

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

**Specialty: “Mine surveying”**

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.

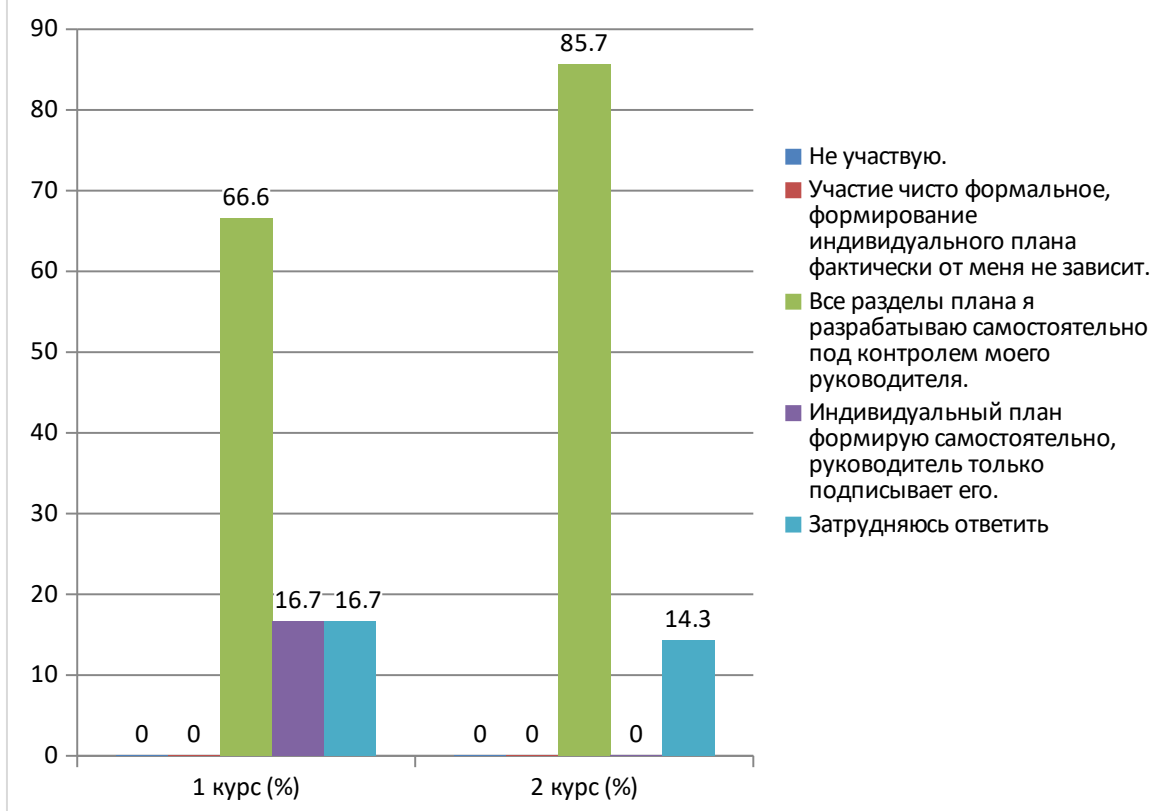
In specialty “Mine surveying”, the 1-2 year (13 master students) took part in the survey.

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.	-	-
I develop all the sections of the plan independently under the supervision of my supervisor.	66.6	85.7
I form an individual plan on my own, the supervisor only signs it.	16.7	-
Difficult to answer	16.7	14.3

