

KHERSON STATE MARITIME ACADEMY		QUALITY MANAGEMENT SYSTEM	02-20-2024
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MINISTRY OF EDUCATION AND SCIENCE OF UKRAINE

KHERSON STATE MARITIME ACADEMY

AGREED

Vice-Rector on Academic Work
of Kherson State Maritime
Academy

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« ____ » _____ 2024

APPROVED

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« ____ » _____ 2024

**QUALITY MANAGEMENT SYSTEM
DOCUMENTED PROCEDURE**

CUSTOMER SATISFACTION ASSESSMENT

QMS 02-20-2024

Version 6

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FOREWORD

1. The procedure was developed by a working group.
2. It is approved by the rector of KSMA.
3. It comes into effect upon approval.
4. Periodic review of the Procedure is conducted at intervals not exceeding 12 months.
5. Changes to the Procedure are made based on the results of its application at KSMA or when there are changes in the requirements of regulatory documents upon which the Procedure was developed.

1. PURPOSE

1.1. The Quality Management System Procedure (hereinafter referred to as the Procedure) establishes general provisions, the sequence, and methodology for assessing the satisfaction levels of staff, students (including foreign ones) and stakeholders regarding the quality of education and the educational process.

1.2. Confidentiality. This procedure is an internal regulatory document of KSMA and is not subject to disclosure to other parties except auditors of KSMA or auditors of the certification body during quality audits.

2. FIELD OF APPLICATION

The requirements of the procedure are mandatory for implementation by those responsible for conducting satisfaction assessment among customers.

3. NORMATIVE REFERENCES

This Documented Procedure has been developed in accordance with the requirements of the following regulatory documents:

- The Law of Ukraine "On Education" (dated September 5, 2017, № 2145-VIII with amendments and additions);
- The Law of Ukraine "On Higher Education" (dated July 1, 2014, № 1556-VII with amendments and additions);
- The Order of the Ministry of Education and Science of Ukraine "On approval of the Regulations on accreditation of study programmes for students" dated July 11, 2019, № 977;
- Methodological recommendations for experts of the national agency regarding the application of criteria for assessing the quality of study programmes approved by the Decision of the national agency for quality assurance in higher education, Minutes dated August 29, 2019, № 9.

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4. TERMS, DEFINITIONS AND ABBREVIATIONS

The following definitions are used in this Procedure:

Survey question	a message directly addressed to respondents, as well as proposed answer options, aimed at a single characteristic, process, fact, or phenomenon.
Survey	a research method involving respondents independently completing a questionnaire.
Survey form	a unified system of questions aimed at identifying quantitative and qualitative characteristics of the research object.
Data	primary information obtained as a result of the research.
Surveyor	a person conducting the research.
Tasks	specific measures to achieve the set goal.
Research tools	a set of technical procedures related to the chosen research method, including private operations, their sequence, and interrelation.
Purpose	a model of the expected final result (problem-solving) that can only be achieved through conducting the research.
Research method	the main method of data collection, processing, and analysis.
Questioning	a method of obtaining data based on direct or indirect communication between the researcher and the respondent to obtain necessary data in the form of responses to posed questions.
Research problem	scientific reflection of a problematic situation formulated as the need for the development of practical actions aimed at identifying the causes that trigger it.
Problematic situation	a phenomenon characterized by a discrepancy between functioning and the development needs of the academy.
Research programme	mandatory research document that regulates all stages in detail.
Customer	the organization or individual receiving the output.
Stakeholder(s)	stakeholders, both individuals and legal entities, who have a legitimate interest in the organization's activities, meaning they are to some extent dependent on it or can influence its activities.
Respondent	the person responding to the questionnaire.

HEI – Higher Educational Institution.

KSMA – Kherson State Maritime Academy.

QMS – Quality Management System.

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5. ORGANIZATION AND SURVEY PROCEDURE FOR PARTICIPANTS OF THE EDUCATIONAL PROCESS AND STAKEHOLDERS

5.1. Researches are conducted at KSMA to assess the satisfaction of internal customers with the quality of services provided.

5.2. Satisfaction surveys for each category of customers are conducted not less than once a year. The timing of the next survey is determined by a separate order of the academy's rector.

5.3. The research includes the following stages:

- development of the research programme;
- field data collection;
- mathematical and statistical processing of the collected data.

Note: The research stages should be interconnected and maintain continuity.

5.4. Development of the research programme.

5.4.1. Objectives of developing the research programme.

The development of the research programme is carried out with the aim of:

- clear understanding of the problem, objectives, tasks, object, and subject of the research;
- determination of the composition and sequence of research stages;
- ensuring a system of division of labour among members of the research team;
- effective analysis of the collected data.

5.4.2. Contents of the research programme.

The research programme includes the following sections:

- information collection;
- analysis of research data;
- report on the results of the conducted research.

5.4.3. Research problem

The research problem is formulated based on the problematic situation. The problematic situation may arise from the deadline for the next survey, a request for research from an educational structure of the academy, or the identification of a phenomenon characterized by a discrepancy between the functioning of the academy and the needs of its further development.

5.4.4. Research purpose and tasks

5.4.4.1. The purpose of the survey is to determine the opinions of representative groups of participants in the educational process and stakeholders regarding the quality of education and the educational process at KSMA, establishing feedback between participants of the educational process and stakeholders for its continuous improvement.

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5.4.4.2. The purpose of the research may include:

- gathering descriptive (statistical) information about the quality of educational services provided at KSMA;
- analyzing the reasons for the occurrence of problematic situation.

5.4.4.3. The research tasks represent a substantive, methodological, and organizational specification of the purpose:

- conducting independent, systematic surveys of participants in the educational process and stakeholders regarding the quality of education and the educational process at KSMA;
- based on the survey results of participants in the educational process and stakeholders, forming proposals for improving the educational process and study programmes;
- preparation of analytical reports based on the survey results;
- compiling rankings of educational components, teaching staff, etc;
- identifying strengths and weaknesses of the educational process at KSMA.

5.4.4.4. Based on the research tasks, programmatic questions are developed. One task may contain several programmatic questions. Together, these questions cover all aspects of the research programme.

5.4.5. The research plan

The research plan is developed based on the research tasks and is reflected in the directive issued by the academy's rector regarding the conduct of the research.

It may include:

- research stages with specified deadlines, method (offline or with using online resources), and responsible parties for their implementation;
- data about ensuring proper conditions for conducting the research;
- staffing provision for the research;
- method of reproducing research tools;
- software products necessary for mathematical and statistical processing of collected data.

5.4.6. Object and subject of research

5.4.6.1. The object of the research is the carriers of the problematic situation that will be examined using the developed tools. The selection of the object is based on the analysis of the research problem. The same object can be studied to address different issues and can involve numerous subjects of research.

5.4.6.2. The subject of research includes the properties of the research object that most fully express the investigated problem.

5.4.6.3. The survey groups include:

- students;
- teaching staff;
- employers / stakeholders;

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- graduates from different years;
- applicants;
- applicants' and students' parents;
- local government bodies;
- other interested parties.

5.4.7. Directions for questioning participants in the educational process and stakeholders:

- quality of education at the Kherson State Maritime Academy overall;
- quality of study curriculum and work plans;
- quality of study programmes;
- quality of educational components;
- quality of teaching specific educational components;
- level of satisfaction with the organization of the educational process, methodological and material and technical facilities at KSMA;
- level of satisfaction with the educational services received;
- adherence to the principles of student-centered learning;
- adherence to the principles of academic integrity;
- competitive advantages of KSMA;
- relevance of the content of study programmes to the needs and requirements of the labor market;
- objectivity and transparency of the assessment system;
- other tasks.

5.4.8. Methods of information collection

5.4.8.1. The choice of information collection method is made based on the research tasks.

The most common (but not the only) method of information collection among customers is questioning.

The main types of questioning are paper-based and electronic surveys on the LMS Moodle platform. (Survey forms for foreign students are conducted in English).

To improve the teaching of educational components, questionings of cadets are planned on the LMS Moodle platform upon completion of studying each component.

5.4.8.2. The research programme describes the selected method of sociological research and indicates its organizational features.

5.4.9. Research tools

5.4.9.1. The research tool for assessing the satisfaction of customers of HEIs is a survey form addressed to a specific object. The survey form can be presented in both paper and electronic form on the Internet, depending on how the research is conducted.

5.4.9.2. The survey form consists of the following blocks:

- introductory block;

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- informative block;
- concluding block.

5.4.9.3. The introductory block is located at the beginning of the survey form. It may include greetings to the respondents, a brief overview of the survey, which includes:

- the name of the organization conducting the research;
- the purpose of the research;
- brief instructions on how to fill out the survey form;
- reminder about the confidentiality of the research.

5.4.9.4. In the informative block, each formulated research question is translated into a set of survey questions. The composition of questions in the informative block in the survey form is determined by the research tasks, the questioning topic, and the specific characteristics of the questions.

5.4.9.5. The concluding block is located at the end of the survey form. It contains a thankful message to the respondent for participating in the research, and if necessary, space for the respondent to write comments or suggestions.

