Report

on the results of the work of the external expert evaluation commission for compliance with the requirements of the standards of specialized accreditation of educational programs
6B01702-Russian language and Literature,
6B01705-Russian language and Literature in schools with a non-Russian language of instruction
Arkalyk Pedagogical Institute named after I. Altynsarin
from «06» to «07» April 2023

INDEPENDENT AGENCY FOR ACCREDITATION AND RATING
External Expert Commission

Addressed
to the IAAR
Accreditation Council

АККРЕДИТТЕУ ЖӘНЕ РЕЙТИНГТІҢ ТӘУЕЛСІЗ АГЕНТТІГІ

НЕЗАВИСИМОЕ АГЕНТСТВО АККРЕДИТАЦИИ И РЕЙТИНГА

INDEPENDENT AGENCY FOR ACCREDITATION AND RATING

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Arkalyk   **«07» April 2023**

(I) LIST OF SYMBOLS AND ABBREVIATIONS

CCFES	- Committee for Control in the Field of education and Science
MHES	- Ministry of Higher Education and Science of the Republic of Kazakhstan
ArkPI	- Arkalyk Pedagogical Institute named after I. Altynsarin
SMSE	- State mandatory standards of education
EP	- educational program
CED	- catalog of elective disciplines
GED	- general education disciplines
BD	- basic disciplines
PD	- profile disciplines
TS	- teaching staff
SAC	- state attestation commission
IAAR	- Independent Agency for Accreditation and rating
EEC	- external expert commission
RW	- research work
RWS	- research work of students
IWS	- independent work of students
IWST	- independent work of students under the guidance of a teacher
EMCD	-educational and methodological complex of the discipline
AIS	- automated information system
EMM	- educational and methodical management
ICL	- information and complex library

(II) <u>INTRODUCTION</u>

In accordance with Order No. 28-23-OD of 15.02.2023 of the Director General of the Independent Accreditation and Rating Agency, from 06 to 07 April 2023, an external expert commission assessed the compliance of the educational program 6B01705-Russian language and Literature in schools with a non-Russian language of instruction of the Non-Profit Joint-Stock Company Arkalyk Pedagogical Institute named after I. Altynsarin (Arkalyk) standards of specialized accreditation of educational programs of higher and (or) postgraduate education (Republic of Kazakhstan) of the Independent Accreditation and Rating Agency (No. 57-20-OD dated June 16, 2020, sixth edition).

The report of the External Expert Commission (EEC) contains an assessment of the submitted educational programs to the criteria of the IAAR standards, recommendations of the EEC for further improvement of educational programs, and parameters of the profile of educational programs.

The composition of the VEC:

Chairman of the IAAR Commission-Alexander A. Volodin, Doctor of Pedagogical Sciences, Associate Professor of the Higher Attestation Commission under the Ministry of Education and Science of the Russian Federation, Professor of the Russian Academy of Education, Professor of the Department of Humanities of the Russian State Specialized Academy of Arts;

IAAR Coordinator - Gulfiya Nazyrova, Ph. D. in Economics, Project Manager for the formation of IAAR external expert commissions (Astana, Republic of Kazakhstan);

IAAR Foreign Expert IAAR -**Sousana Michailidou**, Ph. D, Professor, Vice Chancellor for Academic Affairs Webster University Athens Campus (Greece, Athens);

IAAR expert-Menlibekova Gulbakhyt Zholdasbekovna, Doctor of Pedagogical Sciences, Professor of the L. Gumilyov Eurasian National University (Astana, Republic of Kazakhstan);

IAAR expert-Gulzhan Jarasova, Candidate of Pedagogical Sciences, Abai Kazakh National Pedagogical University (Almaty, Republic of Kazakhstan);

IAAR expert- Lyazzat Makhaikyzy Adilbekova, PhD, Associate Professor, Kazakh State Women's Pedagogical University (Almaty, Republic of Kazakhstan);

IAAR expert- Saule Zhorabekovna Burbekova, PhD, Associate Professor, Astana IT University (Republic of Kazakhstan, Astana);

IAAR expert- Khankishieva Eleonora Mirzagayevna, PhD in Philology, Kazakh National Women's Pedagogical University (Almaty, Republic of Kazakhstan);

IAAR expert, employer- Marina Dauletovna Abikayeva, Образовательный центр EdTech Educational Center;

IAAR expert, student – Zhakenova Rabiga, 2nd year Master's student, "Russian Language and Literature", Abai Kazakh National Pedagogical University;

IAAR expert, student – Tynymbayeva Aruzhan Muratkyzy, 2nd year Master's student, "Translation Business", Gumilyov Eurasian National University;

IAAR expert, student – Akhmetova Asylzhan, 2nd year Master's student, L. N. Gumilyov Eurasian National University;

IAAR expert, student- Serikova Merey, 2nd year student, Kazakh National Agrarian Research University.

(III) <u>REPRESENTATION OF AN EDUCATIONAL ORGANIZATION</u>

Arkalyk Pedagogical Institute named after I. Altynsarin (ArkPI) has been implementing higher education programs since April 1972.

The Republican state enterprise on the right of economic management "Arkalyk State Pedagogical Institute named after I. Altynsarin" of the Ministry of Education and Science of the Republic of Kazakhstan operated on the basis of the Charter approved by Order No. 743 of the State Property and Privatization Committee of the Ministry of Finance of the Republic of Kazakhstan dated August 07, 2012.

Since October 11, 2019, by Decree of the Government of the Republic of Kazakhstan No. 752 "On certain issues of higher educational institutions of the Ministry of Education and Science of the Republic of Kazakhstan", ArkSPI has been transformed into a non-profit joint-stock company "Arkalyk Pedagogical Institute named after I. Altynsarin" with 100% state participation in the authorized capital.

The mission of the Institute is to train teachers capable of high professional and personal achievements.

The Institute's vision is a) a consolidating center that generates innovative ideas and new knowledge at the regional and national levels; b) a center for interaction, exchange and implementation of international programs in the field of education.

The strategic goal of the Institute is to become a leader and enter the top 5 best universities that train teachers in the Republic of Kazakhstan.

The Institute's values are Kazakhstan's patriotism, integrity, openness, academic freedom, professionalism, and global citizenship.

State license No. KZ45LAA00018500 dated July 28 2020 was reissued by the Committee for Quality Assurance in the Field of Education and Science of the Republic of Kazakhstan in 7 areas of training areas of education 6B01 Pedagogical sciences: Pedagogy and psychology, Pedagogy of preschool education and training, Training of teachers without subject specialization, Training of teachers with subject specialization of general development, Training of teachers in natural science subjects, Training of teachers in humanities subjects, Training of teachers in languages and literature.

Training of personnel in 29 educational programs of higher education (bachelor's degree) is carried out in accordance with the Law of the Republic of Kazakhstan "On Education", the Bologna Declaration and other documents in the field of education on the basis of general secondary education, technical and vocational education and higher education in the state, Russian, and English languages. A Bachelor's degree is awarded to a Bachelor of Education graduate in the relevant educational programs.

In 2018, the Institute passed specialized accreditation for 19 educational programs, and in 2021 it passed institutional accreditation (Independent Agency for Accreditation and Rating).

In the National Rating (IAAR, 2018), it takes the 16th place. 6 educational programs were included in the TOP 10 (IAAR rating, 2019).

The structure of ArcPI includes 3 faculties: the Faculty of Pedagogy and Philology, the Faculty of History and Art, and the Faculty of Natural Science and Informatization. The university has a Department for Academic Affairs, an Office for Academic Programs and Methodological Work, a Registrar's Office, a practice and employment sector, an office for science, strategic planning and international relations, an educational work department, a Rukhani Zhangyru project office, research laboratories, educational laboratories, and the I. Altynsarin Museum of the History of education, trade union committee, psychological and pedagogical complex, preschool mini-center "Baldyrgan", information and library complex, multi-service educational complex, museum of the history of education named after Ybrai Altynsarin, Museum of Natural History, etc.

Educational work at the Institute is presented as a holistic and versatile complex activity. The structural division of the Institute in the system of management and coordination of educational activities is the Department of Educational Work, established in 2011, and there is a Council of curators. Student self-government at ArkPI includes a holistic mechanism that allows students to participate in the management of the institute and in the organization of their life activities through interacting structural divisions of student self-government: the city branch of

the Alliance of Students of Kazakhstan, the youth wing "Zhas Otan", the pedagogical team "Line of Success", the student trade union committee, the Student Council of the House of Students, creative associations, sports sections.

Students of the Institute are multiple winners and prize-winners of regional, national and international tournaments, university games in various sports, world, European and Asian championships.

The university's infrastructure includes 2 academic buildings, the total area of buildings, according to the available technical data sheets, is 12076 m2, a sports and recreation complex with 5 specialized halls, computer and multimedia classrooms, interactive lecture halls, a canteen, a medical center, two student houses for 468 seats. All buildings of the Institute comply with sanitary standards and fire safety requirements.

(IV) REPRESENTATION OF AN EDUCATIONAL ORGANIZATION

Non-profit Joint-Stock Company "Arkalyk State Institute named after I. Altynsarin" has been operating since April 12, 1972 in accordance with Resolution No. 220 of the Central Committee of the Communist Party of Kazakhstan and the Council of Ministers of the Kazakh SSR.

B NAO "Arkalyk Pedagogical Institute named after I. Altynsarin" trains personnel in 30 bachelor's degree programs (https://api.edu.kz/index.php/ru/applicant/specialities) on the basis of the state license to engage in educational activities No. KZ45LAA00018500 dated 28.07.2020.

The Institute operates on the basis of:

- The Charter of Arkalyk Pedagogical Institute named after I. Altynsarin, approved by the order of the Chairman of the State Property and Privatization Committee of the Ministry of Finance of the Republic of Kazakhstan No. 326 dated 28.05.2020, registered by the Department of Justice of Kostanay region No. 990240005309 dated 30.06.2020;

- Strategic development plan of NJSC "Arkalyk Pedagogical Institute named after I. Altynsarin" for 2022-2025;

- Academic policy of NJSC "Arkalyk Pedagogical Institute named after I. Altynsarin";

- Certificates of state registration of a legal entity - BIN 990240005309 series, dated June 30, 2020.

Legal address: 17 Auelbekov str., Arkalyk, 110300, tel. 8-71430-7-24-88, e-mail: info@api.edu.kz.

The Institute has a mission, vision, strategic goal, and values that guide its educational activities. Adjustments, additions and updates are made in accordance with changes in the external and internal environment, as well as taking into account new legislative and other regulatory legal acts and policy documents adopted in the field of education and science.

The mission of the Institute is to train teachers capable of high professional and personal achievements.

Vision: An innovative regional scientific and educational hub that trains teachers.

Strategic goal: To train professionals who translate innovative pedagogical ideas.

Values: Kazakhstan's patriotism, integrity, openness, academic freedom, professionalism, global citizenship (https://api.edu.kz/index.php/ru/common/mission).

The academic divisions of the Institute include 3 faculties: the Faculty of Natural Sciences and Informatization, the Faculty of Pedagogy and Pedagogy, the Faculty of History and Art, 10 departments, the Department of Academic Affairs, the office of academic programs and methodological work, the registrar office, the practice and employment sector, the Office of Science, Strategic Planning and International Relations, and the Department of Educational Policy. project office "Rukhani zhangyru", research laboratories, educational laboratories, Museum of the history of education named after I. Altynsarin, trade union committee.

The number of undergraduate students is 2,534, of which 1,041 are full-time students and 1,493 are part-time students.

The infrastructure of ArkPI includes: 2 academic buildings, 2 student houses, an information and integrated library, stationary practice bases in Koktal, 10 computer classes, 2 robotics classrooms, mobile computer classes, 7 training workshops, a Polycom VSX 7000 video conferencing system, a sports and wellness complex, a sports and wellness camp, 12 multimedia complexes, 7 educational centers, a sports center, a training center, a training center, a training center, a training center, a training center, multimedia classrooms, the I. Altynsarin Museum and the Natural History Museum.

(V) DESCRIPTION OF THE PREVIOUS ACCREDITATION PROCEDURE

In February 2018, the educational programs "Russian Language and Literature" and "Russian Language and Literature in schools with a Non-Russian language of instruction" of the Arkalyk State Pedagogical Institute named after I. Altynsarin were specially accredited by the NAAR.

During the course of accreditation, the IAAR Commission developed recommendations for improving educational programs. Based on the recommendations received, a plan has been drawn up to implement the recommendations of the IAAR EEC. All the recommendations of the IAAR were successfully implemented to improve educational programs.

The measures and actions taken contributed to improving the quality of the educational process, creating conditions that contribute to the formation of the personality of a student of the EP.

Information on the results of the external evaluation procedure for accredited SPS is available on the ArkPI website: https://api.edu.kz/images/files_institut/kafedra/otchet-VEK/%D0%90%D1%80%D0%BA%D0%9F%D0%98_%D0%9E%D1%82%D1%87%D0%B5%D1%82%20%D0%92%D0%AD%D0%9A_5%20%D0%BA%D0%BB%D0%B0%D1%81%D1%82%D0%B5%D1%80_%D0%B8%D1%82%D0%BE%D0%B3.pdf

(VI) DESCRIPTION OF THE EC SESSION

The visit of an external expert commission to NJSC «the Arkalyk Pedagogical Institute named after I. Altynsarin» was organized in accordance with the program agreed in advance with the Chairman of the Management Board – Rector of the Institute and approved by the Director of the Independent Agency for Accreditation and Rating.

