

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

**Specialty:** “Geology 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.

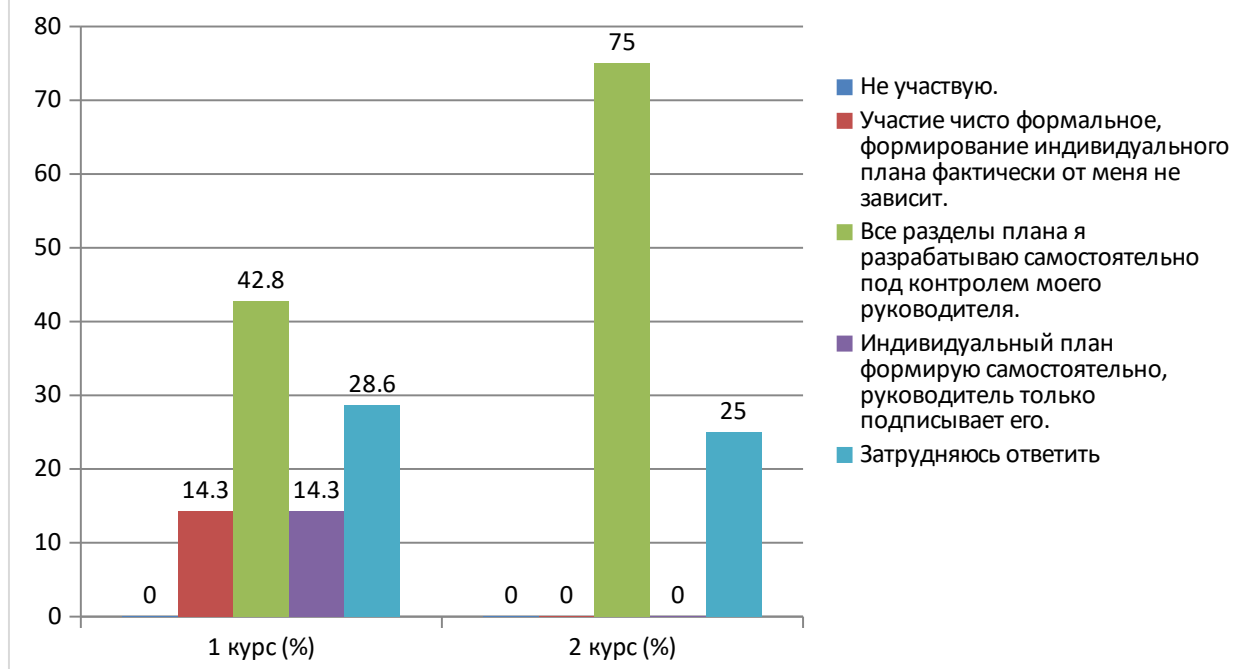
In specialty "Geology and exploration of mineral deposits", the 1-2 year (15 master students) took part in the survey.

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.	14.3	-
I develop all the sections of the plan independently under the supervision of my supervisor.	42.8	75
I form an individual plan on my own, the supervisor only signs it.	14.3	-
Difficult to answer	28.6	25

