REPORT

on the results of the work of the external expert commission
on the assessment
for compliance with institutional accreditation standards
NJSC Kostanay Regional University named
after. A. Baitursynuly"
during the period from April 22-24, 2024

INDEPENDENT ACCREDITATION AND RATING AGENCY
External expert commission

Addressed to
Accreditation
IAAR Council

REPORT

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Kostanay , 2024

CONTENTS

I. LIST OF SYMBOLS AND ABBREVIATIONS

DB - basic disciplines;
EAUD – external assessment of educational achievements;
DAV – Department of Academic Affairs;
DIT – Department of Information Technologies.
GAK – state certification commission;
GOSO – state compulsory education standard;
ICT - infocommunication technologies;
IEP - individual curriculum;
KTA - comprehensive testing of applicants;
KTO - credit technology of education;
KED - catalog of elective disciplines;
NAO KRU – Non-profit joint-stock company "Kostanay Regional University named after. A. Baitursynuly";
R&D – scientific research work;
NIRS – student's research work;
OK – required component;
GED – general education disciplines;
EP – educational program;
PD – major disciplines;
PC – personal computer;
Teaching staff – teaching staff;
RUP – working curriculum;
SRS – independent work of students;
SRSP – independent work of students under the guidance of a teacher;
UVP - educational support personnel;
UMK – educational and methodological commission;
UMKD – educational and methodological complex of the discipline;
UMKS – educational and methodological complex of the specialty;
UMS – educational and methodological section;
EC – electronic catalogue **.**

II. INTRODUCTION

In accordance with the order of the Independent Accreditation and Rating Agency No. 61-24-OD dated 02/07/2024 from April 22 to April 24, 2024 at the NJSC " Kostanay Regional University named after Akhmet Baitursynuly " (Kostanay), an external expert commission assessed the compliance of the university's activities with the requirements of institutional accreditation standards for higher and (or) postgraduate education IAAR (No. 57-20-OD dated June 16, 2020, sixth edition) .

The report of the external expert commission (EEC) contains an assessment of the activities of the university within the framework of institutional accreditation of the university to the standards and criteria of the IAAR , recommendations of the EEC for further improvement of the parameters of the institutional profile.

Composition of VEC:

Chairman of the Commission – **Galazova Svetlana Sergeevna** , Doctor of Economics, Professor, North Ossetian State University named after. K.L. Khetagurova", Chairman of the Expert Council of the Higher Attestation Commission on Economic Theory, Finance and World Economy. (Vladikavkaz, Russian Federation);

IAAR Expert – **Safarov Ruslan Zairovich,** Candidate of Chemical Sciences, teacher-researcher, Eurasian National University. L.N. Gumileva (Astana, Republic of Kazakhstan);

Expert IAAR - **Maris Klavins** , Dr.Habil.chem., Prof. University of Latvia (Riga, Latvia);

IAAR Expert, Employer – **Abikaeva Marina Dauletovna,** JSC "Institute of Fuel, Catalysis and Electrochemistry named after D.V. Sokolsky". (Almaty, Kazakhstan)

IAAR Expert, Student– **Abdusaid Ermekov** 1st year master's student "Space Engineering and Technologies" Al-Farabi Kazakh National University (Almaty, Republic of Kazakhstan);

IAAR Coordinator - **Nazyrova Gulfiya Rivkatovna** , Candidate of Economic Sciences, project manager for institutional and specialized accreditation of universities by IAAR (Astana, Republic of Kazakhstan)

III. REPRESENTATION OF KOSTANAY REGIONAL UNIVERSITY NAMED AFTER A. BAITURSYNULY

Brief information about the university

<u>Story</u>

On August 21, 1939, in agreement with the Council of People's Commissars of the KazSSR and the People's Commissariat of Education of the Republic, the Presidium of the Kustanai Regional Executive Committee of the Council of Workers' Deputies adopted a resolution "On the organization of the Kustanai Teachers' Institute and its branches." The Institute has 2 faculties: physics and mathematics and natural geography. A preparatory department and a sector for correspondence education have been organized. For 1939-1955 The institute has trained about 1,800 specialists.

In accordance with the order of the Council of Ministers of the Kazakh SSR dated July 1, 1955 No. 56-R, the Kustanai Teachers' Institute was reorganized into the Kustanai Pedagogical Institute from September 1, 1955. The first and only Institute of Public Professions in the republic was created at the Institute, which was later transformed into the University of Public Professions.

On December 8, 1972, the Central Committee of the Communist Party of Kazakhstan and the Council of Ministers of the Kazakh SSR adopted a joint resolution No. 630 on renaming the Institute into the Kustanai Pedagogical Institute named after the 50th anniversary of the USSR.

In 1974, the first Student Design Bureau was organized.

In 1980, a faculty for advanced training of teachers and school principals was opened.

The Institute has 3 museums: literary, zoological and archaeological.

In 1990, by decision of the Ministry of Education of the Kazakh SSR, the Republican Educational and Methodological Association for the Training of Teachers for Small Schools (RUMO) was founded on the basis of the Institute.

On September 20, 1966, Order No. 309 of the USSR Minister of Agriculture was issued "On the organization of a branch of the Tselinograd Agricultural Institute in the Kustanai region." The first graduation of scientific agronomists and livestock specialists was carried out in 1971. In 1978, on the basis of the Gagarin state farm, a training and experimental farm named after. Yu. Gagarin.

By Resolution of the Council of Ministers of the USSR dated June 13, 1978 No. 469, the Kustanai Agricultural Institute was created on the basis of the Kustanai branch of the Tselinograd Agricultural Institute.

The construction and construction of new educational buildings and dormitories continued; a machine yard with the latest agricultural machinery was built.

In 1991, the Institute opened a postgraduate course in entomology, ecology, private animal science and technology for processing livestock products, veterinary medicine, microbiology, virology, mycology, mycotoxicology and immunology, in which more than 30 graduate students studied. The Institute has created 4 museums: historical, computer technology, achievements of science and technology, entomological.

Based on the Resolution of the Cabinet of Ministers of the Republic of Kazakhstan dated August 6, 1992, the Kustanai Pedagogical Institute named after the 50th anniversary of the USSR was renamed into Kustanai State University.

New specialties have been opened: law, economics and production management, psychology, applied mathematics, computer software and automated systems, music and singing.

In accordance with the Decree of the Government of the Republic of Kazakhstan dated April 3, 1996 No. 384, Kostanay State University is named after the famous poet, Turkic scholar, public and statesman Akhmet Baitursynov.

In 2000, the Kostanay Agricultural Institute became part of the University. On April 1, 2004, *the Kostanay Pedagogical Institute was separated from the University.* According to the Decree of the Government of the Republic of Kazakhstan dated March 13, 2018 No. 119, *the Kostanay State Pedagogical Institute was renamed the Kostanay State Pedagogical University.*

In accordance with the Decree of the Government of the Republic of Kazakhstan dated November 16, 2018 No. 754, Kostanay State Pedagogical University was named *after academician Umirzak*

Sultangazin.

In 2019, a Decree of the Republic of Kazakhstan was issued on the reorganization through the merger of the RSE into the RSE "Kostanay State University named after. A. Baitursynov" and the RSE at the RPE "Kostanay State Pedagogical University named after. U. Sultangazin" at the NJSC "Kostanay Regional University named after Akhmet Baitursynuly".

As part of the redesign, academic divisions were created: the Pedagogical Institute, the Faculty of Economics and Law, the Faculty of Mechanical Engineering, Energy and Information Technology, the Faculty of Agricultural Sciences, the Faculty of Social Sciences and Humanities and the Research Institute of Applied Biotechnology. A dissertation council in Veterinary medicine has been opened.

Educational activities . Kostanay Regional University named after Akhmet Baitursynuly, a multidisciplinary university in the Kostanay region, carries out educational activities in accordance with state license No. KZ41LAA00035547 dated November 7, 2023, issued by the Committee for Control in the Field of Education and Science of the Ministry of Education and Science of the Republic of Kazakhstan.

KRU provides training in more than 100 educational programs. Currently, the University's enrollment numbers over 7 thousand students. The structure of the KRU includes 29 departments consisting of 3 faculties and an institute. There is a military department.

The KRU has 5 academic buildings, 3 dormitories (Student House No. 1 is home to 430 students, Student House No. 2 is home to 303 students and Students House No. 3 is home to 320 students), a research institute of applied biotechnology, a scientific library, auxiliary and utility rooms .

Strategic goal of the university development . Entry into the TOP-3 best regional multidisciplinary universities in the country by 2025.

University mission : Generating knowledge, training a new generation of successful people in the context of globalization.

Vision : Smart university, creating an innovative research and educational environment with sustainable academic traditions for the dynamic development of the national economy.

Student population for the 2023-2024 academic year. year is 7550 people, of which: bachelor's degree - 7222, master's degree - 288, doctoral degree - 40. Bachelor's degree makes up 95.66% of the total number of students.

The scientific staff of the teaching staff is represented by 525 teachers, of which: 490 are full-time teaching staff. Full-time teaching staff with academic degrees: 15 Doctors of Science and 146 Candidates of Science, 35 PhD. The average age of teaching staff with academic degrees and titles is 53 years. The average level of regular teaching staff is 40%.

Accreditation.

The previous accreditation was carried out in 2019 by the IAAR, the university is accredited for 5 years, the accreditation certificate is valid from 05/24/2019 to 05/23/2024.

Certificate of institutional accreditation No. AA 0161/1 dated December 23, 2021 was issued https://ksu.edu.kz/about/akkreditaciya/ .

Quality Assurance Policy . On December 24, 2021, the KRU approved a quality policy, in accordance with which the university operates within the framework of the implemented university development strategy. The quality policy of Kostanay Regional University is aimed at: developing a quality culture in which all stakeholders take responsibility for the quality of education, including inclusive education, and participate in the processes of ensuring it at all levels of the university; satisfying the needs of consumers of products and services of educational and scientific activities of the university; ensuring the economic efficiency of educational and scientific-innovative activities of the university.

Official website of the University : https://ksu.edu.kz/

IV. DESCRIPTION OF THE VISIT OF EEC

The visit of the external expert commission to the Kostanay Regional University named after Akhmet Baitursynuly was organized in accordance with the program previously agreed upon with the

chairman of the EEC in the period from 04/22/2024 to 04/24/2024.

In order to coordinate the work of the EEC, an orientation meeting was held on April 21, 2024, during which powers were distributed among the commission members, the visit schedule was clarified, and agreement was reached on the choice of examination methods.

In order to obtain objective information on assessing the activities of the university, members of the EEC used methods such as: visual inspection (online, offline), observation, interviewing employees of various structural divisions, teachers, students, graduates and employers, questioning of faculty and students.

Meetings of the EEC with target groups were held in accordance with the visit program, in compliance with the established time period. The university staff ensured the presence of all persons indicated in the visit program (Table 1).

Table 1 - Information about employees and students who took part in meetings with the IAAR EEC

Category of participants	Quantity
Rector	1
Vice-rectors by type of activity	3
Heads of structural divisions	17
Deans, Heads of departments	33
Teachers	26
Students	26
Representatives of practice bases and employers	25
Graduates	26
Total	**157**

Experts visited offline : Regional "Smart-center", Laboratory for assessing the quality of feed and livestock products of the Department of Food Safety and Biotechnology, Research Institute of Applied Biotechnology.

During accreditation, the EEC attended classes in an off-line format:

- practical lesson in the discipline "Psychology of crisis states", OP Psychology, groups 21-511-21, 22-513(3)-11. 18 people out of 21 students attended the lesson (1 from the military department, 2 due to illness). Teacher – Radchuk Olga Andreevna. Topic: "Psychological work with people with suicidal intentions and behavior", lesson format: game.

- practical lesson in the discipline "Foreign Language", OP History 2, group 23-511-11, 4 out of 6 people were present, OP Russian Philology, 3 out of 3 people from group F2-23-511-11 were present. A total of 7 students attended the lesson. Teacher – Elchishcheva Olesya Vasilievna. Topic: "Reading and understanding the content of professionally oriented texts in the specialty for obtaining and transmitting scientific information", lesson format: reading, dialogue, cards.

In accordance with the accreditation procedure, a survey of 21 teachers and 16 students was conducted.

In order to confirm the information presented in the Self-Assessment Report, external experts requested and analyzed the working documentation of the university.

Along with this, experts studied the online positioning of the university through the official website and social network accounts: Instagram, Facebook, Youtube .

As part of the planned program, recommendations for improving the activities of the university, developed by the EEC based on the results of the examination, were presented at a meeting with management on April 23, 2024.

V. DESCRIPTION OF PREVIOUS ACCREDITATION PROCEDURE

In accordance with Order No. 35-19-OD dated 04/08/2019 of the Independent Agency for Accreditation and Rating, from April 22 to April 25, 2019, an external expert commission assessed the compliance of the RSE at the RSE "Kostanay State University named after A. Baitursynov" with the standards of institutional accreditation IAAR (dated February 24, 2017, No. 10-17-OD, fifth edition).

The Accreditation Council of the IAAR made a decision: NJSC Kostanay Regional University named after. A. Baitursynuly » accredit for a period of 5 years. Certificate of institutional accreditation No. AA 0161 dated May 24, 2019 was issued. https://ksu.edu.kz/about/akkreditaciya/ .

VI. COMPLIANCE WITH INSTITUTIONAL ACCREDITATION STANDARDS

6.1. Standard "Strategic development and quality assurance"

> • *The university must demonstrate the development of a unique mission, vision and strategy based on an analysis of external and internal factors with the broad involvement of a variety of stakeholders*
> • *The university must demonstrate the focus of its mission, vision and strategy on meeting the needs of the state, society, sectors of the real economy, potential employers, students and other interested parties*
> • *The university must demonstrate transparency in the processes of formation, monitoring and regular review of the mission, vision, strategy and quality assurance policy*
> • *The institution must have a published quality assurance policy, mission, vision and strategy*
> • *The university develops documents on individual areas of activity and processes (plans, programs, regulations, etc.) that specify the quality assurance policy*
> • *Quality assurance policies should reflect the relationship between research, teaching and learning*
> • *The university must demonstrate the development of a quality assurance culture*

Evidence

Based on the analysis of the self-assessment report, the additional documents and materials provided, as well as the results of meetings held with target groups, the EEC draws the following conclusions.

The university demonstrates the development of a unique [mission , vision and strategy based](#) on an analysis of both external and internal factors, with the broad involvement of various stakeholders. The University was actively involved in the formulation of mission, vision and strategic goals, involving international experts, conducting research with external experts and working with advisory groups to provide guidance and coordination of educational activities. In addition, the self-assessment report describes the university's participation in events such as Innovation Panoramas and competitions aimed at engaging stakeholders, as well as the active involvement of faculty, staff and students in the development and understanding of the university's mission, vision and strategic goals. In this way, the university has demonstrated an integrated approach to developing its unique mission, vision and strategy, involving a wide range of stakeholders.

The university demonstrates the focus of its mission, vision and strategy on meeting the needs of the state, society, sectors of the real economy, potential employers, students and other interested parties. This is manifested through the development of a development program, which includes goals, objectives, performance indicators and main consolidated and unconsolidated indicators of financial and economic activity, including investments, income, expenses, loans, financial stability indicators and other information ([https://portal. ksu.edu.kz/organizacionno-pravovye-dokumenty-plany-i-otchety-kru/strategiya-operacionnye-plany-i-otchety](https://portal.ksu.edu.kz/organizacionno-pravovye-dokumenty-plany-i-otchety-kru/strategiya-operacionnye-plany-i-otchety)). The university also actively interacts with employers, ensures employment of graduates, and conducts dialogue platforms to update educational programs.

The university demonstrates transparency in the processes of formation, monitoring and regular review of the mission, vision, strategy and quality assurance policy. This is confirmed by posting the mission, vision and development goals of the university on the official website, explaining them during the briefing of newly arrived employees and at meetings of structural divisions, as well as the development of annual operating plans. De facto, the university also participates in the rating of NCE "Atameken" and posts documents reflecting changes in educational programs on its website ([https://portal.ksu.edu.kz/organizacionno-pravovye-dokumenty-plany-i-otchety-kru /nsd](https://portal.ksu.edu.kz/organizacionno-pravovye-dokumenty-plany-i-otchety-kru/nsd)), (https://portal.ksu.edu.kz/).

The University develops documents on individual areas of activity and processes that specify the quality assurance policy. For example, the university develops operational plans and also develops educational programs in accordance with the requirements of regulatory documents and regularly reviews them. The university also develops and approves the main regulatory documents defining the policy in the field of quality culture, such as the University Charter (https://portal.ksu.edu.kz/organizacionno-pravovye-dokumenty-plany-i-otchety-

kru/pravoustanavlivayushchie-i -lokalnye-dokumenty-vuza-licenzii-sertifikaty-svidetelstva),
Academic policy, Staff ethics, Student ethics, Rules of academic integrity (https://portal.ksu.edu.kz/organizacionno-pravovye-dokumenty-plany-i-otchety -kru/nsd).

The quality assurance policy reflects the relationship between research, teaching and learning (https://ksu.edu.kz/files/docs/ksu/o_kru/mission/politika_v_oblasti_kachestva_kru_24_12_2021.pdf).

The University is actively working to develop a culture of quality assurance that permeates all aspects of its activities. All staff, including management, teachers and students, share common beliefs and values related to providing high quality education. The quality culture at the university is a system of beliefs and values that permeate all structural units and are manifested in collective behavior.

To ensure quality, the University:

- develops and implements standards and procedures that regulate all aspects of the educational process,

- Conducts training for employees on quality issues.

- regularly monitors the quality of the educational process, including assessment of curricula, students' knowledge level, as well as feedback from students and teachers.

- uses a quality management system that allows you to monitor and improve processes.

- actively involves students in the quality assurance process. Students can provide feedback, participate in teacher evaluations, and suggest improvements.

- strives for certification and accreditation of educational activities.

These processes confirm the university's compliance with high quality standards.

Analytical part

The KRU self-assessment report provides fairly complete information on the strategy and mission of the university. Based on the analysis of the data presented in the report and documents, as well as the results of interviews and direct acquaintance with the materials, experts note that the mission, vision and strategy of the university were developed within the framework of the tasks set in strategic programs, laws, and legislative acts on the socio-economic development of the country.

The EEC notes that the positioning of a university in the educational services market of Kazakhstan is determined by its participation in the ratings of international and national agencies.

The university takes part in the main republican ranking that assesses the quality of educational programs - the NCE Atameken ranking, as well as the global Webometrics ranking.

In 2023, KRU showed the following results:

- In the rating of NCE Atameken, in terms of the share of educational institutions participating in the rating that took first place, as well as in the proportion of educational institutions participating in the rating that were included in the republican TOP-3, KRU ranks first among regional multidisciplinary universities of the Republic of Kazakhstan.

- In Webometrics – 38th position of the university website.

Strengths/Best Practices

- No strengths have been identified according to the "Strategic Development and Quality Assurance" Standard

VEC recommendations:

- not available according to this standard.

VEC conclusions regarding the criteria for the "Strategic Development and Quality Assurance" standard: all 7 criteria are disclosed and have a satisfactory position.

6.2 Standard "Leadership and Management"

- *The university carries out management processes, including planning and resource allocation in accordance with the strategy*
- *The university must demonstrate the successful functioning and improvement of the internal quality assurance system*
- *The university must demonstrate a risk management analysis*
- *The university must demonstrate an analysis of the effectiveness of changes*
- *The university must demonstrate an analysis of identified inconsistencies and the implementation of developed corrective and preventive actions*
- *The university must demonstrate management of the educational process through the management of educational programs, including evaluation of their effectiveness*
- *The university demonstrates the development of annual activity plans, including teaching staff, based on the Strategy*
- *A commitment to quality assurance must apply to any activity carried out by contractors and partners (outsourcing), including joint/double degree education and academic mobility.*
- *The university must provide evidence of the transparency of the university management system*
- *The university must ensure the participation of students and teaching staff in the work of collegial governing bodies*
- *The university must demonstrate evidence of openness and accessibility of managers and administration for students, teaching staff, parents and other interested parties*
- *The university must demonstrate innovation management, including the analysis and implementation of innovative proposals*
- *The university should strive to participate in international, national and regional professional alliances, associations, etc.*
- *The university must provide training for the management of the university, structural divisions and educational programs in educational management programs*
- *The institution should ensure that the progress made since the last external quality assurance procedure is taken into account when preparing for the next procedure*

Evidence

As the commission notes, management processes in KRU are aimed at the formation and implementation of a university development strategy based on continuous monitoring and assessment of ongoing changes in its activities.

The management of the university is carried out on the principles of legality, transparency, collegiality, accountability, involvement, equal rights and relations, effectiveness and efficiency in accordance with the strategy, the Charter of NJSC "KRU named after. A. Baitursynuly » (https://portal.ksu.edu.kz/storage/app/media/docs/organizational/title_local_documents/ustav-kru.pdf).

The University carries out management processes, including planning and resource allocation in accordance with the strategy. This is confirmed by the development of annual operating plans containing key performance indicators, as well as taking into account various risks when planning the budget. The University also demonstrates the successful operation and improvement of the internal quality assurance system, including through the development of a development program, approval of basic regulatory documents, as well as the introduction of modern information and communication technologies and software.

Risk management is carried out on the basis of the Organization Standard CO 339-2020 RISK MANAGEMENT (https://portal.ksu.edu.kz/nsd/ru/1.%20%D0%A1%D1%82%D0%B0%D0%BD%D0%B4%D0%B0%D1%80%D1%82%D1%8B%20%D0%BE%D1%80%D0%B3%D0%B0%D0%BD%D0%B8%D0%B7%D0%B0%D1%86%D0%B8%D0%B8/%D0%A1%D0%9E%20339-2020%20%D0%A0%D0%B8%D1%81%D0%BA-%D0%BC%D0%B5%D0%BD%D0%B5%D0%B4%D0%B6%D0%BC%D0%B5%D0%BD%D1%82. docx), which defines the goal, objectives and principles of risk management, participants in the risk management process and their functions, risk management process. In general, the University's register of risks and measures aimed at minimizing them are given in clause 2.3 of the development program.

(https://ksu.edu.kz/images/page/ksu/%D0%9E%20%D0%9A%D0%93%D0%A3/corporate-governance/doc/programma_razvitiya_2020-2025.pdf)

The university has collegial advisory bodies that cover all areas of its activities. These structures make decisions on issues of study, research, production, social work, public activities, finance, economics and business activities.

The Board of Directors is the highest collegial governing body of the university. Its functionality includes approval of the university development program, development and approval of operational plans, as well as determination of key performance indicators. The Board of Directors also makes decisions on financial management issues, providing financial and material resources for educational programs, research and educational processes. In addition, his competence includes approving changes to the development program, as well as assessing the effectiveness of the activities of vice-rectors. The board of directors appoints the board, which is the executive body of the university. (https://ksu.edu.kz/about/corporate-governance/board-of-directors1/).

