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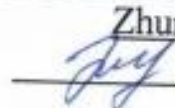
Approved by
Quality Management
Representative
Zhetessova G.S.
10 2023

METHODOLOGICAL GUIDELINES

**MONITORING THE QUALITY OF EDUCATIONAL SERVICES BY
MEANS OF QUESTIONING STUDENTS**

MG X - 01 - 2023

**Developed by: Head of the Center of
Quality Management and Accreditation**
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Karaganda

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1 Scope

1.1 This Methodological guidelines determines goals, tasks, frequency and procedure of questioning students (bachelor's degree program, master's degree program, doctoral program) of the university in terms of satisfaction with quality of the educational process (hereinafter - Questionnaire).

2 General provisions

2.1 Questioning the students to monitor their opinion on the quality of provided educational services is one of the forms of control over the realization of state policy in the field of education.

2.2 The purpose of questioning is to obtain information about a state of the educational process and the quality of teaching activity of the teachers.

2.3 Tasks of questioning are:

- expanding participation of the students in the management of a higher educational institution, activation of their civic position (giving “feedback” in the teaching process);
- providing teachers with necessary information that allows them to purposefully improve certain aspects of their teaching activity, to improve its quality;
- providing the university leadership with information about various aspects of the teaching activity of teachers;
- development of activities, aimed at improving a work of the university, increasing the effectiveness of teaching work, formation of the motivation of academic teaching staff;
- frequency: obtaining the data of dynamics of the students’ satisfaction with the quality of the educational process by establishing certain frequency of research.

3 Frequency and procedure of questioning

3.1 Questioning is carried out annually.

3.2 Content of the questionnaire can vary, depending on relevant tasks of assessing the quality of the educational process by the students at the university (examples of the questionnaires are presented in the Appendices A, B).

3.3 An initiator is responsible for organizing, questioning, processing the received data.

3.4 The initiator develops a questionnaire to study the satisfaction of the students with the quality of the educational process with determination of the appropriate criteria and indicators.

3.5 The initiator determines objects of questioning, timeframes of questioning.

3.6 Questioning is carried out by anonymous filling the questionnaires by the

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students on their own, in accordance with a manual of filling the questionnaire. Questioning is complemented with an explanation of its goals and tasks, content of the questions.

3.7 At the end of questioning, the filled questionnaires are given to the initiator for processing and analysis of the received data.

3.8 An analytical reference (report) is drawn up, based on the results of questioning, which includes the generalized obtained data, with an indication of the percentage of choice for each question in the form of diagrams, tables or other means of statistical presentation of the information, their quantitative and qualitative analysis.

4 Procedure of summing up the results of questioning

4.1 To ensure accuracy and reliability of the obtained results, at least 65% of the total number of students must participate in questioning. If it is impossible to comply with this condition, a smaller number of the students can participate in questioning, wherefore organizers of questioning need to obtain the consent of the questioned teacher.

4.2 The initiators store reports on the results of the survey and are responsible for maintaining confidentiality.

4.3 The results of the survey are brought to the attention of the director for strategic development and heads of departments.

4.4 The results of the survey of students receiving educational services are considered at a meeting of the departments, following which, if necessary, an action plan is drawn up to improve the quality of educational services and the work of the teaching staff.

4.5 The results of the survey «The teacher through the eyes of the students» are transferred to the director for strategic development and the head of the department, who individually familiarizes them with the results of the survey and identifies the reasons for student dissatisfaction (if this is the case), and, if necessary, develops a system of measures to improve teaching activities. The results of the survey are transferred for analysis to the teachers themselves, who must identify the reasons for student dissatisfaction (if this is the case) and develop a system of measures to improve their teaching activities. In addition, the results of the survey can be the basis for the development and implementation of activities to improve the qualifications and retraining of teachers.

4.6 Reports on the results of the survey are available not only to teachers, but also to students during supervisory hours and on the department’s website. This allows students to review the results and participate in the feedback process. In addition, students can request the results of the survey by email from the quality management and accreditation center. Thus, surveys are important tool for assessing student

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satisfaction with the educational process. Its results help improve the quality of education, identify problem areas and develop measures to eliminate them.

5 Approval, validation and implementation

This MG is agreed in accordance with the DP X-01 and is drawn up in the “Approval sheet” (Appendix C).

6 Ensuring the availability

Ensuring the availability of this MG must be carried out in accordance with DP X-01.

