

Report on the survey results  
«**Doctoral students’ satisfaction with educational services**»  
for the 2024–2025 ac. year  
educational program:  
**8D07302 Production of building materials, products, and structures**

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 9 respondents participated in the survey, representing 90% 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

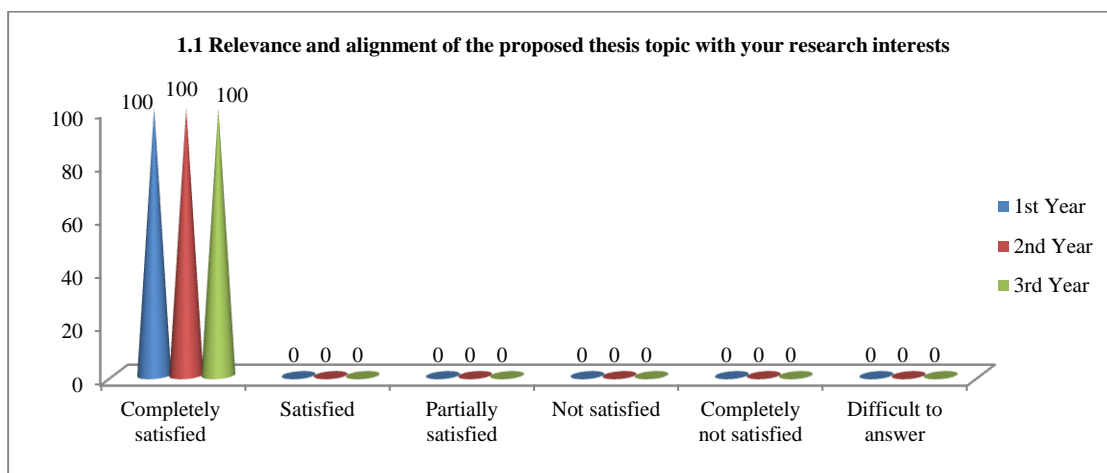
Other (please specify) \_\_\_\_\_

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

Indicators:

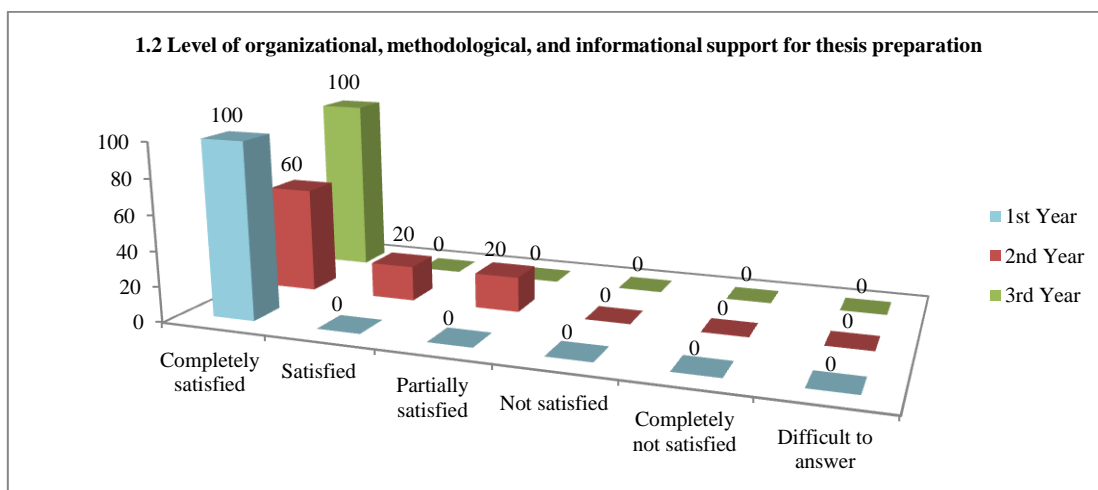
## 1.1 Relevance and alignment of the proposed thesis topic with your research interests

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



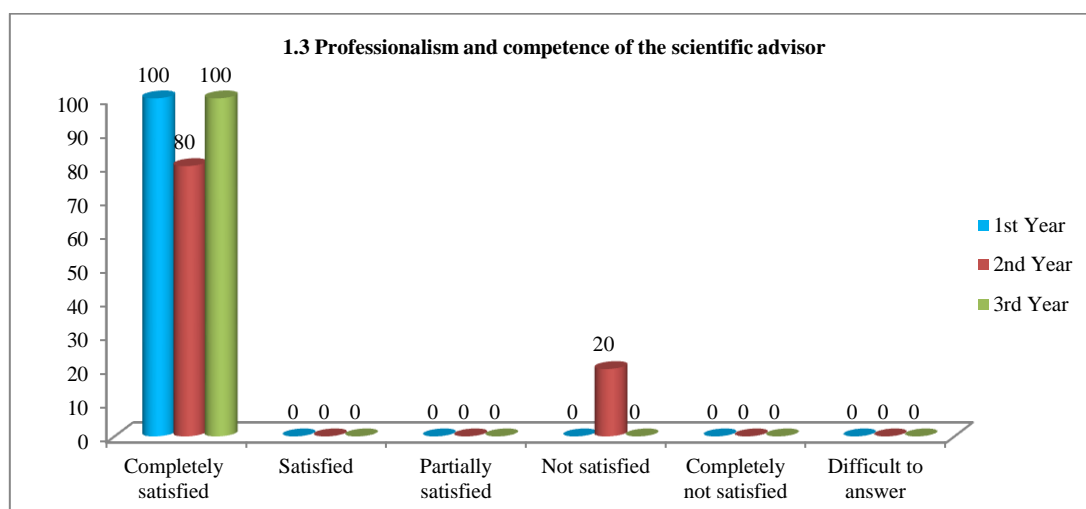
## 1.2 Level of organizational, methodological, and informational support for thesis preparation

Response Options	1st Year	2nd Year	3rd Year
Completely satisfied	100	60	100
Satisfied	-	20	-
Partially satisfied	-	20	-
Not satisfied	-	-	-
Completely not satisfied	-	-	-
Difficult to answer	-	-	-



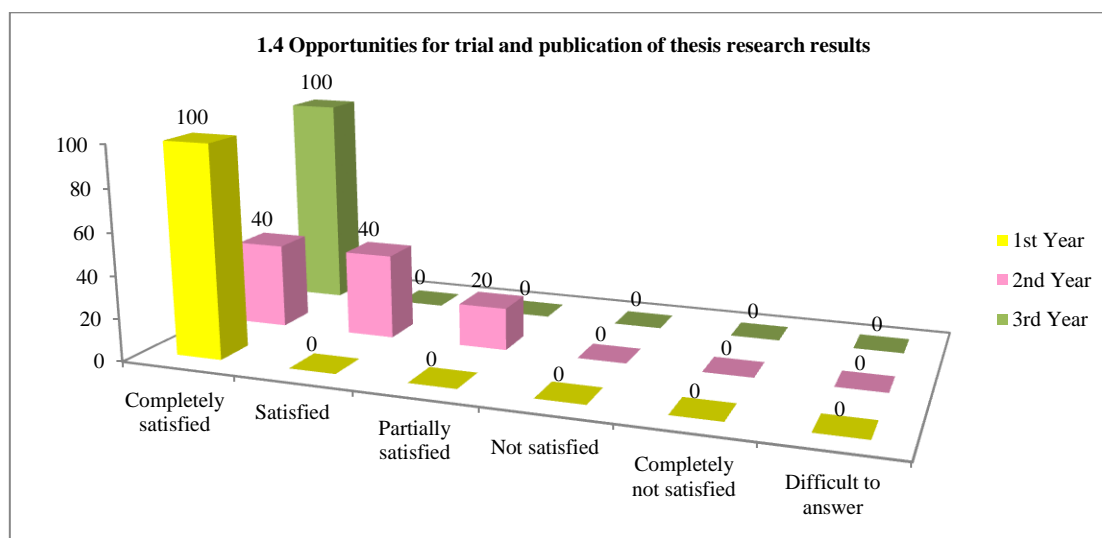
### 1.3 Professionalism and competence of the scientific advisor

Response Options	1st Year	2nd Year	3rd Year
Completely satisfied	100	80	100
Satisfied	-	-	-
Partially satisfied	-	-	-
Not satisfied	-	20	-
Completely not satisfied	-	-	-
Difficult to answer	-	-	-



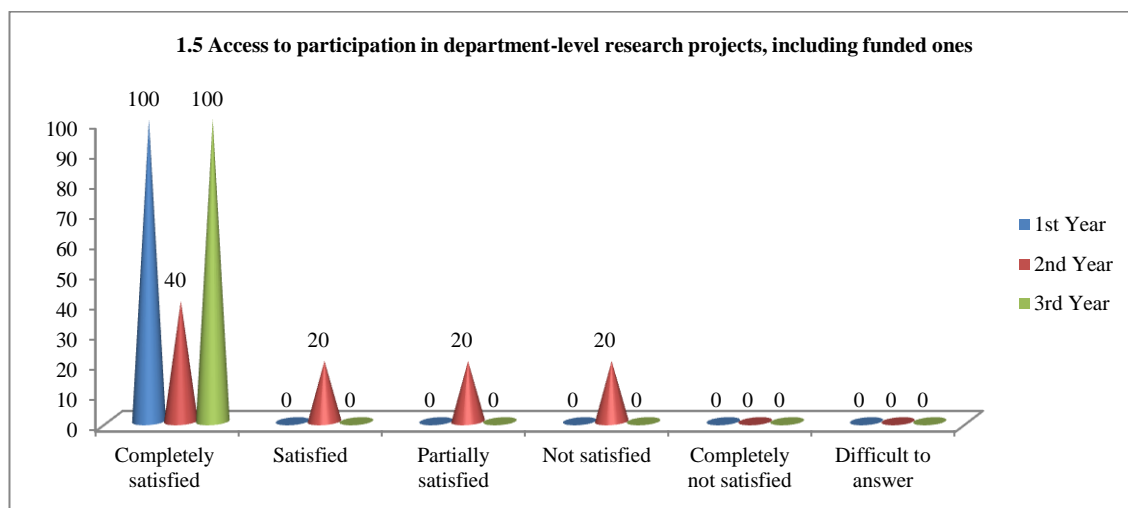
### 1.4 Opportunities for trial and publication of thesis research results

Response Options	1st Year	2nd Year	3rd Year
Completely satisfied	100	40	100
Satisfied	-	40	-
Partially satisfied	-	20	-
Not satisfied	-	-	-
Completely not satisfied	-	-	-
Difficult to answer	-	-	-



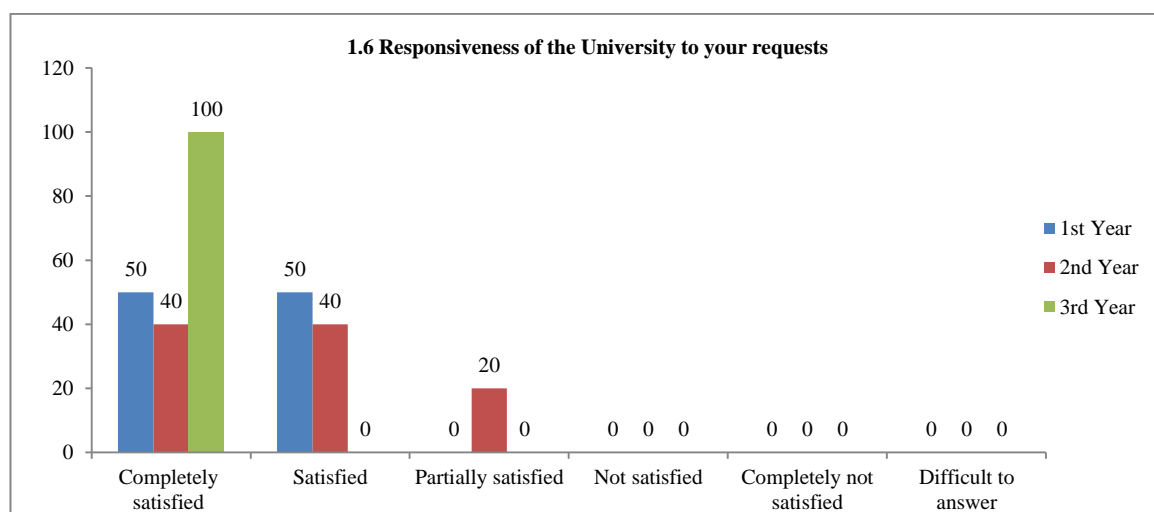
### 1.5 Access to participation in department-level research projects, including funded ones

Response Options	1st Year	2nd Year	3rd Year
Completely satisfied	100	40	100
Satisfied	-	20	-
Partially satisfied	-	20	-
Not satisfied	-	20	-
Completely not satisfied	-	-	-
Difficult to answer	-	-	-