The Academic Council is a collegial body of the university in accordance with the Charter. Its functionality includes making decisions on planned issues, indicating specific performers and deadlines. In addition, once a year at meetings the results of monitoring the implementation of decisions of the council and the rectorate are considered. The council for 2023-2024 includes 55 people, including the university management, heads of structural divisions, representatives of the teaching staff and students. Academic Council materials are available on the university's intranet. Representatives of the teaching staff and student government bodies are members of the Academic Council. The activities of the Academic Council include making decisions on the organization of training of specialists, as well as regular research on the satisfaction of teachers and students with the implementation of university processes. (https://portal.ksu.edu.kz/materialy-vnutrennih-kollegialnyh-organov-upravleniya-universitetom/materialy-uchenogo-soveta)

The Faculty Council is a collegial governing body that coordinates the activities of departments and faculties in accordance with the plans of educational, scientific and other departments. Its members include heads of structural divisions, representatives of the teaching staff, as well as students. The Faculty Council makes decisions on planned issues, indicating specific performers and deadlines. It also considers the results of monitoring the implementation of decisions of the council and the rector's office.

The functionality of the faculty council includes coordination of the activities of departments and faculties, current management control, as well as the resulting control exercised by higher-level structural units. The Faculty Council also participates in assessing the quality of the educational program by conducting surveys of students, graduates, employers and heads of industrial practice.

The Council of Young Scientists of the University is a collegial body that coordinates and organizes the activities of young scientists within the university. Its members include representatives of young scientists, graduate students, doctoral students and young teachers. The main functionality of the Council of Young Scientists includes discussion and decision-making on issues related to research work, organization of scientific conferences, seminars, and other events aimed at developing the scientific activities of young scientists. The Council also deals with issues of personnel training and employment of university graduates. The materials of the Council of Young Scientists are available on the University's intranet, and its activities are aimed at supporting and developing the research work of young scientists within the University. (https://ksu.edu.kz/science-and-innovation/sovet-molodyh-uchenyh/)

The Academic Committee is the body responsible for coordinating and monitoring the academic activities of the university. Its functionality includes the development and approval of the main regulatory documents that define the policy in the field of quality culture, such as the University Charter, Academic Policy, Employee Ethics, Student Ethics, Rules of Academic Integrity. In addition, the Academic Committee is involved in assessing the quality of educational programs, conducting surveys of students, graduates and employers to assess satisfaction with the quality of education, as well as participating in the development of university operating plans. The composition of the Academic Committee includes the leadership of the university, heads of structural divisions,

representatives of the teaching staff and students. The composition, functions, areas of activity of the law and responsibility of academic committees are regulated by the Statute "Academic Committee".

The University systematically collects information on the satisfaction of its customers, including students and organizations, through feedback analysis, evaluation results, market research and forecasts. This data includes opinions about providers, trends in education, and changes in student preferences and public demands. After analyzing the processes and the information received, recommendations are formed, which are then submitted to the top management of the university for consideration.

Every year, the university management shares the results of its work with society and stakeholders. The report prepared by the Rector is available for public viewing on the official website of the university. (https://portal.ksu.edu.kz/organizacionno-pravovye-dokumenty-plany-i-otchety-kru/strategiya-operacionnye-plany-i-otchety)

The university carries out internal monitoring and assessment of quality culture through a number of procedures, including constant monitoring of educational programs, periodic assessment of the quality of the educational program, surveys of students, graduates, employers and supervisors of production practices. The assessment of the quality of the educational program is carried out by the main stakeholders through questionnaires and discussions at meetings of methodological commissions of institutes/faculties. Directors and deans of institutes/faculties, heads of graduating departments, as well as the academic affairs department are responsible for the processes of monitoring, evaluating and improving educational programs. In addition, the university analyzes the results of midterm controls and certifications, the results of intermediate and final certification, as well as an analysis of the quality of training of students within the framework of the AC work. All these processes are carried out in accordance with the approved regulatory documents of the university that define the policy in the field of quality culture.

The survey is carried out to assess and improve the quality of the educational program. The following questionnaires are used for this:

1) Survey of employers "Satisfaction with the quality of graduates' training";

2) Questioning of internship supervisors from production "Satisfaction of the supervisor of industrial internship with university students";

3) Questioning of university employees "Satisfaction with the quality of the educational program."

These questionnaires allow you to collect feedback from various stakeholders and use it to improve the educational program. The results of the survey become the subject of discussion at various meetings and councils of the university, which contributes to the continuous improvement of the quality of education.

The internal quality assurance system at the university includes a number of activities aimed at ensuring the quality of educational and scientific-innovative activities. These activities include improving the internal quality assurance system, ensuring uninterrupted access to data and online reports, high speed of processing requests and data, compliance of processes with regulations, maintaining a register of university infrastructure information, recording research activities, and prompt data retrieval , orderliness of users' personal data, a flexible designer for generating and printing documents on completion of education, integration with third-party information systems, and a high level of data security. To implement the quality assurance system, the main regulatory documents of the university have been adopted and approved, defining the policy in the field of quality culture. The system for ensuring the quality of education is also assessed through regular collection and analysis of information, as well as monitoring the quality of educational programs.

KRU successfully operates a mechanism for analyzing and improving the effectiveness of management decisions, based on the collection, analysis and consideration by management of ideas, opinions and wishes of stakeholders: surveys of teachers, students, employers; meetings with labor collectives; meetings with heads of departments, extended Academic Councils.

The university has documented the main business processes - regulations and rules of the KRU have been developed, including such processes as: Personnel management and advanced training of

teaching staff; Material and technical base; Educational work of students; Research work; Maintenance of IT infrastructure and information systems; Career guidance work; Formation of contingent; Educational and methodological work; Planning the educational process; Quality control of the educational process; Professional practice; Employment of graduates, etc.

The university's personnel policy is based on the current labor legislation of the Republic of Kazakhstan and is carried out in accordance with the Law of the Republic of Kazakhstan "On Education", Model Rules for the Operation of Organizations of Higher and (or) Postgraduate Education, approved by Order of the Minister of Education and Science of the Republic of Kazakhstan dated October 30, 2018 No. 595. The main ones documents reflecting the objectivity and transparency of personnel policy are: Collective Agreement for 2021–2023 , Regulations. Personnel policy (P 004-2024), Internal regulations (PR 002-2024), Qualification characteristics of teaching staff positions (SO 005-2024), Rules. Competitive filling of vacant positions of administrative and managerial personnel (PR 074-2022), Rules. Competitive filling of teaching staff positions (PR 003-2024). (Regulatory reference documentation)

The main provisions of the personnel policy are developed in accordance with the principles of legality, meritocracy, prohibition of discrimination in the sphere of labor and the priority of the life and health of workers.

The management of the university's activities is carried out by the Chairman of the Board-Rector, who represents the university in various state and public bodies and enterprises. Within the framework of his powers, the Chairman of the Board-Rector issues orders and gives instructions that are mandatory for all employees and students. He also manages all aspects of the university's activities - from educational and scientific to economic and financial - in accordance with the University Charter and the legislation of the Republic of Kazakhstan.

The university management structure ensures interaction between various departments responsible for the educational process, methodological support, scientific research, educational work, as well as financial and economic issues necessary to achieve the goals and objectives defined in the university development program.

Openness and transparency of management at the university are manifested through the active participation of staff and students in meetings of various bodies, such as the Academic Council, faculty councils, dean's offices and departments. Here decisions are discussed and made on all aspects of the life and work of the educational institution.

The rector and administration of the university are open and accessible to students, teaching staff, parents, graduates, employers and other interested parties. In particular, the Rector's Blog operates (https://ksu.edu.kz/rectors-blog/). Each structural unit that manages the educational program (faculties, departments) is presented on the University's website, and contact information and information about personalities are published in the public domain. Meetings of the university management with employees and students are regularly organized as part of the annual report of the rector and vice-rectors on areas of activity.

Participation of the university in international, national and regional professional alliances, associations, etc. is one of the key aspects of its activities. According to the information provided, the university is actively involved in various international projects, such as Erasmus+ program projects, where the participation of domestic and foreign partner universities is expected. The university is also a participant in the international project "Modernization of Teacher Education", within the framework of which new educational programs have been developed jointly with the Finnish University of HAMK and other universities.

At the national level, the university actively interacts with various professional communities, which is confirmed by the holding of dialogue platforms for updating educational programs in the field of pedagogical sciences with the invitation of members of the Academic Committee, the education department and leading teachers of schools in the region. Such events allow you to discuss competencies, make recommendations and make changes to educational programs.

At the regional level, the university also actively interacts with various organizations and enterprises. For example, round tables are held with IT communities and heads of the digitalization

department of the akimat of the Kostanay region to discuss further cooperation in the framework of personnel training in the educational program "Information Technologies and Robotics".

The university organizes special advanced training courses for managers at various levels. A favorable environment is also created for further training outside the university. So the top management of the university represented by the Member of the Board - Vice-Rector Zharylgasov Zh.B., Kalakova B.A., Ismailov S.S. and others, from January 8 to January 19, 2024, completed a training seminar "Setting up an internal quality assurance system for higher education institutions in the context of a new regulatory policy from a clean slate" for 96 hours. Upon completion of advanced training courses, a survey is conducted, based on the results of which, if necessary, changes are made to the course program and teaching methods are improved.

In May 2019, the university passed an institutional accreditation *according to international standards at the Independent Agency for Accreditation and Rating (IAAR) for a period of 5 years (* IA accreditation certificate No. 0039, validity period: 05/24/2019 - 05/23/2024).

Information about the work of external expert commissions and decisions of accreditation councils is posted on the university website and is available from the external network.

The University has generally implemented the recommendations and eliminated the comments of external experts within the framework of institutional and specialized accreditation. A recommendation for the construction of a new dormitory is in progress. On June 11, 2021, an agreement on joint activities (consortium agreement) was concluded between the University and Status Trade LLP. On April 1, 2022, additional agreement No. 2 to the contract was concluded.

On November 20, 2023, the University sent an application to the akimat of Kostanay to change the lease term of a land plot from 48 years to 6 years for the purchase of a land plot intended for the construction of a dormitory with a capacity of 324 students at the address: Kostanay city, Tauelsizdik street, 188, street Pushkina, 133.

For the construction of a dormitory for KRU students, a land plot has been allocated, cadastral number No. 12-193-011-1681, with an area of 0.5457 hectares (by dividing the total land area of 2.878 hectares into two independent land plots). Land lease agreement No. 02-15/6456/2 dated June 14, 2023, valid until June 3, 2069, was concluded.

On December 6, 2023, between the akimat of Kostanay and the University, a land lease agreement No. 02-15/6744 was concluded for a period of 6 years, resolution of the akimat of Kostanay No. 2410 dated 12/04/2023.

Currently, after purchasing the lease right to the above-mentioned land plot and agreeing on this issue with the Management Board, the above-mentioned land plot will be subleased to Status Trade LLP for putting the facilities into operation.

Thus, periodic monitoring and review of educational programs guarantees the achievement of set goals and ensures continuous improvement of programs.

Analytical part

As the commission notes, management processes in KRU are aimed at the formation and implementation of a university development strategy based on continuous monitoring and assessment of ongoing changes in its activities.

The management of the university is carried out on the principles of legality, transparency, collegiality, accountability, involvement, equal rights and relations, effectiveness and efficiency in accordance with the strategy, the Charter of NJSC "KRU named after. A. Baitursynuly ."

Collegiate management bodies are advisory structures designed to ensure coverage of all areas of the university's activities, timeliness and optimality of decisions made regarding issues of educational, methodological, research, production, social, public, financial, economic and economic work.

The EEC confirms that the organizational structure of the university management ensures the relationship between the structural units carrying out educational, methodological, research, educational and financial-economic activities necessary to achieve the goals and objectives set in the university development program.

The transparency of the management system is confirmed by the participation of the university staff and students in meetings of the Academic Council, faculty council, dean's office, departments, where decisions are discussed and made in all areas of activity.

The rector and administration of the university are open and accessible to students, teaching staff, parents, graduates, employers and other interested parties.

VEC considers it necessary to note KRU's commitment to quality when interacting with partners . Academic partnerships are established with the best universities in the world within the framework of recognized programs (for example, Erasmus +). Cooperation within the framework of double-degree programs is well developed. This is how the educational process is carried out according to 8 double-diploma EPs included in the state. register in collaboration with leading universities ("Kazan (Volga Region) Federal University" (#347 in QS Global World Rankings 2022), Vytautas Magnus University, Lithuania #801-1000 in QS Global World Rankings, etc.), double degree programs have also been developed with universities in China, Northern Ireland, Lithuania, and South Korea. Cooperation with South Korea lies in the field of mechanical engineering and is interconnected with the planned construction of a KIA automobile plant in Kostanay.

At the same time, the EEC notes the lack of documented procedures and mechanisms regulating the management of innovations, including issues of their development, implementation and commercialization. These processes are implemented spontaneously in direct interaction with employees of the relevant departments. Scientists and teaching staff do not have clear tools and procedures for managing innovations of both a scientific, technical and educational nature.

Strengths/Best Practices

- *The university shows commitment to quality assurance on the part of all partners in the implementation of the educational process, attracting the largest stakeholders of the region and the country (Bayan-Sulu confectionery factory, Asia Auto, Tansorfmatronny plant, etc.)*

VEC recommendations:

- *The management of the university, by September 1, 2025, should develop and implement an innovation management policy, taking into account scientific, technical and educational innovations*

According to the "Leadership and Management" standard, 15 criteria are disclosed, of which 1 have a strong position, 13 have a satisfactory position and 1 suggests improvement.

6.3 Information Management and Reporting Standard

• *The university must ensure the functioning of a system for collecting, analyzing and managing information based on the use of modern information and communication technologies and software.*
• *The university must demonstrate the use of processed, adequate information for the effective management of educational programs and improvement of the internal quality assurance system.*
• *The university must have a system of regular reporting at all levels of the organizational structure, including assessment of the effectiveness and efficiency of the activities of departments, educational programs, scientific research and their interaction.*
• *The university must establish the frequency, forms and methods of assessing the management of educational programs, the activities of collegial bodies and structural divisions, senior management, and the implementation of scientific projects.*
• *The university must demonstrate the determination of the procedure and ensuring the protection of information, including the identification of responsible persons for the accuracy and timeliness of information analysis and data provision.*
• *An important factor is the involvement of students, employees and teaching staff in the processes of collecting and analyzing information, as well as making decisions based on them.*
• *The university must demonstrate the presence of a mechanism for communication with students, employees and other interested parties, including the presence of conflict resolution mechanisms.*

• *The university must ensure measurement of the degree of satisfaction of the needs of teaching staff, staff and students and demonstrate evidence of eliminating the identified deficiencies.*

• *The university must evaluate the effectiveness and efficiency of its activities, including in the context of EP.*

• *Information collected and analyzed by the university must take into account:*

- *key performance indicators;*

- *dynamics of the student population in terms of forms and types;*

- *level of academic performance, student achievement and expulsion;*

- *student satisfaction with the implementation of the EP and the quality of education at the university;*

- *availability of educational resources and support systems for students;*

- *employment and career growth of graduates.*

• *Students, teaching staff and other internal stakeholders must document their consent to the processing of personal data.*

• *The university must contribute to the provision of all necessary information in relevant fields of science.*

Evidence

The university uses the Platonus automated information system to manage the educational process. The functional features of the AIS "Platonus" are designed for collecting, analyzing and managing information.

Personal information of students is generated upon admission to the Platonus program in the "Personal Student Card" file. It includes the following personal data: information from an identity card, information about education, contact information, orders for the student's movement, information about employment, etc.

General requirements for information, information security and rules for the use of corporate resources are regulated by regulation **P 0 57-2022 Information security and rules for the use of corporate resources** .

In order to establish the procedure for collecting, processing, storing and using students' personal data, regulation **P 041-2022 Collection, processing and protection of students' personal data has been developed** .

The university uses various types of reports, including reports on learning outcomes, statistical information, summary data, and BI analytics, which allows you to make informed decisions and implement more efficient business processes. The university's regular reporting system includes reports from the rector on the work for the past academic year and tasks for the next. The report is broadcast through the University's official Instagram and Facebook accounts. The university also uses reports on the state of the educational program, reports on the results of monitoring educational programs, as well as reports on the implementation of individual personnel development plans.

The assessment of students' academic performance, including the collection and analysis of data after certification, the study of the results of intermediate and final exams, as well as the discussion of this information at department meetings and collegial bodies, is prescribed in the document organizing educational programs. Responsibility for monitoring, evaluating and improving programs lies with the directors and deans of faculties, as well as with the heads of graduating departments who coordinate work in the field of academic activities. The collection of data about students, their performance, reporting and management of the flow of students is carried out by the Registration Office. Analysis of graduates' success, labor market needs, and stakeholder satisfaction is included in the tasks of the career and employment center. Each division determines the structure, volume and sources of information collected, and is also responsible for its reliability and timeliness in accordance with internal standards.

The university has implemented and uses the automated information system " Platonus " (https://platonus.ksu.ed u.kz/) , designed to plan and automate the educational process in accordance with the standards of credit education technology.

AIS "Platonus" is a multifunctional system that provides a wide range of opportunities for all participants in the educational process. It has a flexible set of settings and configurations, which allows

you to customize it to the unique needs of each educational institution. Each student and employee is provided with a personal account, where employees can assign tasks, undergraduate and graduate students receive the necessary information, and distance students instantly gain access to electronic educational materials and knowledge testing.

The university uses a distance learning system based on the widely used Moodle platform. This platform has educational content management capabilities: teachers can create courses and fill them with materials in various formats, such as texts, files, presentations, videos and surveys. They can also evaluate students' assignments and provide feedback. Thus, Moodle is a center for creating educational materials and provides interactive interaction between all participants in the educational process. It is also possible to export different types of reports from Moodle.

The university has implemented the Arta Sinergy system for electronic document management, designed to manage corporate documents at all stages of their life cycle: from creation to storage and retrieval. This helps to increase the efficiency of the university departments, improve the discipline and quality of staff work. The platform offers a unified data repository, a knowledge base, quick information search and other tools necessary for employees to collaborate on common tasks.

The official presentation of information, a holistic positive image of the university on the Internet is provided by the official website of the university, including promptly familiarizing users with various aspects of its activities, increasing the efficiency of interaction of departments with the target audience, solving educational, educational and scientific problems using modern information technologies .

The University uses the StrikePlagiarism.com program to ensure academic integrity and freedom, and protection against any form of intolerance and discrimination against students, faculty and staff. This software product is designed to check for plagiarism of publications, educational materials, theses and other academic works of both teachers and students. (agreement No. 4 from 2023-12-25)

The Platonus system has a centralized database that displays all current events and processes occurring at the university. It is also integrated with various external systems: automatic replication of data from the EHEA IS (Unified Platform for Higher Education), the information subsystem "Register of educational programs" based on the EHEA IS, the system of the National Testing Center, as well as the information system "Accounting and monitoring of repayments of state educational and student loans, guarantee obligations for educational loans" JSC "Financial Center".

In order to determine the degree of satisfaction of stakeholders with the process of implementing the EP, the university will conduct various types of surveys. Firstly, this is a survey of students at the end of the semester, which is aimed at assessing satisfaction with the quality of teaching disciplines. Secondly, a survey of graduates is conducted to assess satisfaction with the quality of the educational program. The university also conducts a survey of employers to assess satisfaction with the quality of graduates' training. Finally, practice managers from production also take a survey to assess satisfaction with university students. A survey of teaching staff is also conducted to assess the level of satisfaction of university teachers and staff. The results of the survey become the subject of discussion at meetings of methodological commissions of the institute/faculties. The expanded module of AIS Platonus - "Questioning" is a convenient mechanism that allows you to conduct surveys both among students and among teachers and University staff.

To automate the process of generating schedules, additional modules for the AIS "Platonus" were purchased: Module "Distribution of teaching staff disciplines", Module "Distribution of teaching load and generation of schedules".

From the global Internet, all connections are organized through a software firewall - Mikrotik OS v6 with configured protection against port scanning, prohibiting access to closed ports. A complex with a built-in centralized management system for anti-virus protection of workstations and file servers Dr.Web Server Security Suite.

The university libraries provide students with basic, additional, educational, educational and methodological, scientific literature necessary for organizing the educational process in all disciplines of professional educational programs in accordance with the requirements for the provision of educational literature at universities. Thus, adapted measures help the university to effectively provide scientific research with all the necessary information resources corresponding to its profile and areas

of training.

Analytical part

Analyzing the data presented in the self-assessment report, as well as on the basis of interviews, the management, teaching staff and other employees of the commission established that the university manages information and the educational process using the Platonus automated information system. The functional features of the AIS "Platonus" are designed for collecting, analyzing and managing information.

Analysis of information (data) is carried out by structural divisions. Structural divisions (heads of departments, deans, advisory services, etc.) have certain access to data in the Platonus AIS, including various reports. Example: "Report on disciplines taught with teaching staff" makes it possible to analyze the teacher's workload with academic disciplines, the teacher's workload in various educational programs and areas, etc. Makes decisions based on the analysis of the department head when distributing the teaching load, when determining mentoring, etc.

Access rights to information have restrictions that are determined by roles in the Platonus AIS. The distribution of roles is carried out based on the job responsibilities of users.

At the same time, the EEC notes that the university has not demonstrated documentation that regulates mechanisms for assessing the effectiveness and efficiency of EP activities with transparent and measurable parameters and criteria. The mechanisms of influence of the results of this assessment on the management of educational programs have not been identified. It is not clear what management decisions are made based on the assessment results.

The use of AIS Platonus allows you to monitor and analyze almost the entire range of activities within the educational process. At the same time, an interview with the heads of structural divisions and teaching staff showed a lack of assessment of teaching staff based on key performance indicators, and, accordingly, a lack of differentiation in incentives for teaching staff. The experience of implementing scientific and educational activities shows the positive impact of differentiated remuneration based on the results of teachers' work. The faculty ranking process encourages employees to achieve greater results in order to achieve higher material rewards. The overall increased potential of the team's activities results in the implementation of the University's operational plan, and ultimately in the achievement of higher performance indicators of the University.

Strengths/Best Practices:
No strengths identified under the Information Management and Reporting Standard

VEC recommendations:
- To the management of the university by September 1, 2024. Identify, approve and publish transparent and measurable parameters and criteria for assessing the effectiveness and efficiency of EP activities, mechanisms for influencing the results of this assessment on the management of EP.
- The management of the university should analyze the activities of teaching staff based on KPIs, develop a corrective action plan based on the results of the analysis.

Conclusions of the EEC According to the "Information Management and Reporting" standard, 17 criteria are disclosed, of which 15 have a satisfactory position, 2 suggest improvement.

<u>*6.4 Standard "Development and approval of an educational program"*</u>

> *• The university must demonstrate the existence of a documented procedure for the development and approval of an educational program at the institutional level.*
> *• The university must demonstrate the compliance of the developed EP with the established goals, including the intended learning outcomes.*

> *• The university must demonstrate the presence of developed models of EP graduates that describe learning outcomes and personal qualities.*
> *• The university must demonstrate that it has carried out external examinations of the EP.*
> *• The qualifications obtained upon completion of the EP must be clearly defined, explained and correspond to a certain level of the NQF, QF-EHEA.*
> *• The university must determine the influence of disciplines and professional practices on the formation of learning outcomes.*
> *• An important factor is the ability to prepare students for professional certification.*
> *• The university must provide evidence of the participation of students, teaching staff and other stakeholders in the development of educational programs and ensuring their quality.*
> *• The university must ensure that the content of academic disciplines and learning outcomes correspond to the level of study (bachelor's, master's, doctoral studies).*
> *• The structure of the EP should provide for various types of activities corresponding to the learning outcomes.*
> *• An important factor is the presence of joint EPs with foreign educational organizations.*

Evidence

The list of EP KRU is posted on the university website https://ksu.edu.kz/educational-activity/obrazovatelnye-programmy/ and in the Register of EP posted on the website of the National Center for the Development of Higher Education of the Ministry of Education and Science of the Republic of Kazakhstan.

