

Report on the survey results
«**Doctoral students’ satisfaction with educational services**»
for the 2024–2025 ac. year
in educational program:
8D07203 Metallurgy

In February 2025, the Center for quality management and accreditation conducted a survey titled “Doctoral students’ satisfaction with educational services.”

The objective of the study was to measure the satisfaction level of service users regarding the quality of services provided by the university.

The subject of the study was doctoral students’ perceptions of the organization of the educational process and their satisfaction with its various aspects.

The survey results were processed and presented in aggregated form, ensuring the confidentiality of individual respondents’ opinions.

The target group comprised doctoral students in their 1st through 3rd years.

A total of 13 respondents participated in the survey, representing 68.4% of the total doctoral student population.

The following data were obtained during the survey:

1. Are you satisfied with your research work?

1.1 Relevance and alignment of the proposed thesis topic with your research interests
1.2 Level of organizational, methodological, and informational support for thesis preparation
1.3 Professionalism and competence of the scientific advisor
1.4 Opportunities for trial and publication of thesis research results
1.5 Access to participation in department-level research projects, including funded ones
1.6 Responsiveness of the University to your requests
1.7 Availability, completeness, and reliability of information about scientific events held at the University and beyond
1.8 Overall level of organization and conduct of international internships
1.9 Effectiveness of the international internship for you

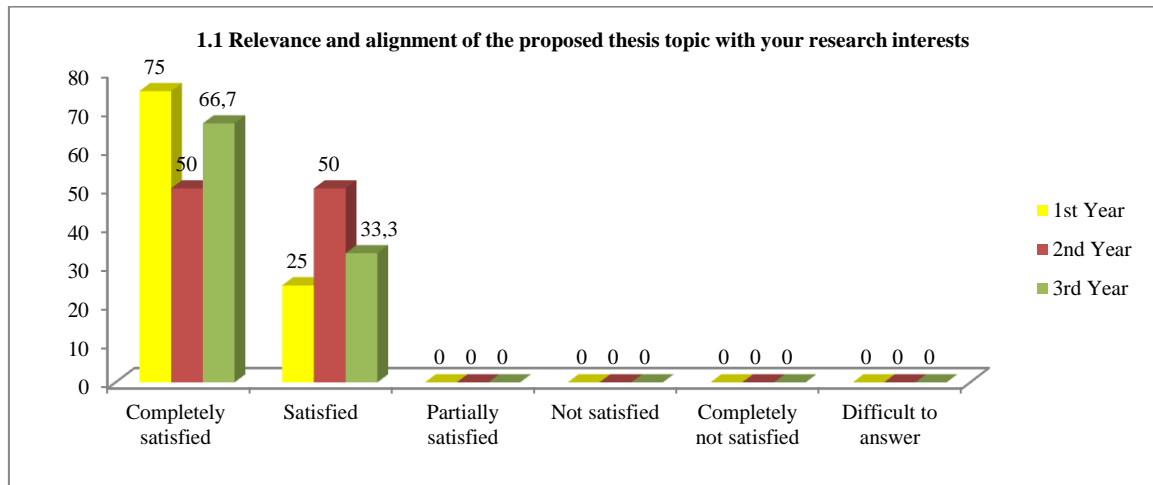
Other (please specify)_____

If you answered “Not satisfied” or “Completely not satisfied” to the previous question, please provide recommendations for improvement _____

Indicators:

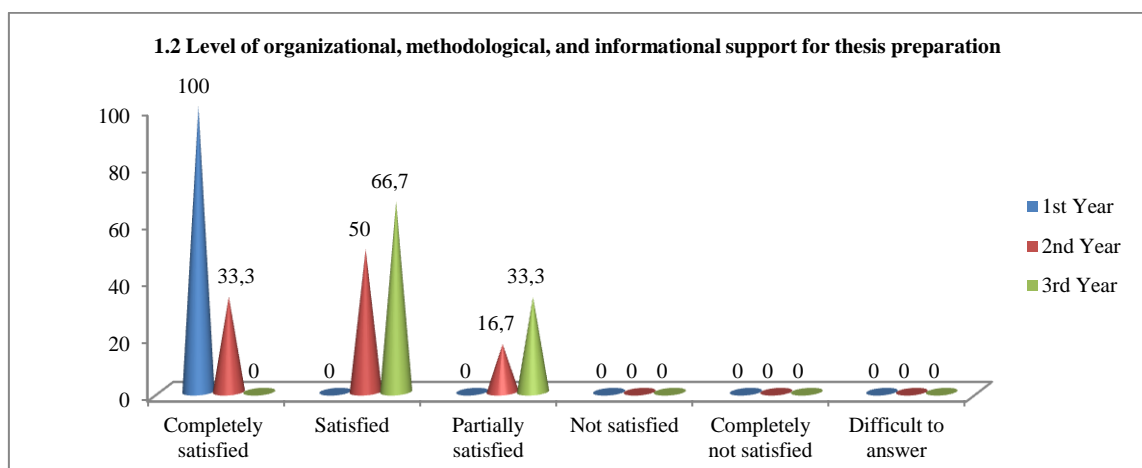
1.1 Relevance and alignment of the proposed thesis topic with your research interests

Response Options	1st Year	2nd Year	3rd Year
Completely satisfied	75	50	66,7
Satisfied	25	50	33,3
Partially satisfied	-	-	-
Not satisfied	-	-	-
Completely not satisfied	-	-	-
Difficult to answer	-	-	-



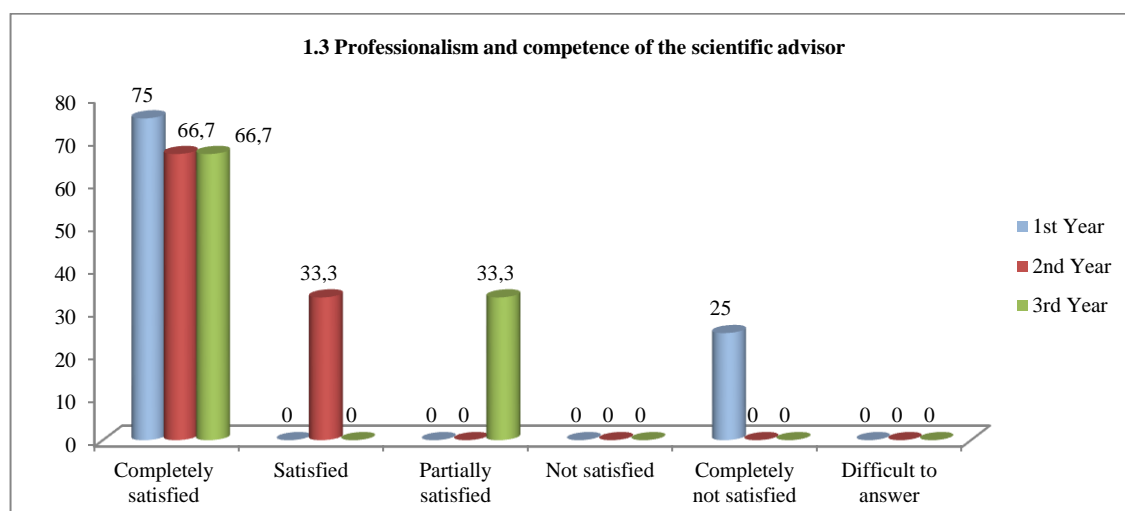
1.2 Level of organizational, methodological, and informational support for thesis preparation

Response Options	1st Year	2nd Year	3rd Year
Completely satisfied	100	33,3	-
Satisfied	-	50	66,7
Partially satisfied	-	16,7	33,3
Not satisfied	-	-	-
Completely not satisfied	-	-	-
Difficult to answer	-	-	-



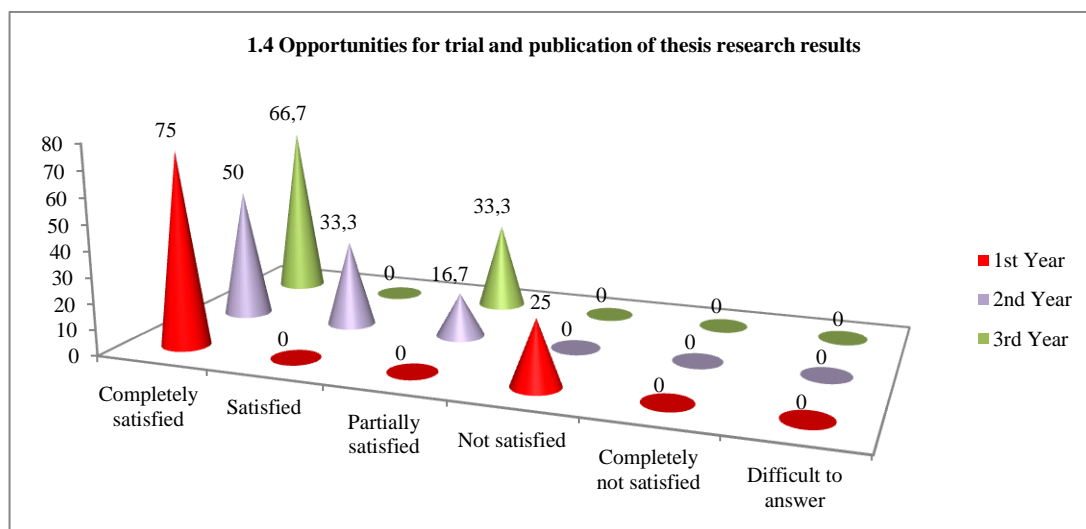
1.3 Professionalism and competence of the scientific advisor

Response Options	1st Year	2nd Year	3rd Year
Completely satisfied	75	66,7	66,7
Satisfied	-	33,3	-
Partially satisfied	-	-	33,3
Not satisfied	-	-	-
Completely not satisfied	25	-	-
Difficult to answer	-	-	-



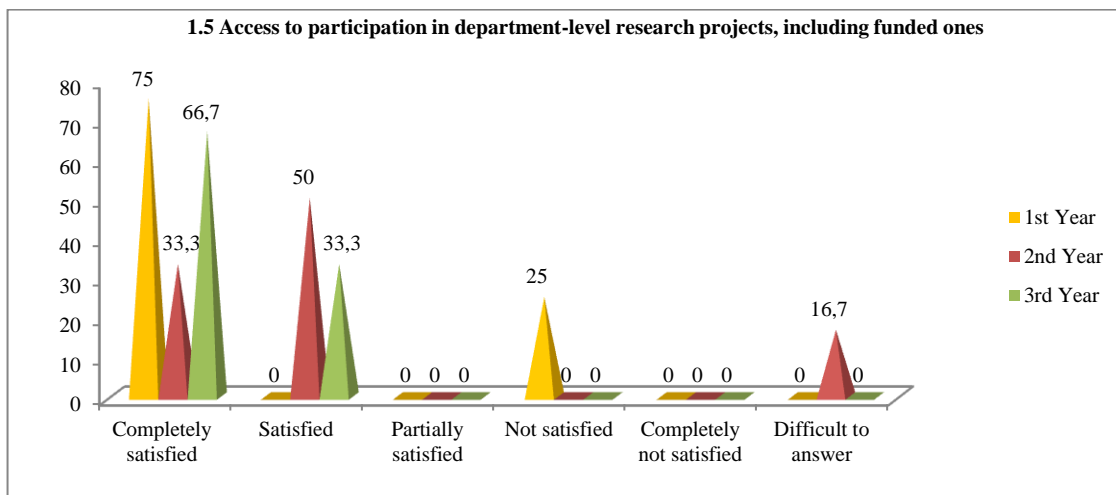
1.4 Opportunities for trial and publication of thesis research results

Response Options	1st Year	2nd Year	3rd Year
Completely satisfied	75	50	66,7
Satisfied	-	33,3	-
Partially satisfied	-	16,7	33,3
Not satisfied	25	-	-
Completely not satisfied	-	-	-
Difficult to answer	-	-	-



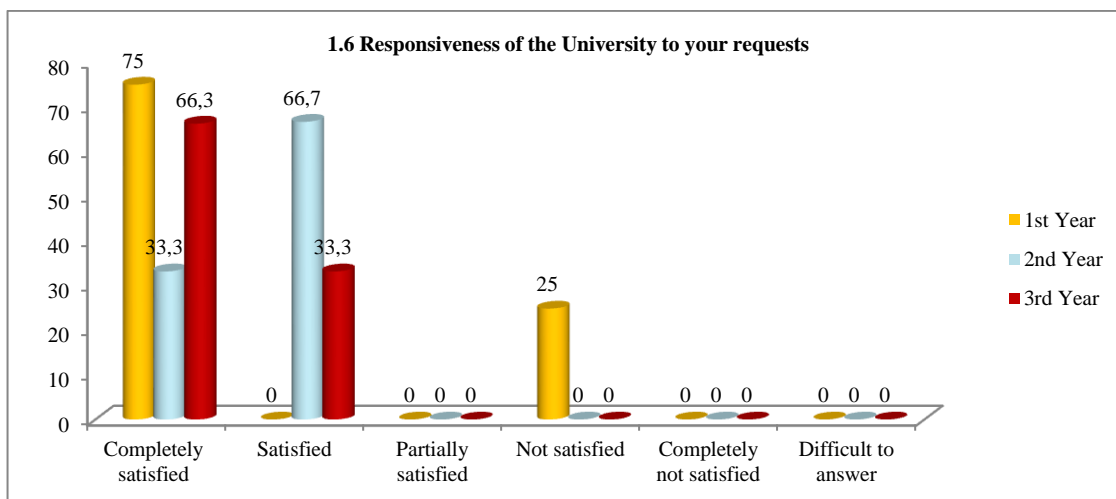
1.5 Access to participation in department-level research projects, including funded ones

