



«АККРЕДИТЕУ ЖӘНЕ РЕЙТИНГТІҢ
ТӘУЕЛСІЗ АГЕНТТІГІ» КЕМ

НУ «НЕЗАВИСИМОЕ АГЕНТСТВО
АККРЕДИТАЦИИ И РЕЙТИНГА»

INDEPENDENT AGENCY FOR
ACCREDITATION AND RATING

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 the educational program

6B01503 Math , 7M01503 Math

Non-profit Joint-Stock Company "Sarsen Amanzholov
East Kazakhstan University"

Date of the visit of the VEC: from "29" to "31" May 2023

INDEPENDENT ACCREDITATION AND RATING AGENCY

External Expert Commission

***Addressed to
Accreditation
Advice IAAR***



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Ust-Kamenogorsk

"31" May 2023

(I) LIST OF DESIGNATIONS AND ABBREVIATIONS

DB – Database
First - Higher education
SAC - State Attestation Commission
GOSO - The State compulsory standard of education
DOT - Distance educational technologies
UNT - Unified National Testing
ICT - Information and communication technologies
IS - Information Systems
IUP - Individual Curriculum
KV - Component of choice
KDM - Youth Affairs Committee
KOKSNVO - Committee for Quality Assurance in the Field of Science and Higher Education of the Ministry of Science and Higher Education of the Republic of Kazakhstan
QED - Catalog of elective disciplines
Ministry of Education and Science of the Republic of Kazakhstan - Ministry of Education and Science of the Republic of Kazakhstan
MOS - Modular educational program
Research and development - Research work
NIRM - Research work of undergraduates
R&D - Research and development work
Research and development work of students
NCT-National Testing Center
NNLCP - National Scientific Laboratory for Collective Use
OK - Required component
OP - Educational program
PR VKU – Rules of NAO "Sarsen Amanzholov East Kazakhstan University"
P VKU - The position of the NAO "Sarsen Amanzholov East Kazakhstan University"
Teaching staff - Teaching staff
RK - Republic of Kazakhstan
RUP - Working Curriculum
SVK - Internal Quality Assurance System
JV - Joint Educational Program
SRO - Independent work of students
SROP - Independent work of students under the guidance of a teacher
UMKD - Educational and methodical complex of the discipline
University - NAO "Sarsen Amanzholov East Kazakhstan University"

(II) INTRODUCTION

In accordance with Order No. 94-23-OD dated 03/24/2023 of the Director General of the Independent Accreditation and Rating Agency from May 29 to 31, 2023. An external expert commission evaluated the educational program 7M05201 Geography of the Non-Profit Joint Stock Company "Sarsen Amanzholov East Kazakhstan University" for compliance with the standards of specialized accreditation of the educational program of higher and (or) postgraduate education (Approved and put into effect by the order of the Director General of the NU "Independent Agency for Accreditation and Rating" dated June 16, 2020 No. 57-20-OD).

The report of the external expert commission (ECC) contains an assessment of the quality of the presented educational program according to the NAAR criteria, recommendations of the ECC on further improvement of the educational program and the conclusion of the expert commission according to the parameters of the specialized profile, the program of the visit of the ECC, as well as the results of the survey of teachers and students of the educational program.

The composition of the VEC:

Chairman of the VEC – Natalia Olegovna Vereshchagina, PhD, Associate Professor, Russian State Hydrometeorological University

Foreign IAAR expert – Yuri Eduardovich Belykh, PhD, Associate Professor, IAAR Category I expert

National expert of IAAR – Sheripidin Itakhunovich Khamraev, Candidate of Technical Sciences, Professor, Abai Kazakh National Pedagogical University (Almaty, Republic of Kazakhstan)

National expert of IAAR – Turtkarayeva Gulnara Bayanovna, PhD, Kokshetau University named after Sh. Ualikhanov (Kokshetau, Republic of Kazakhstan)

IAAR National Expert – Gulbakhyt Zholdasbekovna Menlibekova, PhD, Professor, L.N. Gumilyov Eurasian National University (Astana, Republic of Kazakhstan)

IAAR National Expert – Movkebayeva Zulfiya Akhmetvalievna, PhD, Professor, Abai Kazakh National Pedagogical University (Almaty, Republic of Kazakhstan)

IAAR National Expert – Valentina V. Bobrova, PhD, Associate Professor, Karaganda University (Karaganda, Republic of Kazakhstan)

National Expert of IAAR – O zgeldinova Zhanar O zgeldinovna, PhD, L.N. Gumilyov Eurasian National University (Astana, Republic of Kazakhstan)

IAAR National Expert – Gulvira Kimovna Shaikova, PhD, Associate Professor, Associate Professor, Toraigyrov University (Pavlodar, Republic of Kazakhstan)

National expert of IAAR – Bekeshev Amirbek Zarlykovich, Ph.D., Associate Professor, Aktobe Regional University named after K.Zhubanov (Aktobe, Republic of Kazakhstan)

IAAR expert, employer – Mukhtarbekova Bakhytzhan Sovetovna, Deputy Director for Educational Work of D.Konaev Lyceum No. 66 (Astana, Republic of Kazakhstan)

IAAR expert, employer – Sandybayeva Dinara Aidarovna, Head of the Pedagogical Department of the North Kazakhstan Vocational Pedagogical College (Petrovsk, Republic of Kazakhstan)

IAAR expert, student – Sagymbekova Elfira Sagymbekkyzy, 2nd year master's student of OP "Technical Physics", D. Serikbayev East Kazakhstan Technical University (Ust-Kamenogorsk, Republic of Kazakhstan)

IAAR expert, student – Zharylkasyn Ulan Rashiduly, 2nd year student of OP "Mathematics", Korkyt Ata Kyzylorda University (Kyzylorda, Republic of Kazakhstan)

IAAR expert, student – Aliyeva Elvira Elshadovna 1st year master's student of the OP "Pedagogy and Psychology", Semey Shakarim University (Semey, Republic of Kazakhstan)

IAAR expert, Sabit student Indira Asylkhankyzy, 2nd year master's student of the OP

"Special Pedagogy", M.Kozybayev North Kazakhstan University (Petropavlovsk, Republic of Kazakhstan)

IAAR expert, student – Marganbaeva Sabohat Askarovna, Master's student OP 7M01506-Geography, Kazakh National Women's Pedagogical University, member of the Alliance of Students of Kazakhstan (Almaty, Republic of Kazakhstan)

IAAR expert, student – Dmitrieva Kristina Valeryevna, 1st year master's student of OP 7M01702 "Russian language and Literature", Pavlodar Pedagogical University named after Alkey Margulan (Pavlodar, Republic of Kazakhstan)

IAAR expert, student – Gulden Sansyzbaevna Zhumabekova, 2nd year master's student of Physics, NAO "Toraigyrov University" (Pavlodar, Republic of Kazakhstan)

The coordinator of the IAAR VEC is Dinara Kairbekovna Bekenova, the head of the IAAR project (Astana, Republic of Kazakhstan).



(III) REPRESENTATION OF THE EDUCATIONAL ORGANIZATION

The institution "Sarsen Amanzholov East Kazakhstan University" was established in 1952 as the Ust-Kamenogorsk Pedagogical Institute. In 1991, it was reorganized into the East Kazakhstan State University.

Sarsen Amanzholov East Kazakhstan University carries out educational activities in accordance with license no.KZ74LAA00018463 dated 22.07.2020, issued by the Committee for Quality Assurance in Education and Science of the Ministry of Education and Science of the Republic of Kazakhstan.

The university implements 69 bachelor's degree programs, 42 master's degree programs and 12 PhD doctoral programs. The contingent of students is about 8,400 people. The employment rate of graduates is 98%.

The university has 5 faculties and higher schools, 14 scientific, educational and research centers, the Kabanbai Batyr Military Department, the Altay Zhastary TV and Radio Complex, the Dana Bala Center for Inclusive Education, etc.

The material and technical base of the university includes 8 academic buildings, 4 student houses, a scientific library, 24 computer classes, gyms and playgrounds, a fitness center named after him. Trunova, the Chaika swimming pool.

The University has been publishing the scientific journal "Bulletin of the East" since 2005.

In the international ranking "QS Asia University Rankings", S.Amanzholov VCU occupies the 401-450 position (among 32 universities of Kazakhstan – the 16th place).

NAOKO University ranks 6th in the National Ranking of the best multidisciplinary universities of Kazakhstan, and 6th in the National Ranking of the demand for universities of the NAAR.

In the rating of NCE RK "Atameken" 14 OP entered the top ten.

Educational activity "7M05201–Geography" is carried out on the basis of a state perpetual license (no. KZ74LAA00018463) issued by the Committee for Control in the Field of Education and Science of the Ministry of Education and Science of the Republic of Kazakhstan, as well as appendices to license no. 309 dated July 22, 2020.

The training is conducted in the state language on a full-time basis.

The implementation of OP 7M05201–Geography is carried out by the Department of Ecology and Geography, which is a structural unit of the Higher School of IT and Natural Sciences.

Educational activity of OP 6B01503 Mathematics, 7M01503 Mathematics is carried out on the basis of the state license for educational activity No. KZ74LAA00018463 dated 22.02.2020 and 25.02.2021, issued by the RSU"KOKSON MES RK, Astana.

The educational program 5B060100-Mathematics at the Department of Mathematics is implemented by 16 teachers, including 12 full-time and 4 part-time teachers. Of the full-time teachers, 8 people have an academic degree, the degree of the department is 66.7%. As of 01.04.2023, the degree of settlement in the direction of OP is 55%.

The educational program 7M060100-Mathematics at the Department of Mathematics is carried out by teachers from among doctors and candidates of sciences. Settling down is 100%.

The library's book fund as of 01.03.2023, taking into account the write-offs, is 1,038,923 copies, including the fund of educational, methodical and scientific literature – 621,457 copies, of which 366,719 copies are in the state language.

(IV) DESCRIPTION OF THE PREVIOUS ACCREDITATION PROCEDURE

In 2018, 6B01503/7M01503 Mathematicians of the Sarsen Amanzholov East Kazakhstan University passed the specialized accreditation of the NAAR for a period of 5

years. All the recommendations of the VEK NAAR of the previous accreditation have been practically fulfilled.

(V) DESCRIPTION OF THE VEC VISIT

The work of the VEC was carried out on the basis of the Visit Program agreed by the Rector of the Non-Profit Joint Stock Company "Sarsen Amanzholov East Kazakhstan University" and approved by the Director General of IAAR on May 16, 2023 using a hybrid model of specialized and primary specialized accreditation of educational programs of the Non-Profit Joint Stock Company "Sarsen Amanzholov East Kazakhstan University".

In order to coordinate the work of the VEC, an introductory meeting was held on May 26, 2023, during which powers were distributed among the members of the commission, the schedule of the visit was clarified, and an agreement was reached on the choice of examination methods.

In order to obtain objective information about the quality of educational programs and the entire infrastructure of the university, clarification of the content of self-assessment reports was held with the Rector, vice-rectors in areas of activity, heads of structural divisions, deans of higher schools, heads of departments, heads of OP, members of academic committees, teachers, students, graduates. A total of 113 representatives took part in the meetings (Table 1).

Information about employees and students who took part in meetings with the IAAR

Category of participants	Quantity
Chairman of the Management Board - Rector	1
Board Members	1
Heads of structural divisions	18
Deans of higher schools	3
Heads of departments, heads of OP	17
Teachers	32
Students	41
Graduates	31
Employers and representatives of the practice base	27
Total	171

During the visit, and watching the videos, the members of the VEC got acquainted with the state of the material and technical base.

At the meetings of the IAAF CENTURY in a hybrid format with the university's target groups, the mechanisms for implementing the university's policy were clarified and the individual data presented in the university's self-assessment report were specified.

Members of the VEC visited the practice bases evaluated by the OP: Secondary School No. 20 named after A. Baitursynov, Secondary School No. 15, Lyceum No. 44 named after Oralkhan Bokeya, Sarsen Amanzholov VCU.

During the visit there was a lecture:

- in the discipline "Functional dyk tal dau" (Rev. Tugylbaeva Balzhan Gennadiyevna),
- in the discipline "Discrete mathematics" (Rev. Zhaksylykova Zhadra Rakhmetovna)
- in the discipline "Matematikalyk paketterdi mektep kursynda koldanu" (Rev. Ergaliev Yerlan Kanapiyanovich) according to the educational program 6B01503 Mathematics, 7M01503 Mathematics.

(VI) COMPLIANCE WITH THE STANDARDS OF SPECIALIZED ACCREDITATION

6.1. Standard "Educational Program Management"

- ✓ *The university should demonstrate the development of a goal and strategy for the development of the OP based on the analysis of external and internal factors with the broad involvement of a variety of stakeholders.*
- ✓ *The quality assurance policy should reflect the relationship between scientific research, teaching and learning.*
- ✓ *The university demonstrates the development of a culture of quality assurance.*
- ✓ *Commitment to quality assurance should apply to any activity performed by contractors and partners (outsourcing), including the implementation of joint/double-degree education and academic mobility.*
- ✓ *The management of the OP ensures transparency in the development of the OP development plan based on an analysis of its functioning, the real positioning of the university and the orientation of its activities to meet the needs of students, the state, employers and other interested parties.*
- ✓ *The management of the OP demonstrates the functioning of mechanisms for the formation and regular revision of the development plan of the OP and monitoring its implementation, assessing the achievement of training goals, meeting the needs of students, employers and society, making decisions aimed at continuous improvement of the OP.*
- ✓ *The management of the OP should involve representatives of groups of interested persons, including employers, students and teaching staff in the formation of the development plan of the OP.*
- ✓ *The management of the educational institution should demonstrate the individuality and uniqueness of the development plan of the educational institution, its consistency with national development priorities and the development strategy of the educational organization.*
- ✓ *The university must demonstrate a clear definition of those responsible for business processes within the framework of the OP, the distribution of staff duties, the differentiation of functions of collegial bodies.*
- ✓ *The management of the OP ensures coordination of the activities of all persons involved in the development and management of the OP, and its continuous implementation, as well as involves all stakeholders in this process.*
- ✓ *The management of the OP should ensure the transparency of the management system, the functioning of the internal quality assurance system, including its design, management and monitoring, and the adoption of appropriate decisions.*
- ✓ ☐ *The management of the OP should carry out risk management.*
- ✓ *The management of the educational institution should ensure the participation of representatives of interested persons (employers, teaching staff, students) in the collegial management bodies of the educational program, as well as their representativeness in making decisions on the management of the educational program.*
- ✓ *The university must demonstrate innovation management within the framework of the OP, including the analysis and implementation of innovative proposals.*
- ✓ *The management of the OP should demonstrate its openness and accessibility to students, teaching staff, employers and other interested persons.*
- ✓ *The management of the OP confirms the completion of training in educational management programs.*
- ✓ *The management of the OP should strive to ensure that the progress made since the last external quality assurance procedure is taken into account when preparing for the next procedure.*

The evidentiary part

The WEC notes that the goals and strategies for the development of accredited educational institutions are formulated based on the assessment of the demand for educational programs, which are determined by the interest of potential employers, applicants, the potential of the university, the requirements of the state and society as a whole.

