

Report
on the results of the questionnaire
“Satisfaction of doctoral students with educational services”
for the 2022-2023 academic year
8D07301 Construction

In February 2023, the center for quality management and accreditation conducted a questionnaire “Satisfaction of doctoral students 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 doctoral students 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 with a guarantee of confidentiality of the personal opinions of doctoral students.

An object research - doctoral students of 1-3 years.

The questionnaire was participated

1st year - 3 respondents, which amounted to 75% of the total number of doctoral students.

2nd year - there was no enrollment.

3rd year - 1 doctoral student who didn't participate in the questionnaire.

**Note: This extensive questionnaire is conducted every 5 years.*

During the questionnaire process, the following data was obtained:

1. Are you satisfied with the research work

| |
|---|
| 1.1 Relevance and compliance with your scientific interests of the proposed topic of dissertation research |
| 1.2 Level of organizational, methodological and information support for the preparation of dissertation research |
| 1.3 Professionalism and competence of the scientific supervisor |
| 1.4 Opportunities for testing and publishing the results of dissertation research |
| 1.5 Access to participation in departmental research projects, including funded ones |
| 1.6 The promptness of the University's response to your requests |
| 1.7 Availability, completeness and reliability of information about scientific events held at the University and beyond |
| 1.8 General level of organization and conduct of foreign internships |
| 1.9 The effectiveness of a foreign internship for you |

Other (write your answer) _____

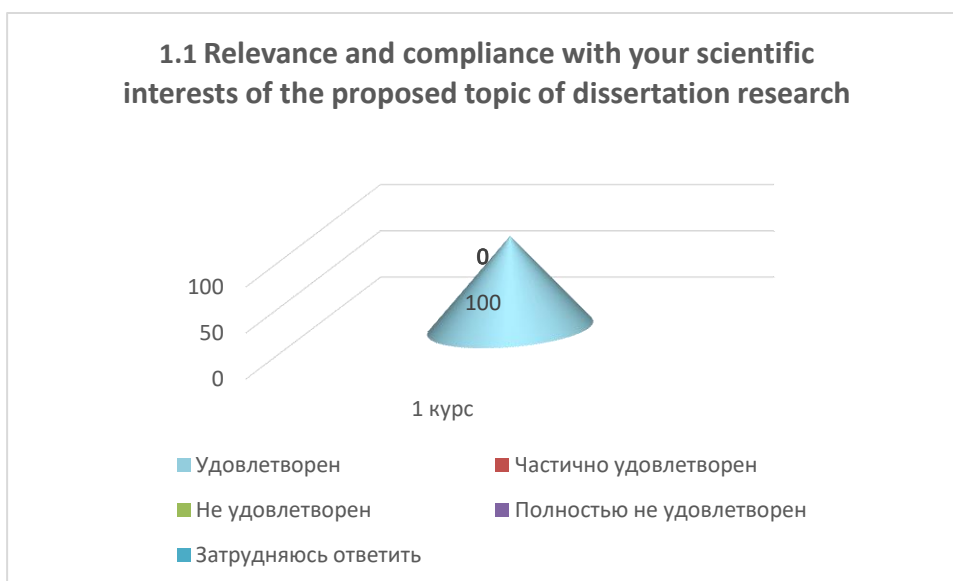
If you answered “Not satisfied or completely dissatisfied” to the previous question, give recommendations for improvement _____

Indicators:

1.1 Relevance and compliance with your scientific interests of the proposed topic of dissertation research

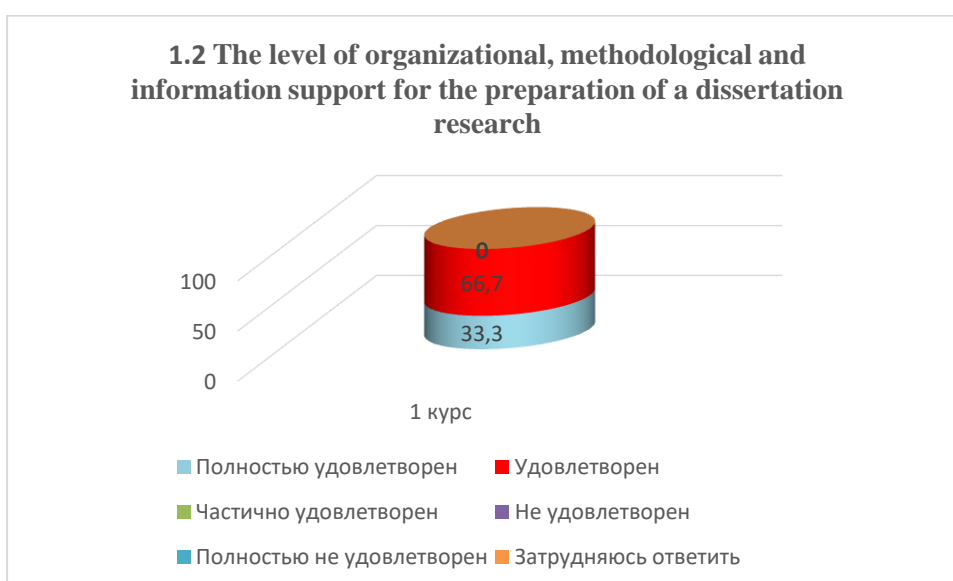
| Answer options | 1st year |
|----------------------|----------|
| Completely satisfied | - |
| Satisfied | 100 |

| | |
|-------------------------------|---|
| Partially satisfied | - |
| Not satisfied | - |
| Completely unsatisfied | - |
| I find it difficult to answer | - |



1.2 Level of organizational, methodological and information support for the preparation of dissertation research

| Answer options | 1st year |
|-------------------------------|----------|
| Completely satisfied | 33,3 |
| Satisfied | 66,7 |
| Partially satisfied | - |
| Not satisfied | - |
| Completely unsatisfied | - |
| I find it difficult to answer | - |



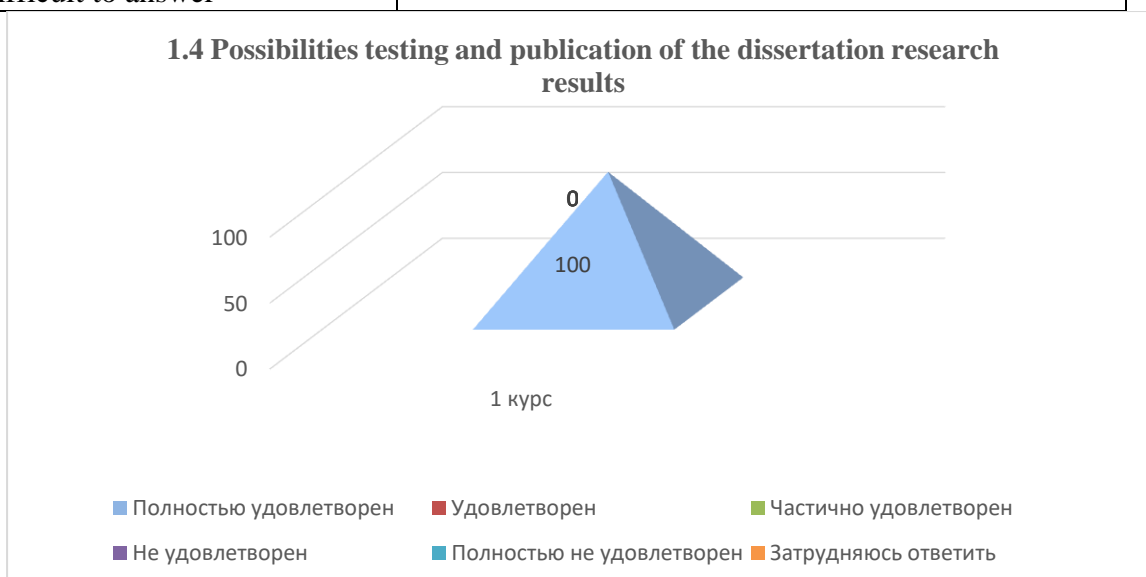
1.3 Professionalism and competence of the scientific supervisor

| Answer options | 1st year |
|-------------------------------|----------|
| Completely satisfied | 100 |
| Satisfied | - |
| Partially satisfied | - |
| Not satisfied | - |
| Completely unsatisfied | - |
| I find it difficult to answer | - |



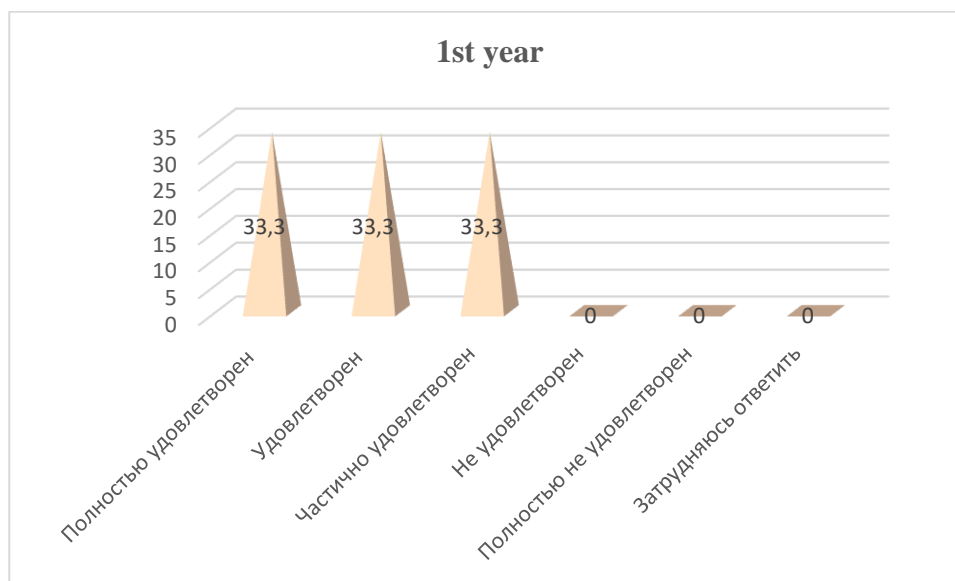
1.4 Possibilities testing and publication of the dissertation research results

| Answer options | 1st year |
|-------------------------------|----------|
| Completely satisfied | 100 |
| Satisfied | - |
| Partially satisfied | - |
| Not satisfied | - |
| Completely unsatisfied | - |
| I find it difficult to answer | - |



1.5 Access to participation in departmental research projects, including funded ones

| Answer options | 1st year |
|-------------------------------|----------|
| Completely satisfied | 33,3 |
| Satisfied | 33,3 |
| Partially satisfied | 33,3 |
| Not satisfied | - |
| Completely unsatisfied | - |
| I find it difficult to answer | - |



