

Report
on the results of the survey
Doctoral students' satisfaction with educational services
for 2023-2024 academic year in educational program
8D07203 Metallurgy

In February 2024, the Center of Quality Management and Accreditation conducted a survey on Doctoral students' satisfaction with educational services.

The purpose of the study is to measure consumer satisfaction with the quality of services provided by the University.

The subject of the study is doctoral students' ideas about organization of the educational process, the degree of satisfaction with its various characteristics.

The results of the survey were processed and presented in a generalized form with the guarantee of confidentiality of the personal opinions of doctoral students.

The object of the study is the 1st to 3rd year doctoral students.

In the survey, there took part 12 respondents; this amounted to 100% of the total number of doctoral students.

The following data were obtained during the survey.

1. Are you satisfied with the research work?

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

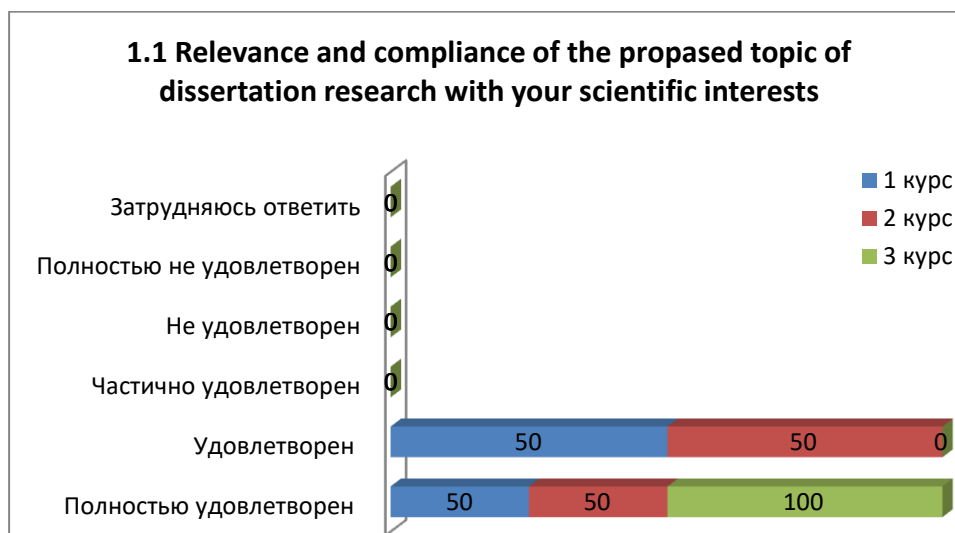
Other (write your answer option) _____

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

Indicators:

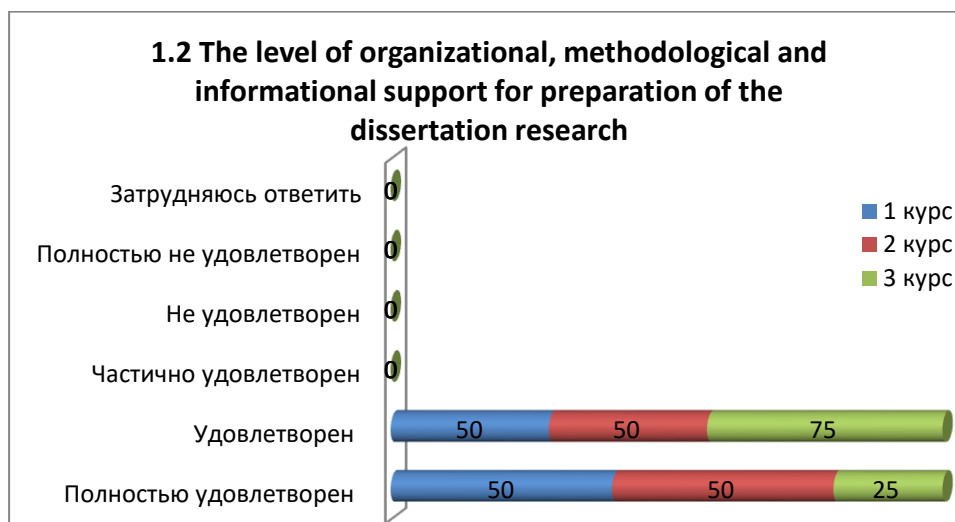
1.1 Relevance and compliance of the proposed topic of dissertation research with your scientific interests

Answer options	1 year	2 year	3 year
Completely satisfied	50	50	100
Satisfied	50	50	-
Partially satisfied	-	-	-
Not satisfied	-	-	-
Completely dissatisfied	-	-	-
I find it difficult to answer	-	-	-



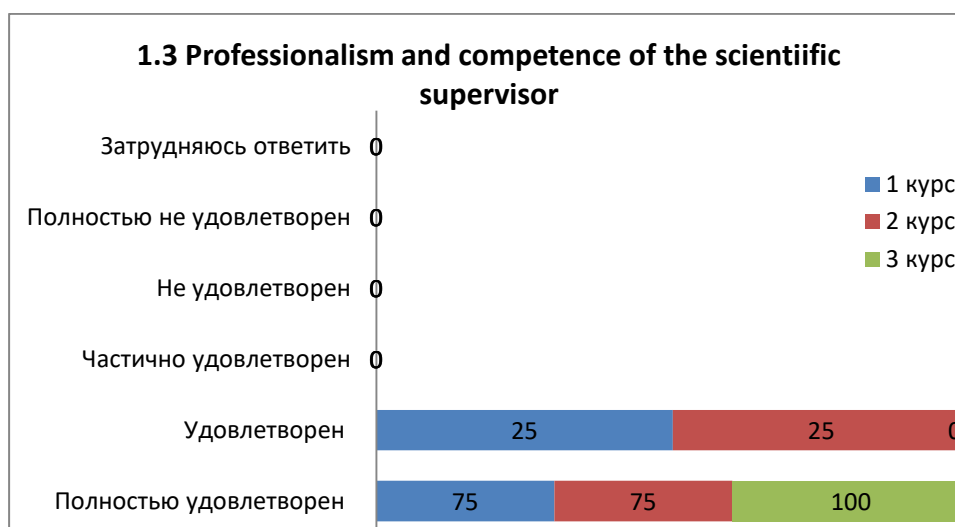
1.2 The level of organizational, methodological and informational support for preparation of the dissertation research

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



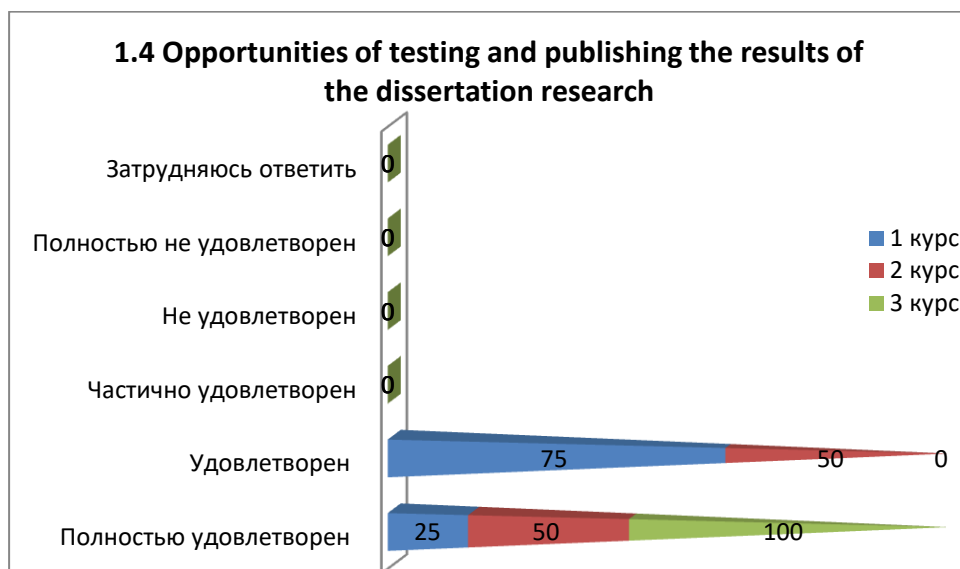
1.3 Professionalism and competence of the scientific supervisor

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



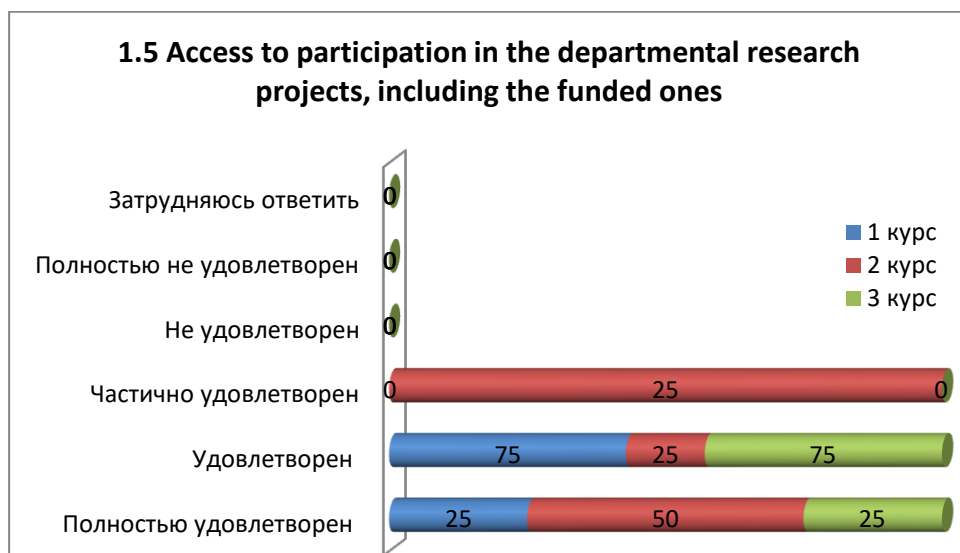
1.4 Opportunities for testing and publishing the results of the dissertation research

