

Report on the results of the questionnaire
«Satisfaction of doctoral students with educational services» for the 2022-2023 academic year
in the educational program
8D07203 «Metallurgy»

In February 2023, the center for quality management and accreditation conducted a questionnaire «Doctoral students' satisfaction 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 questionnaire is conducted once every 5 years.

13 respondents took part in the questionnaire, which amounted to 81.3% 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) _____

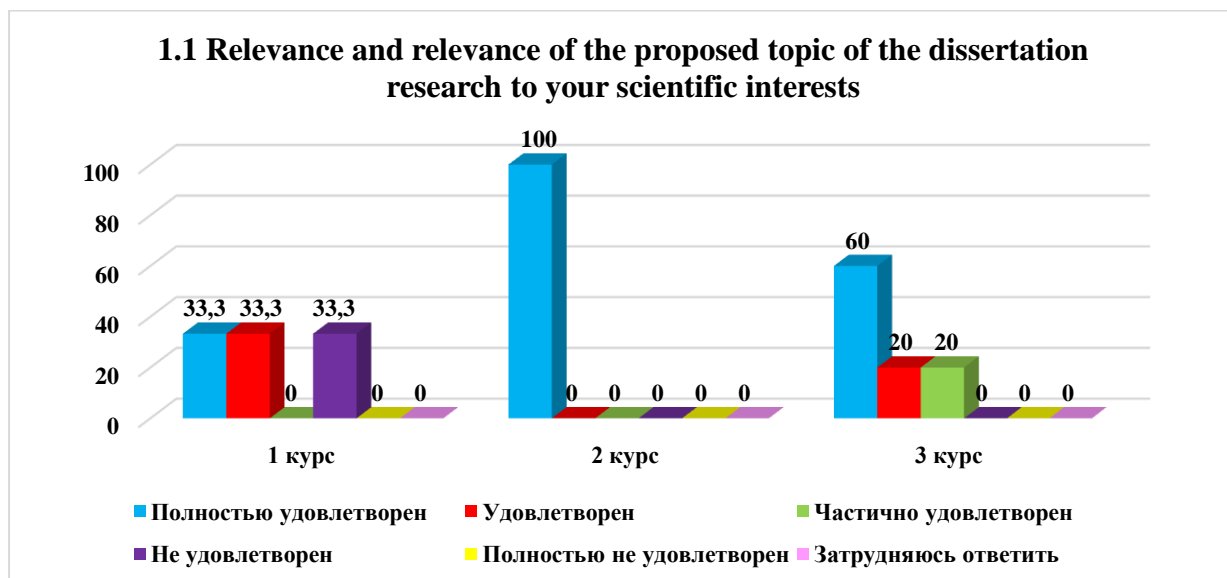
If you answered «Not satisfied or completely dissatisfied» to the previous question, give recommendations for improvement _____

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	33.3	100	60
Satisfied	33.3	-	20
Partially satisfied	-	-	20
Not satisfied	33.3	-	-
Completely unsatisfied	-	-	-

I find it difficult to answer	-	-	-
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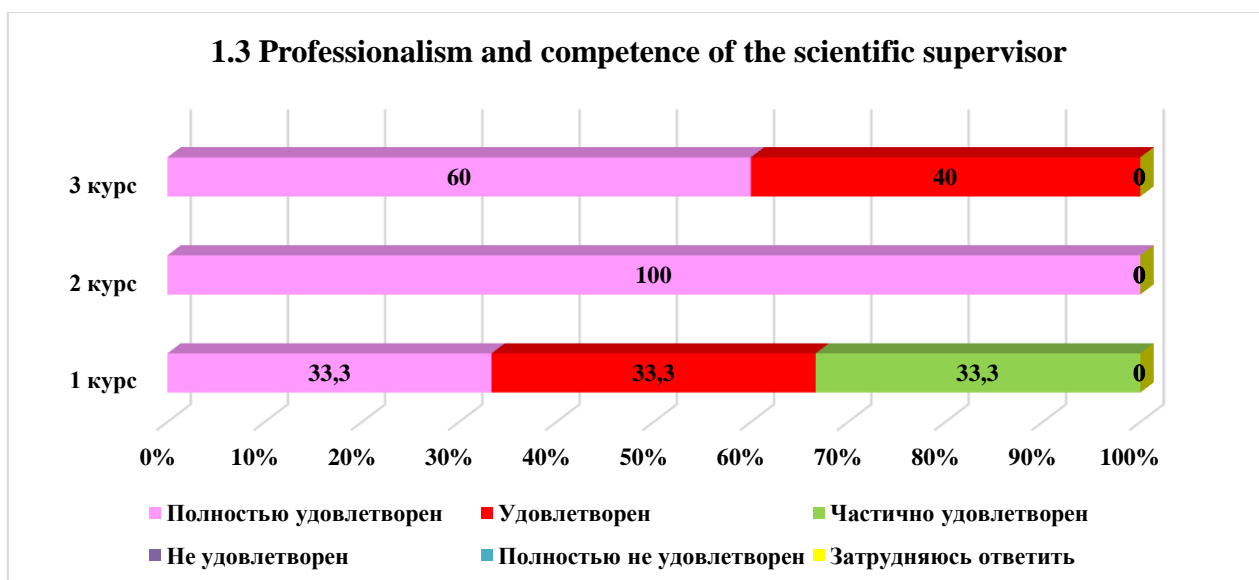
1.2 Level of organizational, methodological and information support for the preparation of dissertation research

Answer options	1 st year	2nd year	3rd year
Completely satisfied	33.3	100	60
Satisfied	33.3	-	20
Partially satisfied	-	-	20
Not satisfied	33.3	-	-
Completely unsatisfied	-	-	-
I find it difficult to answer	-	-	-



1.3 Professionalism and competence of the scientific supervisor

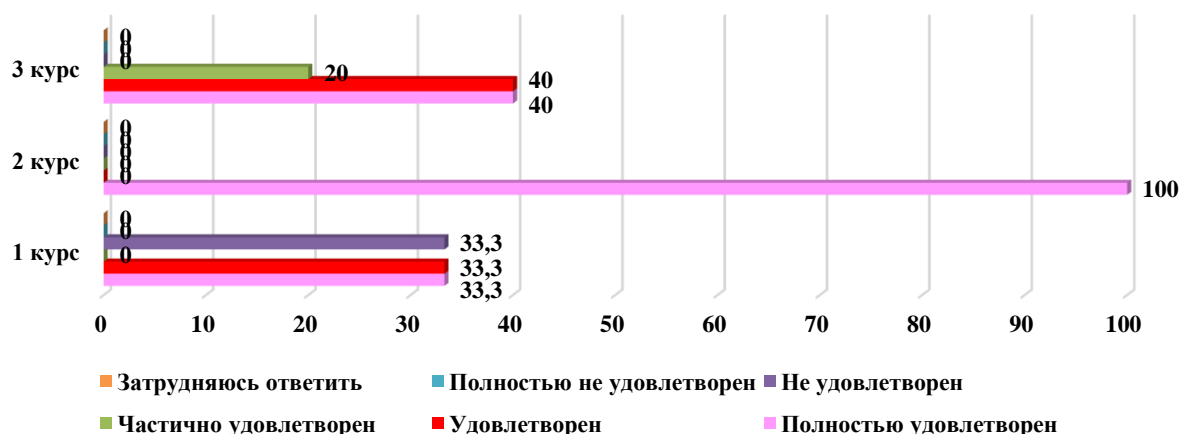
Answer options	1 st year	2nd year	3rd year
Completely satisfied	33.3	100	60
Satisfied	33.3	-	40
Partially satisfied	33.3	-	-
Not satisfied	-	-	-
Completely unsatisfied	-	-	-
I find it difficult to answer	-	-	-



1.4 Possibilities testing and publication of the dissertation research results

Answer options	1 st year	2nd year	3rd year
Completely satisfied	33.3	100	40
Satisfied	33.3	-	40
Partially satisfied	-	-	20
Not satisfied	33.3	-	-
Completely unsatisfied	-	-	-
I find it difficult to answer	-	-	-

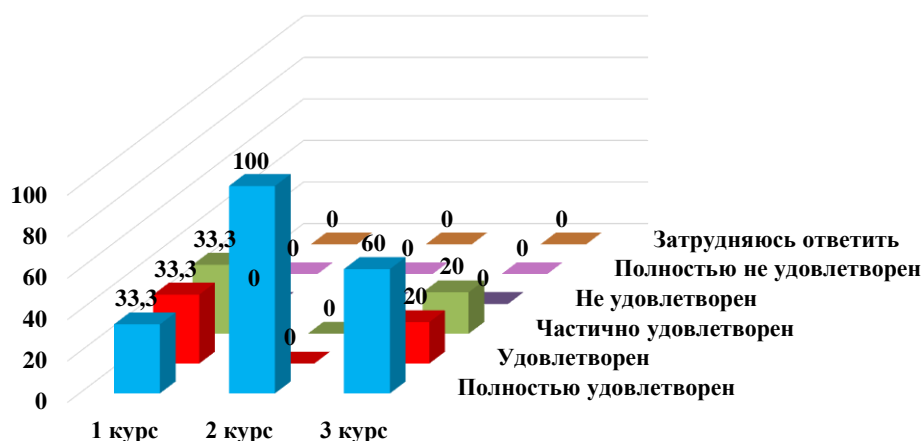
1.4 Possibilities of approbation and publication of the results of the dissertation research



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

Answer options	1 st year	2nd year	3rd year
Completely satisfied	33.3	100	60
Satisfied	33.3	-	20
Partially satisfied	33.3	-	20
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 university's responsiveness to your requests

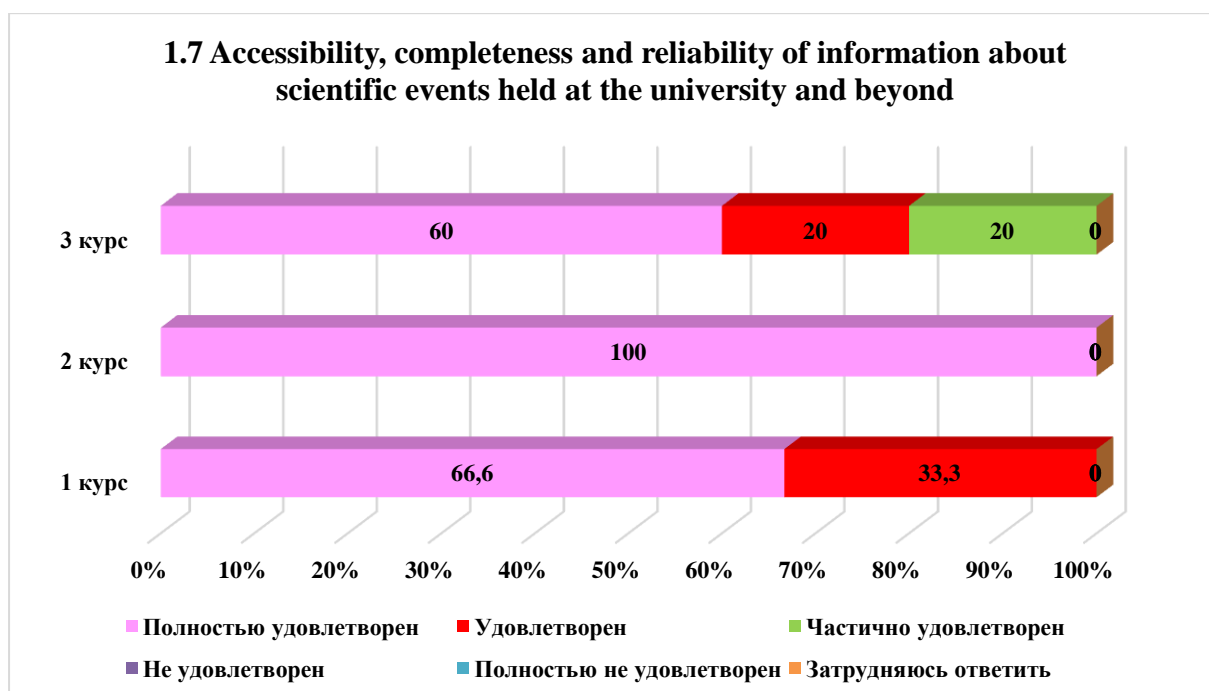
Answer options	1 st year	2nd year	3rd year
Completely satisfied	33.3	100	60
Satisfied	66.6	-	40
Partially satisfied	-	-	-
Not satisfied	-	-	-
Completely unsatisfied	-	-	-

