

Report on the results of the questionnaire
«Satisfaction of doctoral students with educational services» for the 2022-2023 academic
year
in the educational program
8D07102 «Transport, transport equipment and technologies»

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, guaranteeing the confidentiality of the doctoral student's personal opinion.

An object research - doctoral students of 1-3 years.

10 respondents participated in the questionnaire, which amounted to 100% of the total number of doctoral students.

**Note: This extensive questionnaire is conducted once every 5 years.*

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

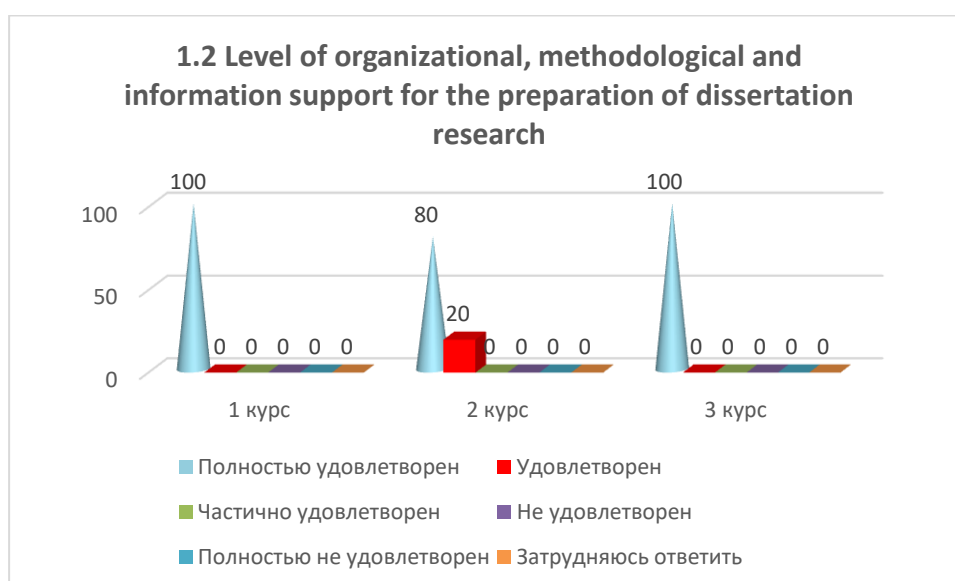
Answer options	1 st year	2nd year	3rd year
Completely satisfied	100	100	100
Satisfied	-	-	-
Partially satisfied	-	-	-

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



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



1.3 Professionalism and competence of the scientific supervisor

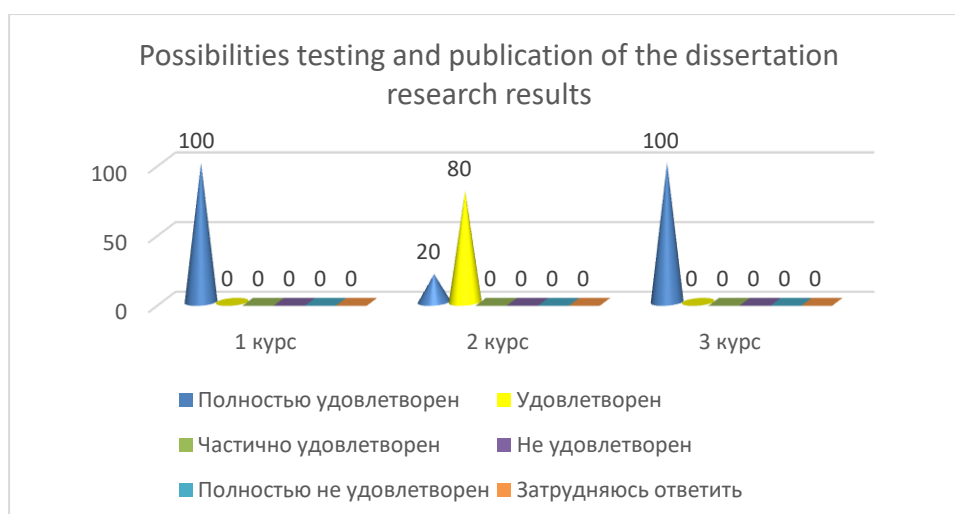
Answer options	1 st year	2nd year	3rd year
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Completely satisfied	100	80	100
Satisfied	-	20	-
Partially satisfied	-	-	-
Not satisfied	-	-	-
Completely unsatisfied	-	-	-
I find it difficult to answer	-	-	-



1.4 Possibilities testing and publication of the dissertation research results

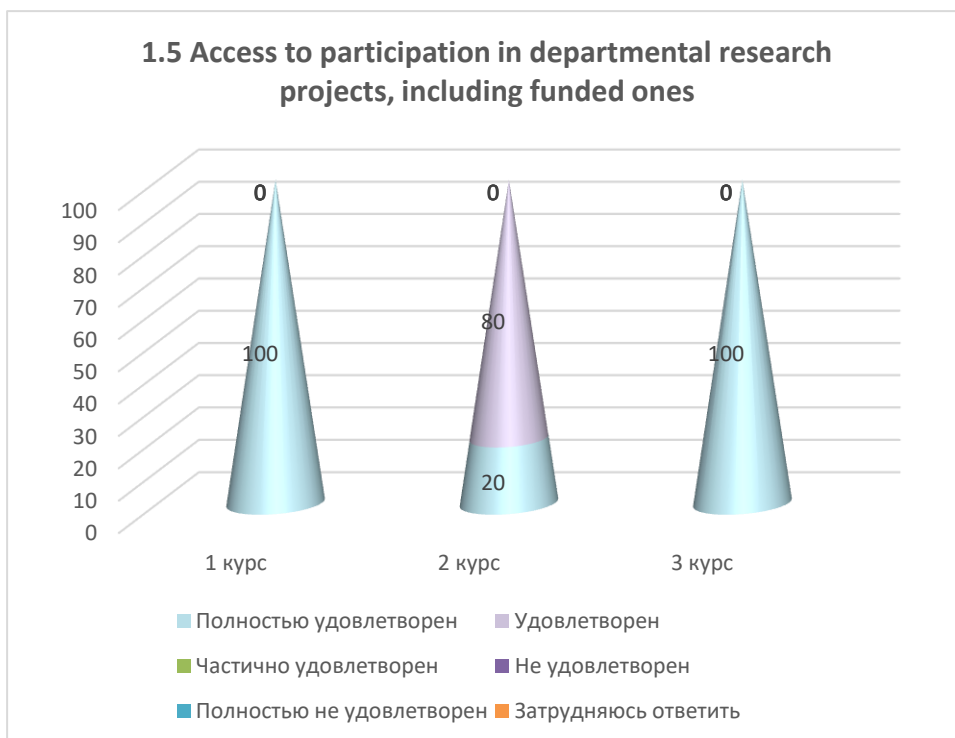
Answer options	1 st year	2nd year	3rd year
Completely satisfied	100	20	100
Satisfied	-	80	-
Partially satisfied	-	-	-
Not satisfied	-	-	-
Completely unsatisfied	-	-	-
I find it difficult to answer	-	-	-