Response Options	1st Year	2nd Year	3rd Year
Completely satisfied	75	33,3	66,7
Satisfied	-	50	33,3
Partially satisfied	-	-	-
Not satisfied	25	-	-
Completely not satisfied	-	-	-
Difficult to answer	-	16,7	-



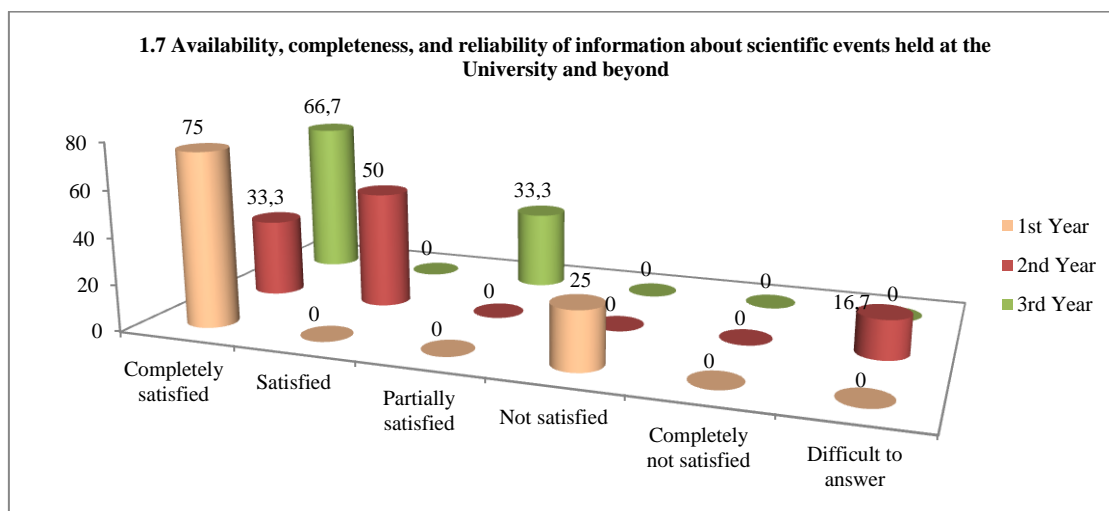
1.6 Responsiveness of the University to your requests

Response Options	1st Year	2nd Year	3rd Year
Completely satisfied	75	33,3	66,3
Satisfied	-	66,7	33,3
Partially satisfied	-	-	-
Not satisfied	25	-	-
Completely not satisfied	-	-	-
Difficult to answer	-	-	-



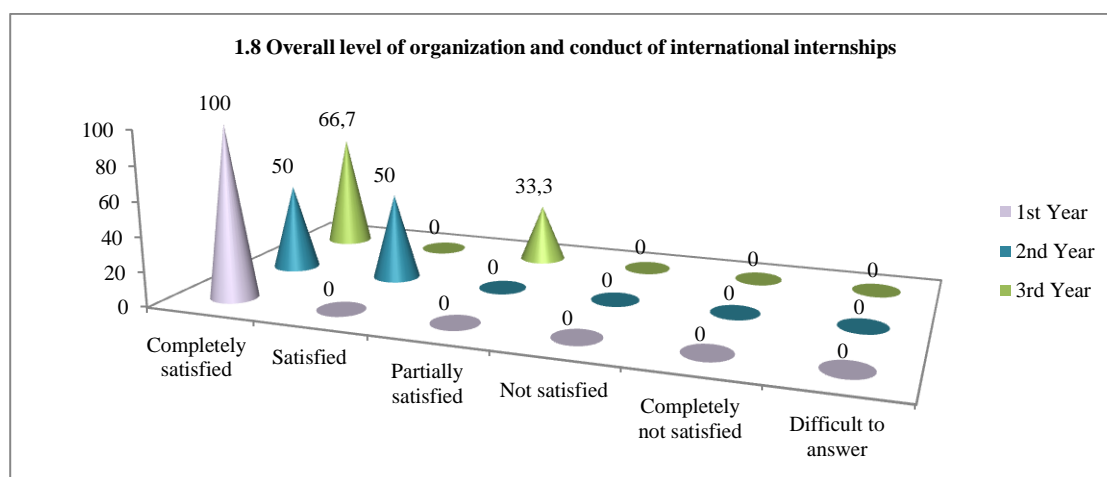
1.7 Availability, completeness, and reliability of information about scientific events held at the University and beyond

Response Options	1st Year	2nd Year	3rd Year
Completely satisfied	75	33,3	66,7
Satisfied	-	50	-
Partially satisfied	-	-	33,3
Not satisfied	25	-	-
Completely not satisfied	-	-	-
Difficult to answer	-	16,7	-



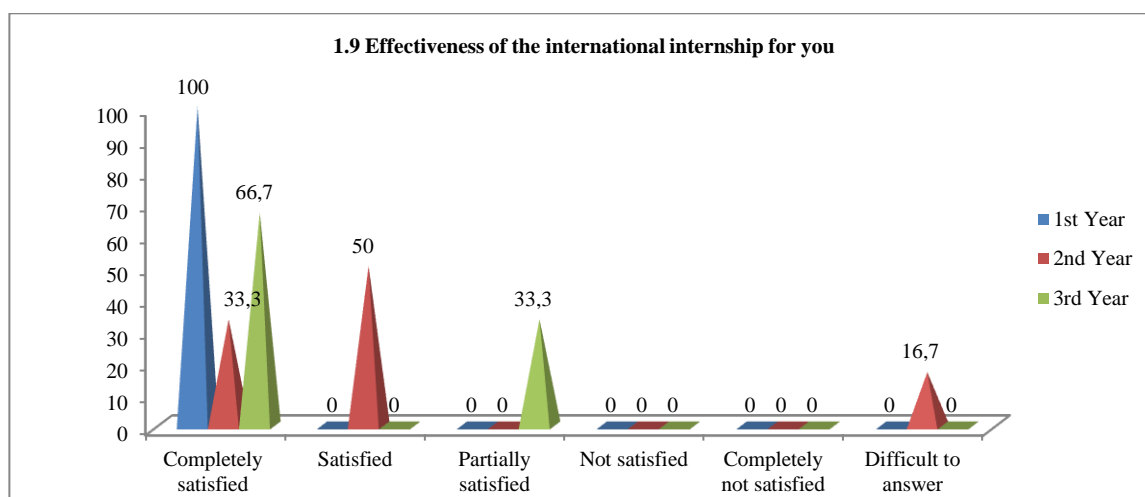
1.8 Overall level of organization and conduct of international internships

Response Options	1st Year	2nd Year	3rd Year
Completely satisfied	100	50	66,7
Satisfied	-	50	-
Partially satisfied	-	-	33,3
Not satisfied	-	-	-
Completely not satisfied	-	-	-
Difficult to answer	-	-	-



1.9 Effectiveness of the international internship for you

Response Options	1st Year	2nd Year	3rd Year
Completely satisfied	100	33,3	66,7
Satisfied	-	50	-
Partially satisfied	-	-	33,3
Not satisfied	-	-	-
Completely not satisfied	-	-	-
Difficult to answer	-	16,7	-



2. Evaluate the Professional Skills of the National Research Advisor:

2.1 Demonstrates the ability to propose, implement, and adapt a comprehensive research program
2.2 Contributes to science through research reflected in cited national or international publications or patents
2.3 Has an international reputation in their research field, maintains contacts within scientific communities, and is capable of presenting and interpreting research results
2.4 Makes a positive contribution to the advancement of scientific knowledge through cooperation and collaboration with other researchers, including international ones
2.5 Publishes as a lead research author, conducts scientific seminars, and chairs sessions at conferences
2.6 Identifies appropriate research methodology, techniques, and approaches
2.7 Adheres to the norms of academic integrity and ethics in research and interpersonal communication

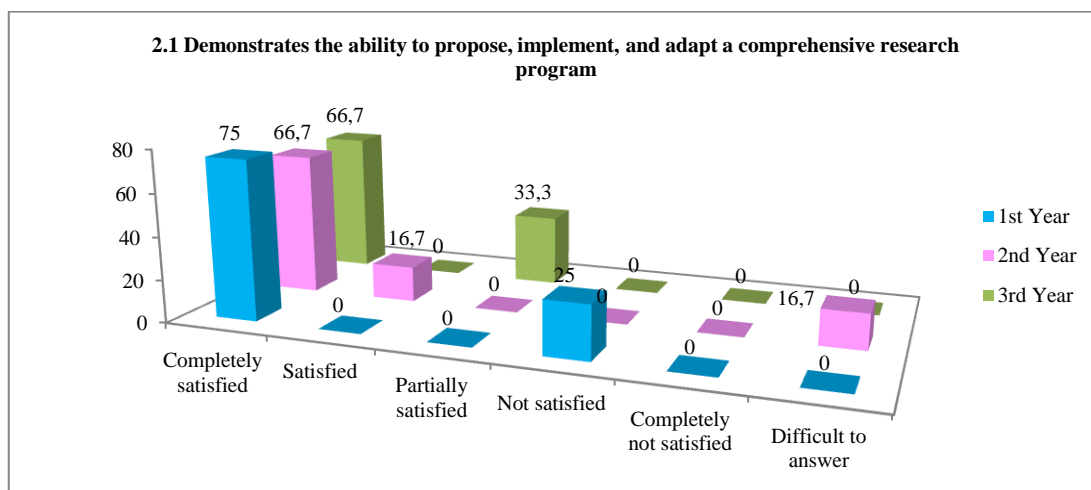
Other (please specify) _____

If you answered “Not satisfied” or “Completely not satisfied” to the previous question, please provide recommendations for improving the professional skills of national research advisors _____

Indicators:

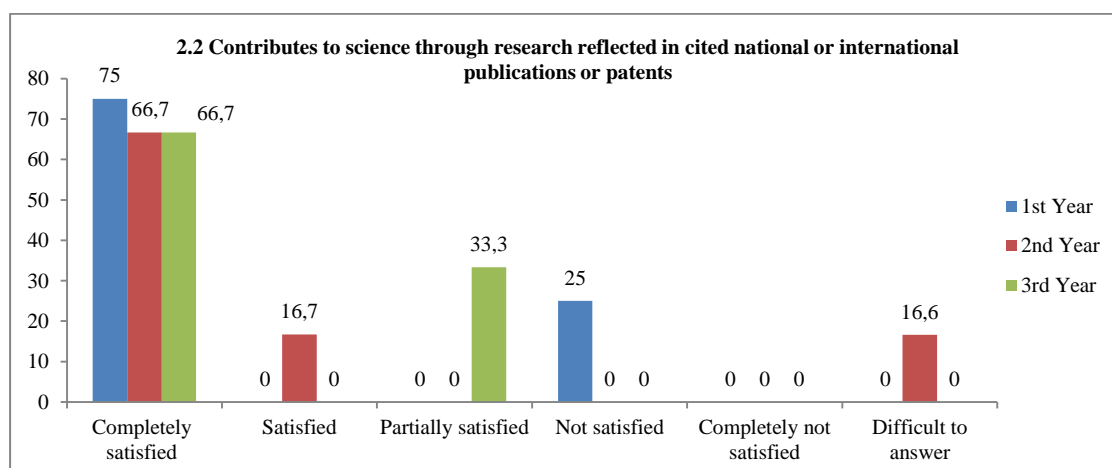
2.1 Demonstrates the ability to propose, implement, and adapt a comprehensive research program

Response Options	1st Year	2nd Year	3rd Year
Completely satisfied	75	66,7	66,7
Satisfied	-	16,7	-
Partially satisfied	-	-	33,3
Not satisfied	25	-	-
Completely not satisfied	-	-	-
Difficult to answer	-	16,7	-



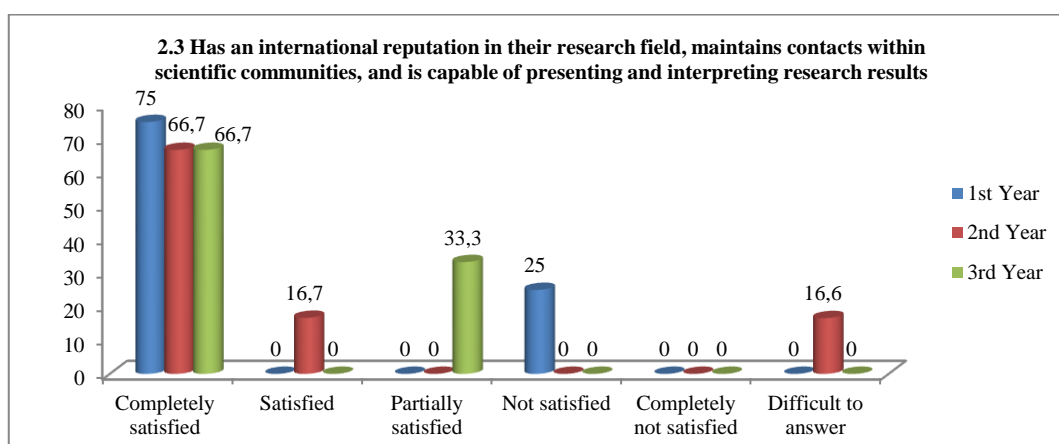
2.2 Contributes to science through research reflected in cited national or international publications or patents

Response Options	1st Year	2nd Year	3rd Year
Completely satisfied	75	66,7	66,7
Satisfied	-	16,7	-
Partially satisfied	-	-	33,3
Not satisfied	25	-	-
Completely not satisfied	-	-	-
Difficult to answer	-	16,6	-



