

Report
on the results of the questionnaire
“Satisfaction of doctoral students with educational services”
for the 2023-2024 academic year
for the educational programme
8D07102 Transport, transport equipment and technologies

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 opinion.

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

10 respondents took part in the questionnaire, which was 83,3% 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

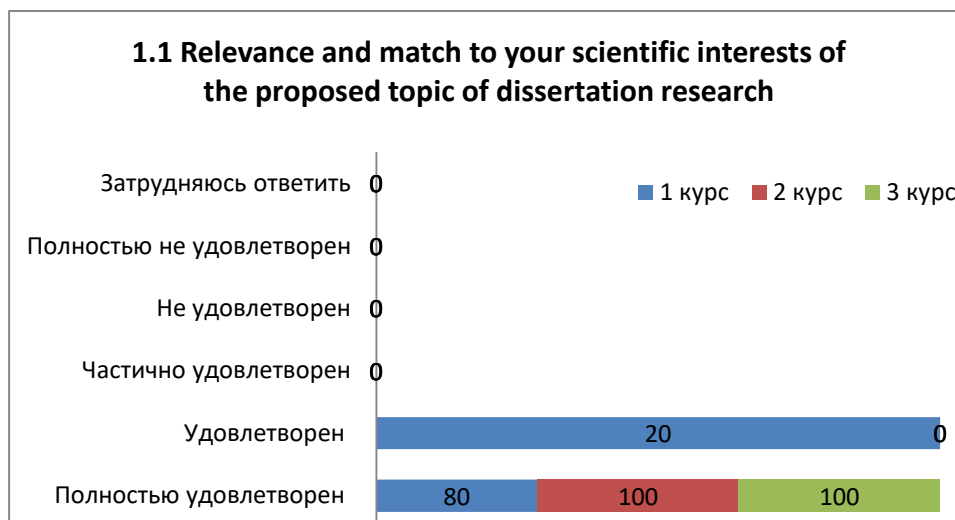
Other (write your answer) _____

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

Indicators:

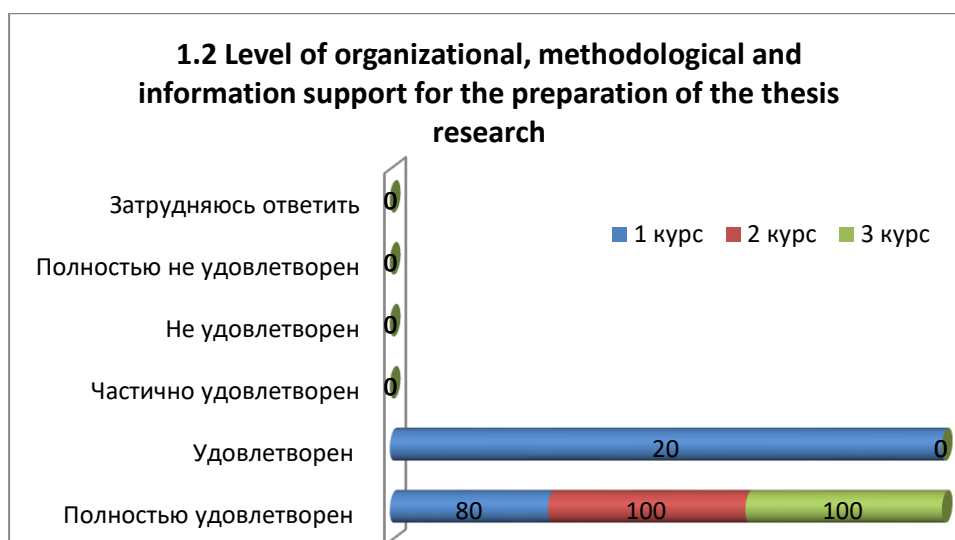
1.1 Relevance and match to your scientific interests of the proposed topic of dissertation research

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

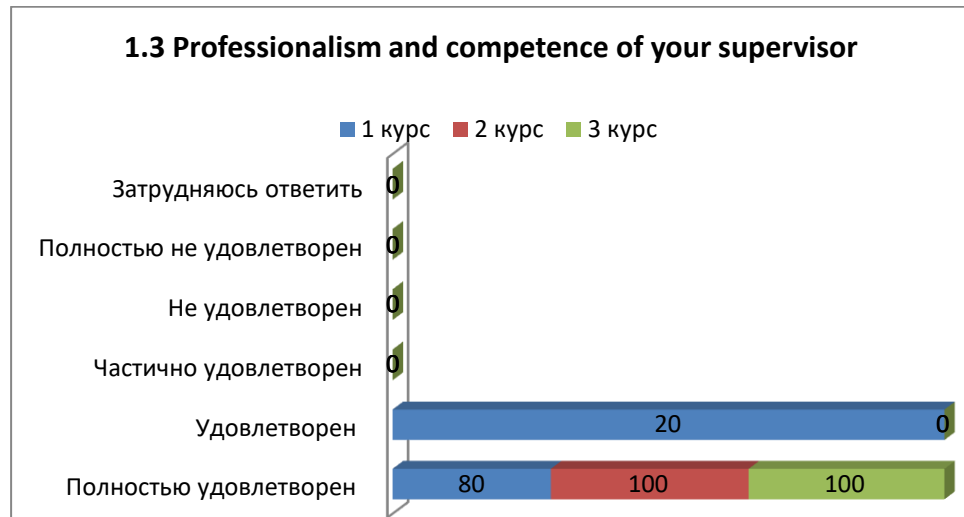
Answer options	1st year	2nd year	3rd year
Completely satisfied	80	100	100
Satisfied	20	-	-
Partially satisfied	-	-	-
Not satisfied	-	-	-
Completely dissatisfied	-	-	-
Difficult to answer	-	-	-



1.3 Professionalism and competence of your supervisor

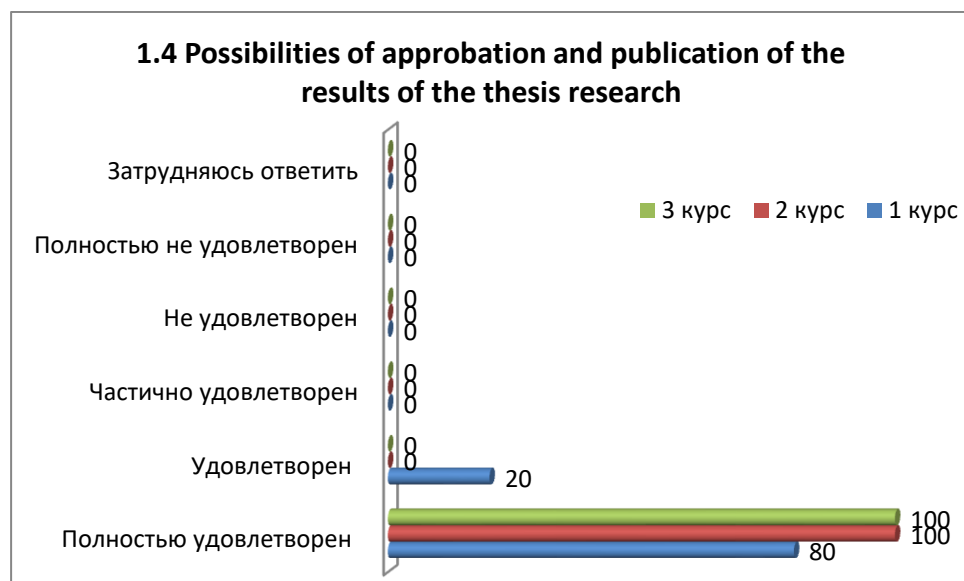
Answer options	1st year	2nd year	3rd year
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Completely satisfied	80	100	100
Satisfied	20	-	-
Partially satisfied	-	-	-
Not satisfied	-	-	-
Completely dissatisfied	-	-	-
Difficult to answer	-	-	-



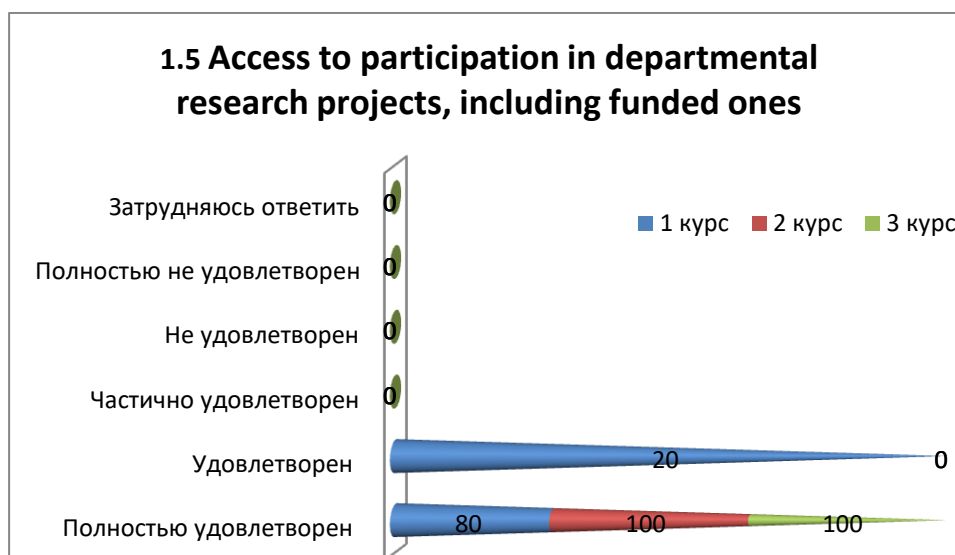
1.4 Possibilities of approbation and publication of the results of the thesis research

