«АККРЕДИТТЕУ ЖӘНЕ РЕЙТИНГТІҢ ТӘУЕЛСІЗ АГЕНТТІГІ» КЕМ

НУ «НЕЗАВИСИМОЕ АГЕНТСТВО АККРЕДИТАЦИИ И РЕЙТИНГА»

INDEPENDENT AGENCY FOR ACCREDITATION AND RATING

REPORT

on the results of the work of the external expert commission on the assessment for compliance with the requirements of specialized accreditation standards of the educational program

7M03214 Business communication

KAZAKH NATIONAL UNIVERSITY NAMED AFTER AL-FARABI
during the period from May 11 to May 13, 2023

INDEPENDENT ACCREDITATION AND RATING AGENCY
External expert commission

Addressed to
Accreditation
IAAR Council

«АККРЕДИТТЕУ ЖӘНЕ РЕЙТИНГТІҢ ТӘУЕЛСІЗ АГЕНТТІГІ» КЕМ
НУ «НЕЗАВИСИМОЕ АГЕНТСТВО АККРЕДИТАЦИИ И РЕЙТИНГА»
INDEPENDENT AGENCY FOR ACCREDITATION AND RATING

REPORT

on the results of the work of the external expert commission on the assessment for compliance with the requirements of specialized accreditation standards of the educational program

7M03214 Business communication

KAZAKH NATIONAL UNIVERSITY NAMED AFTER AL-FARABI

during the period from May 11 to May 13, 2023

2023

CONTENT

I. LIST OF ABBREVIATIONS AND ACRONYMS 3
II. INTRODUCTION 4
III. REPRESENTATION OF THE EDUCATIONAL ORGANIZATION 6
IV. DESCRIPTION OF PREVIOUS ACCREDITATION PROCEDURE 8
V. DESCRIPTION OF THE VISIT OF EEC 8
VI. COMPLIANCE WITH SPECIALIZED ACCREDITATION STANDARDS 10
6.1. The standard "Educational Program Management" 10
6.2. The standard “Information Management and Reporting” 13
6.3. The standard “Development and approval of an educational program” 15
6.4. The standard “Continuous monitoring and periodic evaluation of the educational program” . 18
6.5. The standard “Student-centered learning, teaching and assessment” 21
6.6. The standard "Students" 24
6.7. The standard “Faculty and teaching staff” 27
6.8. The standard “Educational Resources and Student Support Systems” 30
6.9. The standard “Public Information” 32
VII. OVERVIEW OF STRENGTHS/BEST PRACTICES FOR EACH STANDARD 36
VIII. OVERVIEW OF RECOMMENDATIONS FOR IMPROVING QUALITY FOR EACH STANDARD 37
IX. REVIEW OF RECOMMENDATIONS FOR THE DEVELOPMENT OF EDUCATIONAL ORGANIZATION 40
X. RECOMMENDATION TO THE ACCREDITATION BOARD 41
Appendix 1. Evaluation table “Conclusion of an external expert commission” 42
Appendix 2. Program of the visit to the educational organization 49
Appendix 3. Results of the ppp survey 57
Appendix 4. Results of the student survey 64

I. LIST OF ABBREVIATIONS AND ACRONYMS

IAAR –Independent accreditation and rating agency
EEC– External expert commission
EP- Educational program
teaching staff– Professorial and teaching staff
OO– Organization of education
University– Higher education institution
NSC– National qualification system
MES RK– Ministry of Education and Science of the Republic of Kazakhstan
NAO– Non-profit joint stock company
DSP– Student Service Center

II. INTRODUCTION

In accordance with order No. 60-23-OD dated 03/03/2023 From May 11 to May 13, 2023, an independent accreditation and rating agency assessed the compliance of the educational program 7M03214 Business Communication of the Al-Farabi Kazakh National University with the standards of specialized accreditation of the IAAR (dated June 16, 2020 No. 57-20-OD , sixth edition) in hybrid format.

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

Composition of EEC:

1. Chairman of the IAAR Commission– Tabishev Timur Arsenovich, candidate of pedagogical sciences, associate professor, head of the department for organizing admissions of the Federal State Budgetary Educational Institution of Higher Education “Kabardino-Balkarian State University named after. HM. Berbekova" (Nalchik, Kabardino-Balkarian Republic) (offline);

2. IAAR Expert – Rusnak Lyudmila Anatolyevna, Doctor of Science, Associate Professor, Deputy Dean of the Faculty of Journalism and Communication Sciences, State University of Moldova (Chisinau, Republic of Moldova) (online);

3. IAAR Expert – Mark Ruiz-Zorrilla Cruzate, Doctor of Philology, Professor, University of Barcelona (Madrid, Spain) (online);

4. IAAR Expert – Mehriban Babakhanova (Babaxanova Mehriban Eldar qızı), Department of International Relations, Doctor of Philosophy in Law, Associate Professor, Azerbaijan University of Languages, nominated by the Quality Assurance Agency in Education (TKTA) (Baku, Republic of Azerbaijan) (online);

5. IAAR Expert– Gorylev Alexander Ivanovich, Candidate of Legal Sciences, Associate Professor, National Research Nizhny Novgorod State University named after. N.I. Lobachevsky (offline);

6. IAAR Expert – Shaimerdinova Nurila Gabbasovna, Doctor of Philology, Professor, Eurasian National University named after L.N. Gumilev (Astana, Republic of Kazakhstan) (offline);

7. IAAR Expert – Sadirova Kulzat Kanievna, Doctor of Philology, Professor, Aktobe Regional University named after K. Zhubanov (Aktobe, Republic of Kazakhstan) (offline);

8. IAAR Expert – Zharkenova Svetlana Bakhytovna, Candidate of Legal Sciences, Associate Professor, Eurasian National University. L.N. Gumilev (Astana, Republic of Kazakhstan) (offline);

9. IAAR Expert – Burbekova Saule Zhorabekovna, Ph.D., Associate Professor, Astana IT University (Astana, Republic of Kazakhstan) (online);

10. IAAR Expert – Kulakhmetova Mergul Sabitovna, Ph.D., Associate Professor, Pavlodar Pedagogical University named after Alkey Margulan (Pavlodar, Republic of Kazakhstan) (offline);

11. Expert Employer IAAR – Rakhimova Nurbike Altaykyzy, director of the Zhetysu district branch of the Chamber of Entrepreneurs of Almaty (Almaty, Republic of Kazakhstan) (offline);

12. Expert Employer IAAR – Pilipenko Yuri Aleksandrovich, Chairman of the Board of Directors, International Association of Manufacturers of Goods and Services “EXPOBEST” (Almaty, Republic of Kazakhstan) (offline);

13. IAAR Student Expert – Dzhangeldinova Saltanat Bolatovna, 2nd year doctoral student of the educational program Foreign Language: Two Foreign Languages, Karaganda

University named after academician E.A. Buketova (Karaganda, Republic of Kazakhstan) (online);

14. IAAR Student Expert – Kayrullova Dina Zhasulanovna, master's student of the EP Journalism, Karaganda University named after academician E.A. Buketova (Karaganda, Republic of Kazakhstan) (online);

15. IAAR Student Expert – Aitbaeva Nuray Aitbaykyzy, master's student of the EP Kazakh language and literature, Kazakh National Women's Pedagogical University (Almaty, Republic of Kazakhstan) (offline);

16. IAAR Student Expert – Zhailauova Aruzhan Temirbekovna, master's degree student in Translation Studies, Kazakh University of International Relations and World Languages named after Abylay Khan (Almaty, Republic of Kazakhstan) (offline);

17. IAAR Student Expert – Urpebaeva Bota Musinovna, master's student of the educational program 7M04213 Jurisprudence, Taraz Regional University named after M.Kh. Dulati, member of the Alliance of Students of Kazakhstan (Taraz, Republic of Kazakhstan) (online);

18. IAAR Student Expert – Muratkhanov Zamanbek Kasenuly, master's student of EP Jurisprudence, Kazakh National Pedagogical University named after. Abay (Almaty, Republic of Kazakhstan) (online);

19. IAAR Coordinator – Kanapyanov Timur Erbolatovich, PhD, Deputy General Director for International Cooperation of the IAAR (Astana, Republic of Kazakhstan) (offline).

III. REPRESENTATION OF THE EDUCATIONAL ORGANIZATION

KazNU named after. Al-Farabi carries out its activities in accordance with the Constitution of the Republic of Kazakhstan, the laws of the Republic of Kazakhstan “On Education” dated July 27, 2007, “On Science” dated February 18, 2011, “On the commercialization of scientific and (or) scientific and technical activities” dated October 31, 2015 and other regulatory legal acts of the Republic of Kazakhstan regulating educational and scientific activities, as well as the Charter of the Al-Farabi Kazakh National University. The history of the University begins in 1934, when the Kazakh State University named after S.M. Kirov was created, which was renamed in 1991 to the Kazakh State University named after Al-Farabi, and since 2008 the university has been called the Kazakh National University named after Al-Farabi (KazNU named after. al-Farabi).

The non-profit joint-stock company "Al-Farabi Kazakh National University" is a multidisciplinary university that carries out educational and scientific activities that project innovation and commercialization of scientific developments. Currently, Al-Farabi KazNU occupies a leading position in the field of higher education, training highly qualified specialists for a variety of sectors of the country's economy. The training of specialists is carried out by 16 faculties and 68 departments.

The structure of the university also includes 7 research institutes, 29 scientific centers, 125 scientific and educational research laboratories, the Keremet student service center, a sports and recreational camp on Lake Issyk-Kul, the student palace named after. O.A. Dzholdasbekov, medical diagnostic center.

According to the development strategy 2022-2025, the university is modernizing the educational process; innovative programs have been developed that meet international standards and are capable of developing students the necessary professional competencies so that young specialists are competitive in the national, regional and international labor markets.

Full automation of the educational process is ensured through the use of the information program “UNIVER” system, which assists management processes of the education system. This is a systematic, extensive database of students, teaching staff, other employees, educational programs, tools for storing knowledge results, assessing the quality of teaching, which is available to students, university employees and parents of students.

To the staff of KazNU named after. Al-Farabi currently includes 22 academicians, 11 corresponding members of the National Academy of Sciences of the Republic of Kazakhstan, 14 laureates of the State Prize of the Republic of Kazakhstan in the field of science and technology, 425 holders of the “Best University Teacher” grant.

Based on the results of 2022, in the global scientific and educational space, KazNU named after. Al-Frabi holds the following positions:

- in the QS WORLD UNIVERSITY RANKINGS – 150th place
- in the QS GRADUATE EMPLOYABILITY RANKINGS #201 – 250th place
- in the QS ASIA UNIVERSITY RANKING – 44th place
- in the QS CENTRAL ASIA ranking – 1st place
- in THE EMERGING ECONOMIES RANKINGS # 351 – 400 place
- in ASIA UNIVERSITY RANKINGS # 401 – 550 place

The global competitiveness of the educational institution is justified by the presence of the Mark of Excellence - 5 stars QS STARS, and the university is also the owner of the ACADEMIC RANKING EUROPIAN STANDARD “AA+”.

To date, the student population is 24.6 thousand. Foreign students – 329.

KazNU implements 542 educational programs, 95% of which are accredited. Of the total number of educational programs, 62 are double-diploma educational programs, 4 are joint educational programs, and 105 educational programs are carried out in English.

Al-Farabi KazNU is being transformed into a national research university; for this purpose,

the university is solving several important primary tasks: forming a promising model of university education and ensuring academic leadership, increasing the contribution of university science to the socio-economic development of the country, creating an effective model of corporate governance and ensuring sustainable development of the University.

KazNU named after. Al-Farabi carries out proactive scientific and innovative activities in the form of scientific projects and commercialization.

KazNU carries out systematic work on social support and organization of leisure for students, providing students with additional services, personal self-realization and development of creative abilities, increasing social activity, and developing a healthy lifestyle. To implement youth policy, student organizations and associations function at KazNU: Committee of Youth Organizations of KazNU named after. al-Farabi, Public Association "Professional Union of Students "Sunkar", Community of Students "Komek", Student Bureau for the Bologna Process, etc.

About the department and EP

The accredited EP is implemented at the Department of Print and Electronic Media, Faculty of Journalism. The Department of Print and Electronic Media is a structural unit of the Al-Farabi Kazakh National University and operates within the framework of training personnel in the field of journalism, media and communication.

The Department of Print and Electronic Media of the Faculty of Journalism was reorganized in 2011 on the basis of three departments, and today the Department is the base in the university system for training specialists with higher journalistic education in the Republic of Kazakhstan.

The selection of personnel for the Department is carried out on the basis of an analysis of the needs of educational programs, based on the results of which a competition is announced for filling vacant positions described in the "Rules for the competitive filling of positions of teaching staff and researchers of NJSC Al-Farabi Kazakh National University"

For the current 2022–2023 academic year, 51 teachers work at the Department of Print and Electronic Media, including 5 doctors of science, 17 candidates of science, 4 PhD doctors and 25 masters of science. The share of full-time teaching staff is 73% (Appendix 7.7: Quantitative and qualitative composition of the teaching staff of the Department of Print and Electronic Media).

The level of education of full-time teaching staff is 80% in the EP "Print and Electronic Media"; of the total number of teachers, 70% teach classes in the state language. In order to support young teachers, work is underway to create a personnel reserve, and financial support is provided for conducting scientific research and internships. Every year, teachers of the department of "Print and Electronic Media" are reviewers of final works of leading universities of the Republic of Kazakhstan.

The educational program "7M03214 – Business Communication" was developed and implemented in accordance with the mission and values of KazNU. al-Farabi by level - master's degree; by form of education – full-time; terms - full, languages of instruction - Kazakh, Russian, English.

The Master's educational program "7M03214 – Business Communication" is provided by the State Educational Standard, a standard program and curriculum, an educational and methodological set of disciplines, the content of which corresponds to the standard curriculum.

The accredited educational program 7M03214 – "Business Communication" (master's degree) is aimed at preparing masters in the field of business communications with skills in information technology, engineering innovation, social modernization of business structures, integrated e-commerce and digital Internet services. According to the self-assessment report, program 7M03214 – "Business Communication" is aimed at high-quality training of specialists capable of performing the professional functions of an international lawyer with knowledge of international law, the legislation of the Republic of Kazakhstan and foreign countries, foreign

languages in government agencies and non-governmental organizations, law enforcement agencies, courts, arbitrations, in Kazakhstan, foreign and international companies. Objectives of EP 7M03214 – “Business - Communication”:

Training of specialists is carried out in 3 languages: Kazakh, Russian and English. Master's studies are conducted in scientific and pedagogical (2 years) and specialized areas (1 year). According to the data presented by the management of the EP, the qualifications of graduates of the EP 7M03214 – “Business Communication”: Master of Social Knowledge in the educational program “Business Communication”.

Student population in the 2022–2023 academic year: 6 people.

Master's students are trained by qualified specialists: professors, associate professors, invited foreign professors, media specialists: S.Kh. Barlybaeva, G. Sultanbaeva, Buenbaeva Z., Sultan E., Golovchun A.A., Baytanaeva B.A., Kuanova L.A., Gavra D.P., etc.

Potential place of work for graduates of EP 7M03214 – “Business - Communication” - Mass media: editorial offices of print publications, television channels, radio stations, online media, news agencies, industry media; Internet portals, IT companies, Internet service and telecommunications operators producing media content and managing content production; Expert, industry and government research organizations engaged in analysis of the mass communications industry, primarily their journalistic segment; Scientific and educational structures that train specialists in the field of mass communications and conduct applied and fundamental scientific activities in this field; Government agencies and non-governmental organizations.

IV. DESCRIPTION OF PREVIOUS ACCREDITATION PROCEDURE

The educational program 7M03214 Business Communication is being accredited by the IAAR for the first time.

V. DESCRIPTION OF THE VISIT OF EEC

The work of the EEC was carried out on the basis of the approved Visit Program of the expert commission for specialized accreditation of educational programs Al-Farabi Kazakh National University between 11 and 13 May 2023.

In order to coordinate the work of the EEC, an on-line orientation meeting was held on May 5, 2023, during which powers were distributed among the commission members, the visit schedule 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, and to clarify the content of self-assessment reports, meetings were held with the rector, vice-rectors of the university in areas of activity, heads of structural divisions, heads of departments, teachers, students, graduates, and employers. A total of 80 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**
And about. rector	1
Pro-rector's building	3
Heads of structural divisions	31
Deans	4
Heads of departments	6

Teachers	17
Students, master's students, doctoral students	10
Graduates	4
Employers	4
Total	80

During visual inspection members of the EEC got acquainted with the state of the material and technical base, visited the Educational and Creative Laboratory "QAZAQSTAN" named after Nurtleu Imangaliuly, the Educational and Creative Laboratory named after Erzhuman Smayil, the Educational and Creative Laboratory named after J. Kenzhalin, the TV and Radio Complex named after. M.K. Barmankulov, TV studio named after Nurtleu Imangaliuly.

At meetings EEC IAAR With the university's target groups, the mechanisms for implementing the university's policy were clarified and individual data presented in the university's self-assessment report were specified. EEC members visited the practice bases of the accredited program 7M03214 Business Communication: Research Center "Mediasphere" and the base of pedagogical practice of KazNU named after. al-Farabi.

According to the visit program, according to the approved schedule, classes for accredited educational programs were not held.

In accordance with the accreditation procedure, a survey of 100 teachers and 106 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://www.kaznu.kz/ru

As part of the planned program, recommendations for improving the accredited educational programs of Al-Farabi Kazakh National University, developed by the EEC based on the results of the examination, were presented at a meeting with the management on May 13, 2023.

