REPORT

On the results of the External Expert Commission's work in terms of the evaluation of educational institution "Kazakh-German University in Almaty" for compliance with the institutional accreditation standards

April 17-19, 2019

Almaty city   **« 19 » April, 2019**

Addressed to
Accreditation Council of IAAR

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(I) SYMBOLS AND ABBREVIATIONS

KGU	Kazakh-German University in Almaty
ACQUIN	Accreditation, Certification, and Quality Assurance Institution
BA	Bachelor program
DAAD	German Academic Exchange Service
ECTS	European Credit Transfer and Accumulation System
GPA	Grade Point Average
KPI	Key Performance Indicator
MA	Master program
SWOT	S=Strengths; W=Weaknesses; O=Opportunities; T=Threats
AIS	Automated Information System
AS	Administrative staff
BD	Basic disciplines
EEC	External Expert Commission
FQW	Final qualifying work
EEAA	External evaluation of academic achievement
RK SSE	RK State Standard of Education
DD	Double Degree Program
FSA	Final State Attestation
ISP	Individual Study Plan
CED	Catalog of Elective Disciplines
CC	Career Center
RK MES	Ministry of Education and Science of the Republic of Kazakhstan
IAAR	Independent Agency for Accreditation and Rating
RW	Research work
SRW	Student research work
MRW	Master student research work
NQS	National qualifications system
RA	Regulatory acts
GD	General disciplines
EP	Educational program
MD	Major disciplines
ATS	Academic teaching staff
RIEL	Republican Interuniversity Electronic Library
WC	Working Curriculum
SEW	Social and Educational Work
QMS	Quality management system
LIW	Learner independent work
SIIW	Student Instructor-guided Independent Work
MC	Model Curriculum
EMCD	Educational-Methodical Complex of the Discipline
EMCS	Educational-Methodical Complex of the Specialty
EMB	Educational and Methodological Board
AB	Academic Board
ФИЭН	Faculty of Economics Engineering
FSPS	Faculty of Social and Political Sciences
FES	Faculty of Economic Sciences
LC	Language Center

(II) INTRODUCTION

According to order No. 24-19-ОД dated 14.03.2019 of the Independent Agency for Accreditation and Rating, on 17-19 March, 2019, an evaluation of Kazakh-German University was carried out by the External Expert Commission in terms of its compliance with IAAR standards of institutional accreditation.

The report of the External Expert Commission (EEC) contains an evaluation for compliance of the activities of Kazakh-German University (KGU) with IAAR's criteria, EEC recommendations on further improvement, and parameters for KGU profile.

EEC composition:

1. *Chairperson* – Kulakhmetova Mergul Sabitovna, c.philol.sc., Associate Professor of Pavlodar State Pedagogical University (Pavlodar).

2. *Observer* – Niyazova Guliyash Balkenovna, Supervisor of project on IAAR institutional and specialized university accreditation (Nur-Sultan).

3. *Foreign expert* – Guzeva Tatjana Aleksandrovna, c.t.sc., Head of DГузева Татьяна Александровна, к.т.н., Head of the Department of Educational Standards and Programs, Associate Professor of the Department of Rocket and Space Composite Structures of Moscow State Technical University named after N.E. Bauman (Moscow, Russia).

4. *National expert* – Baklanov Aleksandr Yevgenjevich, c.f.m.sc., Associate Professor of East-Kazakhstan State Technical University after D. Serikbayev (Ust-Kamenogorsk).

5. *Employer* − Kabdushev Sherniyaz Bulatuly, Director of QAZTEX Innovations LLP (Almaty).

6. *Student* – Kassymkhan Aizada Aidynkyzy, 3rd year student, specialty "5B070400 Computing and software" of Kazakh National University after al-Farabi (Almaty).

(III) PRESENTATION OF EDUCATIONAL ORGANIZATION

Kazakh-German University was founded in 1999 by the Kazakhstan-German Cooperation in the Field of Education Public Foundation. The Foundation is made up of representatives of German partner universities and citizens of the Republic of Kazakhstan.

KGU has been functioning according to the state license of the Ministry of Education and Science of the RK series АБ No. 0062190 dated 02.07.2008, which permits to conduct educational activities.

Since foundation and throughout all stages of its formation and development, the University has been striving to ensure a high quality of education, which is confirmed by the results of the certification of RK MES in 2004, 2009 and 2014, and external evaluation of University activities conducted by the German Academic Exchange Service (DAAD) in 2006, 2011 and 2016.

In May 2014 KGU underwent the procedure of institutional accreditation in the Independent Kazakhstan Agency for Quality Assurance in Education (IQAA). From 2015 to 2018 all educational programs were accredited by ACQUIN accreditation agency.

At present, KGU is carrying out training specialists in 7 specialties of Bachelor and 4 specialties of Master programs.

Bachelor program specialties:
1) 5B020200 International Relations
2) 5B050700 Management EP "Business Management"
3) 5B050900 Finance
4) 5B051100 Marketing
5) 5B090900 Logistics EP "Transport Logistics" "Production Logistics"

6) 5B090900 Information Systems EP "Information Engineering in Economy"

7) 5B071700 Heat Engineering EP "Energy and Environment Engineering"

Master program specialties:

1) 6M050900 Finance

2) 6M050700 Management EP "International Business Management"

3) 6M050500 Regional Studies EP "Central Asia/Europe" and EP "Water Resources Management in Central Asia"

4) 6M090900 Logistics

The main purpose of KGU lies in training internationally recognized specialists in the field of economics and energy, international politics, logistics and information systems instructed in accordance with state educational standards of the Republic of Kazakhstan and German educational programs with an equivalent knowledge of two foreign languages.

The agreement between governments of Germany and Kazakhstan on cooperation in the development of Kazakh-German University in Almaty defined the status of KGU as an international higher education institution. In fulfillment of agreements between the two governments, KGU will conclude the Agreement on Double Degree diploma with five German universities, the number of Double Degree Bachelor EPs is 7. As of today, 145 out of 603 KGU students are involved in the Double Degree program.

(IV) DESCRIPTION OF PREVIOUS ACCREDITATION PROCEDURE

In 2014, KGU underwent the procedure of institutional accreditation in the Independent Kazakhstan Agency for Quality Assurance in Education (IQAA). From 2015 to 2018 all educational programs were accredited by ACQUIN accreditation agency.

(V) DESCRIPTION OF EEC VISIT

The visit of the External expert commission to Kazakh-German University (KGU) was organized in accordance with the program which had been previously agreed upon with EEC chairman and approved by the University Rector.

With the purpose of EEC work coordination, an orientation meeting was held by Order No. 24-19-ОД dated 14.03.2019, which distributed the powers among the commission members, clarified the schedule of the visit and brought about the agreement in the questions concerning the choice of examination methods.

In order to obtain objective information on KGU assessment, EEC members used such methods, as visual check, observation, interviewing staff of various structural units, instructors, students, graduates and employers, surveying the academic teaching staff, students.

EEC meetings with the target groups were conducted in accordance with the clarified program of the visit, with meeting the time limit set. KGU ensured the presence of all persons, mentioned in the visit program.

Information about staff members and learners who took part in IAAR EEC meetings

Participant category	Number
President/Rector	1
Vice-Rectors	3
Institute directors	2
Deans and EP supervisors	7
Heads of structural units	11
Instructors	47

Learners	100
Graduates	18
Employers	21
Total	**210**

The experts visited faculties, chairs, structural units, the library, study laboratories, multimedia rooms, etc.

EEC members visited internship bases of the University students: KASE (Kazakhstan Stock Exchange), Bosh company.

Instructor and student survey was carried out in accordance with the accreditation procedure.

In order to confirm the information presented in the Report on self-assessment, the external experts requested and analyzed the University's working documentation. In included the Strategic development plan of KGU for 2019-2025, Agreement on Double Degree program, information on the Supervisory Board, Plan of academic and methodical work, chair work plans, KGU educational work plan, Department work plan, Catalogues of elective disciplines, Provision on the Chair, modular academic programs, job descriptions, Academic Board meeting minutes, EMCD and syllabi, etc.

Apart from that, the experts examined the Internet positioning of the University using its official site (http://www.dku.kz/).

Within the planned program, recommendations on the University activity improvement, which had been developed by EEC according to the results of the examination, were presented at the management meeting on 19 April, 2019.

(VI) COMPLIANCE WITH INSTITUTIONAL ACCREDITATION STANDARDS

Standard 6.1 "Strategic development and quality assurance"
Evidence

Until 2018, KGU worked guided by Priority areas of activity, KGU Strategic plan of development for 2012-2016 (approved at Academic Board, 20.12.2016), extended until 2018, developed in accordance with the State Program for the Development of Education of the Republic of Kazakhstan for 2011-2020, approved by the Decree of the President of the Republic of Kazakhstan, dated 7 December, 2010, No. 1118, and the plan of activities for 2011-2015 on the implementation of the mentioned Program, approved by the Decree of the government of the Republic of Kazakhstan, dated 01.04.2013, No. 313.

The new strategic plan for 2019-2025 was approved at the Academic Board meeting on 07.02.2019 developed in accordance with the State Program for the Development of Education and Science of the Republic of Kazakhstan for 2016-2019, approved by the Decree of the President of the Republic of Kazakhstan, dated 1 March, 2016, No. 205.

The University development strategy is the main guideline in organizing the activities of all structural units, which consolidates and directs all the University efforts towards the achievement of goals and tasks set, thus ensuring the overall University activity efficiency.

KGU defined main stages of the strategic planning, which are consistent:

1. Formulation of vision and mission:

"We are an international university that trains the best professionals who are fluent in two foreign languages, who are able to apply in practice the benefits of the German education for successful career and scientific growth.

We are contributing to sustainable development of Central Asia by integrating education and science, and we have been making outstanding contribution into strengthening scientific and cultural cooperation between Kazakhstan and Germany".

2. SWOT-analysis (analysis of stakeholders, internal and external environment, analysis of competitive position).

Based on the data of SWOT-analysis within KGU strategic development plan for 2012-2016, strategic areas for 2019-2025 were determined: internationalization of educational activities; multilingual education; development of educational programs; development of personnel and corporate culture; development of infrastructure.

3. Development of strategic goals.

Clarification of strategic goals and tasks was carried out in several stages:

- defining strategic goals and tasks according to functional areas of activities;

- planning events aimed at goal achievement;

- defining deadlines and indicators to see if the goal set is achieved and to what degree.

4. Development of operational objectives for each department.

The process of transferring the strategic goals to the level of operational management is carried out by working out work plans for structural units and faculties. The work plans are made for one academic year, and they contain a detailed plan of activities with deadlines and persons in charge.

5. Monitoring the achievement of strategic goals.

With the aim of controlling the implementation and actuality, monitoring of the achievement of the Strategic development plan indicators is carried out. Monitoring tools comprise collection of short-term values of faculty and structural unit indicators, preparation of faculty and structural unit reports, carrying out an interim simplified SWOT-analysis.

Based on the mission, vision and strategic goals, a quality assurance policy was developed, which reflects the priorities and principles in the University development, aimed at improving the quality of its activities. The policy is periodically reviewed and updated as necessary. It is available to internal users on KGU educational portal. To implement the policy and strategic objectives, the following documents were developed: Regulations on academic mobility, Regulations on Double Degree program, corporate culture Code, Regulation on certification of ATS, Regulation on promotion of ATS and employees, Regulation on professional development, work plans of structural units, etc.

Throughout the existence of the University, a certain culture has been formed, whereby the quality of work is the primary task for all. Each employee is responsible for the proper implementation and continuous improvement of the processes in the area of work entrusted to him. Quality assurance within the University is geared towards the model of continuous quality improvement – the Deming cycle.

