

Report on the survey results
«**Doctoral students' satisfaction with educational services**»
for the 2024–2025 ac. year
in educational program:
8D07205 Mining engineering (professional)

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

Objective of the study: To measure the satisfaction of service users with the quality of services provided by the university.

Subject of the study: The perceptions formed by doctoral students regarding the organization of the educational process and their level of satisfaction with its various aspects.

The survey results were processed and presented in an aggregated form while ensuring the confidentiality of individual responses.

Target group: Doctoral students in their 1st through 3rd years.

Number of respondents: 2 students participated in the survey, representing 100% of the total number of doctoral students.

The following data were obtained during the survey:

1. Are you satisfied with your research work?

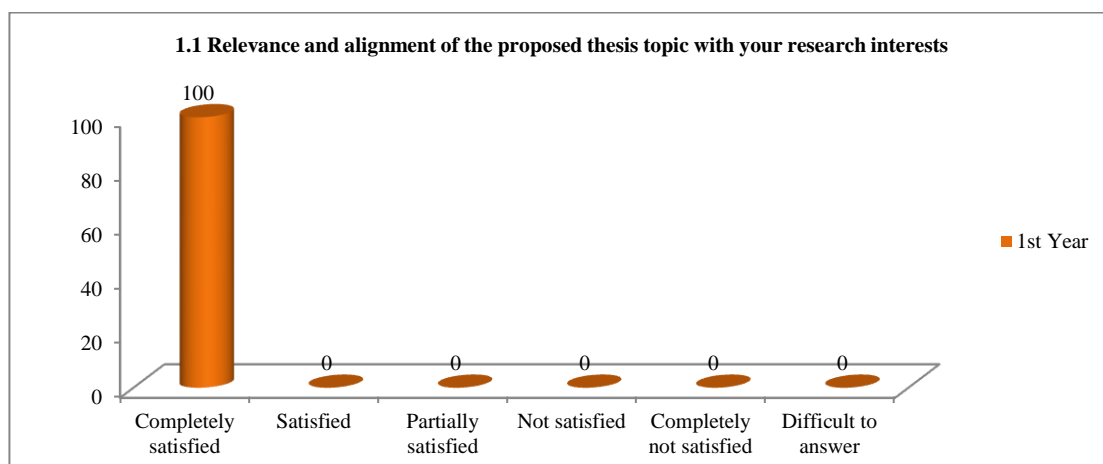
1.1 Relevance and alignment of the proposed thesis topic with your research interests
1.2 Level of organizational, methodological, and informational support for thesis preparation
1.3 Professionalism and competence of the scientific advisor
1.4 Opportunities for trial and publication of thesis research 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 write your own answer) _____

If you answered “Dissatisfied” or “Completely dissatisfied” to the previous question, please provide recommendations for improvement_____

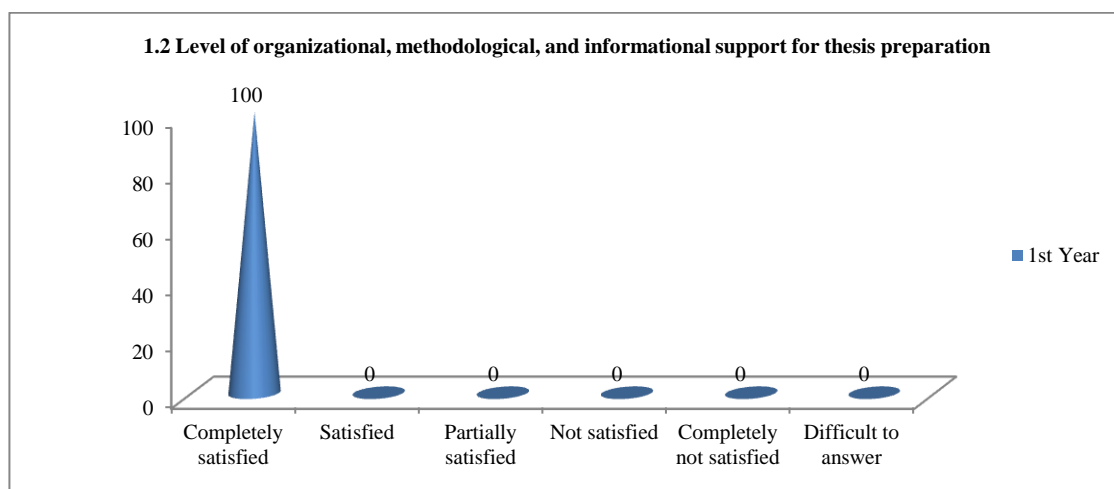
1.1 Relevance and alignment of the proposed thesis topic with your research interests

Response Options	1st Year
Completely satisfied	100
Satisfied	-
Partially satisfied	-
Not satisfied	-
Completely not satisfied	-
Difficult to answer	-



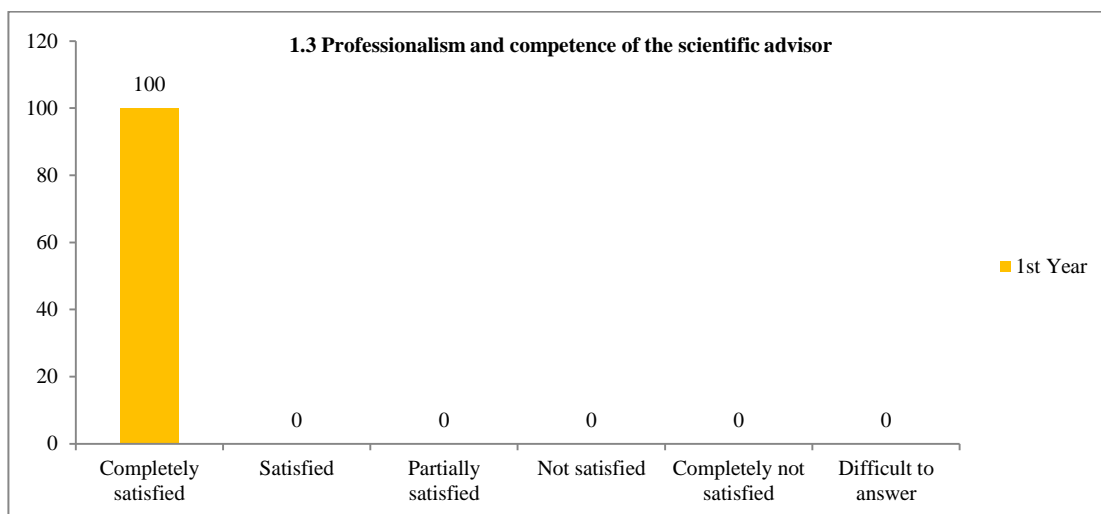
1.2 Level of organizational, methodological, and informational support for thesis preparation

Response Options	1st Year
Completely satisfied	100
Satisfied	-
Partially satisfied	-
Not satisfied	-
Completely not satisfied	-
Difficult to answer	-



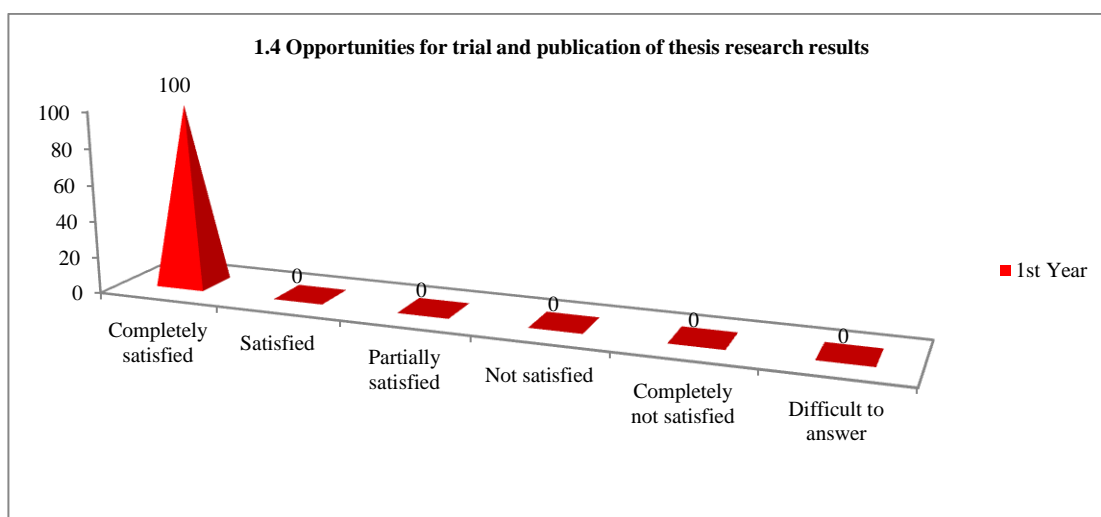
1.3 Professionalism and competence of the scientific advisor

Response Options	1st Year
Completely satisfied	100
Satisfied	-
Partially satisfied	-
Not satisfied	-
Completely not satisfied	-
Difficult to answer	-



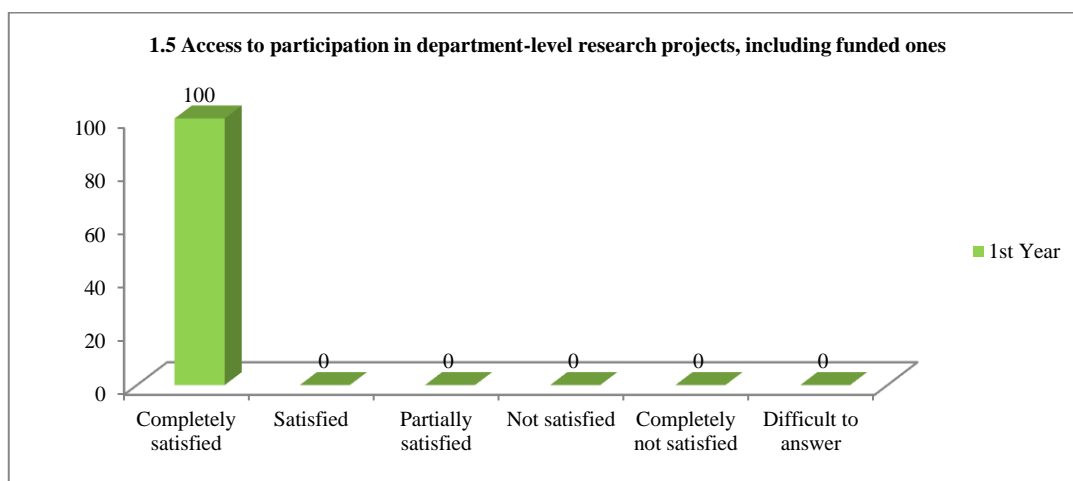
1.4 Opportunities for trial and publication of thesis research results

Response Options	1st Year
Completely satisfied	100
Satisfied	-
Partially satisfied	-
Not satisfied	-
Completely not satisfied	-
Difficult to answer	-