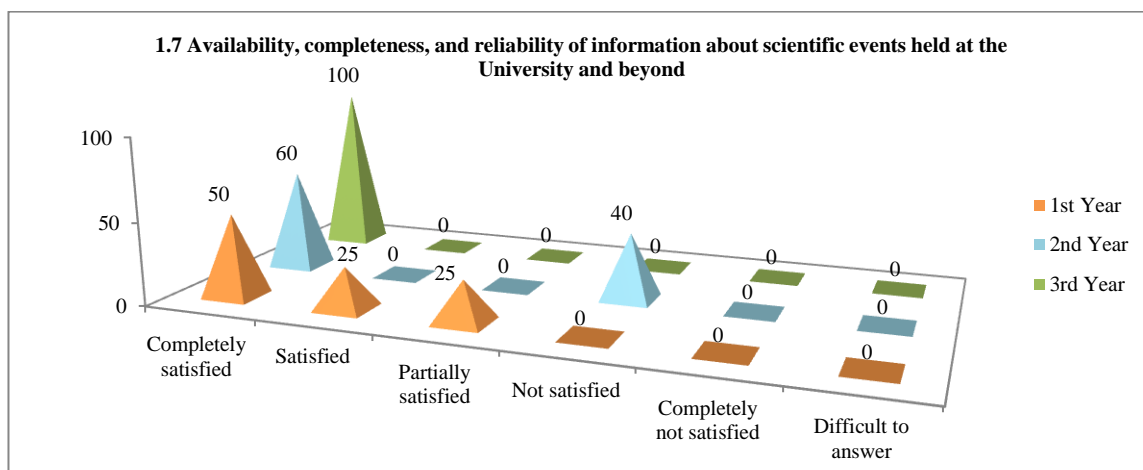
### 1.6 Responsiveness of the University to your requests

Response Options	1st Year	2nd Year	3rd Year
Completely satisfied	50	40	100
Satisfied	50	40	-
Partially satisfied	-	20	-
Not satisfied	-	-	-
Completely not satisfied	-	-	-
Difficult to answer	-	-	-



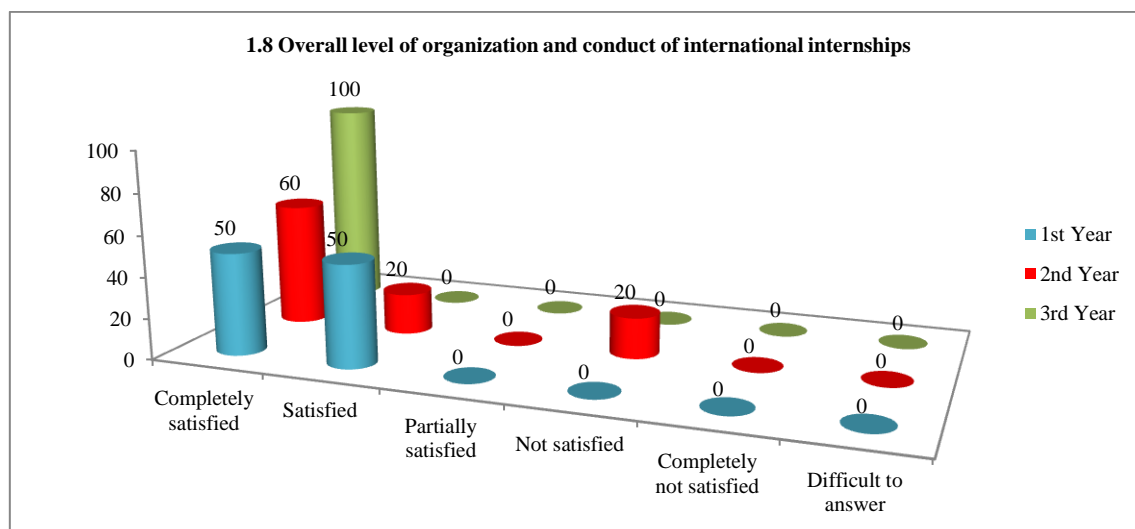
### 1.7 Availability, completeness, and reliability of information about scientific events held at the University and beyond

Response Options	1st Year	2nd Year	3rd Year
Completely satisfied	50	60	100
Satisfied	25	-	-
Partially satisfied	25	-	-
Not satisfied	-	40	-
Completely not satisfied	-	-	-
Difficult to answer	-	-	-



### 1.8 Overall level of organization and conduct of international internships

Response Options	1st Year	2nd Year	3rd Year
Completely satisfied	50	60	100
Satisfied	50	20	-
Partially satisfied	-	-	-
Not satisfied	-	20	-
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	50	80	100
Satisfied	50	-	-
Partially satisfied	-	-	-
Not satisfied	-	-	-
Completely not satisfied	-	-	-
Difficult to answer	-	20	-



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

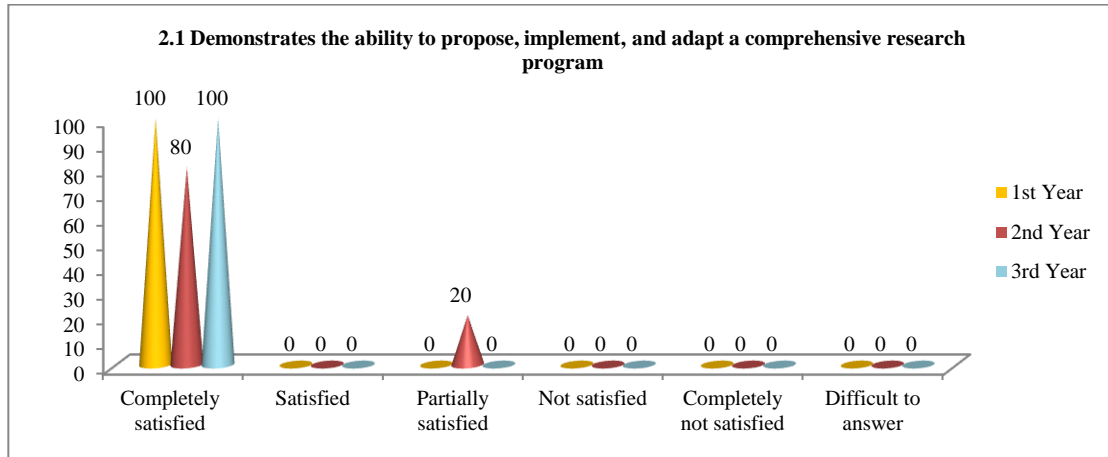
2.1 Demonstrates the ability to propose, implement, and adapt a comprehensive research program
2.2 Contributes to science through research reflected in cited national or international publications or patents
2.3 Has an international reputation in their field of research, maintains contacts within scientific 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\_\_\_\_\_

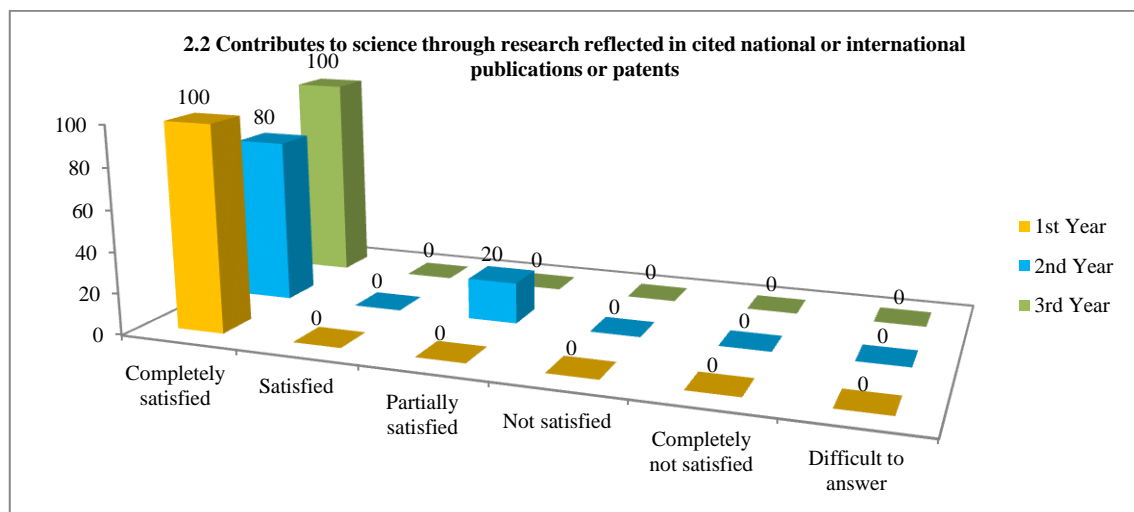
## 2.1 Demonstrates the ability to propose, implement, and adapt a comprehensive research program

Response Options	1st Year	2nd Year	3rd Year
Completely satisfied	100	80	100
Satisfied	-	-	-
Partially satisfied	-	20	-
Not satisfied	-	-	-
Completely not satisfied	-	-	-
Difficult to answer	-	-	-



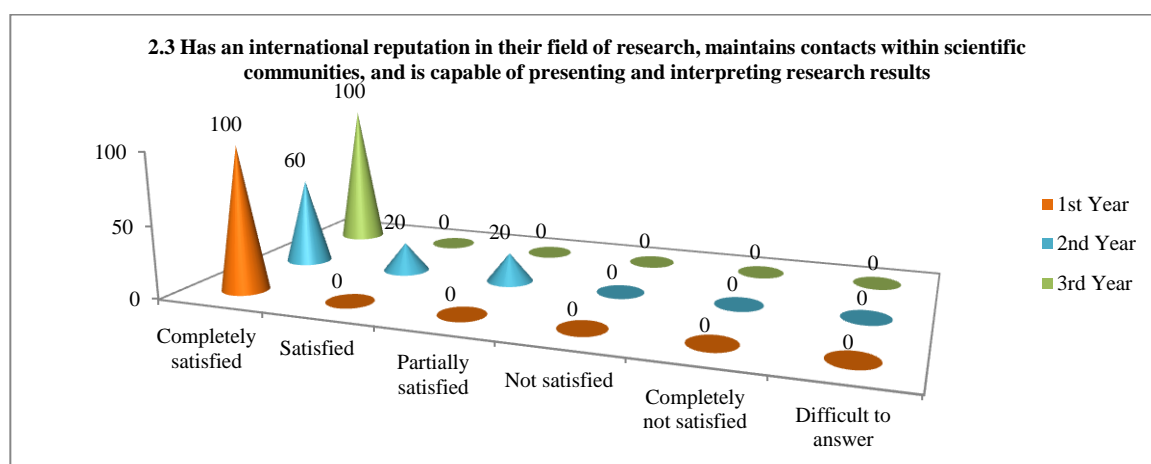
## 2.2 Contributes to science through research reflected in cited national or international publications or patents

Response Options	1st Year	2nd Year	3rd Year
Completely satisfied	100	80	100
Satisfied	-	-	-
Partially satisfied	-	20	-
Not satisfied	-	-	-
Completely not satisfied	-	-	-
Difficult to answer	-	-	-



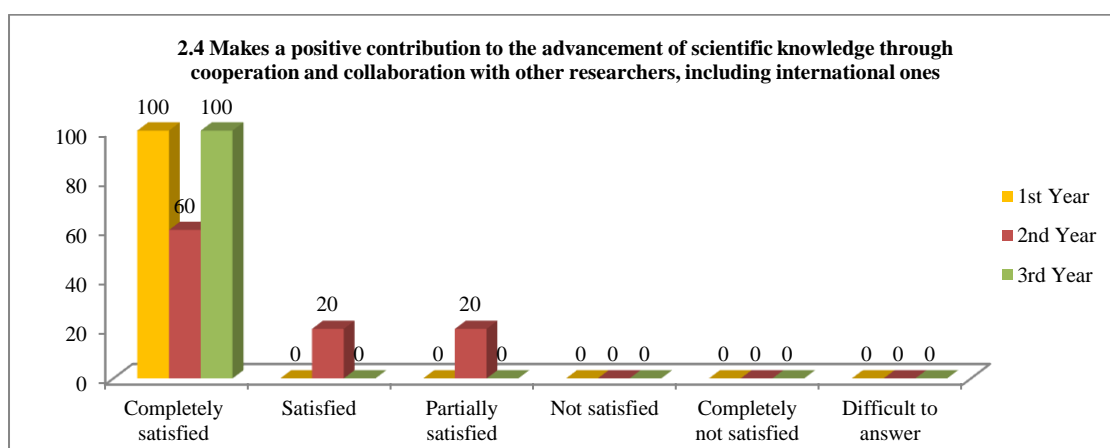
**2.3 Has an international reputation in their field of research, maintains contacts within scientific communities, and is capable of presenting and interpreting research results**

Response Options	1st Year	2nd Year	3rd Year
Completely satisfied	100	60	100
Satisfied	-	20	-
Partially satisfied	-	20	-
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 researchers, including international ones**