Analytical part

It is noteworthy that instructors, employees and learners are informed of the contents of the University's Strategic development plan, they realize their contribution to the implementation of the Strategy.

Survey results showed that the mission and strategy are reflected in the innovational programs (very good 55,3%, good 44,7%).

Strengths/best practice

▪ The overall activities of the University are directed towards ensuring the competitiveness of the country through quality training of specialists for the real sector (economy, heat engineering, informatics) by raising the quality of training, the integration of science, education, internal and external academic mobility of students and instructors, the creation of favorable conditions for all participants of the educational process.

▪ Compliance of the mission and strategy with the resources, aimed at the University development.

▪ Activities of the University reflect the sequence of its mission implementation, which involves the participation of instructors, learners and administration.

Recommendations

1. The University management should clarify steps to provide the linking of research,

training, and learning in quality assurance.

EEC conclusions by criteria: strengths – 6, satisfactory – 1.

Standard 6.2 "Leadership and Management"
Evidence

The University is managed in accordance with the regulatory legal acts of the Republic of Kazakhstan and on the basis of title documents, including the Charter of KGU, Agreement between the Government of Germany and the Government of RK on cooperation on further development of KGU (03.09.2008 ratified on 15.07.2010), Strategic development plan of KGU for 2012-2016 prolonged until 2018, and Strategy of KGU for 2019-2025, as well as internal regulatory documents.

The organizational structure of KGU ensures effective management in all areas of activity and allows for the efficient distribution of tasks between units, thus directing all the efforts to the implementation of the University's mission and strategy. The organigram clearly demonstrates the distribution of functional powers, as well as the procedure for subordinating executors to persons in charge. The current version of the University organizational structure is posted on the University website.

The Supervisory Board functional powers include the following: identifying priority areas of the University activities; approving annual budget of the University; implementation of the Founder's decisions; considering and approving annual reports of President/Rector on financial-economic activities of the University; considering and approving the University's strategy; submission for the Founder's approval of candidacies for President and Rector of the University.

The Academic Board coordinates main areas of the University's activities, makes decisions on all the fundamental issues of organizing educational, research, and project work at the University, and organizes its activities based on the approved plan for the academic year. The Academic Board is an elected body and consists of an odd number of members who are elected from among the heads of departments, ATS, and student representatives for a period of 3 years. The President of the Student Board is a permanent member of the Academic Board.

According to KGU Charter, the University is directly managed by President and Rector, who are elected for a term of at least 4 years.

President of KGU is responsible for the strategic and financial development of the University. In his activities, he is guided by the University Charter. President is responsible for the strategy, financial plan and University budget development. Rector represents the University in relations with other organizations and citizens, signs agreements related to organizing educational process, promotes the development of research activities, leads the research and educational activities of the University, organizes the educational process, and heads the Academic Board.

An important role in the University management is played by the Department for Institutional Development and Quality, which: organizes and coordinates activities of structural units for the development and implementation of plans based on the University strategy; improves and controls the unified system of planning and reporting for the activities of KGU units; introduces mechanisms of monitoring, measuring and analyzing the quality of activity into the University activities; organizes quality monitoring of the University and its structural units activities; organizes and conducts quality control of teaching; performs SWOT analysis to identify the strengths and weaknesses in the University activities, as well as opportunities and threats of the external environment; prepares and develops documents on quality, licensing, and accreditation; prepares analytical reports.

Analytical part

According to survey results, ATS involvement in managerial decision making process has been assessed as very good – 23,4 %, good – 72,3 %, relatively poor – 4,3%. Level of feedback between ATS and management – very good 78,7%, good 21,3%. Management availability to instructors – very good 51,1%, good 48,9%. Management availability to students – very good 74,55%, good 25,5%.

Strengths/best practice

- Management processes, including planning and resource distribution are carried out in accordance with the University development strategy.
- Openness and availability of the University management to all interested parties.
- An internal quality assurance system has been successfully functioning at the University.

EEC recommendations

1. To develop key performance indicators (KPI) of the University to systematize data collection and analysis.

2. To provide training of the whole managerial University staff in education management programs.

EEC conclusions by criteria: strong - 12, satisfactory - 4.

Standard 6.3 "Management of information and reporting"
Evidence

The existence of a single internal information space that ensures effective process management is an important condition for successful functioning of the University. Management of information as a process includes the following stages: collection of information, analysis of information, access to information, use and archiving of information.

- The University has necessary software regulating information flow. Information exchange within the University is carried out via internal mail (Yandex server) and with the help of a shared network folder (Pushkina-Common). The external environment is informed by using the website of the University, Facebook, Instagram and Вконтакте social networks, as well as through messaging (Newsletter DKU-Projekt, DKU Scientific Bulletin). Cloud technologies are used in DAAD project implementation.

- KGU has an up-to-date scientific library, whose stock includes the newest issues of special scientific literature in technical, economic, and social-humanitarian disciplines. A steady contact is kept with the libraries of other universities: KazEU after T.Ryskulov, Almaty University of Energy and Communication, University of International Business, International Academy of Business, as well as with the National Library of RK, Republican Scientific and Technical Library, Library of the National Academy of Sciences of RK, KISS under the President of RK. The library of KGU is a member of the Association of University Libraries of the RK and the Republican Interuniversity Electronic Library (RIEL). The University Library has created all the conditions for the free use of the resources of the RIEL, Thomson Reuters, EBSCO, Elsevier, ЛАНЬ.

- The electronic fund of the library includes publications on CD, DVD, audio and video resources. For students' independent work with electronic publications there are language laboratories and computer classes. In addition, the fund includes electronic materials posted on the STUDENT network drive. Readers have the opportunity to use the resources of the Republican Interuniversity Electronic Library, Science Direct, Scopus, Web of Science, which are provided by the National Center for Scientific and Technical Information. The library of KGU provides access to electronic library systems, such as JSTOR, Znanium, ЛАНЬ, IPR Books. In all computer labs and reading rooms there is free access to all databases. Teachers and students can use the electronic library systems IPR Books, Znanium, ЛАНЬ, both in the University building and remotely.

Analytical part

Information flow inside KGU allows to make decisions based on facts and is aimed at raising the effectiveness of processes and improving the University activities in general.

On conducting interviews of learners, graduates and employers, the following should be noted: information on educational programs is constantly updated; besides, the information is available in 4 languages.

There is a system of regular reporting at all levels of the organizational structure. The reports are considered at the meetings of chairs, structural units, institute Boards, Scientific-Methodic Board, Academic Board, Rector's office. The minutes of meetings are posted at the University website.

Strengths/best practice

▪ Functioning of the system of information collection, analysis and management based on the application of modern informational communication technologies and software means.

▪ Efficient determining of information order and protection at EP level allows making decisions based on facts, defining and predicting risks.

EEC recommendations

1. The University management is recommended to systematically update information on EPs on the University website to make it available to learners and all interested persons.

2. Introduce documented control of propriety (licensed) and open-access software in terms of the application right, including in the educational process.

EEC conclusions by criteria: strong – 13, satisfactory – 3, need improving – 1.

Standard 6.4 "Educational program development and approval of educational programme"

Evidence

Currently, KGU is carrying out training in 7 Bachelor specialties (10 EP) and 4 Master specialties (5 EP), including those done in close cooperation with partner universities in Germany. The training is full-time.

Educational programs are developed at faculties in work groups under the guidance of those responsible for the specialty or dean of the faculty; they are discussed with employers, partner universities, reviewed at faculties and approved by KGU Academic Board. EP development procedure and their approval at the institutional level are regulated by the academic policies of KGU.

The process from EP development to its implementation includes several stages: development, coordination and approval of the program; implementation; improving the quality of the educational training program.

According to the Intergovernmental Agreement, KGU has the right to train students by German curricula. The curricula in their content are as close as possible to the curricula of German partner universities. At the same time, the structure of Kazakhstan's higher education programs is observed, namely, cycles of general, basic and specialty subjects, additional types of training, internship, and final attestation. There are agreements on Double Degree programs with five German universities, the number of EPs in Bachelor Double Degree programs equals 7. The support of Double Degree programs has become one of the following educational projects of the German Academic Exchange Service DAAD.

Analytical part

According to Atameken survey results, in 2018 KGU educational programs are among top ten programs (http://atameken.kz/ru/services/44-rejting-obrazovatel-nyh-programm-vuzov):

Marketing: 1 place (of 27), Management: 1 place (of 53);

International Relations: 1 place (of 24);

Information systems (Information Engineering in Economics EP and Telematics EP): 4 place (of 65);

Logistics: 6 place (of 9);

Heat Engineering (Energy and Environment Engineering EP): 6 place (of 17);

Finance: 9 place (of 81).

According to the Rating of professional training organizations, prepared by JSC "Center for labor resources development" commissioned by the Ministry of Labor and Social Protection, KGU has taken 10 place, and is in top 20, and has been included in the group of Elite universities.

Based on these rankings, it can be concluded that KGU educational programs comply with employer requirements and expectations.

In the following of the meetings and interviews with learners and the academic-teaching staff, it should be noted that there is an atmosphere of trust at the University.

According to survey results and the development of new educational programs – very good 57,4%, good 40,4%, relatively poor 2,1%.

Strengths/best practice

▪ EP development procedures and their approval at the institutional level are determined and documented.

▪ Compliance of developed EPs with objectives set, including preliminary results.

▪ Annual revision of curriculum and syllabi content, taking into account changes on the labor market, employer requirements and social demand.

Recommendations

1. Continue work on conducting external examinations of EP contents.

2. Continue work on the development and implementation of joint programs with foreign educational organizations.

3. It is recommended to develop a model of educational program projecting on the basis of modern digital technologies in order to increase the efficiency of educational process management and, consequently, to raise the quality of education.

EEC conclusions by criteria: strong – 11, satisfactory – 1.

Standard 6.5 "Continuous monitoring and periodic evaluation of educational programmes"

Evidence

EP monitoring and assessment is carried out by all interested parties: the chair, departments, external and internal stakeholders, employers, the University in general. The report on EP implementation is made annually. On a yearly basis, heads of EPs, institute directors present reports on EP development at the Academic Board meeting.

It should be noted that mechanisms of collecting, storing and analyzing information on educational program realization are put into place at the University. The improvement and updating of EP content is assigned to working groups consisting of ATS, employers, partner university representatives, the University management, as well as learners.

The University carries out an audit of educational programs where the achievement of goals within the framework of educational programs is monitored. The contents of curricula, syllabi, specialty EMCD are annually updated.

Table 1. Degree of novelty in the cycles of disciplines (share of literature published over the last 5 years of the total number of copies)

№	Title of indicator	Indicator, %
1	Degree of novelty in the GS cycle	30%
2	Degree of novelty in BD and MS cycles	25%

Table 2. Share of annual expenses for library stock replenishment

№	Title of indicator	2013-2015	2016-2018
1	Funds allocated for acquiring educational and methodological literature	7 547 429 tenge	7 774 603 tenge
2	Funds allocated for acquiring scientific literature	3 419 789 tenge	3 953 921 tenge

The University systematically conducts student surveys on the following: ATS pedagogic activities, EP quality, training environment and support services, results of employment and career development. The University also attracts EP external examination, such as Atameken National Chamber of Entrepreneurs, partner universities.

Analytical part

It is noteworthy that the University management is guided by the principle of open doors both for learners and ATS, which is confirmed by the availability of Rector's blog on the University website, as well as by survey results, which showed 80% of full and 14% of partial satisfaction by the management responsiveness.

Strengths/best practice

▪ Openness, availability of information for monitoring at different levels of educational process and University management.

▪ Automation of information on learners' academic indicators processing.

