

**Report on the results of the questionnaire**  
**«Satisfaction of master students with educational services» for the 2022-2023 academic**  
**year**  
**in the educational program**  
**7M07203 «Mining»**

In February 2023, the center for quality management and accreditation conducted a questionnaire on «Master's students' satisfaction with educational services»

**The purpose of the study** -measuring consumer satisfaction with the quality of university services provided.

**The subject of the study:** formed ideas of undergraduates about the organization of the educational process, the degree of satisfaction with its various characteristics.

The results of the questionnaire were processed and presented in a summarized form, guaranteeing the confidentiality of the personal opinions of undergraduates.

**An object** research - 1st-2nd year master's students.

This extensive questionnaire is conducted once every 5 years.

77 respondents took part in the questionnaire, which amounted to 81% of the total number of undergraduates.

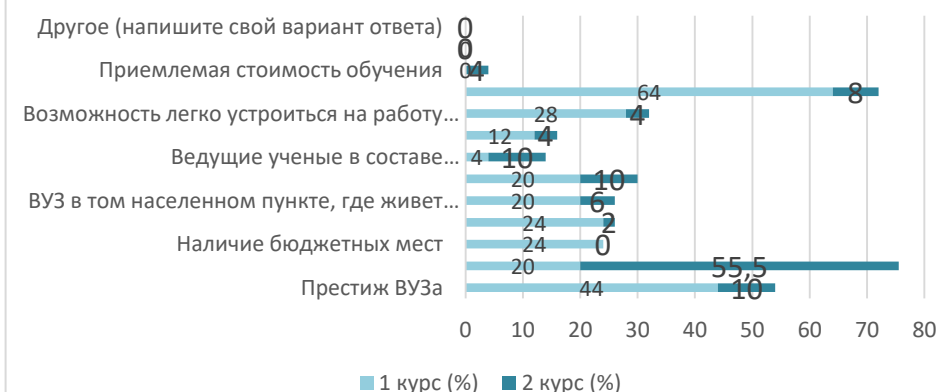
During the questionnaire process, the following data was obtained:

**1. What determined your choice of studying at a university master's program? (choose 3-4 answer options)**

<b>Answer options</b>	<b>1 st year (%)</b>	<b>2nd year (%)</b>
University prestige	44	10
Opportunity for internships abroad while studying	20	55.5
Availability of budget places	24	-
Opportunity to do science while studying	24	2
University in the locality where the family lives (close to it)	20	6
High quality education	20	10
Leading scientists on staff	4	10
Large selection of specialties and areas of education	12	4
An opportunity to easily get a job with a diploma from this university	28	4
The university where you studied as an undergraduate	64	8
Reasonable cost of training	-	4
I find it difficult to answer	-	-
Other (write your answer)		-

*\*The amount in % is not equal to 100, because multiple answer options were expected*

**1. What determined your choice of studying at a university master's program? (choose 3-4 answer options)**



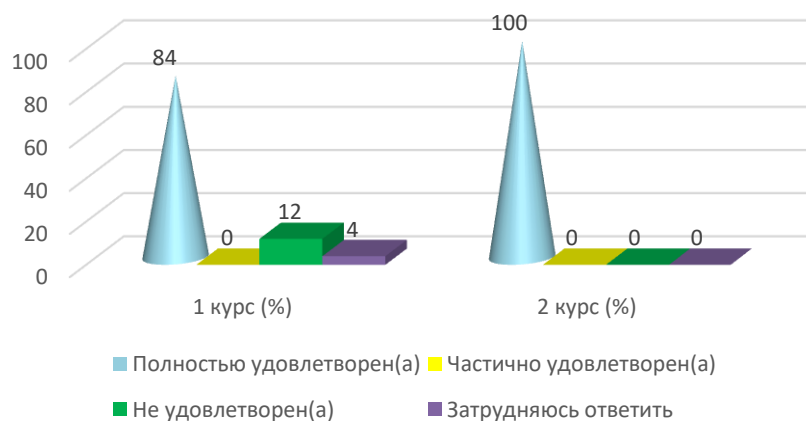
**2. How satisfied are you with the availability of information provided by the university in your field of study:**

2.1 About the training profile
2.2 Characteristics of the professional activity of a master's student
2.3 List of developed competencies of master's degree graduates
2.4 List of master's students' practice databases
2.5 Information about scientific supervisors

**2.1 About the training profile**

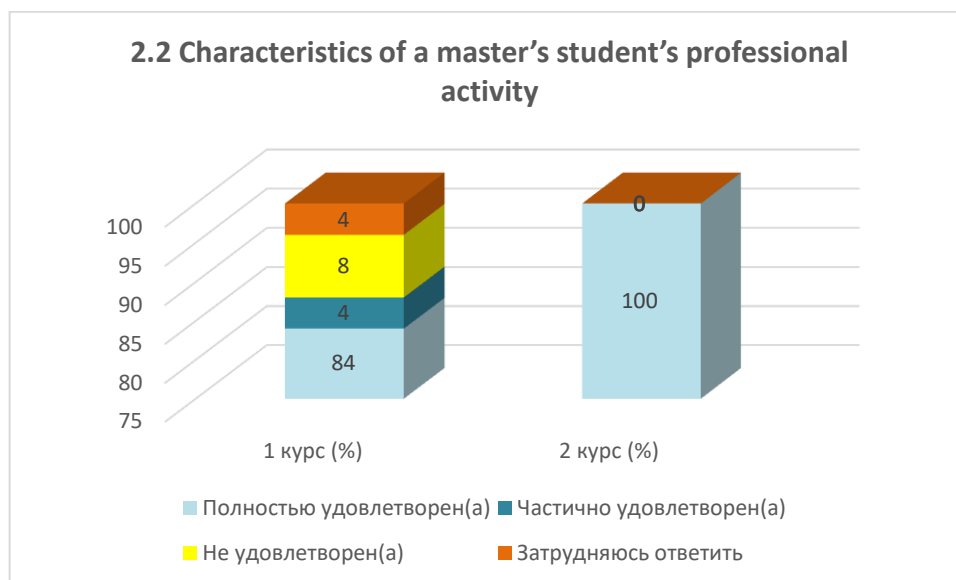
Answer options	1 st year (%)	2nd year (%)
Completely satisfied	84	100
Partially satisfied	-	-
Not satisfied)	12	-
I find it difficult to answer	4	-

**2.1 About the training profile**



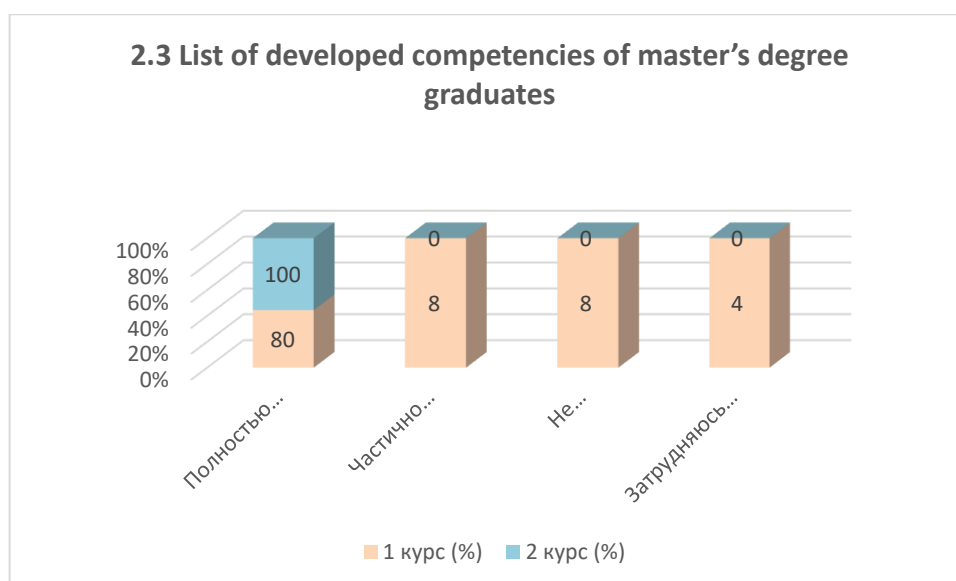
## 2.2 Characteristics of a master's student's professional activity

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	84	100
Partially satisfied	4	-
Not satisfied)	8	-
I find it difficult to answer	4	-



