

Report
on the results of the questionnaire
“Satisfaction of doctoral students with educational services”
for the 2023-2024 academic year
for the educational programme
8D07202 Mining

Center for Quality Management and Accreditation, in February 2024, conducted an annual questionnaire “Satisfaction of doctoral students with educational services”.

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

The subject of the study: the 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 summarised form with the guarantee of confidentiality of doctoral students' personal opinions.

The object of the study is doctoral students of 1-3 years.

16 respondents took part in the questionnaire, which was 69.6% of the total number of doctoral students..

In the process of questionnaire survey the following data were obtained:

1. Are you satisfied with your research work?

1.1 Relevance and match to your scientific interests of the proposed topic of dissertation research
1.2 Level of organizational, methodological and information support for the preparation of the thesis research
1.3 Professionalism and competence of your supervisor
1.4 Possibilities of approbation and publication of the results of the thesis research
1.5 Access to participation in departmental research projects, including funded ones
1.6 Responsiveness of the University to your requests
1.7 Accessibility, completeness and reliability of information about research events held at the University and outside of it
1.8 General level of organization and conduct of the internship abroad
1.9 Effectiveness of the study abroad placement for you

Other (write your answer) _____

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

Indicators:

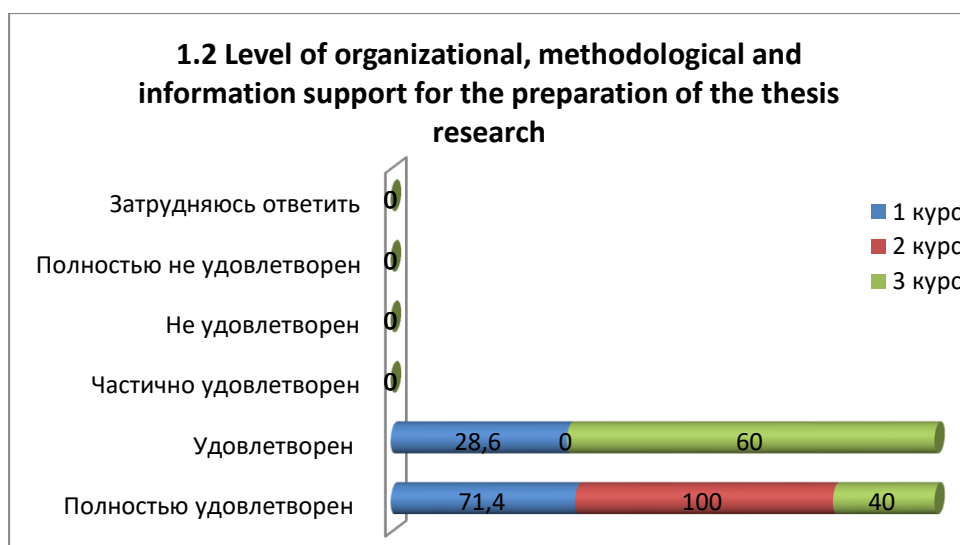
1.1 Relevance and match to your scientific interests of the proposed topic of dissertation research

Answer options	1st year	2nd year	3rd year
Completely satisfied	71,4	100	60
Satisfied	28,6	-	40
Partially satisfied	-	-	-
Not satisfied	-	-	-
Completely dissatisfied	-	-	-
Difficult to answer	-	-	-



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

Answer options	1st year	2nd year	3rd year
Completely satisfied	71,4	100	40
Satisfied	28,6	-	60
Partially satisfied	-	-	-
Not satisfied	-	-	-
Completely dissatisfied	-	-	-
Difficult to answer	-	-	-



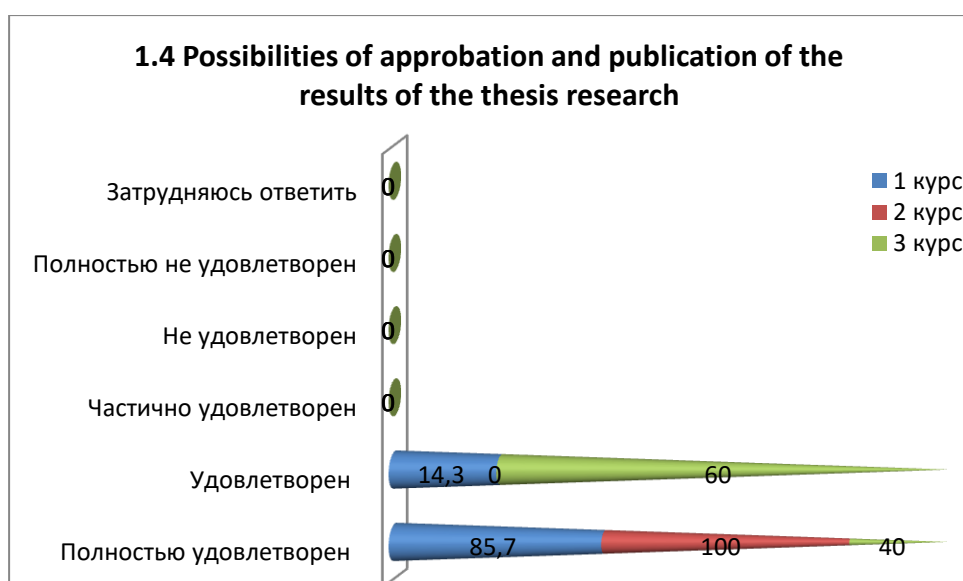
1.3 Professionalism and competence of your supervisor

Answer options	1st year	2nd year	3rd year
Completely satisfied	85,7	100	60
Satisfied	-	-	40
Partially satisfied	14,3	-	-
Not satisfied	-	-	-
Completely dissatisfied	-	-	-
Difficult to answer	-	-	-



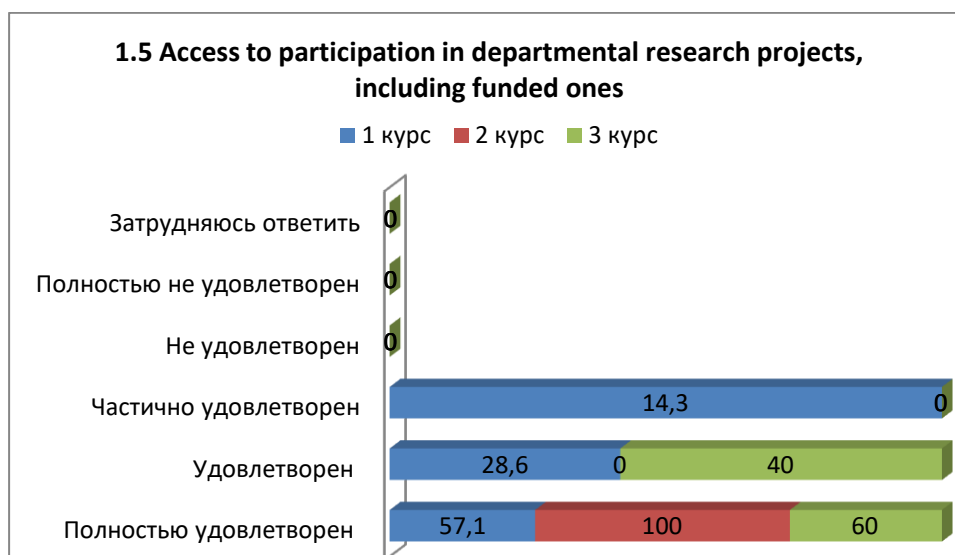
1.4 Possibilities of approbation and publication of the results of the thesis research

Answer options	1st year	2nd year	3rd year
Completely satisfied	85,7	100	40
Satisfied	14,3	-	60
Partially satisfied	-	-	-
Not satisfied	-	-	-
Completely dissatisfied	-	-	-
Difficult to answer	-	-	-



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

Answer options	1st year	2nd year	3rd year
Completely satisfied	57,1	100	60
Satisfied	28,6	-	40
Partially satisfied	14,3	-	-
Not satisfied	-	-	-
Completely dissatisfied	-	-	-
Difficult to answer	-	-	-



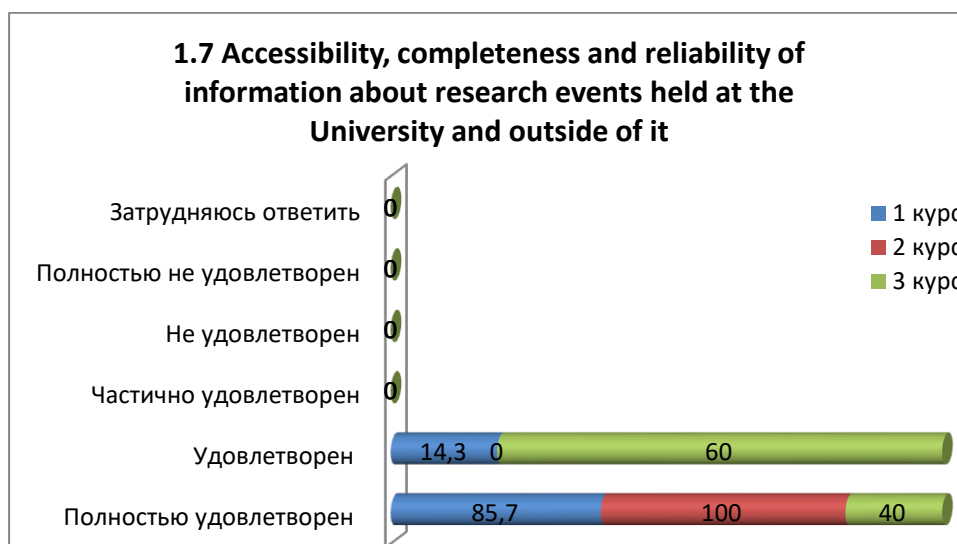
1.6 Responsiveness of the University to your requests

Answer options	1st year	2nd year	3rd year
Completely satisfied	57,1	100	40
Satisfied	28,6	-	40
Partially satisfied	14,3	-	20
Not satisfied	-	-	-
Completely dissatisfied	-	-	-
Difficult to answer	-	-	-