7 Analysis and updating

The analysis and updating of this MG should be carried out in accordance with DP X-01.

8 Storage

Storage of this MG must be carried out in accordance with DP X-01.

9 Making changes to the document

Making changes to this MG must be made in accordance with DP X-01.

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Appendix A (informative)

QUESTIONNAIRE «Satisfaction of 2-5 year students with educational services»

In order to improve the learning process, to improve the quality of services provided and other activities of the University, the Center of Quality Management and Accreditation conducts an electronic anonymous survey.

We ask you to read carefully the questions of the questionnaire and to circle those answers with which you agree, and if there are no such variants, then briefly state your answer in the “Other” column. Some of the questions are in the form of a table. This will make it easier for you to answer them. Please answer for each line or column.

The results of this survey will be processed and presented in the generalized form. We guarantee the confidentiality of your personal opinion.

Faculty

1. Architecture and Construction faculty
2. Mining faculty
3. Mechanical Engineering faculty
4. Transport and Road faculty
5. Engineering economics and management faculty
6. Innovation Technology faculty
7. Faculty of power Engineering, Automation and Telecommunications

Department

1. «Building materials and technologies»
2. «Architecture and design»
3. «Development of mineral deposits»
4. «Mine surveying and geodesy»
5. «Mine aerology and labor protection»
6. «Geology and exploration of mineral deposits»
7. «Nanotechnology and metallurgy»
8. «Technological equipment, engineering and standardization»
9. «Transport equipment and logistic systems»
10. «Industrial transport»
11. «Enterprise Economy and Management»
12. «Information Technology and Security» (ITS)
13. «Information and Computing Systems» (ICS)
14. «Chemistry and chemical technologies»
15. «Automation of manufacturing processes»
16. «Technology of communication systems»
17. «Energy systems»

Year

1. 2nd year
2. 3rd year
3. 4th year

4. 5th year

Specialty* _____

Mode of training*

- A) Budget
- B) Fee-paying basis

1. Are you satisfied with the quality of the services provided?

Indicator	Completely satisfied	Partly satisfied	Not satisfied	No answer
The whole learning process				
Timetable of classes				
Organizing independent work				
Practice				
Organizing and conducting SIWT				
Organizing and conducting laboratory work				
Ability to access full-text databases of scientific publications				
Living conditions in the hostel				
Quality of medical care				
Organization of catering at the University (prices, product range, quality of prepared dishes)				

Other (write your answer variant) _____

If you answered the previous question “not satisfied”, give recommendations for improving the services provided.

2. Your attitude to the quality of the teaching process organization

- A) No complaints
- B) Inconsistency of the studied disciplines with the received specialty
- C) Discrepancy between the significance of the subject and the number of hours
- D) Classroom overload
- E) Dissatisfaction with the quality of classes
- F) Dissatisfaction with the organization of tests and examinations
- G) Other (write your answer) _____

If you answered the previous question “Does not meet or does not satisfy”, give recommendations for improving _____

3. Is the information of the possibilities of academic mobility available to you?

- A) Yes
- B) No

C) Other (write your answer variant) _____

If you answered "No" to the previous question, write why.

4. What do you think the relationship is:

	Well-wishing	Rather well-wishing than malicious	Rather malicious than well-wishing	Negative	No answer
Between students					
Between teachers and students (in the educational process)					
Between students and tutors					
Between students and administration					
Between students and employees of the departments (library, student department, etc.)					
Between students and security					

Other (write your answer variant) _____

If you answered the previous question “Rather malicious than well-wishing” and “Negative”, give recommendations for improving _____

5. Which of the student problems are of particular concern to you now?

(select no more than 3 answer variants)

- A) *The quality of the educational process organization.*
- B) *The quality of teaching (conducting classes, assessing knowledge, etc.)*
- C) *The work of the administration (department, etc.)*
- D) *The quality of food and prices in the student canteen*
- E) *The quality of living conditions in the hostel*
- F) *Employment in the specialty*
- G) *Quality of job placement organization*
- H) *Others (write your own answer)* _____

6. Do you take part in scientific work of the University? if so, in what forms? (circle all that apply)

- A) do not participate
- B) Sometimes, when it is necessary for formal reasons
- C) In scientific projects of laboratories, centers, etc. under a contract, within the framework of a grant, etc.
- D) In scientific projects of laboratories, clubs, circles, etc. free of charge
- E) Attended scientific seminars, circles and other scientific events
- F) Spoke at conferences (including student ones), scientific seminars

- G) Participated in the competition of scientific student works
- H) Published the results of the research (including in student collections)
- I) Other forms (write your answer) _____

If you answered the previous question "Do not participate", please write why _____

7. Which of the opportunities provided by the University do you use for personal development?

- A) Sports clubs
- B) Creative circles
- C) Student trade union committee "Zhas Orda"
- D) I don't use anything
- E) Other (write your answer) _____

If you answered the previous question "I don't use anything", write why.