VI. COMPLIANCE WITH SPECIALIZED ACCREDITATION STANDARDS

6.1. The standard "Educational Program Management"

✔*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.*

✔*Quality assurance policies should reflect the relationship between research, teaching and learning.*

✔*The university demonstrates the development of a quality assurance culture.*

✔*A commitment to quality assurance must apply to all activities 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 students, the state, employers and other interested parties.*

✔*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, the distribution of job responsibilities of staff, and the delimitation of the functions of collegial bodies.*

✔*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.*

✔*The management of the EP must ensure the transparency of the management system, the functioning of the internal quality assurance system, including its design, management and monitoring, and the adoption of appropriate decisions.*

✔*The management of the EP must 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 its openness and accessibility to students, teaching staff, employers and other interested parties.*

✔*The management of the EP confirms completion of 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 implementation of the educational program is carried out in accordance with the Strategic Development Plan of KazNU "Al-Farabi". Policies and standards have official status and are available to the general public on the university website (www.kaznu.kz).

One of the leading roles in the formation, monitoring and implementation of EP at the university is played by the activities of the Academic Committee (Scientific and Methodological Council). This committee exists at each faculty and the coordinating principle operates at the university level. The Academic Committee is a collegial advisory and recommendation body for managing the educational processes of the university (https://www.kaznu.kz/ru/20560/page/). Educational programs are developed by an Academic Committee consisting of teaching staff, external enterprises and organizations, as well as experts and students. The department actively organizes and promotes media platforms between the academic environment and stakeholders, such as Astana Media School, Foresight Media Vision and Data Journalism & Social Media Camp. These events are held by the department every year, on the basis of the modern convergent media concern "Kazmediacenter", at the bases of the UN office in Almaty, in the editorial offices of JSC RTRC "Kazakhstan", JSC "Khabar".

The goal of the EP "Business Communication" is agreed with the mission of KazNU named after. al-Farabi and are aimed at training competitive and in-demand specialists in the national and international labor markets, creating citizens of the country and the world, promoting the sustainable development of society through the transfer and enhancement of

knowledge. Strategy, mission, vision and values of KazNU named after. al-Farabi are reflected in the curriculum, catalog of disciplines, passport of the EP "Business Communication" (Academic Policy of KazNU https://www.kaznu.kz/ru/15220/page). The implementation of these EPs fully complies with the legislation of the Republic of Kazakhstan in the field of education (Law of the Republic of Kazakhstan "On Education" dated July 27, 2007 No. 319-III), the requirements of the State Standard of Education of the Republic of Kazakhstan for higher education and postgraduate education for the content of educational programs with a focus on learning outcomes.

In the Register of EP ESU HE MNHE RK, the accredited EP is registered as "innovative". The EP passport substantiates and explains the innovativeness of the accredited EP. Analysis and implementation of innovative proposals in the content of the EP are presented in the form of a presentation. https://docs.google.com/presentation/d/10scOuC_zR0luE1ZKWVt0h7p-NC1b-XAi/edit?usp=share_link&ouid=107095354423412342938&rtpof=true&sd=true

The process of implementing the EP is carried out on the basis of methodological instructions and provisions that make up the Academic Policy of the university. It reflects the basic mechanisms and principles for ensuring and developing a quality culture through its continuous improvement. EEC experts have established that employees of the department periodically undergo advanced training courses, including educational management programs. The experts were presented with information confirming that a member of the EP working group had completed training in management in education under the Bolashak program.https://drive.google.com/file/d/1gZf1_WcBxfPi0o0fiXrUeJSbcBodQE_7/view?usp=share_link Certificate from the Central Asia Program (CAP), Institute for European, Russian and Central Asian Studies (IERES), George Washington University.

To implement the development strategy of the EP, the management of the Department of Printing and Electronic Media is constantly assessing and improving the staff of teaching staff, inviting foreign teachers from leading universities in the world and employers to conduct training sessions in individual disciplines. Candidates for teachers are selected by the department. An applicant for a position in accordance with the Regulations on the procedure for filling positions of scientific and pedagogical workers of the University submits an application for participation in the competition and it is considered by a competition commission appointed by order of the rector of the university. The competition is held on the basis of summarizing the results of the candidates' activities.https://docs.google.com/document/d/1mNkhAvAslS4cF4-OkMFQfqnmAO2CDE9c/edit The department accepts part-time specialists whose main place of work is engaged in practical professional activities in the profile of the disciplines taught, with at least 3 years of work experience in the field of personnel training.

Analytical part

As a result of the work done by the commission, analysis of the self-assessment report, provided internal documents and interviews with teachers, students and employers (unfortunately only one), EEC experts established that the target groups are aware of the content of the University Development Strategy 2020-2025, as well as the Policy quality of the university and other internal regulations and documents.

In the context of the EP, it was demonstrated that the internal quality management system is effective. Strategic development plan of KazNU named after. "Al-Farabi" complies with the legislation of the Republic of Kazakhstan in the field of science and education. The commission members made sure that the available financial, human, material, technical and information resources correspond to the mission and strategic goals of the university.

An analysis of the documentation of departments and the university allows EEC experts to conclude that the organization of the educational process is carried out using credit technology, students have free access to all library resources (textbooks, electronic lecture courses, educational materials).

Experts note, based on interviews with students, that transparency in the development of a development plan for an accredited EP is not fully ensured. When asked whether master's students participate in the development of the EP plan, the commission received the answer that "they (teachers) know better how to do it." It is also necessary for employers in different areas of the industry to actively participate in the development of educational programs and work curricula. To formulate a plan for the development of EP, it is necessary to attract more potential employers and practice managers; their representativeness should be greater, as the main experts in the quality of student training. At the same time, requests and wishes, as well as proposals from potential employers, should be recorded and stored in documented form (not orally); such meetings should be held every year, when the EP plan is revised.

The commission's experts also note the need to strengthen and argue for the unique nature of the EP, it is necessary to identify tools for analyzing the strong positions of the EP, and all arguments in favor of uniqueness must be integrated taking into account the characteristics of the labor market, its demands and the specifics of industry development. This will help strengthen the position of the EP in the labor market and attract those willing to study under this program.

Another important point is the connection between research, teaching and learning in an accredited EP. It must be integrated and carried out through the introduction of scientific research results into the educational process (writing teaching aids, teaching aids, course notes, etc.). The entire teaching staff of the department should participate in this process, and not just a small percentage. It is necessary to work towards strengthening the educational and methodological base, since the EP is a new program that has not yet fully demonstrated itself, and at this stage it is very important that graduates are 100% satisfied with the quality of the services provided.

Since the program is focused more on foreign applicants, it is necessary to develop an action plan to increase the international attractiveness of the EP so that the percentage of foreign students increases.

The expert commission also revealed that it is necessary to strengthen the work on developing joint EPs with foreign and national universities, in order to subsequently resolve the issue of double-diploma education.

Strengths for EP 7M03214 "Business Communication"

- not identified by this standard.

Recommendations for EP 7M03214 "Business Communication":

- The management of the EP "7M03214 – Business Communication" should create a tool for actually documenting the involvement of employers (not only businesses in the media) and students, with the inclusion in the protocol of specific requirements and proposals received from them, to develop a development plan for the EP, while providing for high representativeness of employers and students when making decisions on educational program management issues. Implementation period – August 2023.

- Develop an action plan (with deadlines) to increase the international attractiveness of the EP and identify tools to increase the demand for the EP "7M03214 – Business Communication" in the national and international markets. Implementation deadline: June 2024.

EEC conclusions based on the criteria:

According to the standard "Educational Program Management" EP 7M03214 "Business Communication" there are 17 criteria, of which 15 have satisfactory positions, 2 suggest improvements.

6.2. The standard “Information Management and Reporting”

✔*The university must ensure the functioning of a system for collecting, analyzing and managing information based on modern information and communication technologies and software.*

✔*The management of the EP demonstrates the systematic use of processed, adequate information to improve the internal quality assurance system.*

✔*The management of the EP demonstrates the presence of a reporting system that reflects the activities of all structural divisions and departments within the EP, including an assessment of their performance.*

✔*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.*

✔*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.*

✔*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.*

✔*The management of the EP must demonstrate the presence of communication mechanisms with students, employees and other interested parties, including conflict resolution.*

✔*The university must ensure the measurement of the degree of satisfaction of the needs of students, teaching staff and staff within the EP and demonstrate evidence of eliminating the identified deficiencies.*

✔*The university must evaluate the effectiveness and efficiency of activities 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.

- grade level, student achievement and dropout.

- 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, teaching staff and staff must document their consent to the processing of personal data.*

✔*The management of the EP should help provide the necessary information in the relevant fields of science.*

Evidence

The main processes of information management are described in the documented procedure of the university’s quality management system “Management of Documented Information”, as well as in the rules for organizing the educational process on credit technology of education. https://drive.google.com/file/d/1xKS_AsJCSAFDHSjFM9nV0Y-q5mWsm14L/view?usp=sharing

The main information flow begins from the official website of the Universitywww.https://kaznu.kz/. The university information system ensures constant monitoring of the university’s activities based on indicators for assessing the educational process, aimed at customer satisfaction and fulfillment of the university’s mission.

EEC experts were convinced that the university has created a unified information network, including all computers, information resources (web portals, file servers), telephone network, warning systems and video surveillance, which allow you to effectively manage the educational process and all information resources, including access to personal laptops students and teachers to the university's wireless Wi-Fi network with Internet access. To automate the process of collecting and analyzing information, the university has implemented and operates an automated information system UNIVER, which is designed to provide effective information support for management processes of the education system, as well as management of the educational process. The system contains information about applicants, students and undergraduates received from the admissions committee, admissions department and registrar, and department of magistracy; information about teachers and employees from the university’s human resources department; -name of disciplines, QED, curricula, teaching load received from departments; information on educational and scientific work, advanced training, grades given to students for ongoing monitoring of progress, test tasks for final control, resumes from department teachers, etc. Entry into the system is carried out via the link univer.kaznu.kz and all users of the system, namely employees, teaching staff and students, parents, have their own logins and passwords.

The student can view the results of the current, intermediate and final control in his personal account. At the end of the academic periods, the student receives complete information about his progress in the disciplines studied (transcript). Access to information is limited by

students, teaching staff, and University staff. Personal information (performance, payment, correspondence, etc.) is available only to the owner.

After each examination session, the Center for Sociological Research and Social Engineering conducts a survey among students “The teacher through the eyes of students.” The results of the survey are the basis for a qualitative assessment of the educational activities of the teacher by students and the head of the department.” After the session, the department discusses questions based on the results of the survey. These are questions, structure and content of questions, high-quality preparation of exam questions by lecturers, evaluation of exam results.

EEC experts noted that the university has an “anti-plagiarism” system to check the percentage of originality of theses and dissertations. https://univer.kaznu.kz/,https://dl.kaznu.kz/. During the interviews, it was revealed that students have a manual on the “anti-plagiarism” system, which states that for the highest grade, the work must be 90% original, and the lower threshold is 70%, if there is more than 30% plagiarism in the thesis or master’s thesis, the work returns for revision.

Analytical part

Commission experts note that the university has an information management and reporting system. The management of the EP demonstrated that students and teaching staff are involved in the processes of collecting and analyzing information, as well as making decisions based on it.

EEC experts were convinced that the content and principles of constructing the educational program are determined by the regulatory requirements of the Ministry of Science and Higher Education of the Republic of Kazakhstan and internal documents of the university that regulate the ratio of compulsory, basic and major disciplines, compulsory and elective disciplines, classroom studies and independent work of students, the number of credits for different types practice and volume of teaching load.

During the work of the EEC, it was revealed that not all information is available on the university website, and the content is rarely supplemented and updated. Some information is not available at all (for example, a PDF document about the work of the Center for Sociological Research and Social Engineering).

According to the criteria of the standard, EP management must demonstrate the systematic use of feedback information to ensure and improve a quality culture. In this regard, a survey of students during the visit of the EEC to KazNU named after. Al-Farabi showed that 84% were satisfied with the quality of feedback in the systemic educational process, 13.2% were partially satisfied and 2.8% were dissatisfied.

An important factor is the presence of a communication mechanism with students, teaching staff and technical staff. On this aspect, the survey showed that 80.2% of students were satisfied with the level of accessibility and responsiveness of management, and 16% were partially satisfied. At the same time, 60% of respondents - teachers are satisfied with the involvement of teaching staff in the process of making management and strategic decisions, and 33% are partially satisfied.

The commission's experts note that the entire staff of the teaching staff, gradually, needs to be involved in research projects and an increase in the amount of funding for the faculty and, accordingly, the department, and these are new technical capabilities and a new level of teaching disciplines.

Another important point concerns the identification of key performance indicators in the context of EP and their application when collecting and analyzing information. At the system level, this will help determine exactly those aspects of the implementation of the EP that require changes, it will become clear what changes need to be made and the process will become palpable, it will be possible to track how the efficiency of activities in the context of the EP is growing. It is also necessary to determine clear quantitative indicators for determining the

effectiveness of the educational program and procedures for assessing students' sedative knowledge.

It should be noted that during the interview it was revealed that students have a manual on the "anti-plagiarism" system, which states that for the highest grade the work must be 90% original, and the lower threshold is 70% if the thesis or master's thesis contains more than 30%. plagiarism, the work will be returned for revision. However, students themselves check their theses and dissertations through the anti-plagiarism program; each student has their own QR code to check the result. At the same time, students noted that works can be checked by the anti-plagiarism system more than once. In this regard, the management of the EP needs to develop a statutory mechanism for who should check the work through the anti-plagiarism system, how many times the same work can be checked, and what threatens students who have a bad result in the anti-plagiarism check.

The commission's experts noted that in the process of developing the educational program, the university did not have full information about one important stage of the educational program development process, namely a documented discussion of desires, requirements, needs, advice, and a list of professional qualities of graduates that are important for internal and external employers. Nevertheless, this is a key point in the development of an accredited EP, since the profile of the program and the focus on foreign master's students open up good opportunities for its representativeness on the international labor market. In addition, projects in the educational field (Tempus, Erasmus+, Unicef) can also contribute to the integration of EP at the global level, and for EP this is a significant and essential resource.

Based on the low number of graduates of an accredited EP, the possibility of assistance in employment from the university is very high, however, during interviews, experts revealed that not all young specialists are employed.

Strengths for EP 7M03214 "Business Communication"

- not identified by this standard.

Recommendations for EP 7M03214 "Business Communication":

- Develop a mechanism for assessing the effectiveness of activities in the context of the EP "7M03214 – Business Communication", regarding the completed stages of the process of building an educational program and develop a plan (with deadlines) to increase the potential of projects to integrate EP at the global level (Tempus, Erasmus+, Unicef). Implementation period – August 2024.

EEC conclusions based on the criteria:

According to the "Information Management and Reporting" standard EP 7M03214 "Business Communication" there are 17 criteria, of which 16 have satisfactory positions, 1 suggests improvement.

6.3. The standard "Development and approval of an educational program"

✔ *The university must demonstrate the existence of a documented procedure for developing EP and its approval at the institutional level.*

✔ *The university must demonstrate compliance of the developed EP with the established goals and planned learning outcomes.*

✔ *The management of the educational program must determine the influence of disciplines and professional practices on the formation of learning outcomes.*

✔ *The university demonstrates the presence of a graduate program of the EP, which describes learning outcomes and personal qualities.*

✔ *The qualification awarded upon completion of the EP must be clearly defined, explained and correspond to a certain level of the NQF, QF-EHEA.*

✔*The management of the EP must demonstrate the modular structure of the program, based on ECTS, ensure that the structure of the content of the EP corresponds to the goals set, with a focus on achieving the planned learning outcomes by each graduate.*

✔*The management of the EP must ensure that the content of academic disciplines and learning outcomes correspond to each other and to the level of study (bachelor's, master's, doctoral studies).*

✔*The management of the EP must demonstrate the conduct of external examinations of the EP.*

✔*The management of the EP must provide evidence of the participation of students, teaching staff and other stakeholders in the development and quality assurance of the EP.*

✔*The management of the EP must demonstrate the uniqueness of the educational program, its positioning in the educational market (regional/national/international).*

✔*An important factor is the ability to prepare students for professional certification.*

✔*An important factor is the presence of joint (s) and/or double-degree EP with foreign universities.*

Evidence

Development and approval of EP at the Kazakh National University. al-Farabi is carried out in accordance with the Legislation of the Republic of Kazakhstan, the National Qualifications Framework, professional standards, Dublin descriptors and the European Qualifications Framework, as well as with the internal documents of the university - the Academic Policy of Al-Farabi KazNU and the Procedure for the development and approval of educational programs of higher and postgraduate education in in accordance with state compulsory education standards.

EEC experts were convinced that the presented educational program of the department is developed in accordance with the National Qualifications Framework of the NQF, professional standards, corresponds to a certain level of the NQF, QF-EHEA, Dublin descriptors and the European Qualifications Framework. Compliance is reflected in the university's academic policies.

The content of the master's educational program consists of basic and core disciplines and includes disciplines of the university component and an elective component; the ratio of the volume of basic and core disciplines is determined at the university as a whole and applies to the specified EP. The commission was presented with a link to the “Catalogue of disciplines for the 2022-2023 academic year” Specialty 7M03214 – Business Communication. Master's degree.https://docs.google.com/document/d/1tp71QzrbC3QJwcLBR4jcrOeHxxWFpHYb/edit?usp=sharing&ouid=107095354423412342938&rtpof=true&sd=true

The implementation of the educational program is carried out on the basis of systematically organized academic documentation. Mandatory elements of this system are: passport of the educational program; curriculum, modularly organized (UP); catalog of disciplines (including compulsory and elective disciplines); educational and methodological documentation of the educational program (developed by faculties and graduating departments), which include:

A) an educational and methodological complex of the discipline (UMKD), including a syllabus (work program), a guide to organizing SRS (assignments for SRS, a schedule for their completion, guidelines for them), a summary of lectures, educational materials for practical / seminar / laboratory classes , map of educational and methodological support of the discipline, program of the final exam in the discipline;

C) practical training programs, scientific internships. (Appendix 3.1: The procedure for the development and approval of educational programs of higher and postgraduate education in accordance with state compulsory education standards of Al-Farabi Kazakh National University)

When constructing a sequence of disciplines and organizing professional practices, developers are guided by the State Educational Standards of Education, Standard Curricula, the experience of foreign universities, achievements of research and implementation of research in the educational process, recommendations from employers, as well as instructional letters from the University Methodological Service.

