



«АККРЕДИТТЕУ 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 assessment of compliance with the requirements of standards of  
specialized accreditation of educational programs  
6B06102 “Computer technology and software”,  
6B06101 "Information systems", 7M06101 "Information systems"  
Institution "ESIL UNIVERSITY "  
in the period from 1 to 3 April 2024

**INDEPENDENT ACCREDITATION AND RATING AGENCY**  
*External expert commission*

*Addressed to  
Accreditation  
IAAR Council*



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Astana , 202 4 year

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## (I) LIST OF SYMBOLS AND ABBREVIATIONS

ASOP – Academic Council of Educational Programs  
IAAR – Independent accreditation and rating agency  
EEC - external expert commission  
AMP– administrative and management personnel  
BD – basic disciplines  
SAC - State Attestation Commission  
State compulsory education standard - state compulsory education standard  
ECTS – European Credit Transfer and Accumulation System  
ICT – information and communication technologies  
ISiT – Information systems and technologies  
IC – individual curriculum  
HC – optional component  
CQASES – Committee for Quality Assurance in the Sphere of Education and Science of the Ministry of Education and Science of the Republic of Kazakhstan  
CED – catalog of elective disciplines  
MEP – modular educational programs  
SRW – scientific research work  
NQF – National Qualifications Framework  
RC – required component  
GED – general education disciplines  
EP – educational programs  
MD – major disciplines  
TS - teaching staff  
RK – Republic of Kazakhstan  
WC - working curriculum  
QMS – quality management system  
IWMS - independent work of master's students  
IWS – independent work of students  
IWSGT - independent work of students under the guidance of a teacher  
EMC - educational and methodological complex  
EMCD - educational and methodological complex of the discipline  
EMCS - educational and methodological complex of the specialty  
UMS - educational and methodological council

## (II) INTRODUCTION

In accordance with order N52-24-OD dated February 2, 2024 of the General Director of the Independent Agency for Accreditation and Rating, from April 1 to April 3, 2024, an external expert commission assessed the compliance of the educational program 6B06102 Computer technology and software; 6B06101 Information systems; 7M06101 Information systems of the 2nd institution “ESIL UNIVERSITY” (Astana) to the standards of specialized accreditation of the educational program of the organization of higher and postgraduate education of the IAAR (No. 57-20 - OD dated June 16, 2020, sixth edition).

The report of the external expert commission (EEC) contains an assessment of the submitted educational programs according to the criteria of IAAR standards, recommendations of the EEC for further improvement of educational programs and profile parameters of educational programs.

Composition of VEC:

Chairman of the EEC - Pogrebetskaya Marina Vladimirovna, Ph.D., Associate Professor, North Kazakhstan University named after M. Kozybaeva (Petropavlovsk); Off-line participation

Foreign expert of the IAAR - Sokolova Elena Evgenievna, Ph.D., National Aviation University (Kyiv, Ukraine); On-line participation

Foreign expert of the IAAR - Carolina Timko, PhD, associate professor, Technical University of Moldova (Chisinau, Moldova); On-line participation

IAAR expert – Zamzagul Sultanova Khamitovna, Ph.D., West Kazakhstan Agrarian-Technical University named after Zhangir Khan (Uralsk); Off-line participation

IAAR expert – Kairdenov Serik Syrlybaevich, Ph.D., Associate Professor, Kokshetau University named after Sh. Ualikhanov (Kokshetau); On-line participation

IAAR expert – Zakirova Dilnara Ikramkhanova, PhD, research professor, Turan University (Almaty); Off-line participation

IAAR expert – Dina Maratovna Aikenova, PhD, Executive Director of ID-zertteu (Astana); Off-line participation

IAAR expert – Danila Vladimirovich Tatarinov, Ph.D., Kazakh National University. al-Farabi (Almaty); Off-line participation

IAAR expert – Kartbaev Timur Saatdinovich Doctor PhD, academician of MAIN, Kazakh National Women's Pedagogical University (Almaty); On-line participation

IAAR expert, employer – Pilipenko Yuri Aleksandrovich, Chairman of the Board of Directors, International Association of Manufacturers of Goods and Services “EXPOBEST” (Almaty);

IAAR expert, employer – Abdikadirova Akniet Maratovna, head of the human capital development department of the Atameken Chamber of Entrepreneurs, Shymkent (Shymkent); On-line participation

IAAR expert, student – Kuzmina Anastasia Sergeevna, 3rd year student of the EP Finance, NJSC “Kostanay Regional University named after A. Baitursynov” (Kostanay); On-line participation

IAAR expert, student - Rakhmetov Artur Armanuly, 2nd year student of the EP Information Technologies NJSC "Kazakh Agrotechnical Research University named after S. Seifullin" (Astana); Off-line participation

IAAR expert, student – Karabaeva Zhansaya Smagulovna, 2nd year doctoral student EP 8D04103 Finance, Kenzhekali University of International Business Sagadieva (Almaty); On-line participation

IAAR expert, student – Kamilla Takhirovna Turdieva, 1st year student of the Tourism Program, Turan University (Almaty); On-line participation

Coordinator of the IAAR EEC - Dinara Kairbekovna Bekenova, IAAR project manager (Astana); Off-line participation.

### (III) REPRESENTATION OF THE EDUCATIONAL ORGANIZATION

Establishment " Esil " University " (hereinafter referred to as the University) has:

- state license for the right to conduct educational activities No. KZ 08 LAA 00032358 dated 04/01/2022 year, issued by the Committee for Quality Assurance in the Sphere of Education and Science of the Ministry of Education and Science of the Republic of Kazakhstan (primarily July 7, 2010) .

From 03/04/2022, Kazakh University of Economics, Finance and International Trade, as part of the ongoing rebranding, was renamed Esil University. The University carries out targeted work to achieve its strategic goals and meet quality indicators and criteria.

Currently, personnel training with higher and postgraduate education is carried out in 20 undergraduate educational programs, 10 master's educational programs (scientific, pedagogical and specialized areas) and 5 doctoral educational programs

In 2021, based on the results of the National Rating of Demand for Universities of the Republic of Kazakhstan-2021, conducted by the Independent Agency for Accreditation and Rating (IAAR), it was included in the General Rating of the TOP-20 universities of the Republic of Kazakhstan.

Participated in the International Rating "IAAR Eurasian University Ranking (IAAR EUR)" - 23rd place, which will increase the authority and recognition of the university, its reputation in the global educational community, attract not only talented applicants and students from abroad, but also raise the image of the university in the national and international educational market.

In 2022, according to the Independent Agency for Quality Assurance in Education (IAOKO), the university took an honorable 4th place in the National Ranking of the Best Humanitarian and Economic Universities in Kazakhstan.

According to the results of the digital ranking of educational programs of the Independent Agency for Accreditation and Rating of the Republic of Kazakhstan (IAAR), the General Rating "Top-20" - 2022 - 12th place.

### (IV) DESCRIPTION OF PREVIOUS ACCREDITATION PROCEDURE

In accordance with Order No. 7-19-OD dated January 24, 2019 of the Independent Agency for Accreditation and Rating, from February 5 to February 7, 2019, an external expert commission assessed the compliance of the activities of educational programs: 6B06101 (5B070300) - "Information systems", 7M06101/7M06102 (6M070300) - "Information systems", 6B06102 (5B070400) - "Computer technology and software" Establishments " Esil " University " (previously, before rebranding - Kazakh University of Economics, Finance and International Trade) to the standards of specialized accreditation of the IAAR.

At the meeting of the IAAR Accreditation Council on April 12, 2019, a decision was made on international specialized accreditation of educational programs EP 6B06101 (5B070300) - "Information Systems", 7M06101/7M06102 (6M070300) - "Information Systems", 6B06102 (5B070400) - "Computing equipment and software" for a period of 5 years.

Based on the results of the specialized accreditation procedure, an external expert commission made recommendations to improve the quality of the university's activities and the educational services provided. In order to implement these recommendations, the university developed an action plan for their implementation and approved at a meeting of the Academic Council (Minutes No. 18 of May 21, 2019). The results of implementation were reflected in the interim report on the implementation of the recommendations of the EEC within the framework of specialized accreditation of educational programs submitted to the IAAR within the established time frame.

### (V) DESCRIPTION OF THE VISIT OF EEC

The work of the EEC was carried out on the basis of the approved program of the visit of the

expert commission for specialized accreditation of educational programs to the institution “ESIL UNIVERSITY” in the period from 1 to 3 April 2024 years.

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

To obtain objective information about the quality of educational programs and the entire infrastructure of the university, to clarify the content of self-assessment reports, meetings were held with the rector, vice-rectors in areas of activity, heads of structural divisions, faculty, students, meeting with stakeholders. A total of 103 representatives took part in the meetings (Table 1).

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

Category of participants	Quantity
Rector	1
Members of the Board - Vice-Rector	2
Heads of structural divisions	16
Deans	2
Heads of departments and heads of educational programs	12
Teaching staff	42
Students	134
Graduates	12
Stakeholders	12
<b>Total</b>	<b>234</b>

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

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

VEC experts reviewed the practice databases and also asked questions to the heads of organizations regarding the practice databases.

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

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

As part of the planned program, recommendations for improving the accredited educational programs of the institution "ESIL UNIVERSITY", developed by the EEC based on the results of the examination, were presented at a meeting with management 3.04.2024 g.

## (VI) COMPLIANCE WITH SPECIALIZED ACCREDITATION STANDARDS

### 6.1. Standard "Educational Program Management"

- ✓ *The university must have a published quality assurance policy.*
- ✓ *Quality assurance policies should reflect the relationship between research, teaching and learning.*
- ✓ *The university must demonstrate the development of a quality assurance culture, including in the context of EP.*
- ✓ *A commitment to quality assurance must apply to any activity carried out by contractors and partners (outsourcing), including joint/ double degree education and academic mobility.*
- ✓ *The management of the EP ensures transparency in the development of the EP development plan based on an analysis of its functioning, the real positioning of the university and the focus of its activities on meeting the needs of the state, employers, stakeholders and students.*
- ✓ *The management of the EP demonstrates the functioning of the mechanisms for the formation and regular review of the EP development plan and monitoring its implementation, assessing the achievement of learning goals, compliance with the needs of students, employers and society, and making decisions aimed at continuous improvement of the EP.*
- ✓ *The management of the EP should involve representatives of stakeholder groups, including employers, students and teaching staff in the formation of a development plan for the EP.*
- ✓ *The leadership of the EP must demonstrate the individuality and uniqueness of the development plan of the EP, 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, an unambiguous distribution of job responsibilities of staff, and delimitation of the functions of collegial bodies.*
- ✓ *The management of the educational program must provide evidence of the transparency of the educational program management system.*
- ✓ *The management of the EP must demonstrate the successful functioning of the internal quality assurance system of the EP, including its design, management and monitoring, their improvement, and decision-making based on facts.*
- ✓ *The management of the EP must implement risk management.*
- ✓ *The management of the educational program must ensure the participation of representatives of interested parties (employers, teaching staff, students) in the collegial bodies governing the educational program, as well as their representativeness when making decisions on issues of managing 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 evidence of openness and accessibility for students, teaching staff, employers and other interested parties.*
- ✓ *The management of the educational program must undergo training in educational management programs.*
- ✓ *The management of the EP should ensure that the progress made since the last external quality assurance procedure is taken into account in preparation for the next procedure.*

#### *Evidence*

The institution "ESIL UNIVERSITY" ( hereinafter referred to as the University ) trains personnel in educational programs ( EP ) 6B06102 "Computer technology and software", 6B06101 "Information systems", 7M06101 "Information systems" is carried out in accordance with the State License of the Ministry of Education and Science of the Republic of Kazakhstan No. KZ08LAA00032358 dated 04/01/2022, issued by the Committee for Quality Assurance in the Field of Education and Science of the Ministry of Education and Science of the Republic of Kazakhstan (July 7, 2010).

The university accepted and approved policy for ensuring the quality of education and is posted on the university website <https://esil.edu.kz/quality-objectives/>. The quality assurance policy is carried out in accordance with the mission, vision and strategic goal of the university, which is to prepare sought-after professionals with an entrepreneurial culture and generating innovations aimed at the benefit of society and the state. The internal quality assurance policy reflects the relationship between research, teaching, learning and takes into account both the national and intra-university context

The internal quality assurance system is supported at the institutional level by the activities of a number of specialized structural units. At the level of the institute and departments, relevant local regulations are in force, and organizational measures are taken. It is practiced to hold specialized



seminars and meetings of collegial bodies.

The strategic development plan of the university ( [https://esil.edu.kz/wp-content/uploads/2023/11/Strategiya-KazUEFMT\\_-2021\\_2025g.pdf](https://esil.edu.kz/wp-content/uploads/2023/11/Strategiya-KazUEFMT_-2021_2025g.pdf) ) was reviewed and approved by the Decision of AS Education LLP The sole founder .

In the university's vision " ESIL UNIVERSITY " strives to become a university that produces sought-after professionals with entrepreneurial competencies for the labor market.

The university has an extensive management structure, presented on the university website <https://esil.edu.kz/administrative-divisions/>. Within the framework of accredited educational programs, responsibility for the implementation of business processes is distributed among the leadership of the faculty, department and departments. All documents and major decisions regulating the implementation of the EP are discussed at meetings of departments and collegial governing bodies. The work procedure of collegial bodies is defined and documented.

Outsourcing at a university is expressed in the transfer of part of the services to business structures and ensuring the quality of the services provided is prescribed in the terms of the concluded contracts.

In terms of educational services, outsourcing manifests itself in the transfer of part of them to business structures, third-party organizations - training of personnel, involvement of hourly and part-time workers from other universities and organizations in the implementation of educational programs.

The qualification characteristics of the positions of the faculty and staff of the University are reflected in job descriptions, which describe the requirements for qualifications, knowledge, abilities, skills and competencies. The rules for competitive filling of positions of teaching staff and researchers of the University determine the policy in the field of human resource management.

Manual EP 6B06102 “Computer technology and software”, 6B06101 “Information systems”, 7M06101 “Information systems”, develops EP development plans. EP development plans are considered at a meeting of the Academic Council of Educational Programs for each academic year. Academic Council of Educational Programs includes: teaching staff of the department, employers and graduate students.

The individuality and uniqueness of the EP Development Plan lies in the involvement of practicing specialists in the field of IT technologies and the completion of practical training for students at partner enterprises.

OP leaders demonstrate and maintain their openness to communicate with various stakeholder groups.

The most important elements of the EP management are openness and accessibility for students, teaching staff, parents, employers, which manifest themselves in the form of:

1. sociological monitoring:
  - report of the sociological study “Employers’ satisfaction with Esil graduates” University "and identification of competencies required by the labor market";
  - results of the sociological study “Clean Session”;
  - assessment of satisfaction with the quality of educational services for full-time students using DOT;
  - about the results of a survey on the quality of teaching classes at the university ( on-line questionnaires, surveys <https://esil.edu.kz/ru/students/otchet-sotsiologicheskogo-issledovaniya.php>);
2. “mailbox” [mailbox@kuef.kz](mailto:mailbox@kuef.kz);
3. helpline;
4. Rector’s blog <https://esil.edu.kz/ru/blog/> (where you can ask a question);
5. meetings of the rector with the staff and openness of the university management at the established reception time.

Currently, there are 10 long-term contracts in force for the EP “Information Systems” and “Computer Engineering and Software”, and practical training is also practiced under individual contracts.

<b>Name of company</b>	<b>Contract time</b>
LLP "International Scientific and Technical Center" ISTC	Indefinite
QBG Partners LLP	Indefinite
Secure LLP Inform »	Memorandum
"Azamattarga arnalgan ukimet" KE AK Astana kalasy boyynsha branches - "Halykka kyzmet korsetu ortalygy"	Memorandum
JSC Kazakhtelecom	Indefinite
JSC Bereke Bank »	Indefinite
System Research Company "Factor" LLP	05/30/2022-05/31/2027
Alfa-Beka LLP	01/23/2023 – 01/24/2028
LINCOMPANY LLP	02/01/2023 – 02/01/2028
AARDVARK LLP	Indefinite

There are training programs for all types of internships: educational, industrial and industrial (pre-graduate). The content of the internship programs reflects the general provisions on the internship, the procedure for filling out diaries, collecting documents and writing a practice report.

Based on the results of the survey of teaching staff and students, the following answers to the questions were received:

- involvement of teaching staff in the process of making management and strategic decisions - satisfactory answers from 97.6 % of surveyed teaching staff;
- assessment of the accessibility of the manual for teaching staff - satisfactory answers from 100 % of respondents;
- encouraging innovative activities of teaching staff - satisfactory answers from 97.6 % of respondents;
- level of feedback from teaching staff to management – satisfactory answers from 97.6 % of respondents.
- The teaching staff is satisfied with the degree of participation in management decision-making – 100 %.

#### *Analytical part*

The Commission notes that:

Esil Education Quality Assurance Policy University is posted on the university website (<https://esil.edu.kz/internal-documents-of-oaks/>) and reflects the general approaches, key principles and basic mechanisms established in Esil University for quality assurance and development of a culture of continuous quality improvement and is available to all interested parties.

During the analysis of the EP development plans, it was revealed that the EP development plans are developed by the department and signed by the acting. Head of the Department of Information Technology and Technology Bersugir M. and approved by the Vice-Rector for Academic Activities and Science, that is, the document has not been agreed upon with the employer or other stakeholders. In addition, the management of the EP did not demonstrate the functioning of the mechanisms for the formation and regular review of the EP development plan and monitoring its implementation, assessing the achievement of training goals, compliance with the needs of students, employers and society, making decisions aimed at continuous improvement, since development plans other than the approved one plan, were not provided, were not agreed upon with employers, students, teaching staff and other interested parties (consideration at meetings of collegial bodies is not mentioned). As part of the collegial body - the Academic Committee for the direction of preparation of accredited EP: acting. Head of the Department of Information Technology and Technology - 1 person, heads of the EP - 3 people, undergraduate students of the EP "Information Systems", "Computer Engineering and Software" - 2

people, senior teachers - 2 people, student of the EP "Information Technologies and Data Protection" . This composition does not include undergraduates, employers and other stakeholders in the context of the EP.

The university's self-report notes that the individuality and uniqueness of the EP Development Plan lies in the attraction of practitioners and specialists in the field of IT technologies and the practical training of students at partner enterprises. However, in accordance with the approved qualification requirements for the educational activities of organizations providing higher and (or) postgraduate education and the State Educational Standard of the Republic of Kazakhstan, all educational programs of the Republic of Kazakhstan in the field of Information and Communication Technologies must involve specialist practitioners and take into account internships.

The management of the EP did not demonstrate an approved risk register and a comprehensive program to reduce risks in the context of the EP.

In the self-report, it was noted that the most important elements of the management of the EP are openness and accessibility for students, teaching staff, parents, employers, which manifest themselves in the form of sociological monitoring, mailbox [mailbox@kuef.kz](mailto:mailbox@kuef.kz) , helpline , rector's blog <https://esil.edu.kz/ru/blog/> (where you can ask a question); meetings of the rector with the staff and openness of the university management at the established reception time. However, [mailbox@kuef.kz](mailto:mailbox@kuef.kz) is not listed on the university website, there is no helpline, and the university management does not indicate admission days and contact details <https://esil.edu.kz/rektorat/>. There is no contact information for the dean.

The management of the EP presented various certificates for advanced training of teaching staff, but did not demonstrate completion of training in education management programs for the management of the EP.

According to the criteria of the standard of specialized accreditation of the educational program of the organization of higher and postgraduate education of the IAAR, management The EP should strive to ensure that the progress achieved since the last external quality assurance procedure is taken into account when preparing for the next procedure , however, there is not 100 % completion based on the results of the work of the expert group within the framework of post-accreditation monitoring of educational programs 6B06101 (5B070300) - "Information systems", 7M06101/7M06102 (6M070300) - "Information systems", 6B06102 (5B070400) - "Computer technology and software".

***Strengths/best practices according to accreditation EP 6B06102 "Computer technology and software", 6B06101 "Information systems", 7M06101 "Information systems":***

1. Absent.

***VEC recommendations for EP 6B06102 "Computer technology and software", 6B06101 "Information systems", 7M06101 "Information systems":***

1. The management of the university, before the start of the 2024-2025 academic year, develop an internal regulatory document describing the uniform requirements for the development of plans for the development of educational programs of the university, taking into account:
  - compliance of the EP development plan with the institution's development strategy, national priorities and labor market needs;
  - involving employers, students and teaching staff in drawing up a development plan for the educational program;
  - determining the individuality and uniqueness of the EP development plan within the framework of the real positioning of the university;
  - a mechanism for monitoring the implementation of the EP development plan and regular review of the EP development plan;
  - the leadership of the EP in the 2024-2025 academic year to review the plans for the development of the EP, bring them into compliance with the newly established requirements;
  - Annually monitor the implementation of EP development plans for the implementation of target indicators, assess the achievement of learning goals, meet the needs of stakeholders, and on this

basis make decisions aimed at continuous improvement of the EP. The monitoring results are communicated to all interested parties.

