

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

8D07302 Production of building materials, products and structures

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.

7 respondents took part in the questionnaire, which was 87,5% of the total number of doctoral students.

В процессе анкетирования получены следующие данные:

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) _____

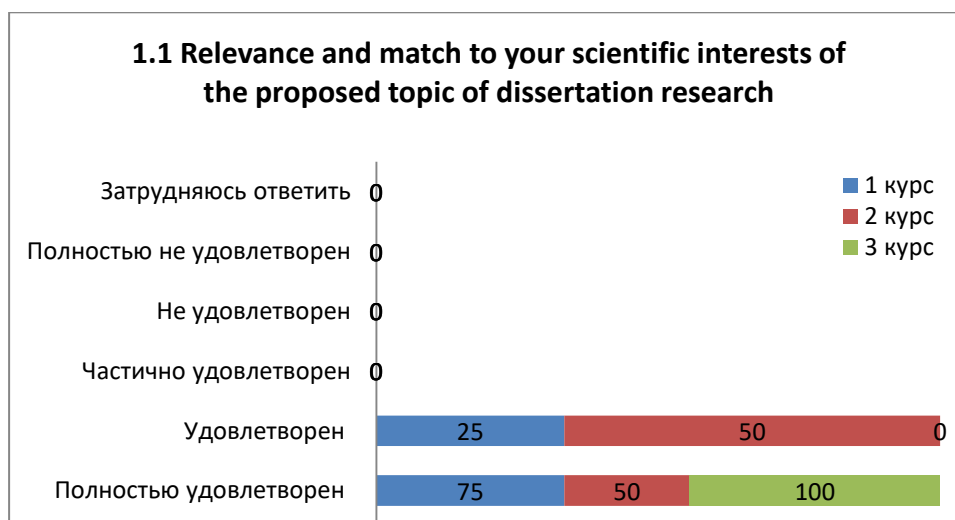
If you answered ‘Not satisfied or completely dissatisfied’ to the previous question, give recommendations for improvement _____

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	75	50	100

Satisfied	25	50	-
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	25	-	100
Satisfied	25	100	-
Partially satisfied	50	-	-
Not satisfied	-	-	-
Completely dissatisfied	-	-	-
Difficult to answer	-	-	-



1.3 Professionalism and competence of your supervisor

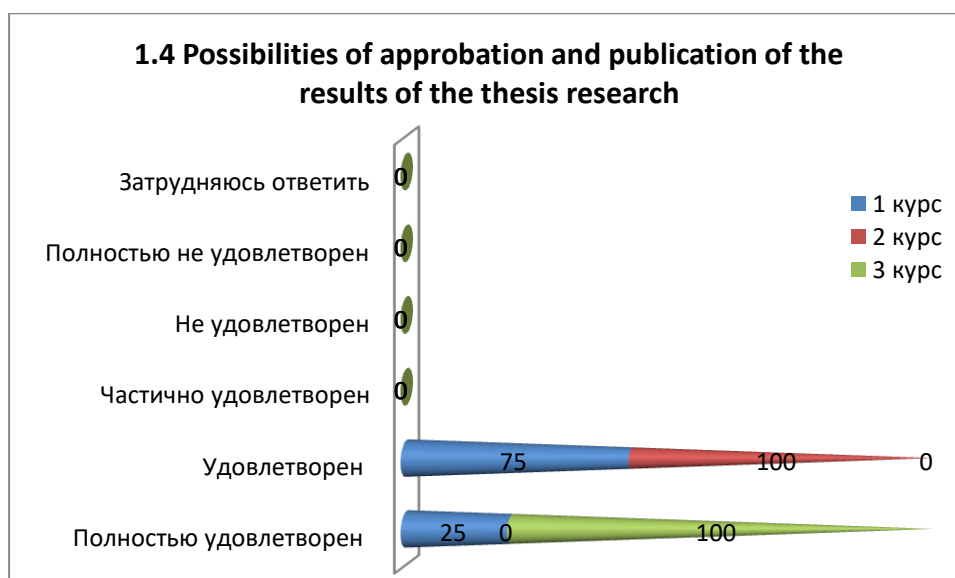
Answer options	1st year	2nd year	3rd year
Completely satisfied	75	50	100
Satisfied	25	50	-

Partially satisfied	-	-	-
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	25	-	100
Satisfied	75	100	-
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	75	-	100

Satisfied	25	100	-
Partially satisfied	-	-	-
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	25	-	-
Satisfied	75	100	100
Partially satisfied	-	-	-
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	50	-	100

Satisfied	25	100	-
Partially satisfied	25	-	-
Not satisfied	-	-	-
Completely dissatisfied	-	-	-
Difficult to answer	-	-	-



1.8 General level of organization and conduct of the internship abroad

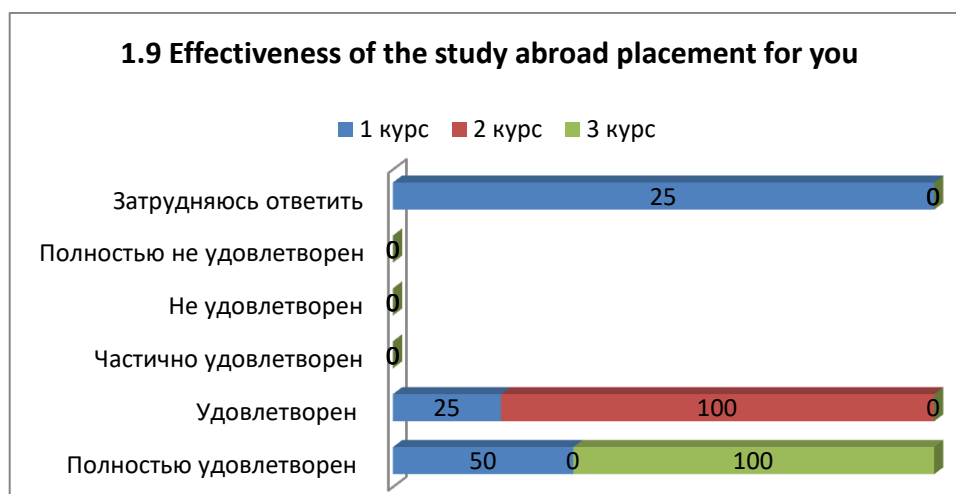
Answer options	1st year	2nd year	3rd year
Completely satisfied	25	-	-
Satisfied	75	50	100
Partially satisfied	-	50	-
Not satisfied	-	-	-
Completely dissatisfied	-	-	-
Difficult to answer	-	-	-



1.9 Effectiveness of the study abroad placement for you

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

Satisfied	25	100	-
Partially satisfied	-	-	-
Not satisfied	-	-	-
Completely dissatisfied	-	-	-
Difficult to answer	25	-	-