The development and approval of educational programs is carried out in accordance with: The Law of the Republic of Kazakhstan on Education (as amended and supplemented as of 01/01/2024); State mandatory standard for higher and postgraduate education (Order of the Minister of Science and Higher Education of the Republic of Kazakhstan dated July 20, 2022 No. 2); Classifier of areas of training for higher and postgraduate education (Order of the Minister of Education and Science of the Republic of Kazakhstan dated October 13, 2018 No. 569); Standard rules for admission to training in educational organizations implementing educational programs of higher and postgraduate education (Order of the Minister of Education and Science of the Republic of Kazakhstan dated June 8, 2020 No. 237); Professional standards (https://atameken.kz/ru/services/16); Standard rules for the activities of organizations of higher and postgraduate education (Approved by Decree of the Government of the Republic of Kazakhstan dated May 17, 2013 No. 499); Rules for organizing the educational process in credit technology of education (approved by order of the Ministry of Education and Science of the Republic of Kazakhstan dated April 20 2011 г, No. 152, with amendments and additions by order of the Ministry of Education and Science of the Republic of Kazakhstan No. 563 dated October 12, 2018); Standard curricula for the cycle of general education disciplines for the organization of higher and postgraduate education (Order of the Minister of Education and Science of the Republic of Kazakhstan dated October 31, 2018 No. 603), as well as the Regulations "Educational programs P 039-2024" , which establishes uniform requirements for the formation and content of education educational program, catalog of elective disciplines and working curriculum (https://portal.ksu.edu.kz/nsd/ru/2.%20%D0%9F%D1%80%D0%B0%D0%B2%D0%B8%D0%BB%D0%B0%20%D0%B8%20%D0%BF%D0%BE%D0%BB%D0%BE%D0%B6%D0%B5%D0%BD%D0%B8%D1%8F%20%D0%9A%D0%A0%D0%A3/%D0%9F%20039-2024%20%D0%9E%D0%B1%D1%80%D0%B0%D0%B7%D0%BE%D0%B2%D0%B0%D1%82%D0%B5%D0%BB%D1%8C%D0%BD%D1%8B%D0%B5%20%D0%BF%D1%80%D0%BE%20%BE%D0%B3%D1%80%D0%B0%D0%BC%D0%BC%D1%8B.pdf)

EPs are independently developed in accordance with the National Qualifications Framework, Industry Qualifications Frameworks and occupational standards based on the Dublin Descriptors. All EPs are focused on learning outcomes.

The development of educational programs at KRU is carried out by academic committees in the field of study, which include representatives of academic staff, employers, and students. The composition, functions, areas of activity of the law and responsibility of which are regulated by the Regulations "Academic Committee" . The composition of Academic Committees is publicly available.

Educational programs are developed in accordance with the competency-based model of

specialist training and focus on achieving the final learning outcome, which is expressed in the form of competencies. Programs are structured according to a modular principle, where each module is aimed at achieving a specific learning goal, that is, competence. Learning outcomes are formulated both for the entire program as a whole, and for each module and individual academic discipline.

To implement educational programs at the university, the following are being developed: an academic calendar, a catalog of elective disciplines (CED), a modular educational program (MEP), a working curriculum (RUPl), a working curriculum (RUPr), an educational and methodological complex of the discipline (UMCD).

The department compiles a list of elective disciplines, which is then discussed at a faculty meeting and submitted for consideration to the University's Educational and Methodological Council. This catalog provides students with the opportunity to choose from a variety of electives and professional training programs to create their own educational path. The content of these disciplines is formed by the university or department taking into account the requirements of professional standards, modern labor market demands and feedback from employers, graduates and students.

Based on the educational program and the catalog of elective disciplines, students, advised by advisors, draw up their individual educational plans (IEP). Responsibility for the selection of subjects lies with the department. Registration for training courses is carried out online or offline through the AIS "Platonus" system with the participation of the registration service, advisers, heads of departments and deans of faculties. After registration for courses, the student's IEP is formed. In making this plan, the student must adhere to the established registration and plan change deadlines. Tracking academic progress and obtaining academic credits is carried out by the registration service based on the IEP and the results of intermediate certification.

The graduate model is developed taking into account areas and specialties, and also focuses on the needs of enterprises and organizations, various types of work activities and functions. Its creation involves the mandatory participation of various stakeholders, such as employers, alumni, teachers, students and others.

The examination of educational programs is carried out by employers in this field and independent representatives of the academic community. The examination reflects an analysis of the purpose, the content of the educational program, its relevance in the labor market and, in conclusion, recommendations are given.

Development Plans have been developed to improve the educational program. Teaching staff, employers, and students took part in the process of forming the EP development plan. This plan provides for various activities aimed at developing and improving the educational program.

The content of educational programs covers a wide range of competencies, including basic knowledge, skills and values, social and ethical skills, as well as economic and management skills. Programs also take into account readiness to adapt to changing social and economic conditions, geographic and social mobility in conditions of dynamic change and uncertainty. They also include additional skills such as creative thinking, critical thinking, innovative thinking and multilingual skills.

The qualifications that students receive as a result of their studies correspond to the standards of qualifications in the European Higher Education Area (QF-EHEA). QF-EHEA is a framework describing higher education qualifications in countries participating in the Bologna Process. National Qualifications Frameworks (NQFs) provide a means of comparing higher education qualifications and provide a common framework that allows qualifications to be compared across countries. The qualifications obtained as a result of completing an educational program are clearly defined in accordance with the level of the national qualifications framework in higher education, and therefore also within the framework of qualifications in the European Higher Education Area.

In order to train qualified specialists who meet the needs of modern sectors of the economy, the university is introducing elements of a dual education system and planning and organizing the educational process, combining theoretical training with practical training at enterprises. Dual training is aimed at matching the level of specialist training to the requirements of the labor market, improving the quality of professional training, establishing close connections between the educational process and real practice, as well as developing social partnership in the field of education.

Table 2 – Number of agreements on dual training by EP

Institute/faculty	number of OP	number of students
Pedagogical Institute named after. U. Sultangazina	16	425
Faculty of Economics and Law	7	113
Faculty of Social Sciences and Humanities	3	25
Faculty of Agricultural Sciences	5	70
Faculty of Mechanical Engineering, Energy and Information Technology	4	44
Total for the university	**35**	**677**

The University conducts activities to prepare students for professional certification in regulated professions, including the National Proficiency Test (NCT) for graduates of teaching programs. Carrying out final certification of graduates in accordance with the requirements of the NCT helps to improve the results of this testing. The curriculum also defines courses for teaching and preparing for international English language tests (TOEFL and IELTS), and also organizes a center for passing international TOEFL IBT exams. In addition, as part of cooperation with companies and training centers, certified courses have been developed and preparatory courses in accounting and programming are conducted. The Department of Accounting and Management, together with the training center "Zerde" (Astana), conducts "Universal Accountant" courses for final year students of OP 6B04103-Accounting and Auditing. Activities are also being carried out to assign professional qualifications and obtain access groups to work in electrical installations. The university's Smart Center is working to introduce Samsung certification courses.

The University ensures that the content of academic disciplines and learning outcomes correspond to the level of study (bachelor's, master's, doctoral studies). This is achieved by developing educational programs that include various types of activities corresponding to the level of education, such as disciplines of general education, basic and professional cycles, professional practices, additional types of training and final certification. In addition, in 2023, in connection with changes in the State Educational Standards and the updating of professional standards, the content of all educational programs, including 85 educational programs, was updated in accordance with professional standards.

Cooperation with employers in the development of educational programs plays a key role in the successful employment of graduates. Their recommendations on the content of programs, the relevance of the topics and materials studied are taken into account when developing curricula. Benchmarks of expected learning outcomes are determined during program design and the selection of teaching and assessment methods. Students have the right to express their comments and suggestions regarding the compliance of the materials being studied and teaching methods with the stated goals, both to teachers and to the leadership of the faculty.

135 educational programs of higher and postgraduate education of the KRU are registered in the IS "Register of EP" of the Central Educational Institution Mnivork, of which 68 educational bachelor's (specialty) programs in 27 areas of training, 49 educational master's programs (scientific, pedagogical and specialized areas) in 18 areas of training , 18 educational doctoral programs in 12 areas of training. Of the 135 existing programs, 108 are educational programs, 19 are new, and 8 are innovative.

Table - List of double-diploma educational programs:

No.	Name of OP	Partner university	Link to the Register of OP, year of entry
1	7M05101 Biology (2 years)	State University of Humanities and Technology, Orekhovo-Zuevo, Russian Federation	https :// epvo . kz /#/ register / education _ program / application /49577 2021
2	7M01501 Biology (2 years)		https :// epvo . kz /#/ register / education _ program / application /48068 2021
3	6B07105 "Mechanical engineering"	"Kazan (Volga Region) Federal University" (#347 in QS Global World Rankings 2022), Naberezhnye Chelny branch	https :// epvo . kz /#/ register / education _ program / application /47577 2021
4	6B05201 Ecology	Vytautas Magnus University, Lithuania #801-1000 in QS Global World Rankings	https://epvo.kz/#/register/education_program/application/48661 2022
5	6B05101 Biology		https :// epvo . kz /#/ register / education _ program / application /47913 2023
6	6B04103 Accounting and audit		https :// epvo . kz /#/ register / education _ program / application /47766 2021
7	7M08101 Agronomy,	Federal State Budgetary Educational Institution of Higher Education "Ural State Agrarian University"	https :// epvo . kz /#/ register / education _ program / application /48058 2022
8	7M04102-Management	Federal State Budgetary Educational	https :// epvo . kz /#/ register / education _ program / application /47490 2022

		Institution of Higher Education "Novosibirsk State Agrarian University"	

In the current academic year, only 40 students are studying in the 3rd year of OP 6B07105 "Mechanical Engineering", of which 5 in the double degree program, in the OP 6B04103 Accounting and Auditing, only 23 students are studying in the 3rd year, of which 2 are studying in the double degree program.

In 2023, 2 master's students graduated from the double degree program in EP 7M05101 Biology (Biryukova T.S., Kuritsyn V.R.).

In 2024, it is planned to add double-degree programs to the register of EP:
1. 7 M 08101 Agronomy with Northwestern University of Agriculture and Forestry, China.
2. 7M02302 Foreign philology with the University of Ulster, Northern Ireland
3. 7M02201 History of Vytautas the Great University, Lithuania.

In 2025 OP 6B07105 Mechanical Engineering with Dong - Eui University , Korea

Also, as part of the implementation of international projects of the ERASMUS + program component "Increasing potential in the field of higher education," the university has developed two joint educational master's programs in the direction of the group of educational programs M 094 Information Technologies. Based on the results of the CLASS project , the educational program 7 M 06108 Computer Linguistics has been developed and is being implemented.

Based on the results of a survey of teaching staff, it was established that:

- compliance of the content of the educational program with scientific and professional interests and needs is assessed as "very good" by 76.2%, "good" by 23.8%, and "relatively bad" by 0% of respondents;

- the attention paid by the management of the educational institution to the content of the educational program is assessed as "very good" by 66.7%, "good" by 33.3%, and "relatively bad" by 0%;

- support for the university and its leadership in the development of new educational programs/academic disciplines/teaching methods is rated "very good" by 71.4%, "good" by 28.6%; "relatively bad" – 0% of respondents;

- the focus of educational programs/curricula on developing students' skills and abilities to analyze the situation and make forecasts is assessed as "very good" by 61.9%, "good" by 38.1%; "relatively bad" – 0% of respondents.

Based on the results of a survey of students, it was found that:

- the quality of the educational program as a whole was "completely satisfied" – 100%, "partially satisfied" – 0%, "not satisfied" – 0%, respondents.

Analytical part

The EEC confirms that the development and approval of educational programs at the university is carried out in accordance with: the Law of the Republic of Kazakhstan on Education (as amended and supplemented as of 01/01/2024); State mandatory standard for higher and postgraduate education (Order of the Minister of Science and Higher Education of the Republic of Kazakhstan dated July 20, 2022 No. 2); Classifier of areas of training for higher and postgraduate education (Order of the Minister of Education and Science of the Republic of Kazakhstan dated October 13, 2018 No. 569); Professional standards (https://atameken.kz/ru/services/16); Standard rules for the activities of organizations of higher and postgraduate education (Approved by Decree of the Government of the Republic of Kazakhstan dated May 17, 2013 No. 499); Rules for organizing the educational process in credit

technology of education (approved by order of the Ministry of Education and Science of the Republic of Kazakhstan dated April 20 2011 г, No. 152, with amendments and additions by order of the Ministry of Education and Science of the Republic of Kazakhstan No. 563 dated October 12, 2018); Standard curricula for the cycle of general education disciplines for the organization of higher and postgraduate education (Order of the Minister of Education and Science of the Republic of Kazakhstan dated October 31, 2018 No. 603), as well as in accordance with the approved internal Regulations and Rules (https://portal.ksu.edu. kz/organizacionno-pravovye-dokumenty-plany-i-otchety-kru/nsd).

The commission notes that the university strives to provide the opportunity for professional certification of EP in all areas. Thus, graduates of programs 6B06102 Information systems, 6B06103 Information technologies and robotics are trained at the 1C Kazakhstan certified training center in the courses "Introduction to configuration in the 1C system: Enterprise 8.3. Basic objects", "Basics of programming in the 1C: Enterprise 8.3 system". Graduates of the 6B07102 Electric Power Engineering program, during a two-stage practice, based on the exam results, receive certificates with an admission group for working in existing electrical installations. The exam is carried out by a commission with the participation of specialists from practice bases and leading teachers of the department. The Department of Accounting and Management, together with the training center "Zerde" (Astana), conducts "Universal Accountant" courses for final year students of OP 6B04103-Accounting and Auditing. The Department of Foreign Languages has developed an additional educational program (Minor) "Practice-oriented English" aimed at preparing and passing IELTS and TOEFL tests. In 2023, 16 students of OP 6B01705 Foreign language: two foreign languages successfully passed the TOEFL IBT test and received certificates. The university's Smart Center is working to introduce Samsung certification courses. These skills will help increase the competitiveness of graduates and will have a positive impact on the graduate's employment, professional and career growth.

Strengths/Best Practices
- An important factor is the ability to prepare students for professional certification

VEC recommendations:
There are no recommendations for this standard

EEC conclusions: *According to the "Development and approval of educational programs" standard, 11 criteria are disclosed, of which 1 has a strong position, 10 has a satisfactory position.*

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

• *The university must demonstrate the existence of a documented procedure for monitoring and periodically evaluating the EP to achieve the goal of the EP. The results of these procedures are aimed at continuous improvement of the EP.*
• *The university must ensure a review of the content and structure of the EP, taking into account changes in the labor market, the requirements of employers and the social demands of society;*
• *Monitoring and periodic evaluation of the EP should consider:*
- content of programs in the light of the latest scientific achievements in a specific discipline to ensure the relevance of the taught discipline;
- changes in the needs of society and the professional environment;
- workload, performance and graduation of students;
- effectiveness of student assessment procedures;
- expectations, needs and satisfaction of students with EP training;
- educational environment and support services and their compliance with the goals of the EP.
• *The university must provide evidence of the participation of students, employers and other stakeholders in the revision of the EP.*
• *All interested parties must be informed of any planned or undertaken actions regarding the OP. All changes made to the OP must be published.*
• *Support services should ensure that the needs of different groups of learners are identified and met.*

Evidence

The University annually monitors and periodically evaluates the EP and uses a feedback mechanism: surveys, surveys of students, graduates and employers.

Monitoring and periodic evaluation of programs are regulated in Regulation P 039-2023 "Educational Programs". Continuous monitoring, periodic evaluation and revision of educational programs are aimed at ensuring their effective implementation and creating a favorable learning environment.

Monitoring, review and revision of the EP includes assessment of:

1) the content of programs in the light of changes in regulatory documents on the development of EP, which includes an analysis of changes to the State Standards of Higher Education and Software, ICT, and Professional Standards;

2) the content of the EP in the light of the latest achievements of science in the industry in order to ensure the relevance of the taught disciplines;

3) changes in the needs of society and interested external and internal stakeholders;

4) distribution of teaching load, academic performance (intermediate and final certification), effectiveness of assessment procedures and forms;

5) employment of graduates;

6) student satisfaction with EP training, as well as assessment of the educational environment, ecosystem and their compliance with the goals of the EP.

Evaluation and revision of educational programs are carried out on a regular basis with the involvement of teaching staff, students and employers. The results of monitoring and evaluation are considered at meetings of collegial bodies and are used for continuous improvement of educational programs, their effective implementation and the creation of a favorable learning environment.

Assessment of the quality of taught EP disciplines is carried out through the organization of open classes and mutual visits of teaching staff, which makes it possible to assess the quality of the educational program and make improvements to it based on feedback from students and teachers.

Monitoring of the implementation of the educational program is carried out through mutual visits to classes, holding open classes for teaching staff of the department, and by experts.

The University annually updates the EP, taking into account labor market analysis using modern SWOT analysis methods in order to be able to take into account the expected learning outcomes in the content of the EP. Changes to the OP can also be made based on the recommendations of the Ministry of Education and Science of the Republic of Kazakhstan.

The assessment of the quality of the educational program by the main stakeholders is carried out through:

1) conducting a survey of students at the end of the semester "Satisfaction with the quality of teaching the discipline";

2) survey of graduates "Satisfaction with the quality of the educational program"

3) survey of employers "Satisfaction with the quality of graduates' training";

4) a survey of production practice managers "Satisfaction of the production practice supervisor with university students";

5) feedback from students on professional internships (in diaries) and at final conferences;

6) annual collection and analysis of employment results, analysis of career growth of graduates.

Changes to the OP are also carried out as a result of joint work within the framework of international projects. Thus, according to the results of the international project "Development of Services for Persons with Disabilities (DECIDE)", in 2022, the discipline " Ethics of Inclusive Interaction" with a volume of 5 credits was introduced into the OOD CV cycle in all EPs (with the exception of EPs in the field of Pedagogical Sciences) . As part of the ERASMUS+ project "Promoting the circular economy in partner countries through the development and implementation of the master's program "Waste Management (UnWaste)" , the content of the master's program 7M05201 Geoecology and environmental management was updated in 2022 . The content of this educational program now complies with EU standards and the Bologna process.

Responsible for the processes of monitoring, evaluation and improvement of educational programs are the director of the institute/deans of faculties and heads of graduating departments; the work is coordinated by the registrar's office, the department of academic activities and the department of educational programs.

Documentary evidence of changes in educational programs are: decisions of collegial bodies, updated methodological support; minutes of events, reports and certificates.

Every year, the university's educational programs participate in the Atameken NCE rating. Thus, in the 2023 rating, 36 OP KRU are represented. Of these, 12, that is, 33%, are included in the republican TOP-3, and 27, that is, 75% are in the TOP-10 educational programs of the Republic of Kazakhstan. In terms of graduate employment, the university occupies a leading position among state multidisciplinary universities.

The work of conducting intra-university control, monitoring employers' satisfaction with the quality of training of specialists and reviewing the results of monitoring the knowledge of study groups and courses allows us to assess the quality of the EP.

Based on the results of a survey of teaching staff, it was established that:

- the compliance of students' knowledge acquired at the university with the realities of the requirements of the modern labor market is assessed as "very good" by 61.9%, "good" by 38.1%, and "relatively bad" by 0% of respondents;

- the compliance of the content and quality of implementation of the educational program with the expectations of the labor market and employers is assessed as "very good" by 61.9%, "good" by 38.1%, and "relatively bad" by 0% of respondents.

Based on the results of a survey of students, it was found that:

- 93.8% of students answered "completely satisfied" to the question: "Is the material proposed by the teacher relevant and reflects the latest achievements of science and practice?";

- 100% of students are "completely satisfied" with the objectivity of assessing knowledge, skills and other educational achievements;

- 93.8% of students answered "completely satisfied" to the question: "Are the evaluation criteria used by the teacher clear and accessible?";

- 100% of students are "completely satisfied" with teaching methods in general;

- 93.8% of students are "completely satisfied" with the quality of teaching in general.

Analytical part

As a result of analyzing the self-assessment report, checking relevant documentation and conducting interviews, the commission found that the university constantly monitors educational programs in order to regularly evaluate and make changes as necessary. For this purpose, a feedback mechanism is used, including surveys and questionnaires of students, graduates and employers.

The Commission confirms that the university annually updates educational programs based on monitoring and periodic evaluation. The assessment includes a labor market analysis using SWOT analysis methods to take into account expected learning outcomes. Changes to the programs can also be made on the recommendation of the Ministry of Education and Science of the Republic of Kazakhstan.

The University provides assessment of the quality of the educational program by considering quantitative and qualitative indicators of its implementation at department meetings, commissions and faculty committees, taking into account the opinions of the main stakeholders. Monitoring and periodic evaluation of the EP is carried out on the basis of the Regulations on the educational program. However, the monitoring procedure in this document is presented in a generalized form. The deadlines, responsible persons, criteria for monitoring and evaluation, and the procedure for actions based on the results of monitoring and evaluation have not been identified . Internal audit is currently inactive. The internal audit service remains vacant.

Strengths/Best Practices:

- not identified by this standard

VEC recommendations:
- The management of the university, by September 1, 2025, must develop a document regulating aspects of monitoring and periodic evaluation of educational programs, describing the frequency, responsible persons, monitoring objects, parameters and evaluation criteria.

***Conclusions of the EEC on the criteria** for the standard " Continuous monitoring and periodic evaluation of educational programs ": 11 criteria are disclosed, of which 11 criteria have a satisfactory position.*

6.6 Standard "Student-centered learning, teaching and assessment"

- *The university must ensure respect and attention to different groups of students and their needs, providing them with flexible learning paths.*
- *The university must ensure the use of various forms and methods of teaching and learning*
- *The university must demonstrate the presence of a feedback system on the use of various teaching methods and assessment of learning outcomes.*
- *An important factor is the presence of own research in the field of teaching methods of academic disciplines.*
- *The institution must demonstrate support for student autonomy while providing guidance and assistance from the faculty member.*
- *The university must demonstrate that it has a procedure for responding to student complaints.*
- *The university must ensure consistency, transparency and objectivity in the mechanism for assessing learning outcomes, including appeals.*
- *The university must ensure that procedures for assessing student learning outcomes comply with the planned learning outcomes and program goals. Evaluation criteria and methods must be published in advance.*
- *The university must define mechanisms to ensure that each graduate masters the learning outcomes and ensure the completeness of their formation.*
- *Evaluators must be proficient in modern methods of assessing learning outcomes and regularly improve their skills in this area.*

Evidence

Student-centered learning at the university is implemented through a number of activities aimed at improving the quality of educational activities. Student-centered training includes the development of competencies based on professional standards, the organization of a practice-oriented training model, conducting professional practices, surveying employers to assess the level of quality of graduates' training, as well as the formation of individual curricula for students. In addition, an important element of student-centered learning is the involvement of students in the process of planning scientific work and taking into account their interests through participation in working groups.

