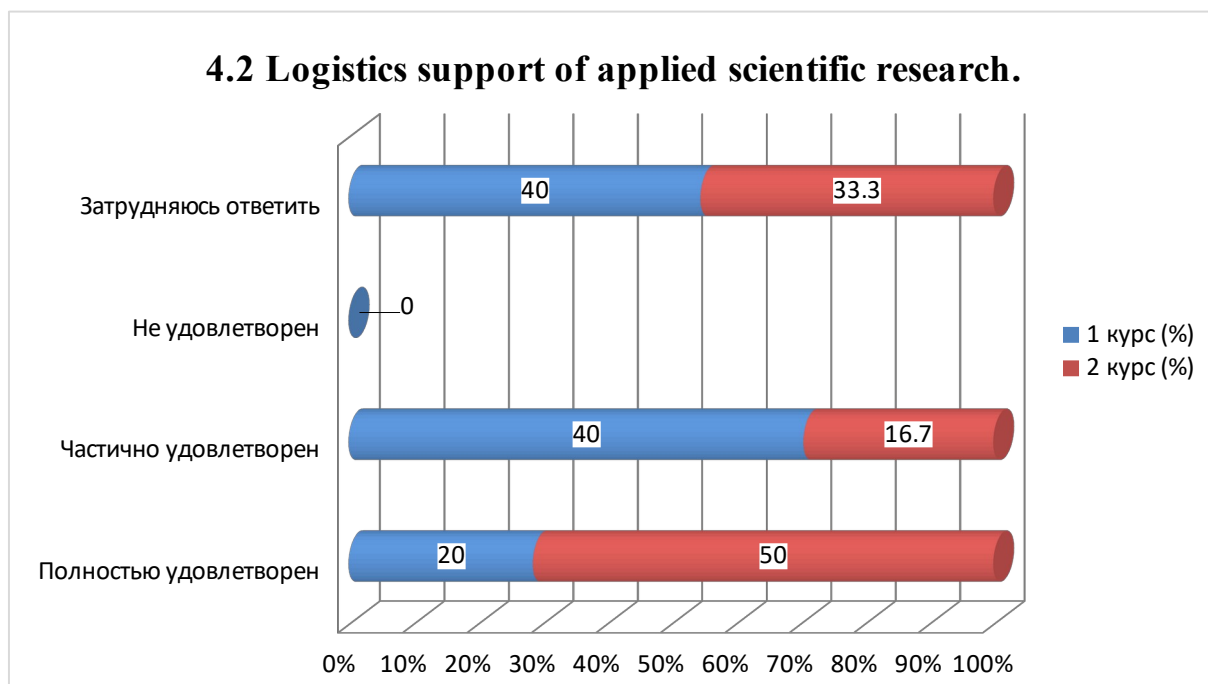
Most of the respondents, 55% are "completely satisfied", 26.6% are "partly satisfied", 8.3% "not satisfied" and 10% "difficult to answer" with organization of conferences, round tables and forums, with the participation of undergraduates.

Such meetings provide an opportunity to reveal the potential of each participant, 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	20	50
Satisfied partly	40	16.7
Not satisfied	-	-
Difficult to answer	40	33.3

