



«АККРЕДИТТЕУ 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 commission for the evaluation for compliance with the requirements of the standards of specialized accreditation of the educational program
7M01702 Russian language and literature

Non-profit joint stock company
"East Kazakhstan University named after Sarsen Amanzholov"

Date of visit EEC: from May 29 to May 31, 2023

INDEPENDENT AGENCY FOR ACCREDITATION AND RATING

External expert commission

*Addressed to
Accreditation
advice IAAR*



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Ust-Kamenogorsk

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(I) LIST OF SYMBOLS AND ABBREVIATIONS

ECTS	European Credit Transfer and Accumulation System
AIS	Automated Information System
EKU	East Kazakhstan University
UHEI	University Higher education institution
EEC	External expert commission
SOSE	State obligatory standard of education
UNT	Unified National Testing
ICT	Information and Communication Technologies
IT	Information Technology
CQAES MSHE RK	Committee for Quality Assurance in Education and Science of the Ministry of Science and Higher Education of the Republic of Kazakhstan
CED	Catalog of elective disciplines
MESHE RK	Ministry of Education and Science of the Republic of Kazakhstan
MEP	Modular educational program
IAAR	Independent Agency for Accreditation and Rating
RW	Research work
RWMS	Research work of a master student
NCE	National Chamber of Entrepreneurs
EP	Educational program
MD	Major disciplines
TS	Teaching staff
RK	The Republic of Kazakhstan
REMC	Republican Educational and Methodological Council
MM	Mass media
IWS	Independent work of the student
IWST	Independent work of the student with the teacher
TTA	Technical training aids
EMCD	Educational-methodical complex of the discipline
EMA	Educational-methodical association
AMW	Educational and methodical work

(II) INTRODUCTION

In accordance with order No. 94-23-OD dated March 24, 2023 of the Independent Agency for Accreditation and Rating, from May 29 to May 31, 2023, an external expert commission assessed the compliance of the educational program 7M01702 Russian Language and Literature of the Non-Profit Joint Stock Company "East Kazakhstan University named after Sarsen Amanzholov" (Ust-Kamenogorsk) to the standards of specialized accreditation of the educational program of postgraduate education of the NAAR (dated June 16, 2020 No. 57-20-OD, sixth edition). The report of the external expert commission (EEC) contains an assessment of the submitted educational program to the IAAR criteria, recommendations of the EEC for further improvement of the educational program and the conclusion of the expert commission according to the parameters of a specialized profile, the EEC visit program, as well as the results of a survey of teachers and students of the educational program.

The composition of the EEC:

1. **Chairman of the EEC** – Natalya Olegovna Vereshchagina, Doctor of Pediatric Sciences, Associate Professor, Russian State Hydrometeorological University;
2. **Foreign expert of IAAR** – Belykh Yury Eduardovich, Candidate of Physical and Mathematical Sciences, Associate Professor, Expert of the 1st category of IAAR;
3. **National expert IAAR** - Khamraev Sheripidin Itakhunovich, Ph.D., professor, Kazakh National Pedagogical University named after. Abay (Almaty, Republic of Kazakhstan);
4. **IAAR national expert** – Turtkarayeva Gulnara Bayanovna, Ph.D., Kokshetau University. Sh. Ualikhanov (Kokshetau, Republic of Kazakhstan);
5. **IAAR national expert** – Menlibekova Gulbakhyt Zholdasbekovna, Doctor of Pedagogy, Professor, L.N. Gumilyov (Astana, Republic of Kazakhstan);
6. **National expert IAAR** - Movkebayeva Zulfiya Akhmetvalievna, Doctor of Pedagogical Sciences, Professor, Kazakh National Pedagogical University. Abay (Almaty, Republic of Kazakhstan);
7. **IAAR National Expert** – Valentina Vladimirovna Bobrova, Candidate of Pedagogical Sciences, Associate Professor, Karaganda Buketov University (Karaganda, Republic of Kazakhstan);
8. **IAAR National Expert** – Zhanar Ozgeldinovna Ozgeldinova, PhD, Eurasian National University named after. L.N. Gumilyov (Astana, Republic of Kazakhstan);
9. **IAAR national expert** – Shaikova Gulvira Kimovna, Ph.D. in Philology, Associate Professor, Associate Professor, Toraigyrov University (Pavlodar, Republic of Kazakhstan);
10. **IAAR national expert** - Bekeshev Amirbek Zarlykovich, Ph.D., Associate Professor, Aktobe Regional University. K.Zhubanova (Aktobe, Republic of Kazakhstan);
11. **Expert IAAR, employer** - Bakhytzhana Sovetovna Mukhtarbekova, Deputy Director for Educational Work of School-Lyceum No. 66 named after. D. Konaev (Astana, Republic of Kazakhstan);
12. **Expert IAAR, employer** - Sandybayeva Dinara Aydarovna, Head of the Pedagogical Department of the North Kazakhstan Vocational Pedagogical College (Petrovsk, Republic of Kazakhstan);
13. **IAAR expert, student** – Sagymbekova Elfira Sagymbekkyzy, 2nd year master student of the EP “Technical Physics”, East Kazakhstan Technical University named after. D. Serikbaeva (Ust-Kamenogorsk, Republic of Kazakhstan);
14. **IAAR expert, student** - Zharylkasyn Ulan Rashiduly, 2nd year student of the EP "Mathematics", Kyzylorda University named after Korkyt Ata (Kyzylorda, Republic of Kazakhstan);
15. **IAAR expert, student** – Aliyeva Elvira Elshadovna, 1st year undergraduate student of the program “Pedagogy and Psychology”, Shakarim University of Semey (Semey, Republic of Kazakhstan);

16. **IAAR expert, student** – Sabit Indira Asylkhankyzy, 2nd year undergraduate of the EP “Special Pedagogy”, North Kazakhstan University named after. M. Kozybaeva (Petropavlovsk, Republic of Kazakhstan);

17. **Expert IAAR, student** - Marganbayeva Sabohat Askarovna, master student of OP 7M01506-Geography, Kazakh National Women's Pedagogical University, member of the Alliance of Students of Kazakhstan (Almaty, Republic of Kazakhstan);

18. **IAAR expert, student** - Dmitrieva Kristina Valerievna, 1st year master student of EP 7M01702 "Russian Language and Literature", Pavlodar Pedagogical University named after Alkey Margulan (Pavlodar, Republic of Kazakhstan);

19. **IAAR expert, student** - Zhumabekova Gulden Sansyzbaevna, 2nd year master student of the OP "Physics", NJSC "Toraigrov University" (Pavlodar, Republic of Kazakhstan);

20. **IAAR EEC Coordinator** – Dinara Kairbekovna Bekenova, IAAR Project Manager (Astana, Republic of Kazakhstan).

(III) REPRESENTATION OF EDUCATIONAL ORGANIZATION

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

East Kazakhstan University named after Sarsen Amanzholov carries out educational activities in accordance with the license No. KZ74LAA00018463 dated July 22, 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 undergraduate educational programs, 42 master's programs and 12 PhD doctoral programs. The contingent of students is 7607 people. The employment of graduates is 98%.

The structure of the university includes 4 higher schools, 14 scientific, educational and research centers, the military department named after Kabanbai Batyr, the TV and radio complex "Altay Zhastary", the Center for Inclusive Education "Dana Bala", 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 Trunova, pool "Seagull".

Since 2005, the university has been publishing the scientific journal «Vestnik Vostoka».

In the international ranking "QS Asia University Rankings" VKU them. S.Amanzholova occupies 401-450 position (among 32 universities of Kazakhstan - 16th place).

In the National Ranking of the Best Multidisciplinary Universities of Kazakhstan NAOKO, the university ranks 6th, in the National Ranking of Demand for Universities of the NAAR - 6th.

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

The University has introduced and is constantly improving the credit technology of education in all educational programs and forms of education. Education is conducted, according to the Bologna process, according to a three-stage model: bachelor's degree - master's degree - doctoral studies.

Educational activities of EP 7M01702 Russian language and literature are carried out on the basis of a state perpetual license (No. KZ74LAA00018463) issued by the Committee for Quality Assurance in Education and Science of the Ministry of Education and Science of the Republic of Kazakhstan on July 22, 2020, as well as an annex to the license No. KZ74LAA00018463 dated February 4 2021

Training is conducted in Russian on a full-time basis.

The direction of training 7M017 - Training of teachers in languages and literature serves 7 teachers, the degree is 100% (table 1).

Table 1 - The degree of teaching staff for educational programs

EP	2019-2020		2020-2021		2021-2022		2022-2023	
	Total teaching staff	Degrees	Total teaching staff	Degrees	Total teaching staff	Degrees	Total teaching staff	Degrees
7M01702 Russian language and literature	7	100%	8	100%	9	100%	8	100%

Implementation of 7M01702 Russian Language and Literature is carried out by the Department of Kazakh, Russian Philology and Journalism, which is a structural subdivision of the Higher School of Humanities.

The bases of practices for the educational program 7M01702 Russian language and literature are the State Institution "Department for the Development of Languages of the East Kazakhstan Region", LLP "Kazakhstan-American Free University", Federal State Budgetary Educational Institution of Higher Education "Novosibirsk State Pedagogical University" (Russian Federation, Novosibirsk), Branch AEO "Nazarbayev Intellectual School of Chemistry and Biology" of the city of Ust-Kamenogorsk.

(IV) DESCRIPTION OF THE PREVIOUS ACCREDITATION PROCEDURE

Educational program 7M01702 Russian Language and Literature is being accredited by IAAR for the first time.

(V) DESCRIPTION OF THE EEC VISIT

The work of the EEC was carried out on the basis of the approved Program of the visit of the expert commission for specialized accreditation of educational programs to the non-profit joint-stock company "East Kazakhstan University named after Sarsen Amanzholov" (Ust-Kamenogorsk) from May 29 to May 31, 2023.

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

To obtain objective information about the quality of educational programs and the entire infrastructure of the university, to clarify the content of self-assessment reports, meetings were held with the Chairman of the Board - the Rector, with the Members of the Board - vice-rectors for areas of activity, heads of structural divisions, deans of higher schools, heads of educational programs and heads of departments, teachers students, alumni and employers. In total, 113 university representatives took part in the meetings (Table 1).

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

Participant category	Quantity
Chairman of the Board - Rector	1
Vice-rectors	1
Heads of structural divisions	18
Deans of higher schools	3
Heads of departments, heads of educational programs	17
teachers	32

students	41
Total	113

During the excursion, the members of the EEC got acquainted with the state of the material and technical base of the university, the classrooms were viewed for lectures, practical and laboratory work on the profile of accredited EPs, the library of the university, the places of functioning of support services for the educational, scientific, social and educational process.

