

Report on the results of the survey
«**Doctoral students' satisfaction with educational services**»
for 2024-2025 ac. year
in educational program
8D07206 Mine surveying

In February 2025, the Center of quality management and accreditation conducted a survey on “Doctoral students' satisfaction with educational services”.

The purpose of the study was to measure consumer's satisfaction with the quality of services provided by the University.

The subject of the study was formed ideas of doctoral students about organization of the educational process, the degree of satisfaction with its various characteristics.

The results of the survey were processed and presented in a generalized form with a guarantee of confidentiality of the personal opinions of doctoral students.

The object of the study was doctoral students of the 1 to 3 years.

2 respondents took part in the survey which made 100% of the total number of doctoral students.

The following data were obtained during the survey.

1. Are you satisfied with the research work?

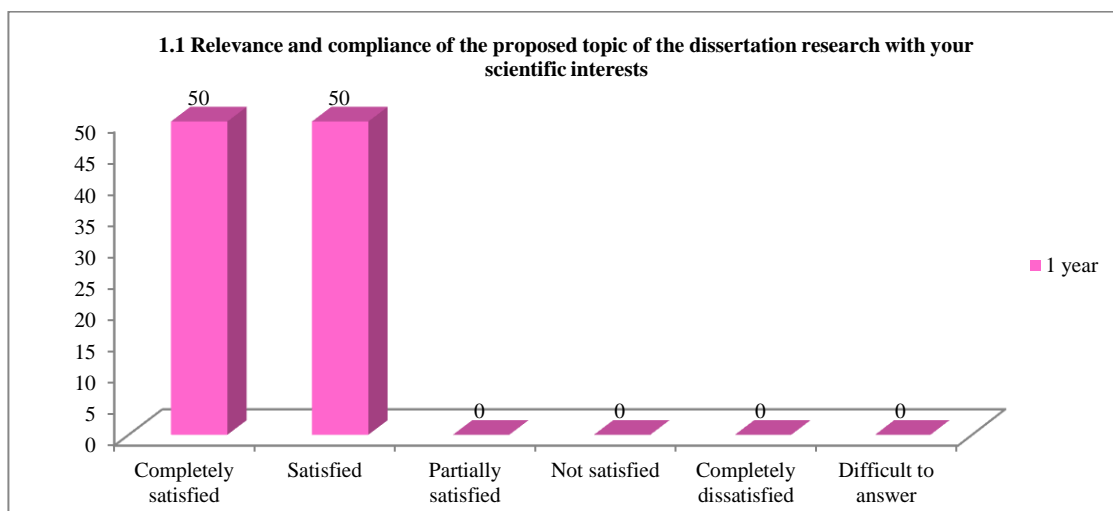
1.1 Relevance and compliance of the proposed topic of the dissertation research with your scientific interests
1.2 Level of organizational, methodological and informational support for preparing the dissertation research
1.3 Professionalism and competence of the scientific supervisor
1.4 Opportunities for testing and publishing the results of the dissertation research
1.5 Access to participation in departmental research projects, including funded ones
1.6 Promptness of the University's response to your requests
1.7 Availability, completeness and reliability of information of scientific events held at the University and beyond
1.8 General level of organization and implementation of the foreign internship
1.9 Effectiveness of the foreign internship for you

Other (write your answer)_____

If you answered “Not satisfied or completely dissatisfied” to the previous question, please provide recommendations for improvement _____.

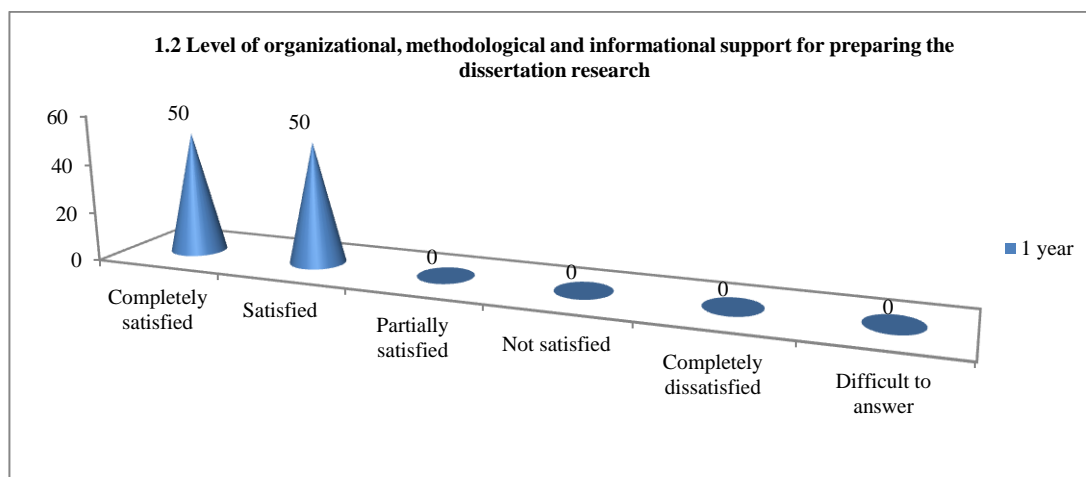
1.1 Relevance and compliance of the proposed topic of the dissertation research with your scientific interests

Answer options	1 year
Completely satisfied	50
Satisfied	50
Partially satisfied	-
Not satisfied	-
Completely dissatisfied	-
Difficult to answer	-



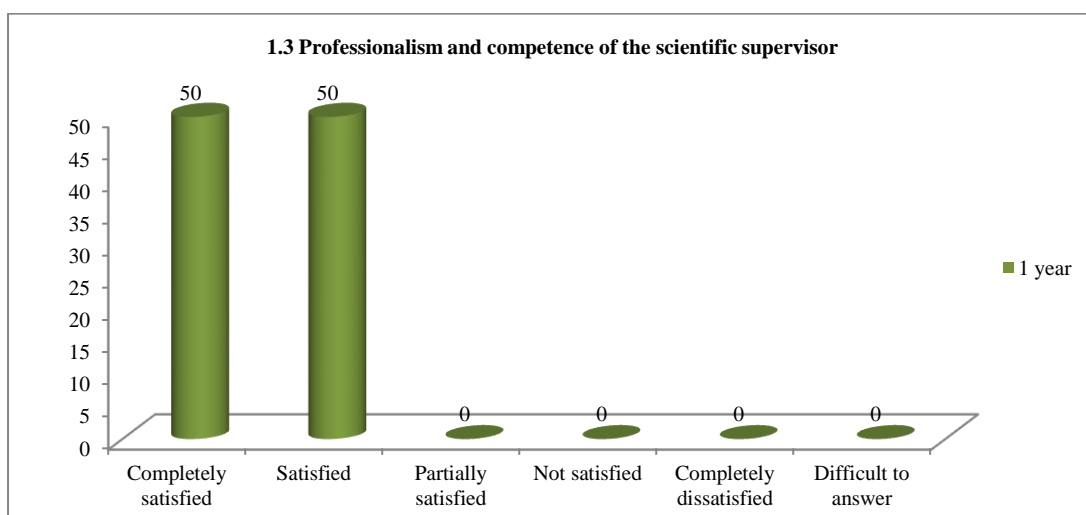
1.2 Level of organizational, methodological and informational support for preparing the dissertation research

Answer options	1 year
Completely satisfied	50
Satisfied	50
Partially satisfied	-
Not satisfied	-
Completely dissatisfied	-
Difficult to answer	-



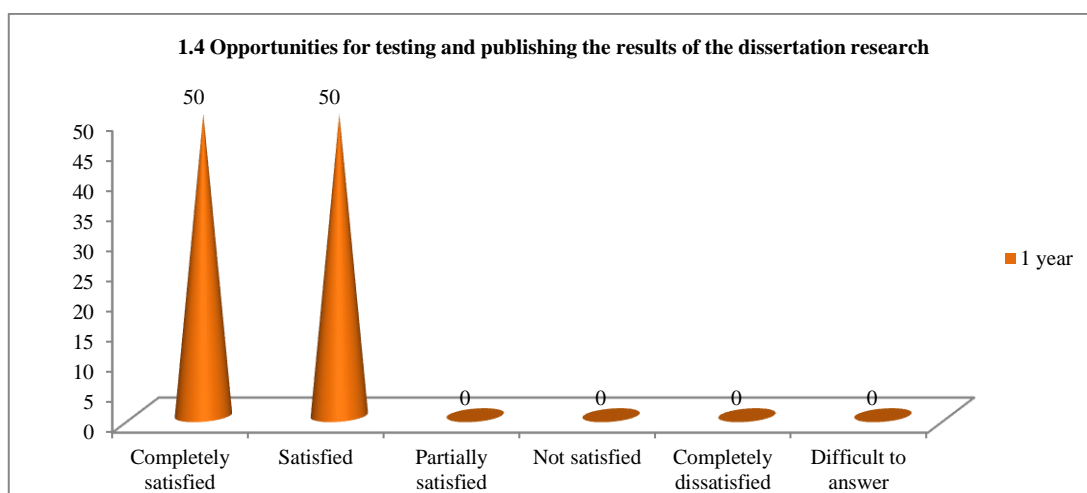
1.3 Professionalism and competence of the scientific supervisor

Answer options	1 year
Completely satisfied	50
Satisfied	50
Partially satisfied	-
Not satisfied	-
Completely dissatisfied	-
Difficult to answer	-



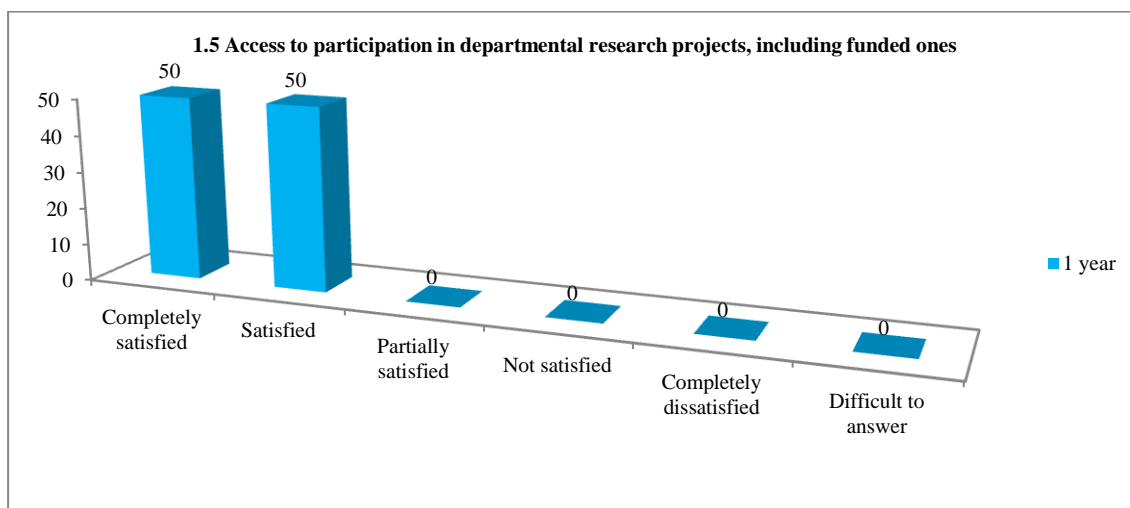
1.4 Opportunities for testing and publishing the results of the dissertation research

Answer options	1 year
Completely satisfied	50
Satisfied	50
Partially satisfied	-
Not satisfied	-
Completely dissatisfied	-
Difficult to answer	-