Interviews with key stakeholders demonstrated an understanding of external and internal factors of program development and the presence of strategic goals.

The Program (with a plan) for the development of 2023-2027 was presented to the members of the VEC. OP 6B01503 Mathematics and 7M01503 Mathematics, approved by the Chairman of the Council of the Higher School of IT and Natural Sciences (protocol of 17.06.2023). Evidence of participation in the development of these plans of interested parties is not provided. During interviews with different target groups, information about the management of the development plans of the OP was also not confirmed.

The internal quality assurance system is regulated by the document N VCU 044-20 "Regulation on the Policy and Standards of Internal Quality Assurance of the Sarsen Amanzholov East Kazakhstan University", approved by the decision of the Academic Council of October 29,

2020, Protocol No.3. The university management has identified those responsible for business processes, distributed the job responsibilities of teaching staff and employees. The head of the department manages the work of the department. The responsibilities and powers of the teaching staff and employees are defined and fixed in the relevant job descriptions. The functions of the structural units are defined in the Regulations of the relevant departments and divisions. The documents regulating the academic activity of the university are posted on the University's website in the section "Education" (<https://vku.edu.kz/ru>).

During the interview, the heads of structural divisions also demonstrated the unambiguity of understanding and distribution of functions between responsible persons.

The degree of transparency of the program management system and the level of communication between teaching staff and students increase the use of information and communication technologies: integrated AIS "Platonus", social networks (WhatsApp, Telegram, message, educational (<http://euniver.vku.edu.kz> /) and remote (www.edu.vkgu.kz Facebook Instagram).) portals, Vk/Facebook/Instagram).

The risk management system is regulated by the "Regulation on the Risk Management System" of PVKU 066-21, approved on January 23, 2022. The main risks of the university are defined in the Risk Register and include, among other things, risks associated with the implementation of the OP. For example, the insufficiency of teaching staff with an academic degree, a PhD degree in the profile of the department.

The functions of collegial bodies are delineated by the Provisions on Collegial Bodies (P VCU 013-21 Regulation on the Academic Council, approved on 12/30/2021, No. 6, P VCU 017-21 No. 097 Regulation on the Academic Committee, Regulation on the Scientific and Technical Council, etc.). The leading role in the development and updating of accredited OP is assigned to the Academic Council. The collegial bodies of the university include teaching staff, students, graduates, employers and other interested persons. Students of accredited OP actively work as part of collegial and advisory bodies. 4th-year student of OP 6B01503 Mathematician Serikova L. is a member of the Quality Assurance Commission. (order No. 391 of 10/22/2021).

Analytical part

Experts, having conducted conversations and interviews with the rector, various target groups, as well as conducting questionnaires of teaching staff, students and familiarizing experts with strategic documents and the content of the OP, note the following.

The University has developed, approved and implements its own Quality Assurance Policy, which is specified in internal regulatory documents.

During interviews with the main stakeholders, it was revealed that the university lacks a formalized procedure for developing and managing Development Plans for accredited OP. The members of the commission note the need to define a unified approach to the development, management and monitoring of OP development plans.

When developing a common approach, the members of the commission propose to take into account all the basic requirements: the participation of stakeholders, the transparency of the development, the presence in the plan of the analysis of the functioning and real positioning of the OP, the orientation of the plan to meet the needs of stakeholders, the definition of the uniqueness and advantages of the OP in accordance with the specifics of the region and the strategic objectives of the university, placement on the information resources of the university.

In the case of the development of a common procedure, the management of the OP will need to adjust the Development Plans of accredited programs.

The university has started the formation of a risk management system and adopted fundamental documents at the level of general management. At the same time, experts note a formal approach to determining risks at the level of accredited OP, and in some cases its absence.

Despite the introduction of individual innovative proposals at the university, the participants of the meetings were unable to demonstrate the mechanisms and tools of innovation

management within the framework of the OP, including the analysis and implementation of innovative proposals.

During interviews with students, employers and teaching staff of accredited programs, the special role of the program management, active support and interaction of the head of the department and the dean in solving strategic and operational issues was noted.

The OP manual is open and accessible to students, teaching staff, employers and other interested persons. There is a reception schedule, the rector's blog, there is an opportunity to address work issues in working mode without an appointment.

The survey of teaching staff conducted during the visit of the VEC NAAR showed that 100% rated the involvement of teaching staff in the process of making managerial and strategic decisions on the management of the OP as "very good and good".

Strengths of OP 6B01503 Math and 7M01503 Math

- openness and accessibility of the OP manual for teaching staff, students, employees, potential employers and other interested persons.

VEC recommendations for OP 6B01503 Mathematics and 7M01503 Mathematics:

1. In order to update and effectively apply the development plans of the OP in management practice until 10/30/2023, document the Procedure for developing development plans of the OP, providing in it:

- measures to ensure transparency, inform stakeholders, and actively involve them in planning processes;

- the procedure for regular review and monitoring of its implementation.

2. Ensure that by 12/30/2023 the adjustment of the development plans of the OP in accordance with the documented procedure for their development.

3. To introduce formalized risk management procedures into the practice of activity planning from 01.01.2024 at all management levels, taking into account:

- the procedure for their identification, evaluation and selection;

- assessment of consequences and allocation of opportunities (positive risks);

- planning measures to reduce negative consequences and implement opportunities in case of exposure to risk factors.

4. Define and implement the innovation management procedure from 01.09.2023:

- indicators of innovation within the framework of the OP in accordance with the priorities of the development of the economy of the region and the country;

- mechanisms and tools for innovation management and monitoring;

- a documented innovation management procedure within the framework of the OP.

Conclusions of the VEC according to the criteria:

According to the standard "Educational Program Management" OP 6B01503 Mathematics and 7M01503 Mathematics, 17 criteria were disclosed, of which 1 has strong positions, 13 – satisfactory positions, 3 – suggest improvement.

6.2. Information Management and Reporting Standard

✓ *The university should ensure the functioning of the information collection, analysis and management system based on modern information and communication technologies and software.*

✓ *The OP management demonstrates the systematic use of processed, adequate information to improve the internal quality assurance system.*

✓ *The management of the OP demonstrates the existence of a reporting system reflecting the activities of all structural divisions and departments within the framework of the OP, including an assessment of their effectiveness.*

✓ *The university should determine the frequency, forms and methods of assessing the management of the OP, the activities of collegial bodies and structural units, and top management.*

✓ *The university must demonstrate a mechanism for ensuring the protection of information, including the identification of responsible persons for the reliability and timeliness of information analysis and data provision.*

✓ *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.

✓ The management of the OP should demonstrate the availability of communication mechanisms with students, employees and other stakeholders, including conflict resolution.

✓ The university must ensure the measurement of the degree of satisfaction of the needs of students, teaching staff and staff within the framework of the OP and demonstrate evidence of the elimination of the detected shortcomings.

✓ The university should evaluate the effectiveness and efficiency of its activities in the context of the OP.

✓ The information collected and analyzed by the university within the framework of the OP should take into account:

✓ key performance indicators;

✓ dynamics of the contingent of students in the context of forms and types;

✓ academic performance, student achievements and expulsion;

✓ satisfaction of students with the implementation of the OP and the quality of education at the university;

✓ availability of educational resources and support systems for students;

✓ employment and career growth of graduates.

✓ Students, teaching staff and staff must document their consent to the processing of personal data.

✓ The management of the OP should help to provide the necessary information in the relevant fields of sciences.

The evidentiary part

The university uses modern information and communication technologies and software tools to automate the processes of collecting, analyzing and managing information. For the organization of the educational process, an Automated Information System (AIS) has been introduced, which includes subsystems for the administration of students, support of the educational process (<http://euniver.vku.edu.kz/>) and the distance education portal (<https://edu.vku.edu.kz/>), a mobile version of the "eUniver" system has been developed. The exchange of messages, files, audio and video communication of teaching staff and employees of different buildings is carried out through the internal communications portal LYNC. Corporate e-mail functions for the prompt transmission of information (vkgu.kz). The PARASAT Student Service Center provides more than 30 types of services.

The university's activities are supported by 11 servers, such as Proxy, 1C server, Mail server, Moodle server, DNS server, etc. There is Wi-Fi access in academic buildings and students' homes. The Internet access speed in the educational building No. 7 is 120 MB/s, there are 6 WI-FI points with a speed of 15 MB/s.

The management of the OP demonstrated the systematic use of processed, adequate information to improve the internal quality assurance system. Regular reporting of the university includes annual reports of structural units at various levels, the results of which are integrated into the annual report of the university on the work done by the university with the invitation of representatives of the general public, teaching staff, students, employees, employers, graduates and other interested persons.

Any changes in the OP development plan and plans to change it are brought to the attention of students and employers through the VCU website, electronic means of communication (e-mail, mass media) and distribution of printed information.

Within the framework of accredited educational institutions, the management implements a mechanism of communication with teachers, university staff and potential students. There is a conflict resolution mechanism in the departments. The psychological climate is characterized by a friendly and creative atmosphere.

Employer reviews, questionnaires, and surveys are used as sources of information on consumer satisfaction with the level of educational services. The information obtained from these sources of information is used in the analysis by the university management and the implementation of corrective actions. Meetings with the rector are also organized to provide feedback, and the rector's blog operates on the website.

Educational resources and other mechanisms of the student support system are freely available and meet the needs.

The survey of students conducted during the visit of the VEC showed that students are

completely satisfied (90.9%) with the relations with the dean's office (Higher School, department). The level of accessibility of the dean's office and the accessibility and responsiveness of the management, students also consider very good (88.5% and 90.1% are fully satisfied, respectively, 0.6% are not satisfied with the latter).

The survey among the teaching staff showed that 74.1% were completely satisfied with the management's attention to the content of the OP, 25.9% were satisfied. 60.3% are completely satisfied with the level of feedback between the teaching staff and the management, 39.7% are satisfied. High satisfaction was also noted in the attitude of the university management to the teaching staff (86,2,7% are completely satisfied). The conditions of remuneration are also generally satisfied (63.8% are fully satisfied, 32.8% are satisfied, 3.4% are not satisfied). In general, the relationship with the direct management and colleagues at the faculty department is completely satisfied (94.8% and 94.8%, respectively).

Analytical part

The VEC notes that the university is implementing information management processes, including the collection and analysis of information. In the process of familiarization with the documentation of the university and a conversation with the management, it was revealed that the university is actively working on the informatization of management activities, however, during the analysis of the format of the work carried out to ensure the documentary consent of students, teaching staff and employees to the processing of personal data, it was noted that while ensuring the procedure, attention is not focused on this issue.

The analysis of the information management and reporting in the framework implemented by the University's OP showed a clear coherence of the mechanism of regular reporting, reflecting all levels of the structure.

Library and bibliographic processes are carried out on the basis of the automated library system "Irbis 64+", the electronic catalog system functions (<https://library.vku.edu.kz>), as well as the repository.

The members of the VEC established the existence of periodicity, forms and methods of assessing the management of the OP, the activities of collegial bodies and structural units, the university management. Activities for the implementation of the educational process are carried out in accordance with internal regulatory documents, in particular Academic Policy and regulations for the implementation of the educational process. The activity of the departments for the implementation of the OP is regulated by the regulations on the department and the job descriptions of the teaching staff.

At the same time, the members of the VEC note that the university needs to adjust the provisions on structural divisions, collegial bodies, senior management, taking into account the frequency of evaluation of the management of the OP.

Strengths of OP 6B01503 Math and 7M01503 Math

- not identified

VEC recommendations for 6B01503 Mathematics and 7M01503 Mathematics:

- the management of the university until 12/30/2023 to adjust the current regulations governing the activities of collegial bodies and structural units, senior management, in terms of establishing the frequency (terms, periods), forms and methods of assessing the management of the OP.

Conclusions of the VEC by criteria:

According to the standard "Information Management and Reporting" OP 6B01503 Mathematics and 7M01503 Mathematics, 17 criteria were disclosed, of which 16 have

satisfactory positions, 1 – suggest improvement.

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

- ✓ The university must demonstrate the existence of a documented procedure for the development of an OP and its approval at the institutional level.
- ✓ The university must demonstrate the compliance of the developed OP with the established goals and planned learning outcomes.
- ✓ The management of the OP should determine the influence of disciplines and professional practices on the formation of learning outcomes.
- ✓ ☐ The university demonstrates the existence of a graduate model of an OP describing learning outcomes and personal qualities.
- ✓ ☐ The qualification assigned upon completion of the OP must be clearly defined, explained and correspond to a certain level of the NSC, QF-EHEA.
- ✓ The management of the OP should demonstrate the modular structure of the program based on ECTS, ensure that the structure of the content of the OP meets the goals set with a focus on achieving the planned learning outcomes for each graduate.
- ✓ The management of the OP 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).
- ✓ The management of the OP must demonstrate the conduct of external examinations of the OP.
- ✓ The management of the OP must provide evidence of the participation of students, teaching staff and other stakeholders in the development and quality assurance of the OP.
- ✓ The management of the OP should demonstrate the uniqueness of the educational program, its positioning in the educational market (regional/national/ international).
- ✓ An important factor is the possibility of preparing students for professional certification.
- ✓ An important factor is the availability of joint(s) and/or double-degree OP with foreign universities.

