

Report on the results of the questionnaire
«Satisfaction of doctoral students with educational services» for the 2022-2023 academic
year
in the educational program
8D07101 «Mechanical engineering»

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.

This extensive survey is conducted once every 5 years.

10 respondents took part in the questionnaire, which amounted to 76.9% of the total number of doctoral students.

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) _____

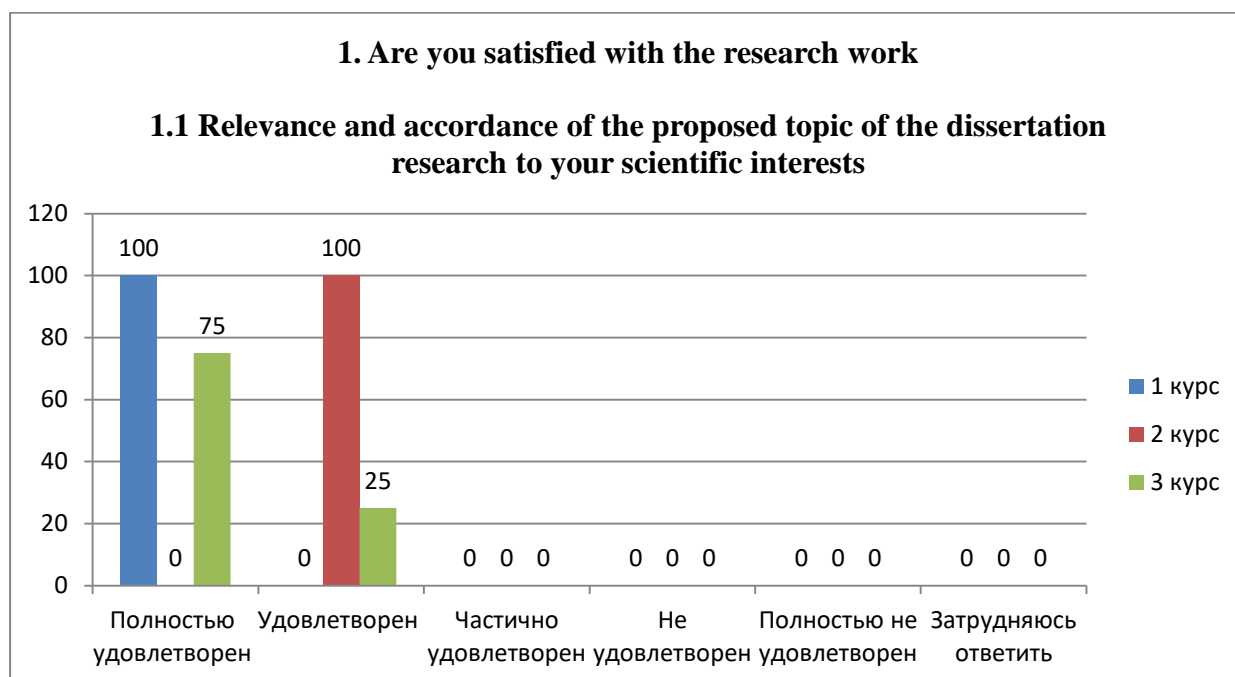
If you answered «Not satisfied or completely dissatisfied» to the previous question, give recommendations for improvement _____

Indicators:

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

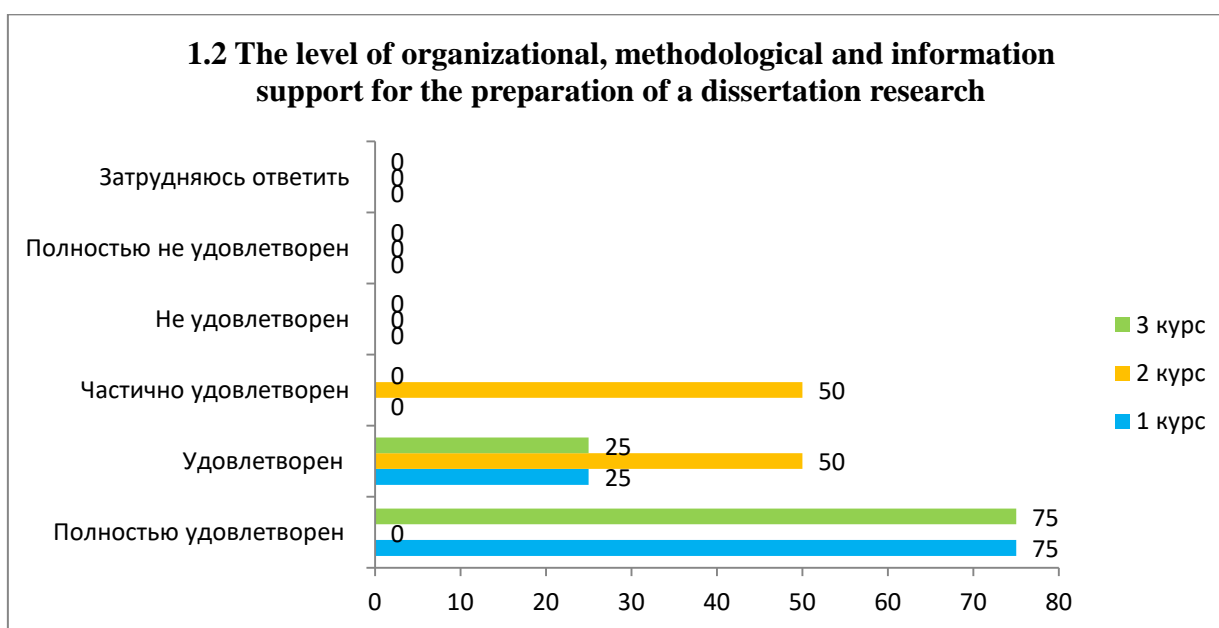
Answer options	1 st year	2nd year	3rd year
Completely satisfied	100	-	75
Satisfied	-	100	25
Partially satisfied	-	-	-
Not satisfied	-	-	-

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



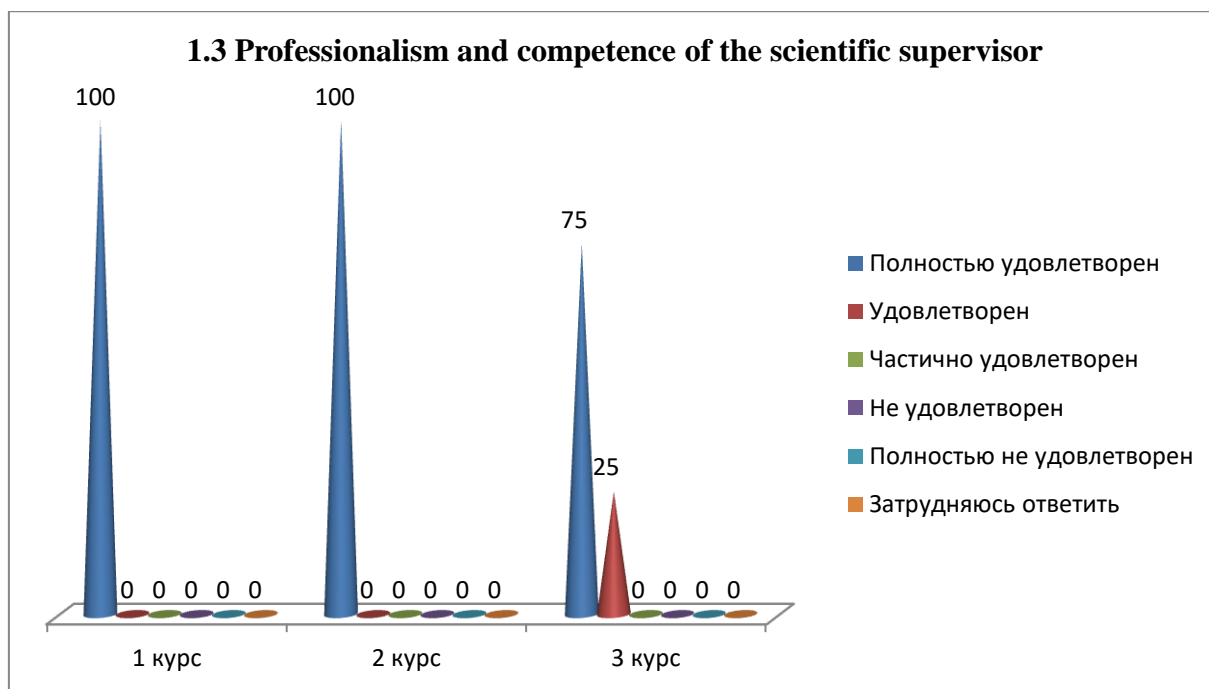
1.2 Level of organizational, methodological and information support for the preparation of dissertation research

Answer options	1 st year	2nd year	3rd year
Completely satisfied	75	-	75
Satisfied	25	50	25
Partially satisfied	-	50	-
Not satisfied	-	-	-
Completely unsatisfied	-	-	-
I find it difficult to answer	-	-	-



1.3 Professionalism and competence of the scientific supervisor

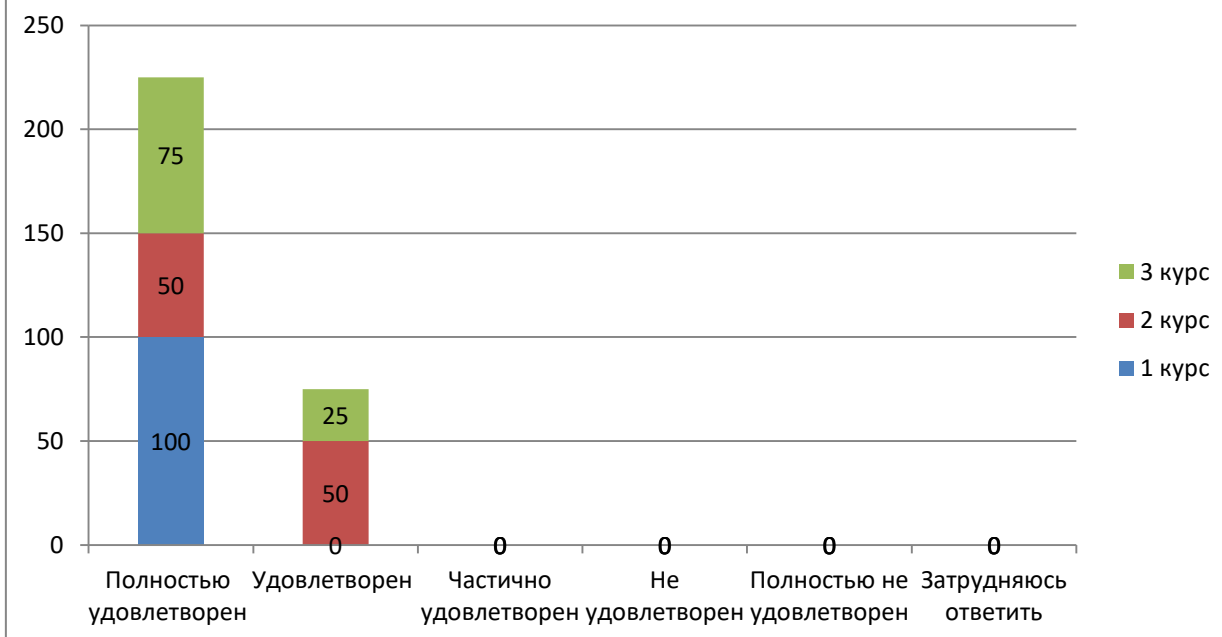
Answer options	1 st year	2nd year	3rd year
Completely satisfied	100	100	75
Satisfied	-	-	25
Partially satisfied	-	-	-
Not satisfied	-	-	-
Completely unsatisfied	-	-	-
I find it difficult to answer	-	-	-



1.4 Possibilities testing and publication of the dissertation research results

Answer options	1 st year	2nd year	3rd year
Completely satisfied	100	50	75
Satisfied	-	50	25
Partially satisfied	-	-	-
Not satisfied	-	-	-
Completely unsatisfied	-	-	-
I find it difficult to answer	-	-	-

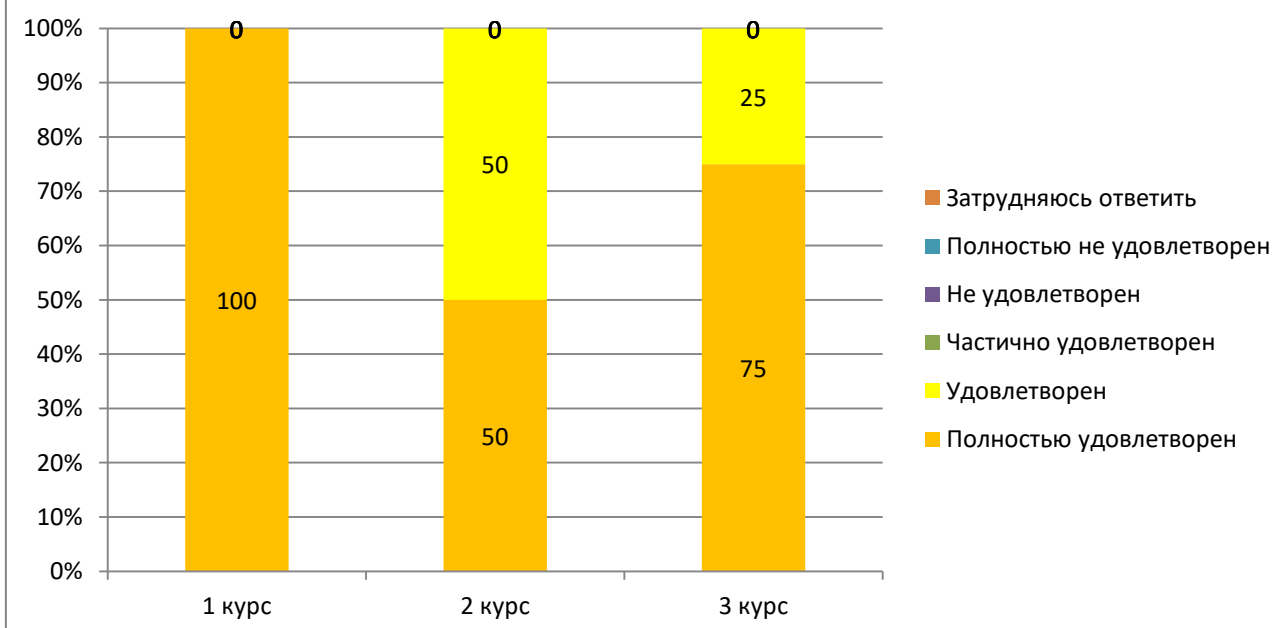
1.4 Possibilities of approbation and publication of the results of the dissertation research