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



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

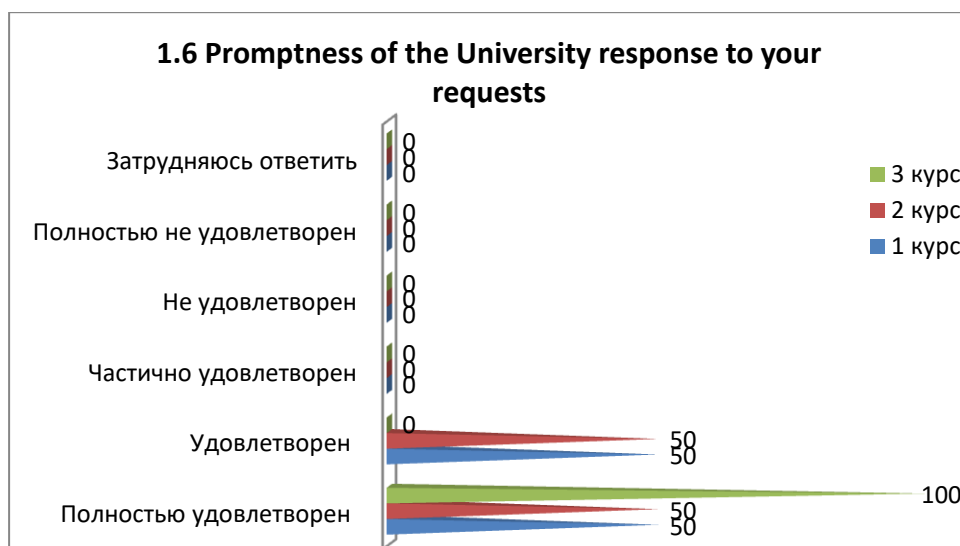
Answer options	1 year	2 year	3 year
Completely satisfied	25	50	25
Satisfied	75	25	75
Partially satisfied	-	25	-
Not satisfied	-	-	-
Completely dissatisfied	-	-	-
I find it difficult to answer	-	-	-



1.6 Promptness of the University response to your requests

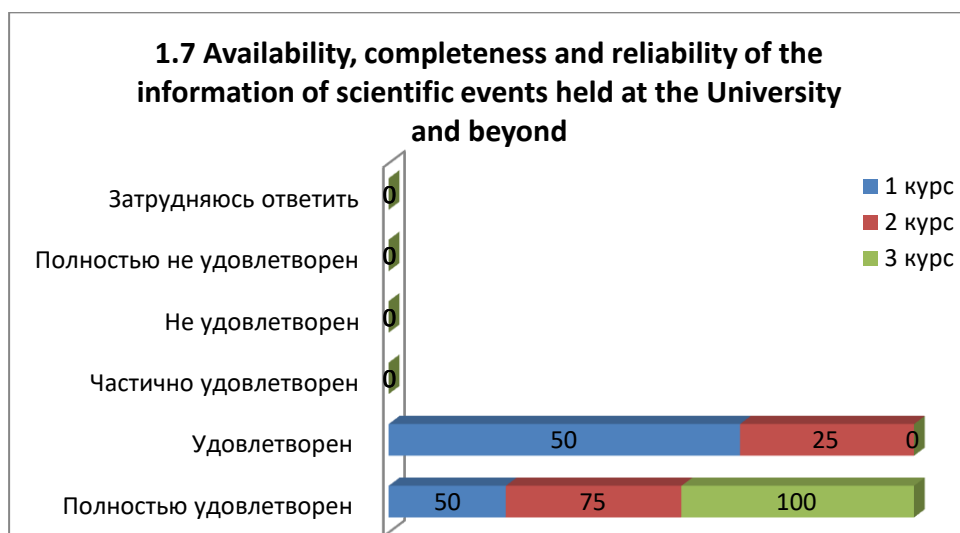
Answer options	1 year	2 year	3 year
Completely satisfied	50	50	100
Satisfied	50	50	-
Partially satisfied	-	-	-
Not satisfied	-	-	-
Completely dissatisfied	-	-	-

I find it difficult to answer	-	-	-
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1.7 Availability, completeness and reliability of the information of scientific events held at the University and beyond

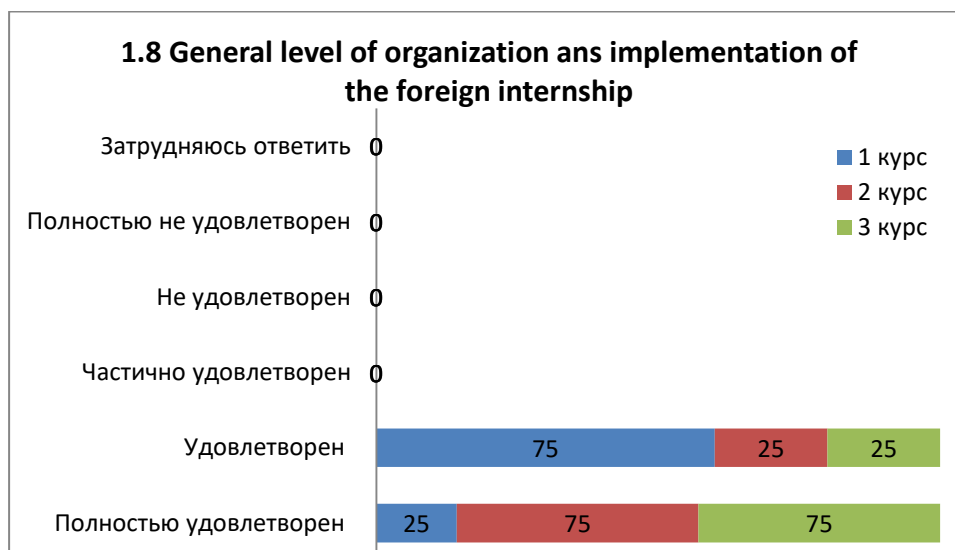
Answer options	1 year	2 year	3 year
Completely satisfied	50	75	100
Satisfied	50	25	-
Partially satisfied	-	-	-
Not satisfied	-	-	-
Completely dissatisfied	-	-	-
I find it difficult to answer	-	-	-



1.8 General level of organization and implementation of the foreign internship

Answer options	1 year	2 year	3 year
Completely satisfied	25	75	75
Satisfied	75	25	25
Partially satisfied	-	-	-
Not satisfied	-	-	-

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



1.9 The effectiveness of the foreign internship for you

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



2. Rate the professional skills of the domestic consultant in the field of research

2.1 Demonstrates the ability to propose the development, implementation and adaptation of a comprehensive research program
2.2 Contributes to science through the research, which is reflected in cited national or international publications or patents
2.3 Has an international reputation in the research field, has contacts in scientific communities, and is able to present and to interpret research results
2.4 Makes a positive contribution to the development of scientific knowledge through cooperation and collaboration with the other scientists, including foreign ones
2.5 Publishes papers as the leading author-researcher, conducts scientific seminars and chairs sections at conferences
2.6 Defines acceptable research methodology, research techniques and approaches
2.7 Adheres to the standards of academic honesty and ethics in research and interpersonal communication

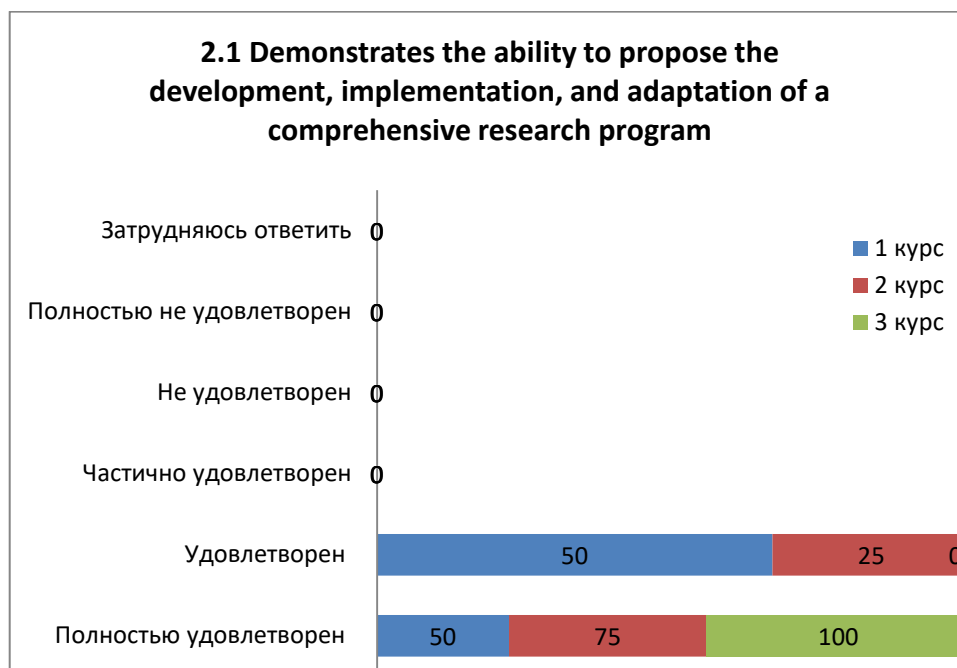
Other (write your option) _____

If you answered “Not satisfied or completely dissatisfied” to the previous question, please provide recommendations for improving the professional skills of domestic research consultants _____

Indicators:

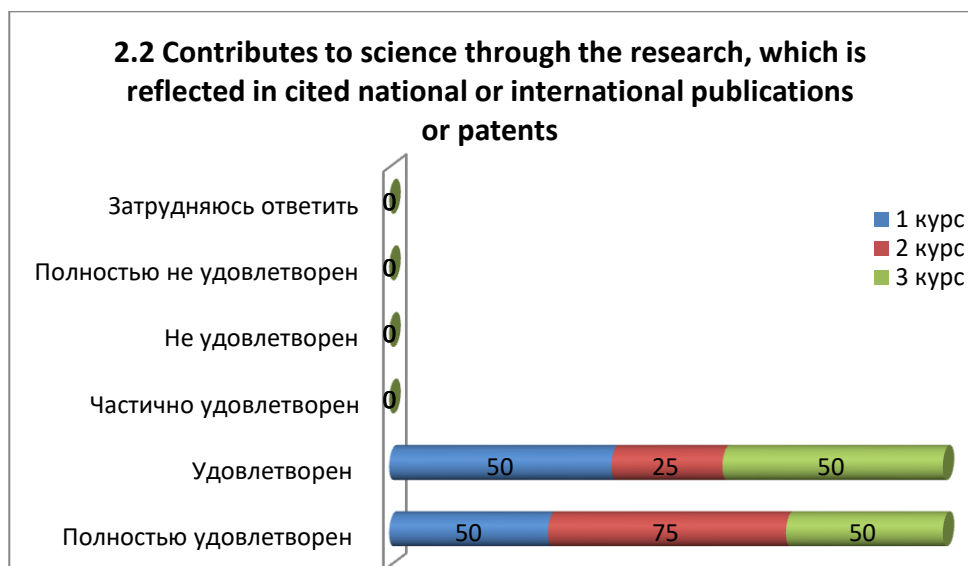
2.1 Demonstrates the ability to propose the development, implementation and adaptation of a comprehensive research program