2. By December 2025, the management of the university should develop, define and document a risk management procedure at the level of structural divisions and within the EP.

3. From the 2024-2025 academic year, the management of the EP must ensure participation in the Academic Committee in the area of training accredited EP employers, teaching staff, students and stakeholders in the context of the EP.

4. During 2024, the management of the university should provide for innovation management in planning, reporting and activity procedures based on the implementation of all basic management functions, including planning, organization, stimulation, analysis.

5. The management of the university, starting from the 2024-2025 academic year, should post on the official website contact information about official representatives of universities, personal reception schedules for individuals and representatives of legal entities and other information in accordance with the Law of the Republic of Kazakhstan “On Access to Information”.

6. Until the beginning of 2025, the management of the university should ensure that all heads of educational programs (university management, head of department, heads of educational programs) complete training in education management programs, including advanced training courses at national and international levels.

7. By the end of the 2024-2025 academic year, the management of the university and the EP should analyze the implementation of the EEC recommendations for accredited programs (previous and current accreditation procedures), include measures and activities for their implementation in the EP development plans and ensure full implementation.

***Conclusions of VEC EP 6B06102 "Computer technology and software", 6B06101 "Information systems":***

*According to the “Educational Program Management” standard, 17 criteria are disclosed, of which: strong no positions, 9 – satisfactory positions, 8 positions and assumes no improvement.*

***Conclusions of VEC EP 7M06101 “Information systems” 2d. :***

*According to the “Educational Program Management” standard, 17 criteria are disclosed, of which: strong no positions, 8 – satisfactory positions, 9 positions and assumes no improvement.*

**6.2. Information Management and Reporting Standard**

- ✓ *The university must ensure the functioning of a system for collecting, analyzing and managing information based on the use of modern information and communication technologies and software.*
- ✓ *EP management must demonstrate the systematic use of processed, adequate information to improve the internal quality assurance system.*
- ✓ *Within the EP there must be a system of regular reporting, reflecting all levels of the structure, including assessment of the effectiveness and efficiency of the activities of departments and departments, and scientific research.*
- ✓ *The university must establish the frequency, forms and methods of assessing the management of educational programs, the activities of collegial bodies and structural divisions, senior management, and the implementation of scientific projects.*
- ✓ *The university must demonstrate the determination of the procedure and ensuring the protection of information, including the identification of responsible persons for the accuracy and timeliness of the analysis of information and the provision of data.*
- ✓ *An important factor is the involvement of students, employees and teaching staff in the processes of collecting and analyzing information, as well as making decisions based on it.*
- ✓ *The management of the EP must demonstrate the presence of a communication mechanism with students, employees and other interested parties, including the presence of conflict resolution mechanisms.*
- ✓ *The university must ensure that the degree of satisfaction of the needs of teaching staff, staff and students within the EP is measured and demonstrate evidence of eliminating the identified deficiencies.*

- ✓ *The university must evaluate the effectiveness and efficiency of activities, including in the context of EP.*
- ✓ *Information collected and analyzed by the university within the framework of the EP must take into account:*
- ✓ *key performance indicators;*
- ✓ *dynamics of the student population in terms of forms and types;*
- ✓ *academic levels, student achievement and attrition;*
- ✓ *student satisfaction 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, employees and teaching staff must document their consent to the processing of personal data.*
- ✓ *The management of the EP should help provide all the necessary information in the relevant fields of science.*

### *Evidence*

Esil The University has systems for collecting, analyzing and managing information using modern information and communication technologies and software.

In " Esil " University " to support the educational program of the cluster specialty "Information Systems" and "Computer Engineering and Software" the following information systems are successfully functioning:

- official website of the university <https://esil.edu.kz/ru/>, as a result of the integration of university information systems;
- automated information system for managing the educational process "Platonus";
- "Electronic schedule" of EP students [https://esil.edu.kz/students\\_schedule/](https://esil.edu.kz/students_schedule/)
- distance learning system;
- electronic library of the university, the content of which contains educational and methodological materials on all disciplines and educational programs;
- information systems and resources of the library complex.

All of the above information systems provide university management with the ability to track indicators characterizing educational programs that are necessary for operational, tactical and strategic management of the educational process. The department's reports are discussed at the rector's office by showing presentations on the work performed and future activities; based on the results of the meeting, a draft decision is made.

Currently, the AIS " Platonus " has a complete database of students at all levels of training and forms of education, teaching staff and other workers, united in user groups with individual rights, with delimited access to information resources. AIS " Platonus " is a program: created to support the processes of assessing students' knowledge within the framework of the rating system; taking exams using computer testing; filling out the rating journal; monitoring students' knowledge and filling out an electronic journal by teachers.

Between divisions and structures there is a system of regular reporting, reflecting all levels of the structure, including assessment of the effectiveness and efficiency of the divisions. The frequency, forms and methods of assessing management of accredited EPs are established by regulatory documents within the university.

According to the quality management system, the structural divisions of CIT, OOK and SR generate annual reports in accordance with the tasks from the work plans of the divisions to streamline their completion time. The following describes an analysis of the work of the structural unit as a whole and proposals for the next year to improve activities.

At the department, office work is carried out in accordance with the approved nomenclature of cases, the safety and archiving of documents is ensured, and work is underway to transition to electronic document management. Prompt familiarization of performers with information is carried out electronically through direct mailing in the electronic document management system on the local network.

All processes for implementing credit education technology are automated using the capabilities of the university's corporate computer network. The presence of an internal information and educational portal, an extensive corporate network that allows access to all information resources from any computer, creates the necessary conditions for high-quality training of specialists and the development of teaching

staff.

The procedure for ensuring the protection of information has also been determined, including the identification of persons responsible for the accuracy and timeliness of information analysis and data provision. All internal regulatory documents governing the educational activities of the university, including those describing documented business processes, are posted on the internal system.

According to the work plans of the departments, during the academic year, all teachers of the EP cluster attend each other's classes in order to exchange experience. All mutual visits are carried out in accordance with the schedule and are recorded in the journal and reflected in the semi-annual and annual reports.

Free access to the databases of the electronic library system of the Lan publishing house is constantly provided (over 150 periodicals on economic, social, humanitarian, technical and natural sciences); Elsevier, Springer, Thomson Reuters, Scopus, Web of Science, as well as Esil University is connected to the Electronic Library System "University Library Online" (biblioclub.ru).

The system for monitoring the implementation of plans for the development of the educational program of the cluster includes the following mechanisms:

- annual reports of graduating departments and faculties;
- internal audits;
- consideration of issues of development of various areas of training of specialists at collegial bodies.

In the management of educational, methodological, scientific, educational processes, there are documents regulating the activities of the university: orders of the rector, orders of vice-rectors, heads of structural divisions, deans in areas of activity, documents on students and teaching staff (orders on teaching staff, students), semi-annual, annual reports structural divisions.

Information support is provided by the presence of an electronic library. The library user has the opportunity to use for free through the university website the database (DB) of electronic catalogs of the scientific library, which reflects the entire collection of the library, as well as full-text DB of electronic resources.

Ensuring the quality of EP implementation is achieved on the basis of internal regulatory documentation: Academic Policy, Quality Policy, documented procedures for conducting internal audits, etc.

The instruments for ensuring the quality of education are: State compulsory education standards; university regulations; University-wide regular survey of students about the quality of teaching in educational programs and more.

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

Information about students is collected by advisors. Based on the information provided about students and teaching staff, various types of decisions are made. For example, a decision to participate in a competition for a grant, a Presidential scholarship or a discount in the work of collegial bodies of the University and faculty, etc.

#### *Analytical part*

The university has demonstrated the presence and evidence of the use in the management processes of the EP of a system for collecting and analyzing statistics on the student population, available resources, personnel, consulting, research and international activities, with the help of which it manages both the EP itself and other areas of activity, using There are a variety of methods for this.

Information management processes and reporting are assessed by analyzing methods and forms of collecting and analyzing information, decisions of collegial bodies and management, examining university information resources, systems and software, and interviewing stakeholders.

The information collected and analyzed by the university within the framework of the EP takes into account:

- dynamics of the contingent of EP students - reflected in the reporting documents.
- analysis of the level of academic performance - student achievements.
- student satisfaction with the implementation of the EP and the quality of education at the

university, as well as the availability of educational resources and support systems for students - is determined using a student survey. Analysis and decisions based on the results of the survey are recorded in the minutes of collegial bodies, but despite this, the development plans do not approve specific indicators for achieving KPIs in all areas of activity in the implementation of accredited EP. In addition, a document regulating the conduct of surveys, including defining the levels and period for reviewing survey results and taking corrective actions, was not demonstrated.

The university has determined the frequency, forms and methods of assessing the management of educational programs, the activities of collegial bodies and structural divisions, and senior management. There are provisions on structural divisions and collegial bodies. In addition, the university ensures the protection of information, responsible persons are identified and they are given appropriate roles in information systems in accordance with job descriptions.

Collection and analysis of information is mainly carried out in the Platonus system both students and employees are involved in this process.

Students and employees document their consent to the processing of personal data.

*Strengths / best practice in the accredited EP 6B06102 "Computer technology and software", 6B06101 "Information systems", 7M06101 "Information systems":*

- absent.

*VEC recommendations for EP 6B06102 "Computer technology and software", 6B06101 "Information systems", 7M06101 "Information systems":*

1. During 2024, the university management is required to develop an internal document regulating the conduct of surveys, including defining the levels and period for reviewing survey results, and taking corrective actions.

2. Until December 2024, the management of the university should include in the Regulations on the audit of educational programs key indicators of the effectiveness and efficiency of the educational program, the level and period of their evaluation.

***Conclusions of VEC EP 6B06102 "Computer technology and software", 6B06101 "Information systems", 7M06101 "Information systems":***

*According to the "Information Management and Reporting" standard, 17 criteria are disclosed, of which 17 have satisfactory positions.*

### 6.3 Standard "Development and approval of an educational program"

- ✓ *The university must define and document procedures for developing EP and their approval at the institutional level.*
- ✓ *The management of the EP must ensure that the developed EP meets the established goals, including the intended learning outcomes.*
- ✓ *The management of the EP must ensure the availability of developed models of the EP graduate that describe learning outcomes and personal qualities.*
- ✓ *The management of the EP must demonstrate the conduct of external examinations of the EP.*
- ✓ *The qualifications obtained upon completion of the EP must be clearly defined, explained and correspond to a certain level of the NQF.*
- ✓ *The management of the educational program must determine the influence of disciplines and professional practices on the formation of learning outcomes.*
- ✓ *An important factor is the ability to prepare students for professional certification.*
- ✓ *The management of the EP must provide evidence of the participation of students, teaching staff and other stakeholders in the development of the EP and ensuring their quality.*
- ✓ *The labor intensity of the EP must be clearly defined in Kazakhstan loans and ECTS.*
- ✓ *The management of the EP must ensure the content of academic disciplines and learning outcomes for the level of study (bachelor's, master's, doctoral studies).*
- ✓ *The structure of the EP should provide for various types of activities corresponding to the learning outcomes.*
- ✓ *An important factor is the presence of joint EPs with foreign educational organizations.*

### *Evidence*

Esil educational programs University are posted on the official website of the university and in the Unified Higher Education Management System (UHMS), where the goals and objectives of the EP, priorities and features are indicated.

Esil The University independently develops EP taking into account the Dublin descriptors and the European Qualifications Framework, in accordance with the Classifier of areas of training for personnel with higher and postgraduate education, the requirements of State Educational Standards, regulations in the field of higher and postgraduate education, as well as the Academic Policy of the University, Regulations on the modular construction of educational programs" (PEsU 17-05) and is implemented through curricula and programs ( syllabuses ).

The approved educational program undergoes external examination and is entered into the Register of EP HPE of the Ministry of Education and Science of the Republic of Kazakhstan.

In order to guarantee the quality of educational programs and optimize their development processes at Esil University has developed the “ Regulations on the modular construction of educational programs ” ( PEsU 17-05), which includes procedures for administration, implementation, evaluation and monitoring of the quality of educational programs, which determines the order of interaction between structural units and their areas of responsibility. <https://esil.edu.kz/upload/iblock/caa/Po-modulnom-postroenii-OP.pdf>.

The Academic Council of the University approves the educational programs developed by the Academic Committee and the terms of study for them, according to the established procedure. The compliance of the developed educational programs with the standards laid down in the Regulations and on the modular construction of educational programs is controlled by the Department of Planning and Monitoring of the Educational Process. Electronic versions of educational programs by level of study are published on the university website <https://esil.edu.kz/ru/students/mop>.

The catalog of elective disciplines is developed for each educational program of the university, taking into account the level of study and is a systematic list of all disciplines of the elective component, containing code, name, prerequisites, postrequisites, volume of disciplines in credits (including ECTS), a brief description of the discipline indicating the purpose learning, content and expected results.

The teaching materials of the disciplines are formed in accordance with the requirements of the methodological instructions “Requirements for the design and structure of the teaching materials of the discipline (P EsU17-14)” <https://esil.edu.kz/upload/iblock/486/UMKD-03.02.23.pdf>. OOK and SA, commissions at the department, faculty, and university levels systematically check the quality of teaching and learning disciplines.

Questionnaires (course evaluation form) have been developed for students to provide feedback after studying the discipline, with the help of which the existing educational materials and teaching methods used are improved.

The quality assessment of the EP cluster is carried out on the basis of an analysis of curricula, CED, internal regulatory documents regulating the implementation of EP, individual curricula, and the results of a survey of students and employers. The procedure for evaluating the educational program is carried out at the end of the academic year. The results of the evaluation of educational programs are discussed at meetings of university councils, which make decisions on measures to ensure the quality of education.

The results of training in the EP cluster are reflected in the MEP and are determined taking into account the competencies that a graduate - future specialist must have to perform professional activities: general cultural competencies, general professional competencies, special competencies. The contribution of a particular discipline to the formation of the main learning outcomes is determined by leading specialists of the departments who have the appropriate experience and qualifications.

When implementing the EP cluster, all types of professional practices are provided (educational, industrial, pre-diploma internships (bachelor's), teaching and research practice (master's degree)) aimed at consolidating theoretical material and obtaining professional skills.

Every year, employers propose changes to the modular program of the educational program



6B06101- “Information Systems”. Thus, for the 2023-2024 academic year, the employer is the General Director of System Research Company Factor LLP Gabbasov M.B. It was recommended to introduce the following disciplines: “Computer systems architecture”, “Multimedia technologies”, “Automation of production processes”. Also, according to EP 6B06102- “Computer technology and software”, the introduction of the following disciplines was recommended: “fundamentals of information security”, “cybersecurity of mobile devices”.

Upon completion of their studies, students who have passed the final certification and confirmed that they have mastered the relevant professional curriculum of higher education are awarded a bachelor's or master's degree by the decision of the AC and are given a diploma of their own sample with an appendix. The academic degrees obtained correspond to the qualification level of the National Qualifications Framework of the Republic of Kazakhstan: Higher education, bachelor's, master's, doctoral studies.

The results of the survey of teaching staff showed that they were satisfied with:

- To what extent does the content of the educational program meet your scientific and professional interests and needs? – noted as satisfactory 100 % (42) ;
- How much attention does the management of the educational institution pay to the content of the educational program? – noted as satisfactory by 97.6 % (41 out of 42) ;
- compliance of students’ knowledge acquired at this university with the realities of the requirements of the modern labor market - 97.6 % (41 out of 42) ;
- the formation of educational programs for the organization of education in students with the ability and skills to analyze situations and make forecasts - 97.6 % (41 out of 42) ;

Students rated how much they agreed that the material being taught is relevant: 54.5 % (73) - completely agree, 27.6 % (37) - agree, 14.9 % (20) - partially agree, 1.5 % (2) – disagree, 1.5 % (2) – complete disagreement.

The results of the survey are indicated in Appendices 3, 4.

#### *Analytical part*

The university has demonstrated an approved documented procedure for developing EP and the developed EP corresponds to the established goals and planned results. The university demonstrated graduate models approved by the Academic Council on April 18, 2022, which include a listing of the main components of a graduate of a certain level - i.e. indicate what types of competencies the graduate model for an educational program should consist of . VEC experts note that university -wide models do not contain specific graduate competencies, and the presented models of graduates from accredited programs do not correspond in their structure to university-wide models.

Modular program structures are based on the European Credit Transfer and Accumulation System (ECTS ) and the compliance of the EP and its modules (in content and structure) with the set goals is ensured, with a focus on achieving the planned learning outcomes .

The management of the EP provided a catalog of elective disciplines and syllabuses of educational programs, which indicate the prerequisites of these disciplines. Discipline prerequisites Bachelor's degrees influence the content of disciplines and in different documents the prerequisites of one discipline are indicated differently. In addition, students noted that there is no equipment with the MacOS operating system and within the disciplines related to the development of mobile applications, only Android is studied , despite the fact that the summary mentions IOS for the EP “Computer Engineering and Software”. And within the framework of the EP “Information Systems” for comparison with Android It is recommended to study IOS to fully study the design and development of mobile applications.

The EEC Commission notes that the management of the EP has not provided evidence of the participation of stakeholders in the development of the OP. The approved documents were not agreed upon with employers, specialized associations, and some were not considered at the meeting of the academic committee (

[https://old.esil.edu.kz/upload/iblock/faf/m53dlg8tyxeg6z26wmbod7hufqflsku/pasport\\_2023\\_IS-2\\_.pdf](https://old.esil.edu.kz/upload/iblock/faf/m53dlg8tyxeg6z26wmbod7hufqflsku/pasport_2023_IS-2_.pdf), <https://>

[old.esil.edu.kz/upload/iblock/33d/5239j0h684cs4xighjjk1qvhvmowe2ba/rus\\_pasport\\_VTiPO.pdf](https://old.esil.edu.kz/upload/iblock/33d/5239j0h684cs4xighjjk1qvhvmowe2ba/rus_pasport_VTiPO.pdf), <https://old.esil.edu.kz/upload/iblock/91a/5aj33xkr75r2rm2aw5y9evpq3wn9ytsf/mop-Magistr-2-zhyldyk-rus.pdf>, etc.), in addition, representatives of master's programs students, employers and other interested parties are not involved in the work of the academic council.

For master's programs, external examinations of educational programs were not carried out and reviews were not provided in the context of EP.

An important factor is the ability to prepare students for professional certification. However, based on the interview results, VEC experts note that teachers do not have the opportunity to undergo professional certification within the university, for example, under the CISCO , Microsoft , Apple , 1 C programs and/or others

***Strengths / best practice in the accredited EP 6B06102 "Computer technology and software", 6B06101 "Information systems", 7M06101 "Information systems":***

- missing .

***VEC recommendations for EP 6B06102 "Computer technology and software", 6B06101 "Information systems", 7M06101 "Information systems":***

1. In 2024, the management of the university should include in the Regulations on the modular construction of educational programs the requirement that the model of an EP graduate corresponds to the general university model of the corresponding level of education. During 2025, the management of the EP should bring the models of graduates of accredited programs into line with university-wide models.

2. Until the beginning of 2025, the management of the EP must attract external domestic and/or foreign experts to conduct examinations of educational programs.

3. The management of the EP, starting from the 2024-2025 academic year, will involve representatives of master's students, employers in the context of educational programs and all interested parties in the development, modernization of the EP, and ensuring their quality.

4. By the end of 2024, within the framework of the EP disciplines, the management of the EP should develop a plan for the implementation of professional certification and annually promote the receipt of professional certificates by students within the disciplines, including on a free basis (for example, for Microsoft, Apple, Cisco and/or etc.)

***Conclusions of VEC EP 6B06102 "Computer technology and software", 6B06101 "Information systems", 7M06101 "Information systems":***

*of which 8 have satisfactory positions and 4 positions require improvement.*

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

- ✓ *The university must monitor and periodically evaluate the EP in order to ensure that the goal is achieved and meets the needs of students and society. The results of these processes are aimed at continuous improvement of the EP.*
- ✓ *Monitoring and periodic evaluation of the EP should consider:*
- ✓ *The content of the programs in the light of the latest scientific achievements in a particular discipline to ensure the relevance of the taught discipline;*
- ✓ *Changes in the needs of society and the professional environment;*
- ✓ *Workload, performance and graduation of students;*
- ✓ *The effectiveness of student assessment procedures;*
- ✓ *Expectations, needs and satisfaction of students;*
- ✓ *The educational environment and support services and their compliance with the goals of the EP.*
- ✓ *The university and the management of the EP must provide evidence of the participation of students, employers and other stakeholders in the revision of the EP.*
- ✓ *All interested parties must be informed of any planned or undertaken actions regarding the OP. All changes made to the EP must be published.*
- ✓ *The management of the EP must ensure a revision of the content and structure of the EP, taking into account changes in the labor market, the requirements of employers and the social demand of society.*

### *Evidence*

The university defines and consistently applies procedures for monitoring, periodically evaluating and reviewing educational programs to ensure that they achieve their goals and meet the needs of students and society.