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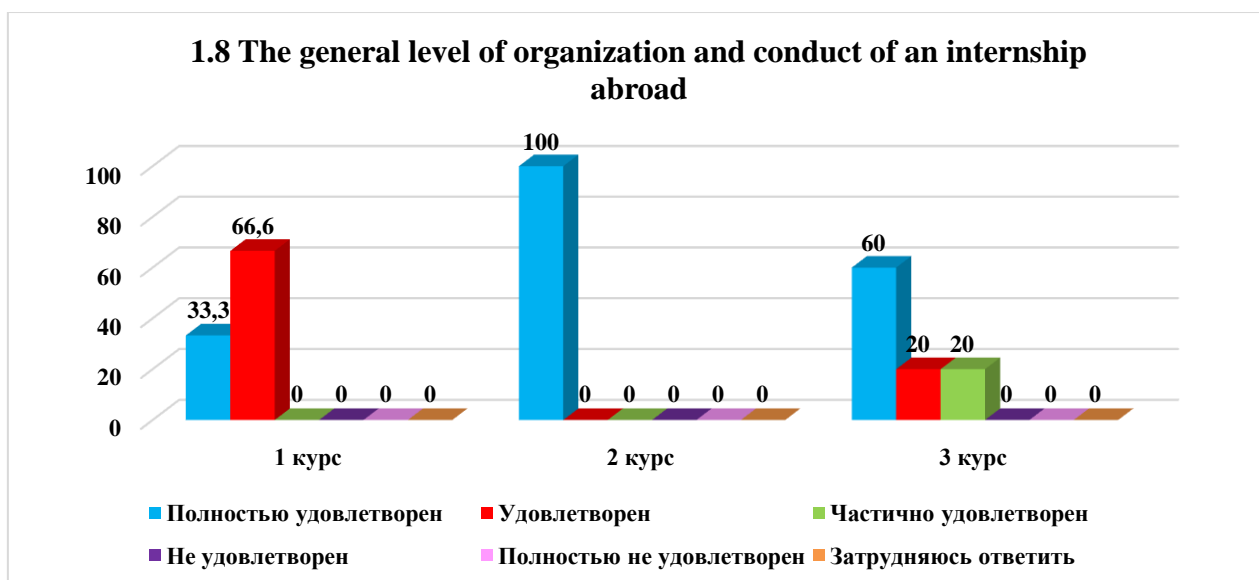
1.7 Availability, completeness and reliability of information about scientific events held at the university and beyond

Answer options	1 st year	2nd year	3rd year
Completely satisfied	66.6	100	60
Satisfied	33.3	-	20
Partially satisfied	-	-	20
Not satisfied	-	-	-
Completely unsatisfied	-	-	-
I find it difficult to answer	-	-	-



1.8 General level of organization and conduct of foreign internships

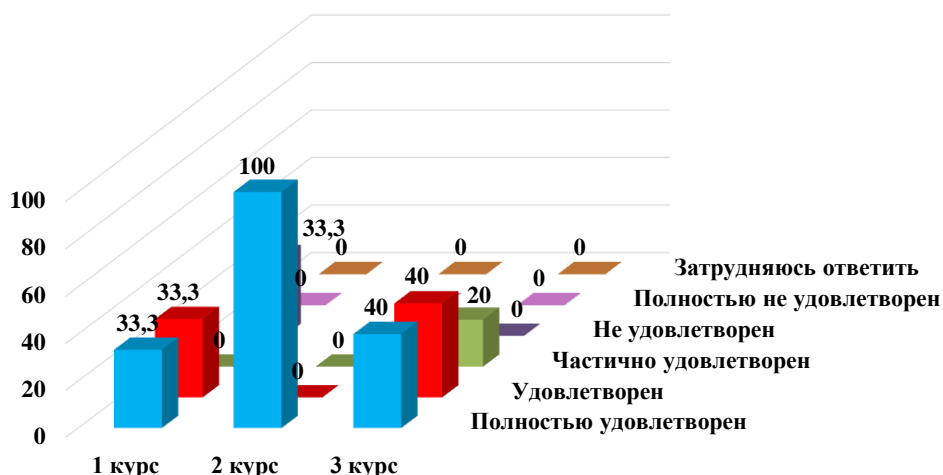
Answer options	1 st year	2nd year	3rd year
Completely satisfied	33.3	100	60
Satisfied	66.6	-	20
Partially satisfied	-	-	20
Not satisfied	-	-	-
Completely unsatisfied	-	-	-
I find it difficult to answer	-	-	-



1.9 The effectiveness of a foreign internship for you

Answer options	1 st year	2nd year	3rd year
Completely satisfied	33.3	100	40
Satisfied	33.3	-	40
Partially satisfied	-	-	20
Not satisfied	33.3	-	-
Completely unsatisfied	-	-	-
I find it difficult to answer	-	-	-

1.9 The effectiveness of an internship abroad for you



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

Other (write your answer) _____

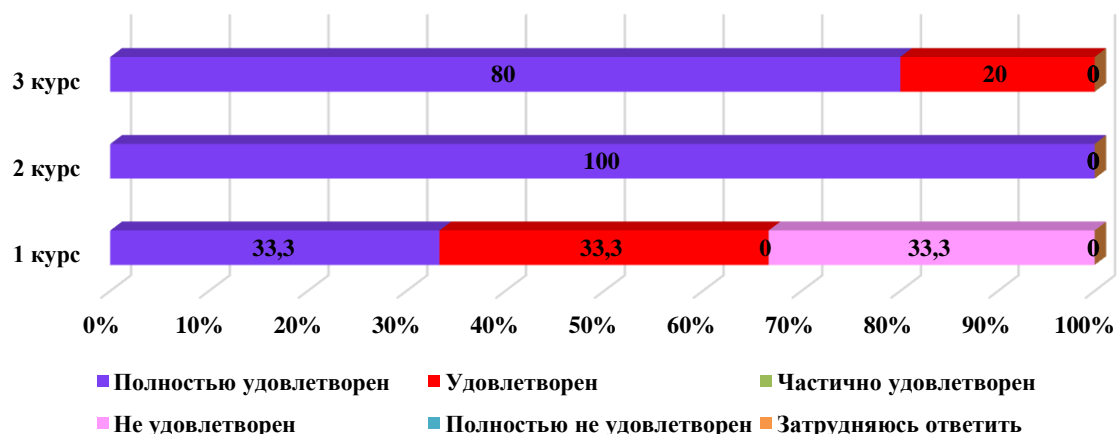
If you answered the previous question «Not satisfied or completely dissatisfied», give recommendations for improvement professional skills of domestic research consultations _____

Indicators:

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

Answer options	1 st year	2nd year	3rd year
Completely satisfied	33.3	100	80
Satisfied	33.3	-	20
Partially satisfied	-	-	-
Not satisfied	33.3	-	-
Completely unsatisfied	-	-	-
I find it difficult to answer	-	-	-

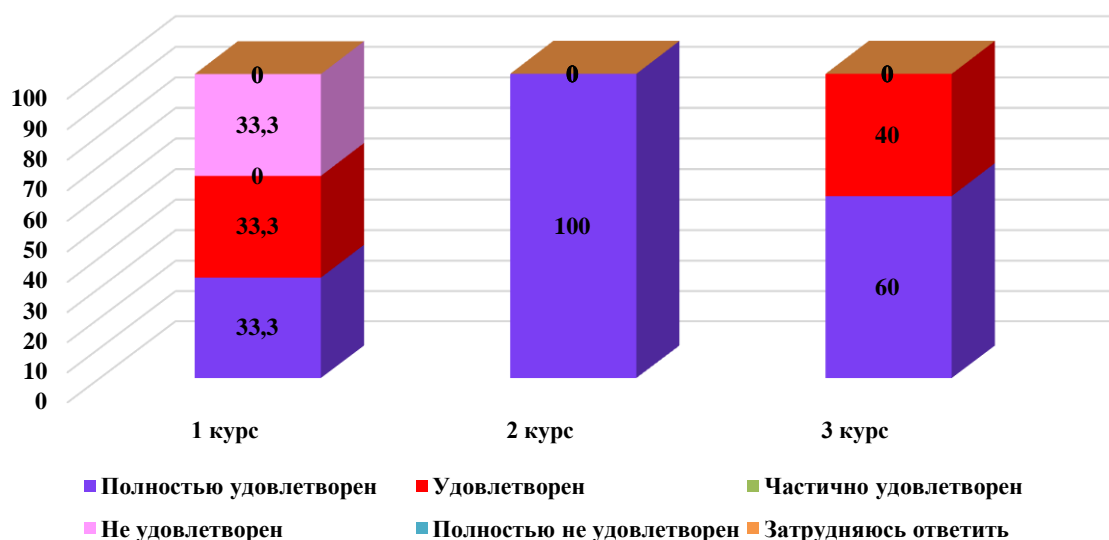
2.1 Demonstrates the ability to propose the development, implementation and adaptation of a holistic research program



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

Answer options	1 st year	2nd year	3rd year
Completely satisfied	33.3	100	60
Satisfied	33.3	-	40
Partially satisfied	-	-	-
Not satisfied	33.3	-	-
Completely unsatisfied	-	-	-
I find it difficult to answer	-	-	-