The training of specialists at a university is regulated by the following documents: Rules for the formation of educational programs, a catalog of elective disciplines and a working curriculum, Regulations on the Academic Committee for Educational Programs, Regulations on the Council for Academic Quality, Rules for the formation of educational programs, a catalog of elective disciplines and a working curriculum, Rules for the formation of an educational and methodological complex of disciplines Rules for admission to study, Rules for academic integrity, Rules for organizing Academic mobility. Plans have also been drawn up for the development of EP, developed with the participation of teaching staff, students and employers, regularly reviewed taking into account market requirements.

A student-centered approach involves changing the functions of teachers, giving students the opportunity to choose their educational path and the use of interactive teaching methods. All educational programs include courses that contribute not only to academic progress, but also to the personal development of students, the formation of social skills, as well as the development of

analytical and management skills.

The university adapts the course load to the individual abilities and needs of each student. An individual curriculum (IEP) is developed for each student with the participation of advisors, defining mandatory and additional courses for the year. This plan allows students flexibility to manage their schedule within the university's general schedule.

The university ensures respect and attention to different groups of students and their needs, providing flexible learning paths. This is confirmed by various activities, such as holding meetings of university management with students, surveying employers on satisfaction with the quality of training, developing individual curricula for students, providing information about various educational programs and additional educational programs. The university also participates in ratings assessing the quality of educational programs, which indicates attention to the quality of education. Students are regularly surveyed and a social passport of the group is compiled in order to identify students with special needs.

The university, especially the pedagogical institute, conducts research in the field of teaching methods in the taught disciplines. So, for example, Babich Svetlana Sergeevna, Art. teacher of the Department of Arts, conducts research on the topic "Features of teaching choreography in inclusive groups for students with hearing impairment", Korytnikova Natalya Alekseevna, Art. Lecturer at the Department of Criminal and Civil Law and Procedure, M.L.Sc. conducts a study "Transformation of simulation methods for the formation of professional competencies of law students in the conditions of digitalization", Martynyuk Yuri Petrovich, Art. teacher and Vladimir Mikhailovich Poezzhalov, professor of the Department of Mathematics and Physics, Ph.D. are conducting research on the topic "Artificial Intelligence in Education and Scientific Activities." Numerous other studies in the field of methodology and pedagogy are also being conducted.

The university actively uses online learning, conditions have also been created for inclusive education, so the university organizes training for people with special needs using computer technology, and audiences are selected mainly on the first floor. Special attention is also paid to the development and training of gifted students by providing them with various grants and discounts on tuition.

Center for Inclusive Education and Innovative Educational Technologies in the period 2020-2022. a bank of innovative teaching and assessment methods has been formed . This resource contains information about the innovative technologies used by University teachers in the educational process. Innovative teachers Sarkisyan L.V., Braginets L.A., Utegenova B.M., Smagliy T.I., Lee E.D., Likhodedova L.N., Kalimzhanova R.L., Dryuk O.V. , Saidov A.M., Schmidt V.A., Satmagambetova Zh.Z., Eleusizova A.T., Aralbaev S.S. and others annually conduct training seminars, master classes, auctions of innovative ideas and other events.

The university regularly conducts surveys among students to determine their satisfaction with the educational process. Recent survey results showed that students rated faculty members' responsiveness to feedback, faculty-student relationships, availability of learning resources, and overall teaching quality highly. In particular, based on the results of the student survey, the following was established:

- "completely agree" with the fact that assessment of students' educational achievements in a timely manner – 100%; "agree" - 0%; "partially agree" – 0%; "disagree" – 0%; "difficult to answer" - 0% of respondents;

- with the fact that equal opportunities are provided to all students "completely agree" – 100%; "agree" - 0%; "partially agree" – 0%; "disagree" – 0%; "difficult to answer" - 0% of respondents;

- with the fact that the system for assessing educational achievements (seminars, tests, questionnaires, etc.) reflects the content of the course "completely agree" - 100%; "agree" - 0%; "partially agree" – 0%; "disagree" – 0%; "difficult to answer" - 0% of respondents;

- "completely agree" with the fact that the teacher uses effective teaching methods – 87.5%; "agree" - 12.5%; "partially agree" – 0%; "disagree" – 0%; "difficult to answer" - 0% of respondents;

- "completely agree" with the fact that the teacher objectively evaluates students' achievements – 93.8%; "agree" – 6.3%; "partially agree" – 0%; "disagree" –0%; "difficult to answer" – 0% of respondents.

Students also demonstrate their autonomy through independent work. The introduction of credit teaching technology leads to significant changes in teaching methods, where the teacher not only transfers knowledge, but also teaches students how to independently acquire and apply it in practice. The role of independent work has become more important as educators now include various forms of independent work in their curriculum. The organization of independent work is regulated by the Regulations " Organization of independent work of students ."

The university ensures that there is a system for reviewing student complaints at the level of the student rector's office, student trade union committee, curators/advisors, graduating departments, dean's office, vice-rectors and rector. Consideration of complaints and suggestions is carried out through the rector's blog on the university website, established reception hours for the rector, vice-rectors, directors/deans.

The university has a sufficient infrastructure of practice bases. At the beginning of the 2023–2024 academic year, the university has existing agreements with large companies and practice bases. Based on the results of interviews with representatives of practice bases, the high quality of students' knowledge and skills was confirmed. It is also noted that after completing the internship, many students receive job offers. The expert commission also highly appreciated the level of equipment of the practice bases.

Analytical part:

In summary, based on the documentation provided and the self-assessment report, as well as information received during the expert panel visit, the EEC concluded that the University is actively working to create a respectful and inclusive environment for all students, taking into account their diverse needs and offering flexible educational paths. For this purpose, a variety of teaching and learning methods are used, based on our own research in the field of teaching methodology. An important component is the presence of an effective feedback system that allows you to evaluate the effectiveness of the methods used and evaluate the learning results. The university also encourages student autonomy by providing the opportunity to create flexible study plans, while providing the necessary support and guidance from teachers.

University teachers are actively developing EUI and video lectures. Electronic educational publications at the University are developed in accordance with Methodological Instructions MI 011-2021 Design, examination and publication of educational and methodological literature and educational and electronic educational publications . Publications approved by the UMS are necessarily placed in the electronic library. Today, the electronic library contains 538 electronic educational publications and 315 video lectures. At the same time, the EEC notes passivity in the use of ICT in lectures and practical classes. To intensify the use of modern demonstration techniques, it is necessary to analyze the use of EDI, video lectures, presentations and other techniques using ICT.

Strengths
No strengths have been identified for this standard.

VEC recommendations
1. The management of the university, before September 1, 2024, monitors the use of ICT in teaching activities, develops an action plan to enhance the use of demonstration and interactive materials using information technology.

VEC conclusions on the criteria for the standard " Student-centered learning, teaching performance assessment ": 10 criteria are disclosed, of which 9 criteria are satisfactory, 1 criterion suggests improvement.

6.7 Standard "Students"

- *The university must demonstrate a student enrollment policy from admission to graduation and ensure the transparency of its procedures. Procedures governing the life cycle of students (from admission to completion) must be defined, approved, and published.*
- *The university must provide for special adaptation and support programs for newly admitted and foreign students.*
- *The university must demonstrate compliance of its actions with the Lisbon Recognition Convention, including the presence and application of a mechanism for recognizing the results of academic mobility of students, as well as the results of additional, formal and informal learning.*
- *The university must cooperate with other educational organizations and national centers of the "European Network of National Information Centers for Academic Recognition and Mobility/National Academic Recognition Information Centers" ENIC/NARIC in order to ensure comparable recognition of qualifications.*
- *The university must provide opportunities for external and internal mobility of students, as well as assist them in obtaining external grants for training.*
- *The university must make maximum efforts to provide students with places of practice, promote the employment of graduates, and maintain contact with them.*
- *The university must provide graduates with documents confirming the qualifications obtained, including the learning outcomes achieved, as well as the context, content and status of the education received and evidence of its completion.*
- *The university must demonstrate the presence of a mechanism for monitoring the employment and professional activities of graduates.*
- *The university should actively encourage students to self-education and development outside the main program (extracurricular activities).*
- *An important factor is the presence of an active alumni association/union.*
- *An important factor is the presence of a mechanism to support gifted students.*

Evidence

The policy for forming the composition of students from the moment of admission to graduation is based on a system of internal regulations that regulate each stage of their education. University documents are available on the internal information portal (https://portal.ksu.edu.kz/organizacionno-pravovye-dokumenty-plany-i-otchety-k r u/nsd), access to documents is open for review by all stakeholders of the educational process. The procedures for admission to the university are clearly defined, approved by the management and published on the university website.

The number of students is shown in the table. Over the past three years, there has been a slight increase in the number of students, which indicates a stable situation in the enrollment of applicants.

Table 7.1. KRU contingent as of September 1 (for the period 2021-2023)

The level of education	2021 -2022			2022 -2023			2023 -2024		
	grant	paid	Total	grant	paid	Total	grant	paid	Total
bachelor's degree	2464	4299	6763	2547	4124	6671	2798	4424	7222
master's degree	271	113	384	239	74	313	230	58	288
doctoral studies	38	2	40	49	6	55	37	3	40
TOTAL	**2773**	**4414**	**7187**	**2835**	**4204**	**7039**	**3065**	**4485**	**7550**

In order to provide career guidance support to students in the process of choosing a profile of study and the field of future professional activity, educational institutions of cities and districts of the

Kostanay region are assigned to faculties and departments. At off-site events, university staff conduct information work for school and college graduates. Also, during the academic year, the university holds Open Days, during which tours of academic buildings and laboratories are held, the features of educational programs are explained in detail, information booklets are distributed, and detailed answers to all questions are given.

First-year students get access to the guidebook through the official website of the university in the "Education" section. This handbook is developed on the basis of various documents, such as Internal Regulations, Academic Policy, Regulations on the Provision of Tuition Benefits and the Agreement on the Provision of Educational Services. Every year, the information in the directory is updated and approved by the educational and methodological council of the university. It contains organized information about various aspects of life at the university, such as the credit system of education, methods of monitoring and assessing progress, rules for transfer and expulsion of students, transfer and reinstatement procedures, conditions for academic leave, opportunities for academic mobility, as well as the rights and responsibilities of students.

Information for applicants to study at KRU is publicly available on the university website (https://ksu.edu.kz/enrollee/). Here you can find the necessary documents, grades and other criteria required for admission to KRU. Information about the educational programs offered by KRU, including areas of study, course structure and duration, is also provided. Prospective students can review the application process , including online application forms, deadlines, and required documents. Information is provided about the activities of the KRU, living conditions for students, and extracurricular activities offered by the KRU. In addition, contact information for the admissions committee is posted, which allows future students to contact it with questions or concerns.

Admission of foreign citizens to study at the University on a paid basis is carried out based on the results of an interview conducted by the University admissions committee. On the official website of the university, in the section for applicants - Admission of foreign citizens, information is posted on the recognition of foreign documents and the requirements for their nostrification, contacts of the National Accreditation Center of the Ministry of Education and Science of the Republic of Kazakhstan (NAC MES RK) are indicated.

On the "Student Life" tab you can find information about the activities of the Youth Affairs Committee, the purpose of which is to develop student self-government, support youth initiatives, organize cultural and sports events, and promote the employment of graduates. The page https://ksu.edu.kz/studencheskaya-zhizn/komitet-po-delam-molodezhi/ is an informational resource for students of KRU named after. A. Baitursynuly. It allows you to learn about the activities of the Youth Affairs Committee, student life at the university, news and events, as well as find useful links and contact information.

In addition, here you can find information about student organizations: student parliament, dormitory councils, creative associations, sports clubs; events: concerts, festivals, competitions, sports competitions, volunteer events; social support: scholarships, financial assistance, travel benefits, medical care.

The "Cooperation" section contains information about academic mobility, exchange programs, practice bases, and partners of the University. The university organizes events aimed at developing self-government and social skills among students. The section "Institutes and Faculties" provides detailed information about programs, departments, teaching staff and their brief biography.

In order to successfully adapt to the educational environment of the university, an organizational week is held before the start of the academic year for first-year students within the time limits determined by the Academic calendars . According to the schedule of events of the organizational week, students get acquainted with the university, internal regulations, features of the organization of the educational process, visit the museum, scientific library, etc. In order to prevent possible problems, both group and individual consultations of students are carried out. In total, 47 foreign students are studying at the University in the 2023-2024 academic year. For foreign students, an adaptation program "Introducing students to the specifics of the university educational process" is carried out, similar to similar programs in foreign universities (Orientation Week, Welcome Week, Welcome Days).

The University conducts educational activities in accordance with the Lisbon Convention on the Recognition of Qualifications, which is an important component of the Bologna Process and was adopted in the Republic of Kazakhstan. This provides an opportunity for students and graduates to receive recognition of their educational achievements in higher education in the European Region. To comply with the requirements of the Lisbon Convention, the university actively cooperates with other educational institutions and national ENIC/NARIC centers in order to ensure comparable recognition of qualifications in the country.

The implementation of external academic mobility is provided for by each of the 130 partnership agreements with foreign universities. The most stable partners for external academic mobility over the past five years are the University of Lodz (Poland), Adam Mickiewicz University (Poland), University of Ostrava (Czech Republic), Vytautas Magnus University (Lithuania).

Academic mobility is carried out on the basis of the provision "Academic mobility of students", which determines the procedure for selecting students to participate in academic mobility and recognizing the results of academic mobility. Academic mobility is coordinated by the International Cooperation Department. The dynamics of academic mobility of students are presented in the table.

Table 7.3 - External academic mobility of students at KRU named after A. Bayt Ursynuly for 2020-2023.

Year	Offline mobility		Online (virtual mobility) through mutual exchange
	at the expense of the budget	At the expense of public funds	
2020	-	3	7
2021	-	1	thirty
2022	5	1	227
2023	5	77	-

At the expense of the state budget of the International Educational Institution from August 2023 to December 2023, Absadyk Alikhan studied at Bemidji State University (USA), 4 students of the 3rd and 4th years of the educational program "Foreign Language: Two Foreign Languages" are studying at the University of Lodz (Poland) - Tomiris Mendauletova, Shleneva Anastasia, Neiman Igor, Sapabek Kayyrly, as well as 4 students at their own expense Tleusheva Aigerim, Bakun Aigerim, Shaimagambetova Nurai, Duisenbek Arailym.

As part of the **external incoming academic mobility program** , from March 14, 2023 to July 7, 2023, Adrien Mazenc studied as a 3rd year student at the Higher Political School (Rennes, France) on the basis of the Department of Foreign Languages of the U. Sultangazin Pedagogical Institute and the Department of Foreign Philology. From September 1, 2023 to December 30, 2023, a master's student at Petrozavodsk State University (Russian Federation) Panov Savely is studying in the EP "7M061 Information and Communication Technologies."

From 02.26 to 06.26.2024, in order to develop academic mobility of students and implement the Memorandum on academic mobility of students dated 06.12.2023, Batyrguzhin B., Saparbaev T. - 2nd year students of OP 6B07105 Mechanical Engineering will study at Dong - Eui University (South Korea)

From 02.26-07.05.2024, at his own expense, S. Kazbekov, a 3rd year student of OP 6B01705 Foreign language: two foreign languages, will study at the University of Lodz (Poland) as part of academic mobility.

As a basis for conducting professional practice of students, organizations are determined whose statutory activities correspond to the profile of specialist training and the requirements of the educational program, which have the material and technical base and qualified personnel to manage professional practice.

The EEC emphasizes that the activities of the university are not limited to the educational and scientific process, but also include the organization of various events aimed at leisure and broadening the horizons of students. The university hosts various events, such as public events, forums, seminars, conferences, round tables, meetings, as well as major university events, including Student Initiation. It is important to note that many students actively participate in the activities of youth organizations, clubs, creative groups, sports sections and student government. The university also provides students with opportunities to participate in scientific work, including joint research projects with faculty, publications, and presentations at competitions and conferences. In addition, the university actively attracts young people to study by organizing trips to the regions, publishing information booklets and conducting advertising campaigns in the media. Meetings of graduates with representatives of enterprises, pre-employment of graduates and job fairs with the participation of enterprises and organizations are also held. The university is also actively represented at international educational exhibitions.

Analytical part

Thus, based on the results of an analysis of documents and a visit to the university, members of the expert commission came to the conclusion that the admission process to study at KRU is clearly organized, consistent and transparent. Students have a clear understanding of the qualifications they will receive upon completion of their studies. Interviews with students and questionnaires confirmed their satisfaction with studying at the university and active participation in various events. The university has developed mechanisms for recognizing the results of academic mobility.

The EEC notes that at KRU, interaction with graduates is not systematic. It is recommended to create a body for interaction with graduates - the Alumni Association, which is aimed at mutually beneficial cooperation with graduates as potential employers, representatives of practice bases, and business partners. The alumni association will help establish close contact with industry, business, public organizations and local executive organizations.

Gifted students who have proven themselves to be excellent students and are actively engaged in scientific activities, have sports achievements at the republican level, or are involved in the public life of the university participate in a competition for a scholarship from the President of the Republic of Kazakhstan twice a year. However, this scholarship cannot be considered as support from the university. Also noted are discount systems aimed at students from large families and orphans; these types of support are not aimed directly at gifted children. However, among the students there are enough winners of scientific, sports competitions and olympiads, and in order to preserve human resources potential in the region, it is recommended to gradually introduce incentives and material incentives for gifted students for their merits in the field of study, science, creativity and sports.

Strengths/Best Practices
No strengths have been identified for this standard.

VEC recommendations
1. The management of the university, by September 1, 2025, organize the activities of the Alumni Association, update the Regulations, approve the Activity Plan, and inform about the activities of the Alumni Association on the university website.

2. The management of the university, by September 1, 2025, should develop mechanisms to support gifted students, taking into account material incentives for talents.

VEC conclusions regarding the criteria for the "Students" standard: 11 criteria are disclosed, of which 0 are strong, 9 criteria have satisfactory positions, 2 criteria suggest improvement.

6.8 Standard "Faculty and teaching staff"

- *The university must have an objective and transparent personnel policy, including recruitment,*

professional growth and development of personnel, ensuring the professional competence of all staff.

    • *The university must have clear, transparent and objective criteria for hiring employees, appointments, promotions, dismissals and follow them in its activities.*

    • *The university must demonstrate compliance of the staff potential of the teaching staff with the university development strategy and the specifics of the educational program.*

    • *The university must demonstrate a change in the role of the teacher in connection with the transition to student-centered learning.*

    • *The university must determine the contribution of the teaching staff to the implementation of the university development strategy and other strategic documents.*

    • *The university should provide opportunities for career growth and professional development of teaching staff, including young ones.*

    • *The university should involve practitioners from relevant industries in teaching.*

    • *The university must demonstrate motivation for the professional and personal development of teachers, including encouraging both contribution to the integration of research and education, and the use of innovative teaching methods.*

    • *An important factor is the active use of information and communication technologies by teaching staff in the educational process (for example, on-line learning, e-portfolio, MOOCs, etc.).*

    • *The university must demonstrate a focus on developing academic mobility and attracting the best foreign and domestic teachers.*

    • *The university can show the involvement of the teaching staff in the life of society (the role of the teaching staff in the education system, in the development of science, the region, the creation of a cultural environment, participation in exhibitions, creative competitions, charity programs, etc.).*

Evidence

The university's personnel strategy is built in accordance with the key priorities of its Strategy and Development Program, with the goal of ensuring high quality higher education. It is aimed at forming a qualified and responsible team of employees capable of effectively responding to changes in market conditions, taking into account the mission and strategy of the university. This policy includes internal documents that regulate activities with personnel. Its core principles include the development of human resources and the application of a sustainable human resource management strategy, which includes the selection and motivation of teaching and research staff for professional development.

Hiring is carried out on a competitive basis in accordance with the following documents: Collective Agreement for 2021–2023 , Regulations. Personnel policy (P 004-2024), Internal regulations (PR 002-2024), Qualification characteristics of teaching staff positions (SO 005-2024), Rules. Competitive filling of vacant positions of administrative and managerial personnel (PR 074-2022), Rules. Competitive filling of teaching staff positions (PR 003-2024). (https://portal.ksu.edu.kz/organizacionno-pravovye-dokumenty-plany-i-otchety-kru/nsd).

Applicants of appropriate qualifications are interviewed, based on the results of which it is possible to conclude a contract regulated by the current Labor Code of the Republic of Kazakhstan. The teaching staff is also committed to following the principles of academic integrity. Particular attention is paid to the constant increase in the provision of departments with teachers with academic degrees and academic titles. As of January 1, 2024, the staffing level of the teaching staff was 40.6%; 92% are employees whose main place of work is switchgear. In 2021-2023, 16 people from among the university staff were sent to study under targeted grants, and 16 people from the university staff entered our doctoral studies (including at the expense of the university), and 59 people entered the master's program. Over the past 3 years, there has been a slight decrease in the average age of teaching staff; currently it is 53 years. The qualitative composition of the regular teaching staff is shown in the table.

Table 1. Quantitative and qualitative characteristics of PPP

Personnel potential of teaching staff	2021	2022	2023

Number of full-time teaching staff, total:	655/507	556/511	525/490
including:			
- with academic degrees and titles (awarded by KKSON MES RK (VAK)	205/40.4	185/36.2%	195/39.7%
- doctors of sciences, - professors (awarded by KKSON MES RK (VAK)	16/3.2% 7/1.4%	16/3.1% 6/1.2%	15/ 3.1% 7 / 1.4%
- Candidates of Science, Honored Trainer, International Master of Sports - associate professors, associate professors (awarded by the KKSON MES RK (VAK)	160/31.6% 70/13.8%	136/26.6% 61/11.9%	146 /29.8% 64 / 13.1%
PhD doctors , doctors of science by profile	29/5.7%	33/6.5%	35/7.1%
- members of the National Academy of Sciences of the Republic of Kazakhstan			
Staffing of the teaching staff according to the staffing table:	507/100%	511/100%	490/100%
Average age of teaching staff with academic degrees and titles	56	55	53
Number of teaching staff who underwent advanced training during the academic year	184	333	425

Source: compiled on the basis of data provided by the university for institutional accreditation in the period April 22-23, 2024

The strategy and program for the development of the university are discussed and approved at department meetings in which the teaching staff takes part. Every year, these strategic documents are broken down into more specific tasks and transferred to the level of work plans for each department. These plans take into account all key aspects of the work of the departments, such as educational, research, and educational activities, the organization of career guidance work, as well as planning for advanced training of teaching staff and other issues. Each teacher at the department, in addition to his individual plan, which reflects these areas of activity, also has his own area of responsibility in accordance with these plans. Thus, teachers not only know about their contribution to the implementation of the university strategy, but also have specific tasks, which was confirmed during interviews conducted during the EEC visit.