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

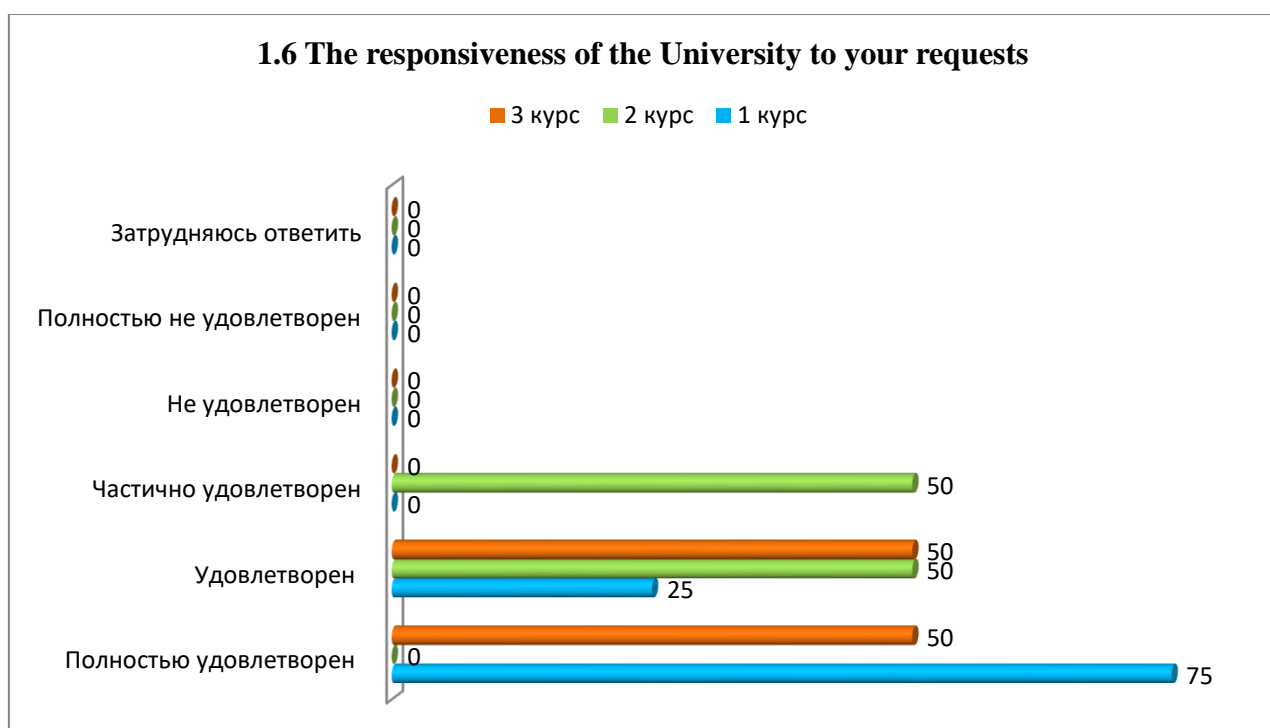
Answer options	1 st year	2nd year	3rd year
Completely satisfied	100	50	75
Satisfied	-	50	25
Partially satisfied	-	-	-
Not satisfied	-	-	-
Completely unsatisfied	-	-	-
I find it difficult to answer	-	-	-

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



1.6 The responsiveness of the university to your requests

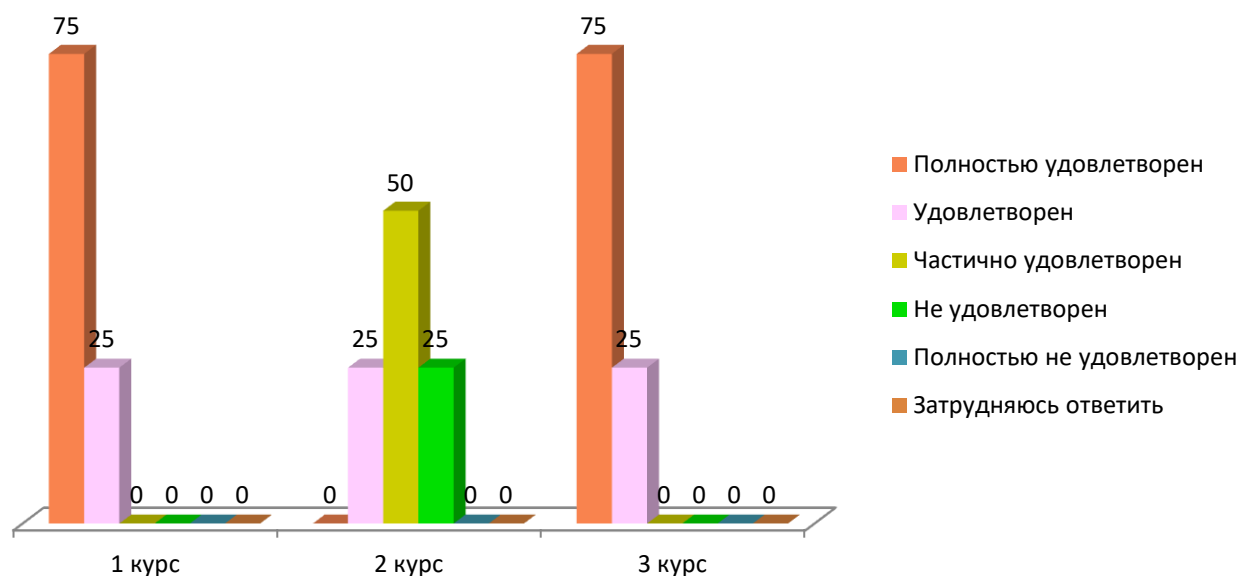
Answer options	1 st yaer	2nd year	3rd year
Completely satisfied	75	-	50
Satisfied	25	50	50
Partially satisfied	-	50	-
Not satisfied	-	-	-
Completely unsatisfied	-	-	-
I find it difficult to answer	-	-	-



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

Answer options	1 st year	2nd year	3rd year
Completely satisfied	75	-	75
Satisfied	25	25	25
Partially satisfied	-	50	-
Not satisfied	-	25	-
Completely unsatisfied	-	-	-
I find it difficult to answer	-	-	-

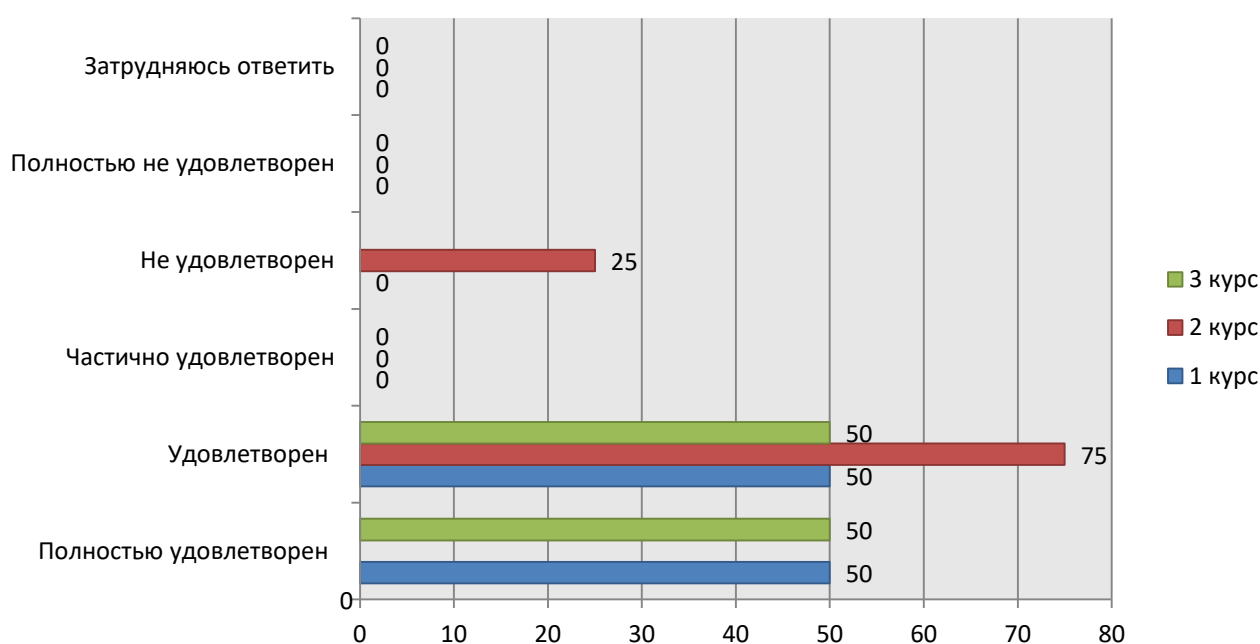
1.7 Accessibility, completeness and reliability of information about scientific events held at the University and beyond



1.8 General level of organization and conduct of foreign internships

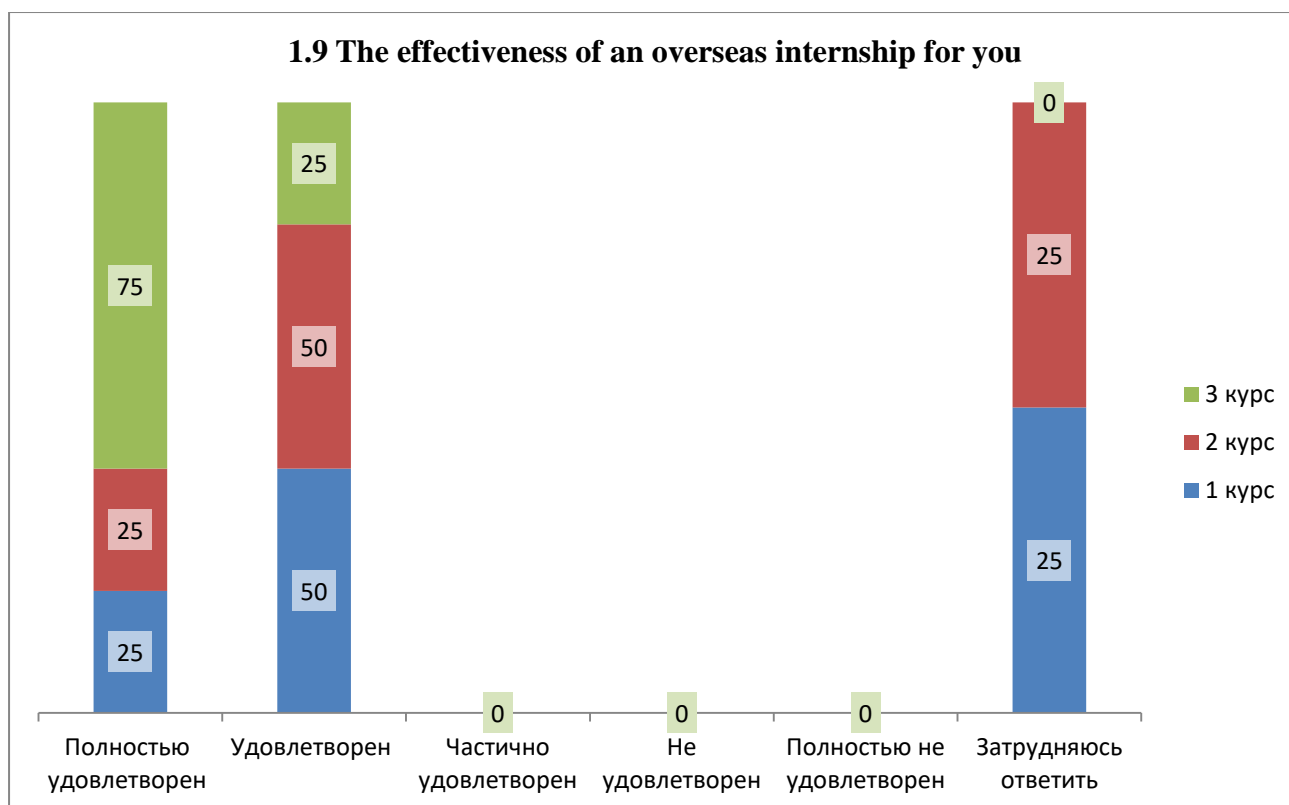
Answer options	1 st year	2nd year	3rd year
Completely satisfied	50	-	50
Satisfied	50	75	50
Partially satisfied	-	-	-
Not satisfied	-	25	-
Completely unsatisfied	-	-	-
I find it difficult to answer	-	-	-

1.8 The general level of organization and conduct of an internship abroad



1.9 The effectiveness of a foreign internship for you

Answer options	1 st year	2nd year	3rd year
Completely satisfied	25	25	75
Satisfied	50	50	25
Partially satisfied	-	-	-
Not satisfied	-	-	-
Completely unsatisfied	-	-	-
I find it difficult to answer	25	25	-



To the option If you answered «not satisfied or completely dissatisfied» to the previous question, doctoral students indicated the following options*:

- There is no single organization of scientific internships at the university. Small budget for funding scientific internships!!!

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

*Students' answers are presented in the original. The author's spelling and punctuation have been preserved.

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

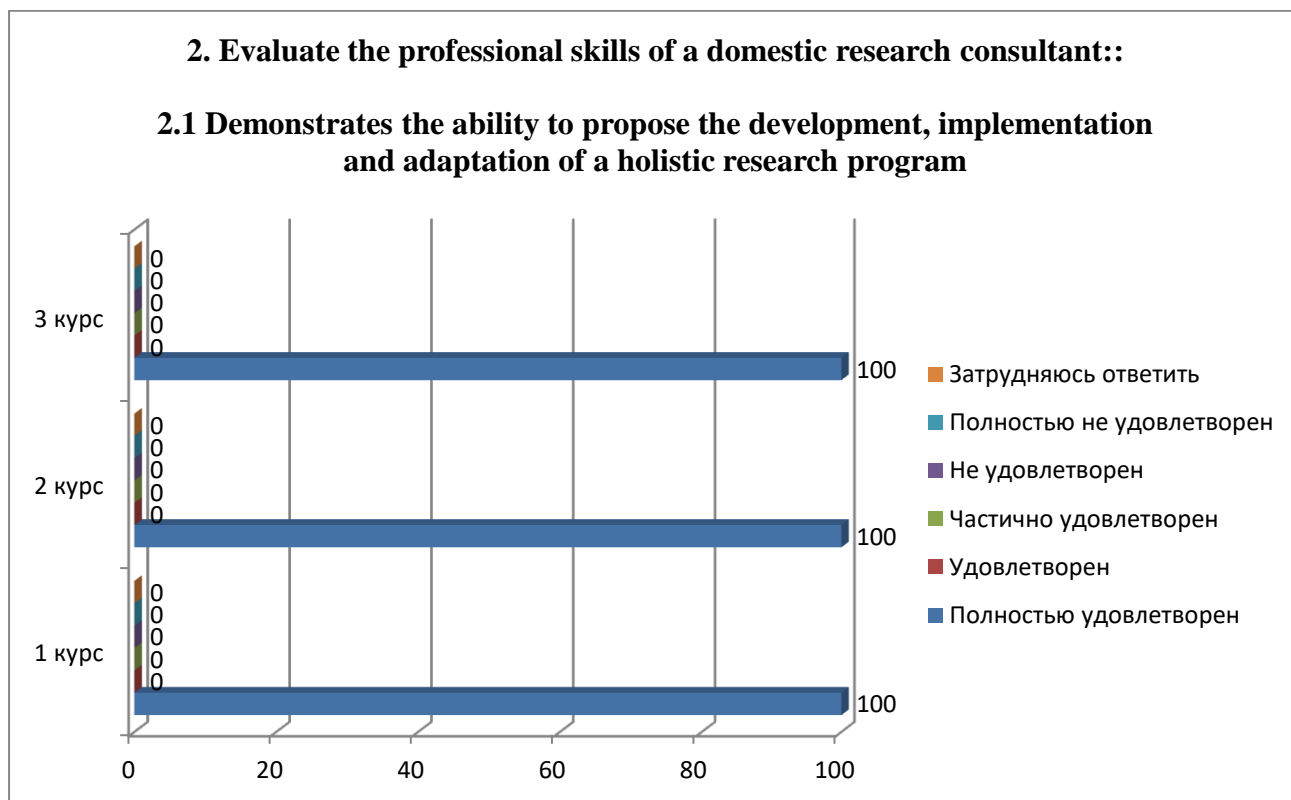
Other (write your answer) _____

If you answered the previous question «Not satisfied or completely dissatisfied», give recommendations for improvement professional skills of domestic research consultations _____

Indicators:

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

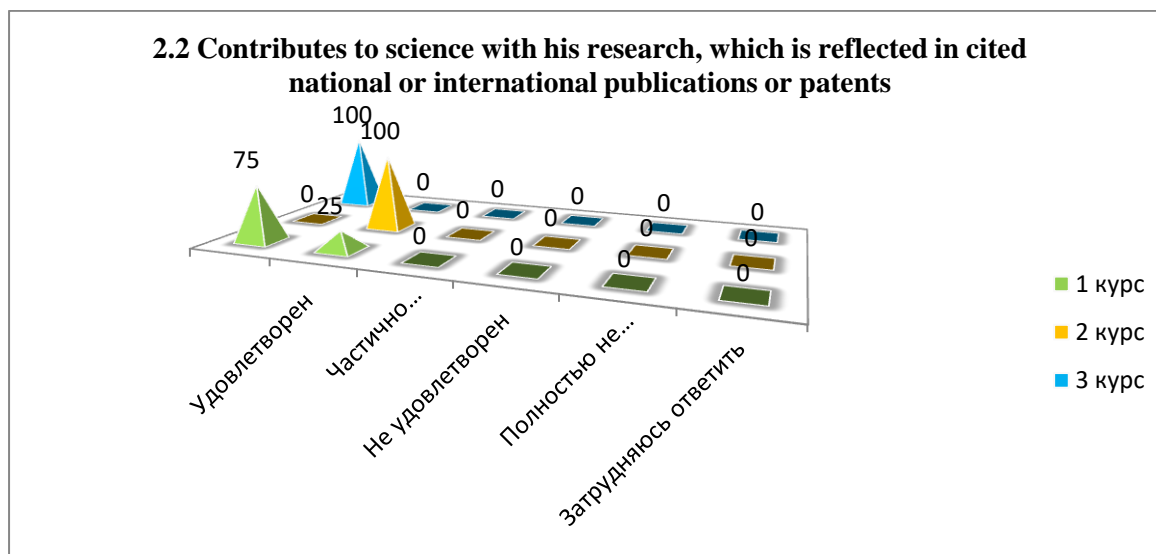
Answer options	1st year	2nd year	3rd year
Completely satisfied	100	100	100
Satisfied	-	-	-
Partially satisfied	-	-	-
Not satisfied	-	-	-
Completely unsatisfied	-	-	-
I find it difficult to answer	-	-	-



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

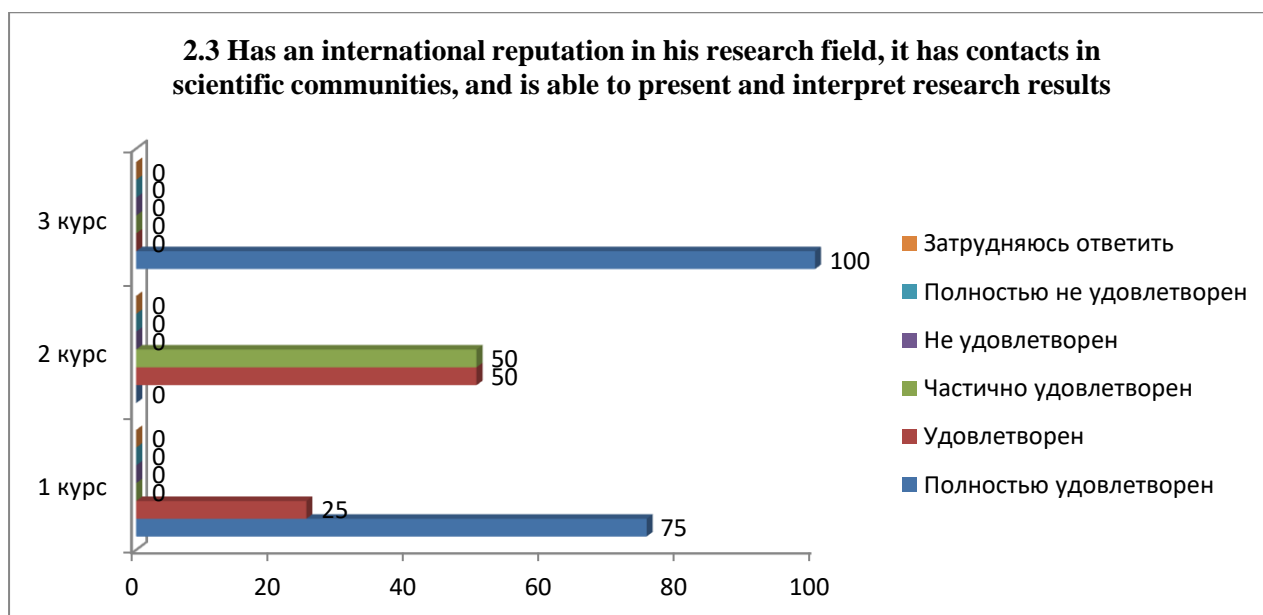
Answer options	1st year	2nd year	3rd year
Completely satisfied	75	-	100
Satisfied	25	100	-
Partially satisfied	-	-	-

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



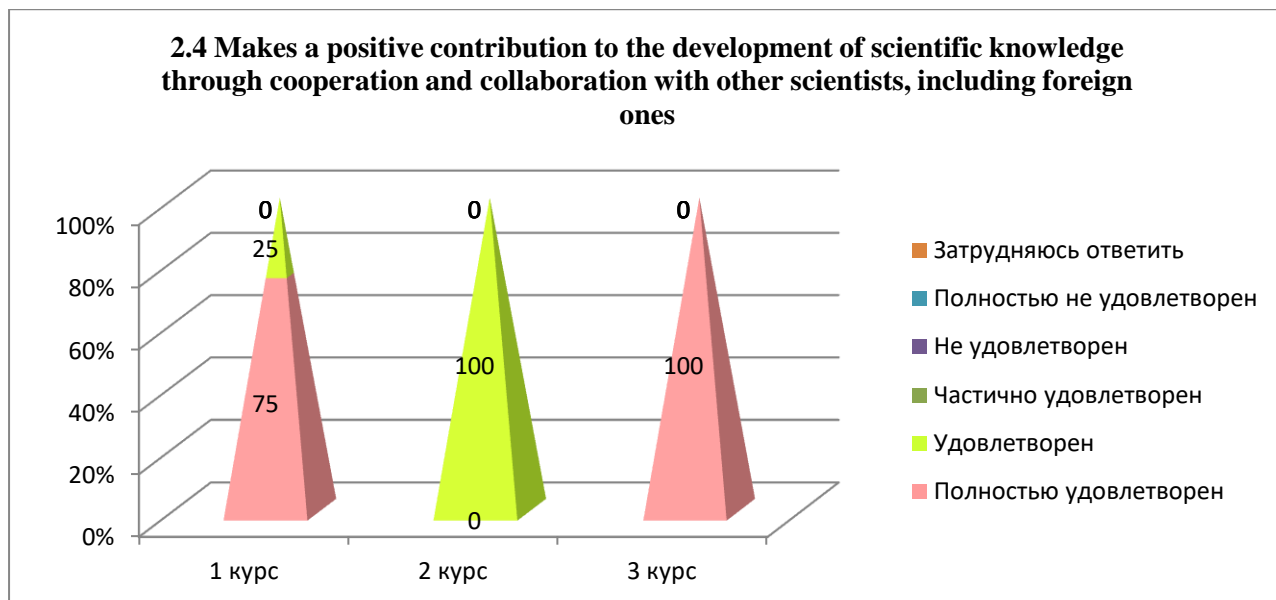
2.3 Has an international reputation in his research field, has contacts in scientific communities, and is able to present and interpret research results

Answer options	1st year	2nd year	3rd year
Completely satisfied	75	-	100
Satisfied	25	50	-
Partially satisfied	-	50	-
Not satisfied	-	-	-
Completely unsatisfied	-	-	-
I find it difficult to answer	-	-	-



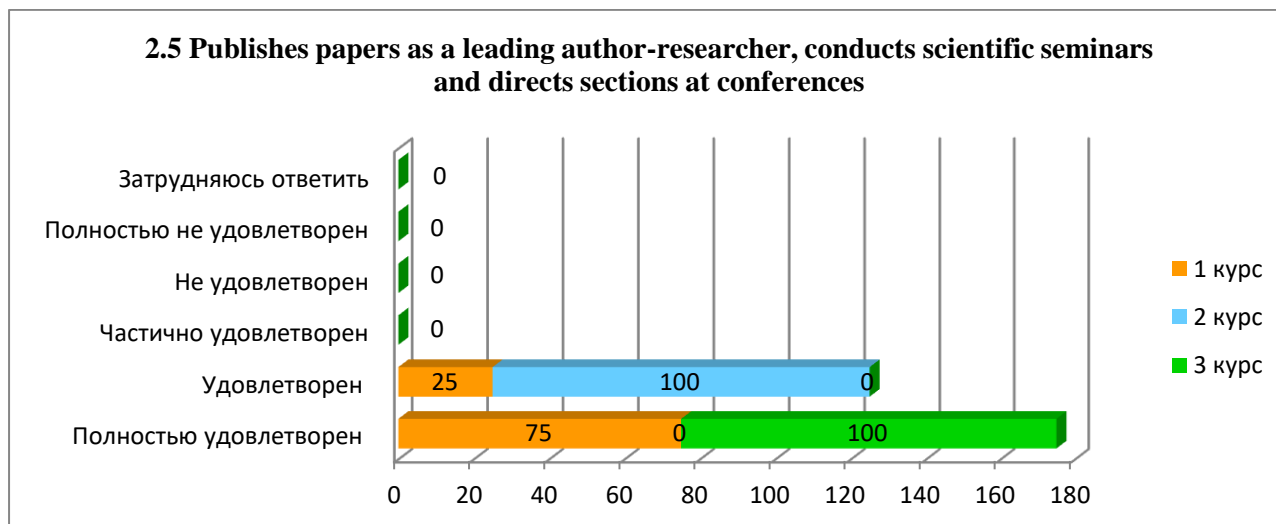
2.4 Makes a positive contribution to the development of scientific knowledge through cooperation and collaboration with other scientists, including foreign ones

Answer options	1st year	2nd year	3rd year
Completely satisfied	75	-	100
Satisfied	25	100	-
Partially satisfied	-	-	-
Not satisfied	-	-	-
Completely unsatisfied	-	-	-
I find it difficult to answer	-	-	-



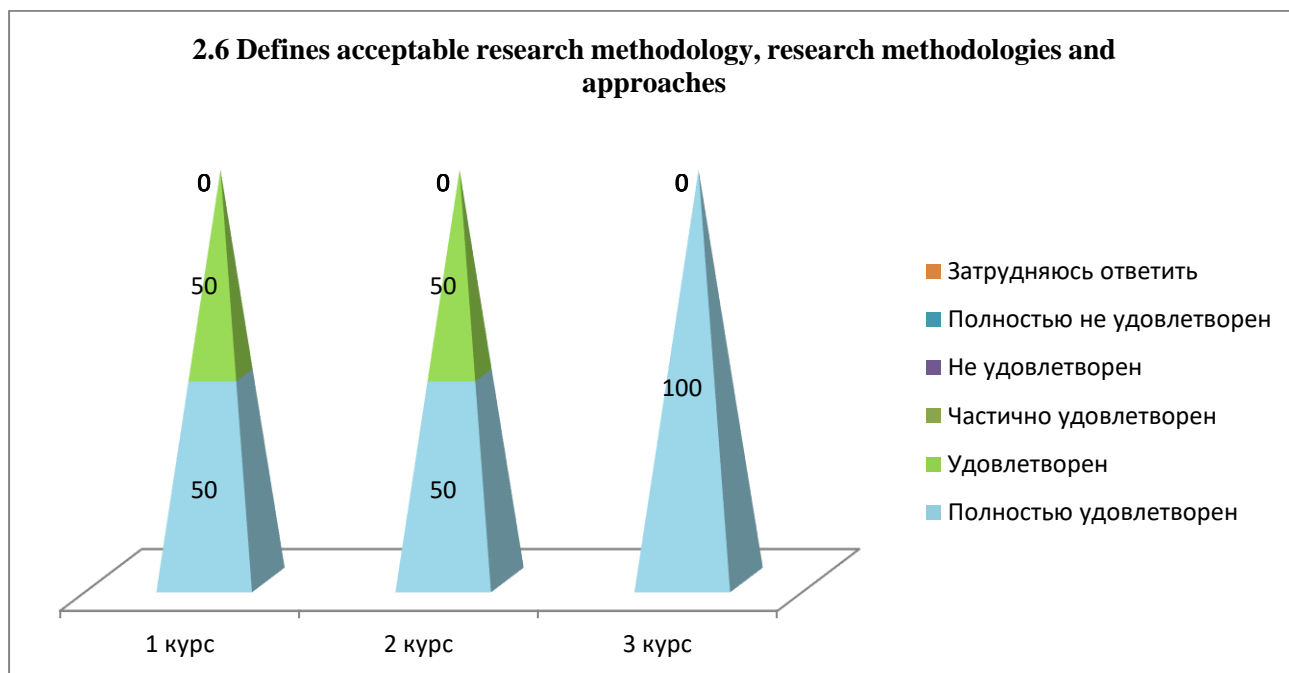
2.5 Publishes work as a leading research author, conducts scientific seminars and leads sections at conferences

Answer options	1st year	2nd year	3rd year
Completely satisfied	75	-	100
Satisfied	25	100	-
Partially satisfied	-	-	-
Not satisfied	-	-	-
Completely unsatisfied	-	-	-
I find it difficult to answer	-	-	-



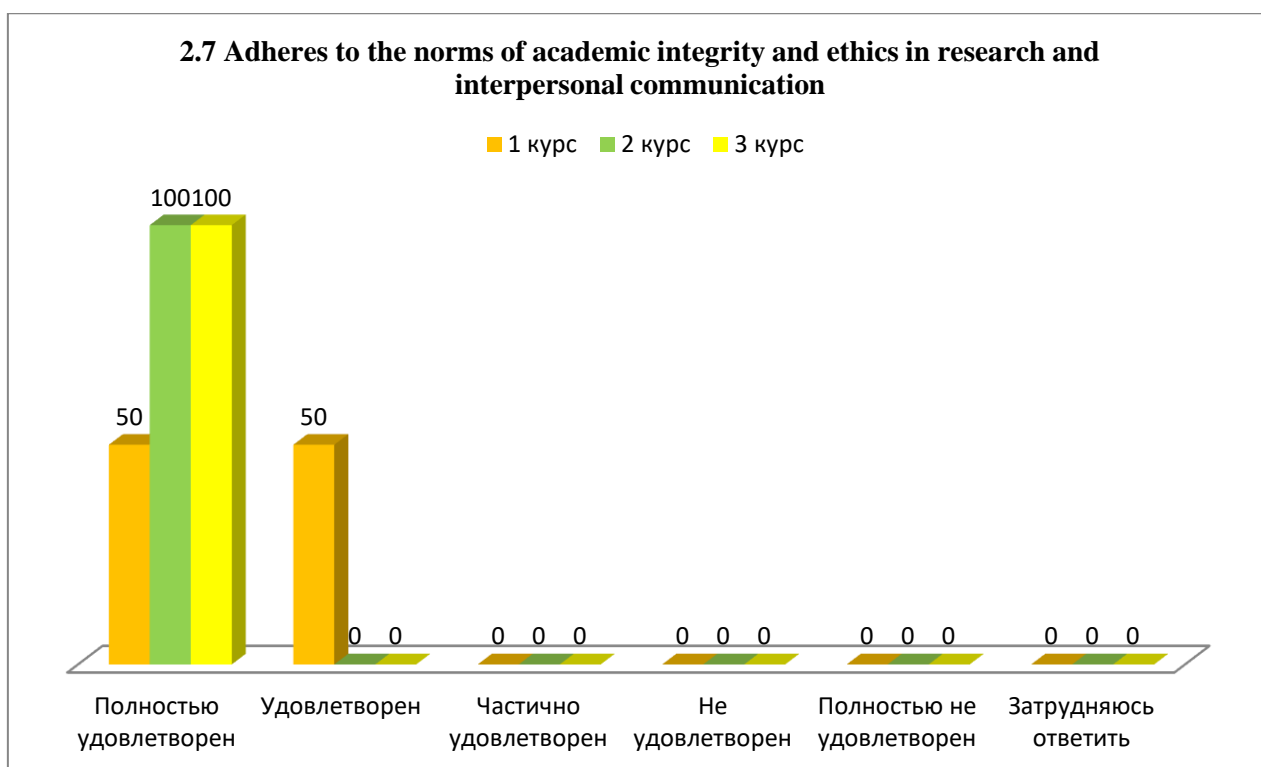
2.6 Defines acceptable research methodology, research techniques and approaches

Answer options	1 st year	2nd year	3rd year
Completely satisfied	50	50	100
Satisfied	50	50	-
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	1 st year	2nd year	3rd year
Completely satisfied	50	100	100
Satisfied	50	-	-
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:

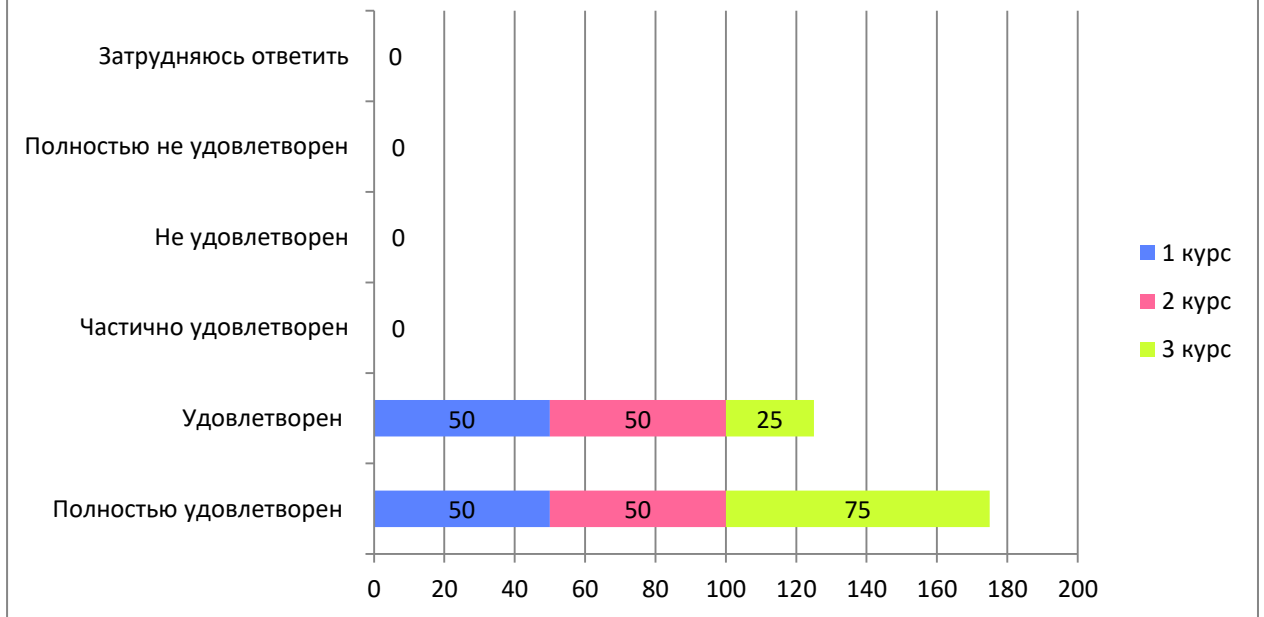
3.1 Provides practical advice and recommendations on the plan and content of the dissertation
3.2 Consults on the research topic
3.3 Participates in organizing foreign internships in research organizations
3.4 Received practical advice when writing and publishing an article in a journal with a non-zero 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

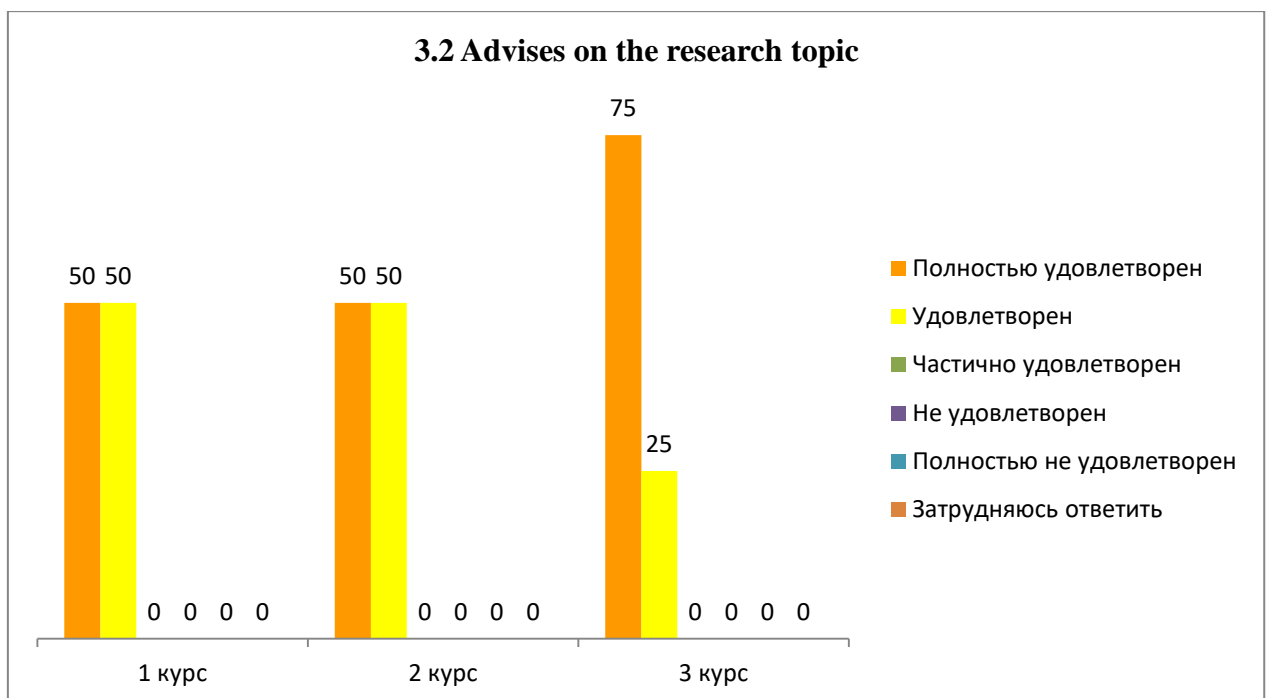
Answer options	1 st year	2nd year	3rd year
Completely satisfied	50	50	75
Satisfied	50	50	25
Partially satisfied	-	-	-
Not satisfied	-	-	-
Completely unsatisfied	-	-	-
I find it difficult to answer	-	-	-

**3. Evaluate the professional skills of a foreign research consultant:
3.1 Provides practical advice and recommendations on the plan and content of the dissertation**



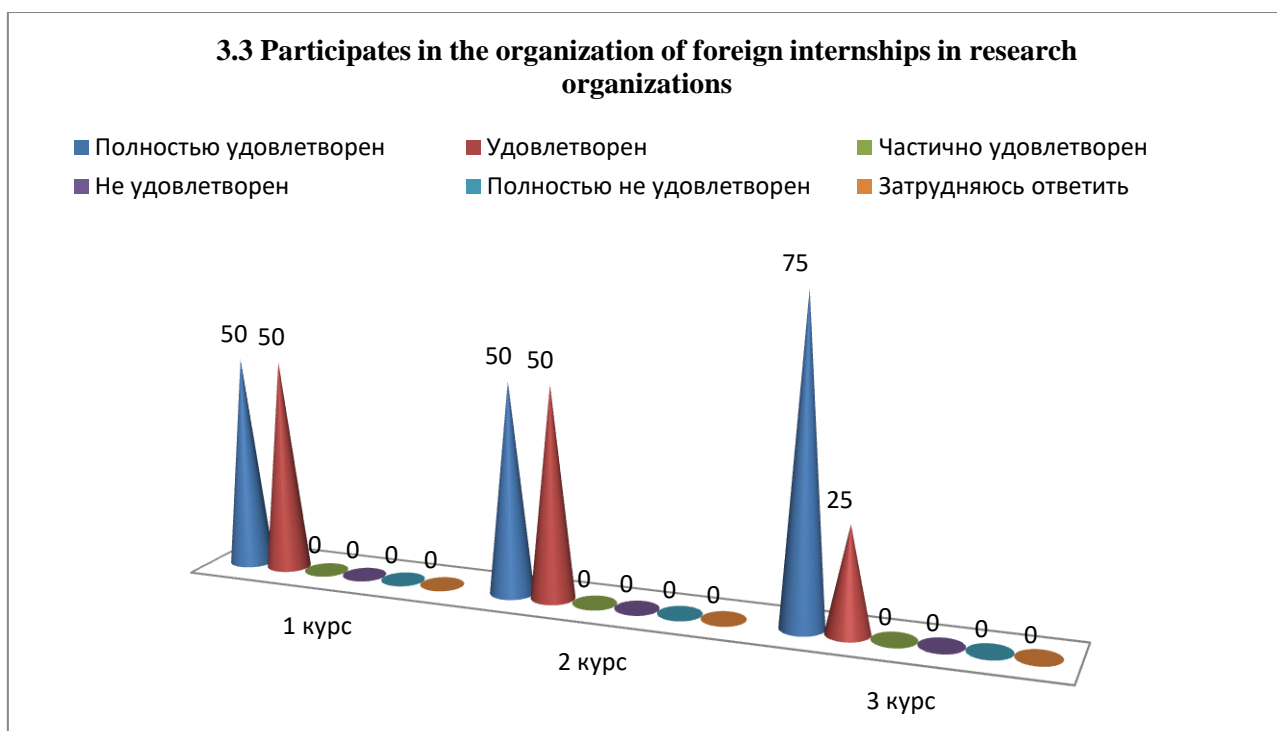
3.2 Consults on the research topic

Answer options	1 st year	2nd year	3rd year
Completely satisfied	50	50	75
Satisfied	50	50	25
Partially satisfied	-	-	-
Not satisfied	-	-	-
Completely unsatisfied	-	-	-
I find it difficult to answer	-	-	-



3.3 Participates in organizing foreign internships in research organizations

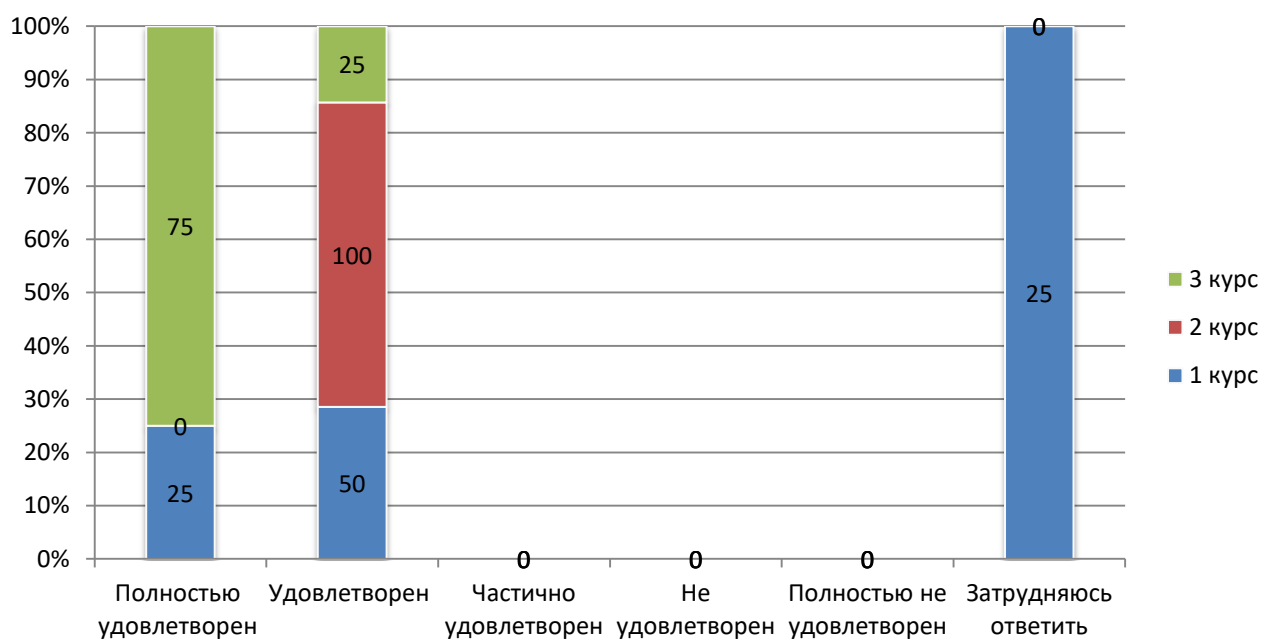
Answer options	1 st year	2nd year	3rd year
Completely satisfied	50	50	75
Satisfied	50	50	25
Partially satisfied	-	-	-
Not satisfied	-	-	-
Completely unsatisfied	-	-	-
I find it difficult to answer	-	-	-



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	1 st year	2nd year	3rd year
Completely satisfied	25	-	75
Satisfied	50	100	25
Partially satisfied	-	-	-
Not satisfied	-	-	-
Completely unsatisfied	-	-	-
I find it difficult to answer	25	-	-

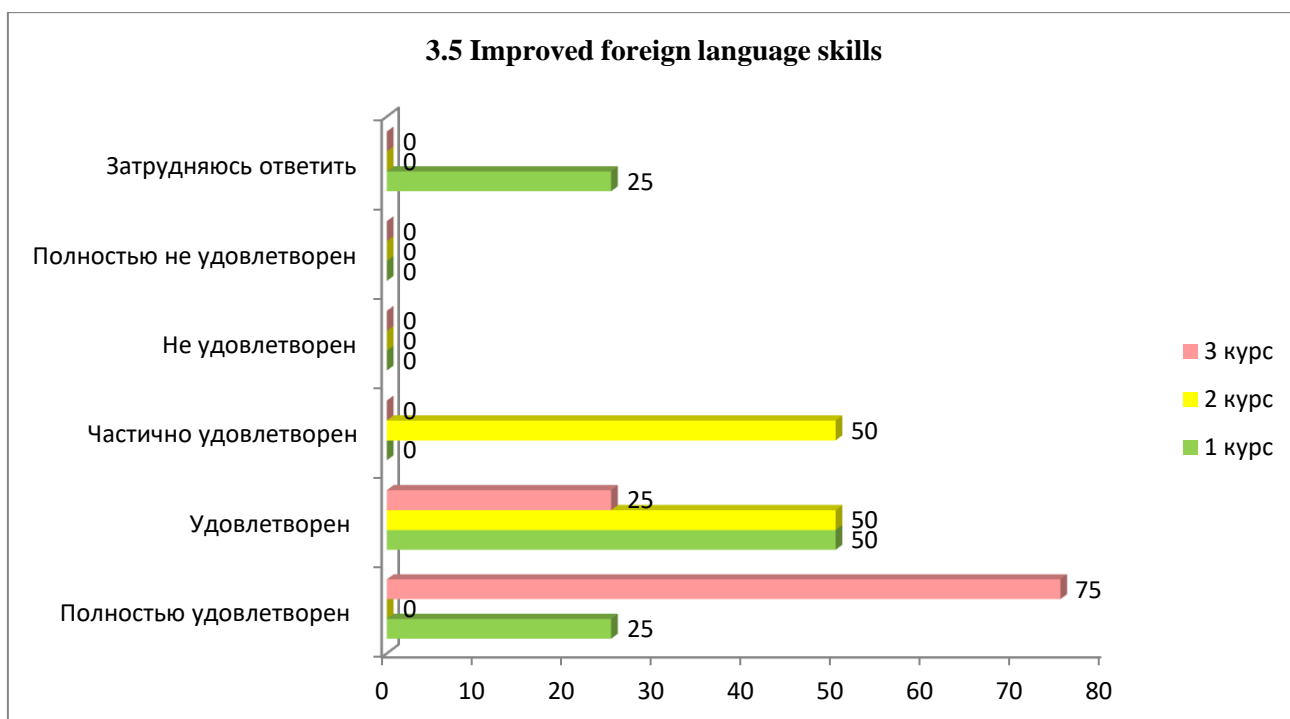
3.4 Received practical advice when writing and publishing an article in a journal with a non-zero impact factor included in the Scopus/ Web of Science databases