During the work, members of the EEC visited the base for professional practice - the Kazakh-American Free University (Ust-Kamenogorsk), where undergraduates conduct training sessions for students and work in the scientific library to write theoretical and research sections of the dissertation.

EEC members did not attend training sessions due to the end of the academic period. The individual plans of undergraduates, the organization and implementation of research work were studied, reports on scientific internships were reviewed.

At the meeting of the EEC IAAR with the target groups of the university, the mechanisms for implementing the policy of the university were clarified and certain information presented in the self-assessment report of the university was specified.

EEC experts visited the practice bases, and also interviewed the heads of the educational organization of Ust-Kamenogorsk and the East Kazakhstan region. In accordance with the accreditation procedure, an online survey of 58 teachers and 252 students was conducted.

In order to confirm the information presented in the Self-Assessment Report, the working documentation of the university was requested and analyzed by external experts. Along with this, the experts studied the Internet positioning of the university through the official website of the university (<https://www.vku.edu.kz/ru>).

As part of the planned program of the visit, prepared recommendations for improving the accredited educational programs of the non-profit joint-stock company "East Kazakhstan University named after Sarsen Amanzholov" (Ust-Kamenogorsk), developed by the EEC based on the results of the examination, were presented at a meeting with the management on May 31 of the year.

(VI) COMPLIANCE WITH SPECIALIZED ACCREDITATION STANDARDS

6.1. Standard "Management of the educational program"

The organization of higher and (or) postgraduate education must have a published quality assurance policy. The quality assurance policy should reflect the relationship between research, teaching and learning.

The organization of higher and (or) postgraduate education must demonstrate the development of a culture of quality assurance, including in the context of EP.

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 EP demonstrates its readiness to ensure transparency in the development of the EP development plan based on an analysis of its functioning, the actual positioning of the EP and the focus of its activities on meeting the needs of the state, employers, students and other interested parties. The plan should contain the dates for the start of the implementation of the educational program.

The EP management demonstrates the existence of mechanisms for the formation and regular revision of the EP development plan and monitoring its implementation, assessing the achievement of learning goals, meeting the needs of students, employers and society, making decisions aimed at continuous improvement of the EP.

The EP management should involve representatives of stakeholder groups, including

employers, students and teaching staff in the formation of the EP development plan.

The management of the EP must demonstrate the individuality and uniqueness of the EP development plan, its consistency with national priorities and the development strategy of the organization of higher and (or) postgraduate education.

The organization of higher and (or) postgraduate education must demonstrate a clear definition of those responsible for business processes within the EP, an unambiguous distribution of staff duties, and delimitation of the functions of collegial bodies.

The management of the EP must provide evidence of the transparency of the educational program management system.

The management of the EP must demonstrate the existence of an internal quality assurance system of the EP, including its design, management and monitoring, their improvement, decision-making based on facts.

The management of the EP must carry out risk management, including within the framework of the EP undergoing primary accreditation, as well as demonstrate a system of measures aimed at reducing the degree of risk.

The management of the EP should ensure the participation of representatives of employers, teaching staff, students and other interested parties in the collegiate management bodies of the educational program, as well as their representativeness in making decisions on the management of the educational program.

OO must demonstrate innovation management within the EP, including the analysis and implementation of innovative proposals.

The management of the EP must demonstrate evidence of readiness for openness and accessibility for students, teaching staff, employers and other interested parties.

The management of the EP should be trained in education management programs.

Evidence

The university has a published quality assurance policy that reflects the general approaches, key principles and main mechanisms of activity of the East Kazakhstan University named after S. Amanzholov (www.vkgu.kz).

The university developed and approved the "Regulations on the policy and standards of internal quality of NJSC" East Kazakhstan University named after Sarsen Amanzholov "(Minutes No. 3, dated October 29, 2020) and" Academic Policy "(Minutes of the Academic Council No. 6, dated 12/30/2021 d.), detailing the goals, principles of quality assurance, the activities of responsible persons, the procedure for developing and approving programs, enrolling and graduating students, monitoring learning outcomes, recognizing higher education qualifications, continuous monitoring and periodic evaluation of programs, student-centered learning processes, teaching staff, learning resources and student support system, information management, public awareness.

The Internal Quality Assurance Policy of S. Amanzholov VKU has the following objectives:

- determines the general structure of the internal system for ensuring the quality of education;
- contributes to ensuring and improving the quality of education;
- maintains mutual trust and promotes the recognition of learning outcomes and mobility of students outside the national education system;
- provides information on quality assurance to the educational space of Kazakhstan and the European Higher Education Area.

The training of personnel for an accredited educational program is carried out on the basis of a perpetual license No. KZ74LAA00018463, issued by the Republican State Institution "Committee for Quality Assurance in Education and Science of the Ministry of Education and Science of the Republic of Kazakhstan" on July 22, 2020, as well as an annex to the license No. KZ74LAA00018463, dated 4 February 2021 in accordance with the Law "On Education" of the Republic of Kazakhstan dated July 27, 2007 and regulated by the Charter of the university

(approved by the Chairman of the State Property and Privatization Committee of the Ministry of Finance of the Republic of Kazakhstan (order No. 304 dated May 21, 2020) (on the website <https://www.vku.edu.kz> section "About us", subsection "Founding documents"), Academic Policy of NAO "East Kazakhstan University named after Sarsen Amanzholov" (third edition, approved by the Academic Council on 27.08.2020) (on the website <https://www.vku.edu.kz> section "Education", subsection "Academic policy of the university"), the Development Program of the East Kazakhstan University named after S. Amanzholov for 2020-2025 (approved by the decision of the Board of Directors of NAO "VKU named after Sarsen Amanzholov" Minutes No. 6 dated December 21, 2020) (on the website <https://www.vku.edu.kz> section "About Us", subsection "Founding Documents").

The quality assurance policy reflects the relationship between research, teaching and learning, since the main directions of the policy in the field of education quality are the following: modernization of the educational process, infrastructure, modernization of the research process and innovation, strengthening human resources, the contingent of students and the community of graduates of the University, improving the organizational structure of the University and improving management efficiency. The management of the University encourages the creative initiative of teachers and staff to improve the quality of the educational process and scientific research, to introduce new teaching technologies and scientific results. The results of scientific research are being introduced into the educational process, which is confirmed by the presence of acts of implementation and copyright certificates.

The coordination of the tasks of the quality of training specialists and increasing the satisfaction of the needs of students is ensured by the quality management system, which is an integral part of the university's management system.

“Regulations on the development of educational programs”, “Regulations on the development of a catalog of elective disciplines”, “Regulations on the educational and methodological complex of the discipline”, developed and approved by the VKU named after S. Amanzholov, determine the design and implementation of educational programs.

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

The development plan of the master's degree program 7M01702 Russian Language and Literature was developed on the basis of the Development Program of the East Kazakhstan University named after S. Amanzholov for 2020-2025, the mission and policy in the field of quality. The development plan of the accredited EP contains key performance indicators.

The University actively involves representatives of stakeholders in the management of the educational program. Employers, teaching staff, students are invited to meetings of collegiate management bodies, monitor the implementation of decisions made. When representatives of interested persons are included in the composition of academic committees, basic education, the content of professional activity are taken into account.

The management of the EP is transparent: students have access to information about the internal regulations, the rules for organizing the educational process, the procedure for paying for tuition, the contract for the provision of educational services, QED, EMCD, the possibility of choosing disciplines, etc.

In order to increase competitiveness, such activities are developed and implemented as the analysis and demand for graduates, taking into account the necessary knowledge and skills in the labor market.

Analytical part

The EEC confirms that the university management demonstrates its openness and accessibility for students, teaching staff, and employers.

An analysis of the university website showed that information about the educational

program is posted on the website in the public domain for all interested parties. The content of the EP reflects the national development priorities, corresponds to the strategy of the university.

The content of the EP in general and each discipline in particular is compiled with the participation of all interested parties. An external evaluation of the EP is carried out annually and changes and additions are made to the content of the EP. So, for example, new disciplines "Geopoetics", "The Practice of Academic Writing and the Methodology of Scientific Research", "Modern Humanitarian Technologies" were introduced for the accredited EP; philology and communication", developed on the basis of new approaches to teaching. Based on the results of the survey for the 2022-2023 academic year, the accredited EP was modernized: instead of the discipline "Modern Humanitarian Technologies", the curriculum for 2023 included the discipline "Actual technologies for teaching philological disciplines at the university".

An important factor in the implementation of the EP is the demonstration of transparency in the development of the EP development plan, which contains the implementation deadlines that imply the achievement of positive results. When talking with representatives of the EP, undergraduates and employers, the fact of discussing the EP development plan, analyzing the functioning, as well as agreeing with stakeholders was not traced. In the presented plan for the development of the EP, there are no marks on the implementation of the points of the plan and protocols for their discussion.

The university has identified risks that affect the development of the university, but they are not reflected in the development plans of the EP. During the conversation with the heads of structural divisions, teaching staff and stakeholders, it was revealed that risk management at the university is carried out at a formal level. Individual risks are often not of a probabilistic nature, they reflect factors that allow full control by the university, and therefore they are not risks. According to the identified risks, no measures were proposed to eliminate them or reduce their impact. Thus, the EEC considers it necessary to conduct a risk analysis and detailed development of measures in the context of the EP, indicating target indicators, deadlines, and responsible persons.

It should be noted that the EP does not demonstrate innovation management, including the analysis and implementation of innovative proposals. In order to modernize the EP and build its innovative model, it is very important to imagine what innovative proposals are being introduced into the educational process, what are their mechanisms and management tools, and what (s) document (s) they are regulated.

It is necessary to update in the "Regulations on the Policy and Standards of Internal Quality Assurance of the NJSC "East Kazakhstan University named after Sarsen Amanzholov" the name of the Project Committee, which ceased to exist and currently the functions of this committee are performed by the Academic Committee.

Strengths of EP 7M01702 Russian Language and Literature

Strengths have not been identified.

EEC recommendations for EP 7M01702 Russian language and literature:

In order to update and effectively apply in practice the development plans of the EP, document until 10/30/2023. The procedure for developing plans for the development of the EP, providing for in it:

- measures to ensure transparency, inform stakeholders, actively involve them in planning processes;
- the procedure for regular review and monitoring of its implementation.

Ensure that by December 30, 2023, the EP development plans are adjusted in accordance with the documented procedure for their development.

From January 1, 2024, to implement formalized risk management procedures at all levels of management in the practice of planning activities, taking into account:

- the procedure for their identification, evaluation and selection;

- assessing the consequences and highlighting opportunities (positive risks);
- planning measures to reduce negative consequences and implement opportunities in case of exposure to risk factors.