1.6 The responsiveness of the university to your requests

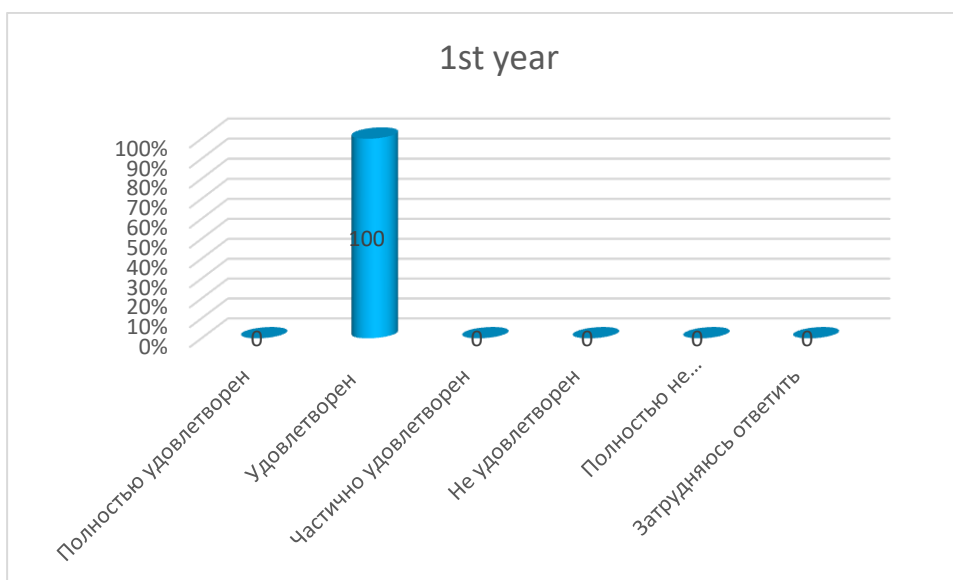
| Answer options | 1st year |
|-------------------------------|----------|
| Completely satisfied | 33,3 |
| Satisfied | 33,3 |
| Partially satisfied | 33,3 |
| Not satisfied | - |
| Completely unsatisfied | - |
| I find it difficult to answer | - |

1.6 The responsiveness of the university to your requests



1.7 Availability, completeness and reliability of information about scientific events held at the university and beyond

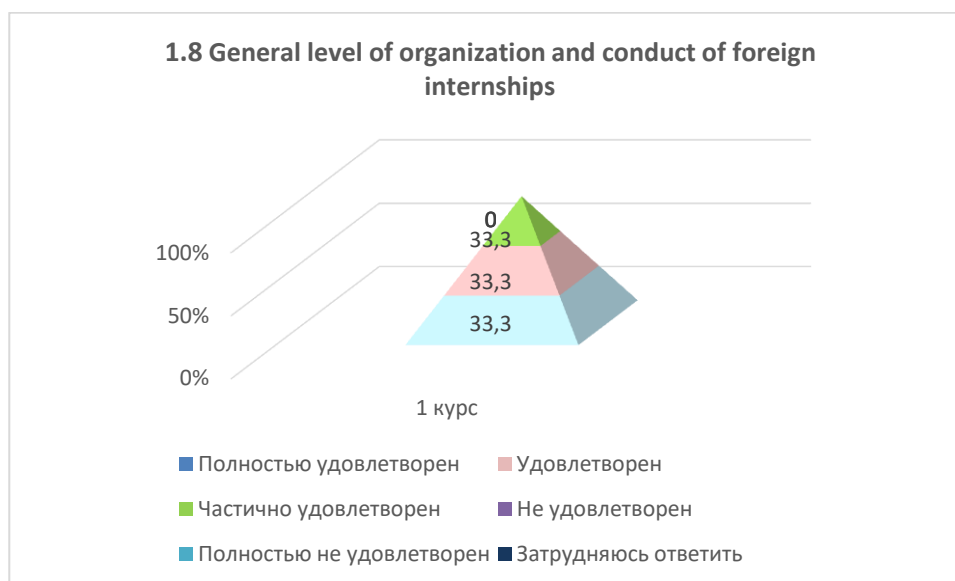
| Answer options | 1st year |
|-------------------------------|----------|
| Completely satisfied | - |
| Satisfied | 100 |
| Partially satisfied | - |
| Not satisfied | - |
| Completely unsatisfied | - |
| I find it difficult to answer | - |



1.8 General level of organization and conduct of foreign internships

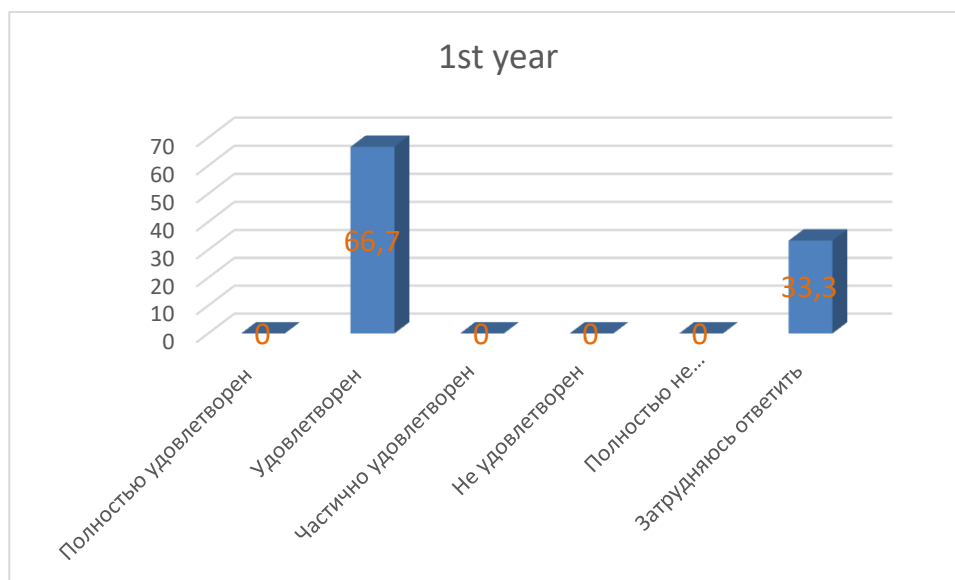
| Answer options | 1st year |
|----------------------|----------|
| Completely satisfied | 33,3 |
| Satisfied | 33,3 |
| Partially satisfied | 33,3 |
| Not satisfied | - |

| | |
|-------------------------------|---|
| Completely unsatisfied | - |
| I find it difficult to answer | - |



1.9 The effectiveness of a foreign internship for you

| Answer options | 1st year |
|-------------------------------|----------|
| Completely satisfied | - |
| Satisfied | 66,7 |
| Partially satisfied | - |
| Not satisfied | - |
| Completely unsatisfied | - |
| I find it difficult to answer | 33,3 |



2. Assess the professional skills of a domestic consultant in the field of research:

2.1 Demonstrates the ability to propose the development, implementation and adaptation of a holistic research program

2.2 Contributes to science through his or her research, as reflected in cited national or international publications or patents

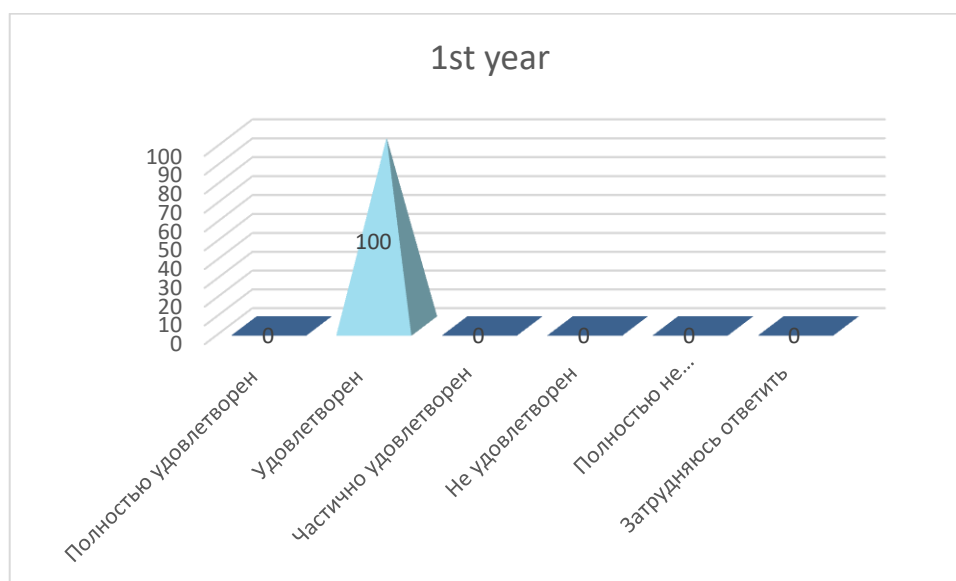
2.3 Has an international reputation in his research field, has contacts in scientific communities, and is

| |
|---|
| able to present and interpret research results |
| 2.4 Makes a positive contribution to the development of scientific knowledge through cooperation and collaboration with other scientists, incl. foreign |
| 2.5 Publishes work as a leading research author, conducts scientific seminars and leads sections at conferences |
| 2.6 Defines acceptable research methodology, research techniques and approaches |
| 2.7 Adheres to standards of academic integrity and ethics in research and interpersonal communication |

Indicators:

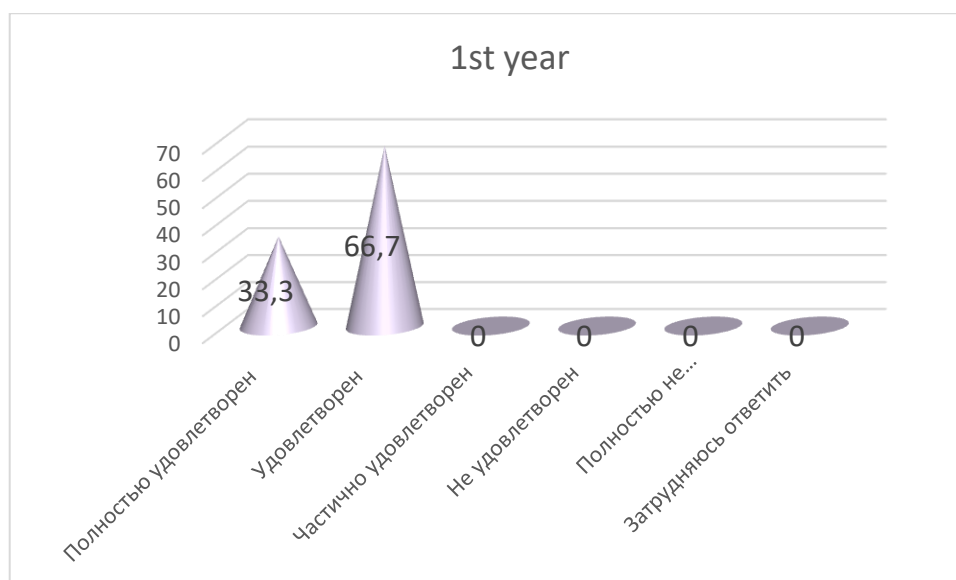
2.1 Demonstrates the ability to propose the development, implementation and adaptation of a holistic research program

| Answer options | 1st year |
|-------------------------------|----------|
| Completely satisfied | - |
| Satisfied | 100 |
| Partially satisfied | - |
| Not satisfied | - |
| Completely unsatisfied | - |
| I find it difficult to answer | - |