Monitoring and evaluation of the EP cluster is carried out in accordance with the “Regulations on the audit of educational programs dated 08/31/2020”, approved by the Academic Council (Minutes No. 1 of 08/31/2020).

To carry out monitoring and periodic evaluation of the EP, the university and the management of the EP determine their own requirements for the format of monitoring based on the Regulations on conducting an audit dated 08/31/2020, where a working group was created by order of the rector dated June 27, 2020 No. 01-31-45, and the academic councils of the EP are also involved.

According to the Regulations on the Quality Assurance Commission (P EsU14-23), the university has formed a commission to control the quality of education (organization of the educational process and conduct of training sessions). The results of inspections are heard at department meetings.

The educational programs of the cluster contribute to the implementation of core activities, contribute to the development of professional competencies and personal qualities, these include: educational practice, educational and industrial practice, industrial practice and diploma practice. Practical internships according to the profile of the EP cluster are implemented by students independently with the presentation and subsequent defense of a report on the internship. The departments monitor students' internships.

Industrial practice is part of the educational process and has the goal of developing practical skills to work in production conditions and consolidating the theoretical knowledge acquired by students at the university. In accordance with the requirements for the content of the educational trajectory, the formation of educational programs, their structure and assessment of the level of preparedness of students, internship agreements were concluded.

The guarantee of achieving the goals and objectives of professional practice is the employment of students. The success of employment of university graduates is one of the indicators of the functioning of the higher education system, the labor market and the economy as a whole. The university pays great attention to this indicator. The activities of our university and graduating departments are aimed at resolving this issue and a number of relevant activities are carried out annually, such as: concluding agreements on mutual cooperation; holding a Career Day; posting vacant positions on the website; outreach meetings; guest lectures with representatives of public and private institutions. In particular, on February 23, 2023, a guest lecture “Children (youth) in science: success stories” was held by PhD, President of the International Center of Scientific Collaborations Kusainova Lazzat Abaevna [https://esil.edu.kz/ru/news/details.php?ID=10653&spphrase\\_id=35394](https://esil.edu.kz/ru/news/details.php?ID=10653&spphrase_id=35394)

According to the decision made at the meeting of ASOP Information Systems, new disciplines were introduced into the MEP “Information Systems” (bachelor’s degree) for the 2023-2024 academic year, namely:

1. “Architecture of computer systems”, “Multimedia technologies”, “Automation of production processes”, “Programming in Assembly language”, “Organization of computer systems and networks”
2. The “Start Up Development” discipline has been added to the “Entrepreneurship” module as a continuation of the “Fundamentals of Entrepreneurship” discipline.
3. In accordance with the recommendations of the NPP “Atameken”, a new discipline “Robotics” has been added.

New disciplines have been added to the MEP “Computer Science and Software” (undergraduate) for the 2023-2024 academic year:

1. Machine-oriented programming (Assembler language)
2. Design and development of cross-platform applications
3. Introduction to Image Processing and Pattern Recognition

The initiator of the introduction of new disciplines was the General Director of System Research

Company “Factor” LLP Gabbasov M.B.

Monitoring the academic achievements of students provides teachers and administration with high-quality and timely information necessary for making management decisions. Monitoring of the quality of the educational process and the progress of program students in the disciplines of the EP cluster is carried out at the university annually according to the following indicators:

- 1) average student performance score (in%);
- 2) academic debt of students (the number of students who did not appear for the exam, as well as who received at least one grade “F”);
- 3) overall percentage of academic performance.

Control of students’ knowledge is organized in accordance with the “Regulations on the organization of control of students’ knowledge” (Minutes of the Academic Council No. 2 of September 25, 2013).

The mechanism for assessing knowledge, skills and professional competence is carried out on the basis of an assessment fund (FOS), which takes into account: attendance at classes, oral and written answers, completion of homework and, based on the results, a grade is given in the electronic journal AIS “Platonus”.

In order to ensure the objectivity of the assessment of knowledge and the degree of professional competence in assessing the educational achievements of students in each academic discipline and professional practices, the use of a point-rating system accepted in international practice is carried out in the form of ongoing monitoring of progress in the process of studying disciplines and final control - during examination sessions . The use of AIS “Platonus” in the educational process allows you to study and analyze the educational achievements of students. Each student has free access to the AIS “PLATONUS” to his virtual account, in which he can view the academic calendar, individual curriculum, electronic journal, transcript, GPA scores, UMKD and correspond with teachers on questions that arise.

Monitoring the effectiveness of the quality assurance system is carried out through internal audits, examination of methodological support, performance assessment and consideration of issues by collegial bodies.

The internal audit plan includes issues related to the planning, organization and monitoring of the EP Development Plan.

Based on the results of the audit, an analysis is carried out, corrective measures are developed to eliminate inconsistencies, deadlines are determined, those responsible for their elimination and forms of control are reflected in the minutes of the department.

Within the framework of these mechanisms, the effectiveness and efficiency of implementation and deviations from specified goals are determined. If necessary, decisions are made or plans are developed to improve the quality of teaching and improve educational activities.

#### *Analytical part*

The university has a documented procedure for monitoring and periodically evaluating EP to achieve the goal of the EP. Monitoring and evaluation of the EP cluster is carried out in accordance with the “Regulations on the audit of educational programs.

Monitoring and periodic evaluation of the EP considers the content of programs in the context of the latest advances in science and technology in a specific discipline , the workload, performance and graduation of students , the needs and degree of satisfaction of students, the compliance of the educational environment and the activities of support services with the goals of the EP .

The workload, academic performance and graduation of students comply with regulatory requirements and State Educational Standards.

Despite the fact that the website contains information about the faculty, departments, educational departments, it is difficult to find comprehensive and systemic information (teaching staff, laboratories, scientific works, cooperation, practice bases, etc.) in the context of EP.

***Strengths / best practice in the accredited EP 6B06102 "Computer technology and software", 6B06101 "Information systems", 7M06101 "Information systems":***

- missing .

***recommendations for EP 6B06102 "Computer technology and software", 6B06101 "Information systems", 7M06101 "Information systems":***

- From September 1, 2024, the management of the EP should publish and keep up to date information about changes in each EP on the university website in the section dedicated to the EP.

***Conclusions of VEC EP 6B06102 "Computer technology and software", 6B06101 "Information systems", 7M06101 "Information systems":***

According to the standard "Continuous monitoring and periodic evaluation of educational programs," 10 criteria are disclosed, of which: 9 - have a satisfactory position , 1 - suggests improvement.

#### 6.5. Standard for Student-Centered Learning, Teaching and Assessment .

- ✓ *The management of the educational program must ensure respect and attention to different groups of students and their needs, providing them with flexible learning paths.*
- ✓ *The management of the educational program must ensure the use of various forms and methods of teaching and learning.*
- ✓ *An important factor is the presence of own research in the field of teaching methods of EP academic disciplines.*
- ✓ *The management of the educational program must demonstrate the presence of a feedback system on the use of various teaching methods and evaluation of learning outcomes.*
- ✓ *EP management must demonstrate support for student autonomy while providing guidance and assistance from the teacher.*
- ✓ *The management of the educational program must demonstrate the existence of a procedure for responding to student complaints.*
- ✓ *The university must ensure consistency, transparency and objectivity of the mechanism for assessing learning outcomes for each EP, including appeal.*
- ✓ *The university must ensure that the procedures for assessing the learning outcomes of EP students comply with the planned learning outcomes and program goals. The evaluation criteria and methods within the EP must be published in advance.*
- ✓ *The university must define mechanisms to ensure that each EP graduate masters the learning outcomes and ensure the completeness of their formation.*
- ✓ *Evaluators must be proficient in modern methods of assessing learning outcomes and regularly improve their skills in this area.*

#### *Evidence*

At Esil University A system of student-centered learning is being implemented, which is based on the fact that the student is an active subject of the educational process. The active activities of students include determining the content of educational programs, independent choice of disciplines and teachers, assessment of the level of effectiveness of training and teaching methods, assessment of the professional qualities of teaching staff, assessment of the level of material and technical support of the educational process and the sanitary condition of the premises. Respect for the individual and consideration of the needs of students within student-centered learning is ensured by individual plans, portfolio systems, as well as forms of learning that produce their own activity.

Various innovative methods of teaching students, undergraduates in particular, are used, these are problem-based and game technologies, technologies of collective and group activities, simulation methods of active learning, methods of analyzing specific situations, the project method, collaborative learning, creative learning, innovative educational project activities, lecture- press conference, lecture-conversation, lecture-visualization, lecture-debate, etc.

In the context of digitalization, the following types of software have been introduced into educational programs: Eclipse IDE for Java Developers - 2022-12, Visual Studio Code. Eclipse IDE for

Java Developers - 2022-12 is an integrated development environment for multi-platform open source applications. Using this application, you can compile and debug programs in various languages, but it is most popular among Java programmers. Visual Studio 2022 is an integrated development environment that you can use to edit, debug, build code, and publish your application.

During the implementation of the educational program, monitoring of students' independent work is carried out.

Tasks for independent work of students, a mechanism for assessing the results of SRO are defined in the work curriculum and syllabuses of academic disciplines. The complexity of the SRO task depends on the volume and complexity of the topic. The compliance of SRO assignments with the specifics of the discipline being taught is analyzed and ensured by the department. The forms of SRO are determined by the content of the academic discipline and the degree of their preparedness.

Forms of SRO are closely related to theoretical courses and are of an educational, educational and research nature. The form of independent work is determined by teachers when developing teaching materials. Monitoring of students' independent work is expressed in the organization and adjustment of their educational activities, which provides for: correlation of the content of control with learning goals, objectivity of control, validity of control (compliance of the tasks presented with what is supposed to be checked), differentiation of control and measuring materials.

Internet conferences, exchange of information files, practical classes, colloquiums, tests, testing, presentations, etc. are used as forms and methods for monitoring students' independent work. The results of students' independent work are displayed by teachers in an electronic journal in the AIS "Platonus".

The criteria for assessing the results of students' independent work are: the level of mastery of educational material, the ability to use theoretical knowledge when performing practical tasks, the ability to actively use electronic educational resources, find the required information, study it and apply it in practice, validity and clarity of presentation of the answer, etc.

Quality control of teaching at the university is carried out both through mutual visits to training sessions, open classes of teachers, and by analyzing the results of attendance and academic performance of students, midterm and final control, the results of state final certification in the studied disciplines at the level of the department, dean's office and university. The university has developed a practice of conducting sociological surveys of students regarding their satisfaction with the quality of education in general.

The results of the survey allow us to state that the dominant part of respondents are satisfied with the content of the educational process, the correct behavior of teachers in the classroom and the evaluation system by an average of 88%, of which 89.6% are with lecture classes, 90.2% with seminar classes, 84% with laboratory classes, 2%. When asked whether the classes were "interesting, educational and interactive," the average score was 83.3%.

A minority of students expressed their negative attitude towards this block of questions; their number varies from 5% to 6.6%.

Teachers of the EP cluster provide consulting support in studying the discipline, selecting literary and other sources, choosing a topic for scientific research, thesis, etc.

With credit learning technology, student independent work (SRO) accounts for two-thirds of the total labor intensity of the course being studied. At the EP of the cluster, SRO is carried out in the form of: ongoing consultations, acceptance and analysis of practical assignments, defense of laboratory work, presentations, abstracts, reports, etc.

The complexity of students' independent work is determined in the RUP depending on the credit allocated for studying the discipline. For example, 5 credits are allocated for the discipline "DBMS Design" - 150 hours, of which 30 are allocated for SRO.

In order to implement the principle of student-centered learning, academic groups are formed according to levels and language of instruction.

The management of the EP ensures the presence and effectiveness of a collegial appeal mechanism, transparency of criteria and assessment tools. In case of controversial issues regarding the results of final assessments, an appeal commission is created, which is approved at a meeting of the department. The student has the right to apply no later than the next day after the exam. The results of

the appeal are documented in a protocol and entered the appeal list.

During the interview, students from the Russian and Kazakh departments confirmed that they were informed of the opportunity to file a complaint or appeal to the department or faculty in case of disagreement with grades or other issues.

The University has internal documents regulating the system of control and assessment of knowledge, corresponding to the Model Rules for ongoing monitoring of progress, intermediate and final certification of students.

If they do not achieve the planned learning outcomes and program goals, the student remains for the summer semester.

Feedback from students on the quality of the education received and the effectiveness of teaching methods, including innovation in teaching methods, is carried out by studying the opinions of consumers of educational services - students. The study of students' opinions is carried out through a sociological survey, using the "Teacher through the eyes of students" questionnaire method.

### ***Analytical part***

The university carries out systematic work to monitor the academic performance of students. A mechanism for assessing the knowledge, skills and qualities acquired by students during the training process.

The management of the EP ensures respect and attention to different groups of students, and various learning trajectories are organized. However, the EEC notes that the names of some elective disciplines are different, but the content is the same and the name of the trajectory is formal. For example, "1C Programming" and "1C Enterprise", etc., and the disciplines within the trajectory are not clearly indicated.

In general, the unit ensures compliance of the procedures for assessing learning outcomes with the planned results and goals of the EP and the transparency and objectivity of the mechanism for assessing the learning outcomes of the EP. The criteria and methods for assessing learning outcomes are published in the university's educational portal.

EEC experts note that various teaching methods are used within the EP, but their own research in the field of teaching methods of disciplines in the context of EP has not been demonstrated, in addition, the completion of advanced training courses by evaluators within the framework of modern methods of assessing learning outcomes has not been confirmed.

Methods and forms of conducting current and milestone control, intermediate certification, a system for analyzing and monitoring the results of examination sessions are determined and carried out in accordance with the requirements of the credit education system.

The student has the right to appeal. For this purpose, during the examination session, an appeal commission is created from among experienced teachers whose qualifications correspond to the profile of the disciplines submitted for the examination session.

***Strengths / best practice in the accredited EP 6B06102 "Computer technology and software", 6B06101 "Information systems", 7M06101 "Information systems":***

- Absent .

***VEC recommendations for EP 6B06102 "Computer technology and software", 6B06101 "Information systems", 7M06101 "Information systems":***

- In 2024, the management of the EP plans to train and improve the qualifications of teaching staff of the EP in modern methods of assessing learning outcomes.

***Conclusions of VEC EP 6B06102 "Computer technology and software", 6B06101 "Information systems", 7M06101 "Information systems":***

According to the standard “ Student -centered learning, teaching and performance assessment ,” 10 criteria are disclosed, of which 9 criteria have a satisfactory position and 1 position suggests improvement.

### 6.6. Standard "Students"

- ✓ The university must demonstrate a policy for forming a student population in the context of EP from admission to graduation and ensure the transparency of its procedures. Procedures governing the life cycle of students (from admission to completion) must be defined, approved, and published.
- ✓ The management of the EP must demonstrate the implementation of special adaptation and support programs for newly admitted and foreign students.
- ✓ The university must demonstrate compliance of its actions with the Lisbon Recognition Convention.
- ✓ The university must cooperate with other educational organizations and national centers of the “European Network of National Information Centers for Academic Recognition and Mobility/National Academic Recognition Information Centers” ENIC/NARIC in order to ensure comparable recognition of qualifications.
- ✓ The leadership of the EP must demonstrate 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 informal learning.
- ✓ The university must provide opportunities for external and internal mobility of EP students, as well as assist them in obtaining external grants for training.
- ✓ The management of the educational program must make maximum efforts to provide students with places of practice, promote the employment of graduates, and maintain contact with them.
- ✓ The university must provide EP graduates with documents confirming the qualifications obtained, including the learning outcomes achieved, as well as the context, content and status of the education received and evidence of its completion.
- ✓ An important factor is monitoring the employment and professional activities of EP graduates.
- ✓ The management of the EP should actively encourage students to self-education and development outside the main program (extracurricular activities).
- ✓ An important factor is the presence of an active alumni association/union.
- ✓ An important factor is the presence of a mechanism to support gifted students.

#### *Evidence*

« Esil University » is guided by a policy of transparency of procedures from admission to graduation of EP students.

The procedure for forming a contingent of students is carried out in accordance with the Standard Rules for admission to study in educational organizations implementing educational programs of higher education, approved by the Decree of the Government of the Republic of Kazakhstan.

Enrollment criteria and requirements are published on the official website of the university <https://esil.edu.kz/upload/iblock/ba5/Pr-priema-VO-bakalavr.pdf> in the university’s promotional brochures; career guidance presentations; are explained during personal consultations, by telephone, by mail, on social networks, conducted on the ZOOM platform and during meetings.

with the conditions of study, the opportunities that the programs provide, as well as prospects for employment on the university website, in the educational programs section <https://esil.edu.kz/ru/students/mop/>.

In order to ensure the high-quality formation of the student population and increase the efficiency of career guidance work, the “Career Guidance Management” was created on the initiative of the rector’s office. The department provides organizational, methodological, advertising and information support for the formation of the student population and the preparation of applicants for admission to the university.

There is an automated program “Electronic Admissions Committee”, the use of which makes the process of accepting applicant documents as convenient, transparent and reliable as possible.

The presentation of statistical indicators of the formation of the student population is recorded in the “Electronic Admissions Committee” database, where at the stage of receiving documents in the admissions committee, the applicant enters his data into an information card, which is then printed and filed in the personal file of each enrolled student. All data on enrolled students is transferred to the Student Movement Registration Department (SRDO) and dean’s offices for further work with the student population.



Issues of forming a contingent and the results of admission are considered at meetings of departments, the administration and the Academic Council.

Data on admission of students to the EP cluster:

Form of study	2021-2022 academic year			2022-2023 academic year			2023-2024 academic year		
	Total	Grant	Agreement	Total	Grant	Agreement	Total	Grant	Agreement
OP 6B06101-Information systems									
Total	99	0	96	97	1	96	94	14	80
OP 6B06101-Computer technology and software									
Total	-	-	-	50	0	50	47	3	44
OP 7M06101-Information systems									
Total	7	0	7	17	4	0	44	8	36

The university creates favorable conditions for first-year students to master internal regulations. Each student is provided with a reference guide to organizing the educational process at the university. In order to increase the accessibility of the reference book, it is posted on the university website and issued to students at the beginning of the academic year [https://esil.edu.kz/upload/iblock/44d/2022\\_2023.pdf](https://esil.edu.kz/upload/iblock/44d/2022_2023.pdf)

For newly admitted students, an orientation week is held, during which introductory lectures are held, where issues of training in credit technology of education, calculating GPA points, transfer from course to course, summer session, etc. are discussed. Transfer and reinstatement of previously expelled students is carried out in accordance with the "Rules" transfer and reinstatement of students by type of educational organization", approved by order of the Ministry of Education and Science of the Republic of Kazakhstan.

Work on adaptation of students begins with the information and organizational stage. Group curators conduct excursions and survey students, the results of which determine the level of adaptation and satisfaction of students. The university creates favorable conditions for conducting classes, independent work, physical education and sports, leisure, artistic and scientific activities, which contributes to the successful adaptation of students.

Based on the "Regulations on Financial Support", to provide social support to students from large and low-income families, a system of tuition discounts has been introduced, taking into account the high performance in educational, sports, research and social activities of the university from 10% to 30%.

The university constantly works with foreign students: registration of passports, organization of Kazakh and Russian language courses, accommodation in a hostel. Instructions are provided on the stay of foreign citizens in the Republic of Kazakhstan, and on the internal regulations of the university and the rules of residence in the dormitory.

Department of International cooperation organizes academic mobility in universities of Kazakhstan, near and far abroad in accordance with the Regulations on academic mobility of students and university teaching staff. <https://esil.edu.kz/upload/iblock/706/P-ob-akadem.-mobil.pdf>.

The registration office service systematically works to track the movement of the undergraduate contingent, in terms of areas of study, courses and specialties of study, forms of payment. Tracking the movement of the student population is carried out electronically by maintaining the AIS "Platonus", transmitting and monitoring data in the Unified Higher Education Management System. When annually filling out the statistical form of the national statistical observation "Report of a higher educational institution" (index 3-NK), the following is carried out: the movement of the contingent of bachelors and master's students, the number (admission, graduation, expected graduation) of students studying in specialties by gender, age, nationality, by country of arrival, language of instruction, etc.

The AIS system "Platonus" allows you to ensure transparency of the electronic database for students for the entire period of study at the university.