4.2 Logistics support of applied scientific research.

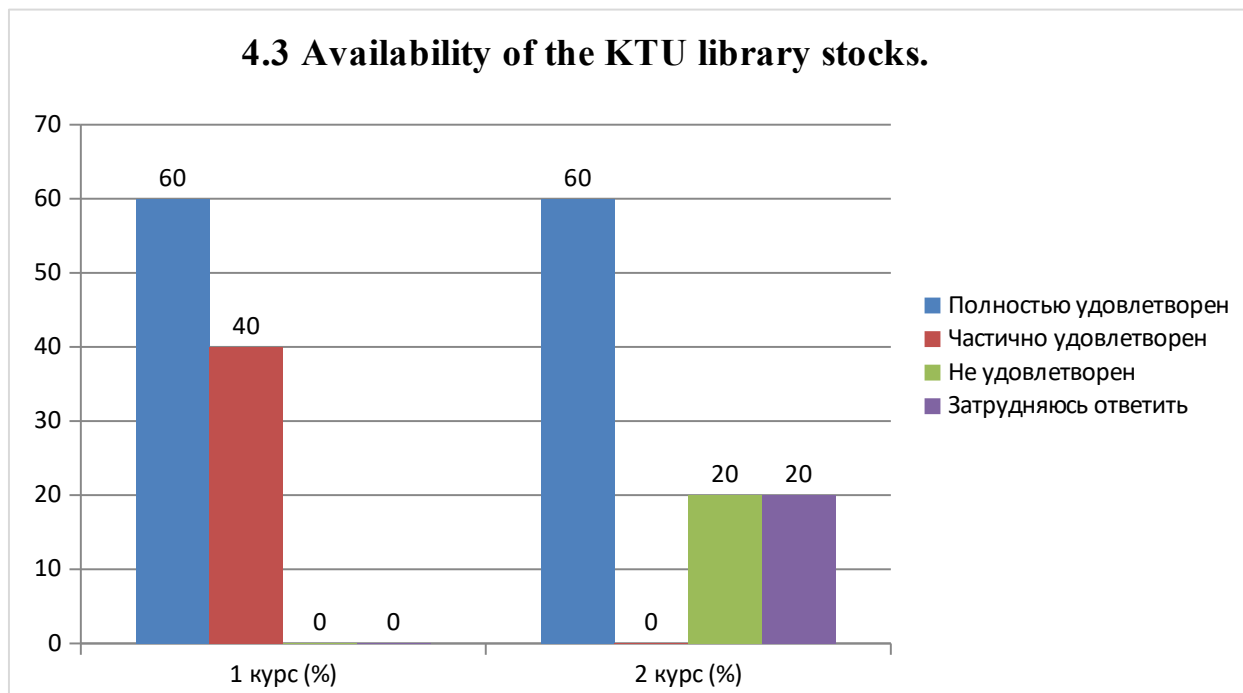


According to the responses received, 35% of the material and technical support for applied scientific research fully satisfies master students. The options “partly satisfied” - 28.3%, “difficult to answer” - 36.6%, and among the respondents there are no dissatisfied with the material and technical support of applied scientific research.

4.3 Availability of the KTU library stocks

Answer options	1 year (%)	2 year (%)
Satisfied completely	60	60
Satisfied partly	40	-
Not satisfied	-	20
Difficult to answer	-	20

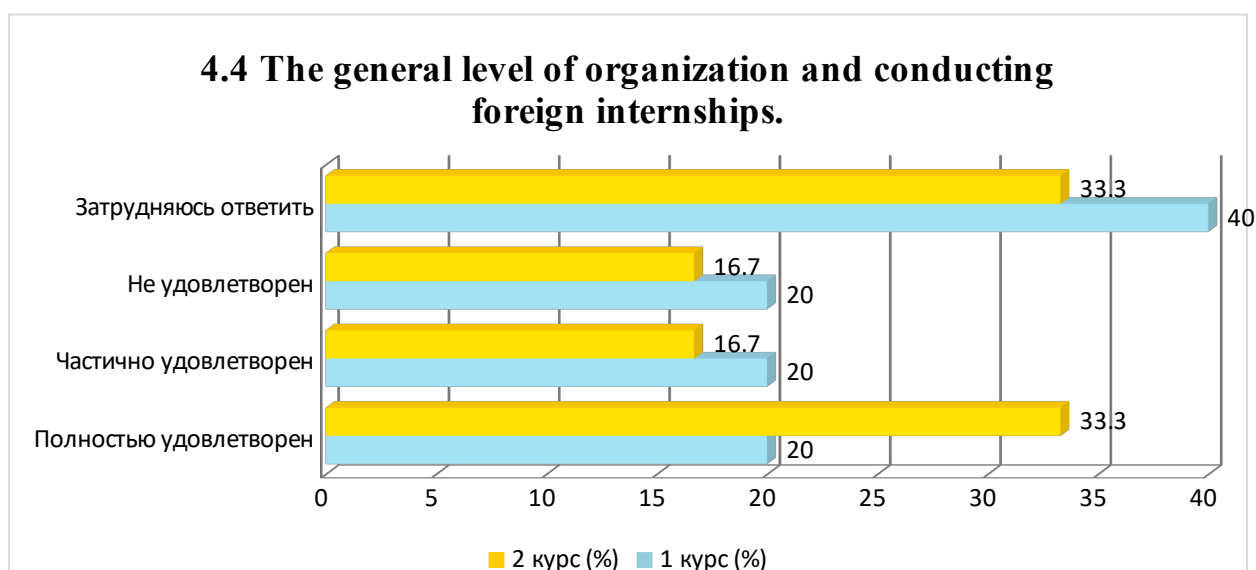
4.3 Availability of the KTU library stocks.