The evidentiary part

The University develops and approves OP 6B01503 Mathematics and 7M01503 Mathematics in accordance with the requirements of state regulatory documents and intra-university regulatory documentation (GNI). The abovementioned ops were developed in accordance with the mission of NAO "VCU" and the development program (the current version for 2020-2025 was approved by the decision of the Board of Directors of NAO "VCU" dated 11/29/2022, Protocol No. 8). The main goals and objectives of OP 6B01503 Mathematics and 7M01503 Mathematics accurately reflect the key goal of the university's development: "... training of comprehensively educated, qualified specialists who possess fundamental knowledge and practical skills of mathematics and teaching mathematics within the modern content of education ...".

OP 6B01503 Mathematics and 7M01503 Mathematics have a documented procedure for development and approval, prescribed in the following GNI: P NAO "VCU" 007--23 Regulations on the development of educational programs of the NAO "VCU named after S.Amanzholov" (the current version was approved by the Chairman of the Board –Rector from 03/14/2023). Also, the procedures for the development of the OP, including the requirements of the GNI defining the development algorithm, contain links to the main GNI of the university for quality assurance: "Policy and standards of internal quality assurance" (approved by the decision of the Academic Council of the NAO "VKU named after S.Amanzholov" dated 29.10.2020, Protocol No. 3).

Modular educational programs (MOS) have been developed with the participation of teaching staff, students and employers, in accordance with the requirements of the labor market, the National Qualifications Framework and reviewed at meetings of the Academic Council committees (since 2019 – project committees on OP).

The algorithm for the development of the OP is precisely and in detail defined in the GNI, assumes the following sequential procedures: preparation of the passport of the OP, development of a graduate model with the development of the concept of the OP and the qualification characteristics of the graduate, development of a competence map, drawing up a map of the training module, the formation of the UP of the OP, preparation of information about the disciplines of the OP.

The design and updating of the OP is carried out by an Academic Committee, at whose meetings all key stakeholders are present and directly participate in the development and adjustment of the OP: the head of the OP, the manager, the heads of practices, students of the program, graduates of the OP and potential employers. Based on the results of the discussion, the OP is subject to mandatory examination, which is regulated in the relevant provisions of the GNI.

An important place in the development and implementation of the OP is allocated to production and pedagogical practice. The university has a documented procedure for organizing, monitoring, reporting and passing all types of practices.

The University is implementing a joint master's degree program "Mathematical Modeling and Information Technologies in Ecology and Nature Management" together with the Department of Theoretical Cybernetics and Applied Mathematics of AltSU (Russian Federation, Barnaul). Every year, undergraduates of OP 7M01503 Mathematics undergo a scientific internship at AltSU.

The survey of teaching staff showed that overall satisfaction is at a high level, including 77.6% of respondents who note that the content of the SURVEY meets scientific and professional interests and needs. 67.2% and 79.3% of teaching staff confirm that they can fully use their strategies and methods in the educational process. 56.9% believe that the quality and content of the OP very well meet the expectations of the labor market and employers.

Analytical part

The University demonstrates the availability of all the required organizational procedures in the formation of the OP and its implementation. The relationship with the goals, mission and development policy of the university is documented in all GNI. The modular structure of the OP is quite transparent, accessible to all interested on the official website of the university.

Based on the analysis of the report, the submitted documents and the results of interviews with focus groups, the VEC notes the involvement of students, graduates and employers in the process of developing the OP. Developed OP pass internal and external examinations.

The university demonstrated the developed models of graduates by education levels describing the expected learning outcomes.

At the same time, the university does not carry out work on preparing students for professional certification.

The members of the VEC recommend considering the possibility of developing joint and/or double-degree bachelor's degree programs with foreign universities.

The survey of students during the visit of the VEC experts showed that 77.6% were completely satisfied with the quality of the educational program as a whole, 92.9% were completely satisfied with the quality of educational programs in the OP, and 0.4% were not satisfied. 87.7% and 84.9%, respectively, fully agree with the high level of the course program and its content; 0.4% of respondents disagree with the good structuring of the course content.

Strengths of OP 6B01503 Math and 7M01503 Math

- not identified

VEC recommendations for OP 6B01503 Mathematics and 7M01503 Mathematics:

- the management of the OP to begin purposeful work on the organization of training of students for professional certification (until 2024);
- the management of the OP to consider the possibility of developing and implementing joint and/or double-degree educational programs with foreign educational organizations (until 2024-2025 academic year).

Conclusions of the VEC by criteria:

According to the standard "Development and approval of the educational program" OP 6B01503 Mathematics and 7M01503 Mathematics, 12 criteria were disclosed, of which 12 have satisfactory positions.

6.4. The standard "Continuous monitoring and periodic evaluation of educational programs"

- ✓ *The university should ensure the revision of the structure and content of the OP, taking into account changes in the labor market, the requirements of employers and the social request of society.*
- ✓ *The university must demonstrate the existence of a documented procedure for monitoring and periodic evaluation to achieve the goal of the OP and continuous improvement of the OP.*
- ✓ ☐ *Monitoring and periodic evaluation of the OP should consider:*
- ✓ ☐ *the content of the program in the context of the latest achievements of science and technology in a particular discipline;*
- ✓ ☐ *changes in the needs of society and the professional environment;*
- ✓ ☐ *workload, academic performance and graduation of students;*
- ✓ ☐ *effectiveness of student assessment procedures;*
- ✓ ☐ *needs and degree of satisfaction of students;*
- ✓ *compliance of the educational environment and the activities of support services with the goals of the OP.*
- ✓ *The management of the OP should publish information about changes to the OP, inform interested parties about any planned or undertaken actions within the framework of the OP.*
- ✓ *Support services should identify the needs of various groups of students and the degree of their satisfaction with the organization of training, teaching, evaluation, and mastering of the OP as a whole.*

The evidentiary part

The study of internal regulatory documents, minutes of meetings of collegial bodies, the results of the questionnaire of teachers, the results of meetings and interviews confirmed that monitoring and periodic evaluation of the OP is carried out at the university.

The educational programs implemented at the university have clearly formulated goals consistent with the mission of the university, the National Qualifications System. Information about OP, their content and description of core competencies through learning outcomes are available on the university's website.

Students and employers participate in the development and evaluation of educational programs. All incoming information is carefully analyzed and appropriate measures are taken by the university management.

Evaluation of the expected results of the implementation of the OP is carried out by means of questionnaires and feedback from students. The results of monitoring and periodic evaluation of educational programs make it possible to purposefully improve the content of the studied disciplines, teaching methods, teaching strategy and the study of subjects, which strengthens the practice orientation of the OP, taking into account the requirements of the labor market.

The results of the survey of students during the visit of the VEC showed that on issues of clarity of procedures for taking disciplinary measures, the requirements of teaching staff to the student, informing the requirements in order to successfully complete this OP, the objectivity of the assessment of knowledge, skills and other educational achievements, the level of satisfaction of students is high (respectively, the proportion of "fully satisfied": 89.9%, 89.3%, 90.1%, 90.1%). Students fully agree with the objectivity of the assessment of knowledge, skills and other educational achievements (82.5% fully agree, 0.8% disagree); with the timeliness of assessing students' academic achievements (82,1,8% fully agree, 0.8% disagree).

The survey of teaching staff showed that the level of satisfaction on key issues is generally high. Thus, on the issue of compliance of the OP with the content and quality of implementation with the expectations of the labor market and employers, 77.6% consider the level "very good", 22.4% - "good". When asked about the perception of criticism by the university management, 39.7% believe that it is perceived "very well", 55.2% - "well". 77.2% are fully satisfied with the procedure of support and recognition of the comments and suggestions proposed by the PPP, 21.1% are partially satisfied. 77.6% are fully satisfied with the management of changes in the university's activities, 19% are partially satisfied, and 1.7% are not satisfied.

Analytical part

During the visit of the VEC, accredited educational programs were studied, which were developed in accordance with intra-university methodological recommendations and meet general regulatory requirements. The content of the programs has been developed taking into account the changing needs of society, thereby ensuring their relevance. Nevertheless, the content of educational programs does not take into account the latest achievements of science in specific disciplines.

Informing students, employers about updating, making changes and other actions in relation to the OP is not carried out in full. In this connection, the commission recommends that students and employers be informed in a timely manner through various communication channels about all the changes made in the OP and in the organization of the educational process.

Strengths of OP 6B01503 Math and 7M01503 Math

- not identified

VEC recommendations for OP 6B01503 Mathematics and 7M01503 Mathematics:

- before the beginning of the 2023-2024 academic year, include in the content of the OP and syllabuses of basic and profile disciplines information about the latest achievements of science in the relevant areas;
- to develop a mechanism for promptly informing employers, students and other interested parties about changes in the OP (by the end of 2023).

Conclusions of the VEC according to the criteria:

According to the standard "Continuous monitoring and periodic evaluation of educational programs" OP 6B01503 Mathematics and 7M01503 Mathematics, 10 criteria were disclosed, of which 9 have satisfactory positions, 1 suggests improvement.

6.5. The standard "Student-centered learning, teaching and assessment of academic performance"

- ✓ *The management of the OP should ensure respect and attention to different groups of students and their needs, providing them with flexible learning paths.*
- ✓ *The management of the OP should provide teaching based on modern achievements of world science and practice in the field of training, the use of various modern teaching methods and evaluation of learning outcomes that ensure the achievement of the goals of the OP, including competencies, skills to perform scientific work at the required level.*
- ✓ *The management of the OP should determine the mechanisms for distributing the educational load of students between theory and practice within the framework of the OP, ensuring the development of the content and achievement of the goals of the OP by each graduate.*
- ✓ *An important factor is the availability of own research in the field of teaching methods of the disciplines of the OP.*
- ✓ *The university must ensure that the procedures for evaluating learning outcomes correspond to the planned results and goals of the OP.*
- ✓ *The university must ensure the consistency, transparency and objectivity of the mechanism for evaluating the results of the OP training, the publication of criteria and evaluation methods in advance.*
- ✓ ☐ *Evaluators should be familiar with modern methods of evaluating learning outcomes and regularly improve their skills in this area.*
- ✓ *The management of the OP should demonstrate the existence of a feedback system for the use of various teaching methods and evaluation of learning outcomes.*
- ✓ *The management of the OP should demonstrate support for the autonomy of students with simultaneous guidance and assistance from the teacher.*
- ✓ *The management of the OP must demonstrate the existence of a procedure for responding to complaints from students.*

The evidentiary part

The VEC notes that the management of the OP adheres to the principle of student-centered learning, which is headed by the interests of students.

All disciplines of the OP are provided with educational and methodological complexes, high-quality methodological literature. The teaching staff of the OP uses methods for evaluating learning outcomes that ensure the achievement of the goals of the OP, as well as the acquisition of competencies by students and the achievement of learning outcomes expected by the implemented OP. The VEC confirms the existence of a feedback system on the use of teaching methods and evaluation of learning outcomes of students accredited by the OP.

Modern computer technologies, electronic textbooks, training programs, multimedia technologies are used in the teaching process.

The EC has established that the management of the cluster's educational programs determines the mechanisms for distributing the educational load of students between theory and practice within each educational program of the cluster, thus ensuring the development of the content and achievement of the goals of the OP.

During the visit, the experts were presented with documentation regulating the educational process and ensuring its student-centered nature. The mechanism of knowledge assessment is reflected in internal regulatory documents: P VCU 029-21 "On the procedure for organizing and conducting ongoing monitoring of academic performance, intermediate and final certification of students at the S.Amanzholov VCU", etc.

The management of the OP demonstrates the existence of a procedure for responding to students' complaints, in which students have the opportunity to express their opinion about the services provided to them. There is a rector's blog, "trust boxes", personal pages of departments.

The University provides conditions for students with disabilities (<https://vku.edu.kz/ru/page/inklyuzivnoe-obrazovanie.html>).

Analytical part

The VEC notes that the university strives to increase the level of accredited students, uses objective means and mechanisms to improve the quality of discipline management and assessment of students' knowledge.

The entire educational process is aimed at student-centered learning, and therefore, students have academic freedom in choosing an individual learning trajectory, in choosing a teacher.

During the survey of students conducted during the visit of the VEC, the student-centered nature of the training in the OP was also confirmed. Thus, the number of students who are satisfied (fully or partially) with the availability of guidance is more than 90% of the total number of respondents; satisfaction with the availability of counseling, which is an integral part of student-centered learning, in general is more than 86.5%, satisfaction with teaching methods is more than 90%, and satisfaction with informing about academic disciplines, qualifications received is 89.3%.

In accordance with modern requirements and taking into account social demands, new pedagogical technologies are being introduced at the university, the material and technical base is being replenished, the level of equipment of the educational process with new equipment, materials, electronic textbooks, educational and methodological and scientific literature is increasing.

The mechanism for evaluating learning outcomes is transparent. Appeal commissions are created to consider complaints of students on the assessment of their knowledge during the examination sessions, final attestation.

Educational resources and other mechanisms of the student support system are freely available and meet the needs of students. Students have the opportunity to express their opinion about the services provided to them.

The analysis of the submitted documents, conversations with the university management, the heads of the OP and the teaching staff made it possible for the VEC to make sure that there is a valid feedback from the university administration and the heads of the OP with students as part of the procedure for responding to student complaints. Experts have revealed the existence of a procedure for providing students with flexible learning paths and the possibility of further improvement.