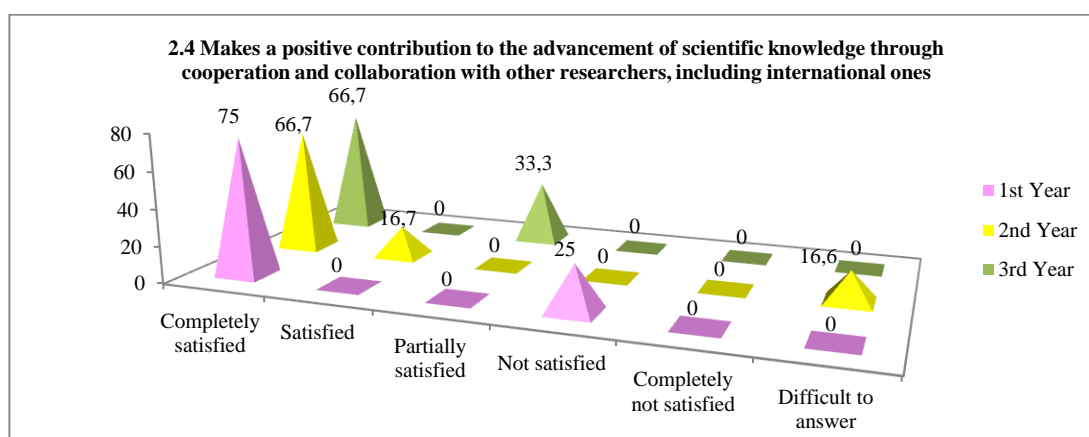
2.3 Has an international reputation in their research field, maintains contacts within scientific communities, and is capable of presenting and interpreting research results

Response Options	1st Year	2nd Year	3rd Year
Completely satisfied	75	66,7	66,7
Satisfied	-	16,7	-
Partially satisfied	-	-	33,3
Not satisfied	25	-	-
Completely not satisfied	-	-	-
Difficult to answer	-	16,6	-



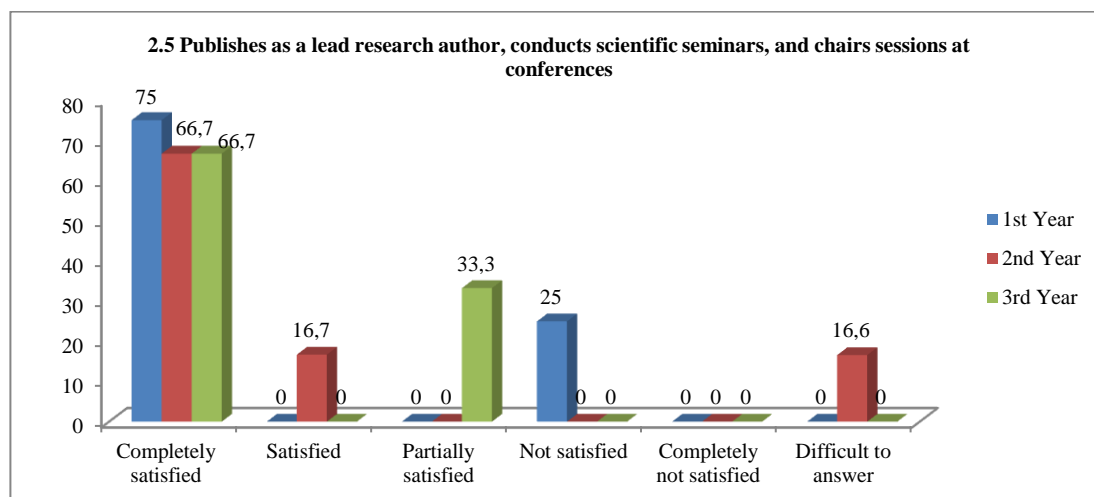
2.4 Makes a positive contribution to the advancement of scientific knowledge through cooperation and collaboration with other researchers, including international ones

Response Options	1st Year	2nd Year	3rd Year
Completely satisfied	75	66,7	66,7
Satisfied	-	16,7	-
Partially satisfied	-	-	33,3
Not satisfied	25	-	-
Completely not satisfied	-	-	-
Difficult to answer	-	16,6	-



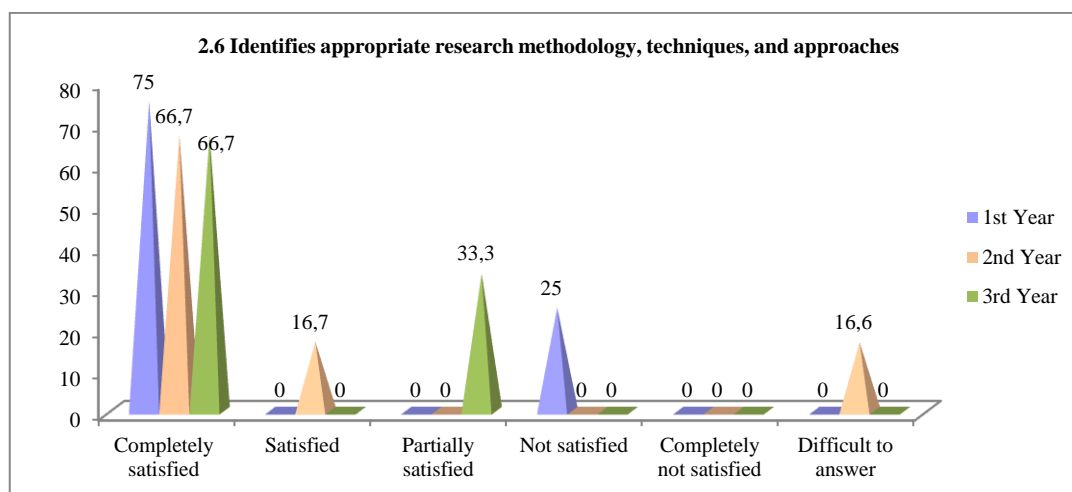
2.5 Publishes as a lead research author, conducts scientific seminars, and chairs sessions at conferences

Response Options	1st Year	2nd Year	3rd Year
Completely satisfied	75	66,7	66,7
Satisfied	-	16,7	-
Partially satisfied	-	-	33,3
Not satisfied	25	-	-
Completely not satisfied	-	-	-
Difficult to answer	-	16,6	-



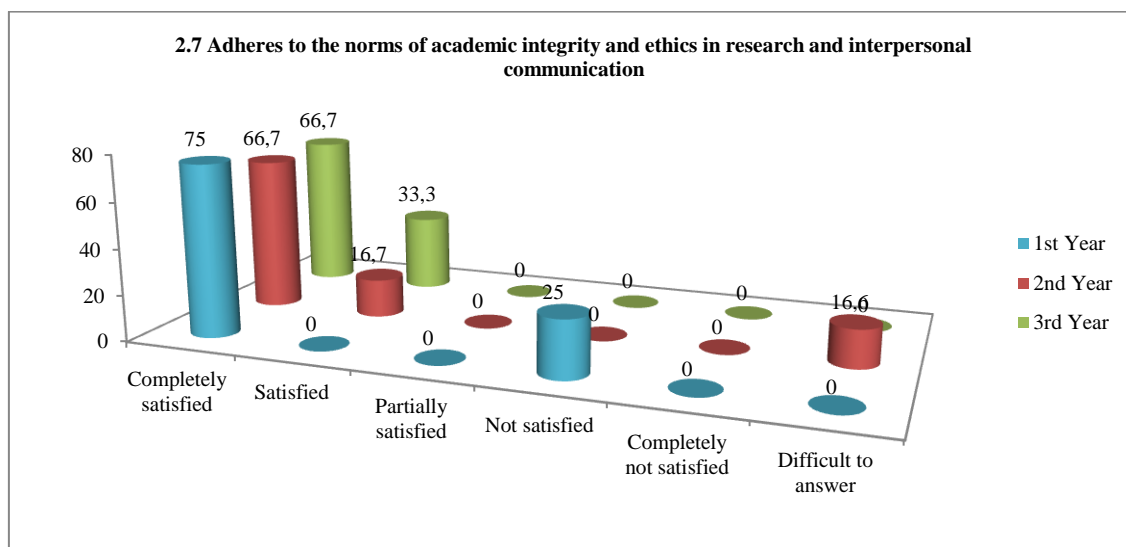
2.6 Identifies appropriate research methodology, techniques, and approaches

Response Options	1st Year	2nd Year	3rd Year
Completely satisfied	75	66,7	66,7
Satisfied	-	16,7	-
Partially satisfied	-	-	33,3
Not satisfied	25	-	-
Completely not satisfied	-	-	-
Difficult to answer	-	16,6	-



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

Response Options	1st Year	2nd Year	3rd Year
Completely satisfied	75	66,7	66,7
Satisfied	-	16,7	33,3
Partially satisfied	-	-	-
Not satisfied	25	-	-
Completely not satisfied	-	-	-
Difficult to answer	-	16,6	-



3. Evaluate the Professional Skills of the Foreign Research Advisor:

3.1 Provides practical advice and recommendations on the thesis plan and content
3.2 Provides consultation on the research topic
3.3 Participates in organizing international internships in research institutions
3.4 Provides practical advice on writing and publishing articles in journals with a non-zero impact factor indexed in Scopus/Web of Science
3.5 Contributed to the improvement of foreign language skills
3.6 Introduced global trends in the research field and shared experience working with foreign scholars
3.7 Gave lectures to doctoral students during the PhD study period
3.8 Formats of collaboration with the foreign research advisor: online, including Zoom, email, Skype, WhatsApp, and messaging via phone
3.9 Offline interaction, including during international internships, guest lectures by the advisor, and traditional consultations
3.10 Adheres to academic integrity and ethics in research and interpersonal communication

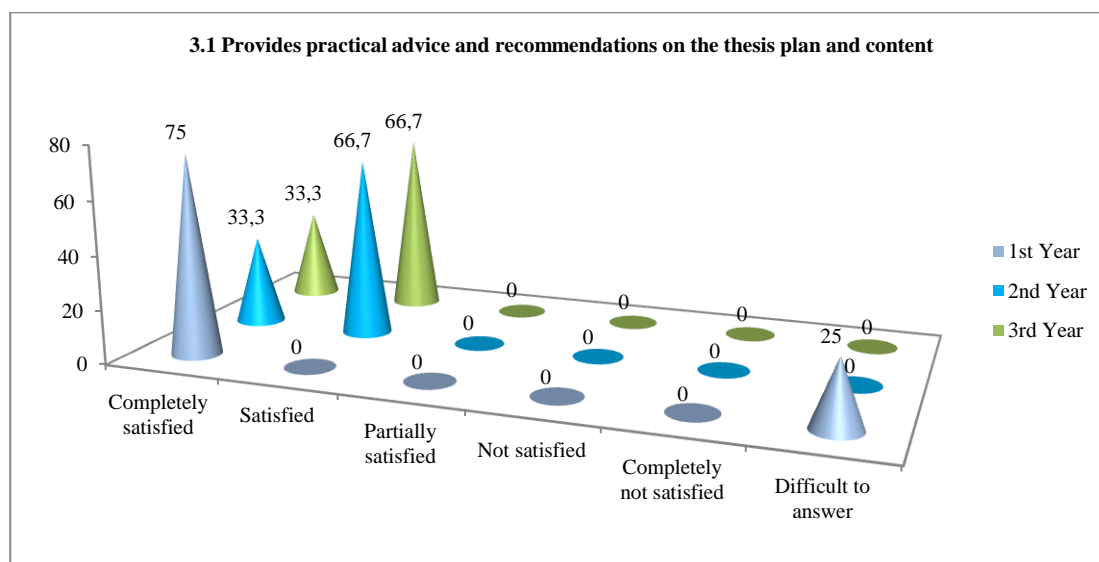
Other (please specify) _____

If you answered “Not satisfied” or “Completely not satisfied” to the previous question, please provide recommendations for improving the professional skills of foreign research advisors _____

Indicators:

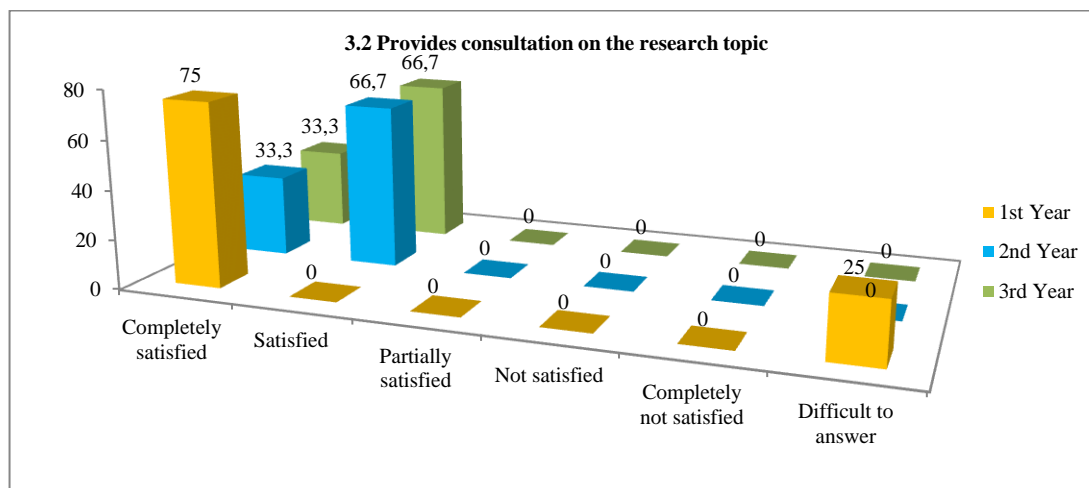
3.1 Provides practical advice and recommendations on the thesis plan and content

Response Options	1st Year	2nd Year	3rd Year
Completely satisfied	75	33,3	33,3
Satisfied	-	66,7	66,7
Partially satisfied	-	-	-
Not satisfied	-	-	-
Completely not satisfied	-	-	-
Difficult to answer	25	-	-



