



«АККРЕДИТТЕУ ЖӘНЕ РЕЙТИНГТИҢ
ТӘУЕЛСІЗ АГЕНТТІГІ» КЕМ

НУ «НЕЗАВИСИМОЕ АГЕНТСТВО
АККРЕДИТАЦИИ И РЕЙТИНГА»

INDEPENDENT AGENCY FOR
ACCREDITATION AND RATING

ОТЧЕТ

On the results of the work of the external expert commission for the
evaluation

of compliance with the standards of specialized accreditation of
educational programs

6B05401 MATHEMATICS,

7M05401 MATHEMATICS

6B06101 INFORMATION SYSTEMS

OF "SULEIMAN DEMIREL UNIVERSITY" INSTITUTION

Date of on-line visit using the hybrid model:

December "13" to December "15" 2021

INDEPENDENT ACCREDITATION AND RATING AGENCY
External Expert Commission

Addressed to
IAAR
Accreditation Council



REPORT

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of compliance with the standards of specialized accreditation of educational programs
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6B06101 INFORMATION SYSTEMS**

OF "SULEIMAN DEMIREL UNIVERSITY" INSTITUTION

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Kaskelen

"15" December 2021

CONTENTS

(I) LIST OF SYMBOLS AND ABBREVIATIONS	2
(II) INTRODUCTION	Error! Bookmark not defined.
(III) DESCRIPTION OF THE EDUCATIONAL ORGANIZATION	2
(IV) DESCRIPTION OF THE PREVIOUS ACCREDITATION PROCESS	Error! Bookmark not defined.
(V) DESCRIPTION OF THE EEC VISIT	2
(VI) COMPLIANCE WITH THE STANDARDS OF SPECIALIZED ACCREDITATION	2
<i>6.1. Standard " Management of Educational Programme"</i>	Error! Bookmark not defined.
<i>6.2. Standard "Information Management and Reporting"</i>	2
<i>6.3. Standard "Development and Approval of the Education Programme"</i>	2
<i>6.4. Standard «On-Going Monitoring and Periodic Review of Educational Programme»</i>	2
<i>6.5. Standard "Student-centered learning, teaching and performance evaluation"</i>	2
<i>6.6. Standard " Students"</i>	2
<i>6.7. Standard " Teaching staff"</i>	2
<i>6.8. Standard "Education Resources and Student Support Systems"</i>	2
<i>6.9. Standard «Public Information»</i>	2
(VII) OVERVIEW OF STRENGTHS/BEST PRACTICES OF EACH STANDARD	2
(VIII) OVERVIEW OF RECOMMENDATIONS ON QUALITY IMPROVEMENT	2
(IX) REVIEW OF RECOMMENDATIONS FOR THE DEVELOPMENT OF THE EDUCATIONAL ORGANIZATION	Error! Bookmark not defined.
Appendix 1: Evaluation Table "SPECIALIZED PROFILE PARAMETERS"	2

(I) LIST OF SYMBOLS AND ABBREVIATIONS

BD - Basic disciplines
EEC -External Expert Commission
GAC - Government Attestation Commission
SOSE RK - State obligatory standards of education of the Republic of Kazakhstan
UNT - Unified National Testing
FSA - Final State Attestation
FC - Final Control
ICT - Information and Communication Technologies
IT - Information Technologies
IAP - Individual Academic Plan
CPSES - Committee for Provision of Control in the Sphere of Education and Science
CTA - Comprehensive testing of applicants
CED - Catalogue of elective disciplines
IC - Intercultural Competence
MES of RK - Ministry of Education and Science of the Republic of Kazakhstan
MOOCs – Massive open online courses
MEP - Modular Educational Programs
IPF - International Public Foundation
MPI - Monthly projected index
MC - Modular Curriculum
LRA - Legislative and Regulatory Acts
NQF - National Qualifications Framework
RP - Research paper
RWMS - Research work of master students
RWL - Research work of the learner
RWS - Research work of the student
NQS - National Qualification System
STC - Scientific and Technical Council
GED - General education disciplines
EP - Educational programs
MD - Major disciplines
PC - Professional Competence
WEP - Working Educational Plan
SDU - Suleyman Demirel University
SC - Student Club
IWMS - Independent Work of Master Students
IWS - Independent work of students
DBMS - Database Management System
MEP - Model educational plan
EMB - Educational and Methodical Bureau
EMC - Educational and Methodical Council
ECTS - European Credit Transfer System
ESG - Standards and Guidelines for Quality Assurance in the European Higher Education Area
QF-EHEA - Qualifications Framework for the European Higher Education Area
PhD - Doctor of Philosophy

(II) INTRODUCTION

In accordance with the order № 175-21-од from 15.11.2021 of the General Director of the Independent Agency of Accreditation and Rating, from December 13, 2021 to December 15, 2021 (inclusive) the external expert commission conducted evaluation of the institution "Suleyman Demirel University" for compliance with standards of specialized accreditation of educational programs of higher and postgraduate education of the IAAR on the following educational programs: 6B06101 Information Systems, 6B05401 Mathematics, 7M05401 Mathematics (cluster 2).

The report of the External Expert Commission (EEC) contains the evaluation of the activities of the Institution "Suleyman Demirel University" on the presented educational programs in the framework of specialized accreditation to the IAAR standards criteria, EEC recommendations for further improvement of educational programs and parameters of the profile of educational programs.

Members of EEC:

Chairman of EEC - Palkin Evgeny Alekseyevich, CoS in Physics and Mathematics, Professor, Laureate of the USSR State Prize, Vice-Rector for Science of the Russian New University, (Moscow, Russian Federation).

Foreign expert - Li Chong Ku, CoS in Economics, Associate Professor at Yanka Kupala State University of Grodno (Grodno, Republic of Belarus) Evaluation of EP 6B04105 Digital Marketing.

Foreign expert - Belousov Alexander Valeryevich, CoS in technologies, Deputy Head of Educational and Methodological Department, Gubkin Russian State University of Oil and Gas (National Research University) (Moscow, Russian Federation). Evaluation of EP 6B06101 Information Systems.

IAAR expert - Lushchik Alexander Cheslavovich, Ph.D. in Physics and Mathematics, Professor, Head of Ion Crystal Physics Laboratory, Institute of Physics, University of Tartu (Tartu, Estonia). Evaluation of EP 8D01501 Mathematics.

IAAR expert - Shunkeyev Kuanyshbek Shunkeyevich, Ph.D. in Physics and Mathematics, professor of Aktobe Regional University named after K. Zhubanov (Aktobe, Republic of Kazakhstan). Evaluation of EP 6B01503 Physics-Informatics.

IAAR expert - Akibayeva Gulvira Sovbekovna, CoS in Economy., Category I IAAR expert (Karaganda, Republic of Kazakhstan). Evaluation of EP 6B04104 Finance, 6B04103 Accounting and Audit.

IAAR expert - Beisenkulov Ayazbi Akhbergenovich, professor of Media-communication department, International University of Information Technologies (Almaty, the Republic of Kazakhstan). Evaluation of EP 6B03201 Journalism (TV and Multimedia).

IAAR expert - Yensebayeva Marzhan Zaitovna CoS in Economy, Associate Professor, Director of Corporate Development at K.I. Satpayev Kazakh National Research Technical University

(Almaty, Republic of Kazakhstan). Evaluation of EP 6B05401 Mathematics, 7M05401 Mathematics.

IAAR expert - Kushebina Gulnara Malikovna, CoS in Economics, Vice-Rector for Academic Development of Kostanai Engineering and Economic University named after M. Dulatov (Kostanai, Kazaskhatan Republic). Evaluation of EP 6B04101 Economics.

IAAR expert - Karimova Gulmira Sarsem khanovna, PhD, Senior Lecturer, Department of the Kazakh language and literature, Kazakh National Pedagogical University named after Abay (Almaty, Republic of Kazakhstan). 6B01701 Kazakh Language and Literature, 7M01701 Kazakh Language and Literature.

IAAR expert - Kulakhmetova Mergul Sabitovna, CoS in Philology, Associate Professor, Pavlodar Pedagogical University (Pavlodar, Republic of Kazakhstan). Evaluation of EP 6B02302 Translation Studies.

IAAR expert - Kulzhumieva Aiman Amangeldievna, CoS in Physics and Mathematics, Associate Professor of Mathematics Department, West Kazakhstan University named after M. Utemisov (Uralsk, Republic of Kazakhstan). EP 6B01501 Mathematics, 7M01501 Mathematics.

IAAR expert - Kusanova Bibigul Khakimovna, Ph.D. in Philology, professor of L.N. Gumilev Eurasian National University (Nur-Sultan, Republic of Kazakhstan). Evaluation of EP 8D01702 Foreign Language: Two Foreign Languages.

IAAR expert - Mustafina Akkyz Kurakovna, CoS in technologies, Associate Professor, Vice-Rector for Academic and Educational Activities of the International University of Information Technologies (Almaty, Republic of Kazakhstan). Evaluation of EP 6B06102 Computer Science, 7M06102 Computer Science.

National Expert - Arzaeva Maya Zhetkergenna, CoS in economy., Associate Professor of Academy of Logistics and Transport (Almaty, Republic of Kazakhstan) Evaluation of EP 6B04102 Management, 7M04102 Management.

IAAR expert - Ordabaeva Maigul Aitkazievna, PhD, Head of Economics and Management Department of S. Amanzholov East Kazakhstan University (Ust-Kamenogorsk, Republic of Kazakhstan). Evaluation of EP 8D04101 Management.

IAAR expert - Safarov Ruslan Zairovich, Candidate of Chemical Sciences, Associate Professor at L.N. Gumilev Eurasian National University (Nur-Sultan, Republic of Kazakhstan). Evaluation of EP 6B01502 Chemistry-Biology.

IAAR expert - Tatarinova Lola Furkatovna, CoS in Law, Associate Professor at UIB International Business University (Almaty, Republic of Kazakhstan). Evaluation of EP 6B042001 Applied Law.

IAAR expert - Tuyakbaev Gabit Aneshovich, CoS in Philology, Korkyt Ata Kyzylorda University (Kyzylorda, Republic of Kazakhstan). Evaluation of EP 8D01701 Kazakh language and literature.

IAAR expert - Urmashiev Baidaulet Amantayevich, CoS in Physics and Mathematics, Associate Professor at Al-Farabi Kazakh National University (Almaty, Republic of Kazakhstan). Evaluation of EP 8D06102 Computer Science.

IAAR expert - Shevyakova Tatiana Vasilyevna, CoS in Philology, professor of International communications Department of Kazakh University of International Relations and World Languages named after Abylai Khan (Almaty, Republic of Kazakhstan). Evaluation of EP 6B01702 Foreign language: two foreign languages, 7M01702 Foreign language: two foreign languages.

IAAR expert - Chukubaev Ermek Samarovich, Head of the Department of International Relations and World Economy, Al-Farabi Kazakh National University (Almaty, Republic of Kazakhstan). Evaluation of EP 6B03101 International Relations, 6B04202 International Law.

IAAR expert, employer - Safullin Yeldos Nabiullievich, Deputy Director for Educational and Methodological Work of the Institute of Professional Development of Pedagogical Workers of the NCPK "Örleu" in West Kazakhstan region (Uralsk, Republic of Kazakhstan).

IAAR expert, employer - Pitakov Vladimir Yurievich, director of Pavlodar regional branch of JSC "ENPF" (Pavlodar, Republic of Kazakhstan).

IAAR expert, student - Sarabek Nazerke Erikkyzy, 3rd year student of elementary school teacher of Humanitarian college (Aktobe, Republic of Kazakhstan). Evaluation of EP 6B05401 Mathematics.

IAAR expert, student - Batyrova Akmaral Meirkhankyzy, 2nd year student of Educational Program 6B04132 State and Local Administration at K. Zhubanov Aktobe Regional University (Aktobe, Republic of Kazakhstan). EP 6B04102 Management, 7M04102 Management.

IAAR expert, student - Yegizbaeva Asylzat Erkinkyzy, 1st year student of EP 7M06149 Information Systems at Korkyt Ata Kyzylorda University (Kyzylorda, Republic of Kazakhstan). OP 6B06102 Computer Science, 7M06102 Computer Science.

IAAR expert, student - Ersayyn Saya Zhastalapyzy, 3rd year student of EP 6B03201 Journalism, Turan University, member of the Alliance of Students of Kazakhstan (Almaty, Republic of Kazakhstan). Evaluation of EP 6B03201 Journalism (TV and Multimedia).

IAAR expert, student - Kendengulova Sholpan Erbulatovna, 1st year student of EP 6B01702 Foreign language: two foreign languages of K. Zhubanov Aktobe Regional University (Aktobe, Republic of Kazakhstan). On-line participation

IAAR expert, student - Oktyabr Akiyk, 3rd year student of educational program 6B01513 Physics-Informatics of S. Amanzholov East Kazakhstan University (Ust-Kamenogorsk, Republic of Kazakhstan). Evaluation of EP 6B01503 Physics-Informatics.

Expert IAAR, student - Sailaubekova Alina Zharkynkyzy, 2nd year student of educational program 7M01701 Kazakh language and literature of Shakarim University in Semey (Semey, Republic of Kazakhstan). 6B01701 Kazakh Language and Literature, 7M01701 Kazakh Language and Literature.

IAAR expert, student - Seyit Rabiya Kalmakhankyzy, 4-year student of the educational program 6B06101 Information Systems of S. Amanzholov East Kazakhstan University (Ust-Kamenogorsk, Republic of Kazakhstan). Evaluation of OP 6B06101 Information Systems.

IAAR Coordinator - Niyazova Guliyash Balkenovna, Project Manager on institutional and specialized accreditation of universities (Nur-Sultan, Republic of Kazakhstan).

(III) PRESENTATION OF THE EDUCATIONAL ORGANIZATION

Suleyman Demirel University (hereinafter referred to as "SDU" or "University") was opened on December 17, 1996 by Nursultan Nazarbayev, First President of the Republic of Kazakhstan, and Suleyman Demirel, former President of Turkey. SRU is a private coeducational institution with a mission to change the world for the better.