3.5 Improved knowledge of a foreign language

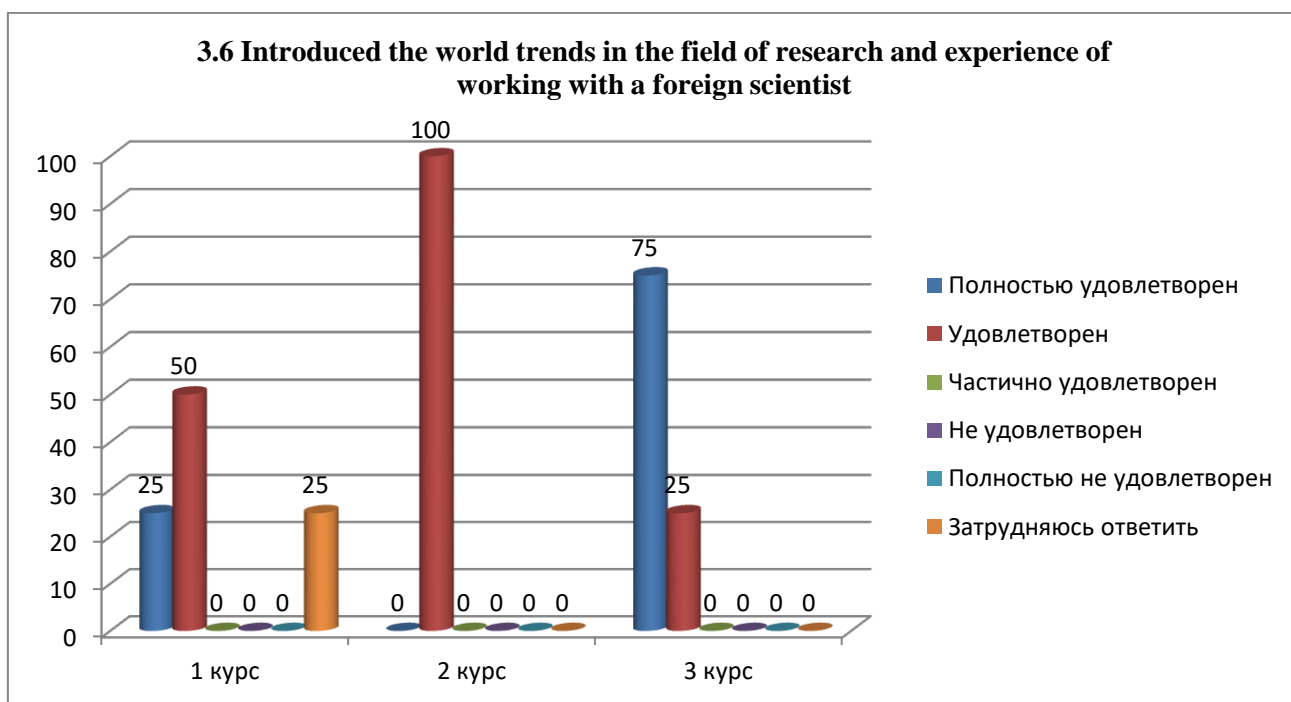
Answer options	1 st year	2nd year	3rd year
Completely satisfied	25	-	75
Satisfied	50	50	25
Partially satisfied	-	50	-
Not satisfied	-	-	-
Completely unsatisfied	-	-	-
I find it difficult to answer	25	-	-

3.5 Improved foreign language skills



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

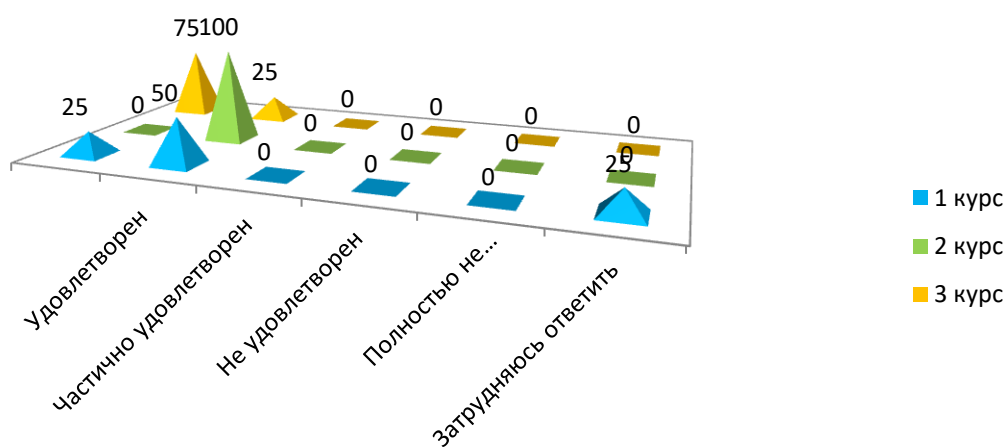
Answer options	1 st year	2nd year	3rd year
Completely satisfied	25	-	75
Satisfied	50	100	25
Partially satisfied	-	-	-
Not satisfied	-	-	-
Completely unsatisfied	-	-	-
I find it difficult to answer	25	-	-



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

Answer options	1 st year	2nd year	3rd year
Completely satisfied	25	-	75
Satisfied	50	100	25
Partially satisfied	-	-	-
Not satisfied	-	-	-
Completely unsatisfied	-	-	-
I find it difficult to answer	25	-	-

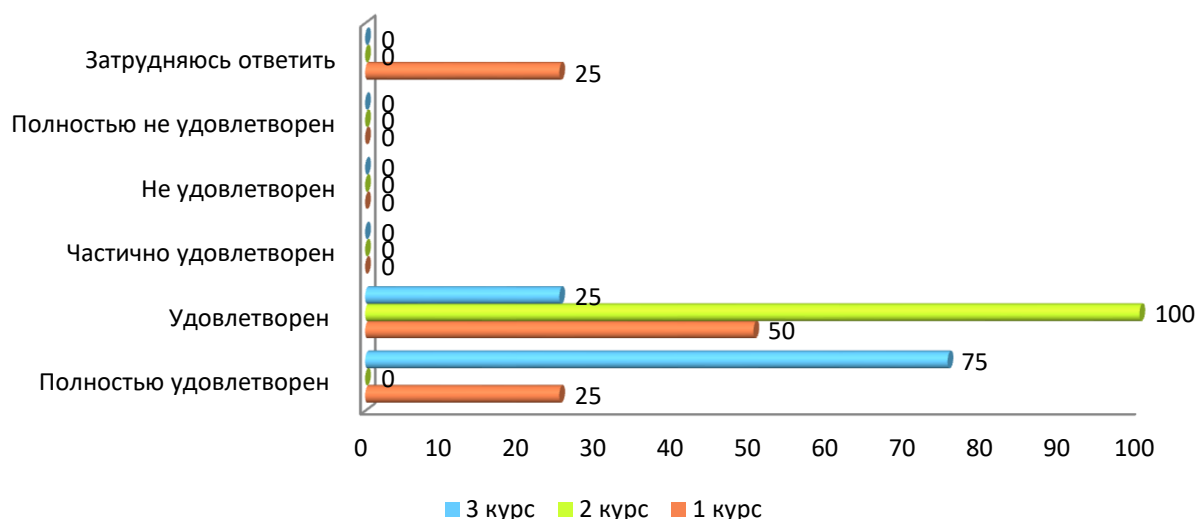
3.7 Had the opportunity to listen to lectures by a foreign supervisor during their doctoral studies



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

Answer options	1 st year	2nd year	3rd year
Completely satisfied	25	-	75
Satisfied	50	100	25
Partially satisfied	-	-	-
Not satisfied	-	-	-
Completely unsatisfied	-	-	-
I find it difficult to answer	25	-	-

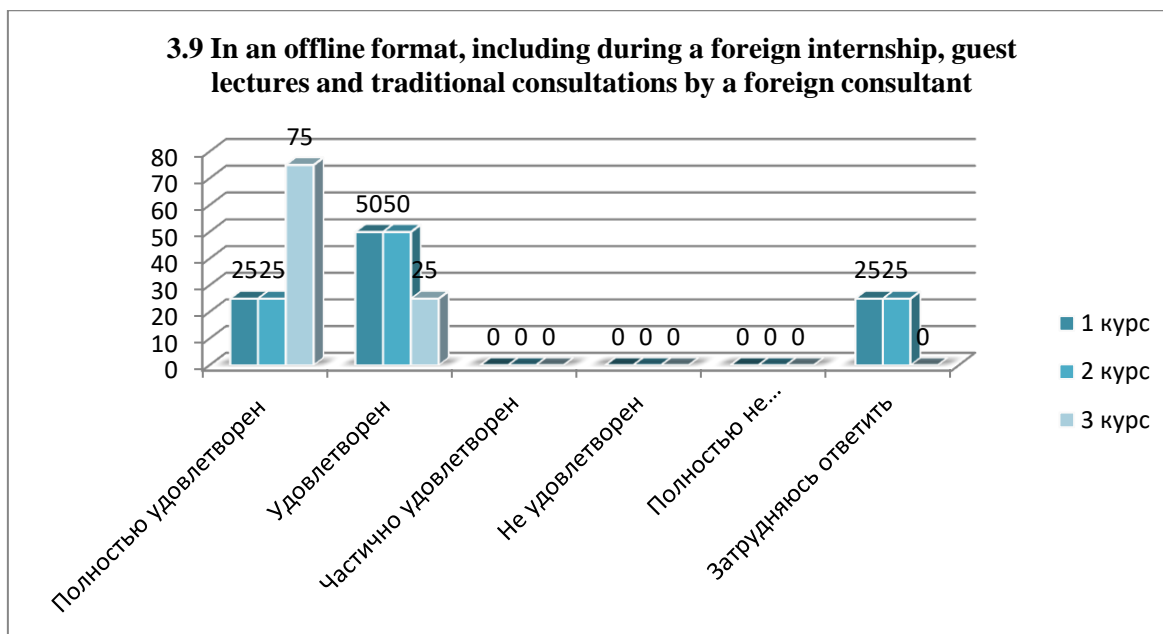
3.8 Forms of work of a doctoral student with a foreign supervisor: - in an online format, including through the Zoom platform, e-mail, Skype, WhatsApp and phone messaging



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

Answer options	1 st year	2nd year	3rd year
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Completely satisfied	25	25	75
Satisfied	50	50	25
Partially satisfied	-	-	-
Not satisfied	-	-	-
Completely unsatisfied	-	-	-
I find it difficult to answer	25	25	-



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

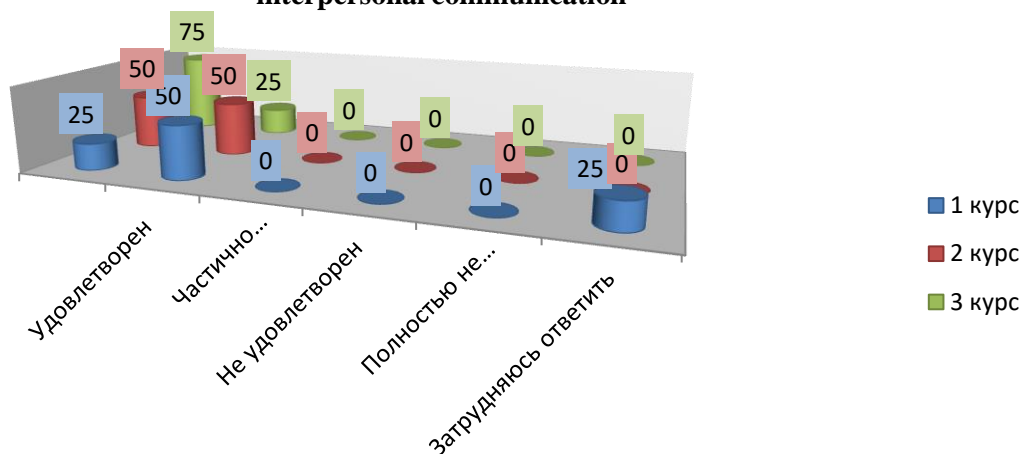
Answer options	1 st year	2nd year	3rd year
Completely satisfied	25	50	75
Satisfied	50	50	25
Partially satisfied	-	-	-
Not satisfied	-	-	-
Completely unsatisfied	-	-	-
I find it difficult to answer	25	-	-

Doctoral students indicated the following options for the «Other» option: *

- Since 1st course. There have been no foreign internships yet.

*Students' answers are presented in the original. The author's spelling and punctuation have been preserved.

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



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 manager
4.9 Opportunity to contribute to science
4.10 Opportunity to create prestige in the professional field

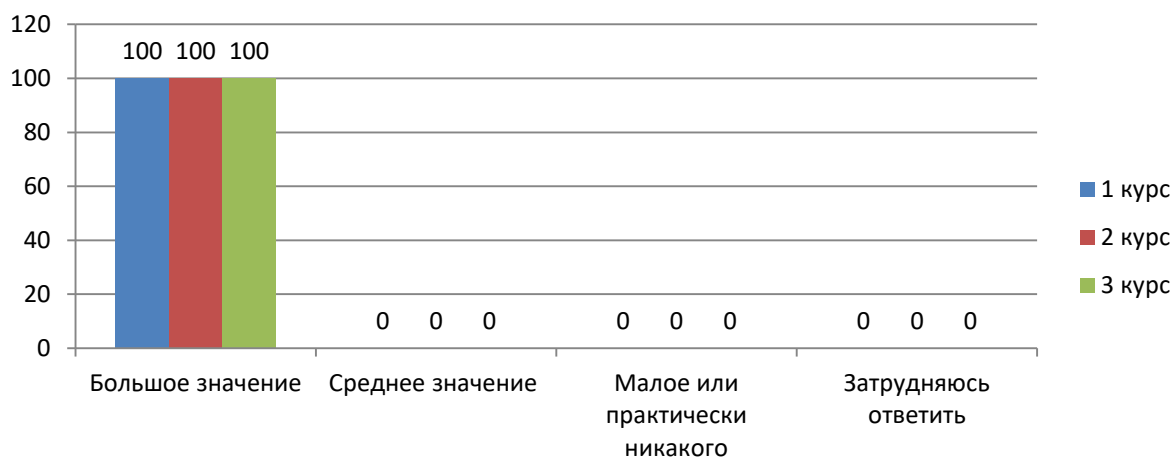
Indicators:

4.1 Opportunity to improve skills

Answer options	1 st year	2nd year	3rd year
Great importance	100	100	100
Average value	-	-	-
Little or virtually none	-	-	-
I find it difficult to answer	-	-	-

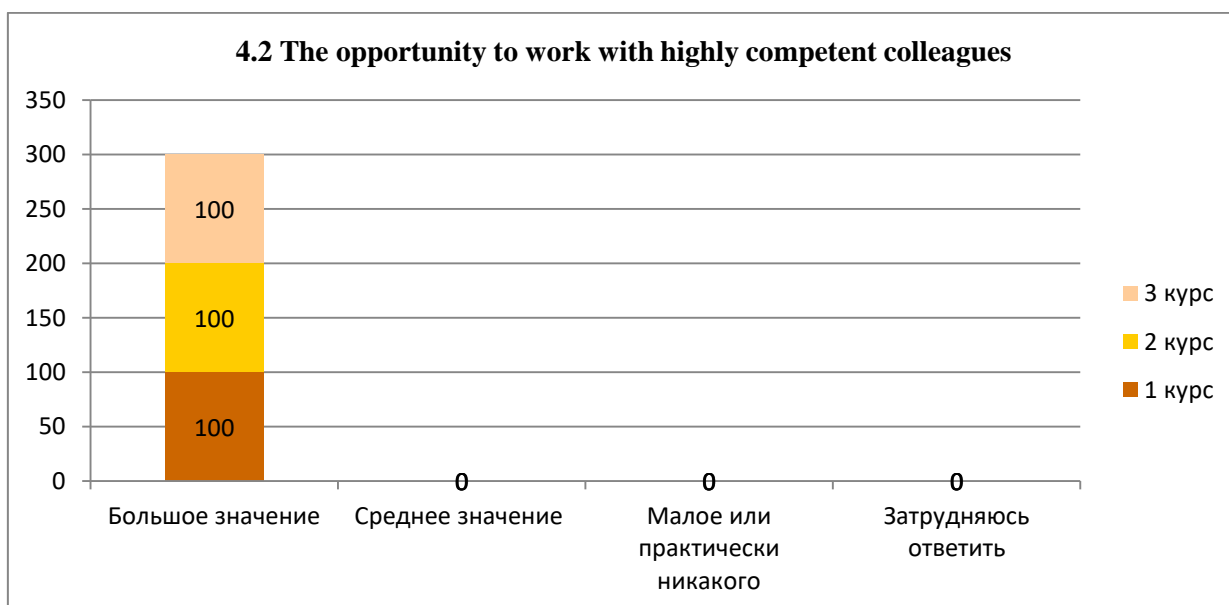
4. The following are the various opportunities that a job can provide to a specialist. What importance do you attach to each of them, regardless of whether they were implemented or not?