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



2.2 Contributes to science through the research, which is reflected in cited national or international publications or patents

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



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

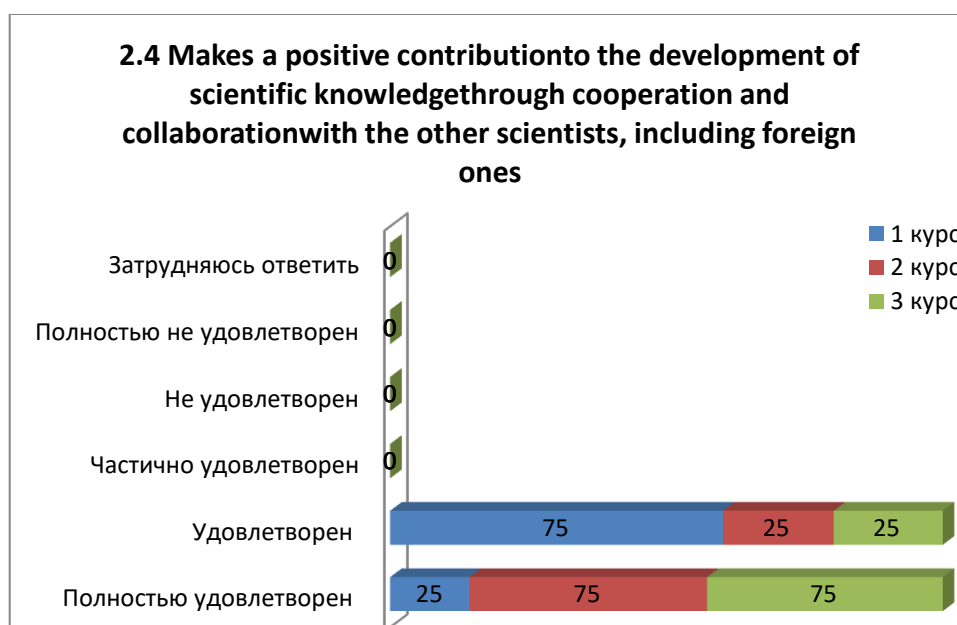
Answer options	1 year	2 year	3 year
Completely satisfied	25	25	100
Satisfied	75	75	-

Partially satisfied	-	-	-
Not satisfied	-	-	-
Completely dissatisfied	-	-	-
I find it difficult to answer	-	-	-



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

Answer options	1 year	2 year	3 year
Completely satisfied	25	75	75
Satisfied	75	25	25
Partially satisfied	-	-	-
Not satisfied	-	-	-
Completely dissatisfied	-	-	-
I find it difficult to answer	-	-	-



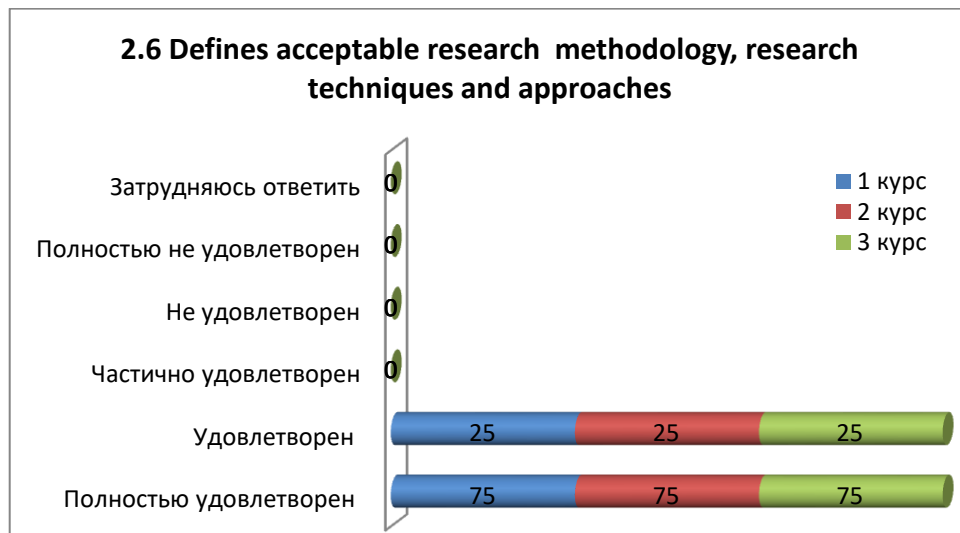
2.5 Publishes papers as the leading author-researcher, conducts scientific seminars and chairs sections at conferences

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



2.6 Defines acceptable research methodology, research techniques and approaches

Answer options	1 year	2 year	3 year
Completely satisfied	75	75	75
Satisfied	25	25	25
Partially satisfied	-	-	-
Not satisfied	-	-	-
Completely dissatisfied	-	-	-
I find it difficult to answer	-	-	-



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

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



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

3.1 Provides practical advice and recommendations on the plan and content of the dissertation
3.2 Provides consultation on the research topic
3.3 Participates in organizing an overseas internship at research organizations
3.4 Received practical advice on 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 a foreign language proficiency

3.6 Introduced to global trends in the field of research and experience of working with a foreign scientist
3.7 Has the opportunity to listen to lectures of a foreign supervisor during doctoral studies
3.8 Forms of work of a doctoral student with a foreign scientific supervisor: - online, including via the Zoom platform, email, Skype, WhatsApp and messaging by phone
3.9 Offline, including during an overseas internship, guest lectures by a foreign consultant and traditional consultations
3.10 Adheres to the standards of academic honesty and ethics in research and interpersonal communication

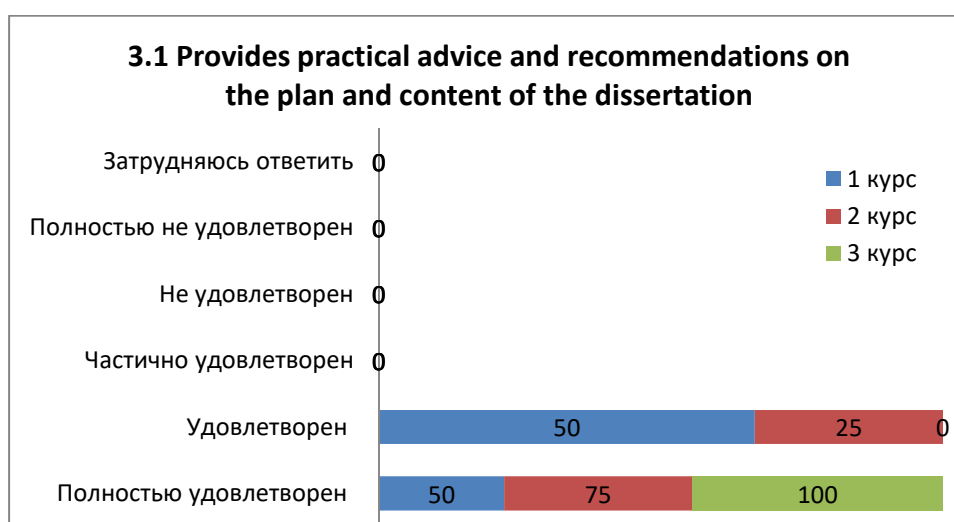
Other (write your answer) _____

If you answered “Not satisfied or completely dissatisfied” to the previous question, please provide recommendations for improving the professional skills of domestic consultants in the field of research _____

Indicators:

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

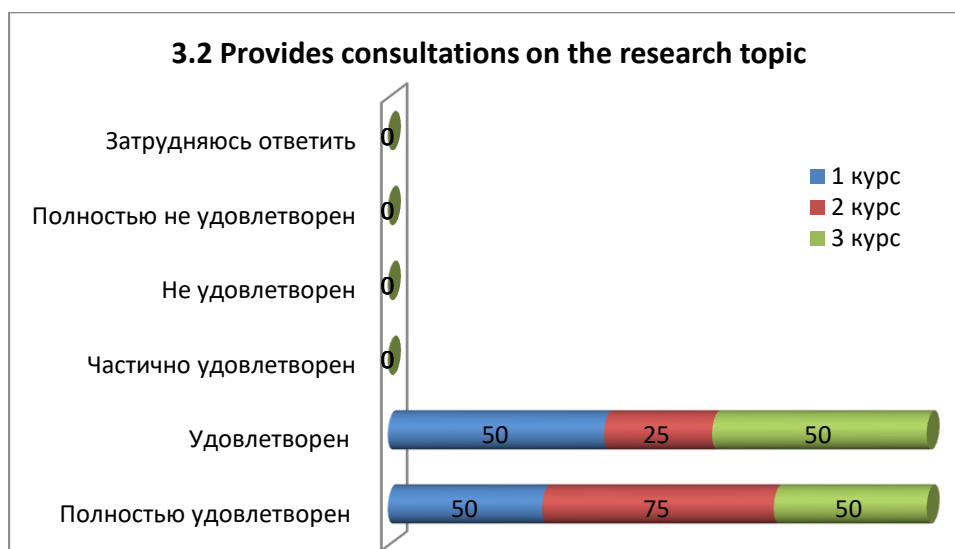
Answer options	1 year	2 year	3 year
Completely satisfied	50	75	100
Satisfied	50	25	-
Partially satisfied	-	-	-
Not satisfied	-	-	-
Completely dissatisfied	-	-	-
I find it difficult to answer	-	-	-



3.2 Provides consultations on the research topic

Answer options	1 year	2 year	3 year
Completely satisfied	50	75	50

Satisfied	50	25	50
Partially satisfied	-	-	-
Not satisfied	-	-	-
Completely dissatisfied	-	-	-
I find it difficult to answer	-	-	-



