

Survey form
“Master Students’ Satisfaction with Educational Services”
2023-2024 academic year

The Center for Quality Management and Accreditation conducts an electronic anonymous questionnaire survey to enhance the learning process, improve the quality of services provided and scientific work of undergraduates of the NPJSC «Abylkas Saginov Karaganda Technical University» (hereinafter referred to as the University).

We ask you to carefully read the questions of the survey form and circle the answer options that you agree with, and if there are no such options, then briefly state your answer option in the “Other” section. Some questions are presented in the form of a table. Then it will be more convenient for you to answer them. Please answer on each row or column.

The results of this survey will be processed and presented in a generalized form. We guarantee the confidentiality of your personal opinion.

Faculty*

1. Faculty of Architecture and Civil Engineering
2. Mining Faculty
3. Faculty of Mechanical Engineering
4. Transport and Road Faculty
5. Faculty of Engineering Economics and Management
6. Faculty of Innovative Technologies
7. Faculty of Energy, Automation and Telecommunications

Specify the name of the educational program you are studying under*

1. “Construction”
2. “Production of building materials, products and structures”
3. “Geology and exploration of mineral deposits”
4. “Mining”
5. “Geodesy”
6. “Life safety and environmental protection”
7. “Geophysical methods of prospecting and exploration of mineral deposits”
8. “Surveying”
9. “Metallurgy”
10. “Materials science and technology of new materials”
11. “Mechanical engineering”
12. “Standardization, certification and metrology (by branches)”
13. “Technological machines and equipment (by branches)”
14. “Transport, transport equipment and technologies”
15. “Organization of transportation, traffic and operation of transport”
16. “Industrial Economics”
17. “Information systems”
18. “Computer engineering and software”

- 19. "Machine learning and data analysis"
- 20. "Chemical technology of organic substances"
- 21. "Automation and control"
- 22. "Heat power engineering"
- 23. "Electric power engineering"
- 24. "Engineering and pedagogical activity (by branches)"
- 25. "Instrument engineering"
- 26. "Remote sensing of the earth"

Specify the course you are studying at*

- A) 1st year
- B) 2nd year

1. What determined your choice of studying for a master's degree at a university? (choose 3-4 possible answers)*

- A) Prestige of the university
- B) The possibility of internships abroad while studying
- C) Availability of budget places
- D) The opportunity to do science while studying
- E) University is located in the locality where my family lives (close to it)
- F) High quality of education
- G) Leading scientists are among the teaching staff
- H) A broad range of specialties, areas of education
- I) The opportunity to easily get a job with a diploma issued by this university
- J) The university where I studied in the bachelor's degree
- K) Acceptable tuition fees
- L) Difficult to answer
- M) Other (write your answer) _____

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

Indicators	Completely satisfied	Partially satisfied	Not satisfied	Difficult to answer
About the training profile				
Characteristics of the professional activity of a master's student				
The list of formed competencies of a master's studies graduate				
List of practice bases of master's students				
Information about				

scientific supervisors				
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Other (write your answer) _____

If you answered the previous question “**Not satisfied**”, give recommendations for improving the direction of training _____

3. How would you assess the teaching staff of your Master's program in general?*

Criteria	Very high	High	Mode rate	Below average	Low	Difficult to answer
Knowledge, qualifications						
Pedagogical qualities						
Objectivity and impartiality of assessments						
Teaching methods used						

Other (write your answer) _____

If you answered “**Low**” to the previous question, give recommendations for improving the teaching staff _____

4. Evaluate your participation in the formation of an individual master’s work plan. *

- A) I do not participate.
- B) Participation is purely formal, the formation of an individual plan does not actually depend on me.
- C) I develop all sections of the plan independently under the supervision of my supervisor.
- D) I form an individual plan on my own, the supervisor only signs it.
- E) Difficult to answer
- F) Other (write your answer) _____

If you answered “**I do not participate**” to the previous question, write why

5. Evaluate your satisfaction with the help of the supervisor in the preparation of the master’s thesis*

- A) Completely satisfied
- B) Partially satisfied

- C) Not satisfied
- D) Difficult to answer
- E) Other (write your answer)_____

If you answered **“Not satisfied”** to the previous question, write why

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

- A) Modern material and technical base
- B) Participation of the university in the development of targeted programs for the socio-economic development of the region, cities, enterprises
- C) Involvement of undergraduates in research projects
- D) Strong teaching staff
- E) Work of famous foreign scientists at the university
- F) Awards, prizes for achievements in science
- G) Availability of publications of university staff in international journals
- H) Participation in the international research projects
- I) Difficult to answer
- J) Other (write your answer)_____

7. Do you participate in any research projects?*

- A) Yes, I do (**go to question 8**)
- B) No, I do not participate, but I attend scientific events (seminars, conferences) at the university
- C) No, I do not participate
- D) Difficult to answer
- E) Other (write your answer)_____

If you answered **“No, I do not participate”** to the previous question, write why

8. Indicate which research projects you are involved in (select all the appropriate answers)

- A) I participate in the activities of scientific departments at my university
- B) I participate in a project led by my supervisor/another teacher
- C) I am working on a research project together with my friends
- D) I participate in a research project at another university
- E) I participate in a research project with foreign universities
- F) Difficult to answer
- G) Other (write your answer)_____

9. Where have you published theses, articles during the period of your activity?*

- A) In Kazakhstan and in distant/near foreign publications

- B) Only in Kazakh publications
- C) Only in distant foreign publications
- D) Only in near foreign publications
- E) I have no scientific publications
- F) Other (write your answer)_____

If you answered “**I have no scientific publications**” to the previous question, write why _____

10. Your level of foreign language proficiency:*

- A) With a dictionary
- B) Conversational level
- C) Intermediate level
- D) I’m fluent in __
- E) I do not speak any foreign language
- F) Other (write your answer)_____

If you answered “**I don’t speak any foreign language**” to the previous question, write why _____

11. Evaluate the level of your participation in the following types of work of the department*

Type of work	High	Average	Low	Difficult to answer
Scientific-research work of the department (project, development, technological, etc.) as a full-fledged member				
Writing scientific articles				
Participation with reports at conferences and seminars				
Preparation of research reports, abstracts				

Other (write your answer)_____

If you answered “**Low**” to the previous question, give recommendations on improving the participation of undergraduates in the work of the department

12. Are you satisfied with the scientific and educational environment of the university while studying for a master’s degree?*

	Completel y satisfied	Partially satisfied	Not satisfi ed	Difficult to answer
Organization of conferences, round tables, forums at the university, with the participation of undergraduates				
Material and technical support of applied scientific research				
Accessibility for undergraduates of equipment, computers necessary for the educational process and scientific activity				
The general level of organization and undertaking an internship abroad				
Availability of library collections, electronic databases and Internet resources				
Availability of scientific equipment, tools, materials				
Availability of laboratories, specialized facilities and experimental sites				

Other (write your answer) _____

If you answered “**Not satisfied**” to the previous question, give recommendations for improving the scientific and educational environment of the university

13. Are you satisfied?*

Indicators	Completel y satisfied	Partially satisfied	Not satisfied	Difficult to answer
With the organization of the educational process				
With living conditions in the dormitory				
With organization of free time				
Catering organization				
With organization of industrial practice				

14. If you are having trouble studying in the master's program, what are they caused by? (write)_____

Please write what questions you think should be added to this questionnaire to improve the training program, improve the quality of services provided and other areas of the university's activities. _____

In case of incorrect filling out of the survey forms, if you have any questions, please write to e-mail cqma_kstu@mail.ru.

Thank you for participating!