The complex of control and assessment of students' knowledge involves conducting current, midterm, final control and final state certification. The assessment for all forms of control is given for each discipline as a percentage on a scale of a multi-point letter system for assessing knowledge. Knowledge assessment is carried out in accordance with the Rules for ongoing monitoring of progress and intermediate certification of students <https://esil.edu.kz/upload/iblock/0a9/Pravila-provedeniya-tekushchego-kontrolya-uspevaemosti-i-promezhutochnoy-attestatsii-obuchayushchikhsya.pdf>

To monitor the educational achievements of students and the quality of education after the intermediate certification, a report is drawn up and an analysis of the results of the session is carried out, which are discussed at meetings of the academic committees of the departments, the Faculty Councils, and the rector's office.

To eliminate the academic debt of unsuccessful students, an additional semester is organized during the summer holidays. During the summer semester, students have the opportunity not only to eliminate academic debt, but also to take disciplines ahead of the curve, to increase their transfer grade (GPA) or simply take additional courses.

The syllabuses of academic disciplines spell out the learning outcomes - knowledge, understanding and ability to perform activities that are expected of the student after successful completion of the learning process. The syllabuses also outline the methods (written, oral and practical, tests/exams/projects, etc.) used to determine whether students have achieved the expected learning outcomes.

The final certification of students at the university is carried out according to the forms established by the State Educational Standards, the duration and timing of which are provided for by the academic calendar and working curricula. The procedure is regulated by the Regulations on the final certification of students. <https://esil.edu.kz/upload/iblock/def/P-po-IA-Bakalavr.pdf>.

Subject to successful completion of all established types of final certification tests included in the final certification, the graduate is awarded the appropriate qualification (degree) and is issued a personal diploma of higher professional education. Upon completion of the final certification work, a report is drawn up.

From 09.25.23 to 10.23.23 for students of the EP "6B06101 Information Systems", "6B06102 Computer Science and Software" Karateev Artem Yuryevich, Master of Engineering and Technology, Candidate of History, gave online lectures, Institute of Scientific Information for Social Sciences of the Russian Federation Academy of Sciences.

In the 2022-2023 academic year, the head of the department of IS and T Bersugir M.Θ. An agreement was concluded with System Research Company "Factor" LLP for internships for students of the 2nd, 3rd, and 4th courses of EP 6B06101-Information Systems and 6B06102-Computer Engineering and Software.

Issues of employment of graduates in the context of educational programs are considered annually at meetings of the rector's office. The Quality Assurance and Strategic Analysis Department conducts a survey of employer companies where university graduates have had internships or been employed this year. The survey results are posted on the university website. <https://esil.edu.kz/ru/students/otchet-sotsiologicheskogo-issledovaniya.php>.

Every year, within the university's walls, a "Career Day" is held for graduating students with the participation of companies from various sectors of the economy, including national, state, city institutions, and banks. Companies provide vacancies for employment, internship, and internship. At this event, students have the opportunity to familiarize themselves with the requirements of companies that apply to young professionals and ask questions of interest to company representatives, establish themselves well and attract the attention of company managers.

Students' research work is carried out in accordance with the annually approved Plan.

In the period from 2019 to 2023, the publication activity of students was manifested in various conferences and periodicals, for example, in the scientific journal "Student Forum", a collection of proceedings of the XXIV Student International Scientific and Practical Conference "Technical and Mathematical Sciences. Student Scientific Forum", Materials of the international scientific and practical

Internet conference “Trends and prospects for the development of science and education in the context of globalization”, etc.

In addition, students of educational programs participated in various competitions, such as the Republican Championship in Robotics “IITU Robocon 2019” among higher educational institutions of Kazakhstan, the International Competition of STA projects with the topic “Development of a digital lighting module on the Arduino-Uno platform” in the scientific direction “Physical and mathematical sciences, International competition of scientific works “Students Cup 2022/2023”, etc.

As part of the educational program “Information Systems”, students participated in subject Olympiads at the republican level

### *Analytical part*

In Esil University has a policy for forming a student population and ensures transparency of procedures using information systems. The university procedures regulate the entire spectrum of the student life cycle and are posted on the university website, including adaptation and support programs for newly admitted students.

The university has a mechanism for supporting gifted students, in particular, it provides support programs for winners of Olympiads, research projects and provides certain discounts for students in accordance with the regulations on financial support, as well as support for the best ideas based on competitions.

Students of educational programs have the opportunity to participate in various events, conferences, guest lectures, clubs, sports sections and the university encourages students to self-education, and students are also provided with internships in accordance with concluded agreements with enterprises. In order to promote the employment of graduates, the university organizes job fairs and meetings with potential employers.

The Graduate Employment Manager of the Career Center constantly monitors the employment of recent graduates by telephone, and updates the employment databases “Platonus”, “Graduate” and “Enbek”. There are alumni associations based on the university .

Despite the fact that the university cooperates with various universities, information about accredited EP students participating in the academic mobility program was not demonstrated.

### ***Strengths / best practice in the accredited EP 6B06102 "Computer technology and software", 6B06101 "Information systems", 7M06101 "Information systems":***

- Availability mechanism for supporting gifted students.

### ***VEC recommendations for EP 6B06102 "Computer technology and software", 6B06101 "Information systems", 7M06101 "Information systems":***

1. By the end of 2024, the management of the EP should include indicative indicators in the development plans of educational programs, in the work plans of departments and the implementation of the point “outgoing academic mobility of students (external, internal)”, “attracting students in the academic program mobility and (external, internal)” and implement these plans from the 2024-2025 academic year .

### ***Conclusions of VEC EP 6B06102 "Computer technology and software", 6B06101 "Information systems", 7M06101 "Information systems":***

*According to the “Students” standard, 12 criteria are disclosed, of which:*

*1 position is a strength, 10 criteria have a satisfactory position and 1 position suggests improvement .*

### 6.7. Standard “Faculty and teaching staff”

- ✓ *The university must have an objective and transparent personnel policy, including in the context of EP, including recruitment, professional growth and development of personnel, ensuring the professional competence of all staff.*
- ✓ *The university must demonstrate compliance of the staff potential of the teaching staff with the university development strategy and the specifics of the educational program.*
- ✓ *The management of the EP must demonstrate awareness of responsibility for its employees and providing them with favorable working conditions.*
- ✓ *The management of the educational program must demonstrate a change in the role of the teacher in connection with the transition to student-centered learning.*
- ✓ *The university must determine the contribution of the EP teaching staff to the implementation of the university development strategy and other strategic documents.*
- ✓ *The university must provide opportunities for career growth and professional development of EP teaching staff.*
- ✓ *The management of the educational program should involve practitioners from relevant industries in teaching.*
- ✓ *The management of the EP must ensure targeted actions for the development of young teachers.*
- ✓ *The university must demonstrate motivation for the professional and personal development of EP teachers, including encouraging both the integration of scientific activities and education, and the use of innovative teaching methods.*
- ✓ *An important factor is the active use of information and communication technologies by teaching staff of EP in the educational process (For example, on-line learning, e-portfolio, MOOC, etc.).*
- ✓ *An important factor is the development of academic mobility within the EP, attracting the best foreign and domestic teachers.*
- ✓ *An important factor is the involvement of EP teaching staff in the life of society (the role of teaching staff in the education system, in the development of science, the region, the creation of a cultural environment, participation in exhibitions, creative competitions, charity programs, etc.).*

#### *Evidence*

The university's personnel policy is carried out in accordance with the main priorities of the university's development strategy and corresponds to modern trends in the field of working with human resources.

At the Establishment " Esil" University » has a personnel policy that reflects: hiring, transfer to another job (position), termination and termination of employment relationships, incentives, rewards, training of employees and it is available to teaching staff and staff.

On the university website you can familiarize yourself with the Internal Labor Regulations and Corporate Ethics dated December 23, 2022 ( <https://old.esil.edu.kz/upload/iblock/bcd/Pr-vnutr-trud-raspor-i-KE.pdf> ) , Regulations on stimulating the publication activity of teaching staff dated 04/18/2022, Code of Honor for students and teachers dated 06/30/2022 for teachers ( <https://old.esil.edu.kz/upload/iblock/ef6/Kodeks-chesti-obuch-i-PPS.pdf> )

Currently, EP 6B06101 - “Information Systems” and 6B06103 - “Computer Engineering and Software” employ 51 teachers, including teaching staff, teaching general education disciplines, of which 18 teachers (35%) have academic degrees.

Teaching basic and core disciplines is carried out by 23 teachers, including 1 doctor of science, 7 candidates of science and 15 masters. Thus, 35% of teachers providing educational process within the EP have academic degrees, 65% have academic master’s degrees. Educational programs are provided by highly qualified teaching staff with a basic education that corresponds to the profile of the programs, which allows for interchangeability and electivity in all disciplines. Of the 51 full-time teaching staff, 27 people conduct classes in the state language, which is 53%.

7M06101 “Information systems” 2023-2024 academic year. 9 teachers work for a year, including 3 Doctors of Philosophy ( PhD ), 1 Doctor of Science and 5 Candidates of Science , Graduation according to EP is 100% .

Personnel potential for the last 2023-2024 academic year for EP 7M06101 “Information systems”, 6B06101 “Information systems” and 6B0 6103 - “Computer technology and software” is presented in Table 7.1.

Personnel potential for EP 7M06101 “Information systems”, 6B06101 “Information systems” and 6B0 6103 - “Computer technology and software” .

No.	Academic year	teaching staff		Including				Sedateness , %
		Total	Regular	Doc . Sciences	Cand. Sciences	PhD	master	
1	2023-2024 (Bachelor)	51	43	2	15	1	33	35
2	2023-2024 (master's degree)	9	9	1	9	3	-	100

The university provides monitoring of teaching staff activities and a comprehensive assessment of the quality of teaching. The university has defined criteria for assessing teaching staff. Assessing the competence of teaching staff and monitoring the quality of teaching is carried out through the organization of annual intra- university certification, the organization of mutual visits and systematic questioning of students, which allows for constant and continuous monitoring and assessment of teaching effectiveness.

In order to develop an anti-corruption worldview among students at the university and create zero tolerance for such facts, the Quality Assessment Center conducted an electronic anonymous survey among students to improve the organization of exams and identify corrupt areas of the university’s activities (survey period: 12/10/2022 – 12/20/2022 g.) (<https://esil.edu.kz/ru/students/otchet-sotsiologicheskogo-issledovaniya.php>) .

The implementation of the results of scientific projects and current scientific research into practice and the educational process is the most important task and one of the main criteria for the effectiveness of scientific research of the teaching staff of the EP cluster. In general, every year the teaching staff of the cluster’s educational programs introduces the results of their scientific research into practice and the educational process as a contribution to the implementation of the University Development Strategy and other strategic documents. Thus, among the latest research developments of the teaching staff of the EP cluster, the following should be noted: textbooks and teaching aids: PhD doctor, associate professor Turusbekova U.K. “Fundamentals of Numerical Methods” (2020), “Workshop on Numerical Methods and Mathcad Application” (2019); Ph.D., Associate Professor Zhanbusinova B.Kh. “Theory of functions of complex variables” (2020).

The university provides opportunities for career growth and professional development of teaching staff of the EP cluster. An important component of the personnel policy of the EP cluster is the system of advanced training, which is planned in nature and contributes to solving the strategic tasks of the university’s development. Every year, at the departments where the cluster educational programs are located, a plan for advanced training of teaching staff is developed.

A positive practice is the expansion of forms of advanced training for teaching staff (PC courses, internships, seminars, business trips to near and far abroad). Thus, during 2019-2022, teaching staff of the Department of Information Systems and Technologies completed various advanced training and retraining courses in the profile of the disciplines taught. Over the reporting 3 years, all teachers increased their level of qualifications at the Federal State Budgetary Educational Institution of Higher Education “Omsk State University named after. F.M. Dostoevsky” (Russia).

Teachers of the EP cluster systematically improve their qualifications, in particular, during the reporting period, teaching staff of the EP “Information Systems” completed advanced training courses: “Software Security and CUDA Technologies” (2019) (FIT Novosibirsk State University); “Basic aspects of administering database management systems and information security” (2019) (Technical Training Center “Techtraining”); “Object-oriented, parallel and Web programming in algorithmic languages” (2020), “Innovative teaching technologies and the use of application software in various industries”

(2020), “Modern aspects of information security and data protection” (2020 g.), “Algorithmization, object-oriented and Web programming in modern programming languages (2020) (Center for Educational Technologies “Expert Seven Start”, 2020); “Data mining” (2020), “Algorithmization and procedure-oriented programming languages (2019), “Information technologies in the assessment and processing of big data” (2019) (RA-Project LLP), Techniques for effective work with artificial intelligence (2023) (Financial University under the Government of the Russian Federation), Data mining in the educational process (2019) (Siberian Institute of Business and Information Technologies), Ensuring information security using cryptographic information protection tools (2023) (Scientific and Methodological Center "ZIAT") and received certificates ( <https://esil.edu.kz/ru/faculties/kafedra/index.php?SID=110&ID=564> ).

Mechanisms for stimulating the professional and personal development of teachers and staff are the teaching staff rating system, which allows them to receive additional financial support at the end of the calendar year. Since 2018, the university has introduced bonuses for teaching staff for publication activity. (Regulations on stimulating the publication activity of teaching staff dated April 18, 2022 ).

A round table-seminar was held at Esil University: “Problems and challenges of modern business education through the eyes of international experts,” in which the speakers were professors from the Cambridge University Business School - Shahzad Ansari and Hamza Mudassir. The international event was attended by over 100 people, including invited guests of the University of Cambridge, members of the board of trustees and the board of directors of Esil University, representatives of universities in Astana, faculty and management of Esil University.

Shahzad Ansari, PhD (University of Cambridge), Professor of Strategy & Innovation, Professorial Fellow of St Edmund's College, gave a lecture on the topic: “Pedagogy and research in business school academia, Q&A. How to succeed as faculty and students.”

Hamza Mudassir, Lecturer in Strategy at Judge Business School (University of Cambridge) and CEO of Education Technology Company “Strategize.Inc” presented a presentation on the topic: “The shift from products to platforms to ecosystems.”

#### *Analytical part*

The EEC Commission notes that the university has a personnel policy. Transparency of all personnel procedures is due to the acceptance of documents for positions through competitions for vacant positions . It is also important that there is career growth of specialists, university teachers to heads of university structural divisions.

In addition, specialists from relevant industries who have professional competencies that meet the requirements of accredited educational programs are involved in teaching.

The teaching staff of accredited educational programs use various licensed software, open massive open online courses in the educational process.

In order to develop the economy, education and science of the region, the teaching staff, together with students, develop software as part of theses and master's theses.

Despite the fact that the university cooperates with various universities and organizations, EEC *experts note* that teachers implementing accredited EPs do not fully realize the opportunity to exchange experience within the framework of the academic mobility program *in foreign, Kazakh universities and research institutes* .

The university has implemented a KPI system, with gradation “platinum”, “gold”, “silver”. However, based on the results of the interview with the teaching staff, it was established that there was a lack of understanding of this system; the teaching staff was not involved in its development.

The teaching staff serving accredited educational programs does not meet the qualification requirements mainly in the following disciplines: Information and communication technologies, Cryptographic methods of information security, Electronic business, Robotics, Design of corporate applications is taught by a teacher with a basic education as a mathematics teacher and a Doctor in the profile 6D052000 - Business Administration; Multimedia technologies are taught by a teacher with a basic education in physics and Ph.D. specialty 13.00.01 – General pedagogy, history of pedagogy and ethnopedagogy; Object-oriented programming is taught by a teacher with basic education 01/02/04 -

MSS, mechanics and other disciplines.

The EEC, having examined the serving teaching staff of core and non-core disciplines of accredited undergraduate EPs, recommends that the management of the university, together with the head of the EP, ensure compliance of the staff of the EP in accordance with the order “On approval of the qualification requirements for the educational activities of organizations providing higher and (or) postgraduate education, and a list of documents confirming compliance with them” before the start of the 2024-2025 academic year.

***Strengths / best practice for accredited EP 6B06102 "Computer technology and software", 6B06101 "Information systems", 7M06101 "Information systems":***

- Not observed.

***VEC recommendations for EP 6B06102 "Computer technology and software", 6B06101 "Information systems", 7M06101 "Information systems":***

1. By June 2024, the management of the EP must determine in the development plans indicative indicators for the participation of teaching staff in the programs “external and internal, outgoing and incoming academic mobility” and begin their implementation starting from the 2024-2025 academic year.

2. Until September 1, 2024, the management of the university should hold seminars to discuss and explain the parameters of KPI indicators, establish a clear gradation of the point system and the amount of cash payments based on the results of achieving the status of “ platinum ”, “ gold ”, “ silver ”.

3. Before the start of the 2024-2025 academic year, the management of the university, together with the head of the EP, must ensure that the staff of the undergraduate EP in terms of basic education complies with the order “On approval of the qualification requirements for the educational activities of organizations providing higher and (or) postgraduate education, and the list of documents, confirming compliance with them.”

***Conclusions of VEC EP 6B06102 "Computer technology and software", 6B06101 "Information systems", 7M06101 "Information systems":***

*According to the “Faculty and Teaching Staff” standard, 10 criteria are disclosed, of which 9 positions have satisfactory positions, 1 position suggests improvement.*

#### *6.8. Standard “Educational Resources and Student Support Systems”*

- ✓ *The management of the EP must demonstrate the sufficiency of material and technical resources and infrastructure.*
- ✓ *The management of the educational program must demonstrate the existence of procedures for supporting various groups of students, including information and consultation.*
- ✓ *The management of the EP must demonstrate the compliance of information resources with the specifics of the EP, including compliance with:*
- ✓ *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, methodological and scientific literature on general education, basic and major disciplines on paper and electronic media, periodicals, access to scientific databases;*
- ✓ *examination of research results, graduation works, dissertations for plagiarism;*
- ✓ *access to educational Internet resources;*
- ✓ *functioning of WI-FI on the territory of the educational organization.*
- ✓ *The university should strive to ensure that the educational equipment and software used to master educational programs are similar to those used in the relevant industries.*
- ✓ *The university must ensure compliance with safety requirements during the learning process.*

✓ *The university should strive to take into account the needs of various groups of students in the context of EP (adults, working people, foreign students, as well as students with disabilities).*

### *Evidence*

The University ensures that educational resources and student support services are sufficient, accessible and fit for purpose. When distributing, planning and providing educational resources, the university takes into account the needs of various groups of students.

Material and technical assets and working environment conditions comply with the requirements of ST RK 1158-2002 “Higher professional education. Material and technical base of educational organizations”, State Educational Standards of the Republic of Kazakhstan.

The university ensures the creation of comfortable conditions for studying and working on its territory. Comfortable conditions have been created for the implementation of the EP, including training, extracurricular activities, research activities, consulting and teaching activities on the territory of the University. The appropriate development of the infrastructure used for the implementation of the EP is carried out based on the results of monitoring the satisfaction of the infrastructure by students, teachers, employees and other interested parties.

Assessment of the quality of material, technical and information resources used within the EP is carried out on the basis of: analysis of the adequacy of library resources (book collection), the availability of high-speed communications, a unified automated information system, information and public relations systems, laboratory and educational equipment, software ; studying the material, technical and information resources of the educational organization, interviewing and questioning students, teaching staff and interested parties.

The need for material and technical resources and infrastructure for EP is determined taking into account the forms of training, specialties, and student population. To ensure sufficiency, monitoring is carried out annually to determine resource needs using student survey methods, summarizing requests from departments and departments. Issues of material, technical and information support for the educational process during the reporting period were considered repeatedly at meetings of the department and collegial bodies of the university.

The university organizes the educational process in accordance with current sanitary-epidemiological and fire safety standards and rules. In accordance with the requirements, the university has established provision of safety and labor protection for students and teachers of the departments. The main tasks of the Administrative and Economic Department are compliance with industrial sanitation rules and fire safety rules.

Safety requirements at the university are implemented on the basis of:

- current Legislation of the Republic of Kazakhstan;
- resolutions, orders of higher authorities, methodological and other materials on labor protection, safety precautions (hereinafter referred to as HS), industrial sanitation and fire protection;
- orders and instructions of the rector of the university;
- labor regulations;
- standards, methodological materials and instructions on occupational safety in educational laboratories and classrooms;
- labor protection and safety requirements.

The safety instructions, approved by the rector of the university and agreed upon by the trade union committee of the university, determine the labor protection requirements for students within the educational process and when operating equipment in educational laboratories and classrooms.

The university owns an academic building with a TV studio, 3 digital language laboratories, 2 multimedia language classes, 1 multimedia classroom, 1 information and communication technology laboratory. To organize applied work of EP students, there are 10 specialized laboratories (rooms No. 306, 307, 308, 414 , 415, 416, 418, 419, 427, 434).