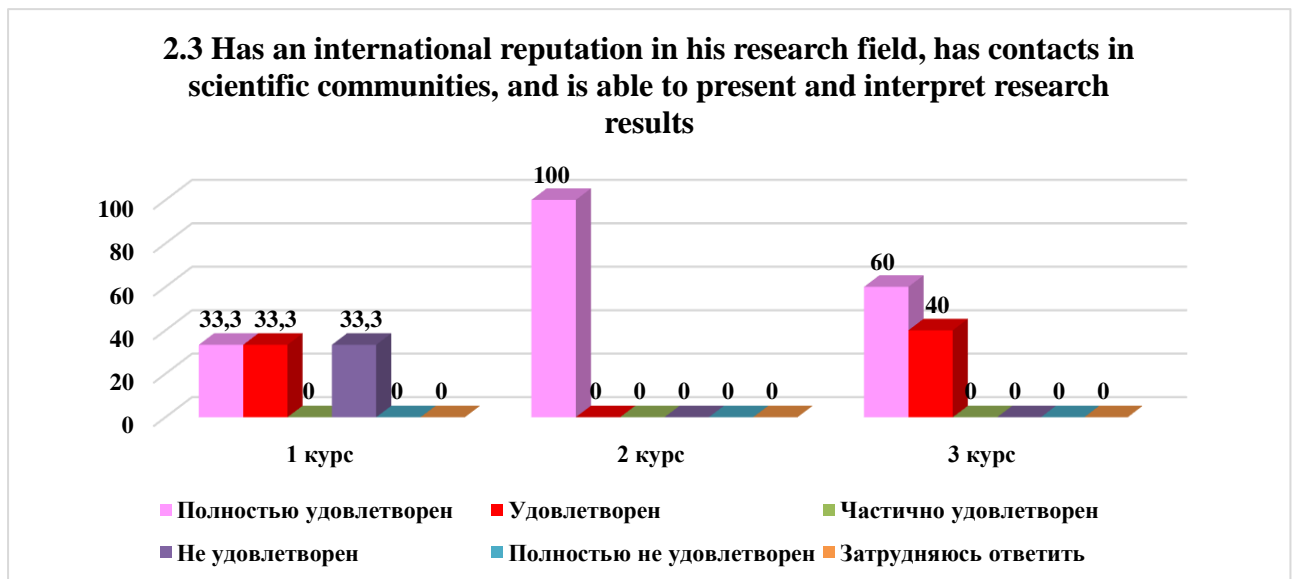
Contributes to science with his research, which is reflected in cited national or international publications or patents



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

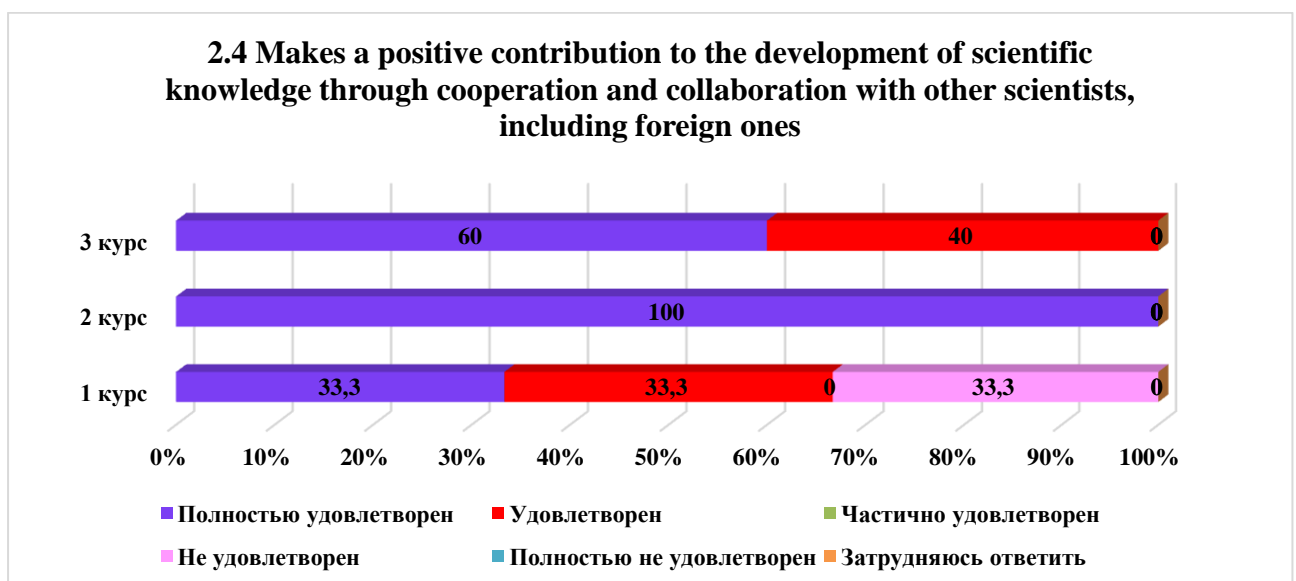
Answer options	1 st year	2nd year	3rd year
Completely satisfied	33.3	100	60

Satisfied	33.3	-	40
Partially satisfied	-	-	-
Not satisfied	33.3	-	-
Completely unsatisfied	-	-	-
I find it difficult to answer	-	-	-



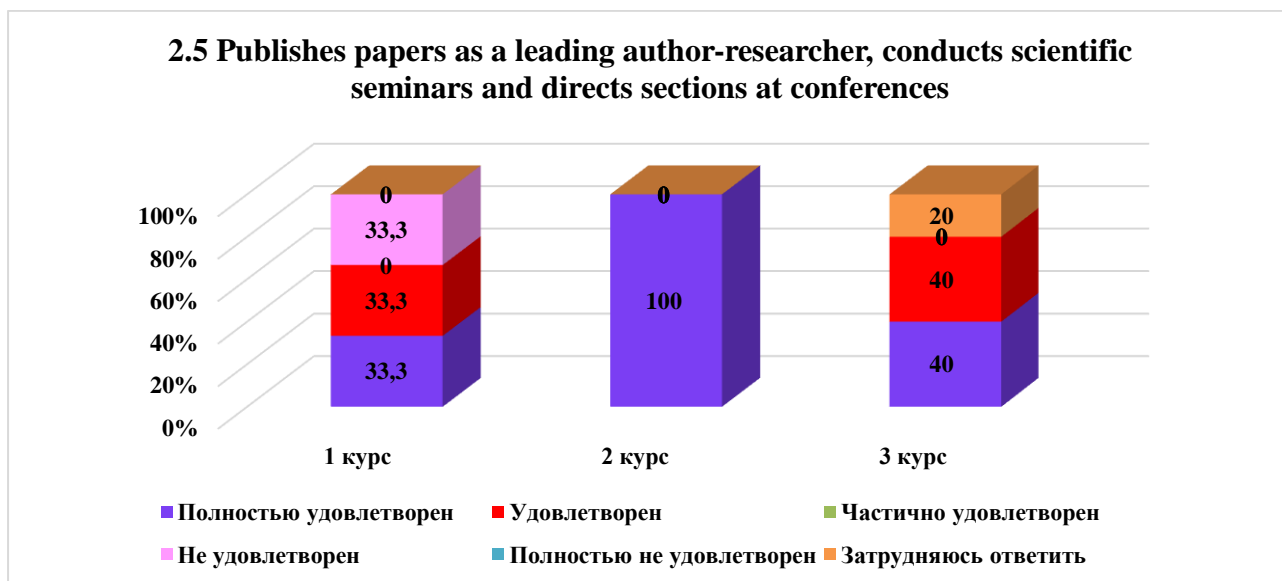
2.4 Makes a positive contribution to the development of scientific knowledge through cooperation and collaboration with other scientists, including foreign ones

Answer options	1 st year	2nd year	3rd year
Completely satisfied	33.3	100	60
Satisfied	33.3	-	40
Partially satisfied	-	-	-
Not satisfied	33.3	-	-
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

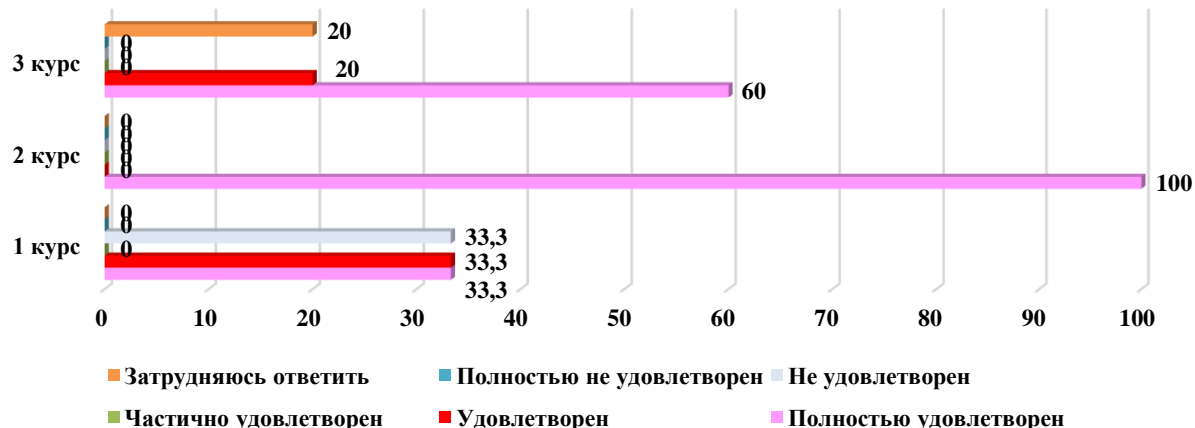
Answer options	1 st year	2nd year	3rd year
Completely satisfied	33.3	100	40
Satisfied	33.3	-	40
Partially satisfied	-	-	-
Not satisfied	33.3	-	-
Completely unsatisfied	-	-	-
I find it difficult to answer	-	-	20



2.6 Defines acceptable research methodology, research techniques and approaches

Answer options	1 st year	2nd year	3rd year
Completely satisfied	33.3	100	60
Satisfied	33.3	-	20
Partially satisfied	-	-	-
Not satisfied	33.3	-	-
Completely unsatisfied	-	-	-
I find it difficult to answer	-	-	20

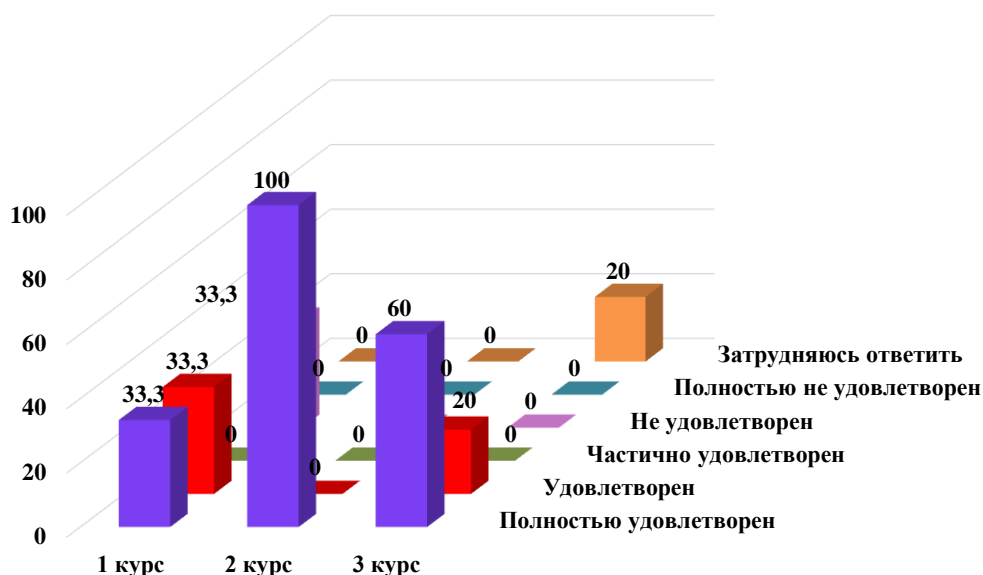
2.6 Defines acceptable research methodology, research methodologies and approaches



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	33.3	100	60
Satisfied	33.3	-	20
Partially satisfied	-	-	-
Not satisfied	33.3	-	-
Completely unsatisfied	-	-	-
I find it difficult to answer	-	-	20

