



«АККРЕДИТЕУ ЖӘНЕ РЕЙТИНГТИҢ
ТӘУЕЛСІЗ АГЕНТТІГІ» КЕМ

НУ «НЕЗАВИСИМОЕ АГЕНТСТВО
АККРЕДИТАЦИИ И РЕЙТИНГА»

INDEPENDENT AGENCY FOR
ACCREDITATION AND RATING

REPORT

On the results of the work of the external expert
commission for the evaluation
of compliance with the standards of specialized accreditation of
educational programs
6B04101 ECONOMICS
6B04104 FINANCE
6B04103 ACCOUNTING AND AUDIT
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



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Kaskelen

"15" December 2021

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(I) LIST OF SYMBOLS AND ABBREVIATIONS

RK - the Republic of Kazakhstan
MES RK - Ministry of Education and Science of the Republic of Kazakhstan
SDU - Suleyman Demirel University
IAAR - Independent Accreditation and Rating Agency
HEI - higher educational institution
EEC - external expert commission
USSR - Union of Soviet Socialist Republics
NPDC - National Professional Development Center
FSAIoHE - Federal State Autonomous Educational Institution of Higher Education
UPF - Unified Savings Pension Fund
EP - educational program
USA - United States of America
HEQAA - Higher Education Quality Assurance Agency
SCES - State Compulsory Educational Standards
BBA - Bachelor of Business Administration
ACCA - Association of Chartered Certified Accountants
CIMA - Chartered Institute of Management Accountants
Faculty - teaching staff
CED - catalog of elective disciplines
FA - final attestation
ICA - individual academic curriculum
EMC - Educational and Methodical Council
ECTS - European Credit Transfer and Accumulation System
GPA - grante point average
DLT - distance learning technologies
LLP - limited liability partnership
JSC - joint stock company
IS - information system
MOOC - massive open online course
Mass media - mass media

(II) INTRODUCTION

In accordance with the order № 175-21-OD dated 15.11.2021 of the Director General of the Independent Agency for Accreditation and Rating from December 13 to December 15, 2021. The external expert commission evaluated the compliance of educational programs 6B04101 Economics, 6B04104 Finance, 6B04103 Accounting and Auditing of the Institution "Suleyman Demirel University" to the standards of specialized accreditation of higher and (or) postgraduate education program (approved by the order №57-20-OD dated "16" June 2020).

The report of the External Expert Commission (EEC) contains the evaluation of the submitted educational programs by the criteria of the IAAR standards, the EEC recommendations for further improvement of educational programs and the 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, Kazakhstan Republic). Evaluation of EP 6B04101 Economics.

IAAR expert - Karimova Gulmira Sarsemkhanovna, 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 - Urmashev Bidaulet 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 - Pitrakov 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 Erkinikyzy, 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

Suleiman Demirel University (hereinafter referred to as "SDU") is a private institution of higher education that is a non-profit, trust-based organization. SDU strives to become a leader in the international higher education arena through English language instruction, as well as to produce highly qualified professionals with all the necessary skills, knowledge and mobility to strengthen its position in the global job market.

The structure of SDU includes the Rector's Office, three faculties, a business school, the Center for Multidisciplinary Education, eight departments, twelve research laboratories, as well as various departments and other structural subdivisions.

The University trains specialists in 55 educational programs, the contingent of students at the beginning of the academic year 2021-2022 was 7356 people (Figure 1).

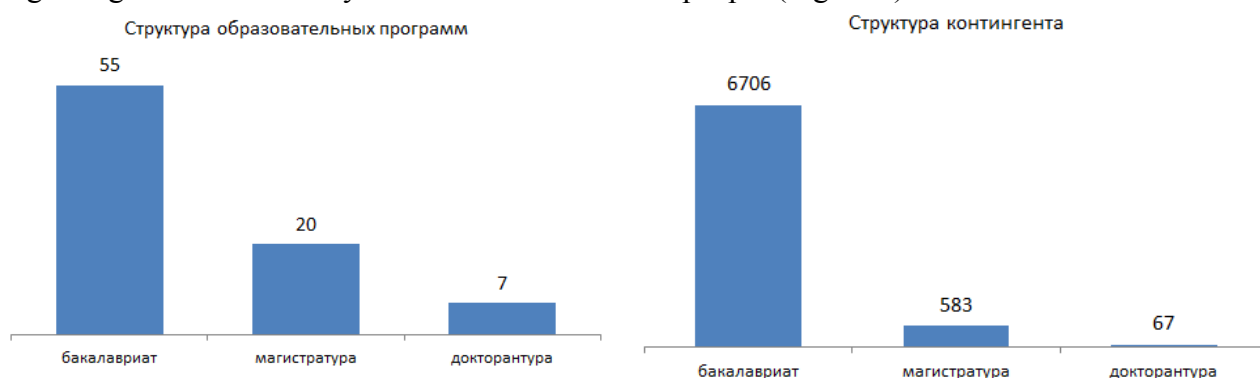


Figure 1 - Structure of the contingent and the composition of the EP

The SDU has a trilingual education system, according to which 62% of educational programs are delivered in English, 20% in Kazakh, and 18% are available in English, Kazakh, or Russian.

The teaching staff are professionals who graduated from prestigious educational institutions of the country and abroad. Graduates from leading foreign universities, among which we can mention: Cambridge University (UK), Harvard University (USA), Columbia University (USA), Boston University (USA), University of Illinois (USA), Universite de Montreal (Canada), Jacobs University (Germany), Carnegie Mellon University (USA), Pennsylvania State University (USA), University of Pittsburgh (USA).

Table 1 shows the position of SDU in national and international rankings.

Rating name	Year	Position in the ranking
General rating of Kazakhstani Universities "TOP-20+" / NAAR	2018	13
	2019	10
	2020	14
National rating of the best multi-profile universities of Kazakhstan / Independent Agency for Quality Assurance in Education (IAQA)	2016	14
	2017	11
	2018	12
	2019	10
	2020	7
Rating of National Chamber of Entrepreneurs "Atameken"	2019	4
	2020	6
QS Emerging Europe & Central Asia University Ranking	2021	351-400
RoundUniversityRanking	2020	731
	2021	696
THE Impact Ranking: Quality Education	2021	301-400

The activities of the University are carried out in accordance with the Strategic Development Plan for 2018-2023, which reflects the key priorities for the University, and also contains key performance indicators (KPIs) in various areas of its activities.

(IV) DESCRIPTION OF THE PREVIOUS ACCREDITATION PROCEDURE

The educational programs 6B04101 Economics, 6B04104 Finance of the Institution "Suleyman Demirel University" underwent specialized accreditation by the IAAR in 2015 for a period of 5 (five) years (certificates No. AB 0633 dated 01.01.2015 and No. AB 0635 dated 01.07.2015). The educational program 6B04103 - Accounting and Auditing was accredited for compliance with the standards of specialized accreditation of the IAAR for a period of 5 (five) years in 2016 (certificate No. AB 0849 dated 04.04.2016).