5.4.9.6. Formulating a survey question consists of two parts:

- the questioning part, which contains information already known to the surveyor;
- the response part, which contains the missing information.

5.4.9.7. When formulating questions, it's necessary to adhere to the following requirements:

- the information in the questioning part should be known and equally understandable to both the surveyor and the respondent;
- the questioning part should not contain explicit or implicit expectations from the surveyor regarding possible respondent answers;
- only one option should be indicated in the response part of the question;
- providing the respondent with the option to abstain from answering is necessary;
- maintaining logical coherence between the questioning part and the answers to the question;
- questions should precisely measure the phenomenon under research;
- clearly indicating the question recipient;
- questions should be asked in a respectful manner, using the address "You" is recommended;
- question formulations should not push the respondent towards choosing a particular response option;
- questions should be arranged in a way that the question formulation and response options are simultaneously visible to the person answering them;
- questions should not contain terms that are unclear to the respondent.

5.4.9.8. The survey form may contain the following types of questions:

- open-ended;
- closed-ended;

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- filter questions;
- matrix questions.

5.4.9.9. Open-ended questions, after stating the question, contain the word "Insert" and provide sufficient space for the respondent to write their answer.

5.4.9.10. Closed-ended questions contain a list of all possible answer options. It is recommended to include an "Other" option in the list of possible answers with space for the respondent to enter their own answer.

5.4.9.11. Filter questions are used for clear segregation of questions among respondents. They contain:

- a question addressed to all respondents;
- a list of answer options;
- instructions "Move to question #" placed next to the necessary answer options;
- compounds between answer options and instructions for moving indicated by arrows.

5.4.9.12. Tabular format is used for questions that have similar answer options for the convenience of further data processing, saving respondent time, and compactness of the survey form. They contain:

- formulation of the question;
- indication of the possible number of responses in each row or column;
- table, where typically answer options are placed in rows, and question objects are placed in columns.

5.4.9.13. The developed tools are appended to the Research Programme as a separate document.

5.4.9.14. According to the initiative of the guarantors of the SP/EP and the leadership of the KSMA, aimed at systematic improvement of teaching quality, the Education Quality Management Department is initiating a questioning among students to collect objective information regarding the quality of teaching in a specific educational component, using the Survey form for Students on Teaching Quality at KSMA, appendix 1.

5.4.9.15. The survey form for students regarding distance learning at KSMA is provided in appendix 2.

5.4.9.16. The survey form regarding the employment of graduates is provided in appendix 3.

5.4.9.17. The form survey for the stakeholder on the quality of educational services provided by Kherson State Maritime Academy is presented in appendix 4.

5.4.9.18. The form survey for the study of teachers' satisfaction with their professional activity is presented in appendix 5.

5.4.9.19. The form survey "Survey of Postgraduate Students' Opinions on the Quality of Postgraduate Training at KSMA" is presented in appendix 6.

5.4.9.20. The form survey "Survey of Graduate Students of KSMA Postgraduate course" is presented in appendix 7.

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5.4.9.21. The survey "Analysis of corruption risks at KSMA" is provided in appendix 8.

5.4.9.22. The survey form of higher education students of the first (bachelor's) level on the educational process and the study programme quality Navigation and Ship Handling at Sea is given in appendix 9.1.

5.4.9.23. The survey form of higher education students of the second (master's) level on the educational process and the study programme quality Navigation is given in appendix 9.2.

5.4.9.24. The survey form of higher education students of the first (bachelor's) level on the educational process and the study programme quality Management of Ship Technical Systems and Complexes is given in appendix 9.3.

5.4.9.25. The survey form of higher education students of the second (master's) level on the educational process and the study programme quality Operation of ship power plants is given in appendix 9.4.

5.4.9.26. The survey form of higher education students of the first (bachelor's) level on the educational process and the study programme quality Operation of ship electrical equipment and automatic devices is given in appendix 9.5.

5.4.9.27. The survey form of higher education students of the second (master's) level on the educational process and the study programme quality Operation of ship electrical equipment and automatic devices is given in appendix 9.6.

5.4.9.28. The survey form of the first (bachelor's) level graduates of higher education in the specialty 271.01 Navigation and Ship Handling at Sea is given in appendix 10.1.

5.4.9.29. The survey form of the second (master's) level graduates of higher education in the specialty 271.01 Navigation and Ship Handling at Sea is given in appendix 10.2.

5.4.9.30. The survey form of the first (bachelor's) level graduates of higher education in the specialty 271.02 Management of Ship Technical Systems and Complexes is given in appendix 10.3.

5.4.9.31. The survey form of the second (master's) level graduates of higher education in the specialty 271.02 Management of Ship Technical Systems and Complexes is given in appendix 10.4.

5.4.9.32. The survey form of the first (bachelor's) level graduates of higher education in the speciality 271.03 Operation of ship electrical equipment and automatic devices is given in appendix 10.5.

5.4.9.33. The survey form of the second (master's) level graduates of higher education in the speciality 271.03 Operation of ship electrical equipment and automatic devices is given in appendix 10.6.

5.4.9.34. Completed survey forms are stored in Education Quality Management Department or on the Moodle online platform for two years.

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5.5. Collecting information

5.5.1. The use of the chosen research method is carried out in accordance with the rules of its application.

5.5.2. The efficiency and cost-effectiveness of the research should be combined with the quality of information collection.

5.6. Analysis data research

The analysis of the data obtained is carried out:

- for closed questions in numerical terms (as a percentage);
- for open-ended questions in descriptive form.

5.7. Report on the results of the survey

5.7.1. The results of the data analysis obtained in the curriculum are presented in the form of an analytical report in appendix 11.

5.7.2. Education Quality Management Department is responsible for developing an analytical report based on the results of the survey.

5.7.3. The structure, scope and content of the report are focused on the research objective.

5.7.4. The report is submitted to the management for review and distributed to all stakeholders.

5.7.5. Based on the report results, a plan to eliminate deficiencies is developed, which is reviewed by the Academic Council of KSMA and put into effect by the order of the Rector of the academy.

6. FINAL PROVISIONS

6.1. Responsibility for the issuance, updating and cancellation of this Procedure lies with the responsible persons in accordance with the SE "Documentation Management".

6.2. The procedure comes into force from the moment of its approval by the Rector and implementation by the Rector's order.

6.3. Amendments and additions to the Procedure shall be made by setting it out in a new version.

6.4. Control over compliance with the requirements of this Procedure shall be exercised by officials in accordance with their functional responsibilities.

6.5. This Regulation is posted on the official website of KSMA.

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Appendix 1

QUESTIONNAIRE to survey students on quality of teaching at KSMA

The survey is conducted anonymously.

Your answers will help improve the education quality system at KSMA.

1. Select the name of the study programme you are studying in:

- Navigation and control of seagoing vessels (bachelor's level of higher education);
- Navigation (master's level of higher education);
- Management of ship technical systems and complexes (bachelor's level of higher education);
- Operation of ship power plants (master's level of higher education);
- Operation of ship electrical equipment and automation (bachelor's level of higher education);
- Operation of ship electrical equipment and automation (master's level of higher education).

2. Specify the form of training

- Full-time
- Part-time

3. Please answer the questions on a scale of ten (1-10), where “1” is unsatisfactory, “10” is excellent.

Teacher _____

Subject _____

№	Evaluation criteria	Points									
		1	2	3	4	5	6	7	8	9	10
1.	How open and approachable was the teacher?	1	2	3	4	5	6	7	8	9	10
2.	How correct and tactful was the teacher?	1	2	3	4	5	6	7	8	9	10
3.	How did the teacher use modern and interesting teaching methods?	1	2	3	4	5	6	7	8	9	10
4.	How clearly did the teacher explain the methodology for assessing completed tasks for a subject during the first lesson?	1	2	3	4	5	6	7	8	9	10
5.	How objectively and transparently did the teacher evaluate your knowledge?	1	2	3	4	5	6	7	8	9	10
6.	How demanding was the teacher towards the cadets?	1	2	3	4	5	6	7	8	9	10
7.	How much did the teacher help you gain modern knowledge and skills?	1	2	3	4	5	6	7	8	9	10
8.	How much did the teacher help you acquire practical skills?	1	2	3	4	5	6	7	8	9	10
9.	How much do you think the teacher knows about the teaching material?	1	2	3	4	5	6	7	8	9	10
10.	How much would I like to study with this teacher in the future?	1	2	3	4	5	6	7	8	9	10

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4. Is your right to free choice of subjects (academic disciplines) being implemented?

- Yes, it is being implemented
- No, the educational programme does not provide the right to choose
- Partially implemented
- Other: _____

5. Point out the positive aspects of teaching _____

6. Your recommendations to the teacher for quality of teaching improvement

Thank you for your responses!

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Appendix 2

QUESTIONNAIRE to survey students on distance learning at KSMA

The survey is conducted anonymously.

1. Select the name of the study programme you are studying in:

- Navigation and control of seagoing vessels (bachelor's level of higher education);
- Navigation (master's level of higher education);
- Management of ship technical systems and complexes (bachelor's level of higher education);
- Operation of ship power plants (master's level of higher education);
- Operation of ship electrical equipment and automation (bachelor's level of higher education);
- Operation of ship electrical equipment and automation (master's level of higher education).