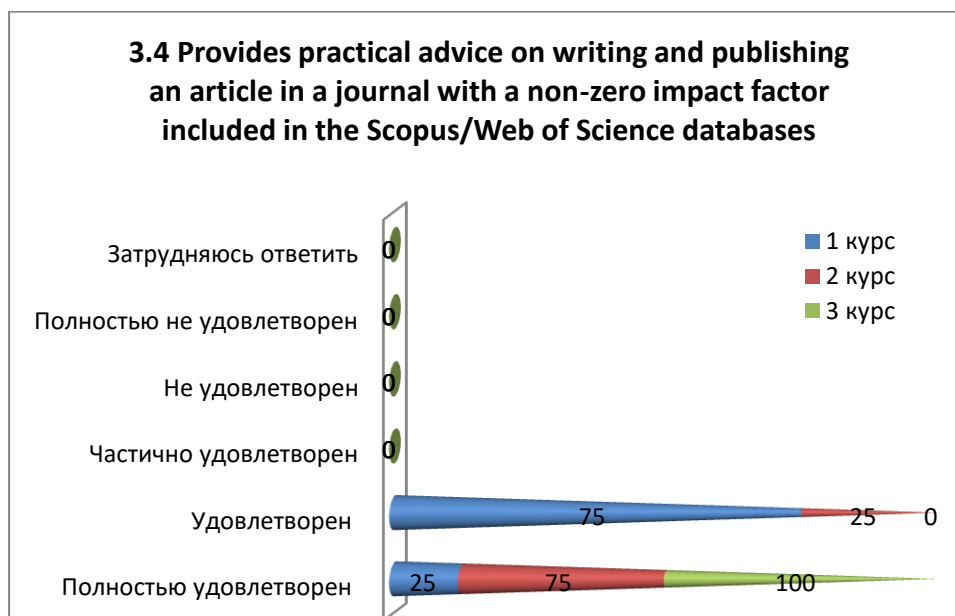
3.3 Participates in organizing an overseas internship at research organizations

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



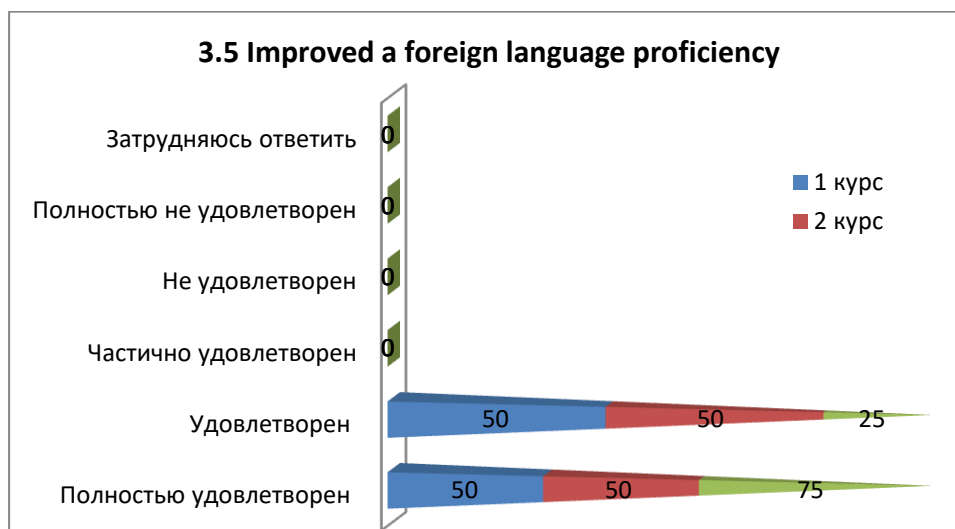
3.4 Provides practical advice on writing and publishing an article in a journal with a non-zero impact factor included in the Scopus/Web of Science databases

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



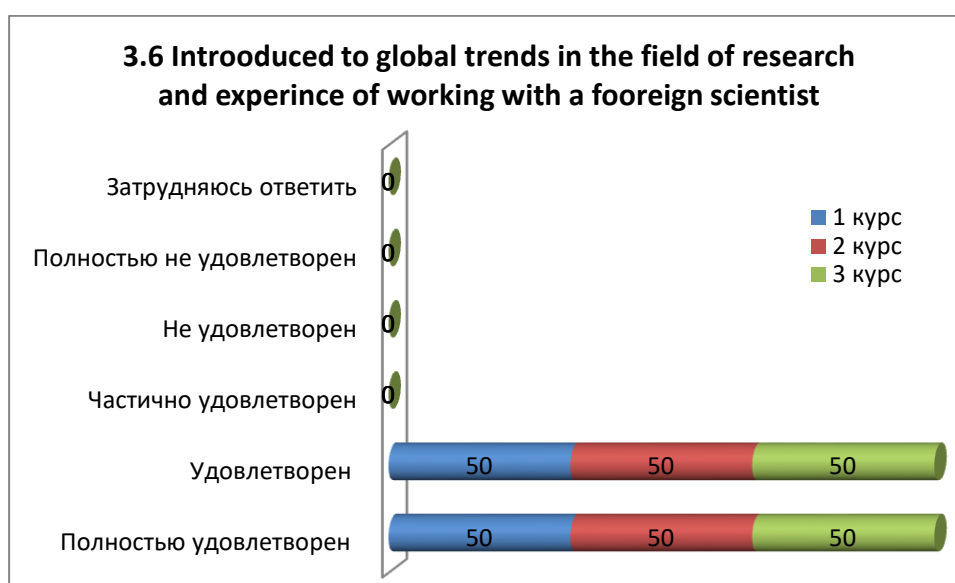
3.5 Improved a foreign language proficiency

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



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

Answer options	1 year	2 year	3 year
Completely satisfied	50	50	50
Satisfied	50	50	50
Partially satisfied	-	-	-
Not satisfied	-	-	-
Completely dissatisfied	-	-	-
I find it difficult to answer	-	-	-



3.7 Has the opportunity to listen to lectures of a foreign supervisor during doctoral studies

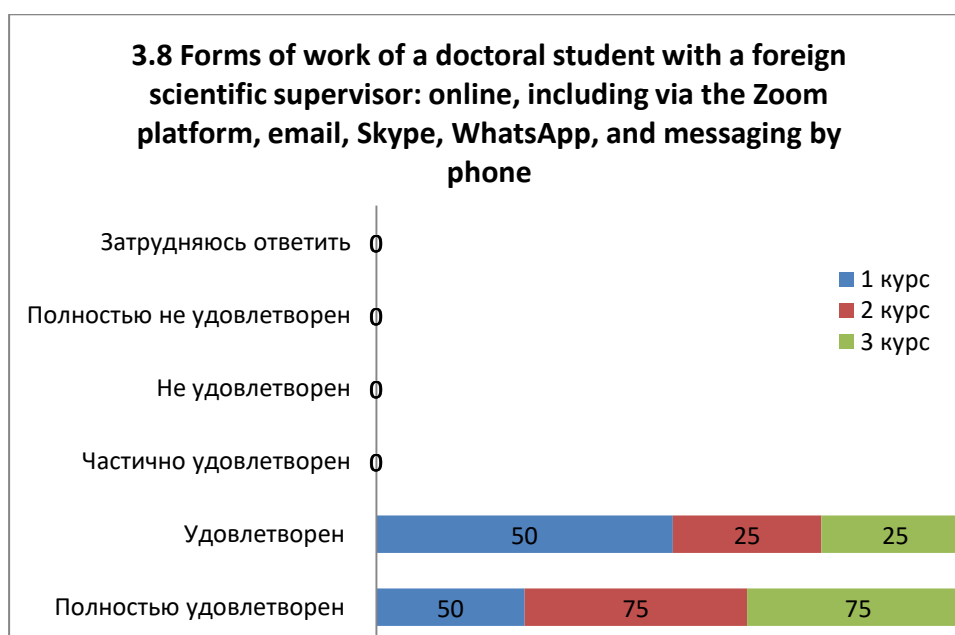
Answer options	1 year	2 year	3 year
Completely satisfied	50	50	75
Satisfied	50	50	25
Partially satisfied	-	-	-
Not satisfied	-	-	-
Completely dissatisfied	-	-	-

I find it difficult to answer	-	-	-
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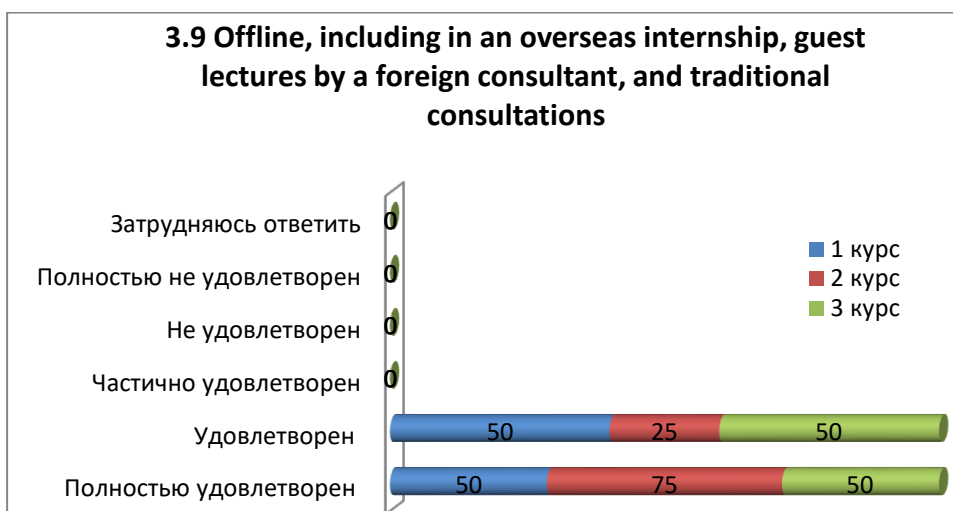
3.8 Forms of work of a doctoral student with a foreign scientific supervisor: online, including via the Zoom platform, email, Skype, WhatsApp and messaging by phone

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



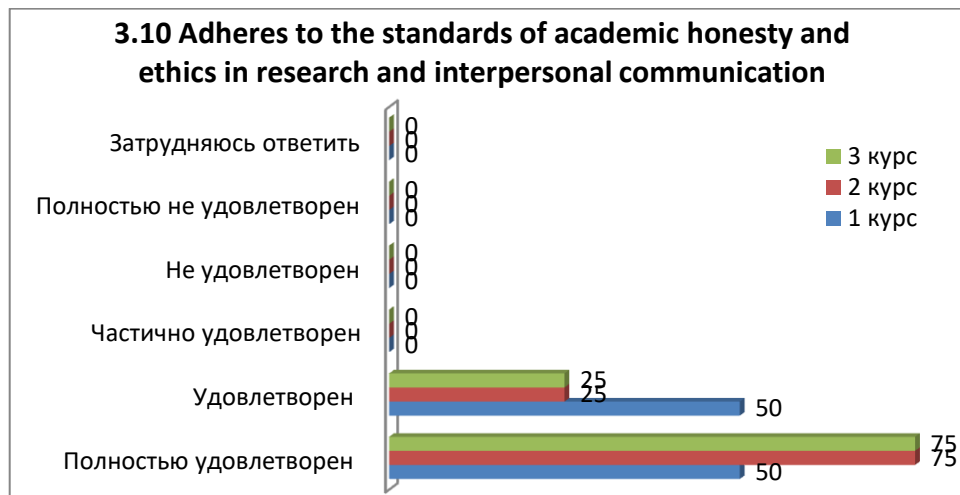
3.9 Offline, including in an overseas internship, guest lectures by a foreign consultant, and traditional consultations

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



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

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



4. Below there are listed various opportunities that a job can provide for a specialist. What importance do you attach to each of them, regardless of whether they were realized or not?