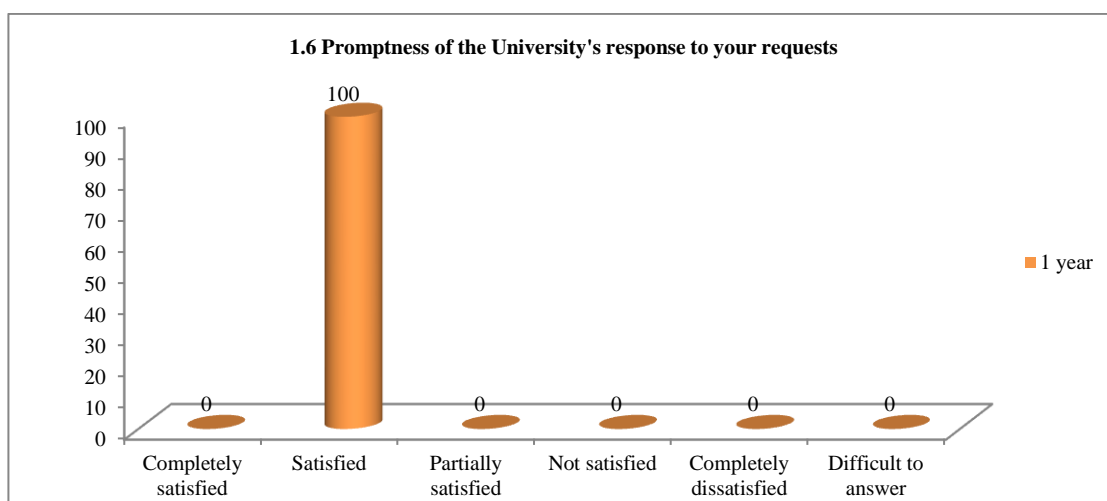
1.5 Access to participation in departmental research projects, including funded ones

Answer options	1 year
Completely satisfied	50
Satisfied	50
Partially satisfied	-
Not satisfied	-
Completely dissatisfied	-
Difficult to answer	-



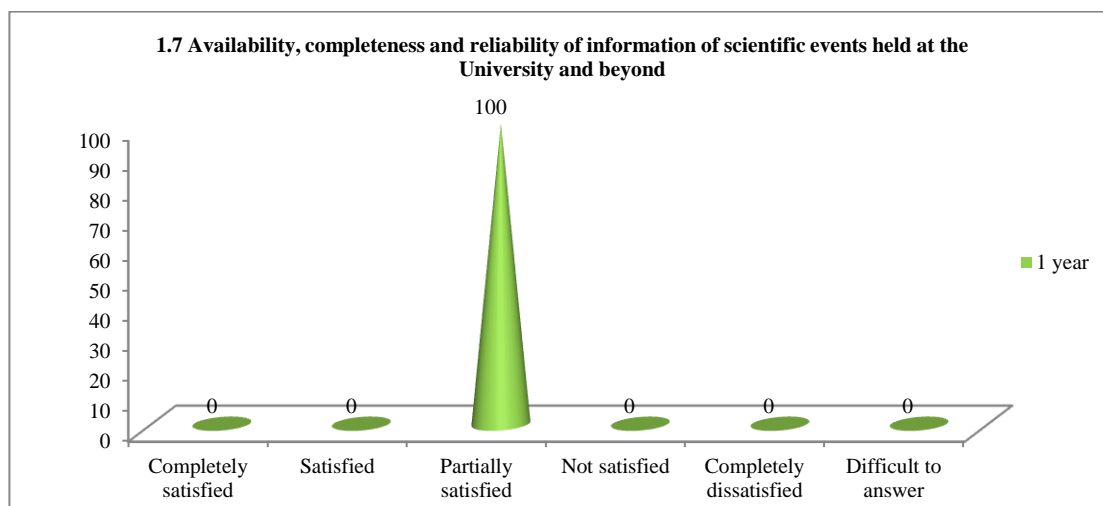
1.6 Promptness of the University's response to your requests

Answer options	1 year
Completely satisfied	-
Satisfied	100
Partially satisfied	-
Not satisfied	-
Completely dissatisfied	-
Difficult to answer	-



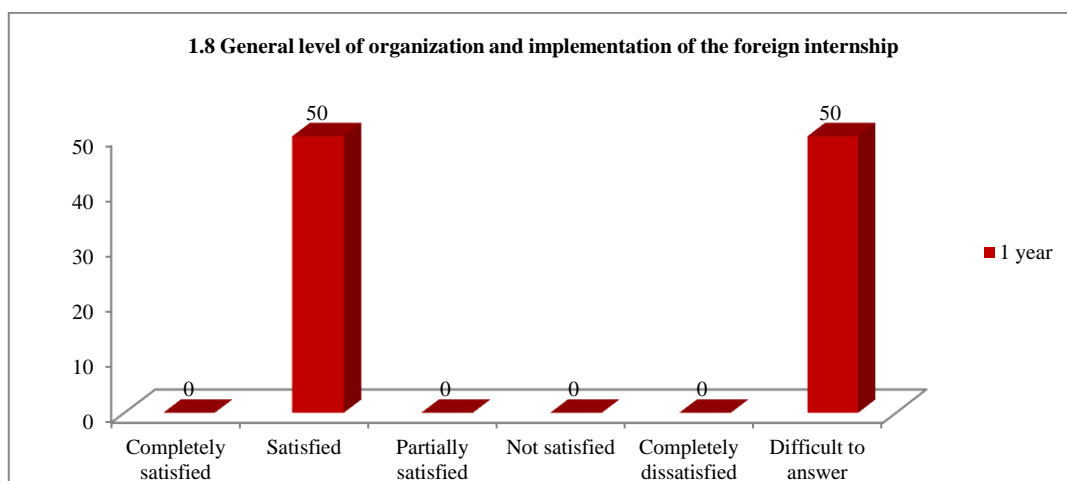
1.7 Availability, completeness and reliability of information of scientific events held at the University and beyond

Answer options	1 year
Completely satisfied	-
Satisfied	-
Partially satisfied	100
Not satisfied	-
Completely dissatisfied	-
Difficult to answer	-



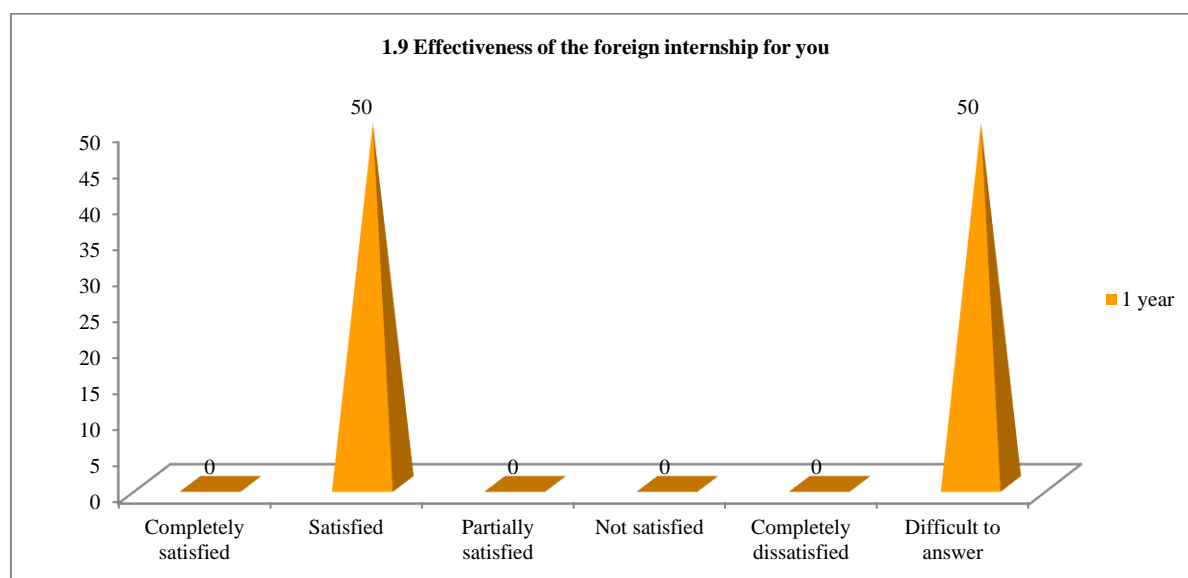
1.8 General level of organization and implementation of the foreign internship

Answer options	1 year
Completely satisfied	-
Satisfied	50
Partially satisfied	-
Not satisfied	-
Completely dissatisfied	-
Difficult to answer	50



1.9 Effectiveness of the foreign internship for you

Answer options	1 year
Completely satisfied	-
Satisfied	50
Partially satisfied	-
Not satisfied	-
Completely dissatisfied	-
Difficult to answer	50



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

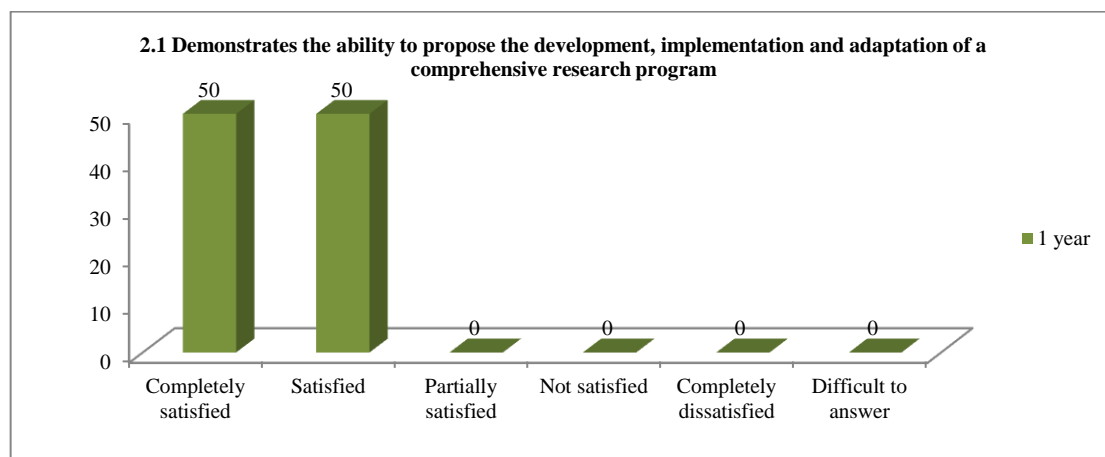
2.1 Demonstrates the ability to propose the development, implementation and adaptation of a comprehensive research program
2.2 Contributes to science through the research, which is reflected in cited national or international publications or patents
2.3 Has an international reputation in the research 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 the other scientists, including foreign ones
2.5 Publishes papers as a leading author-researcher, conducts scientific seminars and chairs sections at conferences
2.6 Defines acceptable research methodology, research techniques and approaches
2.7 Adheres to the standards of academic honesty and ethics in research and interpersonal communication

Other (write your answer)_____

If you answered “Not satisfied or completely dissatisfied” to the previous question, please provide recommendations for improving the professional skills of domestic research consultants _____.

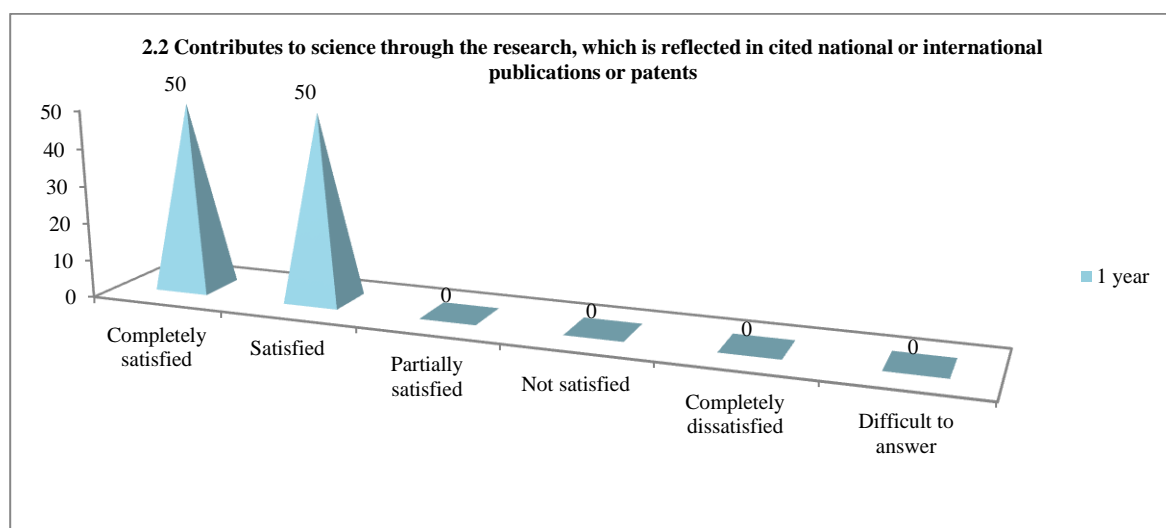
2.1 Demonstrates the ability to propose the development, implementation and adaptation of a comprehensive research program