During the learning process, students use: subscription resources and 5 reading rooms with a total area of 367 square meters. meters: a universal reading room, a periodicals room, an electronic room, a literature room in the state language and a foreign literature room. The total area of the library is 689.45



square meters. meters, 5 reading rooms with 250 seats, including 1 electronic room. Since September 2015, a modern 225V lecture hall, equipped with appropriate technical equipment, has been put into operation.

Students have access to the following facilities: a dining room with 250 seats, located in the educational building and meeting the requirements of the “Sanitary Rules for Public Catering Establishments”; a modern hotel-type dormitory for students with 240 beds, which has: rooms for students to live and spend their leisure time; reading room and gym.

All classrooms used in the educational process of the EP cluster are connected to the global Internet and the university’s local network. The classrooms are decorated with stands, educational materials, some interactive whiteboards and projectors. Students of the EP cluster use computer labs of the university, integrated into a local network and connected to broadband Internet access - 100 Mb/s. Students and teaching staff of the EP have constant access to the WI-FI network both in academic buildings and in dormitories.

Having access to the portal “Electronic State Library Fund - Kazakhstan National Electronic Library” allows you to use the total fund “EGBF- KazNEB”.

The book fund of the EP cluster is constantly replenished with new literature, not only of an educational and methodological nature, but also with literature of universal content, which makes it possible to satisfy the most diverse needs of students and teaching staff. The book fund totals 397,726 thousand copies, of which 206,980 copies are in the state language, including about 18,000 copies of newspapers and magazines.

of the Scopus database and the SpringerLink and Thomson Reuters databases .

On the Platonus platform , UMCDs are entered in all disciplines. In AIS Platonus , all students, including those enrolled in an accredited EP, have personal accounts with authorization by login and password and access to view the content of UMKD.

In addition, the E- University Subsystem “Students’ House” allows you to keep records of residents, transfer the process of submitting documents for accommodation to an electronic format, and keep a log of applications for accommodation in the Students’ House.

The E-University subsystem “User Interaction (Social Network)” was developed in 2015. In the subsystem, users can find employees and students, can write to any user, view a profile, and the basic elements of social networks are implemented. At the moment, 4265 users of 24 types are registered in the project (from rector to student), the number of users is a dynamic variable, since some employees quit or students switch to graduate status, etc.

The E-University “e-library” subsystem was developed in 2015. The subsystem automates the issuance and acceptance of books using electronic reader subscriptions using the “supermarket principle.” During studying, a student can check out the necessary book from the library online right at the lecture; you just need to go to the library and provide an ID card or say your login, and the librarian will immediately issue the book he has reserved.

E-University subsystem “Academic support for students (ASS)”. The purpose of developing this subsystem is to provide high-quality and fast service to students on the “one-stop” principle. The formation of a queue of students to apply to the educational center is carried out using a coupon system. Students' requests are recorded in the incoming correspondence log. Consultation of students is carried out with the help of leaflets and brochures on the following issues: admission; on translations and restorations; on organizing the educational process; on academic mobility; on issues of social support; on check-in and check-out from the Student House; on professional practice and other issues.

E-University subsystem “International cooperation”. The subsystem allows you to maintain: Accounting for ongoing projects, Accounting for international treaties, Accounting for academic mobility.

At the university, technological support for students and teaching staff of the EP cluster is provided through the information learning environment “ Platonus ” and “ KazUEFMT - Moodle ” .

92.5 % were satisfied with the level of accessibility of library resources , quality of services provided in libraries and reading rooms - 88.8 % of students.

A survey of students showed the following indicators on the provision of educational materials

during the learning process ( 98.8 % ) , existing educational resources of the university ( 93.3 % ) , and existing computer classes ( 84.3 % ) , availability and quality of Internet resources ( 79 ,1 %).

The full results of the survey are indicated in Appendices 3, 4.

#### *Analytical part*

EEC experts got acquainted with the equipment of the material and technical base for the implementation of accredited educational programs. The visual inspection included familiarization with the university infrastructure, including specialized rooms of accredited educational programs.

Based on the results of questioning and interviewing students , the VEC noted that the university provides various means of communication and communications For teaching staff And students, namely : telephone line, system registration service requests, platforms online conferences , Microsoft products , but employees and students do not have a sufficient area for self-study, or modern computer technology .

Based on the results of a survey of students and measurements of Internet speed directly by experts, it was found that the University has a very low Internet connection speed at the level of 1-3 Mbit/s.

The management of the EP needs to continue measures to develop and modernize the laboratory facilities and update equipment in accordance with modern trends in the development of science. For example, to compare computer equipment based on Windows, it is recommended to equip grade 1 with computer equipment based on MacOS .

Based on the results of the teaching staff survey , EEC experts recommend that the university management and the management of the educational program bring up the following issues for discussion (*face problems - % teaching staff*):

- lack of classrooms (sometimes – 21.4%, never – 78.6 %);
- Inappropriate conditions for classes in classrooms (often – 11.1%, sometimes – 44.4%);
- Lack of access to the Internet/weak Internet (sometimes – 38.1%, never –61.9%);
- Lack of technical teaching aids in classrooms (sometimes – 33.3 % , never – 66.7%) .

The full results of the survey are indicated in Appendices 3, 4.

***Strengths / best practice in the accredited EP 6B06102 "Computer technology and software", 6B06101 "Information systems", 7M06101 "Information systems":***

- Not available.

***VEC recommendations for EP 6B06102 "Computer technology and software ", 6B06101 "Information systems", 7M06101 "Information systems":***

1. Before the beginning of 2025, the management of the university should conduct an analysis of the need for computer equipment in the context of EP and organize an annual phased purchase of computer equipment with furniture.

2. The management of the university , by the end of 2025, should consider expanding recreation areas for students with the installation of computer equipment.

3. The management of the university, by January 2025, should develop a phased procurement plan for the organization Wi-Fi zones throughout the university, as well as to implement this plan until 2026.

***Conclusions of VEC EP 6B06102 "Computer technology and software", 6B06101 "Information systems", 7M06101 "Information systems":***

According to the standard “Educational resources and student support systems,” 13 criteria are disclosed , of which: - 13 criteria have a satisfactory position.

### 6.9. Public Information Standard

- ✓ *Information published by the university within the framework of the EP must be accurate, objective, relevant and must include:*
- ✓ *implemented programs, indicating expected learning outcomes;*
- ✓ *information about the possibility of assigning qualifications upon completion of the EP;*
- ✓ *information about teaching, learning, assessment procedures;*
- ✓ *information about passing scores and educational opportunities provided to students;*
- ✓ *information about employment opportunities for graduates.*
- ✓ *The management of the EP should use a variety of methods to disseminate information, including the media, information networks to inform the general public and interested parties.*
- ✓ *Public information should include support and explanation of the country's national development programs and the system of higher and postgraduate education.*
- ✓ *The university must publish audited financial statements on its own website, including by EP.*
- ✓ *The university must demonstrate the reflection on the web resource of information characterizing the university as a whole and in the context of educational programs.*
- ✓ *An important factor is the availability of adequate and objective information about the teaching staff of the EP, in the context of personalities.*
- ✓ *An important factor is to inform the public about cooperation and interaction with partners within the EP, including scientific/consulting organizations, business partners, social partners and educational organizations.*
- ✓ *The university must post information and links to external resources based on the results of external assessment procedures.*
- ✓ *An important factor is the participation of the university and the implemented educational programs in various external assessment procedures.*

#### *Evidence*

The University management uses various methods of disseminating information - management briefings; open days; job fairs at the university; round tables with heads of enterprises and organizations, exhibitions of achievements; career guidance events.

The management of the university and the teaching staff of the EP university systematically informs the general public about the activities of Esil University through the following forms:

- official website of the university <https://esil.edu.kz/> ;
- carrying out career guidance work in schools and colleges in Astana and regions of Kazakhstan;
- publications in the media and social networks , etc.

The main goal of the site is to develop a high-quality information environment of the university, as a resource for educational, scientific networks and a national information resource. The information resource of the site is open and publicly accessible and is aimed at building the image of the institute for promptly and objectively informing the public about the activities of the university.

The university website is presented in three languages. Information about the activities of the university throughout the year is covered on the university website, speeches by management and teaching staff in the media, on social networks <https://www.facebook.com/esil.university> [https://instagram.com/esil\\_university?igshid=YmMyMTA2M2Y](https://instagram.com/esil_university?igshid=YmMyMTA2M2Y)

The website contains profiles of teaching staff of departments, which are updated as necessary, personal data, information about the disciplines taught, the scientific interests of the teacher, and advanced training are supplemented and edited. Information on the conditions of admission to all levels of education and on the qualifications obtained is posted in the “Applicants” tab <https://esil.edu.kz/ru/entrance/>

Information about the scientific activities of teaching staff and students, requirements for reports, etc. are posted in the “Science” tab <https://esil.edu.kz/ru/science/collection/>

The implementation of international educational and scientific programs and projects is posted in the “International Cooperation” tab <https://esil.edu.kz/ru/cooperation/>

Information on the student population, academic achievements in the context of the university's educational programs is available in the "Platonus" system, information on the student population and graduation is integrated into the information portal NOBD - National Educational Database.

Every year, statistical forms of the national statistical observation "Report of a higher educational institution" (index-3NK) are filled out: the movement of the contingent of bachelors, the number (admission, graduation, expected graduation) of students studying in specialties by gender, age, nationality, by country of arrival, language of instruction, etc., also "report on postgraduate education" (index-1NK).

As part of informing the public, the university and the management of the educational program provide support and explanation of national development programs of the country and the system of higher and postgraduate education.

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

the usefulness of the website of educational organizations in general and faculties in particular was confirmed by 94.1% of students;

93.3% are satisfied with information about courses, educational programs, and academic degrees.

#### *Analytical part*

The university publishes information about various areas of activity, such as: international cooperation, results of external assessment procedures, information for applicants, information about the structural divisions of the university, information for students etc. The site contains information about the university, mission, strategy in accordance with which the university carries out its activities. The university has a page on social networks on Facebook, Instagram, Youtube. Website And educational portal university are the only system of my information provision of students and PPP.

*However*, the university management needs to take targeted actions to improve the availability of up-to-date and complete information:

- about educational programs ([https://esil.edu.kz/information\\_systems\\_masters/](https://esil.edu.kz/information_systems_masters/), [https://esil.edu.kz/computer\\_technology/](https://esil.edu.kz/computer_technology/), [https://esil.edu.kz/information\\_systems/](https://esil.edu.kz/information_systems/)), including goals, planned results of the EP, assigning qualifications, about the infrastructure within the EP;
- in the documents section <https://esil.edu.kz/department-of-information-systems-and-technologies/> the posted documents are not systematized;
- about upcoming events within the framework of the OP;
- about current teachers;
- cooperation and interaction with partners *within the framework of the EP*.

Some pages do not contain up-to-date information, for example, according to the link <https://esil.edu.kz/general-information-department-of-information-systems-and-technologies/>, the head of the department is Ph.D., Associate Professor Bersugir M.Θ., when on the page <https://esil.edu.kz/employees/%d0%b1%d1%8b%d0%ba%d0%be%d0%b2-%d0%b0%d1%80%d1%82%d0%b5%d0%bc-%d0%b0%d0%bb%d0%b5%d0%ba%d1%81%d0%b0%d0%bd%d0%b4%d1%80%d0%be%d0%b2%d0%b8%d1%87/> acting The head of the department is Candidate of Technical Sciences, Associate Professor Artem Aleksandrovich Bykov and others.

EEC experts, based on the results of interviewing stakeholders, note that the university does not sufficiently inform the public on support and explanation of the country's national development programs and the system of higher and postgraduate education on the developed official website of the university.

In addition, despite the fact that the university has posted information on the results of external assessment procedures, links to these resources are not posted on the university website.

*Strengths / best practice in EP 6B06102 "Computer technology and software", 6B06101 "Information systems", 7M06101 "Information systems":*

- Not available.

*VEC recommendations for EP 6B06102 "Computer technology and software", 6B06101 "Information systems", 7M06101 "Information systems":*

1. Until July 1, 2024, the management of the university should determine the requirements for the publication on the university website of reliable, objective, up-to-date information about complete information on the EP, faculty, heads of the EP, EP documents, as well as cooperation and interaction with partners within the EP and ensure their placement .

2. The management of the university, before September 1, 2024 and thereafter, should post on the university's website national development programs and systems of higher professional education, information on the university's participation in the implementation of these programs.

3. Post on the university website until September 1, 2024 information about the accreditation of the educational program and links to external resources based on the results of external assessment procedures (websites of accreditation agencies).

4.

*Conclusions of VEC EP 6B06102 "Computer technology and software", 6B06101 "Information systems", 7M06101 "Information systems":*

*According to the " Informing the Public " standard, 12 criteria are disclosed, of which: 10 have satisfactory positions , 2 positions require improvement .*



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

*Strengths / best practice in the accredited EP 6B06102 "Computer technology and software", 6B06101 "Information systems", 7M06101 "Information systems":*

*Standard " Educational Program Management "*

- *Missing.*

*Information Management and Reporting Standard*

- *Missing.*

*Standard "Development and approval of an educational program"*

- *Missing.*

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

- *Missing.*

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

- *Missing.*

*Standard "Students"*

- Availability of a mechanism to support gifted students.

*Standard "Faculty and teaching staff"*

- *Missing.*

*Standard "Educational Resources and Student Support Systems"*

- *Missing.*

*Public Information Standard*

- *Absent.*

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

***VEC recommendations for EP 6B06102 "Computer technology and software", 6B06101 "Information systems", 7M06101 "Information systems":***

### *Standard "Educational Program Management"*

1. The management of the university, before the start of the 2024-2025 academic year, develop an internal regulatory document describing the uniform requirements for the development of plans for the development of educational programs of the university, taking into account:

- compliance of the EP development plan with the institution's development strategy, national priorities and labor market needs;
- involving employers, students and teaching staff in drawing up a development plan for the educational program;
- determining the individuality and uniqueness of the EP development plan within the framework of the real positioning of the university;
- a mechanism for monitoring the implementation of the EP development plan and regular review of the EP development plan;
- the leadership of the EP in the 2024-2025 academic year to review the plans for the development of the EP, bring them into compliance with the newly established requirements;
- Annually monitor the implementation of EP development plans for the implementation of target indicators, assess the achievement of learning goals, meet the needs of stakeholders, and on this basis make decisions aimed at continuous improvement of the EP. The monitoring results are communicated to all interested parties.

2. By December 2025, the management of the university should develop, define and document a risk management procedure at the level of structural divisions and within the EP.

3. From the 2024-2025 academic year, the management of the EP must ensure participation in the Academic Committee in the area of training accredited EP employers, teaching staff, students and stakeholders in the context of the EP.

4. During 2024, the management of the university should provide for innovation management in planning, reporting and activity procedures based on the implementation of all basic management functions, including planning, organization, stimulation, analysis.

5. The management of the university, starting from the 2024-2025 academic year, should post on the official website contact information about official representatives of universities, personal reception schedules for individuals and representatives of legal entities and other information in accordance with the Law of the Republic of Kazakhstan "On Access to Information".

6. Until the beginning of 2025, the management of the university should ensure that all heads of educational programs (university management, head of department, heads of educational programs) complete training in educational management programs, including advanced training courses at the national or international level.

7. By the end of the 2024-2025 academic year, the management of the university and the EP should analyze the implementation of the EEC recommendations for accredited programs (previous and current accreditation procedures), include measures and activities for their implementation in the EP development plans and ensure full implementation.

### *Information Management and Reporting Standard*

1. During 2024, the university management is required to develop an internal document regulating the conduct of surveys, including defining the levels and period for reviewing survey results, and taking corrective actions.

2. Until December 2024, the management of the university should include in the Regulations on the audit of educational programs key indicators of the effectiveness and efficiency of the educational

program, the level and period of their evaluation.

*Standard “Development and approval of an educational program”*

1. In 2024, the management of the university should include in the Regulations on the modular construction of educational programs the requirement that the model of an EP graduate corresponds to the general university model of the corresponding level of education. During 2025, the management of the EP should bring the models of graduates of accredited programs into line with university-wide models.

2. Until the beginning of 2025, the management of the EP must attract external domestic and/or foreign experts to conduct examinations of educational programs.

3. The management of the EP, starting from the 2024-2025 academic year, will involve representatives of master’s students, employers in the context of educational programs and all interested parties in the development, modernization of the EP, and ensuring their quality.

4. By the end of 2024, within the framework of the EP disciplines, the management of the EP should develop a plan for the implementation of professional certification and annually promote the receipt of professional certificates by students within the disciplines, including on a free basis (for example, for Microsoft, Apple, Cisco and/or etc.)

*Standard “Continuous monitoring and periodic evaluation of educational programs”*

- From September 1, 2024, the management of the EP should publish and keep up to date information about changes in each EP on the university website in the section dedicated to the EP.

*Standard “ Student-centered learning, teaching and assessment”*

- In 2024, the management of the EP plans to train and improve the qualifications of teaching staff of the EP in modern methods of assessing learning outcomes.

*Standard “Students”*

1. By the end of 2024, the management of the EP should include indicative indicators in the development plans of educational programs, in the work plans of departments and the implementation of the point “ outgoing academic mobility of students (external, internal)”, “ attracting students in the academic program mobility and (external, internal)” and implement these plans from the 2024-2025 academic year .

*Standard “Faculty and teaching staff”*

1. By June 2024, the management of the EP must determine in the development plans indicative indicators for the participation of teaching staff in the programs “external and internal, outgoing and incoming academic mobility” and begin their implementation starting from the 2024-2025 academic year.

2. Until September 1, 2024, the management of the university should hold seminars to discuss and explain the parameters of KPI indicators, establish a clear gradation of the point system and the amount of cash payments based on the results of achieving the status of “platinum”, “ gold ”, “ silver ”.

3. Before the start of the 2024-2025 academic year, the management of the university, together with the head of the EP, must ensure that the staff of the undergraduate EP in terms of basic education complies with the order “On approval of the qualification requirements for the educational activities of organizations providing higher and (or) postgraduate education, and the list of documents, confirming compliance with them.”

*Standard “Educational Resources and Student Support Systems”*

1. Before the beginning of 2025, the management of the university should conduct an analysis of the need for computer equipment in the context of EP and organize an annual phased purchase of



computer equipment with furniture.

2. The management of the university , by the end of 2025, should consider expanding recreation areas for students with the installation of computer equipment.

3. The management of the university , by January 2025, should develop a phased procurement plan for the organization WiFi zones throughout the university, as well as to implement this plan until 2026.

*Standard "Public Information".*

1. Until July 1, 2024, the management of the university should determine the requirements for the publication on the university website of reliable, objective, up-to-date information about complete information on the EP, faculty, heads of the EP, EP documents, as well as cooperation and interaction with partners within the EP and ensure their placement .

2. The management of the university, before September 1, 2024 and thereafter, should post on the university's website national development programs and systems of higher professional education, information on the university's participation in the implementation of these programs.

3. Post on the university website until September 1, 2024 information about the accreditation of the educational program and links to external resources based on the results of external assessment procedures (websites of accreditation agencies).

(IX) RECOMMENDATIONS TO THE ACCREDITATION BOARD

An external expert commission decided to recommend Esil educational programs to the Accreditation Council University: 6B06102 "Computer technology and software", 6B06101 "Information systems", 7M06101 Information systems" accredit for a period of 3 (three) years.