Determine and implement from 01.09.2023 the procedure for managing innovations:

- indicators of innovation within the framework of the EP 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 procedure for managing innovations within the EP.

Conclusions of the EEC according to the criteria:

According to the standard "Management of the educational program" EP 7M01702 Russian language and literature, 17 criteria are disclosed, of which 15 have satisfactory positions, 2 - suggest improvement.

6.2. Information Management and Reporting Standard

The OO must demonstrate the existence of a system for collecting, analyzing and managing information based on the use of modern information and communication technologies and software tools and that it uses a variety of methods to collect and analyze information in the context of the EP.

The management of the EP must demonstrate the existence of a mechanism for the systematic use of processed, adequate information to improve the internal quality assurance system.

EP management must demonstrate fact-based decision making.

Within the framework of the EP, a system of regular reporting should be provided, reflecting all levels of the structure, including an assessment of the effectiveness and efficiency of the activities of departments and departments, scientific research.

The PA must establish the frequency, forms and methods for assessing the management of the EP, the activities of collegial bodies and structural divisions, top management, and the implementation of scientific projects.

The OO must demonstrate the determination of the procedure and ensuring the protection of information, including the identification of persons responsible for the reliability and timeliness of the analysis of information and the provision of data.

An important factor is the availability of mechanisms for involving 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 EP must demonstrate the existence of a mechanism for communication with students, employees and other stakeholders, as well as mechanisms for resolving conflicts.

OO must demonstrate the availability of mechanisms for measuring the degree of satisfaction with the needs of teaching staff, staff and students within the framework of the EP.

The PA should provide for an assessment of the effectiveness and efficiency of activities, including in the context of the EP.

Information expected to be collected and analyzed within the framework of the EP should take into account:

- key performance indicators;
- the dynamics of the contingent of students in the context of forms and types;
- level of progress, student achievement and expulsion;
- satisfaction of students with the implementation of the EP and the quality of education at the university;
- availability of educational resources and support systems for students.

The PA must confirm the implementation of the procedures for processing personal data of students, employees and teaching staff on the basis of their documented consent.

Evidence

The EKV named after S. Amanzholov regularly collects, analyzes and monitors information in order to effectively manage the EP and ensure the quality of the services provided.

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

The main way to access Internet resources is to connect corporate network users to the university proxy server. This server allows you to provide access to users (employees, teachers,

students) based on corporate logins and passwords. All interested parties participate in the process of collecting information through monitoring activities (questionnaires, contacting the site, posting information on social networks, etc.). The information collected allows us to improve the quality of the EP implementation: analysis of similar EPs in universities of the Republic of Kazakhstan and abroad, studying the experience of leading universities, identifying priorities in the content of the EP, ensuring the uniqueness and individuality of the EP.

Social networks also function, the pages of which reflect relevant information:

- facebook <https://www.facebook.com/Восточно-Казахстанский-государственный-университет-имени-Сарсена-Аманжолова-687004481431232/?ref=bo>;

- instagram https://instagram.com/amanzholov_university?igshid=YmMyMTA2M2Y=;

- YouTube https://www.youtube.com/channel/UCo6yF4QIDvusrEH9f_8_nYw.

The university implements mechanisms for measuring the degree of satisfaction with the needs of teaching staff, staff and students within the framework of an accredited EP. Questionnaires used for the survey: "Teacher through the eyes of a student", "Student satisfaction with learning outcomes", "Student satisfaction with research at the university", "Student and graduate satisfaction with the quality of educational services", "Staff satisfaction", "Teaching staff satisfaction with the university" and "Satisfaction employers by the quality of graduates".

The results of the online survey "Teacher through the eyes of a student"

Department name	2018-2019	2019-2020	2020-2021	2021-2022	2022-2023
Department of Kazakh, Russian Philology and Journalism	8,63	8,55	8,5	9,92	8

The results of the survey are statistically processed, discussed at meetings of the department, the Council of the Higher School of Humanities, the Academic Council, the administration and are taken into account in the further planning of educational activities.

Analytical part

The university uses modern information systems, information and communication technologies and software in order to adequately manage information. The university website is functioning: students can contact the university management through the blog to resolve the conflict situation and receive assistance, as well as inform about the facts of corruption on the part of the teaching staff and employees by sending their complaint to the Disciplinary and Anti-Corruption Council.

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

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

The university has provisions regulating the activities of collegial bodies and structural divisions. However, the timing, frequency, forms and methods for assessing the management of the EP have not been determined.

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

Satisfaction with the infrastructure of the EP is revealed through a survey of students,

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

In general, the EEC notes that the university uses modern information systems, information and communication technologies and software in order to adequately manage information.

The student survey showed that:

- information support and clarification before entering the university of the rules for admission and the strategy of the OP fully satisfy - 90.5%;
- informing the requirements in order to successfully master this EP - 90%;
- informing students about the courses, EP and the degree received - 89%.

Strengths of EP 7M01702 Russian Language and Literature

Strengths have not been identified.

EEC recommendations for EP 7M01702 Russian language and literature:

- by 30.12.2023, the management of the university should adjust the current provisions governing the activities of collegial bodies and structural divisions, top management, in terms of establishing the frequency (terms, periods), forms and methods for assessing the management of the EP.

Conclusions of the EEC according to the criteria:

According to the standard "Information Management and Reporting" OP 7M01702 Russian Language and Literature, 17 criteria are disclosed, of which 17 have satisfactory positions.

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

The TOE shall define and document the procedures for the development of EPs and their approval at the institutional level.

The management of the EP should ensure that the content of the EP complies with the established goals, including the intended learning outcomes.

The management of the EP must demonstrate the existence of mechanisms for reviewing the content and structure of the EP, taking into account changes in the labor market, the requirements of employers and the social demand of society.

The management of the EP should ensure the availability of developed models of the EP graduate, describing the learning outcomes and personal qualities.

The management of the EP must demonstrate the conduct of external reviews of the content of the EP and the planned results of its implementation.

The qualification awarded upon completion of the EP must be clearly defined and correspond to a certain level of the NSC and QF-EHEA.

The EP management should determine the influence of disciplines and professional practices on the formation of learning outcomes.

An important factor is the possibility of preparing students for professional certification.

The management of the EP must provide evidence of the participation of students, teaching staff and other interested parties in the development of the EP, ensuring its quality.

The management of the EP should ensure that the content of the academic disciplines and the planned results correspond to the level of education (bachelor's, master's, doctoral studies).

The structure of the EP should provide for various types of activities that ensure the achievement of the planned learning outcomes by students.

An important factor is the correspondence between the content of the EP and the learning outcomes of the EP implemented by organizations of higher and (or) postgraduate education in the EHEA.

Evidence

EP 7M01702 Russian Language and Literature is developed in accordance with the

requirements of regulatory documents, the National and Sectoral Qualifications Framework, based on an analysis of the labor market and recommendations from employers and students. The EP is focused on learning outcomes and is built on a modular basis.

The procedure for the development of an accredited study program is reflected in the internal regulatory document "Regulations on the development of educational programs".

The EP includes: the code and name of the EP, the code and classification of the field of education, the code and classification of the direction of study, the EP group, the uniqueness of the EP, the purpose and objectives of the EP, the learning outcomes of the EP, the degree awarded, the list of positions, the object of professional activity; competency map, EP content, graduate model, modular reference book. Elective disciplines are reflected in the QED, which is developed annually. At the suggestion of teaching staff, employers, students, new disciplines are introduced and / or the content of relevant disciplines is updated, modernized.

The EP reflects the expected learning outcomes, determined on the basis of Dublin descriptors. Learning outcomes are presented in the EP and in syllabuses.

Students independently form an individual educational trajectory by registering for elective disciplines, guided by the catalog of elective disciplines.

An individual educational trajectory is reflected in individual curricula, where, along with the disciplines of the university component, there are practice and elective courses aimed at ensuring professional competencies.

The university has established a procedure for conducting external examinations of the EP. The external examination of the EP is carried out by university professors, city school teachers. T.G. Kholyavin, "Menovnovskaya secondary school" T.A. Starostenko, Ph.D. in Philology, Head. Department of Pedagogy and Psychology of the Kazakh-American Free University A.N. Nurlanova, PhD in Philology, Art. teacher R.P. Dronseika NJSC "Technical University named after D. Serikbaev".

The department cooperates with other universities:

a) Kazakh:

- organizes the reading of lectures by scientists from other universities - in 2022, an assembly lecture was held, a scientific seminar for undergraduates of the program "Russian Language and Literature" Ph.D., Associate Professor, Head. Department of International Relations and World Literature of the Institute of Literature and Art. M. Auevov KN MNVO RK, member of the board of the joint venture of Kazakhstan Ananyeva S.V.;

b) foreign:

- a course was held on the topic "How to improve your ability to learn, master the material" by Professor, PhD B. Zoltan (Corvin University, Hungary); in 2023 round table "Creation of cultural content in the aspect of learning the Russian language in a non-Russian audience (on the issue of interaction with the State Russian Museum of St. Petersburg)";

- a project of double-degree education according to OP 7M01702 Russian Language and Literature was prepared and implemented with the Linguistic and Technical University in Sveh, a branch in Prshasnysh (Poland).

During the interview, the students confirmed that consultations in the selection and implementation of an individual educational trajectory, the preparation of an IEP, as well as other academic issues, are carried out with the active assistance of an adviser.

Monitoring, periodic review and analysis of the EP are carried out (internal, external evaluation, questioning of employers, students, graduates, fulfillment of quality goals, educational and methodological work, research, report of the final certification commission, analysis of the employment of graduates, educational work, conclusion of external experts), the results of which are presented in the annual report.

Analytical part

In general, the qualifications obtained as a result of mastering the EP are clearly defined in accordance with a certain level of the National Qualifications Framework in Postgraduate

Education and, therefore, the qualifications framework in the European Postgraduate Education Area: qualification level 7 - master's degree.

EEC experts note the need for targeted actions on the part of the EP management to position the program in the international educational market. There are no examples confirming, for example, lecturing, holding seminars, master classes, advanced training courses, developing and implementing a course for an open online platform, etc.) foreign students in EP 7M01702 Russian language and literature.

Questioning on student satisfaction with the quality of educational programs indicates that the accredited EP has a sufficient basis for training and good conditions for students to show their personal qualities outside of school hours. The quality of the EP as a whole was rated by the students at 92.9%.

Strengths of EP 7M01702 Russian Language and Literature

The university has developed an effective system of external examination of the study program based on active interaction with employers as part of the implementation of bilateral cooperation mechanisms, the work of collegial bodies, holding meetings, seminars and other events.

EEC recommendations for EP 7M01702 Russian language and literature:

- by the beginning of the 2023-2024 academic year, the management of the EP is recommended to develop a marketing strategy for positioning the EP in the international educational market, providing a competitive advantage and uniqueness, and from the beginning of the calendar year 2024, implement the developed strategy.