▪ Educational program content is revised taking into account changes on labor market and social demand.

EEC recommendations

1. Ensure on the constant basis, the publication of the results of reviewing educational program contents and structure within changes on the market, employer requirements, social demand.

2. The University management should provide training of Heads in educational management programs.

EEC conclusions by criteria: strong – 8, satisfactory – 2.

Standard 6.6 "Student-centered training, instruction and performance assessment"
Evidence

KGU provides the opportunity to form an individual learning trajectory according to learners' individual characteristics. The learning trajectory is formed with the help of various procedures: through elective disciplines; the formation of individual study plans as a result of recalculating the disciplines studied at previous study stages.

A lot of attention at the University is paid to meeting the needs of different learner groups. Training is carried out at two levels: Bachelor and Master programs. The University conducts the policy of language concept: mastering of two foreign (English and German) languages by learners. Double Degree education is provided for students with a high level of languages at partner universities.

KGU carries out an academic policy aimed at supporting capable and gifted youth. This, first and foremost, includes providing social and material assistance through the system of scholarships and allowances. In this way, training at the University is made possible to the group of learners whose parents are unable to fully pay for tuition. The best Bachelor and Master program students receive study scholarships, non-residents receive allowances for living in Almaty.

EEC Commission has been assured that in EP implementation individual learner characteristics are taken into account in choosing elective disciplines. University-implemented educational programs are systematically analyzed in terms of quality improvement both on the part of ATS and employers and external stakeholders. KGU has been implementing 7 Double Degree EPs.

Having observed ATS classes, the commission was convinced that instructors use modern teaching methods. Thus, since 2008-09 academic year within specialty 5B070300 – Information systems, FEE, KGU has been implementing three innovative educational programs: Telematics (jointly with Wildau High Technical School, Germany); Information engineering in economy and Mobile computing (jointly with Schmalkalden High School).

Students from Uzbekistan, the Russian Federation, Afghanistan, Kyrgyzstan, Tajikistan, etc. study at the University.

For the language adaptation of foreign students, language courses are organized. Information days and individual consultations on visa support issues, foreign citizen registration and re-registration are held on a regular basis. KGU annually holds scientific-practical conferences and seminars with the participation of scholars and students of partner universities abroad.

Analytical part

EEC commission is convinced that the work on learner support is organized on a systematic basis. Each year, study scholarships are drawn up by foreign stakeholders (DAAD, Konrad Adenauer-Stiftung, etc.), learners receive financial support to pay for accommodation, participate in competitions, etc. Students may voice their suggestions on training process improvement at the University (questionnaires, surveys, interviews, student feedback and recommendations).

Goals and tasks of educational programs are corrected, taking into account questionnaires, surveys and recommendations of concerned parties. Feedback is carried out in the form of discussions, meet ups, at KGU website, which includes Rector's blog (www.dku.kz), University and institute pages in social networks (Instagram, Facebook), where learners can post any questions.

EEC commission during its visit was convinced that ATS uses interactive teaching methods: creative tasks, project work, presentation (project defense), Bachelor and Master student conferences. An integral part of the educational process for the technical EPs is the laboratory workshop, the task of which is to develop practical students' skills. Such forms as master classes, problem lectures, and excursions to enterprises are also used.

Besides, the University annually organizes seminars and international scientific conferences in order to spread the experience and research of the University undergraduate and graduate students. For example, senior tutor M.Sh. Kulymbayeva did research on the topic "Improving student independent work in conditions of credit technology training", whose results were published in XII Annual KGU scientific conference proceedings; senior lecturer I.B.Pershina researched the topic "Problems of studying economic theory" (Proceedings of XII International scientific conference "Economics in 21 century: theory and practice", Makhachkala, 2016); senior lecturer I.B. Pershina and J.O. Kabakanova researched the Development of critical thinking in students of economic specialties (Proceedings of XVI International scientific conference "Current problems of modern science in 21 century", Makhachkala, 2018). University instructors have also developed and tried out manuals, teaching recommendations, practical exercises in concrete academic disciplines and topics for students. Mentioned teaching materials are shown in educational and methodical complexes.

The monitoring of innovational and active teaching methods applied, as well as instruction quality assessment is carried out at two levels (faculty and university). At faculty level, peer observations, control observations, open classes are practiced.

According to the University's language policy, on successful completion of language courses, learners take internships in EPs at German partner universities.

An important KGU's resource base for successful training of undergraduate and graduate students is technical equipment, software, Moodle platform, etc.

For example, academic courses developed with the use of Moodle electronic system are successfully implemented by instructors: A.A. Azhibayeva – Insurance and actuarial calculations, B.S. Assylbekova – Financial management, I.K. Tusseyeva – Taxes and taxation,

Y.A. Saveljeva – Computer networks, Zh.K. Kegenbekov – Basics of freight and commercial work, G.T. Temirgaliyeva – Mobile communication and IP telephone, D.M. Tyulyubayeva – Organization of international freight transportation by road, M.C. Bachurka – General English, T.V. Brekalova – Professionally-oriented English language, S.A. Velyamova – Public speaking, etc. Table 13 presents information on the number of developed and used Moodle-based electronic courses by faculty.

Table. Dynamics of electronic Moodle courses

№	Title	2016-17		2017-18	
		Number of courses, BA	Number of courses, MA	Number of courses, BA	Number of courses, MA
1	FES	14	1	30	3
2	FEE	22	-	33	2
3	FSPS	8	1	18	3
4	LC	30	-	31	-
5	Total	76		119	

Within EP implementation, the University actively attracts field specialists in order to carry out deepened instruction and ensure its practice-based character. For example, in 2018-19 academic year practice-oriented subjects were introduced in the educational process, which were instructed by executives of such companies, as "Instar Logistics", "TransAl", "AirAstana", "Vesta Kazakhstan" Digital "Apex" agency, advertizing companies "DASM Group", PR agency "Nabroski" JSC, etc.:
- Digital marketing - for 4th year students, Marketing;
- Logistics of transport and distribution systems, Transport support of foreign economic activity, Organization of international freight transport by air – for Logistics specialty, 4th year;
- Business processes in logistics – for Logistics specialty, Master program.

The assessment of discipline mastering results and appeal are carried out according to the rules of educational process organization in accordance with credit technology. To ensure objectivity in performance assessment, an appeal commission and a commission for examination monitoring are created at the University.

Nevertheless, EEC commission points to the necessity of developing own research in the sphere of teaching methods.

Overall, both learners and ATS expressed positive opinions on the implementation of accredited EP. According to student survey, 80% are fully satisfied with the relations with the Dean's office, 14% are partially satisfied; concerning timeliness of student assessment, 66% are fully satisfied, 26% are partially satisfied; concerning quality of instruction, 74% are fully satisfied, 19% are partially satisfied; in terms of examination and attestation fairness, 75% are fully satisfied, 19% are partially satisfied.

Strengths/best practice
• Diverse support, organization and forms of realization of student life.
• The University implements the principle of continuous monitoring of learner attitudes and wishes regarding the quality, organization and implementation of EPs.
• Support of students' educational and social initiatives, support for learner autonomy by KGU management and academic and teaching staff.

EEC recommendations

To increase the number and quality of ATS' own research in the field of teaching methods in terms of accredited EPs within student-centered training.

EEC conclusions by criteria: strong – 6, satisfactory – 4.

Standard 6.7 "Students"
Evidence

KGU has organized systematic work in the field of vocational guidance and subsequent support of students' motivation to improve and expand their competencies. The Commission made sure that all these elements of continuous education are implemented at the University.

The system of student body formation at KGU is based on the University's language policy, whereby students can successfully participate in Double Degree programs.

Undergraduate student body:

2015		2016		2017		2018		2019	
Full-time		Full-time		Full-time		Full-time		Full-time	
552	0	547	0	546	0	543	0	535	0

Graduate student body:

2015		2016		2017		2018		2019	
Full-time		Full-time		Full-time		Full-time		Full-time	
40	0	53	0	57	0	60	0	70	0

Student body (Bachelor, Master, PhD) by sources of financing:

2015		2016		2017		2018		2019	
Grant	Agreement	Grant	Agreement	Grant	Agreement	Grant	Agreement	Grant	Agreement
Bachelors									
0	592	0	600	0	603	23	580	47	558

The commission points to the growth of student body at all training levels, in spite of the downward demographic trends in the country and the increase in tuition fee. This is a successful indicator of systematic image-related and vocational guidance activities of the University in general.

The University has developed and is employing the program on foreign students' adaptation to the conditions and requirements of the educational process at KGU. It includes different areas: social, psychological, educational, research-related forms of adaptation.

During the last three academic years, foreign citizens studied at KGU. In current 2018-2019 academic year, enrolled foreign students at KGU make up 38 people from 7 countries.

To assist first year foreign students, senior students are invited, who help both in academic matters and everyday issues: obtaining IIN, a band card, health certificate. They also help organize leisure, introduce city landmarks to foreign students, organize trips to the mountains, attending various cultural and sport events.

EEC commission was assured that KGU's visa department carries out constant work with foreign students: it helps with registration of passports, visas, instructs on the rules of stay of foreign citizens in the Republic of Kazakhstan. Systematic consulting support for international students is provided by KGU international office.

Foreign students are regularly involved in research, programs, projects, international conferences.

The University has developed the Rules of recognition for study results, gained through non-formal education.

Academic mobility is carried out within agreements with German universities, Erasmus+ Europe-financed project, DAAD, Lithuanian government grants, International credit mobility, as well as various scholarship programs, suggested by governments and organizations of foreign states.

According to Double Degree program, 113 KGU students have already received German and Kazakh diplomas, 17 students are still studying. In 2018-19 academic year, 15 more students have started studies in Germany. Of 113 Double Degree program graduates 63 continued education or found jobs in Germany, 50 people continued education or started work in Kazakhstan.

EEC commission was convinced of the organization on a systematic basis of the external incoming and outgoing academic mobility of students. This is evidenced by the following table.

Number of learners trained within outbound mobility
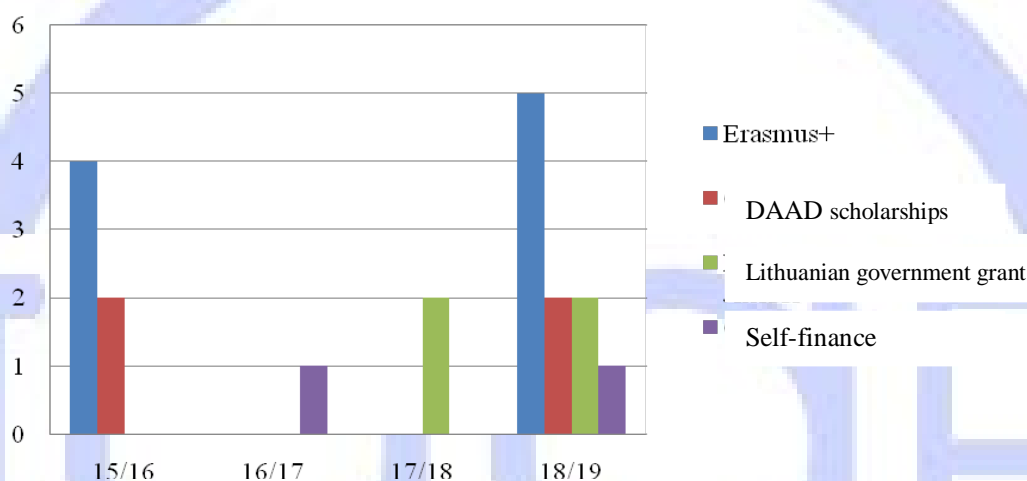
Within academic mobility students take part in other scholarship programs too. For example, 4 KGU students were trained in a partner university in Lithuania (Mikolas Romeris University), 4 students studied during one semester at a university in the town of Zwickau (Germany) within DAAD scholarship programs and two students were trained in the University of Erfurt (Germany) on self-finance basis. Candidate shortlisting and studied subject transfer procedure is identical to that of ERASMUS+ program.