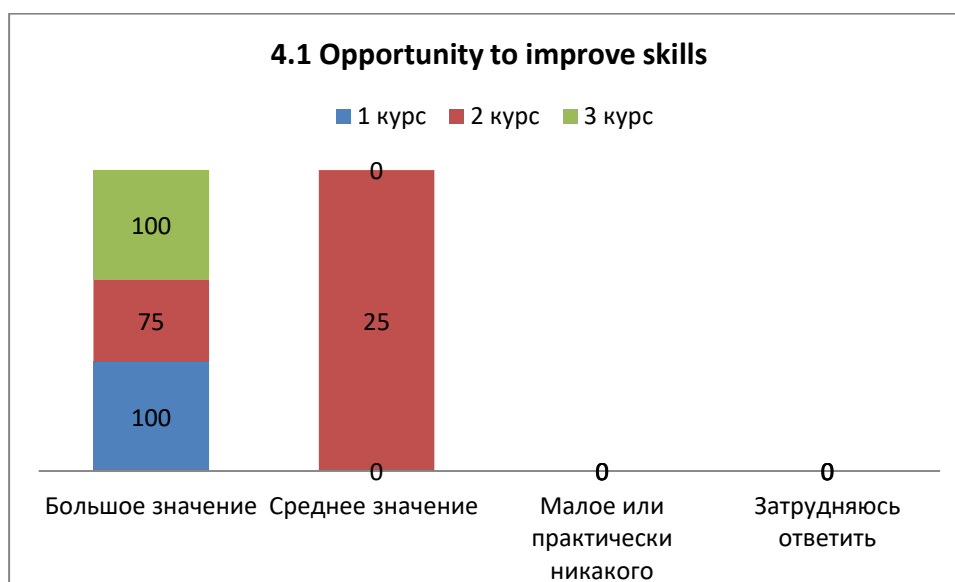
4.1 Opportunity to improve skills
4.2 Opportunity to work with highly competent colleagues
4.3 Opportunity to receive a high salary
4.4 Opportunity to work in comfortable working conditions
4.5 Opportunity to be promoted
4.6 Opportunity to develop ones's own ideas
4.7 Opportunity to be engaged in prestigious activities
4.8 Opportunity to work under a highly competent manager
4.9 Opportunity to contribute to science
4.10 Opportunity to provide prestige in the professional field

Другое (напишите свой вариант ответа) _____
 Other (write your answer) _____

If you answered "Low or practically none" to the previous question, write why

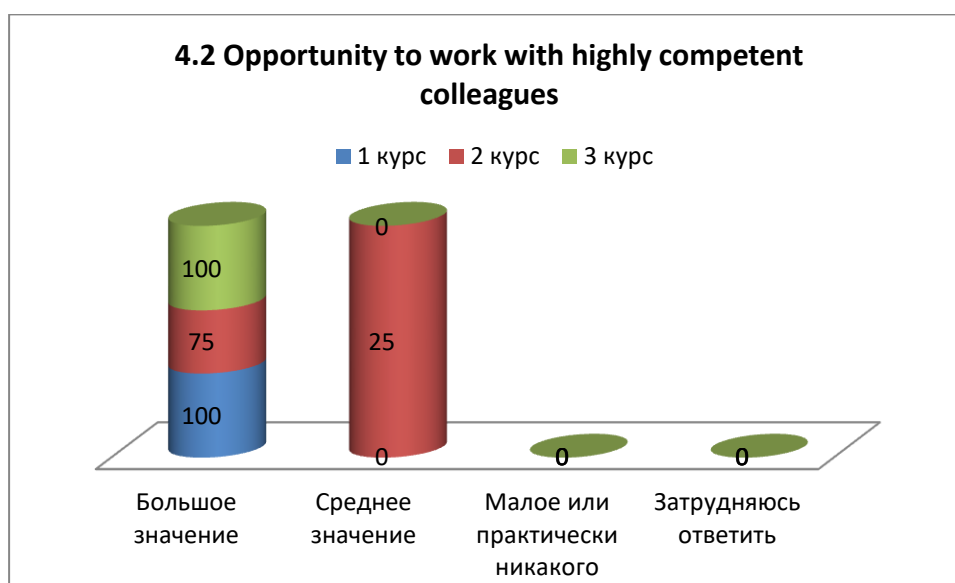
4.1 Opportunity to improve skills

Answer options	1 year	2 year	3 year
High value	100	75	100
Average value	-	25	-
Low or practically none	-	-	-
I find it difficult to answer	-	-	-



4.2 Opportunity to work with highly competent colleagues

Answer options	1 year	2 year	3 year
High value	100	75	100
Average value	-	25	-
Low or practically none	-	-	-
I find it difficult to answer	-	-	-



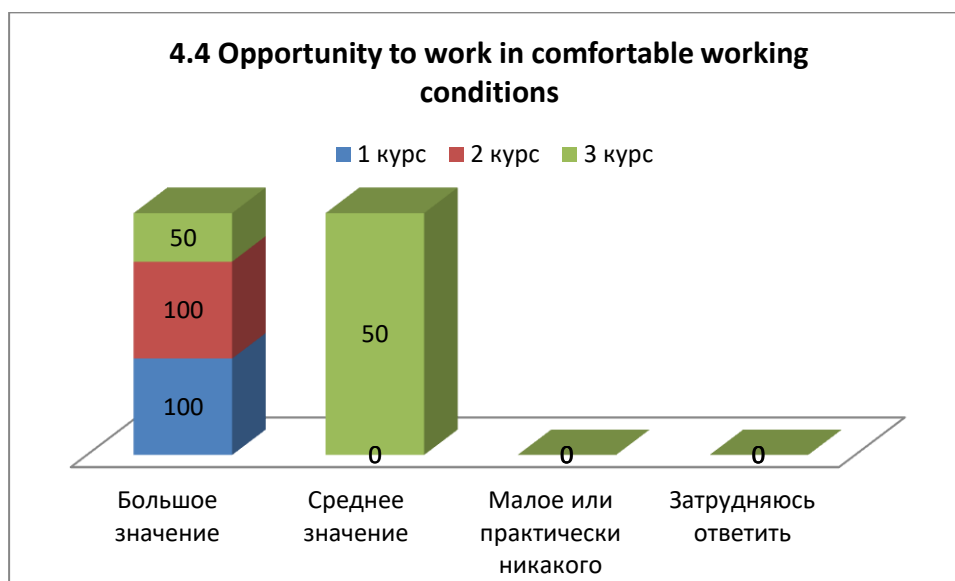
4.3 Opportunity to receive a high salary

Answer options	1 year	2 year	3 year
High value	100	75	75
Average value	-	25	25
Low or practically none	-	-	-
I find it difficult to answer	-	-	-



4.4 Opportunity to work in comfortable working conditions

Answer options	1 year	2 year	3 year
High value	100	100	50
Average value	-	-	50
Low or practically none	-	-	-
I find it difficult to answer	-	-	-



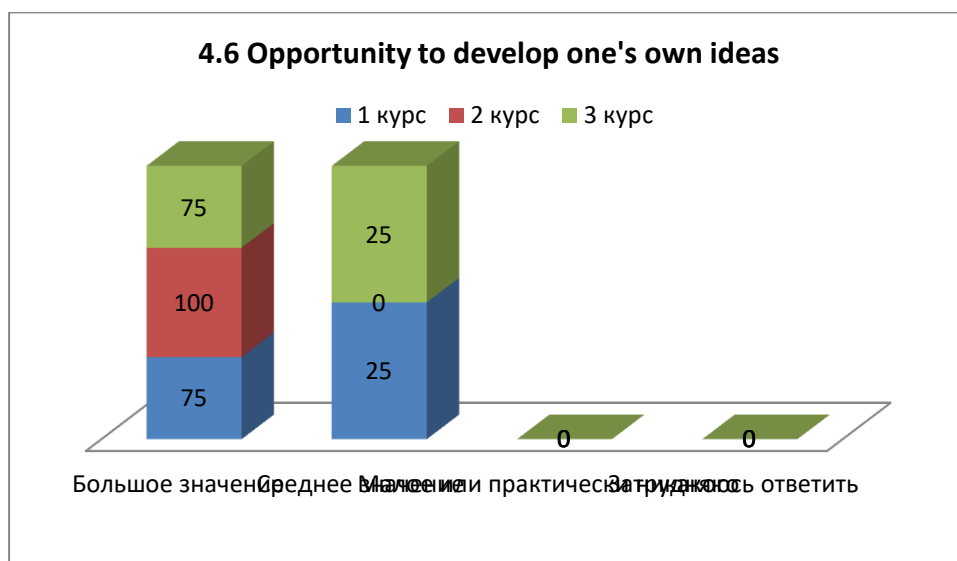
4.5 Opportunity to be promoted

Answer options	1 year	2 year	3 year
High value	100	100	25
Average value	-	-	75
Low or practically none	-	-	-
I find it difficult to answer	-	-	-