4.1 The opportunity to improve skills



4.2 Opportunity to work with highly competent colleagues

Answer options	1 st year	2nd year	3rd year
Great importance	100	100	100
Average value	-	-	-
Little or virtually none	-	-	-
I find it difficult to answer	-	-	-



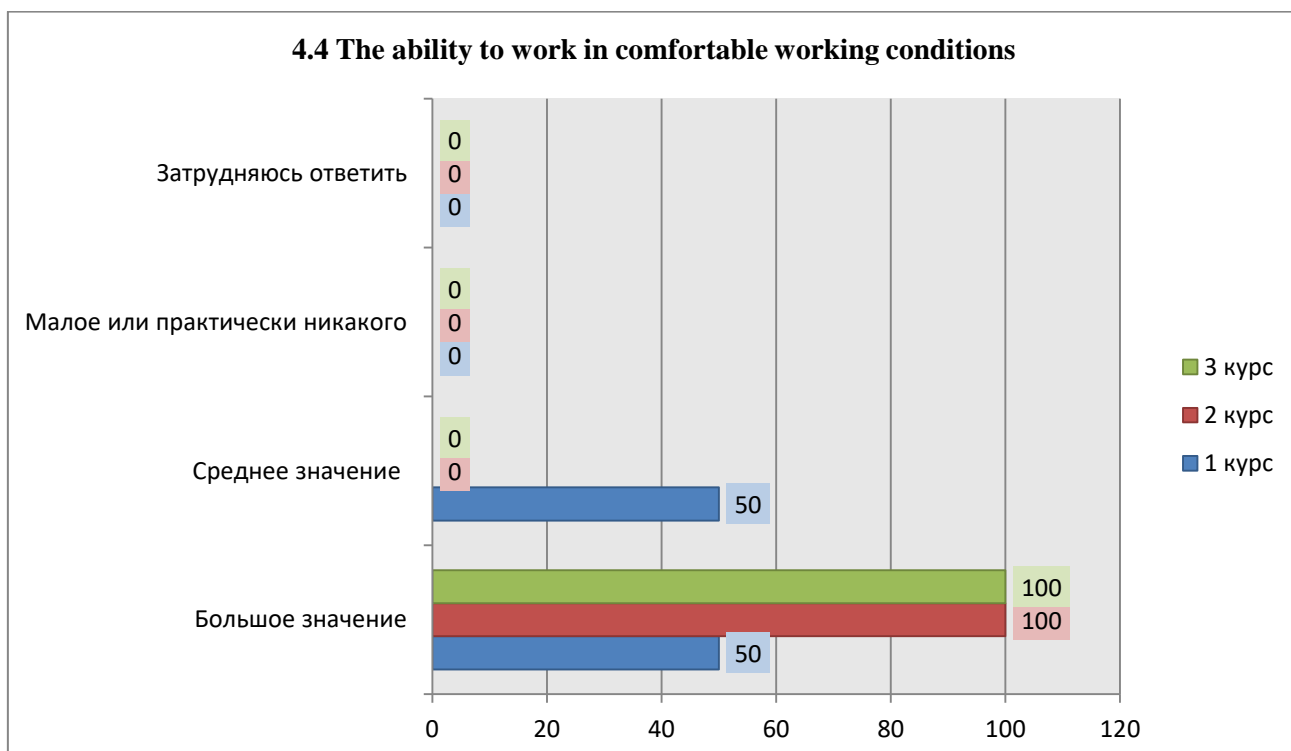
4.3 Opportunity to receive a high salary

Answer options	1 st year	2nd year	3rd year
Great importance	75	100	100
Average value	25	-	-
Little or virtually none	-	-	-
I find it difficult to answer	-	-	-



4.4 Ability to work in comfortable working conditions

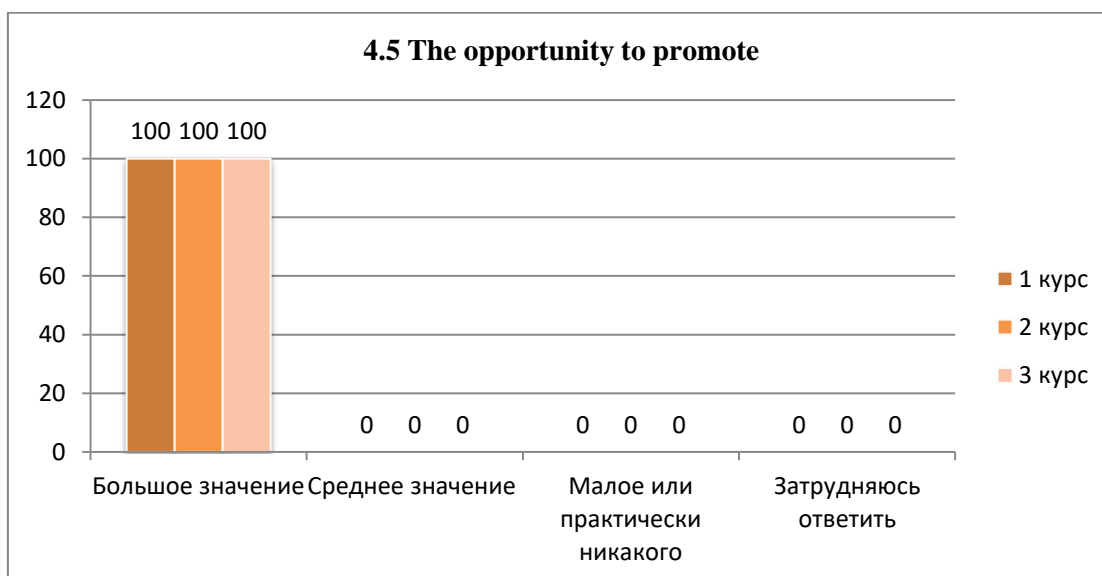
Answer options	1 st year	2nd year	3rd year
Great importance	50	100	100
Average value	50	-	-
Little or virtually none	-	-	-
I find it difficult to answer	-	-	-



4.5 The opportunity to promote in positions

Answer options	1 st year	2nd year	3rd year
Great importance	100	100	100
Average value	-	-	-

Little or virtually none	-	-	-
I find it difficult to answer	-	-	-



4.6 Ability to develop your own ideas

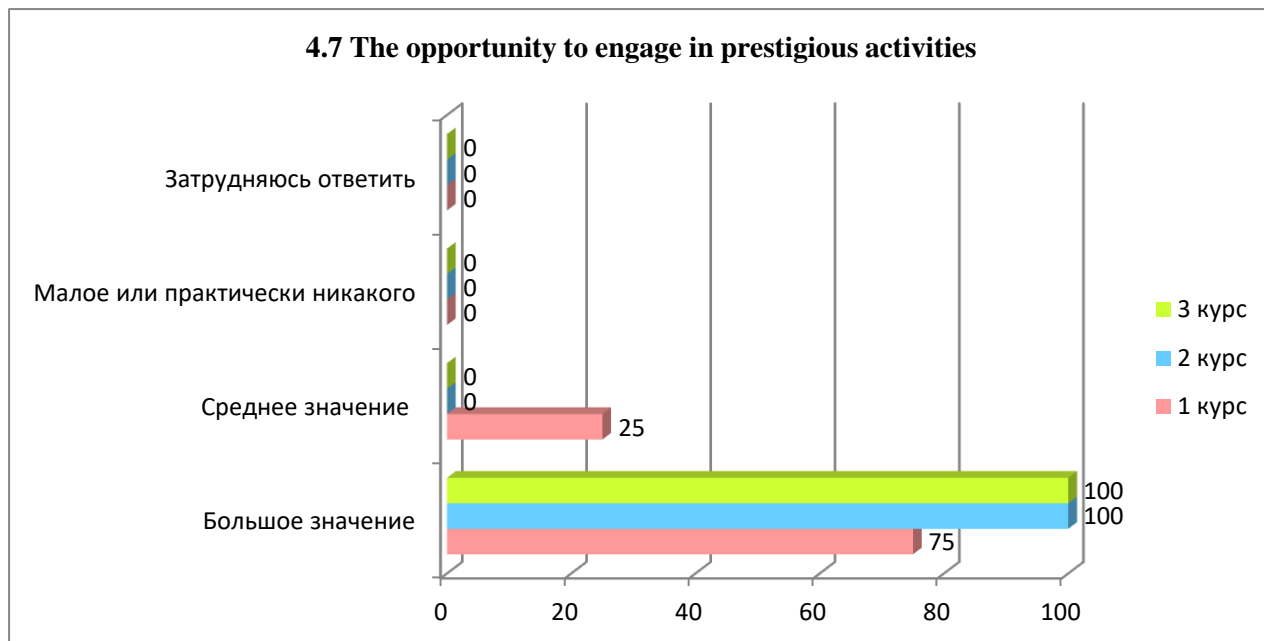
Answer options	1 st year	2nd year	3rd year
Great importance	50	100	100
Average value	50	-	-
Little or virtually none	-	-	-
I find it difficult to answer	-	-	-



4.7 Opportunity to engage in prestigious activities

Answer options	1 st year	2nd year	3rd year
Great importance	75	100	100
Average value	25	-	-
Little or virtually none	-	-	-
I find it difficult to answer	-	-	-

4.7 The opportunity to engage in prestigious activities



4.8 Opportunity to work under a highly competent manager

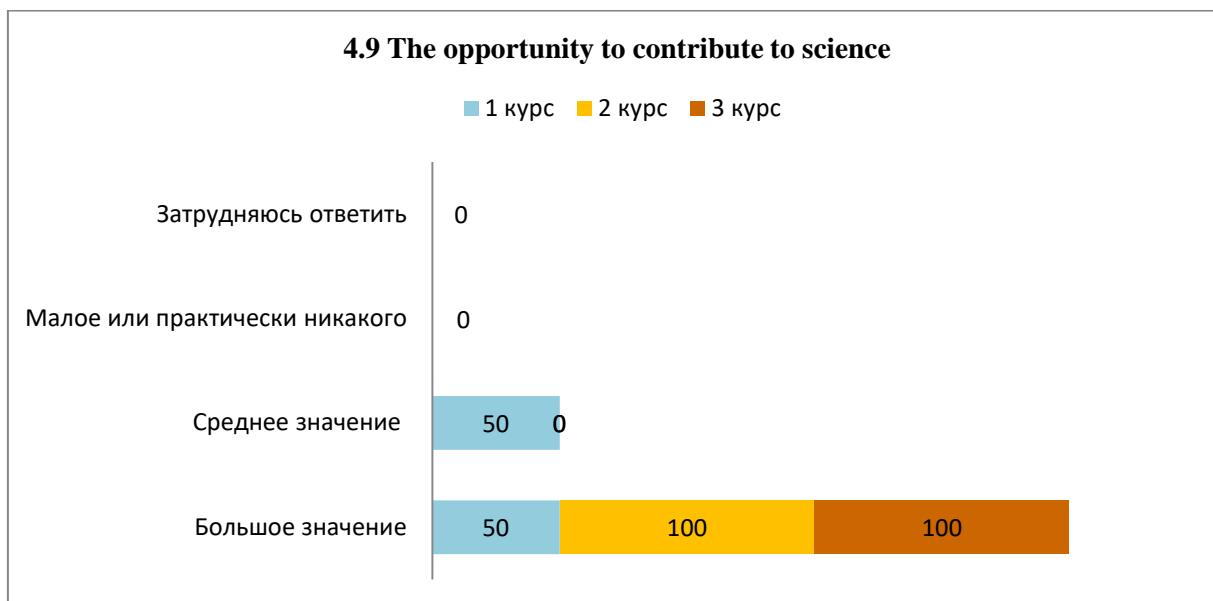
Answer options	1 st year	2nd year	3rd year
Great importance	50	100	100
Average value	50	-	-
Little or virtually none	-	-	-
I find it difficult to answer	-	-	-



4.9 Opportunity to contribute to science

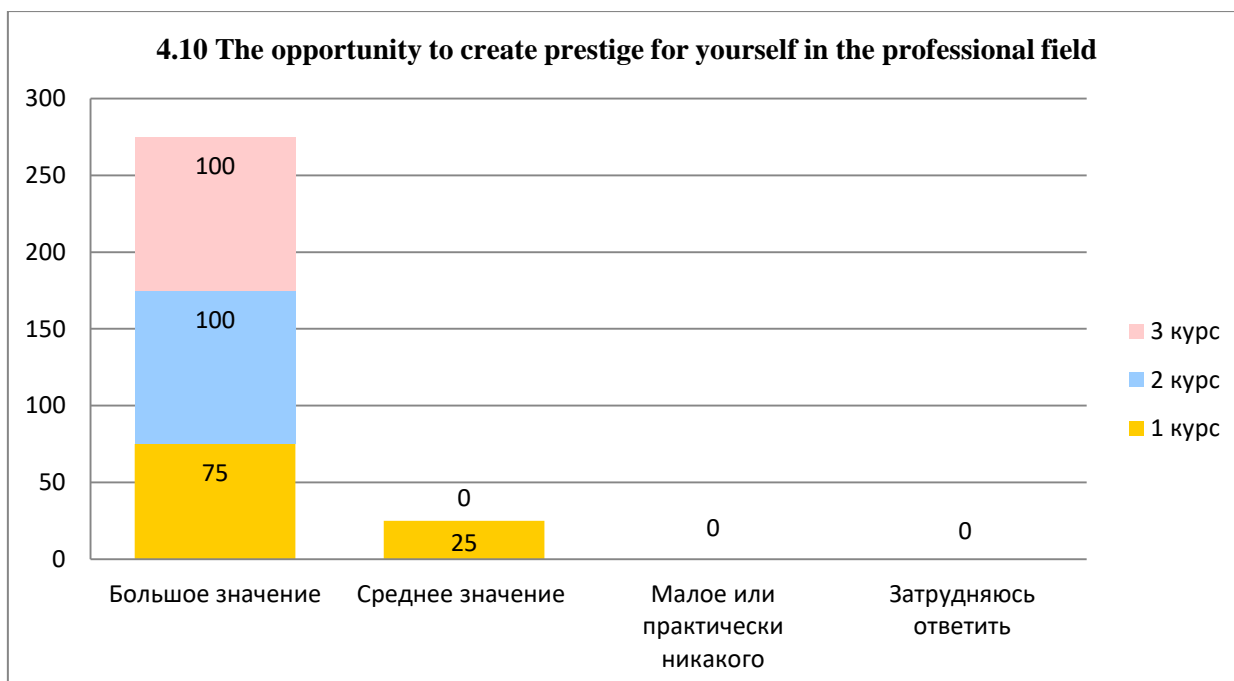
Answer options	1 st year	2nd year	3rd year
Great importance	50	100	100
Average value	50	-	-
Little or virtually none	-	-	-

I find it difficult to answer	-	-	-
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4.10 Opportunity to create prestige in the professional field

Answer options	1 st year	2nd year	3rd year
Great importance	75	100	100
Average value	25	-	-
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