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

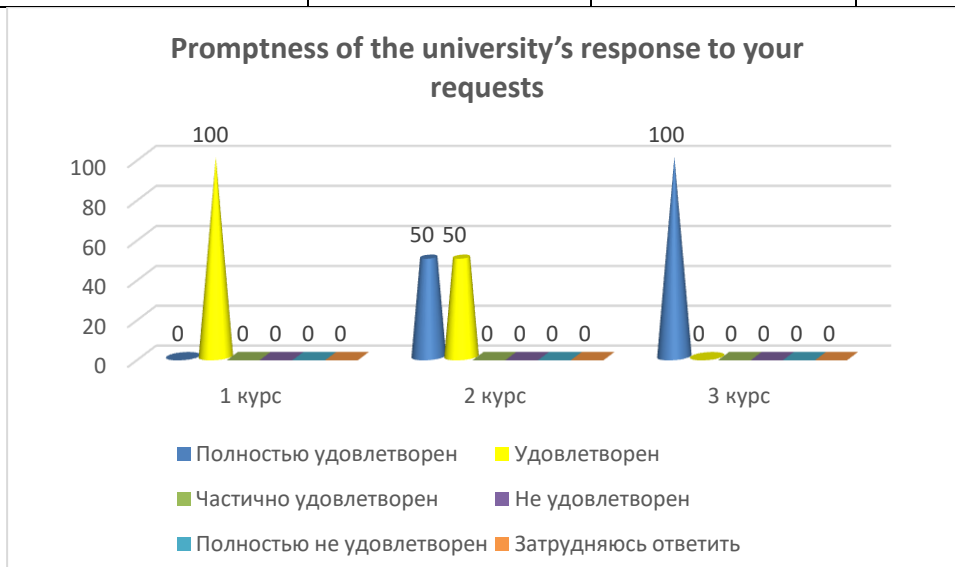
Answer options	1 st year	2nd year	3rd year
Completely satisfied	100	20	100

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



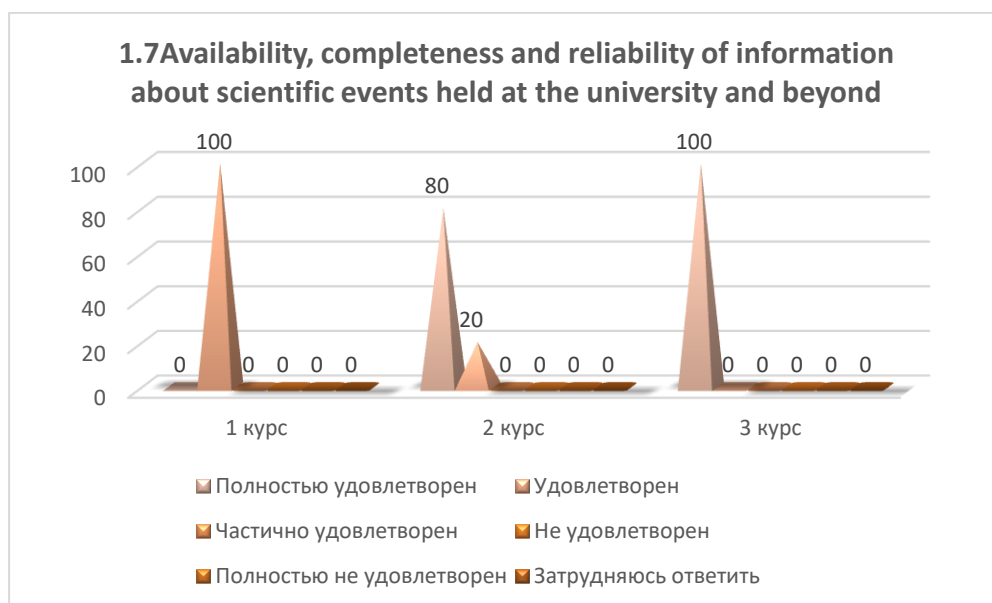
1.6 Promptness of the university's response to your requests

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



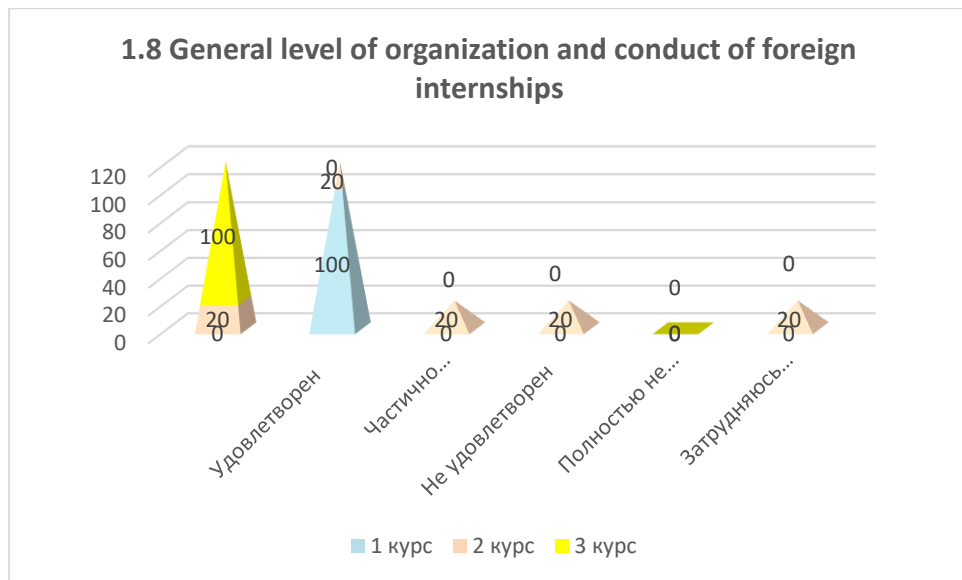
1.7 Availability, completeness and reliability of information about scientific events held at the university and beyond

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



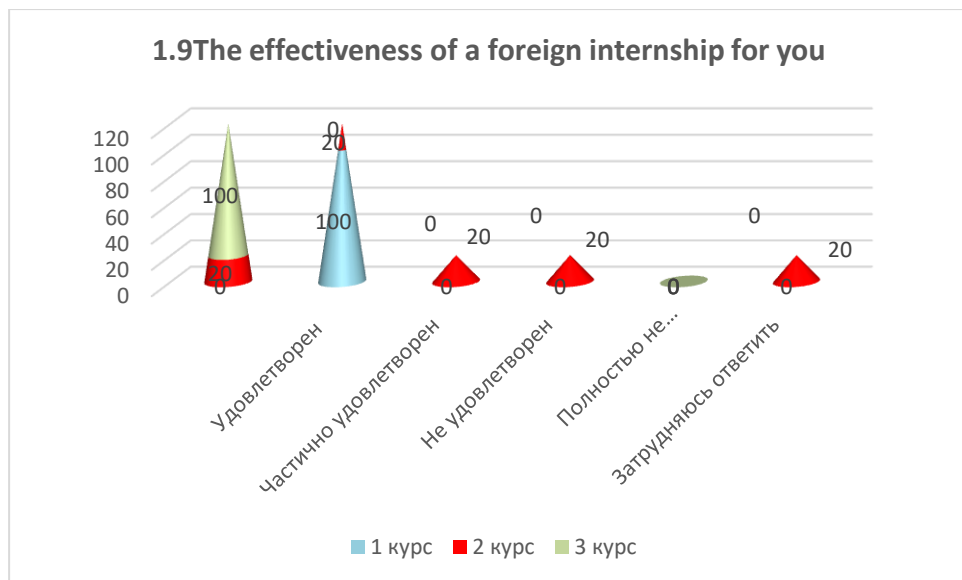
1.8 General level of organization and conduct of foreign internships

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



1.9 The effectiveness of a foreign internship for you

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



To the option If you answered «not satisfied or completely dissatisfied» to the previous question, doctoral students indicated the following options*:

