

Report
based on the results of survey
“Satisfaction of master students with educational services” 2022
Major: 7M07302 — “Construction”.

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.

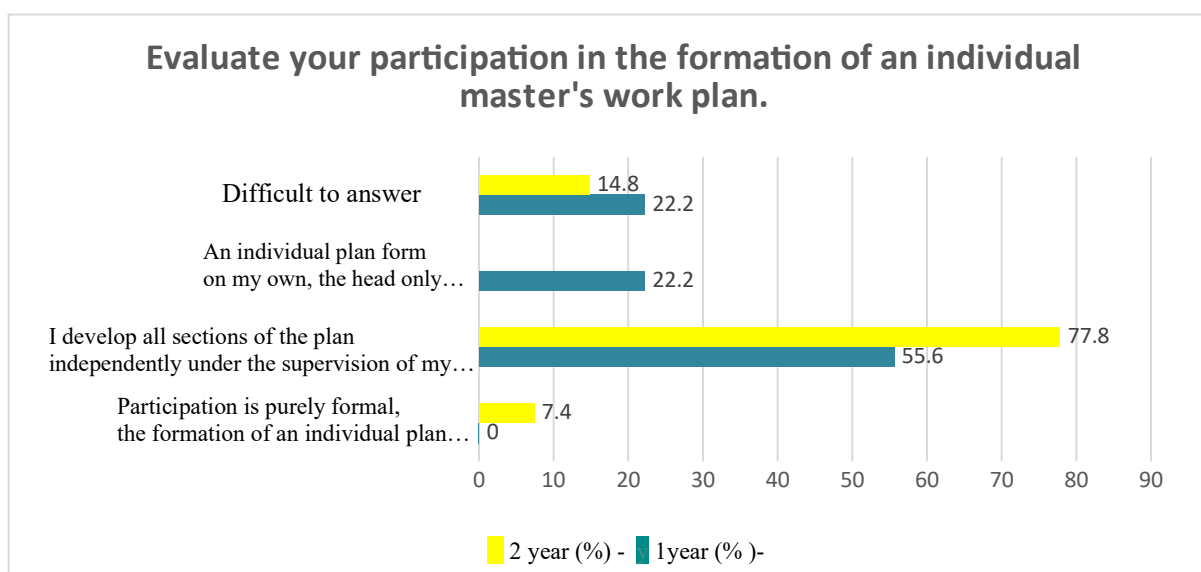
The purpose of survey: was identifying the problems that arise in the process of education and scientific work of 1-2 year master students at KTU.

By the major 7M07302 — “Construction” 1-2 year (47 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 (%)	2 nd yer (%)
I don't participate.	-	-
Participation is purely formal, the formation of an individual plan doesn't actually depend on me.	-	7,4
I develop all sections of the plan independently under the supervision of my supervisor.	55,6	77,8
I form an individual plan on my own, the head only signs it.	22,2	-
Difficult to answer	22,2	14,8



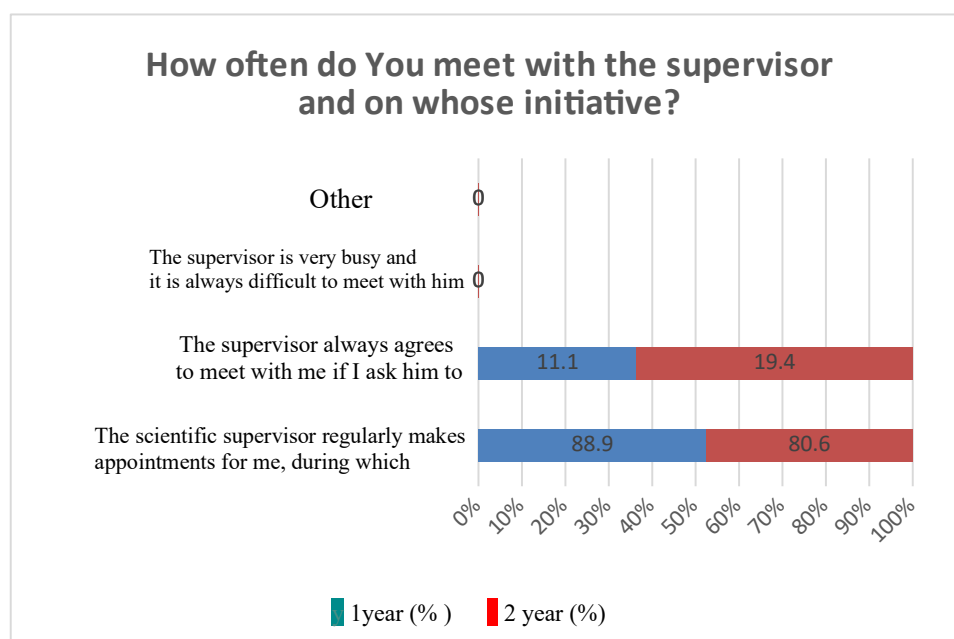
As can be seen from the diagram presented, in general, master students are satisfied with their participation in the formation of an individual work plan. According to the data obtained, 55.6% of first-year respondents, 77.8% of second-year respondents

