

Report on the results of the questionnaire
«**Doctoral students' satisfaction with educational services**»
for the 2024-2025 ac. year
in educational program:
8D07202 Mining

In February 2025, the center for quality management and accreditation conducted a questionnaire on «Satisfaction of doctoral students with educational services».

Purpose of the study– measuring consumer satisfaction with the quality of services provided by the university.

Subject of research: 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 generalized form with a guarantee of confidentiality of the personal opinions of doctoral students.

Object research - 1st-3rd year doctoral students.

22 respondents took part in the questionnaire, which constituted 91.6% of the total number of doctoral students.

The following data were obtained during the questionnaire:

1. Are you satisfied with your research work?

1.1 Relevance and compliance of the proposed topic of dissertation research with your scientific interests
1.2 The level of organizational, methodological and informational 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 those funded
1.6 The University's prompt 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 implementation of foreign internships
1.9 The effectiveness of an overseas internship for you

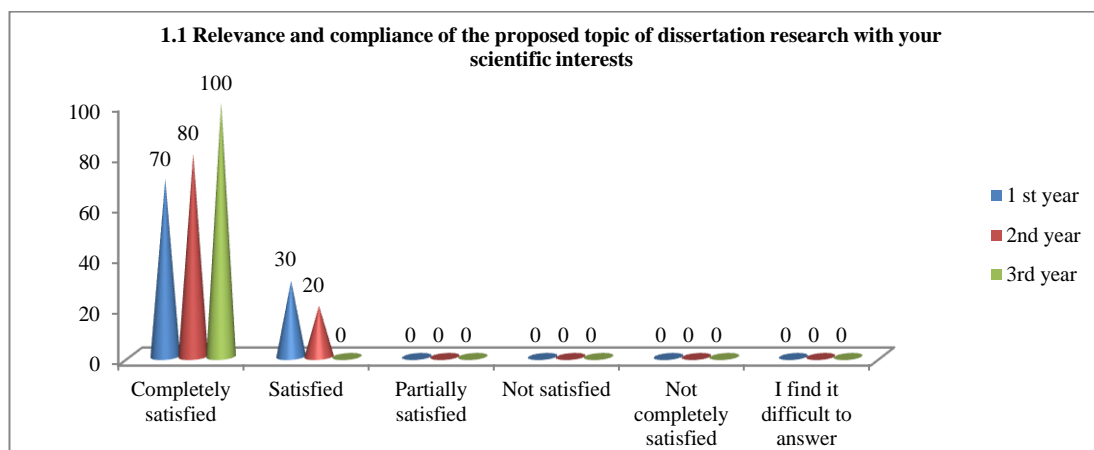
Other (write your answer)_____

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

Indicators:

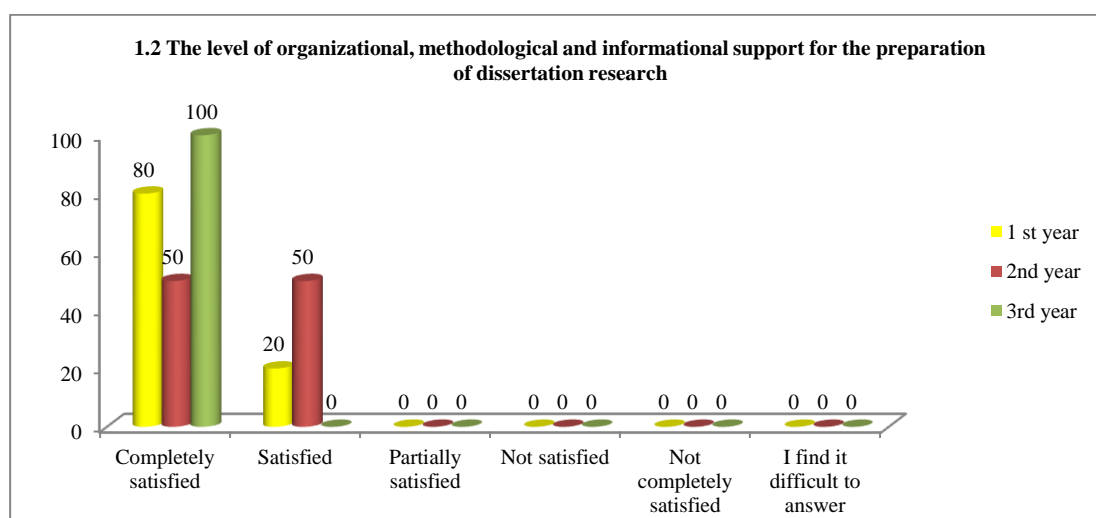
1.1 Relevance and compliance of the proposed topic of dissertation research with your scientific interests

Answer options	1 st year	2nd year	3rd year
Completely satisfied	70	80	100
Satisfied	30	20	-
Partially satisfied	-	-	-
Not satisfied	-	-	-
Not completely satisfied	-	-	-
I find it difficult to answer	-	-	-



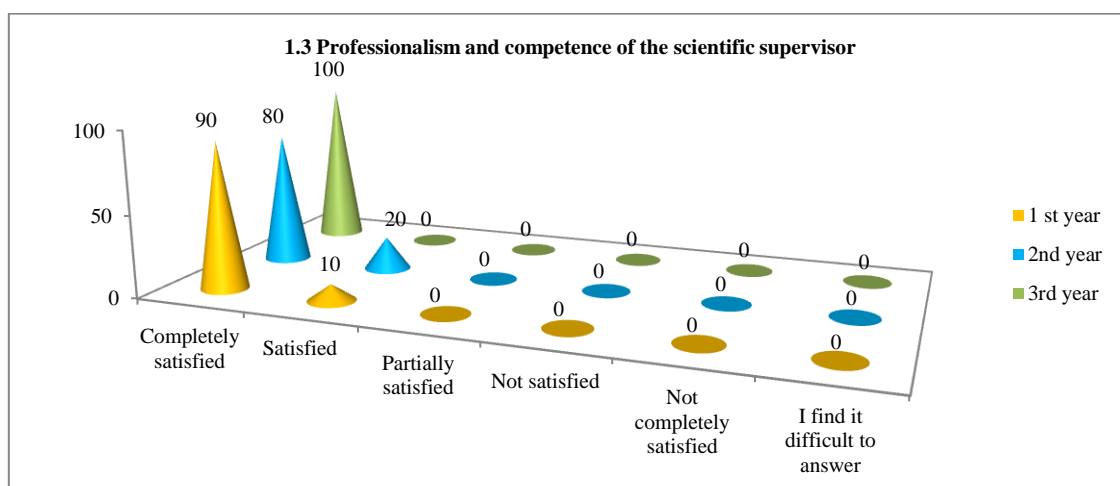
1.2 The level of organizational, methodological and informational support for the preparation of dissertation research

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



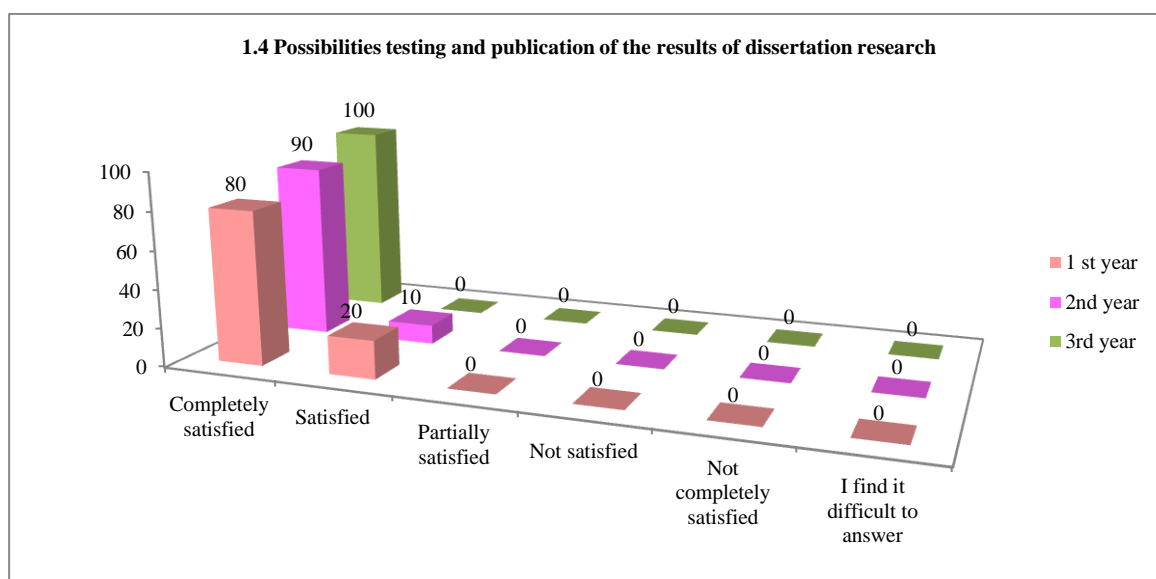
1.3 Professionalism and competence of the scientific supervisor

Answer options	1 st year	2nd year	3rd year
Completely satisfied	90	80	100
Satisfied	10	20	-
Partially satisfied	-	-	-
Not satisfied	-	-	-
Not completely satisfied	-	-	-
I find it difficult to answer	-	-	-



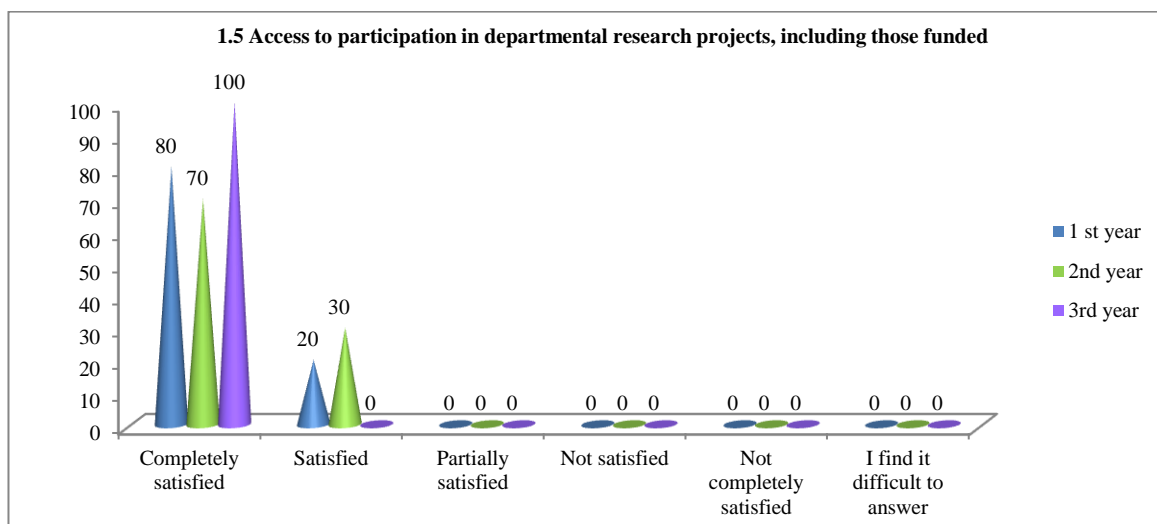
1.4 Possibilities testing and publication of the results of dissertation research

Answer options	1 st year	2nd year	3rd year
Completely satisfied	80	90	100
Satisfied	20	10	-
Partially satisfied	-	-	-
Not satisfied	-	-	-
Not completely satisfied	-	-	-
I find it difficult to answer	-	-	-



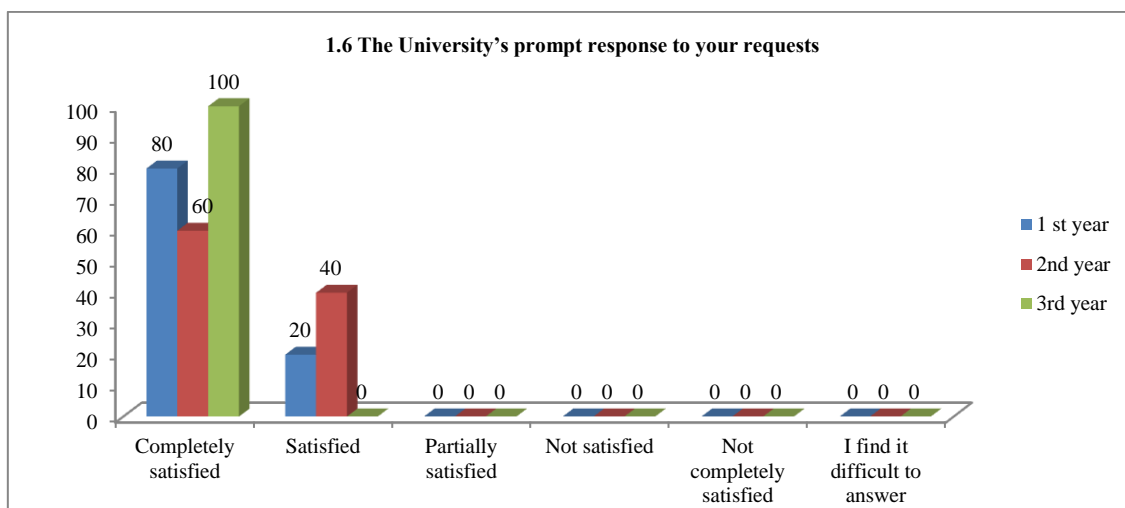
1.5 Access to participation in departmental research projects, including those funded