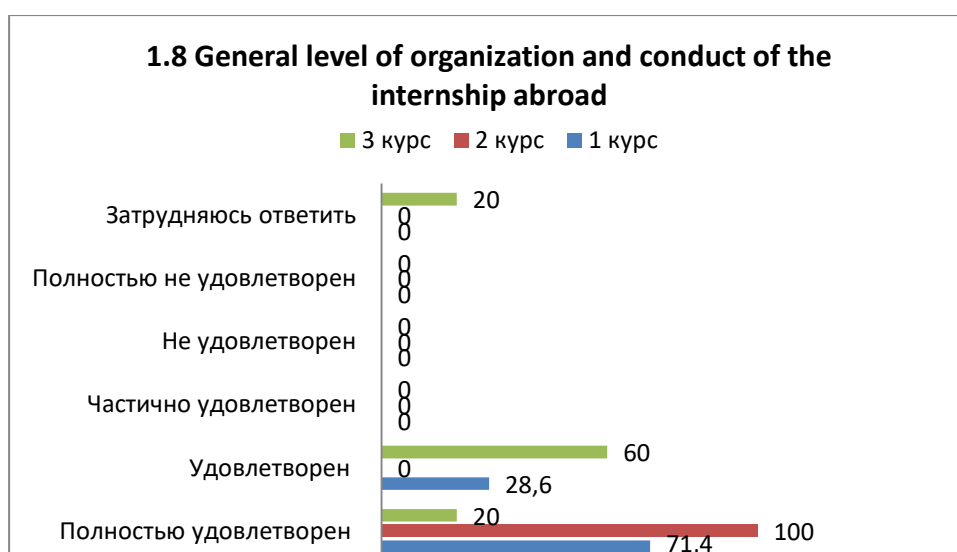
1.7 Accessibility, completeness and reliability of information about research events held at the University and outside of it

Answer options	1st year	2nd year	3rd year
Completely satisfied	85,7	100	40
Satisfied	14,3	-	60
Partially satisfied	-	-	-
Not satisfied	-	-	-
Completely dissatisfied	-	-	-
Difficult to answer	-	-	-



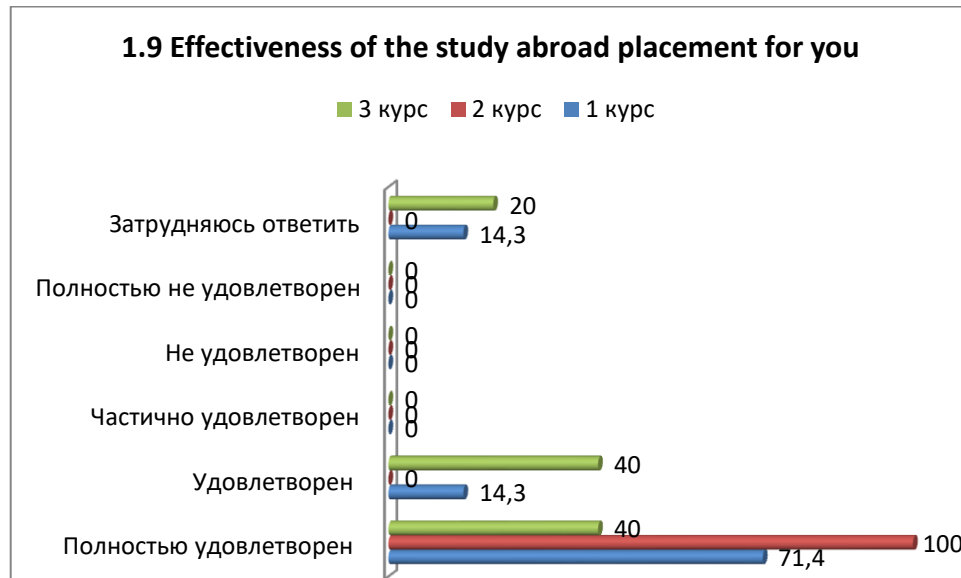
1.8 General level of organization and conduct of the internship abroad

Answer options	1st year	2nd year	3rd year
Completely satisfied	71,4	100	20
Satisfied	28,6	-	60
Partially satisfied	-	-	-
Not satisfied	-	-	-
Completely dissatisfied	-	-	-
Difficult to answer	-	-	20



1.9 Effectiveness of the study abroad placement for you

Answer options	1st year	2nd year	3rd year
Completely satisfied	71,4	100	40
Satisfied	14,3	-	40
Partially satisfied	-	-	-
Not satisfied	-	-	-
Completely dissatisfied	-	-	-
Difficult to answer	14,3	-	20



2. Evaluate the professional skills of the domestic research consultant:

2.1 Demonstrates the ability to propose the design, implementation and adaptation of a coherent research programme
2.2 Contributes to science with his/her research, as reflected in cited national or international publications or patents
2.3 Has an international reputation in his/her research field, has contacts in scientific communities, and is able to present and interpret research results
2.4 Makes a positive contribution to the advancement of scientific knowledge through co-operation and collaboration with other scientists, including foreign scientists
2.5 Publishes papers as lead author-researcher, conducts scientific seminars and leads sections at conferences
2.6 Determines acceptable research methodology, research techniques and approaches
2.7 Adheres to standards of academic integrity and ethics in research and interpersonal communication

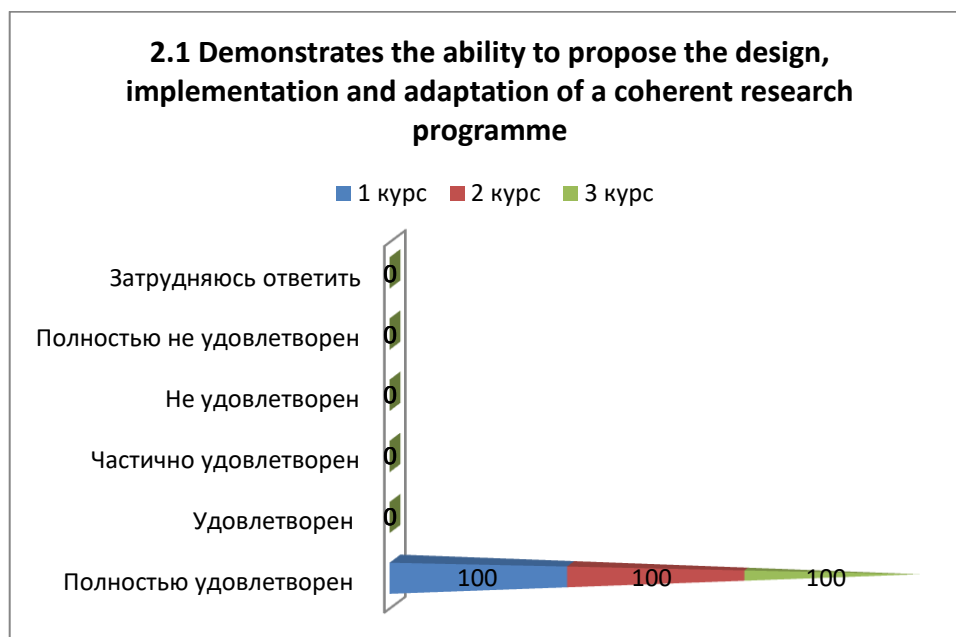
Other (write your answer option) _____

If you answered 'Not satisfied or completely dissatisfied' to the previous question, give recommendations for improving the professional skills of domestic research consultancies _____

Indicators:

2.1 Demonstrates the ability to propose the design, implementation and adaptation of a coherent research programme

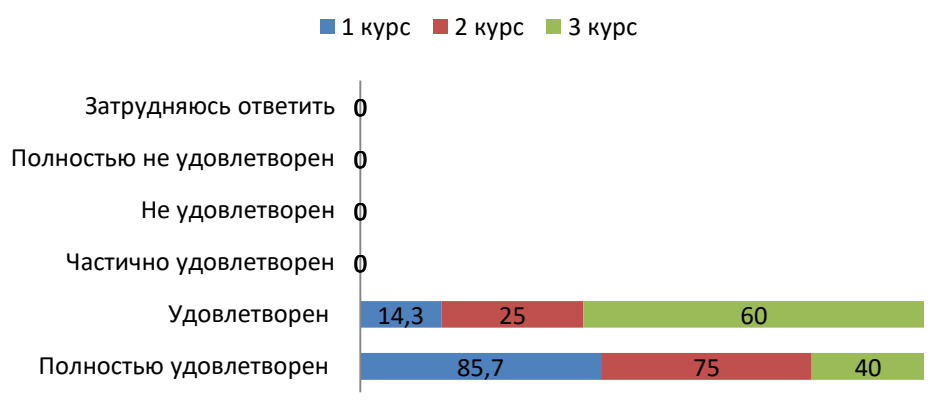
Answer options	1st year	2nd year	3rd year
Completely satisfied	100	100	100
Satisfied	-	-	-
Partially satisfied	-	-	-
Not satisfied	-	-	-
Completely dissatisfied	-	-	-
Difficult to answer	-	-	-



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

Answer options	1st year	2nd year	3rd year
Completely satisfied	85,7	75	40
Satisfied	14,3	25	60
Partially satisfied	-	-	-
Not satisfied	-	-	-
Completely dissatisfied	-	-	-
Difficult to answer	-	-	-

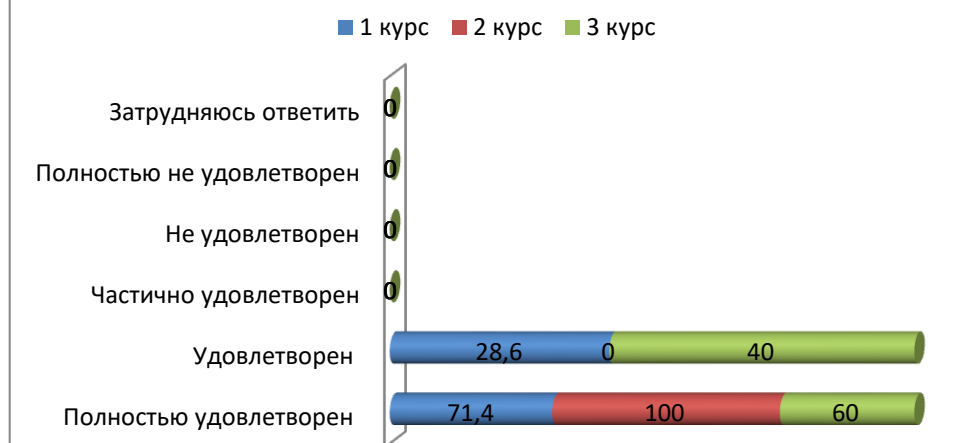
2.2 Contributes to science with his/her research, as reflected in cited national or international publications or patents