develop all sections of the plan independently under the supervision of their supervisor. However, there are also 22.2% of first-year master students who note that they form an individual plan on their own.

In general, it is clear that master students are responsible for the formation of an individual work plan.

2. How often do You meet with the supervisor and on whose initiative?

Answer options	1 kypc (%)	2 kypc (%)
The scientific supervisor regularly makes appointments for me, during which he checks and corrects the progress of my research.	88,9	80,6
The supervisor always agrees to meet with me if I ask him to.	11,1	19,4
The supervisor is very busy and it is always difficult to meet with him.	-	-
Other	-	-



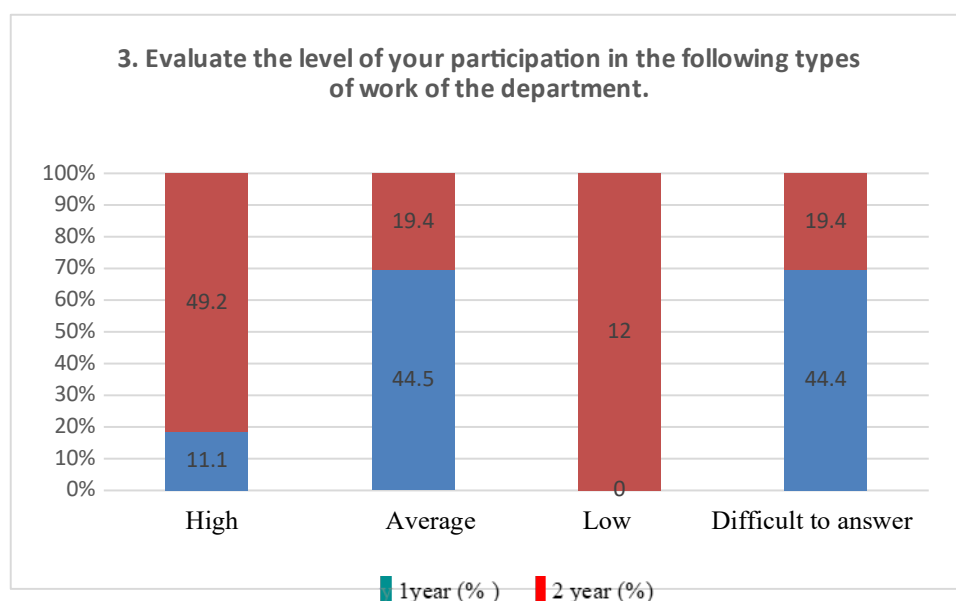
For the dissertation work, the supervisor plays the second most important role, after the master student, he monitors the progress of his research, regularly makes appointments, checks the completion of the work in parts or as a whole, changes and supplements what is necessary in the work. According to this statement, the majority of the surveyed 1st-year master students - 88.9% and 2nd-year -80.6%. Also, master students of the 1st year - 11.1% and 2nd year-19.4% say that the supervisor always responds to the request and agrees to meet. A positive factor is that there is not a single answer from two courses on the answer “Supervisor is very busy and it is always difficult to meet with him.”