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

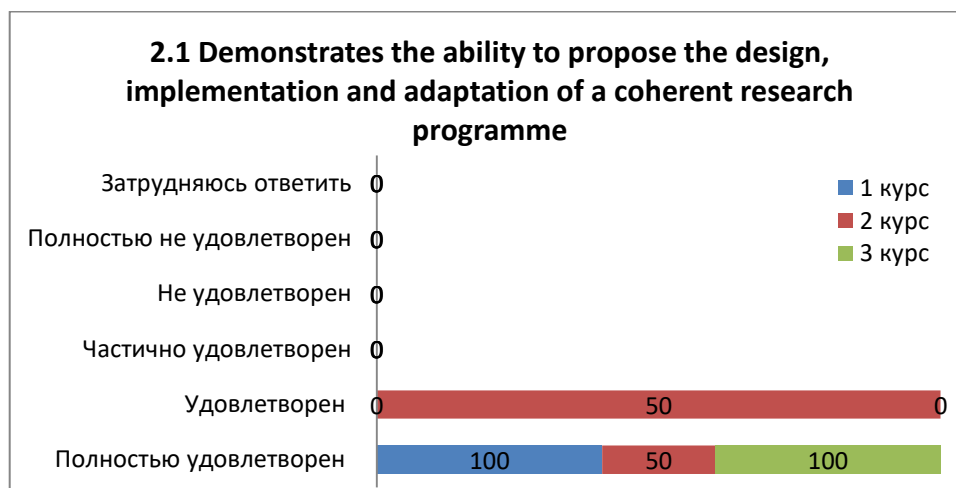
Other (write your answer option) _____

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

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

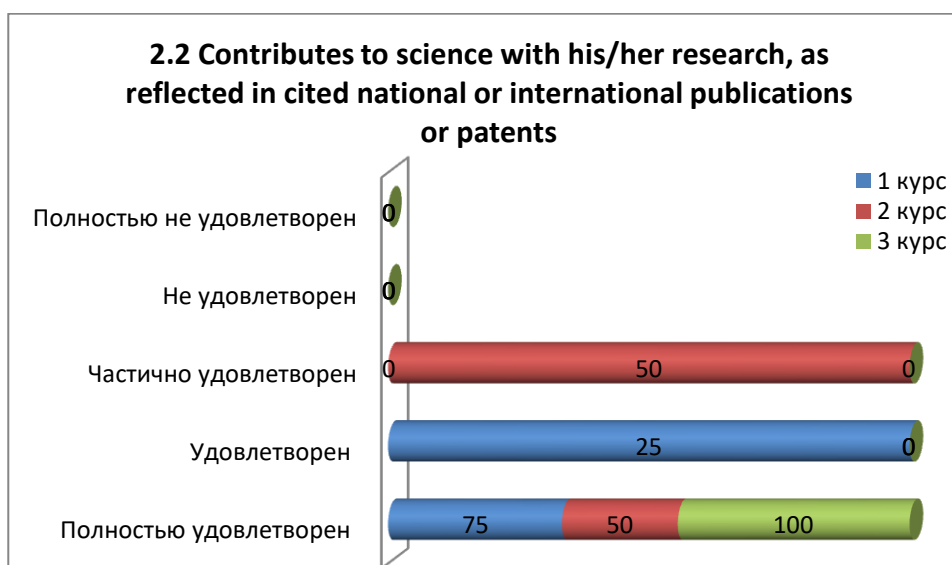
Answer options	1st year	2nd year	3rd year
Completely satisfied	100	50	100
Satisfied	-	50	-
Partially satisfied	-	-	-
Not satisfied	-	-	-

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	75	50	100
Satisfied	25	-	-
Partially satisfied	-	50	-
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

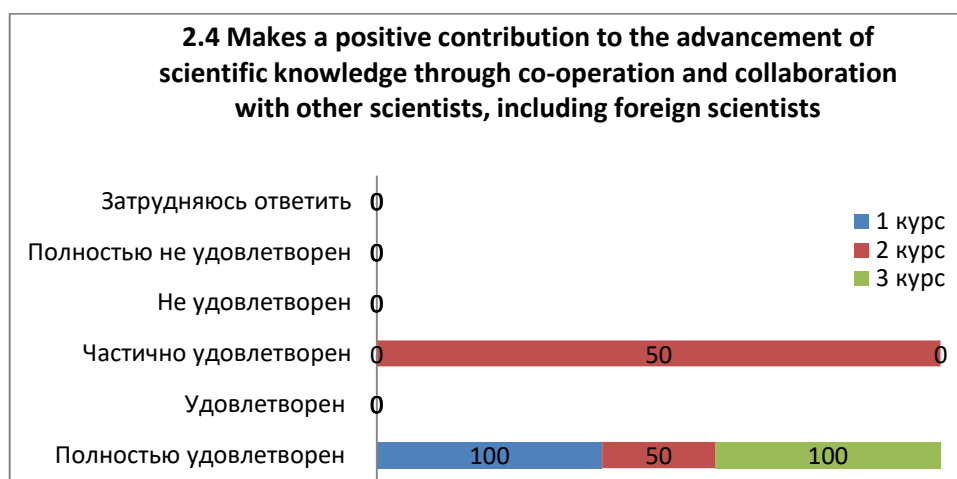
Answer options	1st year	2nd year	3rd year
Completely satisfied	75	50	100
Satisfied	25	-	-
Partially satisfied	-	50	-
Not satisfied	-	-	-

Completely dissatisfied	-	-	-
Difficult to answer	-	-	-



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	100	50	100
Satisfied	-	-	-
Partially satisfied	-	50	-
Not satisfied	-	-	-
Completely dissatisfied	-	-	-
Difficult to answer	-	-	-



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

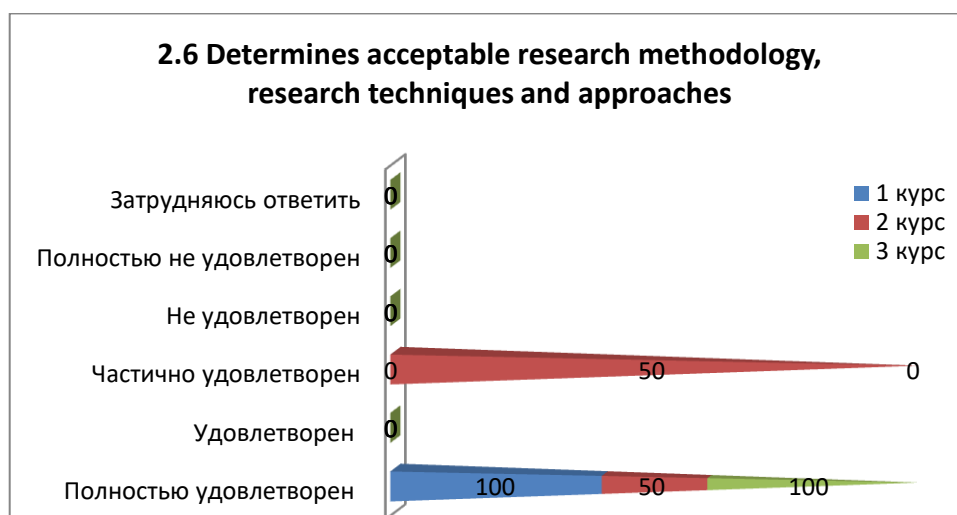
Answer options	1st year	2nd year	3rd year
Completely satisfied	75	50	100
Satisfied	25	-	-
Partially satisfied	-	50	-
Not satisfied	-	-	-
Completely dissatisfied	-	-	-