2.3 Has an international reputation in his/her 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	71,4	100	60
Satisfied	28,6	-	40
Partially satisfied	-	-	-
Not satisfied	-	-	-
Completely dissatisfied	-	-	-
Difficult to answer	-	-	-

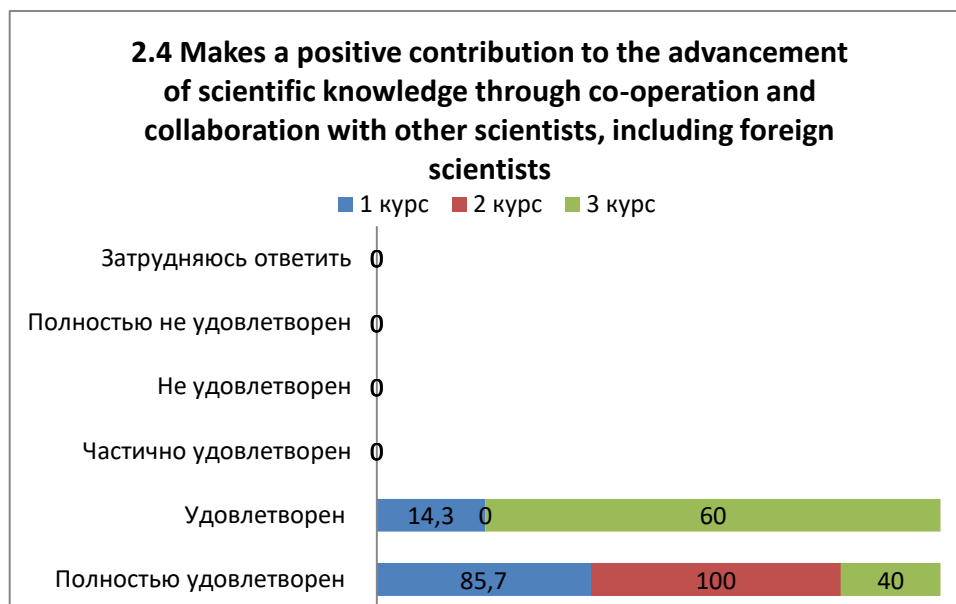
2.3 Has an international reputation in his/her research field, has contacts in scientific communities, and is able to present and interpret research results



2.4 Makes a positive contribution to the advancement of scientific knowledge through co-operation and collaboration with other scientists, including foreign scientists

Answer options	1st year	2nd year	3rd year
Completely satisfied	85,7	100	40
Satisfied	14,3	-	60

Partially satisfied	-	-	-
Not satisfied	-	-	-
Completely dissatisfied	-	-	-
Difficult to answer	-	-	-



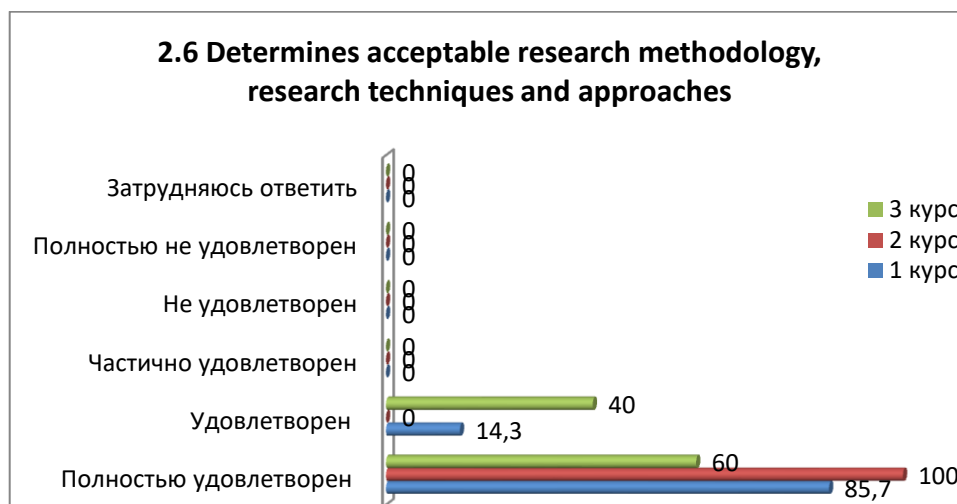
2.5 Publishes papers as lead author-researcher, conducts scientific seminars and leads sections at conferences

Answer options	1st year	2nd year	3rd year
Completely satisfied	71,4	75	100
Satisfied	28,6	25	-
Partially satisfied	-	-	-
Not satisfied	-	-	-
Completely dissatisfied	-	-	-
Difficult to answer	-	-	-



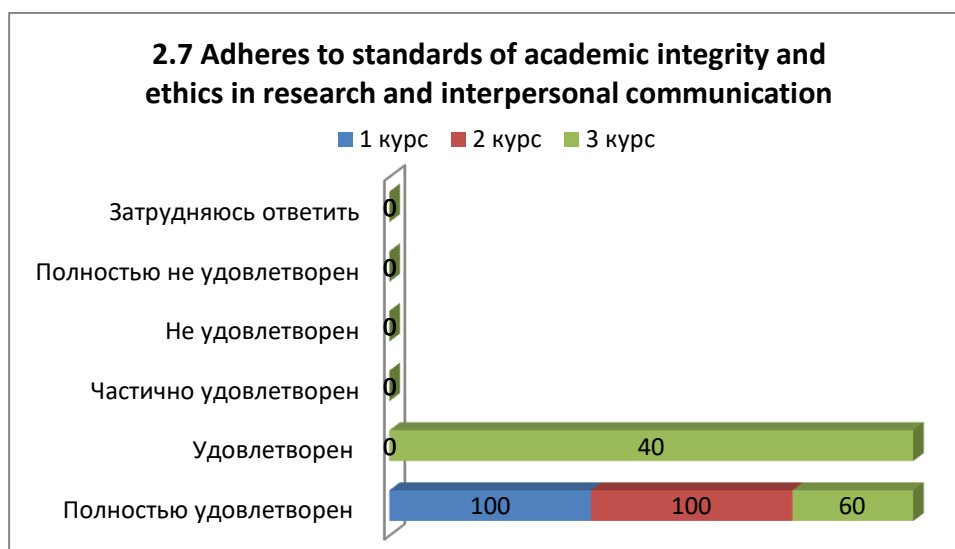
2.6 Determines acceptable research methodology, research techniques and approaches

Answer options	1st year	2nd year	3rd year
Completely satisfied	85,7	100	60
Satisfied	14,3	-	40
Partially satisfied	-	-	-
Not satisfied	-	-	-
Completely dissatisfied	-	-	-
Difficult to answer	-	-	-



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

Answer options	1st year	2nd year	3rd year
Completely satisfied	100	100	60
Satisfied	-	-	40
Partially satisfied	-	-	-
Not satisfied	-	-	-
Completely dissatisfied	-	-	-
Difficult to answer	-	-	-



3. Evaluate the professional skills of an overseas research consultant:

3.1 Provides practical advice and guidance on the plan and content of the thesis
3.2 Advises on the research topic
3.3 Participates in the organization of an overseas internship in research organizations
3.4 Gives practical advice on writing and publishing an article in a journal with a non-zero impact factor in the Scopus/Web of Science databases
3.5 Improved foreign language skills
3.6 Introduced to global trends in research and experience of working with a foreign scientist
3.7 Had an opportunity to listen to lectures of a foreign supervisor during doctoral studies
3.8 Forms of work between the doctoral student and the foreign supervisor: - in online format, including via Zoom platform, e-mail, Skype, WhatsApp and telephone messaging
3.9 In offline format, including during the foreign internship, guest lectures by the foreign advisor and traditional consultations
3.10 Adheres to standards of academic honesty and ethics in research and interpersonal communication

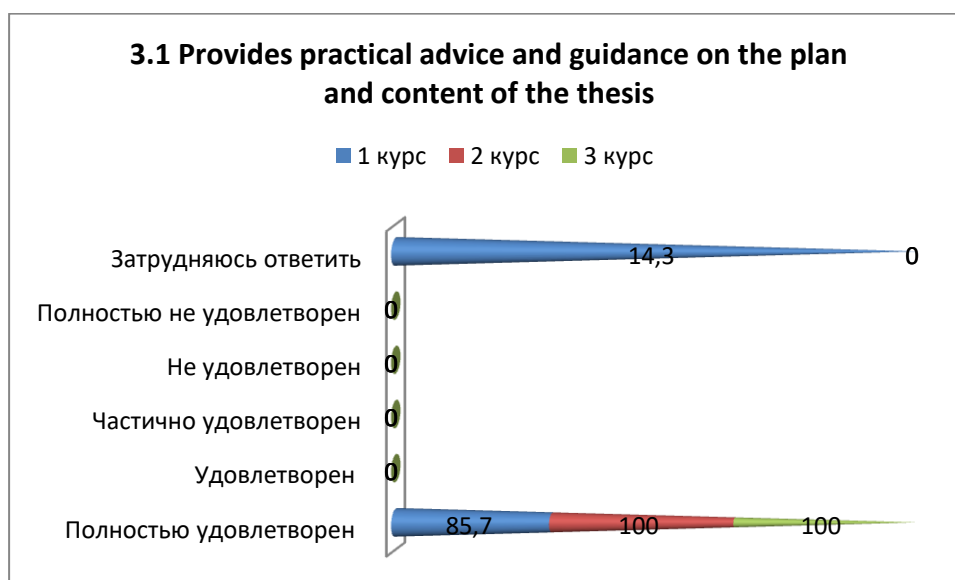
Other (write your answer option) _____

If you answered 'Not satisfied' or 'Completely dissatisfied' to the previous question, give recommendations for improving the professional skills of overseas research consultancies _____

Indicators:

3.1 Provides practical advice and guidance on the plan and content of the thesis

Answer options	1st year	2nd year	3rd year
Completely satisfied	85,7	100	100
Satisfied	-	-	-
Partially satisfied	-	-	-
Not satisfied	-	-	-
Completely dissatisfied	-	-	-
Difficult to answer	14,3	-	-



3.2 Advises on the research topic

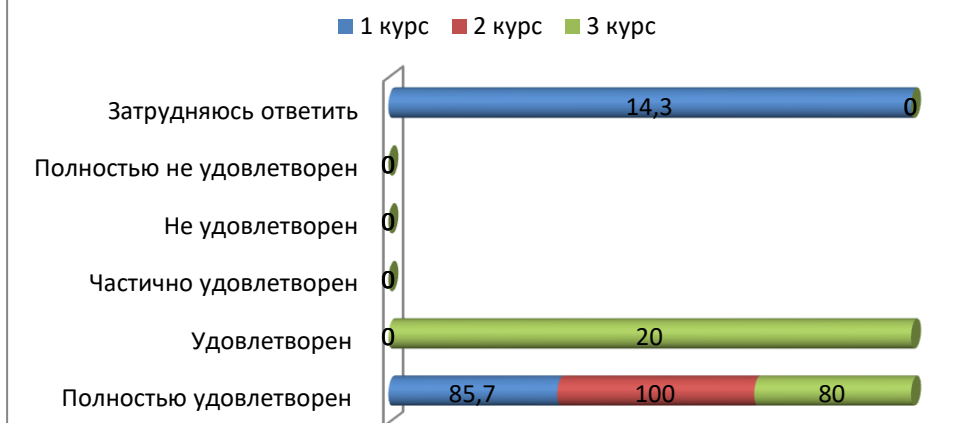
Answer options	1st year	2nd year	3rd year
Completely satisfied	42,9	100	40
Satisfied	42,9	-	60
Partially satisfied	-	-	-
Not satisfied	-	-	-
Completely dissatisfied	-	-	-
Difficult to answer	14,2	-	-



3.3 Participates in the organization of an overseas internship in research organizations

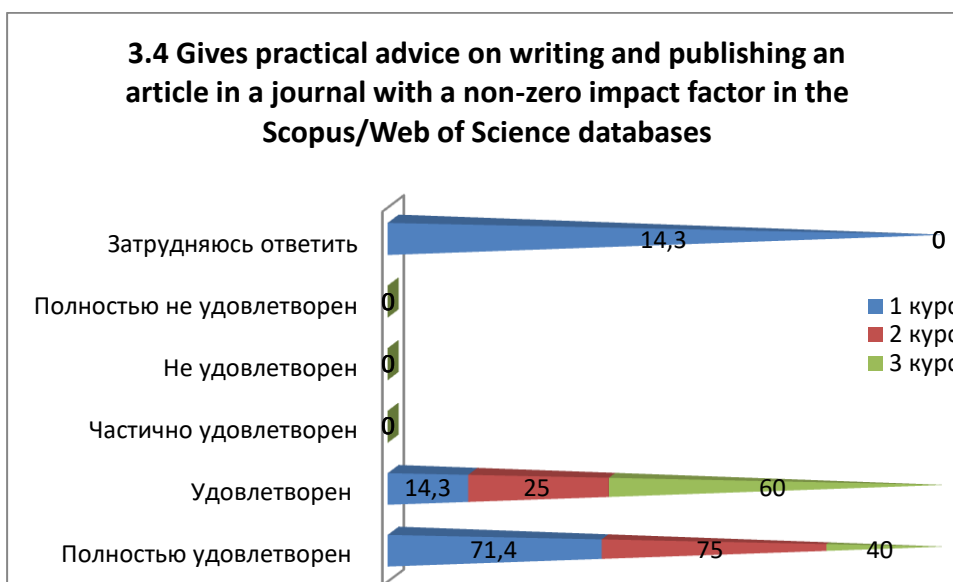
Answer options	1st year	2nd year	3rd year
Completely satisfied	85,7	100	80
Satisfied	-	-	20
Partially satisfied	-	-	-
Not satisfied	-	-	-
Completely dissatisfied	-	-	-
Difficult to answer	14,3	-	-

3.3 Participates in the organization of an overseas internship in research organizations



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

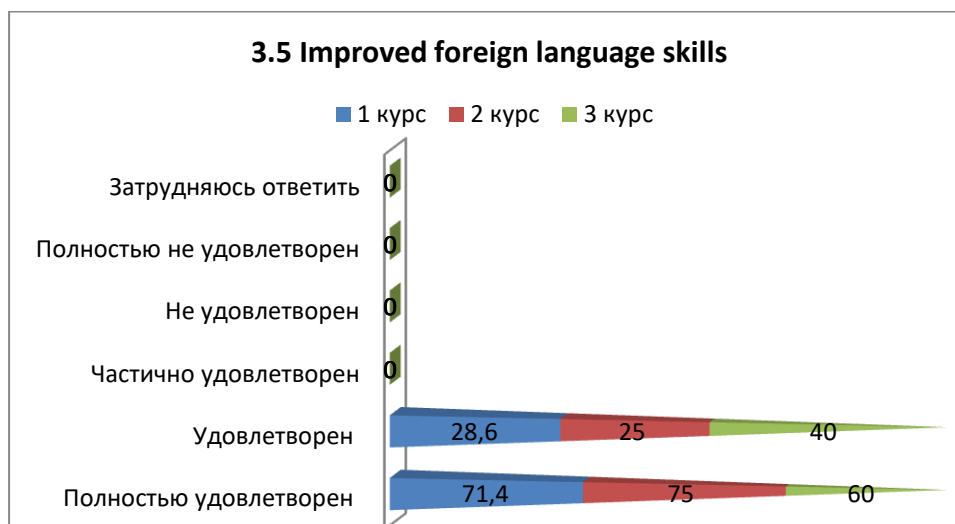
Answer options	1st year	2nd year	3rd year
Completely satisfied	71,4	75	40
Satisfied	14,3	25	60
Partially satisfied	-	-	-
Not satisfied	-	-	-
Completely dissatisfied	-	-	-
Difficult to answer	14,3	-	-



3.5 Improved foreign language skills

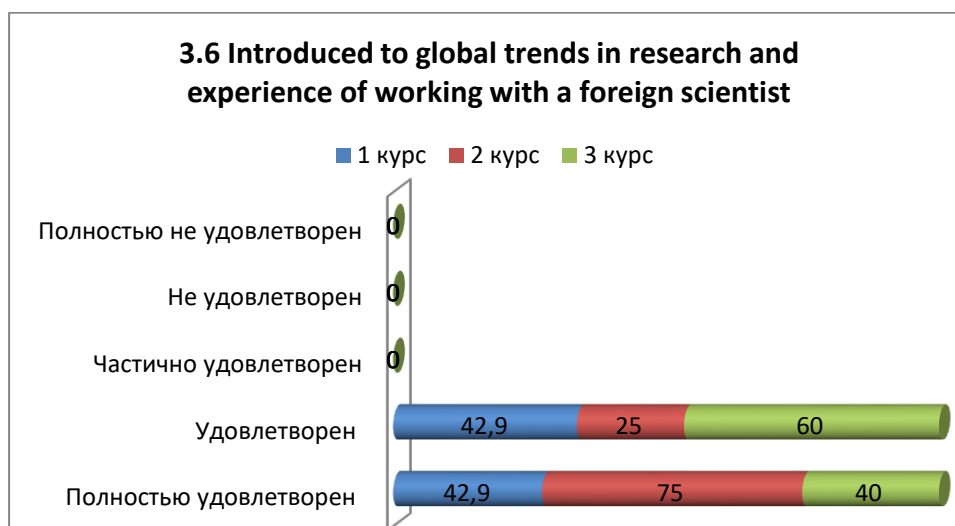
Answer options	1st year	2nd year	3rd year
Completely satisfied	71,4	75	60
Satisfied	28,6	25	40
Partially satisfied	-	-	-
Not satisfied	-	-	-

Completely dissatisfied	-	-	-
Difficult to answer	-	-	-



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

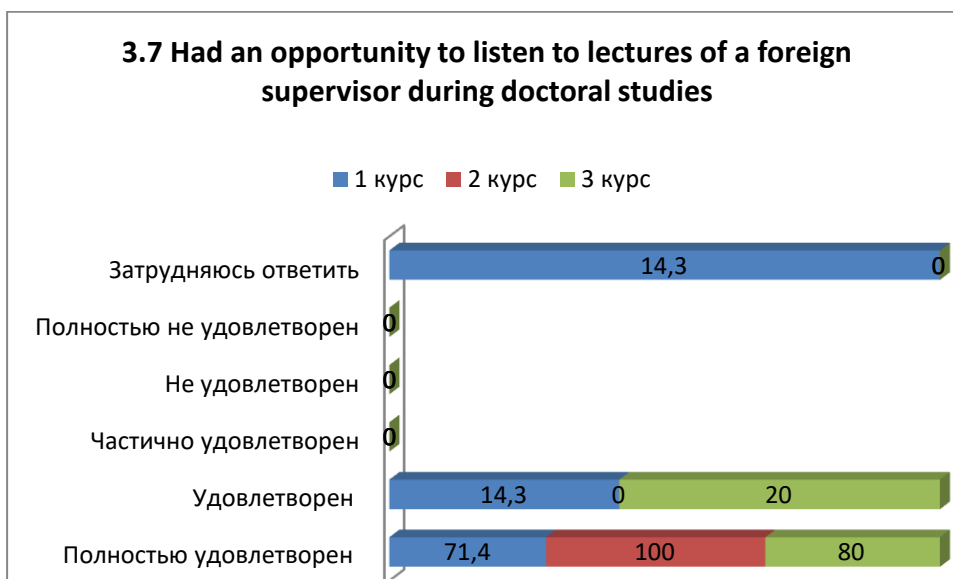
Answer options	1st year	2nd year	3rd year
Completely satisfied	42,9	75	40
Satisfied	42,9	25	60
Partially satisfied	-	-	-
Not satisfied	-	-	-
Completely dissatisfied	-	-	-
Difficult to answer	14,2	-	-