In order to coordinate the work of the EEC, a preliminary meeting of the EEC was held on 05.04.2023, during which powers were distributed among the commission members, the schedule of the visit was clarified, and agreement was reached on the choice of examination methods.

EEC meetings with target groups were held in accordance with the program of the visit, in compliance with the established time. During the visit, conversations were held with students and teachers of the university, graduates and employers.

Information about employees and trainees who participated in meetings with the EEC

Category of participants	Number
Chairman of the Management Board-Rector	1
Vice-rectors	1
Deans of faculties and heads of departments	7
Heads of structural divisions	9
Teachers	6
Students	8

Graduates	3
Employers and representatives of practice bases	3
Total	**38**

Members of the EEC also attended a class on the discipline " Phonetics, lexicology and phraseology of the modern Russian language "(teacher - master B.N. Turgumbekova). Topic: "Archaisms, historicisms, neologisms "(1st year).

Updating of the acquired knowledge was carried out in the form of an oral message from students, Google forms test questions. In the course of the lesson, various tasks were performed aimed at consolidating students ' theoretical knowledge of the topic: research analysis of the text, participation in a quiz, drawing up dialogues using neologisms.

The events planned within the framework of the visit to the Institute of Higher Education provided experts with a detailed introduction to the Institute's educational infrastructure, material and technical resources, faculty, representatives of employers ' organizations, students and graduates, which allowed for an independent assessment of the compliance of the data set out in the self-assessment reports of the Institute's educational programs with the criteria of the standards of specialized accreditation of the Institute.

A survey of teaching staff and students was conducted.

As part of the planned program, recommendations for improving the university's performance, developed by the EEC based on the results of the expert examination, were presented at a meeting with the management on April 07, 2023.

(VII) COMPLIANCE WITH SPECIALIZED ACCREDITATION STANDARDS

7.1. Educational Program Management Standard

Proof part

The activities of ArkPI are regulated by certain regulatory documents of national, regional and intra-university significance. The latter include the "Academic Policy" approved by the Academic Council of the University (dated August 26, 2020, Protocol No. 1 (with amendments and additions dated August 31, 2022, Protocol No. 1).). It is developed on the basis of the current legislation of the Republic of Kazakhstan in the field of education, normative legal acts of the Ministry of Science and Higher Education.

The existence of documented procedures for all aspects of the university's activities ensures their interrelation. Such important components of the university's activities as teaching, training, and research are subordinated to a single strategic goal of the functioning of the Arctic Research Institute and represent the implementation of the tasks of such development.

The mission, vision, strategic development goal and quality policy are available on the Institute's website: https://api.edu.kz/index.php/ru/common/mission

"Regulations on the quality assessment of educational programs at the Arkalyk Pedagogical Institute named after I. Altynsarin", "Regulations on the educational program and the procedure for its development at the Arkalyk Pedagogical Institute named after I. Altynsarin" determine the design and implementation of educational programs.

The objectives of the EP are formulated taking into account the requirements and requests of potential consumers, based on the assessment of the demand for EP, which is determined by the interests of employers, the potential of the university, the requirements of the state and society as a whole.

The quality assurance policy is defined by the regulation "Internal Quality Assurance Policy of Arkalyk Pedagogical Institute named after I. Altynsarin".

Plans for the development of accredited educational institutions are developed on the basis of the university's Strategic Development Plan for 2022-2025, mission, and department

development plan. EP development plans contain key performance indicators.

The Institute actively engages representatives of interested parties in the management of educational programs. Employers, teaching staff, and students are invited to attend meetings of collegial management bodies, and monitor the implementation of decisions taken. When representatives of interested parties are included in academic committees, basic education and the content of professional activities are taken into account.

EP management is transparent: students have access to information about internal regulations, rules for organizing the educational process, the procedure for paying for training, the contract for providing educational services, CED, EMCD, etc.

In order to increase competitiveness, such activities as analyzing the demand for and competitiveness of graduates and expanding the academic environment around the institute are developed and implemented.

In general, there is a systematic approach to the management of implemented educational programs, which is reflected in the creation of the necessary collegial bodies to monitor the quality of content.

Analytical part

The EEC confirms that the university's management has demonstrated its openness and accessibility to students, teaching staff, and employers.

Analysis of the university's website showed that information about educational programs is publicly available on the site for all interested parties. The content of educational programs reflects national development priorities and corresponds to the university's development strategy.

Planned changes in the content of the OP are discussed at meetings of the department with the involvement of employers and students. The content of the EP in general and each discipline in particular is compiled with the participation of all interested parties. Annual surveys of principals and experienced methodologists of secondary schools of the city are conducted in order to take into account opinions when developing and updating the EP.

So, for example, for those accredited by the EP, the senior teacher of the department, Master A.E. Ibragim, developed and introduced the discipline "Theory and Practice of Onomastics" into the Catalog of elective disciplines (minutes of the department meeting No. 5 dated 05.12.18). Also, the component for choosing basic disciplines includes the author's courses of Candidate of Pedagogical Sciences, Associate Professor Z.Sh. Koldasbayeva "Theory and practice of a communicative-activity approach to teaching the Russian language in a secondary school" (minutes of the meeting of the department No. 9 dated 03.04.19).

Strengths/best practices
No strengths were identified.

Recommendations of the EEC for improving the quality of EP 6B01702-Russian language and Literature, 6B01705-Russian language and literature in schools with a non-Russian language of instruction:

- in the description of accredited EP, present their uniqueness with a mandatory focus on the specifics of the region and the national component until June 2023;

- to build research priorities in the context of the implemented EP, to activate the research activities of teaching staff of accredited programs, to systematically implement the results of research in the educational process until 2025;

- determine the mechanism for managing innovations and implementing innovative proposals in the framework of educational programs 6B01702-Russian language and literature, 6B01705-Russian language and literature in schools with a non-Russian language of instruction until September 2023.

EEC conclusions on criteria: According to the Standard "Educational program

management'', accredited educational programs have 16 satisfactory positions and 1-suggest improvement.

Proof part

ArckPI provides regular collection, analysis and monitoring of information in order to effectively manage the educational process and ensure the quality of educational services provided.

The university has created and successfully operates a unified system for collecting, analyzing and managing information flows: 1) internal information flow - between structural divisions implementing the EP and administrative and managerial divisions, between teaching staff and students, 2) external information flow – between structural divisions implementing the EP and consumers – the department of education of the region, districts, secondary schools, colleges, parents of students, etc.

The main way to access Internet resources is to connect users of the corporate network to the institute's proxy server. This server allows you to provide access to users (employees, teachers, students) based on corporate usernames and passwords. All interested parties participate in the process of collecting information through monitoring activities (questionnaires, access to the website, posting information in social networks, etc.). The collected information allows you to improve the quality of implementation of the EP: analysis of similar EP in universities of Kazakhstan and abroad, studying the experience of leading universities, identifying priorities in the content of the EP, determining relevant academic disciplines with the possibility of their inclusion in the accredited EP.

There are also social networksthat display up-to-date information on their pages:
https://www.facebook.com/arkgpi/?_rdc=2&_rdr
https://www.instagram.com/api.kz/
https://www.youtube.com/channel/UCbeMpBEVPSPR7Nk_L67ul7g
https://t.me/arkpi_tq
https://www.instagram.com/kiyaryail/

Analytical part

The university uses modern information systems, information and communication technologies and software tools for adequate information management. The institute's website functions: students can directly contact the university's management to resolve a conflict situation and get help in cases of corruption, as well as inform about the facts of corruption on the part of teaching staff and employees.

During the interview, students noted the opportunity to contact the management about solving certain problems related to the educational process. Also, the interview with the teaching staff showed that the management responds to suggestions and recommendations of interested parties.

During the EEC visit, it was found out thatstudents, employees and teaching staff confirm their consent to the processing of personal data.

The degree of satisfaction of teaching staff is revealed during a survey on the organization of the educational process, the quality of information and material resources. For example, surveys of teaching staff and employees demonstrate their satisfaction with working conditions.

Satisfaction with the EP infrastructure is revealed through a survey of students, teaching staff, employees, and other interested parties. The survey demonstrates the satisfaction of students and teachers with the infrastructure of accredited educational institutions. The material, technical, library and information resources used to organize the learning process are sufficient and meet the requirements of the implemented educational programs. An information database has been created that functions within each structural division and allows you to quickly and flexibly solve production issues.

In general, the EEC notes that the university uses modern information systems, information

and communication technologies and software tools for adequate information management.

A survey of students showed that:

- information support and explanation of the admission rules and strategy of the educational program (specialty) before entering the university fully satisfy 79.8 %;

- informing the requirements for successfully completing a given educational program (specialty) - 80.3 %;

- informing students about courses, educational programs and academic degrees received – 79.8 %.

The EP's strong point is:

- satisfaction of students with the implementation of the EP and the quality of training at the university.

Recommendations of the EEC for improving the quality of 6B01702-Russian language and Literature, 6B01705-Russian language and literature in schools with a non-Russian language of instruction:

- to step up work on analyzing information in order to identify and predict risks from September 2023;

- regularly monitor and forecast potential risks for accredited programs, as well as the main trends of the EP in the regional, national and international context.

EEC conclusions on criteria: According tothe Standard "Information Management and reporting" 6B01702-Russian language and literature, 6B01705-Russian language and literature in schools with a non-Russian language of instruction have 1 strong position, 16 satisfactory positions and suggest improvement-0.

7.3. Standard "Development and approval of the educational program"

Proof part

Educational programs 6B01702-Russian language and Literature, 6B01705-Russian language and literature in schools with a non-Russian language of instruction are developed in accordance with the requirements of regulatory documents, National and industry qualifications frameworks, based on the analysis of the labor market and recommendations of employers. Educational programs are focused on learning outcomes and are built on a modular basis.

The procedure for developing educational programs in the areas of training implemented at институте им. the I. Altynsarin Institute is reflected in the internal regulatory document "Academic Policy", the Regulation on the educational program and the procedure for its development in the Arctic Research Institute:

https://www.api.edu.kz/images/files_institut/polozheniya_rus/5Polozhenie_ob_obrazovatel noj_programme_i_poryadke_ee_razrabotki.pdf

The EP includes: the code and name of the EP, the code and classification of the field of education, the code and classification of the field of study, the level of qualification, the degree awarded, the general characteristics of the modular educational program; the catalog of elective subjects; the EMCD, syllabuses, the internship program, the program of state final certification, the development plan of the EP.

The EP consists of mandatory, elective, and professional practices. Elective subjects are reflected in the CED, which are developed annually. At the suggestion of teaching staff, employers, and students, new disciplines are introduced.

The EP reflects the expected learning outcomes determined on the basis of Dublin descriptors. The results of training are presented both in the entire program as a whole, and in modular levels. The expected learning outcomes are also reflected in syllabuses.

Students independently form an individual educational trajectory by registering for elective

subjects. At the same time, students are guided by the catalog of elective subjects.

The individual educational trajectory is reflected in individual curricula, where along with general education, basic disciplines of the mandatory component, there are practical and elective courses aimed at ensuring professional competencies.

In the course of the interview, students confirmed that consultations on the selection and implementation of an individual educational trajectory, the preparation of an EP, as well as other academic issues are carried out with the active help of advisors.

Monitoring, periodic review, and analysis of educational programs are carried out (internal and external audits, surveys of employers, students, and graduates, meeting quality goals, teaching and methodological work, research and development, report of the final state certification commission, analysis of graduates ' employment, educational work, and conclusions of external experts), the results of which are presented in the annual report.

Analytical part

In general, the qualifications obtained as a result of the development of an educational program are clearly defined in accordance with a certain level of the National Framework of Qualifications in Higher Education and, consequently, the framework of qualifications in the European Higher Education Area: qualification level 6 – bachelor's degree.

The university has established the procedure for conducting external examinations of the EP. External expertise of the EP is carried out by teachers of the Russian language and literature of the city's schools, university teachers.

Towards the development of EP Teachers of theRussian language and literature of the I. Altynsarin gymnasium A. S. Yulmukhamedov, E. A. Sysoeva, I. A. Sitnova, teachers of the Russian language of the Keiki Batyr School No. 4 I. A. Seitgareva, and N.N.Amanbayeva were involved in the development of the OP 6B01702 – Russian language and Literature, 6B01705 – Russian Language and Literature in schools with a non-Russian language of instruction.

The Department cooperates with other universities, but there are no joint educational programs with foreign educational organizations, there is no work to harmonize the content of the EP with similar educational programs of Kazakhstani educational organizations.

Questionnaires on students ' satisfaction with the quality of implementation of educational programs indicate that accredited educational institutions have a good basis for learning and good conditions for students to show their personal qualities during extracurricular hours. Overall, students rated the quality of the educational program at 82.5%.

Strengths/best practices
There are no strong points.

***Recommendations of the EEC* for improving the quality** *of EP 6B01702-Russian language and Literature, 6B01705-Russian language and literature in schools with a non-Russian language of instruction:*

- determine the positions on two-degree educational programs with foreign universities for accredited educational programs until 2025;

- continue working on improving the structure of the EP: we need a clearer and more motivated logic for the formation of modules, the connection between modules and blocks of disciplines.

EEC conclusions on criteria: according to the Standard "Development and approval of the educational program", the accredited educational programs 6B01702-Russian language and Literature, 6B01705-Russian language and literature in schools with a non-Russian language of instruction have 11 satisfactory positions and 1 position implies improvement.