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



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

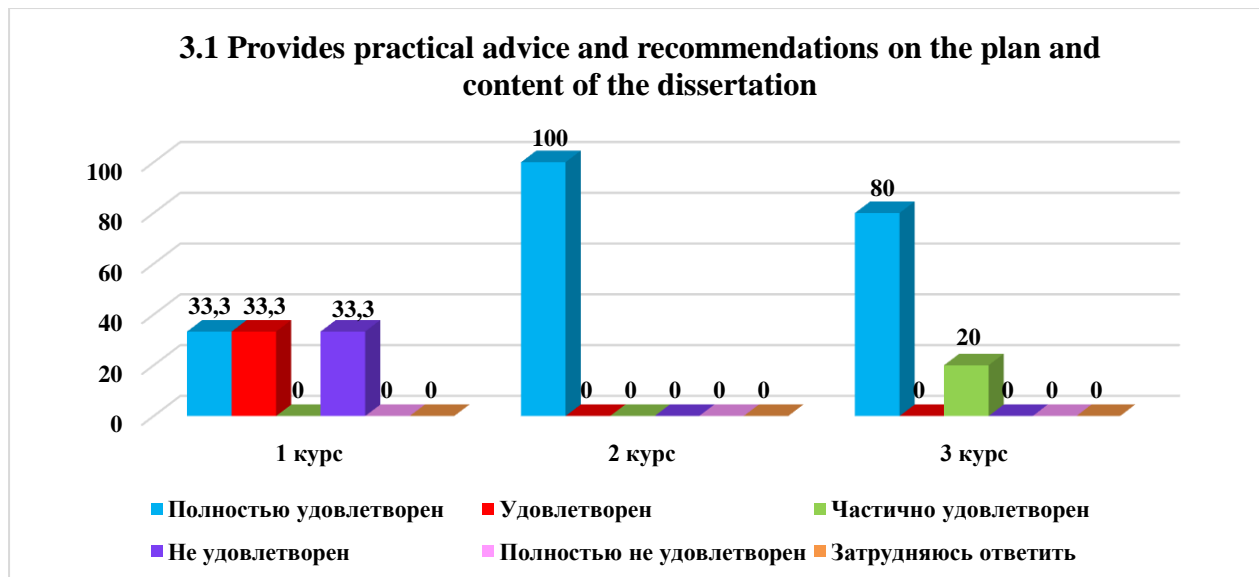
3.1 Provides practical advice and recommendations on the plan and content of the dissertation
3.2 Consults on the research topic

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

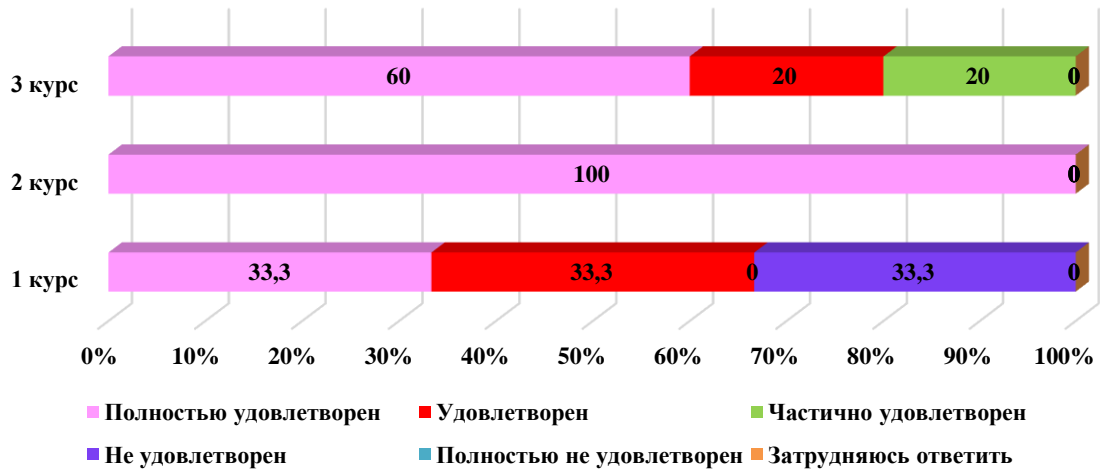
Answer options	1 st year	2nd year	3rd year
Completely satisfied	33.3	100	80
Satisfied	33.3	-	-
Partially satisfied	-	-	20
Not satisfied	33.3	-	-
Completely unsatisfied	-	-	-
I find it difficult to answer	-	-	-



3.2 Consults on the research topic

Answer options	1 st year	2nd year	3rd year
Completely satisfied	33.3	100	60
Satisfied	33.3	-	20
Partially satisfied	-	-	20
Not satisfied	33.3	-	-
Completely unsatisfied	-	-	-
I find it difficult to answer	-	-	-

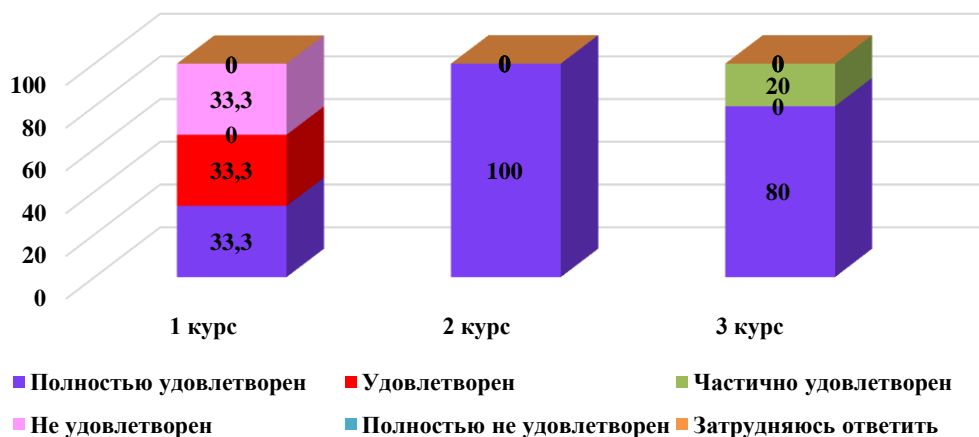
3.2 Consults on the research topic



3.3 Participates in organizing foreign internships in research organizations

Answer options	1 st year	2nd year	3rd year
Completely satisfied	33.3	100	80
Satisfied	33.3	-	-
Partially satisfied	-	-	20
Not satisfied	33.3	-	-
Completely unsatisfied	-	-	-
I find it difficult to answer	-	-	-

3.3 Participates in the organization of foreign internships in research organizations

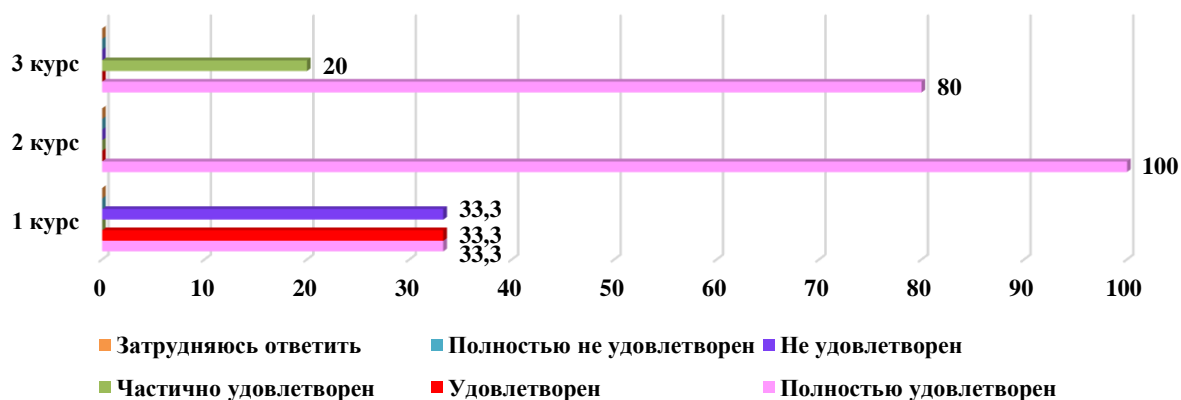


3.4 Received practical advice when writing and publishing an article in a journal with a non-zero impact factor included in the Scopus/Web of Science databases

Answer options	1 st year	2nd year	3rd year
Completely satisfied	33.3	100	80
Satisfied	33.3	-	-
Partially satisfied	-	-	20

Not satisfied	33.3	-	-
Completely unsatisfied	-	-	-
I find it difficult to answer	-	-	-

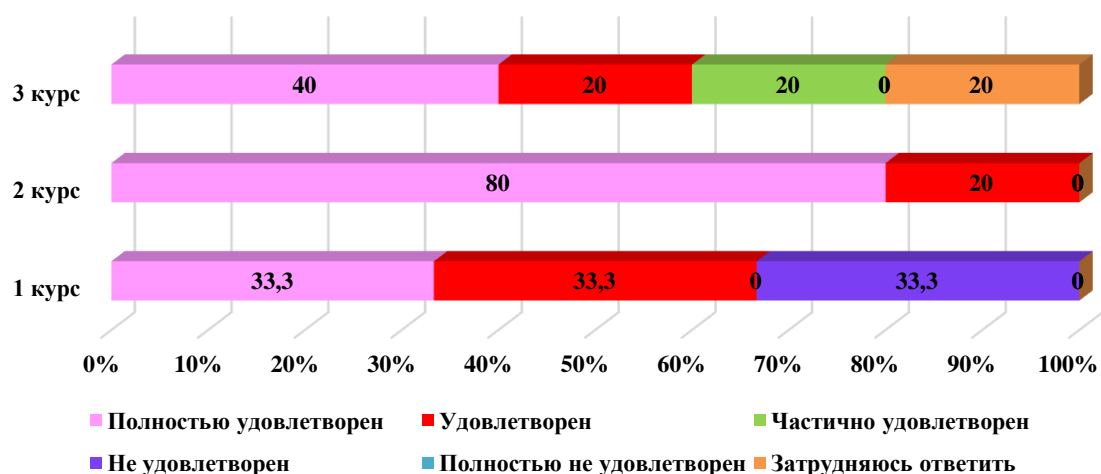
3.4 Received practical advice when writing and publishing an article in a journal with a non-zero impact factor included in the Scopus/ Web of Science databases



3.5 Improved knowledge of a foreign language

Answer options	1 st year	2nd year	3rd year
Completely satisfied	33.3	80	40
Satisfied	33.3	20	20
Partially satisfied	-	-	20
Not satisfied	33.3	-	-
Completely unsatisfied	-	-	-
I find it difficult to answer	-	-	20