Answer options	1 st year	2nd year	3rd year
Completely satisfied	80	70	100
Satisfied	20	30	-
Partially satisfied	-	-	-
Not satisfied	-	-	-
Not completely satisfied	-	-	-
I find it difficult to answer	-	-	-



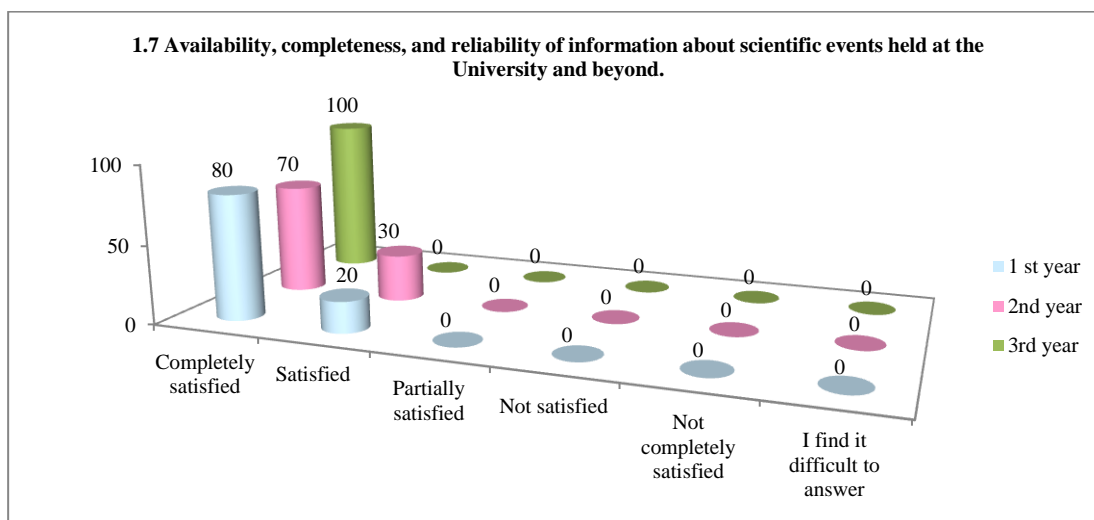
1.6 The University's prompt response to your requests

Answer options	1 st year	2nd year	3rd year
Completely satisfied	80	60	100
Satisfied	20	40	-
Partially satisfied	-	-	-
Not satisfied	-	-	-
Not completely satisfied	-	-	-
I find it difficult to answer	-	-	-



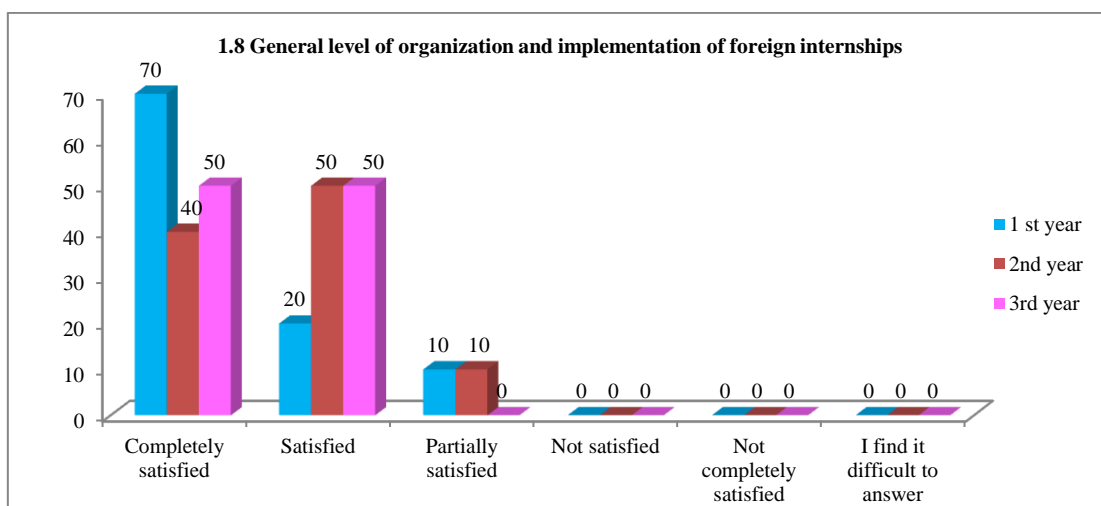
1.7 Availability, completeness, and reliability of information about scientific events held at the University and beyond.

Answer options	1 st year	2nd year	3rd year
Completely satisfied	80	70	100
Satisfied	20	30	-
Partially satisfied	-	-	-
Not satisfied	-	-	-
Not completely satisfied	-	-	-
I find it difficult to answer	-	-	-



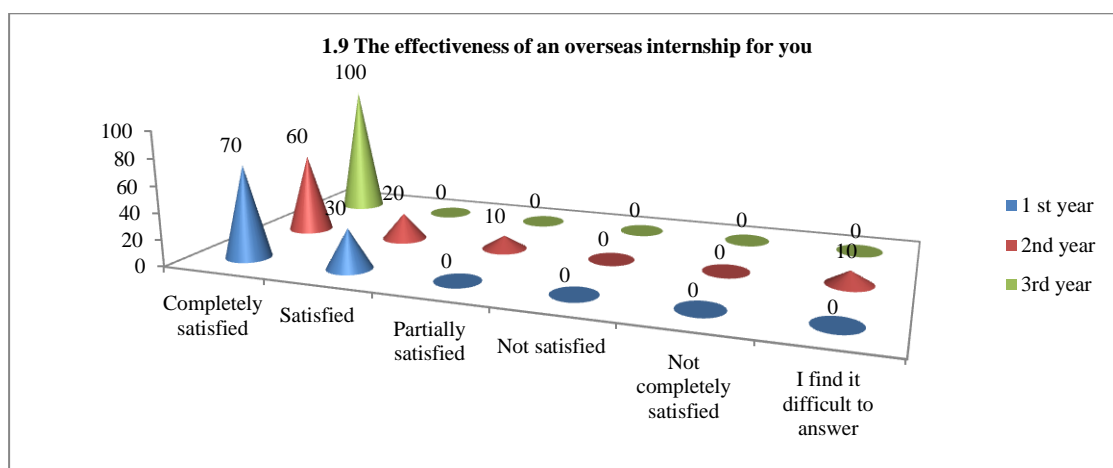
1.8 General level of organization and implementation of foreign internships

Answer options	1 st year	2nd year	3rd year
Completely satisfied	70	40	50
Satisfied	20	50	50
Partially satisfied	10	10	-
Not satisfied	-	-	-
Not completely satisfied	-	-	-
I find it difficult to answer	-	-	-



1.9 The effectiveness of an overseas internship for you

Answer options	1 st year	2nd year	3rd year
Completely satisfied	70	60	100
Satisfied	30	20	-
Partially satisfied	-	10	-
Not satisfied	-	-	-
Not completely satisfied	-	-	-
I find it difficult to answer	-	10	-



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 comprehensive research program
2.2 Contributes to science through research, which is 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 development of scientific knowledge through cooperation and collaboration with other scientists, including foreign ones
2.5 Publishes papers as lead author-researcher, conducts scientific seminars and chairs sections at conferences
2.6 Defines acceptable research methodology, research techniques and approaches
2.7 Adheres to standards of academic integrity and ethics in research and interpersonal communication

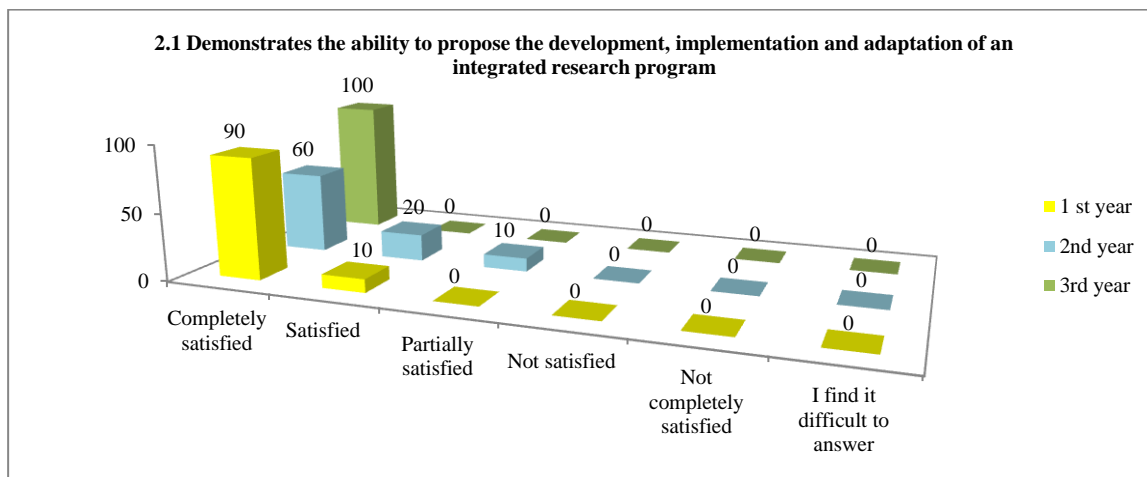
Other (write your answer) _____

If you answered «to the previous question not satisfied or completely dissatisfied», please provide recommendations for improvement professional skills of domestic research consulting _____

Indicators:

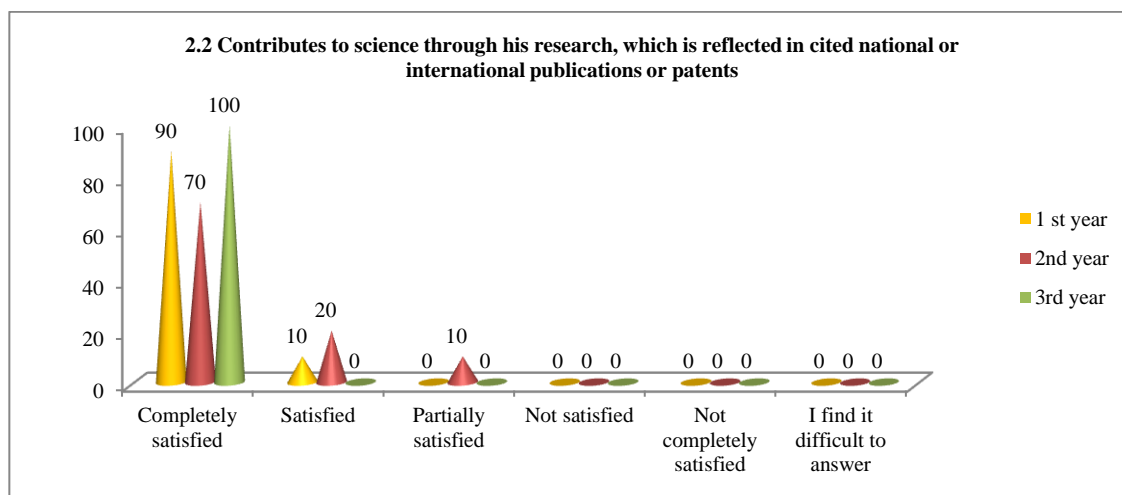
2.1 Demonstrates the ability to propose the development, implementation and adaptation of an integrated research program

Answer options	1 st year	2nd year	3rd year
Completely satisfied	90	60	100
Satisfied	10	20	-
Partially satisfied	-	10	-
Not satisfied	-	-	-
Not completely satisfied	-	-	-
I find it difficult to answer	-	-	-



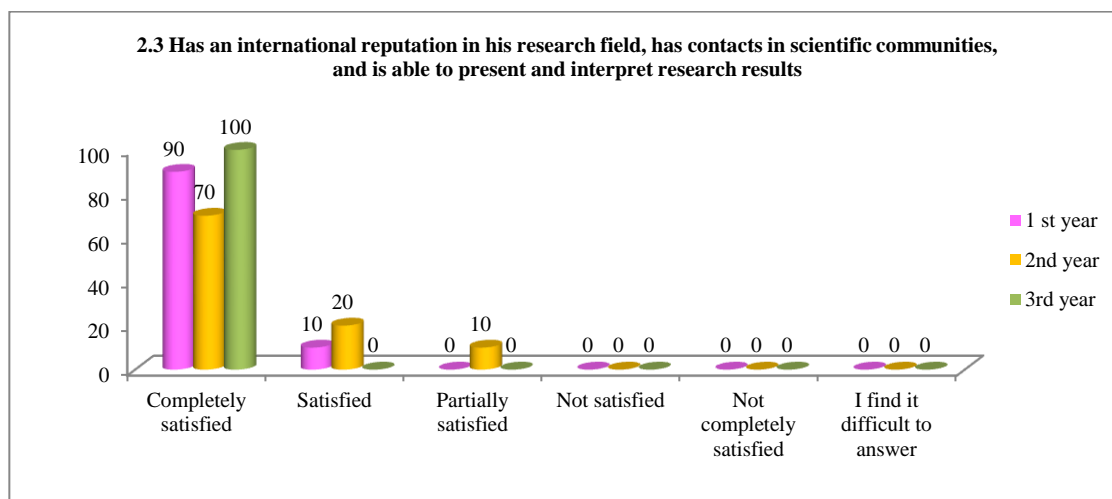
2.2 Contributes to science through his research, which is reflected in cited national or international publications or patents