KGU works on developing incoming academic mobility. For example, in 2017, jointly with Schmalkalden University, KGU developed a project "Studying modular disciplines in Central Asia". The project was created to attract students of German partner universities to study at KGU. Within this project students from Germany can attend a two-week course of lectures in a certain subject instructed by one of the visiting professors from Germany (in German or English) and earn a certain number of ECTS credits. In summer semester of 2018 3 students from Hamburg University of Applied Sciences were trained within this project, and in winter semester of 2019 KGU hosted 14 students from partner universities of Mittweida, Schmalkalden, Wildau, Hamburg, Zwickau.

With the aim of addressing the issues of graduates' employment, Career Center was created at KGU, which clearly demonstrated its activity. Student survey results showed the dynamics of the growing number of students enjoying one or more CC services: in 2016 – 65%, in 2017 – 84%, in 2018 – 87% of respondents. The degree of satisfaction by CC services accounts for 7,5 of 10 point scale on average: in 2016 – 7,7 points, in 2017 – 7,5 points, in 2018 – 7,3 points (according to results of Universum Career Test-Talent Research 2016/2017/2018 (see Appendix 32). Students can also use the following websites with job offers for independent employment – www.hh.kz,www.hipo.kz. www.rabota.kz, www.linkedin.com.

Table 1 – Information on BA graduate employment (October, 2018)

No.	Academic year	Graduates, total	Employed	Continued education, MA	Employment percentage
1	2012-13	119	118	25	99%
2	2013-14	96	93	23	97%
3	2014-15	119	99	26* (11)	83%
4	2015-16	82	69	12* (1)	84%
5	2016-17	92	73	10	80%

Table 2 – Information on MA graduate employment (October, 2018)

No.	Academic year	Graduates, total	Employed	Continued education, MA	Employment percentage
1	2012-13	18	17	1	94%
2	2013-14	19	17	2	89%
3	2014-15	15	11	3	73%
4	2015-16	22	21	0	95%
5	2016-17	29	25	2	86%

Table 3 – Information on DD graduate employment (August, 2018)

No.	Academic year	Graduates, total	Employed	Continued education, MA	Employment percentage
1	2012-13	18	18	3	100%
2	2013-14	16	16	14	100%
3	2014-15	19	16	13*(7)	84%
4	2015-16	18	12	6*(5)	88%
5	2016-17	13	5	8	38%

KGU graduates have gained a reputation of competent specialists in demand in large international and domestic companies, such as Procter and Gamble, Ernst and Young auditing company, Siemens LLP, Air Astana JSC, DKAU, district administrations of Almaty city, EKO Youth policy office, Red Crescent Society of Kazakhstan PF, pharmaceutical companies, software developing companies, etc.

The educational work at KGU is based on President Nazarbayev's addresses to the people of Kazakhstan, which, together with "Kazakhstan 2050" Strategy, are the basic documents in the University's activities.

STURA Student Board is the Center for the organization and carrying out work with the youth. It is an independent student organization, which does not only organize leisure, but also serves as the generator of ideas in all spheres of life and University activity. Thus, the University also provides financial support for many Student Board initiatives.

EEC was assured that learners of all levels and educational programs are presented in collegial University management bodies.

EEC commission was convinced that learners of all EP levels participate in research projects: in mandatory research work by chair, financed contractual projects jointly with ATS, student research projects at different levels, including international ones.

Following projects are available at KGU for the support of gifted students: student accommodation support program, scholarships for training, DAAD, Konrad Adenauer, Erasmus+ scholarships, discounts for excellent performance, etc.

The University has started work on the creation of graduate Association, which is aimed at supporting and developing University traditions and goals, preserving its spirit and priorities,

providing financial support to the University in order to develop and improve the facility base, raise education quality and address social issues.

Analytical part

EEC found out that the University carries out systematic financial, scholarship support of the students.

EEC confirms that long-term partners of KGU are able to provide learners with places for internship, consultants to help in practice-directed Master research, expertise while preparing Master theses.

This said, EEC mentioned the poor organization of internal academic learner mobility.

According to survey results, concerning the usefulness of the website, 80% are fully satisfied, 14% are partially satisfied; in terms of study material availability, 76% are fully satisfied, 20% are partially satisfied; in terms of overall quality of curricula, 73% are fully satisfied, 17% are partially satisfied; in terms of student-instructor relations, 74% are fully satisfied, 18% are partially satisfied.

Strengths/best practice

- Well-established external academic mobility.
- Active work on providing learners with internship places, assisting in graduate employment.
- Stimulating learners to self-education and development beyond the main program.
- Learner support mechanism availability at KGU.

EEC recommendations

1. Expand the specter of internal and external learner academic mobility within EPs, assist in receiving external grant for training.

2. Continue work on expanding the specter of Master EPs.

3. Career Center and graduating chairs should continue work on employment and career development of graduates, carry out feedback with graduates and inform of the realization of youth's internship through employment center.

4. Carry out work with prospective graduates concerning their active participation in the activities of the University graduates' Association.

EEC conclusions by criteria: strong – 9, satisfactory – 2, needing improvement – 1.

Standard 6.8 "Teaching Staff"

Evidence

KGU carries out objective and transparent personnel policy, which includes hiring, professional growth and staff development, ensuring professional competence of the entire state. The academic teaching staff is the main resource for the mission of the University. In this regard, the University pays special attention to the issues of staff recruitment and training.

Academic teaching staff for EPs is formed in compliance with RK MES requirements and normative documents, including the Rules of competitive substitution of posts of scientific and pedagogical (faculty, researchers) staff of higher educational institutions.

Requirements to ATS competence are defined in job descriptions, developed on the basis of Standard Qualification Characteristics of Teaching Employees and Equal-status Persons.

The University demonstrates compliance of ATS potential with the University development strategy, qualification requirements, level and specificity of educational programs and selection of personnel.

The number of full-time ATS in 2018-2019 ac. year, who conduct classes, accounts for 67 instructors, of them 34 hold academic degrees. KGU ATS comprises both highly qualified Kazakh instructors and German professors who conduct classes in major disciplines. German instructors carry out their teaching activities within bilateral agreements on cooperation and implementation of Double Degree program, which is long-term. The work of the German

instructors is financed by the German side, at the expense of DAAD project, and from KGU resources. Full-time ATS composition includes 2-3 German instructors who are working within DAAD long-term professorship. As a rule, they work for KGU for two-five years.

Planning of ATS teaching work is carried out by deans. The distribution of work load is done taking into account their qualifications. Class load makes up about 60-80% of the general yearly load. In all subjects educational-methodic complexes are developed, which include discipline syllabi, lectures, seminar plans, SIW assignments, test types, questions and tasks, rating tasks, examination materials.

One of the tools for stimulating ATS is the awarding of the academic titles of Associate Professor and Professor of the University, which is governed by internal Rules. For these titles there is a monthly supplement to basic salary, which is governed by Regulations on ATS salaries. Depending on the availability of ATS degree, a certain individual load hourly grid is applied as well. Teachers without an academic degree are set at 600 hours per year, Candidates of Science - 480 hours per year, Doctors of Science - 420 hours per year. Reducing workload for instructors with a degree is one of the motivational tools to engage them in research. In addition, payment of publications in scientific journals, as well as travel expenses associated with participation in international conferences abroad, are funded by the University. Training of teachers and staff in Master programs on the basis of KGU is fully (100%) paid by the University. The increase in the number of publications in recent years serves as proof that the motivational tools were chosen correctly. For the education of children of instructors and staff a discount system is provided. Employees and instructors are encouraged by letters of thanks, certificates, money rewards.

Vice-Rectors, deans and some AS staff carried out limited teaching activities on part-time basis. To teach highly specialized disciplines, highly qualified practitioners from the relevant professional field are hired on an hourly basis, thereby ensuring practical orientation. They go through all stages of KGU's ATS selection system, except for the fact that they conclude a civil contract, for which they provide the necessary package of documents.

Over the last years a positive dynamics of recruiting teaching practitioners can be noted (Figure 1).
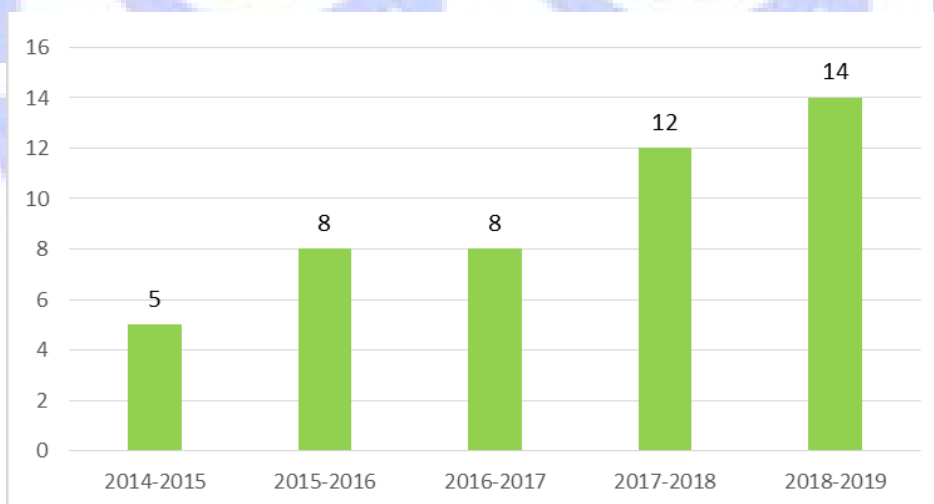

Figure 1 – Dynamics of growth in the number of teaching practitioners.

ATS academic mobility allows strengthening of EP contents. Employing instructors from Germany (Flying Faculty) within academic mobility occurs thanks to DAAD project on supporting KGU (Figure 2).
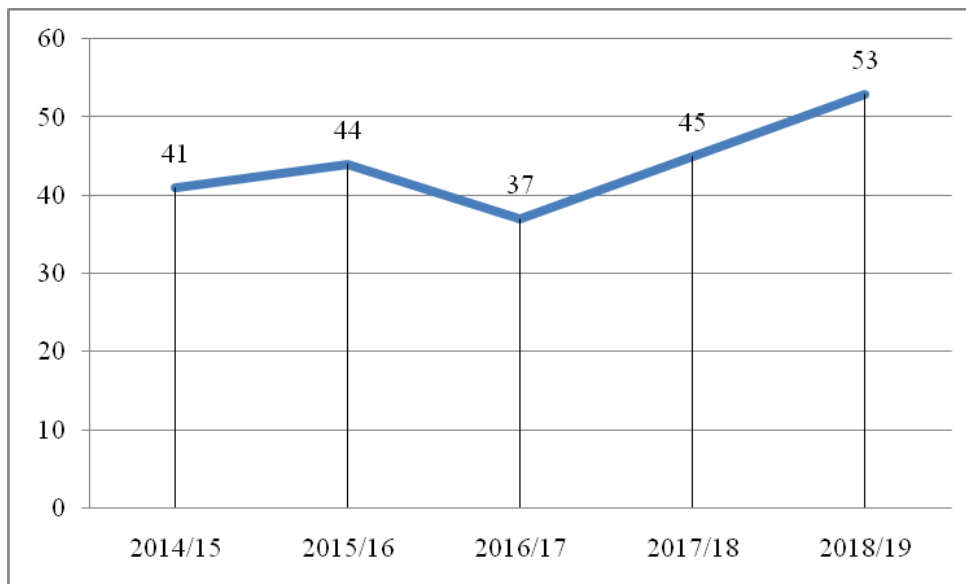
Figure 2 – Information on the number of visiting professors from Germany

In order to create favorable working conditions, KGU organizes annual insurance of teachers and employees from accidents in the University buildings and adjacent territory, annual medical commission for all employees; work is constantly carried out to explain occupational safety and health standards, and a course is done on fire safety. For employees and students the work of canteen and medical office is organized. Joint visits to nature at the end of the academic year have become a good tradition at the University. Thus, KGU stimulates the activities of ATS and staff.

