Pannon Egyetem

University of Pannonia

REGULATION ON THE SATISFACTION SURVEY OF DOCTORAL STUDENTS

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*The Regulation on the Satisfaction Survey of Doctoral Students (hereinafter referred to as: "**Regulation**") issued by the University of Pannonia (hereinafter referred to as: "**University**") on the basis of the Organisational and Operational Rules (hereinafter referred to as: "**OOR**"), Part I Organisational and Operational Rules of Procedure (hereinafter referred to as: "**OORP**") approved by the Senate and adopted by the Foundation for the University of Pannonia acting as the operator exercising founders' and ownership rights (hereinafter referred to as: "**Operator**") and on the basis of the resolution by the Board of Trustees on the rules of procedure for adopting the regulations of the University of Pannonia by the Board of Trustees as well as Part III of the OOR: Student Requirement System (hereinafter referred to as: "**SRS**") and Subsection fb) of Section (3) of Article 12 of Act CCIV of 2011 on National Higher Education and the provisions of Section (8) of Article 22 of the Doctoral Rules is as follows:*

1. §

Aim of the Regulation

(1) The Regulation on the Satisfaction Survey of Doctoral Students, in line with the integrated Quality- and Environmental Management Policy of the University, creates an opportunity for doctoral students to take part in the improvement of the quality of doctoral training programmes in an objective and responsible manner, taking the following aims and guidelines into consideration:

a) contribution to the improvement of the quality management system of the University;
b) improvement of the quality of training programmes;
c) facilitation of the improvement of teaching standards;
d) supporting the improvement of the training plan;
e) feedback for teachers, doctoral supervisors and the employees responsible for the administration of the Doctoral School on the perception of their activities, contribution to their personal development
f) objective feedback for the Head of the Doctoral School on the operational quality of the Doctoral School, possible problems and the various areas for improvement;

g) assistance for the Doctoral and Habilitation Council of the University (hereinafter referred to as: “DHCU) in setting the direction for improvement;
h) support for the management of the University for defining future directions of improvement.

2. §

Scope of the Regulation

(1) The personal scope of the Regulation applies to

a) the evaluation of the teaching activities of each person performing educational activities at the Doctoral Schools of the University (hereinafter referred to as: “teacher”), irrespective of the type of employment relationship;
b) the evaluation of the work of each person performing doctoral supervision activities (hereinafter referred to as: “doctoral supervisor”), irrespective of the type of employment relationship;
c) the evaluation of the work of each person performing administrative activities at the Doctoral Schools of the University;
d) all the people participating in the assessment of the activities relating to doctoral training programmes;
e) the assessment of the quality of activities relating to the Doctoral Schools, in particular the processing of the evaluation questionnaires, the publication and storage of results, the options for correcting deficiencies and all the people participating in these processes, irrespective of the type of employment relationship.

(2) The material scope of the Regulation applies to all the Doctoral Schools of the University, irrespective of the language of training.

3. §

The questionnaire

(1) The satisfaction of doctoral students is evaluated once a year with the help of online questionnaires compiled in advance in the language used in the given training programme.

(2) The questionnaires include the questions approved by the Senate after they have been reviewed by the DHCU and the Quality Improvement Committee based on the proposal by the Doctoral Students' Union of the University of Pannonia (hereinafter referred to as: "DSUUP"), the Doctoral Schools and the Rector's Commissioner for Quality Development.

(3) The questionnaires are suitable for the evaluation of the quality of doctoral training programmes in the corresponding Doctoral School.

(4) The Doctoral Schools have the opportunity to modify the questions specific to them upon invitation of the Quality Development Group of the Center of Excellence. The modified questions in English and Hungarian are sent to the Quality Development Group by the Doctoral Schools.

(5) General instructions are available for the facilitation of an easy completion of the questionnaire. The general instructions form Annex 1 of this Regulation, while Annex 2 includes a chart with the summary of deadlines specified in this Regulation, Annex 3 presents the questionnaire in English.

(6) Doctoral students cannot be compelled to complete the questionnaire; they have the right not to fill in the questionnaire or not to respond to one or more questions in the questionnaire.