The University carries out educational activities on the basis of an corresponding license (No. KZ68LAA00003730, issued by the CCSES MES RK, December 02, 2014) within the framework of the national educational system in accordance with the legislation of the Republic of Kazakhstan.

The structure of the University includes: Rectorate, 3 faculties, 1 business school, Center for Multidisciplinary Education, 8 departments, 12 scientific research laboratories, 22 departments and structural subdivisions.

The University provides training of specialists in 55 educational programs, including 28 educational programs of Bachelor's degree, 20 educational programs of Master's degree, 7 educational programs of PhD. The SDU has a trilingual education system, according to which 62% of its educational programs are taught in English, 20% are taught in Kazakh, and 18% are available in English, Kazakh or Russian. The University currently provides student-centered learning and teaching through the creation of a supportive academic environment and student support services.

The contingent of students at the beginning of the 2021/2022 academic year is 7,356 students, including 6,706 students in undergraduate programs, 583 students in graduate programs, and 67 students in doctoral programs. Over the last five years there has been a steady increase in the number of students admitted to the University, in particular undergraduate programs from 2065 to 6706 students, graduate programs from 138 to 583 students, doctoral programs from 2 to 67 students.

Faculty members are professionals who have graduated from prestigious educational institutions of the Kazakhstan and other countries. Total number of professors is 325, including 42 PhDs, 13 Doctors of Sciences, 50 PhDs.

One of the priorities of the development strategy of the SDU is strengthening and expanding international relations: participation in various international educational programs, implementation of joint projects, etc. As part of international exchange programs teachers and students of the university study and have internships at universities in Russia, Kazakhstan,

Belarus, Italy, Spain, Czech Republic, Poland, South Korea, etc. Cooperation agreements have been signed with 56 universities in 26 countries and joint projects on academic mobility and experience exchange are being implemented now. In addition, the university is working on ERASMUS projects in pedagogy and engineering.

(IV) DESCRIPTION OF THE PREVIOUS ACCREDITATION PROCEDURE

The previous accreditation in SDU was conducted for EP 6B06101 Information Systems on June 15-17, 2015 based on the NAAR Order No. 17-15-OD of June 12, 2015; for EP 6B05401 Mathematics, EP 7M05401 Mathematics on January 27-29, 2016 based on the NAAR Order No. 2-16-OD of January 25, 2016.

EP 6B06101 Information Systems previously underwent specialized accreditation under the cipher 5B070300, based on the results of specialized accreditation, the NAAR Accreditation Board decided in June 2015 to accredit the EP under institutional accreditation for a period of 5 years; certificate No. AB0625 dated July 01, 2015.

EP 6B05401 Mathematics previously underwent specialized accreditation under the cipher 5B060100, based on the results of specialized accreditation, the NAAR Accreditation Council decided in March 2016 to accredit the EP within the framework of institutional accreditation for a period of 5 years; certificate No. AB0851 of April 04, 2016.

EP 7M05401 Mathematics previously underwent specialized accreditation under the cipher 6M060100, according to the results of specialized accreditation by the NAAR Accreditation Council in March 2016 it was decided to accredit EP within the framework of institutional accreditation for a period of 5 years; certificate No. AB0852 dated April 04, 2016.

EEC Recommendations:

For EP 5B060100 Mathematics 11 recommendations were given. Currently, 9 recommendations have been implemented, 2 recommendations are in the process of implementation.

For EP 6M060100 Mathematics 11 recommendations were given. At the moment 9 recommendations have been implemented, 2 recommendations are being implemented.

For EP 5B070300 Information Systems 33 recommendations were given. As for the time being, 26 recommendations have been implemented, 6 recommendations are in the process of implementation.

(V) DESCRIPTION OF THE EEC VISIT

The work of EEC was carried out on the basis of the Visit Program using a hybrid model of expert commission for specialized and primary specialized accreditation of educational programs of Suleyman Demirel University from December 13 to December 15 (including), 2021.

In order to coordinate the work of the EEC, a set-up meeting was held on December 10, 2021 at 15:00 Nur-Sultan time, during this meeting the duties of the commission members were distributed, the schedule of the visit was clarified, and an agreement on the choice of expertise methods was reached.

In accordance with the requirements of the standards, the program of the visit included meetings with the Rector, Vice Rectors, heads of departments, deans, heads of university departments, teachers, students, graduates, employers and employees from various departments, interviewing and questioning teachers and students.

During the tour, members of the EEC got familiar with the state of the material and technical base of the University, visited the library, conference areas, dean's office, departments, international relations office, classrooms, specialized rooms, computer labs, laboratories of chemistry, criminalistics, simultaneous translation, Distributing systems and Computing, Halyk Academy, United Nations.

The activities planned during the visit of EEC IAAR, promoted a detailed acquaintance of experts with the educational infrastructure of the University, material and technical resources, in the context of the educational programs 6B06101 Information Systems; 6B05401 Mathematics; 7M05401 Mathematics; teaching staff, representatives of employers' organizations, students and graduates.

At the online meeting of EEC IAAR with the target groups of the university clarification of the mechanisms of implementation of the university policy and specification of certain data presented in the report on self-evaluation of the university in accordance with the approved program of the visit, in compliance with the established timeframes was carried out.

A total of 356 people took part in the meetings.

Information about the employees and students who participated in the meetings with the EEC of the IAAR:

Category of participants	Number of participants
Rector	1
Vice-Rectors	4
Heads of departments, heads of academic departments, coordinators of educational programs	55
Teachers	65
Students, undergraduates, doctoral candidates	93
Alumni	73
Employers	65
Total	356

That allowed the EEC members to conduct an independent evaluation of the compliance of the data presented in the reports on self-evaluation of the university educational programs with the criteria of specialized accreditation standards.

In accordance with the accreditation procedure, a survey of 145 teachers and 1,083 students was conducted.

In order to confirm the information presented in the self-evaluation report, the external experts requested and analyzed the working documentation of the university. At the same time, the experts studied the Internet positioning of the university through the official website of the university <https://sdu.edu.kz/>.

All conditions were created for the work of the EEC, and access to all necessary information resources was organized. SDU team ensured, the presence of all the persons specified in the program of the visit, in accordance with the established timeframe.

EEC members attended the following classes:

11:00 - 11:50 6B05401 - "Mathematics" MAT 101 Mathematical analysis 1 Aishabibi
Dukenbaeva G217

12:00 - 12:50 6B06102 - "Information Systems" INF 322 Graphic Design VR 23 (Virtual Room
23) Maria Li

12:00 - 12:50 6B05401 - "Mathematics" MAT 108 Algebra Zhahayev Bekzat F102

14:00 - 14:50 6B05401 - "Mathematics" Gulzhaz Faizullakzy MAT 105 F202.

Members of the EEC visited the objects that are the bases of practice. Thus, a visit to the Chocolife and Elefanto practice bases was organized:

In Chocolife members of the EEC were met by Roman Andreev, director of the IT department and graduate Suleiman Demirel 2018.

At Elefanto members of the EEC were met by Rasul Mashurov, founder of the company, and 10 SDU alumni as well.

As part of the planned program, EEC's recommendations for improving SDU's performance, developed as a result of the examination, were presented at a meeting with SDU management on December 15, 2021.

(VI) COMPLIANCE WITH STANDARDS OF SPECIALIZED ACCREDITATION

6.1. Standard «Management of Educational Program»

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

The proving part

Suleyman Demirel University has developed and approved the Quality Policy and Quality Objectives, as well as the Quality Assurance Manual. The policy was approved as an appendix to DP-SDU-55 "Guidelines for Quality Assurance at Suleyman Demirel University" (document approved by Rector K.T. Kojahmet on 28.09.2018).

The main principles and actions of the system of quality assurance and improvement of education in the SDU are:

- Continuous improvement of the quality of education, teaching and evaluation through annual and periodic review;
- Involvement of external and internal stakeholders, including students, who should be seen as partners who contribute to the processes of EP;
- student-centered approach;
- evidence-based decision making;
- supporting initiatives to improve the quality of instructional activities to ensure effective student teaching.

The internal quality assurance system was developed and implemented on the basis of ST RK ISO 9001-2016. In 2017, the University passed the certification of quality management system in

regard to educational activities for compliance with the requirements of ST RK ISO 9001-2016 on the basis of an agreement with LLP "Business Expert KZ".

The University is responsible for the quality of education and its ensuring. Quality assurance takes into account the needs and expectations of students, other stakeholders and society. Quality assurance and improvement are applied to all educational programs implemented by the university.

The Quality Policies and Objectives of the CDU are implemented through internal quality assurance processes that involve all units of the university. The Quality Policies and Objectives are available to the general public on the university website.

The quality of educational services provided by the university is systematically confirmed by the results of external quality evaluation of the university and educational programs. The university participates on a regular basis in the ratings of NACO, IAAR and Atameken.

The uniqueness of EP "6B06101 Information Systems" is provided by receiving deep theoretical knowledge and practical skills in the implementation (IT tasks). It gives students the opportunity to work in almost all areas of IT technology applications, such as telecommunications, computer graphics, 3d modeling, mobile programming, web programming: front-end and back-end, database management, IT project management, entrepreneurship in IT, IT audit, wireless networks, machine learning, computer vision.

The uniqueness of the program "6B05401 Mathematics" is in the preparation of highly qualified specialists with a broad mathematical outlook able to work at the modern level in various sectors of the economy, particularly the financial sector; effectively solve market problems in enterprises using a wide arsenal of mathematical methods, algorithms and approaches; to do research and solve mathematical problems arising in biology, chemistry, physics in all parts of the world; to join the ranks of mathematics teachers at any university; in the development of students' personal qualities and the formation of general cultural and professional competencies in accordance with the requirements of the MES RK.

The uniqueness of the EP "7M05401 Mathematics" is provided by the opportunity to apply advanced scientific methods and technical tools necessary to the operational solving of research problems in the area of fundamental mathematics, applied mathematics, and data science. More specifically, students can gain experience in one of the active areas of research in mathematics, including algebra, mathematical physics, dynamic systems, numerical methods, machine learning, and artificial neural networks. Students who work full-time are given the opportunity to take evening online classes in real time. The English language of instruction is another unique feature of the program.

The quality of the accredited EPs "6B06101 Information Systems", "6B05401 Mathematics", "7M05401 Mathematics" is confirmed by the results of external evaluation. In 2017 and 2019 EPs successfully passed post-monitoring on the implementation of the recommendations of the EEC of the IAAR.

Within the EP "6B06101 Information Systems", SDU prepares students to work as computer science professionals such as system administrators, application developers, DevOps engineers, network engineers, cybersecurity specialists, IT managers, project managers, business analysts, data analytics specialists, UX/UI developers, 3D animators, game developers, etc. Students in this program of education have mathematical skills and logics. The program contains some modules adopted from "ACM IS" curricula and from the world's leading universities in the field of information systems, and also our students have the opportunity to obtain certificates CCENT, CCNA, MCSA, Red Hat Linux, Autodesk, etc.

EP "6B05401 Mathematics" trains specialists in a cycle of minor and major disciplines. In particular, after passing the course "Actuarial principles and their applications", "Theory of interest rates and random processes in life insurance", students have the opportunity to get CFA and FRM certificates.

Students in the EP have the opportunity to take a number of on-the-job courses in a special professional Beta-Career program, which gives students the opportunity to work in companies

involved in software production. The key feature here is that Beta-Career is equivalent to 12-credit courses, and students are evaluated by a company representative.

The University gives special attention to the development of EP supervisors. From time to time supervisors are sent to other countries to exchange experiences. For example, in January 2020 the deans of the faculties visited European countries (Czech Republic, Poland, Germany) to exchange experience. The head of the Department of Computer Science visited Barcelona, Spain for further education "CISCO Connect 2020" on 27.01.2020 - 02.02.2020. The Dean of the Faculty of Engineering and Natural Sciences was on a visit to Coimbra, Portugal for further education at the University of Coimbra on 01.11.2019 - 14.11.2019.

Experience exchange is implemented by inviting leading experts in the field of education management and personal growth to hold seminars, trainings and courses. At the beginning of 2020 the business trainer Erlan Seitkenuly Mustafin was invited to conduct training on "Leadership" with the participation of the Vice-Rector, Deans, Directors of structural units and Heads of departments.

Analytical part

The development and maintenance of the culture of Quality is achieved through the development and implementation of the Internal Quality Assurance Policy based on the ESG standards. The university did not sufficiently demonstrate the description and application of these ESG recommendations in the report and the materials submitted for analysis, especially in terms of monitoring the realization of EP and the use of the results of this monitoring in actualizing the content of EP to ensure the quality assurance of teaching.

The University demonstrates a commitment to the standards of quality, but at the same time did not provide information on the further education of employees of the University in the field of educational management as a specific section of the QMS for certain EPs. At the same time, the EEC notes that training in QMS was conducted quite extensively right after the certification of this system in the SDU.

The EEC notes that the University needs to work on the approaches to the formation and actualization of EP development plans, preferably executed in the form of separate documents. The content of EP should dynamically change depending on external factors, the main trends in the development of the relevant industry. At the moments submitted to the analysis EPs are static, their content corresponds to the standards and criteria, but it is not clear how their development is planned and positioned.

According to the results of the anonymous survey of the teaching staff conducted by the EEC experts on the evaluation of accessibility and responsiveness of the management:

- 62.2% - "very good";
- 2.6% - "relatively bad".

As a whole among students 62,9 % of respondents are "completely satisfied" with the availability and responsiveness of the university management, 5,7 % are "not satisfied".

SDU demonstrates the aspiration to innovations, however, on the most part it concerns all-institutional processes, innovations are not allocated in a context of EP.

The EEC notes that most of the recommendations made by the results of the previous accreditation procedure have been implemented, and the rest are being worked on. A number of recommendations regarding the development strategies of the University and the EP remain relevant, in this connection the EEC considered it necessary to include these recommendations in the current report in an updated form (taking into account changing external factors).

Strengths / best practices of the accredited EP:

For EP "6B06101 Information Systems":

Not identified

For EP "6B05401 Mathematics", "7M05401 Mathematics":

- Openness and accessibility of the EP management for students, teaching staff, employers and other interested parties.

