

**Report**  
**based on the results of a survey**  
**“Master’s satisfaction with educational services” 2022**

**Major:** 7M07303 - “Manufacturing of construction materials, products and structures”

The Center for Quality Management and Accreditation conducted an electronic anonymous questionnaire among undergraduates in January - February 2022 to ensure maximum satisfaction of the needs of students in the learning process.

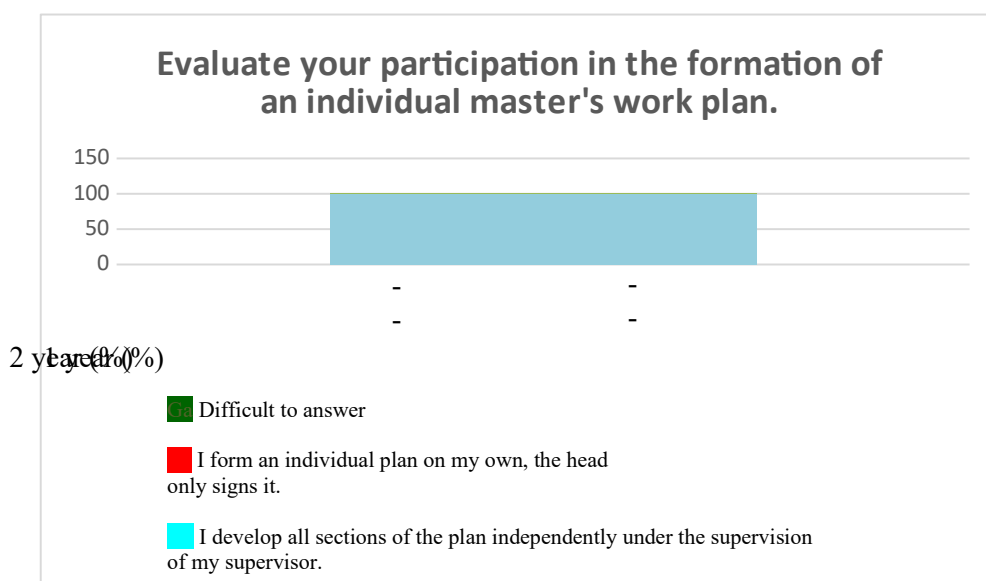
**The purpose of survey:** was identifying the problems that arise in the process of education and scientific work of 1-2 year master students at KTU.

By the major 7M07303 – “Manufacturing of construction materials, products and structures” 1-2 year (7 master students) took part in the survey.

The following data were obtained during the survey:

**1. Evaluate your participation in the formation of an individual master's work plan.**

Answer options	1st year (%)	2nd year (%)
I don't participate.	-	-
Participation is purely formal, the formation of an individual plan doesn't actually depend on me.	-	-
I develop all sections of the plan independently under the supervision of my supervisor.	100	100
I form an individual plan on my own, the head only signs it.	-	-
Difficult to answer	-	-



As can be seen from the diagram presented, in general, undergraduates are satisfied with their participation in the formation of an individual work plan. According to the

data obtained, 100% of first- and second-year respondents develop all sections of the plan independently under the supervision of their supervisor.

По итогу видно, что магистранты ответственно относятся к формированию индивидуального плана работы.

## 2. How often do You meet with the 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.	66,7	75
The supervisor always agrees to meet with me if I ask him to.	33,3	25
The supervisor is very busy and it is always difficult to meet with him.	0	0
Other	0	0

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 completion of the work in parts or as a whole, changes and supplements what is necessary in the work. Most of the interviewed master students agree with this statement. The 1st year master students rated the most highly - 66.7% saying that the supervisor always responds to request and agrees to meet.