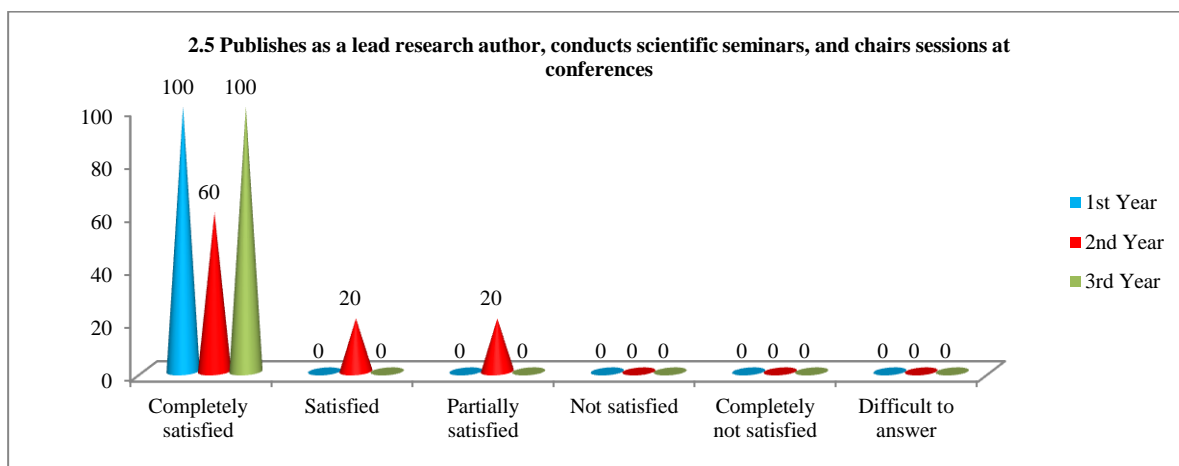
Response Options	1st Year	2nd Year	3rd Year
Completely satisfied	100	60	100
Satisfied	-	20	-
Partially satisfied	-	20	-
Not satisfied	-	-	-
Completely not satisfied	-	-	-
Difficult to answer	-	-	-





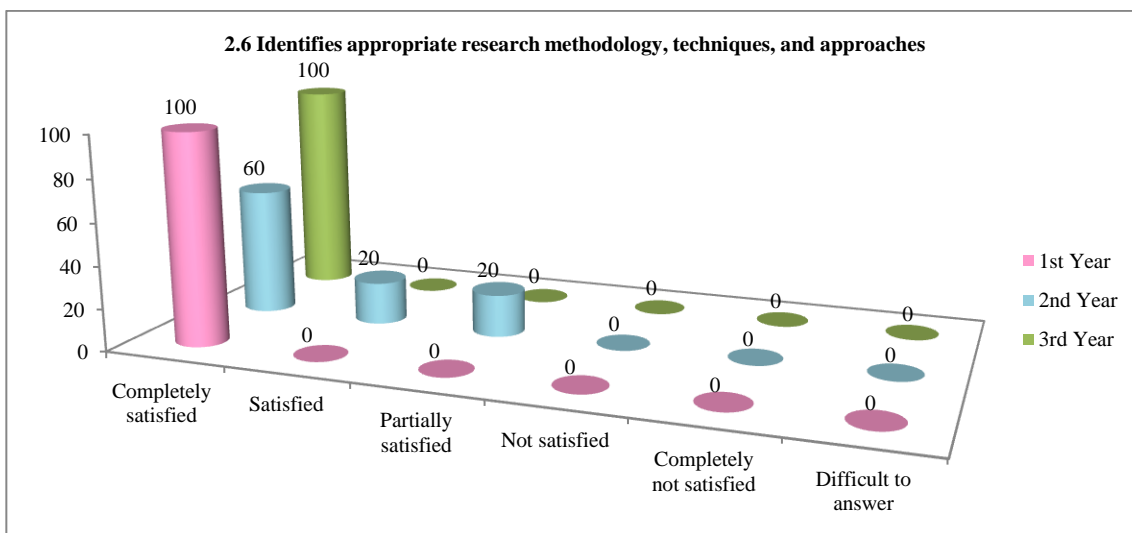
## 2.5 Publishes as a lead research author, conducts scientific seminars, and chairs sessions at conferences

Response Options	1st Year	2nd Year	3rd Year
Completely satisfied	100	60	100
Satisfied	-	20	-
Partially satisfied	-	20	-
Not satisfied	-	-	-
Completely not satisfied	-	-	-
Difficult to answer	-	-	-



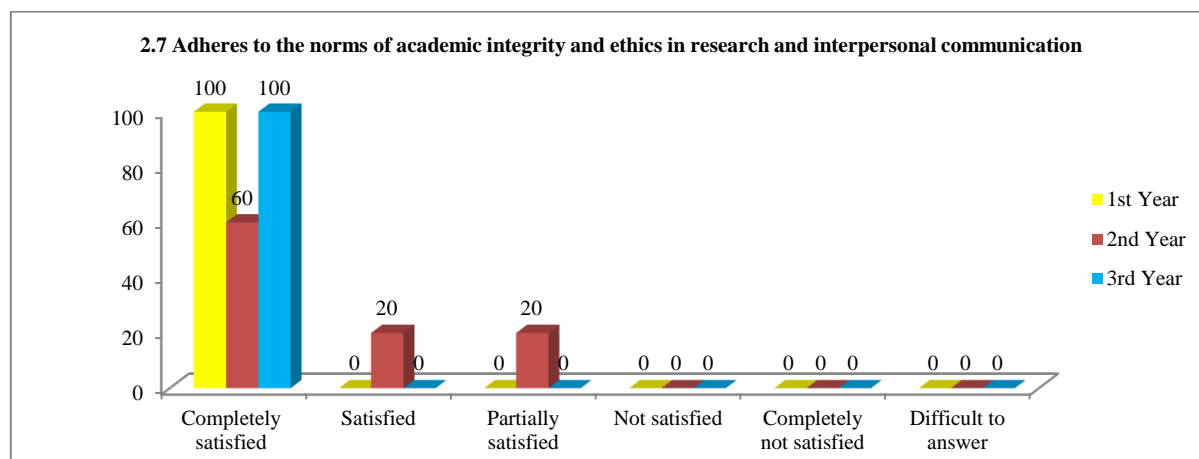
## 2.6 Identifies appropriate research methodology, techniques, and approaches

Response Options	1st Year	2nd Year	3rd Year
Completely satisfied	100	60	100
Satisfied	-	20	-
Partially satisfied	-	20	-
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	2nd Year	3rd Year
Completely satisfied	100	60	100
Satisfied	-	20	-
Partially satisfied	-	20	-
Not satisfied	-	-	-
Completely not satisfied	-	-	-
Difficult to answer	-	-	-



## 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 during international internships, guest lectures by the advisor, and traditional consultations
3.10 Adheres to academic integrity and ethics in research and interpersonal communication

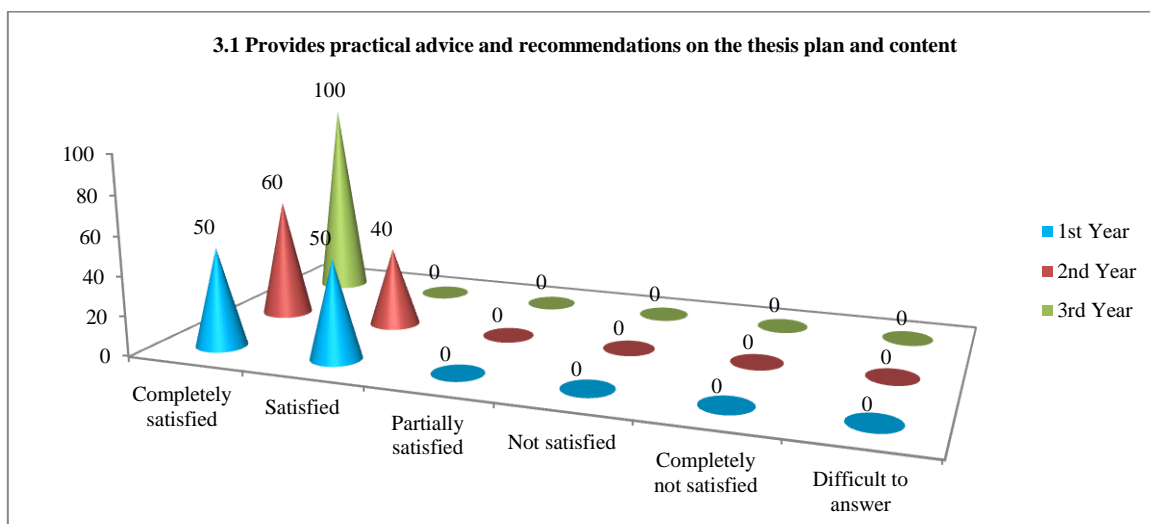
Other (please specify) \_\_\_\_\_

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:

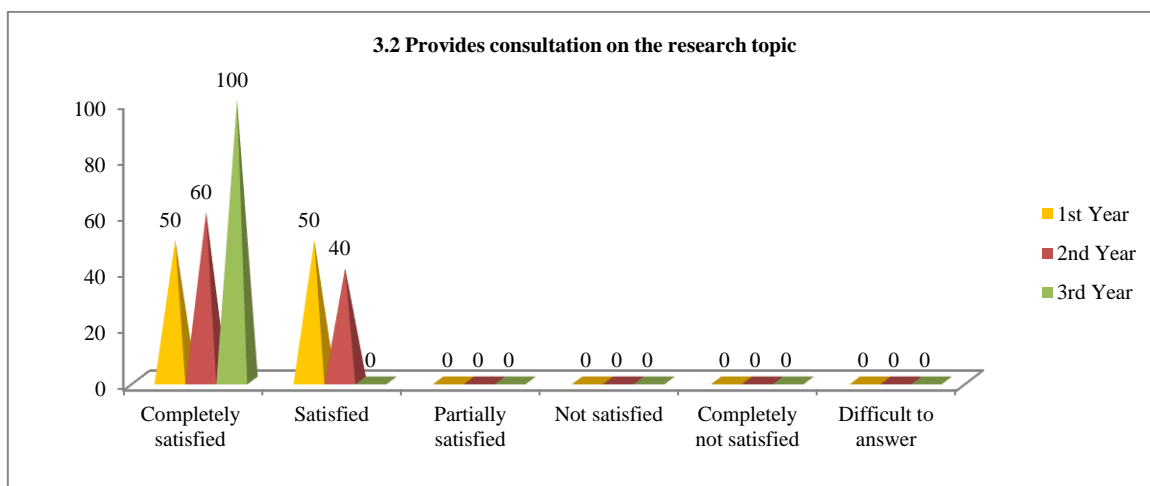
### 3.1 Provides practical advice and recommendations on the thesis plan and content

Response Options	1st Year	2nd Year	3rd Year
Completely satisfied	50	60	100
Satisfied	50	40	-
Partially satisfied	-	-	-
Not satisfied	-	-	-
Completely not satisfied	-	-	-
Difficult to answer	-	-	-



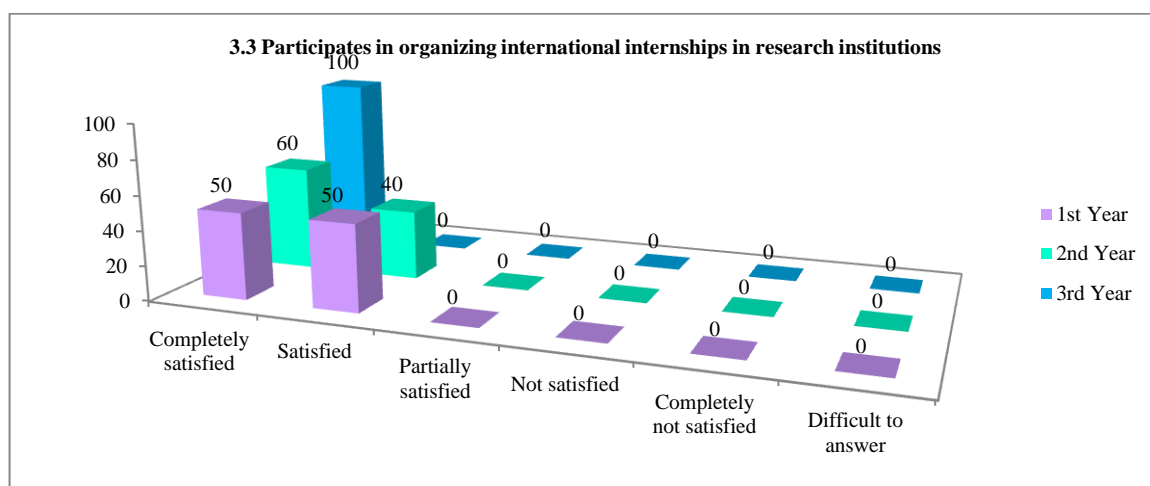
### 3.2 Provides consultation on the research topic

Response Options	1st Year	2nd Year	3rd Year
Completely satisfied	50	60	100
Satisfied	50	40	-
Partially satisfied	-	-	-
Not satisfied	-	-	-
Completely not satisfied	-	-	-
Difficult to answer	-	-	-