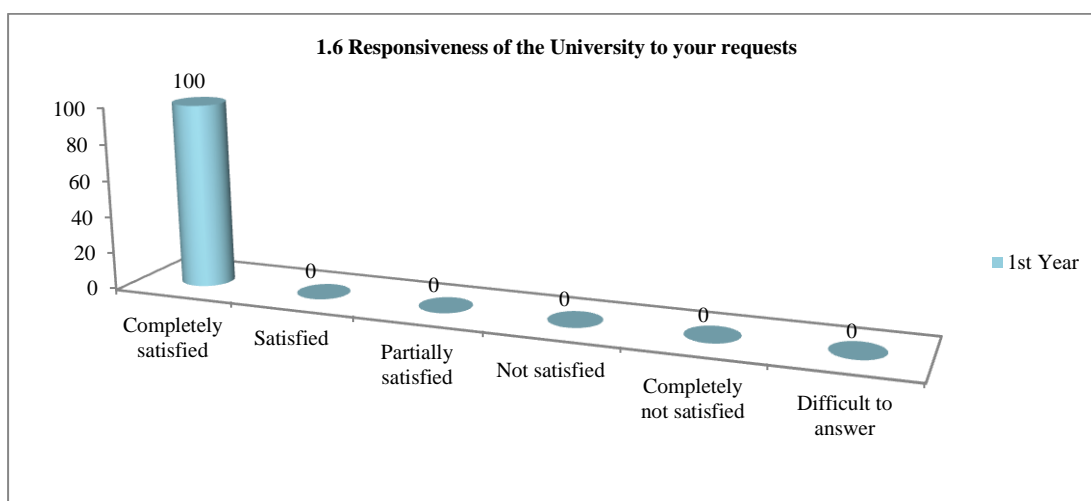
1.5 Access to participation in department-level research projects, including funded ones

Response Options	1st Year
Completely satisfied	100
Satisfied	-
Partially satisfied	-
Not satisfied	-
Completely not satisfied	-
Difficult to answer	-



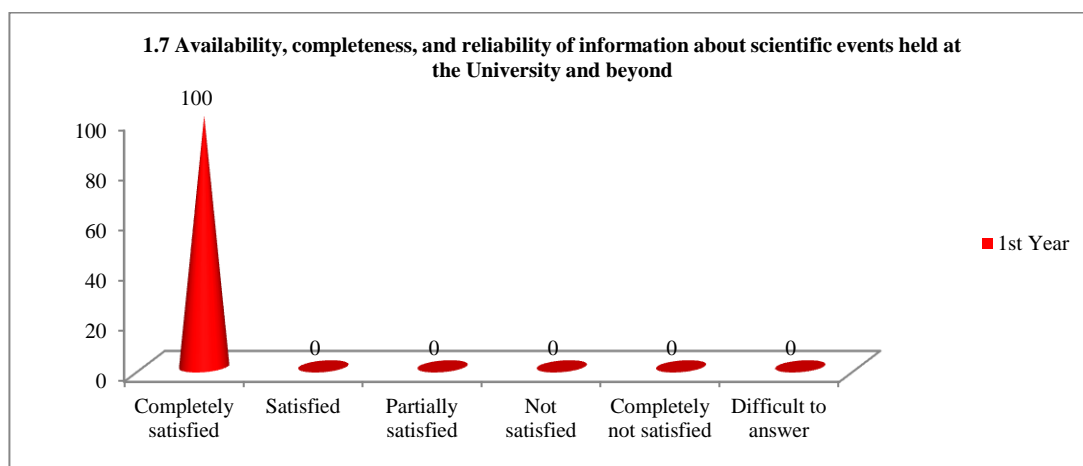
1.6 Responsiveness of the University to your requests

Response Options	1st Year
Completely satisfied	100
Satisfied	-
Partially satisfied	-
Not satisfied	-
Completely not satisfied	-
Difficult to answer	-



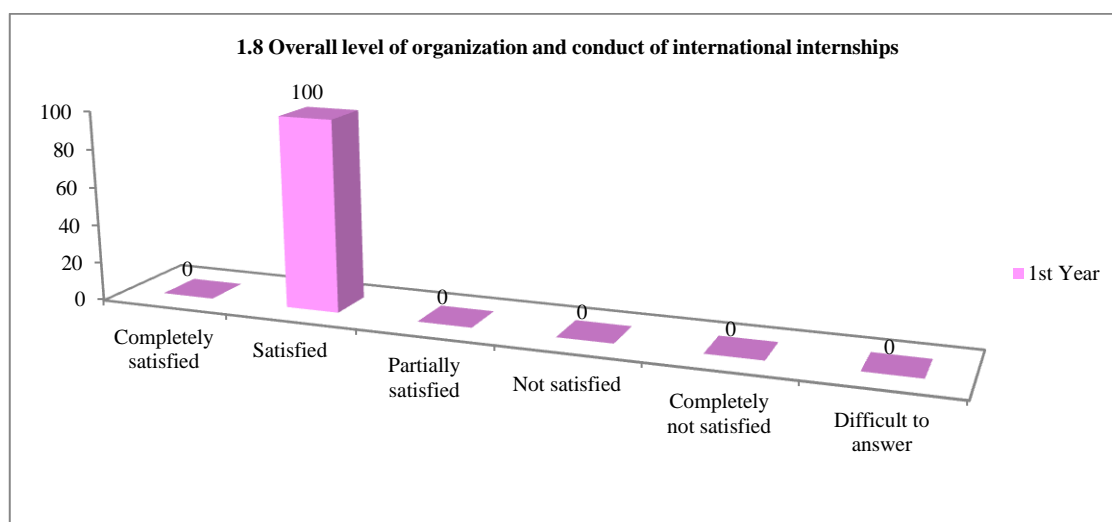
1.7 Availability, completeness, and reliability of information about scientific events held at the University and beyond

Response Options	1st Year
Completely satisfied	100
Satisfied	-
Partially satisfied	-
Not satisfied	-
Completely not satisfied	-
Difficult to answer	-



1.8 Overall level of organization and conduct of international internships

Response Options	1st Year
Completely satisfied	-
Satisfied	100
Partially satisfied	-
Not satisfied	-
Completely not satisfied	-
Difficult to answer	-



1.9 Effectiveness of the international internship for you

Response Options	1st Year
Completely satisfied	-
Satisfied	-
Partially satisfied	-
Not satisfied	-
Completely not satisfied	-
Difficult to answer	100



2. Evaluate the professional research skills of the local consultant:

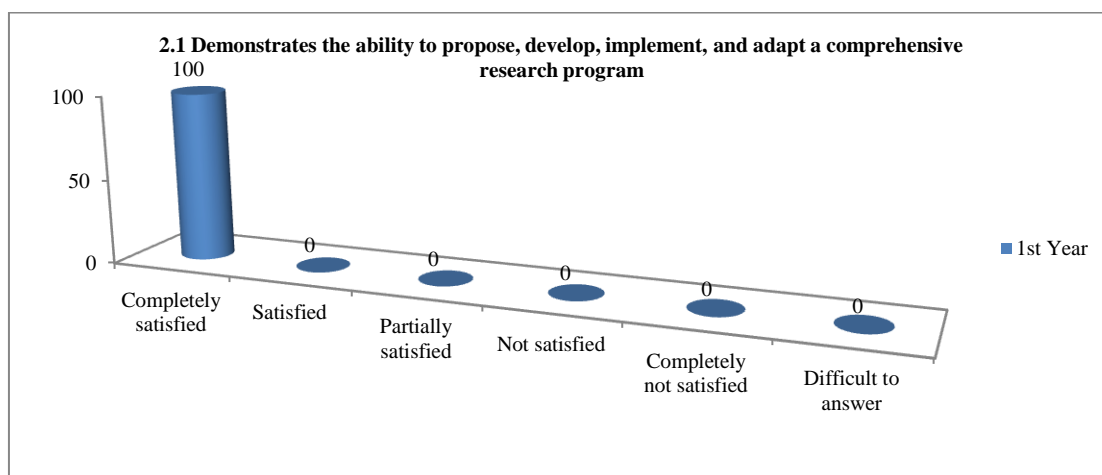
2.1 Demonstrates the ability to propose, develop, implement, and adapt a comprehensive research program
2.2 Contributes to science through research reflected in cited national or international publications or patents
2.3 Has an international reputation in their research field, maintains contacts in scientific communities, and is able to present and interpret research results
2.4 Makes a positive contribution to the advancement of scientific knowledge through cooperation and collaboration with other scientists, including international ones
2.5 Publishes works as the lead author-researcher, conducts scientific seminars, and chairs sections at conferences
2.6 Defines acceptable 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 research skills of local consultants _____

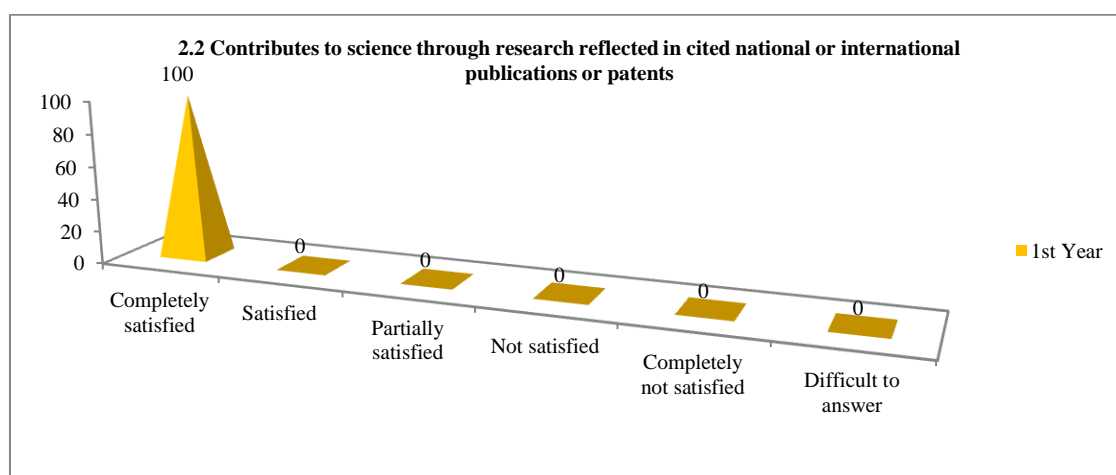
2.1 Demonstrates the ability to propose, develop, implement, and adapt a comprehensive research program

Response Options	1st Year
Completely satisfied	100
Satisfied	-
Partially satisfied	-
Not satisfied	-
Completely not satisfied	-
Difficult to answer	-



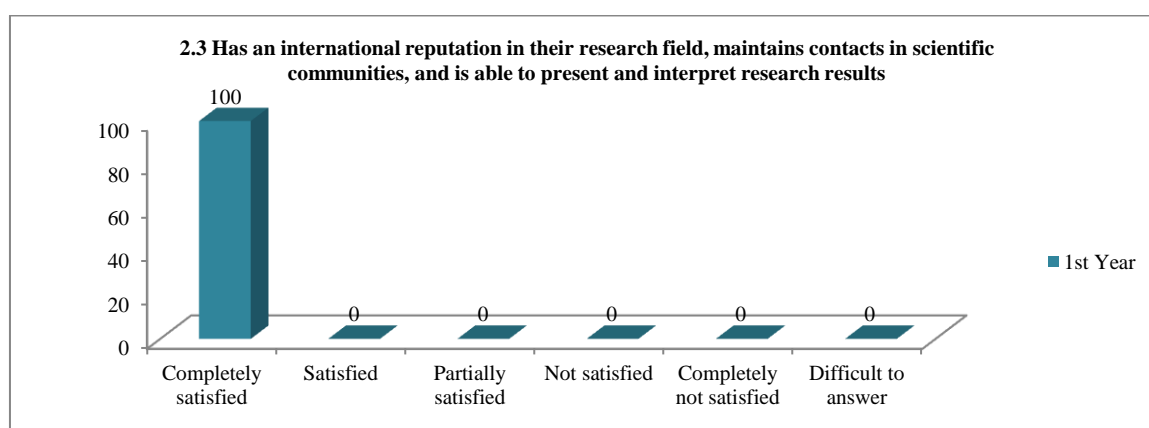
2.2 Contributes to science through research reflected in cited national or international publications or patents

Response Options	1st Year
Completely satisfied	100
Satisfied	-
Partially satisfied	-
Not satisfied	-
Completely not satisfied	-
Difficult to answer	-