3.7 Had an opportunity to listen to lectures of a foreign supervisor during doctoral studies

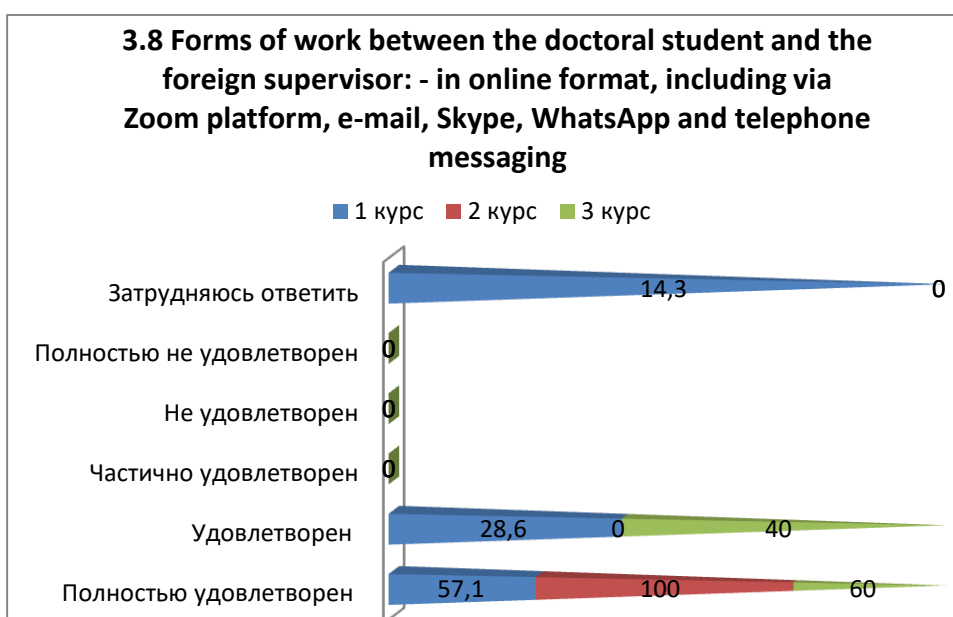
Answer options	1st year	2nd year	3rd year
Completely satisfied	71,4	100	80
Satisfied	14,3	-	20
Partially satisfied	-	-	-

Not satisfied	-	-	-
Completely dissatisfied	-	-	-
Difficult to answer	14,3	-	-



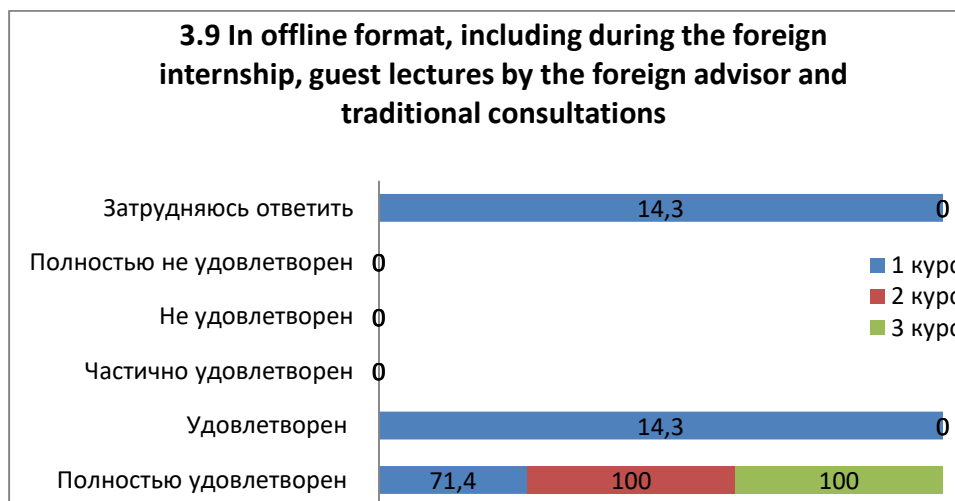
3.8 Forms of work between the doctoral student and the foreign supervisor: - in online format, including via Zoom platform, e-mail, Skype, WhatsApp and telephone messaging

Answer options	1st year	2nd year	3rd year
Completely satisfied	57,1	100	60
Satisfied	28,6	-	40
Partially satisfied	-	-	-
Not satisfied	-	-	-
Completely dissatisfied	-	-	-
Difficult to answer	14,3	-	-



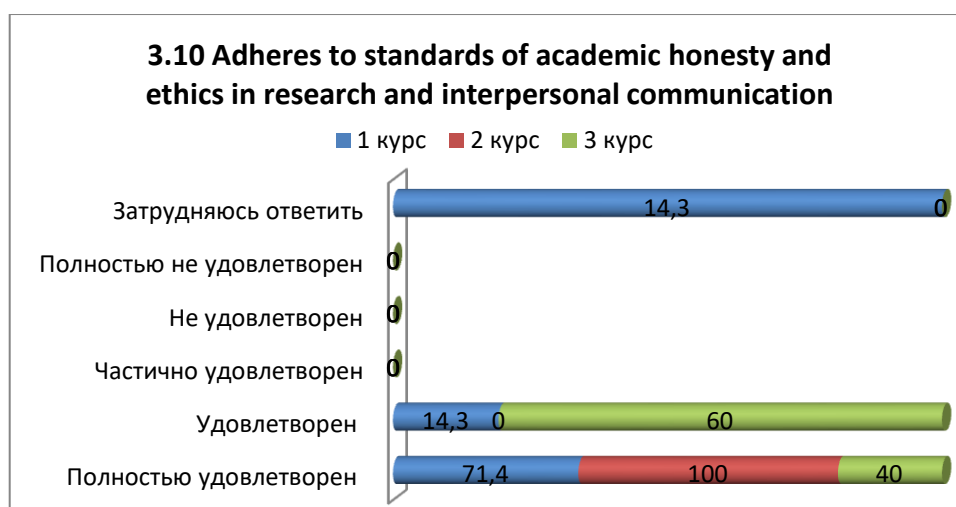
3.9 In offline format, including during the foreign internship, guest lectures by the foreign advisor and traditional consultations

Answer options	1st year	2nd year	3rd year
Completely satisfied	71,4	100	100
Satisfied	14,3	-	-
Partially satisfied	-	-	-
Not satisfied	-	-	-
Completely dissatisfied	-	-	-
Difficult to answer	14,3	-	-



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

Answer options	1st year	2nd year	3rd year
Completely satisfied	71,4	100	40
Satisfied	14,3	-	60
Partially satisfied	-	-	-
Not satisfied	-	-	-
Completely dissatisfied	-	-	-
Difficult to answer	14,3	-	-



For the option 'Other', the students indicated the following options *:

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

- I have not yet met personally with an overseas consultant at this time.

4. The following are the various opportunities that a job can offer a professional. What value do you attach to each of them, whether they have been realised or not?

4.1 Opportunity for professional development
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 for promotion
4.6 Opportunity 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

Other (write your answer option) _____

If you answered 'Little or practically none' to the previous question, write why

4.1 Opportunity for professional development

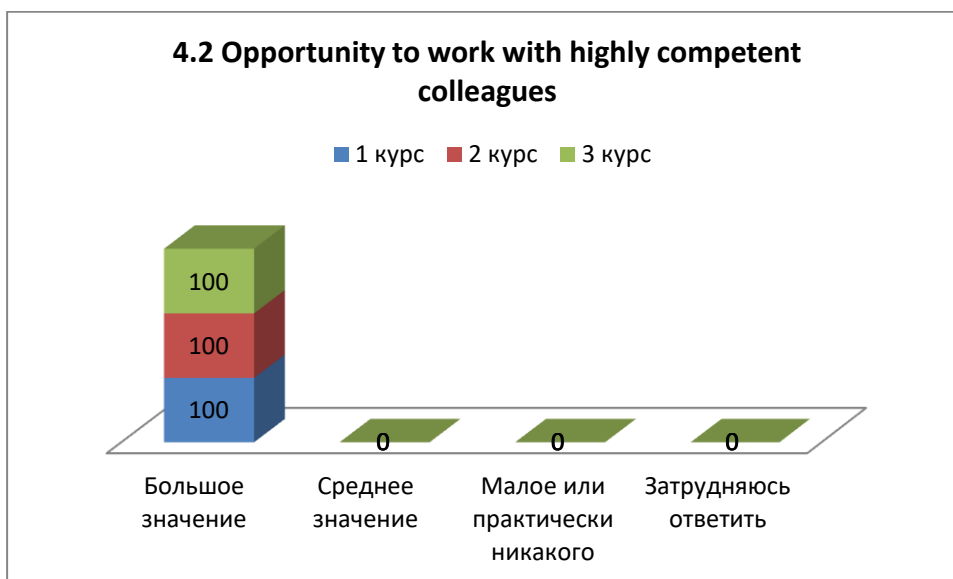
Answer options	1st year	2nd year	3rd year
High value	85,7	100	100
Medium value	14,3	-	-
Little or practically none	-	-	-
Difficult to answer	-	-	-



4.2 Opportunity to work with highly competent colleagues

Answer options	1st year	2nd year	3rd year
High value	100	100	100

Medium value	-	-	-
Little or practically none	-	-	-
Difficult to answer	-	-	-



4.3 Opportunity to receive a high salary

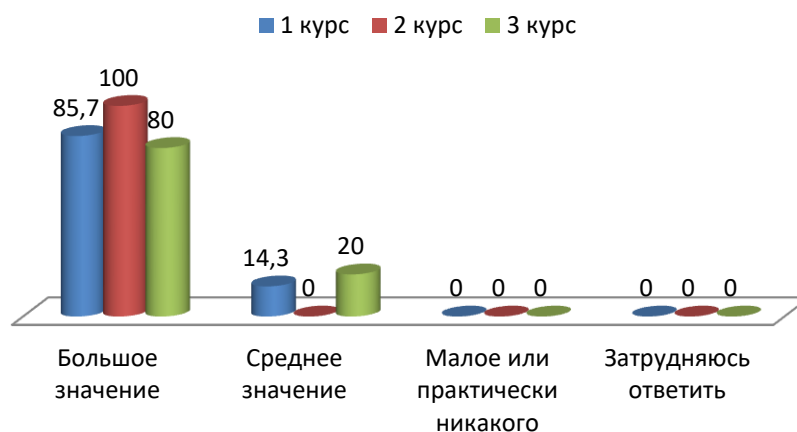
Answer options	1st year	2nd year	3rd year
High value	71,4	100	80
Medium value	28,6	-	20
Little or practically none	-	-	-
Difficult to answer	-	-	-



