REPORT

about the results of the work of an external expert commission to assess compliance with the requirements of primary specialized accreditation standards
by the educational programs
"6B04102 – State and local government",
7M04104-Management, 7M04111-Marketing, 7M11101-Tourism

NJSC "Karaganda Buketov University"
during the period from April 16-18, 2024

INDEPENDENT AGENCY FOR ACCREDITATION AND RATING
External expert commission

Addressed t-o the
IAAR
Accreditation Council

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NJSC "Karaganda Buketov University" during the period from April 16-18, 2024

Karaganda

(I) LIST OF DESIGNATIONS AND ABBREVIATIONS

ECTS - European Credit Transferand Accumulation System
AIS - Automated Information System
AC - Academic calendar
JSC - Joint Stock Company
BDs - Basic disciplines
EW - Educational work
University - Higher education institution
EEC - External Expert Commission
CC - Certification Commission
SCES - State Compulsory Education Standard
SPIID RK - State program for industrial and innovative development of the Republic of Kazakhstan
DET - Distance educational technologies
UNT - Unified National Testing
ICT - Information and Communication Technologies
IC - Individual curriculum
CC - Component of choice
MSI - Municipal state institution
CYA - Committee on Youth Affairs
CCSES MES RK - Committee for Control in the Sphere of Education and Science of the Ministry of Education and Science of the Republic of Kazakhstan
CT - Comprehensive testing
CTA - Comprehensive testing of applicants
CTT - Credit technology of training
CED - Catalog of elective disciplines
IL - Interlibrary Loan
MI - Methodological instructions
SS - Small school
MSHE RK - Ministry of Science and Higher Education of the Republic of Kazakhstan
EP - Educational program
IARA - Independent accreditation and rating agency
R&D - Research work
RWS - Research work of students
NQF - National Qualifications Framework
STC - Scientific and Technical Council
NCAT - National Center for Advanced Training
RC - Required component
GED - General education disciplines
EP - Educational program
RO - Registration Office
MD - Major disciplines
TS - Teaching staff
RSEERC - Republican state enterprise with economic rights conducting
EPD - Editorial and Publishing Department
RK - Republic of Kazakhstan
RIEL - Republican Interuniversity Electronic Library
WP - Work program
WC - Working curriculum
DLS - Distance learning system
Media - Media

QMS - Quality Management System
SS - Secondary school
IWL - Independent work of the learner
IWS - Independent work of students
IWST - Independent work of students under the guidance of a teacher
EDMS - Electronic document management system
TVE - Technical and vocational education
TMVT - Theory and methodology of vocational training
MC - Model curriculum
ESP - Educational support personnel
EMC - Educational and methodological complex
EMCD - Educational and methodological complex of the discipline
EMCEP - Educational and methodological complex of the educational program
EMC - Educational and Methodological Council
CUR - Curriculum
AC - Academic Council
DER - Digital educational resource
CPE - Center for Pedagogical Excellence
EEMCD - Electronic educational and methodological complex of the discipline
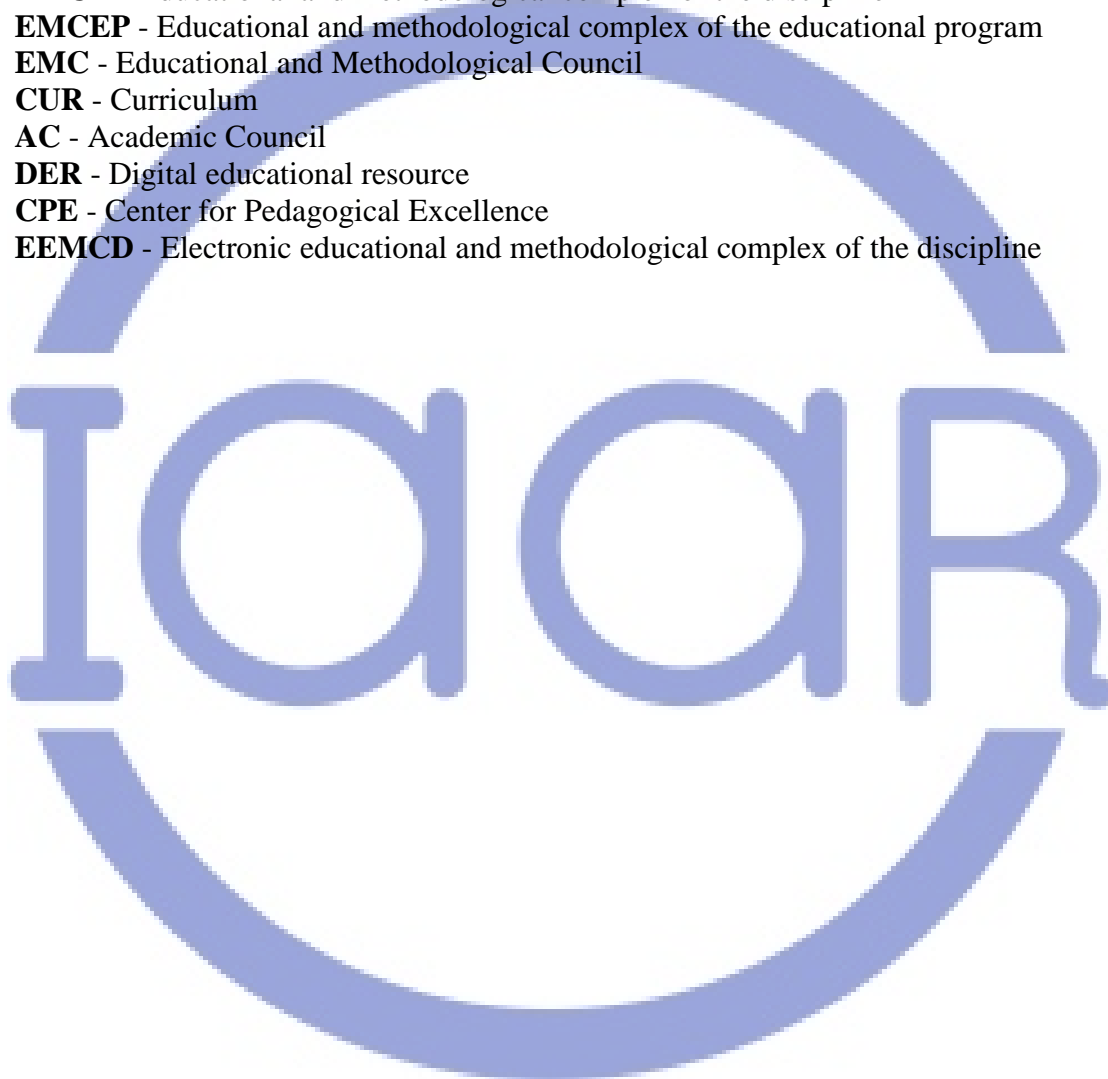
(II) INTRODUCTION

In accordance with Order No. 53-24-OD dated 02.02.2024 of the Independent Agency for Accreditation and Rating, from April 16-18, 2024, an external expert commission assessed the compliance of educational programs "6B04102 – State and Local Government", "7M04104-Management", "7M04111-Marketing", "7M11101-Tourism" in a Non-profit Joint-Stock Company "Karaganda University named after Academician E.A. Buketov" (Karaganda) standards of primary specialized accreditation of the educational program of the organization of higher and postgraduate education of the IAAR (No. 68-18/1-OD dated May 25, 2018, first edition).

The report of the external expert commission (EAC) contains an assessment of the submitted educational program according to the criteria of the IAAR standards, recommendations of the EAC for further improvement of the EP and the parameters of the EP profile, the conclusion of the external expert commission, the results of an anonymous survey of teachers and students of the evaluated educational programs.

The composition of the EEC:

Chairman of the IAAR EEC –Kosov Vladimir Nikolaevich, Ph.D., Professor, Kazakh National Pedagogical University named after Abai, Expert of the 1st category.

The coordinator of the IAAR EEC is Nazyrova Gulfiya Rivkatovna, Ph.D. in Economics, Project Manager for specialized and institutional IAAR accreditation.

IAAR Expert – Inna Sidorova, MBA, ACMA/CGMA (London, UK);

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

IAAR expert – Gulnara Dyusenbaevna Amanova, Candidate of Economic Sciences, Associate Professor, Eurasian National University.Gumilyova (Astana, Republic of Kazakhstan);

IAAR expert – Zeynullina Aigul Zhumagalievna, PhD in Economics, Associate Professor, Head of the Department of Shakarim University (Semey, Republic of Kazakhstan);

IAAR expert - Baktymbet Saule Serikovna Candidate of Economics, Associate Professor, Deputy Director of the Academy of Political Management (Astana, Republic of Kazakhstan);

IAAR expert – Sakhanova Gauhar Bakhytovna, PhD, Associate Professor, Almaty Technological University, (Almaty, Republic of Kazakhstan);

IAAR expert, employer – Leyla Maratovna Zhaiykbaeva Department of Personnel Management of the Chamber of Entrepreneurs of Astana (Astana, Republic of Kazakhstan);

IAAR expert, student – Gabitov Darmen, Master of the first course, Nazarbayev University (Astana, Republic of Kazakhstan);

IAAR expert, student – Akhmetova Asylzhan, Master of the second course, L. N. Gumilyov Eurasian National University (Astana, Republic of Kazakhstan);

IAAR expert, student – Rabiga Zhakenova, 1st year postgraduate student, Baltic Federal University;

(III) REPRESENTATION OF THE EDUCATIONAL ORGANIZATION

The educational programs "6B04102 – State and Local Government", 7M04104-Management, 7M04111-Marketing, 7M11101-Tourism are undergoing the procedure of specialized accreditation in the IAAR.

The NJSC of Karaganda University named after Academician E.A. Buketov is one of the largest multidisciplinary higher educational institutions in Kazakhstan. The high results of the implementation of the declared quality policy of the Karaganda University named after Academician E.A. Buketov are evidenced by the university's position in the world and national ratings of the reporting periods. According to the results of the QS World University Ranking 2023, Karaganda University named after academician E.A. Buketov took the position of 801+ (www.topuniversities.com).

During the reporting period in 2020, the organizational and legal status of the university changed from "state" to "non-profit joint–stock company" (the sole founder is the Ministry of Education and Science of the Republic of Kazakhstan).

Personnel training at the Karaganda University named after Academician E.A.Buketov is carried out in accordance with the State license for educational activities in the field of higher and postgraduate professional education No. KZ83LAA00018495 dated 28/07/2020.

Karaganda University named after Academician E.A.Buketov received 4 stars based on the results of the audit of the QS Stars program. QS Star is a rating system from Quacquarelli Symonds, the founder of one of the most authoritative world rankings of higher education institutions QS WUR (https://buketov.edu.kz/ru/page/rating).

In 2023, the Karaganda University named after academician E.A. Buketov strengthened its position, taking 206th place (last year the university took 235th place, among the universities included in the QS Asia rating. Among the 34 Kazakhstani universities that were included in this authoritative rating, Karaganda University named after academician E.A.Buketov university was in the TOP 10 of the best.

According to the results of the "National Ranking of universities in demand" conducted by the Independent Accreditation and Rating Agency (IAAR), in 2022 Karaganda University named after Academician E.A. Buketov took the 4th position (iaar.agency).

According to the results of the National Ranking of leading universities in Kazakhstan in 2022 by the Independent Agency for Quality Assurance in Education (IQAA), Karaganda University named after Academician E.A. Buketov took the 3rd position among the leading multidisciplinary universities in Kazakhstan and the 2nd position among multidisciplinary regional universities of the country (iqaa-ranking.kz).

According to the results of the Global Aggregated Ranking of 2022, Karaganda University named after Academician E.A. Buketov entered the TOP 10% of the best universities in the world. The global aggregated rating 2022 is based on the results of the ratings for 2021. 124 countries and 3382 universities are represented in this ranking (best-edu.ru).

Bachelor graduates of the department have the opportunity to continue their education in the educational programs of postgraduate professional education - master's and doctoral studies, which allows us to fully talk about the possibility of obtaining continuing higher and postgraduate education within the department. The Department of Management has a dissertation council for the defense of dissertations for the degree of Doctor of Philosophy PhD in the EP "8D04102 — State and local Government".

During the reporting period, accredited EP took prizes in the ratings of Atameken and IQAA (https://atameken.kz/ru/university_ratings, https://iqaa-ranking.kz/smi-o-rejtinge-iqaa/item).

Several departments have been successfully accredited at IQAA until June 2024.

(IV) DESCRIPTION OF PREVIOUS ACCREDITATION PROCEDURE

The educational programs "6B04102 – State and Local Government", 7M04104-Management, 7M04111-Marketing, 7M11101-Tourism" are undergoing the procedure of specialized accreditation in the IAAR.

(V) DESCRIPTION OF THE VISIT OF EEC

The goal in the EEC was carried out on the basis of the approved Program of the visit of the expert commission on specialized accreditation of educational programs to the NJSC of the Karaganda University named after Academician E.A. Buketov in the period from April 16-18, 2024.

In order to coordinate the work of the EEC, an introductory meeting was held on 15/04/2024, during which powers were distributed among the members of the commission, the schedule of the visit was clarified, and agreement was reached on the choice of examination methods.

To obtain objective information about the quality of the educational program and the entire infrastructure of the university, to clarify the content of the self-assessment report, meetings were held with Board Members - vice-rectors in areas of activity, heads of structural divisions, deans of

faculties and directors of structural divisions, heads of departments, teachers, students, employers. A total of 78 representatives took part in the meetings (table 1).

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

Category of participants	Amount
Board Members - Vice-Rectors	4
Heads of structural divisions	17
Dean of the Faculty of Economics	1
Heads of departments	5
Teachers 2 cluster	15
Students 2 cluster	16
Graduates	17
Employers	10
Representatives from the practice bases	3
Total	**78**

The members of the EEC got acquainted with the state of the material and technical base of the university, they were viewed by: the Student and Staff Service Center; the Publishing House, the Palace of Students, the Electronic Resources Hall, the Reading Room, the Nominal Auditorium of the Central Corporation LLP of the Department of Management, Co-working.

At the meeting of the EEC, IAAR with the university's target groups, the mechanisms for implementing the university's policy were clarified and the individual data presented in the university's self-assessment report were specified.

Classes were attended during the accreditation period:

- Comprehensive analysis of the company's activities (lecture), time 9:30, auditorium 408, lesson topic: "Comprehensive margin analysis" (bachelor's degree, 3rd year, number of participants – 11), lecturer Ph.D. in Economics, Associate Professor A.K. Kabdybai;

-Corporate management (lecture), lesson topic: "The process of the monthly payment in corporation", time 9:40 (bachelor's degree, 2nd year), lecturer, senior lecturer B.S.Tusupbaeva, MSL-21-1k, MSL-22-1k, participants -10.

Interactive whiteboards, projectors, slides, and video lectures were observed in the classrooms during classes. The process of conducting classes was conducted in the form of an oral and combined survey, discussions, and trainings.

The EEC experts analyzed the conditions of the student's practice bases, and also asked questions to the heads of organizations: LLP "Chamber of Entrepreneurs of Karaganda region", GO "Department of Employment and Social Programs of Karaganda city", Chamber of Commerce of Karaganda region.

In accordance with the accreditation procedure, an online survey was conducted of 47 teachers and 32 students.

In order to confirm the information provided in the self-assessment report, external experts requested and analyzed the working documentation of the university. Along with this, the experts studied the Internet positioning of the university through the official website of the university (https://buketov.edu.kz/ru/page/corporate).

As part of the planned program, recommendations for improving accredited educational programs of the NJSC Karaganda University named after Academician E.A. Buketov, developed by the EEC based on the results of the examination, were presented at a meeting with the leadership on 18/04/2024.

(VI) COMPLIANCE WITH SPECIALIZED ACCREDITATION STANDARDS

6.1. Standard 1. "Management of the educational program"

✓ The organization of higher and/or postgraduate education should have a published quality assurance policy that reflects the relationship between scientific 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 education.

✓ Commitment to quality assurance should apply to any activity performed by contractors and partners (outsourcing), including in the implementation of joint/double-degree education and academic mobility.

✓ The management of the EP demonstrates transparency in the development of a development plan for the EP, which contains a timeline for the start of implementation, based on an analysis of its functioning, the real positioning and the focus of its activities on meeting the needs of the state, employers, students and other stakeholders.

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

✓ The management of the EP should involve representatives of groups of interested persons, including employers, students and teaching staff in the formation of a development plan for the EP.

✓ The management of the educational institution must demonstrate the individuality and uniqueness of the educational institution's 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 framework of the EP, an unambiguous distribution of staff responsibilities, and the differentiation of functions of collegial bodies.

✓ The management of the educational institution 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 for the EP, including its design, management and monitoring, their improvement, and fact-based decision-making.

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

✓ The EO should demonstrate innovation management within the framework of the EP, including the analysis and implementation of innovative proposals.

✓ The management of the educational institution must demonstrate evidence of readiness for openness and accessibility for students, teaching staff, employers and other interested persons.

✓ The management of the EP should be trained in educational management programs.

According to the Development Program of the NJSC Karaganda University named after Academician E.A. Buketov for 2024-2028, the mission of the university is to preserve values, disseminate knowledge, and introduce innovative approaches for training based on the best educational practices and research programs.

The main strategic goals of the University's development are: key areas of training competitive specialists, modernization of the educational process, integration of scientific, educational and innovative activities, as well as entry into the international scientific and educational space.

The fundamental documents in the University's quality assurance system are the developed and approved University Quality Policy. The quality policy is aimed at preserving the versatility of the classical university with a priority focus on training pedagogical and scientific personnel to ensure innovative development and global competitiveness of Kazakhstan (https://up.buketov.edu.kz/corpor/sapa2021_ru .jpg) .

Improving the quality of education is reflected in the internal system of its provision, which reflects common approaches, policies, principles, standards and basic mechanisms. A Guide has been developed to ensure the quality of the University institution, which was approved by the Academic Council, Protocol No. 1 of 26/08/2021, which defines the main strategy for continuous improvement of the quality of education at the University (https://buketov.edu.kz/ru/page/corporate).

The University has established and described procedures for evaluating the quality of

educational programs according to the standards of the quality management system. This assessment includes an analysis of educational goals, the structure and content of the program, teaching materials, information support, the composition of teachers, their research activity, as well as the educational activities of students. In addition, the resource provision of the program and the contribution of employers to the formation of the final competencies of graduates are evaluated.

The accessibility of information about the mission, goals and objectives of the university to the public is ensured by their placement on the university's website and in all academic buildings of the university.

In accordance with the mission and strategy of the university, the quality policy formulated the goals of training, competence and qualifications of graduates of accredited educational institutions, taking into account the social expectations of society for the intellectual, personal, behavioral qualities and skills of the graduate, determining his readiness for independent life, productive professional activity as a specialist in management, state and local government, tourism and hospitality, marketing, as well as teaching in educational institutions, specialists in state and local government bodies and commercial organizations.

The implementation of the quality assurance policy is carried out in accordance with the accepted approaches in business process management through planning, evaluation of results, adjustment of goals and objectives. The plans are drawn up in the context of the Quality Policy of the Karaganda University named after Academician E.A. Buketov, the annual quality Goals of the university and the quality goals of the faculties and departments that follow them, the annual work plans of the Board of Directors, the Board, the Academic Council, the Academic and Scientific-Technical Councils, the annual work plans of faculties, departments and departments.

Accredited EP are registered in the Register of EP of the National Center for the Development of Higher Education, EP have been successfully examined by external participants, in particular by Registry experts and employers.

According to the EP "6B04102 – State and local government", the goal is to train highly educated, competitive, professional personnel in the field of public administration. According to the EP "7M04104 – Management" – training of qualified specialists for the development of the economy, industry and culture of the Republic of Kazakhstan, providing conditions for obtaining a full-fledged education, professional competence in the field of science and pedagogical activity, developing the ability to self-improvement and self-development, skills of independent creative mastery of new knowledge, harmonious development of a future specialist with a high level of professional culture what is necessary for its successful professional activity. The purpose of the EP "7M11101 – Tourism" is to train highly qualified specialists in the field of tourism, combining fundamental knowledge with in-depth study of the processes taking place in the tourism industry, as well as having practical skills in the tourism sector. The training of highly competent professionals with fundamental scientific and in-depth professional knowledge in the field of marketing, able to realize their potential in science, education and business is the purpose of preparing masters of Economics in the EP "7M04111-Marketing".

The objectives of the educational programs subject to accreditation meet the needs of the state, stakeholders and students in providing high-quality educational services.

The compliance of the mission, goals and objectives in the implementation of the EP with market requirements is ensured in two directions: the implementation of the State Standard approved by Order of the Minister of Science and Higher Education of the Republic of Kazakhstan dated July 20, 2022 No. 2. This standard was officially registered with the Ministry of Justice of the Republic of Kazakhstan on July 27, 2022 No. 28916 and the implementation of the university component, which is formed taking into account global trends, industry orientation and employer demand. At the same time, the potential employment and further education of university graduates not only within the country, but also abroad is used to adjust educational programs focused not only on the domestic market, but also on the demands and requirements of the international market. This provides graduates with the opportunity to apply their knowledge and competencies more widely in various areas of their professional activities.

The quality assurance policy of the EP "State and Local Government", "Management", "Tourism", "Marketing" management is accompanied by both university staff, teaching staff and implemented by contractors and partners (outsourcing). Among the basic outsourcing processes, first of all, it is necessary to include the use of practice bases for passing pedagogical, research and professional practices. The bases of practices operating on the basis of a bilateral agreement (regulated by the legislation of the Republic of Kazakhstan) faithfully fulfill their obligations to fulfill contracts.

The development strategy of the programs of the EP "State and Local Government", "Management", "Tourism", "Marketing" defines key areas of development, targets and conditions for systematic progress, including the following aspects: improving the content of the program (selection of subjects, refinement of practical components, etc.); development of a modular structure taking into account the competence approach as well as updating curricula based on the National Qualifications Framework, taking into account the Dublin Descriptors and the European Qualifications Framework and other aspects.

The content of the programs "Management", "Tourism", "Marketing" meets the requirements of the second level of education (master's degree) The Dublin descriptors. These descriptors are based on five main learning outcomes, including the assimilation of knowledge and its understanding, the practical application of knowledge and understanding, the ability to make judgments, evaluate ideas and formulate conclusions, communication skills, learning skills, etc.

The uniqueness and individuality of accredited educational programs are manifested in their focus on the regional labor market through the practical application of knowledge and innovative technologies, providing training of qualified specialists for effective management of the modern economy of the state.

The competencies of the accreditation programs have been developed taking into account the peculiarities of professional activity, which makes this educational process unique.

The openness of the process of developing an educational program development plan guarantees an analysis-based approach to its functioning, the real situation of the university and the focus of its efforts on meeting the needs of the state, employers, stakeholders and students. Both elective and basic disciplines of the educational program, which form the professional competencies of a future specialist, are necessarily subject to examination. The process of developing an educational program involves the participation of all stakeholders in the educational process, including teachers, students and employers.

The management of the educational program guarantees the uniqueness and individuality of its development, as well as compliance with national development priorities and the development strategy of the educational organization. This is achieved by integrating the results of the research work of the teaching staff into the educational process to ensure high quality of educational materials, in particular, the publications of teachers are used: Karenov R.S., Sabyrzhan A.S., Musabekova A.O. Managing projects: Studying resource., Daribekov S.S. Economic security: A textbook, Karenov R.S. Kazbekov T.B. Musabekova A.O. History of management: textbooks, Akhmetova A. S. Mukanova A.S. The studying resources for seminars "Govermental management in the economy" and etc.

All the goals and objectives of the department are aimed at student-centered learning. All types of work on student-centered learning are reflected in the Department's development plans (presented to experts) and have been adjusted and supplemented annually over the past few years, taking into account the requirements of students and on the recommendations of employers.

When creating modular educational programs, the preferences of employers, government agencies and enterprises of the Karaganda region are taken into account. For example, the following were involved in the discussion of the EP "MSL" (bachelor's degree), EP "Management" (master's degree): Chairman of the Board of the NGO "Chamber of Commerce" of the Karaganda region K.K. Bekseitova, head of the State Institution Management of Economics of the Karaganda region A.I. Mukanov, financial director of LLP "Fleet No. 3" of Karaganda M.K. Zhakypbayev. EP "Tourism", "Marketing" - Director of the Chamber of Entrepreneurs of the Karaganda region "Atameken"

Kulpeisov E.D., Director of RATIONAL SOLUTION LLP Zhailauov E.B., Director of Interstroy service and K LLP Doshzhanov B.S., Director of Pulkovo Aviation Agency Burenok A.V., Director of Luxe Travel LLP Okenova A.K.

The quality of educational programs is monitored by the methodological commissions of the faculties, the Quality Assurance Committee of the Faculty, and the Academic Council of the University. The practical mechanisms for resolving disputes and conflict situations are a quality management system with clearly defined rules of procedure, regulations on departments and collegial bodies and job responsibilities, deadlines, forms, and procedures for the implementation of processes – educational, scientific, educational, management, and technical processes. The internal System of the electronic University of Karaganda Buketov University is one of the mechanisms for implementing and achieving the goals of the University's quality policy (www.e.ksu.kz), which ensures the awareness of all participants in the educational process, includes 9 modules. The departments and the faculty carry out their activities in direct cooperation with the supporting services of the university. The key unit in the implementation of the OP is the Department of International Cooperation. Providing an institutional analysis of academic indicators of students, assessing the satisfaction of participants in the educational process with the quality of educational services, conducting a comprehensive assessment (internal certification) of the teaching staff of the departments of Karaganda Buketov University is carried out by the Quality Assurance Department.