Answer options	1 st year	2nd year	3rd year
Completely satisfied	90	70	100
Satisfied	10	20	-
Partially satisfied	-	10	-
Not satisfied	-	-	-
Not completely satisfied	-	-	-
I find it difficult to answer	-	-	-



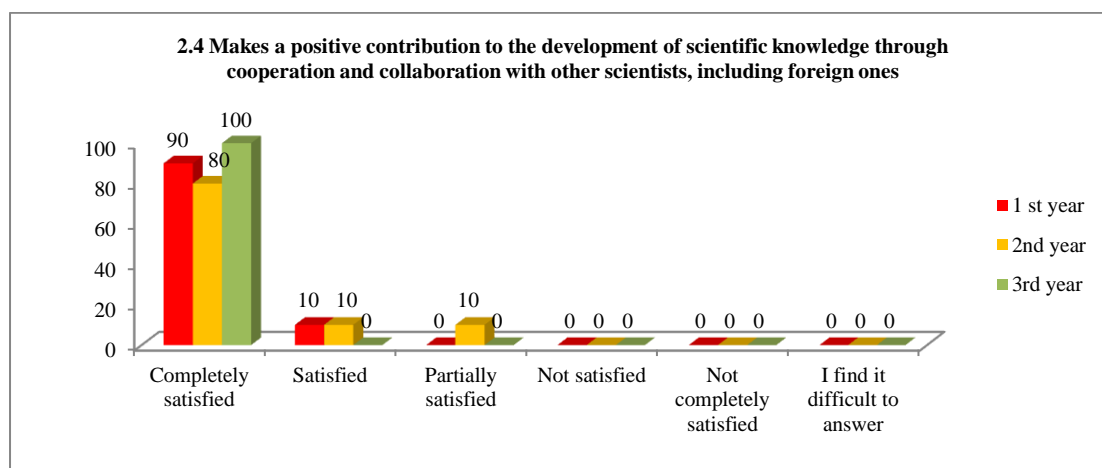
2.3 Has an international reputation in his research field, has contacts in scientific communities, and is able to present and interpret research results

Answer options	1 st year	2nd year	3rd year
Completely satisfied	90	70	100
Satisfied	10	20	-
Partially satisfied	-	10	-
Not satisfied	-	-	-
Not completely satisfied	-	-	-
I find it difficult to answer	-	-	-



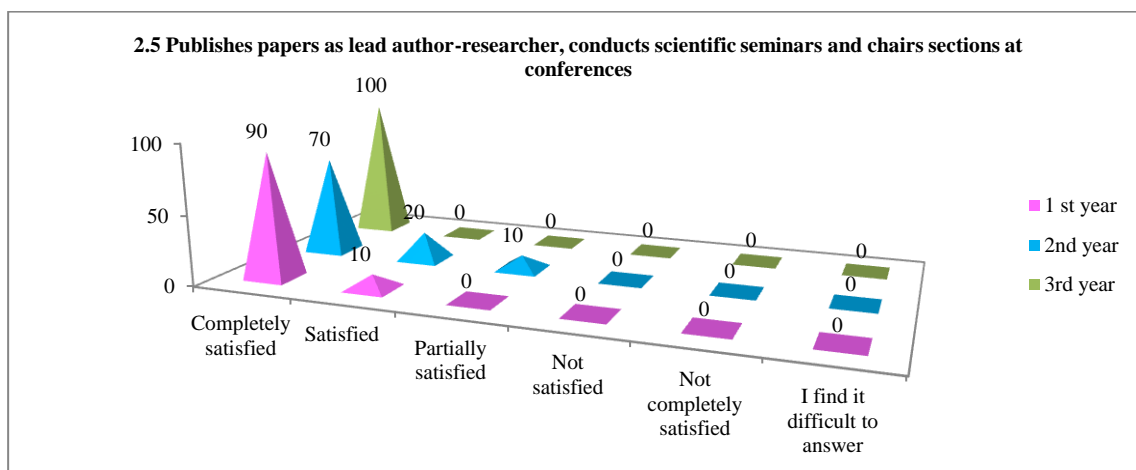
2.4 Makes a positive contribution to the development of scientific knowledge through cooperation and collaboration with other scientists, including foreign ones

Answer options	1 st year	2nd year	3rd year
Completely satisfied	90	80	100
Satisfied	10	10	-
Partially satisfied	-	10	-
Not satisfied	-	-	-
Not completely satisfied	-	-	-
I find it difficult to answer	-	-	-



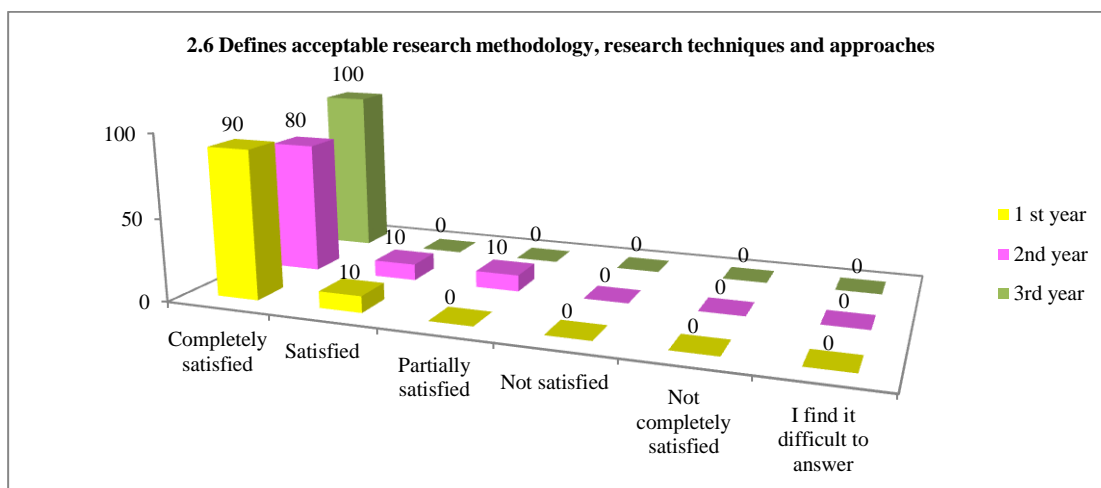
2.5 Publishes papers as lead author-researcher, conducts scientific seminars and chairs sections at conferences

Answer options	1 st year	2nd year	3rd year
Completely satisfied	90	70	100
Satisfied	10	20	-
Partially satisfied	-	10	-
Not satisfied	-	-	-
Not completely satisfied	-	-	-
I find it difficult to answer	-	-	-



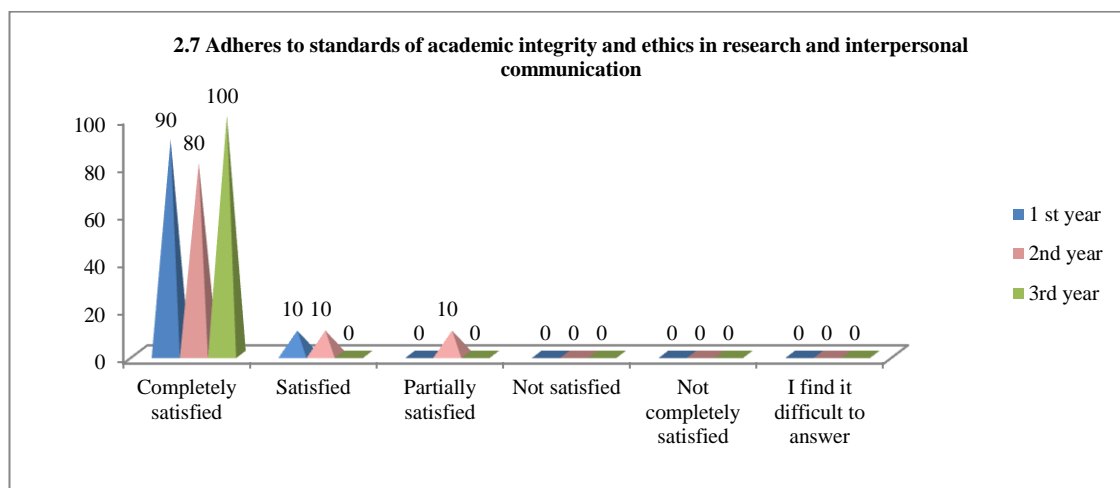
2.6 Defines acceptable research methodology, research techniques and approaches

Answer options	1 st year	2nd year	3rd year
Completely satisfied	90	80	100
Satisfied	10	10	-
Partially satisfied	-	10	-
Not satisfied	-	-	-
Not completely satisfied	-	-	-
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	90	80	100
Satisfied	10	10	-
Partially satisfied	-	10	-
Not satisfied	-	-	-
Not completely satisfied	-	-	-
I find it difficult to answer	-	-	-



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

3.1 Provides practical advice and recommendations on the plan and content of the dissertation
3.2 Provides advice on the research topic
3.3 Participates in organizing foreign internships in research organizations
3.4 Received practical advice on 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 to global trends in research and experience working with a foreign scientist
3.7 Had the opportunity to listen to lectures from a foreign supervisor during doctoral studies
3.8 Forms of work of a doctoral student with a foreign scientific supervisor: - in an online format, including via the Zoom platform, email, Skype, WhatsApp and messaging by phone
3.9 Offline, including during an internship abroad, guest lectures by a foreign consultant, and traditional consultations
3.10 Adheres to standards of academic integrity and ethics in research and interpersonal communication

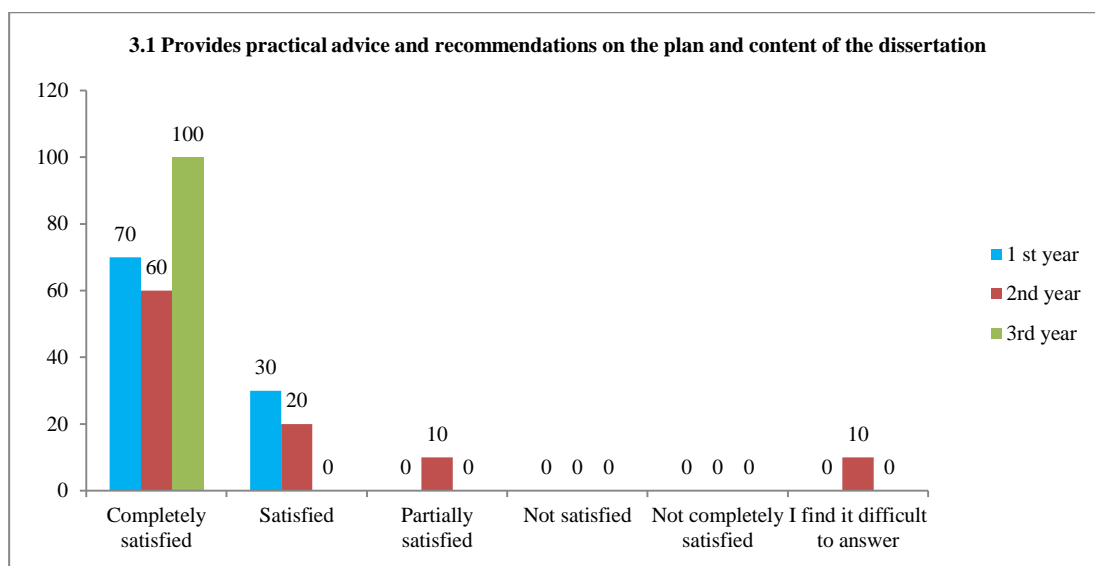
Other (write your answer) _____

If you answered «Not satisfied» or «Completely not satisfied» to the previous question, please provide recommendations for improving the professional skills of overseas research consultants _____

Indicators:

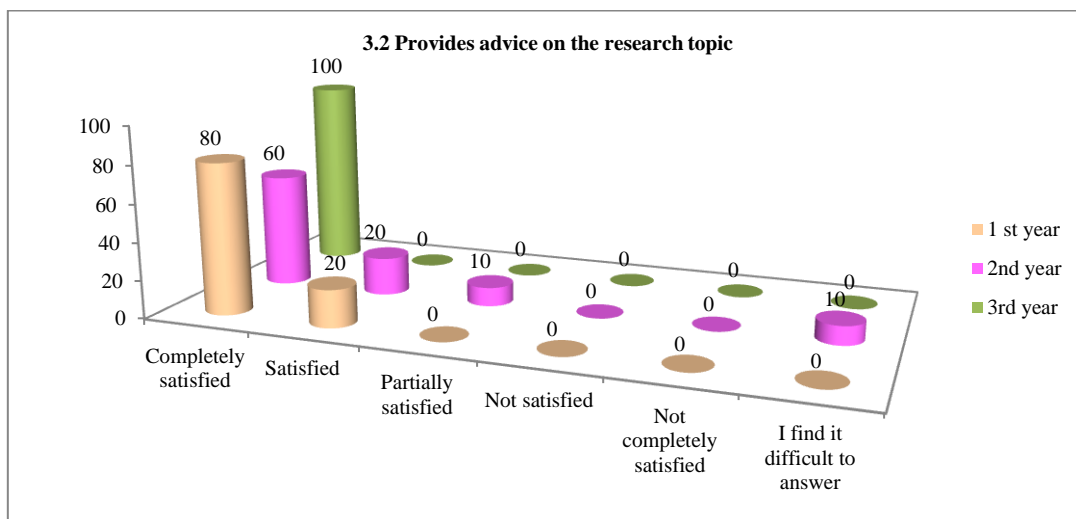
3.1 Provides practical advice and recommendations on the plan and content of the dissertation