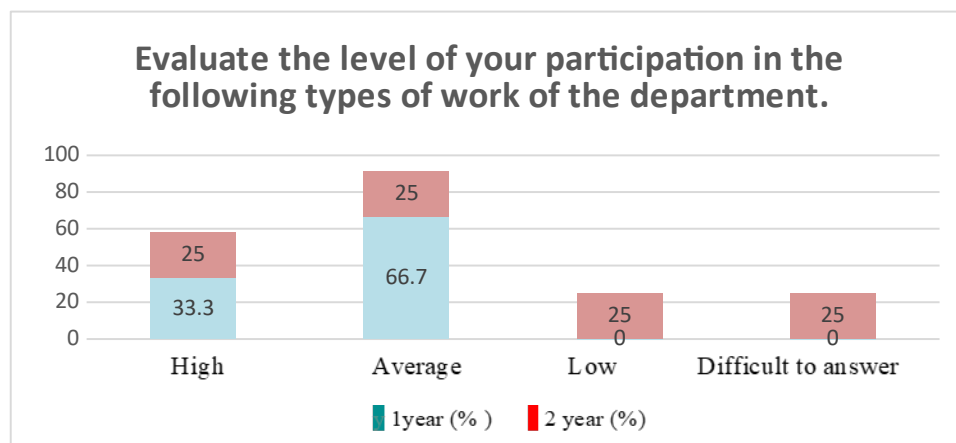
Undergraduates of the 2nd year 75% noted the option “The Scientific supervisor regularly makes appointments for me, during which he checks and corrects the progress of my research”, also 25% according to the answer “The scientific supervisor always agrees to meet with me if I ask him about it”.

Scientific supervisors are recommended to regularly carry out systematic monitoring of the progress of the SRWM according to the schedule.

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

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

Answer options	1st year (%)	2nd year (%)
High	33,3	25
Average	66,7	25
Low	0	25
Difficult to answer	0	25

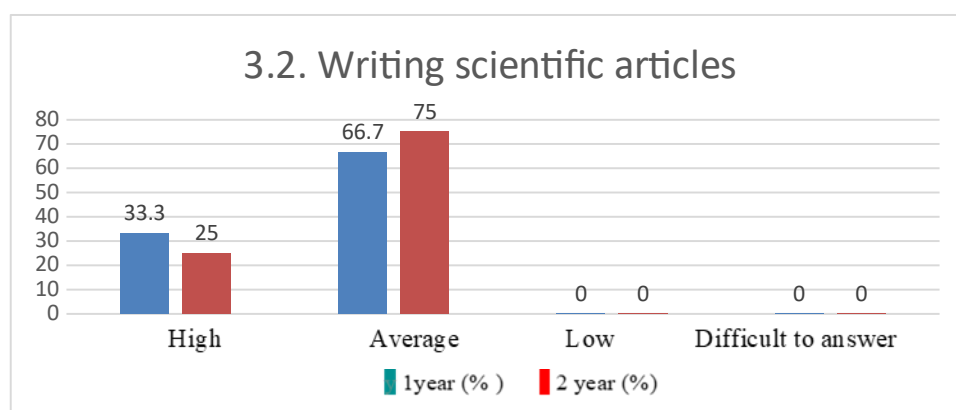


The level of participation in the research work of department (design, development, technological, etc.) as a full participant, first-year master students rated: “high” - 33.3%, “average” -66.7%. The second-year master students were divided by noting 25% for each of the submitted answers.

The program of research work of master students 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.