Recommendations of the EEC

On EP "6B06101 Information Systems":

By September 1, 2022 to actualize EP objectives for the next 5 years, considering the growth of the contingent of students, discuss the development plan of EP with the involvement of employers, graduates, and publish it on the official website of the SDU.

By January 1, 2023 to monitor the implementation of EP, evaluation of the achievement of the objectives of EP on the basis of the opinion of representatives of employers, to develop recommendations and publish an analysis of the monitoring on the official website of SDU.

For EP "6B05401 Mathematics", "7M05401 Mathematics":

By September 1, 2022, the management of the EP should ensure the transparency of the development plan for the EP based on the analysis of its functioning, the real positioning of the university and the focus of its activities on the needs of students, the state, employers and other stakeholders.

By March 1, 2022 the management of EP must provide training in educational management programs.

EEC conclusions on the criteria:

For EP "6B06101 Information Systems":

- 0 - strong position;**
- 15 - satisfactory position;**
- 2 - need improvement;**
- 0 - inconsistency.**

On EP "6B05401 Mathematics", "7M05401 Mathematics":

- 1 - strong position;**
- 14 - satisfactory position;**
- 2 - require improvement;**
- 0 – inconsistency**

6.2. Стандарт «Управление информацией и отчетность»

- ✓ *The university must ensure the functioning of the system for collecting, analyzing and managing information based on modern information and communication technologies and software*
- ✓ *The EP Guide demonstrates the systematic use of processed, adequate information to improve the internal quality assurance system*
- ✓ *The management of the EP demonstrates the existence of a reporting system that reflects the activities of all structural units and departments within the EP, including an assessment of their performance*
- ✓ *The university must determine the frequency, forms and methods for assessing the management of the EP, the activities of collegial bodies and structural divisions, top management*
- ✓ *The university must demonstrate a mechanism for ensuring the protection of information, including determining the persons responsible for the reliability and timeliness of information analysis and data provision*
- ✓ *The university demonstrates the involvement of students, employees and teaching staff in the processes of collecting and analyzing information, as well as making decisions based on them*
- ✓ *The management of the EP must demonstrate the existence of mechanisms for communication with students, employees and other interested parties, including conflict resolution*
- ✓ *The university must ensure the measurement of the degree of satisfaction with the needs of students, teaching staff and staff within the framework of the EP and demonstrate evidence of the elimination of identified shortcomings*
- ✓ *The university must evaluate the effectiveness and efficiency of activities in the context of the EP*
- ✓ *The information collected and analyzed by the university within the framework of the EP should take into account: key performance indicators*
dynamics of the contingent of students in the context of forms and types; –
level of progress, students' 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

employment and career growth of graduates

- ✓ *Students, teaching staff and staff must document their consent to the processing of personal data*
- ✓ *The management of the EP should contribute to the provision of the necessary information in the relevant fields of science*

The proving part

Information is one of the University's most important resources. It is the initial data for the provision of educational services, analysis and planning of the activities of the University. The main channels of information transmission at the University are the official website of the University, the University portal UniPort, Enroll (online registration), SIS (Student Information System), SR (Student Registration), social networks (personal account of the University on Instagram and Telegram channel) and the mass media.

Data is collected through an online portal and begins as soon as students arrive. All information necessary for future analysis is entered into the portal. The university has developed an online registration form Enroll, which is filled out by applicants upon admission. The platform is designed in two versions: for foreigners and for citizens of Kazakhstan. After completing the registration data goes to the program SR (Student Registration). It stores personal information of each student, their data on education, age, etc.

There is a portal UniPort to manage the educational process at the University. This system provides full information about the learning process of each student for the entire period of study. It keeps records of progress in all disciplines, indicates GPA (general and by subject), and posts all orders. The schedule is created in the portal, registration for the disciplines is made, and the academic calendar is displayed. Students have access to their grades, transcript and attendance.

The Student Services Center uses a Student Information System (SIS) program that generates specific data for MES, Accounting, the Student Services Center, and faculty. For example, by uploading a special report, the Student Services Center provides the Accounting Department with a list of students for scholarship payments. Based on downloads from the portal the University determines the expected graduation, analyzes the work of the Admissions Committee, etc.

SDU has formed a system for handling student complaints by the management of the university. The grievance procedure is implemented according to the schemes:

- adviser/curators → the Dean's Office → the UMC → the Rector.
- student → Center for Student Services.
- student → rector. This scheme is implemented through the direct mail of the rector, the rector's blog or reception on personal issues.

Educational programs, departments and faculties/schools prepare semi-annual and annual reports on the level of education, which are reviewed at the meetings of the Departments, the Faculty Council and the Educational and Methodological Council of the University. The structure of the report of the teaching staff of the departments consists of sections: educational and methodical work, research work, social events, the program of the academic shift, tutorial work. To determine a unified structure and improve the content of the report, the University has an electronic document flow dms.sdu.edu.kz.

Based on the annual reports of structural units on the execution of the action plan, monitoring and analysis of its execution is carried out. By the decision of the Academic Council of the University for the qualitative and targeted execution of the plan is adjusted and proposals for the next academic year are made. The purpose of current inspections is to examine and control the parameters of educational, methodological, scientific, tutorial and other processes.

Evaluation of EPs and improving their quality is one of the priority tasks for the University. The Department of Quality Assurance conducts a survey of students in order to identify the quality of the content of taught courses and teaching methods of faculty.

Reports of all structures of the University are made through the local document management system DMS. The final decision on the reports is made by the head of each Department (if it

relates to the administration of the university) and the Deans of the faculties. Deans or Department Heads report to Senior Management at Rector's meetings.

Each information resource (pms.sdu.edu.kz for faculty and administrative staff, my.sdu.edu.kz for students) has a login and password, without independent registration. For example, if HR department hired an employee, or COS accepted a new student, they create an account in the HR and SR modules, respectively. This data is automatically synchronized with the portal. All student and employee data is available only within the corporate portal, and access to any data, including personal data, is allocated according to existing roles.

The SDU corporate software system is used in 5 different countries (Azerbaijan, Romania, Kazakhstan, Kyrgyzstan and Nigeria). The system consists of 7 main applications with many sub-modules inside and 2 web portals that provide all academic processes. All applications and web portals use the same platform. The university manages innovation by introducing innovative products that optimize processes. Thus, the university is constantly improving its automated document management system, which affects the efficiency of business processes. Currently 62 processes are fully automated: for the departments of HR (12), Teaching and Learning Center (9), Accounting (6), Student Services Center (8), International Relations Office (3), Chancellery (4), Marketing and Recruiting (3), Project (5), Continuing Education Center (3), Science Department (2), Legal Department (1), OMC (1), Distance Learning Center (1), Event Management (3), Facilities Department (1), Information Technology Support Department (1).

Analytical part

On analysis of compliance with the criteria of the standard "Information Management and Reporting" in the accredited areas the Committee notes the following: the information given in the Report does not fully reflect the state of the EP's information management and reporting. The mechanism to ensure the protection of information, the identification of responsible persons for the reliability as well as the timeliness of analysis of the information provided is not described. How the requirements for determining the responsible persons are documented, are they familiarized with the requirements imposed on them. The process of internal quality assurance (evaluation of the degree of satisfaction of the faculty and staff) is implemented in the form of surveys, which all stakeholders are involved in. «Reports of all structures of the University are made through the local document management system DMS. The final decision on the reports is made by the head of each Department (if it relates to the administration of the university) and the Deans of the faculties. Deans or Department Heads report to Senior Management at Rector's meetings». *The effectiveness of analyzing the degree of satisfaction of this process is not specified.*

The report does not reflect the information on the compliance of the teaching staff with the NOBD database?

According to the results of the survey on the evaluation of the involvement of the teaching staff in the process of management and strategic decision-making "very good" replied 40.6%, "good" - 56.1%, "relatively poor" 1.9% and "poor" 0.6%.

Strengths / best practices of the accredited EP:

For EP "6B06101 Information Systems":

not identified

For SP "6B05401 Mathematics", "7M05401 Mathematics":

The university ensured the measurement of the degree of satisfaction of the needs of students, faculty and staff within the framework of the OP.

The information collected and analyzed by the university within the framework of EP, provides the dynamics of the contingent of students in the context of forms and types.

Recommendations of the EEC

No recommendations.

Conclusions of the EEC on the criteria:

On EP "6B06101 Information Systems":

- 0 - strong position;**
- 17 - satisfactory position;**
- 0 - need improvement;**
- 0 - inconsistency.**

On EP "6B05401 Mathematics", "7M05401 Mathematics":

- 2 - strong position;**
- 15 - satisfactory position;;**
- 0 - require improvement;**
- 0 - inconsistency.**

6.3. Standard «Development and Approval of the Education Program»

- ✓ *The HEI must demonstrate the existence of a documented procedure for the development of the EP and its approval at the institutional level*
- ✓ *The HEI must demonstrate the compliance of the developed EP with the established goals and planned learning outcomes*
- ✓ *The management of the EP should determine the influence of disciplines and professional practices on the formation of learning outcomes*
- ✓ *The HEI demonstrates the existence of a EP graduate model that describes learning outcomes and personal qualities*
- ✓ *The qualification awarded upon completion of the EP must be clearly defined, explained and correspond to a certain level of the NSC, QF-EHEA*
- ✓ *The management of the EP must demonstrate the modular structure of the program based on ECTS, ensure that the structure of the content of the EP corresponds to the goals set, with a focus on achieving the planned learning outcomes for each graduate*
- ✓ *The management of the EP must ensure that the content of academic disciplines and learning outcomes correspond to each other and the level of education (bachelor's, master's, doctoral studies)*
- ✓ *The management of the EP must demonstrate the conduct of external reviews of the EP*
- ✓ *The management of the EP must provide evidence of the participation of students, teaching staff and other stakeholders in the development and quality assurance of the EP*
- ✓ *The EP management must demonstrate the uniqueness of the educational programme, its positioning in the educational market (regional/national/international)*
- ✓ *An important factor is the possibility of preparing students for professional certification*
- ✓ *An important factor is the presence of a joint (s) and/or two-degree EP with foreign HEI*

Proving Part

The definition of higher education outcomes is determined on the basis of their compliance with the Dublin Descriptors at the undergraduate, graduate and doctoral levels, the National Qualifications Framework and professional standards.

In the framework of the System of internal quality assurance and implementation of the standard for the development of educational programs of the university, it is important to note that the university independently designs programs in accordance with the national and industry qualifications framework, as well as taking into account the requirements of professional standards. Educational programs of all levels are focused on learning outcomes.

Educational programs are composed according to the modular principle. Each module of an educational program is focused on achieving a certain learning outcome, i.e. competence. Learning outcomes are formulated for the program as a whole, for each module and individual discipline.

In the development of the EP of the cluster in order to achieve the planned learning outcomes faculty, students and strategic partners of the Advisory Board are involved. The members of the Advisory Board are annually renewed and approved at the faculty meeting. EP is made in the language of instruction.

Development of the working curricula (DWC) takes place on the basis of the catalog of elective disciplines CED, developed by the graduate department of the university and the individual study plans of students (ISP). Teaching staff independently develop syllabi, teaching and learning material is developed based on the internal regulatory document - Rules for the development and design of the curriculum.

EP "6B06101 Information Systems", EP "6B05401 Mathematics", EP "7M05401 Mathematics" developed in accordance with the profile, representing the learning outcomes, the main types of professional activity are subject to continuous quality improvement. Alimanova M., Amirgaliev E., Turan D., Zhaparov M., Bogdanchikov A., Yunusov R., Suliev R., Baimuratov O., Aipenova A., Shamiluu Sh, Shalkarbaiuly A., Zhamanov A., who are the authors of articles in highly-rated scientific publications and managers of various projects were involved in the development of EP "6B06101 Information Systems". To prepare EP also were involved representatives of practice bases and employers from leading IT companies such as Madi Beisembekov, the manager of "Palm-EU", Zhomart Aldamuratov, IT manager of Toyota Motor Kazakhstan LLP, Alena Tkachenko, SEO of Power WiFi, Vitaly Kim, executive director of OpenIT Association, Badirsha Bayramov, IT of Inf in - IT Solution, Uakhat Bastemiev - DarEco and others. The working group members were involved in the development of EP "6B05401 Mathematics", EP "7M05401 Mathematics": Viktor Verbovsky, Samat Kasabek, Saulet Borambaeva, Nail Useмбаev, Shirali Kadyrov, Farukh Mashurov, Bektur Bayzhanov, Kaisar Tulenbaev. Realizing principles of student-centered education, at creation of the educational program the working group included the students on EP 6B06101 Information Systems, Karimov J., EP 6B05401 Mathematics, EP 7M05401 Mathematics Nietova Aygerm, Dināsil Adil who gave information of their fellow students on these or those preferences.

If necessary, changes and adjustments are made to the EP. The structure, the order of development, revision, amendments and adjustments, examination of EP are determined by the Regulations on the development, approval and monitoring of EP. EPs are approved by the Rector of the University on the basis of the decision of the Academic Council.

Immediately at the stage of development of educational programs, members of the working group determine the goals, set of competencies and learning outcomes for the educational program, as well as in accordance with the Dublin descriptors the passport of the educational program is made.

An important part of the educational program development process is the definition of a set of competences and learning outcomes. The set of competences is formed by 2 types of competences, such as general cultural and professional competences.

The purpose of training EP "6B05401 Mathematics" is to prepare highly qualified specialists who combine deep knowledge in mathematics with the skills of creative thinking, research activities, the ability to independently formulate new goals and objectives of scientific research, evaluate the innovative potential of scientific developments. Thus, the program is aimed at preparing well-rounded participants in the research process, training of specialists with innovative problem-solving skills in their field of knowledge, preparing of students for successful admission to master or doctoral programs in applied or fundamental mathematics.