8. How are you satisfied with the University material base?

Indicator	Completely satisfied	Partly satisfied	Not satisfied	No answer
Availability of the necessary scientific literature in the library				
Modernity of computer hardware				
Internet channel width, its speed				
Modernity of software				
Availability of educational and scientific equipment				
Availability of laboratories and specialized classrooms				
Availability of sports equipment				

Other (write your answer variant) _____

If you answered the previous question "Not Satisfied", give recommendations for improving the material base _____

9. What is more important for you to get as a result of studying at your university? (You can choose one or more answers)

- A) To acquire a high level of knowledge
- B) To gain a diploma
- C) To gain the ability to acquire new knowledge that will help quick adapting to the workplace
- D) To get practical skills that can be immediately used in work
- E) To gain a diploma, the prestige of the University does not matter
- F) To graduate from a prestigious university
- G) To get a high-paying profession
- H) To get a profession that is interesting, corresponds to abilities

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- D) To gain a diploma with high marks
- K) To study only what is interesting or required in further study (work)
- L) To graduate from this particular university, it is not so important in what specialty
- M) To get this specialty, it is not so important at which university.

Please write what questions, in your opinion, should be added to this questionnaire in order to improve the training program, to improve the quality of services provided and other activities of the University._____

This information will be used only by structural divisions of the University

Thank you for your participation!

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Continuation of Appendix A

Survey form
“Satisfaction of 1st year students with educational services”
2023-2024 academic year.

In order to improve the learning process, improve the quality of services provided and other activities of the university, the Center for Quality Management and Accreditation conducts an electronic anonymous survey. We ask you to take part in the survey.

To answer the questions of the survey form, you must carefully read the question and circle the answer options that you agree with, and if there are no such options, then briefly state your answer option in the “Other” section.

The results of this survey will be processed and presented in a generalized form. We guarantee the confidentiality of your personal opinion.

Faculty*

1. Architecture and Construction faculty
2. Mining faculty
3. Mechanical Engineering faculty
4. Transport and Road faculty
5. Faculty of Engineering Economics and Management
6. Faculty of Innovative Technologies
7. Faculty of Energy, Automation and Telecommunications

Department*

1. “Building Materials and Technology”
2. “Architecture and Design”
3. “Development of Mineral Deposits”
4. “Mine Surveying and Geodesy”
5. “Mine Aerology and Occupational Safety”
6. “Geology and Mineral Exploration”
7. “Nanotechnology and Metallurgy”
8. “Technological Equipment, Mechanical Engineering and Standardization”
9. “Transport Equipment and Logistic Systems”
10. “Industrial Transport”
11. “Economics of the enterprise”
12. “Information Technologies and Security” (ITS)
13. “Information Computation Systems” (ICS)
14. “Chemistry and Chemical Technologies”
15. “Automation of Production Processes”
16. “Technology of Systems and Communication”
17. “Power Engineering Systems”

Speciality* _____

1. What factor played a decisive role in your choice of specialty? *

- A) Prestige of the specialty;
- B) Personal inclination to a certain type of activity, assessment of one's own abilities;
- C) Opinions and recommendations of parents/relatives;

- D) Friends are learning;
- E) Low passing score for the specialty;
- F) Labor market requirements (opportunities for jobs);
- G) Difficult to answer;
- E) Other (write your answer) _____.

2. Who (what) became a source of information about the university for you? *

- A) University official website;
- B) Relatives, acquaintances;
- C) School teachers;
- D) Advertising booklets;
- E) Representatives of the university who came with advertising to the school;
- F) Social networking website;
- G) Other (write your answer) _____.

3. How satisfied are you with the choice of the educational program you are studying? *

- A) Completely satisfied;
- B) More like satisfied;
- C) More like dissatisfied;
- D) Completely dissatisfied;
- E) Difficult to answer;
- F) Other (write your answer) _____.