4.4 Opportunity to work in comfortable working conditions

Answer options	1st year	2nd year	3rd year
High value	85,7	100	80
Medium value	14,3	-	20
Little or practically none	-	-	-
Difficult to answer	-	-	-

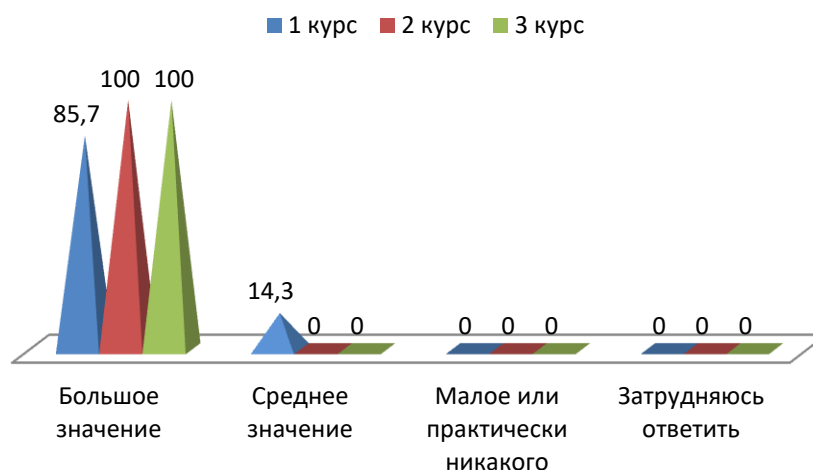
4.4 Opportunity to work in comfortable working conditions



4.5 Opportunity for promotion

Answer options	1st year	2nd year	3rd year
High value	85,7	100	100
Medium value	14,3	-	-
Little or practically none	-	-	-
Difficult to answer	-	-	-

4.5 Opportunity for promotion



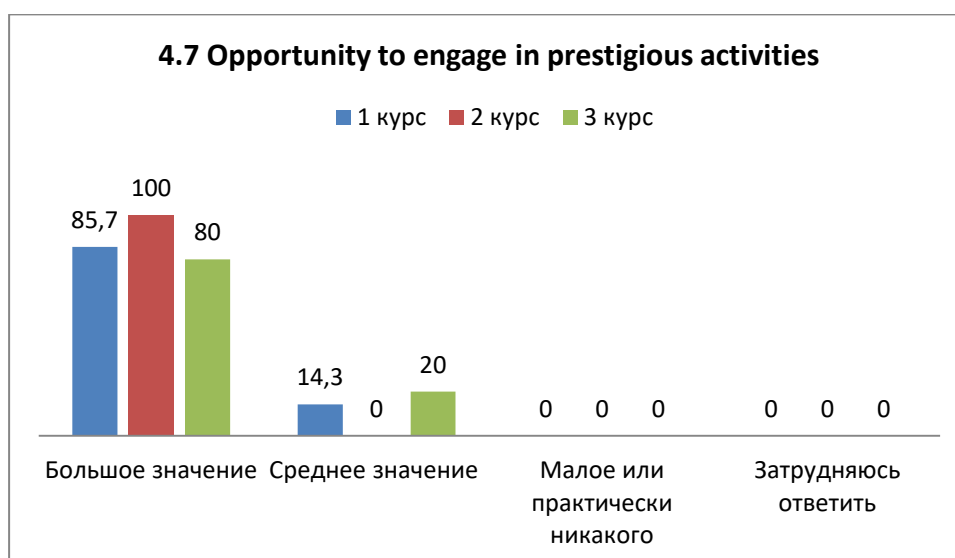
4.6 Opportunity to develop your own ideas

Answer options	1st year	2nd year	3rd year
High value	100	100	60
Medium value	-	-	40
Little or practically none	-	-	-
Difficult to answer	-	-	-



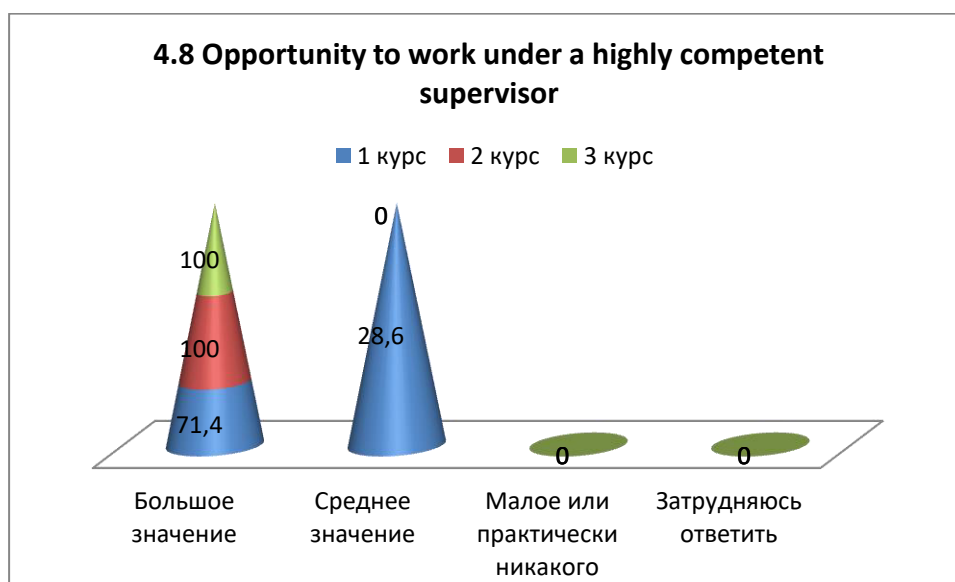
4.7 Opportunity to engage in prestigious activities

Answer options	1st year	2nd year	3rd year
High value	85,7	100	80
Medium value	14,3	-	20
Little or practically none	-	-	-
Difficult to answer	-	-	-



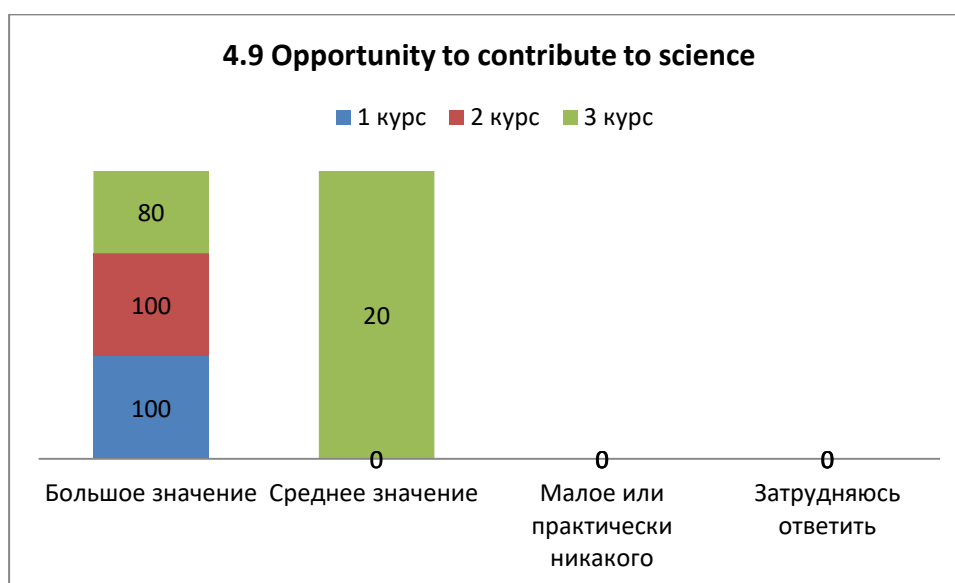
4.8 Opportunity to work under a highly competent supervisor

Answer options	1st year	2nd year	3rd year
High value	71,4	100	100
Medium value	28,6	-	-
Little or practically none	-	-	-
Difficult to answer	-	-	-



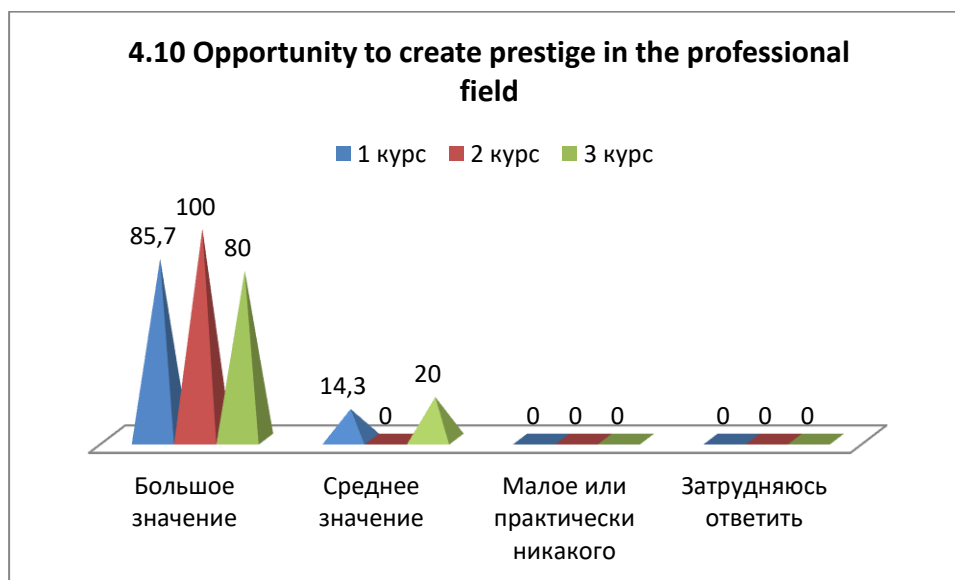
4.9 Opportunity to contribute to science

Answer options	1st year	2nd year	3rd year
High value	100	100	80
Medium value	-	-	20
Little or practically none	-	-	-
Difficult to answer	-	-	-