The learning objectives of the EP "7M05401 Mathematics" program are accomplished through a variety of activities over the course of a 2-year degree. In fundamental courses in algebra, real analysis, probability theory, and statistics, students learn the fundamentals of advanced classical mathematics, important results and proof methods. Such courses improve students' mathematics portfolios, their critical and analytical thinking abilities, and their problem-solving skills. The "Research Tools and Methods" discipline, as well as the "Master's scientific research work courses", help students develop their research-related skills, including the development of

creative work, the ability to work independently, and to share mathematical ideas. As part of the track specialization, students take elective courses: neural networks, differential equations, and additional algebra chapters.

In the practical classes, students conduct case studies and solve specific problems, which then helps students understand the methods of question formulation, data collection, and analysis through machine learning algorithms.

Within the framework of EP "6B06101 Information Systems", EP "6B05401 Mathematics", EP "7M05401 Mathematics" the structure of EP is formed from the theoretical course, scientific research, work practice, final certification (passing the comprehensive exam or defense of master's thesis).

Educational practice for first-year students takes place without discontinuing their studies in separate disciplines under the guidance of leading teachers with a visit to the practice bases.

Practical and pregraduation internships take place at internship bases on the basis of contracts; the process is coordinated by the graduating departments together with the Career Department.

Professional competencies are specified in the graduate models of bachelors and masters in EP "6B06101 Information Systems", EP "6B05401 Mathematics", EP "7M05401 Mathematics".

The graduate model is verified and validated in the process of final state certification (defense of graduation works, passing state examinations), in the process of questioning of employers about the evaluation of graduates, in the form of feedback from the general public and the graduates themselves in the media.

The qualification obtained upon graduation:

EP "6B06101 Information Systems" - Bachelor of Information Technology in 6B06101 Information Systems;

EP "6B05401 Mathematics" - Bachelor of Mathematics;

EP "7M05401 Mathematics" - Master of Mathematics;

An important factor in the implementation of EP "6B06101 Information Systems", EP "6B05401 Mathematics", EP "7M05401 Mathematics" is the existence of conditions for joint educational programs with foreign universities. Department of "Mathematics and Natural Sciences" signed memorandums of cooperation with foreign universities such as Umeå University in Sweden, The Eastern Mediterranean University in Turkey and Kaunas University of Technology in Lithuania.

The implementation of academic mobility of students is carried out through the developed joint educational programs. As a priority directions of academic mobility of EP can be marked out external mobility to foreign universities Hof University of Applied Sciences (Germany), The University of Applied Sciences Schmalkalden (Germany), Kaunas University of Technology (Lithuania), Vytautas Magnus University (Lithuania), Vilnius University (Lithuania), UNIST (Korea). Vistula University (Poland), Dalarna University (Sweden), Umea University (Sweden), Oklahoma State University (USA), Turiba University (Latvia), Eastern Mediterranean University (Cyprus), Shanghai University (China), Sookmyung Women's University (South Korea), Management and Science University (Malaysia), Universiti Malaysia Pahang (Malaysia), Gachon University (South Korea), Peoples' Friendship University of Russia (Russia), Karakalpak State University (Uzbekistan), International University of Central Asia (Kyrgyzstan), Royal International University (Mongolia).

Thus, in the period from 2018 to 2021 students of the EP "6B06101 Information Systems":

In the 2018-2019 academic year Alisher Sattarbek, Alina Amangeldieva, Assura Dikanbaeva, Enlik Shariphanova, Sultan Aitkali, Adilbek Karmanov studied in the academic mobility program in universities Ulsan National Institute of Science and Technology (Korea), Sookmyung Women University (Korea), Siauliai University (Lithuania).

In 2019-2020 academic year Adema Kuanysheva, Gizat Kuanov studied in the academic mobility program at Ulsan National Institute of Science and Technology (Korea) and Siauliai University (Lithuania)

In academic year 2020-2021 academic year Dilyara Bagitova, Laura Naymanova, Alikhan Toleubay, Darkhan Amanzhol, Diana Rulanova studied in Kaunas University of Technology (KTU), Ulsan National Institute of Science and Technology (UNIST) in the academic year 2021-2022 in the fall semester student Eldana Nurtazina is studying the fall semester on mobility at financing of MES RK in Kaunas University of Technology (KTU).

Analytical part

The reports provide a reference to the legislative normative acts that are no longer in force.

The competitiveness of EP "6B05401 Mathematics", EP "7M05401 Mathematics" is demonstrated by the inclusion of disciplines, the study of which, allows students to show their ability to conduct marketing research in practice, to provide recommendations for the development of the enterprise. During the development of modules on EP "6B05401 Mathematics", EP "7M05401 Mathematics" the vertical interdisciplinary link between the levels of training of students is considered, but disciplines, the study of which, allows students to already practice to show their abilities not presented.

Compliance of topics of industrial / pre-diploma practice to the theme of the diploma project / master's thesis is not prescribed in the report.

The survey of students, conducted during the visit of the EEC of the IAAR, showed that: the level of responsiveness to feedback from teachers regarding the learning process is fully satisfied - 63.6%, partially satisfied - 27.4%, partially unsatisfied - 5.9%.

The survey of the teaching staff showed that the attention of the management of the educational institution to the content of the educational program is "very good" - 67.1%, "good" - 32.9%.

Strengths/Best Practices

For EP "6B06101 Information Systems":
not identified

On EP "6B05401 Mathematics", "7M05401 Mathematics":

The uniqueness of the educational program, its positioning in the educational market (regional/national/international).

Recommendations of the EEC

No recommendations

The EEC conclusions on the criteria:

For EP "6B06101 Information Systems":

- 0 - strong position;**
- 12 - satisfactory position;**
- 0 - need improvement;**
- 0 - inconsistency.**

On EP "6B05401 Mathematics", "7M05401 Mathematics":

- 1 - strong position;**
- 11 - satisfactory position;**
- 0 - need improvement;**
- 0 - inconsistency.**

6.4. Standard «On-Going Monitoring and Periodic Review of Educational Program»

- ✓ The HEI must ensure the revision of the structure and content of the EP, taking into account changes in the labor market, the requirements of employers and the social demand of society. The HEI must demonstrate the existence of a documented procedure

for monitoring and periodic evaluation in order to achieve the goal of the EP and continuously improve the EP

- ✓ Monitoring and periodic evaluation of the SP should consider:
- ✓ the content of the program in the context of the latest achievements of science and technology in a particular discipline
- ✓ changes in the needs of society and the professional environment
- ✓ load, progress and graduation of students
- ✓ effectiveness of student assessment procedures
- ✓ needs and degree of satisfaction of students
- ✓ compliance of the educational environment and the activities of support services with the goals of the EP
- ✓ The management of the EP should publish information about changes to the EP, inform interested parties about any planned or undertaken actions within the EP
- ✓ Support services should identify the needs of various groups of students and the degree of their satisfaction with the organization of training, teaching, assessment, mastering the EP as a whole

Proving part

Monitoring and periodic assessment of educational programs are aimed at achieving the goals and formation of the planned results of education.

During the monitoring of EP, we evaluate the actuality, the implementation of the goal and objectives set by EP, the logic of building EP, students' achievement of learning outcomes and their compliance with the requirements of professional standards, etc. Monitoring is conducted to determine the compliance of EP components - its purpose, content, methods of learning and teaching, learning outcomes, its compliance with the established requirements, how it meets the needs of stakeholders.

The mechanism of internal monitoring and quality assurance of EP provides continuous monitoring of the quality of educational programs, educational and methodological support, implementation of innovative teaching methods in the learning process, improvement of methods for assessing the educational achievements of students.

In the University that is based on the principles of mutual trust, self-control of the teaching staff is important. This is done through the timely provision of requested information, filling out the necessary documentation, and in general, adequate, purposeful, integrated professional activities of each teacher.

Monitoring is carried out through the following specialized departments: Training and Methodological Center and the Department of Quality assurance, as well as through self-attendance of classes and surveys.

In order to objectively evaluate both the content of EP and the quality of teaching, the university carries out several types of class monitoring: open classes (Demo Lessons), self-observation (Peer Observations), administrative quality control (Quality Control). As a rule, during such observations teachers face such problems as anxiety and stress; regulatory, biased evaluation by observers; insufficient opportunity for professional development. Taking into account the above problems, Reflective Teaching Observation has been introduced within Academic Freedom since 2019-2020:

- Each faculty member undergoes an observation procedure once a year;
- observers are faculty/school leadership (dean, department chair), program coordinator;
- observation date and classes [at all levels] are assigned by the faculty member (indicating choice and autonomy). The observer chooses one of the specified classes.

The Reflective Observation of Teaching process itself consists of three parts:

- Pre-observation meeting/conversation (20 minutes). Purpose: To discuss the overall assessment process and goals, discuss the expected learning outcomes of this session,

identify the instructional strategies to be used to achieve the outcomes, identify any specific areas for feedback - as asked for by the instructor.

- observation (50 minutes). A specific form is filled out during the class.
- meeting after the observation (40 minutes). The teacher should email their overall reflection on the lesson to the observer within 24-48 hours of the observed lesson, as there may be some points that the observer did not notice.

A Reflective Teaching Observation Policy has been developed that specifies the criteria and process for observation. For example, in the 2019-2020 academic year, 4 observations were conducted in the Engineering and Science Department.

External monitoring is carried out as part of the accreditation of educational programs, with participation in ratings and other events.

Educational programs are updated annually, with regard for the development of the labor market, science, engineering, economy, technology and social sphere, following the recommendations for quality assurance in the university, regulated by the Guidelines for quality assurance and quality policy.

Taking into account regulating documents of MES RK, the current state of science and technology and the decisions of the Academic Council of the University, the content of the university component and elective disciplines of the working curricula is updated and approved annually to ensure the quality of training of competitive graduates.

Questionnaires and surveys of employers on the content of educational programs and requirements for graduates are conducted. Cooperation with employers for effective work with future graduates is expanding. It is a steady practice to attract employers not only to assess educational programs, but also to conduct guest lectures, seminars and trainings, at the end of which employers express their opinion on the level of training of students.

For the purpose of effective management, control, accounting and analysis of educational, research and other processes the information-management system pms.sdu.edu.kz is used. It is aimed at ensuring the quality of education, creating rules for planning and monitoring the educational process, information support for decision-making, providing information about the educational process for students.

Also, faculties organize round tables, the so-called mitups, to discuss urgent topics and share experiences. Thus, in September 2017, the Faculty of Engineering and Natural Sciences held a MITUP "B2U-Business to Education" with the participation of representatives from other universities and entrepreneurs from the IT industry. They discussed the content of the curricula, the latest innovations in IT technologies, the modern model of IT specialist and many other things.

Information about academic achievements of students are stored and processed on the intranet, and students are ranked according to GPA. Personal growth and development of the student in the process of mastering the program is tracked by the results of interim and final controls in the form of tests, oral and written surveys. The results are recorded in the electronic gradebook on the portal, which are reflected in the personal office of the student.

Analytical part

The information presented in the Report on the monitoring and periodic evaluation of the educational program is quite extensive. However, the effectiveness of these processes is not presented / described.

Every year 10 meetings of the Educational and Methodological Council are held, where the quality issues of education are discussed, for example, analytical report on the progress of students, the results of surveys of student satisfaction with teaching. (Minutes of the UMC № 5, dated 22.12.2020, № 10, dated 18.05.2021). The quality of the educational process is ensured through the creation of working groups or committees checking the content of syllabuses, developing the necessary rules in accordance with the latest changes, checking curricula, checking the content of new EPs entered in the Register; discussion of the results of interim attestations at the GMC, monitoring of classes, sessions.

In accordance with the standard of specialized accreditation of educational programs of higher education institutions, all changes in the EP should be published. However, the text of the Report does not say anything about it.

According to the results of the survey the level of availability of management to students: fully satisfied - 62.9%, partially satisfied - 28.1%, unsatisfied - 5.7%.

Strengths/best practices

Not identified

Recommendations of the EEC

For EP "6B06101 Information Systems":

By September 1, 2022, make publicly available information about the EP and its changes over the past 3 years.

Conclusions of the EEC on the criteria:

For EP "6B06101 Information Systems":

- 0 - strong position;**
- 10 - satisfactory position;**
- 0 - need improvement;**
- 0 - inconsistency.**

On EP "6B05401 Mathematics", "7M05401 Mathematics":

- 0 - strong position;**
- 10 - satisfactory position;**
- 0 - require improvement;**
- 0 - inconsistency.**

6.5. Standard «Student-Centered Learning, Teaching and Performance Evaluation»

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

- ✓ EP management must demonstrate the existence of a procedure for responding to student complaints.

Providing part

SDU implements student-centered learning processes in educational programs: provides the development of flexible educational trajectories; creates conditions for increasing motivation and involvement of students in the learning process; ensures consistency and objectivity of assessment of learning outcomes.

Forming of individual educational trajectories is carried out on the basis of the Academic Policy and CED, which contains a list of all the disciplines of the component of choice with the purpose of study, brief content and expected learning outcomes. Planning of the educational trajectory (enrollment in disciplines) is carried out in accordance with the academic calendar.

Students within the framework of the educational program have broad opportunities in the formation of an educational trajectory through an individual curriculum. The student builds his or her own educational program in the form of IEP.

Individual educational trajectory of students is formed on the basis of compulsory and elective components of the educational program. Students of EP have full information about the list of module disciplines and their codes, prerequisites, goals and content. Students are informed about the form of control and necessary learning tools, as well as the main learning outcomes. The registration procedure for the disciplines of choice of specialties is organized by the department (office) of the registrar in electronic form with the methodological and advisory assistance of the advisors and departments.

There is a successful institute of Advisers for individual assistance to the student at the University. Advisers conduct advisory and methodological work with students a month before the beginning of the enrollment regarding the choice of educational trajectory, disciplines and teachers. An advisor supervises students throughout the entire period of study.

The department regularly monitors the compliance of the program with the requirements of industry through: analysis of plans and programs of regional economic development, collection and processing of proposals, comments and recommendations of teachers-production workers, members and chairmen of the SAC, reviewers of diploma works, heads of internships, studying employers' feedback on graduates and employers' surveys, questionnaires for graduates.