Difficult to answer	-	-	-
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2.6 Determines acceptable research methodology, research techniques and approaches

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

Difficult to answer	-	-	-
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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) _____

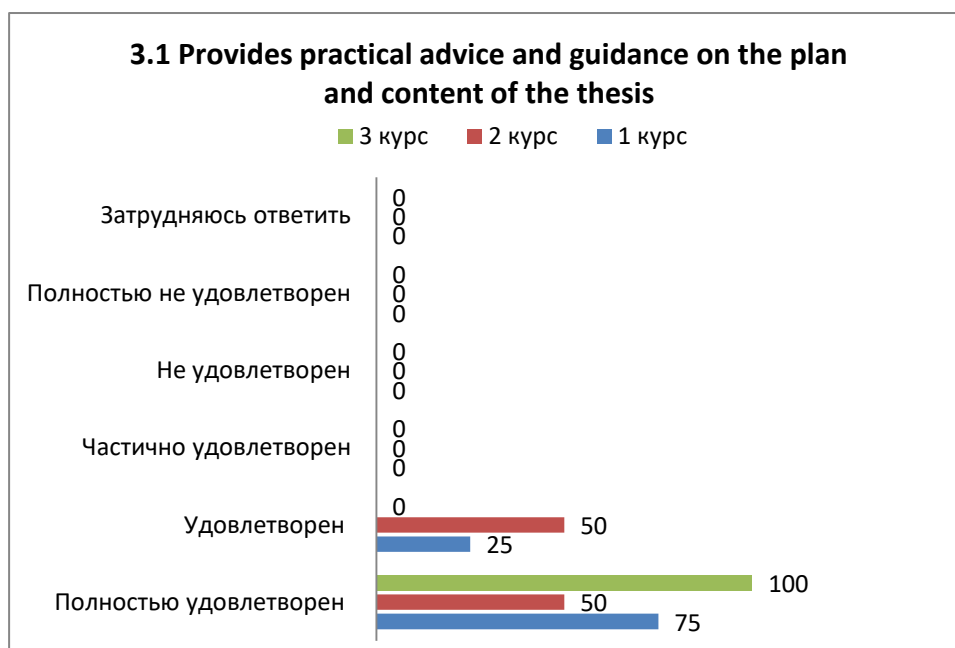
If you answered 'Not satisfied' or 'Completely dissatisfied' to the previous question, give recommendations for improving the professional skills of overseas research consultancies _____

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	75	50	100
Satisfied	25	50	-

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



3.2 Advises on the research topic

Answer options	1st year	2nd year	3rd year
Completely satisfied	75	50	100
Satisfied	25	50	-
Partially satisfied	-	-	-
Not satisfied	-	-	-
Completely dissatisfied	-	-	-
Difficult to answer	-	-	-



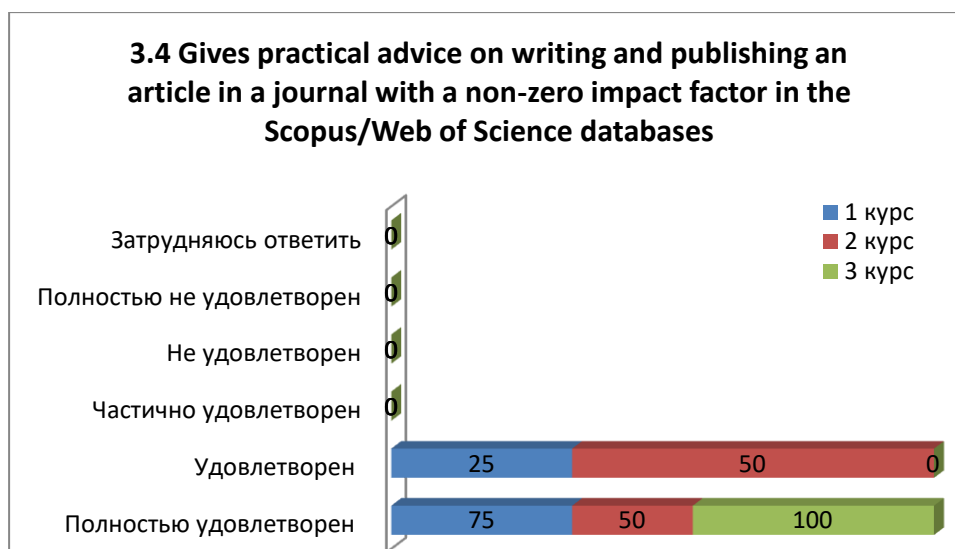
3.3 Participates in the organization of an overseas internship in research organizations

Answer options	1st year	2nd year	3rd year
Completely satisfied	75	50	100
Satisfied	25	50	-
Partially satisfied	-	-	-
Not satisfied	-	-	-
Completely dissatisfied	-	-	-
Difficult to answer	-	-	-



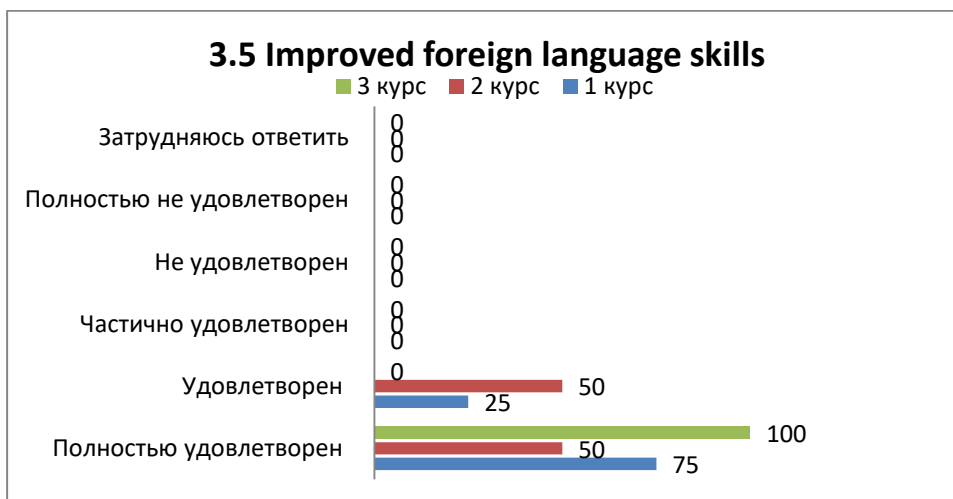
3.4 Gives practical advice on writing and publishing an article in a journal with a non-zero impact factor in the Scopus/Web of Science databases