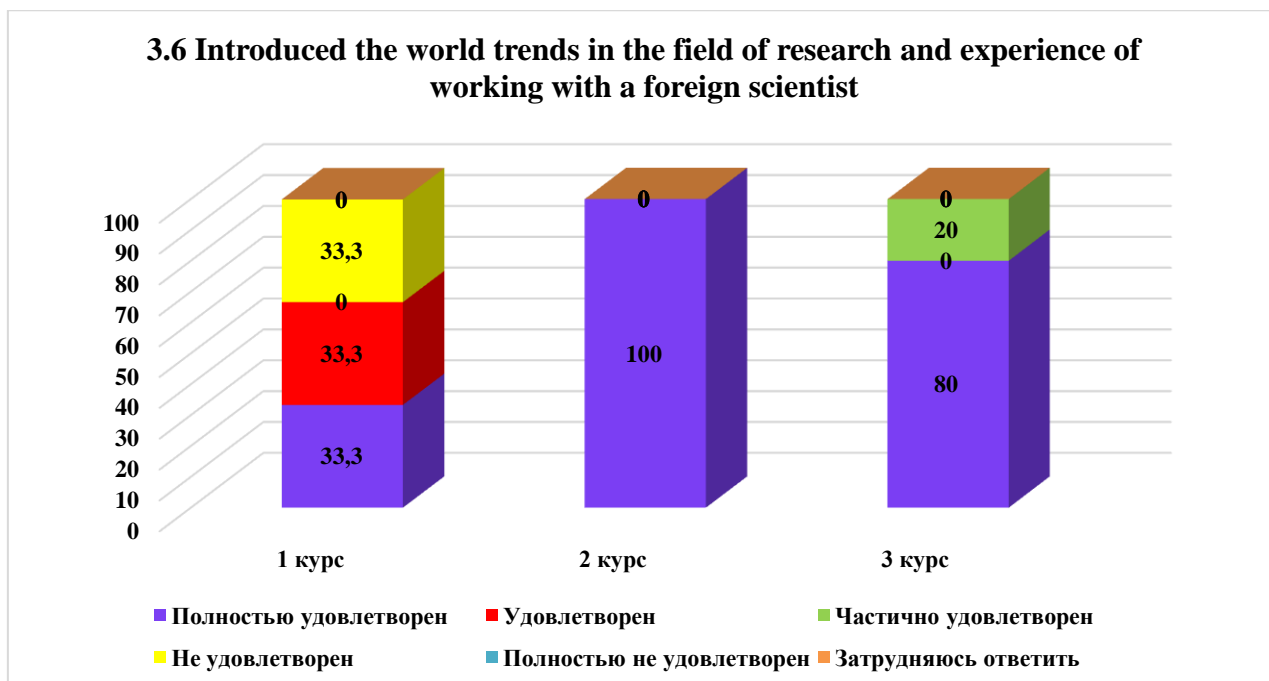
3.5 Improved foreign language skills



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
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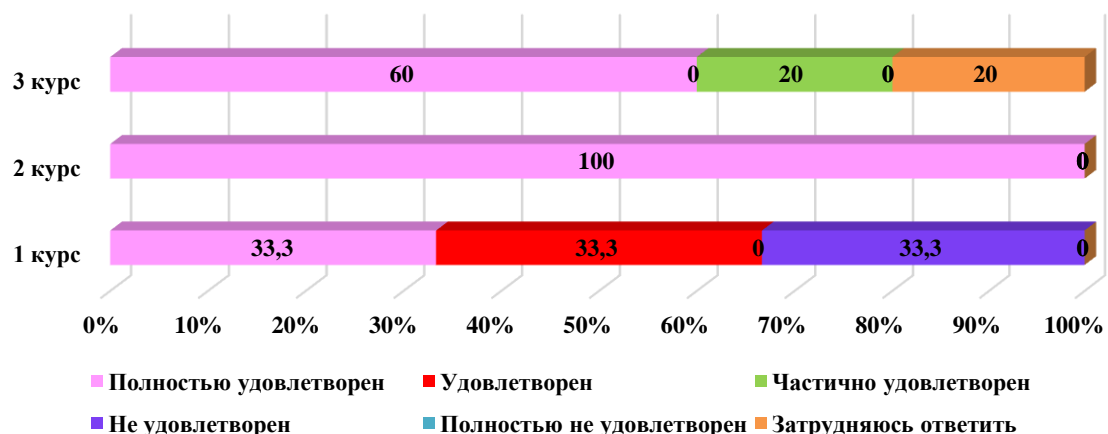
Completely satisfied	33.3	100	80
Satisfied	33.3	-	-
Partially satisfied	-	-	20
Not satisfied	33.3	-	-
Completely unsatisfied	-	-	-
I find it difficult to answer	-	-	-



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

Answer options	1 st year	2nd year	3rd year
Completely satisfied	33.3	100	60
Satisfied	33.3	-	-
Partially satisfied	-	-	20
Not satisfied	33.3	-	-
Completely unsatisfied	-	-	-
I find it difficult to answer	-	-	20

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	33.3	100	60
Satisfied	33.3	-	20
Partially satisfied	-	-	20
Not satisfied	33.3	-	-
Completely unsatisfied	-	-	-
I find it difficult to answer	-	-	-

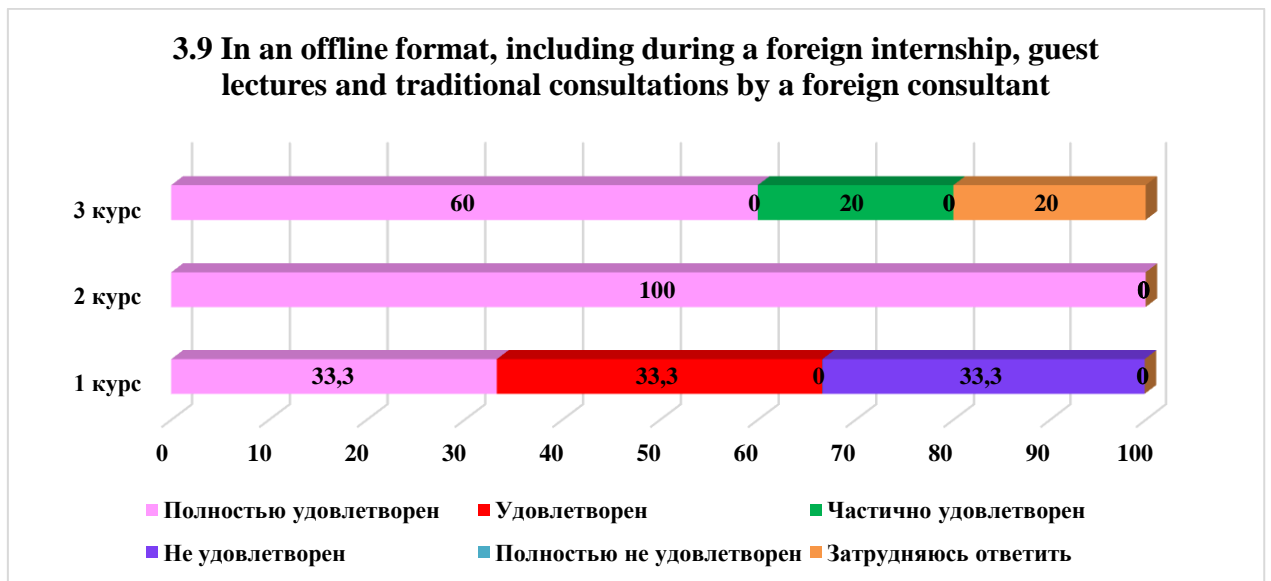
3.8 Forms of work of a doctoral student with a foreign supervisor: - in an online format, including through the Zoom platform, e-mail, Skype, WhatsApp and phone messaging



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
Completely satisfied	33.3	100	60
Satisfied	33.3	-	-
Partially satisfied	-	-	20

Not satisfied	33.3	-	-
Completely unsatisfied	-	-	-
I find it difficult to answer	-	-	20



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	33.3	100	80
Satisfied	33.3	-	-
Partially satisfied	-	-	20
Not satisfied	33.3	-	-
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 manager
4.9 Opportunity to contribute to science
4.10 Opportunity to create prestige in the professional field

Indicators:

4.1 The opportunity to improve skills

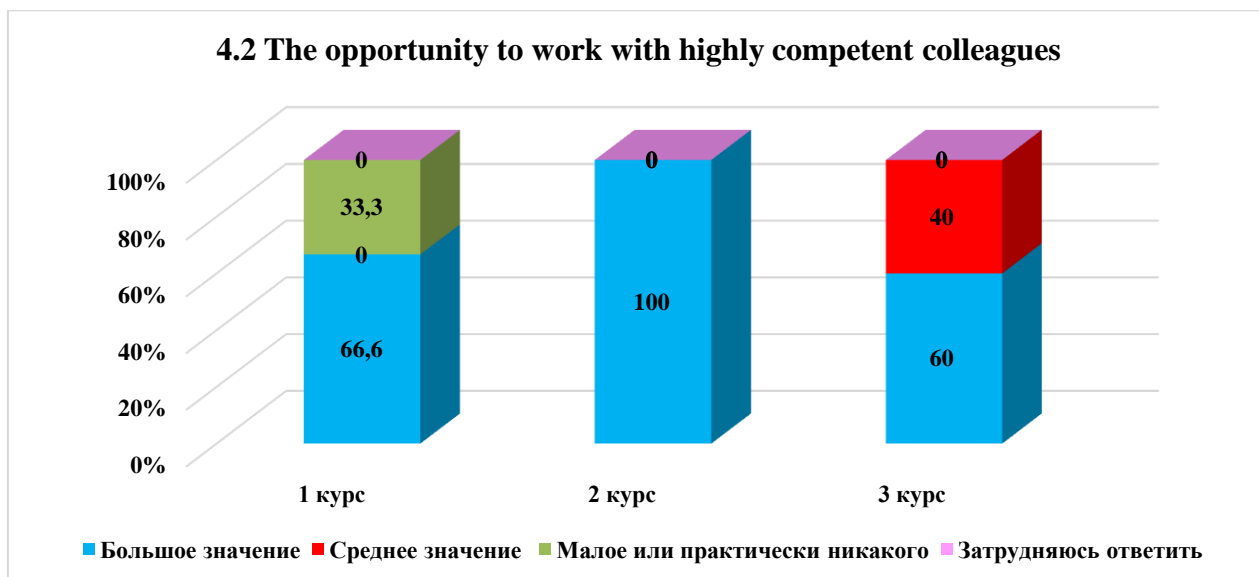
Answer options	1 st year	2nd year	3rd year
Great importance	66.6	100	40
Average value	-	-	60
Little or virtually none	33.3	-	-
I find it difficult to answer	-	-	-



4.2 Opportunity to work with highly competent colleagues

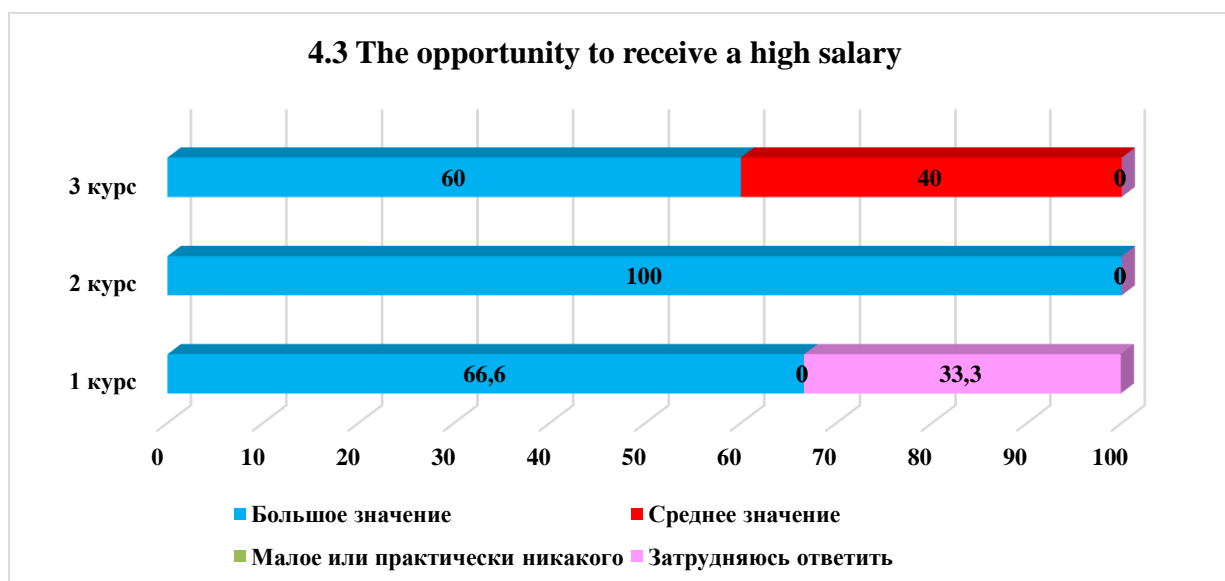
Answer options	1 st year	2nd year	3rd year
Great importance	66.6	100	60
Average value	-	-	40
Little or virtually none	33.3	-	-
I find it difficult to answer	-	-	-