Systematic monitoring of the effectiveness of educational programs is primarily carried out at departments where students' educational results are evaluated according to several criteria. These criteria include the results of the milestone and final control works, the completion of practical tasks and the successful completion of the internship by students. In addition, the level of requirements for the selection of applicants, the readiness of graduates to meet state educational standards, their relevance in the labor market and employer reviews are analyzed. The results obtained are discussed at the meetings of the departments, which makes it possible to revise the policy in the field of quality assurance of educational programs in accordance with the identified requirements and needs.

The assessment of monitoring, the effectiveness of the goals of educational programs and the achievement of educational results of students includes the following criteria: the results of rating and final controls, the performance of practical work and practice of students. The level of requirements for the selection of applicants, the preparedness of graduates in accordance with state educational standards, their demand in the labor market and employer reviews are also taken into account. These indicators form the basis for reviewing the quality assurance policy in the educational field.

The system of assessment of knowledge, skills and competencies corresponds to practice at the national level and includes: current, milestone and final control. The forms of conducting boundary control are test tasks, an oral survey, and written answers. The assessment policy and procedures are transparent and accessible to students (there is an appeals commission).

The educational process is organized on the interaction of teaching, scientific research and training in the quality assurance policy. At the same time, domestic and foreign best practices are used, combined with the traditional strengths of Kazakhstani schools, including: an innovative integrated educational program that meets the level of requirements, the introduction of new pedagogical techniques and technologies: active learning, the development of independent learning, the development of creative and critical thinking, the effective use of technology and the development of research skills.

To ensure the quality of accredited educational programs at the university, mechanisms are used, including internal audit, examination of the program by members of the Educational and Methodological Council of the university, surveys of students, teaching staff and potential employer to ensure the quality of accredited educational programs at the university, mechanisms are used, including internal audit, examination of the program by members of the Educational and Methodological Council of the university, surveys of students, teaching staff and potential employers. Audits are used to confirm objective evidence of processes, to measure how successfully

processes have been implemented, to assess the effectiveness of achieving any defined standard or planned level, and to provide evidence regarding the reduction and elimination of problem areas.

Evaluation of the effectiveness of the EP is determined by discussing and analyzing the results of academic performance, passing all types of practices, the level of residual knowledge, the quality of graduation papers and state exams at meetings of collegial bodies of the university. Measures to control the quality of the educational process of the effectiveness of the EP is determined by discussing and analyzing the results of academic performance, passing all types of practices, the level of residual knowledge, the quality of graduation papers and state exams at meetings of collegial bodies of the university. Measures to control the quality of the educational process carried out at different levels are recorded in the form of records, acts, certificates, reports, etc. and discussed at meetings of the department and the faculty council. Based on the analysis and evaluation of control indicators, preventive and corrective measures are being developed. Their effectiveness and efficiency are reviewed at the meetings of the department.

Relevant information resources and the material and technical base of the university are actively used for the implementation of educational programs. For example, students relevant information resources and the material and technical base of the university are actively used for the implementation of educational programs. For example, students and teachers actively use the library's resources, both in reading rooms and online. In order to provide library and information support for the educational process, full-text access to the resources of the Republican Interuniversity Electronic Library (RMEB). In order to provide library and information support for the educational process, full-text access to the resources of the Republican Interuniversity Electronic Library (RMEB) is provided (http://rmebrk.kz), E-library (https://elibrary.ru), IVIS (http://www.ivis.ru), IS Paragraph (https://online .zakon.kz), Epigraph (https://elib.kz), Adebiet portals (https://adebiportal .kz), Kazneb (https://kazneb.kz), Polpred (https://polpred.com). Within the framework of the national license subscription provided by the Ministry of Education and Science of the Republic of Kazakhstan, access to foreign electronic resources of Scopus is provided (https://www.scopus.com), Science Direct (https://www.sciencedirect.com), Clarivate Analytics (https://www.webofscience.com), Wiley (https://onlinelibrary.wiley.com).

In accordance with the current legislation of the Republic of Kazakhstan, the Corporate Governance Code, the Charter and other internal documents of the University, in acccordance with the current legislation of the Republic of Kazakhstan, the Corporate Governance Code, the Charter and other internal documents of the University, taking into account the recommendations of international professional organizations in the field of internal control and risk management, the Risk Management Policy of the NJSC "Karaganda University named after academician E.A. Buketov" (Protocol No. 7 dated 30.09.2021). The document is published on the university's website (https://www.buketov.edu.kz/ru/page/corporate).

The risk management policy defines the main goals, objectives, principles of function. The risk management policy defines the main goals, objectives, principles of functioning of the risk management system.

Analytical part

In general, the activities of accredited EP "6B04102 – State and Local government", 7M04104-Management, 7M04111-Marketing, 7M11101-Tourism" are consistent with the strategy, mission and management and values of the university. The presented materials confirm the functioning of mechanisms for the formation and regular revision of educational development plans and monitoring their implementation, assessing the achievement of learning goals, meeting the needs of students, employers and society.

During the visit of the EEC, experts analyzed the compliance of accredited educational programs with the requirements of the effective functioning of these educational programs aimed at students and all interested parties in the educational process, the modern education market, as well as the principles and methods of organizing educational, research and educational processes. The

decisions made by the management of the EP are coordinated with the strategic documents.

The University has demonstrated a university-wide quality concept for each activity, however, this concept does not describe business processes and those responsible for them, on the basis of which improvements should be managed and monitored, and fact-based decision-making.

Accredited educational institutions should strive to focus on the labor market of the regions through the introduction of elective courses into the educational process that complement the main disciplines at the request of employers, who should give their solutions to the educational process and recommend relevant directions.

During the visit of the EEC, it was not revealed what exactly is the uniqueness and advantage of each EP "6B04102 – State and Local Government", 7M04104-Management, 7M04111-Marketing, 7M11101-Tourism" submitted for accreditation by similar educational programs of other universities. Information about the uniqueness and individuality of the development plans of the EP was also not adequately provided during the interviewing of the heads of the EP.

In the current structure of the organization and the composition of managers, it was possible to build a fairly effective system for ensuring the implementation of the EP in all aspects: content, management, monitoring, coordinated work of structured departments and, accordingly, fact-based decision-making.

According to the results of the survey, 85.3% (29 people) of the respondents rated the content of the survey as "very good", meeting scientific and professional interests and needs, and 14.7% (5 people) rated it "good".

Strengths/best practices
According to the EP "6B04102 – State and local government", 7M04104 - Management, 7M04111-Marketing, 7M11101-Tourism" were not identified.

EEC recommendations for EP "6B04102 – State and local government", 7M04104-Management, 7M04111-Marketing, 7M11101-Tourism": until 30.08.2024
The management of the EP should review the development of the EP development plan, taking into account the individuality and uniqueness of the development of the EP plan, its consistency with national priorities and the development strategy of the educational organization;

1. The management of the Educational institution should involve employers in the maintenance of disciplines necessary for studying in the training of specialists in accredited educational programs.

2. The management of the EP should develop and document an intra-university system for managing possible risks to which the implemented EP is exposed, monitoring criteria and ways to prevent such risks.

3. Implementation of measures for the development and implementation of joint or double-degree educational programs, including a section confirming the commitment of partner universities to quality assurance.

EEC Conclusions:
According to the standard "Educational Program Management", 17 criteria are disclosed, of which: 16 criteria have a satisfactory position and 1 criterion – suggesting improvements.

6.2 Standard 2. "Information and reporting management"

✓ The EO should demonstrate the availability 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.

✓ The management of the EP should demonstrate fact-based decision-making.

✓ A regular reporting system should be provided within the framework of the EP, reflecting all levels of the

structure, including an assessment of the effectiveness and efficiency of the activities of structural units and scientific research.

✓ The EO should establish the frequency, forms and methods of evaluating the management of the EP, the activities of collegial bodies and structural divisions, senior management, and the implementation of scientific projects.

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

✓ 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 should demonstrate the existence of a mechanism for communication with students, employees and other stakeholders, as well as conflict resolution mechanisms.

✓ The EO should demonstrate the existence of mechanisms for measuring the degree of satisfaction with the needs of teaching staff, staff and students within the framework of the EP.

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

✓ The information intended for collection and analysis within the framework of the EP should take into account:
- key performance indicators;
- dynamics of the contingent of students in the context of forms and types;
- academic performance, student achievements and expulsion;
- satisfaction of students with the implementation of the EP and the quality of education at the university;
- availability of educational resources and support systems for students.

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

Evidential part

In order to ensure the functioning of the information collection, analysis and management system based on modern information and communication technologies and software, the E.A. Buketov Karaganda University independently develops, develops and expands service programs and manages administrative operations.

The University's information systems include the following: https://platonus .buketov.edu.kz / – a platform for the implementation of the educational process on credit technology of education (academic operation); https://sed.buketov.edu.kz /– electronic document management system for the exchange of documents between university departments (administrative operation); https://documentolog.kz – electronic document management system for the exchange of documents with government agencies using an electronic digital signature (EDS) (administrative operation); https://ssc.ksu.kz /– service center for students and employees, accepting applications for services and issuing certificates online (service operation); https://talapker.buketov.edu.kz / – the applicant's personal account for submitting documents to the university admissions committee (service operation); https://idl.buketov.edu.kz / – distance education center (academic operation); https://schedule .buketov.edu.kz / – schedule of academic classes for students and university teachers (service operation).

Indicators of academic and research activities of the University are integrated with such platforms of the Ministry of Internal Affairs of the Republic of Kazakhstan as the EHEA, the NOBD. The data is synchronized in different directions: communication with the departments of the Ministry of Internal Affairs of the Republic of Kazakhstan, maintaining the Register of Educational Institutions, registration of state scholarships, tracking indicators of SUR, registration and maintenance of public services provided by the university.

The University provides prompt and high-quality interaction of subjects of the educational process through an interactive platform https://idl.buketov.edu.kz /, which is an information resource designed to host information and educational content, as well as virtual interaction between students and teachers.

The responsibility for the functioning of information systems is assigned to the Center for Information Technology and Telecommunications of the University. The reliability of the information is provided by the management of the educational program and the responsible teaching staff of the departments. The departments cooperate with the Center for Information Technology

and Telecommunications on the development of software modules within the university's digital ecosystem, the functioning of computer technology and multimedia equipment, and Internet access.

Log in to information systems and access to information is carried out using logins and passwords of teaching staff, staff and students of the university. Applicants receive a username and password after registering in the system "talapker.buketov.edu.kz ". They receive an email notification with the username and password from the applicant's personal account

Also, the collection of questions and appeals from students and applicants is carried out through the university's corporate mail and the Jivosite business messenger. A Call center is functioning for direct interaction. In order to ensure prompt reception, accounting and consideration of student applications, "Trust boxes" for suggestions and comments have been installed in the foyer and academic buildings of the university, and the heading on the university portal is: "Questions about the examination session". Students have the opportunity to refer to the blog of the Chairman of the Rector's Board and the blog of the head of the Anti-Corruption Compliance Service.

Periodic assessment of satisfaction with various aspects of the university's activities is carried out in the context of the quality management system functioning at the university, the internal quality assurance system, mainly through questionnaires of teaching staff and students. So, during the reporting period, according to the plans of sociological surveys, 37 surveys were conducted of both students, teaching staff and graduates, as well as other interested persons, such as employers, students of secondary educational schools in the city of Karaganda and the region. The thematic frequency of surveys ranges from 1 to 5 years.

Stakeholders are informed about the results of the work of the internal quality assurance system periodically through the official website of the university http://buketov.edu.kz , which publishes reports on the university's activities with a detailed analysis of quantitative and qualitative indicators of the university for the reporting period; information on the university's position in international (QS WUR, QS EECA) and national rankings (IQAA, IAAR, NCE "Atameken"), on the accreditation of the university.

Reports on the results of the conducted surveys are posted on the official website of the University in the REPORTS section: https://buketov.edu.kz/ru/page/report .

Based on the results of the information analysis, the management of the EP carries out risk identification, planning of risk reduction measures, risk monitoring and control of the implementation of risk reduction measures, analysis of the effectiveness of implemented measures. Based on the results of the activities carried out, a Risk Register is formed, which is analyzed and evaluated by faculties and structural units and reflected in the university-wide Risk Map. In order to increase the effectiveness of the risk management process of the structural divisions and faculties of the E.A. KarU. Buketov was digitalized in the electronic document management system https://sed.buketov.edu.kz / and the network folder "Risk Management" has been created. Digitalization of the Risk Register, Map, Matrix and Risk Management Action Plan allows you to reduce the time for data processing and improve the accuracy of information, optimize frequently repeated processes and functions, increase responsiveness, forecasting ability and efficiency of faculties and structural units.

Thus, monitoring of the state of risks, control over the implementation of measures and the execution of tasks is carried out using the risk database in the University's EDMS at the link https://sed.buketov.edu.kz/digit/index.php?r=digit-doc%2Findex and based on the analysis of quarterly reports of faculties and structural divisions.

The content of the EP is regularly reviewed and updated annually, taking into account the requests of employers, students, and teachers who provide teaching of special economic disciplines. For example, during the reporting period, new disciplines "Industrial clusters and digital economy", "Digital transformation of marketing", "Digitalization and SMART tourism", "Tourist and recreational resources of Kazakhstan: state and assessment of potential (in English)", etc. were introduced.

Access to information in the AIS "Platonus" is carried out only for an authorized user and is differentiated depending on the needs of users and the functional responsibilities of the service

personnel. The Platonus IS, which was switched to in the 2022-2023 academic year, has a high degree of information protection of the database of test questions and storage. Test tasks are personally entered into the system by each teacher, which only the subject student has access to. It is not possible to download test tasks from the system.

For the interaction of participants in the educational process, the university has a learning management system (LMS) for distance education https://idl.buketov.edu.kz /, which includes the following main modules:

The Electronic Dean's Office module contains an approved academic calendar indicating the dates of virtual classes and examination sessions, a list of students by group, and a link to the electronic schedule of classes;

The module "Educational and methodological materials" contains the main educational content in the disciplines;

The module "Classes with a teacher (Forum)" is used in the framework of practical classes, correspondence between students and teachers;

The "Ads" module is designed to place ads;

The Messaging module is used to exchange messages between participants in the educational process;

The File Manager module is designed for file sharing between a teacher and students.

Each discipline of the educational programs is provided with digital educational resources: multimedia presentations, video lectures, virtual reality objects and other digital educational materials. Teaching materials for each discipline are posted by the teacher through the "Personal account" in the section "Downloading assignments and training materials" in pdf format. The login to the distance learning support system is carried out using the logins and passwords of the subjects of the educational process.

The control system in the distance learning format https://idl.buketov.edu.kz / provides the ability to monitor a set of verified data on the student's educational performance recorded on the LMS, i.e. a digital footprint.

In the distance education system, an automated proctoring system is used during the final control, ensuring compliance with the principles of academic honesty and transparency of the control procedure.

In addition, the University's Information Technology and Telecommunications Center has created resources to ensure the informatization of education and university management, namely: https://sed.buketov.edu.kz /– electronic document management system for the exchange of documents between departments of the university; https://documentolog.kz – an electronic document management system for the exchange of documents with government agencies using EDS; https://ssc.buketov.edu.kz /– Service center for students and employees, which accepts applications for services and issues certificates online; https://talapker.buketov.edu.kz /– the applicant's personal account for submitting documents to the university admissions committee; https://schedule .buketov.edu.kz/l – the schedule of academic classes for students and teachers of the university; https://library.buketov.edu.kz - website of the University's scientific library.

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. A comprehensive analysis of the external and internal environment of the university includes an analysis of global trends in the development of education and external challenges, research of the main groups of consumers and competitors, determination of the characteristics of the labor market and educational services, analysis of the current state of the university, its strengths and weaknesses, internal and external risks. The needs and expectations of key stakeholders are determined by analyzing external regulatory documentation in the field of education, the results of feedback during joint events (practice, internship, seminars, meetings, joint projects, etc.), and the results of surveys.

The University provides information to the public about its activities through the official website: buketov.edu.kz , jastar.ksu.kz ; via social networks: on the official website of the university there are links to the official pages of the university on Facebook, in contact, Instagram, Twitter,

Youtube.

The official website of the University provides full information about the main structural divisions of the university (faculties, departments, student support and counseling services, other departments of the university). Also publicly available on the website https://buketov.edu.kz / information is posted on approved educational programs (EP) at all levels of education (bachelor's, master's, doctoral studies), agreed with employers. On this website, students and other interested persons have the opportunity to receive complete information about the educational program: the name of the educational institution in accordance with the Classifier of areas of training with higher and postgraduate education, the total labor intensity for the entire period of study by education levels, the form and language of instruction, the degree awarded in accordance with the current State mandatory Standard of Education.

The information resource of the site is open and publicly available. Information about the university's activities is useful for graduates, students, teaching staff, other stakeholders and the public in general.

The information policy includes the annual report of the Rector of the University on the results of activities to the public: students, parents, employers, social partners and other interested parties.

The university also publishes the newspaper "Zhastar alemi – The World of Youth". During the period from November 2019 to December 2023, 48 issues of the periodical were published. In the 2020-2021 academic year, the publication was redesigned – a more compact A4 format was used and the design was brought to the standards of magazine execution. The newspaper has permanent headings: "Alma mater", "Student Life", "Science and Education", "School and University", "Health and Sports", "Personality", "University News", "Graduation course", "Photo reportage", "Event", "Serpin-2050", "The World of the XXI century", etc. Special issues of the newspaper are devoted to anti-corruption practices and career guidance (the latter is in the amount of 1 thousand copies). In 2023, 12 issues of the newspaper were published with a total circulation of 7.5 thousand copies. The newspaper is distributed free of charge at the faculties and departments of the university. The newspaper is partially provided to schools with which the faculties of the university actively cooperate, for example, the Daryn Gymnasium, the Murager Gymnasium, etc. The electronic archive of the newspaper "Zhastar Alemi – The World of Youth" from 2000 to the present is available at https://jastar .buketov.edu.kz/. The electronic version of the publication is also sent via e-mail and messengers to employees and students. This ensures free access to the publication.

During the reporting period, more than three hundred information materials were posted in the media, including about 60 articles in republican and regional publications, 120 television videos, a large number of materials on Internet resources and social networks. Teachers and staff of the university take an active part in broadcasts and news releases of republican and regional television channels, first, "Khabar", "24kz", "Qazaqstan", "Saryarqa", "First Karaganda", "Channel 5". So, in 2022, 97 television reports were prepared, the participants of which were university professors.

The university's information materials are posted on the pages of republican and regional Internet portals such as Kazinform, E-Karaganda, and the Portal of the Akimat of the Karaganda Region. The University's press service has organized a constant electronic mailing of information about events significant for the university to the international Internet information agency Kazinform, the press service of the Ministry of Science and Higher Education of the Republic of Kazakhstan, regional Internet information portals with the provision of materials from speakers from among the university's teachers and staff.

One of the main student support services is the Service Center for students and staff of NJSC "Karaganda University named after Academician E.A. Buketov", opened in 2018 as part of the implementation of the State Program "Digital Kazakhstan". The center is equipped with all necessary technical equipment. A portal has been created to organize the reception and delivery of services ssc.ksu.kz , where you can submit an online application for more than 15 types of services. To receive a ready-made service, you must contact the sector of "Issuing certificates and providing public services" according to the electronic queue.

The center operates on the principle of "one window". Due to this, the time for students and university staff to obtain the necessary certificates and documents has been significantly reduced. In addition, there is no direct contact between the applicant and the executors of the public service (the principle of one window, electronic application, electronic notification of the readiness of the certificate, electronic queue), and therefore this method of work of the Center eliminates potential corruption risks

Annually at Karaganda University together with NJSC SC "Government for Citizens" provides training for students to receive public services on the e-Government portal.

There are online modules of "Electronic references", where the student receives a ready-made electronic document.

For students on the portal ssc.ksu.kz there is a module for submitting applications for the provision of places in the hostel. The application provides for attaching a scan of certificates (documents) to determine the preferential category, which is subsequently determined by the competition commission. The distribution of places in dormitories, the issuance of directions and check-in takes place entirely in an online format.

The procedure for conducting sociological surveys and questionnaires is carried out according to a strictly structured system: a questionnaire is developed by a specialist sociologist of the department, which is approved by the vice-rector for strategic development; then an order is issued by the rector to conduct a survey / questionnaire, on the basis of which the questionnaires are embedded either in the personal accounts of students and AS, or in a Google form with a link embedded in the personal account students and AS; The survey results are analyzed by the Quality Assurance Department, provided to the Board members – the Rector and Vice-rectors in the form of an analytical certificate, brought to the attention of the faculties and briefly posted on the official website in the "Reports" section.

The collection and analysis of information on the state of processes is carried out within the framework of internal audit at scheduled intervals to establish the compliance of the quality assurance system with the requirements of regulatory documents and relevant standards; to determine the effectiveness of the quality assurance system, maintain it in working order and improve it.

In the electronic resource's hall of the library, places are organized for the use of audio and video materials, including for learning foreign languages; a fund of electronic resources and educational materials on magnetic media is being completed. An electronic library has been created (the volume of about 50 thousand educational materials), which allows you to study at home using remote technologies.

There is a practice of electronic delivery of necessary materials to the e-mail address of students. Each student and undergraduate receive a username and password to log into the electronic library from various mobile devices. The library's website has been redesigned for this purpose.

The educational process uses electronic textbooks "English for children with special educational needs in an inclusive school", "Psychological and pedagogical conditions for correcting problematic behavior of children with SEN through ABA therapy"; "Assessment and prevention of the stress state of children with SEN through physical exercises and respiratory gymnastics"; "Management of children's stress conditions preschool age with SEN"; "Overcoming stressful situations in preschool children with special educational needs", etc.

The University continuously monitors the employment of graduates in all forms of education. Monitoring of graduates' employment is carried out on the basis of data from the State Pension Payment Center (SPPC) on pension contributions and the collection of supporting documents. Employees of the Career Department and those responsible for the faculties upload electronic copies of the graduates' supporting documents (certificates of employment, certificates of admission to the master's degree, copies of birth certificates, etc.) to the cloud link of the Career Department, which are available for viewing. Graduate employment statistics for the last 3-5 years are posted in the Career Department tab on the official website of the university https://buketov.edu.kz/ru/page/ckt .

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The Career Department has developed a "Methodology for measuring the career growth of graduates." Its purpose is to obtain statistical information on the demand and adaptation of university graduates in the labor market, followed by the development of management decisions aimed at increasing the competitiveness of young professionals. A corresponding google questionnaire has been developed for this purpose. The survey is announced through all possible information channels: through the official website of the university https://buketov.edu.kz Facebook Instagram/, messenger mailing list (WhatsApp, Telegram), social networks (Instagram, Facebook). The department independently conducts a survey among its graduates.

According to the results of the survey, in general, university graduates are satisfied with the choice of specialty, the quality of training at the university, career achievements and salary (about 82% of respondents). Graduates mostly confirm the correctness of their choice of specialty and university, compliance with expectations and results from higher education at Karaganda Buketov University. Most of the graduates (92% of the respondents) work either in the specialty obtained at the university or in the field of their specialty.

Reliable information is a prerequisite for decision-making. The University defines procedures for collecting, analyzing and using relevant information to effectively manage its programs and processes in all areas of activity. The University ensures the measurability, reliability, accuracy, timeliness and completeness of information and demonstrates fact-based decision-making. The functioning of the information collection, analysis and management system is provided on the basis of modern information and communication technologies and software tools.

As part of the analysis of academic achievements of students, regulated by internal regulatory documents, the collection and monitoring of the results of current academic performance, the results of intermediate and final certification, ranking by GPA level are carried out. The results of the analysis are considered at a meeting of the collegial bodies of the university and are the basis for the development of corrective measures to improve the quality of education.

The results of employment, information about the career growth of graduates, the degree of satisfaction of students and employers with the quality of education are subject to subject analysis. The results of the analysis are brought to the university management in the format of reports and reports.

The university management demonstrates the systematic use of processed, adequate information to improve the internal quality assurance system. IQAS provides a measure of satisfaction with the needs of AS, staff and trainees within the EP and demonstrates evidence of the elimination of identified deficiencies.

Information and library services for library readers are organized in 10 reading rooms, 10 subscriptions, 8 halls of electronic resources. The total number of seats is 1,078, including 382 seats equipped with personal computers with Internet access. The educational library of the Faculty of History has a fund of rare books and includes valuable copies of documents published from the XVIII century to 1940 inclusive. The volume of the fund of rare books is 10 thousand copies. Information about rare books and magazines is fully reflected in the electronic catalog.

A high-speed planetary scanner has been installed in the scientific library to digitize the book collection, photo scanners have been installed for users in the reading room of the main building and in the educational library of the Faculty of History.

The library's fund collection consists of 1809181 copies of scientific, educational, methodical and fiction literature. The fund includes monographs, materials of scientific conferences, collections of scientific articles, abstracts of dissertations, dictionaries, reference books,

encyclopedias, scientific journals.

Within the framework of the project "New humanitarian knowledge. 100 new textbooks in the Kazakh language" the library received 111 titles of books in the amount of 24,072 copies by branches of science, the best intellectual works of Great Britain, France, Russia, Switzerland, the USA.

Every year, the library subscribes to periodicals in the amount of 24,091,889 tenge. These are 685 copies of modern scientific journals and newspapers of Kazakhstan and foreign countries, both in print and in electronic form.

In order to provide library and information support for the educational process, full-text access to the resources of the Republican Interuniversity Electronic Library (RIEL) is provided (http://rmebrk.kz), E-library (https://elibrary.ru), IVIS (http://www.ivis.ru), IS Paragraph (https://online.zakon.kz), Epigraph (https://elib.kz), Adebiet portals (https://adebiportal.kz), Kazneb(https://kazneb.kz), Polpred (https://polpred.com).