Answer options	1 year
Completely satisfied	50
Satisfied	50
Partially satisfied	-
Not satisfied	-
Completely dissatisfied	-
Difficult to answer	-



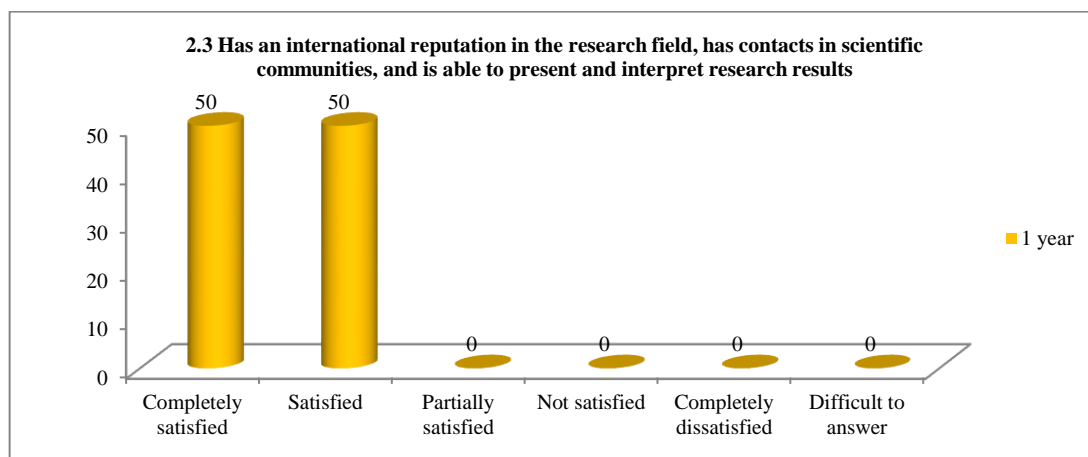
2.2 Contributes to science through the research, which is reflected in cited national or international publications or patents

Answer options	1 year
Completely satisfied	50
Satisfied	50
Partially satisfied	-
Not satisfied	-
Completely dissatisfied	-
Difficult to answer	-



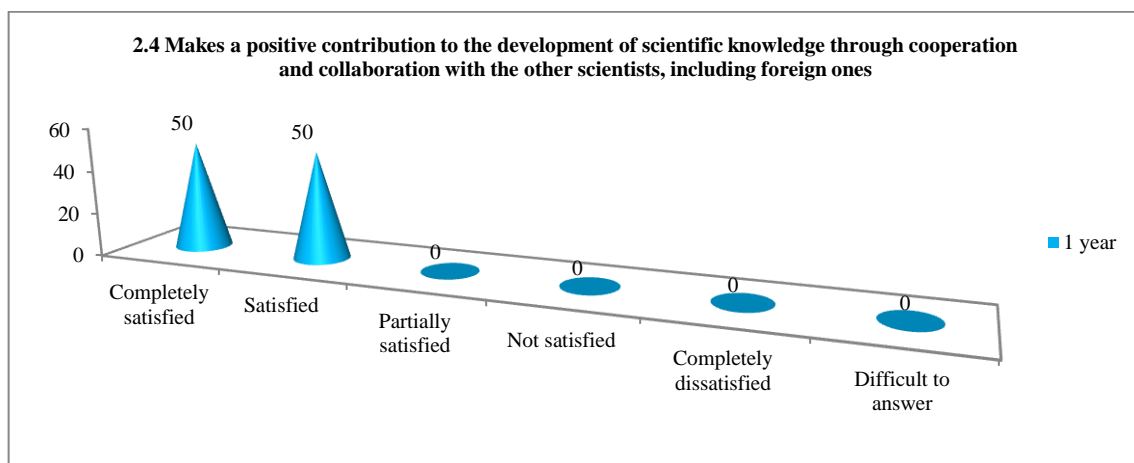
2.3 Has an international reputation in the research field, has contacts in scientific communities, and is able to present and interpret research results

Answer options	1 year
Completely satisfied	50
Satisfied	50
Partially satisfied	-
Not satisfied	-
Completely dissatisfied	-
Difficult to answer	-



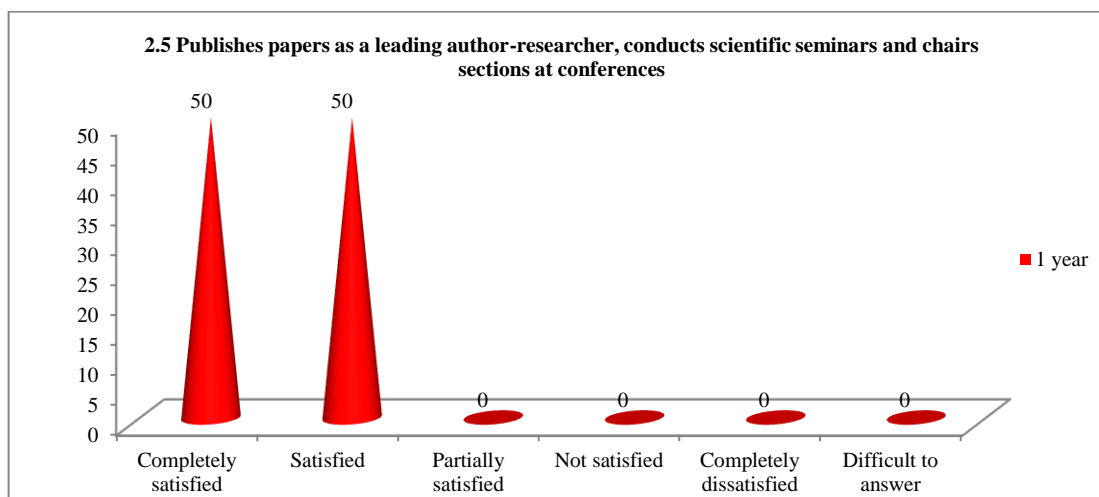
2.4 Makes a positive contribution to the development of scientific knowledge through cooperation and collaboration with the other scientists, including foreign ones

Answer options	1 year
Completely satisfied	50
Satisfied	50
Partially satisfied	-
Not satisfied	-
Completely dissatisfied	-
Difficult to answer	-



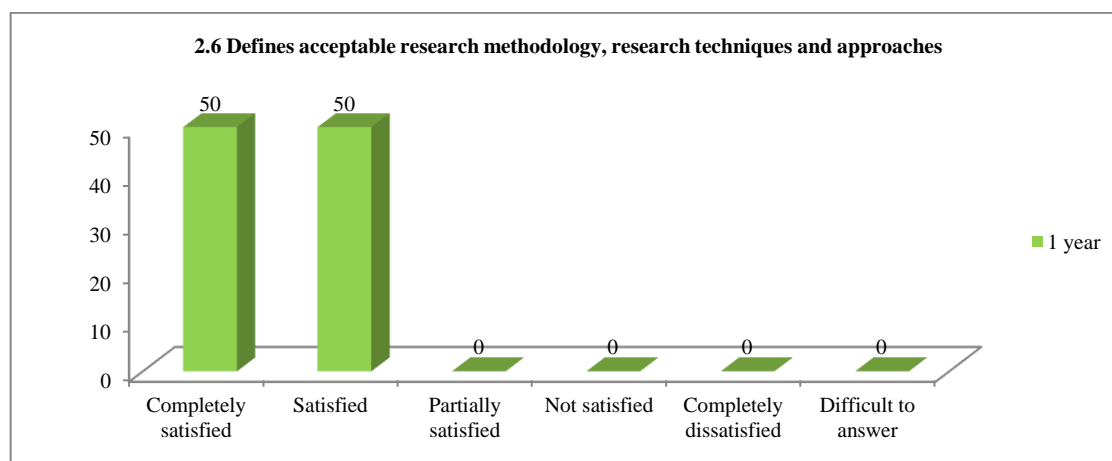
2.5 Publishes papers as a leading author-researcher, conducts scientific seminars and chairs sections at conferences

Answer options	1 year
Completely satisfied	50
Satisfied	50
Partially satisfied	-
Not satisfied	-
Completely dissatisfied	-
Difficult to answer	-



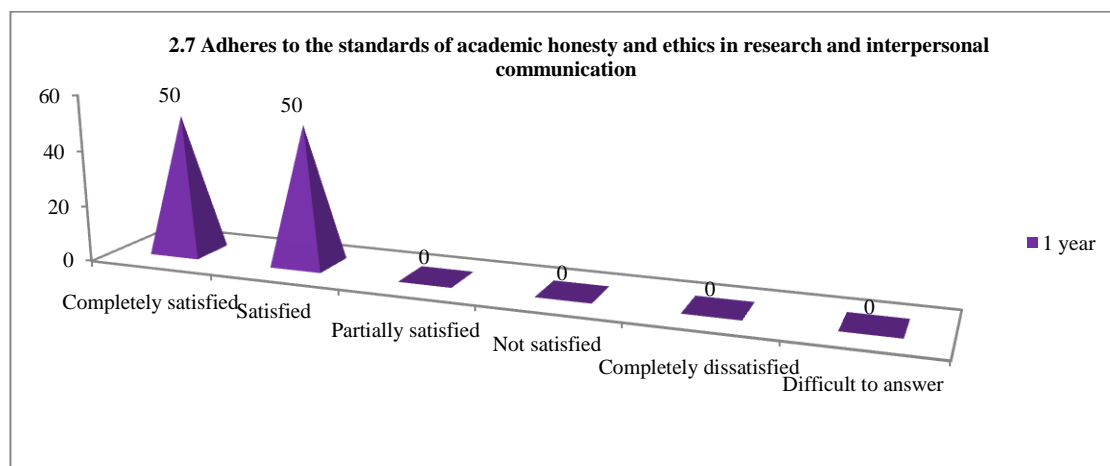
2.6 Defines acceptable research methodology, research techniques and approaches

Answer options	1 year
Completely satisfied	50
Satisfied	50
Partially satisfied	-
Not satisfied	-
Completely dissatisfied	-
Difficult to answer	-



2.7 Adheres to the standards of academic honesty and ethics in research and interpersonal communication

Answer options	1 year
Completely satisfied	50
Satisfied	50
Partially satisfied	-
Not satisfied	-
Completely dissatisfied	-
Difficult to answer	-



For the “Other” option, students indicated the following options*:
 - Excellent.

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

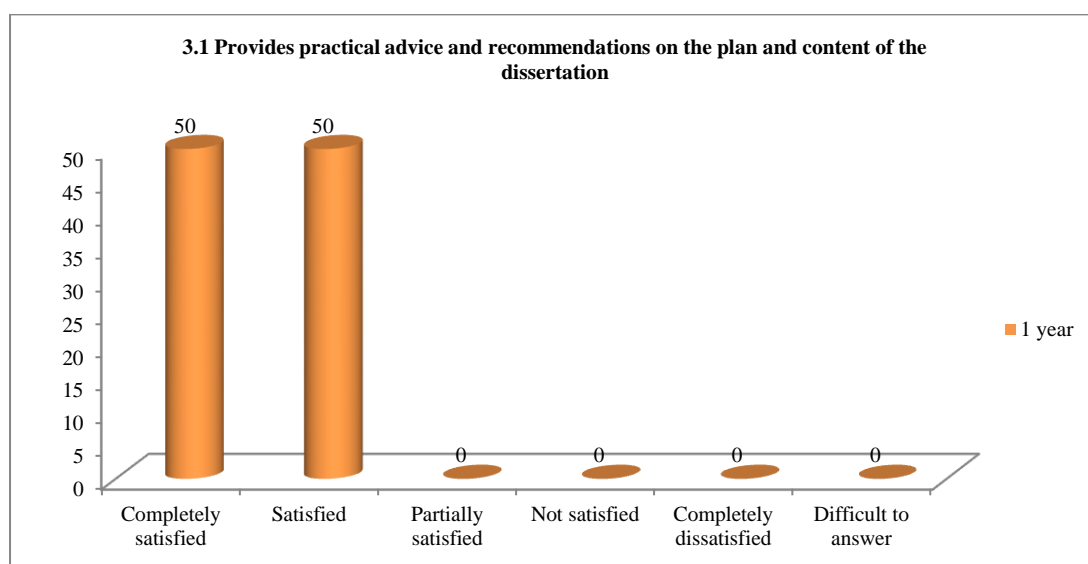
3.1 Provides practical advice and recommendations on the plan and content of the dissertation
3.2 Provides consultation on the research topic
3.3 Participates in organizing an overseas internship at research organizations
3.4 Practical advice on writing and publishing an article in a journal with a non-zero impact factor included in the Scopus/Web of Science databases
3.5 Improves knowledge of a foreign language
3.6 Introduces to global trends in the field of research and experience of working with a foreign scientist
3.7 Provides the opportunity to listen to lectures of a foreign supervisor during doctoral studies
3.8 Forms of work of a doctoral student with a foreign scientific supervisor: - online, including via the Zoom platform, email, Skype, WhatsApp and messaging by phone
3.9 Offline, including during an overseas internship, guest lectures by a foreign consultant and traditional consultations
3.10 Adheres to the standards of academic honesty and ethics in research and interpersonal communication