To ensure high-quality teaching, teachers regularly undergo advanced training courses both at universities and research centers of the republic, and abroad, in countries far and near abroad. Every year, 20% of the total staff undergo advanced training. In January 2024 For heads of structural divisions, vice-rectors, deans and their deputies, heads of departments, heads of departments and departments, the Institute of Continuing Education organized advanced training courses on the topic "Management in higher education: setting up an internal quality system." The experience and knowledge gained are introduced into the educational process and applied in scientific work.

To increase the level of qualifications of teachers, there is a tendency to enroll in master's and doctoral programs. During the period from 2021 to 2023, about 70 people successfully completed master's and doctoral studies. Currently, more than 50 employees are continuing their training in these programs.

The most active, competent and highly qualified employees receive opportunities for career growth. The university sends them to advanced training courses in the best educational institutions in the country and abroad for the purpose of professional development. Over the past three years, more than 485 people have improved their qualifications at the national level and 52 people at the international level.

KRU conducts regular surveys of students to determine their satisfaction with teaching methods. Thus, according to the results of the latest survey, students highly appreciated the speed of response to feedback from teachers regarding the educational process, while the teaching staff themselves highly value the encouragement of innovation by the university and note a high level of feedback from management. Based on the results of the survey of teaching staff, it was also established that:

- the level of created conditions that take into account the needs of various groups, students are assessed as "very good" - 47.6%, "good" - 52.4%, "relatively bad" - 0%, "poor" - 0%, respondents. To improve the quality of training and establish a closer connection with practice, specialists from various industries are involved who have experience in their respective fields.

The university has a Council of Young Scientists with a Plan and Program for Supporting Young Specialists. https://ksu.edu.kz/science-and-innovation/sovet-molodyh-uchenyh/

The educational process at the university departments is actively involving leading foreign scientists. The development of academic mobility of teaching staff and the attraction of foreign teachers is carried out in accordance with P 068-2023 Regulations. The procedure for attracting foreign specialists, as well as by order of May 5, 2023 No. 200 of the Minister of Science and higher education of the Republic of Kazakhstan. These documents describe the criteria, procedure for inviting foreign specialists, conditions and rights for mobility of university teaching staff. The mobility of teaching staff is aimed at improving the quality of education, professional development of teachers, transfer of new technologies into the educational process, and stimulation of research work of teachers.

The teaching staff of the university is actively involved in the development of the city of Kostanay and participates in various events organized by the republican, regional and city authorities, as well as the Ministry of National Education of the Republic of Kazakhstan.

The University supports academic mobility for both its staff and students, including exchange programs with other educational institutions both in Kazakhstan and abroad. It should be noted that the university complies with legal requirements for the protection of employee data and is guided by relevant documents, including "P 041-2022 Collection, processing and protection of personal data of students."

The mobility of teaching staff and university staff is realized through short-term seminars, educational modules, international programs and Erasmus + projects, etc.

In 2023, 58 teachers went on business trips abroad, of which:
- lecturing – 6;
- scientific internships – 15;
- advanced training – 27;
- full-time participation in international conferences – 7:
- participation in the meeting on project management of the Erasmus+ program – 3.

Analytical part

Based on the results of the EEC visit, it was noted that the KRU attaches high importance to the formation of teaching staff that meets high standards of education. The recruitment process for teachers is carried out through competitive selection. Particular attention is paid to the distribution of workload between teachers, which is included in their individual plans. Teachers actively participate in various events, such as seminars, conferences and academic mobility programs, in order to constantly improve their professional level and the quality of education. The university has also developed mechanisms to support the career growth of teachers and improve their qualifications.

The university has created conditions for the implementation of scientific activities. At the same time, the university does not provide support for the publication of scientific works, the introduction of innovations and other initiatives, in the form of reimbursement of expenses and bonuses. The university does not have a system of differentiated incentives for teaching staff to improve labor efficiency.

The EEC notes that the university indeed invites foreign professors as part of the development of academic mobility. Outbound mobility is also present. However, the university does not have a clear

policy on organizing the mobility of its employees. In order to develop and intensify this process, it is recommended to draw up an annual plan for outgoing academic mobility of teaching staff.

During the EEC visit, it was noted that each teacher shows a personal interest in promoting a high culture of quality and supporting academic integrity at the university, and also strives to improve the quality of educational programs. The expert commission also expressed students' satisfaction with the quality of teaching.

Strengths/Best Practices
Not identified by this standard

VEC recommendations
- The university management, by September 1, 2025, must develop, approve and implement a system of differentiated incentives for teaching staff activities based on key performance indicators.
- The management of the educational program must, by September 1, 2025, develop a plan for the development of academic mobility of teaching staff.

VEC conclusions regarding the criteria for the "Faculty and Teaching Staff" standard: 11 criteria are revealed, of which 0 are strong, 10 criteria have satisfactory positions, 1 suggests improvement.

6.9 Standard "Research work"

• *The university must demonstrate compliance of research priorities with national policies in the field of education, science and innovative development.*
• *The university must ensure that research activities are consistent with the mission and strategy of the university.*
• *The university must plan and monitor the effectiveness of research work.*
• *The university must demonstrate the presence of processes for attracting students to research activities.*
• *The university must demonstrate assistance in presenting the scientific positions of researchers, teaching staff and students at various scientific sites, including the publication of scientific results.*
• *The university must promote the implementation of scientific research results, including consulting and commercialization.*
• *The university must promote the recognition of the results of scientific research work, including registration of scientific projects with authorized bodies, registration of patents and copyright certificates.*
• *An important factor is conducting joint scientific research with foreign universities.*
• *The university should strive to diversify sources of funding for research activities.*
• *The university must provide mechanisms for motivating the research activities of students, teaching staff and other internal stakeholders.*

Evidence
One of the key strategic directions for the development of the university, corresponding to national and regional priorities, is related to scientific activities and is formulated as "Creating a research ecosystem." This includes the implementation of the principle of "learning through research" by strengthening the resource potential of science, including personnel, material resources, funding from various sources, access to information and the application of modern management. All these aspects are enshrined in the Development Program for the period from 2020 to 2025 (https://ksu.edu.kz/images/page/ksu/%D0%9E%20%D0%9A%D0%93%D0%A3/ corporate-governance/doc/programma_razvitiya_2020-2025.pdf). The quality policy reflects the relationship between education, science and the country's socio-economic infrastructure.

The university's research activities are focused on the development of research and innovation work in accordance with the priorities of the country's scientific, technological and socio-economic

progress. The main objective of the university's research activities is to create new mechanisms for interaction between science and business, increase the efficiency of scientific research, their focus on practical implementation, as well as the introduction of scientific developments in the field of agriculture using high scientific intensity technologies and stimulating the participation of the business sector in scientific projects.

Research is carried out in the following priority areas of scientific development: - rational use of natural resources, processing of raw materials and products; - research in the field of social and human sciences; - energy and mechanical engineering; - life science; - sustainable development of the agro-industrial complex and safety of agricultural products.

For December 2023 in total there were 14 projects with budget funding, incl. for state grants (GF) - 13 (of which 7 projects for young scientists) and 1 project with program-targeted financing. The overall growth of the Global Fund together with the "Zhas Galym" program was achieved, compared to the previous year by 76.8% to the level of 189 million tenge. Under economic contracts as of December 2023, the amount amounted to 140.5 million tenge, including under contracts under the Ministry of Agriculture with specialized universities and research institutes, for archaeological work, with commodity producers of the Kostanay region and private customers.

In November 2023, a grant of program-targeted financing (PTF) for 2023-2025 was won: BR21881993 Creation of a system for operational monitoring of water resources and environmental control of hydraulic engineering structures in Northern Kazakhstan (Head – Nugmanov A.B.) with a total funding of three year about 600 million tenge. The table provides information on the financing of research work by individual sources for 2021-2023.

Table 9.1 - Financing of research work by individual sources for 2021-2023

No.	Sources of financing	2021		2022		2023	
		units	thousand tenge	units	thousand tenge	Unit	thousand tenge
1	**Fundamental and applied research budget received - total,** including:	14	98,350.04 + 31.4%	eleven	107,400.81 + 9.2%	**13**	**189,852.78 +76.8%**
1.1	- grant from the Science Committee of the Ministry of Education and Science of the Republic of Kazakhstan incl. by young scientists July (2023-2025) -for the young -GF	14 4	98 350, 04 54,883.04	**eleven** 7	107 400, 81 68,074.19	13 7 5 1 4	189,852.78 67,095.70 90,561.08 7,194.64 83,366.43
1.2	Applications submitted - total	47		50		thirty	
2	**Business agreements for the year – total** including::	**65**	**105,580.60 + 140.4%**	**74**	**148,587.096 +40.7%**	**53**	**148,316.09 - 0.1%**
2.1	- co-author Within the framework of the PCF of the Ministry of Agriculture (KazNIVI, ZKATU named after Zhangir Khan, NIIPB, Kazakh ATU named after S. Seifullin, Scientific and Production Center of Zh.H.	5	89,739.12	7	129 861, 096	**7**	**130,343.00**

	named after Barayev).					
2.2	-departments and other subdivisions.	15	10,474.98	7	10,016,900	**10**	**10,901.53**
2.3	- NIIPB (lab. research)	45	5,366.50	55	6,330,600	32	**5,421.50**
2.4	- executed contracts of previous years			**5**	**2 378.50**	**3**	**1,650.00**
3	**PCF**	-	-	-	-	**1**	**250,000.00**
TOTAL		**79**	**203,930.64**	**85**	**255,987.91**	**66**	**587,908.79**
% growth year on year (chain) – total			**+71.7**		**+25.5**		**+129.7**

Forms, methods and frequency of assessment of the implementation of scientific projects of basic and program-targeted financing of scientific and (or) scientific and technical activities, grant financing of scientific and (or) scientific and technical activities and commercialization of the results of scientific and (or) scientific and technical activities, financing scientific organizations carrying out fundamental scientific research are carried out in accordance with the annex to the order of the Minister of Science and Higher Education of the Republic of Kazakhstan dated November 6, 2023 No. 563

In 2023, university students took an active part in the annual republican research competition .

1st year students of the educational program 6B05101-Biology took part in the III International Olympiad in Botany and took 3rd place.

At the International Student Olympiad in Service and Tourism, 4th year student Maria Nikolenko received a 1st degree diploma, 3rd year student Zhanel Zulpaharova received a 2nd degree diploma, and 3rd year student Kamilla Kamilova received a 3rd degree diploma.

As a result of the competition, two university students were allocated two quotas for free master's studies in the field of "Tourism" at the Volga State University of Physical Culture, Sports and Tourism.

The Council of Young Scientists is a public youth organization designed to promote the professional development of young scientists. The subject of the SMU activity is the development of creative scientific activity of young scientists, as well as representing the interests of young scientists in matters of improving working conditions, life and leisure activities. The university also has research and development circles.

Based on the Order of the Chairman of the Committee for Quality Assurance in Science and Higher Education of the Ministry of Science and Higher Education of the Republic of Kazakhstan dated October 30, 2023 No. 760, a dissertation council was opened (educational programs 8D09101 - Veterinary Medicine, 8D09102 - Veterinary Sanitation).

As of December 25, 2023, 320 authors were registered in the Scopus database under the university profile, and 414 organization documents were registered. The number of documents over the last 5 years published in the Scopus database is presented in Table 9.2.

Table 9.2 - Number of organization documents in the Scopus database 2018-2023

2019	2020	2021	2022	2023
44	31	49	50	55

The university has created an editorial and publishing department and publishes two multidisciplinary scientific journals " 3i: intellect, idea, innovation - intelligence, idea, innovation" and " K MPI Zharshysy" https://ksu.edu.kz/science-and-innovation /zhurnal-mpi-zharshysy/ . In 2023, the magazine "3i: intellect, idea, innovation" is included in the list of publications recommended by the Committee for Quality Assurance in Science and Higher Education of the Ministry of Science and Higher Education of the Republic of Kazakhstan in the field of pedagogical sciences.

At the beginning of 2023, a republican grant funding competition for the provision of business incubation services started, Smart-Center became one of the winners of the competition to support business incubators from the National Agency for Innovation Development QazInnovations JSC, as a

result, entering the top 7 incubators in the country, with a score of 79 ,14 out of 100, in April 2023, the regional "Smart Center" entered the top 10 business incubators in Kazakhstan, becoming the owner of this grant and conducted 2 incubation streams. In September 2023, a regional representative office of AstanaHub , Qostanai, was opened on the basis of the Smart Center. IT - HUB " and the regional representative office of ENACTUS KAZAKHSTAN.

Accredited laboratories of the Research Institute of Applied Biotechnology actively provide analytical services for legal entities and individuals in the region on households. on a contractual basis. Among the clients of the institute are such organizations as: RSE at the PVC "Research Institute of Biological Safety Problems" of the Science Committee of the Ministry of Education and Science of the Republic of Kazakhstan, NJSC "ZKATU", NGO "Young Leaders of Kostanay", LLP "Kazakh Research Veterinary Institute", NJSC "KazATU named after S. Seifullina" and many others. In total, about 50 paid studies were conducted in 2020-2022 .

In 2023, 3 patents and 27 copyright certificates were received. Information on the dynamics of obtaining protection documents is given in the table.

Table 9.3. Dynamics of intellectual property documents registered in accordance with the established procedure for 2019-2023.

No.	Type of intellectual property	2019	2020	2021	2022	2023	Total
1	Utility model patent	4	10	3	3	3	23
2	Certificate of state registration of rights to an object of copyright	16	31	17	26	27	117
Total		20	41	20	29	thirty	140

Internationalization of the university's activities as a strategic priority to ensure growth and sustainable development in 2023 was implemented within the framework of agreements on international partnerships, participation in projects to increase the potential of higher education under the Erasmus+ program; organizing academic mobility of students and teaching staff.

In 2023, KRU is implementing 1 project to increase capacity in higher education under the Erasmus+ program. Partnerships with US universities are being implemented .

The total number of international treaties signed in 2023 is 20. Of these: 42% are agreements with organizations from neighboring countries (Russia, Belarus, Uzbekistan), 68% are agreements with institutions from far abroad (Poland, USA, Bulgaria, China, Korea).

For example, within the framework of the concluded cooperation agreement with the Northwestern University of Forestry and Agriculture, scientific internships for KRU teachers are planned in March 2024 at the expense of the Chinese university and the opening of an "Agro-center" on the basis of KRU for joint research in May.

A cooperation agreement with Dong-Eui University on academic mobility allows 5 KRU students to study annually for one semester at the host university. According to the terms of the agreement, training is provided free of charge, KRU students are required to speak Korean; if their level is insufficient, our students can attend free Korean language courses at the language center at Dong-Eui University.

University staff Baykin A.K., Baybukeva G.K., Daribaeva S.A., Tauakelov Ch.A., Batyrbekov A.N., Eleusizova A.T., Ansabaeva A.S., Amantaev M.A. became fellows of the "500 Scientists" scientific internship program in 2023.

The following teachers were awarded a scientific internship based on the decision of the Republican Commission for Personnel Training Abroad dated December 20, 2023: Aitzhanova I.N., Kaumenov N.S., Saidov A.M., Altybaeva A.B., Muratkyzy Mira.

The total level of all funded scientific projects with budgetary and private funding in 2023 confirmed the long-term growth dynamics and amounted to 587.9 million tenge, more than doubling (129.7%) the level of the previous year.

Analytical part

The university has demonstrated that its priority in scientific activities corresponds to the country's strategy in the field of education, science and innovative development, and ensures that research activities comply with the university's development programs. During the analysis, the EEC noted that the university provides scientific research with all the necessary resources at a high level. In addition, as part of the institutional accreditation procedure, members of the EEC discovered that articles and teaching aids are published on scientific research topics, which are actively used in the educational process.

The total level of all funded scientific projects with budgetary and private funding in 2023 confirmed the long-term growth dynamics and amounted to 587.9 million tenge, more than doubling (129.7%) the level of the previous year.

The Research Institute of Industrial Safety has two divisions: a research and innovation center and a testing center. In 2022, the total number of funded projects was 11. In addition, 4 projects were carried out as co-executors within the framework of the PTF of the Ministry of Agriculture of the Republic of Kazakhstan of other universities and research institutes. It should be noted that in 2023, 2 new grant funding projects began to be implemented (headed by Valiev Kh.Kh. and Nugmanov A.B.), and 1 program of targeted financing (headed by Nugmanov A.B.). There is a dynamic increase in project implementation every year.

For the period from January to December 2023, the testing center concluded 32 contracts to conduct 566 studies on DNA certification of farm animals in the amount of 5,351,500.0 tenge . For the Dogma veterinary clinic, 70 samples were tested using PCR for viral infections of small animals. Total amount for households. contracts amounted to 5,421,500.0 tenge. One of the mandatory conditions for obtaining accreditation and maintaining the quality management system of accredited laboratories is the annual conduct of interlaboratory comparative tests (ILCT). For this purpose, in 2023, the Department of Molecular Genetic Research conducted 2 planned MLSIs with testing laboratories of other scientific organizations and 2 internal comparison studies between IC employees. At the expense of contractual funds, about 564,000.0 tenge was paid and membership in the International Society of Animal Genetics (ISAG, Italy) was extended for 2023. Membership in ISAG provides the opportunity to participate in international comparison tests ("black" tests), which is mandatory for accredited laboratories from 2023

At the same time, the EEC notes the lack of material incentives for conducting research work, there are no mechanisms for encouraging teaching staff for publishing articles in high-rated journals, and there is no system of ranked incentives for teaching staff actively engaged in scientific activities. Additional salary within the framework of grant projects cannot be considered as an incentive from the university. It represents payment from the state for carrying out scientific work within the framework of a grant. Also, students do not receive financial incentives for active participation in science. Although it is scientific achievements that are the main driving force of the University in rankings, for example QS .

Also, the university has innovative activities, scientists receive patents and copyright certificates. However, they do not receive consulting support from the university. In light of the change in the development trajectory of universities towards the commercialization of scientific achievements, today it is simply necessary to introduce a service that provides support in the field of copyright and the protection of scientific achievements.

At the university, there is no differentiation of teaching staff roles with an emphasis on academic or research, which is currently a general trend in the development of universities.

Strengths/Best Practices:

1. The university ensures that research activities comply with the mission and strategy of the university. The university positions itself as a leader in the development of agronomy, agriculture,

biotechnology, and mechanical engineering in the Kostanay region. Scientific research in these areas is carried out by the university with grant support from the Republic of Kazakhstan. The implementation of research on these anchor topics is carried out in accredited laboratories of the Research Institute of Applied Biotechnology, equipped with modern specialized analytical equipment in collaboration with leading scientific and production centers, such as: Kostanay branch of Scientific and Production Center of Agroengineering LLP, Karabalyk Agricultural Experimental Station LLP, LLP "Agrochemical company DARKAN DALA" and others.

2. The university promotes the implementation of scientific research results, including consulting and commercialization. The university provides significant assistance in the formation of commercial activities of scientific laboratories in the provision of services to regional farms, including the provision of services for the analysis of livestock feed on the basis of an independent accredited laboratory of the Research Institute of Applied Biotechnology. So, for 2023-24. about 50 paid services were provided for various legal entities. and physical persons In addition, during the coronavirus pandemic, the Research Institute of Applied Biotechnology KRU named after. A. Baitursynov officially provided services for performing PCR tests for citizens.

VEC recommendations:

1. Until September 1, 2025, the management of the university should develop a mechanism for material support for university scientists when publishing the results of their research in domestic and international publications indexed by international scientific databases (Web of Science, Scopus)

2. By September 1, 2026, the management of the university should introduce a consulting service in the field of preparation of security documents and license agreements

3 . The management of the university, by September 1, 2025, should develop and implement mechanisms for motivating research activities of both teaching staff and students

VEC conclusions on the criteria for the "Research Work" standard: 10 criteria are disclosed, of which 2 positions are strong, 5 are satisfactory, and 3 criteria require improvement.

6.10 Standard "Finance"

> • *The university must create development scenarios consistent with the development strategy, taking into account risk assessment.*
> • *The university must demonstrate operational and strategic planning for its budget.*
> • *The university must demonstrate the presence of a formalized financial management policy, including financial reporting.*
> • *The university must demonstrate the presence of an internal audit system.*
> • *The university must demonstrate that it has conducted an external independent audit.*
> • *The university must have a mechanism for assessing the sufficiency of financial support for various types of university activities, incl. university development strategies, development of educational programs, scientific projects.*

Evidence

The strategic plan for the financial development of KRU is developed in accordance with the mission, goals and objectives of the university, and also takes into account the strategic priorities of its development. The financial activities of the university are carried out in compliance with the legislation of the Republic of Kazakhstan, internal documents, policies and strategic development plan.

Planning of the financial activities of the university is carried out on the basis of both short- and medium-term prospects, which ensures the possibility of timely adjustment of the implementation of goals and objectives. The budget is formed based on forecasting the university's income and expenses. The main sources of income are educational services and income from additional events such as seminars and conferences. Expenses include salaries, expenses for the development of international

cooperation and academic mobility, as well as expenses for research work and others. The implementation of the budget is controlled by the relevant services.

An assessment of the adequacy of financing is carried out after the completion of the short-term period based on income data grouped by specific projects. The criteria for the effectiveness of budget allocation is the achievement of maximum results in the main areas of activity while receiving adequate net income at the end of the financial year. During the reporting period, monitoring and evaluation of the implementation of the development plan is carried out, on the basis of which adjustments are made. The adjusted development plan is coordinated with the Ministry of Science and Higher Education of the Republic of Kazakhstan and approved by the Board of Directors. The university budget is aimed at achieving economic indicators within the established amount of funds. Financial resource planning is aimed at ensuring a deficit-free budget to meet planned income and expenses. Actual income and expenses are recorded monthly and compared with planned indicators. The priority areas in the strategic and operational planning of the university budget are ensuring a high level of training of competitive specialists, modernizing the content of education in accordance with global trends, improving the management of the educational process and scientific activities, as well as creating a favorable research environment. Budget allocation is decided by the Board of Directors.

The University annually allocates financial resources from extra-budgetary funds of the University for bonuses to staff, payment of health benefits and provision of financial assistance to employees and students.

The collective agreement provides for payment of travel expenses when university teachers defend candidate and doctoral dissertations and bonuses not lower than the official salary.

The main risk that the university faces when implementing its strategy is its high dependence on the student population. The income structure relies heavily on educational activities, accounting for up to 95% of all income.

Financing standards directly depend on the number of students. Therefore, with a decrease in the number of students, the university is forced to reduce staff and costs for the acquisition of material resources.

Financial risk arises from the possibility of a university failing to meet its financial obligations. The main causes of financial risk include reductions in government funding and non-payment of tuition.

The main financial instruments of the university are cash and cash equivalents. The main financial risks include liquidity risk, credit risk and currency risk.

Credit risk is associated with possible financial losses due to students' failure to fulfill their financial obligations. The University is exposed to this risk due to its operations. Student debt is regularly monitored.

The University controls the risk of cash shortages using a current liquidity planning tool. This tool allows you to analyze the timing of payments on financial investments and assets, including accounts receivable, as well as projected cash flows from operating activities.