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



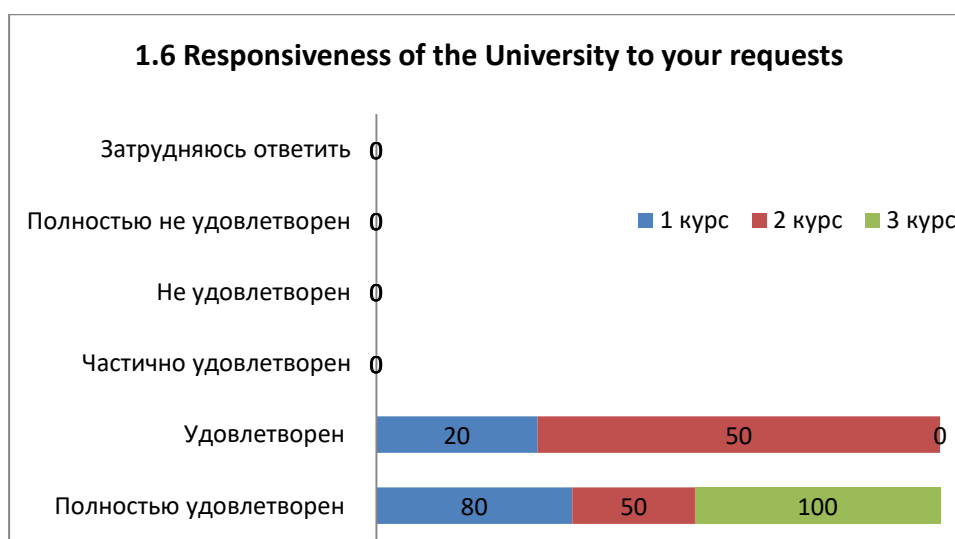
1.5 Access to participation in departmental research projects, including funded ones

Answer options	1st year	2nd year	3rd year
Completely satisfied	80	100	100
Satisfied	20	-	-
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	80	50	100
Satisfied	20	50	-
Partially satisfied	-	-	-
Not satisfied	-	-	-
Completely dissatisfied	-	-	-
Difficult to answer	-	-	-



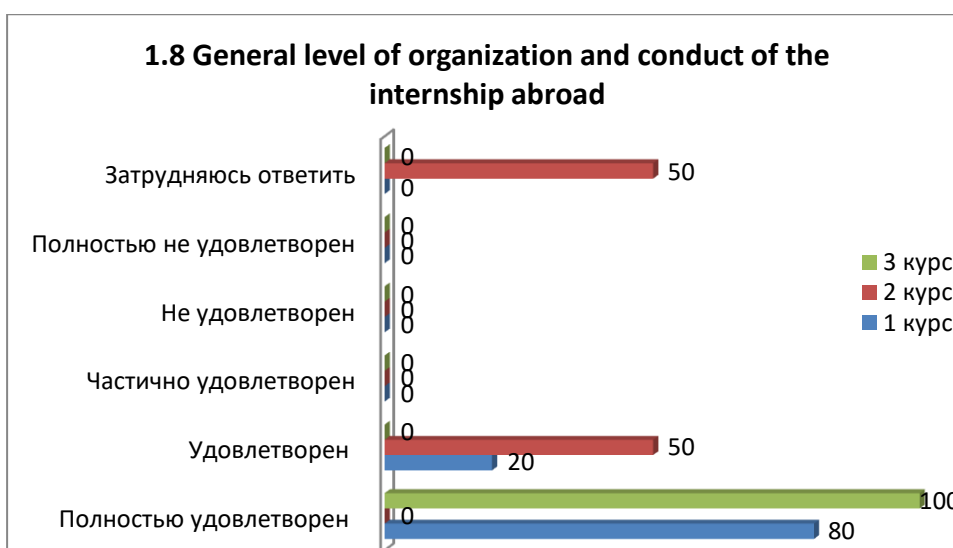
1.7 Accessibility, completeness and reliability of information about research events held at the University and outside of it

Answer options	1st year	2nd year	3rd year
Completely satisfied	80	50	100
Satisfied	20	50	-
Partially satisfied	-	-	-
Not satisfied	-	-	-
Completely dissatisfied	-	-	-
Difficult to answer	-	-	-



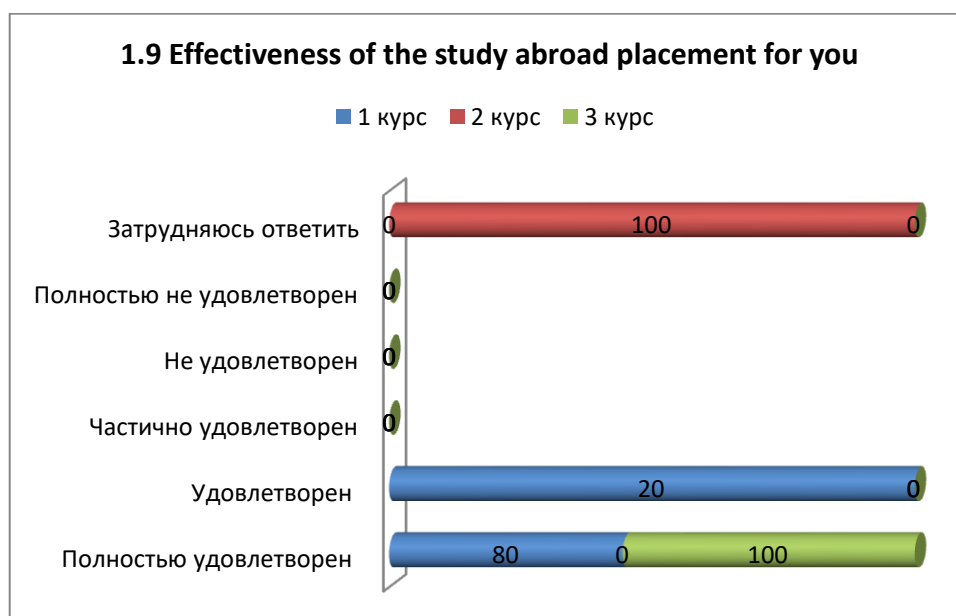
1.8 General level of organization and conduct of the internship abroad

Answer options	1st year	2nd year	3rd year
Completely satisfied	80	-	100
Satisfied	20	50	-
Partially satisfied	-	-	-
Not satisfied	-	-	-
Completely dissatisfied	-	-	-
Difficult to answer	-	50	-



1.9 Effectiveness of the study abroad placement for you

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



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

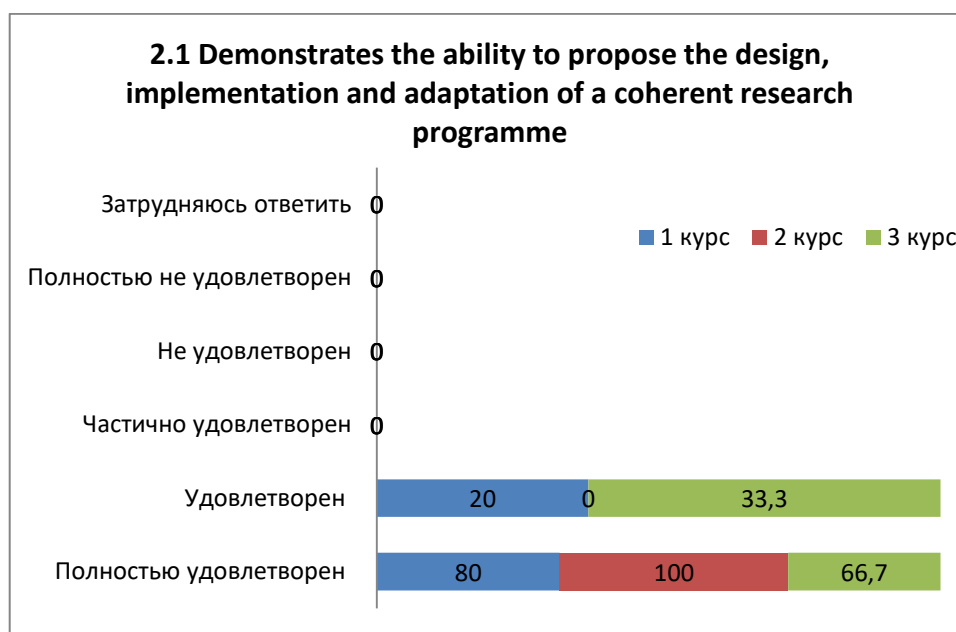
Other (write your answer option) _____

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

Indicators:

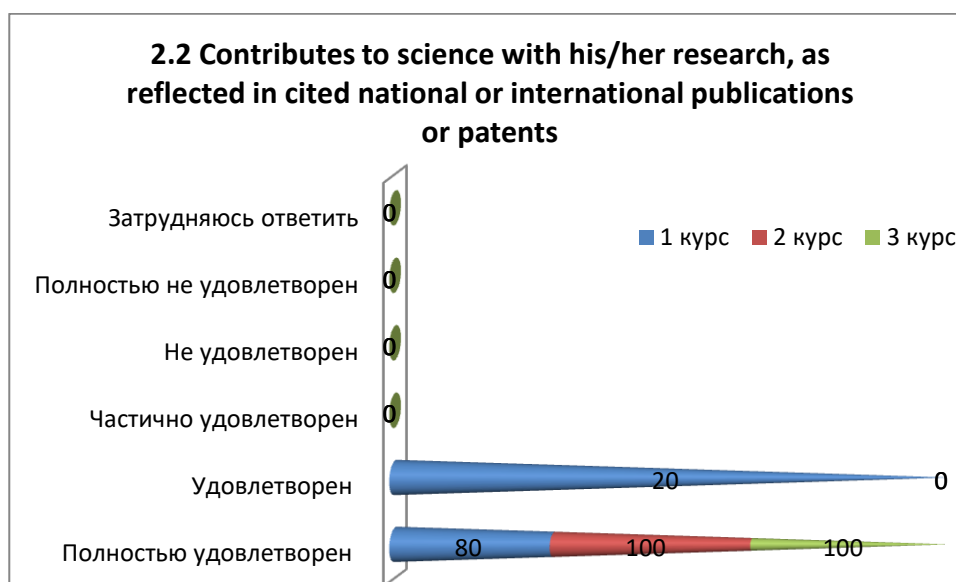
2.1 Demonstrates the ability to propose the design, implementation and adaptation of a coherent research programme

Answer options	1st year	2nd year	3rd year
Completely satisfied	80	100	66,7
Satisfied	20	-	33,3
Partially satisfied	-	-	-
Not satisfied	-	-	-
Completely dissatisfied	-	-	-
Difficult to answer	-	-	-



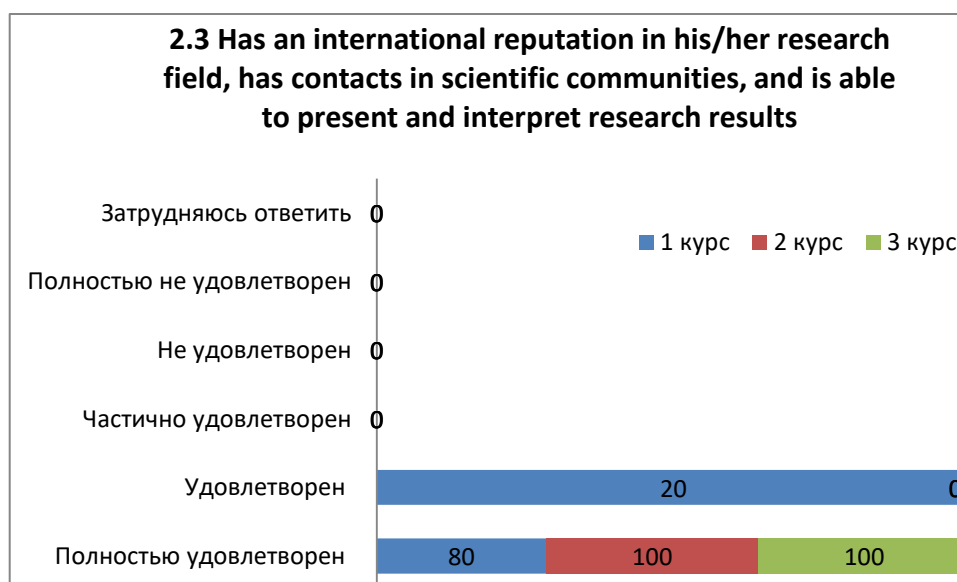
2.2 Contributes to science with his/her research, as reflected in cited national or international publications or patents

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

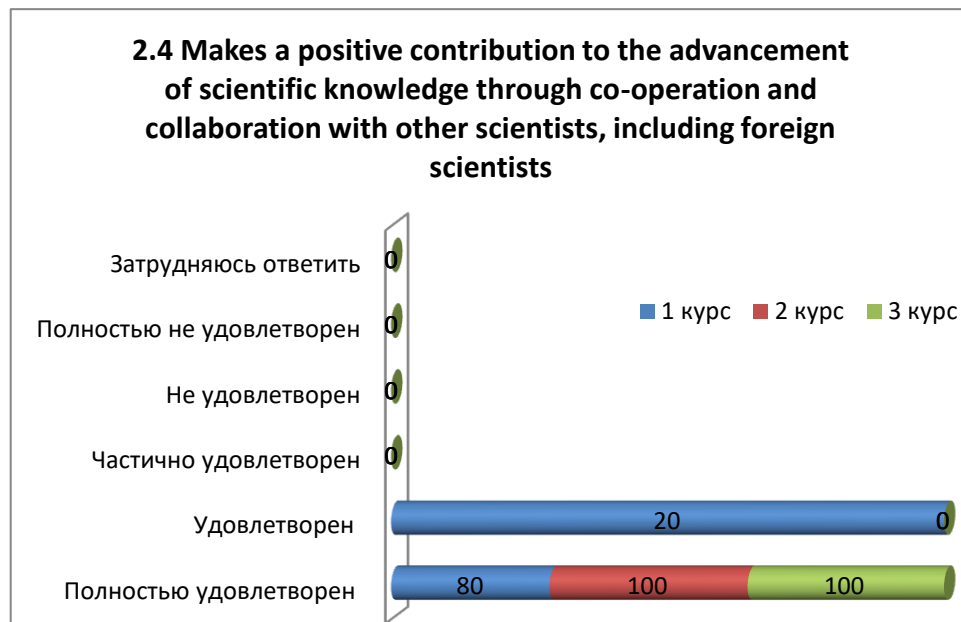
Answer options	1st year	2nd year	3rd year
Completely satisfied	80	100	100
Satisfied	20	-	-
Partially satisfied	-	-	-
Not satisfied	-	-	-
Completely dissatisfied	-	-	-
Difficult to answer	-	-	-



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	80	100	100
Satisfied	20	-	-

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



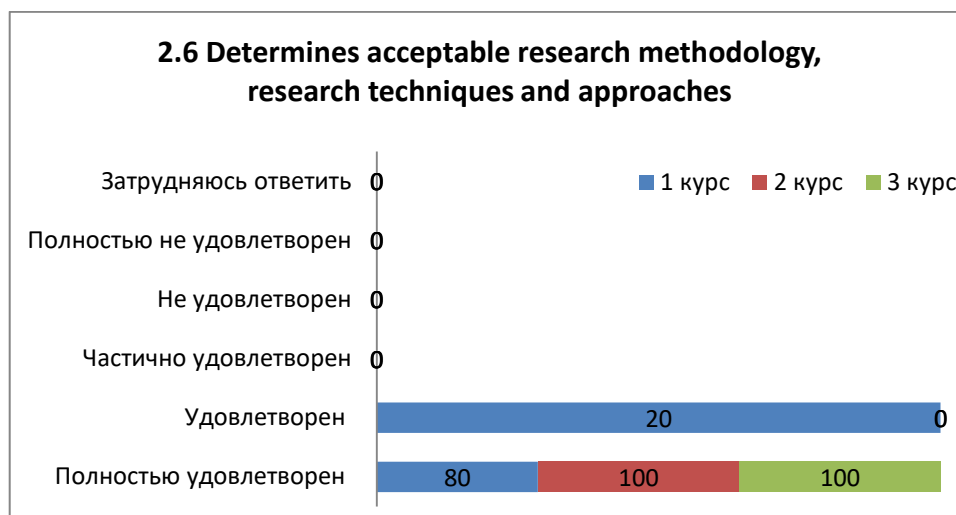
2.5 Publishes papers as lead author-researcher, conducts scientific seminars and leads sections at conferences

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



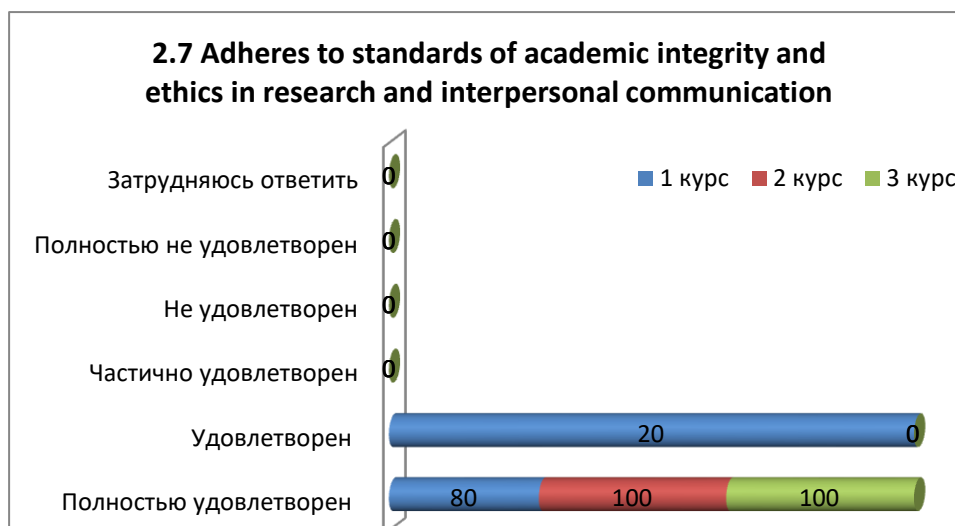
2.6 Determines acceptable research methodology, research techniques and approaches