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

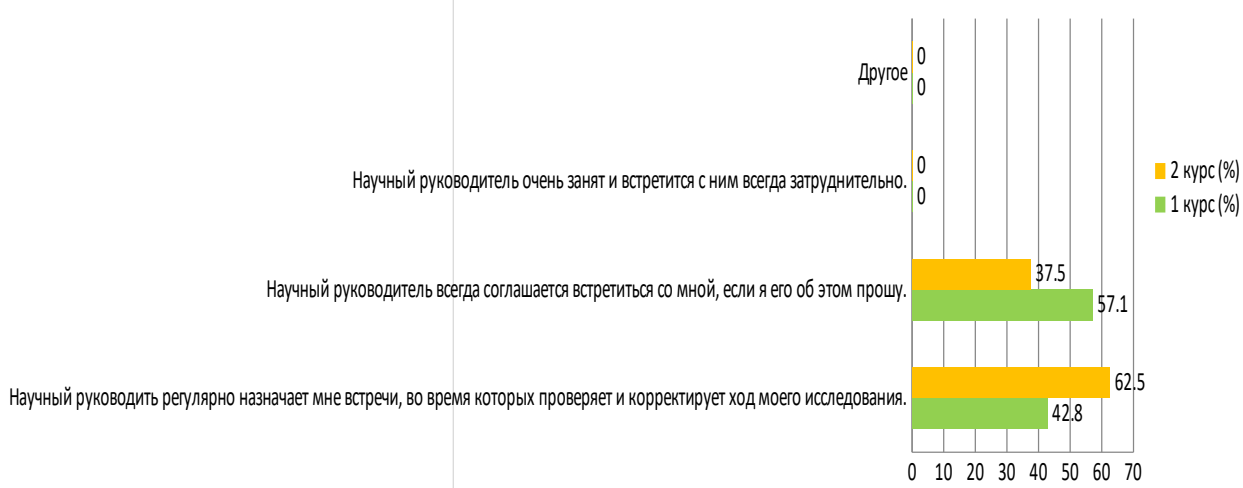


The question: "Evaluate your participation in forming an individual work plan of a master student" was answered by most of the master's students that they developed all the sections of the plan independently under the supervision of the supervisor. The same percentage was distributed between the answers "I form an individual plan on my own, the manager only signs it" and "Participation is purely formal, the formation of an individual plan does not actually depend on me". There were also master students who found 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 (%)	2 year (%)
The scientific supervisor regularly makes appointments for me during which he checks and corrects the progress of my research.	42.8	62.5
The supervisor always agrees to meet with me if I ask him to.	57.1	37.5
The supervisor is very busy and it is always difficult to meet with him.	-	-
Other	-	-

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



For the dissertation work, the supervisor plays the second most important role, after the master student, he monitors the progress of the 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. 52.6% of respondents agree with this statement. 47.3% say that the supervisor always answers the request and agrees to meet.

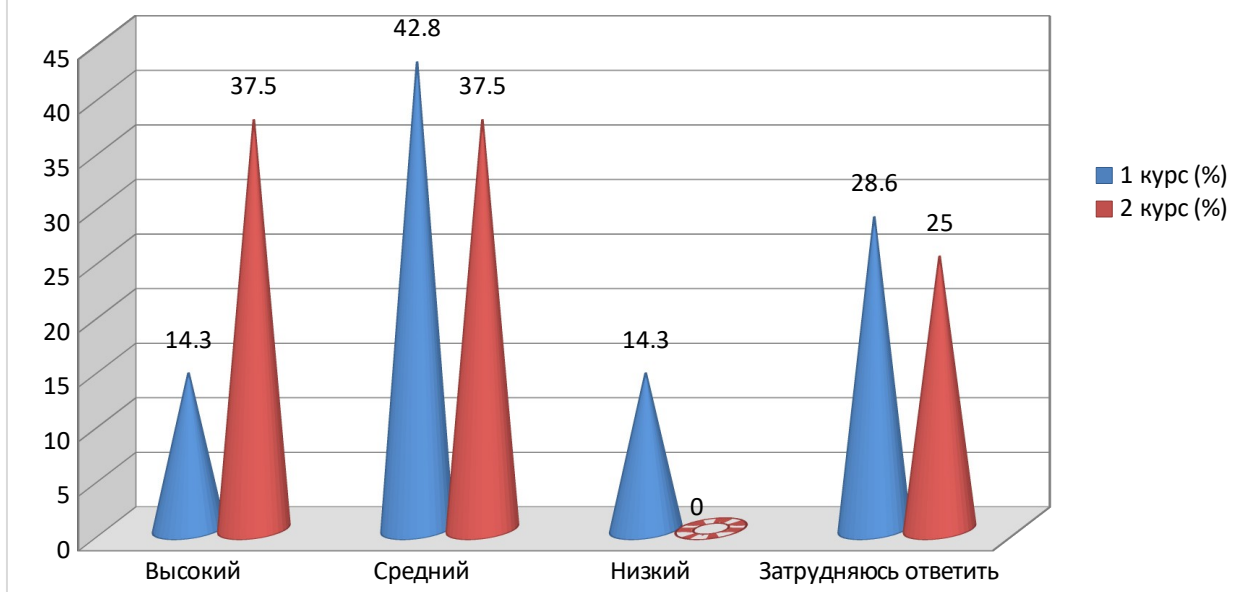
### 3. Evaluate the level of your participation in the following types of the department work.

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

Answer options	1 year (%)	2year (%)
High	14.3	37.5
Medium	42.8	37.5
Low	14.3	-
Difficult to answer	28.6	25