The organization of accounting and internal control at the university is carried out by the financial and economic service. The financial statements of the university include a balance sheet, a statement of income and expenses, a cash flow statement, a report on changes in authorized capital, and an explanatory note to the annual financial statements.

In order to control financial activities, the university organizes an internal audit service. In addition, external auditors are involved to obtain an independent assessment of the financial condition. The university's financial statements are public information and are available on its website. The audit results are also controlled by government agencies within their competence and by independent auditors.

Analytical part

Taking into account the information provided by the university and data obtained during the visit of the expert commission, it can be concluded that the university has a clearly structured financial planning mechanism that corresponds to the established goals, objectives and overall strategy. The budgeting process is based on real data and takes into account financial risks through regular assessment. The university has developed mechanisms for monitoring budget implementation and managing financial risks, including work to minimize them and monitor cash flows. Financial accounting is transparent, and reporting is available on the university website.

The university has developed an internal audit system, but the internal audit service is not active due to the temporary absence of staff. External audits are carried out regularly.

The financial and economic condition of the university contributes to the conduct of educational activities at the appropriate level. A positive trend is the strengthening of the material and technical base and an increase in the amount of funds for social protection of teaching staff and employees.

Strengths/Best Practices:
Not available according to this standard

VEC recommendations:
Not available

The conclusions of the EEC on the criteria for the "Finance" standard reveal 6 criteria, of which all 6 positions are satisfactory.

6.11 Standard " Educational resources and student support systems"

> • *The university must guarantee the compliance of educational resources, including material and technical, and infrastructure with the strategic goals of the university*
> • *The university must demonstrate that it has procedures in place to support different groups of students, including information and counseling*
> • *The university must demonstrate compliance of information resources with strategic goals:*
> *- technological support for students and teaching staff in accordance with educational programs (for example, online learning, modeling, databases, data analysis programs)*
> *- library resources, including a fund of educational, methodological and scientific literature on general education, basic and major disciplines on paper and electronic media, periodicals, access to scientific databases*
> *- examination of research results, graduation works, dissertations for plagiarism*
> *- access to educational Internet resources*
> *- functioning of WI-FI on its territory*
> • *The university should strive to create conditions for educational, scientific and other activities. Appropriate infrastructure development should be carried out based on the results of monitoring the satisfaction of students, teachers, employees and other stakeholders with the infrastructure*
> • *The university should strive to ensure that the educational equipment and software used to master the EP are similar to those used in the relevant industries*
> • *The university must ensure that the infrastructure meets security requirements*
> • *The university must take into account the needs of different groups of students (adults, working people, foreign students, as well as students with disabilities)*
> • *The university creates conditions for the student's advancement along an individual educational path*

Evidence

The university has the necessary material and technical base, which allows for all types of practical training and scientific research provided for by the university's educational programs.

The processes of assessing, measuring, analyzing and improving the material and technical base and information resources are carried out in accordance with the documented procedures of the certified quality management system.

Experts of the EEC IAAR, examining the material and technical base of the university, confirmed that the number of computer classes, classrooms with multimedia equipment, language laboratories, television classrooms and interactive classrooms meets the modern requirements of the educational process and scientific work of teaching staff and students. The University's auditorium fund is presented in the table.

Table 11.2 – University auditorium fund

No.	Indicator name	Number of audiences	Seats
1	Lecture halls	6	710
2	Audiences for practical and seminar classes	196	4984
3	Educational and scientific laboratories	32	950
4	Computer classes	57	817
5	Multimedia rooms	36	720
6	Language lab	2	20
7	Research and Innovation Center	9	47
8	Internet room	1	40
9	Reading rooms	5	160

Members of the EEC were convinced that the university provides conditions for students to actively engage in sports. To develop physical fitness and support a healthy lifestyle, the university has the following sports facilities: 3 sports halls (games with a total area of 2,421.6 sq.m.), 2 wrestling halls and a climbing wall (total area of 553 sq.m.), a stadium with an artificial covering (total area 1250 sq.m.), 2 ski lodges, table tennis hall, chess club (total area 816.1 sq.m.), gym (total area 273.3 sq.m.), specialized gym for strength-training sports (with a total area of 557.9 sq.m.) and a sports and recreation camp (Sosnovy Bor).

To organize meals for students and university staff , there are canteens and catering facilities in all academic buildings. The total area of public catering facilities is 280.7 sq.m., the number of seats is 540. The university has 3 medical stations (6 rooms) equipped with the equipment necessary to provide emergency and primary medical care. 57 computer classes are involved in the educational process.

At KRU University, access to the information and educational environment is provided through a corporate telecommunications network. Local networks distributed throughout the buildings are connected by a fiber optic backbone for data transmission, and a virtual private network (VPN) with a throughput of up to 200 Mb/s has been created. This local network includes eight servers.

The University operates a website to inform users about opportunities, logistics, services, events, conferences and other information related to the activities of the University. The site is available in three languages: state, Russian and English.

The internal educational portal of the university provides access to various organizational and legal documents, plans, reports , laws, rules, regulations, instructions of the Republic of Kazakhstan and the university, electronic library resources, electronic library resources (https://ksu.edu.kz/ru/about/ biblioteka/elektronnye-resursy/) , as well as information regarding the educational process and other university documentation. Also on the portal are internal announcements (https://ksu.edu.kz/ru/) , information on the distribution of grants and places in the hostel, student performance and attendance.

Technological support for students and teaching staff is implemented on the basis of the Moodle distance learning system (https://md.ksu.edu.kz/), with authorized round-the-clock access for students and teachers to courses. Currently, more than 7 thousand courses have been developed and used in the educational process in the Moodle LMS. Each course in Moodle contains a full set of educational, methodological and additional materials on the discipline, test assignments, automated tests, crosswords, and interactive lectures. Web support courses for full-time students are structured for 15

weeks, according to the calendar and thematic plan of the syllabus.

The university library provides students with the necessary literature, including basic and additional educational materials, educational, methodological and scientific literature necessary for all disciplines of professional educational programs. This literature meets the requirements established for university educational literature.

The library's scientific collection contains various sources, including encyclopedias, dictionaries, reference books, commentaries, and literary works studied under the program. Industry periodicals corresponding to the areas of training of specialists are also available, including publications of government educational authorities and collections of scientific papers presented at international conferences. The structure of the fund is presented in the table.

Table 11.3 – Structure of the library collection of a scientific library by type of publication

No.	Type of publication	Qty	Percentage of the entire library. fund
1	Educational	690745	62.9
2	Scientific	345967	31.5
3	Artistic	38918	3.5
4	Periodicals	18247	1.7
5	Electronic resources (on CD)	3749	0.4

The receipt of educational literature makes up 66.1% of the total amount of received literature. The share of educational literature in the state language is 48.7%, in Russian – 40.4%, in a foreign language – 10.7%. The percentage of renewal of the library collection over the past 10 years is equal to 5.6. During meetings with focus groups and analysis of documents, members of the EEC confirmed that the library collection has a sufficient number of copies of basic, educational and educational literature recommended as mandatory and additional for all EPs.

The university's scientific community has access to a variety of electronic information resources:

1. The electronic library "Proceedings of the teaching staff of the KRU named after Akhmet Baitursynuly", available at the link https://ksu.edu.kz/biblioteka/ , contains 5201 documents.

2. Within the framework of the IBIS "IRBIS 64" there is another electronic library in which 4217 documents are available.

3. The institutional repository of the university is available at https://repo.kspi.kz/ and contains 6579 documents, including works of teaching staff, conference materials and publications in foreign periodicals.

4. RIEL (Republican Interuniversity Electronic Library) provides access to an extensive collection of 82,851 documents, including educational publications, teaching aids and monographs. Link to website: http://rmebrk.kz/ .

5. KAZNEB (Kazakhstan National Electronic Library) contains 69,611 electronic copies, including books, rare documents and manuscripts. Link to website: https://kazneb.kz/ .

6. The EAPATIS system (Eurasian Patent Information System) provides access to global, regional and national funds of patent documentation. Website link: http://www.eapatis.com/ .

7. Worldwide information resources, such as SpringerLink, Web of Science, Scopus and ScienceDirect, allow you to use the latest achievements of science and technology. Links: https://www.scopus.com/search/form.uri?display=basic#basic , https://www.webofscience.com/wos/woscc/basic-search , https://www.sciencedirect. com/ , https://link.springer.com/ .

In addition, KRU opened test access to the largest knowledge base - an electronic library system as part of the IPR SMART Digital Educational Resource (https://www.iprbookshop.ru), containing about 100 thousand units of content, including unique educational and scientific publications on all areas of training.

In order to improve library services to the university community, an agreement was concluded with the Kostanay Regional Universal Scientific Library named after. L. N. Tolstoy, Pavlodar branch of the NJSC "Republican Scientific and Technical Library".

All theses/projects (master's theses) must be checked for anti-plagiarism. (MI 0 13-2023 "Requirements for the content, design and defense of a master's thesis" , MI 229 -20 22 "Requirements for the implementation, design and defense of coursework and diploma works (projects) ")

Among students, there are groups that require special attention: orphans, foreign students and students with disabilities. During the reception of documents and the organizational week, curators, advisers and deputy directors/deans for educational work identify such students, find out what the difficulty of training is and constantly keep such students under special control until the end of their studies.

For the convenience of students with problems of the musculoskeletal system, there are call buttons in each building. Classes and exams for students with disabilities are mainly held in classrooms on the first floor. For students who are orphans and without parental care, meals are compensated. Adaptation of foreign students and their integration into the educational environment of the university is carried out on an individual basis.

The implementation of research as well as master's and doctoral works is not limited to the walls of the university. Scientists and students have a wide base of university partners, including the following organizations: Astana branch of the RSE at the RPE "Institute of Botany and Phytointroduction" KHL and ZhM MEGPR RK, Institute of State History, RSE at the RPE "Institute of Mechanics and Engineering named after Academician U.A. Dzholdasbekova", JSC "National Center of Expertise and Certification", Kostanay branch of "Research and Production Center of Agroengineering" LLP, "Karabalyk Agricultural Experimental Station" LLP, "Zarechnoe" Agricultural Experimental Station LLP, "Agrochemical Company DARKAN DALA" LLP, Applied Research Institute biotechnology KRU named after Akhmet Baitursynuly, Research and Production Center for Microbiology and Virology.

Throughout the campus, including buildings and dormitories, KRU provides wireless Internet access to all users. The university's wireless network consists of a system of communication nodes, a structured cabling infrastructure, active network equipment and a management, control and security monitoring system. However, the expert commission unanimously noted the insufficient functioning of the KRU corporate Wi-Fi network.

To support students' interest in art and assist talented students in their creative work, the university operates various student clubs, centers, creative clubs and interest groups.

On the balance sheet of NJSC "KRU named after Akhmet Baitursynuly" there are 3 dormitories with a total area of 12,600.9 sq.m. (Students' House No. 1 is home to 430 students, Students' House No. 2 is home to 303 students and Students' House No. 3 is home to 320 students).

On November 20, 2023, the University sent an application to the akimat of Kostanay to change the lease term of a land plot from 48 years to 6 years for the purchase of a land plot intended for the construction of a dormitory with a capacity of 324 students at the address: Kostanay city, Tauelsizdik street, 188, street Pushkina, 133.

For the construction of a dormitory for KRU students, a land plot has been allocated, cadastral number No. 12-193-011-1681, with an area of 0.5457 hectares (by dividing the total land area of 2.878 hectares into two independent land plots). Land lease agreement No. 02-15/6456/2 dated June 14, 2023, valid until June 3, 2069, was concluded.

The results of a survey of students conducted during the visit of the IAAR EEC showed:

- availability of computer classes and Internet resources: "Completely satisfied" - 75%, "Partially satisfied" - 25%, "Partly dissatisfied" - 0%, "Not satisfied" - 0%;

- the quality of services provided in libraries and reading rooms: "Completely satisfied" - 100%, "Partially satisfied" - 0%;

- satisfaction with the existing educational resources of the university: "Completely satisfied" - 93.8%, "Partially satisfied" - 6.3%, "Difficult to answer" 0%;

The results of a survey of teaching staff conducted during the visit of the IAAR EEC showed:

- satisfaction with labor protection and safety: "Completely satisfied" - 81%, "Partially satisfied" - 19%.

- satisfaction with the level of created conditions that take into account the needs of various groups of students: "Very good" - 47.6%, "Good" - 52.4%, "Relatively bad)" - 0%.

Analytical part

The university has created conditions to satisfy the social, personal and everyday needs of students thanks to the presence of structural units that provide support in the educational process and solving social issues. There is a steady improvement in the material and technical base, library and information resources for the implementation of educational programs. Particular attention is paid to modern laboratories and equipment that meet sanitary and epidemiological standards and safety requirements. Students are provided with access to information and teaching materials necessary for their studies. The university infrastructure meets the requirements of educational programs, and management actively monitors compliance with safety rules and working conditions in accordance with regulations. The scientific library has created an electronic database with full-text teaching materials, which simplifies the learning process and supports research work. The university also provides opportunities for inclusive education and distance consultations in the subjects studied.

Wi-Fi points are installed in all buildings of the university and in student houses, which provides wireless access to information resources on the KRU intranet and to the Internet using personal PCs in classrooms and public places. Internet access for students, teaching staff and university staff is unlimited and free. At the same time, the quality of the Internet itself is unsatisfactory. The connection is unstable, the data transfer speed is low, which makes it difficult to use the Internet over a WiFi connection. The same problem occurs in hostels. Interviews with students also confirm the presence of a problem of weak wireless communication in all dormitory buildings.

In general, based on feedback from graduates and students, the EEC notes the need to conduct an audit of dormitories for the functionality and sufficiency of household appliances (washing machines, refrigerators, stoves), as well as showers and sanitary facilities. This issue is especially important, since ensuring normal living conditions for students is the key to their successful completion of educational programs and personal development.

Strengths/Best Practices:
Not identified by this standard.

VEC recommendations:
1. The management of the university, before September 1, 2024, monitors the functioning of WI-FI on the territory of all buildings and dormitories of the university, ensures stable access to the Internet via a wireless network
2. The management of the university, until 09/01/2024, monitors the household equipment of the university dormitories (including showers and toilets, the functioning and sufficiency of refrigerators, washing machines, cookers). Provide a report on the results of monitoring and on the elimination of identified comments.

Conclusions of the EEC on the criteria for the standard " Educational resources and student support systems ": 12 criteria are disclosed, of which 11 criteria have a satisfactory position, 1 criterion requires improvement.

6.12 Public Information Standard

- *The information published by the university must be accurate, objective, relevant and must reflect all areas of the university's activities;*
- *University management must use a variety of methods of information dissemination (including the*

media, web resources, information networks, etc.) to inform the general public and interested parties.

• *Public information should include support and explanation of the country's national development programs and the system of higher and postgraduate education.*

• *The university must publish audited financial statements on its own website;*

• *The university must demonstrate the reflection on the web resource of information characterizing the university as a whole and in the context of the educational program.*

• *An important factor is the availability of adequate and objective information about teaching staff, in the context of personalities.*

• *An important factor is to inform the public about cooperation and interaction with partners, including scientific/consulting organizations, business partners, social partners and educational organizations.*

• *The university must publish information and links to external resources based on the results of external assessment procedures.*

Evidence

The university management uses a variety of ways to disseminate information - the official website of the university (https://ksu.edu.kz); social networks (Instagram, VK, Facebook, Youtube, Twitter) (https://www.facebook.com/baitursynov.university , https://t.me/ksu_edu , https://vk.com/wall-110020694_6186 , https://www.instagram.com/baitursynuly_university?igsh=a3B6amJ1Z2JtaHZy); MASS MEDIA; management briefings; open days; meetings with alumni, employers and other interested parties.

Information about the activities of the university and the implementation of the EP is posted on the official website https://ksu.edu.kz. The main directions of the university are specified in the university development strategy https://ksu.edu.kz/about/missiya-celi-strategiya-razvitiya/.

The preparation of information for posting on university Internet resources is carried out by the structural divisions of the university.

The university publishes an electronic newspaper "Bilim Zharysy" https :// ksu . edu . kz / studencheskaya - zhizn / bilim - zharysy / , which also publishes materials from the life of the university and about students studying at all EP, or announces educational programs. Also published are two multidisciplinary scientific journals " 3i: intellect, idea, innovation - intelligence, idea, innovation" and " K MPI Zharshysy" https://ksu.edu.kz/science-and-innovation/zhurnal-mpi-zharshysy/ .

An analysis of the information presented on the university website showed that the University posts complete and reliable information about its activities, rules for admission of applicants, educational programs, terms and form of study, contact and other information useful for applicants and students (https://ksu.edu .kz/ru/)

Feedback on the site is implemented in the form of the Rector's blog (https://ksu.edu.kz/rectors-blog/). The university website is equipped with functionality for people with visual impairments.

Information support from the university also includes support and explanation of national development programs of the country and the system of higher and postgraduate education, in particular we are talking about the SERPIN -2050 program. The official website even has a tab dedicated to this program https://ksu.edu.kz/enrollee/serpn-2050/

Information on all educational programs of the university in three languages has been structured and added , links to the Register of educational programs of the EHEA, QEDs, EP for different years, additions and changes to the EP, and annexes to licenses have been added.

1. Educational programs section - https://ksu.edu.kz/educational-activity/obrazovatelnye-programmy/ :

   • Bachelor's degree - https://ksu.edu.kz/educational-activity/obrazovatelnye-programmy/bakalavriat/

   • Master's degree - https://ksu.edu.kz/educational-activity/obrazovatelnye-programmy/magistratura/

   • Doctoral studies - https://ksu.edu.kz/educational-activity/obrazovatelnye-programmy/doktarantura/

   • Catalog of additional educational programs (Minor) - https://ksu.edu.kz/educational-activity/obrazovatelnye-programmy/katalog-dopolnitelnyh-obrazovatelnyh-

programm-minor/

2. Information on EP groups for applicants:
- https://ksu.edu.kz/enrollee/bakalavriat/
- https://ksu.edu.kz/enrollee/magistratura/
- https://ksu.edu.kz/enrollee/doktorantura/

The results of external quality assurance are posted on the official website of the University in the " About KRU " section, and links to external resources are published.

The university undergoes institutional accreditation - a comprehensive assessment of the university's activities in providing quality educational services in accordance with the declared status and specialized accreditation - assessment of the quality of individual programs implemented at the university.

A survey of teaching staff conducted during the visit of the IAAR EEC showed that *61.9% of teaching staff assessed the level of feedback with management as "very good", 38.1% as "good", 0% as "relatively bad".*

A survey of students conducted during the visit of the IAAR EEC showed that *100% of respondents were "completely satisfied" with the content and information content of the university website in general and faculties in particular.*

Analytical part

In general, when analyzing the "Public Information" standard, the expert commission of the National Agency for Accreditation and Rating of Higher Education confirms that the university has a variety of information resources, including a website and active pages on social networks. These platforms provide extensive information about the university's services, academic programs, areas of focus, as well as current events and news.

During the analysis, the commission members made sure that the university website provides a wide range of opportunities for user interaction with the administration and faculties. For example, the site has a blog of the rector, which allows students, teachers and other interested parties to receive up-to-date information about various aspects of university life. Feedback functions are also available, including the ability to send a complaint or get advice on issues of interest.

The university's website provides complete information about the rules for admitting applicants, educational programs, forms of study, timing of training courses and other important information. This promotes transparency and accessibility of information to all stakeholders and ensures effective interaction between the university and the public.

Strengths/Best Practices:
not identified by this standard.

VEC recommendations:
are not available according to this standard.

EEC conclusions regarding the criteria for the " Informing the Public " standard: 8 criteria have been disclosed, 8 of which have a satisfactory position.

1. REVIEW OF STRONG PARTIES / BEST PRACTICES BY TO EACH TO THE STANDARD

With the standard "Strategic development and quality assurance"
Not available

Standard "Leadership and Management"
- *The university shows commitment to quality assurance on the part of all partners in the implementation of the educational process.*

Information Management and Reporting Standard
Not available

Standard "Development and approval of an educational program"
- *An important factor is the ability to prepare students for professional certification*

Standard "Continuous monitoring and periodic evaluation of educational programs"
Not available

Standard "Student-centered learning, teaching and assessment"
Not available

Standard "Students"
Not available

Standard "Faculty and teaching staff"
Not available

Standard "Research work"
1. The university ensures that research activities comply with the mission and strategy of the university. The university positions itself as a leader in the development of agronomy, agriculture, biotechnology, and mechanical engineering in the Kostanay region. Scientific research in these areas is carried out by the university with grant support from the Republic of Kazakhstan. The implementation of research on these anchor topics is carried out in accredited laboratories of the Research Institute of Applied Biotechnology, equipped with modern specialized analytical equipment in collaboration with leading scientific and production centers, such as: Kostanay branch of Scientific and Production Center of Agroengineering LLP, Karabalyk Agricultural Experimental Station LLP, LLP "Agrochemical company DARKAN DALA" and others.

2. The university promotes the implementation of scientific research results, including consulting and commercialization. The university provides significant assistance in the formation of commercial activities of scientific laboratories in the provision of services to regional farms, including the provision of services for the analysis of livestock feed on the basis of an independent accredited laboratory of the Research Institute of Applied Biotechnology. So, for 2023-24. about 50 paid services were provided for various legal entities. and physical persons In addition, during the coronavirus pandemic, the Research Institute of Applied Biotechnology KRU named after. A. Baitursynov officially provided services for performing PCR tests for citizens.

Standard "Finance"
Not available

Standard "Educational Resources and Student Support Systems"
Not available

Public Information Standard
Not available

2. RECOMMENDATIONS OVERVIEW BY IMPROVEMENT QUALITIES BY TO EACH TO THE STANDARD

With the standard "Strategic development and quality assurance"
Not available

Standard "Leadership and Management"

- The management of the university, by September 1, 2025, should develop and implement an innovation management policy, taking into account scientific, technical and educational innovations

Information Management and Reporting Standard
- To the management of the university by September 1, 2024. Identify, approve and publish transparent and measurable parameters and criteria for assessing the effectiveness and efficiency of EP activities, mechanisms for influencing the results of this assessment on the management of EP.
- The management of the university should analyze the activities of teaching staff based on KPIs, develop a corrective action plan based on the results of the analysis.

Standard "Development and approval of an educational program"
Not available

Standard "Continuous monitoring and periodic evaluation of educational programs"
- The management of the university, by September 1, 2025, must develop a document regulating aspects of monitoring and periodic evaluation of educational programs, describing the frequency, responsible persons, monitoring objects, parameters and evaluation criteria.

Standard "Student-centered learning, teaching and assessment"
- The management of the university, by September 1, 2024, should monitor the use of ICT in teaching activities, develop an action plan to enhance the use of demonstration and interactive materials using information technology.

Standard "Students"
1. The management of the university, by September 1, 2025, organize the activities of the Alumni Association, update the Regulations, approve the Activity Plan, and inform about the activities of the Alumni Association on the university website.
2. The management of the university, by September 1, 2025, should develop mechanisms to support gifted students, taking into account material incentives for talents.

Standard "Faculty and teaching staff"
- The university management, by September 1, 2025, must develop, approve and implement a system of differentiated incentives for teaching staff activities based on key performance indicators.
- The management of the educational program must, by September 1, 2025, develop a plan for the development of academic mobility of teaching staff.