When planning internships in the EP, developers proceed from the University’s Academic Policy, in particular clause 2.18. Organization and planning of professional practices. The Basic Curriculum includes all types of practices for the entire period of study, indicating the semester

and number of credits. Industrial, pedagogical, pre-diploma practice of students is carried out, as a rule, at enterprises, institutions and organizations that are bases of practice in accordance with existing agreements on the provision of a base of practice. Students have the right to independently search for a base of professional practice and initiate the conclusion of an internship agreement.

In the process of conducting interviews with students, it was revealed that they were generally satisfied with the internship, they were treated well, they were helped, assisted, they learned a lot of new things, and with regard to the bases of practice, the trainers confirmed the information contained in the self-report that there are institutions that accept practice only for students with good academic performance.

Analytical part

The analyzed EP complies with the regulatory requirements of the Republic of Kazakhstan, professional standards, Dublin descriptors, the European Qualifications Framework and the internal methodological documentation of the university. According to the criteria of the standard, the management of the EP must demonstrate the involvement and participation of teachers, students and stakeholders in the development of the EP.

In the process of work and analysis of the self-report and submitted documentation, the expert commission revealed that, in order to successfully implement the EP, the department actively cooperates with representatives of the media and media business, practicing journalists and foreign partners. The analysis of employers' requirements and proposals is carried out orally at meetings or during joint events, as recorded in the self-assessment report. However, the aspect regarding the involvement of employers in the development of EP is not fully disclosed. The criteria for selecting external experts should be official, documented, as well as the criteria for selecting employers involved in the development, design and monitoring of the implementation of the EP.

In the process of analyzing the submitted self-report, the expert commission revealed that the management of the EP demonstrates in summary an example of conducting external examinations of the content of the EP. The self-report states that the analysis (not examination) of the EP was carried out by experts from the Bologna Center and the expert (one) approved (05.24.2020 22:42) with the result that the EP “corresponds to the declared area of training.” However, at least 3-4 organizations (media, government agency, research body) must be involved in conducting external examinations, and based on the profile of the Business Communication program, it is necessary to invite representatives of different business structures. Also, employers must take part in the development of the EP even after its inclusion in the register of educational programs of the ESUVO, every year, when revising the EP curriculum.

Another important point concerns the introduction of a mechanism for the participation of students (to eliminate formalization) and not only representatives of the media and media business, but also other business structures in the development and quality assurance of EP.

Another important aspect for the establishment, development and improvement of EP concerns the development of a list of risk prevention management measures, and an established plan for responding to possible risks. All activities must be based on the criteria of the uniqueness of the educational program, in comparison with other similar educational programs of national and foreign universities. And based on this, it is necessary to develop an action plan aimed at introducing a system of joint educational programs with foreign universities.

The analyzed educational and methodological support showed the low productivity of teaching staff in the accredited EP, partly due to the fact that the educational program was launched in 2020, but the work to provide EP with the necessary educational and methodological literature needs to be accelerated, strengthened, for the effective implementation of the learning process.

Strengths for EP 7M03214 "Business Communication"

- not identified by this standard.

Recommendations for EP 7M03214 "Business Communication":

- The management of the EP "7M03214 – Business Communication" should develop a documentary base on the external examination procedure carried out by representatives of employers in the public and academic environment (it should not be carried out orally). Also, employers must take part in the development of the EP even after it is included in the register of educational programs of the ESUHE. Implementation period – August 2023.
- The management of the EP "7M03214 – Business Communication" should introduce a mechanism for the participation of students (exclude formalization) and not only representatives of the media and media business, but also other business structures in the development and quality assurance of the EP. Implementation period – August 2023.
- The management of the EP "7M03214 – Business Communication" should develop a list of measures to respond and manage possible risks for the EP, based on the criteria for the uniqueness of the educational program in comparison with other similar educational programs of national and foreign universities. Implementation period – August 2023.
- The management of the EP "7M03214 – Business Communication" should develop an action plan (with deadlines) aimed at introducing a system of joint EP with foreign universities. Implementation period – October 2023.

EEC conclusions based on the criteria:

According to the standard "Development and approval of an educational program" EP 7M03214 "Business Communication" there are 12 criteria, of which 9 have satisfactory positions, 3 suggest improvements.

6.4. The standard "Continuous monitoring and periodic evaluation of the educational program"

✔ *The university must ensure a revision of the structure and content of the EP, taking into account changes in the labor market, the requirements of employers and the social demands of society.*

✔ *The university must demonstrate the existence of a documented procedure for monitoring and periodic evaluation to achieve the goal of the EP and continuous improvement of the EP.*

✔ *Monitoring and periodic evaluation of the EP should consider:*

- *the content of the program in the context of the latest achievements of science and technology in a specific discipline.*
- *changes in the needs of society and the professional environment.*
- *workload, performance and graduation of students.*
- *effectiveness of student assessment procedures.*
- *needs and degree of satisfaction of students.*
- *compliance of the educational environment and the activities of support services with the goals of the EP.*

✔ *The management of the EP must publish information about changes to the EP and inform interested parties about any planned or taken actions within the EP.*

✔ *Support services should identify the needs of various groups of students and the degree of their satisfaction with the organization of training, teaching, assessment, and development of EP in general.*

Evidence

The procedure for continuous monitoring and periodic evaluation is defined in the Internal Quality Assurance Policy and Standards. Quality assurance and monitoring is carried out by the Academic Committee. Using the method of questionnaires and interviews, as well as the method of systematically tracking results, constant monitoring and periodic assessment of the quality of education in an accredited EP is carried out to identify the completeness of the implementation of educational standards in compliance with the strategic mission of the university with the requirements presented to a young specialist in the labor market. The monitoring system is an important tool for managing the quality of university activities.

At the university, the education quality management department regularly carries out an internal audit or verification of the university's documentation for adequacy, analysis, identification of changes, coordination and approval of documents. Current documentation is systematically reviewed, updated, and, if necessary, reissued.

The procedure for monitoring and step-by-step evaluation of EP is a set of internal regulatory documents approved by the university (https://www.kaznu.kz/ru/20588/page/). To determine the level of satisfaction of internal needs, the university organizes and conducts surveys of students, teachers and university staff every academic period. The university has developed mechanisms for systematically assessing the competence of teachers based on the results of teaching staff ratings and sociological research: "Teacher through the eyes of colleagues", "Teacher through the eyes of students", "Clean session". In order to improve the competence of teaching staff, employees and management, QMS trainings are organized. The department actively organizes and promotes media platforms between the academic environment and stakeholders, such as Astana Media School, Foresight Media Vision and Data Journalism & Social Media Camp. These events are held by the department every year on the basis of the modern convergent media concern "Kazmediacenter", at the UN office in Almaty, in the editorial offices of RTRK Kazakhstan JSC, Khabar JSC. provides an opportunity to discuss trends, sustainable development of business communications, idea generation and forecasting. For example, master's students of the Business Communication program actively present original projects and startup ideas during the International Winter School of Journalism and Communication. For example, the project of 1st year master's students Aina Kairatova and Wang Hong "Digital startups in the focus of new media" within the framework of the VI Central Asian Journalism Forum "Research University Model: Science and Innovation in Digital Media" was awarded the best presentations. These events are held by the department every year on the basis of the modern convergent media concern "Kazmediacenter", at the UN office in Almaty, in the editorial offices of RTRK Kazakhstan JSC, Khabar JSC. provides an opportunity to discuss trends, sustainable development of business communications, idea generation and forecasting. For example, master's students of the Business Communication program actively present original projects and startup ideas during the International Winter School of Journalism and Communication. For example, the project of 1st year master's students Aina Kairatova and Wang Hong "Digital startups in the focus of new media" within the framework of the VI Central Asian Journalism Forum "Research University Model: Science and Innovation in Digital Media" was awarded the best presentations. These events are held by the department every year on the basis of the modern convergent media concern "Kazmediacenter", at the UN office in Almaty, in the editorial offices of RTRK Kazakhstan JSC, Khabar JSC. provides an opportunity to discuss trends, sustainable development of business communications, idea generation and forecasting. For example, master's students of the Business Communication program actively present original projects and startup ideas during the International Winter School of Journalism and Communication. For example, the project of 1st year master's students Aina Kairatova and Wang Hong "Digital startups in the focus of new media" within the framework of the VI Central Asian Journalism Forum "Research University Model: Science and Innovation in Digital Media" was awarded the best presentations. in the editorial offices of RTRK Kazakhstan JSC, Khabar JSC. provides an opportunity to discuss trends, sustainable development of business communications, idea generation and forecasting. For example, master's students of the Business Communication program actively present original projects and startup ideas during the International Winter School of Journalism and Communication. For example, the project of 1st year master's students Aina Kairatova and Wang Hong "Digital startups in the focus of new media" within the framework of the VI Central Asian Journalism Forum "Research University Model: Science and Innovation in Digital Media" was awarded the best presentations. in the editorial offices of RTRK Kazakhstan JSC, Khabar JSC. provides an opportunity to discuss trends, sustainable development of business communications, idea generation and forecasting.

For example, master's students of the Business Communication program actively present original projects and startup ideas during the International Winter School of Journalism and Communication. For example, the project of 1st year master's students Aina Kairatova and Wang Hong "Digital startups in the focus of new media" within the framework of the VI Central Asian Journalism Forum "Research University Model: Science and Innovation in Digital Media" was awarded the best presentations. Master's students of the EP Business Communication actively present original projects and start-up ideas during the International Winter School of Journalism and Communication. For example, the project of 1st year master's students Aina Kairatova and Wang Hong "Digital startups in the focus of new media" within the framework of the VI Central Asian Journalism Forum "Research University Model: Science and Innovation in Digital Media" was awarded the best presentations. Master's students of the EP Business Communication actively present original projects and start-up ideas during the International Winter School of Journalism and Communication. For example, the project of 1st year master's students Aina Kairatova and Wang Hong "Digital startups in the focus of new media" within the framework of the VI Central Asian Journalism Forum "Research University Model: Science and Innovation in Digital Media" was awarded the best presentations.

Anchoring of students, organized during the EEC visit, demonstrates that more than 80% of respondents are satisfied with the overall quality of education, the quality of teaching and methods of teaching and assessing knowledge, timely information on various aspects and the support mechanism from the faculty and the university. For example, 81.1% of students are completely satisfied with the teaching methods, and 84% are satisfied with the speed of feedback from teachers regarding the educational process, and 12.3% are partially satisfied with the available computer classes.

During the interview, the EEC commission emphasized that the university ensures transparency in assessing knowledge. Thus, the results of current control, as well as intermediate certification and final control, are available to students. When conducting classes, modern multimedia media are used to present the material, material, technical and information resources used in education that meet the requirements of the educational process within the EP. DOT is used as innovative teaching methods.

Analytical part

In the process of analyzing the submitted self-report, EEC experts were convinced that monitoring is an important tool for managing the quality of activities in the context of EP and it is carried out to evaluate educational, research and educational work.

Educational programs, the effectiveness of teachers, conditions for living, studying and self-development of students, information, material and technical resources are monitored. In the monitoring process, the EP, the Department of Academic Affairs and the Faculty of Journalism pay attention to the following aspects: certification of current student performance, midterm control, final certification, certification of all types of practice, checking the state of methodological support of the educational process, analysis of data on student satisfaction.

During the work of the EEC, analysis of the provided documentation and interviews, the experts were convinced that the assessment of the quality of the implementation of the EP is carried out through open classes by teaching staff, analysis of test tasks, analysis of exam papers, mutual visits to classes, discussion of topics of master's theses at meetings of the department and the Faculty Council. During the monitoring process, students' attendance at classes, the implementation of individual work, the delivery of assignments for current control, midterm and final control, and the degree of implementation of students' individual plan are also monitored. The results of monitoring as well as the effectiveness of the work done are discussed at department meetings.

To determine the degree of satisfaction with the educational program among students at the university, a survey is conducted: "Teacher through the eyes of colleagues", "Teacher

through the eyes of students", "Clean session". The study of regulatory documents and minutes of department meetings, self-assessment reports, survey results of teachers and students, and interview results confirm that the university monitors and periodically evaluates EP.

An important point for the effective implementation of the EP is the periodic analysis of the labor market, as well as the opinions of employers and students to assess the expected learning outcomes of the EP. External expert assessments are not carried out systematically, and the participation of students, employers, and other specialists every year when revising the EP is not representative. When periodically assessing EP, EP management needs to document and systematize changes in the needs of society and the professional environment, based on which to create and update educational materials and expand research capabilities.

When analyzing the educational and methodological base, EEC experts identified a low level of educational materials in the Kazakh language for the accredited EP. Thus, it is necessary to create, update and adapt educational and methodological materials to the needs of the contingent of undergraduate students.

The commission emphasizes that the faculty provides support to students during professional practice. It is a basic part of the training of highly qualified specialists and, in the context of an accredited EP, is carried out at enterprises, research institutes, institutions and organizations, as well as at universities, based on the type of practice - production or research. The level of satisfaction with the internship is monitored by the management of the EP; all aspects of the implemented actions on the internship bases are written down in the internship report, which are discussed at department meetings and measures are taken to improve them.

Strengths for EP 7M03214 "Business Communication"

- not identified by this standard.

Recommendations for EP 7M03214 "Business Communication":

- As part of increasing the effectiveness of the educational program, work out a mechanism for revising the structure and content of the EP "7M03214 – Business Communication", taking into account clearly formulated and documented changes in the labor market, as well as the wishes of employers and students. Implementation period – August 2024.

- To achieve the goal of the EP "7M03214 – Business Communication", implement tools for conducting a documented systematic monitoring procedure for the continuous improvement of the EP. Implementation period – August 2023.

- When periodically assessing the EP "7M03214 – Business Communication", document and systematize changes in the needs of society and the professional environment, based on which to create and update educational materials and expand research capabilities. The deadline for implementation is until the end of the first semester of the academic year.

EEC conclusions based on the criteria:

According to the standard "Continuous monitoring and periodic evaluation of the educational program" EP 7M03214 "Business Communication" there are 10 criteria, of which 7 have satisfactory positions, 3 require improvement.

6.5. The standard "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 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*

✔*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*

✔*An important factor is the presence of your own research in the field of teaching methods of EP disciplines*

✔*The university must ensure that the procedures for assessing learning outcomes comply with the planned results and goals of the EP*

✔*The university must ensure consistency, transparency and objectivity of the mechanism for assessing the learning outcomes of the EP, publishing criteria and methods for assessing learning outcomes in advance*

✔*Evaluators must be proficient in modern methods of assessing learning outcomes and regularly improve their skills in this area*

✔*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*

✔*The leadership of the educational program must demonstrate support for student autonomy while simultaneously 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*

Evidence

Academic policy of KazNU named after. al-Farabi is based on the principles of academic integrity of internal quality assurance of innovation and internationalization. KazNU named after. "Al-Farabi" is very attentive to the process of student-centered learning, ensures the availability of flexible learning paths, motivates maximum student involvement in the educational process, and controls the objectivity of the assessment of learning outcomes.

The principle of student-centered learning is based on the introduction of various forms of teaching and pedagogical methods, as well as support for student autonomy, assistance from teachers and the availability of feedback and the necessary procedures for responding to complaints and wishes of students.

During the analysis of the information provided, EEC experts stated that the assessment of student-centered learning and the objectivity of knowledge assessment is carried out on the basis of an analysis of internal regulatory documents that regulate the implementation of the educational program, analysis of curricula, a catalog of elective disciplines, individual plans, the process of independent work of undergraduates, analysis of techniques for assessing results training, analysis of compliance of learning results with professional standards, questioning of teaching staff and students.

The principle of gender equality applies in the implementation of the educational process. The University provides equal opportunities for students, regardless of the language of instruction, to develop an individual educational program aimed at developing professional competence.

The teaching staff is modernizing pedagogical teaching methods in order to take into account the personal characteristics and needs of students, focusing on the student's independent activity and reflection, increasing the student's personal responsibility for learning results. In the learning process, teaching staff implements the principles of credit learning technology, project-based learning technology, development of critical thinking, multi-level learning, problem-based learning, educational business games, interactive teaching methods, information technology.

To realize the benefits of the credit education system and ensure the diversification of curricula, the university creates special academic services that assist students in choosing and implementing their educational trajectories, such as the advisory service. Online registration of a student to study academic disciplines is carried out in the Univer system with the methodological and advisory assistance of advisers. Login to Univer https://univer.kaznu.kz/user/login?ReturnUrl=%2f authorized.

The departments are working on organizing methodological seminars to study advanced pedagogical experience in the field of innovation and the study of innovative technologies in the relevant branches of science and production.https://drive.google.com/drive/folders/1zPfXQOkXKJbBRK_jaPZkjUKyx39zRPag).

In an accredited EP, one can cite as an example the presence of their own research in the field of methods of teaching EP disciplines.https://open.kaznu.kz/courses/course-v1:kaznu+CS2023_01+2023_C2/about We create an online course: from theory to practice. One

of the authors of the course is Asel Akhmetovna Musinova, Deputy Director of the Department of Academic Affairs, Senior Lecturer at the Department of Print and Electronic Media of Al-Farabi KazNU Since 2016, she has been involved in the MOOC movement.

In the process of introducing various teaching and learning methods, scientific projects are being developed under the guidance of teaching staff of the departments. The results of the research project by Doctor of Political Sciences, Professor Sultanbaeva G.S. on the topic "AP09562324 Development of information resources for the prevention of infodemic in the field of social media education" is used in delivering a lecture in the discipline: "Analysis and forecasting of risks in business communications" for students of the EP "Business Communication". Introduction of scientific achievements into the educational process: 3 special elective courses have been developed and conducted for master's students of the EP "Business Communications": "Strategy and tactics of business communications", "Government business communication model", "Integrated e-commerce in business communications" and etc. https://docs.google.com/document/d/1W7sM_1iM5veLpx2EcZse7t1_BNQy0_GV/edit

Teachers from foreign universities are involved in the educational process to teach specialized disciplines: prof. Columbia University Kendirbay G., USA; prof. Gavra P., St. Petersburg University, Russia.