Answer options	1 st year	2nd year	3rd year
Completely satisfied	70	60	100
Satisfied	30	20	-
Partially satisfied	-	10	-
Not satisfied	-	-	-
Not completely satisfied	-	-	-
I find it difficult to answer	-	10	-



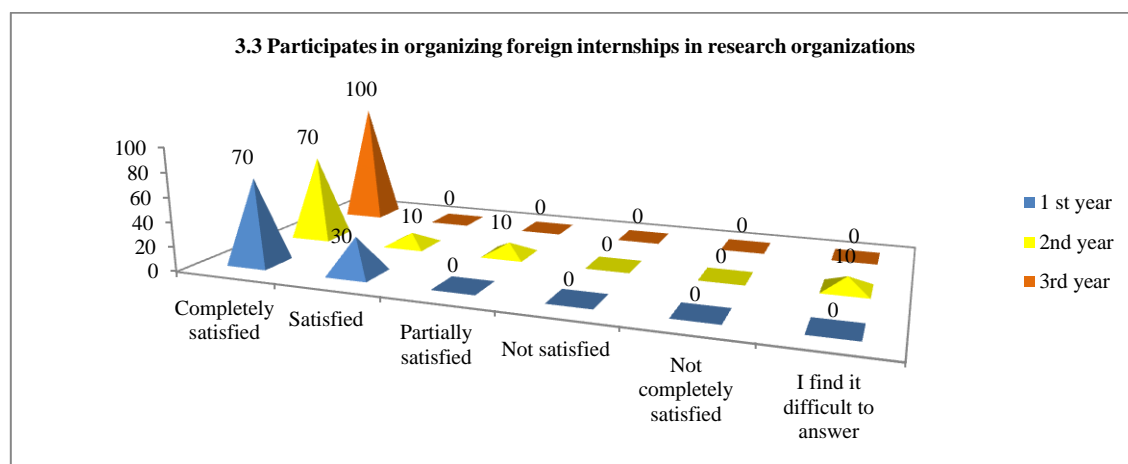
3.2 Provides advice on the research topic

Answer options	1 st year	2nd year	3rd year
Completely satisfied	80	60	100
Satisfied	20	20	-
Partially satisfied	-	10	-
Not satisfied	-	-	-
Not completely satisfied	-	-	-
I find it difficult to answer	-	10	-



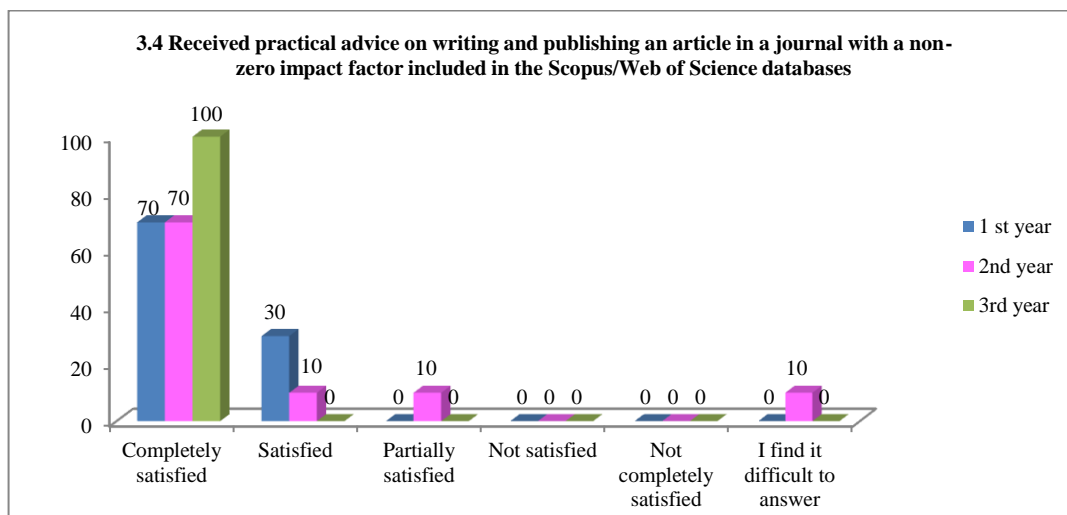
3.3 Participates in organizing foreign internships in research organizations

Answer options	1 st year	2nd year	3rd year
Completely satisfied	70	70	100
Satisfied	30	10	-
Partially satisfied	-	10	-
Not satisfied	-	-	-
Not completely satisfied	-	-	-
I find it difficult to answer	-	10	-



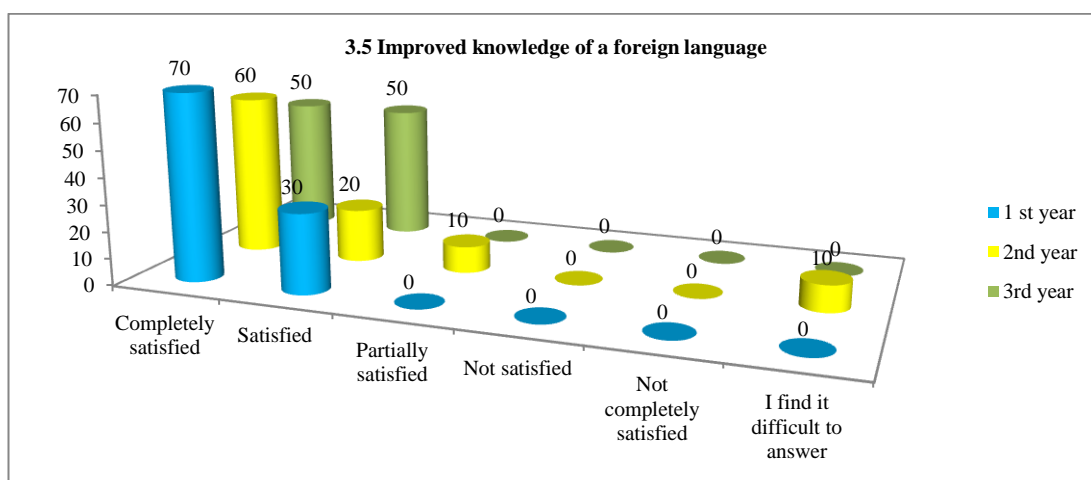
3.4 Received practical advice on writing and publishing an article in a journal with a non-zero impact factor included in the Scopus/Web of Science databases

Answer options	1 st year	2nd year	3rd year
Completely satisfied	70	70	100
Satisfied	30	10	-
Partially satisfied	-	10	-
Not satisfied	-	-	-
Not completely satisfied	-	-	-
I find it difficult to answer	-	10	-



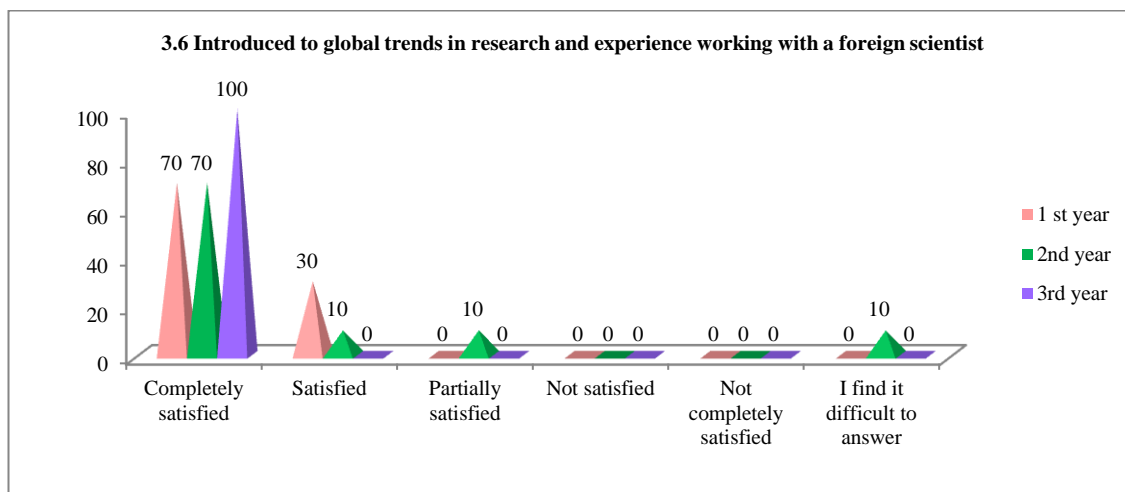
3.5 Improved knowledge of a foreign language

Answer options	1 st year	2nd year	3rd year
Completely satisfied	70	60	50
Satisfied	30	20	50
Partially satisfied	-	10	-
Not satisfied	-	-	-
Not completely satisfied	-	-	-
I find it difficult to answer	-	10	-



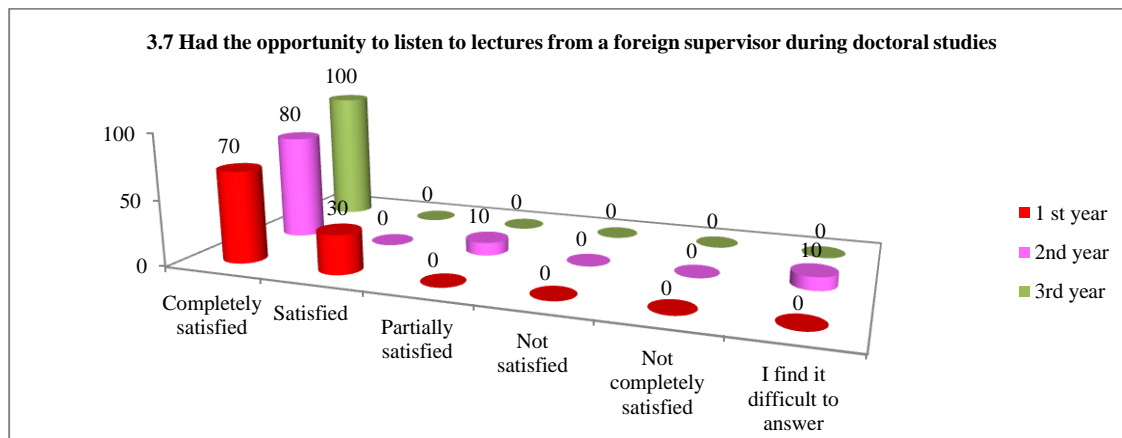
3.6 Introduced to global trends in research and experience working with a foreign scientist

Answer options	1 st year	2nd year	3rd year
Completely satisfied	70	70	100
Satisfied	30	10	-
Partially satisfied	-	10	-
Not satisfied	-	-	-
Not completely satisfied	-	-	-
I find it difficult to answer	-	10	-



3.7 Had the opportunity to listen to lectures from a foreign supervisor during doctoral studies

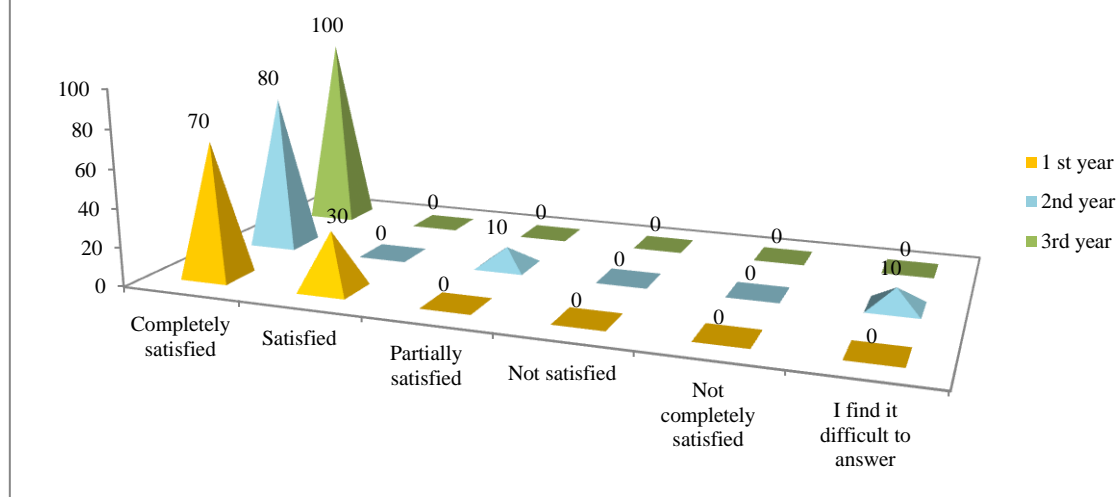
Answer options	1 st year	2nd year	3rd year
Completely satisfied	70	80	100
Satisfied	30	-	-
Partially satisfied	-	10	-
Not satisfied	-	-	-
Not completely satisfied	-	-	-
I find it difficult to answer	-	10	-



3.8 Forms of work of a doctoral student with a foreign scientific supervisor: - in an online format, including via the Zoom platform, email, Skype, WhatsApp and messaging by phone