Answer options	1st year	2nd year	3rd year
Completely satisfied	75	50	100
Satisfied	25	50	-
Partially satisfied	-	-	-
Not satisfied	-	-	-
Completely dissatisfied	-	-	-
Difficult to answer	-	-	-



3.5 Improved foreign language skills

Answer options	1st year	2nd year	3rd year
Completely satisfied	75	50	100
Satisfied	25	50	-
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	75	50	100
Satisfied	25	50	-
Partially satisfied	-	-	-
Not satisfied	-	-	-
Completely dissatisfied	-	-	-
Difficult to answer	-	-	-



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

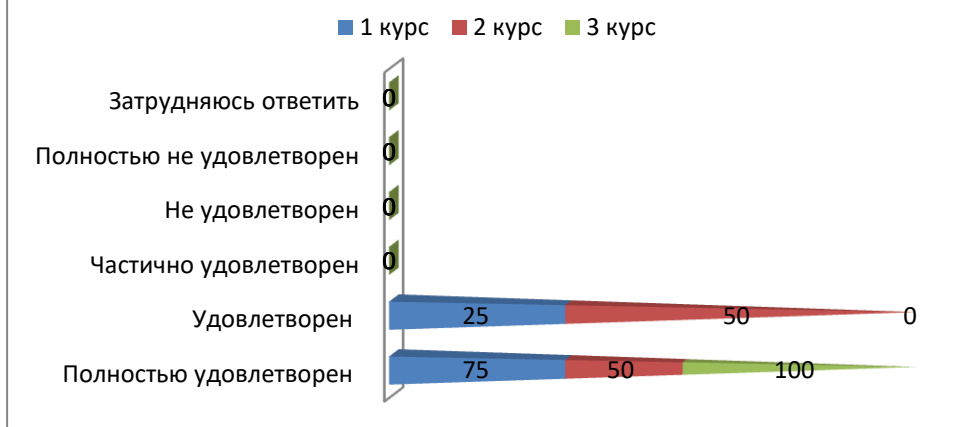
Answer options	1st year	2nd year	3rd year
Completely satisfied	75	50	100
Satisfied	25	50	-
Partially satisfied	-	-	-
Not satisfied	-	-	-
Completely dissatisfied	-	-	-
Difficult to answer	-	-	-



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

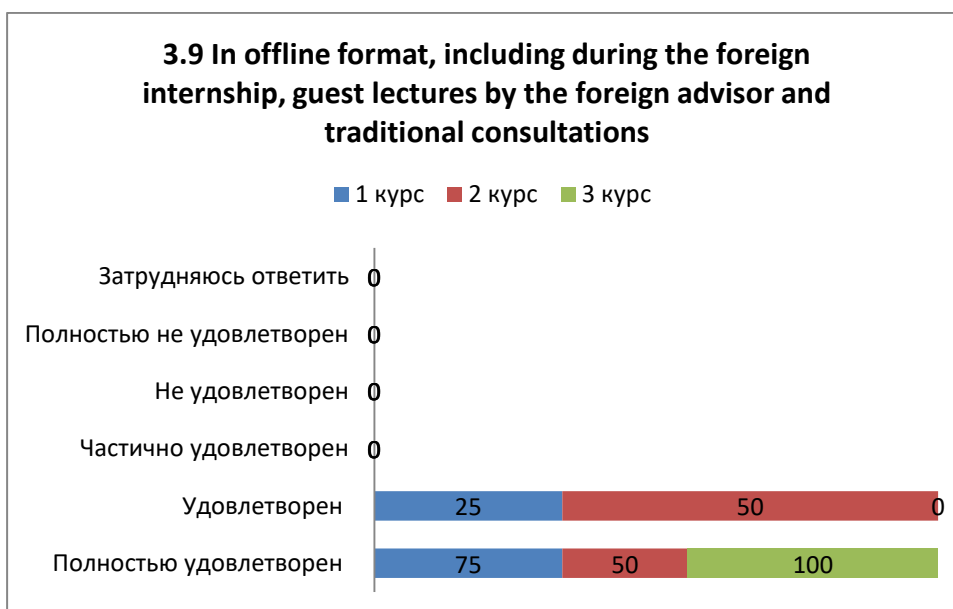
Answer options	1st year	2nd year	3rd year
Completely satisfied	75	50	100
Satisfied	25	50	-
Partially satisfied	-	-	-
Not satisfied	-	-	-
Completely dissatisfied	-	-	-
Difficult to answer	-	-	-

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

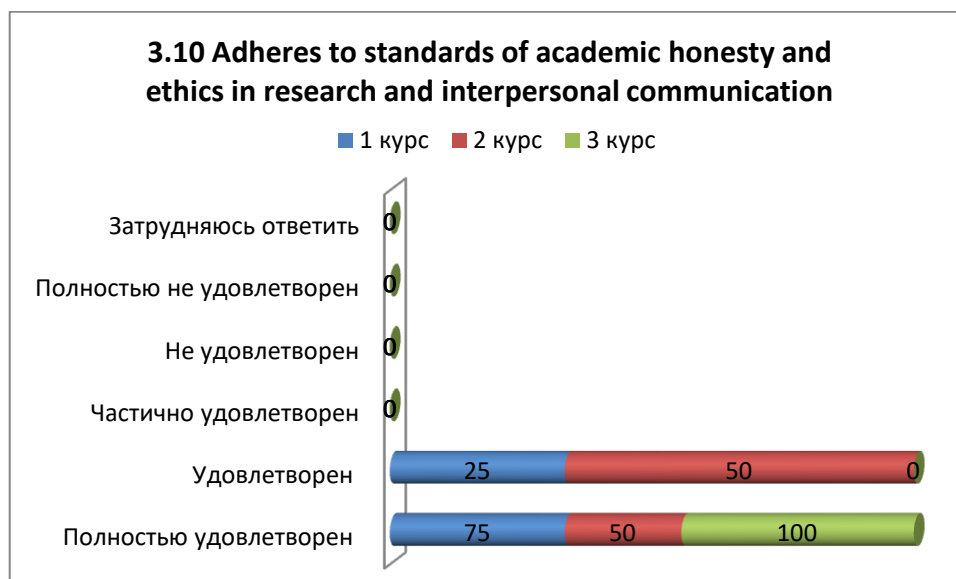
Answer options	1st year	2nd year	3rd year
Completely satisfied	75	50	100
Satisfied	25	50	-
Partially satisfied	-	-	-
Not satisfied	-	-	-
Completely dissatisfied	-	-	-
Difficult to answer	-	-	-