4.10 Opportunity to create prestige in the professional field

Answer options	1st year	2nd year	3rd year
High value	85,7	100	80
Medium value	14,3	-	20
Little or practically none	-	-	-
Difficult to answer	-	-	-



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

5.1 Library collections
5.2 Technology, computers necessary for educational process and scientific activities
5.3 Internet channel width and speed
5.4 Organisation of catering
5.5 Availability and condition of sports equipment
5.6 Living conditions in the dormitory

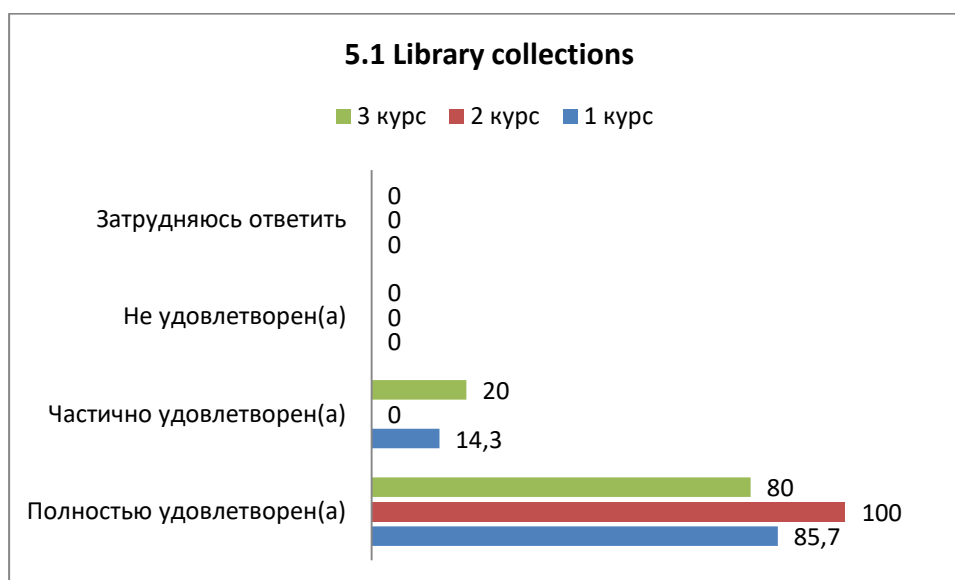
Other (write your answer option) _____

If you answered 'Not Satisfied' to the previous question, give recommendations for improving the university's logistical resources

Показатели:

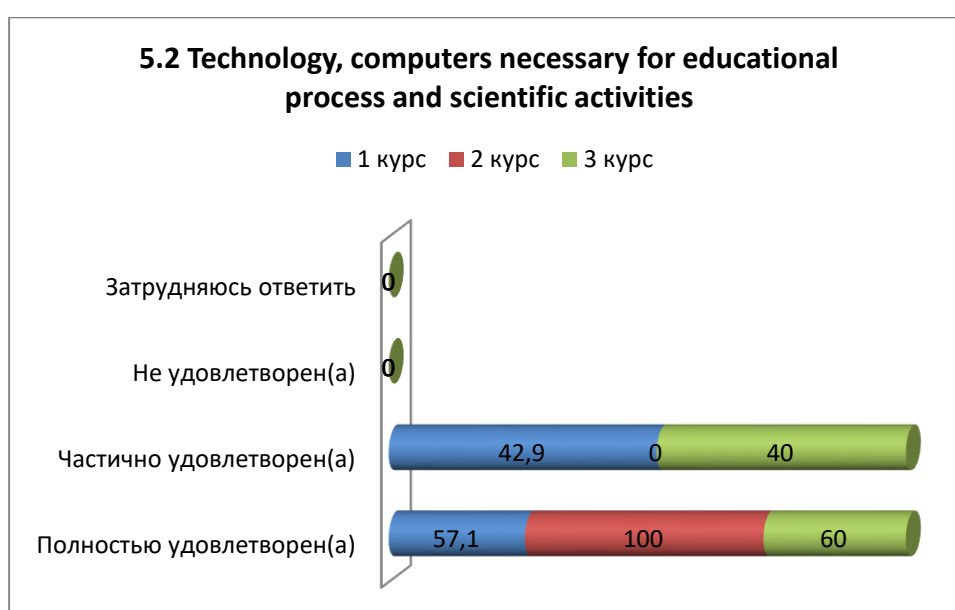
5.1 Library collections

Answer options	1st year	2nd year	3rd year
Completely satisfied	85,7	100	80
Partially satisfied	14,3	-	20
Not satisfied	-	-	-
Difficult to answer	-	-	-



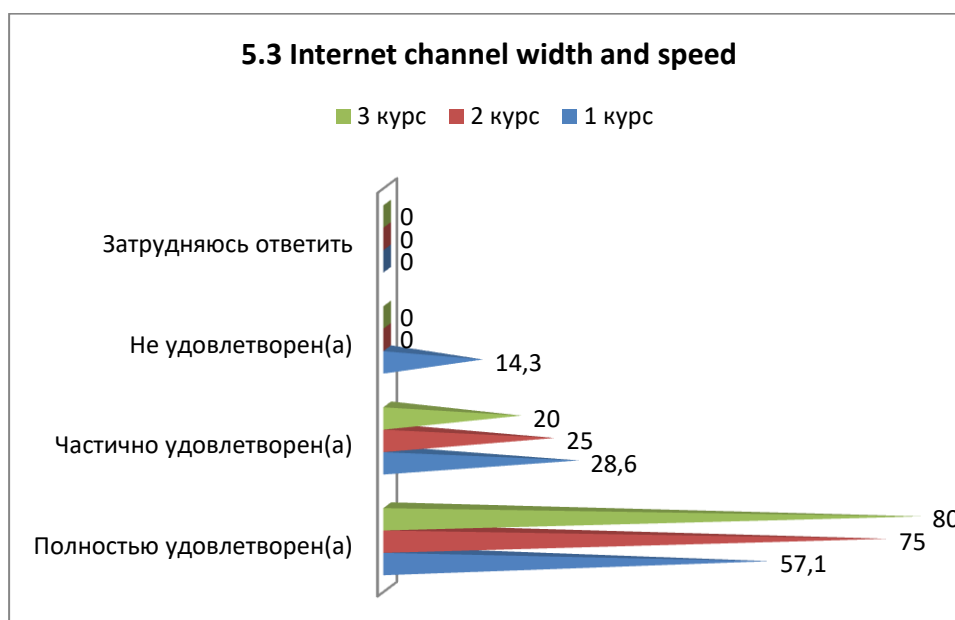
5.2 Technology, computers necessary for educational process and scientific activities

Answer options	1st year	2nd year	3rd year
Completely satisfied	57,1	100	60
Partially satisfied	42,9	-	40
Not satisfied	-	-	-
Difficult to answer	-	-	-



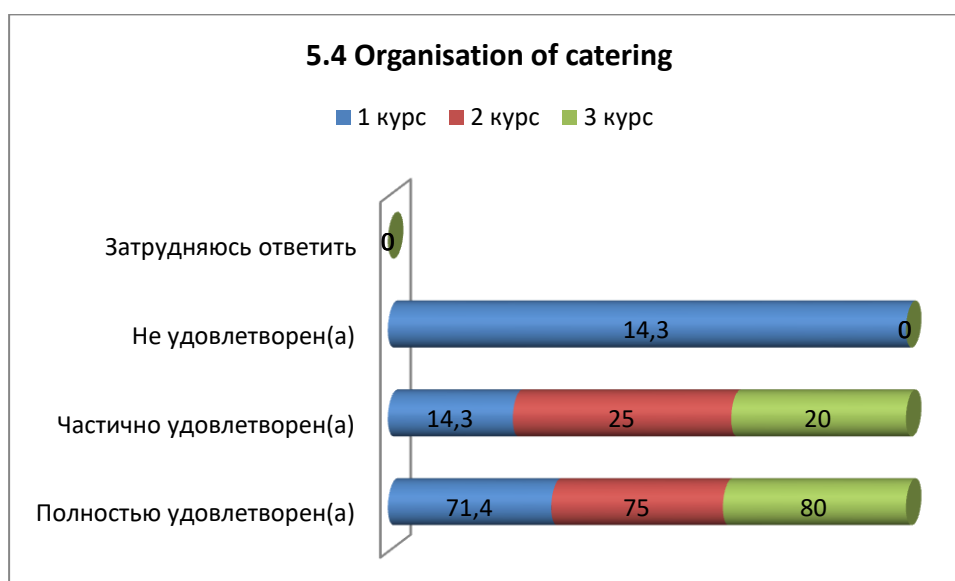
5.3 Internet channel width and speed

Answer options	1st year	2nd year	3rd year
Completely satisfied	57,1	75	80
Partially satisfied	28,6	25	20
Not satisfied	14,3	-	-
Difficult to answer	-	-	-



5.4 Organisation of catering

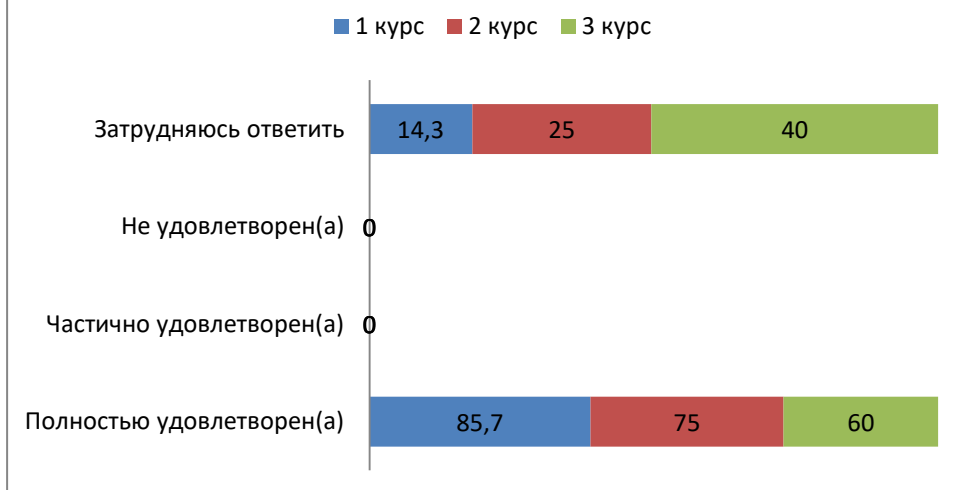
Answer options	1st year	2nd year	3rd year
Completely satisfied	71,4	75	80
Partially satisfied	14,3	25	20
Not satisfied	14,3	-	-
Difficult to answer	-	-	-