2. Specify the form of training

- Full-time
- Part-time

3. Are you satisfied with the quality of the organization of the distance learning process?

- Yes, completely
- Partially satisfied
- Not satisfied
- Other: _____

4. Online consultations and classes were held:

- According to schedule
- Appointed by a teacher at other times
- Chaotic, from time to time
- Other: _____

5. Provision of educational and methodological material for distance learning:

- Enough, everything was placed in LMS Moodle.
- Partial, there are few materials in LMS Moodle, we searched independently in literary sources and the Internet.
- Unsatisfactory, no materials in LMS Moodle, no paper books, little information on the Internet
- Other: _____

6. When you compare face-to-face lessons and online education, what is your opinion?

- There is no difference
- Face-to-face is better
- Online is better
- Other: _____

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7. What are the advantages of distance learning in your opinion? _____

8. What difficulties did you encounter during distance learning? _____

Thank you for your responses!

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Appendix 3

QUESTIONNAIRE to survey graduates on their employment

Dear survey participants!

We ask you to take part in a survey regarding your employment. Your feedback is very important for improving the educational process and practical training. The questionnaire information will be used for official purposes only.

1. Write your first and last name:

2. Specify the specialization you studied:

- « Navigation and control of seagoing vessels»
 « Management of ship technical systems and complexes»
 « Operation of ship electrical equipment and automation»

3. Specify the year of graduation from KSMA:

4. Specify the form of training:

- Full-time
 Part-time

5. Please provide your email:

6. Do you plan to work in your specialty?

- Yes
 No
 Other: _____

7. Please specify the places of internship while studying at the academy (shipping and crewing companies):

1. _____
2. _____
3. _____
4. _____

8. What difficulties did you encounter when looking for a place to practice?

9. How did you find internships while studying at the academy?

- With the assistance of the academy's practice department
 Sending application forms to crewing companies
 Personal visits to shipping and crewing companies
 With the assistance of parents

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Other: _____

10. Were you able to find employment after graduation (are you currently employed)?

Yes

No

11. Specify your place of employment after graduation from higher education institution and your position:

Company name

Job title

12. Provide your review of the company at your last place of practice _____

13. Are you satisfied with the profession you received?

Very satisfied

Partially satisfied

Not satisfied

14. If you are not employed, please specify the reason:

Lack of offers

Insufficient level of training

You are disappointed with the profession you received, so you don't want to get a job in this profession

Lack of desire to work at all

Family circumstances

Thank you for your responses!

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Appendix 4

QUESTIONNAIRE to survey employers

Dear employers and stakeholders!

The expressed wishes will be used to improve the quality of educational services provided by the Kherson State Maritime Academy. Thank you for your cooperation!

1. Please specify the name of your company:

2. Please specify your position:

3. Which of the listed specializations do graduates of the Kherson State Maritime Academy work in your shipping company?

- « Navigation and control of seagoing vessels»
 « Management of ship technical systems and complexes»
 « Operation of ship electrical equipment and automation»

4. Which of the following factors have the greatest impact on the effectiveness of a specialist's professional activity and his career growth in your opinion?

1 (low level) to 5 (high level)

1. Level of general theoretical training	1	2	3	4	5
2. Level of basic (professional) knowledge and skills	1	2	3	4	5
3. Strategic Thinking	1	2	3	4	5
4. Focus on the end result	1	2	3	4	5
5. Ability to work in a team environment	1	2	3	4	5
6. Ability to effectively present oneself and the results of one's work	1	2	3	4	5
7. Focus on career growth and professional development	1	2	3	4	5
8. Personnel and team management skills	1	2	3	4	5
9. Erudition, general culture, communication skills	1	2	3	4	5
10. Proficiency in information and communication technologies	1	2	3	4	5
11. Maintaining business records	1	2	3	4	5

Other (specify): _____

3. How satisfied are you with the level of professional training of KSMA graduates working in your organization? 1 (low level) to 5 (high level)

1	2	3	4	5
---	---	---	---	---

4. How interested are you in hiring KSMA graduates?

1 (low level) to 5 (high level)

1	2	3	4	5
---	---	---	---	---

5. Please provide your assessment of KSMA as an institution of higher education according to the following criteria: 1 (low level) to 5 (high level)

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1. Business reputation, image of the establishment	1	2	3	4	5
2. Competitiveness of educational services	1	2	3	4	5
3. Teaching staff	1	2	3	4	5
4. Material and technical base	1	2	3	4	5
5. Establishment management system	1	2	3	4	5
6. Quality of educational services	1	2	3	4	5
7. Contents of training programs	1	2	3	4	5
8. Latest interactive teaching methods usage	1	2	3	4	5

6. Оцініть якості та навички випускників ХДМА: on a five-point scale
1 (low level) to 5 (high level)

1. Level of general theoretical training	1	2	3	4	5
2. Level of basic (professional) knowledge and skills	1	2	3	4	5
3. Strategic Thinking	1	2	3	4	5
4. Focus on the end result	1	2	3	4	5
5. Ability to work in a team environment	1	2	3	4	5
6. Ability to effectively present oneself and the results of one's work	1	2	3	4	5
7. Focus on career growth and professional development	1	2	3	4	5
8. Personnel and team management skills	1	2	3	4	5
9. Erudition, general culture, communication skills	1	2	3	4	5
10. Proficiency in information and communication technologies	1	2	3	4	5
11. Maintaining business records	1	2	3	4	5
Other (specify):					

7. Provide your comments or suggestions regarding the knowledge, skills, and abilities that are provided during training at KSMA

Thank you for your responses!

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Appendix 5

QUESTIONNAIRE to study teachers' professional activity satisfaction

Dear teachers!

Please read the survey questions carefully and circle the answer options you agree with. Survey data will be treated confidentially. Practical and scientific value of this study results depends on the sincerity of your answers.

1. What attracts you most about working at the academy? PLEASE PROVIDE NO MORE THAN THREE ANSWERS

- The prestige of working at higher educational institution.
- Creative nature of work.
- Interest in scientific activities.
- Interest in teaching.
- Opportunity to communicate with young people.
- Opportunity for professional growth.
- Good moral and psychological atmosphere in the team.
- The opportunity to implement your scientific developments into practice.
- Ability to use information and communication technologies.
- Flexible work schedule.
- Proximity to place of residence.
- I find it difficult to answer.

Other (specify): _____

2. Specify how satisfied you are with the relations at the academy:

SELECT ONE ANSWER PER LINE

Social sphere	Fully satisfied	Partially satisfied	Not satisfied	I find it difficult to answer
Relations with the administration				
Relations with direct management				
Relations with colleagues at the department, at the laboratory				
Relations with students				
Recognition of your successes and achievements				

3. Do you intend to change your place of work (i.e., work as a teacher at higher educational institution) in the near future?

- Yes
- No

Other: _____

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4. What are the main reasons that would influence you to choose a different job?

PLEASE PROVIDE NO MORE THAN TWO ANSWERS

- Desire for more interesting work
- Professional dissatisfaction
- Lack of prospects for professional growth
- Conflict in the team
- Life circumstances
- Dissatisfaction with wage

Other (specify): _____

5. If you have comments, requests, suggestions for the administration of KSMA, you can specify it here _____

Thank you for your responses!

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Appendix 6

QUESTIONNAIRE

to study the opinion of postgraduate students on the quality of training in graduate school of Kherson State Maritime Academy

Dear PhD students! Please join the survey on the quality of training in graduate school of Kherson State Maritime Academy!

1. Please indicate which educational and scientific program (specialty) you are studying in:

- 132 Materials Science
- 151 Automation and computer-integrated technologies
- 174 Automation, computer-integrated technologies and robotics
- 275 Transport technologies
- 271 Maritime and inland waterway transport.

2. Why did you choose postgraduate training?

- Interest in scientific work
- Desire or need for advanced training
- To improve social status
- Other: _____

3. How do you generally assess the quality of training in graduate school of KSMA?

- Completely satisfied
- Partially satisfied
- Not satisfied
- I can't decide
- Other: _____

4. How do you assess the quality of the educational process in graduate school of KSMA?

- Completely satisfied
- Partially satisfied
- Not satisfied
- I can't decide
- Other: _____

5. How do you assess the quality of scientific training in graduate school of KSMA?

- Completely satisfied
- Partially satisfied
- Not satisfied
- I can't decide
- Other: _____

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6. Are you satisfied with the level of professionalism of teachers?

- Completely satisfied
 Partially satisfied
 Not satisfied
 Other: _____

7. Are you satisfied with the quality of scientific supervision?

- Completely satisfied
 Partially satisfied
 Not satisfied
 Other: _____

8. Does KSMA contribute to the realization of your personal scientific potential (cognitive, creative, communicative and other abilities)?

- Fully contributes
 Partially contributes
 Does not contribute
 Other: _____

9. Is your right to free choice of educational components (academic disciplines) realized?

- Yes, it is being implemented
 No, the educational and scientific program does not provide for the right to choose
 Partially implemented
 Other: _____

10. Are you familiar with academic virtue compliance procedure in KSMA, relevant regulatory documents and legislation of Ukraine?