4. §

Making the questionnaire available

(1) It must be guaranteed that responding doctoral students fill in only one questionnaire and that the doctoral students cannot be identified. It must also be ensured that a Doctoral School may only be evaluated by doctoral students who are doctoral students of the Doctoral School in question.

(2) It is the duty of the Quality Development Group of the Center of Excellence to activate the questionnaires and write the text of the notification to be sent to students in English and Hungarian. It is the task of the competent employee of the Directorate of Academic Affairs to notify doctoral students via the students' information system called Neptun of the opportunity to fill in the questionnaires. The secretaries of the Doctoral Schools make the link to the questionnaire available on the website of their Doctoral School. Deadline for notifying doctoral students: 31st May every year.

(3) The online completion of questionnaires takes place between 31st May and 15th June every year.

5.§

Aggregating and processing the data of the questionnaires

(1) The questionnaires filled in by the doctoral students are processed by the Strategic Planning and Analysis Center of the Center of Excellence. The results are aggregated by Doctoral School and by institute. Upon request, Doctoral Schools will receive their own data base.

(2) The textual responses to both multiple choice and open questions are aggregated.

(3) Separate analyses can be prepared for supporting current doctoral quality improvement goals under the guidance of the Rector's Commissioner for Quality Development and in line with the integrated Quality- and Environmental Management Policy of the University and the Institute Development Plan.

6.§

Providing information and feedback

(1) Data supply based on the processing of the questionnaires is provided in an electronic way as follows:

(a) sending results at doctoral school level to the Head and Secretary of the given Doctoral School;
(b) sending results at doctoral school level to the Dean of the Faculty;
(c) sending a summary report with data aggregated at doctoral school level to the President and Secretary of the DHCU;
(d) sending a summary report with aggregated data to the President of the DSUUP;
(e) sending a summary report with data aggregated at doctoral school and institute level to the Rector, the Vice Rector for Educational Affairs, the General Vice Rector and the Chancellor of the University.

(2) The results of the evaluation must be sent to those named in Section (1) until 30th September each year.

(3) Doctoral Schools discuss the evaluation results on their own forums and develop an action plan which they send to the Quality Development Group of the Center of Excellence on or before 30th November each year.

(4) When handling data, the personality rights of those concerned must be respected and the relevant provisions of Act CXII of 2011 on Informational Self-Determination and Freedom of Information, Regulation 2016/679 of the European Parliament and of the Council and Act V of 2013 on the Civil Code and the provisions of the relevant laws must be observed.

(5) The Quality Development Group of the Center of Excellence must retain the evaluation results for five years.

7.§

Miscellaneous and final provisions

(1) The Rector's Commissioner for Quality Development is responsible for the implementation of the evaluation process, in cooperation with the organisational units concerned.

(2) The revision of the content of the questionnaire may be requested by the Quality Improvement Committee, the DHCU or the DSUUP.

(3) This Regulation was discussed by the Senate at its meeting of 30th October 2025 and adopted by Senate Resolution 168/2025. (X.30.). This Regulation enters into force on 10th November 2025. At the same time, the Regulation adopted by Senate Resolution 84/2024. (IV. 18.) ceases to have effect.

Place and date: Veszprém, 30th October 2025

Dr. János Abonyi	Zsolt Csillag
Rector	Chancellor

Annexes

Annex 1: General Instructions to the Questionnaire

1. Ensuring anonymity is of utmost importance when completing the questionnaire; as a result, please do not provide any details that may be used to identify you.

2. It takes 10 minutes to complete the questionnaire. You can follow your progress throughout the survey.

3. At the beginning of the questionnaire, the student must select the Doctoral School he or she attends.

4. Some of the questions included in the questionnaire are general; the questions specific to the Doctoral School are available for completion only to the students of the selected Doctoral School.

5. Students must specify which phase of their doctoral training they are currently in: “training and research phase” or “research and thesis phase”.

6. An answer must be chosen for each multiple choice question, otherwise the respondent cannot go on completing the questionnaire.