Other (write your answer)_____

If you answered “Not satisfied or completely dissatisfied” to the previous question, please provide recommendations for improving the professional skills of domestic research consultants _____

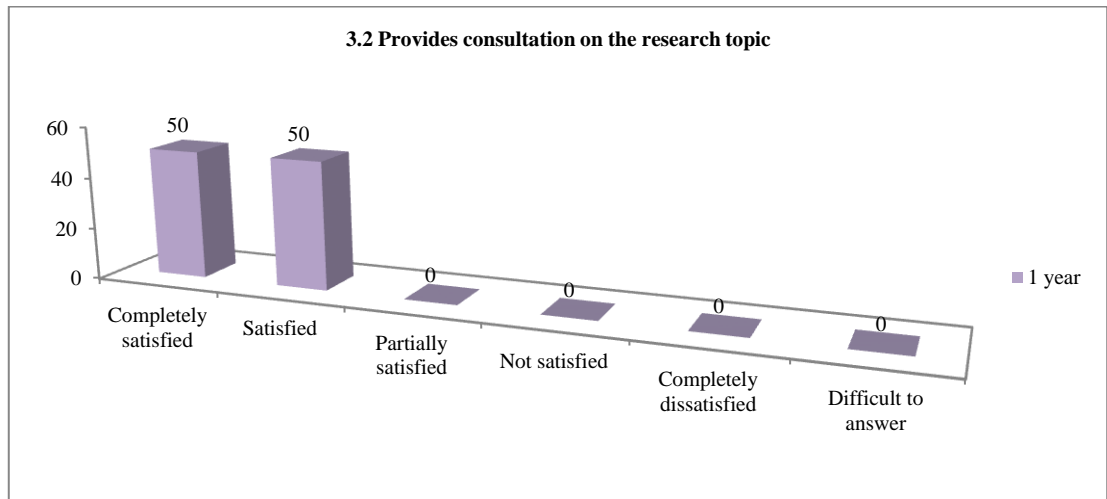
3.1 Provides practical advice and recommendations on the plan and content of the dissertation

Answer options	1 year
Completely satisfied	50
Satisfied	50
Partially satisfied	-
Not satisfied	-
Completely dissatisfied	-
Difficult to answer	-



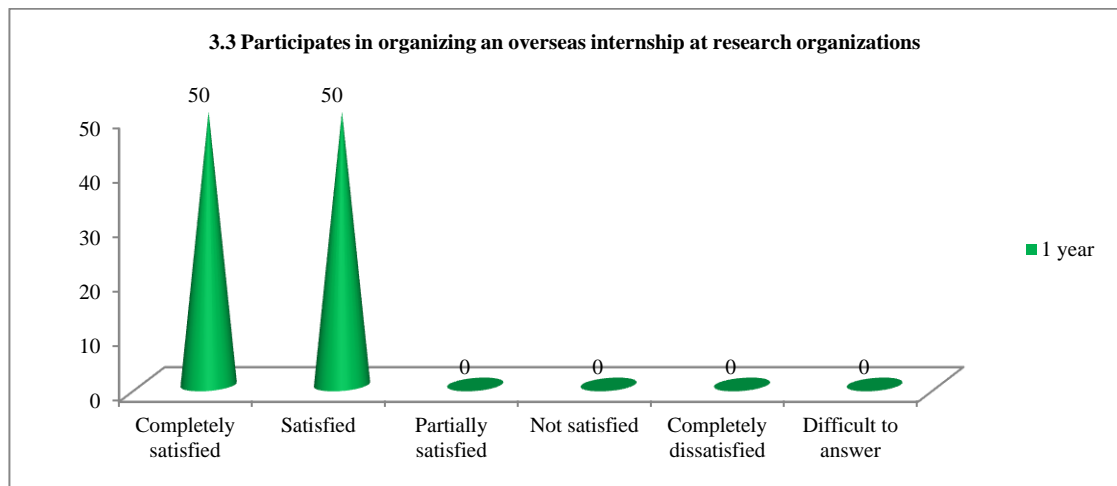
3.2 Provides consultation on the research topic

Answer options	1 year
Completely satisfied	50
Satisfied	50
Partially satisfied	-
Not satisfied	-
Completely dissatisfied	-
Difficult to answer	-



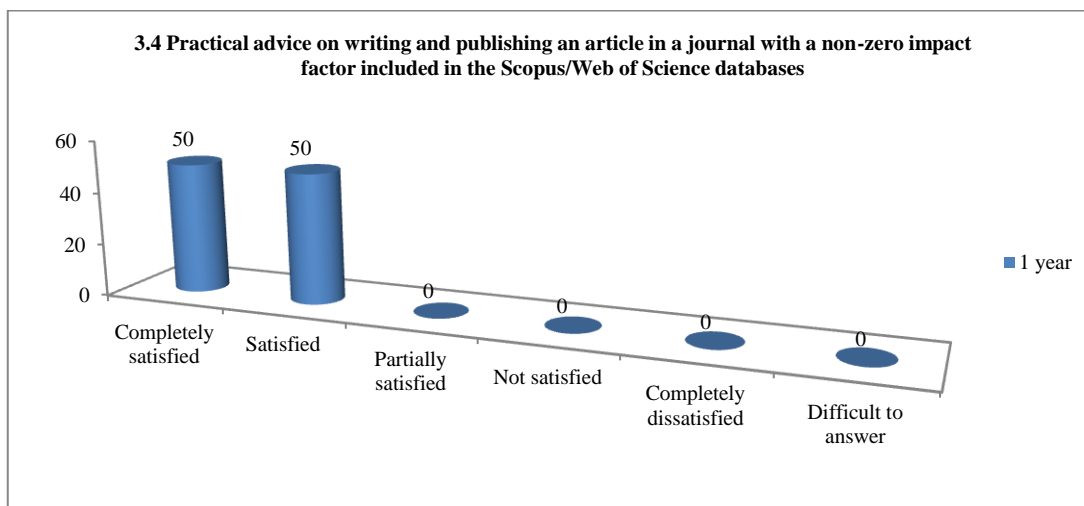
3.3 Participates in organizing an overseas internship at research organizations

Answer options	1 year
Completely satisfied	50
Satisfied	50
Partially satisfied	-
Not satisfied	-
Completely dissatisfied	-
Difficult to answer	-



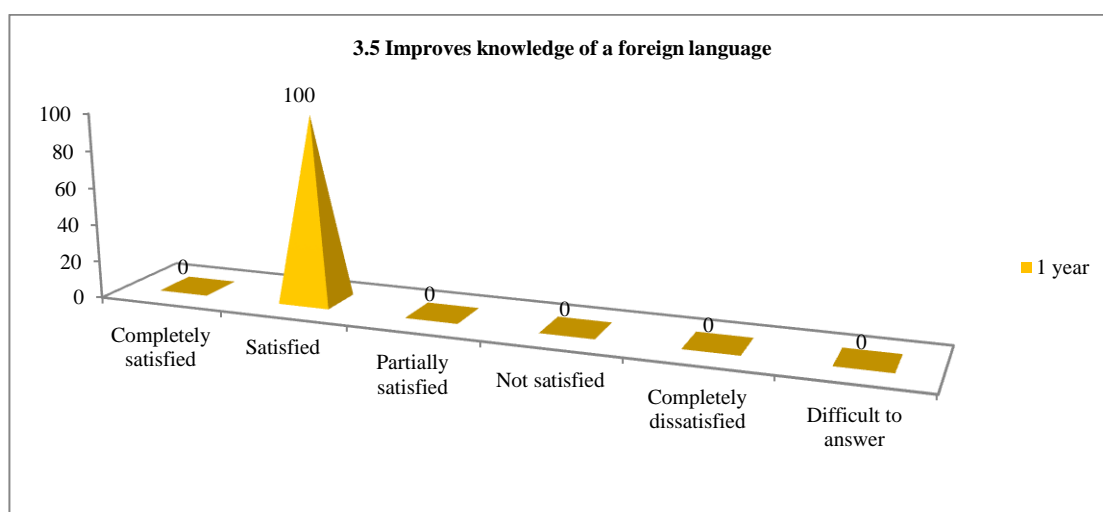
3.4 Practical advice on writing and publishing an article in a journal with a non-zero impact factor included in the Scopus/Web of Science databases

Answer options	1 year
Completely satisfied	50
Satisfied	50
Partially satisfied	-
Not satisfied	-
Completely dissatisfied	-
Difficult to answer	-



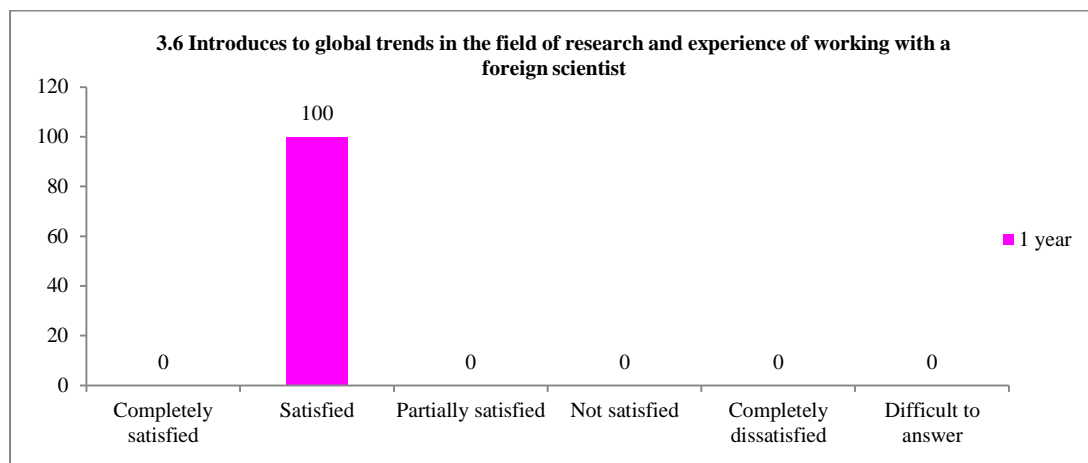
3.5 Improves knowledge of a foreign language

Answer options	1 year
Completely satisfied	-
Satisfied	100
Partially satisfied	-
Not satisfied	-
Completely dissatisfied	-
Difficult to answer	-



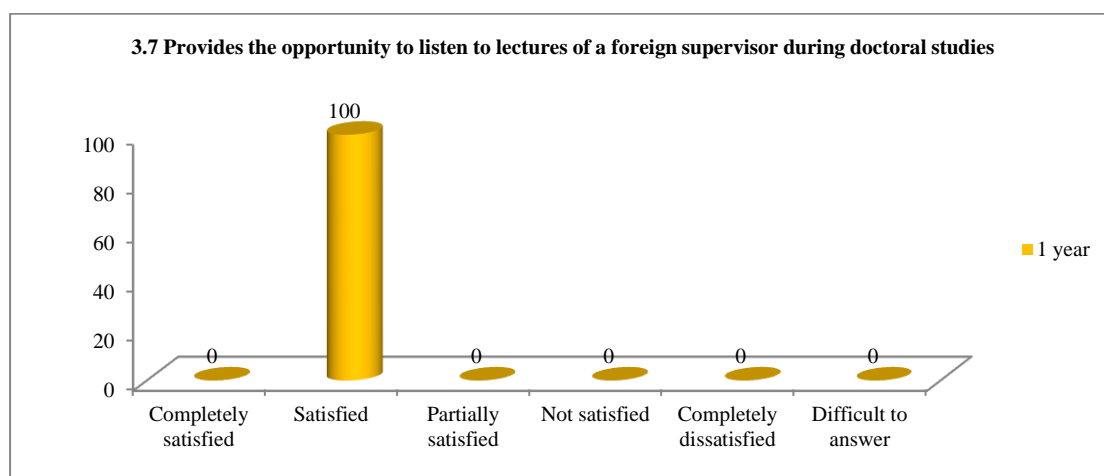
3.6 Introduces to global trends in the field of research and experience of working with a foreign scientist