4.2 The opportunity to work with highly competent colleagues



4.3 The opportunity to receive a high salary

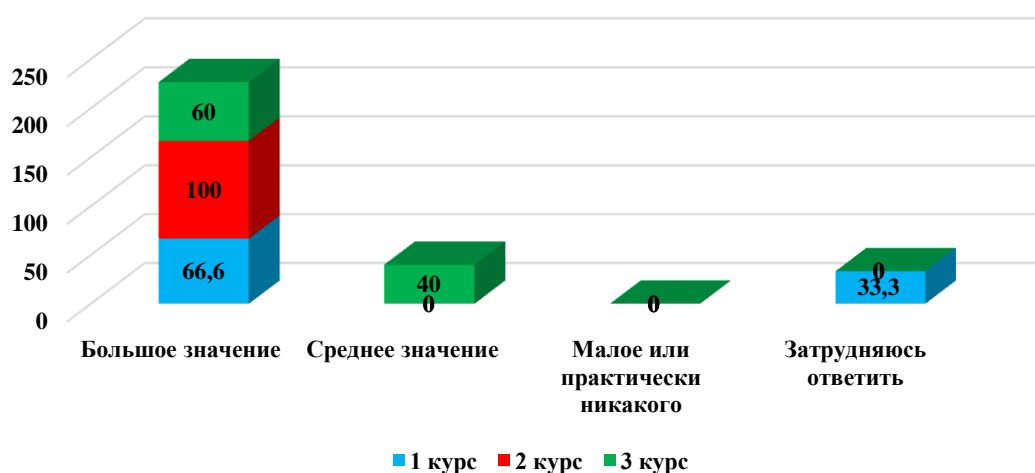
Answer options	1 st year	2nd year	3rd year
Great importance	66.6	100	60
Average value	-	-	40
Little or virtually none	-	-	-
I find it difficult to answer	33.3	-	-



4.4 Ability to work in comfortable working conditions

Answer options	1 st year	2nd year	3rd year
Great importance	66.6	100	60
Average value	-	-	40
Little or virtually none	-	-	-
I find it difficult to answer	33.3	-	-

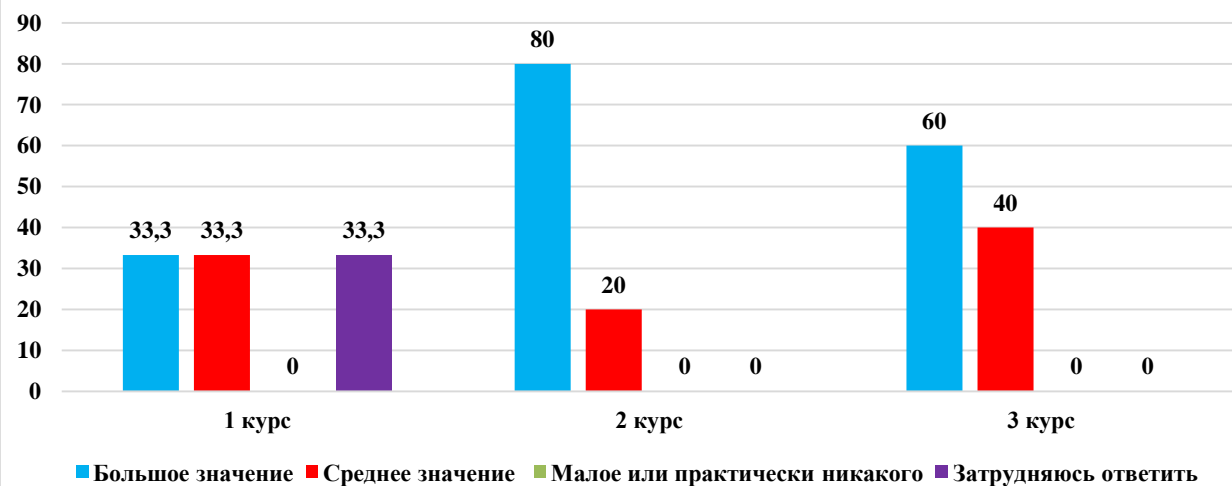
4.4 The ability to work in comfortable working conditions



4.5 The opportunity to promote in positions

Answer options	1 st year	2nd year	3rd year
Great importance	33.3	80	60
Average value	33.3	20	40
Little or virtually none	-	-	-
I find it difficult to answer	33.3	-	-

4.5 The opportunity to promote in positions



4.6 The ability to develop your own ideas

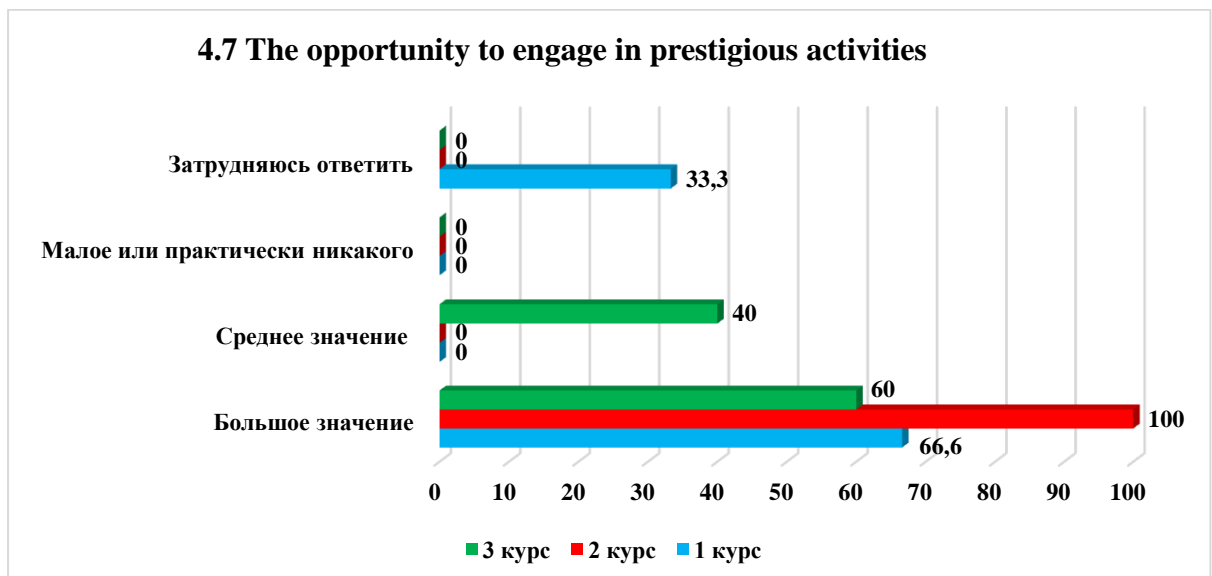
Answer options	1 st year	2nd year	3rd year
Great importance	66.6	100	60
Average value	-	-	40
Little or virtually none	-	-	-
I find it difficult to answer	33.3	-	-

4.6 The ability to develop your own ideas



4.7 The opportunity to engage in prestigious activities

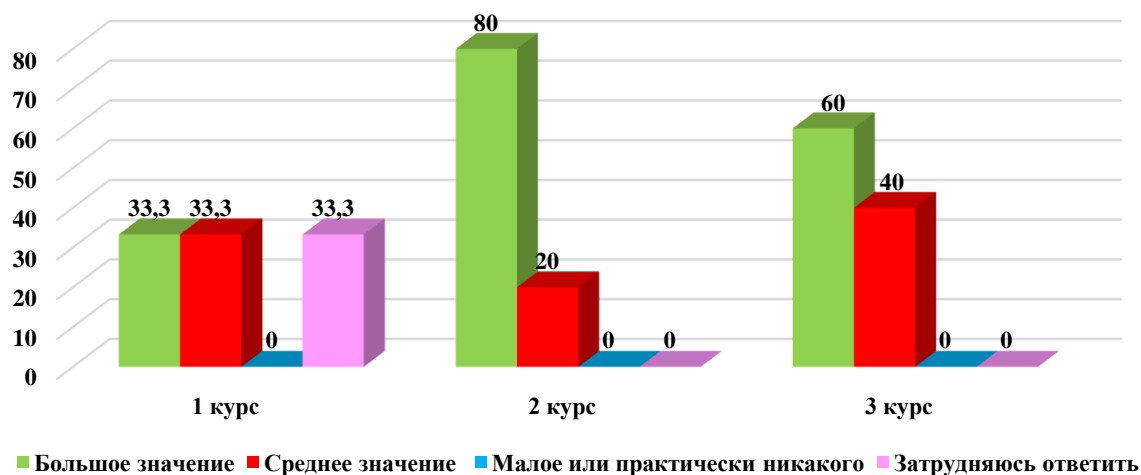
Answer options	1 st year	2nd year	3rd year
Great importance	66.6	100	60
Average value	-	-	40
Little or virtually none	-	-	-
I find it difficult to answer	33.3	-	-



4.8 The opportunity to work under a highly competent supervisor

Answer options	1 st year	2nd year	3rd year
Great importance	33.3	80	60
Average value	33.3	20	40
Little or virtually none	-	-	-
I find it difficult to answer	33.3	-	-

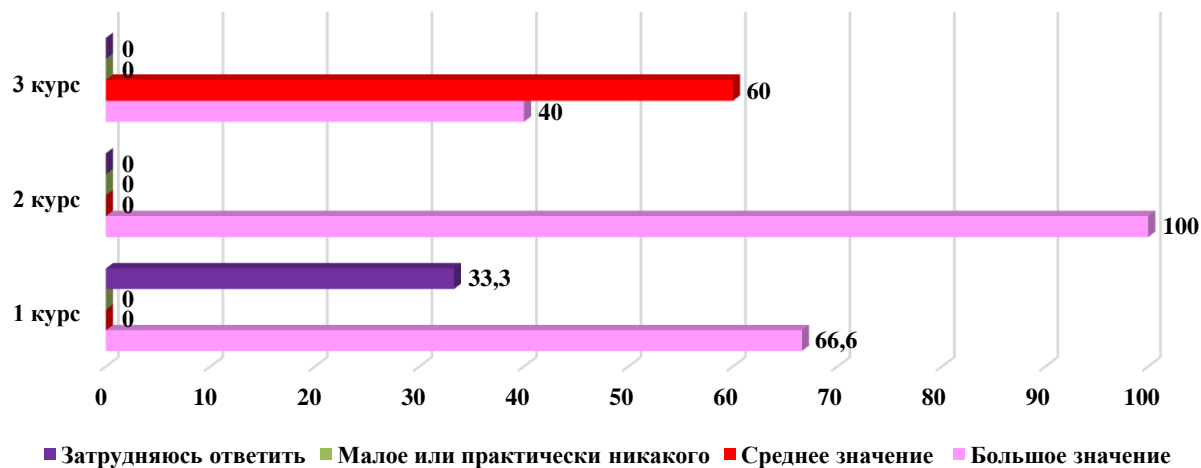
4.8 The opportunity to work under a highly competent supervisor