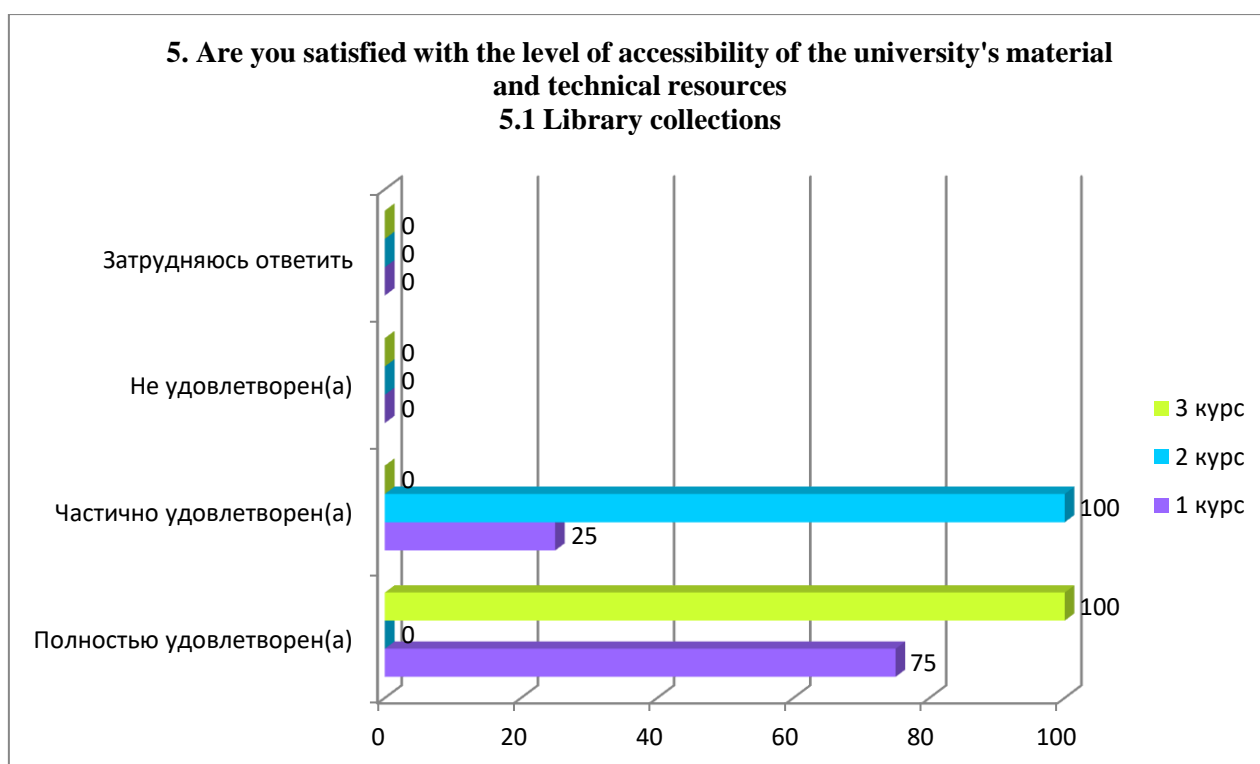
5.2 Equipment, computers necessary for the educational process and scientific activities

5.3 Internet channel width, its speed
5.4 Catering
5.5 Availability and condition of sports equipment
5.6 Living conditions in the hostel

Indicators:

5.1 Library collections

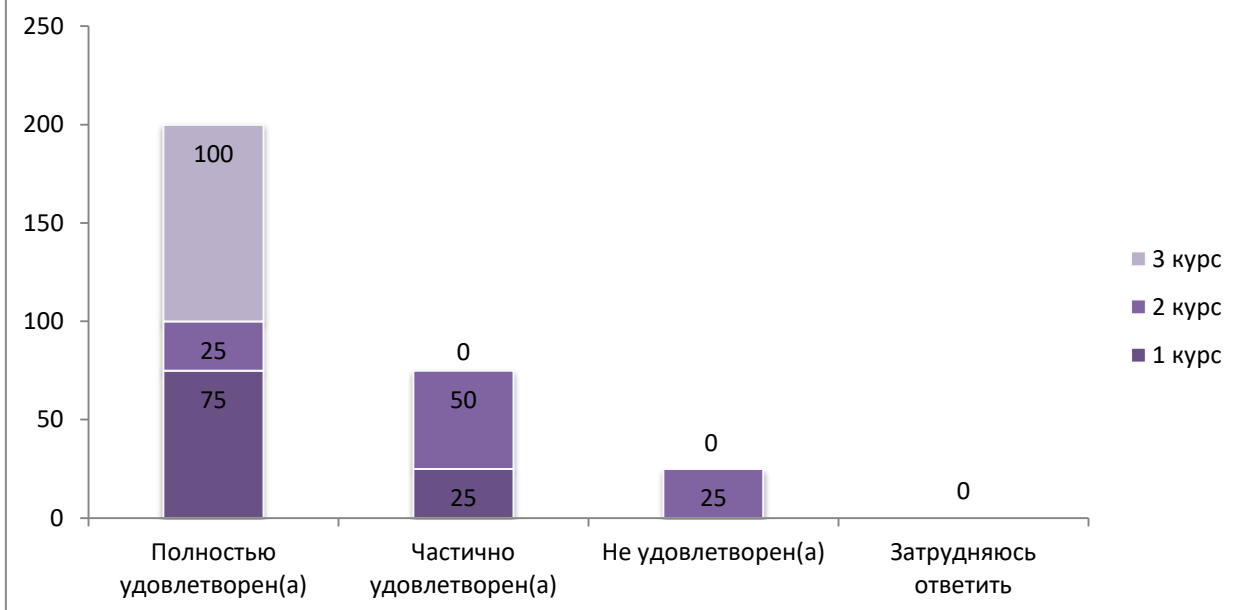
Answer options	1 st year	2nd year	3rd year
Completely satisfied	75	-	100
Partially satisfied	25	100	-
Not satisfied)	-	-	-
I find it difficult to answer	-	-	-



5.2 Equipment, computers necessary for the educational process and scientific activities

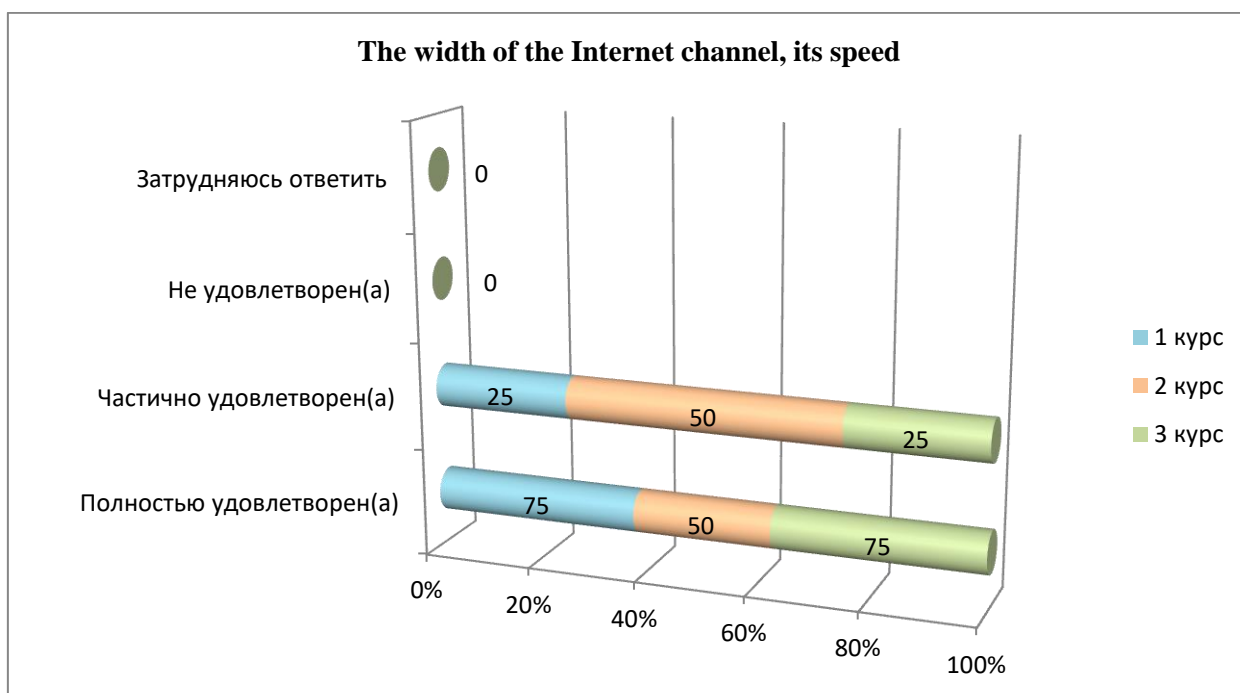
Answer options	1 st year	2nd year	3rd year
Completely satisfied	75	25	100
Partially satisfied	25	50	-
Not satisfied)	-	25	-
I find it difficult to answer	-	-	-

5.2 Equipment, computers necessary for the educational process and scientific activities



5.3 Internet channel width, its speed

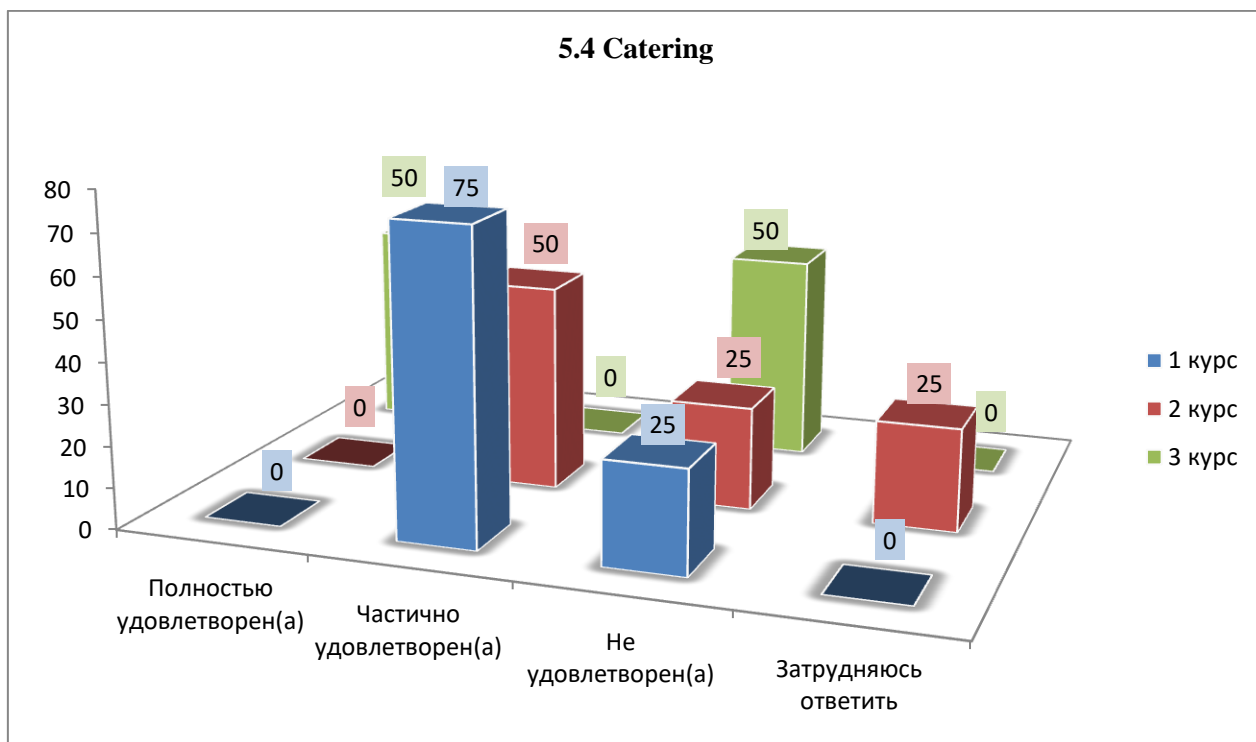
Answer options	1 st year	2nd year	3rd year
Completely satisfied	75	50	75
Partially satisfied	25	50	25
Not satisfied)	-	-	-
I find it difficult to answer	-	-	-



5.4 Catering services

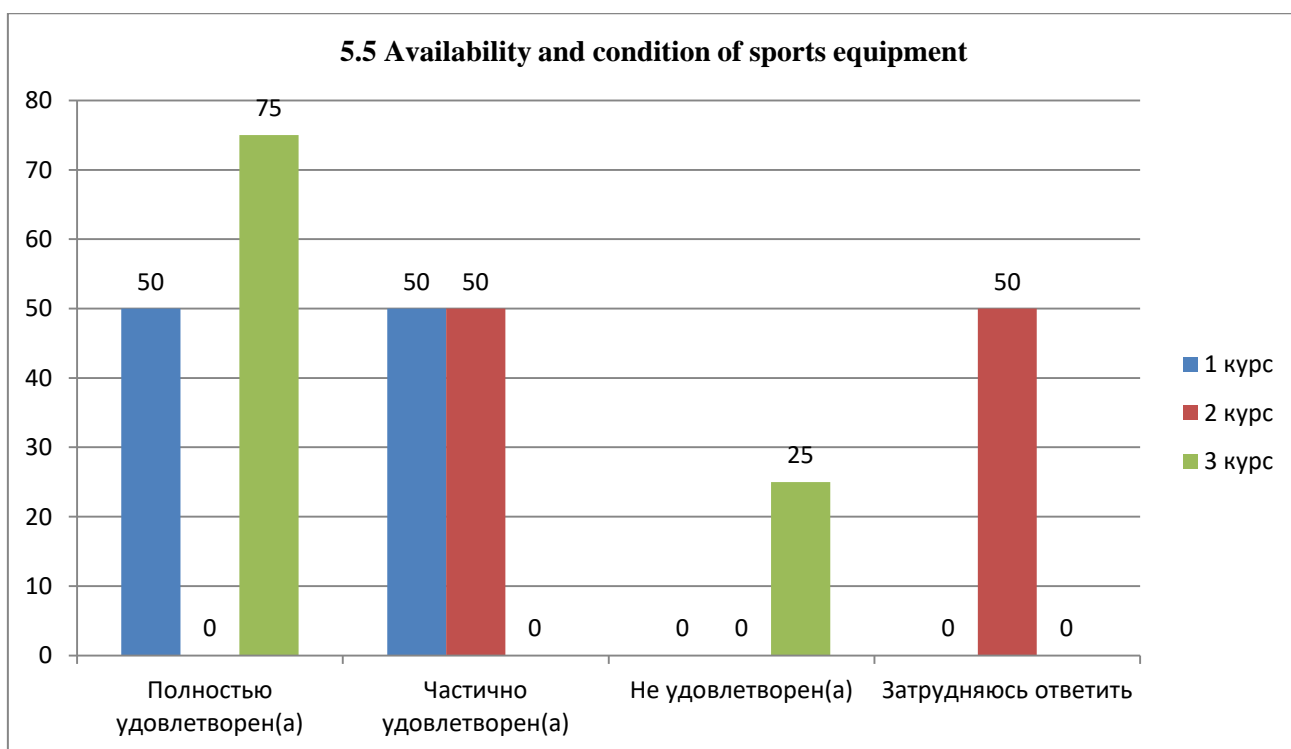
Answer options	1 st year	2nd year	3rd year
Completely satisfied	-	-	50

Partially satisfied	75	50	-
Not satisfied)	25	25	50
I find it difficult to answer	-	25	-



5.5 Availability and condition of sports equipment

Answer options	1 st year	2nd year	3rd year
Completely satisfied	50	-	75
Partially satisfied	50	50	-
Not satisfied)	-	-	25
I find it difficult to answer	-	50	-



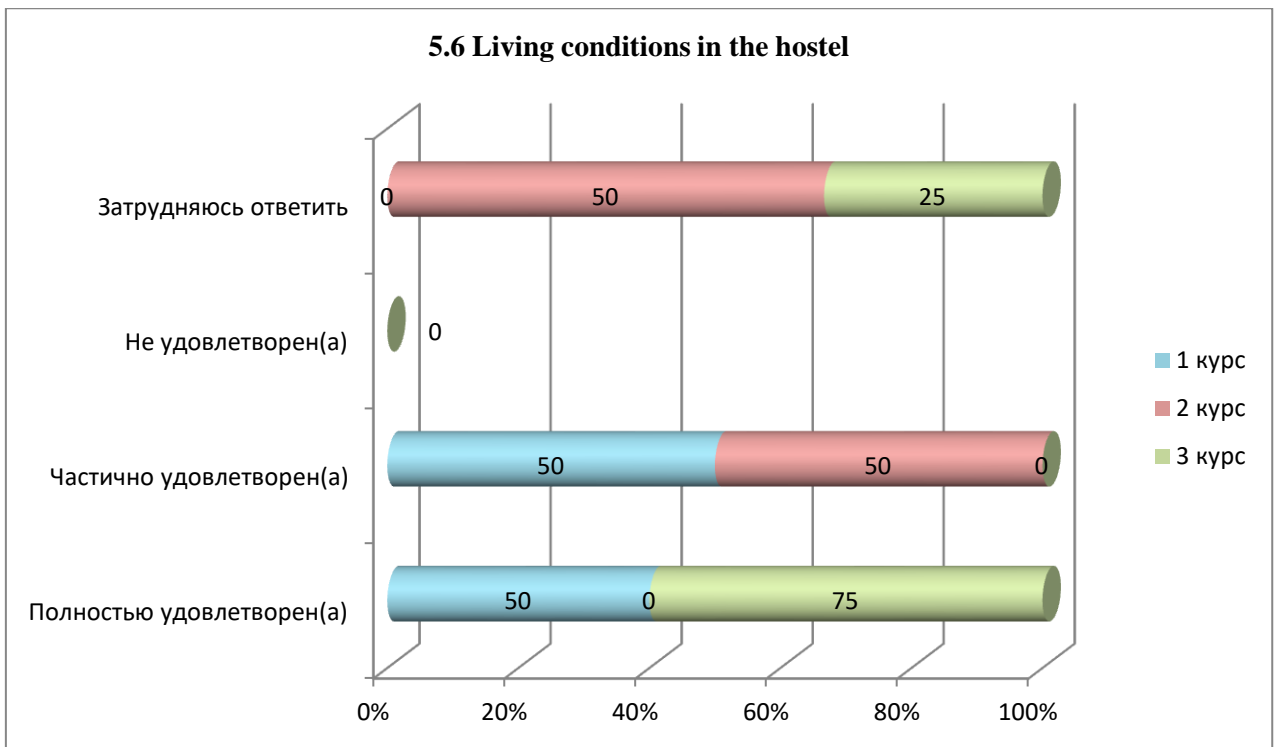
5.6 Living conditions in the hostel

Answer options	1 st year	2nd year	3rd year
Completely satisfied	50	-	75
Partially satisfied	50	50	-
Not satisfied)	-	-	-
I find it difficult to answer	-	50	25

Doctoral students indicated the following options for the «Other» option: *

- The quality of food in the canteens is below average!