Answer options	1 year
Completely satisfied	-
Satisfied	100
Partially satisfied	-
Not satisfied	-
Completely dissatisfied	-
Difficult to answer	-



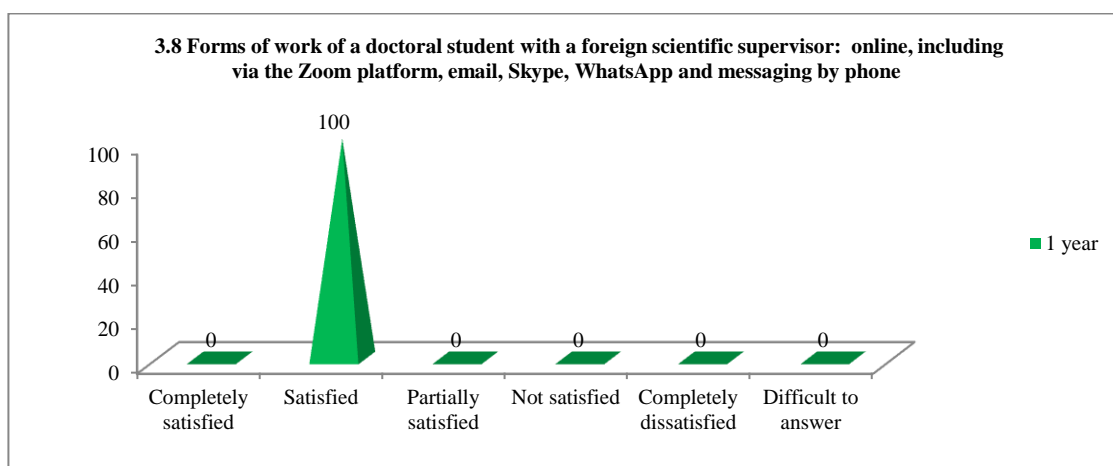
3.7 Provides the opportunity to listen to lectures of a foreign supervisor during doctoral studies

Answer options	1 year
Completely satisfied	-
Satisfied	100
Partially satisfied	-
Not satisfied	-
Completely dissatisfied	-
Difficult to answer	-



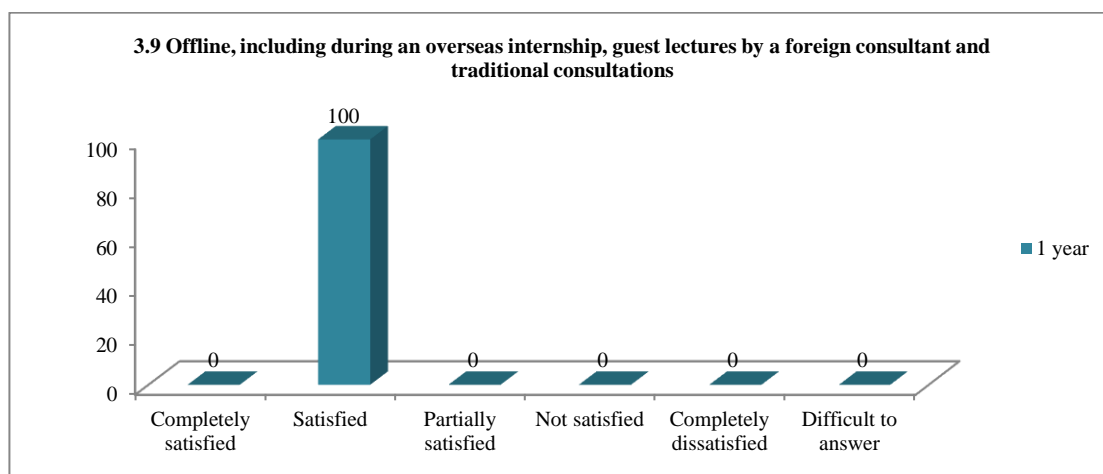
3.8 Forms of work of a doctoral student with a foreign scientific supervisor: online, including via the Zoom platform, email, Skype, WhatsApp and messaging by phone

Answer options	1 year
Completely satisfied	-
Satisfied	100
Partially satisfied	-
Not satisfied	-
Completely dissatisfied	-
Difficult to answer	-



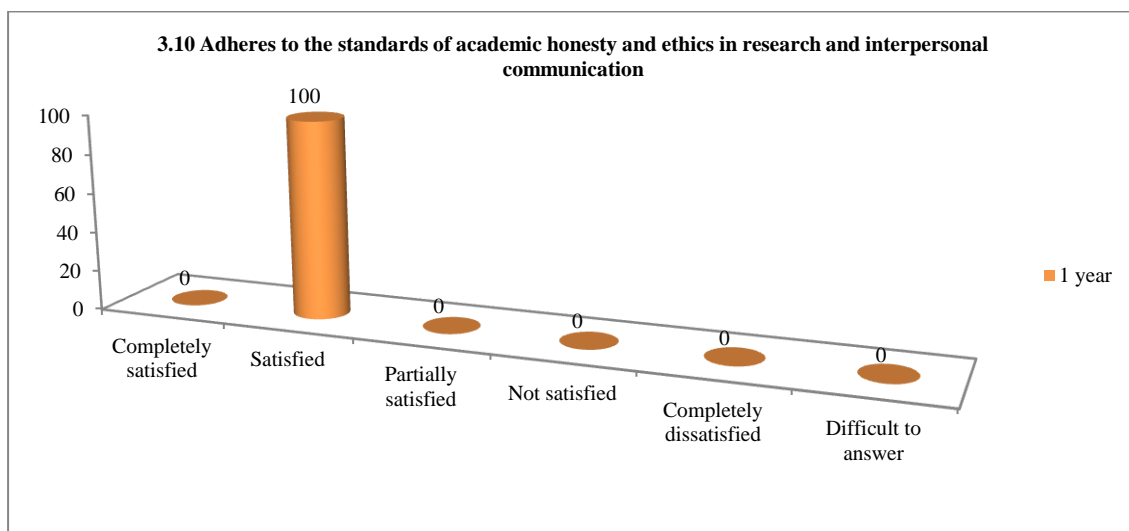
3.9 Offline, including during an overseas internship, guest lectures by a foreign consultant and traditional consultations

Answer options	1 year
Completely satisfied	-
Satisfied	100
Partially satisfied	-
Not satisfied	-
Completely dissatisfied	-
Difficult to answer	-



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

Answer options	1 year
Completely satisfied	-
Satisfied	100
Partially satisfied	-
Not satisfied	-
Completely dissatisfied	-
Difficult to answer	-



4. Listed below there are 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?

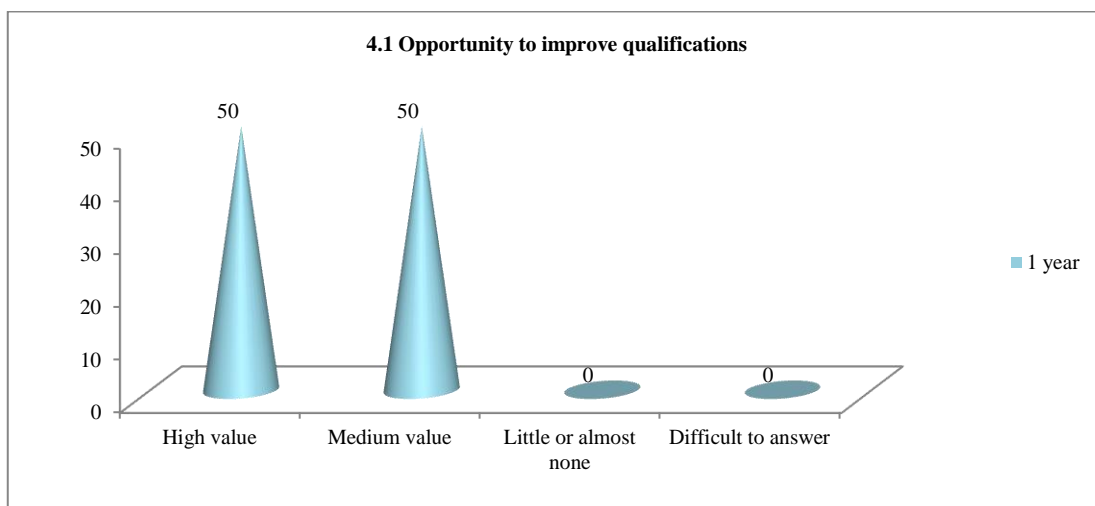
4.1 Opportunity to improve qualifications
4.2 Opportunity to work with highly competent colleagues
4.3 Opportunity to receive a high salary
4.4 Opportunity to work in comfortable working conditions
4.5 Opportunity to be promoted
4.6 Opportunity to develop your own ideas
4.7 Opportunity to be engaged 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 your professional field

Other (write your answer)_____

If you answered “Little or practically none” to the previous question, write why_____

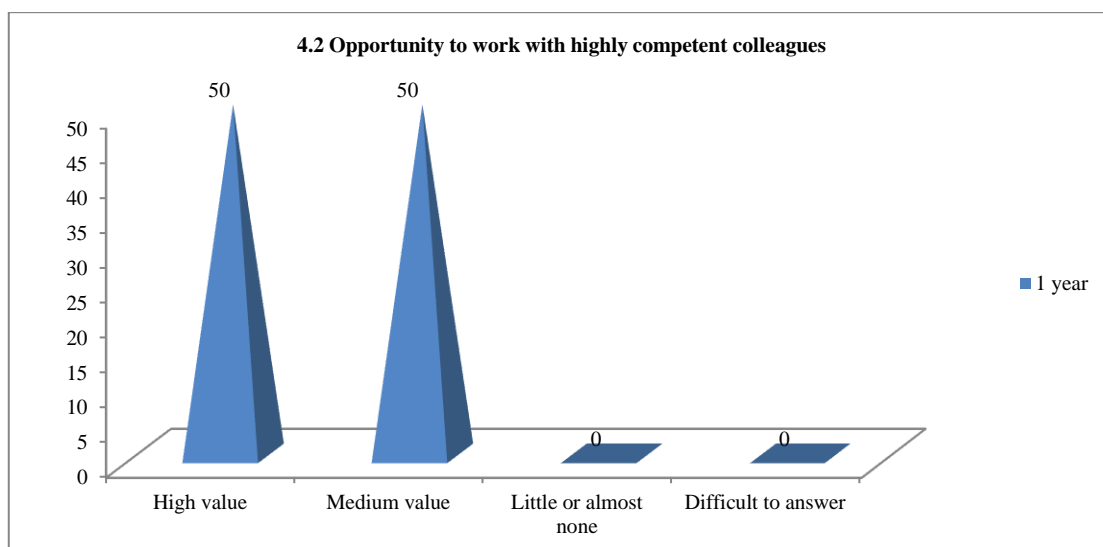
4.1 Opportunity to improve qualifications

Answer options	1 year
High value	50
Medium value	50
Little or almost none	-
Difficult to answer	-



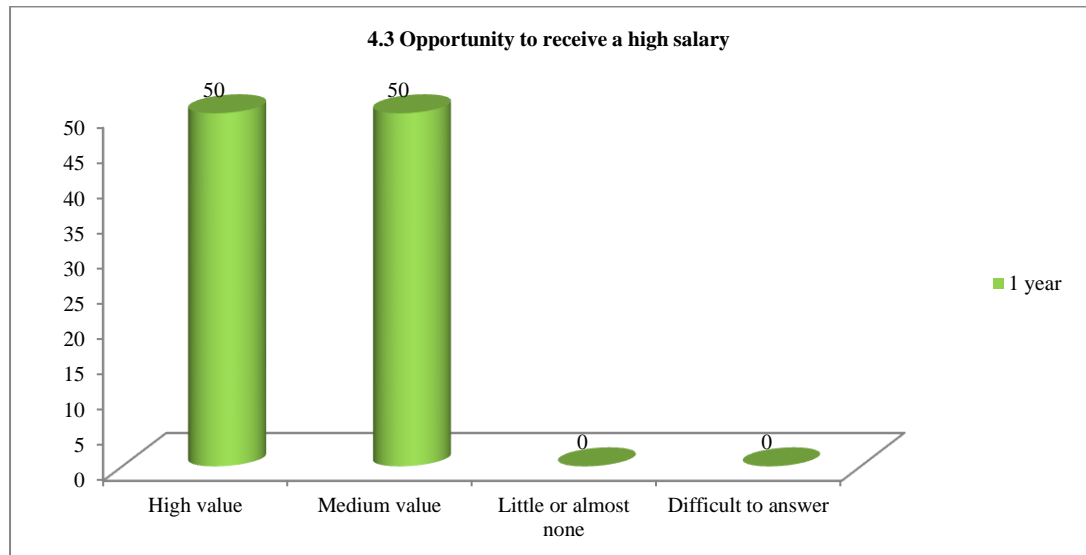
4.2 Opportunity to work with highly competent colleagues