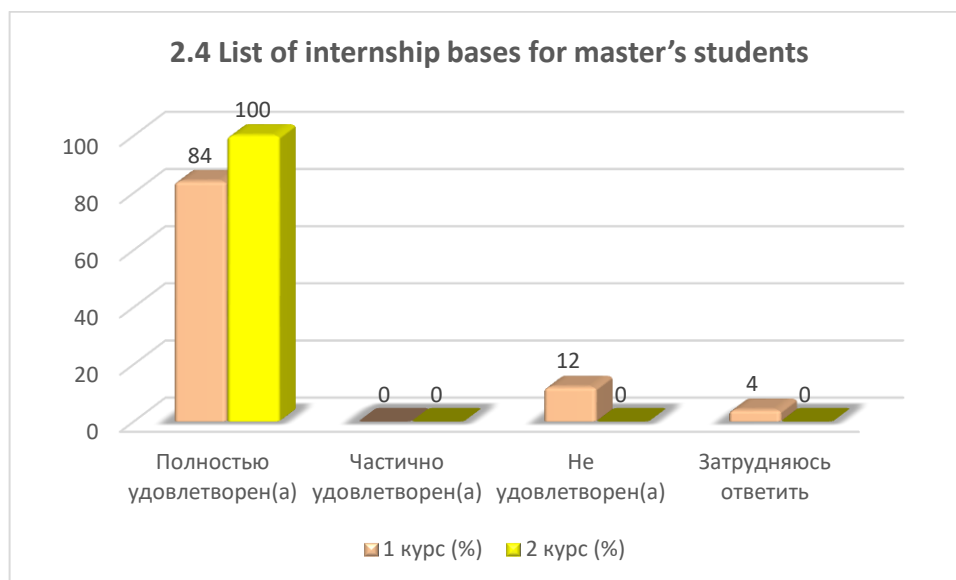
## 2.3 List of developed competencies of master's degree graduates

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	80	100
Partially satisfied	8	-
Not satisfied)	8	-
I find it difficult to answer	4	-



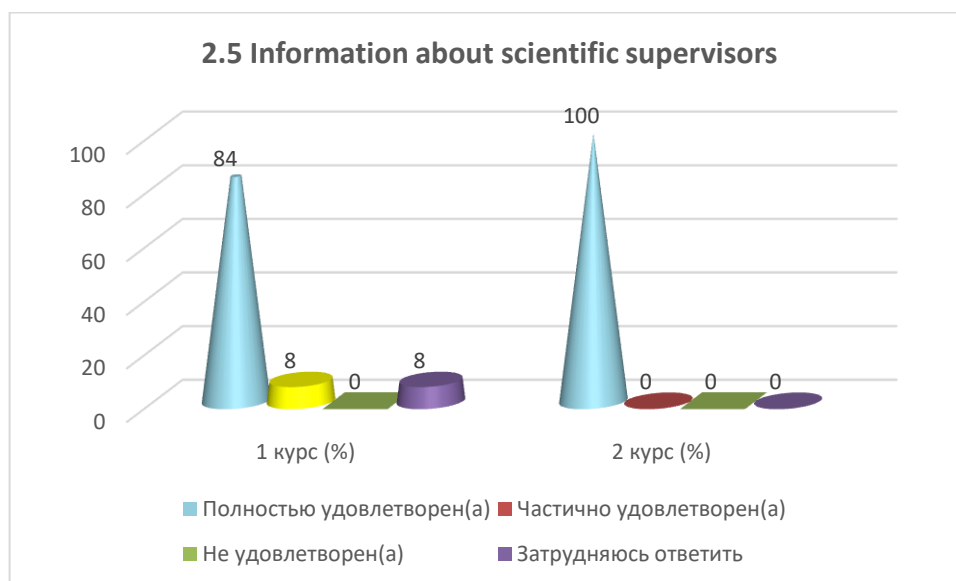
## 2.4 List of internship bases for master's students

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	84	100
Partially satisfied	-	-
Not satisfied)	12	-
I find it difficult to answer	4	-



## 2.5 Information about scientific supervisors

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	84	100
Partially satisfied	8	-
Not satisfied)	-	-
I find it difficult to answer	8	-



To the option «If you answered «Not satisfied» to the previous question, please give recommendations for improving the direction of training,» master's students indicated the following options\*:

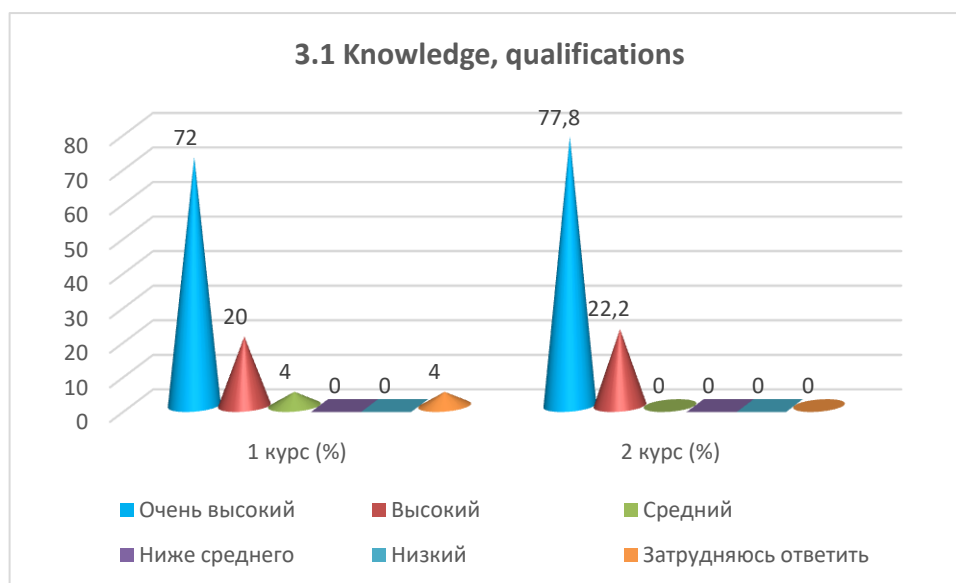
- There is not enough information in the library, maybe I was unlucky, the system didn't work well then, but they didn't find what I needed;
- Do not let people copy and teach for real and not for show

### 3. How would you overall rate the teaching staff of your master's program?

3.1 Knowledge, qualifications
3.2 Pedagogical qualities
3.3 Objectivity and impartiality of assessments
3.4 Teaching methods used

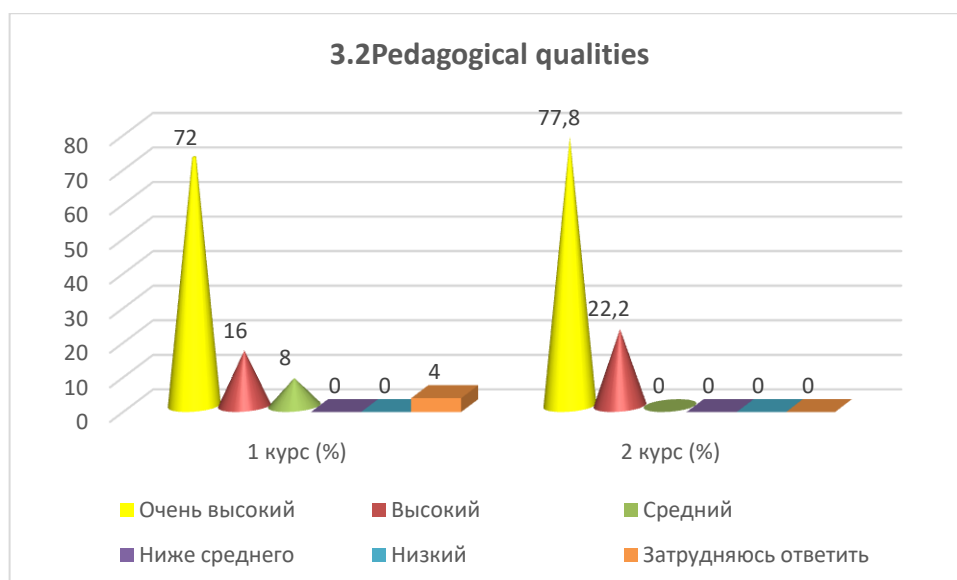
#### 3.1 Knowledge, qualifications

Answer options	1 st year (%)	2nd year (%)
Very tall	72	77.8
High	20	22.2
Average	4	-
Below the average	-	-
Short	-	-
I find it difficult to answer	4	-



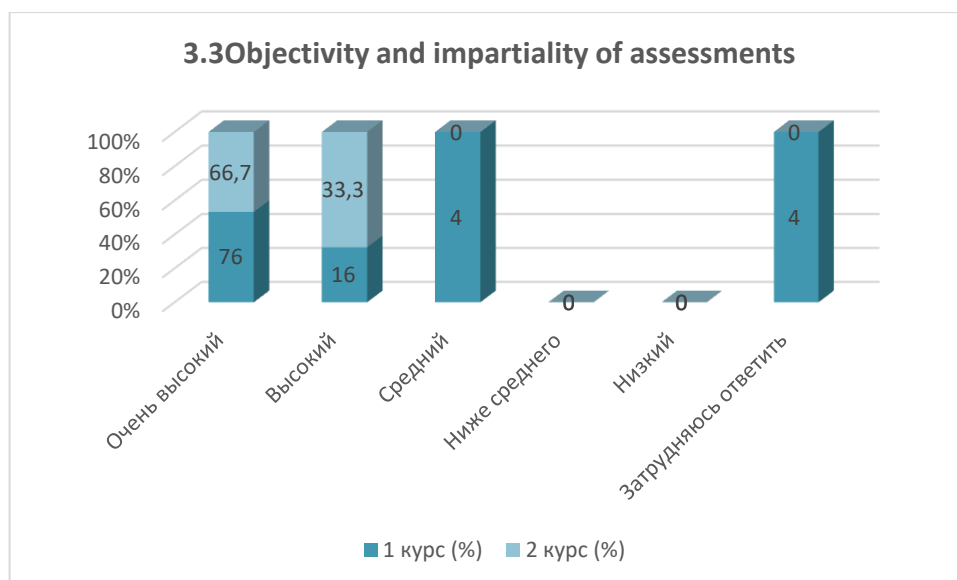
#### 3.2 Pedagogical qualities

Answer options	1 st year (%)	2nd year (%)
Very tall	72	77.8
High	16	22.2
Average	8	-
Below the average	-	-
Short	-	-
I find it difficult to answer	4	-