7.4. Standard "Continuous monitoring and periodic evaluation of educational programs"

Proof part

In order to continuously improve the EP, the university monitors them, which determines the achievement of goals and meeting the needs of students and stakeholders. The rules of monitoring, analysis and evaluation of educational programs are reflected in the "Regulation on the quality assessment of educational programs at the Arkalyk Pedagogical Institute named after I.   Altynsarin" (https://api.edu.kz/images/files_institut/polozheniya_rus/4Polozhenie_ob_ocenke_kachestva_obr azovatelnyh_programm.pdf).

The Dean of the Faculty and the heads of the EP are responsible for the processes of monitoring, evaluating and improving the EP.

Various monitoring methods are used to monitor and periodically evaluate the educational process: assessment of current academic performance of students, final certification, certification of all types of practices, checking the state of methodological support for the educational process, collecting and analyzing data on customer satisfaction.

Assessment успеваемости of students 'academic performance is determined by collecting and analyzing information about students' academic performance after the session. Students ' academic achievements are reflected in the "Platonus" system (https://platon.api.edu.kz/).

An important role for evaluating and improving the quality of educational programs is played by studying the requirements of consumers to the content of educational programs. Thus, at the end of internships, a survey of employers is conducted to determine their satisfaction with educational programs. The EP management presented the results of a survey of representatives of practice bases who note a good level of training of students.

Analytical part

Continuous   monitoring,   periodic   evaluation   and   revision of the Institute's educational programs are aimed at ensuring their effective implementation and creating a favorable learning environment for students.

In general, within the framework of monitoring and evaluating educational programs, the EP management demonstrated:

- students ' assessment of the pedagogical activity of the teaching staff involved in the implementation   of   the   educational   program   after   each academic period;

- a survey of graduates about the quality of the educational program, learning environment, and support services;

- questioning employers about the quality of training of students and graduates;

- analysis of the results of employment and career growth of graduates;

- organization of open classes and mutual visits of teaching staff.

The survey of students showed that 82.5% are completely satisfied with the quality of teaching , 17% are partially satisfied; 78.9% fully agree with the objectivity of the assessment of students ' achievements , and 21.1% partially agree.

Strengths/best practices

No strengths were identified.

***Recommendations of the EEC** for improving the quality of EP 6B01702-Russian language and Literature, 6B01705-Russian language and literature in schools with a non-Russian language of instruction:*

- update information on the Institute's website on changes made to the OP during the year;

- regularly analyze the labor market, types of employment, and the region's need for graduates, track job placement by specialty, and adjust the admission plans and content of the OP in this regard.

EEC conclusions on criteria: according to the Standard "Continuous monitoring and periodic evaluation of educational programs", educational programs 6B01702-Russian language and literature, 6B01705-Russian language and literature in schools with a non-Russian language of instruction have 10 satisfactory positions and 0 positions suggest improvements.

7.5. Standard "Student-centered learning, teaching and assessment of academic performance"

Proof part

ArkPI has created conditions for the development of student-centered learning:
- formation of clear goals and expected learning outcomes for students;
- implementation of active training methods;
- development of a person-centered approach;
- formation of an individual learning path;
- involvement of students in the development of educational programs;
- strengthening the role of independent work of students;
- application of a research approach in teaching;
- formation of a positive attitude towards students on the part of teachers.

Forms and methods of implementation of the EP encourage active involvement of students in the educational process and increase their independence and responsibility for the results of the educational process.

In teaching academic subjects of accredited educational institutions, the results of teaching staff's own research in the field of teaching methods are used. Special attention is paid to the modern approach to the discipline "Teaching methods" as the most important subject that forms the special competencies of a graduate of a pedagogical university.

Feedback from students in order to analyze the effectiveness of using certain pedagogical methods and organizing the educational process is carried out through their personal appeals to the management of the institute, faculty, department, through advisors and public student organizations. The Institute's website provides an opportunity for students to ask questions, which are answered by representatives of structural divisions.

In accordance with modern requirements, accredited educational programs provide for the possibility of building an individual educational trajectory, taking into account the personal needs and capabilities of students, including student-centered training at the university is provided through the choice of disciplines by students based on CED, which gives students the opportunity to make an alternative choice of elective academic disciplines.

Students are provided with a reference guide (https://api.edu.kz/index.php/ru/obuchenie/2013-09-25-06-58-01), containing the necessary information about the history of the university, credit technology of training, the system for monitoring and evaluating students ' academic achievements, the rules for transferring and restoring students, tuition fees, etc.

The results of all types of control must be brought to the attention of students, including through information and communication technologies.

Students ' achievements are reflected in the transcript. Students who have fulfilled the requirements of the curriculum and study programs in full are admitted to the final state certification.

When choosing elective subjects, determining the topics of theses (projects), choosing a research supervisor, and participating in research work, individual characteristics, needs, and cultural experience of students are taken into account.

The Institute has a student self-government, which involves students from among the activists who contribute to the search for more effective ways to solve managerial problems.

Analytical part

As a result of the visit, the EEC members confirm that the organization of the educational process at the Institute is carried out in accordance with the principles of student-centered training and is aimed at ensuring the quality of educational services, creating the necessary conditions for students.

Methods of implementing student-centered learning in the EP 6B01702 – Russian language and Literature, 6B01705-Russian language and literature in schools with a non-Russian language of instruction are introduced into the educational process in the form of active and interactive teaching methods that contribute to the activation of the educational process.

A survey of students conducted during the HEC visit showed that:
- fully satisfied with the training methods – 80.3 %,
- partially satisfied – 19.3 %;
- partially dissatisfied – 0.4 %.

Strengths/best practices
There are no strong points.

Recommendations of the EEC **for improving the quality** *of EP 6B01702-Russian language and Literature, 6B01705-Russian language and literature in schools with a non-Russian language of instruction:*
- include advanced training in the field of modern methods of evaluating learning outcomes in the department's work plan for the 2023-2024 academic year;
-take corrective actions to improve the implementation of the EP based on the results of feedback from students and assessment of their satisfaction.

EEC conclusions on criteria: according to the Standard "Student-centered learning, teaching and assessment of academicperformance", educational programs 6B01702-Russian language and literature, 6B01705-Russian language and literature in schools with a non-Russian language of instruction have 10 satisfactory positions and 0-suggests improvement.

7.6. The "Learners"Standard

Proof part
The policy of forming a contingent of students includes career guidance work during the year, direct work of the university admissions committee during the summer period, and managing the movement of the contingent during training and graduation.

Working groups are being set up to travel to schools and colleges in the city or region. Explanatory work is organized among school graduates, "Open Days" are held, where meetings are held with schoolchildren, parents, teachers, where members of the admissions committee, teachers responsible for career guidance work, highlight issues and features of the formation of the student body, the rules for admission to the ArkPI, the list of documents, conditions of study and accommodation, specialized subjects, passing points, a list of preferential categories, etc.

An organizational week of adaptation and support for incoming students is organized at the Institute for 1st-year students: meetings are held with the dean and deputy deans for academic affairs on the issues and structure of the institute's socio-cultural life, the work of interest groups, creative and public organizations.

7

Data on the student body of EP 6B01702-Russian Language and Literature

Academic years	EP 6B01702-Russian language and Literature		
	Full	-time Full-time abbreviated form of education	Total
2018-2019	6	13	19
2019-2020	7	5	12
2020-2021	8	10	18
2021-2022	4	12	16
2022-2023	4	15	19

Data on the student body of EP 6B01705-Russian Language and Literature in schools with a non-Russian language

Academic years	EP 6B01705-Russian language and Literature in schools with a non-Russian language		
	Full-time education	Full-time abbreviated form of education	Total
2018-2019	9	14	**23**
2019-2020	5	21	**26**
2020-2021	10	31	**41**
2021-2022	15	49	**64**
2022-2023	22	61	**83**

The Institute has youth interest clubs, sports sections, "Rukhaniyat" theater studio, "KVN", akyn school, "Anyz" dance group, and "Korkem Soz".

Student of OP 6B01705-Russian language and literature Sirazieva Alina took the third place in the competition "Korkem soz". 2nd year students of OP 6B01705 – Russian language and literature in schools with a non-Russian language of instruction "Madaminova Iroda, Askarbek Merey-active participants of the debate club "Akikat".

ArkPI has a Student Dean's Office and student self-government "Zhas Orda". Events are held on an ongoing basis: "Initiation to students", "Two stars", "Miss ArkPI", Day of Laughter, " Hello, we are looking for talents!", "Rector's Ball", etc.

Forms of organizing research and development activities are: participation of students in conferences, seminars, round tables, competitions; publications in scientific journals and collections of reports, materials and abstracts of conferences, etc.

For example, 4th-year student Beisembayeva Bibinur (scientific supervisor-Candidate of Pedagogical Sciences, associate Professor Koldasbayeva Z. Sh.) tooka part in the XVII International Scientific and Practical Conference "Heritage of Alash and the significance of independence". Article "Basic methods of speech development in the context of a communicative-activity approach to teaching the Russian language", 29.09.2022, under the guidance of senior teacher Zhumabayeva G. S. participated in the International Scientific and Practical Conference "Digital technologies in education: problems and prospects". Article "National anthroponymic systems", 30.03.2022

4th year student OP 6B01702-Russian language and Literature Sirazieva Alina (scientific supervisor-senior lecturer, Master Nursali K.S.) tooka part in the XVII International Scientific and Practical Conference "Global science and Innovations 2022 Central Asia".

1st year students Yan Darya (1st place), Baisary Kanat (2nd place) and 2nd year student Madaminova Iroda (3rd place) took part in the intramural Russian Language Olympiad organized by the teaching staff of EP 6B01702 "Russian language and Literature", 6B01705 "Russian language and literature in schools with a non-Russian language of instruction". According to the results of all stages of the Olympiad, she took the first place. https://api.edu.kz/index.php/ru/novosti-vap/arkhiv-novostej/item/3976-olimpiada-po-russkomu-yazyku-sredi-studentov-1-2-kursov

2nd year student EP 6B01705-Russian language and literature in schools with a non-Russian language of instruction Madaminova Iroda received a diploma of the III degree for participation in the Republican competition of research papers.

Student publications

No	. Title of publications	Output data	Supervisor	Student's full name
		2018 year		
1	Russian fairy tales (Archetypes of national behavior)	Proceedings of the international scientific and practical conference"Digital Technologies in Education: Problems and Prospects" October 17, 2018.	Zhumabayeva G. S.	Nursali A. S.
2	Motives of the Russian fairy tale	Materials of the Republican scientific and practical conference on the topic: "Trilingualism-the basis of competitiveness" November 16, 2018.	Жумабаева Г.С.	Нурсали А.С.
		2020 год		
3	Қазіргі білім беру жүйсіндегі гуманитарлық пәндер мен ағылшын тілінің маңызы	«Қоғамның әлеуметтік және рухани жаңаруы жағдайындағы білім берудің сапасын жоғарлату» тақырыбындағы Халықаралық ғылыми-тәжірибелік конференция – Аркалык, 7 ақпан 2020, 227-229 б.	Тургумбекова Б.Н.	Жолаушыбай А.К.
4	Шетел тілінің оқытуда замануи ақпараттық технологияларды қолданудың тиімділігі	«Қоғамның әлеуметтік және рухани жаңаруы жағдайындағы білім берудің сапасын жоғарлату» тақырыбындағы Халықаралық ғылыми-тәжірибелік конференция – Аркалык, 7 ақпан 2020, С. 296-300 б.	Тургумбекова Б.Н.	Қуанышбек Д.Б.
5	Білім беру сапрасын жоғарлату әлеуметтік – гуманитарлық біліінің маңызы	«Қоғамның әлеуметтік және рухани жаңаруы жағдайындағы білім берудің сапасын жоғарлату» тақырыбындағы Халықаралық ғылыми-тәжірибелік конференция – Аркалык, 7 ақпан 2020, С. 329-332	Тургумбекова Б.Н.	Райымбек Н.Н.
		2022 год		
6	XVII International scientific and practical conference "Heritage of Alash and the significance of independence", 208 p.	"Basic methods of speech development in the context of a communicative-activity approach to teaching the Russian language" 29.09.2022,	Koldasbayeva Z. Sh	. Beisembayeva Bibinur
7	"Fiction in moral and aesthetic education of a person"	Sixth Internet Conference Proceedings "Foreign language in professional training of specialists: issues and strategies" February 21, 2022 February 21, 2022, Kropyvnytskyi – 2022	Abdrashitova R. A.	Sirazieva Alina
8	"Improving the analysis and methods of teaching fiction at school"	Sixth Internet Conference Proceedings "Foreign language in professional training of specialists: issues and strategies" 21 lyutogo 2022 February 21, 2022, Kropyvnytskyi – 2022	Abdrashitova R. A.	Sirazieva Alina
9	"National anthroponymic	. "Digital technologies in education:	Zhumabayeva G.	Beisembayeva

	systems", 303 p	problems and prospects" 30.03.2022 G.		Bibinur
10	Fonetic system of the Old Russian language of the X-beginning of the XI century.	Proceedings of the International Scientific and Methodological Journal "Global science and innovations 2022: central asia" No. 4 (18). December 2022.-pp.	77-79	Nursali K. S. Sirazieva Alina
2023				
11	Using information technologies in Russian language and literature lessons	Collection of the III Republican scientific and practical online conference "Education of the XXI century: problems, trends and prospects", created on the basis of the Distance educational portal "Eurasian Science" / / February 2023.	Beisenova Z. S.	Baidrakhmanova A. K.
	Active and passive methods of teaching the Russian language	Materials of the International Practical Conference "Tolegen readings". Arkalyk, 2023.	Nursali K. S.	Shaldykova K. A.
12	Manifestations of respect for parents through the story "Telegram" by Paustovsky at the literature lesson	Materials of the XII International Scientific and Practical Conference "Science and Education in the modern world: challenges of the XXI century". Astana, 2023-77s. - pp. 47-49-49	Moldagulova G. M.	Sirazieva Alina

The practice bases are the city's educational organizations that correspond to the profile of accredited educational institutions.