Answer options	1 year
High value	50
Medium value	50
Little or almost none	-
Difficult to answer	-



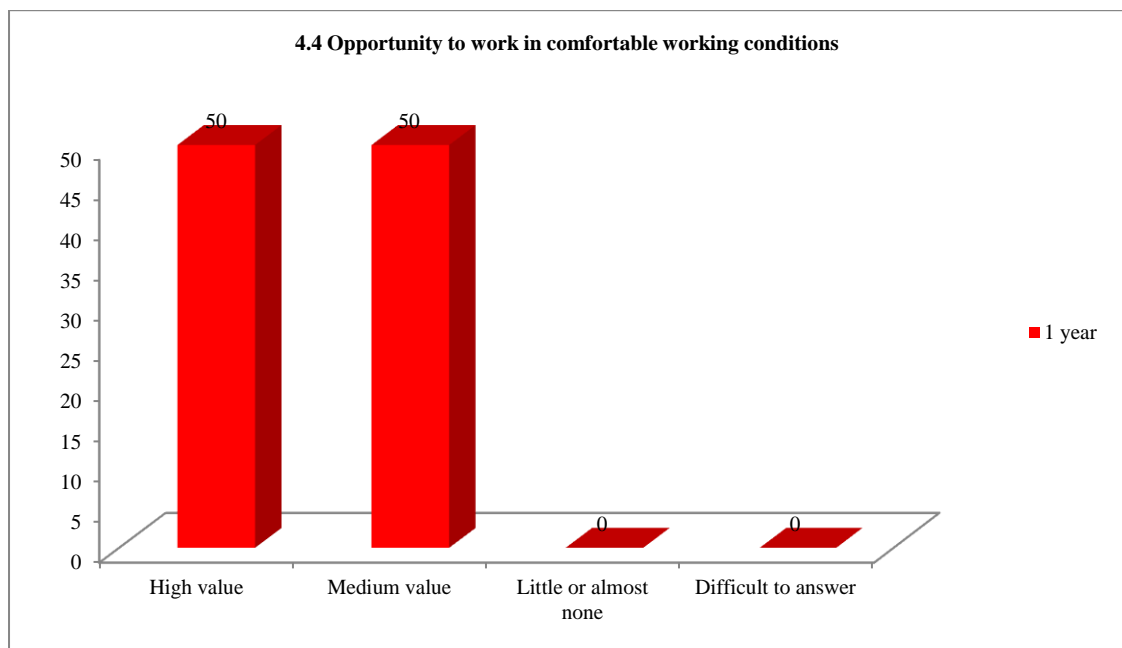
4.3 Opportunity to receive a high salary

Answer options	1 year
High value	50
Medium value	50
Little or almost none	-
Difficult to answer	-



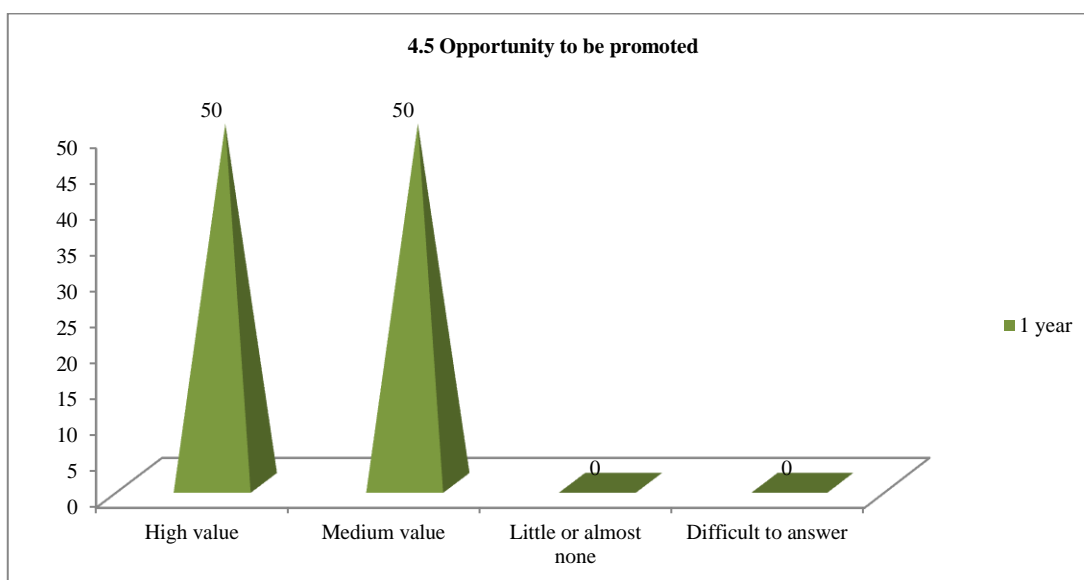
4.4 Opportunity to work in comfortable working conditions

Answer options	1 year
High value	50
Medium value	50
Little or almost none	-
Difficult to answer	-



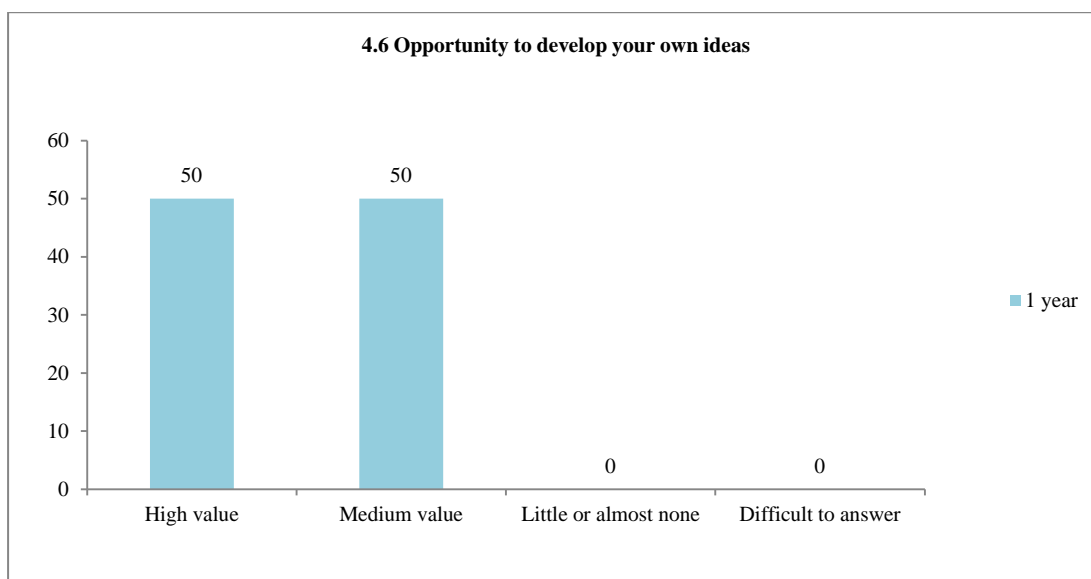
4.5 Opportunity to be promoted

Answer options	1 year
High value	50
Medium value	50
Little or almost none	-
Difficult to answer	-



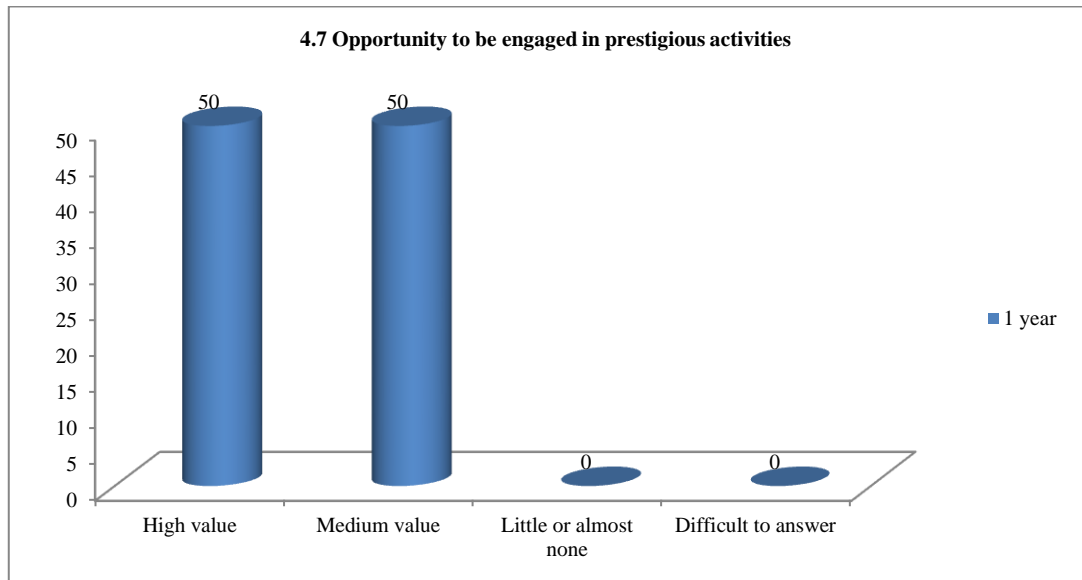
4.6 Opportunity to develop your own ideas

Answer options	1 year
High value	50
Medium value	50
Little or almost none	-
Difficult to answer	-



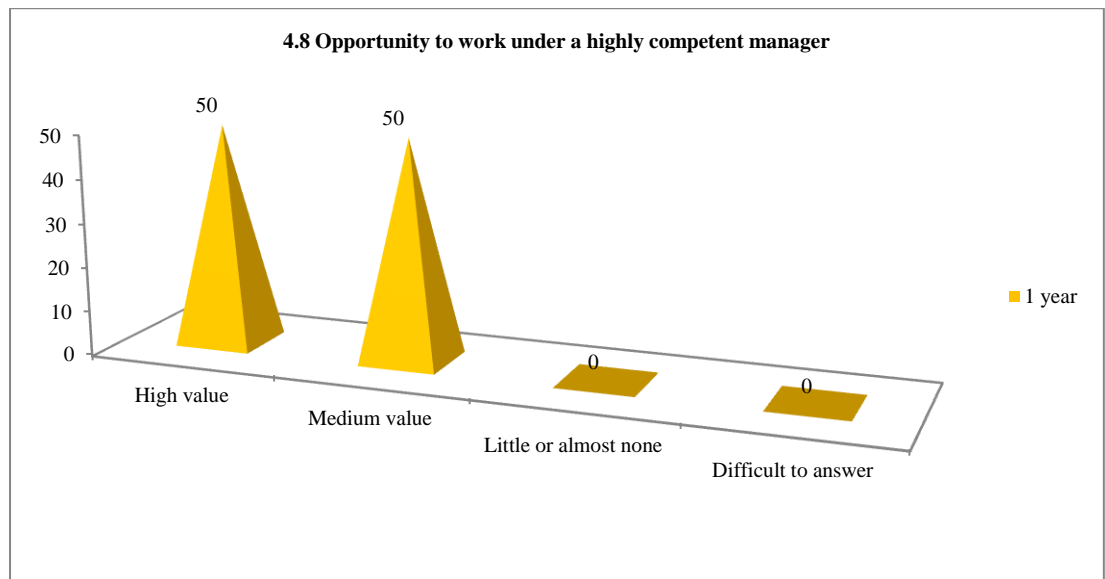
4.7 Opportunity to be engaged in prestigious activities

Answer options	1 year
High value	50
Medium value	50
Little or almost none	-
Difficult to answer	-