4.9 The opportunity to contribute to science

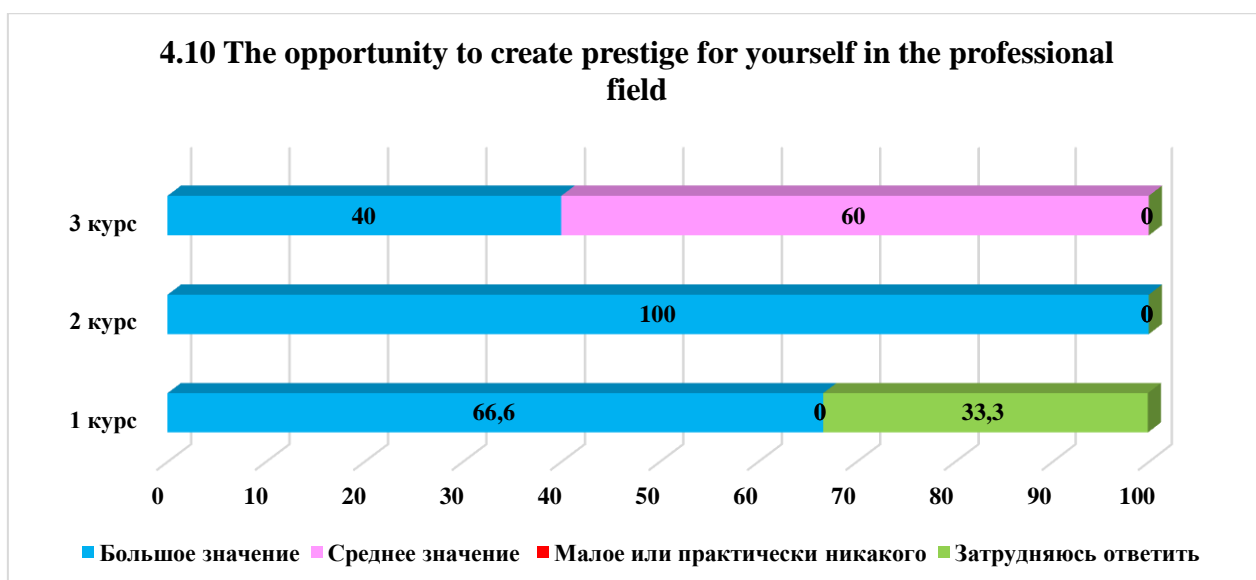
Answer options	1 st year	2nd year	3rd year
Great importance	66.6	100	40
Average value	-	-	60
Little or virtually none	-	-	-
I find it difficult to answer	33.3	-	-

4.9 The opportunity to contribute to science



4.10 The opportunity to create prestige for yourself in the professional field

Answer options	1 st year	2nd year	3rd year
Great importance	66.6	100	40
Average value	-	-	60
Little or virtually none	-	-	-
I find it difficult to answer	33.3	-	-



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

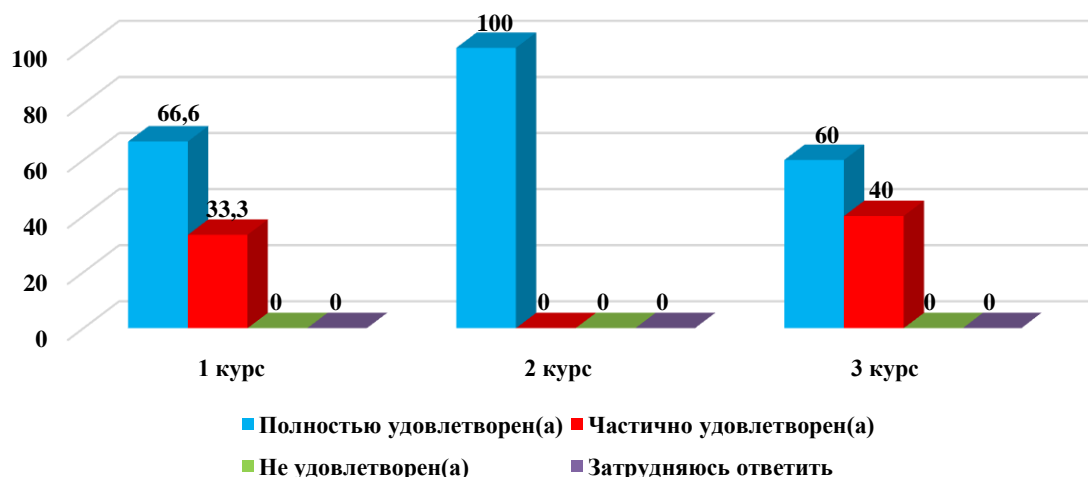
5.1 Library collections
5.2 Equipment, computers necessary for the educational process and scientific activities
5.3 Internet channel width, its speed
5.4 Catering
5.5 Availability and condition of sports equipment
5.6 Living conditions in the hostel

Indicators:

5.1 Library collections

Answer options	1 st year	2nd year	3rd year
Completely satisfied	66.6	100	60
Partially satisfied	33.3	-	40
Not satisfied)	-	-	-
I find it difficult to answer	-	-	-

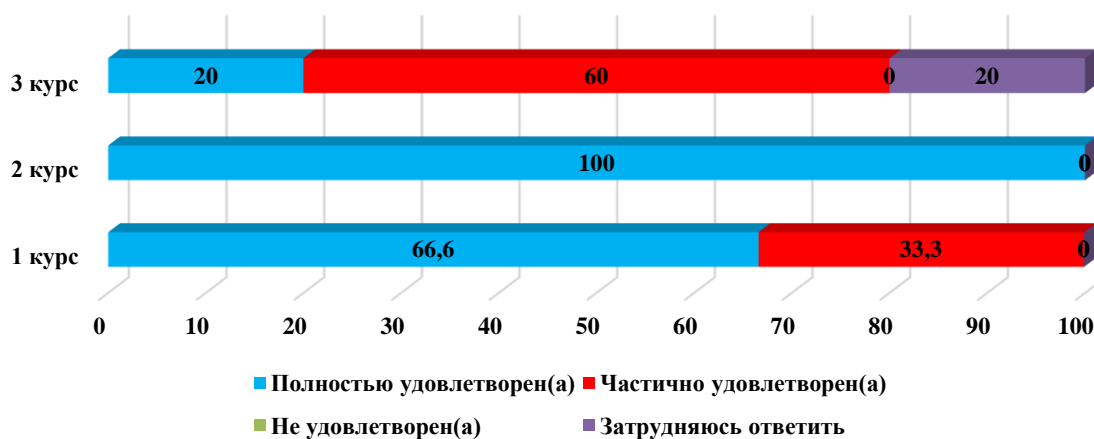
5.1 Library collections



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

Answer options	1 st year	2nd year	3rd year
Completely satisfied	66.6	100	20
Partially satisfied	33.3	-	60
Not satisfied)	-	-	-
I find it difficult to answer	-	-	20

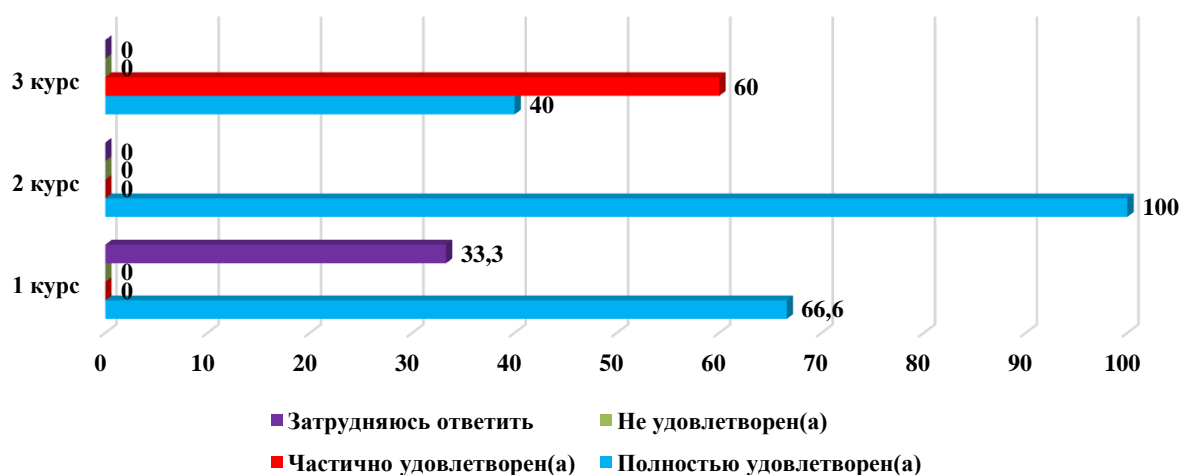
5.2 Equipment, computers necessary for the educational process and scientific activities



5.3 The width of the internet channel, its speed

Answer options	1 st year	2nd year	3rd year
Completely satisfied	66.6	100	40
Partially satisfied	-	-	60
Not satisfied)	-	-	-
I find it difficult to answer	33.3	-	-

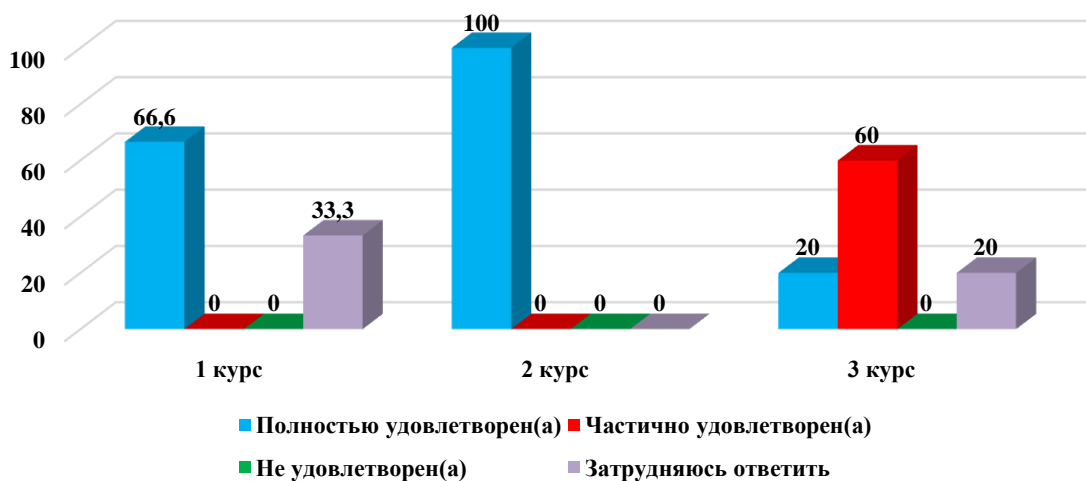
5.3 The width of the internet channel, its speed



5.4 Catering services

Answer options	1 st year	2nd year	3rd year
Completely satisfied	66.6	100	20
Partially satisfied	-	-	60
Not satisfied)	-	-	-
I find it difficult to answer	33.3	-	20