4. Do you easily cope with the academic load? *

- A) Yes, easy;
- B) Difficult during the session;
- C) Difficult;
- D) I don't cope at all;
- E) Difficult to answer;
- F) Other (write your answer) _____.

5. Problems that you experience in the learning process *

- A) Lack of perseverance;
- B) Lack of knowledge;
- C) Lack of willpower;
- D) Can't organize my own time;
- E) No self-organization skills;
- F) I don't have any problems;
- G) Difficult to answer;
- H) Other (write your answer) _____.

6. Are you satisfied with work? *

	Completely satisfied	More like satisfied	More like dissatisfied	Completely dissatisfied	Difficult to answer
Deans					
Departments					

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Teachers					
Curators					

If you answered “more like dissatisfied or completely dissatisfied” to the previous question, give recommendations for improvement

7. How would you rate the moral atmosphere at the university? *

- A) Benevolent;
- B) Neutral;
- C) Tense;
- D) Difficult to answer;
- E) Other (write your answer) _____.

If you answered "Tense" to the previous question, write why

8. What do you think the relationship is:*

	Benevolent	More benevolent than unfriendly	More unfriendly than benevolent	Negative	Difficult to answer
Between students					
Between teachers and students (in the educational process)					
Between students and curator					
Between students and administration					
Between students and employees of departments (library, student department, etc.)					
Between students and security					

If you answered “More unfriendly than benevolent or negative” to the previous question, write why _____.

9. Are you satisfied?*

	Quite satisfies	Partially satisfies	Not Satisfied	Difficult to answer
Organization of the educational process				
Timetable of classes				
Organization of independent work				

Satisfaction with the work of the library				
Conditions of living in the dormitory				
Quality of medical care				
Organization of catering at the university (prices, product range, quality of prepared dishes)				

If you answered “Not Satisfied” to the previous question, give recommendations for improvement _____

10. Do you always have access to all the necessary information regarding the educational process, extracurricular activities? *

- A) Yes, always;
- B) No, not always.;
- C) Difficult to answer;
- D) Other (write your answer) _____.

11. Which of the opportunities provided by the university do you use for personal development?*

- A) Sport sections;
- B) Creative studios;
- C) Member of the Youth Policy Department;
- D) I don't use anything;
- E) Difficult to answer;
- F) Other (write your answer) _____.

12. How would you rate the quality of the classes? *

	Compl etely satisfie d	Satisfie d	More like satisfi ed	More like dissatis fied	Compl etely dissatis fied	Difficu lt to answer
The material is presented clearly, accessible, in a logical sequence.						
In the course of the classes, the main thing is highlighted, reasonable conclusions are made						
During the course, a friendly atmosphere is maintained in relation to the students.						
During classes, the pace of presentation of the material is convenient for perception and recording						
Tasks for independent work of students are clearly formulated, support for it's implementation is provided						

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Evaluation of learning outcomes in the discipline is transparent and objective						
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Other (write your answer) _____

If you answered “more like dissatisfied and completely dissatisfied” to the previous question, give recommendations for improvement _____

Please write what questions, in your opinion, should be added to this questionnaire in order to improve the training program, improve the quality of services provided and other activities of the university.

In case of incorrect filling out of the survey forms, if you have any questions, please write to e-mail cqma_kstu@mail.ru.

Thank you for your participation!

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Continuation of Appendix A

Survey form **“Master Students’ Satisfaction with Educational Services”** **2023-2024 academic year**

The Center for Quality Management and Accreditation conducts an electronic anonymous questionnaire survey. To enhance the learning process, improve the quality of services provided and scientific work of undergraduates of the NPJSC «Abylkas Saginov Karaganda Technical University» (hereinafter referred to as the University).

We ask you to carefully read the questions of the survey form and circle the answer options that you agree with, and if there are no such options, then briefly state your answer option in the “Other” section. Some questions are presented in the form of a table. Then it will be more convenient for you to answer them. Please answer on each row or column.

The results of this survey will be processed and presented in a generalized form. We guarantee the confidentiality of your personal opinion.