Appendix 1. EVALUATION TABLE “PARAMETERS OF SPECIALIZED PROFILE”

*according to accredited EP 6B06102 "Computer technology and software", 6B06101  
"Information systems"*

No.	No. n\n	Criteria for evaluation	Position of the educational organization			
			Strong	Satisfactory	Suggests improvement	Unsatisfactory
<b>1. Standard “Management of the educational program”</b>						
1	1.	The university must demonstrate the development of a goal and strategy for the development of the EP based on an analysis of external and internal factors with the wide involvement of a variety of stakeholders		+		
2	2.	Quality assurance policies should reflect the relationship between research, teaching and learning		+		
3	3.	The university demonstrates the development of a quality assurance culture		+		
4	4.	A commitment to quality assurance must apply to any activity carried out by contractors and partners (outsourcing), including joint/ double degree education and academic mobility.		+		
5	5.	The management of the EP ensures transparency in the development of the EP development plan based on an analysis of its functioning, the real positioning of the university and the focus of its activities on meeting the needs of the state, employers, stakeholders and students			+	
6	6.	The leadership of the EP demonstrates the functioning of the mechanisms for the formation and regular review of the EP development plan and monitoring its implementation, assessing the achievement of training goals, compliance with the needs of students, employers and society, making decisions aimed at the 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 a development plan for the EP		+		
8	8.	The management of the EP must demonstrate the individuality and uniqueness of the development plan of the EP, 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 job responsibilities of staff, and the delimitation of the functions of collegial bodies		+		
10	10.	The management of the EP ensures 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				
eleven	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 exercise risk management			+	
13	13.	The management of the educational program must ensure the participation of representatives of interested parties (employers, teaching staff, students) in the collegial bodies governing the educational program, as well as their representativeness when making decisions on issues of managing the educational program			+	
14	14.	The university must demonstrate innovation management within the EP, including the analysis and implementation of innovative proposals		+		
15	15.	The management of the EP must demonstrate its openness and accessibility to teaching staff students, employers and other interested parties			+	+
16	16.	The management of the EP confirms completion of training in educational management programs			+	
17	17.	The management of the EP should ensure that the progress made since the last external quality assurance procedure is taken into account in preparation for the next procedure			+	
<b>Total according to standard</b>			<b>0</b>	<b>9</b>	<b>8</b>	<b>0</b>
<b>2. Standard "Information Management and Reporting"</b>						
18	1.	The university must ensure the functioning of a system for collecting, analyzing and managing information based on modern information and communication technologies and software		+		
19	2.	The management of the EP demonstrates the systematic use of processed, adequate information to improve the internal quality assurance system		+		
20	3.	The management of the EP demonstrates the presence of a reporting system reflecting the activities of all structural divisions and departments within the EP, including an assessment of their effectiveness		+		
21	4.	The university must determine the frequency, forms and methods of assessing the management of the educational program, the activities of collegial bodies and structural divisions, and senior management		+		
22	5.	The university must demonstrate a mechanism for ensuring the protection of information, including identifying responsible persons for the accuracy and timeliness of information analysis and data provision		+		
23	6.	The university demonstrates the involvement of students, employees and teaching staff in the processes of collecting and analyzing information, as well as making decisions based on it		+		
24	7.	The management of the EP must demonstrate the availability of communication mechanisms with students, employees and other interested parties, including conflict resolution		+		
25	8.	The university must ensure that the degree of satisfaction of the needs of teaching staff, staff and students within the EP is measured and demonstrate evidence of eliminating the identified deficiencies		+		

26	9.	The university must evaluate the effectiveness and efficiency of activities, including in the context of EP		+		
		Information collected and analyzed by the university within the framework of the EP must take into account:				
27	10.	key performance indicators		+		
28	eleven.	dynamics of the student population in terms of forms and types		+		
29	12.	grade level, student achievement and dropout		+		
thirty	13.	student satisfaction 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, employees and teaching staff must document their consent to the processing of personal data		+		
34	17.	The management of the EP should help provide all the necessary information in the relevant fields of science		+		
<b>Total according to standard</b>			<b>0</b>	<b>17</b>	<b>0</b>	<b>0</b>
<b>3. Standard “Development and approval of an educational program”</b>						
35	1.	The university must demonstrate the existence of a documented procedure for developing EP and its approval at the institutional level		+		
36	2.	The university must demonstrate compliance of the developed EP with the established goals and planned learning outcomes		+		
37	3.	The management of the educational program must determine the influence of disciplines and professional practices on the formation of learning outcomes		+		
38	4.	The university can demonstrate the presence of a model of an EP graduate 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 NQF, QF-EHEA		+		
40	6.	The management of the EP must demonstrate the modular structure of the program, based on the European Credit Transfer and Accumulation System (ECTS), ensure that the EP and its modules (in content and structure) comply with the set goals with a focus on achieving the planned learning outcomes		+		
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 study (bachelor's, master's, doctoral)			+	+
42	8.	The management of the EP must demonstrate the conduct of external examinations 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 of the EP and ensuring their quality			+	+
44	10.	The management of the EP must demonstrate the positioning of the EP in the educational market (regional/national/international), its uniqueness		+		
45	11.	An important factor is the ability to prepare students for professional certification			+	
46	12.	An important factor is the presence of a double-degree EP and/or joint EP with foreign universities		+		
<b>Total according to standard</b>			<b>0</b>	<b>8</b>	<b>4</b>	<b>0</b>
<b>4. Standard “Continuous monitoring and periodic evaluation of educational programs”</b>						

47	1.	The university must ensure a revision of the content and structure of the EP, taking into account changes in the labor market, the requirements of employers and the social demands of society		+		
48	2.	The university must demonstrate the existence of a documented procedure for monitoring and periodically evaluating the EP to achieve the goal of the EP. The results of these procedures are aimed at continuous improvement of the EP		+		
		Monitoring and periodic evaluation of the EP should consider:				
49	3.	content of programs in the context of the latest achievements of science and technology in a specific discipline		+		
50	4.	changes in the needs of society and the professional environment		+		
51	5.	workload, performance and graduation of students		+		
52	6.	effectiveness of student assessment procedures		+		
53	7.	needs and 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.	All interested parties must be informed of any planned or undertaken actions regarding the OP. All changes made to the EP must be published			+	
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, and development of EP in general		+		
<b>Total according to standard</b>			<b>0</b>	<b>9</b>	<b>1</b>	<b>0</b>
<b>5. Standard “ Student-centered learning, teaching and assessment”</b>						
57	1.	The management of the educational program must ensure respect and attention to different groups of students and their needs, providing them with flexible learning paths		+		
58	2.	The management of the EP must provide teaching based on modern achievements of world science and practice in the field of training, the use of various modern teaching methods and assessment of learning outcomes that ensure the achievement of the goals of the EP, including competencies, skills in performing scientific work at the required level		+		
59	3.	The management of the EP must determine mechanisms for distributing the educational load of students between theory and practice within the EP, ensuring the mastery of the content and achievement of the goals of the EP by each graduate		+		
60	4.	An important factor is the presence of your own research in the field of teaching methods of EP disciplines		+		
61	5.	The university must ensure that the procedures for assessing learning outcomes comply with the planned results and goals of the EP		+		
62	6.	The university must ensure consistency, transparency and objectivity in the mechanism for assessing the educational results of the EP. Criteria and methods for assessing learning outcomes should be published in advance		+		
63	7.	Evaluators must be proficient in modern methods of assessing learning outcomes and regularly improve their skills in this area			+	
64	8.	The management of the educational program must demonstrate the presence of a feedback system on the use of various teaching methods and evaluation of learning outcomes		+		

65	9.	The leadership of the educational program must demonstrate support for student autonomy while simultaneously providing guidance and assistance from the teacher.		+		
66	10.	The management of the educational program must demonstrate the existence of a procedure for responding to student complaints		+		
<b>Total according to standard</b>			<b>0</b>	<b>9</b>	<b>1</b>	<b>0</b>
<b>6. Standard "Students"</b>						
67	1.	The university must demonstrate a student enrollment policy and ensure the transparency of its procedures. Procedures regulating the life cycle of students (from admission to completion) must be defined, approved, published		+		
68	2.	The management of the EP should provide for special adaptation and support programs for newly admitted and foreign students		+		
69	3.	The university must demonstrate compliance of its actions with the Lisbon Recognition Convention, including the presence and application of a mechanism for recognizing the results of academic mobility of students, as well as the results of additional, formal and informal learning		+		
70	4.	The university must provide opportunities for external and internal academic mobility of students, as well as assist them in obtaining external grants for studying			+	
71	5.	The university must actively encourage students to self-education and development outside the main program (extracurricular activities)		+		
72	6.	An important factor is the presence of a mechanism to support gifted students	+			
73	7.	The university must demonstrate cooperation with other educational organizations and national centers of the "European Network of National Information Centers for Academic Recognition and Mobility/National Academic Recognition Information Centers" ENIC/NARIC in order to ensure comparable recognition of qualifications		+		
74	8.	The university must provide students with places of practice, demonstrate a procedure for promoting the employment of graduates, and maintaining contact with them		+		
75	9.	The university must demonstrate the procedure for issuing documents to graduates confirming the qualifications obtained, including the achieved learning outcomes		+		
76	10.	The management of the EP must demonstrate that program graduates have skills that are in demand in the labor market and that these skills are actually in demand in the labor market		+		
77	11.	The management of the educational program 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		+		
<b>Total according to standard</b>			<b>1</b>	<b>10</b>	<b>1</b>	<b>0</b>
<b>7. Standard "Faculty and teaching staff"</b>						
79	1.	The university must have an objective and transparent personnel policy in the context of the EP, including recruitment (including invited teaching staff), professional growth and development of personnel, ensuring the professional competence of the entire staff		+		

80	2.	The university must demonstrate 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 leadership of the EP must demonstrate a change in the role of the teacher in connection with the transition to student-centered learning and teaching		+		
82	4.	The university must provide opportunities for career growth and professional development of teaching staff, including young teachers		+		
83	5.	The university must involve in teaching specialists from relevant industries who have professional competencies that meet the requirements of the EP		+		
84	6.	The university must demonstrate the presence of a mechanism for motivating the professional and personal development of teaching staff		+		
85	7.	The university must demonstrate the widespread use of information and communication technologies and software in the educational process by teaching staff (for example, on-line learning, e-portfolios, MOOCs , etc.)		+		
86	8.	The university must demonstrate a focus on developing academic mobility and attracting the best foreign and domestic teachers			+	
87	9.	The university must demonstrate the involvement of each teacher in promoting a culture of quality and academic integrity at the university, determine the contribution of teaching staff, including invited ones, to achieving the goals of the 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 country		+		
<b>Total according to standard</b>			<b>0</b>	<b>8</b>	<b>2</b>	<b>0</b>
<b>8. Standard “Educational resources and student support systems”</b>						
89	1.	The university must guarantee the compliance of educational resources, including material and technical resources, and infrastructure with the goals of the educational program		0		
90	2.	The management of the EP must demonstrate the availability of classrooms, laboratories and other facilities equipped with modern equipment and ensuring the achievement of the goals of the EP		0		
		The university must demonstrate the compliance of information resources with the needs of the university and the educational programs being implemented, including in the following areas:				
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, methodological and scientific literature on general education, basic and major disciplines on paper and electronic media, periodicals, access to scientific databases		+		
93	5.	examination of research results, graduation works, dissertations for plagiarism		+		
94	6.	access to educational Internet resources		+		
95	7.	functioning of WI-FI on your territory		+		
96	8.	The university must demonstrate that it creates conditions for conducting scientific research, integrating science and		+		

		education, publishing the results of research work of teaching staff, staff and students				
97	9.	The university should strive to ensure that the educational equipment and software used to master educational programs are similar to those used in the relevant sectors of the economy		+		
98	10.	The management of the educational program must demonstrate the availability of procedures to support various groups of students, including information and consultation		+		
99	eleven.	The management of the educational program must show the existence of conditions for the student's advancement along an individual educational path		+		
100	12.	The university must take into account the needs of different groups of students (adults, working people, foreign students, as well as students with special educational needs)		+		
101	13	The university must ensure that the infrastructure meets security requirements		+		
<b>Total according to standard</b>			<b>0</b>	<b>13</b>	<b>0</b>	
<b>9. Standard "Informing the public"</b>						
102	1.	The information published by the university must be accurate, objective, relevant and reflect all areas of the university's activities within the educational program			+	
103	2.	Public information should include support and explanation of the country's national development programs and the system of higher and postgraduate education		+		
104	3.	University management must use a variety of methods of information dissemination (including the media, web resources, information networks, etc.) to inform the general public and interested parties		+		
		Information published by the university about the educational program must be objective and relevant and include:				
105	4.	purpose and planned results of the EP, assigned qualifications			+	
106	5.	information and system for assessing educational achievements of students		+		
107	6.	information about academic mobility programs and other forms of cooperation with partner universities and employers		+		
108	7.	information about opportunities for developing personal and professional competencies of students and employment		+		
109	8.	data reflecting the positioning of EP in the educational services market (at the regional, national, international levels)		+		
110	9.	An important factor is the publication on open resources of reliable information about teaching staff, in the context of personalities		+		
111	10.	The university must publish audited financial statements for the EP on its own website		+		
112	eleven.	The university must post information and links to external resources based on the results of external assessment procedures		+		
113	12.	An important factor is the placement of information about cooperation and interaction with partners, including scientific/consulting organizations, business partners, social partners and educational organizations		+		
<b>Total according to standard</b>			<b>0</b>	<b>10</b>	<b>2</b>	<b>0</b>
<b>TOTAL</b>			<b>1</b>	<b>93</b>	<b>19</b>	<b>0</b>



**Parameters of a specialized profile according to accreditation  
OP 7M06101 “Information systems”, 2g.**

No.	No. n/n	Criteria for evaluation	Position of the educational organization			
			Strong	Satisfactory	Suggests improvement	Unsatisfactory
<b>Standard " Educational Program Management "</b>						
1	1.	The university must demonstrate the development of a goal and strategy for the development of the EP based on an analysis of external and internal factors with the wide involvement of a variety of stakeholders		+		
2	2.	Quality assurance policies should reflect the relationship between research, teaching and learning		+		
3	3.	The university demonstrates the development of a quality assurance culture		+		
4	4.	A commitment to quality assurance must apply to any activity carried out by contractors and partners (outsourcing), including joint/ double degree education and academic mobility.		+		
5	5.	The management of the EP ensures transparency in the development of the EP development plan based on an analysis of its functioning, the real positioning of the university and the focus of its activities on meeting the needs of the state, employers, stakeholders and students			+	
6	6.	The leadership of the EP demonstrates the functioning of the mechanisms for the formation and regular review of the EP development plan and monitoring its implementation, assessing the achievement of training goals, compliance with the needs of students, employers and society, making decisions aimed at the 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 a development plan for the EP			+	
8	8.	The management of the EP must demonstrate individuality and uniqueness 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 job responsibilities of staff, and the delimitation of the functions of collegial bodies		+		
10	10.	The management of the EP ensures 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		+		
eleven	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 exercise risk management			+	

13	13.	The management of the educational program must ensure the participation of representatives of interested parties (employers, teaching staff, students) in the collegial bodies governing the educational program, as well as their representativeness when making decisions on issues of managing the educational program			+	
14	14.	The university must demonstrate innovation management within the EP, including the analysis and implementation of innovative proposals		+		
15	15.	The management of the EP must demonstrate its openness and accessibility to teaching staff students, employers and other interested parties			+	
16	16.	The management of the EP confirms completion of training in educational management programs			+	
17	17.	The management of the EP should ensure that the progress made since the last external quality assurance procedure is taken into account in preparation for the next procedure			+	
<b>Total according to standard</b>			<b>0</b>	<b>8</b>	<b>9</b>	
<b>Information Management and Reporting Standard</b>						
18	1.	The university must ensure the functioning of a system for collecting, analyzing and managing information based on modern information and communication technologies and software		+		
19	2.	The management of the EP demonstrates the systematic use of processed, adequate information to improve the internal quality assurance system		+		
20	3.	The management of the EP demonstrates the presence of a reporting system reflecting the activities of all structural divisions and departments within the EP, including an assessment of their effectiveness		+		
21	4.	The university must determine the frequency, forms and methods of assessing the management of the educational program, the activities of collegial bodies and structural divisions, and senior management		+		
22	5.	The university must demonstrate a mechanism for ensuring the protection of information, including identifying responsible persons for the accuracy and timeliness of information analysis and data provision		+		
23	6.	The university demonstrates the involvement of students, employees and teaching staff in the processes of collecting and analyzing information, as well as making decisions based on it		+		
24	7.	The management of the EP must demonstrate the availability of communication mechanisms with students, employees and other interested parties, including conflict resolution		+		
25	8.	The university must ensure that the degree of satisfaction of the needs of teaching staff, staff and students within the EP is measured and demonstrate evidence of eliminating the identified deficiencies		+		
26	9.	The university must evaluate the effectiveness and efficiency of activities, including in the context of EP		+		
		Information collected and analyzed by the university within the framework of the EP must take into account:				
27	10.	key performance indicators		+		
28	eleven.	dynamics of the student population in terms of forms and types		+		
29	12.	grade level, student achievement and dropout		+		
thirty	13.	student satisfaction 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, employees and teaching staff must document their consent to the processing of personal data		+		
34	17.	The management of the EP should help provide all the necessary information in the relevant fields of science		+		

<b>Total according to standard</b>			<b>0</b>	<b>17</b>	<b>0</b>	
<b>Standard “ Development and approval of an educational program ”</b>						
35	1.	The university must demonstrate the existence of a documented procedure for developing EP and its approval at the institutional level		+		
36	2.	The university must demonstrate compliance of the developed EP with the established goals and planned learning outcomes		+		
37	3.	The management of the educational program must determine the influence of disciplines and professional practices on the formation of learning outcomes		+		
38	4.	The university can demonstrate the presence of a model of an EP graduate 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 NQF, QF - EHEA		+		
40	6.	The management of the EP must demonstrate the modular structure of the program, based on the European Credit Transfer and Accumulation System ( ECTS ), ensure that the EP and its modules (in content and structure) comply with the set goals with a focus on achieving the planned learning outcomes		+		
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 study (bachelor's, master's, doctoral)		+		
42	8.	The management of the EP must demonstrate the conduct of external examinations 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 of the EP and ensuring their quality			+	
44	10.	The management of the EP must demonstrate the positioning of the EP in the educational market (regional/national/international), its uniqueness		+		
45	11.	An important factor is the ability to prepare students for professional certification			+	
46	12.	An important factor is the presence of a double-degree EP and/or joint EP with foreign universities		+		
<b>Total according to standard</b>			<b>0</b>	<b>8</b>	<b>4</b>	
<b>Standard “ Continuous monitoring and periodic evaluation of educational programs ”</b>						
47	1.	The university must ensure a revision of the content and structure of the EP, taking into account changes in the labor market, the requirements of employers and the social demands of society		+		
48	2.	The university must demonstrate the existence of a documented procedure for monitoring and periodically evaluating the EP to achieve the goal of the EP. The results of these procedures are aimed at continuous improvement of the EP		+		
		Monitoring and periodic evaluation of the EP should consider:				
49	3.	content of programs in the context of the latest achievements of science and technology in a specific discipline		+		
50	4.	changes in the needs of society and the professional environment		+		
51	5.	workload, performance and graduation of students		+		
52	6.	effectiveness of student assessment procedures		+		
53	7.	needs and 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.	All interested parties must be informed of any planned or undertaken actions regarding the OP. All changes made to the EP must be published			+	

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, and development of EP in general		+		
<b>Total according to standard</b>			<b>0</b>	<b>9</b>	<b>1</b>	
<b>Standard “ Student-centered learning, teaching and assessment”</b>						
57	1.	The management of the educational program must ensure respect and attention to different groups of students and their needs, providing them with flexible learning paths		+	.	
58	2.	The management of the EP must provide teaching based on modern achievements of world science and practice in the field of training, the use of various modern teaching methods and assessment of learning outcomes that ensure the achievement of the goals of the EP, including competencies, skills in performing scientific work at the required level		+		
59	3.	The management of the EP must determine mechanisms for distributing the educational load of students between theory and practice within the EP, ensuring the mastery of the content and achievement of the goals of the EP by each graduate		+		
60	4.	An important factor is the presence of your own research in the field of teaching methods of EP disciplines		+		
61	5.	The university must ensure that the procedures for assessing learning outcomes comply with the planned results and goals of the EP		+		
62	6.	The university must ensure consistency, transparency and objectivity in the mechanism for assessing the educational results of the EP. Criteria and methods for assessing learning outcomes should be published in advance		+		
63	7.	Evaluators must be proficient in modern methods of assessing learning outcomes and regularly improve their skills in this area			+	
64	8.	The management of the educational program must demonstrate the presence of a feedback system on the use of various teaching methods and evaluation of learning outcomes		+		
65	9.	The leadership of the educational program must demonstrate support for student autonomy while simultaneously providing guidance and assistance from the teacher.		+		
66	10.	The management of the educational program must demonstrate the existence of a procedure for responding to student complaints		+		
<b>Total according to standard</b>			<b>0</b>	<b>9</b>	<b>1</b>	
<b>Standard "Students"</b>						
67	1.	The university must demonstrate a student enrollment policy and ensure the transparency of its procedures. Procedures regulating the life cycle of students (from admission to completion) must be defined, approved, published		+		
68	2.	The management of the EP should provide for special adaptation and support programs for newly admitted and foreign students		+		
69	3.	The university must demonstrate compliance of its actions with the Lisbon Recognition Convention, including the presence and application of a mechanism for recognizing the results of academic mobility of students, as well as the results of additional, formal and informal learning		+		
70	4.	The university must provide opportunities for external and internal academic mobility of students, as well as assist them in obtaining external grants for studying			+	
71	5.	The university must actively encourage students to self-education and development outside the main program (extracurricular activities)		+		
72	6.	An important factor is the presence of a mechanism to support gifted students	+			
73	7.	The university must demonstrate cooperation with other educational organizations and national centers of the “European Network of National Information Centers for Academic Recognition and Mobility/National		+		