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

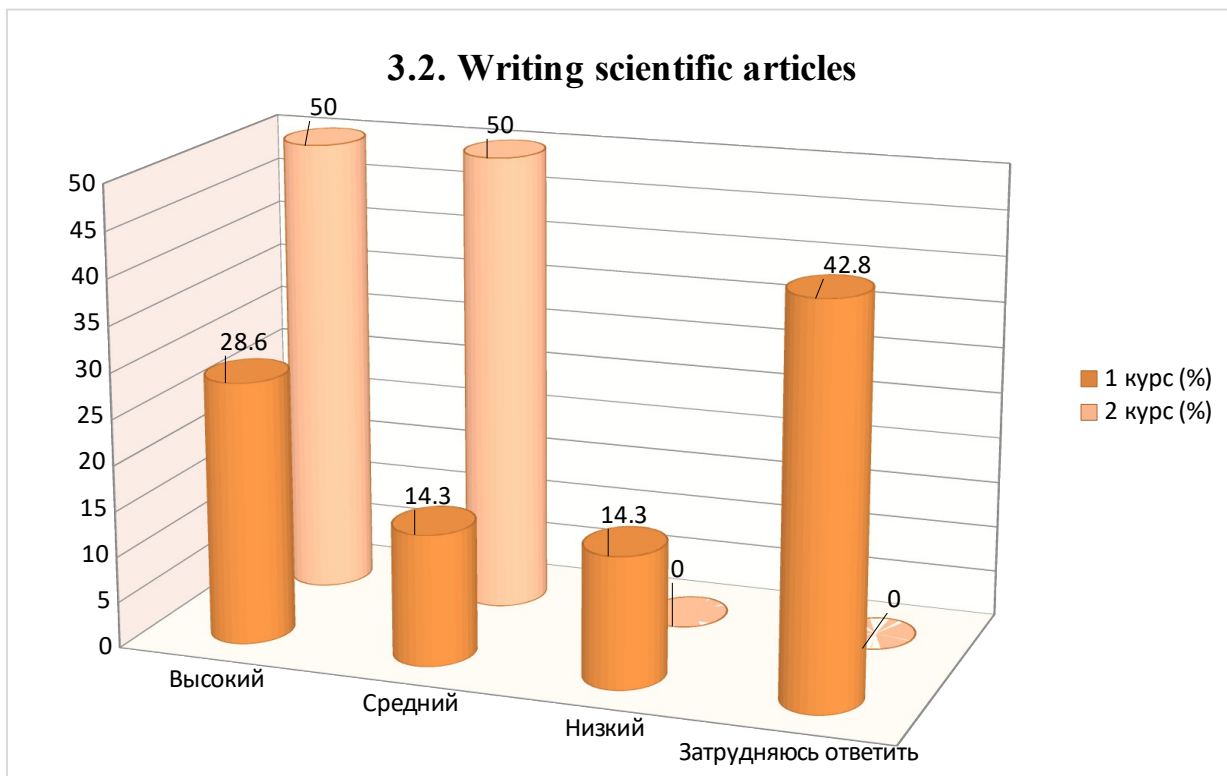
#### 3.1 Research work of the department (design, development, technological. etc.) as a full participant.



The level of participation in the research work of the department (design, development, technological, etc.) as a full participant, master students rated as "high" - 25.9%, "medium" - 40.1% and "low" - 7.2%. There are also students who found it difficult to answer - 26.8%.

#### 3.2. Writing scientific articles

Answer options	1 year (%)	2 year (%)
High	28.6	50
Medium	14.3	50
Low	14.3	-
Difficult to answer	42.8	-



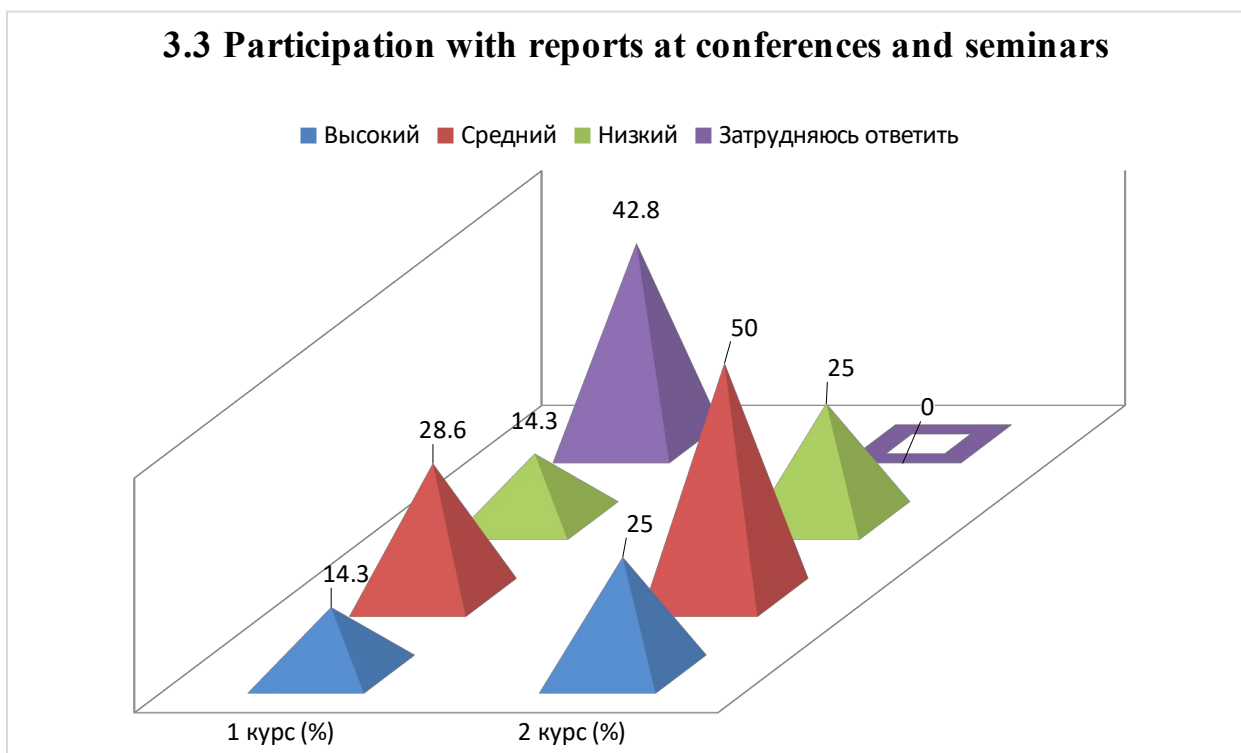
Writing scientific articles gives a master student space for creative activity and self-realization, helps to determine clearly selecting the area of scientific research. The most popular answer to this question was "high" - 39.3%, the second most popular answer was "medium" - 32.1%, followed by "difficult to answer" - 21.4%.