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

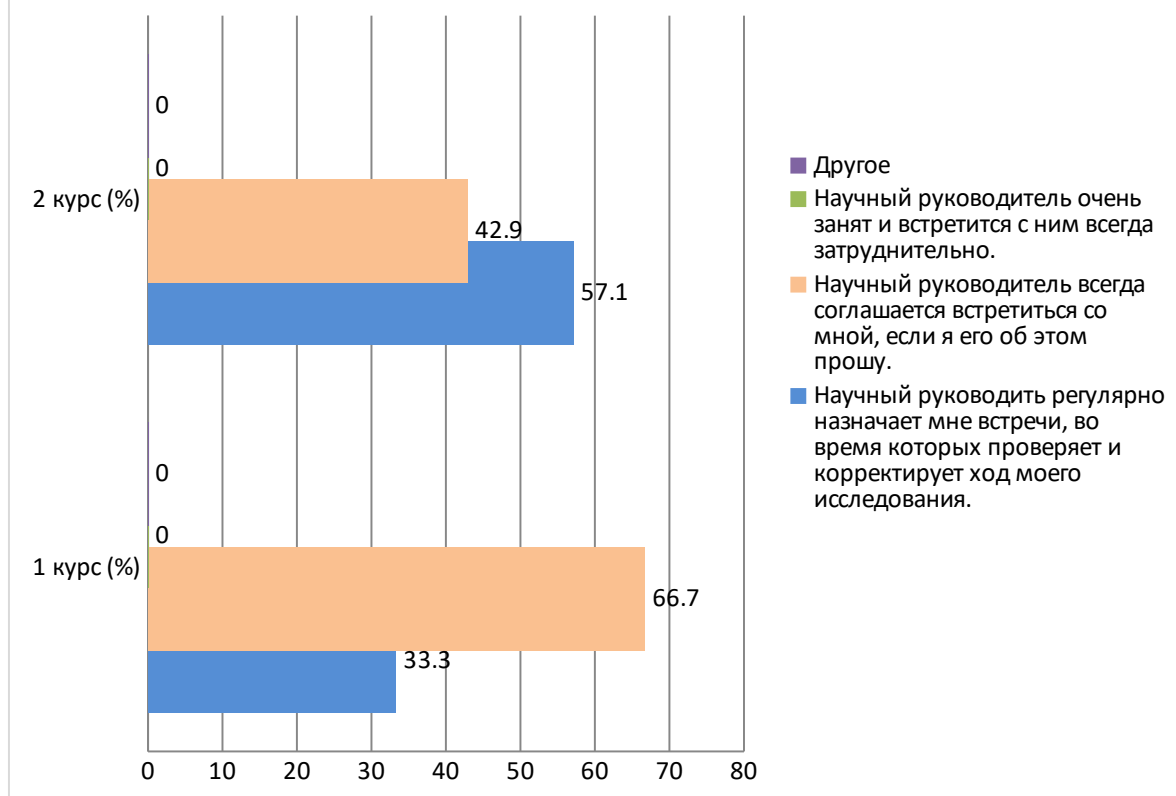


The question: "Evaluate your participation in the formation of an individual work plan for a master's student" was answered by most of the master students that they developed all the sections of the plan independently under the supervision of the supervisor. The same percentage was distributed between the answers "I form an individual plan on my own, the 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(%)	2 year(%)
The scientific supervisor regularly makes appointments for me during which he checks and corrects the progress of my research.	33.3	57.1
The supervisor always agrees to meet with me if I ask him to.	66.7	42.9
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?



According to diagram No. 2, it can be seen that the majority of master students, 54.8% selected the option "The supervisor always agrees to meet with me if I ask him to." 45.2% of 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 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.

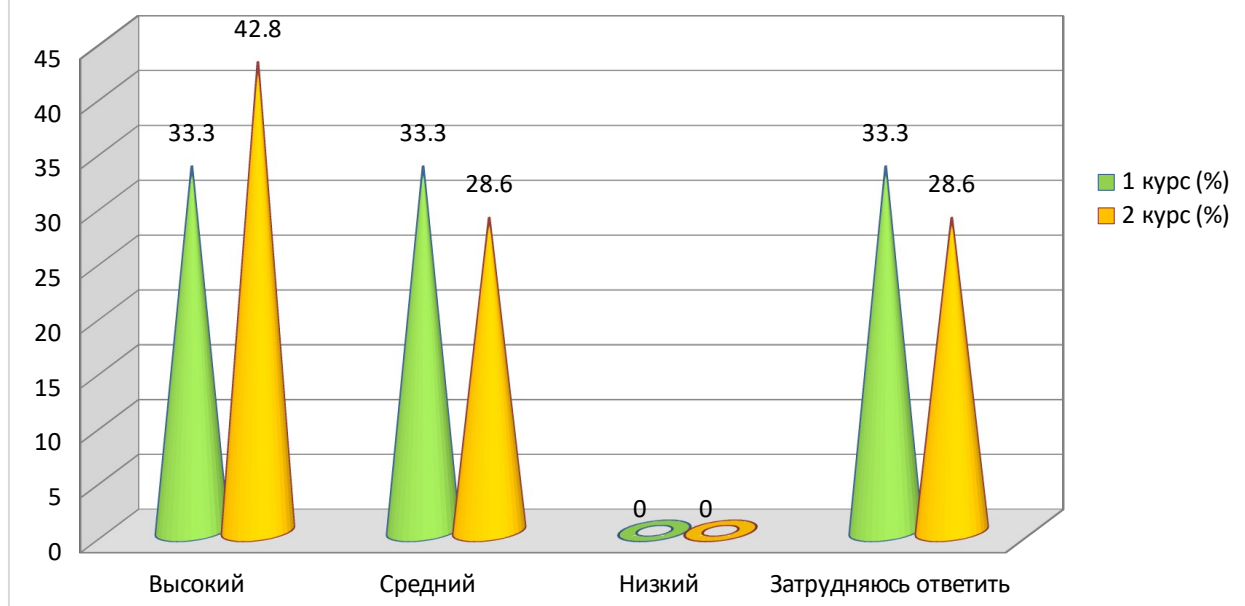
## 3. Evaluate the level of your participation in the following types of the department work.