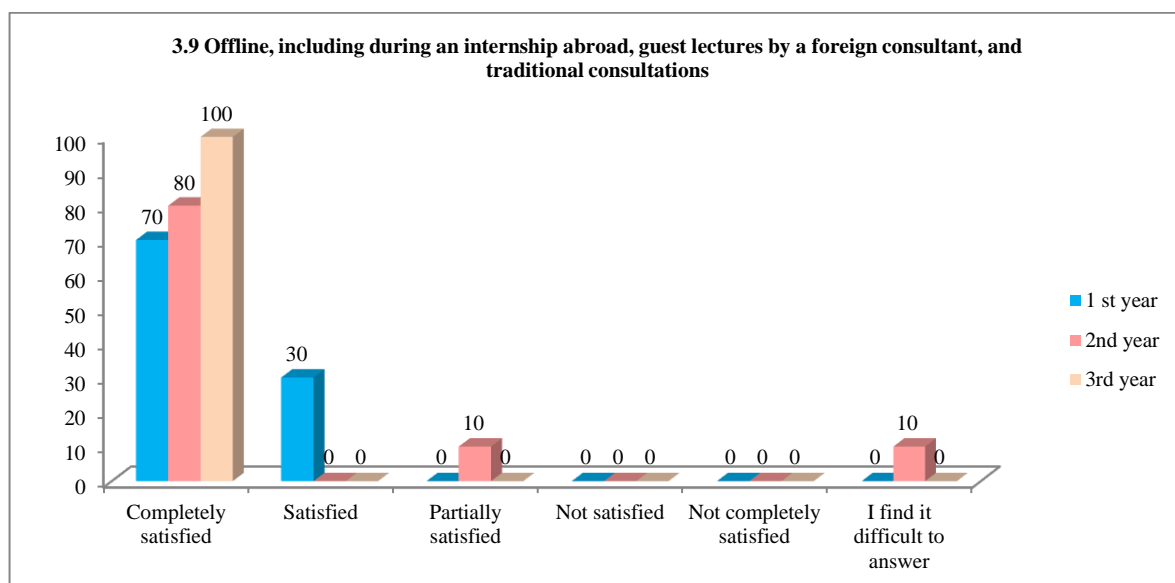
Answer options	1 st year	2nd year	3rd year
Completely satisfied	70	80	100
Satisfied	30	-	-
Partially satisfied	-	10	-
Not satisfied	-	-	-
Not completely satisfied	-	-	-
I find it difficult to answer	-	10	-

3.8 Forms of work of a doctoral student with a foreign scientific supervisor: - in an online format, including via the Zoom platform, email, Skype, WhatsApp and messaging by phone



3.9 Offline, including during an internship abroad, guest lectures by a foreign consultant, and traditional consultations

Answer options	1 st year	2nd year	3rd year
Completely satisfied	70	80	100
Satisfied	30	-	-
Partially satisfied	-	10	-
Not satisfied	-	-	-
Not completely satisfied	-	-	-
I find it difficult to answer	-	10	-



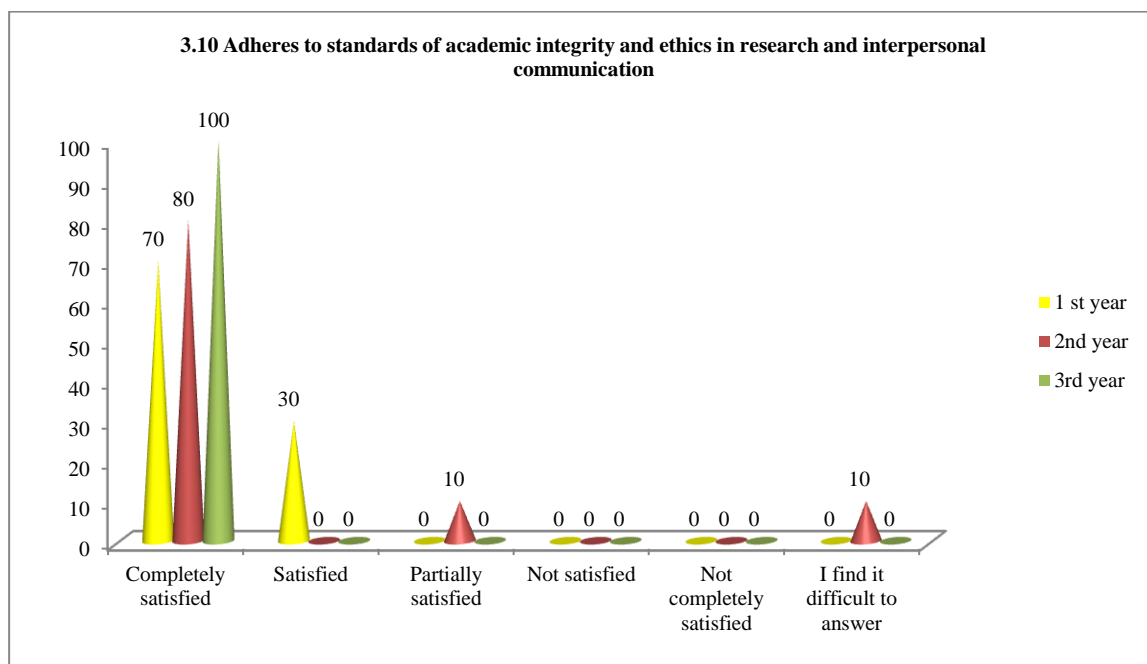
For the option «**I find it difficult to answer**» students indicated the following options*:

- I haven't completed an internship abroad yet.

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

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

Answer options	1 st year	2nd year	3rd year
Completely satisfied	70	80	100
Satisfied	30	-	-
Partially satisfied	-	10	-
Not satisfied	-	-	-
Not completely satisfied	-	-	-
I find it difficult to answer	-	10	-



4. Listed below are the various opportunities that a job can provide a specialist. What importance do you attach to each of them, regardless of whether they were realized or not?

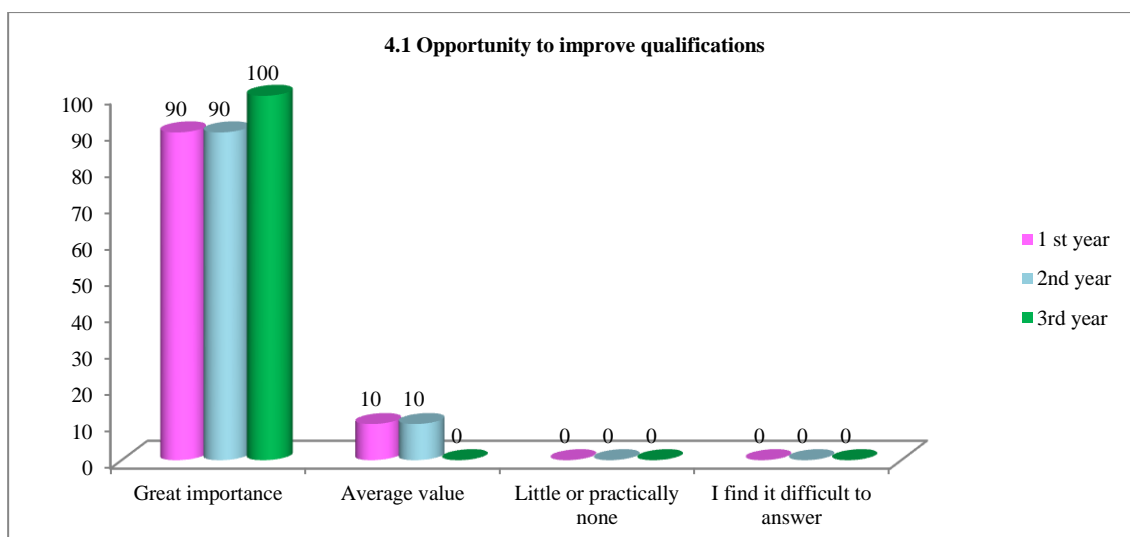
4.1 Opportunity to improve qualifications
4.2 Opportunity to work with highly competent colleagues
4.3 Opportunity to earn a high salary
4.4 Opportunity to work in comfortable working conditions
4.5 Opportunity to advance in positions
4.6 Opportunity to develop your own ideas
4.7 Opportunity to engage 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 for yourself in the professional sphere

Other (write your answer) _____

If you answered «Little or nothing» to the previous question, please write why

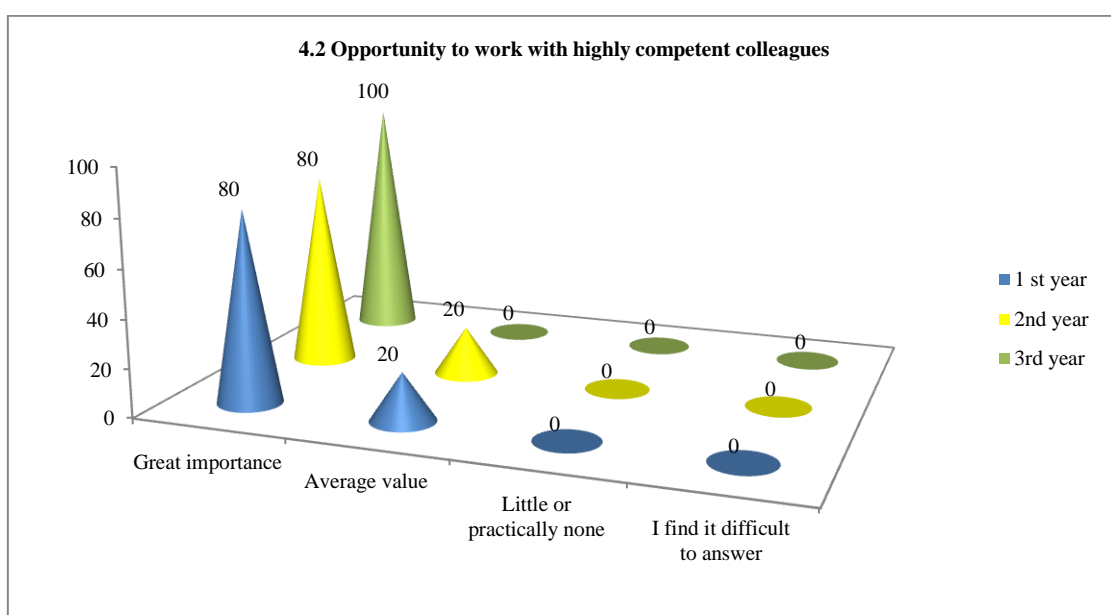
4.1 Opportunity to improve qualifications

Answer options	1 st year	2nd year	3rd year
Great importance	90	90	100
Average value	10	10	-
Little or practically none	-	-	-
I find it difficult to answer	-	-	-



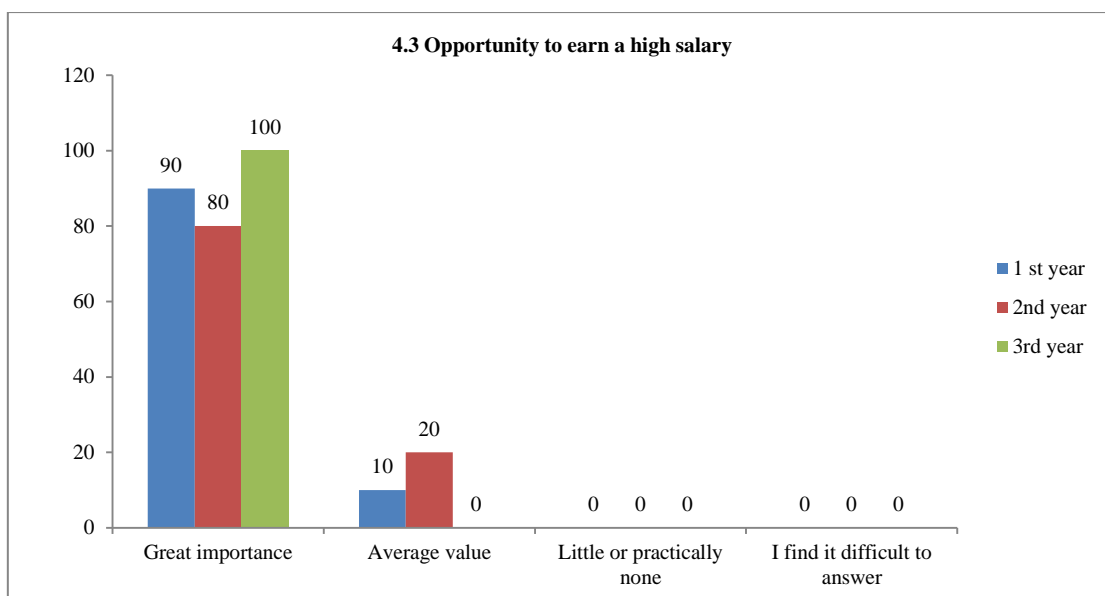
4.2 Opportunity to work with highly competent colleagues