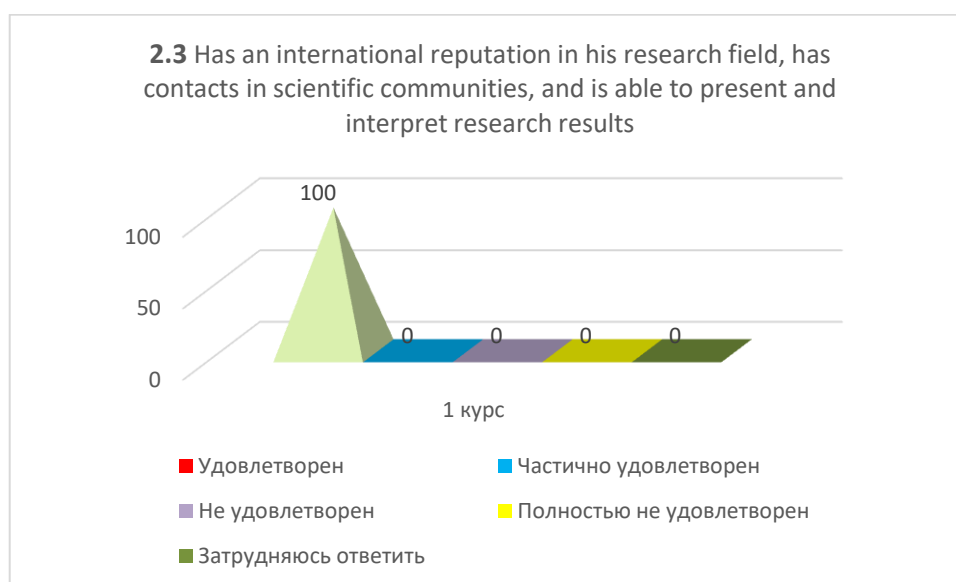
2.2 Contributes to science through its research, as reflected in cited national or international publications or patents

| Answer options | 1st year |
|-------------------------------|----------|
| Completely satisfied | 33,3 |
| Satisfied | 66,7 |
| Partially satisfied | - |
| Not satisfied | - |
| Completely unsatisfied | - |
| I find it difficult to answer | - |



2.3 Has an international reputation in his research field, has contacts in scientific communities, and is able to present and interpret research results

| Answer options | 1st year |
|-------------------------------|----------|
| Completely satisfied | - |
| Satisfied | 100 |
| Partially satisfied | - |
| Not satisfied | - |
| Completely unsatisfied | - |
| I find it difficult to answer | - |

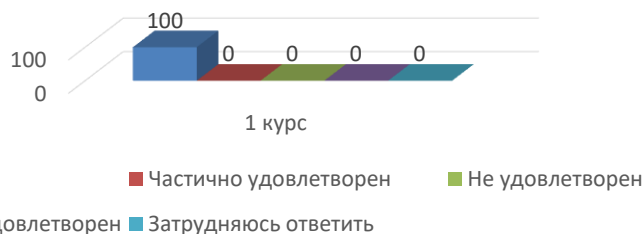


2.4 Makes a positive contribution to the development of scientific knowledge through cooperation and collaboration with other scientists, including foreign ones

| Answer options | 1st year |
|----------------------|----------|
| Completely satisfied | - |
| Satisfied | 100 |
| Partially satisfied | - |

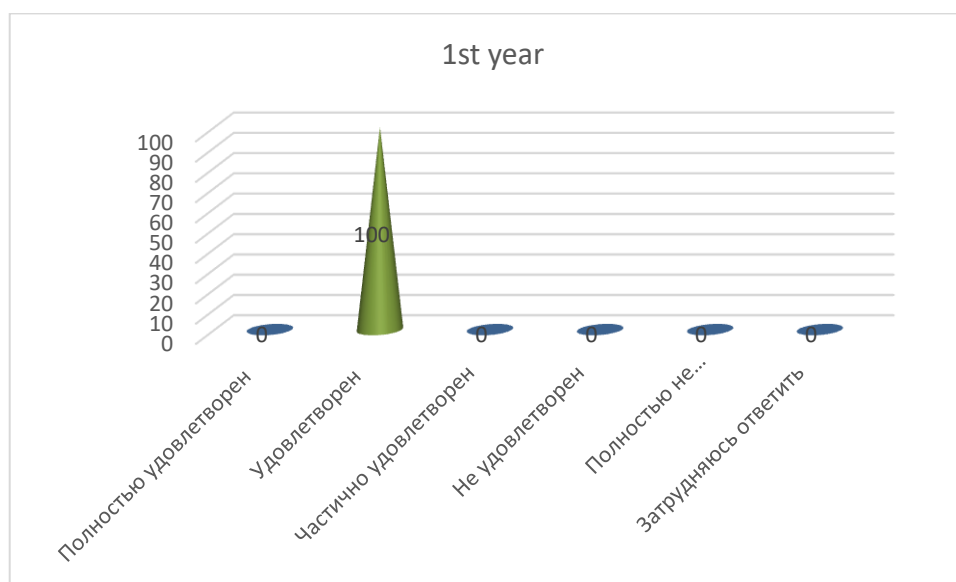
| | |
|-------------------------------|---|
| Not satisfied | - |
| Completely unsatisfied | - |
| I find it difficult to answer | - |

2.4 Makes a positive contribution to the development of scientific knowledge through cooperation and collaboration with other scientists, including foreign ones



2.5 Publishes work as a leading research author, conducts scientific seminars and leads sections at conferences

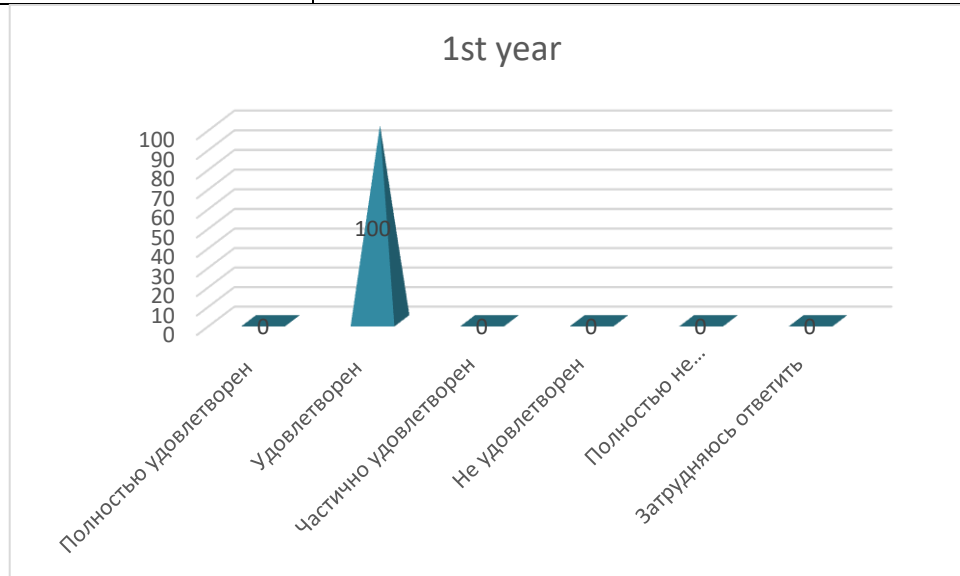
| Answer options | 1st year |
|-------------------------------|----------|
| Completely satisfied | - |
| Satisfied | 100 |
| Partially satisfied | - |
| Not satisfied | - |
| Completely unsatisfied | - |
| I find it difficult to answer | - |



2.6 Defines acceptable research methodology, research techniques and approaches

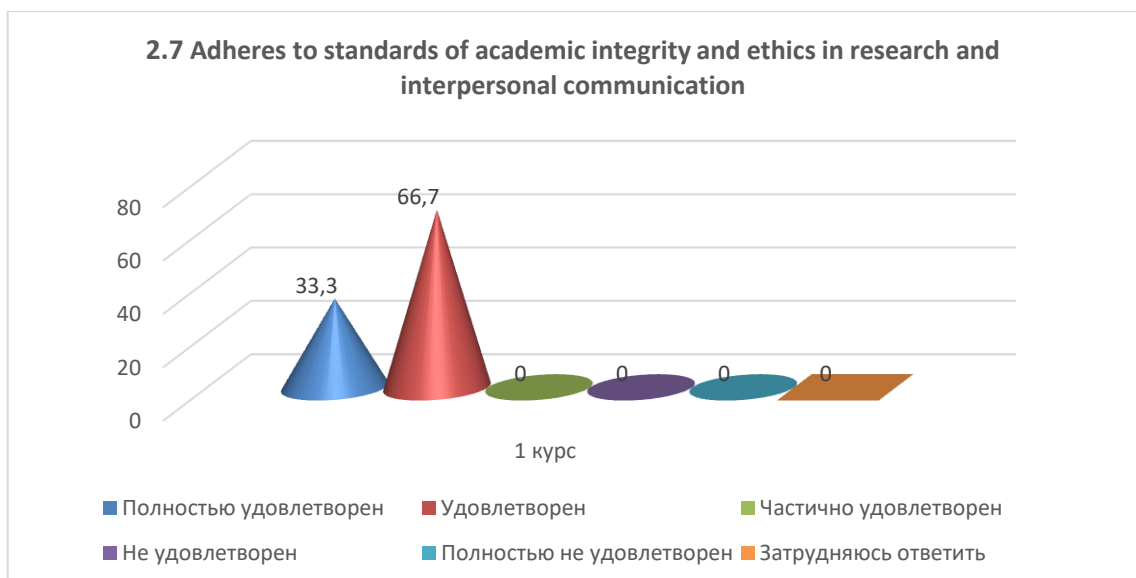
| Answer options | 1st year |
|----------------------|----------|
| Completely satisfied | - |
| Satisfied | 100 |
| Partially satisfied | - |
| Not satisfied | - |

| | |
|-------------------------------|---|
| Completely unsatisfied | - |
| I find it difficult to answer | - |



2.7 Adheres to standards of academic integrity and ethics in research and interpersonal communication

| Answer options | 1st year |
|-------------------------------|----------|
| Completely satisfied | 33,3 |
| Satisfied | 66,7 |
| Partially satisfied | - |
| Not satisfied | - |
| Completely unsatisfied | - |
| I find it difficult to answer | - |



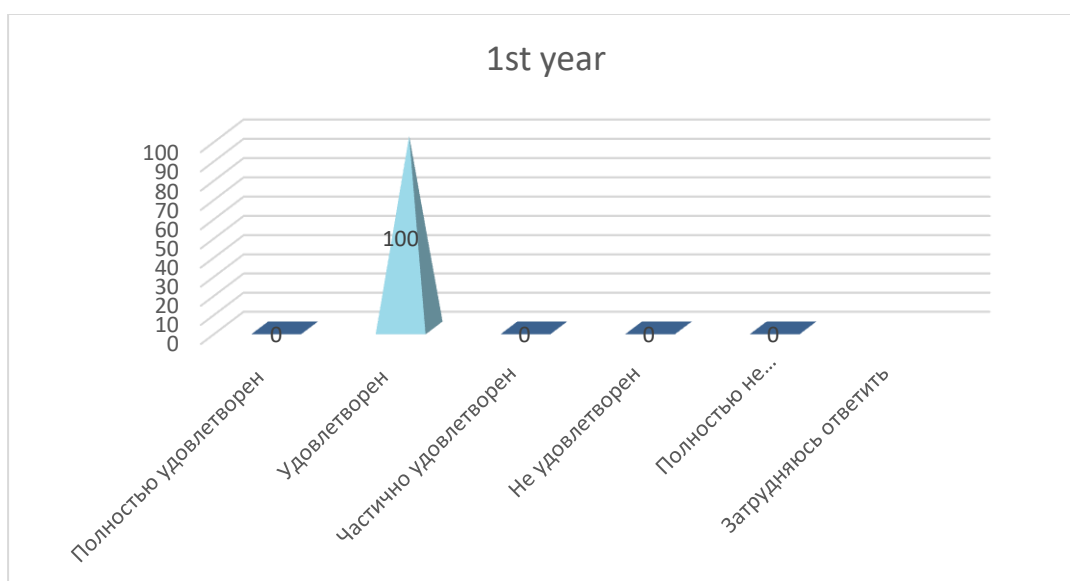
3. Assess the professional skills of a foreign consultant in the field of research:

| |
|--|
| 3.1 Provides practical advice and recommendations on the plan and content of the dissertation |
| 3.2 Consults on the research topic |
| 3.3 Participates in organizing foreign internships in research organizations |
| 3.4 Received practical advice when writing and publishing an article in a journal with a non-zero impact factor included in the Scopus/Web of Science databases |
| 3.5 Improved knowledge of a foreign language |
| 3.6 Introduced global trends in the field of research and experience of working with a foreign scientist |
| 3.7 Had the opportunity to listen to lectures by a foreign leader during doctoral studies |
| 3.8 Forms of work between a doctoral student and a foreign supervisor: - online, including via the Zoom platform, email, Skype, WhatsApp and telephone messaging |
| 3.9 In an offline format, including during a foreign internship, guest lectures by a foreign consultant and traditional consultations |
| 3.10 Adheres to standards of academic integrity and ethics in research and interpersonal communication |