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

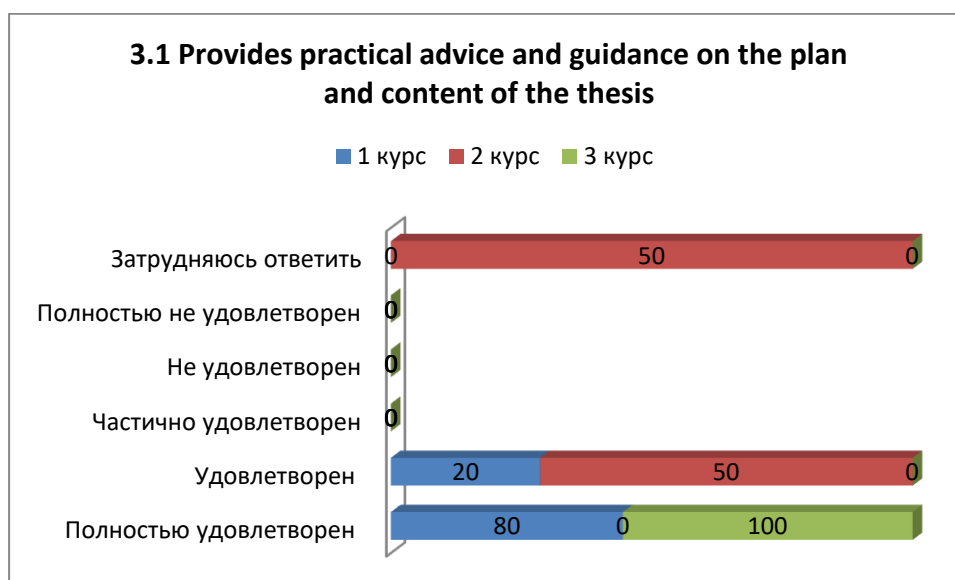
Other (write your answer option) _____

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	80	-	100
Satisfied	20	50	-
Partially satisfied	-	-	-
Not satisfied	-	-	-
Completely dissatisfied	-	-	-
Difficult to answer	-	50	-



3.2 Advises on the research topic

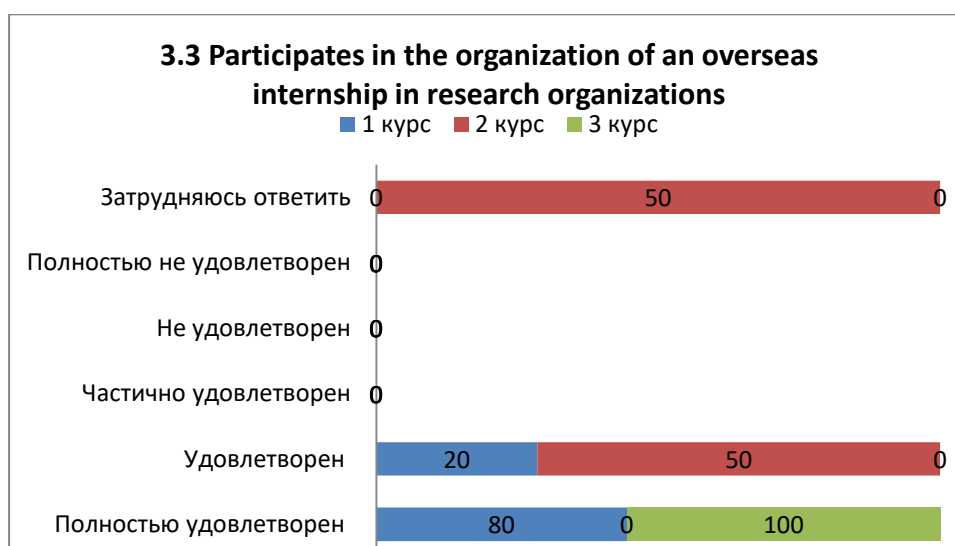
Answer options	1st year	2nd year	3rd year
Completely satisfied	80	-	100
Satisfied	20	50	-
Partially satisfied	-	-	-
Not satisfied	-	-	-
Completely dissatisfied	-	-	-
Difficult to answer	-	50	-



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

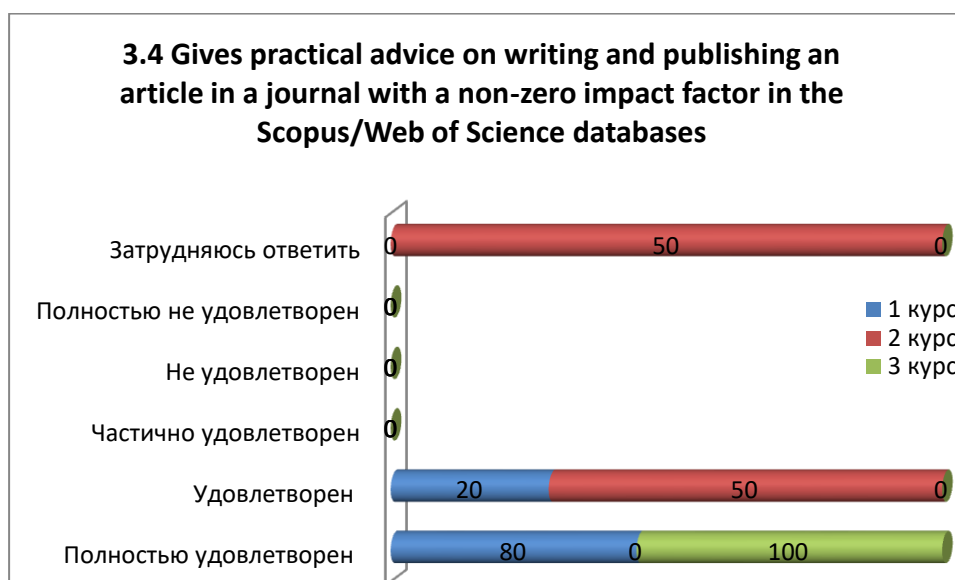
Answer options	1st year	2nd year	3rd year
Completely satisfied	80	-	100
Satisfied	20	50	-
Partially satisfied	-	-	-
Not satisfied	-	-	-
Completely dissatisfied	-	-	-

Difficult to answer	-	50	-
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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

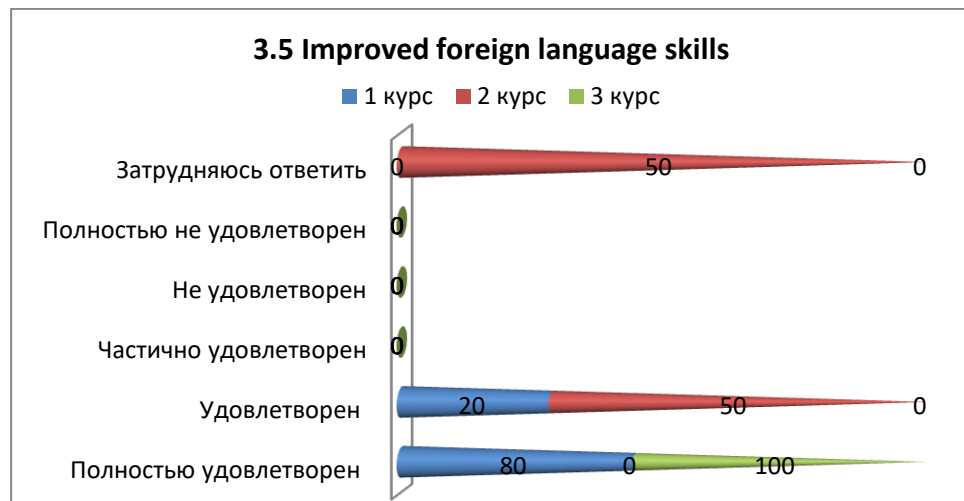
Answer options	1st year	2nd year	3rd year
Completely satisfied	80	-	100
Satisfied	20	50	-
Partially satisfied	-	-	-
Not satisfied	-	-	-
Completely dissatisfied	-	-	-
Difficult to answer	-	50	-



3.5 Improved foreign language skills

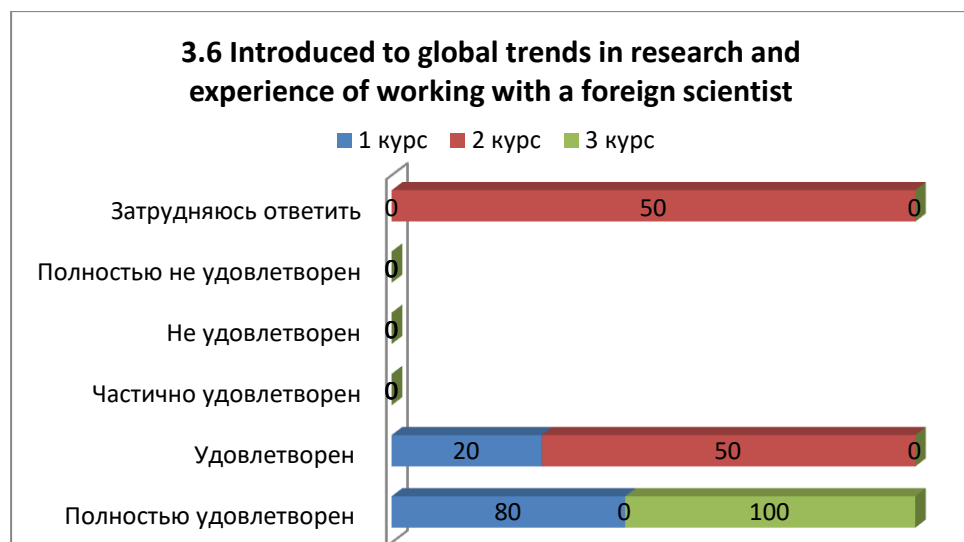
Answer options	1st year	2nd year	3rd year
Completely satisfied	80	-	100
Satisfied	20	50	-
Partially satisfied	-	-	-