A condition for implementing these tasks is mastering interactive teaching methods. The introduction of various innovations saves time for checking exams, prevents attempts of compilation and cheating (online quizzes), eliminates the need to transfer lectures and homework from data carriers (Google Drive & Dropbox), monitor the timely delivery of assignments (centralized database of e-mail).

When selecting a teacher, availability of special education in the profile of EP, the level of knowledge of innovative technologies, the level of mastery of the materials, and taught courses are taken into account. For example, only teachers with degrees and titles, including PhDs, such as professors Dzhumadil'daev A. and Alexey Kavokin are involved for lecture classes in specialized disciplines. For teaching algebra courses, Alexey Kavokin for courses on numerical methods, Samat Kasabek, Nail Useмбаev for teaching mathematical physics, Sergazi Nurbavliiev and Rauan Akulzhanov for applied mathematical programming, Shirali Kadyrov and Nurgisa Esirkegenova for research tools and instruments.

Control and evaluation of learning achievements of students is established in the "Regulations for the evaluation of students' knowledge" and consists of the sum of the weighted average evaluations for each type of control and is entered in the summary of the final statement, as well as in the transcript of the students.

During the study of the discipline various types of current control of students' knowledge can be provided: oral questioning (colloquium), written control, combined questioning, defense and presentation of homework, discussion, training, round tables, group discussion of issues of problematic nature, tests, coursework / project, other interactive methods of classes. Faculty of EP maintains for monitoring students either a special journal, an online document where students

can view their grades or uses sites such as Edmodo, google, blackboard, where grades are entered, and each student has the opportunity to see their grades.

The results of current and final control, as well as midterm certification are available to students on the educational portal of the University. Other information on knowledge assessment processes are communicated to students through supervisors (advisors).

Analytical part

Analyzing the standard "Student-centered learning, teaching and learning evaluation" in the accredited areas, the Commission came to the conclusion that, within the framework of the implemented educational programs, the use of modern information technologies, interactive teaching methods is observed.

The teachers of Suleyman Demirel University in recent years are actively mastering personal and activity-based learning technologies and monitoring the results of the development of educational programs. Among the innovative learning technologies used by the teaching staff are project-based learning (analytical projects, creative projects, research projects), interactive teaching methods (video lessons, youtube channels: <https://youtube.com/channel/UCuxdZUvdL6ToVC7SSGC8VTQ> -learning Java Programming, <https://www.youtube.com/watch?app=desktop&v=7uNZ0PflQNI>- Cisco CCNA, problem-based learning technologies.

The Commission notes that the process and criteria for evaluating knowledge - grading in the (electronic) journal is not described.

Requirements for the qualifications of reviewers on these EP and the process of payment for reviewing are not described.

The report describes the process of appeal and filing complaints for midterm control, but does not describe the formation and approval of the appeal committee at the midterm and final attestations, also the results of the appeal committee, is not given the percentage of applications from the total number of students and the percentage of satisfied applications from the number of filings.

There is no information about own research in the field of teaching of EP disciplines.

Questioning of the learners, conducted during the EEC visit, showed that the students are "fully satisfied":

the overall quality of curricula - 70,2 %;

quality of teaching - 70.4%;

fairness of exams and attestation - 74%;

timeliness of evaluation of students - 58,9 %;

conducted tests and exams - 62,6 %.

Strengths/best practices

Not identified

Recommendations of the EEC

On the EP "6B06101 Information Systems":

By January 1, 2023, develop a research plan in the field of teaching methodology of the EP disciplines; if possible, to provide funding for the specified research and implementation of the results in practice.

Conclusions of the EEC on the criteria:

For OP "6B06101 Information Systems":

0 - strong position;

9 - satisfactory position; 9 - satisfactory position;

1 - requires improvement;

0 - inconsistency.

On EP "6B05401 Mathematics", "7M05401 Mathematics":

0 - strong position;
10 - satisfactory position; 10 - satisfactory position;
0 - require improvement;
0 - inconsistency.

6.6. Standard «Students»

- ✓ The HEI must demonstrate the policy of forming a contingent of students and ensure transparency, publicity of the procedures governing the life cycle of students (from admission to completion)
- ✓ The management of the EP should provide for special adaptation and support programs for newly enrolled and foreign students
- ✓ The HEI must demonstrate the compliance of its actions with the Lisbon Recognition Convention, including the existence and application of a mechanism for recognizing the results of academic mobility of students, as well as the results of additional, formal and non-formal education
- ✓ The HEI must provide an opportunity for external and internal academic mobility of students, as well as assist them in obtaining external grants for study
- ✓ The university should encourage students to self-education and development outside the main program (extracurricular activities)
- ✓ An important factor is the existence of a mechanism to support gifted students
- ✓ The HEI must demonstrate cooperation with other educational organizations and national centers of the «European Network of National Information Centers for Academic Recognition and Mobility / National Academic Recognition Information Centers» ENIC / NARIC in order to ensure comparable recognition of qualifications
- ✓ The HEI must provide students with internship places, demonstrate the procedure for facilitating the employment of graduates, maintaining contact with them
- ✓ The HEI must demonstrate the procedure for issuing documents to graduates confirming the qualifications received, including the achieved learning outcomes
- ✓ The EP management must demonstrate that program graduates have skills that are in demand in the labor market and that these skills are really relevant
- ✓ The management of the EP must demonstrate the existence of a mechanism for monitoring the employment and professional activities of graduates
- ✓ An important factor is the presence of an active alumni association/union

Proving Part

In order to realize the policy of students' contingent formation the University carries out a complex of measures which provide the image of the University in the region and in the republic in general. Identification of professional orientation and professional qualities of applicants is a key aspect of the contingent formation policy for all EPs of SDU.

Effective forms of career orientation work of the university include: the provision of internal grants of the SDU, as well as a flexible system of discounts for the entire period of study for students who won prizes in the traditional subject Olympiad SPT held by the SDU in all regions of Kazakhstan annually in April with the participation of over 8000 schoolchildren of Kazakhstan annually. Informing students about the requirements of pre-university programs is organized in the following way: on the website of the University (<https://sdu.edu.kz/>) there is information about the rules of admission and transfer, about discounts and awarding grants of SPT, as well as information about faculties and specialties, teaching staff. The Social Department also holds an orientation week each year from August 26 to August 29.

Support of gifted students is provided by such events as SPT (General Subjects Test among 10th and 11th graders), Infomatrix (International Olympiad aimed at development of IT-projects). In 2020, according to the results of the SPT Olympiad, 264 applicants became certificate holders. Among them 18 participants won 100% full tuition fee, another 18 won 50% discount, also 18

were granted 30% discount, the remaining 210 were granted 15% discount. The University also raffled off benefits in 7 categories during the Infomatrix Olympiad: 3 certificates in each category were raffled off.

The SDU Technopark is a special platform for supporting gifted students, which aims to develop innovation skills by working on startups. Since 2019, an innovative discipline has been introduced that involves gifted students from the SDU Business School and the Faculty of Engineering and Natural Sciences. The discipline is designed for two academic semesters: in the first semester the trainees study a certain industry, in the second semester they develop a startup that solves a problem of a certain industry.

There are positive statistics of the students' contingent.

For international students there is an adaptation program, which includes a set of measures of socio-psychological and academic support, there is a psychological counseling room, as well as preparatory courses are organized on the basis of the "Foundation" faculty.

To guarantee the objective recognition of higher education qualifications, periods of study and previous education, including the recognition of non-formal education university provides compliance with the Lisbon Convention on recognition cooperates with the Centre of the Bologna process and academic mobility of MES RK, which is the executive body for the recognition and nostrification procedure in the Republic of Kazakhstan. In accordance with the paragraphs of the Lisbon Convention the University is working on the recognition of mastered courses and credits in the academic mobility. Recognition of previous achievements of students is prescribed in the Regulations: Learning by credit technology, Admission of students and in the Academic policy. Also, since 2016, the University provides graduates with a European Diploma Supplement in three languages (Kazakh, Russian and English), which meets the recommendations of the Council of Europe and UNESCO on the standard of the Bologna Process. In the diploma supplement all passed graduate credits are calculated on ECTS automatically in the university portal SIS (student information systems).

The process of academic mobility of students of Study programs 6B06101 Information Systems, 6B05401/7M05401 Mathematics is provided by the Office of International Relations (OIR). The Office regularly conducts individual and group consultations on academic mobility. There is a database of undergraduate, graduate and doctoral programs of partner universities, as well as a database of national and international scholarship programs created and available to students. In order to promptly notify students and faculty about academic mobility programs, the Office staff posts announcements on the main page of the official website of the university.

Students can independently choose another university (inside the country or abroad), determine the list of disciplines to study and submit an application to the program coordinator. On the basis of applications, the program coordinator organizes the signing of a cooperation agreement with another university. On the basis of the official invitation of the partner university students prepare an individual curriculum and coordinate it with the head of the department.

Extracurricular development of students at the university is carried out through the organization of student government under the aegis of the Department of Social Work. Student life at the university covers more than 95% of all students, to one degree or another. Depending on the activities of the clubs there is an organization of one or another event, not only for members of clubs, but also for all interested students of the university.

According to the statistical data of the SDU Career Center, the statistics below show the dynamics of the effectiveness of internships for future employment. The analysis shows that the majority of students who had internships in the organization remain to work there. Many students were employed based on the results of their internships.

During the academic year, activities on employment of students, such as Career Day, Job Fair, master classes by employers and the Department of Career. Career Day is held in the format of interviewing students directly by representatives of companies, in particular, HR specialists and technical specialists in the context of the students' specialty. This event is held 5 times a year,

and the purpose of the event is to gain experience by students in carrying out real interviews, getting feedback from HR specialists and the opportunity to obtain job offers from employers. Maintaining communication with graduates is organized through the activities of the university Alumni Association, the formation of a database of graduates, and the annual Alumni Forum.

Analytical part

During the analysis of submitted documents and based on the results of the visit to the University, members of the EEC noted that the Report does not indicate the contingent of international students. The process of granting scholarships and discounts is not described. Not indicated (%) of the involvement of teaching staff involved in the career guidance work of the university.

According to the results of the survey: Students express full satisfaction with the availability of academic advising (60,8%); accessibility of health services (62,9%); accessibility of library resources (70%); existing educational resources (70,4%); the relationship between student and teacher (73%).

Strengths/Best Practices

For the EP "6B06101 Information Systems":

Not identified

On EP "6B05401 Mathematics", "7M05401 Mathematics":

Compliance with the actions of the Lisbon Recognition Convention, including the existence and application of a mechanism for the recognition of the results of academic mobility of students, as well as the results of additional, formal and non-formal learning.

Recommendations of the EEC

No recommendations

Conclusions of the EEC on the criteria:

On EP "6B06101 Information Systems":

- 0 - strong position;**
- 12 - satisfactory position;**
- 0 - need improvement;**
- 0 - inconsistency.**

On EP "6B05401 Mathematics", "7M05401 Mathematics":

- 1 - strong position;**
- 11 - satisfactory position;**
- 0 - need improvement;**
- 0 - inconsistency.**

6.7. Standard «Teaching Staff»

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

- ✓ The HEI must demonstrate the existence of a motivation mechanism for the professional and personal development of teaching staff
- ✓ The HEI must demonstrate the widespread use of information and communication technologies and software in the educational process by the teaching staff (for example, on-line training, e-portfolio, MEPs, etc.)
- ✓ The HEI must demonstrate the focus on the development of academic mobility, attracting the best foreign and domestic teachers
- ✓ The HEI must demonstrate the involvement of each teacher in promoting a culture of quality and academic integrity at the university, determine the contribution of the teaching staff, including those invited, to achieving the goals of the EP
- ✓ An important factor is the involvement of teaching staff in the development of the economy, education, science and culture of the region and the country

Proving part.

The goal of the personnel policy at SDU is to ensure the academic attractiveness of the University in order to attract the best academic personnel to work in the educational and research fields of the University.

Recognizing the importance of teaching, the University develops clear, transparent and objective criteria for hiring, appointing, filling vacant positions, promotions, and dismissals and follows them in its activities in accordance with the principle of meritocracy. The teaching staff is the main resource for realizing the mission of the University.

The qualitative and quantitative need for academic staff is determined by the qualification requirements of the state for educational activities. Information about the competition and the availability of a vacant position of faculty and academic staff shall be posted in the periodicals of the Republic of Kazakhstan and on the official website of the University, at least thirty calendar days before the date of completion of receipt of documents.

KPI system for teaching staff covers all aspects of pedagogical activities in universities: teaching and methodological work, research activities, social and educational activities, activities that enhance the image of the university. Thus, KPIs motivate teachers to professional and personal development, to active research and teaching and methodological work, which corresponds to the strategic goals and objectives of the University development on the quality of education and implementation of scientific achievements in teaching.

For about a decade SDU has had an honorarium policy to motivate its employees to pursue various research and methodological publications. The policy is updated and improved to better serve researchers and motivate their professional and individual development. Depending on the quality of the publication, a researcher may receive up to 700,000 tenge per publication. The same policy provides support for travel to conferences.

Transparency in decision-making during the formation of the staff of EP 6B06101 Information Systems, 6B05401/7M05401 Mathematics is regulated by the rules of hiring employees of SDU, according to which the competition for vacant positions is announced.

The quality of teaching is evaluated by the teaching staff through open classes, self-attendance, questioning of students, control of teaching materials posted on the platform Moodle.

In accordance with the University strategy, "Performance Management Development System (PMDS)" is implemented. Each manager holds individual meetings with each of his subordinates at least once a year. The purpose of these meetings is to discuss and plan the professional development of the employee.

One of the main activities of the departments is the development of academic mobility, attracting the best foreign and domestic teachers and practitioners.

The task of improving the quality of education also involves attracting foreign specialists to the university. By efforts of departments and faculties in cooperation with the department of

international cooperation the work is carried out to find and attract foreign specialists, as well as assistance in passing the commission and obtaining a license to teach at the university.

Management makes it a priority to retain young professionals and rejuvenate the workforce. Close cooperation with JSC "Center for International Programs" on the international program "Bolashak" and with state agencies on employment programs "Youth Practice" is the beginning of solving this problem.