### 3.3 Objectivity and impartiality of assessments

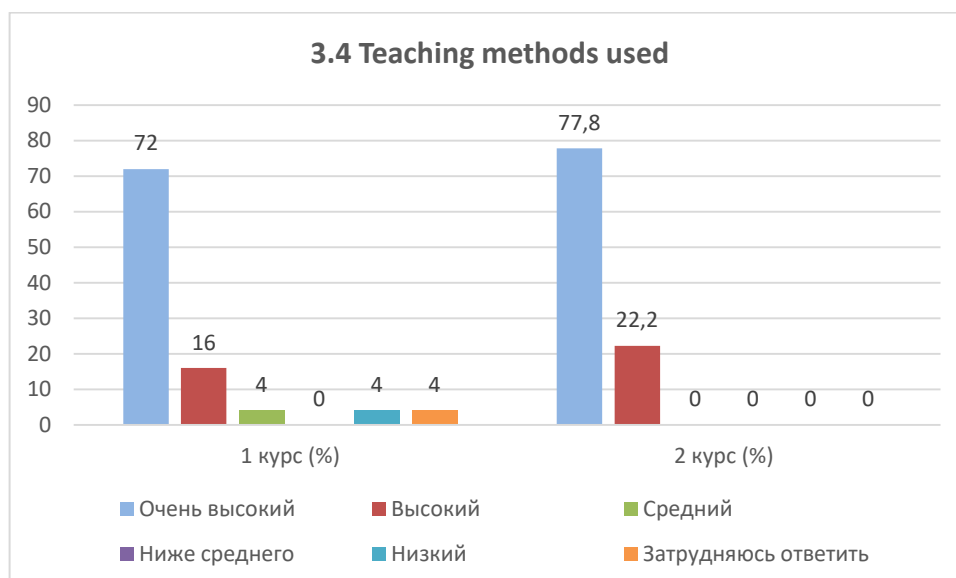
Answer options	1 st year (%)	2nd year (%)
Very tall	76	66.7
High	16	33.3
Average	4	-
Below the average	-	-
Short	-	-
I find it difficult to answer	4	-



### 3.4 Teaching methods used

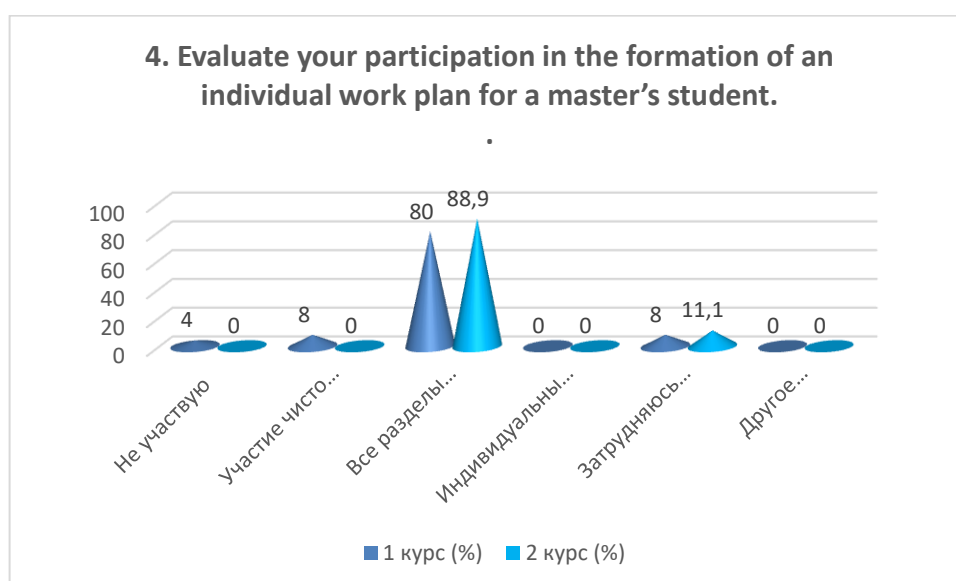
Answer options	1 st year (%)	2nd year (%)
Very tall	72	77.8
High	16	22.2
Average	4	-
Below the average	-	-
Short	4	-

I find it difficult to answer	4	-
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**4. Evaluate your participation in the formation of an individual work plan for a master's student.**

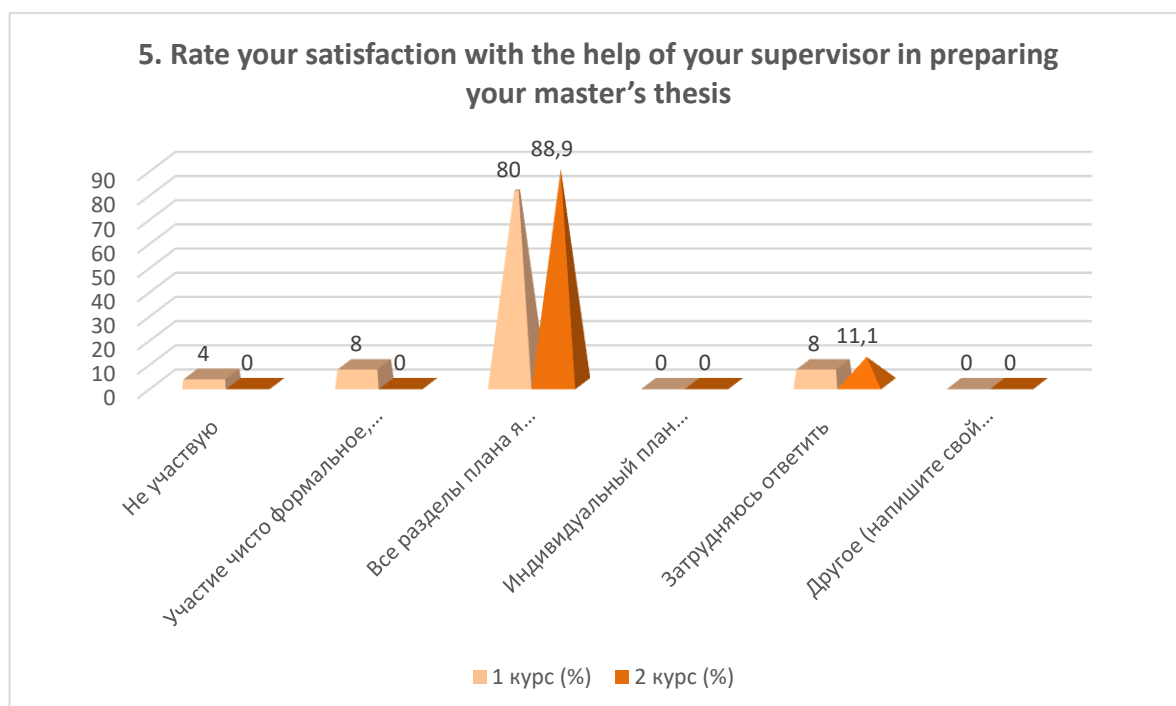
Answer options	1 st year (%)	2nd year (%)
I don't participate	4	-
Participation is purely formal; the formation of an individual plan actually does not depend on me	8	-
I develop all sections of the plan independently under the supervision of my supervisor.	80	88.9
I formulate an individual plan myself, the manager only signs it.	-	-
I find it difficult to answer	8	11.1
Other (write your answer)	-	-



**5. Rate your satisfaction with the help of your supervisor in preparing your master's thesis**

Answer options	1 st year (%)	2nd year (%)
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Completely satisfied	76	100
Partially satisfied	16	-
Not satisfied)	-	-
I find it difficult to answer	8	-
Other (write your answer)	-	-



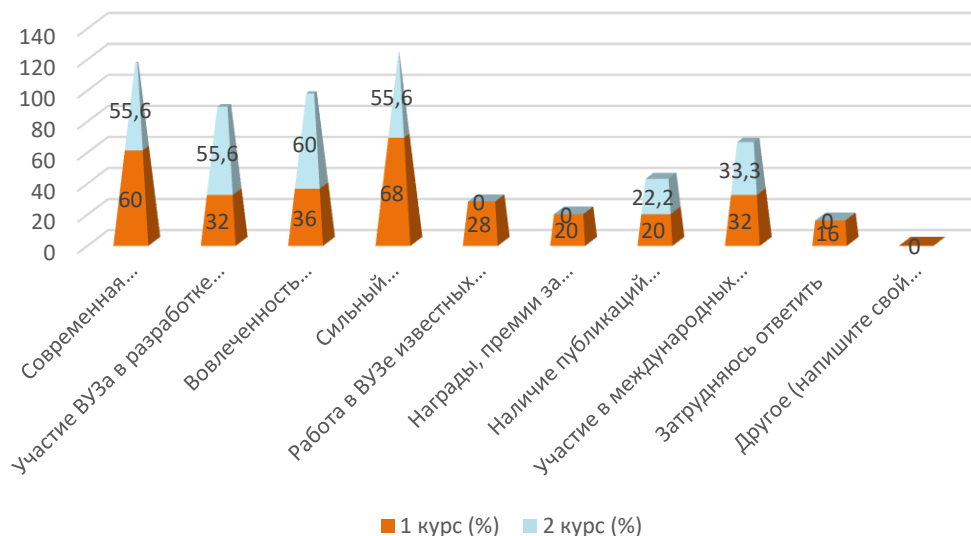
**6. What, in your opinion, is an indicator of a high scientific level of a university? (select 3-4 key characteristics)**