- Foreign internship upcoming

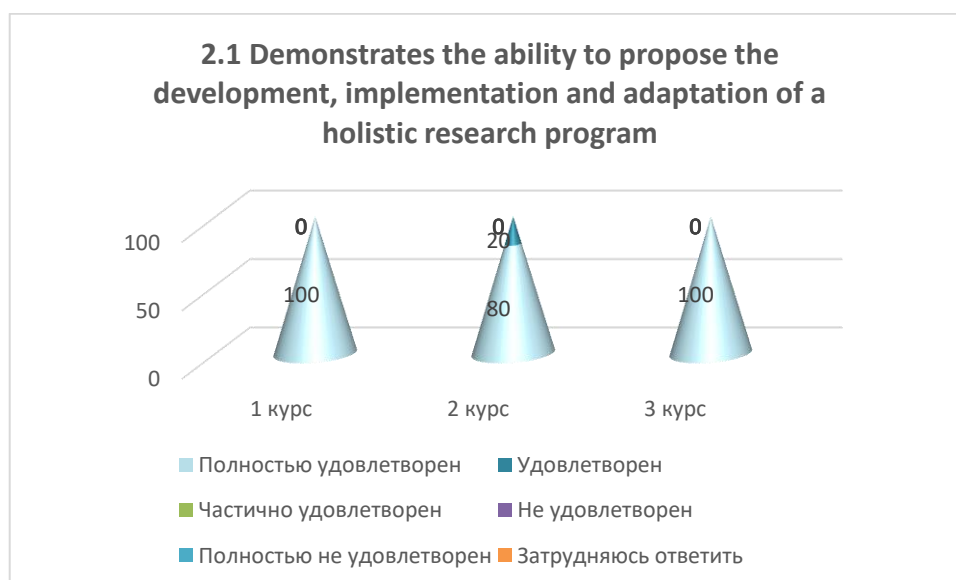
2. Assess the professional skills of a domestic consultant in the field of research:

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

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



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	100	80	100
Satisfied	-	20	-
Partially satisfied	-	-	-
Not satisfied	-	-	-

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



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



2.4 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 yaer	2nd year	3rd year
Completely satisfied	100	80	100
Satisfied	-	20	-
Partially satisfied	-	-	-
Not satisfied	-	-	-

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

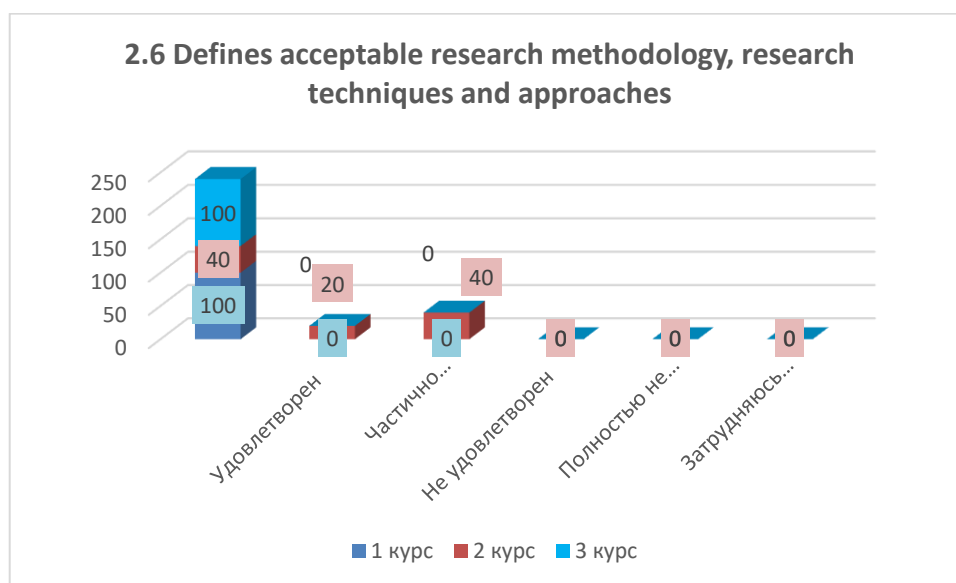
Answer options	1 st yaer	2nd year	3rd year
Completely satisfied	100	80	100
Satisfied	-	20	-
Partially satisfied	-	-	-
Not satisfied	-	-	-
Completely unsatisfied	-	-	-
I find it difficult to answer	-	-	-



2.6 Defines acceptable research methodology, research techniques and approaches

Answer options	1 st year	2nd year	3rd year
Completely satisfied	100	40	100
Satisfied	-	20	-
Partially satisfied	-	40	-

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



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



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	-	40	100
Satisfied	-	20	-
Partially satisfied	-	20	-
Not satisfied	-	-	-
Completely unsatisfied	-	-	-
I find it difficult to answer	100	20	-



3.2 Consults on the research topic

Answer options	1 st year	2nd year	3rd year
Completely satisfied	-	40	100

Satisfied	-	-	-
Partially satisfied	-	-	-
Not satisfied	-	20	-
Completely unsatisfied	-	-	-
I find it difficult to answer	100	40	-



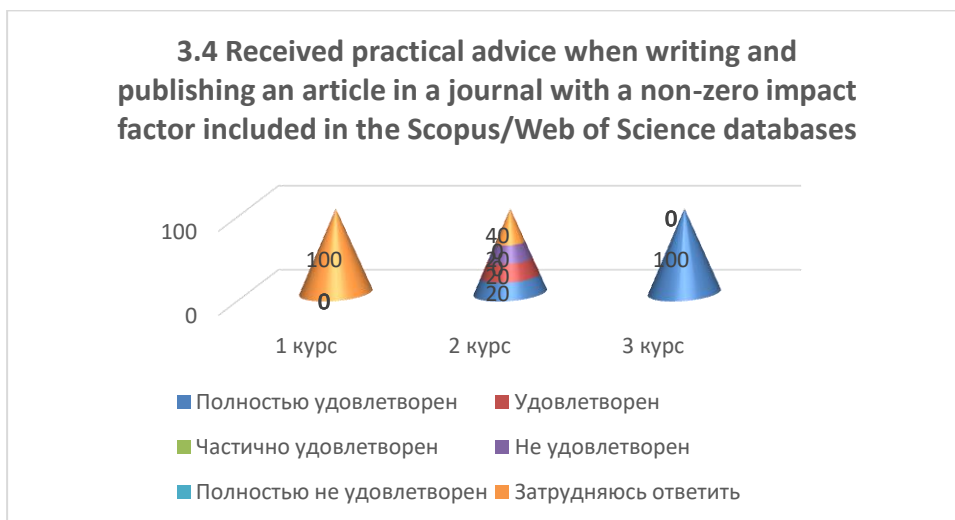
3.3 Participates in organizing foreign internships in research organizations

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



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	-	20	100
Satisfied	-	20	-
Partially satisfied	-	-	-
Not satisfied	-	20	-
Completely unsatisfied	-	-	-
I find it difficult to answer	100	40	-



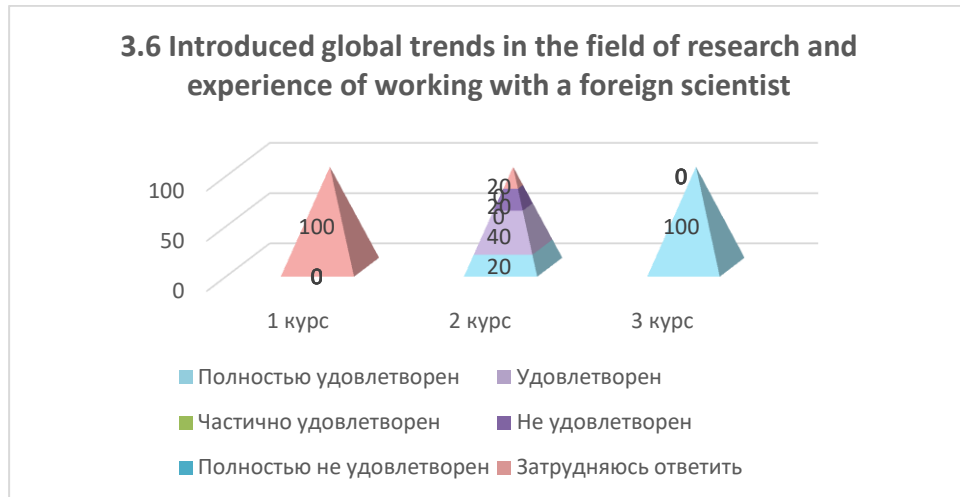
3.5 Improved knowledge of a foreign language