For the educational programs, 5B050600-Economics, 6B04103-Accounting and Auditing, 5B050900-Finance, 8 recommendations were given. At the moment, 6 recommendations have been implemented, 2 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 on specialized and primary specialized accreditation of educational programs of Suleyman Demirel University in the period from 13 to 15 (inclusive) December 2021.

In order to coordinate the work of EEC on 10.12.2021 a kick-off meeting was held, during which the duties between the members of the commission were distributed, the schedule of the visit was clarified, agreement was reached on the choice of methods of examination.

In order to obtain objective information about the quality of educational programs and the entire infrastructure of the university, to clarify the content of self-evaluation reports were held meetings with the Rector, the Vice Rector of the university on the activities, heads of departments, deans (schools), heads of departments, heads of educational programs, teachers, students, graduates, employers.

In total, 356 representatives participated in the meetings (Table 2).

Table 2 - Information about the employees and students who participated in the meetings with EEC 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

During the inspection, the EEC members familiarized themselves 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 classrooms, computer labs, chemistry, forensics, simultaneous interpretation, Distributing systems and Computing, Halyk Academy, United Nations.

The activities planned during the visit of EEC IAAR, contributed to a detailed familiarization of experts with the educational infrastructure of the University, the material and technical resources in the context of the educational programs 6B01503 Physics-Informatics; 8D01501 Mathematics; 6B01501 Mathematics; 7M01501 Mathematics; 6B01502 Chemistry-Biology; 6B06101 Information Systems; 6B05401 Mathematics; 7M05401 Mathematics; 6B04104 Finance; 6B04103 Accounting and Auditing; 6B04101 Economics; 6B04102 Management; 7M04102 Management; 8D04101 Management; 6B03101 International Relations; 6B04202 International Law; 6B02302 Translation; 6B01702 Foreign Language: two foreign languages; 7M01702 Foreign Language: two foreign languages; 8D01702 Foreign Language: two foreign languages; 6B01701 Kazakh Language and Literature; 7M01701 Kazakh Language and Literature; 8D01701 Kazakh Language and Literature; 6B06102 Computer Science; 7M06102 Computer Science; 8D06102 Computer Science; 6B04105 Digital Marketing; 6B03201 Journalism (TV and Multimedia); 6B042001 Applied Law.

In order to confirm the information presented in the self-assessment report, 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 [www.http://sdu.edu.kz](http://sdu.edu.kz).

The EEC members visited the training sessions of the educational programs under accreditation:

- on-line each session in ECO 407 group on the course "Environmental Economics", teacher Nurgaliev Tolkyzbek;
- Practical lesson of the master, senior teacher of the department "Economics and Business" Barysheva Z.B. on the course "Banktik tauekelder" on "Risks in international transactions of commercial banks";
- The practical training of the master, senior lecturer Konakova G.M. on the discipline "Bagaly kagazdar narygy" on "Exchange mechanism and exchange world market torleri".

All conditions were created for the EEC work and access to all necessary information resources was organized. In accordance with the accreditation procedure, a survey of 145 teachers and 1083 students was conducted. On the part of the staff of the SDU the presence of all persons specified in the program of the visit was ensured, respecting the established time intervals.

As part of the planned program, the recommendations to improve the accredited educational programs of Suleyman Demirel University, developed by the EEC based on the results of the examination, were presented at a meeting with the management on 15.12.2021.

(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

SDU developed and approved the strategy of the SDU development plan for 2018-2023, which was approved by the Minutes of the Academic Council № 11 dated 31.05.2018 and approved by the Chairman of the Board of Trustees of the University dated 02.07.2018. Within the framework of the approved development plan the processes for the design and development of educational programs 6B04101 - Economics, 6B04103 - Accounting and Audit, 6B04104 - Finance are defined. The implementation of these educational programs is carried out in accordance with the mission of the university, which is to achieve outstanding results in the development and provision of scientific knowledge; training qualified specialists, world citizens, whose worldview is formed on the basis of humanistic education and who are ready to contribute to the development and improvement of quality of life of fellow citizens, raising the economy of the country and the nation, development of innovative knowledge.

Development of quality assurance culture is carried out through the mechanisms of internal quality assessment and examination of educational programs. The university management, teaching staff and employees are involved in ensuring the quality of EP.

EP 6B04101 Economics, 6B04104 Finance, 6B04103 Accounting and Auditing are implemented by the Business School of SDU, in English language with a period of study of 4 years and meet the requirements of the legislation of RK in the field of higher education. Curricula of EPs are

developed in accordance with the SOSE of higher education, approved by the Order of the Minister of Education and Science of RK dated October 31, 2018 № 604 (with amendments and additions dated May 08, 2020).

The implementation of the accredited programs takes place in a formalized partnership with ACCA and CIMA.

The internal quality assurance policy of the university reflects the link between research, teaching, learning and takes into account both national and regional aspects. The university encourages the scientific activity of the academic staff through: creation and functioning of scientific schools; implementation of motivation system; providing opportunities to use international scientific databases, electronic scientific journals.

In order to ensure the high quality of educational services the University created a structural unit "Quality Assurance Department" in 2017 (in 2021 it was renamed to the Department of Quality Assurance Monitoring). Quality assurance objectives are developed each year and are annexed to the Guidelines. The internal quality assurance system is reflected in such regulations as "Academic Integrity of the SDU", "Organization of the educational process on the credit system of training", "Regulations on the Academic Policy of the SDU" and others.

Planning and allocation of financial resources for the implementation of the EP takes place within the framework of the university-wide process of formation and use of the budget. The content of the EP takes into account the requirements of employers to the competencies of financial analysts, accountants and economists based on international and national professional standards and developed in accordance with the European and National Qualifications Framework, the Dublin Descriptors.

The goals, objectives and functions of the SDU Business School are dictated by the quality priorities of the educational programs and reflect the strategic priorities of the University. The purpose of the Business School is to provide educational services aimed at forming a new generation of highly qualified competitive personnel with a global and entrepreneurial mindset, who can effectively participate in the management of the organization, ensuring its sustainable development in the era of digital transformation.

Monitoring and quality assurance is monitored by the Quality Assurance Commissions in terms of compliance of educational programs with changes in the labor market, employers' requirements and social demands of society. Moreover, at all levels of education, educational programs are linked to an active research environment. Faculty members are engaged in research and implement the results of research into the educational process.

The openness and accessibility of the management of the university and EP for students are confirmed by the results of the questionnaire survey: the level of accessibility of the dean's office - 65.7%, the level of accessibility and responsiveness of the university management for students - 62.9%, the level of accessibility of the management for teaching staff - 83.2% considered as satisfactory.