*Students' answers are presented in the original. The author's spelling and punctuation have been preserved.

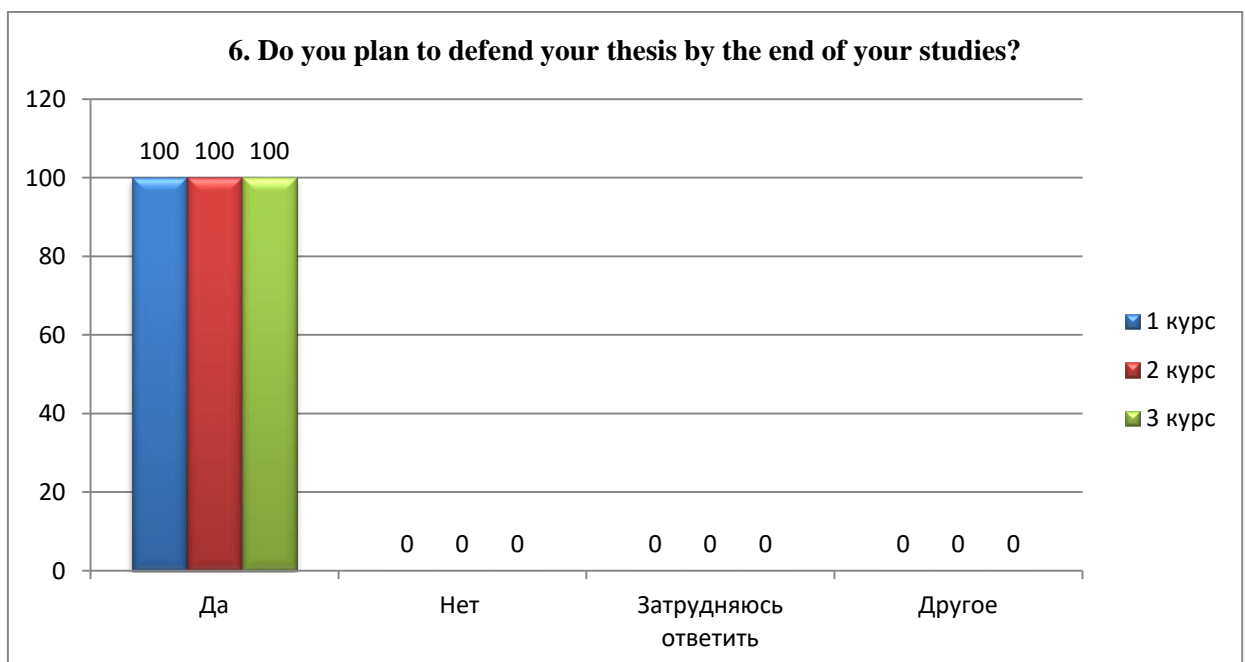


To the option If you answered «Not satisfied» to the previous question, give recommendations for improving the material and technical resources of the university» **doctoral students indicated the following options*:**

- Insufficient technical base for conducting research.

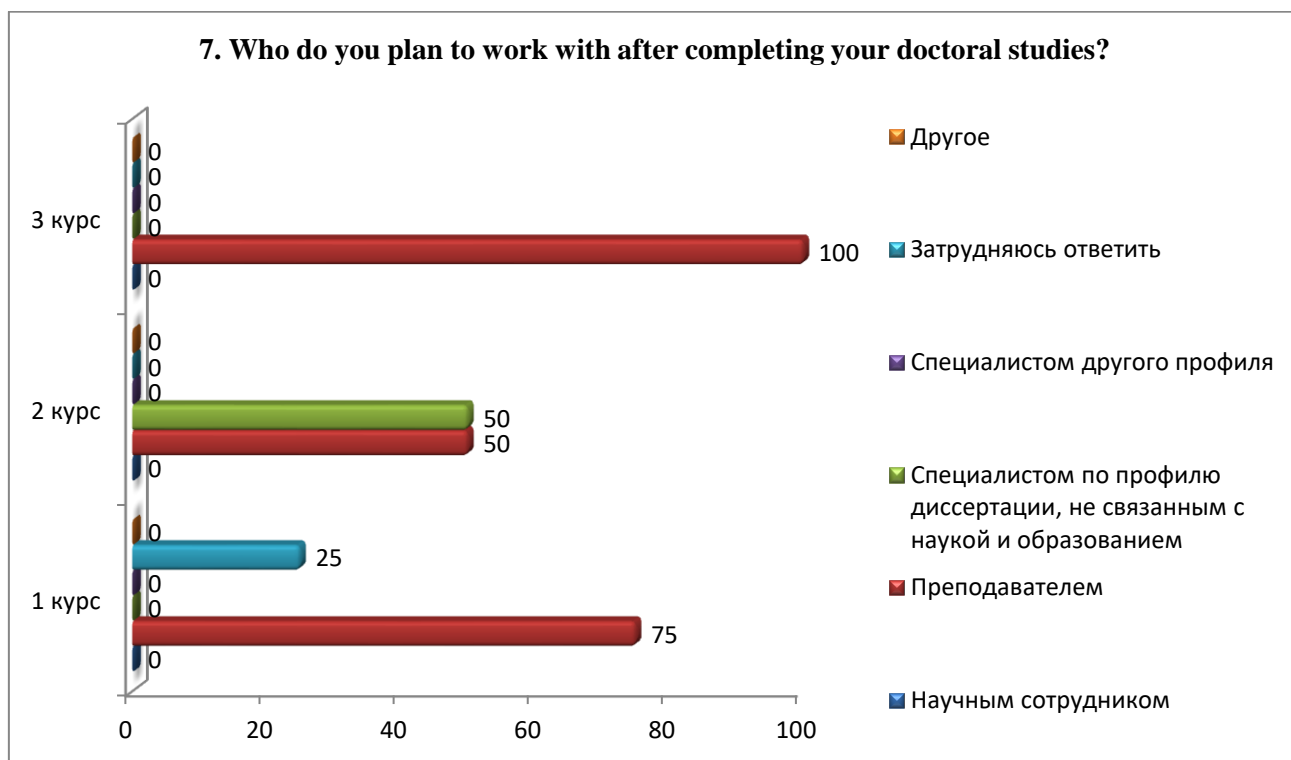
6. Do you plan to defend your dissertation by the end of your studies?

Answer options	1 st year	2nd year	3rd year
Yes	100	100	100
No	-	-	-
I find it difficult to answer	-	-	-
Other	-	-	-



7. What do you plan to do after finishing your doctorate?

Answer options	1 st year	2nd year	3rd year
Researcher	-	-	-
Teacher	75	50	100
A specialist in the dissertation profile not related to science and education	-	50	-
A specialist of a different profile	-	-	-
I find it difficult to answer	25	-	-
Other	-	-	-



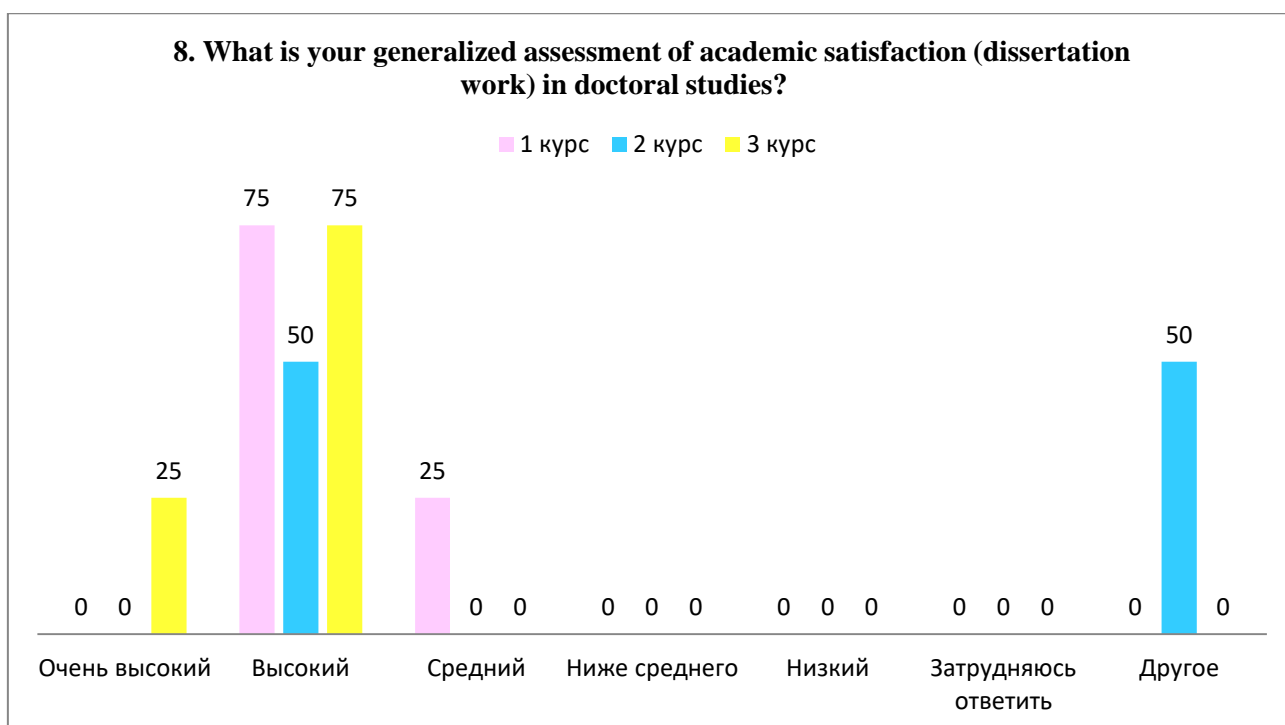
8. What is your general assessment of satisfaction with studying (working on a dissertation) in doctoral studies?

Answer options	1 st year	2nd year	3rd year
Very tall	-	-	25
High	75	50	75
Average	25	-	-
Below the average	-	-	-
Short	-	-	-
I find it difficult to answer	-	-	-
Other	-	50	-

Doctoral students indicated the following options for the «Other» option: *

- I evaluate the work on the dissertation as high, but all research was carried out using my own efforts and financial capabilities.

*Students' answers are presented in the original. The author's spelling and punctuation have been preserved.



Please write your suggestions, wishes, as well as what questions in your opinion need to be added to this questionnaire to improve the training program, improve the quality of services provided, improve the quality of distance learning and other areas of the university's activities. *(Students' answers are presented in the original. The author's spelling and punctuation have been preserved.)*

- all the questions are there;
- don't know.

Based on 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 corresponds to the scientific interests of doctoral students, doctoral students' satisfaction was **100%**.

The respondents' answers confirmed the quite expected interdependence of the assessment of the professionalism and competence of scientific supervisors and the levels of organizational, methodological and information support for the preparation of dissertation research. The information resources provided by the university in the areas of doctoral training are generally sufficient and accessible when preparing dissertation research: - 50% of doctoral students are completely satisfied.

Opportunities for testing and publishing the results of dissertationsational study, satisfaction was 100%.

The availability, completeness and reliability of information about scientific events held at the University and outside it is assessed by respondents at **91.7%**.

From the point of view of doctoral students, the overall level of organization and conduct of foreign internships is at a satisfied level – **91.7%**. The level of satisfaction with the foreign internship was 83.4%, but 16.6% found it difficult to answer.

For the option «**If you answered the previous question**» not satisfied or completely dissatisfied» respondents indicated the following answer options*: «There is no single organization of scientific internships at universities. Small budget for funding scientific internships!!!»

To the question «**Assess the professional skills of a domestic research consultant**» The following information was received:

- «Demonstrates the ability to propose the development, implementation and adaptation of a holistic research program» doctoral students' satisfaction was 100%;
- «Contributes to science through his or her research, as reflected in cited national or international publications or patents» doctoral students' satisfaction was 100%;
- «Has an international reputation in his research field, has contacts in scientific communities, and 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 ones » doctoral students' satisfaction was 100%;
- «Publishes work as a leading research author, conducts scientific seminars and leads sections at conferences» doctoral students' satisfaction was 100%;
- «Defines acceptable research methodology, research techniques and approaches» doctoral students' satisfaction was 100%;
- «Adheres to standards of academic integrity and ethics in research and interpersonal communication» doctoral students' satisfaction was 100%.

Doctoral students are satisfied with the work of the foreign consultant: doctoral students receive advice on the research topic, practical advice and recommendations on the plan and content of the doctoral student's dissertation. Also, in the «Other» option, respondents indicated the following answer option: «Since 1st year. There have been no foreign internships yet»

To 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», doctoral students' satisfaction was 100%;
- «Technology, computers necessary for the educational process and scientific activities», the satisfaction of doctoral students was 91.7%;
- «The width of the Internet channel, its speed», doctoral students' satisfaction was 100%;
- «Organization of catering», doctoral students' satisfaction was 58.3%;
- «Availability and condition of sports equipment», doctoral students' satisfaction was 75%;
- Doctoral students' satisfaction with «living conditions in the hostel» was 75%;

To the options «Other» and «**If you answered «Not satisfied» to the previous question, give recommendations for improving the material and technical resources of the university**»respondents indicated the following answer options: «The quality of food in the canteens is below average!» And «Insufficient technical base for research.»

To the question «**Do you plan to defend your dissertation by the end of your studies?** » 100% of respondents chose the «Yes» option.

To the question «What do you plan to do after finishing your doctoral studies?» 75% of doctoral students would like to try teaching, 16.7% would like to work as a specialist in the dissertation profile, not related to science and education, and 8.3% found it difficult to answer.

In general, respondents highly rated their satisfaction with their doctoral studies (work on a dissertation). Also, in the «Other» option, respondents indicated the following answer option: «I evaluate the work on the dissertation as high, but all research was carried out with my own efforts and financial capabilities»

Recommendations:

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.

*Students' answers are presented in the original. The author's spelling and punctuation have been preserved.

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