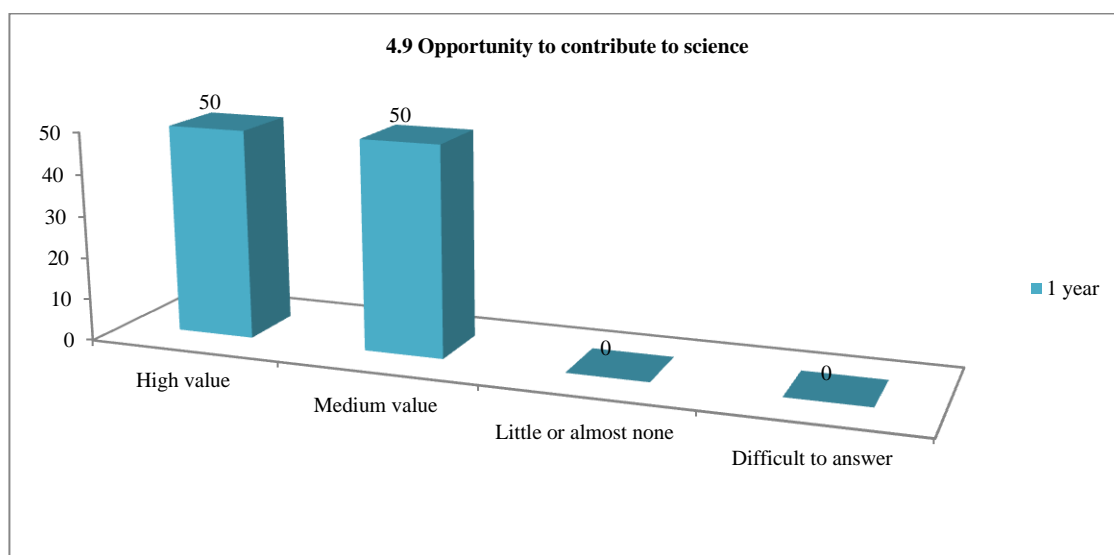
4.8 Opportunity to work under a highly competent manager

Answer options	1 year
High value	50
Medium value	50
Little or almost none	-
Difficult to answer	-



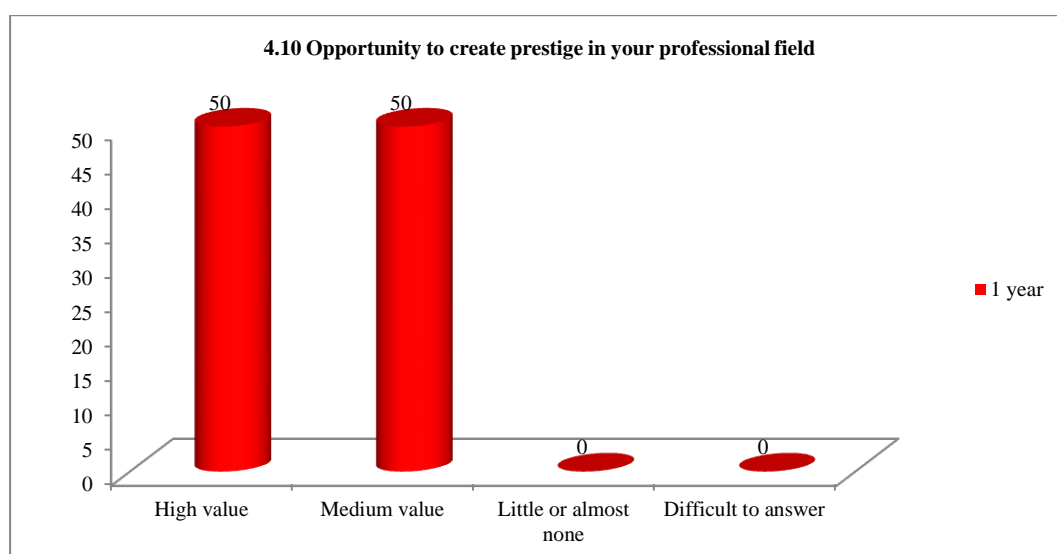
4.9 Opportunity to contribute to science

Answer options	1 year
High value	50
Medium value	50
Little or almost none	-
Difficult to answer	-



4.10 Opportunity to create prestige in your professional field

Answer options	1 year
High value	50
Medium value	50
Little or almost none	-
Difficult to answer	-



5. Are you satisfied with the level of availability of the University material and technical resources?

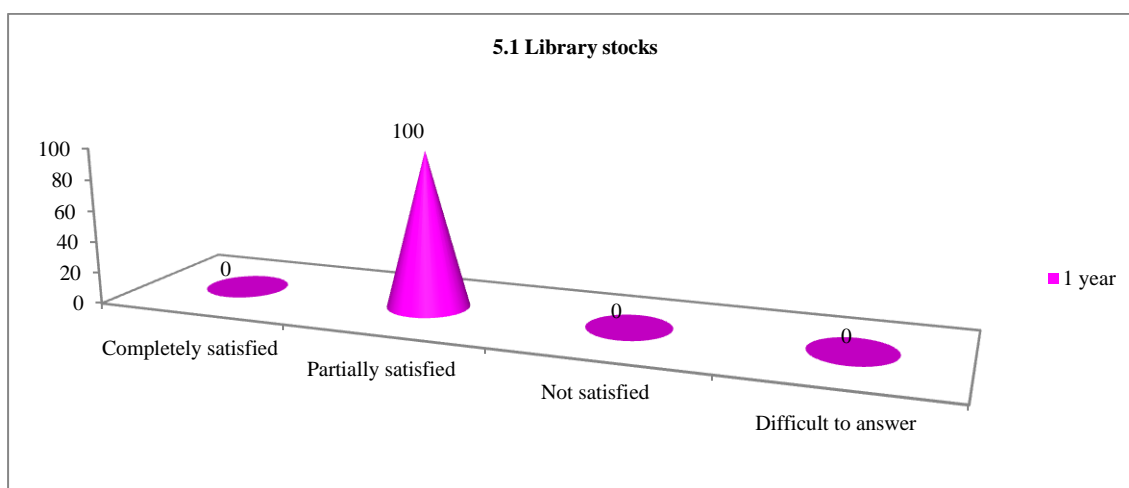
5.1 Library stocks
5.2 Equipment, computers needed for the educational process and scientific activities
5.3 Internet channel width, its speed
5.4 Organization of catering
5.5 Availability and condition of sports equipment
5.6 Living conditions in the hostel

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 ____.

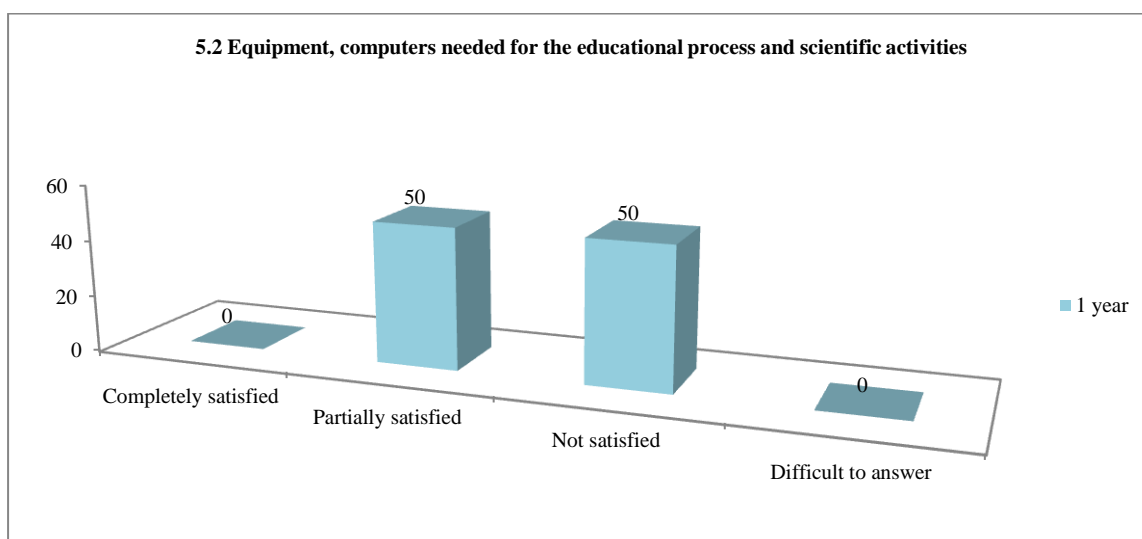
5.1 Library stocks

Answer options	1 year
Completely satisfied	-
Partially satisfied	100
Not satisfied	-
Difficult to answer	-



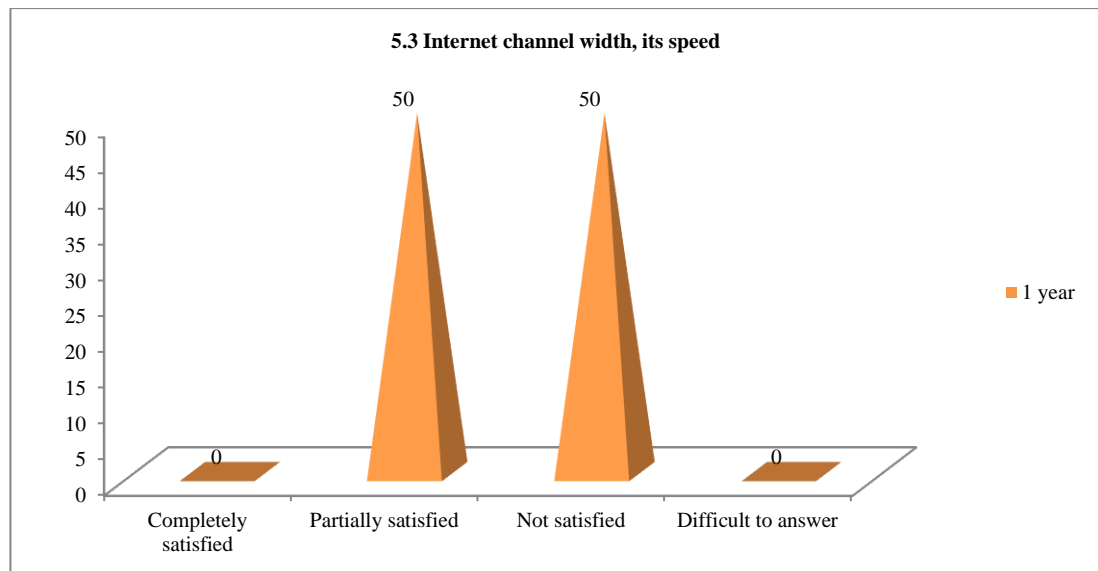
5.2 Equipment, computers needed for the educational process and scientific activities

Answer options	1 year
Completely satisfied	-
Partially satisfied	50
Not satisfied	50
Difficult to answer	-



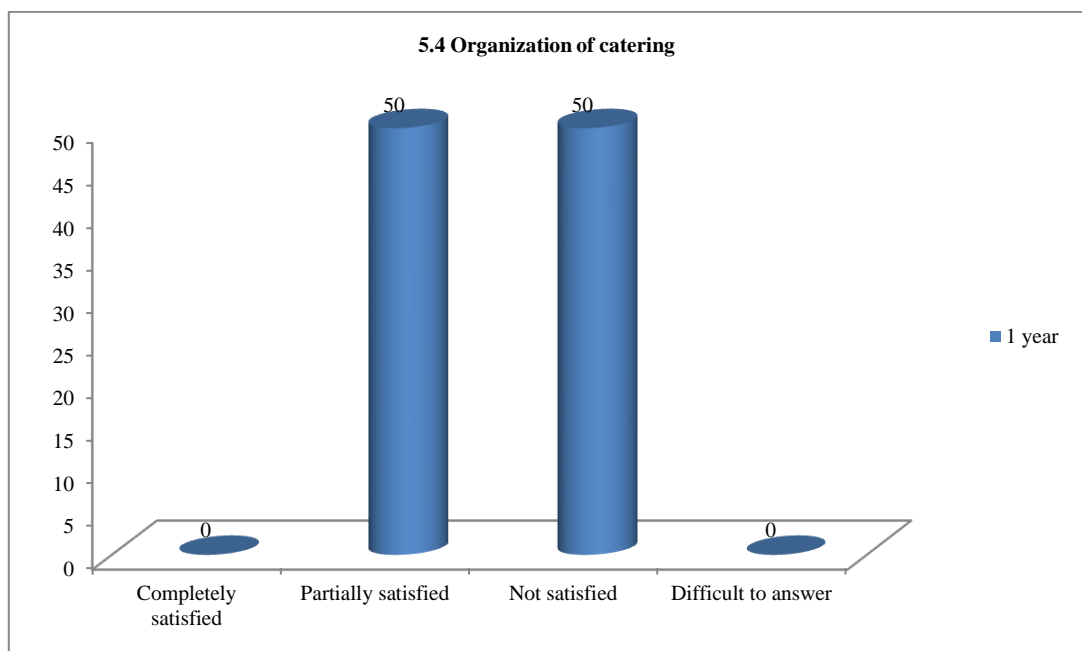
5.3 Internet channel width, its speed

Answer options	1 year
Completely satisfied	-
Partially satisfied	50
Not satisfied	50
Difficult to answer	-