As part of the national licensed subscription provided by MSHE RK, access to foreign electronic resources Scopus (https://www.scopus.com), Science Direct (https://www.sciencedirect.com), Clarivate Analytics (https:// www.webofscience.com), Wiley (https://onlinelibrary.wiley.com).

The halls of electronic resources are equipped with interactive equipment, provide opportunities for presentations, webinars, collective trainings and consultations. 382 personal computers connected to the global information network are installed in the library for free access to educational and scientific resources. Wi-Fi zones are organized.

For effective methods of maintenance and organization of the information space, Irbis 64+ software and the J-IRBIS Web module were purchased and implemented. With the acquisition of an improved program, work began on the implementation of the Book Publishing ARM. In the reporting year, ID card readers were purchased and installed for all service points, in which the reader card function is enabled.

The library's website (https://library.ksu.kz) is conducted in Kazakh, Russian, and English. The structure of the site: electronic catalog, electronic library, virtual exhibition of books, bibliographic indexes, information culture. Provides background information on library services, on new educational and scientific publications ("Bulletin of New Arrivals"), on periodicals being subscribed ("Bulletin of Periodicals"). There is information about the library's services and resources, the location and opening hours of educational libraries, and events held for students, undergraduates, and AS. The site provides access to the full texts of the library's educational resources (under the heading "Electronic Library"). The information is updated regularly. The site supports access to external databases and is adapted to the use of information from various mobile devices. Through the library's website, communication has been established with the university's websites and portals, as well as social networks relevant to students.

The university's institutional repository contains more than 16 thousand intellectual works of the university's teaching staff. Access to the repository is provided at (http://rep.ksu.kz). Each student and undergraduate receives a username and password to log into the electronic library from various mobile devices.

The information and feedback system is aimed at students and students and includes information stands at departments, the functioning of the official website of the university in three languages.

Experts have found that AS, students and employers are involved in the processes of collecting and analyzing information through questionnaires, interviews and decision-making based on them during meetings of collegial bodies.

Analytical part

Information management at the University is the collection, analysis and further dissemination of information to improve the quality of services provided, including for the management of

educational, methodological, research, educational, financial and other processes.

EEC IARA members note that information management and reporting at the University are provided using modern information and communication technologies and software tools. Since the departments are the executors of educational services, the effectiveness and efficiency of their activities within the framework of the implementation of the EP is reflected in the annual reports on the main activities: educational and methodological work, SRW, educational work, etc., considered at meetings of the department, Faculty Council, SMC, STC, AC. External experts (the National Chamber of Entrepreneurs of the Republic of Kazakhstan "Atameken", Independent accreditation agencies, etc.) are also involved in assessing the effectiveness and efficiency of the EP, which make up the EP rating. Thus, the University ensures information management and regular reporting at the required level.

Regular surveys of students and employers are conducted and, based on the results of their questionnaires / interviews, appropriate measures are taken to eliminate deficiencies. Information and communication technologies are used with a high degree of efficiency.

The effectiveness of information management, the mechanism of involving students, employees and AS in the process of collecting and analysing information has not been demonstrated.

Strengths/best practices:
not observed.

EEC Recommendations for "6B04102 – State and Local Government",7M04104-Management, 7M04111-Marketing, 7M11101-Tourism:
The structural unit should keep records of the detected deficiencies in the process of conducting various types of sociological surveys, questionnaires, and other types of feedback from consumers of educational services, starting with corrective and preventive action plans, ending with reporting on their implementation and posting information about the work done with the detected deficiencies to the public in open access. Dates: until 30.08.2024

EEC conclusions: according to the Information Management and Reporting standard, 17 criteria have been disclosed, of which all 17 criteria have a satisfactory position.

6.3 Standard "Development and approval of an educational program"

✓ The EO should define and document the EP development procedures and their approval at the institutional level.
✓ The EP management must ensure that the content of the EP meets the set goals, including the expected learning outcomes.
✓ The EP management must demonstrate the existence of mechanisms for reviewing the content and structure of the EP, considering changes in the labor market, the requirements of employers and the social demand of society.
✓ The EP management should ensure that there are developed models of the EP graduate describing learning outcomes and personal qualities.
✓ The EP management must demonstrate the conduct of external reviews of the EP content and the planned results of its implementation.
✓ The qualifications awarded upon completion of the EP must be clearly defined and correspond to a certain level of NQS and QF-EHEA.
✓ The EP management should determine the impact of disciplines and professional practices on the formation of learning outcomes.
✓ An important factor is the possibility of training students for professional certification.
✓ The EP management must provide evidence of the participation of students, teaching staff and other stakeholders in the development of the EP, ensuring its quality.
✓ The EP management must ensure that the content of academic disciplines and planned results correspond to the level of study (bachelor's, master's, doctoral studies).
✓ The EP structure should provide for various types of activities that ensure that students achieve the planned learning outcomes.
✓ An important factor is the correspondence of the content of the EP and the learning outcomes of the EP

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implemented by organizations of higher and (or) postgraduate education in the UHEP.

Evidential part

The University has developed and approved the procedure for the development, approval and implementation of educational programs, which is presented in the Academic Policy of the Karaganda University named after Academician E.A.Buketov. The academic policy of NJSC "Karaganda University named after Academician E.A.Buketov" (as amended by the decision of the Academic Council, Protocol No. 3 dated 10/26/2023) is aimed at maintaining high standards of quality of educational services, preserving spiritual values, spreading knowledge, and introducing innovative approaches for training based on the best educational practices and research programs. One of the objectives of this goal is to develop and implement unique, innovative and competitive educational programs at all levels of training. According to the Academic Policy, the university independently develops educational programs at all levels, taking into account state requirements and standard conditions of the national qualification system. Education at the university is conducted at three levels of education – bachelor's, master's and doctoral studies. The University implements existing, new and innovative programs.

Educational programs are developed in accordance with the requirements of the State Mandatory Standard of Higher and Postgraduate Education, approved by Order No. 2 of the Minister of Science and Higher Education of the Republic of Kazakhstan dated July 20, 2022, the National Qualifications Framework dated March 16, 2016 by the Republican Tripartite Commission on Social Partnership and Regulation of Social and Labor Relations, the Classifier of areas of training with higher and postgraduate education No. 569 dated October 13, 2018.

The main objectives of the educational program management are as follows:

- the formation of an innovative graduate model focused on market demands based on the training of specialists for the real sector of the economy based on social partnership with employers;

- development, together with employers, of advanced educational programs that ensure the competitiveness of graduates;

- the introduction of innovative learning technologies into the educational process and the provision of educational services at the level of world standards;

- organization of professional practices based on government agencies, national and international companies, leading enterprises, and organizations in Kazakhstan.

- In accordance with Academic Policy, the following principles are implemented in the development of educational programs:

- orientation to global trends in the development of higher and postgraduate education: multidisciplinary, student-cantered, innovative, focused on the formation of systemic thinking and social communication, the use of a competence-based model of specialist training; doctoral educational programs in terms of professional training are developed based on the study of the experience of foreign universities and research centres implementing accredited PhD or doctoral training programs.

- orientation to national trends - internationalization, integration of education, science and production, digitalization, spiritual revival;

- orientation to the strategic priorities of the Karaganda University of academician E.A.Buketov.

The process of developing and approving an EP is as follows: a group of developers for the design of educational programs is being created under the Academic Committee of the Academic Council of the University. Depending on the profile of the EP to be designed or examined, the group includes representatives of AS, deans, heads of departments, students, and employers. All interested parties are involved in the development of educational programs.

The department and the faculty carry out their activities in direct cooperation with the supporting services of the university – the departments responsible for ensuring constant quality control in the implementation of educational programs of the departments.

Among the areas of work of the department - organization of the work of departments on planning the educational process and educational and methodological support in accordance with the state mandatory standards of education, ensuring control over the implementation of educational and methodical work plans at departments and faculties, carrying out activities to generalize and disseminate advanced pedagogical experience, the introduction of modern educational technologies, organization and development of working curricula (WC) bachelor's, master's and doctoral degree programs in all forms of education, development of an academic calendar, scheduling of classes and exams, development of catalogs of elective disciplines, development of syllabuses, educational and methodological complexes of disciplines.

The University management systematically analyzes the results of monitoring and evaluating the effectiveness of the quality assurance policy to determine its relevance and suitability. Systematic monitoring and evaluation of the effectiveness of the EP quality assurance policy at Karaganda State University. Academician E.A. Buketova is carried out according to the following indicators: information about the contingent of students; the level of academic performance and quality of knowledge, achievements of students; customer satisfaction; availability of educational resources and student support services; employment of graduates.

Adjusting the goals of the EP ensures its competitiveness and relevance in the educational services market. To study the needs and opinions on the quality of graduate training, a survey is conducted among representatives of all interested parties (students and employers).

Stakeholders are informed about the results of the work of the internal quality assurance system periodically through the official website of the university http://buketov.edu.kz , which publishes reports on the university's activities with a detailed analysis of quantitative and qualitative indicators of the university for the reporting period; information on the university's position in international (QS WUR, QS EECA) and national rankings (IAQAE, IARA, NCE "Atameken"), on the accreditation of the university.

The teaching staff and students are directly involved in the process of forming an EP development plan based on the specific tasks and interests facing each participant in the educational process. Employers and practitioners are involved in the formation of the EP development plan. The participation of these groups in the development of the EP development plan is reflected in the following aspects:
- reviewing the EP;
- discussion of the EP development plan at meetings of departments producing EP with the invitation of employers, practitioners;
- Discussion of the EP development plan in academic groups;
- a survey of students in order to identify the degree of their satisfaction in the main areas;
- participation of students in the development and implementation of strategic directions.

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Discussion of the EP development plan in academic groups;
a survey of students in order to identify the degree of their satisfaction in the main areas;
participation of students in the development and implementation of strategic directions.

If the proposed EP meets the requirements, the Department for Academic Work decides on the expediency of opening an EP in consultation with the Academic Council. If a positive decision

is made at the Academic Council, the program is submitted to the meeting of the Academic Council and then uploaded to the Register of Educational Programs for external examination. All EP's are agreed with the employers.

For example, the Chairman of the Board of the PA "Chamber of Commerce" of the Karaganda region, **the head of the GA "Department of Economics and Finance of the city of Karaganda", the Financial Director of LLP "Fleet No. 3" of Karaganda**, the Head of the Branch were involved in the discussion and coordination of educational programs EP 6B04102 – "State and Local Government", EP 7M04104 – "Management" RSOE "Academy of Public Administration under the President of the Republic of Kazakhstan" in Karaganda region.

Educational programs are reviewed at a meeting of the Faculty Council, are examined by the Academic Council, recommended by the Academic Council of the University for inclusion in the Register of Educational programs of higher and postgraduate education of the Republic of Kazakhstan and approved at a meeting of the Board of the Karaganda University named after E.A.Buketov.

The methodological content of the educational program includes a catalog of elective disciplines, syllabuses on disciplines, Educational and methodological development on practices, as well as reference and information resources.

To form an individual educational trajectory and provide students with an alternative of disciplines, a Catalog of elective disciplines (KED) is being formed. Based on the educational program and KED, students form an IC with the help of advisors. The structure of the catalog of elective disciplines is presented as follows: the name of the disciplines, a brief description of the main sections of the discipline, expected learning outcomes. The KED reflects the prerequisites and post-prerequisites of each EP academic discipline.

Catalogs are compiled with the obligatory participation of employers. The transparency of the catalog is ensured by its placement on the educational portal of the university https://e.buketov.edu.kz /. The catalogues of elective disciplines are reviewed, updated and supplemented annually. The content of the Catalogues of elective disciplines changes as the EP is updated. Currently, the Republican Register contains educational programs updated in 2023 (previously, all EP were placed in the Register in 2019, partially updated in 2020, 2021 and 2022). The procedure for approving elective subjects with employers is mandatory and is recorded in the minutes of the meeting of the departments.

Each EP defines the graduate's competencies: behavioral skills and personal qualities (Soft skills), digital (Digital skills) and professional (Hard skills).

Professional competencies (Hard skills) allow a specialist to act competently in any conditions of professional activity. To determine the key competencies of an EP graduate, the EP development team conducts an employer questionnaire survey.

Educational programs at the university are designed in such a way that learning outcomes are formed both at the level of the entire educational program of higher or postgraduate education, and at the level of individual modules or academic discipline. The educational program is developed in the context of the competence model of training specialists and reflects the acquired competencies expressed in the achieved learning outcomes. All EP's are designed and coordinated with the involvement of potential employers.

Each EP has a graduate model developed. Based on the competencies described in the Graduate Model, EP developers formulate learning outcomes (LO). The course policy and the list of learning outcomes in the context of the proposed course are reflected in the Syllabus. The combination of these categories is determined by the nature of the learning outcome, its subject, meta-subject, and personal nature. The quantitative composition of the learning outcomes is determined by the level of complexity of the course objective, its place in the professional training program of a specialist. To form a harmoniously developed graduate, three types of competencies are formed: behavioral skills and personal qualities (Soft skills), digital competencies (Digital skills), professional competencies (Hard skills).

The implementation of educational programs is carried out according to a credit-modular

system and is based on the practice-oriented principle of building the content of the educational program and building curricula, using a credit system and appropriate educational technologies. A prerequisite for the development of educational programs is the consideration of proposals from employers and the right of students to choose elective subjects. The individuality and uniqueness of the EP is the focus on the practical application of knowledge, innovative techniques and technologies in practice.

To implement the EP, the whole process is divided into the following areas:

– educational and methodological work: development of C, WC; implementation of educational and methodological support for EP disciplines; conducting all types of training sessions in accordance with WC in the disciplines of the graduating department, ensuring the quality of their conduct;

– the use of distance learning technology and the creation of an information and pedagogical environment that increases the assimilation of educational material by students;

– research work – conducting scientific research; discussing research papers on the EP profile and preparing conclusions on them; preparing students to participate in conferences, reviewing scientific articles, attracting students to carry out research projects.

The structure of the educational program is the basis for the development of curricula (working curricula, individual curricula of students), curricula in disciplines (syllabuses) and practices, catalogs of elective disciplines.

The specifics of the educational program affect the inclusion of elective disciplines, which together affect the formation of students' professional competencies and are reflected in the disciplines of all cycles. The balance between disciplines is maintained taking into account regulatory requirements. The structure of educational programs is formed by the University independently on a collegial basis.

For the implementation of the educational program, catalogs of elective disciplines are developed annually, which describe the disciplines of the component of choice, indicating a brief content, pre- and post-requirements. The KED is available to students on paper and electronic media (on the University's website).

The process and procedure for approving educational programs are supported by the development of regulatory and administrative documentation and ensuring its accessibility to the team.

The existing educational programs are formed on the basis of the principle of continuity and continuity in order to effectively implement the European model of educational program development.

Students can get acquainted with the requirements for the organization and conduct of professional practice, choose a practice base on the University's website in the section "Students – Practice Department" (https://buketov.edu.kz/ru/page/praktika) and on the page of the Distance Education Center- idl.ksu.kz in the "Practice" section (https://idl.ksu.kz/info?page=faq).

The implementation of educational programs is carried out on the basis of Working curricula of disciplines – Syllabus (hereinafter – Syllabus), their development and approval is carried out annually by the department.

The University has developed Methodological requirements for the preparation of a Working curriculum – Syllabus, which contain methodological and technical requirements for its preparation.

The University is actively developing international cooperation with universities in the far and near abroad, within the framework of which teachers and undergraduates have the opportunity to attend courses of invited foreign lecturers and exchange research experience in a particular field. So, in the period from 2020 to 2023, 142 foreign scientists conducted their guest lectures in offline/online format at the university. It is worth noting the positive dynamics of this practice: the number of scientists involved in the quality of guest lecturers annually increased from 4 foreign scientists in 2020 to 52 in 2023. Teachers of the Faculty of Economics in the period only in 2023 had the opportunity to attend guest courses of Chukurna E.P. – Doctor of Economics, Professor of Business and Social Communications at the State University of Intellectual Technologies and

Communications (Odessa, Ukraine), Korchevskaya L.A. – Doctor of Economics, Professor of Kherson National Technical University (Kherson, Ukraine), Pavlova N.V. – Doctor of Sciences, Associate Professor of the Higher School of Industrial Management FSAEI HE "Peter the Great St. Petersburg Polytechnic University" (St. Petersburg, Russia). More information about the course program and the profile of foreign scientists can be found on the university's page in the "International Cooperation" tab: https://ssc.ksu.kz/mobility/index.php .

The content of the EP is also characterized by the desire to develop students' research skills not only theoretically, but also in a practical direction. This is facilitated by the preparation of a thesis / project, which provides both a theoretical and a practical part, namely: testing new methods and methodologies in practice, setting up an experiment and developing an evidence base. While writing a scientific paper, the knowledge gained in all EP disciplines without exception is used to the maximum and fruitfully.

Graduates, after completing their EP studies, can continue their studies in a master's degree in a related EP.

Analytical part

The EEC IARA members note that the University defines goals for each developed and approved program based on SCSE, RK regulations and labour market needs.

When determining the contribution of disciplines to the process of determining learning outcomes, the recommendations and suggestions of employers are considered.

The EEC noted that the university is ready both morally and according to documented procedures to begin purposeful work on large-scale practice-oriented training. It is necessary to bring not only summer professional practices to the bases of practices, branches of departments, but also to conduct practical, laboratory and lecture classes within the framework of full-fledged disciplines, with the preparation of official schedules at the bases of enterprises (not only guest or excursion classes).

In addition, accredited departments have excellent potential for carrying out work in the field of providing students with additional professional competencies that will enable students to be more in demand and competitive after graduation due to various qualifications obtained during their studies, conducting professional certifications of students, developing, and implementing programs for assigning microqualifications to students, etc.

The internal work on the development of massive open online courses should also not work only one way. It is necessary to involve your students to study external courses from open platforms to develop their professional skills.

Strengths/best practices:
not observed.
EEC Recommendations for EP "6B04102 – State and Local Government",
7M04104-Management, 7M04111-Marketing, 7M11101-Tourism: until *30.08.2024*

1. The management of the EP "6B04102 – State and Local Government", it is necessary to include measures for the introduction of a dual training system in the development plans of the EP.

2. The management of EP "6B04102 – State and Local Government" should carry out targeted work on organizing the preparation of students for professional certification, including the recognition of the results of non-formal education.

3. The management of EP "6B04102 – State and Local government", 7M04104-Management, 7M04111-Marketing, 7M11101-Tourism involve employers in discussing the disciplines necessary for studying in the training of specialists in accredited educational programs with supporting documents (expert opinions from employers). Expert opinions include specialized disciplines proposed by employers for the training of specialists in accredited EP.

EEC conclusions:

According to the standard "Development and approval of educational programs", 12 criteria were disclosed, of which according to EP "6B04102 – State and local government", 7M04104-Management, 7M04111-Marketing, 7M11101-Tourism: 11 – satisfactory, 1 criterion - requires improvement.

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

✓ The EA should identify mechanisms for monitoring and periodic evaluation of the EP to ensure that the goal is achieved and the needs of students and society are met, 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 scientific achievements 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;
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 goals of the EP
✓ The EP management should demonstrate a systematic approach in monitoring and periodically evaluating the quality of the EP.
✓ The EP management should define a mechanism for informing all stakeholders about any planned or undertaken actions in relation to the EP.
✓ All changes made to the EP must be published.

Evidential part

To successfully implement the EP "6B04102 – State and Local Government", "7M04104-Management", "7M04111-Marketing", "7M11101-Tourism" and ensure the successful positioning of specialists in the market.

The University defines and consistently applies procedures for monitoring, periodic evaluation, and revision of educational programs in order to ensure that they achieve their goals and meet the needs of students and society. To continuously improve educational programs, the graduating department conducts constant monitoring and periodic evaluation of the EP using a feedback mechanism (survey, interview, questionnaire of students, key employers). This is a prerequisite for the effective implementation of goals and the formation of planned learning outcomes that meet the needs of students, society, and the labor market.

Monitoring procedures – informing and educating stakeholders (distribution of information materials, public presentations, round table discussions and conferences, examination of educational programs) - are carried out to interact with stakeholders to effectively obtain information about the state and direction of training according to the needs of the region. Internal and external stakeholders are involved in the procedures for monitoring, evaluating, and updating the EP, which play a significant role in ensuring the quality of educational services at the university.

The University ensures the participation of students, potential employers and other stakeholders in the evaluation and revision of programs. This is confirmed by the participation of AS, students and employers in Academic Committees, the presence of external expertise submitted to EEK experts with proposals for studying and updating cluster MEP.

The monitoring process of the university's activities covers a range of actions, including data collection and analysis, questioning of students and employers, development of methodological support, assessment of the level of informatization of the educational process and the results of research work. This monitoring is aimed at ensuring the quality of educational services, adapting programs to the requirements of the labor market and introducing innovative methods into the educational process.

To improve the EP and meet the needs of all stakeholders, the university has defined its own requirements for the format of monitoring and periodic evaluation and revision of the EP. The University monitors and periodically evaluates the EP to ensure that the goal is achieved and meets the needs of students and society. The results of these processes are aimed at continuous improvement of the EP, considering changes in the labor market, the requirements of employers and the social demand of society.

Compliance with consumer needs is ensured by involving representatives of practice bases and employers in the development of the KED https://e.ksu.kz/ru. Based on the results of monitoring the satisfaction of the needs of students and employers, changes in the OP aimed at improving the EP are considered.

Karaganda University named after Academician E.A. Buketov conducts monitoring and periodic evaluation of programs to ensure that the university's mission is fulfilled and meets the needs of students and society. To increase the effectiveness of this work and make it more systematic, the University has adopted the Concept of monitoring the internal and external environment of the E.A. Buketov KarU; The "Regulation on Monitoring educational Programs" has been approved, based on which a unified approach to the methodology of monitoring educational programs, determining the procedures for evaluating university educational programs is provided (https://e.ksu.kz/ru /). To maintain the quality management system at the Karaganda University named after Academician E.A. Buketov, a Quality Policy was developed and approved by the Chairman of the Board - Rector of the University on 01/15/2021. This document is posted on the university's website in the section "About us", subsection "Corporate Governance", hereinafter - "Corporate Documents" (http://buketov.edu.kz).

The analysis of these monitoring and evaluation procedures of the accredited OP is carried out based on an analysis of curricula, KED, IC of students, internal regulatory documents, protocols of the expert commission and meetings of departments (https://e.ksu.kz/ru/).

The improvement of educational programs includes procedures:

 Annual examination of methodological support at the level of the meeting of departments, the EMC of the university, the Academic Council of the university.

 Annual analysis and expansion of the KED with the involvement of employers.

 Maintaining feedback with stakeholders aimed at improving the EP (round tables, final conferences on production, pedagogical and research practices, joint scientific and methodological seminars).

 Monitoring of EP implementation at the EMC level.

 Assessment of the quality of the EP by the main stakeholders.

 Annual internal audits to determine the compliance of EP planning, organization, monitoring and quality development processes with established requirements.

 Analysis of the results of external quality assurance procedures.

 Review of the overall results of EP monitoring and evaluation, development of improvement measures.

The main criteria for the examination of the content of programs: completeness, combination of invariance with variability, perspective, motivational potential for students. The experts' conclusions are based on an analysis of the content and objectives of the EP.

Representatives of employers; representatives of students and graduates; pedagogical and scientific workers involved in the implementation of the educational program are involved in the examination.

The results of the examination are formalized by an act.

The management of the EP constantly monitors the correspondence of its content with the latest achievements of economic sciences in specific disciplines in order to ensure the relevance of the disciplines taught.

The compliance of the objectives of educational programs with the university's development strategy is achieved through the development of plans for the development of educational programs.

The content of the EP development plan is related to the content of the Strategic Plan of

Karaganda State University. academician E.A. Buketovaa (http://buketov.edu.kz) and the Strategic Development Plan of the Faculty of Economics (http://buketov.edu.kz).

The EP provides for a wide range of different forms of monitoring and evaluation of expected learning outcomes in accordance with the Academic Policy of NJSC "Karaganda University named after Academician E.A. Buketov" dated 10/26/2023. (https://cabinet.ksu.kz/ru/index.php): current and boundary control (survey in the classroom, testing on the topics of the discipline, control works, protection of independent creative works, discussions, trainings, colloquiums, etc.), intermediate certification (protection of research projects, combined exam, protection of practice reports, etc.), final state certification (protection of diploma thesis the work (project).

The assessment of the quality of EP implementation is determined by analyzing the conducted open classes and mutual visits AS.

Students' academic performance is systematically monitored in the form of a discussion of the results of boundary controls 1 and 2, examination sessions in study groups. Corrective actions and decisions are taken based on the results.

The AIS "Platonus" used in the educational process allows you to systematically study and analyze the academic achievements of students who have free access to their personal virtual office to view the academic calendar, individual curriculum, electronic journal, transcripts, GPA scores, electronic EMCDS and communication with teachers (https://platonus .buketov.edu.kz/).

The analysis of the effectiveness of student assessment procedures is carried out through the definition of:

- compliance of the assessment criteria with the expected learning outcomes of the discipline;

- compliance of assessment tools with the principles of validity, transparency, reliability, inclusiveness, authenticity;

- the availability of feedback on the results of the intermediate and final assessment.

The assessment criteria for the discipline for all types of classes are reflected in the syllabuses of disciplines placed in the e system.ksu.kz (https://e.ksu.kz/plan2012/YMK.php?next).

At the meetings of departments, the Faculty Council, and university production meetings, the analysis of the academic success of students is discussed, the results of the examination session are reviewed and decisions are made based on the results of the analysis aimed at improving them.

The control of students' knowledge is carried out in accordance with the Academic Policy of NJSC "Karaganda University named after Academician E.A. Buketov" dated 10/26/2023. (https://cabinet.ksu.kz/ru/index.php).