Scientific supervisors are recommended to regularly carry out systematic monitoring of the progress of the SRW 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	11,1	49,2
Average	44,5	19,4
Low	0	12
Difficult to answer	44,4	19,4

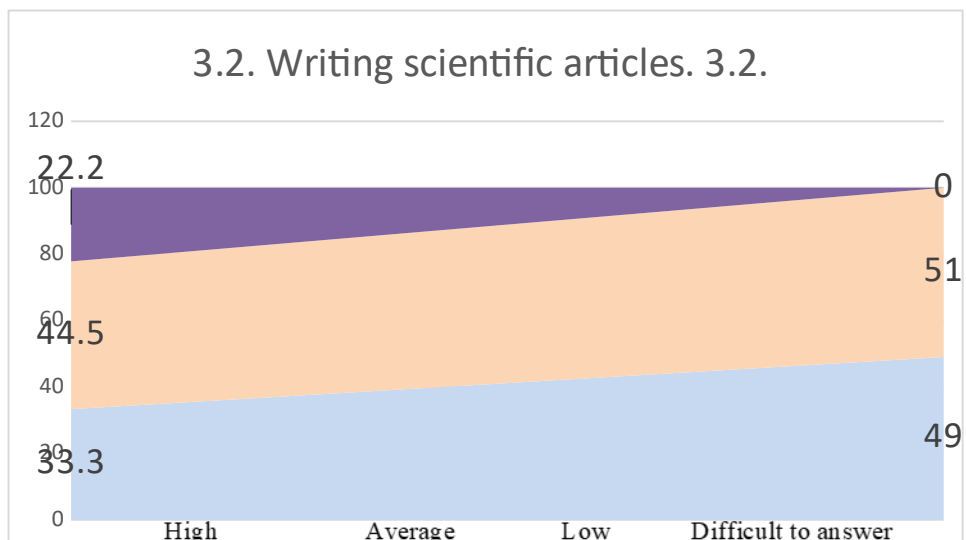


The level of participation in the research work of the department (design, development, technological, etc.) as a full participant, first-year master students rated: “high” - 11.1%, second-year students rated as 49.2%. It is worth noting that 44.4 1st year master students found it difficult to answer.

The program of research work of undergraduates 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.

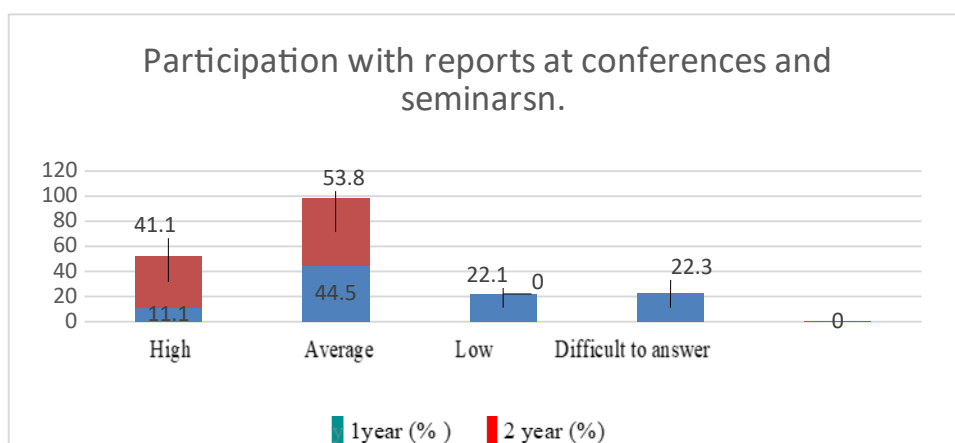
Answer options	1st year (%)	2nd year (%)
High	33,3	49
Average	44,5	51
Low	0	0
Difficult to answer	22,2	0



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. The first-year master students answered this question as follows: “high” 33.3%. Second-year undergraduates: “average” 49%. First-year master students 22.2% found it difficult to answer.