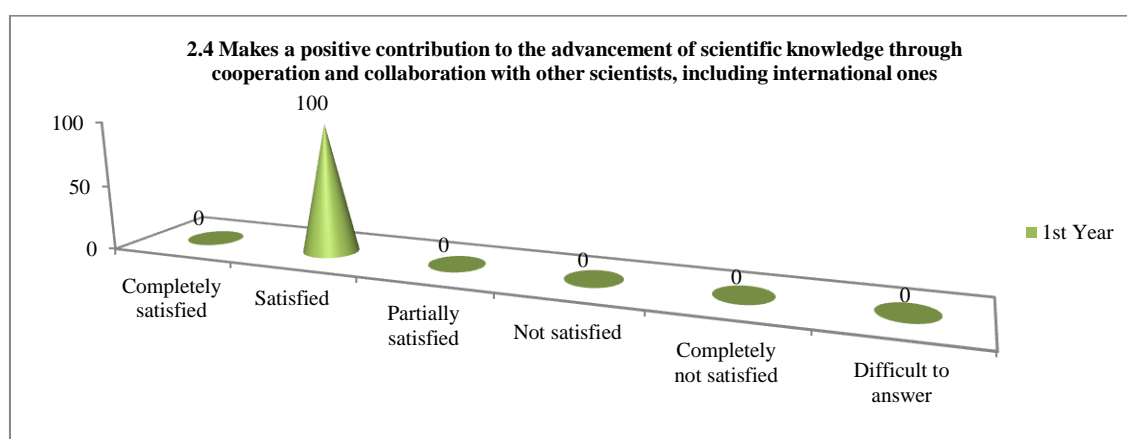
2.3 Has an international reputation in their research field, maintains contacts in scientific communities, and is able to present and interpret research results

Response Options	1st Year
Completely satisfied	100
Satisfied	-
Partially satisfied	-
Not satisfied	-
Completely not satisfied	-
Difficult to answer	-



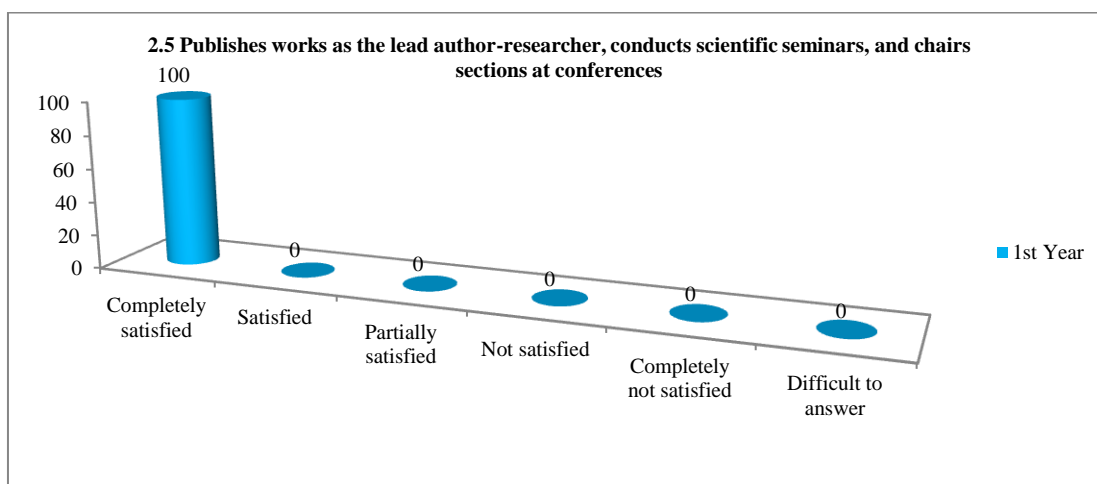
2.4 Makes a positive contribution to the advancement of scientific knowledge through cooperation and collaboration with other scientists, including international ones

Response Options	1st Year
Completely satisfied	-
Satisfied	100
Partially satisfied	-
Not satisfied	-
Completely not satisfied	-
Difficult to answer	-



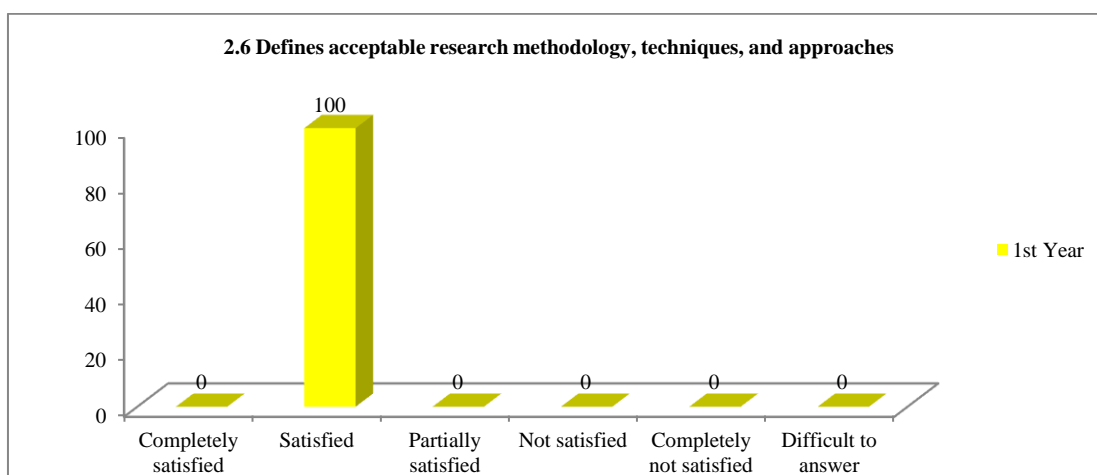
2.5 Publishes works as the lead author-researcher, conducts scientific seminars, and chairs sections at conferences

Response Options	1st Year
Completely satisfied	100
Satisfied	-
Partially satisfied	-
Not satisfied	-
Completely not satisfied	-
Difficult to answer	-



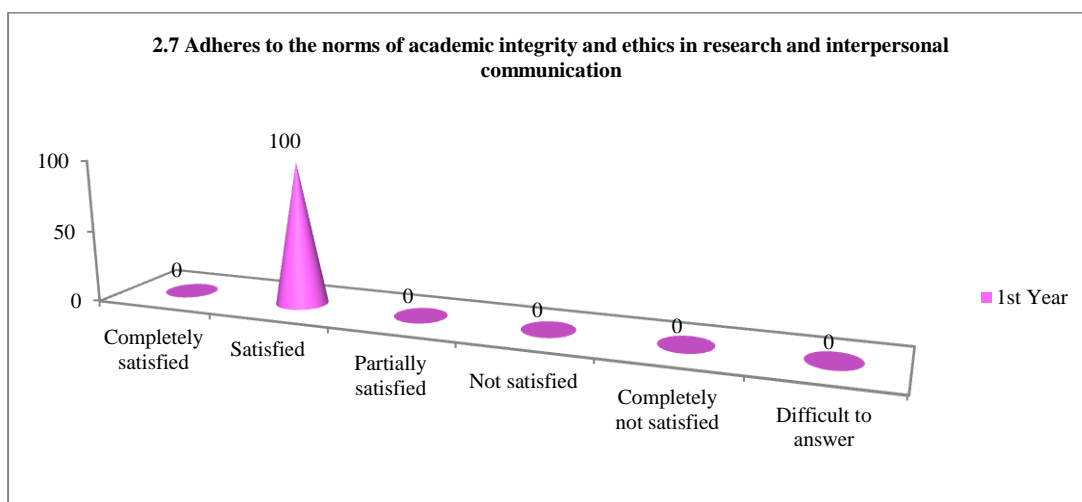
2.6 Defines acceptable research methodology, techniques, and approaches

Response Options	1st Year
Completely satisfied	-
Satisfied	100
Partially satisfied	-
Not satisfied	-
Completely not satisfied	-
Difficult to answer	-



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

Response Options	1st Year
Completely satisfied	-
Satisfied	100
Partially satisfied	-
Not satisfied	-
Completely not satisfied	-
Difficult to answer	-



3. Evaluate the professional research skills of the international consultant:

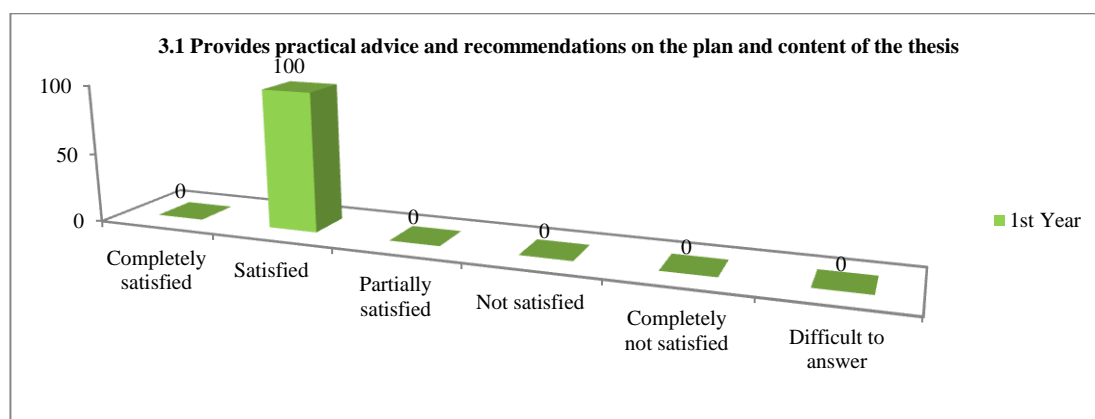
3.1 Provides practical advice and recommendations on the plan and content of the thesis
3.2 Advises on the research topic
3.3 Participates in organizing international internships at research institutions
3.4 Provided practical advice on writing and publishing articles in journals with a non-zero impact factor indexed in Scopus/Web of Science databases
3.5 Improved foreign language skills
3.6 Introduced global trends in the research field and experience of working with an international scholar
3.7 Had the opportunity to attend lectures by the international supervisor during doctoral studies
3.8 Forms of interaction with the international supervisor: online format, including via Zoom platform, email, Skype, WhatsApp, and phone messaging
3.9 Offline format, including during international internships, guest lectures by the international consultant, and traditional consultations
3.10 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 international consultants in research _____

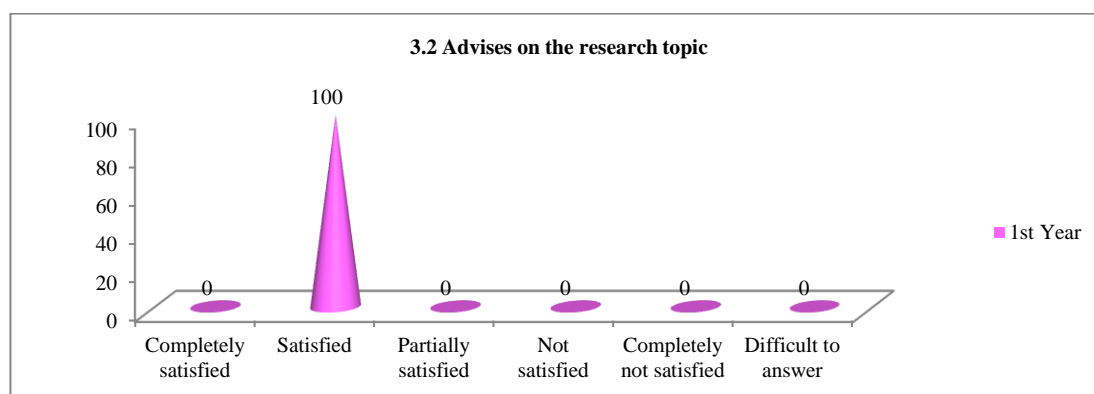
3.1 Provides practical advice and recommendations on the plan and content of the thesis