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



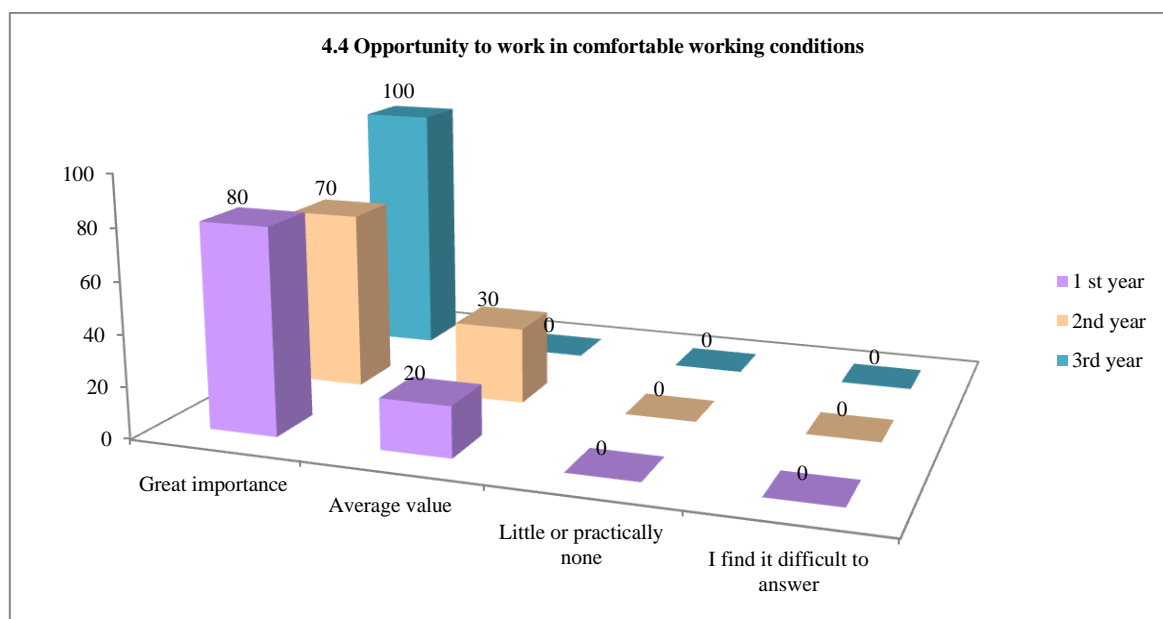
4.3 Opportunity to earn a high salary

Answer options	1 st year	2nd year	3rd year
Great importance	90	80	100
Average value	10	20	-
Little or practically none	-	-	-
I find it difficult to answer	-	-	-



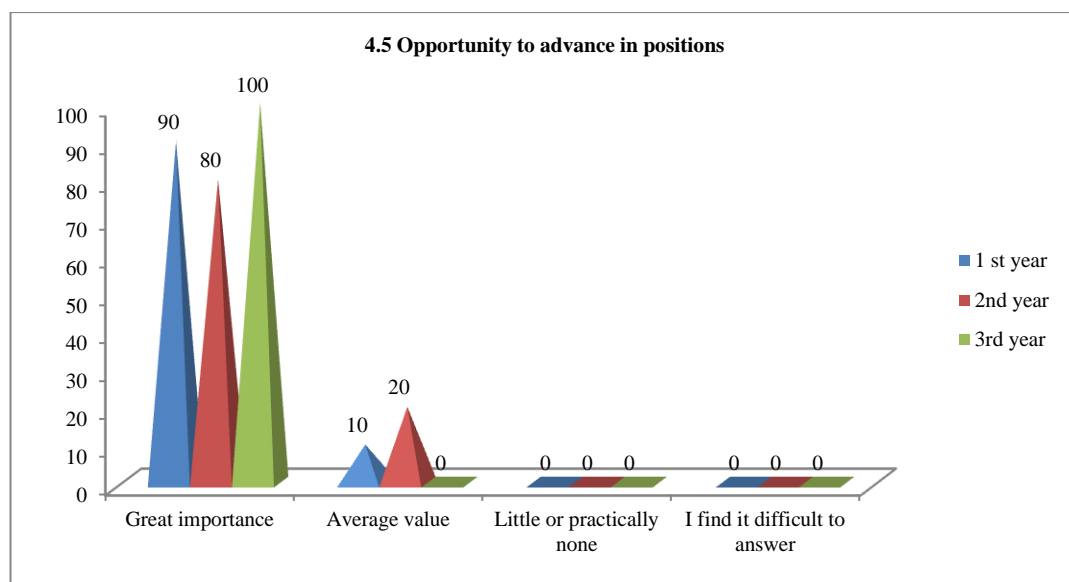
4.4 Opportunity to work in comfortable working conditions

Answer options	1 st year	2nd year	3rd year
Great importance	80	70	100
Average value	20	30	-
Little or practically none	-	-	-
I find it difficult to answer	-	-	-



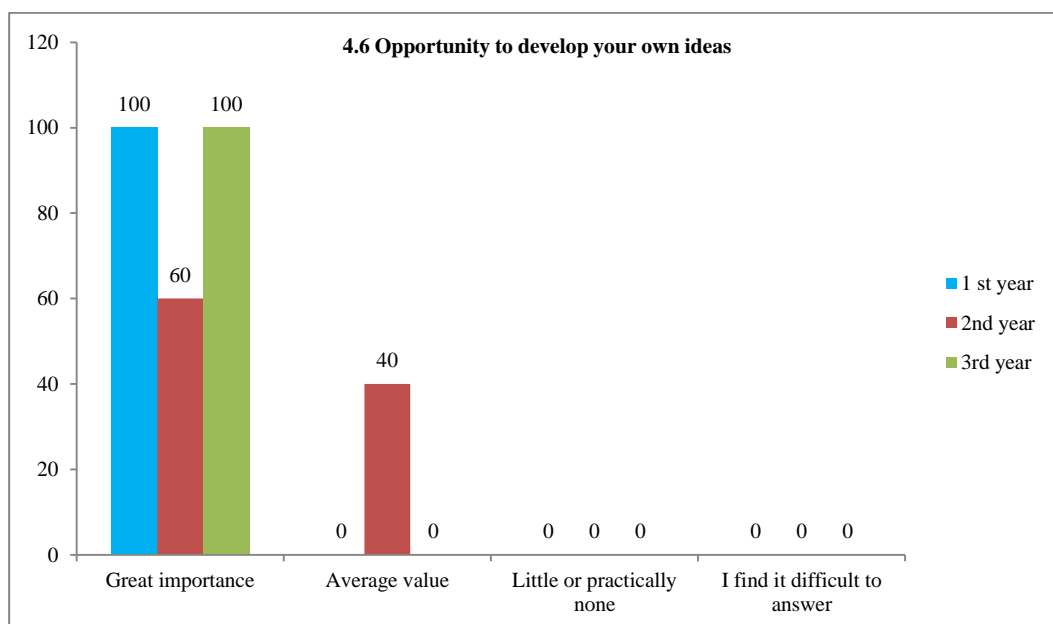
4.5 Opportunity to advance in positions

Answer options	1 st year	2nd year	3rd year
Great importance	90	80	100
Average value	10	20	-
Little or practically none	-	-	-
I find it difficult to answer	-	-	-



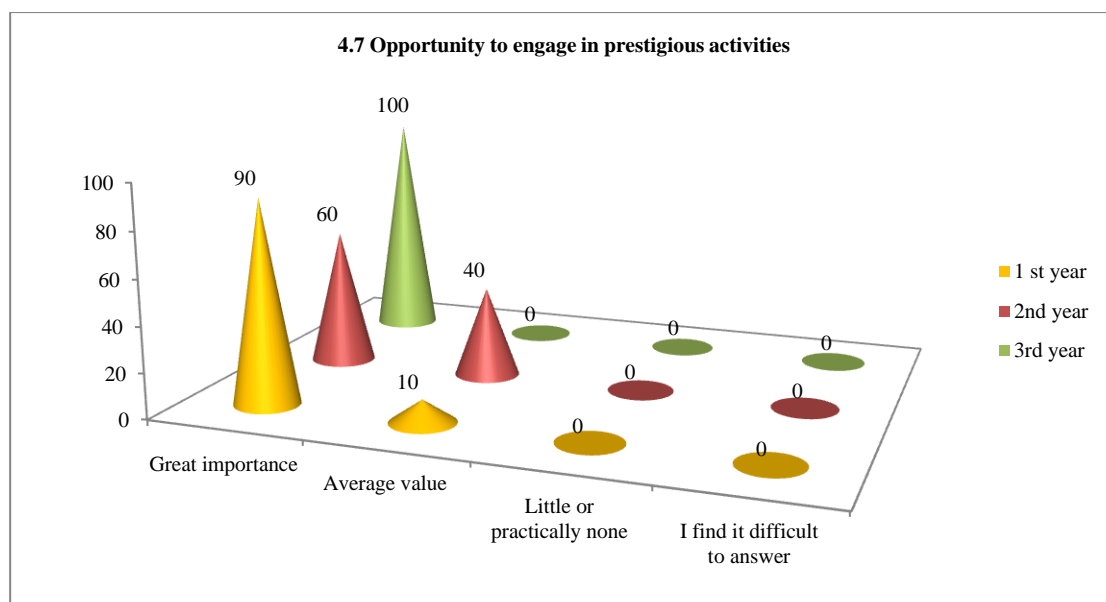
4.6 Opportunity to develop your own ideas

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



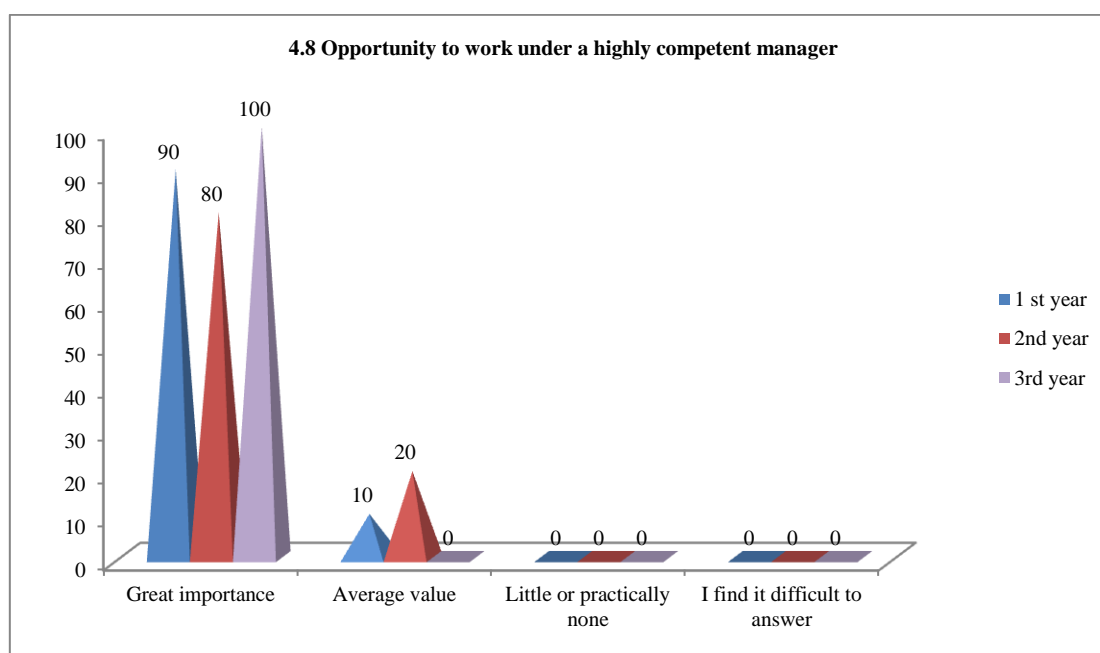
4.7 Opportunity to engage in prestigious activities

Answer options	1 st year	2nd year	3rd year
Great importance	90	60	100
Average value	10	40	-
Little or practically none	-	-	-
I find it difficult to answer	-	-	-



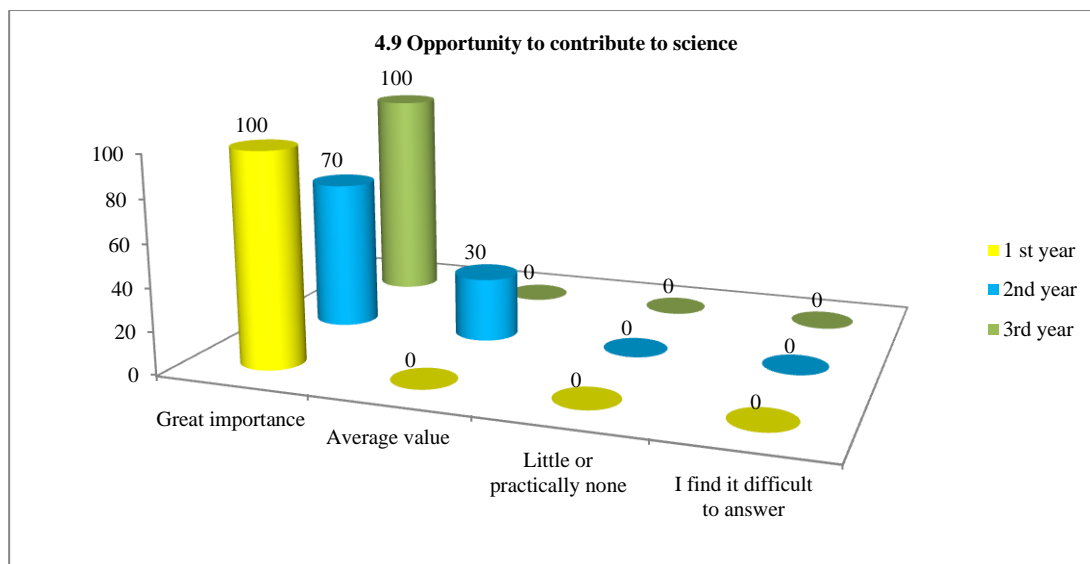
4.8 Opportunity to work under a highly competent manager