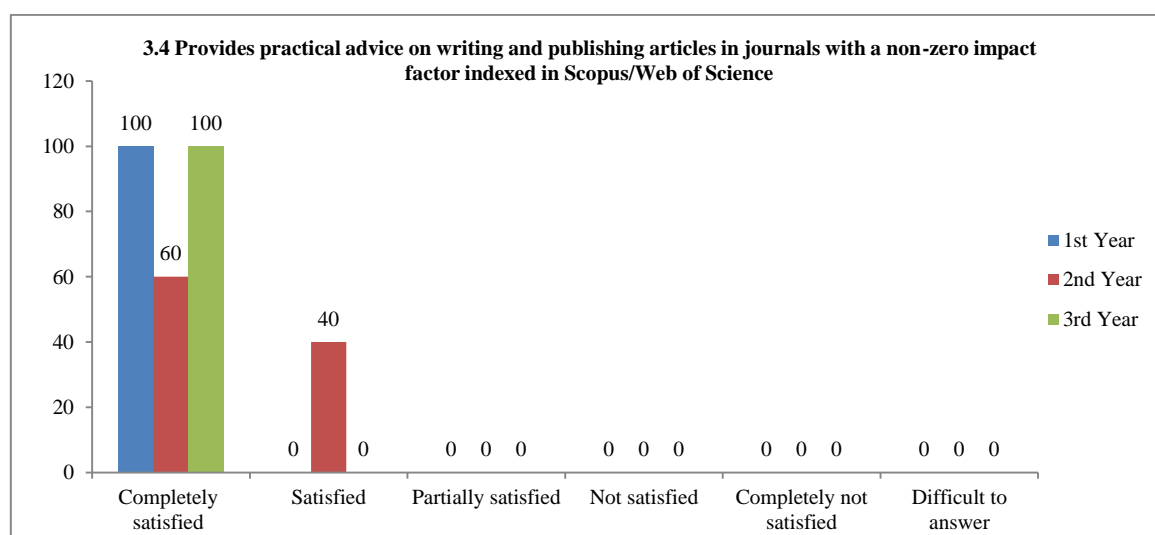
### 3.3 Participates in organizing international internships in research institutions

Response Options	1st Year	2nd Year	3rd Year
Completely satisfied	50	60	100
Satisfied	50	40	-
Partially satisfied	-	-	-
Not satisfied	-	-	-
Completely not satisfied	-	-	-
Difficult to answer	-	-	-



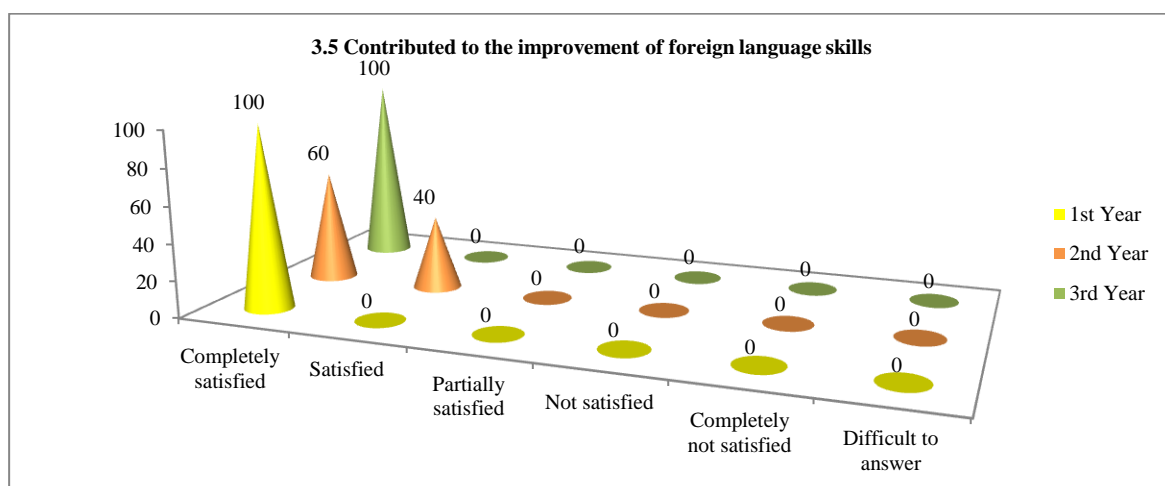
### 3.4 Provides practical advice on writing and publishing articles in journals with a non-zero impact factor indexed in Scopus/Web of Science

Response Options	1st Year	2nd Year	3rd Year
Completely satisfied	100	60	100
Satisfied	-	40	-
Partially satisfied	-	-	-
Not satisfied	-	-	-
Completely not satisfied	-	-	-
Difficult to answer	-	-	-



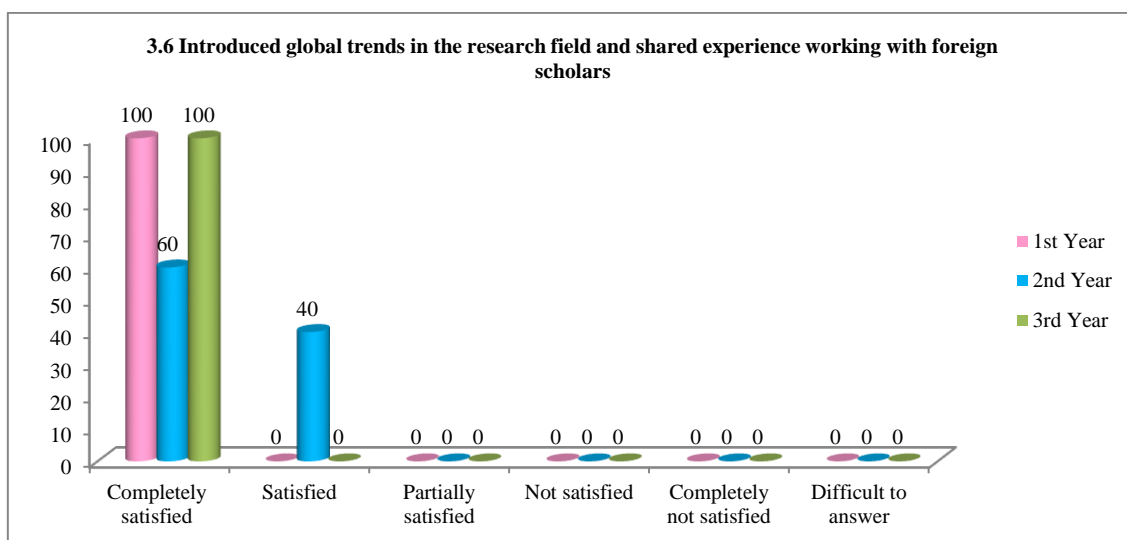
### 3.5 Contributed to the improvement of foreign language skills

Response Options	1st Year	2nd Year	3rd Year
Completely satisfied	100	60	100
Satisfied	-	40	-
Partially satisfied	-	-	-
Not satisfied	-	-	-
Completely not satisfied	-	-	-
Difficult to answer	-	-	-



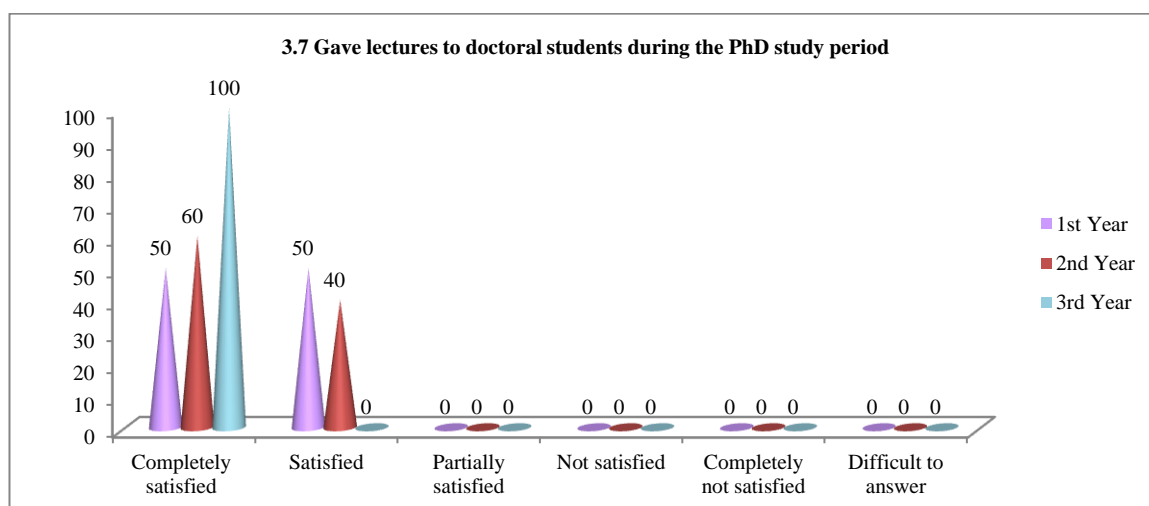
### 3.6 Introduced global trends in the research field and shared experience working with foreign scholars

Response Options	1st Year	2nd Year	3rd Year
Completely satisfied	100	60	100
Satisfied	-	40	-
Partially satisfied	-	-	-
Not satisfied	-	-	-
Completely not satisfied	-	-	-
Difficult to answer	-	-	-



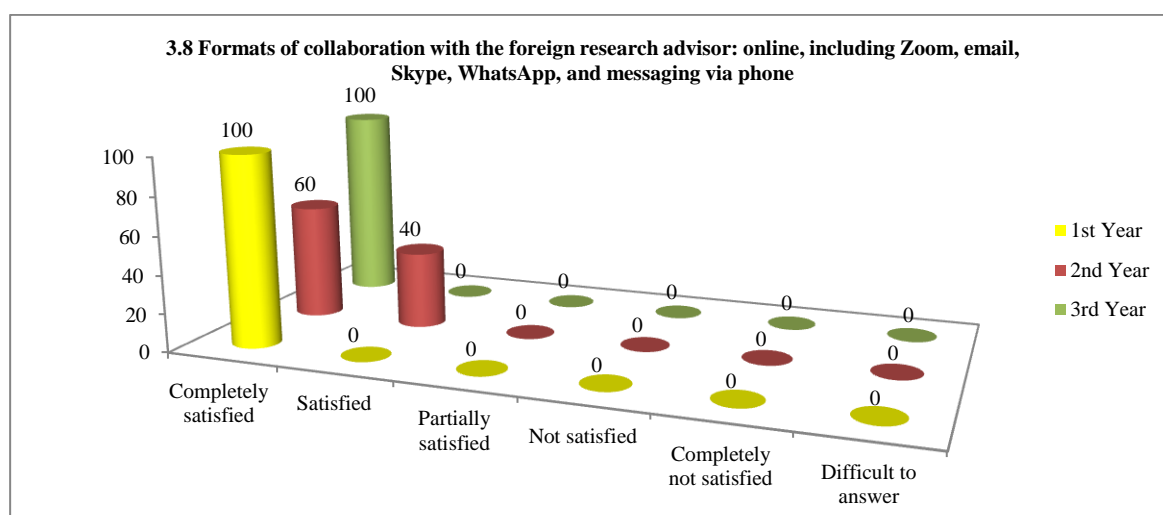
### 3.7 Gave lectures to doctoral students during the PhD study period

Response Options	1st Year	2nd Year	3rd Year
Completely satisfied	50	60	100
Satisfied	50	40	-
Partially satisfied	-	-	-
Not satisfied	-	-	-
Completely not satisfied	-	-	-
Difficult to answer	-	-	-



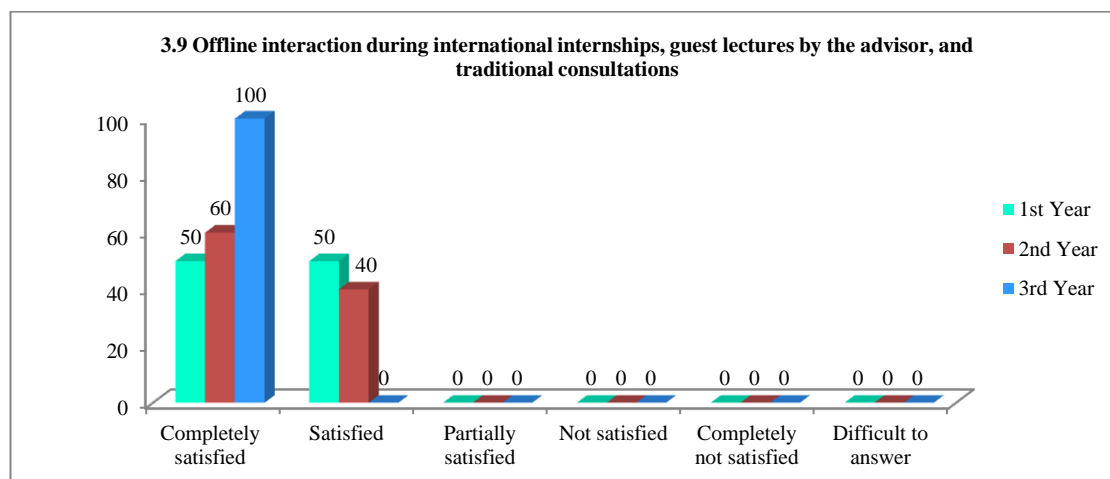
### 3.8 Formats of collaboration with the foreign research advisor: online, including Zoom, email, Skype, WhatsApp, and messaging via phone

Response Options	1st Year	2nd Year	3rd Year
Completely satisfied	100	60	100
Satisfied	-	40	-
Partially satisfied	-	-	-
Not satisfied	-	-	-
Completely not satisfied	-	-	-
Difficult to answer	-	-	-