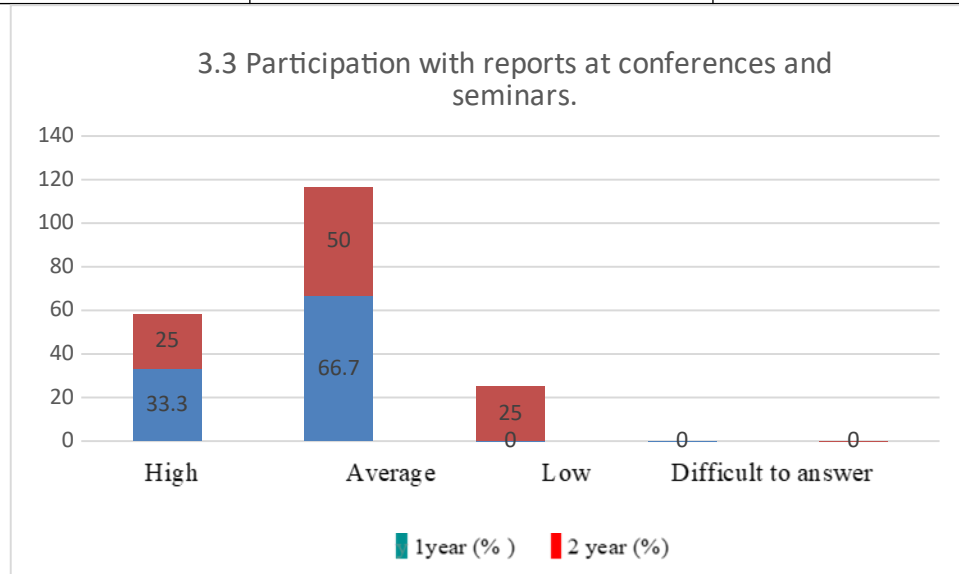
Answer options	1st year (%)	2nd year (%)
High	33,3	25
Average	66,7	75
Low	0	0
Difficult to answer	0	0



Writing scientific articles gives a master's student scope for creative activity and self-realization, helps to clearly determine the choice of the direction of scientific research. First-year master students answered this question as follows: “high” 33.3%, and second-year master students answered “average” 66.7%: “average” 75%, and the remaining 25% preferred the answer “high”.

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

Answer options	1st year (%)	2 <sup>nd</sup> year (%)
High	33,3	25
Average	66,7	50
Low	0	25
Difficult to answer	0	0

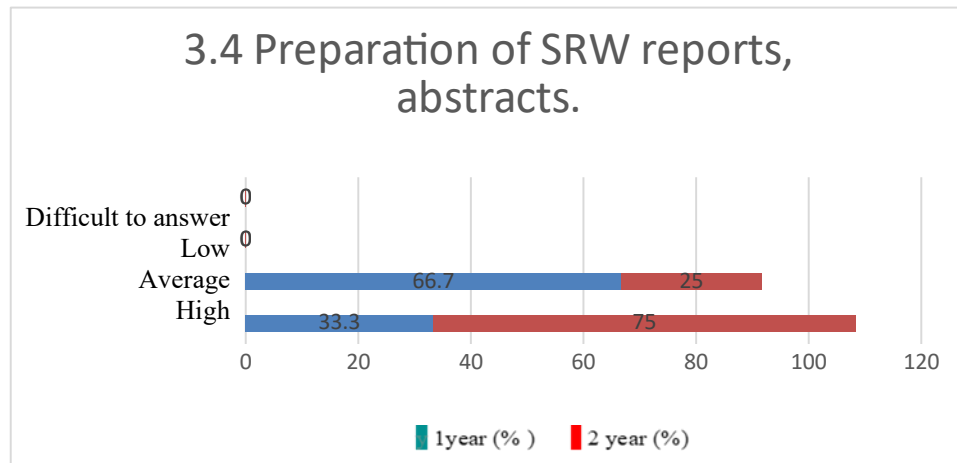


In the diagram, the answer is “high” 33.3% for the 1st year and “average” 50% for 2nd year. Participation with reports at conferences and seminars is one of the most important processes of the master's research work.

For a master's student, writing articles and participating in conferences allows not only to expand scientific horizons, develop analytical thinking and improve the skills of independent research work, but also to prepare for writing a dissertation.