Analytical part

For the best possible professional preparation of EP students, teachers use various traditional and innovative teaching technologies in the educational process of teaching and assessing knowledge.

The teaching staff is modernizing pedagogical teaching methods in order to take into account the personal characteristics and needs of students, focusing on independent activity and increasing personal responsibility for learning results.

The educational environment of the university is favorable for realizing the potential of students outside the classroom. The university creates conditions for access to results, in the form of grades, knowledge of students; each master's student has his own personal account in the Univer information system. Special academic services are also being created to assist students in choosing and implementing their educational trajectories, such as, for example, the advisory service.

The university also creates conditions for the social development of its students; students have the opportunity to attend various clubs, belong to associations, and lead a healthy lifestyle.

In an accredited EP, one can cite as an example the presence of their own research in the field of methods of teaching EP disciplines. https://open.kaznu.kz/courses/course-v1:kaznu+CS2023_01+2023_C2/about We create an online course: from theory to practice. One of the authors of the course is Asel Akhmetovna Musinova, Deputy Director of the Department of Academic Affairs, Senior Lecturer at the Department of Print and Electronic Media of Al-Farabi KazNU Since 2016, she has been involved in the MOOC movement. However, when meeting with teaching staff, experts noted the lack of a mechanism for regularly assessing the use of different teaching methods in the educational process, including the introduction of their own teaching methods, thus, it is necessary to develop a mechanism for systemic motivation of teaching staff for the use of original teaching methods in the educational process.

The EEC notes the good potential of the accredited program; however, based on the profile of the faculty and the specifics of the Business Communication program, all teachers must conduct lectures using multimedia technical means.

During interviews with students, the expert commission stated that the accredited program is served by 4 teachers and most of them use traditional methods of assessing students' knowledge, in this regard, the management of the EP needs to work in this direction and draw up a plan for the annual professional development of teaching staff in modern methods of assessing results training.

Strengths for EP 7M03214 "Business Communication"

- not identified by this standard.

Recommendations for EP 7M03214 "Business Communication":

- There are no recommendations for this standard.

EEC conclusions based on the criteria:

According to the standard "Student-centered learning, teaching and assessment of academic performance" EP 7M03214 "Business Communication" there are 10 criteria, of which 10 have satisfactory positions.

6.6. The standard "Students"

✔*The university must demonstrate a policy for forming a student population and ensure transparency and publication of procedures regulating the life cycle of students (from admission to completion).*

✔*The management of the educational program should provide for special adaptation and support programs for newly admitted and foreign students.*

✔*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.*

✔*The university must provide opportunities for external and internal academic mobility of students, as well as assist them in obtaining external grants for training.*

✔*The university should encourage students to self-education and development outside the main program (extracurricular activities).*

✔*An important factor is the presence of a mechanism to support gifted students.*

✔*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.*

✔*The university must provide students with places of practice, demonstrate a procedure for promoting the employment of graduates, and maintaining contact with them.*

✔*The university must demonstrate a procedure for issuing documents to graduates confirming the qualifications obtained, including the learning outcomes achieved.*

✔*EP management must demonstrate that program graduates have skills that are in demand in the labor market and that these skills are truly relevant.*

✔*The management of the educational program must demonstrate the existence of a mechanism for monitoring the employment and professional activities of graduates.*

✔*An important factor is the presence of an active alumni association/union.*

Evidence

To implement the policy of forming a student population, the University, on an ongoing basis, carries out a set of activities that create and strengthen the image of a higher educational institution.

The procedures regulating the life cycle of students (from admission to completion) are reflected in the Academic Policy of KazNU. al-Farabi (https://www.kaznu.kz/ru/20484/page/) as well as internal regulatory documents of the university.

Enrollment of applicants into the student population is carried out on a competitive basis in accordance with the scores of the certificate issued based on the results of the Unified National Testing (UNT), based on transfer from another university and restoration. Information about the content of educational programs and a list of required documents for admission can be obtained on the university website in the "Applicants" section (https://welcome.kaznu.kz/ru/).

The contingent is formed by placing a state educational order for the training of scientific and teaching personnel, as well as paying for training at the expense of citizens' own funds and other sources.

To quickly adapt first-year master's students to the conditions of study at the university, a number of measures have been implemented. An orientation week and excursions to the university campus and faculties, museums and libraries are organized.

During the work of the EEC and interviews with students, experts revealed that during the

orientation week, students are introduced to the Academic Policy of the University, the Code of Honor and the KazNU Student Regulations, as well as internal regulations. Here you can also get acquainted with the list of services of the Student Service Center

"Keremet", rules of residence in the hostel; with existing clubs and student self-government organizations at the university and faculty. Library staff introduce the library's operating hours, instructions for users of reading rooms and subscriptions, and the electronic information retrieval system.

Foreign students receive detailed information about KazNU and university-wide social and innovative projects “Al-Farabi university - smart city”, “Ainalandy nurlandyr”, “100 kitap”, “KazNU - Green Campus”, “Cult of a healthy body”, etc.

Curators and advisers of the EP provide enormous assistance in the implementation of the adaptation program for foreign undergraduates. Curators-advisers of academic groups help first-year students adapt to the educational process, provide explanations on exam requirements and retake rules, and procedures for expressing complaints. Also, to provide assistance to students on academic issues, the Keremet Student Service Center has been created and operates at the university.

For the operational and effective activities of the educational process at the university, the Information Portal of Al-Farabi KazNU operates (https://portal.kaznu.kz/default.aspx), the Internet library of Al-Farabi KazNU, which contains a large amount of research literature and resources, provides access to foreign research databases such as Scopus and Thomson Reuters, Website of the Department of International Cooperation (http://icd.kaznu.kz/)

To ensure the quality policy, questionnaires and sociological surveys are conducted - the survey “Teacher through the eyes of students” - is carried out annually at the end of the autumn and spring semester; survey “Evaluation of the effectiveness of courses” - carried out at the end of the course; sociological survey of graduates of KazNU named after. al-Farabi “Support your Alma Mater” – held annually; survey “Assessment of student satisfaction” based on the QS University Rankings Methodology (Student Satisfaction) - conducted annually; survey “Curator-advisor through the eyes of students” – conducted annually; The survey “Social adaptation of first-year students” is conducted annually.

During the work of the EEC and interviews with students and teaching staff, it was revealed that the university and the department are carrying out some work to develop the academic mobility of students. The mechanism for recognizing learning results acquired during academic mobility is regulated by the university’s regulatory document “Regulations on Academic Mobility” of Al-Farabi Kazakh National University (https://www.kaznu.kz/content/files/pages/folder10717/%C2%A723.pdf).

For example, holders of international grants and scholarships at the faculty are master's students Gulzad Faisal, Chevening Scholarship Program, 2022, University of York, UK, 2022; Nurmukhanbetova Dana, Scientific internship under the program: “Online Journalism and Communication of the Information Society”, Janos Kodolany University of Applied Sciences, Hungary, 06/20/2022-07/02/2022; Olzhabek Zhansaya Galymzhankyzy, Scientific internship under the program: “Online Journalism and Communication of the Information Society”, Janos Kodolany University of Applied Sciences, Hungary, 06/20/2022-07/02/2022.

The university pays great attention to social support for students. There is a system of providing social support for the period of study to orphans and children left without parental care and under guardianship (trusteeship), and disabled children.

KazNU also has student government bodies, such as the Committee of Youth Organizations of KazNU named after. al-Farabi, Public Association “Professional Union of Students “Sunkar”, community of students “Komek”, Student Bureau for the Bologna Process, Supreme Student Council.

Analytical part

Based on a visual inspection, interviews, questioning of target groups and analysis of the documentation provided, the EEC expert commission confirms that the university documents all stages of training, including the admission of applicants, assessment of their performance, recognition and certification.

The commission noted that students have all the necessary conditions for educational, scientific activities and personal growth. For effective management of the educational process, the procedure “Registration for disciplines and the formation of individual curricula” has been developed; the university organizes information about the requirements of the educational program and the specifics of its implementation.

The EEC notes that an orientation week is held for applicants and foreign students, when excursions are organized to all places of the educational process. During this week, students are introduced to the Academic Policy of the university, the Code of Honor and the Regulations on KazNU students, the rules of the university's internal regulations, and the Student Service Center.

KazNU students independently form their own individual learning paths based on expected competencies. The student chooses to study the required number of compulsory and elective disciplines.

During interviews with students, the commission stated high satisfaction with the living conditions in the dormitory; on each floor there is a reading room, a shower room and a kitchen, accommodation for 2-3 people per room, cleanliness and order are maintained.

During the visit of the EEC, experts revealed that not all laboratories are freely accessible to students; therefore, it is necessary to ensure access to all available equipment for the effective development of professional skills.

EEC experts confirm that the university management makes efforts to provide students with places of practice and pays attention to the employment of graduates. Agreements are systematically concluded with employers who correspond to the training profile to provide practice bases; professional employees and highly qualified specialists are appointed as practice managers.

As a result of interviews with graduates, experts revealed the fact that not all graduates are employed. In this regard, it is necessary to strengthen assistance in the employment of graduates (there are already few of them), and develop a mechanism for monitoring their satisfaction, as well as increase the number and expand opportunities for practical training for students. Based on the profile of the accredited program, to provide practice bases, it is necessary to involve scientific structures and industry organizations and companies involved in analyzing the business communications industry, domestic and international companies not only in the media field, where students will be able to initiate business projects with companies, projects in the field of business communications, business process design, creation of projects in the media field.

Academic mobility of students at Al-Farabi KazNU is carried out within the framework of interuniversity agreements or joint projects. Financing of academic mobility can be carried out through grants, funds from the host party, and personal funds of students.

The expert commission confirms that some work is being done in this direction; the implementation of the plan was prevented in full by the pandemic, but the existing partnerships of the faculty with foreign scientific organizations and centers (https://www.kaznu.kz/ru/19544/page/) opens up many opportunities for organizing scientific internships and participation of undergraduates in external and internal academic mobility programs.

Strengths for EP 7M03214 "Business Communication"

- not identified by this standard.

Recommendations for EP 7M03214 "Business Communication":

- Based on the profile of the EP "7M03214 – Business Communication", develop a mechanism for attracting also scientific structures and industry organizations and companies involved in analyzing the business communications industry to provide practice bases where students can initiate business projects with companies, projects in the field of business communications, business process design, creation of projects in the media field. The deadline for implementation is before the start of the school year.

- Present a schedule for the use of educational and laboratory premises and equipment according to the EP "7M03214 – Business Communication", indicating the purposes of use and reflecting the full availability of laboratories for students both in and outside of class time (for example, for the implementation of various projects, for doing independent work, etc.). The deadline for implementation is before the start of the school year.

- The management of the EP "7M03214 – Business Communication" should develop an action plan to monitor graduates' satisfaction with places of employment, their own professional activities, as well as career growth. The deadline for implementation is before the start of each academic year.

EEC conclusions based on the criteria:

According to the "Students" standard EP 7M03214 "Business Communication" there are 12 criteria, of which 10 have satisfactory positions, 2 suggest improvement.

6.7. The standard "Faculty and teaching staff"

✔*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.*

✔*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 educational program.*

✔*The leadership of the EP must demonstrate the change in the role of the teacher in connection with the transition to student-centered learning and teaching.*

✔*The university must provide opportunities for career growth and professional development of teaching staff, including young teachers.*

✔*The university must involve in teaching specialists from relevant industries who have professional competencies that meet the requirements of the EP.*

✔*The university must demonstrate the presence of a mechanism for motivating the professional and personal development of teaching staff.*

✔*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-portfolios, MOOCs, etc.).*

✔*The university must demonstrate a focus on developing academic mobility and attracting the best foreign and domestic teachers.*

✔*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.*

✔*An important factor is the involvement of teaching staff in the development of the economy, education, science and culture of the region and country.*

Evidence

In KazNU named after. Al-Farabi has a HR Policy Regulation. The university's personnel policy is based on the principles of transparency and objectivity and regulates all stages of personnel management. One of the main mechanisms for monitoring the activities and development of teaching staff is monitoring the implementation of each teacher's individual activity plan throughout the academic year. The selection of personnel is carried out on the basis of an analysis of the needs of educational programs, based on the results of which a competition is announced for filling vacant positions described in the "Rules for the competitive filling of positions of teaching staff and researchers of the NJSC Al-Farabi Kazakh National University."

According to the information provided to the EEC commission, for the current 2022–2023 academic year, 51 teachers work at the department of “Print and Electronic Media,” including 5 doctors of science, 17 candidates of science, 4 PhD doctors and 25 masters of science. The share of full-time teaching staff is 73% (Appendix 7.7: Quantitative and qualitative composition of the teaching staff of the Department of Print and Electronic Media). All teachers have basic education corresponding to the disciplines taught. The selection and hiring of teaching staff is carried out by competition, in accordance with the professional education corresponding to the profile, the level of qualifications of which corresponds to the specifics of the EP.

At the University, to ensure the effective work of teaching staff, conditions are created for a favorable psychological atmosphere, the realization of opportunities for career growth, training and development (advanced training), and social support. There is a system of rewards for special achievements, measures are taken to maintain the corporate culture and healthy lifestyle of employees, and there is motivation aimed at supporting initiatives and innovations.

The University has a system of non-material motivation for teaching staff and employees: certificates of commendation, letters of gratitude, badges.

Based on the results of a survey of teaching staff conducted during the EEC visit, it was revealed that 71% of respondents rate the opportunities provided by the university for professional development and career growth as “very good”, 65% of teachers are very satisfied with the work done on academic mobility, and 74% rate the work done as “very good”. work to improve the qualifications of teaching staff. In general, EEC experts noted a high level of satisfaction among teaching staff.

As part of educational programs, in order to improve the quality of teaching and ensure the connection between the University and the Enterprise, practitioners are invited to vacant positions of teaching staff - highly qualified employees of companies and organizations who have experience in relevant industries and continue to work part-time. For example, the graduating department attracted such specialists as: S.K. Kozybaev - Doctor of Historical Sciences, Professor. He is the President of the Academy of Journalism of Kazakhstan (2001 - present), represented by its members, uniting 66 thousand journalists of the state, S.Kh. Barlybaeva - Doctor of Historical Sciences, Professor, “Best Teacher of the Year” of the Ministry of Education and Science of the Republic of Kazakhstan, member of the Kazakhstan Communication Association, member of the International Academy of Informatization. She was the director of the TV and radio complex of KazNU. M.K. Barmankulova, head of the UNESCO Department of Journalism and Communication, coordinator of the Soros Foundation-Kazakhstan for media support, head of international projects: IREX - Summer Internet camp at KazNU, UNESCO on the creation of the first electronic course for journalists “Mass Communication”, UNESCO “Freedom of speech, expression and safety of journalists”, G.S. Sultanbayeva - Doctor of Political Science, Professor, “Best Teacher of the Year” of the Ministry of Education and Science of the Republic of Kazakhstan, expert in the field of “Social Sciences, Journalism and Information” of the Center for the Bologna Process and Academic Mobility of the Ministry of Education and Science of the Republic of Kazakhstan, 2022; Expert in the field of "Grant financing of the most promising projects for the commercialization of the results of scientific and (or) scientific and technical activities" of JSC Science Foundation for 2022-2024. Developer of a resource guide on the safety of women journalists on the Internet in the Kazakh language, OSCE, SOFJO Resource Guide in Kazakh, 2022; National Expert on Internet Freedom, Cybersecurity, Disinformation, and Social Media Polarization in Measuring Internet Policy, Digital Society Project, National Science Foundation, 2023;

Every year, courses to improve the level of ICT are organized for teachers of the University and the department; they are provided with consultations on working with software necessary in the educational process (Microsoft Teams, Moodle, Zoom), preparing MOOK courses and writing articles with a high impact factor. Teachers can study for free on the Coursera platform.

During the period from 2020 to 2023, 17 teachers of the department completed training in

various advanced training programs, which is 90% of the number of full-time teachers of the department.

EEC experts also noted a certain involvement of the university faculty involved in the implementation of the accredited EP in the development of the economy and culture of the region and country. The teaching staff of the university participating in the implementation of the accredited EP is involved as an expert of the Ministry of Science and Higher Education and the Science Foundation: JSC National Center for State Scientific and Technical Expertise. For example, the departmenthttps://www.kaznu.kz/ru/20086/news/one/23895/at the initiative of the Ministry of Information and Social Development of the Republic of Kazakhstan, she conducted training courses for journalists specializing in the environmental field.

Analytical part

Indicators for the qualitative and quantitative composition of the teaching staff of the department confirm the presence of the personnel potential necessary for the implementation of the EP and which meets the professional requirements for licensing educational activities.

During the work of the EEC, it was determined that all teachers of the department serving the accredited educational program have a basic education in their field. Employment agreements and contracts have been concluded with all teachers. All teachers carry out the curriculum in accordance with the norms for the distribution of hours. Each teacher of the department has a portfolio, which contains all the necessary information regarding education, qualifications, advanced training, a list of disciplines read and scientific works.

To ensure the effective work of teaching staff, the university creates conditions for a favorable psychological atmosphere, the realization of opportunities for career growth, training, professional development and social support.

The level of graduation of full-time teaching staff is 80% in the EP “Print and Electronic Media”.

In order to improve the quality of teaching, practitioners - experienced specialists from specialized companies and organizations - are invited to fill vacant teaching positions. Of the entire teaching staff, 20% are invited practical teachers. An important point is the continuation and strengthening of work on training teachers with academic degrees, attracting more practicing teachers, motivating them to obtain an academic degree and involving them in the implementation of accredited EP.

A very important requirement of modern higher education is trilingual education. According to the information provided in self-reports and interviews, the majority of teachers (70%) teach classes in the state language. In this regard, in order to meet this requirement, teachers need to provide support at the university level to increase the number of academic subjects taught in English, since the EP itself positions itself as “mainly focused on foreign students.”