University management style allows achieving active participation of internal stakeholders, including ATS, in the development of strategic documents. The University ATS is involved in work groups to define the mission and vision and strategic planning. They are also respondents to studies conducted within SWOT analysis. At the same time, a university-wide conference is held annually for the whole staff, during which the development of the University as a whole is discussed. Priority directions of further work and a range of issues requiring decisions are jointly determined. Thus, holding of a strategic conference provides an opportunity to initiate bottom-up decision-making, to take into account the wishes and interests of employees when making management decisions.

KGU operates an educational portal which serves as the main tool for communication, development of students' social aspects, introducing additional sources of information, etc. Thus, in 2017, 102 electronic courses were conducted, in 2018 – 93 electronic courses. It is noteworthy that every classroom at KGU is equipped with projectors and desktop computers for instructors. There is a free unlimited access to Internet, so, the instructor can use open Internet resources at any stage of the class.

Analytical part

As a result of conducted interviews, the commission came to the conclusion that the University management ensures the entirety and adequacy of ATS work individual planning in all activity types, monitoring of performance and effectiveness of individual plans; the proof of instructors' implementation of all types of planned work load have been presented.

ATS work load by specialty includes teaching, methodic, research, organizing-methodic work, professional training. All planned work of an instructor is included into their individual work plan, which is the basic document regulating instructor's work according to staff position.

EEC points to adequate work of the University concerning ATS and student surveying. As survey results show, students are satisfied with the quality of teaching of KGU ATS and visiting professors from Germany. Special accent is placed to the high qualification of

instructors, teaching methods, ATS passion for their work.

It is noteworthy that part of ATS instructs in German and English languages.

Strengths/best practice

1. KGU conducts objective and transparent personnel policy, including hiring, professional growth and development of the personnel, which provides professional competence of the whole staff.

2. ATS potential complies with RK MES requirements and the University development strategy and EP specifics.

3. There is a considerable contribution of ATS into the implementation of the University development strategy and other strategic documents considering transition to student-centered training.

4. Examples of conducted classes show that ATS has motivation for professional and personal development, and is encouraged to contribute to the integration of research and education.

5. The University features highly developed practice of attracting foreign professors for teaching specialty disciplines, as well as external mobility of students.

EEC recommendations

1. Make provisions for (plan) events on ATS professional development and career growth, as well as on training young instructors.

2. Provide for more active attraction of teaching practitioners from employing enterprises.

3. Expand the specter of application by ATS of information communication technologies in the educational process (for example, online learning, e-portfolio, MOOS, etc.).

4. Develop mechanisms for ATS participation in social life (ATS role in the educational system, in the development of science, region, the creation of cultural environment, participation in exhibitions, creativity contests, charity programs, etc.).

EEC conclusions by criteria: 12 criteria revealed, of which 6 have a strong position, 5 – satisfactory, 1 implies improvement.

Standard 6.9 "Research work"
Evidence

Research at KGU is carried out in accordance with laws of the Republic of Kazakhstan "On science", "On education", "On innovational activities", "State program of the development of education and science for 2016-2019", as well as according to internal regulatory KGU documents.

Research activities make up an important component of the mission and development strategy of KGU and are viewed as an important factor of the success of the University as a research and educational institution. According to its mission, KGU, as an international university, is "contributing to sustainable development of Central Asia by integrating education and science" and has been "making outstanding contribution into strengthening scientific and cultural cooperation between Kazakhstan and Germany". Additionally, in KGU's development strategy till 2025, it is mentioned that "KGU strives to integrate science and economy, openness to the world and orientation towards the future" and that "KGU's distinctive feature is a strong interconnection of research activities and practice oriented education".

KGU has three laboratories, on whose bases applied research is carried out. In particular, on the basis of Ecological Chemistry Laboratory comprehensive studies are conducted on wastewater and groundwater treatment and on environmental quality research. Practical studies are conducted in the Renewable Energy Laboratory to assess the energy efficiency of electricity consumption in industry and households, etc. The Research Center for Regional and Interregional Cooperation conducts active research in the field of gender, social and youth policy, in matters of foreign policy and international, as well as regional, cooperation issues. At present, practical steps are taken in creating possibilities for using the Renewable Energy

Laboratory with the aim of auditing energy use efficiency by companies and public institutions of Almaty city.

To organize effective research activities KGU, research planning is carried out. In this regard, planning is carried out on the basis of strategic, long-term and annual RW plans. Research activities of ATS and structural units (Research Institute for International and Regional Cooperation, Research Institute of Natural Resources, Department for Science and Innovation, faculties, chairs and Language Center) are carried out on the basis of an annual plan in an approved form.

Work on forming research competences starts from the first year at the Bachelor stage. With this purpose, such subjects, as "Writing a research paper", "Presentation technique and rhetoric", are introduced in all specialties, whereby learners master research methods and acquire practical skills of implementing research projects and public speaking. For Master students the discipline "Academic writing" and colloquiums in RW are provided. In addition, students are introduced to the main methodologies of research in the disciplined learned.

Analytical part

Implementation of research by ATS and structural units is confirmed by interim and yearly RW reports in an approved order and form. ATS reports on RW carried out are considered and discussed at faculty meetings, as well as at the meeting of KGU Scientific-Technical Board, which is a consultative and advisory body that coordinates scientific, organizational and research activities of all KGU departments. Main documents governing RW are placed on KGU educational portal.

The report on the implementation of KGU RW plan is compiled by Vice-Rector for Research, discussed at the Academic Board meeting and approved by the University Rector. Analysis of RW plan implementation is carried out once a year at the extended meeting of the University Academic Board.

Strengths/best practice

▪ RW complies with the national policy in the sphere of education, science and innovational development.

▪ RW complies with the mission and strategy of the University.

▪ There is enough information on the University site and at the faculties concerning the planning and RW performance monitoring.

▪ The documents and interviews with students show that an adequate number of learners are attracted to research work.

▪ ATS and learners participate in various international conferences and have their papers published in RK MES publications.

▪ KGU assists in the implementation of RW results, including consulting and commercialization.

1. The University strives to hold joint scientific research with foreign universities.

EEC recommendations

1. Introduce RW results in the training process, including consulting and commercialization.

2. Create conditions to ensure the recognition of RW results, as well as the registration of research projects in corresponding bodies, patent and copyright registration.

3. Find an opportunity to increase RW financing through the expansion of financing sources and forms, using different forms of motivation.

EEC conclusions by criteria: 10 criteria revealed, of which 7 have a strong position, 3 – satisfactory.

The University forms its revenues from several sources – these being funds from tuition fees from students, educational grants from RK MES, DAAD, financial assistance from third-party organizations in the form of grants for student training, research work, and other educational services.

In the total amount of financial revenues the largest share is made up of income from educational services – 77,9%, funds from research projects and grants – 20,5% and other services – 1,6%.

Analysis of the data (Figure 3) shows a stable yearly growth of funding. Over the period 2014-2018 financial revenues increased by 67,5%.
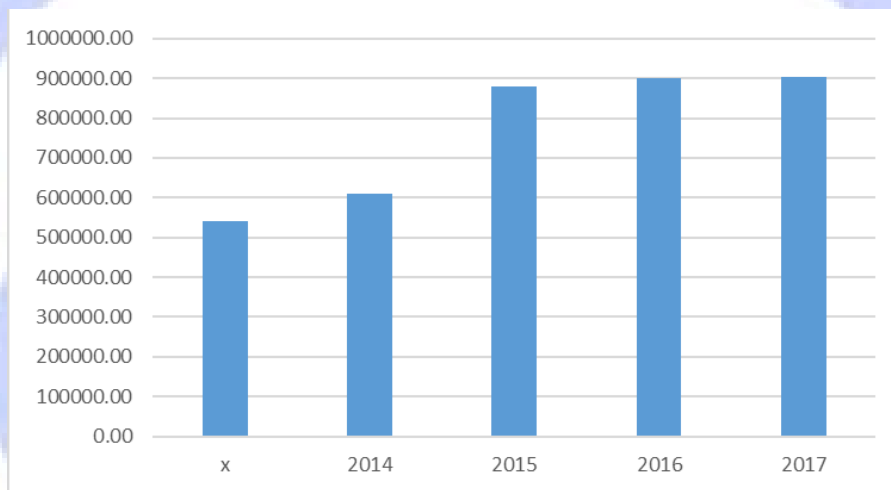

Figure 3. Financial revenues (ths. tenge).

An important indicator of the financial state is the volume of the assets, whose expanding is the University's priority.

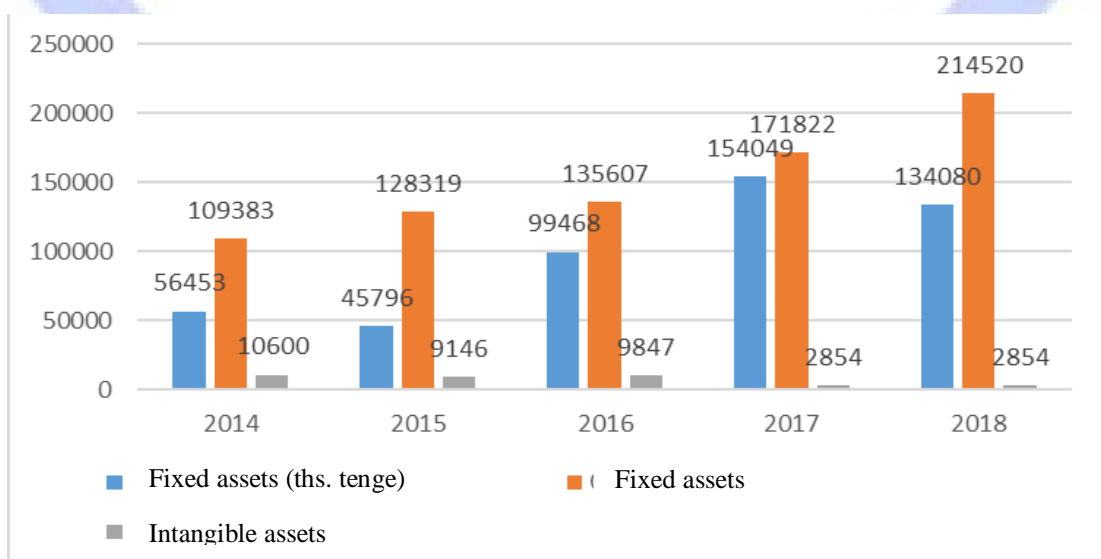Figure 4 shows an annual growth of assets, both in monetary and material terms.

Figure 4. KGU assets at the end of calendar year

Strengthening equity capital provides the creation and use of financial resources for effective implementation of educational and research activities of the University and makes it possible to update and multiply its intellectual potential, scientific, material and methodological base, i.e. to fully provide functioning educational programs with all that is necessary. At the same time, one must not forget that the University is influenced by political, economic, organizational and social systems and tools, and therefore must constantly conduct systematic work to reduce the degree of risk, especially in the financial sphere. Considering the inevitability of economic risks, the University creates special reserves for their partial coverage, analyzes financial resources and, if necessary, redistributes them.