Faculty*

1. Faculty of Architecture and Civil Engineering
2. Mining Faculty
3. Faculty of Mechanical Engineering
4. Transport and Road Faculty
5. Faculty of Engineering Economics and Management
6. Faculty of Innovative Technologies
7. Faculty of Energy, Automation and Telecommunications

Specify the name of the educational program you are studying under*

1. “Construction”
2. “Production of building materials, products and structures”
3. “Geology and exploration of mineral deposits”
4. “Mining”
5. “Geodesy”
6. “Life safety and environmental protection”
7. “Geophysical methods of prospecting and exploration of mineral deposits”
8. “Surveying”
9. “Metallurgy”
10. “Materials science and technology of new materials”
11. “Mechanical engineering”
12. “Standardization, certification and metrology (by branches)”
13. “Technological machines and equipment (by branches)”
14. “Transport, transport equipment and technologies”
15. “Organization of transportation, traffic and operation of transport”
16. “Industrial Economics”
17. “Information systems”
18. “Computer engineering and software”
19. “Machine learning and data analysis”
20. “Chemical technology of organic substances”
21. “Automation and control”
22. “Heat power engineering”

- 23. “Electric power engineering”
- 24. “Engineering and pedagogical activity (by branches)”
- 25. “Instrument engineering”
- 26. “Remote sensing of the earth”

Specify the course you are studying at*

- A) 1st year
- B) 2nd year

1. What determined your choice of studying for a master’s degree at a university? (choose 3-4 possible answers)

- A) Prestige of the university
- B) The possibility of internships abroad while studying
- C) Availability of budget places
- D) The opportunity to do science while studying
- E) University is located in the locality where my family lives (close to it)
- F) High quality of education
- G) Leading scientists are among the teaching staff
- H) A broad range of specialties, areas of education
- I) The opportunity to easily get a job with a diploma issued by this university
- J) The university where I studied in the bachelor's degree
- K) Acceptable tuition fees
- L) Difficult to answer
- M) Other (write your answer) _____

2. How satisfied are you with the availability of information provided by the university in your field of study:

Indicators	Completely satisfied	Partially satisfied	Not satisfied	Difficult to answer
About the training profile				
Characteristics of the professional activity of a master’s student				
The list of formed competencies of a master’s studies graduate				
List of practice bases of master’s students				
Information about scientific supervisors				

Other (write your answer) _____

If you answered the previous question “Not satisfied”, give recommendations for improving the direction of training _____

3. How would you assess the teaching staff of your Master's program in general?

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Criteria	Very high	High	Moderate	Below average	Low	Difficult to answer
Knowledge, qualifications						
Pedagogical qualities						
Objectivity and impartiality of assessments						
Teaching methods used						

Other (write your answer)_____

If you answered “Low” to the previous question, give recommendations for improving the teaching staff _____

4. Evaluate your participation in the formation of an individual master’s work plan.

- A) I do not participate.
- B) Participation is purely formal, the formation of an individual plan does not actually depend on me.
- C) I develop all sections of the plan independently under the supervision of my supervisor.
- D) I form an individual plan on my own, the supervisor only signs it.
- E) Difficult to answer
- F) Other (write your answer)_____

If you answered “I do not participate” to the previous question, write why _____

5. Evaluate your satisfaction with the help of the supervisor in the preparation of the master’s thesis

- A) Completely satisfied
- B) Partially satisfied
- C) Not satisfied
- D) Difficult to answer
- E) Other (write your answer)_____

If you answered “Not satisfied” to the previous question, write why _____

6. What, in your opinion, is an indicator of the high scientific level of the university? (choose 3-4 key characteristics)

- A) Modern material and technical base
- B) Participation of the university in the development of targeted programs for the socio-economic development of the region, cities, enterprises
- C) Involvement of undergraduates in research projects
- D) Strong teaching staff
- E) Work of famous foreign scientists at the university

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- F) Awards, prizes for achievements in science
- G) Availability of publications of university staff in international journals
- H) Participation in the international research projects
- I) Difficult to answer
- J) Other (write your answer)_____

7. Do you participate in any research projects?

- A) Yes, I do (**go to question 8**)
- B) No, I do not participate, but I attend scientific events (seminars, conferences) at the university
- C) No, I do not participate
- D) Difficult to answer
- E) Other (write your answer)_____

If you answered “No, I do not participate” to the previous question, write why

8. Indicate which research projects you are involved in (select all the appropriate answers)

- A) I participate in the activities of scientific departments at my university
- B) I participate in a project led by my supervisor/another teacher
- C) I am working on a research project together with my friends
- D) I participate in a research project at another university
- E) I participate in a research project with foreign universities
- F) Difficult to answer
- G) Other (write your answer)_____