During the visit, EEC experts found that the department has a low level of academic mobility of teaching staff. At the same time, the existing partnerships of the faculty with foreign scientific organizations and centers (https://www.kaznu.kz/ru/19544/page/) open up many opportunities for organizing scientific internships and participation of teachers in external and internal academic mobility programs. It is necessary to increase the level of academic mobility of the entire teaching staff, as well as the number of internships in domestic and foreign universities.

A very important point to strengthen the image of an accredited EP is to increase the publication activity of teaching staff, including in journals with a high impact factor.

Advanced training courses for teaching staff are conducted on the basis of the university and the department. The self-report states that “during the period from 2020 to 2023, 17 teachers of the department underwent training in various advanced training programs, which is 90% of the number of full-time teachers of the department.” At the same time, the number of teaching

staff is (information is given in the report) 52 persons, and this turns out to be 32.7%. In this regard, it is necessary to create a mechanism in which the entire number of full-time teachers of the department undergo training in various advanced training programs annually.

During the work of the expert commission, the experts stated that a certain research work is being carried out at the department - teachers are reviewers of graduation works, defend doctoral dissertations, take part in the organization and work of scientific conferences and seminars, and to a lesser extent (a very small percentage) participate in joint scientific projects within the framework of the scientific directions of the department. It is necessary to increase the number of teachers involved in joint scientific projects, both national and foreign, based on the strategy of KazNU. "Al-Farabi" on transformation into a research university.

Strengths for EP 7M03214 "Business Communication"

- not identified by this standard.

Recommendations for EP 7M03214 "Business Communication":

- The management of the EP "7M03214 – Business Communication" should develop an action plan for the development and intensification of internal and external academic mobility of the entire teaching staff. The management of the EP "7M03214 – Business Communication" should include indicators in the development plan of the EP "Business Communication" to increase the number of academic subjects taught in English, since the EP itself positions itself as "mainly focused on foreign students." Implementation period – August 2024.

EEC conclusions based on the criteria:

According to the "Faculty and Teaching Staff" standard EP 7M03214 "Business Communication" there are 10 criteria, of which 9 have satisfactory positions, 1 suggests improvement.

6.8. The standard "Educational Resources and Student Support Systems"

✔*The university must guarantee the compliance of infrastructure, educational resources, including material and technical ones, with the goals of the educational program.*

✔*The management of the EP must demonstrate the sufficiency of classrooms, laboratories and other facilities equipped with modern equipment to ensure the achievement of the 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:*

- *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 your territory.*

✔*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.*

✔*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.*

✔*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 educational program must show the existence of conditions for the student's advancement along an individual educational path.*

✔*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).*

✔*The university must ensure that the infrastructure meets security requirements.*

Evidence

During the visit of the EEC, the expert commission concluded that the university ensures

the availability of educational resources and student support mechanisms that are appropriate for the purpose. At the university, a student can use the library resources of the electronic library, which can be accessed remotely using a login and password (http://elibrary.kaznu.kz). Thus, students have access to subscription databases and unlimited access to electronic books from the world's largest publishing houses (EBooks) in the EBSCO, Springer, Elsevier databases, as well as to the full-text Polpred database, the IPRbooks electronic library system, and domestic databases “Zan – Law” ", "Epigraph" (http://elibrary.kaznu.kz/ru).

Students can also use for educational processes: A classic reading room with an area of 1850 m2 for 800 seats, an Electronic Library room for 270 seats with a conditional division into zones (multimedia, an area for working with the Internet, an area for working with graphic programs, an area for working with electronic resources, an area for working with personal laptops), the Hall of Master's students, the dissertation fund, which is constantly replenished with new works and currently amounts to 7867 copies of dissertations, 11407 abstracts, the Hall of periodicals, where you can access the fund of periodicals, numbering 250 domestic titles and foreign, incl. Russian magazines for three years and 56 newspaper titles for the current year (http://elibrary.kaznu.kz/ru/node/81).

The Al-Farabi Library is actively mastering the latest technologies. The library has implemented an automation system based on RFID technology, as a result of which the issues of integration of the automated library and information system (ALIS) “IRBIS 64” and the use of university unified identification cards of university employees and students (ID-card) as library cards have been implemented.

Self-service stations are installed in the reading room, giving readers the opportunity to independently register their chosen literature and arrange it for up to 3 days. In addition, copiers and a planetary scanner “ELARSKAN A2-300” are installed, with which you can scan the necessary information for free. The university also developed and launched the Al-Farabi Library mobile application for Android, which is available on PlayMarket.

The leadership of the EP demonstrated to the commission members the presence of a faculty reading room, equipped with 4 computers for 28 seats. seats, 2 scanners, 3 printers. Students can work with electronic catalogues, domestic and foreign databases. Scientific and fiction literature amounts to 5487 copies. Of these, 1305 units are in Kazakh, 1894 are in Russian, and 183 are in foreign languages.

On the basis of the Department of Print and Electronic Media of the Faculty of Journalism of Al-Farabi Kazakh National University there operate the educational and research laboratory of advanced technologies “KONICA MINOLTA” KMlab, the educational and research laboratory “Qazaqstan” named after N. Imangaliuly, educational and research laboratory "Egemen Qazaqstan", educational and production laboratory named after. E. Smaila, educational and research laboratory “Print and New Media” named after Zh. Kenzhalin Television studio named after. N. Imangaliuly.

EEC experts noted the presence of professional equipment, including: several professional cameras shooting in 4K resolution, Sony HXR-NX3E NXCAM and Panasonic AG-DVX200 4K. There is professional audio equipment, microphones, a wide range of lavalier microphones, modern computers that meet the requirements of audio and video editing, with the necessary software for work: adobe premier, Davinci resolve, Cubase, reaper, etc. There is also a teleprompter, professional studio lighting.

Analytical part

The material and technical resources and infrastructure of the faculty are sufficient to ensure the required quality of education. The faculty reading room is equipped with 4 computers for 28 seats. seats, 2 scanners, 3 printers. The Internet was installed to work with electronic catalogs, domestic and foreign databases. Access to the electronic library is carried out remotely using a login and password. The reading room has self-service stations, photocopiers and an

ELARSKAN A2-300 scanner, with which users can scan the necessary information for free.

On the basis of the Department of Print and Electronic Media of the Faculty of Journalism of Al-Farabi Kazakh National University there operate the educational and research laboratory of advanced technologies “KONICA MINOLTA” KMlab, the educational and research laboratory “Qazaqstan” named after N. Imangaliuly, educational and research laboratory "Egemen Qazaqstan", educational and production laboratory named after. E. Smaila, educational and research laboratory “Print and New Media” named after Zh. Kenzhalin Television studio named after. N. Imangaliuly.

The laboratories have appropriate teaching and laboratory equipment. For the effectiveness of the implementation of the EP, there are sufficiently equipped classrooms corresponding to the goals of the educational program. The university, on an ongoing basis, works to improve material, technical and information resources. The educational process uses modern technology that meets safety requirements during operation.

As a result of interviews with students and teachers, EEC experts established that the student support system is very important for the university and the faculty, and for this purpose, measures are being taken at the system level to ensure it. In this system, the main role is given to teacher-student communication. The teacher is at the same time a moderator, a coach, a mentor, and a friend. All these activities are aimed at revealing the potential of the student and his abilities. The teacher helps students in completing training courses, in preparing for public speaking, advises and supports their interest in mastering knowledge and honing their professional skills.

Strengths for EP 7M03214 “Business Communication”:

- The university operates an integrated system program “Univer”, with the help of which the technological management of all information processes in the context of educational programs is carried out, as well as support and access for students and teaching staff to available resources.
- There is the most simplified access for students and teaching staff to scientific databases of the electronic library, which is carried out remotely using a login and password, as well as through self-service stations installed in the reading room.
- There are high-tech practical tools for examining the quality of final works and dissertations through a system for checking the uniqueness of texts (“anti-plagiarism system”). It is noted that students have wide access to educational Internet resources in the form of online courses, training in English, and an open educational moodle platform.

Recommendations for EP 7M03214 “Business Communication”:

- There are no recommendations for this standard.

EEC conclusions based on the criteria:

According to the standard “Educational resources and student support systems” EP 7M03214 “Business Communication” there are 13 criteria, of which 4 have strong positions, 9 have satisfactory positions.

6.9. The standard “Public Information”

✔*The university guarantees that the published information is accurate, objective, relevant and reflects all areas of the university’s activities within the educational program.*

✔*Public information should include support and explanation of the country's national development programs and the system of higher and postgraduate education.*

✔*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 about the educational program is objective, up-to-date and should include:*

- *the purpose and planned results of the EP, the qualification assigned.*
- *information and system for assessing students' educational achievements.*

- information about academic mobility programs and other forms of cooperation with partner universities and employers.

- information about opportunities for developing personal and professional competencies of students and employment.

- data reflecting the positioning of EP in the educational services market (at the regional, national, international levels).

✔An important factor is the publication on open resources of reliable information about teaching staff, broken down by personalities.

✔The university must publish audited financial statements for the EP on its own website.

✔The university must post information and links to external resources based on the results of external assessment procedures.

✔An important factor is the placement of information about cooperation and interaction with partners, including scientific/consulting organizations, business partners, social partners and educational organizations.

Evidence

The activities of the university and information about it provided to the public are carried out on the basis of the principles of transparency, openness, involvement and awareness of students, employees, employers and other interested parties. At the same time, attention is paid to the timeliness of providing information, taking into account the constant improvement of educational activities in the conditions of development and its adaptation to changing conditions. The public is informed through the official website of the university and social networks, and messengers about educational programs, academic mobility, student achievements, and scientific publications.

A universal information tool is the university website (www.kaznu.kz). The site contains the following information:

- “Home Page” - contains the latest news and information about events and activities;
- “About the University” - provides information about strategy, accreditation, ranking, faculties, departments;
- “Education” - contains information about educational programs, graduate models, graduates, etc.;
- “For students” - contains information about the educational process, information about the academic department and the registrar’s office;
- “Scientific work” - contains information about the work of the research department and scientific events;
- “Applicants” - provides information about the list of documents required for admission to the university, about the work of the admissions committee, information about the open day, etc.;
- “News” - contains news content for students and announcements;
- “Events” - contains announcements of future events;

The university has a variety of ways to disseminate information to inform the general public and stakeholders. This:

- posting on the KazNU website information about the history of creation, mission and strategy, administration, teaching staff, departments, international relations, admission rules, educational scholarships of the university, news, events, contacts, etc.;
- preparation and distribution of printed materials, presentations, videos;
- design of information stands, posters and banners;
- preparation of information booklets on specialties;
- holding various events.

The University also has accounts on social networks: VKontakte, Youtube, Facebook, Instagram - https://vk.com/kazuniversity,https://www.youtube.com/channel/UCr6RCYKPPbHFKwOmqZXBi2w

https://www.facebook.com/KazakhNationalUniversity

https://www.instagram.com/farabi_university/

https://my.mail.ru/community/kazakhnationaluniversity

https://t.me/kaznu34

Information and image media resources of the Faculty of Journalism of KazNU named after. al-Farabi on several platforms allow for information, educational and marketing functions and the faculty is doing some work in this direction - YouTube channel Jourfac Newshttps://www.youtube.com/@jourfacnews, Telegram channel Jourfac Newshttps://t.me/+oDBE8vdOdwI0YWY6,https://www.instagram.com/jourfacnewskaznu/, Jourfac News Taplink sitehttps://taplink.cc/jourfacnews

Analytical part

The university uses a variety of ways to disseminate information, the main one being the official website of KazNU. al-Farabi. The information posted on the website contains data about the mission and development strategy of the university, international cooperation, enrollment rules, educational programs, etc. All content is structured in the sections: “Home page”, “About the university”, “Education”, “Students”, “Scientific work”, “Applicants”, “News” and “Events”.

All interested parties, including employers and graduates, are given the opportunity to leave wishes and recommendations regarding the quality of trained specialists on the faculty page.

The site's information is aimed at a wide audience: students, teachers, other university employees, applicants and their parents, scientific and public organizations, university partners, other national and international universities, employers, and the media. During the work of the EEC, the commission’s experts revealed that the life of the university is not fully reflected on the university’s website; the university should focus its attention on the possibilities of information technology in the process of promoting the image and activities of the university. Also, all content posted on the official website must be systematically updated.

The management of the university needs to organize a number of actions to improve the design of the website, systematically update information and optimize the content of the official website of the university. Systematically supplement and update the department’s page with information about the main aspects of its activities, including discussion, development and modernization of the accredited EP. The faculty page should provide information about the educational and scientific activities of the teaching staff, about the cooperation of the faculty at the national and international level, and the achievements of students.

Considering the popularity and role of social networks in the modern world, creating accounts on social networks is a good opportunity to express yourself. The faculty has accounts on Contact, Youtube, Facebook, Instagram. For example, the page on Youtube - jourfac news was created relatively recently, on October 30, 2022. Experts stated that there is little content on this page, mainly videos without text, which are not very informative for potentially interested parties. On other pages, information is also rarely updated; there are posts from a month ago. In this regard, it is necessary to strengthen the information content and attractiveness of the content posted on social networks in order to eliminate such situations when the page has a mission to reflect campus life, but has only 328 subscribers, while there are about 25,000 students studying at the university. The rating of social media accounts needs to be increased. Make a video about the capabilities of the accredited program, advertising and information booklets. Strengthen the promotion of the EP through your own media resources.

During the visit of the EEC, experts discovered that the Faculty of Journalism does not publish either a newspaper or a magazine, and there is no online radio station or online TV channel. It should be noted that such tools are an integral part of the educational unit that shapes journalists. They play a very important role in the process of students mastering professional competencies, as they are platforms where students can practice skills and gain experience.

Strengths for EP 7M03214 "Business Communication"

- not identified by this standard.

Recommendations for EP 7M03214 "Business Communication":

- In order to popularize and advertise the educational program of the EP "7M03214 – Business Communication", update and systematize the information posted on the official website of the university. Implementation period – August 2023.

- In order to enhance the attractiveness of the EP "7M03214 – Business Communication", increase the volume of content and improve the quality of content displayed on the pages of official accounts on social networks, including in foreign languages, to increase the rating and number of subscribers. The deadline for implementation is before the start of the school year.

- The management of the EP "7M03214 – Business Communication" should create an electronic journal at the Faculty of Journalism of Al-Farabi Kazakh National University. The implementation period is before the end of the first semester of the 2024 school year.

- Develop a plan for posting on open resources information about activities within the educational program (information about teaching staff, scientific activities, collaborations, student achievements, etc.). The implementation period is before the start of the 2024 school year.

- The management of the EP "7M03214 – Business Communication" should create an online radio station or an online TV channel at the Faculty of Journalism of Al-Farabi Kazakh National University. The implementation period is before the end of the first semester of the 2024 school year.

EEC conclusions based on the criteria:

According to the "Public Information" standard EP 7M03214 "Business Communication" there are 12 criteria, 6 of which have satisfactory positions and 6 suggest improvements.

VII. OVERVIEW OF STRENGTHS/BEST PRACTICES FOR EACH STANDARD

According to the "Educational Program Management" standard:
- not available according to this standard

According to the Information Management and Reporting standard:
- not available according to this standard

According to the standard "Development and approval of an educational program"
- not available according to this standard

According to the standard "Continuous monitoring and periodic evaluation of the educational program"
not available according to this standard

According to the standard "Student-centered learning, teaching and assessment of academic performance"
- not available according to this standard

According to the "Students" standard
- not available according to this standard

According to the "Faculty and Teaching Staff" standard
- not available according to this standard

According to the standard "Educational resources and student support systems"
- The university operates an integrated system program "Univer", with the help of which the technological management of all information processes in the context of educational programs is carried out, as well as support and access for students and teaching staff to available resources.
- There is the most simplified access for students and teaching staff to scientific databases of the electronic library, which is carried out remotely using a login and password, as well as through self-service stations installed in the reading room.
- There are high-tech practical tools for examining the quality of final works and dissertations through a system for checking the uniqueness of texts ("anti-plagiarism system"). It is noted that students have wide access to educational Internet resources in the form of online courses, training in English, and an open educational moodle platform.

According to the "Public Information" standard
- not available according to this standard

VIII. OVERVIEW OF RECOMMENDATIONS FOR IMPROVING QUALITY FOR EACH STANDARD

According to the "Educational Program Management" standard:

- The management of the EP "7M03214 – Business Communication" should create a tool for actually documenting the involvement of employers (not only businesses in the media) and students, with the inclusion in the protocol of specific requirements and proposals received from them, to develop a development plan for the EP, while providing for high representativeness of employers and students when making decisions on educational program management issues. Implementation period – August 2023.

- Develop an action plan (with deadlines) to increase the international attractiveness of the EP and identify tools to increase the demand for the EP "7M03214 – Business Communication" in the national and international markets. Implementation deadline: June 2024.

According to the "Information Management and Reporting" standard

- Develop a mechanism for assessing the effectiveness of activities in the context of the EP "7M03214 – Business Communication", regarding the completed stages of the process of building an educational program and develop a plan (with deadlines) to increase the potential of projects to integrate EP at the global level (Tempus, Erasmus+, Unicef). Implementation period – August 2024.

According to the standard "Development and approval of an educational program"

- The management of the EP "7M03214 – Business Communication" should develop a documentary base on the external examination procedure carried out by representatives of employers in the public and academic environment (it should not be carried out orally). Also, employers must take part in the development of the EP even after it is included in the register of educational programs of the ESUHE. Implementation period – August 2023.

- The management of the EP "7M03214 – Business Communication" should introduce a mechanism for the participation of students (exclude formalization) and not only representatives of the media and media business, but also other business structures in the development and quality assurance of the EP. Implementation period – August 2023.

- The management of the EP "7M03214 – Business Communication" should develop a list of measures to respond and manage possible risks for the EP, based on the criteria for the uniqueness of the educational program in comparison with other similar educational programs of national and foreign universities. Implementation period – August 2023.