7. The completion of the questionnaire can be paused and resumed at any time during the completion period. The questionnaire can be submitted without filling in the free text parts and the specific questions (the system indicates the questions which must be answered).

If you have comments or improvement ideas about the satisfaction survey of doctoral students, please contact the Rector's Commissioner for Quality Development at minoseg@uni-pannon.hu.

Annex 2: Chart with a summary of deadlines specified for the satisfaction survey of doctoral students

Deadlines for the satisfaction survey of doctoral students as specified in the various sections of this Regulation
3. § The questionnaire (4) The Doctoral Schools have the opportunity to modify the questions specific to them upon invitation of the Quality Development Group of the Center of Excellence. The modified questions in English and Hungarian are sent to the Quality Development Group of the Center of Excellence by the Doctoral Schools.
4. § Making the questionnaire available (2) Deadline for notifying doctoral students: 31st May every year.
4. § Making the questionnaire available (3) The online completion of questionnaires takes place between 31st May and 15th June every year.
6.§ Providing information and feedback (2) The results of the evaluation must be sent to those named in Section (1) until 30th September each year.
6.§ Providing information and feedback (3) The Doctoral Schools send their action plans to the Quality Development Group of the Center of Excellence on or before 30th November each year.
6.§ Providing information and feedback (5) The Quality Development Group of the Center of Excellence must retain the evaluation results for five years.

Annex 3: Questionnaire for training programmes conducted in English

Please indicate which Doctoral School you attend!

- Doctoral School of Management Sciences and Business Administration
- Doctoral School of Information Science and Technology
- Doctoral School of Chemistry and Environmental Sciences
- Multilingualism Doctoral School
- Doctoral School of Chemical Engineering and Material Sciences

Please indicate what is your form of financing in the doctoral programme?

- Scholarship
- Self-funded

Please indicate whether you are a recipient of a Doctoral Student Fellowship in the Cooperative Doctoral Programme?*

- yes
- no

Are you conducting your doctoral research at an external institution (e.g. a research institute)?*

- yes
- no

I. QUESTIONS REGARDING COURSES AND EXAMS

1. Which phase of your studies are you currently in?

(Please choose from the options below. Only one answer is possible.)

- Training and research phase (before complex exam)
- Research and thesis phase (after complex exam)

* Not relevant for foreign students

(If the doctoral student has selected the "Training and research phase (before the complex examination)" option, he/she will receive the questions marked in italics, otherwise the underlined ones. Fields marked as 'Text answer' are optional.

If the doctoral student has selected the "Research and dissertation phase (after complex examination)" option, he/she can use the underlined question below to decide whether he/she wishes to assess the complex examination or has already expressed an opinion in a previous satisfaction assessment. In this case, question 8 will automatically appear for the doctoral student.)

Did you evaluate the complex exam in the previous year(s)?

- Yes
- No

2. **What do you find positive (or useful) about your subjects and their assessments?** Please comment below:

3. **What do you find negative (or least useful) about your subjects and their assessments?** Please comment below:

4. **What improvement, if any, would you suggest regarding your subjects and their assessments?** Please comment below:

5. **What do you find positive regarding your complex exam?** Please comment below:

6. **What do you find negative (or least useful) regarding your complex exam?** Please comment below:

7. **What improvement, if any, would you suggest regarding your complex exam?** Please comment below:

II. QUESTIONS REGARDING SUPERVISION

8. **Are you satisfied with the quality of your supervision? Please evaluate your relationship with your supervisor** (1 = it does not work at all... 5 = our relationship is excellent).

   (If the doctoral student has marked between 1–4, he/she will receive questions 8.a. and 9 in italics, otherwise these questions will be skipped. In the "Other" field, the doctoral student can enter the reason.)

8.a. What is the cause of your dissatisfaction in your relationship with your supervisor? You can indicate more than one answer.