Strengths of OP 6B01503 Math and 7M01503 Math

- not identified

VEC recommendations for OP 6B01503 Mathematics and 7M01503 Mathematics:

- no

Conclusions of the VEC by criteria:

According to the standard "Student-centered learning, teaching and assessment of academic performance", OP 6B01503 Mathematics and 7M01503 Mathematics revealed 10 criteria, of which 10 have satisfactory positions.

6.6. The "Students" standard

- ✓ *The university must demonstrate the policy of forming a contingent of students and ensure transparency, publication of procedures regulating the life cycle of students (from admission to completion).*
- ✓ *The management of the OP should provide for special adaptation and support programs for newly enrolled and foreign students.*
- ✓ *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.*
- ✓ *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.*
- ✓ *The university should encourage students to self-education and development outside the main program (extracurricular activities).*
- ✓ *An important factor is the availability of a support mechanism for gifted students.*
- ✓ *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.*
- ✓ *The university should provide students with internship places, demonstrate the procedure for facilitating the employment of graduates, maintaining communication with them.*
- ✓ *The university must demonstrate the procedure for issuing graduates with documents confirming their qualifications, including the achieved learning outcomes.*
- ✓ *The management of the OP should demonstrate that graduates of the program have skills that are in demand in the labor market and that these skills are really relevant.*
- ✓ *The management of the OP should demonstrate the existence of a mechanism for monitoring the employment and professional activities of graduates.*
- ✓ *An important factor is the presence of an active alumni association/association.*

The evidentiary part

To form a contingent of students from admission to graduation, the university conducts an appropriate policy and ensures transparency of its procedures. The policy of forming a contingent of students is consistent with the mission, vision, and strategic goals of the university.

At the beginning of the school year, an adaptation week is held for students, with a program of meetings with school principals, heads of OP, advisors, familiarization with educational and methodological documentation.

Extracurricular and educational work is a complex system that includes sports, student self-government, amateur art, student science. The university has 15 clubs of interest: sports clubs and sections, debate club "Dilmar", volunteer club "Meirim", student drama theater "Shabyt", creative association "Shamshyrak", "Korkem" kyzdap uyymy, etc. There is a military department named after Kabanbai batyr.

The VEC notes the high level of employment of graduates: over 90% over the past 3 years. All graduates of accredited educational institutions are employed in their specialty, in accordance with the direction of training, the specifics of the educational program.

As a result of the survey, 86.5% were fully satisfied with the availability of academic counseling, 82.9% with the availability of health services, 92.1% with the availability of library resources, 89.3% with existing educational resources, and 90.1% of students with the quality of teaching in general.

Analytical part

The policy of forming a contingent of students of the university is systematic, the issues of forming a contingent and the results of admission are considered at the meetings of the Rector's Office and the Academic Council. The VEC made sure that the university conducts systematic career guidance work aimed at forming a contingent of students not only in quantitative terms, but also in qualitative terms. Admission and enrollment to the OP is accompanied by an introductory course containing information about the university and the specifics of the OP. To adapt students, an orientation week is held, including: familiarization with educational and methodological documentation, including a guidebook, rules of procedure and the charter of the university.

For the regulation of academic mobility, a documented procedure has been developed for the CCU 031-21 Regulation on Academic Mobility of Students, Teachers and Staff (dated 04/13/2021). All students are provided with equal opportunities and access to participate in mobility programs. At the same time, experts note that the work on the participation of students in academic mobility programs is at an insufficient level.

The Commission recommends strengthening the work on informing students about the procedure for implementing academic mobility and requirements for candidates, with the placement of information on the website and in social networks.

In the process of studying the documents, the inefficiency of the work of the University Alumni Association was revealed.

Strengths of OP 6B01503 Math and 7M01503 Math

- the university provides students with places of practice.

VEC recommendations for OP 6B01503 Mathematics and 7M01503 Mathematics

- to include measures to increase the number of students and expand the geography of external and internal academic mobility in the Development Plans of the Educational Institution (until 12/30/2023);
- to develop documents regulating and planning the activities of the alumni association, to ensure regular updating of the tab on the website dedicated to the activities of the association until 12/30/2023.

Conclusions of the VEC by criteria:

According to the standard "Students" of OP 6B01503 Mathematics and 7M01503 Mathematics, 12 criteria were disclosed, of which 1 has strong, 9 satisfactory positions, 2 suggests improvement.

6.7. Standard "Teaching staff"

- ✓ *The university should have an objective and transparent personnel policy in the context of the OP, including hiring (including invited teaching staff), professional growth and staff development, ensuring the professional competence of the entire staff.*
- ✓ *The university must demonstrate the compliance of the qualitative composition of the teaching staff with the established qualification requirements, the strategy of the university, the goals of the OP.*
- ✓ *The management of the OP should demonstrate the change in the role of the teacher in connection with the transition to student-centered learning and teaching.*
- ✓ *The university should provide opportunities for career growth and professional development of teaching staff, including young teachers.*
- ✓ ☐ *The university should involve in teaching specialists of relevant industries with professional*

competencies that meet the requirements of the OP.

✓ *The university must demonstrate the existence of a mechanism for motivating the professional and personal development of teaching staff.*

✓ *The university should demonstrate the wide application of teaching staff of information and communication technologies and software in the educational process (for example, on-line training, e-portfolio, MOOS, etc.).*

✓ *The university should demonstrate the focus of its activities on the development of academic mobility, attracting the best foreign and domestic teachers.*

✓ *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 the OP.*

✓ *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.*

The evidentiary part

The University demonstrates a transparent personnel policy in the context of all OP, including accredited OP 6B01503 Mathematics and 7M01503 Mathematics. The university has a number of GNI that determine the main processes of conducting personnel policy. The qualitative composition of the teaching staff meets the requirements of the personnel policy of the university, including within the framework of accredited OP, and the requirements of compliance with the positions being filled. The competence of the teaching staff is confirmed by the certification procedures carried out in accordance with the GNI. The provision of teaching staff for accredited OP 6B01503 Mathematics and 7M01503 Mathematics is 100%, while the qualitative composition consists of employees with academic degrees and titles (66.7%). It is also noted that 2 teachers are the holders of the grant of the Ministry of Education and Science of the Republic of Kazakhstan "The best University teacher". 12 out of 14 teachers have the main place of work of the NAO "VKU named after S.Amanzholov".

The university adheres to a student-centered development strategy and confirms this by improving the qualifications of the teaching staff involved in the implementation of the teaching methods in specialized areas. There is also a high level of scientific activity of teaching staff, which is confirmed by a high level of publication activity in journals of international databases (Baigereev D., Madiyarov M.N., Malgazdarov E.A., etc.), the presence of patents and copyright certificates (Baigereev D.R., Temirbekov N.M., Alimbekova N.B. etc.) All teaching staff use information and communication technologies available at the university to organize the educational process, including multimedia complexes and tools for developing video lectures and conducting online courses are widely used. The results of the survey of teaching staff during the work of the VEC commission showed a high level of satisfaction of students with the level of qualification and professional competencies of teachers, teaching methods and interaction with students (fully satisfied with: the quality of teaching in general – 83.1%, teaching methods in general – 90.1%, objectivity and fairness of teachers – 89.3%), while in the assessment of the teacher in terms of proficiency in the taught material, the number of dissenters was 0.4%.

The survey of teaching staff showed that 65.5%, 65.5% and 62.1% of respondents respectively gave positive answers to questions about providing opportunities for professional development, career growth and academic freedom (very good). They also highly appreciated the opportunities for personal growth of the teaching staff during the survey (56.9%). At the same time, 8% are not satisfied and consider the work on academic mobility and advanced training of teaching staff organized at a low level (50% and 60.3% are fully satisfied with these indicators, respectively).

Analytical part

The University demonstrates a transparent personnel policy. The presented GNI regulate all processes affecting the PPP. According to accredited OP, the qualitative composition of the

teaching staff meets the requirements set out in the GNI.

The university adheres to a student-centered development strategy and confirms this by improving the qualifications of the teaching staff involved in the implementation of the teaching methods in specialized areas.

VCU demonstrates a high level of use of various ICTs in the educational process. During the conversation with the teaching staff and based on the results of the survey by the Commission of the VEC, a conclusion was made about the sufficient level of competence of the teaching staff in the field of ICT use. Teaching staff are actively involved in the process of developing materials using on-line learning technologies.

The University implements a policy of attracting specialists from among domestic and foreign scientists. At the same time, experts note the insufficient level of academic mobility of teachers.

Strengths of OP 6B01503 Math and 7M01503 Math

- not identified

VEC recommendations for OP 6B01503 Mathematics and 7M01503 Mathematics:

- develop an academic mobility plan, providing for at least 2 trips of teaching staff to partner universities, and/or internship programs to foreign universities (during 2024)

Conclusions of the VEC by criteria:

According to the standard "Teaching staff" according to OP 6B01503 Mathematics and 7M01503 Mathematics, 10 criteria were disclosed, of which 10 have satisfactory positions.

6.8. Standard "Educational resources and student support systems"

- ✓ *The university must ensure that the infrastructure, educational resources, including material and technical, meet the objectives of the educational program.*
- ✓ *The management of the OP must demonstrate the sufficiency of classrooms, laboratories and other facilities equipped with modern equipment that ensures the achievement of the goals of the OP.*
- ✓ *The university must demonstrate the compliance of information resources with the needs of the university and implemented OP, including in the following areas:*
 - ✓ *technological support of students and teaching staff in accordance with educational programs (for example, online training, modeling, databases, data analysis programs);*
 - ✓ *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;*
 - ✓ *examination of research results, graduation papers, dissertations for plagiarism;*
 - ✓ *access to educational Internet resources;*
 - ✓ *functioning of WI-FI on its territory.*
- ✓ *The university must demonstrate that it creates conditions for conducting scientific research, integrating science and education, publishing the results of the research work of teaching staff, staff and students.*
- ✓ *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.*
- ✓ *The management of the OP should demonstrate the availability of support procedures for various groups of students, including information and counseling.*
- ✓ *The management of the OP should show the availability of conditions for the advancement of the student along an individual educational trajectory.*
- ✓ *The university should take into account the needs of various groups of students (adults, working, foreign students, as well as students with special educational needs).*
- ✓ *The university must ensure that the infrastructure meets the security requirements.*

The evidentiary part

The university has a developed infrastructure base, which includes: 8 academic buildings, 4 student houses, a scientific library, 24 computer labs, gyms and playgrounds, a fitness center named after him. Trunova, the Chaika swimming pool. The infrastructure of the university allows you to organize educational, scientific, sports and entertainment events. The university notes the

presence of a sufficient number of computer classes.

The information resources of the university meet the needs of the university and the implementation of the OP. Multimedia technologies and online learning programs are widely used in educational activities. The educational process uses licensed software MatLab, 3D Studio Max 2017, MS SQL Server 2014, Anti-Plagiarism.University, MS SharePoint, Eset Nod 32 antivirus programs, etc.

The scientific library of the NAO "VCU" is located in all academic buildings. The library has access to a wide range of domestic and foreign information resources, full-text information databases.

The university creates conditions for conducting scientific research and scientific and practical activities of teaching staff and students. The scientific activity of teaching staff and students within the framework of initiative research, grant financing projects and commercial projects is regulated by a number of developed GNI. The publication activity of teaching staff and students is supported and welcomed at the university. Publications are noted both in domestic and foreign publications, including those indexed in the Scopus and Web of Science databases. It is noted that there are own scientific and methodological materials available in the library's collection. Publications of teaching staff and students, as well as dissertation and qualification works, are subject to mandatory verification for the absence of plagiarism. The works are checked with the help of subscriptions to the specialized service "Anti-Plagiarism".

The maintenance and condition of the university's infrastructure is provided by the Economic Department. The infrastructure of the university is maintained in a proper condition that meets the safety requirements.

The results of the survey conducted during the stay of the VEC experts at the university showed: high and good satisfaction of students with the material and technical equipment of the university (the percentage of fully satisfied in the categories: availability of educational materials - 90.1%, availability of library resources – 92.1%, not satisfied with 1.2%, availability of computer classes – 87.7%, not satisfied with 1.2%, availability and quality of Internet resources - 83.7%, not satisfied with 1.2%, available scientific laboratories – 86.5%, not satisfied with 1.2%).

The survey among the teaching staff showed that most of the respondents were fully or partially satisfied with the level of material and technical support of the university (while only 1.7% noted frequent problems with the lack of technical means in the classrooms). 1.7% of the surveyed teaching staff also consider the accessibility and sufficiency of providing scientific literature to the library to be insufficient, while 67.2% consider this indicator to be very good. 34.5% of respondents noted that "sometimes" they faced the problem of unavailability of the necessary literature in the library.

Analytical part

As a result of a visual inspection by the members of the VEC of the objects of the material base, it is noted that in order to ensure the educational process of accredited educational programs, the university has all the necessary educational and material assets. The university buildings comply with the current sanitary standards and fire safety requirements. Classroom and laboratory facilities, classrooms and other premises, sports facilities comply with the established safety regulations.

At the same time, the VEC notes the need to expand the laboratory base for accredited OP for the implementation of scientific research.

The university demonstrates the required level of security of the entire infrastructure and attention to students of different categories, including those with special needs. At the same time, the work on providing material and technical means to support students with special needs is

carried out at an insufficient level.

Strengths of OP 6B01503 Math and 7M01503 Math

- not identified

VEC recommendations for OP 6B01503 Mathematics and 7M01503 Mathematics:

- to develop a plan for step-by-step provision of special material and technical means to support students with special educational needs in the educational process until 01.09.2023.

Conclusions of the VEC by criteria:

According to the standard "Educational resources and student support systems" according to OP 6B01503 Mathematics and 7M01503 Mathematics, 13 criteria were disclosed, of which 12 have satisfactory positions, 1 suggests improvement.