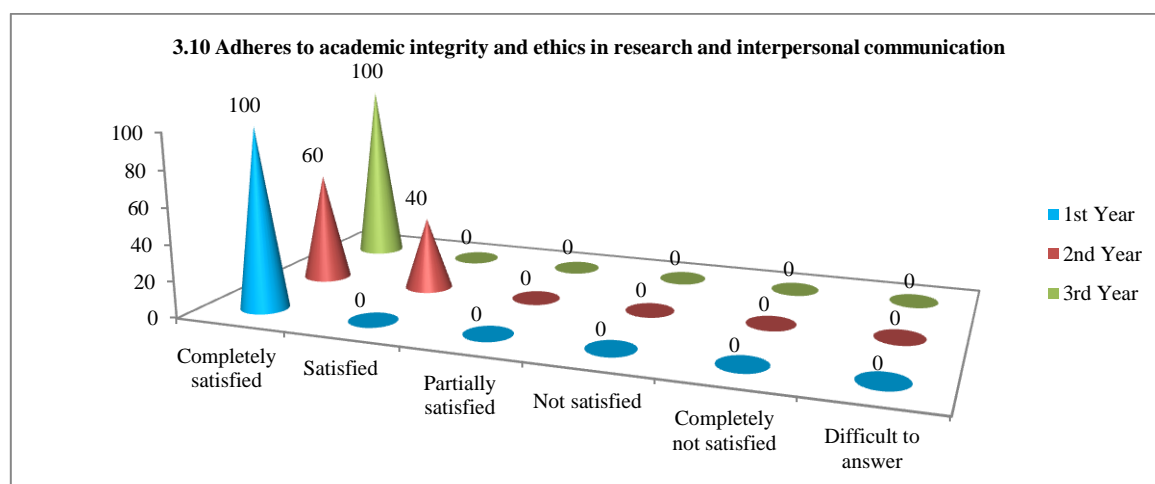
### 3.9 Offline interaction during international internships, guest lectures by the advisor, and traditional consultations

Response Options	1st Year	2nd Year	3rd Year
Completely satisfied	50	60	100
Satisfied	50	40	-
Partially satisfied	-	-	-
Not satisfied	-	-	-
Completely not satisfied	-	-	-
Difficult to answer	-	-	-



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

Response Options	1st Year	2nd Year	3rd Year
Completely satisfied	100	60	100
Satisfied	-	40	-
Partially satisfied	-	-	-
Not satisfied	-	-	-
Completely not satisfied	-	-	-
Difficult to answer	-	-	-



**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

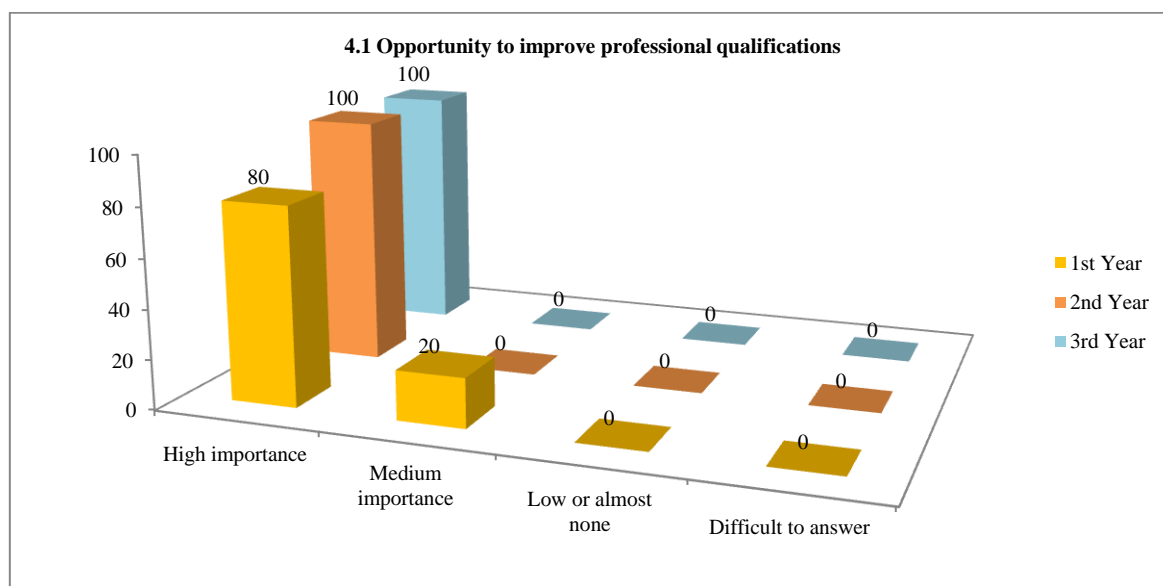
Other (please specify) \_\_\_\_\_

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

Indicators:

#### **4.1 Opportunity to improve professional qualifications**

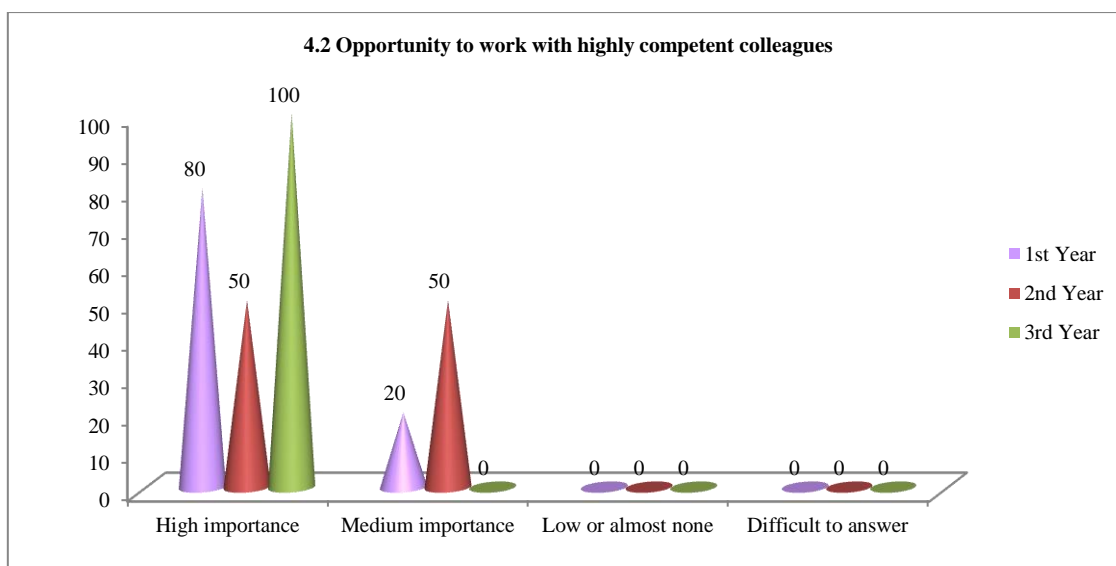
<b>Response Options</b>	<b>1st Year</b>	<b>2nd Year</b>	<b>3rd Year</b>
High importance	80	100	100
Medium importance	20	-	-
Low or almost none	-	-	-
Difficult to answer	-	-	-





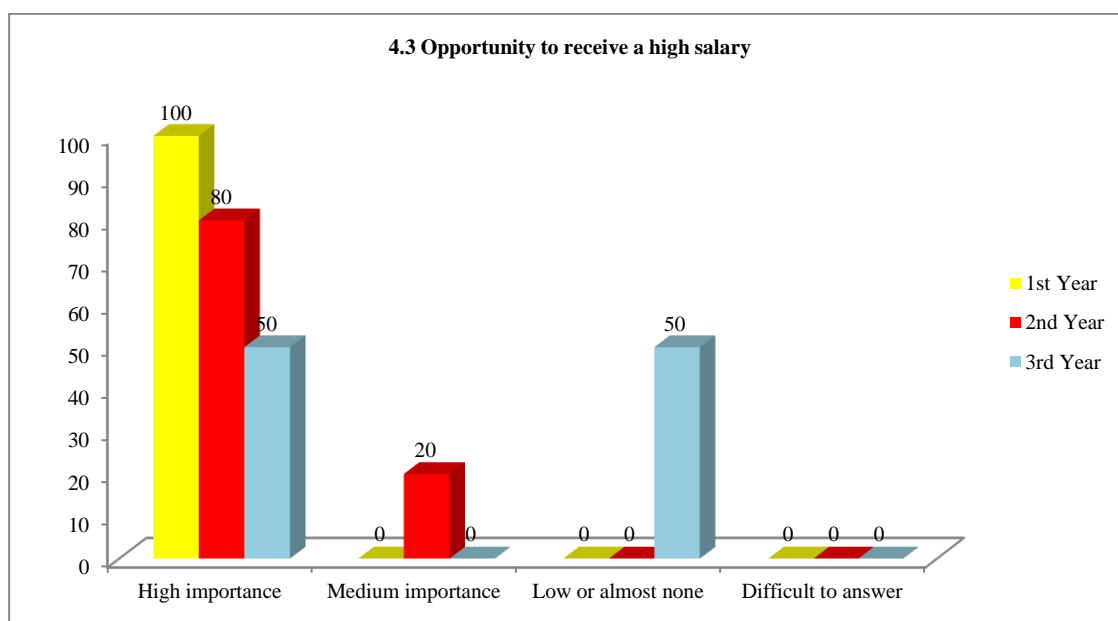
## 4.2 Opportunity to work with highly competent colleagues

Response Options	1st Year	2nd Year	3rd Year
High importance	80	50	100
Medium importance	20	50	-
Low or almost none	-	-	-
Difficult to answer	-	-	-



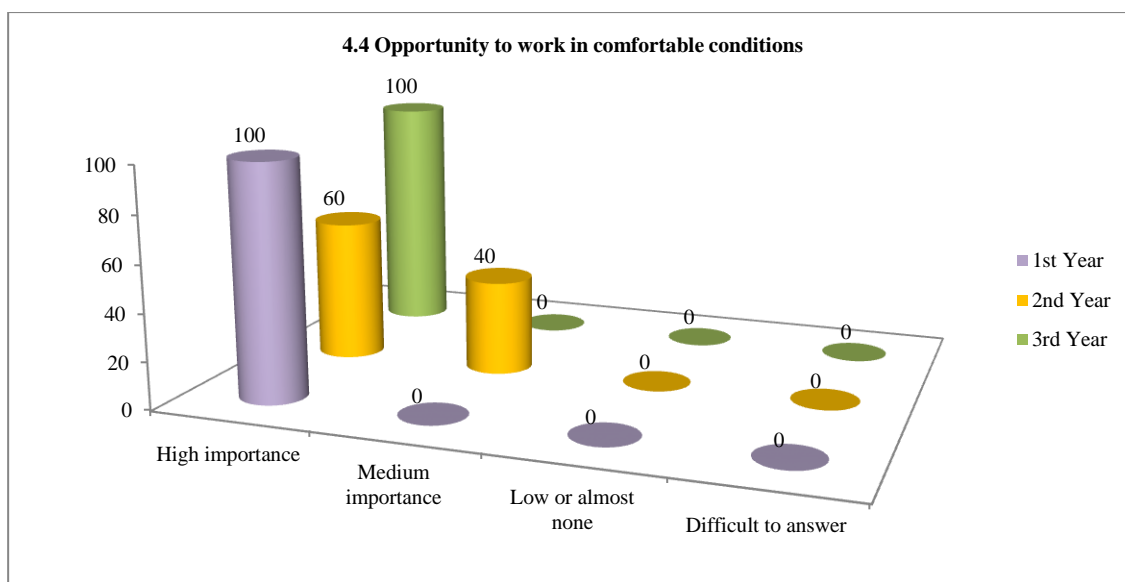
## 4.3 Opportunity to receive a high salary

Response Options	1st Year	2nd Year	3rd Year
High importance	100	80	50
Medium importance	-	20	-
Low or almost none	-	-	50
Difficult to answer	-	-	-



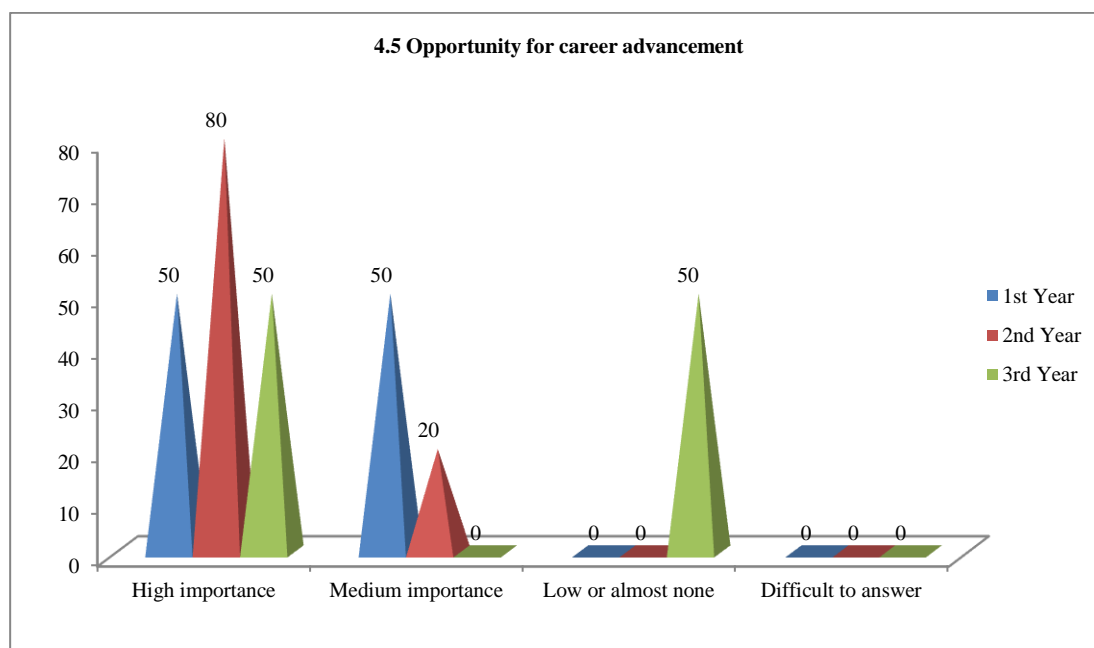
#### 4.4 Opportunity to work in comfortable conditions