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	75	50	100
Satisfied	25	50	-
Partially satisfied	-	-	-

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



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

Indicators:

4.1 Opportunity for professional development

Answer options	1st year	2nd year	3rd year
High value	75	100	100
Medium value	25	-	-
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	75	100	100
Medium value	25	-	-
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	100	100	-
Medium value	-	-	100
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	75	100	-
Medium value	25	-	100
Little or practically none	-	-	-
Difficult to answer	-	-	-



4.5 Opportunity for promotion

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



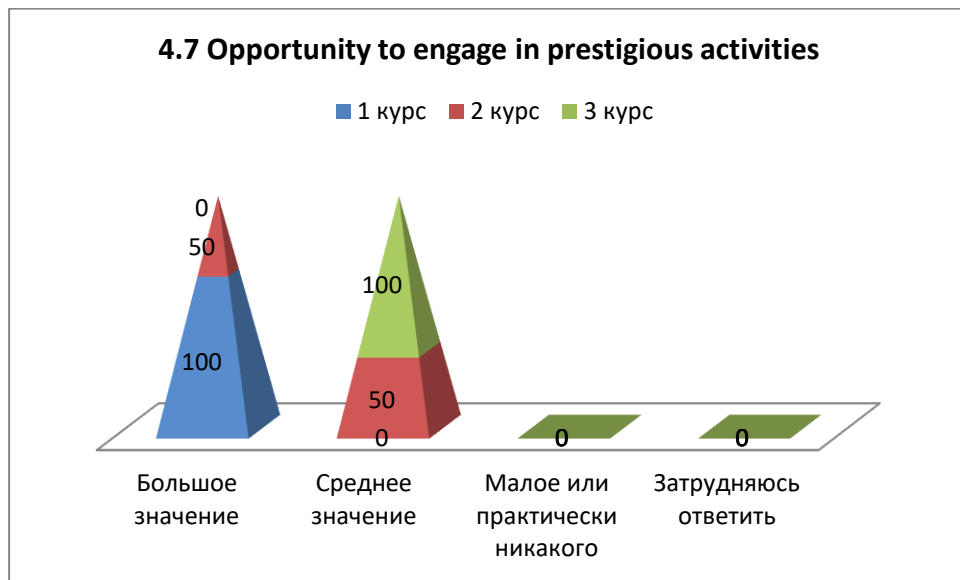
4.6 Opportunity to develop your own ideas

Answer options	1st year	2nd year	3rd year
High value	50	50	-
Medium value	50	50	100
Little or practically none	-	-	-
Difficult to answer	-	-	-



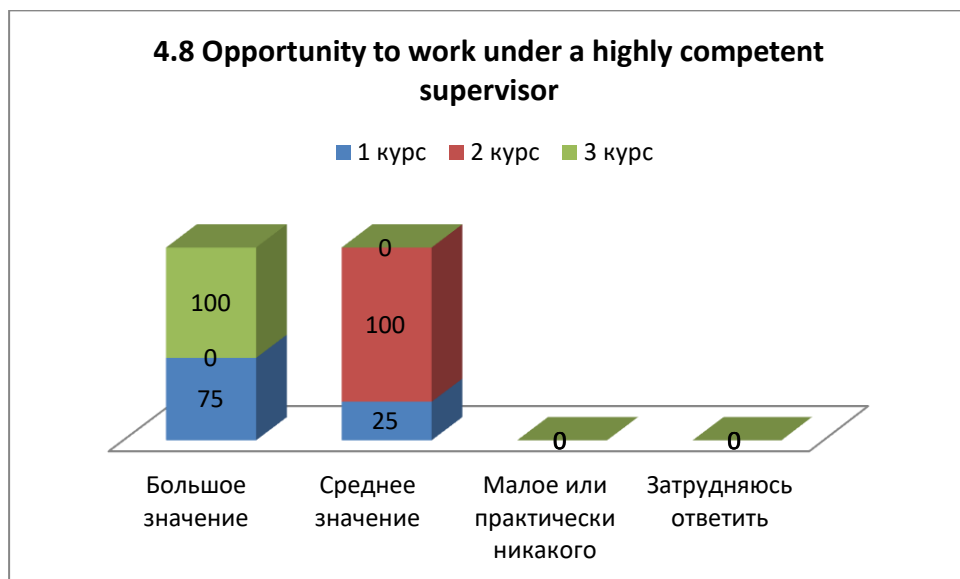
4.7 Opportunity to engage in prestigious activities

Answer options	1st year	2nd year	3rd year
High value	100	50	-
Medium value	-	50	100
Little or practically none	-	-	-
Difficult to answer	-	-	-



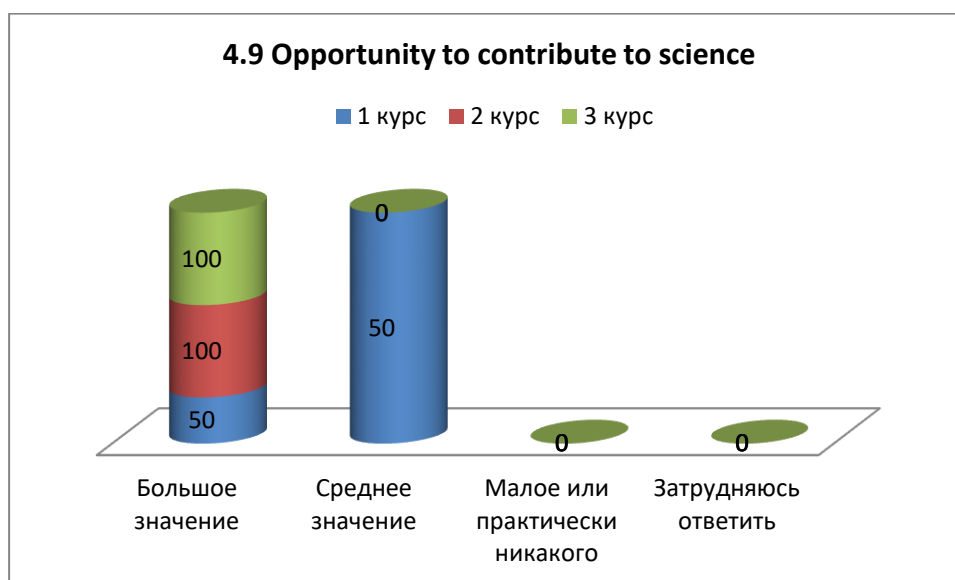
4.8 Opportunity to work under a highly competent supervisor