Analytical part

The strategic development of the accredited educational programs is determined by the Development Plans of the accredited EPs, which are designed in accordance with the Strategic Development Plan of SDU for 2018-2023. Thus, educational programs are developed in accordance with the profile, learning outcomes, main types of professional activities are described. EPs are developed in accordance with the plan of the UMS. EPs of the University are approved by the Rector of the University on the basis of the decision of the Academic Council. Responsibility for the quality of EP is borne by the department and the UMC in the directions of training of higher and postgraduate education.

Management of EP 6B04101 Economics, 6B04103 Accounting and Audit, 6B04104 Finance is performed by the head of the department, coordinators of the programs, developers and experts from among the teaching staff and the students themselves. Responsibility for management, development, realization, monitoring and estimation of business processes within the limits of

EP is assigned to the dean, the head of the chair and coordinators of programs according to adopted Provision about the job description of employees.

It is important to note the peculiarity of the practicum-oriented concept of teaching programs 6B04101 Economics, 6B04103 Accounting and Audit, 6B04104 Finance, which is expressed through inviting the practicing specialists, these are employees of financial institutions and international companies (Big 4, Banks, P&G), which are CFA /ACCA holders. The fundamental disciplines are taught by academic professors with high business reputation.

Employers are involved not only in the design of EPs, but also in the modernization of curricula of disciplines. Academic partners from the industry (Deloitte, PwC, ACCA) are involved in this direction. The principle of joint development of individual disciplines of the program is implemented, involving both university faculty and employers, for example, the discipline "Performance management" and "Financial Statement Analysis" are developed in cooperation with the employees and the requirements of ACCA / CFA. Integration of teaching and research is one of the main principles of EP quality management.

Strengths / best practices of the accredited EP:

- the responsibility for the business processes within the EP is clearly defined, the staff duties are effectively distributed, the functions of the collegial bodies are differentiated;
- the EP management demonstrates its openness and accessibility for students, teaching staff, employers and other stakeholders.

Recommendations of the EEC

- to the management of EP 6B04101 Economics, 6B04103 Accounting and Auditing, 6B04104 Finance to reflect the description of the progress achieved in the implementation of the recommendations received as a result of previous accreditation procedures in the documents of self-assessment.

EEC conclusions on the criteria:

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 management processes, including collection and analysis, are implemented in SDU. In the management of the main business processes of the university in the framework of educational and methodological, scientific, educational activities of the university developed its own internal regulations, and there are administrative tools to regulate processes in the form of orders, orders, reports, analytical reports.

The University has developed an internal regulatory document concerning the information policy: Regulation on the information policy of the SDU from 03.09.2020.

The main channels of information transfer on EP-6B04101 Economics, 6B04104-Finance, 6B04103-Accounting and Auditing are the official website of the University, University portal UniPort, Enroll (online registration), SIS (Student Information System), SR (Student Registration), social networks (personal account of the University in Instagram and Telegram channel) and 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 the Enroll online registration, which is filled out by applicants upon admission. Online registration allows to automate the processes of registration and accounting of applicants, significantly increasing the efficiency of technical secretaries of the admission committee. The platform is designed in two versions: for foreigners and for citizens of Kazakhstan. After registration is completed, the information is checked by the admission committee experts. After checking, the data goes to the program SR (StudentRegistration). It stores personal information of each student, their data on education, age, etc.

Collection and analysis of information about the state of the processes is conducted within the framework of internal audit at planned intervals to establish that the system of internal quality assurance meets the requirements of regulatory documents and relevant standards, as well as planned activities. Based on the annual reports of the structural units on the execution of the action plan, monitoring and analysis of its execution are carried out. By the decision of the Academic Council of the University for the quality and targeted execution of the plan are

adjusted and proposals for the next academic year are made. The purpose of current inspections is to study and control the parameters of educational, methodological, scientific, educational and other processes.

In the context of EP, annual reports reflect the results of admission, graduation of students, the opinion of employers and an analysis of the effectiveness of the current EP. The report on the implementation of the work plan and the development strategy of educational programs is discussed at the meeting of the department. Depending on the levels of educational programs, the report of the Chairman of the Commission on the final attestation of the University is heard at the Faculty Council and approved by the Academic Council of the University.

The University ensures the protection of information, including the protection of personal data of students, faculty and staff. Submission of information for the formation of electronic information data is carried out with the written consent of students, faculty and staff.

During the training of students, in addition to the traditional system of training, distance learning technologies are used. Each student has access to information and educational environment, the conditions for participation in the educational process.

The criteria for the effectiveness of the implementation of educational programs is the successful completion of professional practices by students, positive results on the results of the IA, a high percentage of employment of students. In order to enhance the quality of students, as well as to improve and develop educational programs the annual survey on the satisfaction of students, graduates and employers of the implementation of EP is carried out. Monitoring the implementation of EP is carried out by analyzing and evaluating the quality of educational services (external and internal audit), analysis of the implementation of development plans of EP, surveys of graduates, students and employers.

Assessment of the effectiveness and efficiency of educational programs is carried out as part of self-assessment in preparation for accreditation; self-assessment of EP for compliance with the criteria of rating agencies.

Analytical part

The EEC experts note the reliability, accuracy, timeliness and completeness of information in the context of EP 6B04101 Economics, 6B04104 Finance, 6B04103 Accounting and Auditing, which is confirmed by the analytical and statistical information presented to the EEC experts, which in general shows stable positive results.

The university demonstrated the use of the system of collection and analysis of statistics on the contingent of students and graduates, available resources, staff, research and international activities, with the help of which it manages both the EP and other areas of activity.

Information management and reporting processes are evaluated by analyzing the methods and forms of information collection and analysis, decisions of collegial bodies and management, survey of university information resources, systems and software, interviewing all interested parties.

At the same time, experts note the lack of a unified understanding of the key performance indicators in information collection and management that affect the quality transformation in the implementation of educational programs.

Strengths / best practices of the accredited EP:

- the university demonstrates the involvement of students, employees and faculty in the processes of information collection and analysis, as well as decision-making on their basis;
- the EP management facilitates the provision of necessary information in relevant fields of science.

Recommendations of the EEC

- By December 2022, identify key performance indicators for information collection and management at the institutional level.

Conclusions of the EEC:

The EEC notes that on the 'Information Management and Reporting' standard EP 6B04101 Economics, 6B04103 Accounting and Auditing, and 6B04104 Finance disclosed 17 criteria, of which 2 were strong, 14 were satisfactory, and 1 suggested improvement.

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 university provides the development of educational programs based on the requirements of GOSORK, professional standards, the development strategy of the university. During the development of programs the university provides compliance with the objectives of EP to the development strategy of the university, the presence of the expected learning outcomes, participation of students and other stakeholders in the development of EP, conducting external expertise.