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



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
Completely satisfied	-	20	100
Satisfied	-	40	-
Partially satisfied	-	-	-
Not satisfied	-	20	-
Completely unsatisfied	-	-	-
I find it difficult to answer	100	20	-



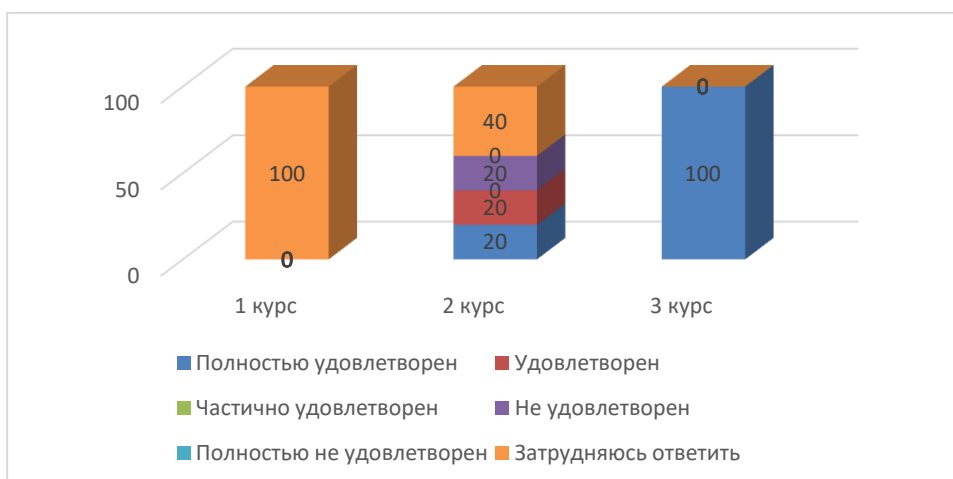
3.7 Had the opportunity to listen to lectures by a foreign leader during doctoral studies

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



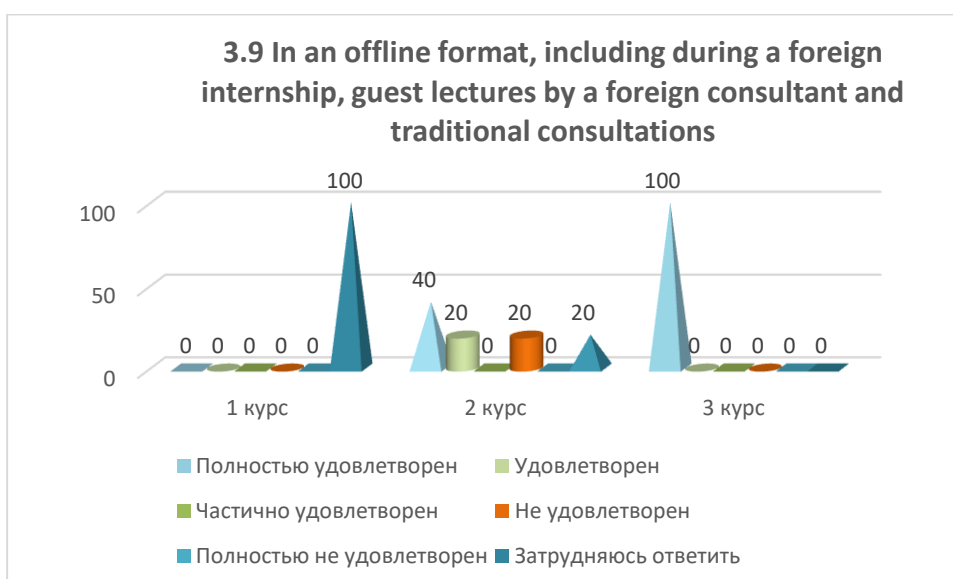
3.8 Forms of work between a doctoral student and a foreign supervisor: - online, including via the Zoom platform, email, Skype, WhatsApp and telephone messaging

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



3.9 In an offline format, including during a foreign internship, guest lectures by a foreign consultant and traditional consultations

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



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

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



The respondents found it difficult to answer the 3rd block of questions, most likely due to the fact that they had not yet completed an internship abroad.

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 Opportunity to improve skills

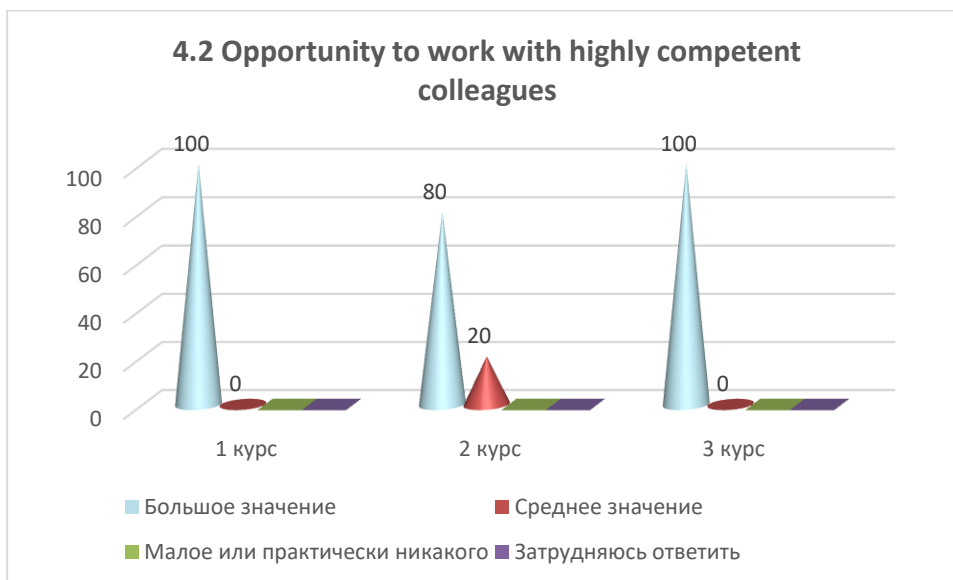
Answer options	1 st yaer	2nd year	3rd year
Great importance	100	100	100
Average value	-	-	-

Little or virtually none	-	-	-
I find it difficult to answer	-	-	-



4.2 Opportunity to work with highly competent colleagues

Answer options	1 st yaer	2nd year	3rd year
Great importance	100	80	100
Average value	-	20	-
Little or virtually none	-	-	-
I find it difficult to answer	-	-	-