The site contains "Rules for organizing and conducting professional practice and defining organizations as practice bases", which serve as the basis for organizing all types of practice.

https://api.edu.kz/images/files_institut/polozheniya_rus/8Pravila_organizacii_provedeniya_professionalnoy_praktiki_i_opredeleniya_organizacii_v_kachestve_baz_praktiki.pdf

The results of the current certification are brought to the attention of students, discussed at meetings of the department, measures are taken to improve the quality of teaching classes and IWS, methodological and informational support for them. Elimination of academic debts is carried out on a paid basis during the summer semester, according to the approved academic calendar.

Special attention on the part of advisors and teaching staff of the department is paid to conducting educational activities with students. Planning of educational work at the department follows from the development program of the Institute. The plan sufficiently reflects the problems of educational work with students, the solutions of which are implemented at the department. Teaching staff of the department successfully combines teaching and research activities with cultural recreation, form and strengthen the students ' civic position and sense of patriotism.

Employment of university graduates is determined by the "Regulation on measures to promote employment of graduates at the Arkalyk Pedagogical Institute named after I. Altynsarin"

(https://api.edu.kz/images/files_institut/polozheniya_rus/16Pravila_sodeystviye_trudoustroystvu_vypusknikov.pdf).

The Department of Internship and Employment of graduates oversees the employment process, helps in further professional growth through training under the program, conducts meetings with employers, and job fairs. Employment of graduates of accredited EP is 100 %.

Employment of graduates of EP 6B01702 – Russian language and Literature, 6B01705-Russian language and literature in schools with a non-Russian language of instruction

№	Year of issue	of the EP	Employment
1	2019 g.	6B01702-Russian language and literature	100%
		6B01705 "Russian language and literature in schools with a non-Russian language of instruction"	100%
2	2020	6B01705 "Russian language and literature in schools with a non-Russian language of instruction"	100%
3		6B01702 "Russian language and literature"	100%
4	2021	6B01705 "Russian language and literature in schools with a non-Russian language of instruction"	100%
5	2022	6B01702-Russian language and literature	100%

Analytical part

EEC notes that targeted work is being carried out to increase the number of students participating in socio-political, cultural, mass and sports events of the Institute.института Advisors organize meetings of first-year students with leading teachers of the department in order to get acquainted with the prospects and new directions in science. They also conduct individual work with lagging students, discuss current academic performance and attendance during adviser hours.

The Institute cooperates with domestic and foreign universities, but according to EP 6B01702 – Russian language and Literature, 6B01705-Russian language and literature, schools with a non-Russian language do not implement work on external and internal academic mobility for students, as well as two-degree education.

The university indicates the functioning of the Alumni Association (the website provides information, Regulations, and work plan), but there is no confirmation of the effectiveness of the Association's work, and the information on the site is not updated.

Compliance of the procedures for assessing the level of knowledge of students with the planned learning outcomes and program goals is ensured by the functioning of a versatile assessment system, which includes various types of controls carried out both during the development of the discipline and during examination sessions, passing all types of professional practices, and final state certification. All the necessary information about the assessment procedure, including the conduct of intermediate certification in the form of an exam, current control, GPA score, is brought to students by posting information on the site, during adviser hours. The results of the current, milestone and final control are available to students on the educational portal of the Institute.

Interviews with students of the accredited EP revealed their satisfaction with the

educational process as a whole, as well as the possibility of extracurricular activities.

Strengths/best practices
No strengths were identified.

Recommendations of the EEC for improving the quality of EP 6B01702-Russian language and Literature, 6B01705-Russian language and literature in schools with a non-Russian language:
- to step up work on organizing external and internal academic mobility for students in the context of accredited educational programs from the 2023-2024 academic year;
- assist students in obtaining international grants (Russian World, Erasmus-Mundus, Bolashak, etc.), participation in socially significant republican, regional, city projects, as well as in international projects, conferences and international internships on a permanent basis;
- involve students more widely in applied joint scientific research and practice testing the results in the educational process from the 2023-2024 academic year;
- determine the parameters of support for gifted students 6B01702-Russian language and literature, 6B01705-Russian language and literature in schools with a non-Russian language, starting from the 2023-2024 academic year.

EEC conclusions on criteria: according to the Standard "Students", educational programs 6B01702-Russian language and Literature, 6B01705-Russian language and literature in schools with a non-Russian language have 1 strong position, 9 satisfactory positions, and 2-suggest improvements.

7.7. Standard "Teaching staff"

Proof part
The personnel policy of the Arkalyk Pedagogical Institute named after I. Altynsarin is reflected in the "Regulations on Personnel Policy", approved by the Academic Council of the Institute on 01.09.2021. "Regulations on Personnel policy" is publicly available on the university's website Internal regulatory documents (api.edu.kz)

The main provision of the HR policy is to build an effective system for forming a high-quality staff and teaching staff in the context of a constantly accelerating process of updating knowledge. Admission and dismissal of teaching staff at the Institute is carried out in accordance with the Labor Code of the Republic of Kazakhstan dated November 23, 2015 No. 414-V, the Regulation on personnel Policy of the ArkPI https://api.edu.kz/images/files_institut/polozheniya_rus/Polozhenie_o_kadrovoy_politike.pdf from 01.09.2021.

Regulations on competitive replacement of positions of teaching staff and researchers, approved by the Board of Directors of NJSC Arkalyk Pedagogical Institute named after I. Altynsarin, approved on January 29, 2021, Protocol No. 1. https://api.edu.kz/images/files_institut/Regulations for%20o%20competitive%20substitution%20dolls%20APPS%20i%20scientific%20workers.pdf

The management of the Institute at all levels is responsible for its employees and provides them with favorable working conditions. The university's activities in this area are reflected in the Charter of ArkPI, in the collective agreement of employees, and in the remuneration system. The concept of favorable working conditions includes both material and non-material conditions. Material conditions include providing employees with places of work that are equipped with the necessary equipment, as well as providing educational and scientific literature. ArkPI conducts systematic work to improve the material and technical working conditions of teachers. The Institute has a material and technical base that allows conducting all types of teaching and

research work of teaching staff. Non-material favorable working conditions include the psychological climate that has developed in the departments that implement EP. A favorable psychological climate is determined by the peculiarities of the distribution of the educational load, taking into account the scientific interests of each teacher implementing the EP, and the adequate distribution of public assignments.

The Commission was presented with the qualitative and quantitative composition of the teaching staff involved in the implementation of accredited programs, planning the teaching staff load, monitoring the quality of teaching, monitoring the implementation of the individual teaching staff plan, and the policy of forming the staff of the teaching staff.

Quantitative and qualitative composition of teachers of EP 6B01702 "Russian language and literature", 6B01705 "Russian language and literature in schools with a non-Russian language of instruction"

Full	name	University	Basic education	Subjects taught
1	Koldasbayeva Z. Sh.	Kostanay Pedagogical Institute named after the 50th Anniversary of the USSR, 1970-1974	Russian language and literature, teacher of Russian language and literature for Kazakh schools	Theory and practice of a communicative-activity approach to teaching Russian in a modern general education school Methods of teaching Russian Methods of teaching Russian in schools with a non-Russian language of instruction Methods of teaching Russian language and literature Fundamentals of linguatorics Integrative comparative linguistics General linguistics Theory of intercultural communication Teaching methods
2	Zhumabaeva G. S. ArkPI	named after I. Altynsarin, 1989-1994.	Russian language and literature at the national school, teacher of Russian language and literature	Oral folk art and Old Russian literature, Ancient literature and Foreign literature of the 17th and 18th centuries. History of Russian literature of the 17th-18th centuries Research work and fundamentals of academic writing Stylistics: speech culture and academic writing skills Russian folklore and Old Russian literature, History of Russian literature of the 1st-2nd half of the 19th century Russian literature of the 20th century and the beginning of the 21st century History of Russian literature of the 18th-19th centuries Methods of teaching Russian language and literature in the inclusive education system History
3	Turgumbekova	ArkPI named after I.	Russian language and literature,	Theory of Literature

	B. N.	Altynsarin, 1994-1998.	teacher of Russian language and literature	Word formation and morphology of the modern Russian language Foreign literature of the 19th and 20th centuries, History of the Russian literary language History of grammar and the Russian Literary language, Phonetics, lexicology and phraseology of the Modern Russian Language Introduction to Linguistics Syntax of the Modern Russian language
4	Nursali K. S.	ArkPI named after I. Altynsarin, 2013-2017	Russian language and literature in schools with a non-Russian language of instruction, Bachelor's degree	Practical course of the Russian language Research work and fundamentals of academic writing History of grammar and the Russian literary language Introduction to linguistics, New technologies in education Theory and practice of a communicative-activity approach to teaching the Russian language in a modern general education school Theory of intercultural communication
5	Beisenova Z. S.	ArkPI named after I. Altynsarin, 1996-2000.	Russian language and literature in schools with a non-Russian language of instruction, Teacher of Russian language and literature in schools with a non-Russian language of instruction	Oral folk art and Old Russian literature Theory of literature, Russian folklore and Old Russian literature Syntax of the modern Russian language Methods of teaching Russian language and literature in the system of inclusive education
6	Nursali A. S.	ArkPI named after I.Altynsarina, 2015-2019	Russian language and Literature in schools with a Non-Russian language of instruction, Bachelor's degree	Project and research activities in Russian Language and Literature lessons at school Fundamentals of Linguatorics Integrative Comparative Linguistics General Linguistics
7	Moldagulova G. M.	Altynsarin Arctic Research Institute, 2004-2008	Russian language and literature, Bachelor's degree	Methods of teaching Russian language and literature, Foreign literature of the 19th and 20th centuries, Methods of teaching Russian language and literature in schools with a non-Russian language of instruction Word formation and morphology of the modern Russian language, Methods of teaching literature Methods of teaching Russian
8	Kalimzhanova R. L.	Al-Farabi Kazakh State University,	Russian language and literature, philologist, teacher of Russian	Pedagogical psychology

		1987-1992. KSU named after A. Baitursynov, 2012-2014.	language and literature	
9	Rakhmetova B. A.	KazGU named after S. M. Kirov, 1982-1987.	Kazakh language and literature, philologist, teacher of Kazakh language and literature.	Kazakh language
10	Konkina G. S.	Buketov KarSU, 1991-1996	History, historian, teacher of history and socio-political disciplines	History of Kazakhstan, Philosophy
11	Dyusenova G. T.	Medico-Biological Institute of the branch of Akmola Agricultural Institute, 1994-1998	Biotechnology, microbiologist.	Age-related physiology and school hygiene
12	Baiseitova Zh. B.	PSPI, 2015-2017.	Foreign languages: Two foreign languages, Bachelor of Education.	Foreign language

Settling down of teaching staff

EP title	Total teaching staff / Settling		
	down 2020-2021	2021-2022	2022-2023
6B01702 "Russian language and literature"	50%	50%	50%
6B01705 "Russian language and literature in schools with a non-Russian language of instruction"	50%	50%	50%

In the 2022-2023 academic year, the faculty consists of 12 teachers, including 4 mastersof a sciences, 7 senior teachers.

Scientific and methodological activities of teaching staff are represented by monographs, teaching aids, publications in journals, materials of national and international conferences.

Total number of scientific publications for the reporting period

Publications	2018	2019	2020	2021	2022	2023
Publications: - with a non-zero impact factor, etc	. 0	1	1	0	0	0
CCFES	0	1	0	0	0	0
- journals of the Institute and other publications of the Republic of Kazakhstan and abroad, conferences	9	2	10	2	24	4
Textbooks, manuals	0	0	1	0	0	1
Monographs	1	2	0	0	0	0

Professional development of teaching staff is carried out through short-term courses, seminars, internships in universities of Kazakhstan and neighboring countries.

For example, since August 2021, Nursali K. S. has been taking advanced training courses in the project of the Ministry of Education and Science of the Republic of Kazakhstan and the World Bank "Strengthening the potential of teacher education" within the framework of the project "Modernisation of Secondary Education".

From March 10 to 19, 2021, Nursali K. S. passed the Academic Leadership Program advanced training course organized by NARKHOZ University. Teachers conduct classes using a

multimedia complex, case technologies, group work, interactive methods, and the project method. To increase students ' interest in educational and cognitive activities, new material is supplemented with Flesh presentations made using the following editors: CamStudio, FreemakeVideoConverter, and SpringFree (test task editor).

Young teachers have the opportunity to improve their scientific potential. The Department supports them in this by organizing scientific and methodological seminars, master classes, and open classes. The department conducts mentoring work: young specialists are assigned to experienced teachers.

Analytical part

EEC IAAR notes that the university ensures the completeness and adequacy of individual planning of the work of teaching staff in all types of activities, monitoring the effectiveness and effectiveness of individual plans. The teaching load of teachers consists of educational, teaching-methodical, research, educational activities, which are planned for one academic year.

Teachers strive for efficiencyи in their work, which contributes to the achievement of certain results for each employee and the university as a whole. The иInstitutehas adopted such moral and material forms of encouragement as awarding commendatory, honorary certificates, and valuable gifts.