Conclusions of the EEC according to the criteria:

According to the standard "Development and approval of the educational program" OP 7M01702 Russian language and literature, 12 criteria are disclosed, of which 1 has a strong position, 11 have a satisfactory position.

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

The PA should determine the mechanisms for monitoring and periodically evaluating the EP to ensure the achievement of the goal and meeting the needs of students, society, and show the focus of the mechanisms on the continuous improvement of the EP.

Monitoring and periodic evaluation of the EP should include:

- *the content of the program in the light of the latest achievements of science in a particular discipline to ensure the relevance of the discipline taught;*
- *changes in the needs of society and the professional environment;*
- *workload, academic performance and graduation of students;*
- *the effectiveness of student assessment procedures;*
- *expectations, needs and satisfaction of students with EP training;*
- *the educational environment and support services, and their compliance with the objectives of the EP.*

The management of the EP must demonstrate a systematic approach in monitoring and periodically assessing the quality of the EP.

OO, management of the EP should determine a mechanism for informing all interested parties about any planned or undertaken actions in relation to the EP.

All changes made to the EP must be published.

Evidence

In order to continuously improve the EP, the university monitors them, which determines the achievement of goals and the satisfaction of the needs of students and stakeholders. The rules

for monitoring, analysis and evaluation of the EP are reflected in the Regulations "On the development of educational programs", approved on 14.03.2023, protocol No. 7, and the Regulations "On the Commission for Quality Assurance of Sarsen Amanzholov East Kazakhstan University", approved on 12/31/2020 G.

The Quality Assurance Commission and the head of the EP are responsible for the procedure for monitoring, evaluating and improving the EP.

For monitoring and periodic evaluation of the EP, various monitoring methods are used: assessment of the current progress of students, final certification, the results of all types of practice, checking the state of the methodological support of the educational process, collecting and analyzing data on customer satisfaction.

The evaluation of students' progress is determined by collecting and analyzing information about the progress of students based on the results of the session by advisors. The educational achievements of students are reflected in the AIS system.

An important role for assessing and improving the quality of the EP is played by the study of consumer requirements for the content of the EP. So, at the end of the practice, employers are surveyed to determine their satisfaction with the educational program. The management of the EP presented the results of a survey of representatives of the practice bases, who note a good level of training of students.

Analytical part

Continuous monitoring, periodic evaluation and revision of the EP are aimed at ensuring their effective implementation and creating a favorable learning environment. In general, as part of the monitoring and evaluation of the OP, management demonstrated: - assessment by students of the pedagogical activity of the teaching staff involved in the implementation of the EP after each academic period; - a survey of graduates about the quality of the study program, the learning environment and support services; - questioning employers about the quality of training of students and graduates; - analysis of the results of employment and career growth of graduates; - organization of open classes and mutual visits of teaching staff. Questioning of students showed that they were completely satisfied with the quality of teaching - 90.1%, partially satisfied - 8.7%, dissatisfied - 0.4%; 90.1% fully agree with the objectivity of assessing the achievements of students, 8.7% partially, and 0.8% are partially dissatisfied.

Strengths of EP 7M01702 Russian Language and Literature

Strengths have not been identified.

EEC recommendations for EP 7M01702 Russian language and literature:

There are no EEC recommendations for OP 7M01702 Russian language and literature.

Conclusions of the EEC according to the criteria:

According to the standard "Continuous monitoring and periodic evaluation of educational programs" OP 7M01702 Russian Language and Literature, 10 criteria are disclosed, of which 10 have satisfactory positions.

6.5. Student-Centered Learning, Teaching and Assessment Standard

The management of the EP should ensure respect and attention to various groups of students and their needs, provide them with flexible learning paths.

The management of the EP should provide for the use of various forms and methods of teaching and learning.

An important factor is the presence of own research in the field of teaching methods of academic disciplines of the EP.

The management of the EP should demonstrate the existence of feedback mechanisms on the use of various teaching methods and the assessment of learning outcomes.

The management of the EP must demonstrate the existence of mechanisms to support the autonomy of students with simultaneous guidance and assistance from the teacher.

The management of the EP must demonstrate the existence of a procedure for responding to complaints from students.

The PA must ensure the consistency, transparency and objectivity of the mechanism for evaluating learning outcomes for each EP, including appeal.

The PA must ensure that the procedures for assessing the learning outcomes of students of the EP correspond to the planned results and goals of the program, publishing the criteria and assessment methods in advance.

The PA should define the mechanisms to ensure the achievement of learning outcomes by each EP graduate and ensure the completeness of their formation.

Assessors should be proficient in modern methods for evaluating learning outcomes and regularly improve their skills in this area.

Evidence

The ECU named after S. Amanzholov has created conditions for the development of student-centered education:

- formation of goals and expected learning outcomes that are understandable for students;
- introduction of active teaching methods;
- development of a person-oriented approach;
- formation of an individual learning trajectory;
- involvement of students in the development of the EP;
- strengthening the role of independent work of students;
- application of a research approach in teaching;
- the formation of a positive attitude towards students on the part of teachers.

The forms and methods of implementing the EP stimulate the active involvement of students in the educational process and increase their independence and responsibility for the results of the educational process.

In the teaching of academic disciplines of the accredited EP, the results of the teaching staff's own research in the field of teaching methods are used. Particular attention is paid to the modern approach to the discipline "Actual technologies for teaching philological disciplines at the university" as the most important subject that forms the special competencies of the master's program EP graduate.

Feedback with students in order to analyze the effectiveness of the use of certain pedagogical methods and the organization of the educational process is carried out through their personal appeals to the leadership of the university, the Higher School, the department, through advisors and public student organizations. The website of the University provides an opportunity for students to ask questions, which are answered by representatives of structural divisions.

In accordance with modern requirements, the accredited EP provides for the possibility of building an individual educational trajectory, taking into account the personal needs and capabilities of students, including student-centered education at the university is provided through the choice of disciplines by students on the basis of QED, which gives them the opportunity for an alternative choice of elective academic disciplines.

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

Achievements of students are reflected in the transcript. Students who have fulfilled the requirements of the curriculum and curricula in full are allowed to the final certification.

When choosing elective disciplines, a supervisor, a place of internship, scientific internship, determining the topics of master's theses, with participation in research work, individual characteristics, needs and socio-cultural experience of students are taken into account.

Analytical part

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

Methods for the implementation of student-centered learning according to OP 7M01702 Russian language and literature are introduced into the educational process in the form of active and interactive teaching methods, teaching methods for updated content, project-based learning, which contribute to the activation of the educational process. A mechanism is provided for an objective assessment of the results of intermediate control through the use of encryption of the identifiers of undergraduates, separation of the procedure for admission and evaluation of the results of the exam.

A survey of students conducted during the EEC visit showed that:

- completely satisfied with the teaching methods - 91.7%;
- partially satisfied - 7.9%.

Strengths of EP 7M01702 Russian Language and Literature

Strengths have not been identified.

EEC recommendations for EP 7M01702 Russian language and literature:

There are no EEC recommendations for OP 7M01702 Russian language and literature.

Conclusions of the EEC according to the criteria:

According to the standard "Student-centered learning, teaching and assessment" EP 7M01702 Russian Language and Literature, 10 criteria are disclosed, of which 10 have satisfactory positions, 0 - suggests improvement.

6.6. Standard "Students"

The PA must demonstrate the existence of a policy for the formation of a contingent of students in the context of the EP, ensure transparency and publicity of its procedures governing the life cycle of students (from admission to completion).

The management of the EP should determine the procedure for the formation of a contingent of students based on:

- minimum requirements for applicants;
- the maximum size of the group when conducting seminars, practical, laboratory and studio classes;
- forecasting the number of state grants;
- analysis of available material, technical, information resources, human resources;
- analysis of potential social conditions for students, incl. provision of places in the hostel.

The management of the EP must demonstrate readiness to conduct special adaptation and support programs for newly enrolled and foreign students.

The PA must demonstrate the compliance of its actions with the Lisbon Recognition Convention, the existence 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 PA should cooperate with other educational organizations and national centers of the "European Network of National Information Centers for Academic Recognition and Mobility/National Academic Recognition Information Centers" ENIC/NARIC in order to ensure comparable recognition of qualifications.

The PA should provide an opportunity for external and internal mobility of students of the EP, as well as readiness to assist them in obtaining external grants for training.

The management of the EP must demonstrate readiness to provide students with internship places, promote the employment of graduates, and maintain contact with them.

The PA should provide for the possibility of providing EP graduates with documents confirming the qualifications received, including the achieved learning outcomes, as well as the context, content and status of the education received and evidence of its completion.

Evidence

The policy of forming a contingent of students includes career guidance work throughout the year, the direct work of the admission committee of the university in the summer, managing the movement of the contingent in the process of training and graduation. Working groups are being created to visit the universities of the city. Explanatory work is organized among university graduates, teachers, "Open Days" are held, where members of the campaign group, alumni associations, teachers, persons responsible for the career guidance work of the EP cover the issues and features of the formation of the contingent, admission rules, a list of documents,

training conditions, etc.

Data on the contingent of students in EP 7M01702 Russian language and literature

EP	grant	contract	total
Russian language and literature	2020-2021 academic year		
	4	7	11
	2021-2022 academic year		
	6	22	28
	2022-2023 academic year		
	4	15	19

There are various centers at the university: scientific and educational center "Ziyatker", "Nazarbaevtanu", "Rukhani Zhangyru", "Altaitanu", "Til alemi", "Latin graphics", "Dana balls", etc., which contribute to the development and improvement the necessary skills.

The work of the center "Til alemi" allows students of the EP "Russian Language and Literature" to improve the level of practical knowledge of the English language and gain initial skills in using other foreign languages. Research Institute "Abaitanu" provides undergraduates of the program "Russian Language and Literature" with assistance in searching for literature, in conducting scientific research, helping to track the trends in the literary process of the Republic of Kazakhstan. "Rukhani Zhangyru" is a scientific community of the university (department), whose work allows you to improve the practical skills of research work of undergraduates. The work of the center "Altaitanu" helps undergraduates to supplement and correct the theoretical material on the topic of scientific research concerning the historical, spiritual, cultural traditions of Altai. The Center for Inclusive Education "Dana Bala" allows students of the Russian Language and Literature EP to get advice on the specifics of working with children with special educational needs, to improve the skills of professional pedagogical communication.

The University has created the necessary conditions for creative development and participation of undergraduates in scientific research. The forms of organization of research activities are the participation of students in the work of conferences, seminars, competitions; scientific circles; publications in scientific journals and collections of reports, materials and abstracts of conferences, etc. In 2023, a 2-year student of OP 7M01702 - Russian language and literature Nurtazina N.D. took part in the intra-university competition "The Best Young Scientist of the Year" and took 2nd place.