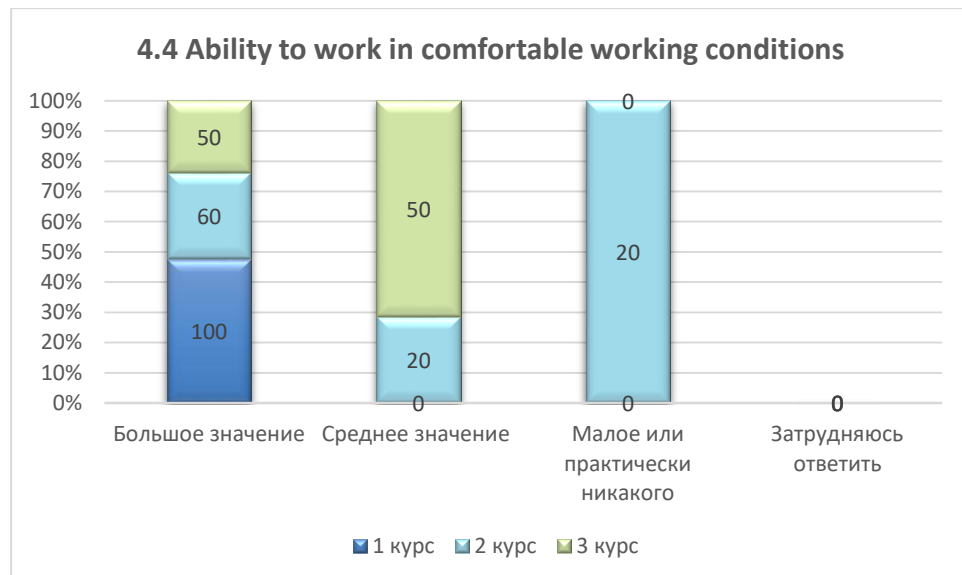
4.3 Opportunity to receive a high salary

Answer options	1 st yaer	2nd year	3rd year
Great importance	-	40	100
Average value	100	40	-
Little or virtually none	-	20	-
I find it difficult to answer	-	-	-



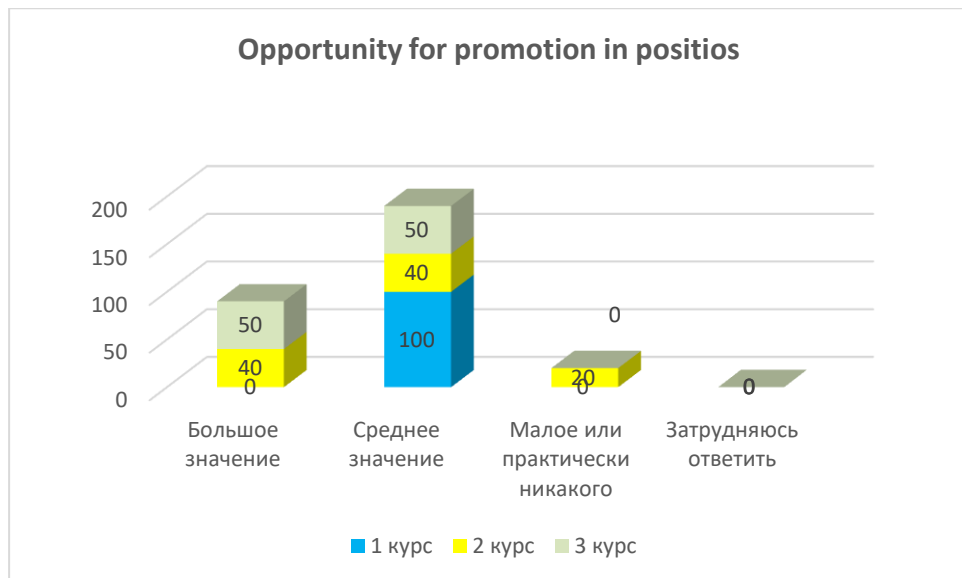
4.4 Ability to work in comfortable working conditions

Answer options	1 course	2nd year	3rd year
Great importance	100	60	50
Average value	-	20	50
Little or virtually none	-	20	-
I find it difficult to answer	-	-	-



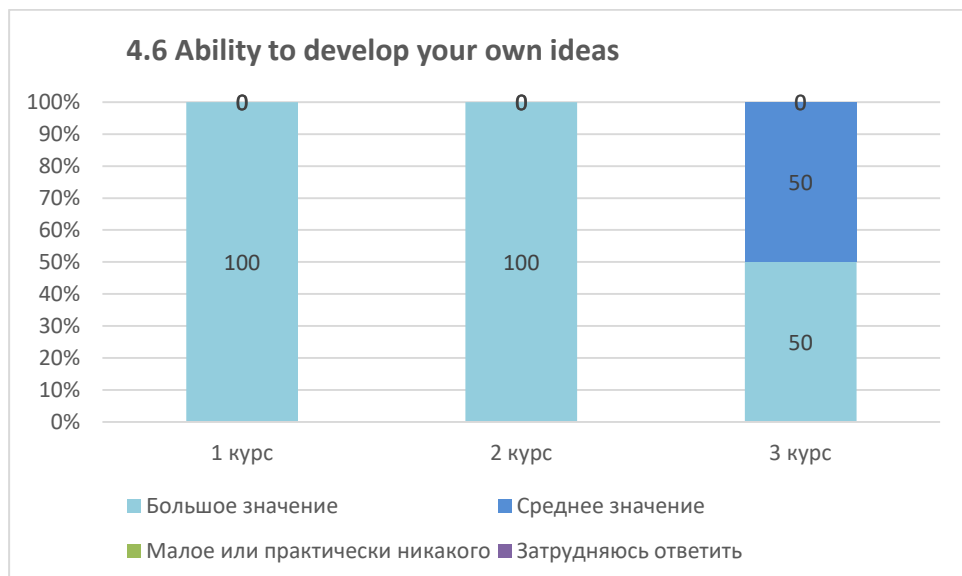
4.5 Opportunity for promotion in positions

Answer options	1 course	2nd year	3rd year
Great importance	-	40	50
Average value	100	40	50
Little or virtually none	-	20	-
I find it difficult to answer	-	-	-



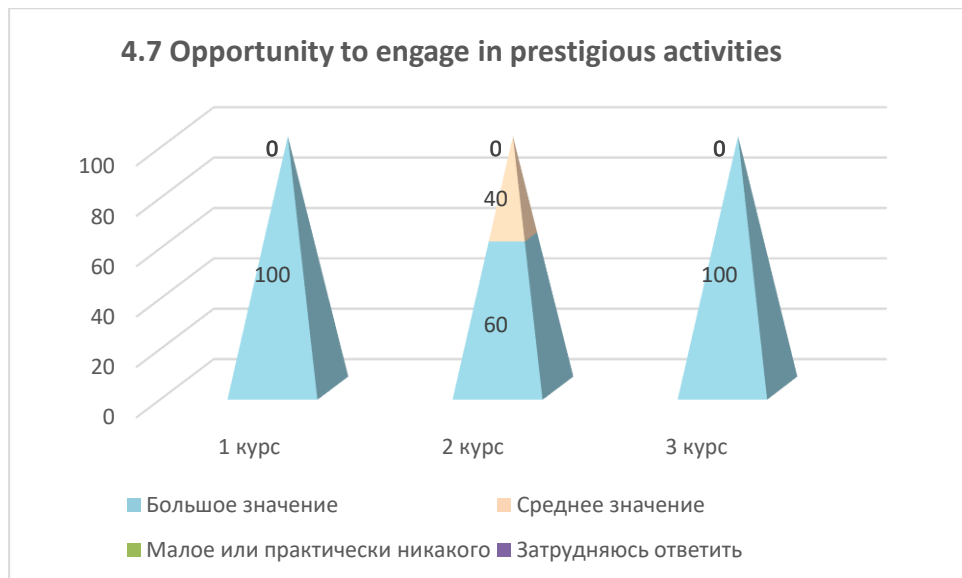
4.6 Ability to develop your own ideas

Answer options	1 st yaer	2nd year	3rd year
Great importance	100	100	50
Average value	-	-	50
Little or virtually none	-	-	-
I find it difficult to answer	-	-	-