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

Answer options	1 year(%)	2 year(%)
High	33.3	42.8
Medium	33.3	28.6
Low	-	-
Difficult to answer	33.3	28.6

### 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.

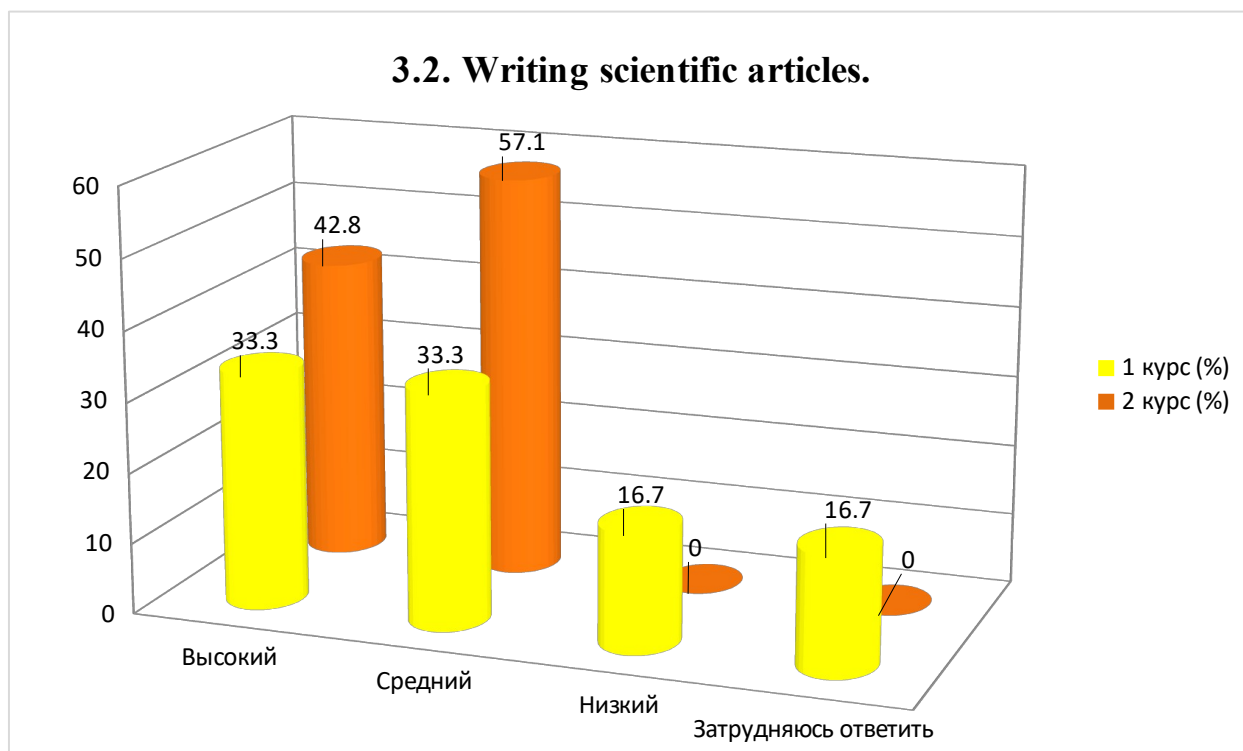


The level of participation in the research work of the department (design, development, technological, etc.) as a full participant, master students rated as "high" - 38.1% and "medium" - 30.9%. There are also students who found it difficult to answer - 30.9%.

#### 3.2. Writing scientific articles.

Answer options	1 year(%)	2 year(%)
High	33.3	42.8
Medium	33.3	57.1
Low	16.7	-
Difficult to answer	16.7	-