3.3 Participation with reports at conferences and seminars.

Answer options	1st year (%)	2nd year (%)
High	11,1	41,1
Average	44,5	53,8
Low	22,1	0
Difficult to answer	22,3	0



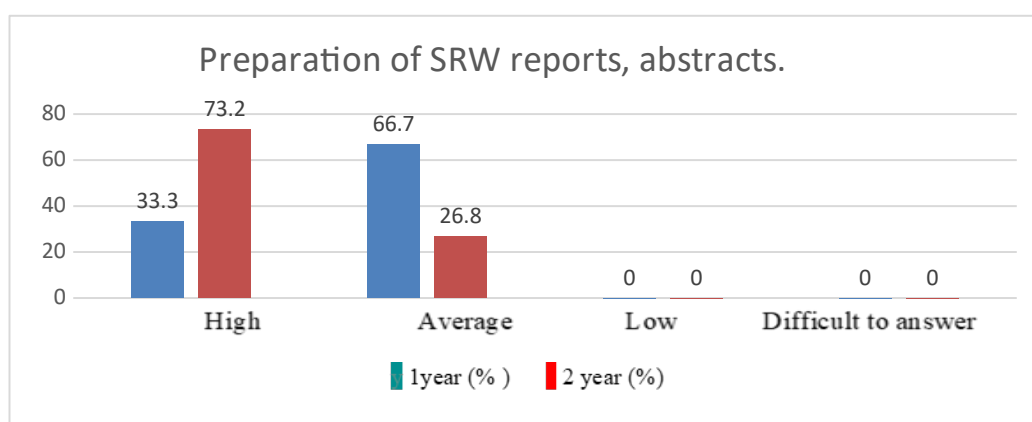
According to the diagram for the answer “high”, the 1st year is 11.1% and the 2nd year is 41.1%. Also, the “average” 1st year is 44.5%, the 2nd year is 53.8%.

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 (%)	2nd year (%)
High	33,3	73,2
Average	66,7	26,8
Low	0	0
Difficult to answer	0	0

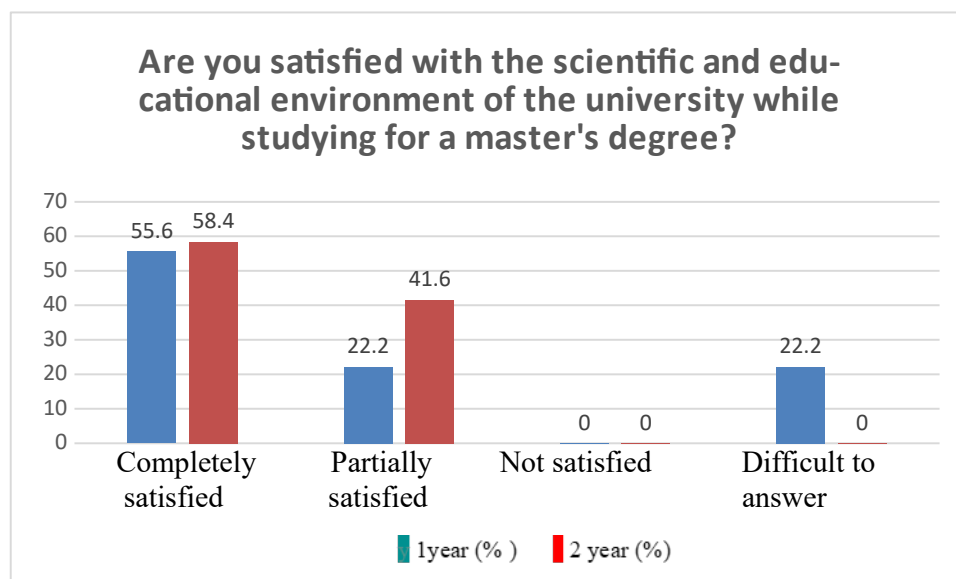


Preparation of research reports, abstracts, 1st year master students 33.3% – rated as “high”. Also, the answers of the 2nd year master students in the variants were the following indicators: “high” - 73.2% and “average” -66.7%. The data show that master students are active in compiling research reports, abstracts. In general, the estimates of the level of participation of master students in the work of the department (on the 3 block of questions) have the greatest variation: a greater number of respondents rated it as “high”. At the same time, the largest percentage of respondents rated their level of participation as “high” in the preparation of research reports. Judging by the results of the survey, the 1st year master students participate least of all with reports at conferences and in the research work of the department. These results indicate an average level of interest of master students in research activities. Thus, in order to achieve a “high” level of interest, it will be necessary to synthesize the educational research work of master students, the motivation of the master student himself, as well as their scientific and organizational work related to enriching experience and stimulating the development of scientific activity.