Answer options	1 st year (%)	2nd year (%)
Modern material and technical base	60	55.6
Participation of the university in the development of targeted programs for the socio-economic development of the region, cities, and enterprises	32	55.6
Involvement of undergraduates in research projects	36	60
Strong teaching staff	68	55.6
Work at the university of famous foreign scientists	28	-
Awards, prizes for achievements in science	20	-
Availability of publications by university staff in international publications	20	22.2
Participation in international research projects	32	33.3
I find it difficult to answer	16	-
Other (write your answer)	-	-

*\*The amount in % is not equal to 100, because multiple answer options were expected*



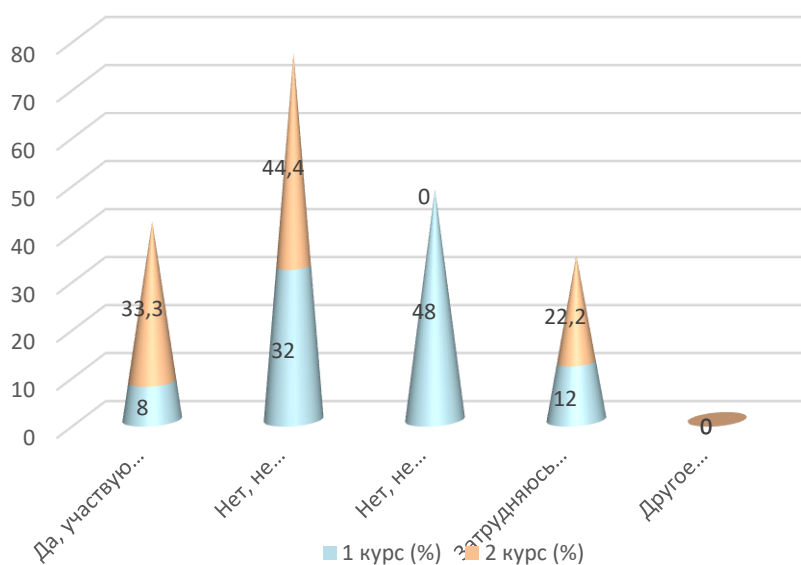
**6. What, in your opinion, is an indicator of a high scientific level of a university? (select 3-4 key characteristics)**



**7. Are you involved in any research projects?**

Answer options	1 st year (%)	2nd year (%)
Yes, I participate (go to question 8)	8	33.3
No, I don't participate, but I attend scientific events (seminars, conferences) at the university	32	44.4
No, I'm not participating	48	-
I find it difficult to answer	12	22.2
Other (write your answer)	-	-

**7.Are you involved in any research projects?**



To the option «If you answered «No, I don't participate» to the previous question, write why,» undergraduates indicated the following options\*:

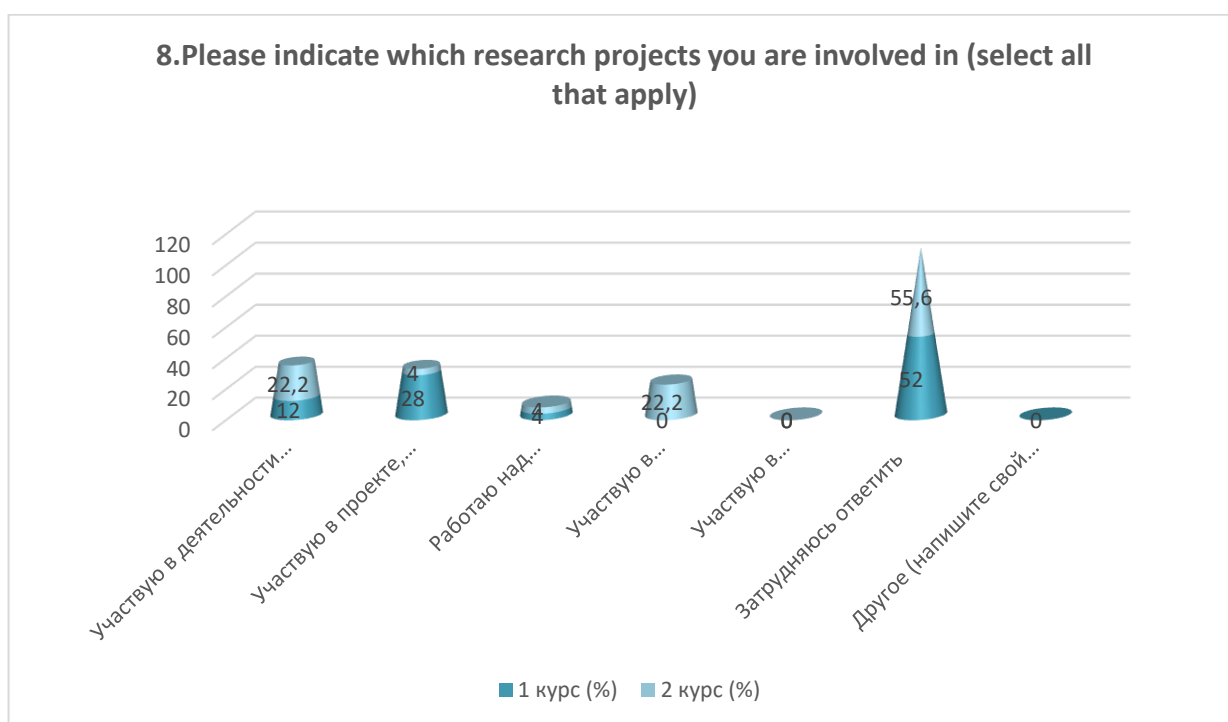
-I don't know how to participate in them, because I don't know anyone;

- I don't want

**8. Please indicate which research projects you are involved in (select all that apply)**

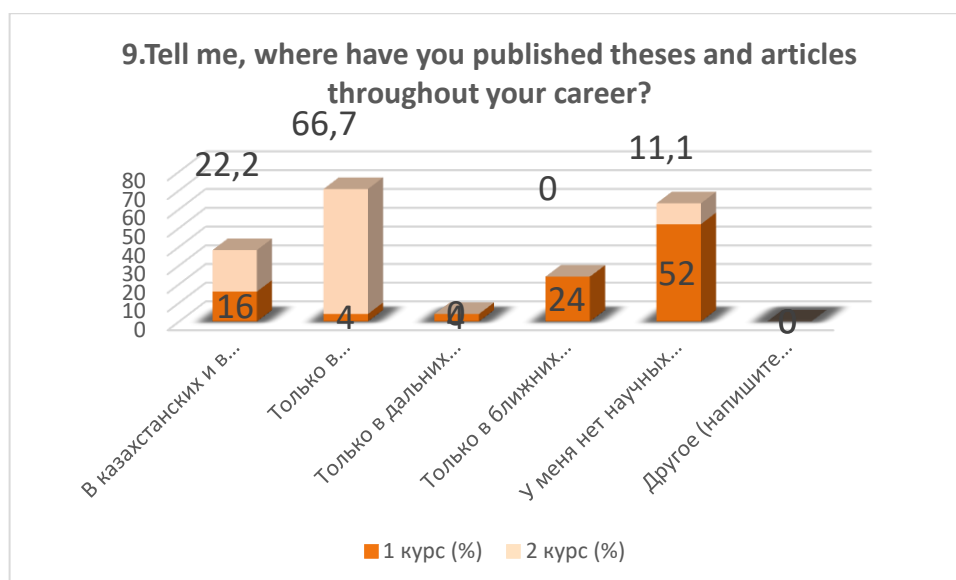
Answer options	1 st year (%)	2nd year (%)
I participate in the activities of scientific departments at my university	12	22.2
I am participating in a project led by my supervisor/other teacher	28	4
Working on a research project with friends	4	4
I am participating in a research project at another university	-	22.2
I am participating in a research project with foreign universities	-	-
I find it difficult to answer	52	55.6
Other (write your answer)	-	-

*\*The amount in % is not equal to 100, because multiple answer options were expected*



**9. Tell me, where have you published theses and articles throughout your career?**

Answer options	1 st year (%)	2nd year (%)
In Kazakhstan and in distant/near foreign publications	16	22.2
Only in Kazakhstan publications	4	66.7
Only in distant foreign publications	4	-
Only in nearby foreign publications	24	-
I have no scientific publications	52	11.1
Other (write your answer)	-	-