#### 3.4 Preparation of SRW reports, abstracts.

Answer options	1st year (%)	2 <sup>nd</sup> year (%)
High	33,3	75
Average	66,7	25
Low	0	0
Difficult to answer	0	0

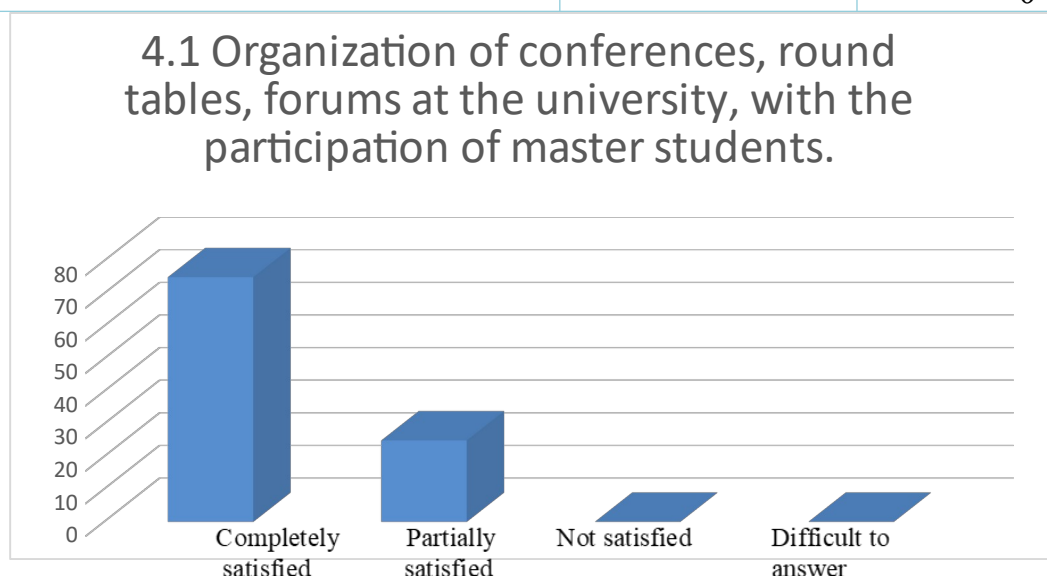


Preparation of research reports, abstracts, 1st year master students (33.3%) – rated as “high” and 66.7% “average”. Also, the answers of the 2nd year master students in the variants were the following indicators: “high”-75% and “average”-25%. The data show that master students are active in compiling research reports, abstracts. In general, the estimates of the level of participation of master students in the work of department (on 3 block of questions) have the greatest variation: the majority of respondents rated it as “high”.

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

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

Answer options	1st year (%)	2nd year (%)
Completely satisfied	100	75
Partially satisfied	-	25
Not satisfied	-	0
Difficult to answer	-	0



In general, the analysis showed that the opinion of undergraduates is divided: the 1st year is 100% completely satisfied with the organization of conferences, round tables and forums with the participation of undergraduates taking place at KTU. 2nd year 75% are fully satisfied, and 25% are partially satisfied with the organization of conferences, round tables and forums. Which are excellent indicators.

Based on this, it is necessary to consider measures to improve the organization of conferences, round tables, forums at the university, with the participation of undergraduates.

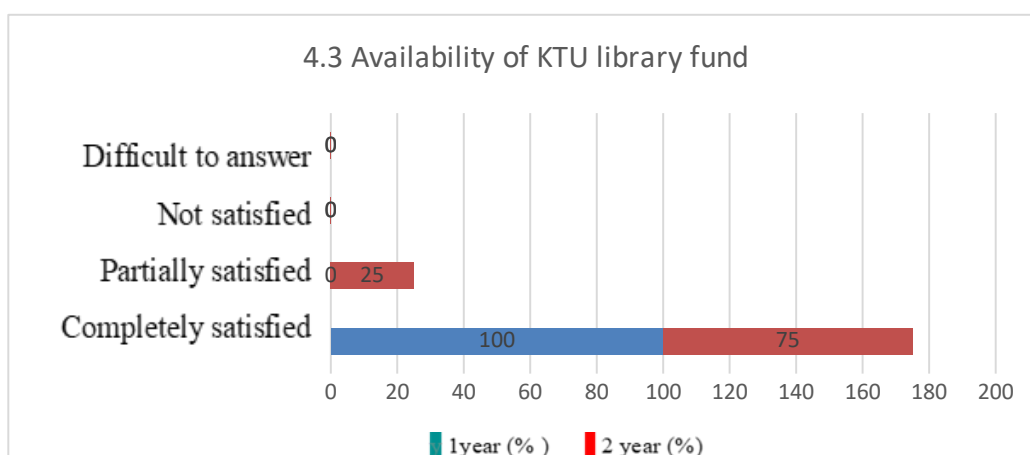
#### 4.2 Material and technical support of applied scientific research.