### 3.2. Writing scientific articles.



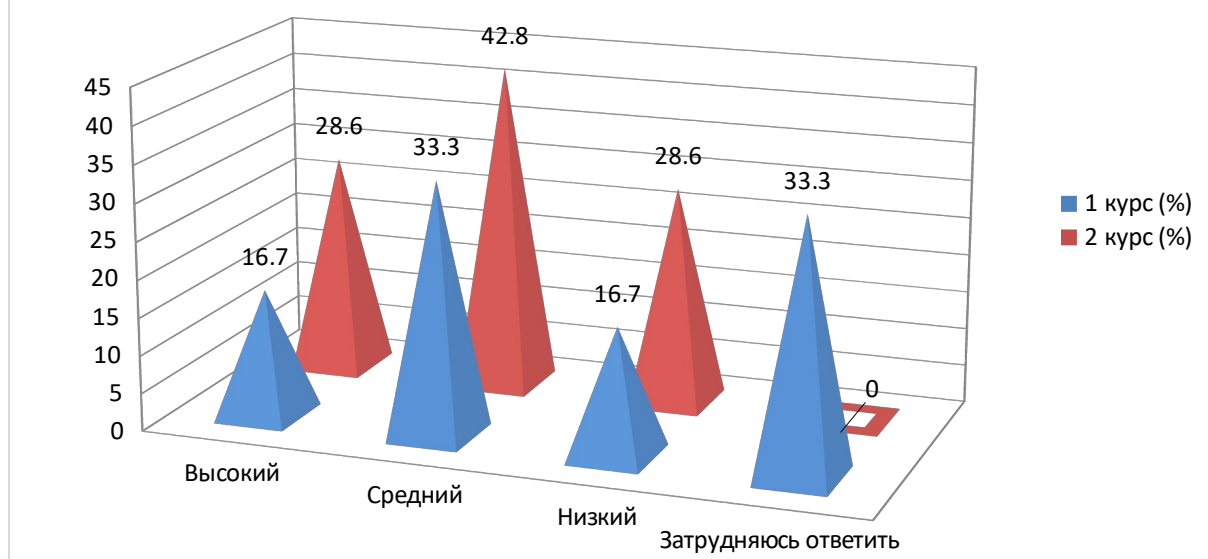
Writing and publishing scientific articles are among the professional duties of every master. The presence of published scientific articles for a master student serves as an admission to the defense of a master's thesis and is an indicator of the author's success as a novice researcher.

According to the diagram, it can be seen that, in writing scientific articles, the 2 year master students rated it as “high” - 42.8% as, and 57.1% as “medium”. The answers of 1 year master students with the same percentages of 33.3% were distributed between the options "high" and "medium". Master students also marked the options “low” and “difficult to answer”. 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	16.7	28.6
Medium	33.3	42.8
Low	16.7	28.6
Difficult to answer	33.3	-

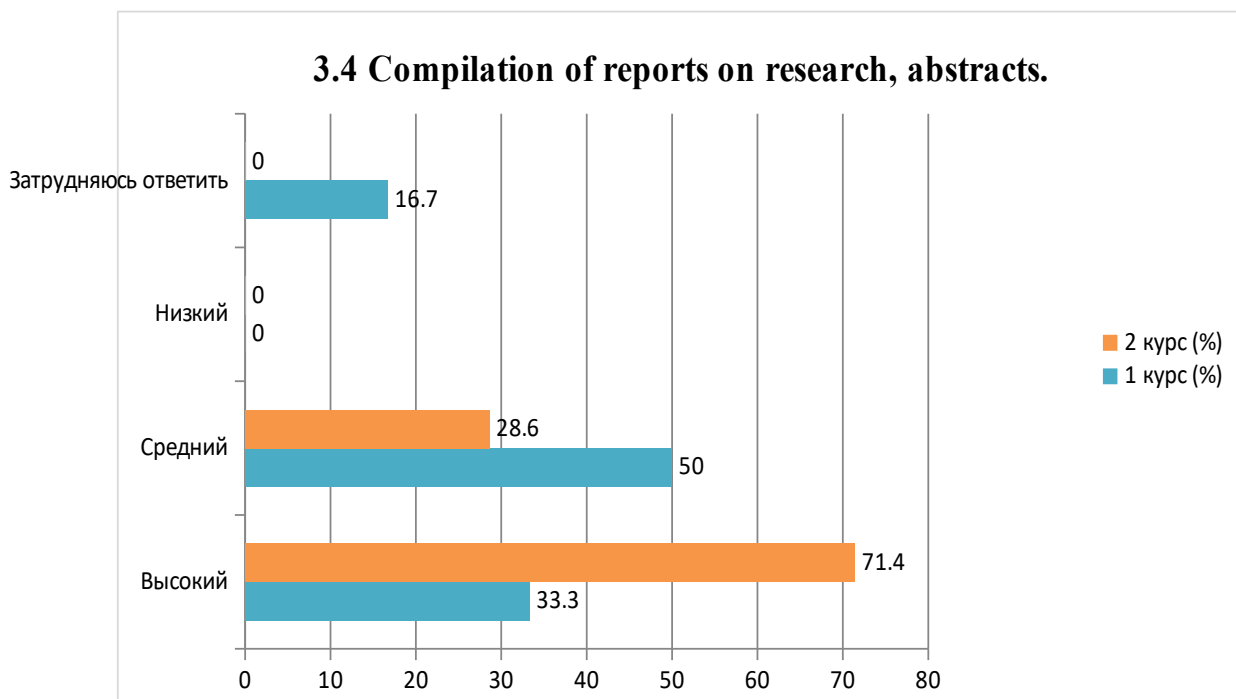
### 3.3 Participation with reports at conferences and seminars.