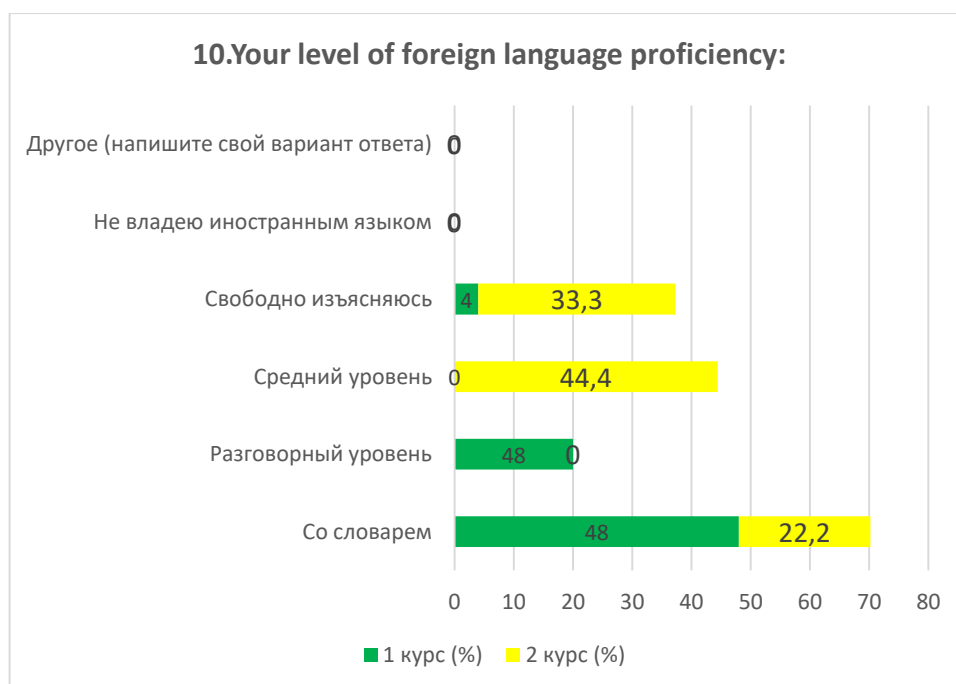


For the option «If you answered «I have no scientific publications» to the previous question, write why» Master's students indicated the following options\*:

- at the article release stage
- Please note!

#### 10.Your level of foreign language proficiency:

Answer options	1 st year (%)	2nd year (%)
With dictionary	48	22.2
Speaking level	48	-
Average level	-	44.4
I express myself freely	4	33.3
I don't speak a foreign language	-	-
Other (write your answer)	-	-



Students indicated the following options for the «Other» option\*:

- I understand 90% of what is said in English, I express myself with little difficulty

For the option «If you answered «I don't speak a foreign language» to the previous question, write why» Master's students indicated the following options\*:

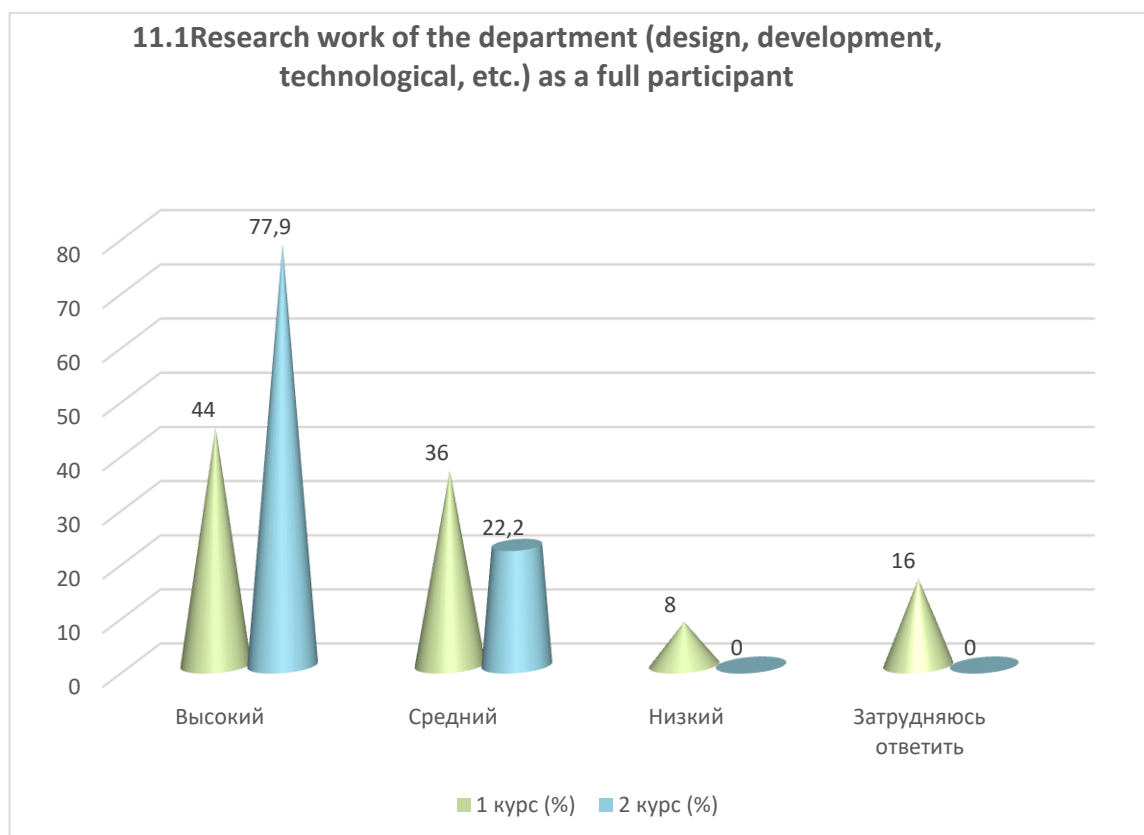
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## 11. Assess the level of your participation in the following types of work of the department

11.1 Research work of the department (design, development, technological, etc.) as a full participant
11.2 Writing scientific articles
11.3 Participation in presentations at conferences and seminars
11.4 Preparation of research reports and abstracts

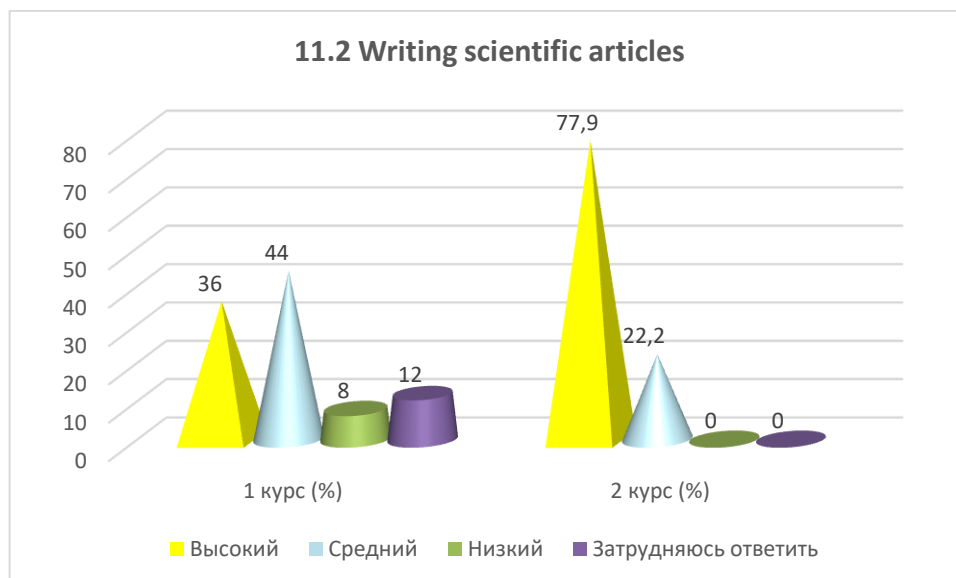
### 11.1 Research work of the department (design, development, technological, etc.) as a full participant

Answer options	1 st year (%)	2nd year (%)
High	44	77.9
Average	36	22.2
Short	8	-
I find it difficult to answer	16	-