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 (%)	2 year (%)
High	14.3	25
Medium	28.6	50
Low	14.3	25
Difficult to answer	42.8	-

### 3.3 Participation with reports at conferences and seminars

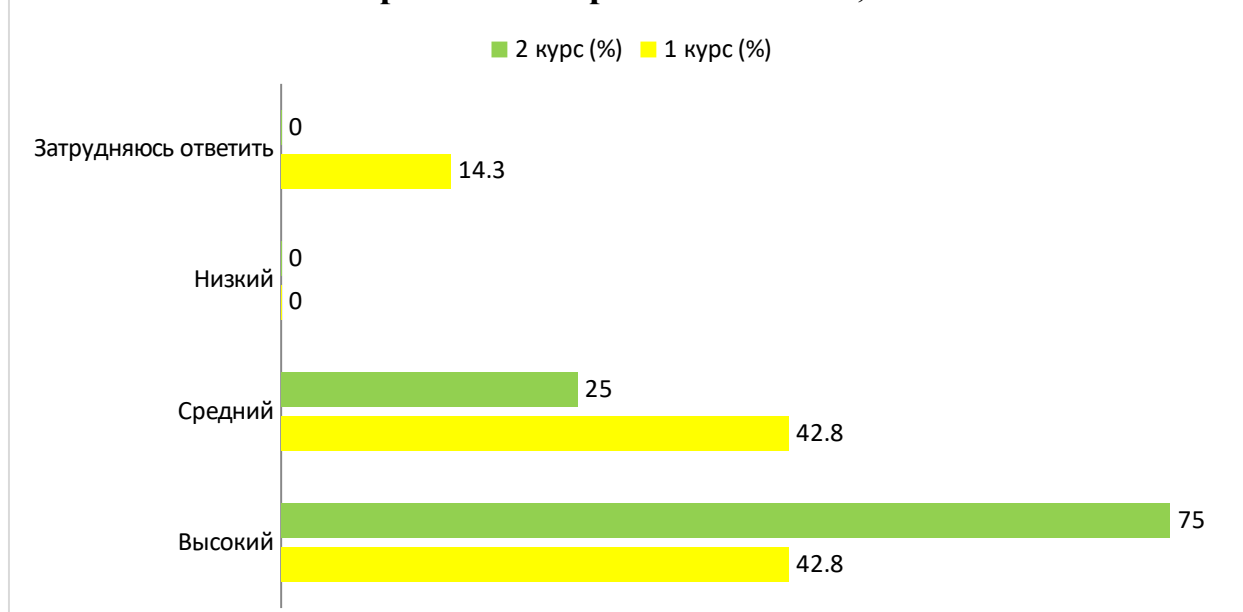


Participation with reports at conferences and seminars is one of the most important processes of research work of a master student. “Participation with reports at conferences and seminars” is estimated by the majority of master students as “medium” 39.3%. It is recommended to increase the research work of master students as a full participant.

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

Answer options	1 year (%)	2 year (%)
High	42.8	75
Medium	42.8	25
Low	-	-
Difficult to answer	14.3	-

### 3.4 Compilation of report on research, abstracts



Compilation of reports on research, abstracts, the 1-2 year master students was evaluated as "high". Master students also selected the options: "medium" and "difficult to answer." The data show that master students are active in compiling reports on research and abstracts.