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, 60% are completely satisfied with availability of the KTU library stocks, 20% are satisfied partly, the same percentages (10%) were distributed between the options "not satisfied" and "difficult to answer".

4.4 The general level of organization and conducting foreign internships.

Answer options	1 year (%)	2 year (%)
Satisfied completely	20	33.3
Satisfied partly	20	16.7
Not satisfied	20	16.7
Difficult to answer	40	33.3

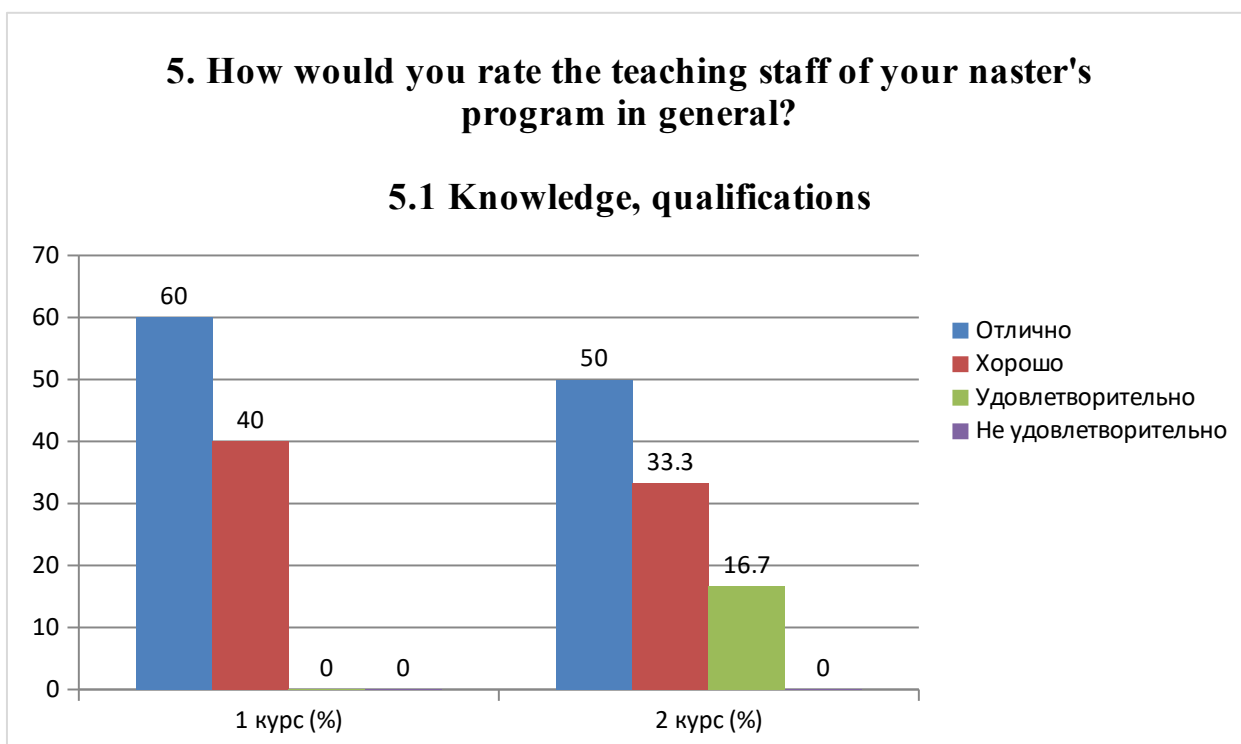


The level of organization and conducting foreign internships was evaluated by master students as follows: "completely satisfied" - 26.7%; "partly satisfied" - 18.3%; "not satisfied" - 18.3%; "difficult to answer" - 36.6%.