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 evaluated by the majority of master students as “medium”, 38.1%. 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	33.3	71.4
Medium	50	28.6
Low	-	-
Difficult to answer	16.7	-



Compilation of reports on research, abstracts of the 1 year master students (33.3%) and 2 year (71.4%) was rated as "high"; medium - 39.3% and found it difficult to answer - 8.3%. The same percentage indicators are in the options "medium" and "difficult to answer." The data show that master students are active in compiling reports on research and abstracts.

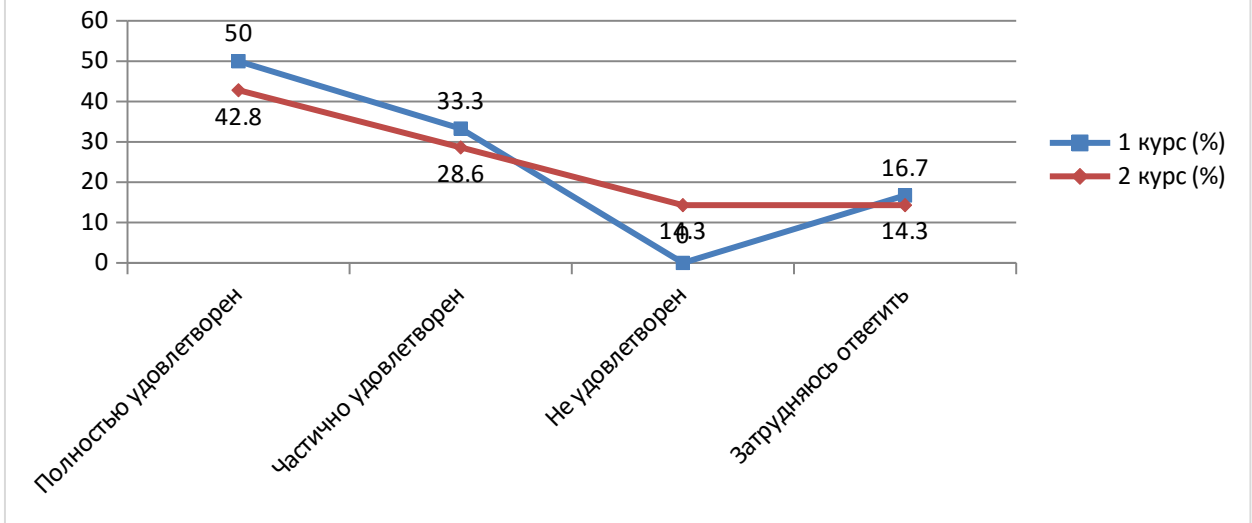
#### 4. Are you satisfied with the scientific and educational environment of the University when studying for a master's degree?

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

Answer options	1 year(%)	2 year(%)
Satisfied completely	50	42.8
Satisfied partly	33.3	28.6
Not satisfied	-	14.3
Difficult to answer	16.7	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, forums with participation of master students.**



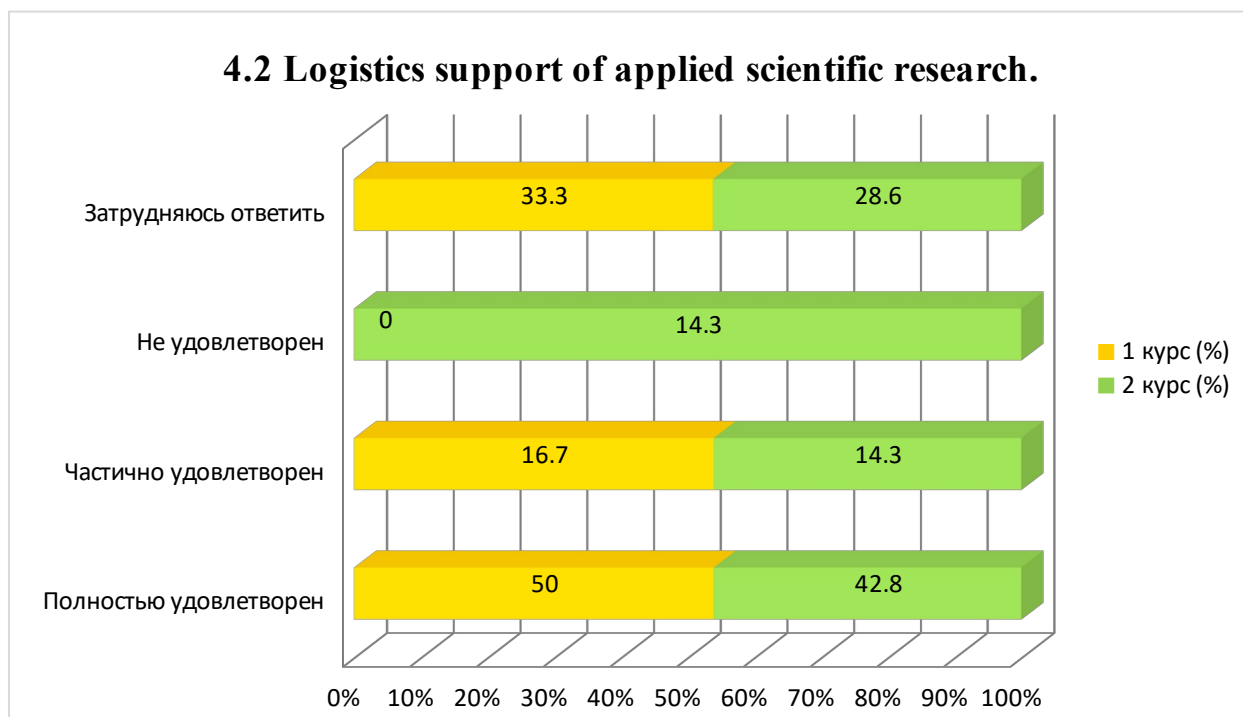
Most of the respondents, 46.4% are "completely satisfied" with the organization of conferences, round tables and forums with participation of master students that are held at KTU. The options "partly satisfied" is 30.9%, "difficult to answer" is 15.5%, and "not satisfied" is 7.1%. There should be created 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(%)	2 year(%)
Satisfied completely	50	42.8
Satisfied partly	16.7	14.3
Not satisfied	-	14.3
Difficult to answer	33.3	28.6