Response Options	1st Year
Completely satisfied	-
Satisfied	100
Partially satisfied	-
Not satisfied	-
Completely not satisfied	-
Difficult to answer	-



3.2 Advises on the research topic

Response Options	1st Year
Completely satisfied	-
Satisfied	100
Partially satisfied	-
Not satisfied	-
Completely not satisfied	-
Difficult to answer	-



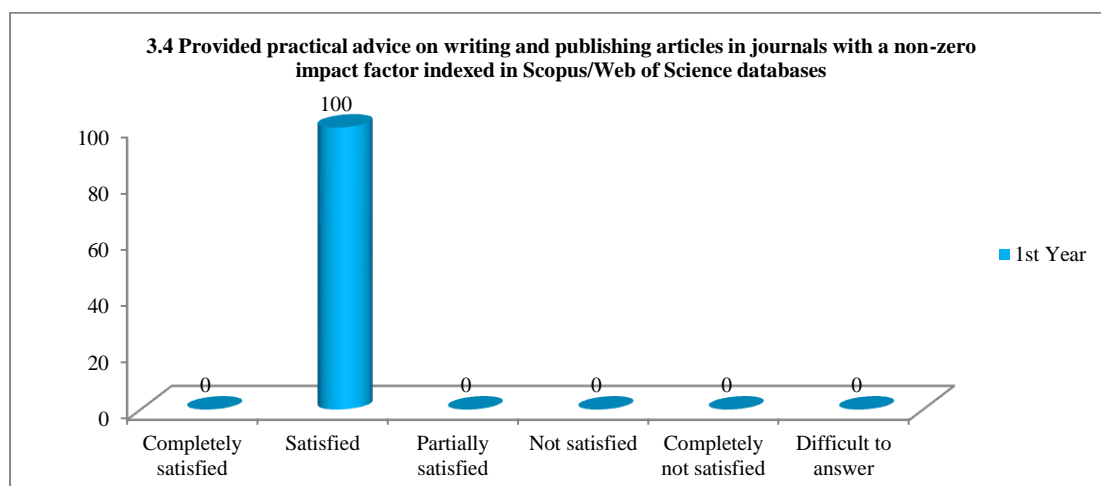
3.3 Participates in organizing international internships at research institutions

Response Options	1st Year
Completely satisfied	-
Satisfied	100
Partially satisfied	-
Not satisfied	-
Completely not satisfied	-
Difficult to answer	-



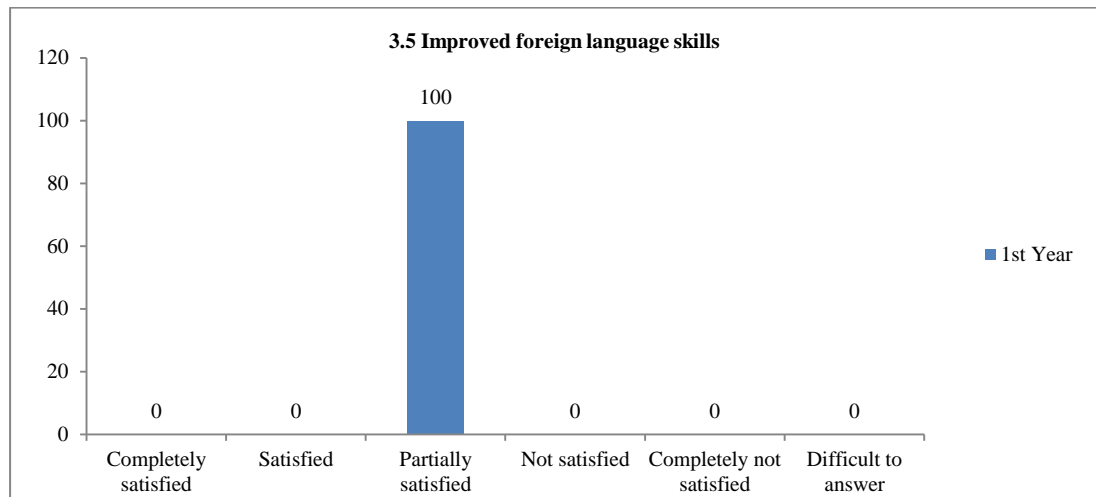
3.4 Provided practical advice on writing and publishing articles in journals with a non-zero impact factor indexed in Scopus/Web of Science databases

Response Options	1st Year
Completely satisfied	-
Satisfied	100
Partially satisfied	-
Not satisfied	-
Completely not satisfied	-
Difficult to answer	-



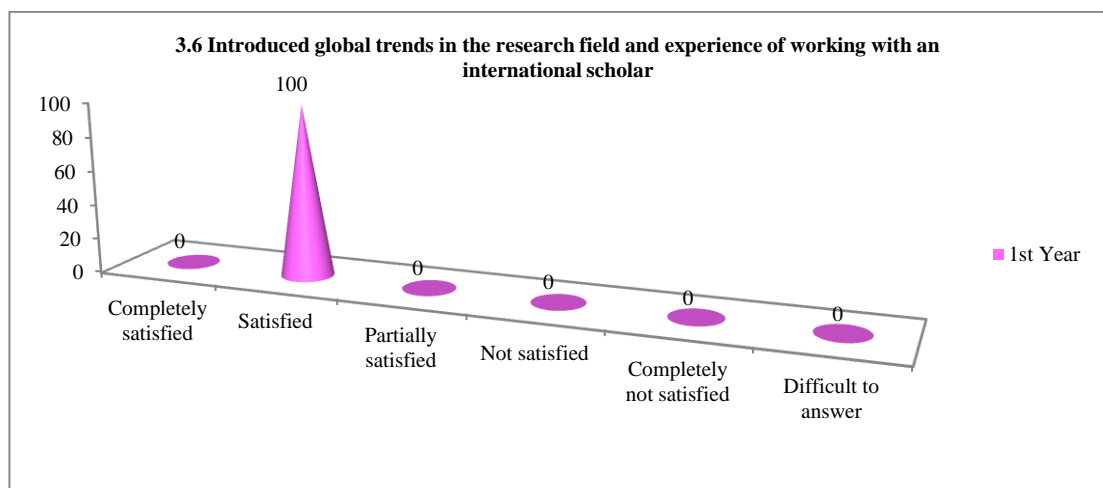
3.5 Improved foreign language skills

Response Options	1st Year
Completely satisfied	-
Satisfied	-
Partially satisfied	100
Not satisfied	-
Completely not satisfied	-
Difficult to answer	-



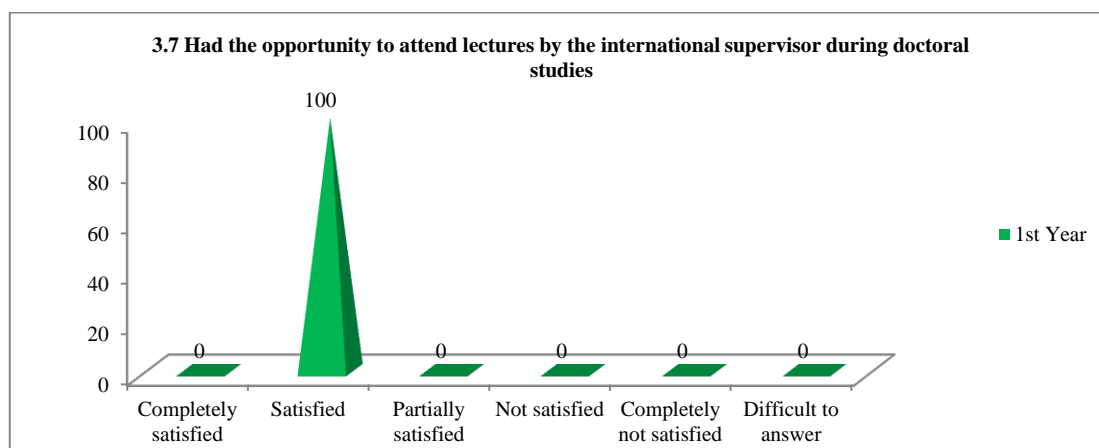
3.6 Introduced global trends in the research field and experience of working with an international scholar

Response Options	1st Year
Completely satisfied	-
Satisfied	100
Partially satisfied	-
Not satisfied	-
Completely not satisfied	-
Difficult to answer	-



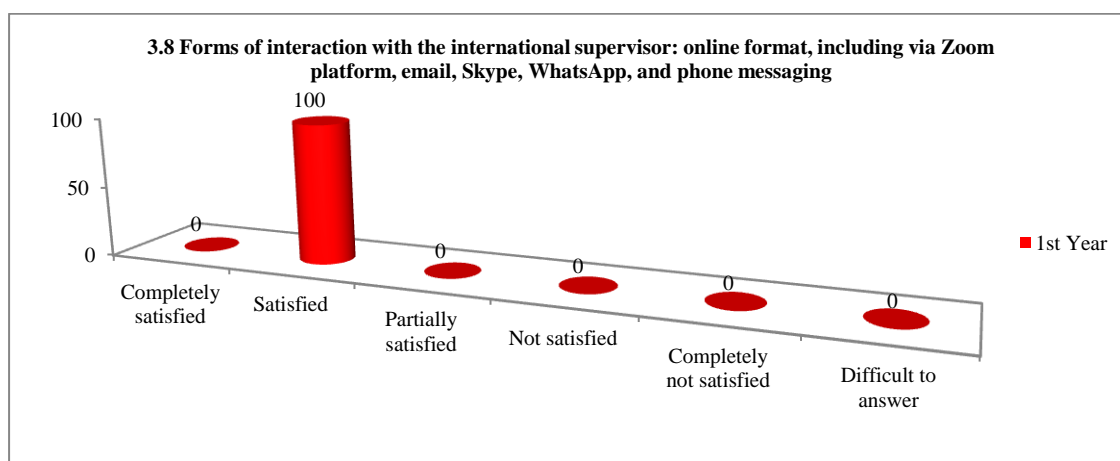
3.7 Had the opportunity to attend lectures by the international supervisor during doctoral studies

Response Options	1st Year
Completely satisfied	-
Satisfied	100
Partially satisfied	-
Not satisfied	-
Completely not satisfied	-
Difficult to answer	-



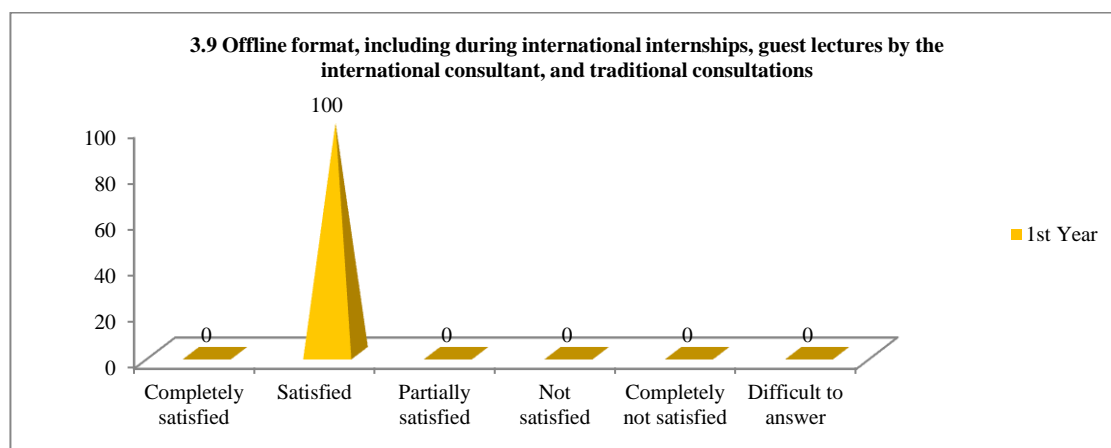
3.8 Forms of interaction with the international supervisor: online format, including via Zoom platform, email, Skype, WhatsApp, and phone messaging