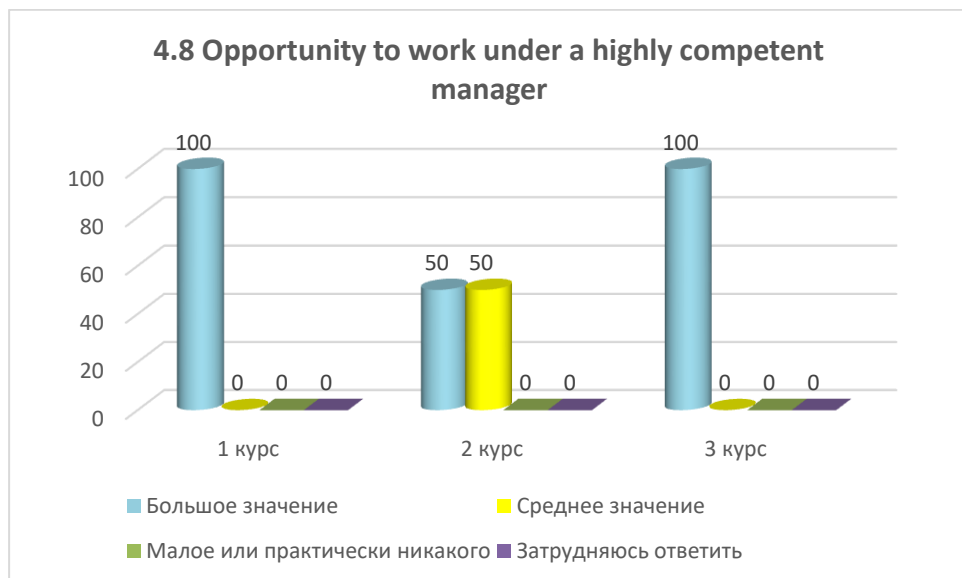
4.7 Opportunity to engage in prestigious activities

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



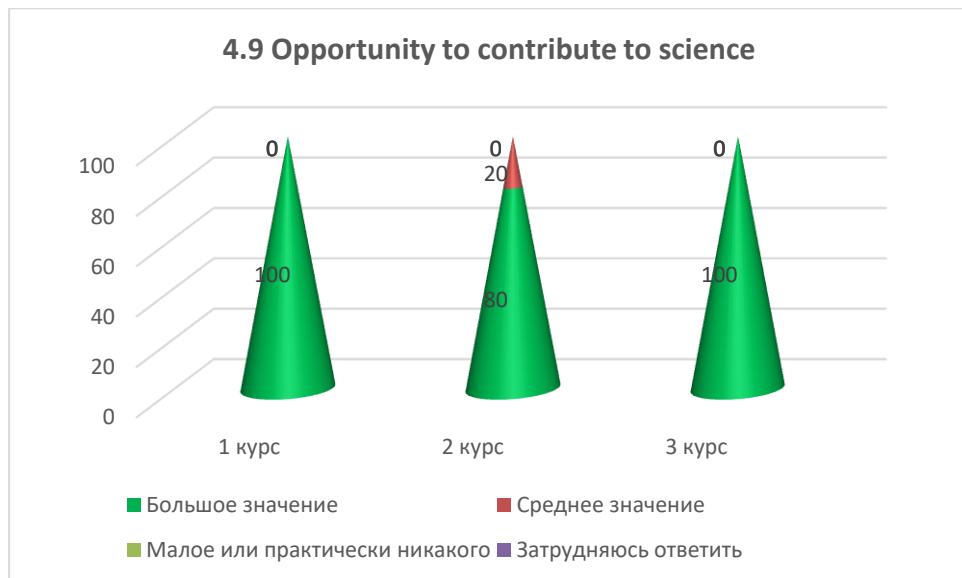
4.8 Opportunity to work under a highly competent manager

Answer options	1 st year	2nd year	3rd year
Great importance	100	50	100
Average value	-	50	-
Little or virtually none	-	-	-
I find it difficult to answer	-	-	-



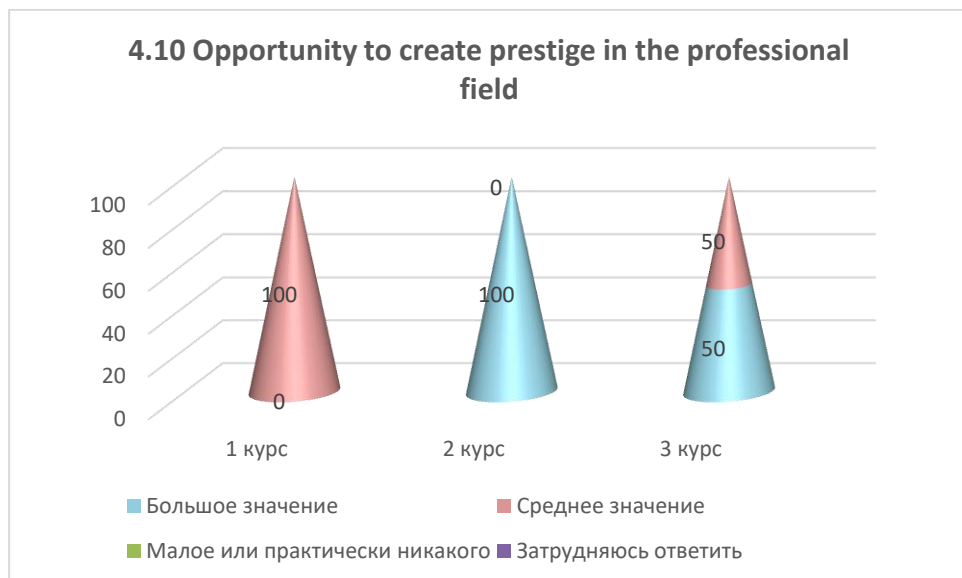
4.9 Opportunity to contribute to science

Answer options	1 st year	2nd year	3rd year
Great importance	100	80	100
Average value	-	20	-
Little or virtually none	-	-	-
I find it difficult to answer	-	-	-



4.10 Opportunity to create prestige in the professional field

Answer options	1 st yaer	2nd year	3rd year
Great importance	-	100	50
Average value	100	-	50
Little or virtually none	-	-	-
I find it 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 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:

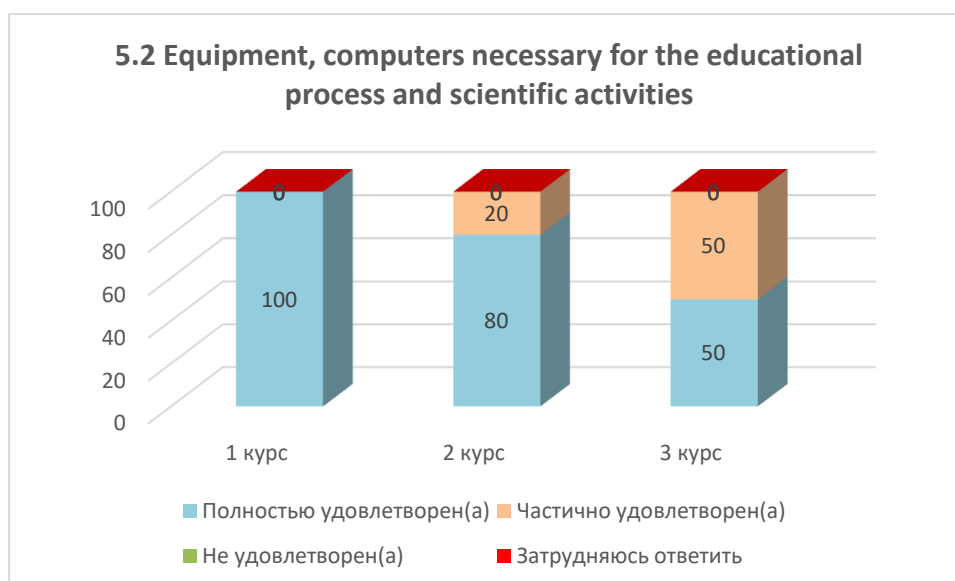
5.1 Library collections

Answer options	1 st yaer	2nd year	3rd year
Completely satisfied	66.7	100	100
Partially satisfied	33.3	-	-
Not satisfied)	-	-	-
I find it difficult to answer	-	-	-