Indicators:

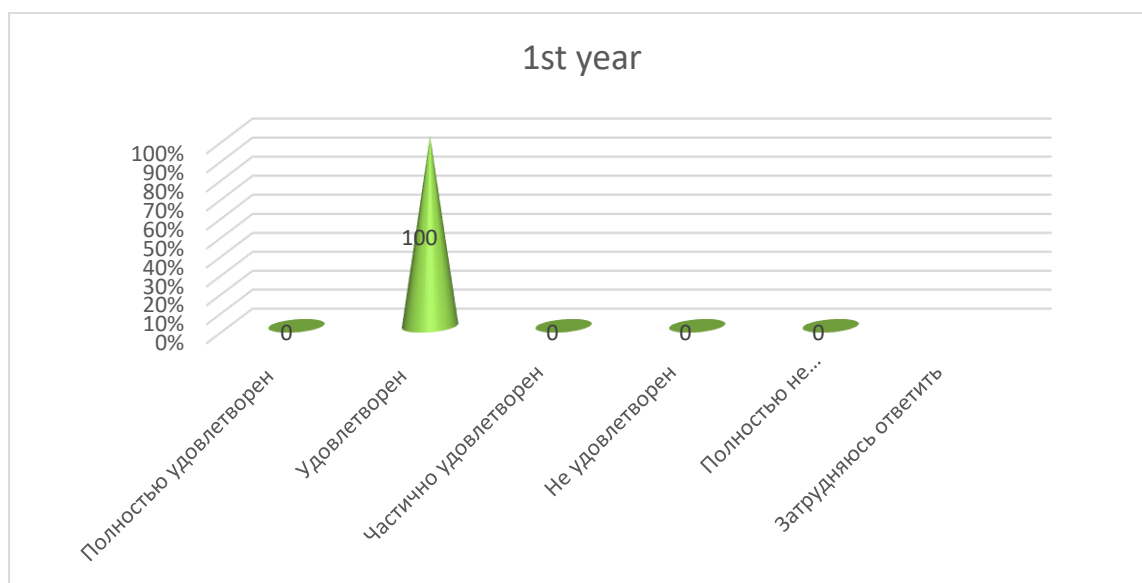
3.1 Provides practical advice and recommendations on the plan and content of the dissertation

| Answer options | 1st year |
|-------------------------------|----------|
| Completely satisfied | - |
| Satisfied | 100 |
| Partially satisfied | - |
| Not satisfied | - |
| Completely unsatisfied | - |
| I find it difficult to answer | |



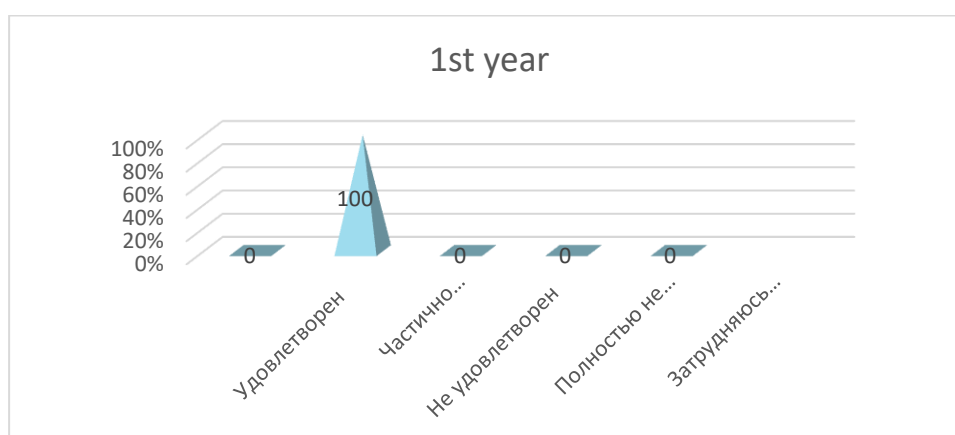
3.2 Consults on the research topic

| Answer options | 1st year |
|-------------------------------|----------|
| Completely satisfied | - |
| Satisfied | 100 |
| Partially satisfied | - |
| Not satisfied | - |
| Completely unsatisfied | - |
| I find it difficult to answer | - |



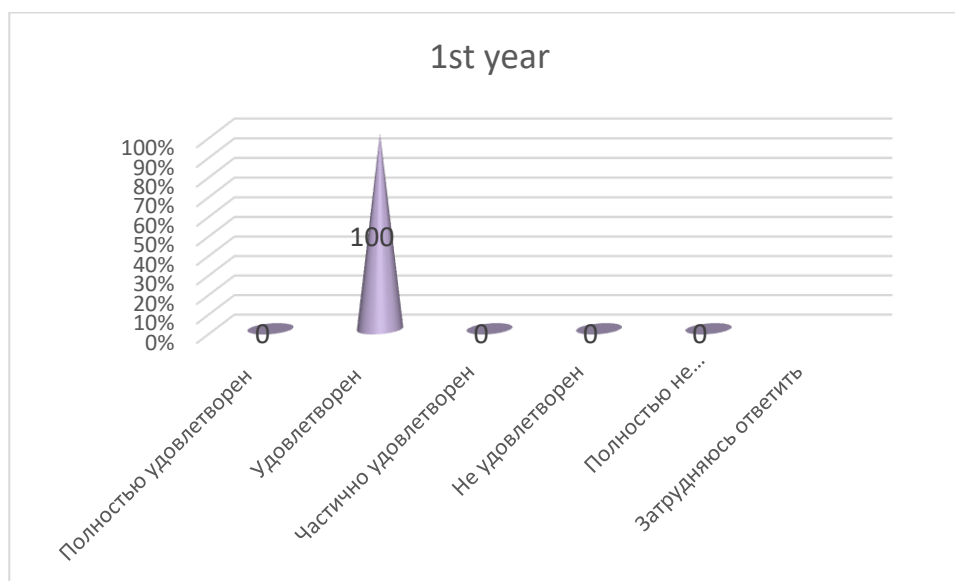
3.3 Participates in organizing foreign internships in research organizations

| Answer options | 1st year |
|-------------------------------|----------|
| Completely satisfied | - |
| Satisfied | 100 |
| Partially satisfied | - |
| Not satisfied | - |
| Completely unsatisfied | - |
| I find it difficult to answer | - |



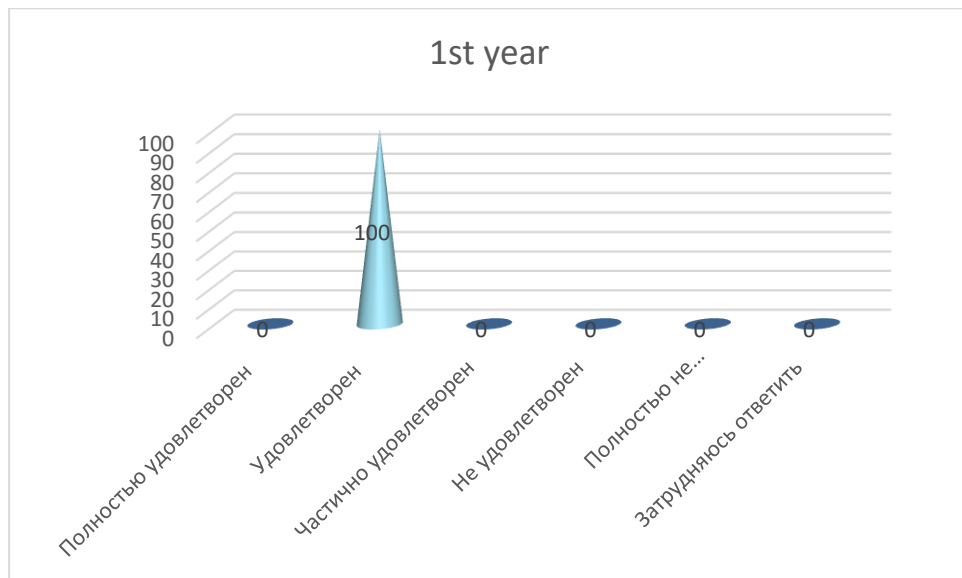
3.4 Received practical advice when writing and publishing an article in a journal with a non-zero impact factor included in the Scopus/Web of Science databases

| Answer options | 1st year |
|-------------------------------|----------|
| Completely satisfied | - |
| Satisfied | 100 |
| Partially satisfied | - |
| Not satisfied | - |
| Completely unsatisfied | - |
| I find it difficult to answer | - |



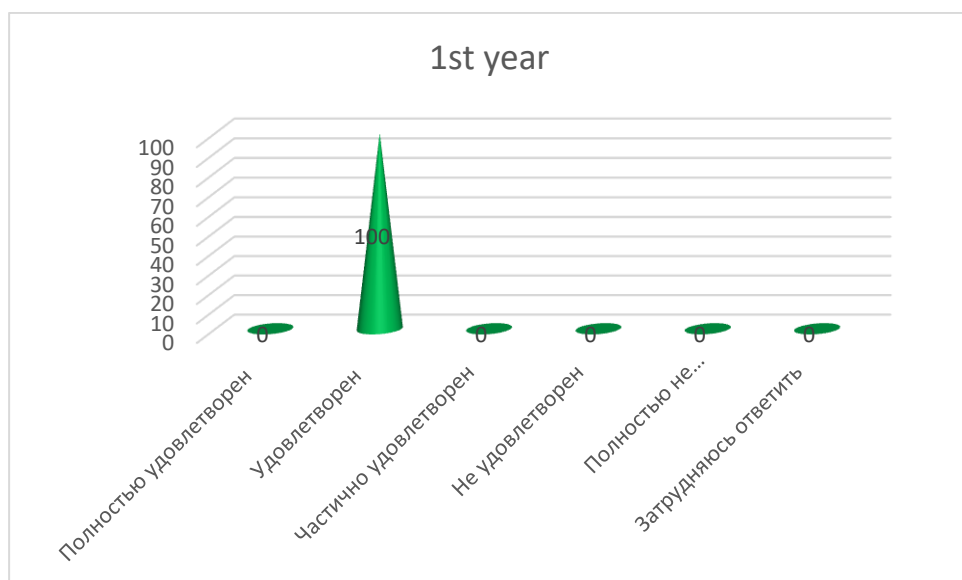
3.5 Improved knowledge of a foreign language

| Answer options | 1st year |
|-------------------------------|----------|
| Completely satisfied | - |
| Satisfied | 100 |
| Partially satisfied | - |
| Not satisfied | - |
| Completely unsatisfied | - |
| I find it difficult to answer | - |