Response Options	1st Year	2nd Year	3rd Year
High importance	100	60	100
Medium importance	-	40	-
Low or almost none	-	-	-
Difficult to answer	-	-	-



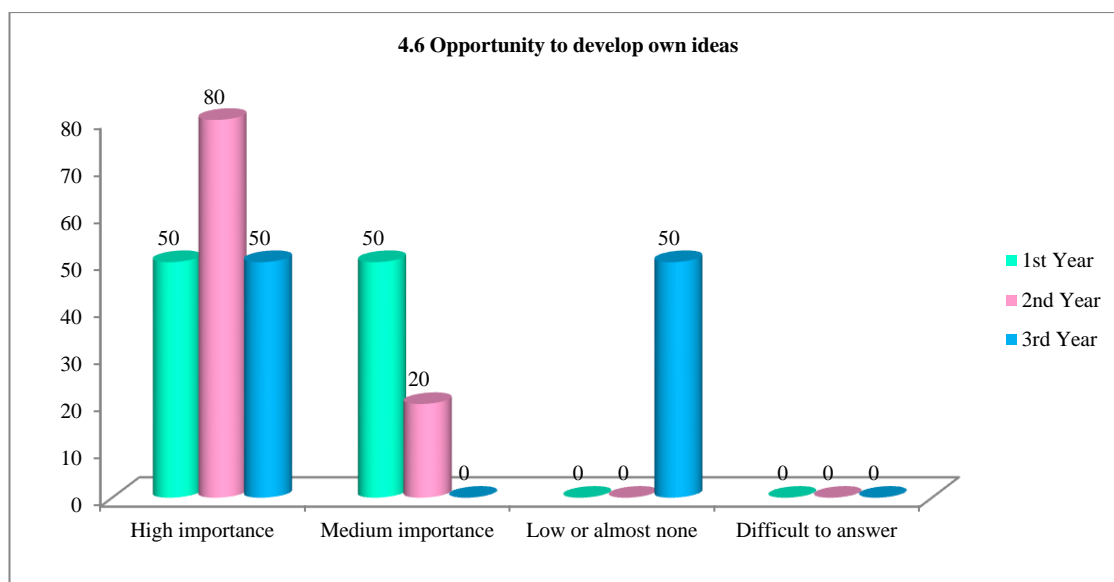
#### 4.5 Opportunity for career advancement

Response Options	1st Year	2nd Year	3rd Year
High importance	50	80	50
Medium importance	50	20	-
Low or almost none	-	-	50
Difficult to answer	-	-	-



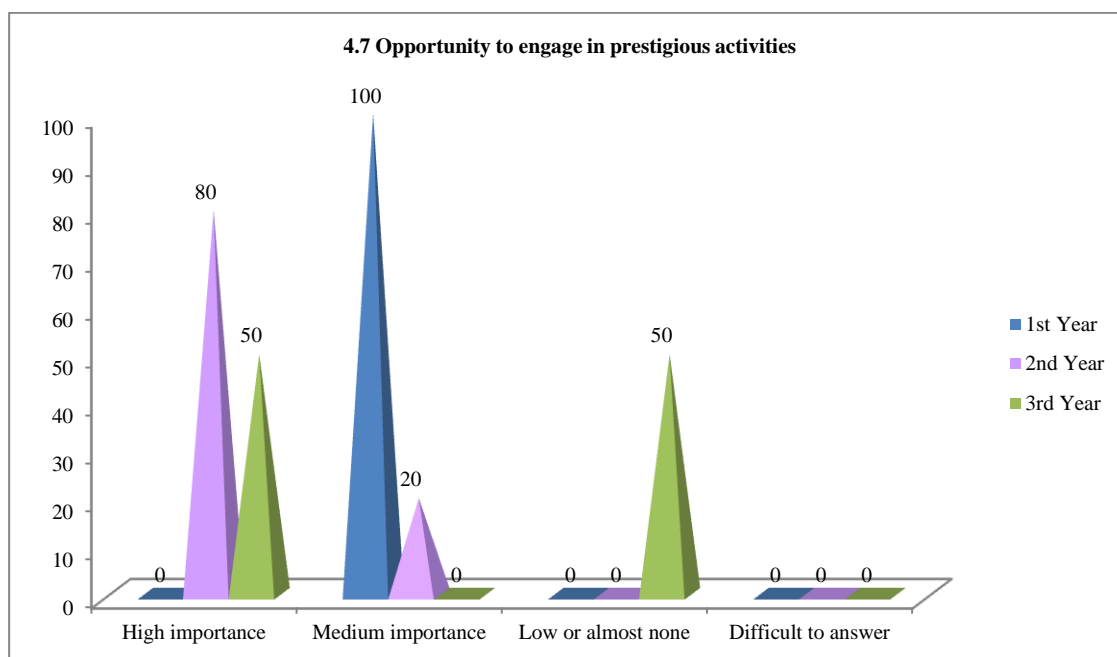
## 4.6 Opportunity to develop own ideas

Response Options	1st Year	2nd Year	3rd Year
High importance	50	80	50
Medium importance	50	20	-
Low or almost none	-	-	50
Difficult to answer	-	-	-



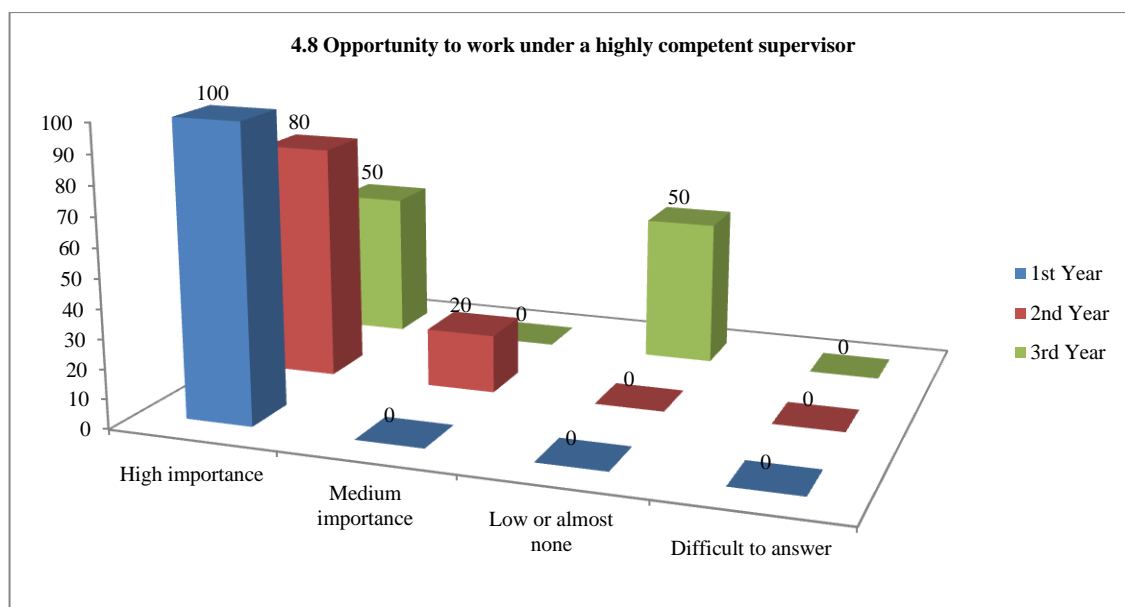
## 4.7 Opportunity to engage in prestigious activities

Response Options	1st Year	2nd Year	3rd Year
High importance	-	80	50
Medium importance	100	20	-
Low or almost none	-	-	50
Difficult to answer	-	-	-



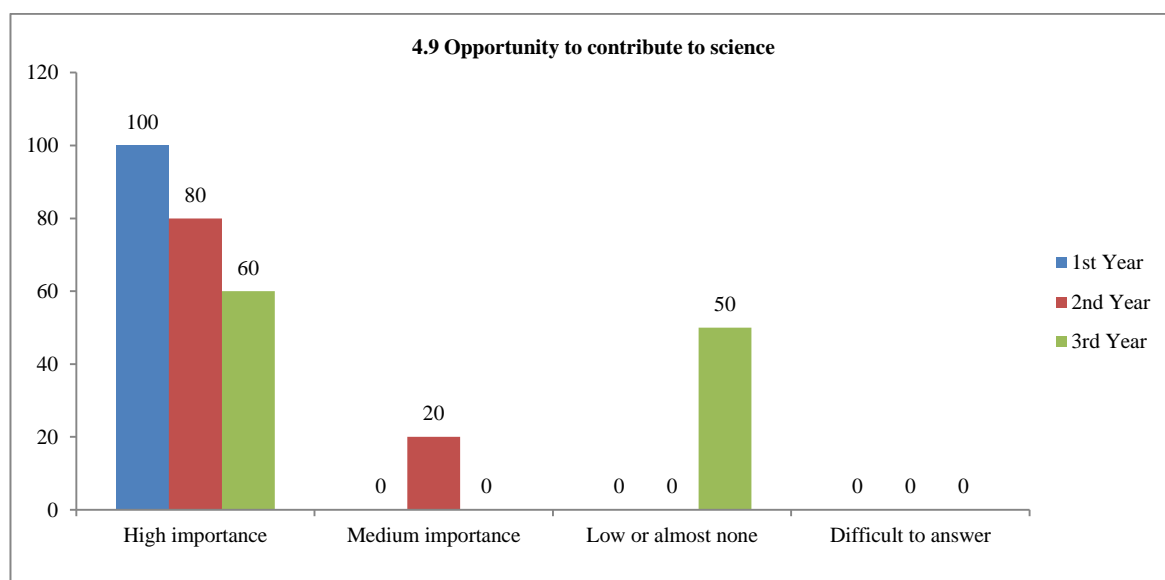
#### 4.8 Opportunity to work under a highly competent supervisor

Response Options	1st Year	2nd Year	3rd Year
High importance	100	80	50
Medium importance	-	20	-
Low or almost none	-	-	50
Difficult to answer	-	-	-



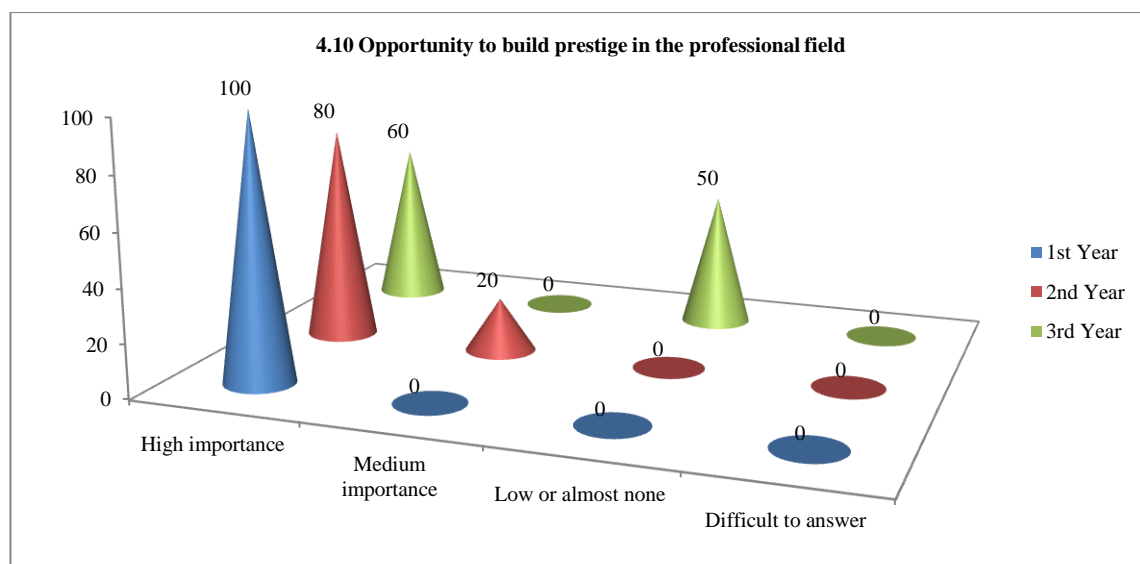
#### 4.9 Opportunity to contribute to science