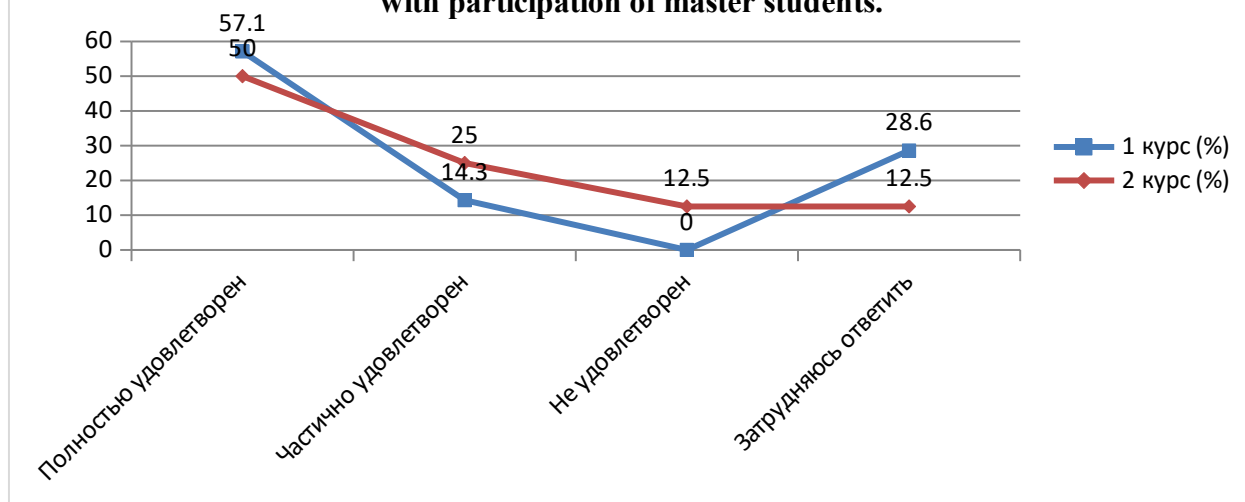
#### 4. Are you satisfied with the scientific and educational environment of the University when studying for a master's degree?

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

Answer options	1 year (%)	2 year (%)
Satisfied completely	57.1	50
Satisfied partly	14.3	25
Not satisfied	-	12.5
Difficult to answer	28.6	12.5

#### 4. Are you satisfied with the scientific-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.



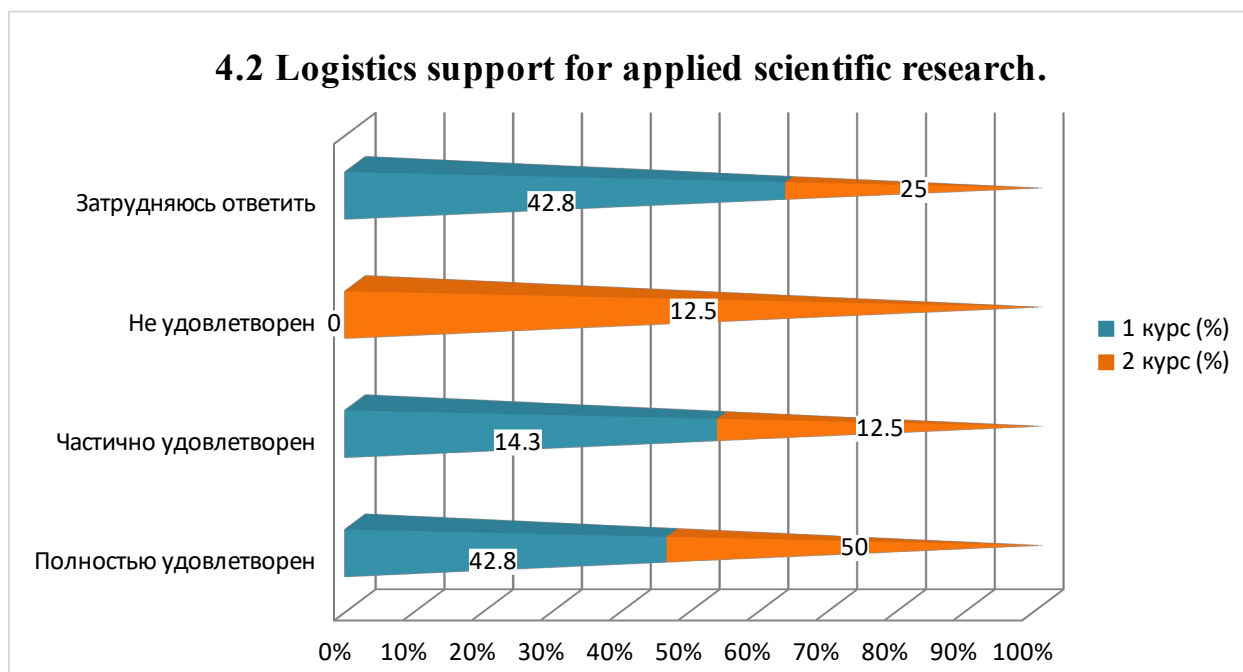
Most of the respondents, 53.5% are "satisfied completely" with organization of conferences, round tables and forums with participation of master students that are held at KTU. The options "satisfied partly" - 19.6%, "difficult to answer" - 20.5%, and "not satisfied" - 6.3%. There should be created more opportunities for 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 (%)	2 year (%)
Satisfied completely	42,8	50
Satisfied partly	14,3	12,5
Not satisfied	-	12,5
Difficult to answer	42,8	25