Answer options	1 st year	2nd year	3rd year
Great importance	90	80	100
Average value	10	20	-
Little or practically none	-	-	-
I find it difficult to answer	-	-	-



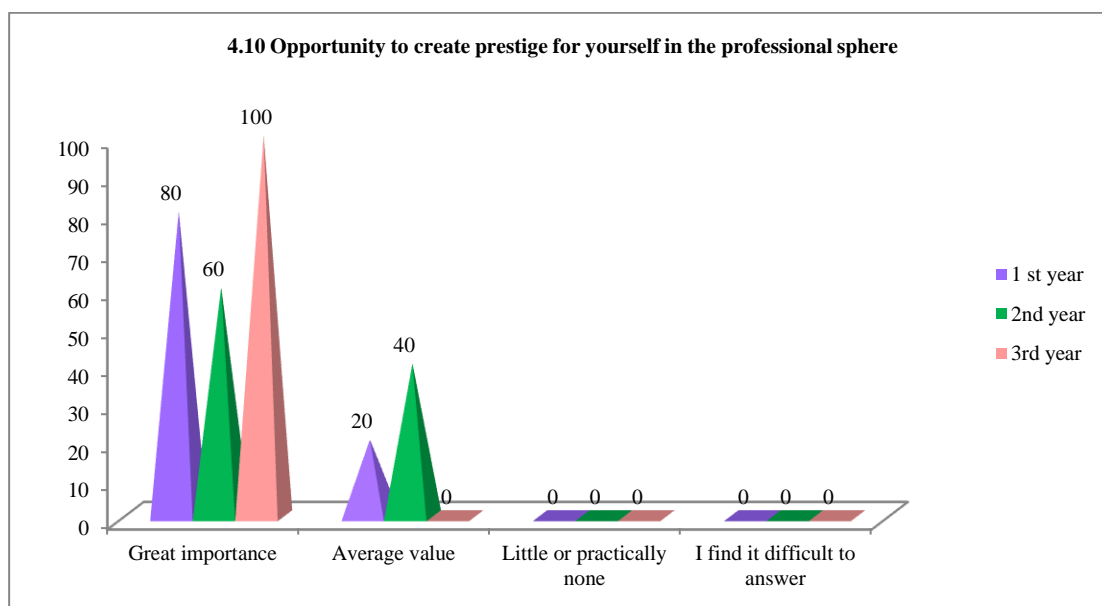
4.9 Opportunity to contribute to science

Answer options	1 st year	2nd year	3rd year
Great importance	100	70	100
Average value	-	30	-
Little or practically none	-	-	-
I find it difficult to answer	-	-	-



4.10 Opportunity to create prestige for yourself in the professional sphere

Answer options	1 st year	2nd year	3rd year
Great importance	80	60	100
Average value	20	40	-
Little or practically none	-	-	-
I find it difficult to answer	-	-	-



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

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 Organization of food
5.5 Availability and condition of sports equipment
5.6 Living conditions in the hostel

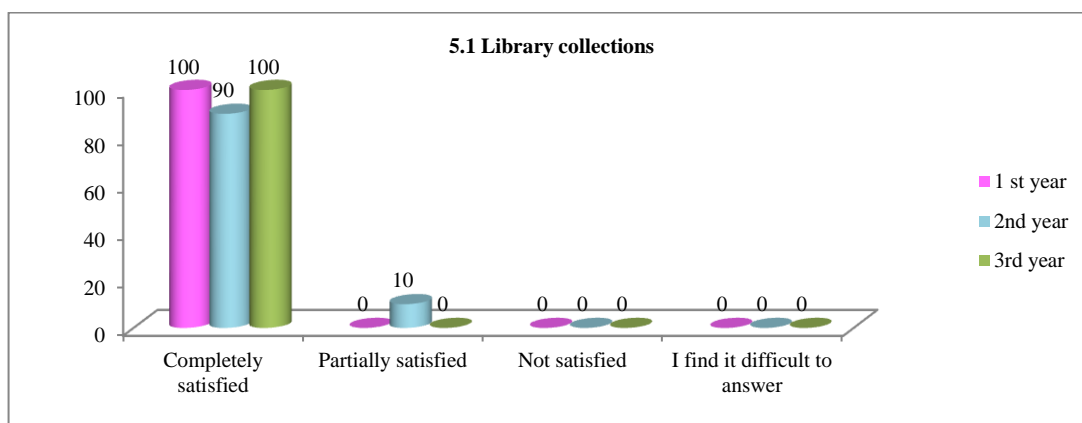
Other (write your answer) _____

If you answered «Not satisfied» to the previous question, please provide recommendations for improving the university's material and technical resources

Indicators:

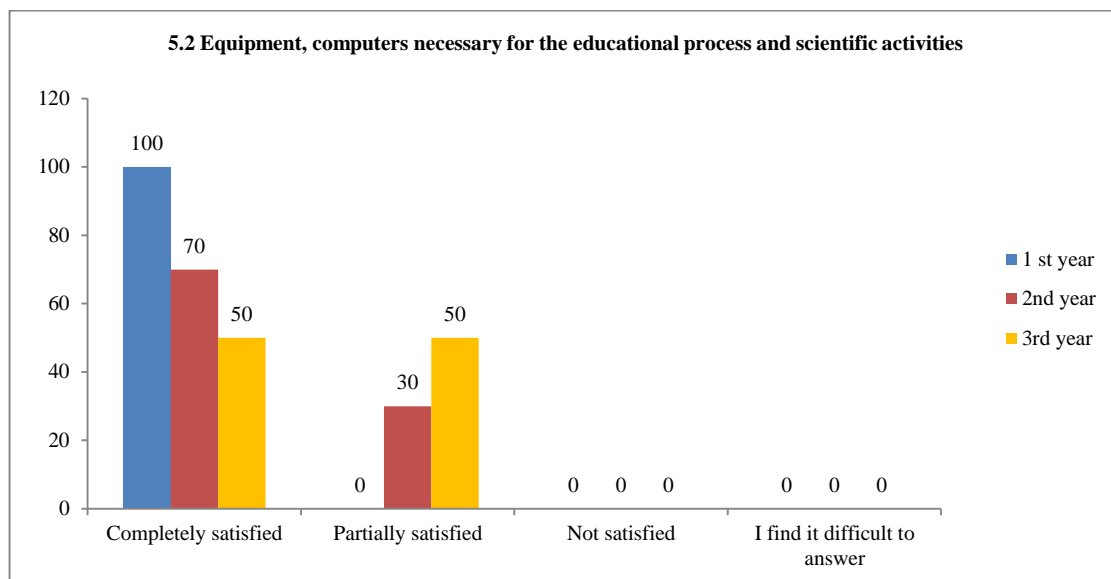
5.1 Library collections

Answer options	1 st year	2nd year	3rd year
Completely satisfied	100	90	100
Partially satisfied	-	10	-
Not satisfied	-	-	-
I find it difficult to answer	-	-	-



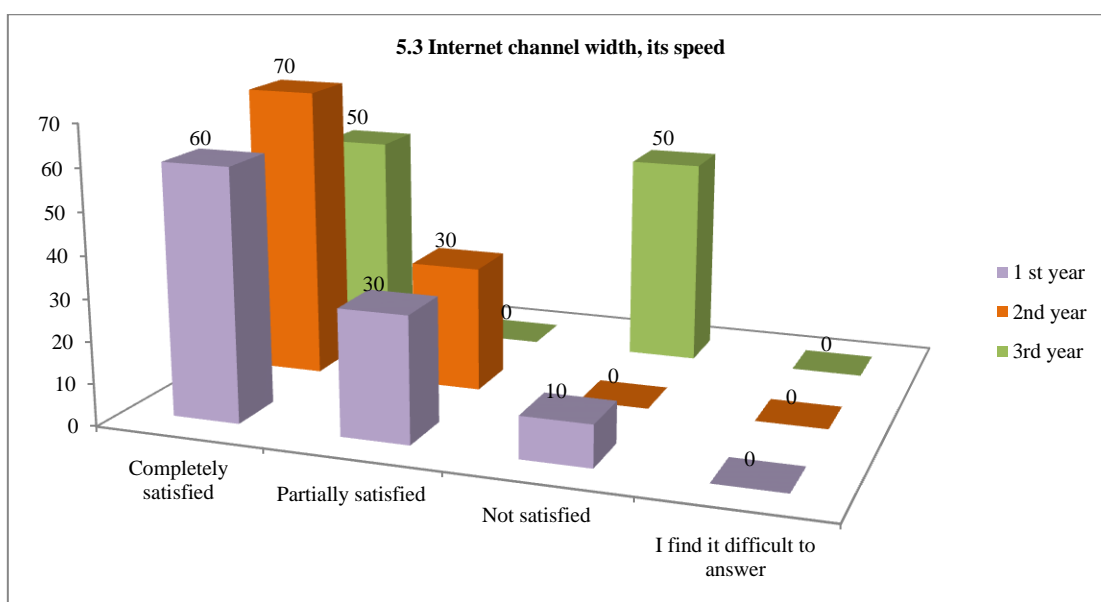
5.2 Equipment, computers necessary for the educational process and scientific activities

Answer options	1 st year	2nd year	3rd year
Completely satisfied	100	70	50
Partially satisfied	-	30	50
Not satisfied	-	-	-
I find it difficult to answer	-	-	-



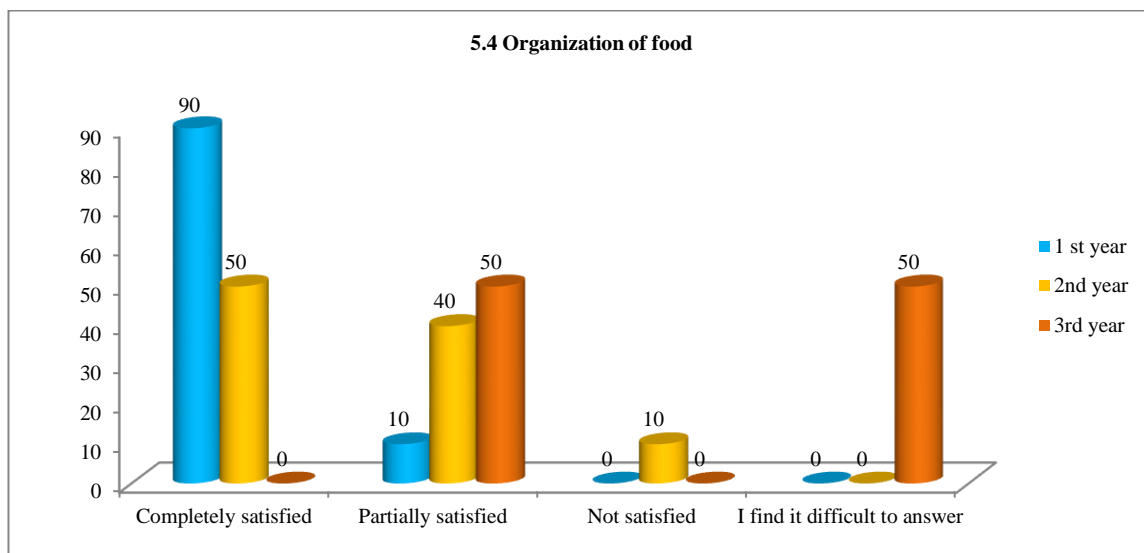
5.3 Internet channel width, its speed

Answer options	1 st year	2nd year	3rd year
Completely satisfied	60	70	50
Partially satisfied	30	30	-
Not satisfied	10	-	50
I find it difficult to answer	-	-	-



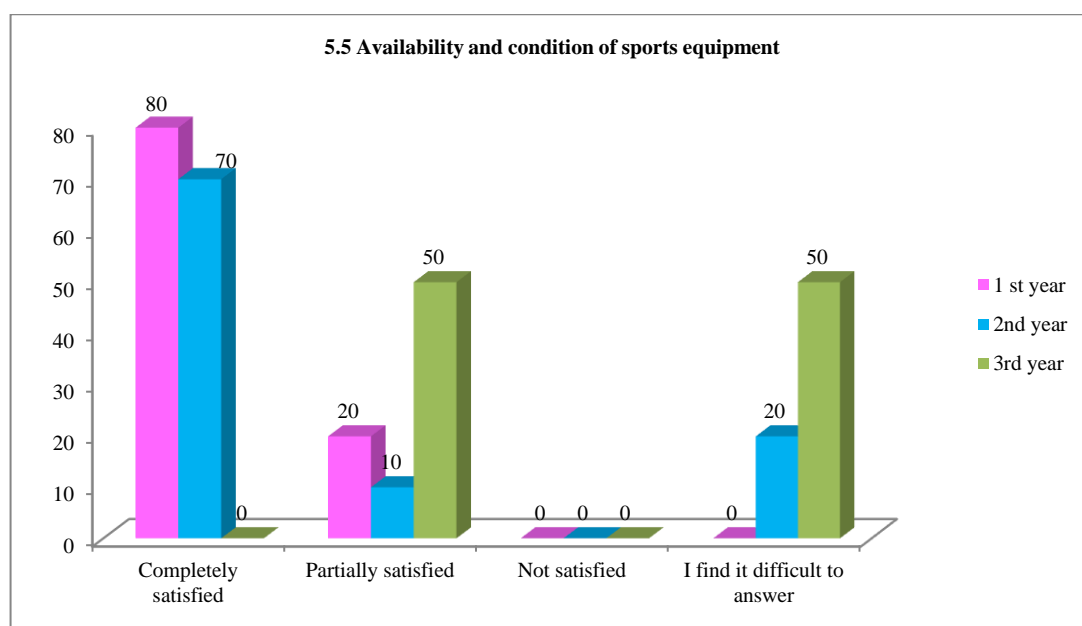
5.4 Organization of food

Answer options	1 st year	2nd year	3rd year
Completely satisfied	90	50	-
Partially satisfied	10	40	50
Not satisfied	-	10	-
I find it difficult to answer	-	-	50