<i>Answer options</i>	1st year (%)	2nd year (%)
<i>Completely satisfied</i>	100	75
<i>Partially satisfied</i>	-	25
<i>Not satisfied</i>	-	0
<i>Difficult to answer</i>	-	0

To the question “Material and technical support of applied scientific research”, 1st year master students -100% are “completely satisfied”, and 2nd year master students are “partially satisfied” 25% and 75% “completely satisfied”.

#### 4.3 Availability of KTU library fund

<b>Answer options</b>	<b>1st year (%)</b>	<b>2nd year (%)</b>
Completely satisfied	100	75
Partially satisfied	0	25
Not satisfied	0	0
Difficult to answer	0	0

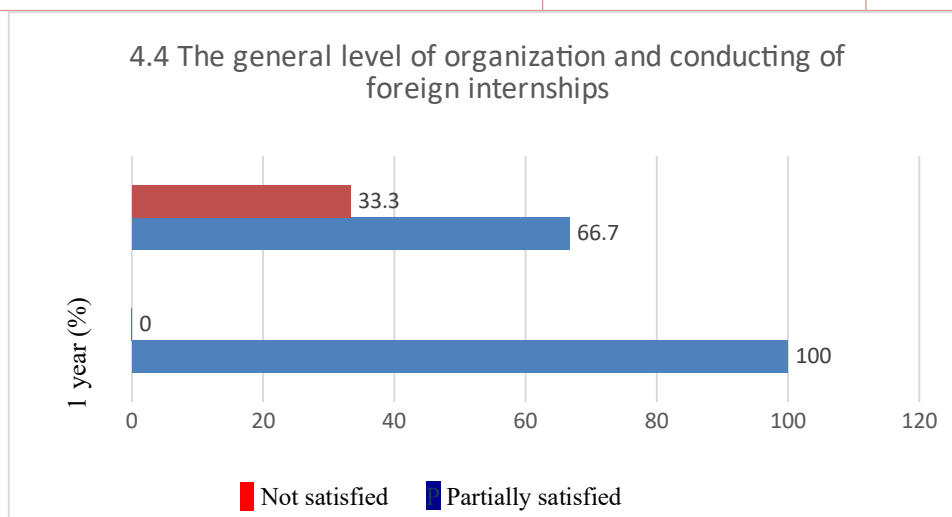


Free and fast access to information is an important factor for the development and competitiveness of the university. Therefore, the evaluation of the activity of libraries and the availability of its fund is one of the main aspects of the evaluation of the educational process. Availability of KTU library collections 2nd year master students - 75% are completely satisfied. 1st year master students are “completely satisfied” - 100%.

KTU library is one of the structural divisions of the university, providing literature and information to the educational process and scientific research, as well as a center for the dissemination of knowledge, spiritual, intellectual communication and culture.