Response Options	1st Year	2nd Year	3rd Year
High importance	100	80	60
Medium importance	-	20	-
Low or almost none	-	-	50
Difficult to answer	-	-	-



#### 4.10 Opportunity to build prestige in the professional field

Response Options	1st Year	2nd Year	3rd Year
High importance	100	80	60
Medium importance	-	20	-
Low or almost none	-	-	50
Difficult to answer	-	-	-



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

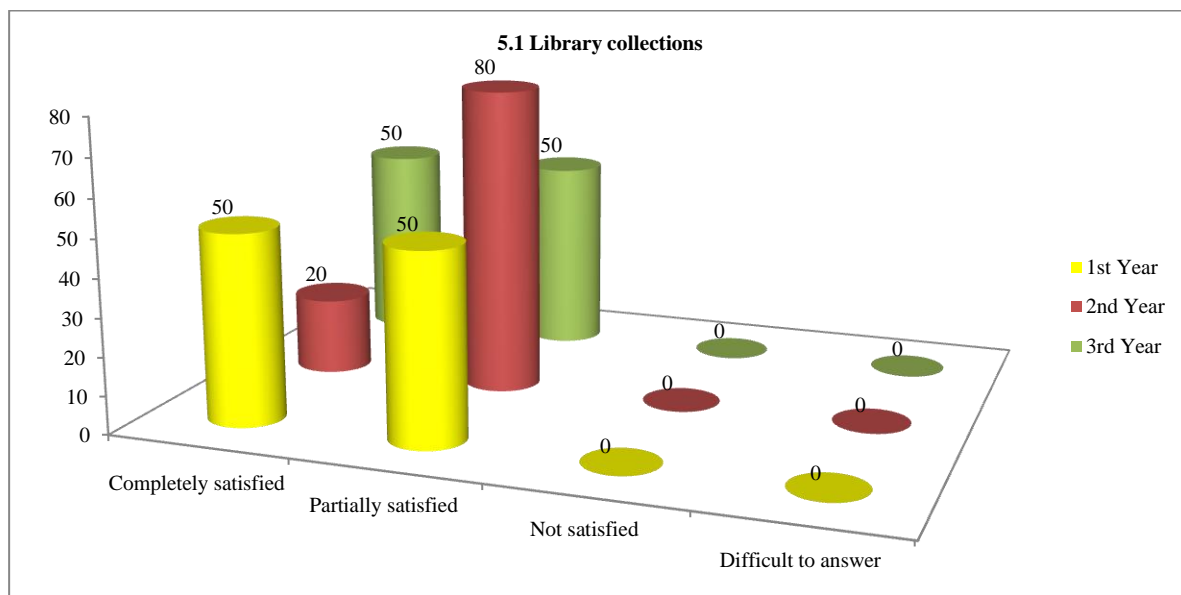
5.1 Library collections
5.2 Equipment and computers necessary for the educational process and research activities
5.3 Internet bandwidth and speed
5.4 Organization of food services
5.5 Availability and condition of sports equipment
5.6 Living conditions in the dormitory

Other (please specify) \_\_\_\_\_

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

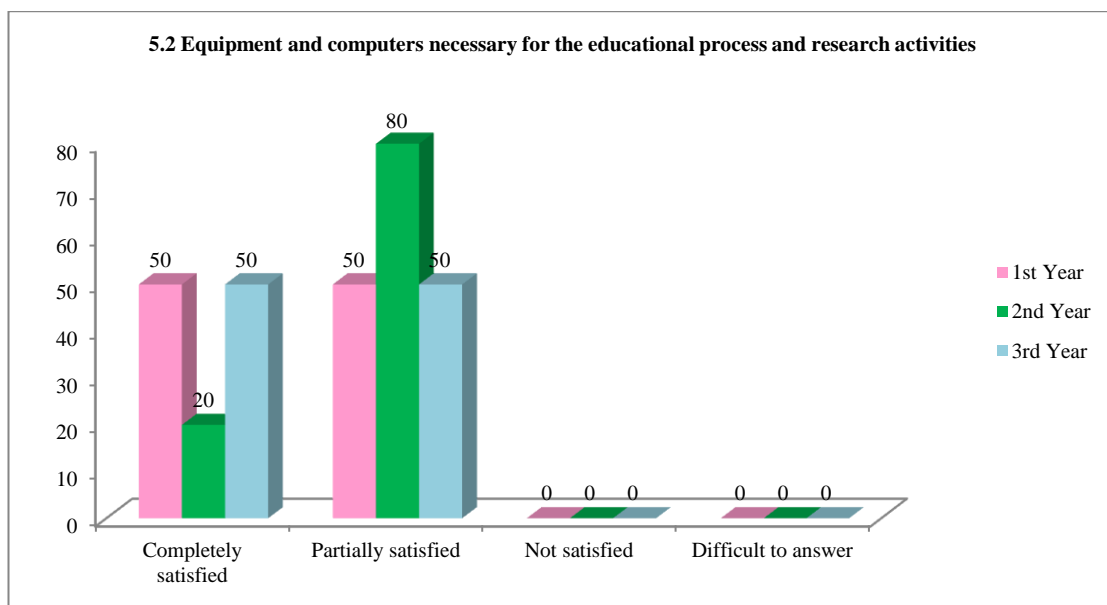
#### 5.1 Library collections

Response Options	1st Year	2nd Year	3rd Year
Completely satisfied	50	20	50
Partially satisfied	50	80	50
Not satisfied	-	-	-
Difficult to answer	-	-	-



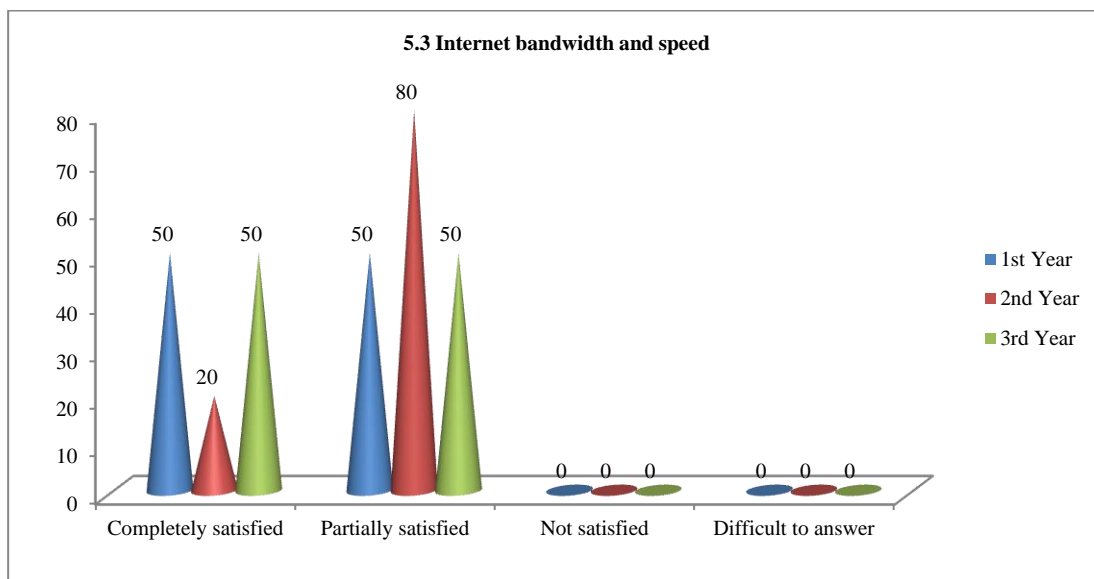
## 5.2 Equipment and computers necessary for the educational process and research activities

Response Options	1st Year	2nd Year	3rd Year
Completely satisfied	50	20	50
Partially satisfied	50	80	50
Not satisfied	-	-	-
Difficult to answer	-	-	-



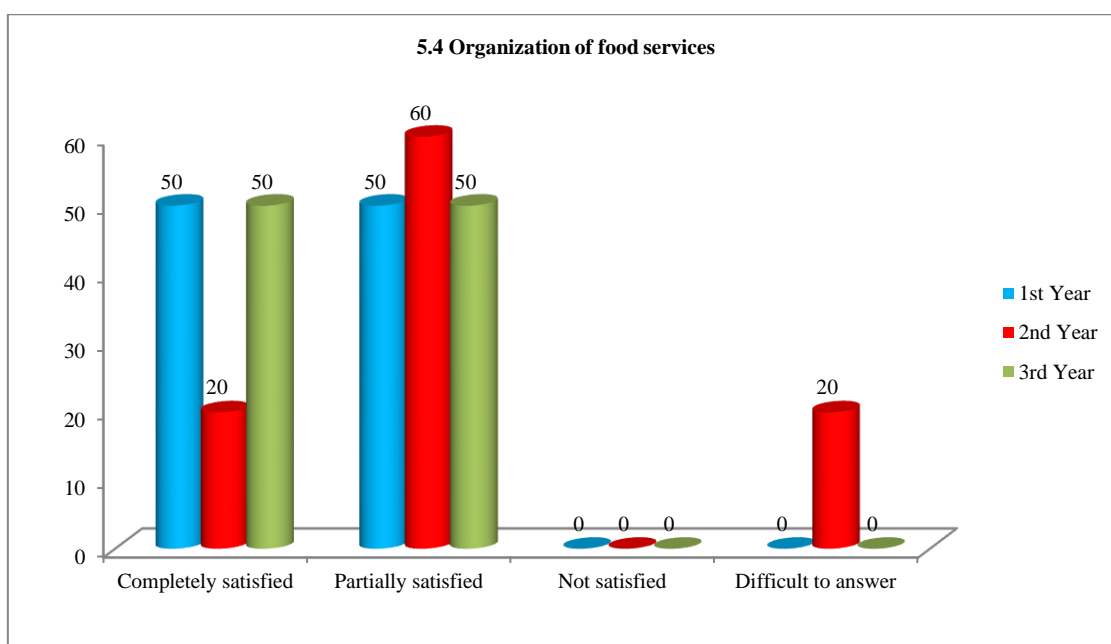
## 5.3 Internet bandwidth and speed

Response Options	1st Year	2nd Year	3rd Year
Completely satisfied	50	20	50
Partially satisfied	50	80	50
Not satisfied	-	-	-
Difficult to answer	-	-	-



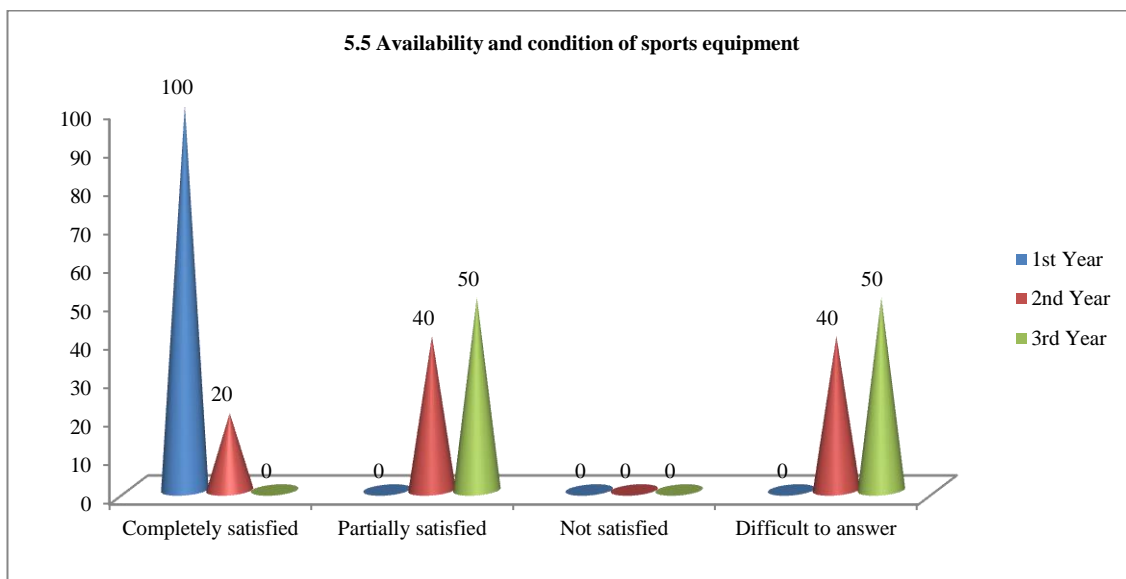
#### 5.4 Organization of food services

Response Options	1st Year	2nd Year	3rd Year
Completely satisfied	50	20	50
Partially satisfied	50	60	50
Not satisfied	-	-	-
Difficult to answer	-	20	-