- Yes, I am familiar
 No, I am not familiar

11. Are you aware of any cases of violation of academic virtue in your educational and scientific program at KSMA?

- Yes, I am aware
 No, I am not aware of such cases

12. Do your expectations regarding the educational and scientific program coincide with its content and ways of implementation?

- Yes
 Most likely yes
 No
 Probably not
 I can't decide
 Other: _____

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13. Is the material and information support of the educational and scientific program sufficient?

- Yes
- Most likely yes
- No
- Probably not
- I can't decide
- Other: _____

14. Express your wishes to improve the structure and content of the educational and scientific program

Thank you for the answers!

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Appendix 7

Survey of PhD graduates of Kherson State Maritime Academy

Dear PhD graduates of Kherson State Maritime Academy! We kindly ask you to complete this survey in order to monitor and improve educational and scientific programs.

1. What specialty did you study in?

- 132 Materials Science
- 151 Automation and computer-integrated technologies
- 174 Automation, computer-integrated technologies and robotics
- 275 Transport technologies
- 271 Marine and inland waterway transport.

2. What form of education did you study in?

- Full-time
- Evening-time
- Part-time

3. Are you satisfied with the level of educational services received on the educational and scientific program (specialty)?

- Yes
- Most likely yes
- No
- Probably not
- It's difficult to answer
-

Other: _____

4. Was the professional level of lecturers who taught this educational and scientific program (specialty) sufficient?

- Yes
- Most likely yes
- No
- Probably not
- It's difficult to answer
-

Other: _____

5. Was there a logical relationship between the educational components (disciplines), consistency in work plans, schedules of the educational process?

- Yes
- Most likely yes
- No
- Probably not
- It's difficult to answer
-

Other: _____

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6. Were you satisfied with your cooperation with your supervisor?

- Yes
- Most likely yes
- No
- Probably not
- It's difficult to answer
-

Other: _____

7. Have you ever had any conflicts with teachers or your supervisor?

- Yes, conflicts arose
- Yes, they arose, but were quickly resolved
- No, there were no conflicts
- Other: _____

8. Were your scientific plans realized during your training in graduate school of KSMA?

- Yes
- Partly
- No
- Other: _____

9. What are your wishes and suggestions for improving the educational and scientific program and training in graduate school?

Your Answer: _____

10. If desired, indicate your last name, first name and patronymic and contact phone number

Thank you for the answers!

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Appendix 8

QUESTIONNAIRE

“Analysis of the state of corruption risks in KSMA”

Dear applicants. The academy is conducting research to study your opinion about the state of corruption in KSMA. We kindly ask you to answer all questions in the questionnaire. Your personal opinion is valuable to us.

1. Select the name of the educational program you are studying in:

- Navigation and control of seagoing vessels (bachelor's level of higher education);
- Navigation (master's level of higher education);
- Management of ship technical systems and complexes (bachelor's level of higher education);
- Operation of ship power plants (master's level of higher education);
- Operation of ship electrical equipment and automation (bachelor's level of higher education);
- Operation of ship electrical equipment and automation (master's level of higher education).

2. Specify the form of training

- Full-time
- Part-time

3. Assess the degree of corruption of the academy:

- High
- Average
- Low
- There is no corruption in the academy
-

Other: _____

4. What do you think of the fact that applicants have to pay bribes to solve their problems in the field of education?

- It is an integral part of our life
- This can be avoided
- It has always been this way and it will always be so
- This should be avoided
-

Other: _____

5. What do you think could be considered as bribery to a teacher?

- Money
- Gift (alcohol, candy, flowers, etc.)
- Services
- Your own version _____

6. Have you been in corruption situations at the academy?

- Yes, upon admission
- Yes, upon check-in to the dormitory
- Yes, when passing a test/exam
- Yes, when submitting a course project
- Yes, upon receipt of certificates and benefits
- Yes, when registering for seagoing practice

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- There were no such situations
- Other (write what exactly): _____

7. Have you personally given a bribe or gift to teachers?

- Yes, quite often
- Yes, sometimes
- Yes, but it was an isolated incident
- No, never
-

Other: _____

8. If you gave a bribe to an employee/teacher of the academy, this was due to the fact that:

- You were forced by an employee/teacher
- You solved your problems
- This is what most applicants for higher education do and I don't want to stand out
- The administration forced you
- No time to prepare for the session because of work
- Had to resume studies after expelling
- There were no such cases
- Other (write what exactly): _____

9. How is a bribe transferred to a teacher during an exam or credit?

- With a help of the group leader
- With a help of the dean's office and its employees
- Personally to the teacher
- With a help of friends at the academy
- With a help of friends outside the academy
- There were no such cases
- Other: _____

10. What needs to be done to reduce the level of corruption in KSMA?

- Cancel the sole acceptance of exams by the teacher and conduct them only in the presence of the commission
- Conduct the exam in a comprehensive form: testing and interview
- Conduct the exam in a comprehensive form: computer testing and interview
- Conduct anonymous written exams, providing each applicant with a code (login)
- In case of extortion of a bribe (money, gifts) from an applicant, inform:
 - a) dean's office, administration via the "hotline" or through the "trust box"
 - b) Law enforcement
- Other: _____

11. Do you think the introduction of independent computer testing will reduce the level of corruption in KSMA?

- Yes
- No
- It's difficult to answer
- Other: _____

12. Do you think the administration is struggling with the corruption in the academy?

- Yes
- No

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It's difficult to answer

Other: _____

13. Assess the effectiveness of anti-corruption measures in the academy

(1- not effective; 5- very effective)

1	2	3	4	5
---	---	---	---	---

Thank you for the answers!

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Appendix 9.1

QUESTIONNAIRE

to survey students of the first (Bachelor) degree of higher education on the quality of the educational process and the quality of the study programme Navigation and ship handling

The purpose of the survey: to study the opinions of applicants about the quality of the educational process and educational program for their further improvement.

The survey is anonymous.

We will be grateful for your answers.

1. Indicate your course:

2. Indicate the form of studying:

- Full-time
 Part-time

3. Are you satisfied with the quality of the educational process at Kherson State Maritime Academy?

- Yes
 No
 Partly
 It's difficult to answer

Other: _____

4. Are you familiar with the goals of the educational program you are studying in?

- Yes
 No
 It's difficult to answer

Other: _____

5. What form of studying is most convenient for you?

- Classes (lectures, practical, seminars, laboratory)
 Extracurricular activities (individual, conferences, round tables, writing course projects)
 Independent work
 Blended learning
 Distance learning

Other:

6. Which educational components (academic disciplines) did you remember most this semester, and why? (be sure to indicate the semester number)

7. How would you evaluate the logical interconnectedness of educational components (academic disciplines)?

(1 – not connected at all, 5 – completely interconnected)

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1	2	3	4	5
---	---	---	---	---

8. How much do you think the material learned this semester is necessary for your future profession?

(1 - totally unnecessary, 5 - necessary)

1	2	3	4	5
---	---	---	---	---

9. What educational component (academic discipline) motivated you to study during the semester? (indicate the name of the discipline)

10. Did your expectations regarding the knowledge gained during the study of educational components (academic disciplines) coincide?

Yes

No

Partly

Other: _____

11. Are you familiar with the criteria for assessing knowledge in educational components (academic disciplines) this semester?

Yes

No

Partly

Other: _____

12. Select the most convenient methods for assessing studying results:

Exam

Credit

Test

Computer testing

Interview

Oral and written survey

Other: _____

13. How fair, in your opinion, is the system for assessing the knowledge of applicants at KSMA in specialization 271.01 Navigation and ship handling in general?

(1 – unfair, 5 – completely fair)

1	2	3	4	5
---	---	---	---	---

14. Write the name of the educational component (academic discipline) where, in your opinion, it was possible to use simulators to consolidate practical skills?

15. Are you satisfied with the level of educational and methodological support for educational components (academic disciplines) available on LMS Moodle (availability of guidelines, handouts, tests, electronic resources, etc.)?

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- Yes
- No
- Partly
- Other: _____

16. To what extent do KSMA teachers motivate you to do scientific research during your studies?

(1 – do not motivate at all, 5 – constantly motivate and encourage)

1	2	3	4	5
----------	----------	----------	----------	----------

17. Are you familiar with subdivisions that can help in difficult situations and the procedure for resolving conflict situations (bullying, claims, discrimination, etc.)?

- Yes
- No
- Used their help
-

Other: _____

18. Your wishes and suggestions for improving the quality of education at the academy based on the results of the semester

Thank you for the answers!

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Appendix 9.2

QUESTIONNAIRE

for the students of the second (Master's) degree of higher education regarding the quality of the educational process and the quality of the study programme of Navigation

The purpose of the questionnaire: to study the opinion of higher education applicants about the quality of the educational process and study program for their further improvement.

The questionnaire is anonymous.

We appreciate your participation.