3.6 Introduced global trends in the field of research and experience of working with a foreign scientist

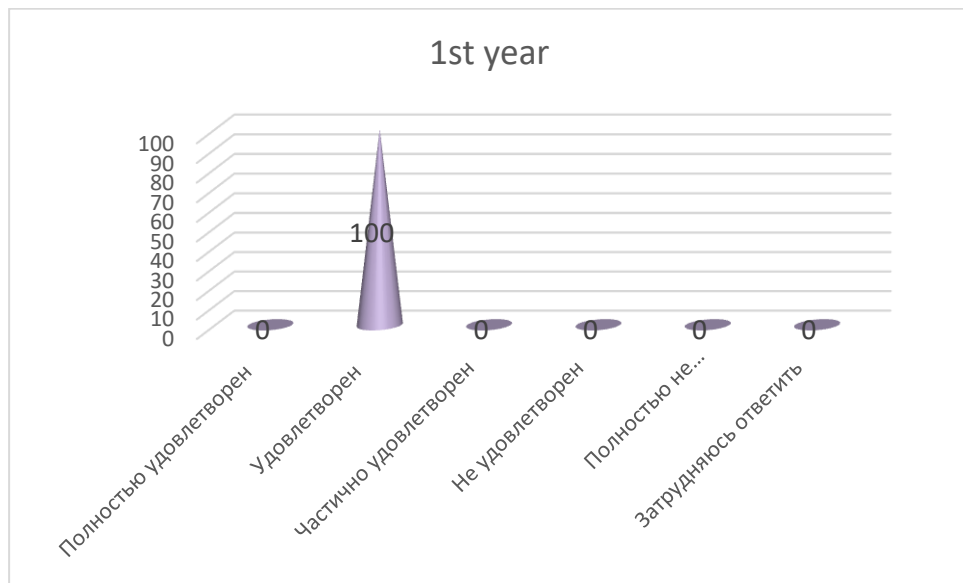
| Answer options | 1st year |
|-------------------------------|----------|
| Completely satisfied | - |
| Satisfied | 100 |
| Partially satisfied | - |
| Not satisfied | - |
| Completely unsatisfied | - |
| I find it difficult to answer | - |



3.7 Had the opportunity to listen to lectures by a foreign leader during doctoral studies

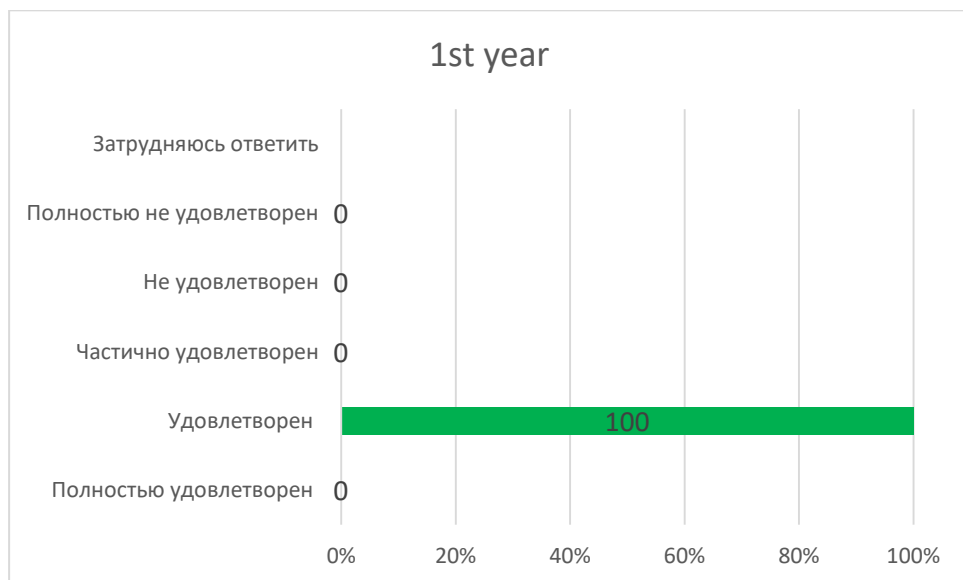
| Answer options | 1st year |
|----------------------|----------|
| Completely satisfied | - |
| Satisfied | 100 |
| Partially satisfied | - |
| Not satisfied | - |

| | |
|-------------------------------|---|
| Completely unsatisfied | - |
| I find it difficult to answer | |



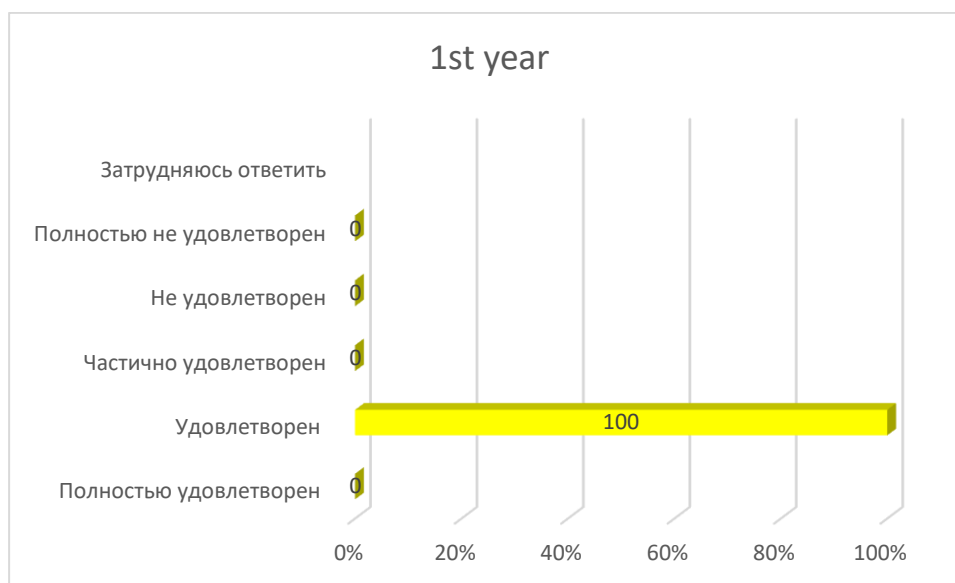
3.8 Forms of work between a doctoral student and a foreign supervisor: - online, including via the Zoom platform, email, Skype, WhatsApp and telephone messaging

| Answer options | 1st year |
|-------------------------------|----------|
| Completely satisfied | - |
| Satisfied | 100 |
| Partially satisfied | - |
| Not satisfied | - |
| Completely unsatisfied | - |
| I find it difficult to answer | |



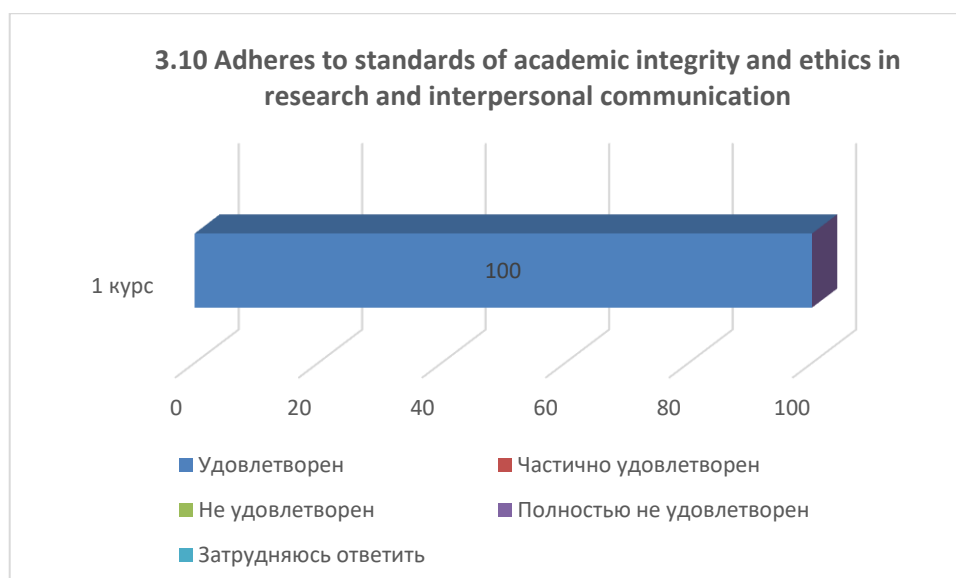
3.9 In an offline format, including during a foreign internship, guest lectures by a foreign consultant and traditional consultations

| Answer options | 1st year |
|-------------------------------|----------|
| Completely satisfied | - |
| Satisfied | 100 |
| Partially satisfied | - |
| Not satisfied | - |
| Completely unsatisfied | - |
| I find it difficult to answer | |



3.10 Adheres to standards of academic integrity and ethics in research and interpersonal communication

| Answer options | 1st year |
|-------------------------------|----------|
| Completely satisfied | - |
| Satisfied | 100 |
| Partially satisfied | - |
| Not satisfied | - |
| Completely unsatisfied | - |
| I find it difficult to answer | |



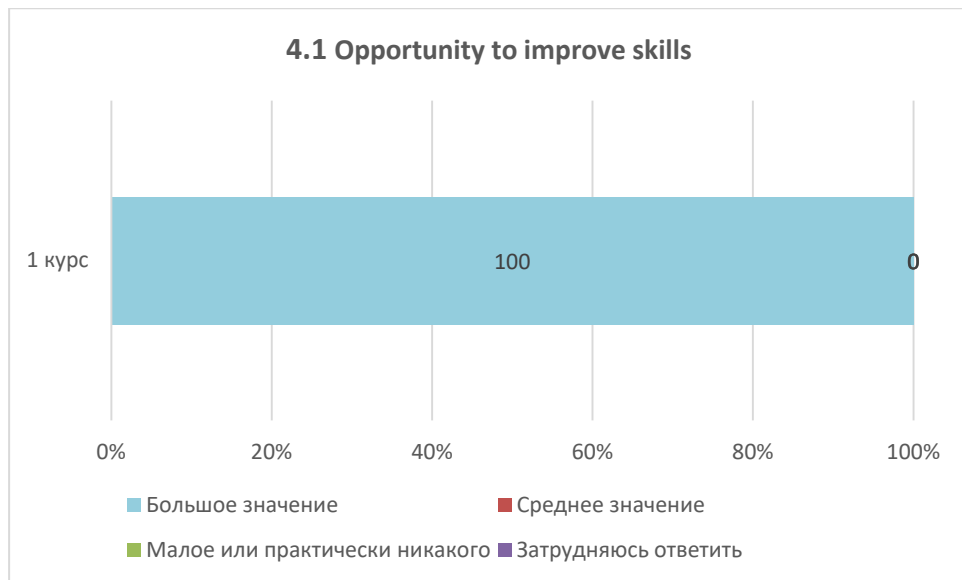
4. Listed below are the various opportunities that a job can provide to a specialist. What importance do you attach to each of them, whether they were implemented or not?

| |
|---|
| 4.1 Opportunity to improve skills |
| 4.2 Opportunity to work with highly competent colleagues |
| 4.3 Opportunity to receive a high salary |
| 4.4 Ability to work in comfortable working conditions |
| 4.5 Opportunity for promotion |
| 4.6 Ability to develop your own ideas |
| 4.7 Opportunity to engage in prestigious activities |
| 4.8 Opportunity to work under a highly competent supervisor |
| 4.9 Opportunity to contribute to science |
| 4.10 Opportunity to create prestige in the professional field |

Indicators:

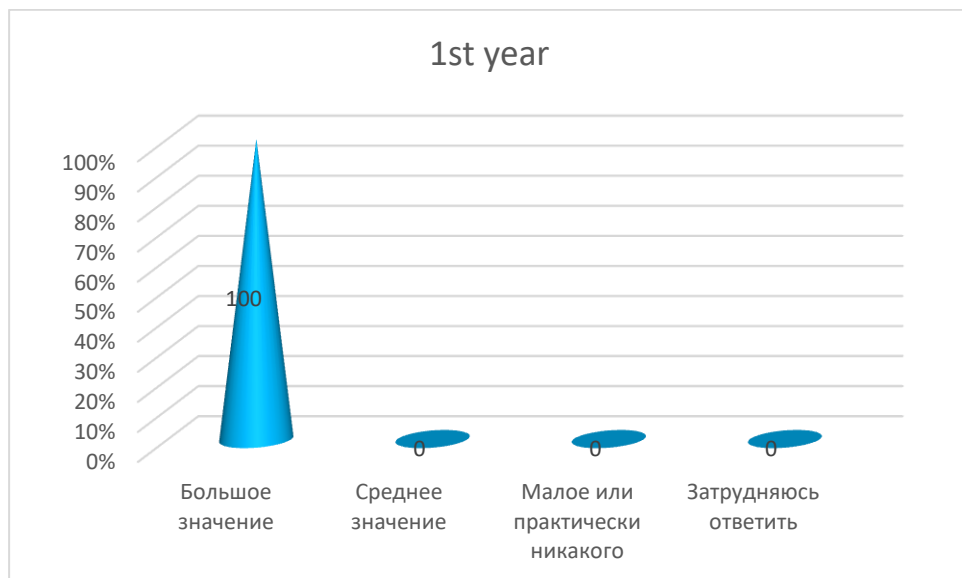
4.1 Opportunity to improve skills

| Answer options | 1st year |
|-------------------------------|----------|
| Great importance | 100 |
| Average value | - |
| Little or virtually none | - |
| I find it difficult to answer | - |



4.2 Opportunity to work with highly competent colleagues

| Answer options | 1st year |
|-------------------------------|----------|
| Great importance | 100 |
| Average value | - |
| Little or virtually none | - |
| I find it difficult to answer | - |



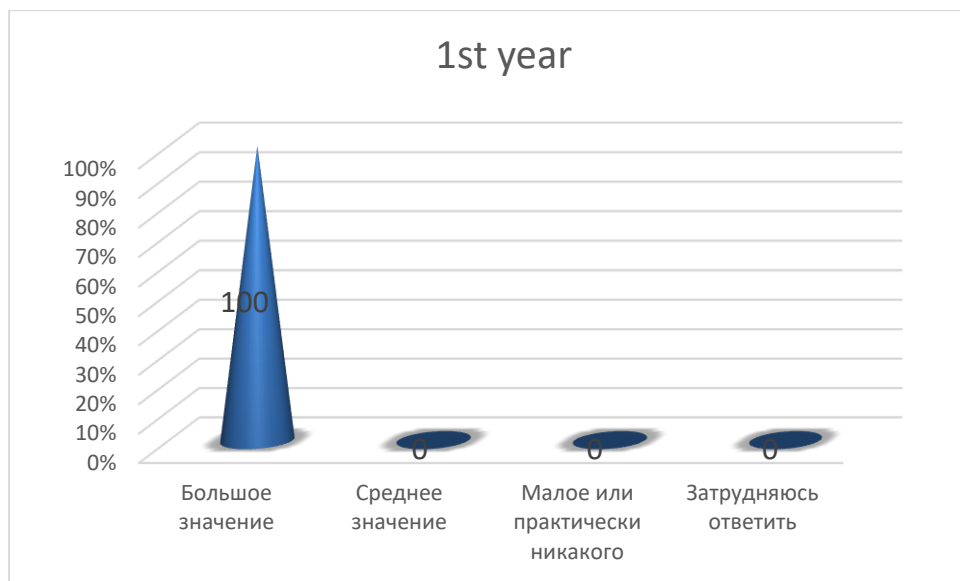
4.3 Opportunity to receive a high salary

| Answer options | 1st year |
|-------------------------------|----------|
| Great importance | 66,7 |
| Average value | 33,3 |
| Little or virtually none | - |
| I find it difficult to answer | - |



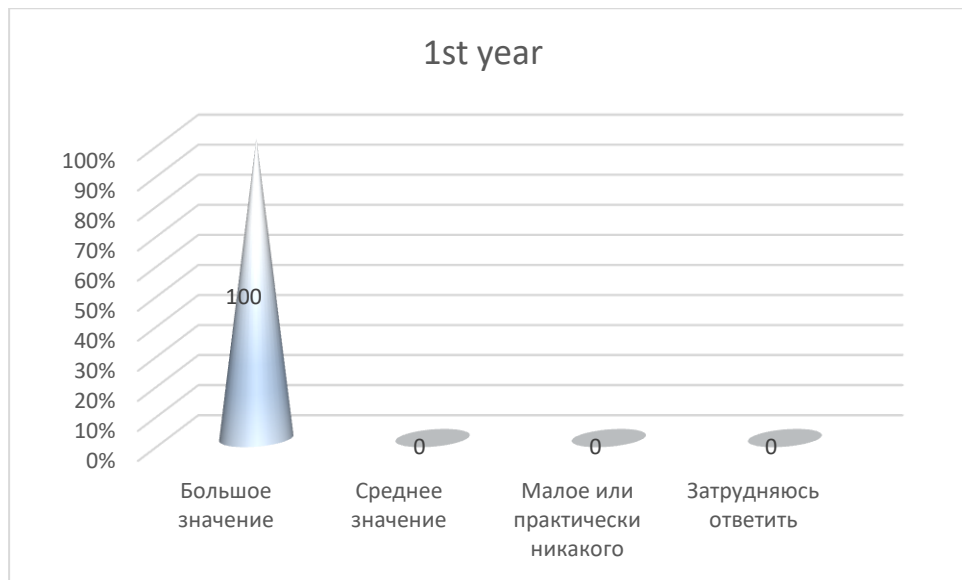
4.4 Ability to work in comfortable working conditions

| Answer options | 1st year |
|-------------------------------|----------|
| Great importance | 100 |
| Average value | - |
| Little or virtually none | - |
| I find it difficult to answer | - |



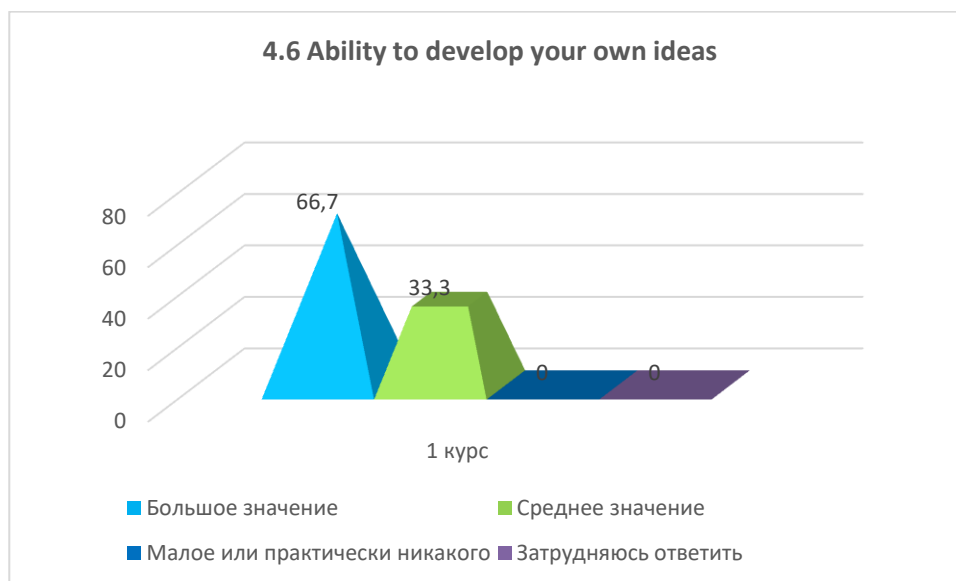
4.5 The opportunity to promote in positions

| Answer options | 1st year |
|-------------------------------|----------|
| Great importance | 100 |
| Average value | - |
| Little or virtually none | - |
| I find it difficult to answer | - |



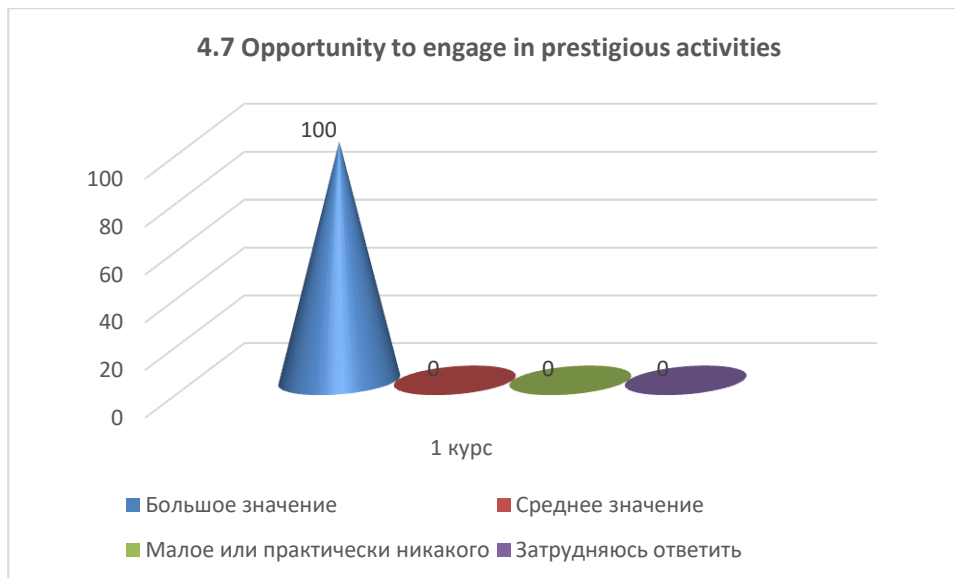
4.6 Ability to develop your own ideas

| Answer options | 1st year |
|-------------------------------|----------|
| Great importance | 66,7 |
| Average value | 33,3 |
| Little or virtually none | - |
| I find it difficult to answer | - |



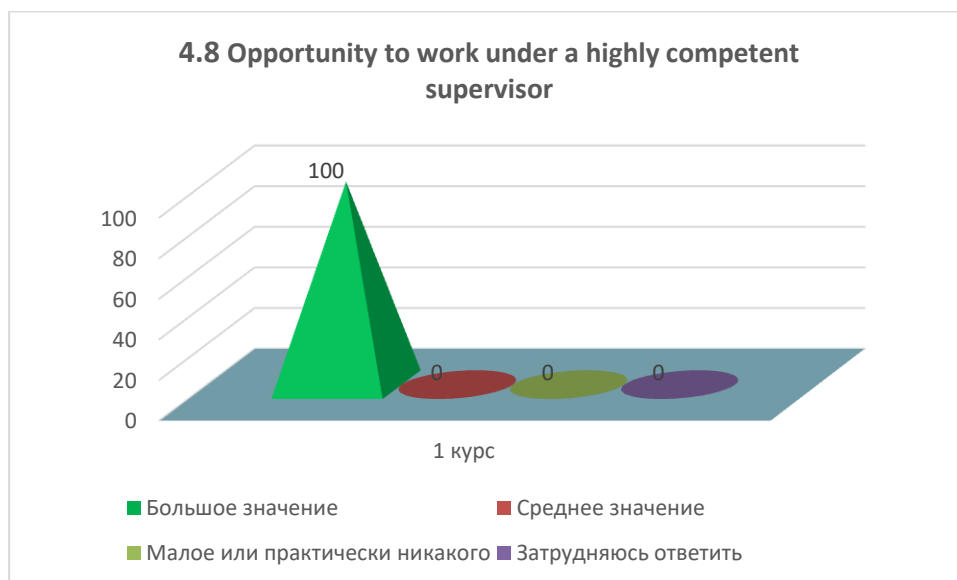
4.7 Opportunity to engage in prestigious activities

| Answer options | 1st year |
|-------------------------------|----------|
| Great importance | 100 |
| Average value | - |
| Little or virtually none | - |
| I find it difficult to answer | - |