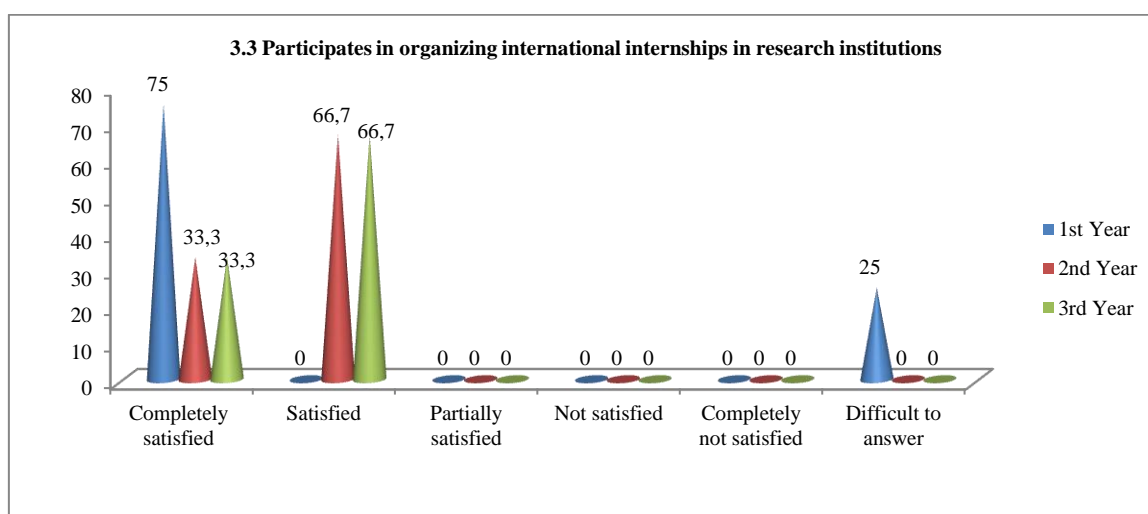
3.2 Provides consultation on the research topic

Response Options	1st Year	2nd Year	3rd Year
Completely satisfied	75	33,3	33,3
Satisfied	-	66,7	66,7
Partially satisfied	-	-	-
Not satisfied	-	-	-
Completely not satisfied	-	-	-
Difficult to answer	25	-	-



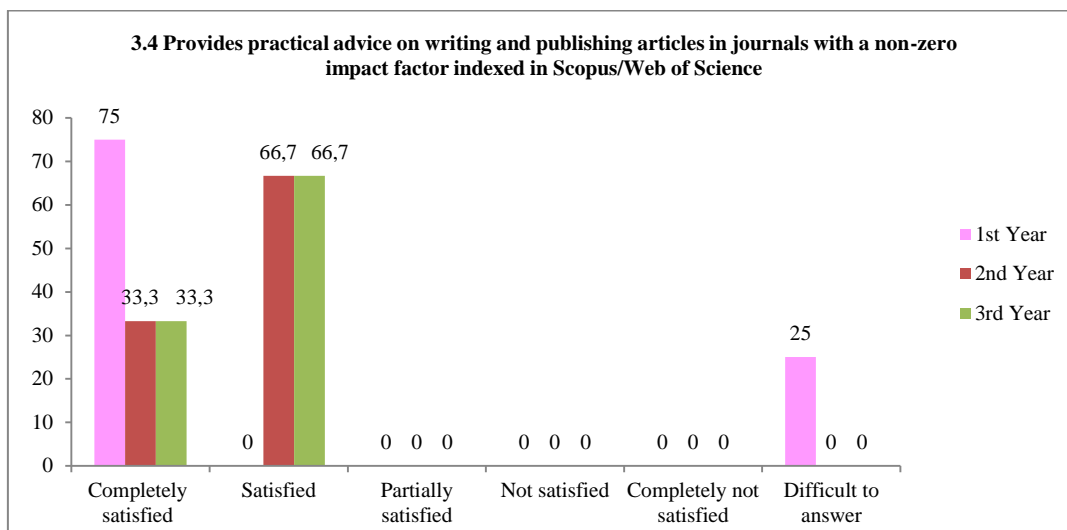
3.3 Participates in organizing international internships in research institutions

Response Options	1st Year	2nd Year	3rd Year
Completely satisfied	75	33,3	33,3
Satisfied	-	66,7	66,7
Partially satisfied	-	-	-
Not satisfied	-	-	-
Completely not satisfied	-	-	-
Difficult to answer	25	-	-



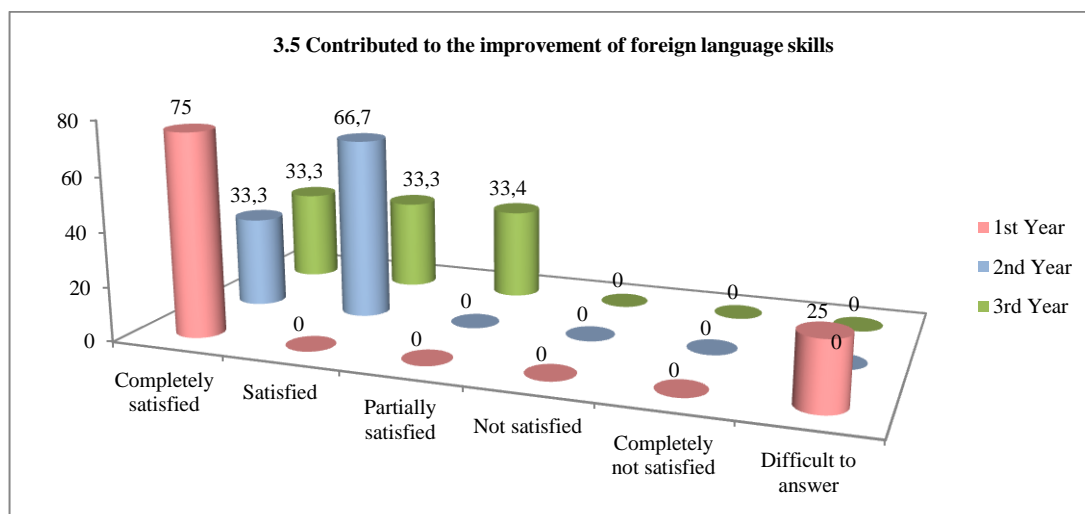
3.4 Provides practical advice on writing and publishing articles in journals with a non-zero impact factor indexed in Scopus/Web of Science

Response Options	1st Year	2nd Year	3rd Year
Completely satisfied	75	33,3	33,3
Satisfied	-	66,7	66,7
Partially satisfied	-	-	-
Not satisfied	-	-	-
Completely not satisfied	-	-	-
Difficult to answer	25	-	-



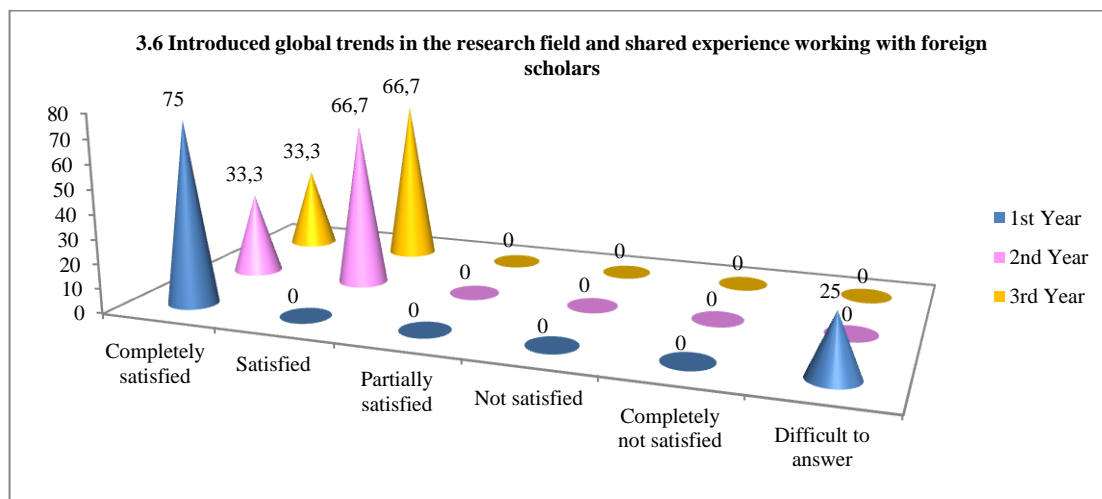
3.5 Contributed to the improvement of foreign language skills

Response Options	1st Year	2nd Year	3rd Year
Completely satisfied	75	33,3	33,3
Satisfied	-	66,7	33,3
Partially satisfied	-	-	33,4
Not satisfied	-	-	-
Completely not satisfied	-	-	-
Difficult to answer	25	-	-



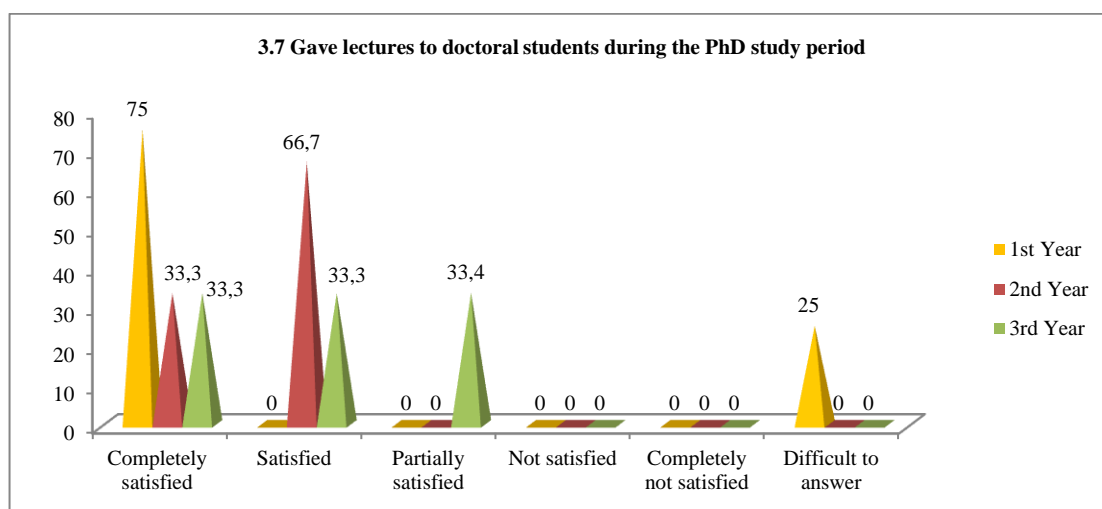
3.6 Introduced global trends in the research field and shared experience working with foreign scholars

Response Options	1st Year	2nd Year	3rd Year
Completely satisfied	75	33,3	33,3
Satisfied	-	66,7	66,7
Partially satisfied	-	-	-
Not satisfied	-	-	-
Completely not satisfied	-	-	-
Difficult to answer	25	-	-



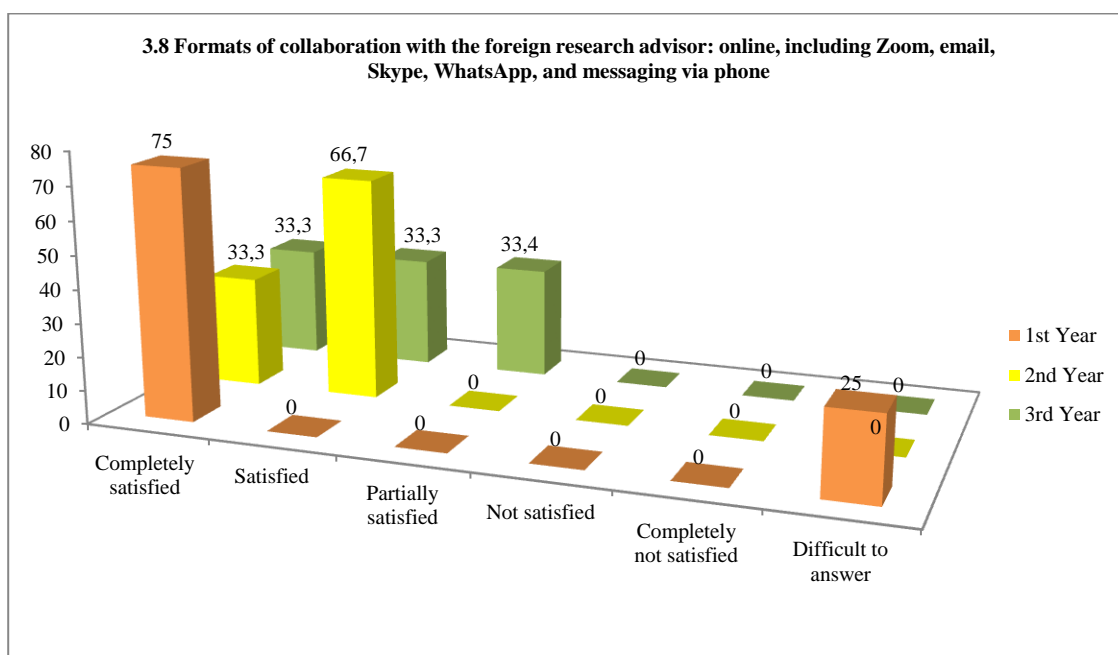
3.7 Gave lectures to doctoral students during the PhD study period

Response Options	1st Year	2nd Year	3rd Year
Completely satisfied	75	33,3	33,3
Satisfied	-	66,7	33,3
Partially satisfied	-	-	33,4
Not satisfied	-	-	-
Completely not satisfied	-	-	-
Difficult to answer	25	-	-