March 28, 2023 master student Zueva L.V. participated in the III International Readings dedicated to the work of the People's Writer of Kazakhstan, laureate of the Presidential Prize for Peace and Spiritual Harmony, literary prizes named after Abai and Beimbet Mailin, vice-president of the International PEN Club, prose writer, screenwriter, playwright, translator Maurice Simashko. Online participation took place on the ZOOM platform.

Master students of the Russian Language and Literature program regularly improve their competencies through self-education, and take advanced training courses on their own initiative. So, in 2023, the student Malyukevich Natalia Alexandrovna completed the course "Development of the professional competence of a teacher in educational organizations in the subject" Russian language and literature "in the amount of 80 academic hours. In 2022, a master student of the program "Russian Language and Literature" Zueva Lyubov Vladimirovna took part in the regional webinar "Comprehensive approaches to correctional and developmental work with children with special educational needs", organized by the VK branch of the NCP "Orleu".

Students of EP 7M01702 Russian Language and Literature published the results of scientific research in collections of works of different levels (international, republican), in republican thematic journals.

Statistical data on the number of publications of undergraduates of the EP "Russian Language and Literature" by years

Year	Number of publications in journals and collections	
	International level	Republican level
2020	3	1
2021	15	3
2022	17	9
2023	18	2

The practice bases are the educational organizations of the city that correspond to the profile of the accredited EP.

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

The results of the current certification are brought to the attention of students, discussed at the meetings of the department, measures are taken to improve the quality of conducting classes and SRO, their methodological and information support. The liquidation of academic debts is carried out on a paid basis during the summer semester, according to the approved academic calendar.

The employment of university graduates is determined by the "Regulations on the employment of young professionals and doctors of philosophy (PhD) of the East Kazakhstan University named after Sarsen Amanzholov."

The Center for Marketing, Career and Employment of Graduates oversees the process of employment, helps in further professional growth through training under the program, meetings with employers, job fairs are held. Employment of graduates of the accredited study program is 100%.

Employment of graduates of EP 7M01702 Russian Language and Literature

Educational programs	Academic year		
	2019-2020	2020-2021	2021-2022
7M01702 Russian Language and Literature	100%	100%	100%

Analytical part

The EEC notes that purposeful work is being carried out on the accredited EP to increase the number of students participating in socio-political, research activities of the university.

The University cooperates with domestic and foreign universities, however, according to EP 7M01702 Russian Language and Literature, work on external and internal academic mobility of students is not implemented.

During the interview of the teaching staff, the graduates informed the members of the EEC about the presence of the Alumni Association, but there was no confirmation of the effectiveness of the work of the Association, there is no information on the website (Regulations, work plan), in social networks.

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

university.

Strengths of EP 7M01702 Russian Language and Literature

The management of the EP provides students with places of practice, the profile orientation of which allows graduates to master all the key skills of the future profession that are relevant and in demand in the labor market, implements systematic work on employment and monitoring the career development of their graduates.

EEC recommendations for EP 7M01702 Russian language and literature:

- include in the EP Development Plan measures to increase the number of students and expand the geography of external and internal academic mobility until 06/30/2023;
- develop documents regulating and planning the activities of the alumni association, ensure regular updating of the tab on the website dedicated to the activities of the association until 12/30/2023.

Conclusions of the EEC according to the criteria:

According to the standard "Students" OP 7M01702 Russian Language and Literature, 12 criteria are disclosed, of which 1 has a strong position, 10 are satisfactory positions, 1 suggests improvement.

6.7. Standard "Teaching Staff"

The PA must have an objective and transparent personnel policy, including in the context of the EP, including recruitment, professional growth and development of personnel, ensuring the professional competence of the entire staff.

The PA must demonstrate the compliance of the staff potential of the teaching staff with the specifics of the EP.

The management of the EP must demonstrate awareness of responsibility for its employees and provide favorable working conditions for them.

The management of the EP should demonstrate the change in the role of the teacher in connection with the transition to student-centered learning.

The PA should determine the contribution of the teaching staff of the EP to the implementation of the development strategy of the PA, and other strategic documents.

The PA should provide opportunities for career growth and professional development of the teaching staff of the EP.

The management of the EP must demonstrate readiness to involve practitioners in the relevant sectors of the economy in teaching.

The PA must demonstrate the motivation for the professional and personal development of EP teachers, including encouragement for the integration of scientific activities and education, the use of innovative teaching methods.

An important factor is the willingness to develop academic mobility within the EP, attracting the best foreign and domestic teachers.

Evidence

The main provision of the personnel policy is to build an effective system for the formation of a qualitative composition of personnel and teaching staff in the context of a constantly accelerating process of updating knowledge. The admission and dismissal of teaching staff at the university is carried out in accordance with the Labor Code of the Republic of Kazakhstan dated November 23, 2015 No. 414-V, the Regulation "On Personnel Policy" of the ECU named after S. Amanzholov.

The university management at all levels is responsible for its employees and provides them with favorable working conditions. The activities of the university in this direction are reflected in the Charter of the ECU named after S. Amanzholov, in the collective agreement of employees, in the system of remuneration. The concept of favorable working conditions includes both material and non-material conditions. Material conditions include providing employees with workplaces that are equipped with the necessary equipment, as well as providing educational and scientific literature. The ECU named after S. Amanzholov is systematically working to improve

the material and technical working conditions of teachers. The university has a material and technical base, which allows to carry out all types of pedagogical and research work of the teaching staff. The intangible favorable working conditions include the psychological climate that has developed in the department that implements the EP. A favorable psychological climate is determined by the peculiarities of the distribution of the teaching load, taking into account the scientific interests of each teacher implementing the EP, and an adequate distribution of public assignments.

The commission was presented with the qualitative and quantitative composition of the teaching staff, which implements the accredited EP, planning the workload of the teaching staff, monitoring the quality of teaching, monitoring the implementation of the individual plan of the teaching staff, and the policy of forming the teaching staff of the teaching staff. The degree of teaching staff implementing the accredited EP is 100%. The professionalism and competence of the teaching staff of the university are confirmed by the number of academicians and corresponding members of the Academy of Sciences of the Republic of Kazakhstan and other public academies of sciences. Teachers with a high level of professionalism are nominated to participate in the Republican competitions of professional skills. Monitoring the effectiveness of their participation has a positive trend.

The scientific and methodological activity of the teaching staff is represented by monographs, educational, teaching aids, publications in journals, materials of republican and international conferences. The personnel policy of the East Kazakhstan University named after S. Amanzholov is reflected in the Regulation "On Personnel Policy", approved on 03/09/2021, Protocol No. 7. This regulatory document is publicly available on the website of the university (www.vkgu.kz).

The commission was presented with the qualitative and quantitative composition of the teaching staff, which implements the accredited EP, planning the workload of the teaching staff, monitoring the quality of teaching, monitoring the implementation of the individual plan of the teaching staff, and the policy of forming the teaching staff of the teaching staff. The degree of teaching staff implementing the accredited EP is 100%. The professionalism and competence of the teaching staff of the university are confirmed by the number of academicians and corresponding members of the Academy of Sciences of the Republic of Kazakhstan and other public academies of sciences. Teachers with a high level of professionalism are nominated to participate in the Republican competitions of professional skills. Monitoring the effectiveness of their participation has a positive trend.

The scientific and methodological activity of the teaching staff is represented by monographs, educational, teaching aids, publications in journals, materials of republican and international conferences.

Total number of scientific publications for the reporting period

Publications	2019	2020	2021	2022	2023
Publications:					
- with non-zero impact factor	0	0	0	0	0
- Committee for Control in Education and Science	2	4	0	2	0
- university journals and other publications of the Republic of Kazakhstan and abroad, conferences	6	8	6	3	1
Textbooks, teaching aids	1	1	2	1	0
Monographs	0	0	1	3	0

Over the past five years, the teaching staff of the accredited educational program has completed internships and advanced training courses abroad. Ph.D. S.V. Ananyeva completed advanced training courses under the program of additional professional education "Time, Reality, Character in Western European Literature of the 20th Century" from December 1 to December 8, 2021 (72 academic hours) and from November 14 to November 21, 2022 (72 academic hours) for on the basis of the Central Children's Educational Pedagogical Faculty of the Philological Faculty of the Peoples' Friendship University of Russia (Moscow). Teachers of the Department of Kazakh, Russian Philology and Journalism, implementing OP 7M01702 Russian Language and Literature, Galkina T.V., Kuvshinnikova O.A., took courses "Teaching Russian language and literature at the university as part of the updated content of education" (72 hours). Also Ph.D. Galkina T.V. completed advanced training courses "Management of educational programs" (72 hours), "Distance educational technologies in higher education" (72 hours, from the Association of universities of Kazakhstan), "Integral GPA in the academic activities of the university. Implementation practice" (72 hours, Astana IT University, certificate No. DO-064). Ph.D. Kuvshinnikova O.A. completed advanced training courses on the topic "Training teachers for work in the e-learning system using distance learning technologies" (72 hours, at S. Amanzholov EKSU, CTC), "Modern pedagogical technologies in higher educational institutions as part of the updated content of education" (240 hours, "ORLEU"); "Psychology of Communication" (Coursera, Higher School of Economics; National Research Institute). Ph.D. Demchenko L.N. completed a training course on the program "History of Russian Literature" (72 hours, Semey); "Integral GPA in the academic activities of the university. Implementation practice" (72 hours, Astana IT University, certificate No. DO-062).

Information about the teaching staff of the EP, who improved their qualifications abroad over the past 5 years

№	Full name	Position, department	Place of passage
1	Zhang Ye.E.	Professor, Department of Foreign Languages and Translation Studies, Ph.D.	MNPK Prague April 22-30, 2019, MNPK Prague May 22-30, 2019 Czech Republic.
2	Kapysheva G.K.	Head of the Department of Foreign Languages and Translation Affairs, Ph.D.	Symposium of Germanists at the University. I. Gutenberg Mainz, Germany, from 2.07.2019-08.08.2019, Nizhny Novgorod: Nizhny Novgorod State University. N.I. Lobachevsky, 2019.
3	Larionova I.Yu.	Professor of the Department of Foreign Languages and Translation, Ph.D.	N. Novgorod: Nizhny Novgorod State University. N.I. Lobachevsky, 2019., International Seminar on Teaching Korean Language and Linguistics
4	Fedosova SA.	Professor of the Department of Foreign Languages and Translation, Ph.D.	05.01-25.01.2019 Türkiye.
5	Abdrakhmanova T.M.	Associate Professor of the Department of Foreign Languages and Translation, Ph.D.	IX International Scientific and Practical Conference "Languages and Literature in a Multicultural Space"
6	Kozlova A.L.	Art. Lecturer, Master of the Department of Foreign	Barnaul, 2019.