Not satisfied	-	-	-
Completely dissatisfied	-	-	-
Difficult to answer	-	50	-



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

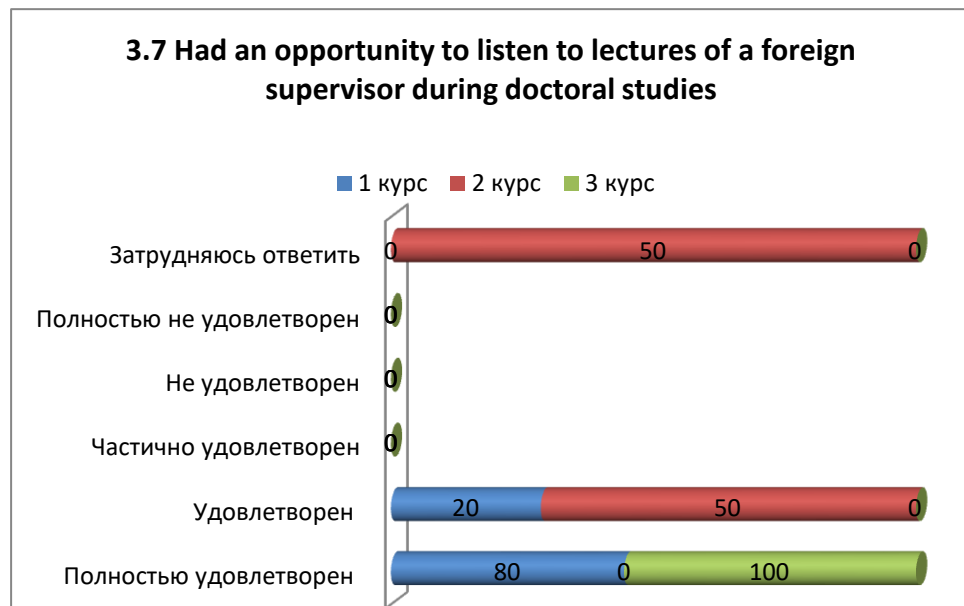
Answer options	1st year	2nd year	3rd year
Completely satisfied	80	-	100
Satisfied	20	50	-
Partially satisfied	-	-	-
Not satisfied	-	-	-
Completely dissatisfied	-	-	-
Difficult to answer	-	50	-



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

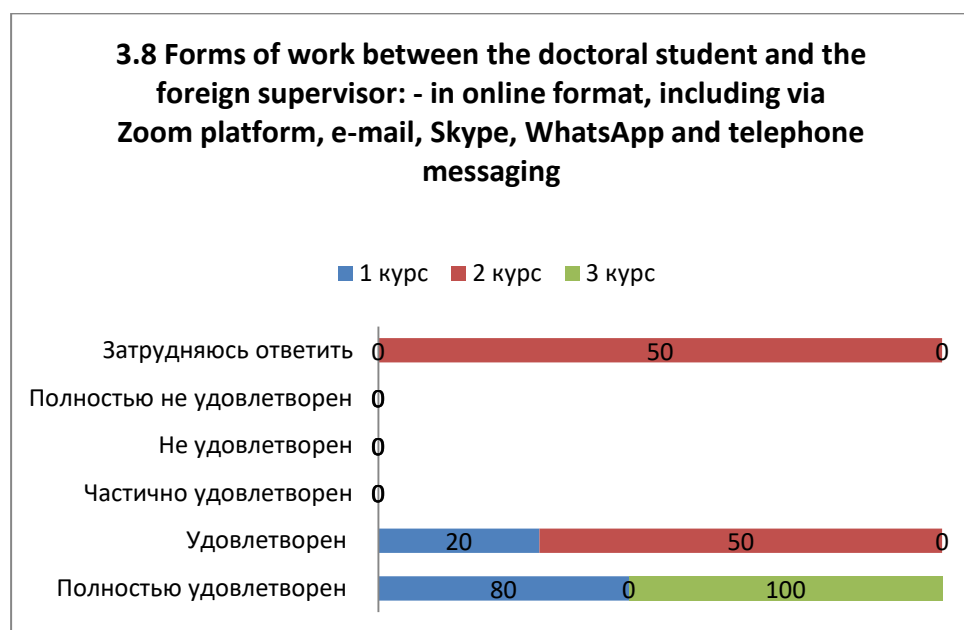
Answer options	1st year	2nd year	3rd year
Completely satisfied	80	-	100
Satisfied	20	50	-

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



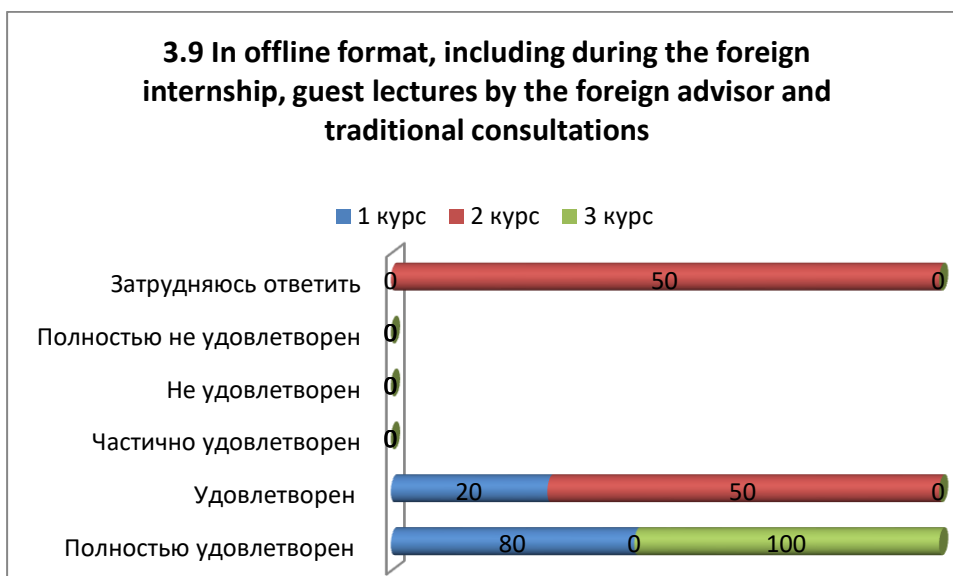
3.8 Forms of work between the doctoral student and the foreign supervisor: - in online format, including via Zoom platform, e-mail, Skype, WhatsApp and telephone messaging

Answer options	1st year	2nd year	3rd year
Completely satisfied	80	-	100
Satisfied	20	50	-
Partially satisfied	-	-	-
Not satisfied	-	-	-
Completely dissatisfied	-	-	-
Difficult to answer	-	50	-



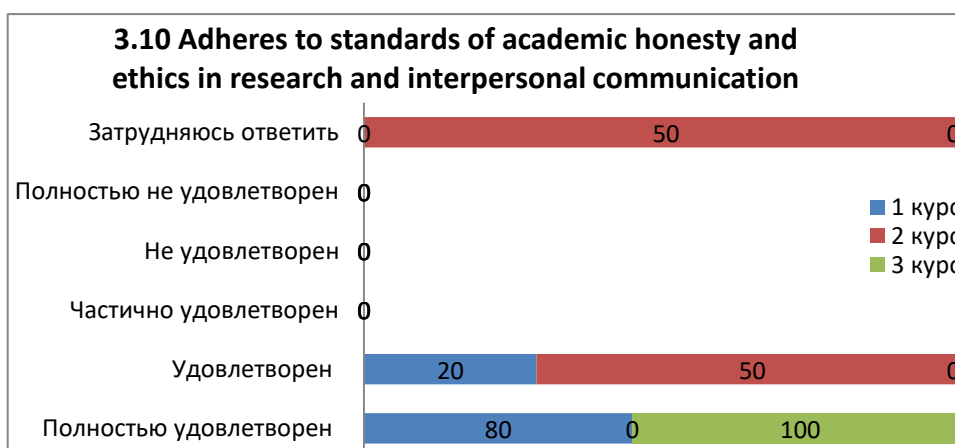
3.9 In offline format, including during the foreign internship, guest lectures by the foreign advisor and traditional consultations

Answer options	1st year	2nd year	3rd year
Completely satisfied	80	-	100
Satisfied	20	50	-
Partially satisfied	-	-	-
Not satisfied	-	-	-
Completely dissatisfied	-	-	-
Difficult to answer	-	50	-