## 4.2 Logistics support of applied scientific research.

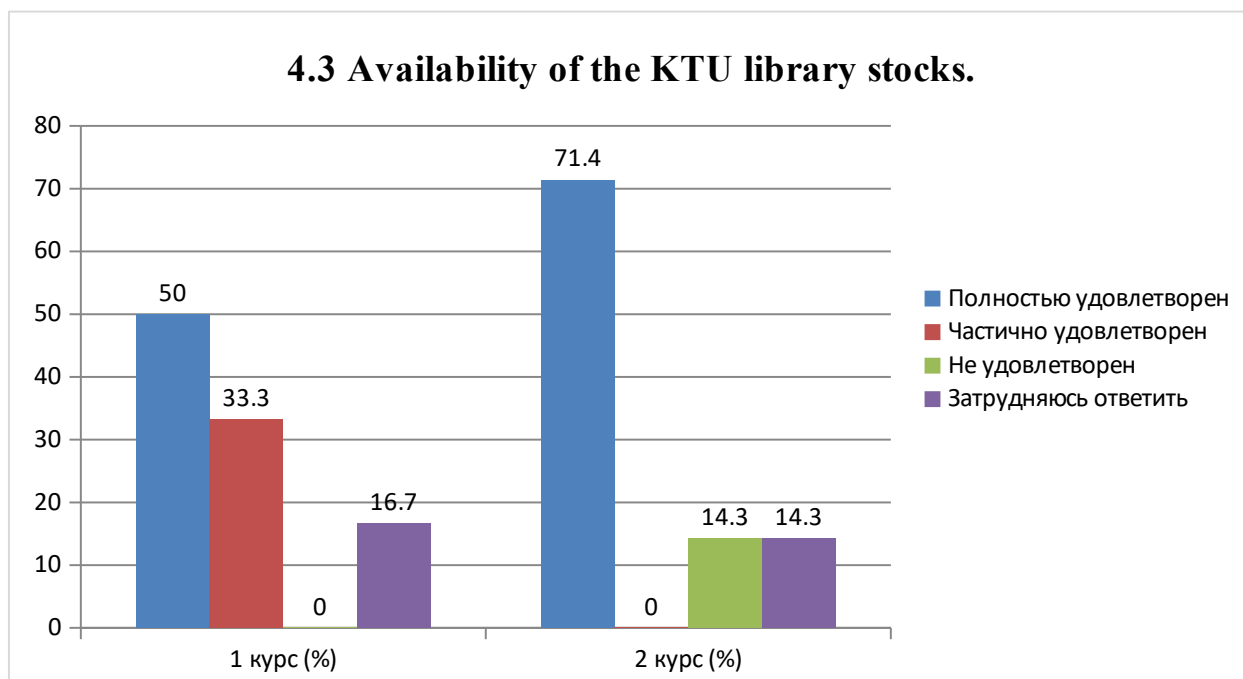


46.4% of master students are completely satisfied with the material and technical support of applied scientific research; "partly satisfied" - 15.5%, "not satisfied" - 7.1%, "difficult to answer" - 30.9%. To further improve the quality of applied scientific research, it is necessary to expand and constantly improve the material and technical equipment.