## 4.2 Logistics support for applied scientific research.

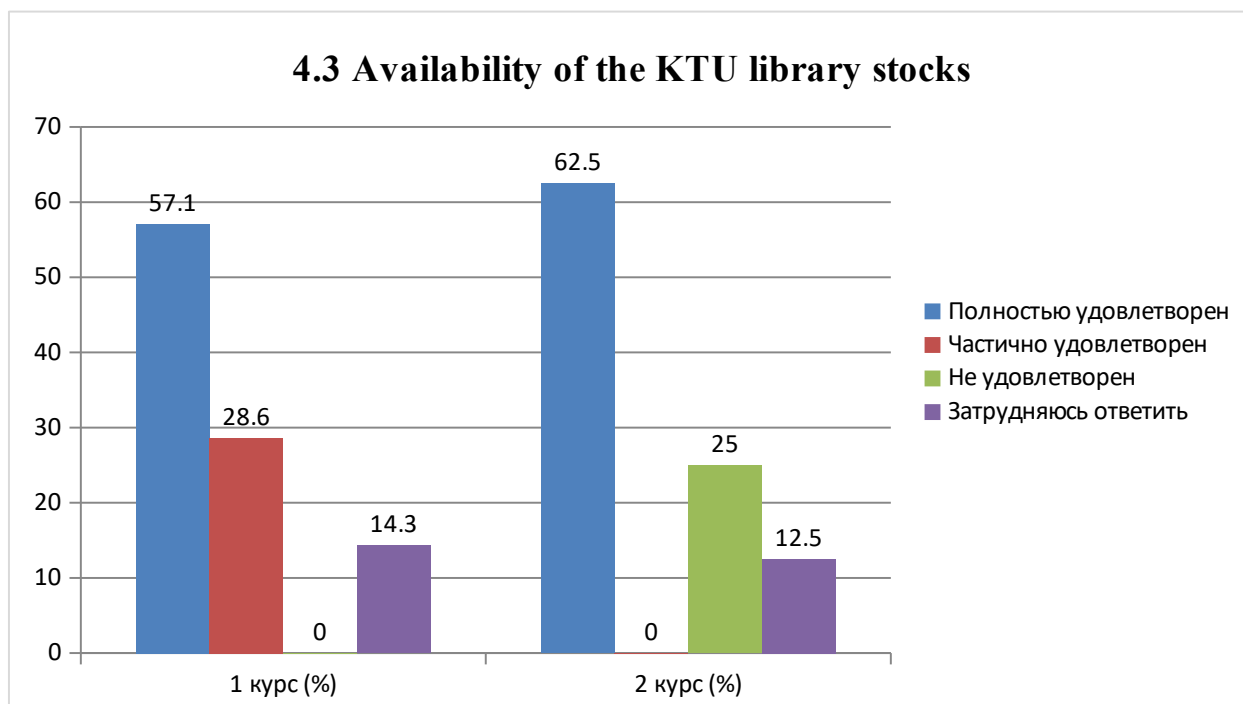


46.4% of undergraduates are completely satisfied with the material and technical support of applied scientific research, "satisfied partly" - 13.4%, "not satisfied" - 6.2%, "difficult to answer" - 33.9%. To further improve the quality of applied scientific research, there should be expanded and constantly improved the material and technical equipment.

## 4.3 Availability of the KTU library stocks

Answer options	1 year (%)	2 year (%)
Satisfied completely	57,1	62,5
Satisfied partly	28,6	-
Not satisfied	-	25
Difficult to answer	14,3	12,5