6.9. The standard "Informing the public"

- ✓ *The university guarantees that the published information is accurate, objective, up-to-date and reflects all the activities of the university within the framework of the educational program.*
- ✓ *Public awareness should include support and explanation of the national development programs of the country and the system of higher and postgraduate education.*
- ✓ *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.*
- ✓ ☐ *Information about the educational program is objective, relevant and should include:*
 - ✓ ☐ *the purpose and planned results of the OP, the assigned qualification;*
 - ✓ ☐ *information and evaluation system of educational achievements of students;*
 - ✓ ☐ *information about academic mobility programs and other forms of cooperation with partner universities, employers;*
 - ✓ ☐ *information about the opportunities for the development of personal and professional competencies of students and employment;*
 - ✓ ☐ *data reflecting the positioning of the OP in the market of educational services (at the regional, national, international levels).*
- ✓ *An important factor is the publication on open resources of reliable information about the teaching staff, in the context of personalities.*
- ✓ *The university must publish on its own web resource the audited financial statements on the OP.*
- ✓ *The university should post information and links to external resources based on the results of external evaluation procedures.*

The evidentiary part

The university demonstrates the publication of the necessary information on accredited OP on the official website, and also has information and news channels in social networks ("Twitter", "Facebook", "Insagram", "Youtube"). The official website of the University and social networks are the main means of informing the public and all interested parties.

The structure of the official website of the university focuses on the possibility of finding all the necessary information for all categories of interested persons. The website contains structured information about the university and its departments; information for applicants (admission rules, list of educational programs, tuition fees, etc.), students and graduates, about scientific work and cooperation; about the university's life (news, information about events at the university); contains links to the university's educational resources (electronic library, AIS, eUniver, Online Survey). Corporate mail has been created. The publication of news is carried out promptly, the news channels are the corresponding section on the first page on the official website, in the newspaper, in social network accounts. Interaction with various media is represented by a separate section of the site (<https://www.vku.edu.kz/ru/page/daydzhest.html>) and is covered in parallel with the news of the university.

The university demonstrates the openness and transparency of management procedures and the formation of accounting documentation. Along with the main presentation materials, the main

documents (articles of association, certificates and licenses) are published on the official website.

For students, the educational portal provides a wide list of important information: vacancies from employers, a register of practice bases, as well as a page on information about academic mobility. Information about the university's accreditations and ratings of various databases is also provided.

The survey of students conducted during the visit of the VEC experts showed a high level of student satisfaction with the availability of information resources (87.3% are completely satisfied with the content and information content of the website, 90.5.3% are completely satisfied with information support and explanation for applicants, 0.4% are not satisfied).

Among the teaching staff, the survey also showed that there are no questions and problems with the sufficiency of information and the quality of the information provided.

Analytical part

The university has developed and maintains its own information and communication resources in good condition. The official website of the university is quite informative, has a developed structure and can act as the main source of information for all interested categories of users.

The information provided is reliable and relevant. There is some difficulty in orientation at the first acquaintance with the sections of the site, however, the educational portal developed for applicants, students and teaching staff has a convenient structure and quick access to the necessary information.

Informing the public and all interested parties, including key stakeholders, is carried out quite efficiently through social networks and publications in various media.

According to the results of the survey, conversations of the VEC experts with all categories of representatives of the university, it can be concluded that a fairly good level of work on informing the public, students and teaching staff.

At the same time, experts note that the untimely updating of information on the areas of activity of the university.

The university does not publish audited financial statements on its own web resource.

Strengths of OP 6B01503 Math and 7M01503 Math

- not revealed

VEC recommendations for OP 6B01503 Mathematics and 7M01503 Mathematics:

1. To ensure the reliability, objectivity, relevance of information, reflection of all areas of activity, including in the context of OP:

- to audit the structure and content of the site until 01.09.2023;

- develop regulations for monitoring the implementation of a regulatory document defining the procedure for providing and updating information on the website in all areas of activity until 01.12.2023;

2. Publish and regularly supplement the audited financial statements on the website in the following years.

The conclusions of the VEC according to the criteria:

According to the standard "Informing the public" OP 6B01503 Mathematics and 7M01503 Mathematics, 12 criteria were disclosed, of which 10 have satisfactory positions, 2 suggest improvement.

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

The standard "Management of the educational program"

Strengths/Best Practice on OP 6B01503 Mathematics and 7M01503 Mathematics

- openness and accessibility of the OP manual for teaching staff, students, employees, potential employers and other interested persons.

The standard "Information Management and reporting"

Strengths/Best Practice on OP 6B01503 Mathematics and 7M01503 Mathematics

- not identified

Standard "Development and approval of the educational program"

Strengths/Best Practice on OP 6B01503 Mathematics and 7M01503 Mathematics

- not identified

The standard "Continuous monitoring and periodic evaluation of educational programs"

Strengths/Best Practice on OP 6B01503 Mathematics and 7M01503 Mathematics

- not identified

The standard "Student-centered learning, teaching and assessment of academic performance"

Strengths/Best Practice on OP 6B01503 Mathematics and 7M01503 Mathematics

- not identified

Standard "Learners"

Strengths/Best Practice on OP 6B01503 Mathematics and 7M01503 Mathematics

- the university provides students with places of practice.

Standard "Teaching staff"

Strengths/Best Practice on OP 6B01503 Mathematics and 7M01503 Mathematics

- not identified

The standard "Educational resources and student support systems"

Strengths/Best Practice on OP 6B01503 Mathematics and 7M01503 Mathematics

- not identified

The standard "Informing the public"

Strengths/Best Practice on OP 6B01503 Mathematics and 7M01503 Mathematics

- not identified

(VIII) OVERVIEW RECOMMENDATIONS FOR QUALITY IMPROVEMENT

Standard "Educational Program Management"

VEC recommendations for OP 6B01503 Mathematics AND 7M01503 Mathematics

1. In order to update and effectively apply the development plans of the OP in management practice until 10/30/2023, document the Procedure for developing development plans of the OP, providing in it:

- measures to ensure transparency, inform stakeholders, and actively involve them in planning processes;

- the procedure for regular review and monitoring of its implementation.
- 2. Ensure that by 12/30/2023 the adjustment of the development plans of the OP in accordance with the documented procedure for their development.
- 3. To introduce formalized risk management procedures into the practice of activity planning from 01.01.2024 at all management levels, taking into account:
 - the procedure for their identification, evaluation and selection;
 - assessment of consequences and allocation of opportunities (positive risks);
 - planning measures to reduce negative consequences and implement opportunities in case of exposure to risk factors.
- 4. Define and implement the innovation management procedure from 01.09.2023:
 - indicators of innovation within the framework of the OP in accordance with the priorities of the development of the economy of the region and the country;
 - mechanisms and tools for innovation management and monitoring;
 - a documented innovation management procedure within the framework of the OP.

Information Management and Reporting Standard

VEC recommendations for OP 6B01503 Mathematics AND 7M01503 Mathematics

- the management of the university until 12/30/2023 to adjust the current regulations governing the activities of collegial bodies and structural units, senior management, in terms of establishing the frequency (terms, periods), forms and methods of assessing the management of the OP.

Standard "Development and approval of the educational program"

VTEC Recommendations for OP 6B01503 Mathematics

- the management of the OP to begin purposeful work on the organization of training of students for professional certification (until 2024);
- the management of the OP to consider the possibility of developing and implementing joint and/or double-degree educational programs with foreign educational organizations (until 2024-2025 academic year).

The standard "Continuous monitoring and periodic evaluation of educational programs"

VEC recommendations for OP 6B01503 Mathematics AND 7M01503 Mathematics

- before the beginning of the 2023-2024 academic year, include in the content of the OP and syllabuses of basic and profile disciplines information about the latest achievements of science in the relevant areas;
- to develop a mechanism for promptly informing employers, students and other interested parties about changes in the OP (by the end of 2023).

The standard "Student-centered learning, teaching and assessment of academic performance"

VEC recommendations for OP 6B01503 Mathematics and 7M01503 Mathematics

No

The "Students" standard

VEC recommendations for OP 6B01503 Mathematics AND 7M01503 Mathematics

- to include measures to increase the number of students and expand the geography of external and internal academic mobility in the Development Plans of the Educational Institution (until 12/30/2023);
- to develop documents regulating and planning the activities of the alumni association, to ensure regular updating of the tab on the website dedicated to the activities of the association until 12/30/2023.

Standard "Teaching staff"

VEC recommendations for OP 6B01503 Mathematics AND7M01503 Mathematics

- develop an academic mobility plan, providing for at least 2 trips of teaching staff to partner universities, and/or internship programs to foreign universities (during 2024)

Standard "Educational resources and student support systems"

VEC recommendations for OP 6B01503 Mathematics AND7M01503 Mathematics

- to develop a plan for step-by-step provision of special material and technical means to support students with special educational needs in the educational process until 01.09.2023.

The standard "Informing the public"

VEC recommendations for OP 6B01503 Mathematics AND7M01503 Mathematics

1. To ensure the reliability, objectivity, relevance of information, reflection of all areas of activity, including in the context of OP:

- to audit the structure and content of the site until 01.09.2023;
- develop regulations for monitoring the implementation of a regulatory document defining the procedure for providing and updating information on the website in all areas of activity until 01.12.2023;

2. Publish and regularly supplement the audited financial statements on the website in the following years.

(IX) OVERVIEW RECOMMENDATIONS FOR THE DEVELOPMENT OF THE ORGANIZATION OF EDUCATION

Not identified.

(X) RECOMMENDATION TO THE ACCREDITATION COUNCIL

The External Expert Commission made a unanimous decision to recommend to the NAAR Accreditation Council to accredit the educational program 6B01503 Mathematics AND7M01503 Mathematics for a period of 5 years.

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

Conclusion of the external expert commission on the results of the evaluation of the quality of the educational program "7M05201-Geography"

Non-profit Joint-Stock Company "SarsenaAmanzholov East Kazakhstan University»

in order	in or der	Evaluation criteria	The position of the organization of education			
			Strong	Satisfactory	Suggests improvement	Unsatisfactory
Standard "Educational Program Management"						
1	1.	The university should demonstrate the development of a goal and strategy for the development of the OP based on the analysis of external and internal factors with the broad involvement of a variety of stakeholders		+		
2	2.	The quality assurance policy should reflect the relationship between research, teaching and learning		+		
3	3.	The university demonstrates the development of a culture of quality assurance		+		
4	4.	Commitment to quality assurance should apply to any activity performed by contractors and partners (outsourcing), including the implementation of joint/double-degree education and academic mobility		+		
5	5.	The management of the OP ensures transparency in the development of the OP development plan based on an analysis of its functioning, the real positioning of the university and the orientation of its activities to meet the needs of students, the state, employers and other interested parties		+		
6	6.	The management of the OP demonstrates the functioning of mechanisms for the formation and regular revision of the development plan of the OP and monitoring its implementation, assessing the achievement of training goals, meeting the needs of students, employers and society, making decisions aimed at continuous improvement of the OP			+	
7	7.	The management of the OP should involve representatives of groups of interested persons, including employers, students and teaching staff in the formation of the development plan of the OP		+		
8	8.	The management of the educational institution should demonstrate the individuality and uniqueness of the development plan of the educational institution, its		+		

		consistency with national development priorities and the development strategy of the educational organization				
9	9.	The university must demonstrate a clear definition of those responsible for business processes within the framework of the OP, the distribution of staff duties, the differentiation of functions of collegial bodies		+		
10	10.	The management of the OP ensures coordination of the activities of all persons involved in the development and management of the OP, and its continuous implementation, as well as involves all stakeholders in this process		+		
11	11.	The management of the OP should ensure the transparency of the management system, the functioning of the internal quality assurance system, including its design, management and monitoring, and the adoption of appropriate decisions		+		
12	12.	The management of the OP should carry out risk management			+	
13	13.	The management of the educational institution should ensure the participation of representatives of interested persons (employers, teaching staff, students) in the collegial management bodies of the educational program, as well as their representativeness in making decisions on the management of the educational program		+		
14	14.	The university must demonstrate innovation management within the framework of the OP, including the analysis and implementation of innovative proposals			+	
15	15.	The management of the OP should demonstrate its openness and accessibility to students, teaching staff, employers and other interested parties	+			
16	16.	The management of the OP confirms the completion of training in educational management programs		+		
17	17.	The management of the OP should strive to ensure that the progress made since the last external quality assurance procedure is taken into account when preparing for the next procedure		+		
Total according to the standard			1	13	3	
Стандарт «Управление информацией и отчетность»						
18	1.	The university should ensure the functioning of the information collection, analysis and management system based on modern information and communication technologies and software		+		
19	2.	The OP management demonstrates the systematic use of processed, adequate information to improve the internal quality assurance system		+		
20	3.	The management of the OP demonstrates the existence of a reporting system reflecting the activities of all structural divisions and departments within the framework of the OP, including an assessment of their effectiveness		+		
21	4.	The university should determine the frequency, forms and methods of evaluation of the management of the OP, the activities of collegial bodies and structural units, senior management			+	

22	5.	The university must demonstrate a mechanism for ensuring the protection of information, including the identification of responsible persons for the reliability 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 OP should demonstrate the availability of communication mechanisms with students, employees and other stakeholders, including conflict resolution		+		
25	8.	The university must ensure the measurement of the degree of satisfaction of the needs of students, teaching staff and staff within the framework of the OP and demonstrate evidence of the elimination of the detected shortcomings		+		
26	9.	The university should evaluate the effectiveness and efficiency of its activities in the context of OP		+		
		<i>The information collected and analyzed by the university within the framework of the OP should take into account:</i>				
27	10.	key performance indicators		+		
28	11.	dynamics of the contingent of students in the context of forms and types		+		
29	12.	academic performance, student achievements and expulsion		+		
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 growth of graduates		+		
33	16.	Students, teaching staff and staff must document their consent to the processing of personal data		+		
34	17.	The management of the OP should help to provide the necessary information in the relevant fields of sciences		+		
Total according to the standard				16	1	
Standard "Development and approval of the educational program"						
35	1.	The university must demonstrate the existence of a documented procedure for the development of an OP and its approval at the institutional level		+		
36	2.	The university must demonstrate the compliance of the developed OP with the established goals and planned learning outcomes		+		
37	3.	The management of the OP should determine the influence of disciplines and professional practices on the formation of learning outcomes		+		
38	4.	The university demonstrates the existence of a graduate model of an OP describing learning outcomes and personal qualities		+		
39	5.	The qualification assigned upon completion of the OP must be clearly defined, explained and correspond to a certain level of the NSC, QF-EHEA		+		