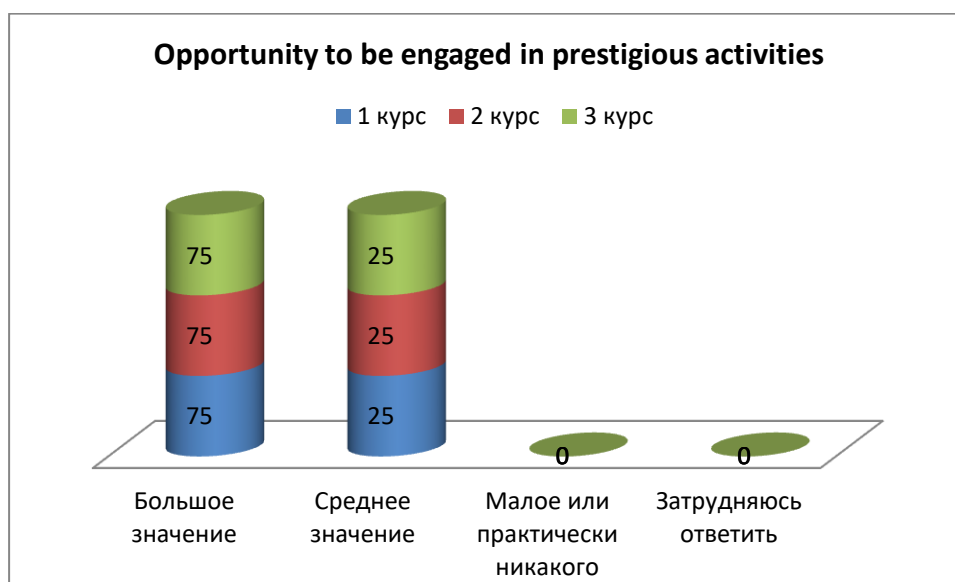
4.6 Opportunity to develop one's own ideas

Answer options	1 year	2 year	3 year
High value	75	100	75
Average value	25	-	25
Low or practically none	-	-	-
I find it difficult to answer	-	-	-



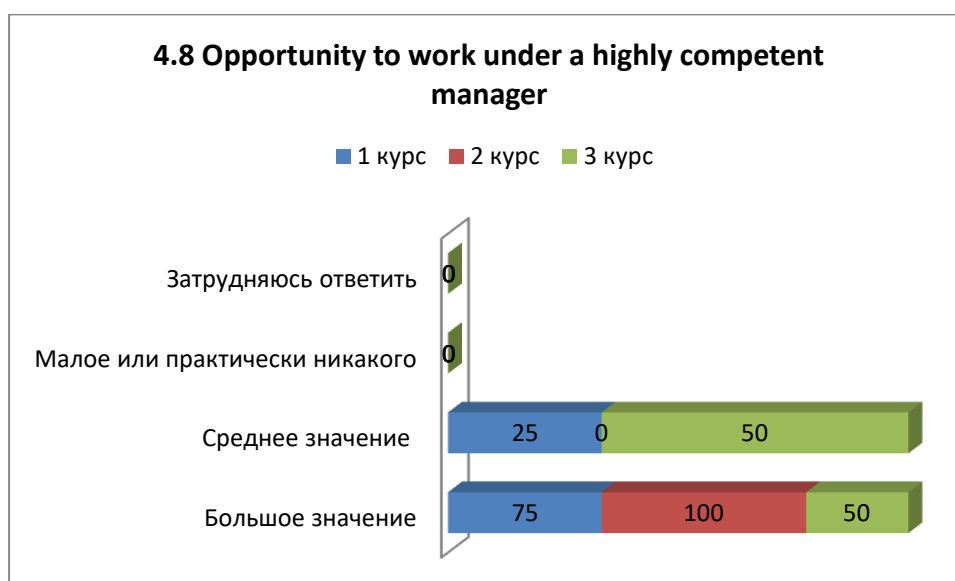
4.7 Opportunity to be engaged in prestigious activities

Answer options	1 year	2 year	3 year
High value	75	75	75
Average value	25	25	25
Low or practically none	-	-	-
I find it difficult to answer	-	-	-



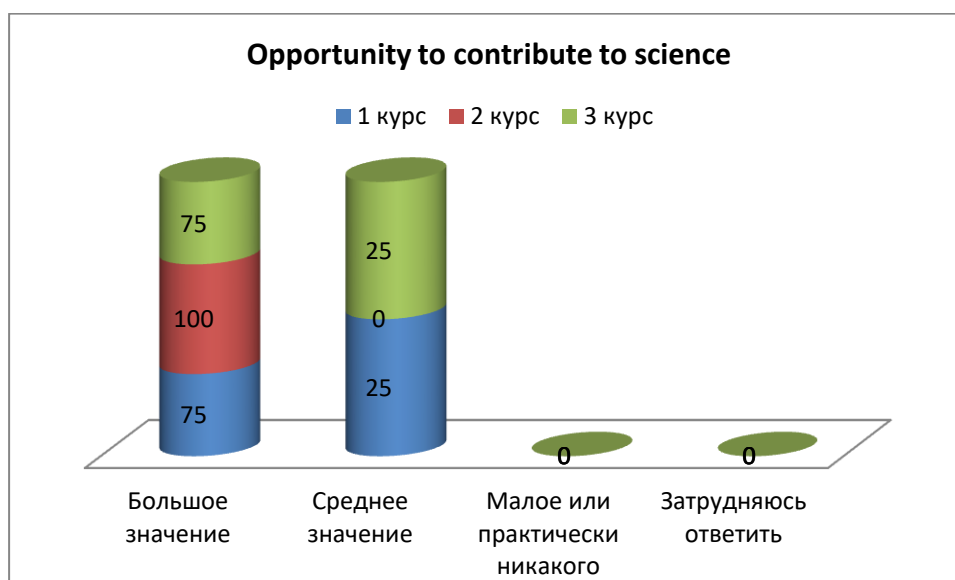
4.8 Opportunity work under a highly competent manager

Answer options	1 year	2 year	3 year
High value	75	100	50
Average value	25	-	50
Low or practically none	-	-	-
I find it difficult to answer	-	-	-



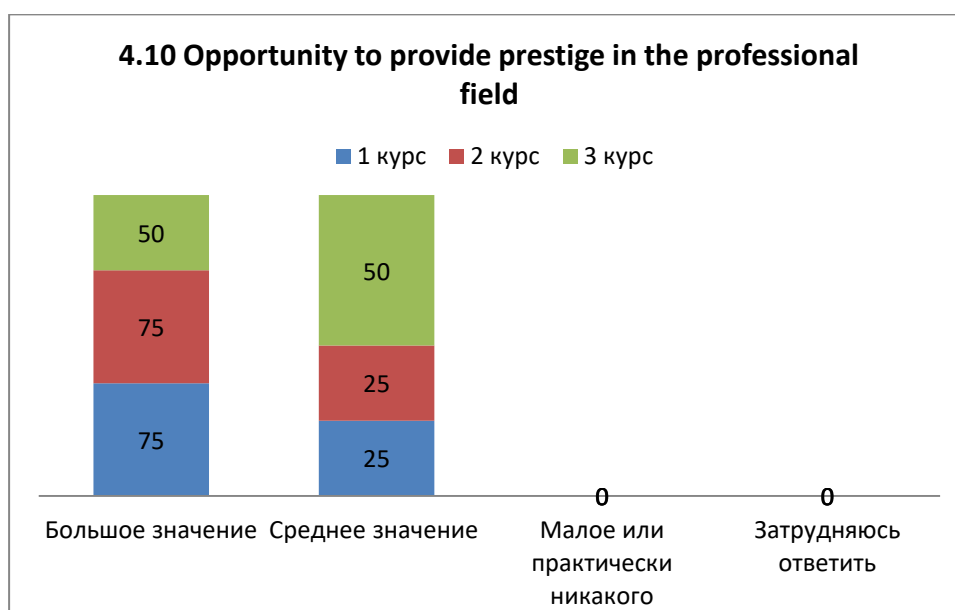
4.9 Opportunity to contribute to science

Answer options	1 year	2 year	3 year
High value	75	100	75
Average value	25	-	25
Low or practically none	-	-	-
I find it difficult to answer	-	-	-



4.10 Opportunity to provide prestige in the professional field

Answer options	1 year	2 year	3 year
High value	75	75	50
Average value	25	25	50
Low or practically none	-	-	-
I find it difficult to answer	-	-	-



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

5.1 Library collections
5.2 Equipment, computers needed for the educational process and scientific activities
5.3 Internet channel width, its speed
5.4 Organization of catering
5.5 Availability and condition of sports equipment
5.6 Living conditions in the hostel

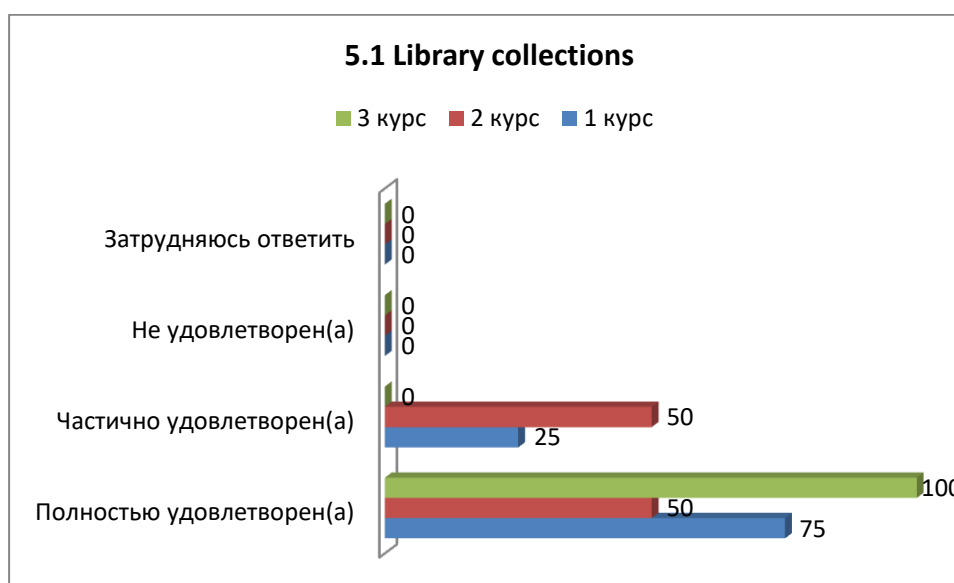
Other (write your answer) _____

If you answered “Not satisfied” to the previous question, give recommendations for improving the material and technical resources of the university ____

Indicators:

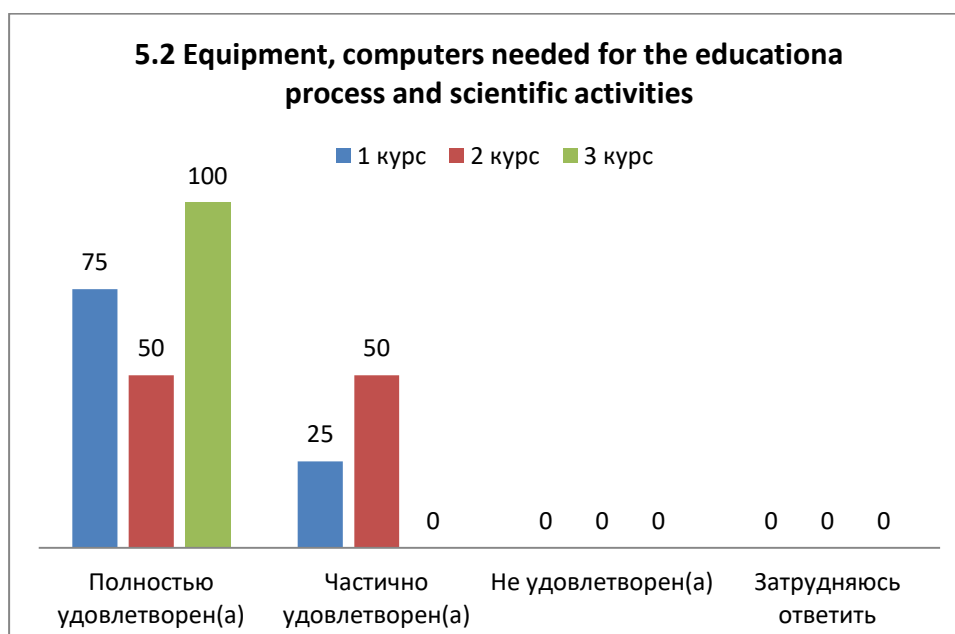
5.1 Library collections

Answer options	1 year	2 year	3 year
Completely satisfied	75	50	100
Partially satisfied	25	50	-
Not satisfied	-	-	-
Difficult to answer	-	-	-



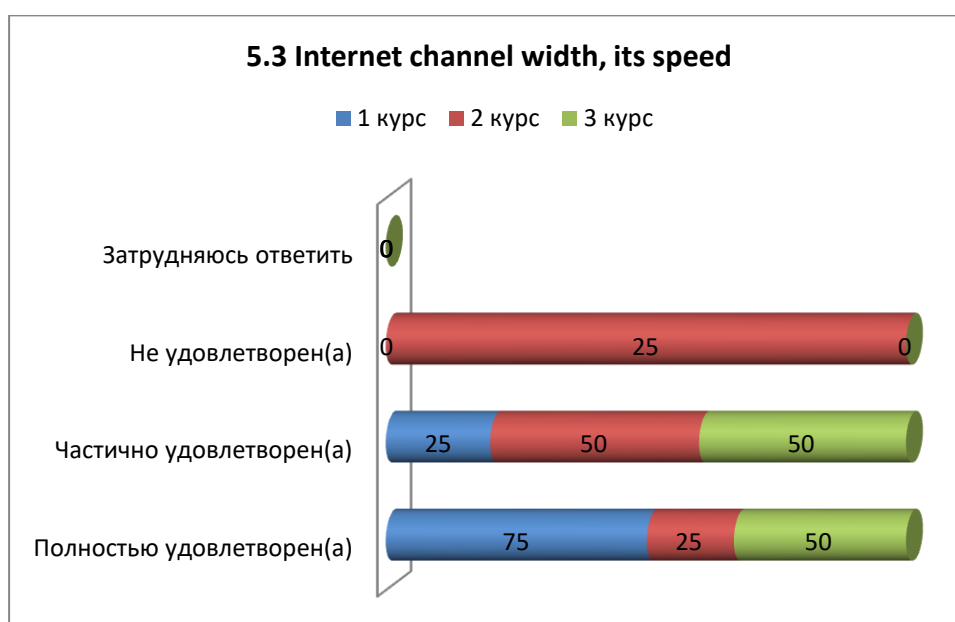
5.2 Equipment, computers needed for the educational process and scientific activities

Answer options	1 year	2 year	3 year
Completely satisfied	75	50	100
Partially satisfied	25	50	-
Not satisfied	-	-	-
Difficult to answer	-	-	-



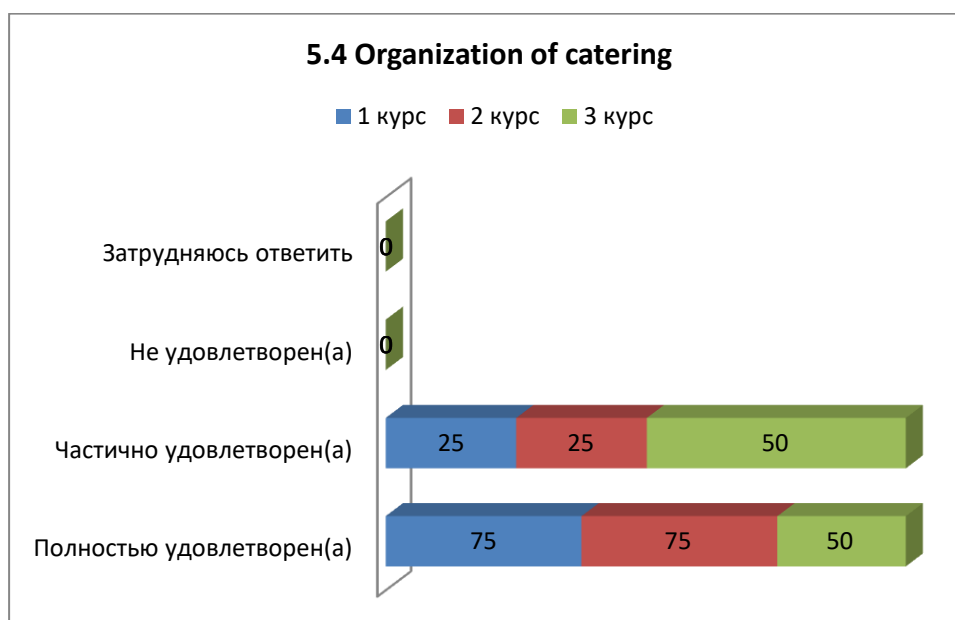
5.3 Internet channel width, its speed

Answer options	1 year	2 year	3 year
Completely satisfied	75	25	50
Partially satisfied	25	50	50
Not satisfied	-	25	-
Difficult to answer	-	-	-



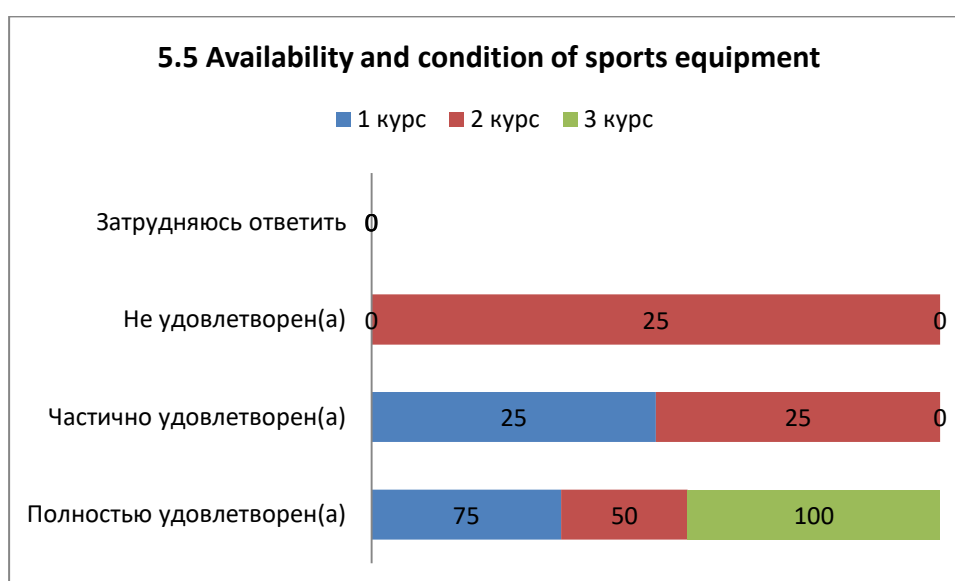
5.4 Organization of catering

Answer options	1 year	2 year	3 year
Completely satisfied	75	75	50
Partially satisfied	25	25	50
Not satisfied	-	-	-
Difficult to answer	-	-	-



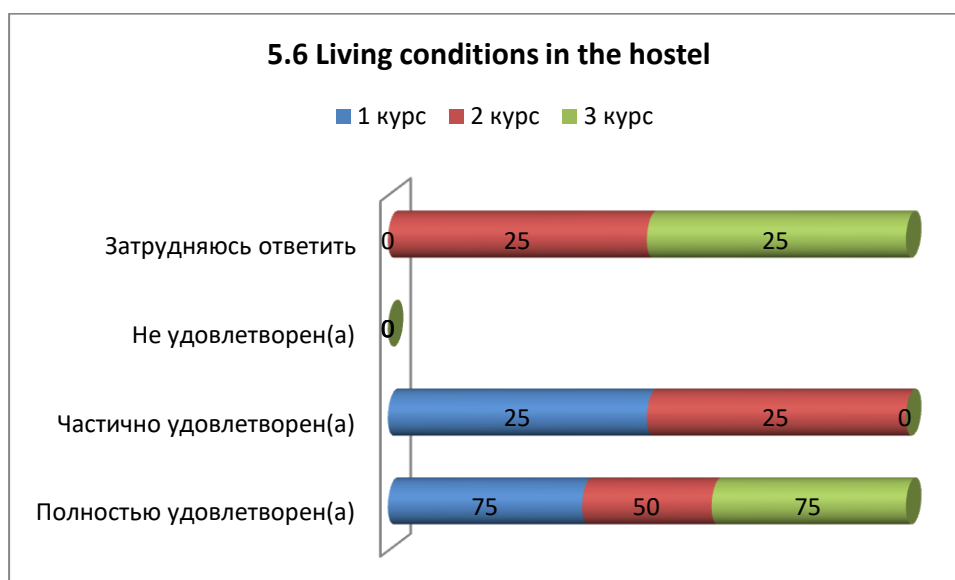
5.5 Availability and conditions of sports equipment