		Academic Recognition Information Centers” ENIC / NARIC in order to ensure comparable recognition of qualifications				
74	8.	The university must provide students with places of practice, demonstrate a procedure for promoting the employment of graduates, and maintaining contact with them		+		
75	9.	The university must demonstrate the procedure for issuing documents to graduates confirming the qualifications obtained, including the achieved learning outcomes		+		
76	10.	The management of the EP must demonstrate that program graduates have skills that are in demand in the labor market and that these skills are actually in demand in the labor market		+		
77	11.	The management of the educational program 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		+		
<b>Total according to standard</b>			<b>1</b>	<b>10</b>	<b>1</b>	
<b>Standard “Faculty and teaching staff”</b>						
79	1.	The university must have an objective and transparent personnel policy in the context of the EP, including recruitment (including invited teaching staff), professional growth and development of personnel, ensuring the professional competence of the entire staff		+		
80	2.	The university must demonstrate 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 leadership of the EP must demonstrate a change in the role of the teacher in connection with the transition to student-centered learning and teaching		+		
82	4.	The university must provide opportunities for career growth and professional development of teaching staff, including young teachers		+		
83	5.	The university must involve in teaching specialists from relevant industries who have professional competencies that meet the requirements of the EP		+		
84	6.	The university must demonstrate the presence of a mechanism for motivating the professional and personal development of teaching staff		+		
85	7.	The university must demonstrate the widespread use of information and communication technologies and software by teaching staff in the educational process (for example, on-line learning, e-portfolio, MOOC , etc.)		+		
86	8.	The university must demonstrate a focus on developing academic mobility and attracting the best foreign and domestic teachers			+	
87	9.	The university must demonstrate the involvement of each teacher in promoting a culture of quality and academic integrity at the university, determine the contribution of teaching staff, including invited ones, to achieving the goals of the 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 country		+		
<b>Total according to standard</b>			<b>0</b>	<b>9</b>	<b>1</b>	
<b>Standard “Educational Resources and Student Support Systems”</b>						
89	1.	The university must guarantee the compliance of educational resources, including material and technical resources, and infrastructure with the goals of the educational program		+		
90	2.	The management of the EP must demonstrate the availability of classrooms, laboratories and other facilities equipped with modern equipment and ensuring the achievement of the goals of the EP		+		
		The university must demonstrate the compliance of information resources with the needs of the university and the educational programs being implemented, including in the following areas:				

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, methodological and scientific literature on general education, basic and major disciplines on paper and electronic media, periodicals, access to scientific databases		+		
93	5.	examination of research results, graduation works, dissertations for plagiarism		+		
94	6.	access to educational Internet resources		+		
95	7.	functioning of WI-FI on your territory		+		
96	8.	The university must demonstrate that it creates conditions for conducting scientific research, integrating science and education, publishing the results of research work of teaching staff, staff and students		+		
97	9.	The university should strive to ensure that the educational equipment and software used to master educational programs are similar to those used in the relevant sectors of the economy		+		
98	10.	The management of the educational program must demonstrate the availability of procedures to support various groups of students, including information and consultation		+		
99	eleven.	The management of the educational program must show the existence of conditions for the student's advancement along an individual educational path		+		
100	12.	The university must take into account the needs of different groups of students (adults, working people, foreign students, as well as students with special educational needs)		+		
101	13	The university must ensure that the infrastructure meets security requirements		+		
<b>Total according to standard</b>			<b>0</b>	<b>13</b>	<b>0</b>	
<b>Public Information Standard</b>						
102	1.	The information published by the university must be accurate, objective, relevant and reflect all areas of the university's activities within the educational program			+	
103	2.	Public information should include support and explanation of the country's national development programs and the system of higher and postgraduate education		+		
104	3.	University management must use a variety of methods of information dissemination (including the media, web resources, information networks, etc.) to inform the general public and interested parties		+		
		Information published by the university about the educational program must be objective and relevant and include:				
105	4.	purpose and planned results of the EP, assigned qualifications			+	
106	5.	information and system for assessing educational achievements of students		+		
107	6.	information about academic mobility programs and other forms of cooperation with partner universities and employers		+		
108	7.	information about opportunities for developing personal and professional competencies of students and employment		+		
109	8.	data reflecting the positioning of EP in the educational services market (at the regional, national, international levels)		+		
110	9.	An important factor is the publication on open resources of reliable information about teaching staff, in the context of personalities		+		
111	10.	The university must publish audited financial statements for the EP on its own website		+		

11 2	eleven	The university must post information and links to external resources based on the results of external assessment procedures		+		
1 13	12 .	An important factor is the placement of information about cooperation and interaction with partners, including scientific/consulting organizations, business partners, social partners and educational organizations		+		
<b>Total according to standard</b>			<b>0</b>	<b>10</b>	<b>2</b>	
<b>TOTAL</b>			<b>1</b>	<b>93</b>	<b>19</b>	



**Appendix 2. Visit program**



**ESIL**  
UNIVERSITY

**AGREED**

**Rector**

**Institutions « Esil University »**

\_\_\_\_\_  
**Taubaev A.A.**

"\_\_" \_\_\_\_  
**2024**



АККРЕДИТТЕУ ЖӘНЕ РЕЙТИНГТИҢ  
ТӘУЕЛСІЗ АГЕНТТІГІ

НЕЗАВИСИМОЕ АГЕНТСТВО  
АККРЕДИТАЦИИ И РЕЙТИНГА

INDEPENDENT AGENCY FOR  
ACCREDITATION AND RATING

**I APPROVED**

**General Director of the NU "Independent Agency for  
Accreditation and Rating"**

\_\_\_\_\_  
**Zhumagulova A.B.**

"\_\_" \_\_\_\_  
**2024**

**PROGRAM  
VISIT OF AN EXTERNAL EXPERT COMMISSION  
INDEPENDENT ACCREDITATION AND RATING AGENCY (IAAR)  
TO THE INSTITUTION "ESIL UNIVERSITY"  
(international program accreditation)**

**Date of visit: April 1-3, 2024**

<b>Cluster 1 (accreditation)</b>	6B04105/ 7M04107/ 7M04108 - Accounting and audit; 7M04103/ 7M04104 - State and local government;
<b>Cluster 2 (primary accreditation)</b>	7M04113 Business Administration (MBA) 7M06102 Information systems 8D04107 Finance 8D04106 State and local government 7M11402 Social work 1-1.5 g
<b>Cluster 3 (accreditation)</b>	6B11101 Tourism; 6B11401/7M11401 - Social work; 6B04201/ 6B04110 - Customs affairs;



<b>Cluster 4 (accreditation)</b>	6B06102 Computer technology and software; 6B06101 Information systems; 7M06101 Information systems 2 g;
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date and time	EEC work with target groups	Position and Last Name, First Name, Patronymic of the participants target groups	Contact form
<b>March 30, 2024</b>			
<b>12.00-13.00</b> <i>(time will be confirmed)</i>	Preliminary meeting of the EEC <i>(discussion of key issues and visit program)</i>	<i>IAAR External Experts</i>	Join a Zoom meeting <a href="https://us02web.zoom.us/j/4641732969">https://us02web.zoom.us/j/4641732969</a> Conference ID: 464 173 2969
<i>On schedule during the day</i>	Arrival of members of the External Expert Commission		
<b>18.00</b>	Dinner	<i>IAAR External Experts</i>	
<b>Day 1 : April 1, 2024</b>			
<b>09.00-09.30</b>	Distribution of responsibilities of experts, solution of organizational issues	<i>IAAR External Experts</i>	Office / room No. (working office of the EEC) conference hall Join a Zoom meeting <a href="https://us02web.zoom.us/j/4641732969">https://us02web.zoom.us/j/4641732969</a> Conference ID: 464 173 2969
<b>09.30-10.00</b>	Meeting with the Rector	<i>Taubaev Ayapbergen Aldanaevich - Rector</i>	Conference hall Join a Zoom meeting <a href="https://us02web.zoom.us/j/4641732969">https://us02web.zoom.us/j/4641732969</a> Conference ID: 464 173 2969
<b>10.00-10.15</b>	Technical break		

<b>10.15-11.00</b>	Meeting with Members of the Board - Vice-Rectors	<i>Turekulova Dametken Medikhanovna - Vice-Rector for Academic Activities and Science</i> <i>Shuitenov Gabit Zhumabaevich - Vice-Rector for Strategy and Digitalization</i>	Conference hall Join a Zoom meeting <a href="https://us02web.zoom.us/j/4641732969">https://us02web.zoom.us/j/4641732969</a> Conference ID: 464 173 2969
<b>11.00-11.10</b>	Technical break		
<b>11.10-11.50</b>	Meeting with heads of structural divisions of the public organization	<i>Ulybyshev Dmitry Nikolaevich - Director of CSER</i> <i>Zharlgasova Baglan Erkinovna - Head of UPiMUP</i> <i>Akhanov Berik Utelbaevich - Head of the Career Guidance Department</i> <i>Elmira Bekbolatovna Zadanova - Head of the International Cooperation Department</i> <i>Kushebina Gulnara Malikovna - Head of the registrar's office</i> <i>Mustafina Sayran Elubaevna - Director of the Scientific Library</i> <i>Iskhakova Gozal Rakhmatullaevna - Head of the Personnel Department</i>  <i>Akparov Zhangeldy Ashimovich - Director of CIT</i> <i>Imanbaeva Raikhan Gazizovna – Chief of Staff,</i> <i>Zhumanova Bekarshyn Kimashevna - Director of the PC Center</i> <i>Zhumabay Batyrkhan Elikovich - Head of OOKiSA</i> <i>Sakeev Erbol Khamitovich - Director of the Career Center</i> <i>Sadirbaev Orazkan Aitmagambetovich - Head of Administration</i> <i>Almagambetov Berik Amanzholovich - HSE Engineer</i> <i>Nurgalieva Zhanna Ergalievnna - Executive Secretary of the Admissions Committee</i> <i>Shardarov Gabiden Tulakbaevich – Chief Accountant</i>	Conference hall Join a Zoom meeting <a href="https://us02web.zoom.us/j/4641732969">https://us02web.zoom.us/j/4641732969</a> Conference ID: 464 173 2969
<b>11.50-12.00</b>	Exchange of views among members of the external expert commission		Conference hall Join a Zoom meeting <a href="https://us02web.zoom.us/j/4641732969">https://us02web.zoom.us/j/4641732969</a> Conference ID: 464 173 2969
<b>12.00-12.40</b>	Meeting with deans accredited educational institutions	<i>Alina Gulzhan Baltabaevna - Dean of the Faculty of Business and Management</i> <i>Mukhamedzhanova Aigul Aitmagambetovna - Dean of the Faculty of</i>	Conference hall

		Applied Sciences	
<b>12.40-13.00</b>	Work of the VEC	<i>IAAR External Experts</i>	
<b>13.00-14.00</b>	<i>Dinner</i>		
<b>14.00-14.15</b>	Work of the VEC		
<b>14.15-15.00</b>	Meeting with heads of departments and heads of EP	<p>Valieva Saltanat Nesipbekovna - head of the Department of Management, PhD , acting . associate professor  Chereeva Bakhytgul Tolegenovna - head of the educational program “State and Local Administration”, doctoral studies, master’s degree, PhD , acting . associate professor  Zhusupova Zhanat Zhaksalykovna Head of EP “Business Administration” MBA  Lukpanova Zhanar Oralkhanovna – head of the Department of Finance  Berstambaeva Rysty Kudaibergenovna - head of the EP "Finance"  Bykov Artem Aleksandrovich – head of the ISIT department  Zhumashev Marat Sungatovich Head of EP "Information Systems"  Yesenova Moldir Balkairovna Head of the EP "VTiPO"  Kaliev Askar Kadyrovich – Head of the Department of Law  Kapysheva Saltanat Kairzhanovna – head of the EP “Customs Affairs”  Sadykov Zhasulan Amangeldyevich - head. Department of Social Work and Tourism, Head of the Educational Program "Tourism"  Aiman Yesenkulovna Adebietova - head of the Social Work OP</p>	<p>Conference hall  Join a Zoom meeting  <a href="https://us02web.zoom.us/j/4641732969">https://us02web.zoom.us/j/4641732969</a>  Conference ID: 464 173 2969</p>
<b>15.00-15.10</b>	Technical break		<p>And audience no.  Join a Zoom meeting  <a href="https://us02web.zoom.us/j/4641732969">https://us02web.zoom.us/j/4641732969</a>  Conference ID: 464 173 2969</p>
<b>15.10–16.00</b>	Meeting with teaching staff OP	<p><b><i>Full name of the teacher, position, EP</i></b>  <i>Hall 1 (Appendix No. 1) ( room No. 203, session hall zoom 1 )</i>  <i>Hall 2 (Appendix No. 2) ( room No. 204 , session hall zoom 2 )</i>  <i>Hall 3 (Appendix No. 3) ( room No. 205 , session hall zoom 3 )</i></p>	<p>And audience no.  Join a Zoom meeting  <a href="https://us02web.zoom.us/j/4641732969">https://us02web.zoom.us/j/4641732969</a>  Conference ID: 464 173 2969</p>
<b>16.00-17.00</b>	Survey of teaching staff (in parallel)	<b><i>Appendix 2 ( name of teacher , position, e- mail )</i></b>	The link is sent to the teacher’s e- mail personally

<b>16.00-16.10</b>	Exchange of views among members of the external expert commission		And audience no. Join a Zoom meeting <a href="https://us02web.zoom.us/j/4641732969">https://us02web.zoom.us/j/4641732969</a> Conference ID: 464 173 2969
<b>16.10-17.00</b>	Meeting with EP students	<b>Appendix 3</b> <b>Student's name, course, EP</b> <i>Hall 1 (Appendix No. 1) ( room No. 203, session hall zoom 1 )</i> <i>Hall 2 (Appendix No. 2) ( room No. 204 , session hall zoom 2 )</i> <i>Hall 3 (Appendix No. 3) ( room No. 205 , session hall zoom 3 )</i>	And audience no. Join a Zoom meeting <a href="https://us02web.zoom.us/j/4641732969">https://us02web.zoom.us/j/4641732969</a> Conference ID: 464 173 2969
<b>17.00-18.00</b>	Questioning of students (in parallel)	<b>Appendix 4</b> <b>Student's name, course, EP, e- mail</b>	The link is sent to the student's e- mail personally
<b>17.00-17.50</b>	Visual inspection of EP and material, technical and educational laboratory facilities <b>only facilities for accredited EP</b>		<i>Along the route</i>
<b>17.50-18.00</b>	Work of the EEC discussion of the results of the first day	<i>IAAR External Experts</i>	Conference hall Join a Zoom meeting <a href="https://us02web.zoom.us/j/4641732969">https://us02web.zoom.us/j/4641732969</a> Conference ID: 464 173 2969
<b>18.00-19.00</b>	Dinner	<i>IAAR External Experts</i>	
<b>Day 2: April 2, 2024</b>			
<b>09.00-09.30</b>	Work of the VEC	<i>IAAR External Experts</i>	Conference hall Join a Zoom meeting <a href="https://us02web.zoom.us/j/4641732969">https://us02web.zoom.us/j/4641732969</a>

			Conference ID: 464 173 2969
<b>09.30-11.30</b>	Selective visits to EP practice bases	<i>External IAAR experts according to the route list Appendix 6</i>	
<b>11.30-13.00</b>	Working with department documents ( <i>documents must be uploaded to the cloud by cluster in advance; if necessary, department heads will be invited to the online Zoom room</i> ) and attending teaching staff classes as scheduled	<i>Appendix 7</i>	
<b>13.00-14.00</b>	<b>Dinner</b>		
<b>14.00-14.20</b>	Exchange of views among members of the external expert commission	<i>IAAR External Experts</i>	
<b>14.20-15.10</b>	Meeting with stakeholders (representatives of practice bases and employers) (hybrid)	<i>Appendix 8</i>	Conference hall Join a Zoom meeting <a href="https://us02web.zoom.us/j/4641732969">https://us02web.zoom.us/j/4641732969</a> Conference ID: 464 173 2969
<b>15.10-15.30</b>	Technical break		
<b>15.30-16.10</b>	Meeting with EP graduates (hybrid)	<i>Appendix 9</i>	Conference hall Join a Zoom meeting <a href="https://us02web.zoom.us/j/4641732969">https://us02web.zoom.us/j/4641732969</a> Conference ID: 464 173 2969
<b>16.10-16.30</b>	Technical break	<i>IAAR External Experts</i>	
<b>16.30-19.00</b>	Work of the EEC, discussion of the results	<i>IAAR External Experts</i>	

	of the second day and profile parameters ( <i>recording is being carried out</i> )		
<b>19.00-20.00</b>	Dinner	<i>IAAR External Experts</i>	
<b>Day 3: April 3, 2024</b>			
<b>09.00-11.30</b>	Work of the EEC , development and discussion of recommendations	<i>IAAR External Experts</i>	Conference hall Join a Zoom meeting <a href="https://us02web.zoom.us/j/4641732969">https://us02web.zoom.us/j/4641732969</a> Conference ID: 464 173 2969
<b>11.30-11.40</b>	Technical break		
<b>11.40-12.30</b>	Work of the EEC development and discussion of recommendations ( <i>recorded</i> )	<i>IAAR External Experts</i>	Conference hall Join a Zoom meeting <a href="https://us02web.zoom.us/j/4641732969">https://us02web.zoom.us/j/4641732969</a> Conference ID: 464 173 2969
<b>12.30-13.00</b>	Work of the VEC	<i>IAAR External Experts</i>	
<b>13.00-14.00</b>	Dinner		
<b>14.00-16.00</b>	Work of the EEC discussion, decision-making by voting ( <i>recorded</i> )		Conference hall Join a Zoom meeting <a href="https://us02web.zoom.us/j/4641732969">https://us02web.zoom.us/j/4641732969</a> Conference ID: 464 173 2969
<b>16.00-16.30</b>	Work of the EEC, Discussion of the results of quality assessment	<i>IAAR External Experts</i>	
<b>16.30–17.00</b>	Final meeting of the EEC with the university management		Conference hall Join a Zoom meeting <a href="https://us02web.zoom.us/j/4641732969">https://us02web.zoom.us/j/4641732969</a> Conference ID: 464 173 2969
<b>18.00-19.00</b>	Dinner	<i>IAAR External Experts</i>	

**Abbreviations**

*IAAR – Independent Accreditation and Rating Agency*

*EEC – IAAR External Expert Commission*

*OO – educational organization*

*EP – educational program*

*Teaching staff - teaching staff*



### Appendix 3. RESULTS OF THE PPP SURVEY

**Total number of questionnaires: 42**

#### **2. Position, %**

Professor	3 (7.1%)
Associate Professor/Associate Professor	18 (42.9%)
Senior Lecturer	17 (40.5%)
Teacher	4 (9.5%)
Head Department	0 (0%)
Other	0 (0%)

#### **3. Academic degree, academic title**

Honored Worker	0 (0%)
Ph.D	3 (7.1%)
PhD	12 (28.6%)
master	14 (33.3%)
PhD	7 (16.7%)
Professor	1 (2.4%)
Associate Professor/Associate Professor	8 (19%)
No	3 (7.1%)
Other	0 (0%)

#### **4. Work experience at this university**

Less than 1 year	5 (11.9%)
1 year – 5 years	11 (26.2%)
Over 5 years	26 (69.9%)
Other	0 (0%)

No.	Questions	Very good	Fine	Relatively bad	Badly	Very bad	Didn't answer
1	To what extent does the content of the educational program meet your scientific and professional interests and needs?	31 (73.8%)	11 (26.2%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
2	How do you assess the opportunities provided by the University for the professional development of teaching staff?	22 (52.4%)	19 (45.2%)	1 (2.4%)	0 (0%)	0 (0%)	0 (0%)
3	How do you assess the opportunities provided by the University for career growth of teaching staff?	24 (57.1%)	17 (40.5%)	1 (2.4%)	0 (0%)	0 (0%)	0 (0%)
4	How do you assess the degree of academic freedom of the teaching staff?	23(54.8%)	19 (45.2%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)