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	80	-	100
Satisfied	20	50	-
Partially satisfied	-	-	-
Not satisfied	-	-	-
Completely dissatisfied	-	-	-
Difficult to answer	-	50	-



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

Другое (напишите свой вариант ответа) _____

Если вы ответили «Малое или практически никакого» на предыдущий вопрос, напишите, почему _____

4.1 Opportunity for professional development

Answer options	1st year	2nd year	3rd year
High value	80	50	100
Medium value	20	50	-
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	60	50	100
Medium value	40	50	-

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



4.3 Opportunity to receive a high salary

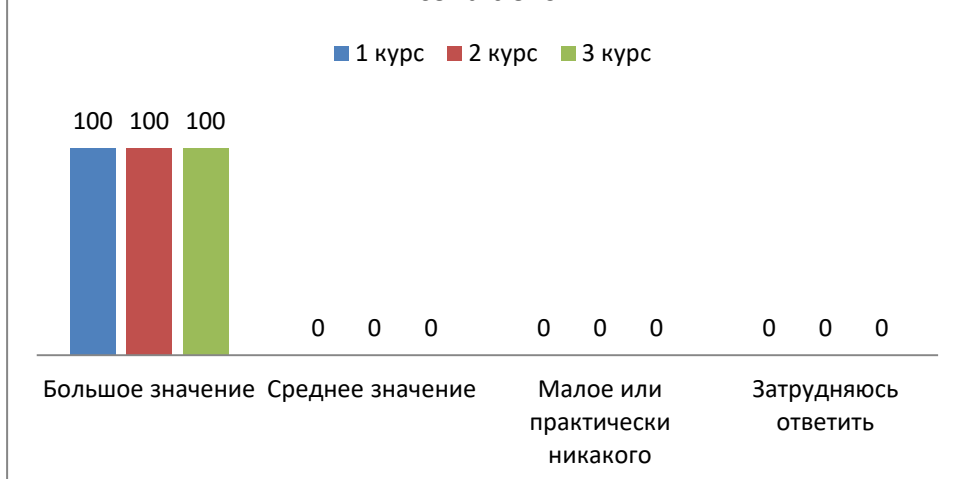
Answer options	1st year	2nd year	3rd year
High value	80	50	100
Medium value	20	50	-
Little or practically none	-	-	-
Difficult to answer	-	-	-



4.4 Opportunity to work in comfortable working conditions

Answer options	1st year	2nd year	3rd year
High value	100	100	100
Medium value	-	-	-
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	60	50	100
Medium value	20	50	-
Little or practically none	20	-	-
Difficult to answer	-	-	-



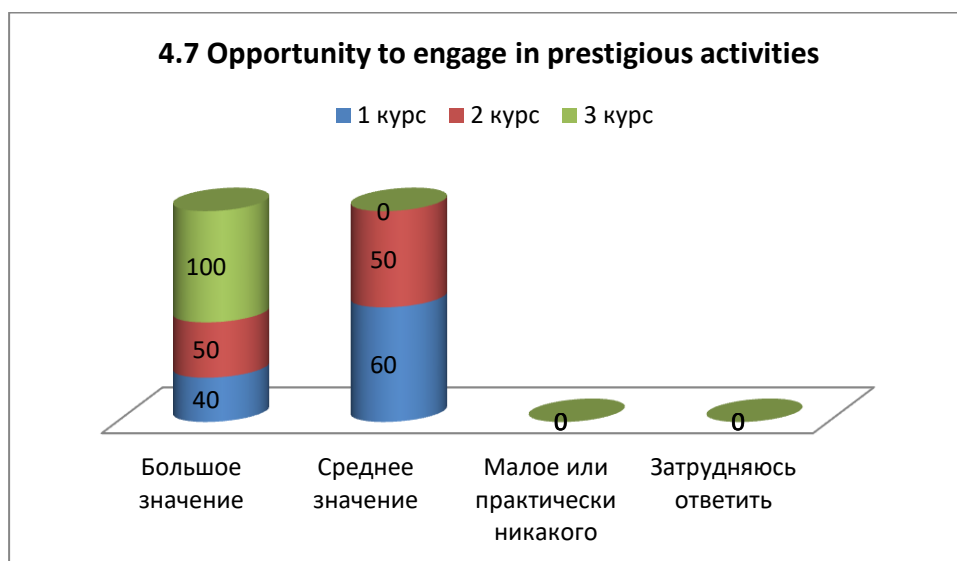
4.6 Opportunity to develop your own ideas

Answer options	1st year	2nd year	3rd year
High value	40	50	100
Medium value	60	50	-
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	40	50	100
Medium value	60	50	-
Little or practically none	-	-	-
Difficult to answer	-	-	-



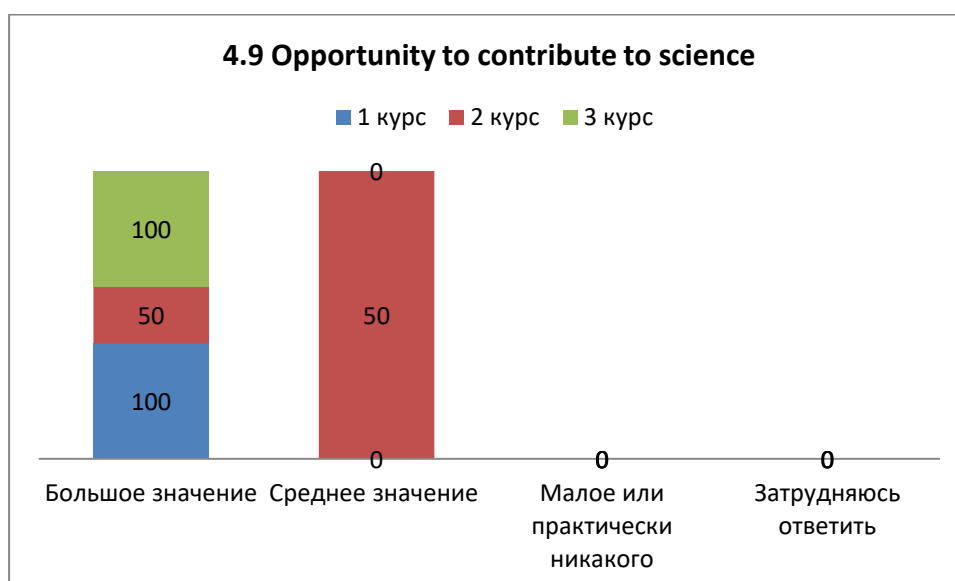
4.8 Opportunity to work under a highly competent supervisor

Answer options	1st year	2nd year	3rd year
High value	40	50	100
Medium value	60	50	-
Little or practically none	-	-	-
Difficult to answer	-	-	-



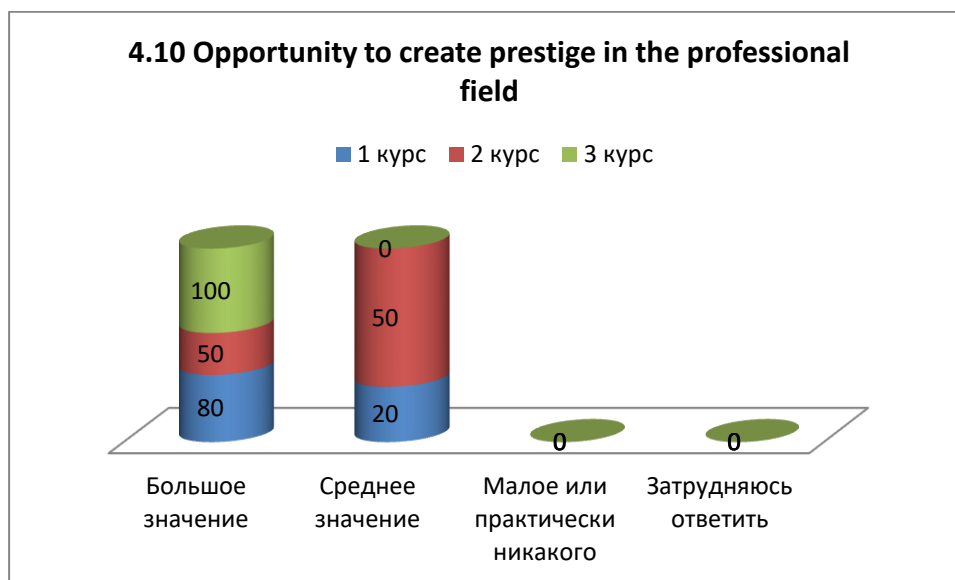
4.9 Opportunity to contribute to science

Answer options	1st year	2nd year	3rd year
High value	100	50	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	80	50	100
Medium value	20	50	-
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