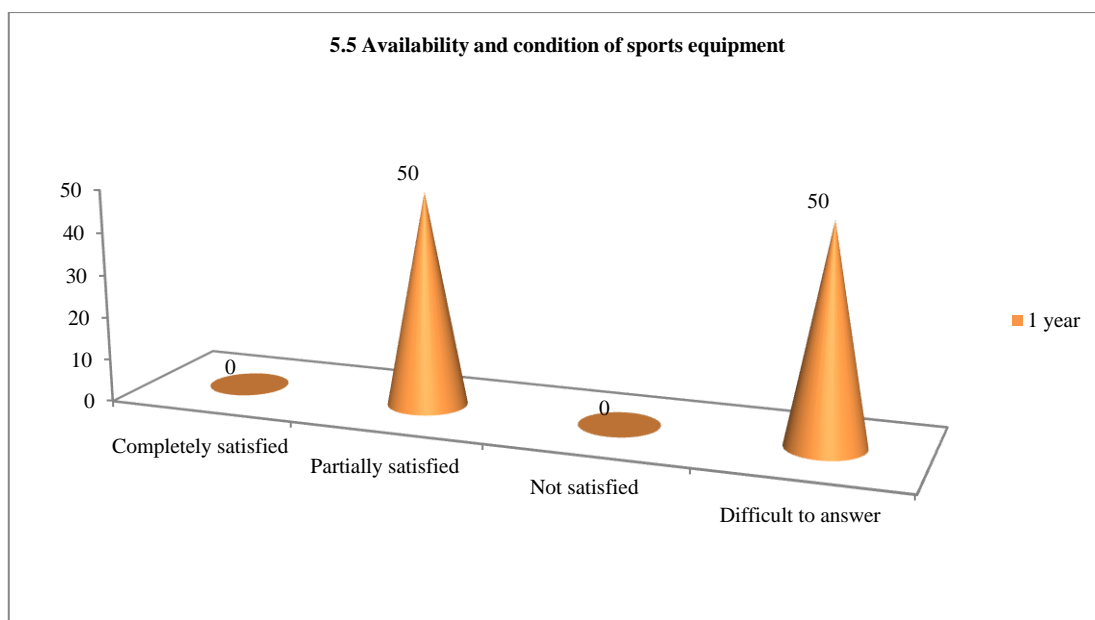
5.4 Organization of catering

Answer options	1 year
Completely satisfied	-
Partially satisfied	50
Not satisfied	50
Difficult to answer	-



5.5 Availability and condition of sports equipment

Answer options	1 year
Completely satisfied	-
Partially satisfied	50
Not satisfied	-
Difficult to answer	50



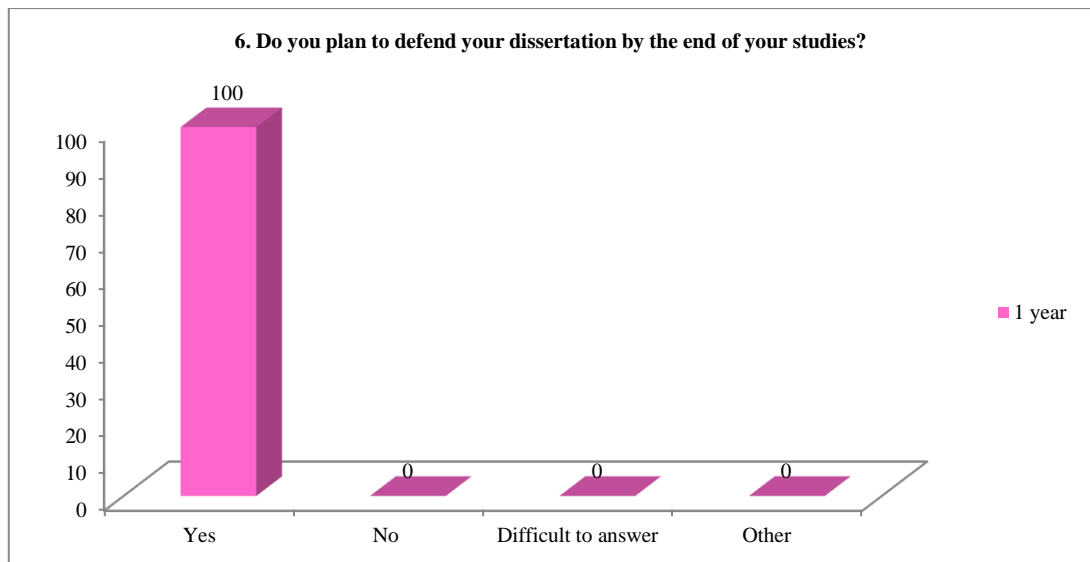
5.6 Living conditions in the hostel

Answer options	1 year
Completely satisfied	-
Partially satisfied	50
Not satisfied	-
Difficult to answer	50



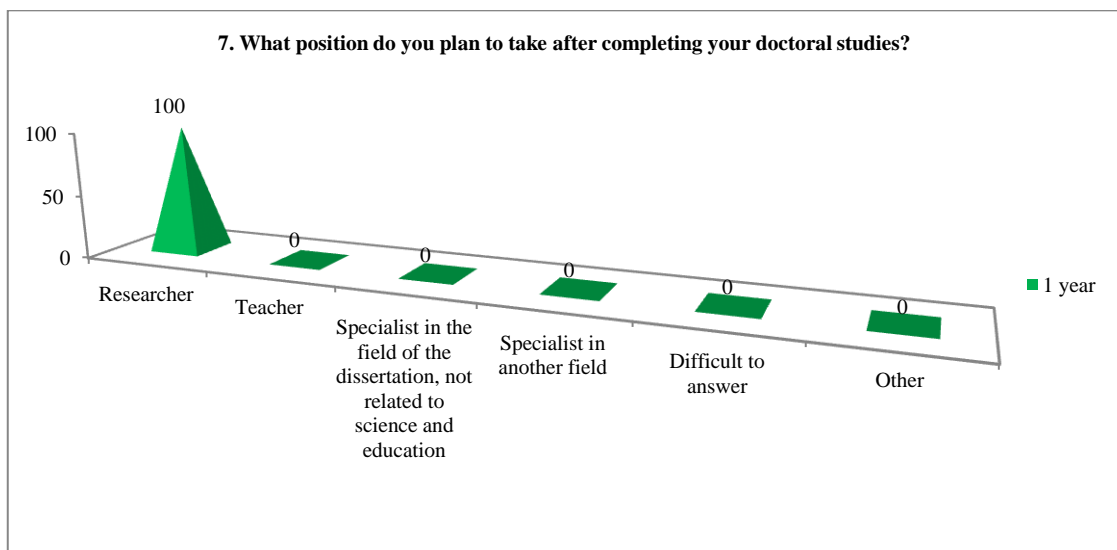
6. Do you plan to defend your dissertation by the end of your studies?

Answer options	1 year
Yes	100
No	-
Difficult to answer	-
Other	-



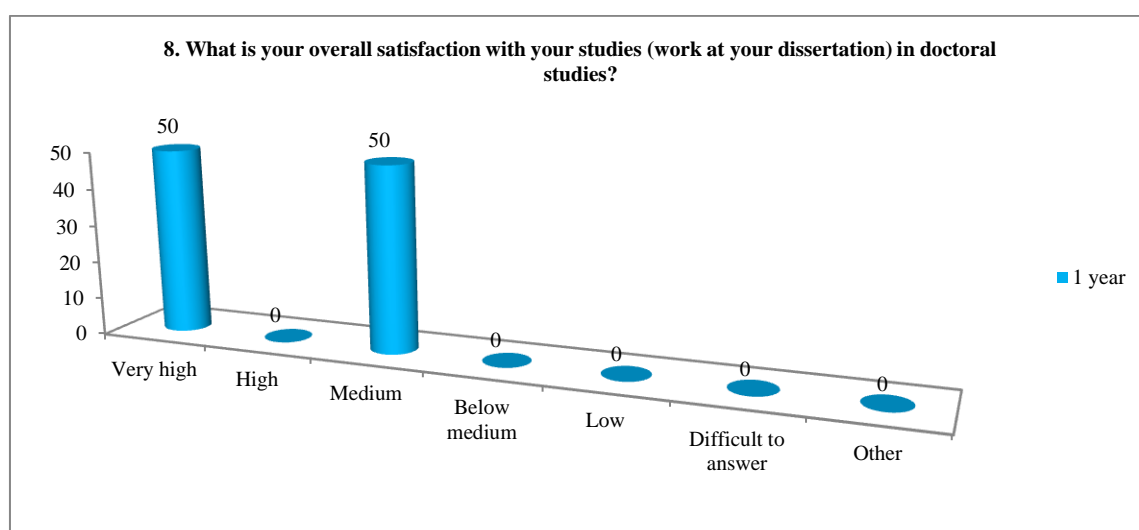
7. What position do you plan to take after completing your doctoral studies?

Answer options	1 year
Researcher	100
Teacher	-
Specialist in the field of the dissertation, not related to science and education	-
Specialist in another field	-
Difficult to answer	-
Other	-



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

Answer options	1 year
Very high	50
High	-
Medium	50
Below medium	-
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 the dissertation topics that correspond to their research interests. The survey also showed that they rate the professionalism and competence of their academic advisors very highly (100%); (100%) access to participation in departmental research projects, including funded ones; (100%) the University prompt response to their requests, as well as organizational, methodological and informational support in preparing 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.

Availability, completeness and reliability of the information of scientific events held at the University and beyond are rated by respondents at (100%). Doctoral students also rated organization and implementation of foreign internships well, as well as their effectiveness. 50% of respondents expressed satisfaction with these aspects. This indicates that the University organizes and implements foreign

internships well, 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.

Professional skills of domestic consultants in the field of research were rated by doctoral students at a very high level. All the seven criteria, including development and implementation of the research program, scientific contribution, collaboration, international reputation, adherence to the norms of academic integrity and ethics, the ability to publish research as a lead author, and determination of the methodology, were satisfied (100%) by the respondents.

Doctoral students' satisfaction with the professional skills of the foreign consultant in the field of research is on average (100%). The foreign consultant provides high-quality support and guidance to doctoral students, helping them to develop their research skills, expand their knowledge and achieve success in their projects. Overall, doctoral students are very satisfied with the professionalism and commitment of the consultant.

Opportunities that doctoral students attach great importance to in their work were rated as follows:

- professional development (50%);
- working under a highly competent supervisor (50%);
- comfortable working conditions (50%);
- career advancement (50%);
- developing their own ideas (50%);
- contribution to science (50%);
- creation of prestige in the professional sphere (50%);
- engagement in prestigious activities (50%);
- receiving a high salary (50%);
- cooperation with highly competent colleagues (50%).

The level of availability of the University material and technical resources is assessed as satisfactory (58.3%). Library stocks, equipment and computers for the educational process and research 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?" 100% of respondents chose the answer "Yes".

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

In general, respondents highly (100%) rated their satisfaction with their studies (work on their dissertation) in doctoral studies.

The overall satisfaction of doctoral students in the specialty "Mine Surveying" with educational services is **91,6%**, which indicates a high level of satisfaction of students in general, despite individual problems and areas for improvement.

Recommendations:

The head of the department should familiarize and discuss the results of the survey with employees and doctoral students, if necessary, develop an action plan to improve the quality of educational services.

Doctoral students can request the survey results by e-mail from the Quality management and accreditation center cqma@ktu.edu.kz.