In 2021, Associate Professor Z. Koldasbayeva was awarded the Jubilee Medal "65 years of Arkalyk" for her contribution to the development and formation of Arkalyk. In 2022, in honor of the 50th anniversary of the founding of the Arkalyk Pedagogical Institute named after I. Altynsarin, she was awarded the Jubilee Medal "50 years since the foundation of the Arkalyk Pedagogical Institute named after I. Altynsarin", the medal" For contribution to the development of education " No. 0296, May 17, 2021.

Senior lecturer G. S. Zhumabayeva received a Letter of Gratitude from the Ministry of Education and Science for her contribution to the training of young specialists in the higher education system.In 2022, Nursali K. S. was awarded a Letter of Thanks from the Chairman ofthe Board – Rector in honor of the 50th anniversary of the founding of the Arkalyk Pedagogical Institute named after I. Altynsarin.

CCPs actively participate in the public life of the region. Teaching staff of the EP regularly conducts seminars with teachers of schools and colleges in Arkalyk, where they introduce their own methodological experience.

To the International Encyclopedia " Best People. Best in education" includes materials on the scientific activities of Associate Professor Koldasbayev Z. Sh. Nursali K. S. entered the "Golden Book of Youth of the city of Arkalyk" in the "Young Scientist" nomination.

It is necessary to note the insufficient level of involvement of practitioners from the relevant industries in teaching.

There is no active participation of teaching staff in competitions for grant funding.

There is insufficient information about teachers on the Institute's website, and there is practically no academic mobility of teaching staff.

The results of scientific activity of teachers do not have a sufficiently high level of publication activity. A small number of scientific publications are published in journals recommended by the CCFES of the Ministry of Education and Science of the Republic of Kazakhstan, and rating journals. At the same time, experts noted that the EP management is aware of the responsibility for its employees and creates favorable working conditions for them on the basis of interviewing teaching staff.

The results of the survey of teaching staff showed that 42.4 % of respondents believe that the university provides very good opportunities for professional development of teaching staff, good-51.5 %, relatively bad-3 %, bad-3 %. In general, the teaching staff gave a positive assessment of the university and expressed overall satisfaction with the production processes.

Strengths/best practices

Strengths of the accredited EP were not identified.

Recommendations of the EEC for improving the quality of EP 6B01702-Russian language and Literature, 6B01705-Russian language and literature in schools with a non-Russian language:

- practice inviting leading domestic and foreign scientists to give lectures on accredited programs, starting from the 2023-2024 academic year;

- to activate the research activities of teaching staff by participating in competitions for grant funding from the Ministry and performing contractual work, as well as to update the participation of teaching staff in intra-university projects;

- encourage the publishing activity of teaching staff, promote publications in rating journals on an ongoing basis;

- improve the implementation of the results of research work of teaching staff in the educational process from 2023-2024 academic year.

WEC conclusions on criteria: according to the Standard "Teaching staff", educational programs 6B01702-Russian language and literature, 6B01705-Russian language and literature in schools with a non-Russian language have 7 satisfactory positions and 2-suggest improvements.

7.8. Standard "Educational resources and student Support Systems"

Proof part

When carrying out educational activities, ArkPI is guided by regulatory documents regulating mandatory regulatory requirements for the material and technical, educational and laboratory facilities of educational organizations. The university has a material and technical base, that provides проведение all types of practical training and research work for teaching staff and students, provided for in the curriculum of the university and corresponding to the current sanitary-epidemiological and fire -fighting norms and rules.

TheInstitute's infrastructure includes: 2 academicbuildings, 2 publicbuildings, a sports and recreation complex, an information and library complex, музей им. the I. Altynsarin Museum and the Natural History Museum.

По Accredited educational institutions have teaching rooms, lecture halls, equipped with computer equipment, interactive whiteboards, audio-video equipment, multimedia projectors, software products (10 computer classes, mobile computer classes, 3 electronic reading rooms in the IBC, 2 language rooms, 22 specialized rooms, 7 training workshops, видеоконференца video conferencing systemсвязи Polycom VSX 7000).

In general, classrooms meet the sanitary and hygienic standards required for university classrooms. The organization of EP training sessions is provided with a sufficient classroom fund. The total training area used corresponds to the regulatory indicators, standards of the sanitary and fire service.

The university is equipped withoй системой television video surveillance systemsoй, warning systems, access control systems (access control cards), buildings of academic buildings, dormitories are equipped with automatic fire alarms.

8 classrooms are allocated for the educational process of accredited educational programs: 1 specialized classroom equipped with a Multimedia projector (326); classrooms (302, 326, 328); lecture halls (205, 407, 312, 313, 505).

ArkPI has an ICL: reading rooms, an electronic resource center, and a media center with a video room. The information andcommunication corporate network includes 362 computers, all of which have access to the Internet. The total area of ICL ArkPI is 627.2 sq. m., book depository-108.7 sq. m., subscription-151.9 sq. m.

For implement student support, the university is guided by the following documents:

Rules on the procedure for providing places and evicting students from their homes

Regulations on the competition for the selection of applicants for academic mobility abroad

Program for the adaptation of foreign students to the Arctic State Pedagogical Institute

Rules for checking written works for the presence of borrowings at the Arkalyk Pedagogical Institute named after I. Altynsarin

Rules for evaluating learning outcomes at the Arkalyk Pedagogical Institute named after I. Altynsarin

Rules for registration of students to study academic subjects at the Arkalyk Pedagogical Institute named after I. Altynsarin

Rules for completing a thesis (project) at the Arkalyk Pedagogical Institute named after I. Altynsarin (https://api.edu.kz/index.php/ru/common/normativnye-dokumenty/vnutrennie-normativnye-dokumenty).

The Institute fully supports students with special educational needs (ramps, tactile markings for the visually impaired).

For the implementation of educational activities, the official website of the Institute operates in three languages https://api.edu.kz/index.php/ru/. Thewebsite provides basic information about the university's activities and the EP, as well as links to the main information systems and resources.

Analytical part

During the EEC visit, it was determinedthat the Institute has its own infrastructure, which ensures its optimal functioning in many areas.

The university has created structural divisions that assist students in mastering the EP. Appointed advisors from the faculty of the department, who hold the position of academic mentor of the student in accredited educational programs. They facilitate the choice of an educational trajectory and the development of EP during the training period. For academic support, students are provided with information, reference and methodological materials.

Library resources, including the collection of educational, methodical and scientific literature on general education, basic and profile disciplines are presented on бpaper and electronic media.

There is open access to scientific databases.

On the territory of the university there is a WI-FI system and a corporate network.

Within the university, we can trace the existence of support procedures for various groups of students, including information and counseling.

The library's book collection consists of 288,114 copies of paper publications, including 62537 scientific publications, 78,012 educational publications–, and 66871 teaching materials.– 66871 экз.

```
            Russian language and
                 literature
        ┌────────────┼────────────┐
   Textbooks    Educational,        Total
     9130       methodical,         14442
                scientific
                literature
                   5312
```

```
            Russian language and
            literature in schools
            with a non-Russian
            language of instruction

    Textbooks          Educational,          Total
      9009              methodical,          14332
                    scientific literature
                         5313
```

Figure 1-Fond of educational and scientific literature (in the context of OP)

The Commission notes that во all buildings of the Institute and dormitories работают зоныhave WI-FI zones.

The results of the survey of students showed:

- 68.6% are fully satisfied with the availability of computer classes 68,6, 22.9% are partially satisfied , 7.2% are partially dissatisfied, and 0.9% are not satisfied.

– 82.1% are fully satisfied with the quality of services provided in libraries and reading rooms, and 14.8% are partially satisfied.

-71.7% are fully satisfied with the availability and quality of Internet resources полностью удовлетворены , 21.1% are partially satisfied , 4.9 % are partially dissatisfied, and 1.3% are not satisfied.

Strengths/best practices

- the university demonstrates that libraryx resourcesов, including the collectiona of educational, methodological and scientific literature on general education, basic and profile disciplines on paper and electronic media, periodicals, accessa to scientific databases meet the needs of the implemented EP 6B01702-Russian language and literature, 6B01705-Russian language and literature in schools with a non-Russian language.

The EEC confirms that the provision of academic and methodological literature, both on digital media and printed materials, is 100% provided to the disciplines accredited by the EP by the library fund.

Recommendations of the EEC for improving the quality of EP 6B01702-Russian language and Literature, 6B01705-Russian language and literature in schools with a non-Russian language of instruction:

- develop a work plan for attracting sponsors to strengthen the material and technical base of accredited EP until 2024;

- it is important for the university management to provide favorable conditions for conducting scientific research, integrating science and education, and publishing the results of research work of teaching staff, employees and students on an ongoing basis;

- update an effective support system for various groups and categories of students.

EEC conclusions on criteria: according to the Standard "Educational resources and student support systems", educational programs 6B01702-Russian language and Literature, 6B01705-Russian language and literature in schools with a non-Russian language of instruction have 1 strong position, 11 satisfactory positions, and 1-implies improvement.

Strengths/best practices

No strengths were identified.

Recommendations of the EEC for improving the quality of EP 6B01702-Russian language and Literature, 6B01705-Russian language and literature in schools with a non-Russian language of instruction:

- the ArkPI's management should make it possible for the published information to be accurate, objective, up-to-date and reflect all areas of the university's activities within the framework of accredited educational programs;

- establish cooperation with national and foreign scientific/consulting and educational organizations that implement such programs up to 2025 years;

- supplement and systematize information about the department's teaching staff on the website in the context of the EP until the beginning of the 2023-2024 academic year.

EEC conclusions on criteria: According to the "Public Awareness" Standard, educational programs 6B01702-Russian language and Literature, 6B01705-Russian language and literature in schools with a non-Russian language of instruction have 11 satisfactory positions and 1-suggests improvement.

(VIII) OVERVIEW OF STRENGTHS/ BEST PRACTICES FOR EACH STANDARD

In the course of the work of the Higher School Commission on accredited educational programs 6B01702 – Russian language and Literature, 6B01705 – Russian language and literature in schools with a non-Russian language of instruction , strengths were identified.

According to the "Information management and reporting" standard
- satisfaction of students with the implementation of the EP and the quality of training at the university.

According to the "Students" standard- the university provides students with places of practice, demonstrates the procedure for promoting employment of graduates, and maintaining communication with them.

According to the standard "Educational resources and student support systems"- the university demonstrates that libraryx resourcesв, including the collectiona of educational, methodological and scientific literature on general education, basic and profile disciplines on paper and electronic media, periodicals, accessa to scientific databases meet the needs of the implemented EP 6B01702-Russian language and literature, 6B01705-Russian language and literature in schools with a non-Russian language.

(IX) REVIEW OF QUALITY IMPROVEMENT RECOMMENDATIONS FOR EACH STANDARD

Standard "Educational program management".
Recommendations for EP 6B01702-Russian language and Literature, 6B01705-Russian language and literature in schools with a non-Russian language of instruction:
- in the description of accredited EP, present their uniqueness with a mandatory focus on the specifics of the region and the national component until June 2023;
- to build research priorities in the context of the implemented EP, to activate the research activities of teaching staff of accredited programs, to systematically implement the results of research in the educational process until 2025;

- determine the mechanism for managing innovations and implementing innovative proposals in the framework of educational programs 6B01702-Russian language and literature, 6B01705-Russian language and literature in schools with a non-Russian language of instruction until September 2023.

Standard "Information Management and reporting".
Recommendations for EP 6B01702-Russian language and Literature, 6B01705-Russian language and literature in schools with a non-Russian language of instruction:
- to step up work on analyzing information in order to identify and predict risks from September 2023;
- regularly monitor and forecast potential risks for accredited programs, as well as the main trends of the EP in the regional, national and international context.

Standard "Development and approval ofan educational program".
Recommendations for EP 6B01702-Russian language and Literature, 6B01705-Russian language and literature in schools with a non-Russian language of instruction:
- determine positions in two-degree educational programs with foreign universities for accredited EP up to 202.55 years;
- пcontinue working on improving the structure of the EP: we need a clearer and more motivated logic for the formation of modules, the connection between modules and blocks of disciplines.

Standard "Continuous monitoring and periodic evaluation of educational programs".
Recommendations for EP 6B01702-Russian language and Literature, 6B01705-Russian language and literature in schools with a non-Russian language of instruction:
- update information on the Institutea website on changes made to the EP during the year;
- regularly analyze the labor market, types of employment, and the region's need for graduates, track job placement by specialty, and adjust the admission plans and content of the EP in this regard.

Standard "Student-centered learning, teaching and assessment of academic performance".
Recommendations for OP 6B01702-Russian language and Literature, 6B01705-Russian language and literature in schools with a non-Russian language of instruction:
- include advanced training in the field of modern methods of evaluating learning outcomes in the department's work plan for the 2023-2024 academic year;
-take corrective actions to improve the implementation of the EP based on the results of feedback from students and assessment of their satisfaction.

Standard "Students".
Recommendations for EP 6B01702-Russian language and Literature, 6B01705-Russian language and literature in schools with a non-Russian language of instruction:
- to step up work on organizing external and internal academic mobility for students in the context of accredited educational programs from the 2023-2024academic year;
- assist students in obtaining international grants (Russian World, Erasmus-Mundus, Bolashak, etc.), participation in socially significant republican, regional, city projects, as well as in international projects, conferences and international internships on a permanent basis;
- involve students more widely in applied joint scientific research and practice testing the results in the educational process from the 2023-2024 academic year;
- determine the parameters of support for gifted students 6B01702-Russian language and literature, 6B01705-Russian language and literature in schools with a non-Russian language, starting from the 2023-2024 academic year.