Answer options	1st year	2nd year	3rd year
High value	75	-	100
Medium value	25	100	-
Little or practically none	-	-	-
Difficult to answer	-	-	-



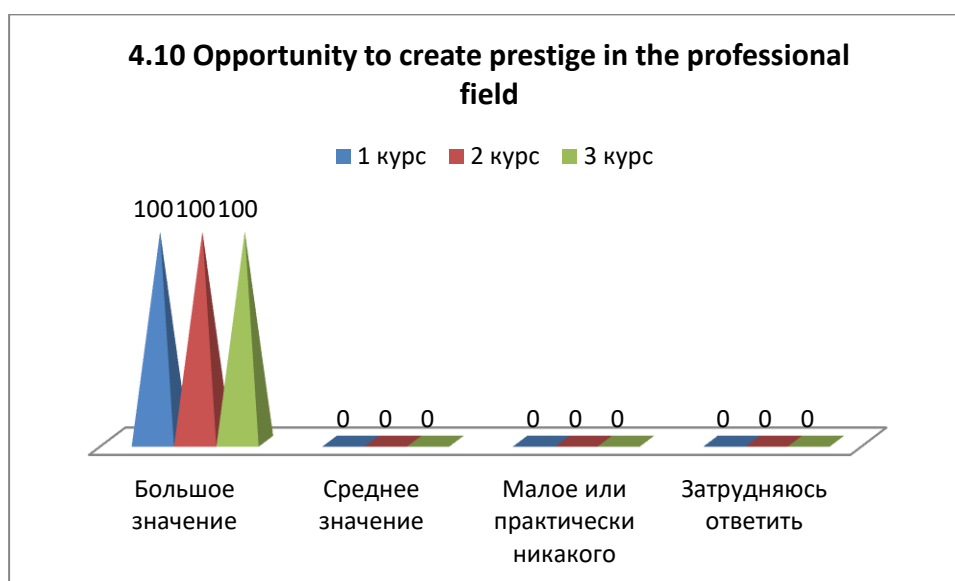
4.9 Opportunity to contribute to science

Answer options	1st year	2nd year	3rd year
High value	50	100	100
Medium value	50	-	-
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	100	100	100
Medium value	-	-	-
Little or practically none	-	-	-
Difficult to answer	-	-	-



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

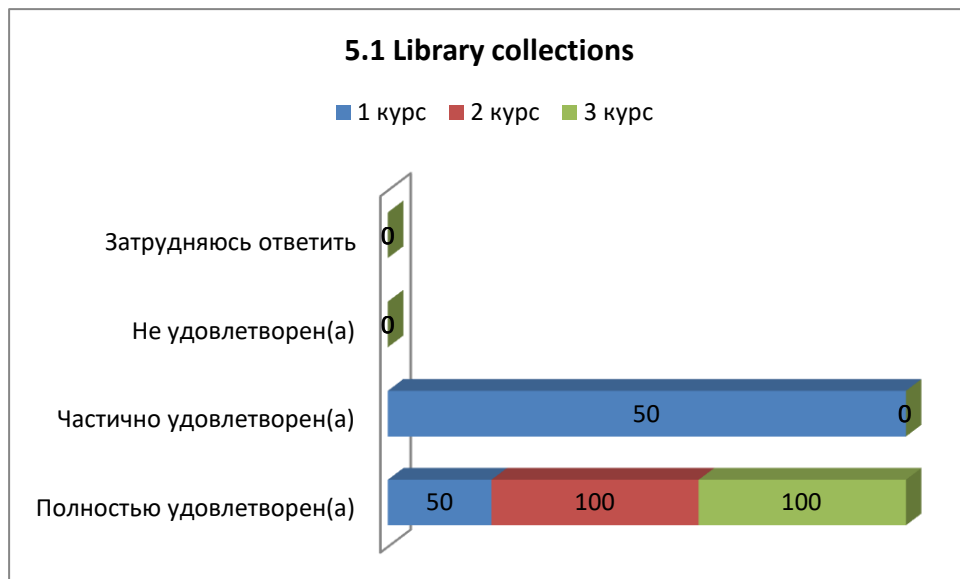
5.1 Library collections
5.2 Technology, computers necessary for educational process and scientific activities
5.3 Internet channel width and speed
5.4 Organisation of catering
5.5 Availability and condition of sports equipment
5.6 Living conditions in the dormitory

Other (write your answer option) _____

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

5.1 Library collections

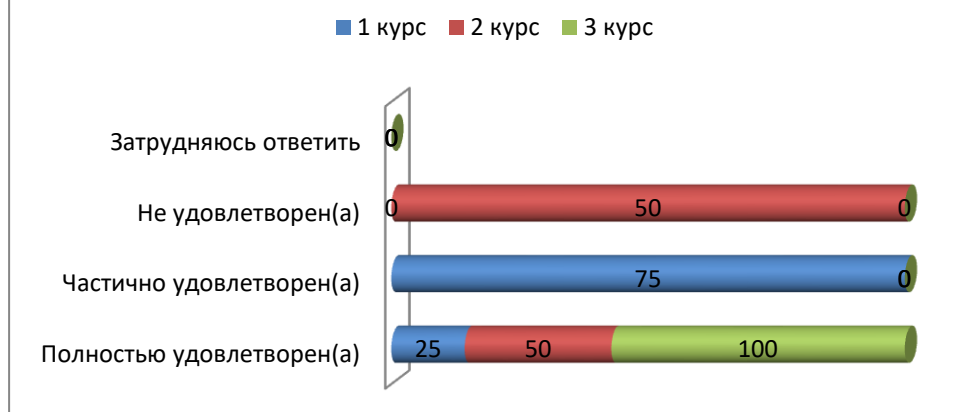
Answer options	1st year	2nd year	3rd year
Completely satisfied	50	100	100
Partially satisfied	50	-	-
Not satisfied	-	-	-
Difficult to answer	-	-	-