40	6.	The management of the OP should demonstrate the modular structure of the program based on ECTS, ensure that the structure of the content of the OP meets the set goals with a focus on achieving the planned learning outcomes for each graduate		+		
41	7.	The management of the OP 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)		+		
42	8.	The management of the OP must demonstrate the conduct of external examinations of the OP		+		
43	9.	The management of the OP must provide evidence of the participation of students, teaching staff and other stakeholders in the development and quality assurance of the OP		+		
44	10.	The management of the OP should demonstrate the uniqueness of the educational program, its positioning in the educational market (regional/national/international)		+		
45	11.	An important factor is the possibility of preparing students for professional certification		+		
46	12.	An important factor is the presence of joint(s) and/or double-degree OP with foreign universities		+		
Total according to the standard				12		
The standard "Continuous monitoring and periodic evaluation of the educational program"						
47	1.	The university should ensure the revision of the structure and content of the OP, taking into account changes in the labor market, the requirements of employers and the social request of society		+		
48	2.	The university must demonstrate the existence of a documented procedure for monitoring and periodic evaluation to achieve the goal of the OP and continuous improvement of the OP		+		
		<i>Monitoring and periodic evaluation of the OP should consider:</i>				
49	3.	the content of the program in the context of the latest achievements of science and technology in a particular discipline		+		
50	4.	changes in the needs of society and the professional environment		+		
51	5.	workload, academic performance and graduation of students		+		
52	6.	effectiveness of student assessment procedures		+		
53	7.	needs and degree of satisfaction of students		+		
54	8.	compliance of the educational environment and the activities of support services with the goals of the OP		+		
55	9.	The management of the OP should publish information about changes to the OP, inform interested parties about any planned or taken actions within the framework of the OP			+	
56	10.	Support services should identify the needs of various groups of students and the degree of their satisfaction with the		+		

		organization of training, teaching, evaluation, and mastering of the OP in general				
Total according to the standard				9	1	
The standard "Student-centered learning, teaching and assessment of academic performance"						
57	1.	The management of the OP should ensure respect and attention to different groups of students and their needs, providing them with flexible learning paths		+		
58	2.	The management of the OP should ensure teaching on the basis of modern achievements of world science and practice in the field of training, the use of various modern teaching methods and evaluation of learning outcomes that ensure the achievement of the goals of the OP, including competencies, skills to perform scientific work at the required level		+		
59	3.	The management of the OP should determine the mechanisms for distributing the educational load of students between theory and practice within the framework of the OP, ensuring the development of the content and achievement of the goals of the OP by each graduate		+		
60	4.	An important factor is the availability of own research in the field of teaching methods of the disciplines of the OP		+		
61	5.	The university must ensure that the procedures for evaluating learning outcomes correspond to the planned results and goals of the OP		+		
62	6.	The university should ensure the consistency, transparency and objectivity of the mechanism for evaluating the results of training of the OP, the publication of criteria and methods for evaluating the results of training 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 management of the OP should demonstrate the existence of a feedback system for the use of various teaching methods and evaluation of learning outcomes		+		
65	9.	The management of the OP should demonstrate support for the autonomy of students with simultaneous guidance and assistance from the teacher		+		
66	10.	The management of the OP must demonstrate the existence of a procedure for responding to complaints from students		+		
Total according to the standard				10		
The "Students" standard						
67	1.	The university must demonstrate the policy of forming a contingent of students and ensure transparency, publication of procedures regulating the life cycle of students (from admission to completion)		+		
68	2.	The management of the OP 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 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 OP should demonstrate that graduates of the program have skills that are in demand in the labor market and that these skills are really relevant		+		
77	11.	The management of the OP should demonstrate the existence of a mechanism for monitoring the employment and professional activities 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 OP, 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 strategy of the university, the goals of the OP		+		
81	3.	The management of the OP 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 OP		+		

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, Morse, etc.)		+		
86	8.	The university should demonstrate the focus of its activities 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 the OP		+		
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				10		
Standard "Educational resources and student support systems"						
89	1.	The university must ensure that the infrastructure, educational resources, including material and technical, meet the objectives of the educational program		+		
90	2.	The management of the OP must demonstrate the sufficiency of classrooms, laboratories and other facilities equipped with modern equipment to ensure the achievement of the goals of the OP		+		
		<i>The university must demonstrate the compliance of information resources with the needs of the university and implemented OP, including in the following areas:</i>				
91	3.	technological support of 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 OP should demonstrate the existence of support procedures for various groups of students, including information and counseling		+		
99	11.	The management of the OP 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 various 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				12	1	
The standard "Informing the public"						
102	1.	The university guarantees that the published information is accurate, objective, up-to-date and reflects all the activities of the university 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		+		
		<i>Information about the educational program is objective, relevant and should include:</i>				
105	4.	the purpose and planned results of the OP, the assigned qualification		+		
106	5.	information and evaluation system of educational achievements of students		+		
107	6.	information about academic mobility programs and other forms of cooperation with partner universities, employers		+		
108	7.	information about the opportunities for the development of personal and professional competencies of students and employment		+		
109	8.	data reflecting the positioning of the OP 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 the teaching staff, in the context of personalities		+		
111	10.	The university must publish on its own web resource the audited financial statements on the OP			+	
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		10	2	
IN TOTAL	2	101	10	

2 (0.017 %) the parameter has the position "*strong*"

101 (0.893%) parameters have the position "*satisfactory*"

7 (0.088 %) parameters have the position "*suggests improvement*"



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



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

AGREED

Chairman of the Management Board-Rector
NAO "East Kazakhstan University
named after SarsenaAmanzholov"

_____ M. Tolegen

«_____» _____ 2023 y.

ASSERT

General Director of NU "Independent Agency of
accreditation and Rating"

_____ Zhumagulova A.B.

«_____» _____ 2023 y.

THE PROGRAM of the visit of the IAAF external expert commission to the SarsenaAmanzholov East Kazakhstan University (specialized, primary specialized accreditation) on May 29-31, 2023

Cluster	Educational programs
Cluster 1. Specialized accreditation	1) 6B01502 Physics 2) 7M01502 Physics

		3) 7M05301 Physics	
Cluster 2. Specialized accreditation		4) 6B01503 Math 5) 7M01503 Math	
Cluster 3. Specialized accreditation		6) 7M01101 Pedagogy and Psychology 7) 7M01201 Preschool education and upbringing 8) 7M01301 Pedagogy and methodology of primary education	
Cluster 4. Specialized accreditation		9) 6B03105 Clinical Psychology 10) 7M03101 Psychology 11) 7M01901 Defectology	
Cluster 5. Specialized accreditation		12) 7M05201 Geography	
Cluster 6. Specialized accreditation		13) 7M01702 Russian language and literature	
Cluster 7. Specialized accreditation (ex-ante)		14) 8D01502 Physics	
DATE AND TIME	The work of the VEC with target groups	Position and Surname, first name, patronymic of target group participants	Place of procedure / Form of communication
May 26, 2023			
15.00-16.00	Preliminary meeting of the VEC	External IAAR Experts	
Day 1: May 29, 2023			

DATE AND TIME	The work of the VEC with target groups	Position and Surname, first name, patronymic of target group participants	Place of procedure / Form of communication
10.00-10.20	Distribution of responsibility of experts, solution of organizational issues	<i>External IAAR Experts</i>	No.218 audience Connect to the conference https://us02web.zoom.us/j/4641732969 Conference ID: 464 173 2969
10.20-11.00	Interview with the Chairman of the Board-Rector	<i>Chairman Of The Board-Rector-Tolegen Mukhtar Adilbekovich</i>	No.218 audience Connect to the conference https://us02web.zoom.us/j/4641732969 Conference ID: 464 173 2969
11.00-11.15	Technical break		
11.15-12.00	Interview with the Vice-rector	Rovnyakova Irina Vladimirovna – Vice-Rector for Strategic Development and Research	No.218 audience Connect to the conference https://us02web.zoom.us/j/4641732969 Conference ID: 464 173 2969
12.00-12.15	Technical break		
12.15-13.00	Interviews with heads of structural divisions	Alimbekova Nurlana Baurzhanovna - <i>Director of the Department of Innovative Development and Commercialization</i> Zhannel Bolatova - <i>Director of the Department of Academic Policy and Management of Educational Programs</i> Aimenov Bolatbek Kuatbekovich - <i>Director of the Economic Department</i> Sharapieva Gulnur Dauletbekovna - <i>Head of the Department of Science and Commercialization of Scientific Projects</i> Domalatov Yerzhan Bogdanovich – <i>Head of the project office of the Department for the organization of educational and methodological work</i> Zinchenko Irina Vladimirovna - <i>Head of the organization Department educational and methodical work</i>	No.218 audience Connect to the conference https://us02web.zoom.us/j/4641732969 Conference ID: 464 173 2969

DATE AND TIME	The work of the VEC with target groups	Position and Surname, first name, patronymic of target group participants	Place of procedure / Form of communication
		<p>Abylaykhanova Tana Abylaykhanovna - <i>Head of the Department of Postgraduate Education</i></p> <p>Mustafina Mergul Oralbekovna - <i>Head of the registration office of the PARASAT Data Center</i></p> <p>Karlygash Rakhimovna Raisova - <i>Head of Human Resources and Legal Support Department</i></p> <p>Nuralieva Perizat Kuzembaevna - <i>Director of the scientific library</i></p> <p>Dildebai Balgyn - <i>Head of the Center for Information Technology and Digitalization</i></p> <p>Bakytgul Kudyshevna Isebayeva – <i>Head of the Resource Center for Professional Training and Advanced Training</i></p> <p>Tokaeva Zhanna Toleukhanovna – <i>Head of the professorial practice of the Department for the organization of educational and methodological work</i></p> <p>Anas Bakdaulet – <i>Deputy Head of the Department for Educational Work and Social Issues</i></p> <p>Dzhumagulova Venera Bekezhanovna – <i>Acting Head of the Planning and Economic Department</i></p> <p>Tileubayeva Venera Yerlankyzy - <i>head of the Center for Multilingual Education "Til alemi"</i></p> <p>Kaliyeva Gulnara Kairzhanovna - <i>Head of the Department of Student Records Management</i></p> <p>Yesimkhanova Flura Rashidovna - <i>Head of the media center "Altai jastary"</i></p>	
13.00-13.30	The work of the VEC	External IAAR Experts	<p>No.218 audience</p> <p>Connect to the conference</p> <p>https://us02web.zoom.us/j/4641732969</p> <p>Conference ID: 464 173 2969</p>
13.30-14.30	Lunch	External IAAR Experts	

DATE AND TIME	The work of the VEC with target groups	Position and Surname, first name, patronymic of target group participants	Place of procedure / Form of communication
14.30-15.10	Interviews with deans of higher schools	Saltanat Adikanova - <i>Dean of the Higher School of IT and Natural Sciences;</i> Orazalin Slyambek Kalibekovich - <i>Dean of the Higher School of Humanities</i> Gulnara Borisovna Kulenova - <i>Dean of the Higher School of Pedagogy</i>	No.218 audience Connect to the conference https://us02web.zoom.us/j/4641732969 Conference ID: 464 173 2969
15.10-15.25	Technical break		
15.25-16.10	Interviews with heads of departments, heads of OP (Parallel)	Sakenova Rimma Yerbolatkyzy - <i>Head of the Department of Physics and Technology</i> Malgazharov Yerzhan Amangazyuly - <i>Head of the Department of Mathematics</i> Zhaksylykova Zhadyra – <i>Head of OP 6B01503 Mathematics</i> Ergaliev Yerlan Kanapiyanovich - <i>Head of OP 7M01503 Mathematics</i> Zhaparova Meiramgul Serikkanovna - <i>Head of OP 6B01502 Physics</i> Imanzhanova Kulbarshin Tleukanovna - <i>Head of OP 6M01502 Physics, 6M05301 Physics</i> Bektasova Gulsym Safuanovna - <i>Head of OP 8D01502 Physics</i>	No.218 audience Connect to the conference https://us02web.zoom.us/j/4641732969 Conference ID: 464 173 2969

DATE AND TIME	The work of the VEC with target groups	Position and Surname, first name, patronymic of target group participants	Place of procedure / Form of communication
		<p>Espolova Gulden Kalioldanovna - <i>Head of the Department of Pedagogical Education and Management</i></p> <p>Bikbaeva Malika Farkhatovna - <i>Head of the Department of Psychology and Correctional Pedagogy</i></p> <p>Zhensikbaeva Nazgul Zhanybekovna - <i>Head of the Department of Ecology and Geography</i></p> <p>Karlygash Turkestanovna Barbosynova - <i>Head of the Department of Kazakh, Russian Philology and Journalism</i></p> <p>Aurenova Madina Dauletkanovna - <i>Head of OP 7M01901 Defectology</i></p> <p>Stelmakh Svetlana Aleksandrovna - <i>Head of OP 7M03101 Psychology</i></p> <p>Matskevich Irina Konstantinovna – <i>Head of OP 6B03105 Clinical Psychology</i></p> <p>Natalia N. Budnikova – <i>Head of OP 7M01702 Russian language and Literature</i></p> <p>Radchenko Natalia Nikolaevna - <i>Head of OP 7M01301 Pedagogy and methodology of primary education, 7M01201 Preschool education and upbringing</i></p> <p>Sakharieva Svetlana Gennadievna - <i>Head of OP 7M01101 Pedagogy and Psychology</i></p>	<p>No. 111 Audience</p> <p>Connect to the Zoom Conference https://us02web.zoom.us/j/7172395837 Conference ID: 717 239 5837</p>
16.10-16.25	Technical break		
16.25-17.10	Interviews with teachers of the OP	<p>Clusters 1, 2, 7 – 218 Audience</p> <p>(Appendix No. 1 List of teaching staff for interviews)</p>	<p>No.218 audience</p> <p>Connect to the conference https://us02web.zoom.us/j/4641732969 Conference ID: 464 173 2969</p>