9. Where have you published theses, articles during the period of your activity?

- A) In Kazakhstan and in distant/near foreign publications
- B) Only in Kazakh publications
- C) Only in distant foreign publications
- D) Only in near foreign publications
- E) I have no scientific publications
- F) Other (write your answer)_____

If you answered “I have no scientific publications” to the previous question, write why

10. Your level of foreign language proficiency:

- A) With a dictionary
- B) Conversational level
- C) Intermediate level
- D) I’m fluent in ___
- E) I do not speak any foreign language
- F) Other (write your answer)_____

If you answered “I don’t speak any foreign language” to the previous question, write why

11. Evaluate the level of your participation in the following types of work of the department

Type of work	High	Average	Low	Difficult to answer
Scientific-research work of the department (project, development, technological, etc.) as a full-fledged member				
Writing scientific articles				
Participation with reports at conferences and seminars				
Preparation of research reports, abstracts				

Other (write your answer) _____

If you answered “Low” to the previous question, give recommendations on improving the participation of undergraduates in the work of the department

12. Are you satisfied with the scientific and educational environment of the university while studying for a master’s degree?

	Completely satisfied	Partially satisfied	Not satisfied	Difficult to answer
Organization of conferences, round tables, forums at the university, with the participation of undergraduates				
Material and technical support of applied scientific research				
Accessibility for undergraduates of equipment, computers necessary for the educational process and scientific activity				
The general level of organization and undertaking an internship abroad				
Availability of library collections, electronic databases and Internet resources				
Availability of scientific equipment, tools, materials				
Availability of laboratories, specialized facilities and experimental sites				

Other (write your answer) _____

If you answered “Not satisfied” to the previous question, give recommendations for improving the scientific and educational environment of the university

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13. Are you satisfied?

Indicators	Completely satisfied	Partially satisfied	Not satisfied	Difficult to answer
With the organization of the educational process				
With living conditions in the dormitory				
With organization of free time				
Catering organization				
With organization of industrial practice				

14. If you are having trouble studying in the master’s program, what are they caused by? (write) _____

Please write what questions you think should be added to this questionnaire to improve the training program, improve the quality of services provided and other areas of the university’s activities. _____

In case of incorrect filling out of the survey forms, if you have any questions, please write to e-mail cqma_kstu@mail.ru.

Thank you for participating!

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Continuation of Appendix A

Survey form
“Doctoral students’ Satisfaction with Educational Services”
2023-2024 academic year

In order to enhance the learning process, improve the quality of services provided and other activities of the university the Center for Quality Management and Accreditation conducts an electronic anonymous questionnaire survey.

We ask you to carefully read the questionnaire questions and circle the answer options that you agree with, and if there are no such options, then briefly state your answer option in the “Other” section. Some questions are presented in the form of a table. Then it will be more convenient for you to answer them. Please answer on each row or column.

The results of this survey will be processed and presented in a generalized form. We guarantee the confidentiality of your personal opinion.

Faculty*

- 8. Faculty of Architecture and Civil Engineering
- 9. Mining Faculty
- 10. Faculty of Mechanical Engineering
- 11. Transport and Road Faculty
- 12. Faculty of Engineering Economics and Management
- 13. Faculty of Innovative Technologies
- 14. Faculty of Energy, Automation and Telecommunications

Specify the name of the educational program you are studying under*

- 1. Geology and exploration of mineral deposits
- 2. Mining
- 3. Metallurgy
- 4. Mechanical engineering
- 5. Transport, transport equipment and technologies
- 6. Electric power engineering
- 7. Construction
- 8. Production of building materials, products and structures

Specify the course you are studying at?*

- A) 1st year
- B) 2nd year
- C) 3rd year

1. Are you satisfied with the scientific-research work?*

Evaluation criteria	Compl etely satisfie d	Satisf ied	Partial ly satisfie d	Not satisfi ed	Comple tely dissatisfi ed	Diffic ult to answe r
Currency and relevance of the proposed topic of the dissertation						

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research to your scientific interests						
The level of organizational, methodological and informational support for the preparation of a dissertation research						
Professionalism and competence of the supervisor						
Possibilities of approbation and publication of the results of the dissertation research						
Access to participation in departmental research projects, including the funded ones						
The responsiveness of the University to your requests						
Availability, completeness and reliability of information about scientific events held at the University and beyond						
The general level of organization and undertaking an internship abroad						
The effectiveness of a foreign internship for you						