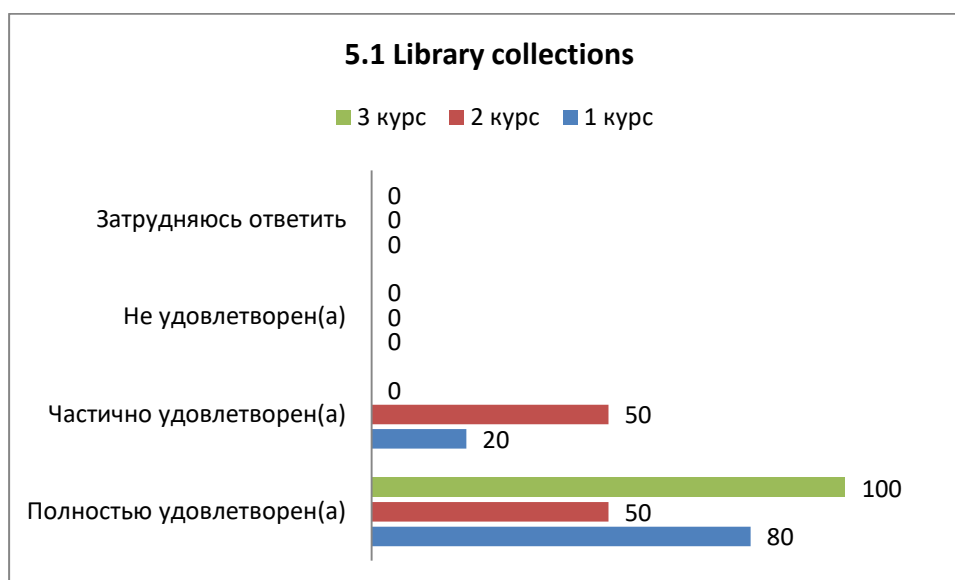
Other (write your answer option) _____

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

Indicators:

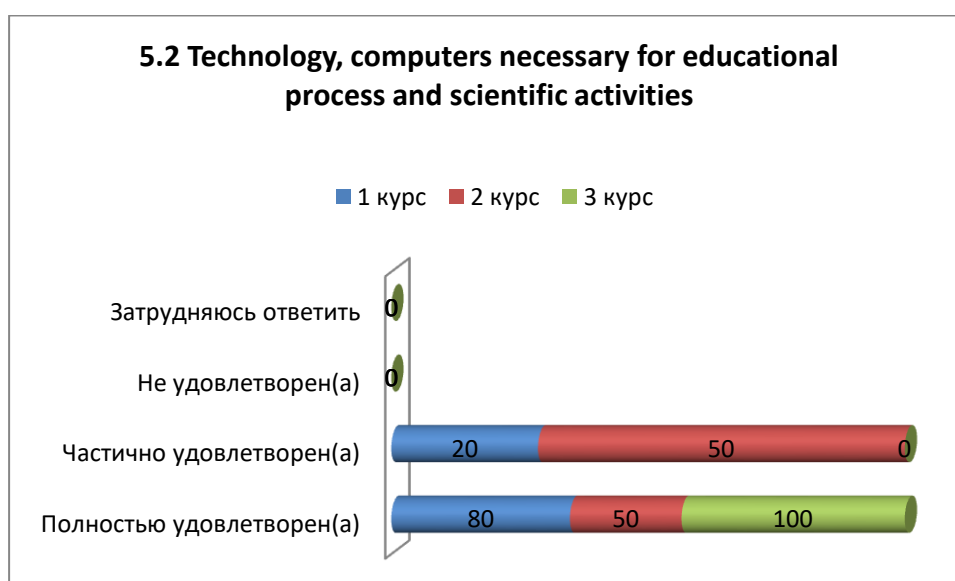
5.1 Library collections

Answer options	1st year	2nd year	3rd year
Completely satisfied	80	50	100
Partially satisfied	20	50	-
Not satisfied	-	-	-
Difficult to answer	-	-	-



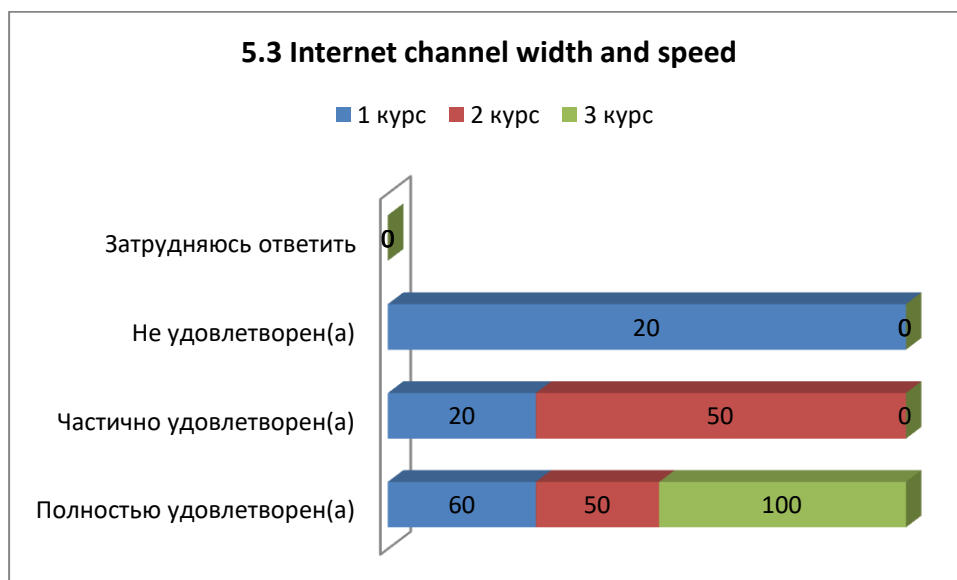
5.2 Technology, computers necessary for educational process and scientific activities

Answer options	1st year	2nd year	3rd year
Completely satisfied	80	50	100
Partially satisfied	20	50	-
Not satisfied	-	-	-
Difficult to answer	-	-	-



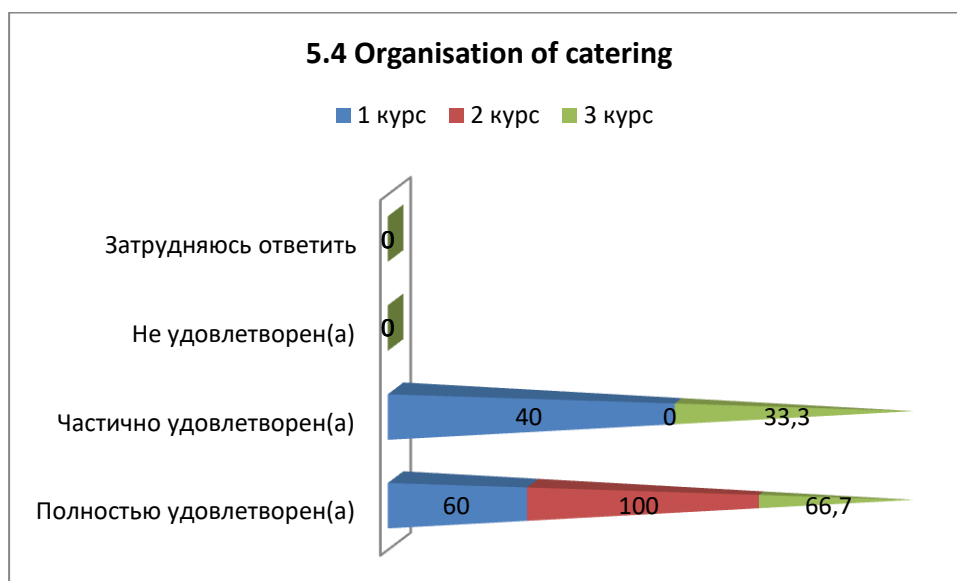
5.3 Internet channel width and speed

Answer options	1st year	2nd year	3rd year
Completely satisfied	60	50	100
Partially satisfied	20	50	-
Not satisfied	20	-	-
Difficult to answer	-	-	-



5.4 Organisation of catering

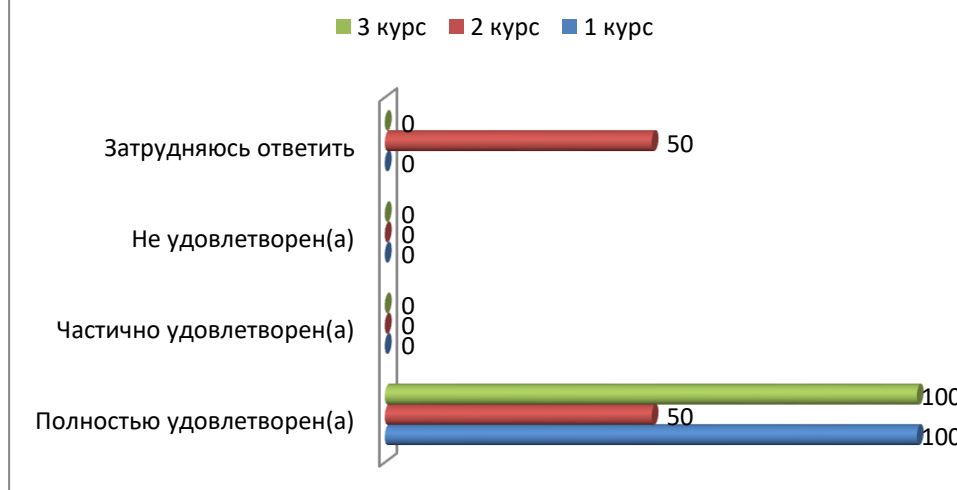
Answer options	1st year	2nd year	3rd year
Completely satisfied	60	100	66,7
Partially satisfied	40	-	33,3
Not satisfied	-	-	-
Difficult to answer	-	-	-