- The management of the EP "7M03214 – Business Communication" should develop an action plan (with deadlines) aimed at introducing a system of joint EP with foreign universities. Implementation period – October 2023.

According to the standard "Continuous monitoring and periodic evaluation of the educational program"

- As part of increasing the effectiveness of the educational program, work out a mechanism for revising the structure and content of the EP "7M03214 – Business Communication", taking into account clearly formulated and documented changes in the labor market, as well as the wishes of employers and students. Implementation period – August 2024.

- To achieve the goal of the EP "7M03214 – Business Communication", implement tools for conducting a documented systematic monitoring procedure for the continuous improvement of the EP. Implementation period – August 2023.

- When periodically assessing the EP "7M03214 – Business Communication", document and systematize changes in the needs of society and the professional environment, based on which to create and update educational materials and expand research capabilities. The deadline for implementation is until the end of the first semester of the academic year.

According to the standard "Student-centered learning, teaching and assessment of academic performance"

- There are no recommendations for this standard.

According to the "Students" standard

- Based on the profile of the EP "7M03214 – Business Communication", develop a mechanism for attracting also scientific structures and industry organizations and companies involved in analyzing the business communications industry to provide practice bases where students can initiate business projects with companies, projects in the field of business communications, business process design, creation of projects in the media field. The deadline for implementation is before the start of the school year.

- Present a schedule for the use of educational and laboratory premises and equipment according to the EP "7M03214 – Business Communication", indicating the purposes of use and reflecting the full availability of laboratories for students both in and outside of class time (for example, for the implementation of various projects, for doing independent work, etc.). The deadline for implementation is before the start of the school year.

- The management of the EP "7M03214 – Business Communication" should develop an action plan to monitor graduates' satisfaction with places of employment, their own professional activities, as well as career growth. The deadline for implementation is before the start of each academic year.

According to the "Faculty and Teaching Staff" standard

- The management of the EP "7M03214 – Business Communication" should develop an action plan for the development and intensification of internal and external academic mobility of the entire teaching staff. The management of the EP "7M03214 – Business Communication" should include indicators in the development plan of the EP "Business Communication" to increase the number of academic subjects taught in English, since the EP itself positions itself as "mainly focused on foreign students." Implementation period – August 2024.

According to the standard "Educational resources and student support systems"

- There are no recommendations for this standard.

According to the "Public Information" standard

- In order to popularize and advertise the educational program of the EP "7M03214 – Business Communication", update and systematize the information posted on the official website of the university. Implementation period – August 2023.

- In order to enhance the attractiveness of the EP "7M03214 – Business Communication", increase the volume of content and improve the quality of content displayed on the pages of official

accounts on social networks, including in foreign languages, to increase the rating and number of subscribers. The deadline for implementation is before the start of the school year.

- The management of the EP "7M03214 – Business Communication" should create an electronic journal at the Faculty of Journalism of Al-Farabi Kazakh National University. The implementation period is before the end of the first semester of the 2024 school year.

- Develop a plan for posting on open resources information about activities within the educational program (information about teaching staff, scientific activities, collaborations, student achievements, etc.). The implementation period is before the start of the 2024 school year.

- The management of the EP "7M03214 – Business Communication" should create an online radio station or an online TV channel at the Faculty of Journalism of Al-Farabi Kazakh National University. The implementation period is before the end of the first semester of the 2024 school year.

IX. REVIEW OF RECOMMENDATIONS FOR THE DEVELOPMENT OF EDUCATIONAL ORGANIZATION

- Not identified.

X. RECOMMENDATION TO THE ACCREDITATION BOARD

The external expert commission decided to recommend that the IAAR Accreditation Council accredit the educational program "7M03214" Business Communication" of the Non-Profit Joint Stock Company "Al-Farabi Kazakh National University" for a period of 3 years (voting results of EEC members: for 3 years - 16, for 1 year – 1, for 5 years – 1, against – 0).

Appendix 1. Evaluation table "Conclusion of an external expert commission" (for EP "7M03214" Business Communication")

n\n	n\n	Criteria for evaluation	Position of the educational organization			
			Stron	Satisf	Assur impro nt	Unsatisfy
The standard "Educational Program Management"						
1		The university must demonstrate the development of a goal and EP development strategies based on an analysis of external and internal factors with wide involvement of various stakeholders		+		
2		Quality assurance policies should reflect the relationship between research, teaching and learning		+		
3		The university demonstrates the development of a quality assurance culture		+		
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		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 students, the state, employers and other interested parties.		+		
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		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		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		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		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		+		

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		R EP management must implement risk management		+		
13		The management of the EP 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		The university must demonstrate innovation management within the EP, including the analysis and implementation of innovative proposals		+		
15		The management of the EP must demonstrate its openness and accessibility to students, teaching staff, employers and other interested parties		+		
16		The management of the EP confirms completion of training in educational management programs		+		
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		+		
Total according to standard				**15**	**2**	
The standard "Information Management and Reporting"						
18		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		The management of the EP demonstrates the systematic use of processed, adequate information to improve the internal quality assurance system		+		
20		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		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		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		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		The management of the EP must demonstrate the availability of communication mechanisms with students, employees and other interested parties, including conflict resolution		+		
25		The university must ensure the measurement of the degree of satisfaction of the needs of students, teaching staff and staff within the EP and demonstrate evidence of eliminating the identified deficiencies		+		
26		The university must evaluate the effectiveness and efficiency of activities 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	11..	dynamics of the student population in terms of forms and types		+		
29	12.	grade level, student achievement and dropout		+		
30	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, teaching staff and staff must document their consent to the processing of personal data		+		
34	17.	The management of the EP should help provide the necessary information in the relevant fields of science		+		
Total according to standard				**16**	**1**	
The standard "Development and approval of an educational program"						
35		The university must demonstrate the existence of a documented procedure for developing EP and its approval at the institutional level		+		
36		The university must demonstrate compliance of the developed EP with the established goals and planned learning outcomes		+		
37		The management of the educational program must determine the influence of disciplines and professional practices on the formation of learning outcomes		+		
38		The university demonstrates the presence of a model of an EP graduate that describes learning outcomes and personal qualities		+		
39		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		The management of the EP must demonstrate the modular structure of the program, based on ECTS, ensure that the structure of the content of the EP corresponds to the goals set, with a focus on achieving the planned learning outcomes for each graduate		+		
41		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		The management of the EP must demonstrate the conduct of external examinations of the EP			+	
43		The management of the EP must provide evidence of the participation of students, teaching staff and other stakeholders in the development and quality assurance of the EP			+	
44		The management of the EP must demonstrate the uniqueness of the educational program, its positioning in the educational market (regional/national/international)			+	
45		An important factor is the ability to prepare students for professional certification		+		
46		An important factor is the presence of joint (s) and/or double-degree EP with foreign universities		+		

Total according to standard				**9**	**3**	
The standard "Continuous monitoring and periodic evaluation of the educational program"						
47		The university must ensure a revision of the structure and content of the EP, taking into account changes in the labor market, the requirements of employers and the social demands of society			+	
48		The university must demonstrate the existence of a documented procedure for monitoring and periodic evaluation to achieve the goal of the EP and continuous improvement of the EP			+	
Monitoring and periodic evaluation of the EP should consider:						
49		the content of the program in the context of the latest achievements of science and technology in a specific discipline		+		
50		changes in the needs of society and the professional environment			+	
51		workload, performance and graduation of students		+		
52		effectiveness of student assessment procedures		+		
53		needs and degree of satisfaction of students		+		
54		compliance of the educational environment and the activities of support services with the goals of the EP		+		
55		The management of the EP must publish information about changes to the EP, inform interested parties about any planned or taken actions within the framework of the EP		+		
56		Support services should identify the needs of different groups of students and the degree to which they are satisfiedorganization of training, teaching, assessment, development of EP in general		+		
Total according to standard				**7**	**3**	
The standard "Student-centered learning, teaching and assessment"						
57		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		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		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		An important factor is the presence of your own research in the field of teaching methods of EP disciplines		+		
61		The university must ensure that the procedures for assessing learning outcomes comply with the planned results and goals of the EP		+		
62		The university must ensure consistency, transparency and objectivity of the mechanism for assessing the learning outcomes of the EP, publishing criteria and methods for assessing learning outcomes in advance		+		

63		Evaluators must be proficient in modern methods of assessing learning outcomes and regularly improve their skills in this area		+		
64		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		The leadership of the educational program must demonstrate support for student autonomy while simultaneously providing guidance and assistance from the teacher.		+		
66		The management of the educational program must demonstrate the existence of a procedure for responding to student complaints		+		
Total according to standard				**10**		
The standard "Students"						
67		The university must demonstrate a policy for forming a student population and ensure transparency and publication of procedures regulating the life cycle of students (from admission to completion)		+		
68		The management of the EP should provide for special adaptation and support programs for newly admitted and foreign students		+		
69		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		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		The university must encourage students to self-education and development outside the main program (extracurricular activities)		+		
72		An important factor is the presence of a mechanism to support gifted students		+		
73		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		The university must provide students with internship places and demonstrate the procedurefacilitating the employment of graduates, maintaining contact with them			+	
75		The university must demonstrate the procedure for issuing documents to graduates confirming the qualifications obtained, including the achieved learning outcomes		+		
76		The management of the educational program must demonstrate that graduates of the program have skills that are in demand in the labor market and that these skills are truly relevant		+		
77		The management of the educational program must demonstrate the existence of a mechanism for monitoring the employment and professional activities of graduates			+	
78		An important factor is the presence of an active alumni association/union		+		
Total according to standard				**10**	**2**	
The standard “Faculty and teaching staff”						
79		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		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		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		The university must provide opportunities for career growth and professional development of teaching staff, including young teachers		+		
83		The university must involve in teaching specialists from relevant industries who have professional competencies that meet the requirements of the EP		+		
84		The university must demonstrate the presence of a mechanism for motivating the professional and personal development of teaching staff		+		
85		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		The university must demonstrate a focus on developing academic mobility and attracting the best foreign and domestic teachers			+	
87		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		An important factor is the involvement of teaching staff in the development of the economy, education, science and culture of the region and country		+		
Total according to standard				**9**	**1**	
The standard "Educational Resources and Student Support Systems"						
89	1.	The university must guarantee the compliance of infrastructure, educational resources, including material and technical ones, with the goals of the educational program		+		
90	2.	The management of the EP must demonstrate the sufficiency of classrooms, laboratories and other facilities equipped with modern equipment to ensure the achievement of the 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 for supporting various groups of students, including information and consultation		+		
99	11.	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		+		
Total according to standard			**4**	**9**		
The standard "Public Information"						
102	1.	The university guarantees that the published information is accurate, objective, relevant and reflects 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 about the educational program is objective, up-to-date and should 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	11.	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		+		
Total according to standard				6	6	
TOTAL			**4**	**91**	**18**	

Appendix 2. Program of the visit to the educational organization

СОГЛАСОВАНО
Ректор
НАО «Казахский национальный университет имени Аль-Фараби»
_____ Туймебаев Ж.К.
«_____» _____ 2023 года

УТВЕРЖДАЮ
Генеральный директор
НУ «Независимое агентство аккредитации и рейтинга»
_____ Жумагулова А.Б.
«24» 04 2023 года

ПРОГРАММА
ГИБРИДНОГО ВИЗИТА ВНЕШНЕЙ ЭКСПЕРТНОЙ КОМИССИИ НЕЗАВИСИМОГО АГЕНТСТВА АККРЕДИТАЦИИ И РЕЙТИНГА (IAAR) В НАО «КАЗАХСКИЙ НАЦИОНАЛЬНЫЙ УНИВЕРСИТЕТ ИМЕНИ АЛЬ-ФАРАБИ»
(международная программная аккредитация)

Дата проведения гибридного визита: 11-13 мая 2023 года

Кластер 1	7M03214 Бизнес-коммуникация
Кластер 2	6B02209 Тюркология 7M01704 Иностранный язык: два иностранных языка 7M01704 Иностранный язык: два иностранных языка (1,5 г.)
Кластер 3	7M01701 Казахский язык и литература 8D01701 Казахский язык и литература
Кластер 4	7M02304 Переводческое дело в сфере международных и правовых отношений
Кластер 5	7M04220 Криминалистические экспертизы 7M04213 Судебно-прокурорско-следственная деятельность 7M04205 Государственная служба и административная деятельность
Кластер 6	7M04207 Гражданское право 7M04216 Финансовое право

Дата и время *(время Астаны, GMT+6)*	**Работа ВЭК с целевыми группами**	**Фамилия, имя, отчество и должность участников целевых групп**	**Место проведения**
5 мая 2023 года			
19.30-20.30 *(время будет уточнено)*	Предварительная встреча ВЭК в онлайн формате *(обсуждение ключевых вопросов и программы визита)*	*Внешние эксперты IAAR*	Подключиться к конференции Zoom https://us02web.zoom.us/j/7172395837 Идентификатор конференции: 717 239 5837
1 день: 11 мая 2023 года			
10.00-10.30	Распределение ответственности экспертов, решение организационных вопросов	*Внешние эксперты IAAR*	Кабинет / ауд № 308 Подключиться к конференции Zoom https://us02web.zoom.us/j/7172395837 Идентификатор конференции: 717 239 5837
10.30-11.00	Встреча с Председателем Правления - Ректором (офлайн)	Председатель Правления - Ректор – **Туймебаев Жансеит Кансеитович**	Кабинет / ауд №409 Подключиться к конференции Zoom https://us02web.zoom.us/j/7172395837 Идентификатор конференции: 717 239 5837
11.00-11.15	Технический перерыв	*Внешние эксперты IAAR*	Кабинет / ауд №308
11.15-12.00	Встреча с Членами Правления-Проректорами (офлайн)	• **Член Правления - проректор по операционной деятельности – Увалиева Асель Бекболатовна** • **Член Правления - проректор по академическим вопросам– Еркинбаева Лаззат Калымбековна** • **Член Правления проректор по социальному развитию – Айдосов Нуржан Сарсынбекович**	Кабинет / ауд № 409 Подключиться к конференции Zoom https://us02web.zoom.us/j/7172395837 Идентификатор конференции: 717 239 5837

		• **Член Правления - проректор по финансовой деятельности – Абдуллаев Калилла Насурлаевич**	
12.00-12.15	Технический перерыв	*Внешние эксперты IAAR*	Кабинет / ауд № 308
12.15-13.00	Встреча с руководителями структурных подразделений (офлайн)	**Приложение А**	Кабинет / ауд № 409 Подключиться к конференции Zoom https://us02web.zoom.us/j/7172395837 Идентификатор конференции: 717 239 5837
13.00-14.00	***Перерыв на обед***	*Внешние эксперты IAAR*	
14.00-14.10	Работа ВЭК	*Внешние эксперты IAAR*	Кабинет / ауд № 308 Подключиться к конференции Zoom https://us02web.zoom.us/j/7172395837 Идентификатор конференции: 717 239 5837
14.10-14.50	Встреча с деканами аккредитуемых ОП (офлайн)	**Приложение Б**	Кабинет / ауд № 409 Подключиться к конференции Zoom https://us02web.zoom.us/j/7172395837 Идентификатор конференции: 717 239 5837
14.50-15.00	Технический перерыв	*Внешние эксперты IAAR*	Кабинет / ауд № 308
15.00-15.45	Встреча с заведующими кафедрами и координаторами ОП (офлайн)	**Приложение В**	Кабинет / ауд №409 Подключиться к конференции Zoom https://us02web.zoom.us/j/7172395837 Идентификатор конференции:

			717 239 5837
15.45-15.55	Технический перерыв	*Внешние эксперты IAAR*	Кабинет / ауд №308
15.55-16.35	Встреча с ППС (офлайн)	*1 кластер (Приложение №1) (ауд №307, сессионный зал zoom 1)* *2 кластер (Приложение №2) (ауд №408, сессионный зал zoom 2)* *3 кластер (Приложение №3) (ауд №304, сессионный зал zoom 3)* *4 кластер (Приложение №4) (ауд №303, сессионный зал zoom 4)* *5 кластер (Приложение №5) (ауд №409, сессионный зал zoom 5)* *6 кластер (Приложение №6) (ауд №201, сессионный зал zoom 6)*	Кабинеты / ауд № 201, 303 304, 307, 408, 409 Подключиться к конференции Zoom https://us02web.zoom.us/j/7172395837 Идентификатор конференции: 717 239 5837
16.35-17.35	Анкетирование ППС *(параллельно)*	*Приложение 7* (список с действующими e-mail)	*Ссылка направляется на email преподавателя персонально за 5 мин до начала анкетирования*
16.35-16.45	Технический перерыв	*Внешние эксперты IAAR*	Кабинет / ауд № 308
16.45-18.15	Визуальный осмотр ОО	*Приложение 8 (Маршрут по кластерам с ответственными)*	*По маршруту*
18.15-18.30	Работа ВЭК (обсуждение результатов и подведение итогов 1 дня)	*Внешние эксперты IAAR*	Кабинет / ауд №308 Подключиться к конференции Zoom https://us02web.zoom.us/j/7172395837

			Идентификатор конференции: 717 239 5837
18.30 – 19.30	***Ужин***	*Внешние эксперты IAAR*	
2 день: 12 мая 2023 года			
10.00-10.30	Работа ВЭК (обсуждение организационных вопросов)	*Внешние эксперты IAAR*	*Кабинет / ауд №308* Подключиться к конференции Zoom https://us02web.zoom.us/j/7172395837 Идентификатор конференции: 717 239 5837
10.30-11.10	Встреча с обучающимися (офлайн)	*1 кластер (Приложение №9) (ауд №307, сессионный зал zoom 1)* *2 кластер (Приложение №10) (ауд №408, сессионный зал zoom 2)* *3 кластер (Приложение №11) (ауд №304, сессионный зал zoom 3)* *4 кластер (Приложение №12) (ауд №303, сессионный зал zoom 4)* *5 кластер (Приложение №13) (ауд №409, сессионный зал zoom 5)* *6 кластер (Приложение №14) (ауд №201, сессионный зал zoom 6)*	Кабинеты / ауд № 201, 303, 304, 307, 408, 409 Подключиться к конференции Zoom https://us02web.zoom.us/j/7172395837 Идентификатор конференции: 717 239 5837
11.10-12.10	Анкетирование обучающихся (параллельно)	*Приложение №15 (список с действующими e-mail)*	*Ссылка направляется на email обучающегося персонально за 5 мин до начала анкетирования*
11.10-11.25	Технический перерыв	*Внешние эксперты IAAR*	Кабинет / ауд №308