Response Options	1st Year
Completely satisfied	-
Satisfied	100
Partially satisfied	-
Not satisfied	-
Completely not satisfied	-
Difficult to answer	-



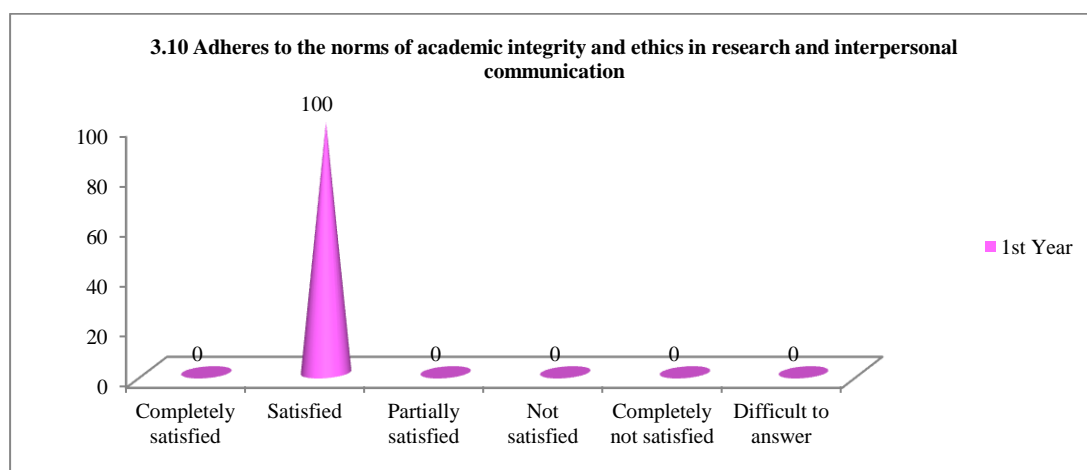
3.9 Offline format, including during international internships, guest lectures by the international consultant, and traditional consultations

Response Options	1st Year
Completely satisfied	-
Satisfied	100
Partially satisfied	-
Not satisfied	-
Completely not satisfied	-
Difficult to answer	-



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

Response Options	1st Year
Completely satisfied	-
Satisfied	100
Partially satisfied	-
Not satisfied	-
Completely not satisfied	-
Difficult to answer	-



4. Below are various opportunities that a job may provide to a specialist. How important do you consider each of them, regardless of whether they have been realized or not?

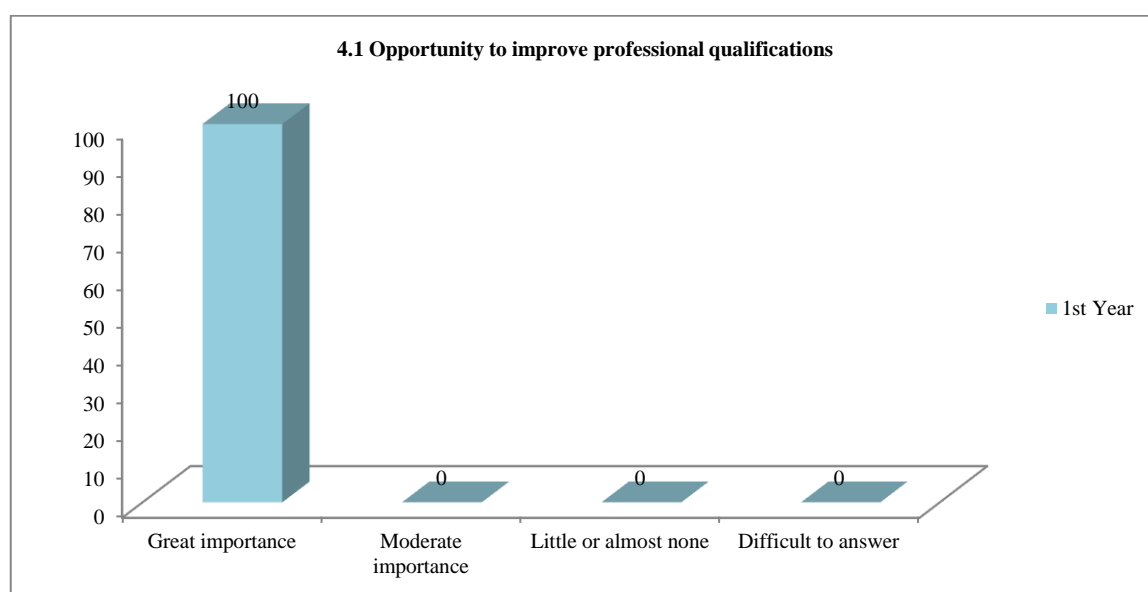
4.1 Opportunity to improve professional qualifications
4.2 Opportunity to work with highly competent colleagues
4.3 Opportunity to receive a high salary
4.4 Opportunity to work in comfortable working conditions
4.5 Opportunity for career advancement
4.6 Opportunity to develop own ideas
4.7 Opportunity 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 create prestige for oneself in the professional field

Other (please specify) _____

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

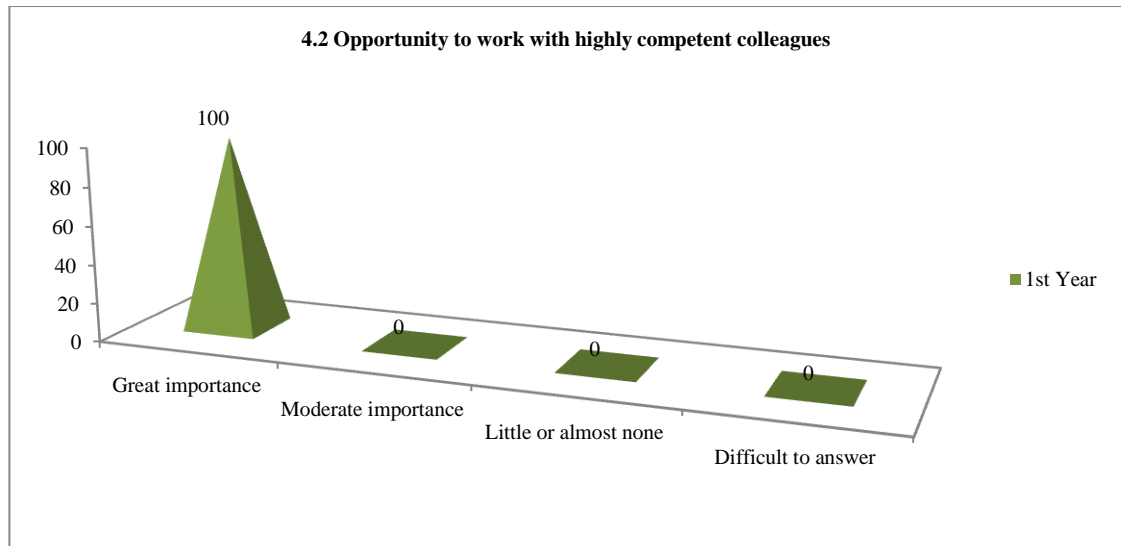
4.1 Opportunity to improve professional qualifications

Response Options	1st Year
Great importance	100
Moderate importance	-
Little or almost none	-
Difficult to answer	-



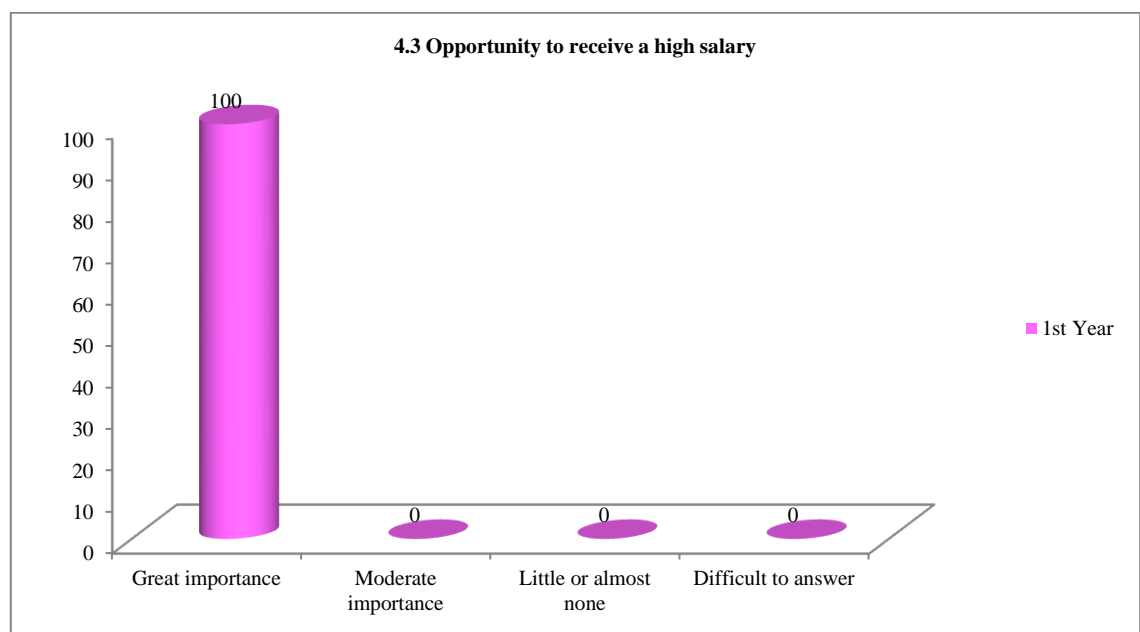
4.2 Opportunity to work with highly competent colleagues

Response Options	1st Year
Great importance	100
Moderate importance	-
Little or almost none	-
Difficult to answer	-



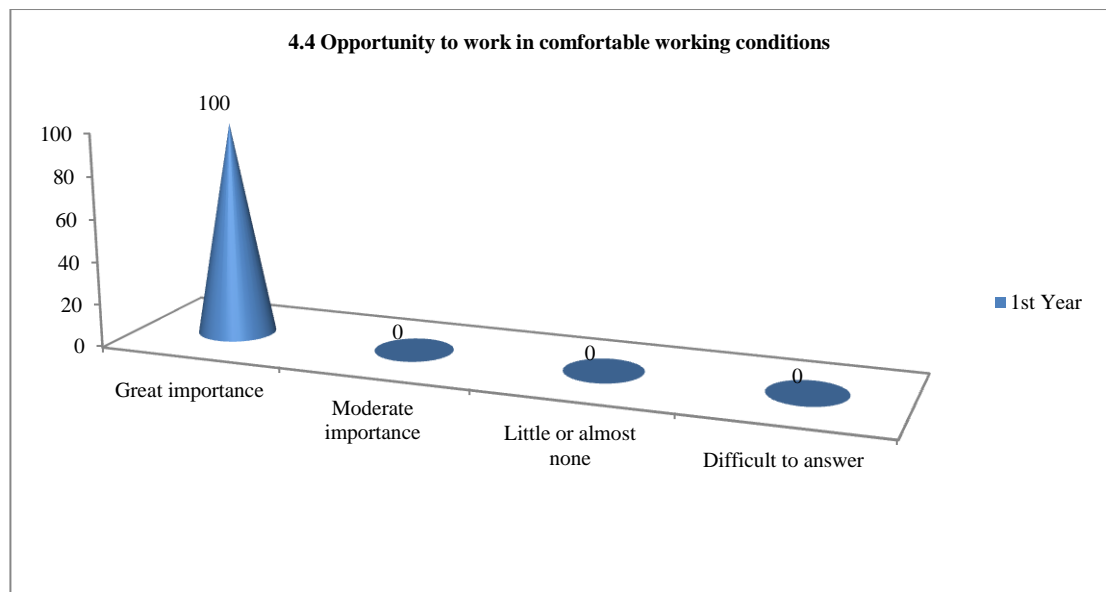
4.3 Opportunity to receive a high salary