5.5 Availability and condition of sports equipment

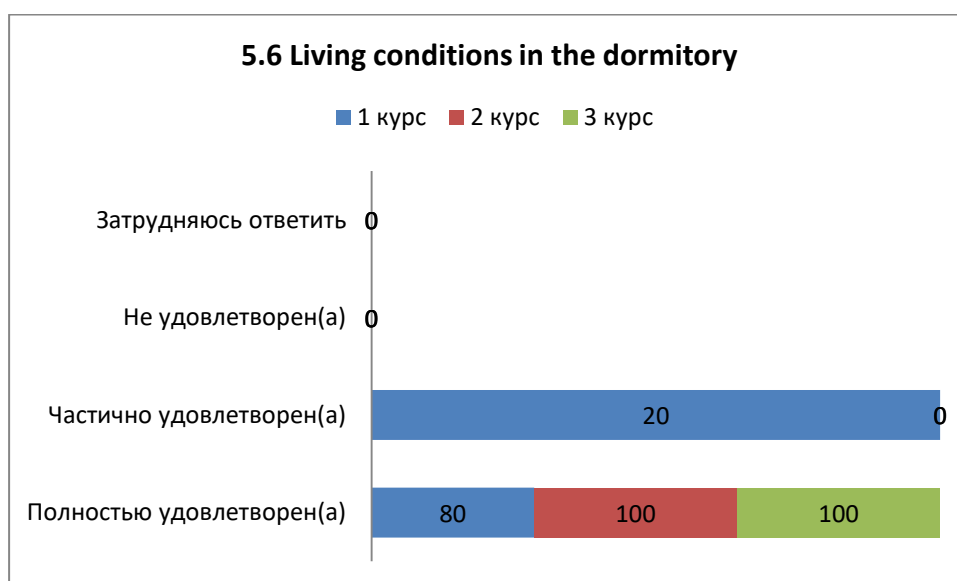
Answer options	1st year	2nd year	3rd year
Completely satisfied	100	50	100
Partially satisfied	-	-	-
Not satisfied	-	-	-
Difficult to answer	-	50	-

5.5 Availability and condition of sports equipment



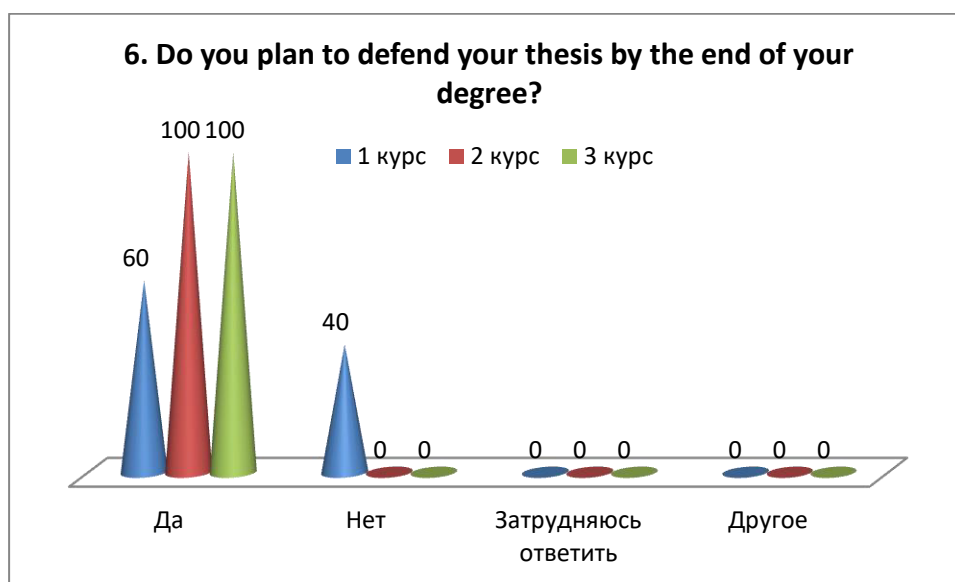
5.6 Living conditions in the dormitory

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



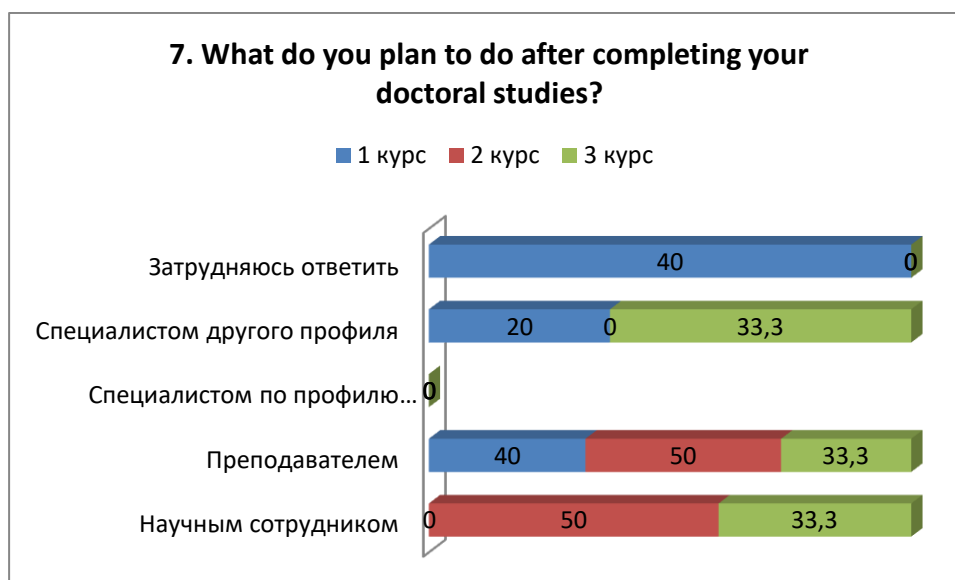
6. Do you plan to defend your thesis by the end of your degree?

Answer options	1st year	2nd year	3rd year
Yes	60	100	100
No	40	-	-
Difficult to answer	-	-	-
Other	-	-	-



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

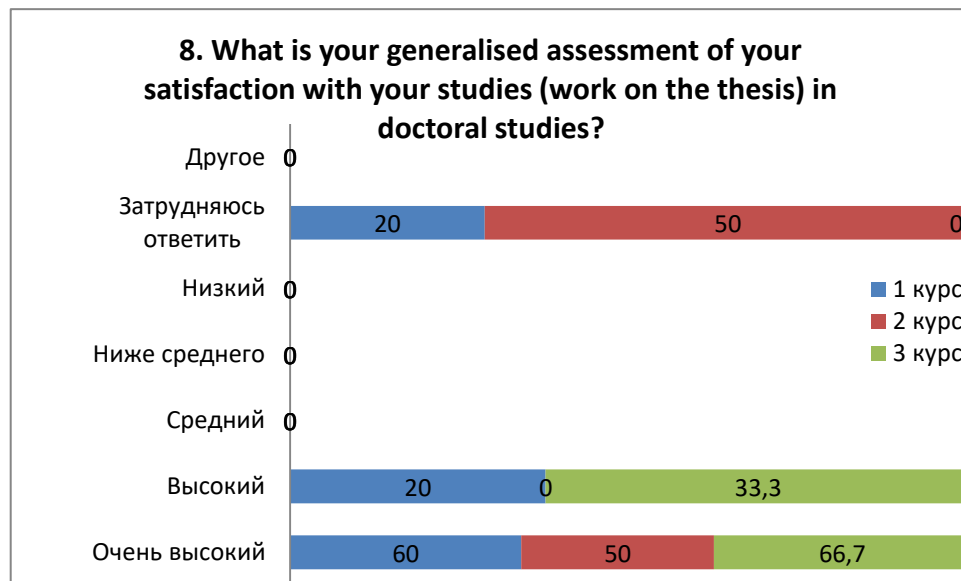
Answer options	1st year	2nd year	3rd year
Researcher	-	50	33,3
Teacher	40	50	33,3
Specialist in the field of the thesis, not related to science and education	-	-	-
Specialist in another field	20	-	33,3
Difficult to answer	40	-	-
Other	-	-	-



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	60	50	66,7
High	20	-	33,3
Average	-	-	-

Below average	-	-	-
Low	-	-	-
Difficult to answer	20	50	-
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 they very highly (100%) appreciate the professionalism and competence of their supervisors; organisational, methodological and informational support in the preparation of dissertations; access to participation in departmental research projects, including funded ones; and the responsiveness of the University to their requests.

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.

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 well evaluated the organisation and conduct of foreign internships, along with their effectiveness. 75% 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 83.3% 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 very satisfied with the professionalism and commitment of the advisor.

Opportunities that doctoral students attach great importance to in their work:

- comfortable working conditions (100%);
- contribution to science (83.3%);
- professional development (76.7%);
- creation of prestige in the professional sphere (76.7%);
- receiving a high salary (76.7%);
- co-operation with highly competent colleagues (70%);
- promotion (70%);
- engaging in a prestigious activity (63.3%);
- working under a highly competent manager (63.3%);
- developing their own ideas (63.3%).

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 the study term?’. 86.7% of respondents chose the answer ‘Yes’.

Less than half of the respondents (41.1%) expressed interest in teaching. A significant number of respondents (27.8%) plan to continue their career as researchers after completing their doctoral studies, and 17.8% intend to work in other fields. About 13% of respondents have not yet decided on their future plans.

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.