In accordance with the order of the rector, the university annually organizes a sociological survey on the topic "Satisfaction of students with the support services of the E.A. Buketov Karaganda University". The purpose of the survey is to analyze the quality of services provided by the university's student support services. The objectives of this survey are: to assess the quality of services provided by the university's student support services, to identify problematic aspects of the organization of student support services, to formulate recommendations for improving the activities of support services. According to the results of the last survey, 2,996 students of all levels of training participated in the study in 2022, which amounted to 27% of the full-time students. By level of training: 92% of the total number of respondents are undergraduate students, 6% are graduate students, 2% are doctoral students. Almost 99% of the respondents used the services of any support services.

The university has a practice of monitoring student satisfaction with the organization and quality of the educational and non-educational process. To this end, the Department of Quality Assurance and Risk Assessment and departments of faculties conduct sociological surveys covering various aspects and reflecting students' satisfaction with the organization and quality of the educational process. Among them are such as: "The effectiveness of the course", "The teacher through the eyes of students", - "Satisfaction of students with the support services of the Karaganda University named after E.A. Buketova", "Satisfaction of students with the quality of educational services at E.A.Buketov KarU", "Satisfaction of students with the quality of professional practices",

"Satisfaction of students with the organization of distance learning", "Academic expectations of 1st year students".

The results of the surveys are reviewed at meetings of the Academic Council, analytical reports are sent for review and further work to the departments and relevant departments of the university. The results of bilateral communication in such events are an effective tool for improving the quality of not only individual educational programs, but also the activities of the entire university.

Reports on the results of the conducted surveys are posted on the official website of the University in the REPORTS section: https://buketov.edu.kz/ru/page/report .

The educational environment and support services correspond to the goals of the EP, so the educational process for accredited programs is implemented in specialized classrooms and training laboratories equipped with the necessary equipment and software.

Analytical part

The EEC members confirm that the EP management conducts regular monitoring and periodic evaluation of the EP, identifies those responsible for reviewing the content and structure of the EP, considering changes in the labor market and with the participation of employers. While updating the EP, the management generally considers the changing requirements of the professional environment, current scientific achievements in relevant fields, the dynamics of academic achievements and the degree of student satisfaction.

However, within the framework of the standard under consideration, there are some aspects that need improvement.

Documentary evidence of changes in educational programs are: decisions of collegial bodies; action plans for improving the educational system; updated methodological support based on decisions of collegial bodies; protocols of events. The main objectives of discussing the results of monitoring and evaluation of the educational program at collegial meetings are: to facilitate the evaluation of the educational program and its improvement; to inform about changes in external requirements for the educational program; to maintain an exchange of ideas with other organizations implementing the educational program; harmonization of the content with the educational programs of Kazakhstani and foreign universities; identification of areas for advanced training of the person implementing the educational program; recommendation on passing external quality assurance procedures; determination of the forms and content of feedback from stakeholders for the development of the educational program. However, experts note the need to analyze the applied procedures for evaluating students for their effectiveness.

The WEC notes the absence of a mechanism for informing all interested parties about any planned or accepted actions in relation to accredited EP on the official website of the university.

The management of Karaganda Buketov University will conduct AS training in terms of modern methods of conducting classes and knowledge control, with the consequence of their introduction into syllabuses and the educational process.

Strengths / best practices:
not observed

EEC recommendations **for EP "6B04102 – State and Local government", "7M04104-Management", "7M04111-Marketing", "7M11101-Tourism": until** *30.08.2024*
1. The EP management is recommended to define the requirements for publishing on the official website of the university up-to-date information about all planned / undertaken actions in relation to the EP on a single page of the educational program.
EEK conclusions:
According to the standard "Continuous monitoring and periodic evaluation of educational programs", 10 criteria are disclosed, of which: 8 - have a satisfactory position, 1 criterion – requires

improvement.

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

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

✓   The EP management should envisage the use of different forms and methods of teaching and learning.

✓   An important factor is the availability of own research in the field of teaching methodology of the teaching disciplines of the EP.

✓   The EP management must demonstrate that feedback mechanisms are in place on the use of different teaching methods and assessment of learning outcomes.

✓   The EP management must demonstrate that mechanisms are in place to support learner autonomy while providing guidance and assistance from the teacher.

✓   The EP management must demonstrate that a procedure is in place for responding to learner complaints.

✓   The EP must ensure that the mechanism for assessing learning outcomes for each PG, including appeals, is consistent, transparent and objective.

✓   The EO must ensure that the assessment procedures of learning outcomes of the OP learners are consistent with the planned outcomes and objectives of the programme, and that the assessment criteria and methods are published in advance.

✓   The EO must define the mechanisms for ensuring that each graduate of the OP achieves the learning outcomes and ensure the completeness of their formation.

✓   Evaluators must be familiar with modern methods of assessment of learning outcomes and regularly improve their qualification in this area.

Student-centred learning is implemented at the University by fulfilling the following provisions:

1) The student has the right to choose a learning path with the help of departmental advisors, who assist in adapting to the university environment, provide counselling and practical assistance in choosing a path. The student forms his/her individual study plan for each academic period based on the EP, CED, which includes both disciplines of the GED cycle, basic compulsory disciplines, elective courses, practices necessary for the formation of sustainable professional competences. Individual plan for students in the master's programme includes types of works on scientific-research work with the indication of deadlines. Provision of individual educational trajectory is carried out through AIS Platonus.

2) The student has the right to undergo training on academic mobility in other universities both in the Republic of Kazakhstan and abroad, the re-crediting of credits and recognition of learning outcomes in academic mobility, existing formal and informal education.

3) The student, being in another university within the framework of academic mobility, if there is no possibility to study some disciplines there, has the right to study these disciplines using distance learning technologies.

4) In order to organise an effective learning process for learners of distance education technologies in the e-university, a full teaching and learning base is provided: the university library fund; electronic lectures, electronic textbooks and manuals; course cases; video lectures and video materials; Internet resources; access to satellite TV channels; audio materials.

5) Students can attend additional classes and take exams in the summer period to eliminate arrears in the disciplines of the programme.

6) Students can receive additional education.

7) For various groups of students belonging to socially vulnerable segments of the population, including foreign students, as well as for talented undergraduate and graduate students studying on educational programmes on a commercial basis, there is a system of support - providing a discount on tuition (10-20%) depending on the category, which is an effective mechanism to encourage talented young people.

8) There are groups of students for whom the study of disciplines with an inclusive bias is provided.

The university has created conditions for academic autonomy, which is explained by the presence of such types of work as SROP and SRO. Within the framework of these types of work, consultations are provided for the development of various projects, homework, and report writing. Ensuring equal opportunities for students is achieved through the development of teaching and methodological, organisational, methodological and information support for the learning process in two languages of instruction: Kazakh and Russian. The process of monitoring the implementation of SROP is carried out by the Centre of Distance Technologies of the University. For students, the SROP tasks are uploaded to the platform https://idl.ksu.kz. For students there is an opportunity to receive feedback from teachers in online mode. Assessment of SROP is carried out in accordance with the Academic Policy of the University.

Ensuring equal opportunities for students is achieved by developing educational and methodological, organisational, methodological and information support of the educational process in two languages of instruction: Kazakh and Russian.

Special attention is paid to the creation of conditions for the education of students with special educational needs (SEN). In the hall of electronic resources of the library there are organised places for using audio and video materials, including for learning foreign languages; the fund of electronic resources and educational materials on magnetic media is completed. An electronic library has been created (the volume of about 50,000 educational materials), which allows home learning with the use of distance technologies.

There is a practice of electronic delivery of necessary materials to the e-mail address of students. Each undergraduate and postgraduate student receives a login and password to access the digital library from various mobile devices. The website of the library has been redesigned for this purpose.

In the educational process are used electronic textbooks "English for children with special educational needs in an inclusive school", "Psychological and pedagogical conditions of correction of problem behaviour of children with special educational needs through ABA-therapy"; "Assessment and prevention of stress state of children with special educational needs through physical exercises and breathing exercises"; "Stress management of preschool children with special educational needs"; "Overcoming stressful situations in preschool children with special educational needs".

For students with SEN, who do not have the physical ability to attend the university on a daily basis, academic classes are held on an individual schedule in online format.

The University has created the necessary conditions to provide social and psychological support to students, to provide comprehensive psychological, pedagogical and social counselling assistance to all participants of the educational process. The Youth Affairs Committee and the Centre for Psychological Support of the Educational Process are functioning.

When scheduling classes and examinations, the needs of this category of students are also taken into account. The Library and Information Centre of the University provides access to educational literature for students with hearing and vision problems.

To provide social support for students, systematic work on social support has been organized - according to the Social Policy of the University, the following are provided: material - financial, educational, social - preferential, cultural - leisure, consulting assistance to students. Supporting socially vulnerable segments of the student community, supporting talented students, creating a set of measures to organize a comfortable psychological climate among students, stimulating students for social, scientific, creative, and sports activities.

Social support for students from among orphans and children left without parental care (under guardianship), material support for students from low-income and socially vulnerable families, medical care, provision of accommodation for nonresident and foreign students in student houses.

To develop learner autonomy:
- formation of goals and expected results understandable for learners
- learning;
- introduction of active learning methods;

- development of personality-oriented approach;
- formation of individual learning trajectory;
- involvement of students in the development of educational programmes;
- strengthening the role of independent work of students;
- application of research approach in teaching;
- formation of mutual respect between students and teachers;
- establishing procedures for handling learner complaints;
- strengthening the role of student self-governance;
- creating a favourable learning environment.
- The necessary conditions are created for students to choose an individual educational trajectory, which include:
- opportunity to choose disciplines of the component of choice, teachers and learning technologies;
- electronic registration for disciplines of choice;
- formation of an individual study plan;
- organisation of summer semester for repeated study of disciplines, mastering additional types of learning;
- organisation of academic mobility programmes for studying individual disciplines in other educational institutions, including abroad.

Registration of students for academic disciplines is carried out for each academic year. The university monitors the effectiveness of the educational services provided by conducting interviews and questionnaires of employees, students, undergraduates, employers.

The main methods of periodic evaluation of educational activities include questionnaires, interviews and surveys; internal audits; analysis of the rector's blog, "box of complaints and suggestions"; content analysis of mass media, etc. The system of reviewing complaints and suggestions is in place. There is a system of consideration of students' complaints at the level of dean's office, ethics council, vice-rector for academic affairs, vice-rector for socio-cultural development, rector. The University website is provided with automated feedback systems with blogs of the rector and vice-rectors.

In the process of training the criterion of the scale of alphabetic and numeric designations, which is generally accepted in the world practice, reflecting the mechanism of credit transfer realisation based on the ECTS credit system, is used. In accordance with this scale, grades are awarded at oral and written examinations and in test forms.

The documents that ensure the organisation of the educational process are the Academic Calendar, individual curriculum, working curriculum, curriculum of the discipline (syllabus).

Assessment of students' knowledge of current, boundary control, interim and final attestation is carried out by point - rating letter system of evaluation of academic achievements. Tasks on the types of control of students' learning achievements, the format of their conduct and evaluation are determined by the teacher independently and are reflected in the working curricula of disciplines (syllabuses). The form of the final control on disciplines of educational programmes is approved by the protocol decision of the relevant Faculty Council. Evaluation criteria are determined by the department and are developed based on internal normative and methodological recommendations of the University.

The objectivity of the assessment of students' learning achievements is ensured through the following mechanisms:
- preliminary internal examination of assessment materials;
- the practice of independent examiners, who are engaged to take final attestation in the form of computerised testing or in writing;
- the practice of commission evaluation of graduation papers;
- the use of automated systems for recording grades and informing about the results at the end of the control procedure;
- availability of feedback between teachers and students on academic progress;

- appeal procedures, as well as additional opportunities to pass the controls and extend the examination session in the presence of valid reasons.

When implementing a student-centred approach in the feedback process, the wishes and needs of students are taken into account and decisions are made, which are taken into account when drafting the EP. Feedback with students is provided through the definition of individual login and password, which creates the possibility of forming a two-way communication between the subjects of the educational process. Access to the necessary educational materials can also be obtained through the "Educational portal" of the university website.

The University transmits the principles of corporate behaviour, ethical norms, moral values based on tolerance and intolerance to corrupt practices to students. The Code of Corporate Ethics of Karaganda Buketov University is offered to students for familiarization.

Analytical part

The university carries out systematic work to monitor the academic performance of students. At the same time, the experts note the strength of the teaching staff of the 2nd cluster in the training of new, modern methods of teaching the disciplines of EP "6B04102 - State and Local Government", 7M04104-Management, 7M04111-Marketing, 7M11101-Tourism.

The academic staff "6B04102 - State and Local Government", 7M04104-Management, 7M04111-Marketing, 7M11101-Tourism in the educational process use traditional and interactive teaching methods: information technologies (electronic textbooks, MOOC courses); educational training programmes: the programme "PLATONUS"; Internet service, group work, method of work in small groups, method of discussion, method of round table, etc.

Members of the EEC NAAR note that in accordance with the academic policy of Karaganda University E.A. Buketov. Buketov, in the process of implementation of EP 6B04102-"State and Local Government", 7M04104-"Management", 7M04111-"Marketing", 7M11101-"Tourism", the departments introduce and use innovative approaches to training, adhere to the principles of individual approach to students, effectively use human, information, material, intellectual resources of the university that providing equal opportunities for students is achieved by the development of educational and methodological, organisational, methodological and information support of the educational process. The following innovative methods and learning technologies are used in the educational process during the training of bachelors and masters: active learning methods (educational discussions, debates, trainings, study tours, brainstorming sessions, project method), interactive methods, methods of problem presentation and others, which most effectively demonstrated the achievement of the goals of the learning trajectory. The methods of assessment of each learning outcome include: test, katanotest, colloquium, project defence, etc. Including in the learning process are actively used innovative approaches, various online platforms to consolidate and verify the current achievements of students.

Strengths / best practices:

1.   An important factor is the availability of own research in the field of teaching methodology of EP disciplines.

EEC recommendations on *"6B04102 - State and Local Administration", 7M04104-Management, 7M04111-Marketing, 7M11101-Tourism:*

- There are no recommendations for this standard.

EEC conclusions:

For the standard "Student-centred learning, teaching and learning assessment" 10 criteria are disclosed, of which for "6B04102-State and Local Government", "7M04104-Management", "7M04111-Marketing", 7M11101-Tourism": 1 criterion has a strong position, 9 criteria have a satisfactory position.

6.6 Standard "Students"

✓ The EO should demonstrate the existence of the policy of formation of the contingent of students in the context of the EP, to ensure transparency and publication of its procedures regulating the life cycle of students (from admission to completion).

✓ The management of the EP should determine the order of formation of the contingent of students based on:

✓ - minimum requirements for applicants;

✓ - maximum group size for seminars, practical, laboratory and studio classes;

✓ - forecasting the number of state grants;

✓ - Analysing the available material and technical, information resources and human resources;

✓ - analysing potential social conditions for students, including provision of dormitory accommodation.

✓ The management of the EP should demonstrate readiness to conduct special adaptation and support programmes for newcomers and international students.

✓ The EO should demonstrate compliance with the Lisbon Recognition Convention, the existence of a mechanism to recognise the results of academic mobility of learners, as well as the results of additional, formal and informal learning.

✓ The EO shall cooperate with other educational organisations and the national centres of the "European Network of National Information Centres for Academic Recognition and Mobility/National Academic Recognition Information Centres" ENIC/NARIC in order to ensure comparable recognition of qualifications.

✓ The EO should ensure the possibility for external and internal mobility of EP learners, as well as readiness to assist them in obtaining external grants for training.

✓ The management of the EP should demonstrate readiness to provide trainees with internship places, facilitate employment of graduates, and liaise with them.

✓ The EO should provide for the possibility to provide graduates of the EP with documents confirming the obtained qualification, including the achieved learning outcomes, as well as the context, content and status of the obtained education and evidence of its completion.

Evidential part

NJSC "Karaganda University named after Academician E.A. Buketov" has a policy of forming the contingent of students and undergraduates in the context of the programme from admission to graduation and ensures the transparency of its procedures. Admission and enrolment of students is carried out by the Admission Commission of the University in strict accordance with the current regulatory and legal documents of the Ministry of Science and Higher Education of the Republic of Kazakhstan and consists of forms of career guidance work, informing the public about the academic opportunities of the University, mechanisms of social support, knowledge of students of the procedures governing the life cycle of students.

To the persons entering the training on EP 6B04102 "State and Local Government" 2 cluster, EP Karaganda Buketov University has requirements established by the Ministry of Higher Education of the Republic of Kazakhstan - the presence of a certificate of UNT with a passing score (55) or KTA (for college graduates).

To the persons entering on training on EP 7M04104 "Management", 7M04111 "Marketing", 7M11101 "Tourism" Master's programme is carried out on the basis of CT results.

The contingent of students of 6B04102 "State and Local Government" EP 7M04104 "Management", 7M04111 "Marketing", 7M11101 "Tourism" is formed as a result of the annual competition on the state educational grant and on a contractual basis (table 1).

Table 1 - Number of students enrolled in EP 6B04102-"State and Local Administration", 7M04104-"Management", 7M11101-"Tourism", 7M04111-"Marketing".

Academic year	6B04102-State and Local Government (Bachelor's degree)	7M04104-Management (Master's degree)	7M11101 - Tourism (Master's degree)	7M04111-Marketing (Master's degree)	Total
2019-2020	24	5	3	6	40
2020-2021	9	5	2	5	21
2021-2022	17	4	-	2	26

2022-2023	10	4	2	3	19
2023-2024	5	-	4	3	12
Total:	**65**	**19**	**11**	**19**	**118**

Experts observe a decrease in the enrolment of students in the accredited EP 6B04102 "State and Local Government" and 7M04104-"Management".

To get acquainted with the processes of the university for applicants and enrolled students for EP 6B04102 "State and Local Government", 7M04104 "Management", 7M04111 "Marketing", 7M11101 "Tourism" on the website of the university there is information for applicants about the standard rules of admission, the list of documents for those entering the university, the list of educational programmes by areas of training, the state educational order and passing scores in the context of educational programmes of Karaganda Buketov University.

At each life cycle students undergo certain procedures. Students and master's students independently determine their individual learning trajectory, choose elective disciplines and teachers for the next academic year are guided by the standard curriculum, catalogue of elective disciplines, recommendations of the adviser.

Karaganda Buketov University applies a 100-point scale for determining the rating of undergraduate and graduate students. Based on the results of monitoring of current academic performance, a decision is made to transfer students and undergraduates from one course to another.

Every year during the familiarisation week with the university for the 1st year students meetings with the administration, representatives of other services, faculty members of the department are held. Book exhibitions, visits to the library and reading rooms, meetings with the university library staff are organised.

Each student is provided with a guidebook, which reflects: basic concepts related to learning technologies, rules of the educational process organisation, library to help the student, student support services, information on faculties, the mechanism of implementation of academic mobility, types of control in training, a memo for a student studying on distance education technology, the scheme of location of objects of Karaganda Buketov University, the Anthem of the University. There are stands, reference interactive terminals, social and living conditions, medical care, catering.

The University has created the necessary conditions to provide social and psychological support to students, to provide comprehensive psychological, pedagogical and social counselling assistance to all participants of the educational process. The University has a Youth Affairs Committee, the Centre for psychological support of the educational process.

Students are involved in the process of evaluation of educational programmes by: expressing their opinions and wishes at the end of the course of study or mastering a particular discipline; anonymous questionnaires; expressing opinions on the rector's website, on the helpline and through helpline boxes; at the personal reception of the rector on Wednesdays of each month.

For sports and creative development there are numerous circles, sections, clubs, the Palace of Students, student organisations such as the Committee on Youth Affairs, Youth Committees of faculties, Student Parliament, Student Ombudsman, student councils of hostels, student associations and others. The principles of student self-governance are implemented through the work of the Student Parliament, Youth Affairs Committee, Debate Club, branch of the Alliance of Students of Kazakhstan, Youth Club "Zhastar Rukhy".

Academic mobility in Karaganda Buketov University is determined by the presence of agreements on mutually beneficial co-operation. Participation in external outgoing academic mobility is available to students and master's students who have confirmed their foreign language proficiency at a level not lower than B2 and have a GPA not less than 2.67. To participate in the internal outbound academic mobility for students only GPA value is taken into account, and for students planning to study in the host Kazakhstani university in English language additionally requires English language proficiency at the level of B2.

The basis for the implementation of academic mobility is an official invitation from a foreign (Kazakhstani) university or research centre and the results of the competitive selection. Upon receipt of an official invitation, students, teachers and staff planning an individual educational trajectory,

academic or research programme, must agree with the management of the department the possibility of departure and with a positive decision to apply to the rector of the university.

Table 2- Number of students who took part in academic mobility on EP 6B04102- "State and Local Governance"

Academic year	External-out/in	Internal-out/in	Total
2019-2020	-	2/3	2/3
2020-2021	-	-/1	-/1
2021-2022	3/-	4/2	7/2
2022-2023	10/-	4/5	14/5
2023-2024	10/1	9/6	19/7
Total:	**23/1**	**19/17**	**42/18**

Experts note the weak implementation of the "academic mobility of students" programme.

The University regularly monitors the satisfaction with the learning and working conditions of students and faculty through questionnaires, as well as during annual meetings with the Rector. Identification of satisfaction with the quality of educational services, periodic assessment of satisfaction of students, faculty and employers is carried out through questionnaire surveys, according to the plans of sociological surveys. Thematic periodicity of surveys is from 1 to 5 years, such as: Students' satisfaction with the quality of professional practices (2021-2022); Employers' satisfaction with the quality of graduates' training (2021-2022, 2023-2024).

The above-mentioned surveys are aimed at assessing the quality of educational services provided by the University, including the quality of educational programmes, taking into account various aspects of their implementation. The list of questions of the questionnaire allows to determine the professional and personal qualities of the teacher: knowledge, creative activity, culture of speech, ability to interest the subject, principledness, self-control, demandingness. The results of the surveys are considered at the meetings of the Academic Council, analytical reports are sent to the departments and relevant units of the University for familiarisation and further work.

Karaganda Buketov University has in its structure a service for organisation of professional practice, department of practice and service for employment and career development of students and career department. Support is provided to students and master's students on the issues of internship at the place of future employment, at the place of residence, on the issues of scientific or industrial internship of master's students. Professional practice is carried out in accordance with the academic calendar of the university and working curricula, for which working programmes and methodological guidelines are prepared and approved, containing a detailed list of tasks for students, requirements for the practice, the content of the practice, types of reporting documentation, samples of registration of reporting documents, etc.

Experts note a strong position on the provision of internship places, demonstrated procedure to facilitate the employment of graduates, liaising with them.

In the implementation of the programme special attention is paid to the involvement of students in research and development. The list of master's topics includes topics at the request of employers such as: "NAz Tour Kz" LLP, NCE RK "Atameken", State Institution of the Office of the Akim of Astana, "Babta Stomatology" LLP. Research work of students is realised through the performance of diploma and master's theses. Students of EP 2nd cluster annually take part in the Republican Subject Olympiad among students of higher educational institutions of the Republic of Kazakhstan, which is held in the basic universities.

Masters EP "Management", "Tourism", "Marketing" and students of EP "State and Local Government" on the results of XV Republican Student Subject Olympiad on the educational programme 6B04101-"State and Local Government" on the theme: "Public administration in the new geopolitical and geo-economic conditions" conducted by Al-Farabi KazNU students of 3rd year of EP "GMU" R. Erzhanuly, A. Zhaksylykova, J. Sagyntai took the 3rd place (April 2023); at the

International Distance Olympiad on EP 6B04102-"State and Local Government", which was held from 01 to 27 April 2021 at the Faculty of Economics, based on the Department of Management and the team "Big mind" were awarded 1st place: Bekbulat Мөldir, Amanzholuly Zhanibek, Төlegen Ayim Armankyzy: at the Republican Scientific and Practical Conference of students and graduate students "The new generation and modern problems of economic development of the Republic of Kazakhstan" were awarded: Master's student Manasbaeva A.K. diploma of II degree (supervisor: Daribekov S.S.); VII annual international round table for SNO. Lomonosov Moscow State University: Master's student Kultanova E.B. Diploma of 1 degree (supervisor: Erzhanova S.K.). In the period from 2020 to 2023 master students actively participated and took prizes in international distance Olympiads on marketing and tourism, so the prize winners in 2023 were the master student of the 1st year of the speciality "Tourism" Kazgeldinova Balsada (3rd place) and master student of the speciality "Marketing" Orlov Maxim (3rd place).

The existence of a support mechanism for gifted students is a favourable factor for admission to the university, students of the fee-paying department have the right to apply for tuition fee benefits according to the University's Regulations on granting tuition fee benefits approved by the decision of the Board of Directors dated 10.06.2021 (amended on 02.06.2023).

Analytical part

The university has demonstrated the policy of forming the contingent of students. The current model of forming the contingent of students corresponds to the legislation of the Republic of Kazakhstan, is based on the principle of transparency, unity, and systematicity. In order to increase the number of applications for admission from applicants, the Institute works on information provision of applicants with information about the university and specialities. The HEI regulates the procedures that ensure the life cycle of students (from admission to graduation).

The HEI provides the opportunity for external and internal mobility of EP students. For the development of interaction between internal and external mobility memoranda are concluded and agreements are drawn up. After the conclusion of the contract with the university the coordinator of academic mobility is appointed, who provides consultative assistance to students in determining the list of disciplines for study and application. On the basis of the received application, the university issues an order on the period of study, languages of study and speciality.

EEC experts note the need to implement the programme "Academic mobility of students" within the framework of the 2nd cluster.

Assumes improvement of the presence of an active association / alumni association.

Strengths / best practices:

1. The University has close ties with regional enterprises, a large number of contracts for internships, which indicates the high demand for future graduates and the integration of the university and accredited programmes with the real economy.