At the University, all labor relations comply with the norms of the Labor Code of RK, the Law on Education and other laws and regulations of the Republic of Kazakhstan. Termination of the employment contract may occur at the will of the employee, by agreement of the parties, on the initiative of the employer.

Scientific activity of the department is an integral part of the process of training specialists; teachers of the faculty constantly publish the results of their research in public journals. Coordination of research activities is carried out by the Department of Science of the university.

Analytical part.

Within the framework of the accredited EPs, the EEC notes that the department has a good potential for further staff development, but the system of motivation of the advisors based on the evaluation of the performance of this category of University staff is not clearly described.

The number of teaching staff of the Faculty "6B06101 Information Systems" is at the lower limit of state requirements and expresses concern about the risk of lack of qualified personnel at the "explosive" growth of the contingent of students.

Survey of the teaching staff, conducted during the visit of EEC NAAR, showed that the average % of satisfaction of the teaching staff of the university is higher - 70.1%, except for some problems, occasionally appearing like "Satisfaction:

- provision of benefits: recreation, sanatorium treatment, etc. - 48,4%;
- terms of payment - 66,5%;
- food system, medical and other services - 67,7.

The main points from the analysis of the results of the survey:

- *It would be desirable to arrange transportation to the city for faculty members;*
- *Non-transparent wage setting.*
- *not all conditions are created in terms of load, in the technical equipment of the campus for an inclusive approach in education. The quality of food in the canteen is cyclical, sometimes improving and sometimes worsening.*
- *Weak WiFi, sometimes they turn off the electricity in the area and have to wait for the network to switch to a generator*
- *The problem of connecting to the Internet by both faculty and students)*

Strengths/best practices

Not identified

Recommendations of the EEC

On EP "6B06101 Information Systems":

By September 1, 2022 to develop a plan to stimulate the defense of theses and dissertations by teachers of the EP; to attract external tenured faculty to minimize the risks of violations of qualification requirements, which should be expressed quantitatively in raising the level of tenure by not less than 5% over the next three years (taking into account the dynamics of the contingent).

Conclusions of the EEC on the criteria:

For the EP "6B06101 Information Systems":

- 0 - strong position;**
- 10 - satisfactory position;**
- 0 - need for improvement;**
- 0 - inconsistency.**

On EP "6B05401 Mathematics", "7M05401 Mathematics":

- 0 - strong position;**
- 10 - satisfactory position;**
- 0 - require improvement;**
- 0 - inconsistency.**

6.8. Standard «Education Resources and Student Support Systems»

- ✓ The HEI must guarantee the compliance of the infrastructure, educational resources, including material and technical, with the goals of the educational program
- ✓ The management of the EP must demonstrate the sufficiency of classrooms, laboratories and other facilities equipped with modern equipment to ensure the achievement of the objectives of the EP
- ✓ *The HEI must demonstrate the compliance of information resources with the needs of the university and the ongoing EP, including in the following areas:*
 - technological support for students and teaching staff in accordance with educational programs (for example, online learning, modeling, databases, data analysis programs)
 - library resources, including a fund of educational, methodical and scientific literature on general education, basic and major disciplines on paper and electronic media, periodicals, access to scientific databases
 - examination of the results of research, final works, dissertations for plagiarism
 - access to educational Internet resources
 - functioning of WI-FI on its territory
- ✓ The HEI must demonstrate that it creates conditions for conducting scientific research, integrating science and education, publishing the results of research work of teaching staff, staff and students
- ✓ The HEI should strive to ensure that the educational equipment and software used for the development of educational programs are similar to those used in the relevant sectors of the economy
- ✓ The management of the EP must demonstrate the existence of procedures for supporting various groups of students, including information and counseling
- ✓ The management of the EP must show the existence of conditions for the advancement of the student along an individual educational trajectory
- ✓ The HEI must take into account the needs of different groups of students (adults, working, foreign students, as well as students with special educational needs)
- ✓ The HEI must ensure that the infrastructure meets the safety requirements

Proving Part

The University is focused on the development and implementation of educational, research and scientific programs in such a way that provides students with all the skills necessary for both professional growth and personal development. Respect for the intellectual potential and dignity of the student as an individual is of the utmost importance. The SDU ensures that educational resources and student support services are sufficient, accessible, and appropriate for the purpose. In allocating, planning, and providing educational resources, the university considers the needs of diverse student populations.

Useful teaching space owned by the university by right of ownership meets the requirements of fire safety, qualification requirements for the activities of educational organizations and the requirements of the state general education standards and specialties being implemented.

There is a Student Service Center (SSC) at the SDU, which aims to provide quick and high-quality services for the educational process based on a "one-stop-shop" principle and service standards. The goals of the Center are to develop informational openness and transparency of the educational process, to build a culture of mutual respect, and to create an

environment that is intolerant of corruption. The main principles of the Center's activities are student-orientation, standardization of services, objectivity in solving issues, confidentiality of the information obtained.

The Student Service Center (SSC) provides each student with a personal email with a student ID number through a Helpdesk request, through which the student will have access to a personal account in the student portal <https://my.sdu.edu.kz>, educational portal <https://moodle.sdu.edu.kz/>, access to the account on the online platform <https://onlinesdu.webex.com/>, access to Wi-Fi, and provided with a student ID-card.

The Department of Graduate Affairs has developed a special SDU Connect mobile app (PlayMarket and Appstore) for 4th year students and graduates, which has a database of all graduates with all their information, including their current place of employment. This app has a "Jobs" tab where alumni and companies who have registered on the app can post job openings.

The teaching and laboratory facilities and classroom fund corresponds to the number of students and the implemented educational programs, sanitary and epidemiological norms and requirements. The use of the auditorium fund is monitored through the information and management system (IMS) "Auditorium Fund".

The University has canteens with 524 seats on the first and second floor and two VIP halls with 40 seats for receiving guests of the University. 2 cafeterias, 1 cafe and a summer terrace with 186 seats in total also operate.

There is a dormitory - House of students, consisting of 4 blocks, designed separately for girls (A and B) and for boys (C and D). House of students is designed for 1280 places, 20 rooms on each floor, no more than 4 people live in each room. On the second floor of Block A is a guest house of the University, with a capacity of 35 people. The total area of the dormitory -19560,6 m².

The University's official website is the main communication channel of the university, is used to inform wide target groups.

The University effectively operates various student support services (academic support, social support, technical support, material support), which are characterized by accessibility and relevance.

Academic support for students is provided by: Admissions Office, Foundation Department, Student Services Center, Registrar's Office, Department of Professional Practice and Employment, Department of International Relations, Library.

Social support for students is provided by the Department of Educational Work, a sports club, health center, theater groups and musical associations.

Support for students at the university is also carried out by ensuring public order and security of academic buildings and dormitories of the university, ensuring the safety of the material base, the functioning of public catering in the academic buildings. The university has a permit regime.

The Department of Alumni Affairs has developed a special mobile application SDU Connect (PlayMarket and Appstore) for graduates and fourth-year students, which has a database of all graduates with all the data, including the current place of work. This app has a "Jobs" tab where alumni and companies who have registered on the app can post job openings.

The SDU research library operates from 9:00 to 18:00 without lunch break. During the test and exam period, additional library hours are available if needed and requested by students. As part of the national subscription are available e-books, resources Elsevier(<https://www.elsevier.com/>), Thomson Reuters (<https://www.thomsonreuters.com/en.html>), SpringerLink (Home - Springer).

Analytical part.

The description of the standard presents the learning environment for students and undergraduates of the EP, including the material and technical equipment. There is information about the availability of high-speed communication, information system, laboratory and educational equipment, library fund.

There are laboratories in the structure of the university, but the condition and equipment of which are not described in detail in the report.

According to the results of the questionnaire "Satisfaction of students:

- study rooms, classrooms for large groups - 75,7%;
- classrooms for small groups - 77,3%;
- rest rooms for students - 57%;
- computer labs - 66.2%;
- science laboratories - 59.3%;
- dormitory - 60.3%.

Faculty evaluates the availability of necessary scientific and educational literature in the library for teachers "Very good" - 47.1%, "Good" - 49%.

Strengths/Best Practices

For EP "6B06101 Information Systems":

Not identified

On EP "6B05401 Mathematics", "7M05401 Mathematics":

Compliance of infrastructure, educational resources, including material and technical to the objectives of the educational program and safety requirements

Sufficiency of classrooms, laboratories and other facilities with modern equipment, ensuring the achievement of objectives of the educational program

Recommendations of the EEC

No recommendations

Conclusions of the EEC according to the criteria:

For the EP "6B06101 Information Systems":

- 0 - strong position;**
- 13 - satisfactory position;**
- 0 - need improvement;**
- 0 - inconsistency.**

On EP "6B05401 Mathematics", "7M05401 Mathematics":

- 3 - strong position;**
- 10 - satisfactory position;**
- 0 - require improvement;**
- 0 - inconsistency.**

6.9. Standard «Public Information»

- ✓ The HEI guarantees that the published information is accurate, objective, up-to-date and reflects all areas of the university's activities within the framework of the educational program
- ✓ Informing the public should include support and explanation of the national development programs of the country and the system of higher and postgraduate education
- ✓ The management of the HEI should use a variety of ways to disseminate information (including the media, web resources, information networks, etc.) to inform the general public and interested parties
- ✓ *Information about the educational program is objective, up-to-date and should include:*
- ✓ the purpose and planned results of the EP, the qualifications to be awarded
- ✓ information and evaluation system of educational achievements of students
- ✓ information about academic mobility programs and other forms of cooperation with partner universities, employers
- ✓ information about the opportunities for the development of personal and professional competencies of students and employment

- ✓ data reflecting the positioning of the EP in the market of educational services (at the regional, national, international levels)
- ✓ An important factor is the publication on open resources of reliable information about the teaching staff, in the context of personalities
- ✓ The university must publish audited financial statements for the EP on its own web resource
- ✓ The university must post information and links to external resources based on the results of external evaluation procedures
- ✓ An important factor is the placement of information about cooperation and interaction with partners, including scientific/ consulting organizations, business partners, social partners and educational organizations

Proving part

SDU informs the public in accordance with the Information Policy Regulations, as well as in accordance with the Brand Book of Suleyman Demirel University.

Various communication channels in social media are used to inform the public in a timely and broad manner. The corporate social media of Suleyman Demirel University adheres to the corporate style and does not contradict the representation of the brand. The use of the logo, color scheme and communication principles are mandatory for all social media mentioning the name of Suleyman Demirel University: departmental and faculty channels.

In addition to the official website of Suleyman Demirel University sdu.edu.kz, social media accounts Instagram, Facebook, VKontakte, Telegram, YouTube as well as email distribution to external contacts are also used.

Students and alumni actively use the SDUConnect mobile application, where successfully employed alumni post their company's job openings. Currently, 200 students and 1,764 alumni use the app. Information in the app is updated weekly.

In order to inform the general public, as well as to promote and strengthen the image of Suleyman Demirel University, the Press Service uses different types of tools in the information field, the media at regional, national and international levels. When informing the general public, the Press Service of Suleyman Demirel University is guided by the Regulation of the University Information Policy.

Suleyman Demirel University maintains scientific, creative and corporate relations with many Kazakhstani and international organizations.

Thus, in the 2017-2018 academic year 12 agreements on cooperation were signed with such foreign and neighboring universities as Sweden, Korea, Lithuania, Germany, Malaysia, Poland, Serbia, Russia, Uzbekistan, USA, which gave the opportunity to study for 52 students to participate at exchange program. In the 2018-2019 academic year, the number of Partner Universities was 12, and 77 students were able to continue their studies abroad. In 2019-2020, 4 international students spent 1 semester at Suleyman Demirel University through an exchange program. In the 2019-2020 academic year, the Office of International Relations reached cooperation agreements with 13 Universities. In the same year, 63 students studied under the academic mobility program.

A corporate business partnership plays an important role in the development of Suleyman Demirel University.

The Corporate Department intends to promote Suleyman Demirel University as a leading University in Central Asia. The Department is responsible for interaction of Suleyman Demirel University with external stakeholders: communities, the private sector, all spheres of government, and the media to increase the visibility of Suleyman Demirel University as a strategic partner for the public and private sectors.

Analytical part

The Commission notes the full and clear description of this standard, which gives an idea of the degree of completeness of the volume and quality of the work being analyzed in the report to the requirements formulated in the standard. In particular, it refers to the characteristic of such

indicators as guarantees that students, teachers, employers and, in general, interested parties, can get the necessary information.

The survey of students, conducted during the EEC IAAR visit, showed that the satisfaction of students' awareness of the courses, EP, and academic degrees are fully satisfied - 67.6%, partially satisfied - 23.2%, not satisfied - 4.7% of students.

In general, the submitted Report is descriptive, not fully supported by an in-depth analysis of the available data and does not fully reflect the dynamics of EP in all directions.

Strengths/best practices

Not identified

Recommendations of the EEC

For OP "6B06101 Information Systems", OP "6B05401 Mathematics", "7M05401 Mathematics":

By March 30, 2022 to provide information about the educational program, reflecting the positioning of EP on the market of educational services (at the regional, national, international levels).

By March 1, 2022 the university must publish on its own web-resource audited financial statements on EP.

For the EP "6B06101 Information Systems":

By August 1, 2022, publish publicly available faculty information (portfolios, resumes) on the website.

By January 1, 2023 to ensure the publication of complete information on the OP on the official website of the SDU, including RUP, CED, information on the evaluation system.

EEC conclusions on the criteria:

For OP "6B06101 Information Systems":

0 - strong position;

8 - satisfactory position;

4 - need improvement;

0 - inconsistency.

On EP "6B05401 Mathematics", "7M05401 Mathematics":

0 - strong position;

10 - satisfactory position;

2 - require improvement;

0 - inconsistency.

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

Standard «Management of Educational Programme»

For EP "6B06101 Information Systems":

No strengths are identified

For EP "6B05401 Mathematics", "7M05401 Mathematics":

- Openness and accessibility of the EP management for students, teaching staff, employers and other interested parties.