The process of budgeting at the University includes formatting plans for University units (offices, faculties, departments) approved by the management. The targets are consolidated into the final budget. During a certain period, the collection and categorization of actual data, comparison with the plan in absolute and percentage terms, as well as the preparation of analytical reports in various data sections with explanatory graphs for interpreting the results are carried out. The University has adopted budgeting on the basis of cash flow, since it most clearly represents the current situation of the financial state of the institution to budget users. The priority in budget planning is given to maintaining financial stability while resourcing current and planned activities in accordance with the development strategy, goals and mission of KGU.

Analytical part

Accounting and financial reporting is conducted in accordance with the accounting policy, tax policy, international financial reporting standards, Tax Code of RK, orders, regulations, as well as other regulatory documents governing accounting and financial reporting.

The internal audit is carried out by an auditor appointed by the Supervisory Board. The annual report of the auditor on the basis of the audit gives an objective assessment of budget formation and distribution for all income and expenditure items, accounting and use of funds.

In order to have an independent opinion on the correctness of accounting, financial reporting and other financial information, an external audit is conducted at KGU. The following companies were involved in the audit: NAC Centraudit - Kazakhstan LLP, UTA Audit LLP. The last audit in 2018 was conducted by UTA Audit LLP from 11.02.19 through 26.03.19.

Strengths/best practice

1. KGU has development scenarios which comply with the strategy of development, risks considered.
2. The University conducts a formalized policy of financial management, including financial reporting.
3. The University provides full information on the external independent audit.

EEC recommendations

1. Develop and demonstrate operational and strategic own budget planning, as well as the availability of internal audit system.

2. Create a mechanism (convenient algorithm) of financial provision for different activities adequacy assessment, including the University development strategy, EP and research project development.

EEC conclusions by criteria: 6 criteria revealed, of which 3 have a strong position, 3 – satisfactory.

Standard 6.11 "Educational resources and student support systems"
Evidence

KGU has two equipped administrative and educational buildings at its disposal. Building No. 1 (further campus 1) is situated on 111 Pushkin Str., total area accounts for 2,282.8 м². Campus 1 was given to KGU for permanent free use according to the Agreement "On free use of property No.35/6" dated 13.02.2012 by the Branch of the State Institution of Almaty "Interregional Department of State Property and Privatization of the Ministry of Finance of the

Republic of Kazakhstan" on the basis of an intergovernmental Agreement on cooperation in further development of Kazakh-German University in Almaty, signed by the Government of the Republic of Kazakhstan and by the Government of the Federal Republic of Germany and ratified by the Law of the Republic of Kazakhstan dated 15.07.2010 No. 326-IY.

The second building (further campus 2) is located by the address: 173 Nazarbayev ave., Almaty. It has an area of 2,934.68 м² and is used on lease rights (Lease Agreement No. 59/1 dated 30.06.2010, Supplementary Agreement to the Agreement 16/2014 dated 04.05.2014). In 2018, large-scale renovation work was carried out in campus 2, which resulted in the creation of a new multifunctional space on the 1st floor, a meeting room, a medical office, administrative premises, a canteen of 69.3 m² for 50 seats. Funds for the lease of the second building are provided by the Federal Republic of Germany.

Total area of the campuses accounts for 5,217.48 м², of them classrooms take 1,946.3 м². Area per student, taking into account the shifts, is 6 m².

Today, KGU has 27 classrooms, 3 computer-equipped rooms, 8 study laboratories, 2 libraries with 2 reading rooms, a canteen in each campus (in campus 2 there is also a Coffee Point), a medical office in each building, administrative and office space.

Much attention is paid to the safety and health of students and staff. In both buildings there is a medical office working on a daily basis, equipped with the necessary means to provide first aid.

Both campuses of KGU have canteens which have all the necessary documents confirming compliance with the standards of "Sanitary and epidemiological requirements for catering facilities" dated 23.04.2018 No. 186. In total, the canteens are designed for 100 seats, 50 seats in each campus, respectively.

The sports base of KGU is represented by 3 gyms, a swimming pool and an open playing field for football. All specified objects are at KGU's disposal in accordance with lease agreements for premises.

The overall book fund as of December 2018 accounts for 91 102 items, which is 13 721 copies (9%) more as compared to the previous 5 years, of them 59 801 copies (65%) make up academic literature. Book provision per student accounts for 152 books, of them 4 are in Kazakh.

The fund of the main academic, methodological and scientific literature makes up 85 322 copies, (94% of general book fund), 143 copies per one student of the presented body. The fund of scientific literature accounts for 22 836 items (27%), academic literature – 2 685 copies (3%), fiction – 4 675 items.

New periodic publications are purchased on a yearly basis. Over the last 5 years 98 titles were subscribed to for the overall sum of 6 762 830 tenge, of them 5 are in Kazakh, 6 are in a foreign language. On average, about 1 000 000 tenge is annually allocated for subscriptions. Over the previous 5 years the number of periodicals subscribed to increased by 23%. The expenditures for the subscription to periodicals grew two fold.

To carry out research and educational work, study laboratories in various areas of training function on the basis of KGU. All laboratories have sufficient material and technical base for research in the framework of writing course papers and diploma projects, for laboratory work, as well as for carrying out applied research. Modern laboratories help students to consolidate theoretical knowledge and gain practical skills that will be in demand in the future in the labor market.

The technical equipment of classrooms complies with modern requirements. Thus, a desktop computer, overhead projector and speakers are installed. All classrooms have an individual technical passport.

Each of KGU campuses has access to Internet. Fibre-optic connection is used, which ensures high speed and smooth operation. For over 7 years SmartNet company has been the provider. Over the last years, Internet connection speed has increased from 50 megabit/sec. to 100 megabit/sec. Wi-Fi network is provided at the University, which is connected to with the help of login and password.

Along with providing support while resolving academic issues, KGU provides assistance to non-resident and foreign students, support system functions comprising different services ranging from those of academic department to medical office. Thus, because of the absence of a dormitory non-resident undergraduate and Master students receive accommodation allowances accounting for 125 euros (equivalent of 53 000 tenge), which is paid monthly for 10 months, except two summer vacation months, which helps to cover accommodation costs. During the current 44 students receive accommodation allowances. Rector's assistant in social and educational affairs makes a lead-in presentation for non-resident students, at which he gives a detailed coverage of the issues of learning, accommodation, medical assistance and temporary registration at the place of residence in Almaty. The students are also provided assistance in search of accommodation and support in concluding rental contracts. KGU also provides support in the form of scholarships. There are following types of study scholarships: scholarships granted by DAAD, German embassy, SIEMENS, Association of Public Associations of Germans of Kazakhstan "Revival", FRG Foreign Ministry, USAID, Union of German economy (VDW). The trend of the increase in the number of foreign students can be observed at KGU during the recent years, most of who are the students from the CIS, the rest are from Germany. KGU has developed the system of support for foreign students, which promotes acceleration of adaptation processes and problem occurrence minimization.

Analytical part

All premises in the buildings comply with the requirements of the sanitary-epidemiological service, fire safety and emergency agencies. According to "Sanitary and epidemiological requirements for educational facilities" dated 16.07.2017, No. 611, the district department of SES carried out measurements of light, gas content and noise in the educational campuses and issued confirming documents on compliance of all indicators with the standards.

The sports base is located at the address: Almaty, 308 Dostyk Ave., lease agreement dated 10.07.2018; the agreement is re-concluded before each academic year. To conduct classes in physical education, an equipped workout facility (150 м²), game hall (400 м²), pool (400 м²) are used. During a warm season, classes are held in an open football pitch (500 м²). For carrying out sectional classes in volleyball and basketball, an additional hall is leased, located at the address: Almaty, 84 "B"Gogol str., lease agreement dated 30.11.2018. The agreement is concluded for an academic year. All sporting facilities are properly equipped, purchase of additional equipment is done on the request from instructors in physical education and depends on the number of students and equipment depreciation.

The University has 3 computer-equipped rooms, where every student has free access if no classes are conducted in them according to time-table. In room 16 (campus 1) 15 laptops connected to Internet, are installed; Windows 7 Enterprise Edition operating system is installed in all computers. The software is purchased by the IT department in cooperation with faculties and those in charge of specialties and EPs. The licenses are updated on a yearly basis.

Strengths/best practice

1.   KGU has mechanisms of support for different learner groups, including informing and consulting.

2.   Compliance of informational resources with EP specifics is observed at the University, including the compliance in the following areas: technical support for learners and ATS according to EP (e.g. online training, modeling, data base, data analyzing software); library resources (the fund of study, methodic and scientific literature in GD, BD, MD on paper and electronic carriers); examination of RW results, graduation papers, theses in terms of plagiarism.

3.   WiFi functions in all KGU premises.

4.   Safety measures in study process comply with all necessary norms.

EEC recommendations

1. Provide and demonstrate the adequacy of material resources and infrastructure, as well as information resources for the examination of RW and dissertations in terms of plagiarism.

2. Develop a plan of introduction into training process of equipment and software used for the mastering of EPs, which are used in corresponding fields.

3. Take into account the needs of various learner groups (adult, working, international, as well as limited ability learners).

EEC conclusions by criteria: 10 criteria revealed, of which 8 have a strong position, 2 – satisfactory.

Standard 6.12 "Public information"

Evidence

KGU has the system of EP information collection and monitoring. The University publishes information on the implementation of educational programs on time. The posted information is true, clear, objective, timely and available for all who need it.

The universal tool on information is the University website (www.dku.kz). The site contains following segments: "Prospective students", "Students", "Research", "Contacts".

Staff and students appear on TV and have their papers published in different journals.

Information is published on the site (https://dku.kz/) and in social networks VKontakte https://vk.com/club289210, Facebook https://www.facebook.com/pages/Казахстанско-немецкий-университет/207739369266678?rf=. The site shows the University mission, general information, goals and objectives, history, educational licenses, list of specialties. The upper part of the site contains a number of useful links, including the link to Platonus automated information system, time-table, the sites of partner organizations, etc.

The University management uses various means of information dissemination, those being booklets and advertizing materials, the University site, briefings, held by the management, open days, job fairs on the University basis, round tables with heads of enterprises and organizations, exhibitions of universities and EPs, career guidance events. Managerial staff, ATS and students appear in mass media, publish materials in the republican newspapers and journals, participate in various radio and TV programs.

Information on the content of educational programs is regularly discussed at meetings with employer representatives. Besides, the employers are included as members of key collegial bodies.

Different services of information, students support and feedback provision function at the University, each carrying out different functions. According to the principle of openness and availability, the University openly posts information on its activities, admission rules, educational programs, study time frames and forms, international programs and University partners, University and EP advantages, information on graduate employment, graduates' feedback, student events and success stories, contact and other useful information for prospective and currents students on different information carriers.

Analytical part

It is noteworthy that in 2017 it was decided to develop a new site, since the then functioning one was not informative enough and was outdated in terms of its structure. Production of the new KGU site was carried out from August 2017 to May 2018. Technical support will be provided till October 2019. All of this allowed to update information and translate it into 4 languages (Kazakh, Russian, English and German), and to do away with downsides of the previous version of the site, where content update was carried out only in the Russian version of the site.

As of today, the average number of site visits for the period from January 2018 to January 2019 was 8452.75.

Strengths/best practice

1. KGU has mechanisms of support for different learner groups, including informing and consulting.

2.	Compliance of informational resources with EP specifics is observed at the University, including the compliance in the following areas: technical support for learners and ATS according to EP (e.g. online training, modeling, data base, data analyzing software); library resources (the fund of study, methodic and scientific literature in GD, BD, MD on paper and electronic carriers); examination of RW results, graduation papers, theses in terms of plagiarism.