EEC recommendations for 6B04102 "State and Local Government", 7M04104 "Management", 7M04111 "Marketing", 7M11101 "Tourism":

1. In accordance with the University Development Programme, the management of 6B04102 "State and Local Government", 7M04104 "Management", 7M04111 "Marketing", 7M11101 "Tourism": to plan and achieve indicative indicators in the development plans of educational programmes of the item "academic mobility - incoming / outgoing, internal / external". Term - annually.

2. Assumes to improve the work of the current association / alumni association. Term - 2024 - 2025.

EEC conclusions:
12 criteria are disclosed for the standard "Learners", of which for OP 6B04102 "State and

Local Government", 7M04104 "Management", 7M04111 "Marketing", 7M11101 "Tourism": 1 criterion has a strong position, 10 criteria are satisfactory and 1 criterion suggests improvements.

6.7 Standard "Faculty and teaching staff"

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

✓ The EO should demonstrate the compliance of the staff potential of the academic staff with the specifics of the EP.

✓ The management of the EP shall demonstrate an awareness of responsibility for its employees and ensuring favourable working conditions for them.

✓ The EP management must demonstrate a change in the role of the lecturer in connection with the transition to student-centred learning.

✓ The EO should identify the contribution of EP academic staff to the implementation of the EO development strategy, and other strategic documents.

✓ The EO should provide opportunities for career development and professional development of the teaching staff.

✓ The management of the EP should demonstrate readiness to attract practitioners of relevant industries to teach.

✓ The EO should demonstrate motivation for professional and personal development of the academic staff, including encouragement for the integration of scientific activity and education, application of innovative academic methods.

✓ An important factor is the readiness to develop academic mobility within the framework of the EP, to attract the best foreign and domestic teachers.

Evidential part

The Human Resources Policy of NJSK Karaganda Buketov University, is aimed at the preservation and development of human resources by maintaining a competent and highly qualified staff, capable of responding quickly to changes in the external environment, in accordance with the mission and strategy of the University. The main provisions of the HR policy are also reflected in the University Charter, the University Strategic Development Plan for 2020-2025, labour contracts and Internal Regulations. The University's HR policy is focused on the development of "human capital" through continuous training and professional development. Issues of training and professional development of the University employees are regulated by the Regulations on training and professional development of employees, approved by the decision of the Board of 10.11.2022. HR policy of the University is focused on the development of "human capital" through continuous training and professional development. The issues of training and professional development of university employees are regulated by the Regulations on training and professional development of employees, approved by the decision of the Management Board dated 10.11.2022.

The University demonstrates the transparency of decision-making when forming the staff. Information about open and available vacancies is placed on the page of the University website in the tab "Employee vacancies".

Faculty members are hired through a competition for vacant positions, the procedure of which is regulated by the Rules. According to the Rules of Competitive Replacement of Teaching Staff and Research Staff Positions, a competition committee is established by the Rector's order. Qualification requirements for the teaching staff differ depending on the position and are regulated by the Qualification Professional Standards for the teaching staff, approved by the decision of the Board of Management dated 02.04.2021.

The main criterion of compliance with the position is the principle of meritocracy and performance efficiency (KPI). The competence model of teaching staff, differences between the requirements for teaching staff of different qualification levels are regulated by the Qualification Professional Standards of University teaching staff approved on 11.09.2023.

The share of teachers with academic degrees from the total number of teaching staff ensures

the quality of implementation of the educational process on educational programmes 6B04102-"State and Local Government", 7M04104- "Management", 7M04111- "Marketing", 7M11101-"Tourism" and meets the "Qualification requirements for educational activities and the list of documents confirming compliance with them (Order of the Minister of Education and Science of the Republic of Kazakhstan from 17 June 2015 № 391) https://adilet.zan.kz/rus/docs/V1500011716.

The experts note that the departments conduct a lot of research work and high publication activity of teaching staff of the departments of "Marketing" and "Management" in terms of publishing educational and methodological and scientific literature.

Faculty members of the department "Marketing" implement scientific projects both funded by the Committee of Science of the Ministry of Education and Science of the Republic of Kazakhstan, and at the expense of international grant programmes. For the period from 2019 to 2023, the scientists of the department at the expense of grant funding of the Ministry of Education and Science of the Republic of Kazakhstan were realised the following projects:

- "Integral multifactor assessment of tourist and recreational potential of Kazakhstan and development strategy of competitive regional tourist products" (Implementation period: 2018-2020; project leader candidate of economic sciences, professor Mamrayeva D.G.; project executors: candidate of economic sciences, associate professor Tashenova L.V., PhD, associate professor Ayaganova M.P.);

- "Development of urban tourist routes in Central Kazakhstan on the basis of application of smart-technologies in conditions of digitalisation of tourism" (Implementation period: 2021-2023; project leader: candidate of economic sciences, professor Mamraeva D.G.; project executors: candidate of economic sciences, associate professor Tashenova L.V., PhD, associate professor Ayaganova M.P.);

- "Development of the model of implementation of educational tourism in the system of education of higher school students: theory, methodology, practice" (Implementation period: 2022-2024; project leader candidate of economic sciences, professor Mamrayeva D.G.; project executors: candidate of economic sciences, associate professor Tashenova L.V., PhD, associate professor Ayaganova M.P.).

D.G. Mamrayeva, Candidate of Economic Sciences, Professor, Head of the Department of "Marketing" and L.V. Tashenova, Candidate of Economic Sciences, Associate Professor participated in the implementation of a joint international project of Karaganda State University and Otto von Gericke University in Magdeburg on the theme "GeCavos - Transfer of professional education in the field of logistics, mechatronics and sustainable energy saving in Kazakhstan".

At the moment at the department of "Marketing" is being implemented a scientific project, at the expense of the international grant programme of Shihetszy University on the theme "Development of a methodology of complex assessment of the level of commercialisability of student start-up projects" (project manager candidate of economic sciences, professor Mamraeva D.G.).

Candidate of Economic Sciences, Associate Professor of the Department Tashenova L.V. is the responsible executor of the project "Strategic management of effective sustainable ESG-development of multi-level cyber-social industrial ecosystem of cluster type in the circular economy based on the concept of Industry 5.0: methodology, tools, practice" at the expense of the grant of the Russian Science Foundation to conduct research for small individual scientific groups (project leader - Babkin A.V., Professor of the Department), Doctor of Economics, Professor, Professor, Professor of VIESHIPMEiT SPbPU Peter the Great).

Faculty members of the department "Management" implement scientific projects both funded by the Committee of Science of the Ministry of Education and Science of the Republic of Kazakhstan, and at the expense of international grant programmes. For the period from 2022 to 2023, the scientists of the department at the expense of grant funding MNVO RK were implemented the following projects:

- Competition for grant funding for scientific and (or) scientific-technical projects for 2022-2024 (MES RK). The theme of the project "Development of mechanisms to enhance the

development of women's entrepreneurship and increase its competitiveness in the context of modernisation of socio-economic system of Kazakhstan". (Akybaeva G.S., Mambetova S.Sh., Eskerova Z.A., Mukanova A.S., Musabekova A.O.);

- Competition for grant funding for scientific and (or) scientific-technical projects for 2022-2024 (MES RK). Theme of the project "Scientific and methodological support of the formation of a digital profile of a graduate of higher education on the basis of competence model" (Akybaeva G.S.);

Grant funding for research on "Management of competitiveness of the region in the context of sustainable development of Kazakhstan" (PhD, Professor Omarova A.T.).

Among the academic staff teaching classes, there are holders of the titles "The best teacher of the university" (D.G. Mamrayeva, L.V. Tashenova), "The best researcher" (D.G. Mamrayeva), holders of state scientific scholarships (D.G. Mamrayeva, L.V. Tashenova). The first (intra-university) stage of the competition "The best teacher of the university - 2023" was held by candidate of economic sciences, associate Professor Arynova Zh.Z. and PhD, Associate Professor Toleuly A. The faculty members of the department "Marketing" implement scientific projects both funded by the Committee of Science of the Ministry of Education and Science of the Republic of Kazakhstan, and at the expense of international grant programmes.

Faculty members implementing educational programmes 7M04111 "Marketing", 7M11101 "Tourism", for the period from 2019 to 2023 published 27 articles in highly rated journals and conference proceedings with impact factor Scopus and Web of Science (WoS), including 8 articles for the calendar year 2023. 5 out of 8 teaching staff of the department "Marketing", leading classes in the Master's programme have Hirsch index in Scopus database not less than 2. High indicators of Hirsch index are demonstrated by D.G. Mamrayeva, Candidate of Economic Sciences, Professor (6 in Scopus database, 4 in WoS), L.V. Tashenova, Candidate of Economic Sciences, Associate Professor (7 in Scopus, 5 in WoS).

Faculty members of the department "Management" in the period from 2019 to 2023, published 20 articles in highly rated journals and conference proceedings with impact factor Scopus and Web of Science (WoS). Of these, 3 articles were published in 2023.Presence of the Hirsch Index of faculty members of the departments of "Marketing" and "Management" in the databases Web of Science and Scopus, as well as the citation level is presented in the report.

Academic staff of the Department of Marketing and Management actively collaborates and conducts research together with foreign colleagues. On August 18, 2022, a joint article by scientists from the Department of marketing, Candidates of Economic Sciences L.V. Tashenova and D.G. Mamraeva, and Russian scientists (A.V. Tanina, E.V. Konyshev, D.G Rodionov) was published in one of the leading scientific journals in the field of economics - Economics, indexed in Scopus and WOS databases - titled "The Tourist and Recreational Potential of Cross-border Regions of Russia and Kazakhstan During the COVID-19 Pandemic: An Assessment of the Current State and Possible Risks". The article assessed the tourist and recreational potential of cross-border regions in Russia and Kazakhstan and investigated the possible risks associated with the COVID-19 pandemic.

Since 2019 in one of the leading scientific journals in the field of economics - "ES Web of Conferencest", "Journa of Environmental Managementand Tourism" indexed by bases Scopus, WOS, published a joint article of the scientists of the Department of Management Candidate of Economic Sciences Erzhanova S.K., Candidate of Economic Sciences Davletbaeva N.B. with Russian scientists Niyazbekova Sh.U. "Tools of the government policy in the area of controlling poverty for the purpose of sustainable development", Olisaeva A., Dzobelova V., Yablochnikov S.,Cherkasova O "Formation and development of the digital economy in modern conditions - Development within the framework of industry 4.0".

According to the results of joint research, faculty members of the Department of Marketing and Management published more than 20 articles in journals and conference proceedings, indexed by Scopus and WoS bases, with leading foreign scientists with Hirsch indices more than 10.

Faculty members of the department are members of editorial boards and official reviewers of highly rated journals, members-experts of various organisations. A variety of teaching methods are

used, including case methods, interactive lecture, project learning, discussion, inverted classroom and others. Learning achievements are assessed using testing tools, project work (group and individual) and other methods. Teaching methods and assessment methods are presented in the educational programmes in the section "Alignment of planned learning outcomes with teaching and assessment methods within the module".

The University defines the following basic principles of the Personnel Policy:

- comprehensiveness - covering all spheres of HR management activities;
- systemic - consideration of all constituent elements of the policy in interrelation;
- validity - the use of modern scientific developments in the field of personnel management, which could provide maximum economic and social effect;
- efficiency - the costs of personnel management activities should be paid back by the results. openness - transparency in the field of personnel management;
- openness - transparency at all stages of the management process; _ meritocracy - management principle according to which the most capable people should occupy leading positions, regardless of their social origin and financial wealth.

Experts note the stable improvement of qualification of the teaching staff of the 2nd cluster, which is confirmed by certificates. The academic staff of the departments of "Marketing", "Management" on a regular basis provides a continuous process of improving the level of professional training through continuing education courses organised by the university, external professional training centres and various online platforms, among which teachers actively use Coursera.

Staffing of the academic staff according to the staff schedule is 100%. The basic education of the academic staff of the department corresponds to the provision of quality training of specialists in 2 clusters. The number of academic staff corresponds to the contingent of students, the degree and quality of involvement of the academic staff in interaction with students, curatorial and advisory assistance (academic counselling, reception on personal and academic issues, educational and curatorial work), management of academic and industrial practices, research work of students and undergraduates.

The academic staff involved in the implementation of EP of 2nd cluster includes full-time teachers with extensive experience of work at enterprises.

Calculation of the academic load for the academic year is carried out by the department in accordance with the working curriculum of the OP and the contingent of students. The distribution of academic load is made taking into account the qualification of teachers. Lecture classes are conducted by professors, associate professors, PhD doctors and senior lecturers.

The University actively develops international co-operation with foreign and near abroad universities, within the framework of which teachers and master students have an opportunity to attend courses of invited foreign lecturers and share their research experience in this or that field.

During the period from 2020 to 2023, the university hosted 142 guest lectures by foreign scientists, both online and in person. It is worth noting that the number of lecturers increased each year, with 4 in 2020 and 52 in 2023. Lecturers from the Faculty of Economics were given the opportunity to attend guest lectures by Dr. Chukurna E.P., a Professor of Business and Social Communication at the State University of Intellectual Technologies and Communications in Odessa, Ukraine. Dr. Korchevskoy L.A. is also a Professor from Kherson National Technical University, and Dr. Pavlov N.V. is an Associate Professor at the Higher School of Industrial Management of St. Petersburg Polytechnic University, St. Petersburg.

The university provides opportunities for career growth and professional development of academic staff. The university implements a policy of support for scientists, who have the opportunity to receive organisational assistance, internal grants for research, one-time funding of scientific results. There is a Mentoring Institute at the graduate departments.

Professional development of teachers is carried out: within the framework of external mobility: training at professional development courses, under the programme "Bolashak"; on the basis of grants "The best teacher of the university"; by attending seminars of invited foreign

lecturers; within the framework of the school of lecturing skills, etc.

The University has a stable system of incentives for academic staff and employees. Motivation and stimulation of academic staff and university employees is carried out in accordance with the Regulations on the terms of remuneration, bonuses and other remuneration of employees of NJSK "Karaganda University named after Academician E.A. Buketov", as well as through the improvement of the remuneration system, the introduction of economically attractive methods of incentives for graduates of the "Bolashak" programme, the implementation of social protection measures and the implementation of social programmes of the university. The University provides mandatory professional development for the teaching staff once every five years.

Analytical part

The analysis of the qualitative state of the staff potential by years shows stability. The University conducts purposeful work on training and retraining of scientific and pedagogical staff. The peculiarity of staffing of the teaching staff is academic continuity - it is the preparation of its own staff through training in master's and PhD doctoral programmes and their involvement in scientific and pedagogical activities. The teacher is a key figure in ensuring quality education and the acquisition of knowledge, skills, abilities, and competences by students. The University defines, publishes and applies transparent procedures for the recruitment, professional growth and development of all employees in accordance with the principle of meritocracy.

To stimulate teaching staff in academic mobility programmes, foreign internships, joint scientific research with foreign partners and international projects. *At the same time, EEC notes* the need to strengthen the implementation of the programme of outgoing - external and internal academic mobility of the teaching staff, as among the teaching staff of the chairs of cluster 2 there is an excellent potential and professionalism for the exchange of experience among universities of both RK and foreign educational institutions.

The university actively practices the system of supervisory visits to classes by representatives of the department. The main evaluation criterion is the knowledge of the subject, mastery of teaching methodology and interactive teaching methods, ability to structure the lesson and rationally use the teaching time. The assessment of internal experts is reflected in special journals of the department.

The University implements the policy of maintaining professional standards and ethics through normative documents.

The analysis of qualitative and quantitative composition of academic staff on training allows us to draw the following conclusions: teachers in the educational process widely use various active teaching methods. Innovative teaching technologies have been introduced to cover all types of academic work (lectures, laboratory-practical, seminar classes). The University has developed and updated mechanisms and criteria for systematic evaluation and stimulation of teaching quality efficiency.

In order to improve the quality level of teaching staff, strengthening the competitiveness of the educational process in accordance with modern requirements, the University attracts young specialists who have studied in foreign countries within the framework of the international scholarship of the President of the Republic of Kazakhstan "Bolashak". Motivation and stimulation of graduates of the programme "Bolashak" is provided by the "Regulations on attracting young specialists trained abroad within the international programme "Bolashak" to work at the University.

Strengths / best practices in 6B04102 State and Local Government, 7M04104 Management, 7M04111 Marketing, 7M11101 Tourism:

1.   Compliance of the qualitative composition of the teaching staff with the established qualification requirements, HEI strategy, objectives of the EP.

2.   Involvement of the academic staff in the development of economy, education, science and culture of the region and the country.

EEC recommendations for 6B04102 "State and Local Government", 7M04104

"Management", 7M04111 "Marketing", 7M11101 "Tourism":

1. Management of EP 6B04102 "State and Local Government", 7M04104 "Management", 7M04111 "Marketing", 7M11101 "Tourism" to include indicative indicators in the development plans of educational programmes and in the work plans of the departments and to implement the items: "participation of teaching staff in the programme "outgoing - external and internal academic mobility, incoming - internal academic mobility", "invitation to cooperation of Kazakhstan and foreign scientists" and start their implementation. Term - by the beginning of 2025-2026 academic year.

2. It is recommended that the university to provide for the teaching staff mandatory professional development once every three years.

EEC conclusions:

According to the standard "Academic staff and teaching effectiveness" 10 criteria are disclosed, of which for EP 6B04102 "State and local government", 7M04104 "Management", 7M04111 "Marketing", 7M11101 "Tourism": 2 criteria - strong position, 8 criteria have a satisfactory position.

6.8 Standard "Educational Resources and Student Support Systems"

✓ The EP should ensure that there are sufficient learning resources and learner support services to ensure the achievement of the objective of the EP.

✓ The EO must demonstrate the sufficiency of material and technical resources and infrastructure to meet the needs of different groups of learners in the context of the EP (adults, working, international learners, as well as learners with disabilities).

✓ The EP management must demonstrate that procedures are in place to support different groups of learners, including information and counseling.

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

- technological support for learners and faculty (e.g., online learning, simulations, databases, data analysis programs);

- library resources, including the fund of educational, methodological and scientific literature on general education, basic and specialized disciplines on paper and electronic media, periodicals, access to scientific databases;

- examination of the results of Research and Scientific Papers, graduate works, dissertations for plagiarism;

- access to educational Internet resources;

✓ functioning of WI-FI on the territory of the educational organization.

✓ EO demonstrates the planning of provision of educational equipment for the EP.

Evidential part

The University on a permanent basis update and improves the material and technical base, improves software and equipment, expands the classroom fund of educational buildings, material and technical base of student and faculty housing fund The University for the realization of the goals and objectives facing it, has all the necessary educational and material assets, developed infrastructure and material and technical base for educational and scientific activities.

The need for specialized classrooms designed for the use of technical means of education and equipped with computers, office equipment, multimedia equipment, local networks, including those connected to the corporate intra-university network, the Internet, is determined by the technical capabilities and area of the premises, the contingent of students in specialized classes, usually designed for classes in subgroups. The need of HEI educational programs in various types of resources is determined through the website, surveys, questionnaires.

The university complex has a large-scale material and technical base, which includes not only academic buildings and scientific laboratories, but also student houses, computer centers, library, reading rooms, gym, medical center, canteens. The university has six student houses.

The university complex has a large-scale material and technical base, which includes not only academic buildings and scientific laboratories, but also student houses, computer centers, library,

reading rooms, gym, medical center, canteens. The university has six dormitories.

Every year the university, according to the development plan, which, in turn, is formed based on submitted applications from structural units, purchases laboratory equipment, organizational equipment, consumables and multimedia equipment necessary for the organization of the educational process in accordance with the objectives of educational programs.

The faculty is in the educational building N 1, has more than 60 specialized classrooms with 60 seats, including 1 hall of electronic resources, 1 reading room with 25-40 seats, 8 computer classrooms, 2 language laboratories, 7 multimedia rooms. The classrooms are equipped with modern teaching furniture, computer equipment, traditional and interactive blackboards, and multimedia projectors, stands. Students of the program have free access to computer classes, electronic resource rooms of the university, which are connected to the Internet and provided with modern computer equipment. In general, the university has a computer park with 2264 computers and 53 computer classrooms.

All classrooms have an Internet connection, providing each study place with a connection to the global Internet.

Training on basic, profile and professional disciplines is carried out in the main building (Faculty of Economics) Karaganda Buketov University at 28 Universitetskaya str., where for the implementation of EP 6B04102 – "State and Local Government", 7M04104 – "Management", 7M11101 – "Tourism", 7M04111 – "Marketing" allocated 4 floor - a total of 10 classrooms and specialized auditoriums.

Provision of the educational process with specialized and laboratory equipment EP 6B04102 – "State and Local Government", 7M04104 – "Management", 7M11101 – "Tourism", 7M04111- "Marketing", at the moment corresponds to the modern practice in the field of engineering communications.

To implement educational programs 6B04102 – "State and Local Government", 7M04104 – "Management", 7M11101 – "Tourism", 7M04111 – "Marketing", the University has the necessary material and technical base. Thus, the auditorium fund for training of students and graduate students includes:
- classrooms and lecture halls;
- computer classrooms;
- multimedia rooms equipped with stationary projectors;
- language laboratories;
- specialized rooms equipped with modern interactive equipment.

Maintenance and renewal of the material base and materials of the educational process are carried out by drawing up cost estimates based on the needs of the educational process. Funds are allocated annually to support the educational process within the framework of the EP (Table 2):

Table 2 - Financial and material security for the Faculty of Economics

Year of purchase	Means to ensure the educational process within the framework of the EP		Investment funds for the purchase of large equipment
	Material assets	Investment assets	
2018	54 905	827 087	-
2019	5 205 845	409 876	-
2020	98 944,48	343 740	-
2021	59 080	2 455 8802	-
2022	642 174	13 371 730	2 269 989
2023	234 417,12	887 980	-

EEC experts note the need to pay attention to the following issues:
- providing students and teaching staff with specialized classrooms, computer rooms, software with the required capacities and characteristics for specialized applied programs.
- providing coverage of all areas of the university with high-speed Internet and access to Wi-Fi.

- to increase investment funds to ensure the educational process within the framework of the EP.

The University's information resources include the following:

https://platonus.buketov.edu.kz/- the platform for the implementation of the educational process by credit technology of education (academic operation);

https://e.buketov.edu.kz - unified corporate information network "Electronic University";

https://web-testing.buketov.edu.kz – student's personal cabinet for forming individual plans and going through the procedure of testing on disciplines;

https://cabinet.buketov.edu.kz – teacher's personal office, electronic journals, test downloads;

www.e.buketov.edu.kz/plan2012 - drafting of working curricula, calculation and distribution of teaching load;

https://schedule.buketov.edu.kz – schedule system;

https://idl.buketov.edu.kz – portal of distance education organization;

https://sed.buketov.edu.kz – an electronic document management system;

https://ssc.buketov.edu.kz – a service center for learners and staff;

https://library.ksu.kz/- website of the scientific library of Karaganda Buketov University.

EEC experts note the following issues:

- Optimize the number of information resources of the university.

- The availability of its own publishing and printing base at the university provides the need of the university in the production of educational and scientific publications. According to the "Regulations on the publication and commercial distribution of educational and scientific literature of NJSC "Karaganda University named after academician Ya.A. Buketov" since 2021 educational and scientific publications of teachers are issued at the expense of the university, thereby replenishing the library fund of the scientific library and providing the educational process with the necessary literature.

The total area of the library is 4440 square meters. The area of reading rooms is 1547 square meters, the area allocated for the storage of book collections is 2893 square meters.

Information and library service of library readers is organized in 10 reading rooms, 10 subscriptions, 8 halls of electronic resources. The total number of seats is 1,078, including 382 seats equipped with personal computers with Internet access.

The book fund of the library consists of 1,809,181 copies of scientific, educational, teaching, and methodological and fiction literature. The collection includes monographs, materials of scientific conferences, collections of scientific articles, dissertation abstracts, dictionaries, reference books, encyclopedias, scientific journals. The structure of the book collection is as follows.

Table 3 - Structure of the book fund

Training and educational and methodological literature		%	Scientific literature	%
Training	Including educational and methodological ones			
989 247 cop.	111 714 cop.	70	530 653 cop.	30

The purchase of new books is carried out in accordance with the requests of departments and faculties, their number for the last five years amounted to 39,499 copies, including by year (Table 4):

Table 4 - Purchase of new books

2018-2019	2019-2020	2020-2021	2021-2022	2022-2023
12 433 cop.	4 352 cop.	5186 cop.	10 557 cop.	6971 cop.

Over the last five years, 114,741,023 tg. has been allocated for the purchase of new books,

including by year (Table 5):

Table 5 - Investments in the book fund

2018-2019	2019-2020	2020-2021	2021-2022	2022-2023
14 044257 tg	15 766 513 tg	32 105 534 tg	26 735 505 tg	26 089 214 tg

For the purpose of library and information support of the educational process, full-text access to the resources of the "Republican Interuniversity Electronic Library" is provided (RIEL) (http://rmebrk.kz), E-library (https://elibrary.ru), IVIS (http://www.ivis.ru), IS Paragraph (https://online.zakon.kz), Epigraph (https://elib.kz), Adebiportal (https://adebiportal.kz), Kazneb (https://kazneb.kz), Polpred (https://polpred.com). Within the framework of the national license subscription provided by the Ministry of Science and Education of the Republic of Kazakhstan, access to foreign electronic resources Scopus is provided (https://www.scopus.com), Science Direct (https://www.sciencedirect.com), Clarivate Analitics (https://www.webofscience.com), Wiley (https://onlinelibrary.wiley.com).

Catering outlets that offer an extended range of products. The medical service provides first aid and emergency medical assistance, preventive and anti-epidemic measures, organization and conduct of immunoprophylaxis, training of students and staff of the university in health protection, disease prevention and healthy lifestyle, etc.