Other (write your answer) _____

If you answered the previous question “Not satisfied or completely not satisfied” give recommendations for improvement _____

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

Criteria	Compl etely satisfie d	Satisfie d	Partially satisfie d	Not satisfie d	Compl etely dissatis fied	Difficu lt to answer
Demonstrates the ability to propose the development, implementation and adaptation of a coherent research program						
Contributes to science with his research, which is reflected in cited national or international publications or patents						
He has an international reputation in his research field, has contacts in scientific communities, is able to present and interpret research						

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results						
Makes a positive contribution to the development of scientific knowledge through cooperation and collaboration with other scientists, including foreign ones						
Publishes works as a leading author-researcher, conducts scientific seminars and manages sections at conferences						
Defines an acceptable research methodology, research methods and approaches						
Adheres to the norms of academic integrity and ethics in research and interpersonal communication						

Other (write your answer) _____

If you answered the previous question “**Not satisfied or completely dissatisfied**”, give recommendations for improving the professional skills of domestic research consultations _____

3. Evaluate the professional skills of a foreign consultant in the field of research:*

Criteria	Compl etely satisfie d	Satisfie d	Partially satisfie d	Not satisfie d	Compl etely dissatis fied	Difficu lt to answer
Provides practical advice and recommendations on the plan and content of the dissertation						
Advises on the research topic						
Participates in the organization of foreign internships in research organizations						
Received practical advice when writing and publishing an article in a journal with a non-zero impact factor included in the Scopus/ Web of Science databases						
Improved my knowledge of a foreign language						
He introduced the world trends in the field of research and experience working with a foreign scientist						
We had the opportunity to listen to lectures by a foreign supervisor						

during the doctoral program						
Forms of work of a doctoral student with a foreign supervisor: - in an online format, including through the Zoom platform, email, Skype, WhatsApp and phone messaging;						
In an offline format, including during a foreign internship, guest lectures and traditional consultations by a foreign consultant						
Adheres to the norms of academic integrity and ethics in research and interpersonal communication						

Other (write your answer) _____

If you answered the previous question “**Not satisfied or completely dissatisfied**”, give recommendations for improving the professional skills of the foreign consultations in the field of research _____

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

Opportunities	Great value	Average value	Little or no difference	Difficult to answer
Opportunity to improve skills				
Opportunity to work with highly competent colleagues				
Opportunity to receive a high salary				
Opportunity to work in comfortable working conditions				
Opportunity to promote in positions				
Opportunity to develop your own ideas				
Opportunity to engage in prestigious activities				
Opportunity to work under a highly competent manager				
Opportunity to contribute to science				
Opportunity to create prestige in the professional field				

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Other (write your answer)_____

If you answered **“Little or no difference”** to the previous question, write why

5. Are you satisfied with the level of availability of material and technical resources of the university*

Indicators	Completely satisfied	Partially satisfied	Not satisfied	Difficult to answer
Library collections				
Equipment, computers necessary for the educational process and scientific activity				
The width of the Internet channel, its speed				
Catering service				
Availability and condition of sports equipment				
Living conditions in the hostel				

Other (write your answer)_____

If you answered **“Not satisfied”** to the previous question, give recommendations on improving the material and technical resources of the university

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

- A) Yes
- B) No
- C) Difficult to answer
- D) Other (write your answer)_____

If you answered **“No”** to the previous question, write why

7. Where do you plan to work after completing your doctoral program?*

- A) A research associate
- B) A teacher
- C) A specialist in the profile of the dissertation, not related to science and education
- D) A specialist of another profile
- E) Difficult to answer
- F) Other (write your answer)_____

8. What is your generalized assessment of satisfaction with studying (working on a dissertation) in doctoral studies?*

- A) Very high
- B) High

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- C) Average
- D) Below average
- E) Low
- F) Difficult to answer
- G) Other (write your answer)_____

If you answered “**Low**” to the previous question, give recommendations for improving the assessment of satisfaction with studies (work on a dissertation) in doctoral studies_____

Please write what questions you think should be added to this questionnaire to improve the training program, improve the quality of services provided and other areas of the university’s activities._____

In case of incorrect filling out of the survey forms, if you have any questions, please write to e-mail cqma_kstu@mail.ru.

Thank you for participating!