		Languages and Translation Studies	
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The following events have been organized for young teachers to improve their professional skills: School of a young teacher; training seminars for leaders and managers of EP.

Analytical part

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

Teachers strive for performance in their work, which contributes to the achievement of certain results of the activities of each employee and the university as a whole. However, the university does not have a system of moral and material incentives for teaching staff for achieving certain results in educational, scientific and other activities, except for incentives based on the results of passing an international exam, confirming knowledge of the English language. Information about other forms of encouragement is not recorded in internal regulations, including the Academic Policy of the university.

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

The results of the scientific activities of teachers have an insufficiently high level of publication activity. A small number of scientific publications in journals recommended by Committee for Control in Education and Science MSE RK and rating journals.

The results of the survey of teaching staff showed that 65.5% of respondents believe that the university provides very good opportunities for professional development, 34.5% do well. In general, the teaching staff gives a positive assessment to the university and expresses general satisfaction with the production processes.

Strengths of EP 7M01702 Russian Language and Literature

Strengths have not been identified.

EEC recommendations for EP 7M01702 Russian language and literature:

- to intensify the research activities of the teaching staff by participating in competitions for grant funding and performing economic contract work until 12/30/2026.

Conclusions of the EEC according to the criteria:

According to the standard "Teaching staff" according to OP 7M01702 Russian language and literature, 10 criteria are disclosed, of which 10 have satisfactory positions, 0 - suggests improvement.

6.8. Standard "Educational resources and student support systems"

The OO must guarantee a sufficient number of educational resources and student support services to ensure the achievement of the goal of the EP.

The PA must demonstrate the sufficiency of material and technical resources and infrastructure, taking into account the needs of various groups of students in the context of the EP (adults, employed, foreign students, as well as students with disabilities).

The management of the EP must demonstrate the existence of procedures for supporting various groups of students, including information and counseling.

The management of the EP must demonstrate the compliance of information resources with the specifics of the EP, including:

- technological support for students and teaching staff (for example, online learning, modeling, databases, data analysis programs);

- library resources, including a fund of educational, methodical and scientific literature on general education, basic and major disciplines on paper and electronic media, periodicals, access to scientific databases;
 - examination of the results of research, final works, dissertations for plagiarism;
 - access to educational Internet resources;
 - functioning of WI-FI on the territory of the educational organization.
- OO demonstrates the planning of providing the EP with educational equipment and software similar to those used in the relevant sectors of the economy.

Evidence

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

The infrastructure of the university includes: 8 academic buildings, 4 dormitories, a sports and recreation complex, a scientific library named after B. Mamraev.

The university is equipped with a television video surveillance system, a warning system, an access control system (ACS cards), educational buildings, dormitories are equipped with automatic fire alarms.

To implement the educational program EP 7M01702 Russian Language and Literature, 3 educational computer classes equipped with modern processors, 2 multimedia lecture complexes equipped with interactive panels, LCD TVs, interactive whiteboards, projectors, acoustics, 4 personal rooms, a conference room, an assembly hall are involved, 3 scientific centers, 6 scientific libraries and 2 sports halls.

Classrooms are equipped with an interactive whiteboard with a video projector, instruments, measuring instruments, didactic material, exhibits, layouts used in the educational process during classes. In the preparation of students, both classrooms and computer classes are used. For the qualitative conduct of training sessions, the performance of scientific work, computer classes are provided with the necessary software equipment, stands.

In general, classrooms meet the sanitary and technical standards for university classrooms. The organization of training sessions in the disciplines of the EP is provided with a sufficient classroom fund. The used total training area complies with the normative indicators, the norms of the sanitary and fire fighting service.

There is a scientific library in EKU named after S. Amanzholov. The total area of the NB EKU is 2,108 sq. m. The number of seats in the reading rooms is 350. The library of the University is located in all educational buildings. Library readers are serviced at 10 service points, including 4 subscriptions and 6 specialized reading rooms in different educational buildings.

The book fund of the library as of 01/01/2023 is 1,038,923 copies. and 115,456 items, including the fund of educational, methodical and scientific literature 621,457 copies, of which 366,719 copies are in the state language.

The volume of the total book fund of the accredited EP

№	Index	Academic year / copy			
		2019-2020	2020-2021	2021-2022	2022-2023
1	7MO1702 Russian Language and Literature	910	1032	1087	1087

The entire document processing process is automated with the help of AS "IRBIS-64+". The electronic catalog of the library includes the databases "Books", "Proceedings of scientists of the EKU", "Articles", "Rare Fund", "Library of electronic full-text documents - "Rukhaniyat", etc. The catalog is available on the corporate network of the University and on the Internet on the website libraries <https://library.vku.edu.kz/>.

The library is equipped with 114 units. personal computers (84 units provided to library users); 17 units copiers, 2 units. demonstration equipment. On the high-speed scanner ELAR Plan Scan of the A2 series, the library collection is digitized.

For the implementation of educational activities, the official website of the university operates in three languages. The site provides basic information about the activities of the university and EP, links to the main information systems and resources.

Analytical part

During the visit of the EEC, it was determined that the university has its own infrastructure, which ensures its optimal functioning in many areas.

The university has created structural units that provide assistance to students in mastering the OP. Appointed advisers from the teaching staff of the department. They contribute to the choice of educational trajectory and the development of EP during the period of study. For academic support, students are provided with information, reference and methodological materials.

Library resources, including the fund of educational, methodical and scientific literature on basic and major disciplines, are presented on paper and electronic media.

There is open access to scientific databases.

There is a Wi-Fi system and a corporate network on the territory of the university. The commission notes that Wi-Fi zones work in all university buildings and dormitories.

The university has ramps for students with special educational needs, tactile markings for the visually impaired. However, to achieve the goal of the EP and the effective organization and implementation of the educational process, there are no special material and technical support means for students with special educational needs.

The results of the survey of students showed:

- 87.7% are fully satisfied with the availability of computer classes, 10.3% are partially satisfied, 0.8% are partially dissatisfied;
- 94.8% are fully satisfied with the quality of services provided in libraries and reading rooms, 4% are partially satisfied;
- accessibility and quality of Internet resources are fully satisfied - 83.7%, partially satisfied - 13.1%, partially dissatisfied - 1.2%, dissatisfied - 0.8%.

Strengths of EP 7M01702 Russian Language and Literature

Strengths have not been identified.

EEC recommendations for EP 7M01702 Russian language and literature:

- develop a plan for the phased provision of special material and technical means to support students with special educational needs in the educational process before 09/01/2023.

Conclusions of the EEC according to the criteria:

According to the standard "Educational resources and student support systems" in EP 7M01702 Russian Language and Literature, 13 criteria are disclosed, of which 0 have strong positions, 12 are satisfactory positions, 1 suggests improvement.

6.9. Public Information Standard

The PA must publish reliable, objective, up-to-date information about the educational program and its specifics, which should include:

- expected learning outcomes of the implemented educational program;
- qualifications and (or) qualifications that will be awarded upon completion of the educational program;
- approaches to teaching, learning, as well as a system (procedures, methods and forms) of assessment;
- information about passing scores and learning opportunities provided to students;
- information about employment opportunities for graduates.

The management of the EP should provide for a variety of ways to disseminate information, including the media, information networks to inform the general public and interested parties.

Informing the public should include support and explanation of the national development programs of the country and the system of higher and postgraduate education.

OO must demonstrate the reflection on the web resource of information that characterizes it as a whole and in the context of educational programs.

An important factor is the availability of adequate and objective information about the teaching staff of the EP.

An important factor is informing the public about cooperation and interaction with partners within the OP.

Evidence

EKU named after S. Amanzholov provides information about its activities, including the implemented EP, expected learning outcomes, qualifications awarded, teaching, training, assessment procedures, passing scores, learning opportunities provided to students, as well as information on employment opportunities for graduates. This systematized process has a positive effect on the formation of a positive image of the university.

The university has a Call-center, where everyone can get any necessary information about the activities of the university, including by phone and via e-mail request. The information center regularly sends out news and useful information to employees, teaching staff.

Information in three languages (Kazakh, Russian, English) is presented on the university website www.vkgu.kz. The departments systematically update information on the EP. The site is designed with modern navigation, which includes information about the university, structural divisions, teachers, international activities, scientific projects, quality management system, educational programs, mission.

The positioning of the EP in the market of educational services is reflected in image articles in the media, as well as publications in social networks. For example:

Vologodskaya G. A unique collection of primers of the 19th-20th centuries is stored in the East Kazakhstan region, September 8, 2021

Vologodskaya G. Learn playfully, speak deliciously // Kazakhstanskaya Pravda, June 10, 2020

Analytical part

Analysis of the content of the website of the university made it possible to establish that the information posted on the website is updated irregularly and does not have full duplication in the various languages declared on it; the transparency of information regarding the consideration of complaints is not ensured through the placement of a virtual complaint book for consumers on the website of the university; information on interaction with scientific / consulting organizations and educational organizations that implement such an EP is not provided; there are no audited financial statements.

Strengths of EP 7M01702 Russian Language and Literature

Strengths have not been identified.

EEC recommendations for EP 7M01702 Russian language and literature:

- to ensure the reliability, objectivity, relevance of information, reflection of all areas of activity, including in the context of EP:

a) conduct an audit of the structure and content of the site before 09/01/2023;

b) develop a regulation for monitoring the implementation of a regulatory document that determines the procedure for providing and updating information on the website in all areas of activity until 01.12.2023;

- to publish and regularly supplement the audited financial statements on the website in subsequent years;

- the head of the EP to supplement the information on the university website, showing the interaction of the EP with educational organizations that implement such an EP, as well as to supplement information about the specifics of the accredited EP (the contingent of students, taking into account the dynamics, information about the system for assessing the educational achievements of students, about academic mobility programs, information about the creative

activities of students and teaching staff, information about scientific projects, employment opportunities). Implementation period: by the beginning of the 2023-2024 academic year.

Conclusions of the EEC according to the criteria:

According to the standard "Informing the public" OP 7M01702 Russian language and literature, 12 criteria are disclosed, of which 0 have strong, 11 satisfactory positions, 1 - suggests improvement.

- develop a plan for the phased provision of special material and technical means to support students with special educational needs in the educational process before 09/01/2023.



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

Standard "Management of the educational program"

None.

Information Management and Reporting Standard

None.

Standard "Development and approval of the educational program"

The university has developed an effective system of external examination of the study program based on active interaction with employers as part of the implementation of bilateral cooperation mechanisms, the work of collegial bodies, holding meetings, seminars and other events.