There is a sports hall with a total area of 749 square meters.

Creative groups uniting fans of music, choreography, theater and drama and other arts have been created and work in the Palace of Students.

Placement of information about educational programs of Karaganda Buketov University, achievements of the university, announcements, information reports is carried out in the traditional order, as well as published in the university magazine "Mir molodezhy. Zhastar alemi", in printed and informational publications, on the website https://buketov.edu.kz/ in the system of Electronic University www.e.buketov.edu.kz.

To provide feedback to potential applicants and social partners, the department's pages in social networks have been created and are active:

– Facebook University Page: https://www.facebook.com/buketov.university
– Facebook Economic Faculty Page: https://www.facebook.com/economic.faculty.501
– Instagram University Page: @buketov.university
– Instagram Economic Faculty Page: @econom_buketov
– Blog-platform - YouTube

(https://www.youtube.com/channel/UCieeYzqMQng3nrXVGQhT0Kg).

Support for students who have difficulties in learning, lagging behind due to various reasons in mastering the educational program is provided in the form of individual consultations of teachers. To strengthen the advisory support of students, electronic textbooks, electronic teaching and learning complexes, control and learning computer programs, individual assignments, MOOCs, video lectures, etc. are widely used. For students with disabilities certain conditions are created, opportunities for online learning.

In order to support all students, especially students with special needs, the University provides the opportunity to receive education through the use of distance education technologies, which act as a means of communication between the student and the instructor.

Buildings and facilities of the University comply with current sanitary norms and fire safety requirements. Auditorium areas, laboratories, classrooms and other rooms per student are not less than 6 square meters, taking into account the 2-shift training sessions, meet fire safety standards and normative indicators established in the order of the Minister of Science and Higher Education of the Republic of Kazakhstan from July 20, 2022 N 2 "On approval of state mandatory standards of higher and postgraduate education", ensure the implementation of objectives and curriculum EP. Conclusions of SES and fire department are available.

In planning, distribution and provision of educational resources, the University considers the needs of different groups of students.

Academic support for students is provided by: the Admissions Office, Student Services, Office of the Registrar, Career Department, Department of Practice, Department of International Cooperation, Scientific Library.

The University actively supports and promotes the development of student self-government, defining its main objectives: - assisting in solving issues related to current problems of students' education; - promoting the development of scientific potential of students; - improving the image of the University; - promoting a healthy lifestyle in the student community; - organizing leisure activities for students; - developing the creative potential of students; - ensuring the active participation of students in the life of the University.

One of the priorities of the University is the formation and strengthening of the culture of a healthy lifestyle. The University provides conditions for the development of student sports: sports and recreational sections, sports, and gyms function on a free basis. Sports events are organized. The University supports the participation of student-athletes in international, national, regional sports competitions.

The University provides medical care for students and staff. The health center provides pre-hospital care, emergency care and health education.

Analytical part

According to the results of meetings with the management, students, graduates, and employers it *was found* that the university is working in the field of career guidance, support of students. The strong point is the creation of conditions for scientific research, publication of the results of research work of faculty, staff, and students. Conditions are created for students to achieve the required professional level. Students are members of collegial management bodies of the university, methods of feedback and informing students are developed, cultural and social life of students is organized.

EP management together with the university management on a regular basis create conditions to ensure the sufficiency of material resources and infrastructure for scientific research, provision of practice bases, integration of science into the educational process, publication of the results of research work of students. *At the same time,* the students at the meeting with the EEC *expressed their desire* to optimize the information resources of the university.

For students of all EPs, all types of training sessions, including calculations, coursework, thesis, and projects are supported by modern software packages. *However, the university needs to expand quantitatively the computer park for* the implementation of EP 2 of the cluster. The implemented EPs assume the use of a powerful computer base, with excellent characteristics to support professional application packages.

The procedure for supporting students with disabilities is regulated by the QMS regulations of the university. At the same time, the EEC experts note that the university management should analyze the possibilities of participation in educational and other processes of potential groups of persons with disabilities and for the identified categories of persons to continue work on the organization of barrier-free access to all resources and processes.

There is a need to improve the Wi-Fi network at the university.

Strengths / Best Practices:

The university creates conditions for scientific research, integration of science and education, publication of the results of research work of faculty, staff and students.

EEC recommendations for **"6B04102-State and Local Government", 7M04104-Management, 7M04111-Marketing, 7M11101-Tourism":**

1.   The university management should *optimize the number of information resources of the university. Deadline - 2026.*

2. The university management to consider the issue of allocating funding to cover the areas

providing the educational process of 2 clusters with Wi-Fi access network. *The deadline is by the beginning of the 2024-2025 academic year.*

3. University management to analyze the existing book collection to acquire modern and popular books? *The deadline is by the beginning of the 2025-2026 academic year.*

4. The university management together with the management of "6B04102 - State and Local Government", 7M04104-Management, 7M04111-Marketing, 7M11101-Tourism" should analyze the available computer base (including the availability of professional software packages), based on the results of the analysis to determine the allocation of necessary funding for the purchase of computers and professional programs with the required power characteristics. *Deadline is by the beginning of the 2025 -2026 academic year.*

5. It is recommended that the management of the HEI considers the needs of different groups of students (adults, working, international students, as well as students with SEN). ***The deadline is by the beginning of the 2025 - 2026 academic year.***

EEC Conclusions:

The standard "Educational Resources and Student Support Systems" disclosed 13 criteria, of which for "6B04102-State and Local Government", 7M04104-Management, 7M04111-Marketing, 7M11101-Tourism: 1 criterion has a strong position, 10 criteria have a satisfactory position, 2 position needs improvement.

6.9 Standard "Informing the Public"

- The EO should publish reliable, objective, up-to-date information about the educational program and its specifics, which should include:
  - expected learning outcomes of the educational program being implemented;
  - qualification and (or) qualifications to be awarded upon completion of the educational program;
  - teaching and learning approaches, as well as the system (procedures, methods and forms) of evaluation;
  - information about passing grades 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 media, information networks to inform the public and stakeholders.
- ✓ Public information should support and explain the national development programs of the country and the higher and postgraduate education system.
- ✓ The EP should demonstrate that the web resource reflects information describing it as a whole and in terms of educational programs.
- ✓ The availability of adequate and objective information about academic staff of faculty is an important factor.
- ✓ Publicizing collaboration and cooperation with partners by the EP is important.

Evidential part

Karaganda Buketov University openly places full and reliable information about the university activities, the rules of admission of applicants, terms and form of study, international programs, and partnerships of the university, contact and other useful information for applicants and students. Teachers of the departments participate in activities aimed at informing applicants, students, and all interested parties.

The University informs the public about the activities of Karaganda Buketov University by the University Press Service. The University has an official Website (buketov.edu.kz) in three languages (Kazakh, Russian, English). The site is designed to place operational information concerning the main spheres of the University's activity. The site contains strategic and current documents, including the Strategic Development Plan of the University, Mission, Policy, and Objectives in the field of quality of the University, work plans of divisions, plans of sociological surveys and others.

The information resource of the site is open and publicly available. During the last years the university website has been taking leading positions among the websites of universities of

Kazakhstan in the world rating of the best websites of the leading universities of the world Webometrics. Karaganda Buketov University website is interactive. Users can promptly receive advice from the admission committee, contact faculties and research institutes, learn about the educational programs of the university. The chronicle of the university is regularly maintained and replenished; the sections "Chronicle of the University" and "Events" on the official web-site of Karaganda Buketov University are supplemented with illustrative photo material prepared by the staff of the press service.

Teachers and staff of the university take an active part in programs and newscasts of the republican and regional television channels, primarily "Khabar, "24kz", "Qazaqstan", "Saryarqa", "Pervyj Karagandinskij", "Kanal 5". Thus, in 2022, 97 television reports were prepared, the participants of which were university teachers.

Information materials of the University are placed on the pages of republican and regional Internet portals, such as "Kazinform", "E-Karaganda", "Karaganda Region Akimat Portal". The press service of the university organized a constant electronic distribution of information about significant events for the university to the international information Internet-agency "Kazinform", the press service of the Ministry of Science and Higher Education of the Republic of Kazakhstan, regional information Internet portals with the provision of materials of speakers from among the teachers and staff of the university.

Over three hundred informational materials were placed in mass media during the reporting period, including about 60 articles in national and regional publications, 120 television videos, many materials on Internet resources and social networks.

One of the corporate media of the University is the newspaper "Zhastar әlemi – Mir molodezhi". For the period from November 2019 to December 2023, 48 issues of the periodical were published. The newspaper has permanent columns: "Alma mater", "Studencheskaja zhizn'", "Nauka i obrazovanie", "Shkola i vuz", "Zdorov'e i sport", "Lichnost", "Novosti universiteta", "Vypusknoj kurs", "Photo reportage", "Sobytie", "Serpin-2050", "Mir XXI veka", and others. Special issues of the newspaper are devoted to anti-corruption practices and vocational guidance work (the latter - in the amount of 1 thousand copies). In 2023, 12 issues of the newspaper were published with a total circulation of 7.5 thousand copies.

The University website contains information about the position of the University according to the results of external evaluation (https://buketov.edu.kz/ru/page/rating). Thus, Karaganda Buketov University received 4 stars according to the results of the QS Stars program audit. According to the results of QS World University Ranking 2023 Karaganda Buketov University took positions 801+.

Information on the directions and conducted planned activities in the framework of interaction with partners (meetings, briefings, open days, round tables, conferences, exhibitions, etc.) are posted in the "News" section of the University website, mass media, social networks, and other sources of publication.

Statistical information on the employment of graduates of each year is posted on the website of the Career Department https://buketov.edu.kz/ru/page/ckt. This information allows to get a general idea of the demand for university graduates in the context of educational programs, areas of training and types of organizations that are employers.

EPs of the Department of "Management", "Marketing" have national accreditation and occupy worthy positions in the national rankings
(https://buketov.edu.kz/ru/page/faculty/faculty-econ/managment,
https://buketov.edu.kz/ru/page/faculty/faculty-econ/marketing).

Information summaries of the teachers of the graduate departments are presented on the page of the departments at the following link "Programs of study - Faculties - Faculty of Economics - Departments - Department of Management / Department of Marketing - Profiles of teachers" with the indication of courses read, scientific interests, professional development (https://buketov.edu.kz/ru/page/faculty/faculty-econ/managment,
https://buketov.edu.kz/ru/page/faculty/faculty-econ/marketing).

Informing the public is aimed at: 1) ensuring a stable information flow of news about

significant events and achievements of the University in the mass media; 2) attracting the interest of potential consumers to new programs and innovative developments of university scientists; 3) support and explanation of national development programs of the country and the system of higher and postgraduate education.

The University's information systems provide students with educational, organizational and educational content: academic calendar, schedule of classes and sessions, educational programs, catalogs of elective disciplines, requirements for the design and execution of academic assignments and projects (IWS, term papers and theses, reports, etc.), student evaluation criteria, rules for final certification; internal rules and requirements, including rules of conduct in the classroom, exams, etc.; contact details and working hours of departments; announcements of events held at the university; conditions for participation in competitions, receiving discounts and grants from the University; data on additional services (dormitories, communications, etc.).

The information policy includes the annual report of the Rector of the University on the results of activities to the public: students, parents, employers, social partners, and other interested parties.

Analytical part

The university's website contains links to significant information resources of the university, full-text electronic information systems and other resources useful for the educational and scientific process. The site contains reliable, objective, up-to-date information about the EP under consideration, which reflects the expected learning outcomes of the implemented EP; qualifications and (or) qualifications that will be assigned upon completion of the educational program; teaching approaches, training, as well as the system (procedures, methods and forms) of assessment; information about passing scores and educational opportunities provided to students; information about graduate employment opportunities.

The management of the EP provides for a variety of ways to disseminate information, including the media, information networks to inform the general public and interested parties, however, the university management needs to take targeted actions to improve the availability of relevant information within the departments and about the specifics of the EP, the implementation of the EP on the university's website, since there are tabs on the line of business that contain outdated information.

In addition, the publication of reliable information about academic staff on open resources, in terms of personalities, is not observed. Information about the teaching staff is available in a closed intra-university portal, which does not carry any useful load on career guidance, PR and marketing policy within the framework of the university's implemented activities.

Strengths / Best Practices:
they are not observed.

EEC recommendations for "6B04102-State and Local Government", 7M04104-Management, 7M04111-Marketing, 7M11101-Tourism":

1. Before the beginning of the 2024-2025 academic year, the university management should determine the requirements for publishing reliable, objective, up-to-date information on the university's website within the framework of structural divisions, including departments and about teaching staff implementing EP, and begin to implement them.

2. The management of the EP "6B04102 – State and Local Government", 7M04104-Management, 7M04111-Marketing, 7M11101-Tourism" is recommended to ensure regular and timely updating on the university's website of information about changes in the programs of the EP "6B04102 – State and Local Government", 7M04104-Management, 7M04111-Marketing, 7M11101-Tourism of potential scientific projects, the most significant publications with the participation of students and teaching staff, as well as "success stories" of future graduates of the EP.

EEC Conclusions:

There are 12 criteria disclosed for the Public Awareness standard, of which for "6B04102-

State and Local Government", 7M04104-Management, 7M04111-Marketing, 7M11101-Tourism: 12 criteria have a satisfactory position.

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

Standard "Educational Program Management"

According to this standard, there are no strengths

Standard «Information management and reporting»

According to this standard, there are no strengths

Standard «Development and approval of educational programs»

According to this standard, there are no strengths

Standard «Continuous monitoring and periodic evaluation of educational programs»

According to this standard, there are no strengths

Standard «Student-centered learning, teaching and learning assessment»

1.An important factor is the availability of own research in the field of teaching methods of the disciplines of the EP.

Standard «Learners»

1. The University has close ties with regional enterprises, a large number of practice contracts, which indicates the high demand for future graduates and the integration of the university and accredited educational institutions with the real sector of the economy.

Standard «Academic staff»

1. The strength of the teaching staff is the availability of an objective and transparent personnel policy that ensures the conduct of competitive procedures, high degree of graduation of departments, compliance of the qualitative staff of the teaching staff with established qualification requirements, the university's strategy, and the goals of the EP.

2. The university successfully demonstrates the involvement of teaching staff in the development of the economy, education, science, and culture of the country's region. The presence of a motivation mechanism for teaching staff in professional, scientific, and personal growth.

Standard «Educational Resources and Student Support Systems»

1. The strength of the EP at all levels is the research component and the involvement of students in the scientific projects of the department, the completion of theses and master's studies in the context of scientific projects and the publication of the results of the research work of academic staff, staff and students.

Standard «Public Awareness»

According to this standard, there are no strengths

(VIII) OVERVIEW OF RECOMMENDATIONS FOR IMPROVING QUALITY FOR EACH STANDARD

According to the Standard "Educational Program Management"

EEC recommendations for "6B04102-State and Local Government", 7M04104-Management, 7M04111-Marketing, 7M11101-Tourism":

1. The management of educational programs "6B04102 – State and local government", 7M04104-Management, 7M04111-Marketing, 7M11101-Tourism should review the development of a development plan for the University, taking into account all strategic directions of development of the university, based on current development programs of the region and the Republic of Kazakhstan, with the definition of specific target, time indicators of achievement, with the definition of those responsible for their achievement with the participation of external stakeholders in the discussion.

2. The university management should ensure that the heads of OP 6B04102 – State and local Government, 7M04104-Management, 7M04111-Marketing, 7M11101-Tourism receive advanced training in the field of educational management.

According to the Standard «Information management and reporting»:

EEC Recommendations:
No

According to the Standard «Development and approval of educational programs»:

EEC recommendations for "6B04102-State and Local Government", 7M04104-Management, 7M04111-Marketing, 7M11101-Tourism":

1. It is necessary to include measures for the introduction of a dual training system in the development plans of each EP and begin their implementation.

2. To demonstrate the uniqueness of the EP in the market of educational services at the national and international levels based on the consistent achievement and positive dynamics of the following quantitative and qualitative criteria: the contingent, including foreign students, for 1 academic period or more, the annual growth of the EP position, the increase in the level of labor in the specialty, the opening of branches of departments in specialized research institutes, the attraction of top scientists and practitioners for scientific guidance in the Master's degree, etc .

According to the Standard «Continuous monitoring and periodic evaluation of educational programs»:

EEC recommendations for "6B04102-State and Local Government", 7M04104-Management, 7M04111-Marketing, 7M11101-Tourism":

- There are no recommendations for this standard.

According to the Standard «Student-centered learning, teaching and learning assessment»:

EEC recommendations for "6B04102-State and Local Government", 7M04104-Management, 7M04111-Marketing, 7M11101-Tourism"
- There are no recommendations for this standard.

According to the «Learners»:

EEC recommendations for "6B04102-State and Local Government", 7M04104-Management, 7M04111-Marketing, 7M11101-Tourism":

1. In accordance with the University Development Program, the management of 6B04102 "State and local Government", 7M04104 "Management", 7M04111 "Marketing", 7M11101 "Tourism": plan and achieve indicative indicators in the plans for the development of educational programs of the item "academic mobility – incoming / outgoing, internal / external". The deadline is annually.

2. It assumes to improve the work of the current association / association of graduates. The deadline is 2024-2025.

According to the «Academic staff»:

EEC recommendations for "6B04102-State and Local Government", 7M04104-Management, 7M04111-Marketing, 7M11101-Tourism":

1. The management of EP 6B04102 "State and local Governmen", 7M04104 "Management", 7M04111 "Marketing", 7M11101 "Tourism" should include indicative indicators in the development plans of educational programs and in the work plans of departments and implement the points: "participation of teaching staff in the program "outgoing - external and internal academic mobility, incoming – internal academic mobility", "invitation to cooperation of Kazakhstan and foreign scientists" and start their implementation. The deadline is by the beginning of the 2025-2026 academic year.

2. It is recommended that the university provide compulsory professional development for teaching staff every three years.

According to the Standard «Educational Resources and Student Support Systems»:

EEC recommendations for "6B04102-State and Local Government", 7M04104-Management, 7M04111-Marketing, 7M11101-Tourism":

1. The university management should optimize the number of information resources of the university. The deadline is 2026.

2. The university management should consider allocating funding to cover the areas providing the educational process of the 2 clusters with a Wi-Fi access network. The deadline is by the beginning of the 2024-2025 academic year.

3. Should the university management analyze the existing book fund for the purchase of modern and popular books? The deadline is by the beginning of the 2025-2026 academic year.

4. The management of the university, together with the management of "6B04102 – State and local government", 7M04104-Management, 7M04111-Marketing, 7M11101-Tourism", needs to analyze the existing computer database (including the availability of professional software packages), based on the results of the analysis, determine the allocation of necessary funding for the purchase of computers and professional programs with the required power characteristics. The deadline is by the beginning of the 2025-2026 academic year.

5. The University management is recommended to consider the needs of various groups of students (adults, working, foreign students, as well as students with SEN). The deadline is by the beginning of the 2025-2026 academic year.

According to the Standard «Public Awareness»:

EEC recommendations for "6B04102-State and Local Government", 7M04104-Management, 7M04111-Marketing, 7M11101-Tourism":

1. Before the beginning of the 2024-2025 academic year, the university management should determine the requirements for publishing reliable, objective, up-to-date information on the

university's website within the framework of structural divisions, including departments and about teaching staff implementing EP, and begin to implement them.

2. The management of the EP "6B04102 – State and Local Government", 7M04104-Management, 7M04111-Marketing, 7M11101-Tourism" is recommended to ensure regular and timely updating on the university's website of information about changes in the programs of the EP "6B04102 – State and Local Government", 7M04104-Management, 7M04111-Marketing, 7M11101-Tourism of potential scientific projects, the most significant publications with the participation of students and teaching staff, as well as "success stories" of future graduates of the EP.

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

- To complete the development and approval of a complete package of internal regulatory and reference documents necessary for the work of the University

- To carry out targeted work on the development of joint (network) educational programs with partner universities (including the implementation of a double degree program).

- In order to ensure the attractiveness of students' participation in mobility programs, international programs, etc., the responsible structural unit should include in the activity plan: regular (at least 1 time per quarter) holding of international fairs, exhibitions, round tables and other international events, on an ongoing basis to provide language courses (including with native speakers language) for students of Karaganda Buketov University, with coverage of all events in the media.

(X) RECOMMENDATIONS TO THE ACCREDITATION BOARD

The external expert commission decided to recommend to the Accreditation Council the educational programs of the NJSC "Karaganda University named after academician Ya.A. Buketov" **to accredit:**

- *EP "6B04102 – State and local Government" - for a period of 5 (five) years;*
- *EP "7M04104-Management" – for a period of 5 (five) years;*
- *EP "7M04111-Marketing" – for a period of 5 (five) years;*
- **EP "7M11101-Tourism"** *– for a period of 5 (five) years.*

Appendix 1. Evaluation table "SPECIALIZED PROFILE PARAMETERS"

№ п\п	№ п\п	Критерии оценки	Позиция организации образования			
			Сильная	Удовлетвори-тельная	Предполагает улучшение	Неудовлетвори-тельная
Стандарт «Управление образовательной программой»						
1	1.	Вуз должен продемонстрировать разработку цели и стратегии развития ОП на основе анализа внешних и внутренних факторов с широким привлечением разнообразных стейкхолдеров		+		
2	2.	Политика обеспечения качества должна отражать связь между научными исследованиями, преподаванием и обучением		+		
3	3.	Вуз демонстрирует развитие культуры обеспечения качества		+		
4	4.	Приверженность к обеспечению качества должна относиться к любой деятельности, выполняемой подрядчиками и партнерами (аутсорсингу), в том числе при реализации совместного/двудипломного образования и академической мобильности		+		
5	5.	Руководство ОП обеспечивает прозрачность разработки плана развития ОП на основе анализа ее функционирования, реального позиционирования вуза и направленности его деятельности на удовлетворение потребностей государства, работодателей, заинтересованных лиц и обучающихся		+		
6	6.	Руководство ОП демонстрирует функционирование механизмов формирования и регулярного пересмотра плана развития ОП и мониторинга его реализации, оценки достижения целей обучения, соответствия потребностям обучающихся, работодателей и общества, принятия решений, направленных на постоянное улучшение ОП		+		
7	7.	Руководство ОП должно привлекать представителей групп заинтересованных лиц, в том числе работодателей, обучающихся и ППС к формированию плана развития ОП		+		
8	8.	Руководство ОП должно продемонстрировать индивидуальность и уникальность плана развития ОП, его согласованность с национальными приоритетами развития и стратегией развития организации образования			+	
9	9.	Вуз должен продемонстрировать четкое определение ответственных за бизнес-процессы в рамках ОП, распределения должностных обязанностей персонала, разграничения функций коллегиальных органов		+		
10	10.	Руководство ОП обеспечивает координацию деятельности всех лиц, принимающих участие в разработке и управлении ОП, и ее непрерывную реализацию, а также вовлекает в этот процесс всех заинтересованных лиц		+		
11	11.	Руководство ОП должно обеспечить прозрачность системы управления, функционирование внутренней системы обеспечения качества, включающей ее проектирование,		+		

		управление и мониторинг, принятие соответствующих решений				
12	12.	Руководство ОП должно осуществлять управление рисками		+		
13	13.	Руководство ОП должно обеспечить участие представителей заинтересованных лиц (работодателей, ППС, обучающихся) в составе коллегиальных органов управления образовательной программой, а также их репрезентативность при принятии решений по вопросам управления образовательной программой		+		
14	14.	Вуз должен продемонстрировать управление инновациями в рамках ОП, в том числе анализ и внедрение инновационных предложений		+		
15	15.	Руководство ОП должно продемонстрировать свою открытость и доступность для обучающихся ППС, работодателей и других заинтересованных лиц		+		
16	16.	Руководство ОП подтверждает прохождение обучения по программам менеджмента образования		+		
17	17.	Руководство ОП должно стремиться к тому, чтобы прогресс, достигнутый со времени последней процедуры внешнего обеспечения качества, принимался во внимание при подготовке к следующей процедуре		+		
Итого по стандарту			0	16	1	
Стандарт «Управление информацией и отчетность»						
18	1.	Вуз должен обеспечить функционирование системы сбора, анализа и управления информацией на основе современных информационно-коммуникационных технологий и программных средств		+		
19	2.	Руководство ОП демонстрирует системное использование обработанной, адекватной информации для улучшения внутренней системы обеспечения качества		+		
20	3.	Руководство ОП демонстрирует наличие системы отчетности, отражающей деятельность всех структурных подразделений и кафедр в рамках ОП, включающей оценку их результативности		+		
21	4.	Вуз должен определить периодичность, формы и методы оценки управления ОП, деятельности коллегиальных органов и структурных подразделений, высшего руководства		+		
22	5.	Вуз должен продемонстрировать механизм обеспечения защиты информации, в том числе определения ответственных лиц за достоверность и своевременность анализа информации и предоставления данных		+		
23	6.	Вуз демонстрирует вовлечение обучающихся, работников и ППС в процессы сбора и анализа информации, а также принятия решений на их основе		+		
24	7.	Руководство ОП должно продемонстрировать наличие механизмов коммуникации с обучающимися, работниками и другими заинтересованными лицами, в том числе разрешения конфликтов		+		
25	8.	Вуз должен обеспечить измерение степени удовлетворенности потребностей ППС, персонала и обучающихся в рамках ОП и продемонстрировать доказательства устранения обнаруженных недостатков		+		
26	9.	Вуз должен оценивать результативность и эффективность деятельности, в том числе в разрезе ОП		+		