### 4.3 Availability of the KTU library stocks



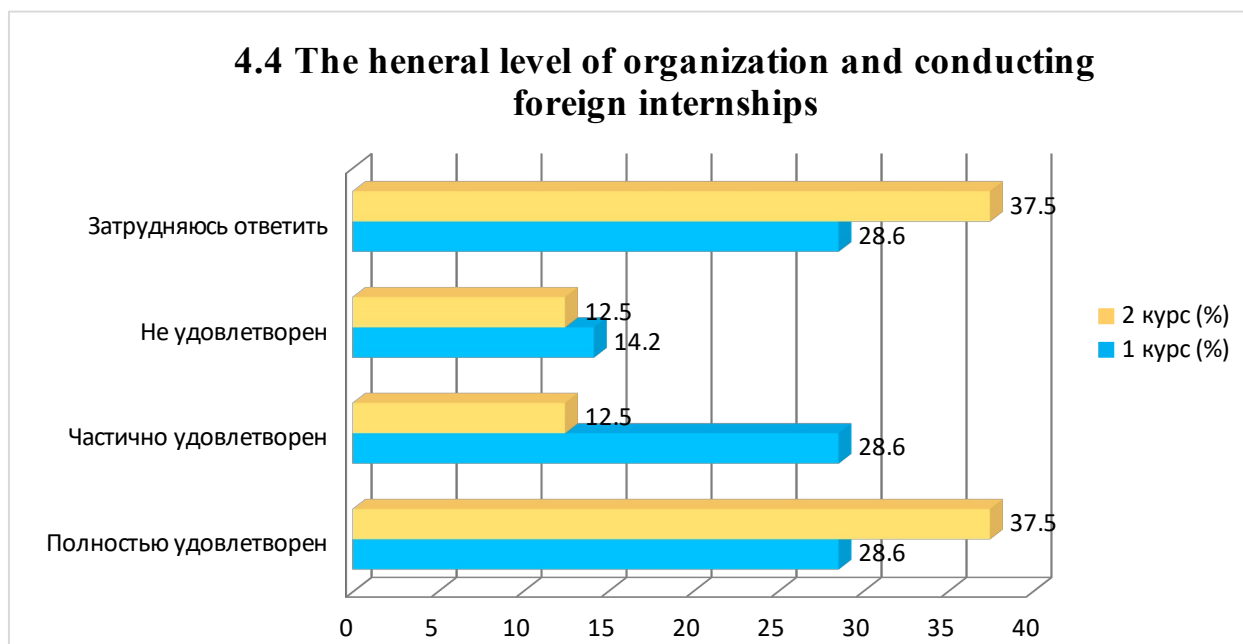
Free and fast access to information is an important factor for the development and competitiveness of the University. Therefore, the assessment of the activities of libraries and the availability of its stock is one of the main aspects of the assessment of the educational process. The majority of master students, 59.8% are completely satisfied with the availability of the library stocks of KTU, and satisfied partly are 14.3%. There are also students who chose the options “not satisfied” - 12.5% and “difficult to answer” - 13.4%.

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 (%)	2 year (%)
Satisfied completely	28.6	37.5
Satisfied partly	28.6	12.5
Not satisfied	14.2	12.5
Difficult to answer	28.6	37.5

#### 4.4 The general level of organization and conducting foreign internships



The 1 and 2 year master students (33.1%) are completely satisfied with the level of organizations and the conduct of foreign internships. 20.5% of master students are satisfied partly. But there are remaining master students who are not satisfied (1 year 14.2%, 2 year 12.5%). There are also some students who found it difficult to answer this question.

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

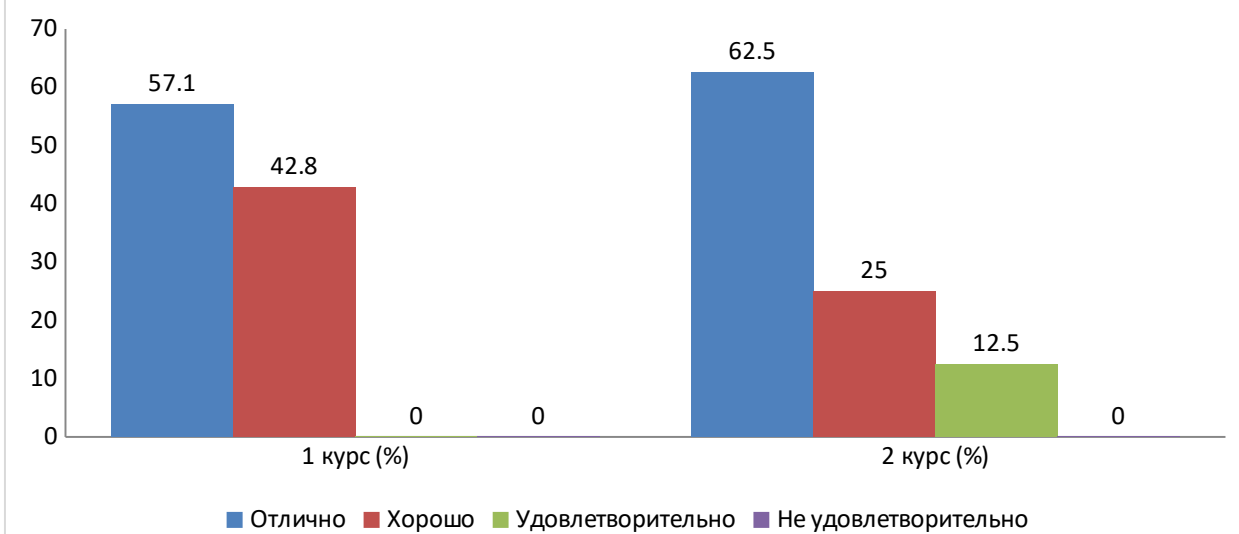
### 5. How would you rate the teaching staff of your master's program in general?