5.2 Technology, computers necessary for educational process and scientific activities

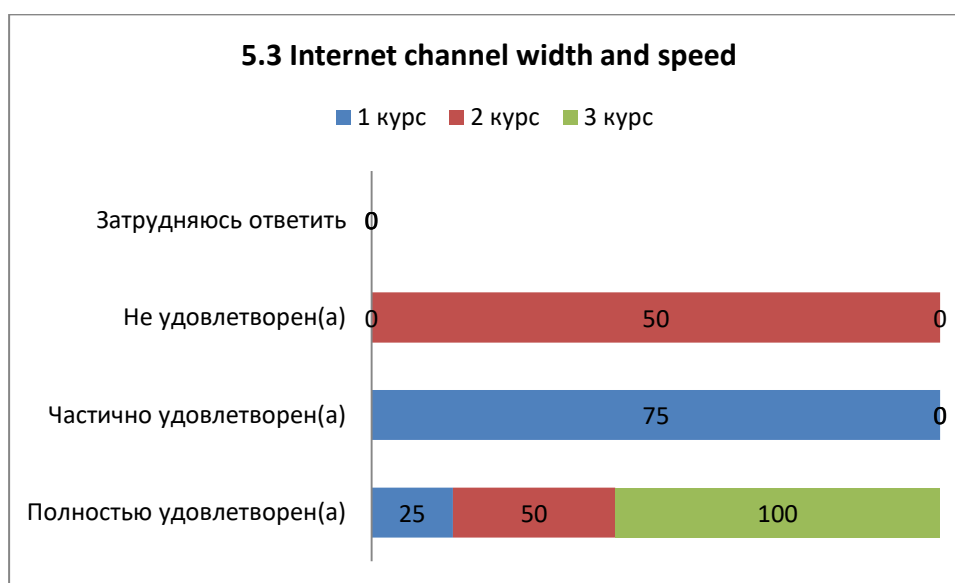
Answer options	1st year	2nd year	3rd year
Completely satisfied	25	50	100
Partially satisfied	75	-	-
Not satisfied	-	50	-
Difficult to answer	-	-	-

5.2 Technology, computers necessary for educational process and scientific activities



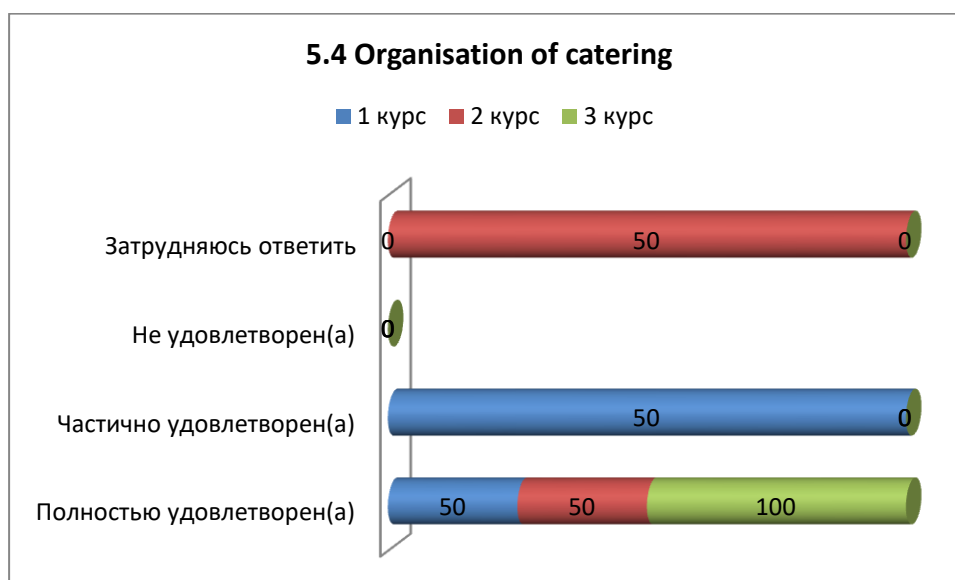
5.3 Internet channel width and speed

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



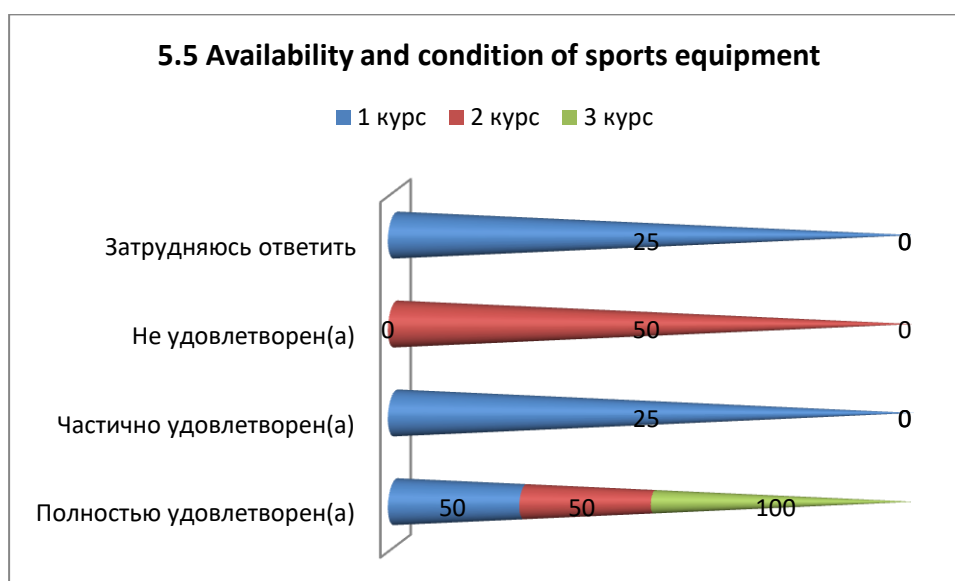
5.4 Organisation of catering

Answer options	1st year	2nd year	3rd year
Completely satisfied	50	50	100
Partially satisfied	50	-	-
Not satisfied	-	-	-
Difficult to answer	-	50	-



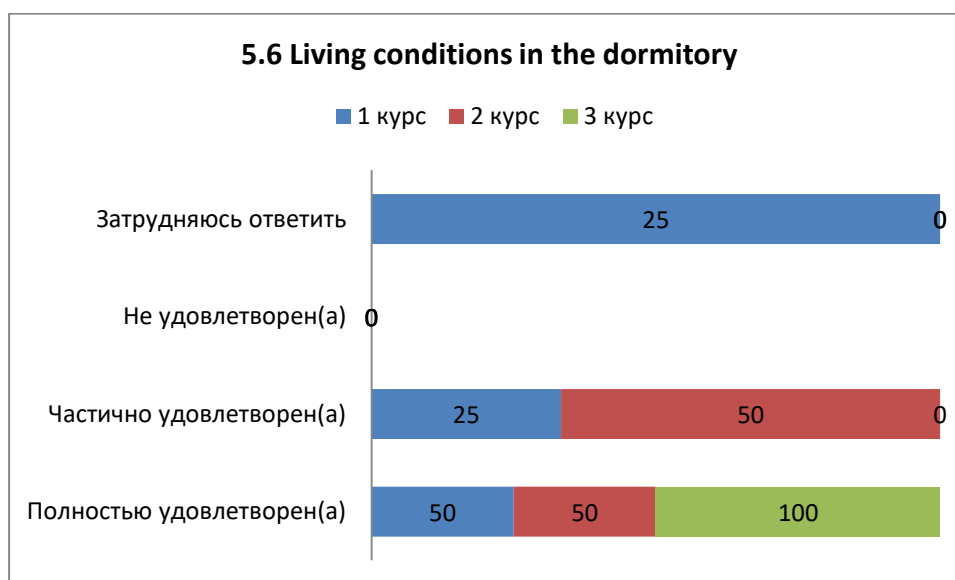
5.5 Availability and condition of sports equipment