		Информация, собираемая и анализируемая вузом в рамках ОП, должна учитывать:		+		
27	10.	ключевые показатели эффективности		+		
28	11.	динамику контингента обучающихся в разрезе форм и видов		+		
29	12.	уровень успеваемости, достижения студентов и отчисление		+		
30	13.	удовлетворенность обучающихся реализацией ОП и качеством обучения в вузе		+		
31	14.	доступность образовательных ресурсов и систем поддержки для обучающихся		+		
32	15.	трудоустройство и карьерный рост выпускников		+		
33	16.	Обучающиеся, сотрудники и ППС должны подтвердить документально свое согласие на обработку персональных данных		+		
34	17.	Руководство ОП должно содействовать обеспечению всей необходимой информацией в соответствующих областях наук		+		
Итого по стандарту			0	17	0	
Стандарт «Разработка и утверждение образовательной программы»						
35	1.	Вуз должен продемонстрировать наличие документированной процедуры разработки ОП и ее утверждение на институциональном уровне		+		
36	2.	Вуз должен продемонстрировать соответствие разработанной ОП установленным целям и планируемым результатам обучения		+		
37	3.	Руководство ОП должно определить влияние дисциплин и профессиональных практик на формирование результатов обучения		+		
38	4.	Вуз может продемонстрировать наличие модели выпускника ОП, описывающих результаты обучения и личностные качества		+		
39	5.	Квалификация, присваиваемая по завершению ОП, должна быть четко определена, разъяснена и соответствовать определенному уровню НСК, QF-EHEA		+		
40	6.	Руководство ОП должно продемонстрировать модульную структуру программы, основанную на Европейской системе перевода и накопления кредитов (ECTS), обеспечить соответствие ОП, ее модулей (по содержанию и структуре) поставленным целям с ориентацией на достижение планируемых результатов обучения		+		
41	7.	Руководство ОП должно обеспечить соответствие содержания учебных дисциплин и результатов обучения друг другу и уровню обучения (бакалавриат, магистратура, докторантура)		+		
42	8.	Руководство ОП должно продемонстрировать проведение внешних экспертиз ОП		+		
43	9.	Руководство ОП должно представить доказательства участия обучающихся, ППС и других стейкхолдеров в разработке ОП, обеспечении их качества		+		
44	10.	Руководство ОП должно продемонстрировать позиционирование ОП на образовательном рынке, (региональном/национальном / международном), ее уникальность			+	

45	11.	Важным фактором является возможность подготовки обучающихся к профессиональной сертификации		+		
46	12.	Важным фактором является наличие двудипломной ОП и/или совместных ОП с зарубежными вузами		+		
Итого по стандарту			0	11	1	
Стандарт «Постоянный мониторинг и периодическая оценка образовательных программ»						
47	1.	Вуз должен обеспечить пересмотр содержания и структуры ОП с учётом изменений рынка труда, требований работодателей и социального запроса общества		+		
48	2.	Вуз должен продемонстрировать наличие документированной процедуры проведения мониторинга и периодической оценки ОП для достижения цели ОП. Результаты данных процедур направлены на постоянное совершенствование ОП		+		
		Мониторинг и периодическая оценка ОП должны рассматривать:		+		
49	3.	содержание программ в контексте последних достижений науки и технологий по конкретной дисциплине	+			
50	4.	изменения потребностей общества и профессиональной среды		+		
51	5.	нагрузку, успеваемость и выпуск обучающихся		+		
52	6.	эффективность процедур оценивания обучающихся		+		
53	7.	потребности и степень удовлетворенности обучающихся		+		
54	8.	соответствие образовательной среды и деятельности служб поддержки целям ОП		+		
55	9.	Все заинтересованные лица должны быть проинформированы о любых запланированных или предпринятых действиях в отношении ОП. Все изменения, внесенные в ОП, должны быть опубликованы		+		
56	10.	Службы поддержки должны выявлять потребности различных групп обучающихся и степень их удовлетворенности организацией обучения, преподаванием, оцениванием, освоением ОП в целом		+		
Итого по стандарту			1	9	0	
Стандарт «Студентоцентрированное обучение, преподавание и оценка успеваемости»						
57	1.	Руководство ОП должно обеспечить уважение и внимание к различным группам обучающихся и их потребностям, предоставление им гибких траекторий обучения		+		
58	2.	Руководство ОП должно обеспечить преподавание на основе современных достижений мировой науки и практики в области направления подготовки, использование различных современных методик преподавания и оценки результатов обучения, обеспечивающих достижение целей ОП, в том числе компетенций, навыков выполнения научной работы на требуемом уровне		+		
59	3.	Руководство ОП должно определить механизмы распределения учебной нагрузки обучающихся между		+		

		теорией и практикой в рамках ОП, обеспечения освоения содержания и достижений целей ОП каждым выпускником			
60	4.	Важным фактором является наличие собственных исследований в области методики преподавания дисциплин ОП	+		
61	5.	Вуз должен обеспечить соответствие процедур оценки результатов обучения планируемым результатам и целям ОП		+	
62	6.	Вуз должен обеспечить последовательность, прозрачность и объективность механизма оценки результатов обучения ОП. Критерии и методы оценки результатов обучения должны быть опубликованы заранее		+	
63	7.	Оценивающие лица должны владеть современными методами оценки результатов обучения и регулярно повышать квалификацию в этой области		+	
64	8.	Руководство ОП должно продемонстрировать наличие системы обратной связи по использованию различных методик преподавания и оценки результатов обучения		+	
65	9.	Руководство ОП должно продемонстрировать поддержку автономии обучающихся при одновременном руководстве и помощи со стороны преподавателя		+	
66	10.	Руководство ОП должно продемонстрировать наличие процедуры реагирования на жалобы обучающихся		+	
Итого по стандарту			1	9	0
Стандарт «Обучающиеся»					
67	1.	Вуз должен продемонстрировать политику формирования контингента обучающихся и обеспечить прозрачность ее процедур. Процедуры, регламентирующие жизненный цикл обучающихся (от поступления до завершения), должны быть определены, утверждены, опубликованы		+	
68	2.	Руководство ОП должно предусмотреть проведение специальных программ адаптации и поддержки для только что поступивших и иностранных обучающихся		+	
69	3.	Вуз должен продемонстрировать соответствие своих действий Лиссабонской конвенции о признании, в том числе наличие и применение механизма по признанию результатов академической мобильности обучающихся, а также результатов дополнительного, формального и неформального обучения		+	
70	4.	Вуз должен обеспечить возможность для внешней и внутренней академической мобильности обучающихся, а также оказывать им содействие в получении внешних грантов для обучения		+	
71	5.	Вуз должен активно стимулировать обучающихся к самообразованию и развитию вне основной программы (внеучебной деятельности)		+	
72	6.	Важным фактором является наличие механизма поддержки одаренных обучающихся		+	
73	7.	Вуз должен продемонстрировать сотрудничество с другими организациями образования и национальными центрами «Европейской сети национальных информационных центров по академическому признанию и мобильности/Национальных академических Информационных Центров Признания» ENIC/NARIC с целью обеспечения сопоставимого признания квалификаций		+	

74	8.	Вуз должен обеспечить обучающихся местами практики, продемонстрировать процедуру содействия трудоустройству выпускников, поддержания с ними связи	+			
75	9.	Вуз должен продемонстрировать процедуру выдачи выпускникам документов, подтверждающих полученную квалификацию, включая достигнутые результаты обучения		+		
76	10.	Руководство ОП должно продемонстрировать, что выпускники программы обладают навыками, востребованными на рынке труда и что эти навыки действительно востребованы на рынке труда		+		
77	11.	Руководство ОП должно продемонстрировать наличие механизма мониторинга трудоустройства и профессиональной деятельности выпускников		+		
78	12.	Важным фактором является наличие действующей ассоциации/объединения выпускников			+	
Итого по стандарту			1	10	1	
Стандарт «Профессорско-преподавательский состав»						
79	1.	Вуз должен иметь объективную и прозрачную кадровую политику в разрезе ОП, включающую наем (в том числе приглашенных ППС), профессиональный рост и развитие персонала, обеспечивающую профессиональную компетентность всего штата		+		
80	2.	Вуз должен продемонстрировать соответствие качественного состава ППС установленным квалификационным требованиям, стратегии вуза, целям ОП	+			
81	3.	Руководство ОП должно продемонстрировать изменение роли преподавателя в связи с переходом к студентоцентрированному обучению и преподаванию		+		
82	4.	Вуз должен предоставлять возможности карьерного роста и профессионального развития ППС, в том числе молодых преподавателей		+		
83	5.	Вуз должен привлекать к преподаванию специалистов соответствующих отраслей, обладающих профессиональными компетентностями, соответствующими требованиям ОП		+		
84	6.	Вуз должен продемонстрировать наличие механизма мотивации профессионального и личностного развития ППС		+		
85	7.	Вуз должен продемонстрировать широкое применение ППС информационно-коммуникационных технологий и программных средств в образовательном процессе (например, on-line обучения, е-портфолио, MOOCs и др.)		+		
86	8.	Вуз должен продемонстрировать направленность деятельности на развитие академической мобильности, привлечение лучших зарубежных и отечественных преподавателей		+		
87	9.	Вуз должен продемонстрировать вовлеченность каждого преподавателя в продвижение культуры качества и академической честности в вузе, определить вклад ППС, в том числе приглашенных, в достижение целей ОП		+		
88	10.	Важным фактором является вовлеченность ППС в развитие экономики, образования, науки и культуры региона и страны	+			
Итого по стандарту			2	8	0	
Стандарт «Образовательные ресурсы и системы поддержки студентов»			+			

89	1.	Вуз должен гарантировать соответствие образовательных ресурсов, в том числе материально-технических, и инфраструктуры целям образовательной программы		+		
90	2.	Руководство ОП должно продемонстрировать наличие аудиторий, лабораторий и других объектов, оснащенных современным оборудованием и обеспечивающих достижение целей ОП		+		
		Вуз должен продемонстрировать соответствие информационных ресурсов потребностям вуза и реализуемых ОП, в том числе по следующим направлениям:				
91	3.	технологическая поддержка обучающихся и ППС в соответствии с образовательными программами (например, онлайн-обучение, моделирование, базы данных, программы анализа данных)		+		
92	4.	библиотечные ресурсы, в том числе фонд учебной, методической и научной литературы по общеобразовательным, базовым и профилирующим дисциплинам на бумажных и электронных носителях, периодических изданий, доступ к научным базам данных		+		
93	5.	экспертиза результатов НИР, выпускных работ, диссертаций на плагиат		+		
94	6.	доступ к образовательным Интернет-ресурсам		+		
95	7.	функционирование WI-FI на своей территории			+	
96	8.	Вуз должен продемонстрировать, что создает условия для проведения научных исследований, интеграции науки и образования, публикации результатов научно-исследовательской работы ППС, сотрудников и обучающихся	+			
97	9.	Вуз должен стремиться к тому, чтобы учебное оборудование и программные средства, используемые для освоения образовательных программ, были аналогичными с используемыми в соответствующих отраслях экономики		+		
98	10.	Руководство ОП должно продемонстрировать наличие процедур поддержки различных групп обучающихся, включая информирование и консультирование		+		
99	11.	Руководство ОП должно показать наличие условий для продвижения обучающегося по индивидуальной образовательной траектории		+		
100	12.	Вуз должен учитывать потребности различных групп обучающихся (взрослых, работающих, иностранных обучающихся, а также обучающихся с особыми образовательными потребностями)			+	
101	13.	Вуз должен обеспечить соответствие инфраструктуры требованиям безопасности		+		
Итого по стандарту			1	10	2	
Стандарт «Информирование общественности»						
102	1.	Публикуемая вузом информация должна быть точной, объективной, актуальной и отражать все направления деятельности вуза в рамках образовательной программы		+		
103	2.	Информирование общественности должно предусматривать поддержку и разъяснение национальных программ развития страны и системы высшего и послевузовского образования		+		

104	3.	Руководство вуза должно использовать разнообразные способы распространения информации (в том числе СМИ, веб-ресурсы, информационные сети др.) для информирования широкой общественности и заинтересованных лиц		+		
		Информация, публикуемая вузом об образовательной программе, должна быть объективной и актуальной и включать:		+		
105	4.	цель и планируемые результаты ОП, присваиваемую квалификацию		+		
106	5.	сведения и системе оценивания учебных достижений обучающихся		+		
107	6.	сведения о программах академической мобильности и других формах сотрудничества с вузами-партнерами, работодателями		+		
108	7.	сведения о возможностях развития личностных и профессиональных компетенций обучающихся и трудоустройства		+		
109	8.	данные, отражающие позиционирование ОП на рынке образовательных услуг (на региональном, национальном, международном уровнях)		+		
110	9.	Важным фактором является публикация на открытых ресурсах достоверной информации о ППС, в разрезе персоналий		+		
111	10.	Вуз должен публиковать на собственном веб-ресурсе аудированную финансовую отчетность по ОП		+		
112	11.	Вуз должен размещать информацию и ссылки на внешние ресурсы по результатам процедур внешней оценки		+		
113	12.	Важным фактором является размещение информации о сотрудничестве и взаимодействии с партнерами, в том числе с научными/консалтинговыми организациями, бизнес партнерами, социальными партнерами и организациями образования		+		
Итого по стандарту			0	12	0	
ВСЕГО			6	102	5	

Appendix 2. PROGRAM OF VISIT TO THE EDUCATIONAL ORGANIZATION

СОГЛАСОВАНО
Председатель Правления - Ректор НАО «Карагандинский университет имени академика Е.А. Букетова»
 Дулатбеков Н.О.
« » 2024 г.

УТВЕРЖДАЮ
Генеральный директор НУ «Независимое агентство аккредитации и рейтинга»
 Жумагулова А.Б.
« » 2024 г.

ПРОГРАММА
ВИЗИТА ВНЕШНЕЙ ЭКСПЕРТНОЙ КОМИССИИ
НЕЗАВИСИМОГО АГЕНТСТВА АККРЕДИТАЦИИ И РЕЙТИНГА (IAAR)
В НАО «КАРАГАНДИНСКИЙ УНИВЕРСИТЕТ ИМЕНИ БУКЕТОВА»

Дата проведения визита: 16-18 апреля 2024 года

Дата и время	Работа ВЭК с целевыми группами	Должность и Фамилия, Имя, Отчество участников целевых групп	Форма связи
15 апреля 2024 года			
16.00-17.00	Предварительная встреча ВЭК	Внешние эксперты IAAR	Подключиться к конференции Zoom https://us02web.zoom.us/j/6813032588 Идентификатор конференции: 681 303 2588
15 апреля 2024 г.			
По графику в течение дня	Заезд членов Внешней экспертной комиссии		
День 1-й: 16 апреля 2024 г.			
08.30-09.00	Трансфер из гостиницы в Университет	Внешние эксперты IAAR, координатор ВУЗа – Тишмаганбетова Гульжан Скендыровна	

09.00-09.15	Распределение ответственности	Внешние эксперты IAAR	Рабочий кабинет ВЭК (218, гл. корпус)
	экспертов, решение организационных вопросов		Подключиться к конференции Zoom https://us02web.zoom.us/j/6813032588 Идентификатор конференции: 681 303 2588
09.15-09.45	Интервью с ректором	Председатель Правления – Ректор Дулатбеков Нурлан Орынбасарович	Конференц-зал (гл. корпус) Подключиться к конференции Zoom https://us02web.zoom.us/j/6813032588 Идентификатор конференции: 681 303 2588
09.45-10.00	Технический перерыв		
10.00-10.40	Интервью с проректорами	Член Правления, проректор по научной работе; ио проректора по академически вопросам Тажбаев Еркеблан Муратович; Член Правления, проректор по стратегическому развитию Сармурзин Ербол Жанбырбаевич; Член Правления, проректор по социально-культурному развитию Сыздыков Мейржан Жакенович. Член Правления, проректор по административно-хозяйственной деятельности Молдабаев Асылбек Серикович	Конференц-зал (гл. корпус) Подключиться к конференции Zoom https://us02web.zoom.us/j/6813032588 Идентификатор конференции: 681 303 2588
10.40-10.50	Технический перерыв		
10.50-11.30	Интервью с руководителями структурных подразделений ОО	Финансовый директор - Бекмагамбетова Куролай Мадешевна, Директор Департамента науки - Касымов Серик Сагимбекович, Директор Департамента по академической работе - Хасенова Тогжан Муратовна, Директор Департамента по социальным вопросам и молодежной политике - Туяков Маргулан Уалиевич, Директор Научной библиотеки - Абдигулова Гаухар Куанышевна, Директор Издательства - Кобина Виктория Михайловна, Руководитель Управления персоналом - Төлеубеков Аян Төлеубекұлы,	Конференц-зал (гл. корпус) Подключиться к конференции Zoom https://us02web.zoom.us/j/6813032588

		и.о. руководителя Управления обеспечения качества -	Идентификатор конференции: 681 303 2588
		Тишмаганбетова Гульжан Скендыровна, и.о. руководителя Управления международного сотрудничества - Успанова Марьяна Валерьевна, Руководитель Управления маркетинга и рекрутинга - Дуйсембаев Азамат Алдашович, Руководитель Офис регистратора - Тян Ольга Алексеевна, Руководитель Центра информационных технологий и телекоммуникаций - Хен Виктор Владимирович, Руководитель Центра дистанционного образования - Жетимекова Гаухар Женисовна, Руководитель Центра обслуживания обучающихся и сотрудников - Микляева Татьяна Вячеславовна, Руководитель Отдела практики - Животова Евгения Валерьевна, Ответственный секретарь приемной комиссии - Барикова Алёна Рудольфовна, Руководитель Службы психологического сопровождения образовательной деятельности - Ширинбекова Жаркын Амангельдиевна.	
11.30-11.45	Обмен мнениями членов внешней экспертной комиссии		Подключиться к конференции Zoom https://us02web.zoom.us/j/82972841841 Идентификатор конференции: 829 7284 1841
		декан экономического факультета - Ламбекова Айгерим Нурлановна, зав. кафедрой финансов - Акбаев Ерболсын Турсунович, зав. кафедрой бухучета и аудита - Атабаева Асия Кайрошовна,	

11.45-12.30	Интервью с деканами и заведующими кафедрами	зав. кафедрой менеджмента - Мамбетова Сагыныш Шубаевна, зав.кафедрой маркетинга - Мамраева Динара Габитовна, зав.кафедрой экономики и международного бизнеса – Куттыбаева Нургуль Болатовна	Конференц-зал (гл. корпус) Подключиться к конференции Zoom https://us02web.zoom.us/j/6813032588 Идентификатор конференции: 681 303 2588
12.30-13.00	Работа ВЭК	Внешние эксперты IAAR	Рабочий кабинет ВЭК (218, гл. корпус) Подключиться к конференции Zoom https://us02web.zoom.us/j/6813032588 Идентификатор конференции: 681 303 2588
13.00-14.00	Обед		
14.00-14.15	Обмен мнениями членов внешней экспертной комиссии		Рабочий кабинет ВЭК (218, гл. корпус) Подключиться к конференции Zoom https://us02web.zoom.us/j/6813032588 Идентификатор конференции: 681 303 2588
14.15-15.00	Интервью с ППС	Приложение 1	Ауд. 404a (гл. корпус) Подключиться к конференции Zoom https://us02web.zoom.us/j/6813032588 Идентификатор конференции: 681 303 2588
15.00-15.15	Технический перерыв		
15.00-16.00	Анкетирование ППС (параллельно)		Ссылка направляется на e-mail преподавателя персонально

| 15.15-16.00 | Интервью с обучающимися | Приложение 2 | Ауд. 404а (гл.корпус) Подключиться к конференции Zoom https://us02web.zoom.us/j/6813032588

Идентификатор конференции: 681 303 2588 |
| 16.00-17.00 | Анкетирование обучающихся (параллельно) | | Ссылка направляется на e-mail обучающегося персонально |
| 16.00-16.15 | Технический перерыв | | |
| 16.15-17.00 | Интервью с выпускниками | Приложение 3 | Ауд. 404а (гл.корпус) Подключиться к конференции Zoom https://us02web.zoom.us/j/6813032588

Идентификатор конференции: 681 303 2588 |
| 17.00-17.15 | Технический перерыв | | |
| 17.15-18.00 | Встреча со стейкхолдерами (представителями баз практик и работодателями) | Приложение 4 | Ауд. 404а (гл.корпус) Подключиться к конференции Zoom https://us02web.zoom.us/j/6813032588 Идентификатор конференции: 681 303 2588 |
| 18.00-19.00 | Работа ВЭК. Обмен мнениями | | Рабочий кабинет ВЭК (218, гл.корпус)

Подключиться к конференции Zoom https://us02web.zoom.us/j/6813032588 Идентификатор конференции: 681 303 2588 |
19.00	Ужин		
День 2-й: 17 апреля 2024 г.			
08.30-09.00	Трансфер из гостиницы в Университет	Внешние эксперты IAAR, координатор ВУЗа – Тишмаганбетова Гульжан Скендыровна	

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09.00-09.15	Работа ВЭК	Внешние эксперты IAAR	Рабочий кабинет ВЭК (218, гл.корпус) Подключиться к конференции Zoom https://us02web.zoom.us/j/6813032588 Идентификатор конференции: 681 303 2588
09.15-10:50	Посещение занятий по расписанию	Приложение 5	
10.50-11.00	Технический перерыв		
11.00-12.30	Визуальный осмотр материально-технической и учебно- лабораторной базы ОО	Маршрутный лист Приложение 6	
12.30-13.00	Работа ВЭК	Внешние эксперты IAAR	Рабочий кабинет ВЭК (218, гл.корпус) Подключиться к конференции Zoom https://us02web.zoom.us/j/6813032588 Идентификатор конференции: 681 303 2588
13.00-14.00	Обед		
14.00-14.15	Технический перерыв		
14.15-16.00	Работа ВЭК с документами, посещение кафедр		Рабочий кабинет ВЭК (218, гл.корпус) Подключиться к конференции Zoom https://us02web.zoom.us/j/6813032588 Идентификатор конференции: 681 303 2588
16.00-18.00	Выборочное посещение баз практик ОП	Приложение 7	Согласно выбранным маршрутам

18.00-19.00	Работа ВЭК. Обмен мнениями		Рабочий кабинет ВЭК (218, гл.корпус) Подключиться к конференции Zoom https://us02web.zoom.us/j/6813032588 Идентификатор конференции: 681 303 2588
День 3-й: 18 апреля 2024 г.			
08.30-09.00	Трансфер из гостиницы в Университет	Внешние эксперты IAAR, координатор ВУЗа – Тишмаганбетова Гульжан Скендыровна	
09.00-11.00	Обсуждение итогов, голосование (ведется запись)	Внешние эксперты IAAR	Рабочий кабинет ВЭК (218, гл.корпус)
11.00-11.15	Технический перерыв		
11.15-12.30	Обсуждение параметров, голосование (ведется запись)	Внешние эксперты IAAR	Рабочий кабинет ВЭК (218, гл.корпус)
12.30-13.00	Заключительная встреча ВЭК с руководством вуза	Внешние эксперты IAAR, Председатель Правления – Ректор, члены Правления – проректоры, координатор ВУЗа – Тишмаганбетова Гульжан Скендыровна	Конференц-зал (гл. корпус) Подключиться к конференции Zoom https://us02web.zoom.us/j/6813032588 Идентификатор конференции: 681 303 2588
13.00-16.00	Работа ВЭК с отчетами	Внешние эксперты IAAR	Конференц-зал (гл. корпус)
16.00-16.15	Технический перерыв		
16.15-18.30	Работа ВЭК с отчетами	Внешние эксперты IAAR	Конференц-зал (гл. корпус)
18.30-19.30	Ужин		

Appendix 3. RESULTS OF THE TEACHERS' SURVEY

Приложение 3

Результаты анонимного анкетирования профессорско-преподавательского состава Карагандинского университета им.Букетова

1. Общее кол-во анкет: 34

2. Какую ОП вы обслуживаете:

Экономика и мировая экономика	10 чел	29,4 %
Менеджмент	5 чел	14,7%
Маркетинг	3 чел	8,8%
Учет и аудит	5 чел	14,7%
Финансы	5 чел	14,7%
Туризм	1 чел	2,9 %
Государственное и местное управление	5 чел	14,7 %

3. Должность

Профессор	13 чел	38,2 %
Доцент	13 чел	38,2 %
Аға Оқытушы (Старший преподаватель)	8 чел	235%
Оқытушы (Преподаватель)		
Зав. кафедрой		
И.о. профессора		
И.о. доцента		

4. Ученая степень, ученое звание

ҚР еңбек сіңірген қайраткері (Заслуженный деятель РК)	0 чел	0%
Ғылым докторы (Доктор наук)	2 чел	5,9%
Ғылым кандидаты (Кандидат наук)	21чел	61,8 %
Магистр	8 чел	23,5 %
PhD	3 чел	8,8 %
Профессор	2 чел	5,9 %
Доцент	6чел	17,6%
Нет (Жоқ)	1 чел	2,9%