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Appendix B
(informative)

Questionnaire
«Teacher through the eyes of students»
2023-2024 ac. year

Dear students,

The Center of Quality Management and Accreditation conducts an electronic anonymous survey. The purpose of this survey is to study the quality of the disciplines taught and the professional skills of the teachers, to determine the rating of the teacher through the eyes of students. The survey is conducted anonymously. Please be very careful and responsible when filling out the questionnaire. Try to fill out the questionnaire carefully and conscientiously, being guided by the norms of ethics and morality. The confidentiality of your opinion is guaranteed.

For each question, you should evaluate the level of teaching on the following scale:

- 5 - Completely agree;
- 4 - Rather agree;
- 3 - Partly agree, partly disagree;
- 2 - Rather disagree;
- 1 - Completely disagree.

Department_____

Teacher’s name_____

No.	Qualities	Grade points
Teacher’s classes from the point of view of their content		
1	Classes (lectures, practical, seminars, laboratory classes) of the teacher are informative, relevant and do not contain vague formulations	
2	The teacher focuses on the use of the studied material in future professional activities	
3	The tasks offered in the classroom and for self-study works, formulated clearly, logically related to the material being studied	
4	An electronic resource on an academic discipline prepared by the teacher helps its high-quality development	
5	The teacher explains what professionally important qualities are formed by the subject being studied	
6	The questions at the exam or test correspond to the content of the classroom and independent work	
Teacher’s classes from the point of view of their organization		
7	The teacher involves students in scientific activities (involves them in writing articles, scientific papers, participation in scientific conferences, olympiads, grants, etc.)	

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8	The teacher demands for implementing the curriculum	
9	The teacher monitors and comments on the tasks execution and grades assigned for them	
10	The teacher explains difficult places, gives reasoned, exhaustive answers to all the questions	
11	The teachers is freely oriented and possesses the material and rational use of time in the classroom	
12	The teacher has the ability to control the situation and to control him (her)self	
Student’s attitude to the teacher as a personality		
13	The teacher is distinguished by demeanor and appearance	
14	<i>Erudition and culture of speech (the speech of the teacher is professional, expressive, understandable, allows you to make the necessary entries)</i>	
15	The teacher is friendly, positive and tactful towards students	
16	I would recommend this teacher's course to the other students	
Your suggestions, wishes, comments on this survey can be sent to e-mail cqma_kstu@mail.ru		

THANK YOU!

- 5 - Completely agree;
- 4 - Rather agree;
- 3 - Partly agree, partly disagree;
- 2 - Rather disagree;
- 1 - Completely disagree.

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Continuation of Appendix B

Questionnaire "Teacher through the eyes of colleagues"

Dear teachers!

We ask you to take on the role of an expert and evaluate the business characteristics, personal qualities and perceptions of corruption practices of your colleague.

For each question, you should evaluate your colleagues on the following scale: (5 – Agree (a) completely; 4 – Yes rather than no; 3 – Partially agree (a); 2 – Find it difficult to answer; 1 – Disagree (a) at all.)

Please be objective in your answers!

No .	Question	Score in points
1	Do the classes conducted by a colleague correspond to a high professional level?	
2	Fulfills professional obligations in a timely manner?	
3	Takes an active part in the research work of the department?	
4	Takes an active part in the educational work of the department?	
5	Participates in the creation/improvement of a favorable moral and psychological climate at the department?	
6	The ability to avoid conflict situations and make constructive decisions on controversial issues.	
7	Is making efforts to increase the prestige of the teaching profession, providing quality education for students?	
8	Rationally approaches the use of working time both his own and colleagues at work.	
9	Would you choose this teacher if you had the opportunity to choose your group mates?	
10	On this issue, you should evaluate a colleague on the following scale: (5 – Disagree (a) at all; 4 – Find it difficult to answer; 3 – Partially agree; 2 – Yes rather than no; 1 – Agree (a) completely.) Does a colleague collude (performing any assessed work for the student (both for a fee and free of charge)?)	
11	On this issue, you should evaluate a colleague on the following scale: (5 – Disagree (a) at all; 4 – Find it difficult to answer; 3 – Agree (a) partially; 2 – Yes rather than no; 1 – Agree (a) completely.) Does he use his professional relationships with students for the purposes of personal gain (purchase of monographs, personal assignments, use of transport, etc.)?	
12	Your suggestions, suggestions, comments on this questionnaire can be sent by e-mail cqma_kstu@mail.ru	

Thank you for your participation!

Appendix D
(mandatory)

F. 02 - 2022

Familiarization sheet

Position	Full name	Date	Signature