Response Options	1st Year
Great importance	100
Moderate importance	-
Little or almost none	-
Difficult to answer	-



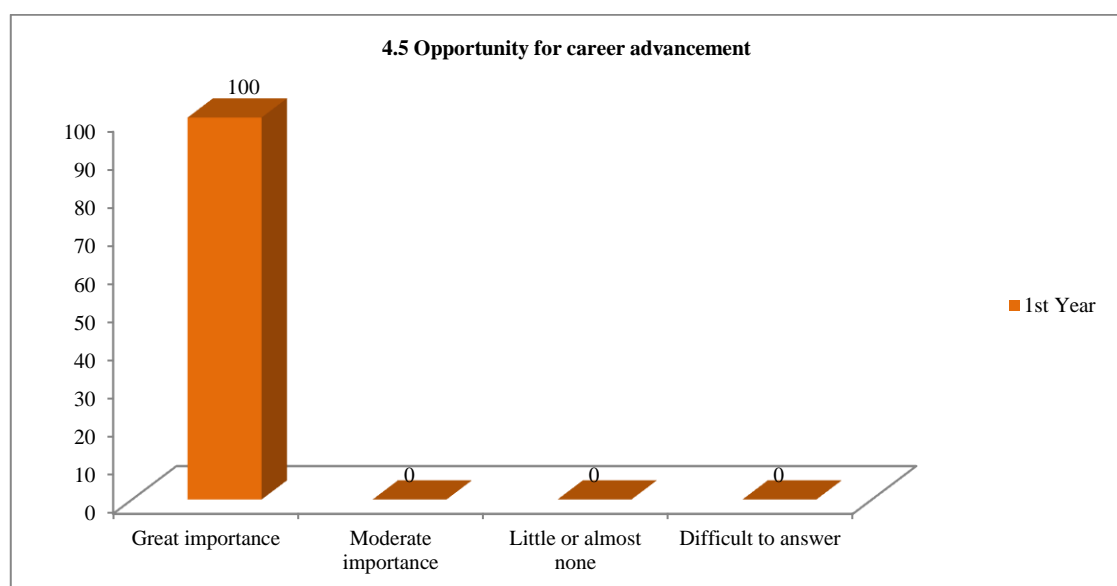
4.4 Opportunity to work in comfortable working conditions

Response Options	1st Year
Great importance	100
Moderate importance	-
Little or almost none	-
Difficult to answer	-



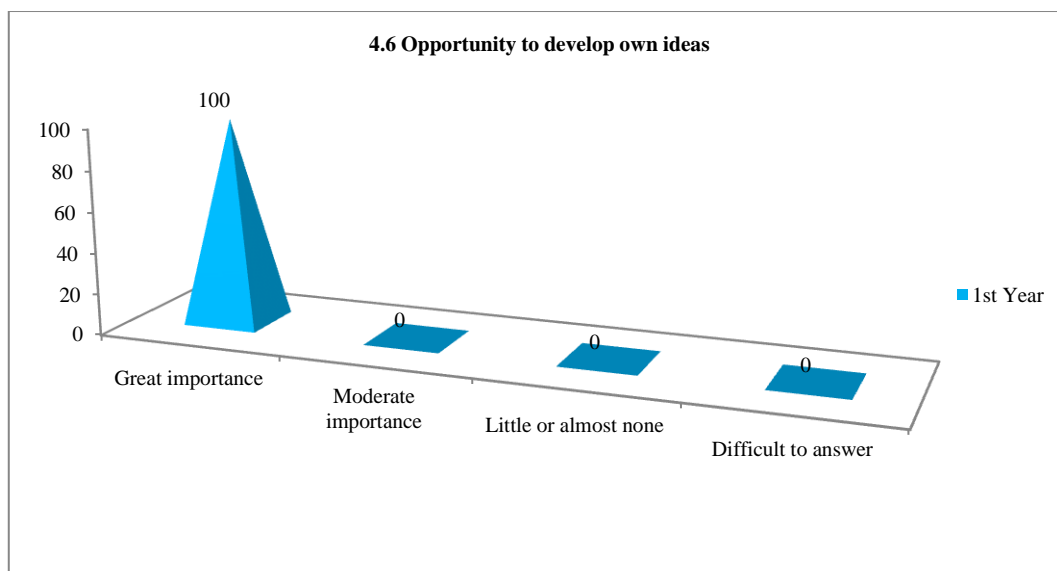
4.5 Opportunity for career advancement

Response Options	1st Year
Great importance	100
Moderate importance	-
Little or almost none	-
Difficult to answer	-



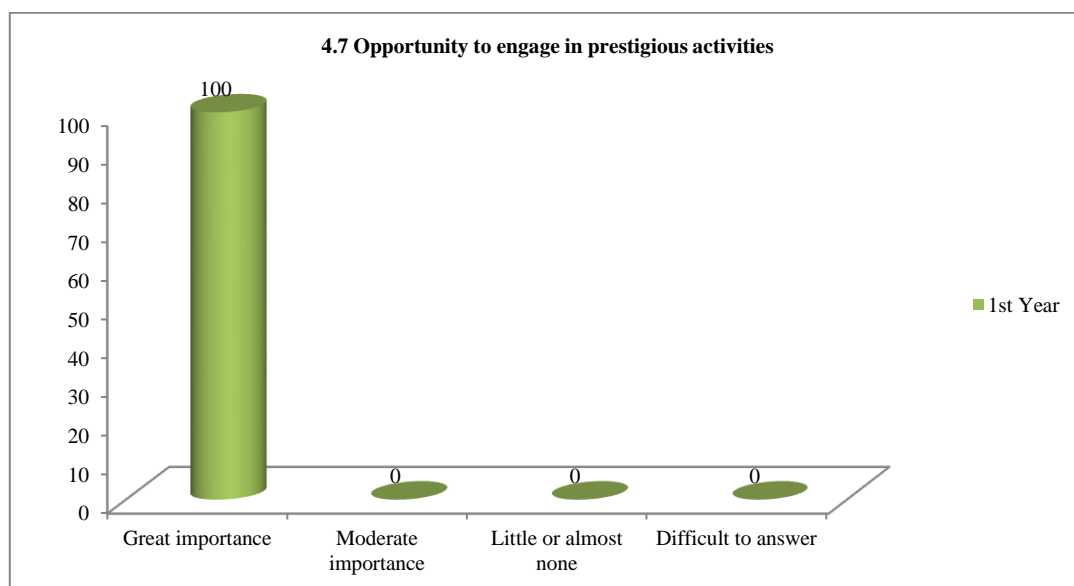
4.6 Opportunity to develop own ideas

Response Options	1st Year
Great importance	100
Moderate importance	-
Little or almost none	-
Difficult to answer	-



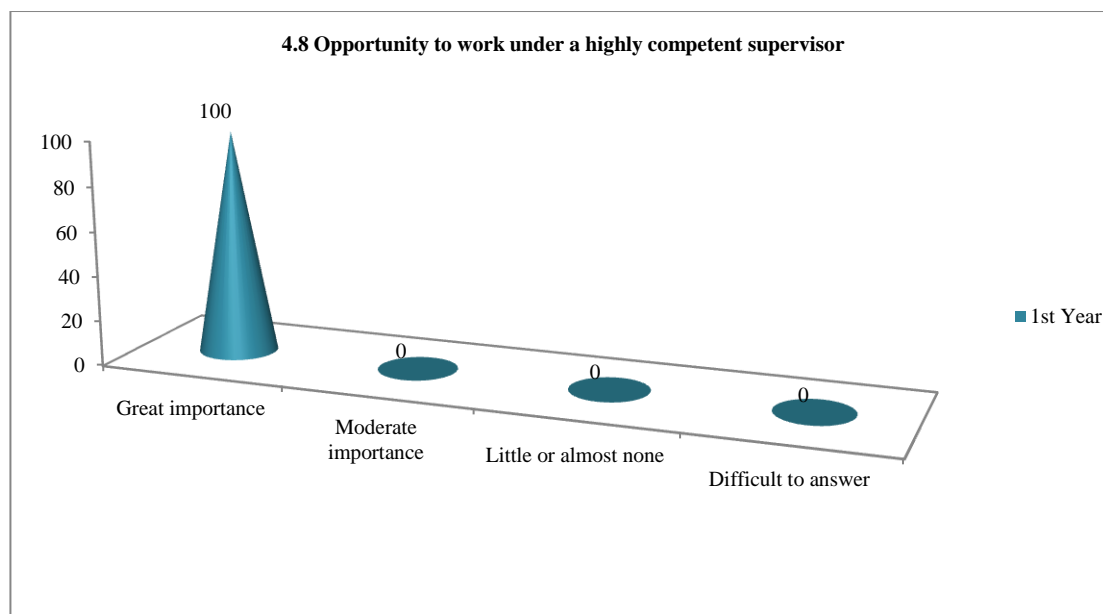
4.7 Opportunity to engage in prestigious activities

Response Options	1st Year
Great importance	100
Moderate importance	-
Little or almost none	-
Difficult to answer	-



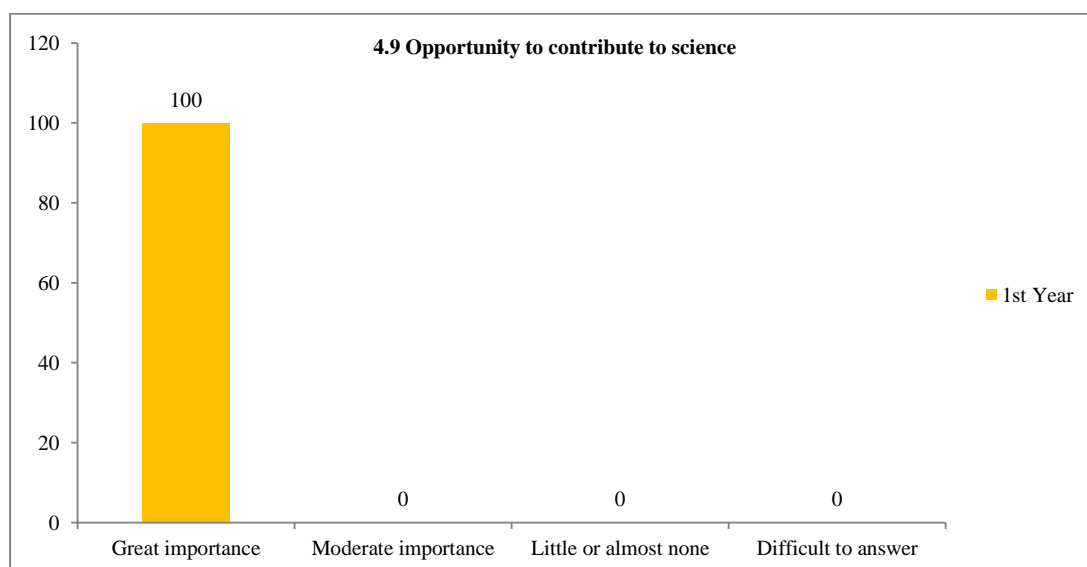
4.8 Opportunity to work under a highly competent supervisor

Response Options	1st Year
Great importance	100
Moderate importance	-
Little or almost none	-
Difficult to answer	-