11.25-13.00	Работа с документами кафедр *(документы должны быть загружены в облако по кластерам заранее, в случае необходимости, заведующие кафедрами будут приглашаться в онлайн комнату Zoom)* и посещение занятий ППС по расписанию (*Приложение Г*)	**Зав. кафедрой** *1 кластер* - **Султанбаева Гульмира Серикбаевна** *2 кластер* - **Авакова Раушан Амирдиновна** *3 кластер* - **Темірболат Алуа Берікбайқызы** *4 кластер* - **Сейдикенова Алмаш Смайылқызы** *5 кластер* - **Ибраева Алуа Саламатовна** (7М04205 Государственная служба и административная деятельность), **Джансараева Рима Еренатовна** (7М04220 Криминалистические экспертизы; 7М04213 Судебно-прокурорско-следственная деятельность) *6 кластер* - **Куаналиева Гульдана Амангельдиевна** (7М04216 Финансовое право), **Тыныбеков Сериккали Тыныбекович** (7М04207 Гражданское право)	Кабинеты / ауд №308 Подключиться к конференции Zoom https://us02web.zoom.us/j/7172395837 Идентификатор конференции: 717 239 5837
13.00-14.00	***Перерыв на обед***	*Внешние эксперты IAAR*	
14.00-16.00	Посещение баз практик ОП (параллельно по кластерам)	*Приложение №16 (маршрут по кластерам)*	По маршруту
16.00-16.10	Технический перерыв	*Внешние эксперты IAAR*	*Кабинет / ауд № 308*
16.10-16.50	Встреча с работодателями ОП (гибридный)	*Приложение №17 (список по каждому кластеру)*	*Кабинет / ауд № 308* Подключиться к конференции Zoom https://us02web.zoom.us/j/7172395837 Идентификатор конференции: 717 239 5837 *(подключаться следует строго за 10*

			мин, так как внутри онлайн комнаты работодатели будут делиться на кластеры (сессионные залы), следует в Zoom прописать ФИО и в скобках номер кластера)
16.50-17.00	Технический перерыв	*Внешние эксперты IAAR*	*Кабинет / ауд № 308*
17.00-17.45	Встреча с выпускниками (гибридный)	*Приложение №18 (список по каждому кластеру)*	Подключиться к конференции Zoom https://us02web.zoom.us/j/7172395837 Идентификатор конференции: 717 239 5837 *(подключаться нужно следует за 10 мин, так как внутри онлайн комнаты выпускники будут делиться на кластеры (сессионные залы), следует в Zoom прописать ФИО и в скобках номер кластера)*
17.45-18.00	Технический перерыв	*Внешние эксперты IAAR*	*Кабинет / ауд №308*
18.00-20.00	Работа ВЭК, обсуждение итогов второго дня и параметров профилей *(ведется запись)*	*Внешние эксперты IAAR*	*Кабинет / ауд № 308* Подключиться к конференции Zoom https://us02web.zoom.us/j/7172395837 Идентификатор конференции: 717 239 5837
20.00-21.00	***Ужин***	*Внешние эксперты IAAR*	
3 день: 13 мая 2023 года			
10.00-11.30	Работа ВЭК (разработка и обсуждение рекомендаций) *(ведется запись)*	*Внешние эксперты IAAR*	*Кабинет / ауд № 308* Подключиться к конференции Zoom

			https://us02web.zoom.us/j/7172395837 Идентификатор конференции: 717 239 5837
11.30-11.40	Технический перерыв	*Внешние эксперты IAAR*	*Кабинет / ауд № 308*
11.40-13.00	Работа ВЭК, разработка и обсуждение рекомендаций	*Внешние эксперты IAAR*	*Кабинет / ауд №308* (Индивидуальная работа эксперта офлайн)
13.00-14.00	***Перерыв на обед***	*Внешние эксперты IAAR*	
14.00-16.15	Работа ВЭК, обсуждение, принятие решений путем голосования *(ведется запись)*	*Внешние эксперты IAAR*	*Кабинет / ауд № 308* Подключиться к конференции Zoom https://us02web.zoom.us/j/7172395837 Идентификатор конференции: 717 239 5837
16.15-16.30	Технический перерыв	*Внешние эксперты IAAR*	*Кабинет / ауд №308*
16.30-17.00	Заключительная встреча ВЭК с руководством вуза (офлайн)	*Руководители вуза и структурных подразделений*	*Кабинет / ауд №409* Подключиться к конференции Zoom https://us02web.zoom.us/j/7172395837 Идентификатор конференции: 717 239 5837
18.00-19.00	***Ужин***	*Внешние эксперты IAAR*	

Примечание: *Программа разработана на основе Руководства по организации и проведению процедуры внешней оценки в процессе аккредитации организации образования и (или) образовательной программы (Приказ директора НААР №42-17-ОД от 30 июня 2017 года), Руководство по организации и проведению on-line визита внешней экспертной комиссии (в том числе визита экспертной группы по*

Appendix 3. Results of the ppp survey

Results of an anonymous survey of teaching staff
Al-Farabi Kazakh National University

1. Total number of questionnaires: 100

2. Your department:

Department “Kazakh tel bilimi”	5 people	5 %
Department “A.Baitursynuly atyndagy til bilimi departments”	4 people	4 %
Department of Criminal Law and Criminal Procedure of Forensics	15 people	15 %
Department of “Theory and history of state and law, constitutional andadministrativerights"	10 people	10 %
Department of Customs, Financial and Environmental Law	9 people	9 %
Department of Civil Law and Civil Procedure, Labor Law	9 people	9 %
Department of Turkology and Language Theory	15 people	15 %
Department of “Kazakh literature and literary theory”	20 people	20 %
Department of Diplomatic Translation	13 people	13 %

3. Position

Professor	5 people	5 %
Assistant professor	32 people	32%
Aga Okytushy (Senior Lecturer)	46 people	46%
Okytushy (Teacher)	12 people	12 %
Head department	0 people	0 %
And about. professors	1 person	1 %
And about. associate professor	2 people	2 %

4. Academic degree, academic title

KR enbek sinirgen kairatkeri (Honored Worker of the Republic of Kazakhstan)	0 people	0%
Gylym doctors (Doctor of Science)	8 people	8 %
Gylym candidates (PhD)	49 people	49%
master	20 people	20 %
PhD	17 people	17%
Professor	1 person	1 %
Assistant professor	8 people	8 %
No (Zhok)	4 people	4 %
Honorary pensioner	1 person	1 %

5. Work experience

Less than 1 year	2 people	2%

1 year – 5 years	15 people	15 %
Over 5 years	83 people	83%

No.	Questions	Very good	Fine	Relatively bad	Badly	Very bad	Didn't answer
6	To what extent does the content of the educational program meet your scientific and professional interests and needs?	86 people (86%)	14 people (14 %)	0 people (0%)	0 people (0%)	0 people (0%)	-
7	How do you assess the opportunities provided by the University for the professional development of teaching staff?	71 people (71%)	23 people (23%)	3 people (3%)	3 people (3%)	0 people (0%)	-
8	How do you assess the opportunities provided by the University for career growth of teaching staff?	71 people (71%)	25 people (25%)	2 people (2%)	2 people (2%)	0 people (0%)	-
9	How do you assess the degree of academic freedom of the teaching staff?	72 people (72%)	21 people (21%)	4 people (4%)	2 people (2%)	1 person (1 %)	-
	To what extent can teachers use their own						
10	Strategies	79 people (79%)	19 people (19 %)	2 people (2%)	0 people (0%)	0 people (0%)	-
eleven	Methods	82 people (82%)	16 people (16 %)	2 people (2%)	0 people (0%)	0 people (0%)	-
12	Innovation in the learning process	70 people (70%)	25 people (25%)	4 people (4 %)	1 person (1 %)	0 people (0%)	-
13	How do you evaluate the work on organizing medical care and preventing diseases at the university?	61 people (61%)	31 people (31%)	5 people (5 %)	2 people (2%)	1 person (1 %)	-
14	How much attention is paid by the management of the educational institution to the content of the educational program?	76 people (76%)	24 people (24%)	0 people (0%)	0 people (0%)	0 people (0%)	-
15	How do you assess the sufficiency and accessibility of the necessary scientific and educational literature in the library?	78 people (78%)	20 people (20%)	1 person (1%)	1 person (1%)	0 people (0%)	-
16	Assess the level of conditions created that take into account the needs of different groups of students?	57 people (57%)	38 people (38%)	4 people (4%)	1 person (1%)	0 people (0%)	-
	Evaluate the accessibility of the manual						
17	For students	71 people (71%)	22 people (22%)	7 people (7%)	0 people (0%)	0 people (0%)	-
18	For teachers	68 people (68%)	25 people (25%)	5 people (5%)	1 person (1%)	1 person (1%)	-
19	Assess the involvement of teaching staff in the process of making management and strategic decisions	60 people (60%)	33 people (33%)	4 people (4%)	2 people (2%)	1 person (1%)	-

20	How are innovative activities of teaching staff encouraged?	62 people (62%)	30 people (thirty%)	6 people (6%)	2 people (2%)	0 people (0%)	-
21	Assess the level of feedback from teaching staff to management	66 people (66%)	31 people (31%)	2 people (2%)	1 person (1%)	0 people (0%)	-
22	What is the level of stimulation and involvement of young specialists in the educational process?	75 people (75%)	23 people (23%)	1 person (1%)	1 person (1%)	0 people (0%)	-
23	Evaluate the created opportunities for professional and personal growth for each teacher and staff member	66 people (66%)	29 people (29%)	4 people (4%)	1 person (1%)	0 people (0%)	-
24	Assess the adequacy of recognition of teachers' potential and abilities	67 people (67%)	30 people (thirty%)	1 person (1%)	2 people (2%)	0 people (0%)	-
	How is the work delivered?						
25	By academic mobility	65 people (65%)	30 people (thirty%)	5 people (5%)	0 people (0%)	0 people (0%)	-
26	To improve the qualifications of teaching staff	74 people (74%)	21 people (21%)	4 people (4%)	1 person (1%)	0 people (0%)	-
	Rate the support of the university and its leadership						
27	Faculty research endeavors	69 people (69%)	26 people (26%)	5 people (5%)	0 people (0%)	0 people (0%)	-
28	Development of new educational programs/academic disciplines/methods	77 people (77%)	21 people (21%)	2 people (2%)	0 people (0%)	0 people (0%)	-
	Assess the level of ability of teaching staff to combine teaching						
29	With scientific research	66 people (66%)	28 people (28%)	4 people (4%)	1 person (1%)	1 person (1%)	-
thirty	With practical activities	68 people (68%)	25 people (25%)	6 people (6%)	1 person (1%)	0 people (0%)	-
31	Assess how well the students' knowledge acquired at this university corresponds to the realities of the requirements of the modern labor market	73 people (73%)	26 people (26%)	1 person (1%)	0 people (0%)	0 people (0%)	-
32	How do the management and administration of the university perceive criticism addressed to them?	49 people (49%)	40 people (40%)	9 people (9%)	2 people (2%)	0 people (%)	-
33	Assess how well your workload meets your expectations and capabilities	65 people (65%)	28 people (28%)	6 people (6%)	1 person (1%)	0 people (0%)	-
34	Assess the focus of educational programs/curricula on developing students' skills and abilities to analyze the situation and make forecasts	75 people (75%)	23 people (23%)	2 people (2%)	0 people (0%)	0 people (0%)	-
35	Assess how well the educational program meets the expectations of the labor market and employers in terms of content and quality of implementation	76 people (76%)	22 people (22%)	1 person (1%)	1 person (1%)	0 people (0%)	-

36. Why do you work at this university?

✔*Career growth provided*
✔*Top university 200*
✔*Ulttyk Universitettin bedelin arttyru, zhetistikterin maktan etu*
✔*Kazu-dyn orny ote ulken*
✔*Gylymi zhumystarmen ainalysuga zhaksy zhagdaylar zhasalgan*

✔*KazNU named after. al-Farabi, is considered one of the top universities in Kazakhstan and not only. The Department of Criminal Law, Criminal Procedure and Forensics of the Faculty of Law gives young scientists the opportunity to achieve high goals. The teaching staff of the department is very friendly and responsive. The department has every opportunity to engage in scientific activities and grow as a scientist.*

✔*Alma mater for master's and doctoral studies*

✔*Wasps are white and icy*

✔*In Kazakhstan, this is the image of the fireplace*

✔*Demand*

✔*Barlyk mүmkindikterdi paydalana otyryp, oz maxattarina zhetu,*

✔*Zhalakysy zhogary, ogytushy-professor kuramyna zhaksy zhagday zhasalgan, alemdik dengeyde ratings zhogary*

✔*I like the working atmosphere, the opportunity to combine teaching and research activities*

✔*KAZNU named after al-Farabi is one of the best universities*

✔*Dál os žogáry okún tándágán sebím birínshiden ózim bachelorátáríattán ástap doctorátórágóga dejín okígán universitetím, ekínshíden KR universitáteríní íshíndágí ïzd ік, зғагоры суруныска и ьоу Огны злғANDықтан әрдийм зұмыс істеуге диынмін. Oz zhurek kalauym.*

✔*Al-Farabi tyndagy ҚазҰУ қазіргі tanda QS ЖОО rating boyynsha 150 market keretin elimizdin bilim take salasynyn flagships bolíp tabylada. Al Zan faculty bolsa, құқық salasynda cadrelardy (bolashak mamandardy) dayarlauda zhogargy kөrsetkishterge i. Sonymen qatar, zhas mamandardyn, gylymi alueutin zhetildiru men olardin zertteu zhumystarymen ainalysuyn na koldau korsetu dengeyi zhogary.*

✔*Bitirushimin*

✔*Hard to tell.*

✔*Comfortable working conditions*

✔*Good working conditions, benefits package*

✔*It is at Al Farabi KazNU that the FMO is the progenitor.*

✔*Just step up and take the university*

✔*This is a university where I can realize all my professional and personal qualities*

✔*Because our university is the most prestigious*

✔*Prospects for zhoghars*

✔*I am a graduate of this university, the first graduating class of masters in 1998. This is the best university in the country*

✔*Leading university in the country*

✔*Perspective*

✔*Gylymi tagylymdama, kasibi osudu mүmkindikder*

✔*In the direction of the institute*

✔*Alma mater*

✔*KazNU is a leading university in the country*

✔*This is a leading university*

✔*I like working at this university*

✔*Barlyk zhagday karastyrylgan*

✔*Magan bul university bazalyk zhagdayy unaydy*

✔*My Alma mater*

✔*Yourself, wasps ZOO-ny beatirdim, osynda kaldyrdy, sodan take 30 zhiłga zhuyk bir zhumys istep kelemin. Magan zhetekshi university retinde barlyk zhagdayi unaida.*

✔*Lots of opportunities and good research base*

✔*I like it because this University creates all the opportunities for my professional, career, scientific and personal growth.*

✔*Good potential for further development*

✔*Oytkeni maggan os zhogargy okku orn barlyk mүmkinshilikti zhasaida*

✔*Vocation. Like*

✔*Bolashakta ate muddesin kozdeytin, elinin erteni ushin enbek etkis keletin mykty mamandar os universityten shigady degen oydamyn. University of the Republic of Belarus*

✔*Ozime ұnagan son*

✔*Gylymi Orta*

✔*Meninshe, was at the Zhoghargy Dengeydegi University. Shetelde de moyyndalgan, ZOO-lar arasyndagy gylymi-zertteu, pedagogikalyk bagyty en mykty bilim ordasy*

✔*Find, elimizdegi and tamasha oku orna*

✔*Menin omir zholym os oku ornymen baylanysty, men os zhogary oku ornynda okyp bilim aldym*

✔*With a heavy load of fuel, the exhaust system will be damaged.*

✔*Kazakhstan*

✔*KazNU has huge potential for scientists, there are some nuances, but everything can be fixed*

✔*Please keep your eyes open.*

✔*Faculty members of the department are friendly*

✔*Kazakhstan University of Kazakhstan*

✔*Almomatr*

✔*Shygarmashylyk turgydan lady ushin mukindik mol*
✔*Wasps perch ote zhogary bilim aldym zhane zhumys zhasauga bar zhagday zhasalgan.*
✔*KazNU has created conditions for professional and career growth*
✔*There are a lot of resources in Kazakhstan.*
✔*Ozim osynda okydym*
✔*Kassibi zhagynan osuge degen mymkindikter*
✔*Universitette oqytushylar men studentterge barlyk zhagday zhasalgan.*
✔*Men wasps ZOO tulegimin. Bala armanim zhetelep, zhurek qalauymmen os oku ornyna tusip, okyp, ozim ұnatkan mamandyk os oku ornynda qizmet etkenimdi maktan tutamyn.*
✔*This is my beloved alma mater, which gave me a start in life, here I met my love. This is where I work and develop!*
✔*Competitive university*
✔*Ozim okyp, sapasyn goat zhetk_zgendikten*
✔*With a lot of money, you can use the liquid indicator bar*
✔*Please note that the boiler must be cleaned and cleaned*
✔*KazNU is a university with great opportunities and experience, a platform for career growth*
✔*Because I studied here and I am satisfied with all the conditions created for Tulegimin teachers*
✔*Number 1 university in Kazakhstan*
✔*KazNU is the best university in the country*
✔*KazYU-dy ayaktaganmyn. KazU menin ekinshi yim, zhanym ashida, zhaksy koremin. Teorilyk bilim berude salystyrmali turde aitsam, ardaiym alda.*
✔*Wasps at the university are white, thick, wet, and yellowish.*
✔*Al - Farabi tyndagy kazu elimizdin en uzdik zhoghar oku orna*
✔*Mugalimderge, studentterge tolyk zhagday zhasalgan*
✔*The best university in Kazakhstan*
✔*Opportunity for professional growth*
✔*Wasps about oku ornynda bilim aldym*
✔*Old ears*
✔*Bedeli*
✔*I have long dreamed of working at Al-Farabi Kazakh National University*
✔*Mumkindigi ote zhogary*
✔*Wasps university okydym. Ustazdarimny n isin sorry for the ore pariz dep bildim.*