1. Specify your course:

2. Specify the form of education:

- Full-time
 Part-time

3. Are you satisfied with the quality of the educational process at the Kherson State Maritime Academy?

- Yes
 No
 Partially
 Difficult to answer
 Other: _____

4. Are you familiar with the objectives of the study program you are studying?

- Yes
 No
 Difficult to answer
 Other: _____

5. What form of education is most convenient for you?

- Classroom classes (lectures, practical classes, seminars, laboratory classes)
 Extracurricular classes (individual, conferences, "round tables", coursework)
 Independent work
 Mixed form of education
 Distance form of education
 Other: _____

6. Which subjects of this term (curricular subjects) you remembered most and why? (specify the term number)

7. How would you rate the logical interrelationship of subjects (disciplines)?

(1 – completely unrelated, 5 – completely interrelated)

1	2	3	4	5
---	---	---	---	---

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8. To what extent, in your opinion, is the material learned throughout this term necessary for your future profession?

(1 – completely unnecessary, 5 – necessary)

1	2	3	4	5
----------	----------	----------	----------	----------

9. What subject (discipline) encouraged you to study throughout this term? (indicate the name of the discipline)

–

10. Have your expectations regarding the knowledge obtained during the study of subjects (disciplines) been met?

- Yes
- No
- Partially
- Other: _____

11. Are you familiar with the criteria for evaluating knowledge from subjects (disciplines) this semester?

- Yes
- No
- Partially
- Other: _____

12. Choose the most convenient methods for evaluating learning outcomes:

- Exam
- Credit test
- Test
- Computer testing
- Oral survey
- Oral and written survey
- Other _____

13. How fair, in your opinion, is the system of assessing the knowledge of students of higher education of the KSMA in specialization 271.01 - Navigation and management of sea vessels in general?

(1 – unfair, 5 – completely fair)

1	2	3	4	5
----------	----------	----------	----------	----------

14. Write the name of the subject (discipline) where, in your opinion, simulators could be used to consolidate practical skills?

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15. Are you satisfied with the level of educational and methodological support of the subjects (disciplines) available on the LMS Moodle (availability of methodological guidelines, handouts, tests, electronic resources, etc.)?

- Yes
- No
- Partially
- Other: _____

16. To what extent do scientific and pedagogical staff of the KSMA encourage you to do scientific research throughout your studies?

(1 – do not encourage at all, 5 – constantly motivate and encourage)

1	2	3	4	5
----------	----------	----------	----------	----------

17. Are you familiar with departments where you can summon help in difficult situations and the procedure for resolving conflict situations (bullying, harassment, discrimination, etc.)?

- Yes
- No
- I used their help
- Other: _____

18. Your wishes and suggestions for improving the quality of education at the academy based on the term learning outcomes.

Thank you for your answers!

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Appendix 9.3

QUESTIONNAIRE

for the students of the first (Bachelor's) degree of higher education regarding the quality of the educational process and the quality of the study programme of Ship technical systems and complexes operation

The purpose of the questionnaire: to study the opinion of higher education applicants about the quality of the educational process and study program for their further improvement.

The questionnaire is anonymous.

We appreciate your participation.

1. Specify your course:

2. Specify the form of education:

- Full-time
 Part-time

3. Are you satisfied with the quality of the educational process at the Kherson State Maritime Academy?

- Yes
 No
 Partially
 Difficult to answer
 Other: _____

4. Are you familiar with the objectives of the study program you are studying?

- Yes
 No
 Difficult to answer
 Other: _____

5. What form of education is most convenient for you?

- Classroom classes (lectures, practical classes, seminars, laboratory classes)
 Extracurricular classes (individual, conferences, "round tables", coursework)
 Independent work
 Mixed form of education
 Distance form of education
 Other: _____

6. Which subjects of this term (curricular subjects) you remembered most and why? (specify the term number)

7. How would you rate the logical interrelationship of subjects (disciplines)?

(1 – completely unrelated, 5 – completely interrelated)

1	2	3	4	5
---	---	---	---	---

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8. To what extent, in your opinion, is the material learned throughout this term necessary for your future profession?

(1 – completely unnecessary, 5 – necessary)

1	2	3	4	5
----------	----------	----------	----------	----------

9. What subject (discipline) encouraged you to study throughout this term? (indicate the name of the discipline)

–

10. Have your expectations regarding the knowledge obtained during the study of subjects (disciplines) been met?

- Yes
- No
- Partially
- Other: _____

11. Are you familiar with the criteria for evaluating knowledge from subjects (disciplines) this semester?

- Yes
- No
- Partially
- Other: _____

12. Choose the most convenient methods for evaluating learning outcomes:

- Exam
- Credit test
- Test
- Computer testing
- Oral survey
- Oral and written survey
- Other _____

13. How fair, in your opinion, is the system of assessing the knowledge of students of higher education of the KSMA in specialization 271.01 - Navigation and management of sea vessels in general?

(1 – unfair, 5 – completely fair)

1	2	3	4	5
----------	----------	----------	----------	----------

14. Write the name of the subject (discipline) where, in your opinion, simulators could be used to consolidate practical skills?

15. Are you satisfied with the level of educational and methodological support of the subjects (disciplines) available on the LMS Moodle (availability of methodological guidelines, handouts, tests, electronic resources, etc.)?

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- Yes
- No
- Partially
- Other: _____

16. To what extent do scientific and pedagogical staff of the KSMA encourage you to do scientific research throughout your studies?

(1 – do not encourage at all, 5 – constantly motivate and encourage)

1	2	3	4	5
----------	----------	----------	----------	----------

17. Are you familiar with departments where you can summon help in difficult situations and the procedure for resolving conflict situations (bullying, harassment, discrimination, etc.)?

- Yes
- No
- I used their help
- Other: _____

18. Your wishes and suggestions for improving the quality of education at the academy based on the term learning outcomes.

Thank you for your answers!

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Додаток 9.4

QUESTIONNAIRE

for the students of the first (Bachelor's) degree of higher education regarding the quality of the educational process and the quality of the study programme of Operation of ship power plants

The purpose of the questionnaire: to study the opinion of higher education applicants about the quality of the educational process and study program for their further improvement.

The questionnaire is anonymous.

We appreciate your participation.

1. Specify your course:

2. Specify the form of education:

- Full-time
 Part-time

3. Are you satisfied with the quality of the educational process at the Kherson State Maritime Academy?

- Yes
 No
 Partially
 Difficult to answer
 Other: _____

4. Are you familiar with the objectives of the study program you are studying?

- Yes
 No
 Difficult to answer
 Other: _____

5. What form of education is most convenient for you?

- Classroom classes (lectures, practical classes, seminars, laboratory classes)
 Extracurricular classes (individual, conferences, "round tables", coursework)
 Independent work
 Mixed form of education
 Distance form of education
 Other: _____

6. Which subjects of this term (curricular subjects) you remembered most and why? (specify the term number)

7. How would you rate the logical interrelationship of subjects (disciplines)?

(1 – completely unrelated, 5 – completely interrelated)

1	2	3	4	5
---	---	---	---	---

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8. To what extent, in your opinion, is the material learned throughout this term necessary for your future profession?

(1 – completely unnecessary, 5 – necessary)

1	2	3	4	5
----------	----------	----------	----------	----------

9. What subject (discipline) encouraged you to study throughout this term? (indicate the name of the discipline)

–

10. Have your expectations regarding the knowledge obtained during the study of subjects (disciplines) been met?

- Yes
- No
- Partially
- Other: _____

11. Are you familiar with the criteria for evaluating knowledge from subjects (disciplines) this semester?

- Yes
- No
- Partially
- Other: _____

12. Choose the most convenient methods for evaluating learning outcomes:

- Exam
- Credit test
- Test
- Computer testing
- Oral survey
- Oral and written survey
- Other _____

13. How fair, in your opinion, is the system of assessing the knowledge of students of higher education of the KSMA in specialization 271.01 - Navigation and management of sea vessels in general?

(1 – unfair, 5 – completely fair)

1	2	3	4	5
----------	----------	----------	----------	----------

14. Write the name of the subject (discipline) where, in your opinion, simulators could be used to consolidate practical skills?

15. Are you satisfied with the level of educational and methodological support of the subjects (disciplines) available on the LMS Moodle (availability of methodological guidelines, handouts, tests, electronic resources, etc.)?

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- Yes
- No
- Partially
- Other: _____

16. To what extent do scientific and pedagogical staff of the KSMA encourage you to do scientific research throughout your studies?

(1 – do not encourage at all, 5 – constantly motivate and encourage)

1	2	3	4	5
----------	----------	----------	----------	----------

17. Are you familiar with departments where you can summon help in difficult situations and the procedure for resolving conflict situations (bullying, harassment, discrimination, etc.)?

- Yes
- No
- I used their help
- Other: _____

18. Your wishes and suggestions for improving the quality of education at the academy based on the term learning outcomes.

Thank you for your answers!

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Appendix 9.5

QUESTIONNAIRE

for the survey of students of the first (bachelor) level of higher education regarding the quality of the educational process and the quality of the study programme

Ship electrical equipment and automatic devices operation

The purpose of the questionnaire: to study the opinion of students about the quality of the educational process and study program for their further improvement.

The survey is anonymous.

We will be grateful for your answers.