In general, the development of EP represents a methodologically based, goal-oriented process, focused on the achievement of educational outcomes by students, consistent with the normative documents. The university, represented by the developers of EP, pays great attention to the study of the requirements of the modern labor market for graduates through a survey of employers, university graduates and representatives of the business community. The teaching staff of the graduating departments under the guidance of EP Coordinator and Head of Department, studying the results of the survey, analyzing the opinions of all stakeholders: students, teachers, employers develops a catalog of elective CED, which is subsequently submitted for review by independent external experts (leading specialists of production, educational institutions, departments, business communities, NGOs, foreign experts). External experts are mainly representatives of professional practice base, representatives of educational and other institutions with which partnership relations and contracts are signed.

Updating the content of the CED is carried out annually by 30% at the end of the academic year by introducing new courses, new educational trajectories. The basis for unplanned revision of the EP is the changes, recommendations at the level of MES RK, as well as changes and challenges occurring in modern society, science and production presented in such documents as the State Program "Digital Kazakhstan" dated December 12, 2017 № 827, the State Program of Education and Science Development of the Republic of Kazakhstan for 2020 - 2025 dated December 27, 2019 № 988, the State Program on implementation of language policy in the Republic of Kazakhstan for 2020-2025 dated December 31, 2019 № 1045 and others.

So, for example, due to recent global changes in the world and education in the content of CED EP 6B04104 - Finance, 6B04103 - Accounting and Auditing, the following disciplines are included: Introduction to Machine Learning / Financial Modelling (ECO 318 - FIN 423), Equity Investments (CFA) / International Taxation (FIN 304 - ACC 304).

Later, taking into account the proposals of external reviewers, the final content of EP is formed, submitted for consideration by the GMC and approved by the Rector of the University at the meeting of the Academic Council. Based on the curriculum and CED, all students, under the guidance of Advisers, participate in the formation of individual study plans (IEPs).

The accredited EP shows the logical sequence of courses, internships, final certification, thesis defense, which ensure the formation of general and special competencies. The number of hours in ECTS credits is indicated, as well as in hours with the allocation of lectures, laboratory, practical (seminar) classes, students' independent work under the guidance of a teacher and students' independent work, all kinds of professional practices, intermediate attestation.

For each accredited EP, an educational program is developed that contains a graduate model, which is aimed at forming relevant competencies to achieve the results in the professional sphere of activity of the corresponding level of education.

The development of the graduate model is carried out in accordance with the European, National and Sectoral Qualifications Frameworks and Professional Standards, as well as taking into account the opinions of students, teaching staff, external experts in the relevant field. Learning outcomes of Bachelor's degree programs strictly adhere to the Dublin Descriptors of the first level in the form of competencies, learning outcomes of Master's degree programs - the Dublin Descriptors of the second level, Doctoral programs - the third level. The graduate model, key professional competencies and requirements for graduates are repeatedly discussed during round tables and meetings with employers held at the University as part of the Job Fair, Advisory Board meeting, as well as during professional practice of students in the workplace. In addition to the discussion, there are surveys of employers, consultations on content modernization.

Learning outcomes of basic and major disciplines are specified and concretized at the graduating departments, and learning outcomes of general education disciplines are reviewed jointly with the Center for Multidisciplinary Education, responsible for teaching these disciplines.

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

External review of EP is conducted by the university twice a year by organizing a meeting of the Advisory Council. The procedure for the external review is defined by the internal regulatory Regulation of the Advisory Board, which spells out the goals, objectives, membership in the Advisory Board, responsibilities and rights.

ArtiSinerji, SehaCompany LLP, GalaxyGroup LLP, Teksan LLP, EvimInternational Kazakhstan LLP are involved as external experts for the Business School. The University's educational programs are developed in accordance with the European, national and industry qualifications frameworks, as well as professional standards. The National Qualifications Framework is a structured description of qualification levels recognized in the labor market with a description of knowledge, abilities and skills, personal and professional competencies within each level.

Sectoral qualifications framework is a structured description of qualification levels recognized in the industry, while the professional standard defines the requirements to the level of qualification and competence, to the content, quality and working conditions in a particular field of professional activity.

Analytical part

The Commission noted that the practice of an external review of educational programs is in place in the CDS. An expert opinion is attached to the program. The examination of EPs is carried out by leading employees or heads of organizations, enterprises, corresponding to the

profile of specialists' training. The management of the accredited EPs has demonstrated the external expertise of EPs. There is a practice of certification of trainees on the basis of partner enterprises.

At the same time, it should be noted that there are no joint EPs with foreign educational organizations in the accredited programs, despite the existence of cooperation agreements there are no targeted actions in the field of development of the direction "implementation of joint EPs". To date, this issue is only at the stage of negotiations, which is an insufficient measure to implement this criterion.

Strengths/Best Practices

- the university demonstrates the existence of a model of a graduate of the EP, describing the learning outcomes and personal qualities.

Recommendations of the EEC

- by December 2022 to develop a plan for the implementation of joint educational programs and begin its implementation.

The EEC conclusions on the criteria:

On the standard "Development and approval of the educational program" EP 6B04101 Economics, 6B04103 Accounting and Auditing, 6B04104 Finance disclosed 12 criteria, of which 1 - strong position, 10 - satisfactory position, 1 - suggests improvement.

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

SDU defines and consistently applies procedures for monitoring, periodic evaluation and revision of educational programs to ensure that they achieve their purpose and meet the needs of students and society. The procedure for monitoring and periodic evaluation of the EP at the University is carried out on the basis of internal regulatory documents, which are regulated by the Academic Policy of the SDU, the Regulation on the development, approval and monitoring of the EP of the SDU, the Rules of the organization of the educational process on credit

technology in the SDU, which defines the structure, principles of development and approval of EP.

The grounds for monitoring SPs are: - updating the state educational standard of higher education; the introduction of new professional standards; analysis of the labor market and the offer of employers; changes in the regulatory requirements for the development of EP; the results of research activities of the teaching staff and modern pedagogical research; - study of the experience of leading domestic and foreign business schools; the results of the survey of students.