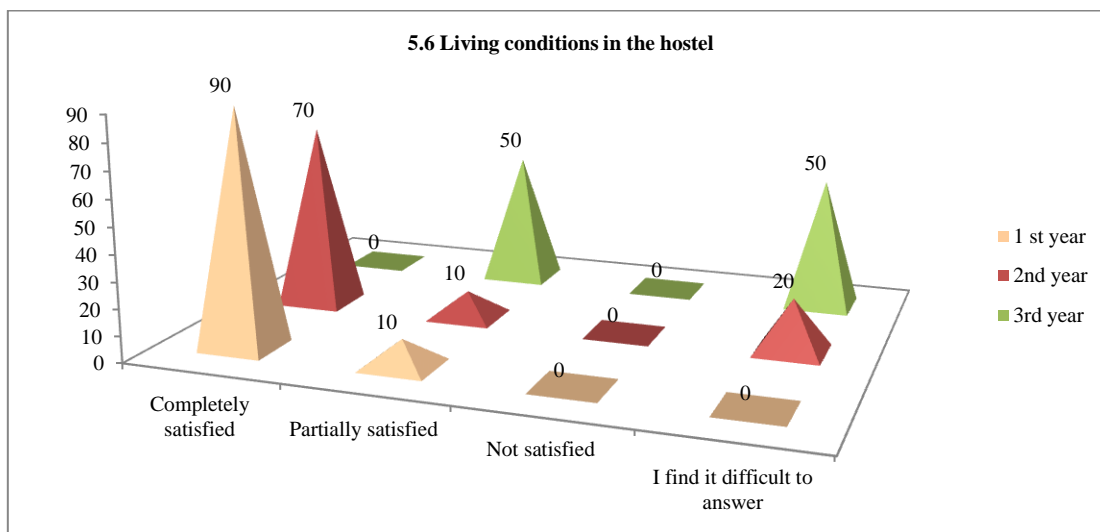
5.5 Availability and condition of sports equipment

Answer options	1 st year	2nd year	3rd year
Completely satisfied	80	70	-
Partially satisfied	20	10	50
Not satisfied	-	-	-
I find it difficult to answer	-	20	50



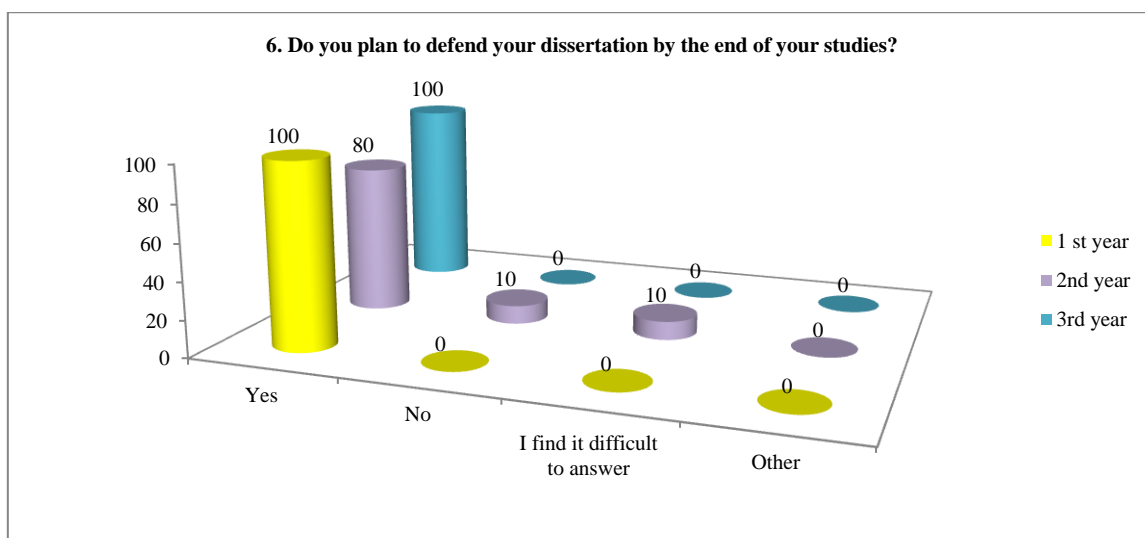
5.6 Living conditions in the hostel

Answer options	1 st year	2nd year	3rd year
Completely satisfied	90	70	-
Partially satisfied	10	10	50
Not satisfied	-	-	-
I find it difficult to answer	-	20	50



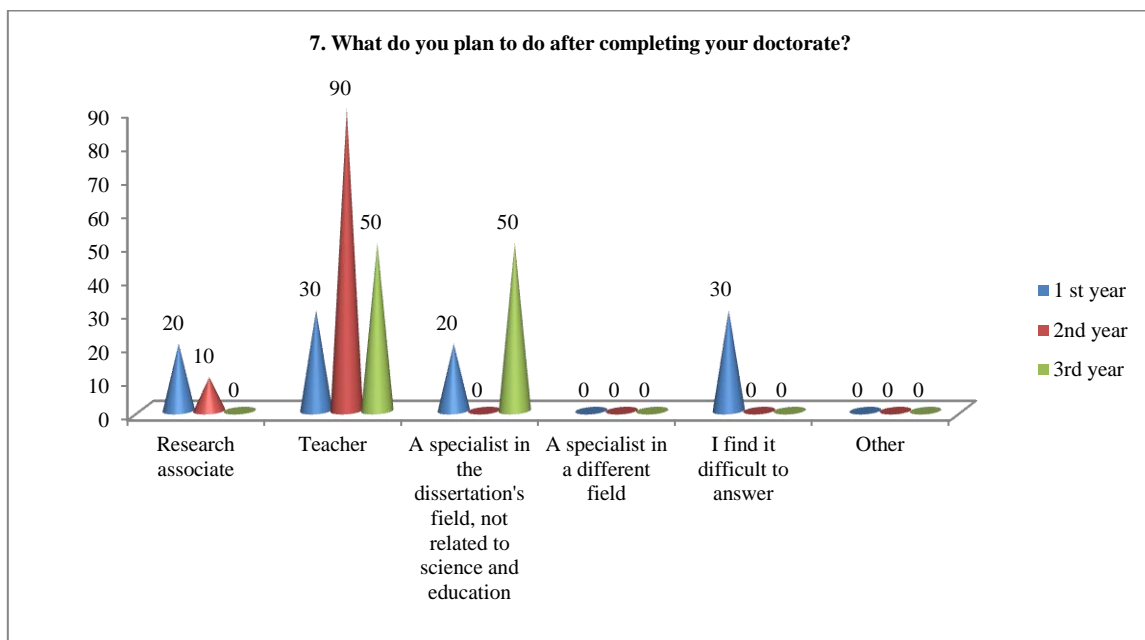
6. Do you plan to defend your dissertation by the end of your studies?

Answer options	1 st year	2nd year	3rd year
Yes	100	80	100
No	-	10	-
I find it difficult to answer	-	10	-
Other	-	-	-



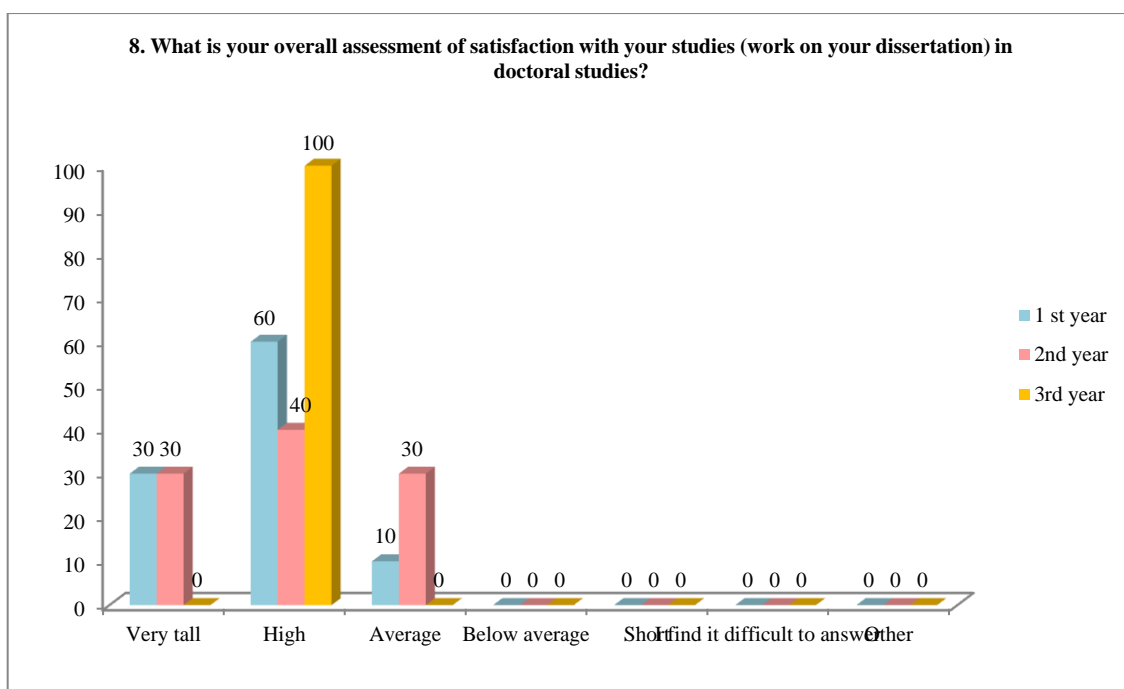
7. What do you plan to do after completing your doctorate?

Answer options	1 st year	2nd year	3rd year
Research associate	20	10	-
Teacher	30	90	50
A specialist in the dissertation's field, not related to science and education	20	-	50
A specialist in a different field	-	-	-
I find it difficult to answer	30	-	-
Other	-	-	-



8. What is your overall assessment of satisfaction with your studies (work on your dissertation) in doctoral studies?

Answer options	1 st year	2nd year	3rd year
Very tall	30	30	-
High	60	40	100
Average	10	30	-
Below average	-	-	-
Short	-	-	-
I find it difficult to answer	-	-	-
Other	-	-	-



Based on the questionnaire results, the following **conclusions** can be drawn:

Analysis of the questionnaire results shows that doctoral students are satisfied with the educational services.

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

The opportunities for testing and publishing the results of dissertation research satisfy all doctoral students (100%). This indicates that the university provides doctoral students with sufficient opportunities to disseminate their research results and promotes their professional development.

The vast majority of doctoral students (100%) have the opportunity to participate in the department's research projects, including funded projects. Funded projects provide doctoral students with the necessary resources to conduct high-quality research and achieve significant results.

100% of doctoral students are satisfied with the university's prompt response to their requests. This indicates that the university prioritizes timely and effective resolution of doctoral students' problems and requests.

The availability, completeness and reliability of information about scientific events held at the University and beyond are rated by respondents as 100%. Doctoral students also highly rated the organization and conduct of foreign internships, as well as their effectiveness. 100% of respondents expressed satisfaction with these aspects. This indicates that the University effectively organizes 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 consultants in the field of research were assessed by doctoral students at a very high level. All seven criteria, including development and implementation of the research program, scientific contribution, collaboration, international reputation, compliance with the norms of academic integrity and ethics, the ability to publish research as a lead author and determination of methodology, satisfied the respondents by 100%.

Satisfaction of doctoral students with professional skills **the average rate of foreign consultants in the field of research is 96,6%.** The overseas advisor provides high-quality support and guidance to PhD students, helping them to develop their research skills, expand their knowledge and achieve success in their projects. Overall, PhD students are satisfied with the advisor's professionalism and commitment.

Opportunities that doctoral students value in their work include:

- advanced training (93,3%);
- work under the supervision of a highly competent manager (90%);
- contribution to science (90%);
- promotion (90%);
- receiving a high salary (90%);
- cooperation with highly competent colleagues (86,6%);

- creation of prestige in the professional sphere (80%);
- development of own ideas (86,6%);
- comfortable working conditions (83,3%);
- engaging in prestigious activities (83,3%).

The level of availability of the university's material and technical resources is assessed as satisfactory (85,5%). 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 dissertation by the end of your studies?» 93,3% of respondents chose the answer option «Yes».

More than half of the respondents (56,6%) expressed interest in teaching. A significant number of respondents (10%) plan to continue their careers as researchers after completing their doctoral studies. A smaller number of respondents (23,3%) intend to work as specialists in the field of their dissertation outside of academia. About 10% of respondents have not yet decided on their future plans.

Overall, respondents rated their satisfaction with their studies (working on their dissertation) in doctoral studies as highly (100%).

Final satisfaction of doctoral students in the specialty «Mining» educational services is **93,3%**.

Recommendations:

The head of the department must familiarize 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 email from the quality management and accreditation center cqma@ktu.edu.kz.