Standard "Teaching staff".

Recommendations for EP 6B01702-Russian language and Literature, 6B01705-Russian language and literature in schools with a non-Russian language of instruction:

- practice inviting leading domestic and foreign scientists to give lectures on accredited programs, starting from the 2023-2024 academic year;

- to activate the research activities of teaching staff by participating in competitions for grant funding from the Ministry and performing contractual work, as well as to update the participation of teaching staff in intra-university projects;

- encourage the publishing activity of teaching staff, promote publications in rating journals on an ongoing basis;

- improve the implementation of the results of research work of teaching staff in the educational process from 2023-2024 academic year.

Standard "Educational resources and student support systems".

Recommendations for EP 6B01702-Russian language and Literature, 6B01705-Russian language and literature in schools with a non-Russian language of instruction:

- develop a work plan for attracting sponsors to strengthen the material and technical base of accredited EP until 2024;

- it is important for the university management to provide favorable conditions for conducting scientific research, integrating science and education, and publishing the results of research work of teaching staff, employees and students on an ongoing basis;

- update an effective support system for various groups and categories of students.

Стандарт The "Informing the Public" standard.

Recommendations for OP 6B01702-Russian language and Literature, 6B01705-Russian language and literature in schools with a non-Russian language of instruction:

- the ArkPI's management should make it possible for the published information to be accurate, objective, up-to-date and reflect all areas of the university's activities within the framework of accredited educational programs;

- establish cooperation with national and foreign scientific/consulting and educational organizations that implement such projects until 2025;

- supplement and systematize information about the department's teaching staff on the website in the context of the EP until the beginning of the 2023-2024 academic year.

(X) OVERVIEW OF RECOMMENDATIONS FOR ORGANIZATION DEVELOPMENT

(XI) RECOMMENDATION TO THE ACCREDITATION COUNCIL

The members of the external expert commission came to a unanimous opinion that the educational programs 6B01702-Russian language and Literature, 6B01705-Russian language and literature in schools with a non-Russian language of instruction, implemented by the NJSC "Arkalyk Pedagogical Institute named after I. Altynsarin", are recommended for accreditation for a period of 5 (five) years.

Appendix 1. Evaluation table "PARAMETERS OF A SPECIALIZED PROFILE"

EP 6B01702 – Russian language and Literature, 6B01705-Russian language and literature in schools with a non-Russian language

n\n	\n	criteria	Position of the educational organization			
			Strong	Satisfactory	Implies improvement	Unsatisfactory
		Standard "Educational program management" 1 The»				
1	1.	university should demonstrate the development of a goal and strategy for the development of the educational system based on the analysis of external and internal factors with a wide involvement of various stakeholders		+		
2	2.	The quality assurance policy should reflect the relationship between scientific and technical aspects of the educational process. research, teaching and training		+		
3	3.	The university demonstrates the development of a culture of quality		assurance+		
4	4.	Commitment to quality assurance should apply to any activities performed by contractors and partners (outsourcing), including the implementation of joint/two-degree education and academic mobility		+		
5	5.	The management of the EP ensures transparency in the development of the development plan of the EP based on the analysis of its functioning, the actual positioning of the University and focus its activities to meet the needs of the state, employers, stakeholders and students		+		
6	6.	EP Guide demonstrates the mechanisms of formation and regular revision of the development plan EP and monitoring its implementation, and assessment of achievement of learning objectives, meet the needs of students, employers and society, decision-making, aimed at continuous improvement of EP		+		
7	7.	Guide EP should involve representatives of stakeholder groups, including employers, students and teaching staff to the formation of a development plan EP		+		
8	8.	Manual EP must demonstrate the individuality and uniqueness of the development plan of the EP, its consistency with national development priorities and development strategy of the organization of education		+		
9	9.	the Institution must demonstrate a clear definition of responsible for the business processes within the framework of the EP, the distribution of duties of		+		

				+		
		personnel, segregation of collective bodies				
10	10.	Guide EP is coordinating the activities of all persons involved in the development and management of EP and its continuous implementation as well as involves in the process to all stakeholders		+		
11	11.	Manual EP should maintain the transparency of the management system, the functioning of the internal quality assurance system, including its design, management and monitoring, the adoption of the resolutions		+		
12	12.	Guide EP should implement risk management		+		
13	13.	Manual EP should ensure the participation of representatives of stakeholders (employers, faculty, students) as part of the collegiate management bodies of the educational program and their representation in decision-making on the management of the educational program		+		
14	14.	University must demonstrate innovation management in OP, including analysis and implementation of innovative proposals			+	
15	15.	Manual EP needs to demonstrate its openness and accessibility to students of faculty, employers, and other stakeholders		+		
16	16.	Manual EP confirms the completion of training for the management of education		+		
17	17.	Manual EP should strive to ensure that the progress made since the last procedures of external quality assurance taken into account in the preparation of the next procedure		+		
Total according to the standard			**0**	**16**	**1**	
Standard "Information Management and reporting"						
18	1.	The university should ensure the functioning of a system for collecting, analyzing and managing information based on modern information and communication technologies and software tools		+		
19	2.	The EP management demonstrates the systematic use of processed, adequate information to improve the internal quality assurance system		+		
20	3.	The OEP management demonstrates the availability of a reporting system reflecting the activities of all structural divisions and departments within the framework of the EP, including an assessment of their effectiveness		+		
21	4.	The university must determine the frequency, forms and methods of evaluating the management of the EP, the activities of collegial bodies and structural divisions, and top management		+		
22	5.	The university must demonstrate a mechanism for ensuring information security, including identifying those responsible for the accuracy and timeliness of information analysis and data provision		+		
23	6.	The university demonstrates the involvement of students, employees and teaching staff in the processes of collecting and analyzing information, as well as making decisions		+		

		based on them				
24	7.	The management of the EP should demonstrate the existence of communication mechanisms with students, employees and other stakeholders, including conflict resolution		+		
25	8.	The university should measure the degree of satisfaction with the needs of teaching staff, staff and students within the framework of the EP and demonstrate evidence of addressing the identified shortcomings		+		
26	9.	The university should evaluate the effectiveness and efficiency of activities, including in the context of the EP		+		
		Information collected and analyzed by the university within the framework of the EP, must take into account:				
27	10.	key performance indicators		+		
28	11.	dynamics of the number of students in the context of forms and types		+		
29	12.	level of academic performance, student achievements and deductions		+		
30	13.	satisfaction of students with the implementation of the OP and the quality of education at the university	+			
31	14.	availability of educational resources and support systems for students		+		
32	15.	employment and career development of graduates		+		
33	16.	Students, employees and teaching staff must document their consent to the processing of personal data		+		
34	17.	The management of the EP should help to provide all the necessary information in the relevant fields of science		+		
		Total according to the standard	**1**	**16**	**0**	
Standard "Development and approval ofthe educational program"						
35	1.	The university must demonstrate the existence of a documented procedure for the development of the educational program and its approval at the institutional level		+		
36	2.	The university must demonstrate the compliance of the developed educational program with the established goals and planned learning outcomes		+		
37	3.	The management of the educational program must determine the impact of disciplines and professional practices on the formation of learning outcomes		+		
38	4.	The university can demonstrate the existence of a graduate model of the EE describing learning outcomes and personal qualities		+		
39	5.	The qualification awarded upon completion of the EE should be clearly defined, explained and correspond to a certain level of NSC, QF-EHEA		+		
40	6.	The EE management should demonstrate the modular structure of the program based on the European Credit		+		

		Transfer and Accumulation System (ECTS), ensure that the OP and its modules (in terms of content and structure) meet the goals set with a focus on achieving the planned learning outcomes				
41	7.	The EP management should ensure that the content of academic disciplines and learning outcomes correspond to each other and the level of study (bachelor's, master's, doctoral studies)		+		
42	8.	The EP management should demonstrate the conduct of external expertise of the EP		+		
43	9.	The EP management should provide evidence of the participation of students, teaching staff and other stakeholders in the development of the EP, ensuring their quality		+		
44	10.	The EP management should demonstrate the positioning of the EP in the educational market, (regional/national / international), its uniqueness		+		
45	11.	An important factor is the possibility of preparing students for professional certification		+		
46	12.	An important factor is the availability of a two-degree EP and / or joint EP with foreign universities			+	
		Total according to the standard	**0**	**11**	**1**	
Standard "Continuous monitoring and periodic evaluation of educational programs"						
47	1.	The university should ensure that the content and structure of the EP are reviewed, taking into account changes in the labor market, employers ' requirements, and the social demand of society		+		
48	2.	The university should demonstrate that there is a documented procedure for monitoring and periodically evaluating the EP in order to achieve the goal of the EP. The results of these procedures are aimed at continuous improvement of the EP		+		
		Monitoring and periodic evaluation of the EP should consider:				
49	3.	the content of programs in the context of the latest achievements in science and technology in a particular discipline		+		
50	4.	changes in the needs of society and the professional environment		+		
51	5.	the workload, academic performance and graduation of students		+		
52	6.	the effectiveness of student assessment procedures		+		
53	7.	the needs and degree of satisfaction of students		+		
54	8.	the correspondence of the educational environment and EP		+		
55	9.	All interested parties should be informed of any actions planned or taken in relation to the EP. All changes made to		+		

		the EP should be published				
56	10.	Support services should identify the needs of different groups of students and their level of satisfaction with the organization of training, teaching, assessment, and development of the EP as a whole		+		
		Total according to the standard	**0**	**10**	**0**	
Standard "Student-centered learning, teaching and assessment of academic performance"						
57	1.	The EP leadership should ensure respect and attention to different groups of students and their needs, provide them with flexible learning paths		+		
58	2.	The EP leadership should ensure that teaching is based on modern achievements of world science and practice in the field of training, use various modern teaching methods and assessment of learning outcomes that ensure the achievement of the EP goals, including competencies skills of performing scientific work at the required level		+		
59	3.	The EP management should determine the mechanisms for distributing the academic load of students between theory and practice within the EP, ensuring the development of the content and achievement of the goals of the EP by each graduate		+		
60	4.	An important factor is the availability of their own research in the field of teaching methods of EP disciplines		+		
61	5.	The university should ensure compliance with the procedures for evaluating learning outcomes According to the planned results and objectives of the EP		+		
62	6.	, the university should ensure consistency, transparency and objectivity of the mechanism for evaluating the learning outcomes of the EP. Criteria and methods for evaluating learning outcomes should be published in advance		+		
63	7.	Evaluators should be familiar with modern methods of evaluating learning outcomes and regularly improve their skills in this area		+		
64	8.	The EP management should demonstrate a feedback system for using various teaching methods and evaluating learning outcomes		+		
65	9.	The EP management should demonstrate support for students ' autonomy while simultaneously improving their skills.guidance and assistance from the teacher		+		
66	10.	The OP management should demonstrate that there is a procedure in place to respond to student complaints		+		
		Total for the standard	**0**	**10**	**0**	
The "Students" standard						
67	1.	The university must demonstrate the policy of forming a contingent of students and ensure transparency of its procedures. The procedures governing the life cycle of students (from admission to completion) must be defined, approved, published		+		
68	2.	The management of the EP should provide for special		+		

		adaptation and support programs for newly enrolled and foreign students				
69	3.	The university must demonstrate compliance of its actions with the Lisbon Recognition Convention, including the existence and application of a mechanism for recognizing the results of academic mobility of students, as well as the results of additional, formal and non-formal education		+		
70	4.	The university should provide an opportunity for external and internal academic mobility of students, as well as assist them in obtaining external grants for training			+	
71	5.	The university should actively encourage students to self-education and development outside the main program (extracurricular activities)		+		
72	6.	An important factor is the availability of a support mechanism for gifted students		+		
73	7.	The university should demonstrate cooperation 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		+		
74	8.	The university should provide students with internship places, demonstrate the procedure for facilitating the employment of graduates, maintaining communication with them	+			
75	9.	The university must demonstrate the procedure for issuing graduates with documents confirming their qualifications, including the achieved learning outcomes.		+		
76	10.	The management of the EP should demonstrate that graduates of the program have skills that are in demand in the labor market and that these skills are really in demand in the labor market		+		
77	11.	The management of the EP should demonstrate the existence of a mechanism for monitoring the employment and professional activity of graduates		+		
78	12.	An important factor is the presence of an active alumni association/association			+	
		Total according to the standard	**1**	**9**	**2**	
Standard "Teaching staff"						
79	1.	The university should have an objective and transparent personnel policy in the context of the EP, including hiring (including invited teaching staff), professional growth and staff development, ensuring the professional competence of the entire staff		+		
80	2.	The university must demonstrate the compliance of the qualitative composition of the teaching staff with the established qualification requirements, the university's strategy, and the goals of the EP		+		
81	3.	The management of the EP should demonstrate the change in the role of the teacher in connection with the transition to student-centered learning and teaching		+		