The content of the current EPs is reviewed and adjusted annually, taking into account changes in the labor market, employers' requirements and the social demand of society. According to the regulations of the Regulations on the development, approval and monitoring of EPs of the SDU. It is important to note that within the monitoring activities changes are made, so for example, EP "Accounting and Auditing", "Finance" for academic year 2020-2021 were considered with the participation of teaching staff and the following graduates Diana Tashanova (Director of logistics Defacto), AibekAbdibekov (manager, KPMG), Kalen Adlet (employee, Forte Bank Treasury Department), Omar Bazarov (manager, BIGroup Finance Department), Karina Khatalieva (auditor, KPMG), Shamil Israilov (auditor, GT auditing company). According to the recommendations of the stakeholders the following disciplines were introduced into the curriculum of EP: "Introduction to Python", "Introduction to Machine Learning", "Big Data Analysis". At the meeting on the improvement of the EP "Economics" was attended by the teaching staff of the department and employers, represented by Beibarys Ryskeldi (Chief Specialist of NBK), Olzhas Tuleuov (consultant of NBK), Bauyrzhan Yedigenov (researcher), Bakytzhan Mombekuly (Project Manager of Otau Construction). According to the recommendations of the stakeholders, the disciplines "Introduction to Python", "Economic History", "Behavioral Economics" and "Economic History" were introduced into the curriculum of the PG "Economics". The disciplines "Introduction to Python", "Behavioral Economics", "Introduction to Machine Learning", "Applied Econometrics 2", "Introduction to Sustainability Economic Development".

One of the goals of the developers of the EP is to help graduates successfully adapt to the rapidly changing labor market and in this regard EP "Accounting and Auditing", "Finance" contains disciplines aimed at preparing students for professional certification, as:

- F1 Accountant in Business;
- F2 Management Accounting;
- F3 Financial Accounting;
- F4 Corporate and Business Law;
- F5 Performance Management;
- F6 Taxation;
- F7 Financial Reporting;
- F8 Audit and Assurance;
- F9 Financial Management;

EP "Economics" contains disciplines aimed at preparing students for professional certification CIMA: Political Science (CIMA), Microeconomics (CIMA); Macroeconomics (CIMA), Statistics I (CIMA), Statistics-II (CIMA), Fundamentals of Financial Management (CIMA), Corporate Finance (CIMA), Business Ethics & Social Responsibility (CIMA), Cost Accounting (CIMA), Managerial Accounting (CIMA), Financial Statement Analysis (CIMA), Financial Management (CIMA).

Within the disciplines that are aimed at preparing for professional certification student gets enough knowledge to pass the certification exam, thus getting more opportunities for employment in prestigious companies and institutions after graduation.

Monitoring the quality of the EP also includes a survey of employers on the relevance of the EP. Employers from the financial and economic sector were involved in the evaluation of EPs in cluster 3. According to their written feedback the content of the EP of cluster 3 meets the modern

requirements for professional qualifications of financial analysts, accountants-auditors and economists. There are reviews of the General Director of TGS Alatau LLP for OP "Finance", "Accounting and Audit", General Director of Payment Industry Technologies LLP for OP "Economics".

Analytical part

Discussion of changes in the EP are held at meetings of the Department, Faculty Councils, the Academic Council. Also, according to the self-report, stakeholders are informed about the upcoming meetings on the review of educational programs through the means of communication (mobile communication/email/WhatsApp), social media accounts (Instagram, Facebook), through which inform all stakeholders about any changes in the EP. However, the EEC Commission notes the absence of a mechanism for informing all stakeholders about any planned or undertaken actions regarding the EP on the website of the Institute, the HEI does not publish information on changes made to the EP.

Strengths/best practices

Not identified

Recommendations of the EEC

- Develop and approve a roadmap to provide a mechanism for informing stakeholders of any actions planned or taken under the EP.

Conclusions of the EEC on the criteria:

The EEC notes that the standard "Continuous monitoring and periodic evaluation of educational programs" on EP 6B04101 Economics, 6B04103 Accounting and Auditing, 6B04104 Finance disclosed 10 criteria, of which 9 - satisfactory positions, 1 - suggests improvement.

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

Students have the opportunity to form an individual educational trajectory that takes into account their personal characteristics and needs. Information about the possibilities of forming an individual educational trajectory the student receives in the first year during review meetings with the advisor. EP management provides the use of various forms and methods of teaching and learning. For the successful mastering of educational programs by students, teaching staff uses in the learning process innovative methods of teaching.

It should be noted that the harmonization of the content of the educational programs of the specialty 6B04103 Accounting and Auditing with the educational programs of foreign universities was realized through the accreditation of ACCA (The Association of Chartered Certified Accountants).

Nine programs of the specialty 6B04103 - "Accounting and Auditing" passed ACCA accreditation according to such criteria as: rules of admission to the program, the content of the discipline and written examinations in the disciplines:

- F1 Accountant in Business;
- F2 Management Accounting;
- F3 Financial Accounting;
- F4 Corporate and Business Law;
- F5 Performance Management;
- F6 Taxation;
- F7 Financial Reporting;
- F8 Audit and Assurance;
- F9 Financial Management;

In order to develop the language skills of the students, English and Turkish are taught professionally throughout the theoretical cycle. For example, English teacher Benny Ng (BennyNG, Singapore) has taught classes for students in the School and other departments at SDU. YilmazYaman and AdemOzkan are Turkish language teachers, NazgulGumarova and OxanaSyurmen are English language teachers.

Most of the core curriculum disciplines are taught using case studies. The cases are analyzed and implemented using the Eikon functionality. Conducting practical lessons in many disciplines is based on real country cases.

The Business School has a computer lab that allows students and teachers to use software products and applications to complete project assignments. In the laboratory computers are installed and used by students and teachers: 1C-accounting, analog of SAP - Logoenterprise for accountants, View, Stata.

Through discussions with faculty and students, the Quality Assurance Department monitors the effectiveness and efficiency of innovative applications and the use of active learning methods based on the results of an analysis of student performance. At the end of the course, students are surveyed to determine their satisfaction with the quality and methods of teaching. The results of the survey are mailed to each faculty member and discussed at School meetings at the end of each semester. Each case at the School is reviewed individually and if there are signals from students regarding teaching, these cases are reviewed separately with the faculty member. The dean of the School, the department chair, and sometimes the coordinators are responsible for this review.

SDU Business School faculty participate in training at least twice a year (in-house training is free for SDU faculty). For this purpose, the Distance Learning Center, the educational-methodological center, and the Center for Professional Development and Innovation of the SDU organize Summer and Winter Schools for teachers and guests, so in 2021 six teachers of the SDU Business School took part in the Summer School, and the topics of the online

seminars mainly contained methodological aspects of teaching. One of the webinars was devoted to teaching office hours. International experts were invited to conduct the webinar.

The academic atmosphere of the School promotes student independence, fosters critical thinking skills, and encourages students to express their opinions on the quality of teaching and the organization of the educational process. The Dean of the School, represented by the Dean and staff, the School's Advisor and Coordinator provide assistance to students by advising them on the educational process.

Analytical part

In order for students to successfully master the EP, university teachers use traditional and innovative learning technologies in the educational process.