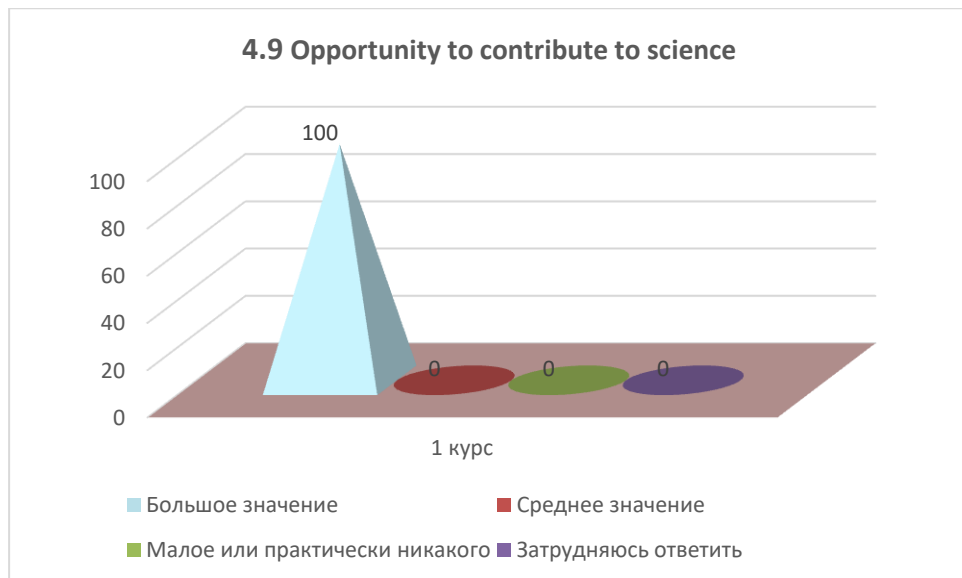
4.8 Opportunity to work under a highly competent supervisor

| Answer options | 1st year |
|-------------------------------|----------|
| Great importance | 100 |
| Average value | - |
| Little or virtually none | - |
| I find it difficult to answer | - |



4.9 Opportunity to contribute to science

| Answer options | 1st year |
|-------------------------------|----------|
| Great importance | 100 |
| Average value | - |
| Little or virtually none | - |
| I find it difficult to answer | - |



4.10 Opportunity to create prestige in the professional field

| Answer options | 1st year |
|-------------------------------|----------|
| Great importance | 100 |
| Average value | - |
| Little or virtually none | - |
| I find it difficult to answer | - |



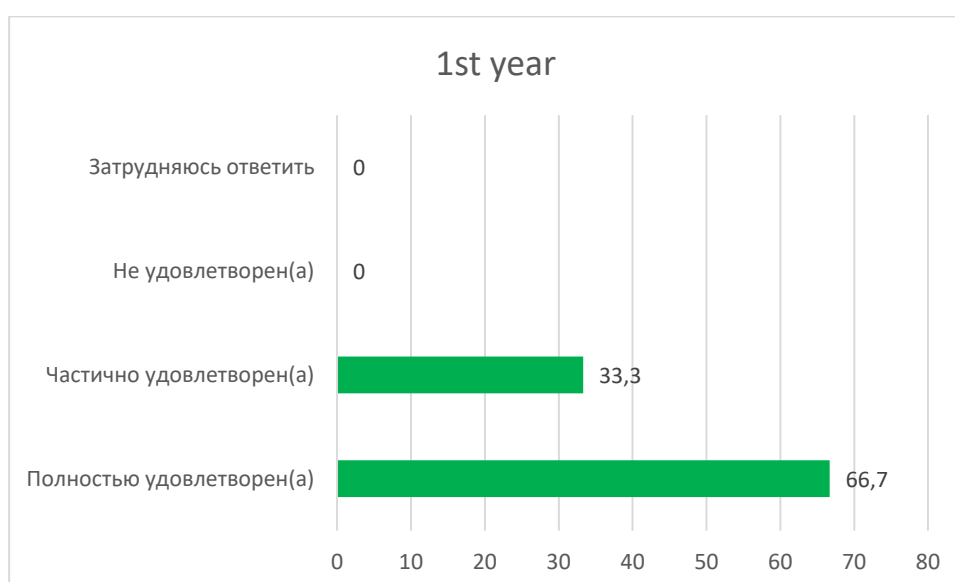
5. Are you satisfied with the level of availability of material and technical resources of the university

| |
|---|
| 5.1 Library collections |
| 5.2 Technology, computers necessary for the educational process and scientific activity |
| 5.3 Internet channel width, its speed |
| 5.4 Organization of meals |
| 5.5 Availability and condition of sports equipment |
| 5.6 Living conditions in the dormitory |

Indicators:

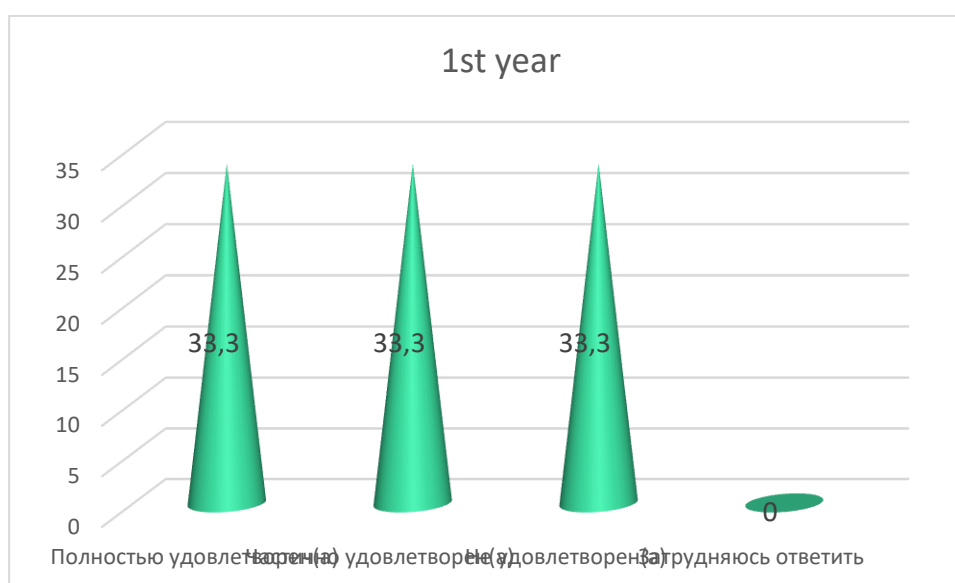
5.1 Library collections

| Answer options | 1st year |
|-------------------------------|----------|
| Completely satisfied | 66,7 |
| Partially satisfied | 33,3 |
| Not satisfied) | - |
| I find it difficult to answer | - |



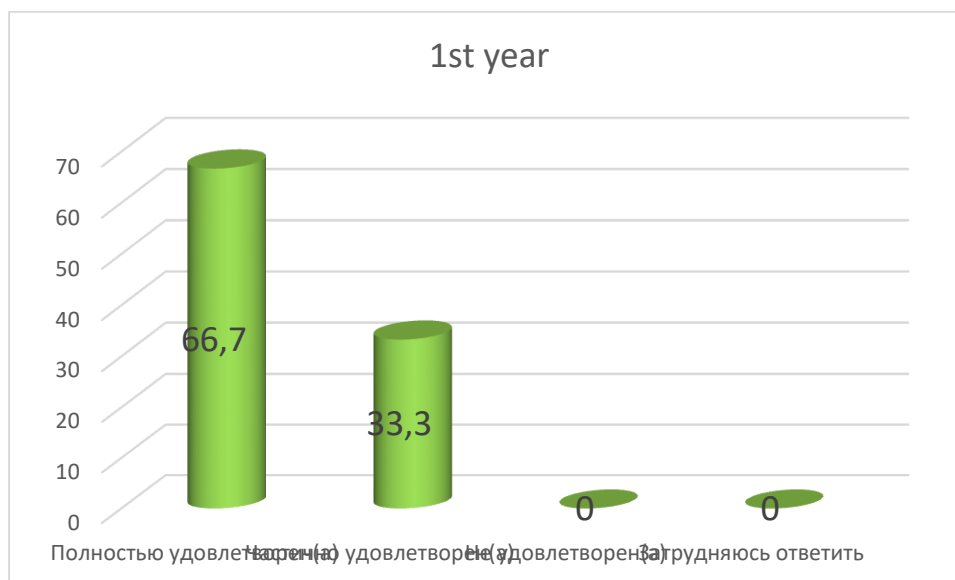
5.2 Technology, computers necessary for the educational process and scientific activity

| Answer options | 1st year |
|-------------------------------|----------|
| Completely satisfied | 33,3 |
| Partially satisfied | 33,3 |
| Not satisfied) | 33,3 |
| I find it difficult to answer | - |



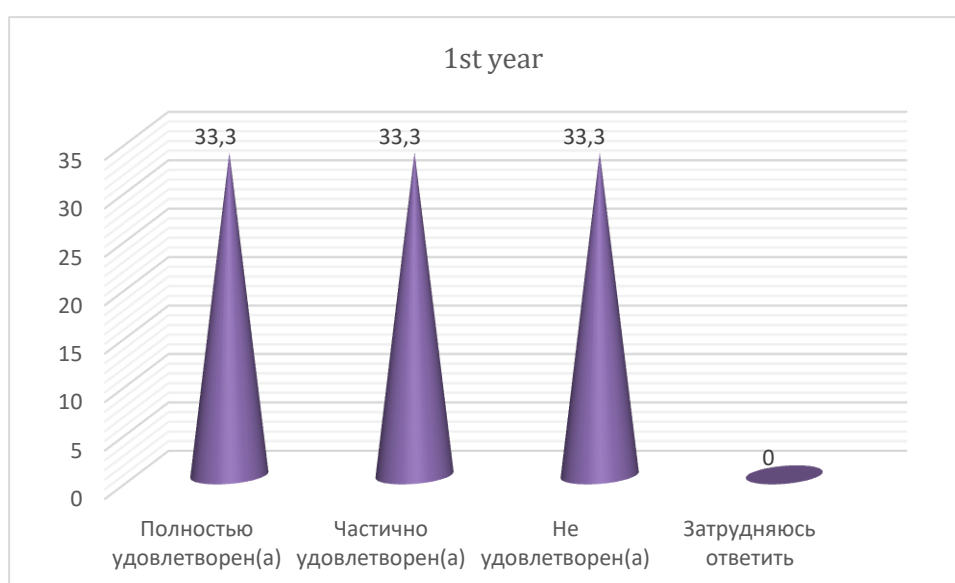
5.3 Internet channel width, speed

| Answer options | 1st year |
|-------------------------------|----------|
| Completely satisfied | 66,7 |
| Partially satisfied | 33,3 |
| Not satisfied) | - |
| I find it difficult to answer | - |