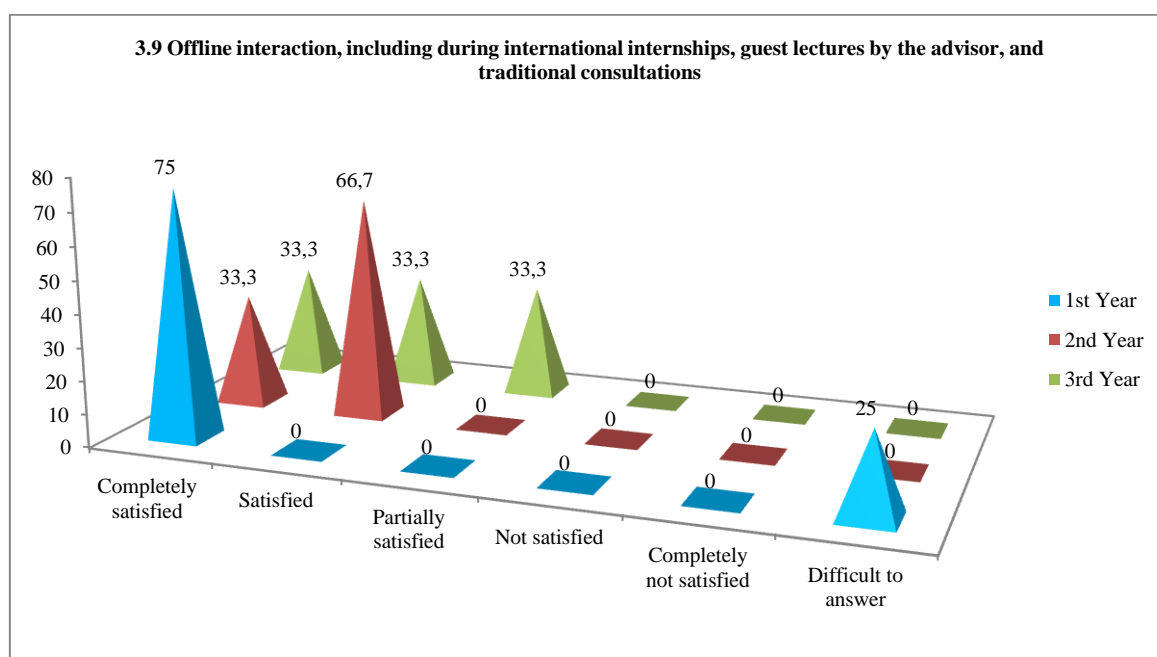
3.8 Formats of collaboration with the foreign research advisor: online, including Zoom, email, Skype, WhatsApp, and messaging via phone

Response Options	1st Year	2nd Year	3rd Year
Completely satisfied	75	33,3	33,3
Satisfied	-	66,7	33,3
Partially satisfied	-	-	33,4
Not satisfied	-	-	-
Completely not satisfied	-	-	-
Difficult to answer	25	-	-



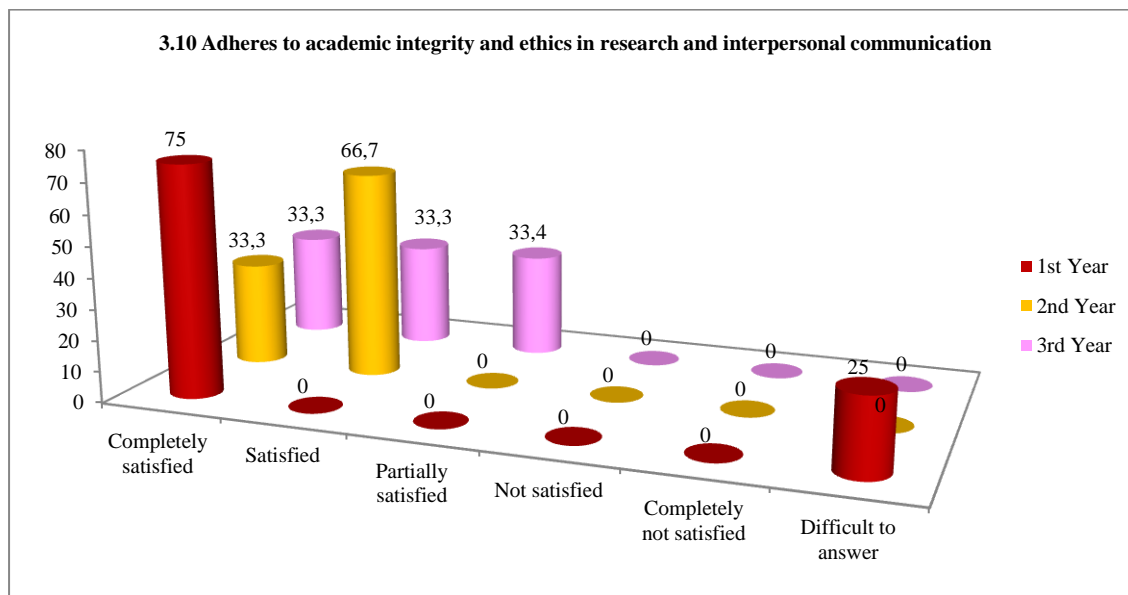
3.9 Offline interaction, including during international internships, guest lectures by the advisor, and traditional consultations

Response Options	1st Year	2nd Year	3rd Year
Completely satisfied	75	33,3	33,3
Satisfied	-	66,7	33,3
Partially satisfied	-	-	33,3
Not satisfied	-	-	-
Completely not satisfied	-	-	-
Difficult to answer	25	-	-



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

Response Options	1st Year	2nd Year	3rd Year
Completely satisfied	75	33,3	33,3
Satisfied	-	66,7	33,3
Partially satisfied	-	-	33,4
Not satisfied	-	-	-
Completely not satisfied	-	-	-
Difficult to answer	25	-	-



4. Below is a list of various opportunities that a job may offer a specialist. How important do you consider each of them, regardless of whether they were actually realized or not?

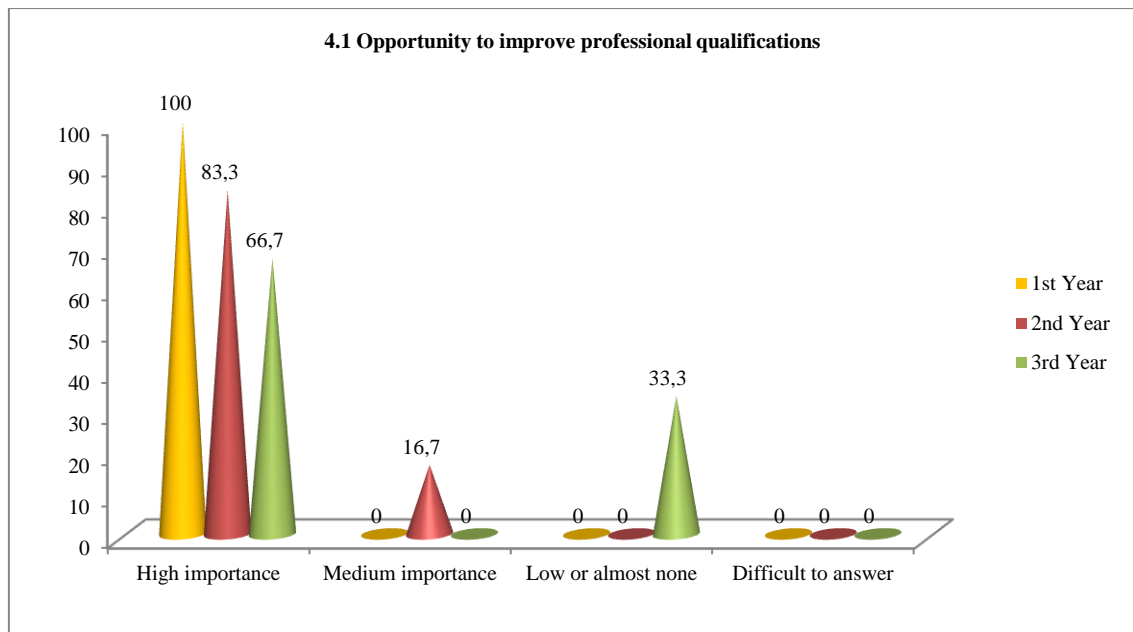
4.1 Opportunity to improve professional qualifications
4.2 Opportunity to work with highly competent colleagues
4.3 Opportunity to receive a high salary
4.4 Opportunity to work in comfortable conditions
4.5 Opportunity for career advancement
4.6 Opportunity to develop own ideas
4.7 Opportunity to engage in prestigious activities
4.8 Opportunity to work under a highly competent supervisor
4.9 Opportunity to contribute to science
4.10 Opportunity to build prestige in the professional field

Other (please specify) _____

If you answered “Low or almost none” to the previous question, please explain why

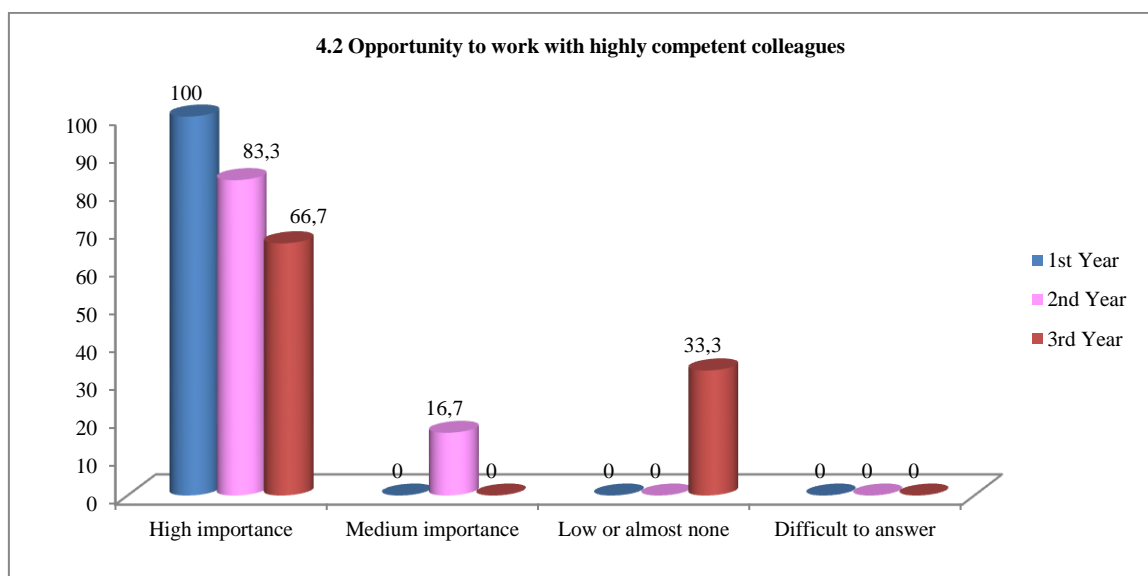
4.1 Opportunity to improve professional qualifications

Response Options	1st Year	2nd Year	3rd Year
High importance	100	83,3	66,7
Medium importance	-	16,7	-
Low or almost none	-	-	33,3
Difficult to answer	-	-	-



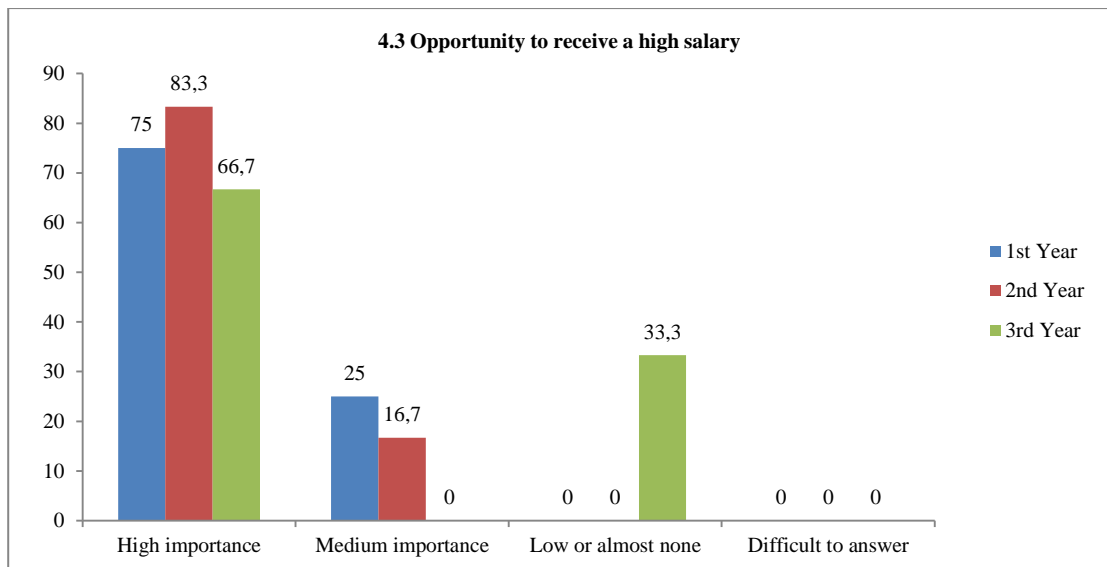
4.2 Opportunity to work with highly competent colleagues

Response Options	1st Year	2nd Year	3rd Year
High importance	100	83,3	66,7
Medium importance	-	16,7	-
Low or almost none	-	-	33,3
Difficult to answer	-	-	-