Standard «Information Management and Reporting»

For EP "6B06101 Information Systems":

No strengths are identified

For SP "6B05401 Mathematics", "7M05401 Mathematics":

The university ensured the measurement of the degree of satisfaction of the needs of students, faculty and staff within the framework of the OP.

The information collected and analyzed by the university within the framework of EP, provides the dynamics of the contingent of students in the context of forms and types.

Standard «Development and Approval of the Education Programme»

For EP "6B06101 Information Systems":

No strengths are identified

On EP "6B05401 Mathematics", "7M05401 Mathematics":

The uniqueness of the educational program, its positioning in the educational market (regional/national/international).

Standard «On-Going Monitoring and Periodic Review of Educational Programme»

No strengths are identified

Standard «Student-Centered Learning, Teaching and Performance Evaluation»

No strengths are identified

Standard «Students»

For EP "6B06101 Information Systems":

No strengths are identified

On EP "6B05401 Mathematics", "7M05401 Mathematics":

Compliance with the actions of the Lisbon Recognition Convention, including the existence and application of a mechanism for the recognition of the results of academic mobility of students, as well as the results of additional, formal and non-formal learning.

Standard «Teaching Staff»

No strengths are identified

Standard «Education Resources and Student Support Systems»

For EP "6B06101 Information Systems":

No strengths are identified

On EP "6B05401 Mathematics", "7M05401 Mathematics":

Compliance of infrastructure, educational resources, including material and technical to the objectives of the educational program and safety requirements
Sufficiency of classrooms, laboratories and other facilities with modern equipment, ensuring the achievement of objectives of the educational program

Standard «Public Information»

No strengths are identified

(VIII) REVIEW OF QUALITY IMPROVEMENT RECOMMENDATIONS

Standard «Management of Educational Programme»

On EP "6B06101 Information Systems":

By September 1, 2022 to actualize EP objectives for the next 5 years, considering the growth of the contingent of students, discuss the development plan of EP with the involvement of employers, graduates, and publish it on the official website of the SDU.

By January 1, 2023 to monitor the implementation of EP, evaluation of the achievement of the objectives of EP on the basis of the opinion of representatives of employers, to develop recommendations and publish an analysis of the monitoring on the official website of SDU.

For EP "6B05401 Mathematics", "7M05401 Mathematics":

By September 1, 2022, the management of the EP should ensure the transparency of the development plan for the EP based on the analysis of its functioning, the real positioning of the university and the focus of its activities on the needs of students, the state, employers and other stakeholders.

By March 1, 2022 the management of EP must provide training in educational management programs.

Standard «Information Management and Reporting»

No recommendations

Standard «Development and Approval of the Education Programme»

No recommendations

Standard «On-Going Monitoring and Periodic Review of Educational Programme»

For EP "6B06101 Information Systems":

By September 1, 2022, make publicly available information about the EP and its changes over the past 3 years.

Standard «Student-Centered Learning, Teaching and Performance Evaluation»

On the EP "6B06101 Information Systems":

By January 1, 2023, develop a research plan in the field of teaching methodology of the EP disciplines; if possible, to provide funding for the specified research and implementation of the results in practice.

Standard «Students»

No recommendations

Standard «Teaching Staff»

On EP "6B06101 Information Systems":

By September 1, 2022 to develop a plan to stimulate the defense of theses and dissertations by teachers of the EP; to attract external tenured faculty to minimize the risks of violations of

qualification requirements, which should be expressed quantitatively in raising the level of tenure by not less than 5% over the next three years (taking into account the dynamics of the contingent).

Standard «Education Resources and Student Support Systems»

No recommendations

Standard «Public Information»

For OP "6B06101 Information Systems", OP "6B05401 Mathematics", "7M05401 Mathematics":

By March 30, 2022 to provide information about the educational program, reflecting the positioning of EP on the market of educational services (at the regional, national, international levels).

By March 1, 2022 the university must publish on its own web-resource audited financial statements on EP.

For the EP "6B06101 Information Systems":

By August 1, 2022, publish publicly available faculty information (portfolios, resumes) on the website.

By January 1, 2023 to ensure the publication of complete information on the OP on the official website of the SDU, including RUP, CED, information on the evaluation system.

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

The EEC notes that the materials about the EP which is presented on the official website do not allow fully analyze content part of the educational process. It is recommended that information on the content of the educational program (block diagrams of the connection of disciplines in the EP, examples of evaluation tools, etc.) be posted in open sources, as well as, in general, to increase the informational openness of the SDU through the official website

The EEC insists that universities should publish full information on the program on their own web resources

Appendix 1: Evaluation table "SPECIALIZED PROFILE PARAMETERS"

Conclusion of the external expert commission to evaluate the quality of educational programs 6B05401 Mathematics, 7M05401 Mathematics of Institution "Suleyman Demirel University"

item No.	No.	Evaluation criteria	Position of the educational organization			
			Satisfactory	To be improved	Unsatisfactory	
Standard «Management of Educational Programme»						
1	1.	The university must demonstrate the development of the goal and development strategy of the EP based on the analysis of external and internal factors with the wide involvement of various stakeholders	+			
2	2.	The quality assurance policy should reflect the relationship between research, teaching and learning	+			
3	3.	The university demonstrates the development of a culture of quality assurance	+			
4	4.	Commitment to quality assurance should apply to any activity performed by contractors and partners (outsourcing), including the implementation of joint / double degree education and academic mobility	+			
5	5.	The management of the EP ensures the transparency of the development plan for the development of the EP based on an analysis of its functioning, the real positioning of the university and the focus of its activities on meeting the needs of students, the state, employers and other stakeholders		+		
6	6.	The EP management demonstrates the functioning of the mechanisms for the formation and regular revision of the EP development plan and monitoring its implementation, assessing the achievement of learning goals, meeting the needs of students, employers and society, making decisions aimed at continuous improvement of the EP	+			
7	7.	The management of the EP should involve representatives of stakeholder groups, including employers, students and teaching staff in the formation of the EP development plan	+			
8	8.	The EP management must demonstrate the individuality and uniqueness of the EP development plan, its consistency with national development priorities and the development strategy of the educational organization	+			
9	9.	The university must demonstrate a clear definition of those responsible for business processes within the EP, the	+			

		distribution of staff duties, and the delimitation of the functions of collegial bodies				
10	10.	The management of the EP ensures the coordination of the activities of all persons involved in the development and management of the EP, and its continuous implementation, and also involves all interested parties in this process		+		
11	11.	The management of the EP must ensure the transparency of the management system, the functioning of the internal quality assurance system, including its design, management and monitoring, and the adoption of appropriate decisions		+		
12	12.	The management of the EP must carry out risk management		+		
13	13.	The management of the EP should ensure the participation of representatives of interested parties (employers, teaching staff, students) in the collegiate management bodies of the educational programme, as well as their representativeness in making decisions on the management of the educational programme		+		
14	14.	The university must demonstrate innovation management within the EP, including the analysis and implementation of innovative proposals		+		
15	15.	The management of the EP must demonstrate its openness and accessibility for students, teaching staff, employers and other interested parties	+			
16	16.	The management of the EP confirms the completion of training in education management programmes.			+	
17	17.	The management of the EP should strive to ensure that the progress made since the last external quality assurance procedure is taken into account in preparation for the next procedure		+		
Total on standard			1	14	2	0
Standard «Information Management and Reporting»						
18	1.	The university must ensure the functioning of the system for collecting, analyzing and managing information based on modern information and communication technologies and software		+		
19	2.	The EP Guide demonstrates the systematic use of processed, adequate information to improve the internal quality assurance system		+		
20	3.	The management of the EP demonstrates the existence of a reporting system that reflects the activities of all structural units and departments within the EP, including an assessment of their performance		+		
21	4.	The university must determine the frequency, forms and methods for assessing the management of the EP, the activities of collegial bodies and structural divisions, top management		+		
22	5.	The university must demonstrate a mechanism for ensuring the protection of information, including determining the		+		

		persons responsible for the reliability and timeliness of information analysis and data provision				
23	6.	The university demonstrates the involvement of students, employees and teaching staff in the processes of collecting and analysing information, as well as making decisions based on them		+		
24	7.	The management of the EP must demonstrate the existence of mechanisms for communication with students, employees and other interested parties, including conflict resolution		+		
25	8.	The university must ensure the measurement of the degree of satisfaction with the needs of students, teaching staff and staff within the framework of the EP and demonstrate evidence of the elimination of identified shortcomings	+			
26	9.	The university must evaluate the effectiveness and efficiency of activities in the context of the EP		+		
		<i>The information collected and analyzed by the university within the framework of the EP should take into account:</i>				
27	10.	key performance indicators		+		
28	11.	dynamics of the contingent of students in the context of forms and types;-	+			
29	12.	level of progress, students' achievements and expulsion		+		
30	13.	satisfaction of students with the implementation of the EP and the quality of education at the university		+		
31	14.	availability of educational resources and support systems for students		+		
32	15.	employment and career growth of graduates		+		
33	16.	Students, teaching staff and staff must document their consent to the processing of personal data		+		
34	17.	The management of the EP should contribute to the provision of the necessary information in the relevant fields of science		+		
Total on standard			2	15	0	0
Standard «Development and Approval of the Education Programme»						
35	1.	The HEI must demonstrate the existence of a documented procedure for the development of the EP and its approval at the institutional level		+		
36	2.	The HEI must demonstrate the compliance of the developed EP with the established goals and planned learning outcomes		+		
37	3.	The management of the EP should determine the influence of disciplines and professional practices on the formation of learning outcomes		+		
38	4.	The HEI demonstrates the existence of a EP graduate model that describes learning outcomes and personal qualities		+		
39	5.	The qualification awarded upon completion of the EP must be clearly defined, explained and correspond to a certain level of the NSC, QF-EHEA		+		
40	6.	The management of the EP must demonstrate the modular structure of the program based on ECTS, ensure that the		+		

		structure of the content of the EP corresponds to the goals set, with a focus on achieving the planned learning outcomes for each graduate				
41	7.	The management of the EP must ensure that the content of academic disciplines and learning outcomes correspond to each other and the level of education (bachelor's, master's, doctoral studies)		+		
42	8.	The management of the EP must demonstrate the conduct of external reviews of the EP		+		
43	9.	The management of the EP must provide evidence of the participation of students, teaching staff and other stakeholders in the development and quality assurance of the EP		+		
44	10.	The EP management must demonstrate the uniqueness of the educational programme, its positioning in the educational market (regional/national/international)	+			
45	11.	An important factor is the possibility of preparing students for professional certification		+		
46	12.	An important factor is the presence of a joint (s) and/or two-degree EP with foreign HEI		+		
Total on standard			1	11	0	0
Standard «On-Going Monitoring and Periodic Review of Educational Programme»						
47	1.	The HEI must ensure the revision of the structure and content of the EP, taking into account changes in the labor market, the requirements of employers and the social demand of society		+		
48	2.	The HEI must demonstrate the existence of a documented procedure for monitoring and periodic evaluation in order to achieve the goal of the EP and continuously improve the EP		+		
		<i>Monitoring and periodic evaluation of the SP should consider:</i>				
49	3.	the content of the program in the context of the latest achievements of science and technology in a particular discipline		+		
50	4.	changes in the needs of society and the professional environment		+		
51	5.	load, progress and graduation of students		+		
52	6.	effectiveness of student assessment procedures		+		
53	7.	needs and degree of satisfaction of students		+		
54	8.	compliance of the educational environment and the activities of support services with the goals of the EP		+		
55	9.	The management of the EP should publish information about changes to the EP, inform interested parties about any planned or undertaken actions within the EP		+		
56	10.	Support services should identify the needs of various groups of students and the degree of their satisfaction with the organization of training, teaching, assessment, mastering the EP as a whole		+		

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

		the results of academic mobility of students, as well as the results of additional, formal and non-formal education				
70	4.	The HEI must provide an opportunity for external and internal academic mobility of students, as well as assist them in obtaining external grants for study		+		
71	5.	The university should encourage students to self-education and development outside the main program (extracurricular activities)		+		
72	6.	An important factor is the existence of a mechanism to support gifted students		+		
73	7.	The HEI must demonstrate cooperation with other educational organizations and national centers of the «European Network of National Information Centers for Academic Recognition and Mobility / National Academic Recognition Information Centers» ENIC / NARIC in order to ensure comparable recognition of qualifications		+		
74	8.	The HEI must provide students with internship places, demonstrate the procedure for facilitating the employment of graduates, maintaining contact with them		+		
75	9.	The HEI must demonstrate the procedure for issuing documents to graduates confirming the qualifications received, including the achieved learning outcomes		+		
76	10.	The EP management must demonstrate that program graduates have skills that are in demand in the labor market and that these skills are really relevant		+		
77	11.	The management of the EP must demonstrate the existence of a mechanism for monitoring the employment and professional activities of graduates		+		
78	12.	An important factor is the presence of an active alumni association/union		+		
Total on standard			1	11	0	0
Standard «Teaching Staff»						
79	1.	The HEI must have an objective and transparent personnel policy in the context of the EP, including recruitment (including invited teaching staff), professional growth and development of staff, ensuring the professional competence of the entire staff		+		
80	2.	The HEI must demonstrate the compliance of the qualitative composition of the teaching staff with the established qualification requirements, the strategy of the university, and the goals of the EP		+		
81	3.	The management of the EP should demonstrate the change in the role of the teacher in connection with the transition to student-centered learning and teaching		+		
82	4.	The HEI should provide opportunities for career growth and professional development of teaching staff, including young teachers		+		
83	5.	The HEI must involve in the teaching of specialists from relevant industries with professional competencies that meet the requirements of the EP		+		