Answer options	1 year	2 year	3 year
Completely satisfied	75	50	100
Partially satisfied	25	25	-
Not satisfied	-	25	-
Difficult to answer	-	-	-



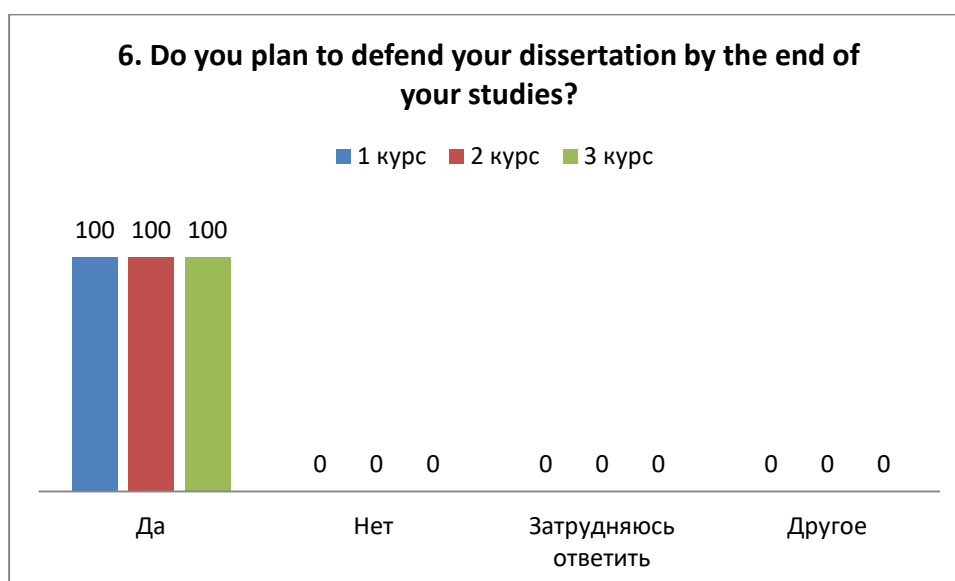
5.6 Living conditions in the hostel

Answer options	1 year	2 year	3 year
Completely satisfied	75	50	75
Partially satisfied	25	25	-
Not satisfied	-	-	-
Difficult to answer	-	25	25



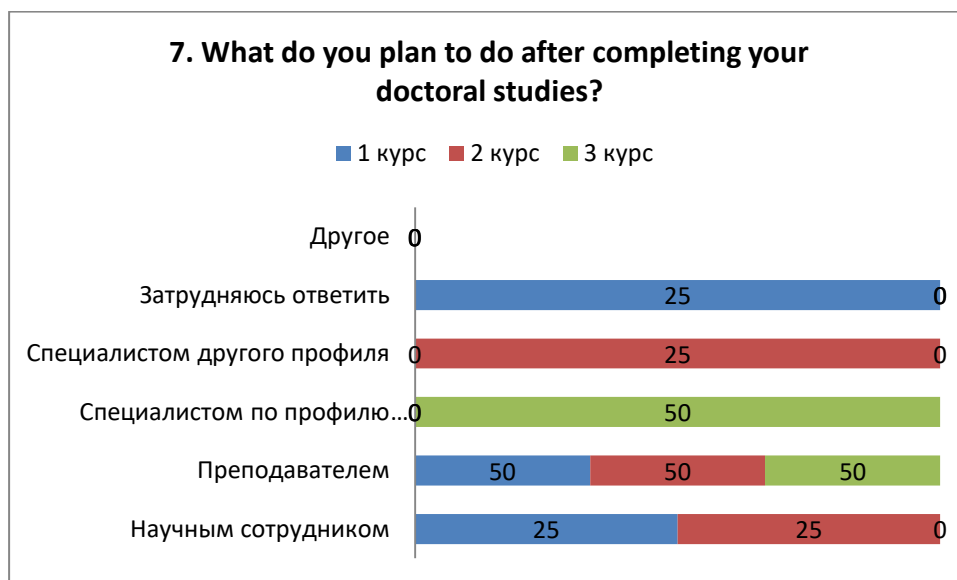
6. Do you plan to defend your dissertation by the end of your studies?

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



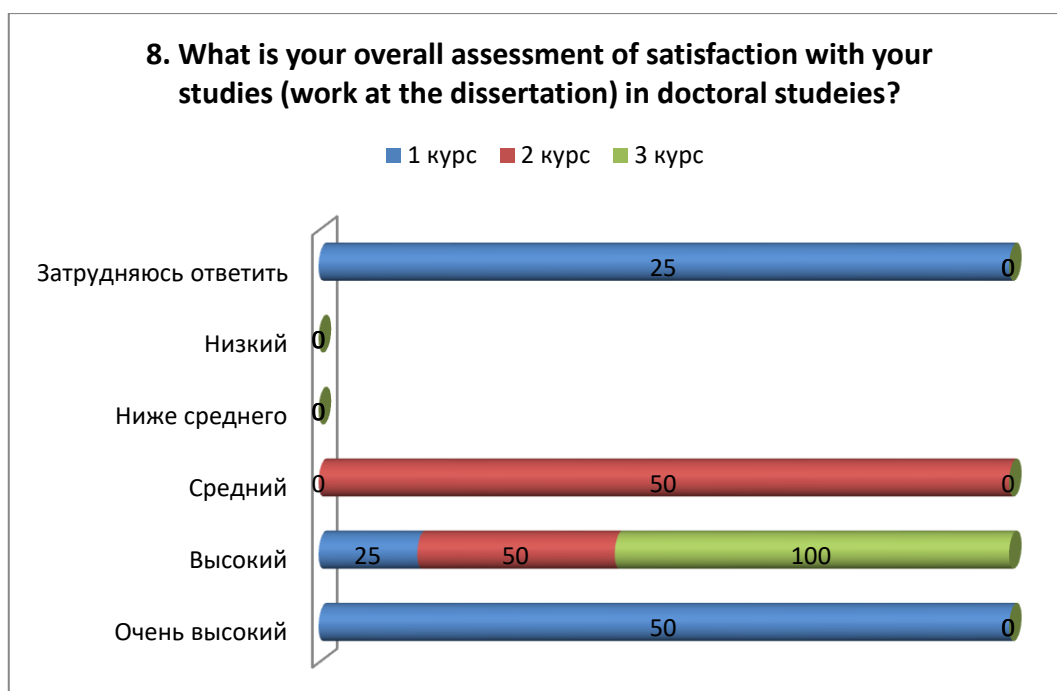
7. What do you plan to do after completing your doctoral studies?

Answer options	1 year	2 year	3 year
Researcher	25	25	-
Teacher	50	50	50
Specialist in the field of the dissertation not related to science and education	-	-	50
Specialist in another field	-	25	-
Difficult to answer	25	-	-
Other	-	-	-



8. What is your overall assessment of satisfaction with your studies (work at your dissertation) in doctoral studies?

Answer options	1 year	2 year	3 year
Very high	50	-	-
High	25	50	100
Average	-	50	-
Below average	-	-	-
Low	-	-	-
Difficult to answer	25	-	-
Other	-	-	-



The following conclusions can be drawn from the survey results.

The analysis of the survey results shows that doctoral students are satisfied with the educational services.

Doctoral students are 100% satisfied with the relevance of the dissertation topics that correspond to their research interests. The survey also showed that they rate the professionalism and competence of their scientific supervisors very highly (100%); organizational, methodological and informational support in the preparation of dissertations; as well as the University responsiveness to their requests.

The opportunities for testing and publishing the results of dissertation research satisfy all the doctoral students (100%). This indicates that the University provides doctoral students with sufficient opportunities to disseminate their research results and promotes their professional development.

The overwhelming majority of doctoral students (91.7%) have the opportunity to participate in the departmental research projects, including funded projects. Funded projects provide doctoral students with the necessary resources to conduct high-quality research and achieve significant results.

Availability, completeness and reliability of the information of scientific events held at the University and beyond are rated by respondents at 100%. Doctoral students also highly (100%) rated the organization and conduct of foreign internships, as well as their effectiveness. This indicates that the University effectively organizes and conducts foreign internships, providing doctoral students with valuable and productive experience, indicating the achievement of the set goals and the acquisition of significant knowledge and skills by doctoral students.

The professional skills of domestic consultants in the field of research were rated by doctoral students at a very high level. All seven criteria, including the development and implementation of the research program, scientific contribution, cooperation, international reputation, compliance with the standards of academic integrity and ethics, the ability to publish research as a lead author and determination of the methodology, satisfied the respondents by 100%.

The doctoral students' satisfaction with the professional skills of the foreign consultant in the field of research is 100%. The overseas advisor provides high-quality support and guidance to PhD students, helping them to develop their research skills, expand their knowledge and achieve success in their projects. Overall, PhD students are very satisfied with the professionalism and commitment of the advisor.

The opportunities that doctoral students attach great importance to in their work are as follows:

- advanced training (91.7%);
- collaboration with highly competent colleagues (91.7%);
- contribution to science (83.3%);
- comfortable working conditions (83.3%);
- receiving a high salary (83.3%);
- developing one's own ideas (83.3%);
- engaging in prestigious activities (75%);
- working under a highly competent manager (75%);
- career advancement (75%);

- providing prestige in the professional sphere (66.7%).

The level of availability of material and technical resources of the University is assessed as satisfactory. Library funds, equipment and computers for the educational process and scientific activities, Internet, food, sports equipment and living conditions in the dormitory meet the requirements and expectations of students.

To the question "Do you plan to defend your dissertation by the end of your studies?" 100% of respondents chose the answer "Yes".

Half of the respondents (50%) expressed interest in teaching. 16.7% of them plan to continue their careers as researchers after completing their doctoral studies. The other 16.7% intend to work as specialists in the field of their dissertation outside of academia, and 8.3% plan to work in other fields. About 8% of respondents have not yet decided on their plans for the future.

Overall, respondents rated highly their satisfaction with their studies (work at their dissertation) in doctoral studies.

Recommendations:

The head of the department must familiarize and discuss the survey results with the staff and doctoral students; if necessary, to develop an action plan to improve the quality of educational services. Doctoral students can request the survey results by e-mail from the Center for Quality Management and Accreditation cqma_kstu@mail.ru.