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

5.1 Knowledge, qualifications.

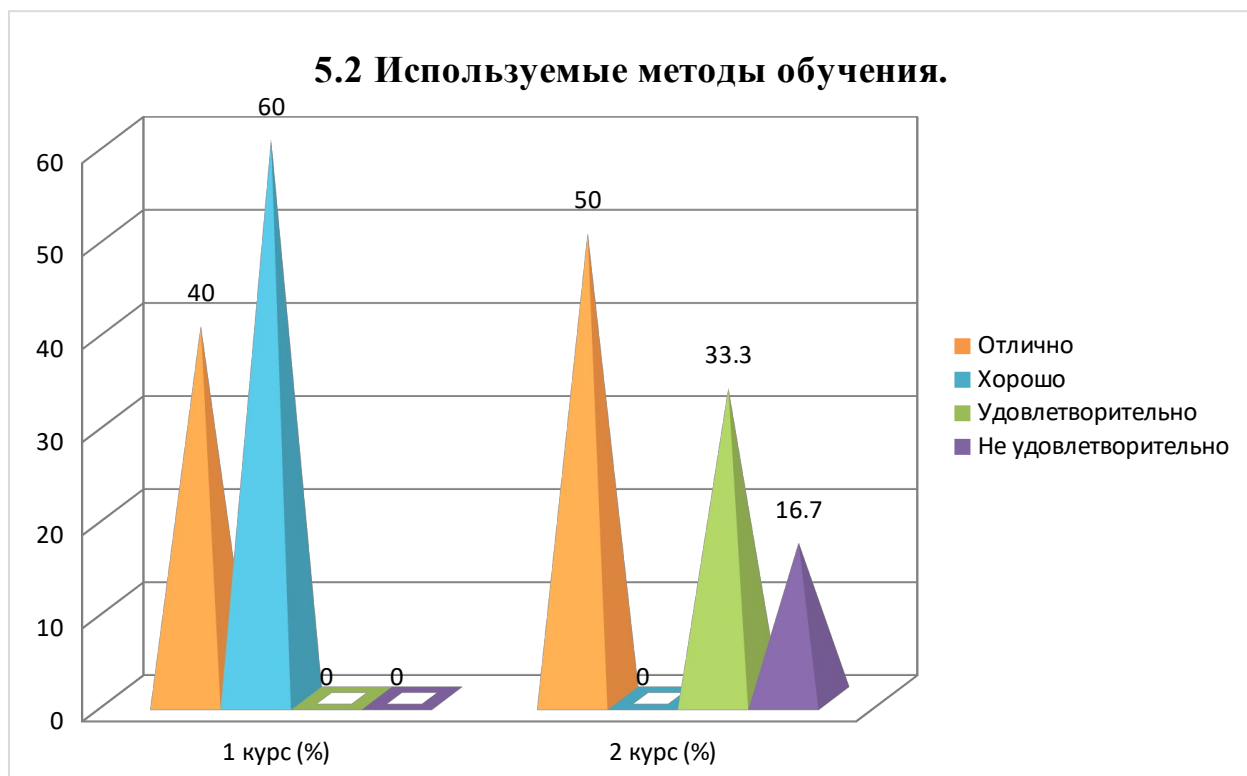
Answer options	1 year (%)	2 year (%)
Excellent	60	50
Good	40	33.3
Satisfactory	-	16.7
Unsatisfactory	-	-



The knowledge and qualifications of the teaching staff were rated as "excellent" by 55%. The options "satisfactory": 8.3% and "good": 36.6%. 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	40	50
Good	60	-
Satisfactory	-	33.3
Unsatisfactory	-	16.7



Master students highly appreciate the teaching methods used: 45% are completely satisfied, they rated it as "excellent", 30% rated it as "good", 16.6% rated it as "satisfactory" and 8.3% rated it as "not satisfactory".

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

1 year	2 year
<ul style="list-style-type: none"> - Everything is good - Too many materials 	<ul style="list-style-type: none"> - Satisfied - Combining training and work - Financial problems

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, 61.6% 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 partly satisfied with organization of conferences, round tables and forums at the University.

Most of master students are completely and partly satisfied with availability of the KTU library collections. It is worth noting that there is a minority of second-year master students who marked the answer option "Not satisfied".

Dissatisfied with the general level of organization and conduct of foreign internships among master students of the first year and the second year are 18.3%. There should be considered the ways and means to improve the general 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".

In general, they do not experience any difficulties when studying in the master's program, but a small part of master students complain that "there are too many materials", "combining training with work", "financial problems".

There also were no suggestions from master students that should be added to this questionnaire to determine the assessment of the educational process organization, 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)