1. Write the course you're studying at:

2. Write the form of education:

- Full time
- Correspondence

3. Are you satisfied with the quality of education at the KSMA?

- Yes
- No
- Partially
- Difficult to answer
- Other: _____

4. Are you familiar with the goals of the study program you're studying at?

- Yes
- No
- Difficult to answer
- Other: _____

5. What form of education is the most convenient for you?

- Classes (lectures, practical lessons, seminars, laboratory lessons)
- Extracurricular classes (individual lessons, conferences, 'round tables', course works)
- Individual work
- Blended education
- Distance education
- Other: _____

6. What subjects (disciplines) have you remembered most of all this semester and why? (specify the semester number)

7. How would you rate the logical interconnection of subjects (disciplines)?

(1 – completely not interconnected, 5 – completely interconnected)

1	2	3	4	5
----------	----------	----------	----------	----------

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8. To what extent, in your opinion, is the material learned this semester necessary for your future profession?

(1 – completely unnecessary, 5 – necessary)

1	2	3	4	5
----------	----------	----------	----------	----------

9. What subject (discipline) motivated you to study this semester? (write the title of the discipline)

10. Have your expectations regarding the knowledge obtained during the study of subjects (disciplines) matched?

- Yes
- No
- Partially
- Other: _____

11. Are you familiar with the criteria for assessing knowledge in subjects (disciplines) this semester?

- Yes
- No
- Partially
- Other: _____

12. Choose the most convenient methods for evaluating learning outcomes:

- Exam
- Credit
- Control work
- Computer testing
- Interview
- Oral and written survey
- Other: _____

13. To what extent, in your opinion, is the system of evaluating the knowledge of students in specialization 271.03 – Ship electrical equipment and automatic devices operation at KSMA as a whole fair?

(1 – unfair, 5 – completely fair)

1	2	3	4	5
----------	----------	----------	----------	----------

14. Write the title of the subject (discipline) where it was possible to use simulators, in your opinion, to consolidate practical skills.

15. Are you satisfied with the level of educational and methodological support of subjects (disciplines) available on LMS Moodle (availability of methodological instructions, handouts, tests, electronic resources, etc.)?

- Yes
- No

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- Partially
- Other: _____

16. To what extent do scientific and pedagogical workers of KSMA motivate you to do scientific research during your studies?

(1 – do not motivate at all, 5 – constantly motivate and courage)

1	2	3	4	5
----------	----------	----------	----------	----------

17. Are familiar with the departments that can help in difficult situation and the procedure for resolving conflict situation (bullying, harassment, discrimination, etc.)?

- Yes
- No
- Used their help
- Other: _____

18. Your wishes and suggestions for improving the quality of education at the Academy based on the results of the end of the semester.

Thanks for the answers!

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Appendix 9.6

QUESTIONNAIRE

for the survey of students of the second (master) level of higher education regarding the quality of the educational process and the quality of the study programme

Ship electrical equipment and automatic devices operation

The purpose of the questionnaire: to study the opinion of students about the quality of the educational process and study program for their further improvement.

The survey is anonymous.

We will be grateful for your answers.

1. Write the course you're studying at:

2. Write the form of education:

- Full time
- Correspondence

3. Are you satisfied with the quality of education at KSMA?

- Yes
- No
- Partially
- Difficult to answer
- Other: _____

4. Are you familiar with the goals of the study program you're studying at?

- Yes
- No
- Difficult to answer
- Other: _____

5. What form of education is the most convenient for you?

- Classes (lectures, practical lessons, seminars, laboratory lessons)
- Extracurricular classes (individual lessons, conferences, 'round tables', course works)
- Individual work
- Blended education
- Distance education
- Other: _____

6. What subjects (disciplines) have you remembered most of all this semester and why? (specify the semester number)

7. How would you rate the logical interconnection of subjects (disciplines)?

(1 – completely not interconnected, 5 – completely interconnected)

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1	2	3	4	5
---	---	---	---	---

8. To what extent, in your opinion, is the material learned this semester necessary for your future profession?

(1 – completely unnecessary, 5 – necessary)

1	2	3	4	5
---	---	---	---	---

9. What subject (discipline) motivated you to study this semester? (write the title of the discipline)

10. Have your expectations regarding the knowledge obtained during the study of subjects (disciplines) matched?

- Yes
- No
- Partially
- Other: _____

11. Are you familiar with the criteria for assessing knowledge in subjects (disciplines) this semester?

- Yes
- No
- Partially
- Other: _____

12. Choose the most convenient methods for evaluating learning outcomes:

- Exam
- Credit
- Control work
- Computer testing
- Interview
- Oral and written survey
- Other: _____

13. To what extent, in your opinion, is the system of evaluating the knowledge of students in specialization 271.03 – Ship electrical equipment and automatic devices operation at KSMA as a whole fair?

(1 – unfair, 5 – completely fair)

1	2	3	4	5
---	---	---	---	---

14. Write the title of the subject (discipline) where it was possible to use simulators, in your opinion, to consolidate practical skills.

15. Are you satisfied with the level of educational and methodological support of subjects (disciplines) available on LMS Moodle (availability of methodological instructions, handouts, tests, electronic resources, etc.)?

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- Yes
- No
- Partially
- Other: _____

16. To what extend do scientific and pedagogical workers of KSMA motivate you to do scientific research during your studies?

(1 – do not motivate at all, 5 – constantly motivate and courage)

1	2	3	4	5
----------	----------	----------	----------	----------

17. Are familiar with the departments that can help in difficult situation and the procedure for resolving conflict situation (bullying, harassment, discrimination, etc.)?

- Yes
- No
- Used their help
- Other: _____

18. Your wishes and suggestions for improving the quality of education at the Academy based on the results of the end of the semester.

Thanks for the answers!

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Appendix 10.1

QUESTIONNAIRE

for the survey of the graduates of the first (bachelor) level of higher education in the specialization 271.01 Navigation and ship handling at sea

Dear survey participants!

You can fill out the form anonymously or add your surname, first name, second name in the final comment. Please give extended answers in the comments. Your feedback is very important for improving the educational process and practical training.

1. Are you employed in specialization 271.01 Navigation and ship handling at sea?

- Yes
 No
 Employed in another specialization

2. Please, indicate your current place of employment

Name of the company _____

Position _____

**3. Having the opportunity to choose, would you choose again the study program
Navigation and ship handling at sea?**

- Yes
 No
 Difficult to answer
 Other: _____

**4. Do you know the competencies and learning outcomes provided for by the study
program?**

- Yes
 No
 Difficult to answer
 Other: _____

5. How useful is the knowledge gained during your studies in your professional activity?

(1 – low level, 5 – high level)

1	2	3	4	5
---	---	---	---	---

**6. Please, indicate the shortcomings of the educational process that reduced the quality
of your training.**

**7. In your opinion, does the name of the study program correspond to its content and
subjects (disciplines) studies in it?**

- Yes
 No
 Other: _____

**8. In your opinion, to what extend is realized the possibility of students to choose their
own educational trajectory within the study program Navigation and ship handling
at sea?**

- Completely realized
 Sufficiently realized

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- Insufficiently realized
 Not realized at all
- 9. Do you know about the possibility of crediting the results of non-formal education (certificates in completions of additional training courses within the specialty/specialization, participation in trainings, master classes, etc.)?**
- I know
 I don't know
 Other: _____
- 10. Are you familiar with the policy of academic integrity and ethics of academic relations at the KSMA (Regulation of QMS 04-160-2020 No 2)?**
- Yes
 No
- 11. Please, indicate whether there were subjects (disciplines) with an uneven division of hours of individual and face-to-face work during the educational process?**
- Yes
 No
 Other: _____
- 12. Are you familiar with the credit mobility policy of the KSMA?**
- Yes
 No
 Other: _____
- 13. How often did you take surveys during your studies at the relevant level of higher education?**
- Quite often
 Not often enough
 More often than necessary
 Other: _____
- 14. Have you ever had to give any kind of reward for passing a credit/exam in a subject (a discipline)?**
- Yes
 No
 Other: _____
- 15. From what sources do you get the information about the social/scientific life of the KSMA?**
(SEVERAL ANSWERS CAN BE CHOSEN)
- From the official website of the KSMA
 Telegram channel of student self-government
 Groups in messengers
 From the curator of the group
 From the group mates
 From the KSMA FaceBook page
 From the dean's office
 Other: _____
- 16. Give an assessment of the educational and laboratory base of the KSMA according to the following indicators:**
CHOOSE ONE ANSWER IN EACH LINE

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	Excellent	Good	Satisfactorily	Other in general comment
The number of the necessary laboratories from the leading subjects of the study program				
Provision of the laboratories with the necessary equipment				
Availability of modern simulators and full-scale maritime simulators				
Use of the laboratory database by instructors				

17. How would you rate the acquired soft skills within the study program at your level of higher education?

CHOOSE ONE ANSWER IN EACH LINE

	Excellent	Good	Satisfactorily	Unsatisfactorily
Communication skills				
Ability to speak in front of an audience				
Ability to prove thoroughly one's point of view				
Ability to work in a team				
Critical thinking				
Ability to find a common language in critical situations				
Understanding of multiculturalism				

18. Please, write a general comment on the results of studying under the study program Navigation and ship handling at sea at your level of higher education

Thanks for the answers!