DATE AND TIME	The work of the VEC with target groups	Position and Surname, first name, patronymic of target group participants	Place of procedure / Form of communication
		Clusters 3, 4, 5, 6 – 111 Audience (Appendix No. 1 List of teaching staff for interviews)	No. 111 Audience Connect to the Zoom Conference https://us02web.zoom.us/j/7172395837 Conference ID: 717 239 5837
17.10-17.20	Technical break		
17.10-18.40	Survey of teaching staff (parallel)	<i>All teachers of the assessed OP</i> (Appendix No. 1.1 List of teaching staff for the questionnaire)	<i>The link to participate in the survey will be sent to the teacher personally</i>
17.20-18.30	Visual inspection of the OO	Route # 1 <i>Video clip (10-15-minute video about infrastructure: auditoriums, halls, laboratories, sports, etc. halls ...)</i>	No.218 audience Connect to the conference https://us02web.zoom.us/j/4641732969 Conference ID: 464 173 2969
18.30-19.00	Results of the first day of the VEC	<i>External IAAR Experts</i>	No.218 audience Connect to the conference https://us02web.zoom.us/j/4641732969 Conference ID: 464 173 2969
19.00-20.30	Supper	<i>External IAAR Experts</i>	
Day 2: May 30, 2023			
10.00-10.20	The work of the VEC	<i>External IAAR Experts</i>	No.218 audience Connect to the conference https://us02web.zoom.us/j/4641732969 Conference ID: 464 173 2969

DATE AND TIME	The work of the VEC with target groups	Position and Surname, first name, patronymic of target group participants	Place of procedure / Form of communication
10.20-11.00	Interviews with students	Clusters 1, 2, 7 <i>Appendix No. 2 List of OP students for interviews</i>	No.218 audience Connect to the conference https://us02web.zoom.us/j/4641732969 Conference ID: 464 173 2969
		Clusters 3, 4, 5, 6 <i>Appendix No. 2 List of OP students for interviews</i>	No. 111 Audience Connect to the Zoom Conference https://us02web.zoom.us/j/7172395837 Conference ID: 717 239 5837
11.00-11.15	Technical break		
11.00-13.00	Survey of students OP (parallel)	<i>All students of the assessed OP</i> <i>(Appendix No.2.The list of students of the OP for the questionnaire)</i>	<i>The link to participate in the questionnaire will be sent to the student personally</i>
11.15-13.00	Working with the department's documents <i>(documents uploaded to cloud folders) and attendance of teaching staff classes according to the schedule</i> <i>Appendix 1.A "Extract from the schedule of classes of OP clusters" with links to ZOOM</i>	Cluster 1 https://cloud.mail.ru/public/U1w1/rqBR2buU9	No.218 audience Connect to the conference https://us02web.zoom.us/j/4641732969 Conference ID: 464 173 2969
		Cluster 2 https://cloud.mail.ru/public/NWZ2/1tKzKrtxP	
		Cluster 3 https://cloud.mail.ru/public/9Ug5/H8ZDNtKWj	
		Cluster 4 https://cloud.mail.ru/public/icPH/aWJeB4yg1	
		Cluster 5 https://cloud.mail.ru/public/VYia/AWqB2v3ur	
		Cluster 6 https://cloud.mail.ru/home/Кафедра%20документы	
		Cluster 7: https://cloud.mail.ru/public/pZKR/khNEeS1n8	
		<i>Appendix No. 1A</i>	

DATE AND TIME	The work of the VEC with target groups	Position and Surname, first name, patronymic of target group participants	Place of procedure / Form of communication
13.00-14.00	Lunch	External IAAR Experts	
14.00-16.30	Visiting the practice bases of the OP (parallel)	All clusters (Appendix 4.1 List of Practice bases Link to the videos (10-15-minute video about the bases of OP practices)	No.218 audience Connect to the conference https://us02web.zoom.us/j/4641732969 Conference ID: 464 173 2969
14.00-16.30	Working with the department's documents (documents uploaded to cloud folders) and attendance of teaching staff classes on schedule Appendix 1.A "Lesson schedule extract" with links to ZOOM	Cluster 1 https://cloud.mail.ru/public/U1w1/rqBR2buU9	No.218 audience Connect to the conference https://us02web.zoom.us/j/4641732969 Conference ID: 464 173 2969
		Cluster 2 https://cloud.mail.ru/public/NWZ2/1tKzKrtxP	
		Cluster 3 https://cloud.mail.ru/public/9Ug5/H8ZDNtKWj	
		Cluster 4 https://cloud.mail.ru/public/icPH/aWJeB4yg1	
		Cluster 5 https://cloud.mail.ru/public/VYia/AWqB2v3ur	
		Cluster 6 https://cloud.mail.ru/home/Кафедра%20документы	
		Cluster 7 https://cloud.mail.ru/public/pZKR/khNEeS1n8	
16.30-17.10	Interviews with graduates of the OP and individual work of the VEC experts	Graduates of OP Clusters 1,2,7 (Appendix No. 3 List of OP graduates)	No.218 audience Connect to the conference https://us02web.zoom.us/j/4641732969 Conference ID: 464 173 2969
		Graduates of OP Clusters 3,4,5,6 (Appendix No. 3 List of graduates of the OP)	No. 111 Audience Connect to the Zoom Conference https://us02web.zoom.us/j/7172395837 Conference ID: 717 239 5837
17.10-17.20	Technical break		

DATE AND TIME	The work of the VEC with target groups	Position and Surname, first name, patronymic of target group participants	Place of procedure / Form of communication
17.20-18.20	Interviews with OP employers (in parallel) and individual work of the VEC experts	Clusters 1,2,7 (Appendix No. 4 List of employers OP)	No.218 audience Connect to the conference https://us02web.zoom.us/j/4641732969 Conference ID: 464 173 2969
		Clusters 3,4,5,6 (Appendix No. 4 List of employers OP)	No. 111 Audience Connect to the Zoom Conference https://us02web.zoom.us/j/7172395837 Conference ID: 717 239 5837
18.20-19.00	Work of the VEC: summing up the results of the second day	<i>External IAAR Experts</i>	No.218 audience Connect to the conference https://us02web.zoom.us/j/4641732969 Conference ID: 464 173 2969
19.00-20.30	Supper	<i>External IAAR Experts</i>	
DAY 3: MAY 31, 2023			
10.00-11.30	Work of the VEC: discussion of parameters (recording is underway)	<i>External IAAR Experts</i>	No.218 audience Connect to the conference https://us02web.zoom.us/j/4641732969 Conference ID: 464 173 2969
11.30-11.45	Technical break		
11.45-13.00	Work of the VEC: development and discussion of recommendations (recorded)	<i>External IAAR Experts</i>	No.218 audience Connect to the conference https://us02web.zoom.us/j/4641732969 Conference ID: 464 173 2969

DATE AND TIME	The work of the VEC with target groups	Position and Surname, first name, patronymic of target group participants	Place of procedure / Form of communication
13.00-14.00	Lunch		University Canteen
14.00-14.15	Technical break		
14.15-15.30	The work of the VEC: decision-making by voting (a record is being kept)	<i>External IAAR Experts</i>	No.218 audience Connect to the conference https://us02web.zoom.us/j/4641732969 Conference ID: 464 173 2969
15.30-15.45	Technical break		
15.45-16.20	The final meeting of the VEC with the leadership of the university	<i>University management, OP managers, External IAAR Experts</i>	No.218 audience Connect to the conference https://us02web.zoom.us/j/4641732969 Conference ID: 464 173 2969
16.20-17.00	Summing up the results of the work of the VEC	<i>External IAAR Experts</i>	No.218 audience Connect to the conference https://us02web.zoom.us/j/4641732969 Conference ID: 464 173 2969
18.00-19.30	Supper		
June 1, 2023			
	Departure of offline experts		

Appendix 3. RESULTS OF THE SURVEY OF teaching STAFF

The questionnaire of the teaching staff

Total number of questionnaires: 58

2. Post, %

Professor	11 (19%)
Associate Professor/Associate Professor	19 (32,7%)
Senior Lecturer	20 (34,5%)
Teacher	3 (5,2%)
Head of the Department	5 (8,6%)
Other	0

3. Academic degree, academic title

Honored Worker	0
Doctor of Sciences	4 (6,9%)
Candidate of Sciences	27 (46,6%)
Master	18 (31%)
PhD	6 (10,3%)
Professor	2 (3,4%)
Associate Professor/Associate Professor	5 (8,6%)
No	3 (5,2%)
Other	0

4. Work experience at this university

Less than 1 year	1 (1,7%)
1 year – 5 years	6 (10,3%)
Over 5 years	51 (87,9%)
Other	0,1%

№	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?	45 (77,6 %)	13 (22,4)				
2	How do you assess the opportunities provided by the University for the professional development of teaching staff	38 (65,5 %)	20 (34,5 %)				

3	How do you assess the opportunities provided by the University for the career growth of teaching staff	38 (65,5 %)	20 (34,5%)				
4	How do you assess the degree of academic freedom of teaching staff	36 (62,1 %)	22 (37,9%)				
	To what extent can teachers use their own						
5	• Learning strategies	39 (67,2 %)	19 (32,8%)				
6	• Teaching methods	46 (79,3 %)	12 (20,7%)				
7	• Educational innovations	40 (69%)	17 (29,3%)	1 (1,7%)			
8	How do you assess the work on the organization of medical care and disease prevention at the university?	31 (53,4 %)	25 (43,1%)	2 (3,4%)			
9	What attention is paid by the management of the educational institution to the content of the educational program?	43 (74,1 %)	15 (25,9 %)				
10	How do you assess the sufficiency and availability of the necessary scientific and educational literature in the library?	39 (67,2 %)	19 (32,8%)				
11	Assess the level of conditions created that take into account the needs of different groups of students?	32 (55,2 %)	26 (44,8 %)				
	Evaluate the openness and accessibility of the management						
12	• Students	39 (67,2 %)	19 (32,8%)				
13	• teachers	35 (60,3 %)	23 (39,7 %)				
14	Evaluate the involvement of the teaching staff in the process of making managerial and strategic decisions	26 (44,8 %)	32 (55,2 %)				

15	How is the innovative activity of teaching staff encouraged?	34 (58,6 %)	23 (39,7 %)	1 (1,7 %)			
16	Evaluate the level of feedback between the teaching staff and the management	35 (60,3 %)	23 (39,7 %)				
17	What is the level of stimulation and involvement of young professionals in the educational process?	31 (53,4 %)	26 (44,8 %)	1 (1,7 %)			
18	Evaluate the created opportunities for professional and personal growth for each teacher and employee	33 (56,9 %)	24 (41,4 %)	1 (1,7 %)			
19	Assess the adequacy of the recognition by the university management of the potential and abilities of teachers	30 (51,7 %)	27 (46,6 %)	1 (1,7 %)			
	How the job is set						
20	• Academic mobility	29 (50 %)	25 (43,1 %)	4 (6,9 %)			
21	• Professional development of teaching staff	35 (60,3 %)	22 (37,9 %)	1 (1,7 %)			
	Appreciate the support of the university and its management						
22	• Research initiatives of the Faculty	30 (51,7 %)	27 (46,6 %)	1 (1,7 %)			
23	• Development of new educational programs/academic disciplines/teaching methods	38 (65,5 %)	19 (32,8 %)	1 (1,7 %)			
	Evaluate the level of faculty's ability to combine teaching						
24	• with scientific research	27 (46,6 %)	29 (50 %)	1 (1,7 %)	1 (1,7 %)		
25	• with practical activities	32 (55,2 %)	25 (43,1 %)	1 (1,7 %)			
26	Evaluate how students' knowledge obtained at the university corresponds to the realities of the requirements of the modern labor market	33 (56,9 %)	24 (41,4 %)	1 (1,7 %)			

27	How does the management and administration of the university perceive criticism in their address?	23 (39,7 %)	32 (55,2 %)	3 (5,2 %)			
28	Evaluate how much your academic load meets your expectations and capabilities?	23 (39,7 %)	33 (56,9 %)	2 (3,4 %)			
29	Evaluate the focus of educational programs / training programs on the formation of students' skills and abilities to analyze the situation and make forecasts?	33 (56,9 %)	24 (41,4 %)	1 (1,7 %)			
30	Evaluate how the educational program in terms of content and quality of implementation meets the expectations of the labor market and employers	32 (55,2 %)	24 (41,4 %)	2 (3,4 %)			

Why do you work at this university?

Professional development

Professional interests coincide

Reputable educational institution

Satisfies my interests

There is an opportunity for professional development

Commitment to the university as a graduate of the specialty psychology

Alma mater, professional environment of the department

The best University in the region

For the realization of my professional interest, providing opportunities

High quality of Education

I am a graduate of this university, and I like it

My alma mater

There is a future

Ozime Unay

By profession

After all, while studying at the university, I was impressed by the level of knowledge of the teachers of this university, and I wanted to stay here and serve

According to my scientific direction, this is the best university in our region

The possibility of professional growth

I graduated from it myself, and I think that this is the best university in the region

during my studies at school, back in Soviet times, they came on an excursion to the university, which made a great impression on me. I've always wanted to work here

For the opportunity to implement a practical situation with professional interests and improve my competence

The best university in the region

Like

High fee fee

I graduated from this university, worked in managerial positions in various fields and, after graduate school, returned to the university. This made it possible to bring the experience of

consulting and consulting activities in practical psychology into the educational process. My commitment and loyalty to the university is based on identical values, an understanding of the mission, and a desire to train competitive specialists for my region.

a good team

Native university, like it

All conditions have been created

I am a graduate of this university and I love my university

1. Native university 2. The university provides an opportunity to improve professionally 3. A good microclimate at the department and at the university

Good material and technical base, opportunity for professional growth, support and encouragement of teachers, favorable environment

I am attracted by the opportunity to engage in pedagogical and scientific activities

Being a graduate of the S.Amanzholov Higher Educational Institution (bachelor's - master's - postgraduate studies), she found in her native university a worthy option for the realization of creative abilities and the level of education.