#### 5.1 Knowledge, qualifications.

Answer options	1 year (%)	2 year (%)
Excellent	57.1	62.5
Good	42.8	25
Satisfactory	-	12.5
Unsatisfactory	-	-

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

### 5.1 Knowledge, qualifications

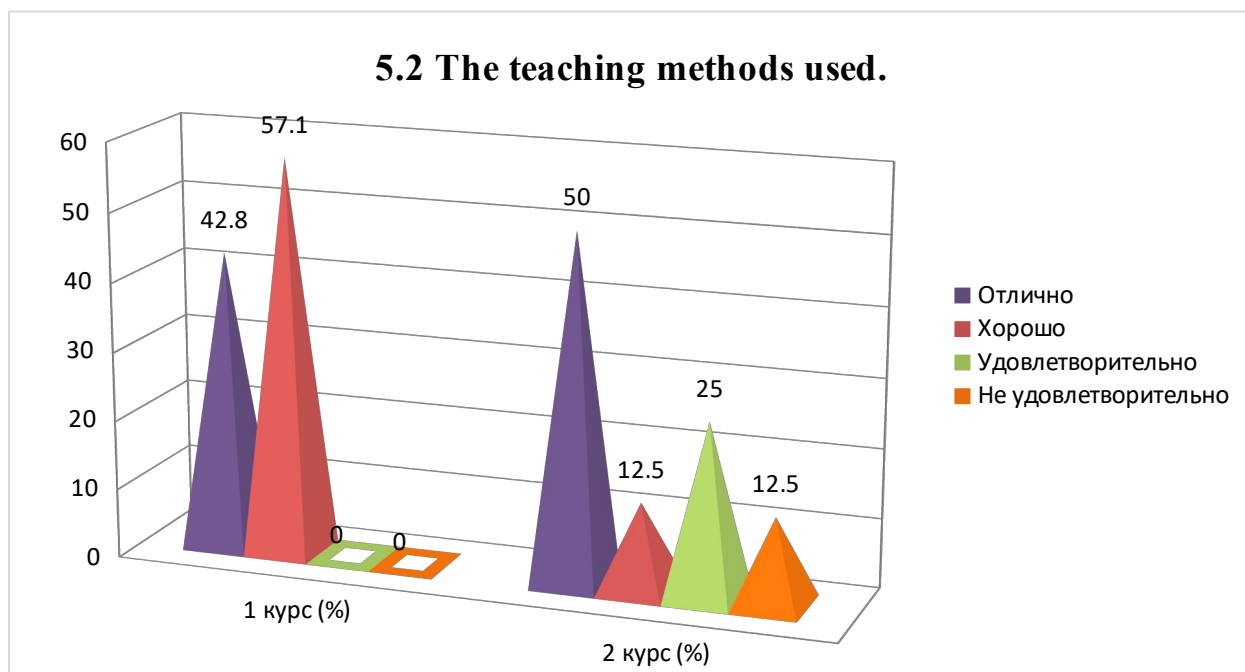


The quality of education is largely determined by the quality of the teaching staff. When evaluating the "knowledge, qualifications of the teaching staff of the master's program", 59.8% of respondents answered "excellent"; 33.9% "good", 6.2% "satisfactory" -.

### 5.2 The teaching methods used.

Answer options	1 year (%)	2 year (%)
Excellent	42.8	50
Good	57.1	12.5
Satisfactory	-	25
Unsatisfactory	-	12.5

## 5.2 The teaching methods used.



Master's students highly appreciate the teaching methods used: 46.4% are completely satisfied, they rated it as "excellent", 34.8% rated it as "good", 12.5% rated it as "satisfactory" and 6.2% rated it as "not satisfactory".

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

1 year	2 year
- No	- No one reads our answers anyway) - I don't

### Your training profile

1 year	2 year
- Good	- Below medium - Scientific-pedagogical

**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
- I don't know	- All the questions are accounted

\* (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, in general, the respondents are satisfied with the joint work with their supervisors. As a result, 58.9% 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 conducting foreign internships among first-year and second-year master students are 13.3%. 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 do not in general experience difficulties. There were also no suggestions from master students that should be added to this questionnaire to determine the evaluation 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.

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