82	4.	The university should provide opportunities for career growth and professional development of teaching staff, including young teachers		+		
83	5.	The university should involve in teaching specialists of relevant industries with professional competencies that meet the requirements of the EP			+	
84	6.	The university must demonstrate the existence of a mechanism for motivating the professional and personal development of teaching staff		+		
85	7.	The university should demonstrate the widespread use of teaching staff of information and communication technologies and software in the educational process (for example, on-line training, u-portfolio, MOOC, etc.)		+		
86	8.	The university should demonstrate the focus on the development of academic mobility, attracting the best foreign and domestic teachers			+	
87	9.	The university must demonstrate the involvement of each teacher in promoting a culture of quality and academic integrity at the university, determine the contribution of teaching staff, including invited ones, to achieving the goals of educational programs		+		
88	10.	An important factor is the involvement of teaching staff in the development of the economy, education, science and culture of the region and the country		+		
		Total according to the standard	**0**	**8**	**2**	
		Standard "Educational resources and student support systems"				
89	1.	The university must ensure that educational resources, including material and technical, and infrastructure meet the objectives of the educational program		+		
90	2.	The management of the EP must demonstrate the presence of classrooms, laboratories and other facilities equipped with modern equipment and ensuring the achievement of the goals of educational programs		+		
		The university must demonstrate the compliance of information resources with the needs of the university and implemented EP, including in the following areas:				
91	3.	technological support for students and teaching staff in accordance with educational programs (for example, online training, modeling, databases, data analysis programs)		+		
92	4.	library resources, including the fund of educational, methodological and scientific literature on general education, basic and profile disciplines on paper and electronic media, periodicals, access to scientific databases	+			
93	5.	examination of research results, graduation papers, dissertations for plagiarism		+		
94	6.	access to educational Internet resources		+		
95	7.	functioning of WI-FI on its territory		+		

96	8.	The university must demonstrate that it creates conditions for conducting scientific research, integrating science and education, publishing the results of research work of teaching staff, staff and students			+	
97	9.	The university should strive to ensure that the educational equipment and software used for the development of educational programs are similar to those used in the relevant sectors of the economy		+		
98	10.	The management of the EP should demonstrate the availability of support procedures for various groups of students, including information and counseling		+		
99	11.	The management of the EP should show the availability of conditions for the advancement of the student along an individual educational trajectory		+		
100	12.	The university should take into account the needs of different groups of students (adults, working, foreign students, as well as students with special educational needs)		+		
101	13	The university must ensure that the infrastructure meets the security requirements		+		
		Total according to the standard	**1**	**11**	**1**	
		The standard "Informing the public"				
102	1.	The information published by the university must be accurate, objective, relevant and reflect all areas of the university's activities within the framework of the educational program			+	
103	2.	Public awareness should include support and explanation of the national development programs of the country and the system of higher and postgraduate education		+		
104	3.	The management of the university should use a variety of ways to disseminate information (including mass media, web resources, information networks, etc.) to inform the general public and interested persons		+		
		The information published by the university about the educational program should be objective and relevant and include:				
105	4.	the purpose and planned results of the EP, the assigned qualification		+		
106	5.	information about the evaluation system of students' academic achievements		+		
107	6.	information about academic mobility programs and other forms of cooperation with partner universities, employers		+		
108	7.	information about opportunities for the development of personal and professional competencies of students and employment		+		
109	8.	data reflecting the positioning of the EP in the market of educational services (at the regional, national, international levels)		+		
110	9.	An important factor is the publication on open resources of reliable information about teaching staff, in the context of personalities		+		

111	10.	The university must publish on its own web resource the audited financial statements on the EP		+		
112	11.	The university should post information and links to external resources based on the results of external evaluation procedures		+		
113	12.	An important factor is the placement of information about cooperation and interaction with partners, including scientific/consulting organizations, business partners, social partners and educational organizations		+		
		Total according to the standard	**0**	**11**	**1**	
		in total	**3**	**102**	**8**	

Appendix 2. THE PROGRAM OF THE VISIT TO THE EDUCATIONAL ORGANIZATION

SOGLASOVANO
Rector of the Arkalyk Pedagogical Institute im. Altynsarina
_____ **Amirbekovich E.**
"___" _____ **2023 G.**

I APPROVE
General Director of NU "Independent Agency of Accreditation and Rating"
_____
Zhumagulova A.B.
"___" _____2023 G.

АККРЕДИТТЕУ ЖӘНЕ РЕЙТИНГТІҢ ТӘУЕЛСІЗ АГЕНТТІГІ
НЕЗАВИСИМОЕ АГЕНТСТВО АККРЕДИТАЦИИ И РЕЙТИНГА
INDEPENDENT AGENCY FOR ACCREDITATION AND RATING

PROGRAM
VISIT OF THE EXTERNAL EXPERT COMMISSION
INDEPENDENT ACCREDITATION AND RATING AGENCY (UAA)
TO ARKALYK PEDAGOGICAL INSTITUTE NAMED AFTER ALTYNSARIN

STAGE 2 Date of the visit: 06-07 April 2023

1 cluster
1) 6B01101 Pedagogy and Psychology
2) 6B01201 Preschool education and upbringing
3) 6B01202 Preschool teacher and teacher-psychologist
4) 6B01301 Pedagogy and methodology of primary education
2 cluster
5) 6B01701 Kazakh language and literature
6) 6B01704 Kazakh language and literature in schools with non-Kazakh language of instruction

3 cluster
7) 6B01703 Foreign language: two foreign languages
8) 6B01706 English
4 cluster
9) 6B01702 Russian language and literature
10) 6B01705 Russian language and literature in schools with non-Russian the language of instruction

Date and time	EEC's work with target groups	Position and Surname, First name, Patronymic of target group participants	Form of communication

**"05" April 2023**		
15.00-16.00 *According to the time of Astana*	Preliminary meeting of the EEC	*External IAAR Experts*	Connect to the Zoom Conference https://us02web.zoom.us/j/6813032588 Conference ID: 681 303 2588
**"05" April 2023**		
According to the schedule during the day	Arrival of members of the External Expert Commission		
**"06" April 2023**		
08.30-09.00 *According to the time of Astana*	Transfer from the hotel to the Institute	*External IAAR experts, Coordinator from the Institute*	Hotel-Institute
09.00-09.15 *According to the time of Astana*	Distribution of responsibility of experts, solution of organizational issues	*External IAAR experts*	Conference hall Connect to the Zoom Conference https://us02web.zoom.us/j/6813032588 Conference ID: 681 303 2588
09.15–09.45	Interview with the rector	Yerzhan Amirbekovich - Chairman Of The Board-Rector	Conference room Connect to Zoom conference https://us02web.zoom.us/j/6813032588 Conference ID: 681 303 2588
09.45-10.00	Technical break		
10.00-10.40	Meeting with Vice-Rectors	Antayeva Almagul Sapargalievna – Vice-Rector for Academic Affairs	Conference hall Connect to the Zoom Conference https://us02web.zoom.us/j/6813032588 Conference ID: 681 303 2588
10.40-10.50	Technical break		
10.50-11.30	Meeting with heads of structural divisions of educational organizations	Saniya Bakytzhanovna Zhumabayeva – Head of the Office of Academic Programs, Methodological and Scientific Work; Shaymenova Lyazzat Serikovna – Head of the Registrar's office; Abilkairova Aliya Serkebayevna – Acting Head of the Personnel	Conference hall Connect to the Zoom Conference https://us02web.zoom.us/j/6813032588 Conference ID: 681 303 2588

		Management and Documentation Support Service; Buribayev Sembek Argynbayevich – Chief Accountant; Batyrova Zulfiya Nikolaevna – Head of the Center for Social Issues and Youth Policy; Atygaev Zhanat Maratovich – Head of the Center for Information Technology and Software; Amirbekov Orazbek Amirbekuly – Head of Editorial and Design Department; Mahina Sarsenkul Kuandykovna – Director of the Information and Complex Library; Zharkimbayev Bakhytbek Zhanalinovich – Head of the Administrative and Economic Department	
11.30-11.45	Technical break		
11.45-12.30	Interviews with deans and heads of the EP	Kaliev Aibek Kikbaevich – Dean of the Faculty of Pedagogy and Philology; Kalimzhanova Roza Laikovna – Head of OP 6B01101 Pedagogy and Psychology; Zhandildina Roza Esentaevna – head of OP 6B01201 Preschool education and upbringing, 6B01202 Preschool educator and teacher-psychologist; Ospanbekova Meirgul Nesipbekovna – Head	Conference hall Connect to the Zoom Conference https://us02web.zoom.us/j/6813032588 Conference ID: 681 303 2588

		of OP 6B01301 Pedagogy and methodology of primary education; Rakhmetova Bazar Anasovna – Head of OP 6B01701 Kazakh language and literature, 6B01704 Kazakh language and literature in schools with non-Kazakh language of instruction; Asanova Asel Karlybaevna – Head of OP 6B01703 Foreign language: two foreign languages, 6B01706 English; Russian Russian Language and Literature 6B01702, 6B01705 Russian language and literature in schools with a non–Russian language of instruction Turgumbekova Botagoz Naushabaevna - Head of the OP 6B01702 Russian language and literature, 6B01705 Russian language and literature in schools with a non-Russian language of instruction	
12.30-13.00	The work of the EEC	*External IAAR Experts*	Conference hall Connect to the Zoom Conference https://us02web.zoom.us/j/6813032588 Conference ID: 681 303 2588
13.00-14.00	Lunch		
14.00-14.15	Technical break		

14.15-15.00	Interview with the teaching staff of the main educational program	***Appendix No. 1*** ***Cluster 1.*** ***Cluster 2.4.*** ***Cluster 3.***	Cluster 1 – auditorium No. 205, main building Cluster 2,4 - auditorium No. 514, main building Cluster 3 – Auditorium No. 304, main building Connect to the Zoom Conference 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 No. 2*** *All teachers of the evaluated EP BA, MA, PhD*	The link is sent to the e-mail of the teacher personally
15.15-16.00	Interviews with students of the main educational program	***Appendmb 3*** ***Cluster 1.*** ***Cluster 2.*** ***Cluster 3.*** ***Cluster 4.***	Cluster 1 – auditorium No. 205, main building Cluster 2 - Auditorium No. 514, main building Cluster 3 – Auditorium No. 304, main building Cluster 4 - Auditorium No. 505, main building Connect to the Zoom Conference https://us02web.zoom.us/j/6813032588 Conference ID: 681 303 2588
16.00-17.00	Survey of students (in parallel)	***Приложение № 4*** *Все* обучающиеся *оцениваемых ОП ВА, МА, PhD*	Ссылка направляется на e-mail обучающегося персонально
16.15-17.00	Interviews with graduates of the main educational program	***Appendix No. 5***	Auditorium No. 205, main building Connect to the Zoom Conference https://us02web.zoom.us/j/6813032588 Conference ID: 681 303 2588
17.00-18.00	Visual inspection of the educational organization	*According to the tour routes*	
18.00-19.00	The work of the EEC discussion of the results of the first day	*External IAAR Experts*	Conference hall Connect to the Zoom Conference https://us02web.zoom.us/j/6813032588 Conference ID: 681 303 2588
19.00-20.00	Dinner	*External IAAR Experts*	Hotel
Day 2: "07" April 2023			
08.30-09.00 *According to the time of Astana*	Transfer from the hotel to the Institute	External IAAR experts, Coordinator from the Institute	Hotel- Institute

09.00-09.15	The work of the EEC	External IAAR Experts	Conference hall Connect to the Zoom Conference https://us02web.zoom.us/j/6813032588 Conference ID: 681 303 2588
09.15-10.50	Attendance of classes according to the schedule (Appendix: links to classes)	According to the schedule	
10.50-11.30	Meeting with employers and representatives of practice bases	*Appendix No. 6*	Cluster 1 – auditorium no . , main building Cluster 2 - auditorium no . , main building Cluster 3 – auditorium no . , main building Cluster 4- auditorium No. , main building Connect to the Zoom Conference https://us02web.zoom.us/j/6813032588 Conference ID: 681 303 2588
11.30-11.40	Technical break		
11.40-12.20	Working with department documents (documents must be uploaded to the cloud by clusters in advance) In parallel		Conference hall
12.20-13.00			
13.00-14.00	Lunch		
14.00-14.15	Technical break		
14.15-15.15	Visiting the practice bases of the EP	According to the itinerary	Auditorium no . , main building Connect to the Zoom Conference https://us02web.zoom.us/j/6813032588 Conference ID: 681 303 2588
15.00-17.00	Work of the EEC, discussion of the results of the second day and profile parameters (recording is underway)	External IAAR Experts	Conference hall Connect to the Zoom Conference https://us02web.zoom.us/j/6813032588 Conference ID: 681 303 2588
17.00-17.15	Technical break		

17.00-17.45	Work of the EEC development and discussion of recommendations (recorded)	*External IAAR Experts*	Conference hall Connect to the Zoom Conference https://us02web.zoom.us/j/6813032588 Conference ID: 681 303 2588
17.45-18.15	The final meeting of the EEC with the leadership of the university		Conference hall Connect to the Zoom Conference https://us02web.zoom.us/j/6813032588 Conference ID: 681 303 2588
18.30-19.30	Supper	*External IAAR Experts*	Hotel
19.30	Departure of experts		

Abbreviations
EEC – IAAF External Expert Commission
UP – undergraduate program
MP – master's program
OE – organization of education
MEP – the main educational program
PTS – teaching staff
d.e.s. – Doctor of Economic Sciences
d.t.s. – Doctor of Technical Sciences
c.ph.-m.s. – Candidate of Physical and Mathematical Sciences
c.p.s. – Candidate of Pedagogical Sciences
c.l.s. – Candidate of Legal Sciences
c.e.s. – Candidate of Economic Sciences
PI - pedagogical institute
IEL – Institute of Economics and Law

Appendix 3. RESULTS OF THE TEACHERS' SURVEY

1.Total number of questionnaires: 33
2. Post

Professor	
Associate Professor/Associate Professor	
Senior Lecturer	60.6
Teacher	36.4
Head of the Department	
Other	3