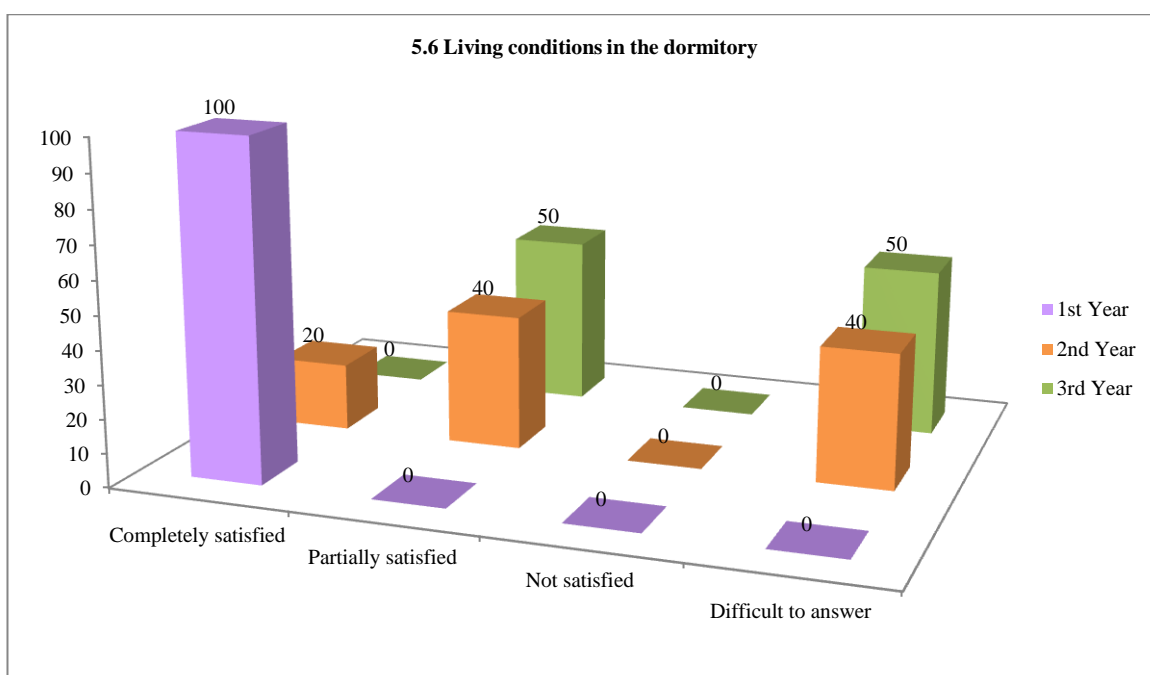
#### 5.5 Availability and condition of sports equipment

Response Options	1st Year	2nd Year	3rd Year
Completely satisfied	100	20	-
Partially satisfied	-	40	50
Not satisfied	-	-	-
Difficult to answer	-	40	50



## 5.6 Living conditions in the dormitory

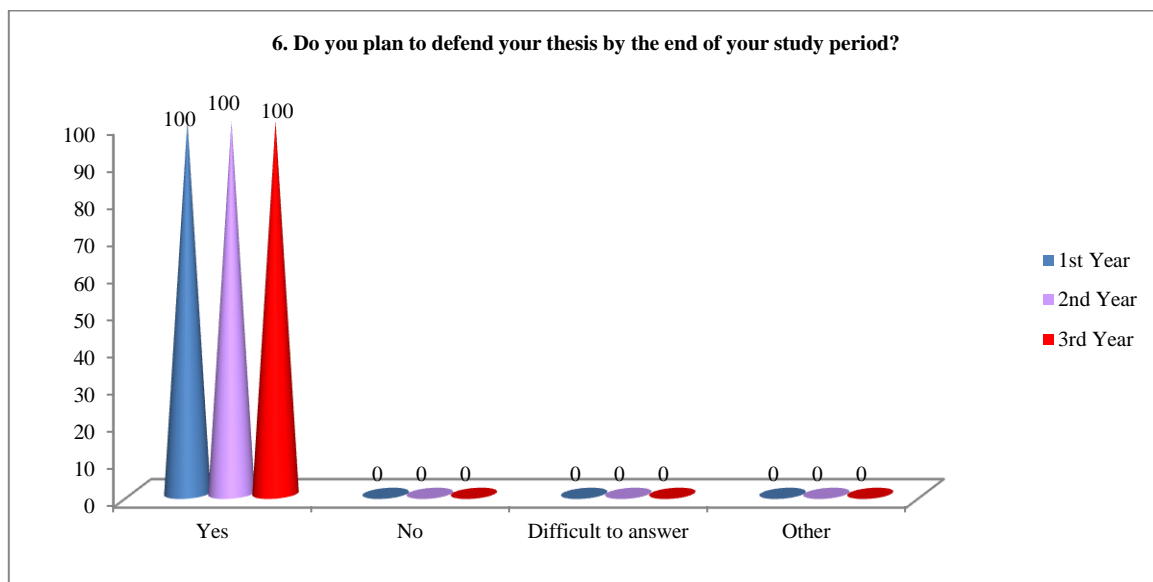
Response Options	1st Year	2nd Year	3rd Year
Completely satisfied	100	20	-
Partially satisfied	-	40	50
Not satisfied	-	-	-
Difficult to answer	-	40	50



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

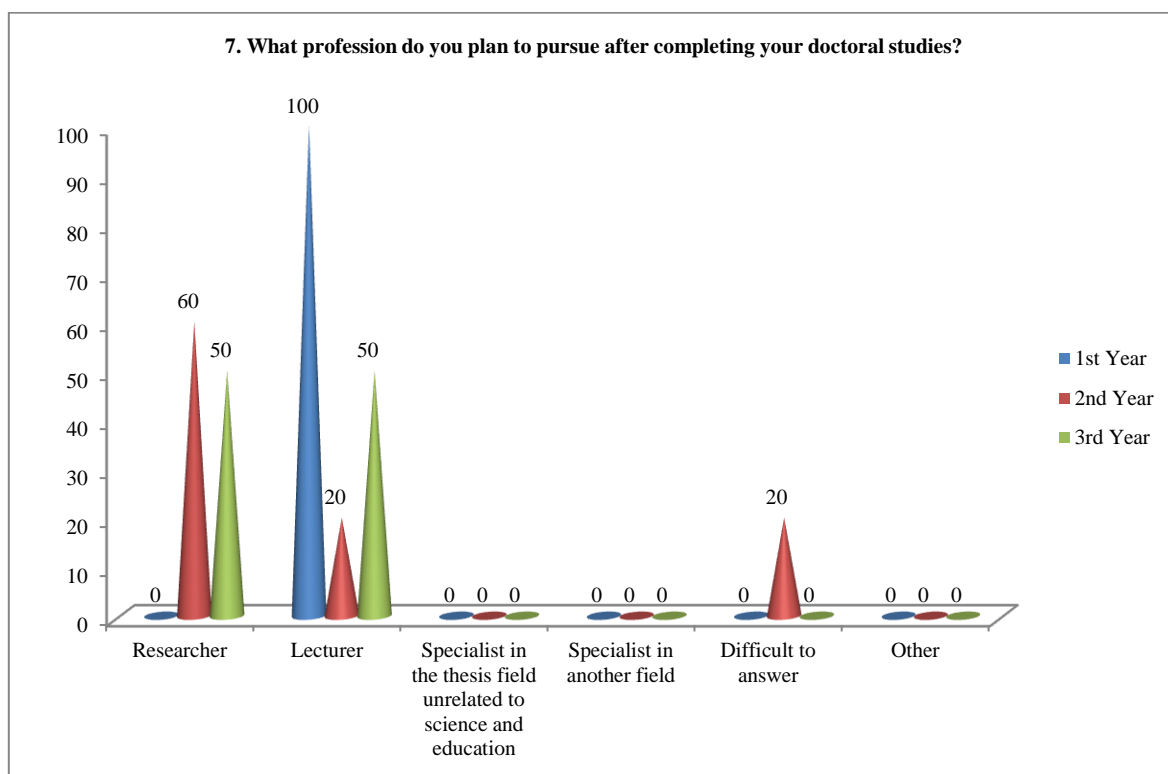
Response Options	1st Year	2nd Year	3rd Year
Yes	100	100	100
No	-	-	-
Difficult to answer	-	-	-
Other	-	-	-





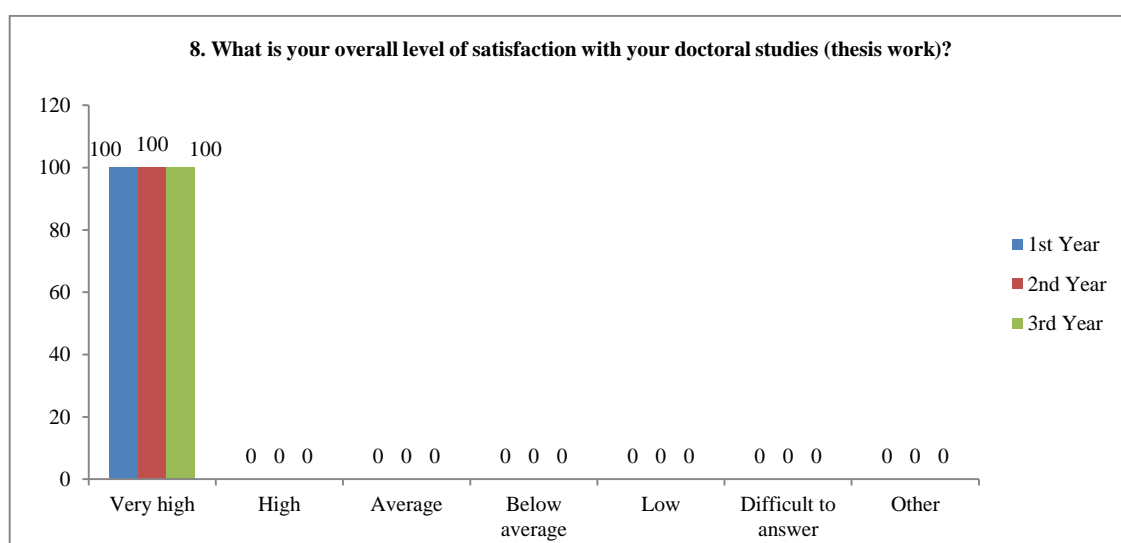
**7. What profession do you plan to pursue after completing your doctoral studies?**

Response Options	1st Year	2nd Year	3rd Year
Researcher	-	60	50
Lecturer	100	20	50
Specialist in the thesis field unrelated to science and education	-	-	-
Specialist in another field	-	-	-
Difficult to answer	-	20	-
Other	-	-	-



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

<b>Response Options</b>	<b>1st Year</b>	<b>2nd Year</b>	<b>3rd Year</b>
Very high	100	100	100
High	-	-	-
Average	-	-	-
Below average	-	-	-
Low	-	-	-
Difficult to answer	-	-	-
Other	-	-	-



Please suggest which questions should be added to this survey in order to improve the educational program, enhance the quality of services provided, and support other university activities. (*Respondents' answers are presented in the original form. Spelling and punctuation preserved*):

- I request the administration to consider the possibility of digitalizing document workflows to increase efficiency, optimize, and speed up processes.

**Summary based on the survey results:**

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

100% of doctoral students are satisfied with the relevance of their thesis topics, which align with their research interests. The survey also revealed that 93.3% of respondents rated their scientific advisors' professionalism and competence highly. Furthermore, 100% expressed satisfaction with opportunities for presenting and publishing thesis research results. Access to participation in department-level research projects, including funded ones, was rated positively by 93.3%, as was the university's responsiveness to student requests (100%).

The level of organizational, methodological, and informational support for thesis preparation meets the expectations of 100% of doctoral students. This indicates that the

university effectively provides necessary resources and support for research, contributing to the successful completion of thesis work.

The availability, completeness, and reliability of information about scientific events held at or outside the university were rated at 86.6%. Students also expressed high satisfaction (93.3%) with the organization and outcomes of international internships, highlighting the valuable experience and knowledge they gained during these programs.

Doctoral students rated the research skills of local consultants very highly. The ability to design comprehensive research programs received a full 100% satisfaction rating, while other competencies such as international reputation, scientific contribution, collaboration, authorship, methodology definition, and adherence to academic ethics also received 100% ratings.

Satisfaction with the research skills of international consultants is equally high (100%). International consultants provide quality support and guidance, helping students develop their research competencies, broaden their knowledge, and achieve success in their academic projects. Overall, students are very pleased with the professionalism and commitment of their international advisors.

Key opportunities valued highly by doctoral students include:

- Professional development (93.3%)
- Comfortable working conditions (86.6%)
- Building professional prestige (80%)
- Contribution to science (80%)
- Working under highly competent leadership (76.6%)
- Collaborating with highly competent colleagues (76.6%)
- Earning a high salary (76.6%)
- Career advancement (60%)
- Developing their own ideas (60%)
- Engaging in prestigious work (43.3%)

The accessibility of the university's material and technical resources is rated high (88.9%), reflecting the satisfaction of students with the available facilities. Library collections, equipment and computers for academic and research purposes, internet services, food provisions, sports facilities, and dormitory conditions all meet the expectations and needs of students.

To the question "Do you plan to defend your thesis by the end of your studies?", 100% of respondents answered "Yes."

More than half of the respondents (56.6%) are interested in pursuing teaching careers, while 36.6% plan to continue their careers as researchers after completing their doctoral studies.

Overall, respondents rated their satisfaction with doctoral studies (including thesis work) at 100%.

The overall satisfaction rate with educational services among doctoral students in the specialty "Production of Building Materials, Products, and Structures" is **95,3%**.

**Recommendations:**

The head of the department should familiarize staff and doctoral students with the survey results and hold a discussion. If necessary, a plan of action should be developed 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](mailto:cqma@ktu.edu.kz)