## 4.3 Availability of the KTU library stocks

Answer options	1 year(%)	2 year(%)
Satisfied completely	50	71.4
Satisfied partly	33.3	-
Not satisfied	-	14.3
Difficult to answer	16.7	14.3

### 4.3 Availability of the KTU library stocks.



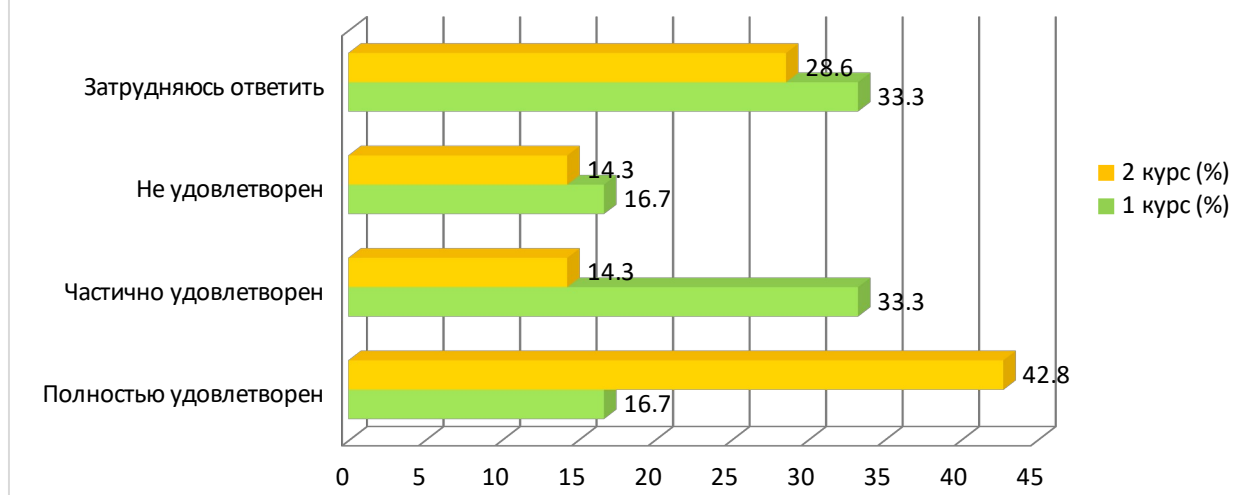
Free and fast access to information is an important factor for the development and competitiveness of the University. Therefore, the assessment of the activities of libraries and the availability of its stock is one of the main aspects of the evaluation of the educational process. The majority of master students, 60.7% are fully satisfied with availability of the KTU library stocks, and partly satisfied are 16.6%. There are also students who selected the options “not satisfied” - 7.1% and “difficult to answer” - 15.5%.

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	16.7	42.8
Satisfied partly	33.3	14.3
Not satisfied	16.7	14.3
Difficult to answer	33.3	28.6

#### 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 the value in the labor market, to gain new professional skills, and to consolidate the knowledge of a foreign language.

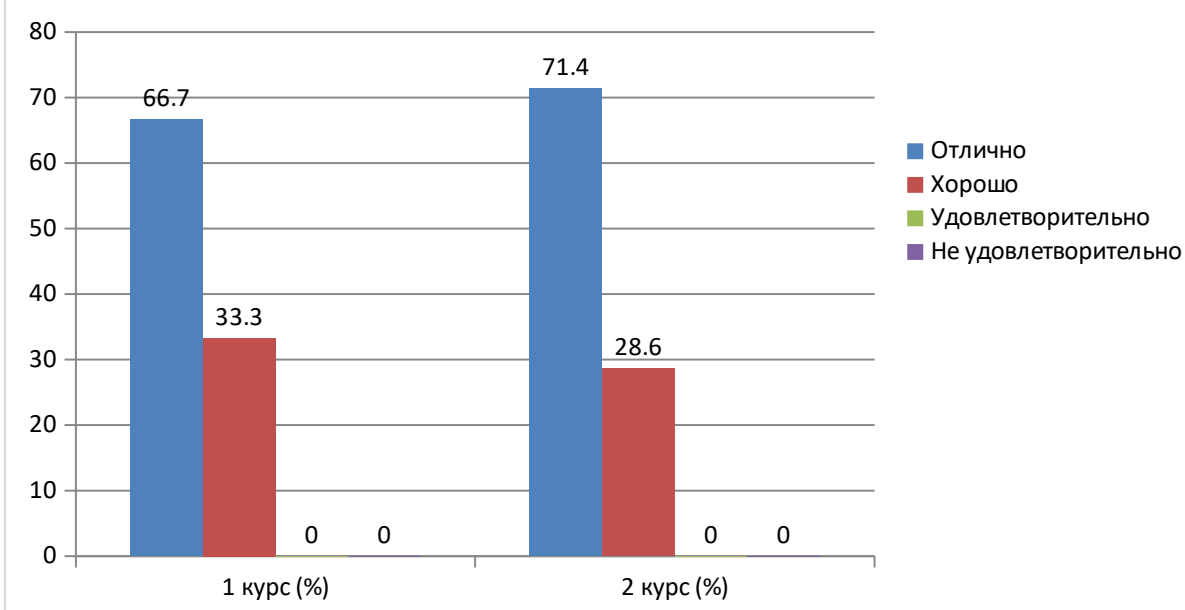
### 5. How would you rate the teaching staff of your master's program in general?