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



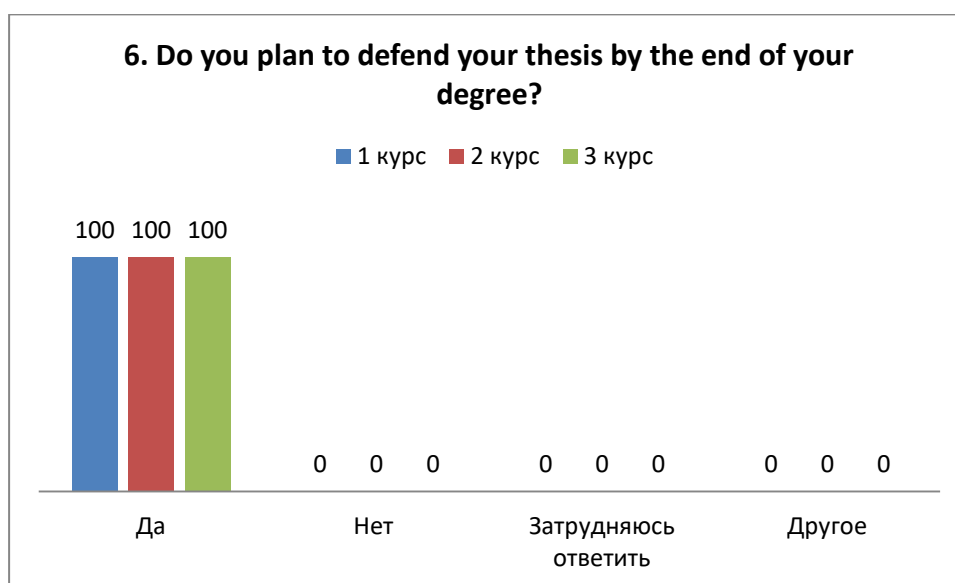
5.6 Living conditions in the dormitory

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



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

Answer options	1st year	2nd year	3rd year
Yes	100	100	100
No	-	-	-
Difficult to answer	-	-	-
Other	-	-	-



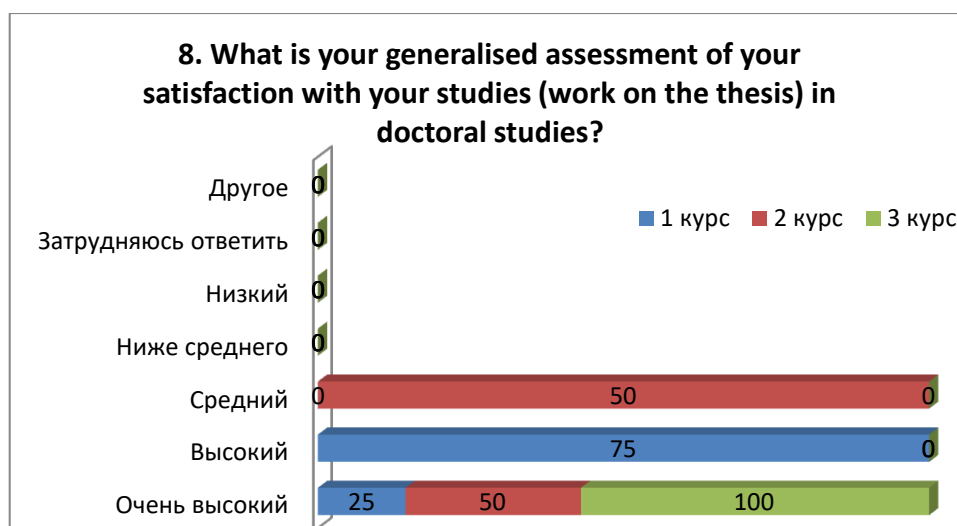
7. What do you plan to do after completing your doctoral studies?

Answer options	1st year	2nd year	3rd year
Researcher	75	50	-
Teacher	25	50	100
Specialist in the field of the thesis, not related to science and education	-	-	-
Specialist in another field	-	-	-
Difficult to answer	-	-	-
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	25	50	100
High	75	-	-
Average	-	50	-
Below average	-	-	-
Low	-	-	-
Difficult to answer	-	-	-
Other	-	-	-



Please write what questions you think should be added to this questionnaire in order to improve the study programme, the quality of services provided and other areas of the university's activities. *(The answers of the students are presented in the original. Orthography and punctuation of the author are preserved):*

- No questions. Evaluate the performance of the PO department staff.

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 (100%) appreciate the professionalism and competence of their supervisors; opportunities for approbation and publication of dissertation research results; access to participation in departmental research projects, including funded ones; and the responsiveness of the University to their requests.

The level of organisational, methodological and information support for the preparation of dissertation research satisfies 83.3% of doctoral students. This indicates that the university successfully provides doctoral students with the necessary resources and support to perform scientific work, which contributes to their productivity and successful completion of research activities.

Accessibility, completeness and reliability of information about scientific events held at the University and outside the University are evaluated by respondents at 91.7%. Doctoral students also satisfactorily assessed the organisation and conduct of foreign internships, together with their effectiveness. 87.5% 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 the **domestic research consultants** were rated very high by the doctoral students. The skill of developing research programmes received the highest score (100%), while other skills such as international reputation, contribution to science, collaboration, ability to publish research as lead author, definition of methodology and adherence to ethics were rated at 83.3%.

Doctoral students' satisfaction with the professional skills of the overseas advisor in the field of research is 100%. 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 very satisfied with the professionalism and commitment of the consultant.

Opportunities that doctoral students place high importance on in their work:

- Professional development (91.7%);
- co-operation with highly competent colleagues (91.7%);
- creation of prestige in the professional sphere (91.1%);
- contribution to science (83.3%);
- receiving a high salary (66.7%);
- promotion (66.7%);
- working under a highly competent manager (58.3%);
- comfortable labour conditions (58.3%);
- engaging in prestigious activities (50 per cent);
- development of own ideas (33.3%).

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 your degree?' respondents 100% chose the answer option 'Yes'.

More than half of the respondents (58.3%) expressed interest in teaching, while the rest (41.7%) plan to pursue a career as researchers after completing their doctoral studies.

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