Standard "Research work"

1. Until September 1, 2025, the management of the university should develop a mechanism for material support for university scientists when publishing the results of their research in domestic and international publications indexed by international scientific databases (Web of Science, Scopus)
2. By September 1, 2026, the management of the university should introduce a consulting service in the field of preparation of security documents and license agreements
3. The management of the university, by September 1, 2025, should develop and implement mechanisms for motivating research activities of both teaching staff and students

Standard "Finance"
Not available

Standard "Educational Resources and Student Support Systems"
1. The management of the university, before September 1, 2024, monitors the functioning of WI-FI on the territory of all buildings and dormitories of the university, ensures stable access to the Internet via a wireless network
2. The management of the university, until 09/01/2024, monitors the household equipment of the university dormitories (including showers and toilets, the functioning and sufficiency of refrigerators, washing machines, cookers). Provide a report on the results of monitoring and on the elimination of identified comments.

Public Information Standard
Not available

3. *OVERVIEW OF RECOMMENDATIONS FOR THE DEVELOPMENT OF EDUCATIONAL ORGANIZATIONS*

No

4. RECOMMENDATIONS TO THE ACCREDITATION BOARD

Members of the EEC came to a unanimous opinion that, based on the results of institutional accreditation of the NJSC Kostanay Regional University named after. A. Baitursynuly" is recommended for accreditation **for a period of 5 years** .

Appendix 1. Evaluation table "PARAMETERS OF INSTITUTIONAL PROFILE"

NJSC Kostanay Regional University named after. A. Baitursynuly"

No.	No.	Criteria for evaluation	Position of the educational organization			
			Strong	Satisfy c.	Suggests improvement	Dissatisfaction c.
Standard "Strategic development and quality assurance"						
1	1.	The university must demonstrate the development of a unique mission, vision and strategy based on an analysis of external and internal factors with the broad involvement of a variety of stakeholders		+		
2	2.	The university must demonstrate the focus of its mission, vision and strategy on meeting the needs of the state, society, sectors of the real economy, potential employers, students and other interested parties		+		
3	3.	University must demonstrate transparency in the processes of formation, monitoring and regular review of the mission, vision, strategy and quality assurance policy		+		
4	4.	The institution must have a published quality assurance policy, mission, vision and strategy		+		
5	5.	The university develops documents on individual areas of activity and processes (plans, programs, regulations, etc.) that specify the quality assurance policy		+		
6	6.	Quality assurance policies should reflect the relationship between research, teaching and learning		+		
7	7.	The university must demonstrate the development of a quality assurance culture		+		
Total according to standard			**0**	**7**	**0**	
Standard "Leadership and Management"						
8	1.	The university carries out management processes, including planning and resource allocation in accordance with the strategy		+		
9	2.	The university must demonstrate the successful functioning and improvement of the internal quality assurance system		+		
10	3.	The university must demonstrate a risk management analysis		+		
eleven	4.	The university must demonstrate an analysis of the effectiveness of changes		+		
12	5.	The university must demonstrate an analysis of identified inconsistencies and the implementation of developed corrective and preventive actions		+		
13	6.	The university must demonstrate management of the educational process through the management of educational programs, including evaluation of their effectiveness		+		
14	7.	The university demonstrates the development of annual plans activities, including teaching staff, based on the Strategy		+		

15	8.	A commitment to quality assurance must apply to any activity carried out by contractors and partners (outsourcing), including joint/double degree education and academic mobility.	+			
16	9.	The university must provide evidence of the transparency of the university management system		+		
17	10.	The university must ensure the participation of students and teaching staff in the work of collegial governing bodies		+		
18	eleven.	The university must demonstrate evidence of openness and accessibility of managers and administration for students, teaching staff, parents and other interested parties		+		
19	12.	The university must demonstrate innovation management, including the analysis and implementation of innovative proposals			+	
20	13.	The university should strive to participate in international, national and regional professional alliances, associations, etc.		+		
21	14.	The university must provide training for the management of the university, structural divisions and educational programs in educational management programs		+		
22	15.	The institution should ensure that the progress made since the last external quality assurance procedure is taken into account when preparing for the next procedure		+		
		Total according to standard	**1**	**13**	**1**	
Information Management and Reporting Standard						
23	1.	The university must ensure the functioning of a system for collecting, analyzing and managing information based on the use of modern information and communication technologies and software		+		
24	2.	The university must demonstrate the use of processed, adequate information for the effective management of educational programs and improvement of the internal quality assurance system		+		
25	3.	The university must have a system of regular reporting at all levels of the organizational structure, including assessment of the effectiveness and efficiency of the activities of departments, educational programs, scientific research and their interaction		+		
26	4.	The university must establish the frequency, forms and methods of assessing the management of educational programs, the activities of collegial bodies and structural divisions, senior management, and the implementation of scientific projects		+		
27	5.	The university must demonstrate the determination of the procedure and ensuring the protection of information, including the identification of responsible persons for the accuracy and timeliness of information analysis and data provision		+		
28	6.	An important factor is the involvement of students, employees and teaching staff in the processes of collecting and analyzing information, as well as making decisions based on it		+		
29	7.	The university must demonstrate the presence of a communication mechanism with students, employees and other interested parties, including the presence of conflict resolution mechanisms		+		

thirty	8.	The university must ensure that the degree of satisfaction of the needs of teaching staff, staff and students is measured and demonstrate evidence of eliminating the identified deficiencies		+		
31	9.	The university must evaluate the effectiveness and efficiency of its activities, including in the context of EP			+	
		Information collected and analyzed by the university must take into account:				
32	10.	key performance indicators			+	
33	eleven.	dynamics of the student population in terms of forms and types		+		
34	12.	academic level, student achievement and dropout		+		
35	13.	student satisfaction with the implementation of the EP and the quality of education at the university		+		
36	14.	Availability of educational resources and support systems for students		+		
37	15.	employment and career growth of graduates		+		
38	16.	Students, teaching staff and other internal stakeholders must document their consent to the processing of personal data		+		
39	17.	The university must help provide all the necessary information in the relevant fields of science		+		
		Total according to standard	**0**	**15**	**2**	
		Standard "Development and approval of educational programs"				
40	1.	The university must demonstrate the existence of a documented procedure for the development and approval of an educational program at the institutional level		+		
41	2.	The university must demonstrate compliance of the developed EP with the established goals, including the intended learning outcomes		+		
42	3.	The university must demonstrate the presence of a developed model of an EP graduate that describes learning outcomes and personal qualities		+		
43	4.	The university must demonstrate the conduct of external examinations of the EP		+		
44	5.	The qualification awarded upon completion of the EP must be clearly defined, explained and correspond to a certain level of the NQF, QF-EHEA		+		
45	6.	The university must determine the influence of disciplines and professional practices on the formation of learning outcomes		+		
46	7.	An important factor is the ability to prepare students for professional certification	+			
47	8.	The university must provide evidence of the participation of students, teaching staff and other stakeholders in the development of educational programs and ensuring their quality		+		
48	9.	The university must ensure that the content of academic disciplines and learning outcomes correspond to the level of study (bachelor's, master's, doctoral)		+		

49	10.	The structure of the EP should provide for various types of activities that correspond to the learning outcomes		+		
50	eleven.	An important factor is the presence of joint EPs with foreign educational organizations		+		
		Total according to standard	**1**	**10**	**0**	
		Standard "Continuous monitoring and periodic evaluation of educational programs"				
51	1.	The university must demonstrate the existence of a documented procedure for monitoring and periodically evaluating the EP to achieve the goal of the EP. The results of these procedures are aimed at continuous improvement of the EP		+		
52	2.	The university must ensure a revision of the content and structure of the EP, taking into account changes in the labor market, the requirements of employers and the social demands of society		+		
		Monitoring and periodic evaluation of the EP should consider:				
53	3.	content of programs in the light of the latest scientific achievements in a specific discipline to ensure the relevance of the taught discipline		+		
54	4.	changes in the needs of society and the professional environment		+		
55	5.	workload, performance and graduation of students		+		
56	6.	effectiveness of student assessment procedures		+		
57	7.	expectations, needs and satisfaction of students with EP training		+		
58	8.	educational environment and support services, their compliance with the goals of the EP		+		
59	9.	The university must provide evidence of the participation of students, employers and other stakeholders in the revision of the EP		+		
60	10.	All interested parties must be informed of any planned or undertaken actions regarding the OP. All changes made to the OP must be published		+		
61	eleven.	Support services should ensure that the needs of different groups of students are identified and met		+		
		Total according to standard	**0**	**eleven**	**0**	
		Standard "Student-centered learning, teaching and assessment"				
62	1.	The university must ensure respect and attention to different groups of students and their needs, providing them with flexible learning paths		+		
63	2.	The university must ensure the use of various forms and methods of teaching and learning			+	
64	3.	The university must demonstrate the presence of a feedback system on the use of various teaching methods and assessment of learning outcomes		+		
65	4.	An important factor is the presence of your own research in the field of teaching methods of academic disciplines		+		
66	5.	The institution must demonstrate support for student autonomy while providing guidance and assistance from the instructor		+		

67	6.	The university must demonstrate that it has a procedure for responding to student complaints		+		
68	7.	The university must ensure consistency, transparency and objectivity in the mechanism for assessing learning outcomes, including appeals		+		
69	8.	The university must ensure that procedures for assessing student learning outcomes comply with the planned learning outcomes and program goals. Evaluation criteria and methods must be published in advance		+		
70	9.	The university must define mechanisms to ensure that each graduate masters the learning outcomes and ensure the completeness of their formation		+		
71	10.	Evaluators must be proficient in modern methods of assessing learning outcomes and regularly improve their skills in this area		+		
		Total according to standard	0	9	1	
Standard "Students"						
72	1.	The university must demonstrate a student enrollment policy from admission to graduation and ensure the transparency of its procedures. Procedures regulating the life cycle of students (from admission to completion) must be defined, approved, published		+		
73	2.	The university must provide for special adaptation and support programs for newly admitted and foreign students		+		
74	3.	The university must demonstrate compliance of its actions with the Lisbon Recognition Convention, including the presence and application of a mechanism for recognizing the results of academic mobility of students, as well as the results of additional, formal and informal learning		+		
75	4.	The university must cooperate with other educational organizations and national centers of the "European Network of National Information Centers for Academic Recognition and Mobility/National Academic Recognition Information Centers" ENIC/NARIC in order to ensure comparable recognition of qualifications		+		
76	5.	The university must provide opportunities for external and internal mobility of students, as well as assist them in obtaining external grants for studying		+		
77	6.	The university must make maximum efforts to provide students with places of practice, promote the employment of graduates, and maintain contact with them		+		
78	7.	The university must provide graduates with documents confirming the qualifications received, including the learning outcomes achieved, as well as the context, content and status of the education received and evidence of its completion		+		
79	8.	The university must demonstrate the presence of a mechanism for monitoring the employment and professional activities of graduates		+		
80	9.	The university must actively encourage students to self-education and development outside the main program (extracurricular activities)		+		

#	No.	Description				
81	10.	An important factor is the availability of active alumni associations			+	
82	eleven.	An important factor is the presence of a mechanism to support gifted students			+	
		Total according to standard	**0**	**9**	**2**	
		Standard "Faculty and teaching staff"				
83	1.	The university must have an objective and transparent personnel policy, including recruitment, professional growth and development of personnel, ensuring the professional competence of all staff		+		
84	2.	The university must have clear, transparent and objective criteria for hiring employees, appointments, promotions, dismissals and follow them in its activities		+		
85	3.	The university must demonstrate compliance of the staff potential of the teaching staff with the university development strategy and the specifics of the educational program		+		
86	4.	The university must demonstrate a change in the role of the teacher in connection with the transition to student-centered learning		+		
87	5.	The university must determine the contribution of the teaching staff to the implementation of the university development strategy and other strategic documents		+		
88	6.	The university should provide opportunities for career growth and professional development of teaching staff, including young		+		
89	7.	The university should involve practitioners from relevant industries in teaching		+		
90	8.	The university must demonstrate motivation for the professional and personal development of teachers, including encouraging both contribution to the integration of research and education, and the use of innovative teaching methods			+	
91	9.	An important factor is the active use of information and communication technologies by teaching staff in the educational process (for example, on-line learning, e-portfolio, MOOCs, etc.)		+		
92	10.	The university must demonstrate a focus on developing academic mobility and attracting the best foreign and domestic teachers		+		
93	eleven.	The university can show the involvement of the teaching staff in the life of society (the role of the teaching staff in the education system, in the development of science, the region, the creation of a cultural environment, participation in exhibitions, creative competitions, charity programs, etc.)		+		
		Total according to standard	**0**	**10**	**1**	
		Standard "Research work"				
94	1.	The university must demonstrate compliance of research priorities with national policies in the field of education, science and innovative development		+		
95	2.	The university must ensure that research activities are consistent with the mission and strategy of the university	+			
96	3.	The university must plan and monitor the effectiveness of research work		+		
97	4.	The university must demonstrate the presence of processes for attracting students to research activities		+		

98	5.	The university must demonstrate assistance in presenting the scientific positions of researchers, teaching staff and students at various scientific sites, including the publication of scientific results			+	
99	6.	The university must promote the implementation of scientific research results, including consulting and commercialization	+			
100	7.	The university must promote the recognition of the results of scientific research work, including registration of scientific projects with authorized bodies, registration of patents and copyright certificates			+	
101	8.	An important factor is conducting joint scientific research with foreign universities		+		
102	9.	The university should strive to diversify sources of funding for research activities		+		
103	10.	The university must provide mechanisms for motivating research activities of students, teaching staff and other internal stakeholders			+	
		Total according to standard	**2**	**5**	**3**	
Standard "Finance"						
104	1.	The university must create development scenarios consistent with the development strategy, taking into account risk assessment		+		
105	2.	The university must demonstrate operational and strategic planning of its budget		+		
106	3.	The university must demonstrate the existence of a formalized financial management policy including financial reporting		+		
107	4.	The university must demonstrate the presence of an internal audit system		+		
108	5.	The university must demonstrate that it has conducted an external independent audit		+		
109	6.	The university must have a mechanism for assessing the sufficiency of financial support for various types of university activities, incl. university development strategies, development of educational programs, scientific projects		+		
		Total according to standard	**0**	**6**	**0**	
Standard "Educational Resources and Student Support Systems"						
110	1.	The university must guarantee the compliance of educational resources, including material and technical, and infrastructure with the strategic goals of the university		+		
111	2.	The university must demonstrate that it has procedures in place to support different groups of students, including information and consulting		+		
		The university must demonstrate compliance of information resources with strategic goals:		+		
112	3.	technological support for students and teaching staff in accordance with educational programs (e.g. online training, simulations, databases, data analysis programs)		+		
113	4.	library resources, including a fund of educational, methodological and scientific literature on general education, basic and major disciplines on paper and electronic media, periodicals, access to scientific databases		+		

114	5.	examination of research results, graduation works, dissertations for plagiarism		+		
115	6.	access to educational Internet resources		+		
116	7.	functioning of WI - FI on its territory			+	
117	8.	The university should strive to create conditions for educational, scientific and other activities. Appropriate infrastructure development should be carried out based on the results of monitoring the satisfaction of students, teachers, employees and other stakeholders with the infrastructure		+		
118	9.	The university should strive to ensure that the educational equipment and software used to master the EP are similar to those used in the relevant industries		+		
119	10.	The university must ensure that the infrastructure meets security requirements		+		
120	eleven.	The university must take into account the needs of various groups of students (adults, working people, foreign students, as well as students with disabilities). disabilities)		+		
121	12.	The university creates conditions for the student's advancement along an individual educational path		+		
		Total according to standard	0	eleven	1	
Public Information Standard						
122	1.	The information published by the university should be accurate, objective, relevant and reflect all areas of activity university		+		
123	2.	University management must use a variety of methods of information dissemination (including the media, web resources, information networks, etc.) to inform the general public and interested parties		+		
124	3.	Public information should include support and explanation of the country's national development programs and the system of higher and postgraduate education		+		
125	4.	The university must publish audited financial statements on its own website		+		
126	5.	The university must demonstrate the reflection on the web resource of information characterizing the university as a whole and in the context of EP		+		
127	6.	An important factor is the availability of adequate and objective information about teaching staff, in terms of personalities		+		
128	7.	An important factor is to inform the public about cooperation and interaction with partners, including scientific/consulting organizations, business partners, social partners and organizations education		+		
129	8.	The university must publish information and links to external resources based on the results of external assessment procedures		+		
		Total according to standard	0	8	0	
		TOTAL	4	114	eleven	

Appendix 2. PROGRAM OF THE VISIT TO THE EDUCATIONAL ORGANIZATION

AGREED
Chairman of the Board – Rector
NJSC "Kostanay Regional University named
after Akhmet Baitursynuly"
_____ Kuanyshbaev S.B.
"____"_____ 2024

I APPROVED
General Director of the NU
"Independent Agency for Accreditation
and Rating"
_____ Zhumagulova
A.B.
« ____ » _____ _____2024

**PROGRAM
VISIT OF AN EXTERNAL EXPERT COMMISSION
INDEPENDENT ACCREDITATION AND RATING AGENCY (IAAR)
AT KOSTANAY REGIONAL UNIVERSITY NAMED AFTER A KHMET BAITURSYNULY**

Date of visit: Stage 1. April 22 -24, 2024 (Institutional accreditation)

date and time	EEC work with target groups	Position and Last Name, First Name, Patronymic of the participants target groups	Contact form

April 19, 2024			
16.00-16.30	Preliminary meeting of the EEC	*IAAR External Experts*	Join a Zoom meeting https://us02web.zoom.us/j/6813032588 Conference ID: 681 303 2588
April 21, 2024			
On schedule during the day	Arrival of members of the External Expert Commission		Rep. face
20.00	Dinner	*IAAR External Experts*	
Day 1: April 22, 2024			
08.30-09.00	Transfer from the hotel to the University	*External IAAR experts, university coordinator*	
09.00-09.15	Distribution of responsibilities of experts, solution of organizational issues	*IAAR External Experts*	Join a Zoom meeting https://us02web.zoom.us/j/6813032588 Conference ID: 681 303 2588
09.15-09.45	Interview with the rector	Chairman of the Board - Rector **Kuanyshbaev Seitbek Bekenovich**	Join a Zoom meeting https://us02web.zoom.us/j/6813032588 Conference ID: 681 303 2588
09.45-10.00	Technical break		
10.00-10.40	Interview with vice-rectors	*Isakaev Erbol Maratovich – vice-rector for academic affairs; Zharlygasov Zhenis Bakhytbekovich – vice-rector for research, innovation and digitalization; Temirbekov Nurlykhan M ukanuly – vice-rector for social and educational work*	Join a Zoom meeting https://us02web.zoom.us/j/6813032588 Conference ID: 681 303 2588
10.40-10.50	Technical break		

10.50-11.30	Interview with heads of structural divisions of the public organization	1. Nauryzbaeva Elmira Kenzhegalieva – head of the department for academic activities 2. Andrey Petrovich Koval – Head of the Science and Commercialization Department 3. Diana Bolatovna Rakpanova – Head of the Youth Policy Department 4. Tankina Altynay Zhitobaevna – head of financial and economic service 5. Elena Vasilievna Kniga – Head of Human Resources Department 6. Aidnalieva Aigul Tavyldievna - Head of the Department of Legal Support and Public Procurement 7. Zhikeyev Azamat Aitpaevich – director of the Institute of Continuing Education 8. Bozhevolnaya Natalya Vitalievna – head of the registrar's office 9. Nagima Shotbaevna Manastbaeva – Head of the International Cooperation Department 10. Dik Alexey Petrovich – head of the department of strategy, accreditation and rating 11. Ustemirova Amangul Saparbekovna - head of the media center 13. Gridneva Veronika Mikhailovna – head of the software development and maintenance department 14. Gulnara Sabyrovna Ismailova – head of the educational programs department 15. Yesenbekova Zhibek Zhambylbekovna – head of the career and employment center 16. Tauakelov Chingiz Aidargazievich – head of the center for career guidance and admission of students 17. Erzhanova Zhamilya Sermagambetova – head of the scientific library	Join a Zoom meeting https://us02web.zoom.us/j/6813032588 Conference ID: 681 303 2588
11.30-11.45	Exchange of views among members of the external expert commission		Building 2.3 conference hall No. 308 Join a Zoom meeting https://us02web.zoom.us/j/6813032588 Conference ID: 681 303 2588

11.45-12.30	Interview with the dean and head of the department	1. Esirekepova Kenzhegul Kabylgazinovna – director of the Pedagogical Institute named after U. Sultangazin 2. Alibek Nurmagambetovich Tabuldenov – Dean of the Faculty of Social Sciences and Humanities 3. Baykin Aidar Kosymovich – Dean of the Faculty of Economics and Law 4. Nugmanov Almabek Batyrzhanovich – Dean of the Faculty of Agricultural Sciences 5. Bergen Abitovich Kalakov – Dean of the Faculty of Mechanical Engineering, Energy and Information Technologies.	Join a Zoom meeting https://us02web.zoom.us/j/6813032588 Conference ID: 681 303 2588
12.30-13.00	Work of the VEC	*IAAR External Experts*	Join a Zoom meeting https://us02web.zoom.us/j/6813032588 Conference ID: 681 303 2588
13.00-14.00	*Dinner*		
14.00-14.15	Exchange of views among members of the external expert commission		Join a Zoom meeting https://us02web.zoom.us/j/6813032588 Conference ID: 681 303 2588
14.15-15.00	Interview with teaching staff	*Annex 1*	Auditorium No. 2.3.308 Join a Zoom meeting https://us02web.zoom.us/j/6813032588 Conference ID: 681 303 2588
15.00-15.15	Technical break		
15.00-16.00	Survey of teaching staff (in parallel)	*Appendix 1.1*	The link is sent to the teacher's e-mail personally
15.15-16.00	Interviews with students	*Appendix 2*	Join a Zoom meeting https://us02web.zoom.us/j/6813032588 Conference ID: 681 303 2588

16.00-17.00	Questioning of students (in parallel)	*Appendix 2.1*	The link is sent to the student's e-mail personally
16.15-17.00	Meeting with stakeholders (representatives of practice bases and employers)	*Appendix 3*	Join a Zoom meeting https://us02web.zoom.us/j/6813032588 Conference ID: 681 303 2588
17.15-18.15	Visual inspection of the material, technical and educational laboratory base of the public organization	*Route sheet Appendix 4*	
19.00-20.00	Dinner		
Day 2: April 23, 2024			
08.30-09.00	Transfer from the hotel to the University	*External IAAR experts, university coordinator*	
09.00-09.15	Work of the VEC	*IAAR External Experts*	Join a Zoom meeting https://us02web.zoom.us/j/6813032588 Conference ID: 681 303 2588
09.15-10.15	Attendance at scheduled classes (Appendix: links to classes)	*IAAR External Experts Appendix 5*	
10.15-10.45	EEC work with documents, visiting departments	*IAAR External Experts*	Join a Zoom meeting https://us02web.zoom.us/j/6813032588 Conference ID: 681 303 2588
10.45-11.00	Technical break		