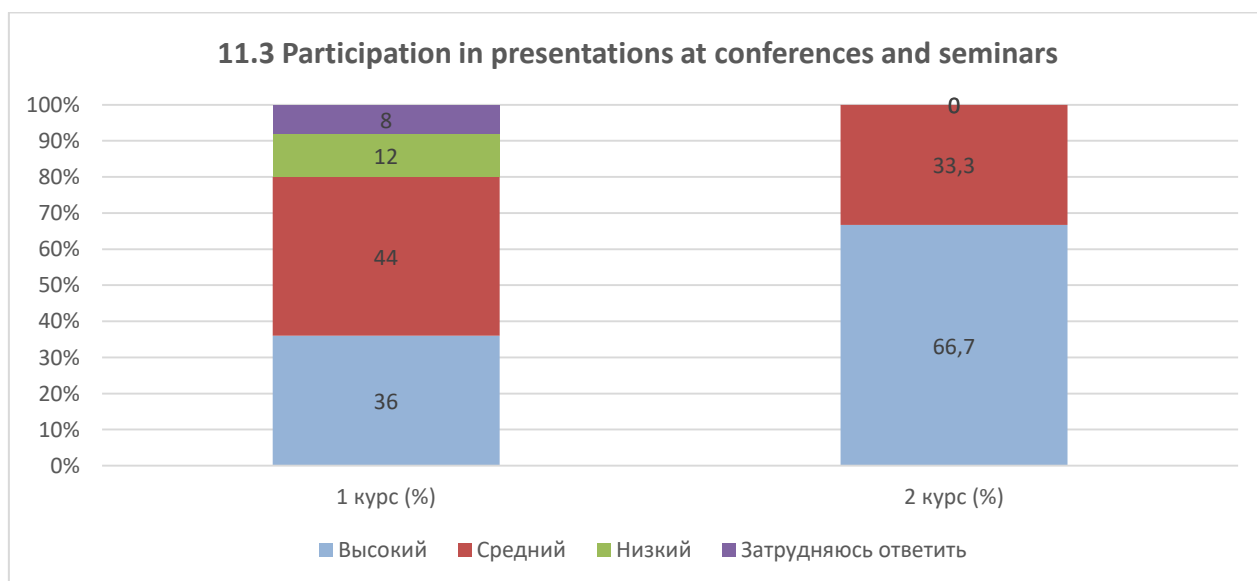
### 11.2 Writing scientific articles

Answer options	1 st year (%)	2nd year (%)
High	36	77.9
Average	44	22.2
Short	8	-
I find it difficult to answer	12	-



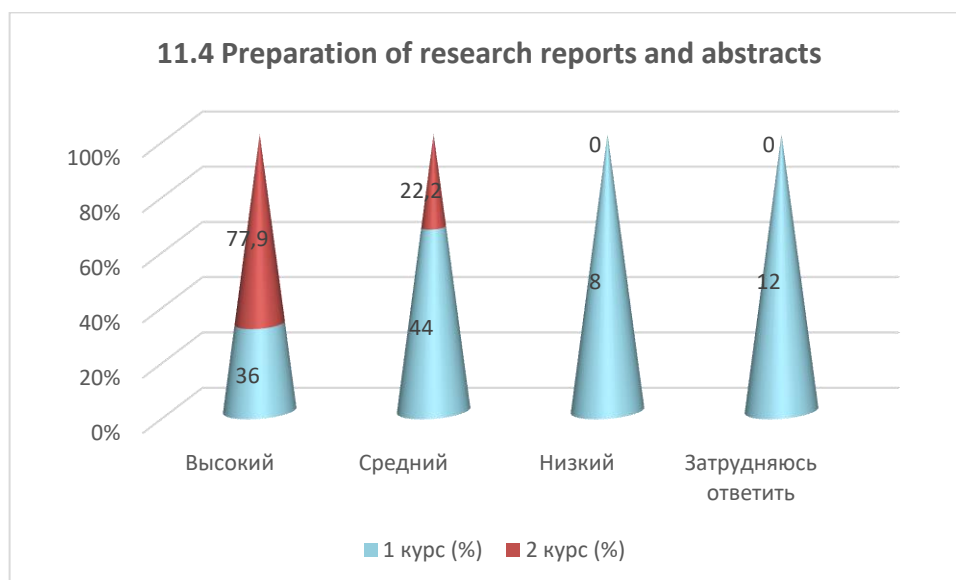
### 11.3 Participation in presentations at conferences and seminars

Answer options	1 st year (%)	2nd year (%)
High	36	66.7
Average	44	33.3
Short	12	-
I find it difficult to answer	8	-



### 11.4 Preparation of research reports and abstracts

Answer options	1 st year (%)	2nd year (%)
High	36	77.9
Average	44	22.2
Short	8	-
I find it difficult to answer	12	-



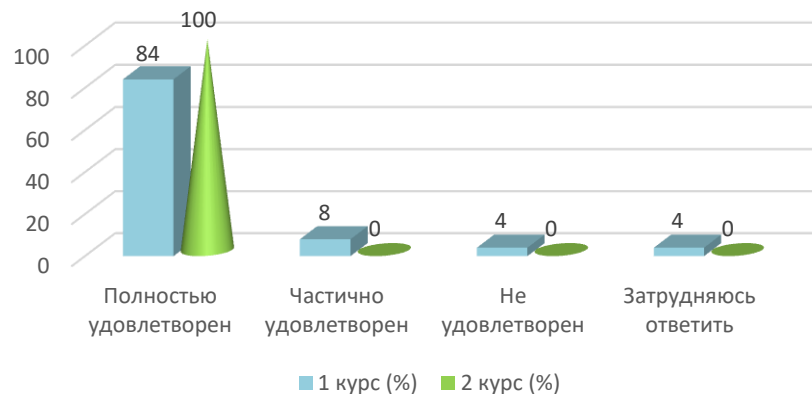
### 12.Are you satisfied with the scientific and educational environment of the university during your master's studies?

12.1 Organization of conferences, round tables, forums at the university with the participation of undergraduates
12.2 Logistics support for applied scientific research
12.3 Availability for undergraduates of technology, computers necessary for the educational process and scientific activities
12.4 General level of organization and conduct of foreign internships
12.5 Availability of library collections, electronic databases and Internet resources
12.6 Availability of scientific equipment, instruments, materials
12.7 Availability of laboratories, specialized facilities and experimental sites

### 12.1 Organization of conferences, round tables, forums at the university with the participation of undergraduates

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	84	100
Partially satisfied	8	-
Not satisfied	4	-
I find it difficult to answer	4	-

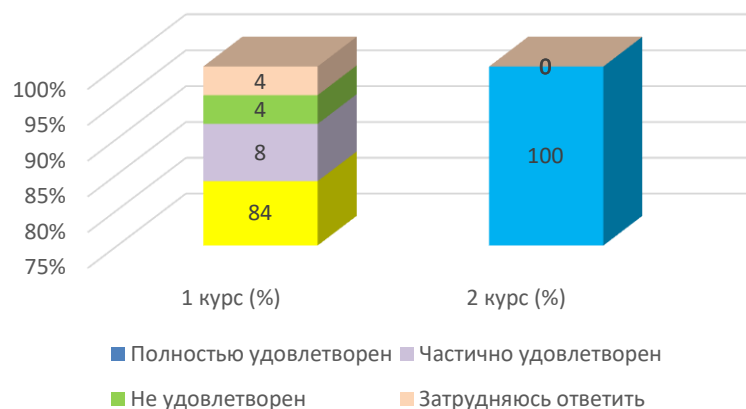
### 12.1 Organization of conferences, round tables, forums at the university with the participation of undergraduates



### 12.2 Logistics support for applied scientific research

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	84	100
Partially satisfied	8	-
Not satisfied	4	-
I find it difficult to answer	4	-

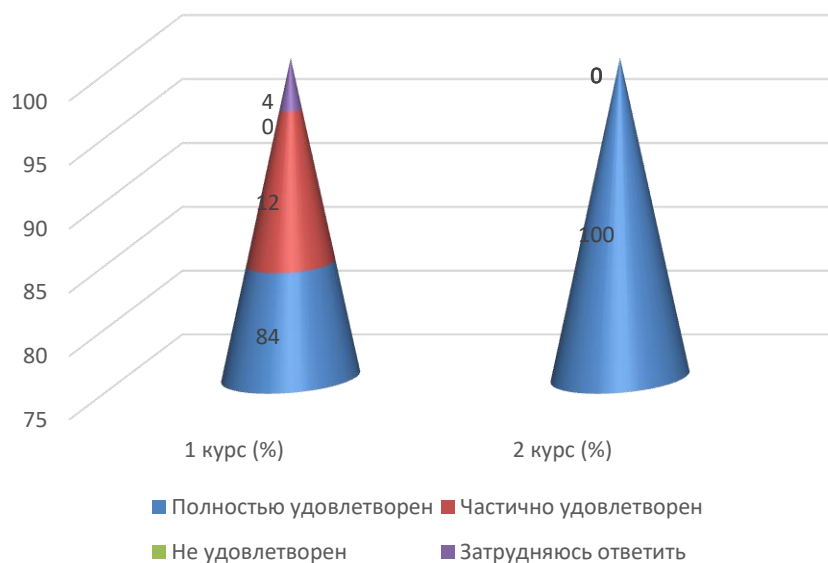
### 12.2 Logistics support for applied scientific research



### 12.3 Availability for undergraduates of technology, computers necessary for the educational process and scientific activities

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	84	100
Partially satisfied	12	-
Not satisfied	-	-
I find it difficult to answer	4	-