Standard "Continuous monitoring and periodic evaluation of educational programs"

None.

Student-Centered Learning, Teaching and Assessment Standard

None.

Standard "Students"

The management of the EP provides students with places of practice, the profile orientation of which allows graduates to master all the key skills of the future profession that are relevant and in demand in the labor market, implements systematic work on employment and monitoring the career development of their graduates.

Standard "Teaching Staff"

None.

Standard "Educational resources and student support systems"

None.

Public Information Standard

None.

(VIII) OVERVIEW RECOMMENDATIONS FOR IMPROVING QUALITY

Standard "Management of the educational program"

In order to update and effectively apply the EP development plans in management practice, by October 30, 2023, document the Procedure for developing EP development plans, providing for:

- measures to ensure transparency, inform stakeholders, actively involve them in planning processes;
- the procedure for regular review and monitoring of its implementation.

Ensure that by December 30, 2023, the EP development plans are adjusted in accordance with the documented procedure for their development.

From January 1, 2024, to implement formalized risk management procedures at all levels of management in the practice of planning activities, taking into account:

- the procedure for their identification, evaluation and selection;
- assessing the consequences and highlighting opportunities (positive risks);
- planning measures to reduce negative consequences and implement opportunities in case of exposure to risk factors.

Determine and implement from 01.09.2023 the procedure for managing innovations:

- indicators of innovation within the framework of the EP 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 procedure for managing innovations within the EP.

Information Management and Reporting Standard

- by 30.12.2023, the management of the university should adjust the current provisions governing the activities of collegial bodies and structural divisions, top management, in terms of establishing the frequency (terms, periods), forms and methods for assessing the management of the EP.

Standard "Development and approval of the educational program"

- by the beginning of the 2023-2024 academic year, the management of the EP is recommended to develop a marketing strategy for positioning the EP in the international educational market, providing a competitive advantage and uniqueness, and from the beginning of the calendar year 2024, implement the developed strategy.

Standard "Continuous monitoring and periodic evaluation of educational programs"

None.

Student-Centered Learning, Teaching and Assessment Standard

None.

Standard "Students"

- include in the EP Development Plan measures to increase the number of students and expand the geography of external and internal academic mobility until 06/30/2023;
- develop documents regulating and planning the activities of the alumni association, ensure regular updating of the tab on the website dedicated to the activities of the association until 12/30/2023.

Standard "Teaching Staff"

- to intensify the research activities of the teaching staff by participating in competitions for grant funding and performing economic contract work until 12/30/2026.

Standard "Educational resources and student support systems"

- develop a plan for the phased provision of special material and technical means to support students with special educational needs in the educational process before 09/01/2023.

Public Information Standard

- to ensure the reliability, objectivity, relevance of information, reflection of all areas of activity, including in the context of EP:

a) conduct an audit of the structure and content of the site before 09/01/2023;

b) develop a regulation for monitoring the implementation of a regulatory document that determines the procedure for providing and updating information on the website in all areas of activity until 01.12.2023;

- to publish and regularly supplement the audited financial statements on the website in subsequent years;

- to the head of the study program to supplement the information on the university website showing the interaction of the study program with educational organizations implementing such an study program, as well as to supplement information about the specifics of the accredited study program (the contingent of students, taking into account the dynamics, information about the system for assessing students' educational achievements, about academic mobility programs, information about creative activity of students and teaching staff, information about scientific projects, employment opportunities). Implementation period: by the beginning of the 2023-2024 academic year.

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

Not available.

(X) RECOMMENDATION TO THE ACCREDITATION BOARD

The external expert commission made a unanimous decision to recommend to the IAAR Accreditation Council the educational program 7M01702 Russian Language and Literature to be accredited for a period of 5 years.



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

The conclusion of the external expert commission based on the results of the quality assessment

educational program 7M01702 Russian language and literature

Non-profit joint stock company "East Kazakhstan University named after Sarsen Amanzholov"

i\o	i\o	Criteria for evaluation	Position of the educational organization			
			Strong	Satisfy body	Supposes improvement	unsatisfactory
Standard "Management of the educational program"						
1	1.	The university must demonstrate the development of the goal and development strategy of the EP based on the analysis of external and internal factors with the wide involvement of various 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 EP ensures the transparency of the development plan for the development of the EP based on an analysis of its functioning, the real positioning of the university and the focus of its activities on meeting the needs of students, the state, employers and other stakeholders		+		
6	6.	The EP management demonstrates the functioning of the mechanisms for the formation and regular revision of the EP development plan and monitoring its implementation, assessing the achievement of learning goals, meeting the needs of students, employers and society, making decisions aimed at continuous improvement of the EP		+		
7	7.	The EP management should involve representatives of stakeholder groups, including employers, students and teaching staff in the formation of the EP development plan		+		
8	8.	The EP management must demonstrate the individuality and uniqueness of the EP development plan, 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 EP, the distribution of staff duties, and the delimitation of the functions of collegial bodies		+		
10	10.	The management of the EP ensures the coordination of the activities of all persons involved in the development and management of the EP, and its continuous implementation, and also involves all interested parties in this process		+		
11	11.	The EP management must 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 EP should carry out risk management			+	
13	13.	The management of the EP should ensure the participation of representatives of interested parties (employers, teaching staff, students) in the collegiate 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 EP, including the analysis and implementation of innovative proposals			+	
15	15.	The management of the EP must demonstrate its openness and accessibility for students, teaching staff, employers and other interested parties		+		
16	16.	The management of the EP confirms the completion of training in education management programs		+		
17	17.	The management of the EP 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 by standard			0	15	2	
Information Management and Reporting Standard						
18	1.	The university must ensure the functioning of the system for collecting, analyzing and managing information based on modern information and communication technologies and software		+		
19	2.	The EP guidance demonstrates the systematic use of processed, adequate information to improve the internal quality assurance system		+		
20	3.	The EP management demonstrates the presence of a reporting system that reflects the activities of all structural units and departments within the EP, including an assessment of their performance		+		
21	4.	The university must determine the frequency, forms and methods for assessing the management of the EP, the activities of collegial bodies and structural divisions, top management		+		

22	5.	The university must demonstrate a mechanism for ensuring the protection of information, including determining the persons responsible for the reliability and timeliness of the analysis of information and the provision of data		+		
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 EP management must demonstrate the existence 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 with the needs of students, teaching staff and staff within the framework of the EP and demonstrate evidence of the elimination of identified shortcomings		+		
26	9.	The university should evaluate the effectiveness and efficiency of activities in the context of the EP		+		
		The information collected and analyzed by the university within the framework of the EP should take into account:		+		
27	10.	key performance indicators		+		
28	11.	the dynamics of the contingent of students in the context of forms and types		+		
29	12.	academic performance, student achievement and dropout		+		
30	13.	satisfaction of students with the implementation of the EP 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 EP should contribute to the provision of the necessary information in the relevant fields of science		+		
Total by standard			0	17	0	
Standard "Development and approval of the educational program"						
35	1.	The university must demonstrate the existence of a documented procedure for the development of the EP and its approval at the institutional level		+		
36	2.	The university must demonstrate the compliance of the developed EP with the established goals and planned learning outcomes		+		
37	3.	The EP management should determine the influence of disciplines and professional practices on the formation of learning outcomes		+		
38	4.	The university demonstrates the presence of a model of a graduate of the EP, which describes the learning outcomes and personal qualities		+		
39	5.	The qualification awarded upon completion of the EP must be clearly defined, explained and correspond to a certain		+		

		level of NQF, QF-EHEA				
40	6.	The management of the EP must demonstrate the modular structure of the program based on ECTS, ensure that the structure of the content of the EP corresponds to the goals set, with a focus on achieving the planned learning outcomes for each graduate		+		
41	7.	The management of the EP should ensure that the content of academic disciplines and learning outcomes correspond to each other and the level of education (bachelor's, master's, doctoral studies)		+		
42	8.	The management of the EP must demonstrate the conduct of external reviews of the EP	+			
43	9.	The management of the EP must provide evidence of the participation of students, teaching staff and other stakeholders in the development and quality assurance of the EP		+		
44	10.	The management of the EP must 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 a joint (s) and / or two-degree EP with foreign universities		+		
Total by standard			1	11	0	
Standard "Continuous monitoring and periodic evaluation of the educational program"						
47	1.	The university must ensure the revision of the structure and content of the EP, taking into account changes in the labor market, the requirements of employers and the social demand of society		+		
48	2.	The university must demonstrate the existence of a documented procedure for monitoring and periodic evaluation in order to achieve the goal of the EP and continuously improve the EP		+		
		Monitoring and periodic evaluation of the EP should consider:		+		
49	3.	the content of the program in the context of the latest achievements of science and technology in a particular discipline		+		
50	4.	changing needs of society and the professional environment		+		
51	5.	workload, performance and graduation of students		+		
52	6.	effectiveness of student assessment procedures		+		
53	7.	needs and satisfaction of students		+		
54	8.	compliance of the educational environment and the activities of support services with the goals of the EP		+		
55	9.	The management of the EP should publish information about changes to the EP, inform interested parties about any planned or undertaken actions within the EP		+		

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, assessment, mastering the EP in general		+		
Total by standard			0	10	0	
Student-Centered Learning, Teaching and Assessment Standard						
57	1.	The management of the EP should ensure respect and attention to the various groups of students and their needs, providing them with flexible learning paths		+		
58	2.	The management of the EP should ensure teaching on the basis of modern achievements of world science and practice in the field of training, the use of various modern methods of teaching and evaluating learning outcomes that ensure the achievement of the objectives of the EP, including competencies, skills to perform scientific work at the required level		+		
59	3.	The management of the EP should determine the mechanisms for distributing the teaching load of students between theory and practice within the framework of the EP, ensuring the development of the content and achievement of the objectives of the EP by each graduate		+		
60	4.	An important factor is the presence of own research in the field of teaching methods of EP disciplines		+		
61	5.	The university must ensure that the procedures for evaluating learning outcomes correspond to the planned results and goals of the EP		+		
62	6.	The university must ensure the consistency, transparency and objectivity of the mechanism for assessing the learning outcomes of the EP, the publication of criteria and methods for assessing learning outcomes in advance		+		
63	7.	Assessors must be familiar with modern methods for assessing learning outcomes and regularly improve their skills in this area.		+		
64	8.	The management of the EP must demonstrate the existence of a feedback system on the use of various teaching methods and the assessment of learning outcomes		+		
65	9.	The management of the EP must demonstrate support for the autonomy of learners, while providing guidance and assistance from the teacher.		+		
66	10.	The management of the EP must demonstrate the existence of a procedure for responding to complaints from students		+		
Total by standard			0	10	0	
Standard "Students"						
67	1.	The university must demonstrate the policy of forming a contingent of students and ensure transparency, publicity of the procedures governing the life cycle of students (from admission to completion)		+		
68	2.	The management of the EP should provide for special adaptation and support programs for newly enrolled and foreign students		+		