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Annex 10.2

QUESTIONNAIRE

for the survey of graduates of the second (Master's) level of higher education in the specialization 271.01 Navigation

Dear survey participants!

You can fill out the form anonymously or add your last name, first name, patronymic in the final comment. Please provide extended answers in the comments. Your feedback is very important for improving the educational process and training.

1. Are you employed in specialization 271.01 “Navigation”?

- Yes
- No
- Employed in another specialization

2. Please indicate your current place of employment:

The company name _____

Position _____

3. Given the opportunity to choose, would you choose the educational programme “Navigation” again?

- Yes
- No
- Difficult to answer
- Other: _____

4. Do you know the competencies and learning outcomes provided by the educational programme?

- Yes
- No
- Difficult to answer
- Other: _____

5. How useful is the knowledge gained during your studies in your professional activity?

(1 – low level, 5 – high level)

1	2	3	4	5
----------	----------	----------	----------	----------

6. Indicate, please, the shortcomings of the educational process that reduced the quality of your training?

7. In your opinion, does the name of the educational program correspond to its content and educational components (subjects) studied in it?

- Yes
- No
- Other: _____

8. In your opinion, as far as the possibility of students of higher education to choose their own educational trajectory within the educational programme “Navigation” implemented?

- Fully implemented
- Sufficiently implemented

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- Insufficiently implemented
 Not implemented at all
- 9. Do you know about the possibility of crediting the results of non-formal education (certificates of completion of additional training courses within the specialty/specialization, participation in trainings, master classes, etc.)?**
- Known
 Unknown
 Other: _____
- 10. Are you familiar with the policy of academic integrity and ethics of academic relations of the KSMA (Regulations of QMS 04-160-2020 Version No. 2)?**
- Yes
 No
- 11. Please indicate were there educational components (educational disciplines) with an uneven division of self-contained hours and full-time work during the training process?**
- Yes
 No
 Other: _____
- 12. Are you familiar with the credit mobility policy of the KSMA?**
- Yes
 No
 Other: _____
- 13. How often did you take surveys during your studies at the relevant level of higher education?**
- Quite often
 Not often enough
 More often than necessary
 Other: _____
- 14. Have you ever had to provide any kind of reward for passing a credit/exam in an educational discipline (subject)?**
- Yes
 No
 Other: _____
- 15. What kind of sources do you use to get information about the social/scientific life of KSMA?
(SEVERAL ANSWERS CAN BE CHOSEN)**
- From the official website of the KSMA
 Telegram channel of student self-government
 Groups in messengers
 From the supervisor of the group
 From groupmates
 From the KSMA FaceBook page
 From the dean's office
 Other : _____
- 16. Would you assess the educational and laboratory base of the KSMA according to the following indicators:
CHOOSE ONE ANSWER IN EACH LINE**

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	Very good	Good	Satisfactorily	Other in the general comment
The number of necessary laboratories from the leading educational components of the educational programme				
Provision of laboratories with the necessary equipment				
Availability of modern simulators and full-scale maritime simulators				
Use of the laboratory database by teachers				

17. How would you assess the acquired social skills (soft skills) within the educational programme at your level of higher education?

CHOOSE ONE ANSWER IN EACH LINE

	Very good	Good	Satisfactorily	Unsatisfactorily
Communication skills				
Ability to speak in front of an audience				
The ability to thoroughly prove one's point of view				
Ability to work in a team				
Critical thinking				
The ability to find a common language in critical situations				
Understanding multiculturalism				

18. Please would you leave a general comment on the results of studying under the educational programme "Navigation" at your level of higher education

Thanks for the answers!

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Annex 10.3

QUESTIONNAIRE

for graduates of the first (Bachelor) level of higher education in specialization 271.02 “Ship technical systems and complexes operation”

Dear survey participants!

You can fill out the form anonymously or add your last name, first name, patronymic in the final comment. Please provide extended answers in the comments. Your feedback is very important for improving the educational process and training.

1. Are you employed under this specialization 271.02 “Ship technical systems and complexes operation”?

- Yes
 No
 Employed in another specialization

2. Please indicate your current place of employment:

The company name _____

Position _____

3. Given the opportunity to choose, would you choose the educational programme “Ship technical systems and complexes operation” again?

- Yes
 No
 Difficult to answer
 Other: _____

4. Do you know the competencies and learning outcomes provided by the educational programme?

- Yes
 No
 Difficult to answer
 Other: _____

5. How useful is the knowledge gained during training in the educational programme “Ship technical systems and complexes operation” in your professional activity?

(1 – low level, 5 – high level)

1	2	3	4	5
---	---	---	---	---

6. Please indicate the shortcomings of the educational process that reduced the quality of your training?

7. In your opinion, does the name of the educational program correspond to its content and educational disciplines (subjects) studied in it?

- Yes
 No
 Other: _____

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- 8. In your opinion as far as the possibility of students of higher education to choose their own educational path within the educational programme “Ship technical systems and complexes operation” implemented?**
- Fully implemented
 Enough implemented
 Insufficiently implemented
 Not implemented at all
- 9. Do you know about the possibility of crediting the results of non-formal education (certificates of completion of additional training courses within the specialty/specialization, participation in trainings, master classes, etc.)?**
- Known
 Unknown
 Other: _____
- 10. Are you familiar with the policy of academic integrity and ethics of academic relations of the KSMA (Regulations of QMS 04-160-2020 Version No. 2)?**
- Yes
 No
- 11. Please indicate were there educational components (educational disciplines) with an uneven division of self-contained hours and full-time work during the training process?**
- Yes
 No
 Other: _____
- 12. Are you familiar with the credit mobility policy of the KSMA?**
- Yes
 No
 Other: _____
- 13. How often did you take surveys during your studies at the relevant level of higher education?**
- Quite often
 Not often enough
 More often than necessary
 Other: _____
- 14. Have you ever had to provide any kind of reward for passing a credit/exam in an educational component (subject)?**
- Yes
 No
 Other: _____
- 15. ? What kind of sources do you use to get information about the social/scientific life of KSMA?
(SEVERAL ANSWERS CAN BE CHOSEN)**
- From the official website of the KSMA
 Telegram channel of student self-government
 Groups in messengers
 From the supervisor of the group
 From groupmates
 From the KSMA FaceBook page
 From the dean's office
 Other : _____

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16. Would you assess the educational and laboratory base of the KSMA according to the following indicators:

CHOOSE ONE ANSWER IN EACH LINE

	Very good	Good	Satisfactorily	Other in the general comment
The number of necessary laboratories from the leading educational components of the educational programme				
Provision of laboratories with the necessary equipment				
Availability of modern simulators and full-scale maritime simulators				
Use of the laboratory database by teachers				

17. How would you assess the acquired social skills (soft skills) within the educational programme at your level of higher education?

CHOOSE ONE ANSWER IN EACH LINE

	Very good	Good	Satisfactorily	Unsatisfactorily
Communication skills				
Ability to speak in front of an audience				
The ability to thoroughly prove one's point of view				
Ability to work in a team				
Critical thinking				
The ability to find a common language in critical situations				
Understanding multiculturalism				

18. Please would you leave a general comment on the results of studying under the educational programme “Ship technical systems and complexes operation” at your level of higher education.

Thanks for the answers!

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Annex 10.4

QUESTIONNAIRE

for graduates of the second (Master's) level of higher education in the specialization 271.02 “Operation ship technical systems and complexes”

Dear survey participants!

You can fill out the form anonymously or add your last name, first name, patronymic in the final comment. Please provide extended answers in the comments. Your feedback is very important for improving the educational process and practical training.

1. Are you employed in specialization 271.02 “Operation ship technical systems and complexes”?

- Yes
 No
 Employed in another specialization

2. Please indicate your current place of employment

The company name _____

Position _____

3. Given the opportunity to choose, would you choose the study programme “Operation of ship power plants” again?

- Yes
 No
 Difficult to answer
 Other: _____

4. Do you know the competencies and learning outcomes provided by the educational programme?

- Yes
 No
 Difficult to answer
 Other: _____

5. How useful is the knowledge gained during training in the educational programme “Operation of ship power plants” in your professional activity?

(1 – low level, 5 – high level)

1	2	3	4	5
----------	----------	----------	----------	----------

6. Please indicate the shortcomings of the educational process that reduced the quality of your training?

7. In your opinion, does the name of the educational program correspond to its content and educational components (subjects) studied in it?

- Yes
 No
 Other: _____

8. In your opinion, as far as the possibility of students of higher education to choose their own educational path within the educational programme “Operation of ship power plants” implemented?