қызығушылық

a regional university with a 70-year history, OP has scientific schools, equipped laboratories for OP

S. Amanzholov VSU has excellent opportunities to study your favorite subject.

I like

the university to develop, use new technologies and apply the experience of previous years, the university has a fairly rich history and occupies advanced positions at the present time

The university meets my needs and desires in many ways

I like this university

"I don't know," I said. An interesting university life, the achievements of my university and the predominance of interest in teachers who gave me knowledge.

Positive communication in the team and the opportunity to improve your skills

Studentship is my element and I love my university

I arrived on assignment in 1977. This is my university

I work in my specialty.

The University where I studied

This is one of the best universities in East Kazakhstan

I graduated from it, graduated from graduate school, created opportunities for protection

This is my Alma Mater

Corresponds to my basic education

more than 35 years ago I was invited to work

My alma mater, there is a possibility of growth

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
24 (41,4 %)	30 (51,7 %)	4 (6,9 %)		

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

very often	often	sometimes	very rarely	never
14 (24,1 %)	25 (43,1 %)	18 (31 %)	1 (1,7 %)	

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
Недостаток учебных аудиторий		18 (31 %)	40 (69%)	
Unbalanced academic load by semester	4 (6,9 %)	22 (37,9 %)	32 (55,2 %)	
Unavailability of necessary literature in the library	1 (1,7 %)	20 (34,5 %)	37 (63,8 %)	
Overcrowding of study groups (too many students in a group)	1 (1,7 %)	16 (27,6 %)	41 (70,7 %)	
Inconvenient schedule	1 (1,7 %)	22 (37,9 %)	35 (60,3 %)	
Inappropriate conditions for classes in classrooms		18 (31 %)	40 (69 %)	
Lack of Internet access/weak internet	2 (3,4 %)	25 (43,1 %)	31 (53,4 %)	
Students' lack of interest in learning		28 (48,3 %)	30 (51,7 %)	
Untimely receipt of information about events		13 (22,4 %)	45 (77,6 %)	
Lack of technical training facilities in classrooms	1 (1,7 %)	28 (48,3 %)	29 (50 %)	
Other problems	<p>No no No there are no problems Technical support Missing Quality of management. Corporate Scientific Ethics No problem The passing score for the grant for applicants is very high, because very few grants are allocated for teaching mathematics. As a result, the school has a shortage of mathematics teachers. There is a great demand for mathematics teachers from school principals There are no problems, all current problems are solvable problems There are so many students in lecture sagats. no To improve the public space for students, to make an open library, to organize places for coworking. There are no problems No - I would like less papers and reports There was no unresolved problem.</p>			

	I find it difficult to answer there seem to be no action-packed problems No problems
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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 (1)	Partly satisfied (2)	Not satisfied (3)	I find it difficult to answer (4)
The attitude of the university management towards you	50 (86,2 %)	8 (13,8 %)		
Relations with direct management	55 (94,8 %)	3 (5,2 %)		
Relations with colleagues at the department	55 (94,8 %)	3 (5,2 %)		
The degree of participation in management decision-making	45 (77,6 %)	12 (20,7 %)	1 (1,7 %)	
Relations with students	54 (93,1 %)	4 (6,9 %)		
Recognition of your successes and achievements by the administration	46 (79,3 %)	10 (17,2 %)	1 (1,7 %)	1 (1,7 %)
Support for your suggestions and comments	45 (77,6 %)	11 (19 %)	1 (1,7 %)	1 (1,7 %)
Activities of the university administration	40 (69 %)	16 (27,6 %)	2 (3,4 %)	
Terms of remuneration	37 (63,8 %)	19 (32,8 %)	2 (3,4 %)	
Working conditions, list and quality of services provided at the university	46 (79,3 %)	12 (20,7 %)		
Occupational health and safety	52 (89,7 %)	5 (8,6 %)	1 (1,7 %)	
Managing changes in the university's activities	47 (81 %)	11 (19 %)		
By providing a social package: rest, sanatorium treatment, etc.	35 (60,3 %)	19 (32,8 %)	3 (5,2 %)	1 (1,7 %)

Organization and quality of nutrition at the university	34 (58,6 %)	19 (32,8 %)	5 (8,6 %)	
Organization and quality of medical care	39 (67,2 %)	16 (27,6 %)	2 (3,4 %)	1 (1,7 %)

Appendix 4. RESULTS OF THE SURVEY OF STUDENTS

Total number of questionnaires: 252

Paul:

Male	28 (11,1 %)
Female	224 (88,9 %)

Rate how satisfied you are:

Questions	Completely satisfied	Partially satisfied	Partially dissatisfied	Not satisfied	I find it difficult to answer
1. Relations with the dean's office (school, faculty, department)	229 (90,9 %)	22 (8,7 %)			
2. The level of accessibility of the dean's office (school, faculty, department)	223 (88,5 %)	27 (10,7 %)			2 (0,8 %)
3. The level of accessibility and responsiveness of management (university, school, faculty, department)	227 (90,1 %)	23 (9,1 %)	1 (0,4 %)		1 (0,4 %)
4. Availability of academic counseling	218 (86,5 %)	32 (12,7 %)			2 (0,8 %)
5. Support of educational materials in the learning process	225 (89,3 %)	27 (10,7 %)			
6. Availability of counseling on personal problems	222 (88,1 %)	29 (11,5 %)			1 (0,4 %)
7. Student-teacher relationship	226 (89,7 %)	24 (9,5 %)		2 (0,8 %)	
8. Activities of financial and administrative services of the educational institution	219 (86,9 %)	31 (12,3 %)			2 (0,8 %)

9. Accessibility of health services	209 (82,9 %)	35 (13,9 %)	2 (0,8 %)	3 (1,2 %)	3 (1,2 %)
10. The quality of medical care at the university	199 (79 %)	40 (15,9 %)	1 (0,4 %)		12 (4,8 %)
11. The level of availability of library resources	232 (92,1 %)	16 (6,3 %)	1 (0,4 %)		3 (1,2 %)
12. Quality of services provided in libraries and reading rooms	239 (94,8 %)	10 (4 %)			3 (1,2 %)
13. Existing educational resources of the university	227 (90,1 %)	23 (9,1 %)			2 (0,8 %)
14. Availability of computer classes	221 (87,7 %)	26 (10,3 %)	2 (0,8 %)		3 (1,2 %)
15. Availability and quality of Internet resources	211 (83,7 %)	33 (13,1 %)	3 (1,2 %)	2 (0,8 %)	3 (1,2 %)
16. The content and information content of the website of educational organizations in general and faculties (schools) in particular	220 (87,3 %)	30 (11,9 %)			2 (0,8 %)
17. Classrooms, classrooms for large groups	220 (87,3 %)	29 (11,5 %)			3 (1,2 %)
18. Rest rooms for students (if available)	197 (78,2 %)	39 (15,5 %)	4 (1,6 %)	4 (1,6 %)	8 (3,2 %)
19. Clarity of disciplinary action procedures	219 (86,9 %)	29 (11,5 %)			4 (1,6 %)
20. The quality of the educational program as a whole	234 (92,9 %)	16 (6,3 %)		1 (0,4 %)	1 (0,4 %)
21. The quality of educational programs in the OP	235 (93,3 %)	15 (6 %)		1 (0,4 %)	1 (0,4 %)
22. Teaching methods in general	231 (91,7 %)	20 (7,9 %)			1 (0,4 %)
23. Quick response to feedback from teachers on the educational process	224 (88,9 %)	23 (9,1 %)	1 (0,4 %)	2 (0,8 %)	2 (0,8 %)
24. The quality of teaching in general	227 (90,1%)	22 (8,7 %)		1 (0,4 %)	2 (0,8 %)
25. Academic load/student requirements	226 (89,7 %)	23 (9,1 %)	1 (0,4 %)		3 (1,2 %)

26. The requirements of the teaching staff to the student	225 (89,3 %)	23 (9,1 %)	1 (0,4 %)		3 (1,2 %)
27. Informational support and explanation of the admission rules and the strategy of the educational program (specialty) before entering the university	228 (90,5 %)	21 (8,3 %)	2 (0,8 %)		1 (0,4 %)
28. Informing the requirements in order to successfully complete this educational program (specialty)	227 (90,1 %)	22 (8,7 %)		1 (0,4 %)	2 (0,8 %)
29. The quality of examination materials (tests and examination questions, etc.)	228 (90,5 %)	20 (7,9 %)	2 (0,8 %)	1 (0,4 %)	1 (0,4 %)
30. The objectivity of the assessment of knowledge, skills and other educational achievements	227 (90,1 %)	22 (8,7 %)	2 (0,8 %)		
31. Available computer classes	211 (83,7 %)	36 (14,3 %)		2 (0,8 %)	3 (1,2 %)
32. Available scientific laboratories	218 (86,5 %)	30 (11,9 %)		1 (0,4 %)	3 (1,2 %)
33. Objectivity and fairness of teachers	225 (89,3 %)	24 (9,5 %)	2 (0,8 %)		1 (0,4 %)
34. Informing students about courses, educational programs and academic degrees received	225 (89,3 %)	24 (9,5 %)	2 (0,8 %)		1 (0,4 %)
35. Providing students with a dormitory	213 (84,5 %)	26 (10,3 %)	1 (0,4 %)	3 (1,2 %)	9 (3,6 %)

Rate how much you agree:

Statement	Full consent	I agree	Partially agree	I don't agree	Complete disagreement	They didn't
36. The course program was clearly presented	221 (87,7 %)	25 (9,9 %)	5 (2 %)		1 (0,4 %)	
37. The course content is well structured	214 (84,9 %)	33 (13,1 %)	4 (1,6 %)		1 (0,4 %)	
38. The key terms are sufficiently explained	208 (82,5 %)	38 (15,1 %)	6 (2,4 %)			
39. The material proposed by the teacher is relevant and reflects the latest achievements of science and practice	206 (81,7 %)	41 (16,3 %)	4 (1,6 %)	1 (0,4 %)		

40. The teacher uses effective teaching methods	213 (84,5 %)	34 (13,5 %)	4 (1,6 %)	1 (0,4 %)		
41. The teacher owns the taught material	221 (87,7 %)	27 (10,7 %)	2 (0,8 %)	1 (0,4 %)	1 (0,4 %)	
42. The teacher's presentation is clear	211 (83,7 %)	37 (14,7 %)	4 (1,6 %)			
43. The teacher presents the material in an interesting way	206 (81,7 %)	39 (15,5 %)	5 (2 %)	2 (0,8 %)		
44. Objectivity of assessment of knowledge, skills and other educational achievements	208 (82,5 %)	39 (15,5 %)	3 (1,2 %)	2 (0,8 %)		
45. Timeliness of assessment of students' academic achievements	207 (82,1 %)	40 (15,9 %)	3 (1,2 %)	2 (0,8 %)		
46. The teacher meets your requirements and expectations of professional and personal development	204 (81 %)	42 (16,7 %)	2 (0,8 %)	4 (1,6 %)		
47. The teacher stimulates the activity of students	212 (84,1 %)	35 (13,9 %)	1 (0,4 %)	4 (1,6 %)		
48. The teacher stimulates the creative thinking of students	208 (82,5 %)	38 (15,1 %)	3 (1,2 %)	3 (1,2 %)		
49. The appearance and manners of the teacher are adequate	215 (85,3 %)	35 (13,9 %)	2 (0,8 %)			
50. The teacher shows a positive attitude towards students	210 (83,3 %)	36 (14,3 %)	5 (2 %)	1 (0,4 %)		
51. The system of evaluation of educational achievements (seminars, tests, questionnaires, etc.) reflects the content of the course	208 (82,5 %)	37 (14,7 %)	6 (2,4 %)	1 (0,4 %)		
52. The system of evaluation of academic achievements (seminars, tests, questionnaires, etc.) reflects the content of the course	204 (81 %)	43 (17,1 %)	5 (2 %)			
53. The teacher objectively evaluates the achievements of students	205 (81,3 %)	41 (16,3 %)	5 (2 %)	1 (0,4 %)		
54. The teacher speaks a professional language	203 (80,6 %)	45 (17,9 %)	4 (1,6 %)			
55. The organization of education provides sufficient opportunity for sports and other leisure activities	199 (79 %)	48 (19 %)	4 (1,6 %)	1 (0,4 %)		

56. Facilities and equipment for students are safe, comfortable and modern	191 (75,8 %)	52 (20,6 %)	6 (2,4 %)	3 (1,2 %)		
57. The library is well equipped and has a sufficient fund of scientific, educational and methodological literature	205 (81,3 %)	44 (17,5 %)	2 (0,8 %)	1 (0,4 %)		
58. Equal opportunities for the development of OP and personal development are provided to all students	211 (83,7 %)	37 (14,7 %)	1 (0,4 %)	3 (1,2 %)		

Other problems regarding the quality of teaching:

There are no problems

I find it difficult to answer

No problem

Everything is fine

Ulken I can say thank you to the teachers and staff of the Department!!!

I believe that the quality of training is at the highest level

I am completely satisfied

Everything is at the highest level

No other problem

We have everything great

no problems yet

Satisfied with everyone no problem

No other problems

The problems have not yet met

No problem everything is fine!

So far, everything is fine.

Everything is good there is no more problem

There are no problems

I have no complaints

All right

Everything is at the highest level!

All conditions have been created for the acquisition of knowledge and replenishment of knowledge. For the same. Read.read and read!

Everything is at the highest level. I was disappointed