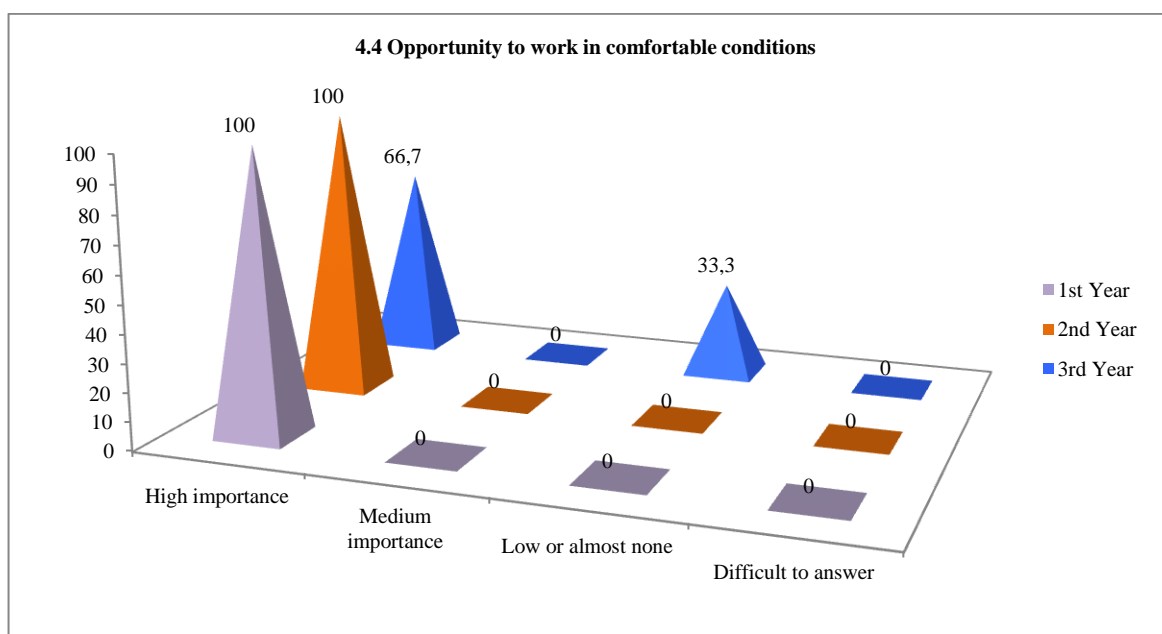
4.3 Opportunity to receive a high salary

Response Options	1st Year	2nd Year	3rd Year
High importance	75	83,3	66,7
Medium importance	25	16,7	-
Low or almost none	-	-	33,3
Difficult to answer	-	-	-



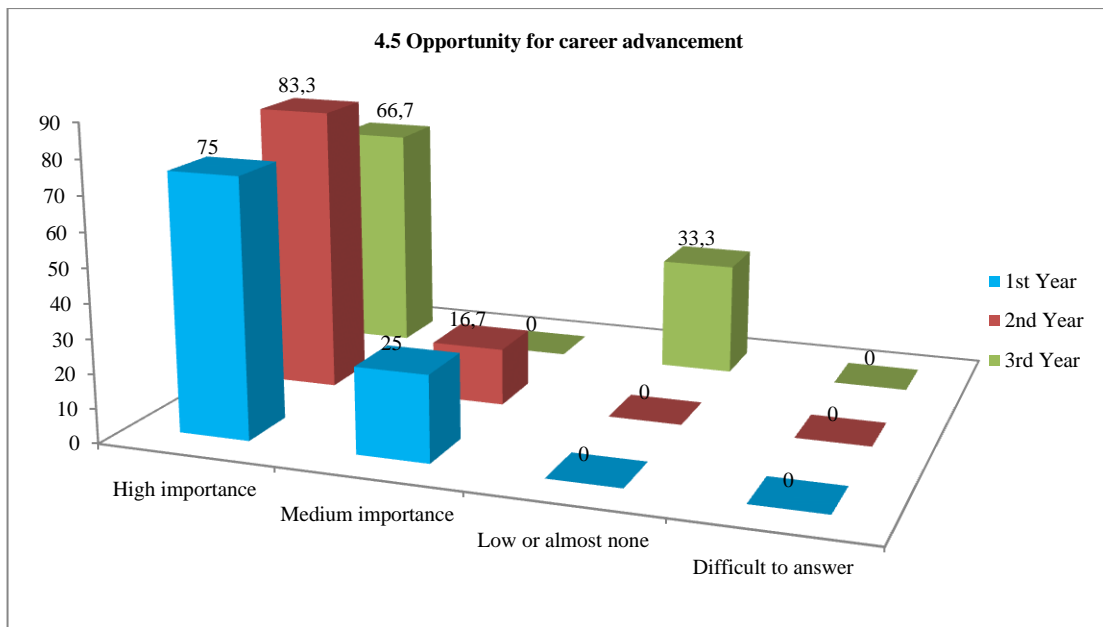
4.4 Opportunity to work in comfortable conditions

Response Options	1st Year	2nd Year	3rd Year
High importance	100	100	66,7
Medium importance	-	-	-
Low or almost none	-	-	33,3
Difficult to answer	-	-	-



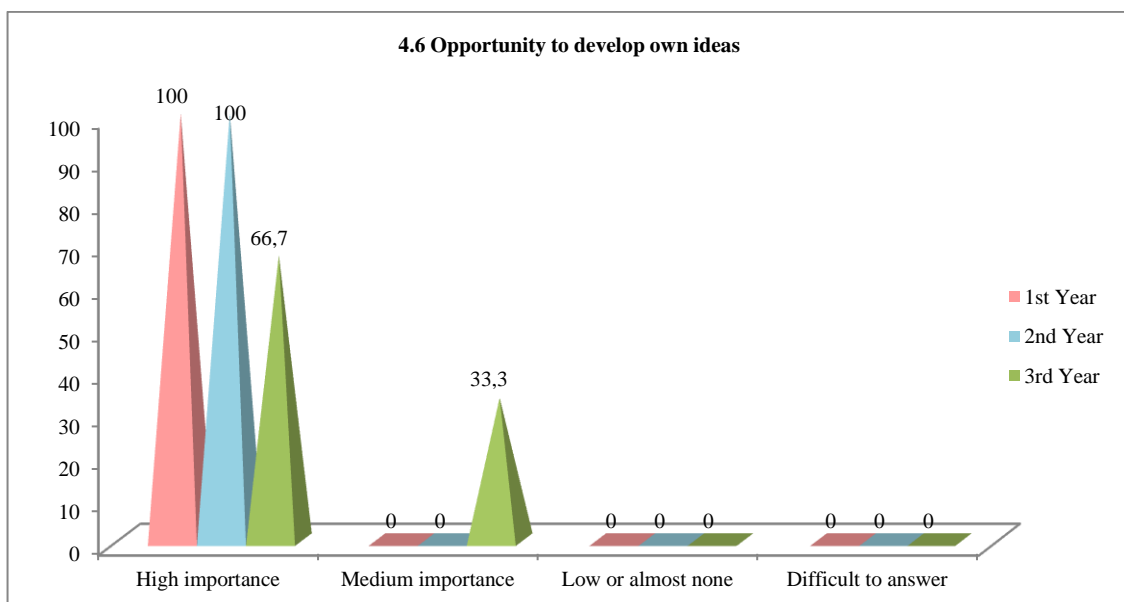
4.5 Opportunity for career advancement

Response Options	1st Year	2nd Year	3rd Year
High importance	75	83,3	66,7
Medium importance	25	16,7	-
Low or almost none	-	-	33,3
Difficult to answer	-	-	-



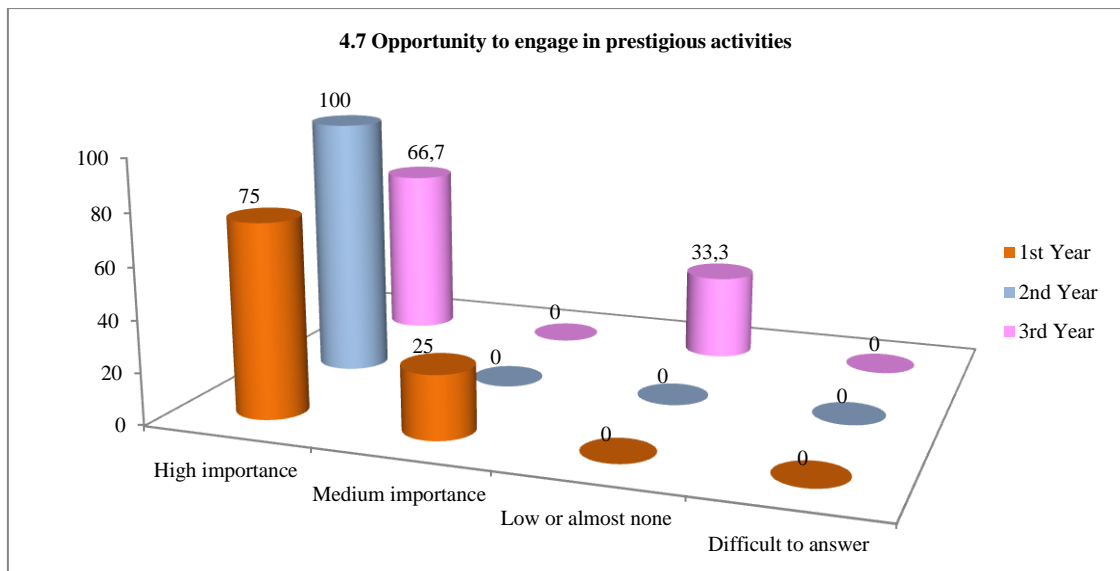
4.6 Opportunity to develop own ideas

Response Options	1st Year	2nd Year	3rd Year
High importance	100	100	66,7
Medium importance	-	-	33,3
Low or almost none	-	-	-
Difficult to answer	-	-	-



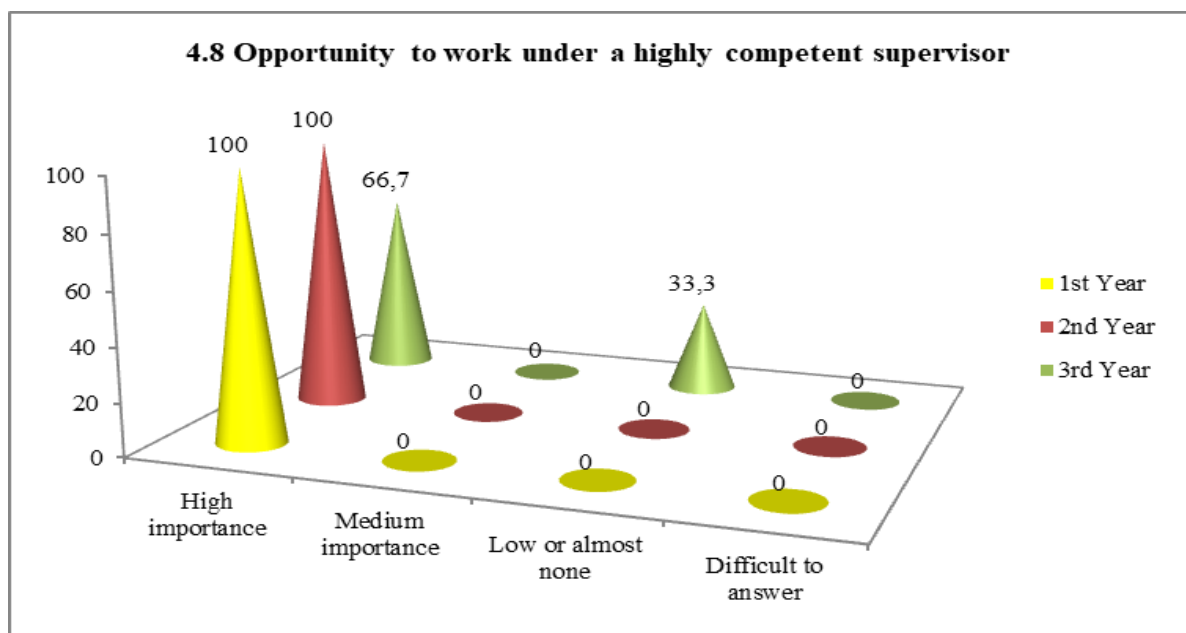
4.7 Opportunity to engage in prestigious activities

Response Options	1st Year	2nd Year	3rd Year
High importance	75	100	66,7
Medium importance	25	-	-
Low or almost none	-	-	33,3
Difficult to answer	-	-	-



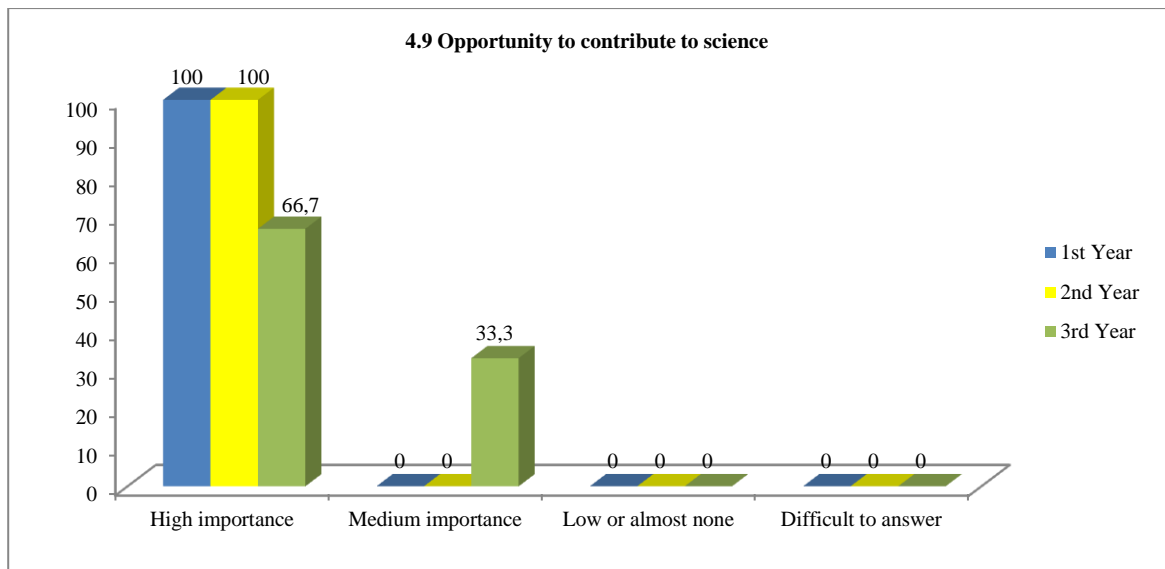
4.8 Opportunity to work under a highly competent supervisor