5. Стаж работы

Менее 1 года	1 чел	2,9%
1 год – 5 лет	4 чел	11,8%
Свыше 5лет	29 чел.	85,3%

№	Вопросы	Очень хорошо	Хорошо	Относительно плохо	Плохо	Очень плохо	Не ответили
6	Насколько содержание образовательной программы отвечает вашим научным и профессиональным интересам и потребностям?	29 чел. (85,3%)	5 чел. (14,7%)	0 чел. (0%)	0 чел. (0%)	0 чел. (0%)	-
7	Как Вы оцениваете возможности, предоставляемые Вузом, для профессионального развития ППС	24 чел. (70,6%)	10 чел. (29,4%)	0 чел. (0%)	0 чел. (0%)	0 чел. (0%)	-
8	Как Вы оцениваете возможности, предоставляемые Вузом, для карьерного роста ППС	20 чел. (58,8%)	13 чел. (38,2%)	1 чел. (2,9%)	0 чел. (0%)	0 чел. (0%)	-
9	Как Вы оцениваете степень академической свободы ППС	22 чел. (64,7%)	12 чел. (35,3%)	0 чел. (0%)	0 чел. (0%)	0 чел. (0%)	-
	Насколько преподаватели могут использовать собственные						
10	Стратегии	26 чел. (76,5%)	8 чел. (23,5%)	0 чел. (0%)	0 чел. (0%)	0 чел. (0%)	-
11	Методы	29 чел. (79,4%)	7 чел. (20,6%)	0 чел. (0%)	0 чел. (0%)	0 чел. (0%)	-
12	Инновации в процессе обучения	20 чел. (58,8%)	14 чел. (41,2%)	0 чел. (0%)	0 чел. (0%)	0 чел. (0%)	-
13	Как Вы оцениваете работу по организации медицинской помощи и профилактике заболеваний в вузе?	20 чел. (58,8%)	13 чел. (38,2%)	1чел. (2,9%)	0 чел (0%)	0 чел (0%)	-
14	Как уделяется внимание руководством учебного заведения содержанию образовательной программы?	24 чел. (70,6%)	9 чел. (26,5%)	1 чел. (2,9%)	0 чел (0%)	0 чел (0%)	-
15	Как Вы оцениваете достаточность и доступность необходимой научной и учебной литературы в библиотеке?	21 чел. (61,8%)	13 чел. (38,2%)	0 чел. (0%)	0 чел (0%)	0 чел (0%)	-
16	Оцените уровень созданных условий, учитывающих потребности	18 чел. (52,9%)	15 чел. (44,1%)	1 чел. (2,9%)	0 чел. (0%)	0 чел (0%)	-

	различных групп, обучающихся?						
	Оцените доступность руководства						
17	Студентам	24 чел. (70,6%)	8 чел. (23,5%)	2 чел. (5,9%)	0 чел (0%)	0 чел (0%)	-
18	Преподавателям	25 чел. (73,5 %)	8 чел. (23,5%)	1 чел. (2,9%)	0 чел (0%)	0 чел (0%)	-
19	Оцените вовлеченность ППС в процесс принятия управленческих и стратегических решений	13 чел. (38,2%)	18 чел. (52,9%)	3 чел. (8,8%)	0 чел (0%)	0 чел (0%)	-
20	Как поощряется инновационная деятельность ППС?	19 чел. (55,9%)	14 чел. (41,2%)	1 чел. (2,9%)	0 чел (0%)	0 чел (0%)	-
21	Оцените уровень обратной связи ППС с руководством	21 чел. (61,8%)	10 чел. (29,4%)	3 чел. (8,8%)	0 чел. (0%)	0 чел. (0%)	-
22	Каков уровень стимулирования и привлечения молодых специалистов к образовательному процессу?	22 чел. (64,7%)	12 чел. (35,3%)	0 чел. (0%)	0 чел. (0%)	0 чел (0%)	-
23	Оцените созданные возможности для профессионального и личностного роста для каждого преподавателя и сотрудника	16 чел. (47,1%)	18 чел. (52,9%)	0 чел. (0%)	0 чел (0%)	0 чел (0%)	-
24	Оцените адекватность признания потенциала и способностей преподавателей	18 чел. (52,9%)	16 чел. (47,1%)	0 чел. (0%)	0 чел. (0%)	0 чел. (0%)	-
	Каким образом поставлена работа						
25	По академической мобильности	20 чел. (58,8%)	13 чел. (38,2 %)	1 чел. (2,9%)	0 чел. (0%)	0 чел. (0%)	-
26	По повышению квалификации ППС	22 чел. (64,7%)	12 чел. (35,3%)	0 чел. (0%)	0 чел (0%)	0 чел. (0%)	-
	Оцените поддержку вуза и его руководства						
27	Научно-исследовательских начинаний ППС	20 чел. (58,8%)	14 чел. (41,2%)	0 чел. (0%)	0 чел. (08%)	0 чел. (0%)	-
28	Разработки новых образовательных программ/учебных дисциплин/методик	26 чел. (76,5%)	8 чел. (23,5%)	0 чел (0%)	0 чел. (0%)	0 чел. (0%)	-
	Оцените уровень возможности у ППС совмещать преподавание						

29	С научными исследованиями	16 чел. (47,1%)	17 чел. (50%)	1 чел. (2,9%)	0 чел. (0%)	0 чел (0%)	-
30	С практической деятельностью	11 чел. (32,4%)	22 чел. (64,7%)	1 чел (2,9%)	0 чел. (0%)	0 чел (0%)	-
31	Оцените, насколько соответствуют знания студентов, получаемые в данном вузе, реалиям требований современного рынка труда	24 чел. (70,6%)	8 чел. (23,5%)	2 чел. (5,9%)	0 чел. (0%)	0 чел. (0%)	-
32	Как воспринимает руководство и администрация вуза критику в свой адрес?	11 чел. (32,4%)	15 чел. (44,1 %)	8 чел. (23,5%)	0 чел. (0%)	0 чел. (0%)	-
33	Оцените насколько Ваша учебная нагрузка соответствует вашим ожиданиям и возможностям	7 чел. (20,6%)	27 чел. (79,4 %)	0 чел. (0%)	0 чел. (0%)	0 чел. (0%)	-
34	Оцените направленность образовательных программ/учебных программ на формирование у обучающихся умений и навыков анализировать ситуацию и строить прогнозы	23 чел. (67,6 %)	8 чел. (23,5%)	3 чел. (8,8%)	0 чел. (0%)	0 чел. (0%)	-
35	Оцените насколько образовательная программа по содержанию и качеству реализации соответствует ожиданиям рынка труда и работодателям	28 чел. (82,4 %)	4 чел. (11,8%)	2 чел. (5,9%)	0 чел. (0%)	0 чел. (0%)	-

36. Почему Вы работаете именно в этом вузе?
Лучший университет в регионе
Нравится
возможность делиться своими знаниями и умениями с обучающимися и коллегами
Это один из крупных региональных вузов
Мне нравится коллектив
В университете созданы благоприятные условия для моей работы и дальнейшего развития
-
Считаю, что данный Вуз является наиболее подходящим для меня. Отвечает всем моим требованиям
Работаю с 1970 года в одном из лучших вузов Казахстана
Лучшие специалисты работают только в лучших вузах
Потому что я здесь училась
После окончания университета оставили на кафедре
Себебі мен осы университетте білім алып, түлегі болып, алған тәлімгерлікті келешек студенттерге қалдырғым келеді.

Это мой альмаматер, который меня всему обучил и дал путевку в жизнь.

Учитывается потенциал преподавателей, хорошие возможности для роста

сильная методическая база и высокий уровень работоспособности

Самые лучшие специалисты работают в самых лучших вузах

из за чувств патриотизма и позиционирования университета в национальных рейтингах

способность умственно развиваться

Престижность вуза, высоквалифицированный интеллегентный коллектив, условия труда

Коллектив хороший на кафедре

Коммуникативті, жеке іс-әрекетін дамытудың тиімді мүмкіндіктер бар

Лучший университет, предоставляющий большие возможности в реализации образовательного и научного потенциала

Открытость Профессионализм

этот университет соответствует моим ожиданиям и планам по реализации исследовательского и педагогического потенциала

Удовлетворяет моим потребностям. Выпускница данного вуза.

Возможность передать мой опыт обучающимся и коллегам

Я выпускник данного университета, которого оставили по распределению. Я могу конечно уйти в другой вуз, но мне дорога моя родная кафедра и я заинтересована, чтобы выпускники нашей образовательной программы были востребованы на рынке труда и стараюсь внести свою лепту.

Мне нравится работа со студентами.

37. Как часто проводятся в рамках Вашего курса мастер-классы и чтение тем с участием специалистов-практиков?

Өте жиі (очень часто)	10 чел.	29,4 %
Жиі (часто)	21 чел.	61,8%
Кейде (иногда)	3 чел.	8,8%
Өте сирек (очень редко)	0 чел.	0%
Мүлдем болмайды (никогда)	0 чел.	0%

38. Как часто участвуют в процессе обучения приглашенные со стороны преподаватели (отечественные и зарубежные)?

Өте жиі (очень часто)	13 чел.	38,2 %
Жиі (часто)	20 чел.	58,8%
Кейде (иногда)	1 чел.	2,9%
Өте сирек (очень редко)	0 чел.	0%
Мүлдем болмайды (никогда)	0 чел.	0%

39. Как часто Вы сталкиваетесь в своей работе со следующими проблемами: (дайте, пожалуйста, ответ в каждой строке)

	Часто	Иногда	Никогда	Нет ответа
Недостаток учебных аудиторий	0 чел. (0%)	9 чел. (26,5%)	25 чел. (73,5%)	-

Несбалансированность учебной нагрузки по семестрам	1 чел. (2,9%)	16 чел. (47,1%)	17 чел. (50%)	-
Недоступность необходимой литературы в библиотеке	0 чел. (0%)	11 чел. (32,4%)	23 чел. (67,6%)	-
Переполненность учебных групп (слишком большое количество студентов в группе)	0 чел. (6,5%)	1 чел. (2,9%)	33 чел. (97,1%)	-
Неудобное расписание	2 чел. (5,9%)	13 чел. (38,2%)	19 чел. (55,9 %)	-
Несоответствующие условия для занятий в аудиториях	1 чел. (2,9%)	18 чел. (52,9%)	15 чел. (44,1%)	-
Отсутствие доступа к Интернету/слабый Интернет	3 чел. (8,8%)	24 чел. (70,6%)	7 чел. (20,6%)	-
Отсутствие у студентов интереса к обучению	0 чел. (0%)	13 чел. (38,2%)	21 чел. (61,8%)	-
Несвоевременное получение информации о мероприятиях	0 чел. (0%)	8 чел. (23,5%)	26 чел. (76,5%)	-
Отсутствие технических средств в аудиториях	0 чел. (0%)	24 чел. (70,6%)	10 чел. (29,4%)	-
Другие проблемы	нет проблем - Нет проблем Прохладно Очень холодно в университете зимой в зимний период бывает в аудиториях холодно В случае возникновения каких-либо проблем, всегда можно поставить в известность соответствующее подразделение и они решаются. Случаи когда студенты или преподаватели не были услышаны в моей практики работы в университете (16 лет) не сталкивалась. В зимний период бывает холодно Углубленное изучение английского языка прохладный климат в аудиториях зимой субъективная оценка заслуг увеличение заработной платы условия работы Нет Жоқ Проблем нет нет Прохладно в корпусе. жоқ			

40. В жизни вуза много различных сторон и аспектов, которые так или иначе затрагивают каждого преподавателя и сотрудника. Оцените, насколько Вы удовлетворены:

Вопрос	Полностью удовлетворен	Частично удовлетворен	Не удовлетворен	Затрудняюсь ответить
Отношением руководства вуза к Вам	25 чел. (73,5%)	8 чел. (23,5%)	0 чел. (0%)	1 чел. (2,9%)
Отношениями с непосредственным руководством	31 чел. (91,2%)	3 чел. (8,8%)	0 чел. (0%)	0 чел. (0%)
Отношениями с коллегами на кафедре	31 чел. (91,2%)	3 чел. (8,8%)	0 чел. (0%)	0 чел. (0%)
Участием в принятии управленческих решений	25 чел. (73,5%)	6 чел. (17,6%)	2 чел. (5,9%)	1 чел. (2,9%)
Отношениями со студентами	33 чел. (97,1%)	1 чел. (2,9%)	0 чел. (0%)	0 чел. (0%)
Признанием Ваших успехов и достижений со стороны администрации	20 чел. (58,8%)	13 чел. (38,2%)	0 чел. (0%)	1 чел. (2,9%)
Поддержкой Ваших предложений и замечаний	26 чел. (76,5%)	7 чел. (20,6%)	0 чел. (0%)	1 чел. (2,9%)
Деятельностью администрации вуз	23 чел. (67,6%)	10 чел. (29,4%)	1 чел. (2,9%)	0 чел. (0%)
Условиями оплаты труда	14 чел. (41,2%)	14 чел. (41,2%)	4 чел. (11,8%)	2 чел. (5,9%)
Условиями работы, перечнем и качеством услуг, оказываемых в вузе	20 чел. (58,8%)	14 чел. (41,2%)	0 чел. (0%)	0 чел. (0%)
Охраной труда и его безопасностью	28 чел. (82,4%)	6 чел. (17,6%)	0 чел. (0%)	0 чел. (0%)
Управлением изменениями в деятельности вуза	20 чел. (58,8%)	11 чел. (32,4%)	1 чел. (2,9%)	2 чел. (5,9%)
Предоставлением социального пакета: отдых, санаторное лечение и др.	24чел. (70,6%)	8 чел. (23,5%)	2 чел. (5,9%)	0 чел. (0%)
Организацией и качеством питания в вузе	18 чел. (52,9%)	10 чел. (29,4%)	2 чел. (5,9%)	4 чел. (11,8%)
Организацией и качеством медицинского обслуживания	23 чел. (67,6%)	8 чел. (23,5%)	0 чел. (0%)	3 чел. (8,8%)

Appendix 4. RESULTS OF THE STUDENTS' SURVEY

Приложение 4

Результаты анонимного анкетирования студентов
НАО «Карагандинский университет им.Букетова»

Общее кол-во анкет: 32

Ер (мужской)   7 чел.   21,9 %
Әйел (женский)   25 чел.   78,1%

Төмендегі жағдайларға көңіліңіздің қаншалықты толатындығын бағалаңыз: (Оцените, насколько Вы удовлетворены:)

Вопросы	Полностью удовлетворен	Частично удовлетворен	Частично не удовлетворён	Не удовлетворен	Затрудняюсь ответить
Отношениями с деканатом	30 чел (93,8 %)	2 чел (6,3 %)	0 чел (0 %)	0 чел (0 %)	0 чел (0 %)
Уровнем доступности деканата	31 чел (96,9 %)	1 чел (3,1 %)	0 чел (0 %)	0 чел (0 %)	0 чел (0 %)
Уровнем доступности и отзывчивости руководства вуза	31 чел 96,9 %)	1 чел (3,1 %)	0 чел (0 %)	0 чел (0 %)	0 чел (0 %)
Доступностью Вам академического консультирования	31 чел (96,9 %)	1 чел (3,1 %)	0 чел (0 %)	0 чел (0 %)	0 чел (0 %)
Поддержкой учебными материалами в процессе обучения	28 чел (87,5 %)	4 чел (12,5 %)	0 чел (0 %)	0 чел (0 %)	0 чел (0 %)
Доступностью консультирования по личным проблемам	29 чел (90,6 %)	3 чел (9,4 %)	0 чел (0 %)	0 чел (0 %)	0 чел (0 %)
Отношениями между студентом и преподавателем	30 чел (93,8%)	2 чел (6,3 %)	0 чел (0 %)	0 чел (0 %)	0 чел (0 %)
Финансовыми и административными службами учебного заведения	25 чел (78,1%)	7 чел (21,9%)	0 чел (0%)	0 чел (0 %)	0 чел (0%)
Доступностью услуг здравоохранения	28 чел	4 чел	0 чел	0 чел	0 чел

Вопросы	Полностью удовлетворен	Частично удовлетворен	Частично не удовлетворён	Не удовлетворен	Затрудняюсь ответить
	(87,5 %)	(12,5 %)	(0 %)	(0 %)	(0 %)
Качеством медицинского обслуживания в вузе	29 чел (90,6%)	3 чел (9,4%)	0 чел (%)	0 чел (%)	0 чел (0%)
Уровнем доступности библиотечных ресурсов	31 чел (96,9%)	0 чел (0 %)	1 чел (3,1 %)	0 чел (0 %)	0 чел (0 %)
Качеством оказываемых услуг в библиотеках и читальных залах	31 чел (96,9%)	1 чел (3,1 %)	0 чел (0 %)	0 чел (0 %)	0 чел (0 %)
Удовлетворенностью существующими учебными ресурсами вуза	29чел (90,6 %)	3 чел (9,4 %)	0 чел (0 %)	0 чел (0 %)	0 чел (0 %)
Доступностью компьютерных классов	27 чел (84,4 %)	5 чел (15,6%)	0 чел (0 %)	0 чел (0 %)	0 чел (0 %)
Доступностью и качеством интернет- ресурсов	28 чел (87,5 %)	3 чел (9,4 %)	0 чел (0%)	0 чел (0 %)	1 чел (3,1 %)
Содержанием и информационной наполненностью веб-сайта организаций образования в целом и факультетов (школы) в частности	30 чел (93,8%)	2 чел (6,3%)	0 чел (0 %)	0 чел (0 %)	0 чел (0 %)
Учебными кабинетами, аудиториями для больших групп	27чел (84,4 %)	5 чел (15,6 %)	0 чел (0 %)	0 чел (0 %)	0 чел (0 %)
Комнатами отдыха для студентов (если имеются)	27 чел (84,4 %)	4 чел (12,5 %)	0 чел (0 %)	0чел (0 %)	1 чел (3,1%)
Ясностью процедуры для принятия дисциплинарных мер	31 чел (96,9 %)	1 чел (3,1 %)	0 чел (0 %)	0 чел (0 %)	0 чел (0 %)
Качеством образовательной программы в целом	31 чел (96,9 %)	1 чел (3,1 %)	0 чел (0 %)	0 чел (0 %)	0 чел (0 %)
Качеством учебных программ в ОП	32чел (100 %)	0 чел (0 %)	0 чел (0 %)	0 чел (0 %)	0 чел (0 %)
Методами обучения в целом	29 чел (90,6 %)	3 чел (9,4 %)	0 чел (0 %)	0 чел (0 %)	0 чел (0 %)
Быстротой реагирования на обратную связь от преподавателей касательно учебного процесса	31 чел (96,9 %)	1 чел (3,1 %)	0 чел (0 %)	0 чел (0 %)	0 чел (0 %)
Качеством преподавания в целом	29 чел (90,6 %)	3 чел	0 чел (0 %)	0 чел (0 %)	0 чел (0 %)

Вопросы	Полностью удовлетворен	Частично удовлетворен	Частично не удовлетворён	Не удовлетворен	Затрудняюсь ответить
		(9,4 %)			
Академической нагрузкой/требованиям к студенту	29 чел (90,6 %)	3 чел (9,4 %)	0 чел (0 %)	0 чел (0 %)	0 чел (0 %)
Требованиями ППС к студенту	31 чел (96,9 %)	1 чел (3,1 %)	0 чел (0 %)	0 чел (0 %)	0 чел (0 %)
Информационной поддержкой и разъяснением перед поступлением в вуз правил поступления и стратегии образовательной программы (специальности)	29 чел (90,6 %)	2 чел (6,3 %)	1 чел (3,1 %)	0 чел (0 %)	0 чел (0 %)
Информированием требований для того, чтобы успешно окончить данную образовательную программу (специальность)	31 чел (96,9 %)	0 чел (0 %)	1 чел (3,1 %)	0 чел (0 %)	0 чел (0 %)
Качеством экзаменационных материалов (тестами и экзаменационными вопросами и др.)	31 чел (96,9 %)	1 чел (3,1 %)	0 чел (0 %)	0 чел (0 %)	0 чел (0 %)
Объективностью оценки знаний, умений и других учебных достижений	30 чел (93,8 %)	2 чел (6,3 %)	0 чел (0 %)	0 чел (0 %)	0 чел (0 %)
Имеющимися компьютерными классами	29 чел (90,6 %)	3 чел (9,4 %)	0 чел (0 %)	0 чел (0 %)	0 чел (0 %)
Имеющимися научными лабораториями	28 чел (87,5 %)	1 чел (3,1 %)	0 чел (0 %)	0 чел (0 %)	3 чел (9,4 %)
Объективностью и справедливостью преподавателей	30 чел (93,8 %)	2 чел (6,3%)	0 чел (0 %)	0 чел (0 %)	0 чел (0 %)
Информированием студентов о курсах, образовательных программах и получаемой академической степени	31 чел (96,9%)	1 чел (3,1 %)	0 чел (0 %)	0 чел (0 %)	0 чел (0 %)
Обеспечением студентов общежитием	24 чел (75 %)	3 чел (9,4 %)	0 чел (0 %)	0 чел (0 %)	5 чел (15,6 %)

4. Оцените, насколько Вы согласны:

Утверждение	Полное согласие	Согласен	Частично согласен	Не согласен	Полное несогласие	Не ответили
1. Программа курса была четко представлена	31 чел (96,9 %)	1 чел (3,1 %)	0 чел (0 %)	0 чел (0 %)	0 чел (0 %)	-
2. Содержание курса хорошо структурировано	29 чел (90,6 %)	1 чел (3,1 %)	2 чел (6,3 %)	0 чел (0 %)	0 чел (0 %)	-
3. Ключевые термины достаточно объяснены	30 чел (93,8 %)	1 чел (3,1 %)	0 чел (0 %)	1 чел (3,1 %)	0 чел (0 %)	-
4. Предложенный преподавателем материал актуален и отражает последние достижения науки и практики	30 чел (93,8 %)	2 чел (6,3 %)	0 чел (0 %)	0 чел (0 %)	0 чел (0 %)	-
5. Преподаватель использует эффективные методы преподавания	28 чел (87,5 %)	4 чел (12,5 %)	0 чел (0 %)	0 чел (0 %)	0 чел (0 %)	-
6. Преподаватель владеет преподаваемым материалом	30 чел (93,8 %)	2 чел (6,3 %)	0 чел (0%)	0 чел (0 %)	0 чел (0 %)	-
7. Изложение преподавателя понятно	29 чел (90,6 %)	2 чел (6,3%)	1 чел (3,1 %)	0 чел (0 %)	0 чел (0 %)	-
8. Преподаватель представляет материал в интересной форме	26 чел (81,3%)	4 чел (12,5 %)	2 чел (6,3 %)	0 чел (0 %)	0 чел (0 %)	-
9. Объективностью оценивания знаний, навыков и других учебных достижений	28 чел (87,5 %)	4 чел (12,5 %)	0 чел (0 %)	0 чел (0 %)	0 чел (0 %)	-
10. Своевременностью оценивания учебных достижений студентов	29 чел (90,6 %)	2 чел (6,3 %)	1 чел (3,1 %)	0 чел (0 %)	0 чел (0 %)	-
11. Преподаватель удовлетворяет мои требования личностного развития и профессионального формирования	31 чел (96,9 %)	0 чел (0 %)	1 чел (3,1 %)	0 чел (0 %)	0 чел (0 %)	-
12. Преподаватель стимулирует активность студентов	31 чел (96,9 %)	1 чел (3,1 %)	0 чел (0 %)	0 чел (0 %)	0 чел (0 %)	-
13. Преподаватель стимулирует творческое мышление студентов	30 чел (93,8 %)	2 чел (6,3 %)	0 чел (0 %)	0 чел (0 %)	0 чел (0 %)	-
14. Внешний облик и манеры преподавателя адекватны	31 чел (96,9 %)	1 чел (3,1 %)	0 чел (0 %)	0 чел (0 %)	0 чел (0 %)	-
15. Преподаватель проявляет позитивное отношение к студентам	29 чел (90,6 %)	2 чел (6,3 %)	1 чел (3,1 %)	0 чел (0 %)	0 чел (0 %)	-
16. Система оценивания учебных достижений (семинары, тесты, анкеты и др.) отражает содержание курса	27 чел (84,4%)	5 чел (15,6 %)	0 чел (0 %)	0 чел (0 %)	0 чел (0 %)	-
17. Оценочные критерии, использованные преподавателем, понятны	30 чел (93,8 %)	2 чел (6,3 %)	0 чел (0 %)	0 чел (0 %)	0 чел (0 %)	-
18. Преподаватель объективно оценивает достижения студентов	27 чел (84,4 %)	5 чел (15,6 %)	0 чел (0 %)	0 чел (0 %)	0 чел (0 %)	-
19. Преподаватель владеет профессиональным языком	28 чел (87,5 %)	3 чел (9,4 %)	1 чел (3,1 %)	0 чел (0 %)	0 чел (0 %)	-

20. Организация образования обеспечивает достаточную возможность для занятий спортом и другим досугом	27 чел (84,4 %)	2 чел (6,3 %)	3 чел (9,4 %)	0 чел (0 %)	0 чел (0%)	-
21. Оснащения и оборудование для студентов являются безопасными, комфортными и современными	29 чел (90,6 %)	0 чел (0%)	3 чел (9,4 %)	0 чел (0 %)	0 чел (0 %)	-
22. Библиотека хорошо оснащена и имеет достаточно хорошую коллекцию книг	28 чел (87,5 %)	1 чел (3,1%)	3 чел (9,4 %)	0 чел (0 %)	0 чел (0 %)	-
23. Равные возможности обеспечены всем обучающимся	31чел (96,9%)	1 чел (3,1 %)	0 чел (0 %)	0 чел (0 %)	0 чел (0 %)	-

5. Другие проблемы относительно качества преподавания (Басқа мәселелер): 7 ответа

-
Проблем нет
Менде басқа мәселелер жоқ . Барлығы көңілімнен шықты.
Менде басқа мәселе жоқ, барлығы көңілімнен шықты
Барлығы көңілімнен шықты
Барлығы көңілімнен шығады
Полностью удовлетворена качеством преподавания
В течение моего обучения никаких проблем не было выявлено, я удовлетворена и содержанием образовательной программы, и условиями обучения, это заставляет задуматься о дальнейшем продолжении научной деятельности в докторантуре, которая так же имеется в университете
нет
Преподаватели и студенты должны друг друга уважать и соблюдать право на личное достоинство. Хотелось бы чтобы это соблюдалось.
Меня все удовлетворяет. Благодарно университету и преподавателям за вклад которые они внесли в нас
Сделать один сайт для всего. Платонус, идл, ексу, цоос. слишком много куда заходить и у каждого свой пароль который не поменяешь и голова кругом!)