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- Fully implemented
 Sufficiently implemented
 Insufficiently implemented
 Not implemented at all
- 9. Do you know about the possibility of crediting the results of non-formal education (certificates of completion of additional training courses within the specialty/specialization, participation in trainings, master classes, etc.)?**
- Known
 Unknown
 Other: _____
- 10. Are you familiar with the policy of academic integrity and ethics of academic relations of the KSMA (Regulations of QMS 04-160-2020 Version No. 2)?**
- Yes
 No
- 11. Please indicate whether there were educational components (educational disciplines) with an uneven division of self-contained hours and full-time work during the training process?**
- Yes
 No
 Other: _____
- 12. Are you familiar with the credit mobility policy of the KSMA?**
- Yes
 No
 Other: _____
- 13. How often did you take surveys during your studies at the relevant level of higher education?**
- Quite often
 Not often enough
 More often than necessary
 Other: _____
- 14. Have you ever had to provide any kind of reward for passing a credit/exam in an educational discipline (subject)?**
- Yes
 No
 Other: _____
- 15. What kind of sources do you use to get information about the social/scientific life of KSMA?
(SEVERAL ANSWERS CAN BE CHOSEN)**
- From the official website of the KSMA
 Telegram channel of student self-government
 Groups in messengers
 From the supervisor of the group
 From groupmates
 From the KSMA FaceBook page
 From the dean's office
 Other: _____
- 16. Would you assess the educational and laboratory base of the KSMA according to the following indicators:**

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CHOOSE ONE ANSWER IN EACH LINE

	Very good	Good	Satisfactorily	Other in the general comment
The number of necessary laboratories from the leading educational components of the educational programme				
Provision of laboratories with the necessary equipment				
Availability of modern simulators and full-scale maritime simulators				
Use of the laboratory database by teachers				

17. How would you rate the acquired social skills (soft skills) within the educational programme at your level of higher education?

CHOOSE ONE ANSWER IN EACH LINE

	Very good	Good	Satisfactorily	Unsatisfactorily
Communication skills				
Ability to speak in front of an audience				
The ability to thoroughly prove one's point of view				
Ability to work in a team				
Critical thinking				
The ability to find a common language in critical situations				
Understanding multiculturalism				

18. Please would you leave a general comment on the results of training in the educational programme "Operation of ship power plants" at your level of higher education.

Thanks for the answers!

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Annex 10.5

Questionnaire

For interview of the first level of higher education (bachelor) graduates specialty 271.03 Operation of ship electrical equipment and automation

Dear participants of questionnaire!

You can fill in the form anonymously or add your last name, first name, patronymic in the final comment. Please provide extended answers in the comments. Your feedback is very important for improving the educational process and practical training.

1. Are you employed by the specialty 271.03 Operation of ship electrical equipment and automation?

- Yes
 No
 Employed by other specialty

2. Please note your current place of employment:

Name of the company _____

Position _____

3. Having opportunity to choose, would you choose the educational program Operation of ship electrical equipment and automation?

- Yes
 No
 Hard to answer
 other: _____

4. Are you familiar with competencies and study results that are stated in study programme Operation of ship electrical equipment and automation?

- Yes
 No
 Hard to answer
 other: _____

5. How useful is the knowledge gained during study programme Operation of ship electrical equipment and automation in your professional field?

(1 – low level, 5 – high level)

1	2	3	4	5
---	---	---	---	---

6. Please note the disadvantages of the study process which reduced the level of your preparation?

7. Up to you, does the name of discipline corresponds to its content and study components that are taught there?

- Yes
 No
 other: _____

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- 8. Up to your mind, how is the possibility of students to choose the own study trajectory in terms of study programme Operation of ship electrical equipment and automation is realized?**
- Fully realized
 - Moderately realized
 - Not fully realized
 - Totally not realized
- 9. Do you know about possibility of crediting the results of non-formal education (certificates of passing the courses on additional preparation in terms of specialty/ specialization, trainings, courses etc.)?**
- I know
 - Don't know
 - other: _____
- 10. Are you familiar with the policy of academic integrity and ethics of academic relationships of KSMA (Act on QMS 04-160-2020 Version No2)?**
- Yes
 - No
- 11. Please indicate whether there were educational components (disciplines) with an uneven division of hours of independent and pat-time work during the studying process?**
- Yes
 - No
 - other: _____
- 12. Are you familiar with policy of credit mobility of KSMA?**
- Yes
 - No
 - other: _____
- 13. How often do you pass questionnaire during the study process at appointed high educational level?**
- Quite often
 - Not quite often
 - More often than should be
 - Other: _____
- 14. Have you ever had to give any reward for passing credit/ exam on a discipline?**
- Yes
 - No
 - Other: _____
- 15. What sources do you get information on social/ scientific life of KSMA?**
(There are can be several answers)
- From official web-site of KSMA
 - Telegram-channel of student self-government
 - Messenger's' groups
 - From the group supervisor
 - From group-mates
 - From web-page Facebook KSMA
 - From the dean's office
 - Other: _____

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16. Give the assessment to the study and laboratory base of KSMA up to the following criteria:

Choose the one answer in each row

	Very good	Good	Satisfactory	Other with a comment
The quantity of necessary labs on study disciplines of study programme				
Provision of laboratories with necessary equipment				
The presence of up-to-date simulators and full-scale maritime simulators				
The application of laboratories by the teachers				

17. How would you estimate the acquired social skills (soft skills) in terms of study programme at your level of higher education?

Choose the one answer in each row

	Very good	Good	Satisfactory	Not satisfactory
Communicative skills				
Skills to be an orator				
Skills to prove the point of view				
Skills for a team-work				
Critical thinking				
Skills to find the common thought in critical situations				
Intercultural skills				

18. Please, leave the general comment on the study results up to the study programme Exploitation of Ship Electrical Equipment and Means of Automatization at your higher educational level.

Thanks for your answers!

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Annex 10.6

Questionnaire

for interview of the second level of higher education (Maste's degree) graduates specialty 271.03 Operation of ship electrical equipment and automation

Dear participants of questionnaire!

You can fill in the form anonymously or add your last name, first name, patronymic in the final comment. Please provide extended answers in the comments. Your feedback is very important for improving the educational process and practical training.

1. Are you employed by the specialty 271.03 Operation of ship electrical equipment and automation?

- Yes
 No
 Employed by other specialty

2. Please note your current place of employment:

Name of the company _____

Position _____

3. Having opportunity to choose, would you choose the educational program Operation of ship electrical equipment and automation?

- Yes
 No
 Hard to answer
 other: _____

4. Having opportunity, would you choose the study programme Operation of ship electrical equipment and automation?

- Yes
 No
 Hard to answer
 Other: _____

5. Do you know the disciplines and study results up to the study programme?

- Yes
 No
 Hard to answer
 other: _____

6. How useful is the knowledge gained during study programme Operation of ship electrical equipment and automation in your professional field?

(1 – low level, 5 – high level)

1	2	3	4	5
---	---	---	---	---

7. Please note the disadvantages of the study process which reduced the level of your preparation?

8. Up to you, does the name of discipline corresponds to its content and study components that are taught there?

- Yes

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- No
- Another: _____
- 9. Up to your mind, how is the possibility of students to choose the own study trajectory in terms of study programme Operation of ship electrical equipment and automation is realized?**
- Fully realized
- Moderately realized
- Not fully realized
- Totally not realized
- 10. Do you know about possibility of crediting the results of non-formal education (certificates of passing the courses on additional preparation in terms of specialty/ specialization, trainings, courses etc.)?**
- I know
- Don't know
- Another: _____
- 11. Are you familiar with the policy of academic integrity and ethics of academic relationships of KSMA (Act on QMS 04-160-2020 Version No2)?**
- Yes
- No
- 12. Please note if there were disciplines with not equal sharing of hours between self-work and full-time work during the studying process?**
- Yes
- No
- other: _____
- 13. Are you familiar with policy of credit mobility of KSMA?**
- Yes
- No
- other:
- How often have you passed the questionnaires at appointed level of higher education? Достатньо часто**
- Not quite often
- More often than should be
- Other: _____
- 14. Have you ever had to give any reward for passing credit/ exam on a discipline?**
- Yes
- No
- Other: _____
- 15. What sources do you get information on social/ scientific life of KSMA?**
(There are can be several answers)
- From official web-site of KSMA
- Telegram-channel of student self-government
- Messenger's' groups
- From the group supervisor
- From group-mates
- From web-page Facebook KSMA
- From the dean's office
- Other: _____

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16. Give the assessment to the study and laboratory base of KSMA up to the following criteria:

Choose the one answer in each row

	Very good	Good	Satisfactory	Other with a comment
The quantity of necessary labs on study disciplines of study programme				
Provision of laboratories with necessary equipment				
The presence of up-to-date simulators and full-scale maritime simulators				
The application of laboratories by the teachers				

17. How would you estimate the acquired social skills (soft skills) in terms of study programme at your level of higher education?

Choose the one answer in each row

	Very good	Good	Satisfactory	Not satisfactory
Communicative skills				
Skills to be an orator				
Skills to prove the point of view				
Skills for a team-work				
Critical thinking				
Skills to find the common thought in critical situations				
Intercultural skills				

18. Please, leave the general comment on the study results up to the study programme Exploitation of Ship Electrical Equipment and Means of Automatization at your higher educational level.

Thanks for your answers!

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Annex 11

Questionnaire Analysis

Name of the questionnaire

Amount of participants: _____

Results of research:

№	Question	Answers (%)