- insufficient amount of consultation
- supervisor is difficult to reach/contact
- communication difficulties
- lack of professional guidance
- other

9. **What improvement, if any, would you suggest regarding your supervision?** Please comment below:

III. QUESTIONS ABOUT THE EVALUATION OF PROGRESS IN DOCTORAL STUDIES

10. **Do you think progress reports at the end of every semester are useful?**

- yes
- a written report and an opinion from the supervisor would be sufficient
- I would change the reporting procedure

(If the doctoral student ticks the answer "I would change the reporting procedure", then question 10.a. must also be completed.)

10.a. What would you change in the progress reports?

Please comment below:

11. Is the opinion of the evaluation committee/ doctoral school members useful?

- Yes
- Shorter opinion would be better
- Longer opinion would be better

(If the doctoral student ticks the answer "Longer opinion would be better", then question 11.a. must be completed.)

11.a. What aspects should the review of the evaluation committee/ doctoral school members contain?

Please comment below:

IV. QUESTIONS REGARDING THE DOCTORAL SCHOOL

12. Have you studied the regulations and processes of the Doctoral School?
You can indicate more than one answer.

- Rules and regulations of the Doctoral School
- Training programme
- The quality assurance policy of the Doctoral School
- Neither

13. Please specify which of the following characterizes the administration of the Doctoral School? Rate on a scale of 1 to 5, where 1 is not at all typical and 5 is absolutely typical.

- efficiency of the administration
- helpful assistance
- quality of assistance (e.g. based on how useful the received information was)
- involving students in decision making
- student-centredness

- use of online platforms
- clarity of rules and regulations

13. a. Please explain which decisions you would like to participate in of the Doctoral School.

(Question 13. a. will appear if the PhD student marked an evaluation between 1-3 in question 13 in the subcategory involving PhD students in decisions)

Please comment below:

13. b. What do you suggest, which areas would need to be improved in order to increase student-centeredness?

(Question 13. b. will appear if the PhD student marked an evaluation between 1-3 in the student-centeredness subcategory of question 13)

Please comment below:

13. c. Which of the following online platforms do you have problem(s) with?
[Multiple answers can be selected]

- Neptun
- Moodle
- Doctoral School website
- Other:

(Question 13. c. will appear if the PhD student marked an evaluation between 1-3 in the use of online platforms subcategory of question 13)

13. d. Please specify what problems you had with the usability of online platforms.

Please comment below:

(Question 13. d. will appear if the PhD student marked an evaluation between 1-3 in the use of online platforms subcategory of question 13)

14. What improvement, if any, would you suggest for the administration of the Doctoral School? Please comment below:

V. INFRASTRUCTURE PROVIDED FOR DOCTORAL STUDY

15. Please evaluate the quality of infrastructure provided by the University of Pannonia. (1 = very poor..... 5 = excellent)

- 1
- 2
- 3
- 4
- 5

(If the doctoral student selects a rating between 1-3, then question 15.a. can be filled out.)

15.a. What additional help do you need?

Please comment below

16. Do you know the Doctoral Students Union of the University of Pannonia (DSUUP)?

- yes
- no

16.a. Do you know how to reach the DSUUP representatives/members?

(Question 16. a. will appear if the PhD student marked the „yes" answer category for question 16)

- yes
- no

17. Please share your overall opinion about the Doctoral School.

Please comment below

SPECIAL QUESTIONS:

For DSMSBA, MDS, DSIST:

What improvement, if any, would you suggest regarding the infrastructure (e.g. access to literature) of the Doctoral School? *Please comment below:*

For DSCES and DSCEMS:

What improvement, if any, would you suggest regarding the infrastructure (e.g. access to literature) and chemical material supply of the Doctoral School? *Please comment below:*

For MDS:

Please evaluate how much your supervisor helped you to be able to take part in conferences. (1 = no help….. 5 = every help possible)

Please indicate if your supervisor gave you information about publication opportunities.

- Yes
- No

For DSCEMS:

To what extent could you incorporate the feedbacks to your annual report into your research? *Please evaluate it on a scale 1 – 5, where 1 – not at all, 5 – absolutely.*

For DSCES and DSMSBA:

Please evaluate the help you are provided in academic communication, writing and career planning.

Please comment below

Thank you for contributing to the improvement of the University's quality with your answers. We wish you good luck in your doctoral studies.