Response Options	1st Year	2nd Year	3rd Year
High importance	100	100	66,7
Medium importance	-	-	-
Low or almost none	-	-	33,3
Difficult to answer	-	-	-



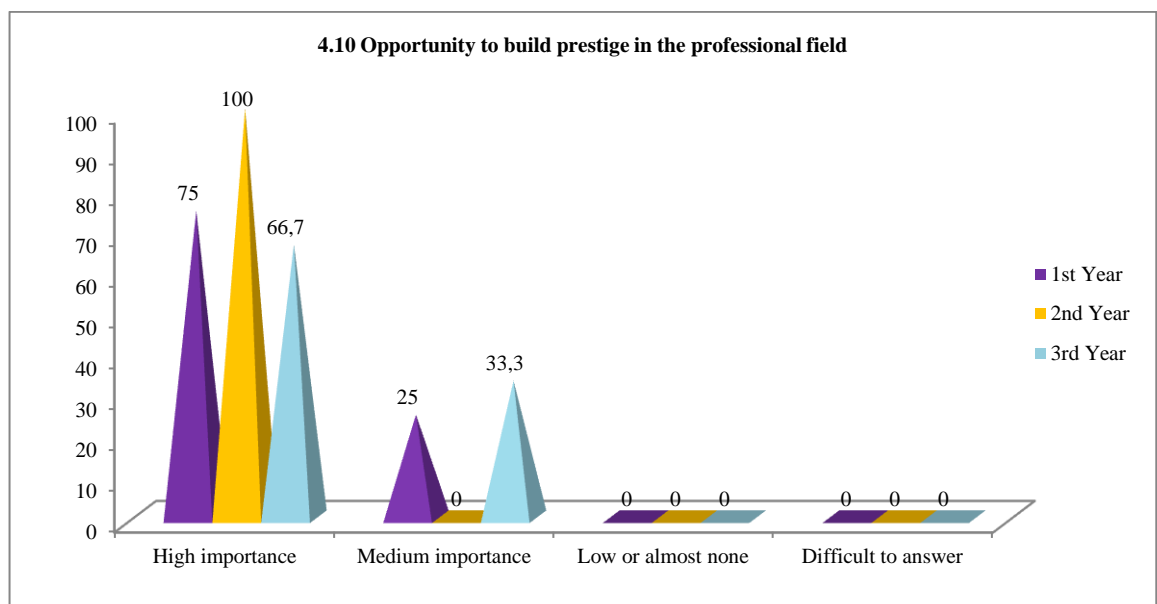
4.9 Opportunity to contribute to science

Response Options	1st Year	2nd Year	3rd Year
High importance	100	100	66,7
Medium importance	-	-	33,3
Low or almost none	-	-	-
Difficult to answer	-	-	-



4.10 Opportunity to build prestige in the professional field

Response Options	1st Year	2nd Year	3rd Year
High importance	75	100	66,7
Medium importance	25	-	33,3
Low or almost none	-	-	-
Difficult to answer	-	-	-



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

5.1 Library collections
5.2 Equipment and computers necessary for the educational process and research activities
5.3 Internet bandwidth and speed
5.4 Organization of food services
5.5 Availability and condition of sports equipment
5.6 Living conditions in the dormitory

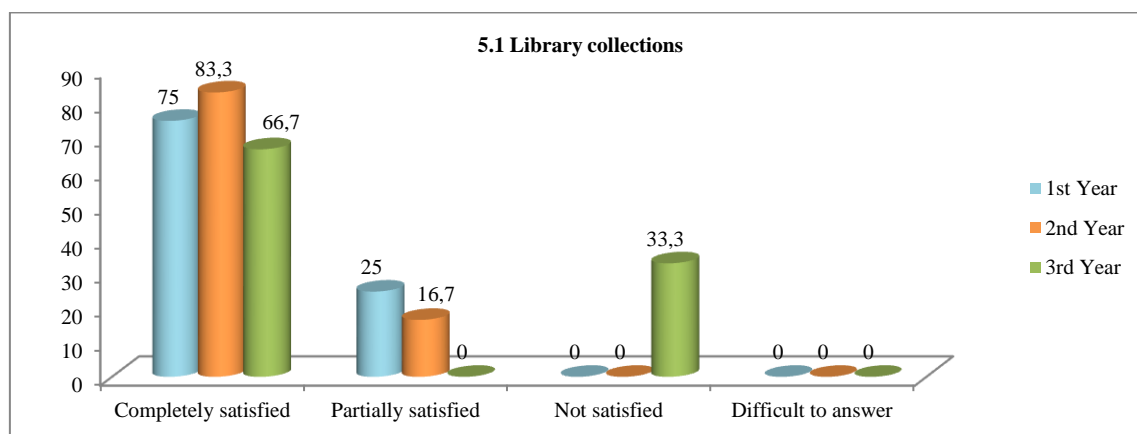
Other (please specify) _____

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

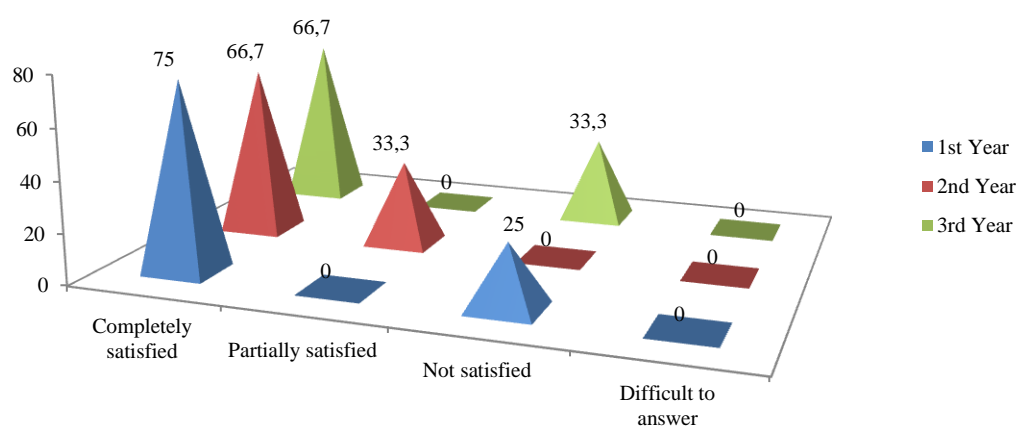
Response Options	1st Year	2nd Year	3rd Year
Completely satisfied	75	83,3	66,7
Partially satisfied	25	16,7	-
Not satisfied	-	-	33,3
Difficult to answer	-	-	-



5.2 Equipment and computers necessary for the educational process and research activities

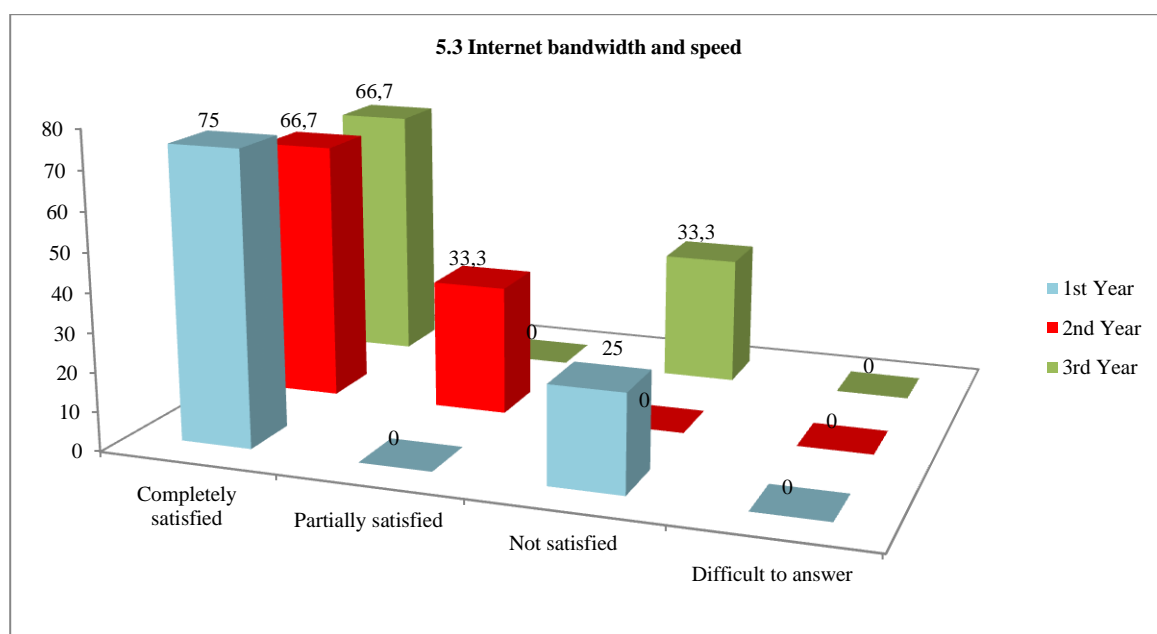
Response Options	1st Year	2nd Year	3rd Year
Completely satisfied	75	66,7	66,7
Partially satisfied	-	33,3	-
Not satisfied	25	-	33,3
Difficult to answer	-	-	-

5.2 Equipment and computers necessary for the educational process and research activities



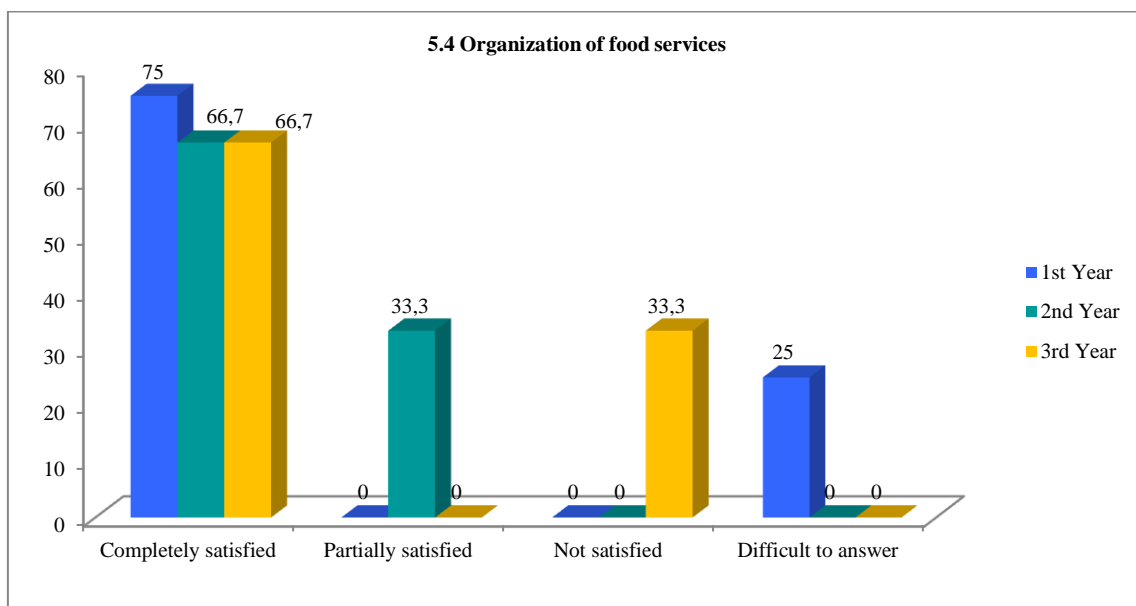
5.3 Internet bandwidth and speed

Response Options	1st Year	2nd Year	3rd Year
Completely satisfied	75	66,7	66,7
Partially satisfied	-	33,3	-
Not satisfied	25	-	33,3
Difficult to answer	-	-	-



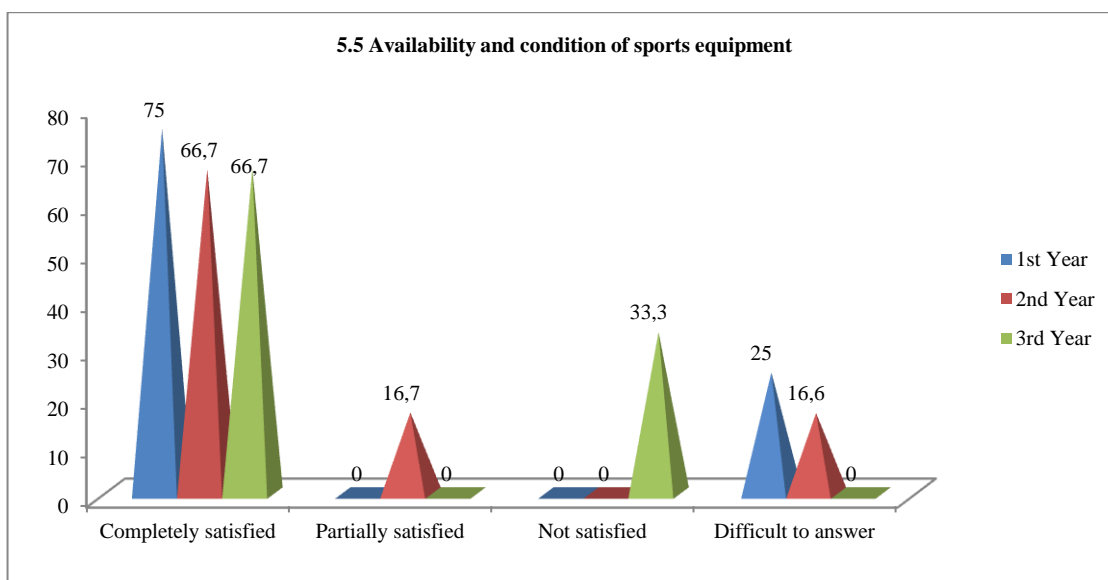
5.4 Organization of food services

Response Options	1st Year	2nd Year	3rd Year
Completely satisfied	75	66,7	66,7
Partially satisfied	-	33,3	-
Not satisfied	-	-	33,3
Difficult to answer	25	-	-