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

These are alive (very often)	52 people	52%
Live (often)	34 people	34%
Kade (sometimes)	14 people	14%
Ote sirek (very rare)	0 people	0%
Muldem bolmaidy (never)	0 people	0%

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

These are alive (very often)	40 people	40%
Live (often)	43 people	43%
Kade (sometimes)	15 people	15%
Ote sirek (very rare)	1 person	1%
Muldem bolmaidy (never)	1 person	1%

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

	Often	**Sometimes**	**Never**	**No answer**
Lack of classrooms	5 people (5%)	26 people (26%)	69 people (69%)	-
Imbalance of teaching load by semester	4 people (4%)	22 people (22%)	74 people (74%)	-
Inaccessibility of necessary literature in the library	5 people (5%)	20 people (20%)	75 people (75%)	-
Overcrowding of study groups (too many students in a group)	3 people (3%)	28 people (28%)	69 people (69%)	-

Inconvenient schedule	4 people (4%)	18 people (18%)	78 people (78%)	-
Inadequate classroom conditions	8 people (8%)	28 people (28%)	64 people (64%)	-
Lack of Internet access/weak Internet	18 people (18%)	31 people (31%)	51 people (51%)	-
Lack of interest among students in learning	1 person (1%)	24 people (24%)	75 people (75%)	-
Late receipt of information about events	2 people (2%)	20 people (20%)	78 people (78%)	-
Lack of technical equipment in classrooms	15 people (15%)	36 people (36%)	49 people (49%)	-
Other problems	✔*No* ✔*Zhok* ✔*Masele zhok* ✔*Not available* ✔*zhok* ✔*No problem* ✔*No* ✔*ondai zhadaylar bolmagan.* ✔*Technikalyk zhabdyktar nashar* ✔*No problems* ✔*Onday zhok* ✔*Yeshkandai maseleler tuyndagan emes* ✔*When will we become a modern university, in which there are simply papers in the department, classrooms are equipped, there is soap in the restrooms and it doesn't stink? When will the educational process stop being like this, where the administration is the police, and the teacher is a criminal whom the police are constantly trying to punish for something? When will the educational process change and improve, when will we stop teaching subjects that students don't need in the first year of a bachelor's degree? When will our students be treated as people, and not as some kind of powerless creature? After all, this is all easy to solve, there is no need to reinvent the wheel, there are a lot of universities, take their practice and experience, implement it and work.* ✔*No significant* ✔*Problems with heating some classrooms in winter* ✔*Internet* ✔*Masele zhok* ✔*There are no problematic moments during the work process* ✔*Focus more on practice* ✔*Yeshkandai* ✔*Bizde karzhylay yntalandyru zhagy tomen* ✔*Audience salkyn boluy* ✔*Salary is low* ✔*Tazhiribe alu* ✔*Auditorium technical equipment* ✔*Maseleler sheshilip otyrady der kezinde* ✔*Technical equipment is weak* ✔*məseleler zhok* ✔*Yeshkandai kolaisyz masseleler tuyndagan emes* ✔*Arturli* ✔*Baska maselelerge tap bolgan emespin.* ✔*Poor material support* ✔*everything suits me* ✔*Baska maseleler zhok* ✔*Ondai zhagday bolmada* ✔*About the case of the end of the process, we will tell you what to do next.* ✔*Bolgan Zhok* ✔*Not high salary* ✔*Poor technical equipment*			

	✔*No other problems* ✔*Keybir audiencelar ote suyk, teresesi zhok, kosalky bolmelerden audience zhasalgan* ✔*Interactive taktalar kerek* ✔*Bari duoys* ✔*No problem*

40. 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:

Question	**Completely satisfied**	**Partially satisfied**	**Not satisfied**	**I find it difficult to answer**
The attitude of the university management towards you	81 people (81%)	16 people (16 %)	1 person (1%)	2 people (2%)
Relationships with immediate management	90 people (90%)	9 people (9%)	1 person (1%)	0 people (0%)
Relations with colleagues at the department	96 people (96%)	4 people (4%)	0 people (0%)	0 people (0%)
Participation in management decision making	79 people (79%)	16 people (16%)	3 people (3%)	2 people (2%)
Relations with students	97 people (97%)	3 people (3%)	0 people (0%)	0 people (0%)
Recognition of your successes and achievements by the administration	78 people (78%)	19 people (19%)	2 people (2%)	1 person (1%)
Support for your suggestions and comments	79 people (79%)	19 people (19 %)	2 people (2%)	0 people (0%)
Activities of the university administration	77 people (77%)	20 people (20 %)	3 people (3%)	0 people (0%)
Terms of payment	56 people (56%)	31 people (31%)	12 people (12%)	1 person (1%)
Working conditions, list and quality of services provided at the university	76 people (76%)	22 people (22%)	2 people (2%)	0 people (0%)
Labor protection and safety	83 people (83%)	16 people (16%)	1 person (0%)	0 people (0%)
Managing changes in the activities of the university	75 people (75%)	22 people (22%)	3 people (3%)	0 people (0%)
Providing a social package: rest, sanatorium treatment, etc.	66 people (66%)	25 people (25%)	9 people (9%)	0 people (0%)
Organization and quality of food at the university	62 people (62%)	28 people (28%)	9 people (9%)	1 person (1%)
Organization and quality of medical care	65 people (65%)	30 people (thirty%)	4 people (4%)	1 person (1%)

Appendix 4. Results of the student survey

Results of anonymous student survey
Al-Farabi Kazakh National University

Total number of questionnaires: 106

1.Bilim beru bagdarlamynyz (Your educational program)?

7M03214 Business communication	0	0%
6B02209 Turkology	5	4.7%
7M01704 Foreign language: two foreign languages	9	8.5%
7M01704 Foreign language: two foreign languages (1.5 years)	2	1.9%
7M0171 Kazakh language and literature	48	45.3%
8D01701 Kazakh language and literature	12	11.3%
7M02304 Translation in the field of international and legal relations	4	3.8%
7M04220 Forensic examinations	7	6.6%
7M04213 Judicial, prosecutorial and investigative activities	6	5.7%
7M04205 Public service and administrative activities	3	2.8%
7M04207 Civil law	2	1.9%
7M04216 Financial law	8	7.5%

2. Zhynysynyz (Pol)

Er (male)	14 people	13.2%
Әyel (female)	92 people	86.8%

3.Please 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	81 people (76.4%)	21 people (19.8 %)	1 person (0.9%)	2 people (1.9 %)	1 person (0.9%)
2. Level of accessibility of the dean's office	84 people (79.2%)	19 people (17.9 %)	1 person (0.9%)	2 people (1.9 %)	0 people (0%)
3. The level of accessibility and responsiveness of the university management	85 people (80.2%)	17 people (16%)	1 person (0.9%)	1 person (0.9 %)	2 people (1.9%)
4. Availability of academic advising to you	85 people (80.2%)	15 people (14.2 %)	5 people (4.7%)	0 people (0%)	1 person (0.9%)

Questions	Completely satisfied	Partially satisfied	Partially unsatisfied	Not satisfied	I'm at a loss answer
5. Support with educational materials during the learning process	87 people (82.1%)	16 people (15.1%)	2 people (1.9%)	0 people (0%)	1 person (0.9%)
6. Availability of counseling on personal problems	84 people (79.2%)	14 people (13.2%)	6 people (5.7%)	6 people (5.7%)	1 person (0.9%)
7. Relationship between student and teacher	96 people (90.6%)	8 people (7.5%)	2 people (1.9%)	0 people (0%)	0 people (0%)
8. Financial and administrative services of the educational institution	84 people (79.2%)	5 people (14.2%)	2 people (1.9%)	4 people (3.8%)	1 person (0.9%)
9. Availability of health services	89 people (84%)	14 people (13.2%)	0 people (0%)	4 people (13.2%)	2 people (1.9%)
10. Quality of medical care at the university	85 (80.2%)	16 people (15.1%)	1 (0.9%)	2 people (1.9%)	2 people (1.9%)
11. Level of accessibility of library resources	100 people (94.3%)	4 people (3.8%)	0 people (0%)	1 person (0.9%)	1 person (0.9%)
12. The quality of services provided in libraries and reading rooms	102 people (96.2%)	2 people (1.9%)	0 people (0%)	0 people (0%)	2 people (1.9%)
13. Satisfaction with existing educational resources of the university	87 people (82.1%)	18 people (17%)	1 person (0.9%)	0 people (0%)	0 people (0%)
14. Availability of computer classes	81 people (76.4%)	18 people (17%)	5 people (4.7%)	0 people (0%)	2 people (1.9%)
15. Availability and quality of Internet resources	80 people (75.5%)	16 people (15.1%)	4 people (3.8%)	1 person (0.9%)	5 people (4.7%)

Questions	Completely satisfied	Partially satisfied	Partially unsatisfied	Not satisfied	I'm at a loss answer
16. The content and information content of the website of educational organizations in general and faculties (schools) in particular	91 people(85.8%)	13 people (12.3 %)	1 person (0.9%)	people (%)	1 person (0.9%)
17. Study rooms, auditoriums for large groups	86 people (81.1%)	15 people (14.2 %)	3 people (2.8%)	2 people (1.9 %)	0 people (0%)
18. Lounges for students (if available)	66 people (62.3%)	19 people (17.9 %)	4 people (3.8%)	10 people (9.4 %)	7 people (6.6%)
19. Clarity of procedure for taking disciplinary action	86 people (81.1%)	18 people (17%)	0 people (0%)	1 person (0.9 %)	1 person (0.9%)
20. The quality of the educational program as a whole	90 people (84.9%)	12 people (11.3 %)	3 people (2.8%)	1 person (0.9 %)	0 people (0%)
21. The quality of educational programs in the EP	93 (87.7%)	11 people (10.4 %)	1 person (0.9%)	0 people (0%)	1 person (0.9%)
22. Teaching methods in general	86 people (81.1%)	18 people (17%)	1 person (0.9%)	1 person (0.9 %)	0 people (0%)
23. Quick response to feedback from teachers regarding the educational process	89 people (84%)	14 people (13.2 %)	2 people (1.9%)	1 person (0.9 %)	0 people (0%)
24. Overall quality of teaching	89 people (84%)	15 people (14.2 %)	1 person (0.9%)	1 person (0.9 %)	0 people (0%)
25. Academic load/requirements for the student	89 people (84%)	15 people (14.2 %)	0 people (0%)	2 people (1.9 %)	0 people (0%)
26. Requirements of teaching staff for students	91 people (85.8%)	14 people (13.2 %	1 people (0.9%)	0 people (%)	people (%)

Questions	Completely satisfied	Partially satisfied	Partially unsatisfied	Not satisfied	I'm at a loss answer
27. Information support and explanation before entering the university of the rules of admission and the strategy of the educational program (specialty)	91 people (85.8%)	13 people (12.3 %)	0 people (0%)	1 person (0.9 %)	1 person (0.9%)
28. Informing the requirements in order to successfully complete a given educational program (specialty)	89 people (84%)	13 people (12.3 %)	2 people (1.9%)	2 people (1.9 %)	people (%)
29. The quality of examination materials (tests and examination questions, etc.)	95 people (89.6%)	9 people (8.5%)	1 person (0.9%)	1 person (0.9 %)	people (%)
30. Objective assessment of knowledge, skills and other educational achievements	93 people (87.7%)	12 people (11.3 %)	0 people (0%)	1 person (0.9 %)	0 people (0%)
31. Available computer classes	80 people (75.5%)	13 people (12.3 %)	7 people (6.6%)	4 people (3.8 %)	2 people (1.9%)
32. Available scientific laboratories	80 people (75.5%)	14 people (13.2 %)	1 person (0.9%)	4 people (3.8 %)	7 people (6.6%)
33. Objectivity and fairness of teachers	89 people (84%)	14 people (13.2 %)	1 person (0.9%)	1 person (0.9 %)	1 person (0.9%)
34. Informing students about courses, educational programs and the academic degree they receive	90 people (84.9%)	14 people (13.2 %)	1 person (0.9%)	1 person (0.9 %)	people (0.9%)
35. Providing students with hostel accommodation	75 people (70.8%)	11 people (10.4 %)	6 people (5.7%)	3 people (2.8 %)	11 people (10.4 %)

4. Rate how much you agree:

Statement	Full agreement	Agree	Partially agree	I don't agree	Complete disagreement	Didn't answer
1. The course program was clearly presented	87 people (82.1%)	14 people (13.2%)	4 people (3.8%)	1 person (0.9%)	0 people (0%)	-
2. Course content is well structured	88 people (83%)	13 people (12.3%)	4 people (3.8%)	1 person (0.9%)	0 people (0%)	-
3. Key terms are sufficiently explained	87 people (82.1%)	15 people (14.2%)	2 people (1.9%)	1 person (0.9%)	1 person (0.9%)	-
4. The material proposed by the teacher is relevant and reflects the latest achievements of science and practice	86 people (81.1%)	13 people (12.3%)	6 people (5.7%)	1 person (0.9%)	0 people (0%)	-
5.The teacher uses effective teaching methods	85 people (80.2%)	15 people (14.2%)	4 people (3.8%)	2 people (1.9%)	0 people (0%)	-
6.The teacher knows the material being taught	89 people (84%)	15 people (14.2%)	1 person (0.9%)	people 1 (0.9%)	0 people (0%)	-
7.The teacher's presentation is clear	87 people (82.1%)	people 15 (14.2%)	3 people (2.8%)	1 person (0.9%)	0 people (0%)	-
8.The teacher presents the material in an interesting way	86 people (81.1%)	12 people (11.3%)	7 people (6.6%)	1 person (0.9%)	0 people (0%)	-
9.Objectivity in assessing knowledge, skills and other educational achievements	85 people (80.2%)	16 people (15.1%)	3 people (2.8%)	1 person (0.9%)	1 person (0.9%)	-
10.Timely assessment of students' educational achievements	88 people (83%)	14 people (13.2%)	3 people (2.8%)	1 person (0.9%)	0 people (0%)	-
eleven.The teacher satisfies my requirements for personal development and professional formation	87 people (82.1%)	15 people (14.2%)	3 people (2.8%)	1 person (0.9%)	0 people (0%)	-
12.The teacher stimulates student activity	86 people (81.1%)	17 people (16 %)	2 people (1.9%)	1 person (0.9%)	0 people (0%)	-
13.The teacher stimulates students' creative thinking	85 people (80.2%)	15 people (14.2%)	4 people (3.8%)	2 people (1.9%)	0 people (0%)	-
14.The appearance and manners of the teacher are adequate	89 people (84%)	16 people (15.1%)	0 people (0%)	0 people (0%)	0 people (0%)	-
15.The teacher shows a positive attitude towards students	88 people (83%)	16 people (15.1%)	0 people (0%)	2 people (1.9%)	0 people (0%)	-
16.The system for assessing educational achievements (seminars, tests, questionnaires, etc.) reflects the content of the course	87 people (82.1%)	15 people	3 people (2.8%)	1 person (0.9%)	0 people (0%)	-

		(14.2%)				
17.The assessment criteria used by the teacher are clear	83 people (78.3%)	19 people (17.9%)	3 people (2.8%)	1 person (0.9%)	0 people (0%)	-
18.The teacher objectively evaluates student achievements	85 people (80.2%)	17 people (16 %)	3 people (2.8%)	1 person (0.9%)	0 people (0%)	-
19.The teacher speaks professional language	90 people (84.9%)	16 people (15.1%)	0 people (0%)	0 people (0%)	0 people (0%)	-
20.The organization of education provides sufficient opportunity for sports and other leisure activities	80 people (75.5%)	21 people (19.8%)	2 people (1.9%)	3 people (2.8%)	0 people (0%)	-
21.Facilities and equipment for students are safe, comfortable and modern	83 people (78.3%)	16 people (15.1%)	1 person (0.9%)	0 people (0%)	6 people (5.7%)	-
22.The library is well equipped and has a fairly good collection of books	87 people (82.1%)	16 people (15.1%)	2 people (1.9%)	0 people (0%)	1 person (0.9%)	-
23.Equal opportunities are provided to all students	88 people (83%)	15 people (14.2%)	1 person (0.9%)	1 person (0.9%)	1 person (0.9%)	-

5. Other problems regarding the quality of teaching (Baska məseleler):

- *Zhok*
- *Zhumystar usynilsa studentteroe memlekettik*
- *Bari zhaksy.*
- *Meni universitytin bilim take sapas tolygymen kanagattandyrady*
- *There is none of them*
- *No problem*
- *No complaints*
- *No*
- *No problem*
- *Menu okyganimdy maktan etemin. Tek zhatakhana gana massele tudyrady.*
- *Technological equipment kobeytu. Internet zhelisin kusheytu.*
- *Let's eat some toladas.*
- *Interactive takta kerek*
- *Internet zhelisin kusheytu kerek*
- *Master's students tagylymdama boyynsha Tazhiribe almasuga shet elge zhiberse eken*
- *Masele zhok dep oylaimyn*
- *Baska maseleler zhok*
- *No*
- *Innovative technologies*
- *Master's degrees in taglymdamaga shet elge zhibermeu; bachelor's degree shet elge auysuymen oqytpau; bizdin faculty shet elderman, ozyk tekhgologiyalarmen smoke baylanys zhok, aul secildi*
- *zhok*
- *No*
- *No problem*
- *University of technology lardy n azdygy, zhay projector zhane interactive takta muldem zhok dese bolady. There was a university in the faculty of Baylanysty.*