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	55,6	58,4
Partially satisfied	22,2	41,6
Not satisfied	0	0
Difficult to answer	22,2	0

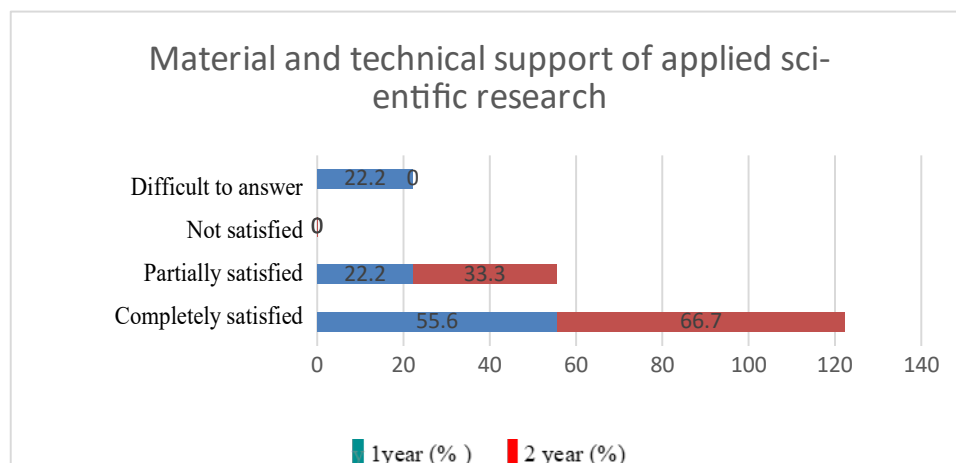


In general, the analysis showed that the opinion of master students is divided: 55.6% of 1st year students are completely satisfied with the organization of conferences, round tables and forums with the participation of master students taking place at KTU. 2 course 58.4% are fully satisfied, and 41.6% are partially satisfied with the organization of conferences, round tables and forums. But there are 22.2% of master students who found it difficult to answer.

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 master students.

4.2 Material and technical support of applied scientific research.

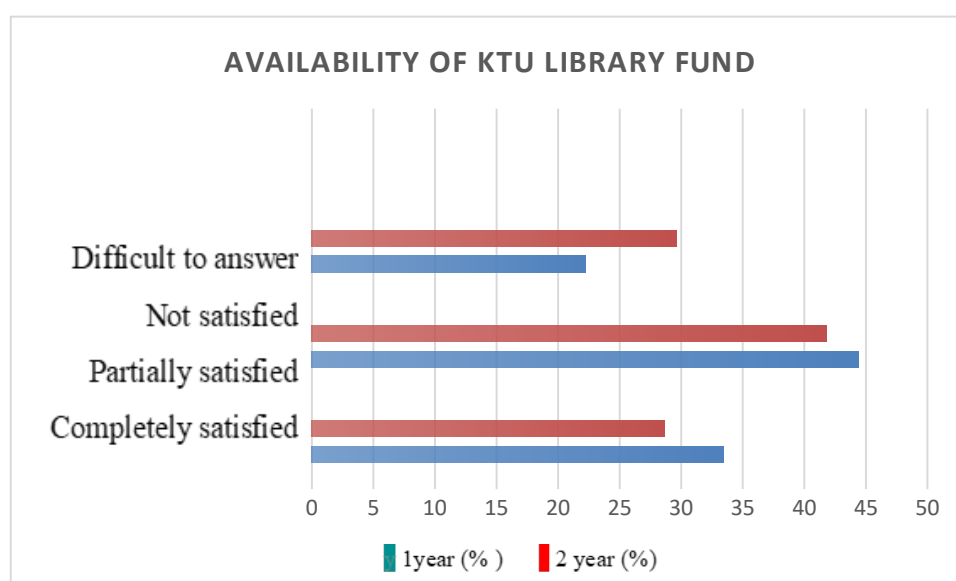
Answer options	1st year (%)	2nd year (%)
Completely satisfied	55,6	66,7
Partially satisfied	22,2	33,3
Not satisfied	0	0
Difficult to answer	22,2	0



To the question “Material and technical support of applied scientific research”, 1st-year master students -55.6% are “completely satisfied” and 2nd-year master students 66.7% are “completely satisfied”, including 33.3% are "partially satisfied".