The educational environment of the School creates the conditions and motivation to realize the potential of students and outside the classroom. There are conditions for access to the control, final assessment (HSC, final exam, protection of reports) and GPA in the ISmy.sdu.edu.kz. The current grade is set by the teacher in a paper sheet or in MOODLE system, the data of the system can also be presented to students at any time.

To resolve disputes during the grading period, an appeal committee is set up at the Business School of SDU under the administration of the Dean. Students who do not agree with the results of the knowledge evaluation can file an appeal to reconsider the results of the final control.

The EEC notes that the teaching staff of the accredited EP has a good potential, however, during the meeting with the teaching staff, the experts noted the lack of a mechanism for regular monitoring of the use in the educational process of various teaching methods, including their own, in the department is not confirmed to discuss them at meetings, where you can discuss the use of the authors teaching methods in the educational process.

Strengths/best practices

Not identified

Recommendations of the EEC

- as part of the meetings of methodological councils to consider the application and usage of their own teaching methods. Include in the Work Plan of the Board the issues on the discussion of authoring methods and technologies of education.

Conclusions of the EEC on the criteria:

The EEC notes that the standard "Student Centered Learning, Teaching and Assessment of Learning" EP 6B04101 Economics, 6B04103 Accounting and Auditing, 6B04104 Finance disclosed 10 criteria, of which 9 are satisfactory items, 1 suggests improvement.

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

The EEC Commission notes that the entire cycle of student learning from admission to graduation is regulated. Types of study load and periods of current and final control are lined up according to the planned terms in the Academic Calendar of the University. FTI students is the basis of the teaching load at all stages of training for the EP "Economics", "Finance", "Accounting and Audit". The educational process of disciplines is regulated by the syllabuses of disciplines. The process of organizing midterm and final attestation in all programs of the University is unified by the Rules of midterm attestation and the Rules of final attestation.

The University's policy on the movement of the contingent is focused on the admission of more prepared applicants capable of successfully mastering the program of study, which determines the quality of the program and contributes to the achievement of the strategic goals and objectives of the University. The annual SPT Olympics conducted by the University allows for the selection of better prepared applicants across the country. The SPT (SDU Proficiency Test) is an internal competition for high school and college graduates of the current year.

One factor in attracting prepared and motivated applicants is financial aid programs, which aim to support the best students on their path to a rewarding education.

The University offers funding opportunities for talented young people entering the EP Business School: University grants covering 50% of the cost of tuition. The table shows the number of students enrolled in MES RK grants and internal SDU grants for the academic year 2021-2022

Table 3 - Student contingent 2021-2022 academic year EP "Economics", "Finance", "Accounting and Auditing.

Name of EP	Grant of MES RK				Grant of SDU				Total			
	1	2	3	4	1	2	3	4	1	2	3	4
Course	1	2	3	4	1	2	3	4	1	2	3	4
Economics	7	3	1	21	1		-	-	25	11	4	34
Economics (based on TVET)	-	-	-	-	-	-	-	-	-	-	1	
Finance	54	46	-	20	2	-	-	-	93	70	29	58
Finance (based on TVET)		-	-	-		-	-	-	3	2	3	

Accounting and audit	24	14	-	14	1	-	-	-	49	42	31	41
Accounting and audit (TVET-based)		-	-	-		-	-	-	3	-	5	

The University administration and administrators of the EP "Economics", "Finance", "Accounting and Audit" take all the necessary measures to provide students with internship places and help to employ graduates. The provision of internship places for students of the School is fixed in the agreements on cooperation.

Also, the University has a Career Development and Alumni Relations Center, which is also responsible for organizing the practice and employment of students in the companies that are partners of the University. The Center for Career Development and Alumni Relations is also in charge of employment and professional career forecasting.

The University has a special adaptation program for international students. Coordination over implementation and management of the program is carried out by: Director of International Relations Office, staff of the office, EP coordinators and Deputy Dean of the School.

The EEC notes a good activity of EP students in various activities of educational, educational and social nature.

Analytical part

The Commission notes that regarding this standard, fully reflected in the self-report all the criteria standards, which found confirmation during the EEC visit.

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

In order to support foreign students, the Department of International Relations provides migration services in accordance with the University migration policy - invitation, registration, issuance/renewal of visas, execution of documents, consulting support in the nostrification procedures and the recognition of documents on education, regulated by the Bologna Process and Academic Mobility Center.

The management of EP has created conditions to support students in all areas from academic, scientific to social and community.

According to the results of the questionnaire, there are positive responses from students, so the question "Satisfaction of the fairness of examinations and certification" is fully 74%, 20.9% are partially satisfied.

Strengths/Best Practices

- The management of EP provides special programs of adaptation and support for newly arrived and foreign students;
- the university successfully encourages students to self-education and development outside the main program (extracurricular activities).

Recommendations of the EEC

- to update the mechanism for recognition of the results of non-formal education in time for the beginning of the 2022-2023 academic year;
- to develop a plan (roadmap) by December 2022 to develop academic mobility of students of EP (including the use of DOT), with quantitative indicators, indicating the time frame.

Conclusions of the EEC on the criteria:

The Standard 'Learners' for EP 6B04101 Economics, 6B04103 Accounting and Auditing, 6B04104 Finance revealed 12 criteria, of which have 2 have a strong position and 10 have a satisfactory position.

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 human resources policy of the university is built on a system of rules "Rules of hiring the staff of the SDU", "Regulations on the remuneration of employees of the SDU", "Regulations on training and professional development of employees of the SDU", "Regulations on probation and adaptation of employees of the SDU", "Rules of internal labor order of the SDU", "Methodology of grading positions in the SDU", "Regulations on the rules of personnel procedures of the SDU", "Performance Management and Professional Development System of the SDU (PMDS)". The qualitative composition of the teaching staff is represented by a sufficient number of doctors, candidates of sciences, PhDs.

In the "Accounting and auditing" program there are 10 members, tenure - 47%, "Economics" - 11 people, tenure - 44%, "Finance" - 11 people, tenure - 46%.

Selection and formation of teaching staff is carried out as follows through the training of their own staff on the program "Zhas mamandayarlau", attracting foreign employees under the programs of academic mobility, attracting local teachers, inviting famous teachers from other universities by part-time employment, attracting practitioners. Transparency in decision-making in the formation of the EP staff is provided by the rules of hiring employees of the SDU, according to which the competition for vacant positions is announced.

The university program "Zhasman" has been in place since 2017. Under this program, 6 candidates of the Business School were trained and upon completion of training were employed by the Department of Economics and Business as teaching assistants, senior lecturers. At the time of the EEC visit, 7 candidates from the Business School were trained under the "Zhasman" program.

To increase the level of practical skills of students in the educational process representatives of the practice on a contractual basis are involved to increase the level of practical skills of students in the educational process, as well as guest lecturers. Thus, under the cooperation agreement JSC "Kazakhstan Stock Exchange" annually holds a lecture course for students of EP "Accounting and Auditing", "Finance".