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

Answer options	1st year (%)	2nd year (%)
<b>Completely satisfied</b>	-	-
<b>Partially satisfied</b>	100	66,7
<b>Not satisfied</b>	-	33,3
<b>Difficult to answer</b>	-	-



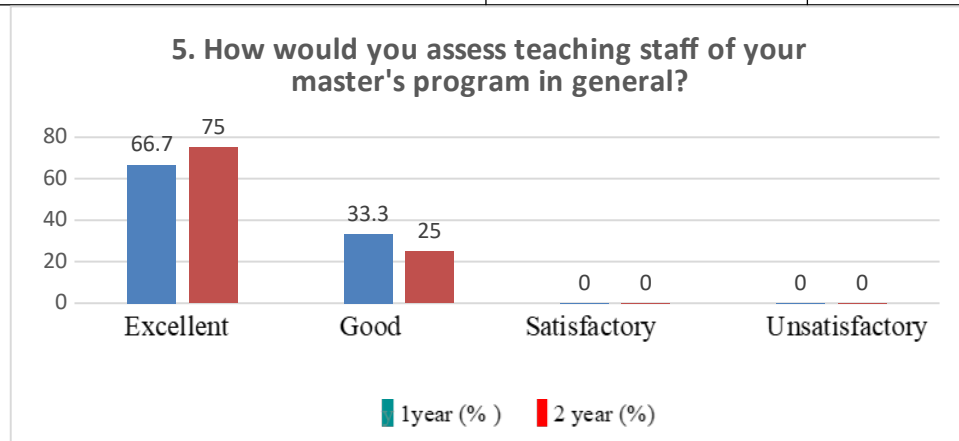
The general level of organization and conducting of foreign internships, 1st-year master students are “completely satisfied” - 100%; 2nd year master students are “partially satisfied” -66.7% and there are those who are not satisfied -33.7%. On the 4th block of questions, master students expressed full and partial satisfaction.

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

#### 5.1 Knowledge, qualifications.

Answer options	1st year (%)	2nd year (%)
Excellent	66,7	75
Good	33,3	25

Satisfactory	0	0
Unsatisfactory	0	0



The quality of education is largely determined by the quality training of teaching staff. When assessing the “knowledge, qualifications of teaching staff of master's program” 1st year: 66.7% of respondents answered that “excellent”, and 33.3% “good”. 2nd year master students 75% of respondents answered “excellent”, and 25% “good”. The indicators of knowledge and qualifications of the teaching staff were evaluated positively by master students.

## 5.2 Used methods of teaching.

Answer options	1st year (%)	2nd year (%)
<b>Excellent</b>	-	75
<b>Good</b>	100	25
<b>Satisfactory</b>	-	-
<b>Unsatisfactory</b>	-	-

1st and 2nd year master students highly appreciate the teaching methods used: 100% answered “good”.

According to the results of answers to the questions of block 5, it was found that master students at university “in general, the teaching staff of the master's program” assess very positively.

**If you are having difficulties studying for a master's degree, then what are they caused by? (write)**

1st year	2nd year
-	- I don't have any difficulty; - no.

*Master students don't have difficulty studying for a master's degree.*



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 scientific supervisors. As can be seen from the data obtained, master students are satisfied with their participation in the formation of an individual work plan. According to the data obtained, 100% of first- and second-year respondents develop all sections of the plan independently under the supervision of their supervisor.

The level of participation in the research work of the department (design, development, technological, etc.) as a full participant, first-year master students rated: “high” - 33.3% and 66.7 as “average”. Opinions of second-year master students were divided by 25%.

Preparation of reports on SRW, abstracts, 1st year master students (100%) – rated as “high”. Also, the answers of the 2nd year master students in the variants were the following indicators: “high” -33.3% and “average”-66.7%. The data show that master students are active in compiling research reports, abstracts. In general, the estimates of the level of participation of master students in the work of the department (on 3 block of questions) have the greatest variation: 100% of respondents rated it as “high”.

The KTU Library is one of the structural divisions of the university, providing literature and information to the educational process and scientific research, as well as a center for the dissemination of knowledge, spiritual, intellectual communication and culture.

### **Recommendations:**

1. The head of the department, head of the PO to get acquainted with the results of the survey and, if necessary, develop an action plan to improve the quality of educational services.