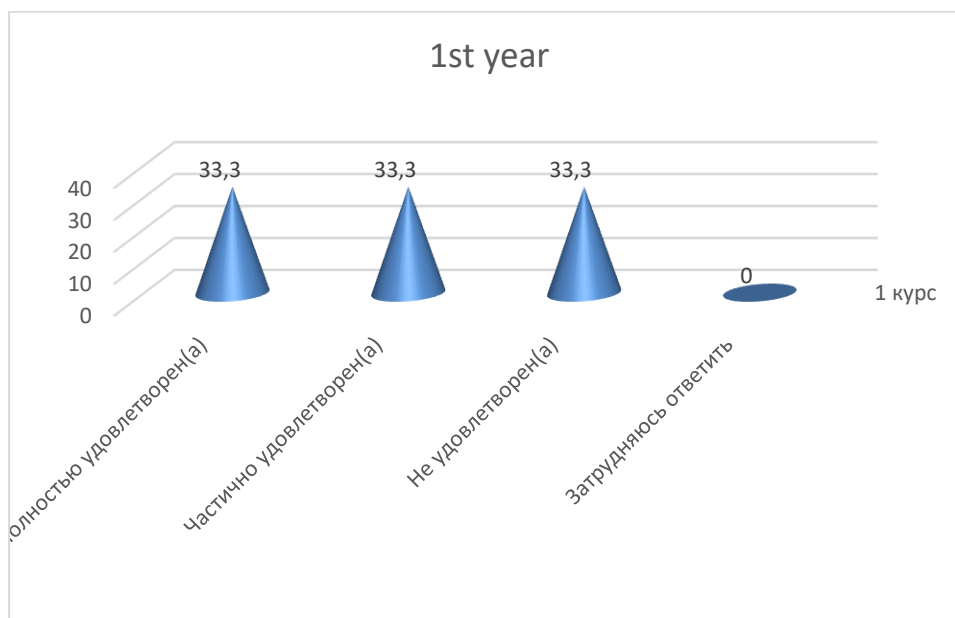
5.4 Organization of meals

| Answer options | 1st year |
|-------------------------------|----------|
| Completely satisfied | 33,3 |
| Partially satisfied | 33,3 |
| Not satisfied) | 33,3 |
| I find it difficult to answer | - |



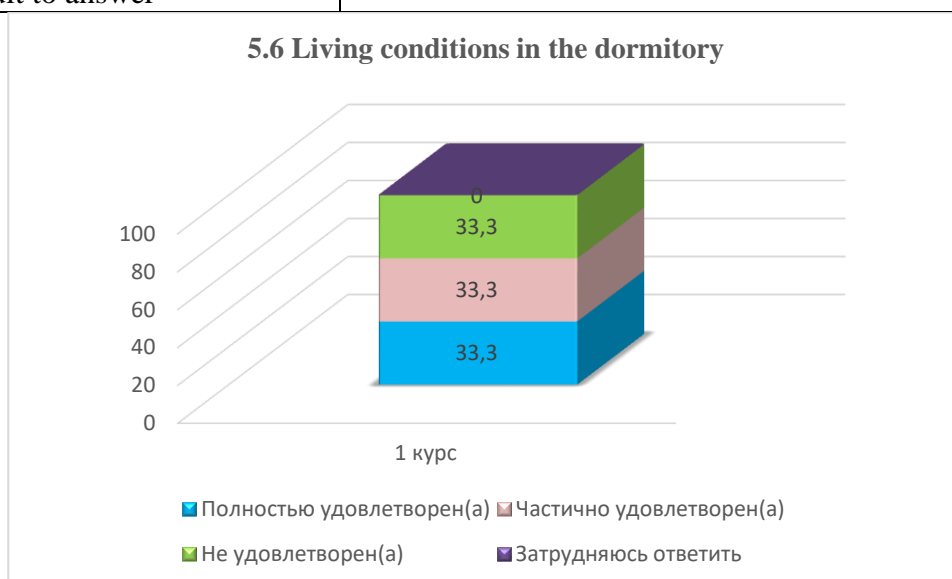
5.5 Availability and condition of sports equipment

| Answer options | 1st year |
|-------------------------------|----------|
| Completely satisfied | 33,3 |
| Partially satisfied | 33,3 |
| Not satisfied) | 33,3 |
| I find it difficult to answer | - |



5.6 Living conditions in the dormitory

| Answer options | 1st year |
|-------------------------------|----------|
| Completely satisfied | 33,3 |
| Partially satisfied | 33,3 |
| Not satisfied) | 33,3 |
| I find it difficult to answer | - |



6. Do you plan to defend your dissertation by the end of your studies?

| Answer options | 1st year |
|-------------------------------|----------|
| Yes | 66,7 |
| No | - |
| I find it difficult to answer | 33,3 |
| Other | - |

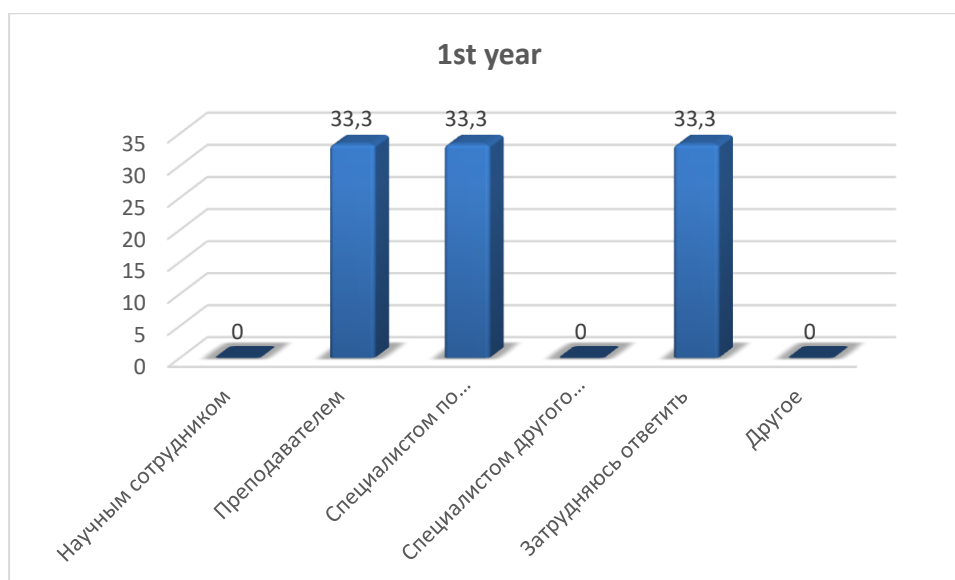


For the option “If you answered “No” to the previous question, write why”, doctoral students indicated the following options*:

- With funding like the KSTU has, it's a good idea to update everything old

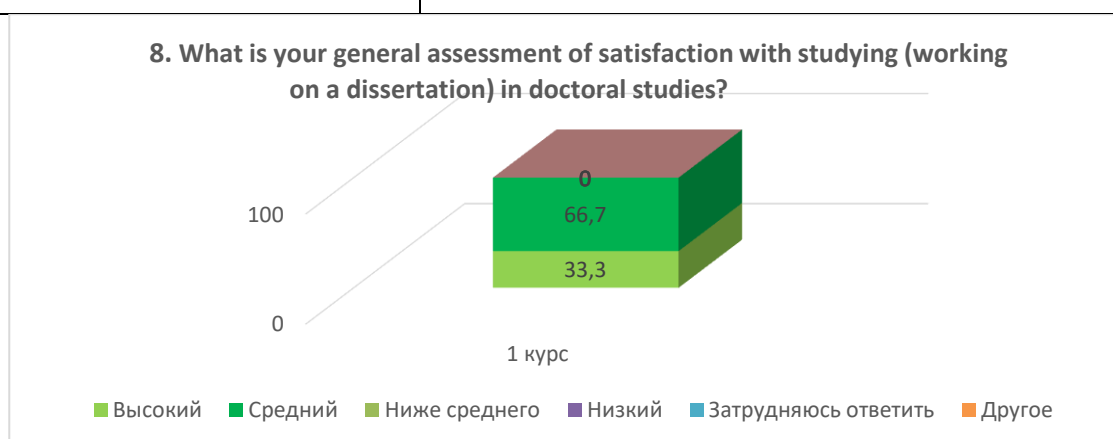
7. What do you plan to do after finishing your doctoral studies?

| Answer options | 1st year |
|---|----------|
| Researcher | - |
| Teacher | 33,3 |
| A specialist in the dissertation profile not related to science and education | 33,3 |
| A specialist of a different profile | - |
| I find it difficult to answer | 33,3 |
| Other | - |



8. What is your general assessment of satisfaction with studying (working on a dissertation) in doctoral studies?

| Answer options | 1st year |
|-------------------------------|----------|
| Very tall | - |
| High | 33,3 |
| Average | 66,7 |
| Below the average | - |
| Short | - |
| I find it difficult to answer | - |
| Other | - |



According to the results of the questionnaire, the following **conclusions** can be drawn:

In general, the results of the questionnaire indicate that doctoral students are satisfied with the educational services of the university.

The relevance of the presented dissertation research topics fully corresponds to the scientific interests of doctoral students - **100%** of respondents were **satisfied**.

Assessments of professionalism and competence of scientific supervisors and levels of organizational, methodological and information support of dissertation research preparation. Information resources provided by the university in the areas of doctoral students' training are generally sufficient and available in the preparation of dissertation research: - **33.3%** of doctoral students are fully satisfied and **66.7%** are satisfied.

Opportunities for approbation and publication of the results of the dissertation research, rated: **100% - “fully satisfied”**.

The availability, completeness and reliability of information about scientific events held at the University and outside it is assessed by respondents at **100%**.

From the point of view of doctoral students, the overall level of organization and conduct of foreign internships is at a satisfied level 99,9%.

The following information was obtained in response to the question **“Rate the professional skills of the domestic research consultant”**:

- “Demonstrates the ability to propose the development, implementation and adaptation of a holistic research program” doctoral students’ satisfaction was 100%;

- “Makes a contribution to science with his/her research as reflected in cited national or international publications or patents” doctoral student satisfaction was 99,9%;

- “Has an international reputation in his/her research field, has contacts in scientific communities, is able to present and interpret research results” doctoral students' satisfaction was 100%;

- “Makes a positive contribution to the development of scientific knowledge through cooperation and collaboration with other scientists, including foreign” satisfaction of doctoral students amounted to 100%;

- “Publishes papers as a lead author-researcher, conducts scientific seminars and leads sections at conferences” doctoral students' satisfaction was 100%;

- “Identifies acceptable research methodology, research techniques and approaches” doctoral student satisfaction was 100%;

- “Adheres to standards of academic integrity and ethics in research and interpersonal communication” doctoral student satisfaction was 99,9%.

On the question **“Are you satisfied with the level of availability of material and technical resources of the university”** the following information was received:

- “Library collections” satisfaction of doctoral students amounted to 99,9%;

- “Technology, computers necessary for the educational process and scientific activity” satisfaction of doctoral students was 99,9%;

- “The width of the Internet channel, speed” satisfaction of doctoral students was 99,9%;

- “Organization of meals” satisfaction of doctoral students was 33,3%

- “Availability and condition of sports equipment” satisfaction of doctoral students amounted to 66,7%, 33.3% not satisfied.

- “Living conditions in the dormitory” satisfaction of doctoral students amounted to 66,7% and 33.3% are not satisfied.

In general, respondents highly rated satisfaction with their studies (work on the dissertation) in doctoral studies.

Respondents also spelled out their wishes:

- “With funding like the KSTU has, to update everything old”.

Recommendations:

1. 1. The head of the department, SID, PO will familiarize themselves with the results of the questionnaire and, if necessary, develop an action plan to improve the quality of educational services.