Teachers of the Department of Economics and Business have passed training/internship in such universities as St. Petersburg Peter the Great Polytechnic University, University of Surrey, Israel's Agency for International Development Cooperation Ministry of Foreign Affairs, University of Jyväskylä, University of Malaya and others. During the pandemic, teachers improved their knowledge and skills through MOOCs and Udemy, faculty members took courses in digital marketing, programming, big data and artificial intelligence, Excel for Business, etc.

Analytical part.

The EEC Commission notes the good potential of the teaching staff of the accredited EPs. The university is responsible for its employees, provides them with favorable working conditions. Faculty members of the assessed programs regularly improve their qualifications.

The teaching staff have skills in WebEx, Moodle, GoogleMeet, GoogleClassroom, Turnitin, internal document management system.

In order to encourage continuous improvement of the level of English language skills, there is a system of bonuses to the salary for faculty who have received a certificate confirming the level of English language skills (IELTS, TOEFL). According to the results of a survey of teaching staff, the parameter "University provides the opportunity for continuous development of the potential of the teaching staff," 61.3% rated "very good" and 36.8% "good".

At the same time, the EEC notes that the management of the University and EP should intensify work towards the implementation of their own innovative methods of teaching, as well as the development of their own massive open online courses (MOOC) by the teaching staff.

Within the framework of the accredited EPs the dynamics of academic mobility of teaching staff is not traced, although according to the results of the survey the work of the university in terms of academic mobility was evaluated as "very good" by 45.8% of survey participants and 50.3% as "good".

Also, during the meeting of the EEC with the teaching staff, the latter expressed a wish to the management of EP to consider the possibility of organizing transportation for teachers living in Almaty to the academic building.

Strengths/best practices

The university provides opportunities for career growth and professional development of the teaching staff, including young teachers

Recommendations of the EEC

- to increase the level of academic mobility of the teaching staff of the accredited EPs and to include the mobility indicators in the development plans of EPs until the beginning of the 2022-2023 academic year;
- to include in the development plans of EP 6B04101 Economics, 6B04103 Accounting and Auditing, 6B04104 Finance for academic year 2022-2023 measures to develop MOOCs by university professors.

Conclusions of the EEC on the criteria:

For the Standard "Faculty" EP 6B04101 Economics, 6B04103 Accounting and Auditing, 6B04104 Finance disclosed 10 criteria, of which 1 has a strong position, 9 - satisfactory.

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

All logistical and information resources are consistent with the activities, mission, vision and strategy of the University and contribute to the quality of the cluster.

The academic building of the campus in Kaskelen has 58 classrooms for practical classes in various disciplines: including 12 classrooms for the Business School, 8 lecture halls and 21 laboratories (2 of them - for the Business School). All classrooms are equipped with modern projectors, LCD TVs and computers. Every year, in accordance with faculty requests all equipment is repaired and if necessary, completely replaced. The total area of the academic building is 39,651.6 m².

There is a 324-seat Student Dining Hall on the first floor, a 200-seat Staff Dining Hall on the second floor, also 2 cafeterias, 1 café on the third floor and a summer terrace with 186 seats.

Student House consists of 4 blocks and is designed for 1280 seats, its total area is 19560.6 m².

The modern scientific library allows optimal organization of both classroom and independent work of the students of the accredited EP. For the purpose of information support, an online portal of the SDU Scientific Library was developed, which integrates the online catalog, EBSCO Discovery Service system of electronic resources, which consists of databases in the state, Russian and foreign languages. The library has access to Springshare widgets that allow readers to search for the necessary materials remotely.

There is a students' portal at <https://my.sdu.edu.kz> that allows students to obtain information about courses offered, schedules, transcripts, online applications, attendance, account status, etc.

There is also a mobile version of the student portal - "MYSDU".

LMS "Moodle" is used in the educational process of the EP cluster. Moodle makes it possible to post and share the necessary resources in a timely manner, as well as to receive and perform tasks, participate in various kinds of interactives.

For graduate and undergraduate students there is a mobile application "SDUConnec". This application has a "Jobs" tab where users can post or search for jobs.

The university uses the Turnitin plagiarism prevention system (www.turnitin.com).

Analytical part.

Accredited EPs meet the criteria of the Standard "Educational resources and student support systems", objective evidence is given. The EEC notes a good provision of EP with material and technical resources. The management of EP shows the dynamics of resources and learning environment, library support of the educational process, highlights the activities aimed at improving the resource support for the implementation of EP.

According to the results of questioning of students, 70,0% of students are completely satisfied with the level of access to library resources, 19.9% - partially satisfied and 2.8% indicated dissatisfaction with library resources. Most students are fully satisfied with the quality of services in libraries and reading rooms, which is 81.3%. 70.4% of respondents are fully satisfied with the existing educational resources of the university, partial satisfaction - 23.3%. Availability of computer classes and Internet resources are fully satisfied 63.6% of students, partially satisfied 24.8% and dissatisfied 2.6%.

At the same time, the management of the university and EP should pay attention to the material and technical resources and infrastructure to create a barrier-free environment for persons with special educational needs (specially equipped classrooms, facilities for practical training, software, lifting devices, etc.).

Strengths/Best Practices

- compliance with security requirements in the training process is ensured, which is confirmed by the "Passport of anti-terrorist security of the facility vulnerable to terrorism" agreed with the authorized bodies.

Recommendations of the EEC

- annually to update and analyze and upgrade the professional software products used, taking into account the needs of employers;
- develop a roadmap for the development of infrastructure for students with special educational needs.

Conclusions of the EEC according to the criteria:

For the Standard "Educational Resources and Student Support Systems" EP 6B04101 Economics, 6B04103 Accounting and Auditing, 6B04104 Finance disclosed 13 criteria, of which 1 has a strong position, 11 - satisfactory and 1 - requires improvement.

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

Public information at Suleyman Demirel University is carried out in accordance with the approved Information Policy (approved by the Rector of SRU on 4.09.2020). The Information Policy regulates the goals and objectives of the dissemination of information about the University and contains a description of the principles and processes of corporate communication channels.

Also the SDU has developed a brandbook, which contains a complete guide for corporate identity and includes a detailed description of the use of each brand element of the University in various media, both promotional and corporate.

The official web-resource of the University is www.sdu.edu.kz, its home page displays the mission and vision of the University, the "About the University" section displays the Development Strategy, the Rectorate, the Scientific and Administrative Council, and information about the staff. The "Applicants" section contains all the necessary information regarding the admission process. The section "Faculties" contains information about each department, contact information for Department Chairs and Coordinators as well as a detailed description of each educational program of Bachelor's, Master's and Doctoral Programs. Questions concerning current students are displayed in the "To Students" section. And information on existing Departments is listed under the "Departments" tab.