84	6.	The HEI must demonstrate the existence of a motivation mechanism for the professional and personal development of teaching staff		+		
85	7.	The HEI must demonstrate the widespread use of information and communication technologies and software in the educational process by the teaching staff (for example, on-line training, e-portfolio, MEPs, etc.)		+		
86	8.	The HEI must demonstrate the focus on the development of academic mobility, attracting the best foreign and domestic teachers		+		
87	9.	The HEI must demonstrate the involvement of each teacher in promoting a culture of quality and academic integrity at the university, determine the contribution of the teaching staff, including those invited, to achieving the goals of the EP		+		
88	10.	An important factor is the involvement of teaching staff in the development of the economy, education, science and culture of the region and the country		+		
Total on standard			0	10	0	0
Standard «Education Resources and Student Support Systems»						
89	1.	The HEI must guarantee the compliance of the infrastructure, educational resources, including material and technical, with the goals of the educational programme	+			
90	2.	The management of the EP must demonstrate the sufficiency of classrooms, laboratories and other facilities equipped with modern equipment to ensure the achievement of the objectives of the EP	+			
		<i>The HEI must demonstrate the compliance of information resources with the needs of the university and the ongoing EP, including in the following areas:</i>				
91	3.	technological support for students and teaching staff in accordance with educational programs (for example, online learning, modeling, databases, data analysis programs)		+		
92	4.	library resources, including a fund of educational, methodical and scientific literature on general education, basic and major disciplines on paper and electronic media, periodicals, access to scientific databases		+		
93	5.	examination of the results of research, final works, dissertations for plagiarism		+		
94	6.	access to educational Internet resources		+		
95	7.	functioning of WI-FI on its territory		+		
96	8.	The HEI must demonstrate that it creates conditions for conducting scientific research, integrating science and education, publishing the results of research work of teaching staff, staff and students		+		
97	9.	The HEI should strive to ensure that the educational equipment and software used for the development of educational programs are similar to those used in the relevant sectors of the economy		+		

98	10.	The management of the EP must demonstrate the existence of procedures for supporting various groups of students, including information and counseling		+		
99	11.	The management of the EP must show the existence of conditions for the advancement of the student along an individual educational trajectory		+		
100	12.	The HEI must take into account the needs of different groups of students (adults, working, foreign students, as well as students with special educational needs)		+		
101	13	The HEI must ensure that the infrastructure meets the safety requirements	+			
Total on standard			3	10	0	0
Standard «Public Information»						
102	1.	The HEI guarantees that the published information is accurate, objective, up-to-date and reflects all areas of the university's activities within the framework of the educational programme		+		
103	2.	Informing the public should include support and explanation of the national development programs of the country and the system of higher and postgraduate education		+		
104	3.	The management of the HEI should use a variety of ways to disseminate information (including the media, web resources, information networks, etc.) to inform the general public and interested parties		+		
		<i>Information about the educational program is objective, up-to-date and should include:</i>				
105	4.	the purpose and planned results of the EP, the qualifications to be awarded		+		
106	5.	information and evaluation system of educational achievements of students		+		
107	6.	information about academic mobility programs and other forms of cooperation with partner universities, employers		+		
108	7.	information about the opportunities for the development of personal and professional competencies of students and employment		+		
109	8.	data reflecting the positioning of the EP in the market of educational services (at the regional, national, international levels)			+	
110	9.	An important factor is the publication on open resources of reliable information about the teaching staff, in the context of personalities		+		
111	10.	The university must publish audited financial statements for the EP on its own web resource			+	
112	11.	The university must post information and links to external resources based on the results of external evaluation procedures		+		
113	12.	An important factor is the placement of information about cooperation and interaction with partners, including		+		

	scientific/ consulting organisations, business partners, social partners and educational organisations				
Total on standard		0	10	2	0
TOTAL		8	101	4	0

Conclusion of the external expert commission to evaluate the quality of educational program 6B06101 Information Systems of Institution "Suleyman Demirel University"

item No.	No.	Evaluation criteria	Position of the educational organization			
			Strongly	Satisfactory	To be improved	Unsatisfactory
Standard «Management of Educational Programme»						
1	1.	The university must demonstrate the development of the goal and development strategy of the EP based on the analysis of external and internal factors with the wide involvement of various stakeholders		+		
2	2.	The quality assurance policy should reflect the relationship between research, teaching and learning		+		
3	3.	The university demonstrates the development of a culture of quality assurance		+		
4	4.	Commitment to quality assurance should apply to any activity performed by contractors and partners (outsourcing), including the implementation of joint / double degree education and academic mobility		+		
5	5.	The management of the EP ensures the transparency of the development plan for the development of the EP based on an analysis of its functioning, the real positioning of the university and the focus of its activities on meeting the needs of students, the state, employers and other stakeholders		+		
6	6.	The EP management demonstrates the functioning of the mechanisms for the formation and regular revision of the EP development plan and monitoring its implementation, assessing the achievement of learning goals, meeting the needs of students, employers and society, making decisions aimed at continuous improvement of the EP			+	
7	7.	The management of the EP should involve representatives of stakeholder groups, including employers, students and teaching staff in the formation of the EP development plan		+		
8	8.	The EP management must demonstrate the individuality and uniqueness of the EP development plan, its			+	

		consistency with national development priorities and the development strategy of the educational organization				
9	9.	The university must demonstrate a clear definition of those responsible for business processes within the EP, the distribution of staff duties, and the delimitation of the functions of collegial bodies		+		
10	10.	The management of the EP ensures the coordination of the activities of all persons involved in the development and management of the EP, and its continuous implementation, and also involves all interested parties in this process		+		
11	11.	The management of the EP must ensure the transparency of the management system, the functioning of the internal quality assurance system, including its design, management and monitoring, and the adoption of appropriate decisions		+		
12	12.	The management of the EP must carry out risk management		+		
13	13.	The management of the EP should ensure the participation of representatives of interested parties (employers, teaching staff, students) in the collegiate management bodies of the educational programme, as well as their representativeness in making decisions on the management of the educational programme		+		
14	14.	The university must demonstrate innovation management within the EP, including the analysis and implementation of innovative proposals		+		
15	15.	The management of the EP must demonstrate its openness and accessibility for students, teaching staff, employers and other interested parties		+		
16	16.	The management of the EP confirms the completion of training in education management programmes.		+		
17	17.	The management of the EP should strive to ensure that the progress made since the last external quality assurance procedure is taken into account in preparation for the next procedure		+		
Total on standard			0	15	2	0
Standard «Information Management and Reporting»						
18	1.	The university must ensure the functioning of the system for collecting, analyzing and managing information based on modern information and communication technologies and software		+		
19	2.	The EP Guide demonstrates the systematic use of processed, adequate information to improve the internal quality assurance system		+		
20	3.	The management of the EP demonstrates the existence of a reporting system that reflects the activities of all structural units and departments within the EP, including an assessment of their performance		+		
21	4.	The university must determine the frequency, forms and methods for assessing the management of the EP, the		+		

		activities of collegial bodies and structural divisions, top management				
22	5.	The university must demonstrate a mechanism for ensuring the protection of information, including determining the persons responsible for the reliability and timeliness of information analysis and data provision		+		
23	6.	The university demonstrates the involvement of students, employees and teaching staff in the processes of collecting and analysing information, as well as making decisions based on them		+		
24	7.	The management of the EP must demonstrate the existence of mechanisms for communication with students, employees and other interested parties, including conflict resolution		+		
25	8.	The university must ensure the measurement of the degree of satisfaction with the needs of students, teaching staff and staff within the framework of the EP and demonstrate evidence of the elimination of identified shortcomings		+		
26	9.	The university must evaluate the effectiveness and efficiency of activities in the context of the EP		+		
		<i>The information collected and analyzed by the university within the framework of the EP should take into account:</i>				
27	10.	key performance indicators		+		
28	11.	dynamics of the contingent of students in the context of forms and types;–		+		
29	12.	level of progress, students' achievements and expulsion		+		
30	13.	satisfaction of students with the implementation of the EP and the quality of education at the university		+		
31	14.	availability of educational resources and support systems for students		+		
32	15.	employment and career growth of graduates		+		
33	16.	Students, teaching staff and staff must document their consent to the processing of personal data		+		
34	17.	The management of the EP should contribute to the provision of the necessary information in the relevant fields of science		+		
Total on standard			0	17	0	0
Standard «Development and Approval of the Education Programme»						
35	1.	The HEI must demonstrate the existence of a documented procedure for the development of the EP and its approval at the institutional level		+		
36	2.	The HEI must demonstrate the compliance of the developed EP with the established goals and planned learning outcomes		+		
37	3.	The management of the EP should determine the influence of disciplines and professional practices on the formation of learning outcomes		+		
38	4.	The HEI demonstrates the existence of a EP graduate model that describes learning outcomes and personal qualities		+		

39	5.	The qualification awarded upon completion of the EP must be clearly defined, explained and correspond to a certain level of the NSC, QF-EHEA		+		
40	6.	The management of the EP must demonstrate the modular structure of the program based on ECTS, ensure that the structure of the content of the EP corresponds to the goals set, with a focus on achieving the planned learning outcomes for each graduate		+		
41	7.	The management of the EP must ensure that the content of academic disciplines and learning outcomes correspond to each other and the level of education (bachelor's, master's, doctoral studies)		+		
42	8.	The management of the EP must demonstrate the conduct of external reviews of the EP		+		
43	9.	The management of the EP must provide evidence of the participation of students, teaching staff and other stakeholders in the development and quality assurance of the EP		+		
44	10.	The EP management must demonstrate the uniqueness of the educational programme, its positioning in the educational market (regional/national/international)		+		
45	11.	An important factor is the possibility of preparing students for professional certification		+		
46	12.	An important factor is the presence of a joint (s) and/or two-degree EP with foreign HEI		+		
Total on standard			0	12	0	0
Standard «On-Going Monitoring and Periodic Review of Educational Programme»						
47	1.	The HEI must ensure the revision of the structure and content of the EP, taking into account changes in the labor market, the requirements of employers and the social demand of society		+		
48	2.	The HEI must demonstrate the existence of a documented procedure for monitoring and periodic evaluation in order to achieve the goal of the EP and continuously improve the EP		+		
		<i>Monitoring and periodic evaluation of the SP should consider:</i>				
49	3.	the content of the program in the context of the latest achievements of science and technology in a particular discipline		+		
50	4.	changes in the needs of society and the professional environment		+		
51	5.	load, progress and graduation of students		+		
52	6.	effectiveness of student assessment procedures		+		
53	7.	needs and degree of satisfaction of students		+		
54	8.	compliance of the educational environment and the activities of support services with the goals of the EP		+		
55	9.	The management of the EP should publish information about changes to the EP, inform interested parties about any planned or undertaken actions within the EP		+		

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

69	3.	The HEI must demonstrate the compliance of its actions with the Lisbon Recognition Convention, including the existence and application of a mechanism for recognizing the results of academic mobility of students, as well as the results of additional, formal and non-formal education		+		
70	4.	The HEI must provide an opportunity for external and internal academic mobility of students, as well as assist them in obtaining external grants for study		+		
71	5.	The university should encourage students to self-education and development outside the main program (extracurricular activities)		+		
72	6.	An important factor is the existence of a mechanism to support gifted students		+		
73	7.	The HEI must demonstrate cooperation with other educational organizations and national centers of the «European Network of National Information Centers for Academic Recognition and Mobility / National Academic Recognition Information Centers» ENIC / NARIC in order to ensure comparable recognition of qualifications		+		
74	8.	The HEI must provide students with internship places, demonstrate the procedure for facilitating the employment of graduates, maintaining contact with them		+		
75	9.	The HEI must demonstrate the procedure for issuing documents to graduates confirming the qualifications received, including the achieved learning outcomes		+		
76	10.	The EP management must demonstrate that program graduates have skills that are in demand in the labor market and that these skills are really relevant		+		
77	11.	The management of the EP must demonstrate the existence of a mechanism for monitoring the employment and professional activities of graduates		+		
78	12.	An important factor is the presence of an active alumni association/union		+		
Total on standard			0	12	0	0
Standard «Teaching Staff»						
79	1.	The HEI must have an objective and transparent personnel policy in the context of the EP, including recruitment (including invited teaching staff), professional growth and development of staff, ensuring the professional competence of the entire staff		+		
80	2.	The HEI must demonstrate the compliance of the qualitative composition of the teaching staff with the established qualification requirements, the strategy of the university, and the goals of the EP		+		
81	3.	The management of the EP should demonstrate the change in the role of the teacher in connection with the transition to student-centered learning and teaching		+		
82	4.	The HEI should provide opportunities for career growth and professional development of teaching staff, including young teachers		+		

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

		educational programs are similar to those used in the relevant sectors of the economy				
98	10.	The management of the EP must demonstrate the existence of procedures for supporting various groups of students, including information and counseling		+		
99	11.	The management of the EP must show the existence of conditions for the advancement of the student along an individual educational trajectory		+		
100	12.	The HEI must take into account the needs of different groups of students (adults, working, foreign students, as well as students with special educational needs)		+		
101	13	The HEI must ensure that the infrastructure meets the safety requirements		+		
Total on standard			0	13	0	0
Standard «Public Information»						
102	1.	The HEI guarantees that the published information is accurate, objective, up-to-date and reflects all areas of the university's activities within the framework of the educational programme			+	
103	2.	Informing the public should include support and explanation of the national development programs of the country and the system of higher and postgraduate education		+		
104	3.	The management of the HEI should use a variety of ways to disseminate information (including the media, web resources, information networks, etc.) to inform the general public and interested parties		+		
		<i>Information about the educational program is objective, up-to-date and should include:</i>				
105	4.	the purpose and planned results of the EP, the qualifications to be awarded		+		
106	5.	information and evaluation system of educational achievements of students			+	
107	6.	information about academic mobility programs and other forms of cooperation with partner universities, employers		+		
108	7.	information about the opportunities for the development of personal and professional competencies of students and employment		+		
109	8.	data reflecting the positioning of the EP in the market of educational services (at the regional, national, international levels)		+		
110	9.	An important factor is the publication on open resources of reliable information about the teaching staff, in the context of personalities			+	
111	10.	The university must publish audited financial statements for the EP on its own web resource			+	
112	11.	The university must post information and links to external resources based on the results of external evaluation procedures		+		

113	12.	An important factor is the placement of information about cooperation and interaction with partners, including scientific/ consulting organisations, business partners, social partners and educational organisations		+		
Total on standard			0	8	4	0
TOTAL			0	106	7	0