3.	WiFi functions in all KGU premises.

4.	Safety measures in study process comply with all necessary norms.

EEC recommendations

1. Provide and demonstrate the adequacy of material resources and infrastructure, as well as information resources for the examination of RW and dissertations in terms of plagiarism.

2. Develop a plan of introduction into training process of equipment and software used for the mastering of EPs, which are used in corresponding fields.

3. Take into account the needs of various learner groups (adult, working, international, as well as limited ability learners).

EEC conclusions by criteria: 12 criteria revealed, of which 9 have a strong position, 3 – satisfactory.

(VII) OVERVIEW OF STRENGTHS/BEST PRACTICES BY EACH STANDARD

Standard "Strategic development and quality assurance"

▪ The overall activities of the University are directed towards ensuring the competitiveness of the country through quality training of specialists for the real sector (economy, heat engineering, informatics) by raising the quality of training, the integration of science, education, internal and external academic mobility of students and instructors, the creation of favorable conditions for all participants of the educational process.

▪ Compliance of the mission and strategy with the resources, aimed at the University development.

▪ Activities of the University reflect the sequence of its mission implementation, which involves the participation of instructors, learners and administration.

Standard "Management"

• Management processes, including planning and resource distribution are carried out in accordance with the University development strategy.

• Openness and availability of the University management to all interested parties.

• An internal quality assurance system has been successfully functioning at the University.

Standard "Management of information and reporting"

▪ Functioning of the system of information collection, analysis and management based on the application of modern informational communication technologies and software means.

▪ Efficient determining of information order and protection at EP level allows to make decisions based on facts, define and predict risks.

Standard "Educational program development and approval"

▪ EP development procedures and their approval at the institutional level are determined and documented.

▪ Compliance of developed EPs with objectives set, including preliminary results.

▪ Annual revision of curriculum and syllabi content, taking into account changes on the labor market, employer requirements and social demand.

Standard "Continuous monitoring and periodic evaluation of educational programs"

▪ Openness, availability of information for monitoring at different levels of educational process and University management.

▪ Automation of information on learners' academic indicators processing.

- Educational program content is revised taking into account changes on labor market and social demand.

Standard "Student-centered training, instruction and assessment of performance"

- Diverse support, organization and forms of realization of student life.
- The University implements the principle of continuous monitoring of learner attitudes and wishes regarding the quality, organization and implementation of EPs.
- Support of students' educational and social initiatives, support for learner autonomy by KGU management and academic and teaching staff.

Standard "Learners"

- Well-established external academic mobility.
- Active work on providing learners with internship places, assisting in graduate employment.
- Stimulating learners to self-education and development beyond the main program.
- Learner support mechanism availability at KGU.

Standard "Academic Teaching Staff"

- KGU conducts objective and transparent personnel policy, including hiring, professional growth and development of the personnel, which provides professional competence of the whole staff.
- ATS potential complies with RK MES requirements and the University development strategy and EP specifics.
- There is a considerable contribution of ATS into the implementation of the University development strategy and other strategic documents considering transition to student-centered training.
- Examples of conducted classes show that ATS has motivation for professional and personal development, and is encouraged to contribute to the integration of research and education.
- The University features highly developed practice of attracting foreign professors for teaching specialty disciplines, as well as external mobility of students.

Standard "Research work"

- RW complies with the national policy in the sphere of education, science and innovational development.
- RW complies with the mission and strategy of the University.
- There is enough information on the University site and at the faculties concerning the planning and RW performance monitoring.
- The documents and interviews with students show that an adequate number of learners are attracted to research work.
- ATS and learners participate in various international conferences and have their papers published in RK MES publications.
- KGU assists in the implementation of RW results, including consulting and commercialization.
- The University strives to hold joint scientific research with foreign universities.

Standard "Finance"

- KGU has development scenarios which comply with the strategy of development, risks considered.
- The University conducts a formalized policy of financial management, including financial reporting.
- The University provides full information on the external independent audit.

Standard "Educational resources and student support systems"

- KGU has mechanisms of support for different learner groups, including informing and consulting.
- Compliance of informational resources with EP specifics is observed at the University, including the compliance in the following areas: technical support for learners and ATS

according to EP (e.g. online training, modeling, data base, data analyzing software); library resources (the fund of study, methodic and scientific literature in GD, BD, MD on paper and electronic carriers); examination of RW results, graduation papers, theses in terms of plagiarism.

- WiFi functions in all KGU premises.
- Safety measures in study process comply with all necessary norms.

Standard "Public information"

- Published by the University information is accurate, objective, actual, and includes implemented programs with expected TR, information on the possibility of assigning qualification on EP completion, information on training, assessment mechanisms, on pass scores and academic opportunities for learners, information on employment opportunities for graduates;
- KGU applies various ways of information dissemination (including mass media, web-resources, information networks, etc.) to inform public and concerned persons.
- KGU web-resource has information on audited financial reporting, information which characterizes the University in general and by EP, information about ATS, by personality.

(VIII) OVERVIEW OF RECOMMENDATIONS ON QUALITY IMPROVEMENT

Standard "Strategic development and quality assurance"

1. The University management should clarify steps to provide the linking of research, training, and learning in quality assurance.

Standard "Management"

1. To develop key performance indicators (KPI) of the University to systematize data collection and analysis.

2. To provide training of the whole managerial University staff in education management programs.

Standard "Management of information and reporting"

1. The University management is recommended to systematically update information on EPs on the University website to make it available to learners and all interested persons.

2. Introduce documented control of propriety (licensed) and open-access software in terms of the application right, including in the educational process.

Standard "Educational program development and approval"

1. Continue work on conducting external examinations of EP contents.

2. Continue work on the development and implementation of joint programs with foreign educational organizations.

3. It is recommended to develop a model of educational program projecting on the basis of modern digital technologies in order to increase the efficiency of educational process management and, consequently, to raise the quality of education.

Standard "Continuous monitoring and periodic evaluation of educational programs"

1. Ensure on the constant basis, the publication of the results of reviewing educational program contents and structure within changes on the market, employer requirements, social demand.

2. The University management should provide training of Heads in educational management programs.

Standard "Student-centered training, instruction and assessment of performance"

To increase the number and quality of ATS' own research in the field of teaching methods in terms of accredited EPs within student-centered training.

Standard "Learners"

1. Expand the specter of internal and external learner academic mobility within EPs,

assist in receiving external grant for training.

2. Continue work on expanding the specter of Master EPs.

3. Career Center and graduating chairs should continue work on employment and career development of graduates, carry out feedback with graduates and inform of the realization of youth's internship through employment center.

4. Carry out work with prospective graduates concerning their active participation in the activities of the University graduates' Association.

Standard "Academic teaching staff"

1. Make provisions for (plan) events on ATS professional development and career growth, as well as on training young instructors.

2. Provide for more active attraction of teaching practitioners from employing enterprises.

3. Expand the specter of application by ATS of information communication technologies in the educational process (for example, online learning, e-portfolio, MOOS, etc.).

4. Develop mechanisms for ATS participation in social life (ATS role in the educational system, in the development of science, region, the creation of cultural environment, participation in exhibitions, creativity contests, charity programs, etc.).

Standard "Research work"

1. Introduce RW results in the training process, including consulting and commercialization.

2. Create conditions to ensure the recognition of RW results, as well as the registration of research projects in corresponding bodies, patent and copyright registration.

3. Find an opportunity to increase RW financing through the expansion of financing sources and forms, using different forms of motivation.

Standard "Finance"

1. Develop and demonstrate operational and strategic own budget planning, as well as the availability of internal audit system.

2. Create a mechanism (convenient algorithm) of financial provision for different activities adequacy assessment, including the University development strategy, EP and research project development.

Standard "Educational resources and student support systems"

1. Provide and demonstrate the adequacy of material resources and infrastructure, as well as information resources for the examination of RW and dissertations in terms of plagiarism.

2. Develop a plan of introduction into training process of equipment and software used for the mastering of EPs, which are used in corresponding fields.

3. Take into account the needs of various learner groups (adult, working, international, as well as limited ability learners).

Standard "Public information"

1. Improve public information on explaining national programs of the development of the country and the system of higher and post-graduate education.

2. Add information and links to the external evaluation results.

3. Post more detailed information on the cooperation and interaction with partners, including research/consulting organizations, business partners, social partners and educational organizations.

Conclusion of the Commission on Self-assessment
Educational Institution "Kazakh-German University in Almaty" within Institutional Accreditation

№	№	Assessment criteria	Position of educational organization			
			Strong	**Satisfactory**	**Implies improvement**	**Unsatisfactory**
Standard "Strategic development and quality assurance"						
1	1.	The University should demonstrate the development of a unique strategy based on the analysis of internal and external factors with the wide involvement of various stakeholders.	+			
2	2.	The University should demonstrate the focus of the mission, vision and strategy on meeting the needs of the state, society, fields of real economy, potential employers, learners and other concerned parties.	+			
3	3.	The University should demonstrate the transparency of the processes of formation, monitoring and regular review of the mission, vision, strategy and quality policy.	+			
4	4.	The University should have a published quality assurance policy, mission and strategy.	+			
5	5.	The University develops documents in certain areas and process (plans, regulations, etc.), which clarify the quality assurance policy.	+			
6	6.	Quality policy should show the connection between research, instruction and learning.		+		
7	7.	The University should demonstrate the development of the quality culture.	+			
		Total by standard	**6**	**1**	**0**	
Standard "Management"						
8	1.	The University carries out management processes, including planning and resource distribution according to the strategy.	+			
9	2.	The University should demonstrate the successful functioning and improvement of internal quality assurance system.	+			
10	3.	The University should demonstrate the analysis of risk management.		+		
11	4.	The University should demonstrate conducting the analysis of change efficiency.		+		
12	5.	The University should demonstrate the analysis of discrepancies identified, the implementation of corrective and preventive measures.	+			
13	6.	The University should demonstrate a distinct	+			

№		Criteria				
		identification of those in charge of business processes, unambiguous distribution of official duties, division of functions of collegial bodies.				
14	7.	An important factor is ensuring the management of EPs, including the evaluation of their effectiveness.	+			
15	8.	The University demonstrates the development of annual plans of activities, including that of ATS, based on the development strategy.		+		
16	9.	Commitment to quality assurance should apply to any activity performed by contractors and partners (outsourcing), including in the implementation of joint/two-degree education and academic mobility.	+			
17	10.	The University should present proof of management system transparency.	+			
18	11.	The University should ensure participation of learners and ATS in the work of collegial management bodies.	+			
19	12.	The University should demonstrate evidence of openness and accessibility of management and administration for students, ATS, parents and other interested parties.	+			
20	13.	The University should demonstrate innovation management, including analysis and implementation of innovational suggestions.	+			
21	14.	The University should strive to participate in international, national and regional professional alliances, associations, etc.	+			
22	15.	The University should provide the training of the managerial staff (Rector, vice-rectors, deans, structural unit heads, chair heads) in programs of education management.		+		
23	16.	The University should seek to ensure that the progress achieved since the latest external quality assurance procedure be considered while preparing for the next procedure.	+			
		Total by standard	**12**	**4**	**0**	
Standard "Management of information and reporting"						
24	1.	The University should ensure the functioning of the system for collecting, analyzing and managing information based on the use of modern ICT and software.		+		
25	2.	The University should demonstrate a systematic use of the processed, adequate information to improve the internal quality assurance system.	+			
26	3.	The University should have a system of regular reporting at all levels of organizational structure, including the assessment of the effectiveness and efficiency of units, EPs, research and their interaction.		+		
27	4.	The University should set the frequency, forms and methods for evaluating the management of EPs, activities of collegial bodies and structural units, senior management, the implementation of research projects.	+			