	<b>To what extent can teachers use their own</b>						
5	• Learning Strategies	21 (50%)	20 (47.6%)	1(2.4%)	0 (0%)	0 (0%)	0 (0%)
6	• Teaching methods	29(69%)	13 (31%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
7	• Educational innovations	26(61.9%)	16(38.1%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
8	How do you evaluate the work on organizing medical care and preventing diseases at the university?	18(42.9%)	23(54.8%)	1(2.4%)	0 (0%)	0 (0%)	0 (0%)
9	What attention does the management of the educational institution pay to the content of the educational program?	26 (61.9%)	15 (35.7%)	1 (2.4%)	0 (0%)	0 (0%)	0 (0%)
10	How do you assess the sufficiency and accessibility of the necessary scientific and educational literature in the library?	thirty (71.4%)	12 (28.6%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
eleven	Assess the level of created conditions that take into account the needs of different groups of students?	16(38.1%)	25(59.5%)	1(2.4%)	0 (0%)	0 (0%)	0 (0%)
	<b>Assess the openness and accessibility of the management</b>						
12	• For students	26(61.9%)	16(38.1%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
13	• teachers	24(57.1%)	18(42.9%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
14	Assess the involvement of teaching staff in the process of making management and strategic decisions	10(23.8%)	31(73.8%)	1(2.4%)	0 (0%)	0 (0%)	0 (0%)
15	How are innovative activities of teaching staff encouraged?	14(33.3%)	27(64.3%)	1 (2.4%)	0 (0%)	0 (0%)	0 (0%)
16	Assess the level of feedback from teaching staff to management	18(42.9%)	23(54.8%)	1(2.4%)	0 (0%)	0 (0%)	0 (0%)
17	What is the level of stimulation and involvement of young specialists in the educational process?	12(28.6%)	29(69%)	1 (2.4%)	0 (0%)	0 (0%)	0 (0%)
18	Evaluate the created opportunities for professional and personal growth for each teacher and staff member	19(45.2%)	23(54.8%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
19	Assess the adequacy of university management's recognition of the potential and abilities of teachers	19(45.2%)	23(54.8%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
	<b>How the work is done</b>						
20	• By academic mobility	17(40.5%)	24(57.1%)	1(2.4%)	0 (0%)	0 (0%)	0 (0%)
21	• To improve the qualifications of teaching staff	15(35.7%)	25(59.5%)	2(4.8%)	0 (0%)	0 (0%)	0 (0%)
	<b>Rate the support of the university and its leadership</b>						
22	• Faculty research endeavors	24(57.1%)	16(38.1%)	2(4.8%)	0 (0%)	0 (0%)	0 (0%)
23	• Development of new educational programs / academic disciplines / teaching methods	21(50%)	20(47.6%)	1(2.4%)	0 (0%)	0 (0%)	0 (0%)
	<b>Assess the level of ability of teaching staff to combine teaching</b>						
24	• with scientific research	22(52.4%)	19(45.2%)	1(2.4%)	0 (0%)	0 (0%)	0 (0%)

<b>25</b>	• with practical activities	17(40.5%)	24(57.1%)	1(2.4%)	0 (0%)	0 (0%)	0 (0%)
<b>26</b>	Assess how well the students' knowledge acquired at the university corresponds to the realities of the requirements of the modern labor market	17(40.5%)	24(57.1%)	1(2.4%)	0 (0%)	0 (0%)	0 (0%)
<b>27</b>	How do the management and administration of the university perceive criticism addressed to them?	13(31%)	27(64.3%)	2(4.8%)	0 (0%)	0 (0%)	0 (0%)
<b>28</b>	Assess how well your academic workload meets your expectations and capabilities?	21(50%)	19(45.2%)	2(4.8%)	0 (0%)	0 (0%)	0 (0%)
<b>29</b>	Assess the focus of educational programs/curricula on developing students' skills and abilities to analyze the situation and make forecasts?	22(52.4%)	19(45.2%)	1(2.4%)	0 (0%)	0 (0%)	0 (0%)
<b>thirty</b>	Assess how well the educational program meets the expectations of the labor market and employers in terms of content and quality of implementation	19(45.2%)	22(52.4%)	1(2.4%)	0 (0%)	0 (0%)	0 (0%)

### Why do you work at this university?

Wide opportunities for self-development

Friendly staff, loyal management, good students

Promising University

I like the team, I've been working here since 2007

The conditions suit me

Invited

The team is good

Good team. Close to home

Excellent management, work schedule, team, professional development opportunities provided

The university gives you the opportunity to constantly work to improve your knowledge

I like working at this university, I realize myself as a professional

Comfortable conditions and opportunity for professional growth

Good conditions have been created to start an educational initiative

This is my first year working

Because I completed my doctorate at this university

Good team

My expectations were met

Strong personnel

One of the best universities in economics

because here you have the opportunity to express yourself as a creative person

I like the leadership of the university, the staff of the department and the curiosity of the students.

Very favorable environment for teaching staff and students)

Convenient work schedule

I like it, the staff of the Management Department is friendly, I work with pleasure!

The location is convenient

Development as a professional

I like the university

A small university with its own atmosphere, responsive staff, opportunity to grow in the scientific field, excellent students.

close to home address

I have been working for a long time

The profession is appropriate

I teach directly in my specialty

I like it a

Very convenient work schedule and location of the university.

I work part-time

Calm, stable, good atmosphere, team

I consider it important to train specialists in the accounting profession; I am familiar with the organizational structure of this enterprise. I believe that in other educational institutions there is a similar situation with the organization of the educational process. I work in this company because... the principle of conservatism has its place

Good team

I feel comfortable here

In our university, support for young specialists is good, and we have colleagues with experienced scientific degrees to guide young specialists and share their experience!

**32. How often are master classes and classes held as part of your course? with the participation of practitioners?**

Often	often	Sometimes	very rarely	never
12 (28.6%)	18 (42.9%)	12 (28.6%)	0 (0%)	0 (0%)

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

Often	often	Sometimes	very rarely	never
5 (11.9%)	30 (71.4%)	7 (16.7%)	0 (0%)	0 (0%)

**34. How often do you encounter the following problems in your work: (please give the answer in each line)**

Questions	Often	Sometimes	Never	No answer
Lack of classrooms	0 (0%)	9 (21.4%)	33 (78.6%)	0 (0%)
Imbalance of teaching load by semester	1 (2.4%)	15 (35.7%)	26 (61.9%)	0 (0%)
Inaccessibility of necessary literature in the library	0 (0%)	12(28.6%)	30 (71.4%)	0 (0%)
Overcrowding of study groups (too many students in a group)	0 (0%)	11 (26.2%)	31 (73.8%)	0 (0%)
Inconvenient schedule	0 (0%)	15 (35.7%)	27 (64.3%)	0 (0%)
Inadequate classroom conditions	0 (0%)	8 (19%)	34(81%)	0 (0%)
Lack of Internet access/weak Internet	0 (0%)	16 (38.1%)	26 (61.9%)	0 (0%)
Lack of interest among students in learning	0 (0%)	23(54.8%)	19(45.2%)	0 (0%)
Late receipt of information about events	0 (0%)	9(21.4%)	33(78.6%)	0 (0%)
Lack of technical teaching aids in classrooms	0 (0%)	14(33.3%)	28(66.7%)	0 (0%)
Other problems	No problem			

	<p>No problems  I want more salary  strengthening the technical base of the university  Insufficient number of educational programs in English.  The bonus for an academic degree is partial, for example, for a candidate of sciences the bonus is only 44925 tenge. Small salary  Road vehicles  More laboratory audiences and the involvement of practical teachers.  low salary increase</p>
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**35. There are many different sides and aspects in the life of a university that in one way or another affect every teacher and employee. Rate how satisfied you are:**

Questions	Completely satisfied (1)	Partially satisfied (2)	Not satisfied (3)	I find it difficult to answer (4)
The attitude of the university management towards you	33 (78.6%)	8(19%)	0 (0%)	1 (2.4%)
Relationships with immediate management	35 (83.3%)	6 (14.3%)	1 (2.4%)	0 (0%)
Relations with colleagues at the department	42(100%)	0 (0%)	0 (0%)	0 (0%)
Degree of participation in management decision making	32(76.2%)	10 (23.8%)	0 (0%)	0 (0%)
Relations with students	40 (95.2%)	2 (4.8%)	0 (0%)	0 (0%)
Recognition of your successes and achievements by the administration	34(81%)	8(19%)	0 (0%)	0 (0%)
Support for your suggestions and comments	30(71.4%)	12(28.6%)	0 (0%)	0 (0%)
Activities of the university administration	31(73.8%)	11 (26.2%)	0 (0%)	0 (0%)
Terms of payment	13(31%)	21(50%)	6 (14.3%)	2 (4.8%)
Working conditions, list and quality of services provided at the university	31 (73.8%)	11 (26.2%)	0 (0%)	0 (0%)
Labor protection and safety	35 (83.3%)	7(16.7%)	0 (0%)	0 (0%)
Managing changes in the activities of the university	28 (66.7%)	14 (33.3%)	0 (0%)	0 (0%)

Providing a social package: rest, sanatorium treatment, etc.	22 (52.4%)	15 (35.7%)	4 (9.5%)	1 (2.4%)
Organization and quality of food at the university	30 (71.4%)	10 (23.8%)	1 (2.4%)	1 (2.4%)
Organization and quality of medical care	30 (71.4%)	10 (23.8%)	1 (2.4%)	1 (2.4%)

#### Appendix 4. RESULTS OF THE STUDENT SURVEY

**Total number of questionnaires: 134**

**Your specialty:**

7M04107 Accounting and audit – 3 (2.2%)  
 6B04105 Accounting and audit – 26 (19.4%)  
 7M04104 State and local government – 1 (0.7%)  
 6B11101 Tourism – 28 (20.9%)  
 6B11401 Social work – 14 (10.4%)  
 7M11401 Social work 2 years - 1 (0.7%)  
 6B04201 Customs – 2 (1.5%)  
 6B04110 Customs – 4 (3%)  
 6B06102 Computer technology and software – 7 (5.2%)  
 6B06101 Information systems – 30 (22.4%)  
 7M06101 Information systems 2 years – 12 (9%)  
 7M04113 Business administration (MBA) – 2 (1.5%)  
 7M06102 Information systems – 3 (2.2%)  
 6B05301 Chemistry – 1 (0.7%)

**Floor:**

Male	<b>62 (46.3%)</b>
Female	<b>72 (53.7%)</b>

**Rate how satisfied you are:**

Questions	Completely satisfied	Partially satisfied	Partially unsatisfied	Not satisfied	I'm at a loss answer
1. Relations with the dean's office (school, faculty, department)	94 (70.1%)	32 (23.9%)	4 (3%)	3 (2.2%)	1 (0.7%)

2. Level of accessibility of the dean's office (school, faculty, department)	94 (70.1%)	31 (23.1%)	4 (3%)	2 (1.5%)	3 (2.2%)
3. The level of accessibility and responsiveness of management (university, school, faculty, department)	87 (64.9%)	38 (28.4%)	3 (2.2%)	3 (2.2%)	3 (2.2%)
4. Availability of academic advising	90 (67.2%)	36 (26.9%)	4 (3%)	2 (1.5%)	2 (1.5%)
5. Support with educational materials during the learning process	83 (61.9%)	41 (30.6%)	7 (5.2%)	3 (2.2%)	0 (0%)
6. Availability of counseling on personal problems	80 (59.7%)	35 (26.1%)	8 (6%)	3 (2.2%)	8 (6%)
7. Relationship between student and teacher	94 (70.1%)	31 (23.1%)	4 (3%)	3 (2.2%)	2 (1.5%)
8. Activities of financial and administrative services of the educational institution	79 (59%)	43 (32.1%)	6 (4.5%)	3 (2.2%)	3 (2.2%)
9. Availability of health services	90 (67.2%)	29 (21.6%)	2 (1.5%)	3 (2.2%)	10 (7.5%)
10. Quality of medical care at the university	83 (61.9%)	30 (22.4%)	2 (1.5%)	6 (4.5%)	13 (9.7%)
11. Level of accessibility of library resources	95 (70.9%)	29 (21.6%)	1 (0.7%)	0 (0%)	9 (6.7%)
12. The quality of services provided in libraries and reading rooms	93 (69.4%)	26 (19.4%)	2 (1.5%)	2 (1.5%)	11 (8.2%)
13. Existing educational resources of the university	80 (59.7%)	45 (33.6%)	5 (3.7%)	1 (0.7%)	3 (2.2%)
14. Availability of computer classes	74 (55.2%)	32 (23.9%)	16 (11.9%)	8 (6%)	4 (3%)
15. Availability and quality of Internet resources	64 (47.8%)	42 (31.3%)	18 (13.4%)	5 (3.7%)	5 (3.7%)
16. The content and information content of the website of educational organizations in general and faculties (schools) in particular	86 (64.2%)	40 (29.9%)	5 (3.7%)	1 (0.7%)	2 (1.5%)
17. Study rooms, auditoriums for large groups	78 (58.2%)	36 (26.9%)	11 (8.2%)	6 (4.5%)	3 (2.2%)
18. Lounges for students (if available)	55 (41%)	28 (20.9%)	18 (13.4%)	14 (10.4%)	19 (14.2%)
19. Clarity of procedures for taking disciplinary action	82 (61.2%)	35 (26.1%)	5 (3.7%)	3 (2.2%)	9 (6.7%)
20. The quality of the educational program as a whole	87 (64.9%)	33 (24.6%)	6 (4.5%)	6 (4.5%)	2 (1.5%)
21. The quality of educational programs in the EP	89 (66.4%)	33 (24.6%)	4 (3%)	4 (3%)	4 (3%)
22. Teaching methods in general	86 (64.2%)	36 (26.9%)	6 (4.5%)	4 (3%)	2 (1.5%)
23. Quick response to feedback from teachers on issues of the educational process	91 (67.9%)	34 (25.4%)	5 (3.7%)	3 (2.2%)	1 (0.7%)
24. Overall quality of teaching	90 (67.2%)	31 (23.1%)	9 (6.7%)	3 (2.2%)	1 (0.7%)

25. Academic load/requirements for the student	79 (59%)	42 (31.3%)	7 (5.2%)	4 (3%)	2 (1.5%)
26. Requirements of teaching staff for students	87 (64.9%)	31 (23.1%)	3 (2.2%)	3 (2.2%)	10 (7.5%)
27. Information support and explanation before entering the university of the rules of admission and the strategy of the educational program (specialty)	86 (64.2%)	36 (26.9%)	4 (3%)	3 (2.2%)	5 (3.7%)
28. Informing the requirements in order to successfully complete a given educational program (specialty)	90 (67.2%)	37 (27.6%)	2 (1.5%)	3 (2.2%)	2 (1.5%)
29. The quality of examination materials (tests and examination questions, etc.)	88 (65.7%)	36 (26.9%)	7 (5.2%)	2 (1.5%)	1 (0.7%)
30. Objective assessment of knowledge, skills and other educational achievements	90 (67.2%)	34 (25.4%)	6 (4.5%)	3 (2.2%)	1 (0.7%)
31. Available computer classes	71 (53%)	42 (31.3%)	15 (11.2%)	4 (3%)	2 (1.5%)
32. Available scientific laboratories	69 (51.5%)	30 (22.4%)	10 (7.5%)	7 (5.2%)	18 (13.4%)
33. Objectivity and fairness of teachers	91 (67.9%)	31 (23.1%)	8 (6%)	4 (3%)	0 (0%)
34. Informing students about courses, educational programs and the academic degree they receive	95 (70.9%)	30 (22.4%)	6 (4.5%)	3 (2.2%)	0 (0%)
35. Providing students with hostel accommodation	79 (59%)	21 (15.7%)	2 (1.5%)	1 (0.7%)	31 (23.1%)

**Please rate how much you agree:**

Statement	Full agreement	Agree	Partially agree	I don't agree	Complete disagreement	Didn't answer
36. The course syllabus was clearly presented	79 (59%)	38 (28.4%)	14 (10.4%)	2 (1.5%)	1 (0.7%)	
37. The course content is well structured	76 (56.7%)	36 (26.9%)	16 (11.9%)	4 (3%)	2 (1.5%)	
38. Key terms are sufficiently explained	80 (59.7%)	38 (28.4%)	14 (10.4%)	2 (1.5%)	0 (0%)	
39. The material proposed by the teacher is relevant and reflects the latest achievements of science and practice	73 (54.5%)	37 (27.6%)	20 (14.9%)	2 (1.5%)	2 (1.5%)	
40. The teacher uses effective teaching methods	77 (57.5%)	31 (23.1%)	22 (16.4%)	2 (1.5%)	2 (1.5%)	
41. The teacher knows the material being taught	90 (67.2%)	26 (19.4%)	15 (11.2%)	2 (1.5%)	1 (0.7%)	
42. The teacher's presentation is clear	78 (58.2%)	37 (27.6%)	17 (12.7%)	1 (0.7%)	1 (0.7%)	

43. The teacher presents the material in an interesting way	71 (53%)	35 (26.1%)	21 (15.7%)	4 (3%)	3 (2.2%)	
44. Objectivity in assessing knowledge, skills and other educational achievements	78 (58.2%)	38 (28.4%)	15 (11.2%)	2 (1.5%)	1 (0.7%)	
45. Timely assessment of students' educational achievements	80 (59.7%)	38 (28.4%)	13 (9.7%)	2 (1.5%)	1 (0.7%)	
46. The teacher meets your requirements and expectations for professional and personal development	80 (59.7%)	35 (26.1%)	13 (9.7%)	4 (3%)	2 (1.5%)	
47. The teacher stimulates student activity	79 (59%)	34 (25.4%)	14 (10.4%)	4 (3%)	3 (2.2%)	
48. The teacher stimulates students' creative thinking	75 (56%)	35 (26.1%)	19 (14.2%)	3 (2.2%)	2 (1.5%)	
49. The appearance and manners of the teacher are adequate	91 (67.9%)	31 (23.1%)	10 (7.5%)	2 (1.5%)	0 (0%)	
50. The teacher shows a positive attitude towards students	85 (63.4%)	38 (28.4%)	9 (6.7%)	2 (1.5%)	0 (0%)	
51. The system for assessing educational achievements (seminars, tests, questionnaires, etc.) reflects the content of the course	81 (60.4%)	40 (29.9%)	11 (8.2%)	2 (1.5%)	0 (0%)	
52. The assessment criteria used by the teacher are clear and accessible	82 (61.2%)	37 (27.6%)	13 (9.7%)	2 (1.5%)	0 (0%)	
53. The teacher objectively evaluates student achievements	82 (61.2%)	36 (26.9%)	12 (9%)	4 (3%)	0 (0%)	
54. The teacher speaks professional language	81 (60.4%)	37 (27.6%)	12 (9%)	4 (3%)	0 (0%)	
55. The organization of education provides sufficient opportunity for sports and other leisure activities	71 (53%)	34 (25.4%)	15 (11.2%)	8 (6%)	6 (4.5%)	
56. Facilities and equipment for students are safe, comfortable and modern	68 (50.7%)	38 (28.4%)	24 (17.9%)	1 (0.7%)	3 (2.2%)	
57. The library is well equipped and has a sufficient fund of scientific, educational and methodological literature	76 (56.7%)	38 (28.4%)	15 (11.2%)	2 (1.5%)	3 (2.2%)	
58. Equal opportunities for mastering EP and personal development are provided to all students	83 (61.9%)	34 (25.4%)	13 (9.7%)	1 (0.7%)	3 (2.2%)	

Other concerns regarding teaching quality:

- No problem
- There are no problems with the quality of education, Tourism specialty is excellent
- Many thanks to the teaching staff of the University, I wish you prosperity and success!!!



- no problems, but the educational program would need to be improved and the work of the administration would also be improved. Some managers can't answer simple questions
  - During the training - no problems were identified regarding training
  - I think that teaching is of low quality, unfortunately. Some teachers do not take students' education seriously. Teachers with extensive experience at the university conduct the teaching process wonderfully. As for teachers who have just come to the university and master's students, unfortunately, the situation is the opposite. After so many years of studying at the university, I am very disappointed in the quality of education. I hope that this questionnaire will reveal reliable results and begin the process of changing the quality of education.
  - There are no complaints about the quality of teaching, I'm happy with everything, there's plenty of everything at the university
  - There are no problems with the quality of teaching, the educational material is presented with a very creative approach
  - A more convenient place for students to relax. Improving the quality of the Internet.
  - Improvement of the Internet, as well as improvement of the work of Platonus , during exams it often freezes. What is often a stressful event?
  - Teachers do not have a good relationship with students
- there is no toilet paper in a simple toilet, let's start with that lesson and then we can consider the education side, there is no structure, everything is moved only when there is a paper, a report, and an inspection from the management
- It's a pity that I couldn't tell you sincerely about what's happening with teaching at the university. Letters were sent to your organization describing the problems of the university. If you haven't received it, write to my email below.
- We couldn't tell you everything, because then we would have problems, including expulsion. We were prepared for your arrival and told to speak only positively about the university. The bottom line is that we, at the IS, don't have classes at all: we come to the office and just sit on the phones with the teacher, they don't teach us anything at all. In the third year, we don't know how to do anything at all, the teachers gave up on us, and we just completely cheated on the session. Out of 23 people, 5-6 of us come to pairs; the rest give grades just behind the scenes. I have no faith that the university itself will respond normally to our complaints. The accreditation you leave to this university will ruin another generation of specialists
- Email for feedback from me: [jopan.a@yandex.ru](mailto:jopan.a@yandex.ru)
- I would like to update outdated computers in the remaining classrooms
  - There is a bad Wi- Fi signal at the university. This is all the disadvantages of the university for me.