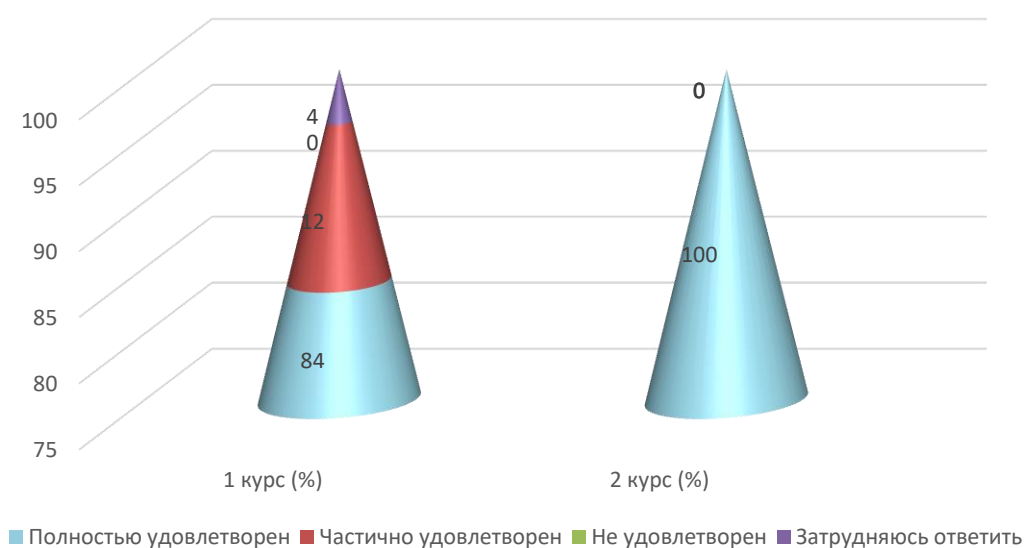
### 12.3 Availability for undergraduates of technology, computers necessary for the educational process and scientific activities



### 12.4 General level of organization and conduct of foreign internships

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	84	100
Partially satisfied	12	-
Not satisfied	4	-
I find it difficult to answer	-	-

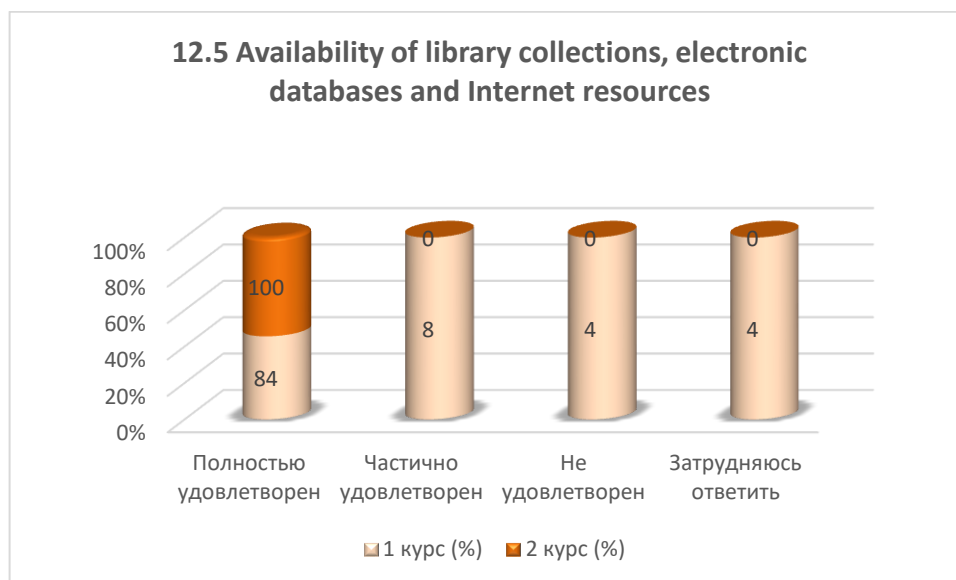
### 12.4 General level of organization and conduct of foreign internships





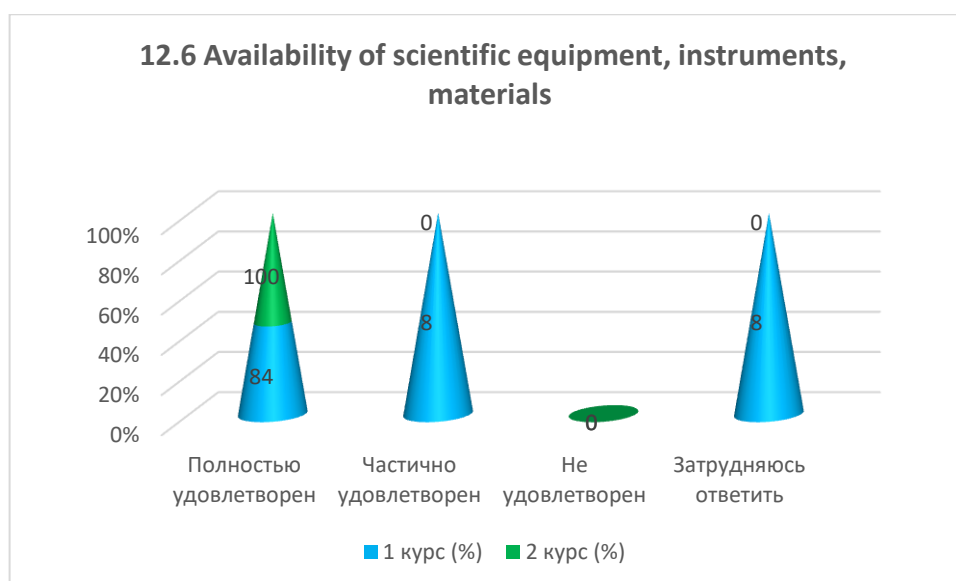
### 12.5 Availability of library collections, electronic databases and Internet resources

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	84	100
Partially satisfied	8	-
Not satisfied	4	-
I find it difficult to answer	4	-



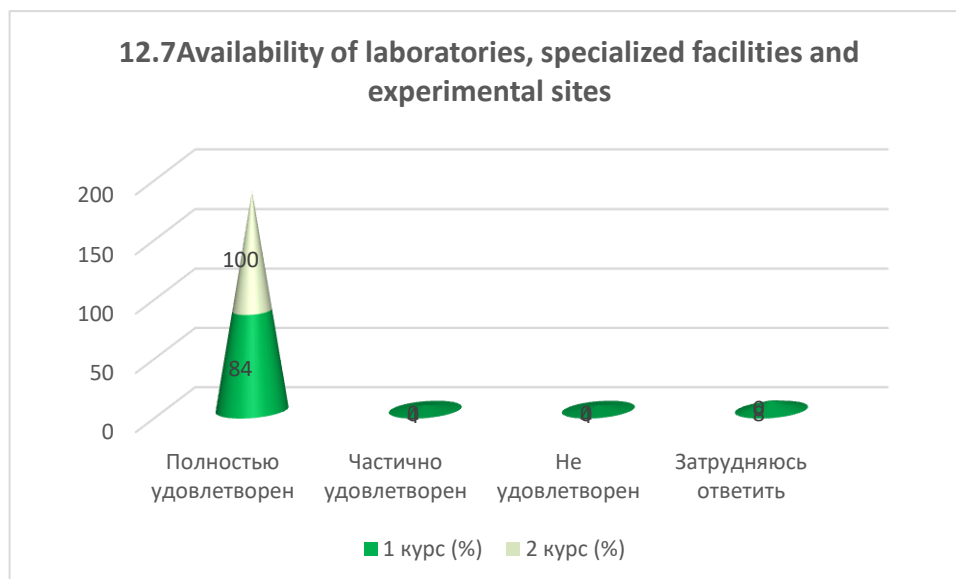
### 12.6 Availability of scientific equipment, instruments, materials

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	84	100
Partially satisfied	8	-
Not satisfied	-	-
I find it difficult to answer	8	-



### 12.7 Availability of laboratories, specialized facilities and experimental sites

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	84	100
Partially satisfied	4	-
Not satisfied	4	-
I find it difficult to answer	8	-

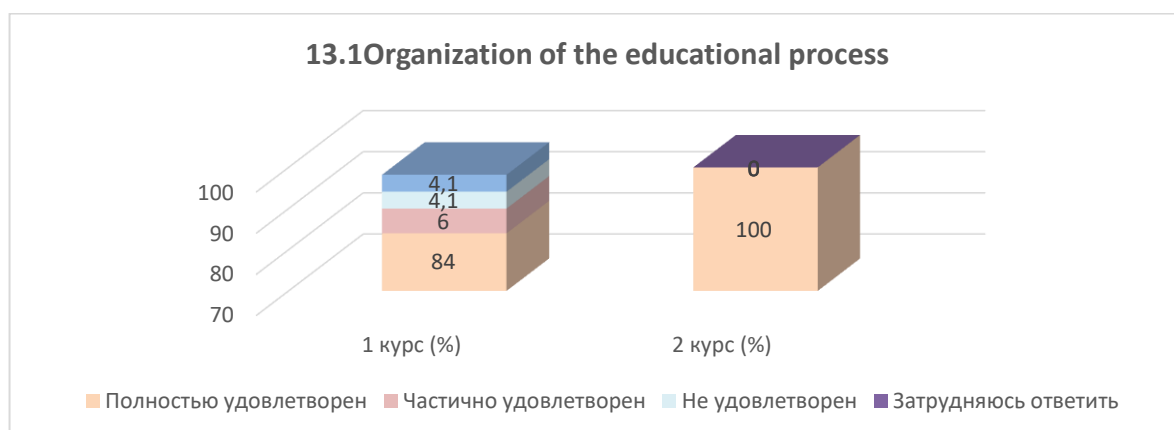


### 13. Are you satisfied?

13.1 Organization of the educational process
13.2 Living conditions in the hostel
13.3 Organization of free time
13.4 Catering organization
13.5 Organization of industrial practice