4.3 Availability of KTU library fund.

Answer options	1s year (%)	2nd year (%)
Completely satisfied	33,4	28,6
Partially satisfied	44,4	41,8
Not satisfied	22,2	29,6
Difficult to answer	0	0



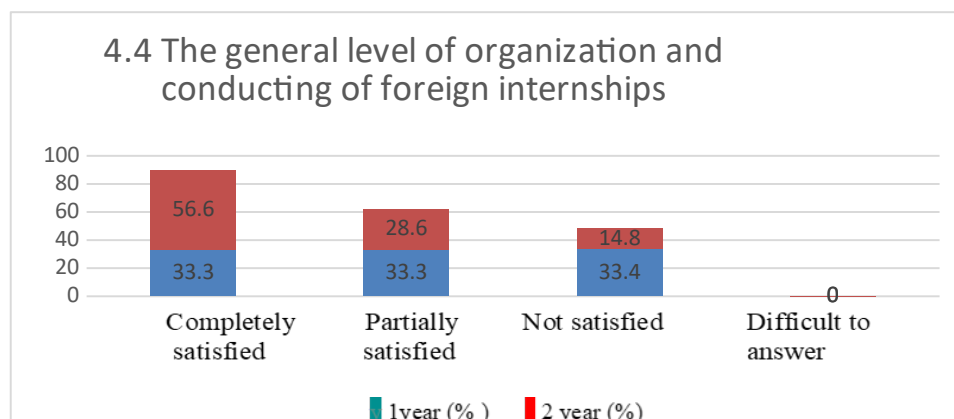
Free and fast access to information is an important factor for the development and competitiveness of the university. Therefore, the evaluation of the activity of libraries and the availability of its fund is one of the main aspects of the evaluation of the

educational process. 1st-year master students - 33.4% are “completely satisfied” and 44.4% are “partially satisfied” with the availability of library funds. 2nd year master students are “partially satisfied” - 41.8% and “completely satisfied” - 28.6%.

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.

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

Answer options	1st year (%)	2nd year (%)
Completely satisfied	33,3	56,6
Partially satisfied	33,3	28,6
Not satisfied	33,4	14,8
Difficult to answer	0	0



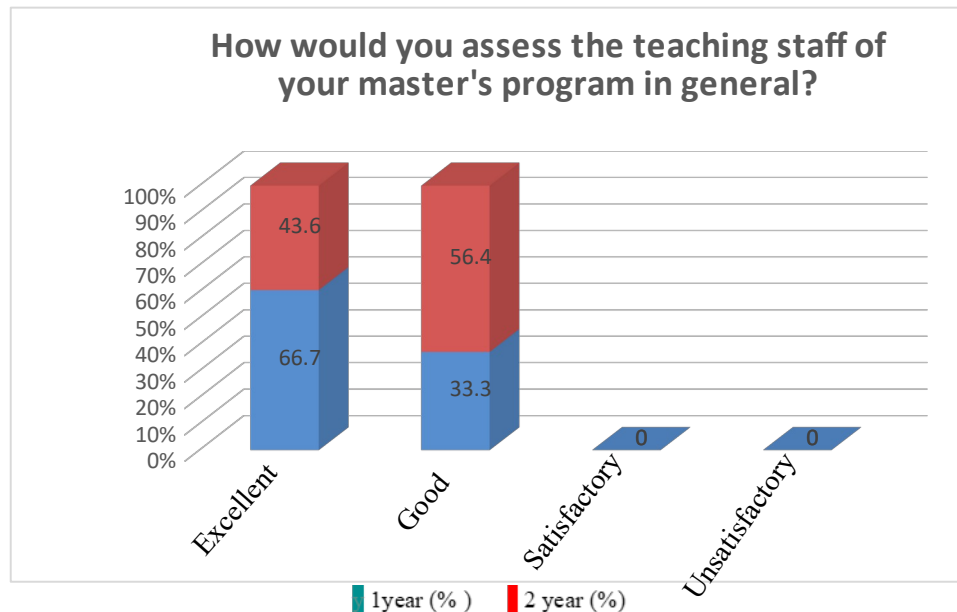
The general level of organization and conducting of foreign internships, 1st-year master students are “completely satisfied” - 33.3%; 2nd-year master students are “partially satisfied” -28.6% and there are those who answered “not satisfied” -33.4% in the first year. Master students expressed partial satisfaction on the 4th block of questions.