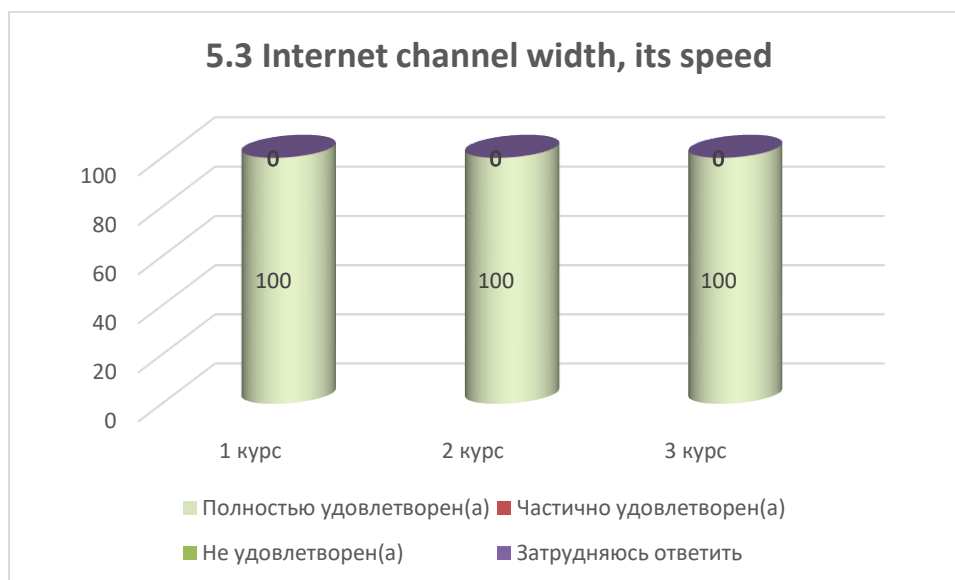
5.2 Equipment, computers necessary for the educational process and scientific activities

Answer options	1 st yaer	2nd year	3rd year
Completely satisfied	100	80	50
Partially satisfied	-	20	50
Not satisfied)	-	-	-
I find it difficult to answer	-	-	-



5.3 Internet channel width, its speed

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



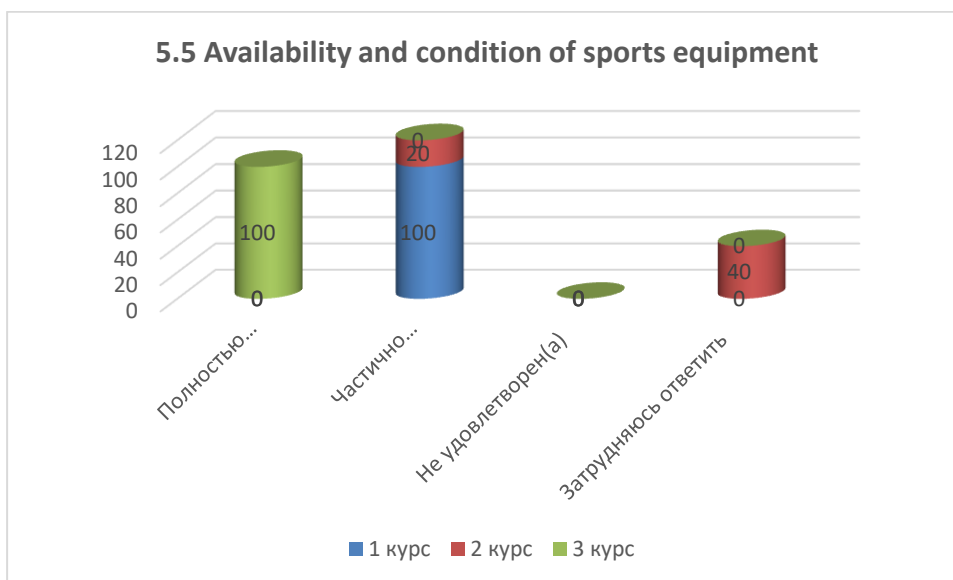
5.4 Catering

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



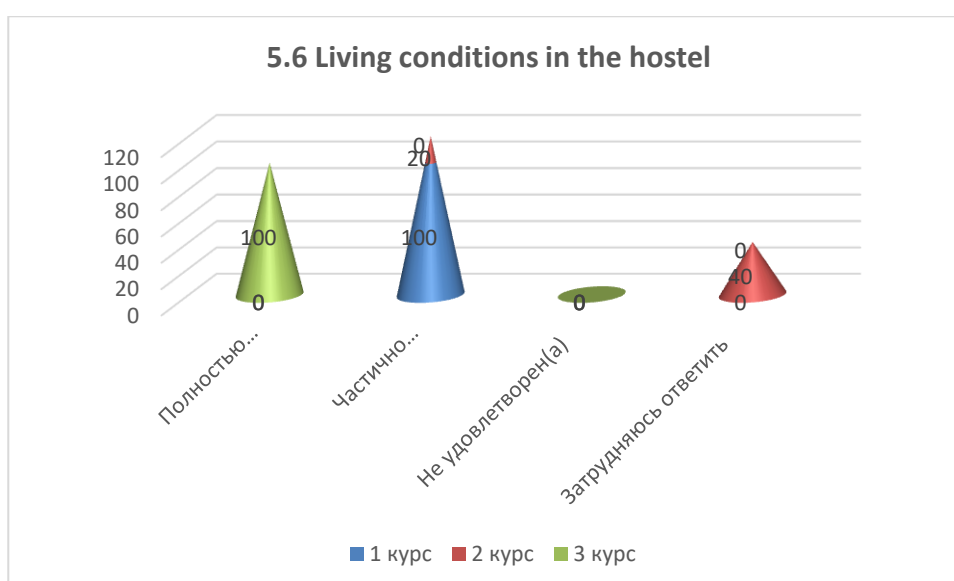
5.5 Availability and condition of sports equipment

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



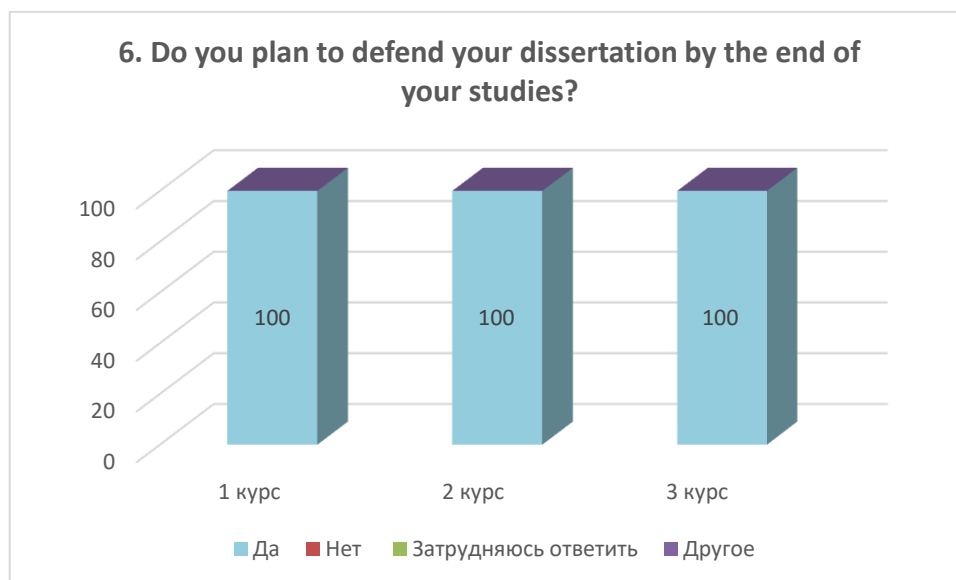
5.6 Living conditions in the hostel

Answer options	1 st yaer	2nd year	3rd year
Completely satisfied	-	-	50
Partially satisfied	-	-	-
Not satisfied)	-	-	-
I find it difficult to answer	100	100	50