11.00-11.40	Interview with alumni	*Appendix 6*	Building 2.3 conference hall No. 308 Join a Zoom meeting https://us02web.zoom.us/j/6813032588 Conference ID: 681 303 2588
11.40-13.00	Selective visits to EP practice bases	*Appendix 7*	
13.00-14.00	**Dinner**		
14.00-14.15	Technical break		
14.15-16.00	Work of the VEC		Join a Zoom meeting https://us02web.zoom.us/j/6813032588 Conference ID: 681 303 2588
16.00-17.30	Work of the EEC, discussion of results, voting *(recorded)*		Join a Zoom meeting https://us02web.zoom.us/j/6813032588 Conference ID: 681 303 2588
17.30-18.00	Final meeting of the EEC with the university management		Join a Zoom meeting https://us02web.zoom.us/j/6813032588 Conference ID: 681 303 2588
18.30-19.30	Dinner		
Day 3: April 24, 2024			
09.15-13.00	Working on reports	*IAAR External Experts*	Join a Zoom meeting https://us02web.zoom.us/j/6813032588 Conference ID: 681 303 2588
13.00-14.00	**Dinner**		

14.00-18.00	Working on reports	*IAAR External Experts*	Join a Zoom meeting https://us02web.zoom.us/j/6813032588 Conference ID: 681 303 2588

Appendix 3. RESULTS OF THE PPP SURVEY

NAO Kostanay Regional University named after A. Baitursynov

1. Total number of questionnaires: 2 1

2. Position

Professor	1 person	4.8 %
Assistant professor	2 people	9.5%
Aga Okytushy (Senior Lecturer)	14 people	66.7%
Okytushy (Teacher)	4 people	19%
Head department	0 people	0%
Associate Professor	0 people	0%
assistant	0 people	0%

3. Academic degree, academic title

KR enbek sinirgen kairatkeri (Honored Worker of the Republic of Kazakhstan)	0 people	0%
Gylym doctors (Doctor of Science)	0 people	0%
Gylym candidates (PhD)	5 people	23.8%
master	11 people	52.4%
PhD	1 person	4.8%
Professor	0 people	0%
Assistant professor	0 people	0%
No (Zhok)	5 people	23.8%

4. Work experience

Less than 1 year	1 person	4.8%
1 year – 5 years	19 people	90.5%
Over 5 years	1 person	4.8%

No.	Questions	Very good	Fine	Relatively bad	Badly	Very bad	Didn't answer
6	To what extent does the content of the educational program meet your scientific and professional interests and needs?	16 people (76.2%)	5 people (23.8%)	0 people (0%)	0 people (0%)	0 people (0%)	-
7	How do you assess the opportunities provided by the University for the professional development of teaching staff?	10 people (47.6%)	11 people (52.4%)	0 people (0%)	0 people (0%)	0 people (0%)	-
8	How do you assess the opportunities provided by the University for career growth of teaching staff?	14 people (66.7%)	7 people (33.3%)	0 people (0%)	0 people (0%)	0 people (0%)	-
9	How do you assess the degree of academic freedom of the teaching staff?	14 people (66.7%)	7 people (33.3%)	0 people (0%)	0 people (0%)	0 people (0%)	-
	To what extent can teachers use their own						
10	• Strategies	18 people (85.7%)	3 people (14.3%)	0 people (0%)	0 people (0%)	0 people (0%)	-
eleven	• Methods	20 people (95.2%)	1 person (4.8%)	0 people (0%)	0 people (0%)	0 people (0%)	-

12	• Innovation in the learning process	18 people (85.7%)	3 people (14.3%)	0 people (0%)	0 people (0%)	0 people (0%)	-
13	How do you evaluate the work on organizing medical care and preventing diseases at the university?	14 people (66.7%)	7 people (33.3%)	0 people (0%)	0 people (0%)	0 people (0%)	-
14	How much attention is paid by the management of the educational institution to the content of the educational program?	14 people (66.7%)	7 people (33.3%)	0 people (0%)	0 people (0%)	0 people (0%)	-
15	How do you assess the sufficiency and accessibility of the necessary scientific and educational literature in the library?	10 people (47.6%)	11 people (52.4%)	0 people (0%)	0 people (0%)	0 people (0%)	-
16	Assess the level of conditions created that take into account the needs of different groups of students?	10 people (47.6%)	11 people (52.4%)	0 people (0%)	0 people (0%)	0 people (0%)	-
	Evaluate the accessibility of the manual						
17	• For students	17 people (81%)	4 people (19 %)	0 people (0%)	0 people (0%)	0 people (0%)	-
18	• For teachers	17 people (81%)	4 people (19 %)	0 people (0%)	0 people (0%)	0 people (0%)	-
19	Assess the involvement of teaching staff in the process of making management and strategic decisions	8 people (38.1%)	13 people (61.9%)	0 people (0%)	0 people (0%)	0 people (0%)	-
20	How are innovative activities of teaching staff encouraged?	10 people (47.6%)	11 people (52.4%)	0 people (0%)	0 people (0%)	0 people (0%)	-
21	Assess the level of feedback from teaching staff to management	13 people (61.9%)	8 people (38.1%)	0 people (0%)	0 people (0%)	0 people (0%)	-
22	What is the level of stimulation and involvement of young specialists in the educational process?	10 people (47.6%)	11 people (52.4%)	0 people (0%)	0 people (0%)	0 people (0%)	-
23	Evaluate the created opportunities for professional and personal growth for each teacher and staff member	11 people (52.4%)	10 people (47.6%)	0 people (0%)	0 people (0%)	0 people (0%)	-
24	Assess the adequacy of recognition of teachers' potential and abilities	9 people (42.9%)	12 people (57.1%)	0 people (0%)	0 people (0%)	0 people (0%)	-
	How is the work delivered?						
25	• By academic mobility	8 people (38.1%)	13 people (61.9%)	0 people (0%)	0 people (0%)	0 people (0%)	-
26	• To improve the qualifications of teaching staff	7 people (33.3%)	14 people (66.7%)	0 people (0%)	0 people (0%)	0 people (0%)	-
	Rate the support of the university and its leadership						
27	• Faculty research endeavors	10 people (47.6%)	10 people (47.6%)	1 person (4.8%)	0 people (0%)	0 people (0%)	-
28	• Development of new educational programs/academic disciplines/methods	15 people (71.4%)	6 people (28.6%)	0 people (0%)	0 people (0%)	0 people (0%)	-
	Assess the level of ability of teaching staff to combine teaching						
29	• With scientific research	9 people (42.9%)	10 people (47.6%)	2 people (9.5%)	0 people (0%)	0 people (0%)	-
thirty	• With practical activities	10 people (47.6%)	10 people (47.6%)	1 person (4.8%)	0 people (0%)	0 people (0%)	-
31	Assess how well the students' knowledge acquired at this university corresponds to the realities of the requirements of the modern labor market	13 people (61.9%)	8 people (38.1%)	0 people (0%)	0 people (0%)	0 people (0%)	-
32	How do the management and administration of the university perceive criticism addressed to	6 people (28.6%)	15 people (71.4%)	0 people (0%)	0 people (0%)	0 people (0%)	-

	them?					
33	Assess how well your workload meets your expectations and capabilities	9 people (42.9%)	11 people (52.4%)	1 person (4.8%)	0 people (0%)	0 people (0%)	-
34	Assess the focus of educational programs/curricula on developing students' skills and abilities to analyze the situation and make forecasts	13 people (61.9%)	8 people (38.1%)	0 people (0%)	0 people (0%)	0 people (0%)	-
35	Assess how well the educational program meets the expectations of the labor market and employers in terms of content and quality of implementation	13 people (61.9%)	8 people (38.1%)	0 people (0%)	0 people (0%)	0 people (0%)	-

36. Why do you work at this university?

- ✓ *Because this is a multidisciplinary university, there is a prospect for career growth, I can realize myself as an employee*
- ✓ *I studied at this university, so I know about the quality of teaching and try to live up to it*
- ✓ *it is in KRU that an innovative scientific and educational environment is being formed, which makes it possible to train competitive specialists*
- ✓ *I graduated from this university and decided to stay and work there. Good teaching staff, I like working with students.*
- ✓ *The university is a leader in the region, conditions for work are created, there are incentives, there are bonuses, an excellent team, smart students.*
- ✓ *Like*
- ✓ *Prestigious university, well-coordinated team, fair remuneration for my work*
- ✓ *At this university I succeeded as a teacher and as a scientist.*
- ✓ *Opportunity for career growth, scientific activity, advanced training*
- ✓ *Because there are prospects*
- ✓ *Comfortable work environment, effective resolution of issues by management*
- ✓ *satisfied with working conditions*
- ✓ *I am a university graduate: I studied at bachelor's and master's degrees. My career began at this university.*
- ✓ *Excellent teaching staff, friendly atmosphere at work, feedback from management, student interest in studying, opportunities for professional and personal growth have been created for each teacher*
- ✓ *Because this is my university, here is my department, like-minded people, opportunity for realization in the profession*
- ✓ *excellent team and leading university in the north of Kazakhstan*
- ✓ *I like to improve the quality of learning*
- ✓ *At my university, with the arrival of the rector S.B. Kuanyshbaev. conditions have been created for the professional activities of teaching staff and the academic activities of students. I love my University!*
- ✓ *I like teaching*

37. How often are master classes and readings with the participation of practitioners held as part of your course?

These are alive (very often)	9 people	42.9%
Live (often)	6 people	28.6%
Kade (sometimes)	6 people	28.6%
Ote sirek (very rare)	0 people	0%
Muldem bolmaidy (never)	0 people	0%

38. How often do external teachers (domestic and foreign) participate in the learning process?

These are alive (very often)	6 people	28.6%
Live (often)	7 people	33.3%
Kade (sometimes)	8 people	38.1%
Ote sirek (very rare)	0 people	0%
Muldem bolmaidy (never)	0 people	0%

39. How often do you encounter the following problems in your work: (please give the answer in each line)

	Often	Sometimes	Never	No answer
Lack of classrooms	0 people (0%)	5 people (23.8%)	16 people (76.2%)	-
Imbalance of teaching load by semester	1 person (4.8%)	8 people (38.1%)	12 people (57.1%)	-

Inaccessibility of necessary literature in the library	0 people (0%)	9 people (42.9%)	12 people (57.1%)	-
Overcrowding of study groups (too many students in a group)	1 person (4.8%)	5 people (23.8%)	15 people (71.4%)	-
Inconvenient schedule	5 people (23.8%)	0 people (0%)	16 people (76.2%)	-
Inadequate classroom conditions	0 people (0%)	6 people (28.6%)	15 people (71.4%)	-
Lack of Internet access/weak Internet	1 person (4.8%)	12 people (57.1%)	8 people (38.1%)	-
Lack of interest among students in learning	0 people (0%)	10 people (47.6%)	11 people (52.4%)	-
Late receipt of information about events	0 people (0%)	1 person (4.8%)	20 people (95.2%)	-
Lack of technical equipment in classrooms	2 people (9.5%)	8 people (38.1%)	11 people (52.4%)	-
Other problems	✔ *No* ✔ *-* ✔ *No* ✔ *there are no problems in our university* ✔ *no significant problems* ✔ *The university has created all the conditions for good work as a teacher.* ✔ *The problem is the lack of modern TSOs* ✔ *not available* (8 people answered)			

40. There are many different sides and aspects in the life of a university that in one way or another affect every teacher and employee. Rate how satisfied you are:

Question	Completely satisfied	Partially satisfied	Not satisfied	I find it difficult to answer
The attitude of the university management towards you	18 people (85.7%)	3 people (14.3%)	0 people (0%)	0 people (0%)
Relationships with immediate management	18 people (85.7%)	3 people (14.3%)	0 people (0%)	0 people (0%)
Relations with colleagues at the department	18 people (85.7%)	3 people (14.3%)	0 people (0%)	0 people (0%)
Participation in management decision making	18 people (85.7%)	2 people (9.5%)	0 people (0%)	1 person (4.8%)
Relations with students	21 people (100%)	0 people (0%)	0 people (0%)	0 people (0%)
Recognition of your successes and achievements by the administration	17 people (81%)	4 people (19%)	0 people (0%)	0 people (0%)
Support for your suggestions and comments	16 people (76.2%)	5 people (23.8%)	0 people (0%)	0 people (0%)
Activities of the university administration	16 people (76.2%)	5 people (23.8%)	0 people (0%)	0 people (0%)
Terms of payment	13 people (61.9%)	6 people (28.6%)	1 person (4.8%)	1 person (4.8%)
Working conditions, list and quality of services provided at the university	16 people (76.2%)	5 people (23.8%)	0 people (0%)	0 people (0%)
Labor protection and safety	17 people (81%)	4 people (19%)	0 people (0%)	0 people (0%)
Managing changes in the activities of the university	15 people (71.4%)	5 people (23.8%)	0 people (0%)	1 person (4.8%)
Providing a social package: rest, sanatorium treatment, etc.	12 people (57.1%)	7 people (33.3%)	1 person (4.8%)	1 person (4.8%)
Organization and quality of food at the university	10 people (47.6%)	10 people (47.6%)	0 people (0%)	1 person (4.8%)
Organization and quality of medical care	17 people (81%)	3 people (14.3%)	0 people (0%)	1 person (4.8%)

Appendix 4. RESULTS OF THE STUDENT SURVEY

NAO Kostanay Regional University named after A. Baitursynov

Total number of profiles: 16

1. Zhynysynyz (Pol)

Er (male)	7 people	43.8%
Әyel (female)	9 people	56.3 %

2. Please rate how satisfied you are:)

Questions	Completely satisfied	Partially satisfied	Partially unsatisfied	Not satisfied	I'm at a loss answer
1. Relations with the dean's office	16 people (100 %)	0 people (0%)	0 people (0%)	0 people (0%)	0 people (0 %)
2. Level of accessibility of the dean's office	15 people (93.8 %)	1 person (6.3%)	0 people (0%)	0 people (0%)	0 people (0%)
3. The level of accessibility and responsiveness of the university management	16 people (100 %)	0 people (0%)	0 people (0%)	0 people (0%)	0 people (0 %)
4. Availability of academic advising to you	16 people (100 %)	0 people (0%)	0 people (0%)	0 people (0%)	0 people (0 %)
5. Support with educational materials during the learning process	16 people (100 %)	0 people (0%)	0 people (0%)	0 people (0%)	0 people (0 %)
6. Availability of counseling on personal problems	15 people (93.8 %)	1 person (6.3%)	0 people (0%)	0 people (0%)	0 people (0%)
7. Relationship between student and teacher	15 people (93.8 %)	1 person (6.3%)	0 people (0%)	0 people (0%)	0 people (0%)
8. Financial and administrative services of the educational institution	14 people (87.5 %)	2 people (12.5%)	0 people (0%)	0 people (0%)	0 people (0%)
9. Availability of health services	14 people (87.5 %)	1 person (6.3%)	0 people (0%)	0 people (0%)	1 person (6.3%)
10. Quality of medical care at the university	14 people (87.5 %)	1 person (6.3%)	0 people (0%)	0 people (0%)	1 person (6.3%)
11. Level of accessibility of library resources	15 people (93.8 %)	1 person (6.3%)	0 people (0%)	0 people (0%)	0 people (0%)
12. The quality of services provided in libraries and reading rooms	16 people (100 %)	0 people (0%)	0 people (0%)	0 people (0%)	0 people (0 %)
13. Satisfaction with existing educational resources of the university	15 people (93.8 %)	1 person (6.3%)	0 people (0%)	0 people (0%)	0 people (0%)
14. Availability of computer classes	12 people (75 %)	4 people (25%)	0 people (0%)	0 people (0%)	0 people (0%)
15. Availability and quality of Internet resources	11 people (68.8 %)	5 people (31.3%)	0 people (0%)	0 people (0%)	0 people (0%)
16. The content and information content of the website of educational organizations in general and faculties (schools) in particular	16 people (100 %)	0 people (0%)	0 people (0%)	0 people (0%)	0 people (0 %)
17. Study rooms, auditoriums for large groups	12 people (75 %)	3 people (18.8%)	1 person (6.3%)	0 people (0%)	0 people (0%)
18. Lounges for students (if available)	8 people (50 %)	4 people (25%)	1 person (6.3%)	1 person (6.3%)	2 people (12.5%)
19. Clarity of procedure for taking disciplinary action	15 people (93.8 %)	0 people (0%)	0 people (0%)	0 people (0%)	1 person (6.3%)
20. The quality of the educational program as a whole	16 people	0 people	0 people	0 people	0 people

Questions	Completely satisfied	Partially satisfied	Partially unsatisfied	Not satisfied	I'm at a loss answer
	(100 %)	(0%)	(0%)	(0%)	(0 %)
21. The quality of educational programs in the EP	16 people (100 %)	0 people (0%)	0 people (0%)	0 people (0%)	0 people (0 %)
22. Teaching methods in general	16 people (100 %)	0 people (0%)	0 people (0%)	0 people (0%)	0 people (0 %)
23. Quick response to feedback from teachers regarding the educational process	16 people (100 %)	0 people (0%)	0 people (0%)	0 people (0%)	0 people (0 %)
24. Overall quality of teaching	15 people (93.8 %)	1 person (6.3%)	0 people (0%)	0 people (0%)	0 people (0%)
25. Academic load/requirements for the student	16 people (100 %)	0 people (0%)	0 people (0%)	0 people (0%)	0 people (0 %)
26. Requirements of teaching staff for students	16 people (100 %)	0 people (0%)	0 people (0%)	0 people (0%)	0 people (0 %)
27. Information support and explanation before entering the university of the rules of admission and the strategy of the educational program (specialty)	15 people (93.8 %)	1 person (6.3%)	0 people (0%)	0 people (0%)	0 people (0%)
28. Informing the requirements in order to successfully complete a given educational program (specialty)	16 people (100 %)	0 people (0%)	0 people (0%)	0 people (0%)	0 people (0 %)
29. The quality of examination materials (tests and examination questions, etc.)	15 people (93.8 %)	1 person (6.3%)	0 people (0%)	0 people (0%)	0 people (0%)
30. Objective assessment of knowledge, skills and other educational achievements	16 people (100 %)	0 people (0%)	0 people (0%)	0 people (0%)	0 people (0 %)
31. Available computer classes	12 people (75 %)	3 people (18.8%)	0 people (0%)	0 people (0%)	1 person (6.3%)
32. Available scientific laboratories	13 people (81.3%)	1 person (6.3%)	1 person (6.3%)	0 people (0%)	1 person (6.3%)
33. Objectivity and fairness of teachers	16 people (100 %)	0 people (0%)	0 people (0%)	0 people (0%)	0 people (0 %)
34. Informing students about courses, educational programs and the academic degree they receive	16 people (100 %)	0 people (0%)	0 people (0%)	0 people (0%)	0 people (0 %)
35. Providing students with hostel accommodation	11 people (68.8%)	3 people (18.8%)	1 person (6.3%)	0 people (0%)	1 person (6.3%)

4. Rate how much you agree:

Statement	Full agreement	Agree	Partially agree	I don't agree	Complete disagreement	Didn't answer
1. The course program was clearly presented	16 people (100 %)	0 people (0%)	0 people (0%)	0 people (0%)	0 people (0 %)	-
2. Course content is well structured	16 people (100 %)	0 people (0%)	0 people (0%)	0 people (0%)	0 people (0 %)	-
3. Key terms are sufficiently explained	16 people (100 %)	0 people (0%)	0 people (0%)	0 people (0%)	0 people (0 %)	-
4. The material proposed by the teacher is relevant and reflects the latest achievements of science and practice	15 people (93.8 %)	1 person (6.3%)	0 people (0%)	0 people (0%)	0 people (0%)	-
5. The teacher uses effective teaching methods	14 people (87.5 %)	2 people (12.5%)	0 people (0%)	0 people (0%)	0 people (0%)	-
6. The teacher knows the material being taught.	15 people (93.8 %)	1 person (6.3%)	0 people (0%)	0 people (0%)	0 people (0%)	-
7. The teacher's presentation is clear	16 people (100 %)	0 people (0%)	0 people (0%)	0 people (0%)	0 people (0 %)	-
8. The teacher presents the material in an interesting way	14 people	2 people	0 people	0 people	0 people	-

	(87.5 %)	(12.5%)	(0%)	(0%)	(0%)	
9. Objectivity in assessing knowledge, skills and other educational achievements	16 people (100 %)	0 people (0%)	0 people (0%)	0 people (0%)	0 people (0 %)	-
10. Timely assessment of students' educational achievements	16 people (100 %)	0 people (0%)	0 people (0%)	0 people (0%)	0 people (0 %)	-
eleven. The teacher satisfies my requirements for personal development and professional formation	15 people (93.8 %)	1 person (6.3%)	0 people (0%)	0 people (0%)	0 people (0%)	-
12. The teacher stimulates student activity	14 people (87.5 %)	2 people (12.5%)	0 people (0%)	0 people (0%)	0 people (0%)	-
13. The teacher stimulates students' creative thinking	15 people (93.8 %)	1 person (6.3%)	0 people (0%)	0 people (0%)	0 people (0%)	-
14. The appearance and manners of the teacher are adequate	16 people (100 %)	0 people (0%)	0 people (0%)	0 people (0%)	0 people (0 %)	-
15. The teacher shows a positive attitude towards students	15 people (93.8 %)	1 person (6.3%)	0 people (0%)	0 people (0%)	0 people (0%)	-
16. The system for assessing educational achievements (seminars, tests, questionnaires, etc.) reflects the content of the course	16 people (100 %)	0 people (0%)	0 people (0%)	0 people (0%)	0 people (0 %)	-
17. The assessment criteria used by the teacher are clear	15 people (93.8 %)	0 people (0%)	1 person (6.3%)	0 people (0%)	0 people (0%)	-
18. The teacher objectively evaluates student achievements	15 people (93.8 %)	1 person (6.3%)	0 people (0%)	0 people (0%)	0 people (0%)	-
19. The teacher speaks a professional language	15 people (93.8 %)	1 person (6.3%)	0 people (0%)	0 people (0%)	0 people (0%)	-
20. The organization of education provides sufficient opportunity for sports and other leisure activities	14 people (87.5 %)	2 people (12.5%)	0 people (0%)	0 people (0%)	0 people (0%)	-
21. Facilities and equipment for students are safe, comfortable and modern	12 people (75 %)	3 people (18.8%)	1 person (6.3%)	0 people (0%)	0 people (0%)	-
22. The library is well equipped and has a fairly good collection of books	15 people (93.8 %)	1 person (6.3%)	0 people (0%)	0 people (0%)	0 people (0%)	-
23. Equal opportunities are provided to all students	16 people (100 %)	0 people (0%)	0 people (0%)	0 people (0%)	0 people (0 %)	-

5. Other problems regarding the quality of teaching (Başka məsələler): 8 answers

- ✓ I'm happy with everything, thank you very much for your attention!
- ✓ No
- ✓ Everything suits me
- ✓ no problem everything is OK
- ✓ not available
- ✓ There are no serious problems in the learning process that affect the educational process of students.
- ✓ Education is well structured, no problems
- ✓ There are questions about the assessment of work by teachers of general education disciplines