#### 5.1 Knowledge, qualifications.

Answer options	1 year(%)	2 year(%)
Excellent	66.7	71.4
Good	33.3	28.6
Satisfactory	-	-
Unsatisfactory	-	-

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

### 5.1 Knowledge, qualifications

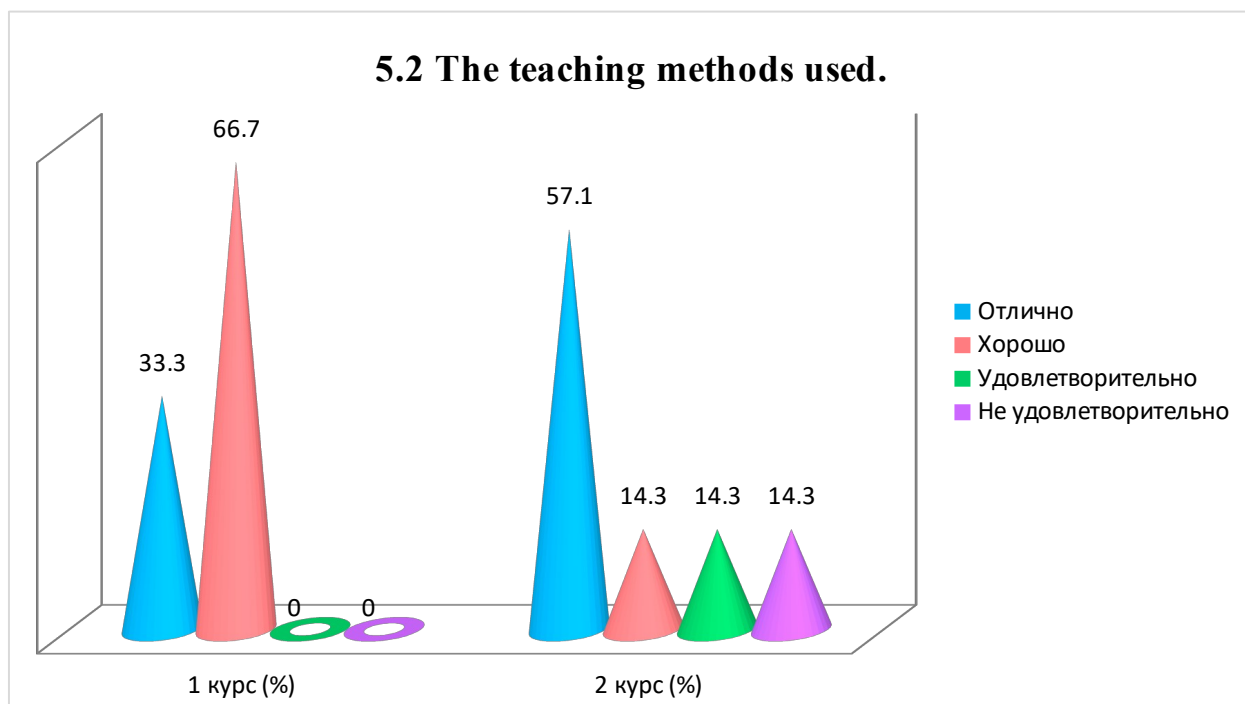


The quality of education is largely determined by the quality of the teaching staff. When evaluating the "knowledge and qualifications of the teaching staff of the master's program", 69.1% of the respondents answered that it was "excellent", and 30.9% "good". There are no master students who are not satisfied with the knowledge and qualifications of the teaching staff.

### 5.2 Teaching methods used.

Answer options	1 year(%)	2 year(%)
Excellent	33.3	57.1
Good	66.7	14.3
Satisfactory	-	14.3
Unsatisfactory	-	14.3

## 5.2 The teaching methods used.



Master students highly appreciate the teaching methods used: 45.2% are completely satisfied, they rated it as "excellent", 40.5% rated it as "good", 7.1% rated it as "satisfactory".

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

1 year	2 year
- no	- Everything is all right - None

### T 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, 76.1% 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", "Compilation of reports on research, abstracts" was rated as "high".

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. 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 first-year and second-year master students are 15.5%. 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 assessment of the 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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