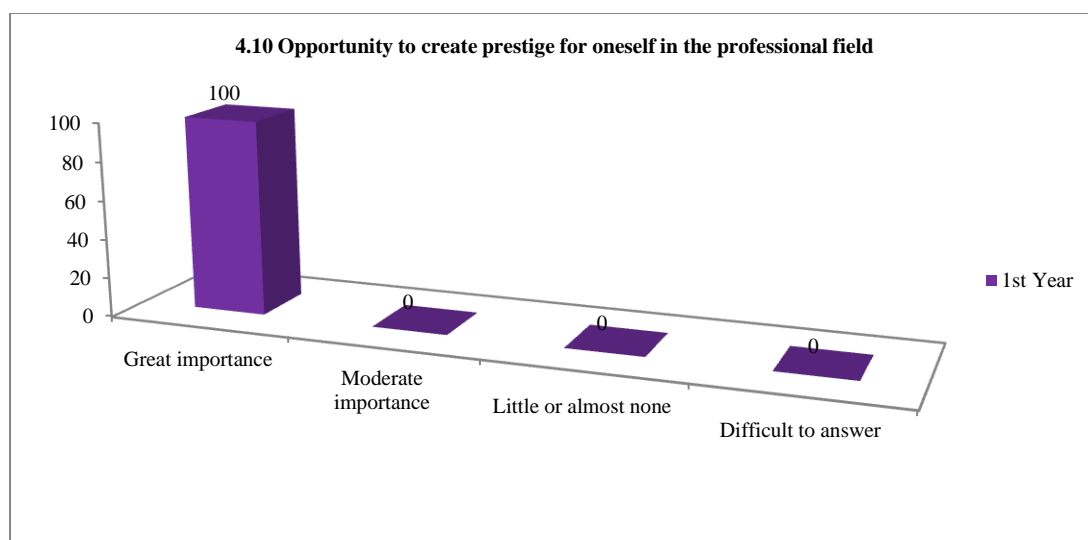
4.9 Opportunity to contribute to science

Response Options	1st Year
Great importance	100
Moderate importance	-
Little or almost none	-
Difficult to answer	-



4.10 Opportunity to create prestige for oneself in the professional field

Response Options	1st Year
Great importance	100
Moderate importance	-
Little or almost none	-
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 bandwidth and speed
5.4 Food services organization
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 ____

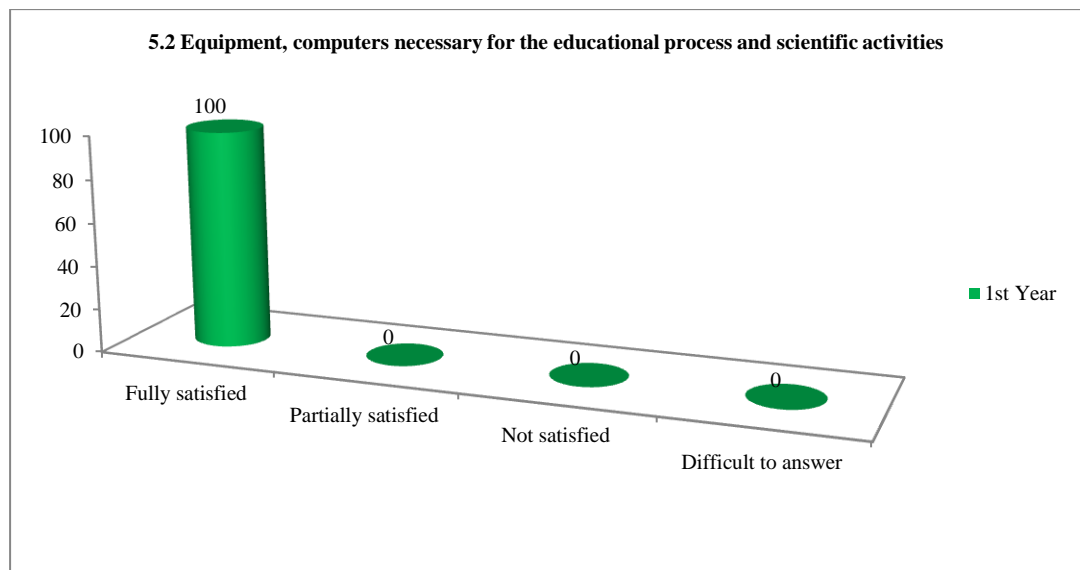
5.1 Library collections

Response Options	1st Year
Fully satisfied	100
Partially satisfied	-
Not satisfied	-
Difficult to answer	-



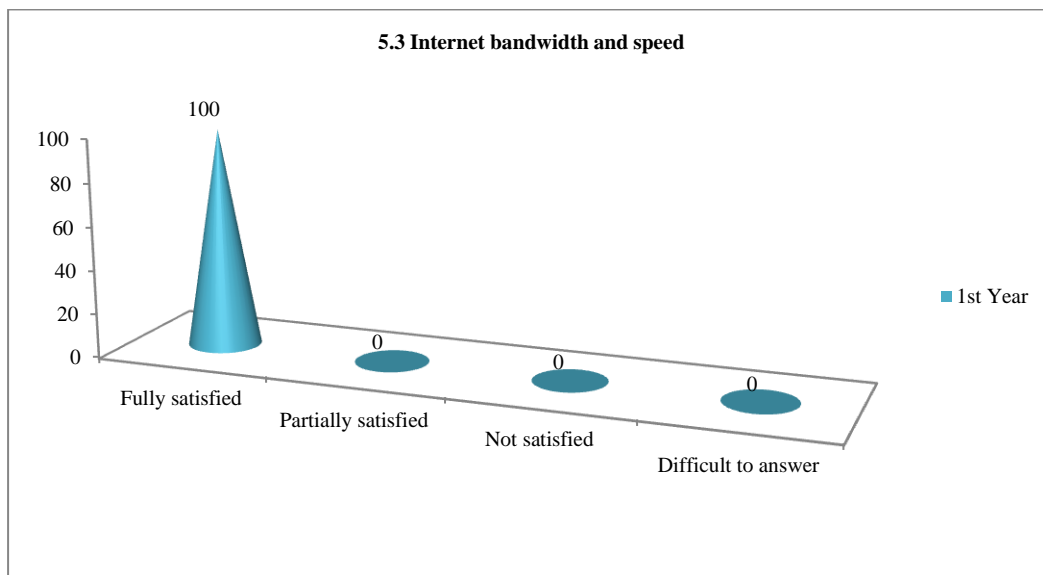
5.2 Equipment, computers necessary for the educational process and scientific activities

Response Options	1st Year
Fully satisfied	100
Partially satisfied	-
Not satisfied	-
Difficult to answer	-



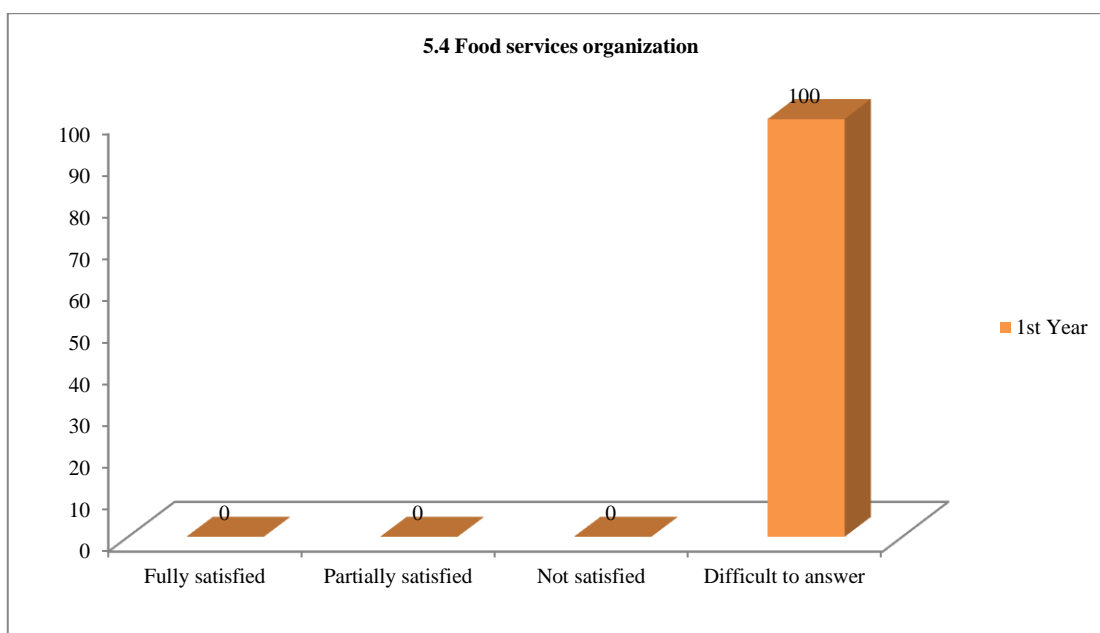
5.3 Internet bandwidth and speed

Response Options	1st Year
Fully satisfied	100
Partially satisfied	-
Not satisfied	-
Difficult to answer	-



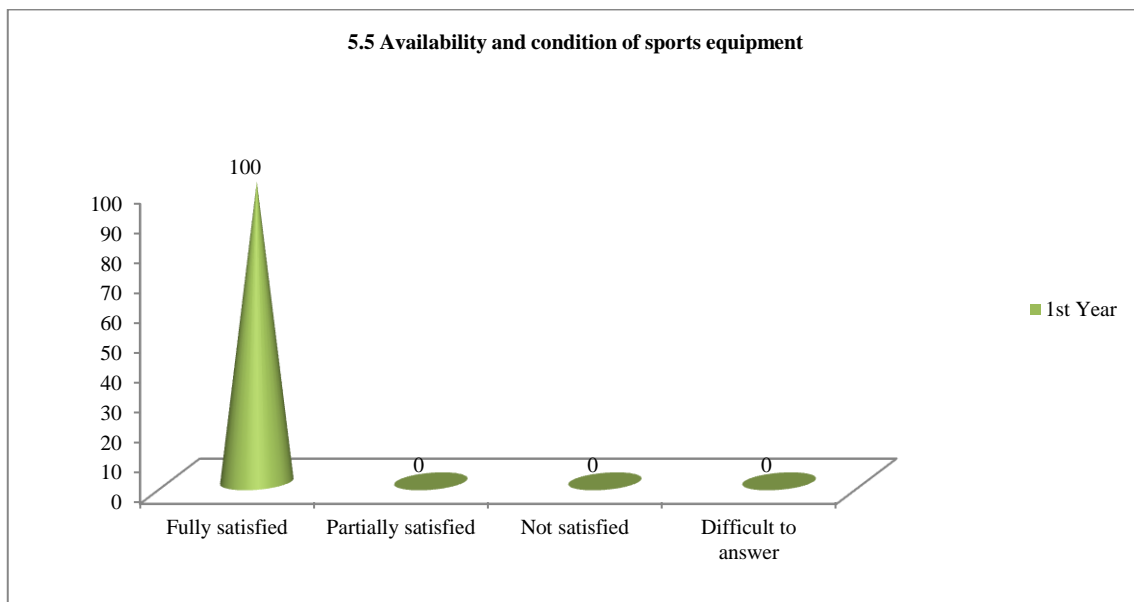
5.4 Food services organization

Response Options	1st Year
Fully satisfied	-
Partially satisfied	-
Not satisfied	-
Difficult to answer	100