The official website undergoes a quarterly monitoring process with the participation of Management, Heads of Departments, and Deans of Faculties.

In addition to the official website of Suleyman Demirel University sdu.edu.kz, social media accounts are also used:

official channel on video hosting Youtube (4.55 thousand subscribers);

official Facebook page (4,000 subscribers);

official Instagram page (51,200 subscribers).

There are official Instagram accounts of the main departments (scientific library, department of science, department of social development, department of international relations, etc.) and faculties. So the number of subscribers to the account of the School of Business is more than 2 thousand followers.

Information about the process of teaching, learning, assessment procedures is reflected in the Academic Policy, Handbook, syllabuses placed in the information system for students <https://my.sdu.edu.kz/> is explained in the profile of educational programs, individual videos published in social media.

During the meeting on 14.12.2021 with the students, the EEC notes the high satisfaction of students and graduates with the system of their information from the management of the Business School.

The Department of Graduate and Career Development holds informative meetings and master classes with potential employers (13 meetings with 34 employers were held between 2019 and 2020), job fairs for students and graduates. An annual event - Career Day - is held, which attracts more than 24 employers and 200 job seekers.

Analytical part

Members of the Commission note the necessity of placing on the website more complete and up-to-date information about the activities within the framework of the implemented EPs. According to the EEC members, it is recommended to systematize and present on the site information about the teaching staff in the context of the OP. In the framework of the visit of the EEC visited the on-site training in the group ECO 407 on the course "Environmental Economics" by the teacher Nurgaliyev Tolkyzbek, whose profile on the site was not found.

At the same time, the information in social networks about the activities is well represented: in terms of employment opportunities, guest lectures, competitions, etc.

Assessment of satisfaction with the information about the activities of the university, the specificity and the progress of the program is carried out regularly through questionnaires, surveys, feedback.

Questioning of the students, conducted during the visit of EEC IAAR, showed that full satisfaction of students' awareness of the courses, EP, and academic degrees was 67.6%, partially satisfied 23.2% of students, dissatisfied noted 4.7% and partial dissatisfaction - 2.8% of survey participants.

Strengths/best practices

- using a variety of ways to share information, including the media, social networks to inform the general public and stakeholders;
- participation of the university in the various procedures of external evaluation.

Recommendations of the EEC

- to systematize and update on the web-resource of the university information about teaching staff until June 2022;
- to place on the website and keep up to date the detailed information regarding the structure, content of EPs, plans of their development, conditions and features of implementation until September 2022;
- to ensure that the audited financial statements are posted on the official university website at the end of each academic/calendar year.

EEC conclusions on the criteria:

For the 'Public Information' Standard EP 6B04101 Economics, 6B04103 Accounting and Auditing, 6B04104 Finance, 12 criteria were disclosed, 10 of which have satisfactory positions, 2 suggest improvements.

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

Standard «Management of Educational Programme»

- the responsibility for the business processes within the EP is clearly defined, the staff duties are effectively distributed, the functions of the collegial bodies are differentiated;
- the EP management demonstrates its openness and accessibility for students, teaching staff, employers and other stakeholders.

Standard «Information Management and Reporting»

- the university demonstrates the involvement of students, employees and faculty in the processes of information collection and analysis, as well as decision-making on their basis;
- the EP management facilitates the provision of necessary information in relevant fields of science.

Standard «Development and Approval of the Education Programme»

- the university demonstrates the existence of a model of a graduate of the EP, describing the learning outcomes and personal qualities.

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

- not identified.

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

- not identified.

Standard «Students»

- The management of EP provides special programs of adaptation and support for newly arrived and foreign students;
- the university successfully encourages students to self-education and development outside the main program (extracurricular activities).

Standard «Teaching Staff»

The university provides opportunities for career growth and professional development of the teaching staff, including young teachers

Standard «Education Resources and Student Support Systems»

- compliance with security requirements in the training process is ensured, which is confirmed by the "Passport of anti-terrorist security of the facility vulnerable to terrorism" agreed with the authorized bodies.

Standard «Public Information»

- using a variety of ways to share information, including the media, social networks to inform the general public and stakeholders;
- participation of the university in the various procedures of external evaluation.

(VIII) REVIEW OF QUALITY IMPROVEMENT RECOMMENDATIONS

Standard «Management of Educational Program»

- to the management of EP 6B04101 Economics, 6B04103 Accounting and Auditing, 6B04104 Finance to reflect the description of the progress achieved in the implementation of the recommendations received as a result of previous accreditation procedures in the documents of self-assessment.

Standard «Information Management and Reporting»

- By December 2022, identify key performance indicators for information collection and management at the institutional level.

Standard «Development and Approval of the Education Program»

- by December 2022 to develop a plan for the implementation of joint educational programs and begin its implementation.

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

- Develop and approve a roadmap to provide a mechanism for informing stakeholders of any actions planned or taken under the EP.

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

- as part of the meetings of methodological councils to consider the application and usage of their own teaching methods. Include in the Work Plan of the Board the issues on the discussion of authoring methods and technologies of education.

Standard «Students»

- to update the mechanism for recognition of the results of non-formal education in time for the beginning of the 2022-2023 academic year;
- to develop a plan (roadmap) by December 2022 to develop academic mobility of students of EP (including the use of DOT), with quantitative indicators, indicating the time frame.

Standard «Teaching Staff»

- to increase the level of academic mobility of the teaching staff of the accredited EPs and to include the mobility indicators in the development plans of EPs until the beginning of the 2022-2023 academic year;
- to include in the development plans of EP 6B04101 Economics, 6B04103 Accounting and Auditing, 6B04104 Finance for academic year 2022-2023 measures to develop MOOCs by university professors.

Standard «Education Resources and Student Support Systems»

- annually to update and analyze and upgrade the professional software products used, taking into account the needs of employers;
- develop a roadmap for the development of infrastructure for students with special educational needs.

Standard «Public Information»

- to systematize and update on the web-resource of the university information about teaching staff until June 2022;

- to place on the website and keep up to date the detailed information regarding the structure, content of EPs, plans of their development, conditions and features of implementation until September 2022;
- to ensure that the audited financial statements are posted on the official university website at the end of each academic/calendar year.

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

- not identified.

Appendix 1: Evaluation table "SPECIALIZED PROFILE PARAMETERS"

**Conclusion of the external expert commission on quality evaluation
of educational programs 6B04101 Economics, 6B04104 Finance,
6B04103 Accounting and audit of
Institutions "Suleyman Demirel University"**

item No.	No.	Evaluation criteria	Position of the educational organization			
			Strong	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			2	15	0	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	14	1	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	10	1	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	9	1	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			2	10	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			1	9	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	12	1	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	98	7	0