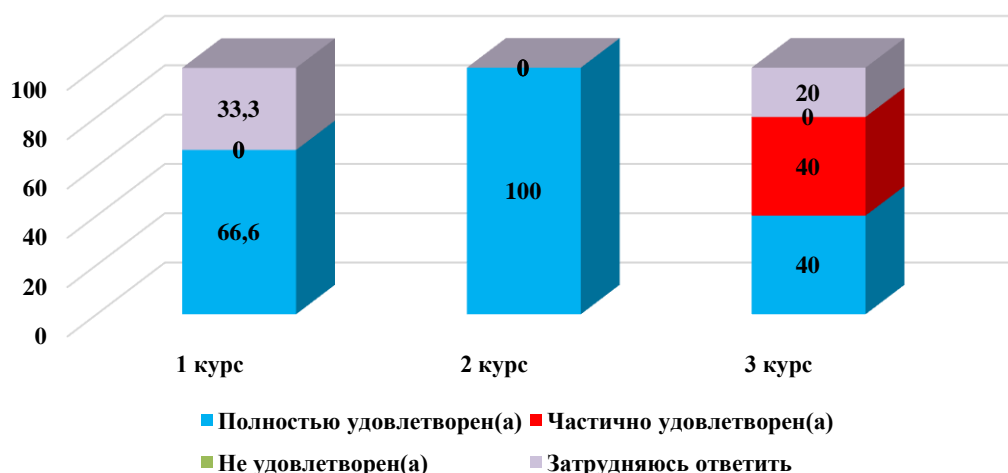
5.4 Catering services



5.5 Availability and condition of sports equipment

Answer options	1 st year	2nd year	3rd year
Completely satisfied	66.6	100	40
Partially satisfied	-	-	40
Not satisfied)	-	-	-
I find it difficult to answer	33.3	-	20

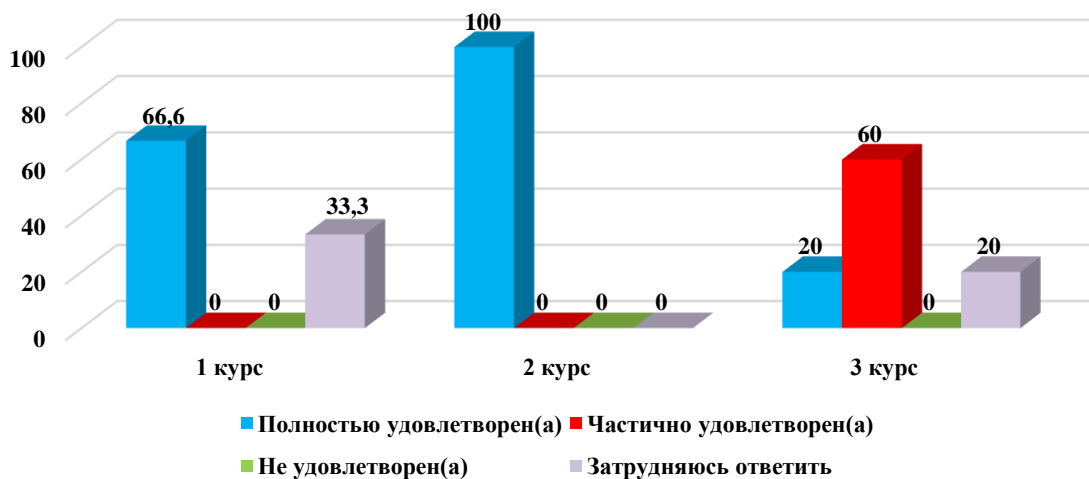
5.5 Availability and condition of sports equipment



5.6 Living conditions in the hostel

Answer options	1 st year	2nd year	3rd year
Completely satisfied	66.6	100	20
Partially satisfied	-	-	60
Not satisfied)	-	-	-
I find it difficult to answer	33.3	-	20

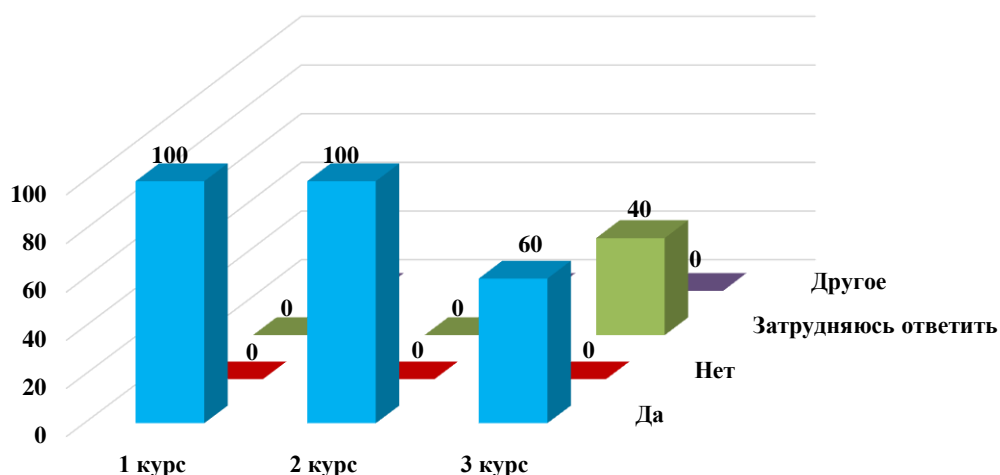
5.6 Living conditions in the hostel



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	60
No	-	-	-
I find it difficult to answer	-	-	40
Other	-	-	-

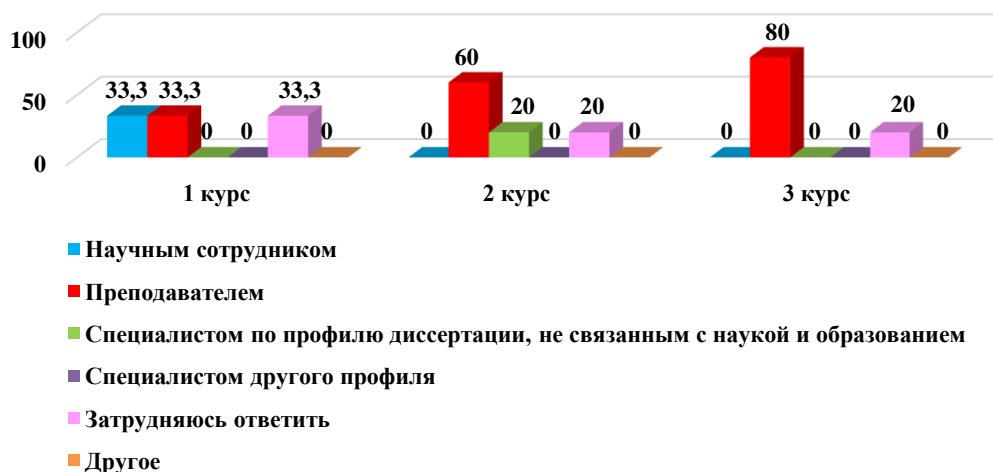
6. Do you plan to defend your dissertation by the end of your studies?



7. Who do you plan to work with after completing your doctoral studies?

Answer options	1 st year	2nd year	3rd year
Researcher	33.3	-	-
Teacher	33.3	60	80
A specialist in the dissertation profile not related to science and education	-	20	-
A specialist of a different profile	-	-	-
I find it difficult to answer	33.3	20	20
Other	-	-	-

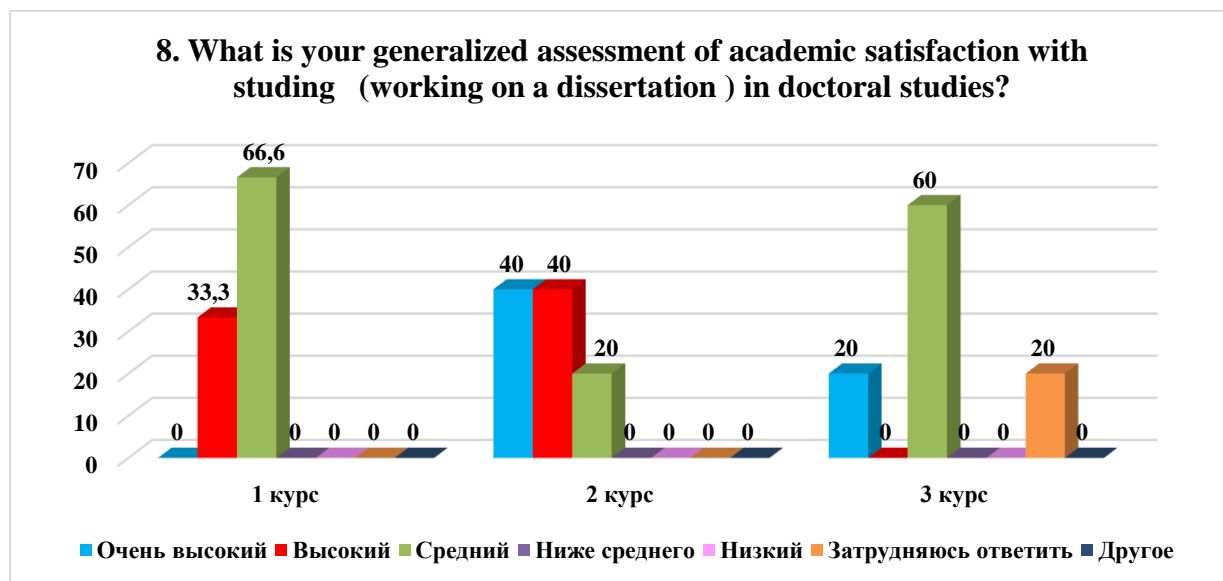
7. Who do you plan to work with after completing your doctoral studies?



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

Answer options	1 st year	2nd year	3rd year
Very tall	-	40	20
High	33.3	40	-
Average	66.6	20	60
Below the average	-	-	-

Short	-	-	-
I find it difficult to answer	-	-	20
Other	-	-	-



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; the satisfaction of doctoral students was 88.9%.

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 student training are generally sufficient and accessible when preparing dissertation research - 88.9% of doctoral students are satisfied.

Satisfaction with the possibility of testing and publishing the results of dissertation research was 88.9%.

From the point of view of doctoral students, the overall level of organization and conduct of foreign internships is at a high level – 100%. The level of satisfaction with the foreign internship was 88.9%, but 11.1% found it difficult to answer.

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 88.9%;
- «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 88.9%;
- «Makes a positive contribution to the development of scientific knowledge through cooperation and collaboration with other scientists, incl. foreign» doctoral students' satisfaction was 88.9%;
- «Publishes work as a leading research author, conducts scientific seminars and leads sections at conferences» Doctoral students' satisfaction was 82.2%;
- «Defines acceptable research methodology, research techniques and approaches» Doctoral students' satisfaction was 82.2%;

- «Adheres to standards of academic integrity and ethics in research and interpersonal communication» doctoral students' satisfaction was 82.2%.

Doctoral students are also 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.

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 93.3%;
- «The width of the Internet channel, its speed», doctoral students' satisfaction was 88.9%;
- «Organization of catering», doctoral students' satisfaction was 82.2%;
- «Availability and condition of sports equipment», doctoral students' satisfaction was 82.2%;
- Doctoral students' satisfaction with "living conditions in the hostel" was 82.2%;

To the question «**Do you plan to defend your dissertation by the end of your studies?** » 86.7% of respondents chose the «Yes» option.

To the question «What do you plan to do after finishing your doctoral studies?» 57.8% of doctoral students would like to try teaching; 6.7% of respondents would like to work as a specialist in the dissertation profile, not related to science and education, 11.1% as a research assistant, and 24.4% found it difficult to answer.

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

Recommendations:

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