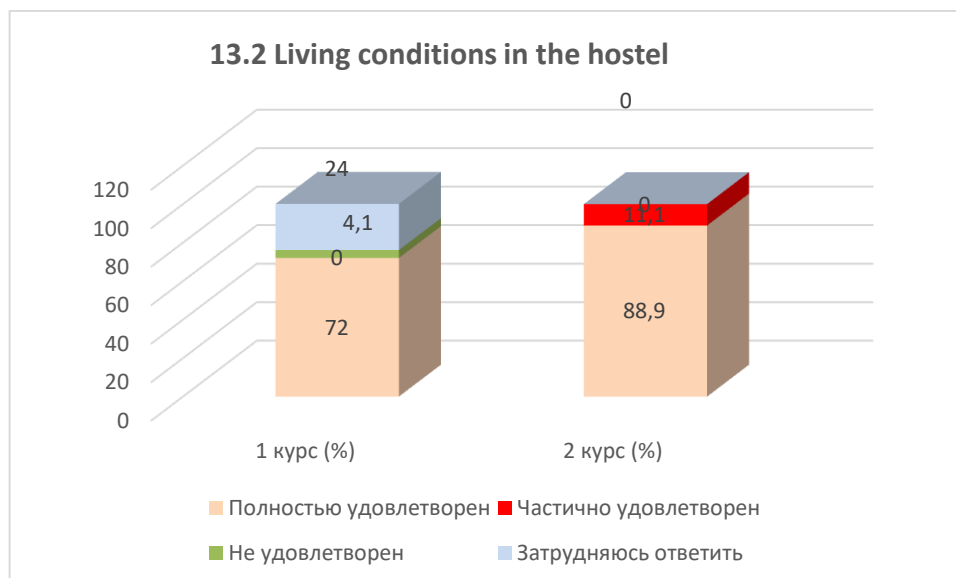
### 13.1 Organization of the educational process

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	84	100
Partially satisfied	6	-
Not satisfied	4.1	-
I find it difficult to answer	4.1	-



### 13.2 Living conditions in the hostel

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	72	88.9
Partially satisfied	-	11.1
Not satisfied	4.1	-
I find it difficult to answer	24	-



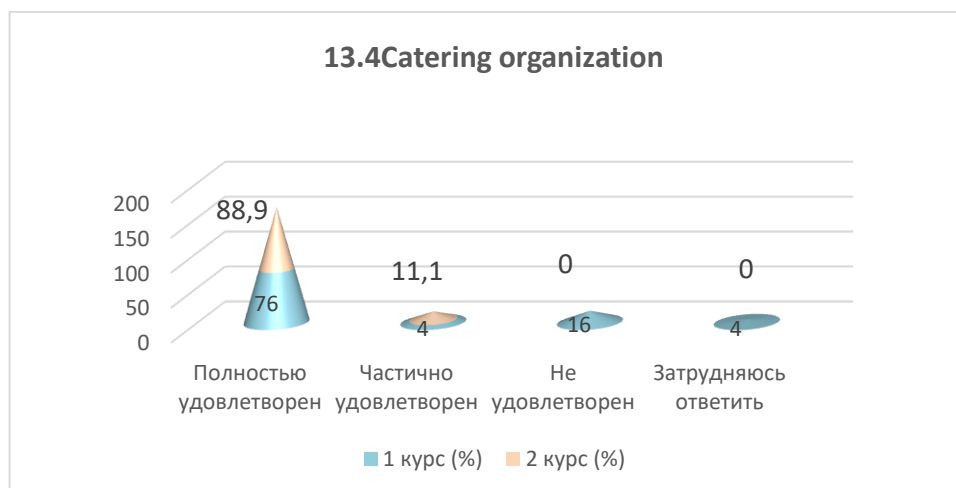
### 13.3 Organization of free time

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	84	100
Partially satisfied	4	-
Not satisfied	8	-
I find it difficult to answer	4	-



### 13.4 Catering organization

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	76	88.9
Partially satisfied	4	11.1
Not satisfied	16	-
I find it difficult to answer	4	-



### 13.5 Organization of industrial practice

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	76	100
Partially satisfied	4	-
Not satisfied	12	-
I find it difficult to answer	8	-



**14.If you are experiencing difficulties while studying for a master's degree, what is causing them? (write)**

1 st year (%)	2nd year (%)
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-	- I don't feel it.
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**Please write what questions in your opinion need to be added to this questionnaire to improve the training program, improve the quality of services provided and other areas of the university's activities.**

<b>1 st year (%)</b>	<b>2nd year (%)</b>
-	-

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

Studying for a master's degree is a conscious choice of an adult, no longer made under the influence of parents or the situation, obtaining professional competencies in accordance with the chosen specialty, the next educational level after a bachelor's degree. To the question «**What determined your choice of studying at a university master's program**»? In the first year, the majority of respondents (64%) chose the option «University where they studied as a bachelor,» whereas in the second year. «The opportunity to do internships abroad while studying» was 55.5%. Master's students also noted such options as: «Prestige of the university» 1st year -44%, 2nd year -10%, «The opportunity to easily get a job with a diploma from this university» 1st year -28%, 2nd year -4%.

To the question «How satisfied are you with the availability of information provided by the university in your field of study» the following information was received:

- «About the profile of training», the satisfaction of undergraduates was 92%, 6% were dissatisfied, 2% found it difficult to answer.
- «Characteristics of a master's student's professional activity», master's students' satisfaction was 94%, 4% were dissatisfied, 2% found it difficult to answer;
- «List of developed competencies for master's degree graduates», master's degree students' satisfaction was 94%, 4% were dissatisfied. 2% found it difficult to answer;
- «List of bases of internships for master's students», the satisfaction of master's students was 92% and 6% were dissatisfied, 2% found it difficult to answer;
- «Information about scientific supervisors», the satisfaction of undergraduates was 96%, 4% found it difficult to answer.

«If you answered «Not satisfied» to the previous question, please give recommendations for improving the direction of training» Master students indicated the following:

«There is not enough information in the library, maybe I was unlucky, the system didn't work well then, but they didn't find what I needed» «Don't let me copy and learn for real, and not for show»

The teaching staff is rated quite highly by respondents. For all criteria presented in the questionnaire, respondents gave «very high» and «high» ratings.

knowledge, qualifications - 96%, average - 2%, difficulty answering - 2%;

pedagogical qualities - 94%, average - 4%, response time - 2%;

objectivity and impartiality of assessments – 96% average -2%; difficulty answer -2%.

teaching methods used – 94%, medium – 2%, low -2%.

In general, undergraduates are satisfied with their participation in the formation of an individual work plan. According to the data obtained, 80% of first-year respondents and 88.9% of second-year respondents develop all sections of the plan independently under the control of their supervisor. However, there are also 8% of first-year master's students and 11.1% of second-year students who note that they

form an individual plan on their own. There are also respondents who noted that they participate purely formally in the formation of individual work plans for master's students (1st year – 8%). Probably, scientific supervisors of master's programs should pay attention to planning the cognitive and research activities of master's students with their more active participation.

To the question: «Rate your satisfaction with the help of your supervisor in preparing your master's thesis» the satisfaction of master's students was 60.9%, an average of 29.1% found it difficult to answer, 8% and a low of 4%.

To the question «Your level of proficiency in a foreign language» the respondents' answers were distributed as follows: “with a dictionary” - 35.1%, «intermediate level» - 22.2%, «conversational level» - 24% and «I express myself fluently» - 18.6%.

The assessment of the level of participation of undergraduates in the work of the department is at a high level – 60.9%. At the same time, the largest percentage of respondents who rated their level of participation as «high» in the preparation of research reports (56.9%). Least of all undergraduates participate in presentations at conferences and seminars – «low» 6%.

To the question «Are you satisfied with the scientific and educational environment of the university during your master's studies»? The following information was received:

- «Organization of conferences, round tables, forums at the university, with the participation of undergraduates», the satisfaction of undergraduates was 96%, 2% were dissatisfied and 2% found it difficult to answer;
- «Material and technical support for applied scientific research», the satisfaction of undergraduates was 96%, 2% were not satisfied and 2% found it difficult to answer;
- «Availability for master's students of technology, computers necessary for the educational process and scientific activities», the satisfaction of master's students was 98%, 2% found it difficult to answer;
- «The overall level of organization and conduct of foreign internship», the satisfaction of undergraduates was 98%, 2% were not satisfied;
- «Accessibility of library collections, electronic databases and Internet resources», the satisfaction of undergraduates was 96%, 2% were dissatisfied and 2% found it difficult to answer;
- «Availability of scientific equipment, tools, materials», the satisfaction of undergraduates was 96% and 4% found it difficult to answer;
- «Accessibility of laboratories, specialized facilities and experimental sites», the satisfaction of undergraduates was 94%, 2% were not satisfied and 4% found it difficult to answer;

In general, respondents do not experience any difficulties when studying for a master's degree.

Recommendations:

- The head of the department, PO, familiarize himself with the results of the questionnaire and, if necessary, develop an action plan to improve the quality of the services provided.