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	100
No	-	-	-
I find it difficult to answer	-	-	-
Other	-	-	-

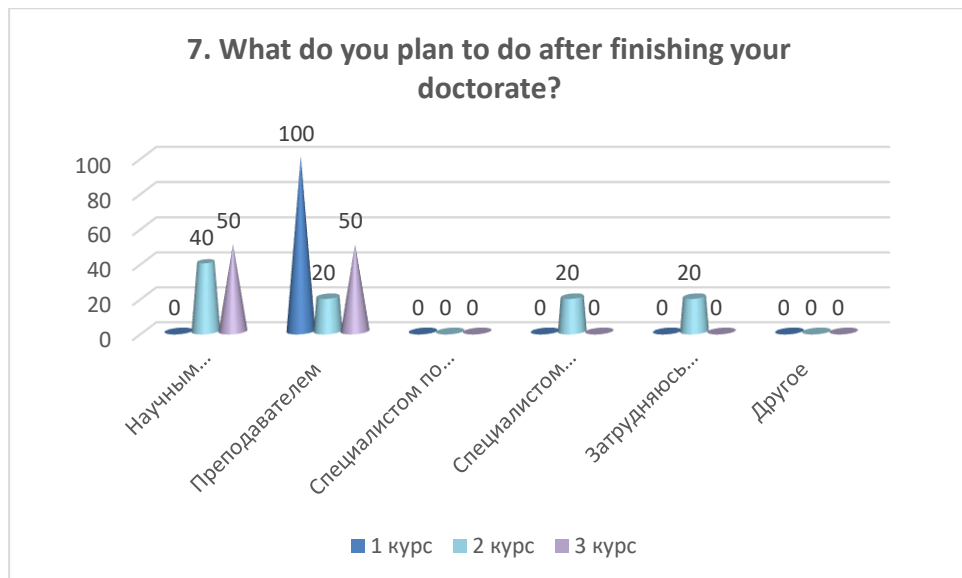


For the option «If you answered «No» to the previous question, write why» **doctoral students indicated the following options*:**

- I don't use the hostel, I can't describe the food ;
- I recommend organizing hot meals;
- increase the quality and variety of dishes sold in the canteen

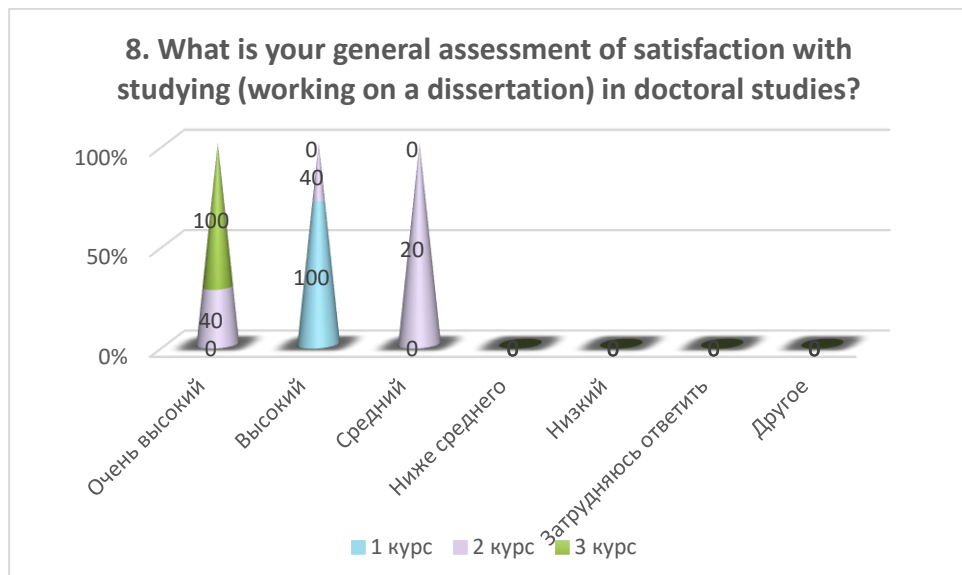
7. What do you plan to do after finishing your doctorate?

Answer options	1 st year	2nd year	3rd year
Researcher	-	40	50
Teacher	100	20	50
A specialist in the dissertation profile not related to science and education	-	-	-
A specialist of a different profile	-	20	-
I find it difficult to answer	-	20	-
Other	-	-	-



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

Answer options	1 st yaer	2nd year	3rd year
Very tall	-	40	100
High	100	40	-
Average	-	20	-
Below the average	-	-	-
Short	-	-	-
I find it difficult to answer	-	-	-
Other	-	-	-



Based on the results of the survey, the following conclusions can be drawn:

In general, the results of the questionnaire indicate a high degree of satisfaction of doctoral students with the educational services of the university.

The relevance of the presented dissertation research topics fully corresponds to the scientific interests of doctoral students - 100% of respondents were completely satisfied.

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 training are generally sufficient and accessible when preparing dissertation research: 93.3% of doctoral students are completely satisfied and 6.7% are satisfied.

The possibilities of testing and publishing the results of the dissertation research were rated: 73.3% - «completely satisfied», 26.7% - «satisfied».

The accessibility, completeness and reliability of information about scientific events held at the University and outside it is assessed by respondents: 73.3% of respondents are completely satisfied, 26.7% are satisfied.

From the point of view of doctoral students, the overall level of organization and conduct of foreign internships is at a satisfied level - 40%. The level of effectiveness of the foreign internship, doctoral students chose the following options: «completely satisfied» - 40% and «partially satisfied» -6.7%, «not satisfied» -6.7%, «difficult to answer» -6.7%.

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 93.3%;

- «Contributes to science through his or her research, as reflected in cited national or international publications or patents» doctoral students' satisfaction was 93.3%;

- «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 93.3%;

- «Makes a positive contribution to the development of scientific knowledge through cooperation and collaboration with other scientists, including foreign ones» doctoral students' satisfaction was 93.3%;

- «Publishes work as a leading research author, conducts scientific seminars and leads sections at conferences» doctoral students' satisfaction was 93.3%;

- «Defines acceptable research methodology, research techniques and approaches» doctoral students' satisfaction was 80%;

- «Adheres to standards of academic integrity and ethics in research and interpersonal communication» doctoral students' satisfaction was 100%.

To the question «How effective is a foreign internship for you?» respondents answered: «A foreign internship is coming»

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 88.9%;

- «Technology, computers necessary for the educational process and scientific activities», the satisfaction of doctoral students was 76.7%;

- «The width of the Internet channel, its speed», doctoral students' satisfaction was 100%;

- «Organization of catering», doctoral students' satisfaction was 60%, including partial satisfaction of 40%

- «Availability and condition of sports equipment», doctoral students' satisfaction was 33.3%, including 40%.

- «Doctoral students' satisfaction with living conditions in the hostel was 16.7% and 83.3% found it difficult to answer»

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

The respondents also wrote down their wishes:

- I don't use the hostel, I can't describe the food ;

- I recommend organizing hot meals;

- increase the quality and variety of dishes sold in the canteen.

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.