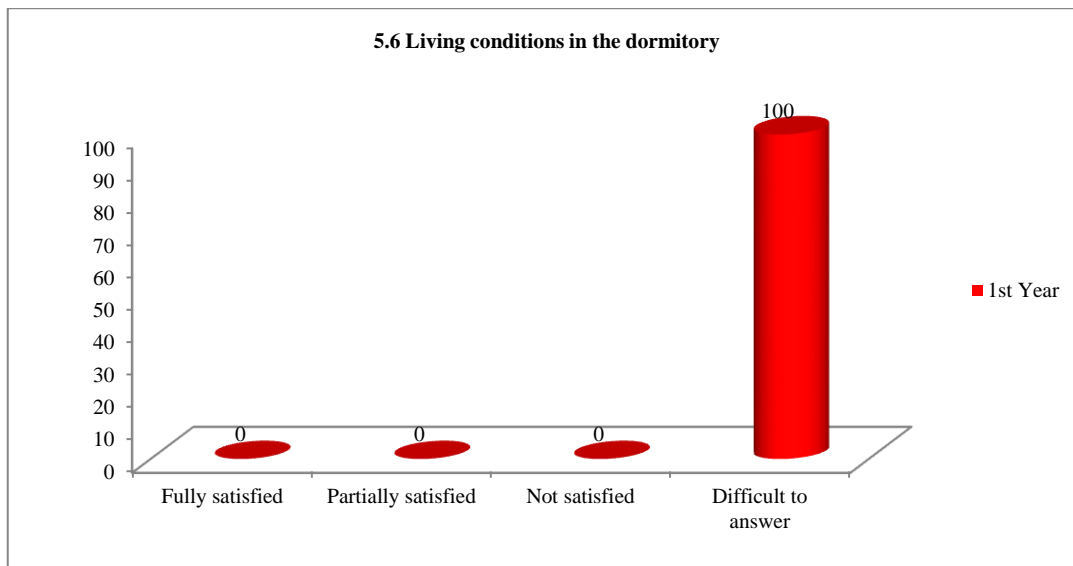
5.5 Availability and condition of sports equipment

Response Options	1st Year
Fully satisfied	100
Partially satisfied	-
Not satisfied	-
Difficult to answer	-



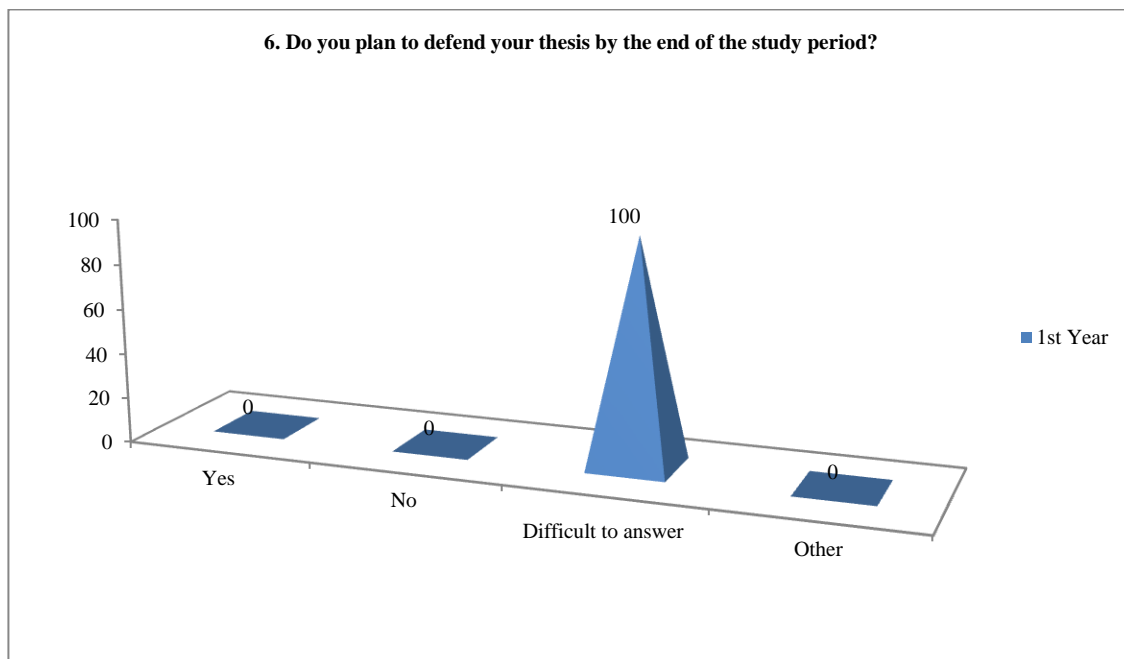
5.6 Living conditions in the dormitory

Response Options	1st Year
Fully satisfied	-
Partially satisfied	-
Not satisfied	-
Difficult to answer	100



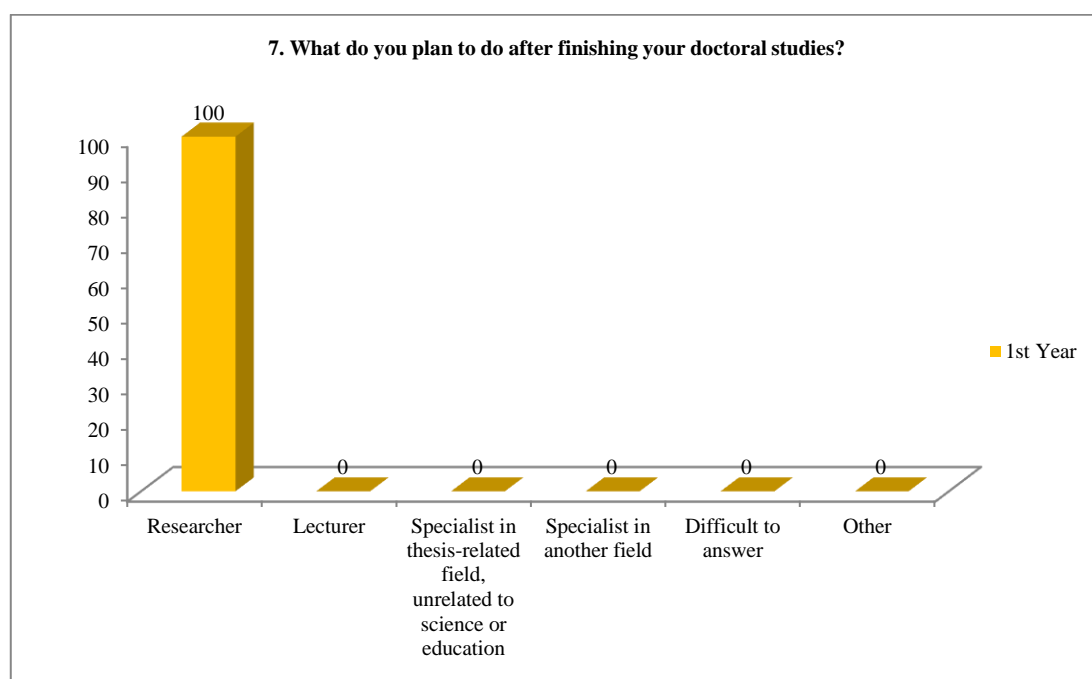
6. Do you plan to defend your thesis by the end of the study period?

Response Options	1st Year
Yes	-
No	-
Difficult to answer	100
Other	-



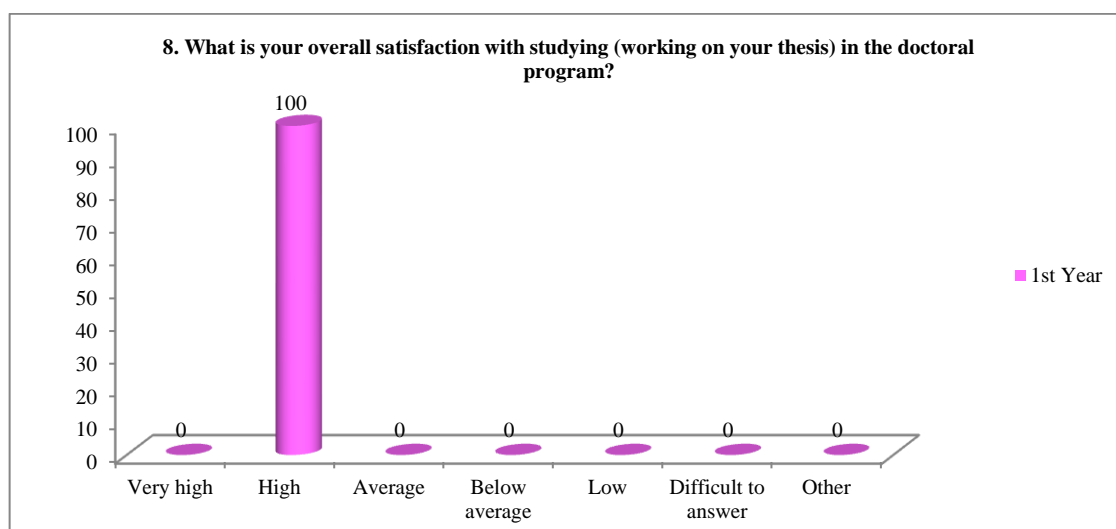
7. What do you plan to do after finishing your doctoral studies?

Response Options	1st Year
Researcher	100
Lecturer	-
Specialist in thesis-related field, unrelated to science or education	-
Specialist in another field	-
Difficult to answer	-
Other	-



8. What is your overall satisfaction with studying (working on your thesis) in the doctoral program?

Response Options	1st Year
Very high	-
High	100
Average	-
Below average	-
Low	-
Difficult to answer	-
Other	-



The following **conclusions** can be drawn from the survey results:

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

Doctoral students are 100% satisfied with the relevance of thesis topics, which correspond to their research interests. The survey also showed that they highly rate (100%) the professionalism and competence of their academic supervisors; (100%) access to participation in departmental research projects, including funded ones; (100%) the university's prompt response to their requests; and (100%) organizational, methodological, and informational support in preparing the thesis.

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

The availability, completeness, and reliability of information about scientific events held at the university and beyond are rated at 100% by respondents. Doctoral students also positively evaluated the organization and conduct of international internships and their effectiveness. Fifty percent of respondents expressed satisfaction with these aspects. This indicates that the university effectively organizes and conducts

international internships, providing doctoral students with valuable and productive experience, achieving set goals and significant knowledge and skills.

The professional skills of domestic research consultants were rated very highly by doctoral students. All seven criteria, including research program development and implementation, scientific contribution, collaboration, international reputation, adherence to academic honesty and ethics, ability to publish as lead author, and methodology definition, satisfied 100% of respondents.

Satisfaction with the professional skills of foreign research consultants averages 100%. The foreign consultant provides high-quality support and guidance to doctoral students, helping them develop research skills, broaden knowledge, and succeed in their projects. Overall, doctoral students are very satisfied with the professionalism and dedication of their consultants.

Opportunities highly valued by doctoral students in their work include:

- professional development (100%);
- working under a highly competent supervisor (100%);
- comfortable working conditions (100%);
- career advancement (100%);
- developing own ideas (100%);
- contribution to science (100%);
- building professional prestige (100%);
- engaging in prestigious activities (100%);
- receiving a high salary (100%);
- cooperation with highly competent colleagues (100%).

The level of availability of the university's material and technical resources is rated as satisfactory (66.6%). Library collections, equipment and computers for educational and research activities, internet, food services, sports equipment, and dormitory living conditions meet students' requirements and expectations.

Regarding the question "Do you plan to defend your thesis by the end of the study period?" 100% of respondents chose "Difficult to answer."

100% of respondents plan to continue their careers as researchers after finishing their doctoral studies.

Overall, respondents highly (100%) evaluated their satisfaction with studying (working on the thesis) in the doctoral program.

The final satisfaction rate of doctoral students in the specialty "Mining Engineering" with educational services is **92,8%**, which indicates a high level of satisfaction among students in general, despite individual problems and areas for improvement.

Recommendations:

The Head of Department should review and discuss the survey results with staff and doctoral students. If necessary, develop an action plan to improve the quality of educational services.

Doctoral students may request the survey results by email from the Center for quality management and accreditation at cqma@ktu.edu.kz.