3. Academic degree, academic title

Honored Worker	
Doctor of Sciences	
Candidate of Sciences	3
Master	75.8

PhD	3
Professor	
Associate Professor/Associate Professor	
No	18.2
Others	3

4. Work experience at this university

Less than 1 year	21.2
1 year – 5 years	15,2
Over 5 years	63,6
Other	

№	Questions	Very well	Well	Relatively bad	Badly	Very bad	They didn't answer
1	To what extent does the content of the educational program meet your scientific and professional interests and needs?	54,5	45,5				
2	How do you assess the opportunities provided by the University for the professional development of teaching staff	42,4	51,5	3	3		
3	How do you assess the opportunities provided by the University for the career growth of teaching staff	24,2	66,7	6,1	3		
4	How do you assess the degree of academic freedom of teaching staff	30,3	57,6	12,1			
	To what extent can teachers use their own						
5	• Learning strategies	45,5	54,5				
6	• Teaching methods	51,5	48,5				
7	• Educational innovations	39,4	60,6				
8	How do you assess the work on the organization of medical care and disease prevention at the university?	42,4	48,5	9,1			
9	What attention is paid by the management of the educational institution to the content of the educational program?	36,4	60,6	3			
10	How do you assess the sufficiency and availability of the necessary scientific and educational literature in the library?	30,3	60,6	3	6,1		
11	Assess the level of conditions created that take into account the needs of different groups of students?	21,2	69,7	9,1			

	Evaluate the openness and accessibility of the management						
12	• Students	48,5	48,5	3			
13	• teachers	45,5	54,5				
14	Evaluate the involvement of the teaching staff in the process of making managerial and strategic decisions	36,4	60,6	3			
15	How is the innovative activity of teaching staff encouraged?	24,2	63,6	6,1	6,1		
16	Evaluate the level of feedback between the teaching staff and the management	39,4	57,6	3			
17	What is the level of stimulation and involvement of young professionals in the educational process?	27,3	66,7		6,1		
18	Evaluate the opportunities created for professional and personal growth for each teacher and employee	21,2	66,7	12,1			
19	Assess the adequacy of the recognition by the university management of the potential and abilities of teachers	21,2	69,7	6,1	3		
	How the job is set						
20	• Academic mobility	15,2	60,6	15,2	9,1		
21	• Professional development of teaching staff	15,2	75,8	9,1			
	Appreciate the support of the university and its management						
22	• Research initiatives of the teaching staff	15,2	72,7	9,1	3		
23	• Development of new educational programs/academic disciplines/teaching methods	36,4	60,6		3		
	Evaluate the level of faculty's ability to combine teaching						
24	• With scientific research	15,2	60,6	18,2	3	3	
25	• With practical activities	18,2	72,7	9,1			
26	Evaluate how students' knowledge obtained at the university corresponds to the realities of the requirements of the modern labor market	36,4	63,6				
27	How does the management and administration of the university perceive criticism in their address?	12,1	66,7	15,2	6,1		
28	Evaluate how much your academic load meets your expectations and capabilities?	12,1	84,8	3			
29	What is the focus of educational programs/training programs on the formation of students' skills and abilities to analyze the situation and make forecasts?	12,1	84,8	3			
30	Evaluate how the educational program in terms of content and quality of implementation meets the expectations of the labor market and employers	36,4	63,6				

Why do you work at this university?
After becoming the only university in this region
Yes
I am satisfied with the working conditions
I live in this city
Career
Due to life circumstances
The only university at the place of residence
Career
Decent wages, allowances.
As a resident of this place
ArPI is a university where you can achieve professional goals.
This is my place of residence
A good team!
Good conditions for professional growth are created
Native land
My work as a young specialist
good conditions for work
This university has very good qualities in the field of education
To achieve high professional and personal success
I am a native of this land and came with a special invitation
The opportunity to realize your scientific and educational potential.
High chance of career growth
For the reason that he liked
I am a graduate of this university and after completing my master's degree I continued my work
I would like to contribute to the development of the regional educational institution.
There is a possibility of career growth.
All features are created
I got a job without acquaintances, without corruption.

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

Very often	often	sometimes	Very rarely	never
6,1	21,2	54,5	15,2	3

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

Very often	often	sometimes	Very rarely	never
	18,2	57,6	18,2	6,1

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

Questions	Often	Sometimes	Never	No answer
Lack of classrooms	12,1	45,5	42,4	

Unbalanced academic load by semester	3	66,7	30,3	
Unavailability of necessary literature in the library	9,1	66,7	24,2	
Overcrowding of study groups (too many students in a group)	6,1	24,2	69,7	
Inconvenient schedule	3	21,2	75,8	
Inappropriate conditions for classes in classrooms	12,5	50	37,5	
Lack of Internet access/weak internet	33,3	51,5	15,2	
Students' lack of interest in learning	3	45,5	51,5	
Untimely receipt of information about events	3	30,3	66,7	
Lack of technical training facilities in classrooms	9,1	81,8	9,1	
Other problems	- no No other problem No 0 innovations, technical security: equipping classrooms The lack of a free schedule of teaching staff, which is practiced in other universities, which causes certain difficulties There are no other problems Small number of specially equipped audiences The main purpose of the event is to improve the quality of education in the Republic of Kazakhstan. No Providing teachers with the necessary technical means for use the problem did not arise It would be more correct if the classrooms were provided with technical equipment, an interactive whiteboard Modern classrooms, O Equipment of the material and technical base, lack of language labs, Internet access. there is no shortage of specially equipped auditoriums No problem updating the IBC database			

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

Questions	Completely satisfied	Partially satisfied (2)	Unsatisfied (3)	Difficult to answer (4)

	(1)			
The attitude of the university management towards you	69,7	18,2	3	9,1
Relations with direct management	69,7	15,2	6,1	9,1
Relations with colleagues at the department	84,8	9,1	6,1	
The degree of participation in management decision-making	45,5	39,4	6,1	9,1
Relations with students	97	3		
Recognition of your successes and achievements by the administration	60,6	27,3	6,1	6,1
Support for your suggestions and comments	63,6	27,3	9,1	
Activities of the university administration	69,7	21,2	6,1	3
Terms of remuneration	51,5	30,3	12,1	6,1
Working conditions, list and quality of services provided at the university	54,5	33,3	12,1	
Occupational health and safety	81,8	15,2	3	
Managing changes in the university's activities	63,6	21,2	6,1	9,1
By providing a social package: rest, sanatorium treatment, etc.	24,2	24,2	303	21,2
Organization and quality of nutrition at the university	42,4	36,4	18,2	3
Organization and quality of medical care	54,5	39,4	3	3

Appendix 4. RESULTS OF THE SURVEY OF STUDENTS
Total number of questionnaires: 223

Paul:

Male	10,3

| Female | 89,7 |

Rate how satisfied you are:

Questions	Completely satisfied	Partially satisfied	Partially dissatisfied	Not satisfied	Difficult to answer
1. Relations with the dean's office (school, faculty, department)	82,5	15,7	1,8		
2. The level of accessibility of the dean's office (school, faculty, department)	80,3	17,5	1,3		0,9
3. The level of accessibility and responsiveness of the management (university, school, faculty, department)	80,7	17,5	1,3		0,4
4. Availability of academic counseling	78,9	19,3	0,9		0,9
5. Support of educational materials in the learning process	78,5	19,3	1,8		0,4
6. Availability of counseling on personal problems	70	23,8	3,1	1,3	1,8
7. Student-teacher relationship	78,9	19,3	1,3	0,4	
8. Activities of financial and administrative services of the educational institution	63,2	26	7,2	2,2	1,3
9. Accessibility of health services	75,3	22,9	0,4		1,3
10. The quality of medical care at the university	71,3	26	1,8	0,4	0,4
11. The level of availability of library resources	84,3	13,5	1,8	0,4	
12. The quality of services provided in libraries and reading rooms	82,1	14,8	2,2	0,9	
13. Existing educational resources of the university	82,5	15,7	1,3	0,4	
14. Availability of computer classes	68,6	22,9	7,2	0,9	0,4
15. Availability and quality of Internet resources	71,7	21,1	4,9	1,3	0,9
16. The content and information content of the website of educational organizations in general and faculties (schools) in particular	79,4	19,7	0,4		0,4
17. Classrooms, classrooms for large groups	65,9	23,8	6,3	3,1	0,9
18. Rest rooms for students (if available)	56,1	25,6	10,3	4,5	3,6
19. Clarity of disciplinary action procedures	75,3	20,6	1,3	0,9	1,8
20. The quality of the educational program as a whole	82,5	17	0,4		

21. The quality of educational programs in the OP	81,6	17,9	0,4		
22. Teaching methods in general	80,3	19,3	0,4		
23. Quick response to feedback from teachers on the educational process	82,5	16,1	1,3		
24. The quality of teaching in general	82,5	17	0,4		
25. Academic load/student requirements	74,9	22,4	1,3		1,3
26. The requirements of the teaching staff to the student	74,9	22	1,3	0,4	1,3
27. Informational support and explanation of the admission rules and the strategy of the educational program (specialty) before entering the university	79,8	18,4	1,3		0,4
28. Informing the requirements in order to successfully complete this educational program (specialty)	80,3	18,8	0,4		0,4
29. The quality of examination materials (tests and examination questions, etc.)	75,8	22,4	0,9	0,4	0,4
30. The objectivity of the assessment of knowledge, skills and other educational achievements	78,9	21,1			
31. Available computer classes	76,2	18,8	3,6	1,3	
32. Available scientific laboratories	69,1	23,3	5,8	1,3	0,4
33. Objectivity and fairness of teachers	72,6	23,8	3,1		0,4
34. Informing students about courses, educational programs and academic degree	79,8	18,4	1,3		0,4
35. Providing students with a dormitory	84,8	12,6	0,9	1,3	0,4

Rate how much you agree:

Statement	Full consent	I agree	Partially agree	I don‘t agree	Complete disagreement	They didn 't
33. The course program was clearly presented	72,2	24,2	3,1	0,4		
34. The course content is well structured	73,1	23,3	3,6			
35. The key terms are sufficiently explained	69,5	26,9	3,1	0,4		
36. The material proposed by the teacher is relevant and reflects the latest achievements of science and practice	72,2	23,3	4	0,4		

37. The teacher uses effective teaching methods	69,5	24,7	5,4	0,4		
38. The teacher owns the taught material	74,4	22,9	1,8	0,4	0,4	
39. The presentation of the teacher is clear	73,1	24,7	2,2			
40. The teacher presents the material in an interesting way	67,3	26,9	4,9	0,9		
41. The objectivity of the assessment of knowledge, skills and other educational achievements	68,6	25,6	5,4	0,4		
42. Timeliness of assessment of students' academic achievements	69,5	25,6	4,5	0,4		
43. The teacher meets your requirements and expectations of professional and personal development	71,3	24,2	4,5			
44. The teacher stimulates the activity of students	70	25,1	4,9			
45. The teacher stimulates the creative thinking of students	69,1	24,7	6,3			
46. The appearance and manners of the teacher are adequate	72,6	23,3	3,6	0,4		
47. The teacher shows a positive attitude towards students	70,4	25,1	3,6	0,9		
48. The system of evaluation of educational achievements (seminars, tests, questionnaires, etc.) reflects the content of the course	71,7	24,7	3,6			
49. The evaluation criteria used by the teacher are clear and accessible	73,1	22,9	3,6	0,4		
50. The teacher objectively evaluates the achievements of students	72,6	22,9	4,5			
51. The teacher speaks a professional language	74,9	21,1	3,6	0,4		
52. The organization of education provides sufficient opportunity for sports and other leisure activities	69,5	25,1	4	0,4	0,9	

Other problems regarding the quality of teaching:

No

No

-

No

.

No problem

Everything is fine

Everything is great

No complaints! Everything is clear!

No problem

No problem!Everything is covered in our educational institution!

None

Everything is good in our university

No

It's all right, Bersin.+ travel)

Good

No problems

There is no serious problem in our institute. My proposal is not only German, but also other languages. I would be glad.

nothing

No

No other problem

No

no problem

There are a lot of students in one group, which causes problems in their studies. Also, there are some nuances with the evaluation of students' work.

No problem

There are no problems I am completely satisfied

no

There are no problems, I am satisfied with the level of teaching at our university

I am satisfied with you all

There is no other problem, everything is very good

There are no problems

There is no problem

I think there are no other problems, difficulties. Everything is very cool, I think all the opportunities have been created for all students, the relationship between the teacher and the student is good, the teachers explain the lesson very interesting, different, well,the students are provided with dormitories, educational materials and resources are available, so I agree with everyone!

—

Everyone is satisfied!

Satisfied

No problem

I am satisfied with everything.

Everything is appropriate, I am satisfied!The quality of education is good.Gaps come and go

The work of the teachers is at a good level and more than satisfactory

I like my institute. I really love my university. Everything suits me here.

Everything is perfect, everything is perfect!

The availability of the institute's educational program completely satisfies me, there are different sections where we can freely participate, classes are interesting, different methods and creative approaches are used. According to the educational program, various events are often held. There are no problems regarding the quality of teaching.

I am satisfied

In our institute, the quality of teaching is at a high level. All teachers conduct lessons in a very interesting way.

Jaxi

no problem

Very good

No problem

Everything is cool

I really like my university.

Everything suits me

Everything suits you 👌

Does not cause any difficulties

I am completely satisfied with the Institute in almost all respects.I respect my university

There is no problem

"I'm sorry," he said.

Everything was wonderful

I have no words all right!

I agree

I have not noticed any other problems