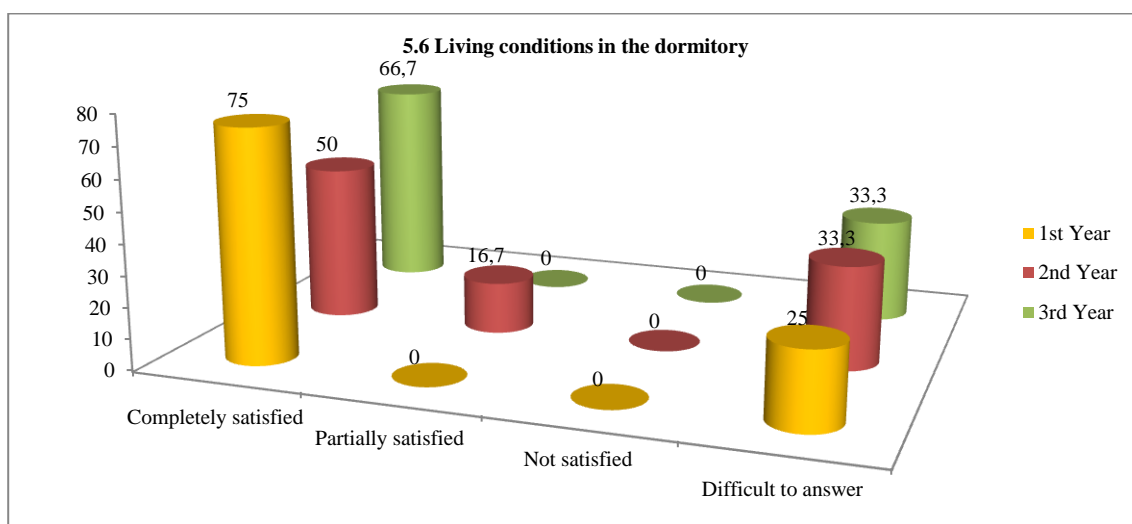
5.5 Availability and condition of sports equipment

Response Options	1st Year	2nd Year	3rd Year
Completely satisfied	75	66,7	66,7
Partially satisfied	-	16,7	-
Not satisfied	-	-	33,3
Difficult to answer	25	16,6	-



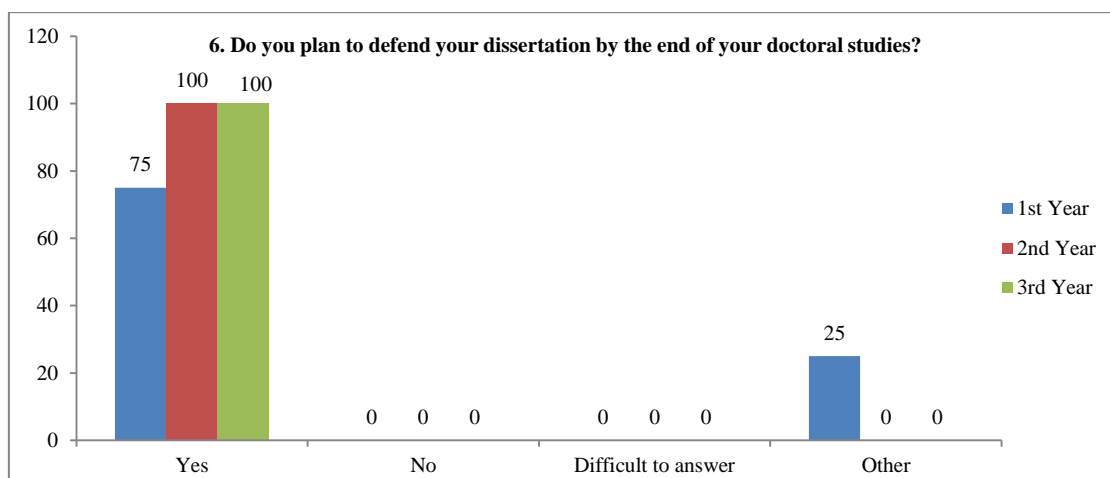
5.6 Living conditions in the dormitory

Response Options	1st Year	2nd Year	3rd Year
Completely satisfied	75	50	66,7
Partially satisfied	-	16,7	-
Not satisfied	-	-	-
Difficult to answer	25	33,3	33,3



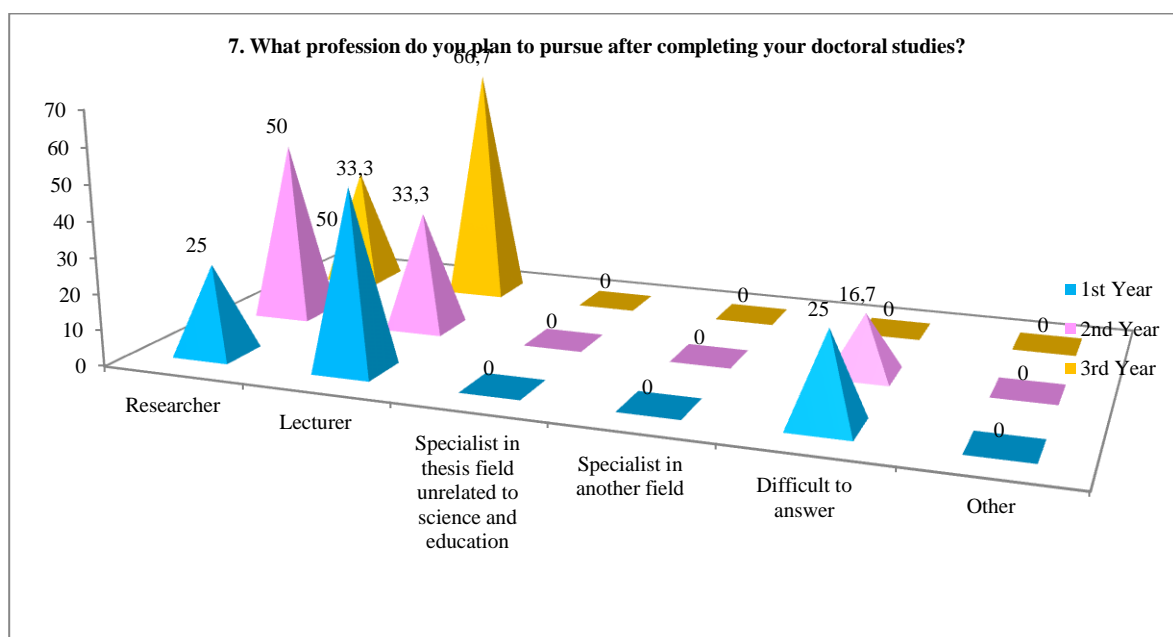
6. Do you plan to defend your dissertation by the end of your doctoral studies?

Response Options	1st Year	2nd Year	3rd Year
Yes	75	100	100
No	-	-	-
Difficult to answer	-	-	-
Other	25	-	-



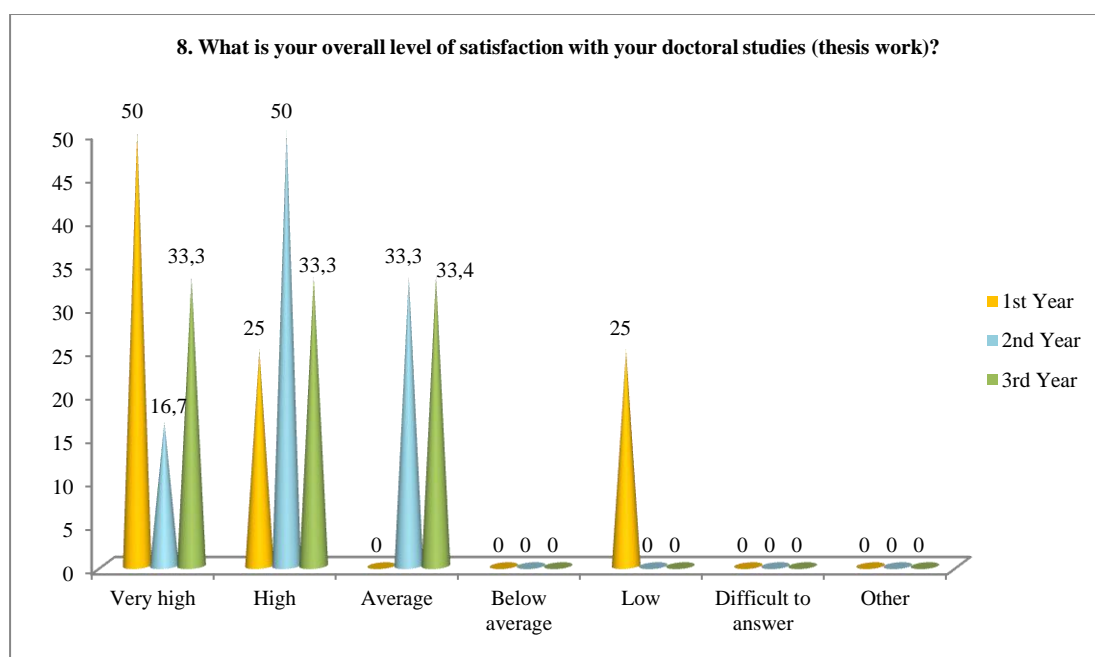
7. What profession do you plan to pursue after completing your doctoral studies?

Response Options	1st Year	2nd Year	3rd Year
Researcher	25	50	33,3
Lecturer	50	33,3	66,7
Specialist in thesis field unrelated to science and education	-	-	-
Specialist in another field	-	-	-
Difficult to answer	25	16,7	-
Other	-	-	-



8. What is your overall level of satisfaction with your doctoral studies (thesis work)?

Response Options	1st Year	2nd Year	3rd Year
Very high	50	16,7	33,3
High	25	50	33,3
Average	-	33,3	33,4
Below average	-	-	-
Low	25	-	-
Difficult to answer	-	-	-
Other	-	-	-



Conclusions based on the survey results:

The analysis of the survey results shows that doctoral students are satisfied with the educational services provided.

All doctoral students (100%) are satisfied with the relevance of their dissertation topics, which correspond to their research interests. The survey also revealed that they highly rate (100%) the professionalism and competence of their scientific advisors; organizational, methodological, and informational support in dissertation preparation (100%); and the university's prompt responsiveness to their requests (91.6%).

Opportunities for testing and publishing dissertation research results satisfy all doctoral students (91.6%). This indicates that the university provides sufficient opportunities for doctoral students to disseminate their research findings and supports their professional development.

The vast majority of doctoral students (94.4%) have access to participation in departmental research projects, including funded projects. Funded projects provide doctoral students with the necessary resources to conduct quality research and achieve significant results.

The availability, completeness, and reliability of information about scientific events held at and beyond the university are rated by respondents at 91.6%. Doctoral students also highly appreciated (94.4%) the organization and conduct of international internships, as well as their effectiveness. This testifies that the university efficiently organizes and conducts international internships, providing doctoral students with valuable and productive experience, indicating that goals are met and significant knowledge and skills are gained.

The professional skills of domestic **research consultants** were rated very highly by doctoral students. All seven criteria, including the development and implementation of research programs, scientific contribution, collaboration, international reputation, adherence to academic honesty and ethics, leading authorship in publications, and methodology definition, satisfied 87.4% of respondents.

Satisfaction with the professional skills of international **research consultants** is 91.6%. The international consultant provides high-quality support and guidance to doctoral students, helping them develop research skills, broaden their knowledge, and succeed in their projects. Overall, doctoral students are very pleased with the professionalism and dedication of their consultants.

Opportunities highly valued by doctoral students in their work include:

- Contribution to science (88.9%)
- Comfortable working conditions (88.9%)
- Developing their own ideas (88.9%)
- Working under highly competent leadership (88.9%)
- Professional development (83.3%)
- Collaborating with highly competent colleagues (83.3%)
- Building professional prestige (80.6%)
- Engaging in prestigious work (80.5%)
- Earning a high salary (75%)

- Career advancement (75%)

The level of availability of the university's material and technical resources is rated as satisfactory (79.6%). Library collections, equipment and computers for study and research, internet access, food services, sports equipment, and dormitory living conditions meet students' requirements and expectations.

In response to the question "Do you plan to defend your dissertation by the end of your studies?", 91.6% of respondents answered "Yes."

Half of the respondents (50%) expressed interest in pursuing a teaching career. 36.1% plan to continue their careers as researchers after completing their doctoral studies. About 13.9% of respondents have not yet decided on their future plans.

Overall, respondents rated their satisfaction with their doctoral studies (dissertation work) highly at 91.6%.

The overall satisfaction rate of doctoral students in the specialty "Metallurgy" with educational services is **87,5%**, indicating a high level of student satisfaction despite some issues and areas for improvement.

Recommendations:

The head of the Department should familiarize staff and doctoral students with the survey results and hold discussions. If necessary, develop an action plan to improve the quality of educational services.

Doctoral students may request a copy of the survey results by emailing the Center for quality management and accreditation at cqma@ktu.edu.kz.