28	5.	The University should demonstrate how to determine the order and ensure information protection, including determining those responsible for the accuracy and timeliness of information analysis and data provision.		+		
29	6.	An important factor is the involvement of learners, staff and ATS in the process of information collection and analysis, as well as in making decisions on their basis.	+			
30	7.	The University should demonstrate the availability of a mechanism of communication with students, employees and other interested persons, including the existence of mechanisms for resolving conflicts.	+			
31	8.	The University should ensure measuring of the degree of satisfaction by meeting the needs of ATS, personnel and learners and demonstrate proof of deficiency elimination.	+			
32	9.	The University should evaluate the effectiveness and efficiency of its activities, including by EP.	+			
		Information collected and analyzed by the University should include the following:				
33	10.	Key indicators of efficiency;			+	
34	11.	Dynamics of learner body by form and type;	+			
35	12.	Learner performance, achievements and drop out;	+			
36	13.	Learner satisfaction by EP implementation and quality of training at the University;	+			
37	14.	Availability of educational resources and learner support system;	+			
38	15.	Employment and career development of graduates.	+			
39	16.	Learners, employees and ATS must give a documented consent to personal data processing.	+			
40	17.	The University should promote providing of all necessary information in relevant fields.	+			
		Total by standard	**13**	**3**	**1**	
Standard "Educational program development and approval"						
41	1.	The University should define and document procedures for EP development and approval at the institutional level.	+			
42	2.	The University should demonstrate the compliance of the developed EP with the goals, including the expected learning outcomes.	+			
43	3.	The University should demonstrate the existence of developed models of EP graduates, describing the results of training and personal qualities.	+			
44	4.	The University must demonstrate an external examination of the EP.	+			
45	5.	Qualifications obtained on EP completion must be clearly defined, explained and comply with a certain level of NSQ.	+			

46	6.	The University should define the impact of subjects and internship on the formation of training results.	+			
47	7.	An important factor is an opportunity to train learners for professional certification.		+		
48	8.	The University must present proof of learner, ATS and other stakeholder participation in EP development, of EPs' quality assurance.	+			
49	9.	EP labor intensity must be clearly defined in Kazakhstan credits and ECTS.	+			
50	10.	The University must ensure compliance of academic subject content and training results (TR) with the level of education (BA, MA, PhD)	+			
51	11.	EP structure should include different types of activities, according to TR.	+			
52	12.	An important factor is the existence of joint EPs with foreign universities.	+			
		Total by standard	**11**	**1**	**0**	
Standard "Continuous monitoring and periodic assessment of educational programs"						
53	1.	The University should carry out monitoring and periodic evaluation of EPs in order to ensure goal achievement and meet the needs of learners and the society. Outcomes of these processes are aimed at continuous improvement of EPs.	+			
		Monitoring and periodic evaluation of EPs must consider the following:				
54	2.	Program content in the light of scientific achievements in a certain discipline in order to ensure the relevance of the discipline taught;	+			
55	3.	Changes in community needs and professional environment;	+			
56	4.	Learner work load, performance and graduation;		+		
57	5.	Effectiveness of evaluation procedures;	+			
58	6.	Expectations, needs and satisfaction of learners by EPs.	+			
59	7.	Educational environment and support service and their compliance with EP goals.	+			
60	8.	The University must provide evidence of the participation of students, employers and other stakeholders in the revision of the EP.	+			
61	9.	All concerned parties must be informed of any actions planned or taken regarding the EP. All changes made to the EP should be published.		+		
62	10.	The University should provide a review of EP content and structure, taking into account changes in the labor market, requirements of employers and social demands.	+			
		Total by standard	**8**	**2**	**0**	

		Standard "Student-centered training, instruction and assessment of performance"				
63	1.	The University should ensure respect and attention to different groups of learners and their needs, providing them with flexible learning trajectories.		+		
64	2.	The University must ensure use of different forms and methods of teaching and learning.	+			
65	3.	An important factor is the availability of own research in the field of instruction methodologies.		+		
66	4.	The University should demonstrate the availability of feedback system regarding the use of different methods of teaching and assessing the results of training.		+		
67	5.	The University should demonstrate support of learned autonomy while providing guidance and facilitation on the part of the instructor.	+			
68	6.	The University should demonstrate the availability of a procedure for responding to student complaints.	+			
69	7.	The University must ensure the consistency, transparency and objectivity of the mechanism for evaluating results, including appeal.	+			
70	8.	The University must ensure that the procedures for evaluating the results of student learning are consistent with the planned TRs and goals of the program. Assessment criteria and methods must be published in advance.	+			
71	9.	The University must define mechanisms of mastering TRs by each graduate, and completeness of their formation must be ensured.	+			
72	10.	Evaluators should possess modern methodologies in TR assessment and regularly undergo training in this field.		+		
		Total by standard	**6**	**4**	**0**	
		Standard "Learners"				
73	**1.**	The University should demonstrate the policy of student body formation from admission to graduation and ensure transparency of the procedures. The procedures regulating learner life cycle (from admission to graduation) should be defined, approved, published.	+			
74	**2.**	The University must provide special adaptation programs and support for enrolled and foreign learners.	+			
75	**3.**	The University should demonstrate compliance of its actions with the Lisbon Recognition convention.	+			
76	**4.**	The University should cooperate with other educational organizations and the European Network of National Information Centers for Academic Recognition and Mobility/National Academic Recognition Information Centers ENIC/NARIC to ensure comparable recognition of qualifications.			+	
77	**5.**	The University should demonstrate the presence and application of a mechanism for recognizing the results of academic mobility of learners, as well as the results of additional, formal and non-formal education.	+			

78	6.	The University should provide an opportunity for external and internal mobility of students, as well as assist them in obtaining external training grants.		+		
79	7.	The University should make maximum efforts to provide students with places of internship, facilitate the employment of graduates, maintain communication with them.	+			
80	8.	The University must provide graduates with documents confirming their qualifications, including the achieved TRs, as well as the context, content and status of the education received and evidence of its completion.	+			
81	9.	An important factor is the monitoring of employment and professional activities of graduates.	+			
82	10.	The University should actively encourage students to self-education and development outside the curriculum (in extracurricular activities).	+			
83	11.	An important factor is the presence of a functioning association/union of graduates.		+		
84	12.	An important factor is the availability of talented learner support mechanism.	+			
		Total by standard	**9**	**2**	**1**	
Standard "Academic teaching staff"						
85	1.	The University should have an objective and transparent personnel policy, including hiring, professional growth and development of staff, providing professional competency of the whole staff.	+			
86	2.	The University should demonstrate the compliance of ATS staff potential with the development strategy of the University and EP specifics.	+			
87	3.	The University must demonstrate awareness of responsibility for its employees and the provision of favorable working conditions.		+		
88	4.	The University should demonstrate a change in the role of the teacher within transition to student-centered education.	+			
89	5.	The University should determine the contribution of ATS to the implementation of the University development strategy and other strategic documents.	+			
90	6.	The University should provide opportunities for career growth and professional development of ATS.		+		
91	7.	The University should involve practitioners from relevant fields in the instruction.		+		
92	8.	The University should take targeted actions for the development of young instructors.		+		
93	9.	The University should demonstrate the motivation of instructors' professional and personal development, including encouraging both contributions to the integration of research and education, and the use of innovative teaching methods.	+			

94	**10.**	An important factor is the active use of information and communication technologies in the educational process (for example, online learning, e-portfolio, MOOC, etc.).		+		
95	**11.**	An important factor is the development of academic mobility, attracting the best foreign and domestic teachers.	+			
96	**12.**	An important factor is ATS involvement in community life (role of ATS in the system of education, in the development of science, creation of cultural environment, participation in excursions, creative contests, charity events, etc.).			+	
		Total by standard	6	5	1	
Standard "Research work"						
97	1.	The University should demonstrate compliance of RW with the national policies in the sphere of education, science and innovational development.	+			
98	2.	The University should demonstrate compliance of RW with the University's mission and strategy.	+			
99	3.	The University carries out planning and monitoring of RW efficiency.	+			
100	4.	The University should demonstrate processes of student involvement in RW.	+			
101	5.	The University should demonstrate assistance in presenting the scientific positions of researchers, ATS and students at various research sites, including the publication of research results.	+			
102	6.	The University should promote the implementation of research results, including consulting and commercialization.	+			
103	7.	The University should promote the recognition of RW results, including the registration of research projects with authorized bodies, design of patents and copyright certificates.		+		
104	8.	The University should strive to conduct joint research with foreign UNIVERSITYs.	+			
105	9.	The University should seek to diversify forms of RW funding.		+		
106	10.	The University should encourage RW using different forms of motivation.		+		
		Total by standard	7	3	0	
Standard "Finance"						
107	1.	The University should form development scenarios consistent with the development strategy, taking into account the risks.	+			
108	2.	The University must demonstrate the operational and strategic planning of its budget.		+		
109	3.	The University should demonstrate a formalized financial management policy, including financial statements.	+			
110	4.	The University must demonstrate the presence of an internal audit system.		+		

111	5.	The University must demonstrate undergoing an external independent audit.	+			
112	6.	The University should have a mechanism of assessing the adequacy of financial support of the University's different activities, including development strategy, development of EPs and research projects.		+		
		Total by standard	**3**	**3**	**0**	
		Standard "Educational resources and student support systems"				
113	1.	The University should demonstrate the adequacy of material and technical resources and infrastructure.		+		
114	2.	The University should demonstrate availability of support procedures for different learner groups, including informing and consulting.	+			
		The University should demonstrate compliance of information resources with EP specifics, including compliance in the following areas:				
115	3.	Technological support of learners and ATS according to the EP (e.g. online learning, modeling, data bases, data analysis programs);	+			
116	4.	Library resources (fund of academic, methodological and scientific literature for GD, BD, MD on paper and electronic media, periodicals, access to scientific data bases);	+			
117	5.	The check of RW outcomes, graduation papers, dissertations for plagiarism;	+			
118	6.	WiFi availability on the territory of the educational organization.	+			
119	7.	The University should seek to have study equipment and software used in mastering the EP, similar to those used in related fields.	+			
120	8.	The University Вуз must ensure compliance with safety requirements in study process.		+		
121	9.	The University should strive to consider the needs of different learner groups (grown up, working, foreign, as well as learners with disabilities).	+			
122	10.	The University should seek to have study equipment and software used in mastering the EP, similar to those used in related fields.		+		
		Total by standard	**7**	**3**	**0**	
		Standard "Public information"				
		The information published by the University should be accurate, objective, actual, and should include the following:				
123	1.	Implemented programs with indicated TRs;	+			
124	2.	Information on the possibility of assigning qualifications on EP completion;	+			
125	3.	Information on instruction, learning, assessment mechanisms;	+			
126	4.	Information on passing scores and study opportunities	+			

		provided for learners;				
127	5.	Information on employment opportunities for graduates;	+			
128	6.	University management should use various forms of information dissemination (including mass media, web resources, information networks, etc.) to inform the public and interested parties.	+			
129	7.	Public information should imply support and explanation of national programs of development of the country and system of higher and post-graduate education.		+		
130	8.	The University must publish the audited financial statements on its own web resource.	+			
131	9.	The University must demonstrate posting on its own web resource of the information characterizing the University as a whole and by EP.	+			
132	10.	An important factor is the availability of adequate and objective information about ATS by pesonalia.	+			
133	11.	An important factor is posting information on the cooperation and interaction with partners, including research/consulting organizations, business partners, social partners and educational organizations.		+		
134	12.	Following the results of external assessment procedures, the University should post information and links on external resources.		+		
		Total by standard	9	3	0	
		TOTAL	97	34	3	