69	3.	The university must demonstrate the 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 study		+		
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 existence of a mechanism to support gifted students.		+		
73	7.	The university must 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 must provide students with internship places, demonstrate the procedure for facilitating the employment of graduates, maintaining contact with them		+		
75	9.	The university must demonstrate the procedure for issuing documents to graduates confirming the qualifications received, including the achieved learning outcomes		+		
76	10.	The management of the EP must demonstrate that program graduates have skills that are in demand in the labor market and that these skills are really relevant	+			
77	11.	The management of the EP must demonstrate the existence of a mechanism for monitoring the employment and professional activities of graduates		+		
78	12.	An important factor is the existence of an active alumni association/union			+	
Total by standard			1	10	1	
Standard "Teaching Staff"						
79	1.	The university must have an objective and transparent personnel policy in the context of the EP, including recruitment (including invited teaching staff), professional growth and development of staff, 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, and the goals of the EP		+		
81	3.	The management of the EP should demonstrate the change in the role of the teacher in connection with the transition to student-centered learning and teaching		+		
82	4.	The university should provide opportunities for career growth and professional development of teaching staff, including young teachers		+		

83	5.	The university should involve in the teaching of specialists from relevant industries with professional competencies that meet the requirements of the EP		+		
84	6.	The university must demonstrate the presence of a motivation mechanism for the professional and personal development of teaching staff		+		
85	7.	The university must demonstrate the widespread use of information and communication technologies and software in the educational process by the teaching staff (for example, on-line training, e-portfolio, MEPs, etc.)		+		
86	8.	The university must demonstrate the focus on the development of academic mobility, attracting the best foreign and domestic teachers		+		
87	9.	The university must demonstrate the involvement of each teacher in promoting a culture of quality and academic integrity at the university, determine the contribution of teaching staff, including those invited, to achieving the goals of the EP		+		
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 by standard			0	10	0	
Standard "Educational resources and student support systems"						
89	1.	The university must guarantee the compliance of the infrastructure, educational resources, including material and technical, with the goals of the educational program		+		
90	2.	The management of the EP must demonstrate the sufficiency of classrooms, laboratories and other facilities equipped with modern equipment to ensure the achievement of the objectives of the EP		+		
		<i>The university must demonstrate the compliance of information resources with the needs of the university and the EPs being implemented, including in the following areas:</i>				
91	3.	technological support for students and teaching staff in accordance with educational programs (for example, online learning, modeling, databases, data analysis programs)		+		
92	4.	library resources, including a fund of educational, methodical and scientific literature on general education, basic and major disciplines on paper and electronic media, periodicals, access to scientific databases		+		
93	5.	examination of the results of research, final works, dissertations for plagiarism		+		
94	6.	access to educational Internet resources		+		
95	7.	functioning of Wi-Fi on the territory		+		
96	8.	The university must demonstrate that it creates conditions for conducting scientific research, integrating science and education, publishing the results of research work of teaching staff, staff and students		+		

97	9.	The university should strive to ensure that the educational equipment and software used for the development of educational programs are similar to those used in the relevant sectors of the economy		+		
98	10.	The management of the EP must demonstrate the existence of procedures for supporting various groups of students, including information and counseling		+		
99	11.	The management of the EP should show the existence of conditions for the advancement of the student along an individual educational trajectory		+		
100	12.	The university must take into account the needs of different groups of students (adults, working, foreign students, as well as students with special educational needs)			+	
101	13	The university must ensure that the infrastructure meets the safety requirements		+		
Total by standard			0	12	1	
Public Information Standard						
102	1.	The university guarantees that the published information is accurate, objective, up-to-date and reflects all areas of the university's activities within the framework of the educational program		+		
103	2.	Informing the public should include support and explanation of the national development programs of the country and the system of higher and postgraduate education		+		
104	3.	The university management should use a variety of ways to disseminate information (including the media, web resources, information networks, etc.) to inform the general public and interested parties		+		
		Information about the educational program is objective, up-to-date and should include:		+		
105	4.	the purpose and planned results of the EP, the qualification to be awarded		+		
106	5.	information and the system for assessing the 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 EP in the market of educational services (at the regional, national, international levels)		+		
110	9.	An important factor is the publication on open resources of reliable information about teaching staff, in the context of personalities		+		
111	10.	The university must publish audited financial statements for the EP on its own web resource			+	
112	11.	The university must 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 by standard			0	11	1	
TOTAL			2	106	5	

0 (0%) the parameter has the position "strong"

108 (96%) parameters have a position of "satisfactory"

5 (4%) parameters have the position "suggests improvement"

0 (0%) parameters have the position "suggests improvement"



Annex 2. PROGRAM OF THE VISIT TO THE EDUCATIONAL INSTITUTION



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
<i>May 26, 2023</i>			
15.00-16.00	Preliminary meeting of the VEC	<i>External IAAR Experts</i>	
<i>Day 1: May 29, 2023</i>			
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

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
12.00-12.15	Technical break		
12.15-13.00	Interviews with heads of structural divisions	<p>Alimbekova Nurlana Baurzhanovna - <i>Director of the Department of Innovative Development and Commercialization</i></p> <p>Zhannel Bolatova - <i>Director of the Department of Academic Policy and Management of Educational Programs</i></p> <p>Aimenov Bolatbek Kuatbekovich - <i>Director of the Economic Department</i></p> <p>Sharapieva Gulnur Dauletbekovna - <i>Head of the Department of Science and Commercialization of Scientific Projects</i></p> <p>Domalatov Yerzhan Bogdanovich – <i>Head of the project office of the Department for the organization of educational and methodological work</i></p> <p>Zinchenko Irina Vladimirovna - <i>Head of the organization Department educational and methodical work</i></p> <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 style="text-align: center;">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
		<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	<i>External IAAR Experts</i>	<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	<i>External IAAR Experts</i>	
14.30-15.10	Interviews with deans of higher schools	<p>Saltanat Adikanova - <i>Dean of the Higher School of IT and Natural Sciences;</i></p> <p>Orazalin Slyambek Kalibekovich - <i>Dean of the Higher School of Humanities</i></p> <p>Gulnara Borisovna Kulenova - <i>Dean of the Higher School of Pedagogy</i></p>	<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>
15.10-15.25	Technical break		
15.25-16.10	Interviews with heads of departments, heads of OP (Parallel)	<p>Sakenova Rimma Yerbolatkyzy - <i>Head of the Department of Physics and Technology</i></p> <p>Malgazharov Yerzhan Amangazyuly - <i>Head of the Department of Mathematics</i></p> <p>Zhaksylykova Zhadyra – <i>Head of OP 6B01503 Mathematics</i></p> <p>Ergaliev Yerlan Kanapiyanovich - <i>Head of OP 7M01503 Mathematics</i></p> <p>Zhaparova Meiramgul Serikkanovna - <i>Head of OP 6B01502 Physics</i></p> <p>Imanzhanova Kulbarshin Tleukanovna - <i>Head of OP 6M01502 Physics, 6M05301 Physics</i></p> <p>Bektasova Gulsym Safuanovna - <i>Head of OP 8D01502 Physics</i></p>	<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>

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 style="text-align: center;">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 <i>(Appendix No. 1 List of teaching staff for interviews)</i></p>	<p style="text-align: center;">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 <i>(Appendix No. 1 List of teaching staff for interviews)</i>	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> <i>(Appendix No. 1.1 List of teaching staff for the questionnaire)</i>	<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	<i>External IAAR Experts</i>	
14.00-16.30	Visiting the practice bases of the OP (parallel)	All clusters <i>(Appendix 4.1 List of Practice bases Link to the videos (10-15-minute video about the bases of OP practices)</i>	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 <i>(documents uploaded to cloud folders) and attendance of teaching staff classes on schedule</i> <i>Appendix 1.A "Lesson schedule extract" with links to ZOOM</i>	Cluster 1 https://cloud.mail.ru/public/U1w1/rqBR2buU9 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/AWqB2y3ur Cluster 6 https://cloud.mail.ru/home/Кафедра%20документы Cluster 7 https://cloud.mail.ru/public/pZKR/khNEeS1n8 <i>Appendix No. 1A</i>	No.218 audience Connect to the conference https://us02web.zoom.us/j/4641732969 Conference ID: 464 173 2969
16.30-17.10	Interviews with graduates of the OP and individual work of the VEC experts	<i>Graduates of OP Clusters 1,2,7 (Appendix No. 3 List of OP graduates)</i> <i>Graduates of OP Clusters 3,4,5,6 (Appendix No. 3 List of graduates of the OP)</i>	No.218 audience Connect to the conference https://us02web.zoom.us/j/4641732969 Conference ID: 464 173 2969 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 <i>(Appendix No. 4 List of employers OP)</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. 4 List of employers OP)</i>	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 <i>(recording is underway)</i>	<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 <i>(recorded)</i>	<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 (<i>a record is being kept</i>)	<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		

Annex 3. RESULTS OF THE PPP QUESTIONNAIRE

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	38 (65,5%)	20 (34,5%)				

	teaching staff						
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	34	23	1 (1,7%)			

	of teaching staff encouraged?	(58,6 %)	(39,7 %)				
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	23 (39,7 %)	32 (55,2 %)	3 (5,2 %)			

	university perceive criticism in their address?	%)	%)				
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.

КЫЗЫҒУШЫЛЫК

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</p> <p>no</p> <p>No</p> <p>there are no problems</p> <p>Technical support</p> <p>Missing</p> <p>Quality of management. Corporate Scientific Ethics</p> <p>No problem</p> <p>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</p> <p>There are no problems, all current problems are solvable problems</p> <p>There are so many students in lecture sagats.</p> <p>no</p> <p>To improve the public space for students, to make an open library, to organize places for coworking.</p> <p>There are no problems</p> <p>No</p> <p>-</p> <p>I would like less papers and reports</p> <p>There was no unresolved problem.</p> <p>I find it difficult to answer there seem to be no action-packed problems</p> <p>No problems</p>			

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	39 (67,2 %)	16 (27,6 %)	2 (3,4 %)	1 (1,7 %)

quality of medical care				
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Annex 4. RESULTS OF STUDENT QUESTIONNAIRE**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	239	10 (4			3 (1,2

reading rooms	(94,8 %)	%)			%)
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	208	39	3 (1,2 %)	2 (0,8 %)		

knowledge, skills and other educational achievements	(82,5 %)	(15,5 %)	(%)	(%)		
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