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

5.1 Knowledge, qualifications.

Answer options	1 кырц (%)	2 кырц (%)
Excellent	66,7	43,6
Good	33,3	56,4
Satisfactory	-	-

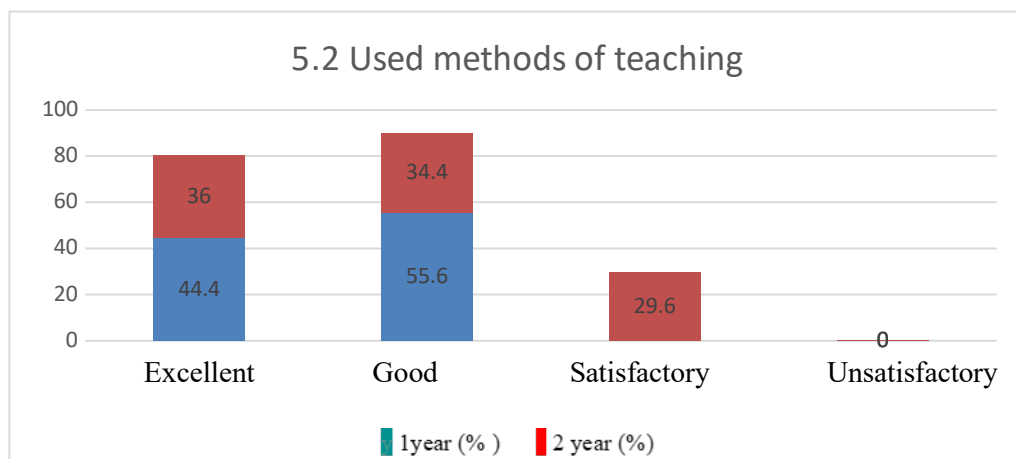
Unsatisfactory	-	-
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The quality of education is largely determined by the quality training of teaching staff. When assessing the “knowledge, qualifications of teaching staff of the master's program” 1st year: 66.7% of respondents answered that “excellent”, and 20% “good”. 2nd year master students 33.3% of respondents answered “excellent”, and 33.7% “good”. The indicators of knowledge and qualifications of the teaching staff were evaluated positively by the master students.

5.2 Used methods of teaching.

Answer options	1st year (%)	2nd year (%)
Excellent	44,4	36
Good	55,6	34,4
Satisfactory		29,6
Unsatisfactory	-	-



1st and 2nd year master students highly appreciate the teaching methods used: excellent “44.4%” -1 course, 36% - 2nd course.

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

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

1 year	2 year
-	- I don't have any difficulties; - нет

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, 55.6% of first-year respondents, 77.8% of second-year respondents develop all sections of the plan independently under the supervision of their supervisor. However, there are also 22.2% of first-year master students who note that they form an individual plan on their own. In general, it is clear that master students are responsible for the formation of an individual work plan.

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 completion of the work in parts or as a whole, changes and supplements what is necessary in the work. According to this statement, the majority of the surveyed 1st-year master students - 88.9% and 2nd-year -80.6%. Also, master students of the 1st year - 11.1% and 2nd year-19.4% say that the supervisor always responds to the request and agrees to meet. A positive factor is that there is not a single answer from two courses on the answer "The supervisor is very busy and it is always difficult to meet with him."

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. 1st-year master students - 33.4% are "completely satisfied" and 44.4% are "partially satisfied" with the availability of library funds. 2nd year master students are "partially satisfied" - 41.8% and "completely satisfied" - 28.6%.

The KTU Library 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 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.