5.5 Availability and condition of sports equipment

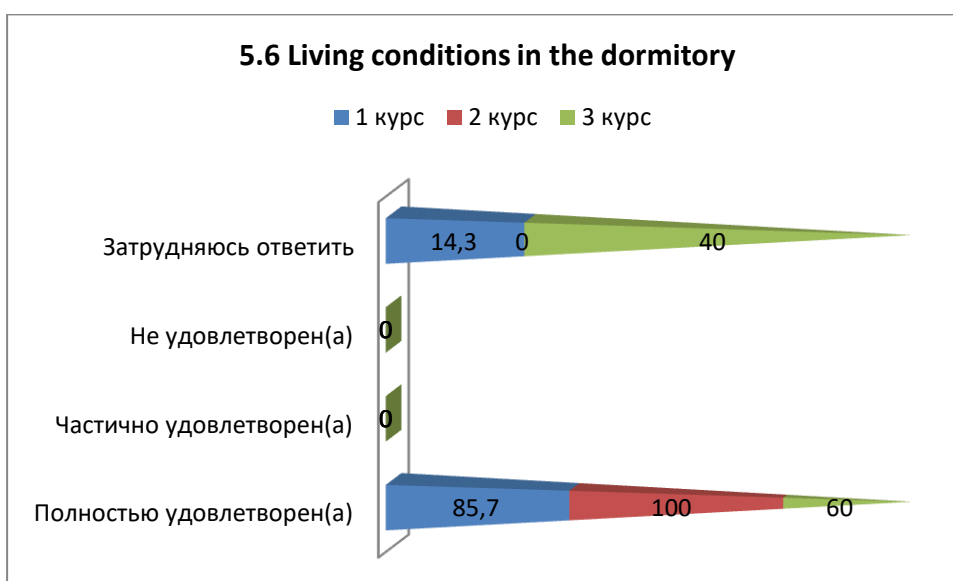
Answer options	1st year	2nd year	3rd year
Completely satisfied	85,7	75	60
Partially satisfied	-	-	-
Not satisfied	-	-	-
Difficult to answer	14,3	25	40

5.5 Availability and condition of sports equipment



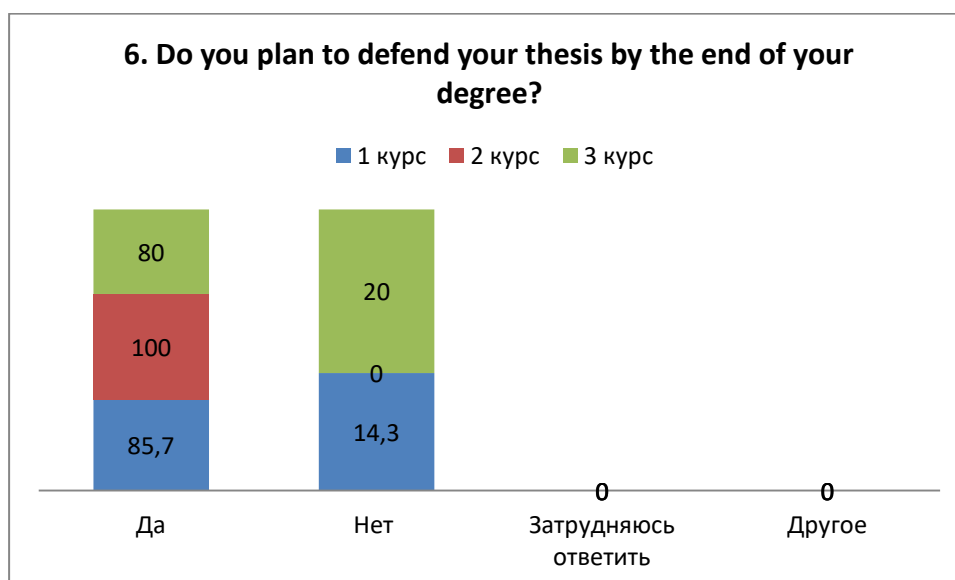
5.6 Living conditions in the dormitory

Answer options	1st year	2nd year	3rd year
Completely satisfied	85,7	100	60
Partially satisfied	-	-	-
Not satisfied	-	-	-
Difficult to answer	14,3	-	40



6. Do you plan to defend your thesis by the end of your degree?

Answer options	1st year	2nd year	3rd year
Yes	85,7	100	80
No	14,3	-	20
Difficult to answer	-	-	-
Other	-	-	-



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

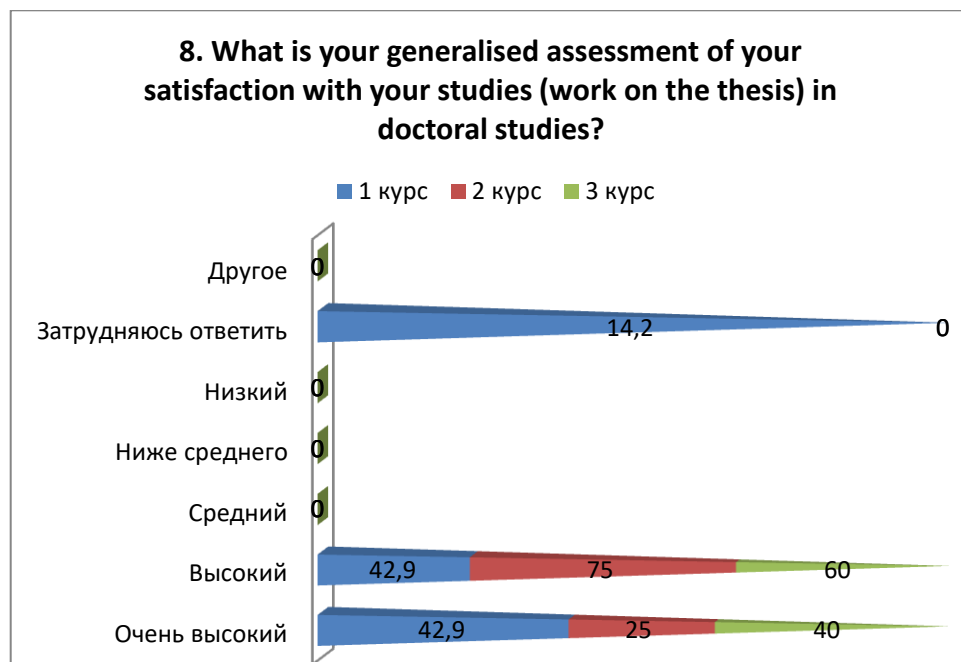
Answer options	1st year	2nd year	3rd year
Researcher	14,3	50	-
Teacher	42,8	50	60
Specialist in the field of the thesis, not related to science and education	-	-	40
Specialist in another field	14,3	-	-
Difficult to answer	28,6	-	-
Other	-	-	-



8. What is your generalised assessment of your satisfaction with your studies (work on the thesis) in doctoral studies?

Answer options	1st year	2nd year	3rd year
Very high	42,9	25	40
High	42,9	75	60

Average	-	-	-
Below average	-	-	-
Low	-	-	-
Difficult to answer	14,2	-	-
Other	-	-	-



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

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

Doctoral students are 100% satisfied with the relevance of dissertation topics that correspond to their research interests. The questionnaire survey also showed that doctoral students very highly appreciate the professionalism and competence of their supervisors (95.2%), as well as organisational, methodological and informational support in the preparation of dissertations (100%).

Opportunities for approbation and publication of dissertation research results satisfy all doctoral students (100%). This indicates that the university provides doctoral students with sufficient opportunities to disseminate their research results and contributes to their professional development.

The predominant majority of doctoral students (95.2%) have the opportunity to participate in research projects of the department, including funded projects. Funded projects provide doctoral students with the necessary resources to conduct quality research and achieve significant results.

88.6% of doctoral students are satisfied with the responsiveness of the university to their requests. This shows that the university gives priority attention to timely and effective solution of problems and requests of doctoral students.

Accessibility, completeness and reliability of information about scientific events held at the University and outside the University are assessed by the respondents at 100%. Doctoral students also highly appreciated the organisation and conduct of foreign internships, along with their effectiveness. 90.9% of respondents expressed satisfaction with these aspects. This indicates that the university effectively organises 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 research consultants** were rated by doctoral students at a very high level. All seven criteria, including research programme design and implementation, scientific contribution, collaboration, international reputation, adherence to norms of academic integrity and ethics, ability to publish research as lead author and definition of methodology, satisfied the respondents 100%.

Doctoral students' satisfaction with the professional skills of the overseas advisor in the field of research is 95.7% on average. The overseas advisor provides high quality support and guidance to doctoral students, helping them to develop their research skills, expand their knowledge and succeed in their projects. Overall, doctoral students are satisfied with the professionalism and commitment of the advisor.

Opportunities that doctoral students place a high value on in their work:

- Collaboration with highly competent colleagues (100%);
- professional development (95.2%);
- career advancement (95.2%);
- contribution to science (93.3%);
- working under a highly competent manager (90.5%);
- comfortable labour conditions (88.6%);
- engaging in prestigious activities (88.6 per cent);
- creating prestige in the professional sphere (88.6%);

- developing their own ideas (86.7%);
- receiving a high salary (83.8%).

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 thesis by the end of the study term?'. 88.6% of respondents chose the answer 'Yes'.

More than half of the respondents (50.9%) expressed interest in teaching. A significant number of respondents (25.4%) plan to continue their career as researchers after completing their doctoral studies. A smaller number of respondents (13.3%) intend to work as specialists in the field of their dissertation outside academia, while 4.8% plan to work in other fields. About 9.5% of respondents have not yet decided on their future plans.

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

Recommendations:

The head of the department should familiarise and discuss the results of the questionnaire with the staff and doctoral students. If necessary, develop an action plan to improve the quality of educational services.

Doctoral students can request the results of the questionnaire by emailing the Center of Quality Management and Accreditation cqma_kstu@mail.ru.